



## TRIMLINE FIRES GAS FIREPLACES

### USER MANUAL



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Modifications and printing errors are reserved.

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# 1 GENERAL

We hope you really enjoy the warmth of your new gas fire. Read these instructions carefully before installing and using the gas fire. Keep these instructions in a safe place. Always provide the following information if the gas fire breaks down: model and serial number. The serial number can be found on the appliance data badge inside the build-in cassette and on the gasvalve. This must always be accessible. Your purchase invoice is your proof of warranty.

Check the unit immediately after delivery to confirm that it has not been damaged during transport. If it is damaged in any way, please inform your supplier immediately and provide as many details as possible.

## Distance to flammable materials

With respect to the front, side and top of the unit, a distance of 1000mm needs to be kept between the unit and: curtains, floor covering, upholstery and fabrics, and/or other flammable material unless stated otherwise in these instructions. Shortest distance from appliance glasspanels to any combustible materials on the floor must be 300mm. Build in height from bottom glasspanel to combustible floor is 150mm.

### NOTICE

The appliance must be installed and commissioned by a competent qualified person registered with the appropriate regulatory body. The installation must also be compliant with national regulations, codes of practice and standards. In the absence of pertinent information within this manual the national regulations and standards must be adopted. The unit falls in the closed unit category, in a set-up location without a fan and with a chimney loss that is greater than 17 % (non-condensing).

### WARNING

- Gas fires become hot when in use. After installation of the Gas fire, the glass surface must be considered as active zone. The glass surface may be very hot.
- Care should be taken and measures introduced to protect children and vulnerable persons when the appliance is in operation, specifically in relation to the immediate burning area of the glass. It is forbidden to place any flammable materials up against the glass at any time (cushions, curtains and fabric blankets but not limited to).

# 2 SAFETY OF THE UNIT

The device is fully protected by means of a thermo-electric pilot light protection to prevent unforeseen discharge of gas from the main burner.

## 2.1 Safety

- Do not place ceramic burner decoration material or logs against the pilot burner. Make sure that the pilot flame can burn at all times freely over the main burner. Only then will the ignition operate correctly to ignite the main burner.
- It does not comply with these rules may lead to a dangerous situation. It is essential that the appliance, the complete concentric flue system and the outlet every year or 2 years depending on local regulations are cleaned and inspected by a certified gas technician/installer.
- The device should not be operated without or with broken glass.
- It is not permitted to place flammable materials on the ceramic wood inset.
- The layout of the main burner with ceramic burner decoration material and wood logs must not be changed under any circumstances or supplemented.
- There should be no flammable materials, such as nylon clothing or flammable liquids proximity of the device are placed.

- Always ensure that the appliance is operated under the strict supervision of a responsible person when children and vulnerable persons are in the vicinity.
- Adequate measures should be taken to negate the risk of burns or harm when the fire is in operation, for the above persons.
- During use of the appliance, small hairline cracks may form in the ceramic logs; these will have no adverse effects on the way the flame looks. Hairline cracks are not covered by the warranty.
- See chapter *10 Service and maintenance* for more instructions.

### NOTICE

- If for whatever reason the pilot flame goes out, wait 5 minutes before attempting to start the appliance again.
- If the glass is broken or cracked, it should be replaced immediately by a registered qualified competent person before the unit is used again.
- In the event of an abnormal situation, please contact the installer. The appliance must be checked by the installer in the first instance should the appliance fail to work upon installation.

## 3 INSERTING BATTERIES AND REPLACING

The batteries in the transmitter and receiver have a life span of approximately one year. Use of alkaline batteries is recommended.

Replacement is required whenever:

- 1 Manual transmitter: BATT appears on the display.
- 2 Receiver: long beeps during ignition audible.

### 3.1 Remote control and Puck

- Open the lid at the rear.
- Remove the batteries from the battery holder.
- Place 2 new 1.5V batteries (LR6 or AA type) as indicated in the battery compartment.
- Negative (-) of the battery against the spring pressure of the container.

### 3.2 Receiver

- Carefully remove the entire receiver from the holder.
- Open the cover.
- Remove the batteries from the battery holder.
- Place 4 new 1.5V batteries (LR6 or AA type) as indicated in the battery compartment.
- Negative (-) of the battery against the spring pressure of the container.
- Close the lid and place the receiver back in the cradle.

Incorrect placement of the batteries can irreparably damage the electronics or power. Replace the batteries when the unit is turned off completely.

#### NOTICE

Remove batteries using **non-metallic** tools. Removing batteries with a metal object can permanently damage the equipment. Care must be taken when disposing of batteries, to protect the environment. When replacing with new batteries care should be taken to ensure that they are always kept out of the reach of children.

#### WARNING

- Without using a mains adapter, battery replacement is recommended at the beginning of each heating season.
- Old or dead batteries should be removed immediately. If left in the unit the batteries can overheat, leak, and/or explode.
- Do **not** expose batteries (including during storage) to direct sunlight, excessive heat, fire, moisture, or severe impact. Each of these conditions can cause the batteries to overheat, leak, and/or explode.
- Batteries must be kept within their recommended temperature limits (ambient battery temperature range: 32 °F to 131 °F/0 °C to 55 °C).
- New and old batteries and different brands of batteries should not be used together. Mixing of various batteries can cause the batteries to overheat, leak, and/or explode.

## 4 LIGHTING THE APPLIANCE FOR THE FIRST TIME

The unit has a layer of heat-resistant varnish that resists very high temperatures. An unpleasant smell may develop in the first hours after starting the unit due to burning in of the varnish; however, this is not dangerous.

**To accelerate this process, allow the unit to burn at the highest setting for one hour and ventilate the area well.**

After the first time the unit is turned on, a light deposit may form on the inside of the window. This is due to the varnish hardening. Once the fireplace has cooled, this deposit can be removed with a surfactant detergent (we recommend our thermoCet Cleaner). Ordinary glass can also be cleaned with ceramic hob cleaner, but this should not be used for AR glass.

### 4.1 Maintenance and cleaning

#### Daily maintenance

Avoid having a lot of dust and cigarette smoke, candle and oil lamp particles in the air within your home. Heating of these particles through the convection system of the unit, can lead to discolouring of walls and ceilings. It is therefore advisable to ensure the area containing the unit is always sufficiently ventilated. The unit must be switched off immediately if something is spilled on it. It should only be cleaned once the unit has cooled down. Never use abrasive, aggressive cleaning products or fireplace cleaner; only use a dry cloth that does not give off fluff.

#### Cleaning

The unit should be cleaned and checked at least every year or 2 years depending on local regulations by your dealer. Please see section 10 *Service and maintenance* for details.

Also verification:

- 1 To ensure that the combustion process and air provision is sufficient.
- 2 The ignition is satisfactory and the controls and gas valve are working correctly.

#### Anti Reflective glass; AR glass cleaning instructions

##### General

AR glass is a non-reflective ceramic glass. This glass is provided with a AR-coating on both sides of the glass. The anti-reflection coating gives a reduction in the reflection up to a minimal shine. The coating layers are more sensitive than the known ceramic glass, hence it is necessary to follow special cleaning procedures.

