



AMBIANCE®

FIREPLACES | BBQ | OUTDOORS | SPAS

Luxus 50e
Luxus Corner 50e
Luxus Bay 50e
Installation and User manual

95915300



Installation Manual

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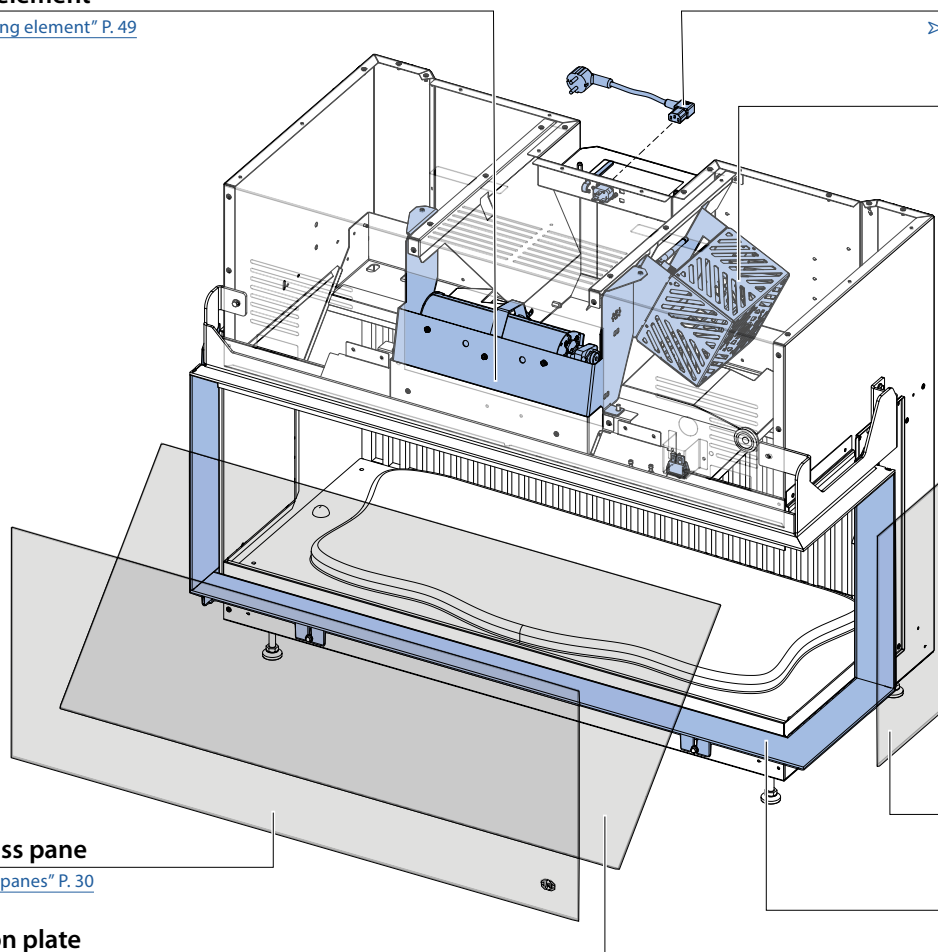
Heating element

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Electric connection

> "6.6 Electric connection" P. 36

Electrical control unit



Side panes

> "6.1 Glass panes" P. 30

Build-in frame

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Front glass pane

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Projection plate

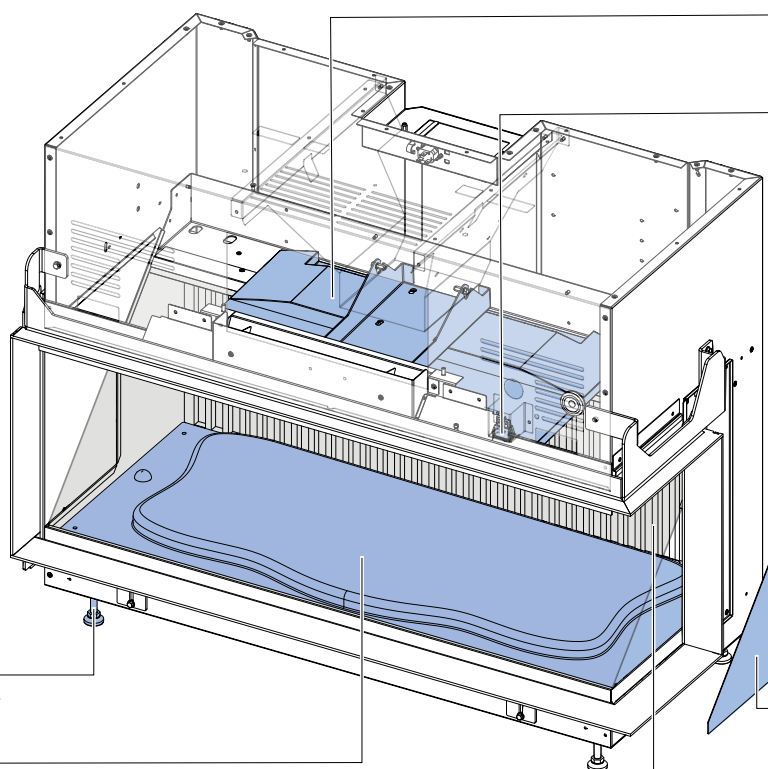
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Monitor L/R

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Adjustable feet

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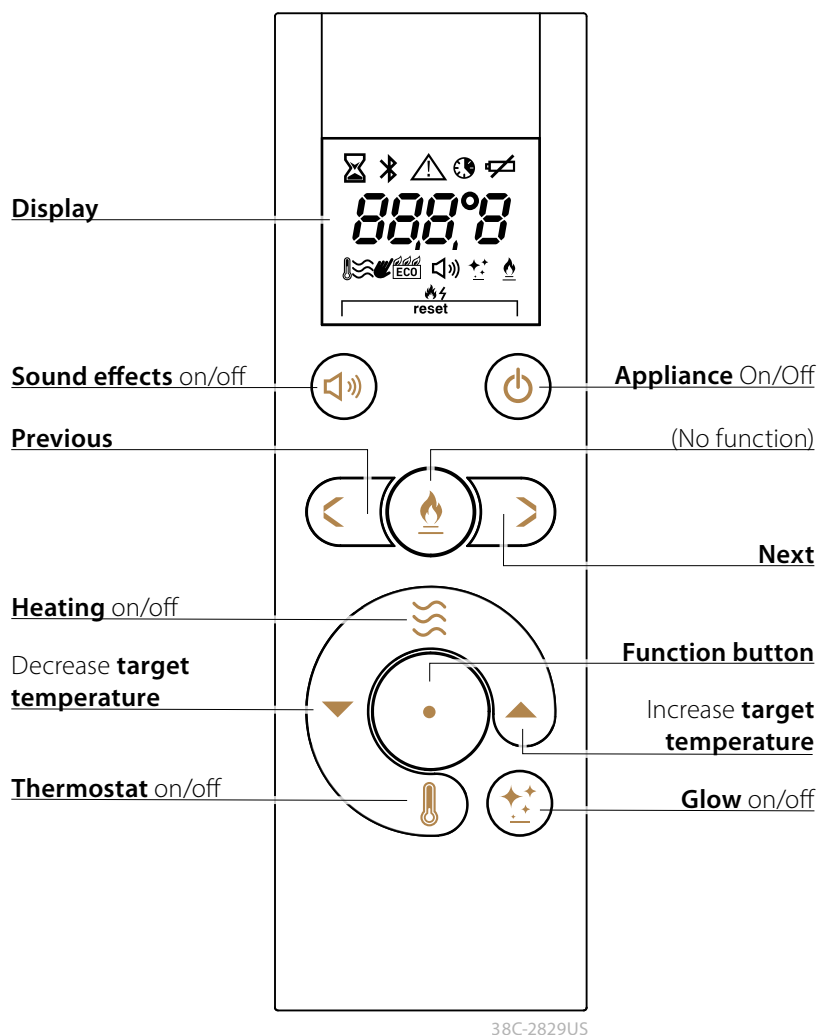
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38C-2829US

Button	Display	Description	Button	Display	Description
		Appliance on/off Page 57, section 5.1			Error message Page 60, chapter 6
		Sound on/off Page 57, section 5.5			Replace batteries Page 55, section 4.1.1
		Heating on/off Page 57, section 5.6			Bluetooth pairing mode Page 56, section 4.1.2
		Thermostat on/off Page 58, section 5.7			Remote control firmware update Page 59, section 5.10
		Glow on/off Page 57, section 5.4			Signal strength Page 60, section 6.2
		Temperature display The currently measured room temperature			Resetting the appliance Page 61, section 6.3
		Connection lost Page 59, section 5.10			Disconnecting Page 57, section 5.1
		Action in progress An action is being performed			Celsius/Fahrenheit Switch Page 59, section 5.9
		Bluetooth connection status Page 56, section 4.1.2			Remote control pairing Page 56, section 4.1.2
		Time schedule on/off Page 58, section 5.8			

1. Introduction

38D-0012

This Ambiance Luxus appliance is manufactured by DRU. DRU designs and manufactures electric and gas-fired heating appliances that meet the highest standards of quality, performance, and safety, in compliance with North American certification requirements.

This manual provides instructions for the installation, operation, and maintenance of the appliance. Installation and service must be performed by a qualified installer, service agency, in accordance with all national and local codes.

The instructions in this manual are intended to ensure safe and proper installation. If instructions are unclear, national and local regulations take precedence. Always verify that you are using the latest version of this manual at www.ambiancefireplaces.com. The digital PDF includes an interactive index, visual index, and step-by-step checklist with direct links to relevant sections.

The installer **MUST** leave this manual with the appliance owner.

1.1 Appliance certification

1.1.1 UL 2021 Fixed and Location-Dedicated Electric Room Heaters

This product has been evaluated and found to comply with UL 2021 and CSA C22.2 No. 60335-1/2-30 safety requirements.

1.1.2 CFR 2010 Part 15 Radio frequency devices

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Contains FCC ID: TFB-1004

Contains IC ID: 5969A-1004

Certified for Canada under LC25-1292-1

This device is delivered as a fully assembled and tested system. It complies with FCC Part 15 emission limits in this configuration. Replacing or modifying components (such as displays, cables, or the power supply) may result in non-compliance and void the warranty.

Only original spare parts or accessories supplied by the manufacturer may be used.

This device operates in the 5 GHz frequency band (U-NII-1 and U-NII-3) and complies with FCC Part 15 Subpart E technical requirements.

This device does not support operation in DFS bands (U-NII-2A or U-NII-2C); dynamic frequency selection is not used.

The transmission power and channel use are configured according to FCC limits and may not be modified by the user.

1.1.3 RSS-102 i6 Radio Frequency (RF) Exposure Compliance of Radiocommunication Apparatus

This device complies with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation.

The device complies with ISED RF exposure limits set forth for an uncontrolled environment.

For information regarding RF exposure compliance in Canada, please contact:

United Buyers Group
401 Linn Street
Baraboo, Wisconsin 53913
USA

Tel: +1 (608) 448-2449

Email: info@united-buyers-group.com

Website: www.united-buyers-group.com

1.1.4 ICES-003 Information Technology Equipment (ITE) – Limits and methods of measurement

This Class B digital apparatus complies with Canadian ICES-003.

2. Safety

38D-0013

2.1 Safety alert keys

2.1.1 Warnings

The following symbols and statements are used throughout this manual to indicate important information:



ACTION

Written step-by-step instructions to be followed as described.



DANGER

Indicates a hazardous situation that, if not avoided, **WILL** result in death, serious injury, or property damage.



WARNING

Indicates a hazardous situation that, if not avoided, **COULD** result in death, serious injury, or property damage.



CAUTION

Indicates a hazardous situation that, if not avoided, **WILL** result in a minor or moderate injury.



NOTICE

Indicates practices that are important, but not related to personal injury.

IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before installing or using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 29 1/2 feet [750 mm] from the front of the heater and keep them away from the sides and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
5. Do not use outdoors.
6. To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
7. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
8. To prevent a possible fire, do not block air intakes or exhaust in any manner.
9. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
10. Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

SAVE THESE INSTRUCTIONS

Observe and carefully follow all regulations, precautions and safety instructions in this manual.

Install the appliance according to the applicable national, local and building (installation) regulations.

Some materials used in the manufacturing process of this product can expose you to benzene which is known in the state of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65warnings.ca.gov.

2.1.2 Instruction key

The following symbols are used in the manual to indicate important information:

Throughout this manual, symbols and indicators are used in the illustrations (see Fig. 2-1):

- Dark gray highlighted components indicate the tools that need to be used for this action.
- A blue highlighted component/area is the focal point of this step.
- A white arrow shows the necessary movement.
- A gray arrow shows the needed point of view.

2.1.3 Measurements

Throughout this manual, dimensions will appear as (see Fig. 2-1):


Imperial measurement X [Metric measurement Y]





NOTICE


All measurements in this manual have been converted from metric to imperial and are rounded to the nearest 1/16". Refer to the specified metric dimensions when a high level of accuracy is required.


Assembly







 Loosen, adjust and retighten

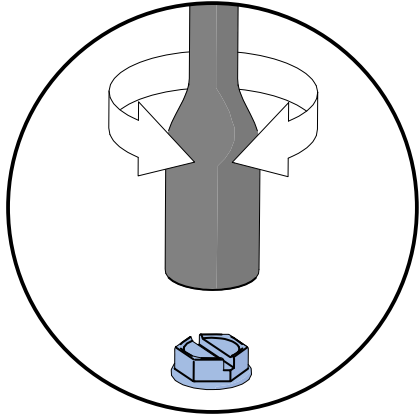

 Tighten completely







 Unscrew


 Tighten halfway



 Loosen halfway

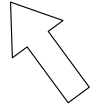
-  Socket head screwdriver
-  Phillips head screwdriver
-  Flathead screwdriver
-  Allen key
-  Socket wrench

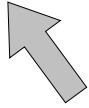



- Sheet metal screw 
- Phillips head screw 
- Flat head screw 
- Socket head cap screw 
- Hex nut 

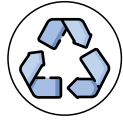
Symbols / Tooltips

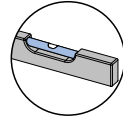

 Highlighted components


 Movement direction

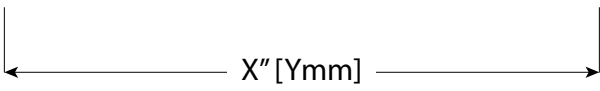

 View direction


 Not allowed


 Recycle items


 Level

Measurements


 Imperial measurement X [Metric measurement Y]

< Smaller than

> Greater than

≥ Equal or greater than

≤ Equal or smaller than

2-1

38C-2893

2.2 General

When the appliance is improperly used or installed, there is an increased risk of fire, electric shock, or personal injury. To minimize these hazards, it is essential to follow all operational guidelines and safety instructions. Carefully review and adhere to all precautions before proceeding with the installation:



WARNING

- Confirm that the technical execution of the appliance to be installed is correct.
- Installation and maintenance must only be performed by a recognised and authorized installer.
- Check the complete installation prior to commissioning and confirm safe operation according to the instructions.
- **DO NOT** make any changes or modifications to this equipment unless they have been expressly approved by the party responsible for compliance. Unauthorized changes or modifications will void any service and/or warranty claims.
- **ONLY** use the supplied materials and place them exactly as described.

- **DO NOT** place the appliance outside, in a damp room or near a bath, shower or swimming pool.
- **DO NOT** place the appliance immediately below a socket-outlet.

- **DO NOT** cover the appliance and/or do not wrap it in an insulation blanket or any other material.
- **DO NOT** block the convection opening at the front of the appliance.
- **DO NOT** place combustible objects and/or materials inside the appliance's radiation range (see fig. 7-1 and 7-2).

- After installation, the socket to which the appliance is connected must be accessible **AT ALL TIMES**.
- All electrical connections must be properly installed, insulated, and secured to avoid potential **ELECTRICAL SHOCK**, a **FIRE HAZARD**, or a malfunction of the system. Consult local building code requirements. In the absence of local codes, refer to the National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code (CSA C22.1).

- To reduce the risk of fire, **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of the heater.
- In order to avoid overheating, **DO NOT** cover the heater.
- This heater is not equipped with a device to control the room temperature.

- **DO NOT** use this appliance in combination with external control equipment, such as timers, thermal controllers or programmed controllers, which automatically switch on the appliance.
- Only accessories and components supplied or approved by the manufacturer may be used with this appliance. Use of non-approved power supplies, cables, or display units may cause the device to operate outside of compliance limits. Ensure all connectors and components remain as pre-installed. The system has been certified in its complete, assembled configuration.
- The appliance incorporates a non-self-resetting thermal cut-out (thermofuse) that permanently disconnects the supply in case of overheating. The fuse is marked with its reference number and listed in the appendix for replacement. If the appliance stops functioning, it must not be reused; contact the manufacturer or authorized service agent.

- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. To reduce the risk of injury or hazardous situations: **DO NOT** leave such persons unsupervised near the appliance. It is strongly recommended to place a temporary protective grille in front of the appliance to prevent injury and hazardous situations. If persons with poor perception of the consequences of their actions are regularly present in the room, a fixed guard must be mounted around the appliance, and the remote control and/or connected smart device should be kept out of reach.
- Children should be supervised to ensure that they do not play with the appliance.
- 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.

- **RF Exposure Warning**
 This equipment complies with Canadian ICNIRP radiation exposure limits for an uncontrolled environment.
 - The appliance should be operated with a minimum distance of 20cm from the user.
 - The Bluetooth remote control should be used at least 5 mm (0.2 inches) away from the body during operation.



CAUTION

- **DO NOT** use the appliance when a glass pane is broken and/or cracked, until it has been replaced.



NOTICE

- Pets and birds in particular are sensitive to the vapors that are released when heating for the first time. Remove the animals and keep the room well ventilated.
- Wiring procedures and connections shall be in accordance with the national and local codes having jurisdiction.
- This atmospheric appliance is **NOT SUITABLE** for use as a primary heating source.
- To maintain compliance, follow all installation and usage instructions. Any unauthorized modifications to the devices or their antennas may cause the devices to exceed RF exposure limits and void your authority to operate them.
- This appliance includes a wireless control module with integrated WiFi and Bluetooth functionality. It operates on 2.4 GHz and 5 GHz frequency bands with low-power, short-range communication for the purpose of user interaction and system control. The appliance is not intended for continuous data transmission and only transmits intermittently during configuration, operation, or firmware updates.
- To ensure compliance with RF exposure limits set by Innovation, Science and Economic Development (ISED) Canada, the appliance **MUST** be installed and operated in accordance with the instructions provided in this manual. The device **MUST** be placed and operated with a minimum separation distance of 20 cm from the user or nearby persons during normal operation. **DO NOT** disassemble or modify the wireless components.

3. Technical specifications

Table 3-1: Technical data			
Luxus 50e / Luxus Corner 50e / Luxus Bay 50e			
Heat output			
Nominal heat output	P_{nom}	1.25	kW
Minimum heat output (Indicative)	P_{min}	0.625	kW
Maximum continuous heat output	$P_{max,c}$	1.25	kW
Power consumption			
in off mode	P_o	0	W
In standby mode	P_{sm}	2.14	W
In idle mode	P_{idle}	-	W
In network standby	P_{nsm}	-	W
Standby mode with display of information or status			Yes

3.1 Rating plate sample


The rating plate is shown below. The label is positioned inside the appliance to the left of the monitors.

Because of constant updates to our products, it is possible to find differences between the label shown below and the one attached to the appliance. The label on the appliance is always the correct one.



NOTICE

The rating plate must remain attached to the appliance at all times.



AMBIANCE®

FIREPLACES | BBO | OUTDOORS | SPAS


United Buyers Group

401 Linn Street Baraboo, Wisconsin 53913, USA


Manufactured by: DRU Verwarming B.V.

Ratio 8, 6921RW, The Netherlands

Model	Ambiance Luxus 40e Clearview Glass
Voltage	120VAC / 60Hz
Power	1350W
Art. No.	25090
Serial No.	00000000



TFB-1004



LC25-1292-1

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

38C-3095

4. Unpacking and Preparation 38D-0014

Before installing the appliance, it's essential to unpack and prepare it properly. This ensures safety and smooth installation, while also guaranteeing that all components are in optimal condition.



DANGER

- Keep plastic bags and other packaging materials away from children.



WARNING

- If there is damage, contact the supplier before installing the appliance.
- **NEVER** install an appliance that is damaged and/or faulty!
- Protect the monitors and other electric components against (building) dust and moisture.



NOTICE

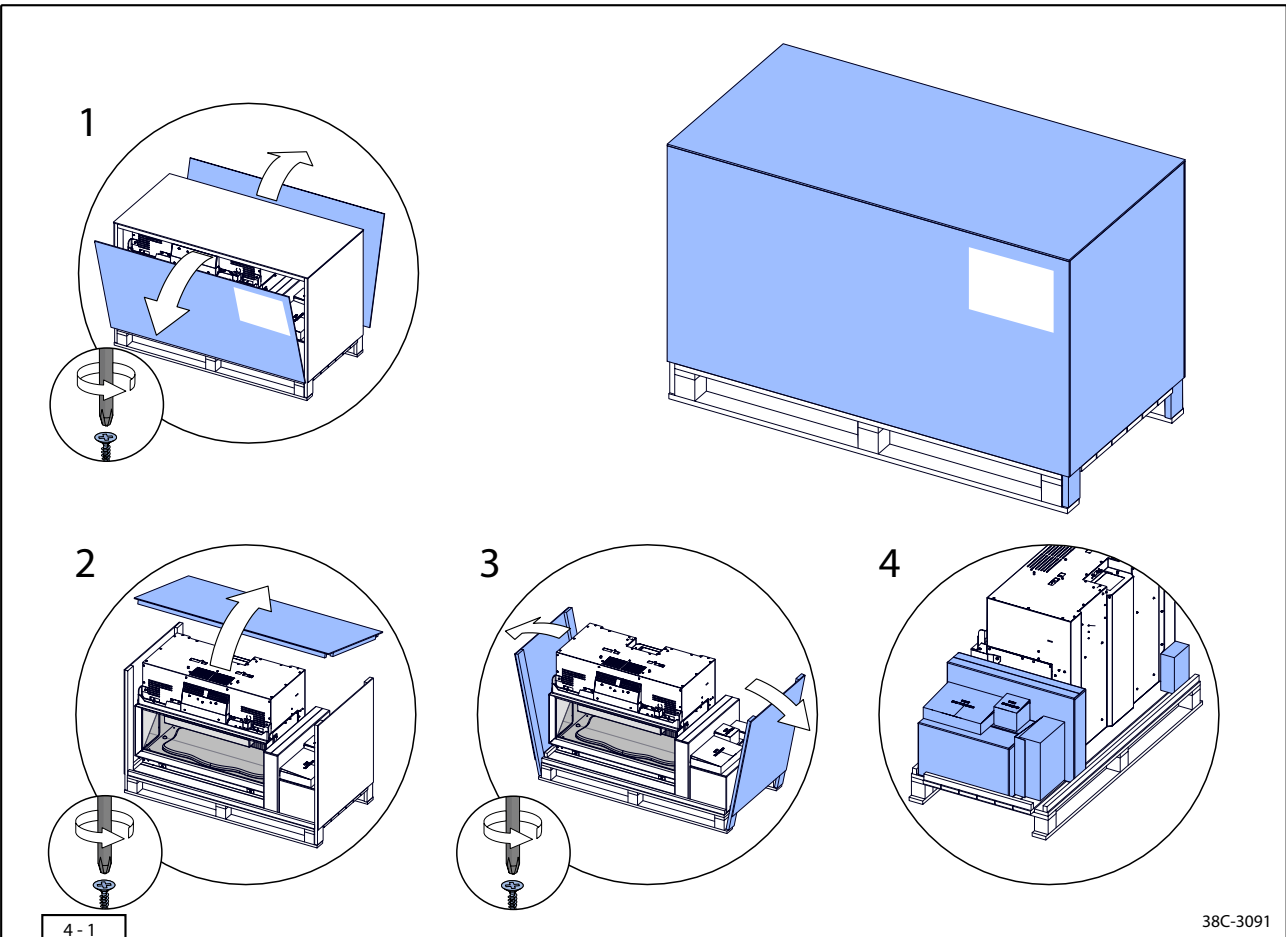
- Make sure you do not damage the appliance and supplied parts when unpacking and disassembling.
- Dispose of the packaging material in accordance with local legislation and related waste/recycling resources.

4.1 Unpacking

When unpacking the appliance, proceed as follows (see Fig. 4-1):

- Remove the two panels of the large side on the crate by unscrewing them (Step 1).
- Remove the top side of the crate by unscrewing it (Step 2).
- Remove the remaining side panels of the crate by unscrewing them from the pallet (Step 3).

