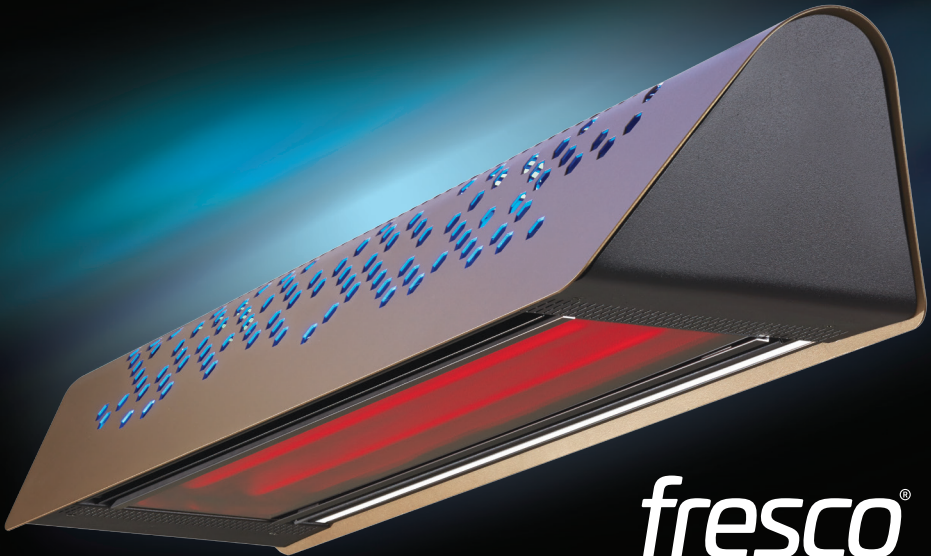


fresco®

USER GUIDE

transform your outdoors year-round



fresco®
AURORA
Model No. 23101

fresco®
NOVA
Model No. 22001

2 YEAR IN HOME WARRANTY
12 MONTH COMMERCIAL ON
PREMISE WARRANTY



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1. Range

	Fresco Nova	Fresco Aurora
Model	22001	23101
Heat Output (Watts)	2000	1000/2000
Total Wattage	2021	2060
LED Light Output (Lumens)	1800	2920
LED Light Output (Watts)	21	32
Coloured RGB Lights	N/A	Yes
LED Output	DC24V	
Remote Control Supplied	Yes	Optional Accessory
Phone/Tablet App Control	No	Yes
Power Connection	230 - 240 V	
Connection	3 Pin Plug 10 Amp	
Lead Length (mm)	2500	
IP Rating	IPX4	
Dimensions (mm)	1218 x 249 x 165	
Unit Weight (kg)	12 kg	
Minimum Mounting Height (mm)	2100	
Recommend Maximum Mounting Height (mm)	2700	

NOTE: Mounting the Fresco unit at higher positions will reduce the heaters effectiveness. The Mounting Wire Assembly supplied is 2.0m long and is suitable for ceiling heights of up to 4.0m.

2. Safety

NOTE

- Read through these instructions completely before commencing installation.
- Incorrect installation, operation or maintenance can result in death, severe injury or property damage.
- The unit must be installed horizontally.
- Fresco products are not tanning lamps.
- Make sure the elements have cooled and power is off to the Fresco before removing elements for replacement.
- Do not operate this appliance without the end or glass panels in position.
- 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 appliances by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- This heater must be mounted at least 2.1 metres from the floor.
- The heater must not be located immediately below a socket outlet.
- Do not install or use the appliance if the power cord is damaged.
- If the supply cord is damaged, it should be replaced by IXL Appliances or its service agent or a similarly qualified person in order to avoid a hazard.
- If the Fresco unit is located within wet areas, the switches or controls must not be able to be touched by people in a bath, shower or other water-holding device. In these circumstances the Fresco unit must be located in accordance with the requirements of the current Australian/New Zealand Wiring Rules AS/NZS 3000 relating to damp situations.

WARNING: Curtains or combustible material may ignite if in contact with the heater.

WARNING: The heater must not be used if the glass panel is damaged.

WARNING: In order to avoid overheating, do not cover the heater.

WARNING: The heater must be installed horizontally. Failure to do so will cause hot spots within the heat elements leading to early failure.

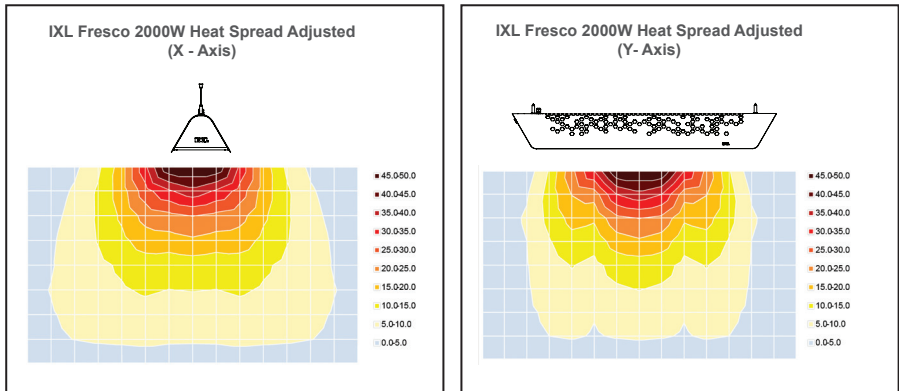
WARNING: Do not feed in any excess cable into the unit as this can interfere with the wireless control.