#### NOTICE

Wear soft cotton gloves at all times.

## Important

Don't use any of the following cleaning materials:  
Hard (abrasive) sponges, steel wool, abrasives and cleaners with ammonia or acid (citric acid as well), paper towels, ceramic cook top cleaner.

## Only use

Water or suitable detergents. We advise our thermoCet Cleaner.

## Procedure

- Apply the rubber suction cup to take out the glass.  
The suction cup must be clean. (Scratch hazard)
- Release the glass retaining strips and take the glass out of the appliance.
- Place the glass on a stable soft surface.
- Use a soft (microfiber) cloth/soft sponge.
- Clean the glass with the special cleaner and or water.
- Make sure there is no residue, such as fingerprints, left behind.
- Replace the glass, remove the suction cup and tighten the glass fasteners.
- Double check for residue on the outside of the glass, also left behind by the suction cup.

## 4.2 Important tips for gas heating fuelled units and fireplaces

### Prevent discolouration of walls and ceilings

There are always particles in the air in each living area even if the area is vacuum cleaned regularly. These particles are easily visible when the sun streams in. This issue will not arise if the amount of particles in the air is limited. If these particles are present in greater quantities and particularly if the air is contaminated by soot and tar particles, for example, through the burning of candles or oil lamps and cigarette or cigar smoke, then we can speak of a poor inner climate! Cooled air slowly flows over the floor to the heater in a heated living area. This air is heated in the convection system of the fireplace or heater, resulting in a quickly rising column of air that subsequently spreads through the room again. This means there is always dust and other polluting particles depositing on cold and often damp surfaces. This issue occurs especially in a new building (building damp) that is not yet dry. An undesirable consequence of this phenomenon could be discolouration of walls and or ceiling.

### How can this problem be avoided?

- With a newly built fireplace or following renovation, wait at least 6 weeks before firing up.
- The building damp must have disappeared completely from the walls, floor and ceiling.
- The room where the unit is located must be well ventilated.
- The required air ventilation must be in line with local building regulations.
- Limit the use of candles and oil lamps and keep the taper as short as possible. These two creators of atmosphere ensure considerable quantities of polluting and unhealthy soot particles in your flat.
- Among other things, cigarettes and cigars contain tar that will precipitate on cold and damp walls during heating.

- This may occur above radiators and light fittings and with ventilation grilles (if there is a poor internal climate), although to a lesser degree.

## 4.3 Daily use

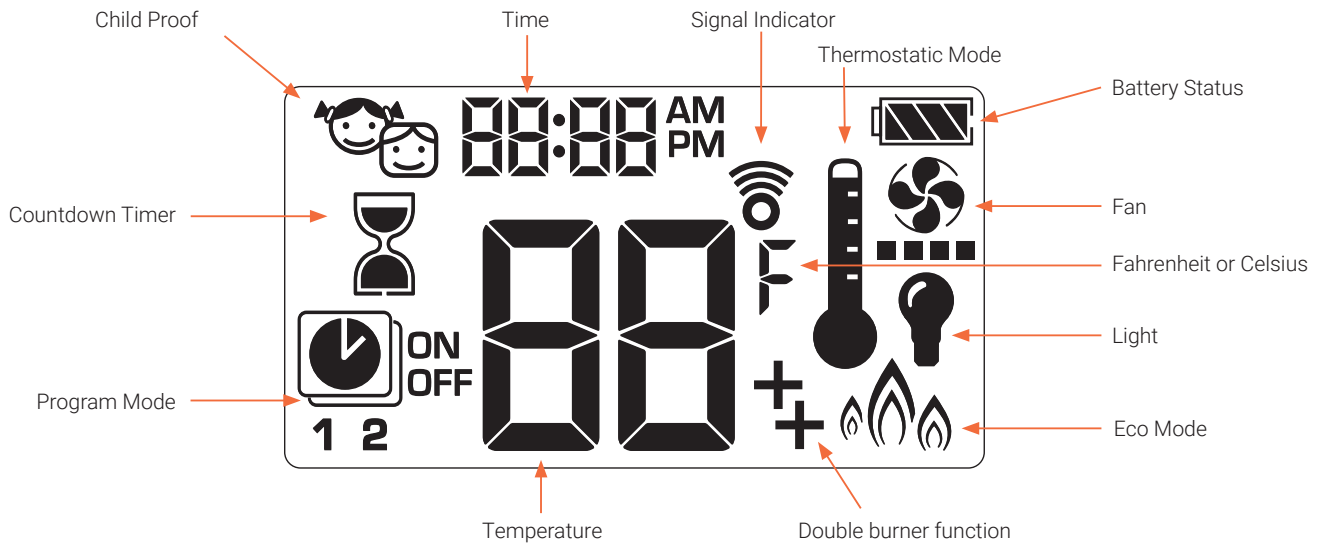
### Turn on the unit

When the unit is turned on, condensation will initially form on the glass. This is a normal occurrence. Water vapour is created when gas is burned. This will condense against the cold glass. This condensation will form every time the unit is switched on from cold. The condensation will disappear once the unit is at operating temperature.

### IMPORTANT

- In order to quickly get the unit to operating temperature, we strongly recommend you let the unit burn on high for at least 15 minutes. This means you do not switch to single burner or low setting. This is the fastest way to make sure the condensation disappears.
- If the unit is immediately set to a lower setting (or even set to the pilot flame) after switching on, the glass will remain wet for a long time, and this will result in it becoming dirty more quickly. The chance of the internal damage and discoloration of paintwork will also be greater and would not be covered under the warranty.

## 5 10-BUTTON OPERATION



### 5.1 Electronic code set

(Only for first time use)

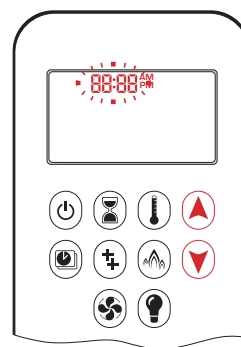


New appliances are have factory preset settings. A code is automatically selected for all Mertik Maxitrol electronics. The receiver must be connected to the handset as follows:  
Press and hold the reset button receiver (see figure) until you hear two (2) beeps. The first beep is short and the second beep is long. After the second beep, release the reset button. Within the next 20 seconds, press the button on the remote control until you hear two additional short beeps. The code is now set. If you hear one long beep, the Coupling is not successful or the wiring has been connected incorrectly.

#### NOTE

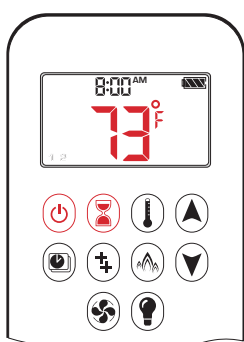
This is a one time Coupling, and is no longer required after replacing the batteries from the handset or the receiver.

