

# Operating and Assembly Instructions

## Hip Small / Wood Small

Distribution:

Manufacturer:

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Please pay close attention to the notes!

# Information - Safety

- Please keep these instructions in a safe place for future reference. When using electrical equipment basic precautions should always be taken in order to avoid the risk of fire, electric shock and other injury to persons. Such precautions should include the following measures:
- If the unit is damaged, consult the dealer before installation and use.
- Do not use the unit outdoors, or in the direct vicinity of a bath or swimming pool.
- Since there is water in the burner, it is not suitable for outdoor operation in the cold winter, as the water freezes at 0 °C or less.
- All electric effect fires must be covered with our textile or steel cover when used outdoors (protection from rain or dust).
- The unit must not be positioned directly below a fixed electrical socket or connection box.
- The unit is not suitable for children or persons without the assistance or supervision of a third person, in the situation in which the safe use of the unit is not possible due to a physical or mental condition or due to reduced perception.
- Children must be supervised, to ensure that they do not play with the unit.
- In the event of a fault, pull out the mains plug of the unit.
- If covered during operation, there is a risk of fire.
- In case of error or prolonged non-use, please unplug the device.
- The unit must be positioned, such that the mains plug is accessible.
- If the mains plug becomes damaged, it must be replaced by the manufacturer or by a customer service centre or a comparably qualified person, in order to exclude sources of danger.
- Under no circumstances must the unit be operated if the lamps are not functioning.
- The lamps are to be examined regularly. In order to avoid overheating, the unit must not be covered. This is indicated on the unit by a warning symbol. Do not lay any objects or articles of clothing on the unit and do not obstruct the circulation of air around the unit.
- Restricted life of lighting equipment, ultrasonic membranes, fans and Effect Burners - up to approx. 3,000 hours.
- Before cleaning the fire Effect Burners the mains plug should always be pulled out.  
We recommend regular cleaning every 100 hours or at least every two weeks at the latest (obvious contamination should be removed immediately).
- Remove all water from the sump and tank if the device is not used for more than 10 days.
- Outdoor operation is only permitted if the temperatures are above 12 °C - 24/7, the burners are installed in a housing and protected from rain.

## Information - General



- Carefully unpack the unit and store the packaging for later use, e.g. for relocation, for returning the unit to the dealer or service return.
- The remote control and the batteries are packed separately in the carton.
- The unit is equipped with a fire effect without heating function.
- The fire effect consumes very little electrical energy (e.g. Effect burner Hip Small / Wood Small: approx. 200 W).
- This unit is intended for installation in a border, or in an installation opening in a wall.
- The operating noise can be heard under certain circumstances, due to the fire effect. This is normal and is no reason for complaint.

## Information - Electrical connection



### **WARNING - THIS UNIT MUST BE EARTHED.**

- This unit must only be connected to an alternating current power supply (AC supply).
- The voltage stated on the unit must be the same as the actual available supply voltage.
- Read the safety instructions and operating instruction carefully before switching on the unit.

## Information - Operation and maintenance



- Use only "BIO-FLUID" from "THE FLAME" or distilled water in this unit.
- Always make sure that the unit is standing on a level surface.
- After installation this unit must not be moved or laid on its back, without first ensuring that the water in the sump and water tank has been emptied.
- Pull out the drawer only when filling the water tank or in the event of replacing a lamp, because otherwise you may accidentally change the water level and the behavior of the fire effect function.
- We inform you that a maximum, continuous operating time (ON) of ten hours must not be exceeded. After ten hours continuous operating time the effect burner has to be switched off for at least two hours (OFF) - after
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- We inform you that a maximum, continuous operating time (ON) of ten hours must not be exceeded. After ten hours continuous operating time the effect burner has to be switched off for at least two hours (OFF) - after



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# Delivery package


Depending on the version:

- Effect burner "Hip Small" as built-in version for optional bottom in stainless steel, stone or glass. Including integrated water tank and remote control, without heating performance.
- Effect burner "Wood Small" as stand-alone or built-in version with decor wood and glow effect. Including integrated water tank and remote control, without heating performance.
- connection cable (2 parts) 1,20 m
- 4 Stk. Xenonlamps
- remote control incl. wall bracket and 2 batteries AAA
- operating manual

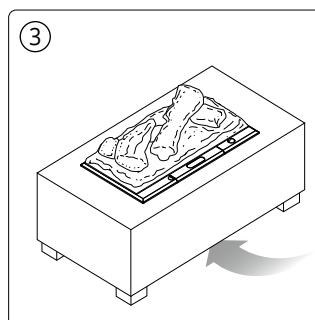
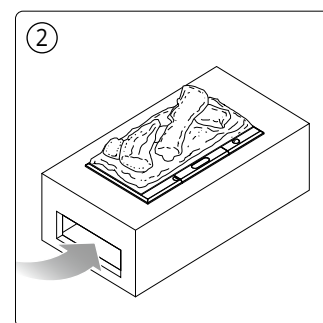
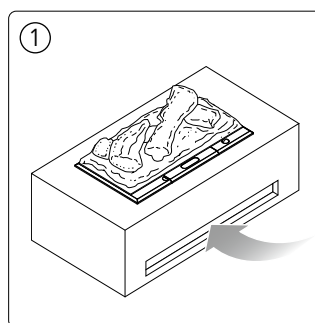
## Assembly instruction

- This unit can be integrated into stand-alone or separate built-in elements such as "THE FLAME fire furniture", fireplace environments, etc.
- In order for the device to be integrated into other installation elements, it must be properly assembled using the following instructions.

### Proper ventilation

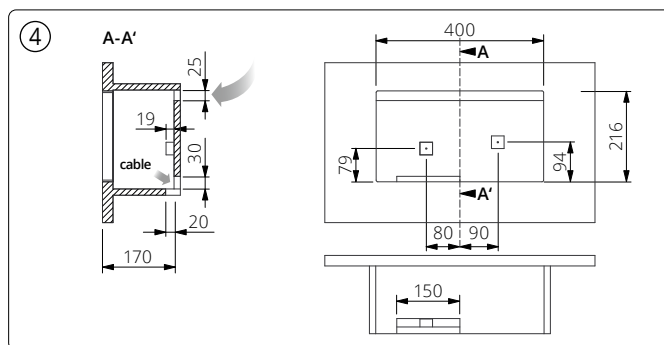
Proper ventilation is essential to ensure that air can flow into the device. Otherwise, the flame will not burn as intended. For a suitable ventilation opening, an area of at least 150 cm<sup>2</sup> is recommended. This vent must not be blocked. 

- ① Frontal ventilation (flow cross-section at least 150 cm<sup>2</sup>).
- ② Lateral ventilation (flow cross-section at least 150 cm<sup>2</sup>).
- ③ Ventilation from below (flow cross-section at least 150 cm<sup>2</sup>).



### Installation

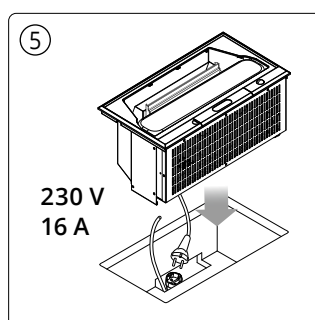
- ④ Prepare an installation opening for the device.
  - Make sure there is enough space to carry the power cord.
  - The ventilation opening must have an area of at least 150 cm<sup>2</sup> to allow air to flow into the appliance (see "Proper ventilation").




