

# VISION e-line SOLUS

## PREMIUM ELECTRIC FIRES

### INSTALLER INSTRUCTION MANUAL AND USER GUIDE

FOR ELECTRIC FIRE MODELS:

VS75 – VS100 – VS130 – VS150 – VS180



PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE INSTALLATION AND OPERATION. KEEP THEM IN A SAFE PLACE FOR FUTURE REFERENCE.

UK  
CA

CE



**Before installation, check that all parts included are undamaged. If the appliance is damaged, check with the supplier before installation and operation. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.**

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

**Do not** use the appliance outdoors.

**Do not** use the appliance in the immediate surroundings of a bath, a shower or a swimming pool.

**Do not** leave the appliance unattended during use.

**Do not** run the mains cable under carpet, rugs, etc.

**Do not** locate the appliance immediately below a fixed socket outlet or connection box.

**Do not** install the appliance using an extension cord.

**Do not** install the appliance in an open flue.

**Do not** insert any objects into the appliance.

**Do not** operate the appliance near flammable materials or fire.

**Do not** clean the appliance with abrasive cleaners.

**Do not** use this fire in rooms that have explosive gas in them (for example petrol), or if you are using solvents, glue, aerosol spray or in flammable paints, as these may catch fire.

**Do not** use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

**Do** switch off and unplug the appliance from the main socket when not in use or before cleaning and maintenance.

**Do** keep the appliance away at least 1 meter from furniture, curtains or other combustible material when in use.

**Do** ensure the plug remains easily accessible after installation of the appliance.

**Do** use this appliance on a horizontal and stable surface.

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

## IMPORTANT INFORMATION

Children of less than 3 years should be kept away from the products unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

**NOTE:** A dedicated, properly fused 13 Amp circuit is required, rated for the appropriate voltage (230-240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

**NOTE:** This appliance must be earthed.

**WARNING!** Construction and wiring (including electrical safe zones) must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

**WARNING!** To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

**WARNING!** Information for authorized person or service center only: A non-rewireable plug fitted with a 13A fuse is supplied. Should the fuse or plug need replacing, and you are competent to do so, it must be replaced with a 13A fuse or plug being 13A BS1363A approved.

**WARNING!** In order to avoid overheating, do not cover the heater or air vents located on the appliance or obstruct the air circulation around the appliance .



**WARNING! DO NOT COVER**

## TECHNICAL INFORMATION

ITEMS	Weight (kg)	Dimensions (mm)	Supply Voltage	Max. Power Consumption	Power for Flame Effect	Power for Ambient Light Kit
VS75	SEE OUTER PACKAGING	H848xW780xD296	230-240V AC/50Hz	2000W	28W	30W
VS100	SEE OUTER PACKAGING	H548xW1030xD296	230-240V AC/50Hz	2000W	40W	20W
VS130	SEE OUTER PACKAGING	H548xW1330xD296	230-240V AC/50Hz	2000W	50W	10W
VS150	SEE OUTER PACKAGING	H548xW1530xD296	230-240V AC/50Hz	2000W	52W	10W
VS180	SEE OUTER PACKAGING	H548xW1830xD296	230-240V AC/50Hz	2000W	62W	15W

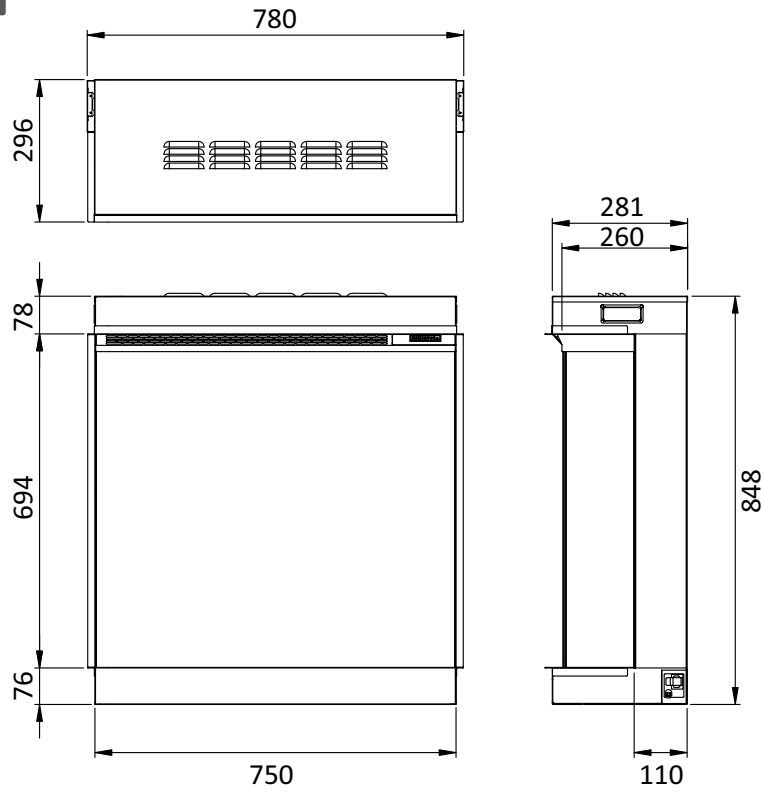
Heat Output	Symbol	Value	Unit
Nominal Heat Output	P <sub>nom</sub>	1.8-2	kW
Minimum Heat Output	P <sub>min</sub>	1	kW
Maximum Continuous Heat Output	P <sub>max</sub>	2	kW
Auxiliary Electricity Consumption			
At Nominal Heat Output	e <sub>lmax</sub>	12.5	W
At Minimum Heat Output	e <sub>lmin</sub>	12	W
In Standby Mode	e <sub>lSB</sub>	1.1	W

TYPE OF HEAT OUTPUT / ROOM TEMPERATURE CONTROL	YES/NO
Single stage heat output and no room temperature control	NO
Two or more manual stages, no room temperature control	NO
With mechanic thermostat room temperature control	NO
With electronic room temperature control	YES
Electronic room temperature control plus day timer	YES
Electronic room temperature control plus week timer	YES
OTHER CONTROL OPTIONS	
Room temperature control, with presence detection	NO
Room temperature control, with open window detection	YES
With distance control option	YES
With adaptive start control	YES
With working time limitation	NO
With black bulb sensor	NO

