

Milan

WITH F2 BURNER



IMPORTANT – READ BEFORE USE

It is imperative that this manual is read carefully and in full before the fireplace is installed or operated.

Keep this manual in a safe place for future reference.

INSTALLATION, OPERATION AND SAFETY

The installation and operating instructions must be strictly followed, and all safety precautions described in this manual must be observed at all times.

Failure to comply with these instructions may result in personal injury or damage to the fireplace.

LIABILITY

Decoflame ApS cannot be held liable for any damage or injury resulting from non-compliance with the instructions contained in this manual.

PACKAGING

Please retain the original packaging, as it is required should the fireplace need to be returned to the factory for service or repair.

FUEL REQUIREMENTS

Only bioethanol with a pure alcohol content of 96.5–97.5 %, without additives or oils, may be used. The bioethanol must not be viscous or gel-like, and no substances may be added.

PRODUCT ORIGIN AND SAFETY

All bioethanol fireplaces from Decoflame are designed, manufactured and quality-controlled in Denmark, with a strong focus on product safety and user-friendliness.

Safety is paramount when working with open flames. All safety instructions described in this manual must be strictly observed.

ELECTRICAL CONNECTION

If the fireplace is equipped with electronic components, it must be connected to an earthed power supply (220–240 V~ / 50 Hz / 1 kW).

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GENERAL INFORMATION

Decoflame bioethanol fireplaces are developed as high-quality interior products that combine contemporary design with functional fire technology. The fireplaces are intended for indoor use and are designed to create atmosphere and visual warmth as a decorative element in residential and commercial environments.

DESIGN AND MANUFACTURING

All Decoflame bioethanol fireplaces are designed, manufactured and quality-controlled in Denmark. The development process focuses on precision engineering, durability and consistent product quality. Each fireplace is produced using carefully selected materials and components to ensure long-term reliability and safe operation.

INTENDED USE

The fireplace is intended for use as a decorative fire feature. It is designed to supplement existing heating sources and must not be considered a primary heat provider. The fireplace must only be used in accordance with the instructions and limitations described in this manual.

PRODUCT VARIANTS AND CONFIGURATIONS

Decoflame fireplaces are available in several configurations, including freestanding, wall-mounted and built-in solutions. Depending on the model, the fireplace may be equipped with a manual burner or an electronic burner system. The specific configuration and burner type are described in the relevant sections of this manual.

FUEL TYPE

Decoflame fireplaces are designed exclusively for use with liquid bioethanol fuel that complies with the specified quality requirements. The use of alternative fuels, gel fuels or modified bioethanol products is not permitted and may result in unsafe operation or damage to the fireplace.

ELECTRICAL COMPONENTS

Some Decoflame fireplaces are equipped with electronic components, including control systems, sensors and safety features. These fireplaces require connection to a fixed, earthed power supply. Electrical requirements and operating conditions are specified in the relevant sections of this manual.

STANDARDS AND COMPLIANCE

Decoflame bioethanol fireplaces are developed in accordance with applicable European standards and general safety principles for open-fire products. The user is responsible for ensuring that installation and use comply with local building regulations and national requirements.

PACKAGING, DELIVERY & UNPACKING

The fireplace is delivered carefully packed to protect it during transport and handling. Proper inspection upon delivery and correct unpacking are essential to ensure that the fireplace is received in perfect condition and can be installed safely.

PACKAGING TYPES

Depending on the model and size, the fireplace may be delivered in one of the following packaging types:

- Cardboard box with protective polystyrene, placed on a pallet
- Wooden crate with internal protective packaging, mounted on a pallet for safe handling

The packaging is designed to protect the fireplace from impact and vibration during transport.

DELIVERY INSPECTION

Upon delivery, the packaging must be inspected carefully for visible damage while the courier is present.

Any damage to the packaging must be noted immediately on the delivery note.

IMPORTANT – TRANSPORT DAMAGE

If visible damage is found on the packaging, it is essential to:

- Make a written remark on the delivery note before signing
- Ensure that the remark is acknowledged by the courier

Failure to note transport damage at delivery may result in loss of the right to make a claim.

DOCUMENTATION OF TRANSPORT DAMAGE

In the event of transport damage, Decoflame must be contacted immediately.

The following documentation is required:

- Photos of all sides of the packaging
- Photos of the fireplace and any visible damage
- A description of the damage
- A copy or photo of the delivery note with the damage remark and tracking number

Transport damage must be reported within 3 working days from the date of delivery.

UNPACKING THE FIREPLACE

Move the packaged fireplace as close as possible to its final installation location before unpacking.

Open the packaging carefully to avoid scratching or damaging the fireplace or its components.

For wooden crates, suitable tools such as a screwdriver or drill with the appropriate bit may be required. Always remove the fireplace slowly and place it on a stable, level surface.

Ensure that all protective packaging materials are removed and that all components are present. If any parts are missing or damaged, contact Decoflame immediately before proceeding with installation.

RETAINING THE PACKAGING

The original packaging must be retained in case the fireplace needs to be returned to the factory for service or repair.

If the original packaging is no longer available, replacement packaging can be supplied by Decoflame upon request.

DO NOT – HANDLING AND UNPACKING

- DO NOT** open the box or wooden crate using sharp objects.
- DO NOT** flip the cardboard box or wooden crate onto its sides or top. Always follow the arrow markings
- DO NOT** use hammers or other impact tools.
- DO NOT** use saws or similar cutting tools
- DO NOT** smoke during unpacking, as residual bioethanol vapours may be present.
- DO NOT** lift the fireplace by parts that are sensitive to bending or mechanical stress.

Failure to comply with the above instructions may result in damage to the fireplace or personal injury.

CONTACT INFORMATION – DECOFLAME

If you have any questions regarding delivery, packaging, transport damage or documentation, please contact Decoflame using the details below.

Decoflame ApS

Vang Mark 2
9380 Vestbjerg
Denmark
Tel.: +45 96 30 48 00

Email: logistics@decoflame.dk
Email subject line: Order number (4–5 digits)

Opening Hours:

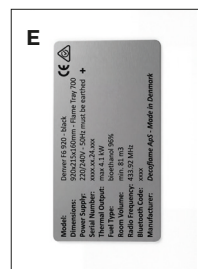
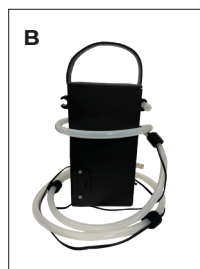
Monday–Thursday: 08:00–16:00
Friday: 08:00–15:30 (Danish time)

Decoflame refers to its General Sales and Delivery Terms.
If you have any questions or uncertainties, please contact Decoflame or your local retailer.

CONTENT OF THE BOX



A:	Milan cabinet incl. burner and front glass	1 pc.
B:	External fuel pump	1 pc.
C:	Remote control	1 pc.
D:	Manual	1 pc.
E:	Product identification label	1 pc.



MILAN 720

The Milan 720 is a bioethanol fireplace designed for freestanding, wall-mounted or built-in installation. It is equipped with an integrated F2 electronic burner and is intended for indoor use as a decorative heat source. The fireplace is designed with a focus on stability, safe operation and a clean architectural appearance.

The electronic burner incorporates advanced safety features, including automatic safety shutdown as well as spill detection and safety sensors that continuously monitor operation and contribute to safe everyday use.

Milan features Decoflame's e-Ribbon Technology, ensuring a smooth and controlled flame pattern. The fireplace can be operated via the integrated control system or the supplied remote control. Refilling must be carried out using the external electronic fuel pump with quick connection, ensuring a controlled and safe refilling process.

The fireplace is intended for use with approved bioethanol and is not designed as a primary heat source.

NOTE

The Milan 720 is equipped with four rubber feet, ensuring stable positioning and surface protection when handled correctly. The fireplace must always be lifted when being moved. The rubber feet may leave marks or cause discolouration, particularly on delicate or light-coloured surfaces. Use suitable surface protection if necessary to prevent permanent marks.

WARNING

The back plate and top surface become hot during operation. Do not place any objects on top of the fireplace. Placing objects on the top surface may result in melting, damage or fire hazard. Always comply with the specified installation and clearance requirements.

