



# KALORA

# SORRENTO

## OWNERS MANUAL

### INSTALLATION CHECKLIST

The Installation technician must check the following items before leaving the premises.

Ensure the physical installation is complete including:

Flue installation	<input type="checkbox"/>
Media Installation	<input type="checkbox"/>
Gas type conversion (If required)	<input type="checkbox"/>
Ensure gas inlet and outlet pressure values are set according to the compliance plate Please contact the relevant authority if gas inlet pressure is insufficient	<input type="checkbox"/>
Ensure that a gas leakage (pressure) test is carried out before commissioning the heater	<input type="checkbox"/>
Any other test required by relevant authorities are carried out	<input type="checkbox"/>
Ensure that remote control is paired with the heater (Please refer to remote control instructions, page 20)	<input type="checkbox"/>
Commission the heater and ensure the operation is satisfactory	<input type="checkbox"/>

If you have any problems carrying out any of the tasks above or if the heater operation is not satisfactory, please contact Kalora.

<b>Model Name</b>	<u>SORRENTO</u>
<b>Model Number</b>	<u>KAGAS10</u>

Ka.Sor Version: 1.6 8/4/19

The copy of the manual provided with your Kalora appliance was current at the time of manufacture, on occasion there is need for revision therefore we recommend checking our website to ensure the version supplied is the most current

**Kalora Pty Ltd.**

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## INTRODUCTION

Congratulations on purchasing a genuine Kalora gas space heater. When cared for properly, these high quality, finely crafted gas space heaters will offer many years of reliable performance. This instruction manual has been developed to ensure optimum performance from your Kalora gas space heater. It's very important that you thoroughly read and understand all instructions before using your new heater.

## COUNCIL REQUIREMENTS

### Check Local Council Requirements E.g. permits

When installing, operating and maintaining your gas space heater, follow the guidelines presented in these instructions, and make them available to anyone using or servicing the gas space heater.

Your city, town, state or territory may require a building permit to install a gas space heater.

Always consult your local building inspector or local council to determine what regulations apply in your area.



### Please note:

Your gas space heater must be installed by a qualified person whose work conforms with local council regulations, Australian standards & manufacturers recommendations. Failure to do so will void your warranty and could possibly void any home insurance.



## **SAFETY PRECAUTIONS**

When properly maintained and operated your gas space heater should give you many years of service, however there are important safety aspects of these products that you need to be aware of when operating a gas space heater.

- 
1. **DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**
  2. **DO NOT USE OR STORE FLAMMABLE MATERIAL NEAR THE APPLIANCE.**
  3. **DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILST IT IS IN OPERATION.**
  4. **DO NOT MODIFY THIS APPLIANCE.**
  5. **NOT SUITABLE TO BE INSTALLED IN A MARINE ENVIRONMENT.**

### **INSTALLATION NOTICE**

- 
1. **INSTALLATION AND SERVICE MUST BE PERFORMED BY A QUALIFIED INSTALLER, SERVICE AGENCY OR THE GAS SUPPLIER.**
  2. **INSTALLATION OF THIS APPLIANCE IS ONLY TO BE CARRIED OUT IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS, LOCAL GAS FITTING REGULATIONS, AS5601-2004 INSTALLATION CODE FOR GAS BURNING APPLIANCES AND ANY OTHER RELEVANT STATUTORY REGULATIONS.**
  3. **THE APPLIANCE BASE MUST BE FULLY SUPPORTED ON A LEVEL SURFACE (E.G. SOLID FLAT FLOOR OR SUPPORTING BOARD THAT SUPPORTS THE WHOLE BASE OF THE UNIT).**

### **WARNING**

- 
1. **THE KALORA SORRENTO HAS A PRIMARY SAFETY GUARD FITTED IN FRONT OF THE GLASS DOOR. THIS SAFETY GUARD IS FITTED TO REDUCE THE RISK OF INJURY FROM BURNS AND AT NO TIME SHOULD THIS GUARD BE PERMANENTLY REMOVED.**
  2. **GLASS AND OTHER SURFACES ARE HOT DURING OPERATION AS WELL AS DURING THE COOLING DOWN PERIOD. PRECAUTION SHOULD BE TAKEN AND YOUNG CHILDREN MUST BE SUPERVISED AT ALL TIMES.**

### **NOTE**

- 
1. **A SLIGHT SMELL MAY BE APPARENT FOR THE FIRST FEW HOURS OF USE. THIS IS DUE TO THE HEAT RESISTANT PAINT CURING. IT IS RECOMMENDED TO OPEN WINDOWS IN THE ROOM FOR THE FIRST LIGHTING OF THE FIRE. IN SOME INSTANCES, A SLIGHT DISCOLOURATION MAY OCCUR INSIDE THE FIREBOX, THIS IS A NORMAL CONDITION AND IS NOT COVERED BY WARRANTY.**

### **IF YOU SMELL GAS**

- 
1. **DO NOT TRY TO LIGHT THE APPLIANCE.**
  2. **DO NOT TOUCH ANY ELECTRICAL SWITCHES NEAR THE APPLIANCE.**
  3. **DO NOT USE YOUR PHONE IN THE VICINITY OF THE APPLIANCE.**
  4. **IMMEDIATELY CALL YOUR GAS SUPPLIER (NOT IN THE VICINITY OF THE APPLIANCE) AND FOLLOW THEIR INSTRUCTIONS.**
  5. **IF YOU CANNOT REACH YOUR GAS SUPPLIER, CALL THE FIRE DEPARTMENT.**

# COMPLIANCE PLATE

**SERIAL NO:**

**KAGAS10 - YY -**

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MANUFACTURE DATE:

---

IAPMO APPROVAL NO: GMK10499

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**THIS PRODUCT IS TESTED IN ACCORDANCE WITH AS/NZS5263.1.3-2016 AND AS3100**

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	<b>NATURAL GAS</b>	<b>PROPANE GAS</b>
Outlet gas pressure	0.95 kPa	2.41 kPa
Nominal (maximum) gas consumption	25.5 MJ/h	23.0 MJ/h
Turn down gas pressure	0.40 kPa	0.68 kPa
Turn down gas consumption	17.0 MJ/h	12.7 MJ/h
Main burner injector	2.3mm	1.4mm
Primary aeration opening	15mm	Fully open
Electrical requirements	220-240V/50Hz	

**CERTIFICATE HOLDER:**

KALORA PTY LTD

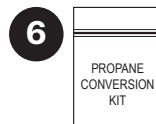
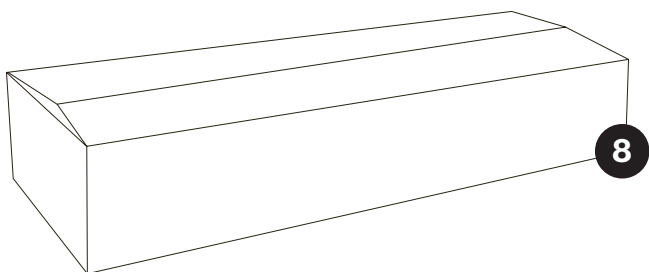
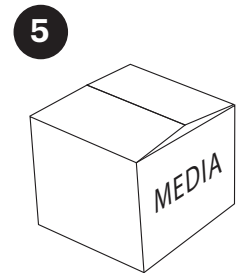
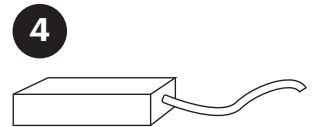
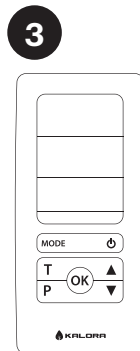
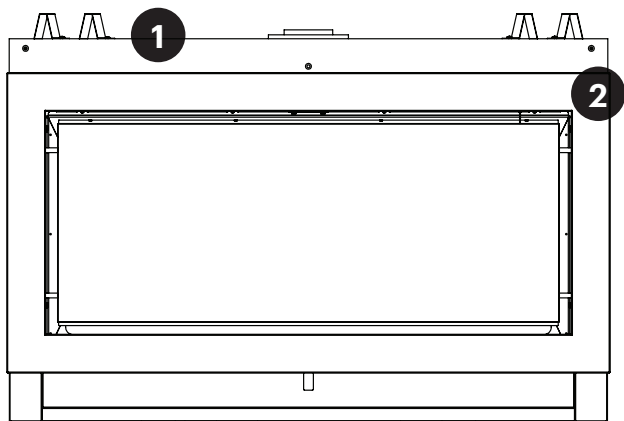
58 Access Way, Carrum Downs.

3201 VIC Australia

PH: 03 5792 2388

**MADE IN CHINA**

# YOUR HEATER AT A GLANCE



1. Gas space Heater

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2. Fascia (Beautiful Black)

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3. Remote Control (Must be paired, see remote control instructions)

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4. App Control Module (Optional accessory)

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5. Media (Driftwood Log Set and Pebbles with Glass)

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6. Propane Conversion Kit

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7. Owners Manual / Warranty Card

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8. External fixtures - plaster tabs, clearance tabs, fascia extension

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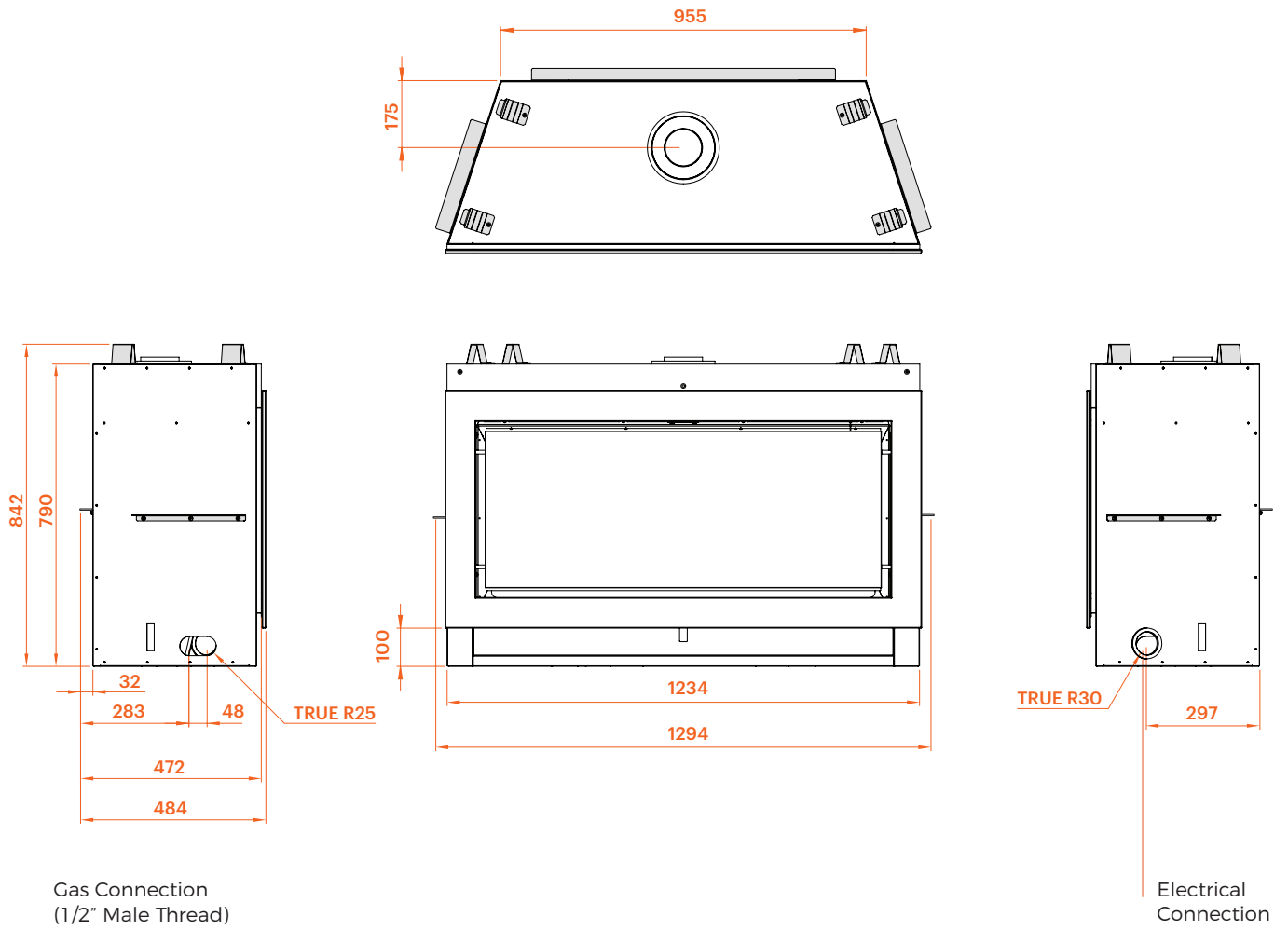

## REMINDER:

This gas space heater should only be installed by an authorised technician in accordance with:

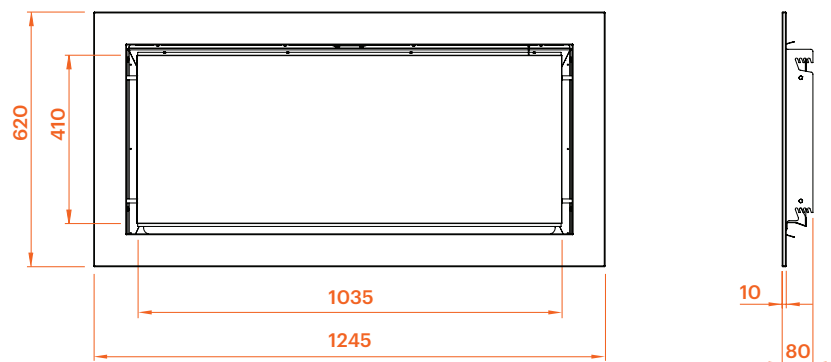
- AS/NZ 5601.1: Gas Installation Code
- Manufacturers installation instruction
- Local gas fitting regulations
- Municipal building codes.