### 5.3 Setting the time



1. Press and buttons simultaneously. **Day** flashes.
2. Press or button to select a number to correspond with the day of the week (e. g. **1** = Monday, **2** = Tuesday, **3** = Wednesday, **4** = Thursday, **5** = Friday, **6** = Saturday, **7** = Sunday).
3. Press and buttons simultaneously. **Hour** flashes.
4. To select hour press or button.
5. Press and buttons simultaneously. **Minutes** flash.
6. To select minutes press or button.
7. To confirm press and buttons simultaneously or wait.

### 5.2 Setting Fahrenheit or Celsius

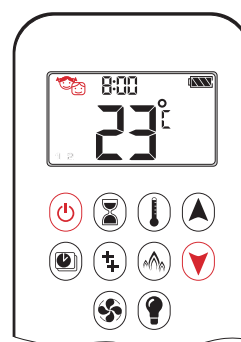


- To change between °C and °F, press and buttons simultaneously.

#### NOTE

Choosing °F results in a 12 hour clock. Choosing °C results in a 24 hour clock.

### 5.4 Child proof



#### ON:

- To activate press and buttons simultaneously.
- is displayed and the Symax is rendered inoperable, except for the
- **OFF** function.


#### OFF:

- To deactivate press and buttons simultaneously.
- disappears.

## 5.5 Manual mode (handset)

### NOTICE

#### BEFORE OPERATING

1. Make sure MANUAL knob on the GV60 valve is in the **ON**, full counterclockwise  position.
2. Place the **ON/OFF** switch (if equipped) in the **I (ON)** position.

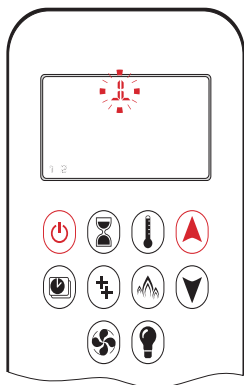
#### To turn on fire




### WARNING

When pilot ignition is confirmed, motor turns automatically to maximum flame height.

### WARNING



If the pilot does not stay lit after several tries, turn the main valve knob to **OFF** and follow the instructions sections 7.2 *Extinguishing the fire* and 7.3 *Switching the fire off* (see page 13).

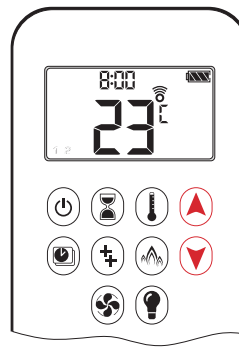


- Press  button (One Button Ignition) or  and  button simultaneously (Two Button Ignition) until two short beeps (CE version) or continuous beeping (CSA version) and a blinking series of lines confirms the start sequence has begun; release button(s).
- Main gas flows once pilot ignition is confirmed.
- The Symax automatically goes into Manual Mode after main burner ignition.

## Flame height adjustment


### Handset

- To increase flame height press and hold  button.
- To decrease flame height or to set appliance to pilot flame, press and hold  button.



## 5.6 Designated low fire and high fire




- To go to low fire, double-click  button.
- **LO** is displayed.

### NOTE

Flame goes to high fire first before going to low fire.



- To go to high fire, double-click  button.
- **HI** is displayed.

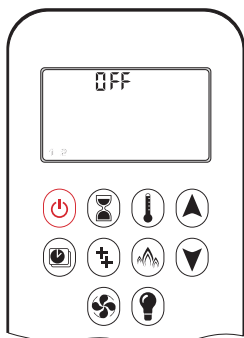
### WARNING

If the appliance will not operate, turn the main valve knob to **OFF** and follow the instructions sections 7.2 *Extinguishing the fire* and 7.3 *Switching the fire off* (see page 13).

## Standby mode (pilot flame)

### Handset

- Press and hold  button to set appliance to pilot flame.



#### To turn off fire

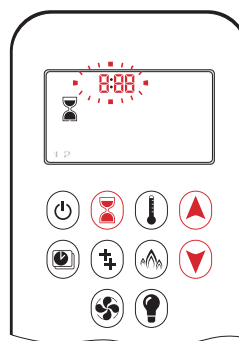
### Handset

- Press  button to turn **OFF**.









### NOTE

A new ignition is possible after the **OFF** icon stops flashing.


## 5.7 Countdown timer



### ON / SETTING:

1. Press and hold  button until  is displayed, and **hour** flashes.
2. To select hour press  or  button.
3. To confirm press  button. **Minutes** flash.
4. To select minutes press  or  button.
5. To confirm press  button or wait.

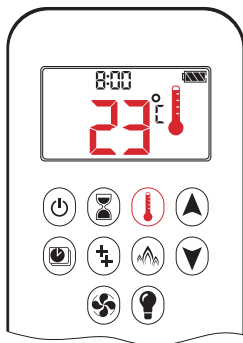
### OFF:

- Press  button.
-  and Countdown Time disappear.

**NOTE**

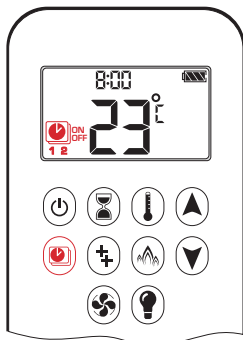
At end of Countdown Time period, the fire shuts **OFF**.  
The Countdown Timer only works in Manual, Thermostatic, and Eco Modes. Maximum Countdown Time is 9 hours and 50 minutes.

## 5.8 Modes of operation



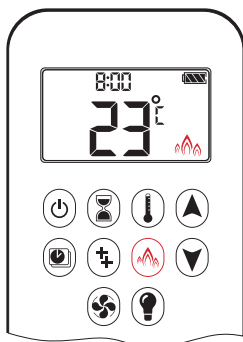
### **Thermostatic Mode**

The room temperature is measured and compared to the set temperature. The flame height is then automatically adjusted to achieve the set temperature.



### **Program Mode**

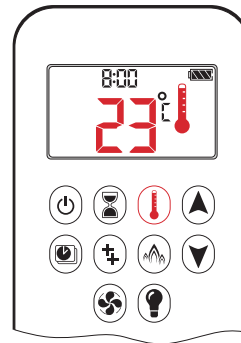
PROGRAMS 1 and 2, each can be programmed to go **ON** and **OFF** at specific times at a set temperature.





### **Eco Mode**






Flame height modulates between high and low. If the room temperature is lower than the set temperature, the flame height stays on high for a longer period of time. If the room temperature is higher than the set temperature, the flame height stays on low for a longer period of time. One cycle lasts approx. 20 min.

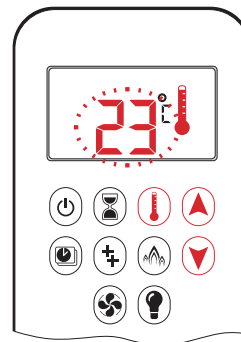
## 5.9 Thermostatic mode






**ON:**

- Press  button.
-  is displayed, preset temperature is displayed briefly, and then room temperature is displayed.

