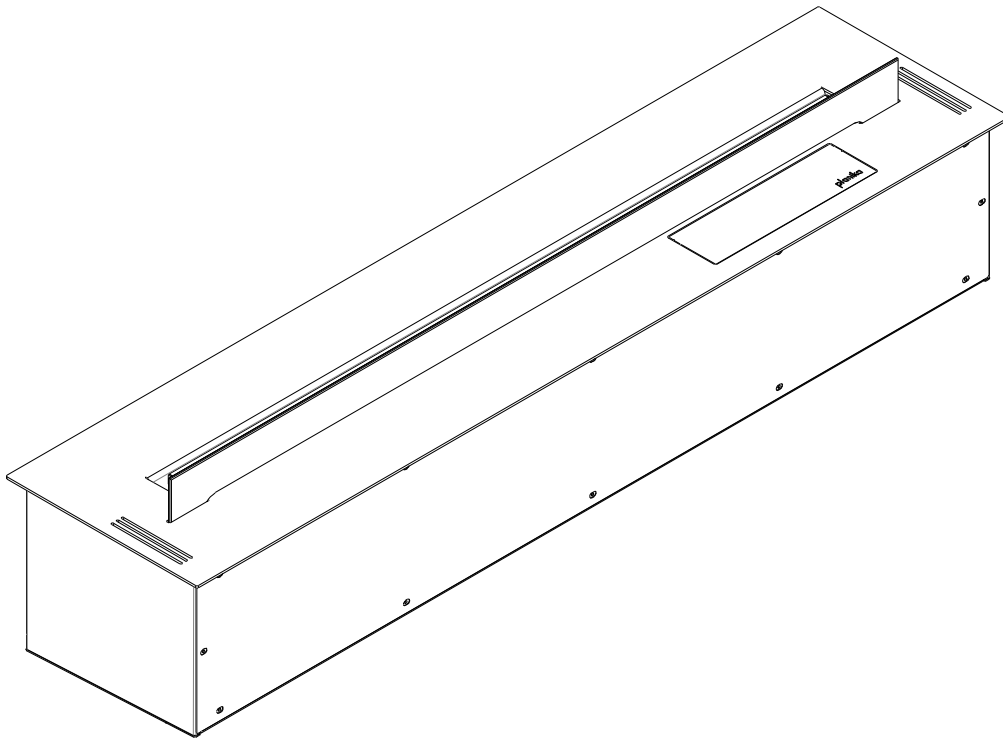


- **INSTALLATION MANUAL**

Not applicable when installing in a Forma firebox.

- **OPERATION AND MAINTENANCE MANUAL**

Please read these instructions completely before installing  
or operating the FLA Burner



## **WARNING**

**If the information in these instructions is not followed exactly, a fire or explosion may result, causing property damage, personal injury, or loss of life.**

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## 1 IMPORTANT INFORMATION

### 1.1 Certification

This product has been certified by OMNI-Test Laboratories, Inc. to:



Report / Rapport #0417AF005S

UL 1370-2016

CAN/ULC S674-15

ISSUED BY: OMNI-Test Laboratories, Inc.

13327 NE Airport Way

Portland, Oregon 97230 USA

### 1.2 Safety Information

#### WARNING:

- 1) Risk of explosion
  - I. Never use any fuel other than the fuels specifically identified for use in the unvented decorative appliance. Never use gasoline.
  - II. Never refill unvented decorative appliance fuel reservoir when appliance is operating or still hot.
  - III. Never use unvented decorative appliance in areas where flammable vapors or gas may be present. IV. Never store or transport the fuel in anything other than a metal or plastic container that is:
    - A) Acceptable for use with the specific fuel
    - B) Non-red in color
    - C) Is in the original container for the specific fuel
- 2) Never store fuel in the living space or same location as the appliance.
- 3) Due to high surface temperatures, keep children, clothing, and furniture away.
- 4) Risk of indoor air pollution – use unvented decorative appliance only in well-ventilated areas. People with breathing problems should consult a physician before using the unvented decorative appliance.
- 5) Do not use unvented decorative appliance to heat or boil water or use as a cooking appliance.
- 6) 6) Do not use in a room with oxygen tanks in use.

**WARNING:** This appliance has not been tested with an unvented gas log set. To reduce risk of fire or injury, do not install an unvented gas log set into this appliance.

**WARNING:** This appliance has not been tested for use with doors. To reduce the risk of fire or injury, do not install doors.

- This product is a decorative burner creating real fire.
- Keep the fuel away while the burner is in operation.
- Wipe up fuel spills immediately with a dry cloth or paper towels.
- Do not make any alterations or put any objects or liquids inside the burner.
- Do not touch the filament or other hot elements.
- Do not transport the burner if fueled.
- Do not leave an operating burner unattended.
- Keep the provided USB cable for inspection purposes.
- Do not use the burner in humid or drafty spaces.

### 1.3 Locating the Burner

- Do not move or relocate the appliance while in use.
- For indoor use and in housing only. Minimum temperature of use is 50°F (10°C).
- No heat-sensitive or flammable objects can be placed within a 40 inch radius from, or directly above, the burner.
- Do not place any objects on the top of the burner except attached accessories.
- For service purposes, the surrounding area must allow for easy removal of the burner.
- Keep children, animals, and unauthorized persons at a safe distance at all times and never leave them unsupervised when the appliance is on or hot.
- A Class B fire extinguisher must be located in close proximity to the appliance in case of fire.

### 1.4 Ventilation & Required Room Size

Open fires consume oxygen. Use only in well-ventilated areas and those that are protected from the draft effects of cross ventilation. When selecting a location for the appliance it is important to consider the recommended minimum room sizes and clearances to walls and combustible materials (see Table A). An air exchange rate of 1/hour is recommended.

In a house of typical construction, that is, one that is not of unusually tight construction due to heavy insulation and tight seals against air infiltration, an adequate supply of air for combustion and ventilation is provided through infiltration. The unvented decorative appliance should be installed in a room where at least 200 ft.<sup>3</sup> (5.7 m<sup>3</sup>) of air space is provided for each 1,000 BTU per hour of unvented decorative appliance rating (at maximum burner adjustment). See Table A for recommended minimum room size.

If the burner is installed in a room smaller than the recommended minimum room size, or in a home of unusually tight construction, the door(s) to adjacent room(s) should be kept open or a window to the outside should be opened at least 1 inch (25.4mm) to guard against potential buildup of indoor air pollution.

The decorative appliance may only be installed in a bathroom or bedroom if the room meets the recommended minimum room size.

### 1.5 Specifications

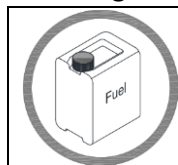
Table A

Burner	L [inch / mm]	D [inch / mm]	H [inch / mm]		Minimum Room Size [ft <sup>3</sup> / m <sup>3</sup> ]	Heat Output MAX [BTU / kW]
	FLA 4 / FLA 4+	FLA 4 / FLA 4+	FLA4	FLA4+	FLA 4 / FLA 4+	FLA 4 / FLA 4+
FLA4 23"	23 / 590	11 / 280	8,7 / 220	12 / 305	2800 / 80	13997 / 4,1
FLA4 31"	31 / 790				3414 / 97	17070 / 5,0
FLA4 39"	39 / 990				4711 / 134	23556 / 6,9
FLA4 47"	47 / 1190				6418 / 182	32091 / 9,4
FLA4 59"	59 / 1490				8193 / 233	40968 / 12,0
FLA4 78"	78 / 1990				12290 / 350	61452 / 18,0
FLA4 98"	98 / 2490				14885 / 424	74425 / 21,8

### 1.6 Electrical Requirement

Burners 23", 31", 39", 47" and 59" must be connected to a dedicated 115V min. 15-amp circuit. Burners 78" and 98" must be connected to a dedicated 115V min. 20-amp circuit. A junction box for hardwiring the burner must be located in the enclosure under the burner. This is shown in the clearances and installation section of this manual.

### 1.7 Fueling



**Do not use gel or thick fuels. Only use fuels consisting of 95-96.6% ethanol (not dehydrated) by volume. Fanola Fuel is recommended.**

2 EQUIPMENT RECEIVED

2.1 Standard Equipment

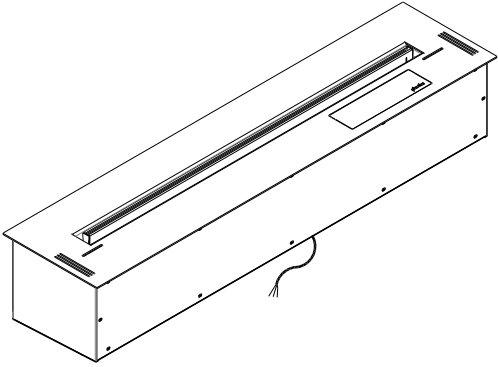
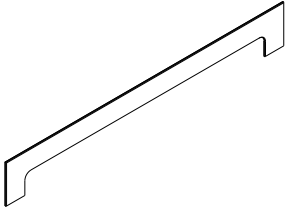


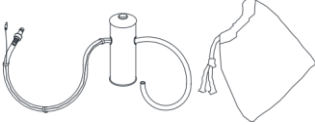
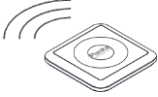

