



NECTRE 2000

FREESTANDING SPACE HEATER

SERVICE INSTRUCTIONS

REV 2

Do not modify this appliance.
Freestanding gas appliance
Natural gas only.
Approval no.AGA 5954G

Warning – Servicing shall be carried out only by authorized personnel.



WARNING

The Nectre 2000 space heater has a primary safety glass fitted in front of the glass door. This safety glass is fitted to this appliance to reduce the risk of injury from burns and at no time should this glass be permanently removed.

For protection of young children or the infirm, a secondary guard is required.

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

INSTALLATION NOTICE

■ The installation of this appliance is only to be carried out by an authorised person in accordance with the Manufacturer's Instructions, local gas fitting regulations, AS/NZS5601.1-2013 installation code for gas burning appliances and any other relevant statutory regulations.

■ In all cases the installation of this appliance shall meet the requirements as set out in AS/NZS5601.1-2013.

■ Do not install in a fireplace as a Type 1 installation.

■ Not intended as a fireplace insert.

■ NOTE: A slight smell may be apparent for the first few hours of use. This is due to the heat resistant paint curing. It is recommended to open windows in the room for the first lighting of the fire. In some instances, a slight discolouration may occur inside the firebox. This is a normal condition and is not covered by warranty.

IMPORTANT SAFETY NOTICE

■ DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

■ DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.

■ DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILST IT IS IN OPERATION.

■ CARE MUST BE TAKEN TO ENSURE THAT ANY RETURN AIR REGISTER OR EXHAUST SYSTEM DOES NOT ADVERSLEY AFFECT THE OPERATION OF THE APPLIANCE OR DRAUGHT OF CHIMNEY OR FLUE.

■ DO NOT MODIFY THIS APPLIANCE.

■ APPLIANCE IS DESIGNED TO OPERATE WITH LUMINOUS FLAMES. MAY EXHIBIT SLIGHT CARBON DEPOSIT.

VENTILLATION REQUIREMENTS

Permanent ventilation of the room where the fire is to be situated is essential while fire is in operation. The room must have a minimum cross-sectional area of 40,000sq mm of effective ventilation.

CORD REPLACEMENT

Electrical cord replacement must be undertaken by qualified and trained personnel only.

SERVICING

It is recommended you service your gas fire every 2 years as a minimum.

- APPLIANCE IS DESIGNED TO OPERATE WITH LUMINOS FLAMES. MAY EXHIBIT SLIGHT CARBON DEPOSIT.

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DATA PLATE

Natural Gas	Jet 2.95mm	High	TPP .52Kpa	Consumption 28Mj/h
		Low	TPP .30Kpa	Consumption 20Mj/h
Working pressure required to operate appliance		Natural Gas		
		1.13Kpa- 5.00Kpa		
Installation must meet Australian gas codes AS/NZS 5601.1-2013.				

DIMENSIONS



INSTALLATION CLEARANCES- clearances from combustibile materials	GAS CONNECTION – 15mm (1/2”) Compression union.
Rear 75mm	ELECTRICAL CONNECTION – 3 Pin 10Amp GPO plug
Sides 75mm	POWER RATING OF APPLIANCE- 230V 50Hz 0.55Amp
Minimum flue length 3.6 m	

INSTALLATION CODES

- Note appliance gas type – Natural gas only available.
- Installers – Please ensure the installation and instruction manuals supplied with this appliance are supplied to the customer and the customer is trained on how to operate the appliance correctly.
- Do not modify the appliance.
- Do not exceed maximum rated pressures.
- Appliance must be installed as per gas installation code (AS/NZS 5601.1-2013) and applicable electrical installation code (AS3000).
- Test for gas leaks prior to operating appliance.
- Check gas pressures and adjust if incorrect.

WARNING - Transit material such as cardboard packaging, pallet, plastic wrap, glass packaging warning labels and burner media protection must be removed prior to use.

FLUE SIZES AND COWLS

The appliance must be fitted with an approved cowl.

Minimum flue length 3.6 m

Flue size Ø100mm.