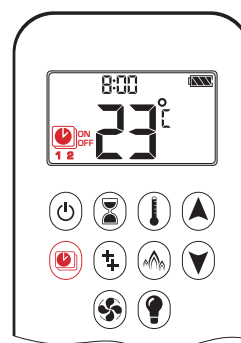
**OFF:**

1. Press  button.
2. Press  or  button to enter Manual Mode.
3. Press  button to enter Program Mode.
4. Press  button to enter Eco Mode.

**SETTING:**

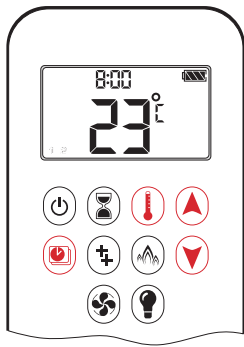
1. Press  button and hold until  is displayed, temperature flashes.
2. To adjust set temperature press  or  button.
3. To confirm press  button or wait.

## 5.10 Program mode

**ON:**

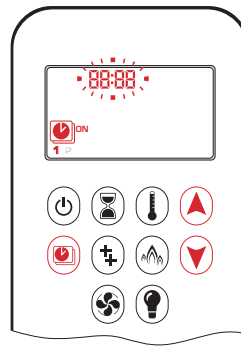
- Press  button.
- , **1** or **2**, **ON** or **OFF** is displayed.
-





#### OFF:

1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Thermostatic Mode.
4. Press button to enter Eco Mode.



#### ALL selected

#### ON TIME SETTING (PROGRAM 1):

7. , **1 ON** is displayed, **ALL** is displayed shortly, and hour flashes.
8. To select hour press or button.
9. To confirm press button. , **1 ON** is displayed, **ALL** is displayed shortly, and **minutes** flash.
10. To select minutes press or button.
11. To confirm press button.

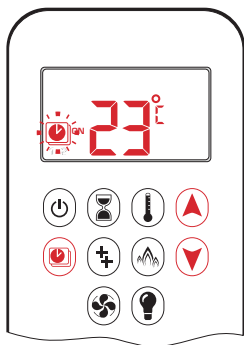
#### NOTE

The set temperature for Thermostatic Mode is the temperature for the **ON** time in Program Mode. Changing the Thermostatic Mode set temperature also changes the **ON** time temperature in Program Mode.

#### Default settings:

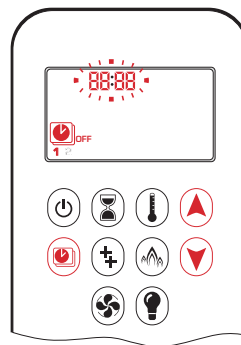
**ON TIME** (Thermostatic) TEMPERATURE: 70 °F / 21 °C

**OFF TIME TEMPERATURE:** “--” (pilot flame only)



#### TEMPERATURE SETTING:

1. Press button and hold until flashes. **ON** and set temperature (setting in Thermostatic Mode) is displayed.
2. To continue press button or wait. , **OFF** is displayed, temperature flashes.
3. Select **OFF** temperature by pressing the or button.
4. To confirm press button.

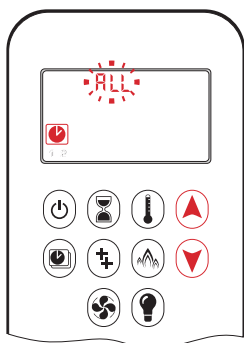


#### OFF TIME SETTING (PROGRAM 1):

12. , **1 OFF** is displayed, **ALL** is displayed shortly, and **hour** flashes.
13. To select hour, press or button.
14. To confirm press button. , **1 OFF** is displayed, **ALL** is displayed shortly, and **minutes** flash.
15. To select minutes press or button.
16. To confirm press button.

#### NOTE

The ON (Thermostatic) and OFF set temperatures are the same for each day.



#### DAY SETTING:

5. **ALL** flashes. Press or button to choose between **ALL**, **5A-5U**, **1, 2, 3, 4, 5, 6, 7**.
6. To confirm press button.

#### NOTE

Either continue to PROGRAM 2 and set **ON** and **OFF** times or stop programming at this point, and PROGRAM 2 remains deactivated.

#### NOTE

PROGRAM 1 and 2 use the same **ON** (Thermostatic) and **OFF** temperatures for **ALL**, **SAT-SUN** and Daily Timer (1, 2, 3, 4, 5, 6, 7). Once a new **ON** (Thermostatic) and/or **OFF** temperature has been set, that temperature becomes the new default setting.

#### NOTE

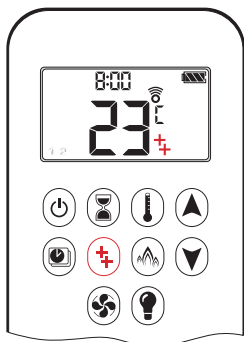
If **ALL**, **SAT-SUN** or Daily Timer are programmed for PROGRAM 1 and PROGRAM 2 **ON** and **OFF** times, these become the new default times. The batteries must be removed to clear the PROGRAM 1 and PROGRAM 2 **ON** and **OFF** times and temperatures.

#### SAT-SUN or Daily Timer (1, 2, 3, 4, 5, 6, 7) selected

- Set **ON** time and **OFF** time using same procedure as "ALL selected" (above).
- **SAT-SUN**: Set **ON** time and **OFF** time for both Saturday and Sunday.
- Daily Timer: Unique **ON** and **OFF** times may be set for a single day of the week, for multiple days of the week, or for every day of the week.
- Wait to finish setting.

### 5.11 Double burner function

The latching solenoid valve will open automatically after ignition or after switching the system **OFF**, so that the maximum flow of gas is supplied to both burners assisting with the ignition process. After pressing the button for the double burner function the motor will turn 7 seconds in the **ON** direction until the max. position is reached.



#### ON:

- To switch a burner **ON**, press the button.
- displayed.

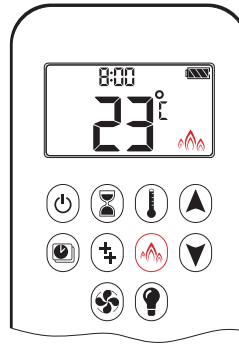
#### OFF:

- To switch the burner **OFF**, press the button.
- disappears.

#### NOTE

The latching solenoid valve cannot operate manually. If the Receiver battery runs down it will remain in the last operating position.

### 5.12 Eco mode



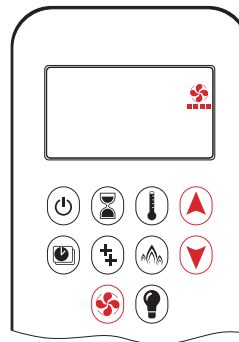
#### ON:

- Press button to enter Eco Mode.
- is displayed.

#### OFF:

1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Thermostatic Mode.
4. Press button to enter Program Mode.

### 5.13 Circulating fan operation



Circulating fan has 4 speed levels from low (1 bar) to high (4 bars).

