



Valo 130 Valo 150

User and Installation Manual

Keep this document in a safe place.

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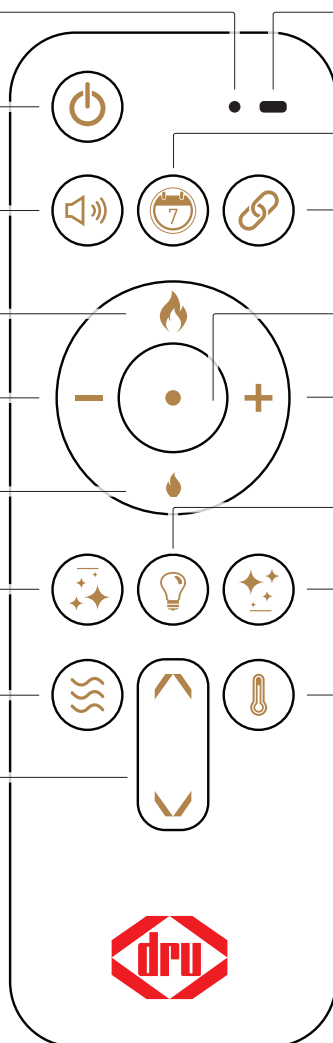
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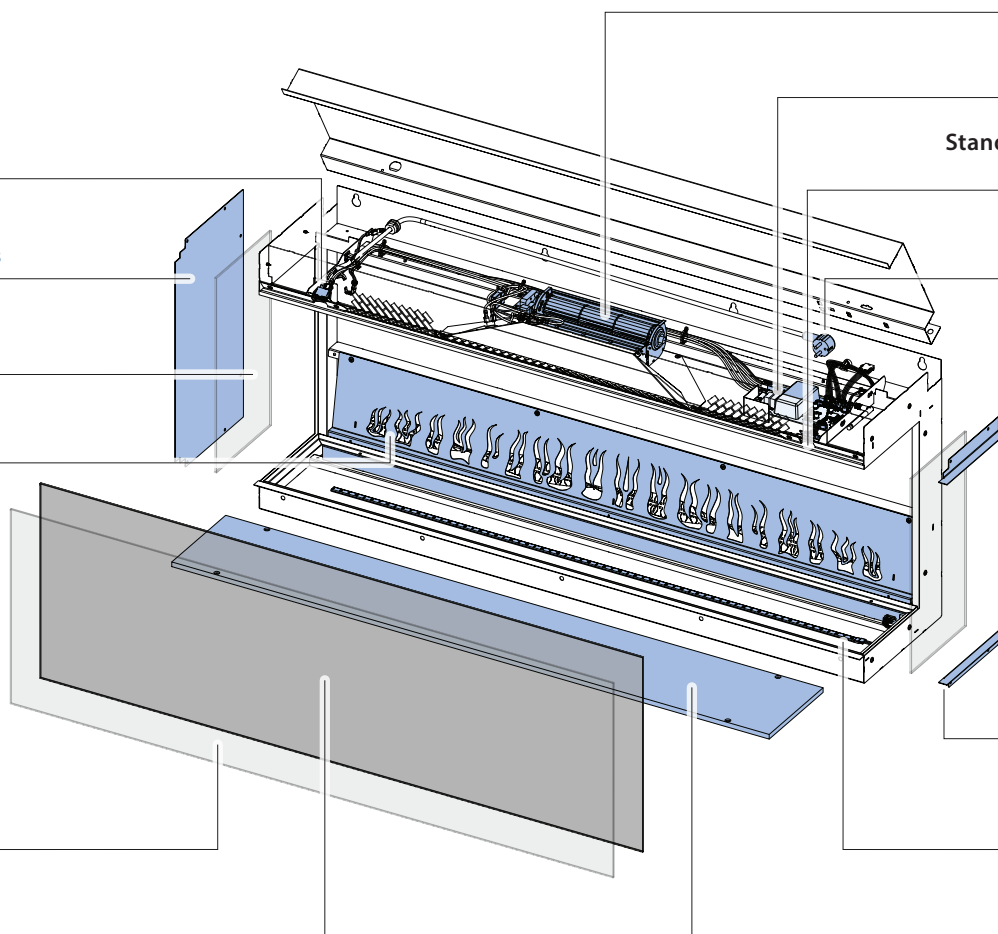
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General information

1. Introduction

As a producer of gas and electric fireplaces, DRU Verwarming B.V. (below: 'DRU') develops and manufactures products that meet the highest possible quality, performance and safety requirements. That is why this appliance bears a CE marking: it meets the essential requirements of the European Directives. The appliance comes with an installation manual and a user manual. Appliance installation and maintenance should be performed by a qualified person with proven knowledge and demonstrable competence. A professional technician takes into account all technical aspects, such as heat output and electrical requirements.

For safe and proper operation, install and use the appliance based on the information in this installation manual. This manual covers installation of the appliance and the applicable rules and regulations. It also provides the technical data on the appliance, as well as information on maintenance and troubleshooting. Before installing the appliance, read and apply this installation manual carefully and in full. Observe national/local regulations at all times.

This manual uses the following symbols to indicate important information:

- Actions to be performed
- 💡 Suggestions and recommendations
- ⚠ These instructions are necessary to avoid potential problems during installation and/or use.
- 🔥 These instructions are necessary to prevent fire, personal injury or other serious damage.

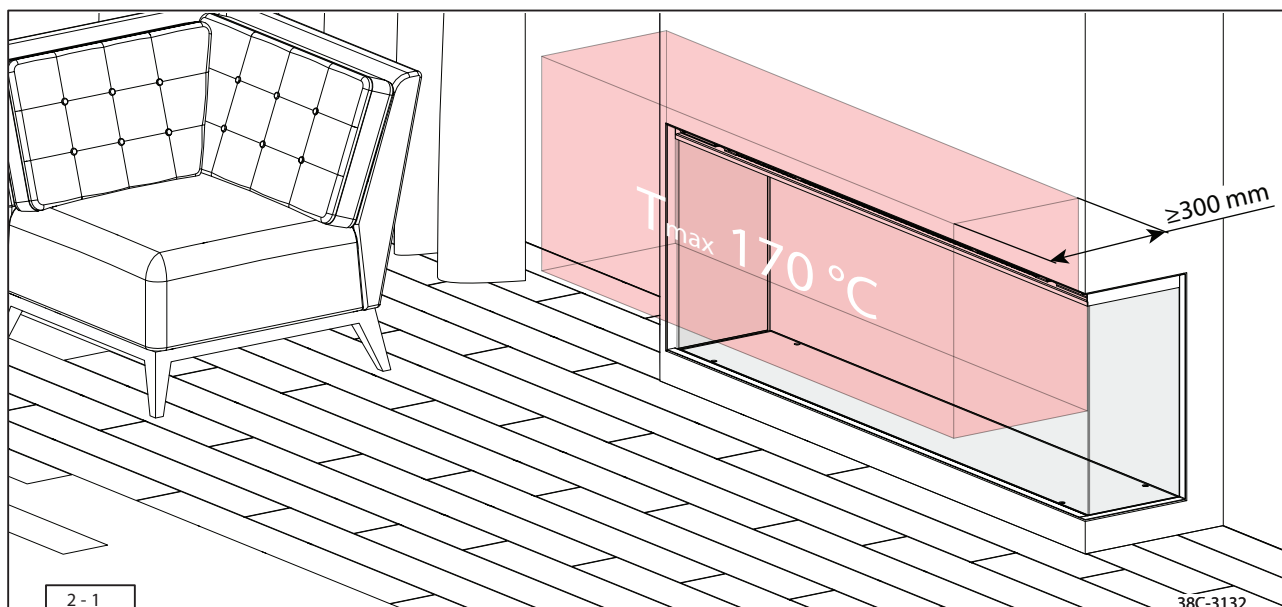
2. Safety

Read this manual through carefully before installation, start-up and use of the appliance. Observe all safety instructions and precautions in this manual. Failure to heed these instructions may result in hazardous situations, injury or property damage.

2.1 Distance from combustible objects

Keep the area in front of the appliance free of objects at all times. Observe the minimum safe distance, measured from the front pane of the appliance (see page 4, Figure 2-1).

- ⚠ - The appliance is designed for heating purposes. All visible surfaces, including the glass pane, can reach temperatures of over 100°C.
- Keep objects and combustible materials at the minimum distance from the appliance (see page 4, Figure 2-1).



2.2 Installation

- ⚠ Keep packaging materials such as plastic bags, film and small parts out of the reach of children, due to the risk of suffocation. After installation, dispose of the packaging materials responsibly according to the applicable local waste regulations.
- ⚠ - Only recognised and qualified installers should perform appliance installation, maintenance and repairs.
- Always install the appliance according to the applicable national, local and construction regulations.
- Do not modify the appliance.
- Only use the supplied and approved materials, and install them exactly as indicated in the installation instructions.
- Do not install the appliance in a damp room, in the vicinity of a bathtub, shower or swimming pool, or outdoors.
- The appliance power supply is 230V AC, 50 Hz.
- After installation, the wall socket where the appliance is plugged in must remain accessible at all times.
- Do not install the appliance directly under a wall socket.

2.3 Use

- ⚠ - Do not leave any clothing, towels or other objects to dry on or near the appliance.
- Do not cover the appliance, and keep all convection openings clear to prevent overheating.
- Avoid contact with hot parts of the appliance.
- Do not use the appliance if a glass pane is broken and/or cracked.
- Do not use the appliance in combination with external controllers such as timers, programmable controllers or other automatic switching devices that can switch the appliance on independently.

2.3.1 Hot surfaces and protection

- ⚠ - Touching hot surfaces may cause burns.
- If children, seniors, or persons with reduced physical, sensory or mental capacity are in the same room as the appliance, the use of a safety screen is strongly advised.
- If vulnerable persons will be in the space frequently without supervision, a permanent safety fence should be installed around the appliance.

2.3.2 Children and vulnerable persons

- ⚠ - Keep children under 3 years of age out of the vicinity of the appliance when it is on, unless they are under constant supervision.
- Children from 3 to 8 years of age are only permitted to switch the appliance on/off if it is installed in accordance with this manual, and only under the supervision of a responsible person.
- Children are not permitted to clean, maintain, or play with the appliance.
- Persons with reduced physical, sensory or mental capacity, or who lack experience and familiarity with the appliance, are only permitted to use it under supervision or after adequate instruction.
- Never leave children or persons who cannot properly assess the consequences of their actions alone with the appliance when it is on.
- Keep the remote control out of reach of children and vulnerable persons.

