



BRITISH  
FIRES



// **INSTALLATION & USER INSTRUCTIONS**  
BRAMSHAW ELECTRIC LED SQUARE STOVE

## // INSTALLATION & USER INSTRUCTIONS

Section	Contents	Page
1.0	Important Notes	02
2.0	Installation Requirements	03
3.0	Appliance Data for Bramshaw Stove	04
4.0	Unpacking the Stove	05
5.0	Component Checklist	05
6.0	Site Requirements	05
7.0	Clearances	06
8.0	Installation – Wall Hung	07–11
8.1	Installation – Log Stand	12–13
8.2	Installation – Pedestal	14
8.3	Installation – Stove Pipe	15–16
9.0	Operating the Appliance	17–20
10.0	Troubleshooting Guide	21
11.0	Cleaning & Maintenance	22
12.0	Troubleshooting Guide	23
13.0	Spares	23
14.0	Servicing	24
15.0	Bramshaw Stove Dimensions	25
16.0	Terms and Conditions	26

## // 1.0 IMPORTANT NOTES

**IMPORTANT – THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.**

When using this electrical appliance, basic precautions should be followed to reduce the risk of fire, electric shock and injury to person, including the following:

This heater must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.

DO NOT switch the appliance on until it is properly installed as described in this manual.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Children of less than three years should be kept away unless continuously supervised. Children aged from three years and less than eight years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children aged from three years and less than eight years shall not plug in, regulate and clean the appliance or perform user maintenance.

**CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

The heater must not be located immediately below a socket-outlet.

DO NOT use this heater in the immediate surroundings of a bath, a shower or a swimming pool.

**WARNING:** In order to avoid overheating, do not cover the heater.

DO NOT use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Keep furniture, curtains and other fabric material away from the appliance.

DO NOT leave the appliance unattended during use.

From time to time, check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage.

DO NOT run the mains cable under carpets, rugs etc.

DO NOT cover or obstruct the heater in any way. Overheating will result if it is accidentally covered.

Never immerse the product in water or any other liquids.

DO NOT use the appliance outdoors.

Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cool.

DO NOT clean the appliance with abrasive chemicals.

Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliance.

DO NOT insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliance.

DO NOT install the fire using an extension cord.

Unplug from the mains supply if the appliance is not to be used for long periods.

This product is only suitable for well insulated spaces or occasional use.

## // 2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired three pin BS1363 plug (13 Amp fuse rated) and 1.6 metres of electrical flex. It is therefore necessary for a suitable electrical socket to be located within this distance of the appliance and be easily accessible. The stove may be installed on a combustible or non-combustible floor, however the heater outlet is underneath the stove and certain types of floor covering may be affected by the heat produced by the stove. The ability of the floor covering to withstand the heat produced by the stove should be ascertained before proceeding with the installation of the stove. If in doubt then the stove should be mounted on a non-combustible hearth or plinth which extends for at least 150mm in front of the stove. This appliance should be positioned on a firm level surface. If the stove is to be sited in a fire surround then the suitability of the surround for use with electrical heaters should be established with the fire surround manufacturer. If fitted into an open draught fireplace, it is advisable to block off the chimney to reduce the risk of draught through the stove which may cause the safety cut out system in the fan heater to operate.

## // 3.0 APPLIANCE DATA FOR THE BRAMSHAW ELECTRIC LED STOVE

Weight (kg)	30kg
Dimensions	H951 x W420 x D420mm
Supply Voltage and Rating Power	220-240V AC, 50Hz 1700-2000W
Fuse Rating	13 Amp
Heating Elements	2000W
Lighting	LED
Location	Indoor use only
Supply plug/cord	BS1363 / 1.7 metres long

Item	Symbol	Value	Unit	Item	Unit	Item	Unit
<b>Heat Output</b>				<b>Types of heat input, for electric storage local space heaters only</b>		<b>Other control options</b>	
Nominal heat output	P <sub>nom</sub>	2.0	KW	Manual heat charge control with integrated thermostat	N/A	Room temperature control with presence detection	No
Minimum heat output (indicative)	P <sub>min</sub>	1.0	KW	Manual heat charge control with room and/or outdoor temperature feedback	N/A	Room temperature control with open window detection	Yes
Maximum continuous heat output	P <sub>max, c</sub>	2.0	KW	Electronic heat charge control with room and/or outdoor temperature feedback	N/A	With distance control option	No
				Fan assisted heat output	N/A	With adaptive start control	No
<b>Auxiliary electricity consumption</b>				<b>Type of heat output/room temperature control</b>		With working time limitation	
At nominal heat output	e <sub>lmax</sub>	0.0	KW	Single stage heat output and no room temperature control	No	With black bulb sensor	No
At minimum heat output	e <sub>lmin</sub>	0.0	KW	Two or more manual stages no temperature control	No		
In standby mode	e <sub>lSB</sub>	0.45	KW	With mechanical thermostat room temperature control	No		
				With electronic room temperature control	No		
				Electronic room temperature control plus day timer	No		
				Electronic room temperature control plus week timer	Yes		

## // 4.0 UNPACKING THE STOVE

Read all the instructions before continuing to unpack or install this stove. Carefully lift the stove from the carton. Check that the contents correlate with the component checklist below. Please dispose of all packaging with care at your local recycling centre.

## // 5.0 COMPONENT CHECKLIST

Quantity	Description
1	Stove and heater assembly
1	User instruction booklet
1	Remote control handset
2	AA batteries
1	Loose log set (dependant on model)
1	Wall bracket (dependent on model)
2	Hooks (dependent on model)
2	Firebox screws (dependent on model)
4	Wall plugs (dependent on model)
4	Wall fixing screws (dependent on model)
1	Log box (dependent on model)
6	Firebox screws (dependent on model)
1	Pedestal (dependent on model)

## // 6.0 SITE REQUIREMENTS

It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.

Installing the heater next to these types of wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolor wall finishing.

If the appliance is to be secure on a dry lined or timber framed construction then the integrity and ability of the wall to secure the appliance must be confirmed. It is important in these circumstances that any vapor barrier and/or structural members of the house frame are not damaged.

If you are unsure of the ability of the wall to secure the appliance and/or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

**DO NOT** recess any part of the appliance into the wall, or run the supply cable under carpets.

**DO NOT** site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack.

**DO NOT** site behind an opening door where mechanical impact/damage could occur.

**DO NOT** site where the supply cable would become a trip hazard.

**DO NOT** sit, stand or forcefully pull on the appliance.

**DO NOT** obstruct, cover or force items into the openings.

**DO NOT** use the heater to dry clothes.

**DO NOT** site/use in an outdoor location(s).

It is important that the following clearances are maintained from the appliance to combustible materials. These clearances are dependent on the securing location as defined on the following pages.

## // 7.0 CLEARANCES TO COMBUSTIBLES

The minimum distance to the front of the appliance is 900mm.

There are no clearances for above the appliance, apart from being clear of curtains and drapes.



900mm

### // IMPORTANT:

Please read completely through the instructions and verify that all listed parts are present before assembly.