3. How It Works

3.1 Heating

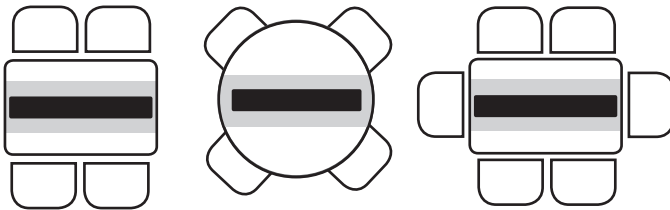
The heat source used in the Fresco is carbon fibre heat lamps. The 22001 model use one 2000W heat lamp, while 23101 uses two 1000W lamps. The 23101 model also allows for the selection 1 or 2 heat lamps to be in operation.

3.2 Area covered

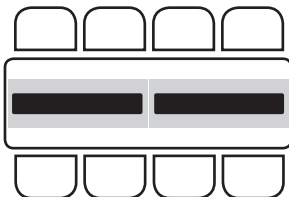


3.3 Table Layouts

1x Fresco



2x Fresco



4. Electrical Connections

Installation of any electrical wiring, power outlet or switch is to be carried out by registered/licensed electrician. This installation must comply with the requirements of the current Australian/New Zealand Wiring Rules AS/NZS 3000.

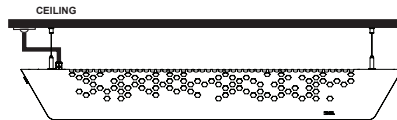
Electrical connections or socket outlets should not be located directly above the heater. These are to be located outside the physical footprint of the Fresco unit to ensure that it minimises the effect caused by heat build-up above the heater.

Only a licensed electrician can shorten the supply cord if it is too long. When shortening the supply cord the internal wiring of the Fresco unit must not be disrupted in any way.

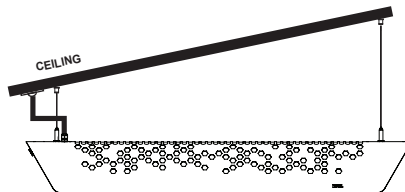
If the Fresco unit is installed on an angled ceiling, the electrical connections or wall socket are to be located at the lowest point of the Fresco unit.

The heater must not be located in front of a socket-outlet.

Refer to the images below for the correct and incorrect positioning the wall socket.

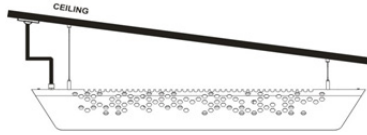


Correct Installation (Horizontal).

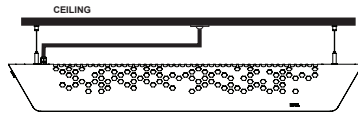


Correct Installation (Angled).

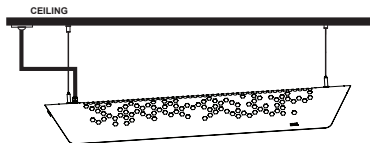
4. Electrical Connections



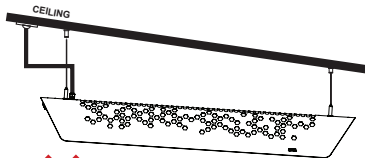
✘ Incorrect Installation (Angled)



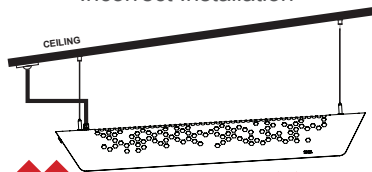
✘ Incorrect Installation (Horizontal)