2.3.3 Remote control, app and automatic activation

- ⚠ - It is only permitted to operate the appliance using the control panel, the remote control and/or the DRU Fire app, and only if it is possible to monitor the appliance.
- When using functions such as thermostat control or app operation, the appliance may switch on automatically without a direct user command.
- Take appropriate measures to prevent property damage and unsafe situations due to automatic activation.
- If using the DRU Fire app, take appropriate precautions to prevent unauthorized use, hacking and unintentional activation.

2.4 Malfunctions and maintenance

- ⚠ - In cases of malfunctions or poor performance, immediately switch off and unplug the appliance, and contact your dealer.
- Never use the appliance with a damaged plug or power cable. Replacement of these parts should be handled by a qualified person.
- Have a qualified installer perform maintenance on the appliance at least once a year.
- Let the glass pane(s) cool down completely to room temperature before cleaning.
- Contact your dealer for instructions on safe and proper disposal of the appliance.

3. EU Declaration of Conformity

This declaration of conformity is issued under the sole responsibility of the manufacturer, hereinafter 'DRU'. DRU declares that internal company measures guarantee that appliances produced by DRU meet the essential requirements and guidelines of the European Directive on the Regulation and the associated applicable standards. This declaration does not apply if the appliance is modified without written permission from DRU. In addition, the instructions in the manual must be observed at all times. A copy of the EU certificate of conformity is available at www.druservice.nl.

Type:	Electric fireplace insert
Model:	Valo 130 Valo 150 Valo 180 Valo 200
Conformity assessment body:	DEKRA Certification B.V. (0344) Meander 105 6825 MJ, Arnhem The Netherlands
Regulation:	(EU) 2024/1103
Directives:	2009/125/EC 2012/19/EU 2014/35/EU 2014/30/EU 2014/53/EU
Applied harmonized standards:	EN 18031-1 EN IEC 62311:2020 ETSI EN 300 328 V2.2.2 ETSI EN 301 489-17 V3.3.1 ETSI EN 301 489-1 V2.2.3 ETSI EN 303 446-1 V1.2.1 + EN IEC 55014-1:2021 + EN IEC 55014-2:2021 IEC 60335-1:2010 + A1:2013 + A2:2016 IEC 60335-2-30:2009 + A1:2016 + A2:2021 EN 60335-1:2012 + A11:2014 + A13:2017 + A14:2019 + A1:2019 + A2:2019 + A15:2021 + A16:2023 EN 60335-2-30:2010 + A11:2012 + A1:2020 + A12:2021 + A13:2022 + A2:2022 EN IEC 61000-3-2:2019 + A1:2021 + A2:2024 EN 61000-3-3:2013 + A1:2019 + A2:2021

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www.drufire.com

Signed for and on behalf of:


R.P. Zantinge, Managing director
Duiven, 01-07-2026

4. Technical data

Table 4-1: Information requirements for electrical appliances for local space heating

DRU Verwarming B.V.

Ratio 8, 6921 RW Duiven, The Netherlands

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PO Box 1021, 6920 BA Duiven, The Netherlands

www.drufire.com

Model/Type indication(s) Valo 130 / Valo 150 / Valo 180 / Valo 200

Heating output

Type of heat output/room temperature control

Nominal heat output	P_{nrm}	2	kW	Single-stage heat output, no room temperature control	No
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Minimum heat output (indicative)	P_{min}	1	kW	Two or more manual stages, no room temperature control	No
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Maximum continuous heat output	$P_{max,c}$	2	kW	With mechanical thermostat room temperature control	No
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Power consumption

With electronic room temperature control No

In Off mode	P_0	0	W	With electronic room temperature control plus day timer	No
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In Standby mode	P_{sm}	0.3	W	With electronic room temperature control plus week timer	Yes
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In Idle mode	P_{idle}	-	W	Other control options	
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In network-connected Standby mode	P_{nsm}	-	W	Room temperature control, with presence detection	No
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Standby mode with information or status display			Yes	Room temperature control, with open window detection	No
---	--	--	-----	--	----

Seasonal space heating energy efficiency in On mode	N_s	48.4	%	Distance control option	Yes
---	-------	------	---	-------------------------	-----

Adaptive start control No

Working time limitation No

Black bulb sensor No

Self-learning function No

Control accuracy No

Table 4-2: Technical data on the remote control

Batteries	2x AAA (rechargeable batteries not possible)
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Transmission power	2,85 mW (4,55 dBm)
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Transmission frequency	2402-2480 MHz
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Use and operation

5. Getting started

⚠ READ THE SAFETY CHAPTER BEFORE GETTING STARTED. (SEE PAGE 4, CHAPTER 2)

Read this section through carefully before getting started.

⚠ For optimal functioning and safety, it is vital to always use the latest version of the DRU Fire app, and of the firmware for the appliance and remote control. You can install updates from the app.

6. Appliance

6.1 Main switch

The appliance features a main switch (A) (see page 8, Figure 6-1). The main switch switches the appliance completely on and off. To use the appliance, this switch must always be on.

⚠ The main switch does not completely disconnect the appliance from the power supply. Therefore, before starting work on the appliance, always completely disconnect it from power by unplugging it from the wall socket.

6.2 Standby button & Function button

The appliance features 2 function buttons (C) (see page 8, Figure 6-1). These buttons let you operate the appliance without using the remote control or the DRU Fire app.

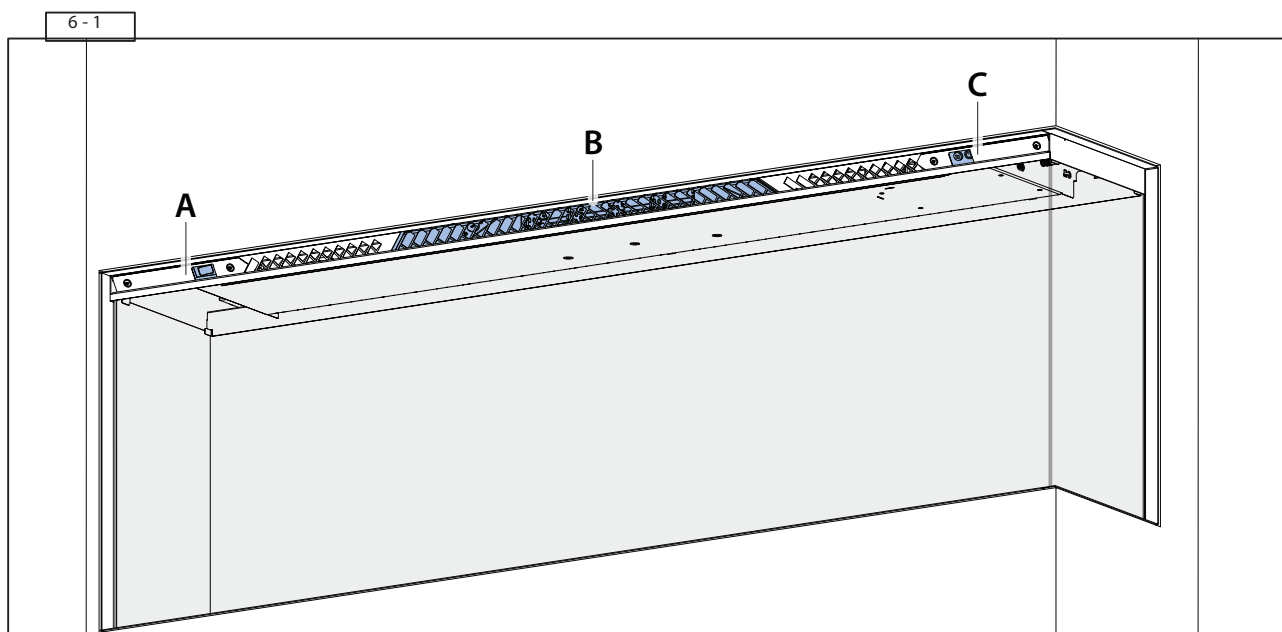
⚠ When operating the fireplace, please note that when the heater function is on, or was recently on, the air outlet (B) (see page 8, Figure 6-1) and the parts around it may be hot.

The  button switches standby mode on and off.

💡 When Standby is on, the appliance displays the settings from the previous 'session'. After you switch Standby mode on, the heater function is always off. You can switch it on using the  button, remote control (see page 10, Section 7.5) or DRU Fire app (see page 11, Chapter 8).

Press the  button to toggle between:

- Heater function, low setting
- Heater function, high setting
- Heater function off



7. Remote control

7.1 Status LED

The Status LED on the remote control (see page 2, Figure Status LED) provides feedback after you send a command signal.

The signals mean:

Command successful	● Green light during command
Command failed	● Yellow light during command
Battery power low	● Orange light during command
Out of range of appliance	● Blinks red 3 x after command
No connection with appliance	● Blinks blue 3 x after command

7.2 Thermostat

The thermometer in the remote control measures the ambient temperature. This means that you need a paired remote control to use the thermostat functions.

7.3 Pair & unpair remote control

Follow the steps below to **pair** the remote control with the appliance:

- Use the main switch to switch the appliance on (see page 8, Section 6.1).
- Press and hold the Standby button  and the Function button  for 6 seconds to put the appliance in Bluetooth pairing mode (see page 8, Section 6.2).
- On the remote control, briefly press the  button. The Status LED on the remote control will give 1 short ● blue blink after successful pairing. The remote control is now ready for use.
- If pairing failed: Switch the appliance off and repeat the above steps.

Follow the steps below to **unpair** the remote control from the appliance:

- On the remote control, first press the Function button  and then immediately press the  button. Hold these buttons in for 3 seconds.
- 💡 - The Status LED on the remote control will give 1 long ● blue blink after a successful unpairing.
- If unpairing failed: Switch the appliance off using the main switch and repeat the above steps.

7.4 Replace batteries

If the Status LED on the remote control shows an ● orange signal after a command, the batteries are low and need to be replaced:

- Open the battery cover on the back of the remote control by applying slight downwards pressure and sliding it off.
- Remove the old batteries and replace them with 2 new AAA batteries.
- 💡 - It is not possible to use rechargeable batteries.
- Replace the batteries in a timely manner. This will prevent potential damage to the remote control from leaky batteries.
- The inside of the battery compartment shows the correct orientation of the batteries.
- Put the magnetic battery cover back on the remote control.
- ⚠ Dispose of the old batteries properly in accordance with local waste management regulations.

7.5 Remote control operation

You can use the remote control to operate the functions of the appliance. This section explains how the buttons work.

 **puts the appliance in Standby or On mode.**

 When you switch the Appliance on, it displays the settings from the previous session, but without the heater function.

