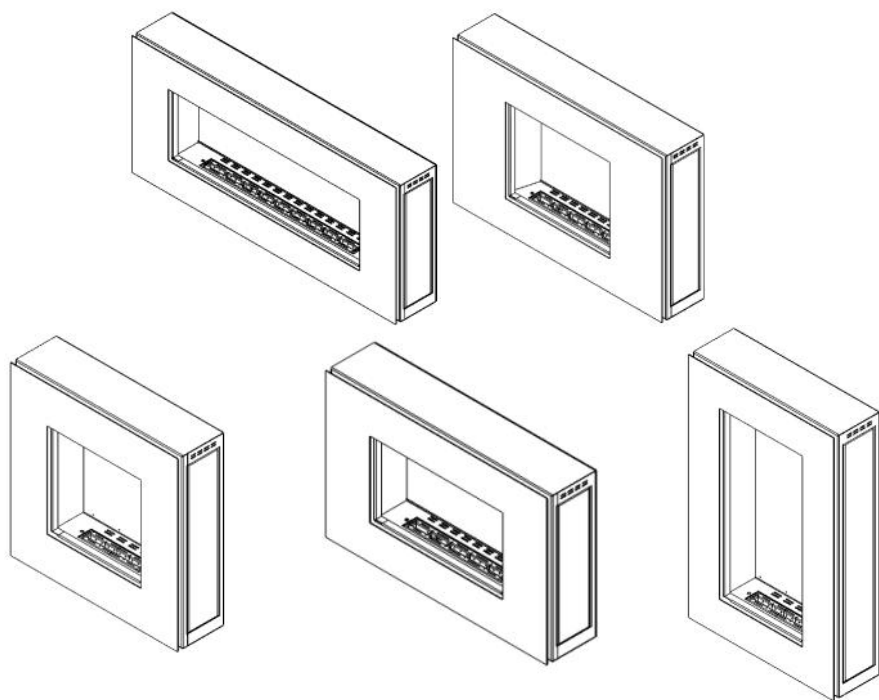


Crea7ionEPlus



INSTRUCTIONS MANUAL

Crea7ionEVO PLUS

WALL MOUNTED FIREPLACES

glamm®
fire

INDEX

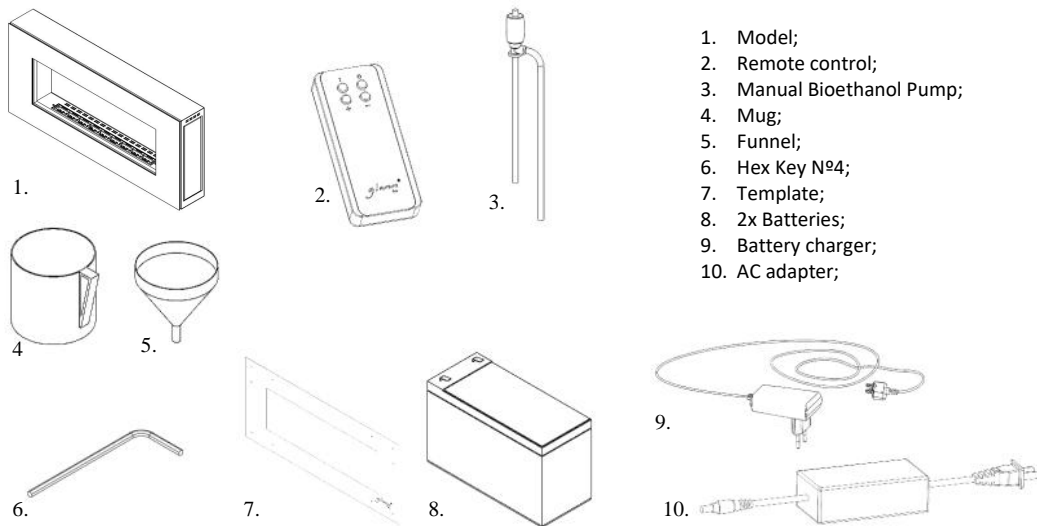
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Please read this Instructions Manual carefully before using your decorative fireplace. It contains important operating and maintenance instructions, that should be followed correctly in order to ensure a durable use of your decorative fireplace.

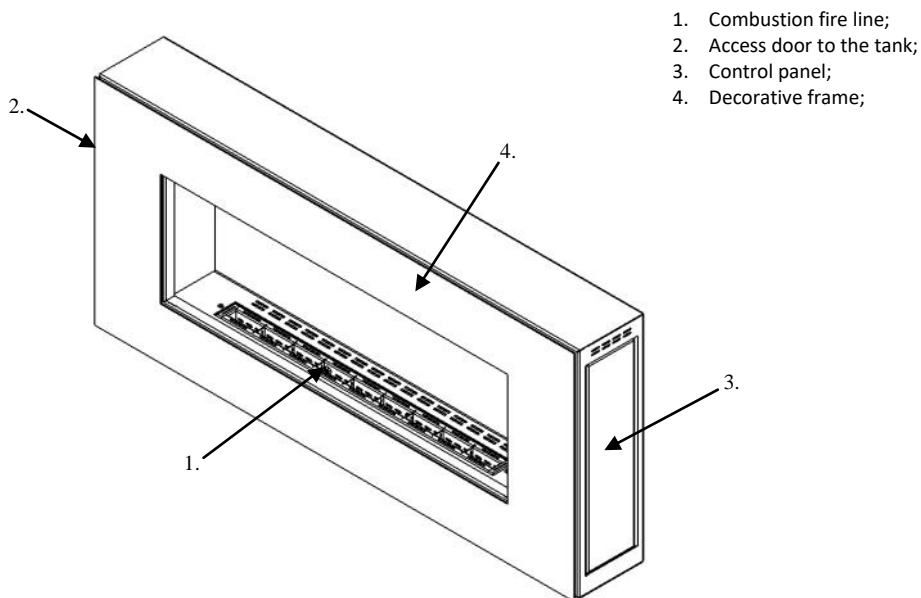
All presented cautions and warnings must be respected.
Keep this manual for future reference.

This Instruction Manual is subject to change without notice.

1—Material Supplied



2—Components



3—Safety Instructions

3.1—Ventilation

It is recommended that you keep a good ventilation of the area, in order to ensure a healthy level of oxygen.

Bioethanol combustion releases carbon dioxide (CO₂) and water (H₂O). The combustion requires oxygen, therefore the area where the fireplace is should have adequate ventilation with ventilation grids or other means, to allow air quality and circulation.

3.2—Cautions:

Glammfire is concerned about your safety, therefore we have taken all necessary consideration for conception, fabrication, assembly and transport, to ensure perfect functioning.

We therefore ask you to thoroughly follow our instructions for assembly, use and maintenance.

- Do not cover your decorative fireplace;
- Keep it away from flames, ignition sources and flammable materials;
- Do not place the fireplace near windows or doors that can create drafts. These drafts may cause irregular functioning;
- Do not blow to the combustion fire line when igniting or during normal functioning of the fireplace;
- Keep a regular watch, during use of the fireplace;
- Keep children and animals away from the fireplace. Children do not recognize danger. Therefore make sure children are kept at a safe distance;
- Keep children watched when fireplace is working;
- The fireplace should not be exposed to direct sunlight or any heat source, as it may damage its materials;
- If you spill bioethanol onto the floor, you must absorb it with a cloth, and then clean with a wet cloth, to avoid ignition outside the combustion fire line and stains on the floor;
- In case you spill bioethanol in the fireplace clean it immediately with a wet cloth, to avoid ignition outside the combustion fire line and damages to the finishing of the fireplace (paint, lacquers, leathers, amongst others);
- **Attention:** While working the fireplace may achieve very high temperatures. Therefore avoid touching it. Areas of potential contact with skin may cause burns;
- Do not fill the combustion fire line while hot, wait for it to cool down;
- Never pour bioethanol over the flame;
- After extinction of the flame wait approximately 15 minutes before handling the fireplace;
- In case of fire use a fire blanket or a fire extinguisher;

- Do not use water to extinguish the fire;
- Do not use chemical products to clean the fireplace, as they may damage the materials. When in doubt contact an authorized dealer;
- After flame cutting may remain small residual flames at the point of fuel inlet for approximately 2 to 10 minutes. At the end of this time the flame will extinguish naturally;
- If bioethanol pours out during the process of filling up the tank, clean the tank and surrounding area, before using again;
- Decorative stones, wood or other accessories should not be placed directly on top of the burning area. Should you use decorative accessories make sure:
 - The accessories do not interfere with the flame;
 - Are only for decorating the fireplaces and combustion fires;
 - There is no risk of falling inside the combustion fire.