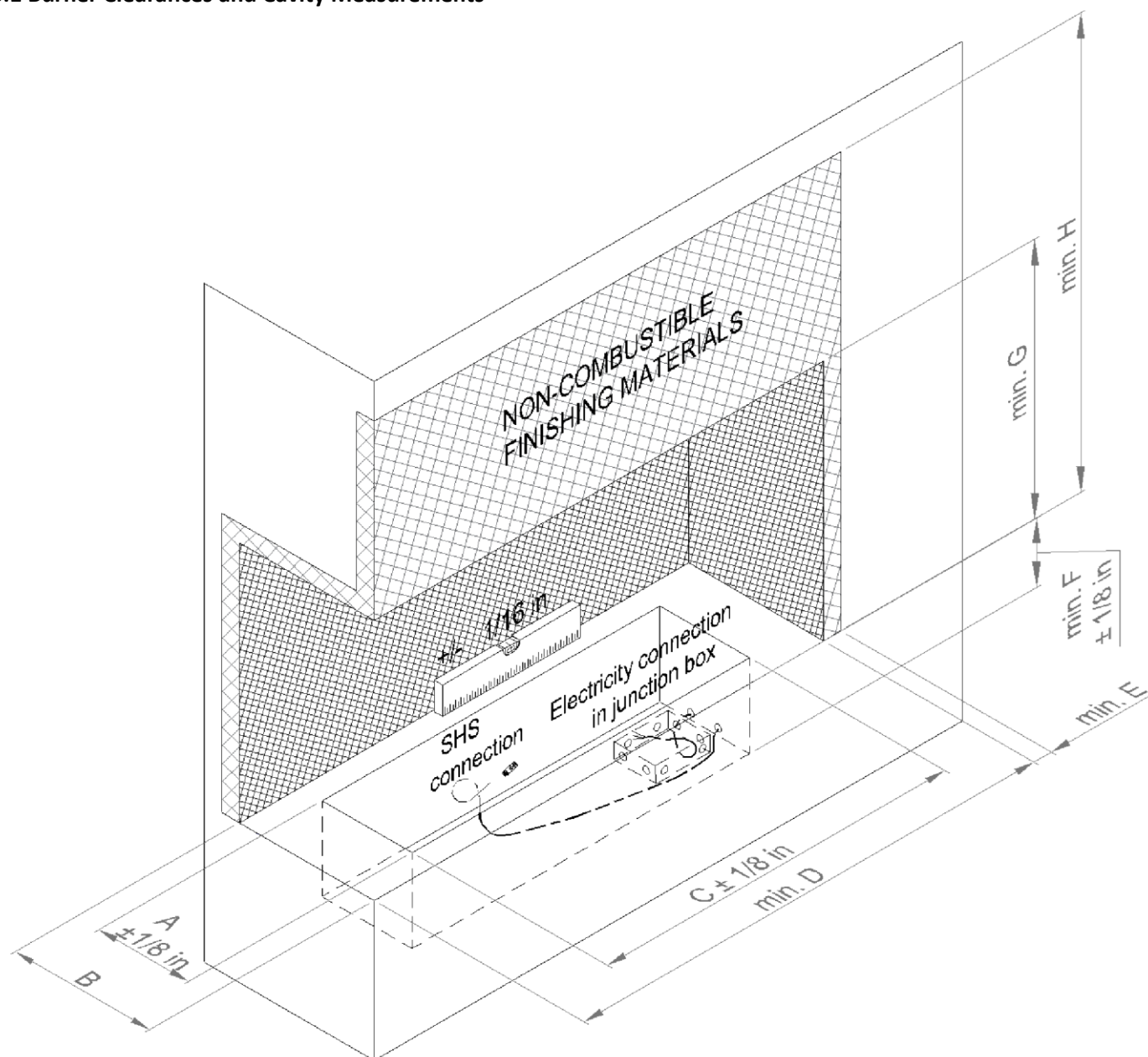
FLA Burner 	Technical glass 	USB-C service cable 	Lifting straps 
	T-Fuel pump with protective bag 	Remote control 	Users' manual 

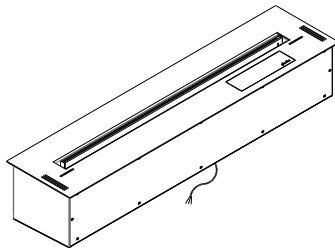
Table B

QUANTITY OF STANDARD EQUIPMENT					
Burner Model	Remote control	T-Fuel pump with protective bag	USB-C service cable	Technical glass	Lifting straps
FLA4 23"	1	1	1	1	2
FLA4 31"	1	1	1	1	2
FLA4 39"	1	1	1	1	2
FLA4 47"	1	1	1	1	2
FLA4 59"	1	1	1	2	2
FLA4 78"	1	1	1	2	2
FLA4 98"	1	1	1	2	2

### 3 CLEARANCES AND INSTALLATION

#### 3.1 Burner Clearances and Cavity Measurements



Measurements											
	Burner Model	Electricity connection	SHS connection	A [in]	B [in]	C [in]	D [in]	E [in]	F FLA4 / FLA4+ [in]	G [in]	H [in]
	FLA4 23"	115V, 60Hz, min. 15A	RJ45	10 ¼"	16"	22 2/3"	24"	2"	10¼" / 14"	20"	40"
	FLA4 31"					30 ½"	40"				
	FLA4 39"					38 ¾"	48"				
	FLA4 47"					46 ¼"	60"				
	FLA4 59"					58"	72"				
	FLA4 78"	77 ¾"				92"					
	FLA4 98"	97 ¼"				106"					

- Ensure that burner flame is positioned a minimum of 40 inches away from curtains, flammable materials, and other sources of ignition.
- Be aware of drafts. Do not place in areas where fans, vents or open doors or windows could affect the burner.
- The burner must be installed in accordance with the outlined safety requirements and clearances. Only noncombustible materials can be used in the non-combustible zone.

- Materials used in areas designated as non-combustible must be rated as non-combustible per NFPA 220 Standard on Types of Building Construction, or reported as passing ASTM E 136, Standard Test Method for Behavior of Materials in a Vertical Tube Furnace at 750 Degrees C.

**WARNING: common finishing materials not approved for use:**

- Paper-faced gypsum board (drywall) including Type X Fire Rated board is not a non-combustible material.
- WonderBoard brand boards are commonly used as a backerboard for tile. WonderBoard backerboard is not a noncombustible material.
- Durock brand cement board contains a polymer coated fiberglass mesh. This can smell when heated. For this reason Durock cement board is not approved.

**Non-combustible finishing materials must be insulated from any combustible elements of the construction such as wood framing. This can be accomplished by one of the following:**

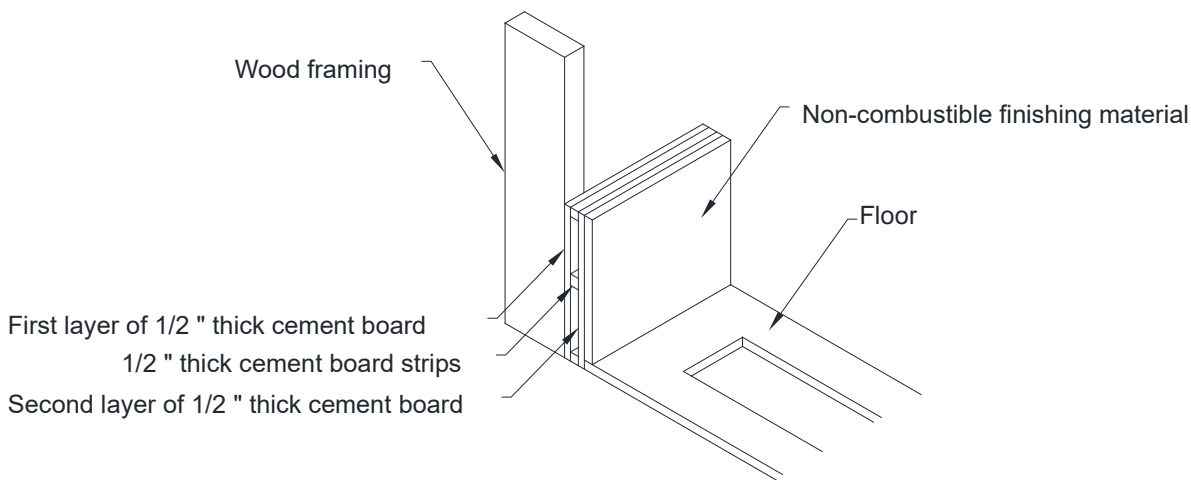
**Option 1:** Construct the enclosure using only non-combustible finishing materials and framing. Use steel studs and non-combustible material to build the enclosure for the burner.

**Option 2:** Create an air gap behind the non-combustible finishing material by following the method shown below. The gap between the material can be left open or insulated with mineral wool.

**Method for creating an air gap behind non-combustible finishing material:**

Hardibacker 500 or other non-combustible rated cement board is recommended for use in constructing the enclosure. Do not use Durock or WonderBoard brand cement board. These boards are not rated as non-combustible materials and will off gas or deteriorate when subjected to heat.

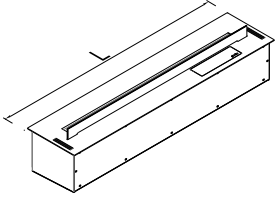
1. Install a ½" thick cement board to the wood framing.
2. Cut 2" wide strips of ½" thick cement board to use as spacers between the first layer of ½" thick cement board and a second layer of ½" thick cement board. This will create an air gap between the two boards.
3. Install a second layer of cement board to the strips. The gaps between the strips can be left open or insulated with mineral wool.
4. Install the desired non-combustible finishing material to the second layer of cement board.



- The bottom of the enclosure that holds the burner can be constructed from any construction material including combustible materials.
- In the non-combustible area use only fasteners and adhesives that are resistant to a temperature of 300°F (150°C). For an adhesive, High Temp 450°F silicone adhesive is recommended.
- The minimum F dimension of 14" and 10 ¼" allows for a 2" tall junction box. If a taller junction box is used increase the depth of the cavity.

