

ACR

• SEREN-70 • SEREN-130

• SEREN-150

Electric Stove Range

To be retained by the user for future reference

Thank you for purchasing an ACR Electric Stove

ELECTRIC

LCD
SCREEN

REMOTE
CONTROL

APP
CONTROL

BLACK
POWDER
COAT FINISH

2
YEAR
WARRANTY

Serial Number:

Document ACR-SEREN • Version 1 Date 15/11/24

This product is only suitable for well insulated spaces or occasional use.

TECHNICAL AND USER MANUAL

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Important Notes

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.
- 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 where 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 appliance.
- 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

2

Appliance Data - Seren Models

Specifications	
Net Weight:	49kg
Fuse Rating:	13 Amp
Location:	Indoor Use Only
Supply Plug:	BS1363; 1.8 metres
Heating Elements:	1260–1500W
Supply Voltage and Rating Power:	220-240V AC, 50Hz
Lighting:	LCD (Not replaceable)
Dimensions:	See pages 24-25

Heat Output		
Item	Symbol	Value
Nominal heat output	P _{nom}	1.400kW
Minimum heat output (indicative)	P _{min}	N/A
Maximum heat output continuous	P _{max, c}	1.500kW

Auxiliary electricity consumption		
Item	Symbol	Value
At nominal heat output	el _{max}	N/A
At minimum heat output	el _{min}	N/A
In standby mode	el _{SB}	0

Types of heat input, for electric storage local space heaters only	
Item	Yes / No
Manual heat charge control with integrated thermostat	N/A
Manual heat charge control with room and/or outdoor temperature feedback	N/A
Electronic heat charge control with room and/or outdoor temperature feedback	N/A
Fan assisted heat output	N/A



Type of heat output/room temperature control	
Item	Yes / No
Single stage heat output and no room temperature control	NO
Two or more manual stages no temperature control	NO
With mechanical thermostat room temperature control	NO
With electronic room temperature control	NO
Electronic room temperature control plus day timer	NO
Electronic room temperature control plus week timer	YES


Other control options	
Item	Yes / No
Room temperature control with presence detection	NO
Room temperature control with open window detection	YES
With distance control option	NO
With adaptive start control	NO
With working time limitation	NO
With black bulb sensor	NO

The data label, including the model and serial number, can be found under the left side of the heat assembly housing.

ACR
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 Weston Lane, Tisbury (Wiltshire) SP1 3PP, UK.
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 www.acrheatproducts.co.uk
 E-mail: enquiries@acrheatproducts.co.uk

Model: SEREN 150
 Heater: 1500W
 Volts: 220–240V ~ 50Hz
 Lighting: LCD
 Fuse: 13 Amp



S/N: *****


24W**

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Installation Requirements

This appliance must be installed by a competent person.

Location

- There is no minimum distance to combustibles to the side of the appliance however, care should be given to ensure the appliance is easily removable for maintenance and repair purposes.
- 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.

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Unpacking The Appliance

CAUTION:

**This appliance is heavy. Always seek assistance whilst unpacking and/or during installation.
Please read all the instructions before continuing to unpack or install the appliance.**

- The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
- When lifting the electric fire, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
- 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.
- Always keep the heater as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.
- 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.

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Site Requirements

- It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the appliance.
- Installing the appliance adjacent to wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolour wall finishing.
- If the appliance is to be secured on a dry lined or timber framed construction then the integrity and ability of the wall to secure the appliance must be confirmed. It is important in these circumstances that any vapour barrier and or structural members of the house frame are not damaged.
- If you are unsure of the structural integrity of the proposed wall to secure the appliance to and/or unsure of what wall fixing to use; we would recommend you seek professional advice. Alternatively, find a more suitable location.

Do Not:

- Mount on a ceiling or floor
- Run the supply cable under soft furnishings such as carpets, rugs etc
- Site any electrical equipment e.g. plasma screen TV sets etc., on the wall below the appliance.
- Site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack
- Site behind an opening door where mechanical impact/damage could occur
- Site where the supply cable could become a trip hazard
- Sit, stand or forcefully pull on the appliance
- Obstruct, cover or force items into the openings
- Use the heater to dry clothes
- Site/use in an outdoor location(s)

6

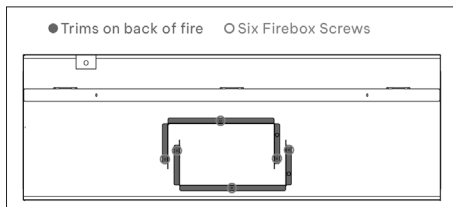
Clearance To Combustibles

It is important that the following clearances are maintained from the appliance to combustible materials:

- The minimum distance from the top of the appliance to a ceiling is 300mm
- The minimum distance to the sides of the appliance is 0mm
- The minimum distance to the front of the appliance is 1000mm

7

Preparing The Appliance



Adding blanking plates and trims

The trims can be found on the rear of the firebox, using a Phillips headed screwdriver, remove the six firebox screws, holding the trims in position.

Front-facing (one-sided) see figure A

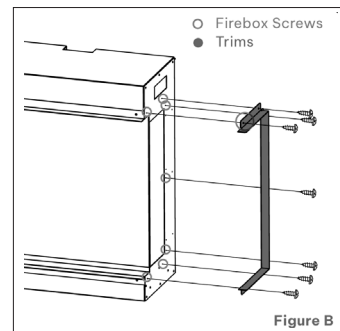
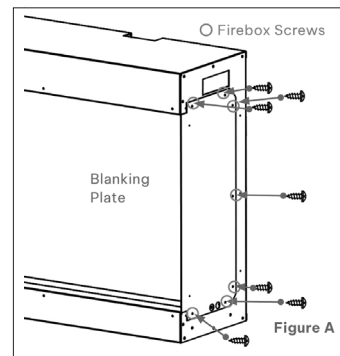
Both blanking plates are pre-installed onto the appliance. However, if the panels do need to be installed, offer the blanking plate up to the side of the appliance and ensure that all of the holes in the blanking plate line up with the holes on the side of the firebox. Once in the correct position, screw the firebox screws with a Phillips headed screwdriver into position, use the same process for both sides.

Cornered (two-sided) see figure A & B

Remove the blanking panel from the end that is intended to be exposed. For the exposed side the trims will need to be used. Place both small trims into position, lining the screw holes up, then when in the correct position screw into place with the screws provided using a Phillips headed screwdriver. Next, secure in place the large trim vertically on to the side of the appliance in between the two small trims. Line the screw holes up and secure the provided screws into place with a Phillips headed screwdriver.