FLUE TERMINATION LOCATION

- Flue terminations shall not be recessed in walls or sidings.
- **EXTREMELY IMPORTANT:** In heavy snow areas take extra care to prevent blocking flue termination with snow removal equipment.
- Flue gases exiting flue terminals are very hot and must not be restricted to assure fireplace combustion is not affected.
- Do not place, build any obstruction, plant any bushes or for any reason attempt to conceal the flue termination. To do so will affect the operation of the fireplace and may be hazardous.
- This unit must always vent directly to outdoors.

SEQUENCE OF OPERATION

Turning the heater ON

1. Check that the gas and electricity is turned on.
2. Open the fold down control panel in the front of the pedestal.

(The glass door is fixed and does not open).

There are three switches to operate the fire:

<u>OFF</u>	<u>FAN HIGH</u>	<u>FIRE HIGH</u>
ON	FAN LOW	FIRE LOW

3. Always start the fire with the fire set on HIGH (RH switch up), and the fan on LOW (Middle switch down).
4. Turn the ON/OFF switch to ON.
 - The controller will automatically turn on the gas and spark at the rear of the burner. After a few seconds the gas will ignite.
 - If no flame is detected the gas is automatically turned off. If this happens, the heater is reset by simply turning the *ON/OFF* switch to OFF, wait 30 seconds, and then turn ON again.
 - The burner of the fire will light with a soft blue flame. You may see some moisture appearing on the inside of the heater glass. This will disappear after about a minute as the heater warms up. Leave the fire on HIGH and after about ten minutes the top of the flames will become more orange like a real log fire.
5. The fan may be set on high or low at any time according to personnel taste after the heater has warmed up.
6. If the room becomes too hot, the fire can be turned down simply by pressing the right-hand *Fire Low* Switch.

Turning the heater OFF

To turn the heater off simply press the left hand switch to OFF and the burner and fan will both be turned off.

FAULT GUIDE

FAULT	CAUSE	REMEDY
Igniter Sparks but no Ignition	No Gas	Check supply Purge lines.
Igniter does not spark and fan does not run	Electricity not ON	Check electricity supply.
	Fuse blown	Replace fuse (check why fuse blew).
	Fault in wiring	Check wiring.
Igniter does not sparks but fan runs	Spark rod at rear of burner shorting	Clean insulator or replace if damaged.
	Poor Earth connection	Check connection between burner and body and earth connections between control unit and body.
	Faulty spark cable	Replace
	Spark cable disconnected	Reconnect.
Igniter sparks but no ignition	No gas	Check supply.
	Air in line	Purge gas line. Note: reset igniter by turning on/off switch off and on again.
Gas ignites but goes out immediately	Flame sensor not in flame.	Bend flame sensor rod above gas port.
	Flame sensor wire faulty or disconnected.	Reconnect or replace wire.
	Power point faulty (Active and Neutral swapped)	Use extension cord to try a different power point.
Gas ignites but goes out after a few moments.	Gas pressure too low.	Adjust gas pressure high and low.
	Unit cold.	Attempt to relight the

		fire after waiting 30 seconds.
Flame abnormality	Incorrect pressure	Check gas pressure high and low.
	Dirt in jet or burner.	Clean jet and burner.
	Log arrangement incorrect.	Check log and ember effect against instructions.

MEDIA INSTALLATION

- Media must be setup as per instructions.
- The media is designed and shaped to correctly locate and remain in the correct position.
- Do not add extra media, or combine media types.
- Only the approved supplied media is to be used.
- Do not use any other media than as supplied and recommended by the manufacturer. Use of other media may result in explosive media which may cause injury or damage.

Fitting of the ceramic “log” set, Natural Gas model

- Open the fire box front door of the unit by removing the locking screw at the base of the main handle.
- Remove the inside glass by loosening the two screws of the left hand glass retainer bracket. Remove the two screws and right hand glass retainer bracket. Slide glass to the right a little, then out. **Note: Take care not to chip edge of glass and be careful of sharp edges.**
- Unpack the log set and ember wool. There should be 3 Ceramic “logs” and a small bag of fibre wool. The base board should be sitting on top of the burner.



- Place the large flat rear log (3) with its cross hatched surface to the front on the two supports at the back of the burner leaning against the rear of the firebox.