- Remove all items and materials from the pallet except the appliance itself (see Fig. 4-1, Step 4).
- Make sure to thoroughly read the label on the glass pane, comply with its instructions and remove.



38C-3091

4.2 Checking the supplied parts

When unpacking the appliance, proceed as follows:

- Remove the boxes and individual parts from the pallet (see Fig. 4-1, Step 4)
- Check the appliance for (transportation) damage.
- Open the boxes and check the contents for completeness and possible damage using Table 4-1.

Table 4-1: Parts included with the delivery

	Part	Amount
Documentation	Installation- and User manual	1
Wood logs set	Wood logs	10
	Chips, black	2
	Chips, grey	2
Glowing ember set	Coals, black	3
	Coals, grey	1
	Glowing embers	9
	Wood chips set	2
Accessories	Remote control	1
	Penlite batteries (AA)	2
	Reserve boutjes	2
	Boutjes t.b.v. monitor bevestiging	8
	Socket spanner	1
	Suction cup	2
Components	Monitor	2
	Metal triangle (Luxus Corner 50e/ Luxus Bay 50e/ Virtuo 130/2 Evolve, NA / Virtuo 130/3 Evolve, NA)	2

5. Installation

38D-0021

5.1 Placing the appliance

Separate sections describe different ways of placing the appliance. The general description below for placing the appliance applies to all these sections:

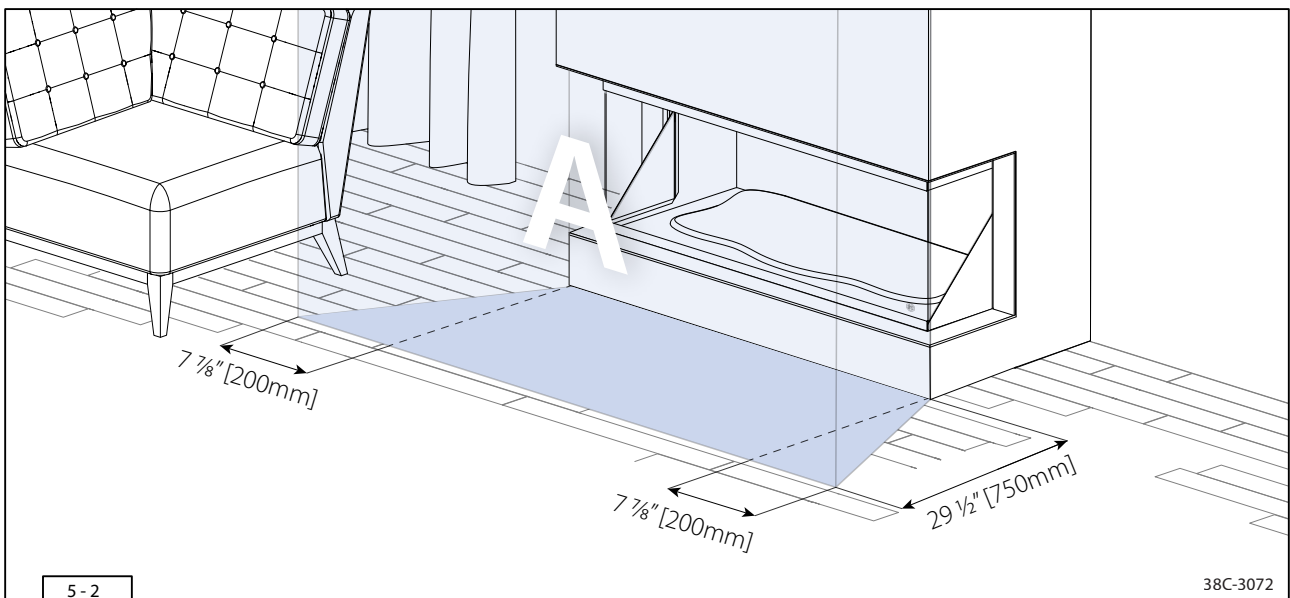
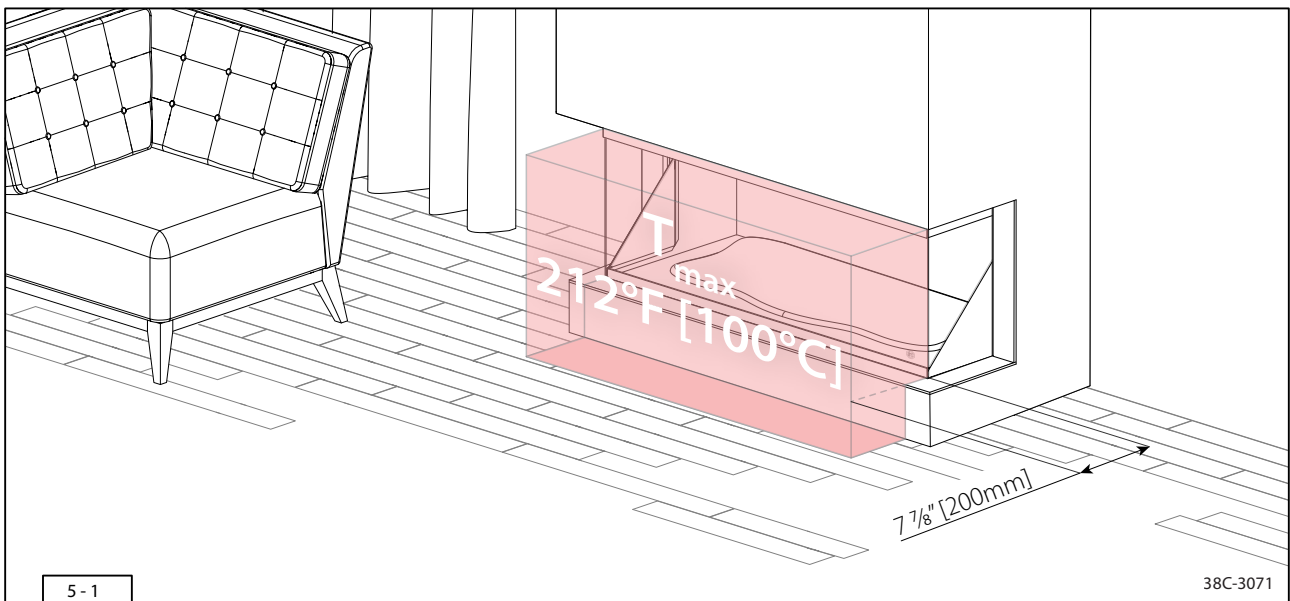


WARNING

Place the appliance at the location where it will be installed and take the following into account:

- The construction dimensions of the appliance (fig. 5-3, 5-6 and 5-9).
- The minimum chimney breast dimensions (fig. 5-4, 5-7 and 5-10).
- An electrical connection available in accordance with regulations (section 6.6)
- No combustible objects or materials are placed directly in front of the appliance, where the surface temperatures can reach up to 212°F [100°C]. (fig 5-1)
- No combustible objects or materials are placed within the full radiation range (area A, fig 5-2), where the surface temperatures can reach up to 185°F [85°C]
- The appliance is placed in such a way that a fire hazardous situation can **NEVER** occur.
- A stable arrangement has been achieved for the appliance to be installed.
- The appliance **MUST ALWAYS** be placed on the adjustable feet.

- Level the appliance using the adjustable feet.
- Set the height of the appliance using the adjustable feet.



5.2 Placing the chimney breast

Follow the instructions and warnings below for the construction of the chimney breast:



WARNING

- (Structural) materials that are directly in front of the appliance must be able to resist temperatures of at least 212°F [100°C], while materials located to the sides of the appliance must be able to resist temperatures of at least 185°F [85°C].
- The appliance must **ALWAYS** be built in by means of a chimney breast.
- The appliance can **NEVER** function as a load bearing element.



NOTICE

- To prevent cracks, **DO NOT USE** the heater for at least 6 weeks when stone-like materials and/or plaster finishing has been used in the construction/finishing of the chimney breast.



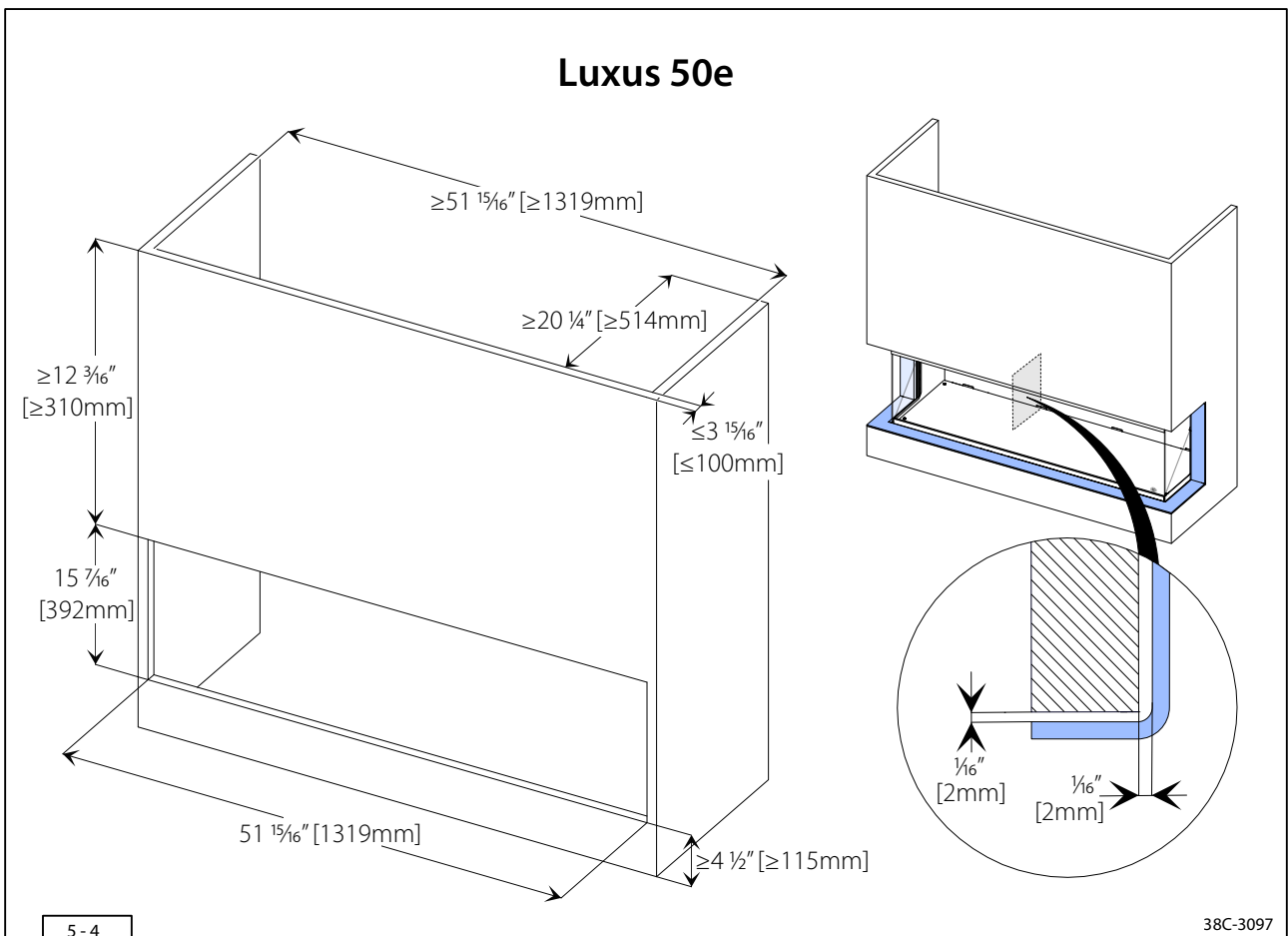
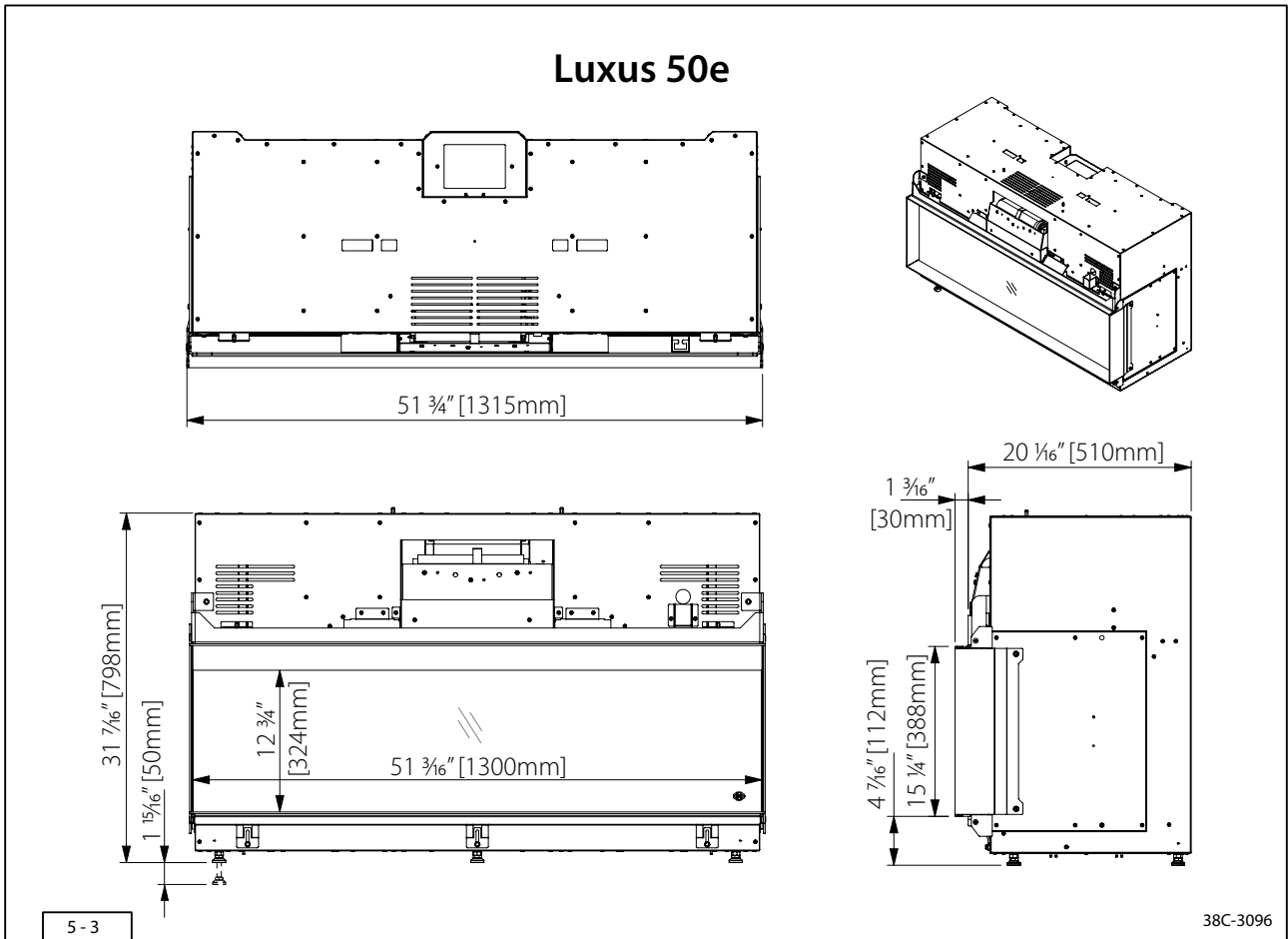
Take the following steps into account when placing the chimney breast:

- The minimum internal dimensions of the chimney breast (fig. 5-4, 5-7, 5-10).
- The dimensions of the glass pane, so that it can be placed/removed after placing the chimney breast.
- The selected extra options for building in (see section 5.3)
- Place the decorative strips and frames after completing all structural and finishing work to prevent damage.

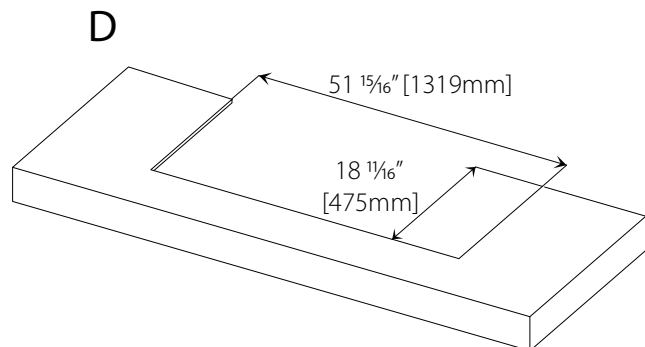
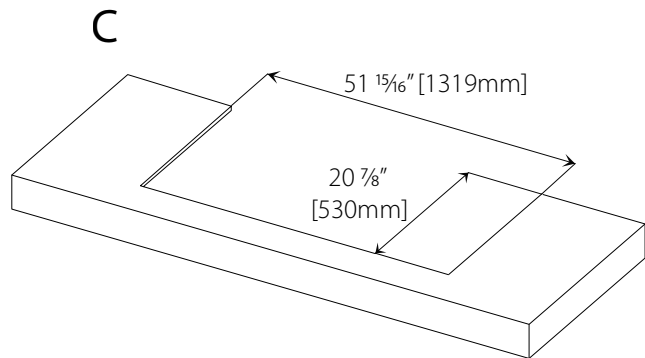
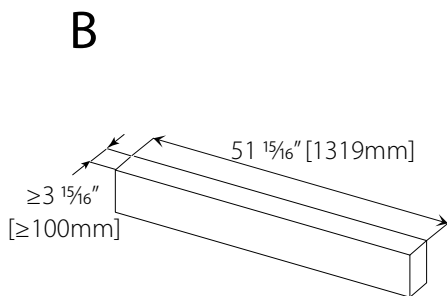
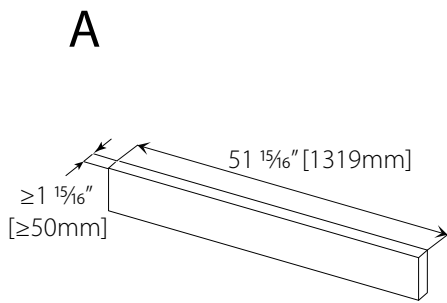
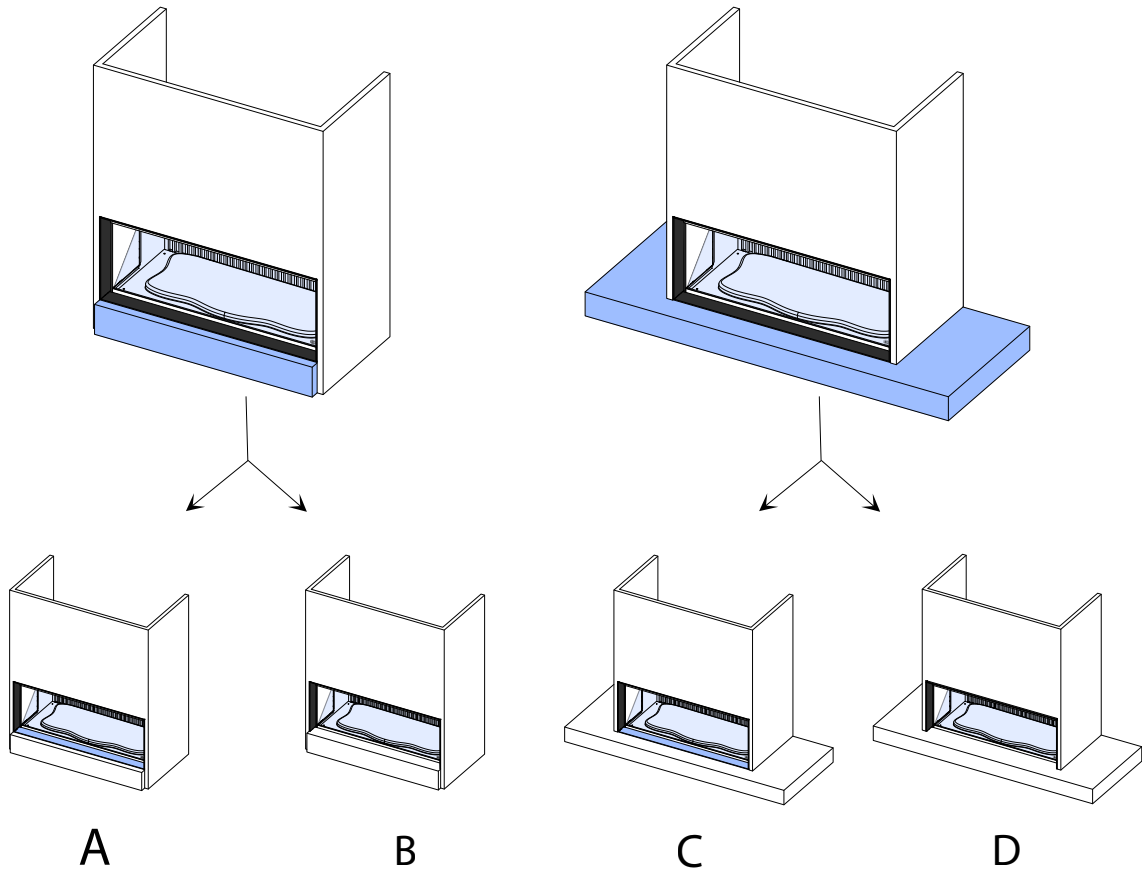