# PRODUCT DIMENSIONS (mm)

## HEATER



## FASCIA



# INSTALLATION GUIDE

## CLEARANCES TO COMBUSTIBLES

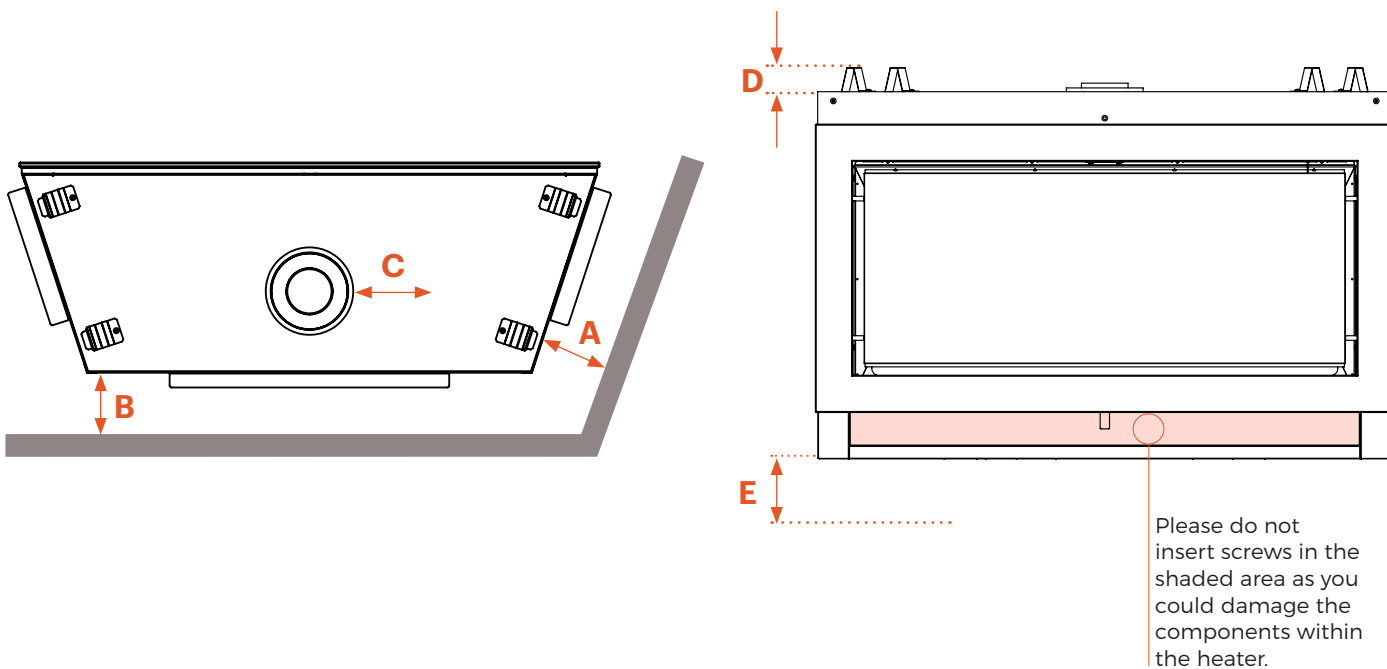
It is extremely important that you respect required installation distances and that you respect local installation regulations.

This is for your safety! The manufacturer is not responsible for the product, if it is not installed following these recommendations.

A combustible surface is anything that can burn (i.e. plaster, wall paper, wood, fabrics etc.) These surfaces are not limited to those that are visible and also include materials that are behind non-combustible materials. If you are not sure of the combustible nature of a material, consult your local fire officials.

### Minimum clearance for a combustible surface

A	Side of the heater	40mm	D	Top of the heater	50mm
B	Back of the heater	30mm	E	Floor below the heater	0mm
C	Distance from flue pipe	25mm			



### Please note:

Illustrations and photos reflect typical installations and are for design purposes only. Illustrations/diagrams are not drawn to scale. Actual product may vary from pictures in manual.



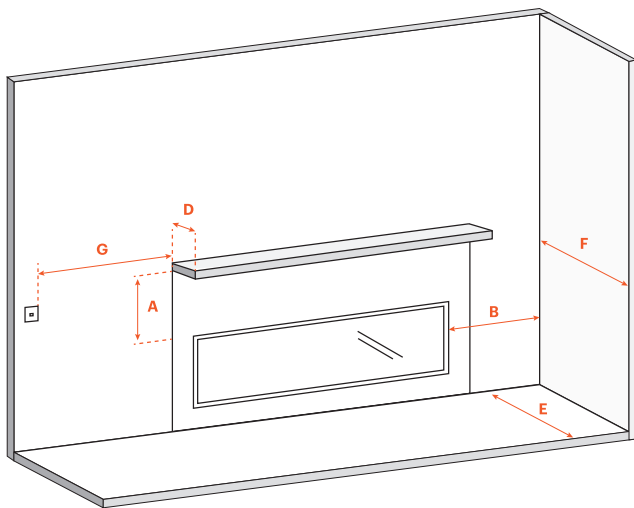
# INSTALLATION GUIDE

## CLEARANCES TO COMBUSTIBLES ...continued

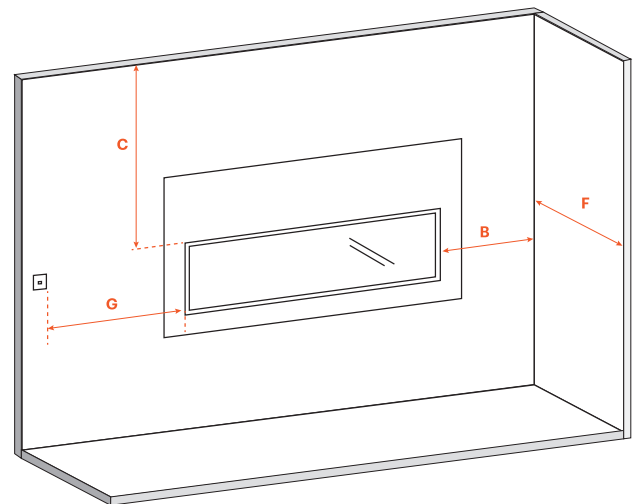
### Minimum clearance for a combustible surface

A	Mantel height from top of the fireplace opening (mm)	360mm
B	Side Wall	80mm
C	Ceiling	1000mm
D	Mantel Depth (max)	330mm

E	Front floor (non-combustible)	0mm
F	Alcove depth	915mm
G	Isolation switch max distance	1000mm



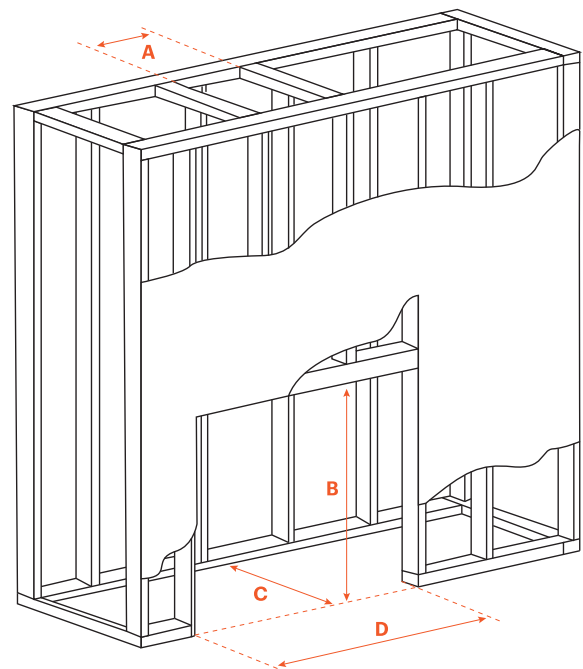
FLOOR MOUNT INSTALLATION



MID MOUNT INSTALLATION

### Minimum Framing Dimensions

A	Approx opening (vent pipe)	220mm
B	Approx opening (height)	867mm
C	Approx opening (depth)	480mm
D	Approx opening (width)	1314mm



The appliance base must be fully supported on a level surface (e.g. solid flat floor or supporting board that supports the whole base of the unit).

# INSTALLATION GUIDE

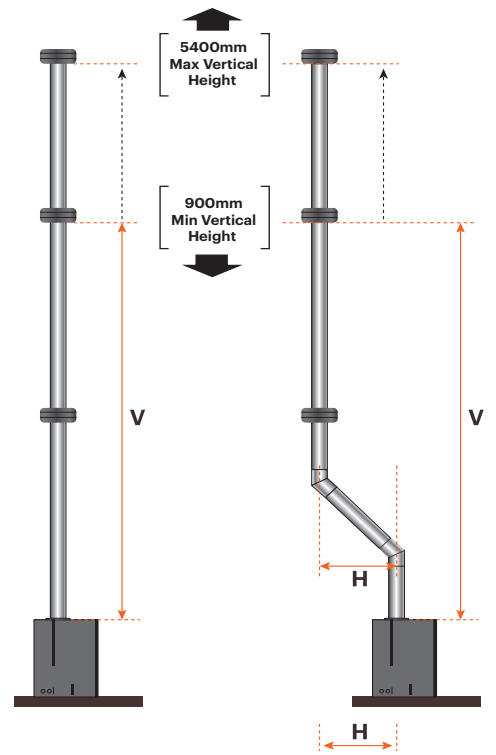
## FLUE INSTALLATION

### Vertical Vent Flue Installation

Ensure that flue configuration is consistent with the requirements specified in the below table.

	Length	Vertical (V)	Horizontal (H)
Minimum	900 mm	1 x 900 mm flue pipes	-
Maximum	5400 mm	6 x 900 mm flue pipes	1800 mm

Note: Kalora direct vent flue products must be used for all installations.



Maximum horizontal axis deviation 1800mm

### Rear Vent Flue Installation

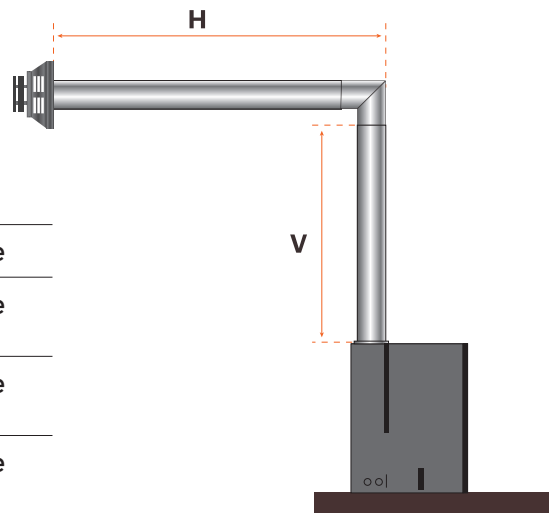
Ensure that flue configuration is consistent with the requirements specified in the below table.