## // 8.0 INSTALLATION – WALL MOUNTED

CAUTION: DO NOT CONNECT THE APPLIANCE TO THE ELECTRICAL SUPPLY AT THIS TIME..

British Fires assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric suite may be secured to the wall.

To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall,

then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixings. In this situation, any additional fixings and wall plugs should be of the same size and type as the ones provided.

If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then

efforts should be made to fix one position vertically, into one of the wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

### ! WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.

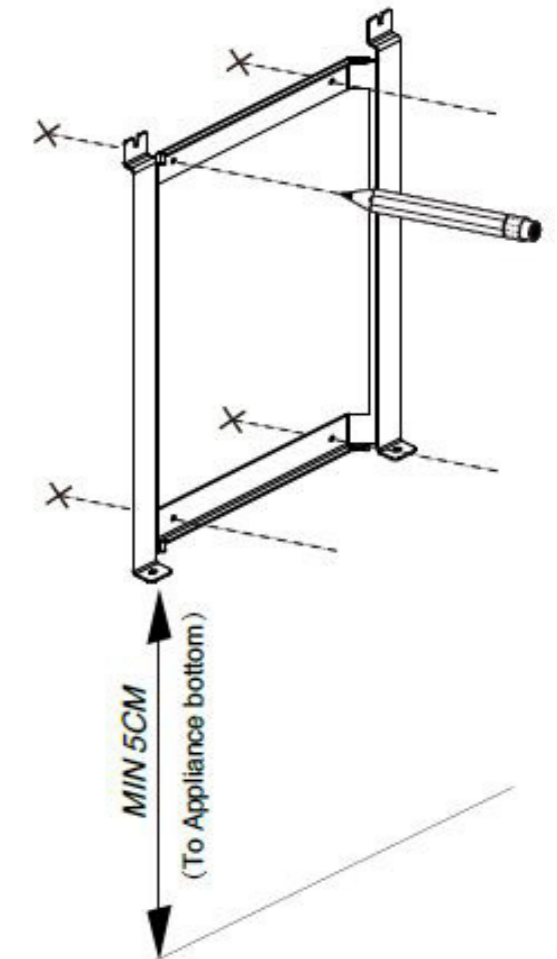
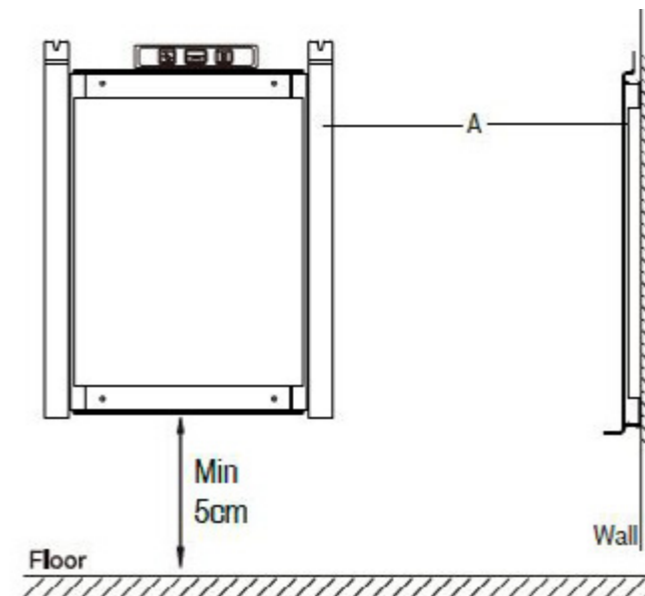


## // 8.0 INSTALLATION – WALL MOUNTED

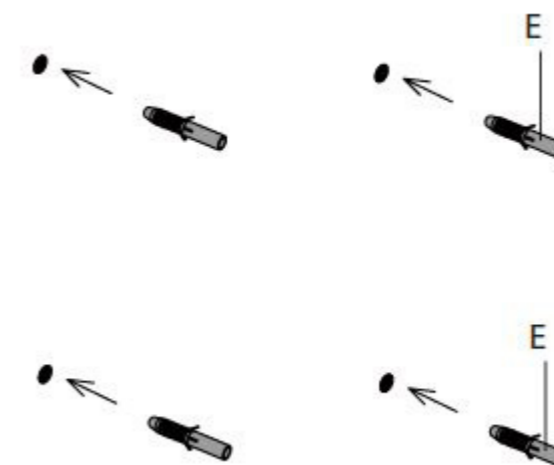
CONTINUED

### 1. Choose a suitable wall location where you would like the appliance to be installed.

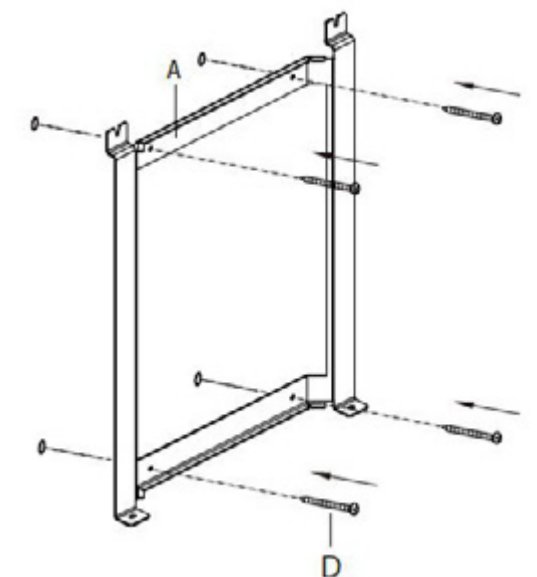
Position the Wall Bracket (A) in the desired location. Taking care to ensure that the bottom of the appliance is at least 5cm from the floor. Please note that you will have to screw the bottom of the wall bracket to the appliance to secure it into position. Use a level to align the bracket and mark the four holes with a pencil.



### 2. Place the bracket to one side and drill 4x holes in the wall to a depth of 40mm with an 8mm drill bit. Insert the Wall Anchors (E) into the holes using a hammer, if required.



