Cannon®
Gas Log Heaters

Sharing a lifetime of cosy moments

Cannon®

Inbuilt Heater Instruction Manual

Please read this manual before installing and using this heater.

Canterbury

CANTIB-SDEEB

Fitzroy

FITZIB-SDENB, FITZIB-SDENP

This heater is approved for Natural and Propane gases

Distributor
This appliance is designed, manufactured and distributed by:

Sampford IXL
Tel: 1300 727 421

Please leave instruction manual with the owner

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WARRANTY

This Warranty against defects for your newly purchased Cannon product is proudly prepared by Sampford IXL Pty Ltd of 391 Boundary Rd, Truganina, Vic 3029, phone 1300 727 421.

1. Sampford IXL products come with guarantees that do not exclude the following consumer entitlements under the Australian Consumer Law:
   a. replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage; and
   b. to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. Sampford IXL warrants that your product and related supply will be free from defects in materials and workmanship during the warranty term.
   Your warranty term is 3 years (10 years on the heat exchanger parts only), commencing from the date of purchase. Sampford IXL acknowledges this product requires professional installation and product removal is hazardous to consumers. Accordingly any necessary inspections and services will be carried out on site. You should not attempt de-installation.
3. Subject to Point 1, Sampford IXL will repair any defects in materials and workmanship during the warranty term and if the product is deemed irreparable provide a replacement of an equivalent current model where the balance of the warranty period from the original date of purchase will take effect.
4. To the fullest extent permitted by law and subject always to Point 1, Sampford IXL will not be liable for:
   a. any loss or damage arising from loss of use, loss of profits or revenue; or
   b. for any indirect or consequential loss or damage resulting from any breach of this warranty against defects.
5. Defective Sampford IXL products may be repaired using refurbished parts or if required, completely replaced by a refurbished product of the same type.

Limitations to Your Cannon Warranty

6. Subject to Point 1, this Warranty:
   a. will only be provided to the original purchaser where the original purchase was made from a Sampford IXL Authorised Dealer or reseller and proof of such purchase can be presented at the time of service;
   b. only applies to Sampford IXL products purchased in Australia from a Sampford IXL Authorised Dealer or reseller and installed by a qualified person where a Certificate of Compliance in accordance with State/Territory laws is provided;
   c. will not apply where the defect in or failure of the product is attributable to misuse, abuse, accident or non-observation of the manufacturer's instructions. This product must be used in accordance with the manufacturer's instructions;
   d. will not cover faults due to normal wear and tear with reasonable use nor consumable components such as globes, filters, glass items, etc;
   e. will not cover any damages or problems caused to this product by natural forces e.g. storm, fire, flood, and earthquake; or by intrusion or accumulation (or both) of foreign matters e.g. dust, soil, and moisture. Sampford IXL recommends that you take out appropriate insurances to protect your product to this end;
   f. will not apply if this product is installed in a mobile dwelling e.g. caravan or boat;
   g. will not apply if this product is removed from the location where it was first installed;
   h. is immediately void if the serial or model number label is removed or defaced;
   i. is immediately void if the product is serviced or repaired by an unauthorised/unqualified personnel;
   j. covers use of this product for domestic use only;
   k. will not be restarted or extended upon repair or replacement of the product or a part.

How to Make a Claim Under Your Cannon Warranty

7. To make a claim under this Warranty you will need to:
   a. contact Sampford IXL service department on 1300 727 421 or aftersalesservice@sampfordixl.com.au to provide details and register your claim enabling a Sampford IXL assessment;
   b. submit proof of purchase with your claim e.g. tax invoice or purchase receipt;
   c. where a property has been constructed by a builder/developer and it is fitted with Cannon products, please submit proof of purchase by way of the certificate of occupancy, with your claim.
8. Sampford IXL will contact you to make arrangements for service on site.
9. Subject to Point 1, you will be responsible for any costs relating to the provision of your product to a Sampford IXL Authorised Service Dealer.
10. Subject to Point 1, in the event you live more than 50 km from a Sampford IXL Authorised Service Dealer you may be subject to travel or transport costs to facilitate the repairing or replacement of your Cannon product.

11. Sampford IXL and its Authorised Service Dealers reserve the right to seek reimbursement of any costs incurred by them should your Cannon product be found to be in good working order.

Privacy

The privacy of your personal information has always been important to us. To learn more about how we collect, keep and use your personal information, please obtain a copy of our privacy statement by visiting our website at www.sampfordixl.com.au or by contacting us via email on info@sampfordixl.com.au or by telephone on 1300 727 421.

Enter the details of the date installed and the Compliance Certificate number in the appropriate area on the rear page of this manual.

DO NOT operate this appliance before reading the instruction manual.

DO NOT place articles on or against this appliance.

DO NOT store chemicals or flammable materials, or spray aerosols near this appliance.

DO NOT operate with panels, covers or guards removed from this appliance.

DO NOT connect an LP gas cylinder located indoors.

Don't risk your appliance warranty.

Only a licensed person will give you a Compliance Certificate, showing that the work complies with all the relevant standards.

Only a licensed person will have insurance protecting their workmanship for 6 years.

You MUST use a licensed person to install this appliance who MUST give you your Compliance Certificate to ensure the manufacturers appliance warranty will be honoured.

SAFETY WARNINGS

Please read this manual before installing and using the heater.

Safety Warnings

1. **What to do if you smell gas**
   a. Turn OFF the main gas supply
   b. Extinguish any open flame
   c. Open windows
   d. Do not touch electrical switches
   e. Do not use your telephone
   f. Call your gas supplier immediately from a neighbour's phone
2. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the sections of this manual for correct procedures, or consult with place of purchase, a licensed plumber, a gas supplier or the Cannon distributor listed in this manual.
3. Install the heater only in locations that are referred to in the installation instructions. Do not build the heater into bookcases, walls or enclosures (combustible materials) without the use of a Mock Fireplace kit.
4. Due to high temperatures the room heater should be located out of traffic and away from:
   - Furniture and draperies
   - Combustible materials
   - Gasoline and other flammable liquids

   Do not place clothing or other flammable material on or near the heater.
5. Keep curtains*, clothes, furniture and other flammable materials at least 900mm from front and sides of heater.
   * At the owner's discretion curtain clearance can be less than 900mm as long as they are restrained from the front, top and sides of the heater.
   The manufacturer takes no responsibility if curtain clearance is less than 900mm and not restrained.
6. Children and adults should be alerted to the hazard of high surface temperatures and should take care to avoid burns or clothing ignition.

   This 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.
7. Never attempt to burn paper or any other material in the heater.
8. **DO NOT** PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.

   DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

   DO NOT INSTALL OR USE THIS APPLIANCE IN MARINE CRAFT OR MOBILE HOMES.

   DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.

   DO NOT MODIFY THIS APPLIANCE.
9. If removed, the glass window must be put back onto the unit prior to operating the heater.
10. Installation and repairs should be performed by authorised personnel only; refer to back of manual for service number.

Note: when installing into a mock fireplace a mock fireplace installation kit must be used. (Part No. MOCKKIT12)

11. The heater must be properly installed with a 100mm diameter flue. Operation of this heater, when not connected to a properly installed and maintained flueing system, can result in carbon monoxide (CO) poisoning and possible death.
12. Testing the effectiveness of the flue: before testing the flue confirm air vents are unobstructed. If an extraction system or other heating appliances are present switch them on. This is to test that there is no interaction between the Cannon heater and other appliances.

    Refer to Australian Standard Gas Installations AS 5601.
    For 'air movement not to affect appliance'
    For 'air supply to appliance'
    For 'ventilation requirements'
13. On first lighting your heater, an odour and possibly some harmless smoke may be emitted due to its new condition. This is quite normal and will disappear after a few hours use.

Important: When this heater is operating the mesh guard/glass front is hot. The mesh guard, or glass front, is fitted to this appliance to reduce the risk of fire or injury from burns and no part of it should be permanently removed. For protection of young children or the infirm, a secondary guard is recommended (not supplied with heater).

This appliance meets the following standards:
Standards Australia
AS/NZS 3100
AS/NZS 5601.1
AS 4553:2008

OPERATION

Operating Instructions

Plug the power cord into the wall socket and turn on the power to the heater (**FIG 1**). Alternatively, switch on the isolation switch and circuit breaker at the main switchboard if the heater has fixed wiring. Refrain from using an extension cord.

User controls **FIG 2**.

When there is power available to the heater and it is in the OFF or Standby mode, a red LED located inside the ON/OFF button will flash twice and will extinguish after approximately 3 seconds and then repeat this cycle continuously.

To turn the heater ON press the ON/OFF button once.

