

Homeowner's Fireplace Operation Manual



INSTALLER: Leave this manual with the appliance.
CONSUMER: Keep this manual for future reference.

⚠ WARNING:

FIRE OR EXPLOSION HAZARD

Failure to follow safety warnings exactly could result in serious injury, death, or property damage

- **DO NOT** store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- **What to do if you smell gas:**
 - **DO NOT** try to light any appliance.
 - **DO NOT** touch any electrical switch. **DO NOT** use any phone in your building.
 - Leave the building immediately.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

! DANGER



**HOT GLASS WILL
CAUSE BURNS.**

**DO NOT TOUCH GLASS
UNTIL COOLED**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS.**

A barrier designed to reduce the risk of burns from the hot viewing glass is provided with this appliance and must be installed for the protection of children and other at-risk individuals

ORTAL® *Lyric* by ORTAL



General

Safety Information and Warnings



IMPORTANT NOTE: LOCAL CODE

Local codes and regulations that are more stringent than the requirements in this manual take precedence over Ortal requirements.



WARNING: REVIEW ALL WARNINGS

Be sure to review all safety warnings and installation guidelines contained in this manual. Consider installation location, vent configuration, clearances, structural requirements, framing and finish materials, and local codes. ALL warnings and instructions apply to all products manufactured and distributed by Ortal.



WARNING: DO NOT OPERATE FIREPLACE IF:

The glass is NOT properly secured in place; Connection points are not sealed (for fireplaces with glass-to-glass connections); Glass is cracked; You smell gas; Any part of the fireplace has been under water; Or you have any doubt about safe operation of the fireplace, do not use the fireplace. Immediately call a qualified, professional service technician to inspect the fireplace and to replace any parts of the control system and any gas controls which have been underwater.



WARNING: ELECTRICAL GROUNDING

All electrical connections must be properly installed, insulated, and secured to avoid potential **ELECTRICAL SHOCK** and **FIRE HAZARD** and malfunction of the system. Consult local building code requirements. In the absence of local codes, refer to the National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1.



WARNING: MATERIAL USAGE

All materials and objects used to carry out the installation must be certified/approved or specified by Ortal and are suitable for use. Do NOT install the system with different materials or objects than those approved for installation by Ortal.



WARNING: INSTALLATION AND SERVICE

Installation and repairs on the fireplace and vent system must be done by an authorized Ortal qualified installer service agency or gas supplier. If these components are not installed by an authorized Ortal dealer/installer, the warranty of all components will be void and Ortal will not be responsible for any damage caused by improper installation. The fireplace should be inspected before use and at least annually by a professional service person. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. Control compartments, burners and circulating air passageways of the fireplace must be kept clean. Any alteration to the product can cause soot or carbon to form and may result in damage. This damage and any other damage that results from not following the instructions outlined in this manual is not the responsibility of Ortal.



WARNING: HEAT BARRIER

A barrier designed to reduce the risk of burns from hot viewing glass is provided with this fireplace and shall be installed. The fireplace **MUST** not be used without the heat barrier in place. If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this fireplace. **Any safety screen, guard, or barrier removed for servicing the fireplace must be replaced before operating.**



WARNING: FIREPLACE TEMPERATURE

Due to hot temperatures, the fireplace should be located out of traffic and away from furniture and draperies. Children and adults should be alerted to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition. Clothing or other flammable material should not be placed on or near the fireplace. **Young children should be carefully supervised when they are in the same room as the fireplace.** Toddlers, young children, and others may be susceptible to accidental contact burns. A physical barrier is recommended if there are at-risk individuals in the house. To restrict access to a fireplace or stove, install an adjustable safety gate to keep toddlers, young children, and other at-risk individuals out of the room and away from hot surfaces.



WARNING: GLASS HANDLING

Only an Ortal certified installer is authorized to remove the glass using an 8-inch glass-handling suction cup.