3.2 Burner Clearances and Cavity Measurements for Multiple Burners

To create longer, or custom size burners multiple burners can be placed together in the same cavity. Follow the chart below when building a cavity for a multiple burner arrangement. The C and D dimensions will be calculated from the total length of the burners placed together. An example is given below.

Measurements										
	Burner Model	L [in]	A [in]	B [in]	C [in]	D [in]	E [in]	F FLA4 / FLA4+ [in]	G [in]	H [in]
	FLA4 23"	23 1/4"	10 1/4"	16"	Total Length of Burners – 5/8"	Total Length of Burners + 10"	2"	10 1/4" / 14"	20"	40"
	FLA4 31"	31 1/8"								
	FLA4 39"	39"								
	FLA4 47"	46 7/8"								
	FLA4 59"	58 5/8"								
	FLA4 78"	78 3/8"								
	FLA4 98"	98"								

Example: Two burners are placed together.

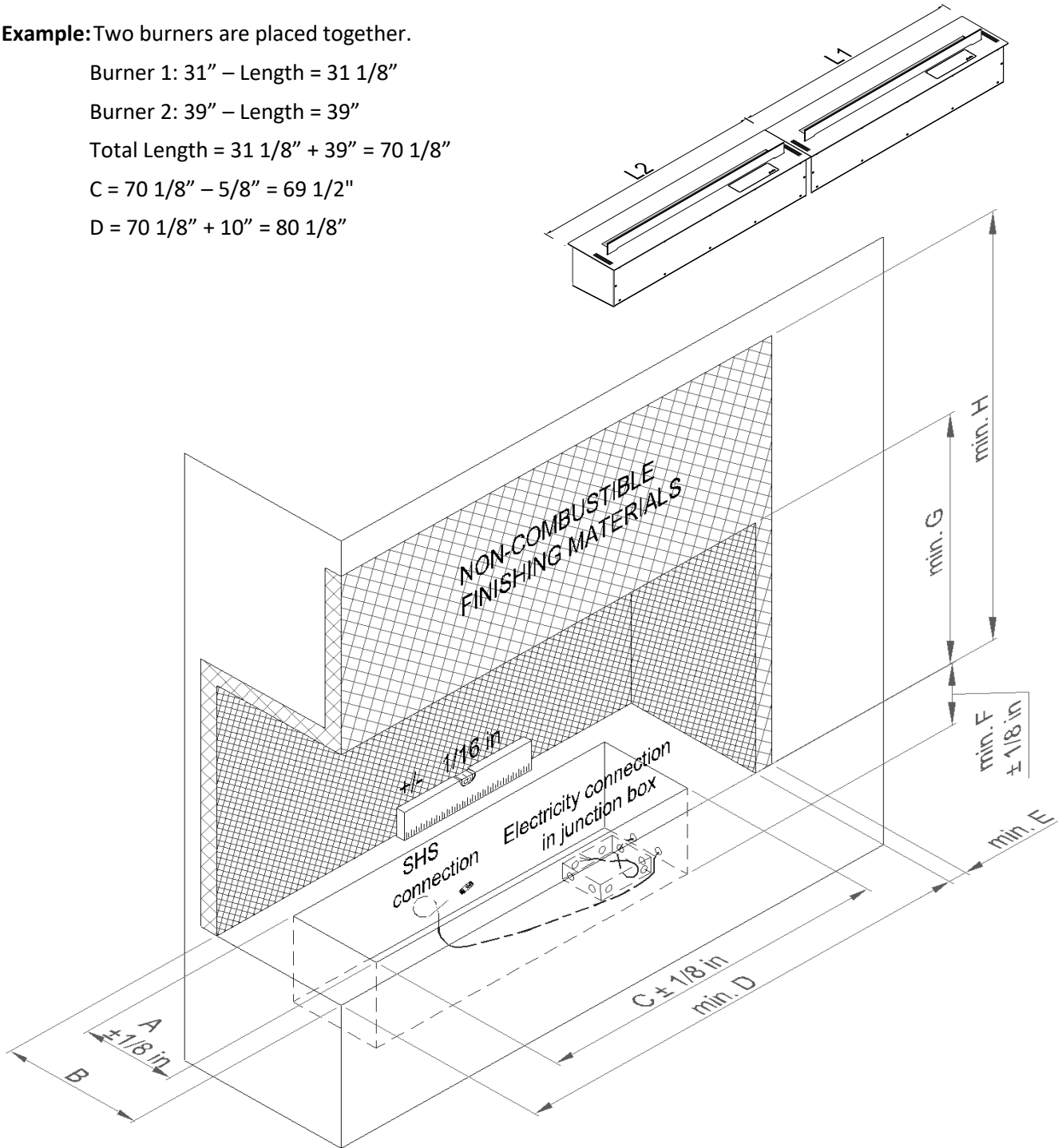
Burner 1: 31" – Length = 31 1/8"

Burner 2: 39" – Length = 39"

Total Length = 31 1/8" + 39" = 70 1/8"

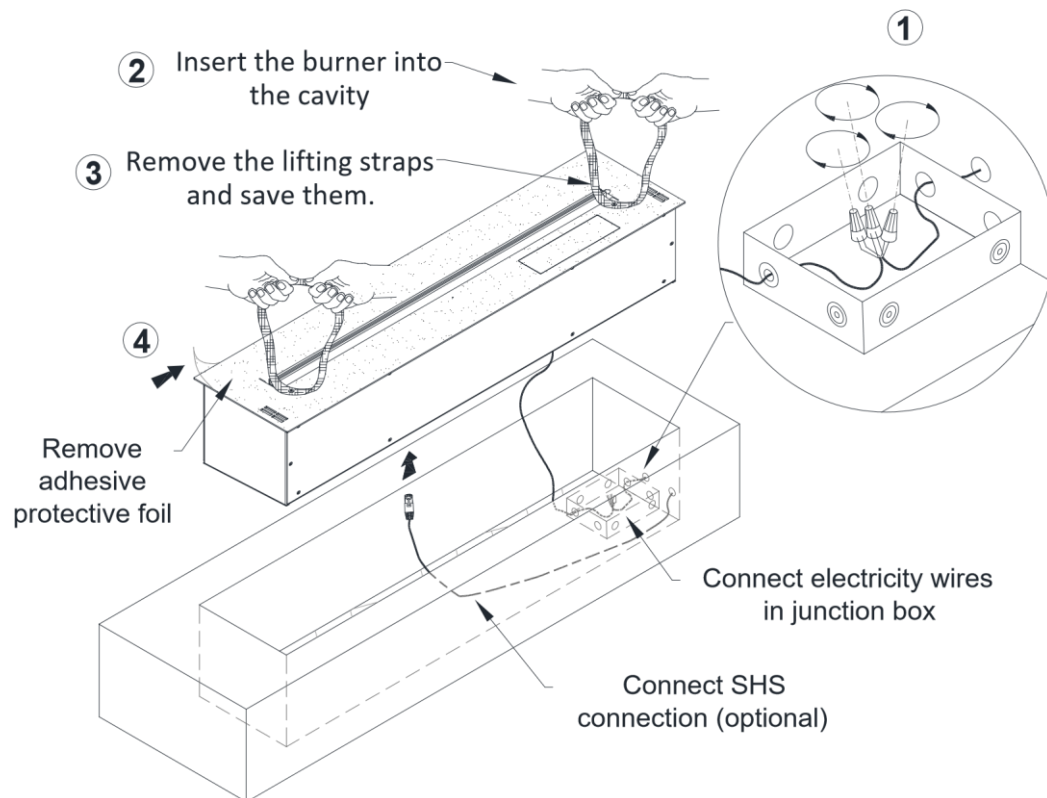
C = 70 1/8" – 5/8" = 69 1/2"

D = 70 1/8" + 10" = 80 1/8"