4—Fuel

4.1—Bioethanol – The adequate fuel

- Glammfire fireplaces are designed to work with quality bioethanol, fully tested. Only this fuel ensures clean and efficient combustion. Fuel with less or inappropriate quality may lead to:
 - Higher probability of malfunction;
 - Reduction in durability of the system;
 - Incomplete and inefficient combustion;
 - Smoke and odours;
 - Residues inside the combustion fire line.
- Bioethanol is internationally recognized as being the major source of renewable energy, 100% ecological and environmentally friendly. It is made from fermentation and distillation of sugars from plants, such as sugar cane, potato, beetroot and cereals;
- The use of bioethanol guarantees a reduction of 85% in CO₂ emissions, therefore contributing for the reduction of global warming;
- Use only liquid bioethanol as fuel. Only bioethanol will make a clean and perfect combustion;
- Keep bioethanol away from children and animals, as well as from a working fireplace;
- Avoid contact with eyes and skin;
- Do not drink bioethanol. In case you do go to the nearest hospital;
- Bioethanol should be kept at a minimum distance of 1 m from the fireplace;
- Do not place bioethanol in front of the fireplace;
- For security reasons bioethanol should be stored at a room temperature of approximately 20 °C.
- Use only liquid bioethanol, recommended by GlammFire.

5—Installation

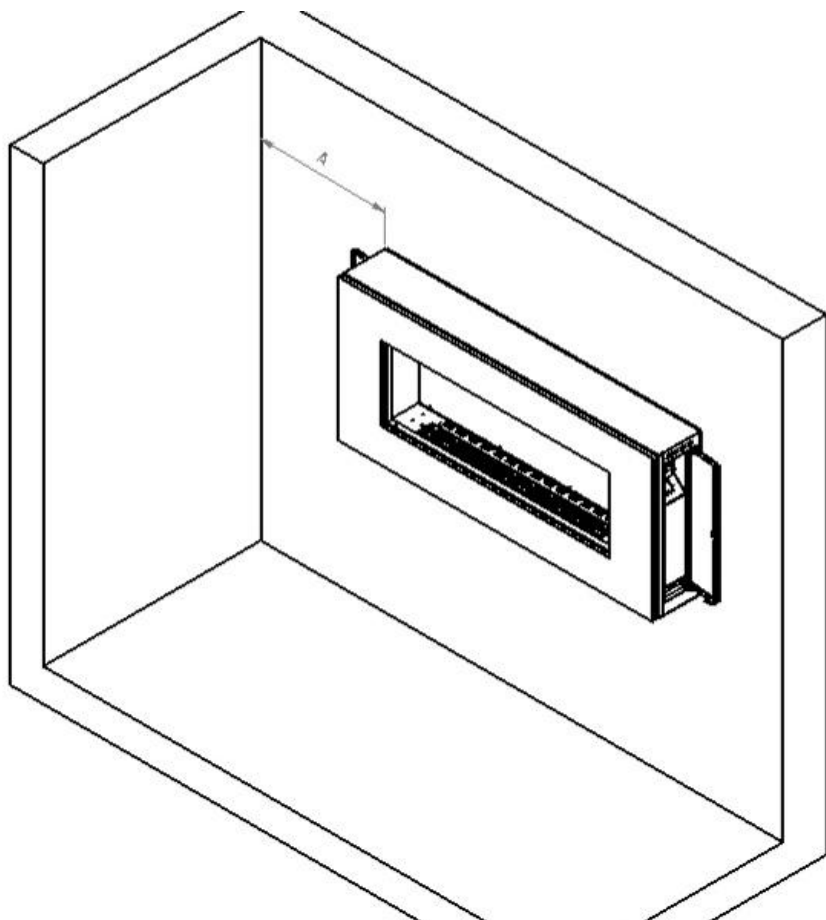
In order to ensure a safety margin respect the recommended minimum distance of 400 mm between the floor and the top of the combustion fire ;

The surface which you want to install the combustion fire must be as level as possible;

The model cannot be build-in, as its purpose is to hang on the wall surface, always respecting the lower ventilation grid.

5.1—Dimensions:

To access to the control panel and tank will be necessary to ensure a distance between the fireplace and potential obstacles on lateral sides superior to 300 mm.



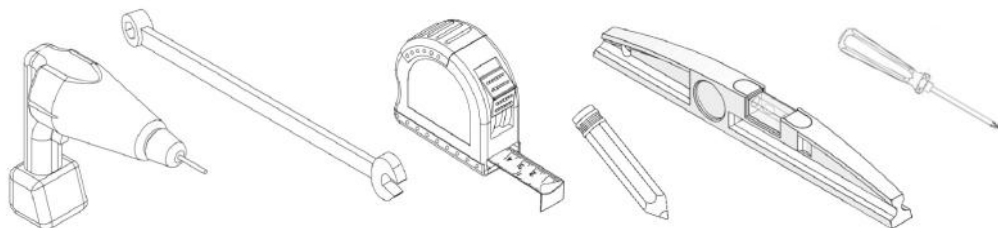
$A \geq 300 \text{ mm}$

5.2—Flammable materials

- Do not place flammable materials near the fireplace, within 1 meter;
- Bookcases or shelves should be spaced 1 meter away of the combustion line.

5.3—Tools Required

Drill; Wrench; Tape measure; Pencil; Spirit Level; Phillips Screwdrivers.

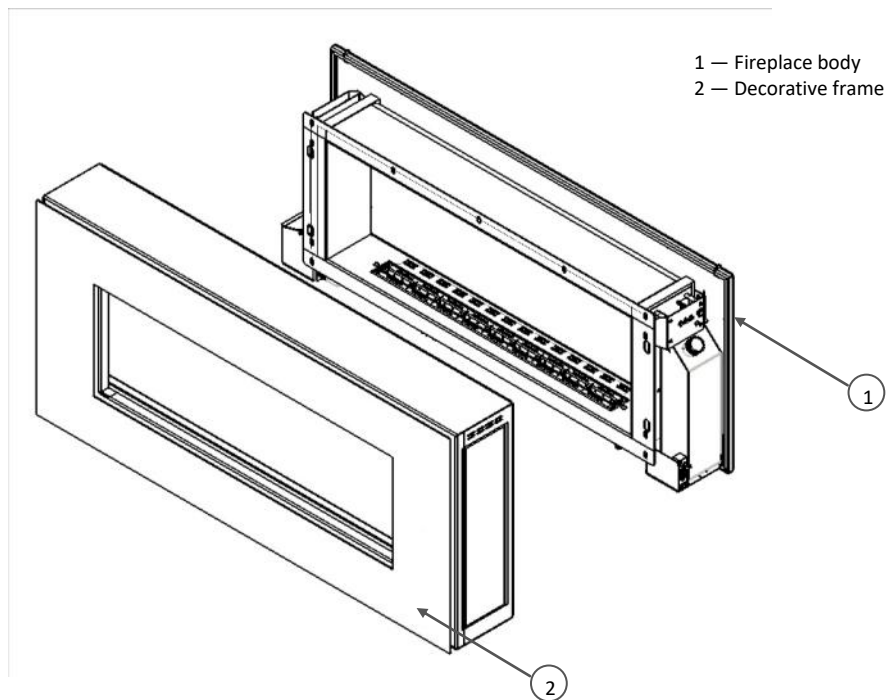


5.4—Installation Procedures

Very Important:

We recommend extreme caution when unpacking your fireplace. The decorative frame is seated in the wall fastening plate, but it is loosened.

Separate the decorative frame to start the installation.

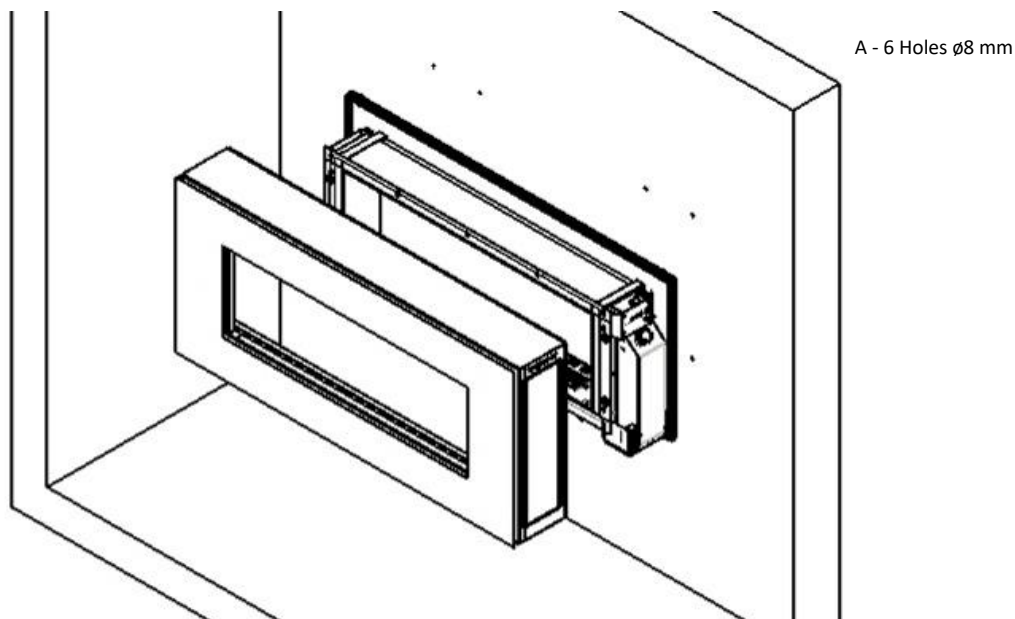


Place the fireplace in the desired location and mark the six holes required on the wall to install it, using the supplied template.