WARNING: INSTALLATION AND OPERATION

The fireplace and accompanying components must be installed as an OEM installation in manufactured homes (USA only) or an aftermarket permanently located, or a mobile home, where not prohibited by local codes. The fireplace must be installed in accordance with the Manufacturer's instructions and the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280, in the United States, or the Standard for Installation in Mobile Homes, CAN/CSA Z240 MH Series, in Canada. **Exceeding the restrictions imposed in these instructions may result in a fire or explosion, causing property damage, personal injury, or loss of life. Ortal will not be responsible for any damage caused by improper installation. Do not store or use gasoline or other flammable vapors and liquids near this fireplace.**



WARNING: GAS FIREPLACE

This fireplace is for use only with the type of gas indicated on the rating plate. These fireplaces are not convertible for use with other gases unless a certified kit is used, and the conversion is performed by an authorized and qualified technician. Applicable standards are Vented Gas Fireplace Heaters ANSI Z21.88 / CSA 2.33a and Gas-fired Fireplaces for Use at High Altitudes CAN/CGA 2.17-M91



WARNING: CALIFORNIA PROP 65

These products and the fuels used to operate these products (liquid propane or natural gas), and the products of combustion of such fuels, can expose you to chemicals including benzene, carbon monoxide, and ceramic fibers, which are known to the state of California to cause cancer and/or reproductive harm. For more information, visit www.p65warnings.ca.gov.

Introduction

Thank you for choosing Ortal to transform your living space! As a leader in innovation, Ortal has been providing long-lasting, luxury gas fireplaces for over 30 years, showcasing captivating modern design and advanced technology with the upmost safety and efficiency in mind. With our mesmerizing flame and innovative heating solutions, your new fireplace is sure to be the star of the show. Welcome to luxury! To ensure the best use of your new fireplace, please read the enclosed instructions and safety information carefully and save this manual for future reference.

Your authorized Ortal Dealer has listed your product details below:

YOUR ORTAL FIREPLACE & DEALER		
TO BE COMPLETED BY ORTAL DEALER	Fireplace Model:	
	Fireplace Serial #:	
	Date Installed:	
	Dealer Name:	
	Dealer Address:	
	Dealer Phone #:	

If you ever have any questions or concerns about the operation or require service/maintenance on your Ortal fireplace, please contact your authorized Ortal dealer for assistance.

 **NOTE:** Only an authorized Ortal dealer is permitted to install and service an Ortal fireplace. Doing so otherwise will void the warranty on the fireplace.

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Initial Operation and Flame Appearance

The following sections explain what to expect in initial and subsequent burning periods.

Initial Burning Period

The fireplace has been painted with high quality, high temperature paint. The first time you turn the fireplace on it will give off an odor and you may see some white smoke during the first few hours of operation. This is normal and harmless. In order to fully cure the paint, the fireplace will need to run for **12 hours total** with at least 4 of those hours continuously. During this process you will see a white buildup on the glass. This is normal and will be easily cleaned off by your dealer.

After the initial 12-hour burning period, contact your dealer to clean the glass and check the gaskets.



IMPORTANT: To ensure years of trouble-free operation, have your dealer perform inspection and maintenance at least once a year.

Flame Appearance

The appearance of the flame will vary depending on fuel type, altitude, venting and media placement.

You may notice condensation on the glass upon start up. This is completely normal. Please allow 15-20 minutes for the moisture to burn off and for the flame to achieve optimal appearance.

Automatic Turn Down

For safety purposes, the fireplace will turn the flame down to pilot flame if...

- the 10-button handset is not located within 26 feet of the receiver for more than 3 hours. The fireplace will continue to function normally when communication is restored. If inactivity continues, the pilot flame will remain lit for 5 days where the pilot flame will be extinguished. Turn the fireplace on as normal to start the fireplace.
- there is no activity on the remote control for a 6-hour period. The fireplace will continue to function normally when communication is restored. If inactivity continues, the pilot flame will remain lit for 5 days where the pilot flame will be extinguished. Turn the fireplace on as normal to start the fireplace.
- the receiver temperature exceeds 176°F if using an AC adapter and 140°F if using batteries.

Automatic Shut Off

- Countdown Timer: At the end of Countdown Time period, the fireplace will shut off.
- Low Battery Receiver: With low battery power in the receiver, the system will shut the fireplace off completely. This will not happen if the power supply is interrupted.



NOTE: If you have any questions or concerns about the operation of your Ortal fireplace, please contact an authorized Ortal dealer for assistance.