INSTALLATION OPTIONS AND ACCESSORIES

The Milan fireplace offers flexible installation options and optional accessories, allowing adaptation to different interior layouts and design requirements. Each installation type is subject to specific technical and safety requirements.

WALL-MOUNTING BRACKET (OPTIONAL PURCHASE)

The Milan may be wall-mounted using the dedicated wall-mounting bracket (optional purchase). This allows installation directly onto a suitable wall construction.

Refer to the relevant section for wall-mounting requirements, minimum clearances and structural considerations. See page 10.

BUILT-IN INSTALLATION

The Milan may be integrated into a recess or wall construction, or placed on a shelf or custom-built surface. Built-in and semi-built-in installations require careful consideration of ventilation, load-bearing capacity and safety clearances.

Refer to the relevant section for built-in installation requirements and approved construction methods. See page 12.

OPTIONAL BASE SOLUTIONS (OPTIONAL PURCHASE)

Optional base solutions are available for the Milan, allowing the overall height of the fireplace to be increased. Availability may vary depending on configuration and market.

For further information regarding availability and compatibility, please contact your authorised Decoflame dealer or distributor.

GENERAL INFORMATION

Model:	Milan 720
Configuration:	Open to front
Burner Model:	Denver F2 - 720
Flame levels:	2
Fuel type:	Bioethanol 96.5–97.5 %

DESIGN & MATERIALS

Material:	Stainless steel / Powder-coated aluminium
Finish:	Black powder coating
Glass Quality:	Tempered diamond clear glass
Standard Glass:	1 × Low Glass

PHYSICAL SPECIFICATIONS

Flame tray (mm):	600
Dimensions (mm):	W: 735 × H: 600 × D: 225
Glass Dimensions (mm):	L: 596 × H: 65 × T: 4
Weight (kg):	34

PERFORMANCE

Capacity (L):	4.8
Max Level Burn Time (h)	9.9
Nominal Heat Output (kW):	3.7

INSTALLATION REQUIREMENTS

Minimum Room Size (m ³):	77
Cut-out Dimensions (mm):	W: 745 × H: 615 × D: 235
Installation Environment:	Indoor
Operation Type:	Electronic
Power Supply:	230 V AC (220 V compatible), 50–60 Hz, earthed connection
Min. clearance to Combustible materials (mm):	Front: 750 / Rear: 600 / Side: 150 / Ceiling: 600 / Floor: 150

POSITIONING & INSTALLATION

Correct positioning and installation of the fireplace are essential to ensure safe operation, optimal performance and long service life. The fireplace is intended for indoor use only and must be installed and positioned in accordance with the instructions in this manual as well as applicable local regulations and building requirements.

Before installation, ensure that the selected installation location fulfils all requirements regarding safety, ventilation and structural conditions. The fireplace must always be positioned in a manner that prevents instability, tipping or unintended movement during normal use.

GENERAL INSTALLATION REQUIREMENTS

Prior to installation, all applicable local building regulations and national requirements must be checked. Compliance with local rules and restrictions is the responsibility of the installer and the end user.

INSTALLATION REQUIREMENTS

The fireplace must be installed on or within non-combustible surroundings and positioned so that the prescribed minimum clearances to combustible materials are maintained at all times.

➡ See section: Product Information / Installation Requirements / Min. clearance to combustible materials (mm).

The installation location must allow sufficient natural air circulation without creating draughts. Uncontrolled air movement may affect flame stability, combustion behaviour and the overall performance of the fireplace.

The fireplace must be positioned out of reach of children and pets. Sufficient free space must be maintained around the fireplace to ensure safe use, passage and movement, as movement close to the fireplace may influence flame behaviour.

FREESTANDING FIREPLACES

INSTALLATION REQUIREMENTS

Freestanding fireplaces must be placed on a stable, level and non-combustible surface capable of supporting the full weight of the fireplace.

The fireplace may be positioned freely in the room or placed against a wall.

- If the fireplace is positioned against a combustible wall, the prescribed minimum clearances to combustible materials must be observed.
- If the fireplace is positioned against a non-combustible wall, it may be placed directly against the wall, provided that all other installation requirements are met.

➡ See section: Product Information / Installation Requirements / Min. clearance to combustible materials (mm).

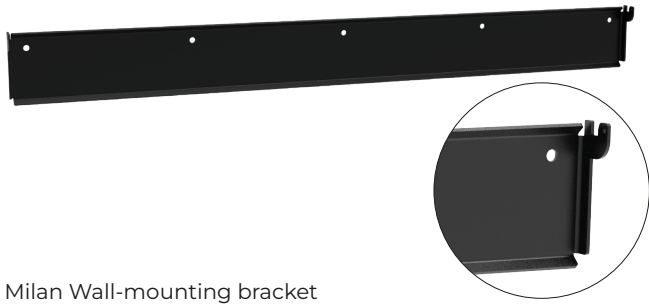
Sufficient free space must be maintained around the fireplace to ensure safe passage and movement. Movement close to the fireplace may influence flame behaviour and should be considered when determining the final position.

NOTE

The fireplace must not be placed in areas exposed to draughts, such as near doors, windows or ventilation openings, as draughts may cause unstable flames, increased fuel consumption or soot formation.

The fireplace must always be positioned so that it cannot tip over, shift or be subjected to unintended mechanical impact during normal use.





Milan Wall-mounting bracket



Supplied spacer blocks
(mounted at the bottom of the back plate)

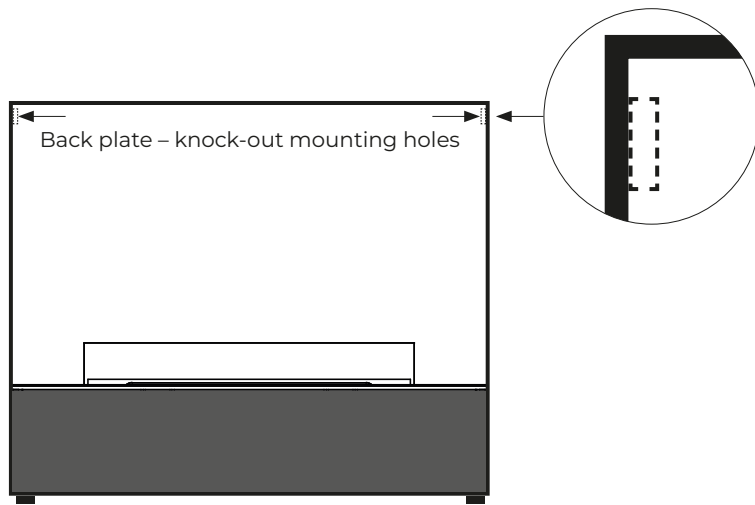
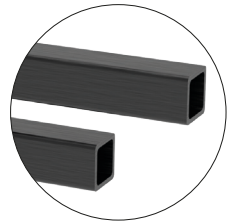


Fig. 1

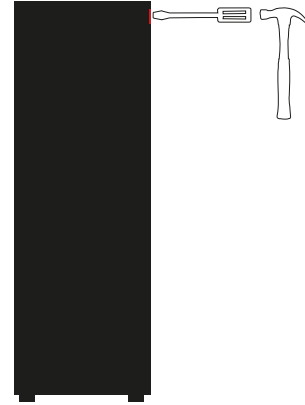


Fig. 2



Fig. 3

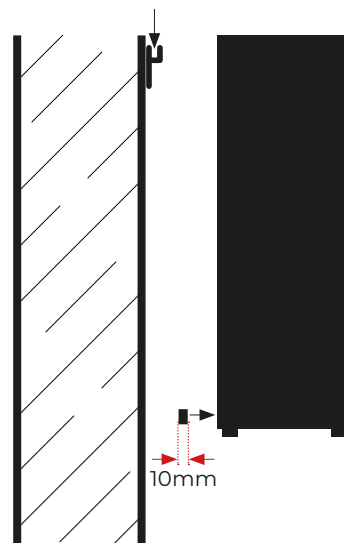


Fig. 4

WALL-MOUNTED INSTALLATION

The Milan 720 may be wall-mounted using the dedicated Milan wall-mounting bracket.

