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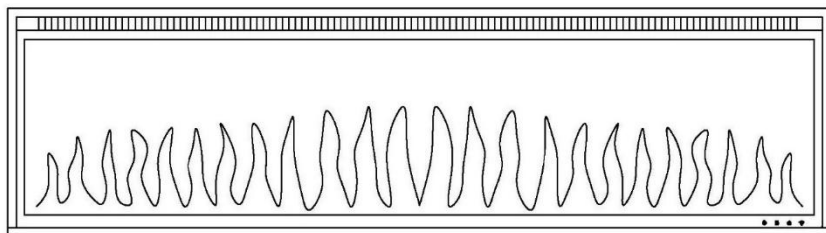
INSTRUCTIONS

SLIMLINE MEDIA WALL

AGL097 – 50 Inch

AGL081A – 60 Inch

ALG098 – 70 Inch



AMBERGLO

CALL US FOR ASSISTANCE: 0330 390 3062



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SAFETY INFORMATION

When using electrical appliances, basic safety precautions should always be followed, including the following:

General

- **IMPORTANT:** Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock or fire hazard and will void the warranty.
- **IMPORTANT:** Prior to installation, inspect the appliance for any signs of damage and verify that it operates correctly by performing a functional test. Do not install the appliance if any defects, damage or operational issues are identified.
- If the glass is damaged, do not use the heater in order to avoid a hazard.
- This electric fire is an instant heat source to warm a room and is great for visual room ambience. It does not necessarily need to be used as a constant or permanent home heating source.
- Children should be supervised to ensure that they do not play with the appliance.
- 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 of less than 3 years should be kept away unless continuously supervised.
- Children aged from 3 years and less than 8 years shall only switch the appliance on or off provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate, clean or perform user maintenance on the appliance.
- Before connecting the appliance, be sure that the mains voltage available matches that specified on the rating label and that the outlet is suitably earthed.
- The fire should be tested before installation.
- To disconnect the appliance, switch the controls off and then remove the plug from the socket outlet.
- This fireplace becomes hot during operation. To avoid burns, do not allow bare skin to touch hot surfaces.
- Two people should be sufficient to lift the heater. If, for any reason, it is considered too heavy, then obtain additional assistance.

- When lifting, always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper-body/top-heavy bending. Always bend from the knees rather than the waist.
- Do not lean forward or sideways while handling the heater.
- Always grip with the palm. Do not use the tips of your fingers for support.
- Always keep the heater as close to the body as possible. This will minimise the cantilever action.
- If required, use gloves to provide additional grip.
- Always use assistance if required

Placement and installation

- **CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention must be given where children and vulnerable persons are present.
- **IMPORTANT:** This heater must be earthed. The mains supply must be safely routed to an electrical socket from the heater.
- This appliance has hot, arcing, or sparking parts inside. Do not use it in areas where petrol, paint, or other flammable liquids are used or stored.
- The appliance must be installed in a location that complies with national regulations concerning the discharge of air.
- Do not cut, notch or damage any joist, beam or rafter when installing the appliance.
- The heater must not be located immediately below a socket outlet.
- Ensure the plug remains accessible after installation to disconnect the unit from the power supply.
- This appliance is designed for indoor use only and is not intended for use in bathrooms, laundry areas or similar locations. Never locate the appliance where it may be exposed to water or excessive moisture.
- If a television or other electrical device is installed above this fireplace, installers must ensure that the ambient temperature around the television does not exceed the manufacturer's recommendations.
- We always recommend employing an experienced, qualified installer when fitting such products. Each installation will vary, and specialist expertise is often required to conduct the necessary building work. The manufacturer accepts no responsibility or liability for poor workmanship or incorrectly installed fires and/or fireplaces.
- Avoid the use of an extension lead, as it may overheat and create a fire hazard.

- Do not run the power cable under carpeting, cover it with rugs, runners or similar floor coverings, and ensure it is kept away from traffic areas where it could create a trip hazard.
- The heater must not be located under an electrical socket; the socket must always be accessible in order to disconnect the heater from the electrical supply for maintenance and cleaning.
- Position the fire on a stable, level surface.
- Ensure the appliance is installed in its intended operating position.
- Keep the area around the fire clear and do not cover the heater.
- Do not obstruct any air inlets or outlets.
- Keep curtains, furniture, bedding, paper and other combustible materials away from the appliance.
- The fire must not be located immediately below a socket outlet.
- Route the power cable so that it cannot be damaged, trapped or create a trip hazard.
- Do not install the appliance in locations exposed to water or excessive moisture.
- Ensure adequate clearance is maintained around the appliance and from combustible materials to allow safe operation and heat dissipation.

Use

- **WARNING:** In order to avoid overheating, do not cover the heater.
- **CAUTION:** To avoid a hazard caused by the inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the user or utility.
- Do not use the appliance for anything other than its intended use. It is designed for domestic indoor use only.
- There may be a trace of odour during the first few minutes of initial use or after a storage period. This is normal and will quickly disappear.
- Keep combustible materials such as furniture, pillows, bedding, paper, clothing and curtains at least 1 metre from the appliance.
- This appliance should not be used to dry clothing, nor should Christmas stockings or decorations be hung on or near it.

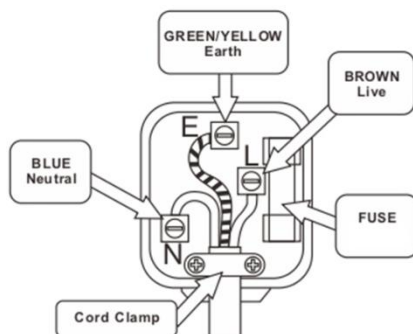
Cleaning and maintenance

- Do not attempt to repair, disassemble or modify the appliance. This unit contains no user-serviceable parts.
- Always unplug or disconnect the appliance from the mains power supply when not in use or when moving or cleaning it. Do not pull the cord to unplug the heater.

- Clean the fire regularly to prevent the build-up of hair, dust or lint that could enter the appliance and cause a blockage.
- Do not use aerosol sprays or steam cleaners on or around the fire.
- If the supply cord is damaged, it must be replaced by the manufacturer, a service agent or a similarly qualified person in order to avoid a hazard.
- In the event that the mains plug has to be removed or replaced for any reason.