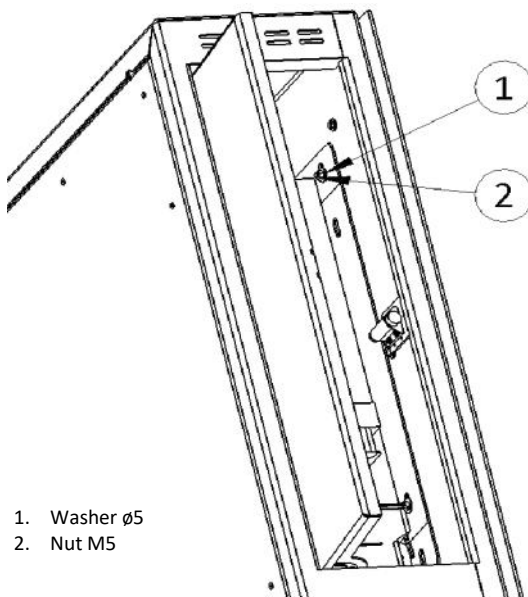
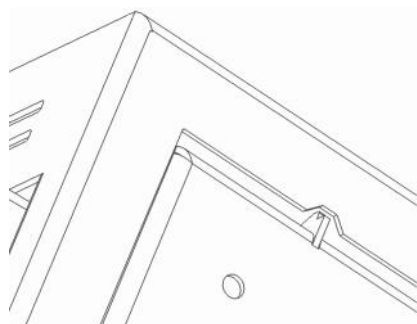
Make sure your fireplace is level.

Choose the type of fastener suitable for the wall material and proceed to the drilling.

Tighten the fireplace to the wall properly. Check the stability and levelling. Make adjustments if necessary.

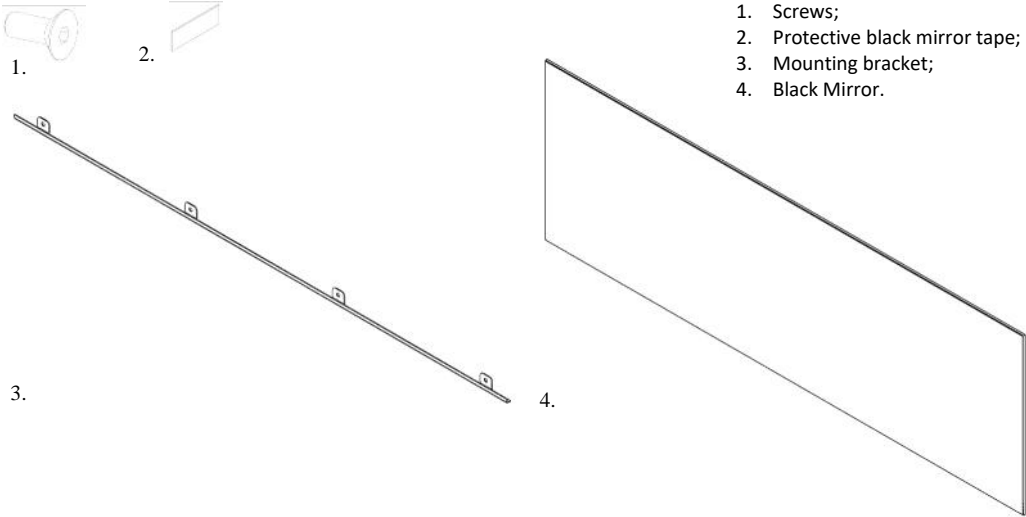


To complete the installation of your fireplace fit the decorative frame and tighten the nuts provided.



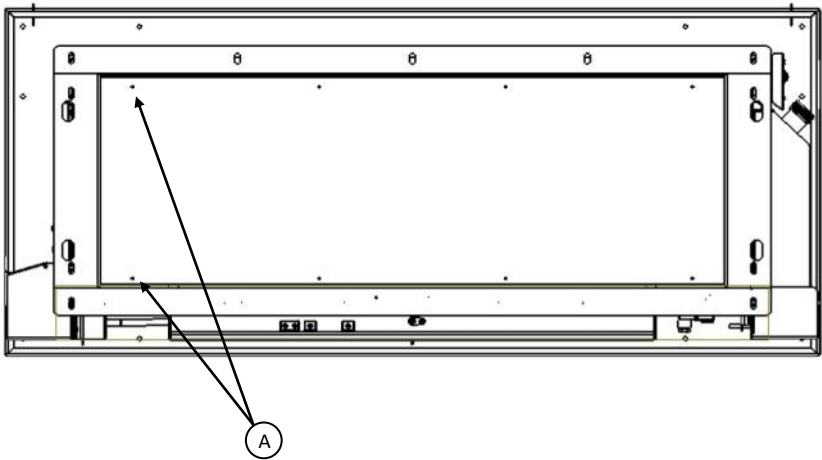
5.5—Installation of optional Black Mirror

5.5.1—Material Supplied

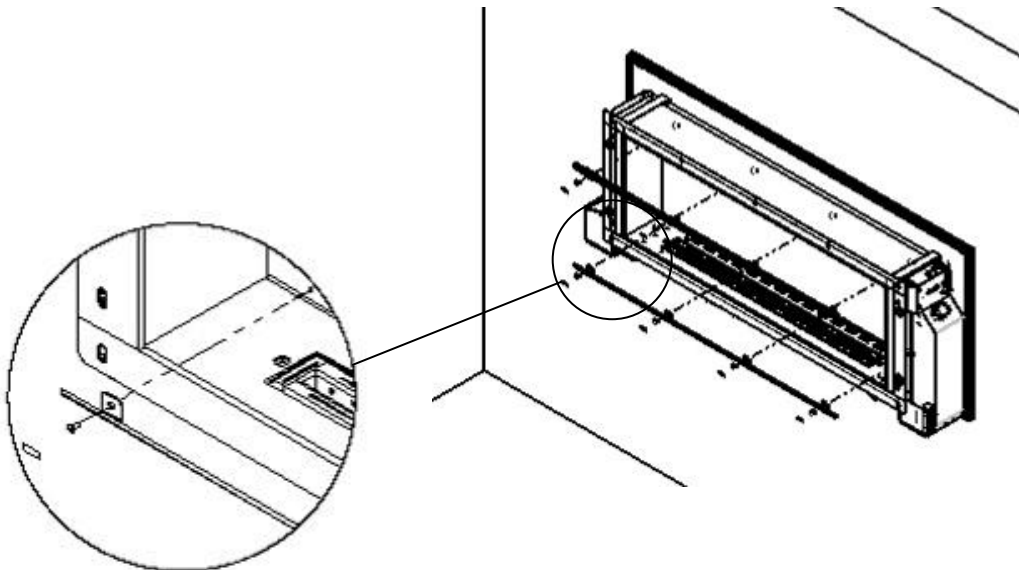


5.5.2—Optional Black Mirror Installation Procedures

Remove the decorative frame of the fireplace. Inside the fireplace there are the specific holes (A) to make this opera-

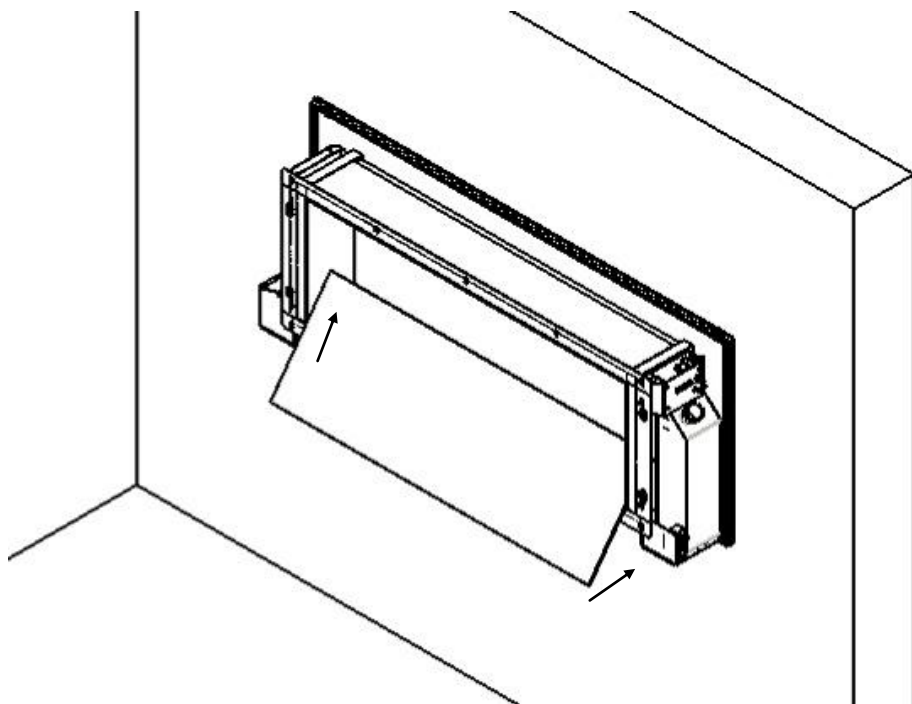


Screw the mounting brackets using the screws supplied and do not forget to put the protective black mirror tapes (B).