- The LED will illuminate and an audible beep will sound but there will be approximately 5 seconds delay before the ignition system commences. On successful ignition the heater will operate on Low Fire and Low Fan for approximately 3 minutes then will switch to selected setting (if already chosen, otherwise will switch to NORMAL setting automatically).
- The LED will extinguish approximately 30 seconds following the ignition startup.
- Select the desired heating level by pressing the LOW, NORMAL or BOOST button once as required.
- LOW is LOW heat and LOW speed fan. BOOST is HIGH heat and HIGH speed fan.
- To turn the heater OFF press the ON/OFF button once. An audible beep will sound twice to indicate the heater is off. The burner will extinguish but the fan will continue to operate for approximately 3 minutes. Remember that the fan will continue to operate for approximately 3 minutes after the OFF button has been pressed but you can turn the heater ON again without having to wait for the fan to stop operating.
- If the ignition system fails to ignite or keep the burner alight, the system will beep 4 times and go into safe shutdown mode. It will beep 4 times every 30 seconds to alert you to the fact. Press the ON/OFF button once to restart the heater during this time. You MUST wait at least 5 minutes before trying to turn the heater on again if there have been several attempts to ignite the heater without success.

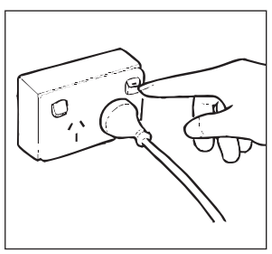


FIG 1

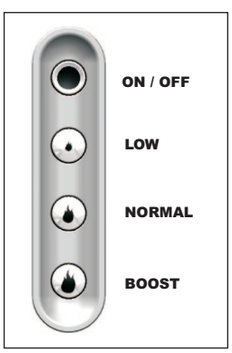


FIG 2

- If there is an interruption to the power supply the heater will fail safely and switch off. When the power supply has been restored you MUST wait at least 5 minutes before turning the heater ON.

Cleaning

All cleaning should be carried out when the heater is cold. Normally the heater should only need wiping with a lint-free damp cloth. Any stubborn stains can be removed with a nonabrasive spray on cleaner. If an abrasive cleaner is used the paint finish will be damaged.

For heaters fitted with the glass front: all cleaning should be carried out when the heater is cold. Clean the outer glass with a mild liquid or spray or glass cleaner. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the heater glass front since they can scratch the surface, which may result in shattering of the glass.

Internally the heater should only be cleaned by an authorised service person.
If your heater requires attention contact your supplier or an authorised service person.

Flame Characteristics

The heater flame should be stable, not lifting from the burner. The logs should glow after approximately 15 minutes operation on BOOST setting.

The heater is designed to operate with luminous flames and may exhibit slight carbon deposit on the logs. If there is any excess carbon build-up on logs, or the burner flame is unstable, contact Sampford IXL in your state.

Important

The appliance MUST be serviced at least annually by authorised personnel. This maintenance cost is not covered under the warranty terms and conditions. More frequent cleaning may be required due to excessive lint build-up from carpeting, bedding materials, pet hair, etc.

It is imperative that control compartments, burners and circulating air passage ways of the appliance be kept clean.

Do not use this heater if the glass is cracked or with the safety screen removed.

Do not use heater with broken or missing logs.

High wind gusts can affect the heaters flueing and switch the heater off. If this happens, restart the heater as normal. If the problem persists contact Sampford IXL.

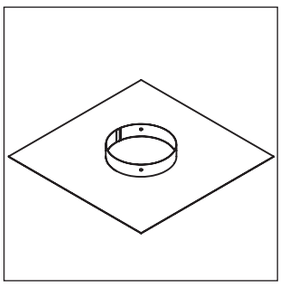
OPTIONAL ACCESSORIES

Versatility and flexibility are key components of our installation options. If installed into a shallow recess or an existing fireplace, elegant spacers will eliminate any size discrepancies. To enhance your Cannon's appearance add a decorative 3 or 4 sided surround.

Every Cannon heater brings you the optional convenience of being controlled via a remote thermostat.

For added convenience the heater can now be connected to a home automation system, such as C-bus. This allows the heater to be turned on or off remotely (normal heat setting only). Speak to your home automation specialist for further information.

Flue kit 4m Ø100mm



Chimney plate

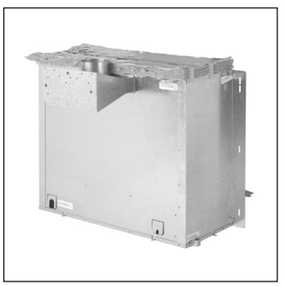
Spacer kit

Fitzroy mesh guard

3 sided surround kit

Fitzroy freestanding kit

Console kit



Mock fireplace kit

4 sided surround kit

Canterbury mesh guard

Remote thermostat

Product Codes

- Flue kit for inbuilt Canterbury and Fitzroy heaters: IBFLUEKIT
- Chimney plate to fit Inbuilt flue kit: IBFLUEPLATE
- 50 mm spacer kit
  CANT model BSPACERE-B
  FITZ Black BSPACERX-B
  FITZ Platinum BSPACERX-P
- 3 sided surround kit:
  CANT model
  CANTSURROUND3SX-B (black)
  FITZ models
  FITZSURROUND3SX-B (black)
  FITZSURROUND3SX-P (platinum)
  FITZSURROUND3SX-S (S/Steel)
- Fitzroy freestanding kit:
  FITZFSKITX-B
- Console Kit:
  Fitzroy console kit:
  CONSFITZX-B (black)
  CONSFITZX-P (platinum)
  Canterbury console kit:
  CONSCANT-B (black)
- Mock fireplace kit
  (all open flue inbuilts): MOCKKIT12
- 4 sided surround:
  SURROUND4SX-B (black)
  SURROUND4SX-P (platinum)
  SURROUND4SX-S (stainless steel)
- Canterbury mesh kit: CANTIBMG-B
- Fitzroy mesh kit: FITZIBMG-B
- Remote Thermostat: RTKIT

FITZROY INBUILT SPECIFICATIONS

Cannon Fitzroy Inbuilt

Please Note:
- When installing into a mock fireplace a mock fireplace installation kit must be used.
- The data label is located in the fan chamber. Access by removing front fascia.

Gas type	Natural or Propane gas, as indicated on data label
Gas consumption	26.0 MJ/hr
Energy output	5.65 kW / 20.34 MJ/hr
Energy star rating	3.60 stars
Heater type	Gas space heater approved to AS 4553:2008
Operating pressure	Natural gas 0.75 kPa (High) /0.40 kPa (Low) Propane gas 2.65 kPa (High) / 1.1 kPa (Low)
Gas regulator	Integral part of controller
Min. inlet pressure	1.13 kPa (NG) 2.75 kPa (Propane)
Fan	3 speed
Ignition	Electronic direct spark
Power requirement	240 VAC 10 Amp switch socket
Power consumption	90 VA maximum
Minimum cavity dimensions	Height 605 mm* Width 700 mm* Depth 409 mm^*
Optional accessories	• Glass front • Remote thermostat • Spacer kit • 3 sided surround • 4 sided surround • Console kit • Freestanding kit • Inbuilt flue kit • Mock fireplace installation kit
Overall dimensions	Refer to **FIG 3**

^Minimum depth for heater and flue adaptor.
* For installation into masonry/brick fireplaces.

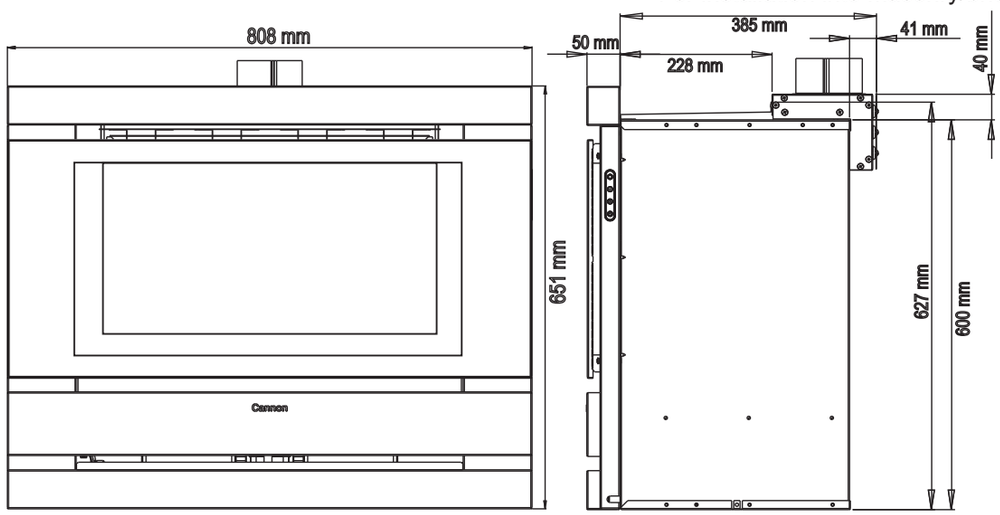


FIG 3 Front View and Side View of Fitzroy

CANTERBURY INBUILT SPECIFICATIONS

Cannon Canterbury Inbuilt

Please Note:
- When installing into a mock fireplace a mock fireplace installation kit must be used.
- The data label is located in the fan chamber. Access by removing lower fan chamber fascia panel.

