



CAPTIVA ISLAND® BALANCED FLUE SPACE HEATER

INSTALLATION & OPERATING MANUAL

The Captiva Island gas fire is approved to be installed as a zero clearance firebox and are designed to operate on Natural Gas and Propane (LPG) gases ONLY. Approval Number GMK10060.

VERSION 15

WARRANTY INFORMATION

The benefits provided to you under the following warranty are in addition to any other rights and remedies available to you under the law.

1. Warranty

lf:

- (a) during the first 15 years from the date of purchase (Firebox Warranty Period), there is a defect in the firebox of the Gas Burner; or
- (b) during the first 2 years from the date of purchase (Parts Warranty Period), there is a defect in the gas valves or other parts of the Gas Burner,

due to improper workmanship or material, Glen Dimplex will replace or repair the Gas Burner without charge. Any replacement product is warranted only for the time remaining on the original Firebox Warranty Period or the Parts Warranty Period as relevant.

2. Registration

You must register to receive the benefit of this warranty by completing the warranty registration on our website (www.realflame.com.au) or completing and mailing the attached registration card within 30 days of purchase of your Gas Burner (or, if the Gas Burner is fitted to a new home, within 30 days of the date of settlement of purchase of such new home).

3. Exclusions

Glen Dimplex is not obliged to replace or repair the Gas Burner under clause 1 if:

- (a) it has been improperly stored, installed, connected, used, operated or repaired, or damaged, abused, tampered with, altered (without our written approval), or not maintained in strict accordance with our installation and operating instructions; or
- (b) it has been installed in an outdoor setting.

4. Limit of Liability

The warranty provided under this warranty is limited to replacement or repair of the Gas Burner only, at our option. To the extent permitted by law, Glen Dimplex excludes liability for consequential loss or any other loss or damage caused to property or persons arising from any cause whatsoever, and damage arising from normal wear and tear.

5. Claiming under the Warranty

In order to claim under this warranty you must, within the Firebox Warranty Period or the Parts Warranty Period (as relevant), contact Glen Dimplex, providing the original proof of purchase and the details below:

Supplier Name_

Date Of Purchase / settlement of property if new home _____

Model / Serial Number____

This warranty does not cover the cost of claiming under the warranty or transporting the Gas Burner to and from the supplier.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you would like to speak to someone about your Gas Burner or claiming under this warranty, please contact the Glen Dimplex Service Warranty Desk on 1300 554 155.

Glen Dimplex Australia Pty Ltd ACN 69 118 275 460 Head Office: 1340 Ferntree Gully Road, Scoresby 3179 Telephone: (03) 8706 2000 Facsimile: (03) 876 2001

WARNING

The "Captiva Island" has a primary safety glass fitted in front of the inner glass panels. This safety glass is fitted to the appliance to reduce the risk of injury from burns and at no time should this glass be permanently removed. NOT INTENDED FOR FIREPLACE INSERT. For protection of young children or the infirm, a secondary guard is required.

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilitites, 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. Children should be supervised to ensure that they do not play with the appliance.

INSTALLATION NOTICE

- The installation of this appliance is only to be carried out by an authorised person in accordance with the Manufacturer's Instructions, local gas fitting regulations, AS5601-2013 installation code for gas burning appliances and any other relevant statutory regulations.
- In all cases the installation of this appliance shall meet the requirements as set out in AS5601-2013.
- NOTE: Not intended for fireplace insert.
- Do not install in a fireplace.
- NOTE: A slight smell may be apparent for the first few hours of use. This is due to the heat resistant paint curing. It is recommended to open windows in the room for the first lighting of the fire. In some instances a slight discolouration may occur inside the firebox. This is a normal condition and is not covered by warranty.
- This heater is designed to have a luminous flame and may exhibit a slight carbon deposit.