NOTE: The wires in the mains lead on this appliance are coloured in accordance with the following code:

Green and Yellow - Earth
 Blue - Neutral
 Brown - Live



If the wires do not match the colour coding above, please follow the instructions below.

- The green and yellow wires must be connected to the terminal, which is marked with the letter E or with the earth symbol. This colouring will not change.
- The blue wire may be black and must be connected to the terminal marked N.
- The brown wire may be red and must be connected to the terminal marked L.

IMPORTANT: Any cut-off plug should be disposed of safely to prevent a hazard. There is a danger of electric shock if a cut-off plug is inserted into a socket outlet.

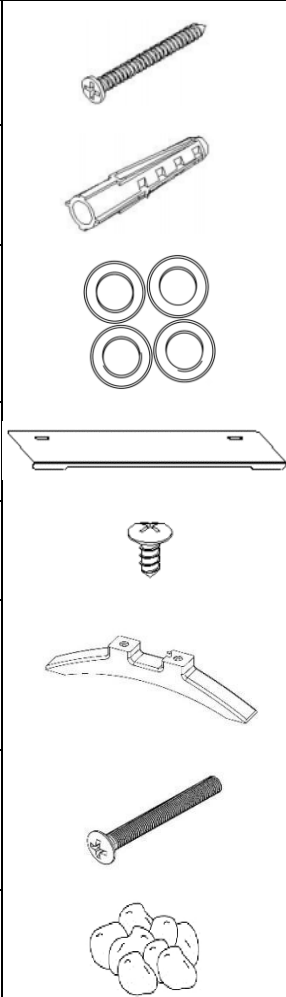
- This appliance is supplied with a BS1363 3-pin plug fitted with a 10-amp fuse. If the fuse requires replacement, it must be replaced with a 10-amp fuse approved to BS1362.

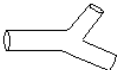


THIS SYMBOL MEANS DO NOT COVER IN ORDER TO AVOID OVERHEATING. DO NOT COVER OR OBSTRUCT ANY OF THE HEAT OUTLET GRILLES OR AIR INTAKE OPENINGS OF THE HEATER.

PARTS SUPPLIED

NOTE: Pictures and contents in this manual may differ from the product due to continuous product improvement.

PART	DIAGRAM	DESCRIPTION	QTY
A		M5*40 screw	8 PCS
B		Wall plug	8 PCS
C		Washer	4 PCS
D		Mounting Bracket	2 PCS
E		M4*10 Screws	4 PCS
F		Freestanding Support Legs	2 PCS
G		Screw for Support Legs	4 PCS
H		Charcoal	AGL097 – 1.2kg AGL098 – 1.6kg AGL081A - 1.4kg

I		Logs	AGL097 - 16 PCS AGL098 - 18PCS AGL081A - 8PCS
-		Remote Control	1
-		Glass Suction Cup	2 PCS

NOTE: The supplied screws and wall plugs are suitable for solid wall installation only.

For installation on hollow or stud walls, we recommend using heavy-duty wall plugs or an equivalent fixing method.

BEFORE INSTALLATION

NOTE: Two people are recommended for installation.

There are multiple ways to personalise the look of your media wall fire, which should be considered before installation.

IMPORTANT: Always measure the fire you have received for the installation dimensions, as these may change due to product development.

MEDIA WALL REQUIREMENTS

Several factors must be considered when planning the construction of your media wall to ensure its success. We advise you to thoroughly read the installation instructions and understand the process before designing or constructing your media wall.

1. STRENGTH AND STABILITY OF THE STRUCTURE

The structure must be designed to be structurally sound and able to support the weight of the fire and any other items/shelving built into it. Consideration should be given to how the framework is secured to the walls. If you are unsure about the suitability of the planned structure, seek professional advice.

2. WHICH SIDES ARE VISIBLE FOLLOWING INSTALLATION

Your preference regarding the sides may impact the internal structure of the media wall, so this must be decided early in the project.

3. SUPPORT OF THE FIREPLACE

The fireplace requires wooden battens or other support methods to be mounted securely within the media wall.

4. INSTALLATION STYLE

The installation style will also affect installation, as this will affect both the suitable position for the battens and the location of the battens used for fixing the plasterboard.

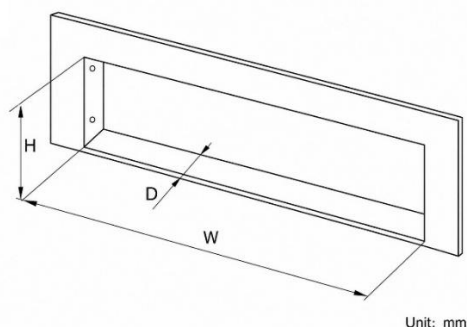
5. ROUTE OF THE POWER CABLE

Consideration should be paid to the power cable route from the rear of the fire to the socket. It is strongly advised that the socket or fused spur to which the fireplace is attached is accessible following installation to allow the appliance to be disconnected if necessary.

NOTE: It is advisable to install the fire after the structure of the media wall has been erected but before the plasterboard has been applied, as access is required to secure the fire in place.

DIMENSIONS

Model	UNIT OVERALL DIMENSIONS (W x D x H)	CUTOUT DIMENSIONS (W x D x H)
AGL097	1270x150x410mm	1262x150x405mm
AGL081A	1520x150x410mm	1512x150x405mm
AGL098	1778x150x410mm	1770x150x405mm



INSTALLATION

IMPORTANT: This heater can be installed in three ways, which can be selected according to your preference.

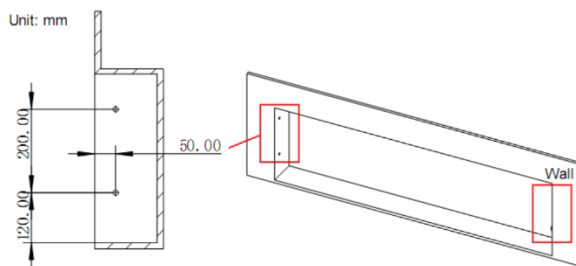
TYPE 1. BUILT-IN WALL

CLEARANCE: Please allow a minimum clearance of 12.7 mm (0.5 inch) between the rear of the unit and the wall.

