

INSTRUCTIONS FOR INSTALLATION AND USE

# TRUE VISION

## 1000 - 1300 RD



Distributor/Manufacturer  
M-Design Benelux BVBA  
B-8210 Zedelgem - Belgium



PASSION FOR FIRE

# **VERY IMPORTANT**

## **INSTALLATION INSTRUCTIONS FOR THE M-DESIGN GAS FIREPLACES**

**THE SUPPLIER TAKES NO RESPONSIBILITY FOR ANY  
POSSIBLE DAMAGE, POOR WORKING APPLIANCES AND  
ACCIDENT AS A RESULT OF INCORRECT  
INSTALLATION**



PASSION FOR FIRE

### **MAINTENANCE GAS FIREPLACE M-DESIGN**

**THE M-DESIGN GAS FIREPLACES MUST BE CHECKED EVERY  
2 YEARS AND GET A  
MAINTENANCE. THIS IS ALSO TO MAINTAIN YOUR  
WARRANTY. IF THIS WILL BE NOT  
OBSERVED, THE WARRANTY FELL.  
YOU CAN RELY ON M-DESIGN TO MAKE THIS CHECK FOR  
YOU, OR YOU CAN DO THIS BY YOURSELF AND FOLLOW  
THE METHOD BELOW.**

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## OPEN EN CLOSE THE DOOR

For initial setup, you need to clean the window and clear the fireplace of any dust and grease that is left behind. This is also the only maintenance action that may be performed on the device by the user.

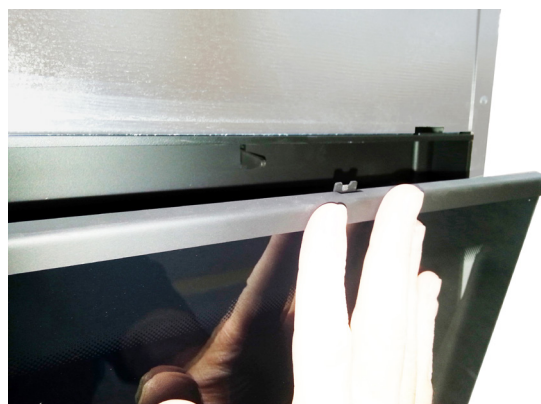


Thanks to a patented system, the door can be easily opened at an angle of 45° to allow a user-friendly cleaning of the window



**OPEN**

Above the glass (below the upper frame) hooks are provided (left, right and center). Push it upwards with your fingers. the window can now be opened.



**CLOSING**

To close, push the door gently (but not too soft) against the hooks. Make sure that all hooks are hooked

## 1. General remarks

This is an appliance using the closed combustion system, designed for the atmosphere and comfort of your living-room. It constitutes an efficient source of heat and gives the impression of a real fire.

The balanced flue appliances are based on the principle of natural extraction from the fire-box, which eliminates flue gas outside and brings in air (oxygen) from outside the house which is necessary for combustion of the gas. It uses to this effect two concentric pipes. The internal pipe ensures the elimination of burned gases and the external pipe brings in combustion air. The advantage of this principle is that the equipment works independently of the atmosphere which predominates in the house.

## 2. Connection

This appliance must be connected by an approved installer in accordance with the most recent

regulations in force. On the basis of your order specifications, this appliance is designed for natural or propane gas.

Read the instructions before installing and using this appliance. Before installing the appliance, please check the local regulations about this type of appliance (identification of the type of gas, etc.) and check that the furnace is adapted to your means of installation.

**The appliance must be connected to the type of gas mentioned on the appliance. Never connect a propane burner to natural gas or vice versa!**

It is imperative that the installer sees to the following:

- The appliance must be subject to an air tightness test of the gas and elimination of flue gases.
- The concentric pipe, if already available, must be working correctly.
- The running of the control valve, lighting of the pilot light, the main burner and the thermocouple must all be checked.

This appliance has been programmed and factory sealed. The sealed parts cannot be modified. The appliance may therefore also be installed in airtight accommodation and accommodation equipped with mechanical ventilation. It constitutes ambient heating even in accommodation equipped with a closed ventilation system.

### 3. Installing the fireplace

After having checked the appliance, you are ready to install your appliance. This is done as follows

#### 3.1.1 Positioning the appliance

Place the appliance on a stable surface using the adjustable feet. Adjust the height of the appliance turning the bolt ( pic 1 )

**The appliance must not be placed directly on the floor as you need to allow natural convection. The appertures for the air supply (IN) is situated underneath the appliances**

#### Minimum and Maximum hight of the appliance :

Adjusting the height of the appliance Min 35mm to 450mm (floor to under the appliance).

If you want the fireplace to be installed with a different height, unscrew the nut to remove the feet.

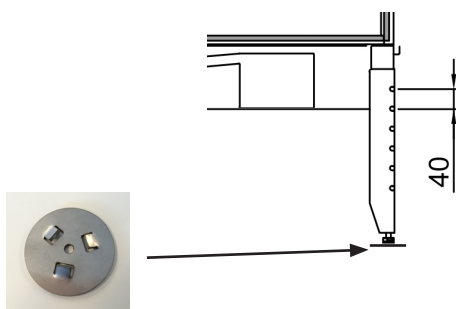
Grind the desired height on foot. The distance between two holes is 40mm. With the fireplace is provided 4 small saucers. Use to get the stud under your feet.

If you want to install the fireplace at the minimum height of 25mm, measured from the floor to

Below the firebox: remove the foot and unscrew the nut below the foot. Aim the nut in

The tarred hole that is located below the hearth in the corner. Do the same for the four feet.

The minimum distance from the floor to the bottom of the frame is 244mm

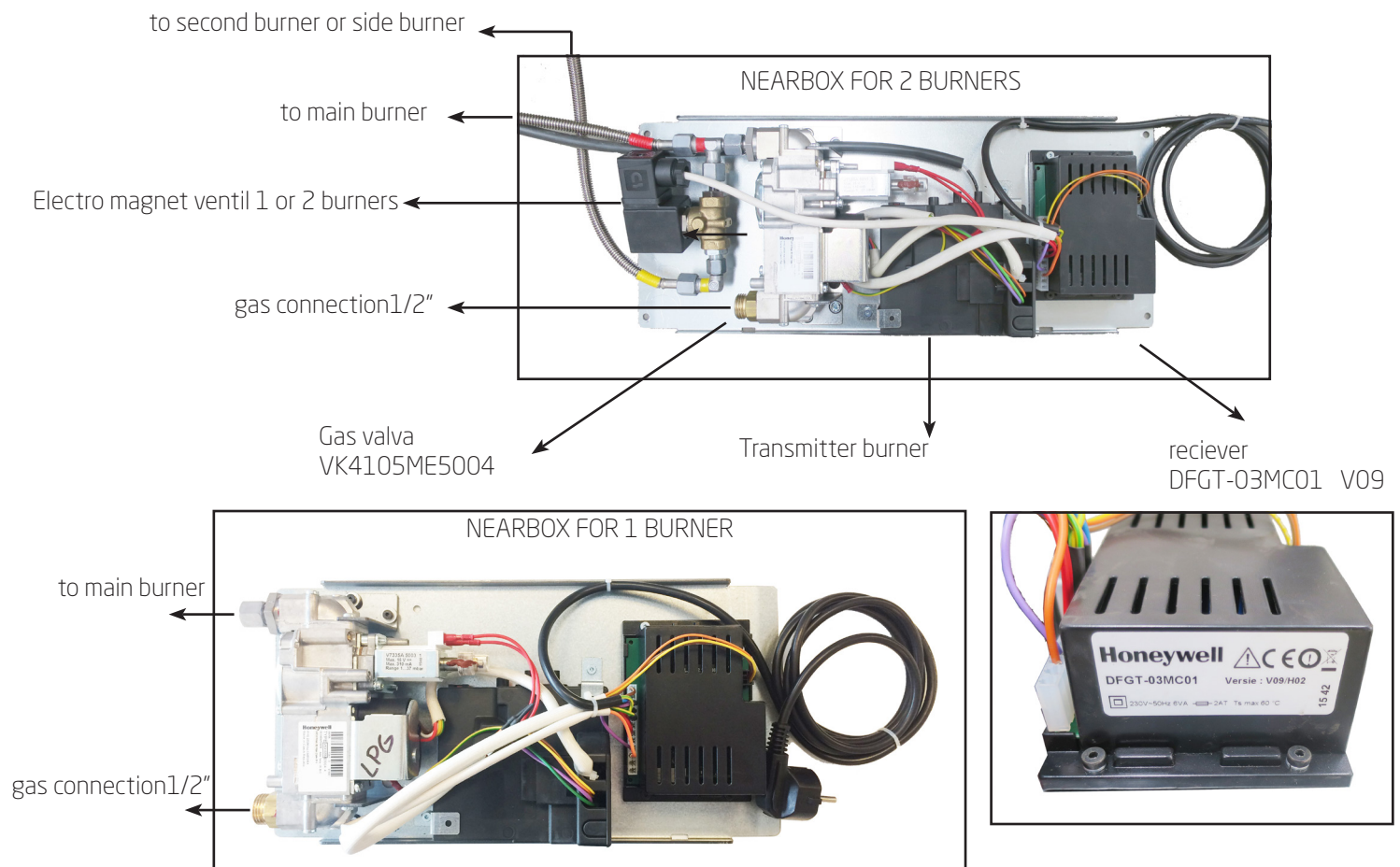


Small saucers provided with fireplace



### 3.1.2 Nearbox (gasunit)

For safety reasons, The gasbattery or "NEARBOX" is fixed with screws on the pallet.  
Unscrew and remove the gasunit before installation



