

THESE INSTRUCTIONS CONTAIN IMPORTANT INFORMATION ABOUT INSTALLATION AND USE.

# Cannon®

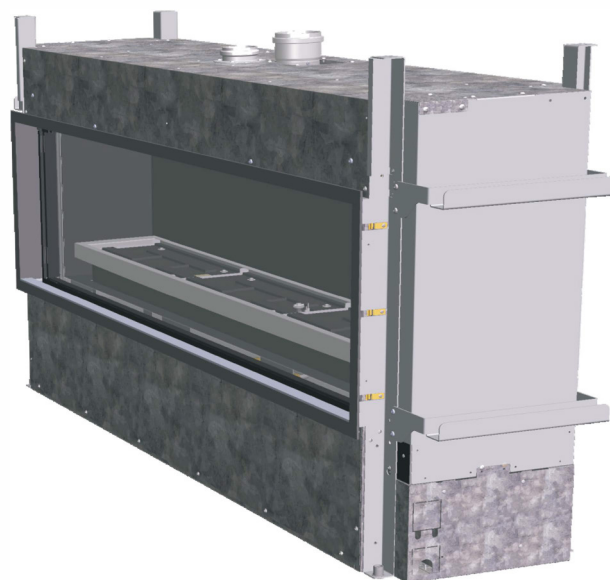
## Latitude Instruction Manual

Please read this manual before  
installing and using this heater



Model

## Latitude 1000



Model

## Latitude 1500

**This heater is approved for Natural Gas and LPG.**

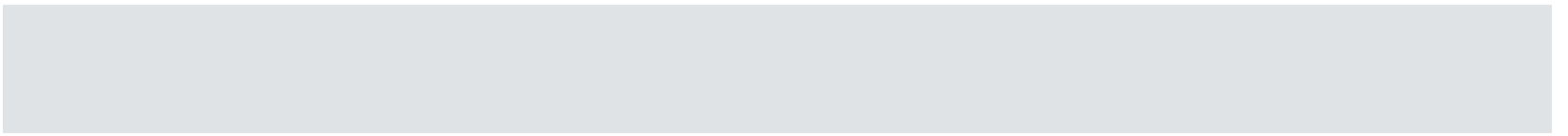
Please leave instruction manual with the owner

Distributor

This appliance is designed, manufactured and distributed by:



Tel:1300 727 421



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# WARRANTY

This Warranty against defects for your newly purchased Cannon product is proudly prepared by IXL Home Pty Ltd of 1K Marine Parade, Abbotsford, VIC 3067. Free Call 1300 727 421.

1. IXL Home 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. IXL Home warrants that your product and related supply will be free from defects in materials and workmanship during the warranty term. The warranty term is 2 years with a warranty term of 5 years on the heat exchangers and firebox only. IXL Home 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, IXL Home 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, IXL Home 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 IXL Home products may be repaired using refurbished parts or if required, completely replaced by a refurbished product of the same type.
- 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 repair and replacement of parts that are subject to normal wear and tear with reasonable use during the warranty period, including paint, batteries, globes, filters, glass items, etc.;
- e. will not cover any damages or problems caused to this product by natural forces eg. storm, fire, flood, and earthquake; or by intrusion or accumulation (or both) of foreign matters eg. dust, soil, and moisture. IXL Home 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 eg. 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;
- l. changes in the interior / exterior surface finishes such as staining or soot damage;
- m. use of flue system components not specified by IXL Home;
- n. cost of building work to access parts that need change or repair of wall afterwards.

## How to Make a Claim Under Your Cannon Warranty

7. To make a claim under this Warranty you will need to:
  - a. contact IXL Home Customer Service Department on 1300 727 421 or [service@ixl.com.au](mailto:service@ixl.com.au) to provide details and register your claim enabling a IXL Home assessment;
  - b. submit proof of purchase with your claim eg. 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. IXL Home 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 IXL Home Authorised Service Dealer.
10. Subject to Point 1, in the event you live more than 50 km from an IXL Home Authorised Service Dealer you may be subject to travel or transport costs to facilitate the repairing or replacement of your Cannon product.

## 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 an IXL Home Authorised Dealer or reseller and proof of such purchase can be presented at the time of service;
  - b. only applies to IXL Home products purchased in Australia from an IXL Home Authorised Dealer or reseller and installed by a qualified person where a Certificate of Compliance in accordance with State/Territory laws is provided;



## WARRANTY

11. IXL Home 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.ixlhome.com.au](http://www.ixlhome.com.au) or by contacting us via email on [info@ixlhome.com.au](mailto:info@ixlhome.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 manufacturer's appliance warranty will be honoured.

## SAFETY WARNING

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.
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 stand off brackets fitted (supplied with heater).
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. 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, all glass windows must be put back onto the unit prior to operating the heater.
10. Installation and repairs must be performed by a licensed service person only, refer to back of manual for service number.
11. 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.
12. The remote control supplied with you heater allows for the heater to be switched on either manually or automatically. The automatic function has pre-determined times which will allow the heater to switch on automatically. Therefore you **MUST** ensure all combustible materials are at least 900mm from the front and sides of heater, irrespective of whether the heater is operated manually or automatically.

**Important: When this heater is operating the mesh guard/glass front is hot and can cause injury if touched. 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/NZS 5263.1.3

Operating the heater in freezing conditions; contact IXL Home for advice.



# OPERATION - REMOTE CONTROL

This heater can only be operated with the supplied remote control


**Note:** The Latitude heater incorporates a 40 second purge prior to any ignition attempt. To prevent cold air being blown into the room, the circulation fans will start when the internal temperatures are warm.

### Initial Start-Up


Plug the power cord into the power outlet and turn the power to the heater on (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.

Insert the 3 x AAA alkaline batteries supplied into the back of the remote control. The TIME display will blink. Set the current hour, minute and day using the button  and use the  button to confirm each value.

Press the push button on the inside right of the heater fascia to ON.

To switch the heater on, hold the  button (FIG 2) on the remote for at least 2 seconds.


### Automatic-Manual Mode Selection

With the heater is lit, the operational mode can be switched between Manual and Automatic by pressing the button . When Automatic mode is active, the display shows the SET TEMPERATURE and the AUTO icon.

When Manual mode is active, the display shows the MAN icon, the FLAME SETTING icon and the FLAME SET LEVEL.

### Setting Temperature - Manual Mode

Manual mode is used to set the heat output from the unit, from Level 1 to Level 3.


When Manual mode is selected, the button  is used to increase and decrease the heat output from the unit.

The operation is not cyclic.

In manual mode it is not possible to have a level lower than level 1.

### Setting Temperature - Automatic Mode

Automatic mode is used to set a specific room temperature.

When Automatic mode is selected, use the  button to set the target temperature.

In automatic mode, the heater will go down to PILOT or up to Level 3 to achieve the target temperature.

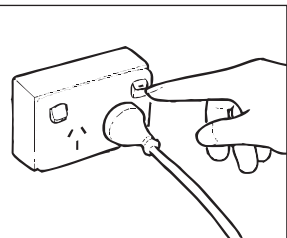


FIG 1 Power outlet

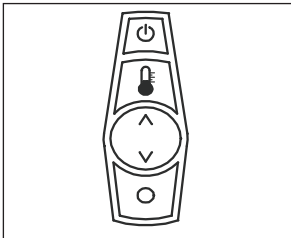


FIG 2 Control buttons

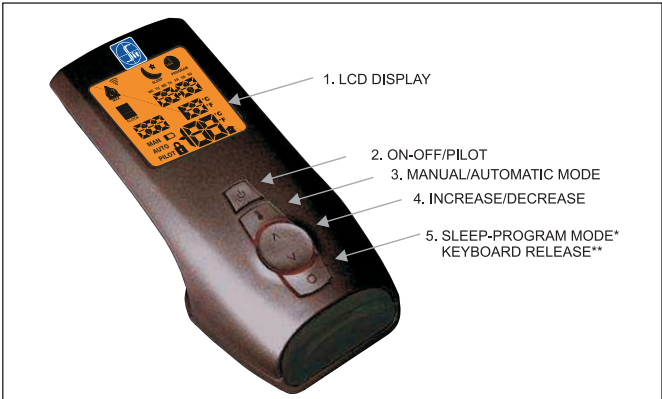


FIG 3 Remote control

(\*) Button 5 moves between SLEEP, PROGRAM and MODE.  
(\*\*) Press and hold button 5 for at least 5 seconds to toggle between locked and unlocked keyboard.

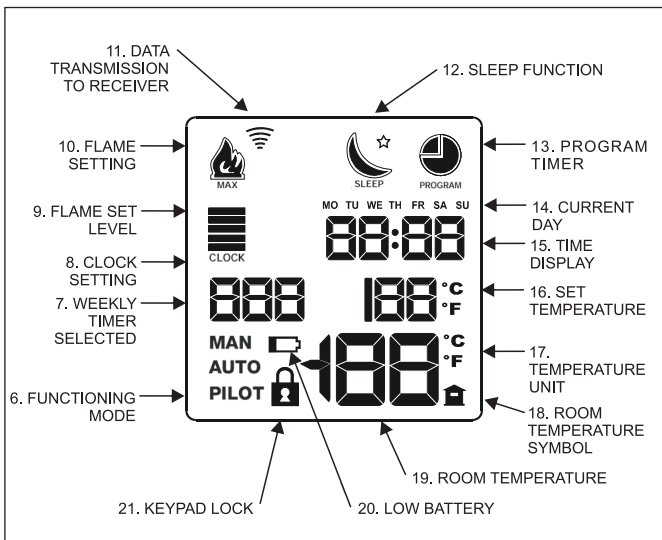


FIG 4 LCD Display

### LCD Display see FIG 4

The following information relates to FIG 4.

6. Functioning mode symbols (Manual - Thermostatic - Pilot).
7. Digits identifying the current weekly timer PROGRAM selected.
8. Clock setting symbol. When this symbol appears, the clock setting displayed can be adjusted.
9. Flame setting: 1 bar = Level 1, 2 bars = level 2, etc. Level 3 is the maximum level.
10. Flame symbol indicating the current flame power. An outline of the flame will appear if the heater is in PILOT mode.
11. Data transmission to receiver is occurring.

### Important

The remote handpiece includes a temperature sensor and for proper operation must be located within the room being heated

## OPERATION

12. SLEEP function. If this symbol does not appear, the SLEEP function is not active. If only the outline of the symbol appears, the SLEEP function is active, meaning that the appliance will switch off at the end of the countdown period set by the user and shown by symbol 15. A Solid black symbol indicates that you are in the SLEEP setting menu.
13. PROGRAM timer function. If the symbol does not appear, the PROGRAM timer is not active. If only the outline of the symbol appears, the PROGRAM timer is active. A solid black symbol indicates that you are in the PROGRAM timer setting menu.
14. Current day
15. Internal clock. The clock also functions as a countdown timer when the SLEEP function is selected.
16. Temperature set by user, for the heater to achieve desired heat setting in AUTOMATIC mode. This symbol does not appear in MANUAL mode.
17. Unit of temperature measurement (Celsius - Fahrenheit).
18. Symbol for room temperature.
19. Room temperature, as measured by remote control's built-in sensor.
20. Low battery. When this symbol disappears completely without flashing, the batteries must be replaced.
21. Keypad lock. Lock function prevents accidental operation of buttons.


### Menu Navigation

Press **O** to sequentially move through the functions SLEEP and PROGRAM then back to MODE.

If no key is pressed for 7 seconds the display will return back to the active MODE.

### Adjusting Clock


After batteries inserted: As soon as the batteries are newly inserted the TIME display will blink. Set the current hour, minute and day using the **:** button and use **O** to confirm each value.

During operation: Press and hold both **O** and  for 3 seconds. The word "CLOCK" will appear on the screen and the time settings can then be changed using the procedure above.


### Keypad Lock

The keypad can be locked by keeping pressed the "O" button for 5 seconds or more. Pressing the "O" button again for 5 seconds will unlock the keypad.


### Sleep Function

The "SLEEP" function is used to turn the heater off automatically after a set period of time. Navigate the menu to SLEEP (see **Menu Navigation**). The SLEEP symbol will appear in solid black when selected and the time remaining until the unit is turned off will appear in the TIME DISPLAY section. The time can be adjusted using the  button and can be set at 15 minute intervals. To set the time, press the **O** button. When the SLEEP mode has been set, the remaining time until the heater is turned off will be shown in the TIME DISPLAY section. Note: if STANDBY is scheduled as part of a PROGRAM while the SLEEP function is activated, STANDBY is ignored until the SLEEP interval is complete. However, a manual STANDBY or shut off disables previous SLEEP command.


### Change Temperature Units

With remote off, press and hold the  button for at least 5 seconds and the temperature unit will change from Celsius to Fahrenheit and vice versa.

### Pilot Mode

To turn the heater to pilot mode, press and hold the  button for <1 second. The FLAME SETTING icon will change from solid black to an outline of the icon.

### Turn Off

To turn the heater off press and hold the  button for 2 seconds.

### Program Function

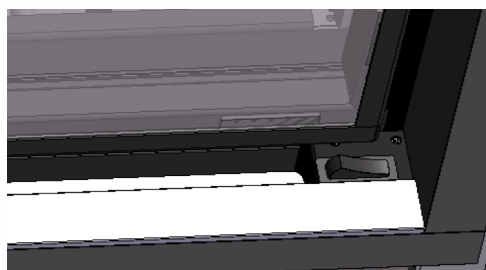
The "PROGRAM" function is used to automatically turn the heater on and off at specific times. There are 10 weekly programs (**FIG 5**). Programs cannot be added nor can existing programs be modified.

Navigate the menu to "PROGRAM" (see **Menu Navigation**). The PROGRAM symbol will appear solid black when selected and the desired weekly program can then be selected using the **:** button. To turn off the program function, scroll down to "OFF". To accept the program press the **O** button.

When the PROGRAM mode has been selected, the outline of the PROGRAM symbol will be shown.

### Rocker Switch

The rocker switch mounted on the heater enables the user to turn the unit On or Off, bypassing the remote control. When the rocker is used to switch the heater on it reverts to the last heat setting the heater was operating at. If this switch is in the OFF position and the remote is used to turn the heater on, and the user wishes to turn the heater off, the switch needs to be switched to the bypass position and then back to the OFF position.



## OPERATION

Weekly Program		Time Table																							
N°	Days	12:00 AM	1:00 AM	2:00 AM	3:00 AM	4:00 AM	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM	9:00 PM	10:00 PM	11:00 PM
P01	Mon - Fri																								
	Sat - Sun																								
P02	Mon - Fri																								
	Sat - Sun																								
P03	Mon - Fri																								
	Sat - Sun																								
P04	Mon - Sat																								
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P05	Mon - Sat																								
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P06	Mon - Fri																								
	Sat - Sun																								
P07	Mon - Fri																								
	Sat - Sun																								
P08	Mon - Fri																								
	Sat - Sun																								
P09	Mon - Fri																								
	Sat - Sun																								
P10	Fri																								
	Sat-Sun																								

FIG 5 Preprogrammed weekly schedules

### 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.

Clean the outer glass with a mild liquid or spray on glass cleaner. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the heater glass front as 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.

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 IXL Home.