 **switches the appliance confirmation sounds on/off.**

 The start-up sound cannot be switched off.

 and  **adjust the flame effect height.**

 The appliance has 5 flame height settings, where 1 is off.

+ and - adjust the speed of the flame effect.

 The appliance has 5 flame speed settings.

 **toggles the glow bed lighting between:**

Continuous, Twinkling, Wavy, Breathing and off.

 **adjusts the accent lighting.**

 The appliance has 5 accent settings, where 1 is off.

 **switches the heater function on/off.**

After you switch the heater function  on, you can adjust the heat setting:

 **switches the heater to High (2 kW)**

 **switches the heater to Low (1 kW)**

 **switches the appliance thermostat function on/off.**

➤ Use the DRU Fire app to set the desired target temperature. The default set target temperature is 20°C.

-  - To use the thermostat function, the remote control must be in the same room as the appliance.
- The remote control contains a temperature sensor. Always place it in a draught-free location away from direct sunlight.
- Once the set temperature is reached, the heating element will switch off.
- The maximum set temperature for the thermostat function is 35°C.

 **increases and**  **decreases the set temperature of the thermostat function.**

Each press of the  or  buttons adjusts the set temperature by 1°C. You can use the remote control to increase or decrease the temperature by a maximum of 3°C.

 This is a temporary temperature adjustment. If you restart the thermostat function, it will use the original set temperature.

 **switches the set weekly programme on/off.**

➤ Use the DRU Fire app to configure the weekly programme (see page 11, Chapter 8).

-  - The Status LED on the remote control lights up  green when this is switched on, and blinks  green 3 x when it is switched off.
- The  button stays dimly lit when the weekly programme is on.
- If the weekly programme cannot switch on, such as because a programme is not available, the Status LED on the remote control will blink  red 3 x.

 **switches the external lighting (Optional) on/off.**

 This function only works if an external LED lighting source is connected to the appliance.

8. DRU Fire app

The free DRU Fire app lets you operate the appliance from a smartphone or tablet. The DRU Fire app is available on both iOS (Apple) and Android devices.



Follow the steps below to pair the DRU Fire app with the appliance:

- If necessary, first pair the remote control with the appliance (see page 9, Section 7.3).
- Download the DRU Fire app from the Apple App Store or Google Play Store.
- Use the main switch to switch the appliance on (see page 8, Section 6.1) and wait for the start-up sound.
- Open the DRU Fire app and follow the step-by-step instructions to pair the app with the appliance.

9. Maintenance

At least once a year, the appliance must be checked to ensure safe and proper functioning.

- ⚠ - Only qualified installers are permitted to perform maintenance on the appliance.
- If a glass pane is cracked or broken, do not use the heating element. Have the glass pane replaced immediately.

10. Cleaning

- ⚠ Make sure the entire appliance has cooled down to room temperature.
- ⚠ Clean the appliance with a moist microfibre cloth and if necessary, a mild cleaning product. Do not use aggressive or abrasive cleaning products. This may cause problems, such as rust formation or dull spots.

10.1 Clean the glass pane(s)

For an optimal experience with your appliance, we recommend cleaning the glass pane regularly.

- 💡 - Use a moist microfibre cloth and a quality glass cleaning product.
- When cleaning the glass panes, always wear cotton gloves to prevent new contamination.

11. Malfunctions

The appliance may encounter a fault, or fail to clear a fault. Consult the troubleshooting table for a list of possible faults, causes and solutions (see page 26, Chapter).

- ⚠ Contact your dealer if you have any doubts, or if faults repeatedly occur or fail to clear.

12. End of life/Recycling

At the end of its service life, the appliance should be recycled. Always follow local rules and regulations when disposing of/recycling the appliance. If you have any doubts, please contact your local government for waste collection information.

- ⚠ Only uninstall/remove the appliance after it is disconnected from the power supply and has cooled down to room temperature.

13. Warranty

The factory warranty lasts for 2 years after the purchase date. The warranty does not cover paint damage from objects falling on or placed on or against the appliance. Please contact your dealer with any questions and/or claims under the warranty.

Installation

14. Preparation

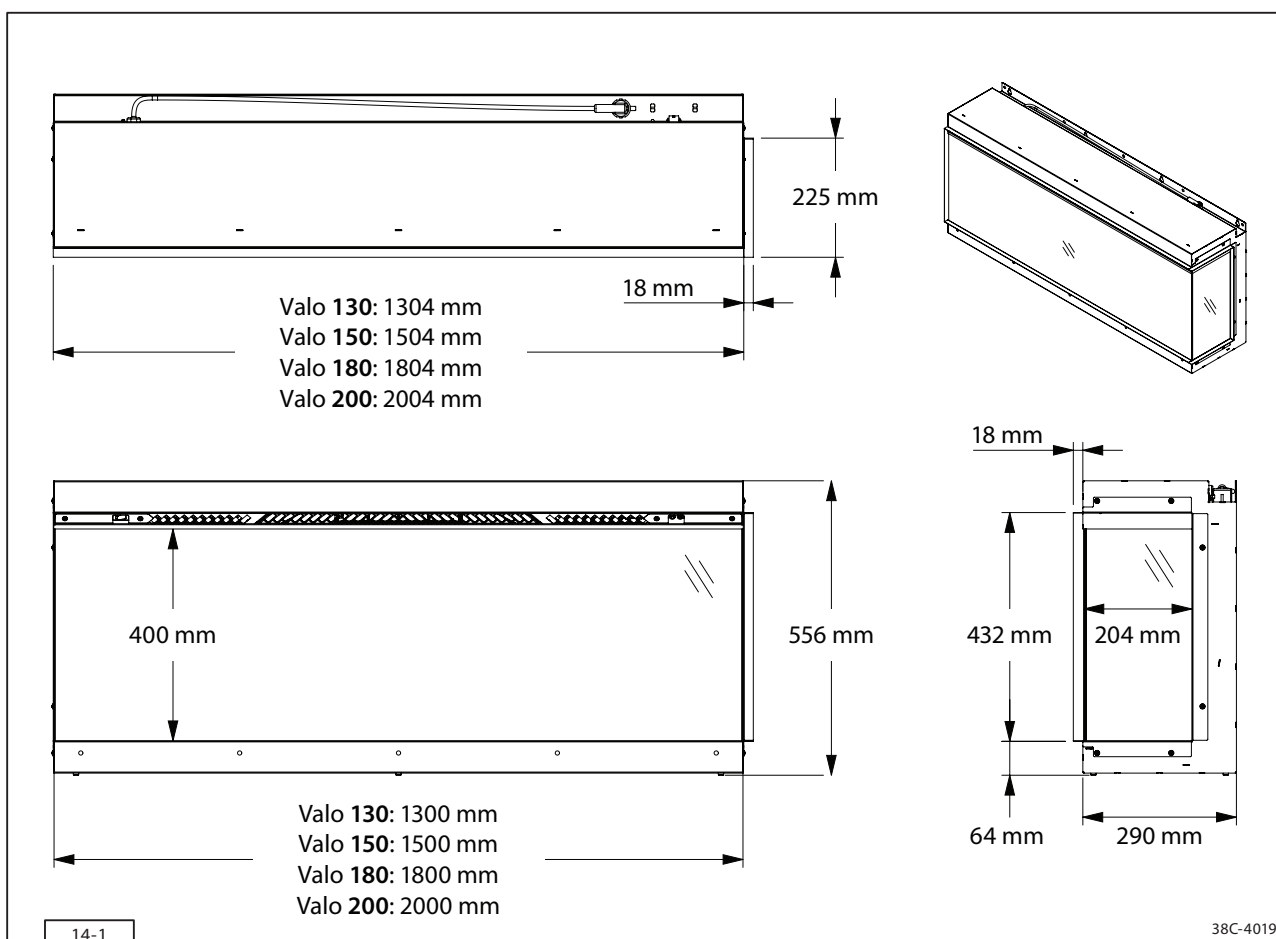
14.1 Unpack the appliance

Follow the steps below to unpack the appliance and accessories:

- Remove all packaging and protection materials and set all of the supplied parts aside.
- Check the appliance and accessories for damage (such as from transport) (see Table 14-1). In cases of missing parts, damage, or questions, always contact the supplier. Never install an appliance that is damaged or incomplete!
- If desired, convert the appliance into the 2-sided or 3-sided variant (see page 13, Section 14-3)

Table 14-1: Parts included in the delivery

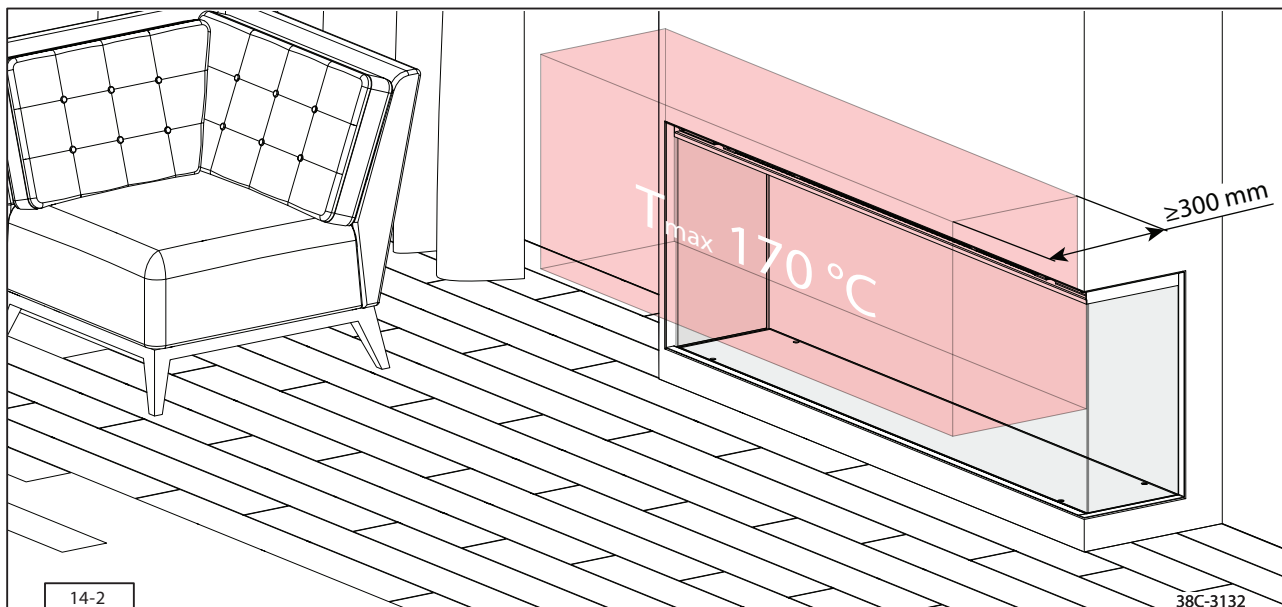
Description	Contents	Qty
Documents	Manual	1
Accessories	Remote control	1
	AAA batteries	2
	Spare screws	4
Separate parts	Side frame	2
	Gasket	1



14.2 Distance from combustible materials

Keep the area in front of the appliance free of objects at all times. Observe the minimum safe distance, measured from the front pane of the appliance (see page 4, Figure 2.1 Distance from combustible objects).