B

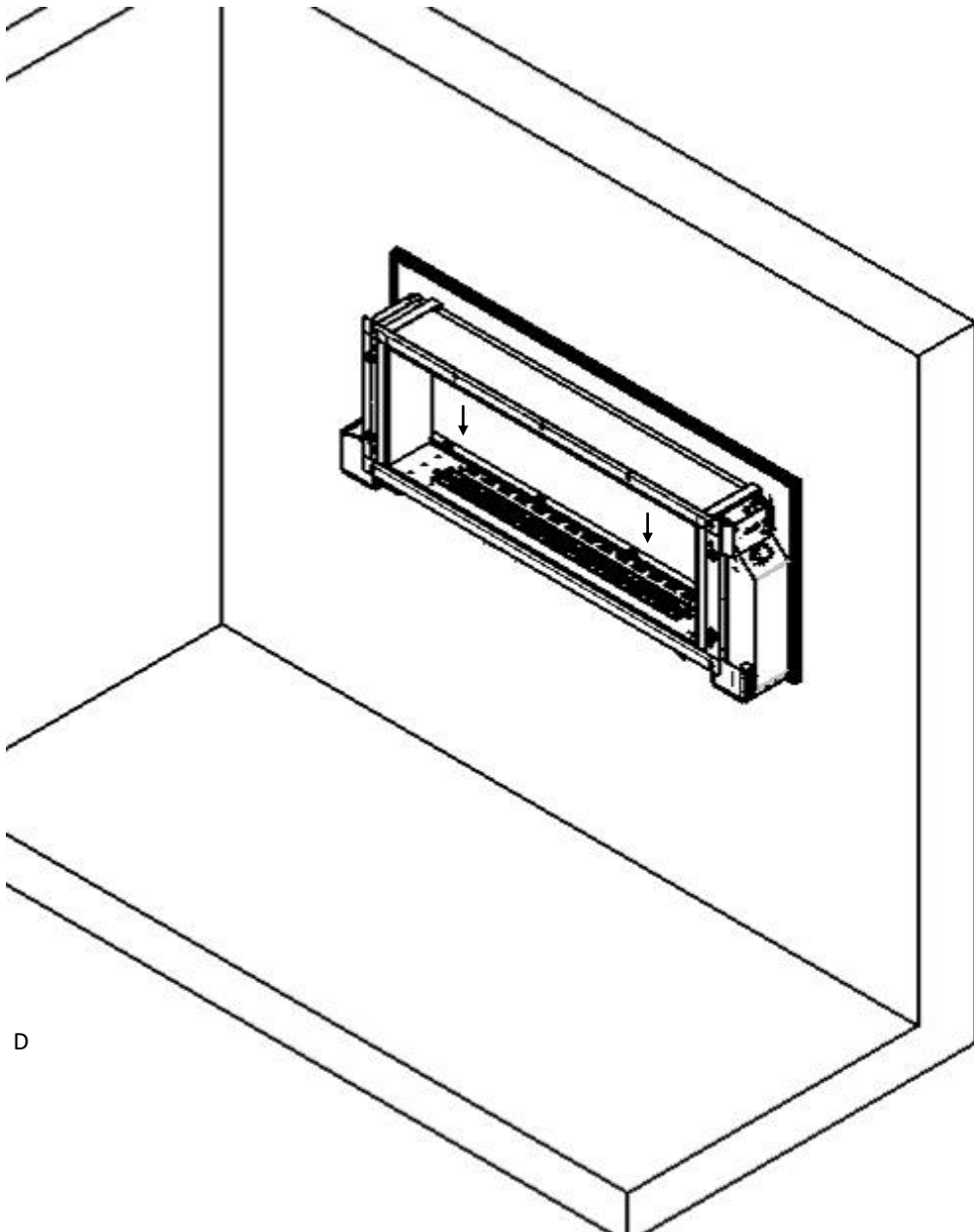
Place the black mirror, inserting it into the upper mounting bracket. When docked touch it inside the fireplace (C).



C

Let the black mirror slide slowly, without dropping it, to fit into the lower mounting bracket. (D)

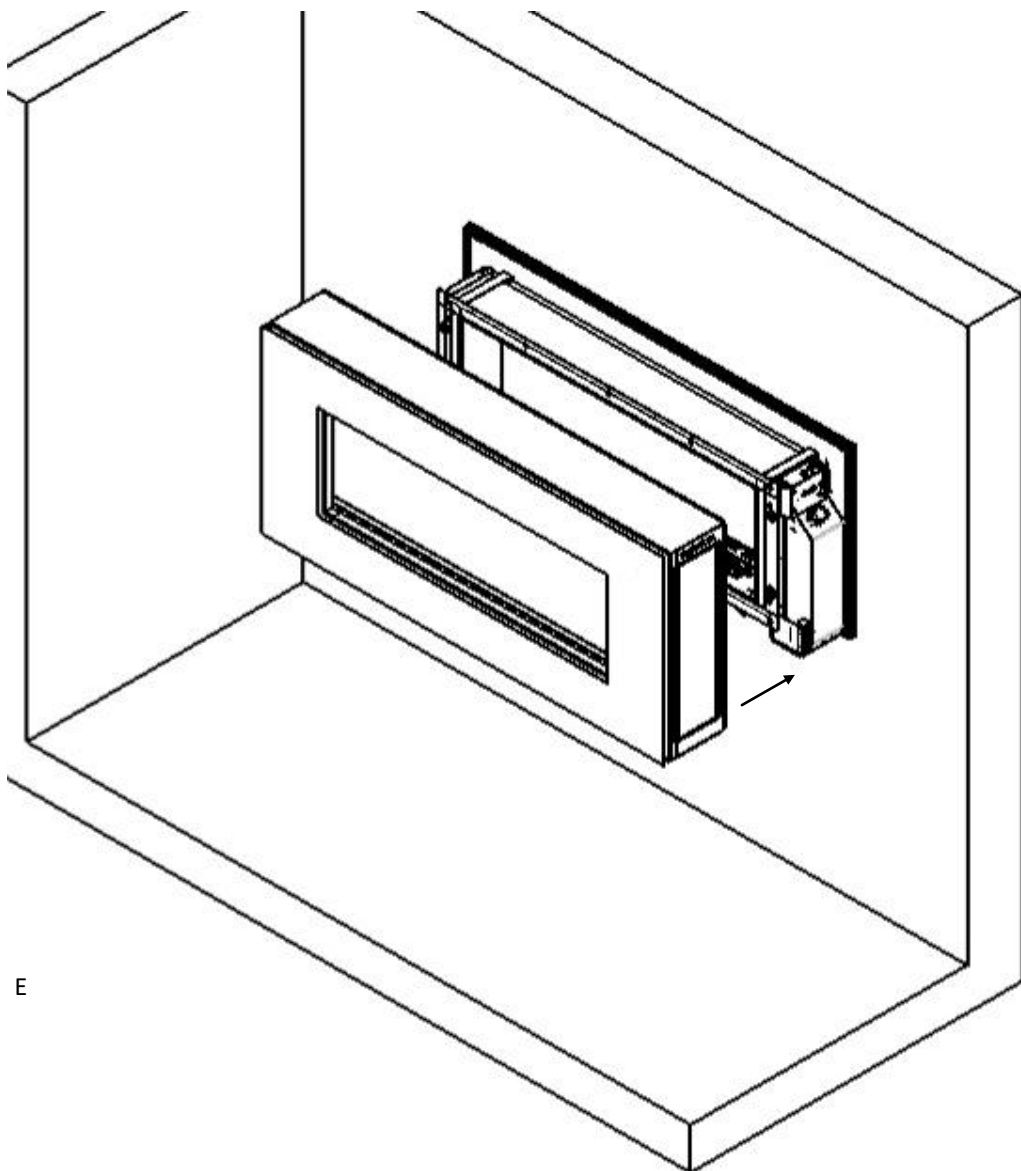
Make all procedures very carefully so as not to damage the black mirror.



D

Finally proceed to the setting of the decorative frame (E).

The installation of the fireplace is complete.