### Important

**It is recommended that the appliance be serviced annually by an authorised service person. This maintenance cost is not covered under the warranty terms and conditions.**

**Air filters should be removed and cleaned regularly (see Service Instructions page 26). More frequent cleaning of the unit 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 the glass is 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 the heater will automatically attempt a restart. If heater fails on automatic restart, it will go into lock out mode. To reactivate heater, switch the rocker switch firstly to the ON position and then back to the OFF position. The heater can now be started using your remote. If the problem persists contact IXL Home.**



## LATITUDE 1000 SPECIFICATIONS



Gas consumption	33.5 MJ/hr input (NG), 36.0 MJ/hr (LPG)
Energy output	8.4 kW/ 30.2 MJ/hr
Energy star rating	4.4 stars
Heater type	Gas space heater approved to AS/NZS 5263.1.3:2016
Operating pressure	Natural gas 0.80 <b>kPa (High)</b> / 0.45 <b>kPa (Low)</b> LPG 2.35 <b>kPa (high)</b> / 1.0 <b>kPa (low)</b>
Injector size	Natural gas 2.15 mm LPG 1.30mm
Gas regulator	Integral part of controller
Min. inlet pressure	1.13 <b>kPa (NG)</b> 2.65 <b>kPa (LPG)</b>
Fan	3 speed
Ignition	Electronic direct spark
Power requirement	240V AC 10 Amp switch socket
Power consumption	90 VA maximum
Removable air filters	Yes
Heat settings	3
Air room fans	2
Flue type	Powerflue
Flue air inlet	Ø61mm
Flue exhaust outlet	Ø81mm
Minimum cavity dimensions	Height 910mm Width 1320mm Depth - Refer to <b>FIG 26 / 28</b>
Weight	135kg
Overall dimensions	Refer to <b>FIG 6</b>

# LATITUDE 1000 SPECIFICATIONS



Burner beds	2
Heat exchangers	2
Area heated	120m²
Viewable glass area	1000 x 380
Available fascia sizes	• 25 mm
Available fascia colours	• Silver • Black
Floating Plinth	• Grey enamel • Black enamel
Fire bed accessories	• Stylized log • Traditional log
Fluing options	• Horizontal • Vertical

Minimum Flue length 0.6 metres,  
Maximum flue length 15 metres / 5 bends.

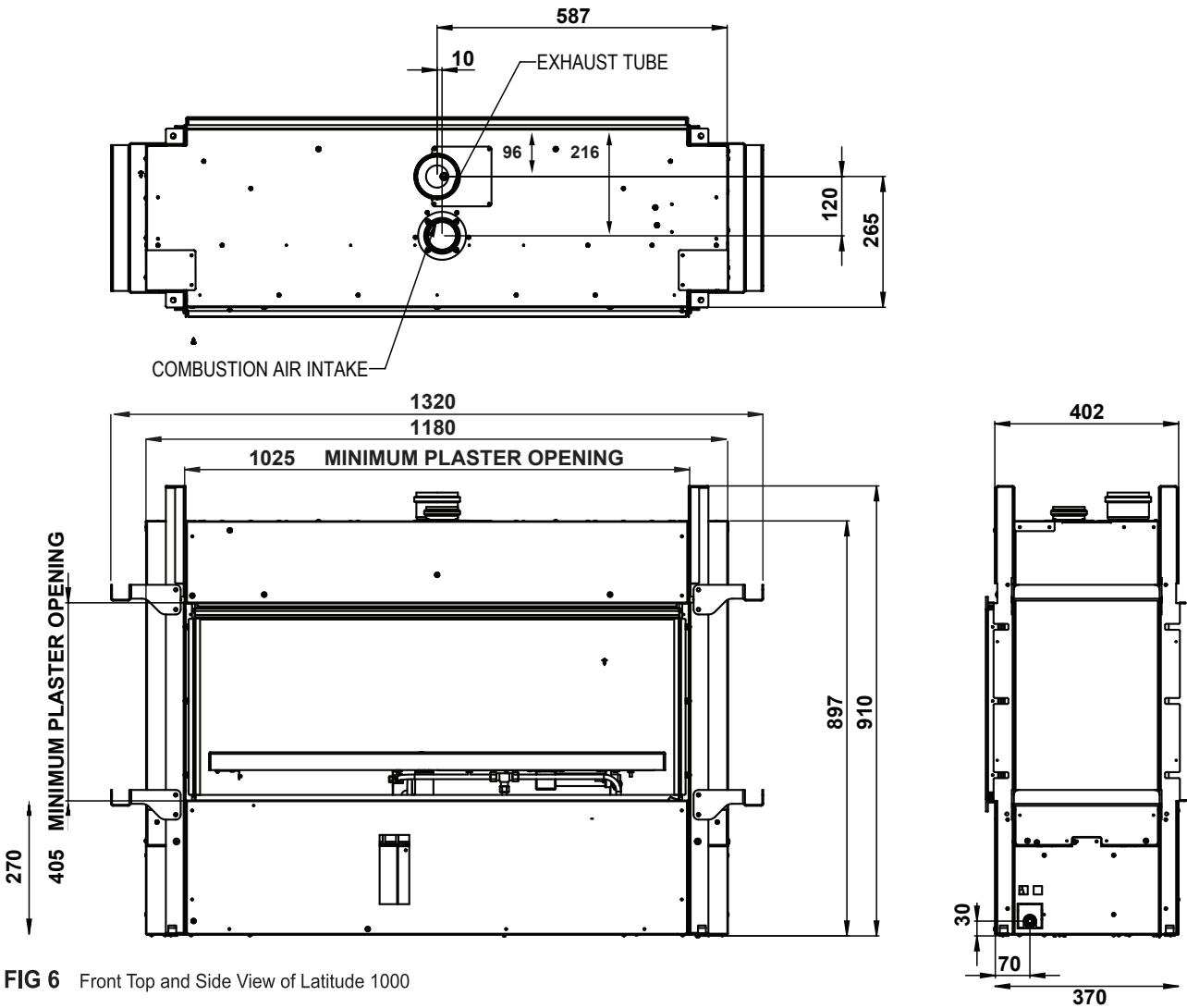
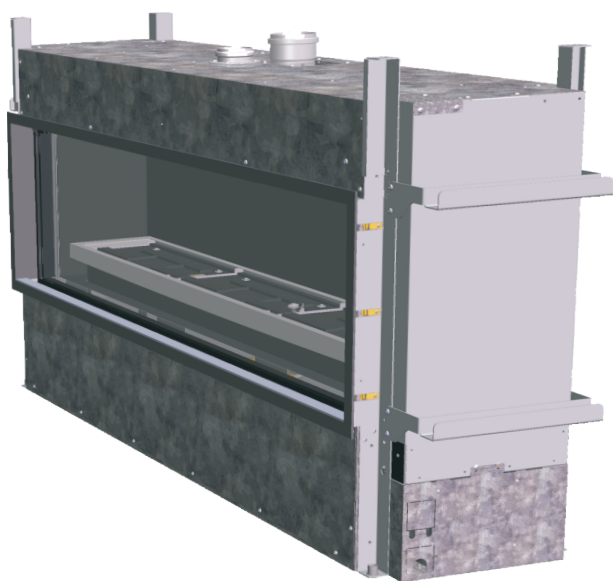


FIG 6 Front Top and Side View of Latitude 1000

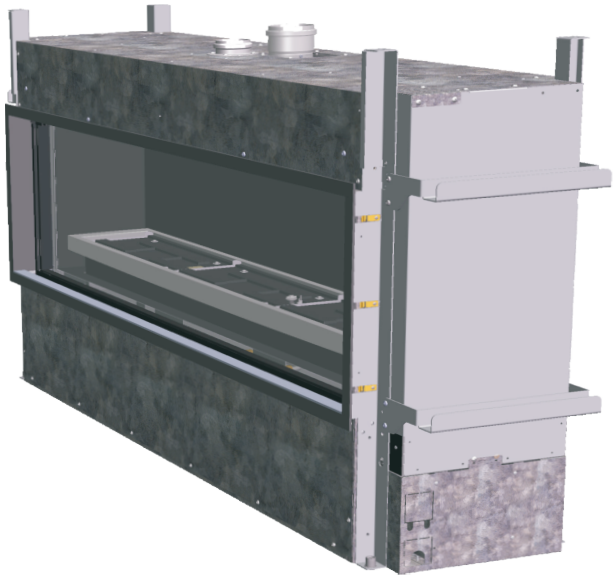
## LATITUDE 1500 SPECIFICATIONS



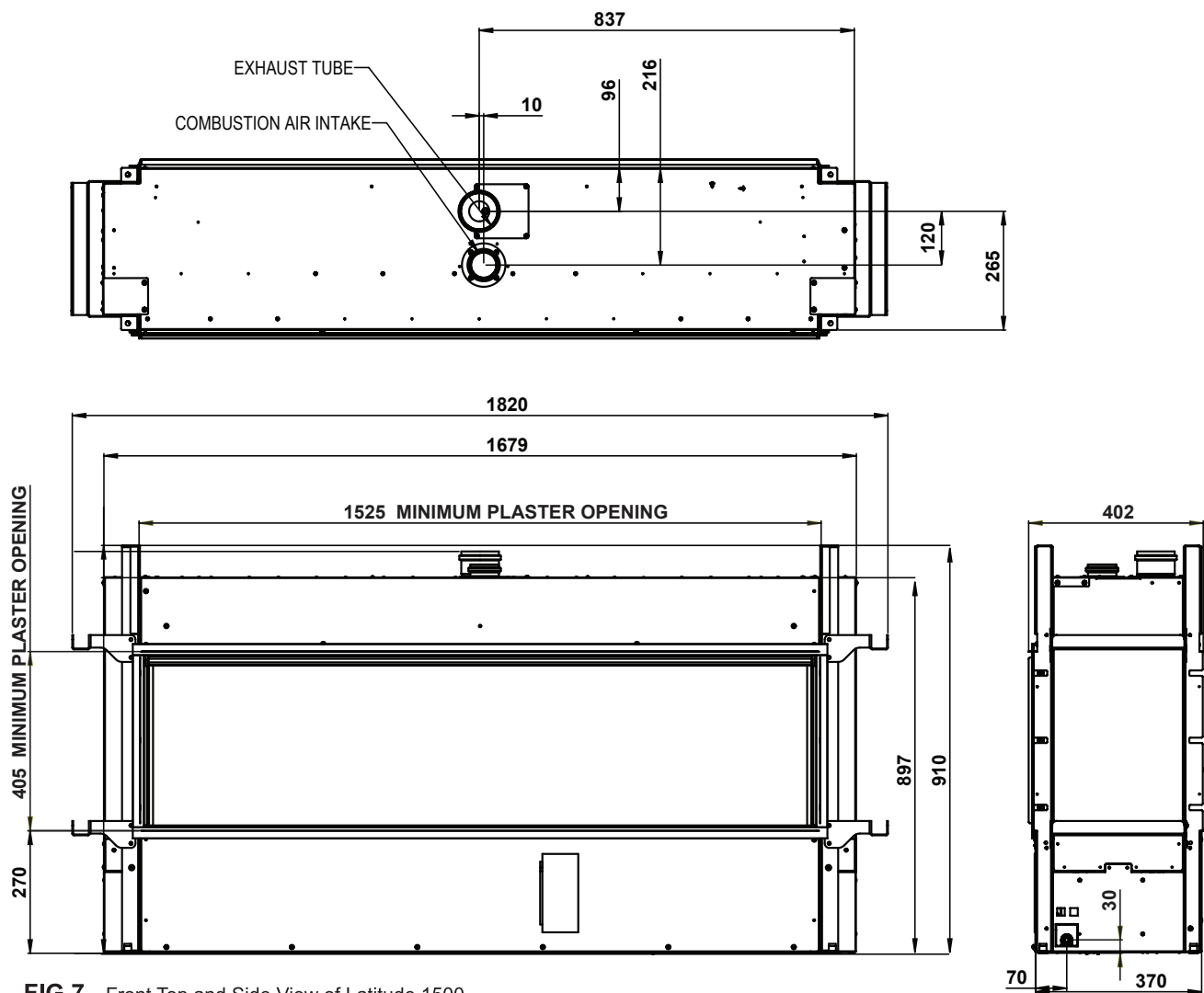
Gas type	Natural gas
Gas consumption	48 MJ/hr input
Energy output	11.7 kW / 42.2 MJ/hr
Energy star rating	5.0 stars
Heater type	Gas space heater approved to AS/NZS 5263.1.3:2016
Operating pressure	Natural gas 0.80 <b>kPa (high)</b> / 0.45 <b>kPa (low)</b> LPG 2.25 <b>kPa (high)</b> / 1.0 <b>kPa (low)</b>
Injector size	Natural gas 2.15 mm LPG 1.30 mm
Gas regulator	Integral part of controller
Min. inlet pressure	1.13 <b>kPa (NG)</b> 2.65 <b>kPa (LPG)</b>
Fan	3 speed
Ignition	Electronic direct spark
Power requirement	240V AC 10 Amp switch socket
Power consumption	90 VA maximum
Removable air filters	Yes
Heat settings	3
Air room fans	3
Flue type	Powerflue
Flue air inlet	Ø61mm
Flue exhaust outlet	Ø81mm
Minimum cavity dimensions	Height 910mm Width 1820mm Depth - Refer to <b>FIG 26 / 27</b>
Weight	165kg
Overall dimensions	Refer to <b>FIG 7</b>



# LATITUDE 1500 SPECIFICATIONS



Burner beds	3
Heat exchangers	3
Area heated	185m²
Viewable glass area	1500 x 380
Available fascia sizes	• 25 mm
Available fascia colours	• Silver • Black
Floating Plinth	• Grey enamel • Black enamel
Fire bed accessories	• Stylized log • Traditional log
Fluing options	• Horizontal • Vertical



**FIG 7** Front Top and Side View of Latitude 1500

# INSTALLATION INSTRUCTIONS

## Regulatory Location

### Minimum Clearances Required for Flue Terminals

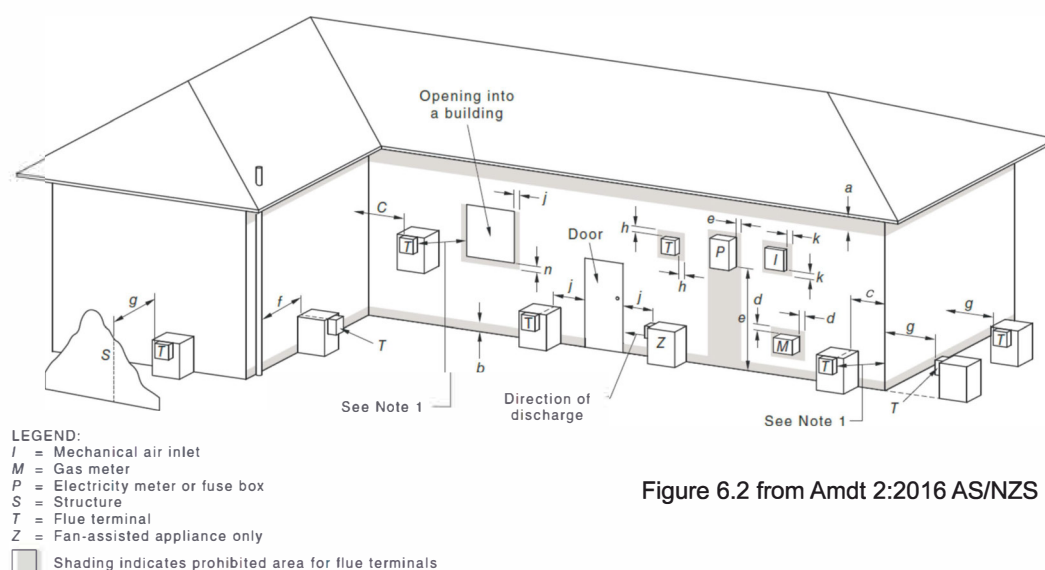


Figure 6.2 from Amdt 2:2016 AS/NZS 5601:2013

Ref	Item	Minimum clearances mm
a	Below eaves, balconies and other projections: For appliances up to 50 MJ/h input	200
	For appliances over 50 MJ/h input	300
b	From the ground, above a balcony or other surface *	300
c	From a return wall or external corner *	300
d	From a gas meter (M) (see Note 5) (see Clause 5.11.5.9 for vent terminal location of regulator)	1000
e	From an electricity meter or fuse box (P) <sup>†</sup> (see Note 5)	500
f	From a drain pipe or soil pipe	75
g	Horizontally from any building structure * or obstruction facing a terminal	500
h	From any other flue terminal, cowl, or combustion air intake *	300
j	Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:	1500
k	From a mechanical air inlet, including a spa blower	1000
n	Vertically below an openable window, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:	
	For space heaters up to 50 MJ/h input	150
	For appliances over 50 MJ/h input and up to 150 MJ/h input	1000

\* Unless appliance is certified for closer installation.

<sup>†</sup> Prohibited area below electricity meter or fuse box extends to ground level.