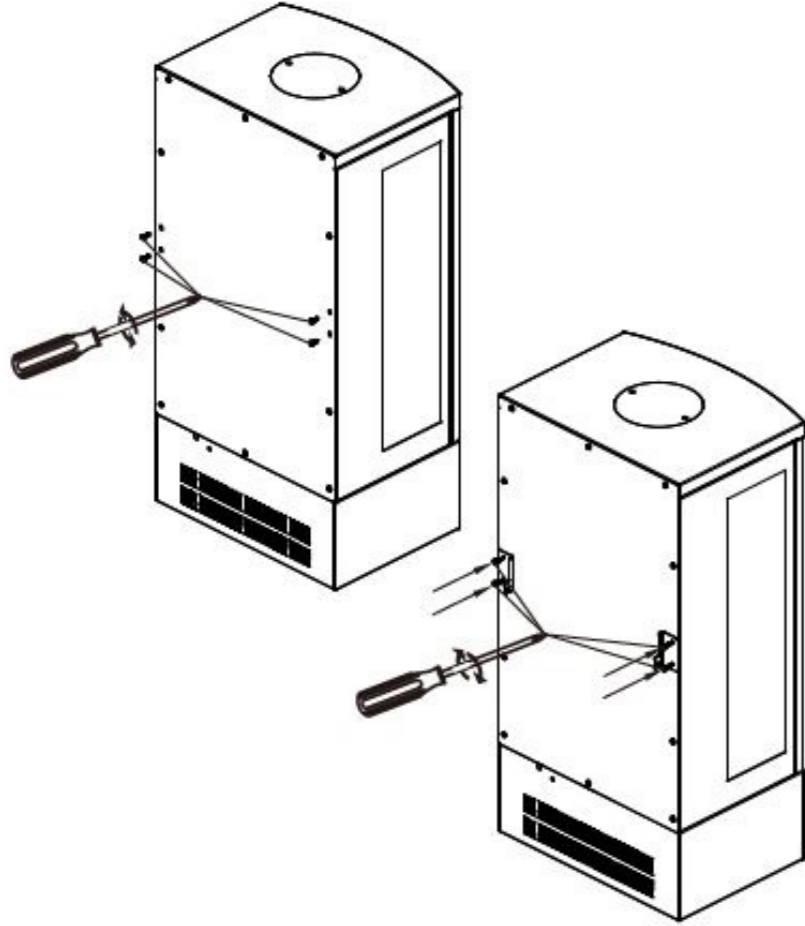
### 3. Secure the Top Wall Bracket (A) to the wall by the wall fastening screws provided (D) into the wall anchors through the wall bracket.



## // 8.0 INSTALLATION – WALL MOUNTED

CONTINUED

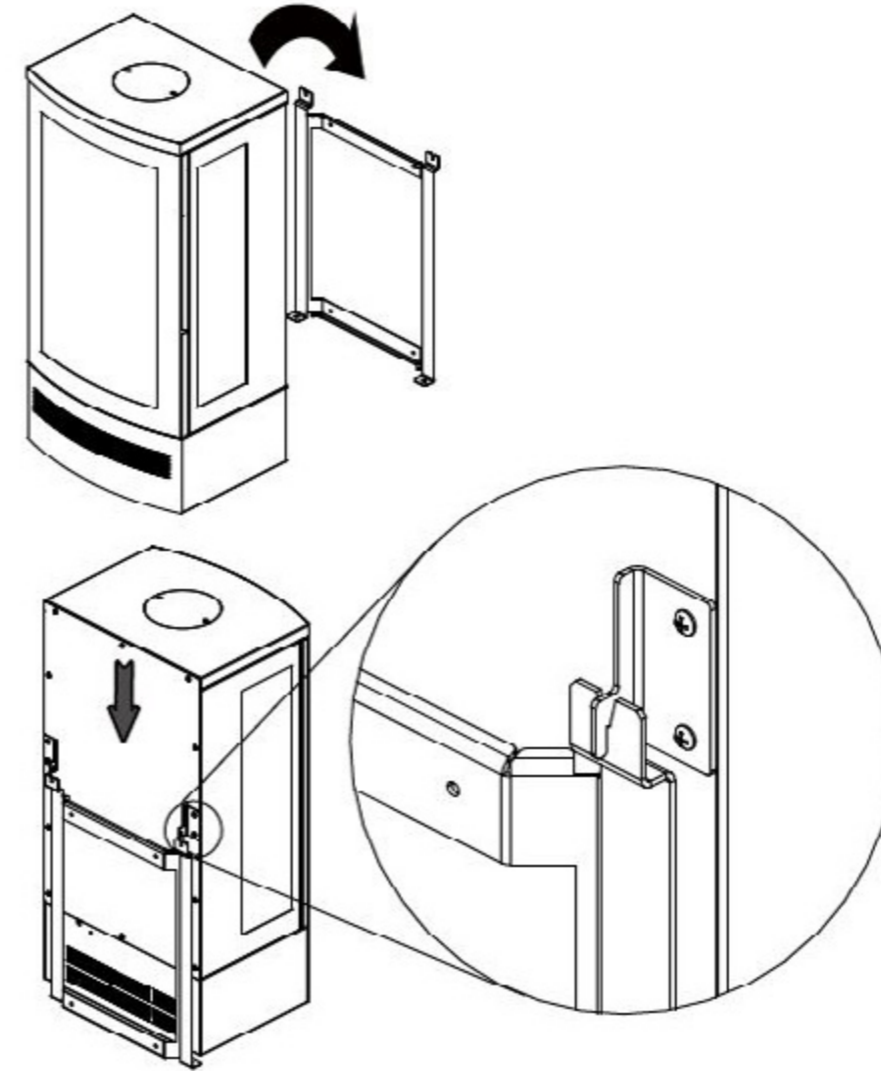
4. Remove 4x screws from the back of the appliance. Secure the Hooks (B) to the appliance by fastening the screws previously removed.



## // 8.0 INSTALLATION – WALL MOUNTED

CONTINUED

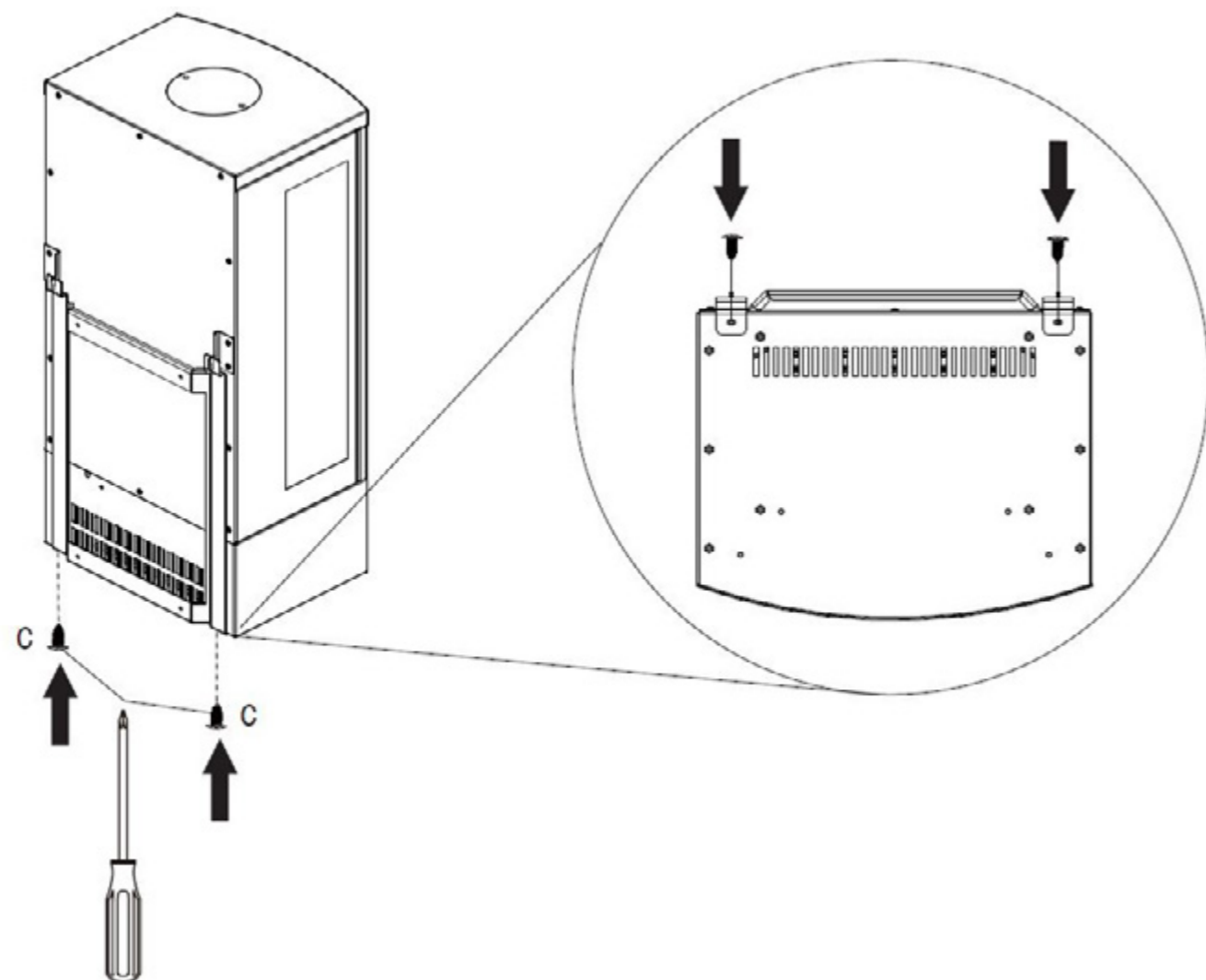
5. Use two people to lift the appliance and hang it onto the wall bracket (A).