Gas type	Natural or Propane gas, as indicated on data label
Gas consumption	26 MJ/hr input
Energy output	5.10 kW / 18.36 MJ/hr
Energy star rating	3.1 stars
Heater type	Gas space heater approved to AS4553:2008
Operating pressure	Natural gas: 0.75 kPa (High) /0.40 kPa (Low) Propane gas 2.65 kPa (High) / 1.1 kPa (Low)
Gas regulator	Integral part of controller
Min. inlet pressure	1.13 kPa (NG) 2.75 kPa (Propane)
Fan	3 speed
Ignition	Electronic direct spark
Power requirement	240 VAC 10 Amp switch socket
Power consumption	90 VA maximum
Minimum cavity dimensions	Height 640mm* Width 710mm* Depth 359mm^*
Optional accessories	• Safety mesh guard • Remote thermostat • Spacer kit • 3 sided surround • 4 sided surround • Console kit • Inbuilt flue kit • Mock fireplace installation kit
Overall dimensions	Refer to **FIG 4**

^Minimum depth for heater and flue adaptor.
*For installation into a masonry/brick fireplace.

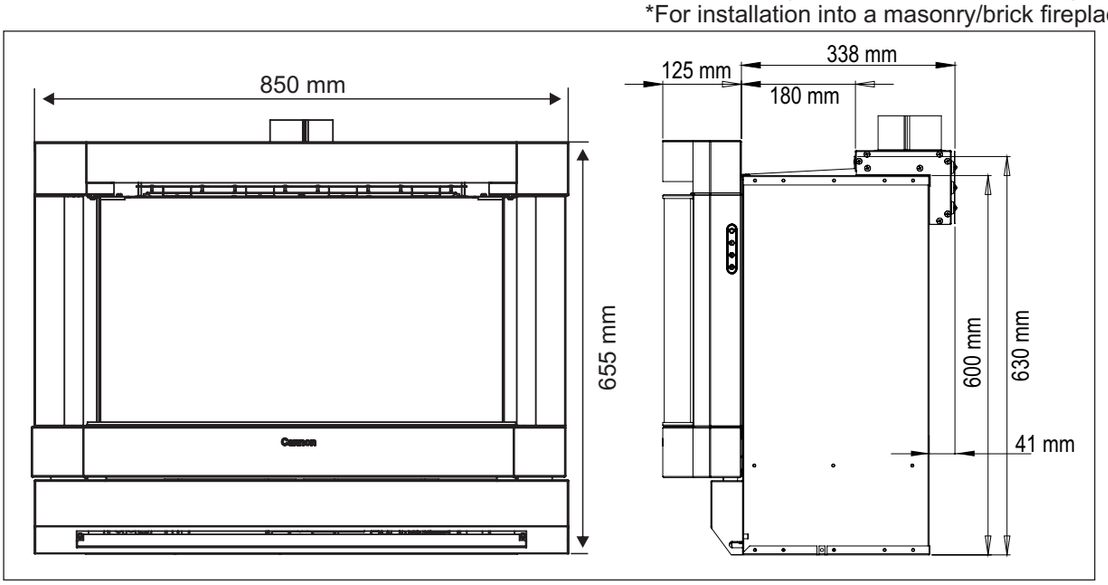


FIG 4 Front View and Side View of Canterbury

FITZROY & CANTERBURY INBUILT INSTALLATION INSTRUCTIONS

Overview

1. This appliance MUST be installed by an authorised service person only.
2. This appliance shall be installed in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, electrical wiring regulations, and AS/NZS 5601.1 the Australian Standard for Gas Installations.
3. Open top of carton and remove accessories (logs). Lift carton up and remove. Remove the four transit screws fixing the heater to the pallet. Check that the heater is suitable for the gas available. Refer to the data label located within the fan chamber (bottom most area with fascia removed). (Please dispose of packaging appropriately. Keep away from children).

Installation Instructions

Cannon heaters MUST be flued with an appropriate 100mm diameter flue pipe. The reliance on the chimney to provide effective flueing may result in poor combustion, CO (carbon monoxide) poisoning and possible death.

A solid, leveled and smooth base is required (fill gaps with fibreglass insulation if necessary).

We recommend cleaning or sweeping the chimney and fireplace before the installation of the heater commences.

There MUST be a good seal around the heater, gas piping and electrical cable rear entry to stop any draught. Do not use adhesives or silicone sealant, the heater MUST be able to be easily removed if necessary.

Install a chimney plate and cowl to the chimney opening using weatherproof mortar to common building practice. Ensure there are no obstructions around cowl, i.e. overhanging tree branches.

Remove any curved fire wall that slopes too far forward to the fireplace opening as it makes fitment of the flue pipes diffIcult.

Make sure that the heater is fully commissioned and be certain to conduct a test of the integrity of the flue operation, taking into account any influences created by range hoods, exhaust fans, central heating, etc. Refer to Australian Standard Gas Installations AS/NZS 5601.1: 'commissioning'.

To avoid any unnecessary delays and inconvenience to your customer please contact our Technical Services Department on 1300 727 421 if the installation is unusual or you have concerns with the installation and/or heater operation before the installation commences.

Refer to Australian Standard Gas Installations AS/NZS 5601.1 for 'location of flue terminal'

Terminating a flue in a roof space is not permitted.

Any service requests resulting from incorrect installations are not covered by our warranty terms and conditions and these calls will result in charges, usually to the end user, so please ensure that the installation and commissioning has been satisfactorily carried out before calling for any warranty service.

Please make sure that your customer is fully instructed on how to operate the heater.

Clearances

For minimum clearances refer **FIG 5** and **FIG 6**.

A clearance of 25 mm minimum must be maintained between the flue and flue spigot and any combustible surface.

Ensure the minimum clearances to combustible materials are maintained during installation, including adequate space for the proper operation and servicing of the heater. For clearances to furniture and curtains refer to warning on page 5 (Safety Warnings).

Note: Ensure that the combustion air opening under the heater is not obstructed.

Installation Into A Masonry/Brick Or Mock Fireplace

Both models FITZIB & CANTIB can be installed into a masonry/brick fireplace or a mock fireplace. If installing into a mock fireplace a mock fireplace installation kit MUST be used. The mock fireplace kit can be ordered from the Cannon distributor. Order specifIcation for the part is 'MOCKKIT12'.

Method of fixing to finished wall surface (plaster/ masonry/brick): suitable fixtures which are able to be easily removed must be used.

For installation into a masonry or brick fireplace with a flue connection, refer **FIG 7**. After installation of the heater, test the flue to confirm air vents are unobstructed. If an exhaust fan or other heating/ventilation appliances are present, switch them on. This is to test and ensure that there is no interaction between the Cannon heater and other appliances.

Refer to Australian Standard Gas Installations AS/NZS 5601.1:
For 'air movement not to affect appliance'.
For 'air supply to appliance'.
For 'ventilation requirements'.

Mock Fireplace Opening (Combustible materials)*				
	Fitzroy Inbuilt		Canterbury Inbuilt	
	Max	Min	Max	Min
Height	640 mm	630 mm	640 mm	630 mm
Width	760 mm	731 mm	760 mm	731 mm
Depth	N/A	410 mm**	N/A	363 mm**

*If you have larger opening than the maximum height indicated, a surround kit is recommended. **Includes 25mm clearance between flue spigot and rear wall