Wall-mounted installation places specific requirements on the supporting structure, fixing methods, wall materials and safety clearances. All requirements in this section must be fully complied with.

NOTE

Incorrect installation, use of unsuitable fixing materials, mounting on combustible or inadequate wall constructions, or failure to observe the stated safety requirements may result in serious safety risks and will void the warranty.

SUITABLE WALL TYPES

The Milan 720 may only be wall-mounted on walls with sufficient load-bearing capacity and appropriate fire resistance, such as:

- Solid masonry walls (brick or concrete)
- Reinforced concrete walls
- Load-bearing wooden constructions (stud walls), provided that:
 - All fixings are secured directly into structural load-bearing elements (studs or beams)
 - The wall surface behind and around the fireplace is non-combustible or adequately fire-protected

NOTE

Plasterboard walls without structural reinforcement are not suitable for wall-mounted installation.

Combustible wall surfaces (e.g. untreated wood, MDF, plywood or similar materials) must not be directly exposed behind or around the fireplace unless fully protected by a suitable non-combustible barrier in accordance with applicable building regulations.

PREPARATION FOR WALL-MOUNTED INSTALLATION

The back plate of the fireplace is prepared with two knock-out holes for wall-mounted installation.

Fig. 1 – Knock-out mounting holes.

Locate the knock-out holes in the back plate of the fireplace.

Fig. 2 – Removal of knock-out plates.

Remove the metal knock-outs using a suitable tool to prepare the fireplace for wall-mounted installation.

When the fireplace is used as a freestanding unit, the knock-out holes must remain closed.

FIXING MATERIALS (CRITICAL REQUIREMENT)

Only metal fixing devices suitable for the specific wall type may be used.

The use of plastic rawlplugs, nylon anchors or any fixing devices that may soften, deform or melt when exposed to heat is strictly prohibited.

All screws, bolts and anchors must:

- be dimensioned for the full weight of the fireplace
- be rated for permanent load
- be suitable for the wall construction and installation environment

Each fixing point must independently and permanently support the required load.

WALL-MOUNTING INSTALLATION

Mount the supplied spacer blocks at the bottom of the back plate of the fireplace (**see Fig. 4**).

The spacer blocks ensure the required wall clearance of 10 mm between the fireplace and the wall surface. They also ensure correct positioning of the fireplace and help maintain a horizontal level installation, which is necessary for proper fuel distribution within the burner.

Fig. 3 – Positioning the fireplace (step 1)

Lift the fireplace above the wall-mounting bracket.

Fig. 4 – Positioning the fireplace (step 2)

Carefully lower the fireplace vertically onto the bracket until it engages with the mounting system.

Ensure that the fireplace is properly seated on the bracket and supported by the spacer blocks.

MINIMUM SAFETY CLEARANCES (WALL-MOUNTED)

For wall-mounted installation, the fireplace shall be mounted on a non-combustible wall construction (e.g. masonry or concrete).

The following minimum distances to combustible materials in the surrounding environment shall be observed:

Sides: minimum 150 mm

Front: minimum 750 mm

Above: minimum 600 mm

Below: minimum 150 mm

A continuous minimum installation clearance of 10 mm between the back of the fireplace and the wall surface shall be maintained.

This clearance forms an integral part of the installation concept and is achieved by the dedicated wall-mounting bracket in combination with the supplied spacer blocks.

INSTALLATION PRINCIPLES

- The wall-mounting bracket must be installed level and securely fixed before mounting the fireplace
- The supplied spacer blocks must be installed on the lower part of the back plate (wall-facing side) of the fireplace
- The spacer blocks ensure the prescribed wall clearance, correct heat dissipation and level positioning
- The fireplace must not be mounted without the supplied spacer blocks installed
- The supporting wall structure must carry the full weight of the fireplace without deformation
- The fireplace must be mounted horizontally and vertically level
- Ventilation openings and access to the operating panel must never be obstructed

INSTALLER RESPONSIBILITY

Wall-mounted installation must be carried out by a competent person with appropriate technical knowledge of wall constructions, fixings and fire safety requirements.

NOTE

Decoflame ApS cannot be held responsible for installations performed using unsuitable wall materials, inadequate fixing methods or non-compliant installation practices.

IMPORTANT SAFETY NOTICE

- Use ONLY metal fixing devices
- Do NOT mount the fireplace on combustible or non-load-bearing wall surfaces
- Combustible walls must be adequately fire-protected before installation
- Failure to comply with these instructions may result in fire risk, personal injury and loss of warranty



BUILT-IN & SHELF PLACEMENT

The Milan 720 may be installed as a built-in fireplace within a wall or recess construction, or placed on a shelf, piece of furniture or other fixed, stable surface.

Built-in installation and shelf placement impose specific requirements on construction, material selection, ventilation, load-bearing capacity and safety clearances.

All requirements in this section must be fully complied with.

i NOTE

Incorrect built-in installation, insufficient ventilation or use of unsuitable materials may result in serious fire hazards, malfunction and loss of warranty.

APPROVED INSTALLATION TYPES

The Milan 720 may be installed as:

- Fully built-in into a wall or recess construction
- Partially built-in into a wall
- Placed on a shelf, piece of furniture or other fixed, purpose-made structure

All installation types require proper structural support and compliance with applicable fire safety regulations.

CONSTRUCTION AND MATERIAL REQUIREMENTS

The built-in or shelf construction must meet the following requirements:

- The structure must be stable and capable of permanently supporting the full weight of the fireplace
- Materials behind, above and around the fireplace must be non-combustible (e.g. concrete, masonry, steel or approved fire-resistant boards)
- Combustible materials (wood, MDF, plywood, chipboard or similar) must not be directly exposed within the fireplace's heat zones
- Any combustible construction elements must be fully shielded by a suitable non-combustible barrier in accordance with applicable building regulations

i NOTE

As the Milan 720 is designed with the burner and heat generation located in the upper part of the fireplace, no significant heat is emitted downward. This allows placement on furniture or shelves, provided that the supporting structure is stable, level and suitable for the intended use.

MINIMUM CUT-OUT DIMENSIONS

When installing the fireplace as a built-in unit, the following minimum dimensions must be observed:

Width (W): 745 mm

Height (H): 615 mm

Depth (D): 235 mm

Fig. 1 – Minimum recess configuration.

Install the fireplace in a recess with the minimum cut-out dimensions specified above.

(In this configuration, the power cable is routed out of the recess and connected to an electrical outlet located outside the wall construction.)

i NOTE

The specified dimensions are minimum requirements. The recess construction must not clamp or constrain the fireplace and must allow correct positioning and ventilation.

i NOTE

The specified cut-out dimensions represent the minimum recess size required for installation. Depending on the electrical installation and placement of the power outlet, additional installation space may be required.

ALTERNATIVE RECESS CONFIGURATIONS

The following illustrations show typical recess configurations depending on the electrical installation.

Fig. 2 – Recess configuration with internal socket placement. Position the electrical outlet behind the fireplace within the recess. This configuration requires additional installation depth to accommodate the socket and connection plug.

Fig. 3 – Recess configuration with lower cable/service recess. Provide an additional lower recess beneath the fireplace to accommodate an electrical outlet or cable routing.

i NOTE

The illustrated recess configurations are provided as installation examples. Actual recess dimensions and installation details must always be verified according to the specific project conditions before any wall construction or cut-out work is carried out.

If there is any uncertainty regarding recess construction, electrical outlet placement or required installation space, the relevant technical drawings must be obtained and reviewed before installation.

i NOTE

Electrical outlets, plugs and connection components may vary in size depending on country, supplier and installation type. The installer must always verify the actual dimensions of the selected electrical components and ensure that sufficient installation space is provided.