To extend Horizontal length the Vertical height must also be extended to allow exhaust gas to increase in speed to travel the extended length.

### Select ONE of the following configurations:

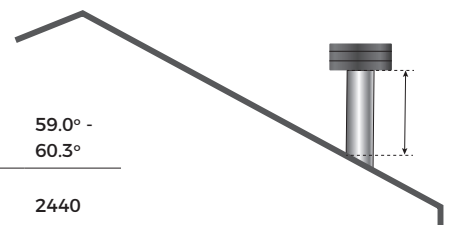
Config	Horizontal (H)		Vertical (V)
A	1 x 90 Elbow	+	1 x 900mm flue pipe
B	1 x 90 Elbow + 1 x 900m flue pipe	+	1 x 900mm flue pipe
C	1 x 90 Elbow + 3 x 900m flue pipe	+	2 x 900mm flue pipe
D	1 x 90 Elbow + 4 x 900m flue pipe	+	2 x 900mm flue pipe

Note: Kalora direct vent flue products must be used for all installations.



### Minimum Vent Clearance

Roof Pitch Angle	33.7° - 36.9°	36.9° - 39.8°	39.8° - 42.5°	42.5° - 45.0°	45.0° - 49.4°	49.4° - 53.1°	53.1° - 56.3°	56.3° - 59.0°	59.0° - 60.3°
Minimum Vent Clearance (mm)	610	760	990	1220	1520	1830	2130	2290	2440

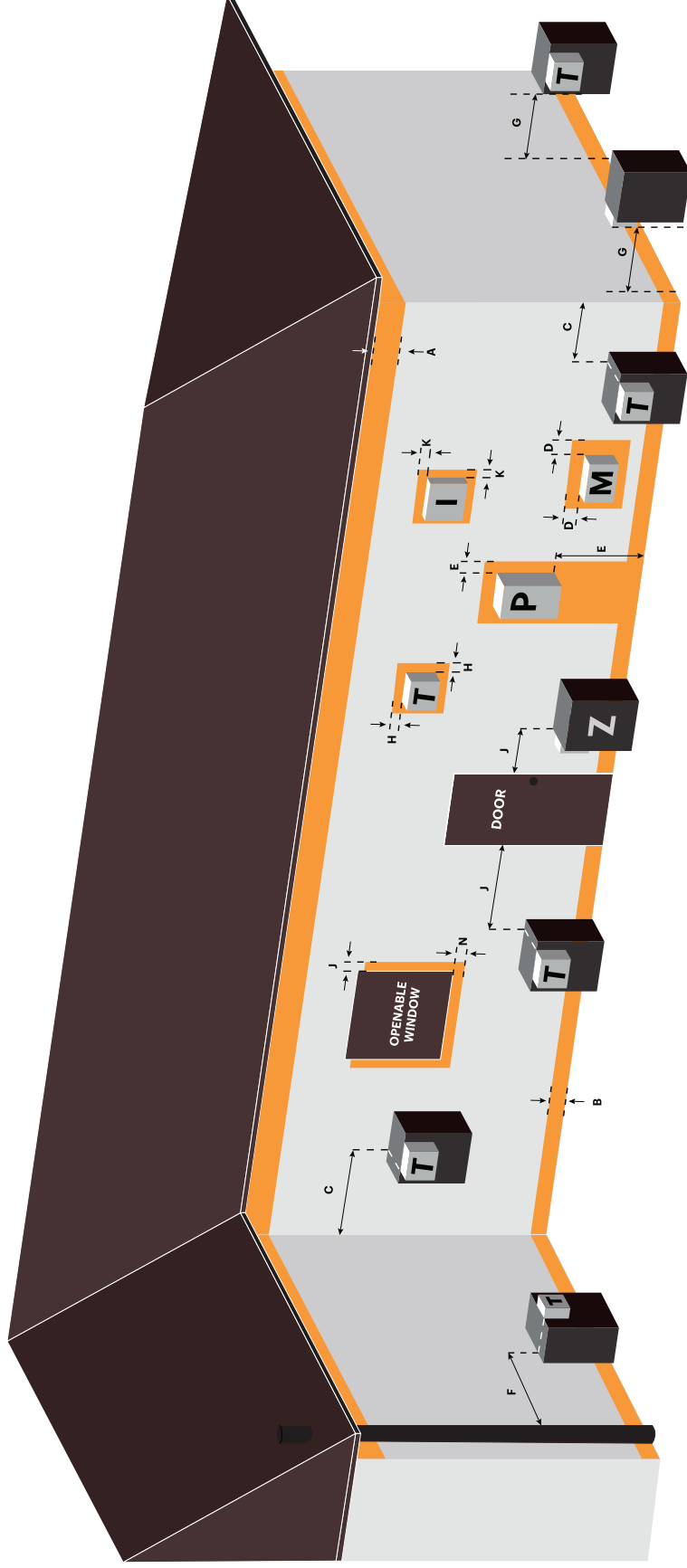


### IMPORTANT:

Your Kalora gas space heater must be vented directly to the outside.

# INSTALLATION GUIDE

## PROHIBITED AREA FOR FLUE TERMINALS



T = Flue Terminal

I = Mechanical Air Inlet

M = Gas Meter

P = Electricity meter or fuse box

Z = Fan-assisted appliance only

ORANGE SHADING INDICATES PROHIBITED AREA FOR FLUE TERMINALS

# INSTALLATION GUIDE

## PROHIBITED AREA FOR FLUE TERMINALS ...continued

Reference	Item	Min Clearance <sup>^</sup>
A	Below eaves, balconies and other projections	
	Appliances up to 50 MJ/h input	300mm
	Appliances over 50 MJ/h input	500mm
B	From the ground, above a balcony or other surface*	300mm
C	From a return wall or external corner*	500mm
D	From a gas meter (M)* (See Note 3)	1000mm
E	From an electricity meter or fuse box (P) # (See Note 3)	500mm
F	From a drain pipe or soil pipe	150mm
G	Horizontally from any building structure* or obstruction facing a terminal	500mm
H	From any other flue terminal, cowl, or combustion air intake*	500mm
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	
	Appliances up to 150 MJ/h input*	500mm
	Appliances over 150 MJ/h input p to 200 MJ/h input*	1500mm
	Appliances over 200 MJ/h input up to 250 MJ/h input*	1500mm
	Appliances over 250 MJ/h input*	1500mm
K	From a mechanical air inlet, including a spa blower	1500mm
N	Vertically below an openable window, non mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation	
	Space heaters up to 50 MJ/h input	150mm
	Other appliances up to 50 MJ/h input	500mm
	Appliances over 50MJ/h input and up to 150 MJ/h input	1000mm
	Appliances over 150 MJ/h input	1500mm

\* Unless appliance is certified for closer installation

<sup>^</sup> Natural draft flue configuration only

# Prohibited area below electricity meter or fuse box extends to ground level

### Notes

1. Where dimensions C, J or K cannot be achieved or an equivalent horizontal distance measured diagonally from the nearest discharge point of the terminal to the opening may be deemed by the technical regulator to comply.
2. For appliances not addressed above acceptance should be obtained from the technical regulator
3. Minimum clearances D and E also apply to any combustion air intake openings of appliances

# INSTALLATION GUIDE

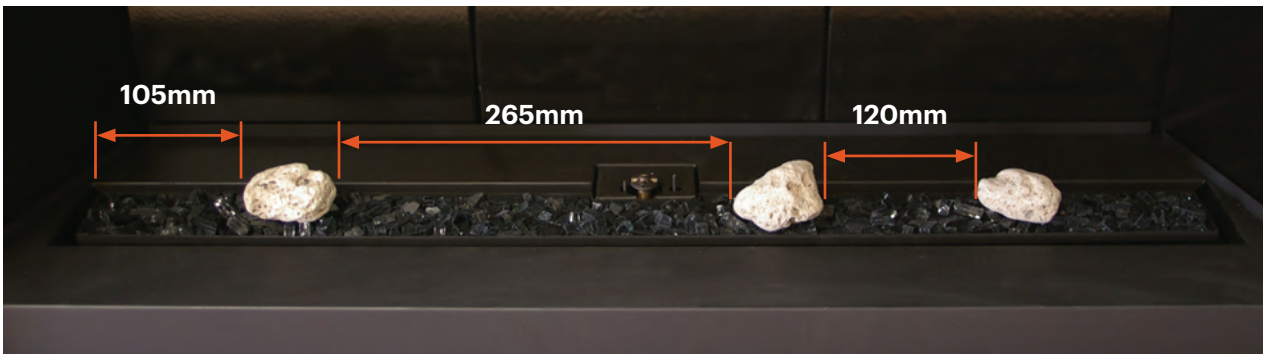
## MEDIA INSTALLATION PROCEDURE

### Glass Burner (Default)

Using the glass provided, fill the burner up to 10-15mm deep, evenly spread across the tray.



Use 3 Lava rocks provided and place them according to the distances below. \*^

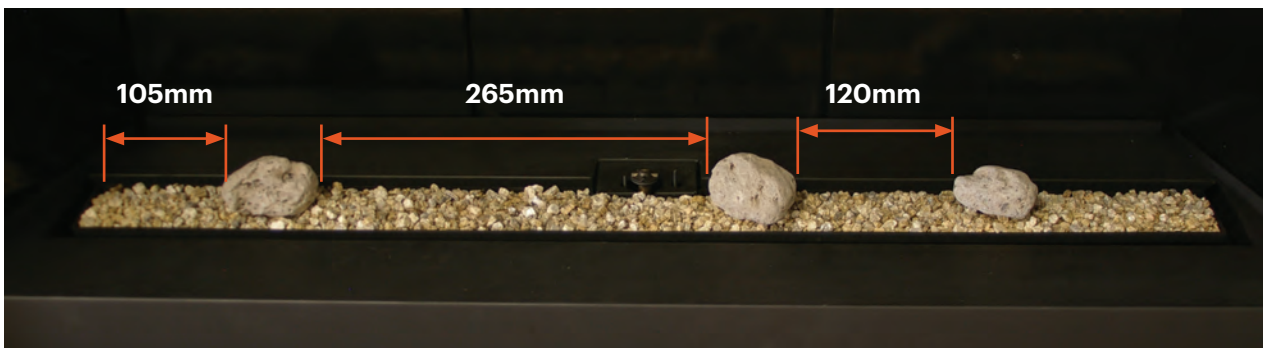


### Vermiculite Burner

Using the vermiculite, fill the burner up to 10-15mm deep, evenly spread across the tray.



Use 3 Lava rocks provided and place them according to the distances below. \*



\*Lava rock should not be used for propane gas horizontal flue configuration

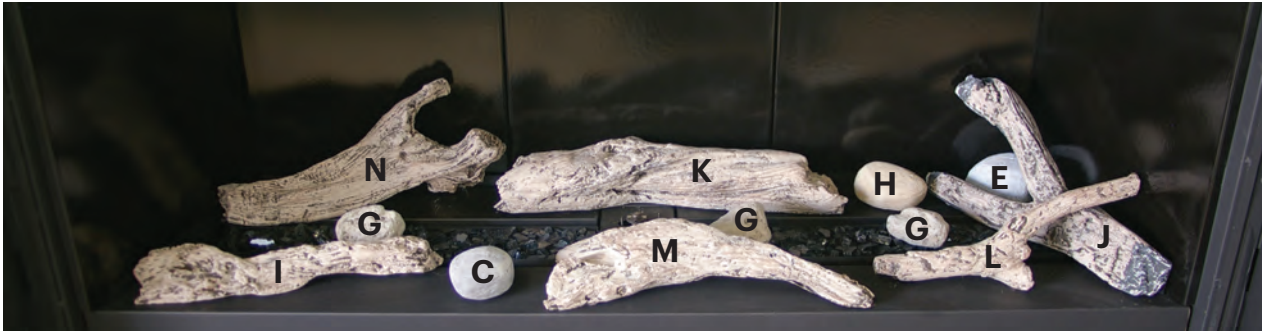
^Lava rocks should not be used for natural gas horizontal flue configuration