## // 8.0 INSTALLATION – WALL MOUNTED

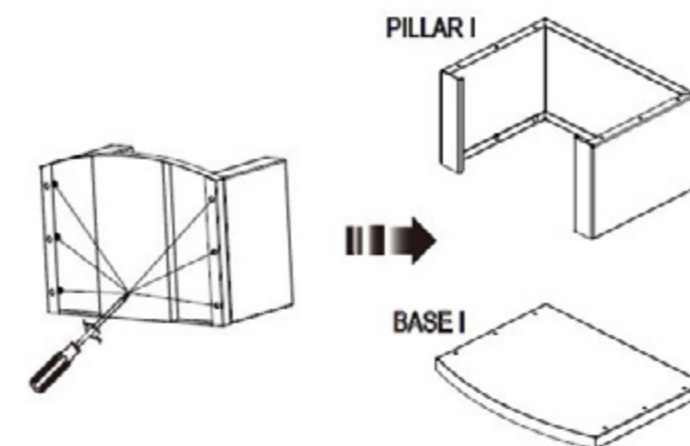
CONTINUED

6. Secure the bottom of the wall bracket to the bottom of the appliance with the firebox screws provided (C)

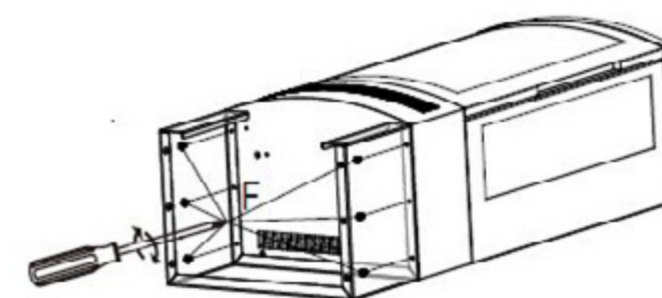


## // 8.1 INSTALLATION – FREE STANDING LOG STAND

1. Secure the bottom of the wall bracket to the bottom of the appliance with the firebox screws provided (C)



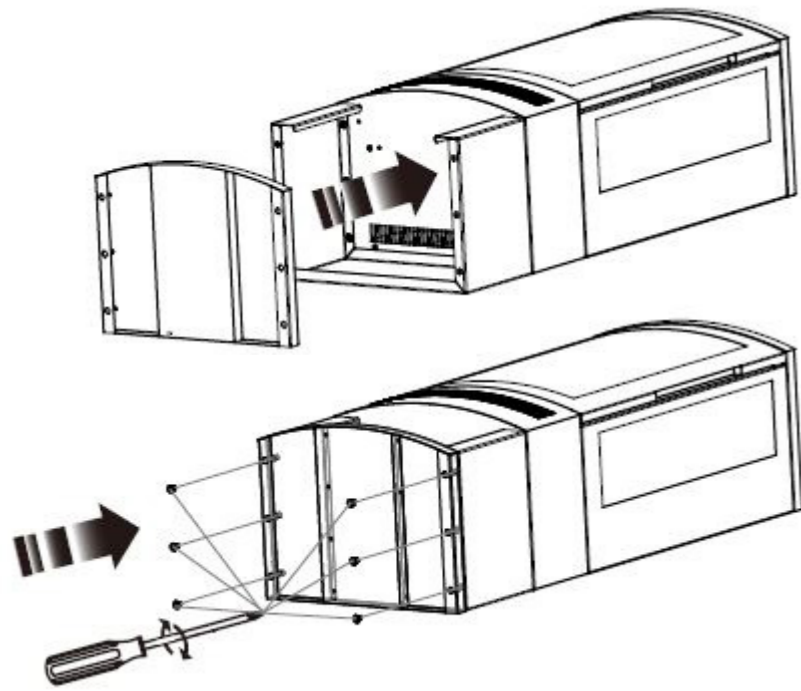
2. Lay the stove on its back and assemble the log box onto the bottom of the stove with firebox screws provided (F)



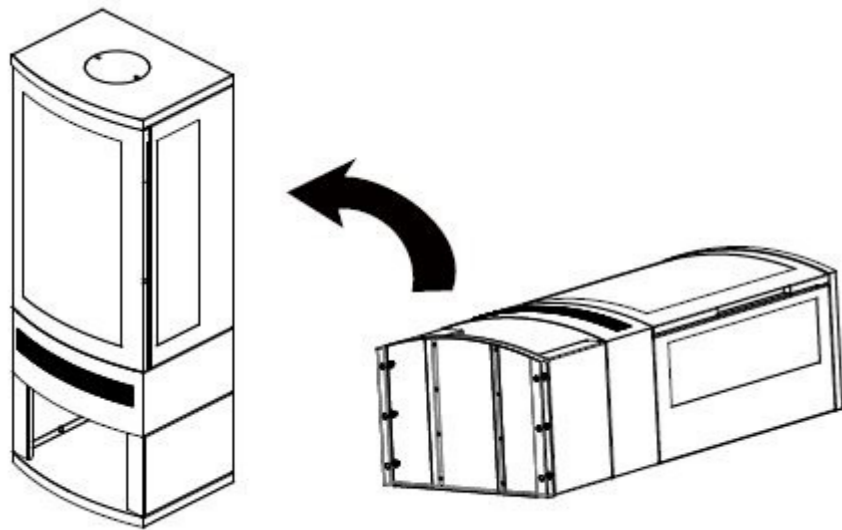
## // 8.1 INSTALLATION – FREE STANDING LOG STAND

