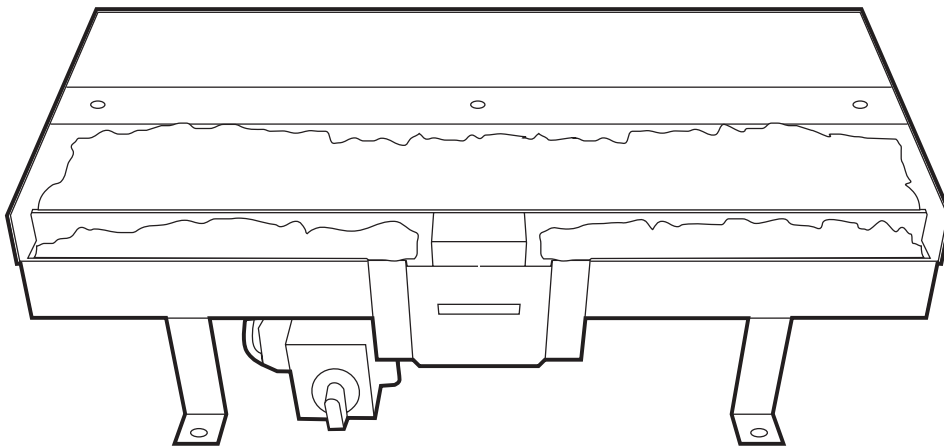


The logo features a stylized flame icon composed of two overlapping, curved shapes. The word "real flame" is written in a bold, lowercase, sans-serif font, with the flame icon positioned behind the word "flame".

# real flame

Leaders in  
Gas Fireplace  
Technology



# MAGIGLO® SERIES

---

## INSTALLATION & OPERATING MANUAL

The Magiglo series of decorative fires are suitable to be installed into a masonry or approved prefabricated fireplace and are designed to operate with Natural and Propane gases only. Approval Number GMK10098.

VERSION 17

## WARRANTY INFORMATION

The benefits provided to you under the following warranty are in addition to any other rights and remedies available to you under the law.

### 1. Warranty

If:

- (a) during the first 15 years from the date of purchase (Firebox Warranty Period), there is a defect in the firebox of the Real Flame Gas Burner; or
- (b) during the first 2 years from the date of purchase (Parts Warranty Period), there is a defect in the gas valves or other parts of the Real Flame Gas Burner,  
due to improper workmanship or material, Real Flame will replace or repair the Real Flame Gas Burner without charge. Any replacement product is warranted only for the time remaining on the original Firebox Warranty Period or the Parts Warranty Period as relevant.

### 2. Registration

You must register to receive the benefit of this warranty by completing the warranty registration on our website ([www.realflame.com.au](http://www.realflame.com.au)) or completing and mailing the attached registration card within 30 days of purchase of your Real Flame Gas Burner (or, if the Real Flame Gas Burner is fitted to a new home, within 30 days of the date of settlement of purchase of such new home).

### 3. Exclusions

Real Flame is not obliged to replace or repair the Real Flame Gas Burner under clause 1 if:

- (a) it has been improperly stored, installed, connected, used, operated or repaired, or damaged, abused, tampered with, altered (without our written approval), or not maintained in strict accordance with our installation and operating instructions; or
- (b) it has been installed in an outdoor setting.

### 4. Limit of Liability

The warranty provided under this warranty is limited to replacement or repair of the Real Flame Gas Burner only, at our option. To the extent permitted by law, Real Flame excludes liability for consequential loss or any other loss or damage caused to property or persons arising from any cause whatsoever, and damage arising from normal wear and tear.

### 5. Claiming under the Warranty

In order to claim under this warranty you must, within the Firebox Warranty Period or the Parts Warranty Period (as relevant), contact Real Flame, providing the original proof of purchase and the details below:

Supplier Name \_\_\_\_\_

Date Of Purchase / settlement of property if new home \_\_\_\_\_

Model / Serial Number \_\_\_\_\_

This warranty does not cover the cost of claiming under the warranty or transporting the Real Flame Gas Burner to and from the supplier.

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

If you would like to speak to someone about your Real Flame Gas Burner or claiming under this warranty, please contact the Real Flame Service Warranty Desk on 03 8706 2000.

Real Flame Pty Ltd ACN 006 311 155

Head Office: 1340 Ferntree Gully Road, Scoresby 3179

Telephone: 03 8706 2000 Facsimile: 03 8706 2001

## INSTALLATION NOTICE

- The installation of this appliance is only to be carried out by an authorised person in accordance with the Manufacturer's Instructions, local gas fitting regulations, AS/NZS5601.1-2013 installation code for gas burning appliances and any other relevant statutory regulations.
- In all cases the installation of this appliance shall meet the requirements as set out in AS/NZS5601.1-2013

- **NOTE:** A slight smell may be apparent for the first few hours of use. This is due to the heat resistant paint curing. It is recommended to open windows in the room for the first lighting of the fire. In some instances a slight discolouration may occur inside the firebox. This is a normal condition and is not covered by warranty.

## IMPORTANT SAFETY NOTICES

- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
- DO NOT USE OR STORE FLAMMABLE MATERIAL NEAR THE APPLIANCE.
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILST IT IS IN OPERATION.
- CARE MUST BE TAKEN TO ENSURE THAT ANY RETURN AIR REGISTER OR EXHAUST SYSTEM DOES NOT ADVERSLEY AFFECT THE OPERATION OF THE APPLIANCE OR DRAUGHT OF CHIMNEY OR FLUE.
- DO NOT MODIFY THIS APPLIANCE.

THIS APPLIANCE IS DESIGNED TO OPERATE WITH LUMINOUS FLAMES. THIS MAY EXHIBIT SLIGHT CARBON DEPOSITS.

## VENTILATION REQUIREMENTS

Permanent ventilation of the room where the fire is to be situated is essential while fire is in operation. The room must have a minimum cross sectional area of 40,000sq mm of effective ventilation.