NOTE: Before installing the heater, please check the dimensions of the wall opening.

STEP 1: Using a spirit level, draw horizontal lines and mark four drill holes for the four wall plugs, according to the reference dimensions.

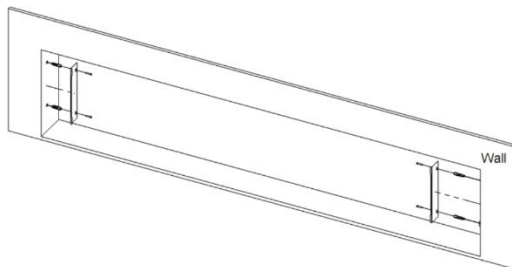
NOTE: These holes are for mounting the heater and must be level to ensure correct and secure installation.



STEP 2: Drill four holes with a diameter of 8 mm (5/16 in) and a depth of 43 mm (1.7 in) at the marked positions.

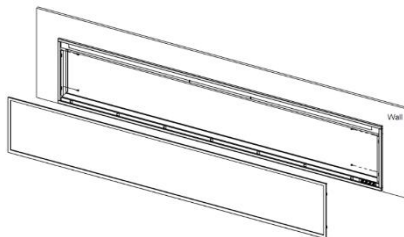
Always use the supplied wall plug [B]. Insert the wall plugs [B] into the drilled holes and gently tap them in with a hammer until the flange of the wall plug is flush with the wall surface.

Secure the mounting brackets [D] to the wall plugs [B] using the four wall plugs screws [A].

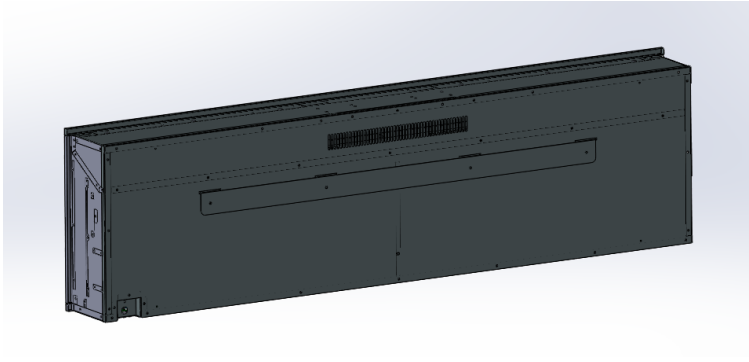


STEP 3: Carefully place the unit into the wall opening and secure it to the mounting brackets [D] using the four screws [E].

Fit the glass panel cover.



TYPE 2. WALL HANGING



NOTE: The supplied screws and wall plugs are suitable for solid wall installation only.

For installation on hollow or stud walls, we recommend using heavy-duty wall plugs or an equivalent fixing method.

To install the product:

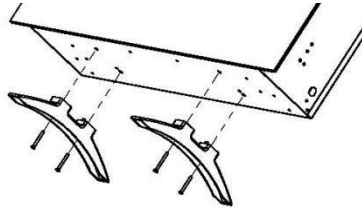
1. Choose the wall location where you wish to mount your electric heater. Using a spirit level, draw a horizontal line and mark the positions for the appropriate number of fixing holes.

NOTE: These holes are for mounting the heater and must be level to ensure correct and secure installation.

2. Drill holes with a diameter of 8 mm and a depth of 43 mm at the marked points. Always use the wall plugs provided. Insert the wall plugs [B] into the drilled holes and gently tap them in with a hammer until the flange of the wall plug is flush with the wall surface.
3. Attach the mounting bracket [D] to the wall using the wall plugs [B], screws [A], and washers [C].
4. Mount the heater onto the wall using the keyhole slots on the metal bracket at the back of the heater. Ensure the mounting bracket [D] is securely engaged with the heater's rear bracket.
5. Fit the glass panel cover.

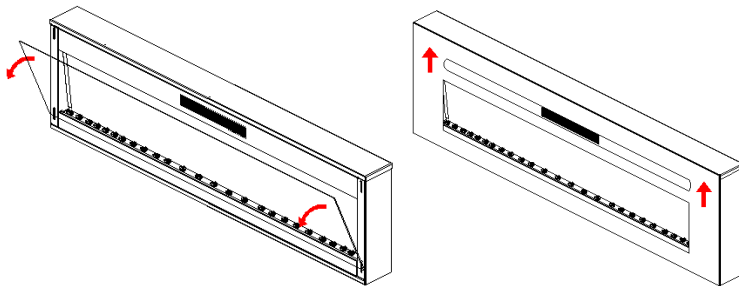
TYPE 3. FREESTANDING

Attach the support legs [F] by installing four screws [H].

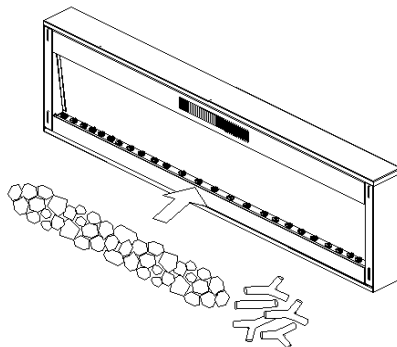


REPLACING THE DECORATIVE ACCESSORIES

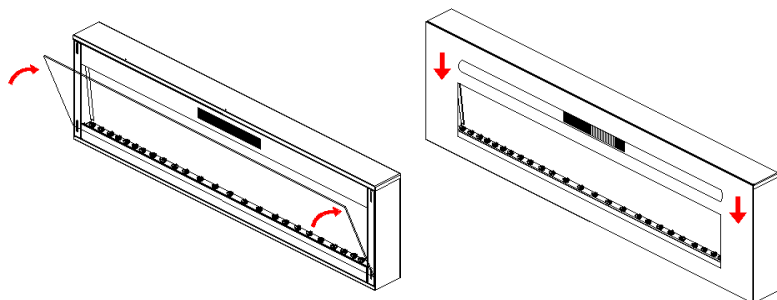
STEP 1: Using glass suction cups, lift the glass panel upwards and pull it outwards to remove the front cover.



