

# Flameboyant

By Real Fires

## Gas Fire Installation Guide RF-800

Including  
RF800 Modern, Classic, Minimal, Pearl.  
Electronic and Manual  
Natural Gas and Propane

INSTALLATION INTO TIMBER FRAMING, NEW AND EXISTING  
MASONRY

Retain these instructions until installation is complete

## IMPORTANT NOTES

THIS APPLIANCE MUST BE INSTALLED BY A SUITABLY QUALIFIED PERSON IN ACCORDANCE WITH LOCAL CODES AND AS 5601 / NZS 5261

THIS IS PRIMARILY A DECORATIVE APPLIANCE AND HAS NOT BEEN DESIGNED AS A SPACE HEATER

THIS APPLIANCE HAS BEEN TESTED TO AS 4558-2000

DO NOT OPERATE THIS APPLIANCE WITHOUT READING AND UNDERSTANDING THESE INSTRUCTIONS FIRST

THIS APPLIANCE IS DESIGNED FOR INSTALLATION INTO A TIMBER FRAMED CONSTRUCTION AND NEW OR EXISTING MASONRY INSTALLATIONS

THIS APPLIANCE MUST INSTALLED USING AN APPROVED TWIN SKINNED B-VENT FLUE SYSTEM

THIS APPLIANCE MUST BE INSTALLED INTO A WELL VENTILATED ROOM IN ACCORDANCE WITH AS 5601/ NZS 5261

THIS APPLIANCE IS DESIGNED FOR INDOOR INSTALLATION ONLY; **NOT TO BE INSTALLED OUTDOORS**

REAL FIRES IS NOT RESPONSIBLE FOR INCORRECT OR IMPROPER INSTALLATIONS

ALL INSTALLATIONS MUST BE CERTIFIED

BE SURE TO FILL IN INSTALLER DETAILS SECTION OF THE USER GUIDE BEFORE SIGNING OFF THE INSTALLATION

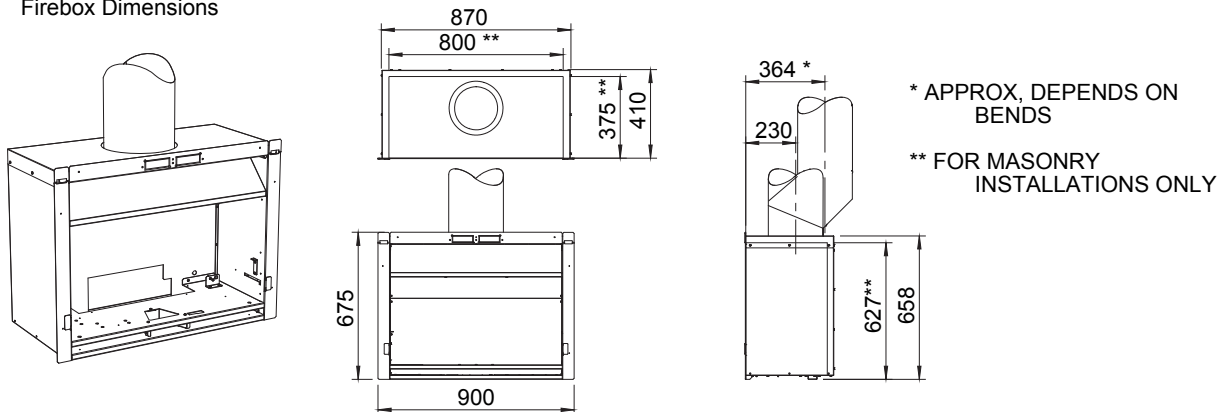
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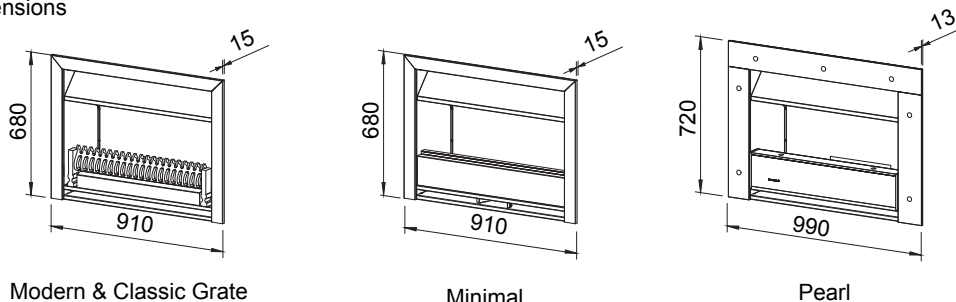
## Specifications:

**Make:** Real Fires  
**Models:** RF800M(N/P), RF800E(N/P), Modern, Classic, Minimal and Pearl  
**Trim Options:** Cast Grates, Stainless Steel and Powder Coated Steel, Glass  
**Burner Media:** Ceramic Logs/Coals and Vermiculite, Ceramic Pebbles, Crushed Glass  
**Gas Types:** Natural Gas, Propane (Australia only)  
**Description:** Indoor Decorative Fire  
**Test standards:** NZS 5262:2003, AS 4558-2000, AS/NZS 3100:2002  
**AGA Approval No:** 7512  
**Dimensions:**

### Firebox Dimensions



### Trim Dimensions



Modern & Classic Grate

Minimal

Pearl

**Flue:** 200 mm stainless steel inner/ 250 mm galvanized steel outer  
 200mm Flexi liner (masonry only)  
 Minimum of 2.4 metres of flue, 3.6 metres if off-set bends are used

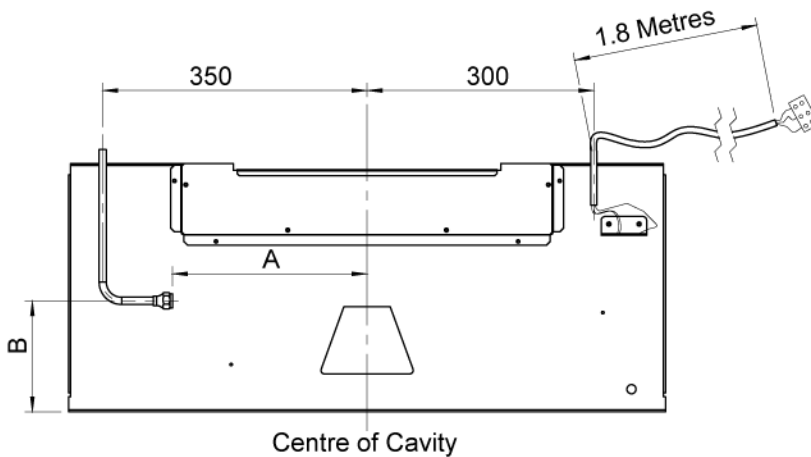
<b>Flue Cowl:</b>	AGA Approved 200 mm Flue Cowl	
<b>Gas Connection:</b>	3/8" BSPF Gas Flare onto gas control	
<b>Power:</b>	230/240V a.c. 50hz, 1 Amp	
<b>Fan:</b>	Tangential; 2 speed (electronic) single speed (manual)	
<b>Gas Types:</b>	Natural gas	Propane
<b>Inlet Pressure (nominal)</b>	1.13 kPa	2.75 kPa
<b>Supply Pressure (min/max)</b>	1.0/5.0 kPa	2.0/3.5 kPa
<b>Gas Rate: (high/low)</b>	40/28 MJ/h	40/25 MJ/h
<b>Pressure (high/low)</b>	0.80/0.40 kPa	1.6/0.60 kPa
<b>Pilot Injector:</b>	0.45 mm	0.3 mm
<b>Main Injector:</b>	2 x Ø 2.2 mm	2 X Ø 1.45 mm
<b>Primary aeration:</b>	14.5mm Sleeve	No Sleeve (12mm sleeve for pebbles or crystals)
<b>Burner:</b>	Bunsen type atmospheric	
	Electronic	Manual
<b>Gas Control:</b>	SIT 845 with SIT 579. DBC modulating control	SIT 630
<b>Ignition:</b>	Electronic	Battery continuous
<b>Flame Monitoring:</b>	Flame rod	Thermocouple
<b>Control:</b>	Electronic Control with IR remote	Manual Adjustment

## Notes on Installation:

### Gas Supply

A suitable gas supply needs to be provided to the Left hand rear corner of the installation cavity. The pipe sizing should be calculated to supply at least 40MJ/h

Allow sufficient pipe to make the connection as shown below:



	Electronic	Manual
A	295	250
B	158	172

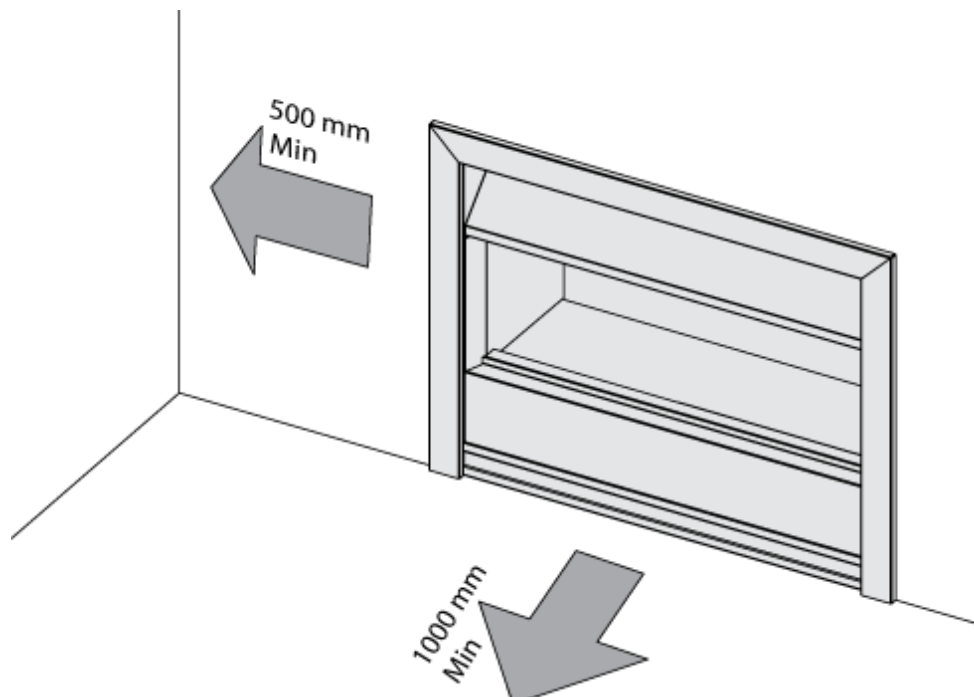
### Electrical Supply

The Firebox is supplied with a power lead approx 1.8 m long. This needs to be connected to an isolating wall switch, provided by an electrician, located preferably to the right of the Firebox, facing into the room, not inside the framing cavity. This supply is used to isolate all power for the electronic fires or to control the fan in the manual fires. The power cord is designed for a 230/240V a.c. 10 amp supply. Electrical connection must comply with AS/NZS 3000.

*note: the manual fire will operate without power but the fan will not, the electronic version will not operate at all without power.*

### Clearances

The fire must be installed with the shown minimum clearances to combustible materials

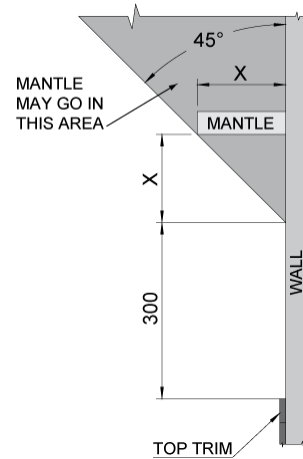


### Mantles

A mantle may be installed above this appliance but must be within the grey area as shown here.