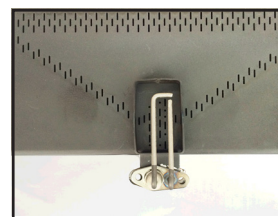
Dimensions gasunit 3 branders : L455 xB188 x H64mm

Dimensions gasunit 3 branders : L365 xB188 x H64mm

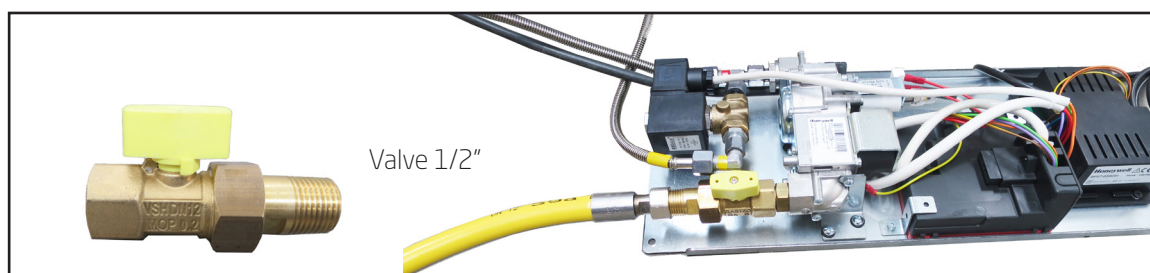
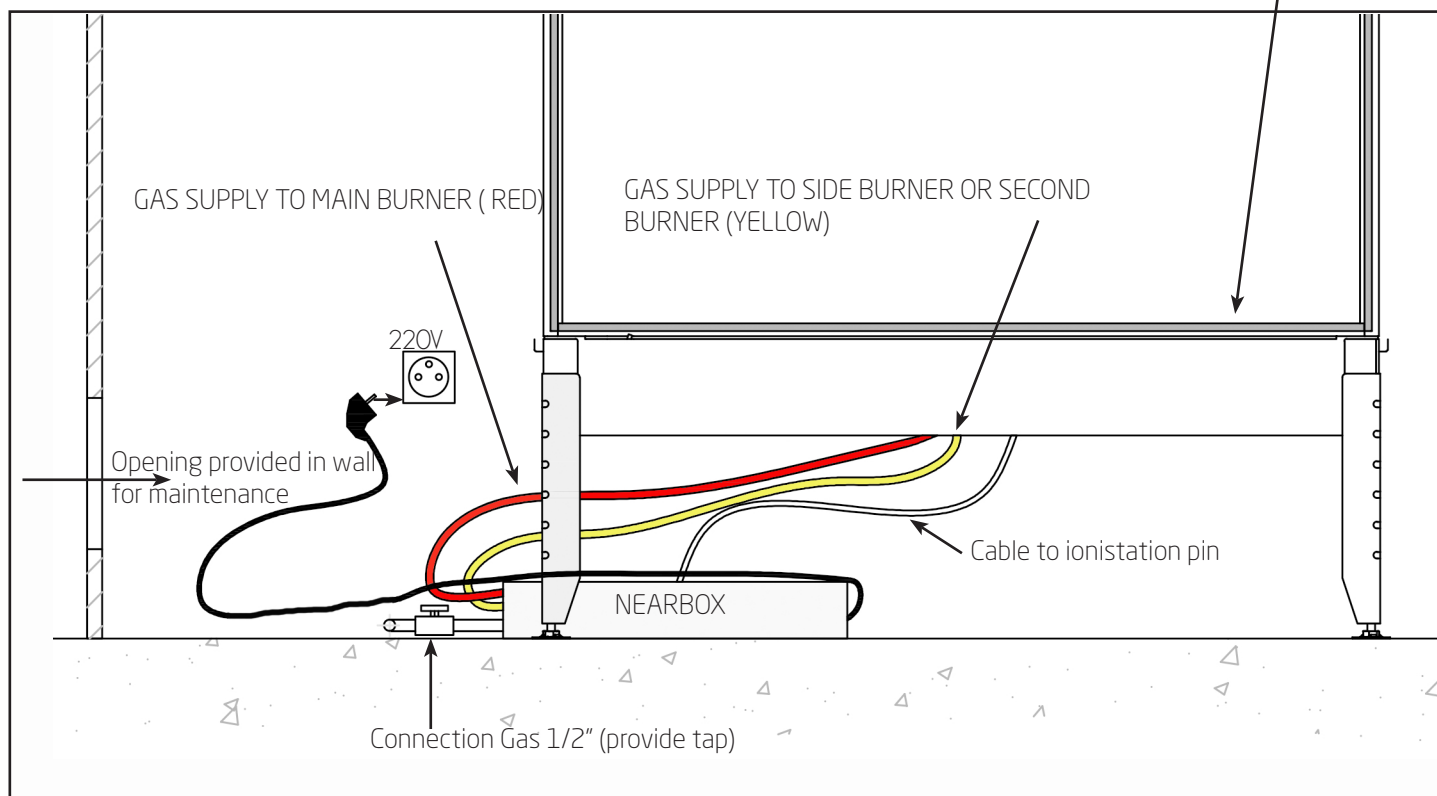
### 3.1.3 The Gas connection

After the "NEARBOX" has removed from the of the back of the fire, you can place it loosely on the ground in proximity to the opening provided in the wall of mantelpiece. The device is always connected with an approved gas tap 1/2", and preferably with a yellow gasflexible that is reachable at all times. Provide the mantelpiece with a door so that the valve and the electrical connection is easily accessible.

True Vision is provided with a direct ignition, no starting pilot



**ATTENTION : DO NOT PLACE ANY DECORATION ON THE DIRECT IGNITION PIN**  
(be carefull to stay out of the little rectangular zone with the dcoration)





### **3.1.4 Electrical connection**

These appliances are equipped with a radiographic remote control, making an earthened 220V socket necessary.

You should bear in mind that the appliance must be connected to all electrical supplies for the purposes of service.

It's obligatory to connect an earth current.

### **3.1.5 Modification natural gaz to propane**

Modification of the fireplace can only be done by the manufacturer or an approved installer. A new signal plate is provided.

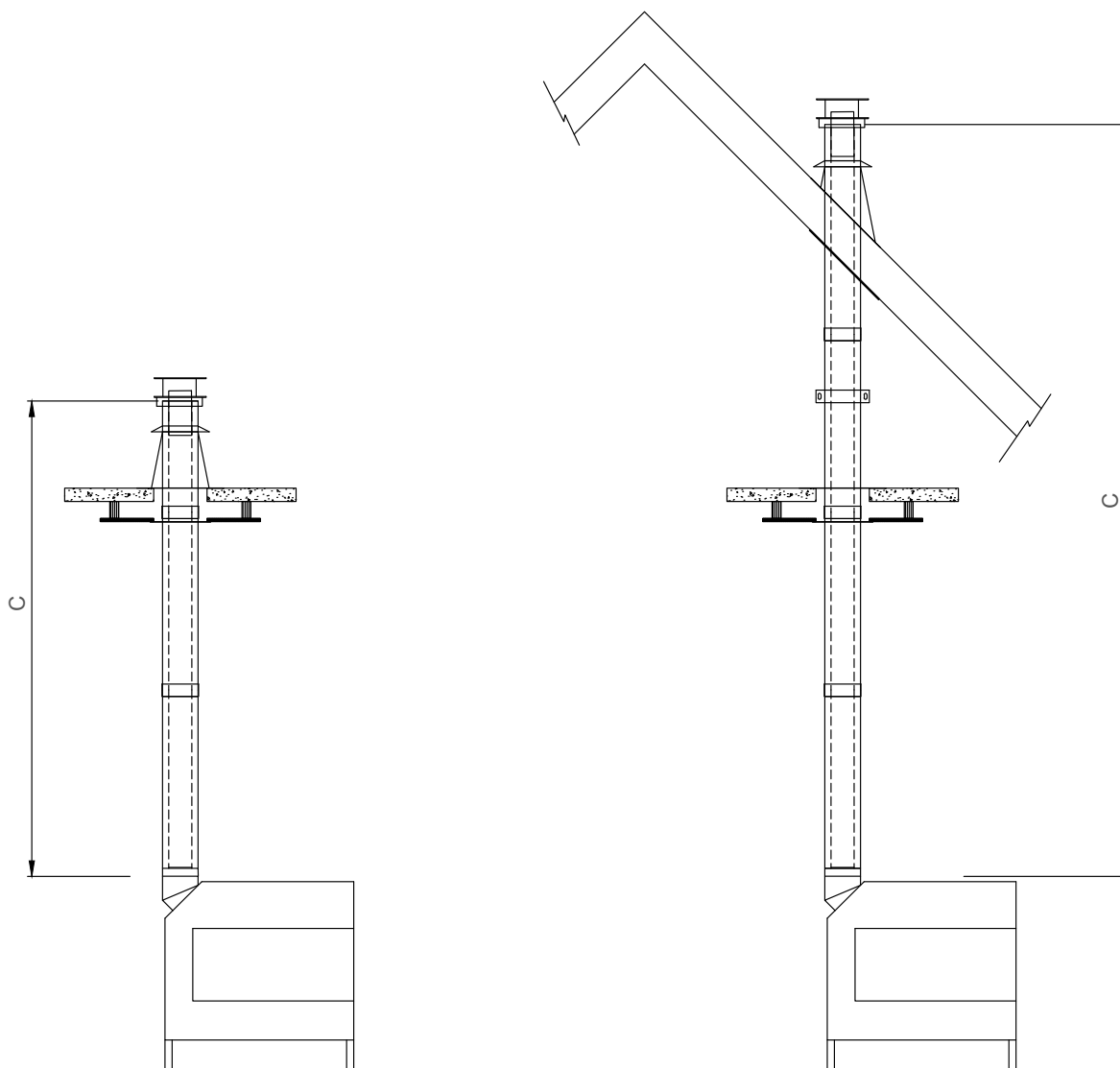
## 4. Installing the chimney

Install the concentric flue duct as indicated by ONTOP - METALOTERM. The only authorised pipes are ONTOP Metaloterm™. ONTOP-METALOTERM tested our appliances with their conduct and we only guarantee a good working of the appliance with those. Between the external wall of the pipe and the wall or the ceiling, you should allow for a clearance of at least 50mm and protection that is suitable against temperatures of around 130°C. The passage of the front panel cowl in the external wall must be filled in using silicone mastic.