## WARNING

This firebox has a naked flame, care should be taken when it is operating if children or the infirm are in close proximity. A safety screen is recommended if constant supervision is not possible. It is recommended that a secondary guard complying with AS-NZS2286 be installed.

THIS IS PRIMARILY A DECORATIVE APPLIANCE AND IS NOT CERTIFIED AS A SPACE HEATER.

## CONTENTS

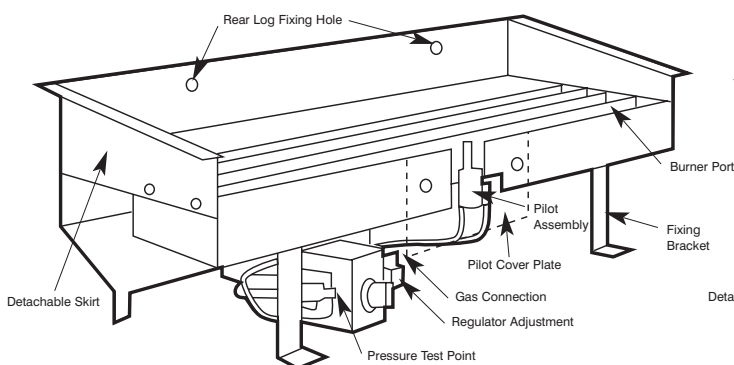
Contents .....	4
Data Plate.....	5
Dimensions .....	6
Installation Instructions .....	10
Lighting Instructions .....	11
Commissioning Procedure .....	13
Typical Type 1 Installation to existing chimney .....	14
Type 1 Installation into Victorian/Federation grate.....	15
Typical Type 2 Installation of Prefabricated Fire Box into existing chimney.....	16
User Instructions .....	17
Troubleshooting .....	17
Conversion details .....	18
Parts List .....	19
Real Flame contact information.....	20

## DATA PLATE (Affixed to the base of the unit for reference to gas pressure & consumption)

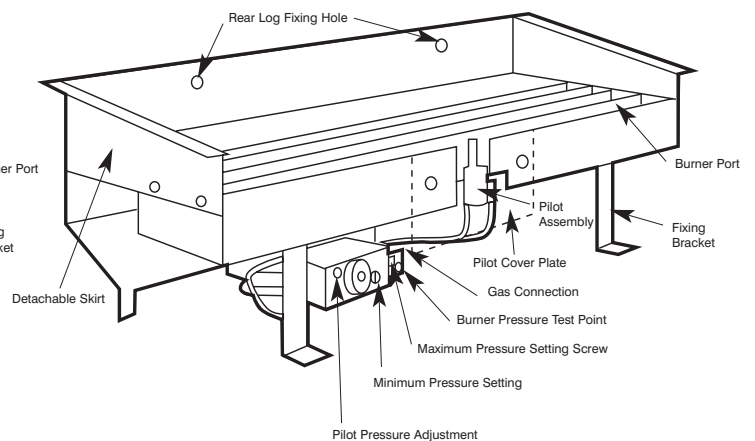
BURNER MODEL	NATURAL GAS			ULPG		
	INJ. SIZE	MJ/Hr	TPP (kPa)	INJ. SIZE	MJ/Hr	TPP (kPa)
320	2.40	23	0.80	1.20	20	2.60
360	2.50	26	0.80	1.30	21	2.70
400	2.60	28	0.80	1.30	21	2.70
540	2.25	37	0.80	1.10	33	2.60
750	1.85	39	0.75	0.95	34	2.55
1000	2.25	49	0.75			
540 Double Burner	2.80	54	0.87	-	-	-

## PARTS

**Magiglo 320 & 360**



**Magiglo 400, 540 & 750**



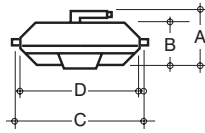
### TO CHECK PRESSURES

1. Fit manometer to test point.
2. Adjust pilot pressure screw (wind screw fully in, then wind out 2 1/2 full turns - for 400, 540 & 750 models only).
3. Adjust maximum burner pressure screw (wind max pressure screw out 2 full turns - for 400, 540 & 750 models only).
4. Ignite burner and set to maximum rate.
5. Adjust regulator pressure until burner pressure is correct.
6. Adjust maximum burner pressure - screw in adjustment screw to data plate setting.
7. Turn valve to low setting. Adjust valve minimum pressure.
8. Complete tests for safety/leakage and connections.
9. Turn burner off.
10. Replace regulator cap.
11. Remove manometer, replace sealing screw and washer and refit valve cover.

# DIMENSIONS

## Magiglo 320 Burner

PLAN

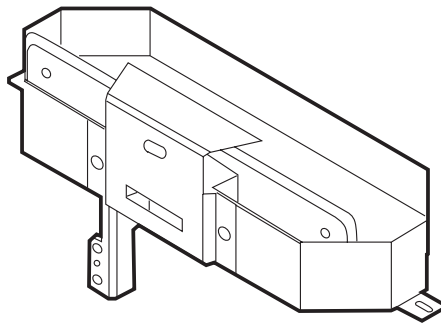
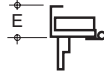
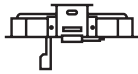


A	B	C	D	E
147	110	341	317	84

LHS

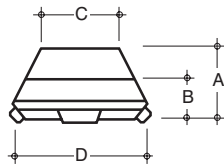
FRONT

RHS



## Magiglo 360

PLAN

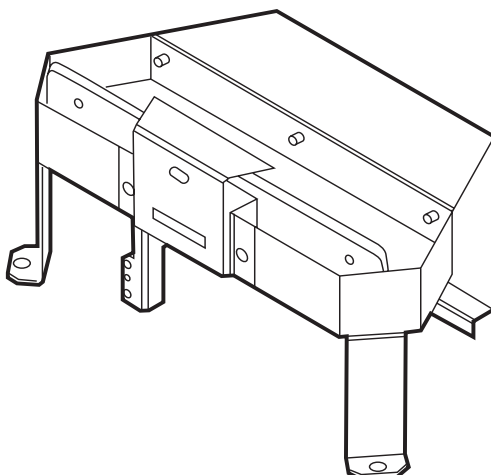
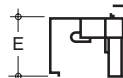
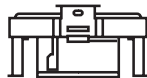