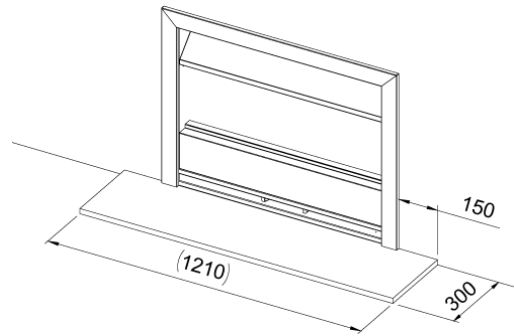
### Timber surrounds

If a timber surround is to be fitted, ensure it complies with minimum timber clearances of 300mm above (as for mantles) and 150mm each side.



### Hearths

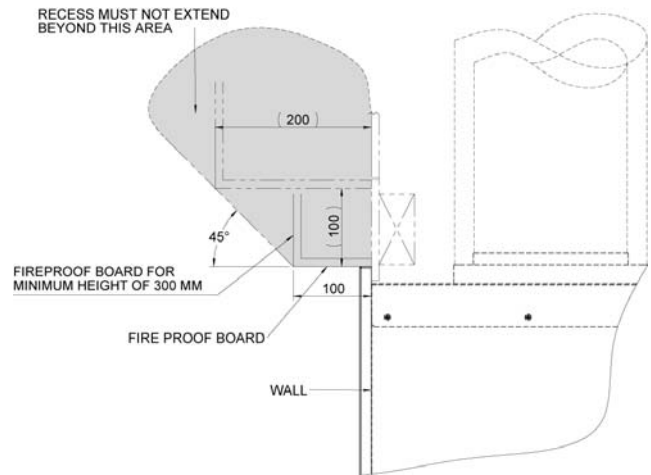
Although a Hearth is not required, Real Fires does recommend that protection is given to any non-combustible flooring directly in front of the fire. The fire produces a large amount of radiant heat and this might cause damage to carpets and furnishings that are too close. Below are the recommended minimum dimensions for a hearth.



### Recesses

If the fire is to be installed into a recess the recess must comply with the following limitations

Note: The same limitations apply to the sides of the fire



### Flue requirements

Only used an approved cowl

The minimum flue height is 2.4 metres, providing the flue is straight without offsets.

Offsets can be used on flues over 3.6 metres in height.

The flue and cowl must be installed in accordance with AS 5601/NZS5261

Flue

200mm inner flue

250mm outer flue

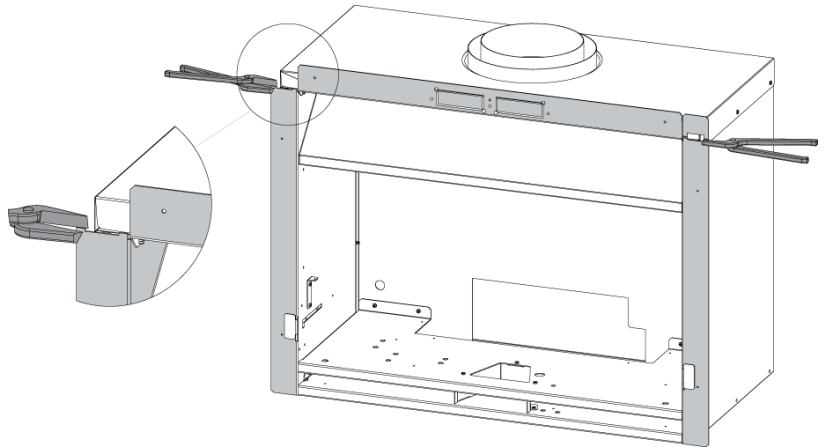
Cowl

An approved 200mm/250mm cowl must be used.

## Firebox Installation:

### Pearl (Glass Trimmed) Fire

For Pearl or other Glass trimmed fires, the left and right trim hanging tabs need to be removed to provide a flat surface for the glass to mount to.



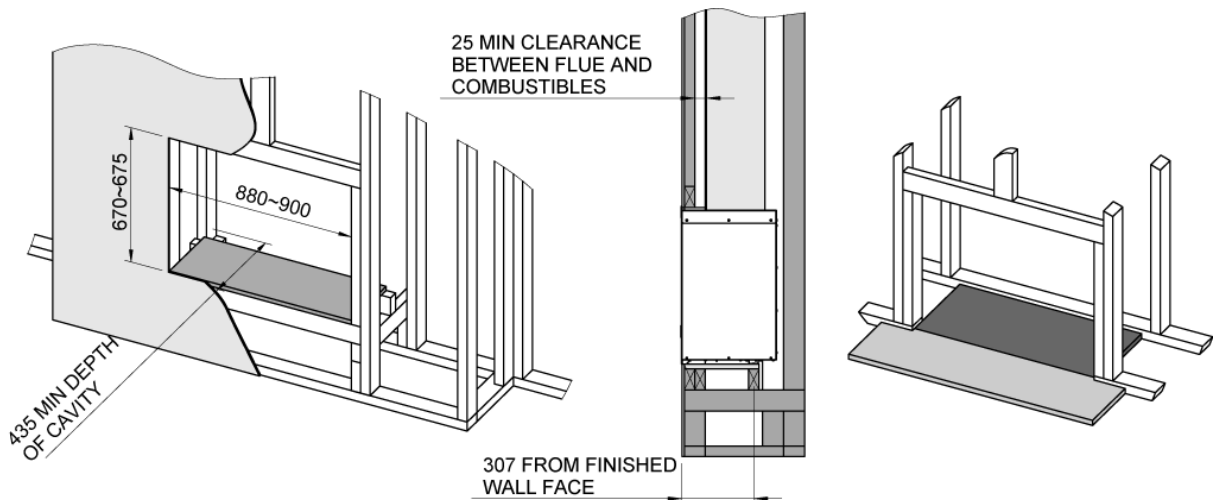
### Timber Framing

#### Cavity Design

**NOTE: The firebox and flue need to be installed before the wall can be lined!**

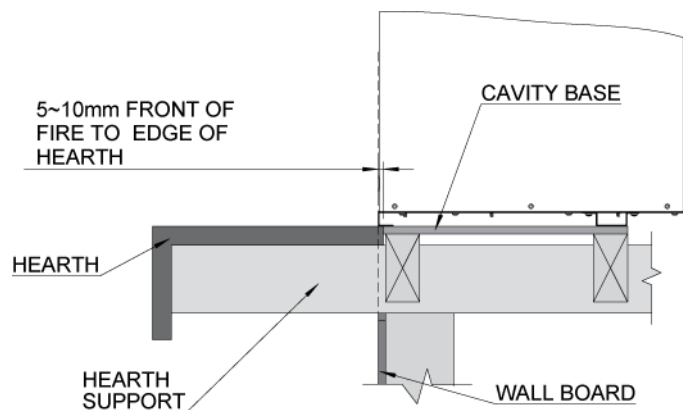
It is recommended that the cavity lintel is left off until the flue and firebox have been installed. (Allow approx 1200mm clearance above the firebox)

Remember that both gas and electricity are required within the cavity (Refer to *Notes on Installation, page 5*)



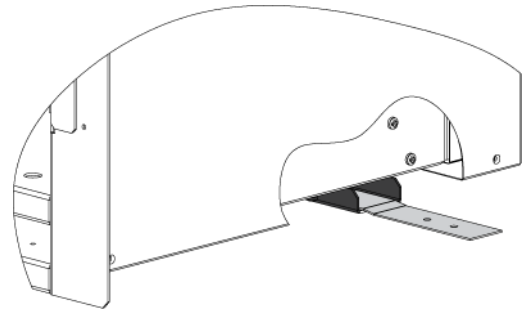
It is recommended that the fire be installed on a solid platform. If this is not possible then there must be support provided for at least the first 20mm, and for 45mm at 307mm from the front finished face of the cavity.

- If the fire is to be installed with a hearth, either on the floor or cantilevered, it is important that the finished top of the hearth is flush with the floor of the installation cavity. For the best finish, allow for the hearth to fit under the firebox by 5~10 mm.



### Seismic Restraint

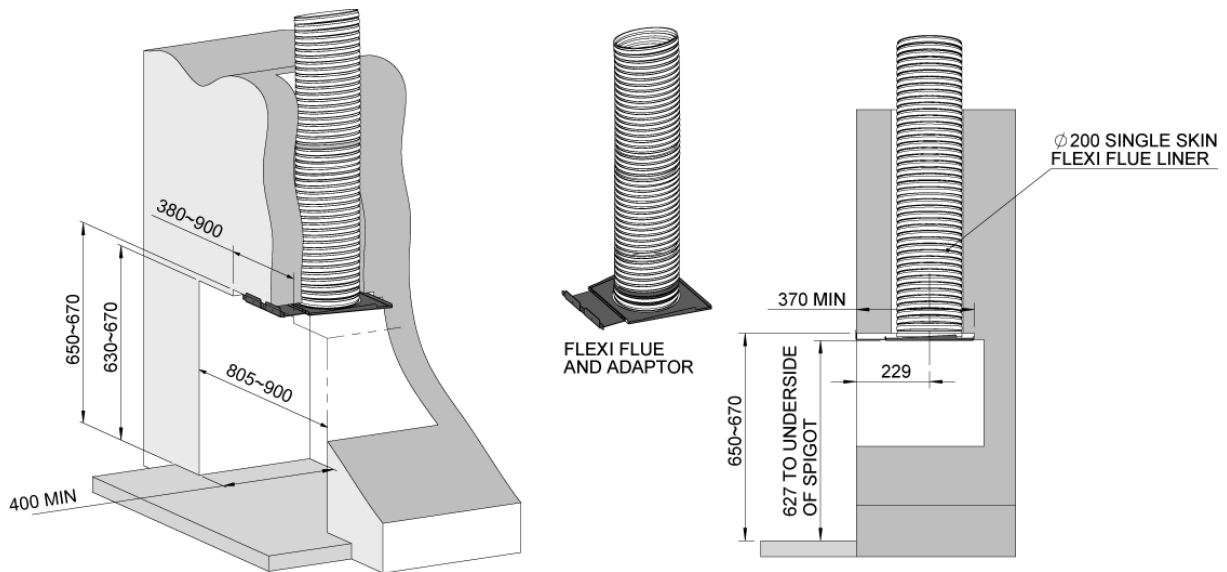
If seismic restraint is required then use the strap provided, Slide the strap through the bottom back rail of the fire box and secure to the cavity base.



### Masonry Cavity

#### Cavity Design

**NOTE: Remember that both gas and electricity are required within the cavity (Refer to Notes on Installation, page 5)**



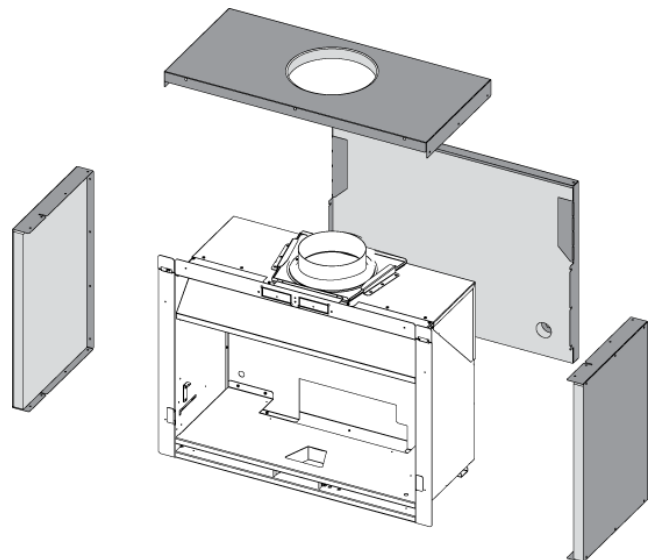
#### Notes:

- These instructions are for either new masonry/non combustible cavities or existing masonry fire places.
- A flexi flue and adaptor is available for installations where access is restricted.
- If the cavity can be completed after the firebox and flue are installed then the adaptor might not be required.
- The flue adaptor can also be used with rigid flue where space allows.
- The flue should be self supporting before the firebox is installed.