- Place the right hand lower log (5) on to its two location studs and the Y shaped left lower log (4) on to its locating studs.
- Place pieces of ember wool in the two cut outs of the base board and on top of visible parts of the base board. *Do not place ember wool over the slotted main burner ports.*



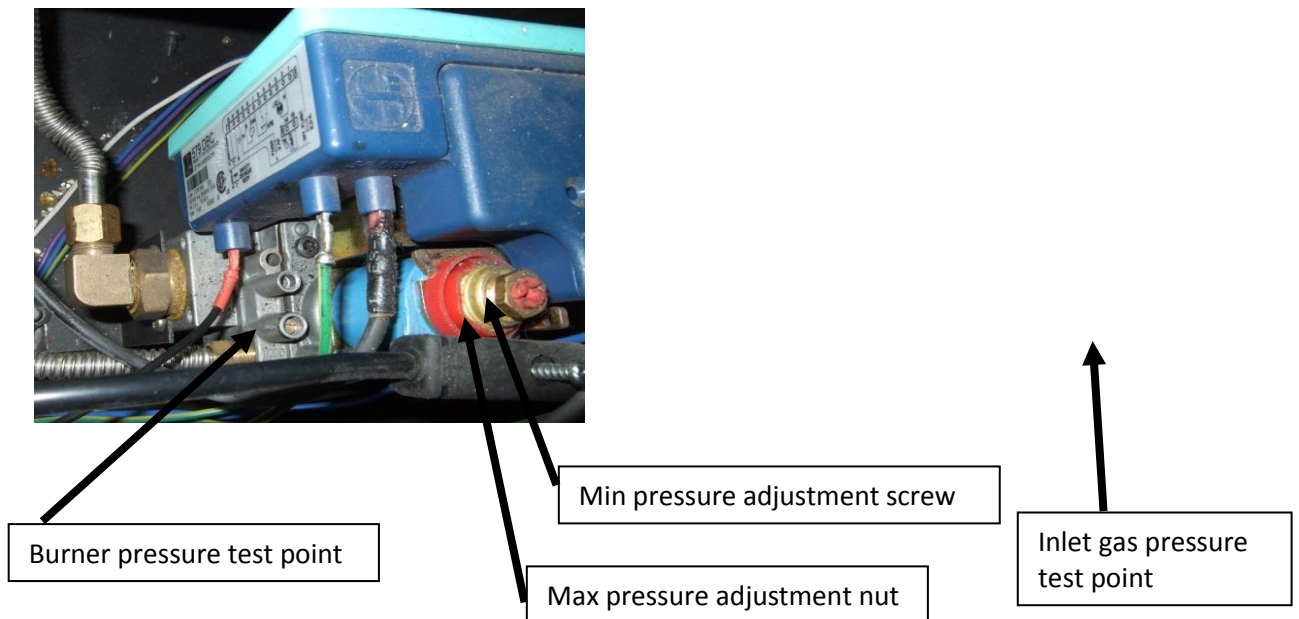
- Do not fit any other logs or coals.
- Wash hands after handling coals and/or logs and ensure children do not handle them as the colouring may contain toxic dyes.

COMMISSIONING PROCEDURE

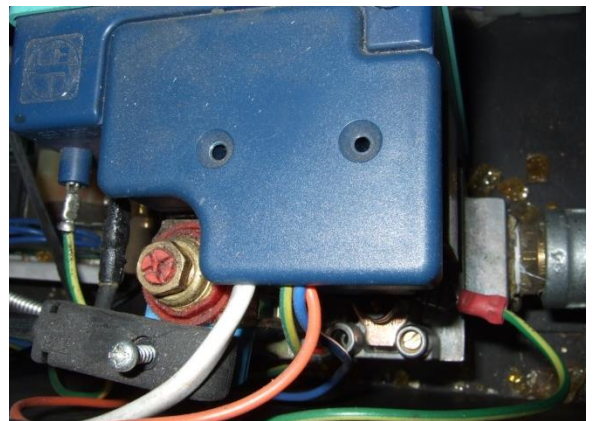
- Once the fire is installed.
- Install media.
- Refit doors/ glass.
- Connect to gas and power.
- Fit firebox door.
- Check for gas leaks.
- Carry out the lighting procedure.
- Check burner pressures and inlet supply pressure (Valve is non adjustable).
- Check appliance for combustion (CO) leakage.
- Turn off.
- Handover instructions to owner.
- Instruct owner on how to operate the fireplace safely.
- Instruct owner how to isolate the appliance in an emergency.