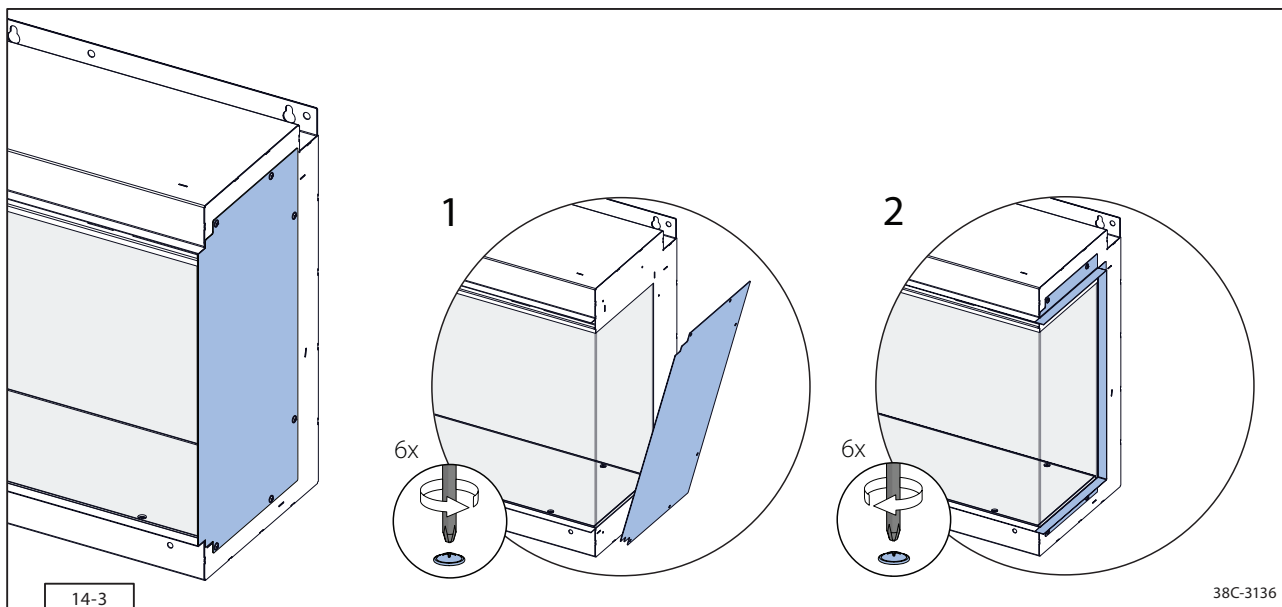
- ⚠ - The appliance is designed for heating purposes. All visible surfaces, including the glass pane, can reach temperatures of over 100°C.
- Keep objects and combustible materials at the minimum distance from the appliance (see page 13, Figure 14-2).



14.3 Convert to 2-sided or 3-sided configuration

The appliance is supplied in front configuration. To convert it into a 2-sided or 3-sided configuration, follow the steps below (see page 13, Figure 14-3):

- ⚠ Always install the supplied side frame(s) to convert the appliance into a 2-sided or 3-sided configuration.
- Unscrew the 6 Phillips-head screws from the appliance and remove the side panel. Set the screws aside (Step 1).
- Install the side frame on the appliance using the 6 screws from the previous step (Step 2).
- 💡 The side frames can be installed on both the left and right sides of the appliance.
- Repeat the above steps to convert the appliance into a 3-sided configuration.
- 💡 The figure illustrates conversion of the right side. Convert the left side analogously.



14.4 Electrical connection

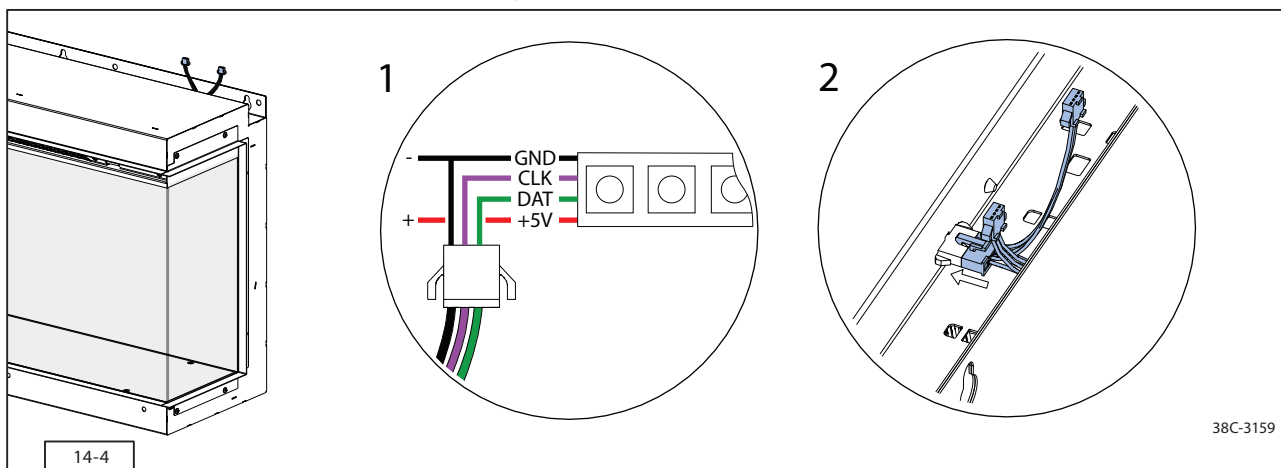
Ensure that the electrical connection meets the following and locally applicable regulations:

- ⚠ - Connect the appliance to a wall socket with a 230V AC power supply. If necessary, have a wall socket installed by a qualified installer according to applicable regulations, including local regulations.
- After installation, the wall socket where the appliance is plugged in must remain accessible at all times.
- If the power cable is damaged, do not use the appliance, and have a recognized installer replace the cable immediately.
- Do not use the appliance until electrical installation has been completed.

14.5 External LED lighting (Optional)

You can use the external LED cable (available separately) to connect 2 external LED strips to the appliance, and switch them on/off with the remote control and DRU Fire app.

- ⚠ - Use only type APA102 or SK9822 LED strips.
- You can connect a maximum of 144 LEDs per strip, and a maximum of 2 strips.
- The appliance only sends a single data signal. The LED strip requires a suitable separate 5V power supply.
- Install and connect the LED strips to the back of the appliance with the external LED cable.
- 💡 - The separate power supply means that the external LED lighting may stay on when the appliance is completely switched off. To avoid this, put the appliance in Standby mode before switching it off.



15. Set up and install the appliance

The appliance should be installed using a chimney breast. Follow the guidelines and precautions in this chapter carefully to enable safe and proper installation. Observe the local building code, and requirements on structures, finishing materials and mandatory distances.

- ⚠ During setup, observe the following:
 - Ensure stable setup of the appliance being installed.
 - During the installation process, protect the appliance from dust, moisture, and building materials.
 - Install the appliance in a way that prevents potentially hazardous situations.

15.1 Chimney breast

- Build the chimney breast according to the instructions in the sections below. When building the chimney breast, observe the following:
 - ⚠ - Avoid placing any loads on the appliance during and after installation. Do not let any of the building materials come into contact with the appliance or its components and put weight on it.
 - It is not permitted to attach anything directly to the appliance, in any way whatsoever.
 - Do not let any building or finishing materials of the chimney breast end up on, against, or over the edges of the appliance insert frame; ensure at least 2 mm of clearance between the insert frame and the chimney breast. This clearance will enable unobstructed expansion of the appliance during use, without damage to the chimney breast or appliance (see page 16, Figure 15-2).