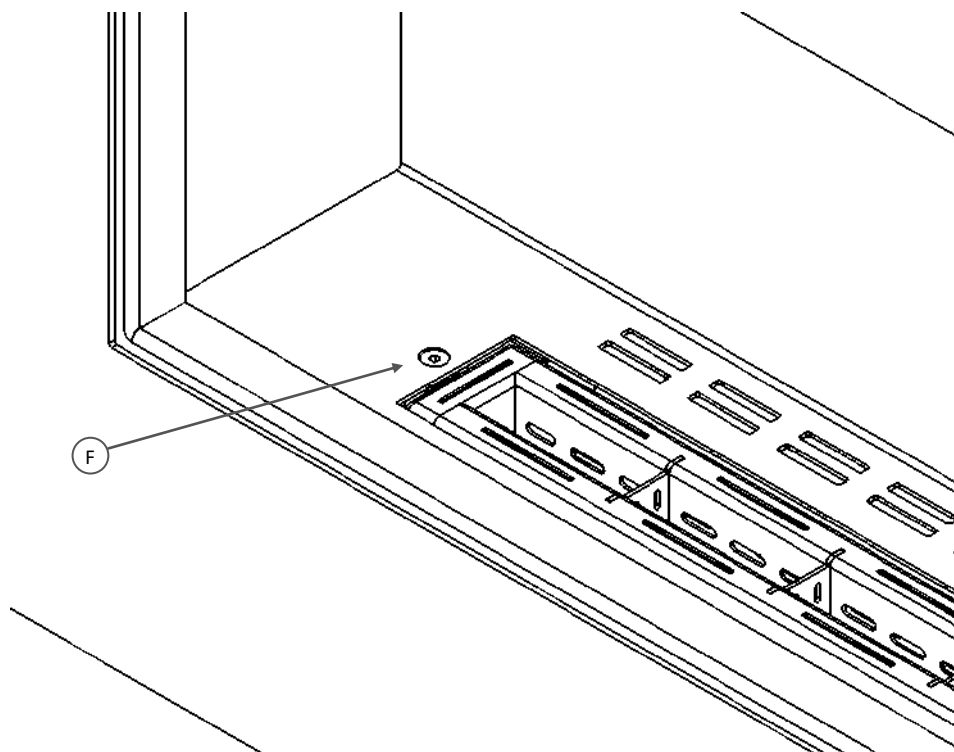
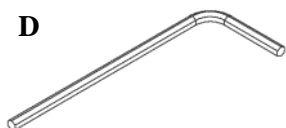
E

5.6 — Levelling of combustion fire line

When installing the Crea7ionEVO PLUS, level the combustion fire line, using the supplied Hex Key N°4 (**D**) and the screws (**F**).

If the flame does not occupy the entire opening it will be necessary to level the combustion fire line.

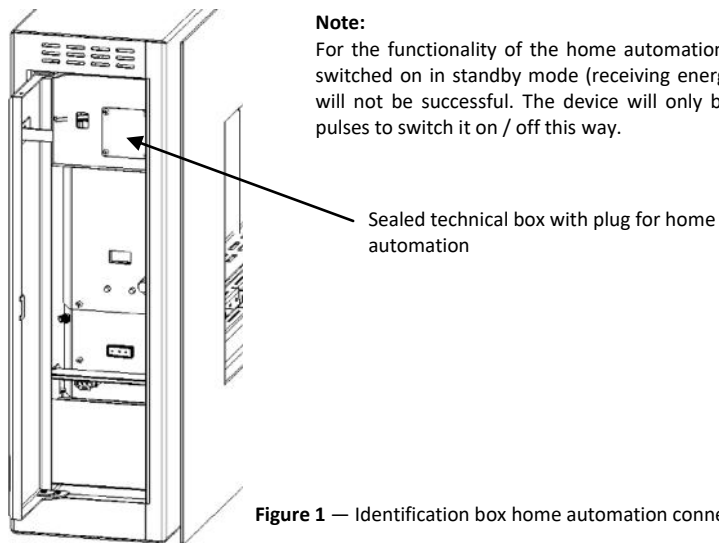
- Lack of flame on the left: Turn the screw (**F**) clockwise to clockwise. Parallel turn the screw counter clockwise.
- Lack of flame on the right side: Turn the screw (**F**) clockwise to clockwise. Parallel turn the right screw counter clockwise.
- Repeat the procedure described until you get a uniform flame.

**D**

5.7 – Home Automation (Option)

The Crea7ionEVO PLUS is equipped with a plug intended for the home automation connection (Figure 1) which must be carried out by a qualified technician.

This option allows the burner to be switched on or off through the system installed in the room.



To connect to the home automation system, unscrew the four screws from the technical box and remove the existing protective cover (Figure 2).

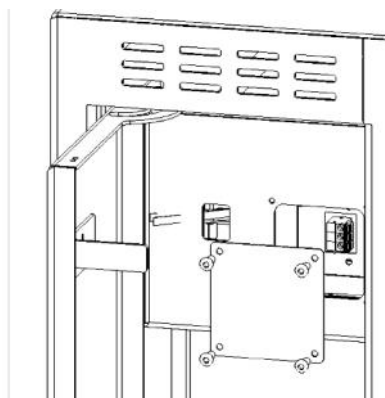


Figure 2 — Box opening to access home automation

To connect the electric wires slide easy connection of the burner plug, insert the electric wire and release the connection (Figure 3).

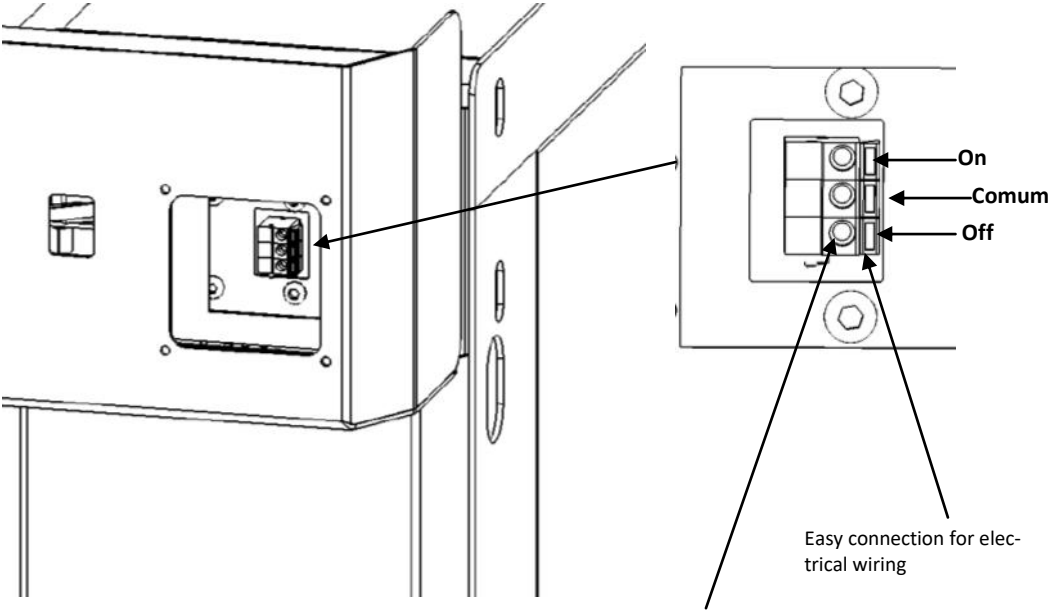


Figure 3 — Identification of connectors

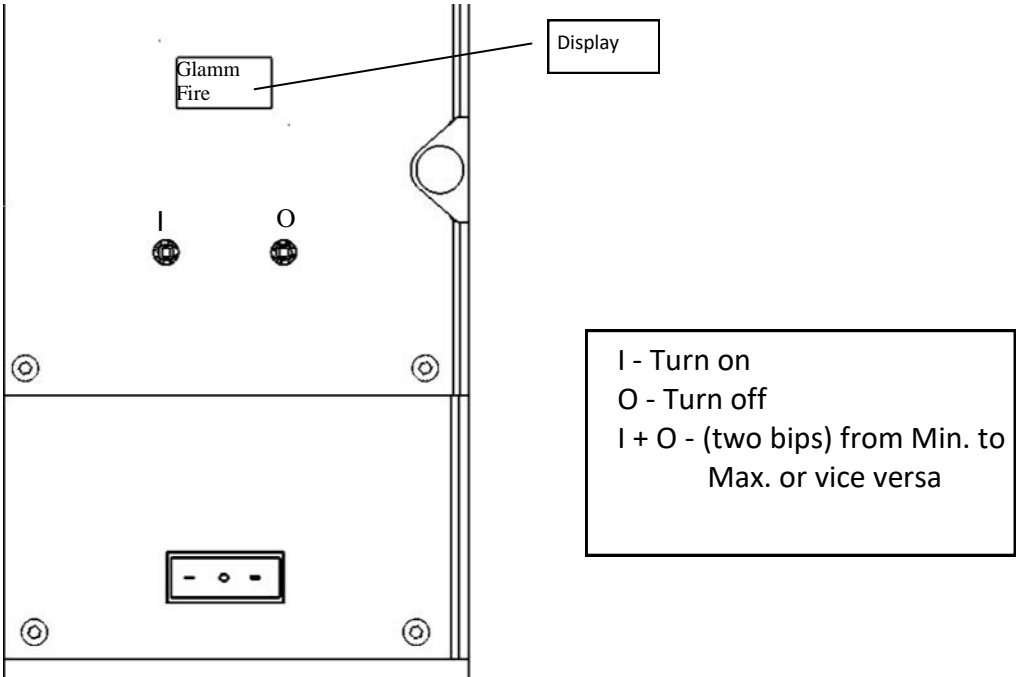
Note:
This functionality must be used with responsibility and supervision.
GlaammFire is not responsible for incidents inherent to the connection to home automation.