STEP 2: Place the charcoal or logs into the heater.

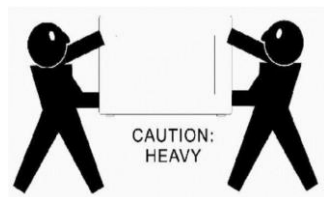


STEP 3: Refit the glass panel.



BEFORE USE! Before using the appliance for the first time, ensure that it has been fully unpacked and that all packaging has been disposed of properly to ensure it does not present a risk to children or animals.

Due to the size and weight of the fire, we advise that 2 people carry out the installation to prevent injury or damage.



RF EXPOSURE GUIDELINES

IMPORTANT! To meet RF (Radiofrequency) exposure requirements:

1. A minimum separation distance of 20 cm must be maintained between the device and individuals during operation.
2. Operating the device closer than this distance is not recommended.
3. The antenna used for this transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

OPERATION

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



CONTROL PANEL



REMOTE CONTROL
2 AAA batteries
required
(NOT INCLUDED)

FUNCTIONS

FUNCTION	IMAGE	DESCRIPTION
POWER		When the unit is turned on using the switch, press the power button to start the unit. The indicator light will illuminate. You can then select the function required. Press again to turn off the heater and enter standby mode.
HEAT FUNCTION		Press this button to turn on the heat function. Press again to turn off.
COLOUR EFFECT		Press this button to change flame colour. There are ten types of flame effect. 1: yellow 2: red 3: blue 4: green 5: red+blue 6: red+green 7: blue+yellow 8: red+yellow+blue 9: red+yellow+blue+blue 10: red+yellow
WI-FI		Press the Wi-Fi button to turn the intelligent control on. The intelligent remote is the 'Tuya' app, which is explained on the next few pages. If you turn the unit off by the switch, you must click the Wi-Fi button again to continue using the app. If you put the unit in standby via the remote or app, you will still be connected to the app.

REMOTE CONTROL

The remote control works best when used at the same level as the fire.
A slight delay may occur after a function is chosen using the remote.
Please allow time before pressing the next button.

POWER		Press the power button to enter standby mode. Then, select your desired functions. Press the button again to turn off the heater.
RESET		Press this button, the flame light will turn red + yellow, the fuel bed light will turn red, and the heating function will be forcibly turned on.
HEATING		Press this button to turn on the heat function.
		Press this button to turn off the heat function.
FLAME EFFECT		Press this button to turn off the heat function.
		Press this button to turn off the heat function and increase the flame intensity.
		Press this button to decrease the flame intensity.
FLAME LIGHT COLOUR		Press this button to cycle the flame light colour to the previous option.
		Press this button to cycle the flame light colour to the next option.
WI-FI		The Wi-Fi button on the remote control enables or disables the device's Wi-Fi. You must first pair your phone with the device using the control panel's Wi-Fi settings before the button can be used to turn Wi-Fi on or off.
		Press this button to turn off the heat function.

OPEN WINDOW DETECTION		Press this button to turn on the open window detection function. When activated, if the room temperature drops rapidly while heating, it will automatically stop heating to save energy.
		Press this button again to turn off the window detection function.
FUEL BED LIGHT EFFECT		Press this button to turn on the fuel bed light effect
		Press this button to turn off the fuel bed light effect
		Press this button to change the fuel bed light effect to the next option.
		Press this button to change the fuel bed light effect to the previous option.

APP SET UP

NOTE: The images in this manual are for illustration purposes only. The app is subject to updates, and its interface may change over time.

There are three ways to download the Tuya Smart app:

1. Open your phone browser and go to smartapp.tuya.com/tuyasmart. Select your country and press Download.
2. Search for Tuya Smart in the Apple App Store (iOS) or Google Play Store (Android). Look for the QR icon for reference.
3. Scan the following QR code to be directed to the download page.



Registering on the app

1. Open the app, read the User Agreement & Privacy Policy, and press Agree.
2. On the login screen, select Sign Up.
3. Select your country and enter your email address.
4. Tick the box to agree to the terms and conditions.
5. Press Get Verification Code.
6. Check your email inbox and enter the six-digit code in the app.
7. Set a password (6 to 20 characters, including letters and numbers).
8. Select or deselect Service Maintenance & Improvement Activity and Personalised Recommendations based on your preference.
9. Press Go to App. You will now be taken to the Tuya Smart home screen.

NOTE: After signing in to the Tuya Smart app for the first time, a pop-up message may appear on the home screen. Follow the on-screen instructions if you wish to enable or access additional features for the home screen.

Setting up the Wi-Fi (2.4GHz connection)

NOTE: If you are unsure about your router settings, contact your internet provider for assistance.

To connect the unit via Wi-Fi, ensure your router supports dual-band Wi-Fi (2.4GHz and 5GHz) and that the 2.4GHz band is available. You can check this in one of the following ways:

1. If your router already has a 2.4GHz network, temporarily disable the 5GHz band while setting up the unit. You may re-enable it after setup.
2. If your router does not have a separate 2.4GHz network, enable it through your router settings:
 - Open a web browser and enter your router's IP address (found on the back of your router).
 - Log in to your router settings and look for Wi-Fi or network settings.
 - Follow your provider's instructions to enable 2.4GHz Wi-Fi.
3. Alternatively, contact your internet provider to assist with enabling 2.4GHz Wi-Fi.

Once the 2.4GHz network is enabled, connect your phone to it before setting up the unit.