#### Notes:

- Where dimensions c, j or k cannot be achieved an equivalent distance horizontal distance measured diagonally from the nearest discharge point of the terminal to the opening may be deemed by the Technical regulator to comply.
- See Clause 6.9.4 for restrictions on a flue terminal under a covered area.
- See Figure J3 for minimum clearances required from a flue terminal to an LP Gas cylinder. A flue terminal is considered as a source of ignition.
- For minimum clearances not addressed above acceptance should be obtained from the Technical Regulator.
- Minimum clearances d and e also apply to any combustion air openings of appliances.

#### The Latitude heater is Fan Assisted

This chart MUST be read in-conjunction with the full Australian Standard - Gas Installations AS/NZS 5601.1

FIG 8

# INSTALLATION INSTRUCTIONS

## Overview

1. This appliance **MUST** be installed by an authorised plumber/gas fitter 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 (Gas Installations).

### DO NOT INSTALL INTO A FIREPLACE

This heater is supplied with stand off brackets to ensure adequate spacing from surrounding; do not remove. Please dispose of packaging appropriately. Keep away from children.

Before connecting the heater, check whether the local connection conditions ( type of gas) are compatible with the heater settings. The connection specifications for the heater are on the data label located in the fan chamber, **REAR OF LOWER FASCIA PANEL**.

A duplicate data label is also supplied in this manual (refer to back page) This will enable the user to identify the heater model in the event of customer service being required.

### Warning:

**Fire hazard is an extreme risk if clearance requirements to combustible materials are not adhered to.**

### Clearances

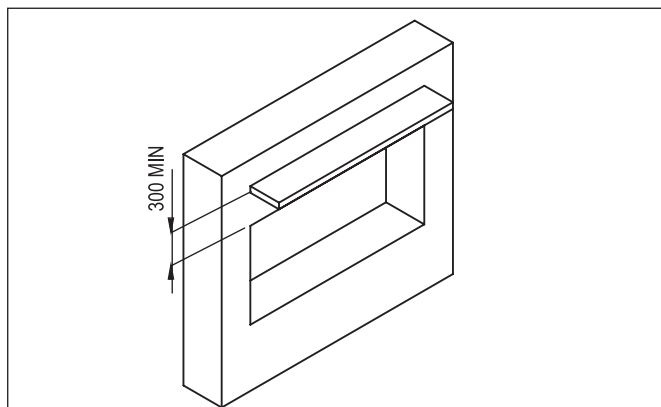
For required minimum clearances see **FIG 9**.

Under AS/NZS 5601.1 guidelines a minimum distance of 25mm to combustibles must be maintained at all times.

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 **Safety Warnings on page 5**.

For clearances to electronics (including televisions), consult respective manufacturer. It is the responsibility of the end user to check the installation clearances of any electrical appliances that may be mounted directly above the heater.

Minimum ceiling height of 1.0m above top of heater.



**FIG 9** Minimum distance to protruding objects above fireplace.

## Flue Requirements

The flue system for the Latitude heaters includes a Flue Transfer Box which needs to be powered from the heater. This box must be located such that it can be accessed for maintenance.

The heater is supplied with components to suit either a horizontal or a vertical flue installation. The horizontal flue terminal is designed to be fitted to the outside wall with suitable and flexible flue sealant. The vertical flue installation utilises a coaxial flue assembly which is mounted through the roof.

The Latitude heater has been approved to have a maximum total flue length of 15 metres.

Flue piping is provided to connect the heater to the Flue Terminal. The straight pipework and the elbow fittings have internal seals on each connection and can be pushed together to form the required route. Additional piping is available as an optional accessory, where an extended pipe route is required.

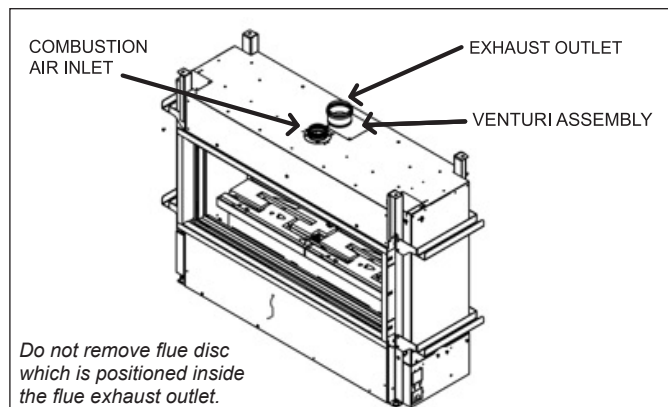
### Do not use or combine flueing components from different flueing systems.

If either the flue exhaust or the air intake pipes need to be reduced in length, always cut the end without the seal. Make sure the cut end of the pipe is clear of any rough metal edges or burrs. With a file create a bevelled outer edge to ensure the flue pipe is smooth and avoids damaging the inner seal when engaging with the next flue pipe. **Failure to do so may damage the inner seal that can create a leak in the flue system.**

To Assist with the assembly of the flue lengths, wet the inner seal with soapy water or petroleum jelly. Once assembled, check that the flue inner seal has not been pushed out of position.

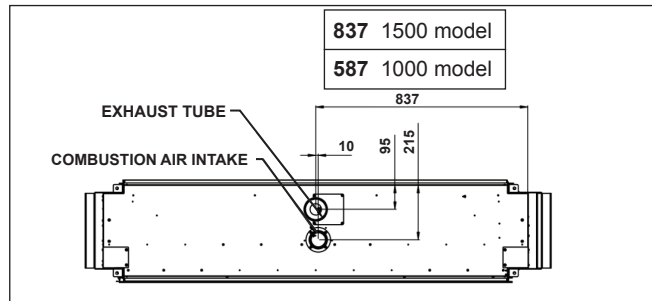
The combustion air inlet and the flue outlet are located on the top of the heater. The air inlet piping is made of 60mm diameter tubes, while the flue outlet piping uses 80mm diameter tubes. The supplied tubes are 1000mm long each.

### To assist with the assembly of the flue lengths, wet the inner seal with soapy water or petroleum jelly.



**FIG 10** Combustion Air Inlet and Exhaust Outlet positions.

# INSTALLATION INSTRUCTIONS



**FIG 12** Top View of the heater detailing dimensions to Exhaust Outlet and Combustion Air Inlet. Dimensions shown are for the 1000 and (1500) units.

## Condensate

On installations with a long flue run, the heater will produce condensate. The control of this condensate is important to both the function of the appliance and the integrity of the building, therefore the condensate must be drained to a suitable discharge point. Suitable discharge points are waste outlets, soil or sand. **DO NOT** discharge onto footpaths, electrical connections, copper pipes, concrete paths, ponds, water holding devices or against a wall. Condensate is a by-product of the combustion process and is acidic and corrosive.

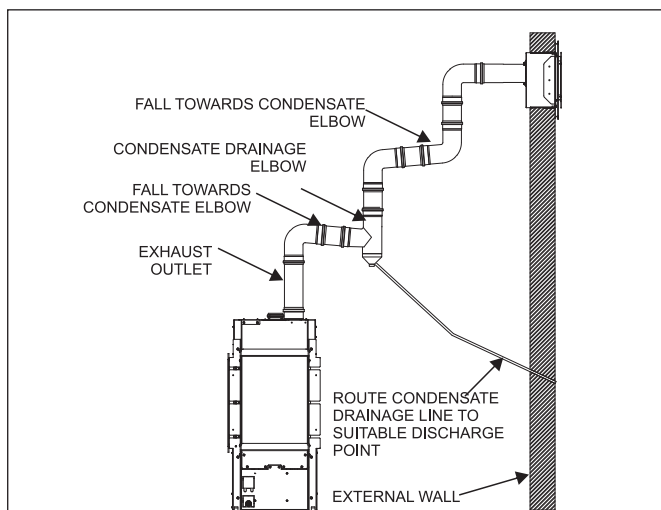
Condensate can form towards the Flue Terminal Box as the flue gases cool down and this should be considered when installing flue pipes. For long horizontal flue pipe routes a condensate drainage elbow may be required, which can be supplied as an optional accessory.

## Fitting on Condensate Drainage

The vertical condensate drain trap and the condensate drain elbow are supplied with an adaptor which allows the fitment of a 15 mm plastic drain line 20mm to 15mm.

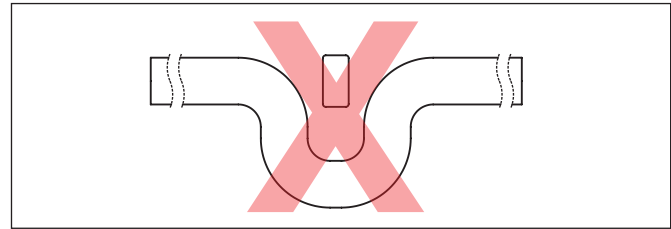
## Condensate Drainage Line

The condensate drainage line should run internally as far as possible before going externally. The external run of the condensate drainage line should be kept as short as possible, otherwise a suitable water resistant and waterproof material should be used to insulate the line against freezing.



**FIG 14** Location of condensate elbow.

The flue pipe cannot have any low points that will accumulate condensation (FIG 13).



**FIG 13** A low point in the flue pipes will result in condensation build up, which can prevent the heater from working.

A condensate drainage elbow will be required at all low points in the pipe route where condensate could accumulate. The fall of the pipe should be towards the condensate line to avoid condensate flowing back into the heater, as shown in FIG 14. The condensate drainage line must also have adequate fall to ensure condensate does not accumulate.

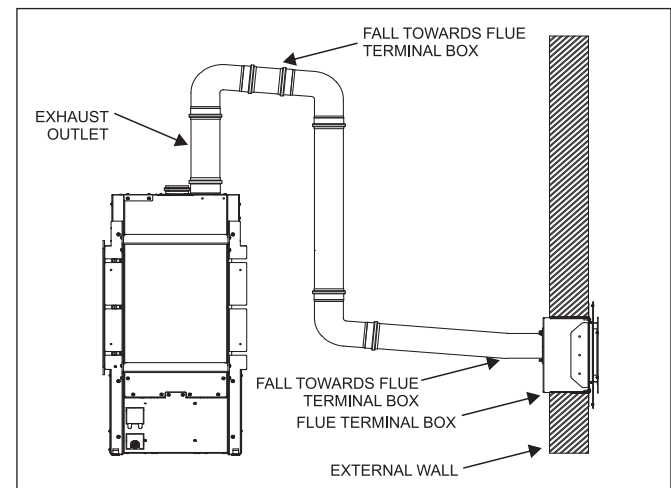
A condensate drainage elbow is not required where the condensate can freely dissipate through the Flue Terminal Box, as shown in FIG 15.

To avoid the build up of condensate, **all horizontal sections of flue pipes must be sloped downwards towards the Flue Terminal or condensate drain at a rate no less than 20mm per 1000mm** as shown in FIG 14 and FIG 15.

If the exhaust gas flue pipe traps and collects condensation it will adversely affect the performance and lifetime of the heater.

## Flue Length

The flue pipes must not have an *effective* length greater than 15m. The effective length is the sum of straight ducting in metres, plus 1.5m for every 90° elbow. For example two sections of 1m straight ducting and three 90° elbows would have an effective length of 6.5m.



**FIG 15** An elbow with a condensate outlet is not necessary with this configuration.

# INSTALLATION INSTRUCTIONS

The Horizontal flue kit comes supplied with 2 elbows, with additional 90 and 45° elbows and clamps being available as optional accessories. A total of no more than five elbows is recommended. Flue kits will contain:

## Horizontal Flue

- 3 x 60mm dia tubes, 3 x 80mm dia tubes
- 3 x clamps (one size fits all)
- 1 x tee piece with condensate
- 2 x 60mm elbows, 2 x 80mm elbows
- 1 x 15mm condensate pipe connector
- Horizontal flue connector

## Vertical Flue

- 2 x 60mm dia tubes, 4 x 80mm dia tubes
- 3 x clamps (one size fits all)
- 1 x flue cowl, 1 x flue transition
- 1 x vertical condensate trap
- 2 x 60mm elbows, 2 x 80mm elbows
- 1 x 15mm condensate pipe connector
- 1 x vertical flue transfer box

## Horizontal - Flue

The Flue Terminal Box is to be installed on an external wall and must be located so the pipes from the heater are no longer than 15m.

Using the dimensions for the cut-out shown in (FIG 16), make a hole for the Flue Terminal Box Mounting Bracket. Do not locate the Flue Terminal Box within proximity of a chimney or any other source of foreign gases (see page 13 Regulatory Location).

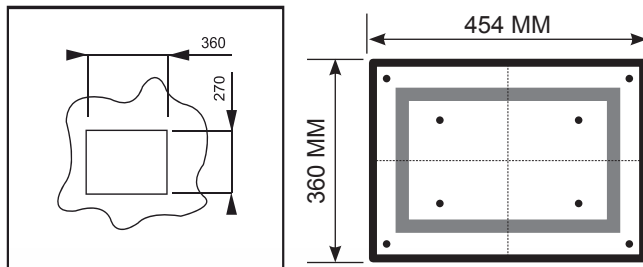


FIG 16 Flue terminal box cut-out.

Flue box and fascia dimensions

Remove the fan box from the mounting bracket. Install the mounting bracket and the pipe location bracket into wall opening using suitable fasteners and flexible sealant between the wall and bracket. A foam strip is included to assist in sealing the bracket to the wall. (FIG 17).

**NOTE:** It is important that the house membrane and wall cavity is sealed in the vicinity of the flue terminal to ensure there is no migration of flue products inside the house.

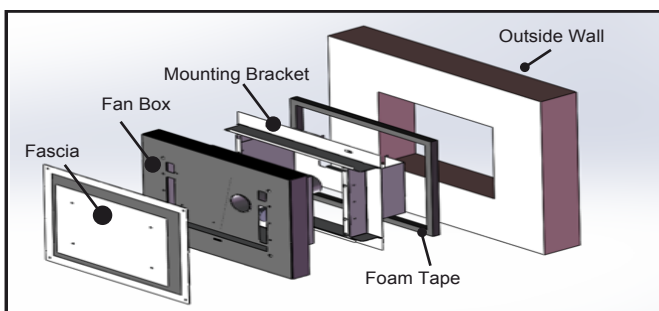


FIG 17 Flue Terminal Box installation.

Using pipe and fittings supplied, route the pipe from the heater to the pipe location bracket, **ensuring that all horizontal sections are sloped downwards to the Flue Terminal at a rate no less than 20mm per 1000mm.**

The pipe location bracket ensures that the fan box can be located on to the pipes. If necessary locate the flue pipes using suitable clamps. Fig 19

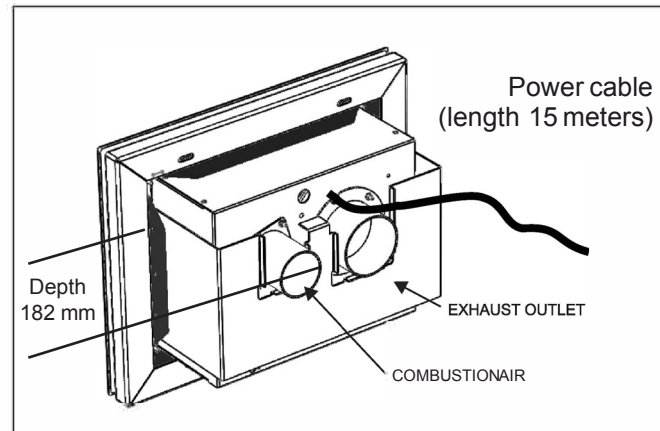


FIG 18 Flue Terminal Box.

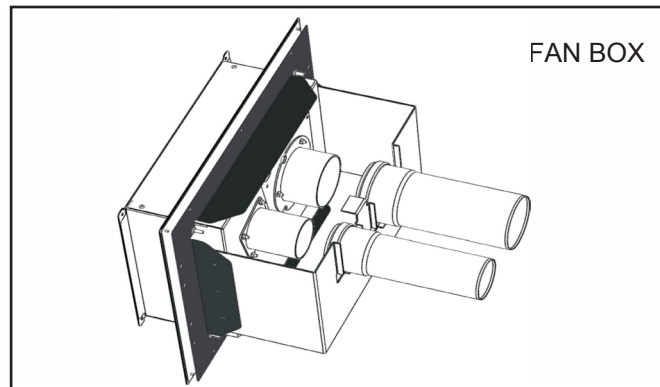


FIG 19 Pipes located in bracket

Insert the Fan Box into the Mounting Bracket using the Fan Box Fasteners and then mount the Fascia onto the Fan Box.