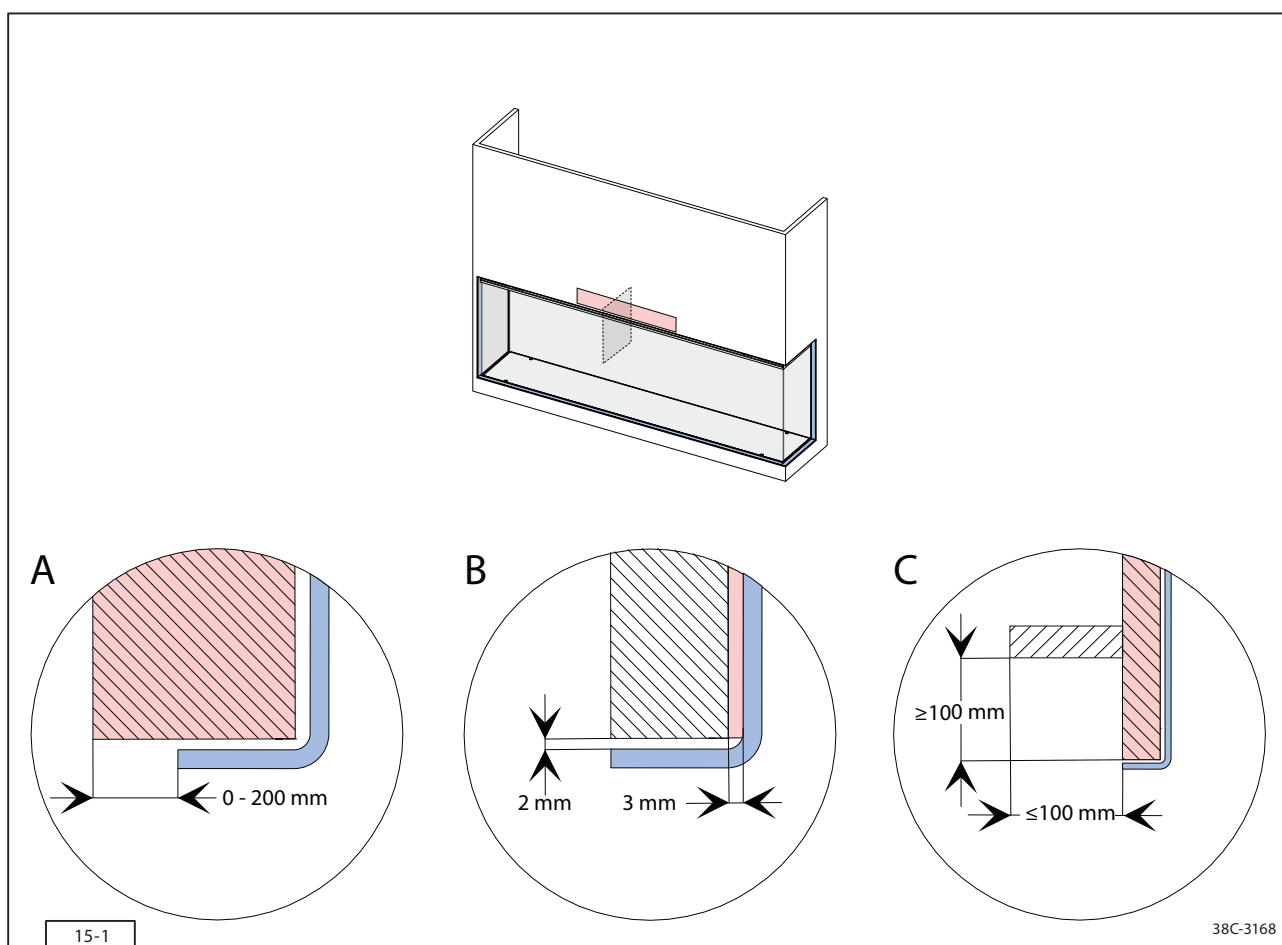
15.1.1 Chimney breast design and finish

The chimney breast can be made from combustible materials such as a timber frame, plywood or drywall, as well as non-combustible materials such as metal studs and Promatect. The entire chimney breast can be made from combustible materials, but additional requirements apply to the front side above the fireplace.

💡 The bottom of the appliance is not subject to any requirements on combustible materials or any limits on recessed installation.

⚠ For safe and proper heater functioning, the front of the chimney breast above the appliance must be made suitable for the temperatures from the heater (see page 15, Figure 15-1).

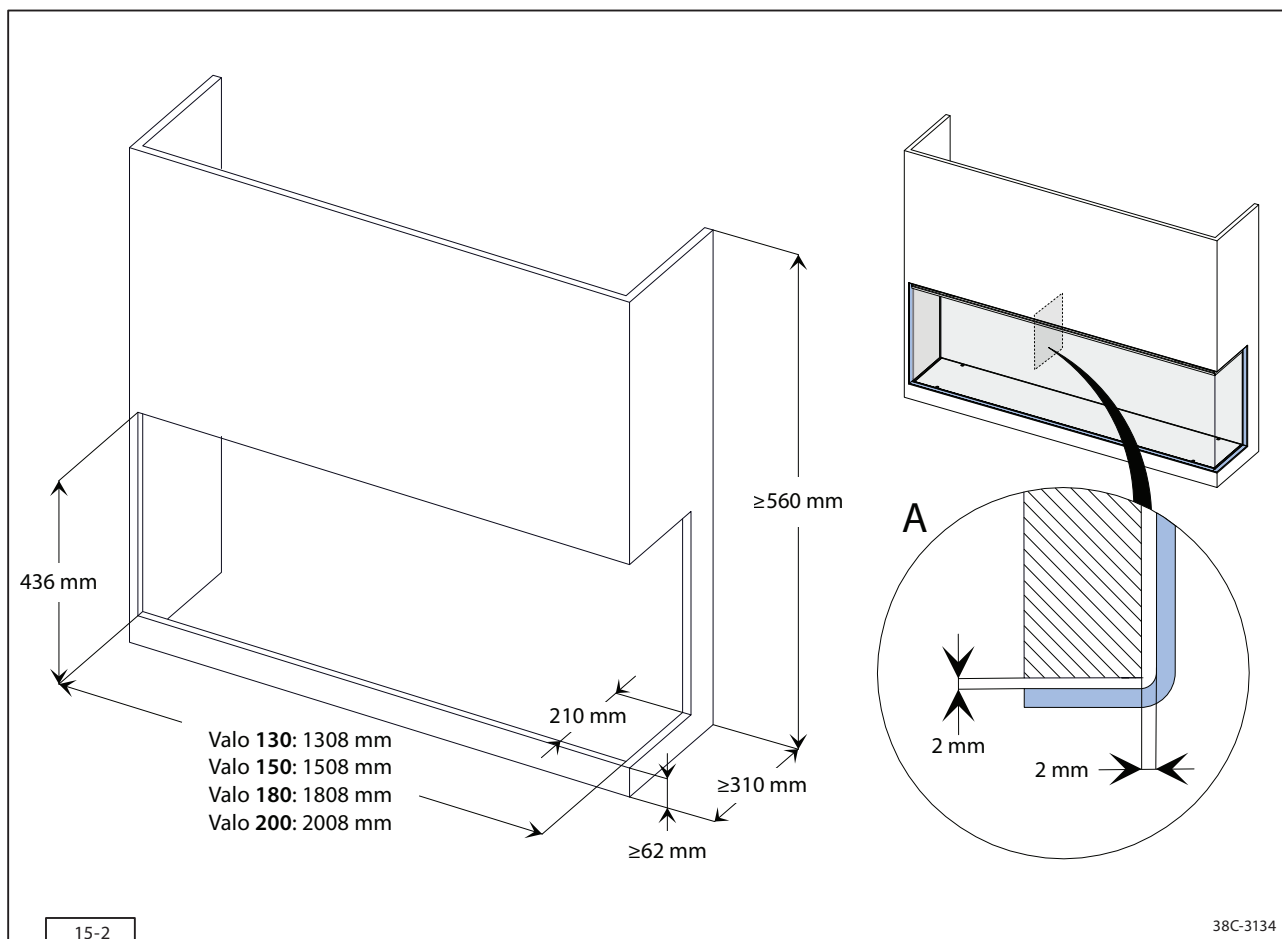
- If non-combustible material is used, the appliance can be installed without any additional components. It is permitted embed the appliance a maximum of 200 mm into the structure.
- If combustible material is used, a suitable insulating material must be placed between the chimney breast and the appliance. The supplied gasket can be used for this purpose. The gasket must be positioned centrally along the height of the mounting frame.
- Any shelves or protruding structures above the fireplace may be made from combustible materials. A shelf may protrude up to 100 mm, and must be at least 100 mm above the appliance. Be aware that temperatures may reach 80°C.



15.1.2 Minimum chimney breast dimensions

The chimney breast must always meet the indicated minimum dimensions (see page 16, Figure 15-2)

- ⚠ The chimney breast design and finish must strictly observe a minimum clearance of 2 mm all around the insert frame (see page 16, Figure 15-2).
- Ensure that chimney breast finishing materials do not obstruct installation or removal of the glass pane.



15.1.3 Wall/Surface mount

The slots on the top of the appliance can be used to mount the appliance onto a wall (surface mount). The slots can also be used to mount the appliance to structures such as a chimney breast:

- 💡 - The slots have a centre-to-centre distance of 406 mm.
- Depending on the model, the appliance features 4, 5 or 6 slots.
- ⚠ - Always use all mounting points provided on the appliance.
- Use fasteners that are suitable for the appliance weight and the wall type.
- The wall structure must be able to support the full weight of the appliance and any other wall-mounted options safely.

16. Delivery

To ensure safe and proper operation, perform the following checks before using the appliance for the first time:

Appliance

- ⚠ Do not use the appliance until installation is complete.
- After installation, check all appliance functions.
- Set the heat to full power to remove odours or smoke from any remaining dust. Leave the heater on until the odours and smoke stop.
- ⚠ Ensure ample ventilation in the room, and that no children or pets are present in the room.

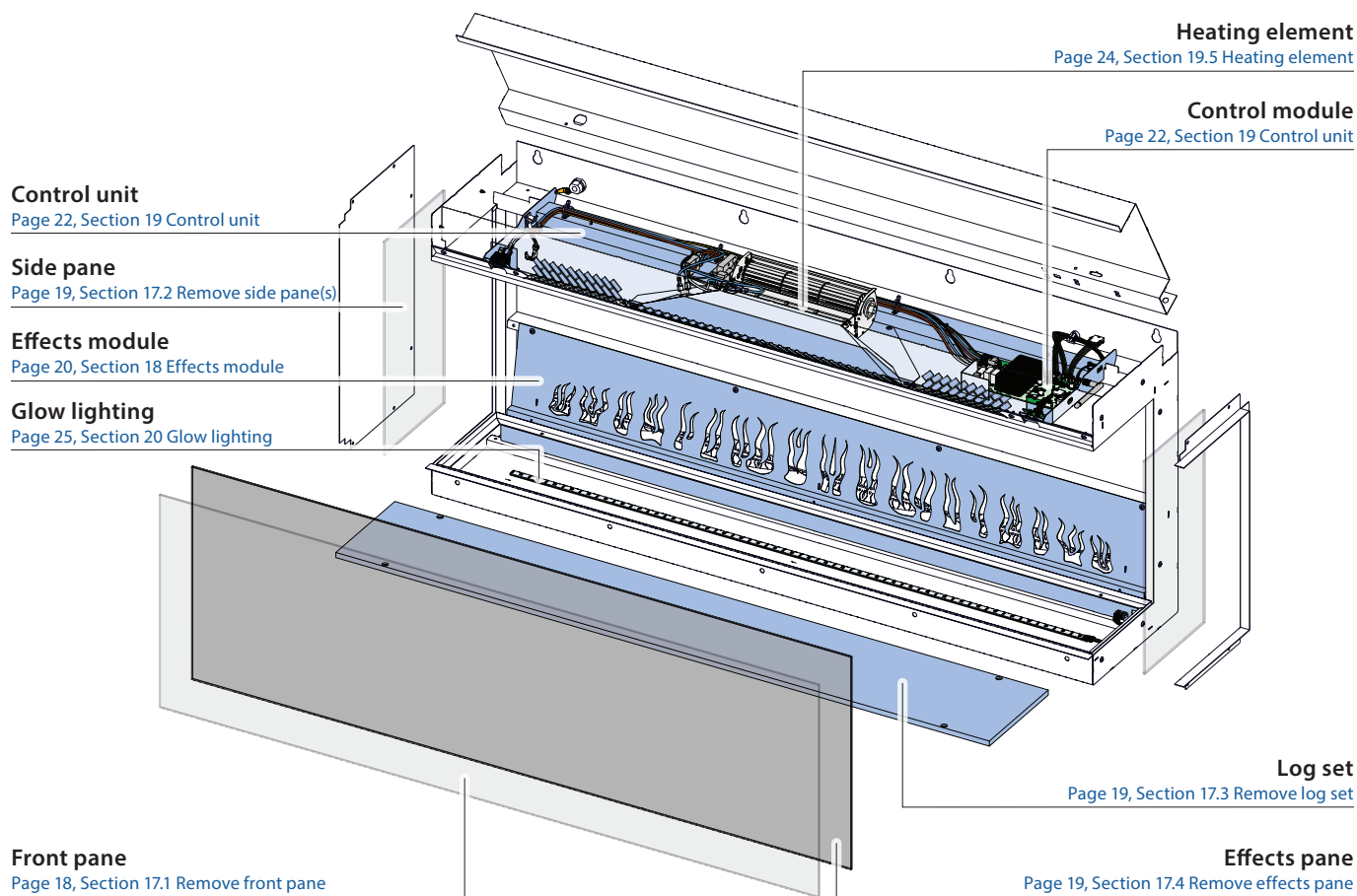
User

Familiarise the end user with the appliance. Instruct them in topics such as getting started, precautions, the remote control, and recommended annual maintenance.