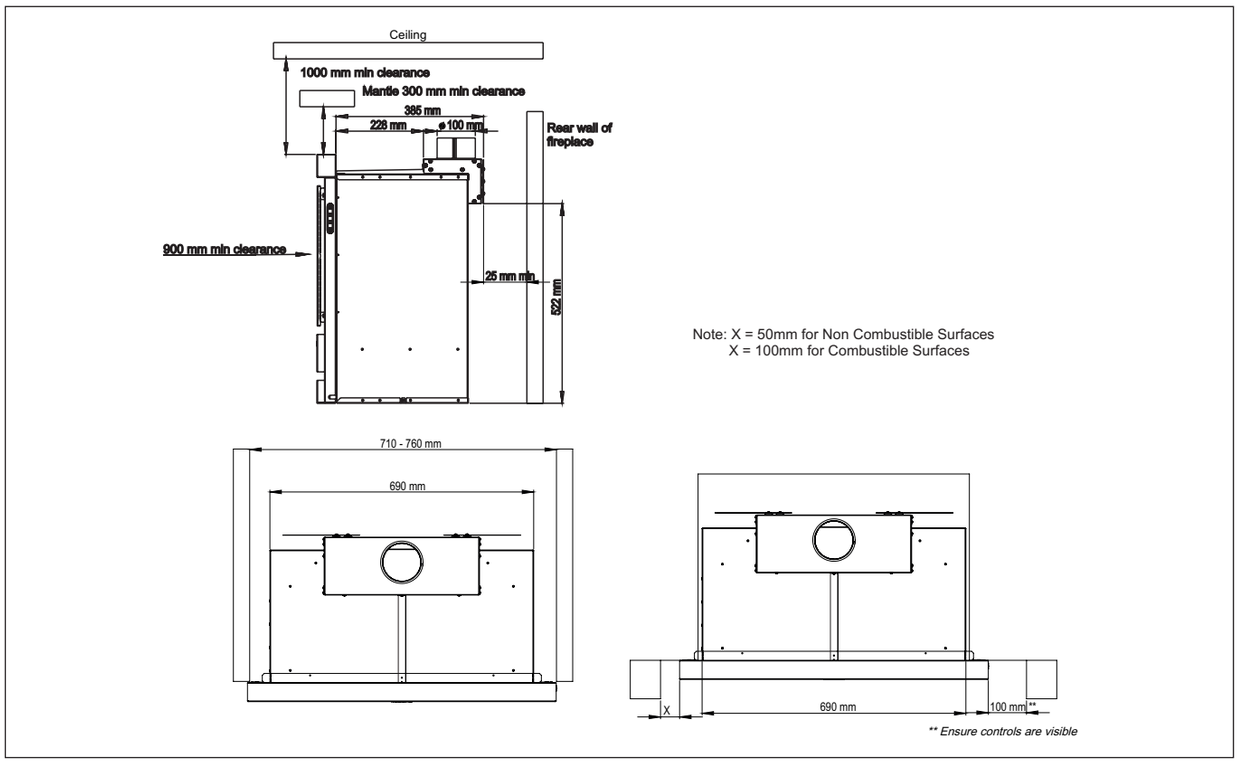


FIG 5 FITZIB-SMENB / FITZIB-SMEXB / FITZIB-SMEXP

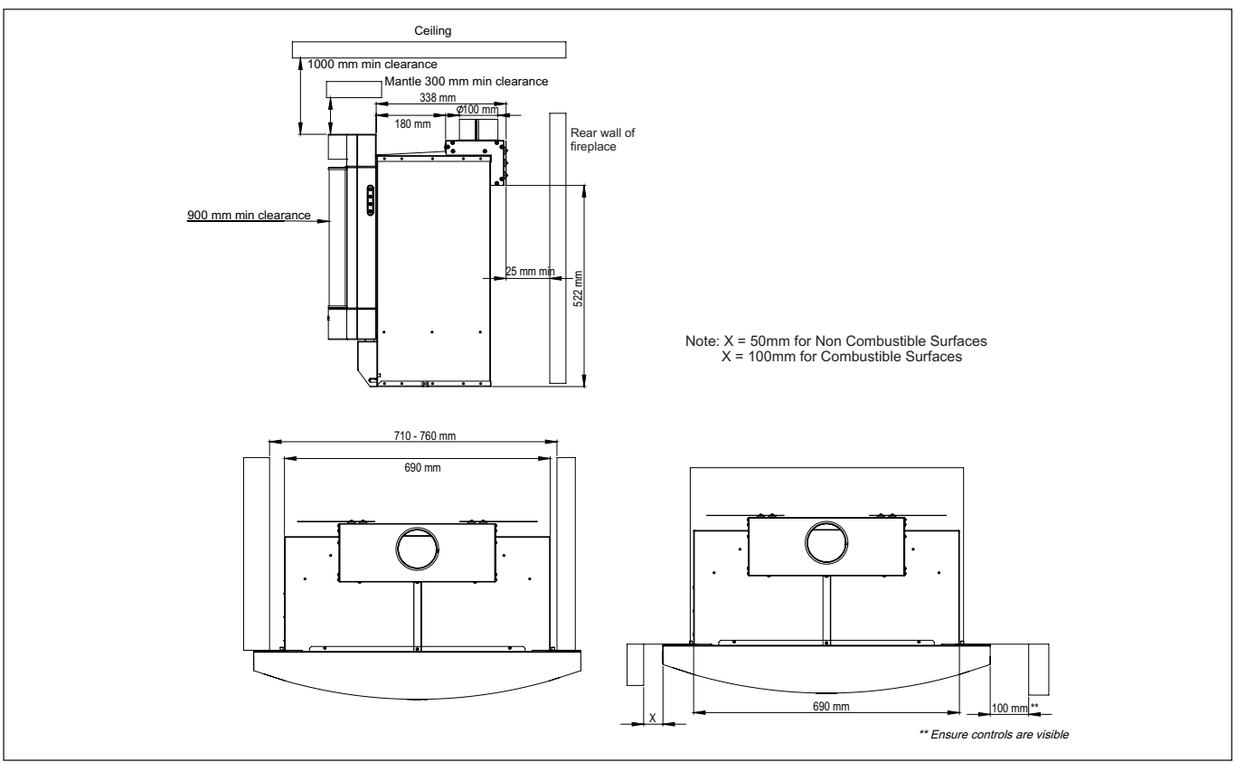


FIG 6 CANTIB-SDEEB

FITZROY & CANTERBURY INBUILT FLUEING

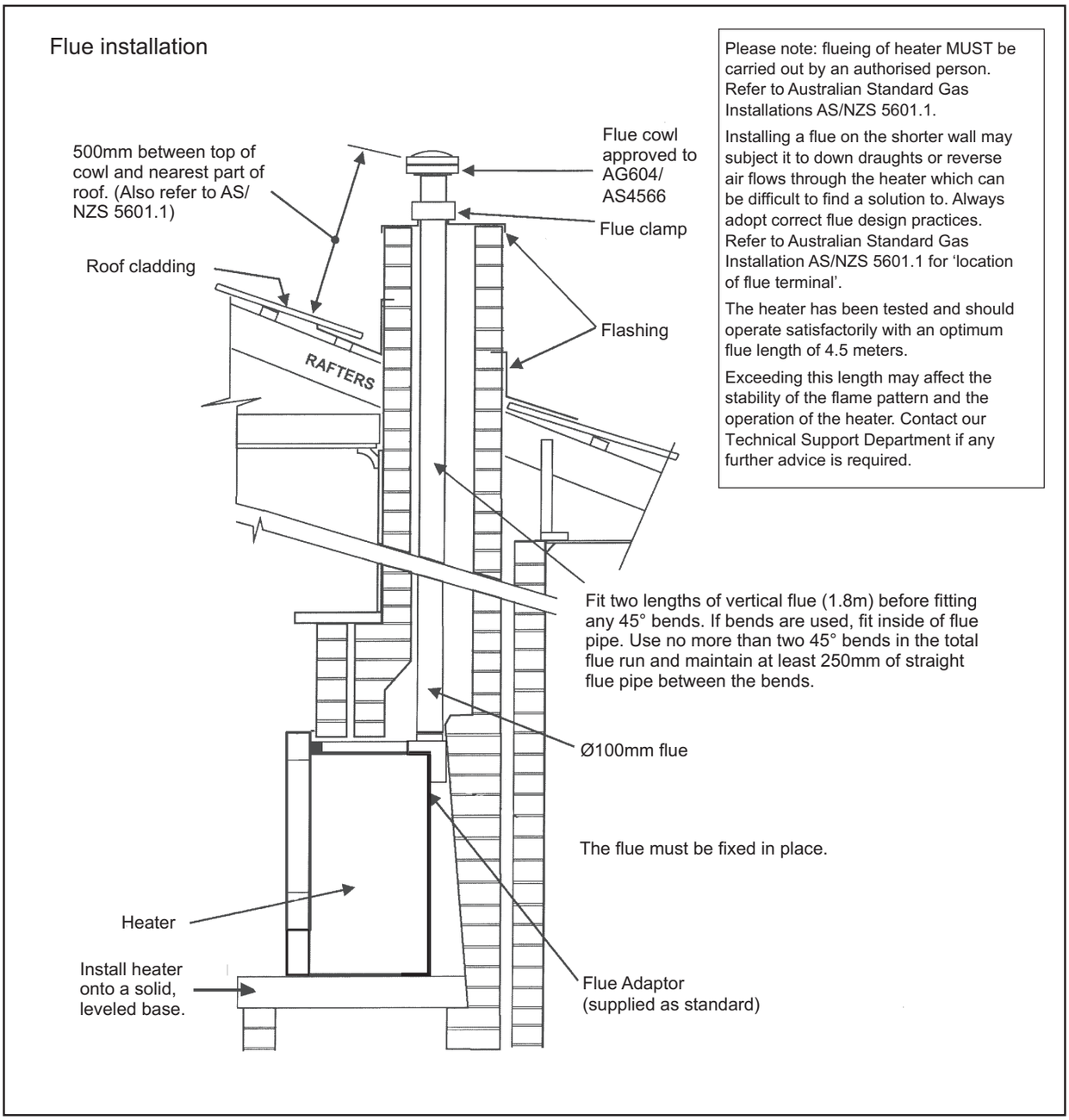


FIG 7 This diagram is to be used as a general guide only.

FITZROY INBUILT FASCIA REMOVAL

1. Remove the outer glass by gently lifting it upwards and then outwards. Similarly remove a fitted wire mesh fascia by also gently lifting it upwards and then outwards.
2. Remove 4 M5 screws fixing the fascia assembly to the heater body. Bring the bottom of the fascia towards you gently to partly disengage it from the body of the heater. After it has been disengaged gently lift it up vertically to completely disengage it from the body of the heater. Refer **FIG 8** & **FIG 9**.