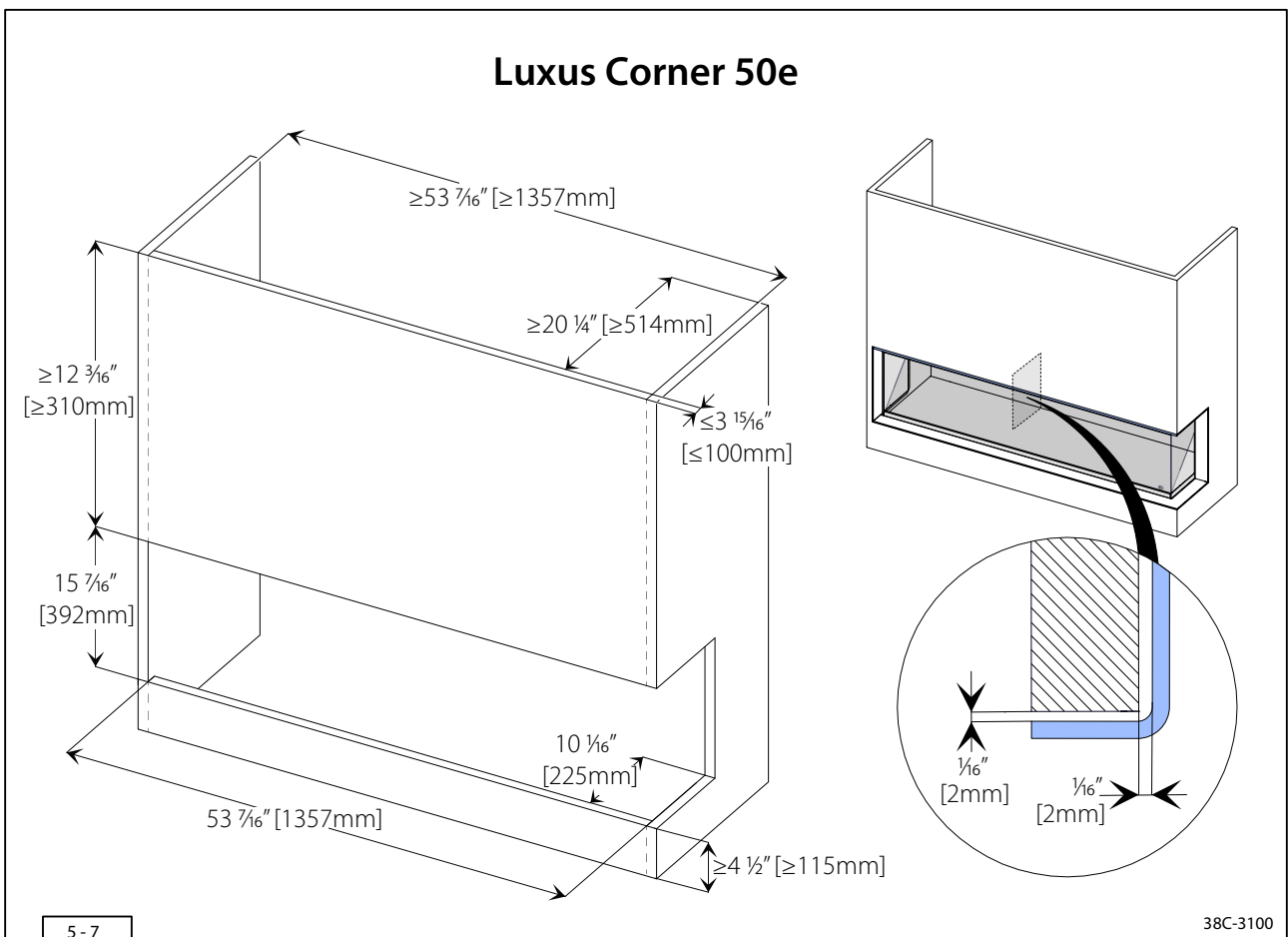
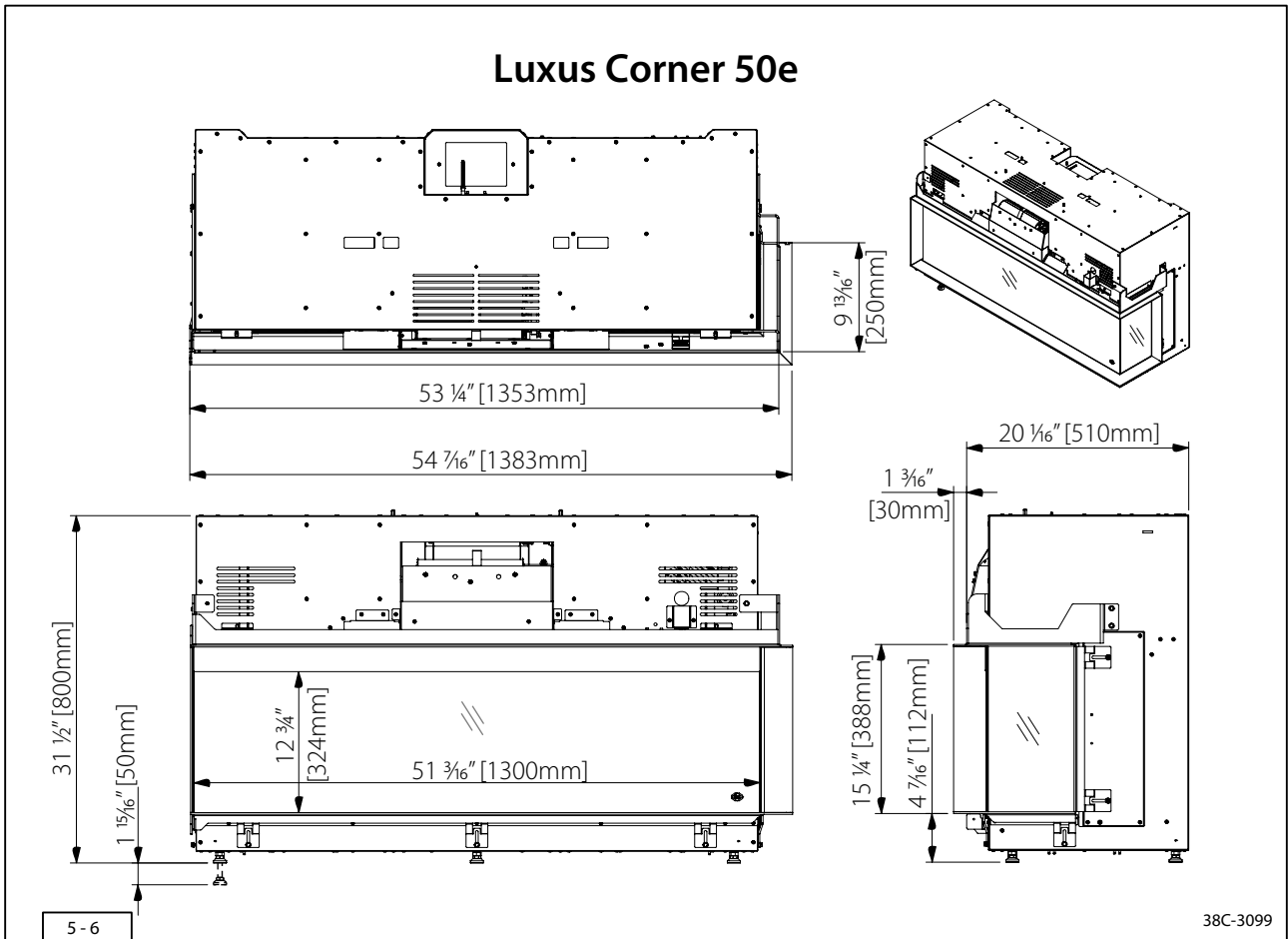
Check the following items, before the chimney breast is fully closed:

- No plastering work been performed on or across the edges of the construction frame.
- The plastering does not hinder the placement and removal of the glass pane.

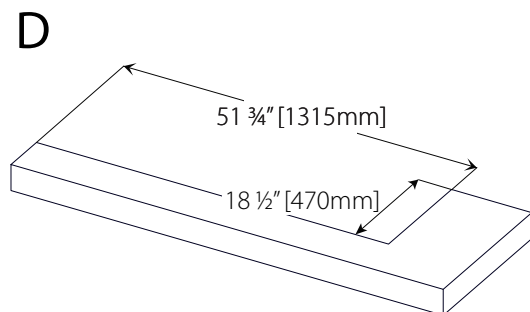
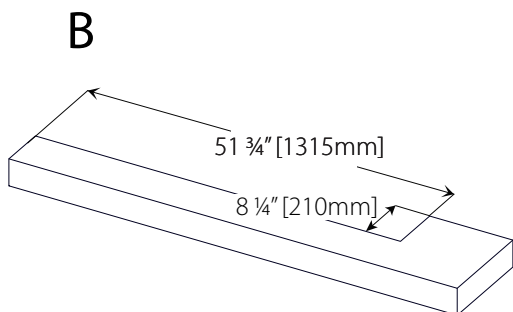
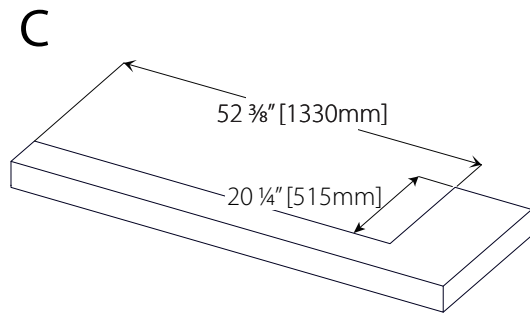
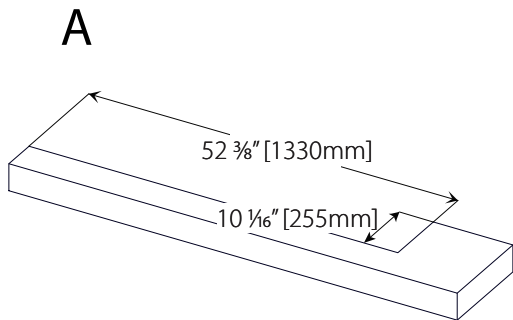
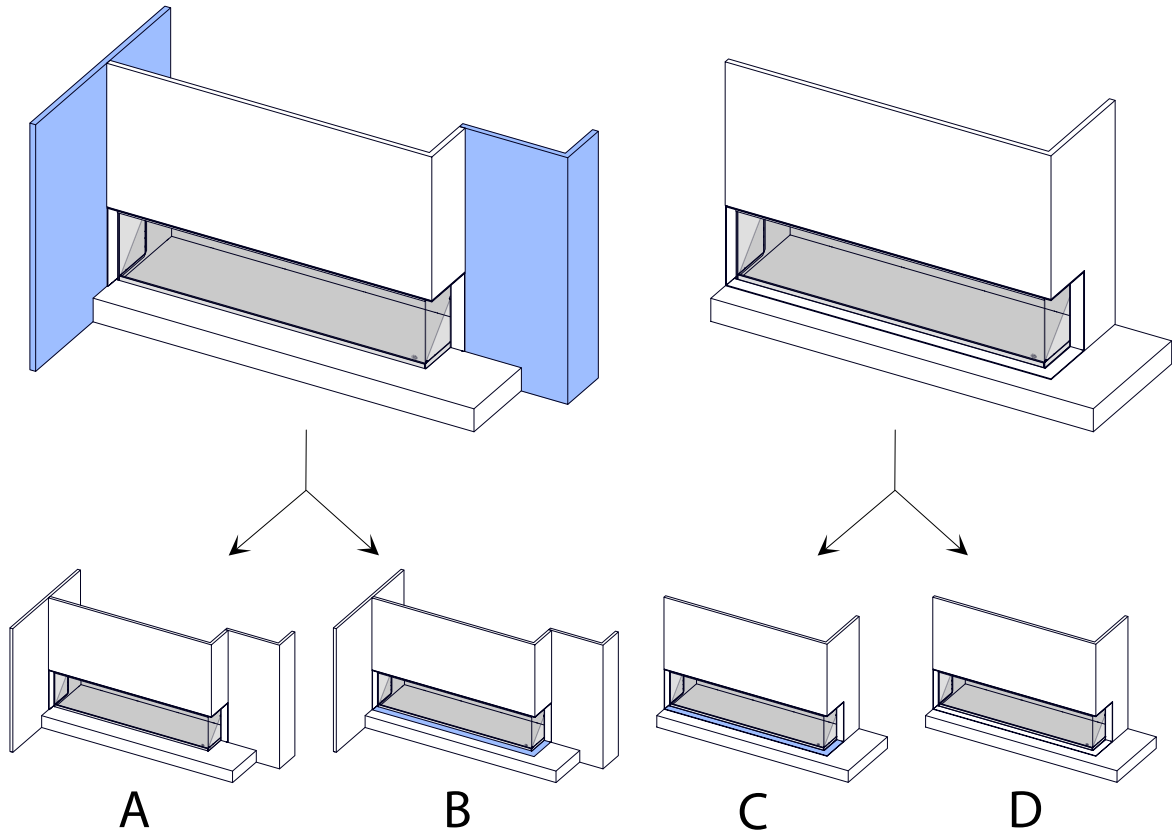


Luxus 50e

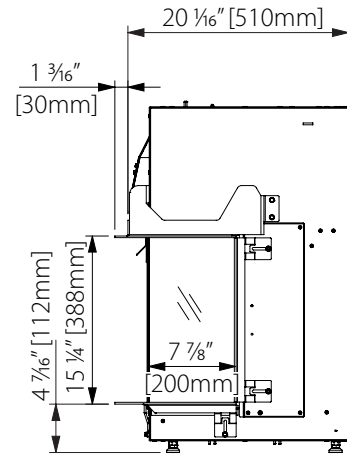
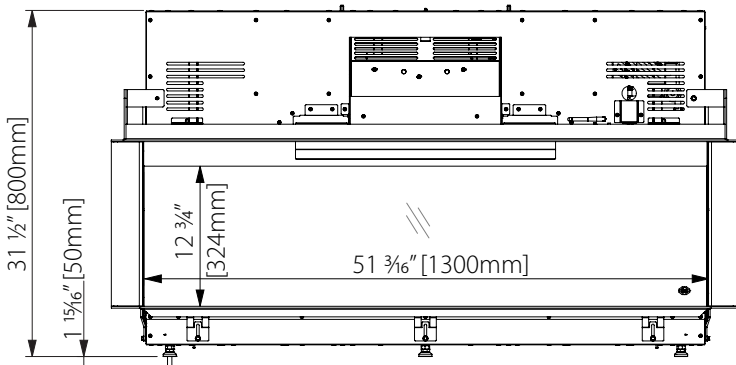
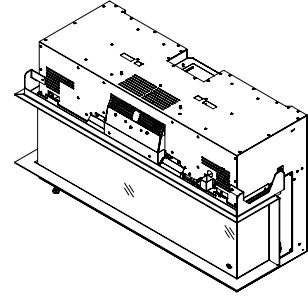
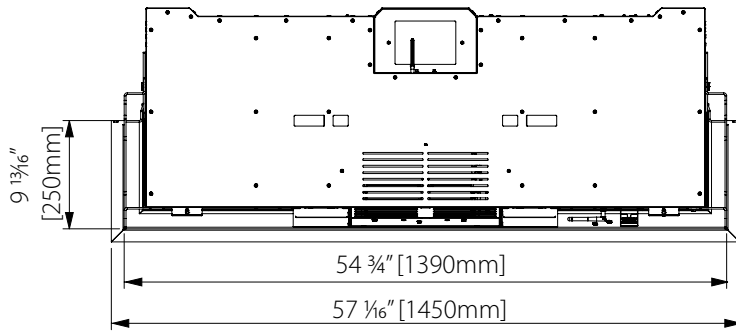




Luxus Corner 50e



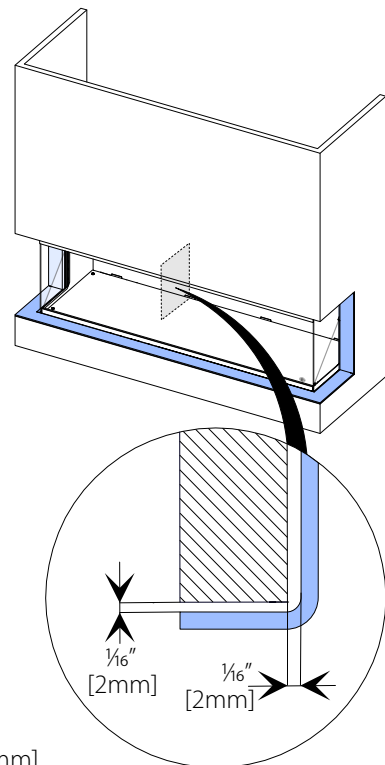
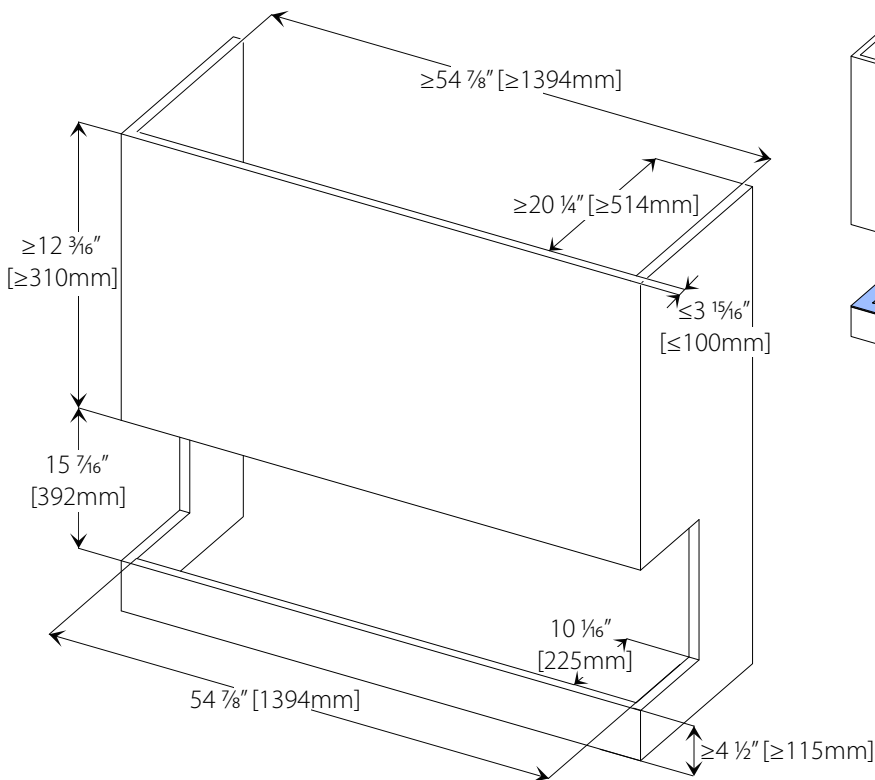
Luxus Bay 50e



5-9

38C-3102

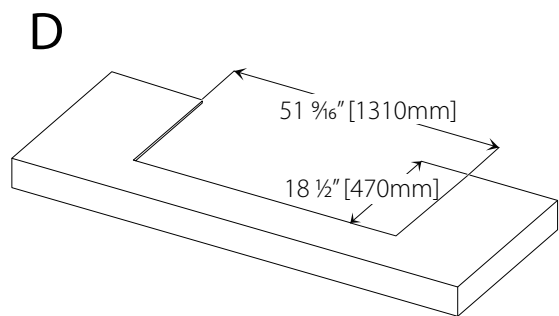
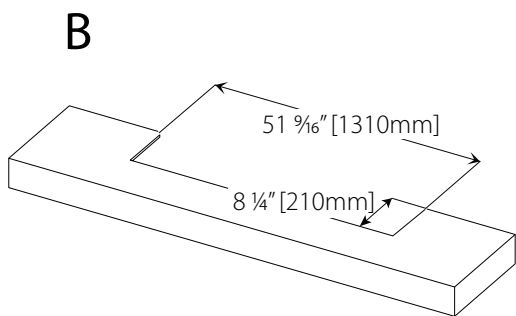
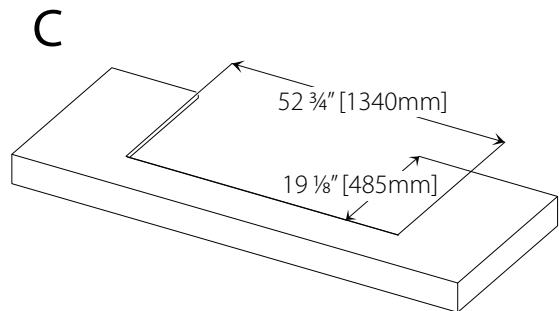
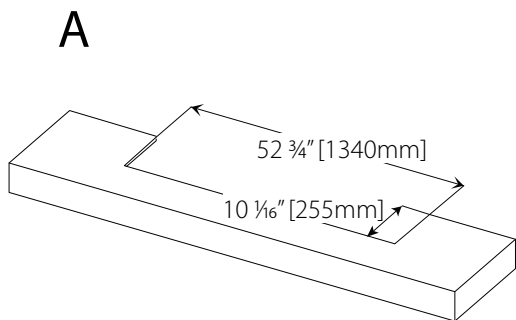
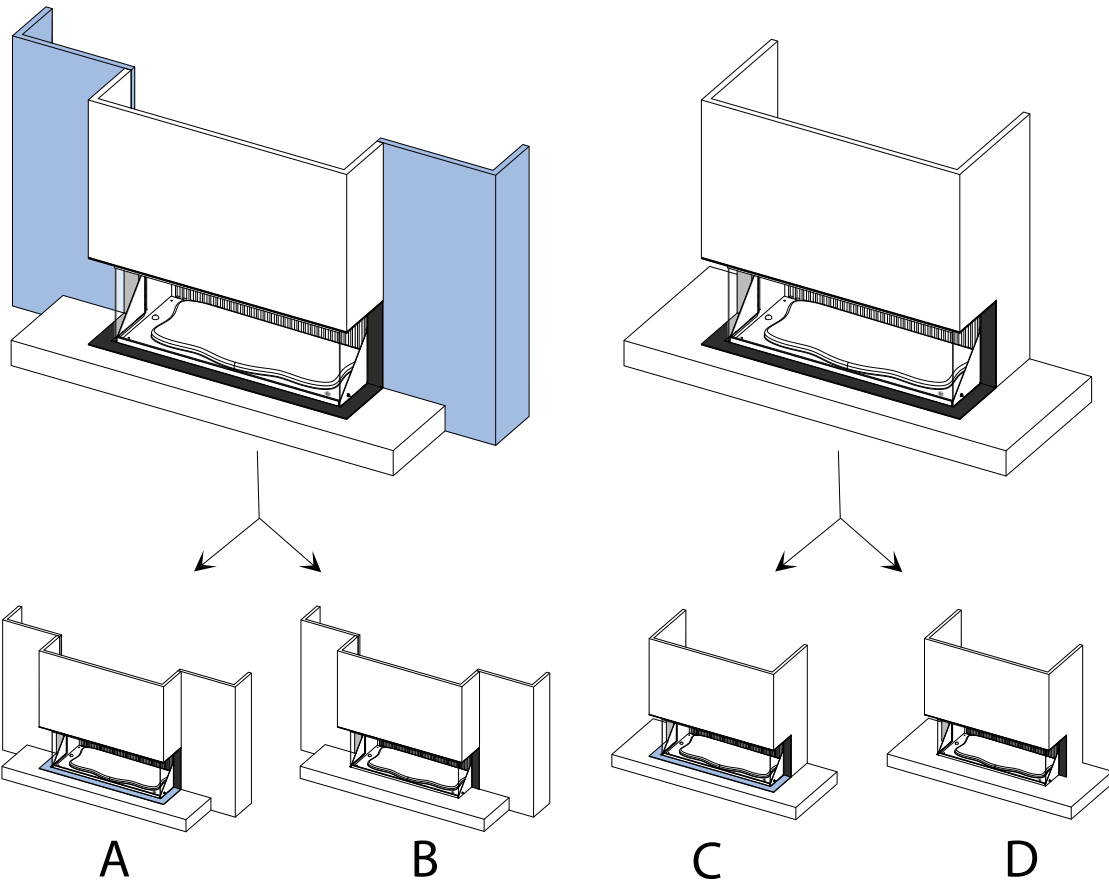
Luxus Bay 50e



5-10

38C-3103

Luxus Bay 50e



5.3 Additional installation options

It is possible to finish the chimney breast in several ways. Use the instructions outlined in the following (sub)paragraphs in combination with their corresponding measurements.



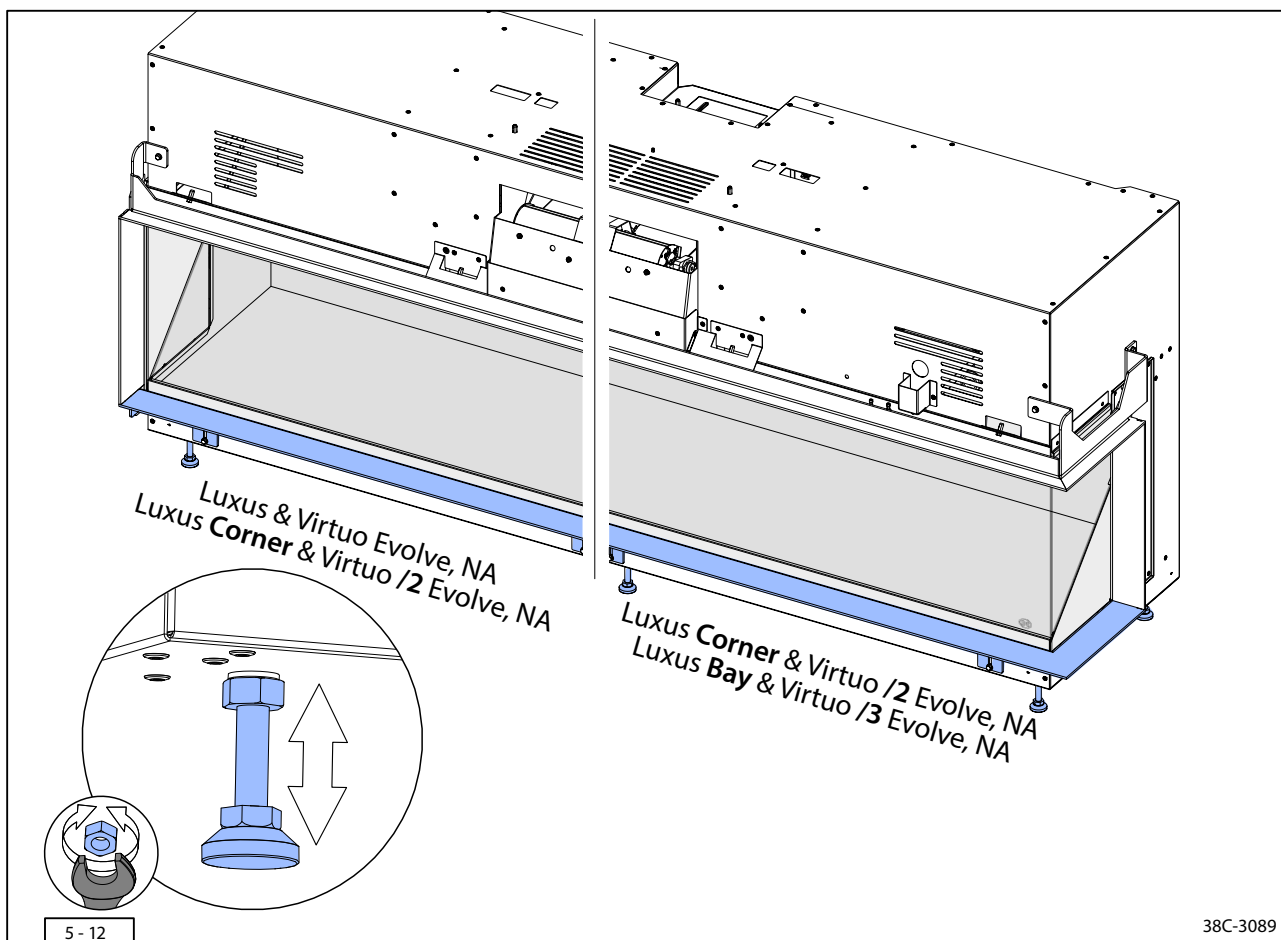
WARNING

(Structural) materials that are directly in front of the appliance must be able to resist temperatures of at least 212°F [100°C], while materials located to the sides of the appliance must be able to resist temperatures of at least 185°F [85°C].