This fire is not designed for installation without a dedicated flue liner

This fire consists of a firebox and removable insulating panels. For **masonry installations only**, these panels can be removed if cavity space is restricted. Remove as few or as many panels as required. The more panels retained, the more efficient the fire will be.

Take care not to damage the power cord when removing the back panel!

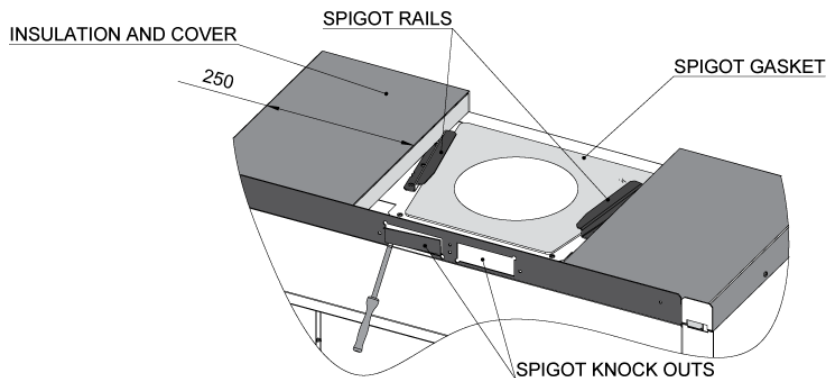
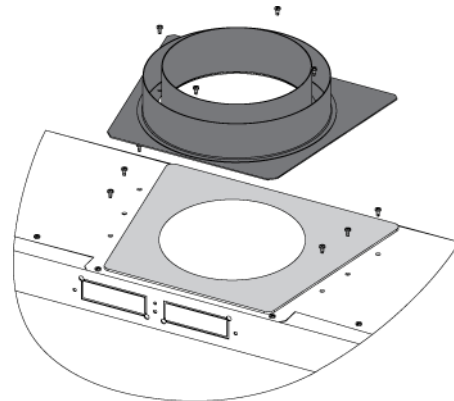




## Preparation of firebox

If the flexi flue adaptor is to be used then there are modifications that need to be made to the firebox.

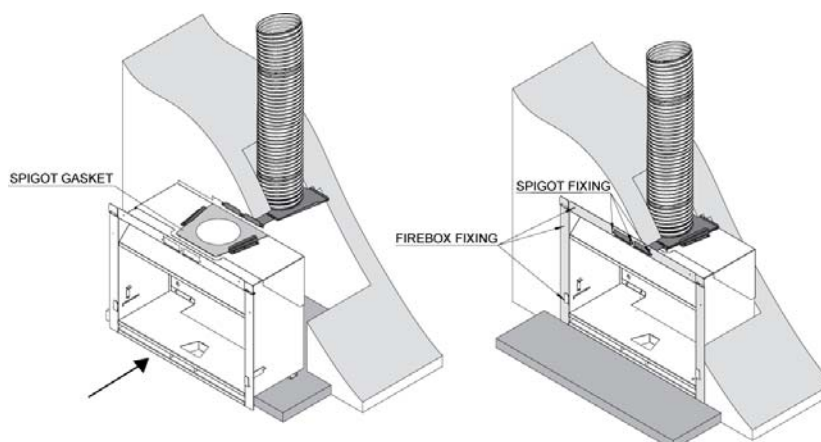
- Firstly, remove the top insulating panel and insulation.
- Remove the 4 screws holding the twin skin flue spigot in place and carefully remove the spigot. **DO NOT REMOVE THE WHITE GASKET**
- Remove the six screws down the side of the spigot and attach the two spigot rails that are supplied with the flexi flue spigot
- If the top insulation panel is to be used, then it must be cut to allow the spigot to transition down the rails. Each panel will end up being about 250mm wide
- Remove the two knockouts in the centre of the top flange of the firebox



## Installing Firebox

- Place the firebox onto the hearth and carefully line up the gas supply pipe with the hole in the back left hand corner of the firebox
- Make sure that the power supply cord is passed through the cavity for connection by a registered electrician (power is not required to operate the manual version of this fire if the fan is not being used but it is recommended that it is connected regardless)
- Line the flue spigot adaptor up with the guide rails on the top of the fire box and push the firebox in. **Take care not to roll the spigot gasket as the firebox slides in!**
- Once the firebox is fully home, use screws to hold the flue spigot to the top flange of the firebox
- Fix the front flange of the firebox to the cavity. If a glass trim is to be used then countersunk screws will need to be used.

**NOTE: It is not necessary to seal the firebox to the cavity.**



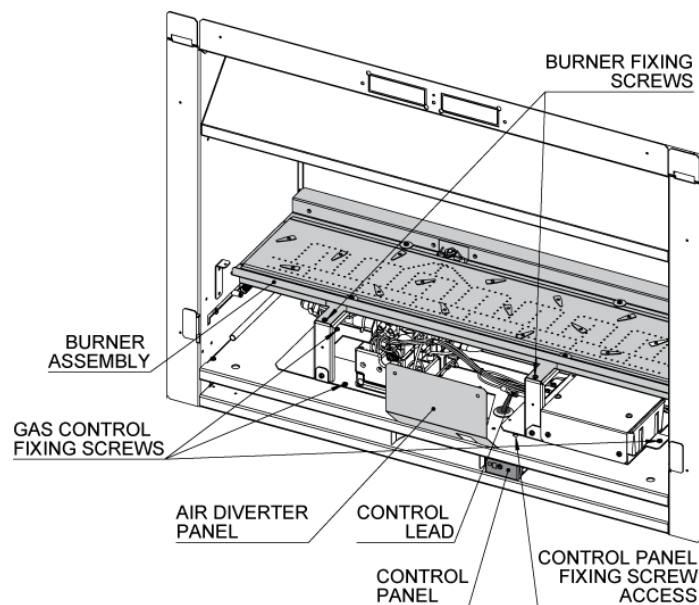
## Burner Commissioning

Once the firebox has been installed and fixed to the building the gas and electricity can be connected. Some people elect to leave this until the decorating has been completed and the installation can be finished, remember that the trim can not be attached until the wall lining is finished.

### Electronic Burner

#### **CAUTION Isolate the power and gas supplies before commencing work on the fire!**

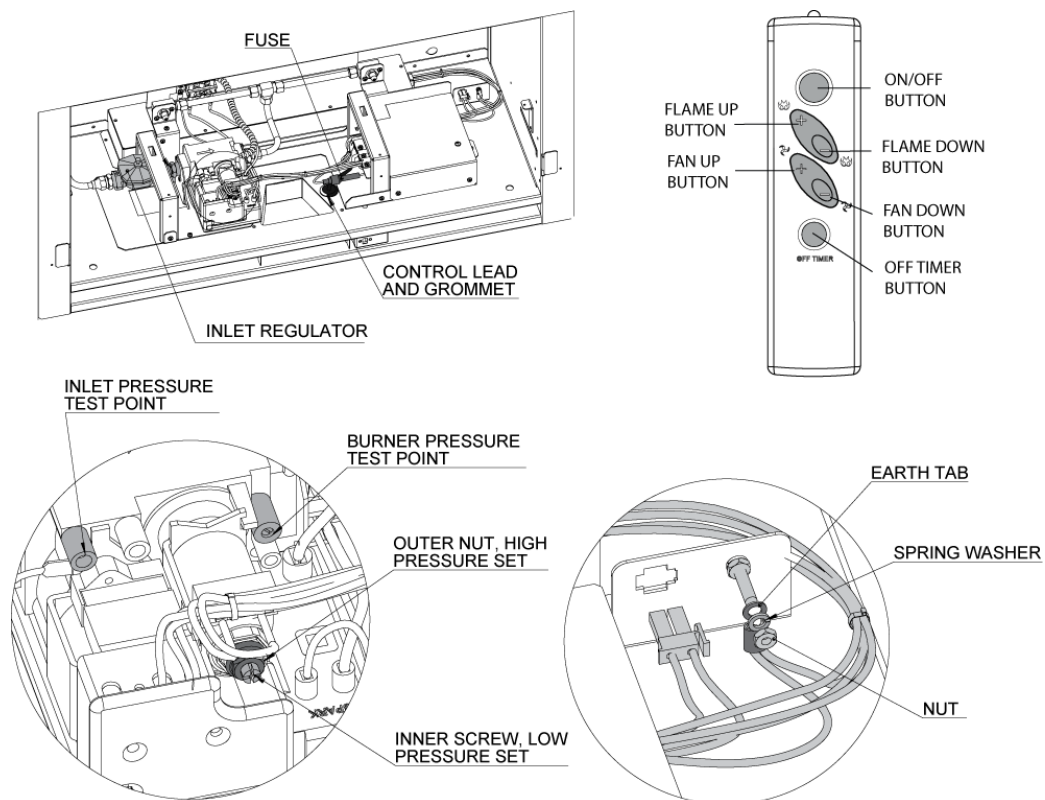
- Remove the Air Diverter Panel from the front of the Burner Assembly
- Remove the burner assembly by removing the two fixing screws in front of the burner and pulling the tray forward and then upwards to remove from the gas control.
- There may be aeration sleeves attached to the venturi tubes on the back of the burner, take care not to loose these, there is a chart on page 13 that shows which aeration sleeve should be used depending on the gas and burner media being used.



- It may be necessary to remove the gas control assembly in order to make bending and flaring the gas supply pipe easier. To do this:
  - Remove the fixing screws on the bottom of the assembly and carefully swing the left end of the assembly out of the cavity. **Take care not to pinch or strain the power connection at the back right corner or the Control Lead in the centre.**
  - If it is necessary to remove the assembly completely then use a POZI drive screw driver to loosen the single screw holding the control panel in place and slide the panel outwards
  - Disconnect the control lead from the back of the control panel and carefully pull the cable back up into the firebox cavity
  - Disconnect the power, fan and earth connection at the back left corner of the cavity, take note of the screw and washer holding the earth connection in place (refer page 11)
- After bending and flaring the gas supply pipe, purge the gas pipe and fix the gas control assembly back in place and connect the gas.
- Reconnect the power and gas (reconnect the control panel and fan connection if previously removed)
- Replace and fix the burner assembly in place
- Connect a manometer to the inlet test point (refer page 11)
- Press the ON/OFF button on either the control panel or remote control **for at least one second** until the red LED on the control panel glows.