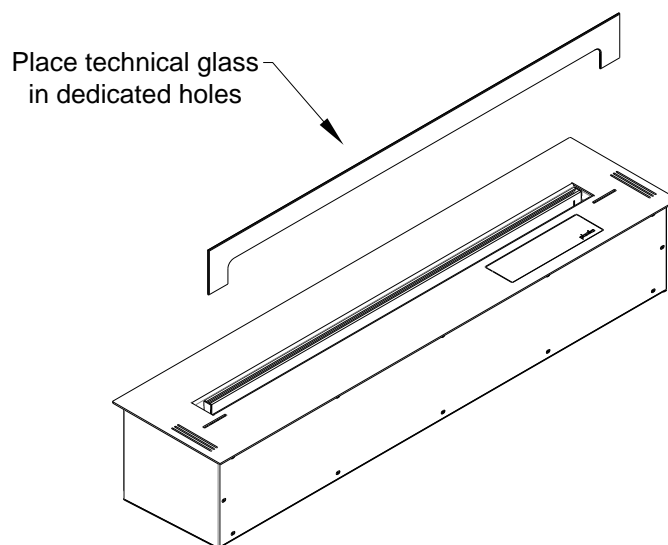




### 3.3 Placing the Burner

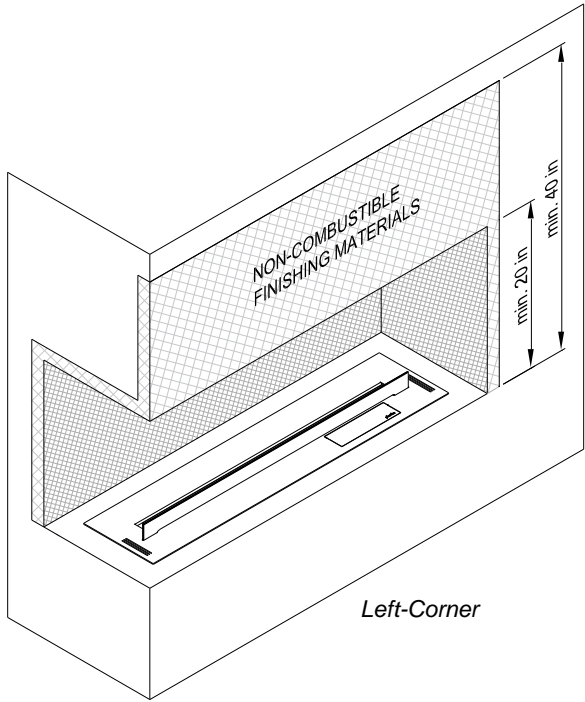


### 3.4 Installing Technical Glass

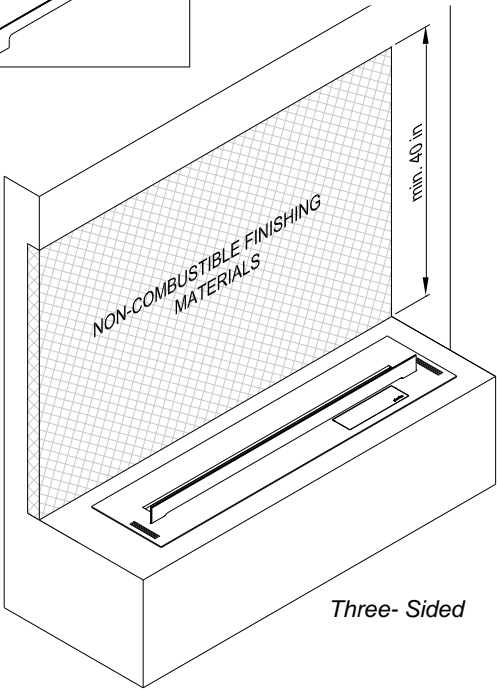
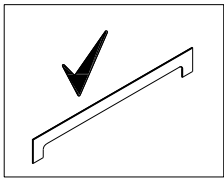


3.5 Recommended Burner Installations

Installation requiring technical glass shield  
Single-Side, Left-Corner, Right-Corner and Three-Sided Installations



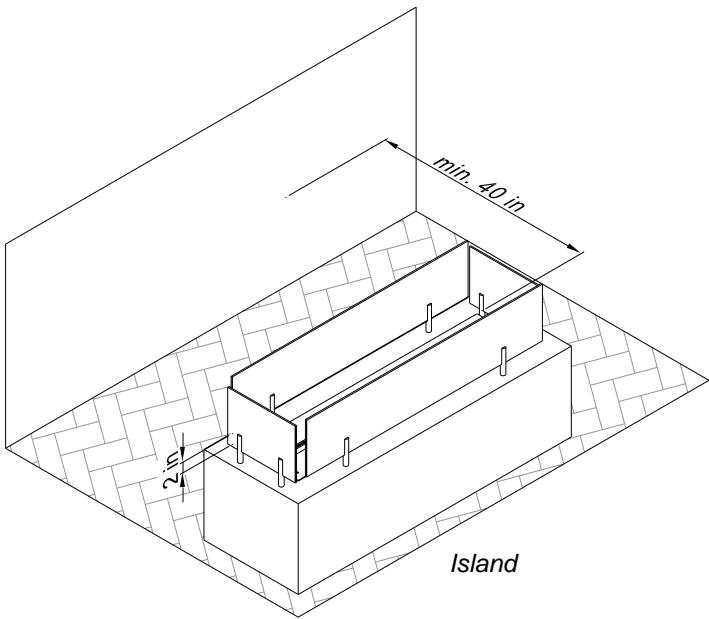
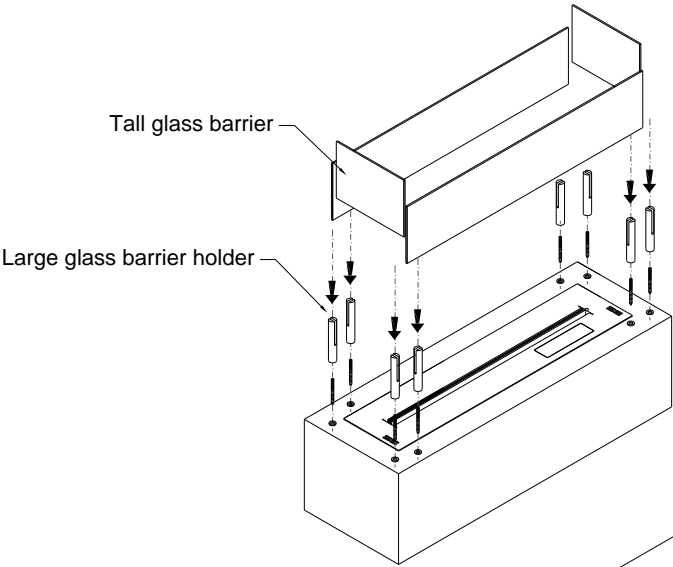
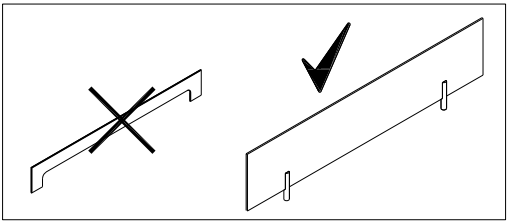
Left-Corner



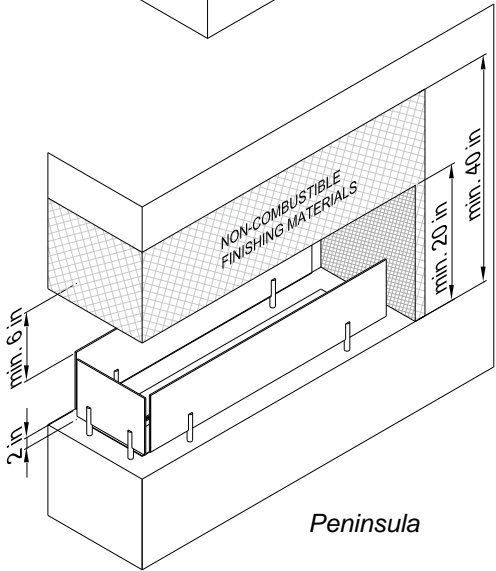
Three- Sided

Installations requiring large glass barrier or assemble frame  
See-Through, Peninsula and Island installations

For these installations, the Large Glass Barrier must be used.

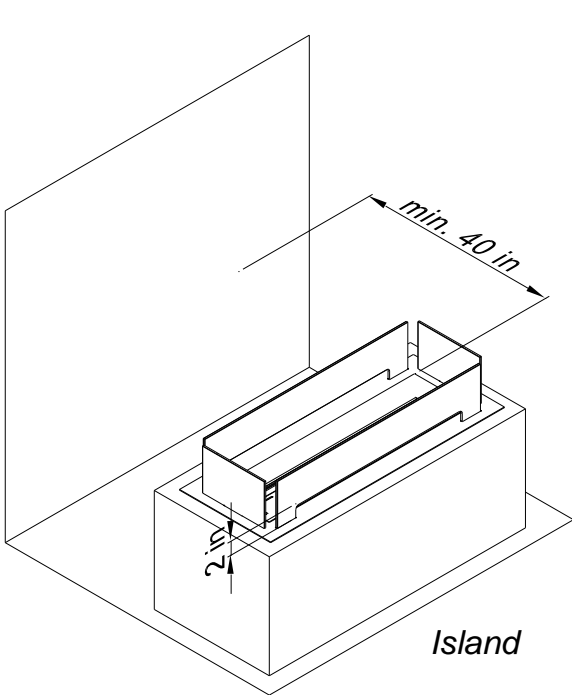
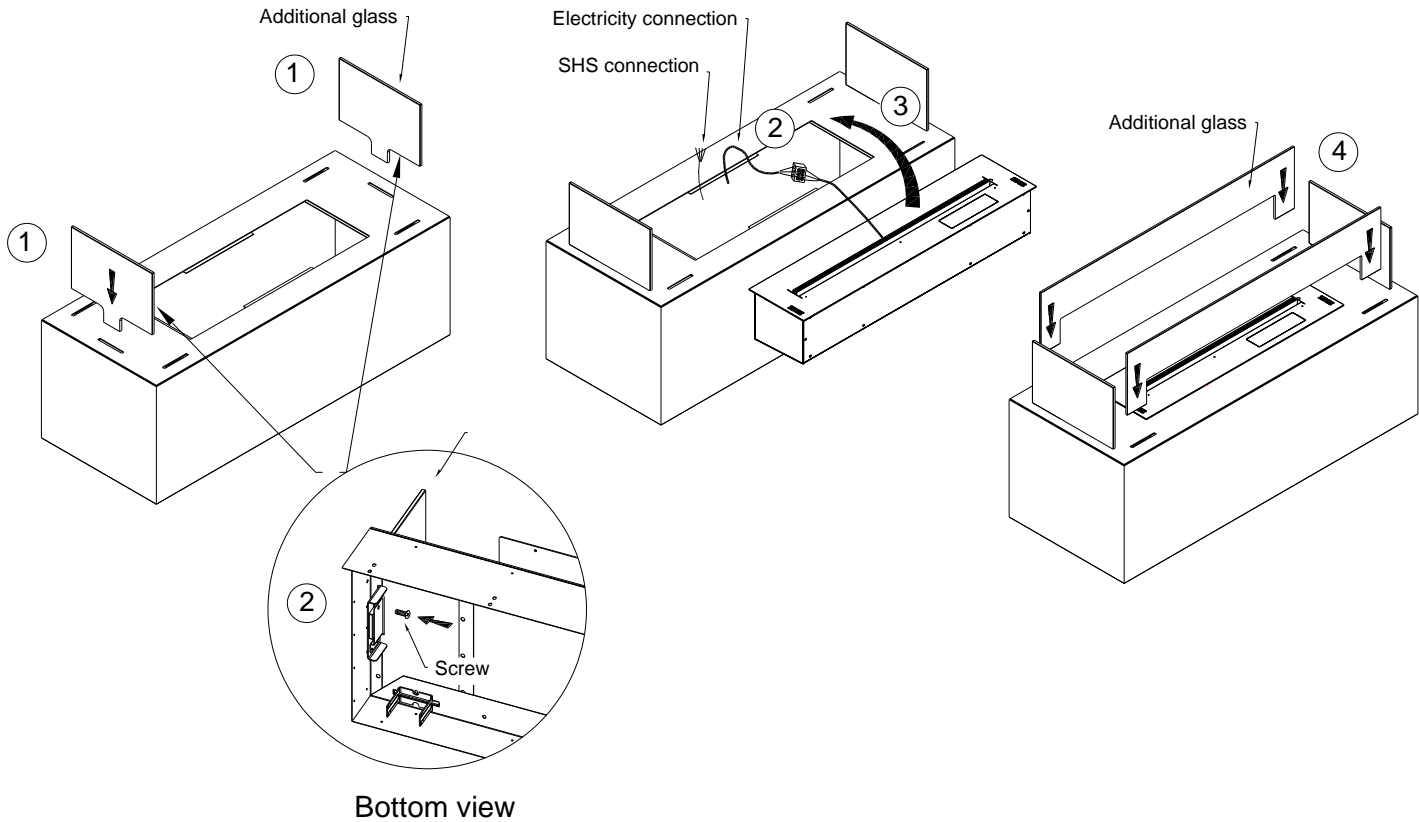
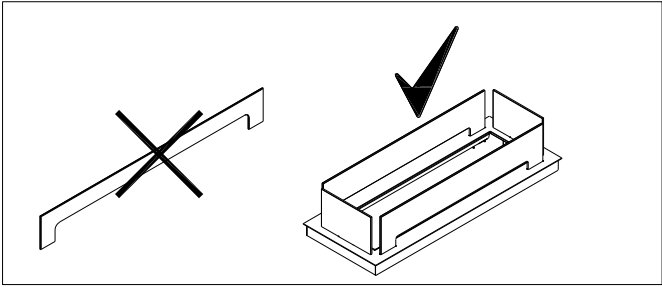