CONTINUED

3. Secure the base to the pillar with the screws previously removed.

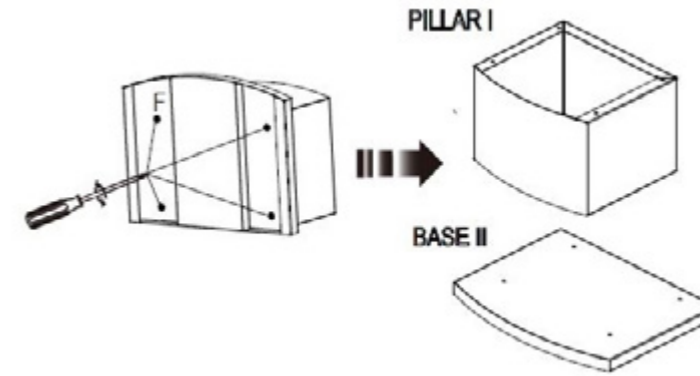


4. Secure the base to the pillar with the screws previously removed.

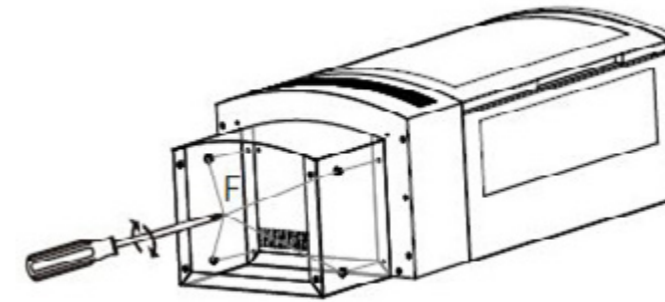


## // 8.2 INSTALLATION – FREE STANDING PEDASTAL

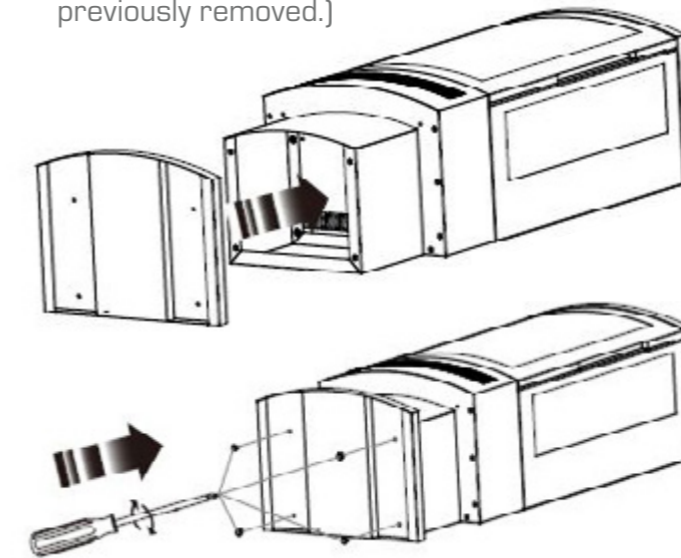
1. Disassemble the Pedestal by removing the 4x screws from the base.



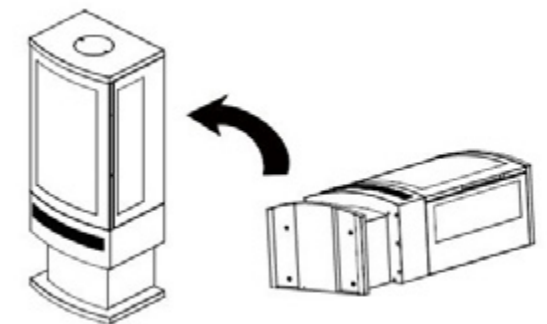
2. Lay the appliance on its back and assemble the Pillar on to the bottom of the appliance with the firebox provided screws (F)



3. Secure the base to the pillar with the 4x screws previously removed.)

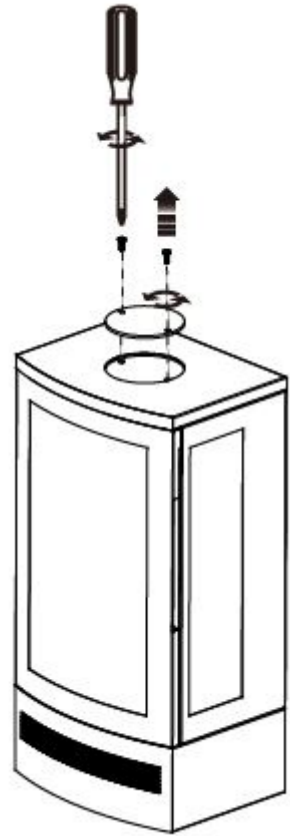


4. Secure the base to the pillar with the screws previously removed.

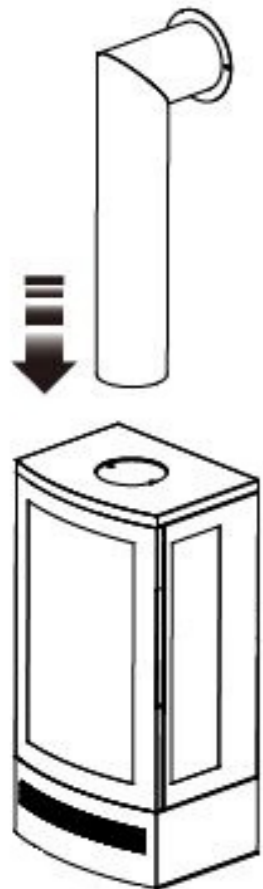




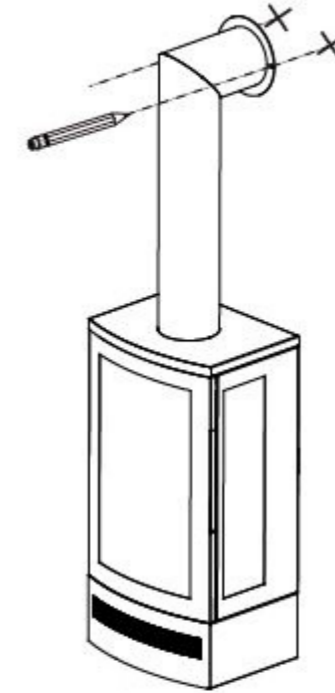
## // 8.3 INSTALLATION – OPTIONAL STOVE PIPE



