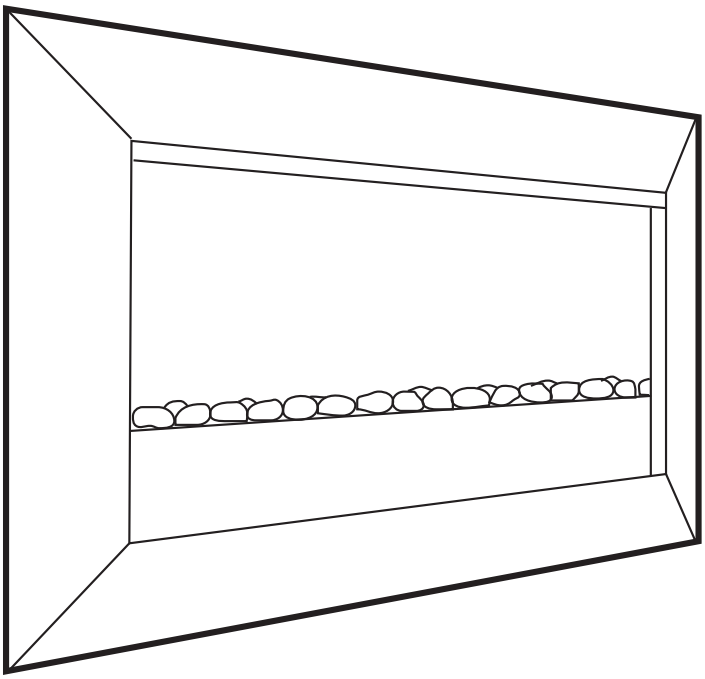
real flame

Leaders in Fireplace Technology



EXURO I01000

INSTALLATION & OPERATING MANUAL

Important: The appliance shall be installed in accordance with;

- Local gas fitting regulations
- Municipal building codes
- AS/NZS 5601.1:2013, Gas installations
- Any other relevant statutory regulations.
- TO BE INSTALLED ONLY BY AN AUTHORIZED PERSON
- THIS APPLIANCE MUST NOT BE INSTALLED OR USED INDOORS

INSTRUCTIONS MUST BE LEFT WITH THE CONSUMER AND THE CONSUMER TO RETAIN THEM FOR FUTURE REFERENCE.

Approval Number: GMK10105

VERSION 3

real flame
Leaders in Fireplace Technology

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

If:

(a) during the first 2 years from the date of purchase (Parts and Labour Warranty Period), there is a defect in the firebox and all other parts; or

(b) during the first 5 years from the date of purchase (Parts Only Warranty Period), there is a defect in the firebox only,

due to improper workmanship or material, Real Flame will replace or repair the Real Flame Gas Burner without charge. Any replacement product is warranted only for the time remaining on the original Parts and Labour Warranty Period or the Parts Only 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 Real Flame Gas Burner (or, if the Real Flame Gas Burner is fitted to a new home, within 30 days of the date of settlement of purchase of such new home).

3. Exclusions

Real Flame is not obliged to replace or repair the Real Flame 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.

4. Limit of Liability

The warranty provided under this warranty is limited to replacement or repair of the Real Flame Gas Burner only, at our option. To the extent permitted by law, Real Flame 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 Parts and Labour Warranty Period or the Parts Only Warranty Period (as relevant), contact Real Flame, 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 Real Flame 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 Real Flame Gas Burner or claiming under this warranty, please contact the Real Flame 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

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, AS/NZS5601.1.2013 installation code for gas burning appliances and any other relevant statutory regulations.**
- **Do not modify this appliance.**
- **In all cases the installation of this appliance shall meet the requirements as set out in AS/NZS5601.1.2013.**

- **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.**

IMPORTANT SAFETY NOTICE

- **DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**
- **DO NOT USE OR STORE FLAMMABLE MATERIAL NEAR THE 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.**
- **IT IS NOT RECOMMENDED TO OPERATE THE FIRE WITH THE FASCIA PANELS REMOVED.**

SERVICING

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

WARNING

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.

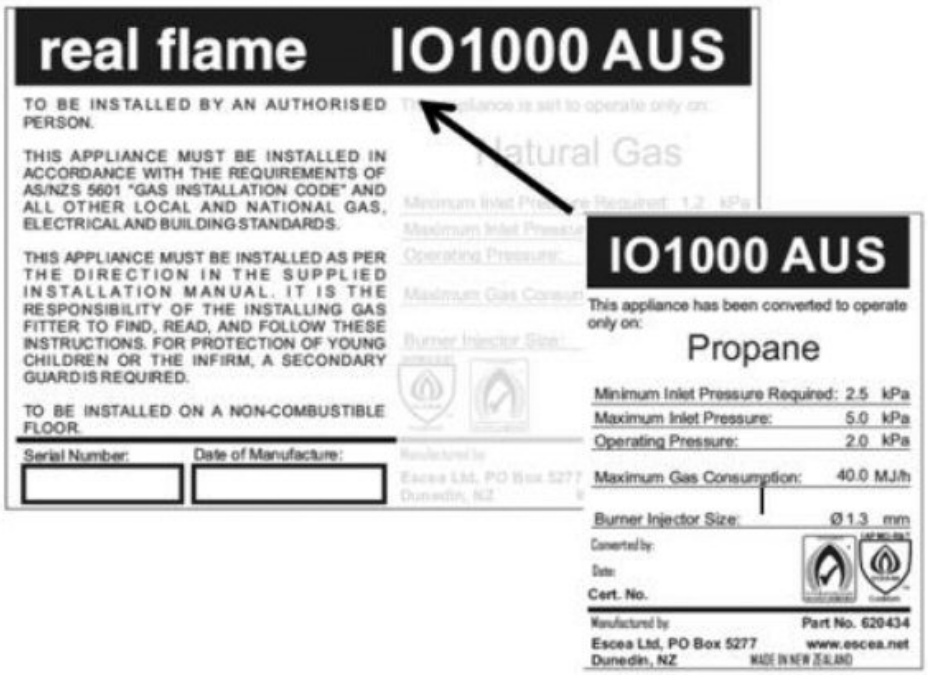
real flame
Leaders in Fireplace Technology

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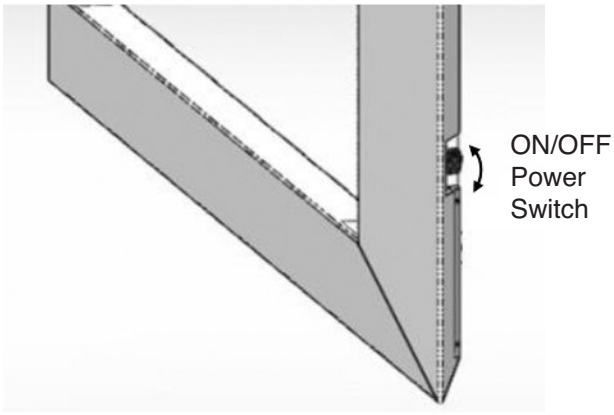
DATA PLATE (The dataplate for this appliance, containing technical information and specifications can be found to the right of the control tray, near the base of the fire. To access this, the fascia must first be removed.



BASIC OPERATION

The IO1000 is operated by the switch located on the right hand side outer edge of the fascia. The basic operations possible are ON/OFF.

Before operating the fire, ensure that the power transformer is plugged into the mains wall socket and turned on, and the supply is turned on.



Ignition:

To turn the fire on push the ON/OFF rocker switch to the on position. The ignition unit will start sparking and the pilot and burners will ignite almost immediately.

In the event of no gas, the ignition unit will attempt to try to light up to 3 times before shutting down.

Turning off the fire:

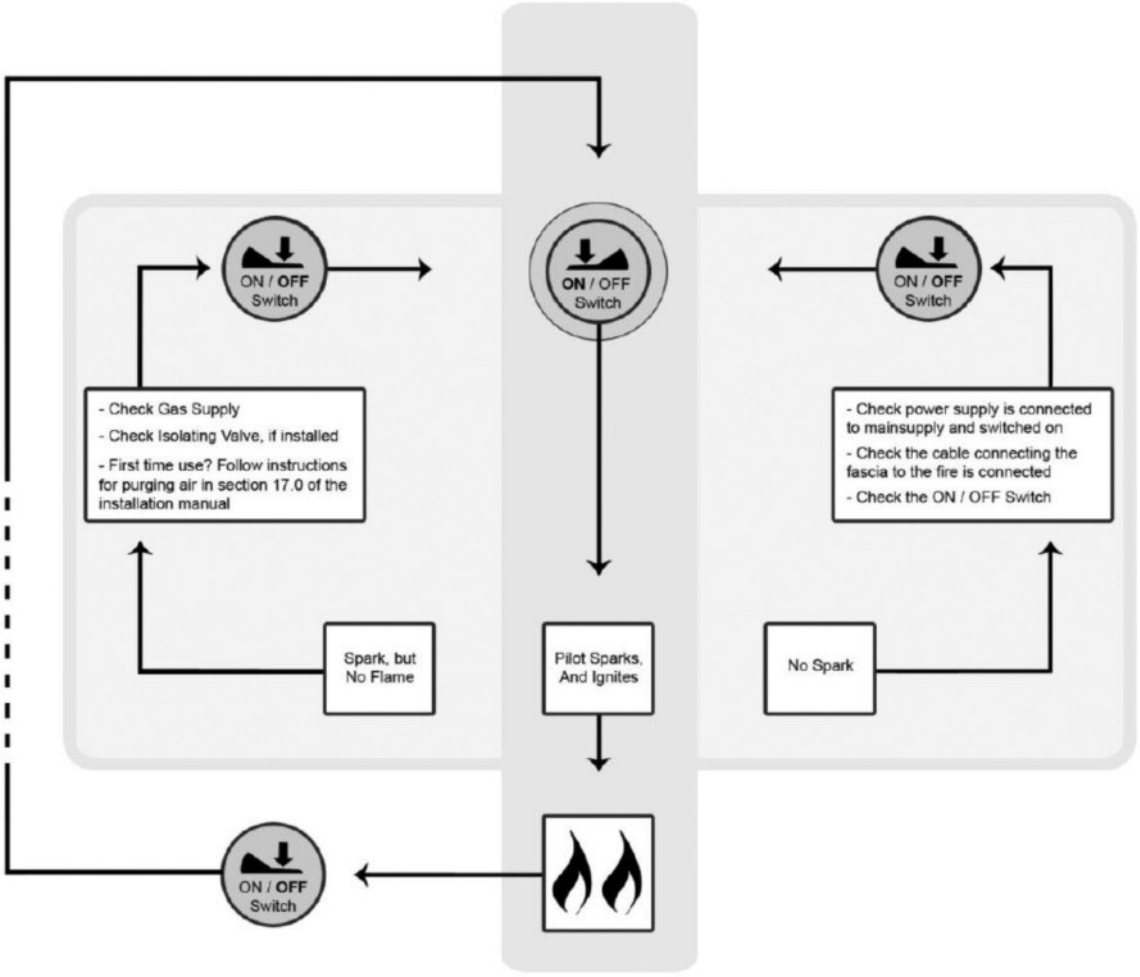
To turn the fire off, simply flick the ON/OFF rocker switch to the off position. This will shut down the gas flow to the pilot flame and both burners.