✘ Incorrect Installation



✘ Incorrect Installation



✘ Incorrect Installation

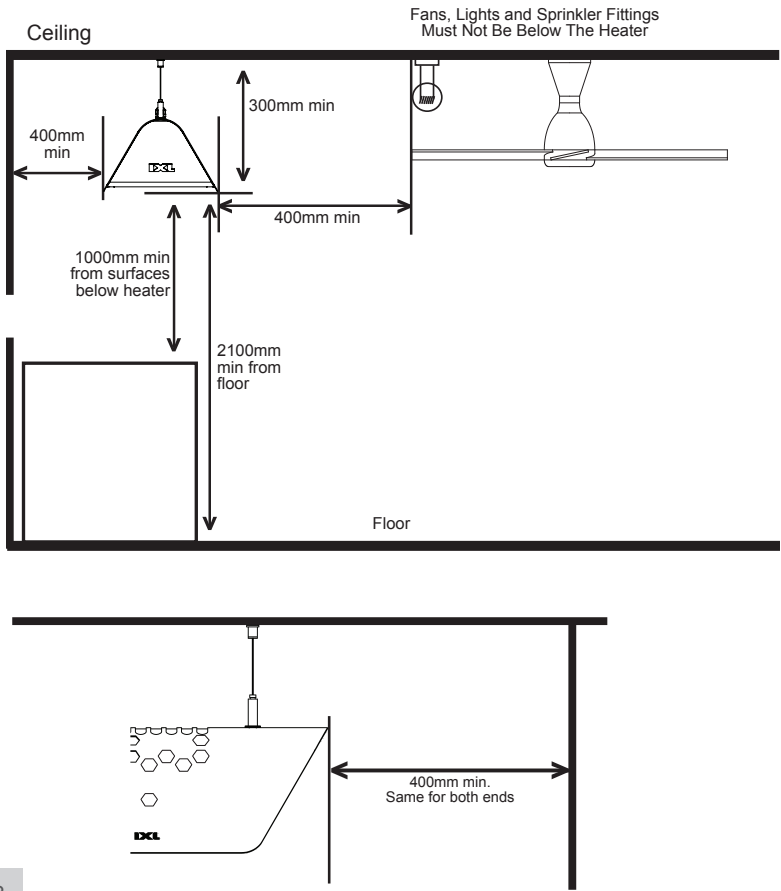
5. Installation

The following dimensions shows the clearances required for the Fresco unit. The 2 wire mounting assemblies supplied with the heater are 2.0m in length. Do not install heater close to curtains or other combustible materials.

The minimum installation height is 2.1m from the floor to the glass panel

Refer to images of clearances below.

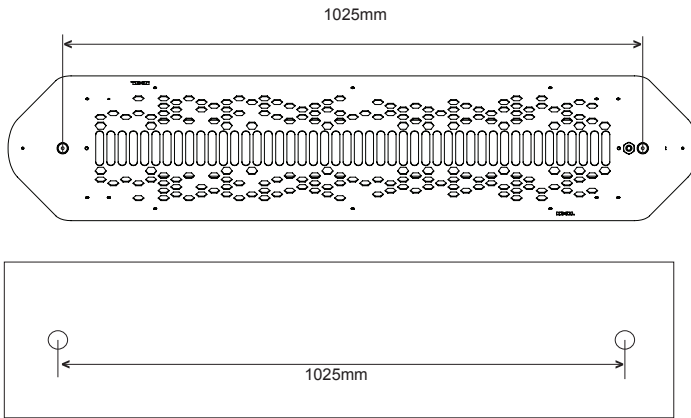
5.1 Clearances



5. Installation

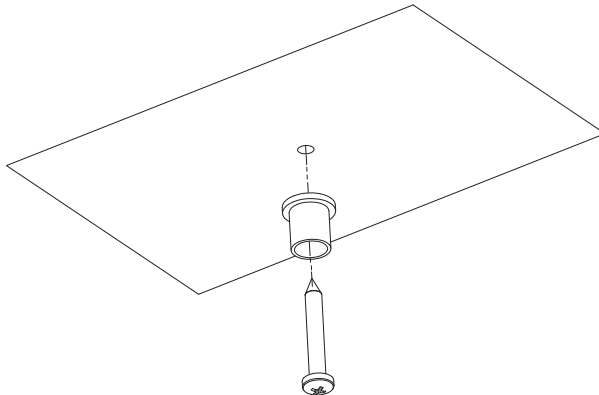
Step 1

Measure and mark the mounting holes on the ceiling at a distance of 1025mm. When installing into a plaster board ceiling, make sure that the unit is hung from the joists, beams or rafters. This Fresco unit is not suitable for recessed mounting.



Step 2

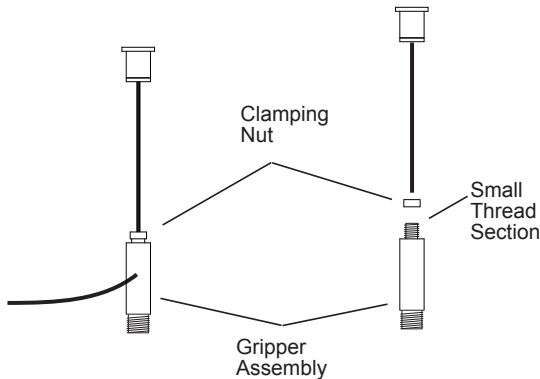
Screw the fixing caps to the ceiling with the screws provided.



5. Installation

Step 3

To remove the cable from the cable gripper assembly, loosen the clamping nut at the top of the gripper and push down. This loosens the lock and the cable is able to move freely through the gripper. When the downward pressure is released the gripper will lock onto the cable.



Step 4

After the cable is removed from the gripper assembly, measure out the required cable length. The cable length required is calculated by the following formula.