- ⚠ Inform the end user that in cases of malfunctions/poor performance, they should unplug the appliance and contact the installer to prevent unsafe situations.
- The end user is aware of the location of the wall socket where the appliance is plugged in.
- The user knows where to find the appliance switches.
- The remote control and its functions have been explained to the end user.
- Cleaning the exterior of the glass panes has been explained and/or demonstrated to the end user.
- The end user has received the manual.

Maintenance

- ⚠ - During maintenance work, ensure that the appliance is completely disconnected from power by unplugging it from the wall socket.
 - Ensure that the appliance has completely cooled down to room temperature before starting work.
 - Use only original screws, bolts and other fasteners.
 - Do not deliver the appliance if a part is defective, broken and/or cracked.
- ⚠ - Take precautions to prevent damage to the appliance from static electricity.
 - Do not touch the fan with hard objects, as this may cause an imbalance.



17. Glass pane(s), log set and effects pane

- 💡 Use a suction cup to remove the glass panes and effects pane.

17.1 Remove front pane

Follow the steps below to remove the front pane (see page 19, Figure 17-1):

- Unscrew the 4 Phillips-head screws from the appliance and remove the top glass pane strip.
- Tilt the top of the glass pane forwards and lift it up to remove it from the appliance.
- Perform the above steps in reverse order to put the front pane back in.

17.2 Remove side pane(s)

Follow the steps below to remove the side panes (see page 19, Figure 17-1):

- 💡 You can always remove the side panes by following the steps below, regardless of any conversion to a 2-sided or 3-sided configuration.
- Lift the side pane straight up until it comes out of the bottom frame.
- Keeping the glass pane upright, move it towards the front until it comes out of the appliance.
- Perform the above steps in reverse order to put the side pane(s) back in.

17.3 Remove log set

The log set consists of logs combined with a base plate (see page 19, Figure 17-2).

- Remove the front pane and side panes from the appliance (see page 18, Chapter 17).
- Unscrew the 4 Phillips-head screws from the log set and remove it from the appliance (Step 1).
- Perform the above steps in reverse order to put the log set back in.

17.4 Remove effects pane

In cases of damage or servicing of the electrical components (glow lighting/effects module) (see page 19, Figure 17-2)

- Remove the front pane and side panes from the appliance (see page 18, Chapter 17).
- Remove the log set from the appliance (see page 19, Section 17.3) (Step 1).
- Lift the back wall up a bit, tilt the bottom forwards and remove it from the appliance (Step 2).
- Perform the above steps in reverse order to put the back wall back in.

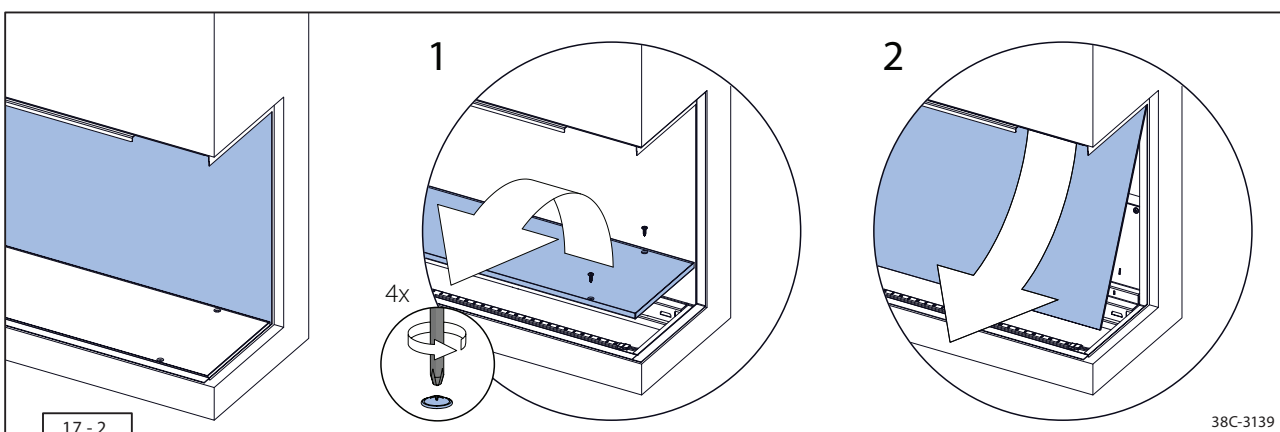
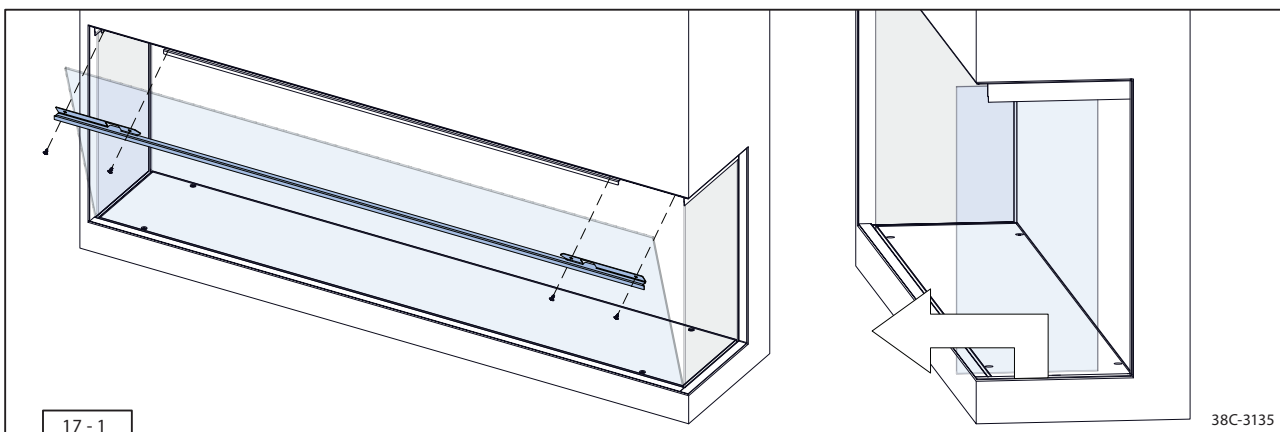
17.5 Cleaning

For an optimal flame effect, a clean and spot-free effects pane is essential. Follow the instructions below:

- Wipe the side panes and the inside of the front pane down with the clean and dry cotton or microfibre cloth.
- Blow any dust off the effects pane with air, or remove it with a feather duster.

- ⚠ - Do not use cleaning agents to clean the inside of the appliance.
- To prevent new fingerprints, always wear cotton gloves when cleaning the appliance.

- 💡 Use a quality glass cleaner to clean the outside of the glass panes of the appliance (see page 11, Section 10.1)



18. Effects module

18.1 Remove

For service, maintenance, defects or malfunctions, it may be necessary to remove the effects module from the appliance (see page 21, Figure 18-1). You can do this as follows:

- Remove the front pane, side panes, log set and effects pane from the appliance (see page 18, Chapter 17).
- Unplug the effects module (Step 1).
- Unscrew the 4 Phillips-head screws from the top of the effects module (Step 2).
- Tilt the module out of the back wall, lift it out of the base and then take it out of the appliance in a turning motion (left side first).

18.2 Motor and reflection shaft

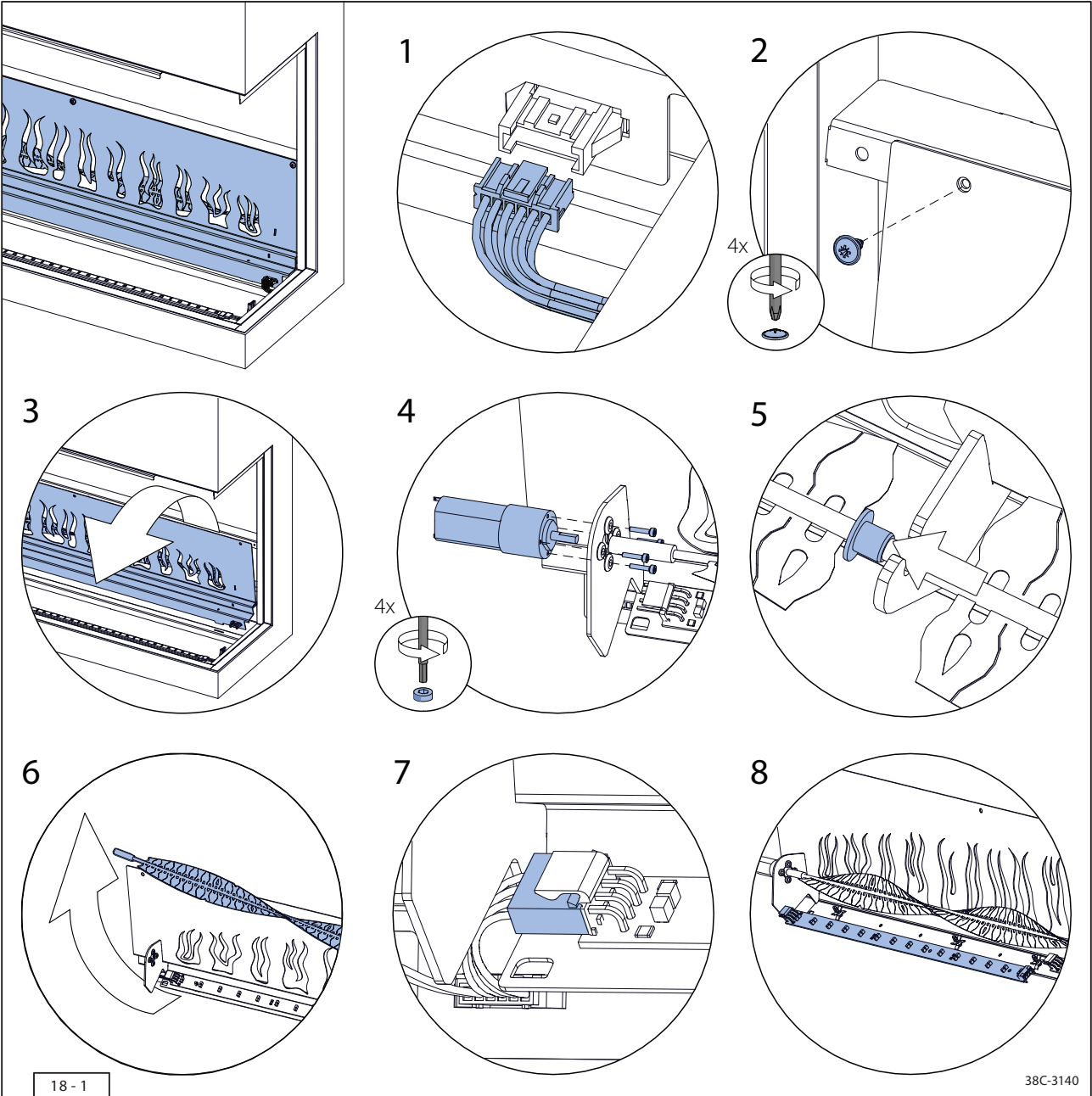
To remove the motor and/or reflection shaft, follow the steps below (see page 21, Figure 18-1):