- The spark electrode will start to spark across to the pilot and gas will flow through the pilot. *If the pilot does not light within the first minute the ON/OFF button will need to be pressed twice to re-set and re-start the ignition sequence.*
- Once the pilot has lit and the gas control has sensed the flame through the flame rod, gas will start to flow through to the main burner. As soon as the burner has lit fully, press the Flame Up button on the remote control.
- Check the Inlet pressure
  - 1.0 kPa for Natural Gas
  - 2.5 kPa for propane

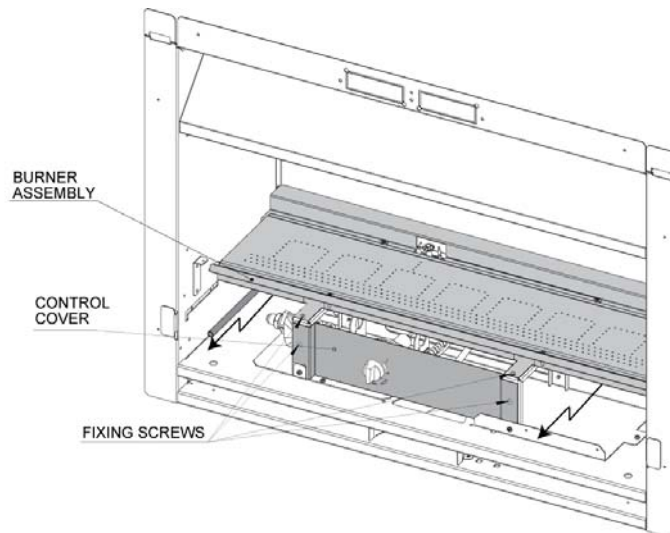
*Adjustment can be made on the inlet pressure regulator*
- Turn the burner off and remove the manometer from the Inlet Test Point and connect it to the Burner Pressure Test Point
- Re-start the burner and make sure that the burner is operating at maximum rate by pressing the Flame Up button until the pressure stops rising.
- Check the maximum burner pressure against the data plate. If adjustment is necessary then turn the High Pressure Adjustment Nut on the front of the Gas Control. *Take care not to turn the inner Low Pressure Adjustment Screw*
- Reduce the burner pressure to minimum by holding the Flame Down button on the remote until the pressure stop dropping.
- Check the minimum burner pressure against the data plate. If adjustment is necessary then turn the Low Pressure Adjustment Screw on the front of the Gas Control. *Take care not to turn the Outer High Pressure Adjustment Nut.* Recheck the High Pressure setting
- Turn the burner off and remove the manometer, check all connections and test points for leaks using a soapy solution.
- Proceed to the section on Trim Installation (page 14)



## Manual Burner

### **CAUTION Isolate the power and gas supplies before commencing work on the fire!**

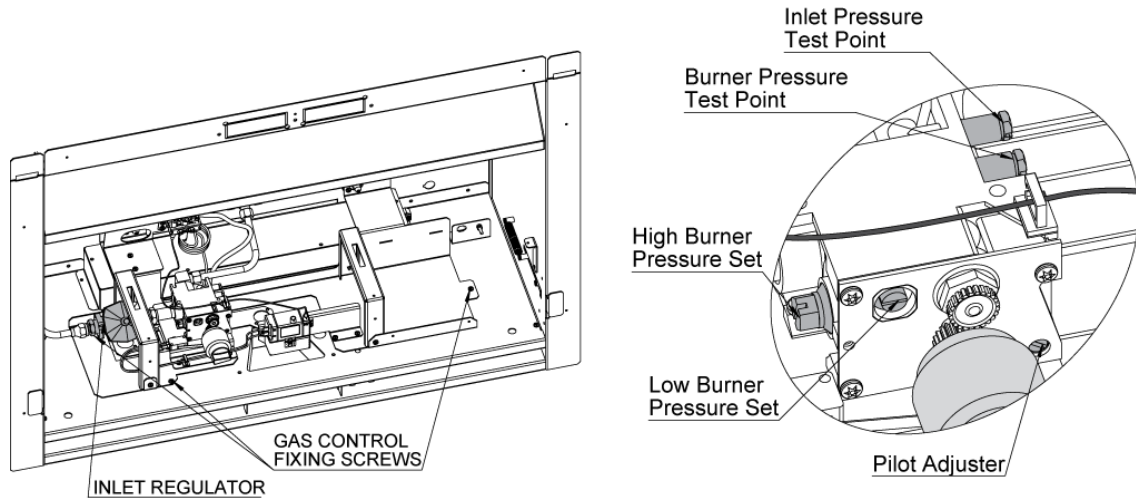
- Remove the burner assembly by removing the two fixing screws in front of the burner and pull the tray forward and then upwards to remove from the gas control.
- There may be aeration sleeves attached to the venturi tubes on the back of the burner, take care not to loose these, there is a chart on page 13 that shows which aeration sleeve should be used depending on the gas and burner media being used.
- Remove two fixing screws and remove the Gas Control Cover.



- It may be necessary to remove the gas control assembly in order to make bending and flaring the gas supply pipe easier. To do this remove the fixing screws on the bottom of the assembly and carefully lift the assembly out.
- After bending and flaring the gas supply pipe, purge the gas pipe and fix the gas control assembly back in place and connect the gas.
- Reconnect the gas.
- Replace and fix the burner assembly in place
- Connect a manometer to the inlet test point (refer page 13)
- Rotate the Control Knob on the Gas Control to the pilot position push in to make the spark ignitor operate, gas will begin to flow to the pilot.
- The pilot should ignite within a few seconds. Note: *If the pilot fails to ignite, return the Knob to its original position and try again. It may take some time to purge all the gas in a new pipeline.*
- Once the pilot is alight, hold the knob in for 5~10 seconds before releasing. The pilot should remain alight. *If the pilot goes out again, repeat the ignition sequence again. If the pilot fails to stay alight after 15 seconds then proceed to the Trouble Shooting section (page 22)*
- *Rotate the knob counter-clockwise until it stops at its maximum position, gas will begin to flow to the main burner.*
- Once the burner has fully lit, check the Inlet pressure
  - 1.0 kPa for Natural Gas
  - 2.5 kPa for LPG

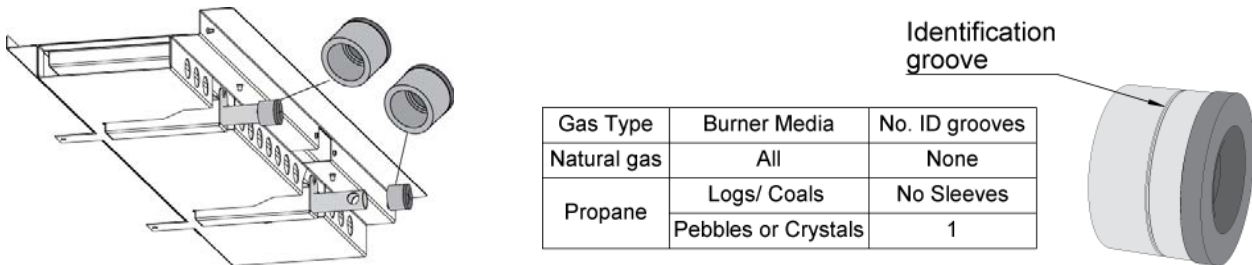
*Adjustment can be made on the inlet pressure regulator*
- Turn the burner off and move the manometer to the Burner Pressure Test Point. Relight the burner and check the maximum burner pressure against the data plate. Adjustment is made using the Burner High Pressure Set screw on the side of the gas control.

- Turn the knob clockwise to the minimum burner setting and check the minimum burner pressure against the data plate. Adjustment is made using the Burner Low Pressure Set screw on the front of the gas control.
- Push the knob in and rotate clockwise until the burner and pilot are extinguished
- Remove the manometer and check all connections and test points for leaks using a soapy solution.
- Proceed to the section on Trim Installation (page 14)



### Aeration Sleeve Details

It is important that the correct aeration sleeves are used for each gas type and burner media. The fire should have been supplied with the correct aeration sleeves. If the fire is to be set up on propane with pebbles or crystals then the sleeves supplied with the burner media need to be fitted. Refer to the notes supplied with the burner media and the chart below for more information.



### Pilot Burner Performance

When operating at its best, the pilot burner will produce a sharp blue flame with a light blue inner cone. This inner cone should reach across to the flame rod (or thermocouple) and slightly beyond. The size of the pilot flame can be adjusted using the screw on the front of the manual gas control but cannot be adjusted on the electronic version.

Signs of abnormal pilot operation could be:

- A very short flame that does not reach across to the flame rod (or thermocouple). *This could be due to a reduced inlet pressure or a blocked pilot injector*
- A very long flame that reaches far beyond the flame rod (or thermocouple). *This could be due an incorrect pilot injector*
- A roaring noise when the pilot is operating or the flame "lifting off" from the pilot head. *This could be due to too high an inlet pressure*
- Long yellow flames. *This could be due to blocked primary aeration of the pilot*

*Any one of these conditions could affect the performance of the fire (failure to rectify, failure to hold the gas control open, soot build up on flame rods or thermocouple, etc) and should not be left unresolved.*

## Trim Installation

### Notes:

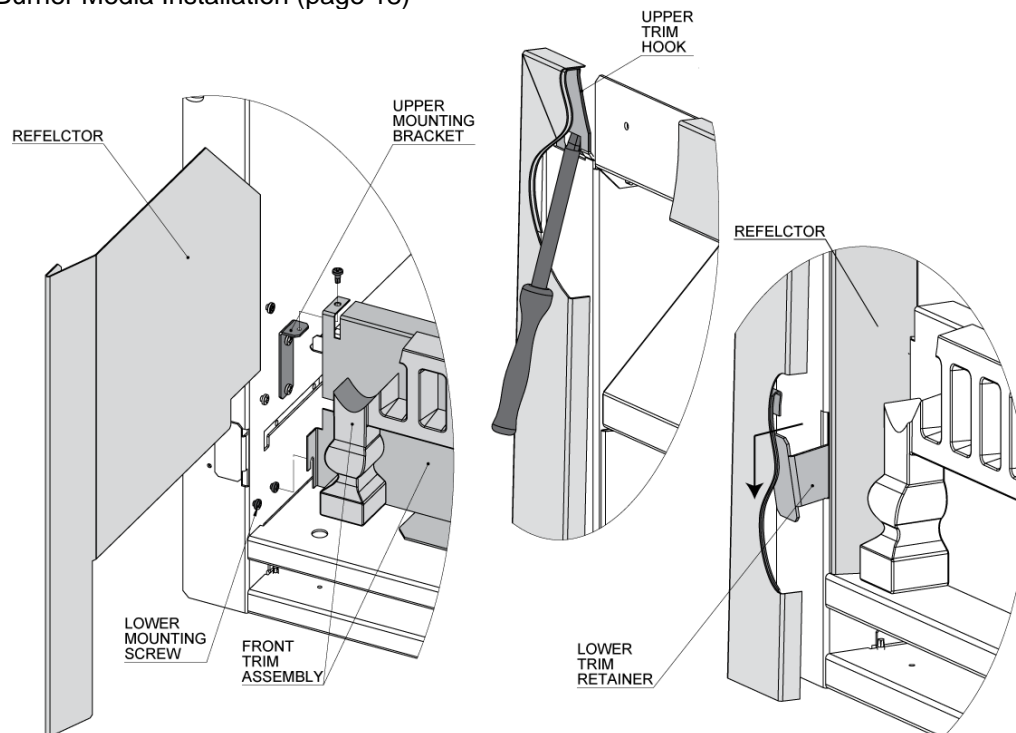
- The outer trim panel cannot be installed until the wall board has been attached and finished (decorated)
- It is recommended that the installation of the trims and burner media is left until the room is complete and all decoration is finished.
- Leave the protective cardboard cover taped to the front of the firebox using a **low-tack** tape to prevent plaster dust and debris from entering the firebox and damaging the paint work.