BURNER PRESSURE ADJUSTMENT

Burner test point pressures must be set whilst appliance is running.

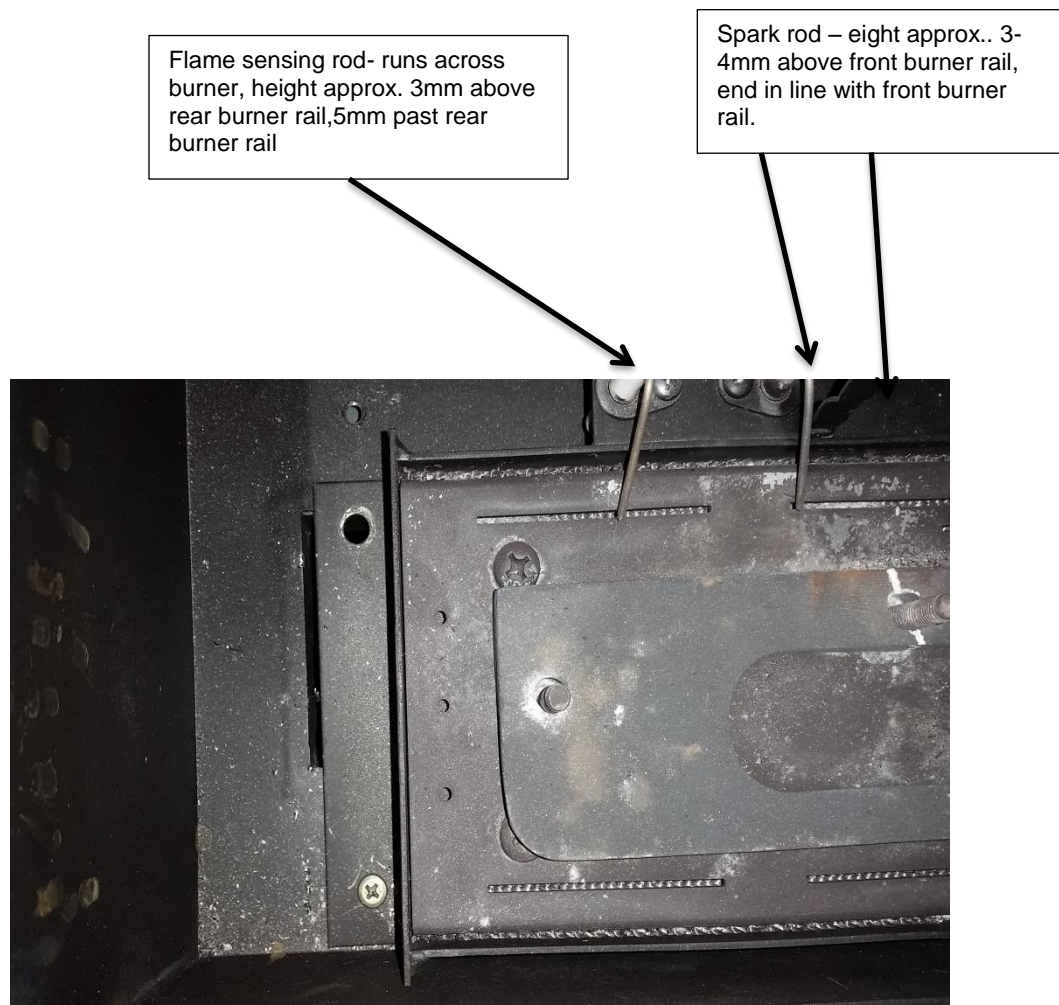


1. Turn appliance off at remote control.
2. Loosen burner pressure test point screw and fit manometer to barb.
3. Turn on appliance and set remote control at least 3 °C above room temperature. Heater will run on low (minimum) burner pressure for 3 minutes then automatically increase to high rate.
4. Using Phillips or small flat screwdriver, adjust minimum pressure to the correct test point pressure kPa by turning red plastic screw.
5. After 3 minutes heater defaults to high speed (ensure remote control is showing maximum flame)
Using 10mm spanner or similar adjust maximum gas rate by turning outer brass nut to the correct test point pressure kPa.
6. Turn appliance down to minimum rate using remote control (adjust set point temperature to be 1deg lower than the room temperature).
7. Turn appliance up to maximum rate using remote control (adjust set point temperature to be 3deg or more than the room temperature). Check maximum test point pressure, adjust if required.
8. Confirm maximum and minimum pressures are correct.
9. Turn appliance off at remote control.
10. Remove manometer and tighten test point screw.
11. Start appliance and check test point for gas leaks where necessary.



IGNITION ADJUSTMENTS (SPARK GAPS)

1. The ignition gap is factory set and fixed on all burners and should not be adjusted.
2. In the event of a gas type conversion the correct pilot and pilot orifice must be used.



AERATION ADJUSTMENTS

The aeration is factory set and fixed on all burners and should not be adjusted.

DOOR GLASS & GLASS SEAL REPLACEMENT

Glass and seal replacement - Refer directly to Glen Dimplex Australia Pty Ltd.
Refer to door fitment for checking of seals and glass

DOOR REMOVAL & REPLACEMENT

1. Turn off mains power to appliance.
2. Open outer door.
3. Remove door screws x 4.
4. Remove door.
5. Lift out door.

REFITTING DOOR

6. Ensure glass seal is fitted to the entire perimeter of glass.
7. Ensure door seal is sitting on glass and held in place.
8. Ensure glass is sitting firm against seal with no gaps or bows.
9. Refit door.
10. Refit brackets -Refit door screws,
Note – tighten screws hand tight – DO NOT OVERTIGHTEN OR STRIP THREADS
11. Close outer door.

GAS VALVE REMOVAL

1. Turn off mains power to appliance and isolate gas and power.
2. Open lower access.
3. Remove lower panel.