The concentric flue duct should not be reduced to 150/100 for all True Vision.

### 4.1. ROOF EXIT (C31)

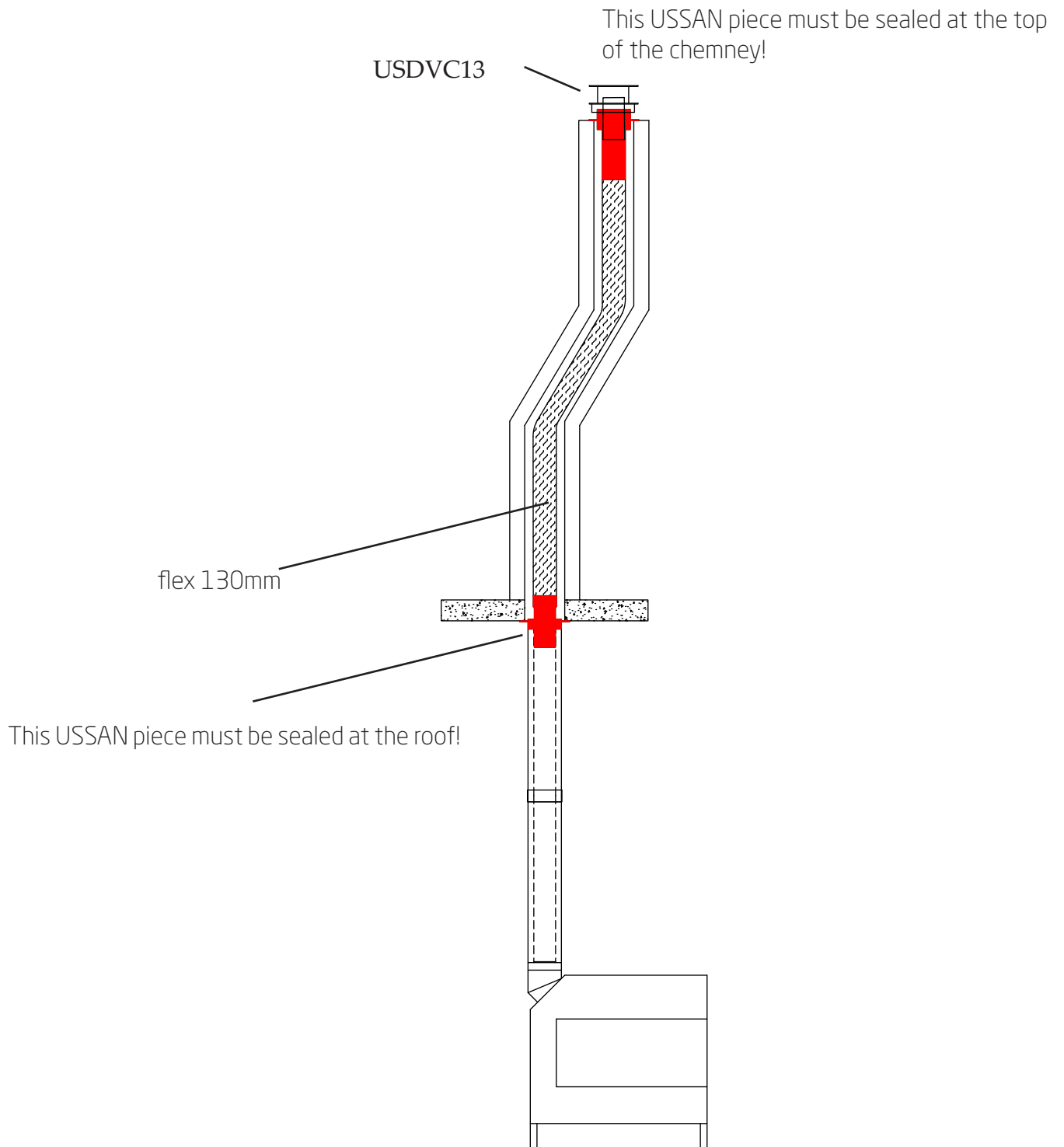


<b>Ø 200/130</b>			
Appliance	C (min)	C (max)	Restriction (as from 3m)
True Vision 1000 RD	2 m	10m	Ø 60
True Vision 1300 RD	2 m	10m	Ø 60

Picture 1

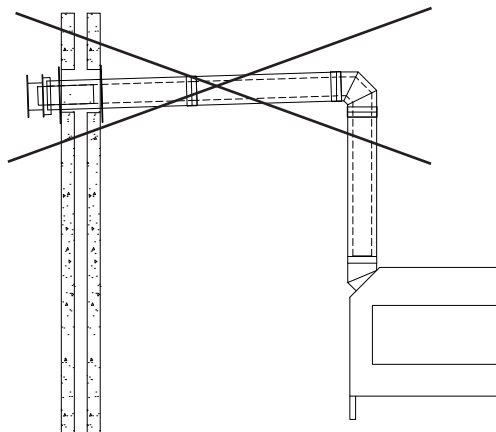
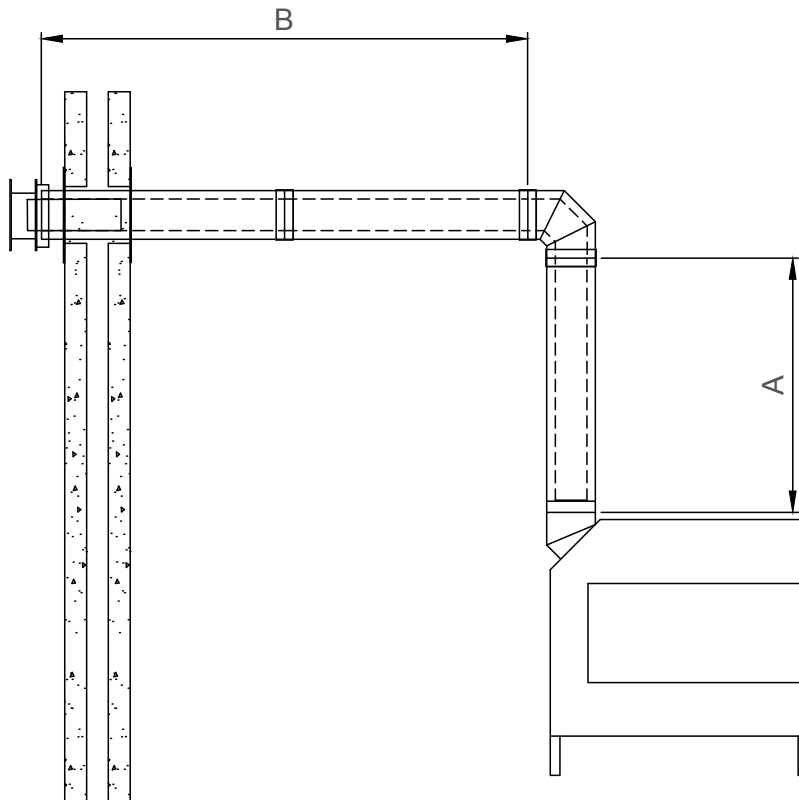
## 4.2. ROOF EXIT VIA EXISTING CHIMNEY (C91S)

<b>Ø200 / Ø 130</b>			
Appliance	C (min)	C (max)	Restriction (as from 4m)
True Vision 1000 RD	2 m	10m	Ø 60
True Vision 1300 RD	2 m	10m	Ø 60



### 4.3. WALL EXIT (C11)

Ø 200/130			
Appliance	A (min)	B (min)	B (max)
True Vision 1000 RD	1m	Wall Exit	A
True Vision 1300 RD	1m	Wall Exit	Wall Exit