# INSTALLATION GUIDE

## MEDIA INSTALLATION PROCEDURE ...continued

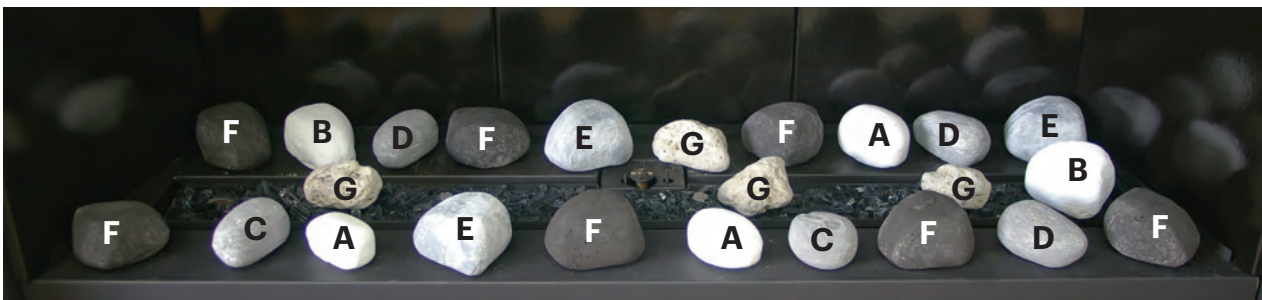
### Glass Burner with Drift Wood (Default)

Place the logs and pebbles provided in their designated location. Apart from the burner media, no other log or pebble should cross the flame. **Important: Logs and pebbles should be placed in the same location as depicted in the image below.**



### Glass Burner with Pebbles

Place the pebbles provided in their designated location. Apart from the burner media, no other log or pebble should cross the flame. **Important: Logs and pebbles should be placed in the same location as depicted in the image below.**



### Vermiculite Burner with Driftwood

Place the logs and pebbles provided in their designated location. Apart from the burner media, no other log or pebble should cross the flame. **Important: Logs and pebbles should be placed in the same location as depicted in the image below.**



### Vermiculite Burner with Pebbles

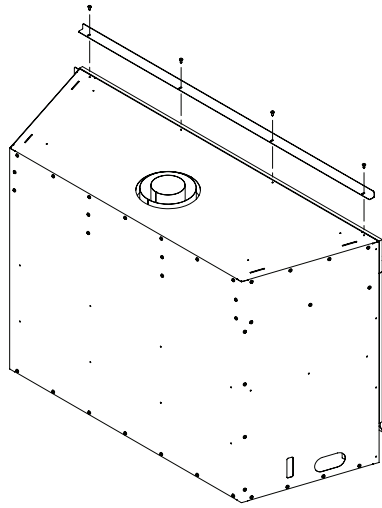
Place the pebbles provided in their designated location. Apart from the burner media, no other log or pebble should cross the flame. **Important: Logs and pebbles should be placed in the same location as depicted in the image below.**



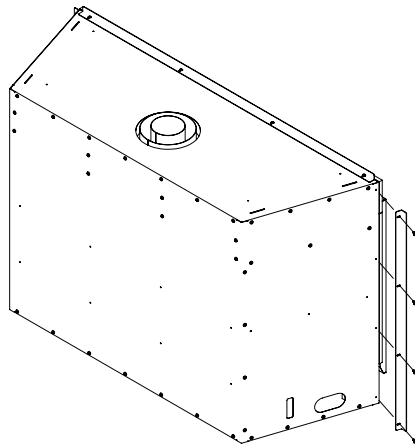
# INSTALLATION GUIDE

## PLASTER CHANNEL

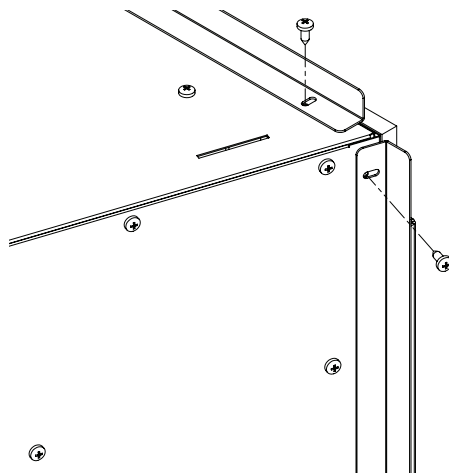
This unit comes with a plaster channel to assist with the addition of plaster to fit flush with the unit. The brackets allow for 9-15 mmm plaster to be used. Assembly is as follows:



Attach the top plaster bracket.



Attach the two side plaster bracket.

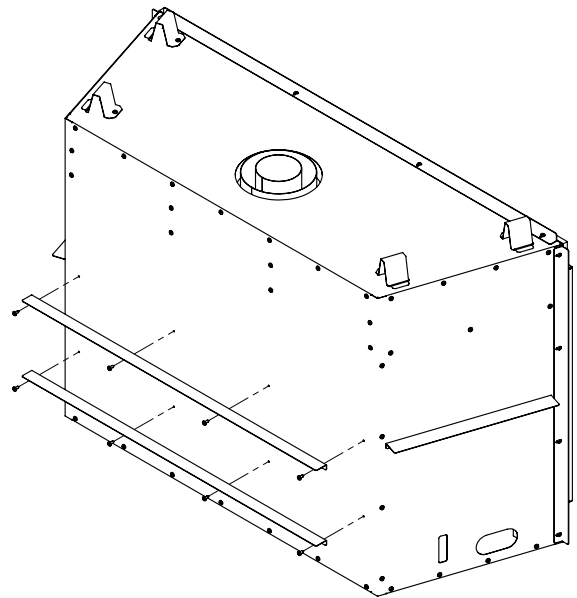
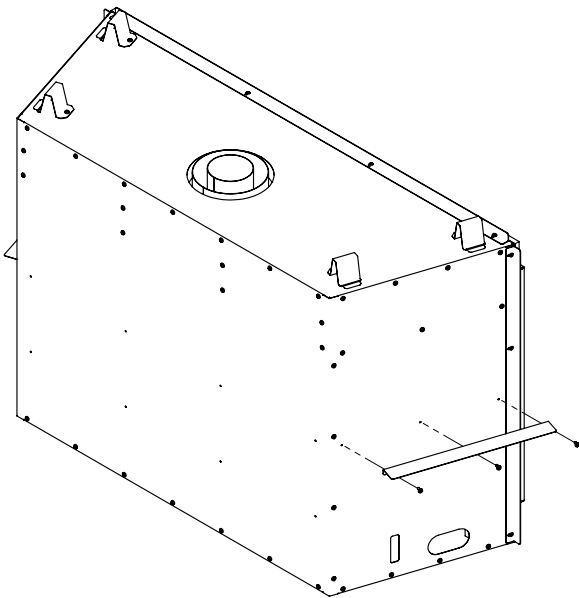
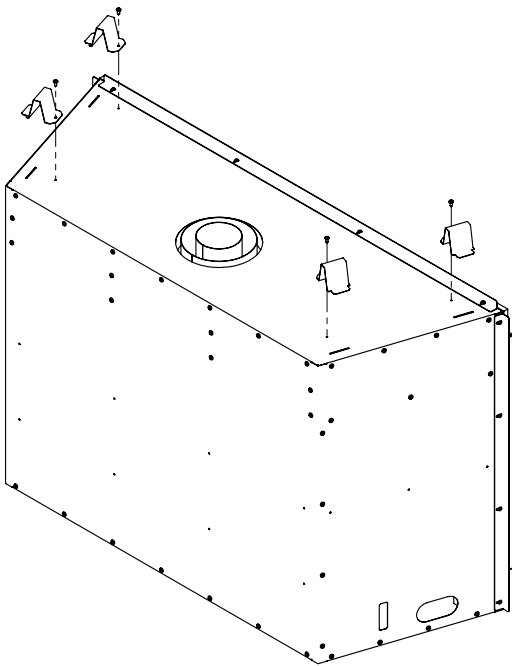


The depth of the bracket can be adjusted by moving them within the slot to achieve the desired depth from front of the unit.

# INSTALLATION GUIDE

## CLEARANCE STAND OFF INSTALLATION

Clearance stand off tabs are provided with the heater and can be found inside the firebox. Please make sure you attach these stand off tabs prior to installation of the heater. These stands also add integrity to the case.

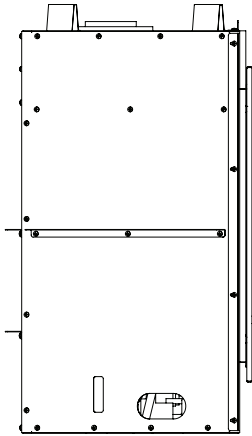




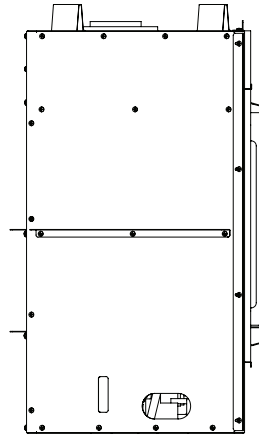
# INSTALLATION GUIDE

## FASCIA EXTENSION

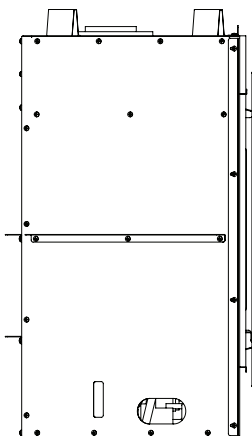
The unit has adjustment steps on the fascia which allow it to accommodate thicker wall finishings like tiles. Adjust the fascia until it fits flush to the wall surface.



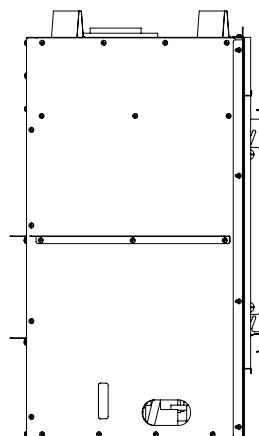
Adjustment step 1.



Adjustment step 3.



Adjustment step 2.



Adjustment step 4.

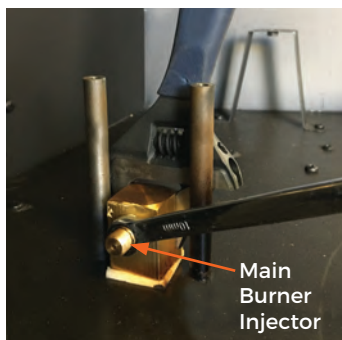
# INSTALLATION GUIDE

## GAS TYPE CONVERSION

The heater is configured for natural gas by default. Use conversion kit included in packaging to do propane gas type conversion. Please follow the steps below to convert the heater to propane gas:

### STEP 1

Replace the main burner injector using the injector provided in the conversion kit.



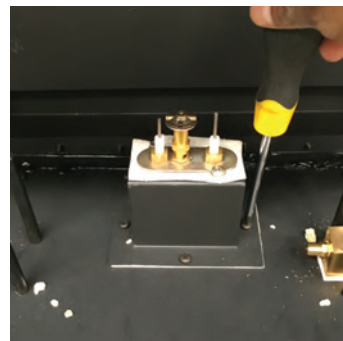
### STEP 2

Please refer to the compliance plate/product specification table to ensure the correct injector size.



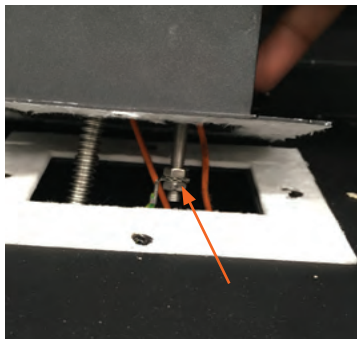
### STEP 3

Remove 4 screws from the base of the pilot assembly, then slightly lift from the heater.



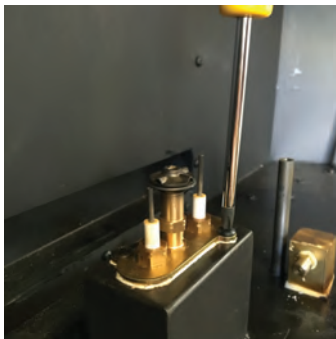
### STEP 4

Remove two nuts and the earth lead terminal as shown below.



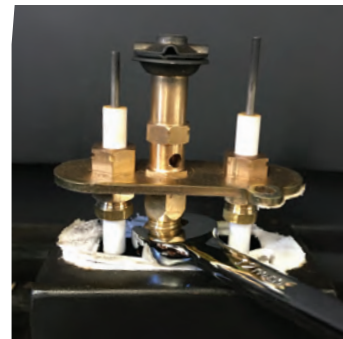
### STEP 5

Remove two screws and carefully remove the pilot burner assembly.