5.3.1 Platform combined with lower decorative strip

Observe the instructions below for building a platform with visible lower decorative strip:

- Create a recess in the platform, in which the appliance will be placed:
 - Luxus & Virtuo Evolve, NA (Afb. 5-5, A/C)
 - Luxus **Corner** & Virtuo /2 Evolve, NA (Afb. 5-8, A/C)
 - Luxus **Bay** & Virtuo /3 Evolve, NA (Afb. 5-11, A/C)
- Adjust the height of the appliance, so that the top side of the platform connects to the bottom side of the lower decorative strip. Use the adjustable feet under the appliance for this (fig. 5-12).



5.3.2 Platform adjacent to the glass

To connect the platform to the glass pane, the decorative strip should be lowered. Take the following into account:



WARNING

- Do not allow the weight of the platform to rest on the appliance and/or lower decorative strip.



CAUTION

- Ensure the lower decorative strip is level after adjustment (fig. 5-13, step 2).



NOTICE

- The maximum material thickness of a platform is 30mm.
- Ensure 5mm space between the platform and glass pane strip.



Create a recess in the platform, in which the appliance will be placed:

Luxus & Virtuo Evolve, NA (Afb. 5-5, B/D)

Luxus **Corner** & Virtuo /2 Evolve, NA (Afb. 5-8, B/D)

Luxus **Bay** & Virtuo /3 Evolve, NA (Afb. 5-11, B/D)



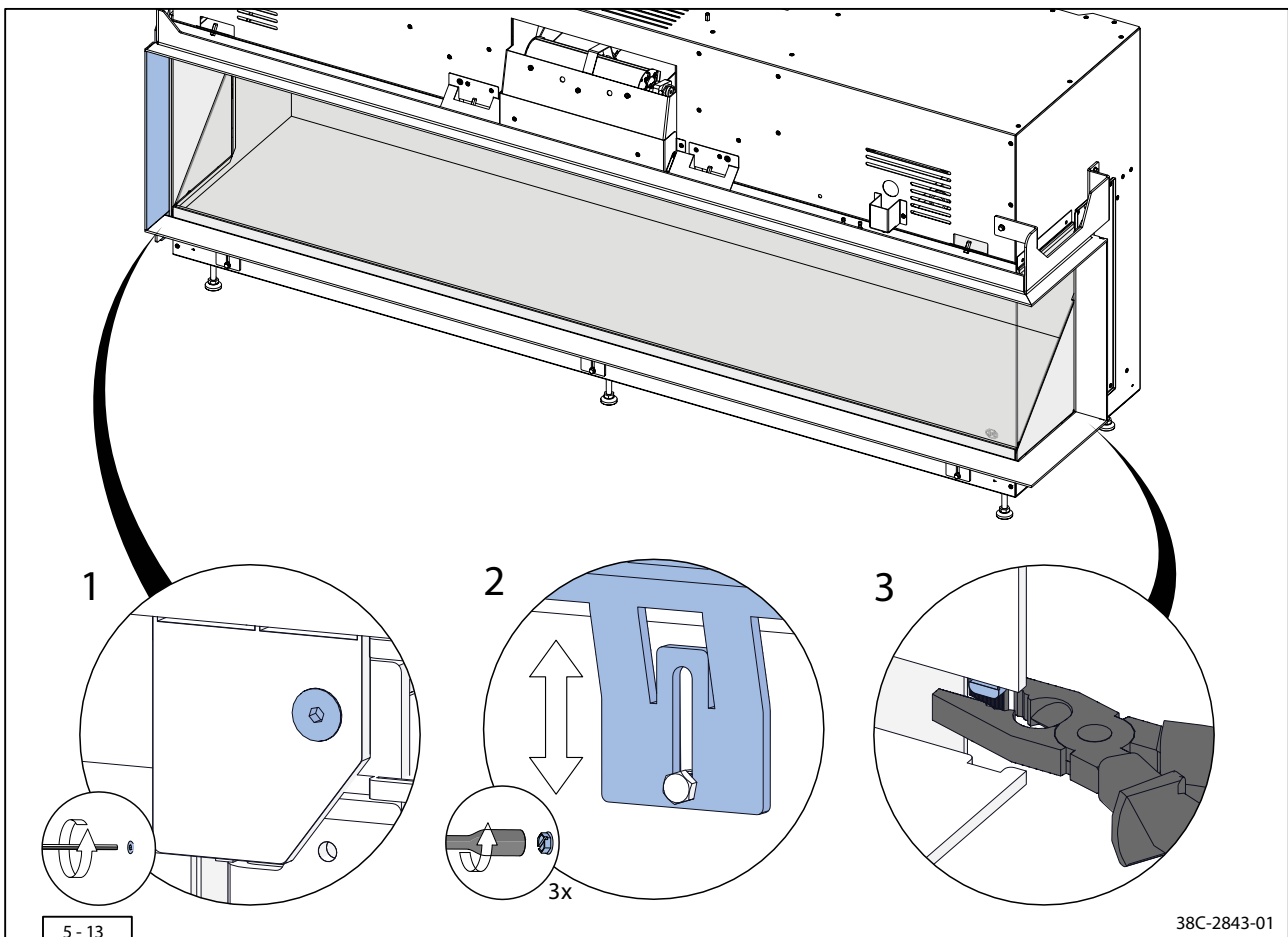
Remove the Allen screws (only Luxus & Virtuo Evolve, NA and Luxus **Corner** & Virtuo /2 Evolve, NA models) on both sides of the lower decorative strip. (fig. 5-13 step 1)



Lower the lower decorative strip (see fig. 5-13 step 2) by loosening the screws by a few turns. Place the lower decorative strip at the required height and tighten the screws again.



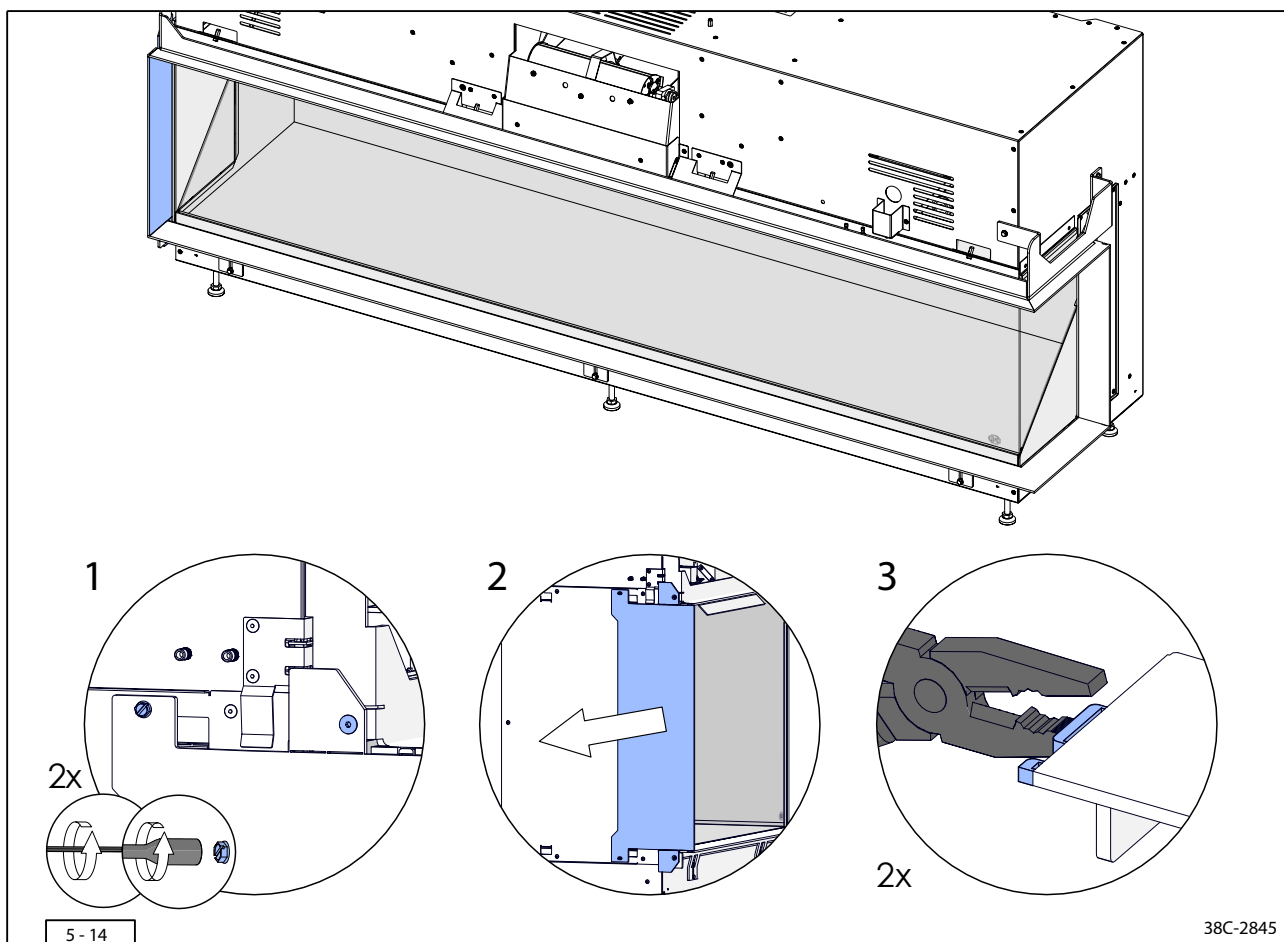
Remove the centring ring at the bottom of the vertical decorative strip by breaking it off at the front (fig. 5-13 step 3)

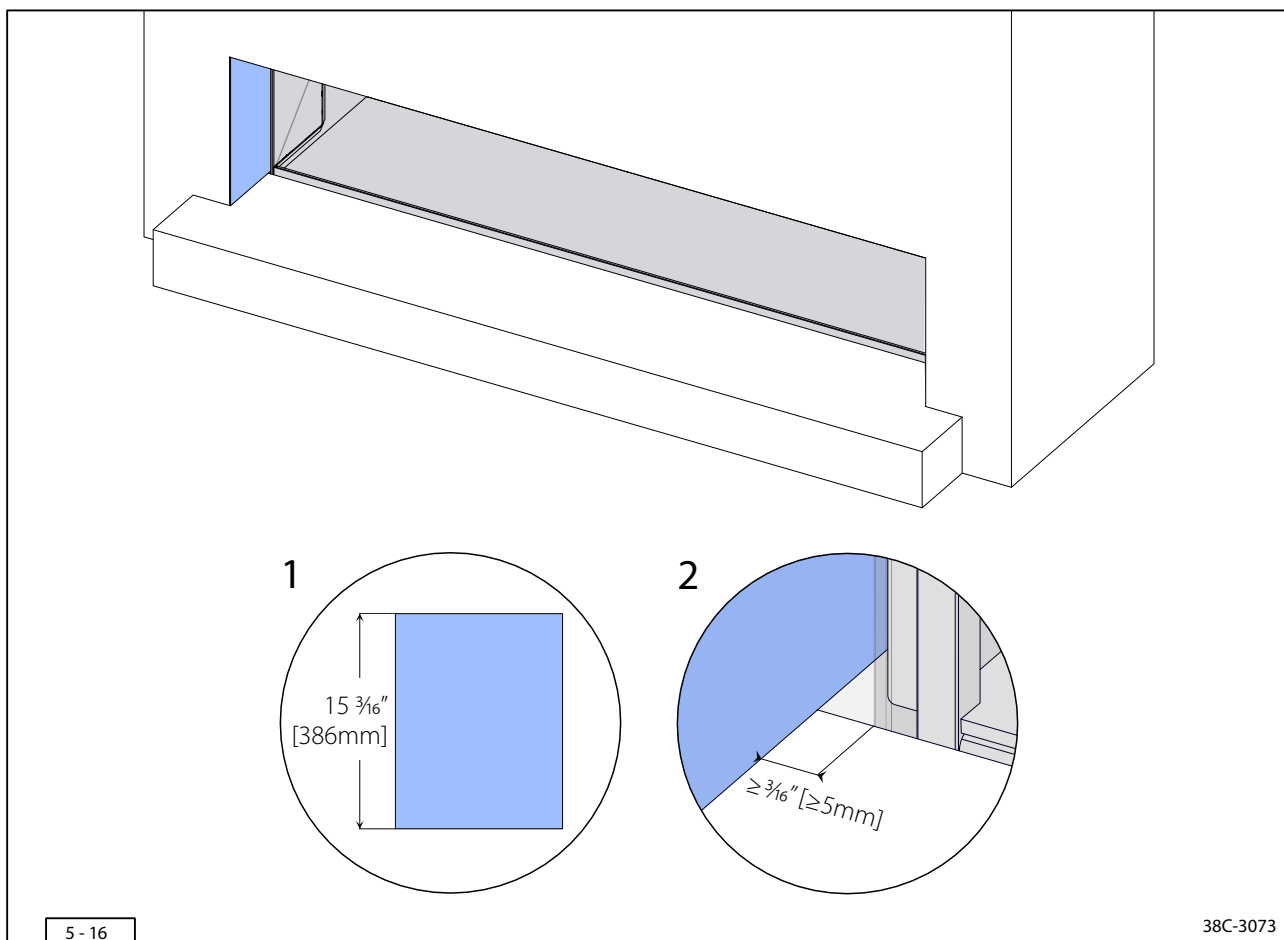
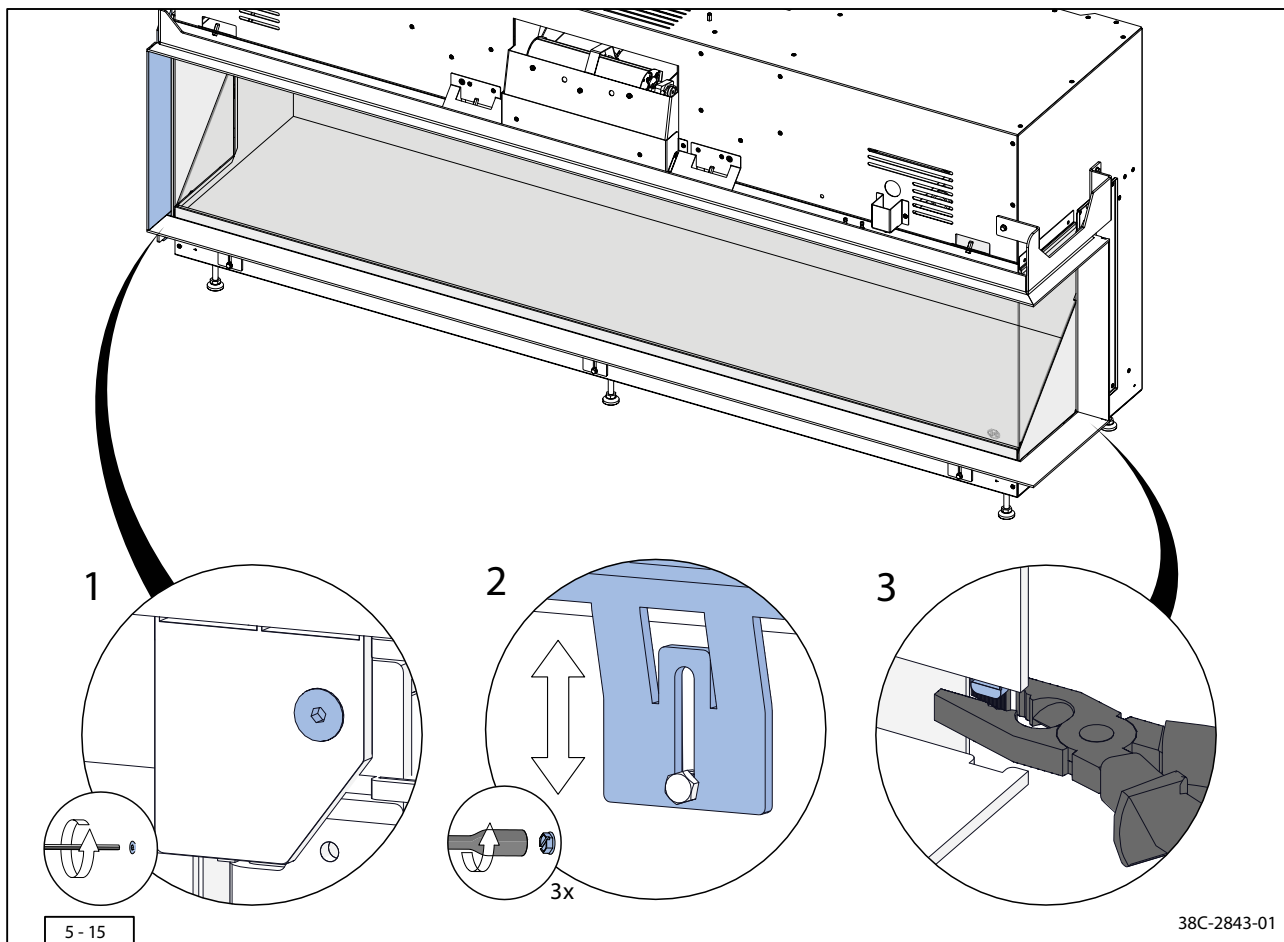


5.3.3 Side wall adjacent to the glass

In case of a Luxus & Virtuo Evolve, NA and Luxus Corner & Virtuo /2 Evolve, NA appliance, it is possible to have the side wall of the chimney breast adjacent to the glass pane (fig. 5-16). For this, proceed with the following instructions:

- Remove the vertical decorative strip on the left and/or right side by removing the 2 recessed-head screws and nuts (fig. 5-14, steps 1 & 2).
- Remove the centring cams from the lower and upper decorative strip by breaking them off (fig. 5-14 step 3).
- Remove the Allen screws on both sides of the lower decorative strip. (fig. 5-15 step 1)
- Lower the lower decorative strip (see fig. 5-15 step 2) by loosening the screws by a few turns. Place the lower decorative strip at the required height and tighten the screws again.
- Remove the centring ring at the bottom of the vertical decorative strip by breaking it off at the front (fig. 5-15 step 3)
- Make sure the side wall to be placed has the correct dimensions (fig. 5-16, step 1).
- Ensure a space of at least 5mm between the side wall and the glass pane (fig. 5-16, step 2)





5.3.4 Back wall adjacent to the glass

In case of a Luxus **Corner & Virtuo /2** Evolve, NA and Luxus **Bay & Virtuo /3** Evolve, NA appliance, it is possible to have the back wall of the chimney breast adjacent to the glass pane (fig. 5-19). For this, proceed with the following instructions:



WARNING

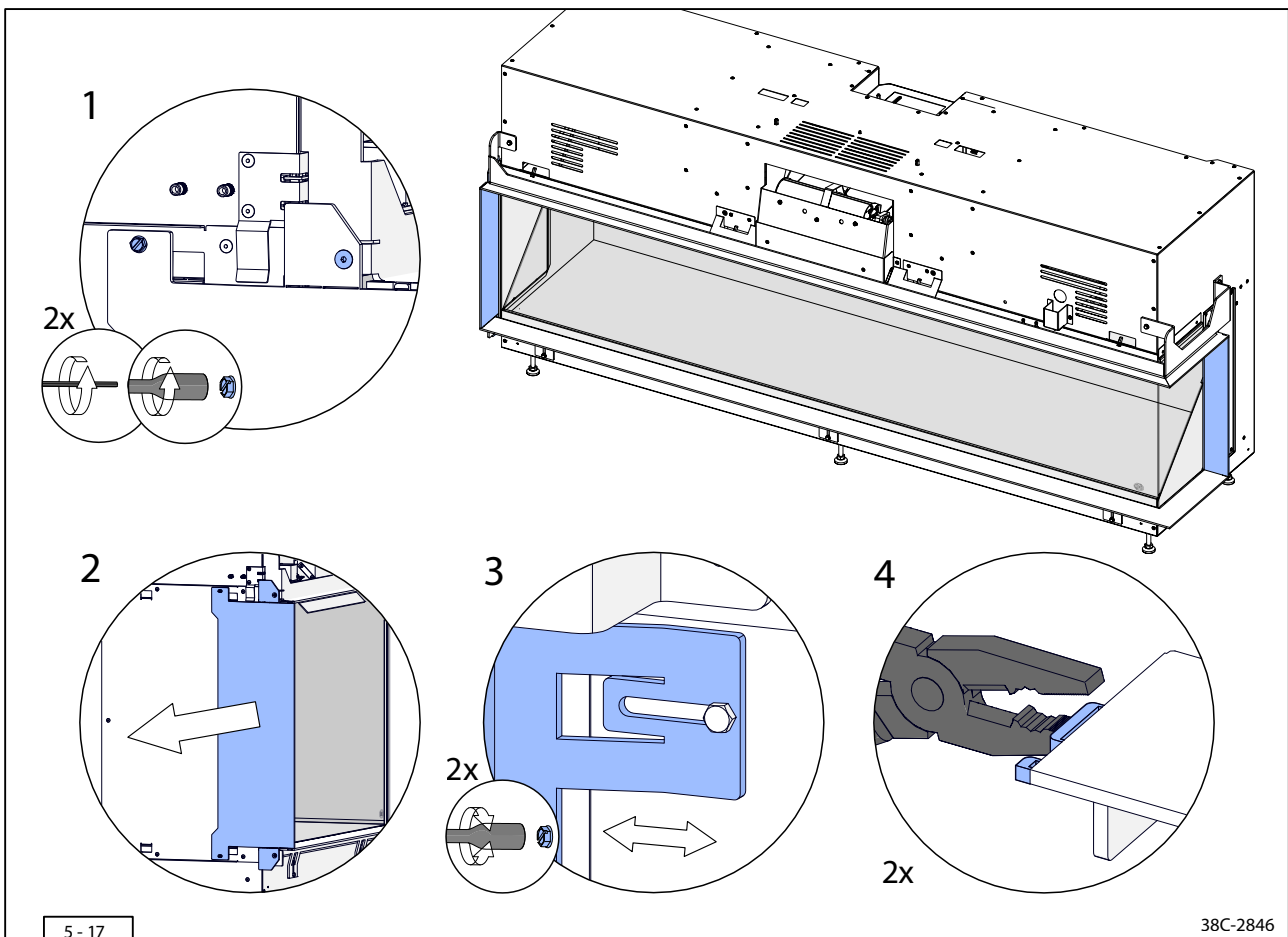
Ensure a space of at least $\frac{3}{16}$ " [5mm] between wall and glass pane. (Fig. 5-19 step 3).