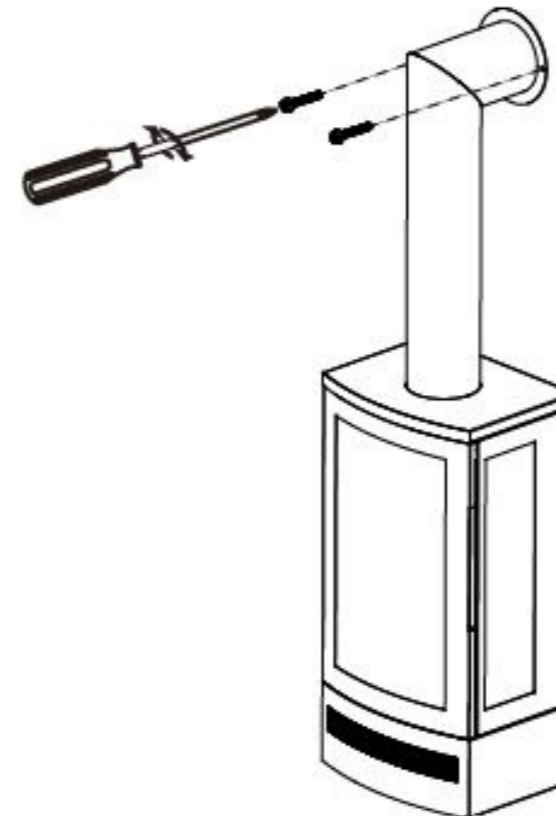
1. With a cross headed screw driver unscrew the two (2) countersunk head screws from the decorative grill plate on top of the appliance. Carefully leaver the decorative grill plate off of the top of the appliance through the screw holes.



2. Using two (2) people, move the appliance to where you would like it to be installed. Insert the small end of the Flue Pipe into the top recessed hole on the appliance, also ensuring that the opposite flanged end of the pipe is touching the wall.



3. With a pencil, mark through the two (2) holes at the top of the Flue Pipe on the wall. Remove the Flue Pipe and drill two holes using a 8mm drill bit, 40m deep. (For hard wall installations only). For plasterboard walls use an alternative fixing method shown in section 8.0. Insert the wall anchors into the holes in the wall using a hammer.



4. Place the Flue Pipe back into its final position and secure the Flue Pipe to the wall by fastenings provided into the wall anchors.

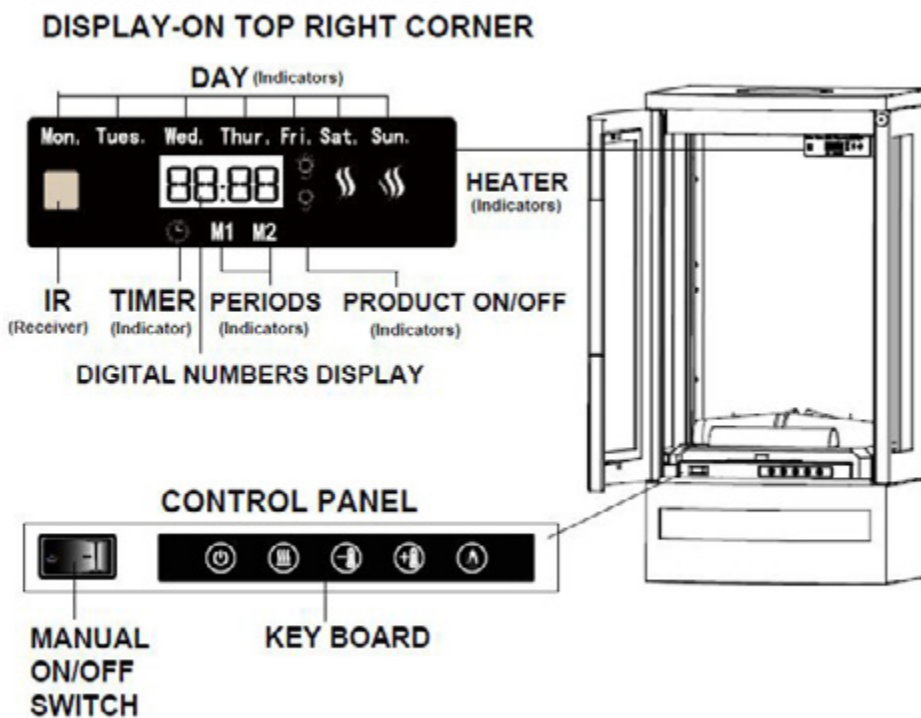
## // 9.0 OPERATING THE APPLIANCE

The appliance can be operated either by the control panel located on the front (behind the stove door) or by using the remote control supplied. For the appliance to operate, the manual ON/OFF switch, located on the left hand side of the control panel must be switched to the "I" position.

**NOTE:** Before attempting any operation with the remote control, press and slide the battery door (on the back of remote) open and insert two AAA batteries, checking that the ⊕ and ⊖ sides of the battery match inside the battery compartment, close the battery door.

The unit may emit a slight, harmless odour and smoke when first used. This odour & smoke is normal and it is caused by the internal heating of the internal heater parts and will not occur again.

The functions below can be controlled either by control panel on the appliance or by the remote control, before the POWER on the appliance is turned on, ensure the manual ON/OFF switch is switched to the "I" position



### // POWERING THE APPLIANCE

Press the Power button to supply power to all functions of the fireplace and put the fireplace in a standby mode and the current room temperature will be shown on the display.

Press the Power button again to turn off all functions.

**NOTE:** All previous settings are held in memory, so the next time you power up the fireplace, the unit will turn on with the same settings.

### // TEMPERATURE SETTING

Adjust the temperature to the desired setting (15° to 30°C Range) using the ⊕ & ⊖ buttons.

**NOTE:** The set temperature must be above the room temperature for the heating function to operate.

### // HEATER OPERATION

Press the Heater button to select Full Heat setting (2000W) and H2 with the red flame symbol will be displayed.



Press the Heater button again to select Half Heat setting (1000W) and H1 with the orange flame symbol will be displayed.



### // OPEN WINDOW DEVICE FUNCTION:

This appliance has open window detection function, when the heater is on operation (H1 or H2), once the ambient temperature drops 5°C within 10 minutes, the digital display will continue to show 'ECO'. This means there is window open or there may be a cooling item opened, at the same time the heater is off. Close the window or cooling items, press the heater button on the appliance or remote control to restart the heater.



**NOTE:** On either heater setting, the heat function will turn off when the room temperature reaches the set temperature. The heat function will automatically restart when the room temperature drops 3°C below the set temperature. Press the Heater button again to turn off the Heater function.

**NOTE:** The fan will run for approximately 30 seconds after the Heater function is turned off to remove any residual heat from the unit, to protect the control components from any potential overheating.

## // 9.0 OPERATING THE STOVE

CONTINUED

### // FLAME OPERATION

By pressing the Flame Picture button, you can select from four different Flame Picture options:

--	No Flame Picture
FE	Flame & Logs
-E	Logs Only
F-	Flame Only

**NOTE:** When one of these modes has been selected, this mode will be the default mode when the unit is turned on by manual or remote operation.