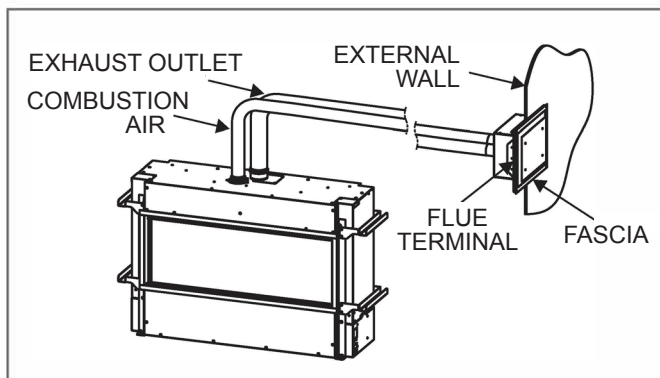


FIG 20 Horizontal Flue Terminal Box layout.

The flue pipes should be suitably supported at every 2 metres with the clamps supplied.



## INSTALLATION INSTRUCTIONS - VERTICAL FLUING

### Vertical Fluing

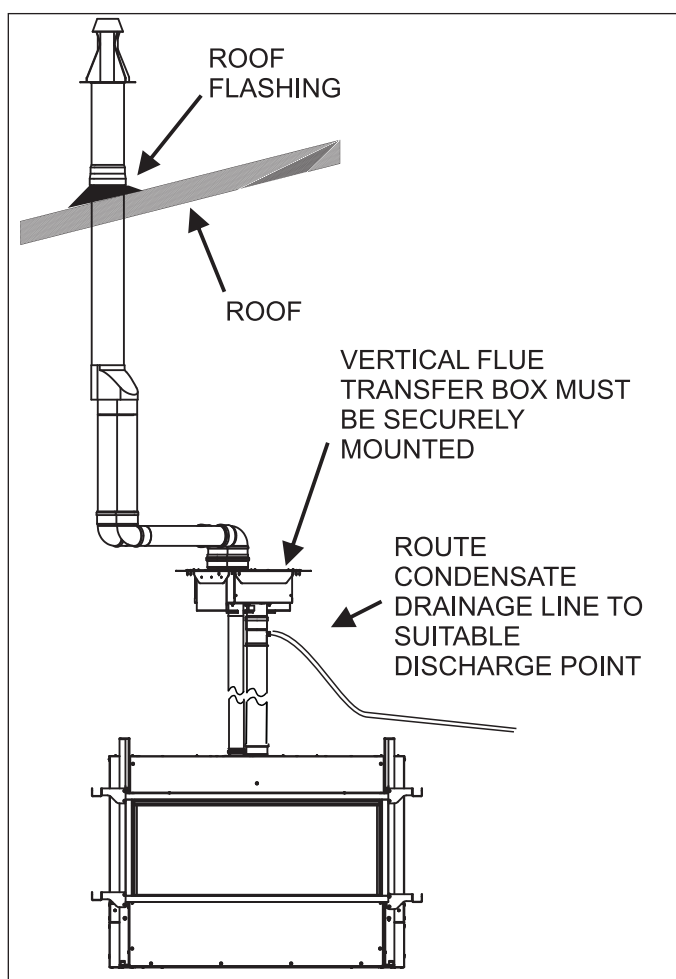
The vertical flue length must be no longer than 15m from the heater.

Use soapy water or petroleum jelly around all seals.

#### Vertical Flue Transfer Box

The Vertical Flue Transfer Box **MUST** be accessible for service. This Vertical Flue Transfer Box can be mounted within the roof space or in a location where it can be easily accessed. The Vertical Flue Transfer Box must be fixed in place and **MUST NOT** be supported by the flue pipes. The Vertical Condensate Drain Trap must be installed below the vertical flue transfer box. If the total length of flue exceeds 3 meters a condensate drainage line will need to be fitted to the condensate trap and taken to a suitable discharge point as shown in FIG 21 and 22.

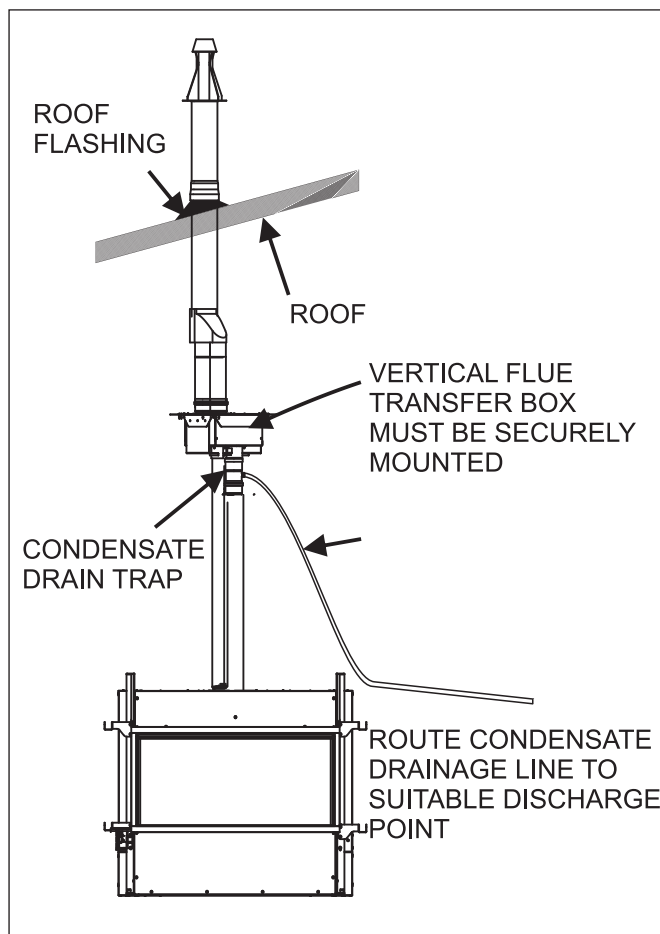
For Vertical Flue installations where a section of flue is in the horizontal position, these flue pipes must be on a downwards fall to the Condensate Drain as shown in FIG 21. The flue **MUST** be installed with a downwards fall at a rate no less than 20mm per 1000mm to the condensate drain.



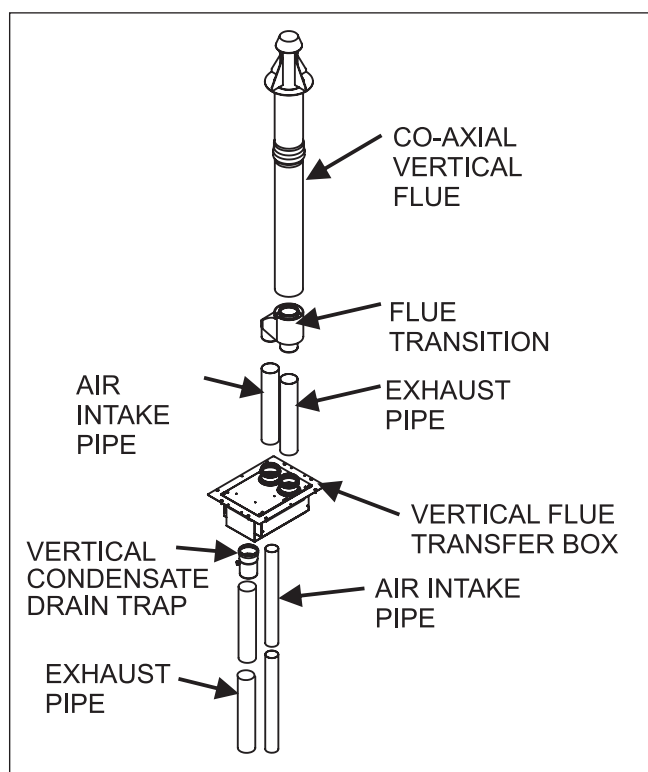
**FIG 21** Vertical Flue System, with horizontal flue lengths and condensate drainage line fitted.

#### Roof Flashing

Roof flashing for the flue exiting the building will require flashing to be installed around the flue terminal. This Roof Flashing is **NOT** supplied with the Vertical Flue.



**FIG 22** Vertical Flue condensate drainage line fitted.



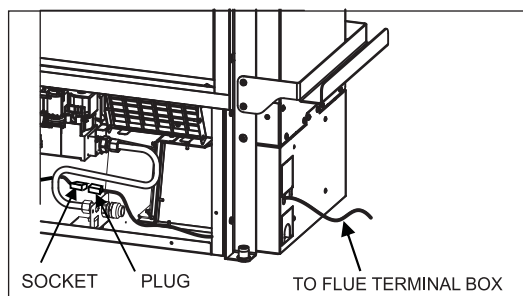
**FIG 23** Components used for Vertical Fluing

# INSTALLATION INSTRUCTIONS

## Flue Power Electrical Connection

The combustion fan is located within the Flue Terminal and is powered from the heater. The cable supplied must be routed from the Flue Terminal and plugged in to the heater prior to fitment of wall lining. **This cable must be routed at least 150mm away from the flue pipe.** To connect, insert the plug into the socket as shown in **FIG 24**.

**Excess cable must be neatly stored away from heater. (DO NOT rest cable on top of heater)**



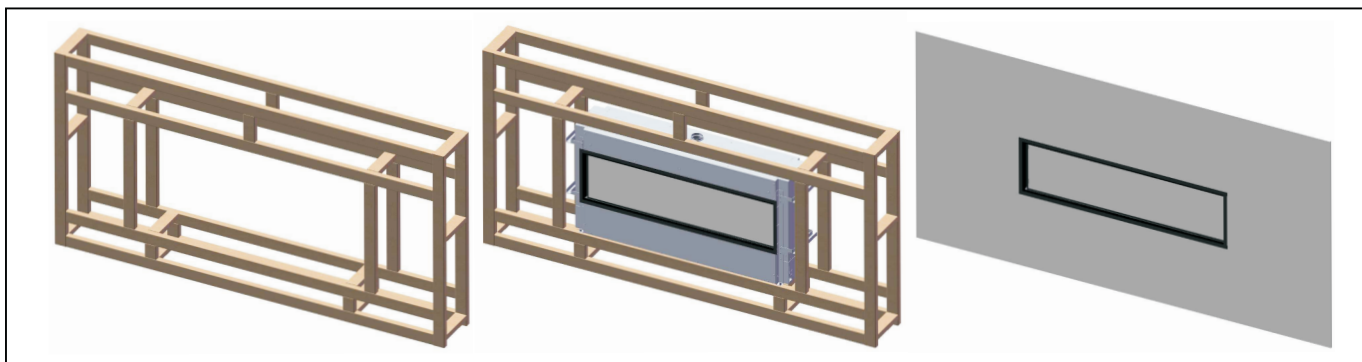
**FIG 24** Power plug and socket for the combustion fan in the Flue Terminal Box.

## Cavity Requirements

The cavity must be prepared to accept the heater first. After the cavity has been made, the heater is installed, the flue is connected, the wall is put on and lastly the fascia is inserted onto the heater. The heater is supported in each corner of the unit; the corners of the cavity that support the unit must be flat and level.

The supporting structure must be capable of holding the weight of the unit, which is 165 kgs and 135 kgs for the Latitude 1500 and 1000 respectively. Directly above the heater cavity, there must be no mantle or protruding ledge within the distance specified in **FIG 9**.

Using the dimensions on **page 19**, the wall structure will fit around the heater and the fascia will cover the clearance between the heater and the wall finishing. Wall finishing materials must not encroach upon the cut-out specified.



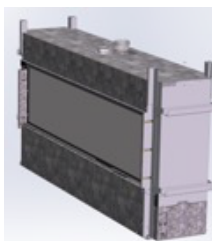
**FIG 25** Installation sequence, from left to right: construct cavity, connect flue outlet / combustion air inlet / electrical connections and gas, then fit plaster/fascia

## Removal of Outer Glass Assembly

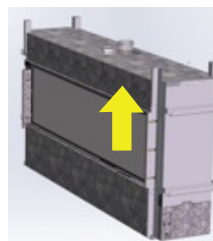
For shipment the outer glass is retained by two screws and washers. These are located at the sides of the glass assembly near the top of the opening. These are removed during installation and do not need to be reinstalled.

### 1. Removing the outer fascia

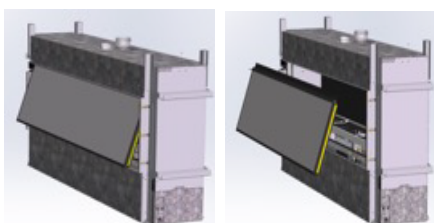
Remove two retaining screws



### 2. Lifting the glass assembly upwards



### 3. Swinging to lower edge outwards



## INSTALLATION INSTRUCTIONS

### Glass Seal

The join between the inner glass and the firebox is sealed by the use of a graphite packing gland seal, which is attached to the firebox by double sided tape. The glass clamps hold the glass tightly against this to provide an effective seal. When the glass is fitted the seal is held in place.

If in service this gland seal is dislodged, it is recommended to reattach the seal by means of 12mm clear double sided tape.

#### Step 1

Apply 12mm clear double sided tape to firebox opening on all four sides.  
*refer to image 1 below:*



#### Step 2

Apply graphite seal to 12mm clear double sided tape and apply pressure to ensure good contact is made.  
*refer to image 2 below:*



*Completed application of 12mm clear double sided tape & graphite seal.*

#### Step 3

Refit glass – refer to instructions on page 18 and 21



## INSTALLATION INSTRUCTIONS

### Making The Cavity

The framework to mount the heater is the first part of making the cavity; the heater is then mounted, connected and lastly the wall lining is fitted.

The required cavity dimensions for the Latitude 1500, are shown in figures **FIG 26** and **FIG 27**.

The required cavity dimensions for the Latitude 1000, is shown in figures **FIG 26** and **FIG 28**.

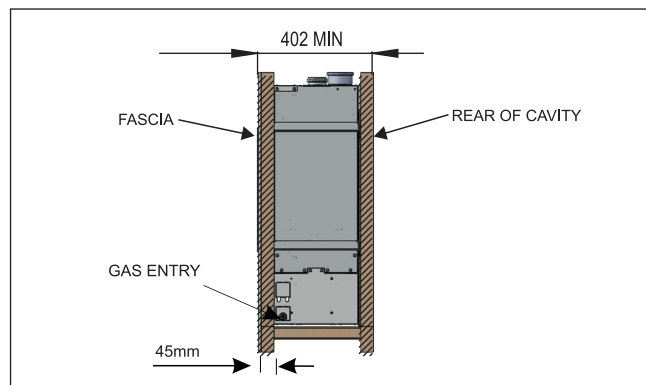
**To ensure that the electrical and gas inlet opening on the heater is not obstructed the timber used for the stud at the front of the heater should be no thicker than 45mm. Refer FIG 26 .**

For **FIG 26** the dimension shown measures from the outside of the wall to the rear of the cavity, therefore the thickness of the wall lining (eg. plaster/tile/etc) must be know before the frame can be constructed.

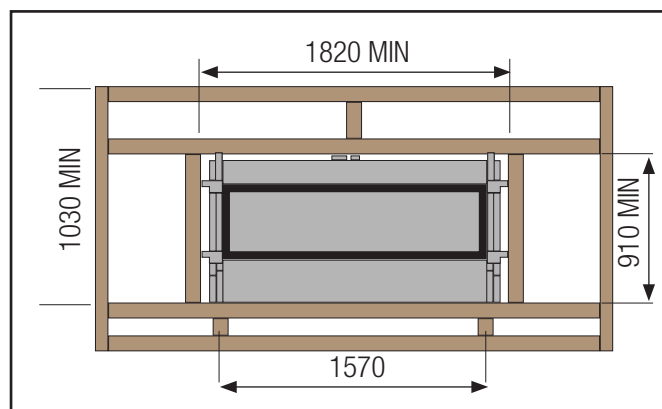
**The maximum recommended thickness for the wall lining is 18mm.**

The frame must be able to hold the weight of the heater; 165kgs and 135kgs for the Latitude 1500 and 1000 respectively. Once the frame has been erected, the heater can be placed and mounted.