### Modern and Classic Grated Fronts

This is the same for both Electronic and Manual versions

- Remove the front Lower Mounting Screw
- Fit the Front Trim Assembly so that the lower hook fits over the rear Lower Mounting Screw
- Fix the Trim Assembly to the Upper Mounting Brackets using an M4 earthing screw (with serrated washers) at each end.
- Slide the reflectors into the firebox, between the sides of the firebox and the end of the Trim Grate.
- Pull the two spring loaded Lower Trim Retainers forward and down until they lock in place as shown
- Fit the outer trim over the Upper Trim Hooks. *If adjustment of the hooks is required, use a screwdriver to prise the hooks forward, or push them back until the trim fits flush with the wall.*
- Hold the leg of the trim against the Lower Trim Retainer and slide the Retainer upwards into the slot on the back of the trim, the spring Retainer will pull back into the cavity once the bracket is horizontal again. **WARNING: Take care when the spring grabs that the trim is not resting on the hearth as it could bite into the surface and scratch it. Either hold the trim slightly higher or use a thin piece of card between the leg end and the hearth.**

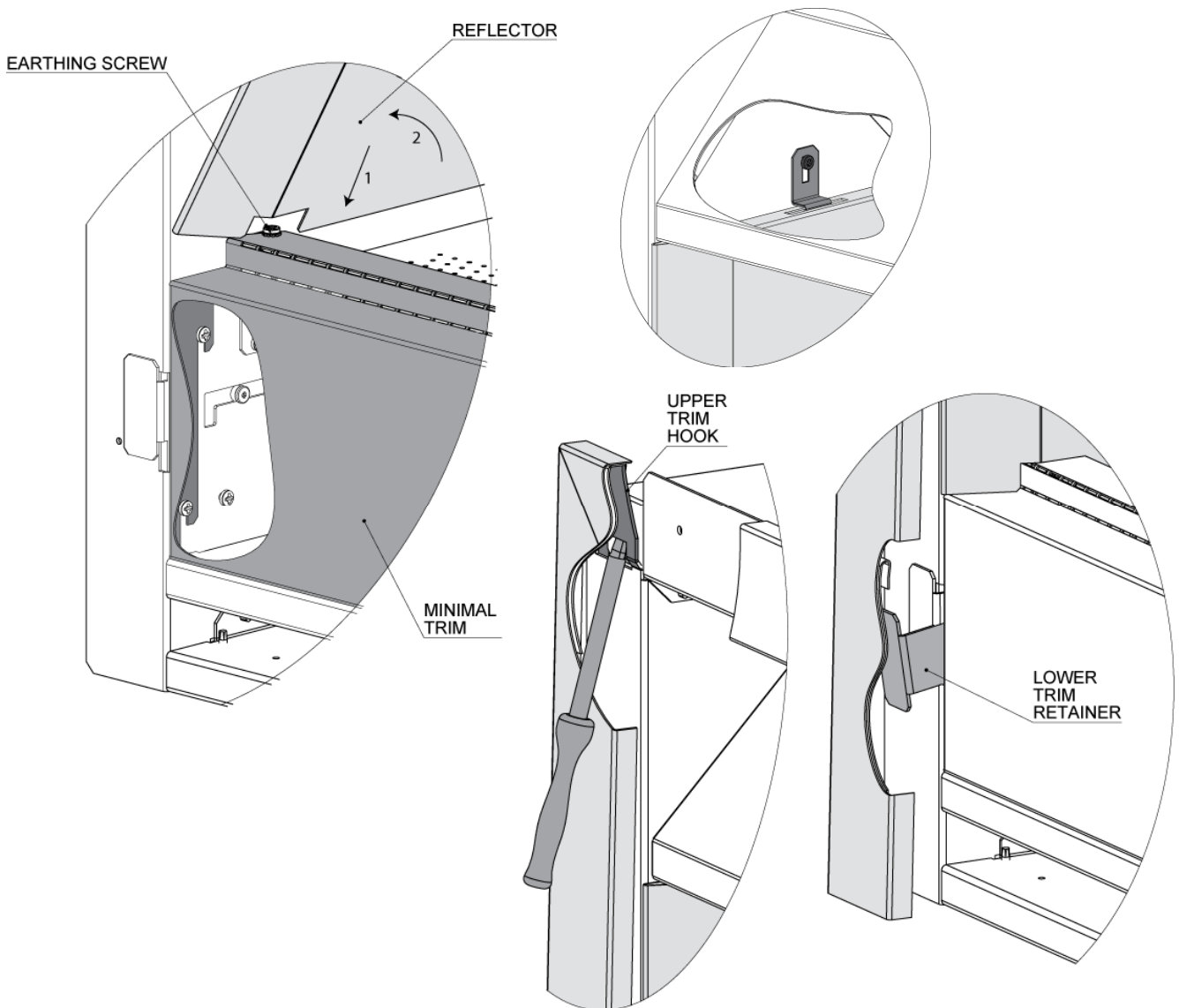
Proceed to Burner Media Installation (page 18)



## Minimal/Painted Front

Refer to Notes on Trims (page14) before starting

- Fit the Minimal Trim so that the two hooks in each end fit over the screws in the side of the firebox as shown below.
- Fix the trim in place using an earthing screw (with serrated washer) in one end of the trim.
- Fit the reflectors by fitting over the front trim at an angle and the standing up against the side of the firebox. There is a catch above the top edge of the reflector to hold it in place.
- Pull the two spring loaded Lower Trim Retainers forward and down until they lock in place as shown
- Fit the outer trim over the Upper Trim Hooks. *If adjustment of the hooks is required, use a screwdriver to prise the hooks forward, or push them back until the trim fits flush with the wall.*
- Hold the leg of the trim against the Lower Trim Retainer and slide the Retainer upwards into the slot on the back of the trim, the spring Retainer will pull back into the cavity once the bracket is horizontal again. **WARNING: Take care when the spring grabs that the trim is not resting on the hearth as it could bite into the surface and scratch it. Either hold the trim slightly higher or use a thin piece of card between the leg end and the hearth.**



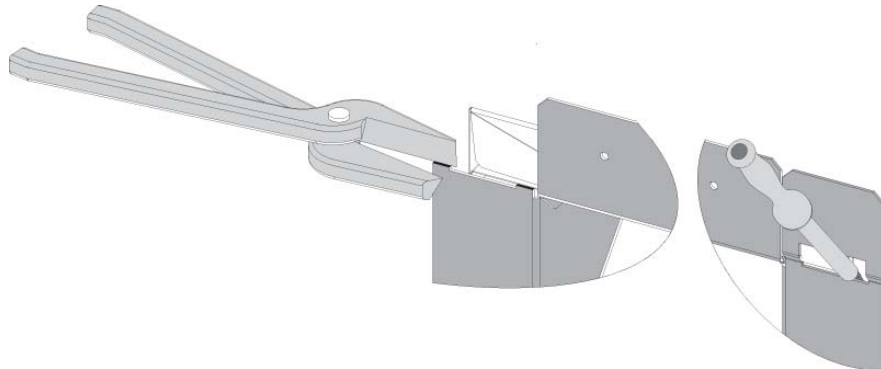
## Pearl/Glass Front

### TAKE CARE WHEN HANDLING THE GLASS PANELS!

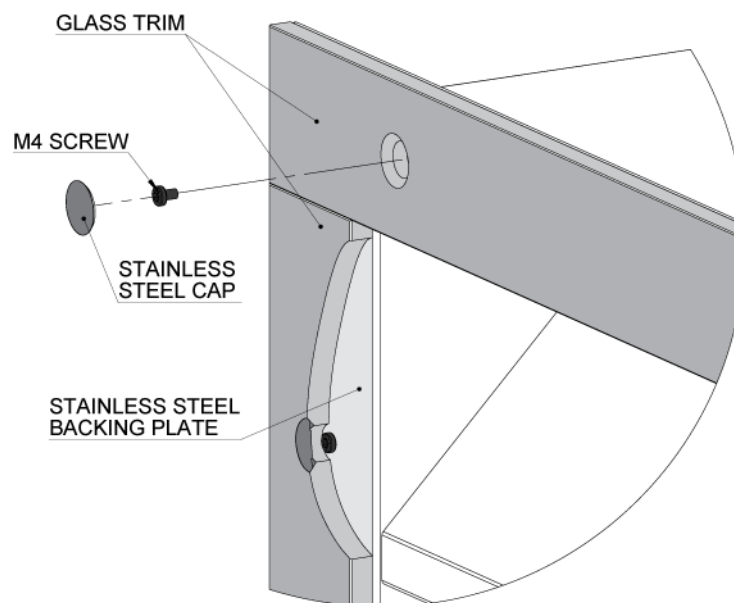
DO NOT DROP OR TWIST THE GLASS ASSEMBLIES AS THIS CAN CAUSE THE GLASS PANELS TO IMPACT ON EACH OTHER AND MAKE THEM CHIP OR SHATTER

Refer to Notes on Trims (page14) before starting

- Before fixing the trim on, make sure that the trim hanging tabs (used on other models) have either been removed or flattened to give the trim a flat surface to fix to.

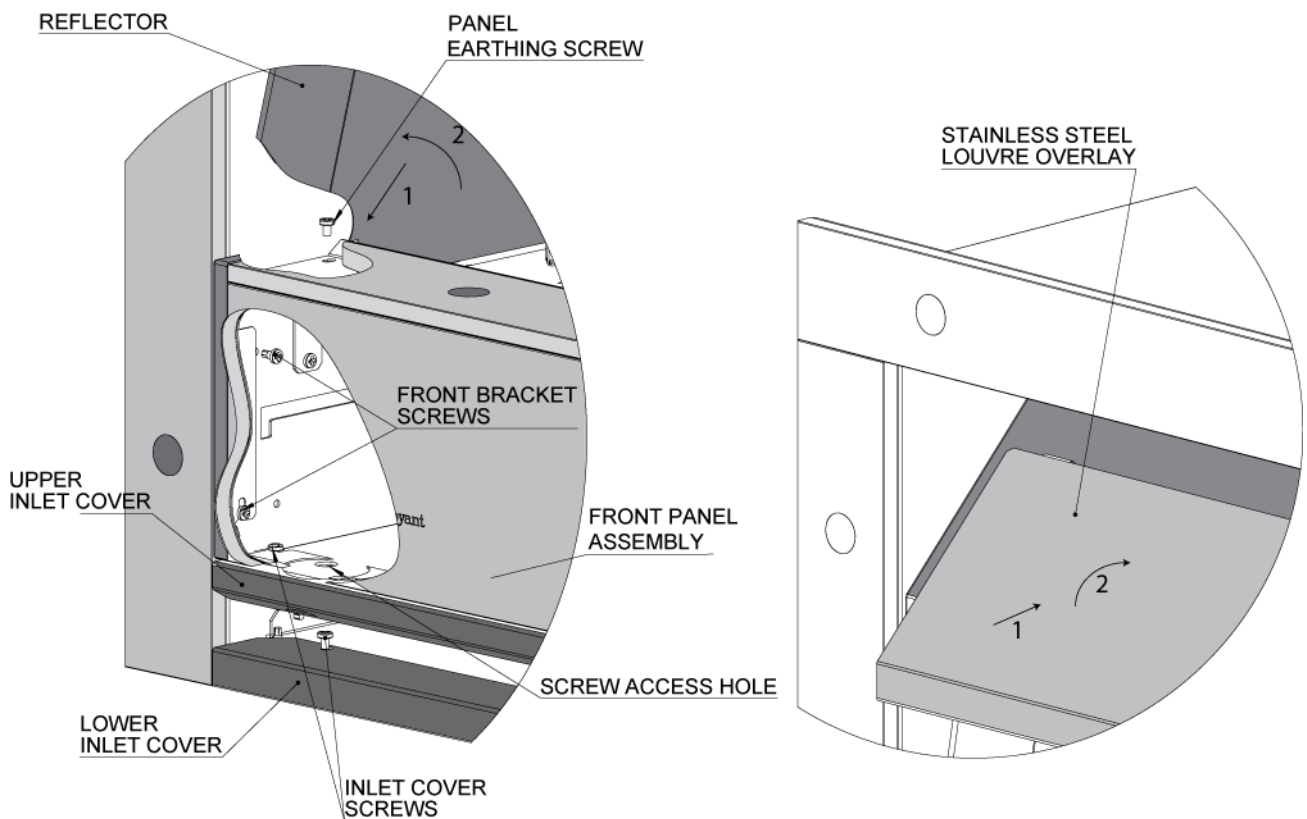


- Remove the two spring loaded trim retainers and the front panel mounting brackets (used on other models) refer diagram on page 14.
- Fit the outer trim to the front of the firebox using 7 screws through the backing panel. **DO NOT OVER TIGHTEN THE SCREWS.**
- Once all of the screws are in place around the trim and front panel, fix the stainless steel caps in place using a very small dot of silicon. **Do not use too much silicon as this can prevent the caps from sitting flush with the glass.**





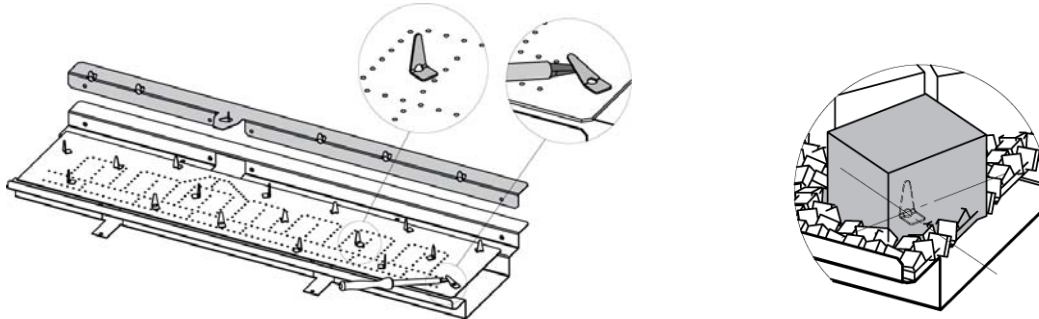
- Remove the upper front bracket screw (this will prevent the front panel from being fitted correctly).
- Fit the lower Inlet Cover flush with the Outer Trim glass using 2 screws through the base of the fire box.
- Fit the Upper Inlet Cover as with the Lower Inlet Cover
- Fit the Front Panel Assembly and hold in place using 2 Earthing Screws (1 in each end of the front).
- Fit the reflectors by fitting over the front trim at an angle and the standing up against the side of the firebox. There is a catch above the top edge of the reflector to hold it in place.(refer to minimal instructions for detail)
- Fit the Stainless Steel Louvre Overlay over the top louvre by hooking bottom edge onto lower edge of existing louvre and rotating onto the louvre.