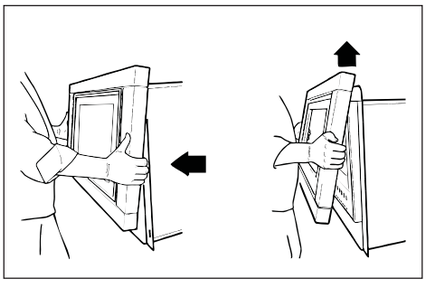


FIG 8

Inner Glass Removal For Both FITZIB & CANTIB

To remove the inner glass, loosen off all the clamp screws and completely remove the one vertical side.
Try not to touch the front surface of the glass. To avoid finger marks use suitable cloth. Remove the glass by sliding the glass sideways out of the clamp and then lifting out from the bottom. Place the glass in a safe position for refit later.

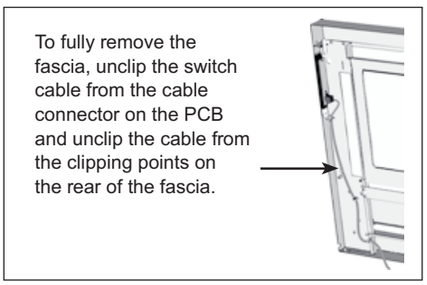


FIG 9

CANTERBURY INBUILT FASCIA REMOVAL

1. To remove the inner fascia assembly undo two screws in the upper flange as indicated in **FIG 10**. Remove the inner fascia assembly by holding the glass surround and firmly pull it towards you. Refer **FIG 11**.
2. Remove the lower front cover by unscrewing two M5 screws through the air intake slots. Refer **FIG 12.** Unit is fitted with electronic switches. Ensure that the cable cannot be trapped when the heater is installed.
3. To remove the front heater surround, undo two screws (one either side) from the bottom flange of the front panel as indicated in **FIG 13**.
4. Remove the surround by pulling the lower section towards you gently to partly disengage it from the body of the heater, then gently lift it vertically to completely disengage it. Refer **FIG 14**.
5. To fully remove the fascia, unclip the switch cable from the PCB connector and unclip the cable from the clipping points. The cable is routed through a plastic grommet which will have to be removed from the base plate. Refer **FIG 15**.

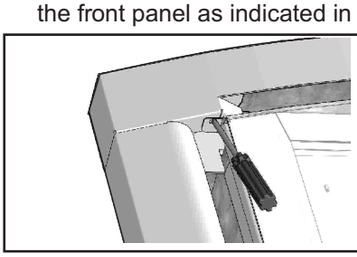


FIG 10

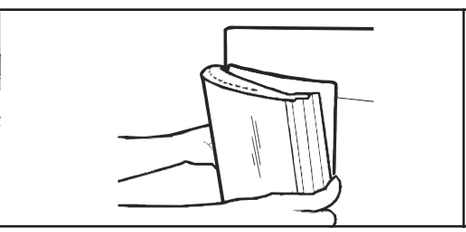


FIG 11

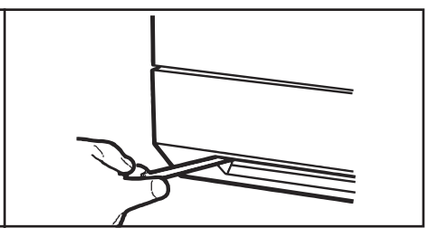


FIG 12

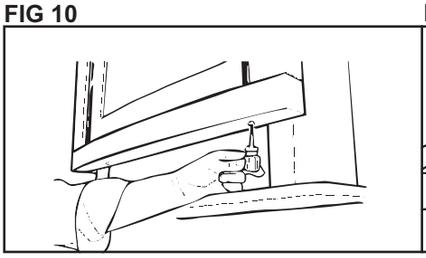


FIG 13

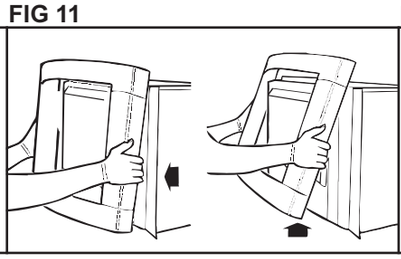


FIG 14

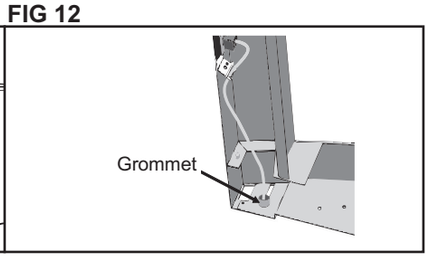


FIG 15

FIXING OF THE FASCIA

You MUST NOT fix the front fascia to the wall.

The front fascia shall only be fixed to the heater.

ELECTRICAL CONNECTION

Electrical Connection

This appliance is designed to operate on 240V AC power supply. Failure to operate unit at correct supply voltage may create unsafe conditions.

The heater is supplied with a flexible power cord with a plug fitted. A 10 Amp switch socket MUST be located within 1.5m of the heater. For installations where the power point is located outside of the enclosure, locate the power cord in the fascia cut out on the left or right hand side as required.

For a power supply connection located inside the enclosure run the power cord through the cord access located on the rear panel by pushing the cord access plate from the bottom. The rubber grommet that is fitted over the cord must be located correctly in the cut out of the cord access plate. Refer **FIG 16**.

Restore the cord access plate to the original position and seal with an appropriate removable material. **A suitable double pole isolation switch MUST be installed externally for servicing or emergency shut down of the heater.**

All fixed wiring MUST be installed by a suitably qualified person and comply to the appropriate electrical wiring rules.

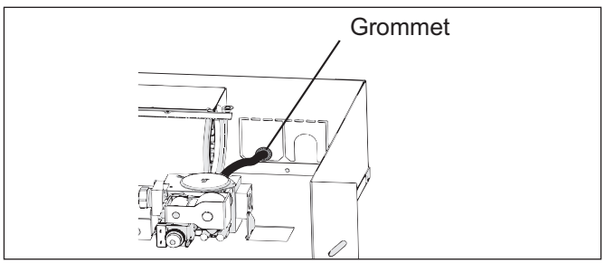


FIG 16

It is critical that the appliance is earthed and that the active and neutral are not reversed. Issues arising from incorrect electrical wiring at premises will not be covered under warranty (including use of extension cords). We recommend that the heater is connected directly to a switch socket by its own power cord. Refrain from using extension leads.

INSTALLING THE FLUE TRANSITION

Step 1
Remove the heater's fascia (refer to page 13). Remove the screw positioned on the front of the heater which secures the flue transition and guiding bracket. Refer to **FIG 17**.

Step 2
Take the flue transition off the heater and mount it in the fireplace cavity. When adopting a rigid metal flue installation, flue transition (refer to **FIG 18.**) and flue need to be secured inside fireplace cavity. Alternatively if using a flexible flue it is not necessary to fix flue transition, however the flue transition and the flue shall at all times be supported independently from appliance flue outlet. Where necessary maintain minimum clearances of 25mm from combustible surfaces.

Step 3
Using the guiding bracket, slide the heater into place making sure that the spigot is positioned correctly. Refer to **FIG 19.**

Step 4
Replace the screw which was taken out in **Step 1** and secures the spigot to the heater. Refer to **FIG 20.**

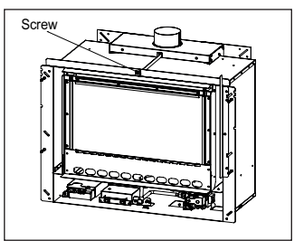


FIG 17

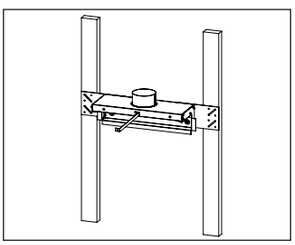


FIG 18

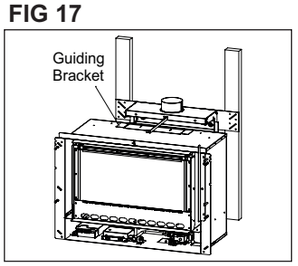


FIG 19

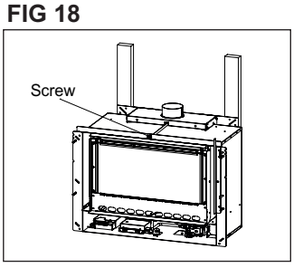


FIG 20

LOG INSTALLATION

1. The burner is contained within the burner chamber. Refer **FIG 21**.
2. Carefully unpack the log set. Logs are numbered as follows:
   #1 - Left front log
   #2 - Left back log
   #3 - Right front log
   #4 - Right back log

Position the four individually numbered logs in the following order on the burner bed as shown in **FIG 22-25**. The locating pins on burner bed must engage with corresponding holes in the individual logs.

a) Place log #1 into the 2 front left pins on the burner bed, ensuring that the charring faces the front. Refer **FIG 22**.

b) Place log #2 onto the 2 left back pins. Refer **FIG 23**.

c) Place log #3 on single right front pin, ensure fork locates over log #2. Refer **FIG 24**.

d) Place log #4 on single right back pin, ensure left side of log rests on depression in #3 log. Refer **FIG 25**.