IMPORTANT SAFETY NOTICE

- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
- DO NOT USE OR STORE FLAMMABLE MATERIALS IN OR NEAR THIS APPLIANCE.
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILST IT IS IN OPERATION.
- CARE MUST BE TAKEN TO ENSURE THAT ANY RETURN AIR REGISTER OR EXHAUST SYSTEM DOES NOT ADVERSLEY AFFECT THE OPERATION OF THE APPLIANCE OR DRAUGHT OF CHIMNEY OR FLUE.
- DO NOT MODIFY THIS APPLIANCE.
- DO NOT OPERATE WITH GLASS PANELS REMOVED FROM THIS APPLIANCE.

WARNING

The outer glass panel gets extremely hot! Precaution should be taken and young children supervised at all times when heater is operating.

SERVICING

It is recommended you service your gas fire every 2 years as a minimum.

CORD REPLACEMENT

Electrical cord replacement must be undertaken by qualified and trained personnel only.



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DATA PLATE (Affixed to the base of the unit for reference to gas pressure & consumption)

MODEL	CAPTIVA ISLAND	SERIAL NO.		DATE OF MANUFACTUR	
GAS TYPE	APPROVAL: GMK10060				
NATURAL GAS @ 0.95 kPa Test Pressure Point (High) Injector Size			Gas Consumption		
			2 x 2.55 mm		43 Mj/hr
LPG @ 2.65 kPa Test Pressure Point (High)		Injector Size		Gas Consumption	
		2 x 1.30 mm		43 Mj/hr	
NATURAL GAS @ 0.50 kPa Test Pressure Point (Low)		Injector Size		Gas Consumption	
			2 x 2.55 mm		33 Mj/hr
LPG @ 1.50 kPa	Test Pressure Point (Low)		Injector Size		Gas Consumption
			2 x 1.30 mm		33 Mj/hr

CAPTIVA ISLAND ZERO CLEARANCE MODEL

INTRODUCTION

The Glen Dimplex "Captiva Island" is a log/coal or pebble effect space heater for use with **Natural Gas and Propane.**

The Glen Dimplex warranty will be voided by, and Glen Dimplex disclaims any responsibility for the following actions:

- Modification of the space heater and/or components including balanced flue assembly or glass door.
- Use of any component part not manufactured or approved by Glen Dimplex in combination with this "Captiva Island" fireplace system.
- Installation other than as instructed in this manual.

CAUTIONS

- Due to its high operating temperature, the appliance should be located out of traffic and away from furniture and draperies.
- Children and adults should be alerted to the hazards of the high surface temperature, which could cause burns or clothing ignition.
- Young children should be carefully supervised when they are in the same room as the appliance.
- Clothing or other flammable materials should not be placed on or near the appliance.

SELECTING YOUR APPLIANCE LOCATION

Your appliance may be installed in any location that is free of ducted return air vents or electrical wiring and plumbing. Safety, as well as efficiency of operation, must be considered when selecting the heater location. Try to select a location that does not interfere with room traffic, and offers access for the Balanced Flue terminal installation. Refer to AS5601-2004 for minimum clearances for Balanced Flue termination.

WARNING

When this appliance is installed directly on carpeting, tile or other combustible materials other than wood flooring, the appliance should be installed on a metal or wood panel extending the full width and depth of the appliance.

Should your heater exhibit abnormal operation, unusual flame, odours, excessive glass discolouration or failure to operate, please switch off and have the appliance serviced by a qualified personnel.

WARNING

Transit material such as cardboard packaging, pallet, plastic wrap, glass warning labels and burner media protection label must be removed prior to use of appliance.



Captiva Island 2 sided trim



A	В	С
890	995	50



Captiva Island 3 sided trim



А	В	С	D
890	995	50	575

CAPTIVA ISLAND ZERO CLEARANCE MODEL (continued)

Captiva Island Zero Clearance Timber Frame Installation

Dimensions (in mm)

Model	А	В	С	D	Е	F	G	Н
2 sided	890	1100	560	715	805	210	470	210
3 sided	890	1100	560	715	805	210	470	210

2 sided

3 sided



Gas connection - 15mm (1/2") Compression connection Electrical connection - 3 Pin 10Amp GPO plug Power rating of appliance 230V 50Hz 0.4Amp

Zero Clearance cowl types

- The Captiva Island balanced flue space heater is a zero clearance type heater which comes complete in a zero clearance casing.
- The flue can terminate horizontally or vertically.