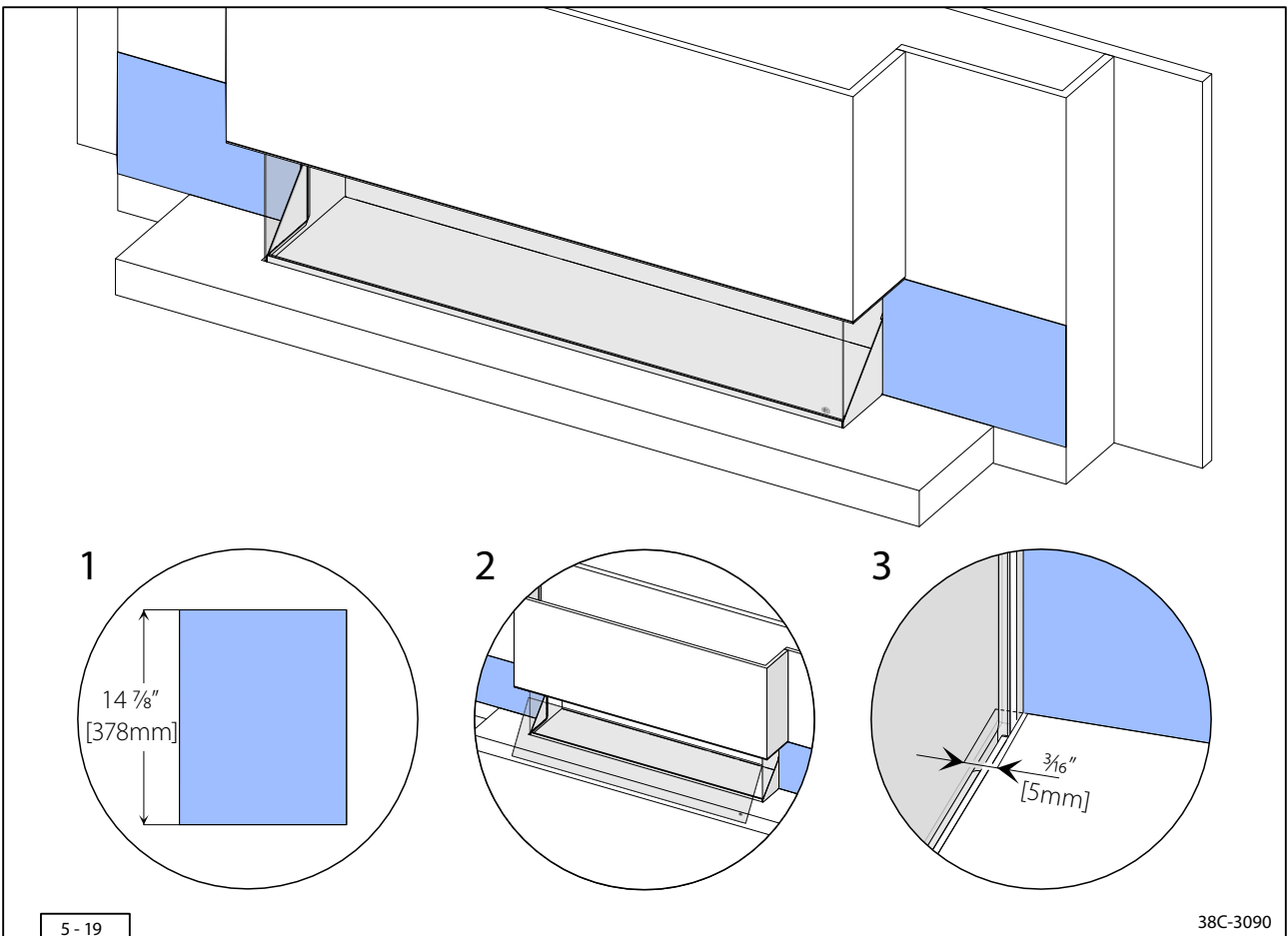
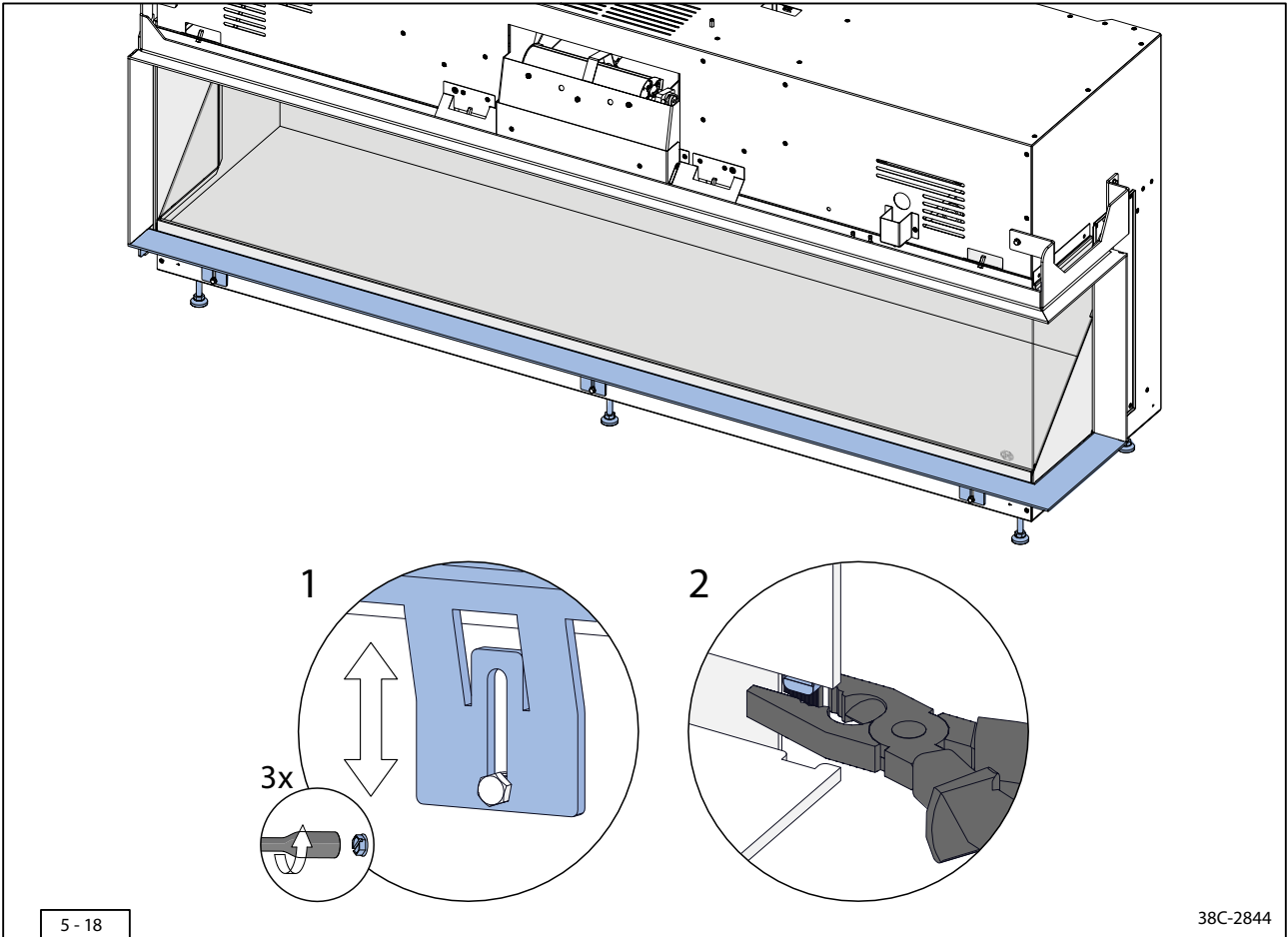


NOTICE

In case of a chimney breast with false wall, it is possible to have the interior plate of the appliance continue on the wall (fig. 5-19).

- Remove the vertical decorative strip on the left and/or right side by removing the 2 recessed-head screws and nuts (fig. 5-17, steps 1 & 2).
- Adjust the vertical construction frame(s) to the required depth (fig. 5-17 step 3).
- Remove the centring cams by breaking them off (fig. 5-17 step 4).
- Adjust the horizontal construction frame to the required depth (fig. 5-18 step 1).
- Remove the centring cams by breaking them off (fig. 5-18 step 2).
- Make sure the back wall to be placed has the correct dimensions (fig. 5-19 step 1).
- Place the wall between the upper and lower decorative strip (Fig. 5-19 step 2).





6. The appliance

38D-0015

6.1 Glass panes

The wood set and monitor(s) are supplied separately. These can be fitted after the glass panes and projection plate are removed. After placement of the wood set, projection plate and monitor(s) (see sections 6.2, 6.3 and 6.4), it is possible to place the glass panes:



WARNING

- Avoid damaging the glass panes during removal/placing. **NEVER** use a damaged, cracked or broken pane.
- **ALWAYS** confirm proper adherence between the suction cup(s) and the glass pane before lifting.

6.1.1 Removing the front glass pane

Observe the following instructions for removing the front glass pane (see fig. 6-1).

- Place the suction cup on the glass pane and confirm proper adherence.
- Unscrew the bolts of the glass strip on the top side and remove them together with the glass strip;
- Properly hold the glass pane on both sides or the suction cup;
- Tilt the top of the glass pane towards you;
- Carefully lift up the glass pane and tilt the bottom of the glass pane towards you;
- Remove the glass pane.

6.1.2 Placing the glass pane

Placing the glass pane will take place in reverse order of removing the glass pane, as described above:

- Make sure that the bottom groove of the glass pane strip is free from debris before the placing the glass pane.
- Place the glass pane. Make sure the front glass pane fully connects to the side pane(s). Readjust if necessary.
- Mount the top glass strip; **DO NOT** over-tighten the bolts to prevent breaking or stripping the thread.

6.1.3 Cleaning the glass pane

For an optimum experience of the appliance, it is recommended to clean the glass pane regularly.



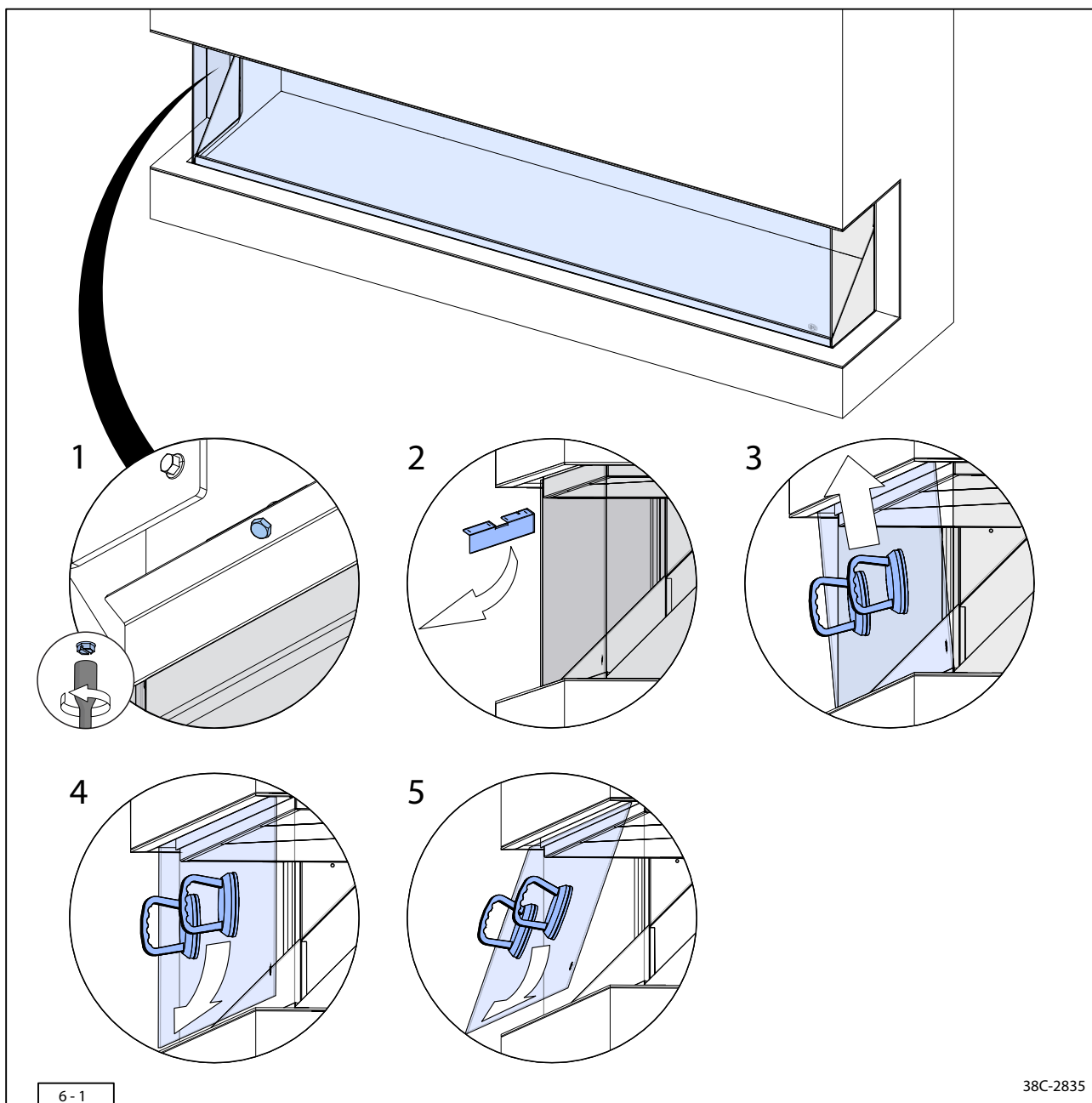
DANGER

- **DO NOT** start the cleaning process until the glass pane(s) are cooled down to room temperature.



NOTICE

- **ONLY** use a clean and damp microfibre cloth to clean the glass panes. Other (more abrasive) materials such as (kitchen) paper, steel wool can cause permanent scratches.
- Use a high-quality glass cleaner for the best result.
- **ALWAYS** wear cotton gloves during the cleaning process to prevent the introduction of new fingerprints.



6.2 Projection plate

After placement of the wood set (see section 8.6), it is possible to place the projection plate. Place the projection plate exactly as described for an optimum flame picture.



WARNING

- **ALWAYS** confirm proper adherence between the suction cup(s) and the glass pane before lifting.



NOTICE

- Place the projection plate slowly and carefully in the appliance to prevent damage.
- Using different cleaning agents and means could permanently damage the projection plate.
- Use the provided suction cup(s) to prevent leaving fingerprints and damaging the projection plate.
- Ensure minimum downward pressure on the projection plate when placing the suction cups.
- Wear cotton gloves when placing, removing and cleaning the projection plate to prevent (new) fingerprints.

6.2.1 Placing the projection plate



NOTICE

When placing the **Clearview+ projection plate**: Place the projection plate in the appliance with the coating at the bottom (see fig. 6-2, step 1).

- Place the suction cups on the projection plate (see fig. 6-2, step 1).
- Lift the plate in the appliance, using the suction cups (fig. 6-2, step 2).
- Place the top side of the projection plate in the assembly bracket (fig. 6-2, step 3).
- Tilt the front of the projection plate downwards and place it in the frame (fig. 6-2, step 4).

6.2.2 Removing the projection plate

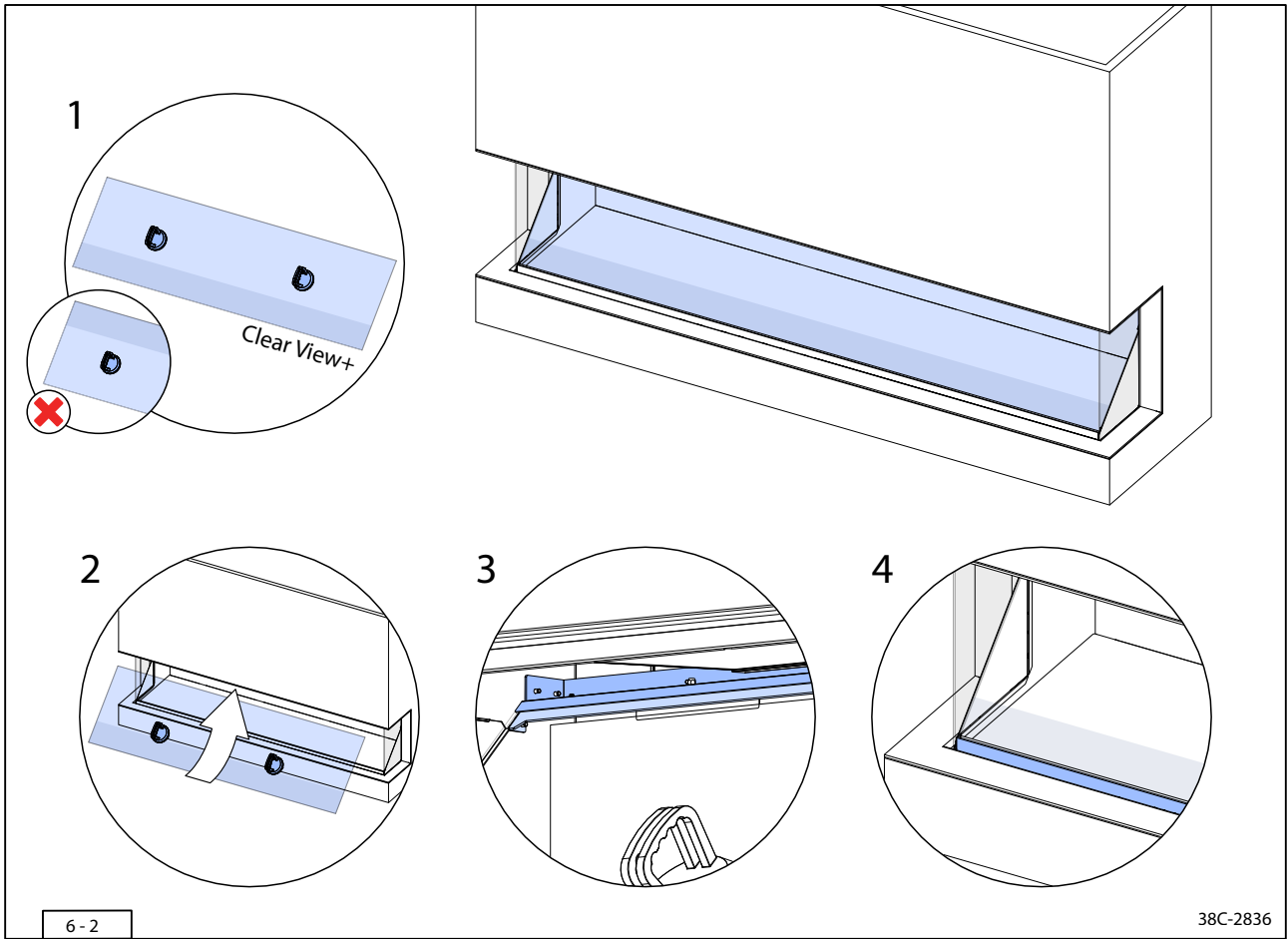
Remove the projection plate in reverse order of the placement procedure:

- Remove the glass pane from the appliance (see section 6.1).
- Place the suction cups on the projection plate (fig. 6-2, step 1).
- Lift up the projection plate using the suction cups at the front.
- Remove the projection plate.

6.2.3 Cleaning the projection plate

Contamination on the projection plate has a negative effect on the quality of the projection. Carefully observe the instructions and warnings below when cleaning the projection plate.

- Dust on the projection plate: a clean feather duster or oil-free compressed air.
- Contamination on the projection plate: DRU Spray 2 with a clean microfibre cloth.



6.3 Metal triangle

The metal triangles are optional and are supplied with the two- and three-sided appliances. These can be placed once the front glass pane and projection plate have been removed.



WARNING

- Make sure not to damage the glass panes and projection plate.

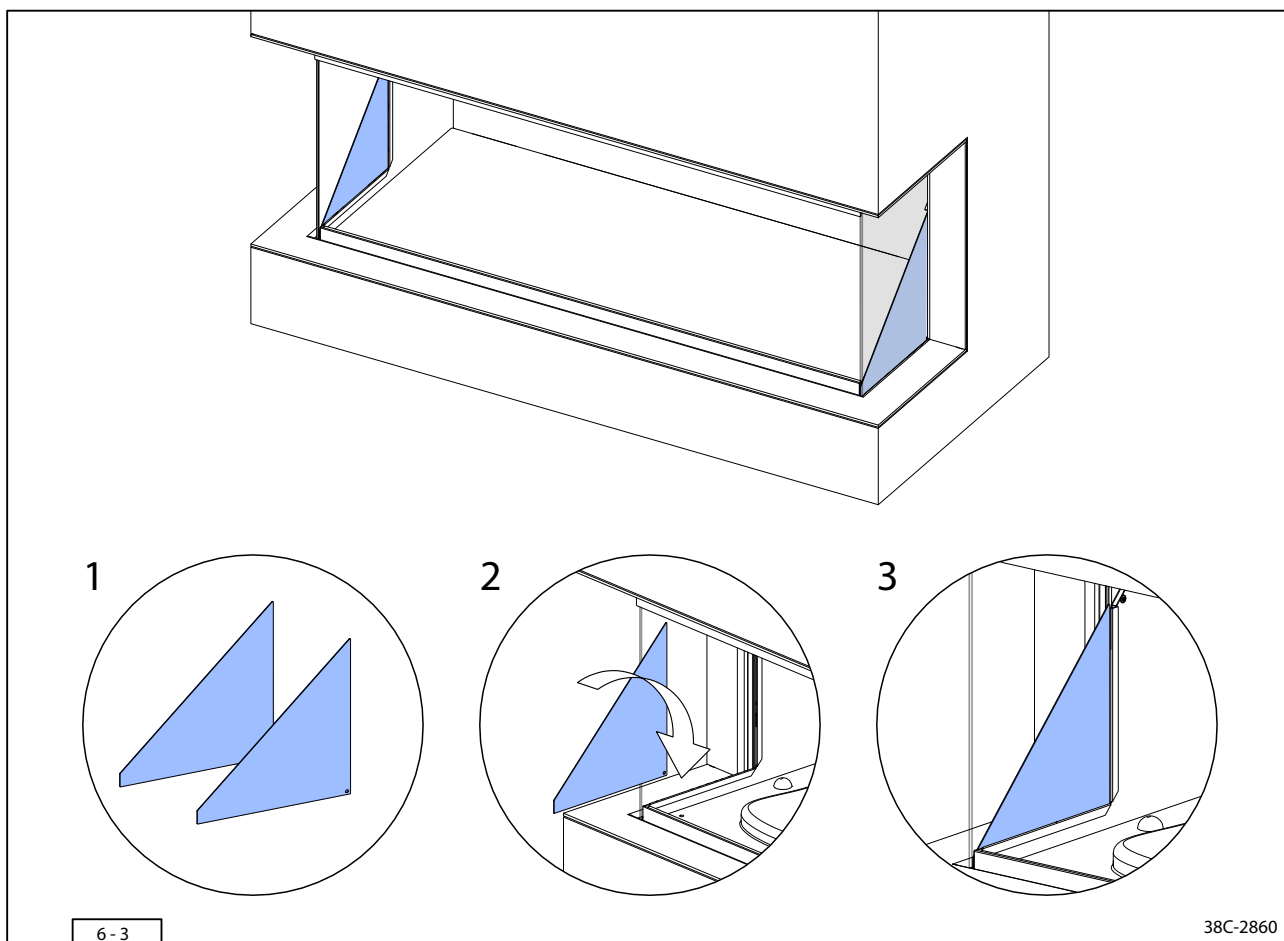


NOTICE

- The slanted side of the metal triangle must fully connect to the edge of the projection plate.

6.3.1 Placing the metal triangle

- Take the metal triangle and place it with the slanted side forwards. (fig. 6-3, step 1)
- Ensure the triangle is clamped between the side glass pane and the frame. (fig. 6-3, steps 2 and 3)



6.4 Monitors

To prevent transport damage to the monitors, they are delivered separately in protective packaging. Follow these steps to install the monitors in the appliance:



DANGER

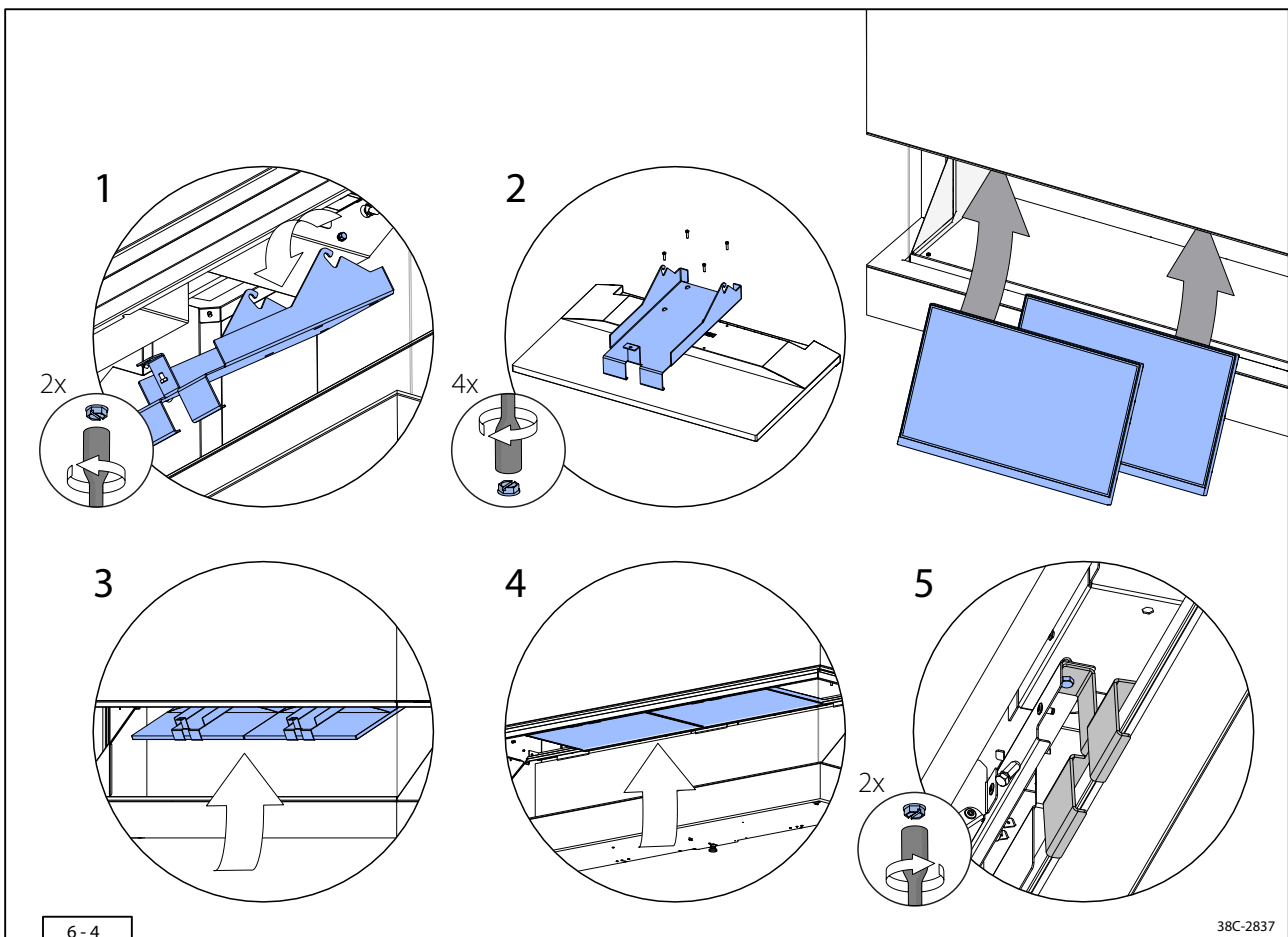
- **ALWAYS** work on a voltage-free appliance to prevent electric shock or damage to electronic components.
- Ensure no cables get clamped during installation.