A	B	C	D	E
199	110	210	360	155

LHS

FRONT

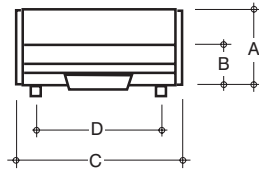
RHS



# DIMENSIONS

## Magiglo 400 Burner

PLAN

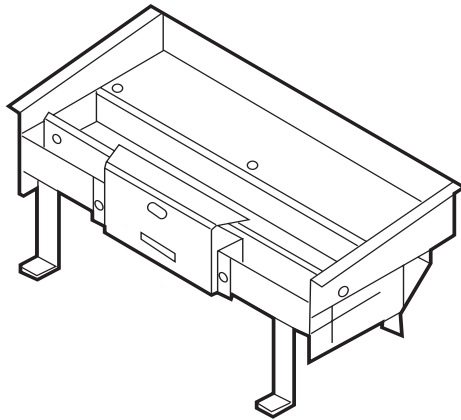
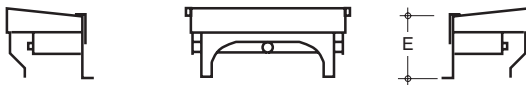


A	B	C	D	E
201	103	433	328	148

LHS

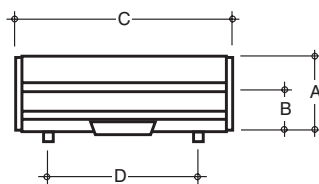
FRONT

RHS



## Magiglo 540

PLAN

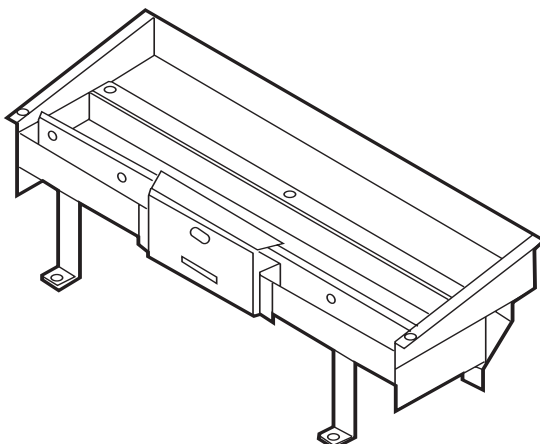
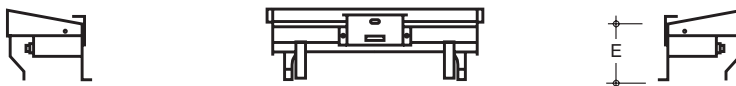


A	B	C	D	E
201	103	570	395	148

LHS

FRONT

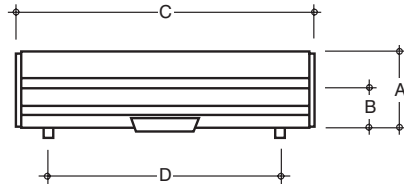
RHS



# DIMENSIONS

## Magiglo 750

PLAN

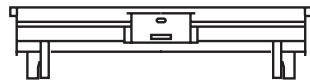


A	B	C	D	E
201	102	783	606	148

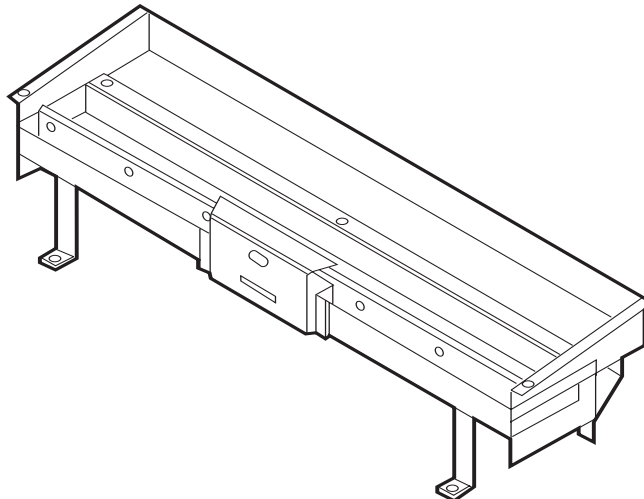
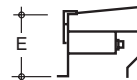
LHS