Remote Control Options

This instruction manual covers the technical information and operation instructions for the following available methods of remote controlling the fireplace:

- 10-Button Handset
- Puck Handset
- Wall Switch
- MyFire App



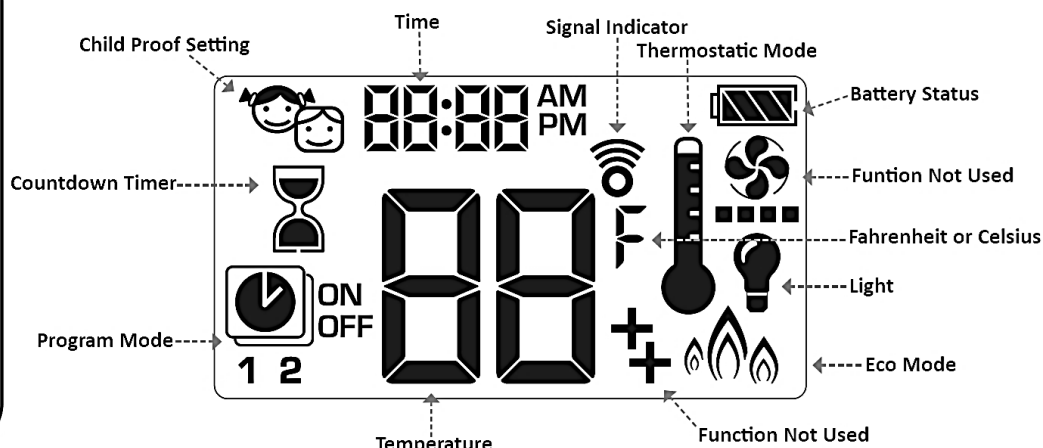
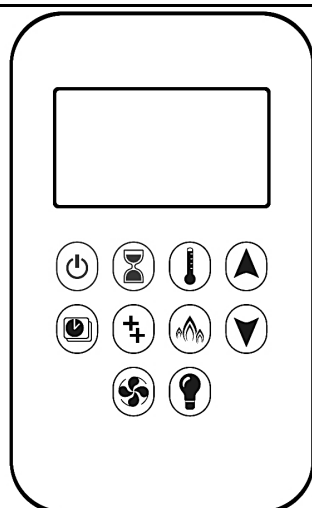
WARNING – Read these instructions carefully before lighting the fireplace.



IMPORTANT NOTES:

- Wiring of valve and receiver must be completed before starting ignition. Failure to do so could damage the electronics.
- If operating the fireplace without an AC adapter, battery replacement is recommended at the beginning of each heating season.
- Fireplaces that are double-glass, power vented, and/or lights features must operate using the AC Adapter and therefore will not operate during a power failure.
- Only the Mertik Maxitrol AC Adapter (or one pre-approved by Mertik Maxitrol) is permitted for use with the fireplace. Use of other adapter brands can render the system inoperable. The handsets, receivers, wall switches are not interchangeable with other electronics.
- Batteries must be kept within their recommended temperature limits (32°F to 131°F).

10-Button Handset



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Control Option	Radio Frequency	Power Supply	
10-Button Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
IMPORTANT: For safety/communication purposes, 10-button handset must be located within 26 feet of the receiver.			

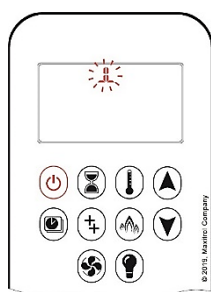
NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

Operating Instructions

Instructions for operating the 10-Button Handset are shown below.

NOTE: Some options on the remote may not be available for all fireplaces.

Turning the Fireplace On

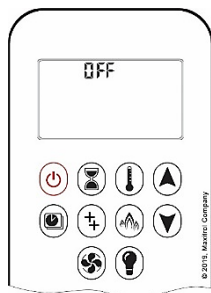


1. Press the  button simultaneously until you hear continuous beeping, and a blinking series of lines confirms the start sequence has begun; release buttons.
2. Main gas flows once pilot ignition is confirmed.
3. The system automatically goes into Manual Mode after main burner ignition.

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

NOTE: If the Timer function has been set and the fireplace is manually turned on, the Timer function will need to be reset.