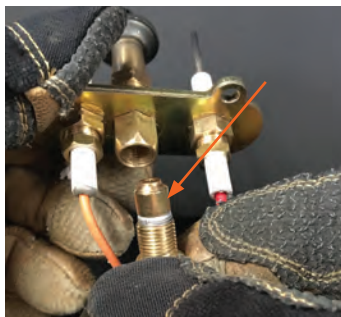
### STEP 6

Using a spanner, remove the nut to access the pilot injector.



### STEP 7

Remove and replace the pilot injector using the injector provided in the conversion kit.



### STEP 8

Please refer to the compliance plate/product specification table to ensure the correct injector size.



### STEP 9

Change the primary aeration opening to suit the propane gas type. Please refer to the compliance plate/product specification table to ensure the correct opening size.



# INSTALLATION GUIDE

## GAS TYPE CONVERSION

The heater is configured for natural gas by default. Use conversion kit included in packaging to do propane gas type conversion. Please follow the steps below to convert the heater to propane gas:

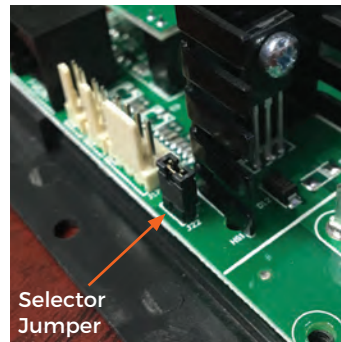
### STEP 10

Locate the Millennium control board and remove three screws as shown in the image below. Carefully lift the cover to access the selector jumper inside.



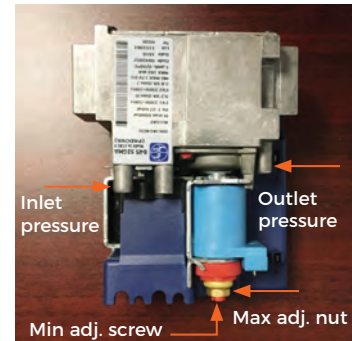
### STEP 11

Remove the selector jumper as shown in the image below. This will activate the propane configuration of the control board.



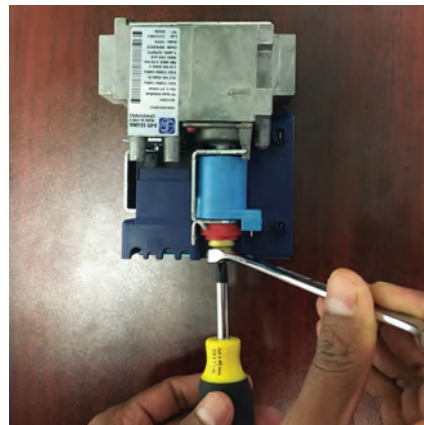
### STEP 12

Change the outlet pressure of the gas valve to suit propane gas type. Inlet and outlet test points may be used to check the pressure while doing the adjustments.



### STEP 13

A SIT pressure adjustment tool may be used to adjust the pressure. Alternatively a phillip head screw driver and a 10mm spanner can be used. When adjusting the maximum pressure, hold the screw driver in place and turn the spanner. When adjusting the minimum pressure hold the spanner in place and turn the screwdriver.



# INSTALLATION GUIDE

## FASCIA INSTALLATION

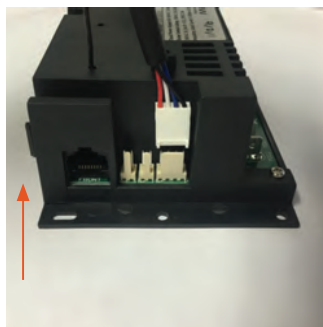
The Sorrento fascia includes two parts, the outer fascia and the primary guard. When installing/removing please make sure the two items are separated in order to reduce the combined weight. The Sorrento fascia is designed to accommodate multiple wall finishes of varying depth. When installing the fascia, first bring the outer fascia closer to the heater and align the heater with the locating lugs in the body of the heater insert slowly until the rear of the fascia is in the preferred position. Lower the outer fascia and the mounting mechanism will self-locate onto lugs. Once the outer fascia has been installed, carefully assemble the glass to the outer fascia.



## APP CONTROL WIFI MODULE INSTALLATION

To control your heater from your mobile phone or tablet from the Kalora Sorrento mobile app you need to purchase the app control WiFi module. Follow the steps below to install the WiFi module.

As shown in the images below, insert the 4 pin plug of the WiFi module into the control board.

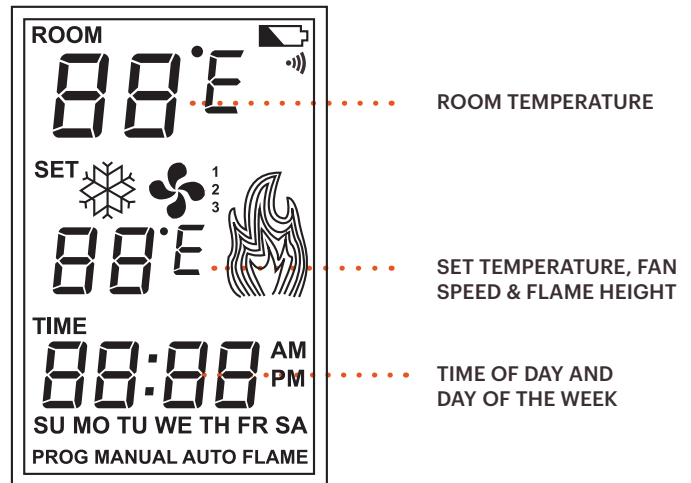


# OPERATING INSTRUCTIONS

## REMOTE CONTROL INSTRUCTIONS

### Remote Display Overview

The wireless remote control provided with your Kalora gas space heater is the primary controller for all functions (and also operates as the “in room” thermostat when the appliance is being controlled by the remote). App control is also available with the purchase of the optional app control pack. App control is available for most mobile devices and can be downloaded from the iTunes and Google Play store. Kalora recommends fitting the app control pack at the time of installation.



Feature	Symbol	Description
Time of day	9:23 AM	Displays time of the day in hours and minutes, AM or PM. The time is displayed when the remote is on or off (LCD bottom Time digits)
Day of week	SU MO TU WE TH FR SA	Displays the current day of the week. The day is displayed when the remote is on or off
Temperature Display	25 °C	Displays the current temperature. C° is the default but F° is available. The temperature range is 7 °C - 32 °C. (Room temperature is displayed on the top digits)
Room or set indicator	ROOM	When the remote is ON, the programmed (set) temperature will be displayed on the centre digits. When the remote is off, only the room temperature (top digits) will be displayed.
Transmit indicator		Indicates that the remote is transmitting to the heater, the symbol will appear on the LCD for 1 second. When set to ON, the remote will transmit once every 3 minutes. Also, whenever a button press is made that will affect the operation of the control unit, the new selection will be transmitted 3 seconds (+/- 1 second) after the last button pressed.
Battery low indicator		Indicates that battery power is below acceptable level. The symbol will flash to indicate that the batteries need replacing. The remote will remain functional for approximately another 5 days before shutting off
Programming, Mode, Indication	PROG	Indicates that the remote is in programming mode
Automatic / Manual mode indication	MANUAL AUTO FLAME	Indicates whether the remote is in manual mode, automatic mode or flame mode
Flame Indicator		Indicates the flame height The flame ranges from off (no symbol) to 7 graduated flame settings
Fan Indicator		Indicates the fan speed The fan ranges from off (no symbol) to graduated settings 1, 2, 3

# OPERATING INSTRUCTIONS

## REMOTE CONTROL INSTRUCTIONS ...continued


### Teaching RF remote ID code to control unit

---





Before operating the heater the remote will need to be paired with the heater.

---

1. Before switching the unit on  the following sequence needs to be followed. Using this sequence, press the following buttons on the remote: **P** → **T** → **T** → **Δ** **(This must be done within 30 seconds of turning on the appliance from 240V mains).**
  2. The LCD display will show 'CL' (Code Learn) for 2 seconds then return to the normal OFF state display. The remote control should now be synced with your appliance.
- 

### On/Off

---

1. Press and release  button. If the remote is off, pressing and releasing  will turn the remote on to the most recently selected working mode.

### Setting The Day Of The Week & Time

---

1. With the remote off, press and hold the **T** button for 2 seconds or longer to initiate programming the time. Time, the hour setting and AM/PM will flash.







### Setting The Hour Function

---

2. Press and release the  or  button to increase or decrease the hour setting by 1 hour.

### Setting the minute function

---

3. Press and release, or press and hold the  or  button to increase or decrease the minute setting by 1 minute similarly to the hour setting. Press **OK** to accept and select the day of the week.
4. Press and release the  or  button to change the day of the week to the following or previous day. Press and hold the  or  button for 2 seconds or longer to increase or decrease the day of the week by 1 day every 0.5 seconds. Press **OK** to complete setting. The time and day of the week is now set.

### Manual Mode

The manual mode allows setting the temperature at any level. Manual mode does not require that the time and day of the week are set.

### Flame height and fan speed

The flame height and fan speed are not manually adjustable. The flame height and fan speed are set by the remote according to the difference between the set temperature and the current temperature.

### Automatic Mode

The automatic mode allows the temperature to be regulated according to a programmed level and time.

### Manually overriding the set program







At any time, the temperature or fan speed may be adjusted up or down similarly to operating in manual mode. However, whenever the remote changes to a new time period, the temperature will be set automatically according to that period's setting.

# OPERATING INSTRUCTIONS

## REMOTE CONTROL INSTRUCTIONS ...continued

### Flame Mode

---

1. The flame mode allows the flame height and fan speed to be controlled independently. To adjust the flame height use the  or  to select one of seven flame heights.
  2. If the fan is set to speed 1  pressing **P** will change the fan speed 2 .
  3. Pressing **P** a third time changes the fan to speed 3 . the fourth press will change the fan back to speed 1 .
- 

### Programming

Each day of the week can be programmed individually for 4 periods P1, P2, P3 and P4, making a total of 28 programmed periods. Alternatively, a weekday program can be set, so the same program is used for Monday-Friday. Similarly, a weekend program can be set for Saturday-Sunday. The entire week can also have the same program. Alternatively, a weekday or weekend program can be set with individual programs for the remaining days.

The suggested period settings for each day/s are:

- Period 1 - Morning
- Period 2 - Daytime
- Period 3 - Evening
- Period 4 - Night-time





### To Begin Programming:

---

1. With the remote off, press and hold the **P** button for 2 seconds or longer to initiate programming. The LCD will display **PROG**, **PD** and the time at which the remote is currently set. **MO** will flash. Period 1 can now be set.







### Setting The Day Of The Week

---

2. First you must choose which day of the week you wish to program
3. Press and release the  or  button to change the day of the week to the following or previous day. Press and hold the  or  button for 2 seconds or longer to increase or decrease the day of the week by 1 day every 0.5 seconds.
4. The order that you can scroll through the days is as follows: MO → TU → WE → TH → FR → MO, TU, WE, TH, FR → SA → SU → SU, SA → MO, TU, WE, TH, FR, SA, SU. To accept the selected day/s of the week press **OK**.

### Setting the period starting time

---

5. The hour and AM/PM settings will now flash. To set the P1 starting time, press and release the  or  button to increase or decrease the hour setting.
6. Press and hold the  or  button for 2 seconds or longer to increase or decrease the hour setting by 1 hour every 0.5 seconds.
7. The hour function is in 12 hour time, so please ensure that AM/PM is set correctly. To accept the hour press **OK**.
8. The minute setting will now flash. Adjust the minute setting similarly, using  or  button To accept the minute press **OK**.

### Setting The Temperature

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9. The temperature setting will now flash. Press and release the  or  button to increase or

# OPERATING INSTRUCTIONS

## REMOTE CONTROL INSTRUCTIONS ...continued

decrease the temperature setting by 1°C. Press and hold the **▲** or **▼** button for 2 seconds or longer to increase or decrease the temperature setting by 1°C every 0.5 seconds. To accept the temperature press **OK**.

---

10. Period 1 is now set for the day/s of the week that you have chosen. The LCD will display **P2** to indicate that Period 2 can now be set for the same day/s of the week. Repeat the programming process for periods 3 and 4. After program 4 is set, press **OK** and the program for the selected day/s will be set. The remote will now automatically turn off. Repeat the programming process for any other periods/days that are required.

### Settings

#### Change between °C and °F

The remote temperature display can be set to °C or °F. The default is °C.