Island

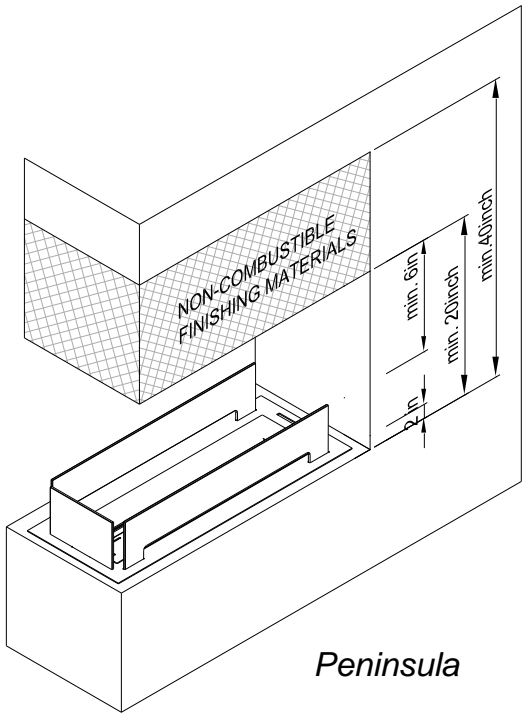


Peninsula

For these installations, the Assemble fame must be used.



Island

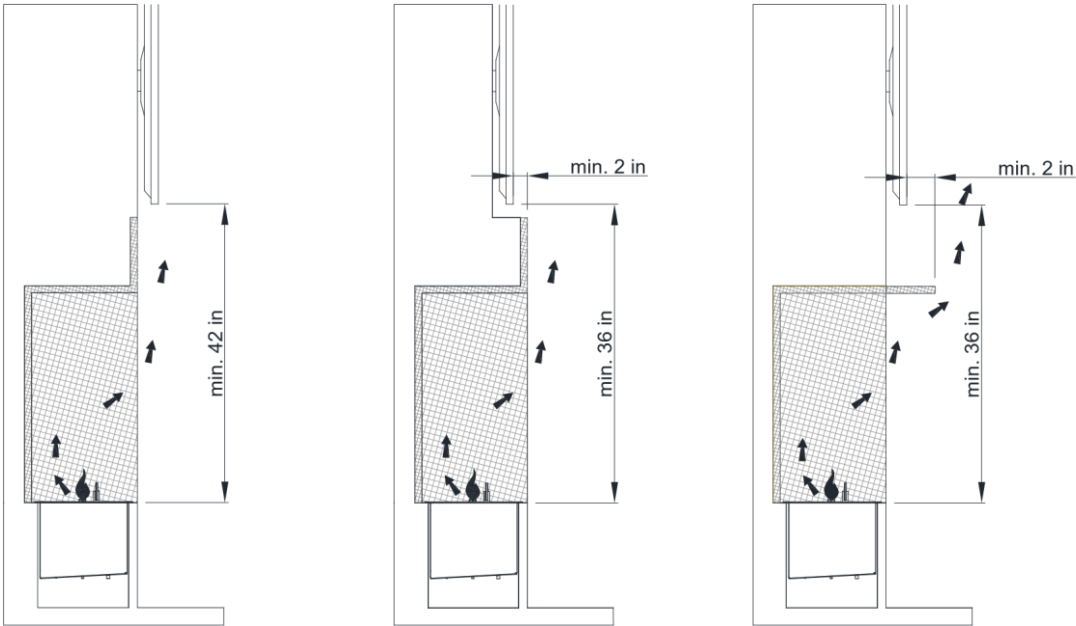


Peninsula

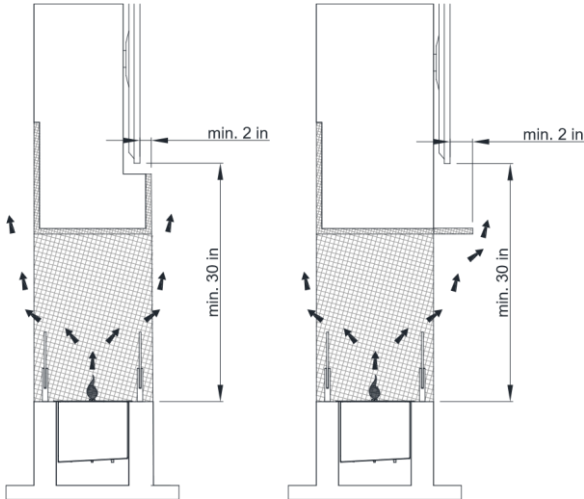
4 TV and AC INSTALLATION

A TV can be installed above the burner enclosure by following the methods shown below.

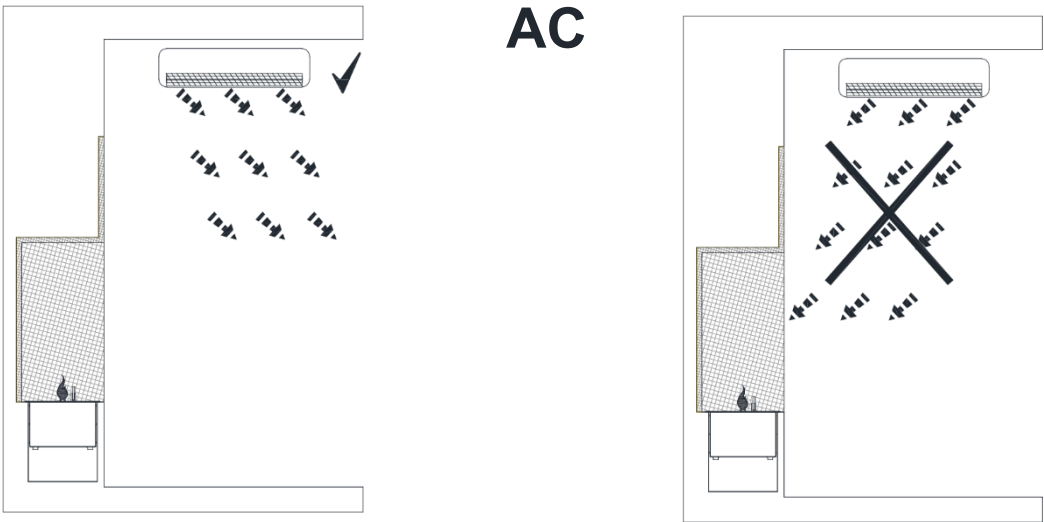
Single-Sided, Left-Corner, Right-Corner and Three-Sided Installations