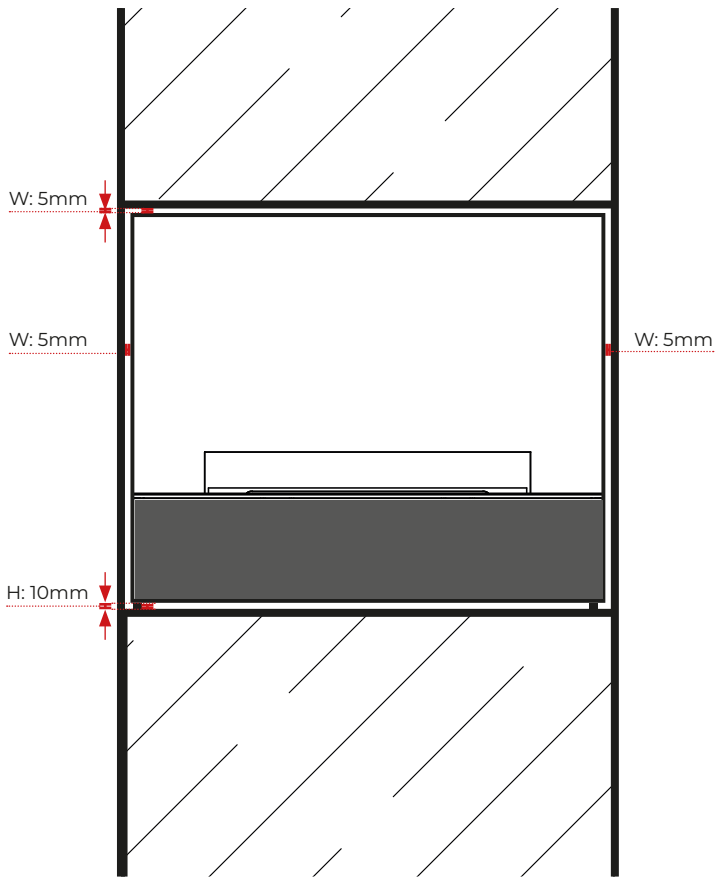


Fig. 1 + 2 Front View

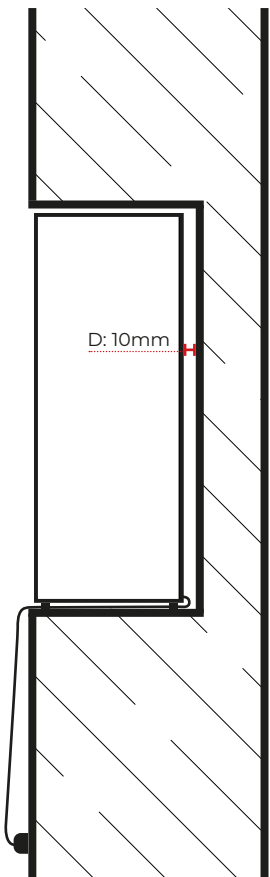


Fig. 1 Side View

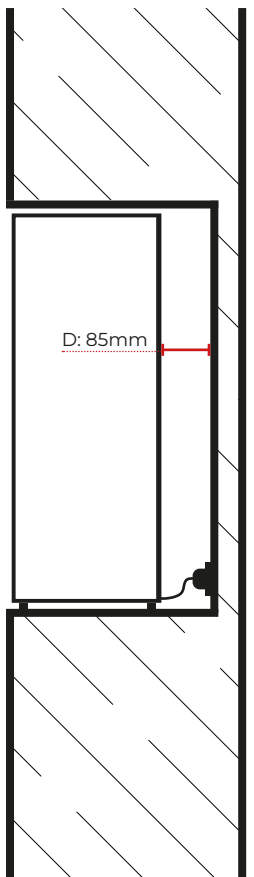


Fig. 2 Side View

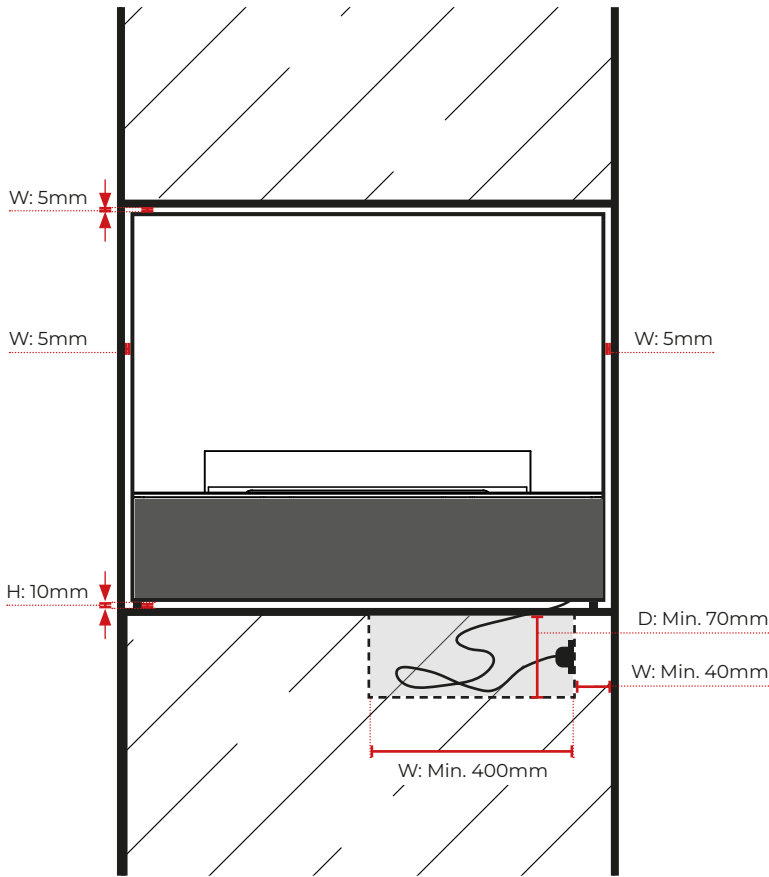


Fig. 3 Front View

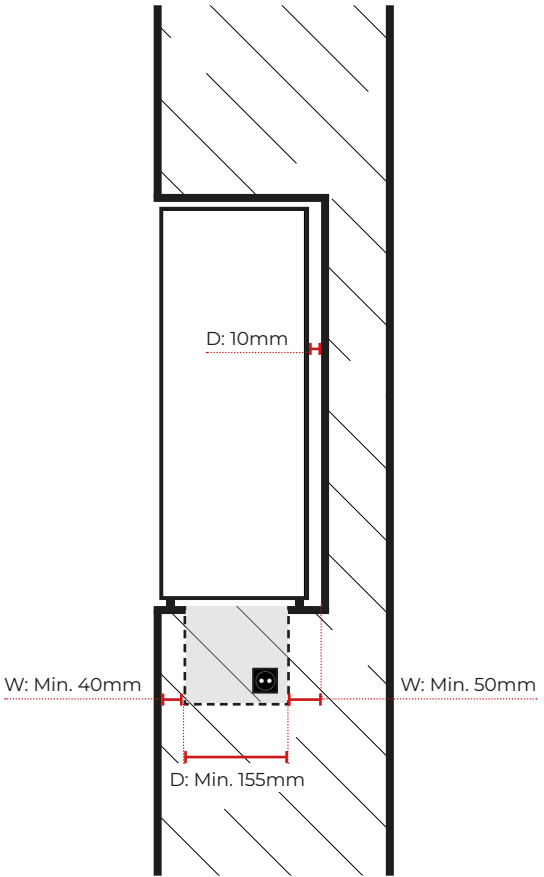


Fig. 3 Side View

INSTALLATION CLEARANCES (BUILT-IN)

The following minimum installation clearances to surrounding non-combustible construction must be maintained:

Sides: minimum 5 mm each side

Above: minimum 5 mm

Below: minimum 10 mm

Back: minimum 10 mm

VENTILATION (CRITICAL REQUIREMENT)

Adequate ventilation must be ensured when the fireplace is built-in or placed on a shelf.

- The installation must not be airtight
- Heat must be able to dissipate freely, particularly from the upper and back areas
- Ventilation openings must not be obstructed
- Access for service and inspection must be maintained

Insufficient ventilation may cause overheating, malfunction and constitutes a serious safety risk.