Cable length required = Ceiling height – 2.1m
 (e.g. 2.4m – 2.1m = 0.3m of cable required)

When cutting the cable, the cut must be clean so that the end is not frayed which could cause the Cable catching on either the cable guides or the gripper assembly.

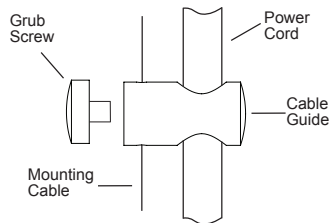
Note: This length is based on the lowest surface for the heater being 2.1 metres from the floor.

Note: The lowest point of the heater must be a minimum of 2.1m from the floor. If this is not done, the installation is not compliant.

5. Installation

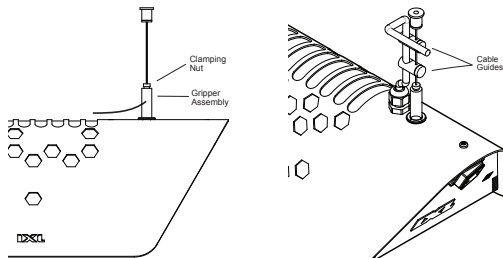
Step 5

After the cable is cut and before securing the cable back into the gripper assembly, thread the cable through the two cable guides (located on power cord). When threading the cable guide ensure the grub screw is loose to allow the cable to pass through easily. NOTE, do not pull the cable back through the grub without loosening as this will cause the cable to strip. When the right height is achieved, tighten and secure the grub screw in place.



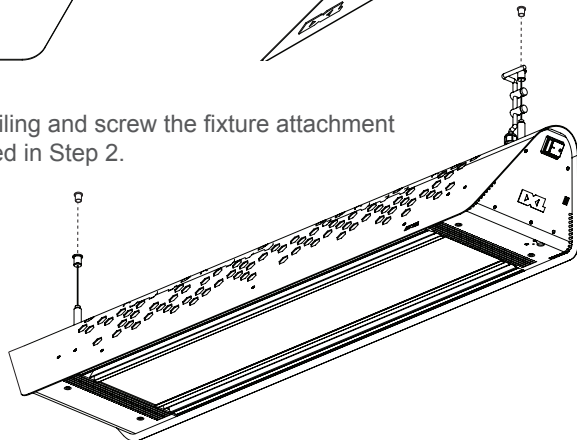
Step 6

Now thread the mounting Cable through the gripper assembly and use the Clamping Nut to secure the Cable in place as shown in the picture from Step 3. When this is done screw the gripper assembly into the Fresco.



Step 7

Lift the unit up to the ceiling and screw the fixture attachment to the fixing cap mounted in Step 2.



5. Installation

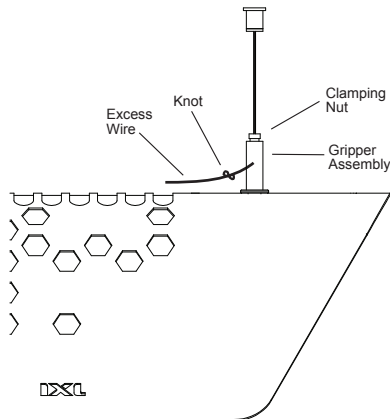
Step 8

After the Fresco is secured to the ceiling, loosen one clamping nut at the time to ensure that the Fresco is horizontal and the bottom edge of the Fresco is a minimum of 2.1m from the floor. When this is adjusted to suit the requirements above, tighten the clamping nut.

Tie a knot in the cable after the gripper assembly and cut excess cable length. The knot is to prevent the wire from slipping through the clamp if it becomes loose.

Note: The lowest point of the heater must be a minimum of 2.1m from the floor. If this is not done, the installation is not compliant.

Note: The clamping nut **MUST** be very tight to ensure that the wire does not slip out. Refer to the image below.



Step 9

Connect the power cord to a socket outlet located in close proximity to the Fresco. The Fresco is now ready to operate.

Note: It is not recommended to connect the Fresco in an extension cord.

Note: Only a licensed electrician can shorten the power cord if it is too long. When shortening the Power Cord the internal wiring of the Fresco unit must not be disrupted in any way.

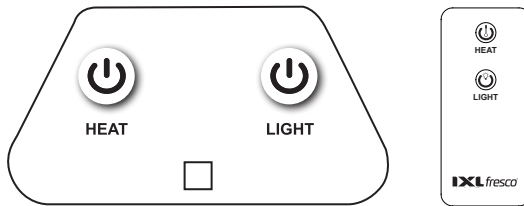
6. Operating Instructions

6.1 Fresco (Model No. 22001)

The IXL Fresco can be controlled via two methods - the touch panel located at the power cord end of the unit or with the remote control provided. The IXL Fresco Aurora app will not work with this model.

When the power is turned on at the power point, the unit can be operated by the touch sensitive buttons or the remote control to turn either the heat or light On/Standby.