Vertical top termination

Flue Size	Inner	Outer
2 sided	100mm	180mm
3 sided	100mm	180mm



Horizontal rear termination

CAPTIVA ISLAND FRAME DETAIL Timber Frame Installation



Model	Α	В	C*	D**
2 sided	1000	1225	560	600
3 sided	1000	1150	560	600

* Note: The "C" dimension is the finished depth including cladding. **Note: The "D" dimension is the minimum required to allow room for the flue to exit the unit and fit a 90° elbow for vertical termination.



NOTE: Plasterboard to run beyond stud as shown, and to go behind trim.

Clearances from combustables

Floor	0 mm
Sides	50 mm
Тор	100 mm
Flue Outer	50 mm

ISLAND ZERO CLEARANCE MODEL (continued)

INSTALLATION OF VERTICAL VENTING

Vertical terminations must be installed with the following clearances:

- Minimum of 500 mm from the nearest part of the roof (Measurement is taken from the bottom of the termination).
- Minimum of 1500 mm from any mechanical air inlet.
- Minimum of 500 mm from any building structure or obstruction facing the termination.
- Maximum vent height is 4.8 meters from the base of the unit.
- Minimum clearances 50mm from flue to all combustible materials must be maintained.
- 2 x 45° off sets allowed, must not exceed 25% of the height.
 e.g. Typical vent installation of 4.8 meters from base of unit;
 25% of 4.8 meters = 1.2 meters.



Flue runs outside the above options must be checked with the manufacturer first.

HORIZONTAL FLUE TERMINATION LOCATION

This section is used to determine where your Balanced Flue termination will be located.:

- Flue terminations shall not be recessed in walls or sidings.
- **EXTREMELY IMPORTANT:** In heavy snow areas take extra care to prevent blocking flue termination with snow removal equipment.
- Flue gases exiting flue terminals are very hot and must not be restricted to assure fireplace combustion is not affected.
- Do not place, build any obstruction, plant any bushes or for any reason attempt to conceal the flue termination. To do so will affect the operation of the fireplace and may be hazardous.
- This unit must always vent directly to outdoors.

CAUTIONS AND REQUIREMENTS

All flueing must maintain a clearance of 50mm from combustible materials.

NOTE: It is imperative for satisfactory operation of the "Island" space heater that no flueing components be modified in any way. All components have been manufactured to eliminate the need for modification when properly selected and installed.

CAPTIVA ISLAND ZERO CLEARANCE MODEL (continued)

Captiva Island Fire Installation Procedure

TICK BOXES

Locate fire into frameout as per page 10

- Connect to gas supply and check for leaks
- Connect to power supply
- Install flue as per directions on page 11
- Plaster to unit with trims removed and then install trims

Test unit for safe operation and show customer correct operating procedure



Figure (1) Remove logs and coals from box and place supplied coals randomly around burner as shown. Do not cover burner rail.



Figure (3) Place logs A & B as shown in mirror image of logs A & B on opposite side.







Figure (2) Install logs A & B as shown.



Figure (4) Place logs C & D as shown, again logs C & D will be a mirror image.

NOTE: There should be the following ceramics in the box:

- 2 x large side logs
- 2 x medium side logs
- 2 x curved centre logs
- 2 x tapered straight end logs
- 1 x top log
- 1 x packet small tapered coals (??)
- 1 x packet crescent shaped coals (6)
- 1 x packet square flat coals (12)

CAPTIVA ISLAND ZERO CLEARANCE MODEL (continued)

Captiva Island Fire Installation Procedure (continued)

PEBBLE OPTION

To install pebbles follow the instructions below taking care not to place the pebbles over the burner rail.



Figure (1) Place the 12 large pebbles into the burner as shown.



Figure (3) Finally place the 32 small pebbles as shown.