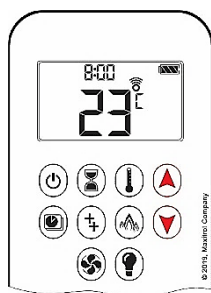
Turning the Fireplace Off



1. Press the  button to turn the fireplace off.

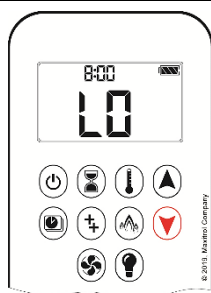
NOTE: The fireplace may be turned on again after the OFF icon stops flashing.

Flame Height Adjustment



1. To increase flame height, press and hold the button to desired flame height.
2. To decrease flame height, or to set fireplace to pilot flame only, press and hold the button.

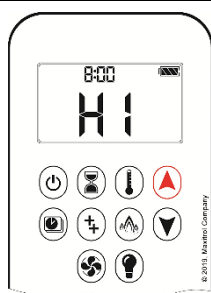
Designated Low Flame Setting



1. To go to designated low flame setting, double-click button.
2. LO is displayed.

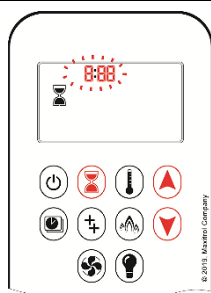
NOTE: Flame goes to high flame before going to low flame.

Designated High Flame Setting



1. To go to designated high flame setting, double-click button.
2. HI is displayed.

Countdown Timer



ON/SETTING:

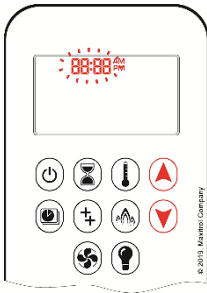
1. Press and hold button until is displayed and **hour** flashes.
2. To select hour, press or button.
3. To confirm press button. **Minutes** will flash.
4. To select minutes, press or button.
5. To confirm press button or wait.

OFF:

1. Press button. and Countdown Time will disappear.

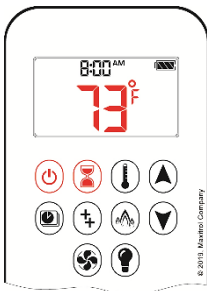
NOTE: At the end of Countdown Time period, the fireplace shifts off. The Countdown Timer only works in Manual, Thermostatic, and Eco Modes. Maximum Countdown Time is 9 hours and 50 minutes.

Setting the Time



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

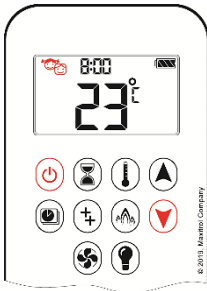
Setting Fahrenheit or Celsius



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

NOTE: Choosing °F will switch to a 12-hour clock. Choosing °C will switch to a 24-hour clock.

Setting Child Proof Function



ON:

1. To activate, press and buttons simultaneously.
2. will appear on the display and every function other than the **OFF** function renders inoperable.

OFF:

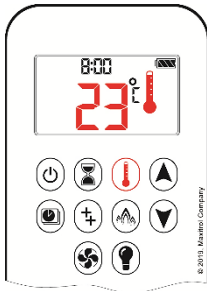
1. To deactivate, press and buttons simultaneously.
2. disappears.

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.

Thermostatic Mode: Turn On and Off



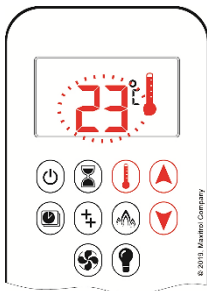
ON:

1. Press button.
2. will appear in the display. Preset temperature will appear briefly, and then room temperature will appear.

OFF:

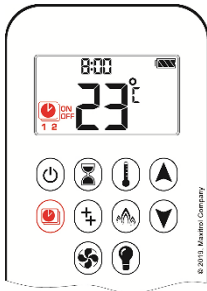
1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Program Mode.
4. Press button to enter Eco Mode.

Thermostatic Mode: Setting



1. Press button and hold until appears on the display. The temperature will flash on the display.
2. To adjust set temperature, press or button.
3. To confirm, press button or wait.

Program Mode



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

Program Mode: Turn On and Off



ON:

1. Press button.
2. , 1 or 2, **ON** or **OFF** will appear on the display.

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.

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.

Program Mode: Default Settings

ON TIME (Thermostatic) TEMPERATURE: 70°F.

