



# **NECTRE 2000 FREESTANDING SPACE HEATER**

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## **INSTALLATION & OPERATING MANUAL**

Designed to operate on Natural Gas.  
Approval Number: AGA 5954G

VERSION 1

## 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 10 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

All in and out of warranty claims and service requests are to be emailed to: [service@glendimplex.com.au](mailto:service@glendimplex.com.au)

The email should include the following information:

- Proof of purchase—A copy of the customer's invoice.
- Store details and contact person. (Please ensure ALL details are correct)
- All relevant customer details, if not on the proof of purchase
- Detailed report of the issue with pictures where possible showing any damage or technical issue.

### 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 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 Gas Burner or claiming under this warranty, please contact the 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: 1300 554 155 Facsimile: (03) 8706 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.
- In all cases the installation of this appliance shall meet the requirements as set out in AS/NZS5601.1-2013
- Do not install in a fireplace as a Type 1 installation.
- Not intended as a fireplace insert.

- **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.

## WARNING

The Nectre 2000 space heater has a primary safety glass fitted in front of the glass door. This safety glass is fitted to this appliance to reduce the risk of injury from burns and at no time should this glass be permanently removed.

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 capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

## WARNING

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

## IMPORTANT SAFETY NOTICES

- 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.
- DO NOT MODIFY THIS APPLIANCE.
- THIS APPLIANCE IS DESIGNED TO OPERATE WITH LUMINOUS FLAMES. THIS MAY EXHIBIT SLIGHT CARBON DEPOSITS.

## SERVICING

It is recommended that you service your gas fire every 2 years.

## CORD REPLACEMENT

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

## VENTILATION REQUIREMENTS

Permanent ventilation of the room where the fire is to be situated is essential while fire is in operation. The room must have a minimum cross sectional area of 40,000sq mm of effective ventilation.

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

Natural Gas	Jet 2.95mm	High	TPP 0.52 Kpa	Consumption 28 MJ/h
		Low	TPP 0.30 Kpa	Consumption 20 MJ/h

## DIMENSIONS



## INSTALLATION CLEARANCES (clearances from combustible materials)

Rear	75mm
Sides	75mm
Minimum Flue Length	3.6m

## CONNECTIONS

GAS CONNECTION – 15mm (1/2") Compression union.

ELECTRICAL CONNECTION – 3 Pin 10Amp GPO plug

POWER RATING OF APPLIANCE- 230V 50Hz 0.55Amp

### Working pressure required to operate appliance

Natural Gas 1.13Kpa- 5.00Kpa

Installation must meet Australian gas codes AS/NZS 5601.1-2013

## INSTALLATION CODES

- Note appliance gas type – Natural gas ONLY.
- Installers – Please ensure the installation and instruction manuals supplied with this appliance are supplied to the customer and the customer is trained on how to operate the appliance correctly.
- Do not modify the appliance.
- Do not exceed maximum rated pressures.
- Appliance must be installed as per gas installation code (AS/NZS 5601.1-2013) and applicable electrical installation code (AS3000).
- Test for gas leaks prior to operating appliance.
- Check gas pressures and adjust if incorrect.

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

## FLUE SIZES AND COWLS

The appliance must be fitted with an approved cowl.

Minimum flue length 3.6m

Flue size 100mm dia

## TO THE CUSTOMER

Congratulations on your purchase of a Nectre Gas Log Fire! This attractive and authentic looking gas log fire has been designed and built with care to give excellent efficiency and heat output.

### **Caring for your Nectre Gas Log Fire**

Your Nectre Gas Log Fire has been designed for ease and is very easy to maintain. The Fire is a sealed unit and there are no user serviceable components inside.

To clean:

- Metal surfaces: simply wipe over with a damp cloth. Do not use harsh cleaning agents or solvents.
- Glass: the front glass can be cleaned with window cleaner (ONLY when cold).
- Fan: Once every few weeks, check the fan at the back of the heater pedestal is free of dust. Clean with a vacuum if necessary.
- Do not attempt to clean the unit whilst it is operating or whilst it is hot.

After a number of hours of use of the Fire, there may be a slight blackening of some parts of the logs. This is normal and helps enhance the realistic log fire look.

### **If your fire needs servicing**

- Your fire is a tested and approved design and test run in the factory before dispatch.
- If the Fire has been only recently installed and fails to operate, you should call the installer to solve any problems. Check with the installer that the installation has been carried out correctly, that the gas lines have been bled, gas cocks are turned on and electricity is on. Also, please refer to the fault finding table.
- If the problem is not related to the installation, please call your place of purchase and let them know what model you have installed and description of the problem. If necessary, they will refer back to the manufacturer.
- If after some use the appliance fails to operate, you can telephone us direct:  
Glen Dimplex Australia Pty Ltd on 1300 554 155.