3. Refit the inner glass, making sure not to over tighten the screws.
4. Reconnect switch loom to the fascia switch set.
5. Refit the front fascia.

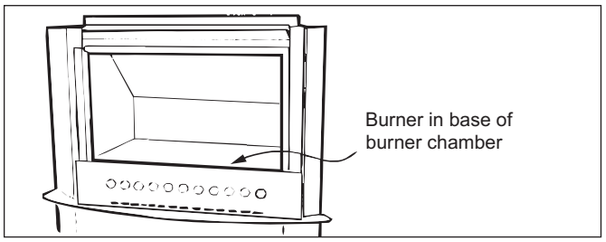


FIG 21

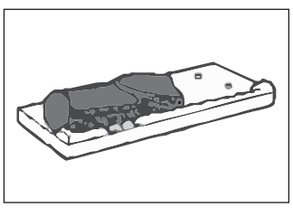


FIG 22

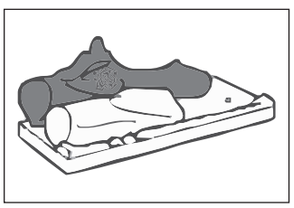


FIG 23

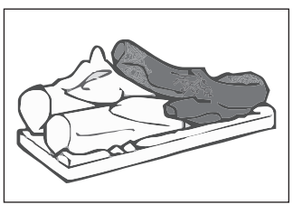


FIG 24

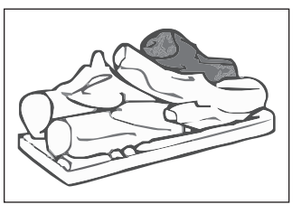


FIG 25

GAS CONNECTION

1. Push the gas inlet access plate into the heater cabinet and slide the heater into the fireplace ensuring that the gas inlet pipe is fed through the hole located at the rear right hand side of the heater at the bottom. Refer **FIG 26**.
2. With heater in position, flanges should be hard against masonry. Secure case flanges to the masonry. Screw or bolt the flange through the slots provided.

   Note: The appliance must be secured at the front to a vertical face. Where this is difficult due to building inaccuracies, limited non-combustible packing may be used to obtain a suitable vertical surface. Method of fixing to finished wall surface (plaster/masonry/brick) suitable fixtures which are able to be easily removed must be used.
3. Connect the gas supply pipe to the copper compression fitting provided (we recommend using a basin wrench). Push the gas inlet plate down to its original position and seal with an appropriate easily removable material. Do not seal with a silicone sealant as the heater must be easily removable. Sealing is important as it prevents any leakage of flue products into the room. Test all connections for gas leaks.
4. The heater MUST NOT be connected using a flexible hose.

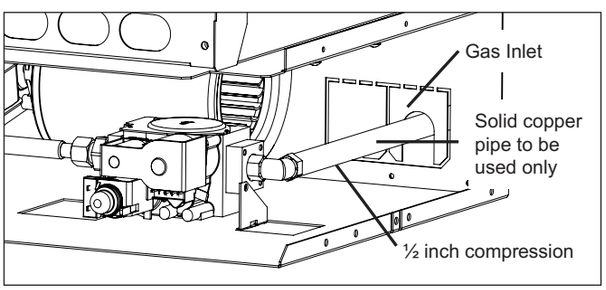


FIG 26

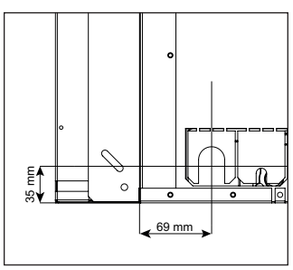


FIG 27 Fitzroy

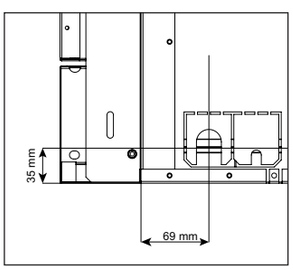


FIG 28 Canterbury

SETTING THE GAS PRESSURE

1. Gas valve layout is as indicated in **FIG 29**. Pressures for 'Burner High Flame' and 'Burner Low Flame' are factory set, however if pressures need to be checked or adjusted, follow the procedures described below. To check outlet pressure at burner 'High Flame' and 'Low Flame' positions remove the plastic cap from the regulator adjustment location as indicated in **FIG 30**.
2. The pressure point is closed with a captive screw. Turn screw 6 revolutions anticlockwise to open the pressure point as indicated on **FIG 31 (a)** and place manometer tube over the test point as per **FIG 31 (b)**.
3. Switch the control buttons to 'High Flame' position. Wait for heater to switch to 'BOOST' setting (time delay on start up). Retain screwdriver in position and using a spanner adjust the outer nut on the control to give a high pressure reading (refer to specification tables on page 8 & 9). **(Turn clockwise to increase pressure and anticlockwise to decrease pressure).** Refer **FIG 32**.
4. Switch the control buttons to 'Low Flame' position. Retain spanner in position and using a screwdriver adjust the central screw control to give a pressure low reading (refer to specification tables on page 8 & 9). **(Turn clockwise to increase pressure and anticlockwise to decrease pressure).** Refer **FIG 33**.
5. Remove spanner and screwdriver. Switch from BOOST to LOW to ensure settings are correct.
6. Switch heater off and remove the manometer tube. Tighten pressure test point by turning the captive screw fully clockwise.
7. Replace plastic cap. Ensure the little lug is positioned towards lower right hand side to clear the controls.
8. Refit the fascia, making sure not to damage the power cord or switch cable.
9. Operate the heater on BOOST, NORMAL and LOW settings. The flame should be stable, no lifting from the burner and the logs should glow after approximately 15 minutes of operation on BOOST setting.

If the flame is unstable:

- Check that the burner is located correctly.
- Check that the glass front is located correctly and is against the sealing rope.
- Check that the gas pressure is correctly adjusted.
- Check that flue is operating correctly.

If the heater still does not operate to specification refer to the troubleshooting chart on pages 20 & 21, or contact Sampford IXL in your state.

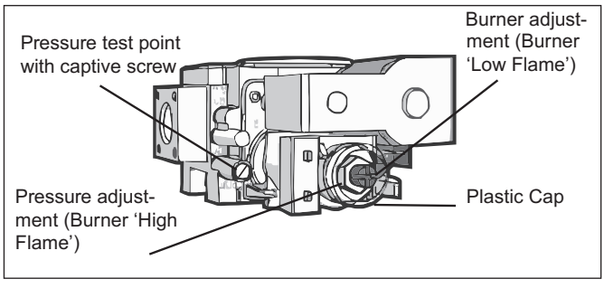


FIG 29

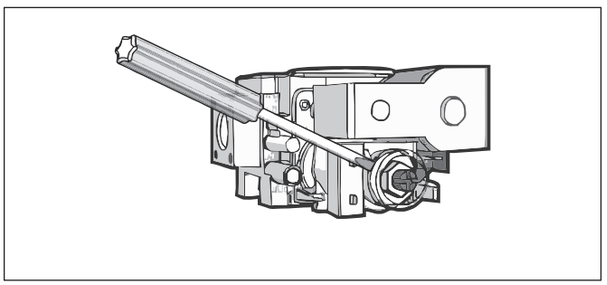


FIG 30

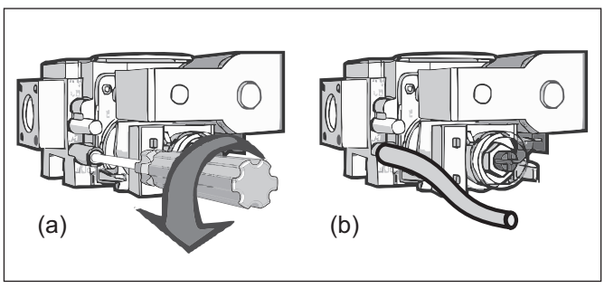


FIG 31

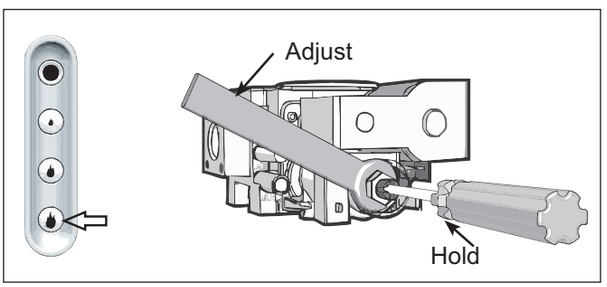


FIG 32

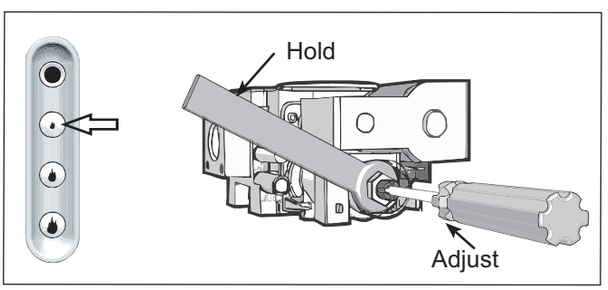


FIG 33

SERVICE INSTRUCTIONS (DO NOT MODIFY THIS APPLIANCE)

General
1. Service work MUST be carried out by authorised personnel only.
2. Unplug from wall socket or turn off power at isolation switch if heater is hard wired.
3. Always shut off the gas supply and ensure that the heater is cool before commencing any service operations.
4. Always check for gas soundness after servicing.