SHELF AND FURNITURE PLACEMENT

When placing the fireplace on a shelf, piece of furniture or other purpose-made surface, the following applies:

- The surface must be level, stable and capable of permanently supporting the fireplace weight
- The construction must be suitable for heat exposure in the upper and back areas of the fireplace
- The fireplace must be positioned level and stable
- Safety clearances to combustible materials must be maintained in all directions

Do not place the fireplace on furniture or surfaces not designed for this purpose.

INSTALLER RESPONSIBILITY

Built-in installation and shelf placement must be carried out by a competent person with documented knowledge of:

- Building constructions
- Fire safety and material requirements
- Ventilation and heat dissipation

NOTE

Decoflame ApS cannot be held responsible for installations carried out using unsuitable materials, inadequate ventilation or non-compliant construction methods.

IMPORTANT SAFETY NOTICE

- The fireplace may only be installed in or on constructions with sufficient load-bearing capacity
- Combustible materials must not be exposed near the fireplace or within the specified safety clearances
- Ventilation must never be obstructed
- Failure to comply with these requirements may result in fire hazard, personal injury and loss of warranty and product liability



GENERAL SAFETY

Bioethanol fireplaces involve the use of open flames and must therefore always be operated with a high level of care and attention. Correct use in accordance with this manual is essential to ensure personal safety, safe surroundings and reliable operation of the fireplace.

OPEN FIRE AND RESPONSIBILITY

The fireplace produces a real, open flame. The user is responsible for operating the fireplace in a safe and controlled manner at all times. Only adults may operate the fireplace, and it must never be left unattended while in use.

CHILDREN AND PETS

Children and pets must always be supervised when the fireplace is in operation. The fireplace must be positioned and used in a way that prevents contact with flames, hot surfaces or other potentially hazardous parts.

VENTILATION AND ROOM AIR QUALITY

Adequate natural ventilation of the room is required during operation of the fireplace. Fresh air supply must be ensured without creating draughts, as excessive air movement may affect flame behaviour and combustion stability.

NOTE

Persons with respiratory conditions or asthma are advised to keep a window slightly open during operation of the fireplace.

HOT SURFACES

During operation, parts of the fireplace, including the burner and any protective glass, may become hot. Care must be taken to avoid contact with hot surfaces during and after use, until the fireplace has fully cooled down.

DECORATIVE PURPOSE

The fireplace is intended primarily for decorative purposes. It is designed to supplement existing heating sources and must not be considered or used as a primary heat source.

FIRE SAFETY AND PREPAREDNESS

Appropriate fire-extinguishing equipment must always be readily available when operating the fireplace. The user must be familiar with basic fire safety principles before using the fireplace.



IN CASE OF FIRE – EMERGENCY INSTRUCTIONS

In the event of a fire, remain calm and act according to the following guidelines:

Suitable extinguishing media include carbon dioxide (CO₂), dry chemical powder, foam or alcohol-resistant foam, and water spray (mist only).

For minor fires, use CO₂, dry chemical powder, alcohol-resistant foam or carefully smother the flames using a moistened cloth.

For major fires, use alcohol-resistant foam or water spray.

Do not use a water jet. Do not rinse the floor with water, as bioethanol vapours may spread and re-ignite.

If the fire is assessed to be out of control, contact the fire authorities immediately.

OPERATIONAL SAFETY – DO NOT

The following safety instructions apply during operation of the fireplace. Failure to comply with these instructions may result in fire, personal injury or damage to the fireplace. Bioethanol fireplaces involve real, open flames and must always be operated with care and common sense.



DO NOT – FUEL HANDLING AND REFILLING

- 1** DO NOT light the fireplace if the burner has been overfilled.
- 2** DO NOT refill the burner until the temperature has dropped below 40 °C.
- 3** DO NOT refill the burner while it is in use or still hot from previous operation.
- 4** DO NOT smoke when filling or handling bioethanol, as it is highly flammable.
- 5** DO NOT mix bioethanol with other fuels or add additives, oils or scents.

DO NOT – DECORATIVE MATERIALS AND PLACEMENT RESTRICTIONS

- 1** DO NOT place any objects on top of the burner.
- 2** DO NOT decorate the burner with ceramic pebbles, stones, logs or other items unless explicitly approved by Decoflame.
- 3** DO NOT place stones or pebbles on the burner, as they may crack and cause injury or damage.
- 4** DO NOT place flammable materials, clothing or objects on or near the fireplace.
- 5** DO NOT place valuable items, paintings or electronic equipment such as TV screens or speakers above the fireplace, as rising heat may cause damage.

DO NOT – FIRE BEHAVIOUR

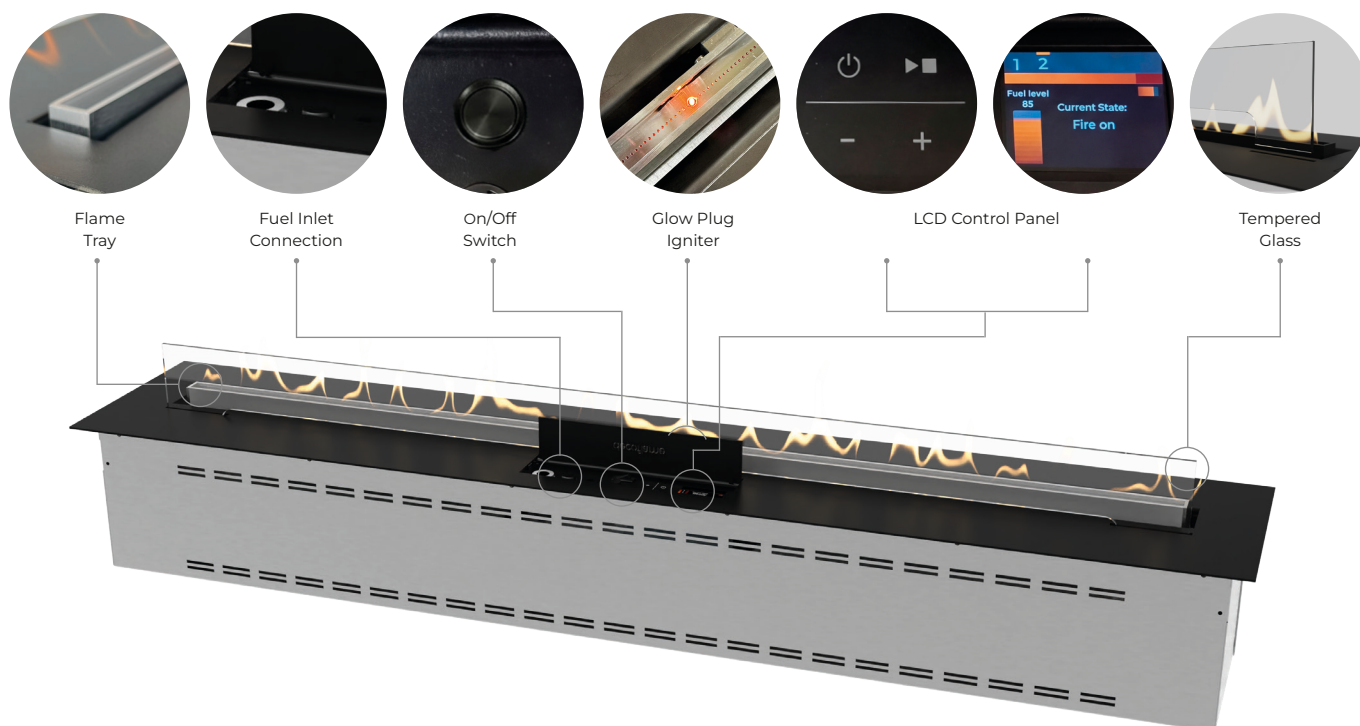
- 1** DO NOT attempt to extinguish the fire by blowing into the flames.
- 2** DO NOT blow into the flames, as this may cause the fire to spread and become uncontrollable.
- 3** DO NOT touch the flames at any time.