#### ON / SETTING:

1. Press button and hold until flashes.
2. Press button to increase fan speed and button to decrease fan speed.
3. To confirm setting either press button or wait ( displayed).

#### OFF:

Press button until all 4 speed level bars disappear.



#### NOTE

SETTING only. If the fan was not switched **OFF** after last use, it starts automatically 4 minutes after ignition at maximum speed and goes to the last set level after 10 seconds. The fan stops 10 minutes after the gas is **OFF** or at pilot.

## 5.14 Light/dimmer operation








### ON:

- Press  button (  is displayed).
- Light is **ON** at preset level.


### OFF:

- Press  button (  disappears).

### SETTING:

1. Press  button and hold until flashes.
2. To adjust light between 20-100 % press  or  button.
3. To confirm setting either press  button or wait (  is displayed).

### NOTE

The Light works independently of the pilot flame. If you want the light **ON** but no flame, press  button.

# 6 THE PUCK

## 6.1 Technical data

AMBIENT TEMPERATURE RANGE  
32 °F tot 131 °F (0 °C tot 55 °C)

RADIOFREQUENTIE  
868.1 MHz for Europe (Puck, receiver)

POWER SUPPLY  
2 x 1.5 V 'AAA' (quality alkaline recommended)

### NOTICE

Wiring of valve and Receiver must be completed before starting ignition. Failure to do so could damage the electronics.

### NOTICE

The handsets and Receivers are not interchangeable with previous electronics G6R and B6R-R8(9)U(T).

### WARNING

Remove batteries using **non-metallic** tools. Removing batteries with a metal object can permanently damage the equipment.

## 6.2 Electronic code set

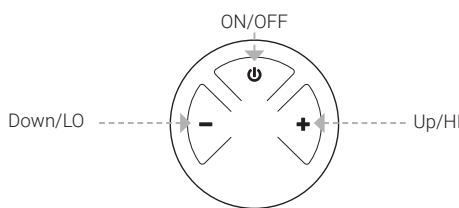
(Only for first time use)

A code is automatically selected for all Mertik Maxitrol electronics. The receiver must be connected to the Puck as follows:

Press and hold the reset button receiver (see figure) until you hear two (2) beeps. The first beep is short and the second beep is long. After the second beep, release the reset button. Within the next 20 seconds, press the '-' button on the Puck until you hear two additional short beeps. The code is now set. If you hear one long beep, the Coupling is not successful or the wiring has been connected incorrectly.

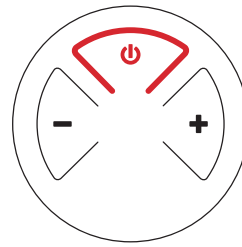
### NOTICE

- This is a one-time pairing, and will no longer be required after replacing the batteries of the remote or receiver.
- The Puck and Receivers are not interchangeable with previous electronics G6R and B6R-R8(9)U(T).





3-button layout

## 6.3 Modes of operation



### TURN FIRE ON AND OFF

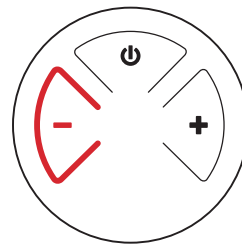
- Press and hold the  button until two short beeps confirms the start sequence has begun; release button.
- Main gas flows once pilot ignition is confirmed.
- Press and hold the  button to turn **OFF**.

### WARNING

When pilot ignition is confirmed, motor turns automatically to maximum flame height.

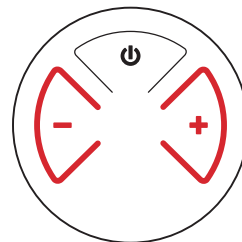
### WARNING

If the pilot does not stay lit after several tries, turn the main valve knob to **OFF** and follow the instructions sections 7.2 *Extinguishing the fire* and 7.3 *Switching the fire off* (see page 13).



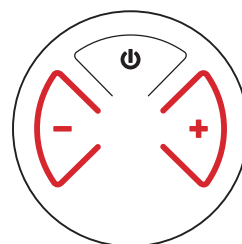
### STANDBY MODE (PILOT FLAME)

- Press and hold the '-' button to set appliance to pilot flame.



### FLAME HEIGHT ADJUSTMENT

- To increase flame height press and hold '+' button.
- To decrease flame height or to set appliance to pilot flame, press and hold '-' button.



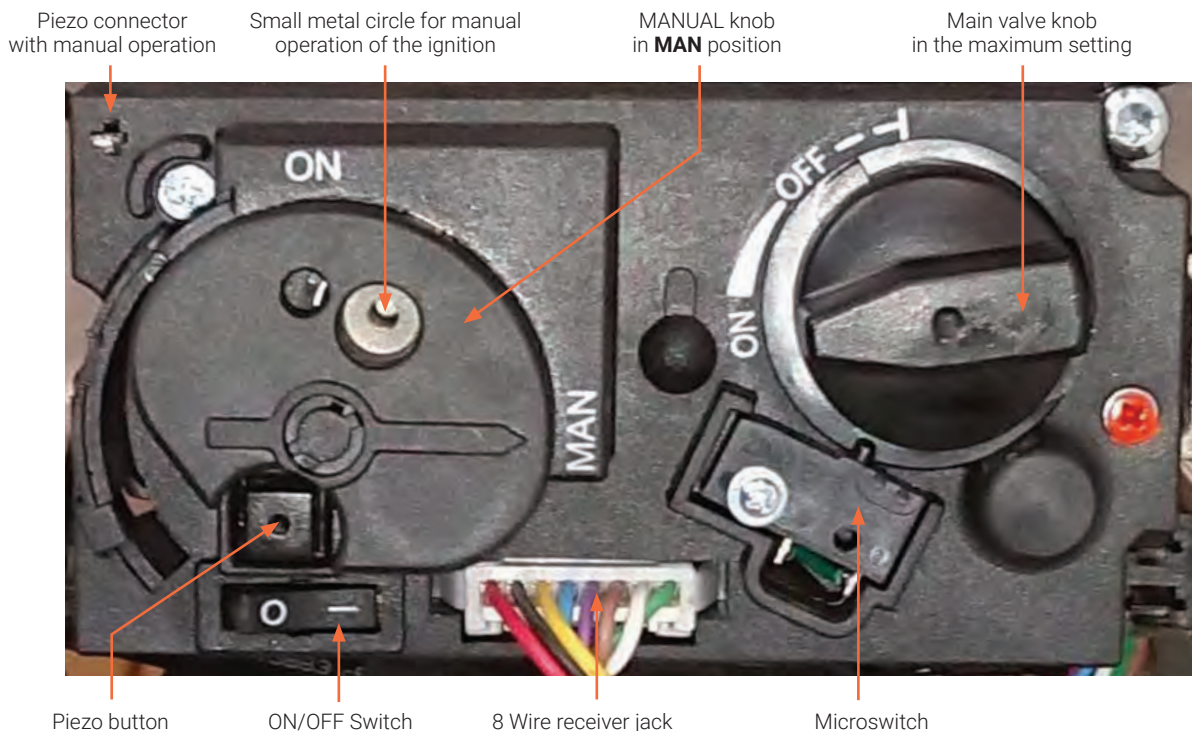
### DESIGNATED LOW FIRE AND HIGH FIRE

- To go to hi fire, double-click '+' button.
- To go to low fire, double-click '-' button.