Please ensure the gas supply is also turned off, and as an extra safety please turn off the main power supply at the house.

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 must not be placed on or near the appliance.

BASIC OPERATION

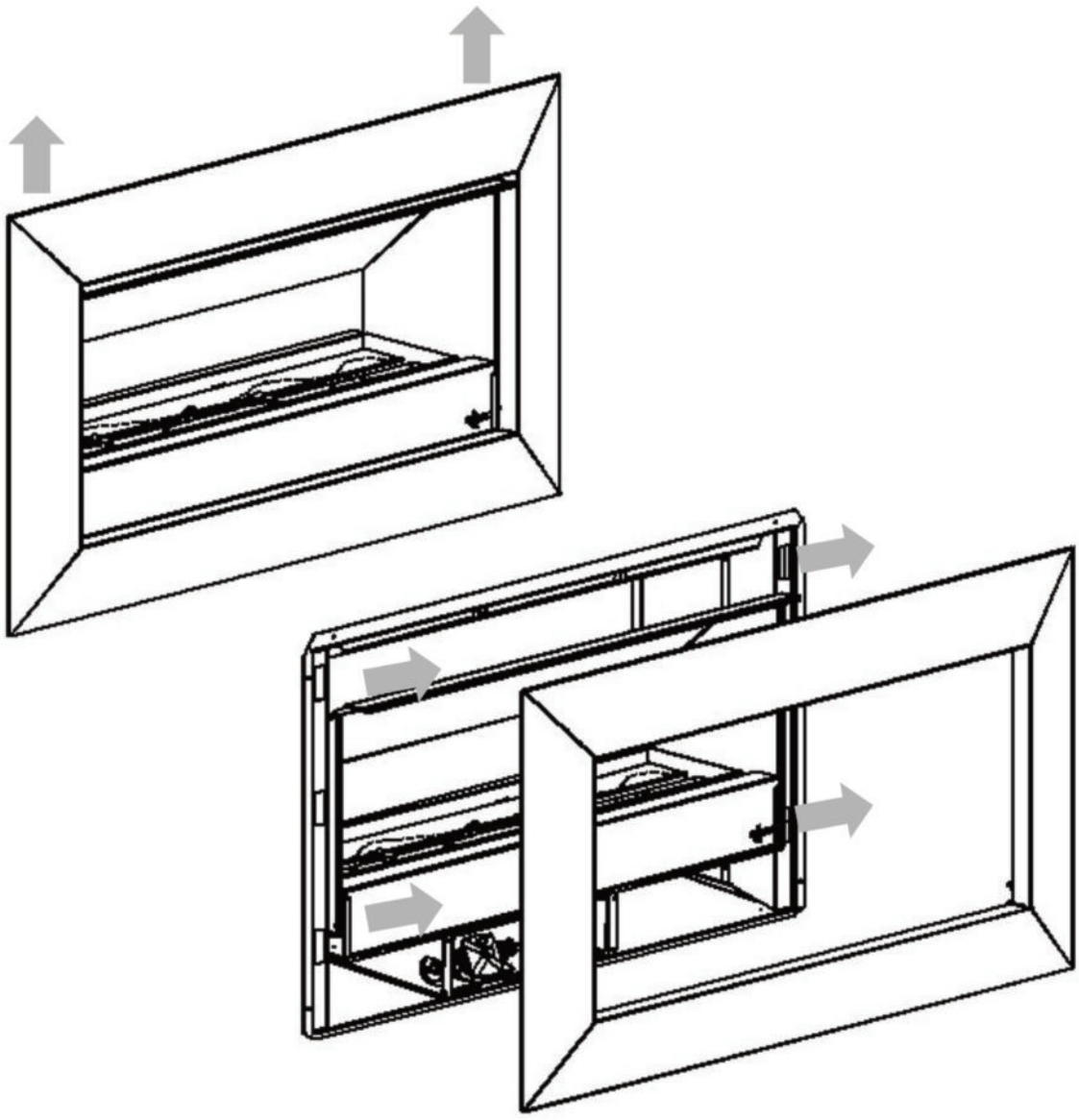


	Propane	ULPG	Natural Gas
Min. Inlet Pressure	2.5 kPa	2.5 kPa	1.00 kPa
Max Inlet Pressure	5.0 kPa	5.0 kPa	5.00 kPa
Manifold Pressure	2.0 kPa	2.2 kPa	1.00 kPa
Front Burner Jet size	Ø1.3	Ø1.25	Ø4.0
Rear Burner Jet size	Ø1.3	Ø1.25	Ø4.0
Front Burner Aeration Hole	11mm x 2 off per burner (NO COLLAR FITTED)	11mm x 2 off per burner (NO COLLAR FITTED)	Ø5mm x 2 holes Collar must be fitted -1 off per burner
Rear Burner Aeration Hole	11mm x 2 off per burner (NO COLLAR FITTED)	11mm x 2 off per burner (NO COLLAR FITTED)	Ø5mm x 2 holes Collar must be fitted -1 off per burner
Mj/hour	40	40	49

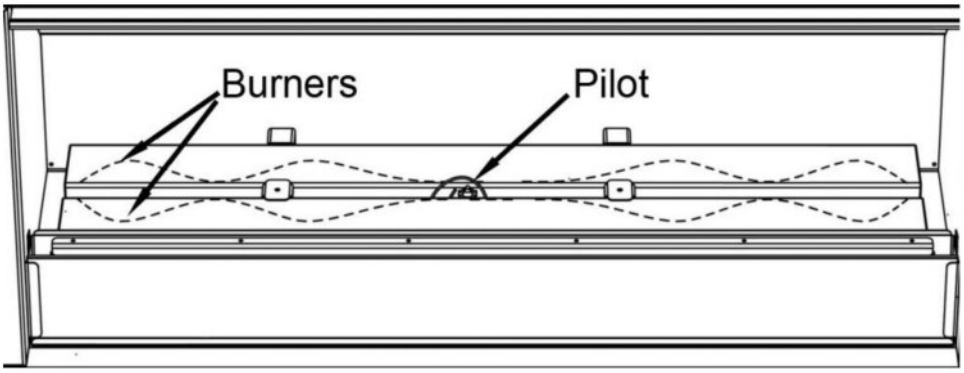
REMOVING THE FASCIA

The IO1000 Stainless Steel fascia is attached to the fire by four ‘hooks’ on the corners of the fascia. If you need to remove the fascia, lift it upwards and slowly pull it away from the fire in the same motion.

After the fascia has been unhooked, the short electrical cable attaching the fire to the fascia can now be unplugged and the fascia can be completely detached.



PILOT FLAME AND BURNER POSITIONING



MAINTENANCE AND CLEANING

The unit must be cold before starting any form of maintenance or cleaning.

The glass can be removed and cleaned using standard window cleaner. Be careful not to scratch the rear of the glass which has a black screen print on it.

To clean the weather cover, warm soapy water should be used.

Cleaning of the burners and ceramic stones can be carried out using a brush and a dry cloth and should be done at least annually. This will remove carbon or soot build-up. Periodically the pilot and burners should be checked visually for carbon and soot build-up, a consistent flame and clean burning.

Fascia:

The Fascia is the visible surround of your Real Flame IO1000 Gas Fireplace and must be treated carefully to prevent unsightly marks from tarnishing the visual quality of the product. Some marking over time is inevitable however, so the following directions will assist you in getting the maximum enjoyment from it.

NEVER EVER RUB THE FASCIA.

The outside of a Real Flame Fascia must only be cleaned with a soft microfibre cloth. If heavier cleaning is required for the likes of grease or stubborn fingerprint removal we recommend the use of Steel Kleen brand Ezi Wipes for stainless steel fascias only, and warm soapy water for powder coated Fascias. These wipes have been tested and produce very satisfying results, when used correctly. For heavier marks, try the following:

For Stainless Steel Fascias:

- Products such as Steel Kleen ezi wipes applied to the fascia gently in the direction of the grain have been tested and produce satisfying results when used correctly.

For Powder Coated Fascias:

- Use warm soapy water and a clean soft microfibre cloth to gently clean any marks.