---

1. With the remote off, press the following sequence of buttons: **P** → **T** → **T** → **MODE**

#### Restore Factory Default Settings

---

1. With the thermostat off, press the following sequence of buttons: **P** → **T** → **T** → **▼**

## APP CONTROL AND OPERATION

Please download the APP control instructions from our website [www.kalora.com.au](http://www.kalora.com.au)



# HEATER MAINTENANCE

## ROUTINE MAINTENANCE SCHEDULE

We want you to enjoy your Kalora gas space heater for as long as possible. Simple care and maintenance will extend the life of your heater and ensure that you are getting the most out of your purchase. It is recommended that you follow the routine maintenance schedule at least once a year. Before undertaking any maintenance or service activity please ensure the gas space heater is isolated (electrical and gas connections).

You may need to contact your authorised service technician to undertake the shaded service/maintenance tasks below.

ITEM	SERVICE/MAINTENANCE
<b>Fascia</b>	Inspect for scratches, dents or other damage and repair as necessary or contact the manufacturer <hr/> Verify no obstructions to airflow
<b>Glass door</b>	Clean glass periodically. Replace glass assembly if severely coated with silicate deposits that cannot be removed <hr/> Verify that latches engage properly, clip studs are not stripped, and glass attachment components are intact and operating properly. Replace if required <hr/> Inspect glass panels for scratches and nicks that can lead to breakage when exposed to heat. Replace if required
<b>Media (logs, pebbles, crushed glass, vermiculite and lava rocks)</b>	Inspect for broken, damaged, or missing logs. Replace if required <hr/> Verify correct log placement and no flame impingement causing carbon deposits. Correct if required
<b>Remote control</b>	Replace batteries of the remote control when required
<b>Gasket seal</b>	Inspect gasket seal and its condition. Replace if required
<b>Reflective panels</b>	Clean reflective panels periodically. Replace reflective panels if severely coated with carbon deposits that cannot be removed
<b>Firebox</b>	Inspect for paint condition, warpage, corrosion or perforation. Replace appliance if firebox has been damaged
<b>Component compartment</b>	Vacuum and wipe out dust, cobwebs, debris or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided. <hr/> Remove any foreign objects <hr/> Verify unobstructed air circulation
<b>Burner</b>	Verify burner is properly secured and aligned with pilot or igniter <hr/> Clean off burner top, corrosion or deterioration. Replace burner if required
<b>Flue terminals and pipes</b>	Inspect venting for blockage or obstruction such as bird nests, leaves, etc. <hr/> Inspect for corrosion or separation <hr/> Verify weather stripping, sealing and flashing remains intact

Appliances incorporating a live fuel effect, and designed to operate with luminous flames, may exhibit slight carbon deposition.

For all spare parts and replacements please contact Kalora.

# HEATER MAINTENANCE

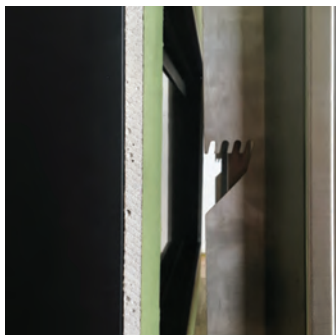
## COMPONENT ACCESS

Before undertaking any maintenance or service activity please ensure the gas space heater is isolated (electrical and gas connections).

### Access to the Over Temperature Switch

#### STEP 1

Remove the fascia (See instructions on p15 of this manual).



#### STEP 2

Remove 14 x screws in order to detach the glass door from the heater.



#### STEP 3

The over-temperature switch is centrally located above the door. Remove 2x screws as shown below in order to remove the panel.



#### STEP 4

Carefully remove the panel from the heater to access the over temperature switch.



### Through Front Access Panel

The following steps may be used to access the components for adjustments/alterations, routine maintenance or for any other servicing tasks.

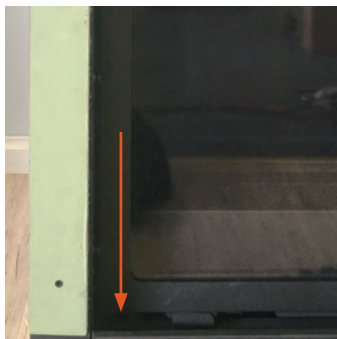
#### STEP 1

Remove the fascia (See instructions on page 15 of this manual).



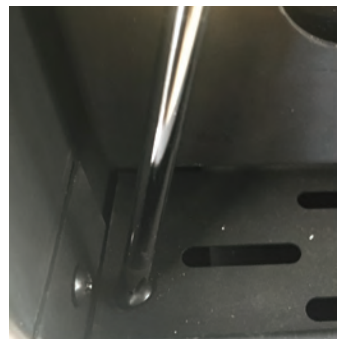
#### STEP 2

To reset the heater locate and hold the reset button for 5 seconds.



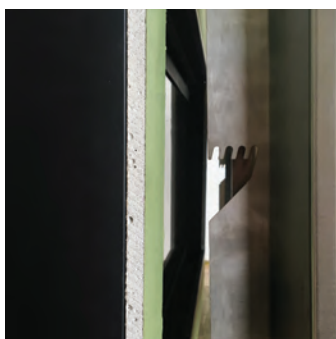
#### STEP 3

Some adjustments/alterations can be done via the front panel opening. To access the components this way, remove the screws and the front panel.



### Through the firebox

The following steps may be used to access the components for adjustments / alterations, routine maintenance or for any other servicing tasks.



#### STEP 1

Remove the fascia (See instructions on page 15 of this manual).



#### STEP 2

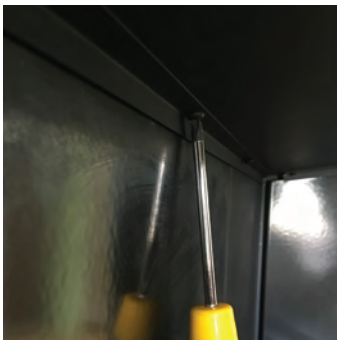
Remove 14 x screws in order to detach the glass door from the heater.

# HEATER MAINTENANCE

## COMPONENT ACCESS ...continued

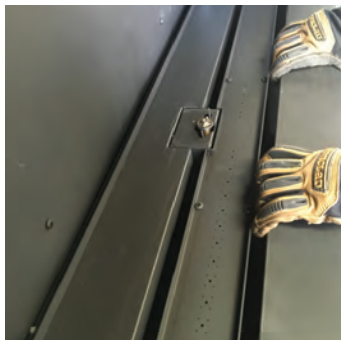
### STEP 3

To remove the reflective panels at the back of the firebox, remove all 5 screws. After removing the back panels, slide side panel out of the firebox.



### STEP 4

Ensure that any media has been removed from the tray. Carefully remove media tray from the firebox.



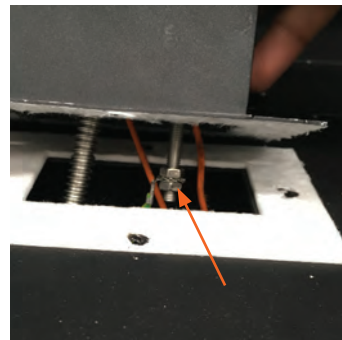
### STEP 5

Ensure that any media has been removed from the burner. To remove the burner from the firebox, remove 6 screws as shown in the image below.



### STEP 4

Remove two nuts and the earth lead terminal as shown below.



### STEP 6

Remove two screws and carefully remove the pilot burner assembly.



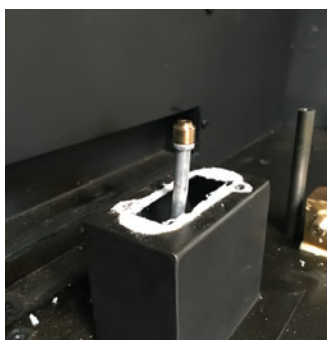
### STEP 7

Using a spanner, remove the nut to access the pilot injector.



### STEP 8

Disengage the spark and flame wiring from the SIT ignition module and remove the pilot assembly from the firebox.



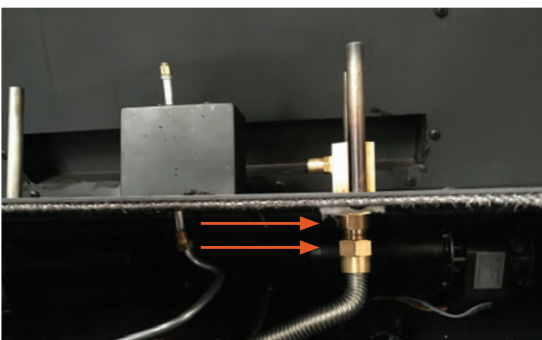
### STEP 9

Remove all screws and carefully lift the component access panel to view the components



### STEP 10

Using two spanners remove the flexible gas hose from the burner assembly. This will allow you to take the access panel out of the firebox. After removing the panel you will be able to access the components for adjustments/alterations, routine maintenance or for any other servicing tasks.



# TROUBLESHOOTING

You may need to contact your authorised service technician to undertake the shaded service/maintenance tasks below.

## 1. When the heater is turned on with remote, pilot won't ignite

POSSIBLE CAUSE	REMEDY
The remote batteries are flat	Replace the batteries
The remote is not synchronised with the receiver	Please refer to remote instructions
Incorrect wiring	Please refer to the wiring diagram
Loose connections or electrical shorts in the wiring	Verify no loose connections or electrical shorts in wiring from module to pilot assembly. Verify connections underneath pilot assembly are tight. Also, verify connections are not grounding out to metal chassis, pilot burner, pilot enclosure or any other metal object.
No power	Make sure that 220-240 AC service power is 'On' to appliance
Appliance has gone to lock out mode	Locate and press the reset button inside the heater
No gas supply or insufficient pressure	Ensure gas supply connected, purged, and pressure appropriate

## 2. When the heater is turned on with remote, pilot ignites but main burner won't light. Spark electrode is still active (continuous sparking).

POSSIBLE CAUSE	REMEDY
Not enough continuity between the pilot and body of the heater	Please contact the manufacturer

## 3. The fire cuts off and won't relight

POSSIBLE CAUSE	REMEDY
The over temperature safety switch has been activated	Allow the heater to cool down and then try to reignite the fire. You may need to reset the heater. If the fire fails to reignite, contact Kalora.
Outdoor heavy wind conditions	The heater is designed to safely shutdown during heavy wind conditions. If this occurs, please wait until conditions subside.

## 4. Unit will not operate on low

POSSIBLE CAUSE	REMEDY
Incorrect gas valve adjustment	Adjust valve

## 5. The room fan will not come on

POSSIBLE CAUSE	REMEDY
Built in time delay	There is a fan delay programmed to the heater control to avoid any cold air being pushed out to the room. The room fan will turn on 4 minutes after lighting the main burner
Incorrect wiring	Please refer to the wiring diagram
Faulty fan	Please contact the manufacturer

## 6. Excessive carbon (soot) deposits on inside of firebox / logs / glass

POSSIBLE CAUSE	REMEDY
Incorrect gas type or pressure setting	Ensure correct gas type, injector size, and pressure setting.
Primary air shutter incorrectly adjusted for gas type	Check to assure correct shutter setting for your model and gas type
Media (logs/pebbles) displacement	Make sure logs/pebbles are placed correctly as per the installation instructions