Before you start

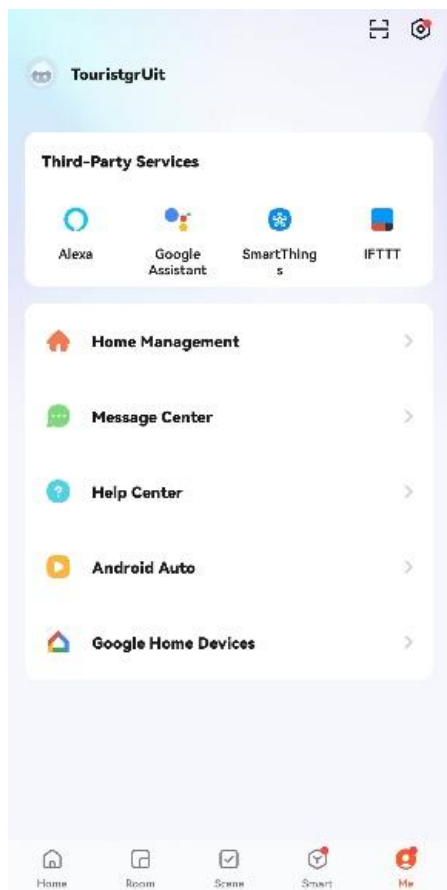
- Ensure the unit is within range of the router during initial setup.
- Ensure the unit remains within range of the Wi-Fi signal for normal operation.

Please note that all app images and diagrams are solely for illustrative purposes, as they are subject to continual improvement and further updates

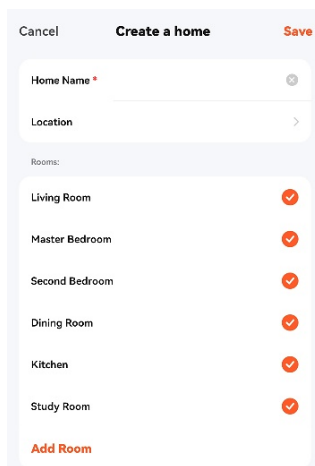
Setting up your home within the app

TUYA is designed to work with many compatible smart devices within your home and multiple devices within different houses. As such, during the setup process, the app requires that different areas be created and named to allow easy management of all your devices. When added, devices are assigned to one of the rooms you created.

TO CREATE A HOME

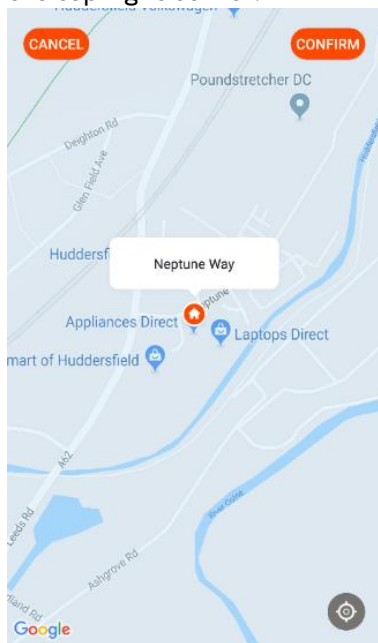


1. Press Me on the bottom right of the Home screen.
2. Press Home Management, then Create a Home button.
3. Type in a name for your home
4. Press the location button to select the location of your home. (See SETTING YOUR LOCATION below)
5. New rooms can be added by pressing the Add another room option at the bottom.
6. Untick any rooms that are not required on the app.
7. Press Save in the top right corner.



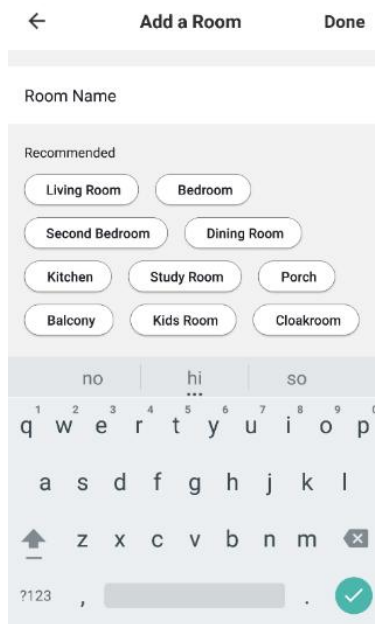
SETTING YOUR LOCATION

Use your finger to move the orange Home symbol. When the symbol is in the approximate location of your home, press the confirm button in the top right corner.



ADD ANOTHER ROOM

Type in the room's name, and press Done in the top right corner.



CONNECTING TO THE UNIT

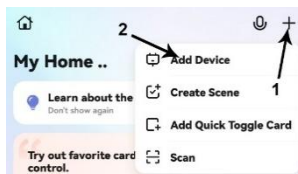
1. Turn the fire on using the power button. Hold down the Wi-Fi button for 3 seconds to turn the Wi-Fi on.



2. Press the Wi-Fi button to turn the intelligent control on.



3. On the app, now select the 'Add' button in the top corner. Then, "Add Device".



4. Ensure your phone is connected to the same Wi-Fi as the unit. Then select 'Small Home Appliances', then electric fires.

5. Press "Confirm the indicator is blinking on the app" if it is, and press next. If the indicator does not blink, return to step 1.

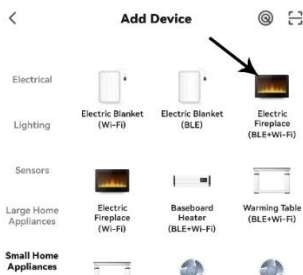


Wi-Fi Mode

Reset the device



Press and hold the RESET button for 5 seconds until the indicator blinks (subject to the user manual).

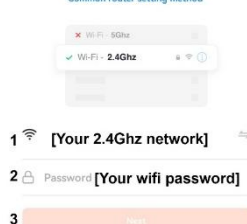


Reset Device Step by Step

6. Enter your Wi-Fi password and then wait for the transfer of the settings to be completed.

Select 2.4 GHz Wi-Fi Network and enter password.