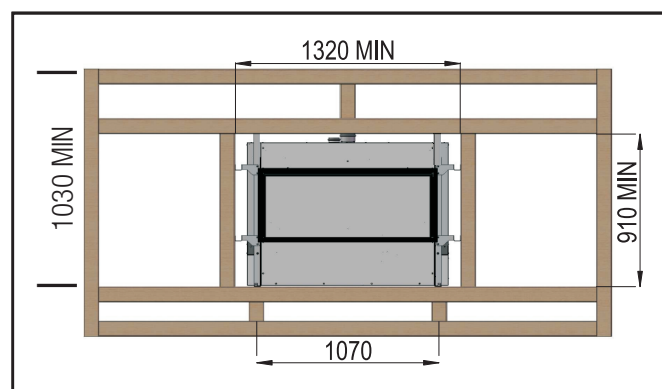
Once heater is aligned in cavity frame it should be secured with fixing screws at the top via the front extension supports and at the bottom through the transit feet.



**FIG 26** Framing dimensions for standard model. Dimension shown is from front of wall lining to rear of cavity.



**FIG 27** Framing dimensions for the Latitude 1500

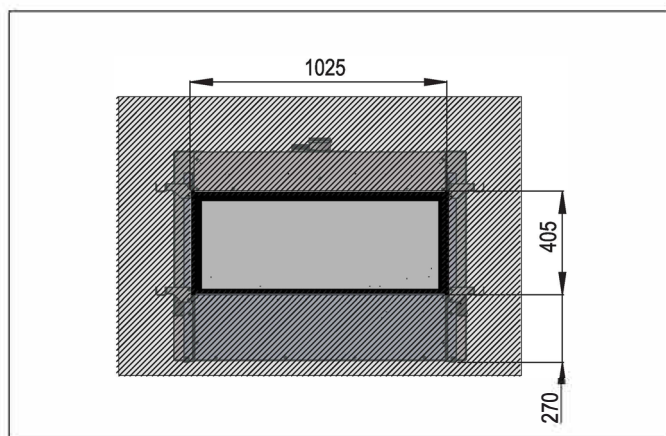


**FIG 28** Framing dimensions for the Latitude 1000

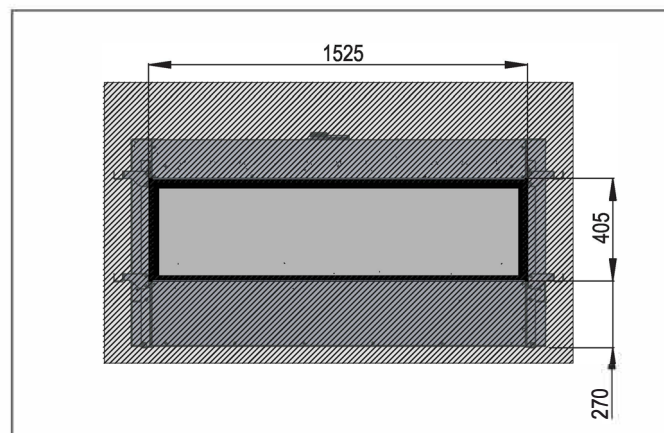
## WALL LINING

The unit must be installed and connected prior to installing the finishing wall lining (eg. plaster, tiles, etc).

It is recommended that the heater is turned on and tested to verify that both the unit and Flue Terminal Box function correctly before installing the finishing wall lining.



**FIG 29** Required wall lining cut-out for Latitude 1000 (dimensions inclusive of required clearance).



**FIG 30** Required wall lining cut-out for Latitude 1500 (dimensions inclusive of required clearance).

The cut-out dimensions for the wall lining are shown in **FIG 29** and **FIG 30** for the Latitude 1000 and 1500 respectively. Ensure that any finishing material on the wall lining does not encroach on the cut-out area. Dimensions shown are inclusive of clearance for the heater; the fascia is designed to cover the gaps between the wall and heater when installed.

## FASCIA AND GLASS REMOVAL / INSTALLATION

After the finished wall surface has been installed the fascia can be inserted into the heater.

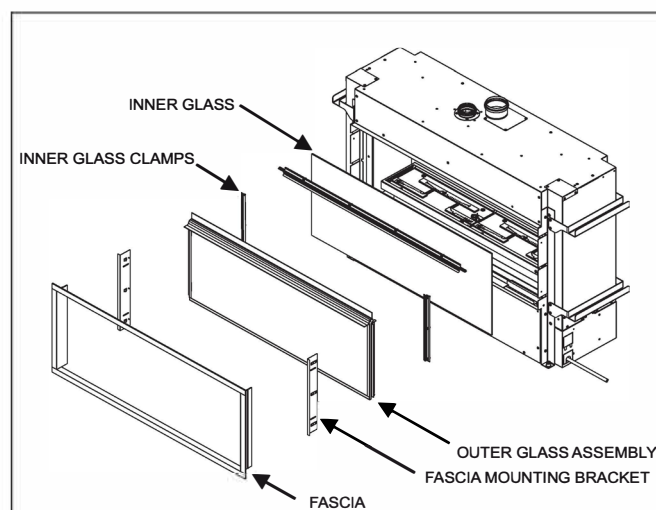
The fascia is inserted into the heater as per **FIG 31**.

### Installing Fascia and Outer Glass Assembly

1. Insert Fascia Mounting Bracket into the inside of the heater. The brackets must be installed with the clips facing inside in order to clamp the Fascia.
2. Ensure the front face of the Fascia Mounting Bracket is flush with the wall. The Fascia Mounting Bracket must sit on the outside of the wall lining.
3. To install the Outer Glass Assembly, tilt forward at approximately 10° and slide the top part of assembly up and into position. Once the top is located, lower the assembly vertically until the bottom locates into position.
4. Ensuring the Fascia is held square to the heater, push directly into the heater until Fascia Mounting Brackets clamp and hold Fascia.

### Removal of Inner and Outer Glass

1. Remove Fascia by pulling away from heater
2. Lift Outer Glass Assembly up vertically, then pull bottom out to remove.



**FIG 31** Removing fascia and glass

3. Remove fasteners on top Inner Glass Clamp.
4. Restraining the Inner Glass from falling out, remove the 3 fasteners on each side Inner Glass Clamp.
5. With the aid of suction cups, remove inner glass.
6. Complete steps in reverse order to reinstate. Ensure sealing tape is used if Inner Glass is replaced.

## ELECTRICAL AND GAS CONNECTION

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

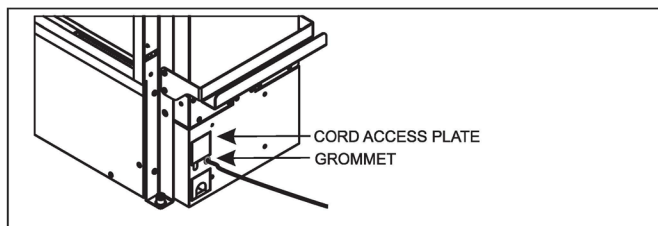
The heater is supplied with a flexible power cord with a plug fitted. The heater must be either plugged into a power outlet or hard wired to a switch within the same room as the heater.

Run the power cord through the cord access located on the side panel of the unit by pushing the access plate in 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 to **FIG 32**.

**A suitable double pole isolation switch MUST be installed externally for servicing or emergency shutdown of the heater.** All fixed wiring MUST be installed by a suitably qualified person and comply to the appropriate electrical wiring rules.

**All electrical connections must be completed prior to wall lining being installed.**

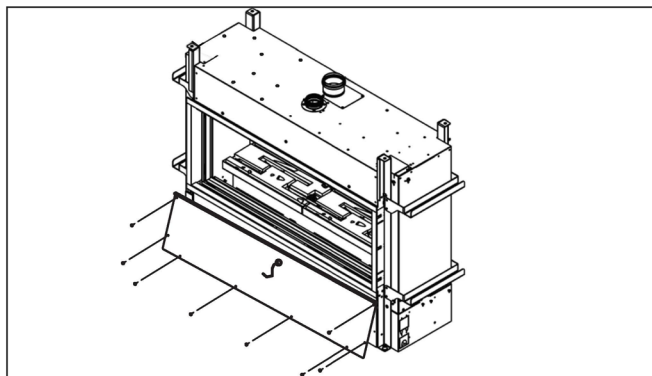
It is critical that the appliance is earthed and that the active and neutral are not reversed. Issues arising from incorrect electrical wiring at premises will not be covered under warranty (including use of extension cords). We recommend that the heater is connected directly to a switch socket by its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



**FIG 32** Grommet for electrical cable

### Gas Connection

**A suitable isolation point for the gas supply MUST be installed on the inlet connection of the heater for apartments and commercial buildings.**



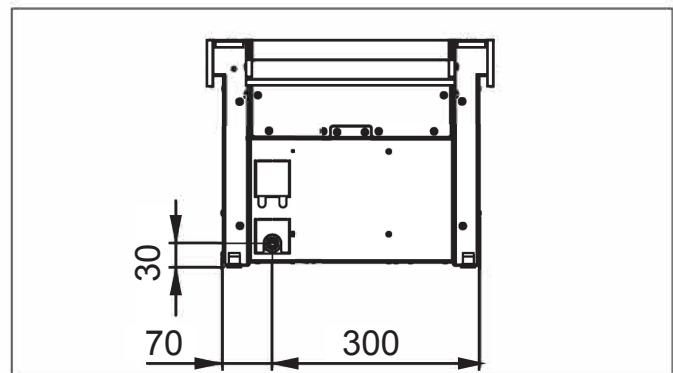
**FIG 33** Remove front panel to access gas valve.

All gas plumbing MUST be installed by a suitably qualified person and comply with relevant Australian Standards.

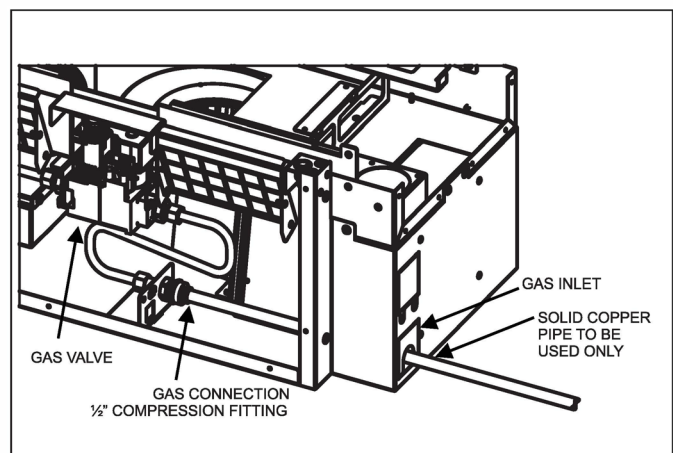
1. Remove the front cover plate off the front bottom of the heater (**FIG 33**). Note: the front cover plate cannot be removed after the wall finishing has been installed.
2. Push the gas inlet access plate on the right side of the heater in and insert gas supply pipe. Heater MUST NOT be connected using flexible hose.
3. Connect gas supply pipe to the 1/2" compression fitting (**FIG 35**) and tighten.
4. Test all connections for gas soundness.
5. Push the gas inlet access plate back to original position and seal with appropriate easily removable material.

**All gas connections must be completed prior to wall lining being installed.**

It is recommended that the heater is turned on and tested to verify that both the unit and Flue Terminal Box function correctly before installing the finishing wall lining.



**FIG 34** Dimensions of gas inlet



**FIG 35** Remove front panel to access gas valve.

## SETTING THE GAS PRESSURE

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.

Removal of gas valve cover is done by removing screw on right side of valve. The outer glass should be removed prior to this.

1. Locate gas valve as shown in Installation Instructions on Fig 35, pg 22. The Gas Valve cover is removed from the heater by undoing a screw on the right side of the cover. **See fig.** Remove plastic cap from the Pressure Adjustment (see FIG 36), using a screw driver to pry off.
2. The pressure test point is closed with a captive screw. Turn screw 6 revolutions anticlockwise to open the pressure test point as indicated in FIG 37 and place manometer tube over the test point as per FIG 38.
3. Put the remote on Manual Mode (see section **Operation** on page 6), and set the heater to Level 3. Put screwdriver in position shown in FIG 39 and use a spanner to adjust the outer nut below in order to give a high pressure reading (refer to specification table on page 9 & 11). **(Turn clockwise to increase pressure and anticlockwise to decrease pressure).**
4. Still in Manual Mode, set the heater to Level 1. Retain spanner in position and using a screwdriver adjust the central screw control to give a low pressure reading (refer to specification table on page 9 & 11). **(Turn clockwise to increase pressure and anticlockwise to decrease pressure).** Refer to FIG 40.
5. Remove spanner and screwdriver. Switch from Level 3 to Level 1 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 cover, making sure not to damage the power cord or switch cable.
9. Operate the heater from Level 1 through to Level 3 setting. The flame should be stable, not lifting from the burner and the logs should glow after approximately 15 minutes of operation on Level 3 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 tape.
- 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 page 26, or contact IXL Home.

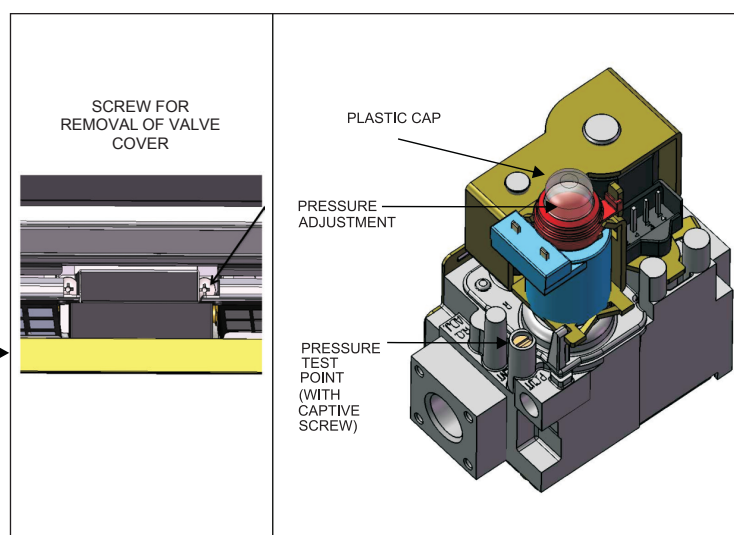


FIG 36

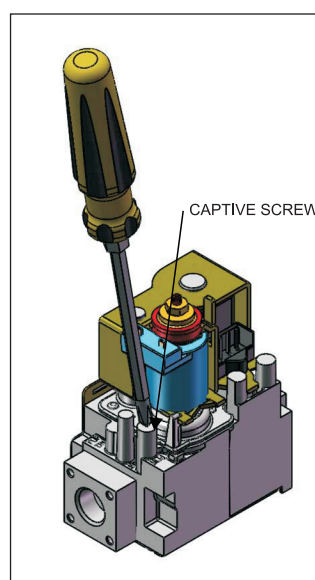


FIG 37

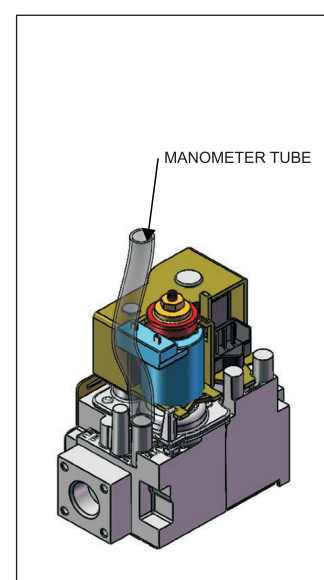


FIG 38

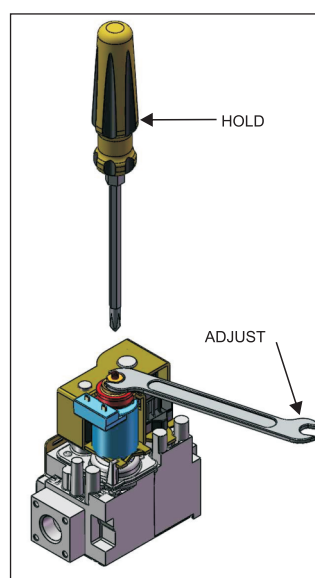


FIG 39

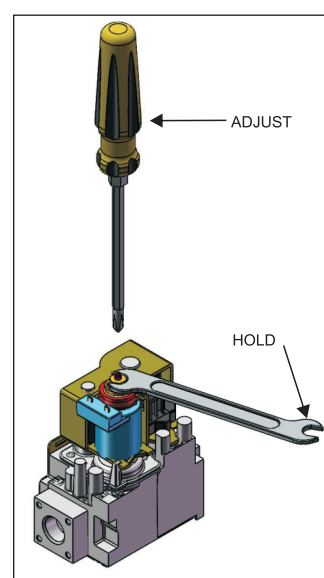


FIG 40



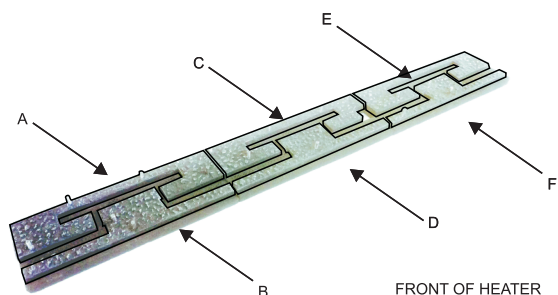
# LOG INSTALLATION

## Placement of Flame Spreader:

Prior to fitting the Firewood beds onto the burners, the Flame Spreaders must be placed in position. The Flame spreaders are located at the front of the burners and assist the flame to spread from one burner to the next. The firewood beds sit on the flame spreaders locating them in place.



