



Malvern E-MAL1 HD • Astwood E-AW1 HD  
Neo E-NEO HD • Trinity E-TRINITY HD  
Electric Stove Range

To be retained by the user for future reference  
Thank you for purchasing an ACR Electric Stove

ELECTRIC

3D  
FLAME  
PROJECTION

REMOTE  
CONTROL

ACR APP  
CONTROL

BLACK  
POWDER  
COAT FINISH

2  
YEAR  
WARRANTY

Serial Number:

Document ACR ELEC • Version 3 Date 01/09/22

TECHNICAL AND USER MANUAL

# Important!

To ensure that you gain the most from your purchase, please take a few minutes to read through this manual before using the appliance for the first time.

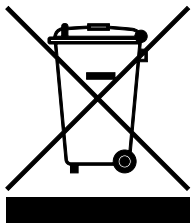
## PACKING CHECKLIST:

- 1 x Electric Stove
- 1 x Remote Control Handset  
(2 x AAA batteries required, not included)
- 1 x Pack of Logs
- 1 x Pack of Embers/Ice
- 1 x Instruction Manual

## THE INSTALLER SHOULD EXPLAIN FULLY HOW TO OPERATE THE APPLIANCE.

Prior to installation, this appliance should be stored in a dry area - do not store this unit outside or in damp conditions even if it is still in its packaging.

Please make a note of the serial number of your appliance in the space provided on the front cover of this manual as this will be requested if you require technical assistance in the future.



Registration No WEE/DH1656ZW.

In accordance with European Directive 2012/19/EU, waste electrical and electronic equipment (WEEE) must not be disposed of with household waste.

At the end of its useful life please take this product to an appropriate recycling centre or collection point. You can find your nearest recycling centre by using the bank locator at [www.recycle-more.co.uk](http://www.recycle-more.co.uk) for UK customers, [www.weeeireland.ie](http://www.weeeireland.ie) for customers in the Republic of Ireland, or by contacting your local authority

# Operating Instructions

It is important these instructions are read carefully before making any attempt to use the appliance and that they are retained for future use.

- This appliance is not suitable for outdoor use.
- Do not operate the stove if it is damaged, or if the cable/plug is damaged. If the power cable is damaged it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
- When the stove is in use certain areas such as the heater will get hot. Caution should be taken to avoid burns or serious injury.
- The stove must not be switched on if volatile vapours are present in the room.
- Extension cables should not be used as this could overheat and become a fire hazard due to overloading of electrical current through the lead.
- The stove must be installed in a way that the plug / socket is easily accessible. Extension cables and / or timers must not be used.
- Do not obstruct the flow of air around the appliance and do not cover the heater as this may cause the appliance to overheat and may result in a fire.
- Ensure that the appliance is switched off at the mains and the plug removed from the socket before cleaning or carrying out any maintenance work.
- When the stove is not in use it should be switched off at the mains supply. Never leave the appliance unattended when it is in use.
- This appliance is not intended for use in areas when it can be affected by water or humidity, for example, a bathroom.
- The appliance should be sited on a level, firm surface which can withstand temperatures up to 90 degrees for extended periods. Do not stand on carpet. Combustible items such as furniture and curtains should be a minimum of 1 metre away from the stove.
- This appliance is not intended to be operated by children under the age of 11 or people with reduced physical, sensory or mental capacities, or lack of knowledge and experience unless they have been given supervision and instruction concerning the use of the appliance by a person who is responsible for their safety. Children must not play with the appliance. Cleaning and user maintenance must not be made by children under the age of 11. Children above 11 years old may only clean/maintain the appliance with adult supervision.
- Repairs to electrical appliances should only be carried out by qualified electrical engineers.
- Do not attempt to burn any materials on this appliance. This includes, but not limited to, paper, wood or marshmallows.