INSTALLATION

WARNING

Children and adults should be alerted to the hazards of high surface temperatures, burns and clothing ignition.

Young Children should be carefully supervised when they are in the area of the appliance.

Clothing or other flammable materials should not be hung from the appliance, or placed on or near the appliance.

Any guard or other protective device removed for servicing the appliance must be replaced prior to operating the appliance.

Installation of appliances fitted to fixed gas supply systems and repair of all appliances must be carried out by a qualified service person.

A qualified service person should inspect and service this product at least annually.

Cleaning may be required in order to keep the control compartment, burners, and circulating air passageways clean.

The 240/24volt plug pack MUST be installed inside and out of the weather. It MUST be kept dry and protected from rain and water ingress.

THIS GAS FIRE IS FOR OUTDOOR USE ONLY.

INSTALLATION (continued)

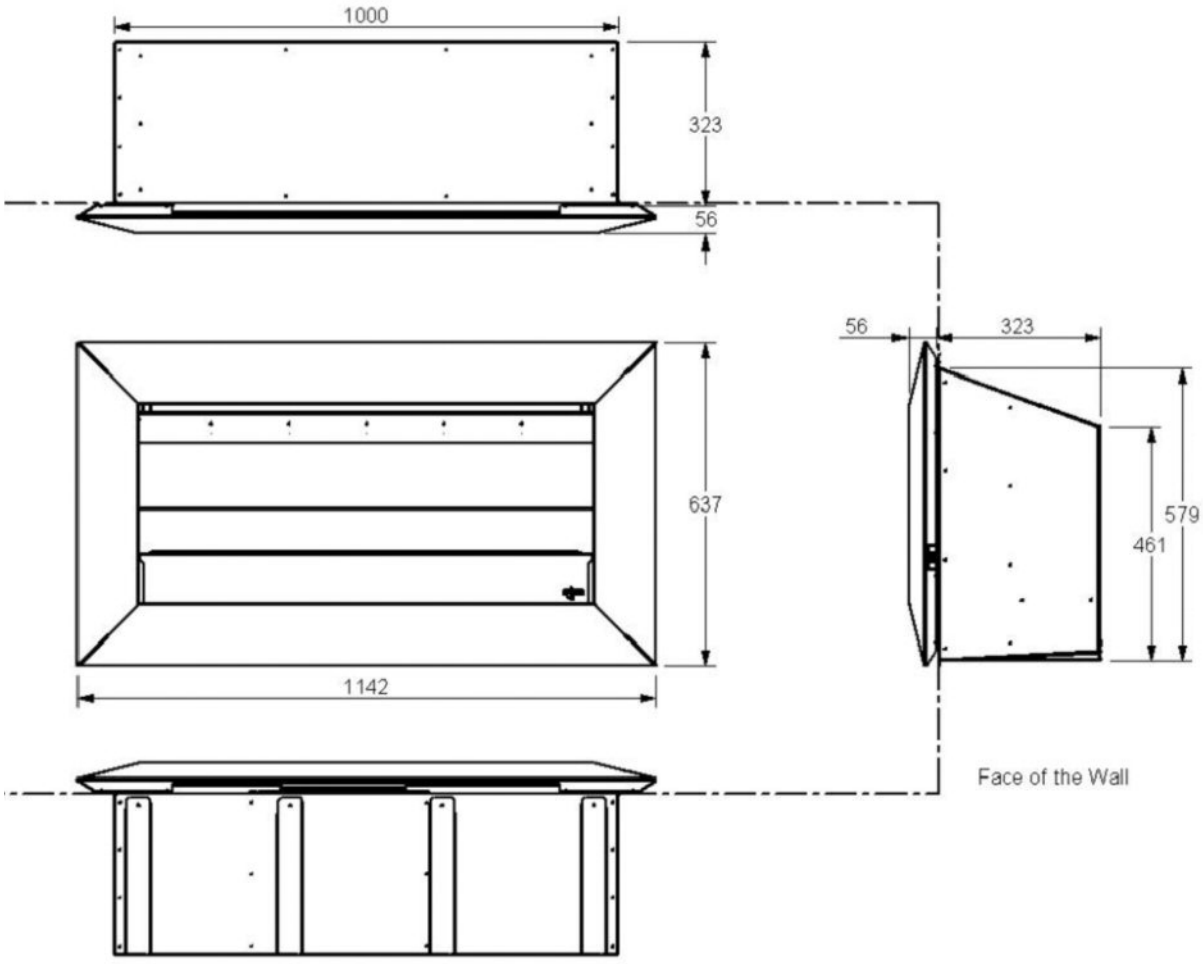
Product Description

The Real Flame IO1000 gas fire is designed for outdoor use only. This appliance requires no flue and must be permanently installed into a cavity. It may be installed into a timber cavity.

The fire is controlled by the user from a switch that is situated on the lower right hand side of the stainless steel fascia.

The data label which contains all of the technical information such as manufacture date, serial number, gas type, jet size, etc, can be found in the lower right hand side of the fire, below the firebox. To access the data plate, the fascia must be removed.

Dimensions



INSTALLATION (continued)

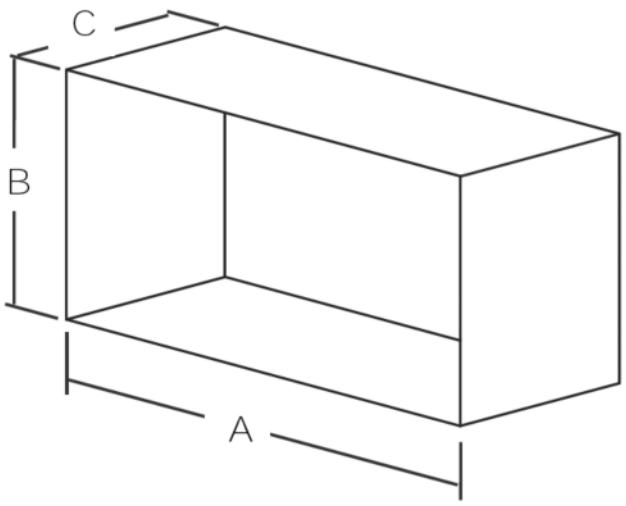
Power Supply

This appliance requires a constant external 240V AC 1A power supply to mains electricity.
A plugpack transformer is supplied with the fire.

Creating the Cavity

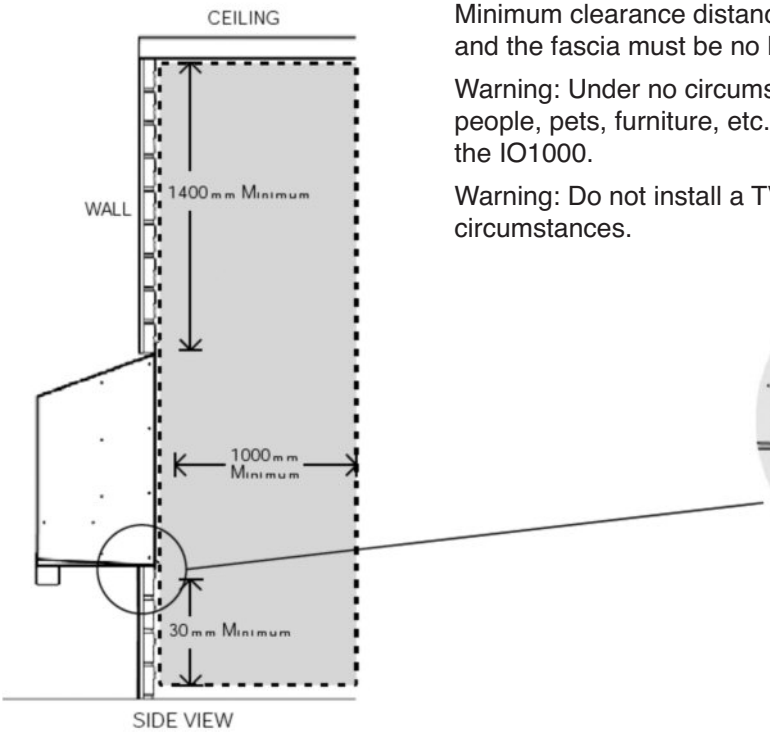
The dimensioned drawing below shows the size of opening that must be created to install the unit.

A	B	C
1010	585	330



Where possible, it is recommended that the cavity is made slightly larger than the above dimensions to give the installer the maximum amount of space to work in.

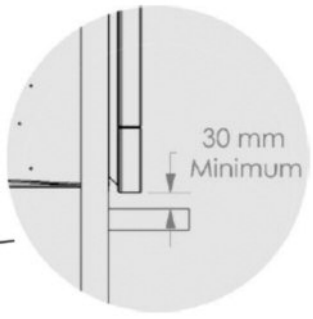
Clearances to combustibles



Minimum clearance distance between a combustible ceiling and the fascia must be no less than 1400mm.

Warning: Under no circumstances should any object such as people, pets, furniture, etc. be closer than 1 metre in front of the IO1000.

Warning: Do not install a TV above this fire under any circumstances.



INSTALLATION (continued)

Wall cladding around fire

The temperature of the wall directly above the heater does get hot and hence may discolour paint finishes.

Some dark coloured exhaust stains may also become visible directly above the fire due to exhaust. In most cases this can be cleaned off with water and a brush.

Minimum install height

The fire has ventilation gaps behind the fascia at the top and bottom. These must not be blocked, so ensure there is a gap of at least 30mm between the bottom of the fascia and anything below.