- ⑤ Place the device in the installation opening.
  - Make sure there is a power supply of 230 V / 16 A (approx. 1 running meter flexible cable with plug).

**When used with Fluidmatic and O-Box:**

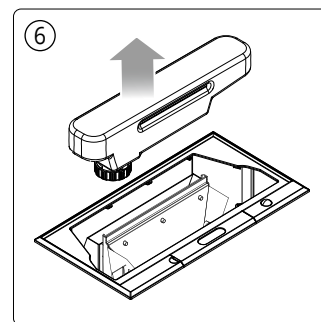
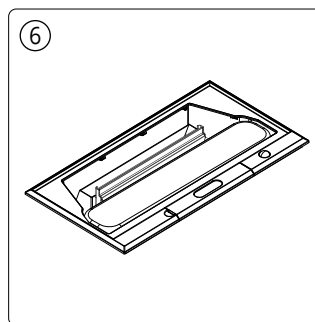
- Provide the "fuel supply" (H<sub>2</sub>O) from the O-box to the burner. For this purpose, prepare a continuous empty piping (ø 25 mm). Inner diameter O-pipe 6 mm.



 Please pay close attention to the notes!

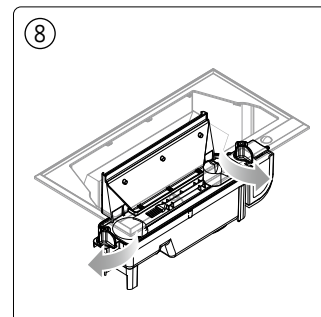
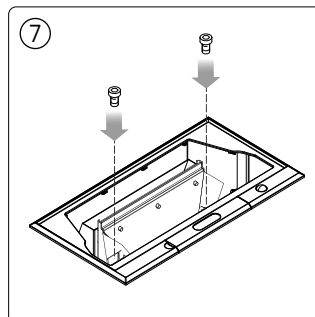
⑥ Connect the electricity and possibly the water connection (if used with Fluidmatic and O-Box).

⑦ Remove the water tank to access the screw holes.

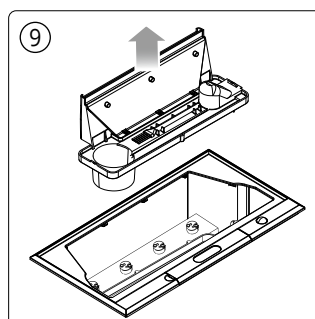


⑦ Attach the device to the mounting element using suitable screws (not supplied).

⑧ Turning the two red tabs by 90 degrees.

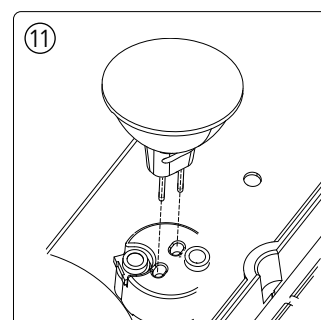
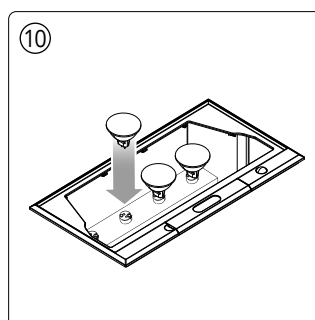


⑨ Take out the fog-nozzle.



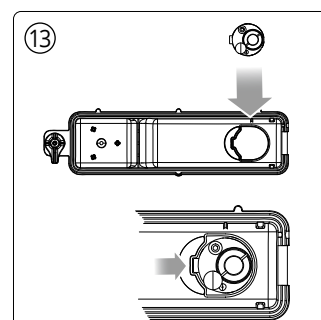
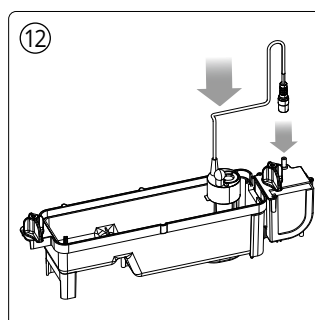
⑩ Please insert the 4 lamps provided.

⑪ Carefully insert the contact pins into the opening.  
• Push lamps firmly into place.

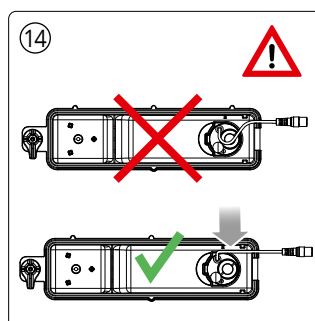



⑫ Place the nebulizer unit into the sump.

⑬ To ensure that the nebulizer unit is correctly placed in the sump, the tab on the nebulizer unit should be lined up with the moulded recess in the sump.

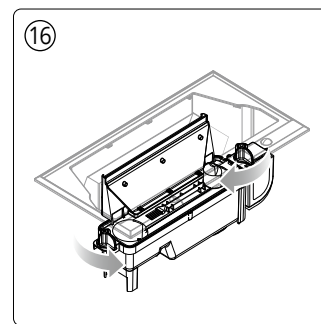
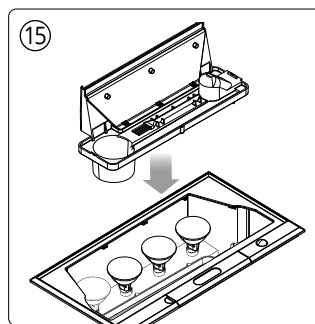


⑭ Ensure that the cable is not placed above the disc on the nebulizer unit. To prevent the cable becoming pinched between the nozzle and the sump, place the cable in the slot in the wall of the sump.

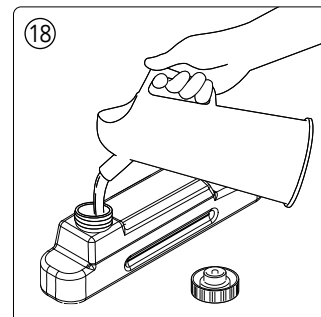
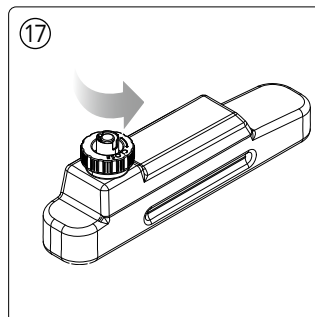


 Please pay close attention to the notes!

- ⑮ Reinsert the fog-nozzle.
- ⑯ Turning the two red tabs by 90 degrees.



- ⑰ Lift the water tank up and place it in a sink (for manual operation only). Unscrew the water tank cap (counter-clockwise).



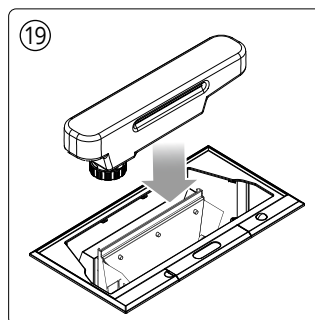
- ⑱ Now fill the water tank with "BIO-FLUID" or distilled water, and screw the water tank cap back on (but do not over-tighten).

Closing the tank with the screw cap must be done very carefully and with normal, light force. It should be tight, but not closed with extreme force.