DO NOT – USE AND HANDLING

- 1** DO NOT use the fireplace or burner as a barbecue or cooking device.
- 2** DO NOT cover the fireplace while it is lit or still hot.
- 3** DO NOT touch metal parts, the burner or glass components during operation or until the fireplace has fully cooled down.
- 4** DO NOT modify the fireplace or any of its components.

DO NOT – MAINTENANCE AND CLEANING

- 1** DO NOT perform cleaning, maintenance or adjustments while the fireplace is hot or in operation.
- 2** DO NOT use water, solvents or aggressive cleaning agents on the burner or fireplace components unless specified in this manual.



OPERATIONS INSTRUCTIONS

This chapter describes the operation of fireplaces equipped with the Decoflame F2 electronic burner. Always read and follow all safety instructions before operating the fireplace.

The F2 burner is electronically controlled and designed to provide safe, controlled ignition, flame regulation and shutdown.

CONTROL SYSTEM & OPERATION

The fireplace is operated via the Operating Panel, which provides access to the main power switch, display, fuel filling connection, electronic pump interface and the integrated Control Panel.

The Control Panel consists of the control buttons used for daily operation, including ignition, flame regulation and shutdown.

The fireplace is supplied with a remote control, allowing the same operating functions available via the Control Panel to be operated wirelessly.

The control system manages ignition, flame regulation and continuous safety monitoring automatically.



FIRST START – SWITCHING THE POWER SUPPLY ON

Before operating the fireplace, ensure that it is correctly installed and that all safety requirements described in this manual have been fulfilled.



Press the MAIN ON/OFF BUTTON on the Operating Panel to activate the power supply to the fireplace.

Once activated, the power supply should normally remain switched on.

NOTE

The power supply should only be switched off under the following circumstances:

- If the fireplace will not be used for an extended period of time
- In the event of an emergency



1. SWITCHING THE DISPLAY ON

Press the ON/OFF button on the control panel to switch the display on.



2. SWITCHING THE FLAMES ON / OFF

Press the START/STOP button on the control panel **TO START** the ignition process.

After approximately 3 minutes, the first flames will appear around the centre of the fire tube. After an additional 3 minutes, the fireplace will have heated up and flames will extend across the full width of the Flame tray.

Once ignition is complete, the display will show FIRE ON. The flame height can now be adjusted.

To switch the **FLAMES OFF**, press the START/STOP button again.

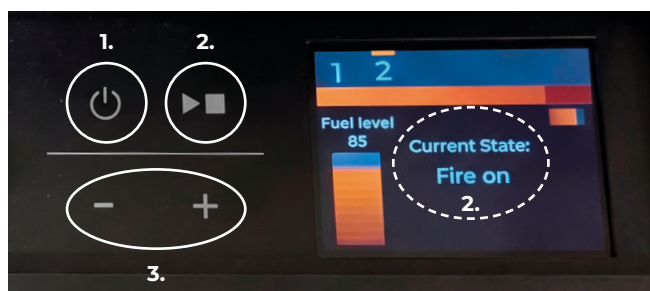
3. ADJUSTING THE FLAME LEVEL

Press the – or + buttons to decrease or increase the flame height.

NOTE

When the + or - button is pressed and released briefly, the flame level will decrease / increase by one step. This adjustment is only performed when the button is pressed for a short duration.

Adjust the flame height gradually and allow the burner to stabilise between adjustments.



DISPLAY STATES & STATUS INDICATIONS

The fireplace display provides continuous visual feedback on the current operating state, system status and user-selected functions.

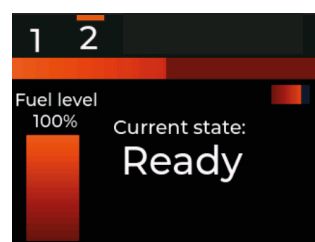
During operation, the display may present different states depending on ignition phase, flame level, refilling mode or system conditions. These states are designed to give clear information about the fireplace's status and to support safe and intuitive operation.

The following section describes the display states and their meaning.



Display (Boot screen):

- Bluetooth code
- IP adresse



Display (Main screen):

- Current state
- Error messages
- Fuel level
- Flame level

CURRENT STATE:

READY	The fireplace is ready for operation. The flames can be switched on (see 2).
WARMING UP	The fireplace is in the start-up sequence and is heating up. The status will automatically change to FIRE ON once ignition is complete.
FIRE ON	The fireplace is operating normally and the start-up process is complete. The flame level can now be adjusted (see 3).
TURNING OFF	The fireplace is shutting down.

ERROR MESSAGES:

CALL SERVICE	Internal system fault detected. The fireplace is locked and cannot be started or reset. Contact authorised service personnel.
NO FLAME	Ignition was unsuccessful. Contact authorised service personnel.
TOO HOT TO FILL	The fireplace is too hot to refill. Refilling is only possible once the fireplace has cooled down.
HEATING ERROR	A heating system fault has been detected. Contact authorised service personnel.
LOW FUEL	The fuel level is low. Refill the bioethanol tank.
SPILL DETECTED	Fuel spillage has been detected. Contact authorised service personnel.

REMOTE CONTROL

The F2 electronic burner may be operated using the supplied remote control, depending on model configuration.

The remote control provides convenient access to the main operating functions of the fireplace and mirrors selected functions of the integrated control panel.

The remote control communicates wirelessly with the burner and is intended for everyday operation within normal indoor range.

REMOTE CONTROL FUNCTIONS

The following functions are available via the remote control:

- **SWITCHING THE DISPLAY ON / OFF**
Powers the fireplace display on or off.
- **STARTING AND STOPPING THE FLAMES (START / STOP)**
Initiates ignition of the flames or shuts them down in a controlled manner.
- **ADJUSTING FLAME LEVEL (LEVELS 1-2)**
Allows step-by-step adjustment of the flame height within the available range.
- **CHILD LOCK (1+2)**
The child lock is activated by pressing button 1 and 2 simultaneously for 1-3 seconds. When the child lock is active, remote control operation is disabled. The child lock must be deactivated on the remote control or by restarting the fireplace.

CONNECT / RESTART REMOTE CONTROL

If the remote control is not responding, it may be necessary to reconnect it to the fireplace.

Follow the procedure below:

1. Turn on the fireplace using the main power switch.
2. Press and hold OK + 2 on the remote control for approximately 3 seconds until the red indicator light starts flashing.
3. Press and hold the OFF button on the fireplace for approximately 14 seconds until the display turns off. Release the button once the display switches off.
4. The fireplace will restart automatically.
The remote control is now connected to the fireplace.

NOTE

If the connection procedure fails, repeat the steps above. Ensure that the fireplace remains powered during the process.

USING THE REMOTE CONTROL

Ensure that the fireplace is connected to power and in standby mode before using the remote control.

Point the remote control towards the fireplace and press the desired function button. After input, the system may respond with a short delay while internal safety checks are performed.

Allow the system to stabilise between adjustments and avoid pressing multiple buttons simultaneously.

NOTE

The remote control is intended for indoor use only.

Always keep the remote control out of reach of children when not in use.

If the fireplace does not respond to remote control input, operate the fireplace via the control panel and refer to the troubleshooting section of this manual.



Scan the QR code for the connect / restart guide.

BATTERY INFORMATION

The remote control is powered by an internal CR2032 lithium battery.

If the remote control does not respond or the response becomes weak, the battery must be replaced.

Always replace the battery with the same type (CR2032) as specified by Decoflame. Incorrect battery type may result in malfunction.

Dispose of used batteries in accordance with local regulations.



FUEL FILLING & EMPTYING

This burner is equipped with an electronic pump system designed for safe and controlled handling of bioethanol.

Only approved bioethanol with an alcohol content of 96.5–97.5 % may be used. Refer to the Bioethanol chapter of this manual for further information.