Types of Installation

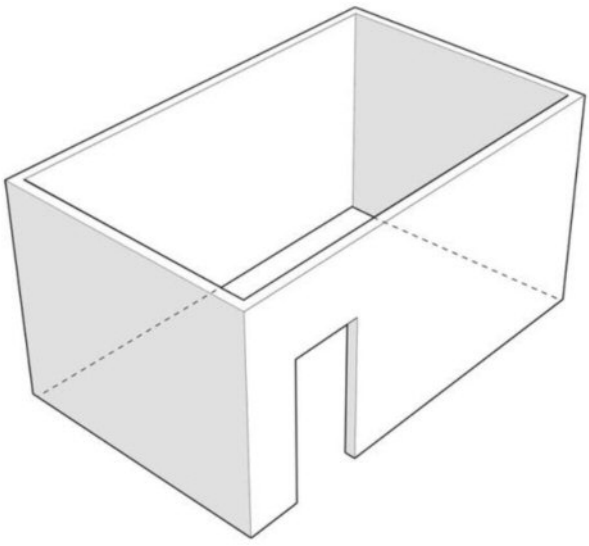
This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

Certain materials or items, when placed under or near the appliance, will be subjected to radiant heat and could become damaged.

The following installation diagrams are Real Flame IO1000 recommendations only and may or may not comply with your local council standards. Please check with your local council for actual building standards.

Typically an outdoor space is not enclosed but, any enclosure in which the appliance is used should comply with one of the following:

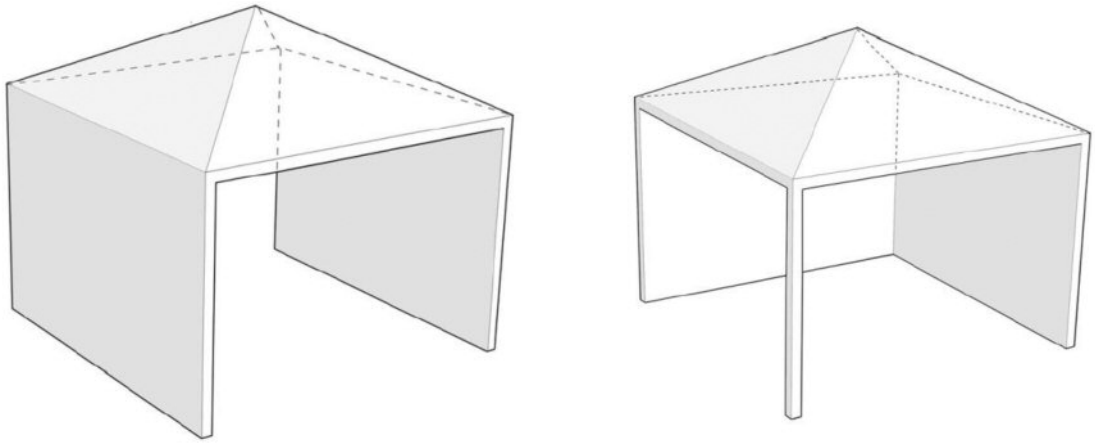
1. An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover.



INSTALLATION (continued)

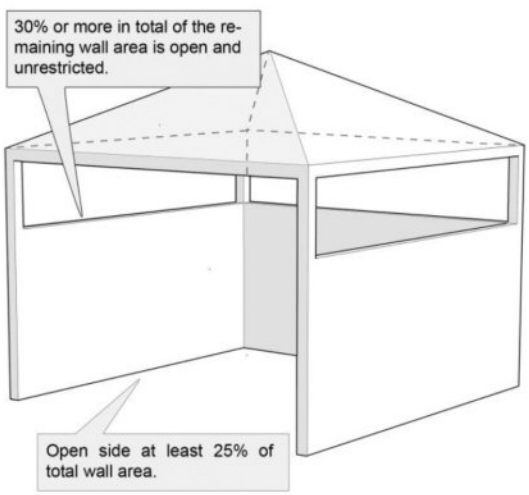
Types of Installation

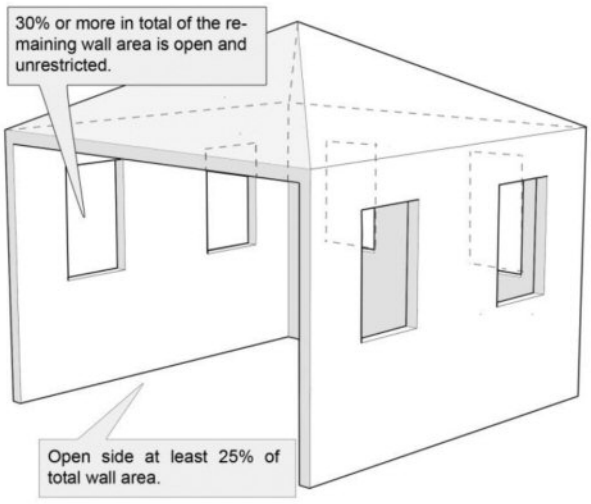
2. Within a partial enclosure that includes an overhead cover and no more than two walls.



3. Within a partial enclosure that includes an overhead cover and more than two walls, the following should apply:

- At least 25% of the total wall area is completely open, and
- At least 30% of the remaining wall area is open and unrestricted





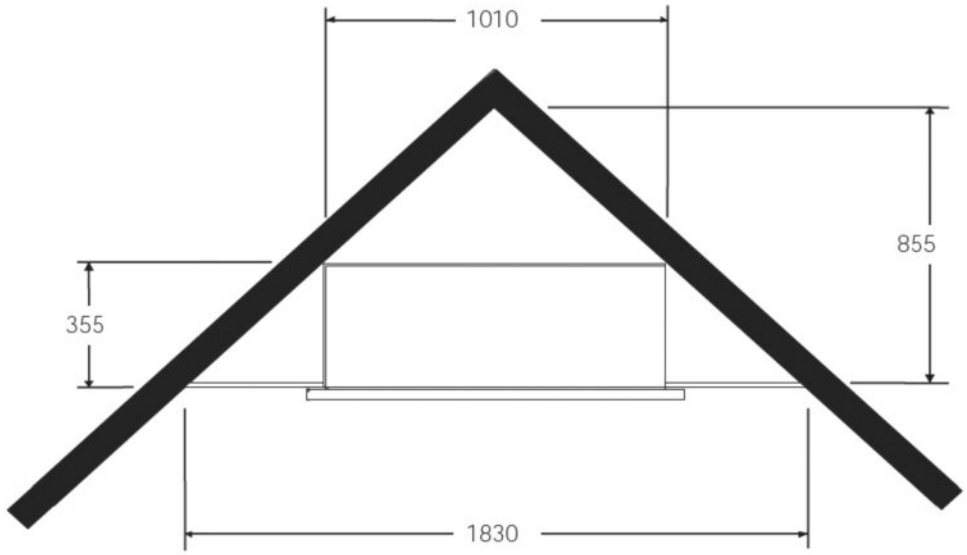
Rectangular areas have been used in the above diagrams; the same principles apply to any other shaped area.

In the case of balconies, at least 20% of the total wall area should be and remain open and unrestricted.

INSTALLATION (continued)

Corner Installations

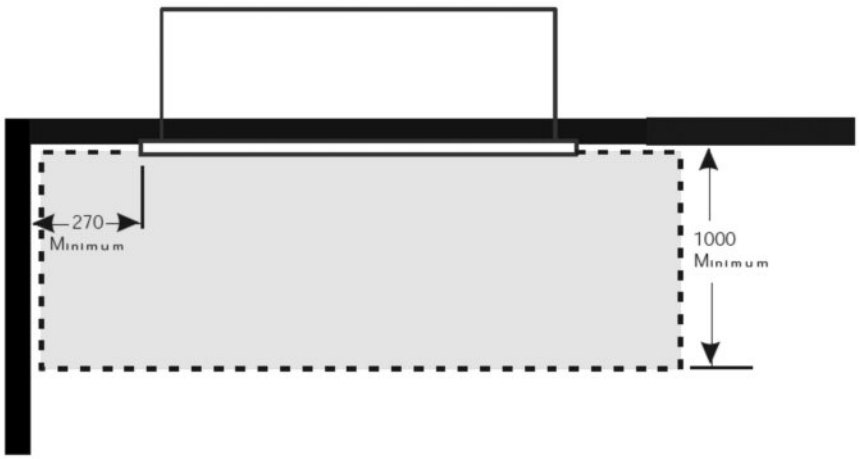
If a cavity is to be created in a corner, the following drawings give the minimum sized interior wall dimensions possible.



Note:

Allowances need to be made for cladding the internal of the cavity.

Dimensions of the cavity in this diagram represent the internal size only.



Minimum clearance distance between adjacent wall and fascia needs to be no less than 270mm.