4. Turn off gas isolation valve to heater.
5. Disconnect heater from gas isolation valve.
6. Disconnect burner gas pipe from outlet of valve.
7. Disconnect sparker and flame sense lead from valve.
8. Undo 2 off nuts holding valve bracket.
9. Remove screws holding valve
10. Remove gas pipe
11. Remove valve.

BURNER

- To access the burner remove the log/coins. Examine it for any damage and check the venturi at the rear for lint and dust. Carefully clean as required.
- Ensure that the main injector is located centrally with respect to the venturi.
- Minor cracking of the ceramics is normal and will not affect the operation of the appliance.
- Open the front door of the unit by removing the locking screw at the base of the main handle. Remove the inside glass by removing the two glass retainer brackets (two 6 mm screws in each). Note: Take care not to chip edge of glass and be careful of sharp edges and taking care to support the glass whilst the last top screw is removed.
- Remove the logs from the burner - handling with care.
- Make sure the unit is unplugged from the electricity. Remove the front cover.
- Undo the pipe connecting the valve to the burner at the valve.
- Remove the spade connectors of the spark generator and flame sensor cables from the control. Remove the two locating screws holding the burner the base of the firebox.
- Carefully remove the burner by lifting the right-hand side up and out, then lowering it, and lifting the left-hand side to allow the connecting pipe and leads through the port in the base of the firebox.
- Check that the jet, air intake and ports are clean and free of lint. The burner may be disassembled by removing the ceramic base board (NG only) and the six steel screws on the top of the burner. (After the appliance has been used the ceramic base board is extremely delicate).
- To reassemble, refit the burner and reconnect the gas pipe and two wires to the central spark generator connector on the electronic control). Before replacing the ceramic log set and glass, turn on the gas and power and check correct ignition of the burner. If operating correctly, then fit the base board, logs and ember wool onto the burner and refit inner glass, close and screw shut the door and refit the valve cover.
- Take care operating the unit with the valve cover removed as high voltage connectors are exposed.

Caution: The colouring of the logs may contain poisonous dyes so use gloves and wash hands after handling.