OFF TIME TEMPERATURE: “— —” (pilot flame only)

Program Mode: Temperature Setting

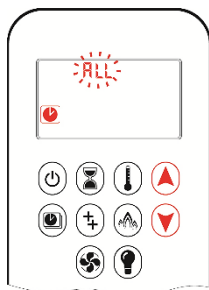


1. Press button and hold until flashes. **ON** and set temperature (setting in Thermostatic Mode) will appear on the display.
2. To continue, press button or wait. , **OFF** will appear on the display, and temperature will flash.
3. Select **OFF** temperature by pressing the or button.
4. To confirm,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

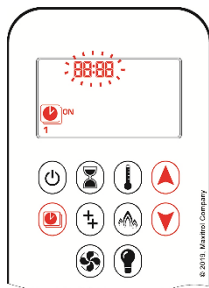
NOTE: The **ON** (Thermostatic) and **OFF** set temperatures are the same for each day.

Program Mode: Day Setting

(steps continued from TEMPERATURE SETTING section above)

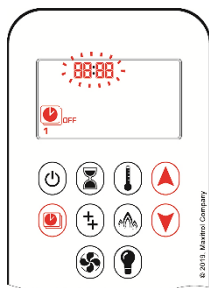


5. **ALL** will appear on the display. Press or button to choose between **ALL**, **SA:SU**, **1**, **2**, **3**, **4**, **5**, **6**, **7**.
6. To confirm, press button.



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** displayed shortly, and **minutes** flash.
10. To select minutes, press or button.
11. To confirm, press button.



OFF TIME SETTING (PROGRAM 1):

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

Program Mode: SA:SU or Daily Timer (1, 2, 3, 4, 5, 6, 7) selected

- Set **ON** time and **OFF** time using the same procedure as “**ALL selected**” (above).
- **SA:SU**: 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.

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 last approximately 20 min.

Eco Mode: Turn On and Off



ON:

1. Press button to enter Eco Mode.
2. will appear on the display.

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.

Light/Dimmer Operation



ON:

1. Press button. will appear on the display.
2. Light is **ON** at preset level.

OFF:

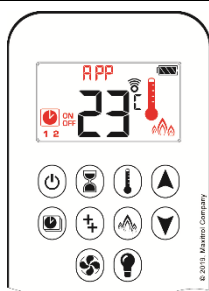
1. Press button. will disappear.

SETTING:

1. Press button and hold until flashes on the display.
2. To adjust light between 20 – 100%, press or button.
3. To confirm setting, either press button or wait. will appear.

NOTE: If you want the light but no flame, press button.

MyFire App



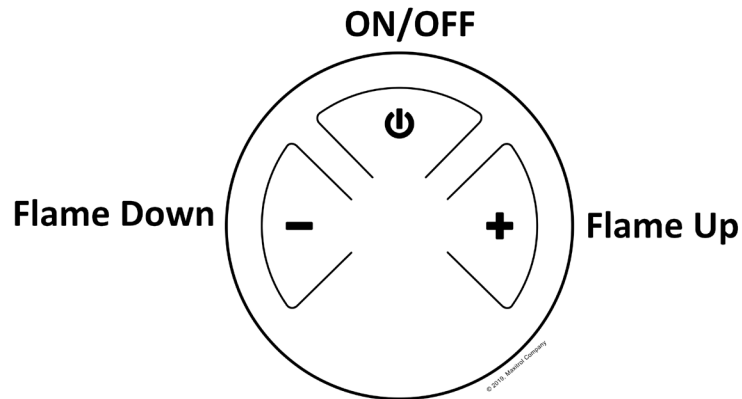
- If Thermostatic, Program or Eco Mode is activated in the Myfire App, the corresponding icon and “**APP**” is displayed on the handset.
- The modes can be operated according to the descriptions on the previous page.

NOTE: In Manual Mode, “**APP**” is not displayed on the handset.

NOTE: Before the app can be used, the MyFire Wi-Fi box must be wired and plugged into the AC adapter according to the MyFire App setup diagram, and the app setup must be completed.

NOTE: If you have any questions or concerns about the operation of your fireplace, please contact an authorized dealer for assistance.