INSTALLATION (continued)

Laying Gas Pipe

Gas pipe should be sized as per the requirements of AS5601/AG601-2000. The pipe sizing must be sufficient to deliver the following volume of gas to the heater with all other gas appliances in the home running at the same time;

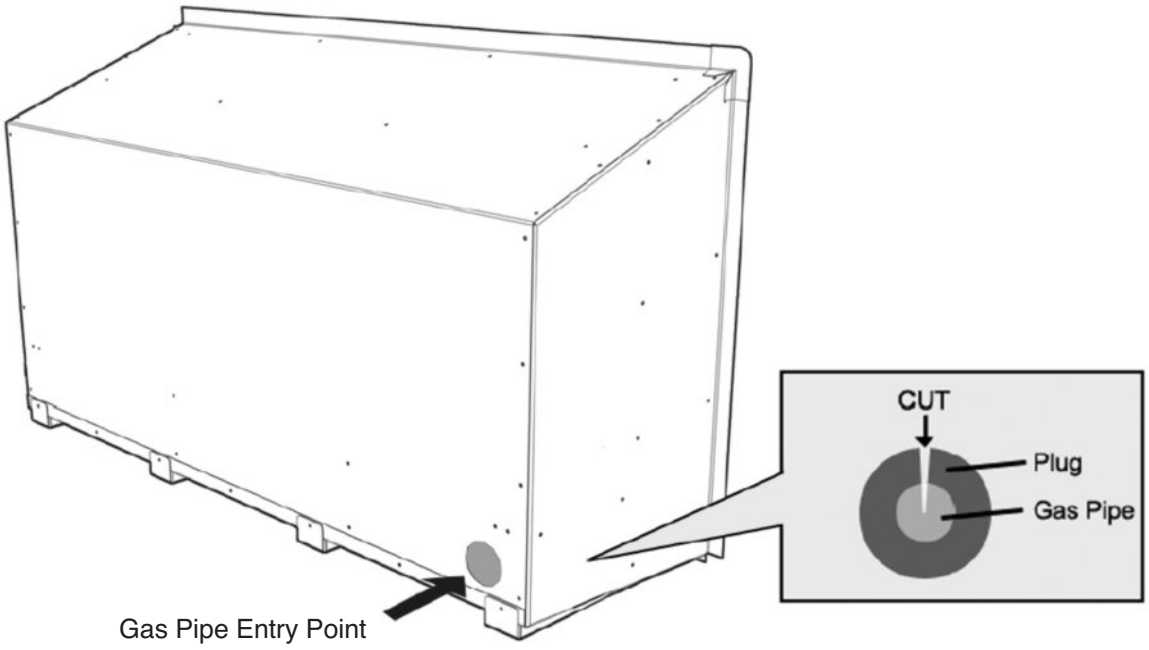
IO1000 Natural Gas = 49 Mj/hr

IO1000 Propane = 40 Mj/hr

IO1000 ULPG = 40 Mj/hr

It is highly recommended to install an easily accessible isolating shut off valve (ball valve) along the gas line to the IO1000 unit which should be easily accessible to the user.

This fire has been supplied with a ½" pipe connected through a short 45° flare nut inlet connection to make the gas supply easy and safe. Solid pipe should be run to the inside lower left hand side of the fire. Insert the supplied rubber plug and cut it as shown below to allow the gas pipe and the electrical cable to pass through, keeping the plug as air-tight as possible.



Any flexible pipe should be attached to the copper supply pipe and joint tested to ensure gas tightness, an isolating valve is recommended for this purpose.

Before each use of the appliance the hose assembly connecting the appliance to the gas supply must be inspected. If there is evidence of excessive abrasion or wear, or if the hose is damaged, then the hose assembly must be replaced before the appliance is operated.

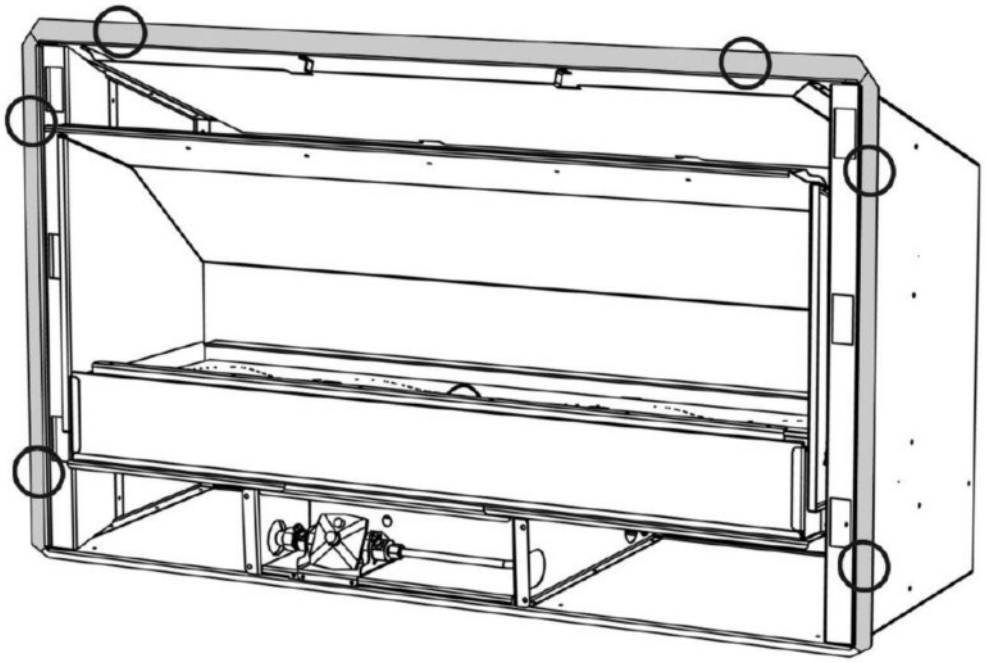
The gas hose should be properly located away from pathways or areas where the hose may be subject to accidental damage.

INSTALLATION (continued)

Fixing the fire into the cavity

To fix the fire to the cavity, first drill 4 to 6 (5mm diameter) holes in the outer flange (as shaded grey in the picture below) in locations which will give you the most support from the cavity framework behind and evenly spaced around the flange. Using the supplied Stainless Steel screws, fasten the fire to the cavity through these drilled holes.

Suggested location for screws of mounting:



Ensure that the fire is securely located and free from movement.

Connecting the Gas Pipe

When the fire unit has been pushed into position and secured the flexible hose can be con-nected to the inlet side of the appliance regulator at the front centre of the fire. The hose and pipe assembly should have been tested prior to this.

No matter which connection the installer chooses, the regulator that is supplied in the fire MUST NOT BE REMOVED. Removal of the regulator, or replacing it with one not intended for use with a IO1000, will void the limited appliance warranty.

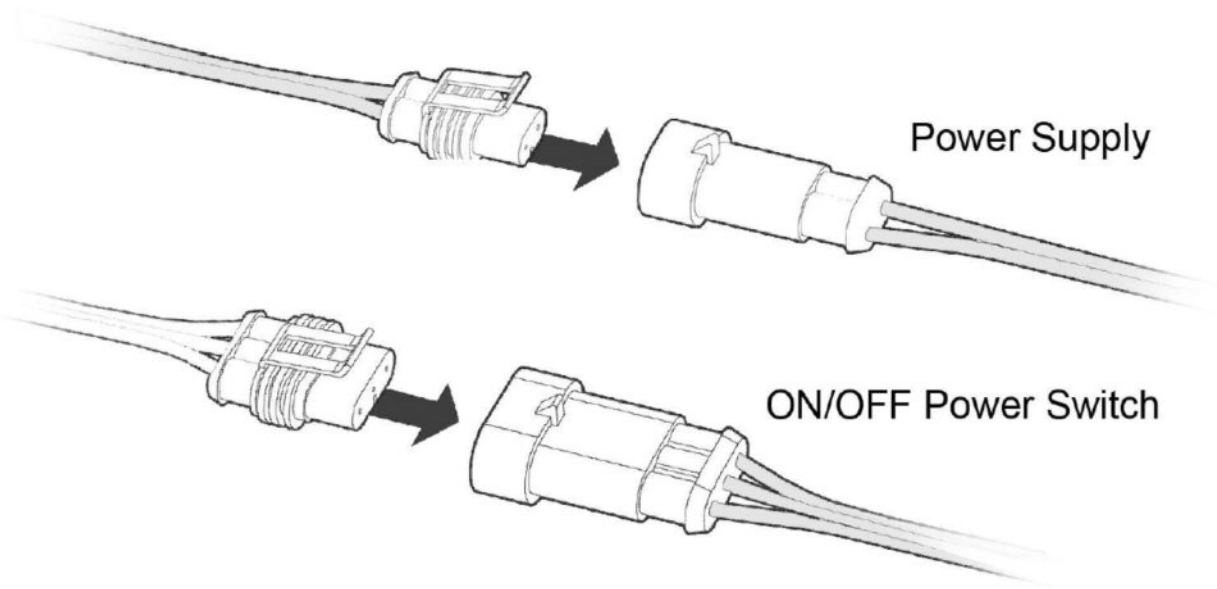
The IO1000 must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of ½ psi (3.5 kPa).

INSTALLATION (continued)

Connecting the power supply and power switch

The power supply socket is located below the firebox. Push the 2 pin plug/socket together with the supply from the transformer until they ‘click’.

The ON/OFF power switch socket plugs into the 3 pin plug lead situated at the front RH side of the fire. Push them together until they ‘click’.



Testing of the power switch and spark ignition

IMPORTANT: Before the operating pressure can be checked and the fascia fitted, the power switch and spark ignition must be tested.

This can be done with the gas supply either turned on or off. With the power supply and power switch connected, place the fascia beside the fire and run through the steps for igniting the pilot (refer to page 6 for instructions).

INSTALLATION (continued)

Checking Operating Pressure

NOTE: Check ensure that the correct jets, for the gas being used, are installed – see page 25.

This check is done at the regulator located at the lower front of the appliance.

This must be done before fascia has been fitted.

Pressure test point available for operating pressure (as shown below).

The operating pressure has been factory set. Please check that the operating pressure is exactly as listed below and if not, adjust the regulator until the pressure is correct. If unable to achieve this, reassess the inlet gas pressure / pipes.

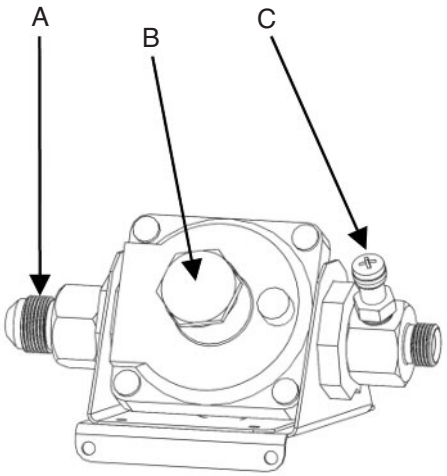
Replace operating test point screw and leak-test the test point.