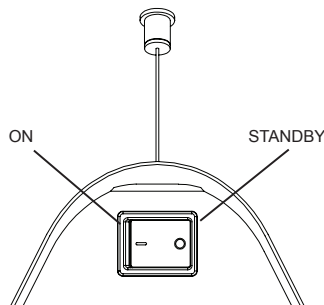
Before operating the remote, please remove the clear plastic from the remote to allow the battery to power the remote. The top button on the remote, controls the heat lamp and the bottom button controls the LED lights. This remote is an infrared remote and needs to be pointed at the touch screen to operate the unit.



6.2 Fresco Aurora (Model No. 23101)

The Fresco Aurora can be controlled via the Fresco app or via a remote control, which is sold separately (Model No. 29000). The Fresco app is available to download from the App Store for iPhone and iPad and Google Play for Android devices. The app to download is called "IXL Fresco Aurora".

When the power is turned on at the power point, make sure that the switch on the end of the Fresco Aurora is turned to the "ON" position.



6. Operating Instructions

6.3 Connecting the Fresco Aurora to your wireless network

6.3.1 Step 1

Turn the power on to the Fresco Aurora and wait for the Coloured LED lights to turn Green on top of the unit. This indicates the access point on the unit is ready to connect to the wireless network. This can take up to 30 seconds.

6.3.2 Step 2

Using an Android or iOS device (smart phone or tablet) ensure that the wireless LAN/Wi-Fi setting is enabled. Download and install the IXL Fresco App via the Apple App Store or Google Play.

6.3.3 Step 3

Using an Android or iOS device, ensure that the Wireless LAN is enabled and initiate a Wireless LAN search and connect to the Fresco Aurora. The Fresco Aurora will be identified by the following: FRESCO_XXXXXXXX, where the XXXXXXXXX is the unique serial number of the control board in the Fresco Aurora.

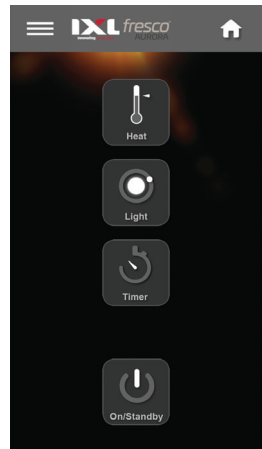
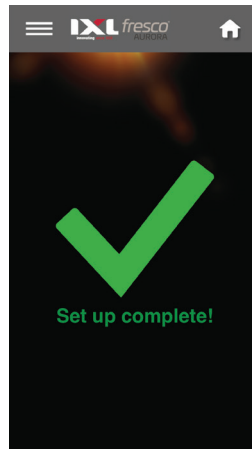
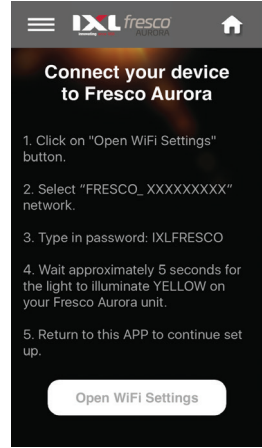
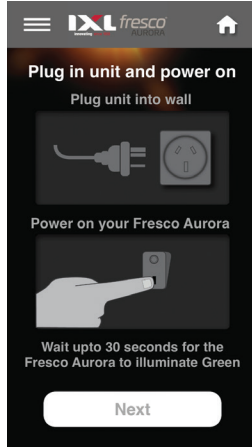
6.3.4 Step 4

When connecting to the Fresco Aurora, the following password IXLFRESCO is required to be added. The Fresco is now connected to your device and the coloured LED lights will turn yellow indicating connection made to the Access Point.

Fresco Aurora – Coloured Light Indicators for connection	
Green Light	Access Point Ready
Yellow Light	Successful Connection to Access Point
Red Light	Disconnect from Access Point
Blue Light on for 20 seconds	Successful connection to a network

6. Operating Instructions

6.3.5 App set process



6. Operating Instructions

6.3.6 Fresco Aurora App Troubleshooting

1. The Fresco Aurora lights up a particular colour, what does this mean?

- **Green:** Fresco Aurora in AP Mode (ready to be setup)
- **Yellow:** Device connected to Fresco Aurora while in AP Mode (partly setup)
- **Blue:** Fresco Aurora successfully connected to Home Network
(normal operation, setup complete)
- **Red:** An Error has occurred. Please refer to Step 6

2. Your Home Network is not being automatically found within the APP

If your home network Wi-Fi does not auto appear, please go to the web browser and type in <http://192.168.1.1/> then type in your router name and password to connect manually.

3. Your APP gets stuck in a step of set up

Exit APP and re-enter the APP. The APP should progress to the next step.

4. Your Fresco Aurora is not working with the APP

Reset the unit with a paperclip/pin. Turn the unit off and then on, then re-set up the APP. Refer to Section 7

Fresco Aurora is supported by iOS 9 and above.