See-Through and Peninsula Installations

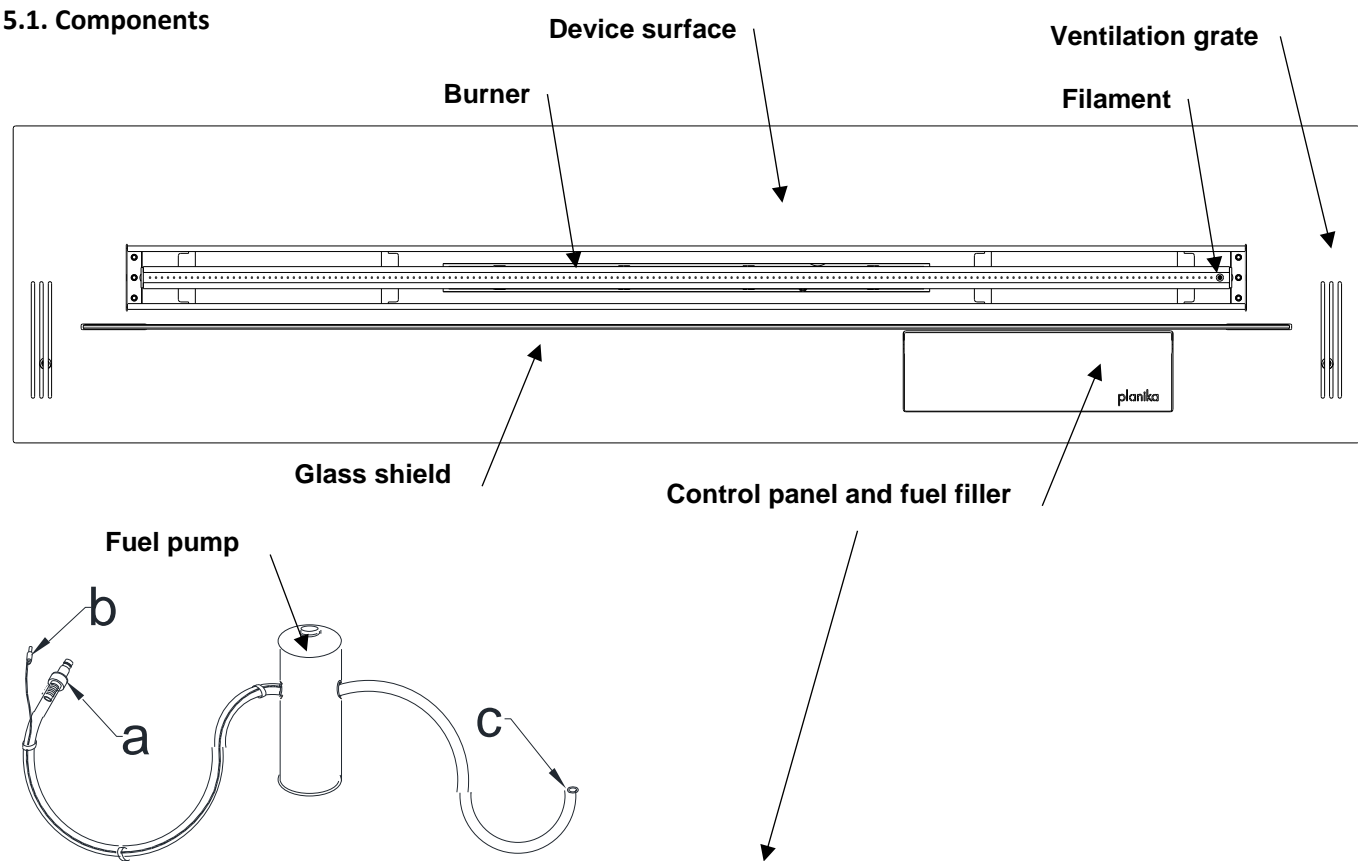


If an air conditioning vent or fan is located near the burner the vent or fan must be positioned to blow away from the burner.

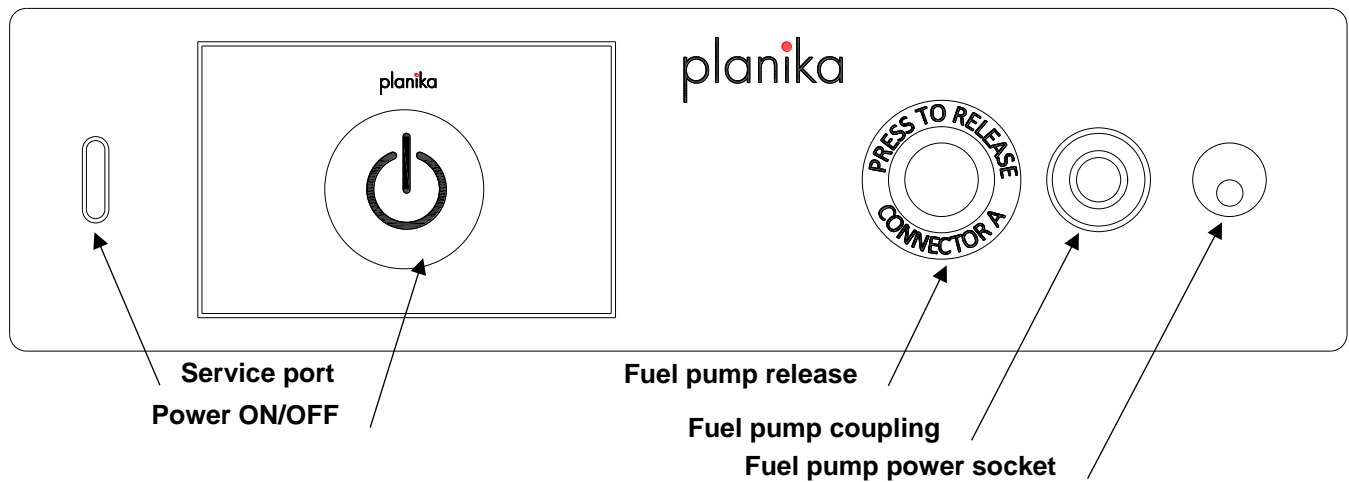


5 HOW TO OPERATE THE BURNER

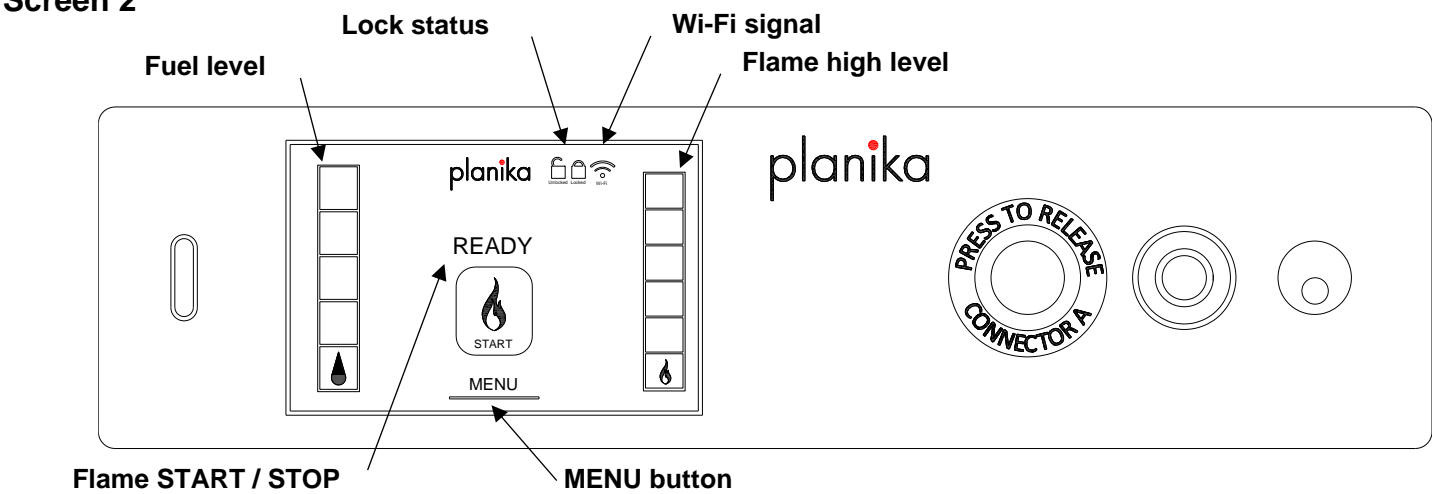
5.1. Components




Screen 1

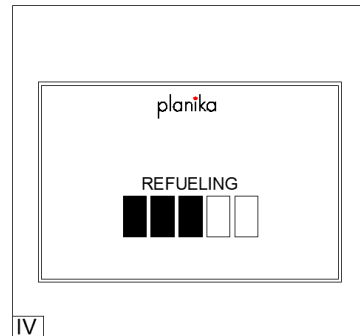
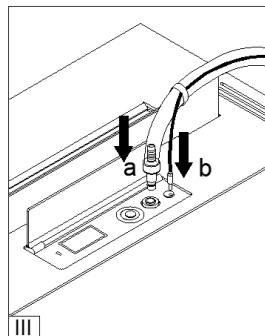
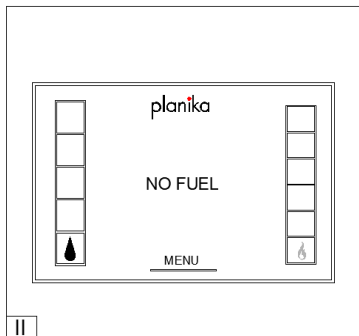
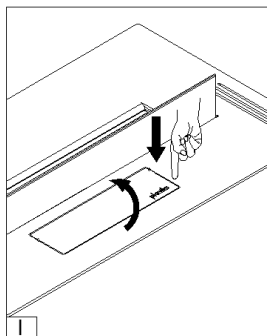