ROOM AIR FAN REPLACEMENT

- To remove the fan, ensure the appliance has been unplugged from the power supply, unscrew the 4 pan-head screws holding the fan to the back of the pedestal. Carefully lift the fan assembly off the appliance, disconnect by unplugging the white fan plug and remove the capacitor wires which are attached with slide on spade connectors.

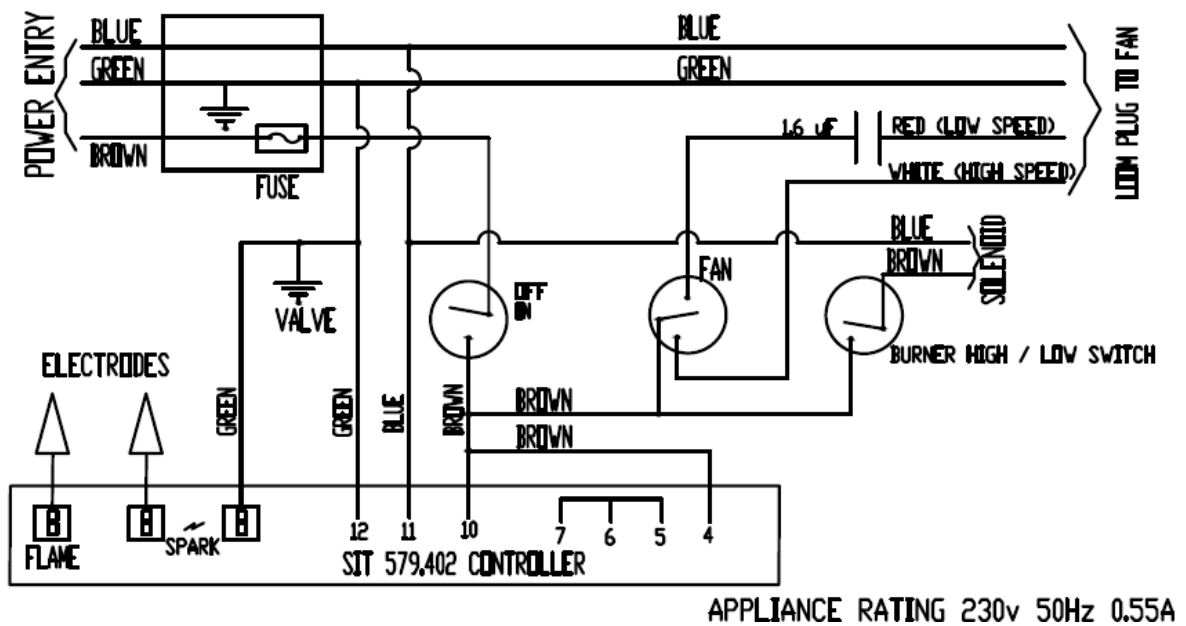
HEAT EXCHANGER CLEANING

Under normal operation the heater exchanger requires minimal cleaning. Excessive dust, fibres pet / animal hair may reduce the heat exchangers performance.

The room air side of the heat exchanger can be cleaned by compressed air and vacuuming around the entry / exit points.

The flue gas side of the heat exchanger under normal operation should not require cleaning. Where cleaning or blockage removal is required, the door and upper baffle will need to be removed. In extreme cases, the flue system may need to be removed. Compressed air and brushes can be used to remove the restriction.

WIRING DIAGRAM



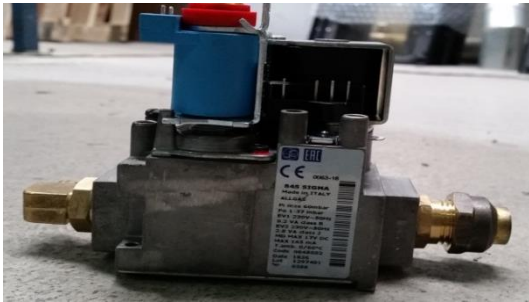
CONVERSION DETAILS

Appliance available as Natural gas only.

PARTS LIST

- | | |
|---|--|
| 1 | Valve (SIT 843 SIGMA) |
| 2 | Injector |
| 3 | Burner |
| 4 | Ignition pack/ gas control (SIT 579.402) |

1



2



3



4





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