Test for overall soundness using an appropriate method.

A = Inlet gas connection

B = Pressure adjustment screw

C = Operating pressure test point



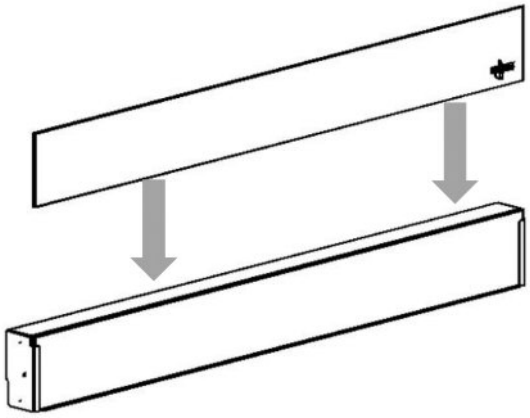
Pressure Table

	Propane	Natural Gas	ULPG
Minimum Inlet pressure	2.5 kPa	1.0 kPa	2.5 kPa
Maximum Inlet pressure	5.0 kPa	5.0 kPa	5.0 kPa
Operating Pressure	2.0 kPa	1.0 kPa	2.2 kPa

INSTALLATION (continued)

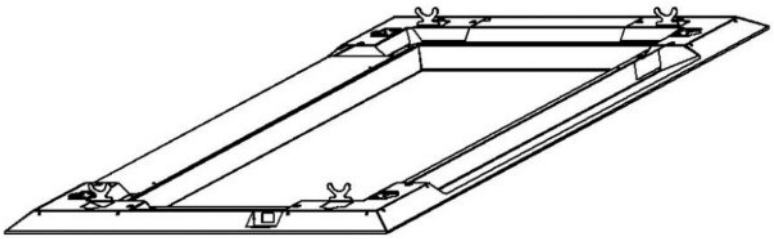
Assembly of the Glass Feature

The glass has been packaged seperately to protect it during transit, and can be found inside the firebox. Carefully insert the glass into the cartridge as shown, between the two metal flanges and push it all the way to the bottom. Handle the glass with care and avoid scratching it.

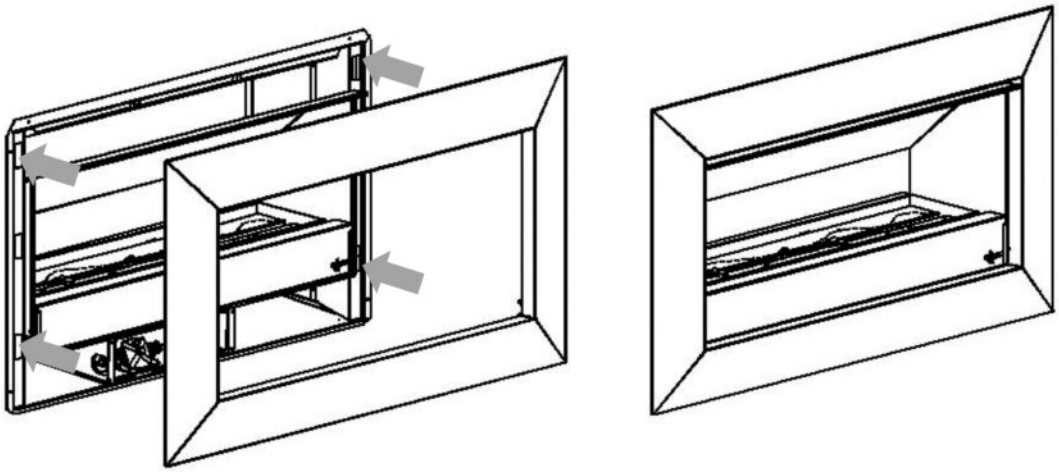


Fitting the Fascia

Before fitting the fascia, four hooks must be bent out from the fascia so that they will engage with the cutouts in the fire. Use your fingers to fold one hook out from each corner so that it sits at 90 degrees to the rear of the fascia. Attach the switch cable from the rear of the fascia to the cable in the fire and then carefully hang the fascia.



Line up the hooks with the receptacles on the IO1000, and gently push the fascia into position. The switch should be on the right hand side of the fire. The angle of the hooks can be adjusted if necessary to ensure a good fit.



INSTALLATION (continued)

Placement of ceramic stones

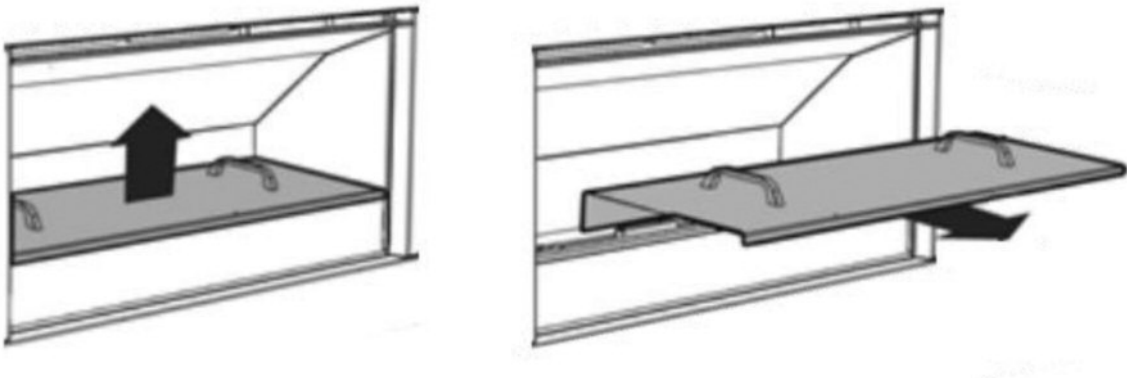
IO1000 fuel beds should be evenly spread out with a maximum one layer of media. Do not heap or mound the fuel bed media. Try and get an even spread across the top of the burners.



Optional Weather Cover

If desired, an optional Weather Cover can be purchased from your Real Flame retailer, which protects the fuelbed and burners. This should be replaced when while the fire is not in use.

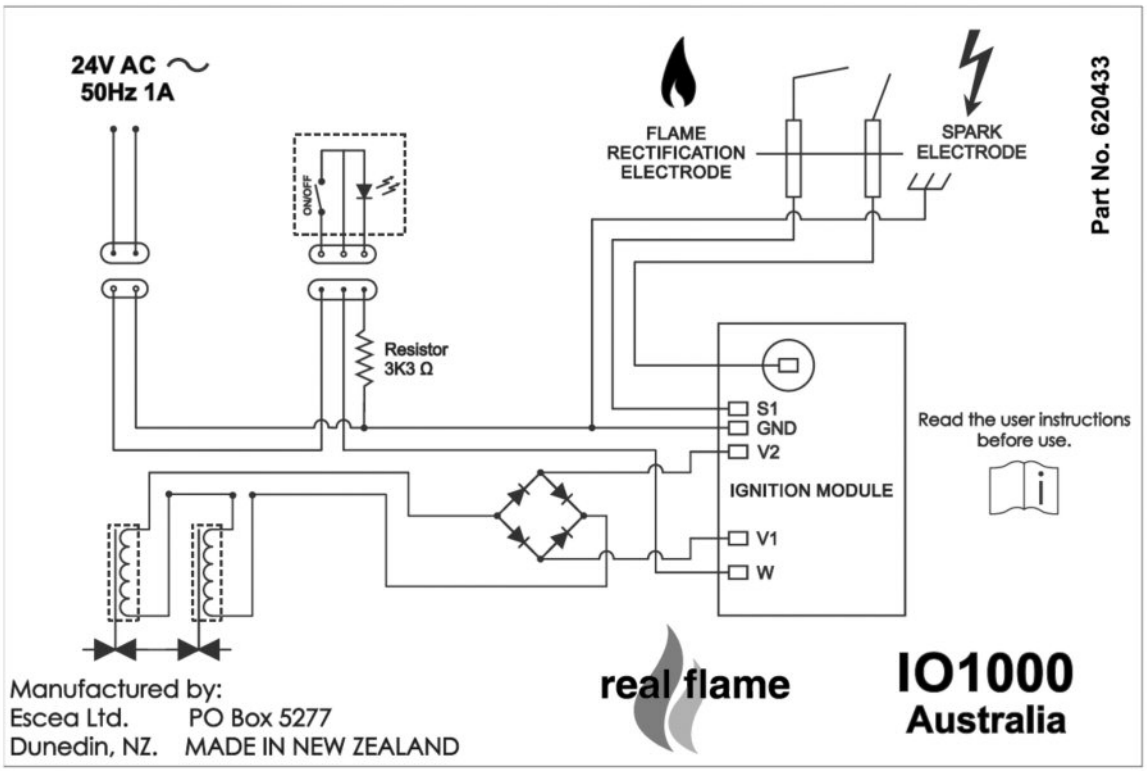
To fit the weather cover ensure fire is off and cooled, and place the front edge on the glass at the front of the fire, the rear flange of the Weather Cover will rest on the burner supports behind the rear burner. To remove, lift the Weather Cover upwards and then towards yourself.