Three sided & suite installations see figure B

With a Phillips headed screwdriver remove both blanking panels from each side of the appliance. Then place both small trims into position, lining the screw holes up then screw into place with the screws provided using a Phillips headed screwdriver. Once the small trims are installed the large trim will be vertically placed in between the two small trims. Use the same steps for both sides.



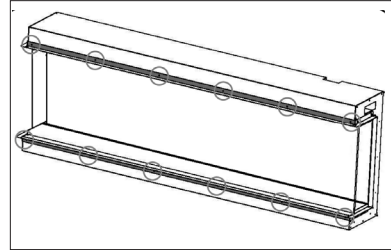
Preparing The Appliance Continued...

Installing the front trims

Locate the top and bottom front trims from the packaging.

Offer the top trim to the top of the firebox, aligning the firebox screw holes in the appliance, once correctly aligned screw the firebox screws into position with a Phillips headed screwdriver.

Repeat this procedure for installing the bottom front trim to the appliance.



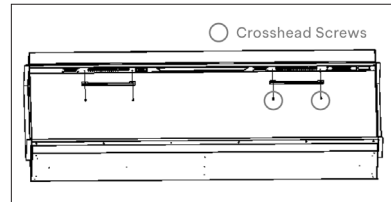
Removing The Front Glass

Caution: We strongly recommend that two people are used to remove the glass, both wearing gloves.

Removing the front glass - Seren 130 and Seren 150

1. To remove the front glass from the appliance, use a Phillips headed screwdriver to remove the screws from the two glass retaining brackets, holding the glass in place.

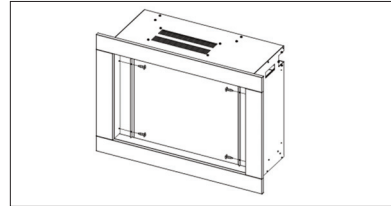
Ensure that the glass is supported at all times.



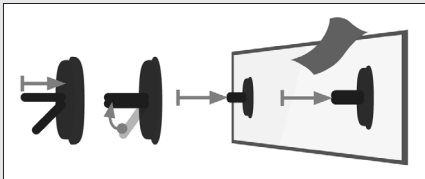
Removing the front glass - Seren 70

1. To remove the front glass from the appliance, undo the two screws from the glass retainers located on the left and right using a Phillips headed screwdriver

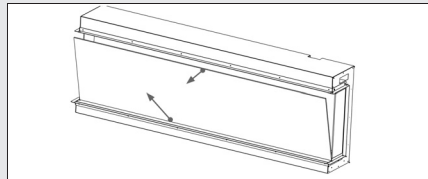
Ensure that the glass is supported at all times.



Completing front glass removal - Seren 70, 130 and Seren 150



2. Use the suction cups provided to remove the front glass. Check that the inside of the suction cups and the targeted surface on the glass are wiped clean with a clean lint-free cloth.
3. Open the handles of the suction cups and press them firmly onto the glass, ensure there are no air bubbles, then place the handles together on each suction cup. Ensure the cups are secure in position on the glass and lift.



4. Next, gently lever the top of the glass towards you, ensuring you have full support of the glass.
5. Lift the glass up and out from the appliance and place the glass on a soft, flat surface on the floor.
6. To re-install the glass, see the instructions in reverse order.

8

Installation

CAUTION:

Do not connect the appliance to the electrical supply at this time.

- ACR Stoves assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.
- Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric suite may be secured to the wall.
- To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces.
- Installation onto anything other than a vertical wall may result in fire, damage or injury.
- Ensure the correct fixings are used if the appliance is to be mounted & ensure they are suitable for the weight of the appliance and the wall it is being mounted onto.
- If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix one position vertically, into one of the wooden studs, or supporting wooden members of the wall. If this is not achievable then the wall should be strengthened using appropriate building materials.
- Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

Please note:

Before drilling into walls, always check that there are no hidden wires, pipes, etc. make sure that screws and wall plugs being used are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure. Ensure the plug or fuse spur is fully accessible.

Warning:

Before enclosing the appliance, test the power in order to ensure the power to the appliance is operating correctly.

Important:

If the appliance is fit into an open chimney, the chimney must be blocked off to reduce the risk of draft and damp through the fire, which may cause the safety cut out system in the fan heater to operate.

WARNING:

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.



8.1

Installation: Options

IMPORTANT:

If installed into an open chimney, the chimney must be blocked off to reduce the risk of draft and damp through the fire, which may cause the safety cut out system in the fan heater to operate.

The stud wall must include a header at the dimensions highlighted on the following pages. This is to ensure that the weight of the finished wall is not resting on top of the appliance.

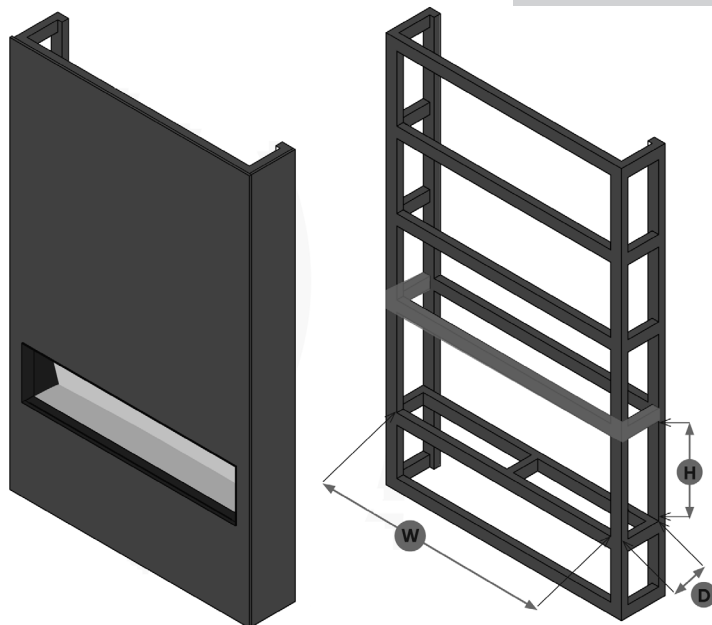
- The power cable is located on the top right-hand side of the appliance.
- This appliance should be positioned on a firm level surface and in a clean 'dust free' environment.
- The base of the opening/stud work must be able to take the full weight of the appliance.
- Any protruding headers **MUST** be made of a non-combustible material. See page 12.
- Once the frame work has been constructed and secured to the wall and the appliance is in its end position, ensure that there is power to the appliance before any cladding/plasterboard is installed.