If your Wi-Fi is 5GHz, please set it to be 2.4GHz.
[Common router setting method](#)

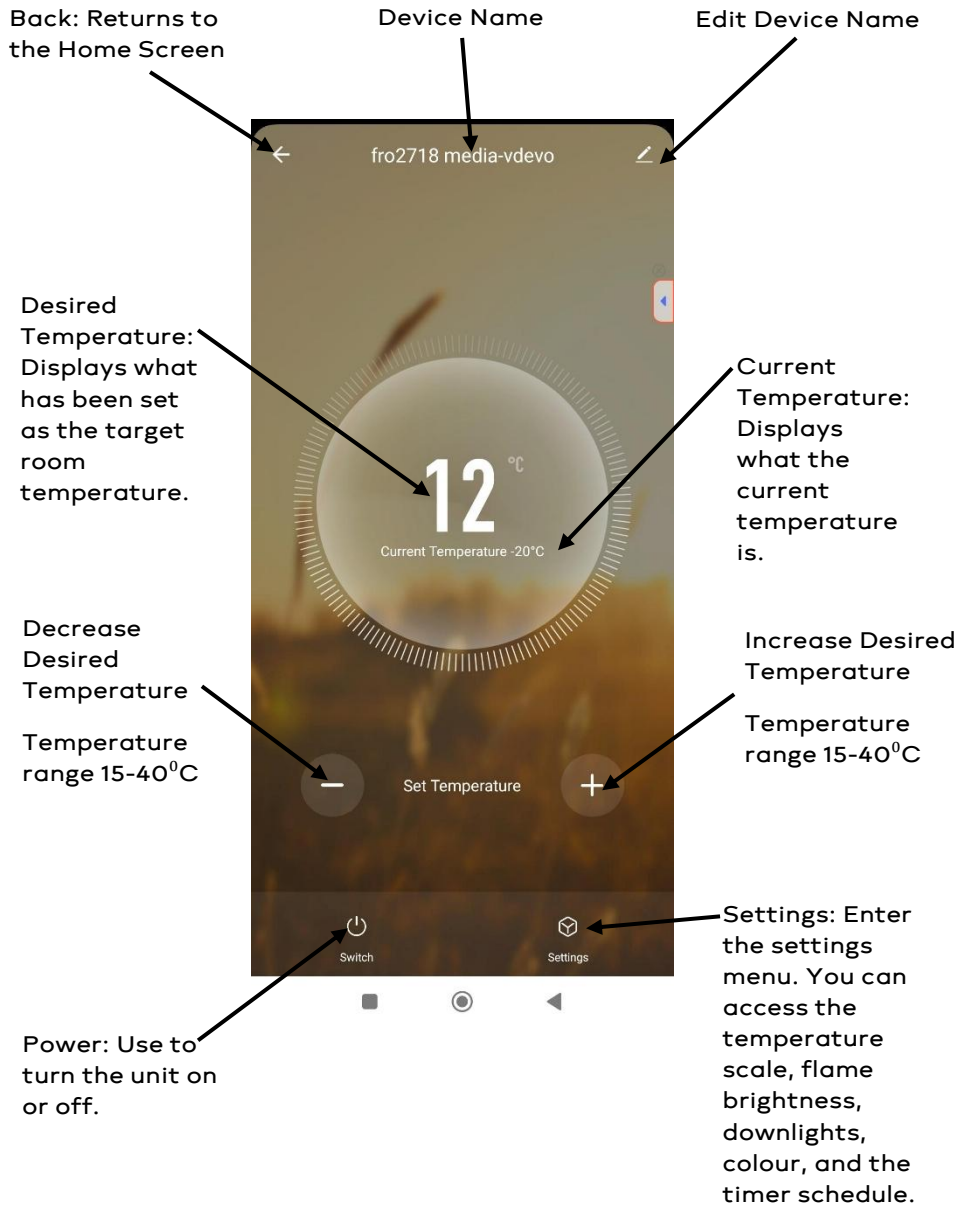


Controlling the device via the app

Home screen



Device screen



Device settings

HEAT: To turn the heat on or off.

FLAME COLOUR: Click to change the flame colour.

BACKLIGHT COLOUR: Click to change the backlight colour,

FLAME BRIGHTNESS: Change the flame brightness or turn the flames on or off.

OPEN WINDOWS: Turn on open window detection.

TIMER: Schedule a timer to turn the device on or off.

ADDING A TIMER:

Click add.

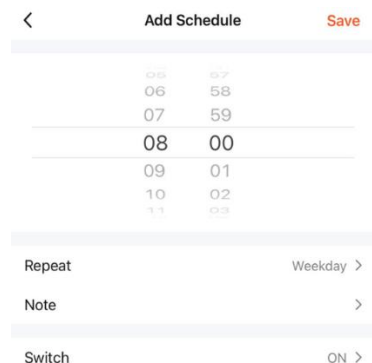
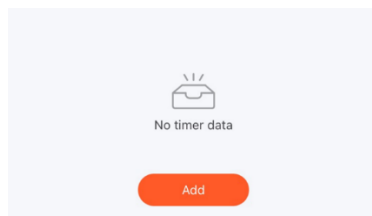
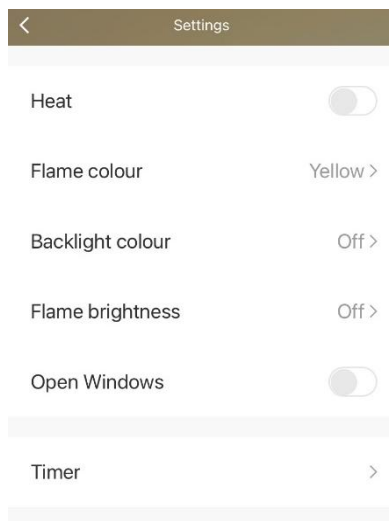
Select the time you want the device to turn on or off.

Select 'Repeat' if you would like this to be scheduled for certain days.

You can add a note to name the schedule.

Click 'Switch' to choose if the schedule is to turn on or off the device.

Then click save.



SMART SCENES

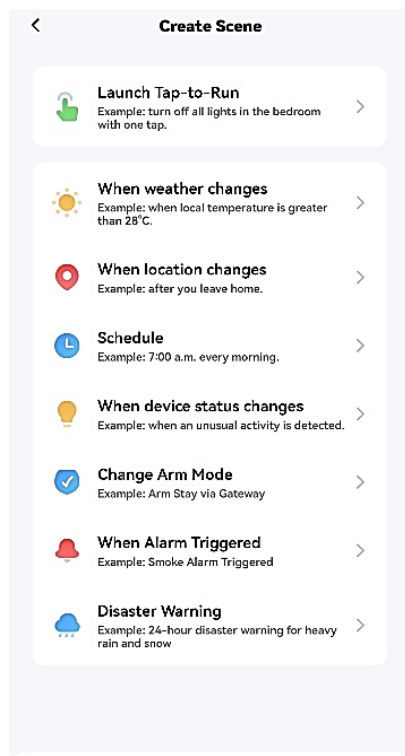
Smart Scenes is a powerful tool that allows the user to customise the operation of the air heater based on conditions within the room and outside influences. This gives the user the option of specifying much more intelligent actions. These are split into two categories: Scene and Automation.