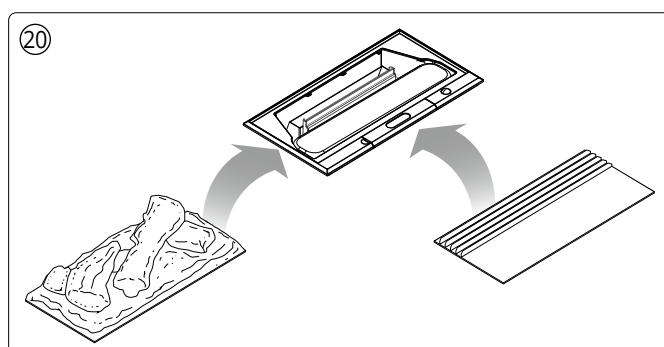
Capping with extreme force will damage the seal in the screw cap and lead to hairline cracks in the tank and screw cap. Hairline cracks and defective seals lead to uncontrolled leakage of water and thus to further damage.

- Alternatively, you can also use the automatic filtering and filling using O-Box and Fluidmatic from THE FLAME.

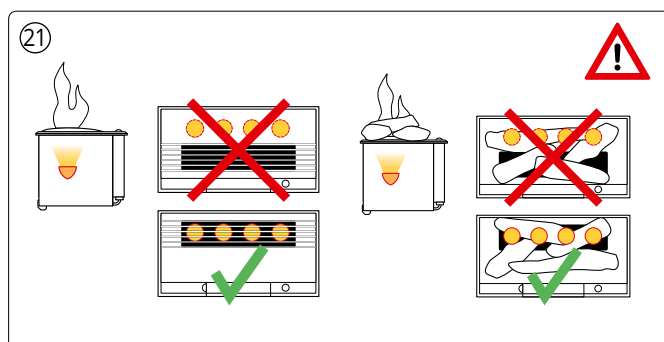
- ⑲ Reinsert the water tank. The tank cap must point downwards and the flat side of the tank point outwards.



- ⑳ Put the cover (wooden block or metal cover) back on the device.



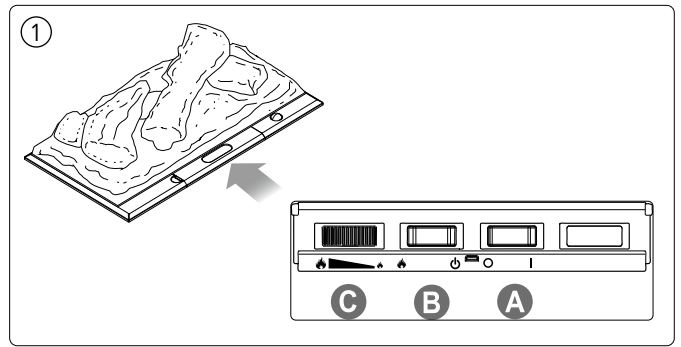
- ㉑ Please make sure that the opening is above the lamps.



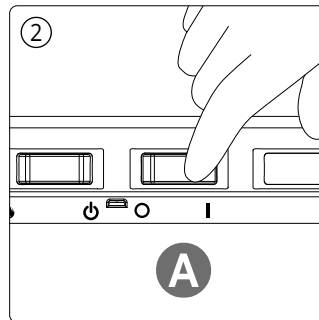
# Operating Instruction


## Operating manually

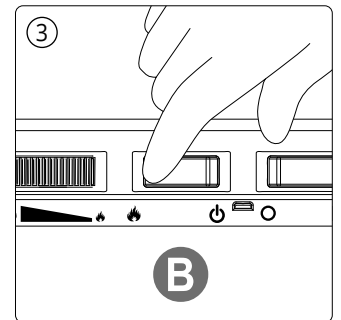
- ① The manual controls are located beneath the hinged flap.




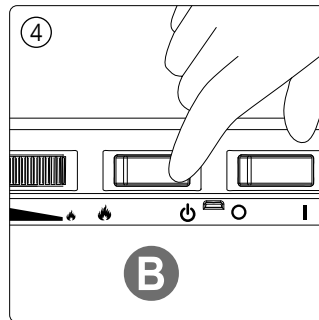
- ② Switch **A** : Controls the electricity supply to the fire.  
**Note:** This switch must be in the **ON** (I), position for the Fire to operate.



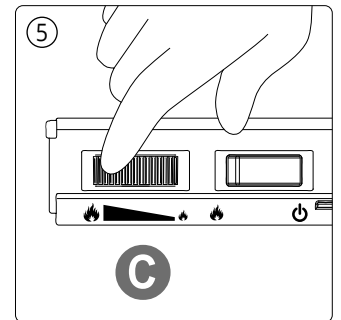
- ③ Switch **B** : Press  once to turn on the flame effect. This will be indicated by an audible beep. Although the main lights operate immediately it will take a further 30 seconds before the flame effect starts.





- ④ Press  to put fire in to standby mode. This will be indicated by one beep.

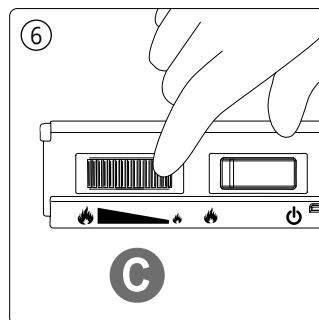


- ⑤ Control Knob **C** controls the intensity of the flame effect. Turning the control knob to the left increases the flame effect, turning the control knob to the right will decrease the flame effect.



## Getting the desired flame effect

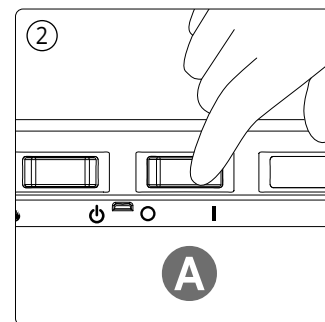
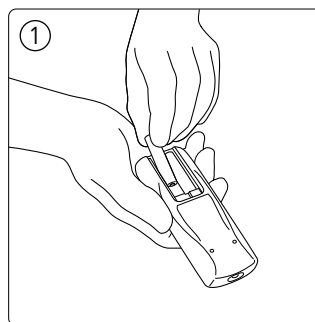
- ⑥ The flame control knob **C** may be turned up  or down  to give a more realistic effect.
- Generally the flames appear more realistic when the flame control is turned down.
  - Give the flame generator time to react to changes you may make.
  - The appliance will use less water if the flame effect is set to a lower level. The appliance will use less water if the flame effect is set to a lower level (control knob **C**).
  - Do not tilt or move the appliance while there is water in the tank or sump.
  - Make sure that the appliance is on a level floor.



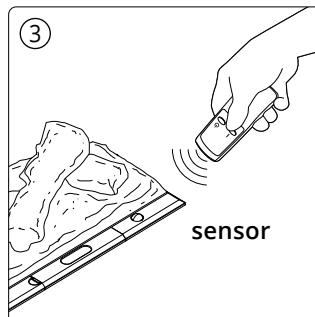
Please pay close attention to the notes!

# Remote control operation

- ① Open the back of the remote control and insert the batteries (batteries may be included). Close the remote control.
- ② On the control panel, Switch **A** must be in the **ON** (I) position in order for the remote control to operate.