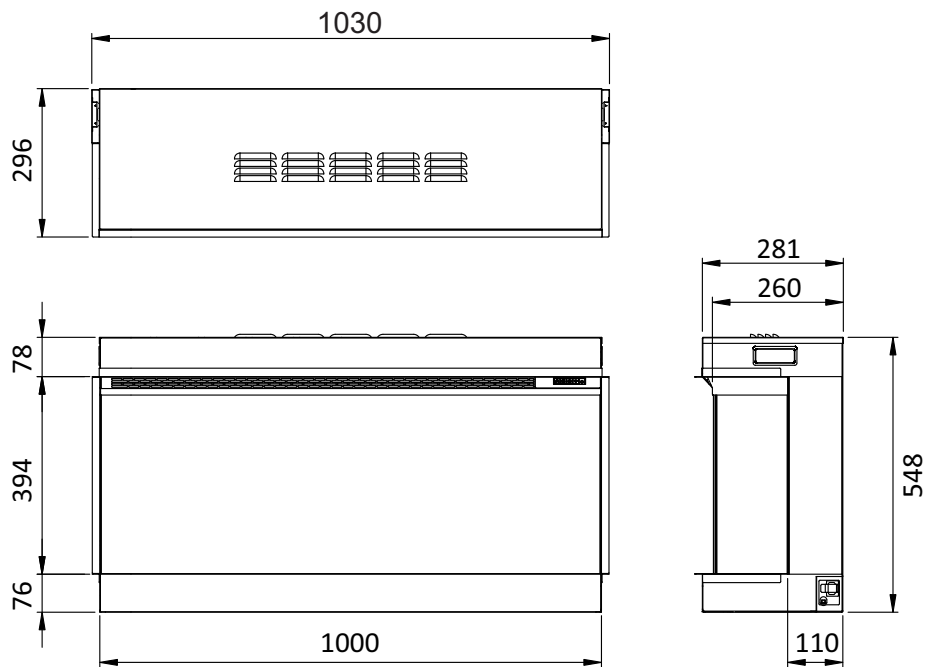
ITEMS	MAIN CONTROL BOARD	WiFi MODULE	REMOTE CONTROL
Hardware	RC01-067A01-V0.0	WR3 V1.0	RF455H-V0.0
Software/Logic	TC01-067A01-V1.0	/	RCS20-V1.0
Frequency	FSK 433.92MHz/2.4GHz	2.4GHz	FSK 433.92MHz
Maximum Transmit Power	10mW	100mW	10mW