## OPERATING INSTRUCTIONS

The Nectre Gas Log Fire has fully automatic controls and must be connected to gas and electricity to operate. Before trying to turn on your heater for the first time, check that it has been properly installed and tested by a qualified installer.

### **Operating your Nectre Gas Log Heater**

#### **Turning the heater ON**

1. Check that the gas and electricity is turned on.
2. Open the fold down control panel in the front of the pedestal.  
(The glass door is fixed and does not open).

There are three switches to operate the fire:

OFF/ON                      FAN HIGH/FAN LOW                      FIRE HIGH/FIRE LOW)

3. Always start the fire with the fire set on HIGH (RH switch up), and the fan on LOW (Middle switch down).
4. Turn the ON/OFF switch to ON.
  - The controller will automatically turn on the gas and spark at the rear of the burner. After a few seconds the gas will ignite.
  - If no flame is detected the gas is automatically turned off. If this happens, the heater is reset by simply turning the ON/OFF switch to OFF, wait 30 seconds, then turn ON again.
  - The burner of the fire will light with a soft blue flame. You may see some moisture appearing on the inside of the heater glass. This will disappear after about a minute as the heater warms up. Leave the fire on HIGH and after about ten minutes the top of the flames will become more orange like a real log fire.
5. The fan may be set on high or low at any time according to personnel taste after the heater has warmed up.
6. If the room becomes too hot, the fire can be turned down simply by pressing the right-hand Fire Low Switch.

#### **Turning the heater OFF**

To turn the heater off simply press the left hand switch to OFF and the burner and fan will both be turned off.

## TO THE INSTALLER

This appliance must only be installed by an authorized person in accordance with these instructions and with AS/NZS 5601.1-2013 Gas Installation Code. The operation of the unit must be tested by the installer.

If you have any questions please call us: Glen Dimplex Australia Pty Ltd. on 1300 554 155.

The installer must show the user how to operate the appliance safely.

## INSTALLATION

### Preliminary

- This appliance must only be installed by an authorised person in accordance with these instructions, with the Gas Installation Code AS/NZS5601.1-2013 Clauses 5.12.13.2 to 5.12.13.5, and any relevant local authorities' rules and regulations.
- The attached label and packaging shows whether the unit is for LP gas or Natural gas.
- It is recommended that a secondary guard complying with AS 2286 be installed.
- It is a freestanding Console unit and should not be built in to a bookcase etc.
- THIS APPLIANCE IS NOT INTENDED FOR A FIREPLACE INSERT.

### Positioning the unit

- The unit is 720 wide x 440 Deep x 664 High.
- The unit should be placed no closer than 75 mm to the rear or side wall.

### Gas

- Gas connection is to a half inch BSP pipe (male Thread) and is located at the back of the unit, centered 25 mm from the rear of the unit and 50 mm from the floor.
- When connecting, bleed the gas lines of air and then check for gas leaks.

### Installing the flue

- Fit a 100mm cased or twin skin flue from the top of the appliance, through the roof to outside terminating at least 600 above the roof. Where the flue goes through the ceiling or roof, it must be loosely sleeved or the thermal expansion and contraction of the flue will fracture the flashing. The outside casing of this fluid should normally be painted black within the room to match the appliance.
- Fit a 100mm gas cowl to the top.
- Minimum flue length 3.6m.



## MEDIA - NATURAL GAS

### Fitting of the ceramic “log” set, Natural Gas model

- Open the fire box front door of the unit by removing the locking screw at the base of the main handle.
- Remove the inside glass by loosening the two screws of the left hand glass retainer bracket. Remove the two screws and right hand glass retainer bracket. Slide glass to the right a little, then out. **Note: Take care not to chip edge of glass and be careful of sharp edges.**
- Unpack the log set and ember wool. There should be 3 Ceramic “logs” and a small bag of fibre wool. The base board should be sitting on top of the burner.
- Place the large flat rear log (3) with its cross hatched surface to the front on the two supports at the back of the burner leaning against the rear of the firebox.



- Place the right hand lower log (5) on to its two location studs and the Y shaped left lower log (4) on to its locating studs.
- Place pieces of ember wool in the two cut outs of the base board and on top of visible parts of the base board. **Do not place ember wool over the slotted main burner ports.**



- Do not fit any other logs or coals.
- Wash hands after handling coals and/or logs and ensure children do not handle them as the colouring may contain toxic dyes.