False Chimney Breast Construction

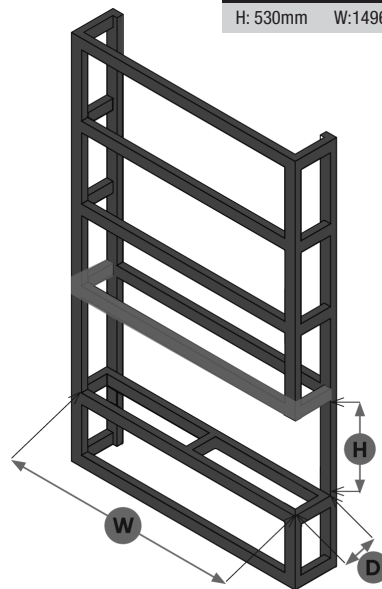
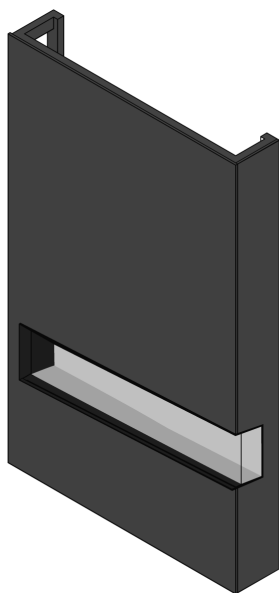
One sided (fully recessed) installation

Seren 150 open dimensions

H: 530mm W: 1496mm D: 225mm



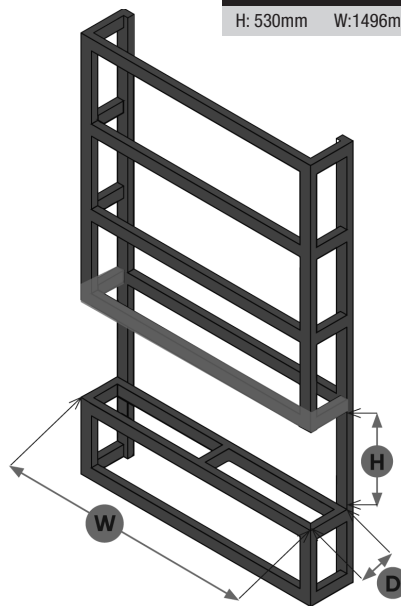
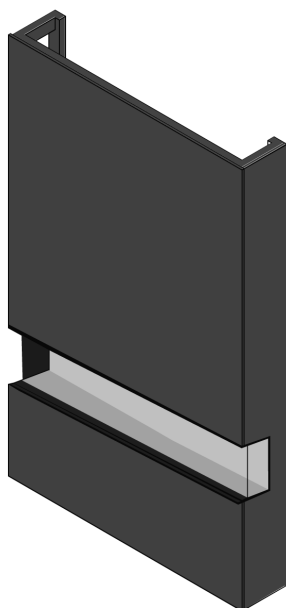
Two sided (cornered) installation



Seren 150 open dimensions

H: 530mm W: 1496mm D: 225mm

Three sided installation



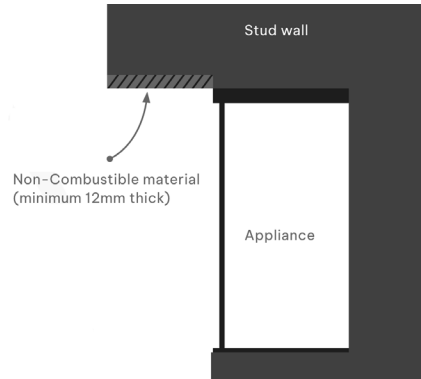
Seren 150 open dimensions

H: 530mm W: 1496mm D: 225mm

Installation Options Continued...

Non-combustible overhang section

If the stud wall immediately above the heater protrudes beyond the front of the appliance then the over-hanging section of the installation must be made from a non-combustible material.

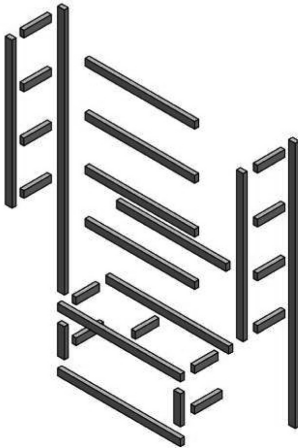


8.2

Installation: Stud Wall

Step one - prepare framework to desired dimensions

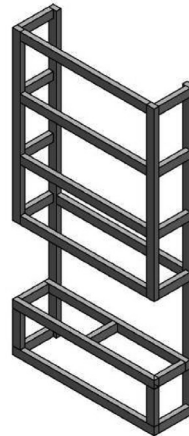
See section 8.1 (Pages 10-12) for dimensions



Step two - build framework and inset the fire

Ensure the structure is safely secured to the wall using the appropriate fixings method and able to support the full weight of the appliance.

Please see sections 8.1 (Pages 10-12) for further information.



WARNING:

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance. Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.

Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.



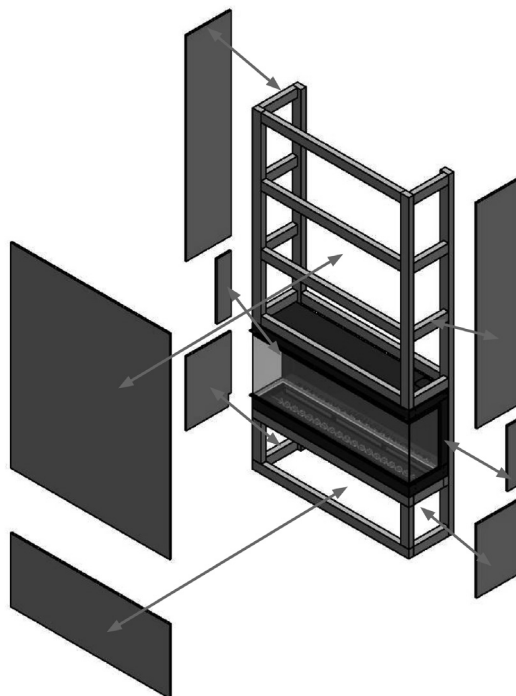
Step three - add finishing boards

Important:

The fire must be in place before this stage.

Please note:

Before drilling into walls, always check that there are no hidden wires, pipes, etc. Make sure that screws and wall plugs used are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure.