5. Your Fresco Aurora App starts from setup when you open it.

If you manually turned your unit off and on, please allow 1 minute for the app and Fresco Aurora unit to connect. Exit app and return to app after 1 minute and you will see you remote home screen.

6. How to connect a second Fresco Aurora Unit to your smart phone:

- Setup the first unit (as per the instructions on APP). Once setup is complete and the Fresco Aurora lights up blue, switch power off.
- With the first unit is still powered off, power on the second device and setup to the same network as the first one.
- Once the setup on the second unit has been completed, switch on the power to the first unit and wait for the light to turn on blue.
- You will now be able to control both lights with the 1 APP.

6. Operating Instructions

7. Fresco Aurora lights up Red when powered up

This occurs when the Home network router is either turned off or the password has changed.

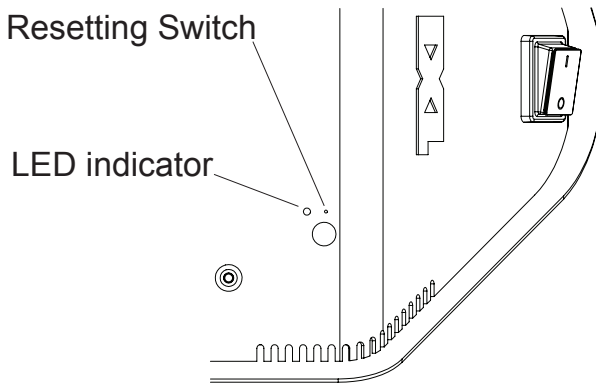
- Make sure the home network router is turned on for at least 2 minutes before switching on the Fresco Aurora (which will then turn on blue if successful).
- If the password has changed, press the reset button on the Fresco Aurora unit and wait for the unit to change to green. Once the Fresco Aurora has gone green, run the APP to go through setup again.

8. APP keeps showing the welcome page when starting up.

- Make sure Wi-Fi is switched on before loading APP.
- Make sure device is connected to same network as Fresco Aurora unit. If unsure, press the reset button on the Fresco Aurora unit and complete the setup process again.

7. Resetting the Fresco Aurora

The Fresco Aurora unit can be reset if required. The resetting switch is located on the end panel, where the power cord enters into the unit. Using a paper clip, insert the clip into the hole, as shown in the picture below to reset the unit. After resetting the unit, the Fresco will need to be paired with your smart device again, refer to Steps 1- 9.



8. Replacement Parts

All replacement parts, except for the remote control, will need to be replaced by an authorised service agent or qualified electrician. For ordering replacement parts, please contact IXL.

8.1 Remotes

Note: The remotes are to be located in a position protected from any rain and direct sunlight.

8.2 Fresco (22001 model)

The remote for the Fresco model 22001, comes as standard, if a replacement is required contact "IXL Home" to organise one.

8.3 Replacing the battery (22001 model)

This remote control uses a lithium battery type CR2025, 3V. To remove this battery, turn over the remote and unscrew the screws located at the lower end of the remote. When this is done, slide out the battery and replace it. Repeat the steps to secure the battery. The back of the remote shows illustrations on removing the battery.

8.4 Fresco Aurora (23101 model)

The remote of the Fresco Aurora model 23101 is available as an accessory (Model No. 29000). This remote uses 2 x AA batteries. To remove the batteries, turn over the remote control and remove the back cover to access them. Replace the batteries and repeat to secure the cover.

9. Cleaning / Maintenance

When cleaning, the Fresco unit must be turned off at the power point to ensure that there is no power to the unit. Allow the unit to cool down for at least 30 minutes after last used before cleaning. Use a soft brush to remove dust from wire mesh on the outer wrap. Use a damp cloth to clean all of the surfaces of the Fresco. When cleaning the glass panel, use glass cleaning liquid.

10. Troubleshooting

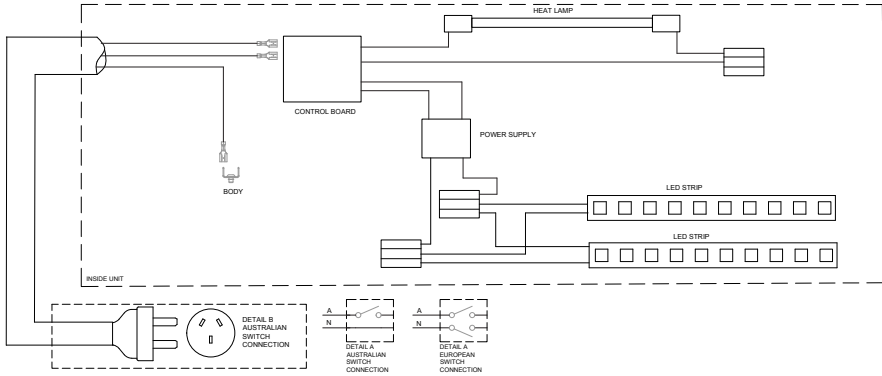
Symptom	Cause	Action
No heat from heater	Heater is off Incorrect connection Defective heat lamp	Check connection Check if switch on unit is on Check connection Check device connection Replace batteries in remote control Contact IXL Home to replace heat lamp
Heater smells when used first time	Caused due to oil or dust left over from manufacture	Clean unit before use and ensure unit is not hot when cleaning Leave unit running for a period of time to allow for dust to burn off. If problem continues contact IXL Home
LED lights not working	No power to unit App not connected to unit Remote control not selecting desired function White LED lights are too dim in the Fresco Aurora	Check power connection Check phone connection Check remote control battery and replace if required. Increase the brightness levels of the LED strips – Only available in Fresco Aurora
One LED side is working	LED strip is faulty	Contact IXL Home to organise a service call
Not enough heat from unit.	The Fresco unit is mounted too high or your Fresco may not be mounted in the desired position.	Decrease the Fresco unit mounting height to the minimum distance allowed from the floor to 2.1m