Figure (2) Add the 16 medium pebbles as shown.

NOTE: There should be 32 small pebbles, 16 medium pebbles and 12 large pebbles contained in the box.

SERVICING AND MAINTENANCE

IT IS RECOMMENDED THAT YOUR HEATER BE SERVICED AT LEAST EVERY TWO YEARS BY A QUALIFIED TRADESMAN.

To follow when servicing, removing fan or changing valve or control modules.

IMPORTANT: POWER MUST BE ISOLATED PRIOR TO CARRYING OUT THE SERVICE/MAINTENANCE.

SERVICE/MAINTENANCE ONLY TO BE CARRIED OUT BY AN AUTHORISED PERSON.



Figure (2) Then loosen the louvres by loosening the screws at each end.



Figure (4) Now loosen the outer glass holders whilst holding the glass.



Figure (1) To remove glass panel or panels, first remove the top louvre frames by removing the Allen screws.



Figure (3) Once the louvres are loose you can remove the frames, and then take the louvre sets off.



Figure (5) Remove the outer glass.

SERVICING AND MAINTENANCE (continued)



Figure (6) Now remove the stainless steel corner section by removing two screws from top and two from bottom.



Figure (8) Slide the inner glass out of the side and also the end if 3 sided model supplied.



Figure (10) To remove the remote control module, remove all wire connections and lift from double sided tape. Then remove module.



Figure (7) Loosen the top and bottom screws on the inner glass frames. Do end glass if 3 sided model.



Figure (9) Set up ceramics as per page 12 and 13.



Figure (11) To remove the control module, disconnect wires and lift from double sided tape. Then remove module.

SERVICING AND MAINTENANCE (continued)



Figure (12) To remove the gas valve disconnect the main gas pipe from the left side and the burner pipe from the right.



Figure (14) To remove the fan, undo the two screws from the bracket in front of the fan and remove bracket.



Figure (16) Remove the bottom curb and slide the fan out.



Figure (13) Remove all wires and undo screws from both fixing brackets. Remove valve.



Figure (15) Remove the centre nut from the fan bracket and pivot the fan clockwise to clear the plenum chamber.



Figure (17) To remove burner, lift the burner surround and remove.

SERVICING AND MAINTENANCE (continued)



Figure (18) Undo the four fixing screws (one in each corner).



Figure (20) Undo the main burner nut.



Figure (22) Diconnect the flame rod sensor and sparker leads.



Figure (19) Tilt the burner up an support with a suitable block.



Figure (21) Undo the pilot tube nut.



Figure (23) Remove burner.

- After carrying out service or replacing parts, reverse the above processes to reinstate the components.
- Prior to lighting ensure there are no gas leaks.

If your Captiva Island fireplace still does not operate correctly, consult your dealer. All service and repairs should be performed by an authorised person or company. All spare parts and optional trim finishes are available from Glen Dimplex Pty Ltd.

REAL () FLAME

PARTS LIST



Gas Control Valve



Module Box



Remote Control Module



Remote Control



Sensor

GAS CONTROL ASSEMBLY



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CAPTIVA ISLAND FLUE TERMINATION (COWLS) REGULATIONS Balanced Flue



LEGEND:

Т = Flue terminal

Mechanical air inlet 1 =

М = Gas meter = Electricity meter or fuse box

P

Shading indicates prohibited areas for flue terminals

Ref.	Item		Minimum clearances (mm)				
			Fan assisted				
а	Below eaves, balconies and other projections:						
	Appliances up to 50 MJ/h input	300	200				
	Appliances over 50 MJ/h input	500	300				
b	From the ground, above a balcony or other surface †	300	300				
С	From a return wall or external corner †	500	300				
d	From a gas meter (M) (see 4.7.11 for vent terminal location of regulator)	1000	1000				
е	From an electricity meter or fuse box (P)	500	500				
f	From a drain pipe or soil pipe	150	75				
g	Horizontally from any building structure † or obstruction facing a terminal	500	500				
h	From any other flue terminal, cowl, or combustion air intake †	500	300				
j	Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:						
	Appliances up to 150 MJ/h input	500	300				
	Appliances over 150 MJ/h input up to 200 MJ/h input	1500	300				
	Appliances over 200 MJ/h input up to 250 MJ/h input †	1500	500				
	Appliances over 250 MJ/h input †	1500	1500				
	All fan-assisted flue appliances, in the direction of discharge	-	1500				
k	From a mechanical air inlet, including a spa blower	1500	1000				
n							
	Space heaters up to 50 MJ/h input	150	150				
	Other appliances up to 50 MJ/h input	500	500				
	Appliances over 50 MJ/h input and up to 150 MJ/h input	1000	1000				
	Appliances over 150 MJ/h input	1500	1500				

t Unless appliance is certified for closer installation

NOTES:

All distances are measured to the nearest part of the terminal. 1

2 Prohibited area below electricity meter or fuse box extends to ground level.

3 See Clause 5.13.6.6 for restrictions on a flue terminal under a covered area.

See Appendix J, Figures J2(a) and J3(a), for clearances required from a flue terminal to an LP Gas 4 cylinder. A flue terminal is considered to be a source of ignition.

5 For appliances not addressed above acceptance should be obtained from the technical regulator

REMOTE CONTROL OPERATING GUIDE

The Captiva Island is controlled completely by the use of the remote control; this remote can be used either as a manual operation or an auto operation.

- The remote thermostat uses radio frequency to transmit to the gas/fan controller.
- The remote thermostat has a LCD display
- The remote thermostat uses 2 off "AA" batteries which should last for 12 months. (Depending on quality of battery.) Batteries should be changed when smoke alarms are changed.
- The remote control and the controller are non-serviceable parts and if faulty should be returned to Glen Dimplex Pty Ltd for replacement.

Locating the remote

The remote houses the thermostat that controls the heat output of the fire. When storing the remote either on its wall bracket or by placing it somewhere in the room where the fire is located, ensure there are no other heat sources that will affect the thermostats ability to accurately read the room temperature. For example, by placing the remote in direct sunlight or under a cushion, the fire may turn down or off before the room reaches the set temperature.

Factory Set Features

- When turned on the fire will always start on the low setting and remain on low for 3 minutes, it will then go to the high setting.
- The fan will automatically come on in the high mode after the fire has been operating for 3 minutes 20 seconds.
- When the fire shuts off on auto mode or is shut off in manual mode, the fan will continue to operate for 3 minutes in the "High" mode.
- The fire can be operated in either "Auto" mode or "Manual" mode.

Quick Start Guide

On/Off

Press and release the U button to turn the thermostat on and off.

Setting the day of the week and time

With the thermostat off, press and hold the 'T' button for 2 seconds or longer to initiate programming the time. Time, the hour setting and AM/PM will flash.

Setting the hour function

Press and release the \blacktriangle or \blacktriangledown button to increase or decrease the hour setting by 1 hour.

Press 'OK' to accept.

Setting the minute function

Press and release, or press and hold the \blacktriangle or \triangledown button to increase or decrease the minute setting by 1 minute.

Press 'OK' to accept.

Setting the day of the week function

Press and release the \blacktriangle or \checkmark button to change the day of the week to the following or previous day. Press and hold the \blacktriangle or \checkmark button for 2 seconds or longer to increase or decrease the day of the week by 1 day every 0.5 seconds.

Press 'OK' to complete setting.



REMOTE CONTROL OPERATING GUIDE (continued)

Manual mode

Manual mode does not require that the time and day of the week are set.

Press the \blacktriangle or \blacktriangledown button to increase or decrease the temperature desired.

Automatic mode

The automatic mode allows the temperature to be regulated according to a programmed level and time.

Manually overriding the set program

At any time, the temperature may be adjusted up or down. However, whenever the thermostat changes to a new time period, the temperature will be set automatically according to that period's setting.

Programming

Each day of the week can be programmed individually for 4 periods P1, P2, P3 and P4, making a total of 28 programmed periods.