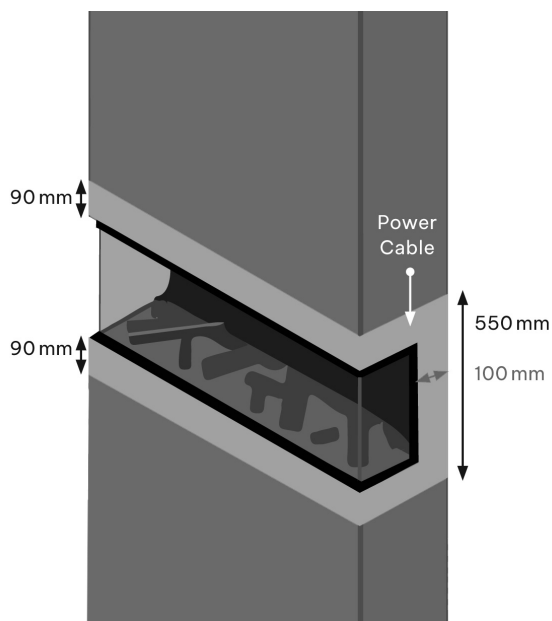


Do not drill through the highlighted section

Important:

Do not drill through the appliance when installing the cladding into position!

The power cable is located on the rear right hand side of the appliance !

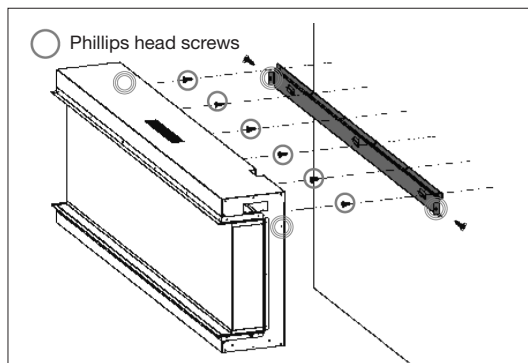
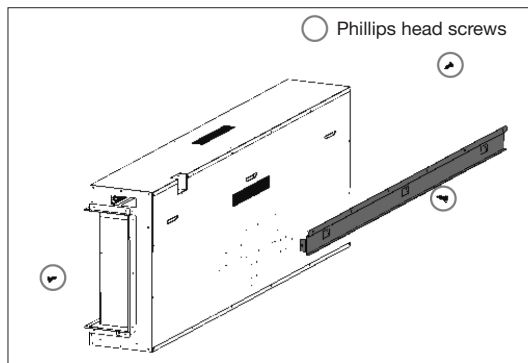


8.3

Installation: Wall Hung

Before installing the appliance onto the wall, secure the side-trims to each side of the appliance as described in section 7.0 on page 7 and 8: preparing the appliance. The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.

1. With a Phillips headed screw driver, remove the screws that secures the wall mounting bracket to the rear of the appliance.
2. Find the optimal place to mount your appliance. Consider the proper position relative to your room, placement of furniture and windows.
3. Hold the mounting bracket up to the wall to verify the correct location and ensure that the mounting bracket is level. Use a pencil to mark the mounting holes on the wall at the desired mounting location, using the mounting bracket as a template.
4. Drill the required size hole on the marked points. Size of hole will vary depending on wall fixings used.
5. Tap the wall anchors into the pre-drilled holes with a hammer until they are flush with the wall.
6. Secure the mounting bracket to the wall by using suitable fixings.
7. Install the appliance onto the mounting bracket on the wall.
8. Align the holes of the bracket and firebox marked and then screw the mounting bracket back onto the sides of the firebox.

**Please note:**

Before drilling into walls, always check that there are no hidden wires, pipes, etc. make sure that screws and wall plugs being used are suitable for supporting the unit in your surface. Consult a qualified person if you are not sure. Ensure the plug or fuse spur is fully accessible.

If installing the mounting bracket to a wall stud, there is no need to drill the holes in the wood and no need for the plastic wall anchors. It is recommended to install the mounting bracket to at least one wooden stud.

9

Installing The Logs

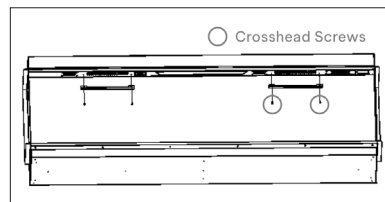
Removing The Front Glass

Caution: We strongly recommend that two people are used to remove the glass, both wearing gloves.

Removing the front glass - Seren 130 and Seren 150

1. To remove the front glass from the appliance, use a Phillips headed screwdriver to remove the screws from the two glass retaining brackets, holding the glass in place.

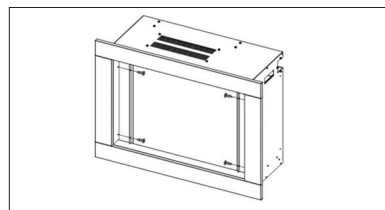
Ensure that the glass is supported at all times.



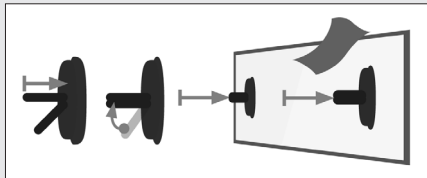
Removing the front glass - Seren 70

1. To remove the front glass from the appliance, undo the two screws from the glass retainers located on the left and right using a Phillips headed screwdriver

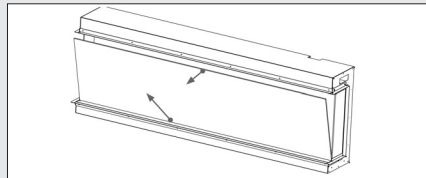
Ensure that the glass is supported at all times.



Completing front glass removal and log installation - Seren 70, 130 and Seren 150



2. Use the suction cups provided to remove the front glass. Check that the inside of the suction cups and the targeted surface on the glass are wiped clean with a clean lint-free cloth.
3. Open the handles of the suction cups and press them firmly onto the glass, ensure there are no air bubbles, then place the handles together on each suction cup. Ensure the cups are secure in position on the glass and lift.



4. Next, gently lever the top of the glass towards you, ensuring you have full support of the glass.
5. Lift the glass up and out from the appliance and place the glass on a soft, flat surface on the floor.
6. Insert your preferred fuel bed options.
7. To re-install the glass, see the instructions in reverse order.

Please note:

Some logs may require being connected to the spade connections on the fuel bed to activate the glowing effect. Please ensure care is taken when doing this as to not bend the pins & ensure they are connected fully before re-installing the glass.

10

Operating The Appliance

Control Panels

The control panel contains the buttons to operate the electric fireplace. The buttons on the control panel are located on the front, right of the appliance. The remote control functions are the same as the control panel.



Seren touch panel layout.

Remote Control



Remote Control - button functions



Power button

This button will turn the appliance on and off.



Volume Up

Six different Levels.



Volume Down

Six different Levels.