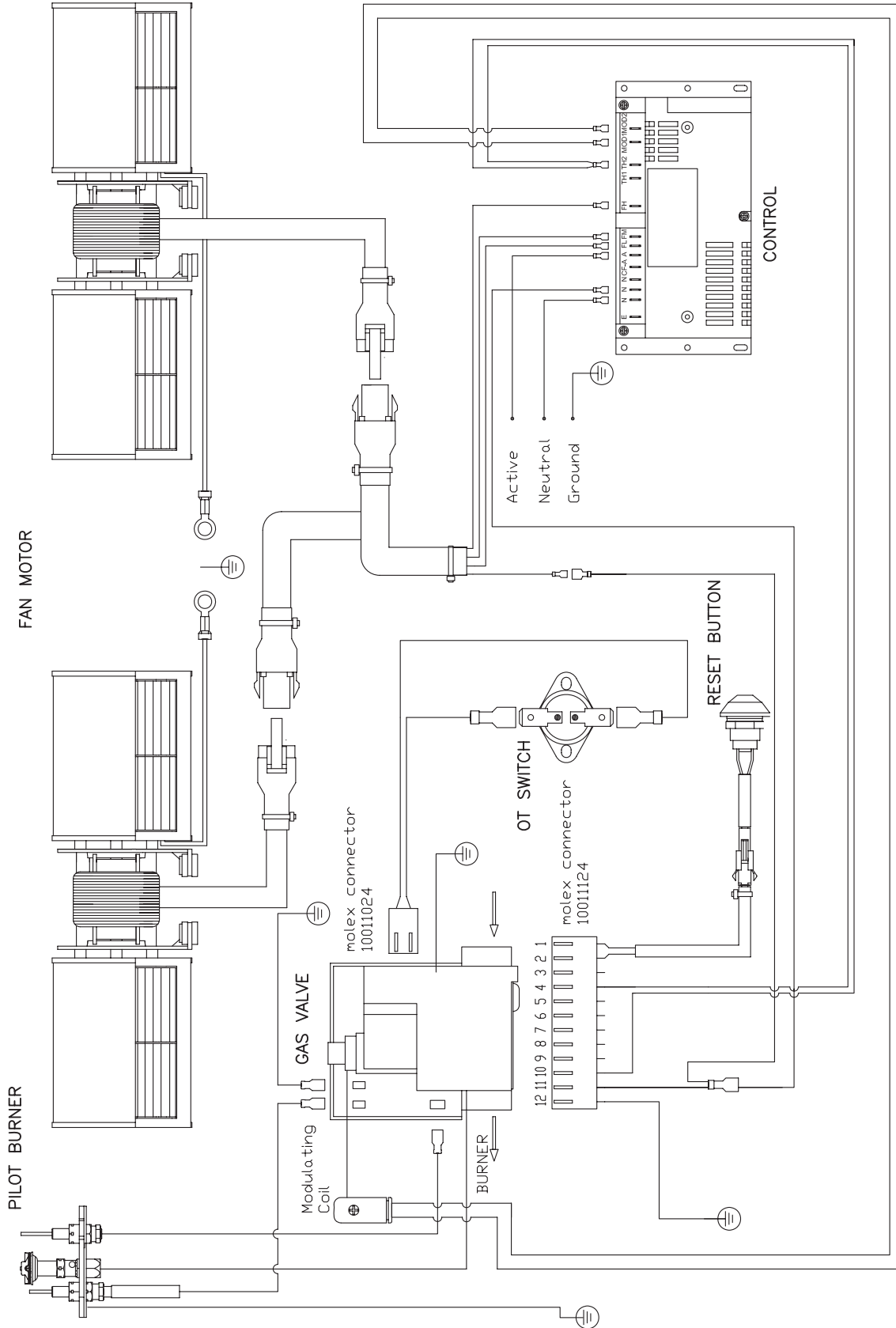
## 7. Excessive flame height / flame too low

POSSIBLE CAUSE	REMEDY
Incorrect gas type or pressure setting	Ensure correct gas type, injector size, and pressure setting.

## In case of any power supply interruption

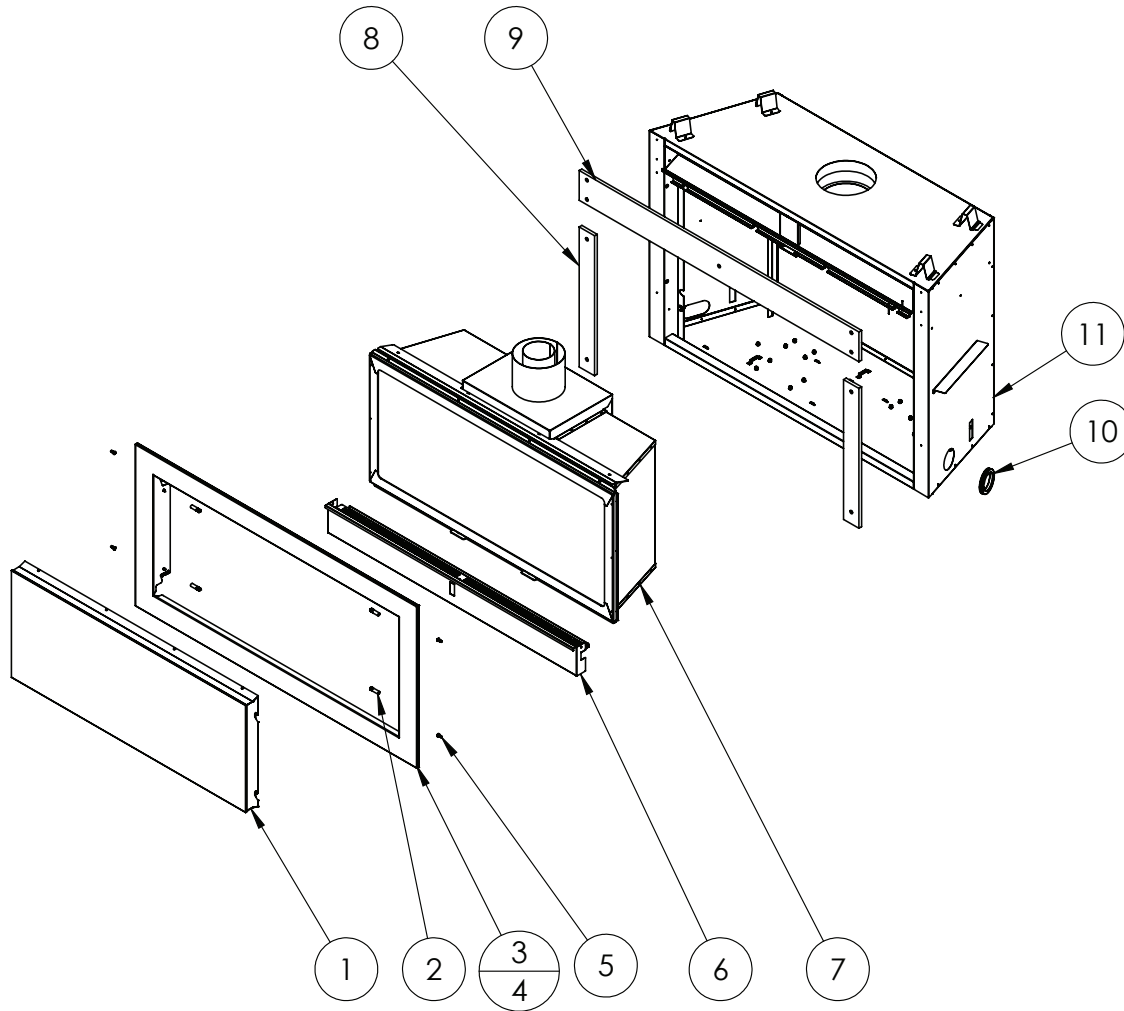
- If the remote is left unattended, after power is restored the heater will automatically reignite within 3 minutes and go to the last setting the heater was set to. \*Note that the heater may not reignite immediately.
- If you would like to reignite the heater immediately, please turn off via the remote and turn back on.

# WIRING DIAGRAM



# SORRENTO EXPLODED DIAGRAM

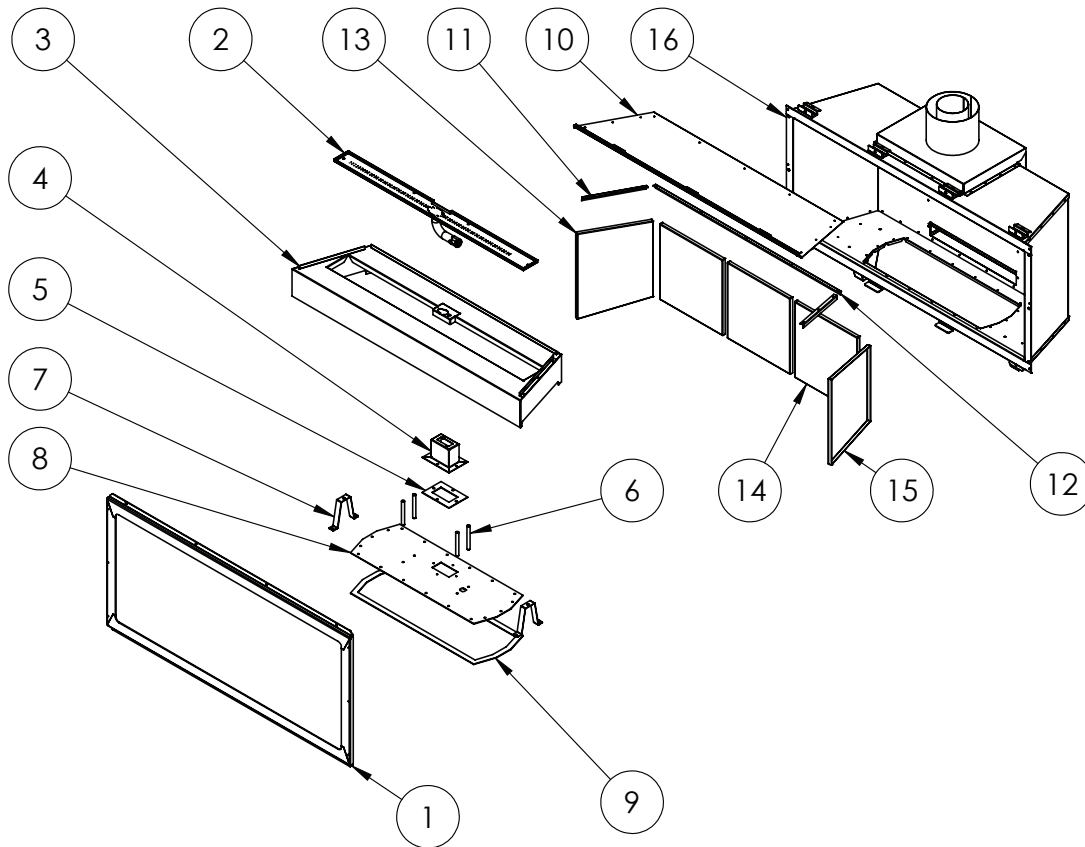
## GAS SPACE HEATER



LEGEND	PART	QTY	KALORA PART NO.
1	Primary guard	1	SG030700001
2	Primary guard spacers	4	SG030700002
3	Fascia, black	1	SG030700003
4	Optional Fascia, stainless steel	-	SG030700004
5	Fascia fastener	4	SG030700005
6	Component access panel	1	SG030700006
7	Firebox assembly, see diagram for available parts	-	
8	Non-combustable board, side	2	SG030700007
9	Non-combustable board, top	1	SG030700008
10	Power cable gromet	1	SG030700009
11	Case - no parts available	1	SG030700010

# SORRENTO EXPLODED DIAGRAM

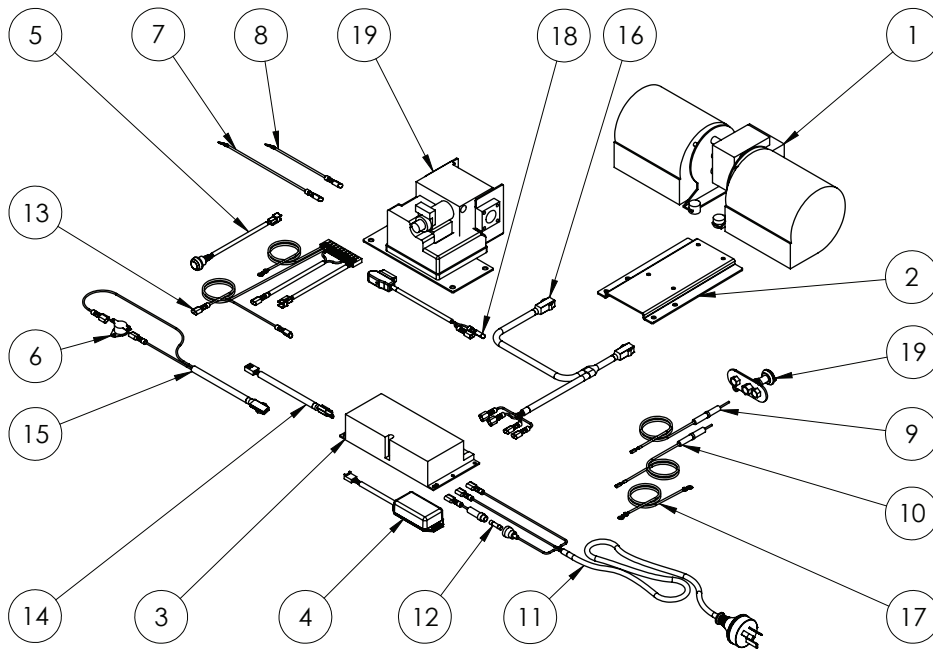
## GAS SPACE HEATER



LEGEND	PART	QTY	KALORA PART NO.
1	Glass Door	1	SG030700011
2	Burner	1	SG030700012
3	Burner surround / log tray	1	SG030700013
4	Pilot burner stand	1	SG030700014
5	Pilot burner stand gasket	1	SG030700015
6	Burner support rod	4	SG030700016
7	Burner stand	2	SG030700017
8	Component service panel	1	SG030700018
9	Component service panel gasket	1	SG030700019
10	Baffle	1	SG030700020
11	Reflective panel retainer, side	2	SG030700021
12	Reflective panel retainer, back	1	SG030700022
13	Reflextive panel, left	1	SG030700023
14	Reflextive panel, back	3	SG030700024
15	Reflective panel, right	1	SG030700025
16	Firebox casing - No Parts Available	1	SG030700026