SCENE

The scene allows for adding a one-touch button to the Home Screen. The button can be used to change several settings in one go, and all the unit settings. Several scenes can easily be set up, allowing the user to easily change between several pre-set configurations.

AUTOMATION

Automation allows an automatic action to be set up for the device. This can be triggered by the Time and various other influences, depending on what other TUYA-enabled devices you have on the network.



SETTING UP A SCENE / AUTOMATION

1. Press the Scene button at the bottom of the home screen.
2. Press the Create Scene button or the + icon at the top right corner.
3. Select a scene or automation based on the several options available:

[S=Scene, A=Automation]

S	Launch Tap-to-Run	Manually activate a scene with one tap.
A	When Weather Changes	Trigger actions based on temperature, humidity, or weather (e.g. rain, snow).
A	When Location Changes	Automate devices when arriving at or leaving a location.
A	Schedule	Run actions at specific times or days (e.g. 7:00 AM daily).
A	When the Device Status Changes	Trigger actions when another device changes state (e.g., the heater turns on when the door opens).
A	Change Arm Mode	Automatically change security system mode (Arm, Disarm, Stay).
A	When Alarm Triggered	Activate actions when a device alarm goes off (e.g. smoke alarm).
A	Disaster Warning	Trigger scenes in response to government-issued weather alerts.

4. When creating a scene or automation (except for "Launch Tap-to-Run"), you'll need to set a precondition and define the action to be performed when that condition is met. Actions can include changing the arm mode, switching the appliance on or off, adjusting the temperature, changing the operating mode, enabling or disabling the child lock (if available), activating another scene, sending a notification, or adding a delayed action. You will also need to select the specific appliance that the scene will control.

NOTE: The "more settings" button allows you to customise the icon for the scene or automation and the room to which you would like this to apply.

5. Once you have the precondition (If), the function to perform for the selected appliance (Then), and your preferred settings, press the save button, name your Scene or Automation, and confirm.

NOTE: Some functions and features under Smart Scenes and Automation may not be available. The application is subject to continual improvement and development.

PROFILE TAB

THIRD-PARTY SERVICES

Integrate your devices with voice assistants and automation services for hands-free control and smart scheduling.

Alexa / Google Assistant / SmartThings / IFTTT

- These options let you link your Tuya-compatible devices to third-party platforms for voice commands, routines, or advanced automation workflows.

HOME MANAGEMENT

Allows you to manage your Tuya smart home environment.

- Create and customise homes
- Add or remove rooms
- Share control of devices with family members or housemates

MESSAGE CENTER

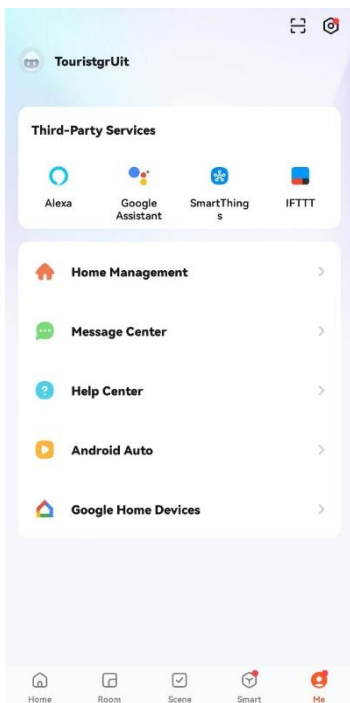
Shows system and device notifications.

- View alerts from smart devices (e.g., if an alarm is triggered)
- See activity logs or system messages related to your setup

HELP CENTER

Offers FAQs and basic troubleshooting support.

- Browse frequently asked questions
- Learn how to use features or solve common problems
- Find contact options for support (depending on region)



CARE AND MAINTENANCE

When cleaning the appliance, the power should be disconnected, and the unit should be cool.

Dust can be removed by lightly wiping the glass surface with a clean, lint-free cloth or paper towel. Fingerprints or other marks can be removed using a damp cloth and a good-quality household glass cleaner. The front glass panel should be thoroughly dried before reusing the heater.



CAUTION:

- Do not use an abrasive cleaner on the glass panels.
- Do not spray liquids directly onto any surface of the unit.
- Do not clean the glass on the inside of the unit, as this may cause damage to the surface.
- The decorative logs may leave a residue on the fuel bed; this is normal and can be cleaned with a soft, damp cloth. Ensure the fire is cool and turned off before cleaning the fuel bed. Ensure any water residue from cleaning has dried before using the fire.

TROUBLESHOOTING

Most problems are simple to resolve - please refer to the following table before calling a service engineer:

Problem	Possible Cause	Check
The fire has stopped working.	The fire has overheated, the thermal safety device has been activated, or a circuit breaker has tripped.	• Check that there is power to the socket where the fire is connected. • Check the fuse in the plug, • Leave for 10 minutes in case of thermal cut-out.
The flame is not moving.	Flame motor defective	Contact the retailer or manufacturer.

The fan is still running when the heating is turned off.	The fan runs for 30 seconds before stopping once the heat has been turned off. This is normal.
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Servicing

A competent person must conduct any servicing or repairs after reading the service manual. Customer service can provide the service manual by emailing Support@liveit.com.

Wi-Fi connection troubleshooting (Tuya smart app)

If you experience difficulties connecting your device to the Tuya Smart app, refer to the table below for common issues and solutions.

ISSUE	POSSIBLE CAUSE	POSSIBLE SOLUTION
Device not found during setup	• The appliance is too far from the router. • The mobile phone is connected to a 5GHz network. • Wi-Fi interference or weak signal.	• Ensure your phone is connected to a 2.4GHz Wi-Fi network. • Place the appliance closer to the router during setup. • Restart your router and phone before retrying.
Wi-Fi indicator not blinking	• Device is not in pairing mode. • Incorrect pairing mode selected.	• Press the Wi-Fi button to turn the intelligent control on and reattempt to pair with the steps on page 23.