### NOTE

Flame goes to high fire first before going to low fire.

## 7 MANUAL OPERATION



*Control button in manual position*

### NOTE

In case of emergency, only if remote control is not working.

The unit may be operated by hand if there is a defect in the remote control. To do so, the ignite (piezo)cable of the receiver must first be removed and carefully slid into the piezo connector on the gas control block.

### 7.1 Igniting the fire

- Open the gas shut-off cock that has been installed in the gas pipe to the unit.
- Press the **O/I** switch, on the gas control block, in the **I** position.
- Turn the motor button, on the gas control block, completely to the right.
- The button will make a **click sound**.
- Turn the operating button on the gas control block, into the **MAN** position. A metal circle in the operating button will become visible.
- Push the metal circle inwards. For example, with a pen. Gas will now flow to the pilot flame.
- While keeping the metal circle pressed down, press the (square) piezo button
- (along the **O/I** switch) several times to ignite the pilot flame. You will be able to see whether the pilot flame is burning through the glass window.
- If the pilot flame is alight, keep the metal circle pressed down for another 10 seconds and then let go.

### NOTICE

If the pilot light extinguishes, one should wait at least 5 minutes before repeating the aforementioned steps.

- Turn the operating button to the **ON** position. The burner may or may not ignite, depending on the position of the motor button.
- By turning the motor button to the required setting to the left, the burner will ignite and the flame size can be adjusted.

### 7.2 Extinguishing the fire

Turn the motor button, on the gas control block, completely to the right. The button will make a **click sound**. The burner will turn off. The pilot flame continues to burn.

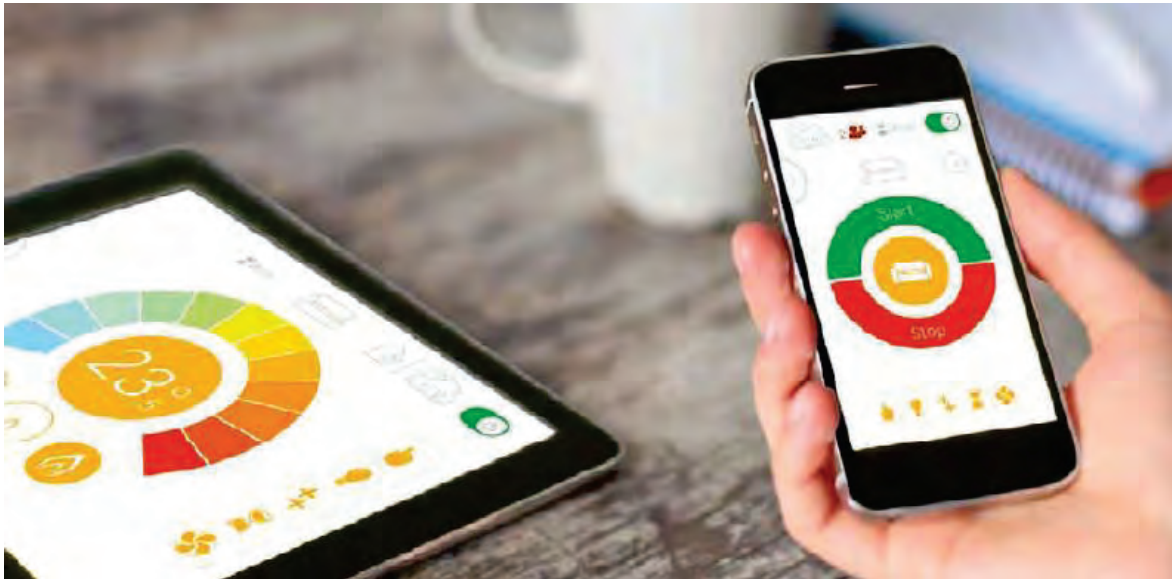
### 7.3 Switching the fire off

Press the **O/I** switch, on the gas control block, in the **O** position. The pilot flame will extinguish. If the fireplace is not used for an extended period of time, we recommend closing the gas shut-off cock in the supply line.

### NOTICE

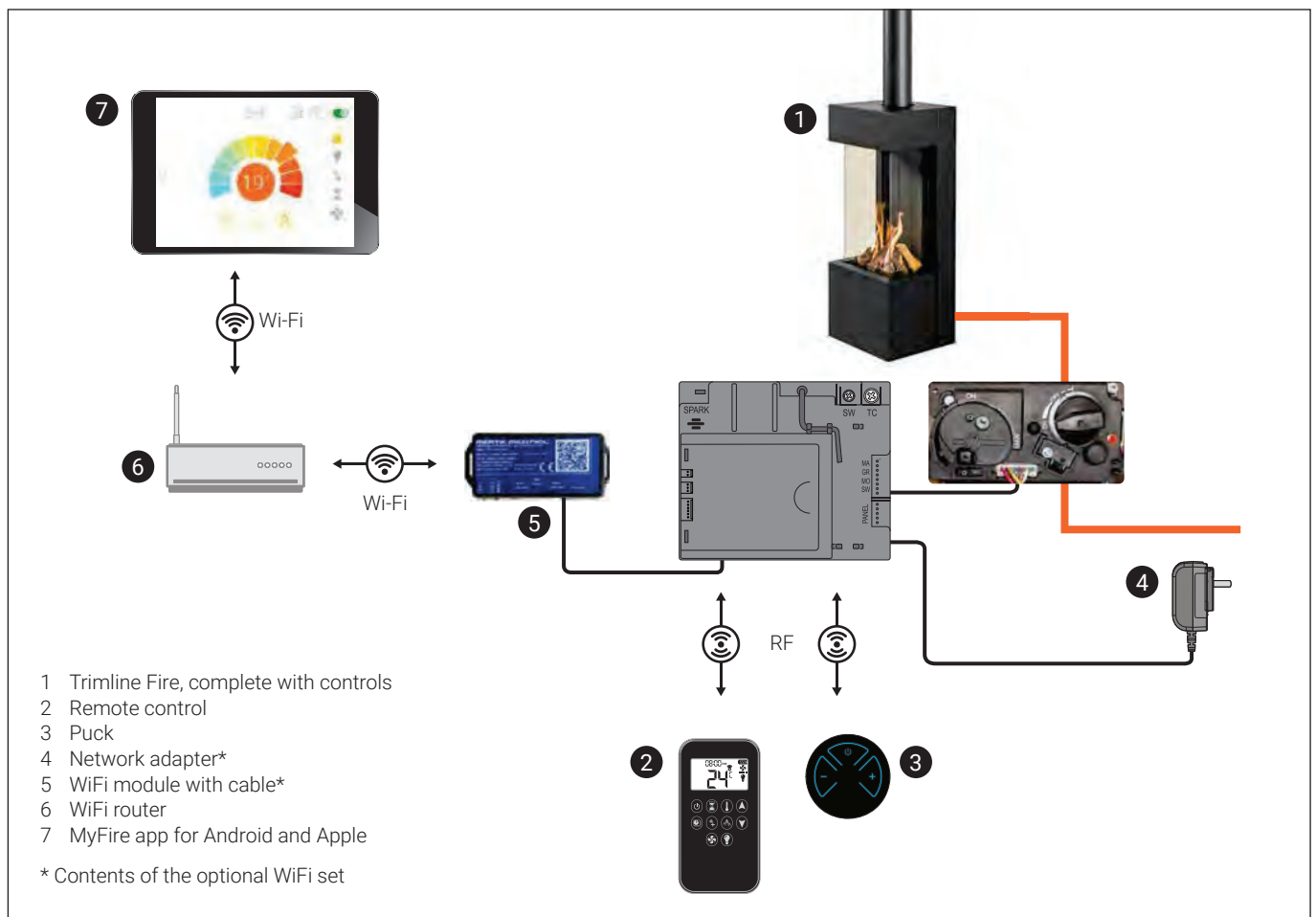
If, for whatever reason the pilot light extinguishes, you must wait 5 minutes before igniting the pilot light again.