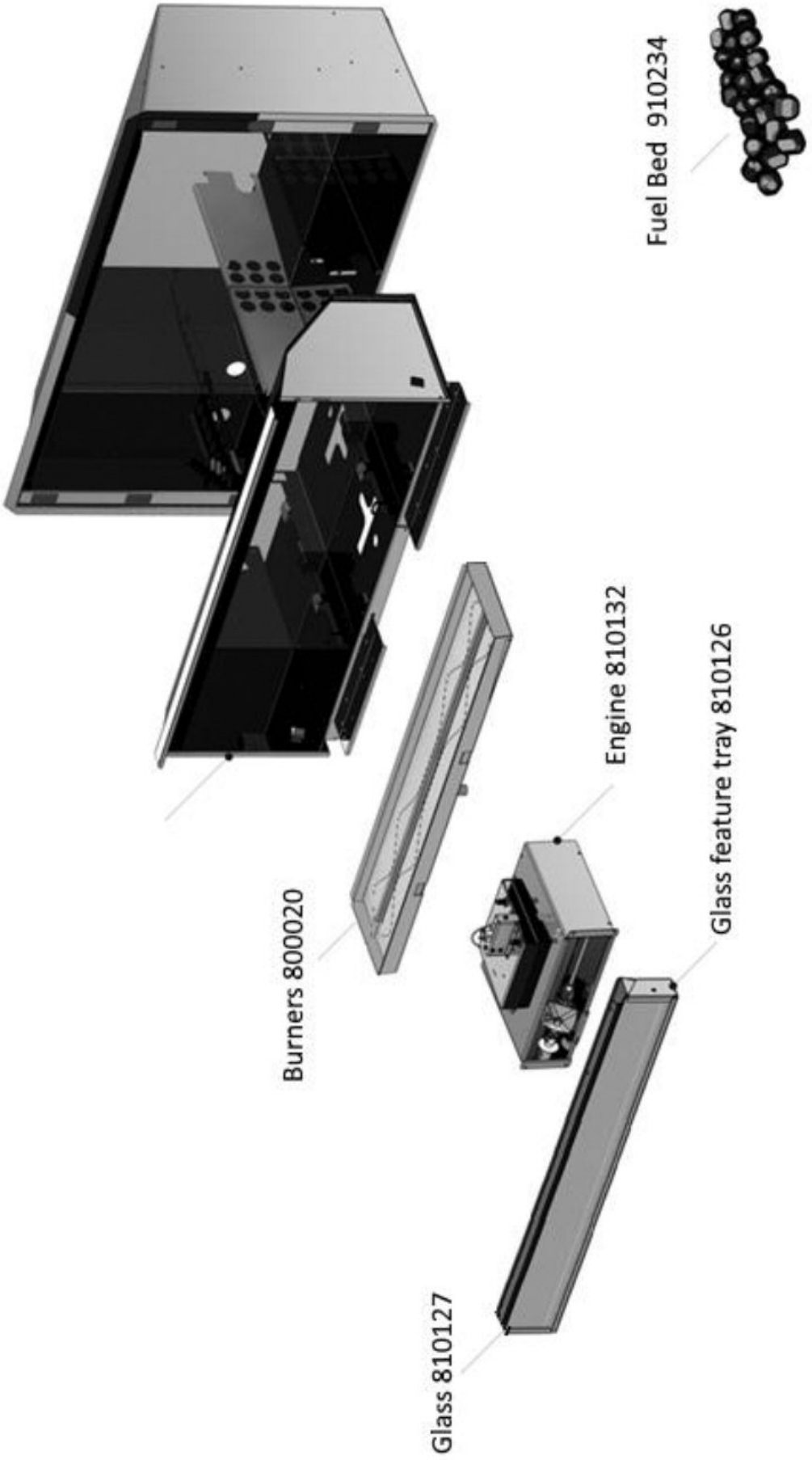
The cover **MUST NOT** be fitted while the fire is hot. A cooling period of 30 minutes must be observed before fitting.

Objects such as wood, coal, fire logs or any other solid fuels shall not be burned in the gas fireplace. Under no circumstances should any part of your body enter the gas fireplace during the start-up or whilst the fire is running

ELECTRICAL SCHEMATIC



EXPLODED VIEW



GAS CONVERSION

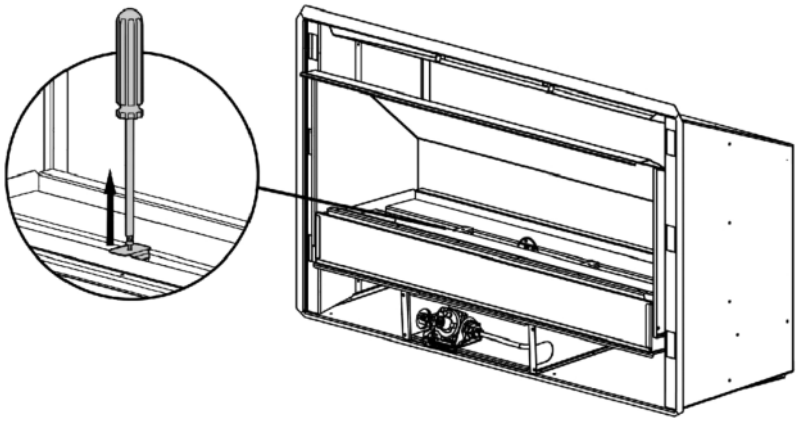
Warning: Before starting the gas conversion, ensure that the fireplace is cool.

Step One

Remove the fascia lifting it upwards and outwards. Unplug the cable at the bottom of the fascia and then finish removing the fascia. This will give you access to remove the Burners and Stone tray.

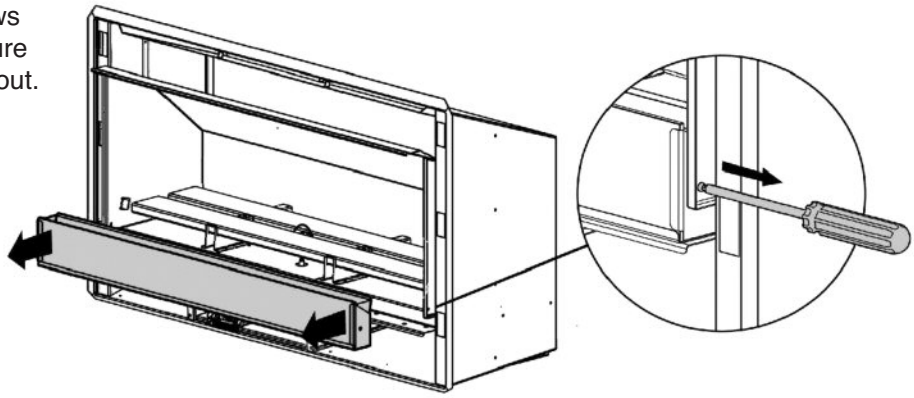
Step Two

Remove all of the coals and the two screws holding the burner clamps in place, remove the clamps.



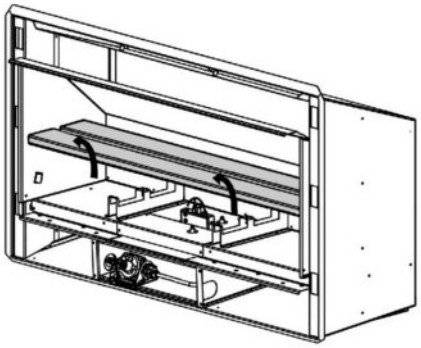
Step Three

Remove the two screws holding the glass feature tray in place and lift it out.



Step Four

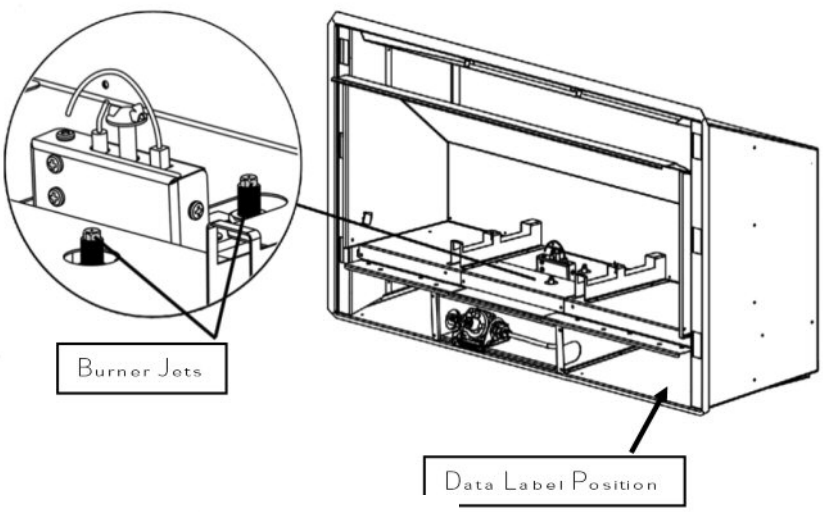
Lift out both burners, this will give you access to the jets (spuds).



GAS CONVERSION (continued)

Step Five

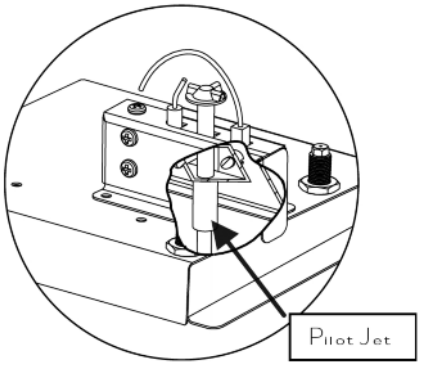
Change the two jets with the conversion jets supplied in kitset. Cover the existing gas type label with the new gas type label sup-plied in kitset. Ensure serial number and date of manufacture are still visible. Write your name, company (if appropriate) and date of conversion on new label with permanent marker.



Step Six

Replace the pilot jet with the correct one supplied in the kit (See the table below).

Note: You will have to remove the cover from behind the pilot assembly, it may be helpful to remove the control tray completely for best access.