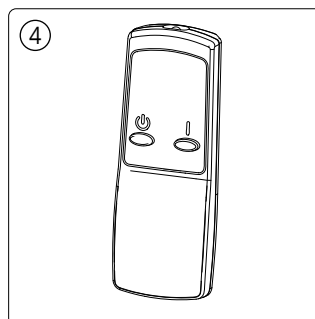


- ③ There are 2 buttons on the remote control. To operate correctly the remote must be pointed towards the front of the grate.

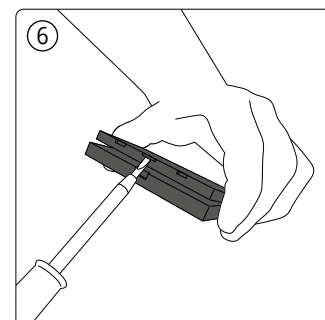
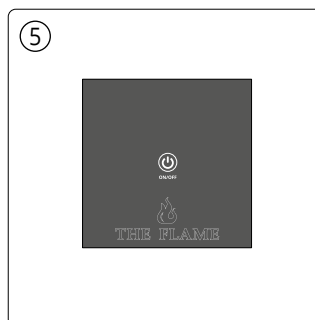


- ④ The remote control functions are as follows:  
Press **I** once to turn on Flame effect. This will be indicated by one beep.  
**⏻** Standby. This will be indicated by one beep.

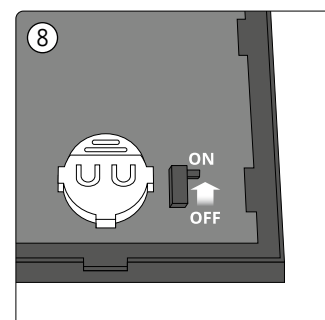
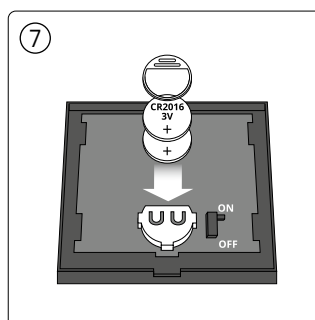
As soon as the required water level is reached, the auto-start of the lighting commences and after a short warm-up phase of 30 seconds the fog membranes start and the flame effect begins.



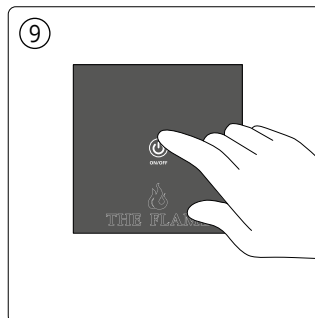
- ⑤ As an option, THE FLAME also offers the radio remote control "TOUCH".
- ⑥ You must insert the batteries before using the "TOUCH" radio remote control. Open the housing with a slotted screwdriver in the opening provided.




- ⑦ Now place 2 x CR2016 batteries with holder in the provided battery compartment (batteries may be included).
- ⑧ Set the **ON/OFF** slider to **ON** and close the housing of the radio remote control again.



- ⑨ Press the ON/OFF button **⏻**. The button lights up. This will be indicated by one beep.  
As soon as the required water level is reached, the auto-start of the lighting commences and after a short warm-up phase of 30 seconds the fog membranes start and the flame effect begins.



 Please pay close attention to the notes!




# Maintenance

## General tips

- Always ensure that the appliance is sitting on a level surface.
- If you intend not using the appliance for longer than 1 week, remove and empty the sump and water tank.
- Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.
- The appliance should never be operated if the lamps are not working.

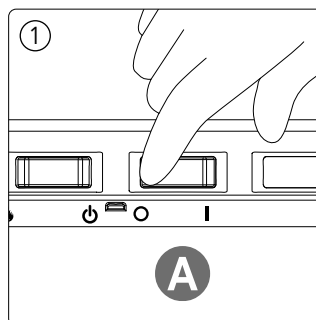
- The lamps should be regularly inspected as described under "Changing lamps".

For safe operation "BIO-FLUID" from "THE FLAME" and distilled water are specified as permissible substances.   
The use of tap water and/or other additives leads quickly to irreparable damage to the membranes and electronic components.

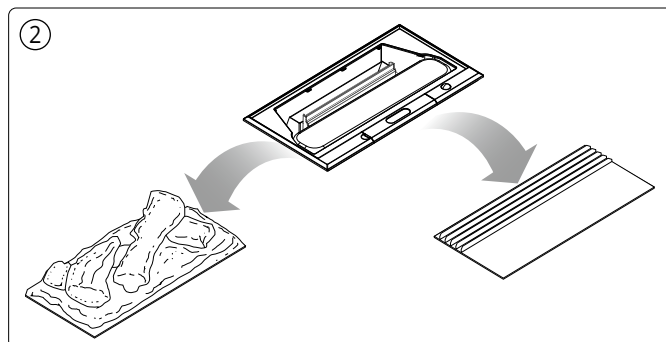
## Filling the water tank (for manual operation only)

- When the water tank is empty, the flame and smoke effect shuts off and you will hear 2 audible beeps, follow these steps.

① Press switch **A** to **OFF** (○).

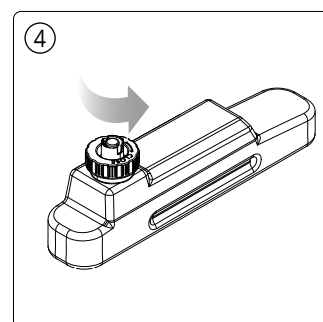
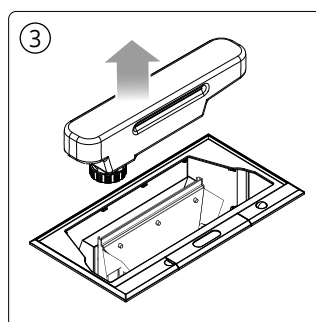


② Gently lift out the fuelbed and carefully set aside (wooden block or metal cover).



③ Remove the water tank by lifting upwards and outwards.

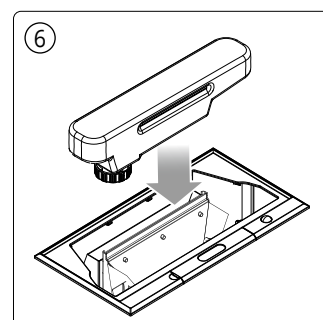
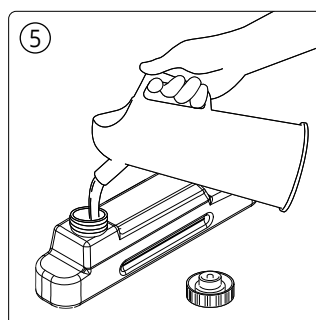
④ Lift the water tank up and place it in a sink (for manual operation only). Unscrew the water tank cap (counter-clockwise).



⑤ Now fill the water tank with "BIO-FLUID" or distilled water, and screw the water tank cap back on (but do not over-tighten).

- Alternatively, you can also use the automatic filtering and filling using O-Box and Fluidmatic from THE FLAME.