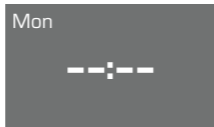
### // BRIGHTNESS OPERATION

The brightness setting of the Flame Picture can also be adjusted by pressing the Brightness button to select from the following levels:

H	Maximum Setting
C	Intermediate Setting
L	Minimum Setting

### // BY REMOTE CONTROL ONLY


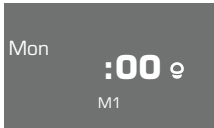
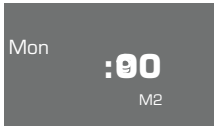


#### Setting the Time & Day (24 hour clock)

1. Press the Power button to turn the unit on.
2. Press & hold the Time Setting button for two seconds to display the time & day (no numbers shown as time not set)
 
3. Press the Time Setting button & the day setting will flash.
 
4. Adjust the day setting using ⊕ & ⊖ buttons.
5. Press the Time Setting button 'M' and the hour setting will flash. Adjust the hour setting using the ⊕ & ⊖ buttons.
6. Press the Time Setting button 'M' again and the minute setting will flash once more. Adjust the minute setting using the ⊕ & ⊖ buttons.
7. Press the Time Setting button 'M' a third time to exit the time/date set-up.

**NOTE:** The brightness setting can be only set by using the remote control.

### // SETTING THE WEEKLY TIMER

The Timer allows for two ON/OFF periods (M1/M2) for each day of the week and the timer can be set using the following procedure:

1. Press the Power button to turn the unit on.
2. Press & hold the Timer Mode 'M' button for two seconds to enter the timer settings. The settings for the 1st ON/OFF period (M1) for Monday will be shown with the 1st ON time & hour setting flashing.
 
3. Adjust the hour setting using the ⊕ & ⊖ buttons and press the Time Setting button to select the minute setting. With the minute setting flashing, adjust the minute setting using the ⊕ & ⊖ buttons.
 
4. Press the Time Setting button & the display will move to the 1st OFF time setting.
 
5. Repeat steps 2 & 3 to set the 1st OFF time.
6. Press the Time Setting button & the display will move to the 2nd ON/OFF period (M2) with the 2nd ON time setting displayed.
 
7. Repeat steps 2 to 5 to set the 2nd ON/OFF period.
8. Press the Time Setting button & the display will move to the 1st ON/OFF period (M1) for Tuesday with the 1st ON time setting displayed.
9. Repeat steps 2 through 8 for Tuesday's until Sunday's settings.
10. Having confirmed Sunday's settings, exit the timer settings by not using the remote for 10 seconds and the unit will default into normal operating mode. To activate the timer settings, press the Timer Mode button until the timer symbol is displayed on the screen.
 

**NOTE:** The time & day must be set before the Timer Mode can be activated. The unit can still be operated normally when in the timer mode using the Heater function. setting flashing, adjust the minute setting using the ⊕ & ⊖ buttons.

## // 10.0 SAFETY CUTOUT SYSTEM

This product has one non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.

**NOTE:** The visual effect will remain operational if the cutout is activated, only the fan heater is prevented from working.

Switch OFF the appliance at the wall socket or outlet. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed. Switch the appliance ON at the wall. Ensure the appliance is turned ON at the control switches. If the fire fails to operate correctly, repeat the above procedure. If an attempt to switch on the appliance is made before the safety cutout has reset, the appliance may cutout for a further period of time. If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet. If this is not the cause, call an electrician or maintenance engineer.

## // 11.0 CLEANING AND MAINTENANCE

**Always disconnect the stove from the mains supply before undertaking any maintenance.**

For general cleaning use a soft clean duster – never use harsh abrasives or cleaners. The glass viewing screen should be cleaned carefully with a soft cloth.

If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

### // REPLACING THE REMOTE CONTROL BATTERY:

When the battery becomes weak, the range of the remote control becomes shorter. Replace with two (2) new AAA batteries.

1. Slide open the battery cover on the back of the remote control.
2. Insert two new AAA batteries into the remote control.
3. Place the battery cover back onto the remote.

**NOTE:** Keep the batteries out of the reach of children.



## // 12.0 TROUBLESHOOTING GUIDE

My Electric Stive Fire...	Remedy
is not switching on	Ensure mains switch is on. Replace the fuse in the plug.
is not emitting any heat	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on. For example, if the room temperature is 22°C or above and the fires heater is set at 22°C, then the heater will not be required until the room temperature drops below 22°C. If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate. The safety cut-out may have been operated. Switch the appliance off, leave for two minutes then switch back on.
shuts off after a period of time	<p>Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on.</p> <p>Check that the chimney/flue is blocked off.</p> <p>Check that the window detection sensor has not activated.</p>

## // 13.0 SPARES

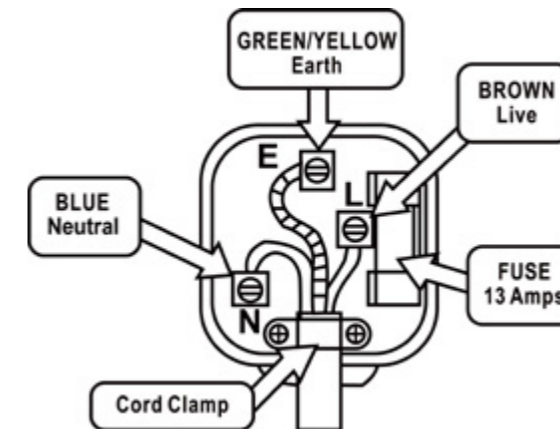
Refer to Section 3.0 Appliance Data for lamp and fuse specification. Excluding lamps and fuses, use only genuine manufacturers spare parts available from your supplier.

## // 14.0 SERVICING

This appliance is supplied with a BS1363 3-pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS1362. In the event of the mains plug being removed/replaced for any reason, please note :

**The wires in the mains lead are coloured in accordance with the following code:**

Blue	Neutral
Brown	Live
Green/Yellow	Earth



As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows.