10. Troubleshooting

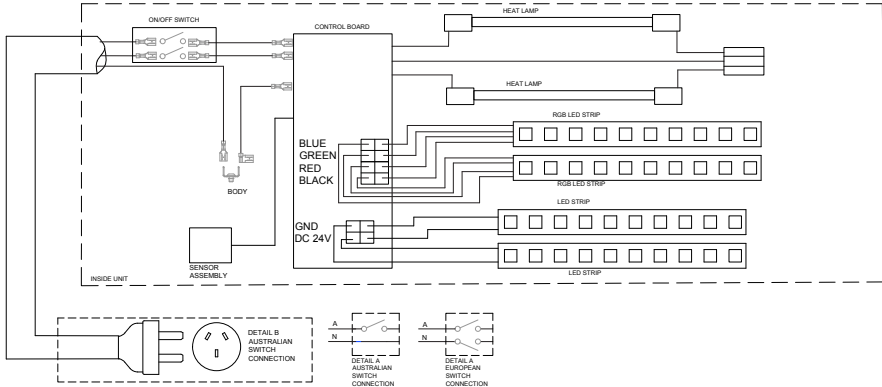
Symptom	Cause	Action
Not enough heat from unit.	The Fresco unit is mounted too high or your Fresco may not be mounted in the desired position.	<p>Reposition the heater to the desired area</p> <p>Install an additional Fresco unit in the area due the area being to large to heat</p> <p>The Fresco is a radiant heater. It is designed to provide direct heating to people or objects below it. It is not a space heater.</p>
Reduced heat performance	<p>Heat lamp requires replacement</p> <p>Second heat lamp not on (Fresco Aurora model only)</p>	<p>Contact IXL Home for replacement lamp and service call</p> <p>Turn on the second heat lamp (Fresco Aurora model only)</p> <p>If issue is resolved contact IXL Home to organise service call and replacement lamp</p>
My heat lamps glow red when in use	Unit is switched on and operating	This is normal
Remote control/ phone or tablet not connecting to unit	Wireless has not been turned on	Turn on the wireless connection
All lights and heater turned off when switched on	Overload of circuit	<p>Turn off all other appliances and turn Fresco back on.</p> <p>If Fresco stays on then the circuit is overloaded.</p> <p>Find another circuit to connect Fresco or the other appliances. If not, contact your electrician to install a new circuit.</p>

11. Wiring Diagrams

Fresco 22001 Model



Fresco Aurora 23101 Model



Warranty

IXL Home Fresco® Warranty

This Warranty against defects for your newly purchased Fresco product is proudly prepared by IXL Home Pty Ltd of 1/391 Boundary Road, Truganina VIC 3029, phone 1300 727 421.

1. (i) Where your product was purchased in Australia, IXL Home Fresco products come with guarantees that do not exclude the following consumer entitlements under the Australian Consumer Law:
 - a. replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage; and
 - b. to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.(ii) Where your product was purchased in New Zealand, IXL Home products come with guarantees that do not exclude consumer entitlements under the New Zealand Consumer Law and IXL Home will replace the product with a new or equivalent current model free of charge or , or repair the product at our cost, at our discretion.
2. IXL Home warrants that your product and related supply will be free from defects in materials and workmanship during the warranty term. Fresco outdoor heat and light is proudly manufactured in Australia and comes with 2 year in-home warranty or 12 months on premises warranty (Commercial). IXL Home acknowledges this product requires professional installation and product removal is hazardous to consumers, accordingly any necessary inspections and services will be carried out on site. You should not attempt de-installation.
3. Subject to Point 1 and any applicable laws, IXL Home will repair any defects in materials and workmanship during the warranty term and if the product is deemed irreparable provide a replacement of an equivalent current model where the balance of the warranty period from the original date of purchase will take effect.
4. To the fullest extent permitted by law and subject always to Point 1, IXL Home will not be liable for:
 - a. any loss or damage arising from loss of use, loss of profits or revenue; or
 - b. for any indirect or consequential loss or damage resulting from any breach of this warranty against defects.
5. Defective IXL Home Fresco products may be repaired using refurbished parts or if required, completely replaced by a refurbished product of the same type.