**DO NOT COVER**

## Installation Instructions

**This appliance must be installed by a competent person.**

### Location

- The appliance must have a minimum clearance of 50mm to combustible material on the left and right sides of the appliance.
- This appliance is for indoor use only. It is not designed to be installed outside. The appliance must be kept away from any source of damp or moist conditions. Avoid any close contact with water.
- The appliance must be connected to a single phase AC supply of the voltage specified on the rating plate.
- If the appliance is being connected directly to the mains electricity supply, a fused switched spur with a 13 amp fuse must be fitted. The power supply must be able to handle 2000w (2Kw)
- The appliance must be earthed
- Not to be used in conjunction with either an extension lead or a timer.
- All electrical work must comply with current building regulations and electrical codes of practice.
- If there is any doubt about the suitability of the installation site contact your supplier.

### Electrical Work

- This product comes complete with a UK 3 pin plug. If the plug is removed for any reason, it must be wired into an earthed power source. Any alterations to the cable or power supply must be carried out by a competent person.
- If the mains socket is to be concealed this can be sited adjacent to the back of the appliance, but must be easily accessible.
- Should the appliance be wired directly into the mains supply a double pole switch fused spur with a 13 amp fuse must be fitted. It is imperative that the power supply is capable of handling a load of 2000 watts (2kw).
- If the power cable is damaged in any way it MUST be replaced by a competent person.
- Extension cables should not be used as this could overheat and become a fire hazard due to overloading of electrical current through the lead.
- The appliance must not be modified from the manufacturer's specification in any way and the appliance must only be used for the purpose recommended by the manufacturer.
- If the appliance shows any signs of damage it is important that it is examined by a qualified person.
- Failure to observe these instructions may result in electric shock or other serious injury.
- Check the technical specification.

## Unpacking Instructions

Thank you for purchasing an ACR Electric Stove.  
Please take a few moments to read through the following steps to enable your stove to be unpacked without causing any damage to yourself or your new stove.

- Place the carton on a clean, flat surface and ensure that you have sufficient space to work.
- Remove any rings, watches or bracelets which could scratch the product or could themselves be damaged during the unpacking process.
- Carefully lift the appliance from the carton and place the packaging to one side – do not destroy the packaging as this may be required for future transportation. Please ensure that plastic bags are kept away from children and animals.
- Plug the appliance into the mains to check it is working prior to carrying out the installation.
- Follow the instructions on the body of the appliance to remove the pack from inside.

**This appliance is designed for use ONLY as described in this manual. Any other use could lead to bodily harm and / or fire.**

## Installation of Logs and Embers

To install the log and embers to the fuel bed ensure the appliance is unplugged. Firstly remove the screws that are located under the top lid of the appliance. Once removed carefully lift off the top lid, place the logs and embers onto the fuel bed and replace the top lid and screws when completed. Once you are happy with the log layout, you can secure in place using the self adhesive sticky pads provided if you prefer.

You are welcome to follow the log layouts shown here, but this is just a suggested layout and you can use an alternative layout if preferred. We do not recommend that additional logs or crystals are added. Please note that the logs in the photo are for illustration purposes and are not binding.



Astwood



Malvern



Neo / Trinity

# Controls

## Manual Controls



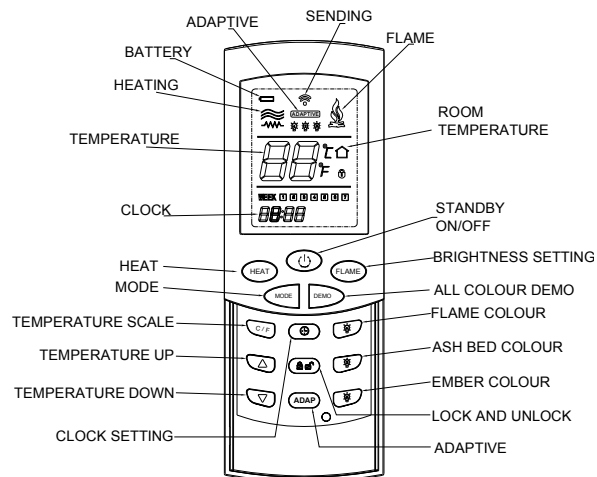
- **The appliance can be operated manually using the controls situated on the top right hand side of the stove.**
- **On/off power switch** – this is used to turn the mains supply to the appliance on or off. When the switch is in the ON position, the orange stand by indicator light will show on the top right corner of the screen. This switch needs to be in the ON position to operate manually or via the remote control / app.
- **STAND BY** - Used to switch the appliance to Standby Mode
- **FLAME** - Pressing this button will allow you to cycle through the 4 flame settings
- **HEATER** - Press this once to select low heat