## 8 MYFIRE WIFI APP



You can operate the fireplace with the MyFire® app on your tablet or smart phone. Thanks to the interactive, colourful illustrations, the app is very user-friendly and gives you full control over your gas fire.

### Connection diagram



## 8.1 Conditions for the MyFire app equipment

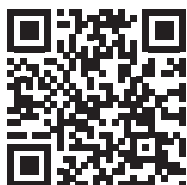
Proper operation requires that:

- The tablet or smart phone is connected to the optional WiFi module of your fireplace via a WiFi router
- There is a remote control or Puck in the vicinity of the fireplace. The thermostat function is in the remote control and Puck.
- The receiver is connected with the mains adapter, the receiver cannot be powered by batteries.

## 8.2 Installing the MyFire app

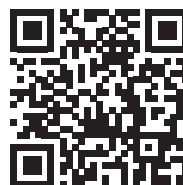
For the latest information about the MyFire app, visit [www.myfireapp.com](http://www.myfireapp.com)

### APP SET-UP



<http://myfireapp.com/en/setup/>

### APP FUNCTIE




<http://myfireapp.com/en/functions/>

### Download MYFIRE APP



## 9 FAILURE CODES LIST

### Messages shown in symax handset

Failure code	Messages shown in symax handset	Display Duration	Symptom	Possible Cause
F04	F04	4 sec	<ul style="list-style-type: none"> <li>No pilot flame within 30 sec</li> <li>NOTE: after 3 failed ignition sequences F06 shown</li> </ul>	<ul style="list-style-type: none"> <li>No gas supply</li> <li>Air in pilot supply line</li> <li>No spark</li> <li>Reversed polarity in Thermocouple wiring</li> </ul>
F06	F06	4 sec	<ul style="list-style-type: none"> <li>3 failed ignition sequences within 5 minutes</li> <li>Fire is not responding; no pilot flame</li> </ul>	<ul style="list-style-type: none"> <li>No gas supply</li> <li>Air in pilot supply line</li> <li>No spark</li> <li>Reversed polarity in Thermocouple wiring</li> <li>Check for correct pilot orifice (LPG to NG or vice versa)</li> </ul>
F07	F07	Until batteries replaced	<ul style="list-style-type: none"> <li>Battery icon flashes on Handset display</li> </ul>	<ul style="list-style-type: none"> <li>Low battery power in Handset</li> </ul>
F09	F09	4 sec	<ul style="list-style-type: none"> <li>Fire is not responding</li> <li>No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>Down arrow button  was not pressed during pairing</li> <li>Receiver and Handset are not synced</li> </ul>
F46	F46	4 sec	<ul style="list-style-type: none"> <li>Fire is not responding</li> <li>Intermittent response</li> <li>No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>No or bad connection between Receiver and Handset</li> <li>No power at Receiver (batteries low)</li> <li>Low communication range (mains adapter faulty, handset not communicating with receiver)</li> </ul>

### Messages shown in app

Failure code	Message shown in App	Symptom	Possible Cause
F02	F02 Contact Service	<ul style="list-style-type: none"> <li>5 sec. beep from Receiver</li> <li>Fire is not responding; no ignition</li> </ul>	<ul style="list-style-type: none"> <li>Microswitch not making contact with cam on motor knob</li> <li>Motor wiring is incorrect</li> <li>Reversed polarity or faulty Microswitch</li> <li>Bent Motor Knob</li> </ul>
F03	F03 Contact Service	<ul style="list-style-type: none"> <li>5 sec. beep from Receiver</li> <li>Ignition process is interrupted</li> <li>Fire is not responding; no ignition</li> </ul>	<ul style="list-style-type: none"> <li>Thermocouple wiring is incorrect</li> <li>Thermocouple wiring is not connected</li> <li>ON/OFF switch in <b>O</b> (OFF) position</li> </ul>
F04	F04 Ignition sequence malfunction Wait 1 minute Retry ignition	<ul style="list-style-type: none"> <li>No pilot flame within 30 sec.</li> <li>NOTE: After 3 failed ignition sequences F06 shown</li> </ul>	<ul style="list-style-type: none"> <li>No gas supply</li> <li>Air in pilot supply line</li> <li>No spark</li> <li>Reversed polarity in Thermocouple wiring</li> <li>Incorrect pilot orifice if valve has been converted from LPG to NG or vice versa</li> </ul>
F05	F05 Contact Service	<ul style="list-style-type: none"> <li>Pilot burner fails to ignite or shuts off</li> <li>Motor stays in pilot position</li> </ul>	<ul style="list-style-type: none"> <li>Not enough thermo-voltage</li> <li>Air in the pilot supply line</li> <li>Low inlet pressure</li> <li>Bad thermocouple</li> </ul>
F06	F06 Contact Service	<ul style="list-style-type: none"> <li>3 failed ignition sequences within 5 minutes</li> <li>Fire is not responding; no pilot flame</li> </ul>	<ul style="list-style-type: none"> <li>No gas supply</li> <li>Air in pilot supply line</li> <li>No spark</li> <li>Reversed polarity in Thermocouple wiring</li> <li>Incorrect pilot orifice if valve has been converted from LPG to NG or vice versa</li> </ul>
F07	F07 Replace Handset Batteries	<ul style="list-style-type: none"> <li>Battery icon flashes on Handset display</li> </ul>	<ul style="list-style-type: none"> <li>Low battery power in Handset</li> </ul>
F08	F08 Contact Service	<ul style="list-style-type: none"> <li>Low receiver battery power supply</li> <li>Short beeps for 3 sec. during motor turn</li> </ul>	<ul style="list-style-type: none"> <li>Low receiver battery power supply</li> </ul>
F10	F10 Contact Service	<ul style="list-style-type: none"> <li>Pilot lit</li> <li>Main burner fails to ignite and pilot shuts off</li> <li>Ignition is blocked for 2 minutes</li> </ul>	<ul style="list-style-type: none"> <li>2<sup>nd</sup> thermocouple is out of position</li> <li>2<sup>nd</sup> thermocouple wiring is incorrect</li> <li>Gas logs out of position</li> <li>Gas ports for burner are blocked</li> </ul>