# TECHNICAL INFORMATION

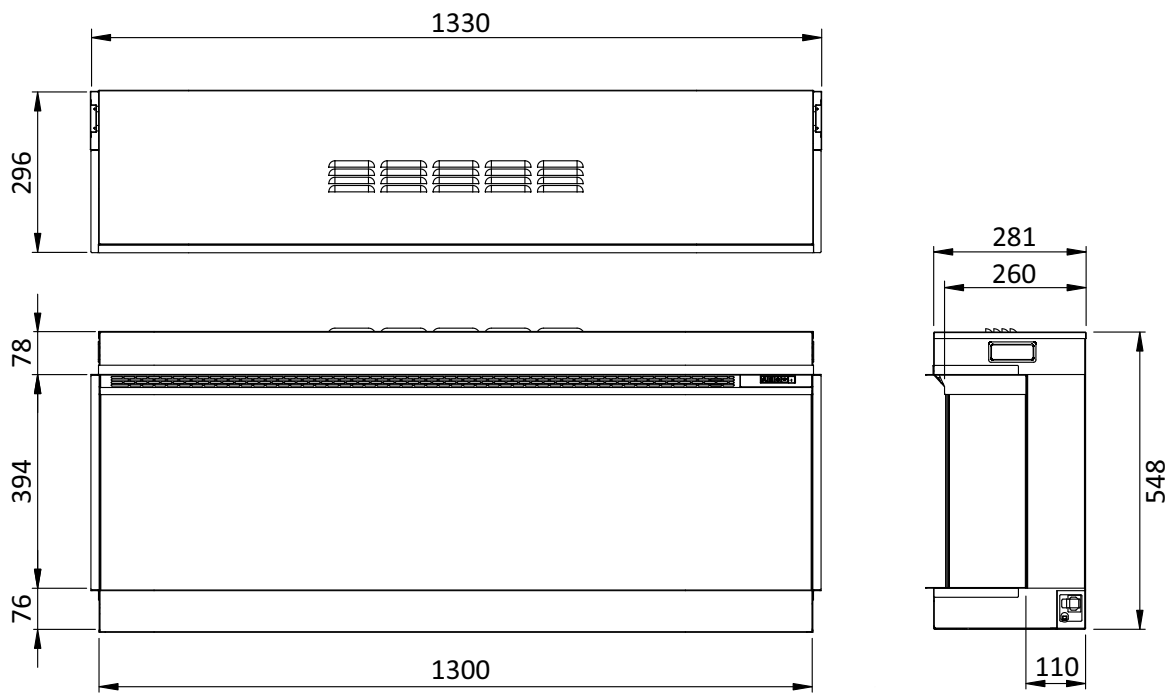
## VS75



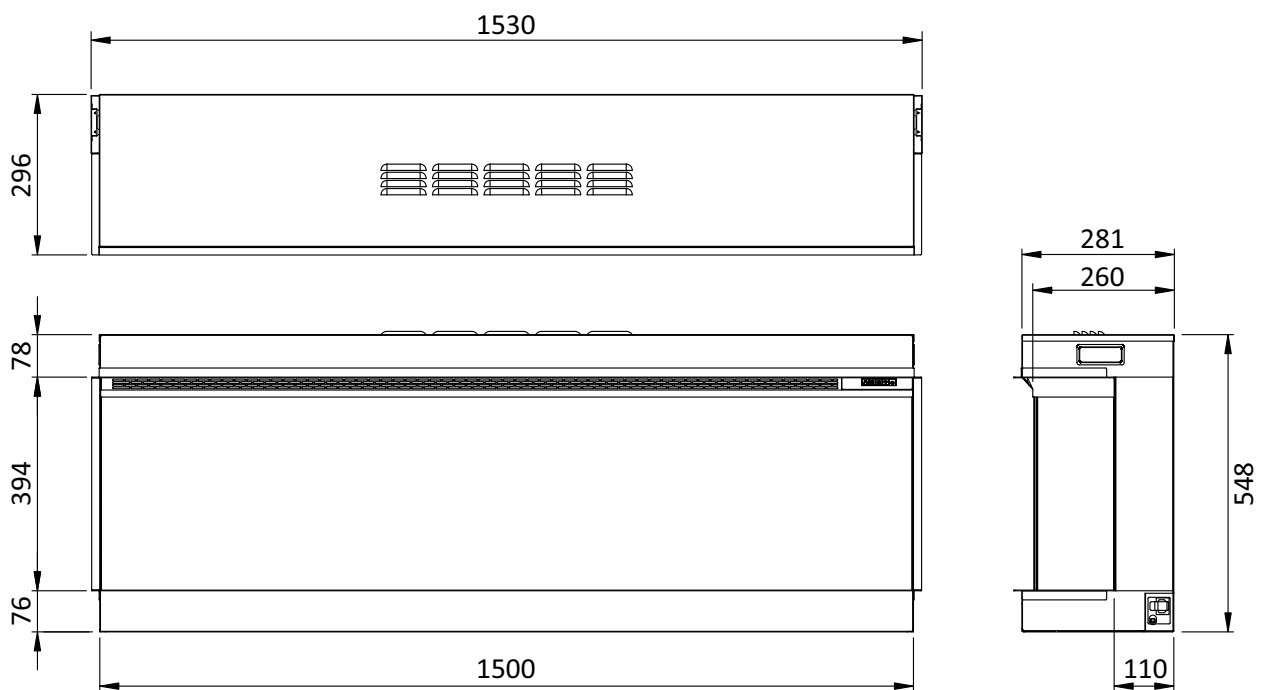
## VS100



VS130

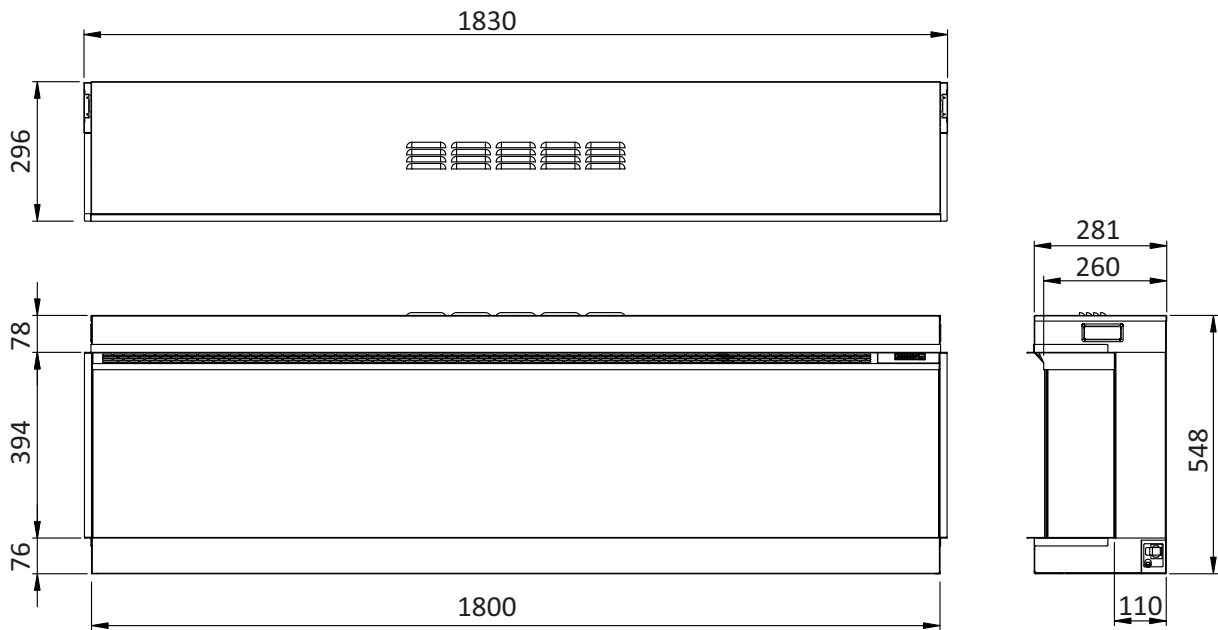


VS150

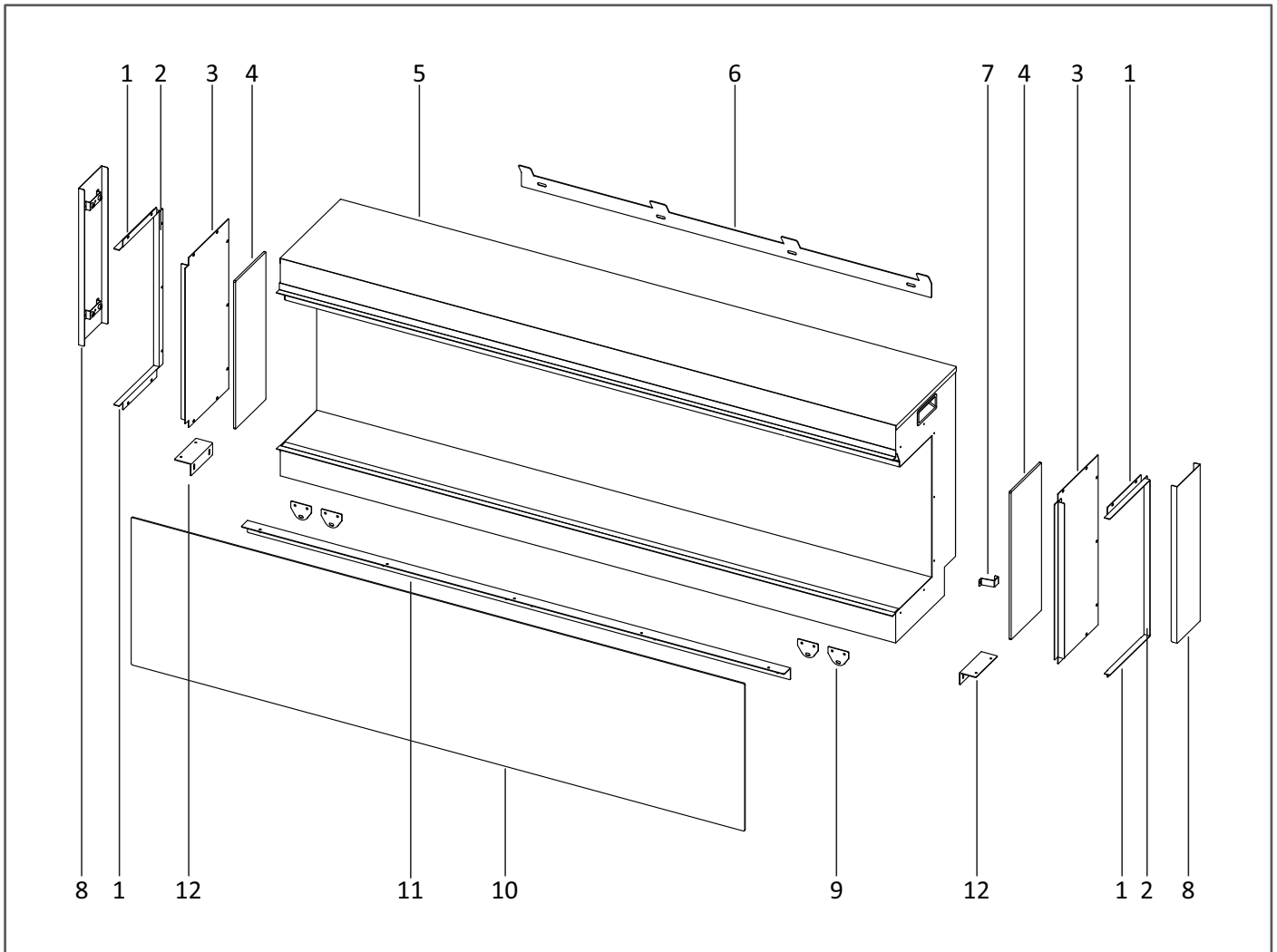


# TECHNICAL INFORMATION

VS180







PART	DESCRIPTION AND QUANTITY	PART	DESCRIPTION AND QUANTITY
1	SIDE GLASS TRIM ( TOP/BOTTOM ) X 4	12	SHELF SUPPORT BRACKET ( SHORT ) X 2
2	SIDE GLASS TRIM ( SIDE ) X 2	13	ORANGEGASS SUCKER X 2
3	METAL SIDE PANEL X 2	14	MAGNET TOOL X 1
4	SIDE GLASS PANEL X 2	15	POWER CABLE X 2 (UK & EU)
5	APPLIANCE X 1	16	REMOTE CONTROL HANDSET X 1
6	WALL MOUNTING BRACKET X 1	17	AAA BATTERY X 2
7	POWER CABLE SECURING BRACKET X 1	18	ST4*8 SCREW X 19
8	MAGNETIC SIDE DECORATIVE PANEL X 2	19	DECORATIVE FUEL LOG SET X 1
9	SMALL MOUNTING BRACKET X 4	20	BAG OF EMBERS X 1
10	FRONT GLASS PANEL X 1	21	BAG OF VERMICULITE GRANULES X 1
11	SHELF SUPPORT BRACKET (LONG) X 1	22	INSTRUCTION MANUAL X 1

## INSTALLATION

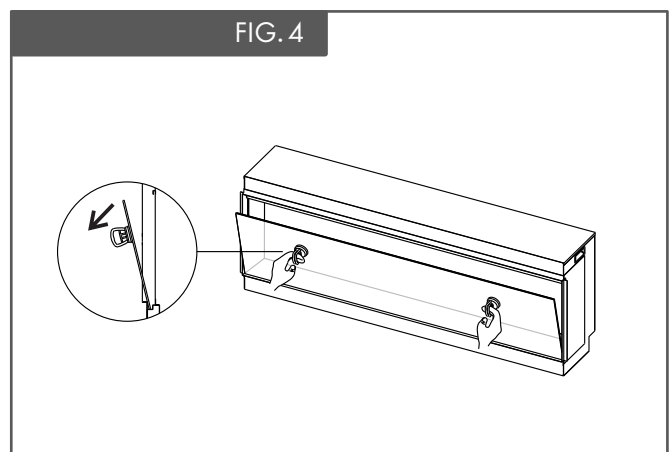
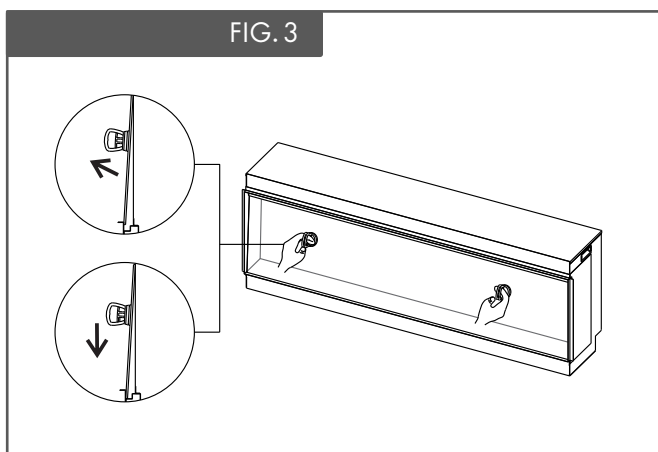