## ADJUSTMENTS

### VALVE TEST POINT PRESSURE

#### To expose the valve

- Make sure the power is off before beginning this operation. Open the front pedestal door and undo the two screws at the top of the valve cover plate. Remove the valve cover and check for gas leaks.

#### To check input pressure

- The input pressure test point is on the valve casting at the front right top corner.
- Turn gas off to the appliance. Loosen test point plug and connect manometer. Switch the gas and appliance ON.
- Take pressure reading once unit is running and it should be within tolerance. Turn unit and gas off, disconnect manometer and tighten test point plug.

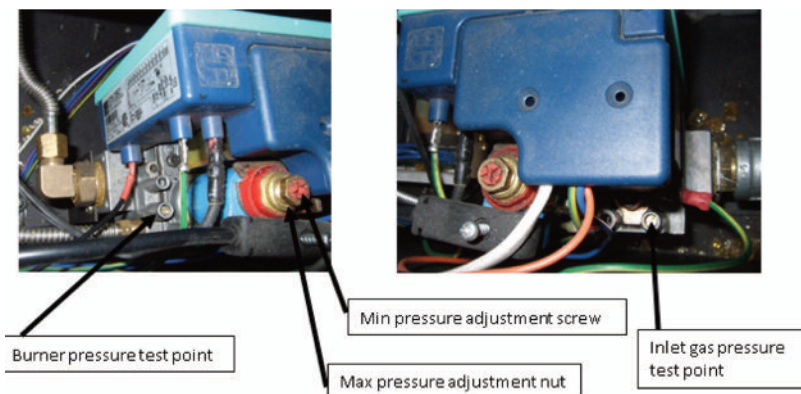
#### To check burner pressure

- The burner pressure test point is on the valve casting at the front left top corner.
- Loosen test point plug and connect manometer. Switch the gas and appliance on. Take pressure reading once unit is running and it should be within the tolerance. Check both high and low settings. Turn unit and gas off, disconnect manometer and tighten test point plug.

## ADJUSTMENTS (continued)

### BURNER PRESSURE ADJUSTMENT

Burner test point pressures must be set whilst appliance is running.



1. Turn appliance off at remote control.
2. Loosen burner pressure test point screw and fit manometer to barb.
3. Turn on appliance and set remote control at least 3 deg C above room temperature. Heater will run on low (minimum) burner pressure for 3 minutes then automatically increase to high rate.
4. Using Phillips or small flat screwdriver, adjust minimum pressure to the correct test point pressure kPa by turning red plastic screw.
5. After 3 minutes heater defaults to high speed (ensure remote control is showing maximum flame)

Using 10mm spanner or similar adjust maximum gas rate by turning outer brass nut to the correct test point pressure kPa.

6. Turn appliance down to minimum rate using remote control (adjust set point temperature to be 1deg lower than the room temperature).
7. Turn appliance up to maximum rate using remote control (adjust set point temperature to be 3deg or more than the room temperature). Check maximum test point pressure, adjust if required.
8. Confirm maximum and minimum pressures are correct.
9. Turn appliance off at remote control.
10. Remove manometer and tighten test point screw.
11. Start appliance and check test point for gas leaks where necessary.

#### To make pressure adjustments

The adjustment screws are located toward the top of the valve, on top of the high/low solenoid. It may be necessary to swing the solenoid's power lead out of the way to exposure the adjustment screws.

The outer nut adjusts the burner pressure for 'high' setting (use 10mm spanner).

The inner plastic screw adjusts the burner pressure for 'low' setting (use stubby, preferably Philips drive, screw driver). When making adjustments to the 'low' setting by turning the plastic screw, hold the outer nut stationary.

**Caution: The inner plastic screw is easily broken and is not individually replaceable.**

You shouldn't need to turn it with much torque at all to make the adjustment.

When correct operation is observed, replace the valve cover plate.

### AERATION ADJUSTMENTS

The aeration is factory set and fixed on all burners and should not be adjusted.

## SEQUENCE OF OPERATION

1. Hinge down access door and press ON switch.
2. Receiver performs internal safety check. 15 seconds delay time checking high limit circuit and flame sensing circuit.
3. Sit gas control actuates gas and starts ignition.
4. Ignition may spark for up to 5 seconds.
5. Upon pilot lighting flame sensing occurs and sparking stops.
6. Room air fan will start as soon as appliance is turned ON.
7. Heater will operate until switched off.