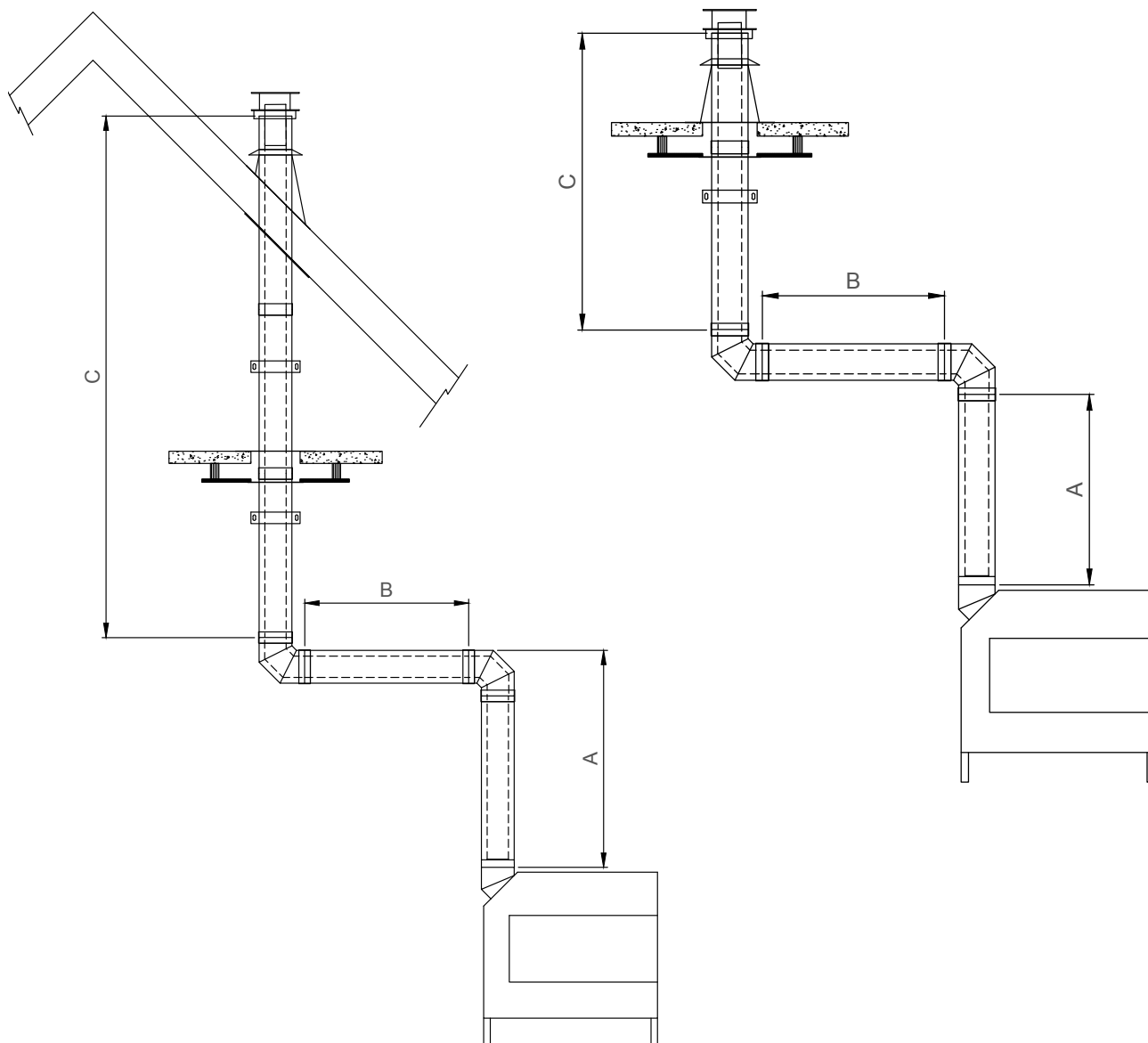


**IMPORTANT:** Be careful every horizontal part does not have a negative inclination in direction of the outlet. It is even better, when possible to have a little inclination of 2 or 3 degrees ascending to avoid rain and condensation in the tube. Install wall outlet like fig 1



Picture 4: ROOF EXIT WITH BEND

<b>Ø 200/130</b>				
Appliance	A (min)	B (max)	C (min)	(A+B+C) max
True Vision 1000 RD	1 m	A+C	B-A	12m
True Vision 1300 RD	1 m	A+C - 1m	B-A-81	10m



Appliance	<b>Ø 200/130</b>
1000 / 1300 RD	for each 90° bend subtract 1m horizontally or add 1m vertically
1000 / 1300 RD	for each 45°/30°/15° bend subtract 0,5m horizontally or add 0,5 m vertically



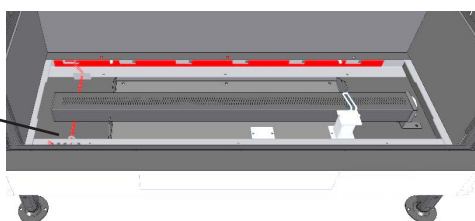
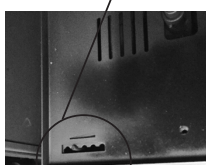
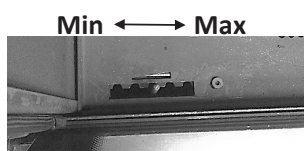
## 5. Flame adjustment settings

Before initial setup, you need to clean the window (from outside and inside) and fireplace of any dust and grease. If you do not clean the glass properly, after lighting up the fireplace it can remain still on the glass. After installing the fireplace correctly on the concentric tube or chimney system, you must make a flame adjustment according to the draft (see chapter 4 page 9. Installing the chimney + use restriction rings).

The air intake for flame can be adjusted in fireplaces. Setting element is situated on the left side of the bottom plate in the combustion chamber. Adjustment of air intake may only be set out by a specialist.

### **At the first ignition of fireplace first test if ignition electrode work correctly.**

Close the valve on gas connection, open the door on fireplace and start fireplace by remote control. Ignition electrode has to spark. If it does not spark, check cables and electrode. Then subsequently if electrode works correctly, open the gas valve and repeat ignition with opened door. Electrode should start the fire on the burner. When the fire burns evenly over the entire length of burners including secondary burners, the door can be closed and the flame can be set to local condition.



Attention, burner has to burn continuously evenly in the whole length including secondary burners.

It is needed to wait 30-60 minutes until the setting is fully shown up in the fired fireplace. Natural gas is first burning by blue colour and it will turn yellow in time, LPG burning becomes quicker yellow.

If the flame is blue, it can mean that there is too much air in the combustion chamber but also that there is too little air. If there is too much air, the flame moves very quickly.

By adjustment must be taken to account that the more yellow the flame is the quicker glass can get dirty.

## 6. Insulation and finishing

**Please, follow this instruction. The appliance can overheat if you do not follow these instructions. Errorcode F02 will appear !**

Once installation is complete, the appliance can be fitted. Before doing so, check the tightness of the gas pipe one more time. Light the appliance and check that it is working: check the tightness of the gas pipe and the smoke pipe. Once you have checked everything, you can perform the final insulating and finishing operations.

The built-in part of the appliance tends to be very warm. Please check that the appliance is not too narrowly fitted and that there is adequate space for the elimination of hot air. For insulation of the appliance, we advise you to use M Design insulating plates. You are advised against using any other insulation product. Inflammable materials as well may not be used for the finishing.

Masonry must be raised around the fireplace. Due to the expansion of the fireplace during combustion, a gap of at least 5 mm must be provided at the front of the fireplace and 4 cm on each side of the appliance. The masonry must not rest on the fireplace. **THE FIREPLACE MUST BE FREE.** Always leave 2 mm clearance between the inner frame and the masonry.

## 7. Convection current

**Please, follow this instructions. The appliance can overheat if you not apply those instructions. Errorcode F02 will appear!**

It is MANDATORY to equip the fireplace with a convection kit consisting of inlets and outlets which are connected to stretchable hoses from 3m to 5m.

In this way is created a circulation and evacuation of the heat by convection.

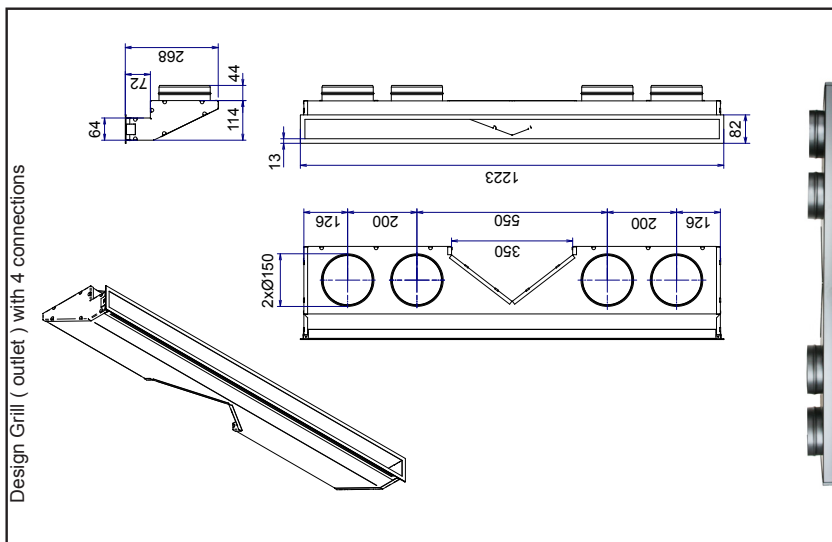
This is very important to avoid overheating in the firebox casing and also to distribute the air hot air in the room or in another adjacent room (office, kitchen, ...)