BIOETHANOL FUEL FILLING PROCEDURE

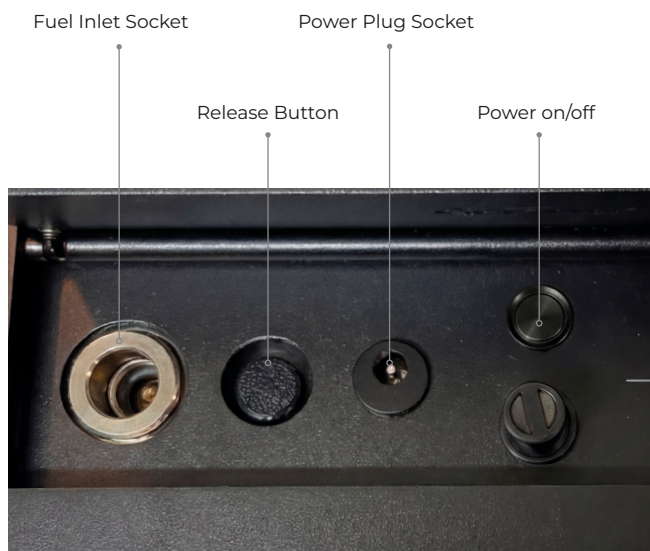
Before filling bioethanol, ensure that the burner is connected to the power supply and switched ON using the main power switch on the burner. The flames must be switched OFF before filling.

FILLING PROCEDURE

1. Switch on the main power switch on the burner.
2. Insert the filling nozzle firmly into the fuel inlet on the burner.
3. Connect the power plug from the electronic pump to the designated socket on the burner.
4. Place the rubber hose from the pump into the Bioethanol container.
5. Switch on the pump.
The pump will automatically stop when the maximum fuel level is reached.
6. Remove the filling nozzle by pressing the release button next to the fuel inlet.

NOTE

- The electronic burner continuously monitors the fuel level. If the fuel level is insufficient, the system will prevent ignition.
- Bioethanol must not be filled while the burner is in operation.
- The ignition process will not start if the system detects that the pump is connected.
- If the pump is connected while the burner is operating, the system will shut down automatically.
- Bioethanol must never be poured onto a hot burner or into open flames.
- Smoking is strictly prohibited during filling and in the immediate vicinity.
- If an unexpected situation occurs, the entire system can be switched off immediately using the main power switch on the burner.
- Allow any spilled bioethanol to evaporate completely before operating the burner.



Scan the QR code for the refill guide.

DRAINING OF BIOETHANOL

The electronic pump system can also be used to drain bioethanol from the burner.

Draining of the fuel tank is required if the burner is to be moved, transported, stored, or returned to Decoflame for service or repair.

The same pump used for filling is used for draining by repositioning the filling nozzle on the hose.

DRAINING PROCEDURE

The burner must be connected to the power supply and switched ON using the main power switch. The flames must be switched OFF during the entire draining process.

1. Cut and remove the small black cable tie securing the filling nozzle to the hose.
The cable tie must be removed before the filling nozzle can be detached.
2. Detach the filling nozzle from the hose and attach it to the opposite end of the hose – the end normally placed into the bioethanol container during filling.
3. Insert the filling nozzle into the fuel inlet on the burner.
4. Connect the power plug from the electronic pump to the designated socket on the burner.
5. Place the free end of the hose into a suitable and approved bioethanol container.
6. Switch on the pump.
Bioethanol is transferred from the fuel tank to the external container.
7. Monitor the process.
The pump will stop automatically when the fuel tank is empty.
8. Remove the filling nozzle by pressing the release button next to the fuel inlet.
9. Reattach the filling nozzle to the opposite end of the hose so it is ready for future filling.
Secure the filling nozzle with a cable tie if required.

NOTE

- The fuel tank must never be drained while the burner is in operation.
- The ignition process will not start if the system detects that the pump is connected.
- If the pump is connected while the burner is operating, the system will shut down automatically.
- Smoking is strictly prohibited during draining and in the immediate vicinity.
- Avoid spillage of bioethanol. Allow any spilled bioethanol to evaporate completely.
- If an unexpected situation occurs, the entire system can be switched off immediately using the main power switch on the burner.



Scan QR code
for procedure.

ERROR MESSAGES & TROUBLESHOOTING

This section describes the most common error messages and system states that may occur during operation of the electronic burner, together with the recommended corrective actions.

If the problem cannot be resolved by following the instructions below, switch off the fireplace and contact your authorised dealer or Decoflame.

GENERAL GUIDANCE

- Always extinguish the flames before starting any troubleshooting.
- Some error conditions require the system to cool down completely before it can be restarted.
- Repeated or persistent error messages indicate that further technical assistance is required.

ERRORS	DESCRIPTION	REQUIRED ACTION
Tray High / Low	The fuel level in the burner tray is too high or too low, which may affect burner performance.	Allow the fireplace to cool down. Restart the system. If the problem persists, contact your dealer.
Call Service	An internal system fault has been detected. The fireplace is locked for safety reasons and cannot be started or reset by the user.	Contact Decoflame or authorised service personnel. Reactivation is only possible after remote system access has been established.
Evap High / Low	The fuel level in the evaporation chamber is too high or too low, which may cause irregular vapour formation.	Allow the fireplace to cool down. Restart the system. If the problem persists, contact your dealer.
No Heat	The heating element does not generate heat, possibly due to a system fault.	Restart the fireplace after cooling. If the error remains, contact your dealer.
No Flame	The burner attempts to ignite but no flame is detected. This may be caused by fuel supply or ignition issues.	Restart the fireplace. If the problem persists, contact your dealer.
Flame Out	The fuel level is too low or the fuel tank is empty.	Do not switch off the power. Refill the fuel tank as described in section: Fuel Filling & Emptying.
Spill Detected	Liquid has been detected, possibly due to overfilling or leakage.	Allow spilled bioethanol to evaporate completely. Do not attempt ignition while a spill is present. Contact your dealer if the issue persists.
MCU Temp High	The controller temperature is too high, which may cause overheating or system shutdown.	Allow the fireplace to cool down completely before restarting.
Low Fuel	The fuel tank is nearly empty.	Refill the fuel tank as described in section: Fuel Filling & Emptying.
Remote Low	The battery level in the remote control is low.	Replace the battery in the remote control.
Sensor Error	One or more sensors are not functioning correctly.	Contact your dealer or Decoflame for service.

MAINTENANCE & CLEANING

Regular maintenance and correct cleaning are essential to ensure safe operation, optimal performance and long product life of the fireplace.

Before any cleaning is carried out, ensure that the fireplace is completely switched off and that all components have cooled down fully.

GENERAL MAINTENANCE

The fireplace is designed to require minimal maintenance during normal use.

Glass components are made of toughened, heat-resistant glass. Both glass and metal parts exposed to flame heat may change colour or surface structure slightly over time. This is considered normal wear and does not constitute a product defect.

Regular visual inspection of the burner, glass components and surrounding surfaces is recommended to ensure that no damage, excessive soot or contamination is present.

CLEANING THE BURNER

The burner must be kept clean and free of dust, debris and residues.

Clean the burner using a lint-free cloth or paper towel together with a non-abrasive cleaning agent, such as bioethanol or another alcohol-based product.

NOTE

When cleaning the Flame tray, special care must be taken to avoid contact with the filament. This delicate component can be easily damaged if touched.

CLEANING GLASS COMPONENTS

Glass panels must be completely cooled before cleaning.

Clean glass using a soft, lint-free cloth and a suitable, non-abrasive glass cleaner.

Avoid scratching the glass surface.

CLEANING POLISHED STEEL SURFACES

Polished steel surfaces must only be cleaned using a soft, clean cloth.

Paper towels or rough materials may cause scratches and should not be used on polished surfaces.

PERIODIC CHECKS

- Ensure that ventilation openings are free from obstruction.
- Check that all visible components are intact and undamaged.
- Verify that the remote control functions correctly and replace the battery if required.

WARNING

- The fireplace must never be cleaned while in operation or while hot.
- Do not attempt to open or service internal components.
- Servicing and repairs must only be carried out by authorised personnel.

Failure to follow these instructions may result in damage to the fireplace and may void the warranty.



DISPOSAL & SORTING

Decoflame bioethanol fireplaces are manufactured from aluminium, stainless steel, glass, copper, plastic and electronic components.

At the end of the product's service life, the fireplace must be disposed of in accordance with applicable local and regional regulations.