NOTICE

- Make sure the HDMI cables do not make contact with the 120V power cables.

- Ensure that the appliance is voltage-free (See section 6.5).
- Disassemble the mounting brackets from the appliance by loosening the flange bolt at the front top of the appliance. Lift the mounting brackets off the hooks to remove them from the appliance (See Figure 6-4, Step 1).
- Remove the monitors from the packaging and place them face down on a soft, clean surface.
- Attach the mounting brackets to the back of the monitors using four (M4) screws (See Figure 6-4, Step 2). Ensure the brackets clamp around the top of the monitors so that the monitors are securely fastened.
- Lift the first monitor with one hand by the mounting bracket and connect the HDMI and power cables to the monitor with the other hand.
- Hang the monitor using the mounting brackets by hooking them at the top of the appliance. The monitor will now hang at an angle in the appliance (See Figure 6-4, Step 3).
- Push the front of the mounting bracket upwards and secure it with the flange bolt inside the appliance (See Figure 6-4, Steps 4 and 5).
- Repeat the previous steps for the second monitor.



6-4

6.5 Main switch

The appliance is provided with a main switch on the inside of the upper decorative strip (see fig. 6-5). This main switch can be used to switch off the entire electrical system of the appliance.



DANGER

The main switch does not make the appliance fully free from voltage.

6.6 Electric connection

The appliance is provided with a tie-wrap to create a strain relief for the power cord. This is to prevent the cord from unintentionally coming loose from the appliance. The strain relief is installed as follows:



DANGER

- **DO NOT USE** the appliance before the electric installation has been completed.
- Connect the appliance to a 120V power source. If necessary, place a wall socket in accordance with the applicable local and/or national regulations.
- This appliance is set at the factory to 120 V / 60 Hz and **MUST NOT** be adjusted. Using a different voltage or frequency is prohibited.
- When performing maintenance or repairs, make sure that the appliance is disconnected from the power source.



WARNING

- After installation, the wall socket to which the appliance is connected must be accessible at all times.
- Make sure that, in addition to the main switch on the appliance, it is easy to make the appliance free from voltage. For instance by disconnecting the plug or using a 2-pole switch placed by a recognised installer in accordance with normal regulations.
- If the power cord is damaged, it must only be replaced with an original part by: the manufacturer, an authorized service agent, or a similarly qualified person to avoid a risk of electric shock or fire.



Take the accompanying mains cord and connect it to the rear of the appliance with the three-pole plug (fig. 6-5, step 1).



Take the provided tie-wrap and lead it through the slots intended for that purpose above the connection. (fig. 6-5, step 1).



Attach the power cord to the appliance with the tie-wrap and tension the tie-wrap so that the power cord can no longer shift.



Connect the appliance to the mains by inserting the plug in the socket.

6.6.1 Grounding Instructions

This heater is equipped with a cord having a three-blade, grounding-type plug. It must be connected to a properly installed and grounded outlet.

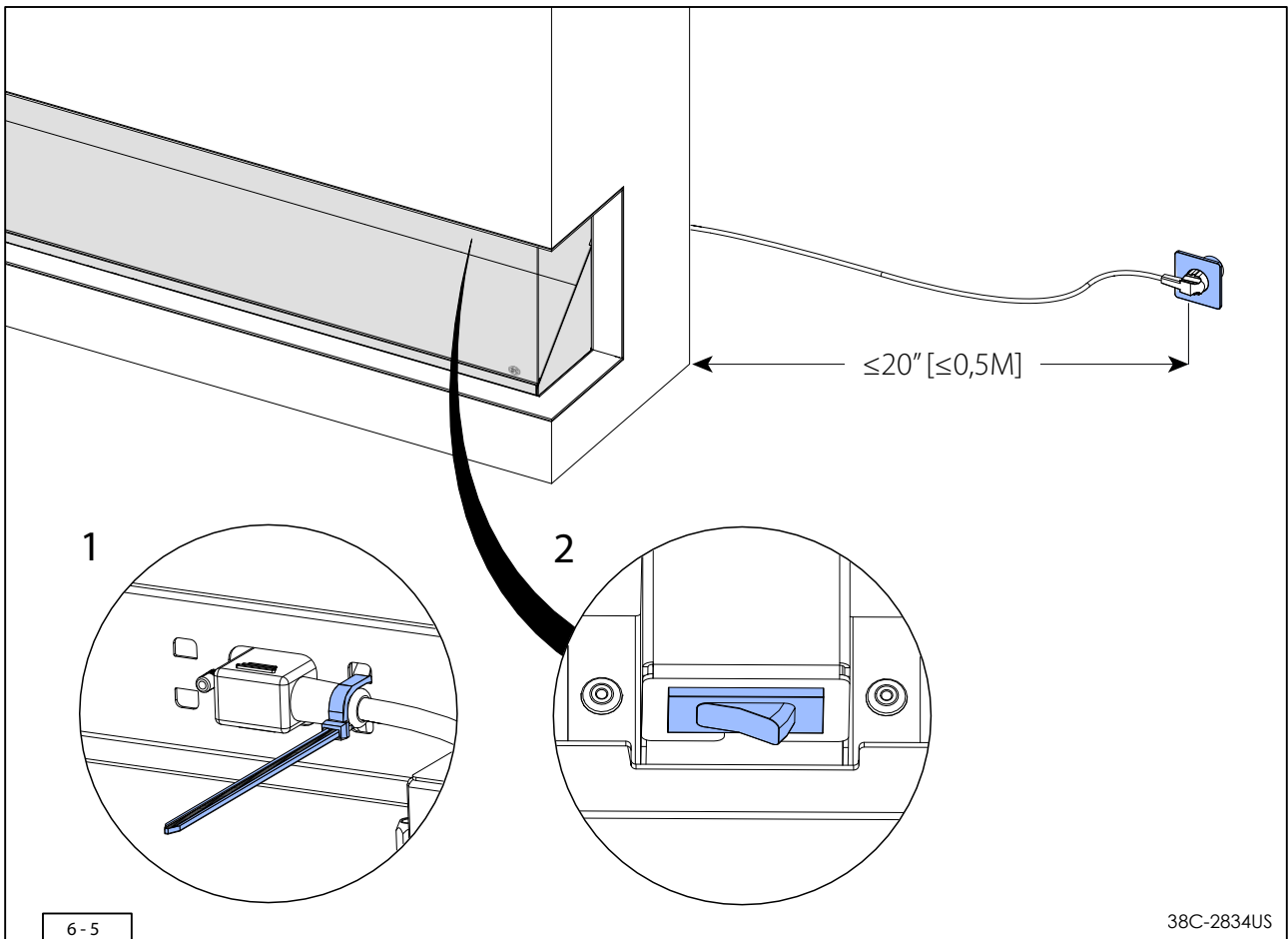


WARNING

- This appliance **MUST** be grounded.
- **DO NOT USE** an adapter if a three-slot grounded receptacle is available.

If only a two-slot receptacle is available, an adapter may be used to connect the three-blade plug to the two-slot receptacle. The green grounding lug extending from the adapter must be securely connected to a permanent ground, such as a properly grounded outlet box.

Improper connection of the equipment-grounding conductor may result in a risk of electric shock. If you are unsure whether the receptacle is properly grounded, consult a qualified electrician.



6.7 Installing the wood set

The appliance comes with a log set consisting of: logs, wood chips, chips, coals and glowing embers. Place them exactly as described for an optimal operation of the appliance.



NOTICE

- In the figures, the colour is not always shown correctly.
- **ONLY** use the supplied log set, chips and glowing embers.
- Place the logs exactly in accordance with the following description in order to achieve a correct alignment of the flame picture and the logs.

Step 1

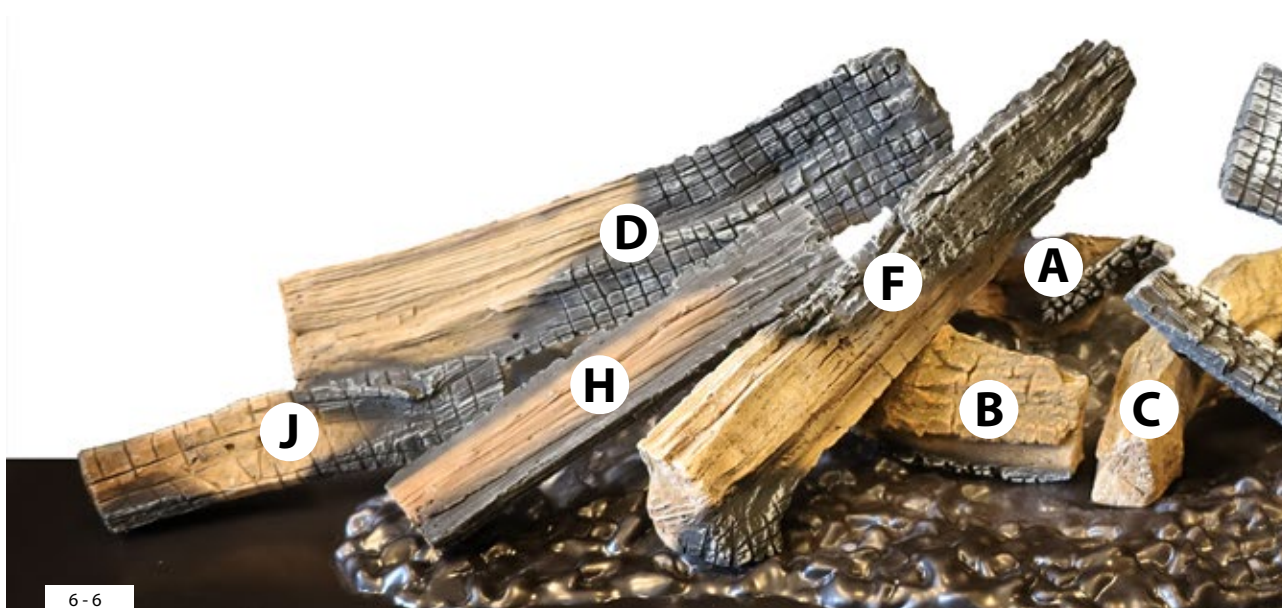
Carefully remove the wood set from their packaging. The wood set consist of the following: (fig. 6-8)

- Wood set (A - J)
- Glowing embers (K)
- Coals (L)
- Chips (M)
- Wood chips (N)

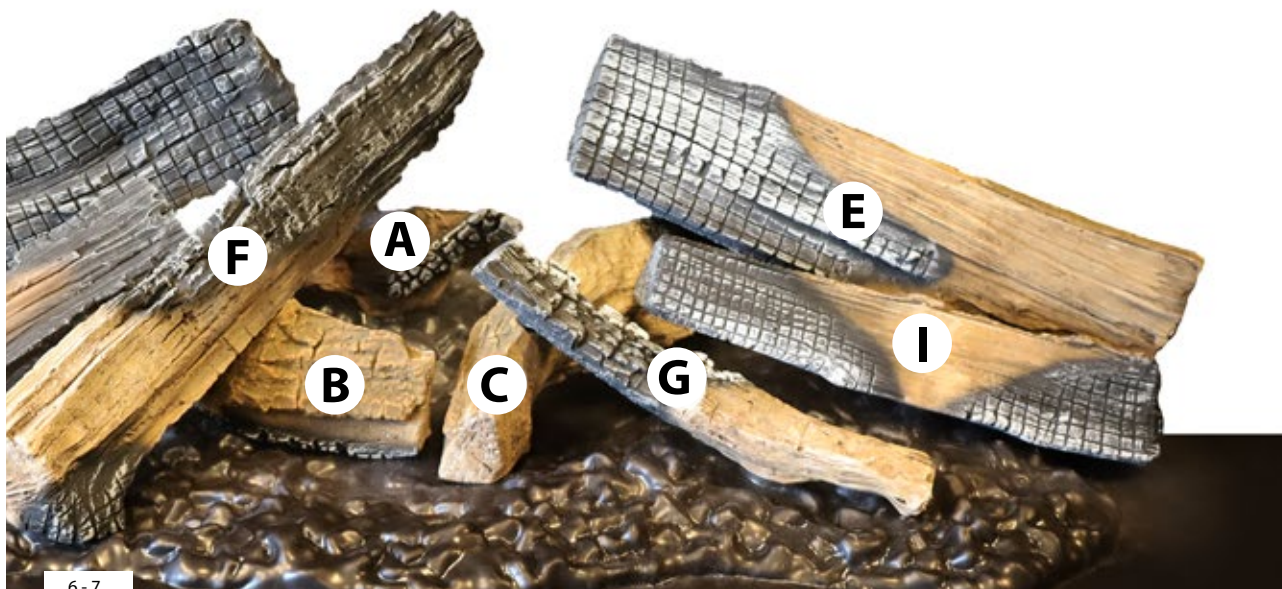


NOTICE

- When identifying logs A to J (fig. 6-8), use the color, size and burn marks on the logs.
- Log B and C look similar, pay close attention to the location of the positioning cams! (fig. 6-8)



6-6



6-7



A

P2081 KL04



B

P2082 KL12



C

P2083 KL12



D

P2084 KL11



E

P2085 KL13



F

P2078 KL04



G

P2079 KL04



H

P2067 KL04



I

P2086 KL04



J

P2066 KL04



K

6-8



L



M

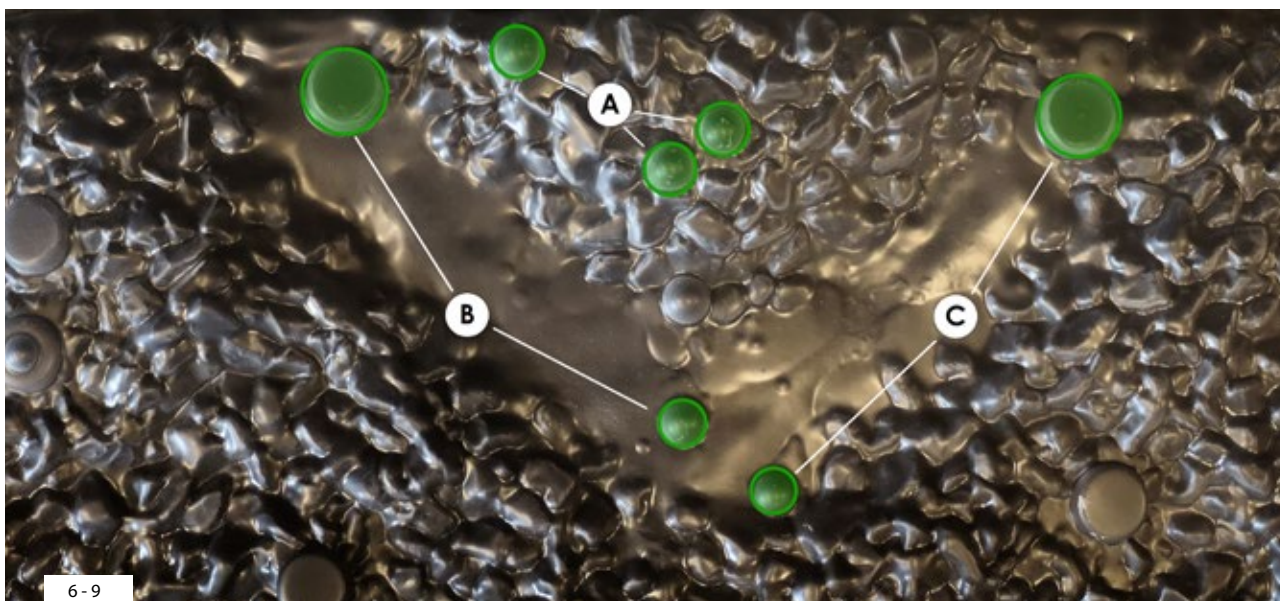


N

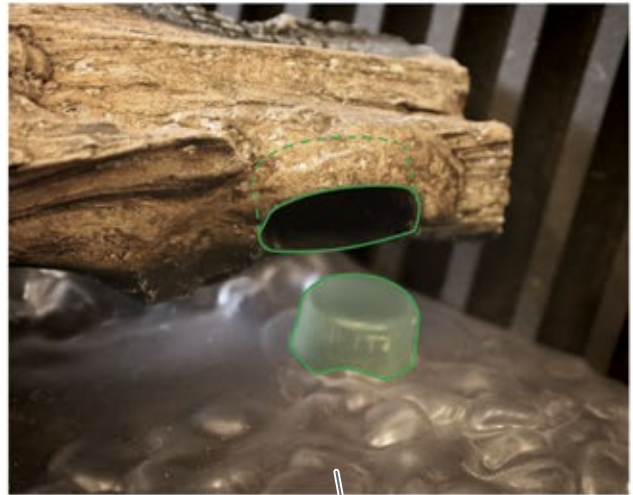
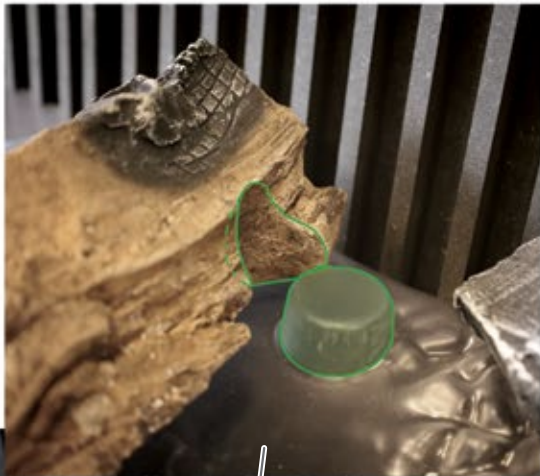
38P-0983

Step 2

- Take log A and place it on the three small positioning cams in the centre rear of the stove (fig 6-9 en 6-10).
- Then take log B and place it diagonally on the positioning cams in the middle left rear and middle left front (fig. 6-9 and 6-11).
- Take log C and place it diagonally on the positioning cams centre right rear and centre right front (fig. 6-9 and 6-11).



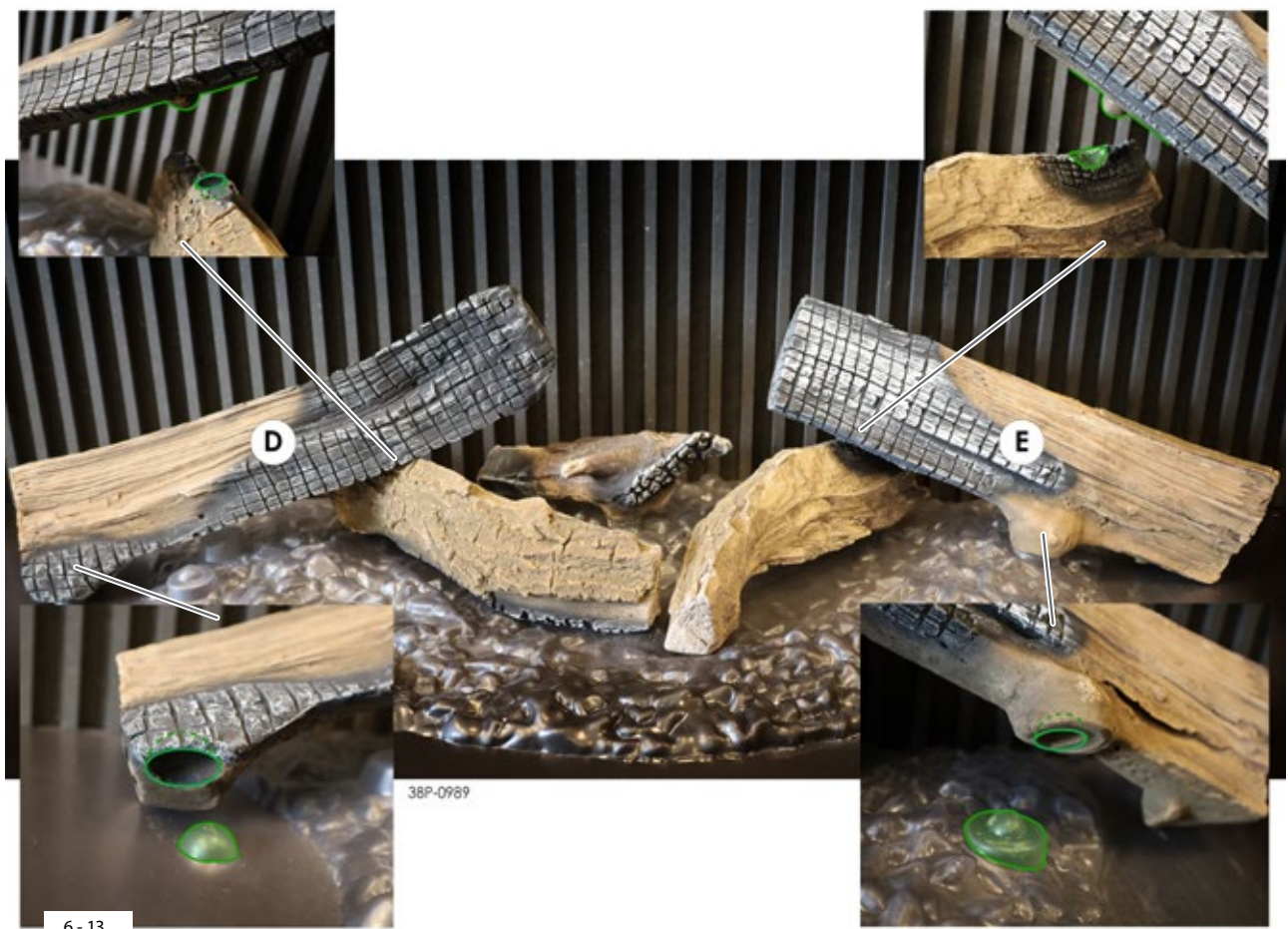
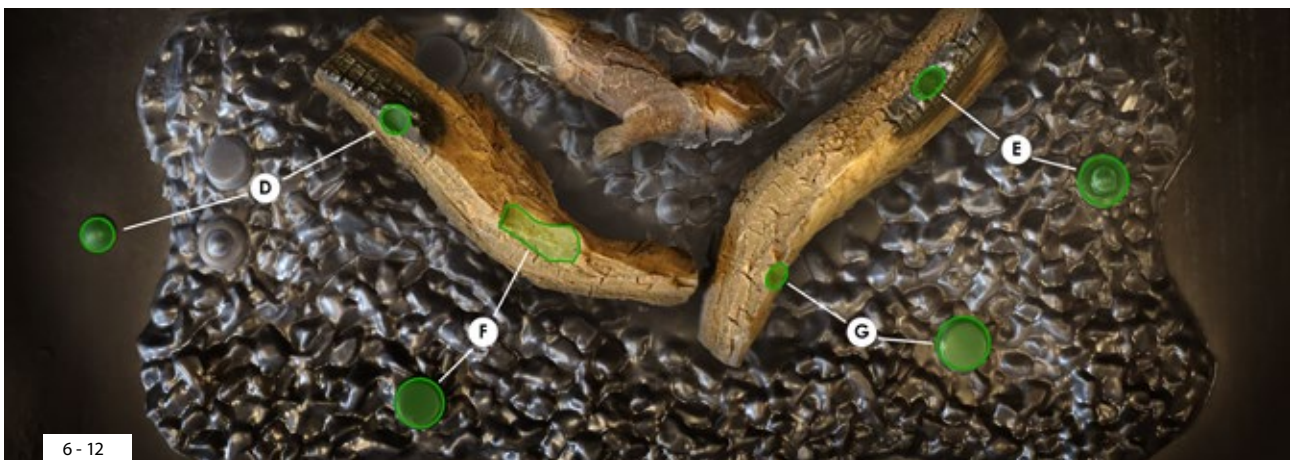
6-10