Failure code	Message shown in App	Symptom	Possible Cause
F12	F12 Contact Service	• Motor turns to pilot position	• Receiver powered by batteries and Receiver temperature exceeds 60 °C • Check air circulation and heat shield
F13	F13 Contact Service	• Motor turns to pilot position • Fan at level 4 for 10 minutes (T > 80 °C)	• Receiver temperature exceeds 80°C • Check air circulation and heat shield
F14	F14 Contact Service	• 5 sec. beep from Receiver • Fire is not responding; no ignition	• Receiver software doesn't support a 2 <sup>nd</sup> Thermocouple • Wrong Receiver
F15	F15 Contact Service	• 5 sec. beep from Receiver • Fire is not responding; no ignition	• 2 <sup>nd</sup> thermocouple wiring is incorrect • 2 <sup>nd</sup> thermocouple wiring is not connected
F16	F16 Handset out of range	• No temperature shown in app	• Handset out of range for more than 1.5 h • Electrical interference
F17	F17 Contact Service	• Fire is not responding; no ignition	• Inlet voltage exceeds 7.25 V • Malfunction of Mains Adapter
F18	F18 Contact Service	• Switch panel/touch pad not functioning	• Switch panel / touch pad is locked • Short in cable or button
F19	F19 Contact Service	• Switch panel/touch pad not functioning	• Switch panel / touch pad is locked • Short in cable or button
F26	F26 Contact Service	• It is not possible to increase flame height after ignition • Fan at level 4 for 10 minutes (T > 80 °C)	• Receiver powered by batteries and Receiver temperature exceeds 60°C • Receiver powered by mains power and Receiver temperature exceeds 80°C
F27	F27 Contact Service	• Fire is not responding • No electronic control of fire	• No Handset or Wi-Fi Box connected to receiver for more than 3 hours
F28	F28 On-Demand Pilot	• Pilot shuts off after a predefined time	• Pilot shuts off after no motor movement for a predetermined time
F31	F31 Contact Service	• Fire is not responding • No electronic control of fire	• Receiver or Wi-Fi Box malfunction • Connection cable from Receiver to Wi-Fi Box defective
F41	F41 Check Wi-Fi	• Fire is not responding • No electronic control of fire	• No Wi-Fi connection to myfire Wi-Fi box, router and/or smart device • Wi-Fi in smart device is deactivated
F42	F42 Check Wi-Fi Box	• Fire is not responding • No electronic control of fire	• No power to router • No Wi-Fi connection to router and/or smart device • Smart device not in the correct home network
F43	F43 No Receiver Connected Contact Service	• Fire is not responding • No electronic control of fire	• No communication between Receiver and myfire Wi-Fi Box
F44	F44 Contact Service	• No temperature shown in app • N.a. (not applicable) displayed in app	• Handset not within range • Low battery power in Handset
F49	F49 Contact Service	• No electronic control of fire	• Receiver software < 8.32 is not supported by myfire Wi-Fi box Version 2
F50	F50 Contact Service	• No electronic control of fire	• Handset software < SW 231 is not supported by the myfire Wi-Fi box Version 2

# 10 SERVICE AND MAINTENANCE

## NOTICE

- The appliance should be isolated from the gas and electrical supply during the service and maintenance schedule.
- Maintenance activities should be performed by a registered qualified competent person.

Inspect	Work activities	OK
<b>1 General inspection</b>	a The main burner should ignite smoothly (within several seconds) and not give a bang sound due to delayed ignition. Go to number 5 if there appears to be delayed ignition.	
	b Check the flame picture. No flames against the glass. The flame picture should be stable. The flame should be yellow after approximately 15 minutes; go to number 5 if the flame image is blue.	
	c Check for excessive formation of soot on the inside of the glass/combustion chamber and on decorative parts. Go to number 5 if there is excessive formation of soot.	
	d Check all the gas components for gas tightness.	
<b>2 Glass window, seal</b>	a Check the glass window for cracks etc. Replace if damaged, cracked or broken.	
	b Check the seal of the glass window; this needs to join the unit and glass window. Replace if required.	
	c Check any hinges, seals, quadrants etc.	
	d Clean the glass. Check there is an even (not too large) load on the glass window. Prevent point load. NOTE: For AR glass, only use cleaner that is intended for this glass type.	
<b>3 Decorative parts (logs/pebbles etc.) and (pilot) burner</b>	a Remove decorative parts and clean the burner with a vacuum cleaner.	
	b Inspect decorative parts for damage/cracks/discolouration and clean with a soft brush if required.	
	c Check if the burner cover is intact and free of corrosion. Replace the burner if required.	
	d After completing the inspection: replace decorative parts, exactly as stipulated by the manufacturer. Ensure the pilot burner is kept free.	
	e Check if the pilot flame protection is intact (if applicable).	
	f Check the piezo for sufficient spark power, and ensure the ignition cable is free from metal parts/electrical parts.*	
<b>4 Combustion chamber</b>	a Check the condition of the finishing, such as varnish. Check for corrosion. Repair if required.	
	b Replace the unit if there are holes. Close the unit for further use.	
	c Check overpressure hatches or overpressure construction for sealing and sufficient movement/deposits.	
<b>5 Ignition and operation of the main burner</b>	a Remove the burner from the unit and check whether the main injector is dirt-free.	
	b Check if the primary ventilation opening in the main burner is dirt-free.	
	c Mount the burner and check if the burner is in a good position in relation to the pilot burner.	
	d Check if the burner is fixed and cannot move.	
	e Check if the pilot burner burns well, with a blue flame (blue only).	
	f Check if the burner ignites uniformly across the entire surface and without significant delay.	
	g Check if the flame image is uniform and stable.	
	h Check the initial and burner pressure. Do not forget to close the pressure measuring points.	
	i Check if gas control parts are intact, and that plastic parts have not melted, for example.	
	j Check electrical wiring for damage and ensure they are away from hot parts of the unit.	
<b>6 Installation</b>	a Check if convection grates are dust-free and dirt-free.	
	b Check if there is sufficient distance between the unit and flammable furniture, curtains etc.	
<b>7 Flue system/air supply</b>	a Where possible, inspect the general state of the flue/supply system and check for blockages/leaks/corrosion.	
	b Check the outlet, which should be free from dirt and blockages.	
	c Specifically check for leaks from sealing edges and so on.	
<b>8 Remote control</b>	a Check for correct functioning of the remote control.	