To Replace Power Cord
Contact Sampford IXL service department.

To Replace The Gas Valve
1. Remove the fascia. Refer to page 13 of the installation instructions.
2. Unplug the cable from the gas control and disconnect the earth connection.
3. Disconnect the gas inlet (½" compression nut) connection at entry gas control and the 16mm nut at the outlet of the gas control.
4. Remove the three screws from the cradle retaining the gas control.
5. Remove gas control valve from heater.
6. Replace gas control and check for gas tightness.

Note: Check the gas pressure on Boost and Low settings. Refer "gas control", page 16.

To Replace The Ignition Module
1. Remove the fascia. Refer to page 13 of the installation manual.
2. Unplug wire connectors from ignition module.
3. Lift ignition module from base panel.

Note: Hook and loop mounting tape is used to secure ignition box.

4. Replace ignition module and ensure that all wires are reconnected correctly.
5. Check and re-set gas pressures.

To Replace The Electronic Controller
1. Remove the fascia. Refer to page 13 of the installation manual.
2. Disconnect the plugs on electronic controller.
3. Lift electronic controller from base panel.

Note: Hook and loop mounting tape is used to secure electronic controller.

4. Replace the electronic controller.
5. Check and re-set gas pressures.

To Replace The Inner Glass
Refer to page 13 of the installation instructions.
Fit the new glass.

Note: Ensure the inside surface of the glass is clean and free from finger marks.

To Replace The Burner And Spark/Sense Electrodes
1. Remove the logs from the burner chamber. Refer to page 15.
2. Remove the burner chamber front panel, 4 screws.
3. Disconnect the 16mm nut at the inlet of the injector.
4. Disconnect the spark and sense electrodes from the ignition module.
5. Remove the 2 M5 wing nuts from under the burner. Lift the burner assembly upwards and carefully remove from the burner chamber. Refer to **FIG 34**.
6. Replace in reverse order, checking correct location of spark/sense electrodes. Refer **FIG 35**. Spark gap between electrode and spark plate is 6 - 8 mm. Flame sense electrode MUST be in constant flame. Check for gas tightness. For log placement, refer to page 15 of this manual.

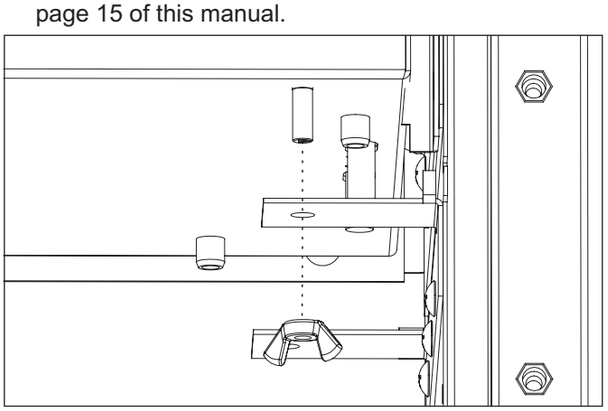


FIG 34 Securing the burner bed

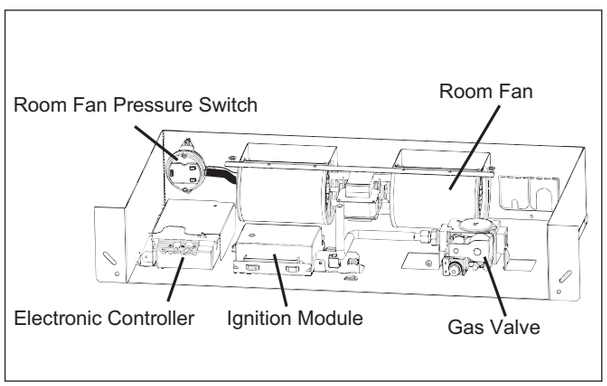


FIG 33

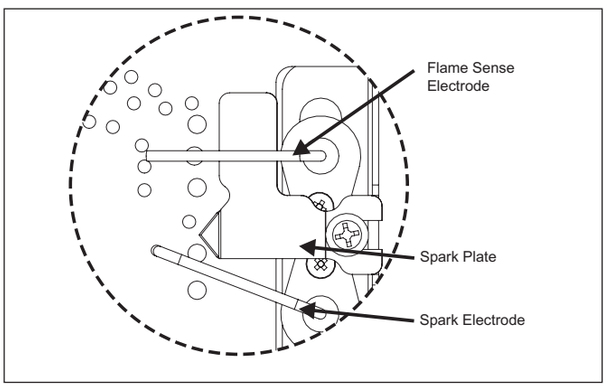


FIG 35

WIRING DIAGRAM

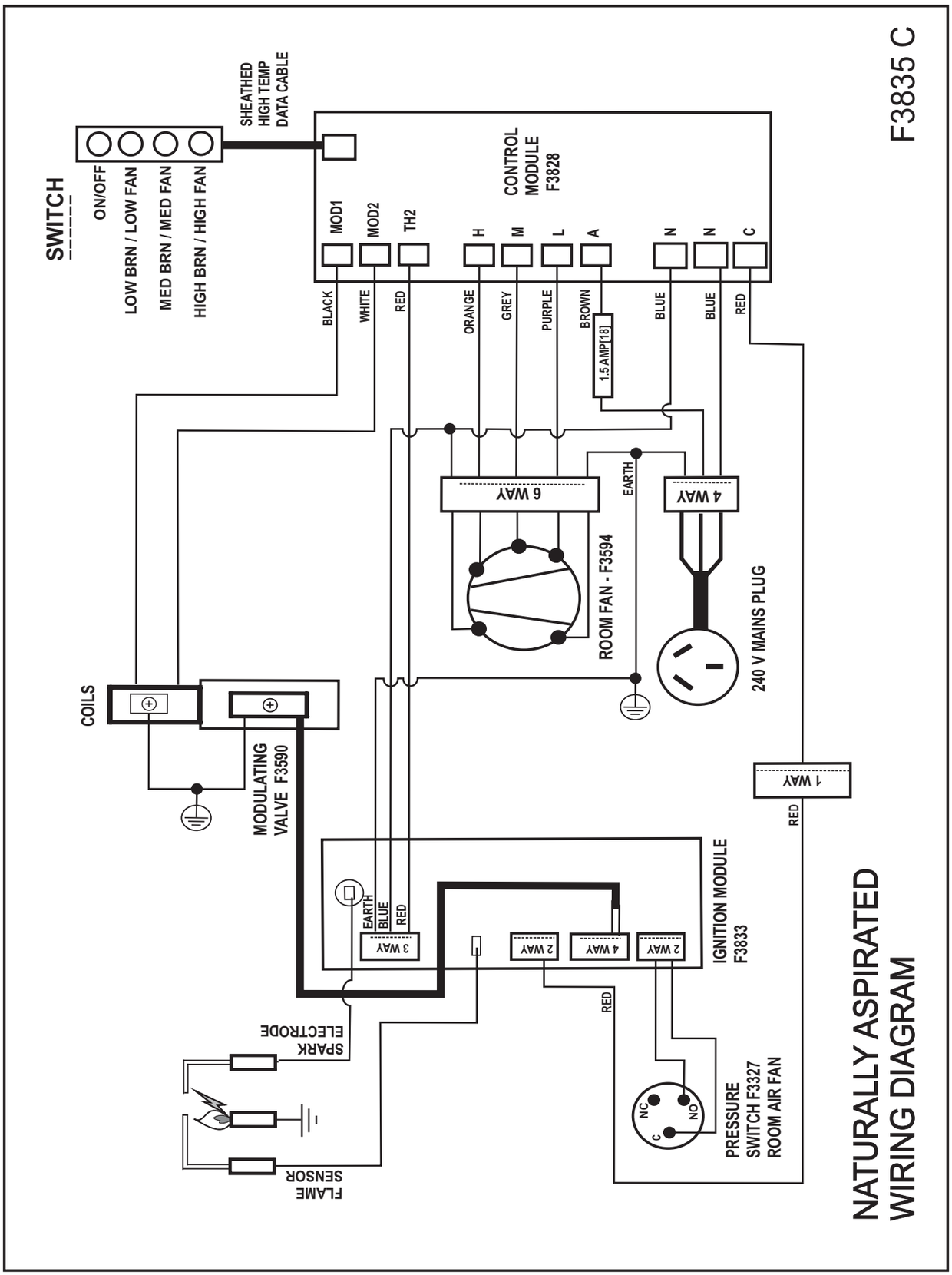


FIG 38

To Replace The Fan Pressure Switch

1. Remove the fascia. Refer to page 13 of the installation instructions.
2. Remove the electronic controller. Refer to page 17.
3. Remove the connecting wiring from the pressure switch.
4. Remove the silicone tubes from the pressure switch.
5. The pressure switch is secured onto the rear of the fan chamber housing by two M5 screws. Remove the screws.
6. Replace the pressure switch. For wiring, one wire to “C”(Common) and the other to connect to “NO” (Normally Open). Polarity is not important.
7. Re-attach silicone tubes making sure that the black tube attaches to the black side of the pressure switch. Make sure that the tubes are not pinched or kinked.
8. Test operation of fan pressure switch - turn heater on low heat. If heater fails to light even when fan is spinning, refer to the fault codes on page 20.