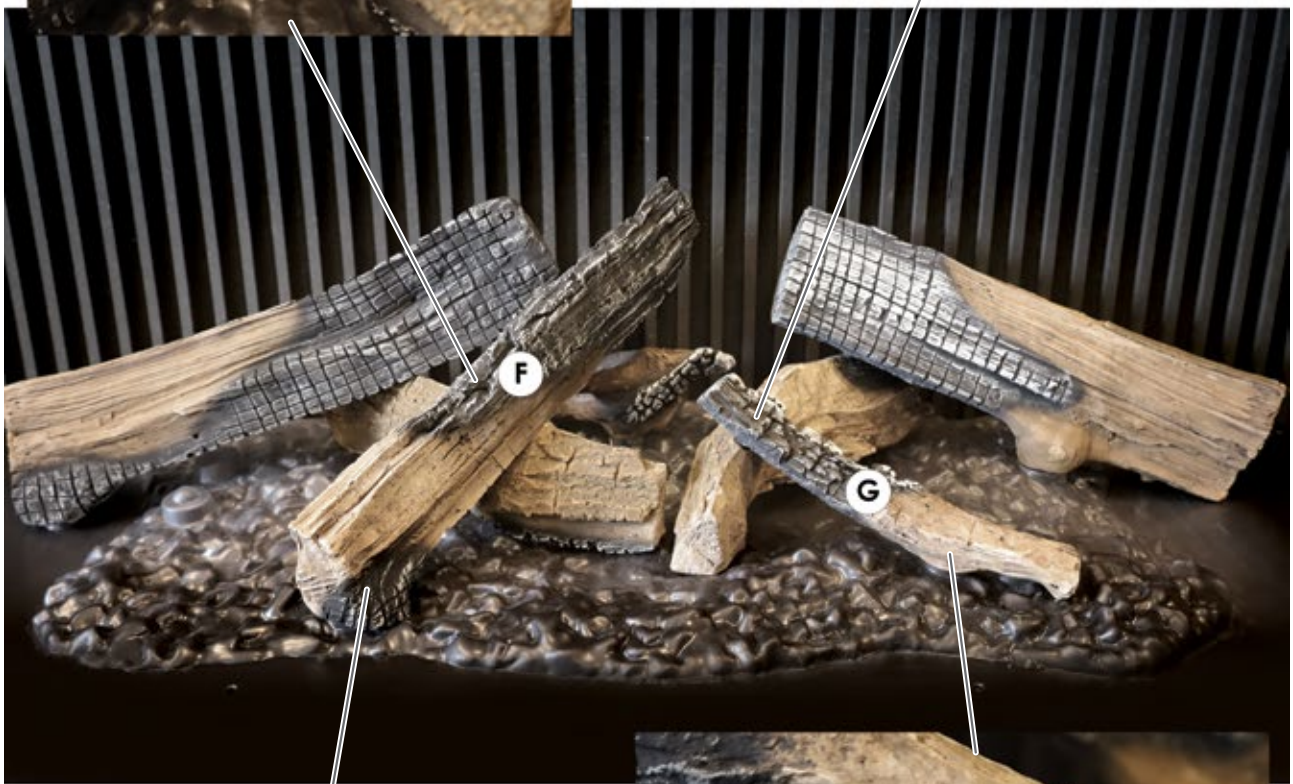


38P-0988

Step 3

- Place log D on the positioning cam on the left on the glow bed. The positioning cam at the bottom right on log D falls into the recess on log B (fig 6-12 and 6-13).
- Place log E on the positioning cam on the right on the glow bed. The positioning cam at the bottom left on log E falls into the recess on log C (fig. 6-12 and 6-13)
- Place log F on the positioning cam on the front left of the glow bed. This causes log F fits into a recess on log B (fig. 6-12 and 6-14)
- Place log G on the positioning cam on the front right of the glow bed. The positioning cam at the bottom left on log G falls into the recess on log C (fig 6-12 and 6-14).

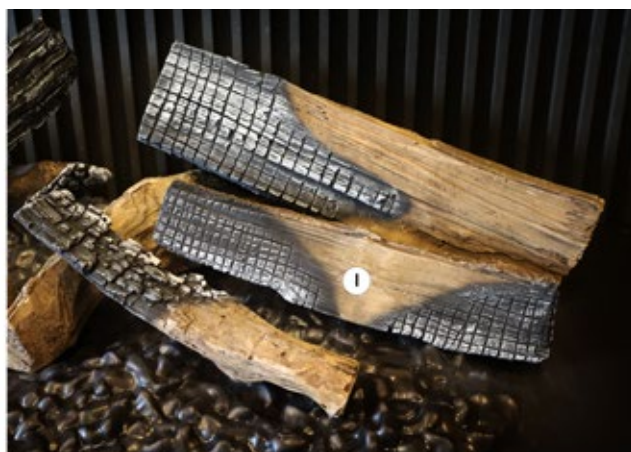
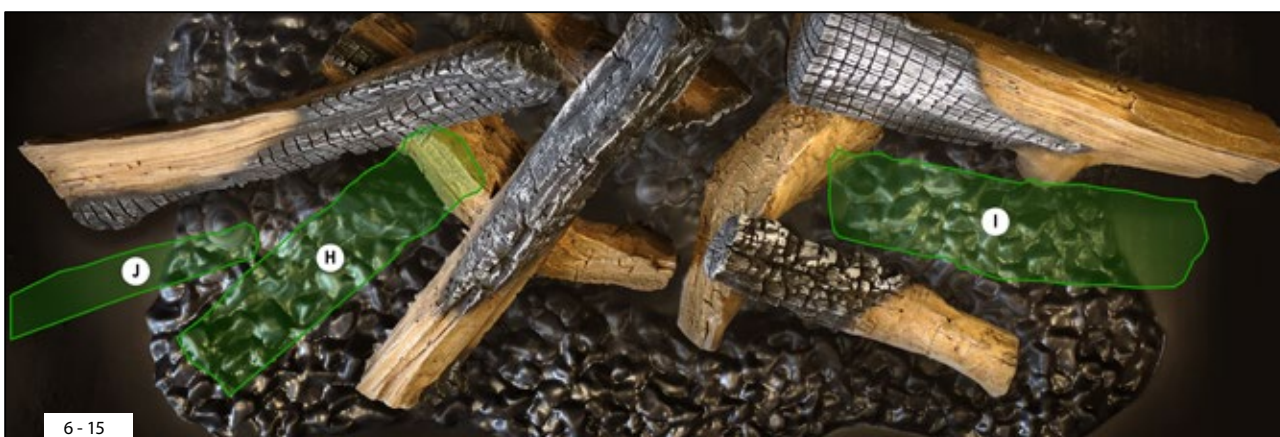




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Step 4

- Place log H to the rear left, in back of log E as shown in figure 6-15 and 6-16. Here, it is important that the log falls into the recess of the glow bed.
- Take log I and place it diagonally behind log G as shown on (fig. 6-15 and 6-16). The left side of log I rests on log C..
- Place log J right behind, in front of log D as shown on (fig. 6-15 and 6-16). This log is placed behind log H.



Step 5

- Spread out the complete set of glowing embers across the glow bed of the appliance, covering the entire elevated transparent part of the bottom. Here, it is important that the glowing embers connect properly to the logs and completely cover the transparent part of the glow bed. (fig. 6-17 and 6-18).
- To better distribute the glowing embers, it can be useful to temporarily remove logs H-I-J. Place the logs back after the glowing embers have been distributed.

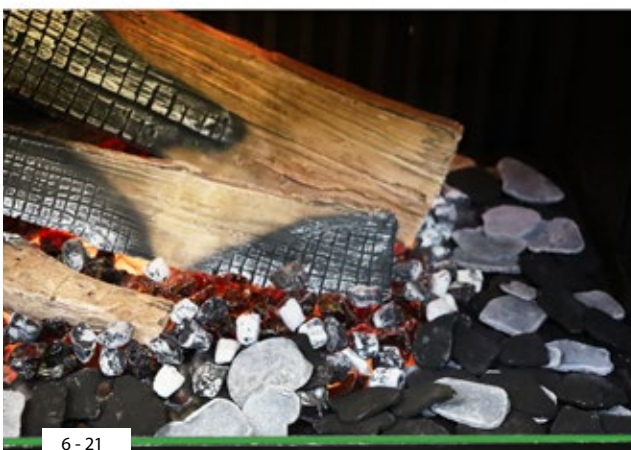
Step 6

- Take the coals and spread them out around the glowing embers in a natural-looking way. Spread out a few coals on top of the glowing embers (fig. 6-19 and 6-20)



Step 7

- Take the black chips and grey chips and spread them out in a playful and natural looking way around the glowing embers, black and grey coals and the flat section of the appliance's bottom. (fig. 6-21).
- It will look more natural if the chips are occasionally on top of one another and do not fully cover the bottom of the appliance.



Step 8

- Evenly spread out the wood chips across the glow bed. Ensure that the chips are mixed. Ensure that particularly at the front of the stove there are chips with various dimensions lying together for the best possible bottom covering. (fig. 6-22).
- After placing the wood set and projection plate, check the flame picture and adjust the placement of the logs where necessary (fig. 6-23). At completion of the installation, also ensure a proper distribution of the chips, glowing embers and black and grey coals.



WARNING

Make sure that no chips or other materials protrude over the edge. This could make it impossible to place the projection plate or glass pane or cause damage to these items (fig. 6-21).



7. Final check

38D-0008

For a good and safe operation of the appliance, the following checks must be performed prior to commissioning.

- Familiarise the end user with the appliance. Instruct him about using it for the first time, the safety measures, how the remote control works and the recommended annual maintenance. For more information, see the user manual.



DANGER

DO NOT USE the appliance before the installation has been fully completed.



WARNING

Tell the user to remove the plug from the socket in case of malfunctions/poor operation and contact the installer to prevent unsafe situations.

Some aspects to consider when explaining the operation and functions of the appliance to the end user:

- The end user knows where to find the main switch of the appliance.
- The location of the socket to which the appliance is connected is known to the end user.
- The remote control and its functions have been explained to the end user.
- The end user knows that a chimney breast with plastering should dry for at least 6 weeks before the heating element can be used.
- Cleaning the exterior of the glass panes has been explained and/or demonstrated to the end user.
- The manual has been handed over to the end user and is stored with the appliance.

8. Maintenance



DANGER

- Make sure there is no voltage on the appliance during maintenance work.
- Make sure the appliance has cooled down to room temperature and has been made free from voltage before maintenance is started.
- Only clean the glass panes once it has reached room temperature.



WARNING

- Only the original self-tapping screws, bolts and other fasteners may be used, as they ensure the appliance's earthing.
- **DO NOT** deliver the appliance when a glass pane is broken and/or cracked. Replace the glass pane.
- This appliance is factory-wired with approved harnesses and connectors. No field wiring is permitted. For service and replacement, use only original harnesses and connectors supplied by the manufacturer. The use of non-original parts or alternative wiring (including aluminum conductors) may result in fire, electric shock, or equipment failure.



NOTICE

- Always perform a final check prior to the moment of delivery.
- Make sure the electronics are not damaged by static electricity.

- Inspect whether the projector plate and monitor(s) are clean and free from dust.
- Clean the glass pane(s) (if necessary).

8.1 Projection plate and monitor(s)

For an optimum flame picture in the stove, it is essential that the projection plate and display of the monitor are clean and free from stains. For this, observe the following instructions:

- Wipe the monitors with a clean and dry microfibre cloth.
- Blow off the dust with air or use a feather duster. Other materials such as (kitchen) paper, microfibre cloth, steel wool, etc., could cause scratches.



NOTICE

- Do not use any cleaning detergents.
- Always wear cotton gloves during the cleaning process to prevent the introduction of new fingerprints.

8.2 Heating element



WARNING

- When the heating element is used for the first time, odour and smoke may be generated. Vent the room properly and prevent the vapours from being inhaled.
 - The heating element is a sealed component and **MUST NOT** be cleaned, opened, or serviced by the end user.
 - Cleaning or maintenance of the heater shall **ONLY** be carried out by a qualified service technician or authorized installer.
 - The only permitted maintenance is the removal of surface dust from around the heater area.
 - Always disconnect the appliance from the power supply and ensure the heater has completely cooled before removing dust.
 - Do not use water, cleaning agents, compressed air, or tools to clean the heater element.
- Any attempt to access or clean the internal heating element may cause damage or create a safety hazard.



Do not touch the ventilator with hard objects, this may cause imbalance.



When taking the heating element in operation, switch to the highest position and allow it to heat for 20 minutes.

8.3 Parts

Components that have to be replaced are available at the distributor.

For a proper execution of maintenance, some parts must be disassembled from the appliance. This should be done with the greatest care to prevent damage to electric and mechanic components as well as visible sections of the appliance.

It is recommended to have the appliance checked, cleaned and, if necessary, repaired once per year by a skilled installer. It should at least be established that the appliance is working properly and safely. During the annual check, the following should be considered:

- Dust formation in the appliance, on the projector plate and monitor(s).
- Dust formation in the heating element.
- Quality of the earth connection



DANGER

Make the appliance fully free from voltage by removing the plug from the socket before start cleaning the heating element.



CAUTION

DO NOT TOUCH the ventilator with hard objects, this may cause imbalance.



During maintenance, clean the air inlet and convection opening with a vacuum cleaner and a soft brush.

9. End of life / Recycling

At the end of the cycle of use, the appliance must be recycled. For disposal/recycling, observe local laws and regulations at all times. In case of doubt, contact your local government for information about the available collection streams.



DANGER

Only disassemble and/or remove the appliance when it has been made free from voltage and has cooled down to room temperature.

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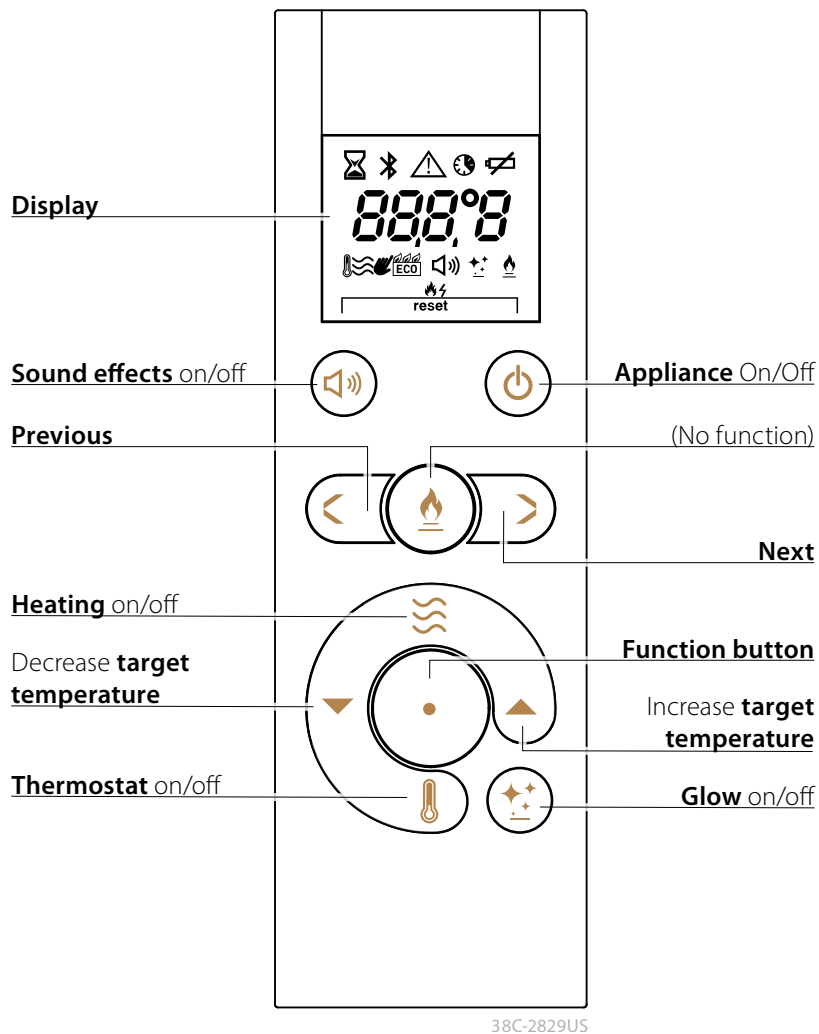
User manual

For electrical appliances with a DRU Bluetooth remote control

Store this document in a safe place

958.023.00





Button	Display	Description	Button	Display	Description
		Appliance on/off Page 57, section 5.1			Error message Page 60, chapter 6
		Sound on/off Page 57, section 5.5			Replace batteries Page 55, section 4.1.1
		Heating on/off Page 57, section 5.6			Bluetooth pairing mode Page 56, section 4.1.2
		Thermostat on/off Page 58, section 5.7			Remote control firmware update Page 59, section 5.10
		Glow on/off Page 57, section 5.4			Signal strength Page 60, section 6.2
		Temperature display The currently measured room temperature			Resetting the appliance Page 61, section 6.3
		Connection lost Page 59, section 5.10			Disconnecting Page 57, section 5.1
		Action in progress An action is being performed			Celsius/Fahrenheit Switch Page 59, section 5.9
		Bluetooth connection status Page 56, section 4.1.2			Remote control pairing Page 56, section 4.1.2
		Time schedule on/off Page 58, section 5.8			

1. Introduction

This appliance is manufactured by DRU. DRU designs and manufactures electric and gas-fired heating appliances that meet the highest standards of quality, performance, and safety, in compliance with North American certification requirements.

This manual provides instructions for the safe and proper use and maintenance of the appliance. Read this manual carefully before operating the appliance.

Installation, maintenance, and any repairs must be performed by a qualified installer or service agency in accordance with all applicable national and local codes. Always verify that you are using the latest version of this manual at www.ambiancefireplaces.com, www.druservice.us or www.druservice.ca. The digital PDF includes an interactive index, visual index, and step-by-step checklist with direct links to relevant sections.

2. Safety

2.1 Precautions / safety instructions

This device complies with the RF exposure limits set forth by Canadian regulations.

- Carefully read this section about safety and accurately observe the measures and instructions in this manual.

2.1.1 Safety of people and animals



WARNING

- Do not leave children and persons who cannot judge the consequences of their actions alone with a appliance that is switched on.
- Place the remote control out of reach from children and persons who cannot properly judge the consequences of their actions.
- Only if supervised by an experienced person, or if instructions have been provided about how to operate the appliance and the accompanying safety risks, is it permitted to have the appliance operated by children from 8 years of age, persons with reduced physical, sensory or mental capacities and persons with lack of experience and knowledge.
- Children should not play with the appliance.
- Cleaning and user maintenance should not be performed by children without supervision.
- The appliance may only be operated by means of the remote control and/or the DRU Fire App, if the appliance is supervised.
- In case of operation by means of the thermostat function or the DRU Fire App, the appliance may be switched on without a direct command having been given. Take measures to prevent damage and unsafe situations in such cases.
- If the DRU Fire App is used, measures should be taken to avoid hacking and thus unintended activation of the appliance.
- The appliance was designed for atmospheric and heating purposes. This means that all visible surfaces, including the glass pane, can become hotter than 212°F [100°C]. It is recommended to always place a guard grille in front of the appliance when children, older people or persons with reduced physical, sensory or mental capacities are in the same room as the appliance. If these vulnerable people are regularly present in the room without supervision, a fixed guard should be made around the appliance.
- **DO NOT** dry clothes, towels, etc. on and/or near the appliance, in order to prevent fire.



CAUTION

- Avoid contact with hot parts of the appliance to prevent burns.

2.1.2 Safety through maintenance

**WARNING**

The appliance must be maintained at least once per year by a competent installer.

**CAUTION**

Allow the glass pane(s) to cool down to room temperature prior to cleaning.

**NOTICE**

Contact your dealer for the safe and correct removal of the appliance.

2.1.3 Safety related to the appliance

**DANGER**

DANGER OF ELECTRIC SHOCK: this appliance is powered by 120V ~ 60Hz.

**WARNING**

- **DO NOT** make any changes to the appliance.
- **DO NOT USE** in case of malfunctions and/or poor performance, turn-off power at the circuit breaker and contact the dealer.
- **NEVER** use the appliance in case of a broken or cracked glass pane. Remove the plug from the socket and have the glass pane replaced.
- Make sure that combustible objects and/or materials such as curtains have a distance from the appliance of at least 7 7/8" [200mm], unless indicated otherwise in the installation manual.
- If the plug or power cord are damaged, these should be replaced immediately. Have this done by a qualified person.

**NOTICE**

It is recommended to remove the batteries from the remote control in order to avoid damage resulting from leaking batteries if the appliance will not be used for an extended period of time.

3. Taking the appliance in operation

3.1 First use



NOTICE

If the chimney breast is made of stone-like materials or has been finished in stucco, it should be left to dry for at least 6 weeks before using the heater to prevent shrinkage cracks.

3.2 Protection

To prevent unsafe situations, carefully observe the following measures and instructions:



WARNING

- **DO NOT** dry clothes, towels, etc. on and/or near the appliance, in order to prevent fire;
- **DO NOT** leave children and persons who cannot judge the consequences of their actions alone with an actively heating appliance.
- Place the remote control out of reach from children and persons who cannot properly judge the consequences of their actions.



CAUTION

AVOID CONTACT with hot parts of the appliance to prevent burns;

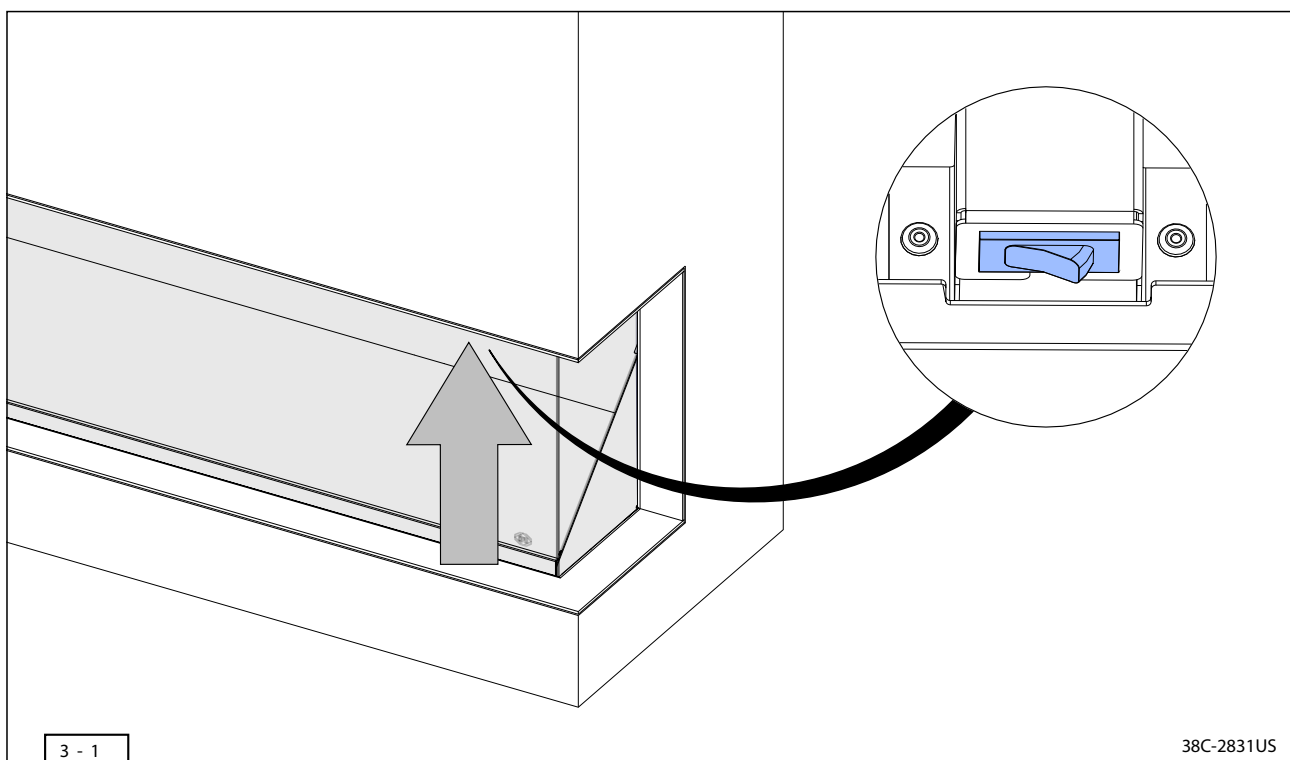
3.3 Main switch

The appliance is provided with a main switch on the inside of the upper decorative strip (fig. 3-1). This main switch can be used to switch off the entire electrical system of the appliance. Make sure the main switch is in the on position before using the fire.