## SERVICING DETAILS

### GAS CONTROL

- The SIT electronic gas control is situated in front of the pedestal. To access it open the pedestal door and remove the front cover by undoing the two screws located behind the magnetic catches. See installation Section for gas pressures, test points and adjustments.
- A wiring diagram is situated with the electronic controller.
- The fuse is a 1 amp fuse.

### BURNER

- To access the burner remove the log/coals. Examine it for any damage and check the venturi at the rear for lint and dust. Carefully clean as required.
- Ensure that the main injector is located centrally with respect to the venturi.
- Minor cracking of the ceramics is normal and will not affect the operation of the appliance.
- Open the front door of the unit by removing the locking screw at the base of the main handle. Remove the inside glass by removing the two glass retainer brackets (two 6 mm screws in each). Note: Take care not to chip edge of glass and be careful of sharp edges and taking care to support the glass whilst the last top screw is removed.
- Remove the logs from the burner - handling with care.
- Make sure the unit is unplugged from the electricity. Remove the front cover.
- Undo the pipe connecting the valve to the burner at the valve.
- Remove the spade connectors of the spark generator and flame sensor cables from the control. Remove the two locating screws holding the burner the base of the firebox.
- Carefully remove the burner by lifting the right-hand side up and out, then lowering it, and lifting the left-hand side to allow the connecting pipe and leads through the port in the base of the firebox.
- Check that the jet, air intake and ports are clean and free of lint. The burner may be disassembled by removing the ceramic base board (NG only) and the six steel screws on the top of the burner. (After the appliance has been used the ceramic base board is extremely delicate).
- To reassemble, refit the burner and reconnect the gas pipe and two wires to the central spark generator connector on the electronic control). Before replacing the ceramic log set and glass, turn on the gas and power and check correct ignition of the burner. If operating correctly, then fit the base board, logs and ember wool onto the burner and refit inner glass, close and screw shut the door and refit the valve cover.
- Take care operating the unit with the valve cover removed as high voltage connectors are exposed.

**Caution: The colouring of the logs may contain poisonous dyes so use gloves and wash hands after handling.**

## SERVICING DETAILS (continued)

### **GAS CONVERSION**

Natural gas version only.

### **DOOR GLASS & GLASS SEAL REPLACEMENT**

Glass and seal replacement - Refer directly to Glen Dimplex Australia Pty Ltd.  
Refer to door fitment for checking of seals and glass.

### **DOOR REMOVAL & REPLACEMENT**

1. Turn off mains power to appliance.
2. Open outer door.
3. Remove door screws x 4.
4. Remove door.
5. Lift out door.

### **REFITTING DOOR**

6. Ensure glass seal is fitted to the entire perimeter of glass.
7. Ensure door seal is sitting on glass and held in place.
8. Ensure glass is sitting firm against seal with no gaps or bows.
9. Refit door.
10. Refit brackets -Refit door screws,

Note – tighten screws hand tight – DO NOT OVERTIGHTEN OR STRIP THREADS

11. Close outer door.

### **GAS VALVE REMOVAL**

1. Turn off mains power to appliance and isolate gas and power.
2. Open lower access.
3. Remove lower panel.
4. Turn off gas isolation valve to heater.
5. Disconnect heater from gas isolation valve.
6. Disconnect burner gas pipe from outlet of valve.
7. Disconnect sparker and flame sense lead from valve.
8. Undo 2 off nuts holding valve bracket.
9. Remove screws holding valve
10. Remove gas pipe
11. Remove valve.

### **ROOM AIR FAN REPLACEMENT**

To remove the fan, ensure the appliance has been unplugged from the power supply, unscrew the 4 pan-head screws holding the fan to the back of the pedestal. Carefully lift the fan assembly off the appliance, disconnect by unplugging the white fan plug and remove the capacitor wires which are attached with slide on spade connectors.