Switch Control Setting (FIG 36)

For NG operation, DIL switch should be positioned in point ‘1'.

For LPG operation, DIL switch should be positioned in pointer ‘O’.

For audio beep function, DIL switch should be positioned in pointer ‘2'.

To Replace The Room Circulation Fan

1. Remove the fascia. Refer to page 13 of the installation instructions.
2. Remove the electronic controller and ignition module. Refer to page 17.
3. Disconnect the fan plug from the plug carrier. Remove the two M5 wing nuts which locate the fan to the fan chamber underside. Lower fan from male thread.
4. Disconnect the silicone tubes from the fan pressure switch. Remove fan from fan chamber.
5. Remove the venturi and bracket from the fan which was removed from the heater. Insert and secure the venturi and bracket on replacement fan.

Note: “TOP” should point to air outlet of fan.

6. Insert fan into chamber ensuring that the venturi is not disturbed. Locate fan onto male thread. Secure with M5 wing nuts, ensuring rubber buffer locates over thread.
7. Replace silicone tubes onto fan pressure switch ensuring that the black tube is connected to the black side of the pressure switch. Check to make sure that the tubes are not kinked or pinche. Refer to **FIG 37**.
8. Reconnect fan plug into plug carrier. Test operation of room circulation fan and fan pressure switch. If heater fails to light even when fan is spinning, refer to fault codes on page 21.

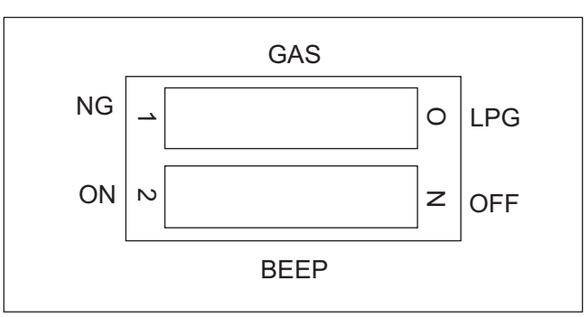


FIG 36 Switch Control Diagram highlighting NG/LP settings & audible beep.

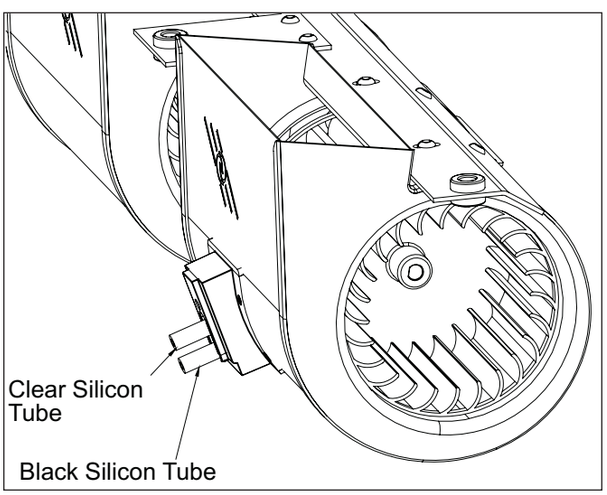


FIG 37 Room Fan

TROUBLESHOOTING

To check the operation of the heater's electrical system you will require a digital multimeter with the functions to measure AC/DC voltage, continuity, resistance and micro-amps.

It is critical that the appliance is earthed and that the active and neutral are not reversed.

Cannon Fitzroy and Canterbury Inbuilt

There is a green and red LED on the ignition controller. These LEDs act as diagnostic aids when the heater safety systems produce a safe shutdown condition.

Green LED: this is on when the flame is sensed at the flame sensor electrode.

Red LED: this flashes according to the fault code.

No LEDs means there is no power to the ignition module. Check that the heater switch is set to ON by pressing the ON/OFF button. Check the supply voltage. Check the 1.5 Amp fuse, replace if necessary. It is critical that the appliance is earthed and that the active and neutral are not reversed. Do not use an extension cord. This appliance is designed to operate at 240V AC. Substantial voltage dips, or running the unit at voltages substantially lower than 240V AC may cause nuisance shutdowns. If there is still a problem check the power supply plug from the electronic controller with a multimeter (240V AC). If there is no power from this plug when the heater should be on, replace the electronic controller. Remember to re-test the gas pressures any time that the electronic controller is changed. It is recommended that any callout to a customer's h ome should prompt the checking and resetting of the gas pressures.

Fault Codes

Long	Short	Morse Code	Meaning	Action
1	0	—	Normal operation	
2	1	— —•	Heater has attempted to light, however it did not sense flame within the allowed time.	Check the gas supply to the unit is not switched off. Check the gas pressures. Check the flame and spark electrode connections and that they are positioned correctly. Ensure that the spark is being produced at the spark electrode tip, and is strong (clearly visible and around 6-8mm in length). Adjust if necessary. The burner tray is earthed through contact with the chassis. Check using a multimeter between the earth pin (or earth tab) and the burner tray. If the unit continues to spark after flame is present, ensure that the supply voltage polarity is not reversed.
2	2	— —••	Flame was established, however the flame electrode has sensed that the flame has become unstable and has shutdown the gas.	Check that the flame sense electrode and the spark plate are correctly positioned. Check the flame sense connections. Check that the flue is correctly constructed. Abnormally strong downdrafts can cause flame instability therefore it is recommended that an appropriate flue cowl is used for windy areas. Improper gas pressures can also cause issues. Check the gas pressures.
1	2	—••	Room fan (circulation fan) pressure signal not detected.	Check the fan for dust build up and lint. Check that the room air fan is spinning. Check that the pressure tubes are connected correctly and not pinched or kinked. The black tube should run from the black side of the pressure switch to the bottom tapping on the fan venturi. The clear tube should go from the light side of the pressure switch and to the top tapping on the venturi. Make sure that the pressure switch wires are connected correctly. One wire should be to C (Common) and the other should be to NO (Normally Open). If it still doesn't work after checking the above, change the pressure switch.

TROUBLESHOOTING

Fault Codes Continued

Long	Short	Morse Code	Meaning	Action
3	1	— — —•	Room fan (circulation fan) pressure signal has been interrupted.	Check the fan for dust build up and lint. Check that the room air fan is spinning. Check that the pressure tubes are connected correctly and not pinched or kinked. The black tube should run from the black side of the pressure switch to the bottom tapping on the fan venturi. The clear tube should go from the light side of the pressure switch and to the top tapping on the venturi. Make sure that the pressure switch wires are connected correctly. One wire should be to C (Common) and the other should be to NO (Normally Open). If it still doesn't work after checking the above, change the pressure switch.
2	8	— —••••••••	Room fan (circulation fan) pressure switch has not switched within the expected time.	Check the fan for dust build up and lint. Check that the room air fan is spinning. Check that the pressure tubes are connected correctly and not pinched or kinked. The black tube should run from the black side of the pressure switch to the bottom tapping on the fan venturi. The clear tube should go from the light side of the pressure switch and to the top tapping on the venturi. Make sure that the pressure switch wires are connected correctly. One wire should be to C (Common) and the other should be to NO (Normally Open). If it still doesn't work after checking the above, change the pressure switch.

Other Possible Faults

No gas to burner.	• The gas valve should open at the same time as the igniter sparks. If there is no gas to the burner when this occurs check the solenoid coils for continuity. • Check that the gas pressure is present at the test point when the spark is being generated. • Check that there is gas to the inlet of the gas control.
Fuse blowing.	• If the fuse continues to blow check the solenoid coils for a signs of them being shorted. • Check the fan and wiring for short circuit.

NOTES

NOTES

COPY RATING LABEL HERE

Don’t Risk Your Appliance Warranty

Only a licensed person will give you a compliance certifIcate, showing that the work complies with all the relevant standards. And only a licensed person will have insurance protecting their workmanship for 6 years. So make sure you use a licensed person to install this appliance and ask for your compliance certifIcate to ensure the manufacturers appliance warranty will be honoured.

Date Installed: ----------

Compliance CertifIcate No: ----------

Installed By: ----------

IAPMO–R&T OCEANA™ GasMark

GMK 10025
GMK 10112
AS4553:2008

Part Number:
F3841_E

Sampford IXL

For service to this appliance or spare parts contact the **CANNON** distributor:

Sampford IXL – Spare Parts
Phone: 1300 727 421
Fax: 1300 727 425
Email: aftersalesservice@sampfordixl.com.au