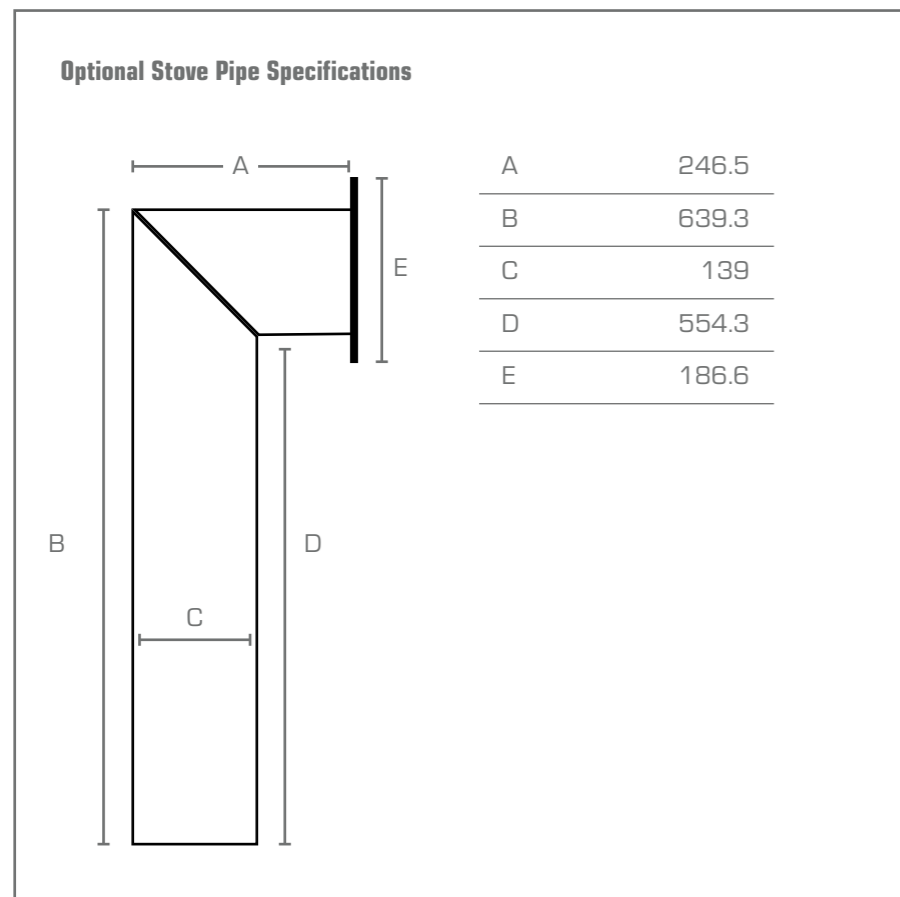
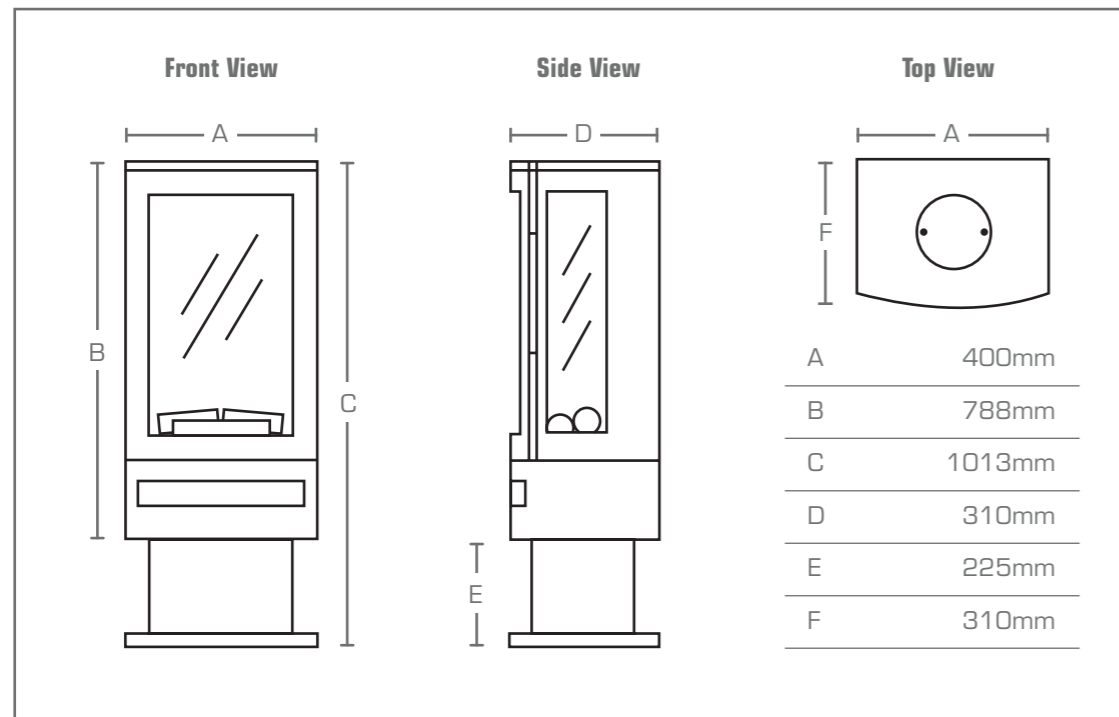
The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an L or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol.

**NOTE:** If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket. Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier. *There are no internal user serviceable parts.*

### // WARNING:

Never connect live or neutral wires to the earth terminal of the plug.

## // 15.0 BRAMSHAW DIMENSIONS



## // 16.0 THREE YEAR GUARANTEE – TERMS AND CONDITIONS

### 3-YEAR GUARANTEE TERMS AND CONDITIONS

At British Fires we pride ourselves on quality and performance, so much so that each British Fires electric product is applicable for a 3-year guarantee when purchased from an authorised dealer. We offer a standard 1-year guarantee on every electric product, but to ensure your product is covered for a further 2 years, free registration is required on our website [www.britishfires.com/guarantee](http://www.britishfires.com/guarantee). Full warranty terms and conditions are available to view at [www.britishfires.com](http://www.britishfires.com).

All appliances must be installed in a correctly ventilated space in accordance with the manufacturer's installation instructions and the rules in force. This brochure is for guidance only and is not intended to replace the installation manual, which provides more detailed information. All of our fires carry CE Approval. April 2019. British Fires™

- 1) For any claim to be made within the 3 years from date of purchase you will be required to provide and supply your original proof of purchase.
  - 2) All appliances must have been installed and operated in accordance with the manufacturer's instructions.
  - 3) Purchase(s) must be made through an authorised stockist/retailer.
- Please note all consumable items such as any ceramics including; coals, pebbles, logs, bark, crystals, rear panels are not covered by the 3-year guarantee.

During the guarantee period any product or component which is proved to be faulty or defective

in manufacture, will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement.

We will not accept or reimburse the costs of any third-party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.

The guarantee period will not be extended even if we repair or replace any product or part.

### MAKING A CLAIM:

If you wish to make a claim under our guarantee and all the terms and conditions for your product have been met then please submit the following information for the attention of the Service Department to the address below.


Alternatively, you can email or fax. British Fires, Service Department, Reid Street, Christchurch, Dorset, BH23 2BT.

**EMAIL:** [Guarantee@britishfires.co.uk](mailto:Guarantee@britishfires.co.uk)

**FAX:** 01202 588639.

### Details required:

- 1) Name, full address including postal code and contact telephone number.
- 2) A copy of your proof of purchase (e.g. receipt or bank statement). Please note that this does not affect your statutory rights.

 Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

As our policy is one of continuous improvement and development, we therefore, hope that you will understand we must retain the right to amend details and/or specifications without prior notice.



This product is only suitable for well insulated spaces or occasional use. Please note: Except where otherwise stated, all rights, including copyright in the text, images and layout of this booklet is owned by British Fires. You are not permitted to copy or adapt any of the content without the prior written permission of British Fires. © 2019 British Fires

Models covered by these instructions:  
Bramshaw LED Electric Stove  
HS93382CR  
HS93382LR

All instructions must be handed to the user for safekeeping.  
Revision A - 10/19

British Fires  
Christchurch, Dorset  
BH23 2BT  
Tel: 0808 169 9911  
[www.britishfires.com](http://www.britishfires.com)  
Email: [sales@britishfires.com](mailto:sales@britishfires.com)