This system directs the heat inside the room using hoses (150mm dia.). It is necessary to open minimum 2 hot air outlets. For the installation of these ducts, limit their lengths, avoid as much as possible elbows and changes of direction, because the losses of speed generated, decrease the efficiency of the air outlets at the end of travel. We advise you to install the hot air grilles at the same height to have the same heat provided. M-Design has developed hot air and ambient air outlet grilles available from your dealer.

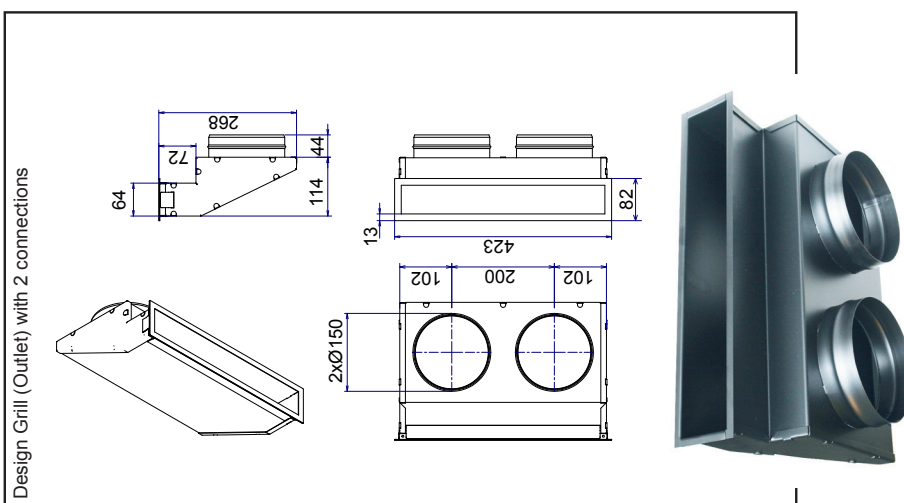
Outlet grids have two or four hose connections (2/4 hoses on 1 grid!).

The air inlet grilles (not to be connected with a hose) must be placed as low as possible at the bottom of the fireplace.

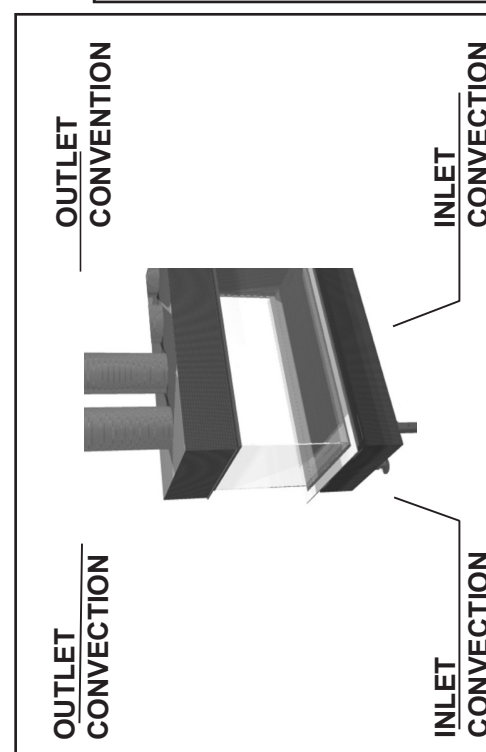
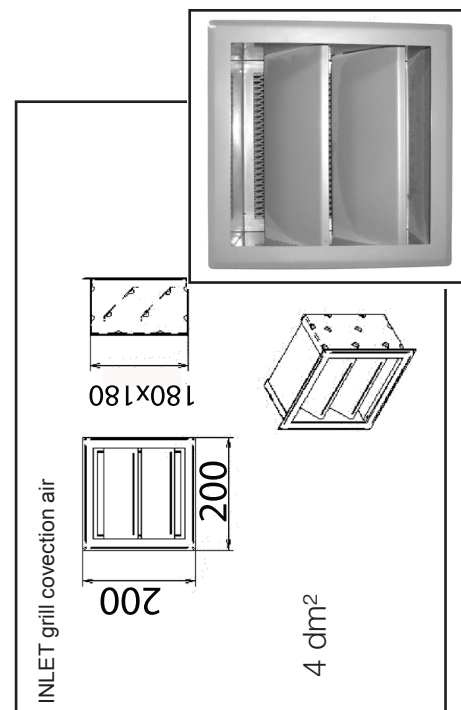
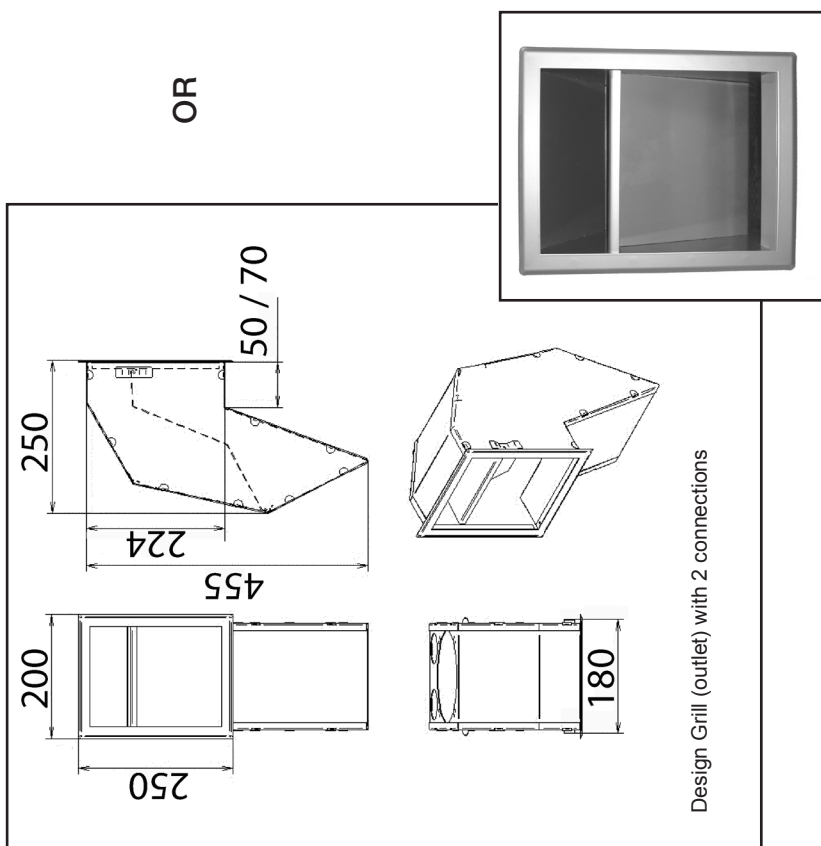
ATTENTION : A house is never completely 100 % dustfree, heating appliances and warmth circulation create dust particles. During the periods where you are not using the fireplace, dust is accumulated in the flexible pipe and and the grills. This could cause a problem with a smell, so we would certainly advise you to clear the flexible and air inlets and outlets using a vacuum cleaner regularly. The smell caused by these dust particles will disappear after you have used the fireplace again a few times. (This phenomenon is very common and can be compared to the gray traces appearing above your radiators.) Optionally you can order design metal lids to cover the inlets and outlets during the summertime .



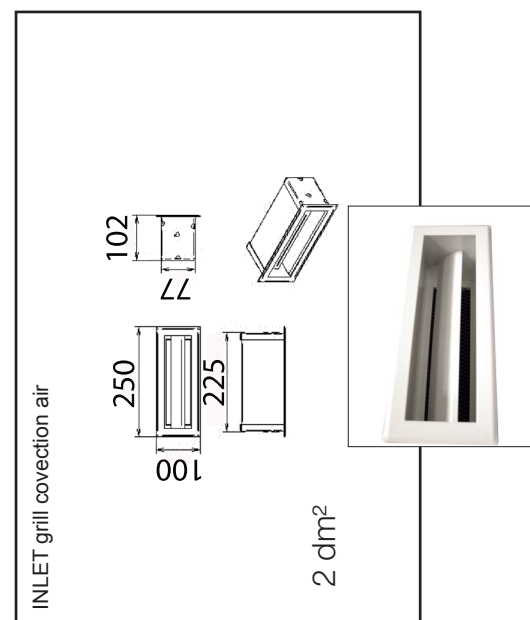
OR



OR



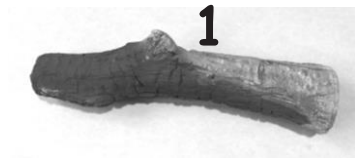
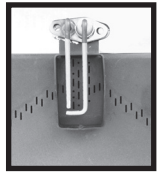
Picture 3



# Woodset True Vision : SET H1 (1000 and 1300RD)

## WARNING:

Do not put anything on the ignition stem and in the rectangular area. In case the fire is not burning in first ignition after arranging of logs set, please open the window on the device and check if the electrode is clear and also the rectangular area around electrode is clear too. Subsequently after check repeat the ignition with opened window. When the fire burns evenly over the entire length of burners included secondary burners, the door can be closed. Repeat ignition one more time with closed window.



x1



with hole \*

x2



x2



x2



x2



x3



with hole \*

x2



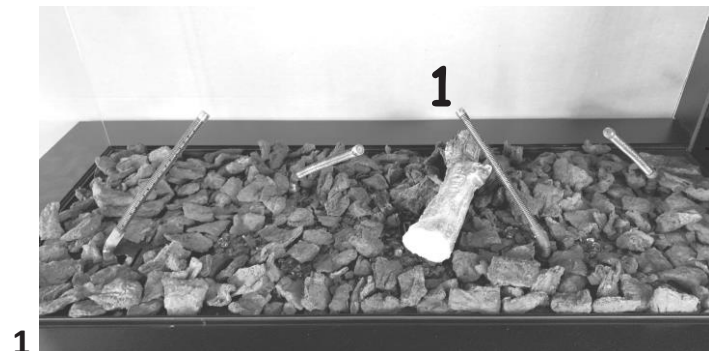
x2

\* Insert the secondary burners into the wood logs holes

Same set for 1000 and 1300RD. For the 1000RD, please put the logs a little bit closer to each other.