Heat

Press the heater button to change between the different levels of heating the chosen level will be shown on the Heating Level indicator. When the lower bar is illuminated, the fire is running at the Low (750W) setting, when both bars are illuminated, the fire is running on the High (1500W) setting. NOTE: To prevent overheating, the heater fan will blow out cool air for 10 seconds after the heater has been turned off.



Temperature

Press the temperature setting button to change the desired temperature, ranging from OFF 16°C, 18°C, 20°C, 22°C, 24°C, 26°C, 28°C, 30°C. NOTE: If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on.



Timer

Press the timer button to change the timer ranging from; 60 minutes, 120 minutes, 180 minutes, 240 minutes, 300 minutes, 360 minutes, 420 minutes, 480 minutes, OFF.



Fuel bed Ember Light

Press the fuel bed ember light button to change the colour of the fuel bed from: 1-Orange, 2-Red, 3-yellow, 4-Blue, 5-Green, 6-Violet, 7-Pink, 8-Cycles through the colours, 9-fades through the colours, 10-fades red only, 11-fades green only, 12-fades blue only.



Downlights

Press the down light button to change the colour of the down lights from: 1-Orange, 2-Red, 3-yellow, 4-Blue, 5-Green, 6-Violet, 7-Pink, 8-Cycles through the colours, 9-fades through the colours, 10-fades red only, 11-fades green only, 12-fades blue only.



Flame colours

Press the flame colour button to select five different flame colours: 1-Normal, 2-Red, 3-Yellow, 4-Green, 5-Blue.



Flame Picture

Press the flame picture button to select four different flame pictures and one Aquarium scene.



Increase brightness

Press the brightness setting button to select 6 different brightness levels.



Decrease brightness

Press the brightness setting button to select 6 different brightness levels.



Non-Operational

This button is non-operational with this model. (Carbon internal light switch)



BATTERY WARNING:

Keep out of reach of children.



BATTERY WARNING:

Product contains a coin / butt on cell.



BATTERY WARNING:

Keep out of reach of children. store batteries securely.

- Dispose of used batteries immediately and safely. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- Be alert, there are no obvious symptoms if a child has swallowed a button or coin battery. If your child appears unwell

and there are no obvious symptoms, then check to make sure there are no batteries missing from any items they have been around. If you suspect they have swallowed a coin/button cell, then seek medical attention. Similarly, if they vomit bright red fresh blood seek immediate medical help.

- Always remain vigilant with discharged or spare button or coin batteries in the home and in products that contain them.

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Operating The Appliance

App Control

Download the 'TUYA SMART' App from the apple store or google playstore.
Alternatively, scan the QR code below on your smartphone to download.



- Once downloaded open the App - select your country from the drop-down box - Enable push notifications - Enable Bluetooth & Wi-Fi access - ensure all permissions are allowed.
- Sign up - enter your email address and ensure the country selected is correct - Agree to privacy policy & proceed to get verification code - check your email for the code (check junk/spam folder) - set new password.
- Log in using your email address and password - Tap '+' to select add device - allow access to all permissions - Allow use of location & allow connect to local devices/networks - Connect to your Wi-Fi and ensure the signal type is 2.4GHz.
- Tap the name of your stove when it pops up i.e. 'SEREN 130' - stay on the screen whilst this loads - once loaded you now have access to the APP.

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Safety Cutout

This product has one non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.

- The visual effect will remain operational if the cut-out is activated, only the fan heater is prevented from working. Switch off the appliance at the wall socket or outlet.
- Leave the fire off for a minimum of 10 minutes, ensuring all obstructions are removed. switch the appliance on at the wall. ensure the appliance is turned on at the control switches. if the fire fails to operate correctly, repeat the above procedure.
- If an attempt to switch on the appliance is made before the safety cut-out has reset, the appliance may cut-out for a further period of time. If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet.
- If this is not the cause, call an electrician or maintenance engineer.

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Cleaning and Maintenance

WARNING:

Always disconnect the appliance from the mains supply outlet socket before undertaking any cleaning or maintenance!

- For general cleaning use a soft clean duster - never use harsh chemicals or abrasive cleaners. The glass panels should be cleaned carefully with a soft cloth.
- If in doubt consult a qualified electrician.
- Refer to Section 3.0 Appliance Data for fuse specification.
- Excluding fuses, use only genuine manufacturers spare parts available from your supplier.
- Do not allow the fan housing to collect dust/debris, the housing must be periodically cleaned using a soft bristle brush. In the event you are unable to remove any debris we would recommend getting an electrician to service the appliance.

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Servicing

NOTE: There are no internal user serviceable parts.

- Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections.
- If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.
- This appliance is supplied with a BS 1363 3-pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS 1362. In the event of the mains plug being removed/ replaced for any reason.

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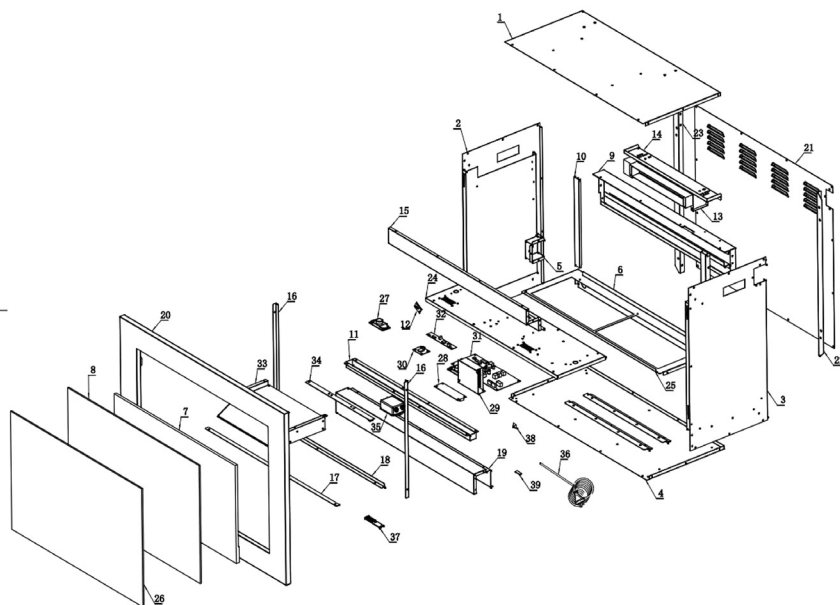
Troubleshooting Guide