(the indicator light will glow orange), twice to select the high heat (the indicator light will glow red), The indicator light will remain visible for for approximately 7 seconds before disappearing. Press the button for a third time and the heater will turn off. The heater will take approximately 30 seconds to slow down and stop. Please note that the heater will only operate when the room temperature is below the temperature indicated on the remote control handset. This can be altered via the handset or via the app.

- **MODE** - The MODE button alters the flame effect colour. The appliance has 16 different flame effect colours that can be selected by pressing the Mode button until you find the option you prefer. Or alternatively you can press and hold the Mode button for 4 seconds and it will then run through the selection of preprogrammed sequences.

## Remote Control

Please note batteries are not included. 2 x AAA batteries are required.



- Remove the battery/control panel cover by sliding completely down and insert 2 x AAA batteries ensuring these are inserted correctly. Slide the cover back up to the original position to refit. Old batteries should be disposed of responsibly at a local recycling location.
- Ensure that the ON/OFF power switch on the unit is in the ON position.
- Aim the remote control handset directly towards the fire and press the function button required.
- Sliding the door down on the remote control will reveal more functions. Otherwise using the basic remote control buttons will operate the fire in the same way as the manual control buttons.

## SETTING THE COLOUR FUNCTIONS

- Press the lamp button
- Lamp 1 is for the rear flame
- Lamp 2 is for the base effect
- Lamp 3 is for the log effect

By pressing the lamp buttons, this will change the colour of the rear flame, base effect and the log effect separately.

## SETTING THE TIME

- Press the CLOCK SETTING button which will start the DAY cursor to blink. Using the CLOCK UP and CLOCK DOWN buttons to set the current day e.g. 1-Monday, 2-Tuesday etc and press CLOCK SETTING to confirm the required day.
- The hour setting will now be blinking. Adjust this by using the CLOCK UP and CLOCK DOWN to reach the present hour and confirm by pressing CLOCK SETTING.
- The minute setting will now be blinking. Adjust as per the hour setting.

## ADJUSTING THE TEMPERATURE

While the stove is switched on, use TEMPERATURE UP and TEMPERATURE DOWN to set the required room temperature. A confirmation beep will be audible from the fire. If the room temperature is already warmer than the temperature set on the remote control, the heater will switch off / not come on until the temperature in the room drops to below that on the remote control.

## ADAPTIVE CONTROL

This works in conjunction with the timer programme. When Adaptive Control mode is selected and turned on the fire monitors the room temperature in relation to the selected target temperature. If the room temperature is lower than the selected temperature, the Adaptive Control facility will instruct the fire to switch on between 2 to 5 minutes earlier than the set time this is to ensure that the room is at the required temperature at the time selected (please note this may not be possible to achieve if the room is very large or very cold).

## App Installation and Smart Control

- **Your smart phone / tablet must be connected to WIFI and the stove plugged in.**

- Use the POWER SWITCH and an orange dot should appear on the fire screen. Do not use the STAND BY button to switch this on.

- Scan the QR code and download the ACR Stoves app



- Open the app and click the SIGN UP button. If you already have this App installed for other ACR electric products then please log in using your existing details. The App can be used to operate multiple ACR electric products.

- Input your email address and the App will send a verification code to your email address.