# SORRENTO EXPLODED DIAGRAM

## ELECTRICAL COMPONENTS

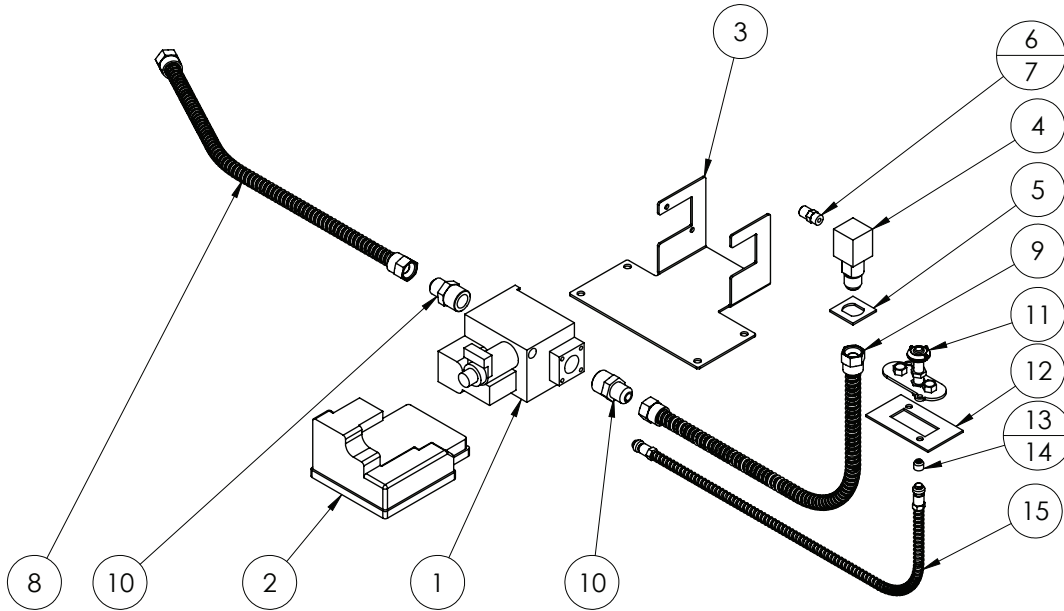


LEGEND	PART	QTY	KALORA PART NO.
1	Room fan	2	SG030800001
2	Room fan bracket	2	SG030800002
3	Flame modulation controller	1	SG030800003
4	Optional WiFi module	-	SG030800004
5	Reset button	1	SG030800005
6	Over temperature switch	1	SG030800006
7	2nd Spark ground wire	1	SG030800007
8	Gas valve ground wire	1	SG030800008
9	Flame electrode	1	SG030800009
10	Spark electrode	1	SG030800010
11	Power cable assembly	1	SG030800011
12	Main fuse	1	SG030800012
13	Loom, Main harness	1	SG030800013
14	Loom, over temperature switch 1	1	SG030800014
15	Loom, over temperature switch 2	1	SG030800015
16	Loom, room fan	1	SG030800016
17	Pilot burner ground wire	1	SG030800017
18	Gas valve modulating wire	1	SG030800018
19	<b>See internal gas components exploded view</b>	-	



# SORRENTO EXPLODED DIAGRAM

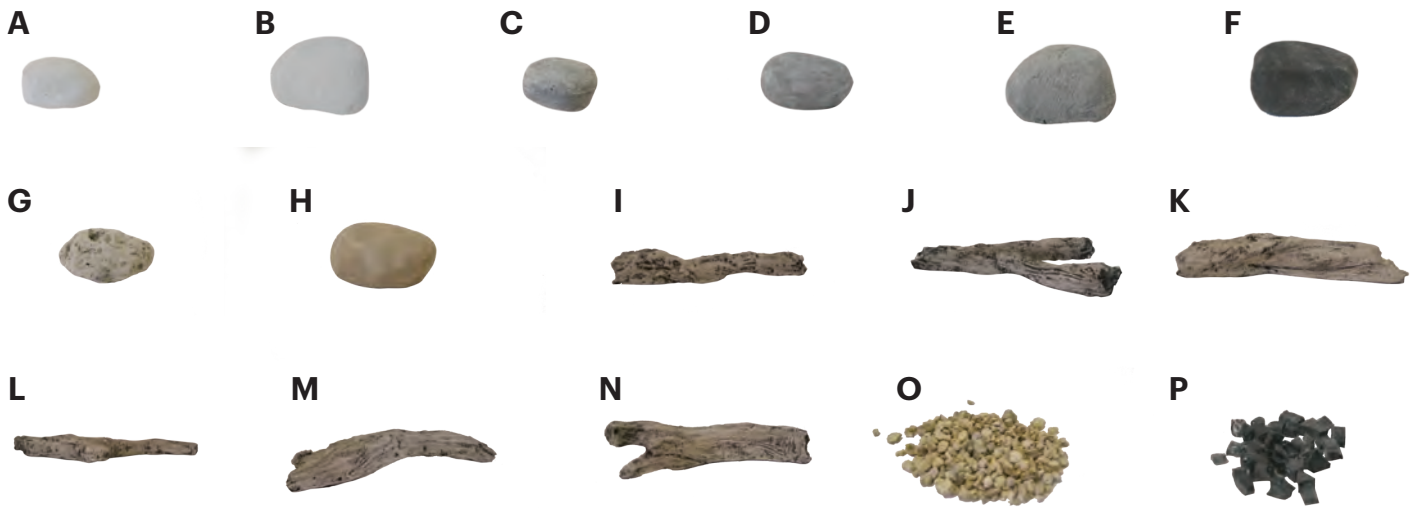
## INTERNAL GAS COMPONENTS



LEGEND	PART	QTY	KALORA PART NO.
1	Gas valve	1	SG030900001
2	Ignition module	1	SG030900002
3	Gas valve bracket	1	SG030900003
4	Brass fitting	1	SG030900004
5	Brass fitting gasket	1	SG030900005
6	Main burner injector, natural gas	1	SG030900006
7	Main burner injector, LPG	1	SG030900007
8	Main gas line	1	SG030900008
9	Main burner gas line	1	SG030900009
10	Adaptor fitting (1/2" to 5/8")	2	SG030900010
11	Pilot burner	1	SG030900011
12	Pilot burner gasket	1	SG030900012
13	Pilot burner injector, natural gas	1	SG030900013
14	Pilot burner injector, LPG	1	SG030900014
15	Pilot burner gas line	1	SG030900015

# SPARE PARTS LIST...continued

## MEDIA SPARE PARTS LIST



LEGEND	PART	KALORA PART NO.
A	White Pebble 1	SG031000001
B	White Pebble 2	SG031000002
C	Grey Pebble 1	SG031000003
D	Grey Pebble 2	SG031000004
E	Grey Pebble 3	SG031000005
F	Black Pebble 1	SG031000006
G	Lava Rock	SG031000007
H	Sand Pebble	SG031000008
I	Log 1	SG031000009
J	Log 2	SG031000010
K	Log 3	SG031000011
L	Log 4	SG031000012
M	Log 5	SG031000013
N	Log 6	SG031000014
O	Vermiculite	SG031000015
P	Crushed Glass	SG031000016

# WARRANTY

This limited warranty (**Warranty**) is given by Kalora (ACN 005 868 093) (**Kalora** or **we**) to the original retail purchaser (You) of the gas log fire to which this Warranty applies.

**Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

The benefits that this Warranty provides are in addition to other rights and remedies available to you under the Australian Consumer Law. This Warranty does not limit those rights and remedies.

**IMPORTANT:** For this Warranty to apply, you must fully complete the attached card and mail it to our mail address (below) within 30 days after the original purchase. By mailing it to us, you also agree that, to the extent permitted by law, our liability to You on any basis in relation to the gas log fire (other than under the Australian Consumer Law) is limited to our obligations under this Warranty.

## 1. Scope of Warranty

If:

- a defect in material or workmanship appears in the following parts within the corresponding warranty period after the date of the original purchase, such as to make the gas log fire unfit for normal home use; and
- you comply with the requirements below regarding making a claim,

then, subject to the exclusions below, we will (or will arrange to) replace or repair the relevant part or (at our option) replace the entire gas log fire with the same or comparable model.

- if you are not a retail purchaser, or in the case of non domestic use (e.g. pubs, clubs);

COMPONENT	WARRANTY PERIOD	
	Parts	Labour
Firebox	10 years	1 year
Burners	10 years	1 year
Tray media	5 years	1 year
Burner media*	2 years	1 year
Reflective panels	2 years	1 year
Glass door	2 years	1 year
Electronic components	2 years	1 year
Fan	2 years	1 year
Gas connections	2 years	1 year
All other parts	1 years	1 year

\* Burner media includes, but is not limited to, products such as Vermiculite, decorative glass media, imitation lava rocks, logs, coals or pebbles.

To the extent permitted by law, our liability under this Warranty is limited to this replacement or repair obligation.

## 2. Exclusions

This Warranty does not apply:

- if the gas log fire is not installed by a licensed plumber and gas fitter;
- where the defect is not due to the original design or manufacture of the part (including where the gas log fire, part or accessory has been subject to accident, abuse, alteration, misuse or neglect or has been installed, altered, inspected, operated, cleaned or maintained negligently or not in accordance with applicable local laws, regulations and standards and the instructions and requirement included in the manual supplied with the gas log fire);

# WARRANTY

- if the gas log fire has been reinstalled in a different position or location to the original installation;
- to claims relating to the capacity of the gas log fire to heat the desired space;
- to any accessories or optional parts;
- to noise caused by minor expansion, contraction or movement of parts;
- to any initial smell due to paint or surfaces curing;
- to changes in surface finishes as a result of ordinary use (including interior and exterior colour changes or fingerprint marks) or any discolouration of glass;
- to any surface rust which may occur in transit, storage or use;
- to any defect caused, or likely to have been caused, by an unsuitable environment, including but not limited to:
  - atmospheres containing chlorine or fluorine;
  - prolonged exposure to dampness or condensation; or
  - inadequate air supply or negative pressure caused by tightly sealed construction or air handling devices such as exhaust fans, clothes dryers or forced air furnaces.

### 3. How to make a claim

Any claim under this Warranty must be in writing to our mail or email address below. It must be sent within the applicable warranty period and must include:

- the model number of the gas log fire;
- the place, price and date of purchase; and
- reasonable details of the defect, including both indoor and outdoor images of the installation if the gas log fire has been installed to any extent.

As part of making your claim, You must provide to us any further images or information that we reasonably request, and permit a service person arranged by us to inspect the gas log fire and its installation (if applicable) at a mutually convenient time during business hours.

If you do not provide the required images, or the images or details that you provide are misleading, and an inspection reveals that this warranty does not apply (e.g. due to one of the exclusions above) then we may charge you for the relevant site visit at our applicable rates.

If the gas log fire has not been installed, then at any time we may require that you return the gas log fire to the original place of purchase (and collect it from there once the replacement or repair is complete) at your cost.

## REGISTER YOUR PRODUCT



### REGISTER BY MAIL

Please complete the attached warranty card within 30 days of installation and return to:

**Kalora Pty Ltd.**  
58 Access Way, Carrum Downs,  
Victoria, Australia, 3201.

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### Head Office

58 Access Way,  
Carrum Downs VIC 3201  
Australia

### Kalora Pty Ltd.

(03) 8579 5900  
info@kalora.com.au  
www.kalora.com.au