ELECTRONIC COMPONENTS

Electrical and electronic components must be disposed of separately and in accordance with local regulations for electronic waste (WEEE).

Electronic components must not be disposed of with household waste.

METAL AND GLASS COMPONENTS

Metal and glass parts can generally be recycled.

Handle glass components with care during disassembly and disposal.

Sorting of materials must be carried out in accordance with local recycling guidelines.

ENVIRONMENTAL CONSIDERATIONS

Most components of Decoflame bioethanol fireplaces are recyclable.

Correct disposal and material sorting contribute to reduced environmental impact and responsible use of resources.

For further information on correct disposal, contact your local waste disposal authority or recycling centre.

COMPLAINTS, WARRANTY & SERVICE

Decoflame ApS provides a 24-month right of complaint, calculated from the date of purchase at Decoflame ApS.

The right of complaint covers documented defects attributable to material or manufacturing faults.

The right of complaint is a supplement to the buyer's statutory rights under applicable Danish and EU legislation.

NOTE

Repair or replacement does not extend the complaint period.

The product must be purchased from an authorised Decoflame dealer and installed by an authorised service technician, where required.

THE RIGHT OF COMPLAINT DOES NOT APPLY TO

The right of complaint does not apply to conditions resulting from normal use, wear or external influences, including:

- Cosmetic conditions (colour changes, patina, corrosion, oxidation, wear of glass and surface finishes)
- Normal wear and ageing
- Damage occurring after delivery (transport, storage or handling)
- Damage caused by external influences (fire, flooding, frost, lightning, etc.)
- Incorrect installation, incorrect use or lack of maintenance
- Modifications or repairs carried out by unauthorised persons
- Use of non-original or non-approved components
- Commercial use of the product

IN THE EVENT OF A COMPLAINT

Complaints must be submitted to the dealer from whom the product was purchased.

The following documentation must be provided:

- Order number or CE marking
- Product serial number
- Valid proof of purchase
- Written description of the fault
- Photographic documentation

Decoflame ApS determines whether the complaint is justified and decides on the appropriate remedy.

To ensure that the right of complaint is valid and active, the service form must be completed.
See the section Service & Support.

WEAR PARTS

The fireplace is designed for long service life when correctly installed, used and maintained.

The right of complaint does not apply to wear parts.

Wear parts are components subject to natural wear during normal operation and therefore require regular inspection and replacement.

Wear parts include:

- Hoses (external filling pump and siphon system)
- Seals
- Igniters
- Heating element
- CO₂ sensor
- Flame Tray

Indicative replacement intervals:

- Hoses: after approx. 1,000 operating hours or 2–5 years
- Igniters: after approx. 1,000 start/stop cycles or in case of malfunction
- Heating element: replace as required
- CO₂ sensor: replace as required

All service work and replacement of wear parts must be carried out exclusively by a Decoflame ApS-approved or instructed service technician.

Failure to comply with service and maintenance requirements may result in loss of the right of complaint.

SERVICE & SUPPORT

The service form must be completed via:

- <https://www.decoflame.dk/service>
- <https://www.decoflame.com/service>

Contact Decoflame ApS for service:

Telephone:
+45 96 30 48 00 (extension 4)

Applicable complaint conditions are stated in Decoflame ApS' General Terms of Sale and Delivery.



BIOETHANOL

BIOETHANOL IS A HIGHLY FLAMMABLE FUEL AND MUST BE HANDLED WITH CARE.

This fireplace is designed to operate with liquid bioethanol fuel only. Improper fuel quality, unsafe handling or incorrect storage may result in fire, personal injury, property damage or malfunction.

APPROVED FUEL QUALITY

Only bioethanol with an alcohol concentration of 96.5–97.5 % (v/v), free from additives and oils, may be used.

! REQUIREMENT

Use only liquid bioethanol of 96.5–97.5% alcohol purity. Do not use viscous, gel-like or scented products. Do not add oils, fragrances or any other substances.

Bioethanol must be at normal room temperature before ignition. If the fuel is too cold, ignition may be difficult or unstable.

STORAGE CONDITIONS

Always follow the instructions on the bioethanol packaging.

- Store bioethanol securely and out of reach of children.
- Store only in the original, correctly labelled container.
- Keep the container tightly closed.
- Store in a relatively cool, dry and well-ventilated area, away from ignition sources.
- Keep away from oxidising agents and incompatible materials.
- Take preventive measures against static electricity generation.

REQUIREMENT

Bioethanol must be stored in a safe manner in accordance with applicable local regulations.

GENERAL SAFETY PRECAUTIONS WHEN HANDLING BIOETHANOL

Preventive measures:

- Avoid inhalation of vapours.
- Avoid contact with eyes, skin and clothing.
- Persons prone to skin allergy or respiratory disease should avoid direct contact with bioethanol.
- Follow general chemical handling precautions (hygiene, ventilation, protective measures).

NOTE

If bioethanol is spilled, allow it to evaporate completely before operating the fireplace. Ventilate the room without creating draughts.

FIRE PREVENTION MEASURES

Due to the highly flammable nature of bioethanol, all fire safety precautions must be followed strictly.

- Protect the container from overheating.
- Store bioethanol in a fire-resistant container and keep it out of reach of children.
- Avoid contact with heat, sparks and open flames.
- Keep away from incompatible materials such as metal or alkaline products.
- Flash point: 13 °C
Boiling point: 78 °C
- The fireplace may be difficult to ignite if the bioethanol temperature is below room temperature.

FIRST AID AND EMERGENCY GUIDANCE

If bioethanol contacts eyes or skin, follow the instructions on the bioethanol packaging and seek medical guidance if symptoms persist.

If ingestion is suspected, contact local poison control / medical services immediately for further guidance.

CLASSIFICATION AND REGULATORY RESPONSIBILITY

Denatured bioethanol is classified as:

- Flammable Liquid – Category 1B (flammability)
- Class 3, Packing Group II (transport classification)
- UN 1170 (identification number)

Bioethanol is regulated by various standards and regulations globally. Users must familiarise themselves with and comply with applicable requirements for lawful and safe storage, handling, decanting and use of this fuel.

RECOMMENDED FUEL

Decoflame recommends using Decoflame bioethanol where available. For purchasing guidance and approved products in your market, contact your nearest Decoflame retailer.

DO NOT



- Do not smoke when handling, transferring or filling bioethanol.
- Do not pour bioethanol onto a hot fireplace or into open flames.
- Do not handle bioethanol near heat sources, sparks or open flames.



PROHIBITED USE



The following actions are strictly prohibited and will void the warranty:

- Mixing bioethanol with other fuels
- Adding additives, oils, scents or colouring agents
- Using fuels other than approved bioethanol (96.5–97.5 %)
- Using bioethanol for purposes other than fireplace operation

SYMBOL EXPLANATION

The symbols used in this manual are intended to provide clear and immediate communication of important safety information, warnings and operating instructions.

The symbols highlight actions that must not be performed, conditions requiring special attention, and general safety and health hazards associated with the use of the bioethanol fireplace.

All symbols must be fully understood and strictly observed. Failure to comply with the indicated instructions may result in fire hazard, personal injury, malfunction and loss of warranty and right of complaint.

If a symbol appears without accompanying text, its general meaning applies as defined in this symbol explanation.



Do not refill directly onto the flames



Do not refill a hot burner



Do not place the bioethanol fireplace close to combustible materials



Protect the fireplace from draughts



No smoking



Do not blow into the flames



Do not touch the flames



Health hazard



Keep suitable fire extinguishing equipment available



Follow instructions regarding fuel and fire blanket



Warning – combustible material



*Installation and use of the fireplace must comply with all applicable national and local regulations, including requirements from local fire authorities.
All specifications are subject to product tolerances and ongoing technical development. Typographical errors and technical inaccuracies are reserved.
This manual may be translated into other languages. In the event of discrepancies or differences in interpretation, the English version shall prevail.
Decoflame ApS reserves the right to make changes to products and documentation without prior notice.*

For further information, please refer to Decoflame's General Terms of Sale and Delivery.