Puck Handset



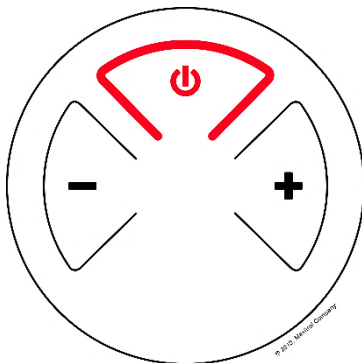
Control Option	Radio Frequency	Power Supply	
Puck Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
IMPORTANT: For safety/communication purposes, Puck handset must be located within 26 feet of the receiver.			

NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

Operating Instructions

Instructions for operating the Puck Handset are shown below.

Turning the Fireplace On/Off



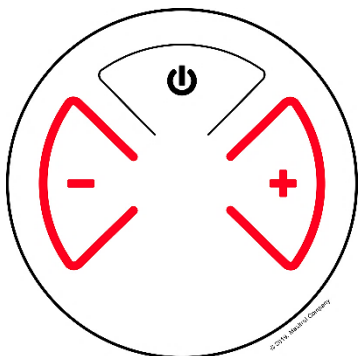
ON:

- Firmly press and hold the  button until two short beeps confirms the start sequence has begun; release button.

OFF:

- Firmly press the  button.

Increase/Decrease Flame Height



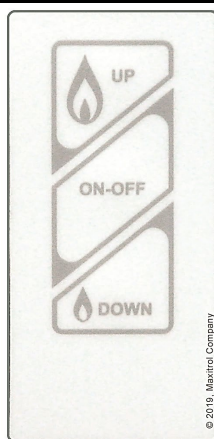
INCREASE:

- To increase flame height, press and hold  button.

DECREASE:

- To decrease flame height, press and hold  button.
- Holding the  button long enough sets the fireplace to pilot flame (Standby Mode).

Wall Switch



Flame Up

ON/OFF

Flame Down

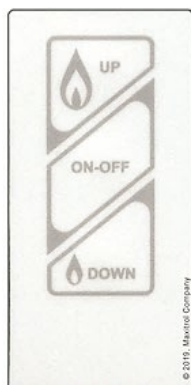
Control Option	Radio Frequency	Power Supply
Wall Switch	N/A	N/A

IMPORTANT: For safety/communication purposes, 10-button handset must be located within 26 feet of the receiver.

Operating Instructions

Instructions for operating the Wall Switch are shown below.

Turning the Fireplace On/Off



ON/OFF

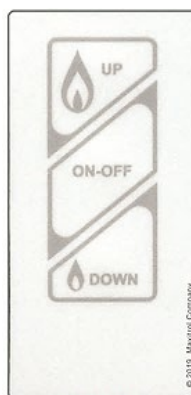
ON:

- Press and hold the **ON-OFF** button until two short beeps confirms the start sequence has begun; release button.

OFF:

- Press the **ON-OFF** button.

Increase/Decrease Flame Height



Flame Up

Flame Down

INCREASE:

- To increase flame height, press and hold  (up flame) button.

DECREASE:

- To decrease flame height, press and hold  (down flame) button.
- Holding the  (down flame) button long enough sets the fireplace to pilot flame (Standby Mode).

MyFire App



App Setup

App Setup

IMPORTANT: For safety/communication purposes, the 10-button handset must be located within 26 feet of the receiver.

! NOTES:

- For detailed App setup and operating instructions, refer to www.myfireapp.com.
- App only functions when connected to the same Wi-Fi as the fireplace.

Download the MyFire App

- To download the myfire app search for “myfire” at the Apple App Store or Google Play.

Wi-Fi

- Make sure your home network Wi-Fi is connected with your smart device before opening the myfire app.

Permissions

- Touch “Allow” button to connect to Bluetooth devices.
- Touch “Allow Once” or “Allow While Using App” buttons to grant location permissions to find Wi-Fi SSID.
- Choose language and touch “Next” button to continue.
- Choose permissions and touch “Next” button to continue.

Terms and Conditions

- Read terms and conditions than touch “Accept” button to continue.

Add Fireplace

- Touch “Add Fireplace” button to continue.

Connecting Process:

- Touch “Allow” button to find devices on local networks.
- Touch the gear icon to connect to the fireplace.
 - Note: This network cannot be a guest network or a network with blocking policies.
- Touch the “Enter your Wi-Fi password” button and enter your home network password. Once entered, touch the “Next” button.
- Once connection is successful touch the “Next” button.