Problem	Reason	Action
Fireplace turns off and will not turn on	1. Fireplace has overheated and safety device has caused thermal switch to disconnect home circuit breaker has opened	<ul style="list-style-type: none"> Reset switch by turning main power switch off and waiting 10 minutes then turning it back on or reset circuit breaker
Flame is not moving	1. Loose wiring 2. LCD screen defective	<ul style="list-style-type: none"> Insect wiring for loose connections Remove the left and right strips on outer glass and then remove the glass; remove DIY accessories on ember bed and remove the strip and the inner glass; put the screen upside down, unplug the screen cable and backlight cable; replace the LCD screen
Flame is not visible	1. Wiring is loose	<ul style="list-style-type: none"> Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary Push the flame button to high
Log set and/or embers are not glowing	1. Wiring is loose 2. Ember is in off mode	<ul style="list-style-type: none"> Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary Ensure the ember button is pressed until on high
Remote control does not work	1. Low batteries 2. Not aiming control correctly 3. Defective remote control and /or sensor	<ul style="list-style-type: none"> Replace batteries in remote control Aim control at sensor located directly behind glass screen in center of unit just above logs Replace remote control and/or sensor
Fireplace will not come on when switch is flipped to ON	1. Fireplace is not plugged in to an electrical outlet. 2. Control failure. 3. Breaker tripped.	<ul style="list-style-type: none"> Check plug. Call a qualified service technician. Reset breaker.
Heater does not provide heat when turned on	1. Thermal switch has been tripped 2. Wiring is loose 3. Heater is defective	<ul style="list-style-type: none"> Turn unit off and unplug unit for 10 minutes. Plug back in and turn unit on. If plug cannot be reached, follow directions for tripped circuit breaker Disconnect from power source and inspect wiring for loose connections and repair or replace if necessary Replace heater
Touch panel/Remote Control do not work.	1. The front glass is moved or not secured properly	Unplug the appliance, if the appliance is recessed to the wall, shut off house circuit breaker. Ensure the front glass is in the correct location and is sitting flat to the appliance touch panel. After 15 seconds, plug or turn on the appliance to reset it

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Spare Parts

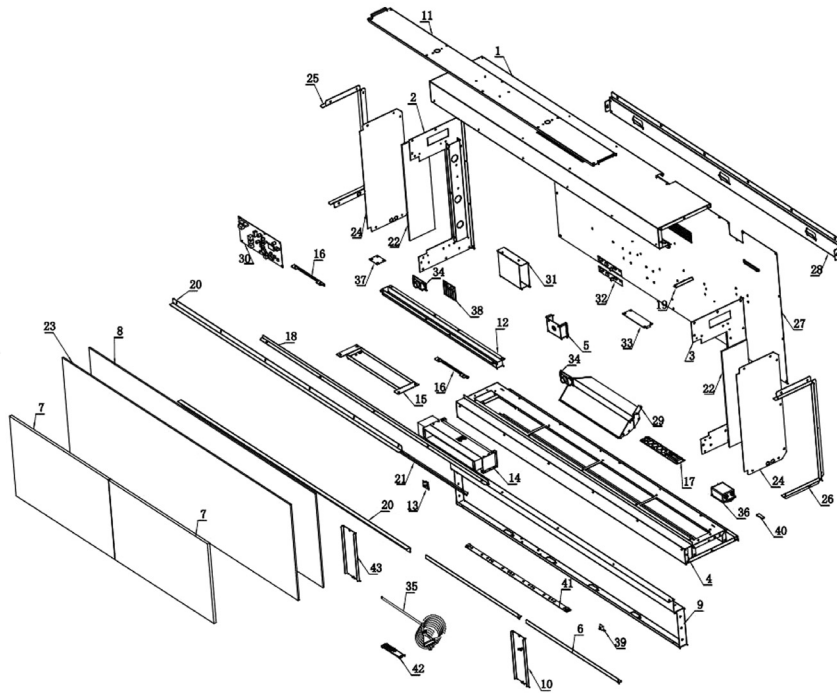
Seren 70 Spare Parts



No.	Part Description	Rqd.	Part No.
1	Top plate	1	S70-001
2	Left side panel	1	S70-002
3	Right side panel	1	S70-003
4	Bottom plate	1	S70-004
5	Power cord housing	1	S70-005
6	Rear screen bead	1	S70-006
7	27 - Inch Screen	1	S70-007
8	Inner Glass	1	S70-008
9	Rear display housing	1	S70-009
10	Left and right screen panel	2	S70-010
11	Top light	1	S70-011
12	Receiver	1	S70-012
13	Fan assembly	1	S70-013
14	Fan bracket	1	S70-014
15	Front upper panel	1	S70-015
16	Front glass retainer	2	S70-016
17	Board pressure strip	1	S70-017
18	Inner glass lower housing	1	S70-018
19	Front base	1	S70-019
20	Frame	1	S70-020
21	Back panel	1	S70-021

No.	Part Description	Rqd.	Part No.
22	Right side back panel bracket	2	S70-022
23	Left side back panel bracket	2	S70-023
24	Fuel bed	1	S70-024
25	Fuel bed bracket	1	S70-025
26	Front glass	1	S70-026
27	Speaker	2	S70-027
28	Button Circuit Board	1	S70-028
29	Power Supply	1	S70-029
30	Wifi module	1	S70-030
31	PCB Board	1	S70-031
32	Backlight	1	S70-032
33	Air guide	2	S70-033
34	Fuel bed & Top light	3	S70-034
35	Wave filter	1	S70-035
36	Power cable	1	S70-036
37	Remote control	1	S70-037
38	Temperature sensor	1	S70-038
39	Rocker switch	1	S70-039
40	LVDS screen cable (NOT SHOWN)	1	S70-040
41	PCB board (6P rainbow wire) (NOT SHOWN)	1	S70-041
42	Board - LCD screen backlight (NOT SHOWN)	1	S70-042