Scan to view the video for  
Latitude 1000 & 1500  
traditional log installation

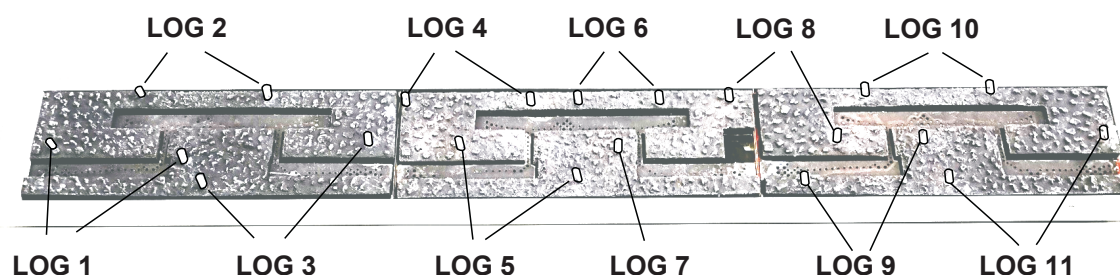


**FIG 41** Placement of Firewood Beds on top of the Burners.

## 1500 Model

1. Layout Firewood Beds as per **FIG 41**  
(each bed is marked with a letter on the rear).

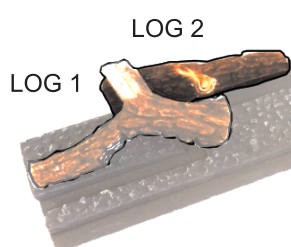
**FIG 42**



## PIN USAGE FOR LOGS

2. From the front of the heater, place Firewood pieces 1 and 2 (each piece of wood is marked with a number on the rear) on the far most left of the Burner Beds, using the pins in the Firewood Bed to locate them

(**FIG 43**)



**FIG 43**



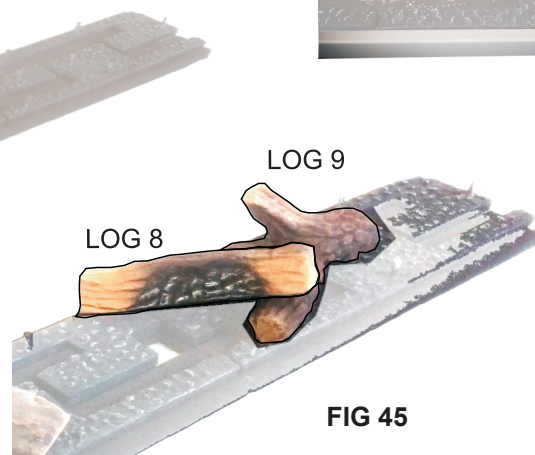
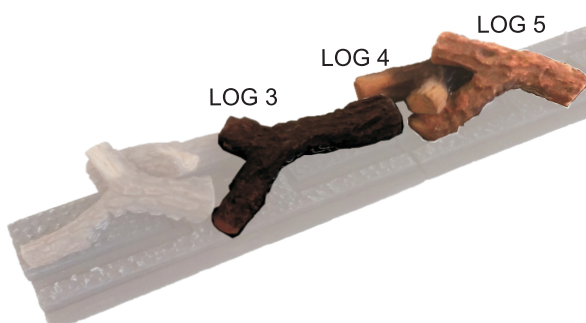
LOG 1



LOG 4

LOG 5

3. Lay Firewood pieces 3,4 and 5 in position shown in **FIG 44**.



**FIG 45**

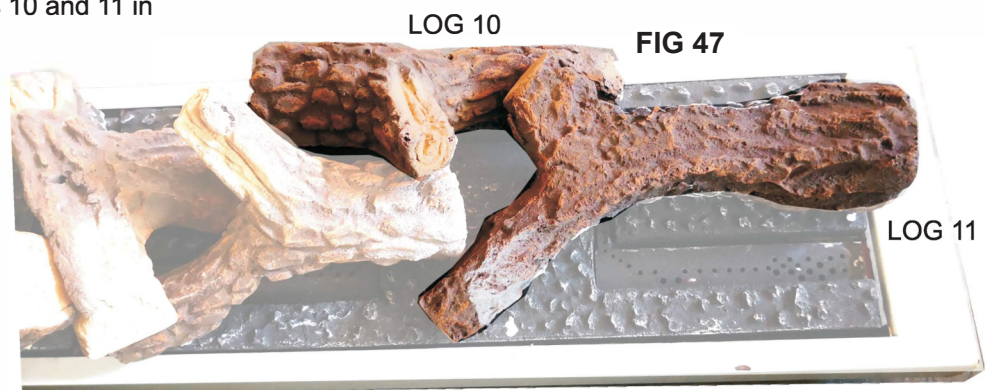
4. Lay Firewood pieces 8 and 9 in position shown in **FIG 45**.

## LOG INSTALLATION

**FIG 46** Add logs 6 and 7 Note log 7 rests on log 8

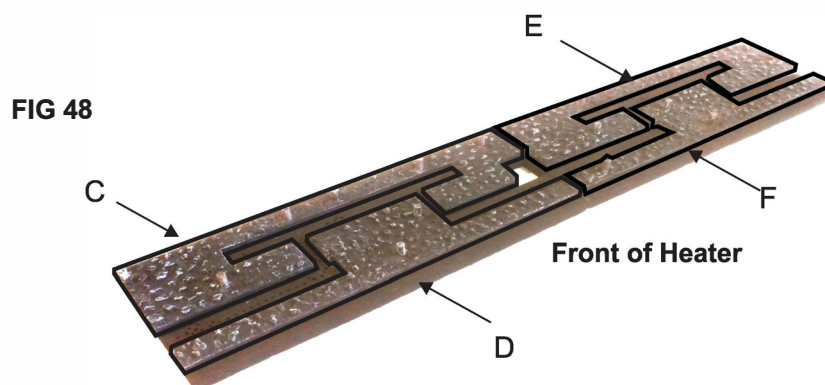


6. Lastly, lay Firewood pieces 10 and 11 in position showed in **FIG 47**.



### 1000 Model

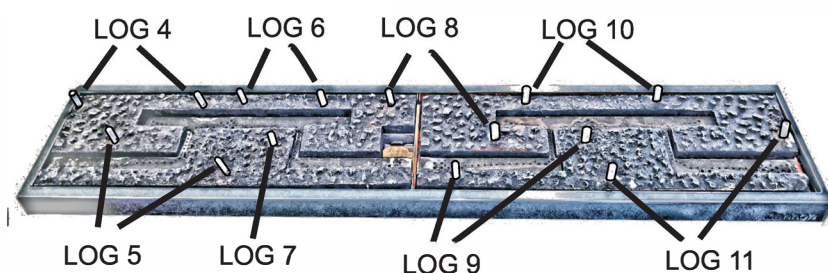
NOTE: The logs used in the 1000 model are numbered 4 to 11 these are the same logs as in the 1500 model and are positioned in the same manner. Refer to the directions for the 1500 unit to install the logs. **Note:** Logs 1 to 3 are not supplied as they are not applicable for use with 1000 Model.



1. Layout Firewood Beds as per **FIG 48** (each bed is marked with a letter on the rear).

PIN USAGE FOR LOGS

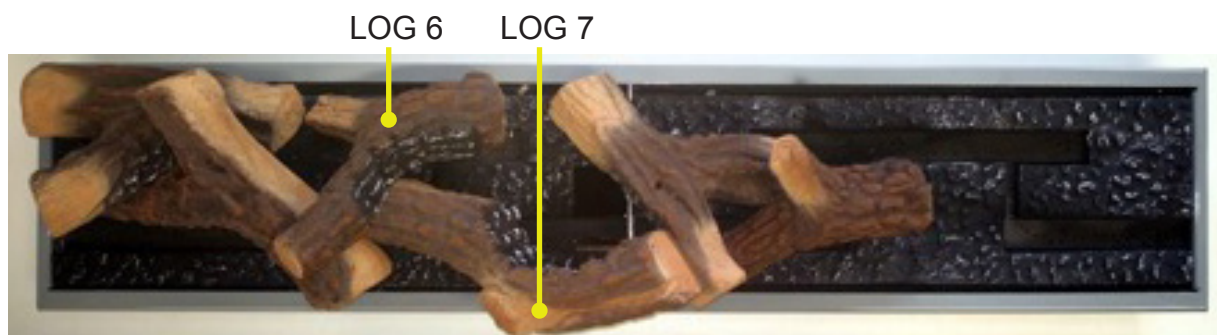
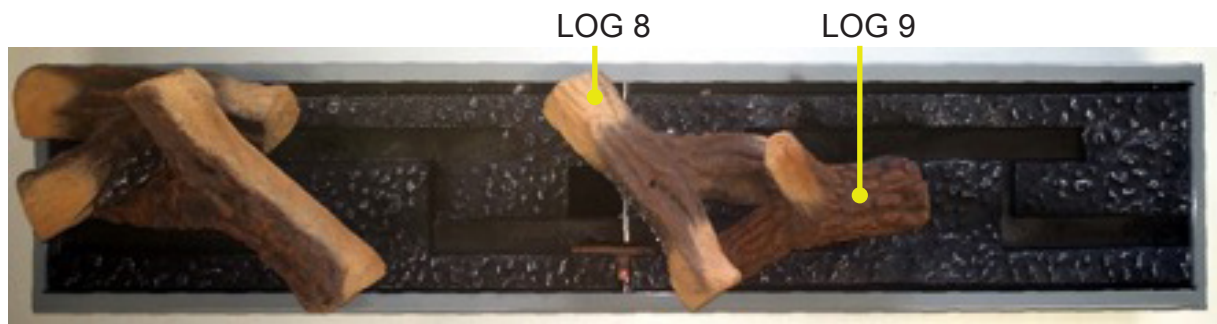
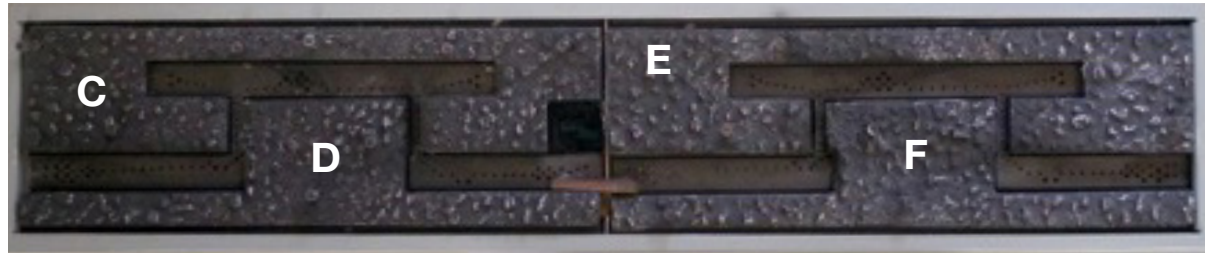
Fig 49





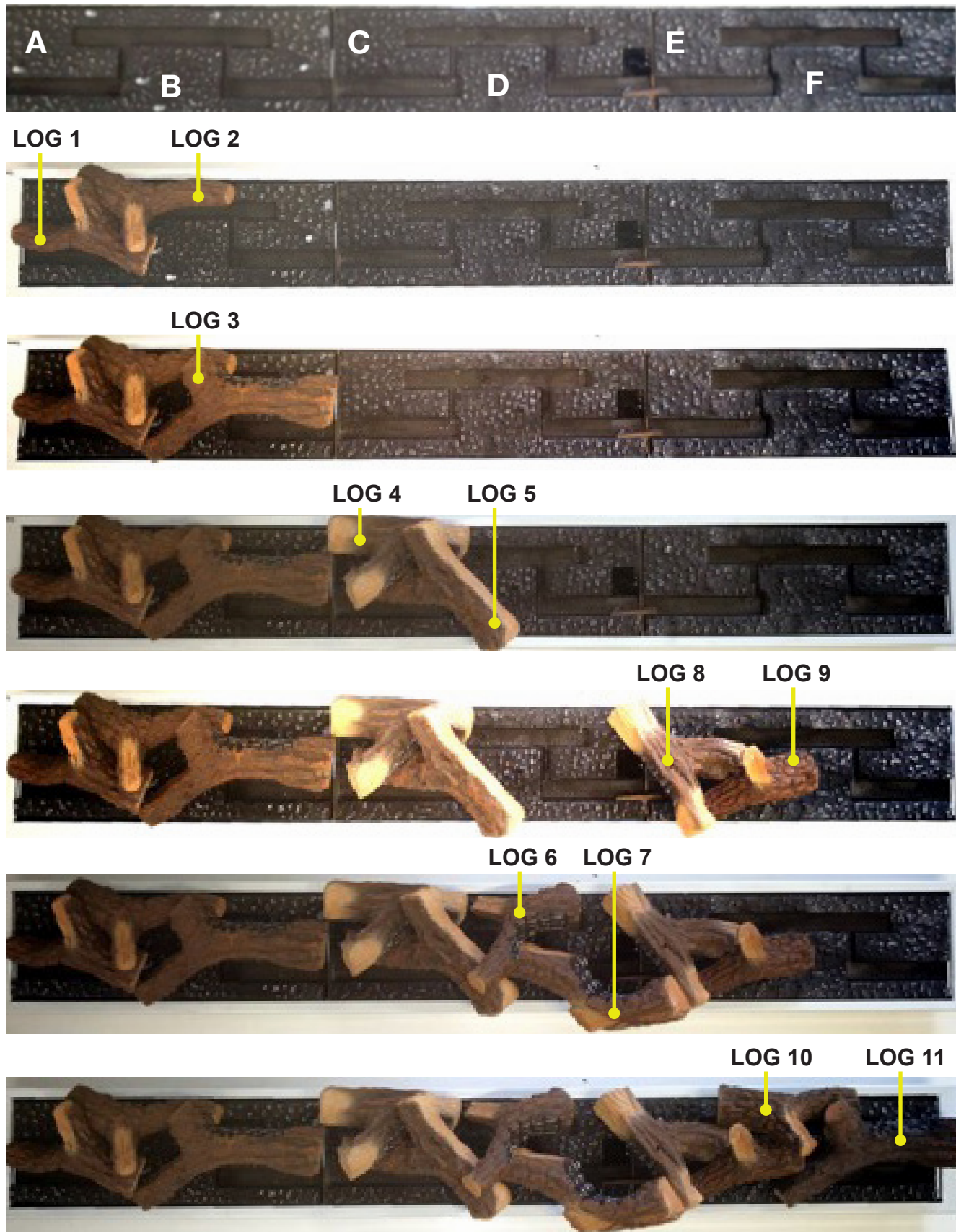
## LOG INSTALLATION

### Traditional Log Placement - 1000 Model



## LOG INSTALLATION

### Traditional Log Placement - 1500 Model





## LOG INSTALLATION

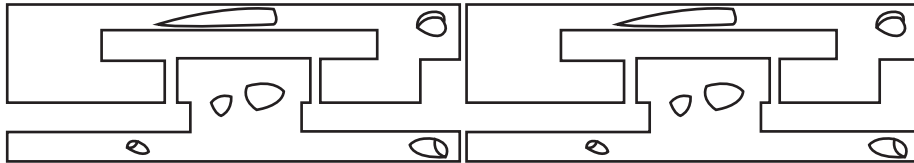
### Stylised Log Placement

1. Place the Firewood Beds for the stylised logs onto the burners within the firebox. Note the inserts have indents which locate the logs. It is important that these are in the correct location.