Setup:

- Touch the “Fireplace Name” button to change the name of the fireplace.
- Touch an icon that corresponds with the fireplace name. Once done, touch the “Next” button.
- Choose the functions that fit your fireplace. Once completed press the “Finish” button.
- The MyFire app is ready to go, and the home screen is displayed.

Set Temperature & Time:

- Touch the “Menu” button.
- Touch “App Settings” button.
- Pick between C° & F°, 24h & 12h.

Device Settings:

- You are now connected to the fireplace.
- Slide “Power” button to right to turn on the fireplace.
- Push OK for ignition.
- After successful ignition, push the icon to set features.
 - **Set Features:**
 - Touch “Settings” button.
 - Touch Feature Visibility” button.
 - Choose the functions that fit your fireplace (once chosen, they will appear on the home screen).
 - Note: Function availability will depend on what features the fireplace has.
 - **Set Name and Icons:**
 - Touch “Settings” button
 - Touch “Name & Icon” button
 - Touch current name to change the name of the fireplace.
 - Touch the desired fireplace icon to match the name of the fireplace.

NOTES:

- After setting up the MyFire Wi-Fi Box and MyFire App, the time has to be synchronized in the settings of the MyFire App.
- The active device (Symax or smart device) is the one last used. An exception is if the non-active device is used to change Light. The non-active device will make the changes, but the active device remains so if it is in the Thermostatic, Program, or Eco Mode. If a Profile includes a Thermostatic, Program, or Eco setting it will also cause the active device to remain active.
- If Thermostatic, Program, or Eco Mode is activated using the App, the corresponding icon and “APP” is displayed on the Symax.
- During motor movement no information between the Receiver and transmitter is exchanged. The synchronization follows after motor has stopped.
- The room temperature data is transferred by the Symax during synchronization.

MyFire Wi-Fi Box



Technical Information

Part	Radio Frequency	Power Supply	Wireless Communication
MyFire Wi-Fi Box V3	2.4 GHz	Connects to Receiver	- WPA2 authentication - Compatible with IEEE 802.11 n/g/b

Modes of Operation

The MyFire Wi-Fi Box communicates with a home network (Wi-Fi Router) over a wireless signal.

- The MyFire Wi-Fi Box must be wired to the receiver according to the MyFire App setup diagram.
- Connect receiver to AC adapter. The MyFire Wi-Fi Box start with the Access Point Mode (green/blue LED blinking). Go to “MyFire App setup...”

Minimum Requirements for Wi-Fi Router

- IEEE 802.11 m/g/b compatibility
- WPA2 encryption
- The Wi-Fi name (SSID) must be visible
- Radio frequency: 2.4 GHz band
- An automatic channel search is recommended to avoid interference and ensure the best connection.

Minimum Requirement for Smart Device:

- The device must run at least iOS 15 or Android 10

LED Indication on MyFire Wi-Fi Box (2RGB LEDs)

Label	LED	Status
Receiver LED 1	Green	Connected to receiver.
	Red	No data transfer between receiver and Wi-Fi Box.
	Off	Standby mode is active, or no power supply.
WLAN LED 2	Green	Wi-Fi connection is safe.
	Blue/Green Blinking	Access point mode (AP mode) is active.
	Red	Connection to home network (Wi-Fi Router) failed.
	Off	Standby mode is active, or no power supply.

Reset Status on MyFire Wi-Fi Box

Press Reset Button	LED	Function
Power-On-Reset or 1-sec-Reset	WLAN LED 2 flash red, green and blue	If no network is set, the AP Mode will be activated for 2 hours. When the network isn't set after 2 hours, the Wi-Fi Box will go to Standby Mode. Once a network is set, the Wi-Fi Box will connect directly.
7 secs	Receiver LED 1 flashes every 500 ms in blue	Removes the Wi-Fi settings and turns on the Access Point Mode (AP Mode) for 2 hours.
20 secs	Receiver LED 1 flashes every 50 ms in blue	Erases all Setup Data including Wi-Fi settings. The AP Mode will be activated for 2 hours.

Cleaning and Maintenance

The following sections describe how to care for your Ortal fireplace.