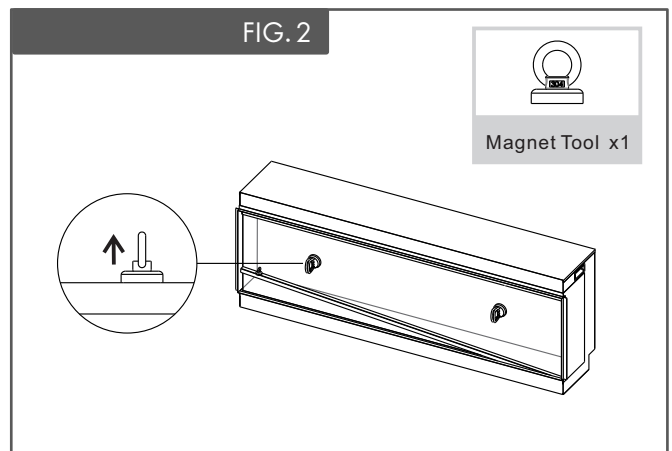
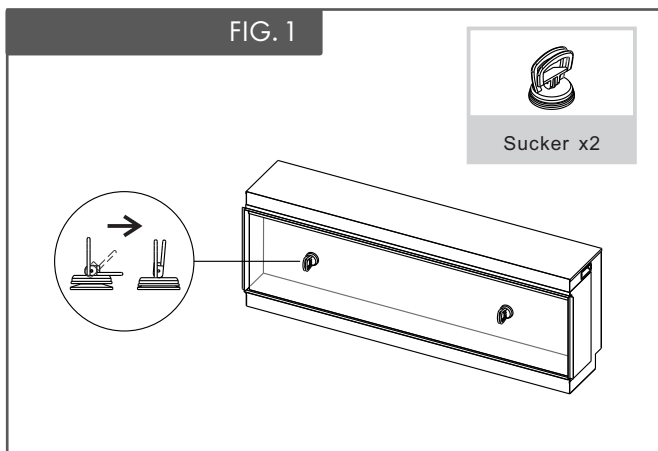
Before installation, check that all parts are included and undamaged. If the appliance is damaged, check with the supplier before installation and operation. If the mains power supply lead is damaged in any way, it must be replaced by a suitable equivalent approved by the manufacturer.

The main box contains the appliance, 2 x suction cups and 1 x magnet tool. Packed with the appliance (behind the glass panel) are additional boxes each with a contents list printed on the outside of each box.

## PREPARING THE APPLIANCE

### GLASS REMOVAL – ACCESSING PARTS

To gain access to various contents required for installation follow steps shown in Fig.1 through to Fig.4 to remove the glass panel on the front of the appliance.



### REMOVAL OF WALL MOUNTING BRACKET

The wall mounting bracket is secured to the rear panel of the appliance. Remove the screws and the wall mounting bracket and put aside for later use – see Fig. 5.