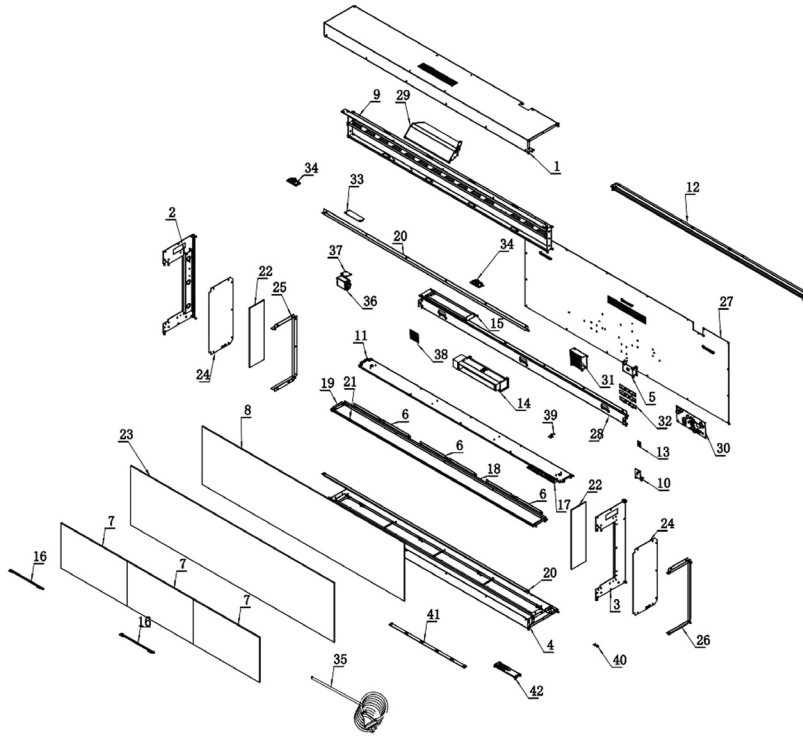
Seren 130 Spare Parts



No.	Part Description	Rqd.	Part No.
1	Top plate	1	S130-001
2	Left side panel	1	S130-002
3	Right side panel	1	S130-003
4	Bottom plate	1	S130-004
5	Power cord housing	1	S130-005
6	Rear screen bead	2	S130-006
7	21.5 Inch Screen	2	S130-007
8	Inner Glass	1	S130-008
9	Rear display housing	1	S130-009
10	Receiver housing	1	S130-010
11	Top partition housing	1	S130-011
12	Top light housing	1	S130-012
13	Receiver	1	S130-013
14	Fan assembly	1	S130-014
15	Fan bracket	1	S130-015
16	Front glass top retainer	2	S130-016
17	Button board panel	1	S130-017
18	Inner glass lower housing	1	S130-018
19	Front glass bottom guards	2	S130-019
20	Front upper and lower side strips	2	S130-020
21	Front glass housing	1	S130-021
22	Side glass	1	S130-022
23	Front glass	1	S130-023

No.	Part Description	Rqd.	Part No.
24	Side glass cover plates	2	S130-024
25	Left side glass bracket	1	S130-025
26	Right side glass bracket	1	S130-026
27	Back panel	1	S130-027
28	Wall hanging bracket	1	S130-028
29	Air guide	1	S130-029
30	PCB Board	1	S130-030
31	Power Supply	1	S130-031
32	Backlight	2	S130-032
33	Button Circuit Board	1	S130-033
34	Speaker	1	S130-034
35	Power cable	1	S130-035
36	Wave filter	1	S130-036
37	Wifi module	1	S130-037
38	Split screen adapter board	1	S130-038
39	Temperature sensor	1	S130-039
40	Rocker switch	1	S130-040
41	Fuel bed & top light	3	S130-041
42	Remote control	1	S130-042
43	Left screen panel	1	S130-043
44	LVDS screen cable (NOT SHOWN)	2	S130-044
45	PCB board (6P rainbow wire) (NOT SHOWN)	2	S130-045
46	Board - LCD screen backlight (NOT SHOWN)	2	S130-046

Seren 150 Spare Parts



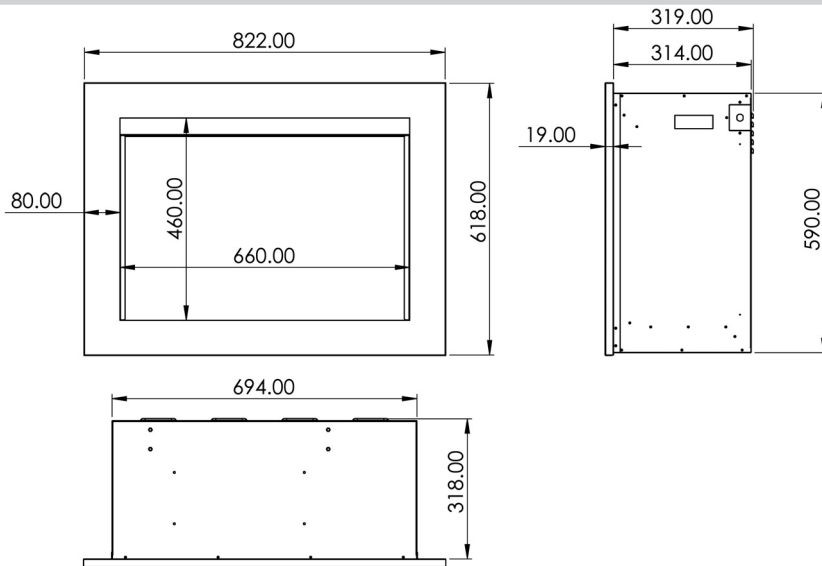
No.	Part Description	Rqd.	Part No.
1	Top plate	1	S150-001
2	Left side panel	1	S150-002
3	Right side panel	1	S150-003
4	Bottom plate	1	S150-004
5	Power cord housing	1	S150-005
6	Rear screen bead	3	S150-006
7	21.5 Inch Screen	3	S150-007
8	Inner Glass	1	S150-008
9	Rear display housing	1	S150-009
10	Receiver housing	1	S150-010
11	Top partition housing	1	S150-011
12	Top light housing	1	S150-012
13	Receiver	1	S150-013
14	Fan Assembly	1	S150-014
15	Fan bracket	1	S150-015
16	Front glass top retainer	2	S150-016
17	Button board panel	1	S150-017
18	Inner glass lower housing	1	S150-018
19	Front glass bottom guards	2	S150-019
20	Front upper and lower side strips	2	S150-020
21	Front glass housing	1	S150-021
22	Side glass	1	S150-022
23	Front glass	1	S150-023

No.	Part Description	Rqd.	Part No.
24	Side glass cover plates	2	S150-024
25	Left side glass bracket	1	S150-025
26	Right side glass bracket	1	S150-026
27	Back panel	1	S150-027
28	Wall hanging bracket	1	S150-028
29	Air guide components	1	S150-029
30	PCB Board (53-1.0)	1	S150-030
31	Power Supply (150-12)	1	S150-031
32	Backlight (130mA)	3	S150-032
33	Button Circuit Board	1	S150-033
34	Speaker	1	S150-034
35	Power cable	1	S150-035
36	Wave filter	1	S150-036
37	Wifi module	1	S150-037
38	Split screen adapter board	1	S150-038
39	Temperature sensor	1	S150-039
40	Rocker switch	1	S150-040
41	Fuel bed & top light	6	S150-041
42	Remote control	1	S150-042
43	LVDS screen cable (NOT SHOWN)	3	S150-043
44	PCB board (rainbow wire) (NOT SHOWN)	3	S150-044
45	Board - LCD screen backlight (NOT SHOWN)	3	S150-045