FRONT



RHS

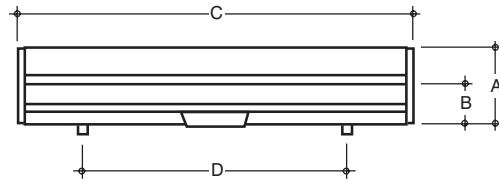




# DIMENSIONS

## Magiglo 1000

PLAN

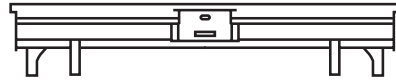


A	B	C	D	E
201	103	1029	692	148

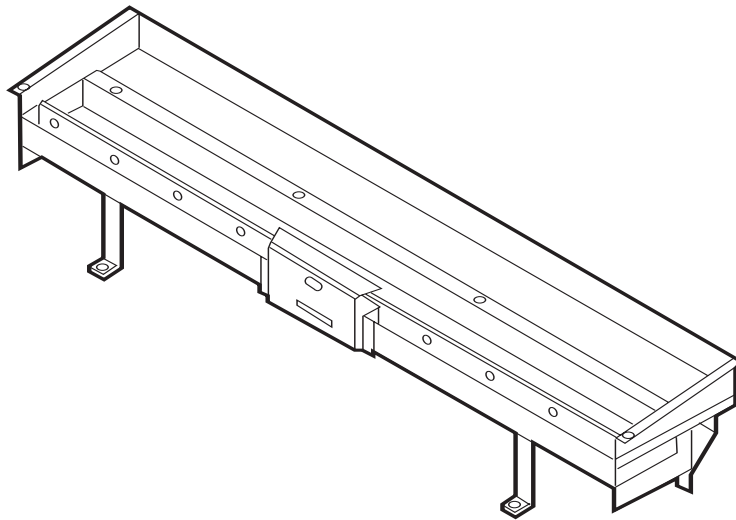
LHS



FRONT

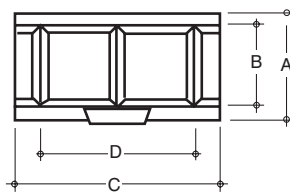


RHS



## Magiglo 540 Double Vision Burner

PLAN

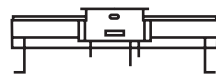


A	B	C	D	E
283	225	540	403	148

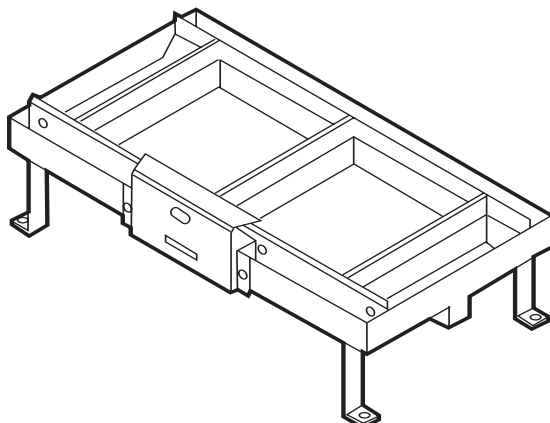
LHS



FRONT



RHS



## INSTALLATION INSTRUCTIONS

### **IMPORTANT**

This product is fitted with an OXYGEN DEPLETION SYSTEM which is an INTEGRAL PART OF THE PILOT. You must maintain the correct pressure for the oxygen depletion system to operate correctly (see data plate on page 5).

When checking gas pressure at the appliance ALL OTHER GAS APPLIANCES IN PREMISES MUST BE OPERATING AT THE SAME TIME.

Failure to have correct pressure may result in unit cutting out intermittently.

### **TYPE OF INSTALLATIONS**

#### **TYPE 1. Magiglo Gas Log/Coal Set**

The appliance must be installed in a fire resistant fireplace with approved draft.

#### **TYPE 2. Magiglo Gas Log/Coal Set**

Installed in conjunction with a prefabricated firebox into an existing fireplace using the firebox flue system to remove waste products.

### **LOCATION REQUIREMENTS FOR TYPE 1 & 2 INSTALLATIONS**

1. The fireplace must be built in accordance with the building regulations for masonry chimneys.
2. The fireplace must be sufficiently deep enough to fully accommodate either the Gas Log/Coal Set or a firebox fitted with a Gas Log/Coal Set in order that no fumes can escape into the room. DO NOT ignore the depth of the lintel over the fireplace opening.
3. It is imperative that the chimney or flue operates correctly and also does not subject the living area to spillage of combusted products. The flue or chimney should be tested and proven to have an adequate updraught sufficient to remove all waste products of combustion. (Refer to Commissioning Procedure).
4. Chimney dampers, baffles or restrictive plates must be removed or permanently fixed open.
5. An optional AGA approved flue cowl of the appropriate size can be fitted for type 2 installations. For type 1 installations a 225mm diameter cowl is optional.
6. If using a prefabricated firebox, the firebox must be sealed to the masonry or brickwork and an approved flue or cowl fitted of the appropriate size.
7. Permanent ventilation of the room where the fire is to be situated is essential while fire is in operation. The room must have a minimum cross sectional area of 40,000sq mm of effective ventilation.

### **BURNER INSTALLATION**

1. Select the Magiglo series burner which best compliments your fireplace size.
2. Locate your gas fire into the rear of the fireplace or prefabricated fire box fixing to base or grate by location lugs on burner.
3. It is preferable for the gas line to be brought into the rear of fireplace, therefore concealing pipe work.
4. If installing the burner into an existing grate, remove that part of base of grate so that controls are on underside of grate.
5. Connect gas line to burner connection using 1/2" flared copper union supplied.
6. The correct logs and coals or pebbles must be used as supplied by the manufacturer.

## FOR YOUR SAFETY READ BEFORE LIGHTING

- The appliance has a pilot which must be lit using the piezo ignition, when lighting the pilot follow the instructions exactly.
- Before lighting the appliance check for gas leaks.
- Use only your hand to push in and turn the gas control knob, never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.
- If the controls have been underwater, immediately call a qualified service technician to inspect the appliance and replace any part of the control system and fan that has been immersed in water.

## LIGHTING INSTRUCTIONS - Magiglo 320 & 360

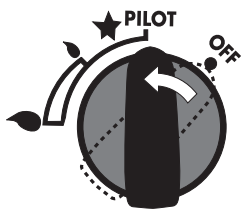


Figure 1

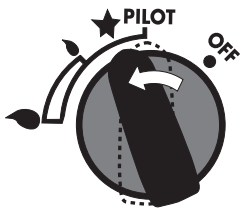


Figure 2

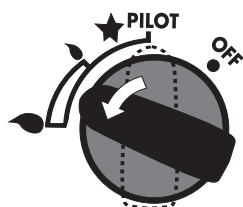


Figure 3

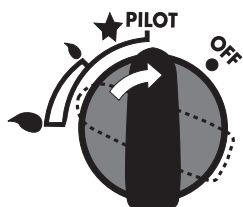


Figure 4

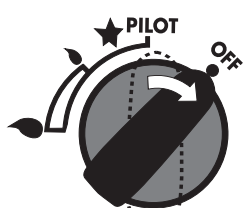


Figure 5

1. To light the pilot, press in and turn the gas control knob anticlockwise to the pilot position.
2. Keep knob depressed and turn the knob anticlockwise toward the ★ until you hear a click. If the pilot lights, continue to depress knob for 20 seconds and release. If pilot goes out repeat the procedure.
3. To light the burner, turn the control knob to the flame setting. The burner can be set anywhere between low and high flame.
4. To turn the burner off, turn the control knob clockwise to the "PILOT" position. This will leave the pilot burning.
5. To turn off the burner and the pilot, turn the knob clockwise to the "OFF" position.