6—Operation

6.1—Functions—Buttons



- I - Turn on
- O - Turn off
- + - Maximum
- - Minimum



Before connecting the Crea7ionEVO PLUS system, you should select the power supply source—battery or electric current. To do it, select desired option using the **ON/OFF/ON** button, as shown in **Figure 4**.

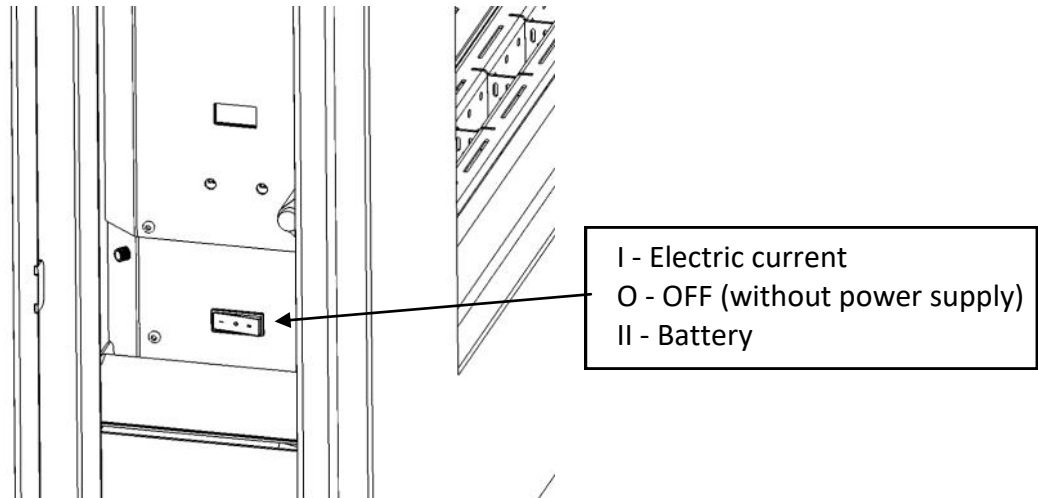


Figure 4—ON/OFF/ON Button

- If you want to use the system connected to the battery, you must select the "II" option.
- If you want to use the system connected to the electric current, you must select the "I" option.

If you use the Crea7ionEVO PLUS system connected to the electric current, do not forget to connect the AC adapter we provide you, along with your Crea7ionEVO PLUS, in the proper input plug (I), situated on the left side of the system (Figure 5).

Note: To avoid serious damage to the system, only use the AC adapter we provide you.

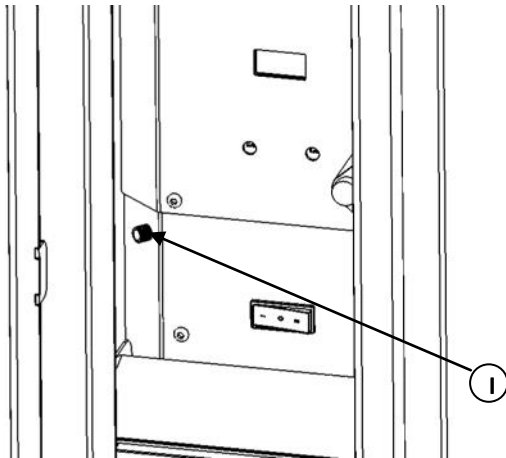


Figure 5—Localization of the input Plug.

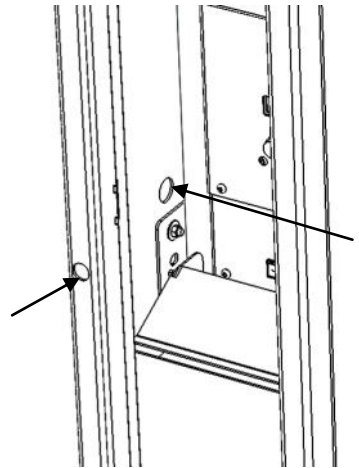


Figure 6—Hole outlet for the AC adapter.

6.2—Language Selection

Language selection can only be achieved with the "ON/OFF/ ON" button in the "OFF" position. Pressing the ON and OFF buttons ("I" + "O") on the display, choose the power supply on the "ON/ OFF/ ON" button.

Then, using the OFF button ("O") on the display, choose the language and select it with the ON button ("I"), before the expiration time indicated on the display.

At this time, the language is already selected and the Crea7ionEVO PLUS is ready to use.

6.3—Remote Control synchronization

The synchronization of the remote control can only be achieved with the **“ON/OFF/ ON”** button in the **“OFF”** position.

Pressing the ON button ("I") on the display, choose the power supply on the **"ON/ OFF/ ON"** button. Then, releasing the power button ("I") of the display, click on the OFF button ("O") on the remote control, before the expiration time indicated on the display.

At this time, the remote control is already synchronized with the Crea7ionEVO PLUS and ready to use.

6.4—Turn on

After selecting the power supply source, the system turns on, appearing immediately the following information on the display:

1. "Start"
2. "Bt □" - Battery charge status
3. "Et □" - Bioethanol level

Next, click on the **"ON"** button on the display / remote control for 2 seconds.

However, in case there is the information "Please Close Door", you should close the door of the tank zone. After the door closed, the following information appears on the display:

4. "Checking Tank"
5. "Tank Ok"

At a later time, the system emits one beep, signalling that the tank door is locked, and the system is ready to start lighting.

6. "Ref. Ramp"
7. "Ignition"
8. "Maximum" / "Minimum" - combustion level

The Crea7ionEVO PLUS is always working at the maximum position. If you want that it works at the minimum level, you must click on the "-" button on the remote control or, at the same time, the position "I" + "O" on the display.

6.5—Out of fuel

When connecting the Crea7ionEVO PLUS, and it does not have bioethanol in the tank, the following information will appear on the display:

1. "Start"
2. "Bt □" - Battery charge status
3. "Et □" - Bioethanol level

Next, click on the **"ON"** button on the display / remote control for 2 seconds.

The system checks the status of the tank, informing it on the display:

4. "Checking Tank"
5. "Tank Empty"
6. "Refill Tank"

Then, the tank door unlocks itself and you can proceed to the filling process

(In the tank zone)

In the tank, lights up the flashing red light, indicating the lack of bioethanol.

Then, open the tank and fill it up:

7. 1 beep - Steady red light (minimum level reached)
8. 1 beep - Steady yellow light (medium level reached)
9. 1 long beep - Steady green light (maximum level reached)

(On the display)

When getting the maximum level, the following information appears on the display:

10. "Close the door"
11. "Tank OK"

Then, after closing the door of the tank zone, the following indications appear on the display:

12. "Start"
13. "Bt □" - battery charge status
14. "Et □" - Bioethanol level

Click on the **"ON"** button on the display / remote control for 2 seconds.

Following this, the system proceeds with its normal lighting.

6.6—Turn off

The Crea7ionEVO PLUS can be turned off at any time. To do it, click on the **"OFF"** button on the display / remote control.

Then, the following information appears on the display:

1. "Ignition Stopped"
2. "Burner is Hot"
3. "Door is Locked"

After 5-10 minutes, the tank door is unlocked, the system emits one beep and the following information appears on the display:

4. "Door Unlocked"

Followed by:

5. "Start"
6. "Bt □" - Battery charge status
7. "Et □" - Bioethanol level

6.7—Fuel reserve

If the bioethanol runs out, when the system is running, 3 beeps will be heard, followed by 2 beeps, indicating that the system is switched off, and the following information will be seen on the display:

1. "Tank Empty"
2. "Refill Tank"

The system is in error mode, emitting consecutive beeps.

Clicking on the **"OFF"** button on the display, you can check the error occurred.

Then, the following information appears on the display:

3. "Fire off"
4. "Burner is Hot"
5. "Door is Locked"

After 7-10 minutes, the tank door is unlocked, the system emits one beep and the following information appears on the display:

6. "Door Unlocked"

Thus, the filling of the tank can be done normally.