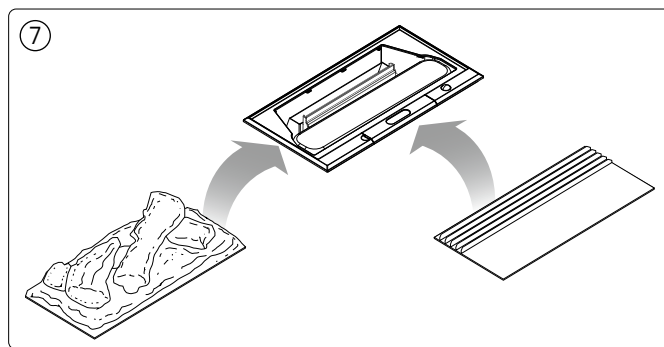
⑥ Reinsert the water tank. The tank cap must point downwards and the flat side of the tank point outwards.



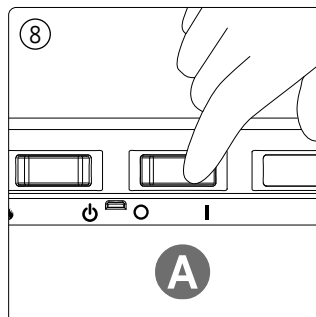
Please pay close attention to the notes!



- ⑦ Put the cover (wooden block or metal cover) back on the device.



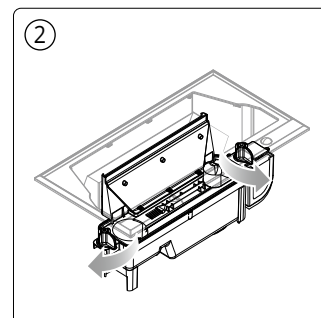
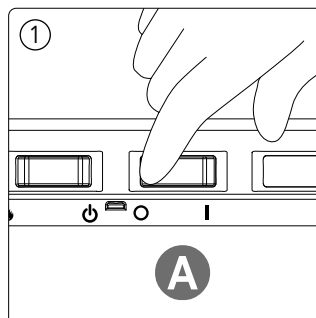
- ⑧ Press switch **A** to **ON** (|).



## Changing lamps

- If the flame and smoke effect appears grey or colourless it may be that one or more lamps have failed.
- You can check for lamp failure as follows:
- Leaving the flame effect on, lift out the cover and water tank.
- It should be possible to view the lamps with the nozzle in place and observe which one needs to be changed.

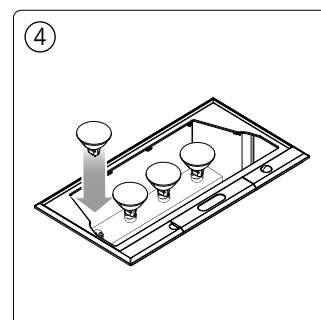
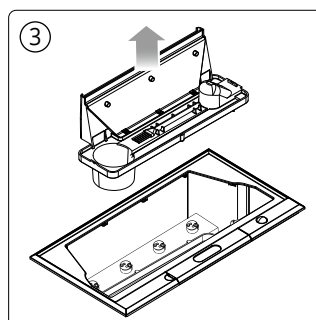
- ① Put switch **A** in the **OFF** (○) position, and unplug the fire from the mains.
- Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.



- ② Turning the two red tabs by 90 degrees.


- ③ Take out the fog-nozzle.

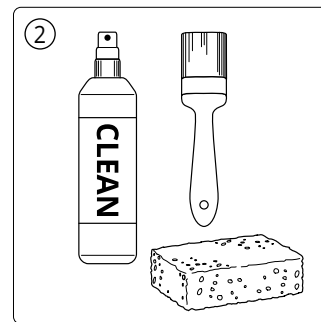
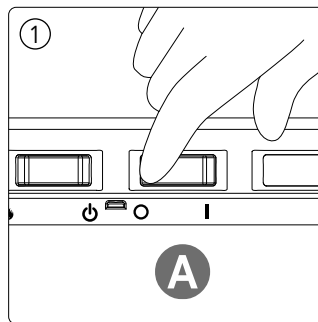
- ④ Remove the defective xenon lamp, by gently lifting vertically and disengaging the pins from the lamp holder.
- Push firmly in place.
  - Replace the fog-nozzle, water tank and cover.
  - Put switch **A** in the **ON** (|) position.




Please pay close attention to the notes!

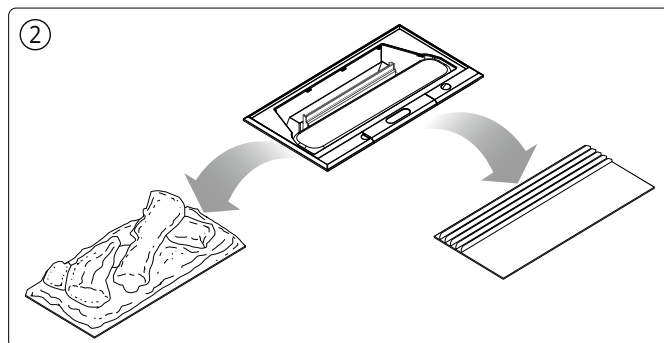
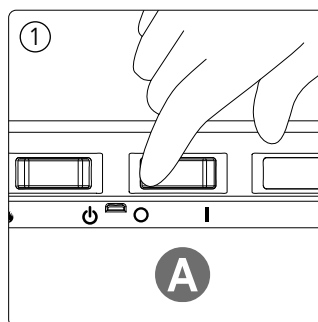
# Cleaning

- ① Set switch **A** to position **OFF** (  ) and pull the power plug of the effect burner.
  - We recommend regular cleaning every 10 days for the following parts: water tank, sump, mist outlet nozzle, fuel cap and seal, nebulizer unit, air filter.
- ② For cleaning please use “CLEAN” from THE FLAME a large brush and sponge.

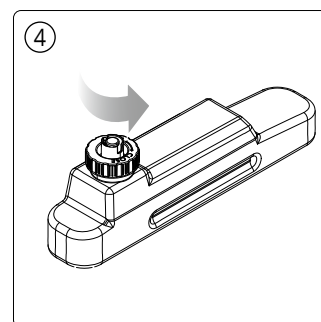
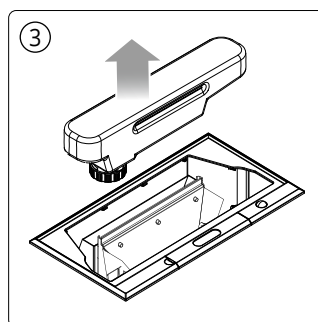


## Cleaning water tank

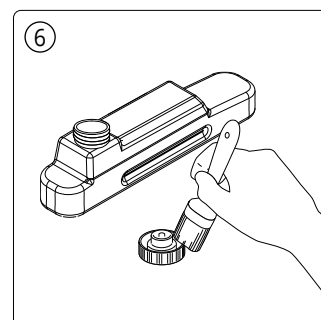
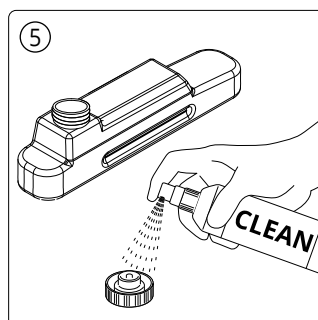
- ① Press switch **A** to the **OFF** (  ) position.
- ② Gently lift out the fuelbed and carefully set aside (wooden block or metal cover).



- ③ Lift the water tank up and out of the unit.
- ④ Place the water tank in a sink. Unscrew the water tank cap (counter-clockwise) and empty water (for manual operation only).