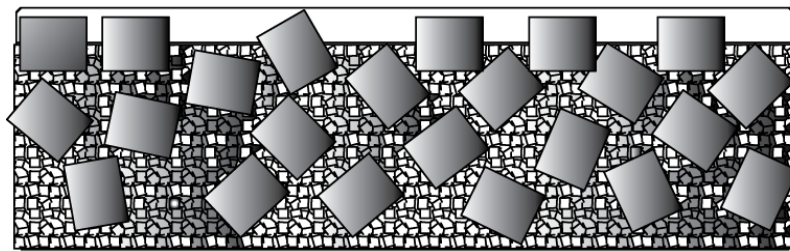
## Burner Media Installation

### Logs/Coals and Vermiculite

- Fit the Rear Log Locator panel (supplied with the Logs and Coals) to the back of the burner using 4 screws.
- Use a flat screw driver or similar to bend all of the log locating tags up wards until square to the burner.

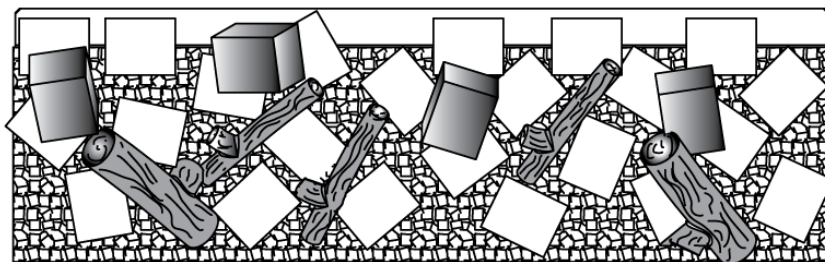


- Place (DO NOT POUR\*) all of the supplied vermiculite on the burner and spread evenly across the entire surface of the burner.
- Place one coal onto each of the 23 Locating Pins. The coals are to be located centrally and at the same angle as the tag. Push the coals down until they are just sitting on the bed of vermiculite.



\*Pouring the media over the burner can block the burner ports with the fine dust that tends to settle in the bottom of the bags during shipping

- Place the remaining coals (a total of 27 should be used to get maximum efficiency) and the supplied twigs over the first row of coals.



- Once all the logs and coals are in place, light the fire and assess the look of the flames. If there are any areas that have very long streaky flames then, using a pair of tongs, move the top logs or coals to another position until the flames are more even across the whole burner.

### Pebbles / Crystals (crushed glass)

Place (DO NOT POUR\*) all of the supplied Pebbles or Crystals evenly across the entire area of the burner. The finished depth will be about 2~3 pebbles or about 20 mm of Crystals.

Do not pile glass or pebbles over the top of the pilot assembly as this could affect its performance. It may be possible to build the media up around the pilot to hide it slightly but always check that the pilot is operating at its optimum when finished. (Refer to Pilot Burner Performance page 13)

\*Pouring the media over the burner can block the burner ports with the fine dust that tends to settle in the bottom of the bags during shipping

## Final Checks

Check that the fire operates properly in all modes (high & low gas rates, fan high & low; *low only on manual model.*)

Make sure that all the supplied parts are used and properly installed.

It is important that the customer is fully aware of how to operate the fire properly and safely.

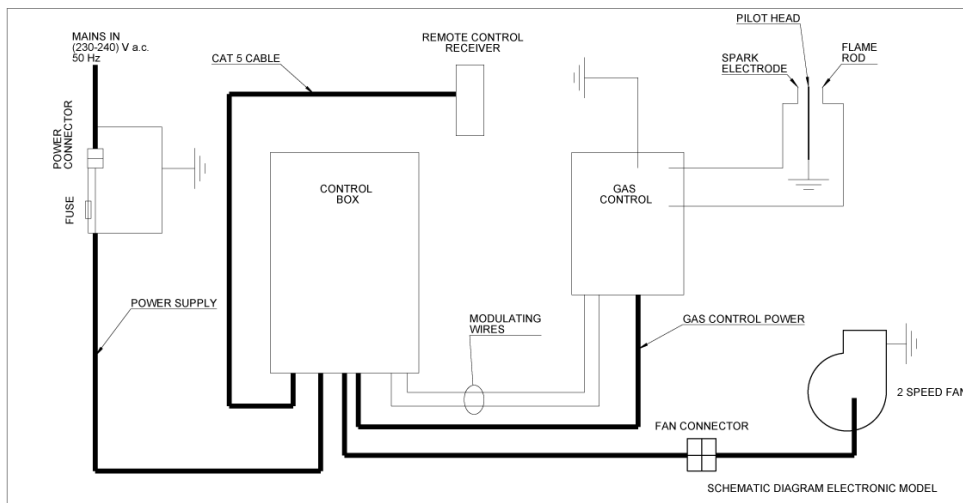
Advise the customer of the need for regular servicing in order to maintain the warranty.

Advise the customer to fully read the User Guide to understand how to get the best out of their fire and keep it looking its best.

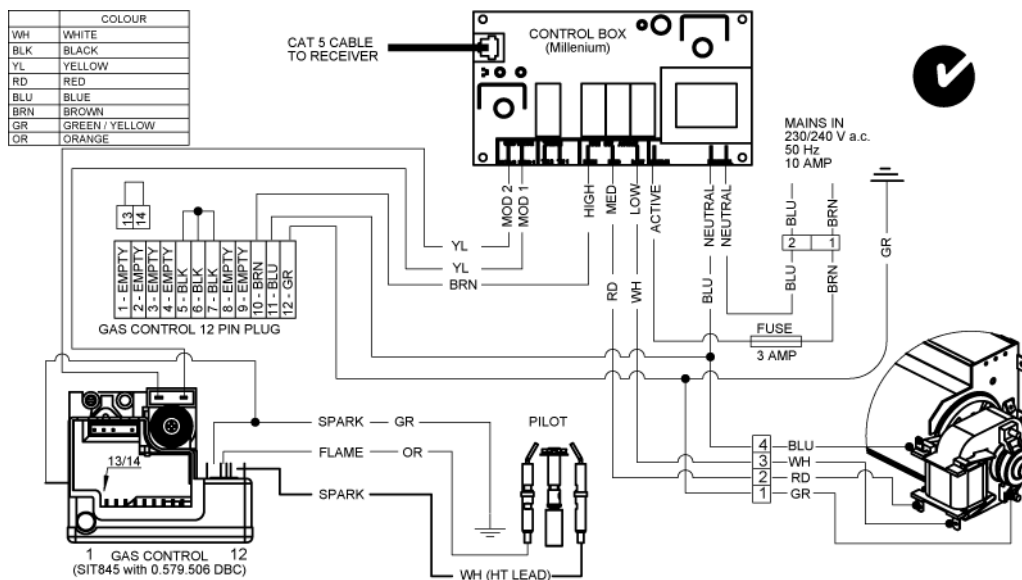
Fill in the "Installer Details" section in the back of the user guide.

# Wiring

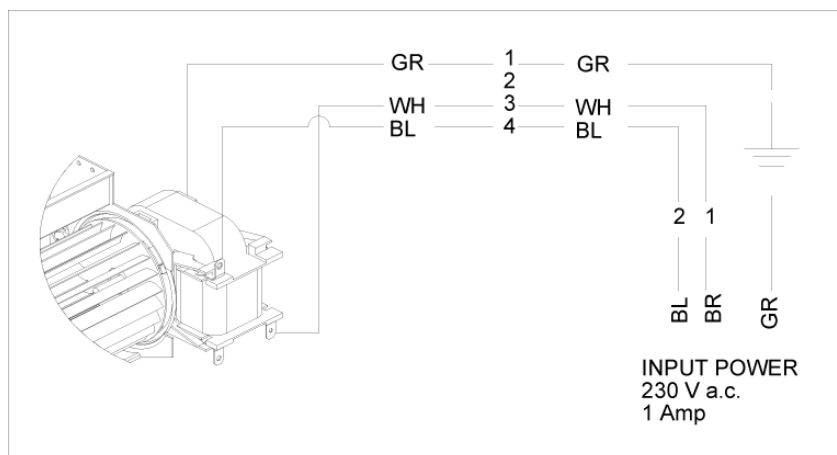
## Schematic Diagram Electronic



## Wiring Diagram Electronic



## Wiring Diagram Manual



## Trouble Shooting:

### Electronic

Problem	Possible Cause	Remedy
ON/OFF Button (front panel) does not work (no spark noise)	Mains Power Disconnected	Check mains supply and isolating switch
	Gas Control locked out	Press ON/OFF button twice to reset *
	Faulty control	Service call
	Button not held for 1 second	Hold button for on second
ON/OFF Button (remote) does not work (no spark noise) but front panel does	Flat batteries	Replace batteries
	Signal interference	Move to another part of room
	Faulty remote	Replace remote control
	Faulty receiver	Service call
	Gas control locked out	Press ON/OFF button twice to reset *
	Button not held for 1 second	Hold button for on second
Fire is sparking then locks out	Air in gas pipe	Purge gas pipes *
	Gas supply turned off/empty	Turn on gas supply or change bottles *
Pilot flame starts but spark keeps going	Faulty flame rod	Service call
	Dirty gas in bottles (LPG/Pro)	Replace or change over gas bottles
Pilot ignites but main flame does not	Faulty gas control	Service call
Fire goes out	Gas Supply turned off or empty	Check gas supply or change/replace bottles
	Power supply turned off	Check power is on
	Accidental operation of remote control	Check location of remote control
Fan does not operate	Flat batteries in remote control	Replace batteries
	Faulty receiver	Service call
	Faulty fan or wiring	Service call

*\* If the fire fails to ignite after 3 attempts, turn off the power and gas if possible and arrange a service call or contact the installer if fire is new.*

## Manual

Spark electrode does not fire	Disconnected HT lead	Connect HT lead
	Faulty HT Lead	Service call
Electrode sparks but pilot does not light	Air in gas pipe	Purge gas pipes
	Gas supply turned off/empty	Turn on gas supply or change bottles
	Valve not held long enough before sparking	Hold valve open longer before activating the sparker
Pilot lights but does not stay alight	Pilot flame not sufficient to hold thermocouple operated valve	Refer to pilot operation, page 13
	Faulty valve	Service call
	Not holding flame long enough to hold valve	Hold pilot flame longer to allow thermocouple to generate enough voltage to hold valve open
Pilot stays alight but main burner does not light	Burner media is blocking cross lighting holes on main burner	Move any logs, coals, etc. that might stop burner cross lighting
	Control valve not fully open	Rotate control valve fully anti-clockwise
	Faulty gas control	Service call
Fan does not operate	Power not on/connected	Check that the power is connected and on
	Faulty fan or wiring	Service call

**Notes on Installation**

Please write any installation specific notes on this page and leave with the customer for future reference:

### Contact Details

Flameboyant.com.au

Regency Fireplace Products Australia Pty Ltd.