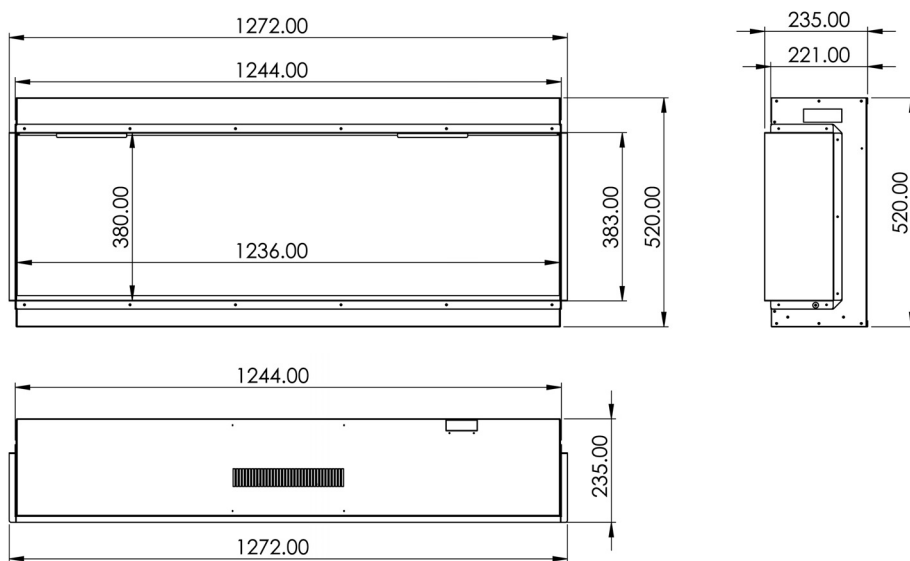
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Product Dimensions

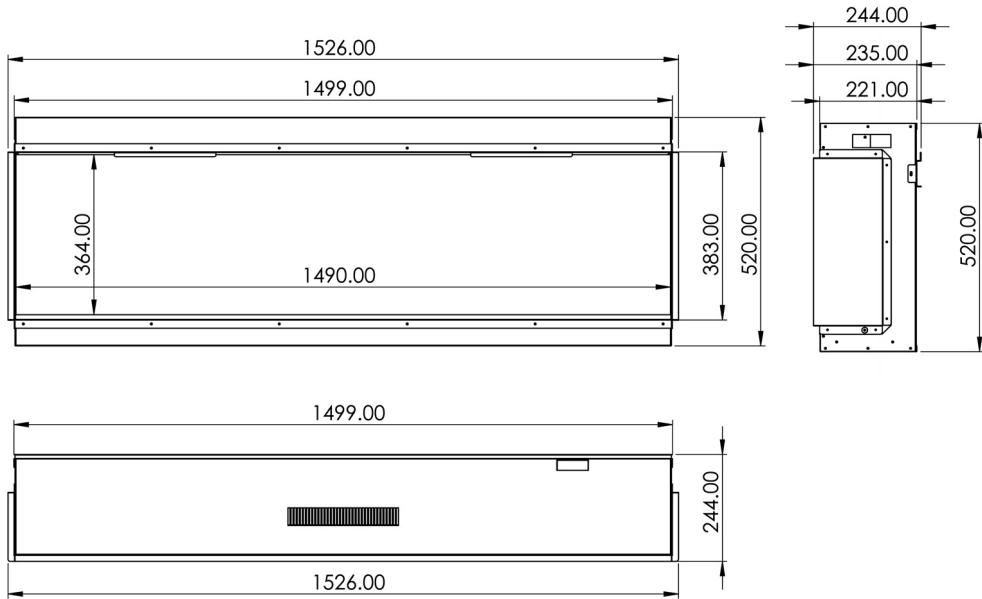
Seren 70 Dimensions



Seren 130 Dimensions



Seren 150 Dimensions



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Warranty Information



In the event of a part malfunction please refer to the tables opposite to see whether the part is covered under warranty. In any instance always refer to your ACR retailer who will be able to advise of the next steps, in entering a warranty claim

Parts will be covered under warranty in conjunction with the tables only if the below conditions have been met:

- The appliance has been installed and operated in accordance with our instruction manual
- The appliance has not been modified, misused, tampered with or maliciously damaged
- The appliance has not been used for anything other than domestic use.
- The appliance has been maintained and clean from dust, dirt & debris
- The appliance has not come into contact with water or any other liquid

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:

Seren 70 Warranty

Part	Product Code	1-Year Warranty	2-Year Warranty
Top Plate	S70-001		✓
Left Side Panel	S70-002		✓
Right Side Panel	S70-003		✓
Bottom Plate	S70-004		✓
Rear Display Housing	S70-009		✓
Front Upper Panel	S70-015		✓
27-inch Screen	S70-007	✓	
Receiver	S70-012	✓	
Fan Assembly	S70-013	✓	
Speaker	S70-027	✓	
Button Circuit Board	S70-028	✓	
Power Supply	S70-029	✓	
Wi-Fi Module	S70-030	✓	
PCB Board	S70-031	✓	
Backlight	S70-032	✓	
Fuel bed & Top Light	S70-034	✓	
Wave Filter	S70-035	✓	
Power Cable	S70-036	✓	
Remote	S70-037	✓	
Temperature Sensor	S70-038	✓	
Rocker Switch	S70-039	✓	

Seren 130 and Seren 150 Warranty

Part	Product Code	1-Year Warranty	2-Year Warranty
Top Plate	S130/150-001		✓
Left Side Panel	S130/150-002		✓
Right Side Panel	S130/150-003		✓
Bottom Plate	S130/150-004		✓
21.5-inch Screen	S130/150-007	✓	
Rear Display Housing	S130/150-009	✓	
Receiver	S130/150-013	✓	
Fan Assembly	S130/150-014	✓	
PCB Board	S130/150-030	✓	
Power Supply	S130/150-031	✓	
Backlight	S130/150-032	✓	
Button Circuit Board	S130/150-033	✓	
Speaker	S130/150-034	✓	
Power Cable	S130/150-035	✓	
Wave Filter	S130/150-036	✓	
Wi-Fi Module	S130/150-037	✓	
Split Screen Adaptor Board	S130/150-038	✓	
Temperature Sensor	S130/150-039	✓	
Rocker Switch	S130/150-040	✓	
Fuel Bed & Top Light	S130/150-041	✓	
Remote	S130/150-042	✓	

The specifications within this document are provided for information purposes only and are under no circumstances binding.



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