### POWER CABLE

After inserting the power cable into the socket on the bottom right side of the appliance, secure in place using the power cable securing bracket and ST4\*8 screw (found inside Box #1) – see Fig.6.

## ASPECT TYPE

The appliance can be installed in three different aspects:

- Front (1 glass panel)
- Corner (2 glass panels)
- Panoramic (3 glass panels)

### Front Aspect

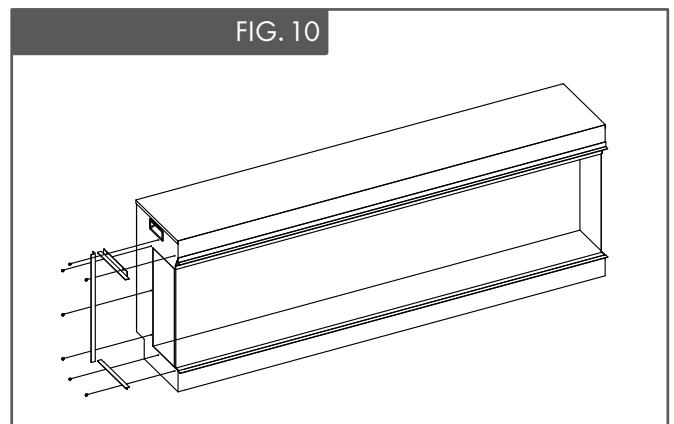
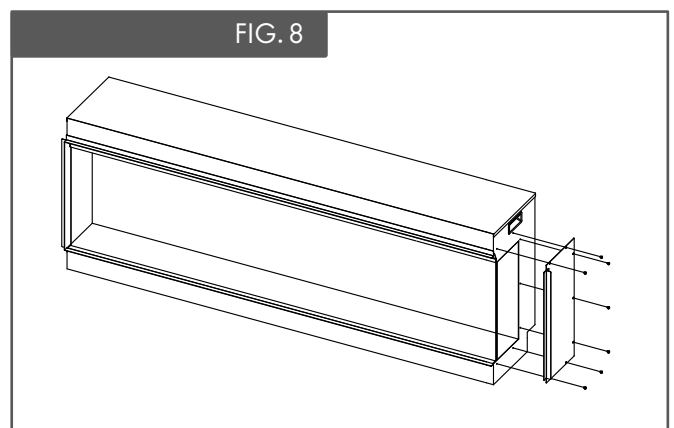
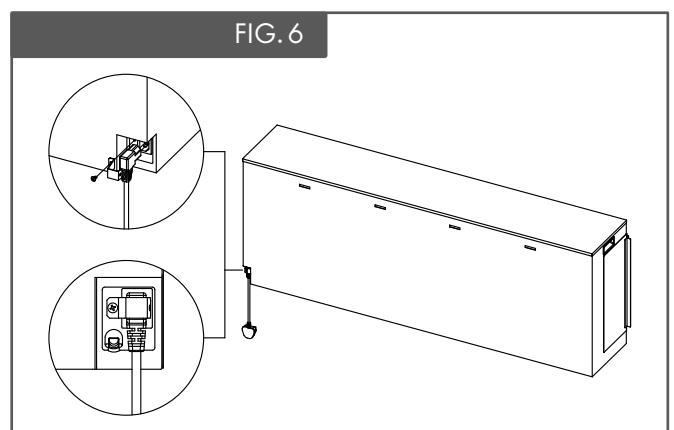
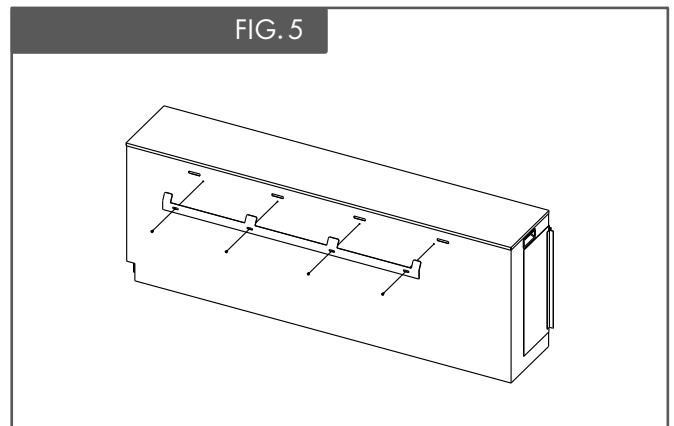
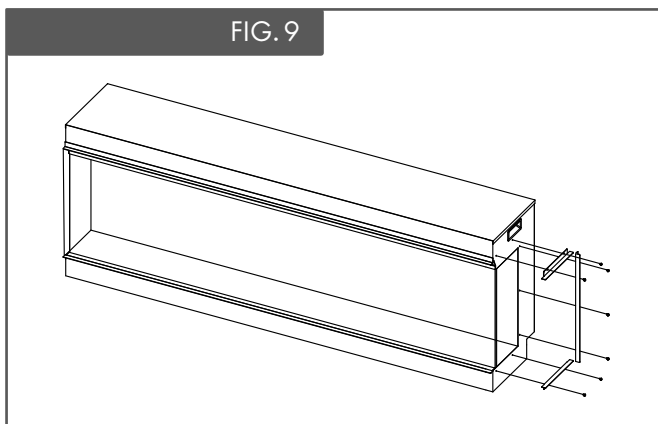
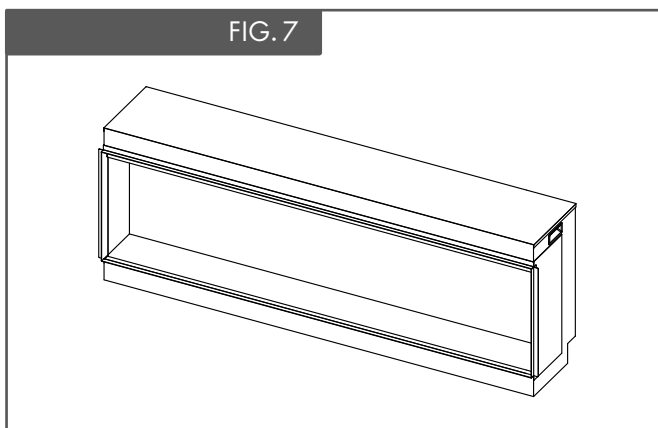
Your appliance will arrive in a **front** aspect with metal side panels already fitted – see Fig. 7.

### Corner Aspect

For a corner aspect, choose which side you want to feature a glass panel and remove the 7 screws that secure the metal side panel to the appliance – see Fig. 8. Carefully remove the panel and keep the screws in a safe place. Using the removed screws, take **2 top/bottom** side glass edge trims and **1 side** side glass edge trim and screw them to the appliance as shown below – see Fig. 9.