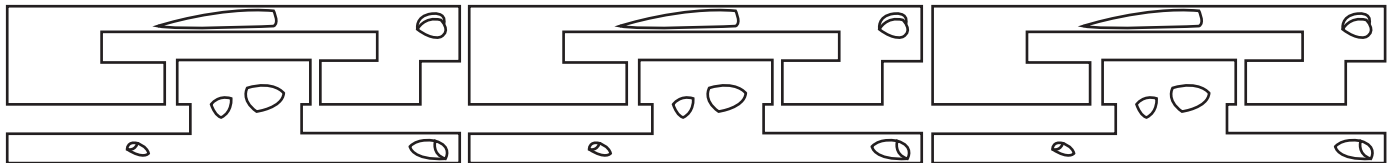


Scan to view the video for  
Latitude 1000 & 1500  
stylised log installation

#### 1000 Model



#### 1500 Model



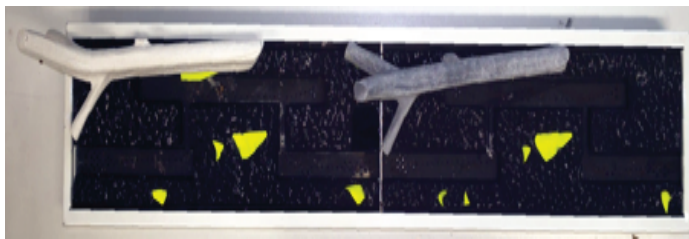
### Log Placement:

#### 1000 Stylised Logs

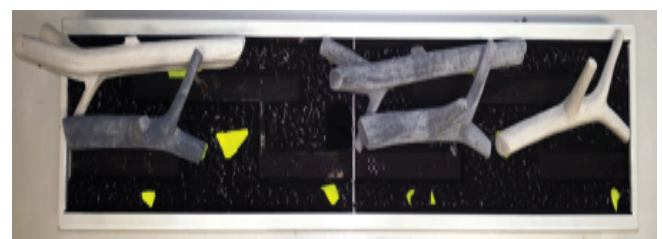


Yellow patches indicate indents for log placement.

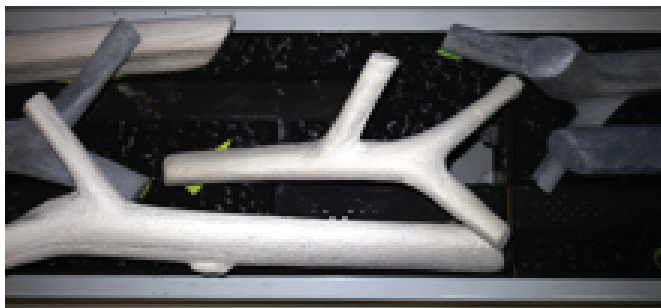
1. The rear logs are placed first. These are the larger logs with the “branches” to the left end of the burner.



2. Next to be placed is a row of the smaller logs with the branches to the right of the burner.



3. Another row of larger logs are positioned at the front and the central small log over the pilot.



The small log over the pilot assembly is now placed with a branch resting on the front log.

## LOG INSTALLATION



A final smaller log is placed in the front.



### 1500 Stylised Logs

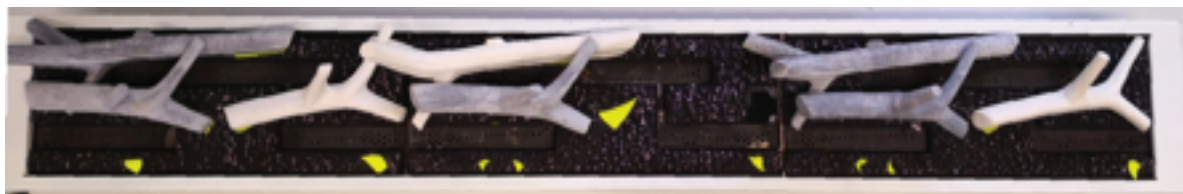


Yellow patches indicate indents for log placement.

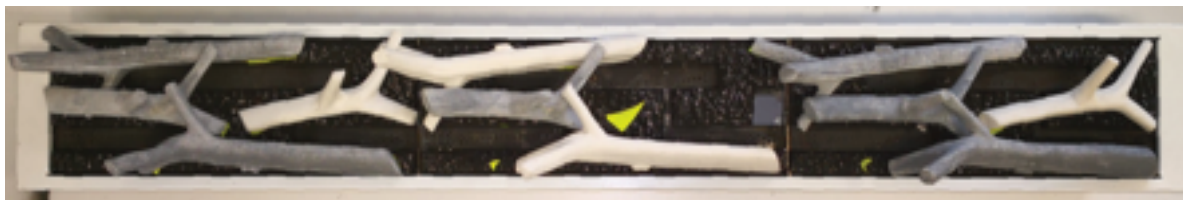
1. Rear Logs fitted with branches to the left.



2. Middle row of smaller logs with branches to the right of the heater. Note the middle log is not placed at this stage.



3. The front row of large logs is place with the branches to the left of the burner.



4. The two small logs are now placed between the front three logs.



# INSTALLATION CHECKLIST

## Checklist

The following is a final check of the installation procedure after completion. It is recommended that the **Installation Instructions** starting on **page 13** are read and completed before moving on to this check list.

- ☐ Cavity sized and levelled to accept heater
- ☐ Electrical isolation for unit installed within same room as heater, as per AS3000
- ☐ Gas isolation point installed on gas inlet to heater (if commercial or apartment building) as per AS5601
- ☐ Gas joints have been checked for soundness
- ☐ Minimum clearance to objects and combustibles around heater have been met (see **Safety Warnings on page 5**).
- ☐ Flue Terminal Box installed and sealed with clearance requirements on **page 13** satisfied
- ☐ Flue Terminal Box installed in position that can be accessed for maintenance
- ☐ Flue pipes installed and connected with a minimum of 20mm per 1000mm fall towards Flue Terminal Box
- ☐ Flue pipes installed with no low points that could accumulate condensation
- ☐ Flue pipe condensate lines installed and terminated appropriately, if required
- ☐ Flue Terminal Box electrical cord connected to heater
- ☐ Heater appropriately fixed to cavity
- ☐ Logs placed on Firewood Bed as per **Log Installation** on page 24-27 for traditional logs, and page 28-29 for stylised logs
- ☐ Glass has been correctly fitted
- ☐ Appliance plugged into to mains power
- ☐ Gas pressure has been checked (refer to specification table on **page 9 or 11** for gas settings)
- ☐ Heater has been turned on and verified to be in correct working order
- ☐ Remote handpiece is operating and switches heater ON and OFF.
- ☐ Finishing wall surface installed
- ☐ Fascia installed onto heater
- ☐ Installation date, Compliance Certificate No and Installer details completed at end of Instruction Manual
- ☐ Suction cup along with Instruction Manual to be left with customer
- ☐ Operation of heater has been explained to customer

# SERVICE INSTRUCTIONS (DO NOT MODIFY THIS APPLIANCE)

## General

1. Service work MUST be carried out by authorised personnel only (except for filter removal and cleaning).
2. Unplug from wall socket or turn off power at isolation switch if heater is hard wired.

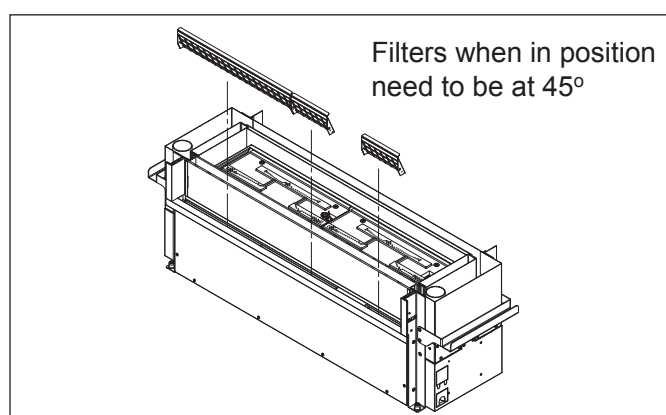
**NOTE: The switch on the heater is to bypass the remote control IT DOES NOT ISOLATE the power.**

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 Remove Air Filters

1. Reach between fascia and front glass to locate filters (see **FIG 50**).
2. Lift filters vertically and remove.

**Do not operate appliance without filters being fitted.**



**FIG 50** Filter removal. Note: the top half of the heater has been omitted from image for clarity.

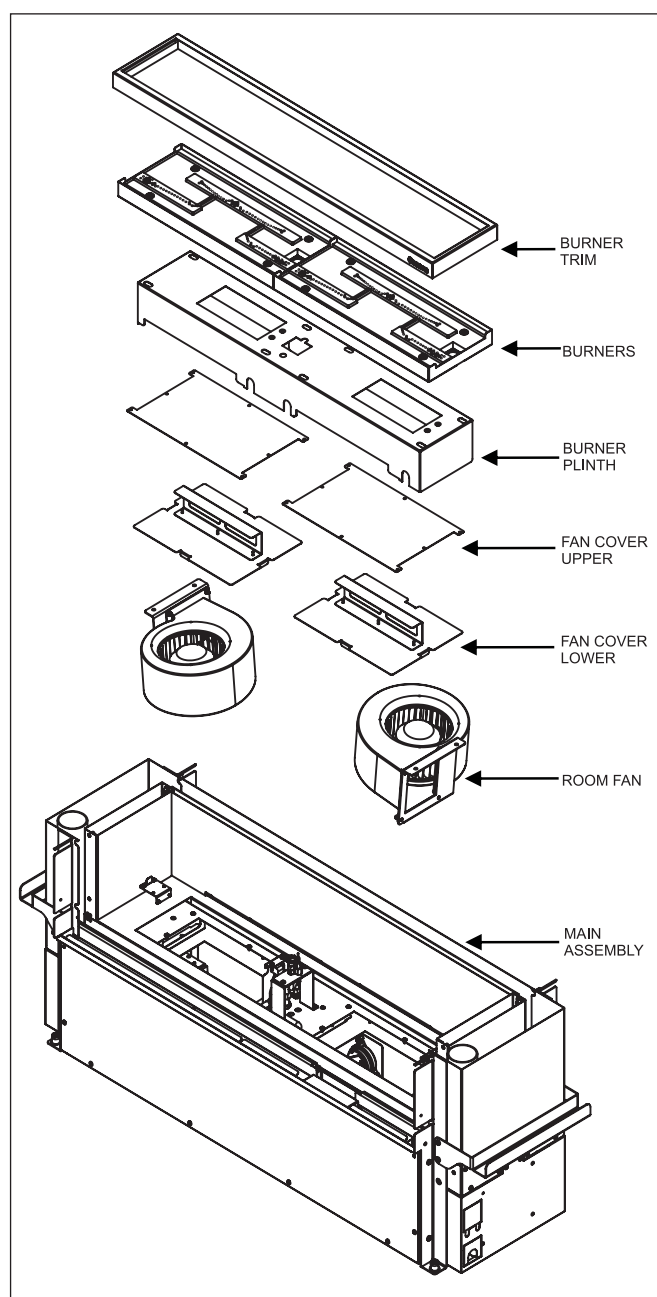
## To Replace Power Cord

Contact IXL Home service department.

## To Replace The Room Fan

1. Remove Fascia, Outer Glass and Inner Glass as per **Fascia Glass Removal / Install** on page 20.
2. Remove logs from Burners.
3. Remove the Burner Trim (see **FIG 51**).
4. Left each burner at the left hand side (when looking at heater from ON/OFF switch) and then slide burner to the left. The burner can then be lifted up and out of the heater. On 1500 models the right end burner slides to the right.
5. Repeat the above until all Burners are removed.
6. Remove fasteners on top of the Burner Plinth and lift the Burner Plinth up vertically to remove.
7. Remove all 8 fasteners on each Fan Cover Upper and remove.
8. Repeat the above until all Fan Cover Uppers are removed.
9. Lift up each Fan Cover Lower and lift through cut-out.

11. Disconnect each Room Fan from the wiring loom and lift vertically off locating dowels. Lift the fan out of the heater through the holes.
12. Remove Room Fan from mounting bracket.
13. Complete above sequence in reverse order to reassemble heater.



**FIG 51** Removal of room fan. Note: top half of heater have been omitted from image for clarity.

## Cleaning of Glass

Do not use harsh abrasive cleaners on the glass panels. A mild detergent and a soft cloth is recommended.

**DO NOT CLEAN THE GLASS WHEN IT IS HOT**

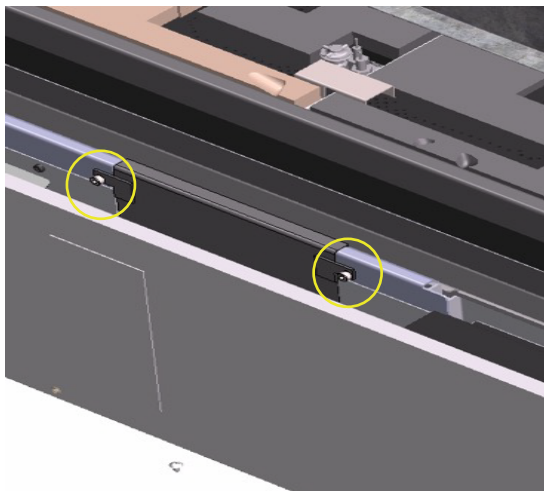


## SERVICE INSTRUCTIONS (DO NOT MODIFY THIS APPLIANCE)

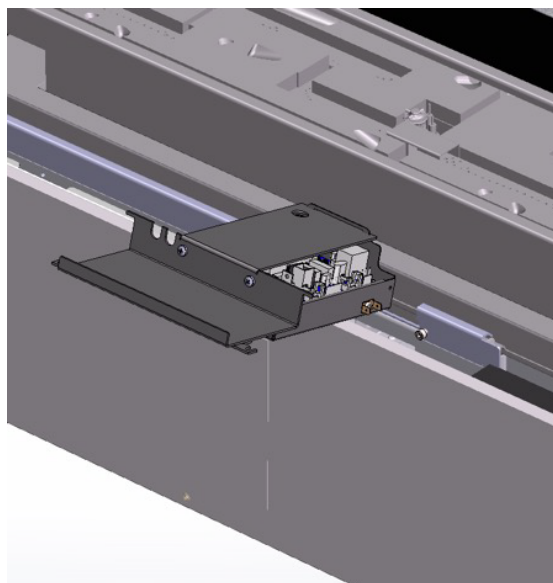
### To Replace the Control Box

The Control Box is accessed from the front of the heater.