21-23 South Link

Dandenong

South Vic 3175

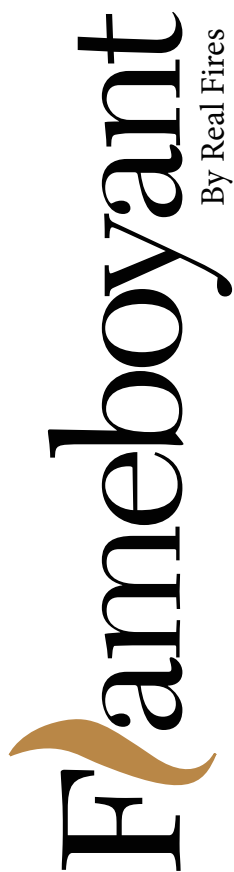
Australia

Phone 1 800 081 978

Fax 03 9799 7822

Email [salesau@regency-fire.com](mailto:salesau@regency-fire.com)





# Electronic Range RF800 User Guide & Service Manual

## Models

Minimal —

Pearl —

Modern —

Classic —



Thank you for choosing to purchase a Real Fires fireplace for your home. Our products are proudly New Zealand inspired and manufactured from the finest materials.

This User Guide is designed to familiarise you with the fire, its features, operation and care. We know you will get many years of enjoyment from your Real Fires fireplace.

Congratulations on your purchase.

Warmest regards  
Ali Fenton  
Company Director

A handwritten signature in dark ink, appearing to read 'Ali Fenton'. The signature is fluid and cursive, with a large initial 'A' and 'F'.

# Real Fires Electronic Range RF800 User Guide & Service Manual

Models Pearl, Minimal, Modern, Classic

## Contents

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Remote Control Operation	4
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## Important Notes

This appliance has been tested in accordance with AS 4558-2000 and NZS 5262:2003 and has been certified by the Australian Gas Association (Certificate Number 7512).

DO NOT OPERATE THIS FIRE WITHOUT READING AND UNDERSTANDING THESE INSTRUCTIONS. Please keep these instructions for future reference.

### **FOR YOUR SAFETY**

DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.  
DO NOT USE OR STORE FLAMMABLE MATERIAL NEAR THIS APPLIANCE.  
DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE.  
PRIMARILY A DECORATIVE APPLIANCE – NOT CERTIFIED AS A SPACE HEATER.

### **WHAT TO DO IF YOU SMELL GAS**

- Do not try to light any appliances.
- Do not touch any electrical switches; do not use any phone in your building.
- Shut off valve at the gas meter or cylinders.
- Call a technician.

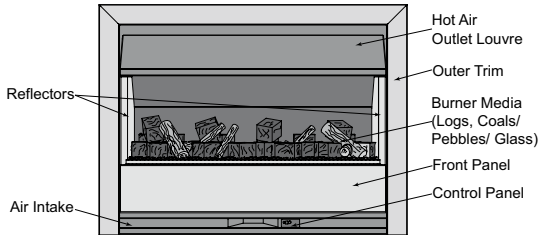
**Real Fires gas fires are designed to provide warmth, comfort and ambience for your home. The Electronic range of Real Fires incorporates electronic flame control and an integrated two-speed fan, all operated from a remote control.**

**Please take some time to read these instructions and familiarise yourself with its features and operations so that you will get the most out of your Real Fire for years to come.**

## Specifications

<b>Make</b>	Real Fires
<b>Model</b>	RF 800 (Minimal, Pearl, Modern and Classic)
<b>Available Gas Type</b>	Natural Gas, propane
<b>Power Consumption</b>	230 V a.c. 70 Watts max
<b>Gas Consumption</b>	40 MJ/h max
<b>Fan</b>	Two-speed
<b>Gas Control</b>	Electronic

## Fire Features



## Operating Instructions

To operate your fire for the first time, ensure that the gas supply is on and that the fire has been tested and certified by the installer.

Switch on the power supply to the Real Fire. This is usually a wall switch near to the fireplace.

The Real Fire can now be started by using either the Control Panel or the Remote Control.

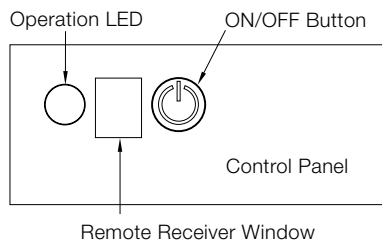
Start the fire by pressing the ON/OFF button for at least one second until the red light on the Control Panel comes on.

**Note:** If the fire has not been used for some time then it may take some time to start as the gas in the pipes may need to purge. The fire will try to start for up to one minute before 'locking out'. If this happens, then press the ON/OFF button twice to reset then restart the fire. If the fire has not started after three attempts, contact the installer or a Real Fires representative.

It is recommended that the fire is started on its maximum gas rate (refer to the Remote Control section on page 4).

Once the pilot has ignited, then gas will begin to flow to the main burner. The flames should be right across the burner within about 10 seconds. If the burner does not light or only lights part-way across, then turn the fire off immediately and call a service technician for further advice.

The fire can be stopped by pressing the ON/OFF button on either the Remote Control or the Control Panel. The flames may take a few seconds to fully extinguish. This is normal and is not a cause for concern.



## Remote Control Notes

There are a few things you should know about your Remote Control to keep it working at its best:

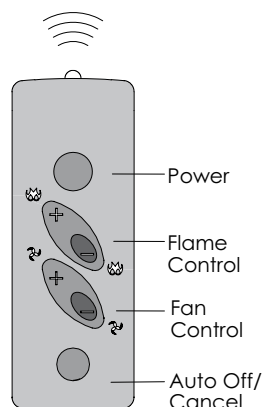
- It uses four AAA batteries. With new batteries the Remote Control will work from about 8 metres away from the fire.
- When replacing the batteries, replace all four; do not mix old with new.
- Remove the batteries if the fire is not going to be used for extended periods.
- Some fluorescent lights can affect the performance of the Remote Control.
- Avoid dropping the remote or getting it wet.

## Remote Control Operation

Point the Remote Control towards the fire and press the Power Button for about one second. The fire will then commence the ignition sequence. As the fire is lighting, press the Flame Control button to the + high flame. This ensures the fire ignites on high flame.

Always run the fire on high for at least a few minutes to ensure a quick warm-up of the firebox and flue. The fire can then be turned down if desired.

The flame can be controlled simply by pressing the remote Flame Control button + or - to increase or decrease the flame.



The electronic Real Fire has a two-speed fan. The fan is also controlled from the Remote Control by pressing the Fan Control button + or - to switch the fan on/off or high/low.

To switch the fire off, press the Power button on the Remote Control.

## Auto Off Timer

By pressing the Auto Off Timer button on the Remote Control the fire can be set whilst in operation for a 30-minute delayed switch-off. The red indicator light on the Front Panel of the fire will flash when this mode has been activated. Pressing the Auto Off Timer button a second time will cancel this mode.

## Logs and Coals, Pebbles, Glass

The Logs and Coals, Pebbles, or Glass should have been positioned correctly by the installer. It is not intended that these are repositioned by the user. Incorrect positioning can affect heat output and ignition. Only Logs and Coals, Pebbles and Glass supplied by the manufacturer may be used in this fire.

Due to the nature of luminous flames used in this fire a slight build-up of carbon may be seen. This is quite normal and will not affect the performance of the fire.

## Safety

Real Fires are factory tested and the installation should have been tested by the installer. You should not experience any odour from your fire other than an initial burn-off smell the first time it is used. Should any additional odour be noticed, turn off the gas supply and arrange for a gas fitter to make a service call.

Your Real Fire has a flame failure safety system which ensures that in the event of an ignition failure, gas supply failure or pilot flame being extinguished for any reason, the fire will shut down. The fire will attempt to restart automatically. If the fire fails to reignite, then the fire will 'lock out' and will need to be reset manually by pressing the ON/OFF button twice to reset and restart the ignition sequence.

Wait at least 10 seconds before attempting to restart the fire and if the fire fails to ignite after three attempts, then turn off the power and refer to the Troubleshooting section on page 12 or consult a technician.

**Real fires burn with a real flame and as such there are considerations to be made to ensure the safety of children and the infirm. In such circumstances a fireguard should be secured in front of the fire.**

**Do not place furniture and other objects within one metre of the fireplace.**

**Make sure that the lower and upper air inlets are not blocked as this could cause damage to the fan or cause the gas controls to overheat.**

## Power Failure

In the event of a power failure, your Real Fire cannot be operated.

## **Cleaning**

Regular cleaning of your Real Fire is important to keep it looking its best. Some points on cleaning:

- Do not use abrasive cleaners on any panels.
- All of the exterior painted panels can be cleaned using household cleaners.
- The black interior panels and the Logs and Coals may develop a slight build-up of soot; this is quite normal and may burn off over time. Do not try to remove the soot by rubbing with a cloth as this will only spread the soot around.
- Do not vacuum the burner media, especially the Log and Coal bed (vermiculite) as it is very light and the burner is not designed to be operated without this media on top.
- The stainless steel reflectors and Front Panel (if fitted) can be cleaned using a household stainless steel cleaner.
- The glass panels (Pearl model) can be cleaned using a household glass cleaner but do not spray the glass cleaner directly onto the glass. This can result in the cleaner tracking between the glass and the trim behind and can cause water-spotting that can remain for some time.

## **When to Call for Service**

The following signs indicate that your fire requires a service call:

- If long, streaky flames are touching the back of the firebox, this can cause the paint to blister and possibly damage the fire.
- If you can smell gas, whether the fire is going or not (there could be a small smell of gas as the fire is going through the ignition sequence but this should stop once the fire has started).
- If the pilot flame looks abnormal. Signs of abnormal pilot operation could be:
  - A very short flame that does not reach across to the flame rod.
  - A very long flame that reaches far beyond the flame rod.
  - A roaring noise when the pilot is operating or the flame 'lifting off' from the pilot head.
  - Long, yellow flames.
- If there are large soot deposits that keep building up on the burner media.
- If there is excessive noise or explosive ignition as the burner lights; this could be due to blocked burner ports.
- If a smell of flue gas continues after the fire has been operating for at least 10 minutes. This could indicate a blocked flue or other problem. This smell is acceptable during the first few minutes as the flue heats up and starts to draw.



- If the flames change shape or colour. When the fire first starts, the flames will tend to be quite blue for a few minutes but will change to a more yellow/orange colour as the system heats up. This is normal, but if the flames either stay very blue, or turn a dark, streaky, orange colour, this could indicate a problem.

## **Warranty Statement**

- Fifteen-year warranty on Real Fires firebox**
- Three-year warranty on Real Fires gas burner**
- Two-year warranty on control parts**
- Two-year labour warranty**
- Warranty does not include paint inside firebox**

## **Conditions of Warranty**

The labour warranty includes vehicle travel cost up to 30 km from place of purchase or a Real Fires-approved service gas fitter.

The maximum period between servicing is two years before the warranty is void. The warranty does not cover damage caused through building defects, incorrect installation or incorrect use.

The warranty period is taken from the date of commissioning by the installer. Ensure that the installer has filled in the Installer Information section of this User Guide on page 13.

## **Service**

In order for your Real Fire to give years of comfort and enjoyment, Real Fires recommend that your Real Fire is serviced on an annual basis by a licensed service gas fitter. Please refer to the back of this User Guide for contact details.