Alternatively, a weekday program can be set, so the same program is used for Monday-Friday. Similarly, a weekend program can be set for Saturday-Sunday. The entire week can also have the same program.

Alternatively, a weekday or weekend program can be set with individual programs for the remaining days.

The suggested period settings for each day/s are:

- Period 1 morning
- Period 2 daytime
- Period 3 evening
- Period 4 night-time

To begin programming

With the thermostat off, press and hold the 'P' button for 2 seconds or longer to initiate programming. The LCD will display **PROG**, **Pd** and the time at which the thermostat is currently set. **NO** will flash.

Period 1 can now be set.

Setting the day of the week

You must choose which day/s of the week you wish to program.

Press and release the \blacktriangle or \checkmark button to change the day of the week to the following or previous day. Press and hold the \blacktriangle or \checkmark button for 2 seconds or longer to increase or decrease the day of the week by 1 day every 0.5 seconds.

The order that you can scroll through the days is as follows:

 $MO \rightarrow TU \rightarrow WE \rightarrow TH \rightarrow FR \rightarrow MO$ TU WE TH FR \rightarrow SA \rightarrow SU \rightarrow SU SA \rightarrow MO TU WE TH FR SA SU

To accept the selected day/s of the week press 'OK'.

REMOTE CONTROL OPERATING GUIDE (continued)

Programming

Setting the period starting time

The hour and AM/PM settings will now flash. To set the P1 starting time, press and release the \blacktriangle or \blacktriangledown button to increase or decrease the hour setting. Press and hold the \blacktriangle or \blacktriangledown button for 2 seconds or longer to increase or decrease the hour setting by 1 hour every 0.5 seconds.

Please ensure that AM/PM is set correctly.

Press 'OK' to accept.

The minute setting will now flash. Adjust the minute setting similarly, using \blacktriangle or \blacktriangledown button

Press 'OK' to accept.

Setting the temperature

The temperature setting will now flash. Press and release the \blacktriangle or \triangledown button to increase or decrease the temperature setting by 1 °C. Press and hold the \blacktriangle or \triangledown button for 2 seconds or longer to increase or decrease the temperature setting by 1 °C every 0.5 seconds.

Press 'OK' to accept.

Period 1 is now set for the day/s of the week that you have chosen. The LCD will display **P2** to indicate that Period 2 can now be set for the same day/s of the week.

Repeat the programming process for periods 3 and 4.

After program 4 is set, press 'OK' and the program for the selected day/s will be set.

Repeat the programming process for any other periods/days that are required.

Restore factory default settings

With the thermostat off, press the following sequence of buttons: 'P', 'T', 'T' ▼.

Teaching RF thermostat ID code to control unit

CAUTION: The thermostat has already been programmed with a unique code. Do not attempt to teach the RF Thermostat ID code unless instructed by the manufacturer.

With the thermostat off, press the following sequence of buttons: 'P', 'T', 'T' ▲.

The LCD display will show 'CL' (Code Learn) for 2 seconds then return to the normal OFF state display. During this time a special code will be transmitted by the RF Thermostat to the Control Unit, causing the Control Unit to learn its ID.

WARNING

When the RF thermostat is in the "Auto" mode and the room temperature drops below the minimum temperature, the fire and fan will come on and operate until the room temperature is 3° above the minimum and then turn off, therefore:

- The minimum temperature should be set at a temperature that is not likely to cause the fire to continually turn on and off.
- If leaving the house for an extended period, the RF thermostat should be turned "OFF".
- As long as the RF thermostat is in the "Auto" mode and the temperature goes below the minimum set temperature, the fire will come on no matter what times are programmed into the thermostat.
- If you are unsure of the operation of the RF thermostat, please contact the manufacturer.
- In the event of loss of power, the appliance will shut down safely. The appliance may automatically resume operation once power is restored, pending the operation mode of the remote control.

ELECTRICAL DIAGRAM



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www.realflame.com.au 1300 554 155