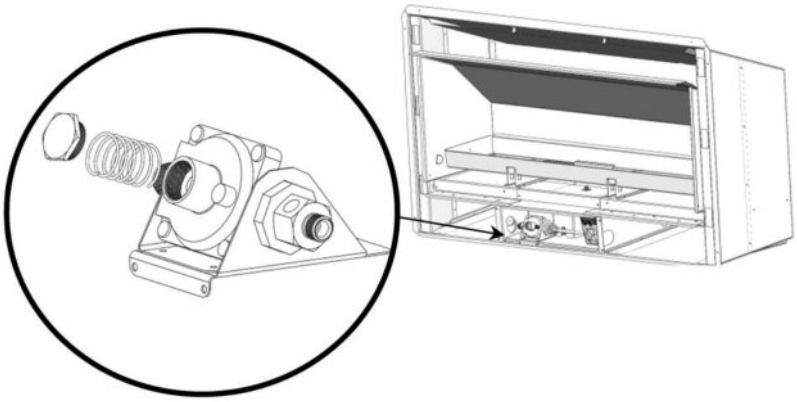




Gas	NG	Propane	ULPG
Pilot Jet	Ø0.45	Ø0.30	Ø0.30
Front Jet	Ø4.0	Ø1.3	Ø1.25
Rear Jet	Ø4.0	Ø1.3	Ø1.25

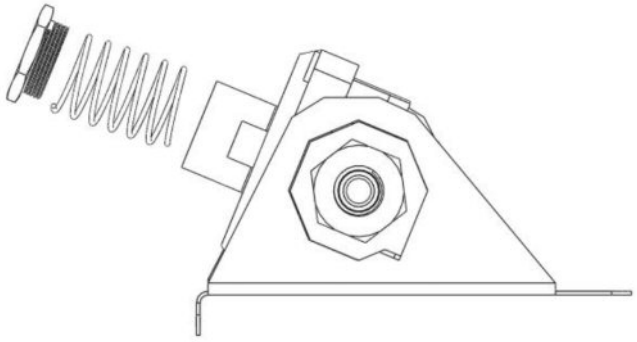
Step Seven

Take the regulator spring out of the regulator by unscrewing the pressure adjustment knob completely. Swap regulator spring with the new spring that is supplied in conversion kitset. Replace adjustment screw and reset gas pressure as per the settings below.



GAS CONVERSION (continued)

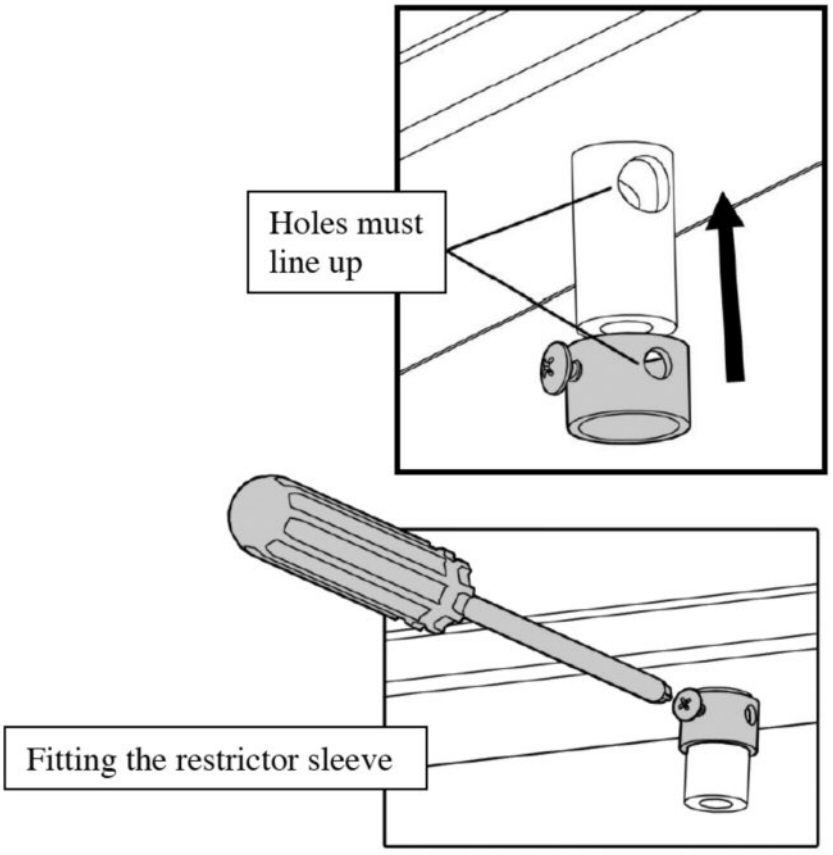
	NG	Propane	ULPG
kPa	1.0	2.0	2.2



Step Eight

For Natural gas to Propane/ULPG conversion, simply remove the restrictor collars from the burners.

For Propane/ULPG to Natural gas conversion you will need to re-fit the natural gas restrictor collars. These slide over the burner tube on the underside of the burners, and must be screwed into place so that the porting holes line up.



GAS CONVERSION (continued)

Step Nine

a) Insert the burners and fix them into place with the burner clamps.

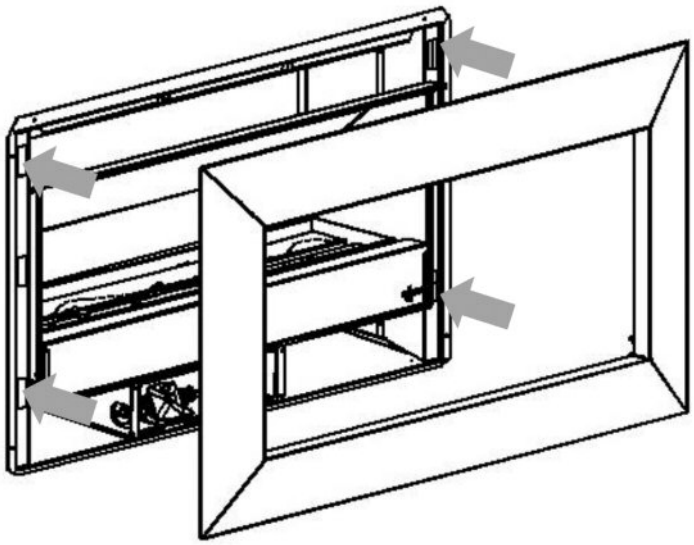
b) Replace the front glass feature tray and fix it back onto the firebox.

c) Replace the coals, ensuring you have only one even layer.

Do not heap or mound the coals.

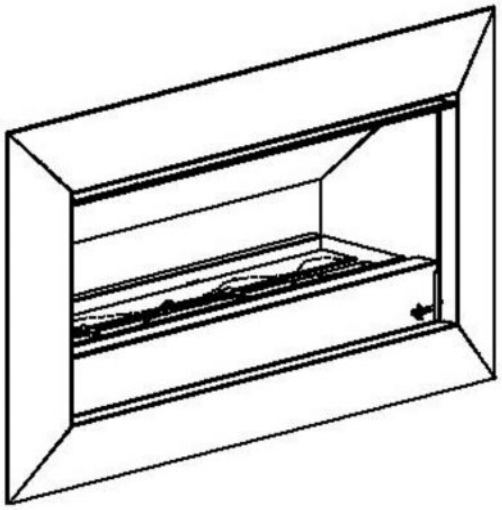
Step Ten

Re-attach the fascia power supply lead. Push them together until they 'click'. Line up the hooks with the receptacles on the Firebox.



Step Eleven

When you have pushed the fascia in as far as it will go, gently push downwards to secure it into position. Change the angle of the rear hooks if any adjustments are needed.



Once the fire has been re-assembled, test to ensure it is running correctly.

real flame
Leaders in Fireplace Technology

GLEN DIMPLEX AUSTRALIA PTY LTD
ABN 69 118 275 460

Head Office/Factory/Showroom
1340 Ferntree Gully Rd.
Scoresby Vic 3179
Ph: (03) 8706 2000 Fax: (03) 8706 2001
E-mail: info@realflame.com.au

Richmond - VIC Showroom
300 Swan St.
Richmond Vic 3121
Ph: (03) 9428 4443 Fax: (03) 9428 4445

Dandenong - VIC Showroom
3/328 South Gippsland Highway,
Dandenong South Vic 3164
Ph: (03) 9702 7853
E-mail: sales@realflamedandenong.com.au

Geelong - VIC Showroom
1/2A Gordon Avenue.
Geelong West Vic 3218
Ph/Fax: 5229 0844
E-mail: realflamegeelong@hotmail.com.au

Sydney - NSW Showroom
546 Pacific Highway.
Chatswood NSW 2067
Ph: (02) 8905 0189 Fax: (02) 8905 0192
E-mail: info@realflame.com.au

Miranda - NSW Showroom
36 Kareena Rd
Miranda NSW 2228
Ph: (02) 8513 6202 Fax: (02) 9520 1974
E-mail: fireplace@realflamesouth.com.au

Adelaide - SA Showroom
173 -175 Magill Rd.
Norwood SA 5067
Ph: (08) 8132 0371 Fax: (08) 8132 1687
E-mail: realflamesa@iprimus.com.au

Milton - QLD Showroom
46 Douglas St,
Milton QLD 4064
Ph: (07) 3368 2011

Perth – WA Showroom
47-53 McDonald St East,
Osborne Park WA 6017
Ph: (08) 9444 9900 Fax: (08) 9444 9800

Fyshwick – ACT Showroom
88 Wollongong St,
Fyshwick ACT 2609
Ph: (02) 6280 5522

Ulverstone – TAS Showroom
31A Victoria St,
Ulverstone TAS 7315
Ph: (03) 6425 4440