## **Servicing Requirements**

A regular service must include:

- Inspect/clean the main burner, aeration sleeves, and media
- Inspect/clean the pilot and injector
- Inspect/clean the main injectors
- Check burner pressures
- Clean the fan
- Check operation of fire, including fan
- General inspection of firebox and flue

## Service Instructions

**Disconnect the mains power before commencing any service work.**

**Servicing is only to be carried out by a certified gas fitter.**

Refer to the Parts Diagrams on page 11 for more details.

It is not necessary to remove the outer trim but it is recommended to do so with the non-glass trims as they can be scratched during service if not careful. Remove the outer trim (metal trim only) by carefully pulling the bottom of the trim leg outwards until the spring-loaded trim retainer is at its limit. Push the retainer down and the leg should become free. Once both sides are free, lift the trim up off the top trim hangers.

Remove the side reflectors: (Note: there is a tab at the top centre of each reflector holding it in place, this will need to be lifted up to release the reflector.)

- **Minimal and Pearl fires** – This is done by pulling the top of the reflector out slightly and rotating the top of the trim towards the centre of the firebox and lifting it away from the burner.
- **Modern and Classic fires (grated front)** – This is done by pulling the reflectors straight out of the fire. Take care not to scratch the outer trim if it is still attached.

Remove the front panel:

- Remove the earthing screws on the top left and right of the front trim and carefully lift the trim straight up until free of the locating screws. If the outer trim has not been removed it may be necessary to lift the front panel up until it can be rotated into the firebox for removal.

Remove the main burner:

- Remove the two screws holding the burner assembly in place. Slide the burner and tray out and lift upwards.
- If servicing the pilot only, the burner media can be left as it is on the burner, otherwise:
  - Carefully remove the burner media and inspect the burner for signs of wear or damage.
  - Vacuum the top burner ports and inspect the Primary Aeration ports and Aeration Sleeves (if fitted) on the underside of the burner; vacuum if required.

Check the main injectors

- Inspect the injectors for any sign of damage or blockage and remedy as required.

Service the pilot:

- Inspect the pilot and flame rods for any signs of damage or wear. By blocking the main injectors (a silicon tube across both injectors works well) the fire can be started and operated with just the pilot operating if required.
- Remove the front pilot assembly bracket and the pilot head can be removed and cleaned; the pilot injector can now also be inspected and cleaned.
- If replacing the pilot injector, remove the retaining nut on the base of the pilot body and remove the pilot injector using a small, flat screwdriver.
- Inspect the flame rods and leads for signs of damage and replace if required. **Note:** There might be a slight build-up of soot on the flame rods and this should be removed to help ensure continued operation.

Service the fan:

- Remove the fan cover by removing the 4 screws holding it in place.
- With the cover removed it should be possible to inspect and vacuum the fan to remove any build up of dust and lint. Note: if replacement of the fan is required, the gas will need to be disconnected and the gas control assembly removed to gain full access to the fan bracket. Replace the cover when done.

Inspect the firebox:

- Check the gas control assembly – valve, control box, regulator, wiring, panels etc. – for any signs of overheating, water damage or anything else out of the ordinary and remedy as required.

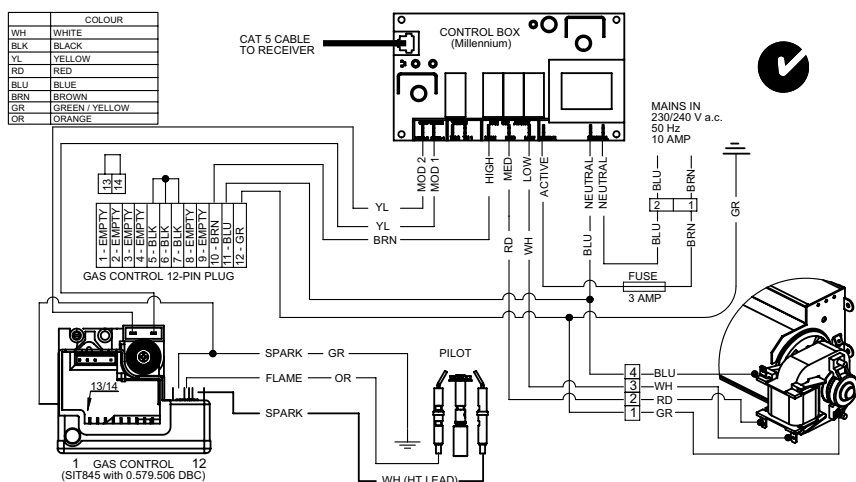
Reassembly:

- Re-assemble the pilot
- Check that the Aeration Sleeves (if fitted) are in place and in good condition
- Return the main burner assembly to its correct position and fasten in place.
- Return the burner media as it was. Do not pour the vermiculite, Pebbles, or Glass onto the burner as any dust that has gathered can block the ports and cause problems.

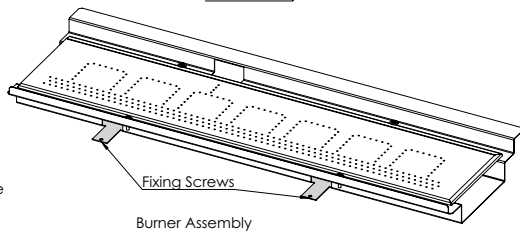
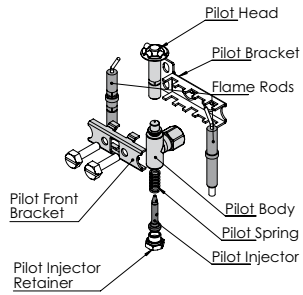
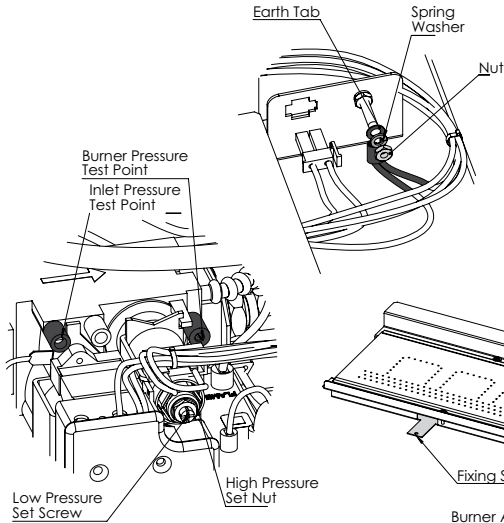
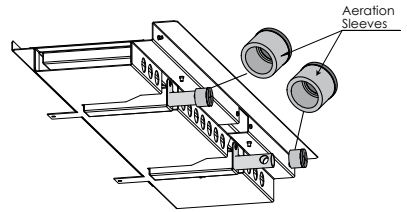
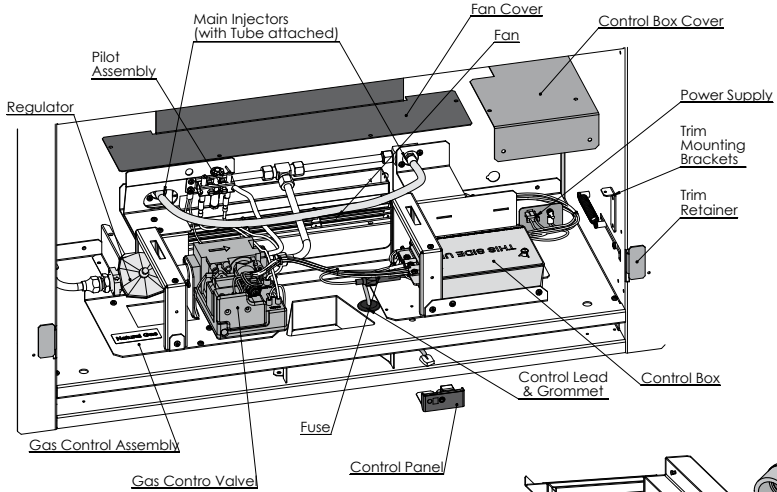
Recheck burner pressure:

- Connect a manometer to the burner pressure test point.
- Reconnect the power and start the fire.
- Using the remote control, adjust the burner pressure to its maximum and check the pressure against the data plate.
- Adjustment of the burner pressure is done using the nut and screw shown on the diagram on page 11. Take care not to turn the low pressure set screw when adjusting the high pressure and vice versa.
- Adjust the burner pressure to its lowest setting and check against the data plate. Recheck the high pressure set again.
- Check the look of the flames when the fire has warmed up a little and move any Logs/Coals that appear to be causing long, streaky flames.
- Turn the fire off, and remove the manometer.
- Check the test point for leaks.
- Replace the Front Panel, reflectors and side trim. Take care not to scratch the hearth when refitting the outer trim.
- Re-test all functions of the Remote Control (burner high and low, fan high and low, on and off).

## Wiring Diagram



# Parts Diagrams





## Troubleshooting

Problem	Possible Cause	Remedy
ON/OFF Button (Front Panel) does not work (no spark noise)	Mains power Disconnected	Check mains supply and isolating switch
	Gas control locked out	Press ON/OFF button twice to reset *
	Faulty control	Service call
	Button not held for one second	Hold button for one second
ON/OFF Button (Remote Control) does not work (no spark noise) but Front Panel does	Flat batteries	Replace batteries
	Signal interference	Move to another part of room
	Faulty remote	Replace Remote Control
	Faulty receiver	Service call
	Gas control 'locked out'	Press ON/OFF button twice to reset *
	Button not held for one second	Hold button for one second
Fire is sparking then locks out	Air in gas pipe	Purge gas pipes *
Pilot flame starts but spark keeps going	Faulty flame rod	Service call
Pilot ignites but main flame does not	Faulty gas control	Service call
	Blocked burner ports	Service call
Fire goes out	Gas supply turned off or empty	Check gas supply or change/replace cylinder
	Power supply turned off	Check power is on
	Accidental operation of Remote Control	Check location of Remote Control
Fan does not operate	Flat batteries in Remote Control	Replace batteries
	Faulty receiver	Service call
	Faulty fan or wiring	Service call

\* If the fire fails to ignite after three attempts, turn off the power and gas if possible and arrange a service call or contact the installer if the fire is new.

## **Installation Information**

Installer's Name \_\_\_\_\_

Registration Number \_\_\_\_\_

Certification Number \_\_\_\_\_

Date of Installation \_\_\_\_\_

Date of Commissioning \_\_\_\_\_

Real Fire Model \_\_\_\_\_

Burner Media Installed \_\_\_\_\_

Serial No. (from data plate) \_\_\_\_\_

Date of Manufacture (from data plate) \_\_\_\_\_

Owner's Name \_\_\_\_\_

Installation Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

 **Service Record**

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			



## Real Fires Warranty Registration

Please fill in the details below as requested and return to Real Fires NZ Ltd in order to ensure your Real Fire Warranty is registered.

Owner's Name \_\_\_\_\_

Owner's Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Installation Address (if different from above) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SEE INSTALLATION CERTIFICATE FOR DETAILS REQUESTED BELOW

Real Fire Model \_\_\_\_\_

Serial No. \_\_\_\_\_

Date of Manufacture \_\_\_\_\_

Date of Installation \_\_\_\_\_

Date of Commissioning \_\_\_\_\_

Installed by \_\_\_\_\_

Fold here, tape and return

Affix  
stamp  
here

Real Fires NZ Limited  
PO Box 100744  
North Shore,  
North Shore City 0745  
New Zealand

 **Service Record**

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			

Serviced by	Registration No.	Company	Date
Comments:			



Flameboyant.com.au

Regency Fireplace Products Australia Pty Ltd.

21-23 South Link

Dandenong

South Vic 3175

Australia

Phone 1 800 081 978

Fax 03 9799 7822

Email [salesau@regency-fire.com](mailto:salesau@regency-fire.com)