Screen 2

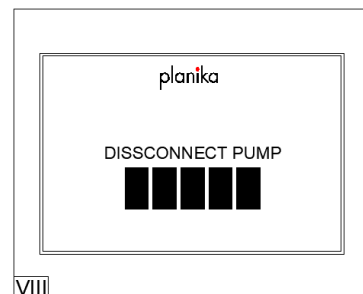
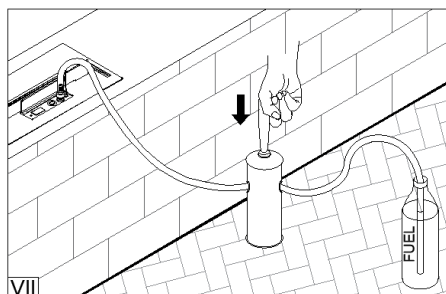
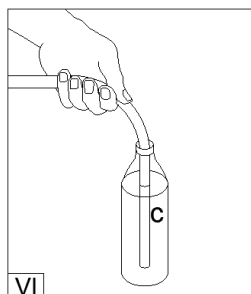
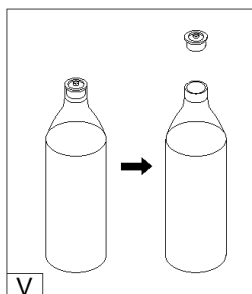


## 5.2. Refuelling

1. Open the lid (I) and turn the device on by pressing .
2. If the fuel tank is empty (**NO FUEL**) - will appear on display (II) or if you want to refuel the fireplace, firmly plug in the fuel pump inlet 'a' (you will hear a click sound) and the power cord 'b' (III) (**REFUELLING**) - will appear on display (IV)

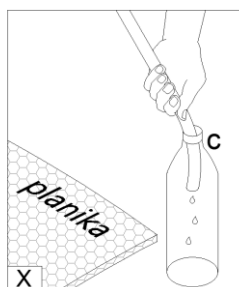
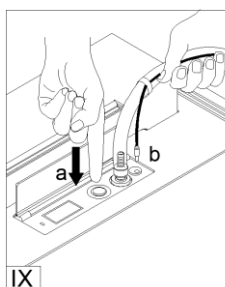


3. If the fuel bottle is secured with the flame restrictor (cap on the bottles' neck) (V) please remove it before inserting the fuel pump inlet (VI) Place the fuel container stably on the floor and insert the pump hose 'c' (VI). Press and hold the button on the pump to start refuelling (VII).






When the fuel bottle is empty, replace it with a full one and continue using the pump (see: section 3 above). The pump will stop refilling when the fuel tank is full (**DISCONNECT PUMP**) - will appear on display (VIII).











4. Unplug the power cord 'b'. To unplug the pump, hold the pump inlet and firmly press the release button (IX).
5. **Shake the remaining fuel from the hose 'c' to the container and place the pump in the bag (X).**





## 5.3. Flame ignition

When the  appear on the display, the device is ready to be launched.

Press  on display and then  button. (**STARTING**) - will appear on display. Firing up of the device takes from 2 to 10 minutes. During the process of firing up, scent of fumes can be present. When the (**STARTING**) stop flashing, and the flame high level appear- the device is lit up and has reached the working temperature.

Power on	Flame on	Starting procedure	Ready to use
 	 <b>READY</b>  MENU	 <b>STARTING</b>  MENU	 <b>4</b>    MENU

## 5.4. Flame height regulation

When the flame is on, press the  or  button on the remote or scroll the flame level bar in the mobile app to choose one of the six flame heights. The flame starts on height 4 by default.

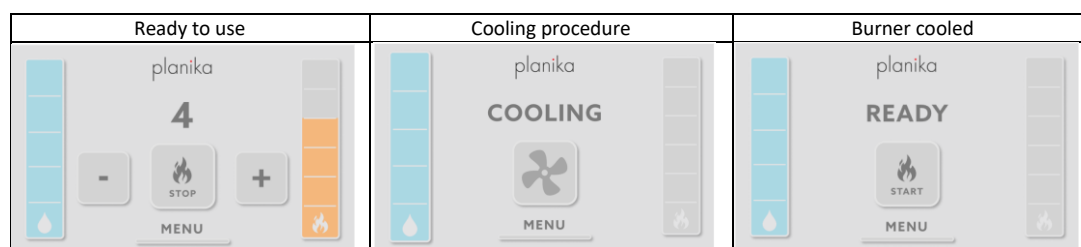
**NOTE.** In case of too high a temperature of the device, the flame height will be automatically decreased and locked from changing. If the temperature continues to increase, the flame will be extinguished.



## 5.5. Turning the device off

To turn the device OFF, press .


**(COOLING)** indicated the device being cooled. Restarting the flame is possible only after complete cooldown of the device **(READY)**- will appear on display.







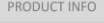










## 5.6. Panel lock

To lock the device go to  then click on  and choose between  and .

Click on  to lock the control panel with **Device Lock** option. **(DEVICE LOCKED)** will display on screen whenever you will try to click any button on the screen.

To disable the lock, press and hold  button for 10 seconds, **(DEVICE UNLOCKED)** will display on screen.

Device Lock button in Menu	Panel Lock menu	Device Locked symbol	Device unlocked symbol
        	 Prevents unintended starting the fireplace. To turn on the Fireplace, press and hold the START button for 4 seconds  Locks the control panel. To disable the lock press and hold the START / STOP button for 10 seconds.		



Click on  to lock the control panel with **Child Lock** option. To start the fireplace, press and hold  button for 4 seconds.

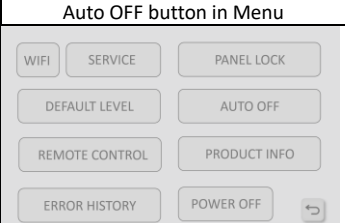
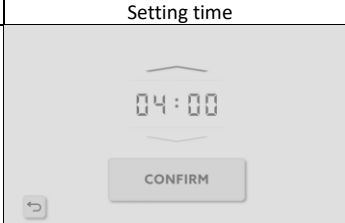
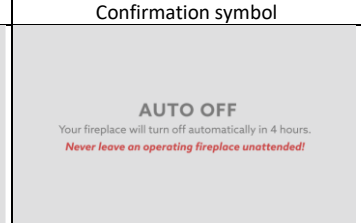
To disable the lock, press  button in Panel Lock menu.

Panel Lock menu	Child Lock activated symbol	Child Lock deactivate symbol
 Prevents unintended starting the fireplace. To turn on the Fireplace, press and hold the START button for 4 seconds  Locks the control panel. To disable the lock press and hold the START / STOP button for 10 seconds.		

The locks can overlap. To unlock a device with child lock and device lock active at the same time, unlock each one separately.

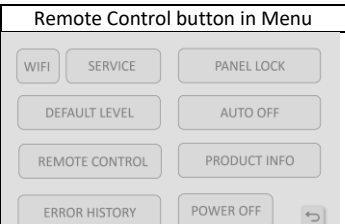
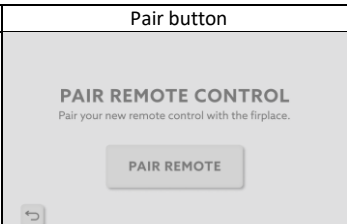
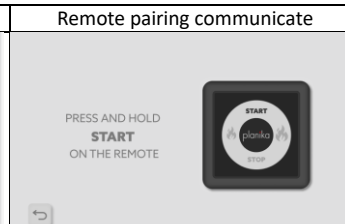
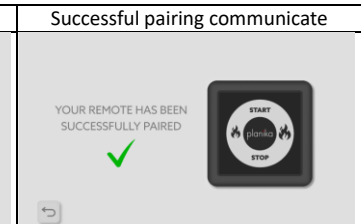
## 5.7. Auto off

To set the **Auto Off** - go to **MENU** and then choose **AUTO OFF**. Set the time length by clicking on **SET TIME**. Increase the time by clicking , decrease by clicking  button. Confirm it with **CONFIRM** button.

Auto OFF button in Menu	Set time button	Setting time	Confirmation symbol
			

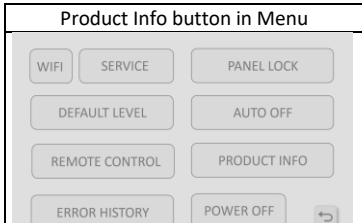

## 5.8. Remote control

To pair the remote control with the burner go to **MENU** and then choose **REMOTE CONTROL**. Click on **PAIR REMOTE** and then go through the sequence displayed on the screen. Successfully pair of the remote would be confirmed on the screen.

Remote Control button in Menu	Pair button	Remote pairing communicate	Successful pairing communicate
			

## 5.9. Product info

To check the basic information about burner go to **MENU** and then choose **PRODUCT INFO**.

Product Info button in Menu	Info list
	

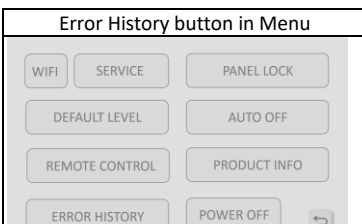
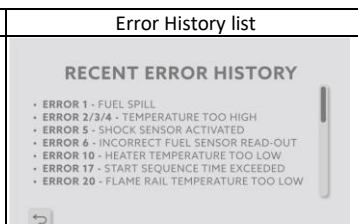
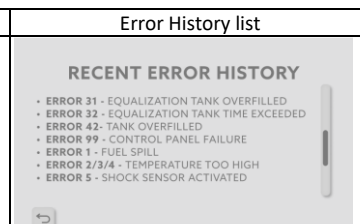
## 5.10. Default level

To set the default flame level go to **MENU** and then choose **DEFAULT LEVEL**.