**If you are unable to get the appliance to operate correctly, contact either your sales agent or the manufacturer (see contact details on back cover).**

Test operation of appliance and fully instruct user before leaving.

**Note: Check gas pressure. Refer to Data Plate on page 4 for details.**

## TO TURN OFF GAS TO APPLIANCE

Push in gas control knob slightly and turn to the "OFF" position.

## LIGHTING INSTRUCTIONS - Magiglo 400, 540 & 750

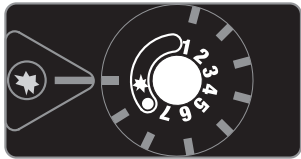


Fig 1

1. To light the pilot, press in and turn the gas control knob anticlockwise to the pilot position. (Fig 1)
2. Depress the knob and press the red button. If the pilot lights, continue to depress knob for 20 seconds and release. If pilot goes out repeat the procedure.
3. To light the burner, turn the control knob to the flame setting. The burner can be set anywhere between 1 and 7. (Fig 2)
4. To turn the burner off, turn the control knob clockwise to the "PILOT" position. This will leave the pilot burning. (Fig 1)
5. To turn off the burner and the pilot, turn the knob clockwise to the "OFF" position. (Fig 3)

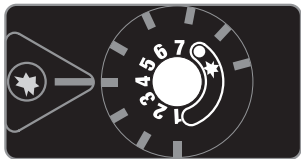


Fig 2

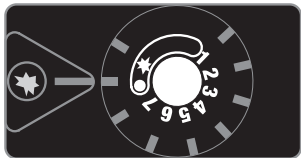


Fig 3

**If you are unable to get the appliance to operate correctly, contact either your sales agent or the manufacturer (see contact details on back cover).**

Test operation of appliance and fully instruct user before leaving.

**Note: Check gas pressure. Refer to Data Plate on page 5 for details.**

## TO TURN OFF GAS TO APPLIANCE

Push in gas control knob slightly and turn to the "OFF" position.

## COMMISSIONING PROCEDURE

Once the fire is installed and operational the installer must check for spillage. Carry out the lighting procedure and turn the fire to high. Allow to warm up for 10 minutes and then using a smoke match set 25mm down and 25mm inside of the fire opening run the match across the width of the opening to check that all of the smoke is drawn away.

Repeat the test with doors and windows to the premises open and closed, and with any extractor fans in the same room or adjacent rooms running on high. The fire should continue to clear its combustion products. Also operate any other flued appliances in the same or neighbouring rooms and ensure they continue to function satisfactorily as multiple flues can work against one another.

If spillage is detected during this procedure it could indicate a faulty flue or lack of ventilation. If the problem cannot be rectified immediately, disconnect the appliance, and advise the customer not to use the appliance until the problem has been resolved.

The customer should always be advised of the need for regular servicing and checks to ensure the continued clearance of combustion waste products.

**NOTE:** Care must be taken to ensure that any return air register exhaust system does not adversely affect the operation of the appliance or draught of chimney or flue.