- Unscrew the 4 screws from the motor and pull the motor out of the silicone coupling (Step 4).
- 💡 During removal, check the quality of the silicone coupling and rubber suspension. If they are worn, they must be replaced.
- Unplug the cable from the LED strip and the panel and remove the motor.
- To remove the reflection shaft, slide the centre slide bearing(s) out of the bracket (Step 5).
- Lift the reflection shaft on the motor side up a bit by bending the rod slightly, and pull it out of the right slide bearing (Step 6).
- Perform the above steps in reverse order to put the reflection shaft and motor back in.
- After putting them back in, check that the buntings along the reflection shaft are still distributed evenly. Arrange them as closely together as possible, without making direct contact with any metal parts.

18.3 Effects lighting

The effects lighting consists of multiple segments that can be replaced separately. You can do this as follows (see page 21, Figure 18-1):

- Unplug the cable from the left side of the LED strip (Step 7).
- The LED strips can be removed in segments, but always start from one end, and remove them one by one (Step 8).
- 💡 Be careful when unplugging them, to prevent damage to the connectors.



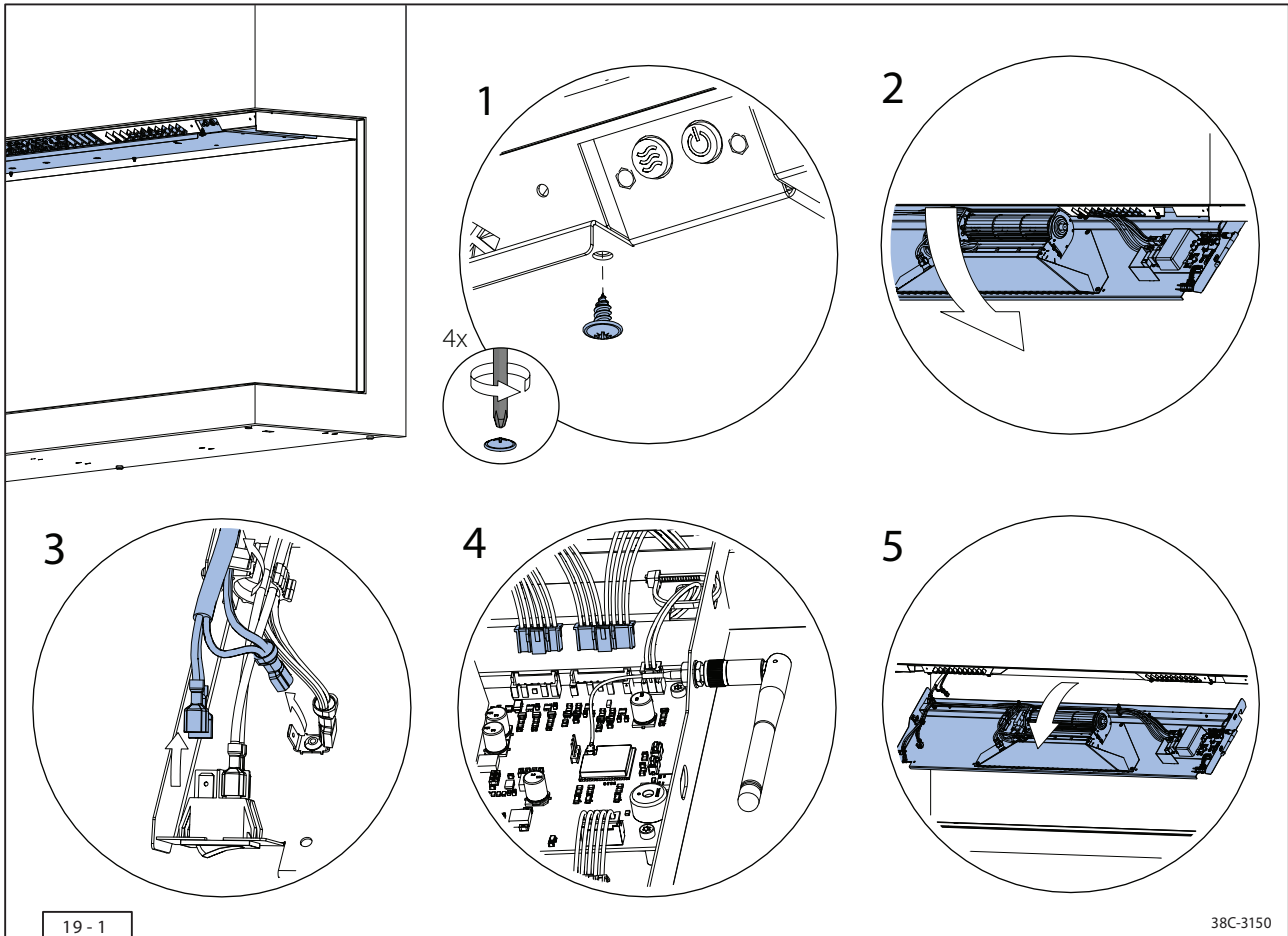
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19. Control unit

19.1 Remove

- ⚠ During the work, ensure that the appliance is completely disconnected from power by unplugging it from the wall socket. For service, maintenance, defects or malfunctions, it may be necessary to remove the control unit from the appliance (see page 22, Figure 19-1). You can do this as follows:
- Remove the front pane from the appliance (see page 18, Chapter 17).
 - Unscrew the 4 screws on the front top side of the appliance and tilt the control unit down by bringing it forwards a bit.
 - ⚙ All parts are now accessible for maintenance.
 - Unplug the 3 power cable connectors from the switch and take the cable out of the cable clamp.
 - Disconnect the 2 connectors on the back side of the control unit from the unit.
 - Now lift the control unit out of the appliance.
 - To put it back in, repeat the steps in reverse order.



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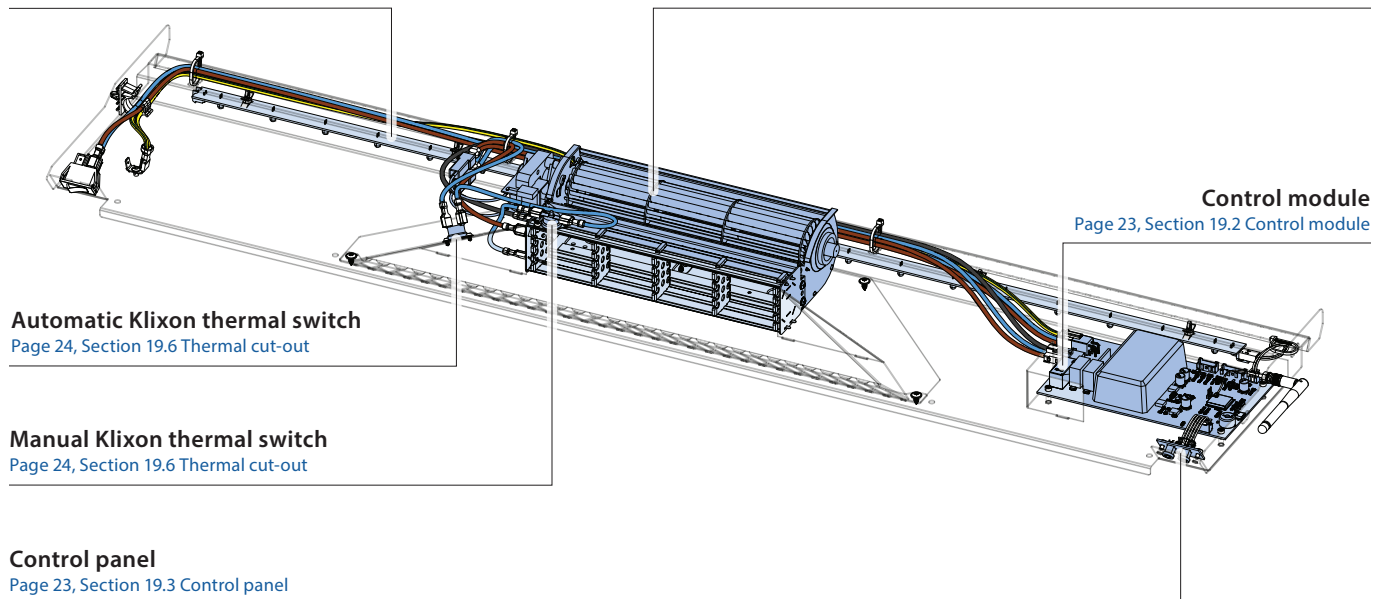
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Accent lighting

Page 23, Section 19.4 Accent lighting

Heating element

Page 24, Section 19.5 Heating element



Automatic Klixon thermal switch

Page 24, Section 19.6 Thermal cut-out

Manual Klixon thermal switch

Page 24, Section 19.6 Thermal cut-out

Control panel

Page 23, Section 19.3 Control panel

19.2 Control module

- ⚠ The control module contains components that are sensitive to static electricity. Take precautions to prevent damage to these components.