### Panoramic Aspect

For a panoramic aspect, repeat the corner aspect procedure on the opposite side of the appliance – see Fig. 10.



# INSTALLATION

The manufacturer does not accept any liability for any injuries or damages that may occur due to improper handling or installation. Ensure that the wall upon which the appliance is to be installed and any wall fixings used are sufficiently strong enough to hold the weight of the appliance (appliance weight can be found printed on the packaging). Plasterboard alone is not considered a structural material and it is not recommended to rely solely on plasterboard fittings to support the weight of the appliance. If the appliance or any structure linked to the appliance is to be fitted to a wall with a timber frame construction, adequate wooden supporting members must be fitted using appropriate fixings. If this is not possible then steps must be taken to strengthen the wall before installation.

## INSTALLATION TYPES

### WALL MOUNTED

The appliance is supplied with a wall bracket which is secured to the rear of the appliance.

#### Step 1

Remove the bracket from the rear of the appliance, place the bracket in the desired position ensuring it is level, mark the fixing points and use appropriate fixings to secure to the wall.

#### Step 2

Attach the bottom mounting brackets to the appliance using x4 ST4 screws see Fig 11 the appliance then can be lifted on to the wall bracket to enable the bottom bracket fixing points to be marked on the wall. Then use suitable fixings to secure the bottom mounting brackets to the wall.

**Note:** See details of the weight of the appliance in the technical information to help determine the correct fixings.

### SUITE ELEMENTS

Suite elements can be fitted to the appliance using the shelf support brackets – see Fig. 12. The brackets can be adjusted up or down to suit a range of shelf material thicknesses from 15-24mm. Once the correct thickness has been set, offer the shelf to the appliance in a smooth manner.

### STUD/FEATURE WALL

Ensure that the stud wall has a supporting header – the weight of the finished wall should not rest on the top of the appliance. The base of the stud work must be able to take the full weight of the appliance.

The 4 small mounting brackets can be fitted to the appliance as shown in Fig. 13 for securing to a timber frame.

FIG. 11

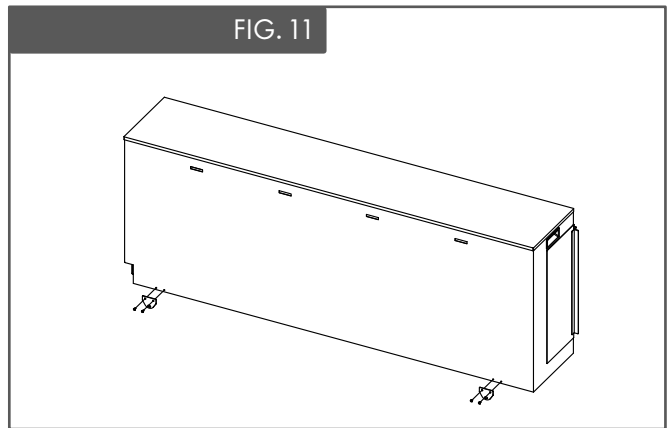


FIG. 12

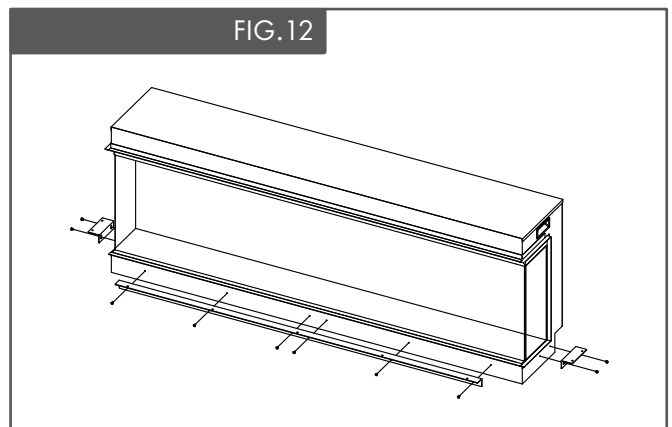
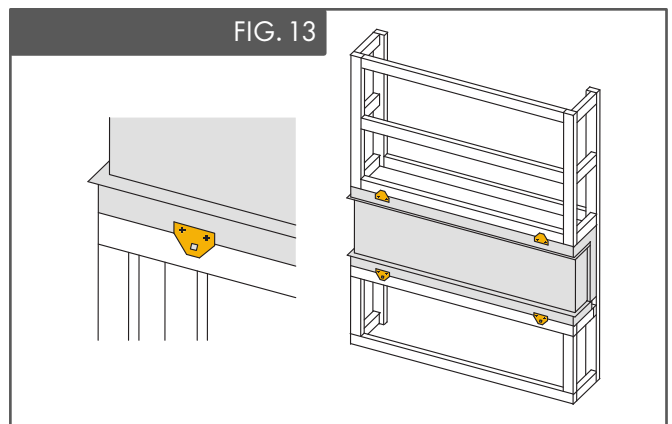


FIG. 13

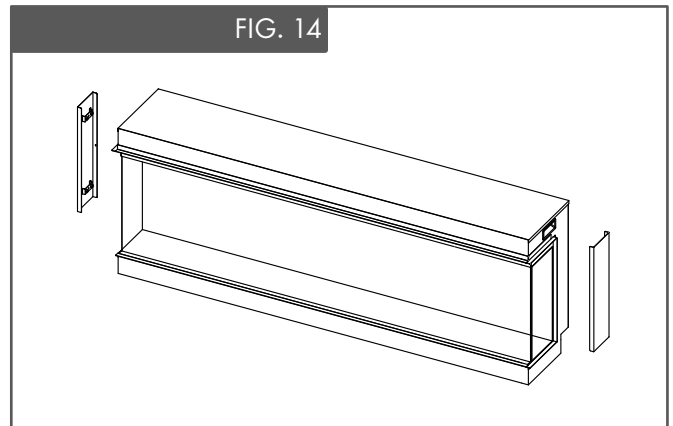


## MAGNETIC SIDE DECORATIVE PANELS

The appliance is supplied with 2 magnetic panels that can be fitted when installing in a panoramic or corner aspect. These panels are simply positioned against the side of the appliance, behind the side glass edge trim – see Fig. 14.