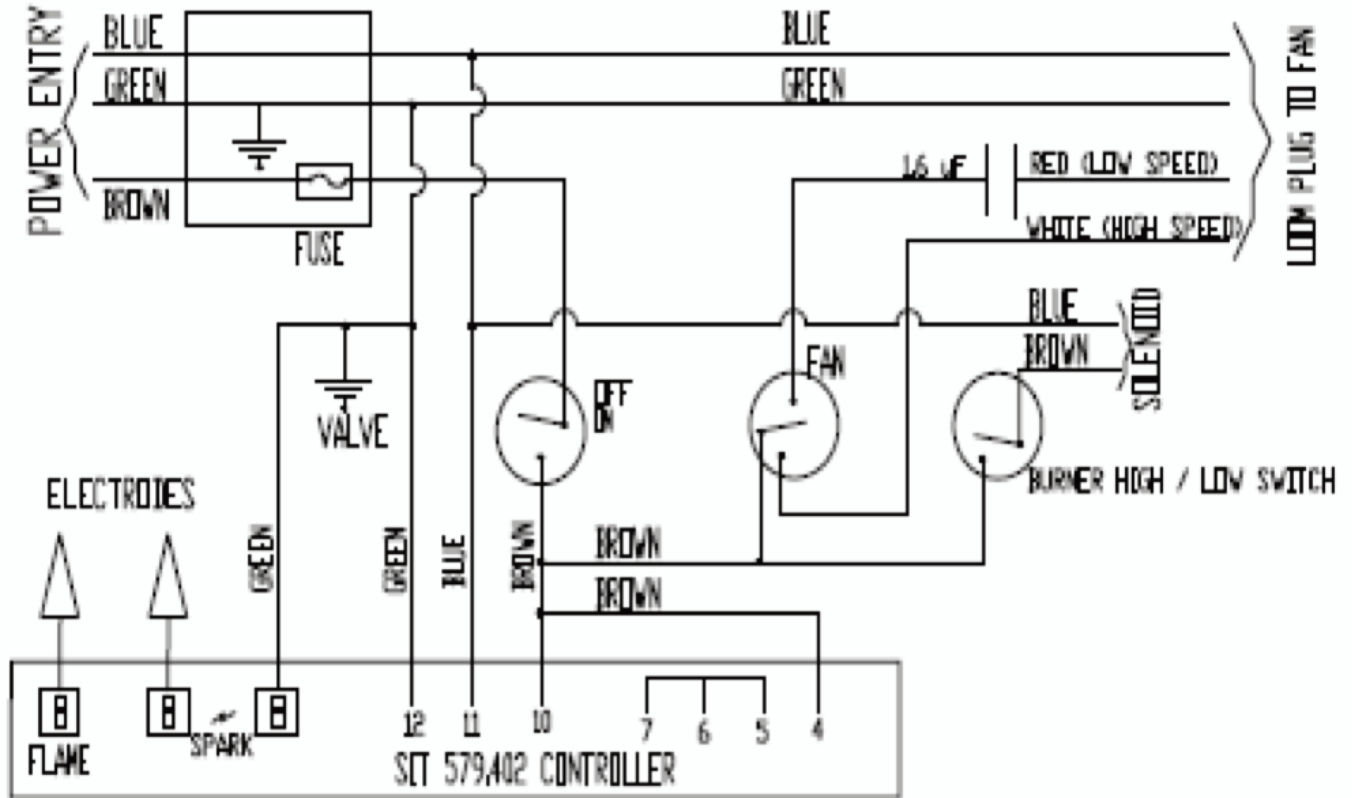
### **HEAT EXCHANGER CLEANING**

Under normal operation the heater exchanger requires minimal cleaning. Excessive dust, fibres pet / animal hair may reduce the heat exchangers performance.

The room air side of the heat exchanger can be cleaned by compressed air and vacuuming around the entry / exit points.

The flue gas side of the heat exchanger under normal operation should not require cleaning. Where cleaning or blockage removal is required, the door and upper baffle will need to be removed. In extreme cases, the flue system may need to be removed. Compressed air and brushes can be used to remove the restriction.

## WIRING DIAGRAM



## FAULT FINDING CHART

Fault	Possible Cause	Corrective Action
<b>Igniter Sparks but no Ignition</b>	No Gas Air in line	Check supply Purge gas line. Note: reset igniter by turning on/off switch off and on again.
<b>Igniter does not spark and fan does not run</b>	Electricity not ON Fuse blown Fault in wiring	Check electricity supply. Replace fuse (check why fuse blew). Check wiring.
<b>Igniter does not sparks but fan runs</b>	Spark rod at rear of burner shorting Poor Earth connection  Faulty spark cable Spark cable disconnected	Clean insulator or replace if damaged. Check connection between burner and body and earth connections between control unit and body.  Replace Reconnect.
<b>Gas ignites but goes out immediately</b>	Flame sensor not in flame. Flame sensor wire faulty or disconnected.  Power point faulty (Active and Neutral swapped)	Bend flame sensor rod above gas port. Reconnect or replace wire.  Use extension cord to try a different power point.
<b>Gas ignites but goes out after a few moments.</b>	Incorrect pressure Dirt in jet or burner. Log arrangement incorrect.	Check gas pressure high and low. Clean jet and burner. Check log and ember effect against instructions.



## PARTS LIST

1. Valve (SIT 843 SIGMA)
2. Injector
3. Burner
4. Ignition pack/ gas control (SIT 79.402)

1.



2.



3.



4.













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