Limitations to Your IXL Home Fresco® Warranty

6. Subject to Point 1, this Warranty:
 - a. will only be provided to the original purchaser where the original purchase was made from a IXL Home Authorised Dealer or Reseller and proof of such purchase can be presented at the time of service;
 - b. only applies to IXL Home Fresco products purchased in Australia from a IXL Home Authorised Dealer or Reseller and installed by a qualified person where a Certificate of Compliance in accordance with State/Territory laws is provided;
 - c. will not apply where the defect in or failure of the product is attributable to misuse, abuse, accident or non-observation of the manufacturer's instructions. This product must be used in accordance with the manufacturer's instructions;

Warranty

- d. will not cover faults due to normal wear and tear with reasonable use nor consumable components such as globes, filters, glass items, etc;
- e. will not cover any damages or problems caused to this product by natural forces e.g. storm, fire, flood, and earthquake; or by intrusion or accumulation (or both) of foreign matters e.g. dust, soil, and moisture. IXL Home recommends that you take out appropriate insurances to protect your product to this end;
- f. will not apply if this product is installed in a mobile dwelling e.g. caravan or boat;
- g. will not apply if this product is removed from the location where it was first installed;
- h. is immediately void if the serial or model number label is removed or defaced; will not cover any damages or problems caused to this product by pest or vermin.
- i. is immediately void if the product is serviced or repaired by an unauthorised/unqualified personnel;
- j. covers use of this product for domestic use only;
- k. will not be restarted or extended upon repair or replacement of the product or a part.

How to make a Claim under Your IXL Home Fresco® Warranty

7. To make a claim under this Warranty you will need to:
 - a. contact IXL Home service department on 1300 727 421 (Australia) / 0800 727 421 (New Zealand) or service@ixl.com.au (Australia) / service@ixlappliances.co.nz (New Zealand) to provide details and register your claim enabling a IXL Home assessment;
 - b. submit proof of purchase with your claim e.g. tax invoice or purchase receipt;
 - c. where a property has been constructed by a builder/developer and it is fitted with IXL products, please submit proof of purchase by way of the certificate of occupancy, with your claim.
8. IXL Home will contact you to make arrangements for service on site.
9. Subject to Point 1, you will be responsible for any costs relating to the provision of your product to a IXL Home Authorised Service Dealer.
10. Subject to Point 1, in the event you live more than 50 km from a IXL Home Authorised Service Dealer you may be subject to travel or transport costs to facilitate the repairing or replacement of your IXL product.
11. IXL Home and its Authorised Service Dealers reserve the right to seek reimbursement of any costs incurred by them should your IXL product be found to be in good working order or where the IXL product has been damaged due to external factors including but not limited to environmental factors, misuse or tampering by the consumer, incorrect installation or unauthorised repair, or any other factors contemplated by Point 6(c)-(h).

Warranty

Privacy

The privacy of your personal information has always been important to us. To learn more about how we collect, keep and use your personal information, please obtain a copy of our privacy statement by visiting our website at www.ixlappliances.com.au or by contacting us via email on info@ixl.com.au or by telephone on 1300 727 421 (Australia) / 0800 727 421 (New Zealand).

RECORD THE DETAILS OF YOUR MODEL AND KEEP THE FOLLOWING INFORMATION. DO NOT SEND THIS TO IXL Home.

Installed By

Suburb

Date of Purchase

Model No. Serial No

For Comments, questions or warranty matters contact IXL Home:

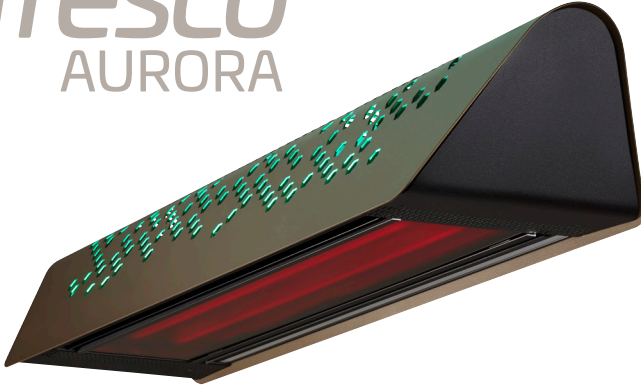
Australia:

Phone: 1300 727 421
service@ixl.com.au
www.ixlappliances.com.au

New Zealand:

Phone: 0800 727 421
services@ixlappliances.co.nz
www.ixlappliances.co.nz

fresco[®]
AURORA



fresco[®]
NOVA



For comments, questions or warranty matters:

IXL Home Pty Ltd
Service Department
Phone: 1300 727 421
Fax: 1300 727 425
service@ixl.com.au
info@ixl.com.au
www.ixlappliances.com.au



N29210



Approved by the appropriate electrical supply authorities.