## LOG AND EMBER ARRANGEMENT

The logs can be arranged freely on the fire allowing you to create your own unique appearance. For the best results it is recommended to position the logs across the fuel bed first; experiment with position angles and overlapping the logs so that some rest on each other – see Fig. 15. Then, when you are happy with the layout, carefully scatter the glass embers around all the logs, ensuring that all visible areas of the fuel bed, including underneath and behind the logs, are covered – see Fig. 16. Finally, in a similar manner, carefully scatter the vermiculite granules over the glass embers ensuring good coverage – see Fig. 17

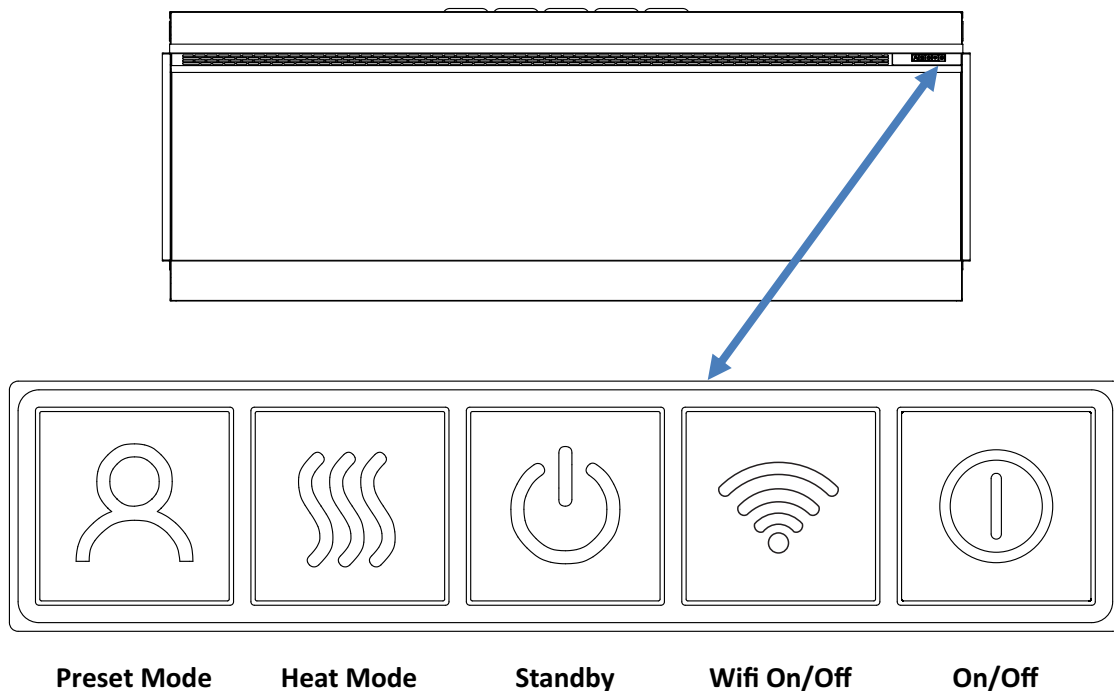


## OPERATION

The appliance can be operated conveniently in 3 different ways: manually, via the remote control handset or via the dedicated iOS/Android app.

### MANUAL CONTROL

FIG. 18



Each time a button is pressed on the appliance or on the remote control an audible beep is emitted. To turn off this feature hold your finger on the Preset Mode button (on the appliance) for 3 Seconds.

#### **On/Off**

Press to turn on power to the appliance. Button pushed in indicates power is on, button pushed out indicates power is off.

#### **Wifi On/Off**

Press to turn wifi on or off. An illuminated LED on the button indicates that wifi is turned on. Hold button for 3 seconds to enter device pairing mode.

#### **Standby**

Turns on the appliance with the last used settings without any heat. Places the appliance into standby mode with all features turned off.

#### **Heat Mode**

1 press = cool blow. 2 press = low heat setting. 3 press = high heat setting. 4 press = no heat/no cool blow.

#### **Preset Mode**

Press repeatedly to cycle through the 6 fire preset modes (+3 user defined presets if programmed).

## REMOTE CONTROL

Ensure that 2 AAA batteries are inserted into the remote control handset. The battery power level is indicated by the column of bars to the right side of the temperature display when the appliance is in standby mode. 5 bars indicates the batteries are full, 1 bar indicates the batteries are empty and need to be replaced immediately.

**Remote Control Setup**

Press and hold the Standby button on the appliance until you hear two beeps, release the button. Press Standby button on the remote control handset and you will hear one beep. The remote is connected with the appliance.

**Button 1: Preset Mode** 

Repeatedly press to cycle through the 6 preset fire modes(+ 3 user defined presets if programmed).

**On screen Pr.1 = Autumn Campfire**

**On screen Pr.2 = Ember Glow**

**On screen Pr.3 = Inferno**

**On screen Pr.4 = Noir**

**On screen Pr.5 = Fire & Ice**

**On screen Pr.6 = Nebula**

**On screen Pr.7 = User Preset**

**On screen Pr.8 = User Preset**

**On screen Pr.9 = User Preset**

There are 3 preset slots allocated for the user to save personalised e-fire creations. Simply choose the flame colour and brightness level, the fuel bed colour and brightness level and fuel bed down light colour and brightness level. Once you have selected your desired combination, press and hold the Preset Mode button for 3 seconds until the LCD displays Pr.7. Press – and + buttons to select a slot number between 7-9. Press and hold the Preset Mode button for 3 seconds to confirm the preset.

**Button 2: Standby** 

Turns on the appliance with the last used settings without any heat. Places the appliance into standby mode with all features turned off.

**Button 3&9: Minus & Plus**

Use to navigate through different on-screen menus.

**Button 4: Flame Speed** 

Press once to enter flame speed menu – SPd will show on the LCD screen. Press the plus and minus buttons to adjust the flame speed. The flame speed is indicated on screen by bars – 1 bar is the slowest setting; 5 bars is the fastest setting.



### Button 5: Flame Colour

Repeatedly press to cycle through flame colour menu. Whilst in the flame colour menu, press the plus and minus buttons to increase and decrease the flame brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

**On screen FL.0 = Flame off**

**On screen FL.1 = Red**

**On screen FL.2 = Orange**

**On screen FL.3 = Yellow**

**On screen FL.4 = Green**

**On screen FL.5 = Light Blue**

**On screen FL.6 = Dark Blue**

**On screen FL.7 = Violet**

**On screen FL.8 = White**

**On screen FL.9 = Multi-colour change**

### Button 6: Fuel Bed Colour

Repeatedly press to cycle through fuel bed colour menu. Whilst in the fuel bed colour menu, press the plus and minus buttons to increase and decrease the fuel bed brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

**On screen Fb.0 = Flame off**

**On screen Fb.1 = Red**

**On screen Fb.2 = Orange**

**On screen Fb.3 = Yellow**

**On screen Fb.4 = Green**

**On screen Fb.5 = Light Blue**

**On screen Fb.6 = Dark Blue**

**On screen Fb.7 = Violet**

**On screen Fb.8 = White**

**On screen Fb.9 = Multi-colour change**

### Button 7: Timer Mode

Repeatedly press to cycle through timer options. Select an amount of time for the appliance to operate then automatically turn off. Choose between 0.5, 1, 2, 3, 4, 5, 6, 7, 8, 9 hours.