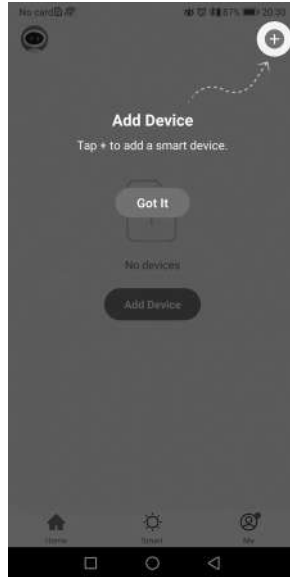
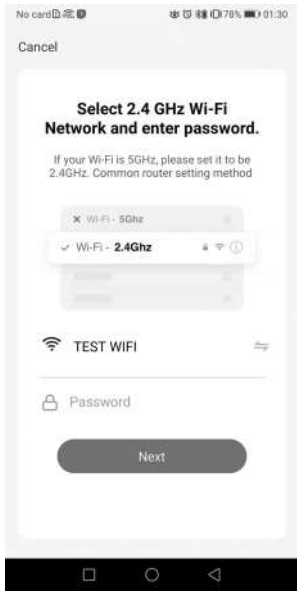
- Input the code to create your password.

- Press the Add Device button to add your device.



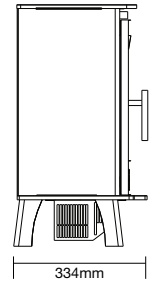
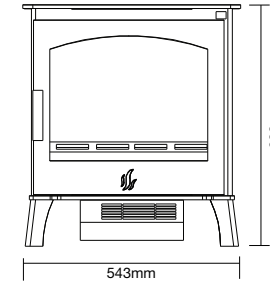
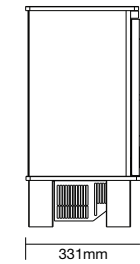
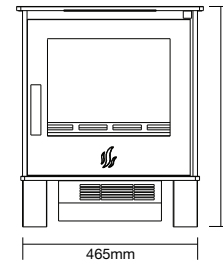


- E-Fire – ADD
- Connecting to your wifi – select your wifi network & input the password. You need to select the 2.4GHZ option.



- Establishing a connection – press the STANDBY button on the appliance and hold for around 3 seconds. You should see a red light appear next to the orange dot in the middle of the fire screen. The red light will be blinking quickly at roughly 2 times per second. When prompted by the App, if the red light in blinking rapidly, press NEXT.
- Adding your device – wait whilst the App adds the device. Keep the phone/tablet close to the appliance whilst it is syncing. If this fails, repeat the above steps.
- Your device has now been added successfully. You are ready to use the phone / tablet to operate the stove.

## Product Technical Information

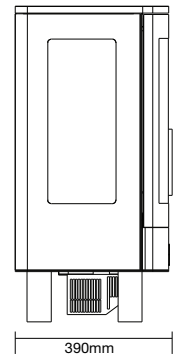
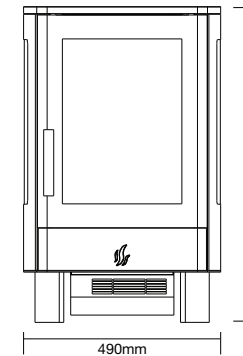
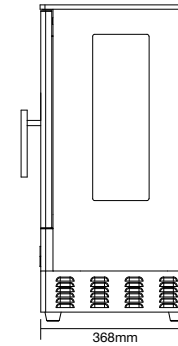
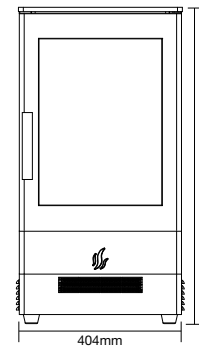


### Model: Malvern / E-MAL1

Supplier Name	ACR HEAT PRODUCTS LTD
Model Number	E-MAL1
Voltage	220V-240V AC50HZ
Fuse	13 Amp
Minimum Heat Output	1000 Watts
Maximum Heat Output	2000 Watts
Product Dimensions	H 555mm • W 465mm • D 331mm