The control module is located on the right side of the control unit.

- Disconnect the cables from the control module.
- Unscrew the 4 screws and remove the control module.

19.3 Control panel

The control panel is located on the right side of the control unit.

- Disconnect the cables from the control module.
- Unscrew the 2 screws and remove the control panel.

19.4 Accent lighting

The accent lighting consists of 2 segments that can be replaced separately. You can do this as follows:

- Unplug the cable from the right side of the LED strip.
- The LED strips can be removed in segments.
- 💡 Be careful when unplugging them, to prevent damage to the connectors.

19.5 Heating element

⚠ Do not touch the fan with hard objects, as this may cause an imbalance.

To replace the heating element, follow the steps below (see page 24, Figure 19-2).

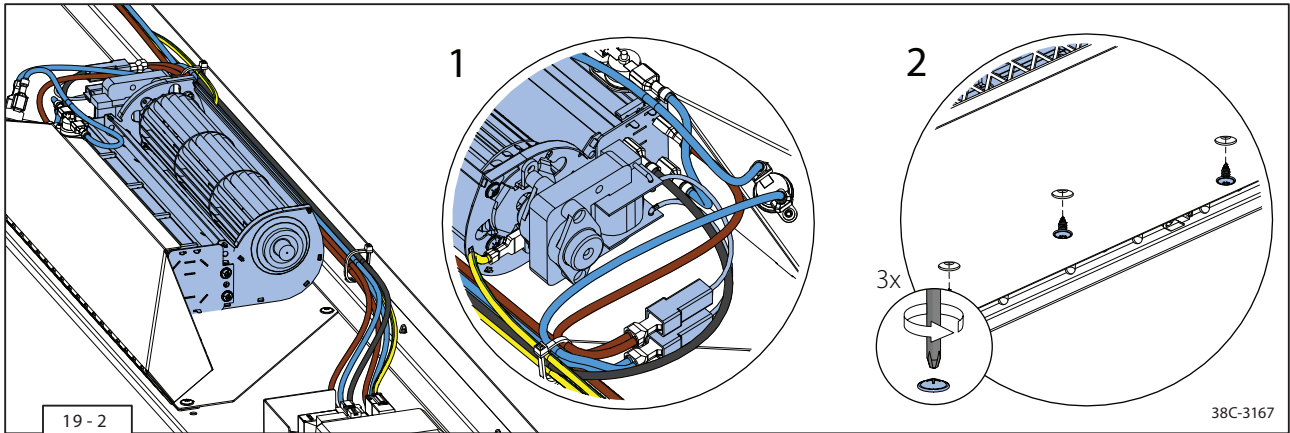
➤ Unplug the heating element cables from the heating element.

➤ Unscrew the 3 screws on the bottom side.

➤ Take the heating element out of the control unit.

➤ To put it back in, repeat the steps in reverse order.

⚠ Use the same procedure to put the heating element connectors back in. Use the cable colours to identify the correct cable (see page 24, Figure 19-2).



19.6 Thermal cut-out

The thermal cut-out consists of 2 Klixon thermal switches connected in series: 1 automatic and 1 manual.

➤ The automatic Klixon is located on the side of the heating element, and will reset itself once it cools down enough.

➤ The manual Klixon is located on the top of the heating element, and can be reset by pressing the button on the Klixon.

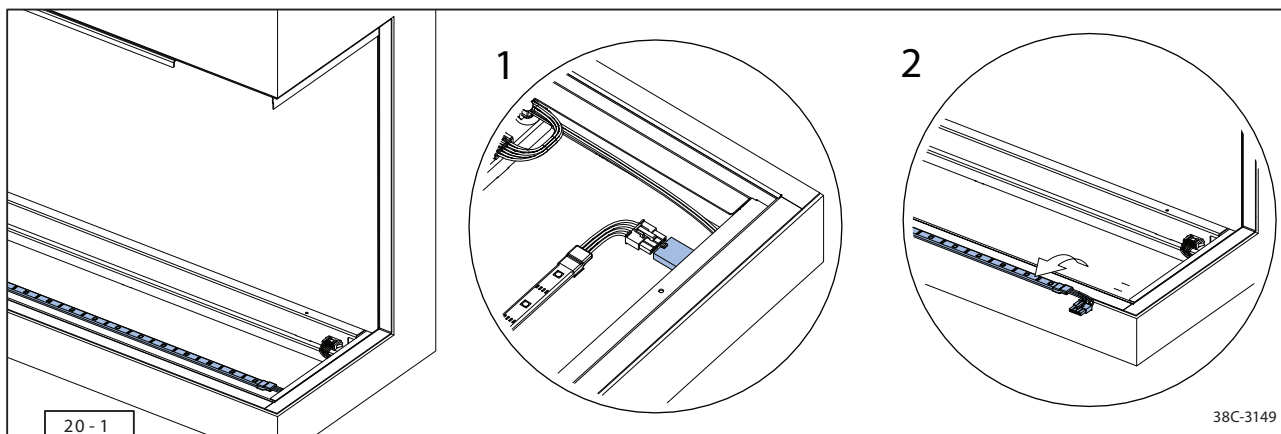
⚠ If the manual Klixon trips, this indicates a heating element defect. This means it is necessary to check the heating element for proper functioning, and replace it if it is damaged or defective.

- Check that the fan can spin freely and that it is not damaged.
- The heating coil should be taut and should not be drooping. If it is, the heating element should be replaced.
- Check the cabling around the heating element for damage, and replace any damaged cables.

20. Glow lighting

The glow lighting is under the base plate with the log set. To remove it, follow the steps below:

- Remove the front pane, side panes and log set from the appliance (see page 18, Chapter 17).
- Unplug the LED lighting cable.
- The LED lighting is securely attached with double-sided tape. Heat the tape carefully or use isopropol alcohol to soften the adhesive layer, and then take the lighting out of the appliance.



21. Periodic maintenance

For a proper periodic maintenance, some parts must be removed from the appliance. When doing this, exercise the utmost of care, to prevent damage to electrical and mechanical components and the visible parts of the appliance.

Once a year, it is recommend to have a qualified installer inspect and clean the appliance and make any necessary repairs. The installer should at least verify safe and proper functioning of the appliance. The annual check should include at least the following:

- Dust accumulation in the appliance
- Dust accumulation in the heating element
- Quality of the earth connection

⚠ Before starting maintenance work, disconnect the appliance completely from the power supply by unplugging it from the wall socket.

- During maintenance, use a vacuum cleaner and a soft brush to clean the air intake and the convection openings.
- Clean the glass panes and effects pane.

22. End of life/Recycling

At the end of its service life, the appliance should be recycled. Always follow local rules and regulations when disposing of/ recycling the appliance. If you have any doubts, please contact your local government for waste collection information.

⚠ Only uninstall/remove the appliance after it is disconnected from the power supply and has cooled down to room temperature.

23. Malfunctions

If the appliance is not functioning normally, consult the troubleshooting table below. If you do not see your malfunction, do not use the appliance. Unplug it from the wall socket, and contact your dealer.

 Do not open the appliance yourself, and do not modify it yourself. Always have a recognized installer do this.

23.1 Factory reset

If the appliance repeatedly incurs a fault or fails to clear a fault, a factory reset could resolve the issue. Following the steps below to reset the appliance to its default factory settings.

-  A factory reset will delete all settings. After the reset, you can enter the settings again.
- Use the main switch to switch the appliance on (see page 8, Section 6.1) and wait for the start-up sound.
- On the remote control, first press the Function button  and then immediately press the On/Off button . Hold both buttons in for 10 seconds.
-  The Status LED on the remote control will give 1 long green blink after a successful reset.

Table 23-1: Malfunctions

Malfunctions	Solution(s)
Appliance will not switch on.	• Try turning up the flames. • Make sure the main switch is on. Switch the main switch on as described in the user manual (see page 8, Chapter 6.1). • Check the plug connection. Plug the cable in correctly. • Check the power supply in the metering cabinet. Make sure the appliance is receiving power.
Remote control will not connect with the appliance.	• Make sure the main switch is on. Switch the main switch on as described in the user manual (see page 9, Chapter 7.3). • Try pairing the remote control again as described in the user manual (see page 9, Chapter 7.3). • Check and, if necessary, replace the batteries in the remote control.
The remote control is paired, but the appliance will not switch on (stays in Standby).	• Use the main switch to switch the appliance off and on again. Switch the main switch on as described in the user manual (see page 8, Chapter 6.1).. • Check that the appliance software and remote control software are up to date. Run any required software updates.
The appliance switches on, but the flame effect does not work completely, or at all.	• Try switching between the glow/flame effect. • Use the main switch to switch the appliance off and on again. Switch the main switch on as described in the user manual (see page 8, Chapter 6.1). • Check that the cables between the control module and effects module are connected properly. Make sure the cables are connected properly.
The flame effect gets stuck or lags.	• Use the main switch to switch the appliance off and on again. Switch the main switch on as described in the user manual (see page 8, Chapter 6.1). • Check the motor and reflection shaft for friction and proper functioning.
The appliance switches off during prolonged uninterrupted use.	• After 12 hours of uninterrupted use, the appliance automatically goes into Standby mode, for safety reasons. Use the remote control or DRU Fire app to switch the appliance back on.

Table 23-1: Malfunctions

Malfunctions	Solution(s)
The appliance switches on, but the glow lighting does not work completely, or at all.	• Use the main switch to switch the appliance off and on again. Switch the main switch on as described in the user manual (see page 8, Chapter 6.1). • Check that the cables between LED strips and control unit are connected properly. Make sure the cables are connected properly.
The appliance switches on, but the heater does not.	• Use the main switch to switch the appliance off and on again. Switch the main switch on as described in the user manual (see page 8, Chapter 6.1). • Check that the cables between the heating element and the control unit are connected properly. Make sure the cables are connected properly.
The heater blows air, but does not get hot.	• Check the thermal switches on the heating element for proper connection and functioning as described in (see page 24, Chapter 19.6).
The heating unit is making noise.	• Check that all screw connections are tight. Tighten if necessary. • Check the fan for dust accumulation. Clean any dust off using a soft brush and vacuum cleaner (see page 25, Chapter 21). • Replace heating unit (see page 24, Chapter 19.5).
The lights start blinking and the appliance makes a long beep.	• The appliance is overheated. Let the appliance cool down. Remove any objects that may be obstructing the flow of air. • If this occur repeatedly, have a qualified person check the appliance for proper functioning.



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