Unable to connect to Wi-Fi	• Incorrect Wi-Fi password. • Router limitations or signal issues. • Check router settings	• Verify the Wi-Fi password is correct. • Avoid Wi-Fi names (SSID) with special characters. • Ensure your router is not using MAC filtering or firewall blocks. • Place the device closer to the router during setup. • Encryption should be WPA2-PSK, and the authorisation type should be set to AES.
The device was added, but did not respond in the app	• Connection was incomplete. • App lacks required permissions.	• Restart the Tuya Smart app and check if the device responds. • Ensure the app has access to Bluetooth, Location, and Nearby Devices in your phone's settings. • Remove and re-add the appliance if needed
Stuck during pairing	• Too many connection attempts in a short time. • Wi-Fi signal interruption.	• Wait at least 10 seconds before restarting the pairing process. • Power cycle the device before retrying.
Frequent disconnections	• Weak Wi-Fi signal. • Network instability.	• Move the router closer or use a Wi-Fi extender. • Keep the device away from thick walls or electronic interference (e.g., microwave ovens). • Ensure the router firmware is up to date.

WARNING: Do not attempt to open, disassemble, or modify the unit. Doing so may result in electric shock, damage to the appliance and voiding of the warranty.

If the above troubleshooting is unable to fix the issue, you may refer to your internet provider for issues concerning network connections and may find suitable fixes for Tuya-related issues or queries on the link:

<https://support.tuya.com/en/help>

If issues persist, please do not hesitate to contact customer service.

Waste electrical recycling

This symbol indicates that this product is classified as electrical or electronic equipment and should not be disposed of with other household waste.

The Waste Electrical and Electronic Equipment (WEEE) Directive has been introduced across the European Union:

- To recycle waste electrical products using the best available recovery and recycling techniques in order to minimise the impact on the environment.
- To treat any hazardous substances.
- To avoid increasing landfills.



WEEE product should be disposed of by handing it over at a designated collection point. Please contact your local authority for more information about where you can drop off your waste product for recycling.

TECHNICAL SPECIFICATION

Model	AGL097	AGL081A	AGL098
Rated Voltage	220-240V~		
Rated Frequency	50-60Hz		
Rated Power	Max 1800W		
Dimensions WxDxH	1270x150x410mm	1520x150x410mm	1778x150x410mm
Net Weight	23.3kg	25.5kg	23.4kg

PRODUCT FICHE

Model Identifier: AGL097, AGL081A, AGL098							
Item	Symbol	Value	Unit			Item	Unit
Heat Output				Type of heat output/room temperature control (select one)			
Nominal heat output	P_{nom}	1.8	kW	single stage heat output and no room temperature control		No	
Minimal heat output	P_{min}	N/A	kW	two or more manual stages, no room temperature control		No	
Maximum continuous heat output	P_{max}	1.8	kW	with mechanical thermostat room temperature control		No	
Power consumption				fan assisted heat output		No	
In off mode	P_o	0.00	W	with electronic room temperature control plus day timer		No	
In standby mode	P_{sm}	0.38	W	with electronic room temperature control plus week timer		Yes	
In idle mode	P_{idle}	0.38	W	Other control options (multiple selections possible)			
In network standby	P_{nsm}	0.83	W	room temperature control with presence detection		No	
Standby mode with display information or status			No	room temperature control, with open window detection		Yes	
Seasonal space heating energy	$N_{S,on}$	94.0	%	with distance control option		Yes	

efficiency in active mode						
					with adaptive start control	No
					with working time limitation	Yes
					with black bulb sensor	Yes
					Self-learning functionality	No
					Control accuracy	No
Buy It Direct, Unit 2A, Trident Business Park, Neptune Way, Leeds Road, Huddersfield, HD2 1UA. Buy It Direct, The Black Church, St Mary's Place, Dublin 7.						

EU DECLARATION OF CONFORMITY

Hereby, Furniture123 declares that these electric fires are in compliance with Directive 2014/53/EU.

The full text of the EU Declaration of Conformity is available at the following internet addresses:

<https://liveit.com/files/DOC/EU/AGL097.pdf>

<https://liveit.com/files/DOC/EU/AGL081A.pdf>

<https://liveit.com/files/DOC/EU/AGL098.pdf>

UK DECLARATION OF CONFORMITY

Hereby, Furniture123 declares that these electric fires are in compliance with the Radio Equipment Regulations 2017.

The full text of the UK Declaration of Conformity is available at the following internet addresses:

<https://liveit.com/files/DOC/UK/AGL097.pdf>

<https://liveit.com/files/DOC/UK/AGL081A.pdf>

<https://liveit.com/files/DOC/UK/AGL098.pdf>

PSTI STATEMENT OF COMPLIANCE

Description: Slimline Media Wall

Model Number: AGL097, AGL081A & AGL098

Manufacturer: Buy It Direct, 2A Trident Business Park, Leeds Road, Huddersfield, HD2 1UA

PSTI Contact: TiSecurity@buyitdirect.co.uk

We have prepared this statement of compliance and can confirm that

This product is compliant with the deemed compliance conditions in

Schedule 2 of The Product Security and Telecommunications

Infrastructure (Security Requirements for Relevant Connectable

Products) Regulations 2023.

Duration of security updates: 31/12/2030. This date is correct at the time of printing, but we may be extended. Please visit www.liveit.com for the latest information and details of our PSTI compliance.



[Richard Leach](#)

Compliance and Quality Manager, Buy It Direct, Huddersfield
March 20th 2026

SUPPORT

Please, for your own convenience, make these simple checks before calling the service line.

1. Is the unit plugged into the mains?
2. Is the fuse OK?
3. Switch the unit off and wait ten minutes to see if the issue is resolved. Restart the unit.

SUPPORT

0330 390 3062

Support@liveit.com

Office hours: 9 AM - 5 PM, Monday to Friday

Buy It Direct

Unit 2A, Trident Business Park,

Neptune Way, Leeds Road,

Huddersfield, HD2 1UA.



www.liveit.com/support

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