### Model: Astwood / E-AW1

Supplier Name	ACR HEAT PRODUCTS LTD
Model Number	E-AW1
Voltage	220V-240V AC50HZ
Fuse	13 Amp
Minimum Heat Output	1000 Watts
Maximum Heat Output	2000 Watts
Product Dimensions	H 602mm • W 543mm • D 334mm



### Model: Trinity / E-TRINITY

Supplier Name	ACR HEAT PRODUCTS LTD
Model Number	E-TRINITY
Voltage	220V-240V AC50HZ
Fuse	13 Amp
Minimum Heat Output	1000 Watts
Maximum Heat Output	2000 Watts
Product Dimensions	H 780mm • W 404mm • D 368mm

### Model: NEO / E-NEO

Supplier Name	ACR HEAT PRODUCTS LTD
Model Number	E-NEO
Voltage	220V-240V AC50HZ
Fuse	13 Amp
Minimum Heat Output	1000 Watts
Maximum Heat Output	2000 Watts
Product Dimensions	H 786mm • W 490mm • D 390mm

## Warranty Claim Form

In the unlikely event of a warranty claim, please complete the below claim form and return it to your supplying dealer:

Customer Name:

Customer Address:

Postcode:

Daytime Tel:  Mobile Tel:


Model Name:  Model Number:

Serial Number:  Date of purchase:

Date of installation:

Dealer Name and address:

### Warranty Information



**Thank you for purchasing an ACR Electric Stove.**

**Our products are guaranteed against faults and hidden defects for 24 months subject to the following conditions:**

- The appliance has been installed and operated in accordance with our instruction manual
- The appliance has not been modified, misused or tampered with
- The appliance has not been used for anything other than domestic situations

**The following components are considered as consumables and are therefore excluded from the guarantee:**

- Reflective panels, glass panels, acrylic panels, logs, crystals, cable, plug, fuses, lights or heating elements.

In the event of a service call being made and no fault being found or

an installation error causing the fault, this will result in a charge being made for the call-out by our appointed service engineer.

It is the consumers' responsibility to prove that the unit is under warranty by providing proof of purchase. In the case of unauthorised repairs or modifications, or in case of accident, misuse or damage due to incorrect installation the warranty will be voided. ACR will not be liable to any consequential loss or damage arising from or in connection with the appliance.

Your statutory rights are not affected by this warranty. In the unlikely event of a claim, please complete the warranty claim form provided and contact your original supplier who will take care of your claim.

Full warranty information can be found on our website [www.acrheatproducts.com/warranties](http://www.acrheatproducts.com/warranties)

# Maintenance

Maintenance should only be carried out by a qualified person. Ensure the power has been isolated or the appliance has been switched off and the plug removed before commencing any maintenance. The heater should be allowed to cool completely.

## Cleaning

A soft, dry, lint free cloth such as a microfibre cloth can be used to remove dust and for general day to day care. If a more thorough clean is required, a soft damp cloth (never a wet cloth) may be used to wipe the exterior

surfaces. The glass can be cleaned with a household glass cleaner and a soft cloth. The appliance must be fully dry before the heater is used.

## Safety Features

As this appliance contains a heating component there is an automatic thermal cut out safety feature.

This feature stops the product from overheating and potentially causing a fire. If the appliance reaches a temperature above the guideline parameters, the automatic thermal cut out safety feature will activate and the heater will cut out. The fans will continue to run to cool down the appliance.

Once sufficiently cooled, the automatic thermal cut out safety feature will automatically reset

and the heater will restart.

If this problem continues, turn off the fire and disconnect from the socket or isolate the power supply. Check that none of the ventilation vents are obstructed. If your fire has been installed within a chimney, the chimney must be blocked off as the draught could effect the appliance.

If the problem still continues, contact your supplier and keep the appliance unplugged from the mains.

## WARNING

- The heater should never be submerged in water
- The interior of the appliance should never be wet
- Cleaning materials such as, but not limited to, detergents, alcohol and abrasives should never be used on the appliance as these can damage the finish or the glass



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