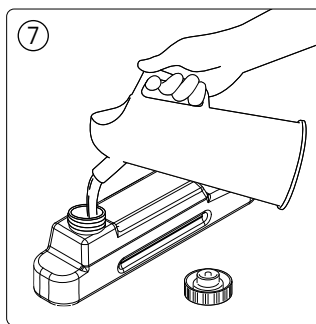



- ⑤ Spray the water tank cap with “CLEAN”.
- ⑥ Use the brush to gently brush off the inner surfaces of the lid. Especially brush the rubber ring in the outer groove and the rubber seal in the middle cleanly.
  - Pour a small amount of “CLEAN” and water into the tank, screw the lid tightly and shake well, rinse completely until no traces of it can be seen in the waste-water.



Please pay close attention to the notes!

- ⑦ Now fill the water tank with “BIO-FLUID” or distilled water, and screw the water tank cap back on (but do not over-tighten)!
- Alternatively, you can also use the automatic filtering and filling using O-Box and Fluidmatic from THE FLAME.

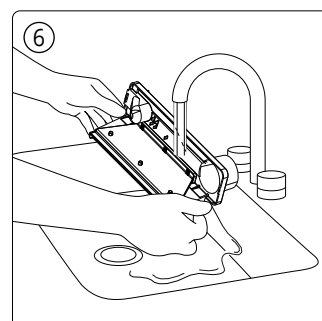
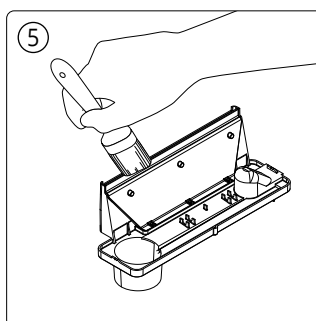
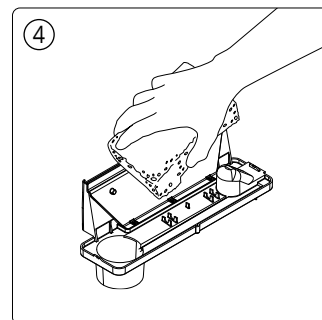
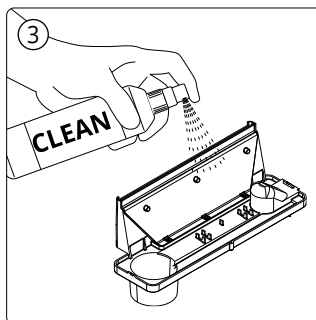
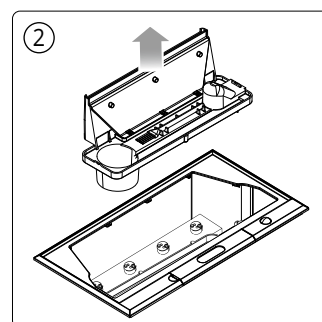
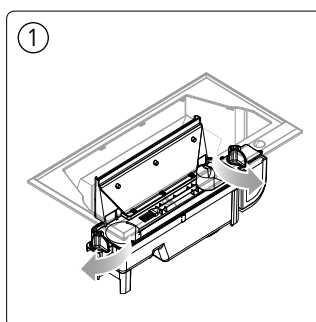


For safe operation “BIO-FLUID” from “THE FLAME” and distilled water are specified as permissible substances. 

The use of tap water and/or other additives leads quickly to irreparable damage to the membranes and electronic components.

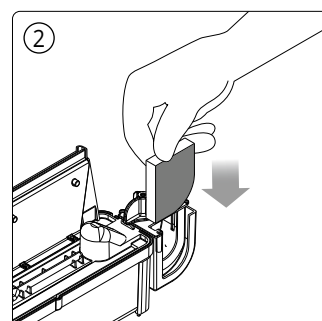
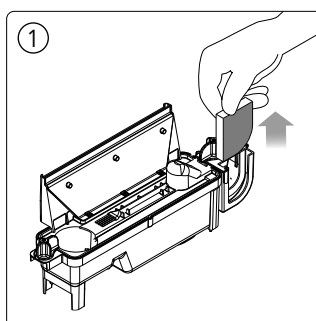
## Cleaning fog-nozzle

- ① Turning the two red tabs by 90 degrees.
- ② Take out the fog-nozzle.
- ③ Spray the fog-nozzle with “CLEAN”. Spread the cleaning agent over the entire fog-nozzle with the sponge.
- ④ Spread the cleaning agent over the entire fog-nozzle with the sponge. Clean the fog-nozzle particularly thoroughly with the sponge.
- ⑤ Clean the nozzle and all hard-to-reach areas with the brush.
- ⑥ Rinse the fog-nozzle thoroughly with warm water and dry with a soft cloth.



## Cleaning air filter

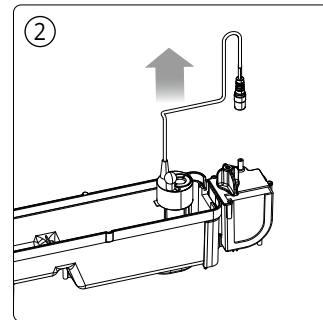
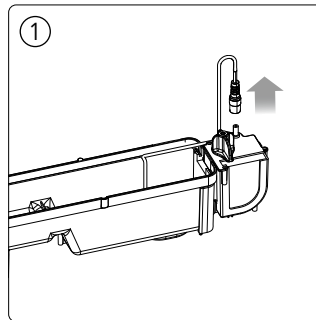
- ① Gently slide the air filter upwards out of its plastic holder.
- ② Rinse the air filter thoroughly with warm water and dry with a soft cloth. Making sure that the coarse black filter is facing the front of the fire.



Please pay close attention to the notes!

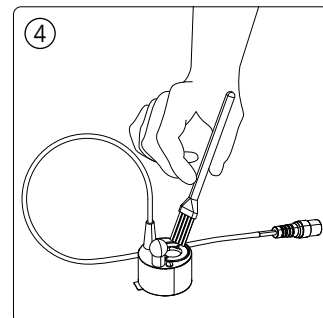
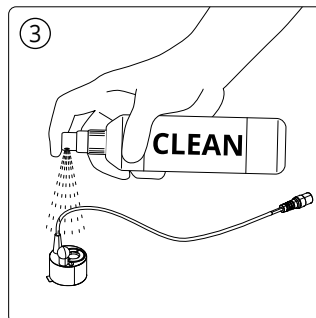
## Cleaning nebulizer unit

- ① Disconnect the electrical connector, located on the right side of the sump.
- ② Lift out the nebulizer unit.



- ③ Spray the nebulizer unit with "CLEAN".
  - Make sure that the plug is not sprayed.

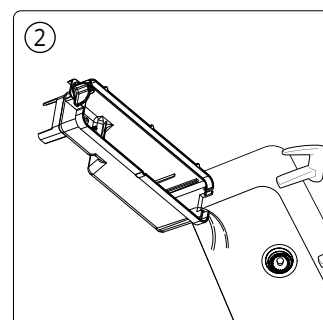
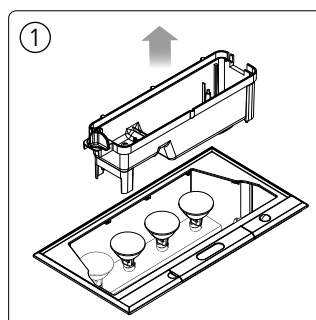
The plug for the power supply must not get wet!  
Do not put it in a water bath!