### **WARNING**

**“DO NOT place articles on or against this appliance.”**

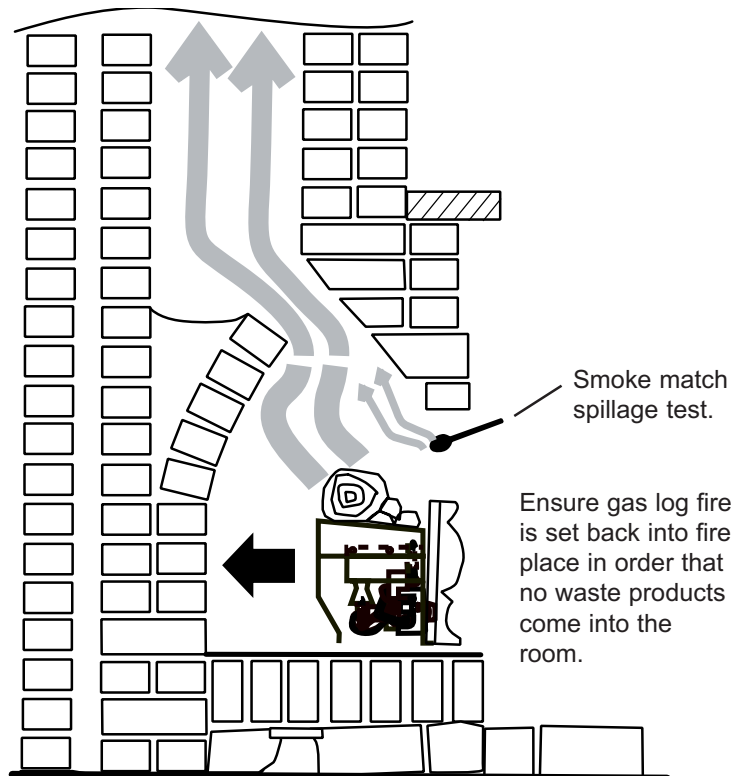
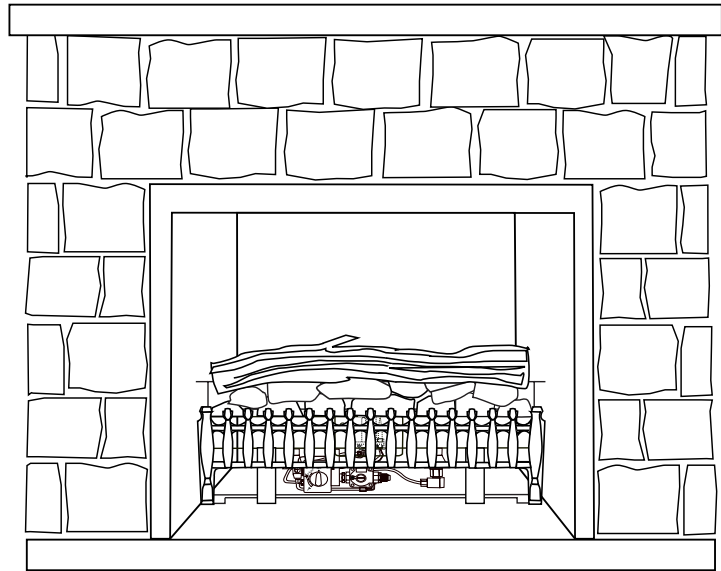
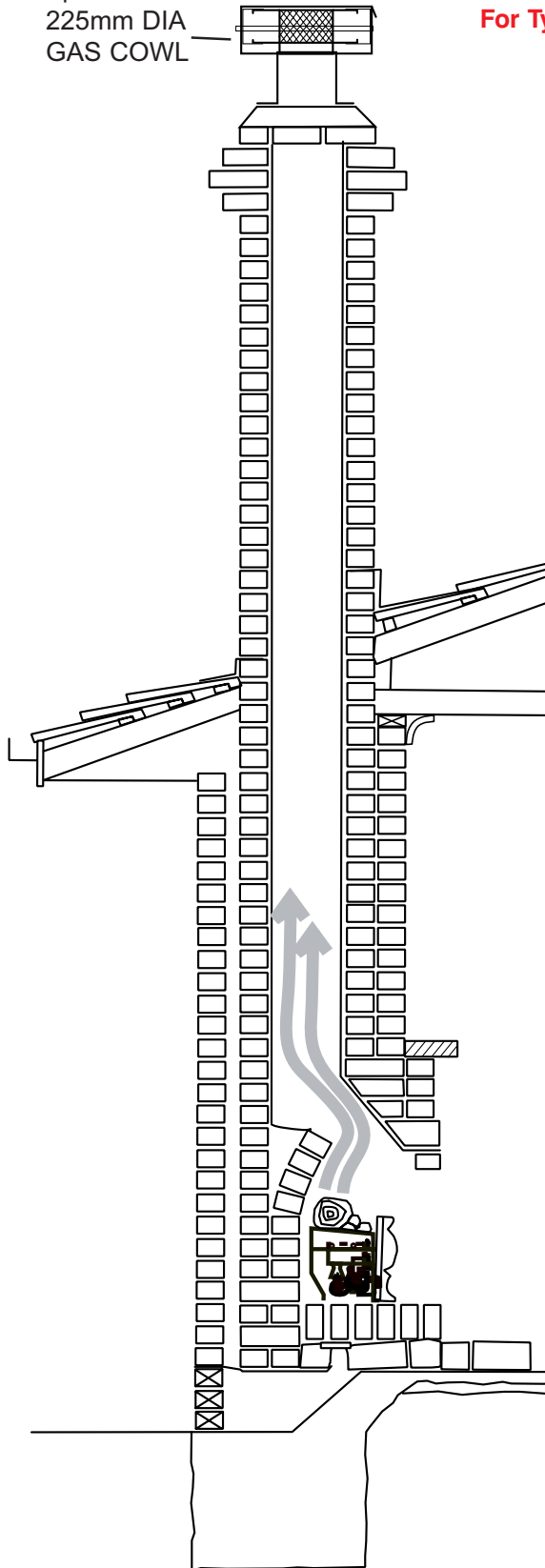
**“DO NOT use or store flammable materials near this appliance.”**