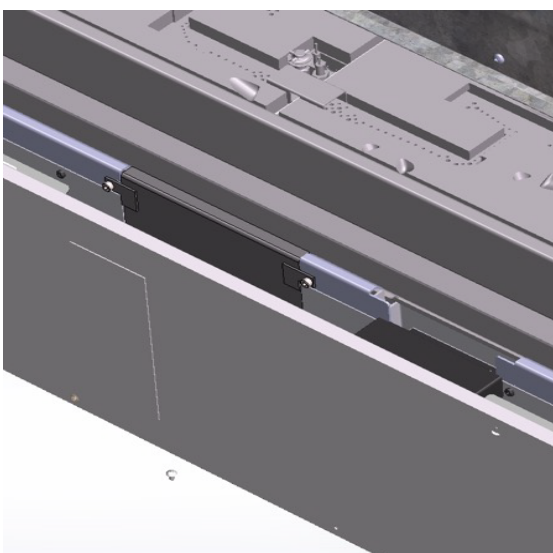
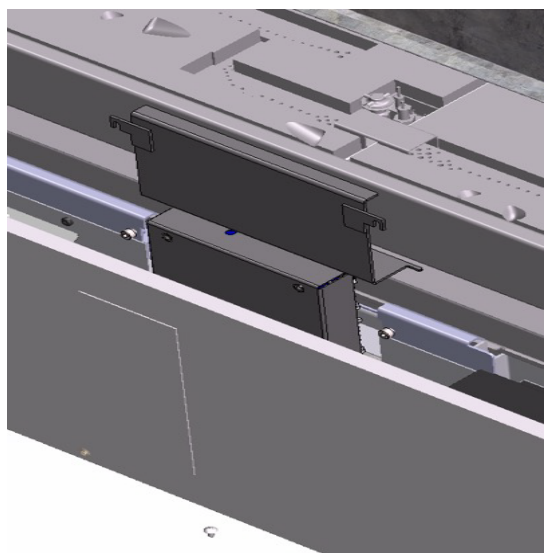
1. Remove the Filters and the outer fascia
2. Loosen two screws as shown.
3. Remove two screws as shown.



5. Rest the control box on the edge of the heater. The wiring to the control box is now accessible. The LED's indicating the Fault Codes are visible through the opening in the cover.



- 4 Lift Control Access upwards, when able move the two wires with grommets from the control assembly.



### IMPORTANT NOTICE

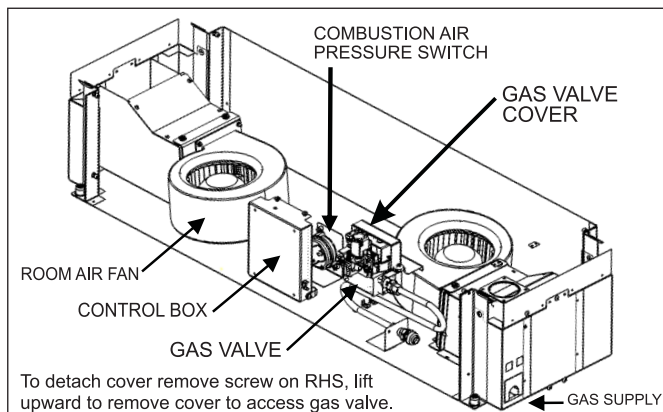
When handling the burner/inserts and logs it's important they remain undamaged.

The original form in which these are supplied is non-hazardous. Should the product be damaged (broken, cut or ground) any dust formed will consist predominantly of refractory Ceramic fibre (RCF) with smaller quantities of Amorphous Silica.

#### Disposal Instructions/Guider lines:

Used or damaged material should be placed in a sealed poly bag which should be then placed in another poly bag (double bagged) and disposed of following local regulations regarding hazardous waste.

## SERVICE INSTRUCTIONS (DO NOT MODIFY THIS APPLIANCE)



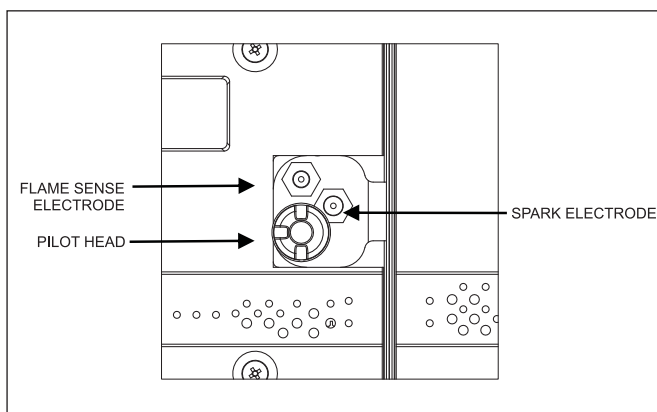
**FIG 52** Internal layout of bottom of unit

### To Replace The Combustion Fan Pressure Switch

1. Using the steps above, remove the control box from the heater.
2. Reach into the base of the heater through this opening to access the pressure switch. (Hook and loop tape is used to fix the pressure switch bracket to the floor of the heater).

### To Replace The Combustion Air Fan

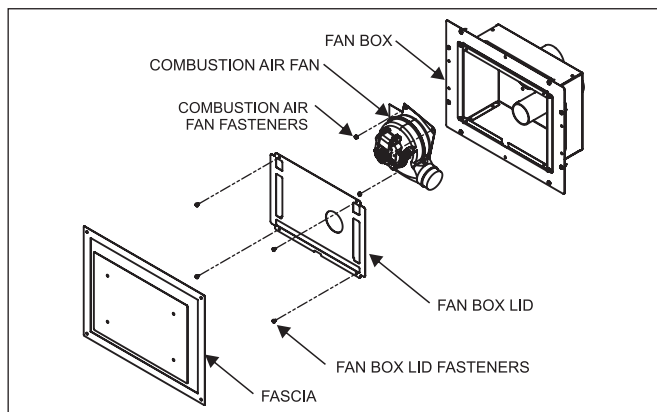
1. The Combustion Air Fan is located in the Flue Terminal Box. Locate the Flue Terminal Box and Lift the Fascia upwards to unhook from the Fan Box (**FIG 54**).(\*Horizontal flue terminal)
2. Remove the 4 Fan Box Lid Fasteners and remove the Fan Box Lid.
3. Remove the 3 Combustion Air Fan Fasteners (nuts) found inside the Fan Box around the Fan.
4. Disconnect electrical connections from Combustion Air Fan.
5. Complete above sequence in reverse to reinstall Combustion Air Fan.



**FIG 53** Ignition assembly

### To Replace Injectors

1. Remove burner plinth as detailed in "To replace the burner and Spark / Sense Electrodes."
2. Injectors can be removed from injector block.



**FIG 54** Replacing the Combustion Air Fan (Horizontal configuration)

### To Replace The Gas Valve

1. Remove the right Room Fan only using steps from "To Replace Room Fan".
2. Remove the gas valve cover. Remove two screws locating the gas valve. The gas valve can now be moved to be underneath the room fan access opening.
3. See **FIG 52** for Gas Valve location.
4. Loosen compression fittings on valve and remove gas connections.
5. Remove electrical connections.
6. Replace gas valve.
7. Complete above sequence in reverse to reinstall Gas Valve.
8. Check connections for gas soundness (gas sensing tube can be inserted next to gas valve after components have been reinstalled).

Note: Check the gas pressure on Level 1 and Level 3 settings. Refer **Setting the Gas Pressure** on page 22.

### To Replace The Burner and Spark/Sense Electrodes

1. Remove Fascia, Outer Glass and Inner Glass as per **Fascia Glass Removal / Install**.
2. Remove logs from Burners.
3. Remove the Burner Trim (see **FIG 51**).
4. The burners are removed by sliding to the side and then lifting the burner up from the plinth. On the 1000 models the burner slide across to the left. On the 1500 unit the left and middle burner are moved across to the left, and the right burner is moved to the right. **It is important to take note of the burner positions, as they need to be replaced in the same position.**
5. Remove fasteners on top of the Burner Plinth and lift it upwards to remove.
6. The Spark and Flame sense electrodes are mounted on the pilot assembly. They can be removed by undoing brass fitting which retain them in place. The flame sense electrode is attached to its lead which needs to be removed from the electronic control board and threaded through the base of the firebox. The grommet on this lead needs to be fitted to the replacement lead.
7. Complete above sequence in reverse to reinstall Spark Sense Electrodes.

### To Replace Pilot Assembly

1. Remove burner plinth as detailed in "To replace the burner and Spark / Sense Electrodes."
2. Disconnect gas line to pilot head.
3. Remove and replace Pilot assembly
4. Reassemble in reverse order ensuring the gas connection to the pilot head is sealed.

WIRING DIAGRAM (Common for both 1M and 1.5M)

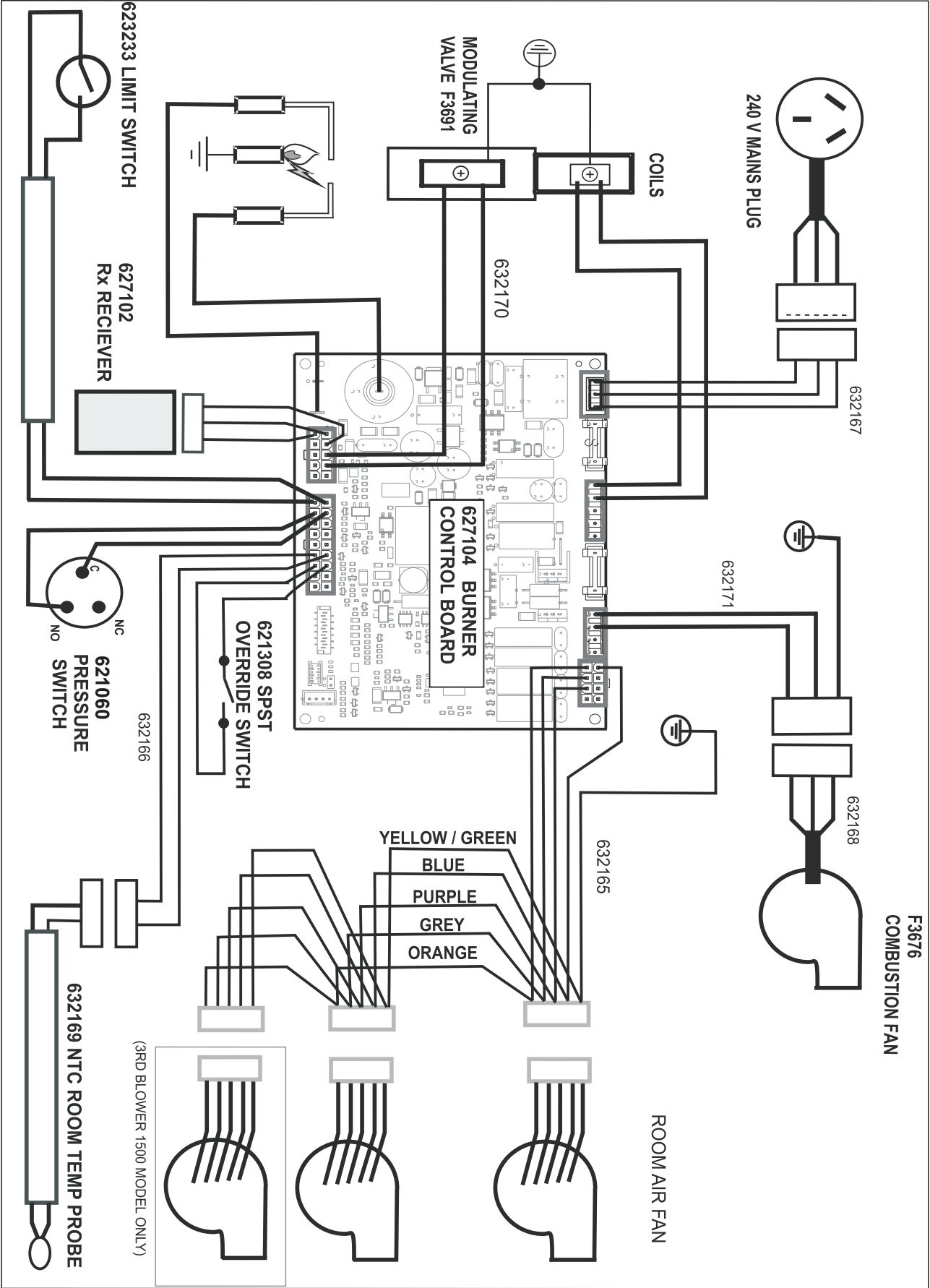


FIG 55 Wiring Diagram

## 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.

Notes:

- ✍ The room fans are controlled by a temperature probe above the fascia and do not turn on immediately. They may take several minutes to turn on depending on ambient temperature.
- ✍ Due to a purge sequence as part of the combustion air fan start-up, the fan will start up and run for at least 40 seconds before the burners begin to light and may run for longer if required. Therefore it is important to wait for at least 4 minutes before trying to turn the unit on again, after initial startup.

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

Diagnostic LED's are mounted on control board below burner chamber. To view control board remove outer fascia and flier.

### Fault Codes

Fault Description		LED Display		Action
		Red LED	Green LED	
Firebox Probe Too Hot	A0	ON	Blink once, 1 sec pause	Check room fan functionality
Ignition Lockout	A1	ON	Blink once, 1 sec pause	Check gas presence Check flame detection probe Check Ignition probe
High Water Level Fault	A2	ON	Blink 2 times, 1 sec pause	N/A
APT Fault	A3	ON	Blink 3 times, 1 sec pause	N/A
APS Fault	A4	ON	Blink 4 times, 1 sec pause	Check air pressure sensor Check fan functionality
Overheat Lockout	A5	ON	Blink 5 times, 1 sec pause	Check room fan functionality
Firebox Probe Failure	A6	ON	Blink 6 times, 1 sec pause	Check fire box probe and connection
Inadequate Combustion Airflow	A7	ON	Blink 7 times, 1 sec pause	Check for flue restriction
Room Probe Too Hot	A8	ON	Blink 8 times, 1 sec pause	Check thermostat functionality
Room Probe Failure	A9	ON	Blink 9 times, 1 sec pause	Check room probe probe and connection

### Other Possible Faults

No gas to burner	<ul style="list-style-type: none"> <li>✍ 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.</li> <li>✍ Check that the gas pressure is present at the test point when the spark is being generated.</li> <li>✍ Check that there is gas to the inlet of the gas control.</li> </ul>
Fuse blowing	<ul style="list-style-type: none"> <li>✍ If the fuse continues to blow check the solenoid coils for a signs of short circuit.</li> <li>✍ Check the fans and wiring for short circuit.</li> </ul>
Flame unstable	<ul style="list-style-type: none"> <li>✍ Check that the burner is located correctly.</li> <li>✍ Check that the inside glass is located correctly and is against sealing rope.</li> <li>✍ Check that the gas pressure is correctly adjusted.</li> <li>✍ Check that the flue is operating correctly.</li> </ul>
Ignition continues to spark after burner flame has been established	<ul style="list-style-type: none"> <li>✍ Check wiring of switch sockets to make sure active and neutral wires are not reversed.</li> </ul>

**The electronic controls are able to be removed from the body of the heater while still connected to the wiring, enabling the diagnostic LED's to be visible. It is possible to operate the heater with the control box external to the heater.**



## GENERAL OPERATION

- When the heater is switched on from a cold start the inner glass may condensate and fog up for a short period of time. This is normal and will clear up when the heater heats up.
- During heater operation it is not uncommon for the heater to experience metal expansion and contraction sounds during the initial heat up and/or cool down process. Due to the different metals used within the heater the type of noise and levels will vary. This should not be considered as a product fault or defect.
- Your heater is fitted with multiple room circulation fans. The fans will create different levels of noise. The most common sound you will hear will be air movement through the airflow channel which is normal. This noise level will vary depending on the fan speed operation.

## 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: \_\_\_\_\_

\_\_\_\_\_

Whilst every effort is made to provide current information at the time this manual was produced, continuing product improvements mean the enclosed specifications, images and literature may differ from what is currently available.



**Visit website below to register your warranty details online.**

<https://www.cannonappliances.com.au/warranty>



GMK 10473  
AS/NZS 5263.1.3:2016

Part Number:  
611080 F



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

Phone: 1300 727 421  
Fax: 1300 727 425  
Email: [service@ixl.com.au](mailto:service@ixl.com.au)