- ④ Clean the nebulizer unit with the enclosed brush and rinse the nebulizer unit thoroughly with warm water and dry with a soft cloth.

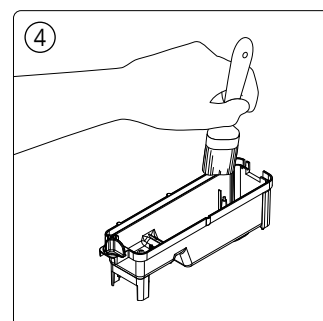
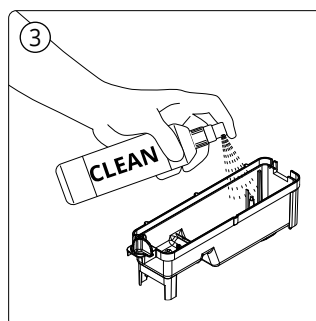
## Cleaning sump - manually

- ① Gently lift up the sump, taking care to keep level so as not to spill any water (for manual operation only).

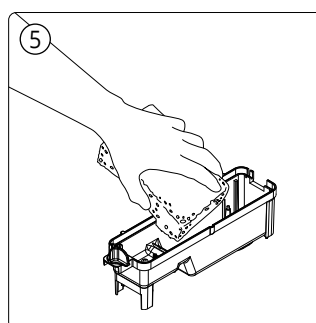


- ② Drain the remaining water from the sump into a sink.

- ③ Spray the sump with "CLEAN". Spread the cleaning agent over the entire sump with the sponge.



- ④ Clean the groove at the top of the swamp and all hard-to-reach areas with the brush.



- ⑤ Clean the sump particularly thoroughly with the sponge.
  - Rinse out the sump with warm water. No atomizing and rinsing/detergent residues must remain! Dry the sump with a soft cloth.



Please pay close attention to the notes!

# Installation after cleaning

① Carefully put the sump back into the device.

② Place the nebulizer unit into the sump.

③ To ensure that the nebulizer unit is correctly placed in the sump, the tab on the nebulizer unit should be lined up with the moulded recess in the sump.

④ Ensure that the cable is not placed above the disc on the nebulizer unit. To prevent the cable becoming pinched between the nozzle and the sump, place the cable in the slot in the wall of the sump.

⑤ Reinsert the fog-nozzle.

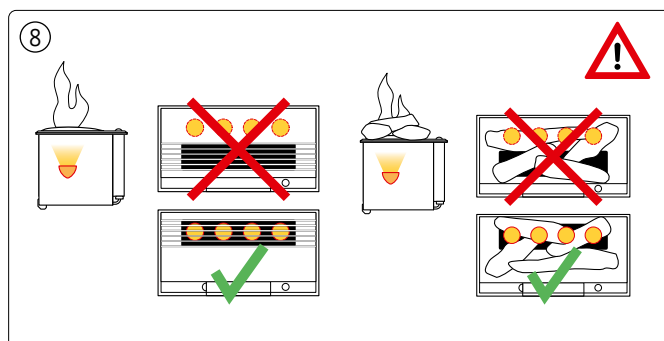
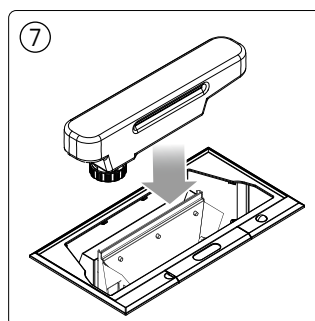
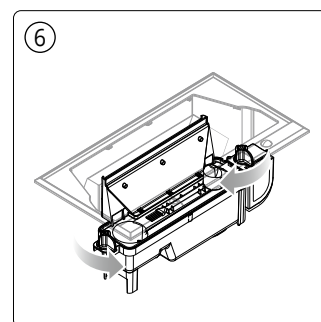
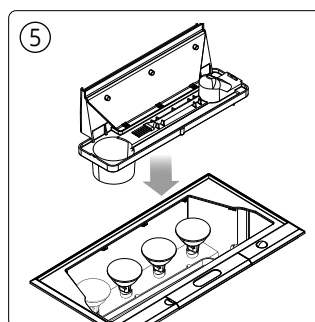
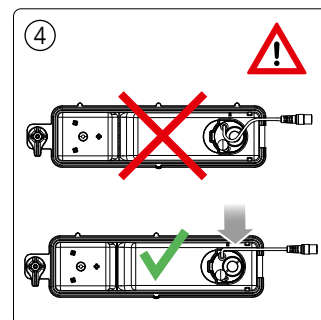
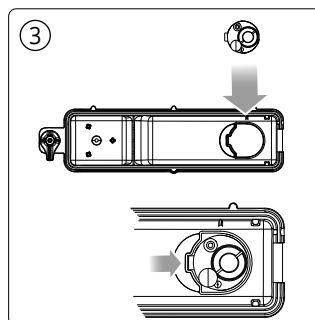
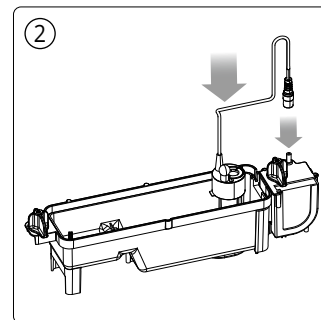
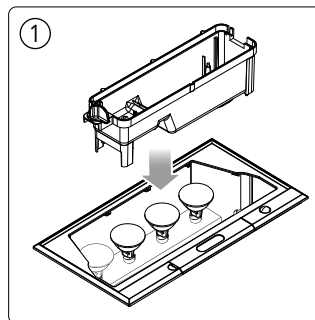
⑥ Turning the two red tabs by 90 degrees.


⑦ Reinsert the water tank. The tank cap must point downwards and the flat side of the tank point outwards.

- Put the cover (wooden block or metal cover) back on the device.

⑧ Please make sure that the opening is above the lamps.

- Reconnect the power supply.

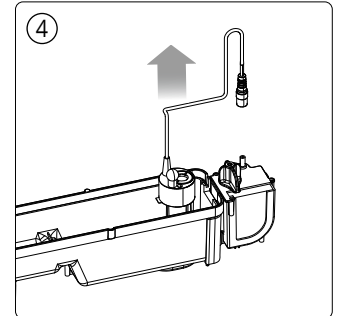
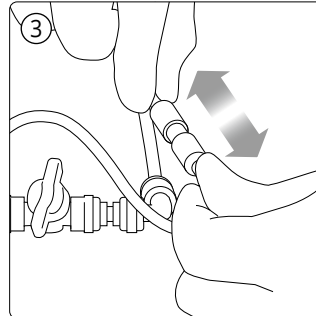
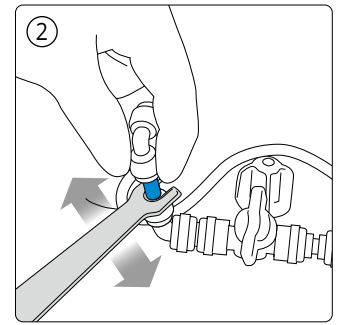
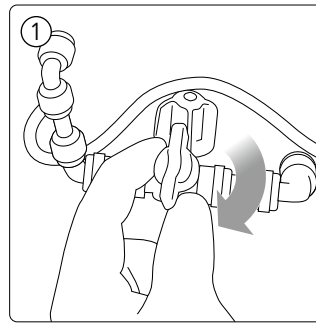


 Please pay close attention to the notes!