6.8—Battery charging

When charging the battery, you should follow the following process:

- Disconnect the system battery connector, located next to the “ON/OFF/ON” button (**Figure 7**).
- Remove the battery.
- Connect the battery connector to the charger, as shown in **Figure 8**.
- Connect the battery charger to an electrical outlet plug.
- A red light will light up on the charger, indicating that it is charging.

The battery will take about 10 hours to recharge. After recharging the battery, you can assemble it in the system following the same process in reverse.

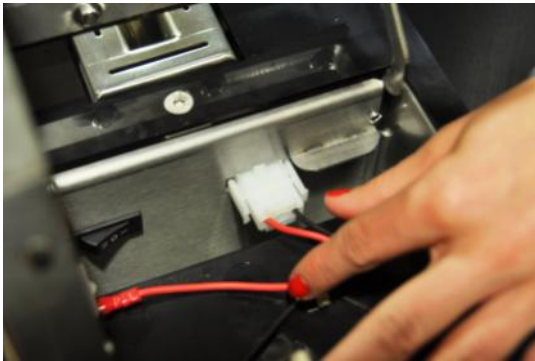


Figure 7—System battery connector location.



Figure 8—Connect the battery connector to the charger.

7—Security Systems

Whenever there is some kind of error, it appears on the display. Simultaneously, the system emits one continuous beep.

The error remains on the display until you click on the “**OFF**” button (on the display) for 2-3 seconds. After clicking the button, the system emits one beep that indicates the elimination of the error. As this action can not be realized by remote control, is always guaranteed the visualization of the error occurred.

7.1—Leak detection system

The Crea7ionEVO PLUS has two leak detection sensors which are located on the combustion fire line safety box and system safety box.

Thus, if there is some kind of leak or fuel/ liquid spill on top of the Crea7ionEVO PLUS, the system turns off, visualizing immediately the error message "Ethanol Leaking" on the display:

1. "Leakage"

The system will emit one uninterrupted beep until you delete the error by clicking on the **"OFF"** button on the display. In this situation, even if you insist on the connection, the system does not start lighting, returning again the "Ethanol Leaking" error.

To resolve this error, please contact a qualified technician.

7.2—Vibration Sensor

The Crea7ionEVO PLUS is equipped with a vibration sensor which it was designed to ensure user safety when an accidental shock occurs. It activates itself, turning OFF the Crea7ionEVO PLUS, when the device suffers an external shock during operation.

If it happens, the following information will appear on the display:

1. "Error Vibrat."

To remove this error, please click on the OFF button ("**O**") on the display.

You can only remove this error when the external vibration ends.

7.3—Tank door locking system

The system does not allow the filling of bioethanol in the tank if it is not at the proper temperature. To do it, you must wait about 5-10 minutes until the system has cooled naturally and unlock the door of the tank zone, after having been in operation.

The system can not be used if the tank door is not closed.

Likewise, the tank can not be filled if the system is not cooled.

The system emits one beep and appears the information that it is possible to open the door on the display:

1. "Door Unlocked"

Forcing the door, the system can be damaged, appearing after the error message "Damaged Door" on the display:

2. "Doorlock Error"

7.4—Smothering the combustion fire line

The system gives the error message "Error Fire Out" and turns off immediately if it is smothered by something.

7.5—Tank filter

The Crea7ionEVO PLUS tank has a filter (**Figure 8**) that should be cleaned at each month of use. This filter prevents the entry of unwanted waste into the system. Hence the importance of regular maintenance.

Removal of tank is strictly prohibited while filling up.

To clean the filter, you should open the fuel cap (open the tank) and remove the filter with your finger. Then remove the impurities in it and put it back in the tank.

The use of Crea7ionEVO PLUS without this filter is never recommended because it can cause serious damage to the system.

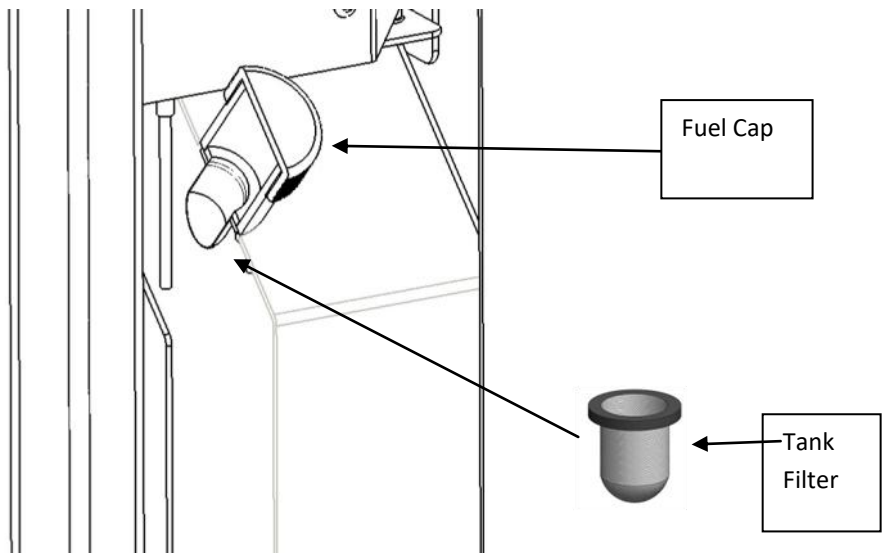


Figure 9—Local Tank filter location.

7.6—Failed components

If there are problems with any system component, the display informs you of the error with a message so that you always know the source of the error.

8—Display messages

All error messages that may appear on the display are listed in the table below.

INFORMATION DISPLAYED	CAUSE	PROCEDURE
Burner Is Hot	The combustion fire line is at a temperature above the safety value.	Wait about 5 – 10 minutes until the combustion fire line has cooled.
Door is Locked	The tank door was locked by the servo motor.	The tank door is locked because the combustion line is hot. Wait about 5 – 10 minutes until the combustion fire line has cool and the door is open, thus allowing access to the tank.
Door Unlocked	The tank door was unlocked by the servo motor.	The system is at the ideal temperature. You can now access the tank.
Low Bat.	Low-battery warning.	Change the battery for the second battery supplied, which should be properly recharged, and recharge the battery removed.
Bt	The system indicates the battery charge status.	If you do not want to use the system, turn it off using the ON/OFF/ON button, in order to save energy.
Start	The Crea7ionEVO PLUS is ready to start the operation process.	Press the "ON" button to put the system into operation. If you do not want to use the system, turn it off using the ON/OFF/ON button, in order to save energy.
Checking Tank	The software is checking the bioethanol level in the tank.	Check the existing bioethanol in the tank and fill it if necessary.

INFORMATION DISPLAYED	CAUSE	PROCEDURE
Tank Empty	The bioethanol is below the minimum level.	Filling the tank if you want to turn the system on again. Otherwise, turn it off using the ON/OFF/ON button in order to save energy.
Refill Tank	Filling the tank.	<p>Filling the tank if you want to turn the system on again. Otherwise, turn it off using the ON/OFF/ON button, in order to save energy.</p> <p>NOTE: This procedure must always be carried out with the unit receiving charge of the battery or the transformer. Otherwise you risk filling the tank causing overflowing, as you will not get an indication of the filling level of the tank.</p>
Tank OK	Bioethanol level is at least at the minimum level. (steady red light)	The system checked that there is sufficient fuel in the tank to be put into operation and will proceed with lighting.
Close the door	The tank door is open.	Close the tank door.
Error Incl/Vib	The Crea7ionEVO PLUS has suffered an external shock and the system turns off.	<p>If the Crea7ionEVO PLUS is no longer suffering a vibration, click on OFF button ("O") on the display.</p> <p>Restart the Crea7ionEVO PLUS.</p>
Ref. Ramp	Filling the tank with bioethanol to maximum level.	Let the system run until ignite.

INFORMATION DISPLAYED	CAUSE	PROCEDURE
Time Exc Sens Max	Lack of bioethanol in the combustion line; Maximum level probe with anomaly;	Tubing clogged with anomaly. Fault in the ethanol supply pump. Contact a specialist.
Ign. Time Exceeded	Exceeded the time of ignition. The ignition started late and the temperature sensor did not have time to analyze the temperature rise.	Check if the resistance is incandescent. If not, it means that there may be a problem with it. Restart the system again, following the usual instructions shown on the display. If the error appears again, please contact a qualified technician.
Fire off	The appliance has been switched off.	Do normal start-up of the system, following the usual instructions shown on the display.
Maximum	The system is at the maximum level of combustion.	Let the Crea7ionEVO PLUS work normally.
Minimum	The system is at the minimum level of combustion.	Let the Crea7ionEVO PLUS work normally.
Leakage	Leak detected in the combustion fire line or system safety box.	The system turns off immediately. Do not turn on the system. Please always contact a qualified technician.
Ethanol High lev	Bioethanol maximum level detection in the combustion fire line while the system is not running. The fire was extinguished while the system is running. (something smothers the fire). Bioethanol spillage when system is off.	The system turns off immediately. Let bioethanol burn in the combustion fire line by making a manual ignition using a lighter.