DANGER

The main switch does not make the appliance fully free from voltage. **ALWAYS** remove the plug from the socket prior to cleaning and/or maintenance work inside the appliance.



3 - 1


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4. Operating the remote and Drufire App

Several methods can be used to operate the appliance. These are described in the sections below.


4.1 Preparing the remote control for use

The appliance is supplied with a remote control. Its functions and possibilities are described in the following subsections.

The  symbol on the display of the remote control shows the current status of the connection with the appliance:

- Not visible: No connection with the appliance
- Flashing: Looking for connection with the appliance
- Visible: Connected with the appliance

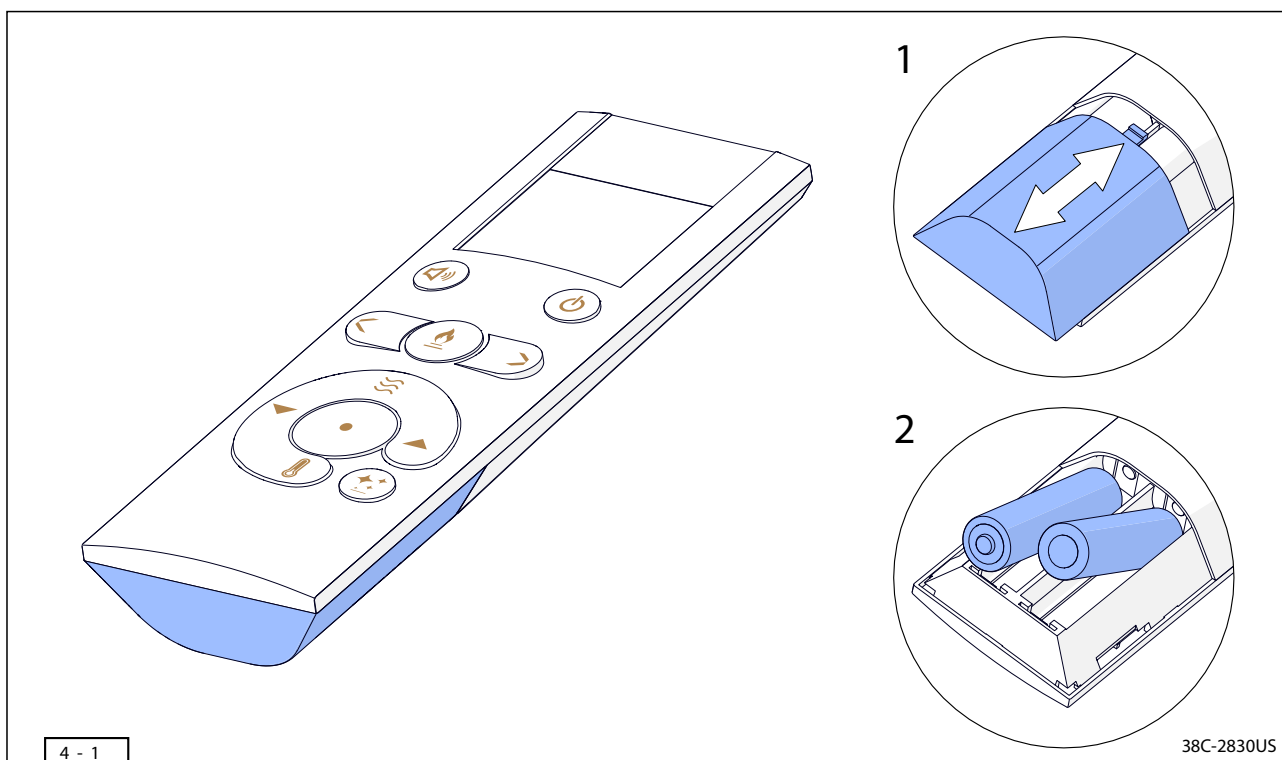
4.1.1 Placing/replacing the batteries

The remote control works with two AA alkaline batteries. When the  symbol lights up on the display, the batteries should be replaced.



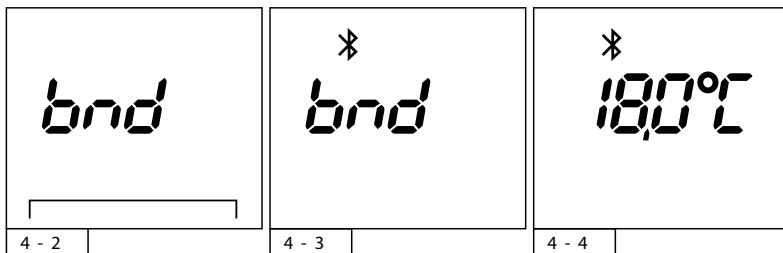
NOTICE

- It is **NOT POSSIBLE** to use rechargeable batteries.
 - If the batteries are completely empty, the display will go blank.
 - Timely replacement of the batteries also prevents possible damage to the electronic components due to leaking batteries.
 - Hand in the batteries at the collection point intended for this purpose.
- Remove the cover from the battery compartment by pushing it down lightly and sliding it down (fig. 4-1, 1).
 - Remove the old batteries from the holder (fig. 4-1, 2).
 - Place the new batteries in the holder (fig. 4-1, 2). The correct orientation of the batteries to be placed is shown on the inside of the battery compartment.
 - Place back the cover, slide it upwards and allow it to snap tight to lock (fig. 4-1, 1).



4.1.2 Pairing the remote control

Before you can use the appliance, it must be paired with the remote control. To pair the remote, proceed with the following steps:



- 💡 The remote control must be in *bnd* mode to be able to pair with the appliance (fig. 4-2). If this is not the case, see section 4.1.3 for instructions.
- Switch off the appliance and wait a few seconds.
- Switch on the appliance and wait for the sound signal. After switching on, it is possible to pair the remote control with the appliance for 5 minutes.
- Simultaneously press buttons and . During pairing with the appliance, the symbol flashes (fig. 4-3).
- When pairing has been successful, the symbol lights up continuously and the current room temperature is shown. The remote control is now ready for use (fig. 4-4).

4.1.3 Disconnecting the remote control

Follow the steps below to disconnect the remote control from the appliance:

- First press the function button immediately followed by the button. Hold down both buttons for a few seconds until the *bnd* symbol is shown on the display (fig. 4-2). The remote control is now disconnected from the appliance.
- To reconnect the remote control, see section 4.1.2.

4.2 DRU Fire App

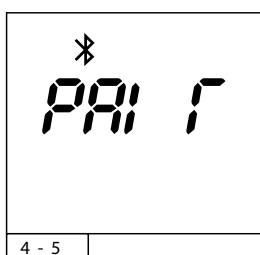
The free DRU Fire App allows you to operate the appliance via a smartphone or tablet. The DRU Fire App is available for both iOS and Android devices.



4.2.1 Pairing the DRU Fire App

Follow the steps below to pair the DRU Fire App with the appliance:

- 💡 **NOTICE**
 - The remote control must be paired with the appliance before the App can be paired with the appliance (section 4.2.2).
 - For optimum functionality and safety, it is essential to always use the latest version of the Drufire App. The same applies to the firmware of the appliance and remote control.
- Switch on the appliance with a visible flame picture.
- Set the appliance to *PAI F* mode by pressing the button on the appliance for 5 seconds (fig. 4-5).
- Open the Drufire App and follow the step-by-step instructions for pairing the App with the appliance.





5. Operating the appliance



5.1 Switching off the appliance

The appliance can be switched off by pressing the  button. The appliance will switch off immediately.


5.2 Switching on the appliance

Press the  button. The appliance will immediately start the start up cycle. When the start up cycle has been completed, the  symbol is shown on the display.

5.3 Selecting the flame picture


By means of the  and  buttons, the next or previous flame picture can be selected.

5.4 Switching the glow on/off

Glow can be switched on and off by pressing the  button.

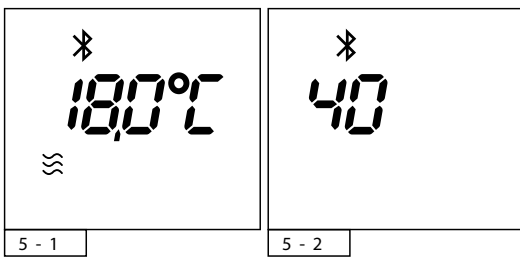
Changing colour, intensity and speed is only possible via the app.








5.5 Switching the sound on/off

The sound can be switched on and off by pressing the  button.

5.6 Manual operation of the heating

The heating element can be manually operated in 2 positions. Follow the steps below to adjust the heating:



- Press the  button to switch on the appliance.
- Press the  button to activate manual operation. The  symbol is shown on the display.
- Use the  and  buttons to set the required position. Heating position 1 for half capacity or heating position 2 for full capacity. For a few seconds, the set position remains visible on the display (fig. 5-2), after which the remote control returns to the main screen (fig. 5-1).
- The heating position can be adjusted at any time by repeating the steps described above.
- The heating element can be switched off by pressing the  button once more. The  symbol is now no longer visible.



NOTICE

If a time schedule is active and the appliance is switched on manually, the appliance will change its settings according to the time schedule in the event of a scheduled switch in the time schedule.

5.7 Thermostat mode

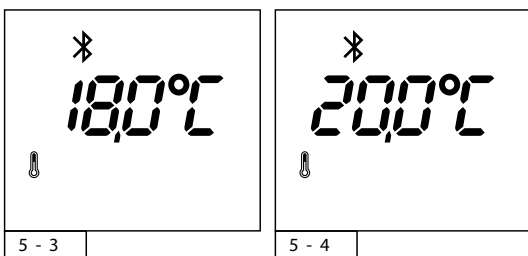
By means of the thermostat function, the heating element is switched on based on the required room temperature.

Make sure the remote control is in the same room as the appliance.



NOTICE

- The remote control contains a temperature sensor. Therefore, **ALWAYS** place it on a fixed, draught-free location with no direct sunlight.
- When the set temperature has been reached, the heating element is automatically switched off.



- Switch on the thermostat by pressing the button (fig. 5-3).
- Use the and buttons to select the required temperature. The temperature can be set between 41°F and 95°F [5°C and 35°C].
- For a few seconds, the programmed temperature remains visible on the display (fig. 5-4).
- The remote control then returns to the main screen. The current room temperature is shown (fig. 5-3).
- The symbol is shown on the display.
- The thermostat function can be switched off by pressing the button once more. The symbol is no longer visible on the remote control's display.



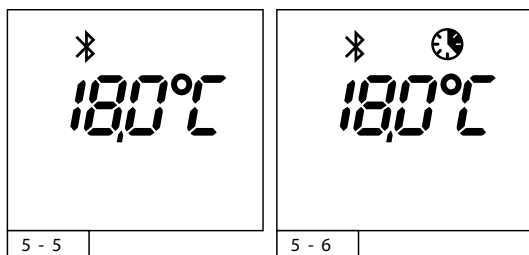
NOTICE

- The thermostat has a cycle of a couple of minutes. As a result, it may take longer before the thermostat function responds.
- If a time schedule is active and the appliance is switched on manually, the appliance will change its settings according to the time schedule in the event of a scheduled switch in the time schedule.

5.8 Time schedule

The time schedule must be set by means of the DRU Fire App. If a time schedule is active, the symbol is shown on the display of the remote control. It is possible to switch the set time schedule on and off manually, by means of the remote control:

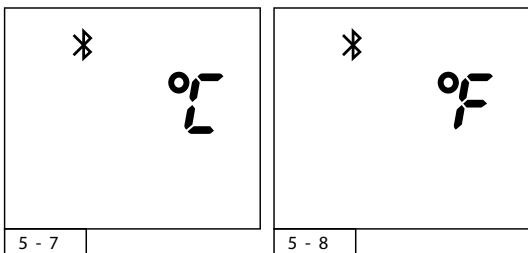
- First press the function button immediately followed by the button. When switching on, the symbol is shown on the display and when switching off it will disappear (fig. 5-5 and 5-6).



5.9 Temperature display in °C or °F

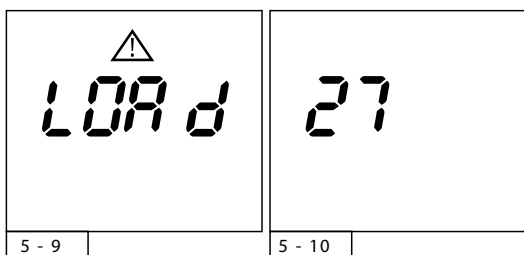
The standard temperature display is set to degrees Celsius. It is possible to change the temperature display between Celsius and Fahrenheit. Follow the steps below to do this:

- First press the function button ● immediately followed by the 🔒 button. Hold down both buttons for 3 seconds.
- The display shows the currently selected temperature unit. Use the ▲ and ▼ buttons to select the required temperature unit (fig. 5-7 and 5-8).
- Wait 2 seconds or press the 🔒 button to confirm your selection.



5.10 Updating the remote control

It is possible to provide the remote control with a software update, if such an update is available. To be able to perform this update, use of the DRU Fire App is required (section 4.1).



NOTICE

- Make sure the batteries in the remote control have sufficient power and are not removed during the update process.
- If there is no activity within a period of 20 seconds, the remote control returns to the main screen.
- To find the version number of the software on the remote control, first remove the batteries from the remote control. When the batteries are placed back, the version number is shown on the display during 3 seconds (fig. 5-10).

Proceed as follows to provide the remote control with an update:

- First press the function button ● immediately followed by the ✨ button. Hold down both buttons for 10 seconds.
- The display shows the message *LOAD* (fig. 5-9).
- Now, you are able to start the update process in the DRU Fire App. Observe the steps in the App.

6. Malfunction

6.1 Error message

The remote control has lost its connection with the appliance. This could have several causes:

- The remote control is too far removed from the appliance.


Bring the remote control nearer to the appliance.

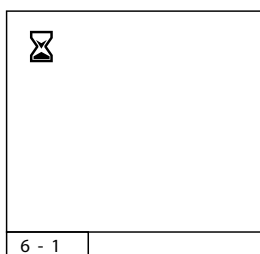
- The appliance is free from voltage.

Restore the voltage to the appliance.

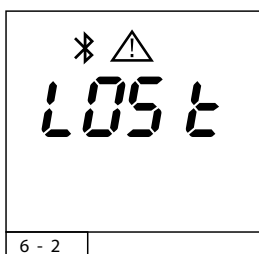


NOTICE

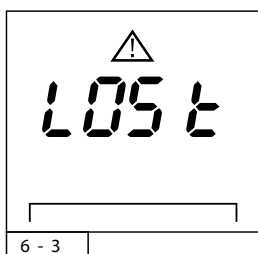
- If the signal is lost, the remote control will show an empty screen with an hourglass for the first 30 seconds (fig. 6-1). If the signal is lost for more than 30 seconds, the error message **LOST** will appear and the Bluetooth symbol  will flash on the display (fig. 6-2).
- During the above-mentioned message, the remote control continues to search for the appliance and the connection is restored when the appliance and remote control are within each other's reach again.
- If the signal is lost for more than 1 minute, the remote control will stop searching for the appliance (fig. 6-3). When a random button is pressed, the remote control will try to restore the connection between the appliance and the remote control for 1 minute.



6 - 1



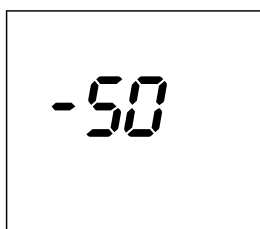
6 - 2





6 - 3

6.2 Measuring the strength of the signal

It is possible to measure the received signal strength from the appliance on the remote control. A good signal strength is between -20dB and -70dB , a poor signal strength is below -70dB . Proceed as follows to check the signal strength:



6 - 4

- First press the function button  immediately followed by the  button. Hold down both buttons for 5 seconds.
- The display shows the currently measured signal strength (fig. 6-4).



NOTICE

After 10 seconds, the display automatically returns to the main screen. Each press on any button extends this function by 10 seconds.

6.3 Factory reset

If the appliance repeatedly enters into a fault or is unable to get out of a fault, it is possible to perform a factory reset.



NOTICE

- In case of a fault, always first observe the steps in section 3.3 in order to perform a factory reset.
- Contact your dealer if faults occur repeatedly and/or return.
- In case of a factory reset, all your preferred settings and flame pictures will be removed. These can be set once more after the reset.

- First press the function button ● immediately followed by the 🔌 button. Hold down both buttons for 10 seconds to perform a factory reset.
- Remove the appliance from the Bluetooth settings of each coupled smart device and connect them again as described in section 4.3.2.

7. MAINTENANCE INSTRUCTIONS

At least once per year, the appliance must be checked for proper and safe operation by a competent installer.

All instructions described in this chapter may be performed by the end-user.



DANGER

- **BEFORE CLEANING**, make sure the power has been turned off at the circuit breaker panel and that the heating element of the heater is cool.



WARNING

- The appliance must only be maintained by a competent installer.
- In case of a broken or torn glass pane, **DO NOT USE** the appliance. Have the glass pane replaced before next use.
- **DO NOT** make any changes to the appliance.



NOTICE

- **DO NOT USE** corrosive or abrasive detergents when cleaning.
- Parts can be cleaned with water, a microfibre cloth and a mild detergent (if necessary). **DO NOT USE** Aggressive detergents (such as chlorinated or abrasive detergents) as they could lead to corrosion and/or dull spots.

7.1 Cleaning the glass pane(s)

For an optimum experience of the appliance, it is recommended to clean the glass pane regularly.



CAUTION

- **DO NOT CLEAN** the glass pane(s) before it is cooled down to room temperature.
- Avoid damage to the glass pane(s).



NOTICE

- Use a damp microfibre cloth. Other materials such as (kitchen) paper, steel wool, etc., could cause scratches.
- Use a high quality glass cleaner and a microfibre cloth for the glass panes and projection plate.
- Wear cotton gloves during cleaning to prevent the introduction of new fingerprints.

7.2 Cleaning the heater



WARNING

- The heating element is a sealed component and **MUST NOT** be cleaned, opened, or serviced by the end user.
- Cleaning or maintenance of the heater shall **ONLY** be carried out by a qualified service technician or authorized installer.

8. Environment

8.1 General

Packaging materials should be disposed of via the waste streams intended for that purpose.



NOTICE

DO NOT throw away empty batteries as residual waste. Hand them in at the collection point intended for that purpose.

8.2 Appliance

The appliance must be processed in a responsible method intended for that purpose.



NOTICE

- Do not place the appliance with unsorted waste, but bring it to a collection point intended for that purpose.
- Contact your (local) council for information about the available collection streams.

9. Warranty

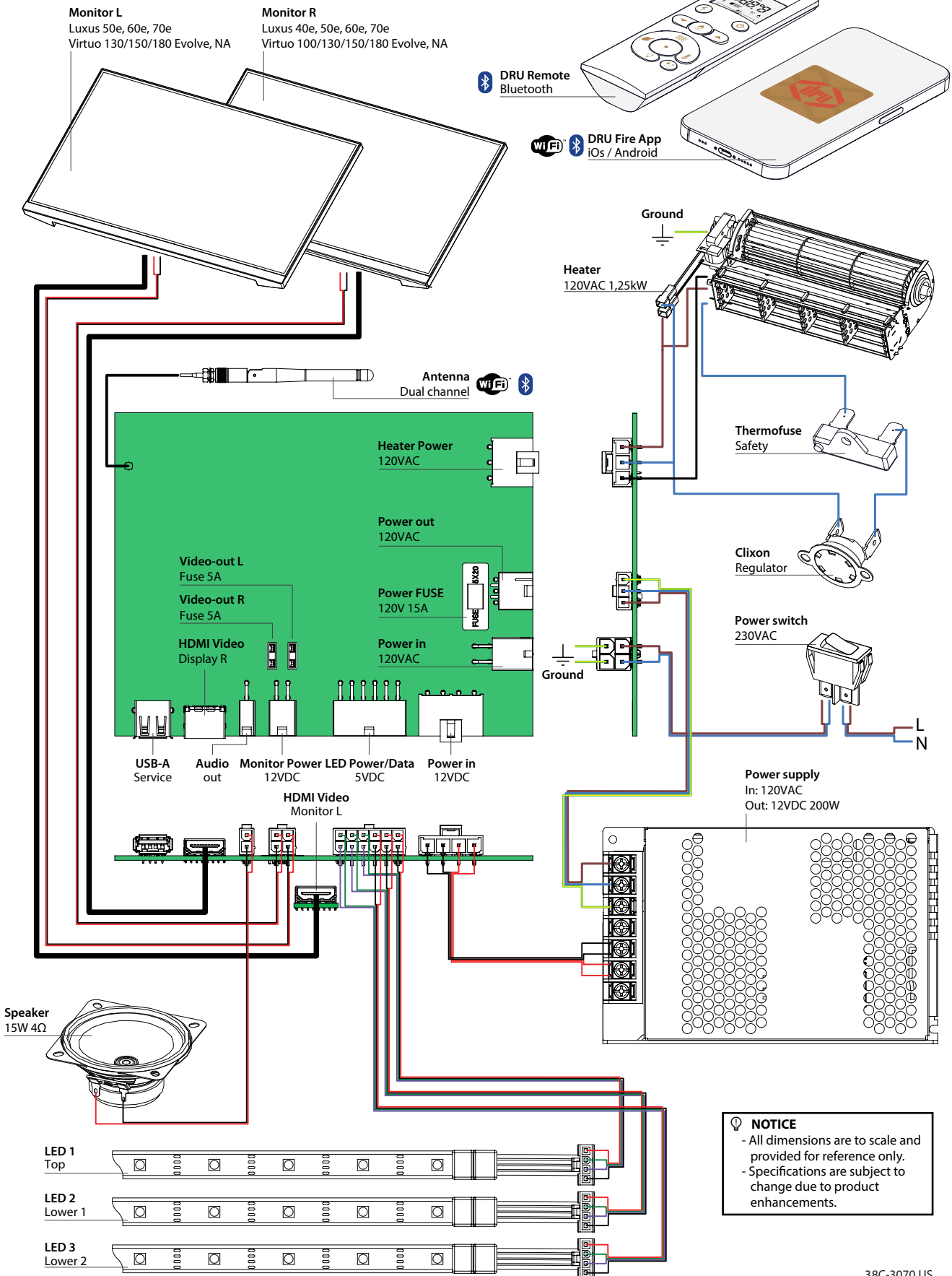
Refer to the appendix for the full warranty details. The warranty of the appliance will be provided by the dealer. Contact the dealer in case of questions and/or complaints.

Luxus
Appendix



A. Wiring diagram 38D-0024

**Luxus 40e, 50e, 60e, 70e
Virtuo 100/130/150/180 Evolve, NA**



NOTICE
 - All dimensions are to scale and provided for reference only.
 - Specifications are subject to change due to product enhancements.

B. Limited lifetime warranty

38D-0023

Dru Verwarming B.V. extends this 2-year warranty to the original purchaser of this appliance, provided the product remains in the original place of installation. The warranty is not transferable, amendable, or negotiable under any circumstances.

Warranty protects against defect in manufacture or Dru Verwarming B.V. factory assembled components only, unless herein specified otherwise. It remains the full responsibility of the owner to operate this appliance within the guidelines provided in the Installation and Operating Instructions Manual accompanying this appliance.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at Dru Verwarming B.V.'s option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by Dru Verwarming B.V..

The authorized selling dealer, or an alternative authorized Ambiance dealer if pre-approved by Ambiance, is responsible for all infield diagnosis and service work related to all warranty claims. Dru Verwarming B.V. is not responsible for results or costs of workmanship of unauthorized Ambiance dealers or agents in the negligence of their service work.

At all times Dru Verwarming B.V. reserves the right to inspect reported complaints on location in the field claimed to be defective prior to processing or authorizing of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by Dru Verwarming B.V. to receive consideration for evaluation. Incomplete claims may be rejected.

Unit must be installed according to all manufacturers' instructions as per the installation manual by a Ambiance authorized dealer, an authorized dealer technician or an authorized service person only. All Local and National required codes must be met. The installer is responsible to ensure the unit is operating as designed at the time of installation.

Repair/replacement parts purchased by the consumer from Ambiance after the original coverage has expired on the unit will carry a 90-day warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion.

No labor coverage is included with these parts.

Freight damages for products or parts are not covered under the terms of the warranty.



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