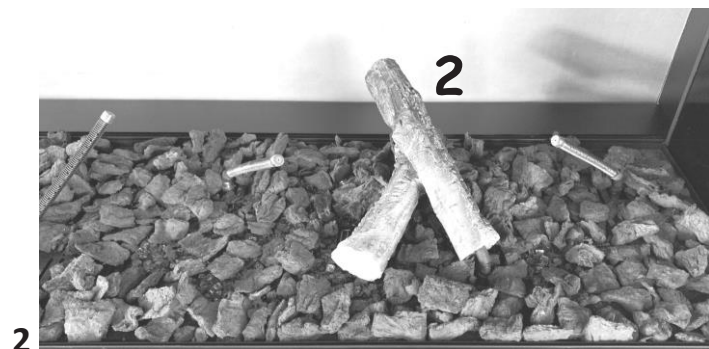
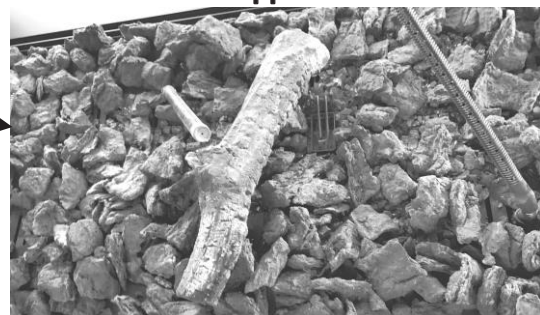
First put the imitation coal pieces. Packaging : 8 small bags size 15x22cm or 2 big bags size 35x25cm

**Warning: DO NOT PUT THE DUST FROM THE IMITATION COAL ON THE BURNER**



1

detail from opposite side

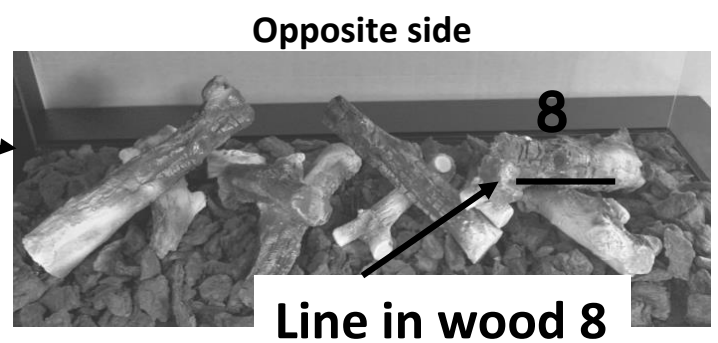
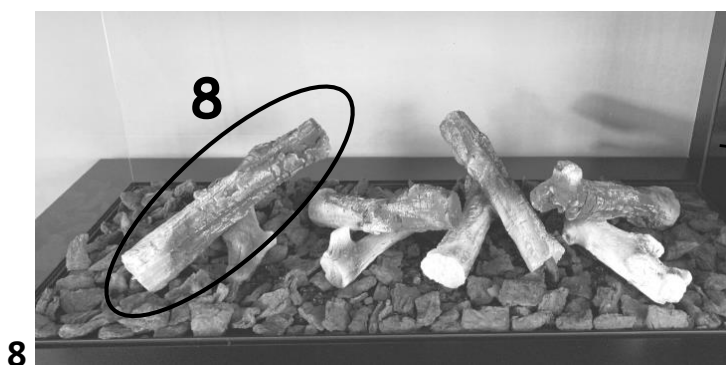
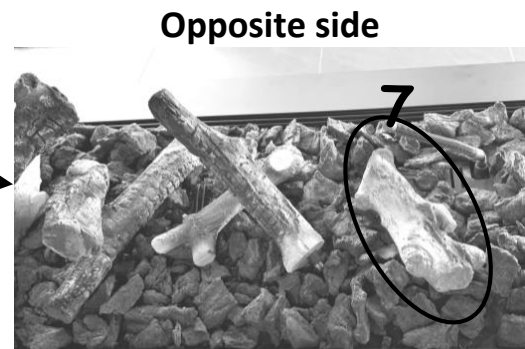
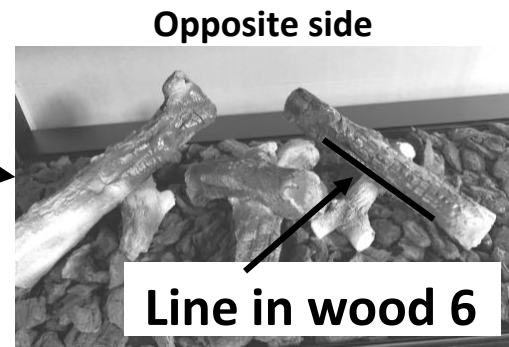
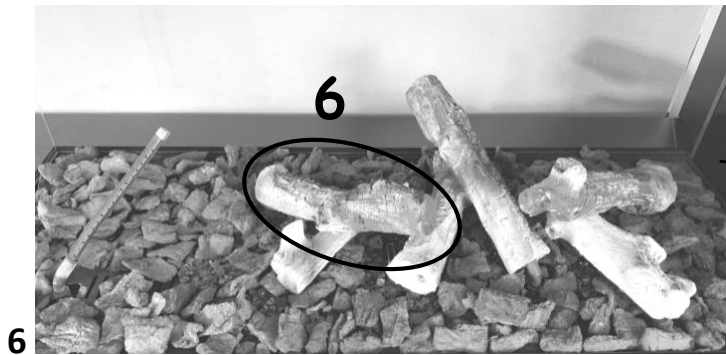
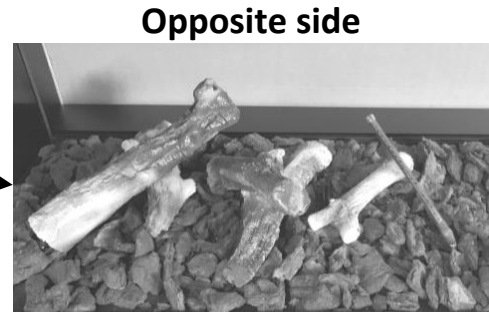
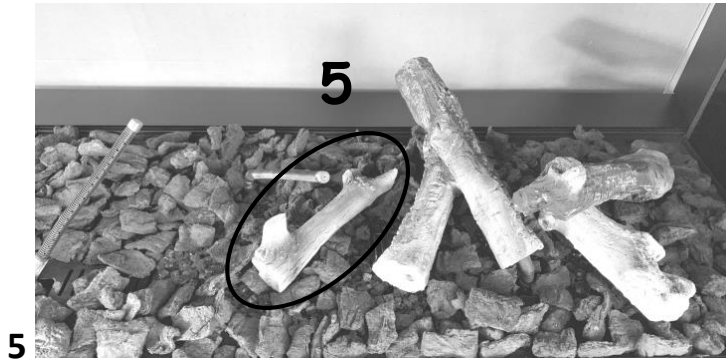
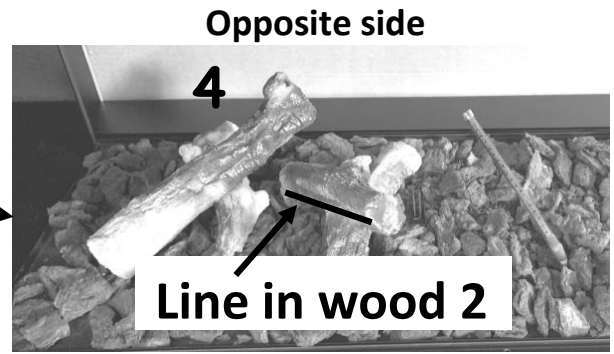
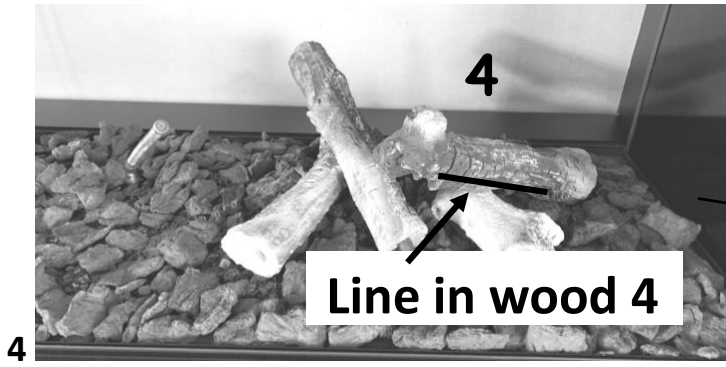