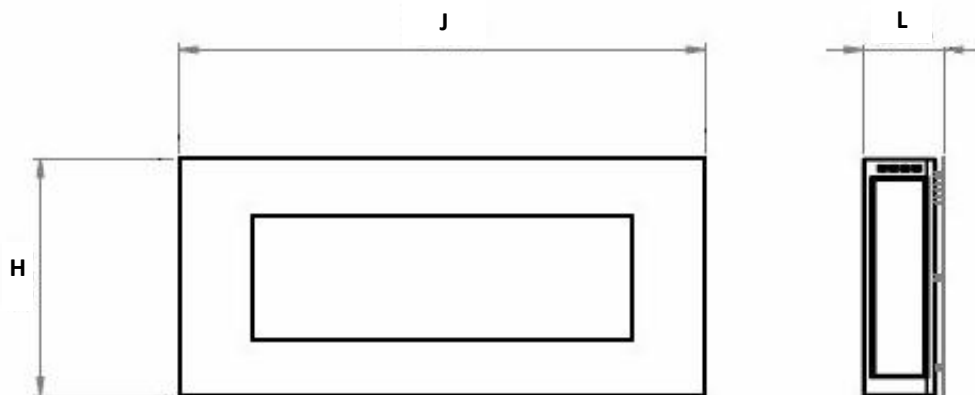
INFORMATION DISPLAYED	CAUSE	PROCEDURE
Error Sens Maximum	Short circuit of the low level probe.	Ensure that the probe is against the combustion fire line. Please always contact a qualified technician.
Err Sens Leakage	Short circuit of the leakage probe.	Ensure that the probe is against the combustion fire line. Please always contact a qualified technician.
Overload	Excessive power consumption.	Ensure that the ignition probe is against the combustion fire line. Please always contact a qualified technician.
Doorlock Error	The tank door was opened improperly - damaged.	The tank door was damaged. Do not turn on the Crea7ionEVO PLUS. Please always contact a qualified technician.
Ignition	When the resistance is incandescent, the system is igniting bio-ethanol.	Let the Crea7ionEVO PLUS work normally.
Error Incl/Vib	The Crea7ionEVO PLUS is not levelled.	Level the Crea7ionEVO PLUS Click on OFF button ("O") on the display.
Et	The Crea7ionEVO PLUS is in standby mode and indicates fuel level.	In order to save energy, shutdown the system in the ON/OFF/ON button if you are not considering using the burner.

INFORMATION DISPLAYED	CAUSE	PROCEDURE
High Voltage!	Battery or charger with high voltage.	Check if the battery or charger are suitable for the Crea7ionEVO PLUS.
Fire Stopped	The ignition process has been interrupted by the user.	The system returns to standby mode. Restart the Crea7ionEVO PLUS
Error Fire Out	Fire extinguished during normal operation	Remove the error pressing the "OFF" button until hearing a bip. Restart the Crea7ionEVO PLUS.
ETHANOL EXCEDED	Too much bioethanol was detected in the combustion line during operation.	Please contact a qualified technician.
Error Sens Ethn Exc	Short circuit sensor excessive level.	Please contact a qualified technician.
No display information appears	Excessive temperature	Check ventilation. It may be insufficient and may be causing internal overheating;
	Lack of battery	Check the battery charge in use. It may be completely discharged without any power;
	No electrical connection	Check if the power adapter is correctly connected.

9—Maintenance

- The combustion fire line should be cleaned regularly using a damp cloth with bioethanol;
- The more persistent marks can be removed using a soft cloth moistened in bioethanol;
- Never use chemicals not suitable for cleaning stainless steel;
- Do not use steel-wool or abrasive sponges. The surface can be scratched by them;
- The manufacturer is not liable for any damage arising from misuse and/or fraudulent of the product. The manufacturer also can not be blamed for the failure to observe the cleaning or application instructions and/ or use of any other cleaning techniques;
- **Note:** Failure to follow the above rules eliminates any factory warranty on all models or fireplaces, losing the customer the right to require repair under warranty.

10—Overall Dimensions



11—Specifications

Model	J (mm) (inches)	H (mm) (inches)	L (mm) (inches)	Power (kw)	Auto- nomy	Tank (l) (gal)	Weight (Kg) (Pounds)	Recom- mended min. area
Tango EVO Plus	700mm mm 27,56"	1100 mm 43,31"	223mm 8,78"	1,4 kW	6:30 h	3 l 0,79gal	78 kg 172lb	9 m2
Hypnosz EVO Plus	700 mm 27,56" 27,56"	1100m m 43,31"	225mm 8,86"	1,4 kW	6:30 h	3l 0,79gal	88 kg 194lb	9 m2
Lotus EVO Plus	800mm 31,50"	800 mm 31,50"	223 mm 8,78"	1,4 kW	6:30 h	3l 0,79gal	67 kg 148lb	9 m2
Apollo EVO Plus	1450mm 57,09"	650 mm 25,60"	223 mm 8,78"	4,5 kW	6 h	5l 1,32gal	90 kg 198lb	29 m2
Mito Gene- sis EVO Plus	1450mm 57,09"	650 mm 25,60"	203 mm 8,00"	4,5 kW	6 h	5l 1,32gal	80 kg 176lb	29 m2
Apollo IV EVO Plus	1628 mm 64,10"	870 mm 34,26"	243 mm 9,57"	4,5 kW	6 h	5l 1,32gal	110 kg 243lb	29 m2
Mito Small Genesis EVO Plus	1000 mm 39,38"	650 mm 25,60"	203 mm 8,00"	2 kW	8 h	3l 0,79gal	58 kg 128lb	14 m2
Mito Small EVO Plus	1000 mm 39,38"	650 mm 25,60"	223m m 8,78"	2 kW	8 h	3l 0,79gal	68 kg 150lb	14 m2
Zen EVO Plus	1100 mm 43,31"	750m m 29.53"	223 mm 8,78"	2 kW	8 h	3l 0,79gal	76 kg 168lb	14 m2
Crystal EVO Plus	1100 mm 43,31"	750mm 29,53"	293 mm 11,54"	2 kW	8 h	3l 0,79gal	87 kg 188lb	14 m2

12—After-Sales Service

In case of doubt or any anomaly, do not use the fireplace and please contact a specialized technician.

13– Warranty

In order to activate your GlammFire 2 year warranty, please register your new GlammFire product at www.glammfire.com/en/about/warranty or complete your warranty card and return it to us, along with a copy of the proof of purchase, at our address within 30 days of purchase.

All our Bioethanol Fireplaces and Burners, Electric Fireplaces, Fire Pits & Barbecues carry a warranty against defects of manufacture and faulty workmanship for a period of 2 years from the date of purchase.

This warranty does not cover glass replacement, batteries, damage caused by accident or misuse of the appliance, or the assembly/disassembly not indicated in the instruction manuals. If the product fails (not considering the above mentioned events) within the warranty period, defective pieces will be replaced free of charge if it is proved any defect of manufacture.

Regarding defective pieces, they will be sent free of charge and their switch is responsibility of the retailer responsible for the purchase of the appliance.

Our warranty is offered as an addition to your statutory rights. It is applicable to the original purchaser only, non-transferable. All repairs must only be fitted by an authorised service technician. Use of spare parts other than those supplied by the manufacturer will invalidate the appliance warranty and must only be fitted by an authorised service technician.

IMPORTANT: Registering your product does not require proof of purchase, if it will be made on our website, and must be based on the date of purchase. It will be assumed that registration information accurately reflects the information on the proof of purchase which will be required upon servicing of any/all products under warranty. If the information conflicts, information stated on the proof of purchase will be deemed accurate and true and warranty will be assessed accordingly.

Equipment	Guarantee beneficiary
Version	Address
Controller	Tel. Availability date Local.....Date..... Signature
Series and Guarantee numbers	
Distributor code	
Name and Address of the Distributor	

GlammFire is always concerned with the environment. This is reflected by the projection of their products and their packaging. Focusing on the reduction of energy consumption, raw materials, natural resources and quantity of waste generated, GlammFire follows the policy of the 4R's (Reduce, Reuse, Recycle and Recover). Thus GlammFire has in mind the use of long lasting products as well as reusable and recyclable products.

GlammFire recommends reusing the GlammFire's packaging separately and deposit plastic, paper, cardboard and glass in the appropriate collection point.

"In nature nothing is created, nothing is lost, everything is transformed."
Antoine Laurent de Lavoisier

GlammFire fireplaces are manufactured under the strict Standard of the world recognized ISO 9001:2008 (TUV) Quality Assurance Certificate.

GlammFire products are designed with superior components and materials, assembled by trained craftsmen who take great pride in their work.

Once assembled the complete fireplace is thoroughly inspected by a qualified technician before packaging to ensure that you, the customer, receive the quality product that you expect from GlammFire.



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Management
System
ISO 9001:2008
ISO 14001:2004



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