Default level button in Menu	Set level button	Flame level range
		

## 5.11. Error history



To check the recent error history go to **MENU** and then choose **ERROR HISTORY**. Error list:


Error History button in Menu	Error History list	Error History list
		



ERROR 1	Fuel spill	Disconnect the device from power supply for at least 24 hours.
ERROR 2/3/4	Temperature too high (overheating or sensor failure). Ambient temperature too low.	Ensure that the unit has been installed in accordance with the installation instructions.
ERROR 5	Shock sensor activated	-
ERROR 6	Incorrect fuel sensor read-out	Make sure recommended fuel is used.
ERROR 10	Heater temperature too low	Disconnect the device from power supply for 10 minutes.
ERROR 17	Start sequence time exceeded	Make sure the igniter is glowing red and the device is installed in accordance with the installation manual.
ERROR 20	Fireplace rail temperature too low when starting	Ensure that the appliance has been installed in accordance with the installation instructions.
ERROR 21	Fireplace rail temperature too low during fire	Ensure that the appliance has been installed in accordance with the installation instructions.
ERROR 31	Main tank overfilled	Ensure that the fuel pump is used in accordance with the instruction manual. Ensure recommended fuel is being used.
ERROR 32	Pumping time too long in the intermediate tank	Make sure recommended fuel is used.
ERROR 41	Expansion tank overfilled	Ensure that the recommended fuel is used.
ERROR 99	Communication fault in the control panel	Disconnect the device from the power supply for 10 minutes.

## 5.12. Wireless control configuration


To pair the device with the mobile app go to  and then choose .


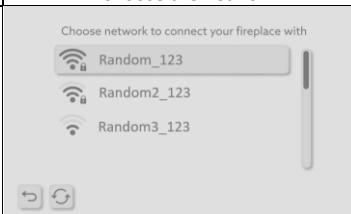


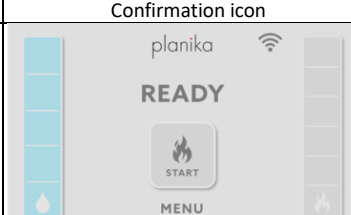
Click on **(DIRECT WIFI)** to connect directly to the burner's WI-FI. Set a SSID and password for connection, once you submit confirmation will be displayed by the icon  in the right corner.

Turn on the Wi-Fi on your mobile device and find the one you set before on the list. Connect to it using the password you set. Switch on the Planika BEV app, the message **(FINDING DEVICE)** will appear on the screen. The application will automatically search for the fireplace.

Burner's control panel screen		Mobile device screen	
Device Lock button in Menu	Wifi connection methods	Wi-Fi from mobile device list	Finding the device
			
SSID and Password	Confirmation icon		
			

Click on **(HOME WIFI)** to connect with available Home Wi-Fi networks. Choose the network from the list and input the password.

Confirmation would be displayed by the Wi-Fi icon  on the right corner.

Burner's control panel screen		Mobile device screen
Wi-Fi Setup configuration button	Choose the network	Finding the device
		
Set the password	Confirmation icon	
		

5.13. Fla4 app

The screenshot shows the main interface of the Planika Fla4 app. At the top, the 'planika' logo is on the left and a red notification bell icon is on the right. Below the logo, a grey bar displays the status 'WORKING'. The central area features two vertical bars: a blue 'fuel' bar on the left and an orange 'flame height' bar on the right, both with percentage and numerical scales. Below these bars are icons for 'fuel' and 'flame height'. At the bottom center is a large 'STOP' button with a flame icon. To the left of the 'STOP' button is an 'i' (info) icon, and to the right is a gear (settings) icon. A row of five green dots is positioned above the 'STOP' button. Numbered callouts point to: 1. Notification bell icon, 2. 'WORKING' status bar, 3. Fuel bar, 4. Flame height bar, 5. 'STOP' button, 6. Info icon, and 7. Settings gear icon.

1. Newsletter

2. Fireplace status

3. Fuel level

4. Flame height

5. Start and stop

6. Info

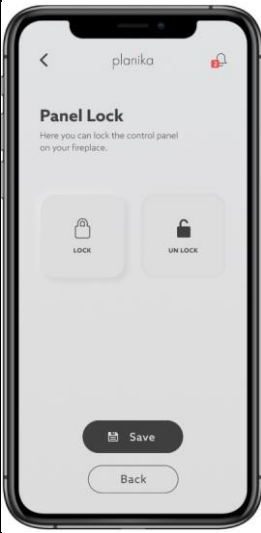


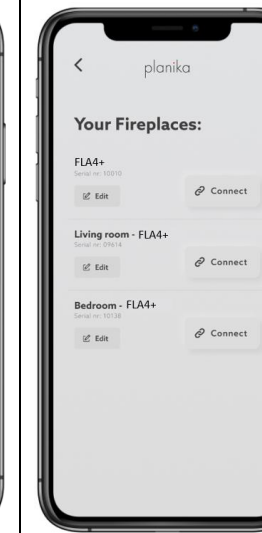
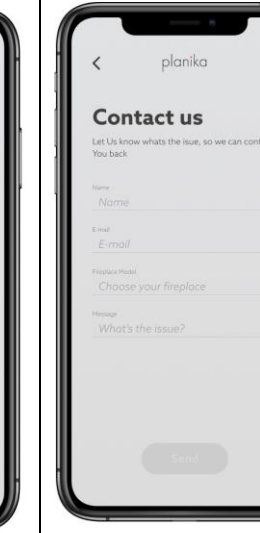
7. Menu

5.14. Menu

To access menu, press the button. To go back to the main panel, press **BACK**

To access general information about the fireplace, press the button. The newsletter is available after pressing the button.

Menu	Info	Newsletter	Child Lock	Configuration tool
Main app setup. Press the tab to change the settings.	Press to check the general information of the fireplace	Press to check the notifications	Press <b>ACTIVE CHILD LOCK</b> to lock the device. Press and hold <b>START</b> button for 4 sec to turn on device.	Configuration to add the fireplace ( <b>only active for Prime Fire models</b> )

Panel Lock	Auto OFF	Default Level	Your fireplaces	Contact us
				
Press <b>LOCK</b> to lock the control panel on the fireplace. Press <b>UNLOCK</b> to unlock the control panel on the fireplace. Confirm by clicking <b>SAVE</b> . <b>STOP</b> on the display will be active for safety reasons	Press <b>AUTO OFF</b> to automatically turn off the device. Set the time length before the fireplace will turn off automatically and click <b>SAVE</b> to confirm	Change the default launch flame height. Press <b>SAVE</b> to confirm the change. Press <b>RESET</b> to reset your choice. The default setting of the flame is height 4.	Check available fireplaces. Press <b>EDIT</b> to change the device name. Press <b>CONNECT</b> to connect to the device.	Contact Planika by e-mail. Press <b>SEND</b> to send us an e-mail.

**FUEL** - Use only ethanol fuel produced from plants in the process of two-time alcohol distillation consisting of 95-96.6% ethanol by volume. Fanola is the recommended fuel with pharmacological purity.

**DO NOT USE SYNTHETIC PETROLEUM BASED FUELS AS THEY ARE CONTAMINATED, EMIT UNPLEASANT ODORS AND CAN DAMAGE THE FIREPLACE! DO NOT USE FUELS CONTAINING 100% ETHANOL BY VOLUME, GEL, OR AROMATIC FUELS!**

Using fuel with an alcohol content different from 95-96.6% can lead to issues with the fireplace. In such cases, any resulting damage is considered manual damage by the customer, resulting in the **LOSS OF WARRANTY** coverage.

**CLEANING** – Clean with a damp cloth and delicate detergents, only when the device is turned off and cooled.

**SERVICE** – Keep the provided USB cable for service. Reach out to us at [service@planikafires.com](mailto:service@planikafires.com).

## 6 MAINTENANCE

FLA burners are considered maintenance free, meaning they do not require regular servicing. To ensure the burner is in proper condition, the manufacturer suggests visually inspecting the condition of the nozzles on the flame rail while the burner is off. The nozzles should be round and regular. Any signs of corrosion on the flame rail, irregular flame pattern or any other erratic behavior of the burner should be immediately reported to the seller or distributor of the burner.

Regularly clean the surface of the burner with a soft, dry cloth. While cleaning, please be aware that due to the design of the burner, the filament protrudes above the burner surface. If put to mechanical stress the filament may break.

## 7 WARRANTY

### SUMMARY

FLA Products are under a 2-year warranty from the moment of delivery to the Purchaser. The warranty covers possible hidden structural, or material defects and hidden damage of electronic parts revealed during proper operation. The warranty does not cover damage that occurs as a result of improper operation.

### CONDITIONS

- This warranty is offered on condition that the Purchaser follows all assembly and operation rules that are included in the user's manual attached to each Product.
- The warranty does not cover any damage that occurs due to faulty operation of the Product.
- The warranty does not cover accessories that are sent with the Product.
- Any attempt to repair the Product on one's own or to undo the seal results in lost warranty coverage.
- All repairs are to be carried out in the Manufacturer's headquarters (except for instances in which the Manufacturer agrees to be conducted on-site).
- The warranty does not cover any changes or discoloration that occur as the effect of normal operation.
- A copy of the invoice as proof of purchase is required for the consideration of the warranty claim.
- The warranty does not cover unforeseeable events that are independent of normal operation conditions (floods, fires etc.).
- The original packaging must be retained.
- Follow these requirements when logging a complaint and shipping damaged product:
  - All the fuel must be pumped out from the reservoir.
  - The device must be packed into the original packaging in which it was purchased.
  - Send to the Manufacturer:

**Planika Sp. z o.o.**

**Bydgoskich Przemysłowców 10**

**85-862 Bydgoszcz, Poland**

- If the complaint is not accepted the Purchaser will cover the repair and transportation costs.
- The Purchaser is responsible for securing the Product against any damage during transportation to Manufacturer headquarters.
- The Manufacturer will give the Purchaser a written answer within 30 days from the receipt of a complaint by the Purchaser.
- The Manufacturer does not ensure any replacement Product during the time of repair.

This warranty is given on condition that the Purchaser carefully reads the Product manual and follows all assembly and operation rules that are included therein.