**“DO NOT spray aerosols in the vicinity of this appliance while it is in operation.”**

## TYPICAL TYPE 1 INSTALLATION TO EXISTING CHIMNEY

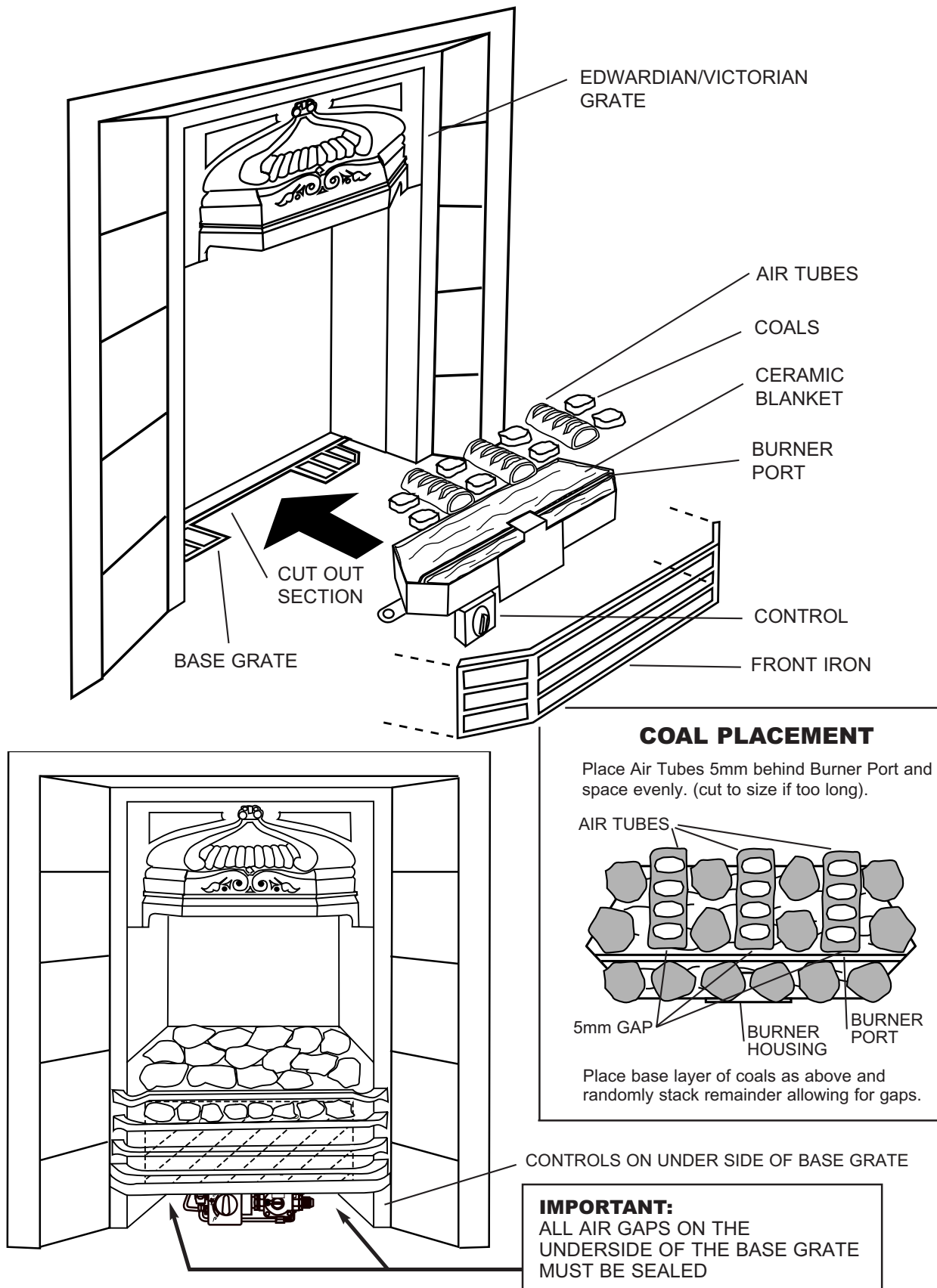
Optional  
 225mm DIA  
 GAS COWL

**For Type 1 installations models with an ODS pilot must be used.**



- Minimum fireplace depth shall be 450mm for all models.
- Maximum fireplace opening height for all models except 1000 shall be 600mm, for the 1000 model the maximum opening height is 450mm.

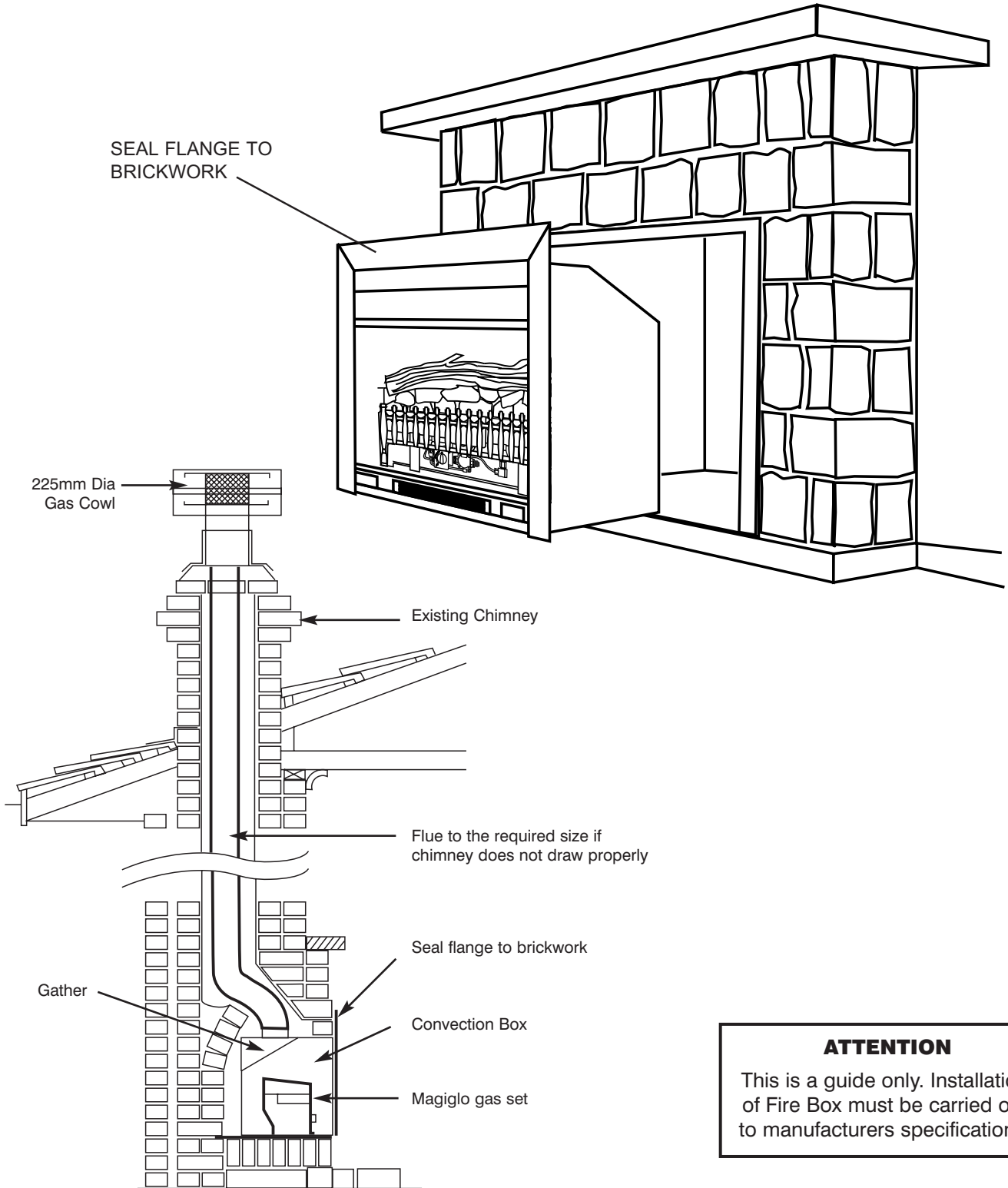
## TYPE 1 INSTALLATION INTO VICTORIAN/FEDERATION GRATE



- Minimum insert depth shall be 180mm.
- Maximum insert opening height shall be 675mm.