2

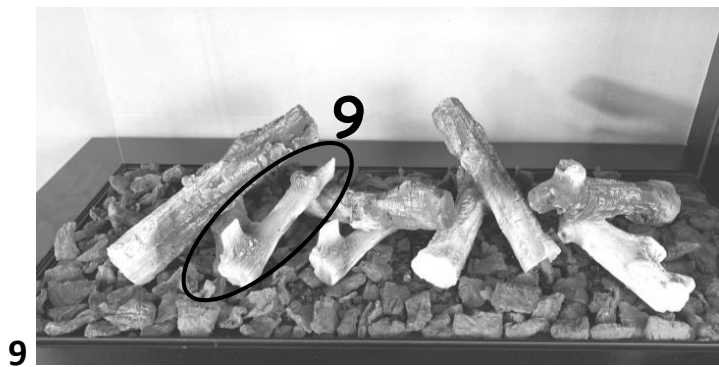


3









9

Opposite side

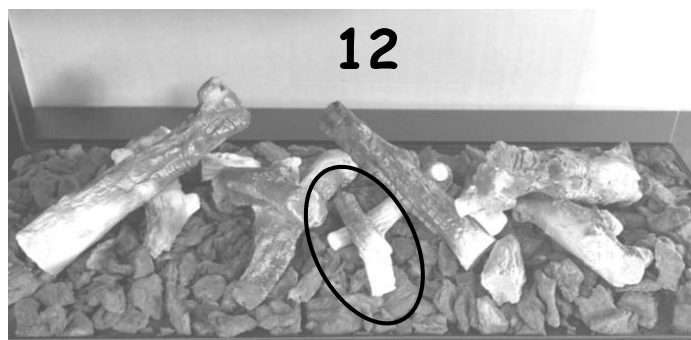
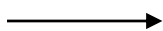


10



11

12 visible only from the opposite side



12

Opposite side

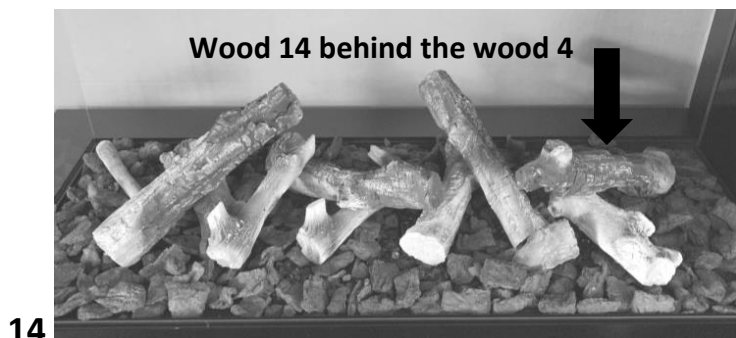


13

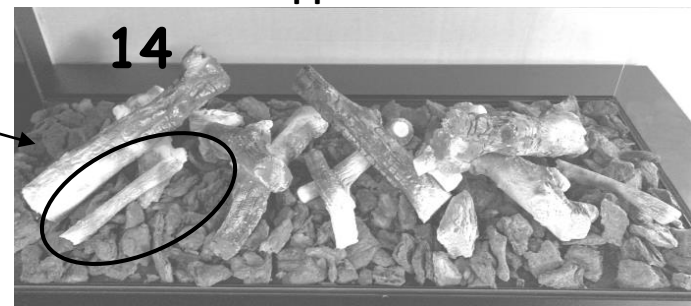


13

Opposite side



14



14

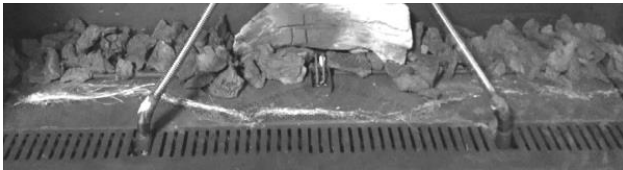


**In the case you ordered angel's hair arrange them on the burner first, then imitation coal and continue according wood manual.**

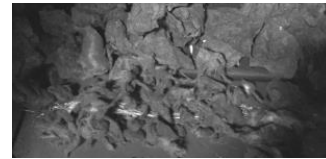


**DO NOT PUT ANYTHING ON THE IGNITION ELECTRODE**

17A



17B



## 9. First-time user

The masonry and plaster surrounding a recently installed appliance holds a great deal of moisture, which must first evaporate before commissioning the appliance. If not, the plaster may crack or split. Ask your installer about the timescale to follow. The first time you use it, only make a moderate-sized fire.

The first few times the appliance is used, an unpleasant odour may be apparent.

It comes from the protective paintwork. These emissions are totally harmless. To quickly get rid of these odours, all you need to do is ventilate the room for a while.

After the first few fires, a light deposit may appear on the window. It comes from the paintwork. Once the appliance is cold you can get rid of this deposit by using M Design's Bio-Clean cleaning product. This product may be used later on for cleaning the window.

The appliance must not be used if the door no longer has a window or with the door open. If the window is broken or cracked, the appliance must not be used until the window has been replaced. Contact your M Design reseller.

## 10. Safety, device and maintenance

Have your appliance inspected every 2 years by a qualified technician.

Please observe the following points:

- Closed appliances produce intense heat, which means that all the surfaces of the external walls (metal, door frames and windows) become very hot once a certain temperature is reached. Make sure that young children do not touch the window; this could result in severe burns.

- The logs, ceramic pebbles, a Diamond set and a Sapphire set are delivered with the appliance. **Never put other objects in the flames!**

- Check that there is nothing on the ignition pin and that the imitation coal does not lie on the small openings of the burner. When starting up, make sure you see the ignition sparks.

- **If after 2 attempts the device does not start up, wait 15 minutes before restarting, or open the window to attempt to start up. If this does not work, please contact the dealer and not try to get the device started.**

- Keep inflammable materials a suitable distance from the appliance (min. 1m)!

- Never modify the settings yourself! The furnace warranty will then be considered as invalid, null and void.

- Never let children use the remote control without supervision.

- If the burner goes out for any reason, wait at least three minutes before lighting the appliance again. Open the window to vent the fireplace.





## 11. Guarantee

This page is your warranty card.

The guarantee is only valid for faults caused by construction defects or defects in the parts used to build the appliance.

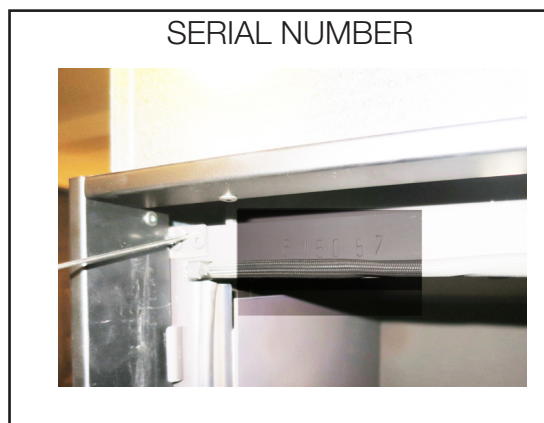
M-Design offers a 12 month guarantee on all electronic parts and a 8 year guarantee on the appliance construction.

Caution: The following items are always excluded from the guarantee:

- The glass, door, joints and internal decor.
- The defects which occur are fully or partially a consequence of
- Non respect of the order, installation and maintenance instructions
- Assembly, installation or repair by a third-party, including the buyer
- Heat cracks which normally occur in the mantel
- In cases where changes have been made to the appliance without our consent
- In cases where the buyer cannot show his/her warranty card with the purchase invoice.

Likewise where the guarantee and/or the invoice show(s) signs of tampering or forgery (crossed out date, illegible, modifications).

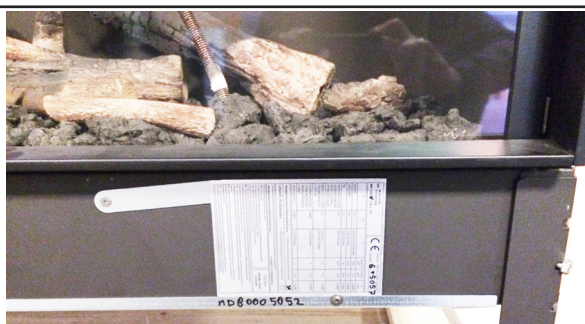
In the case you would like to make use of the manufacturer's warranty, you should contact your reseller in the first instance. Please take good care of your purchase invoice and warranty card and store them in a safe place.



Identification board

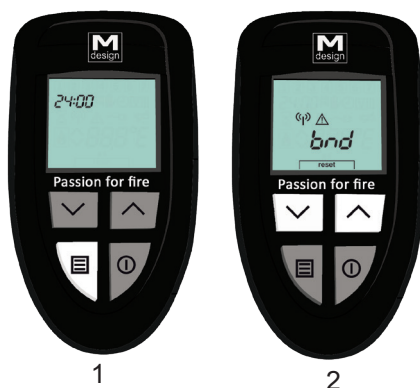
**SERIAL NUMBER :**





.....



## 12. Remote control (direct ignition)



### 1. First use (Connect the remote control)



Keep pressing the button  until 24:00 appears in the top left corner (1).  
Press several times on  until you see "bnd" on the screen (2)  
Press shortly on  and   
You see the temperature on the screen. Your remote control is now connected.