### Button 8: Fuel Bed Down Light

Repeatedly press to cycle through fuel bed down light colour menu. Whilst in the fuel bed down light colour menu, press the plus and minus buttons to increase and decrease the fuel bed brightness - 1 bar is the dimmest setting, 5 bars is the brightest setting.

**On screen dL.0 = Flame off**

**On screen dL.1 = Red**

**On screen dL.2 = Orange**

**On screen dL.3 = Yellow**

**On screen dL.4 = Green**

**On screen dL.5 = Light Blue**

**On screen dL.6 = Dark Blue**

**On screen dL.7 = Violet**

**On screen dL.8 = White**

**On screen dL.9 = Multi-colour change**



**Button 10: Heater Mode** 

Press to cycle through the heat output options.

**1 press: Co.A = Cool blow setting**

**2 press: H.Lo = Low heat setting**

**3 press: H.HI = High heat setting**

**4 press: no.H = No Heat**

Whilst in heater mode after selecting low or high heat setting, press the – and + buttons to select the temperature you want the room to reach. Note: if the room temperature is already higher than the temperature selected, the heater will not activate. To switch between °C/°F hold down the – and + buttons for 3 seconds.

Open Window Detection is an innovative eco feature that detects a rapid drop in room temperature caused by an open window. The warning word "OPn" will be displayed on the screen and the heater will be turned off. If the room temperature rises or the remote control is operated manually, the heater will return to its normal working state.

**Button 11: Sound Effect** 

Press to open the sound effect menu.

**1 press: S.On = Sound effect on**

**2 press: no.S = Sound effect off**

Whilst in the sound effect menu, press the plus and minus buttons to increase and decrease the volume - 1 bar is the quietest setting, 5 bars is the loudest setting.

**Button 12: Ambient Lighting (if appliance is fitted with optional Ambient Lighting Kit)** 

Repeatedly press to turn on ambient lighting and cycle through the different colour options.


**Button 13: Eco Mode** **ECO**

Press to activate Eco mode. This mode will reduce the brightness of all lighting modes and limit the heat output to low setting, resulting in reduced energy consumption. Press the button a second time to exit Eco mode.

## APP CONTROL

Visit your device app store (iOS or Android) to download the TUYA SMART APP. Once installed follow the procedure below to pair the device with your appliance.:

Step 1. Start the app and click "Add Device" on screen. Select "Small Home Appliance" from the list, then select "Heater (Wi-Fi)".

Step 2. Ensure the appliance is powered on then press and hold the  button on the appliance until you hear 3 beeps. At the same time the button will flash and the fuel bed will flash.

Step 3. Follow the instructions on the app to input your home network details. Note, your device must also be connected to the same home network you wish to connect the appliance to.

Once connected you can fully control your appliance and also programme a weekly timer that features Adaptive Start Control – a smart home device that gauges the current temperature of the room and

## OPERATION

anticipates the time required to heat it to a desired temperature. When in weekly timer mode, the appliance will automatically determine the time to turn on the heater to ensure that the set temperature is met at the time required (up to 45 minutes prior to the set time).

## CLEANING & MAINTENANCE

**IMPORTANT: ALWAYS DISCONNECT THE APPLIANCE FROM THE POWER SUPPLY AND ALLOW TO COOL BEFORE CLEANING.**

Any repairs or maintenance should only be carried out by a suitably qualified competent person.

The appliance should be occasionally cleaned using a dry cloth. Do not use detergents, abrasive cleaners or furniture polish.

To clean the glass, use a lightly damp cloth and ensure any moisture is dried fully using a lint free cloth.

Ensure that the heater vent is kept dust free by occasionally vacuuming the area using a brush attachment.

## TROUBLESHOOTING

### Resetting the Thermal Cut Out

The appliance is fitted with an Electronic Safety Control (E.S.C.). This is a safety device which switches off the fire if, for any reason, the appliance overheats, e.g. when covered. If the heater stops operating while the flame effect continues working normally, this indicates that the E.S.C. is in operation. The E.S.C. can only be reset after the appliance has cooled down and the appliance has been reset. Re-setting of the E.S.C. procedure is as follows:

1. Switch off the appliance (Manual On/Off switch) and leave it off for approximately 10-15 minutes.
2. Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.
3. Switch on the appliance and the E.S.C. will be reset.
4. Ensure that the appliance is functioning correctly. If the E.S. Control operates again, the appliance should be checked by a competent electrician.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
Appliance will not turn on.	Problem with power supply.	Check that the appliance is plugged in to the power supply and switched on. Check and replace fuse in the plug if necessary. Check that the main power switch on the appliance is turned on.
Remote control does not work.	Batteries have expired.	Replace batteries.
	Remote has de-synched with appliance.	Ensure that the appliance is turned on. Re-synch the remote by pressing the - button and the + button at the same time and holding for 3 seconds.
No heat	Incorrect thermostat setting.	Increase the desired temperature higher than the current room temperature.
	Overheating may have engaged the E.S.C. feature.	See above for reset procedure.
Heat turns off before desired temperature is reached.	Open window detection has activated.	Check that any windows in the room are closed.

## WARRANTY

Vision E-Line Solus appliances come with a standard 1-year warranty (parts & labour) when purchased through an authorised dealer. This can be extended for free to two years (parts only for year 2) by registering your appliance within 60 days of purchase.

Visit [www.visionfires.co.uk/warranty](http://www.visionfires.co.uk/warranty) to register your appliance, activate the free warranty extension, or to see details about the 6 year Premium Protect warranty package.



Electrical appliances should not be disposed as household waste. Separate collection facilities should be used in the disposal of electrical appliances. Contact your local government for information about the available collection systems. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.



This fire complies with the Safety Standards EN 60335-1 and EN60335-2-30 which covers the essential requirements of the Low Voltage Directive 2014/35/EU and the EMC standards EN55014-1; EN55014-2; EN61000-3-2 and EN61000-3-3 which covers the essential requirements of the European Electro Magnetic Compatibility 2014/30/EU, and the RED standards EN300220-2, EN301489-1, EN301489-3 and EN6247 which covers the essential requirements of the European Radio Equipment Directive 2014/53/EU.



This fire complies with the Safety Standards BS 60335-1 and BS 60335-2-30 which covers the essential requirements of the Electrical Equipment (Safety) Regulations 2016 (S.I.2016/1101) and the EMC standards BS 55014-1; BS 55014-2; BS 61000-3-2 and BS 61000-3-3 which covers the essential requirements of the Electro Magnetic Compatibility Regulations 2016 (S.I.2016/1091).and the RED standards BS300220-2, BS301489-1,BS301489-3 and Bs6247 which covers the essential requirements of the European Radio Equipment Regulations 2017.









[www.visionfires.co.uk](http://www.visionfires.co.uk)