# TYPICAL TYPE 2 INSTALLATION OF PREFABRICATED FIRE BOX INTO EXISTING CHIMNEY

FOR INSTALLATION OF FIRE BOX REFER TO MANUFACTURER'S SPECIFICATIONS.



**ATTENTION**  
 This is a guide only. Installation of Fire Box must be carried out to manufacturers specifications.



## USER INSTRUCTIONS

1. Your Magiglo Gas Log/Coal Set will have been installed by an authorised person in accordance with the Installation and Service Instructions. If you are technically minded you will increase your knowledge of your fire by reading through these Instructions
2. Initially your Magiglo may burn with a slightly blue flame which part of the protective coating on the coal and logs burn off. A slight smell may also be apparent at this stage. After an hour or so the fire will have settled down and will therefore burn with a yellow flame producing a little soot. The soot deposit enhances the real effect and is exactly the same as an authentic fire.
3. As with all gas appliances, your Magiglo should be regularly serviced. We would recommend once each year. The name and address of your service technician can be obtained from your Real Flame stockist. The routine to be followed by the engineer can be found under Service Instructions; contained within this leaflet.
4. For safe operation of your Magiglo the following annual checks should be carried out.
  - Confirm that the chimney remains clear and unobstructed and there has not been a build-up of soot which would necessitate the chimney being swept.
  - Confirm that the room ventilation remains adequate and that all vents are free of obstruction.

## TROUBLESHOOTING

Symptom	Corrective Action
<b>Pilot won't light</b>	<ol style="list-style-type: none"> <li>1. Pressure too low. Set to correct pressure.</li> <li>2. Check for spark at electrode if none, check lead connection. If not solved replace electrode.</li> </ol>
<b>Pilot lights but does not stay on.</b>	Light pilot and keep knob depressed for 30 seconds before releasing. If pilot does not stay on, replace thermocouple.
<b>Main flame goes out or very little flame.</b>	<ol style="list-style-type: none"> <li>1. Check for correct pressure.</li> <li>2. Check for faulty thermocouple.</li> <li>3. Excessive draught can cause flame to extinguish.</li> </ol>

### WARNING

**Magiglo burn with a real flame which should be treated with same respect as any naked flame. A fireguard should be used for the protection of children and the elderly.**

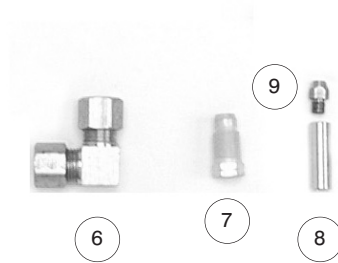
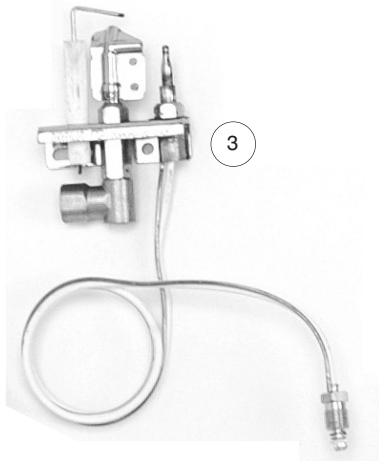
## CONVERSION DETAILS

### NATURAL GAS TO PROPANE

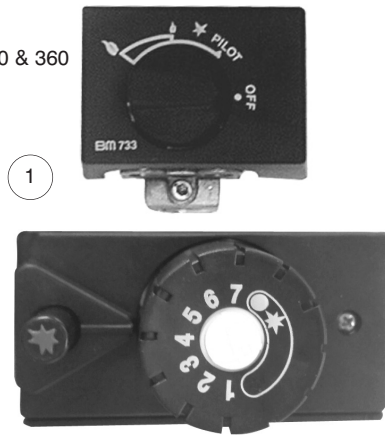
1. Turn appliance off.
2. Turn gas supply off.
3. Remove regulator cap and adjustment nut.
4. Remove regulator spring and replace with correct gas type spring.
5. Replace regulator cap.
6. Remove pilot assembly cover.
7. Remove from valve, oxy pilot thermocouple.
8. Remove from pilot, spark lead and pilot gas tube.
9. Replace pilot assembly with correct gas type assembly.
10. Refit pilot tube and spark lead.
11. Refit oxy thermocouple to valve.
12. Refit pilot cover.
13. Adjust burner aeration caps to fully open (ULPG setting). Tighten screws after adjusting.
14. Remove gas pipe from injector.
15. Remove injector and replace with correct size.
16. Refit injector and retighten gas pipe.
17. Tighten injector retaining screw.
18. Refit pilot assembly, leads and pilot gas tubes.
19. Refit pilot cover.
20. Reconnect burner and refit to appliance/installation.
21. Attach manometer to burner test point.
22. Start appliance and adjust burner pressure (high setting) to correct pressure.
23. Remove manometer and tighte test point.
24. Check for gas leaks.
25. Check for appliance spillage where applicable.

## PARTS LIST

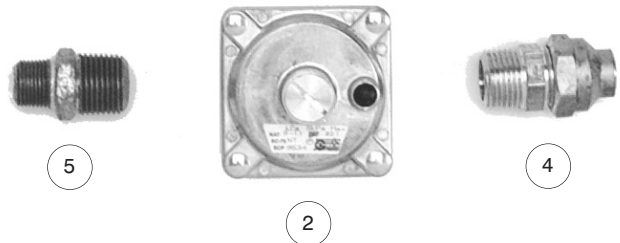
PART No.	DESCRIPTION	PART No.	
01	BM733 Control Valve, Eurosit 630 Valve	05	1/2" to 3/8" Hex Nipple
02	Regulator SC-75	06	5/16" 90° Union Elbow
03N	S.I.T. ODS Pilot Assembly (Natural Gas)	07	1/4" Nut and Olive
03P	S.I.T. ODS Pilot Assembly (Propane Gas)	08	Injector Holder Stem
04	1/2" Male to 1/2" Copper Union	09	Injector



Magiglo 320 & 360



Magiglo 400, 540 & 750



## LOG AND COAL SETS





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