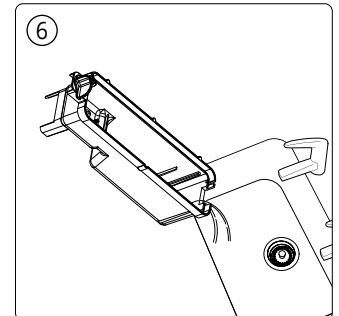
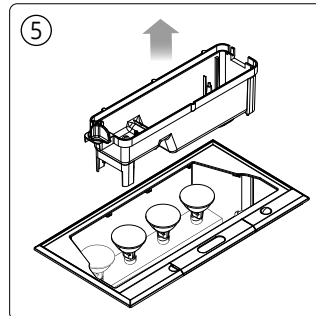
# Cleaning with Fluidmatic operation

- ① Close the valve of the piping unit inlet by turning clockwise by 90 °.
- ② You can use the puller (optional accessory) to remove the sump from the piping unit inlet with pull the safety ring downwards and bring up the sump with the Bio-Fluid line at the same time. The piping unit inlet is now separated from the sump.

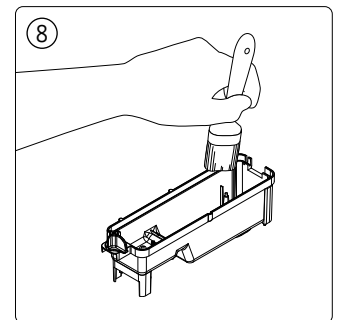
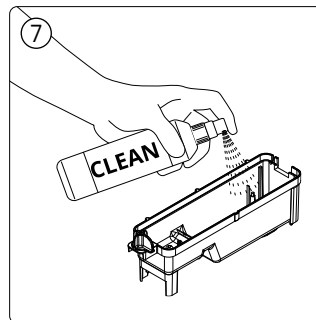
The piping unit feed can also be used without a puller from the sump connector by pressing the fuse ring e.g. press down with the fingernail, unlock and pull the sump with the Bio-Fluid line at the same time.



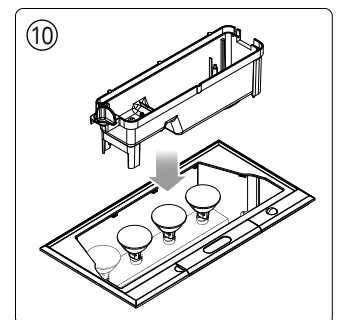
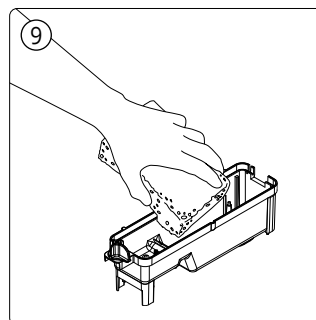
- ③ Disconnect the cinch plug connection of the sensor cable.
- ④ Disconnect the electrical connector, located on the right side of the sump.
- ⑤ Gently lift up the sump, taking care to keep level so as not to spill any water.
- ⑥ Drain the remaining water from the sump into a sink.



- ⑦ Spray the sump with "CLEAN". Spread the cleaning agent over the entire sump with the sponge.
- ⑧ Clean the groove at the top of the swamp and all hard-to-reach areas with the brush.

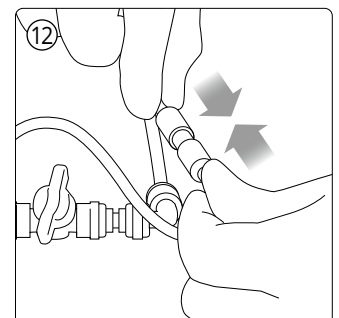
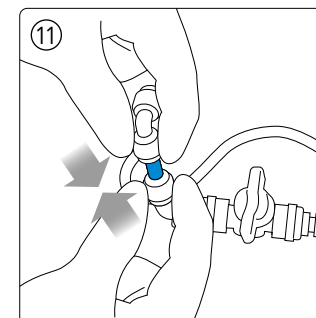


- ⑨ Clean the sump particularly thoroughly with the sponge.
  - Rinse out the sump with warm water. No atomizing and rinsing/detergent residues must remain! Dry the sump with a soft cloth.




- ⑩ Carefully put the sump back into the device.

- ⑪ The sump can be connected with the water connection. Please pay attention that the tube is inserted up to the mark.



- ⑫ Plug the Cinch-plug again in the sensor line.
  - See "Installation after cleaning" for further steps (s. S. 13 from point 2).

 Please pay close attention to the notes!

# Troubleshooting

Symptom	Cause	Corrective action
<b>The flame effect will not start.</b>	Mains plug is not plugged in.	Check plug is connected to wall socket correctly.
	Low water level.	Check that the water tank is full and there is water in the sump.
	Nebulizer unit connector not connected properly.	Check that the connector is inserted correctly. (s. S. 4).
	The nebulizer unit is not sitting correctly in the sump.	Ensure the nebulizer unit is sitting down into the moulded recess in the sump.
<b>The flame effect is too low.</b>	Flame effect control knob is set too low.	Increase level of flame by turning control knob <b>C</b> to the left slowly (s. S. 6).
	The metal disc in the transducer might be dirty.	Clean the metal disc with soft brush supplied (s. S. 12).
	The cable of the nebulizer unit is over the metal disc.	Direct the cable to the back of the sump and make sure it sits into the side slot exiting the sump. (s. S. 4).
	The air filter may need cleaning.	Remove and clean the air filter.
	The air filter may be installed incorrectly.	Install the air filter correctly.
<b>Unpleasant smell when unit is used.</b>	Dirty or stale water.	Clean the unit (s. S. 10).
	Using unfiltered tap water.	Use only "BIO-FLUID" from THE FLAME or distilled water.
<b>The flame effect has too much smoke.</b>	Flame effect setting is too high.	Turn the flame effect control knob <b>C</b> to the right, about ¼ a turn, at a time. Give the flame generator some time to adjust to the new setting. (s. S. 6).
<b>Main lamps are not working and there are no flames or smoke.</b>	There is no water in the water tank.	Follow instructions under Maintenance - Filling the water tank (s. S. 8).
		Check the plug is connected to the wall socket correctly and that switch <b>A</b> is in the <b>ON (I)</b> position.

## Maintenance and cleaning

Before cleaning the fire effect burner the mains plug must always be removed from the power socket. We recommend regular cleaning every 100 hours of operation or after 2 weeks at the latest (clearly, contamination/soiling should always be removed immediately). For general cleaning, always use a soft, clean dust cloth. On no account should abrasives be used. Please use "CLEAN" from THE FLAME for cleaning the sump with irrigator jets. When cleaning off collected dust deposits and fluff, occasionally a vacuum cleaner with a soft brush attachment can be used to clean the outlet grill for the fan. The sump and tank are to be emptied and cleaned when the unit has not been used for more than 10 days. Please refer to the attached Operating Instruction for the Effect Burner.

## Danger and Warning Symbols

- This unit must not be used by children or by disabled persons unattended.



- Spare parts fitted to the unit must be those approved by the manufacturer.

- Do not place flammable objects in or on the unit



- The construction of the unit must not be modified.



- Before using the unit, carefully read through the operating instructions.



- Never cover the unit.



Please pay close attention to the notes!