### 2. Ignite the fire



Press simultaneously on  and 

You hear the ionisation pen ticking.  
The ticking lasts for about 15 sec.  
At initial setup, it's possible that the pilot flame doesn't ignite immediately because the pipes are not yet fully deflated.  
You can try this up to 5 times before the unit will be placed in safety. If this fails, please contact your installer.

### 3. Manual control



From the moment the burner 1 is on, you can start with the flame height control.

The screen will automatically show manual control (flame height control)

Press on  until you see number 15.

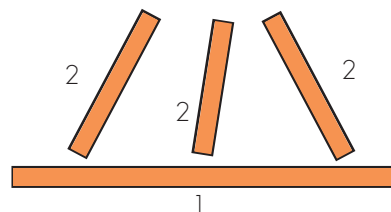
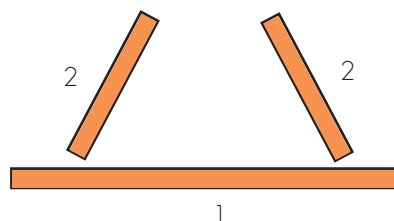
This is the maximum flame height.

Choose a flame height from 1 to 15

by pressing  or 

2. Second burners

1. Main burner





### 3. Manual control (continuation)



1



2

To light up the side burners 2, press

First you see the wave settings (page 30). or

Press a second time and you will see a "b0" or "b0"



3



4

**Remark:** If after a previous use of the fireplace, you turned it off in "b1" mode, next ignition, the burners 1,2 and 3 will light simultaneously. If, on the other hand, you have switched off the appliance in mode "b0" the appliance will switch on only with the burner 1

If "b0" appears, press to "b1", side burners 2 lights up.

If "b1" appears, press to "b0", side burners 2 will go out.

Choose a flame height from 1 to 15 by pressing or

To switch off the entire stove press

### 4. Thermostatic control



1



2



3



4

In case you want to go to a thermostatic control, you follow the next steps:

Press 2x the button until you see the screen with the symbols shown in picture 2.

Press or until the symbols and are blinking (pic 2).

Confirm your choice by pressing (pic.3).

Choose a temperature with the "up" and "down" arrows (pic. 4).

Don't place the remote control near the fire. The temperature sensor is in the remote

control. To get back to manual control do the same until and are blinking.

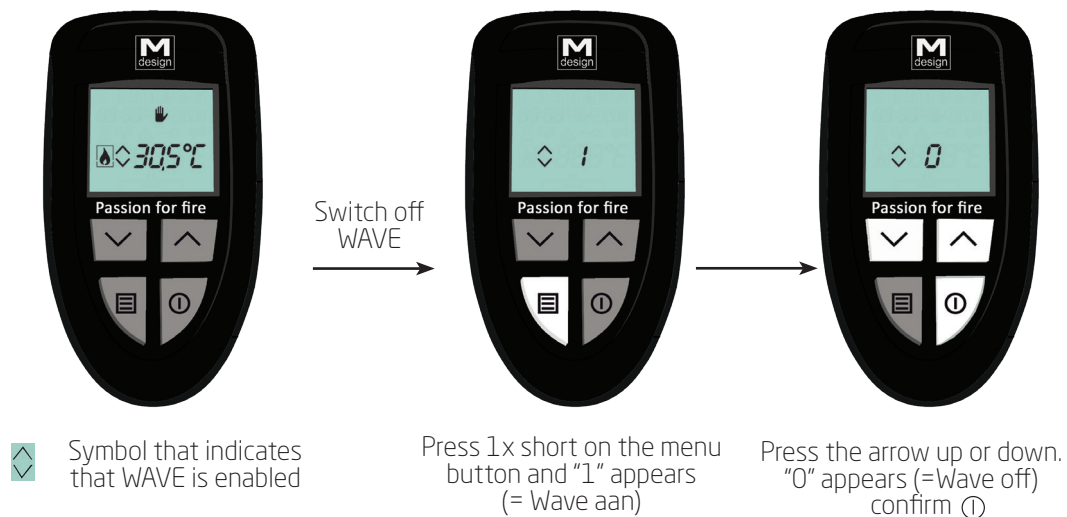
Confirm with

## 5. ECO WAVE

**ecoWAVE** : each model is standard delivered with ECO-WAVE

ECO-WAVE is an automatic cycle of fluctuating flames.

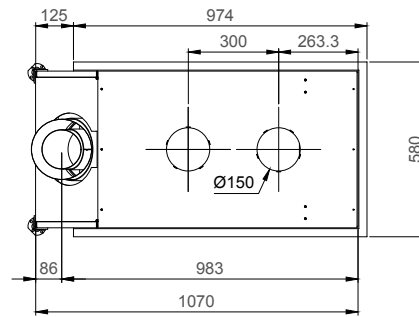
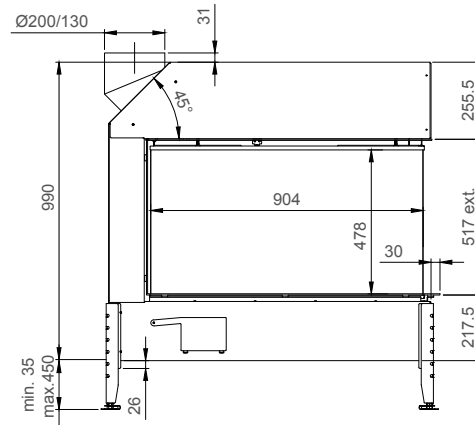
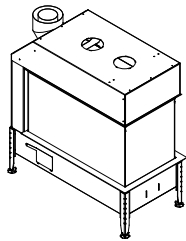
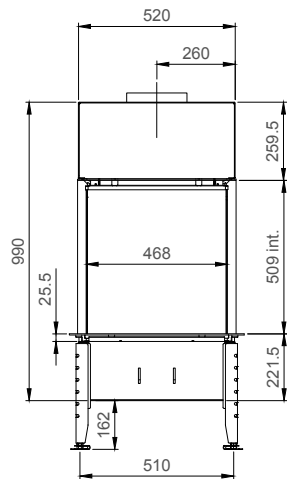
At each start-up of the fire, the system starts in ECO-WAVE mode !



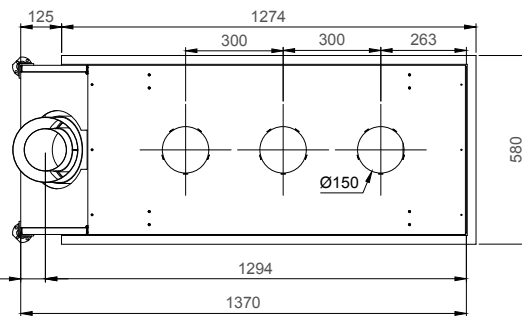
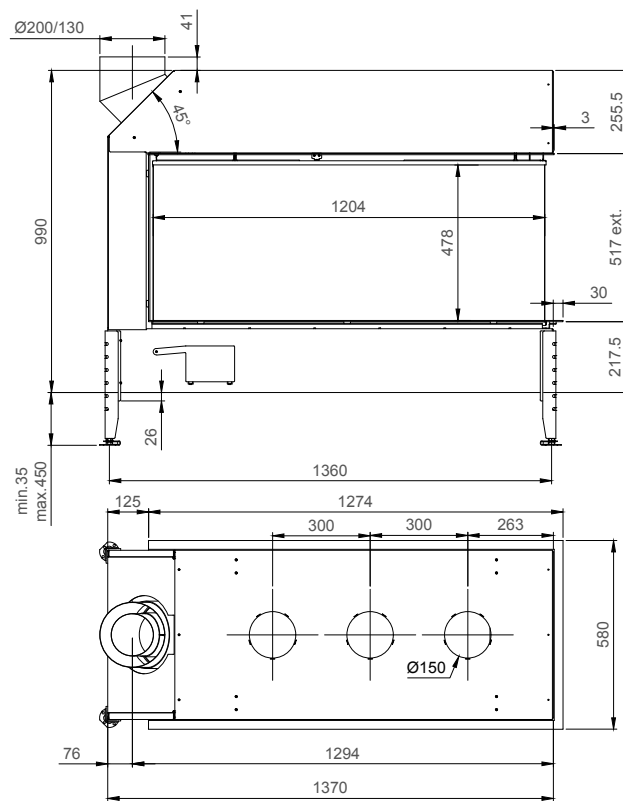
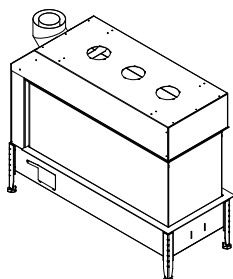
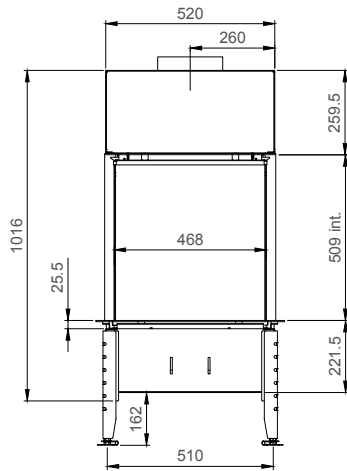
### Shut down fire :

Press ① to turn off the fireplace. The fireplace will start-up with 1 or multiple burners depending on the "b" position.

## 13. DRAWINGS



True Vision 1000RD - (example frame Type 2 - 30mm)



True Vision 1300RD - (example frame Type 2 - 30mm)