Routine Care

The exterior fireplace glass (if accessible) should be cleaned as necessary with a dry, lint-free cloth and a non-ammonia glass cleaner. Never use scouring powder, aggressive cleaners, or ammonia cleaners on your fireplace.

 **Allow the fireplace to cool down completely before cleaning.** The recommended frequency of cleaning depends on the degree of dirt buildup. Infrequent cleaning can cause the glass to become dull and more difficult to clean.

 **DO NOT OPEN THE GLASS:** For all other cleaning or maintenance, contact your Ortal dealer.

 **CRACKED OR BROKEN GLASS:** If the glass becomes cracked or broken, do NOT operate the fireplace and call your Ortal dealer immediately to replace the glass.

 **Broken ceramic heat-resistant glass may not be placed in a glass recycling container.** Dispose of it in your normal household waste.

Annual Maintenance

To ensure continued safe operation of your fireplace, it is essential that the appliance, the flue, and the burner air intake be inspected and cleaned by an Ortal dealer at least once a year. Replace batteries (if applicable) annually.

Replacing the Batteries in the Receiver

The receiver batteries have a service life of approximately one year (depending on use). We recommend that you use high-quality alkaline batteries. Rechargeable batteries are not permitted.

The procedures below explain how to replace the batteries. Be sure to follow the instructions carefully. If the batteries are inserted incorrectly, the electronics or drive may be irreparably damaged.

Receiver:

- 4 x 1.5V "AA" (alkaline recommended).
- Low battery indication: Frequent beeps for 3 seconds when motor turns.
- The AC adapter must be used for all units except screen units with no options.
- The module for fan speed control and light/dimmer includes mains power together with batteries in the receiver for automatic backup in case of power outage.

 **Replace the batteries only after the appliance has been completely switched off.**



To replace receiver batteries:

1. If you have an access panel, open it and carefully pull the receiver out. Do NOT disconnect any wires.
2. Open the cover.
3. Remove the batteries from the battery compartment.
4. Place four new 1.5V batteries (AA type) in the battery compartment, as indicated. The negative end (-) of the battery must always be at the contact spring end of the compartment.
5. Close the cover and return the receiver to its place.

 **NOTE:** If you have any questions or concerns about the operation of your Ortal fireplace, please contact an authorized Ortal dealer for assistance.

Service & Troubleshooting

For troubleshooting, service and repair, or if you have any questions or concerns about the operation of your Ortal fireplace, please contact your authorized Ortal dealer for assistance. All warranty claims and replacement parts will be handled through the dealer only.

Warranty Policy

Ortal USA, Inc. Standard Products
Sold and Distributed in North America
(For custom models, warranties may vary)

WARRANTY COVERAGE: Ortal USA warrants to the original owner of the Product at the site of installation, and to any transferee taking ownership of the Product at the site of installation within one year following the date of original purchase, that the Product will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by Ortal USA are found to be defective in materials or workmanship during the applicable warranty period, Ortal USA will, at its option, repair or replace the covered components. This warranty is subject to conditions, exclusions and limitations as described below.

COVERAGE COMMENCEMENT DATE: Warranty coverage begins on the date shipped, regardless of the invoice or occupancy date.

WARRANTY CONDITIONS: This warranty is only valid while the Product remains at the site of original installation. Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact Ortal USA for the location of another authorized dealer. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the Product. Check with your dealer in advance for any costs to you when arranging a warranty call.

Components Covered Warranty Period Warranty coverage begins on the ship date. Parts not otherwise listed carry a 90-day warranty from warranty commencement date.

Firebox: 10-Year Limited Warranty

Burner: 10-Year Limited Warranty

Gas & Electrical Components (Including Power Vents): 2-Year Limited Warranty

Wilderness Logs Set: 3-Year Limited Warranty

Interior Design Media: 2-Year Limited Warranty (Thermal Damage Only)

Ceramic Glass: 2-Year Limited Warranty (Thermal Breakage Only)

Tempered Glass: Shipment Damage Only

Paint: 1-Year Limited Warranty

Gaskets: 1-Year Limited Warranty

Trim Pieces: 1-Year Limited Warranty

Double Glass Fans: 1-Year Limited Warranty

Remotes: 1-Year Limited Warranty

****Warranty Labor Credit is (1) hour, with the exception of repairs listed below, travel time is not reimbursed.****

WARRANTY LABOR CREDIT RATES: Ortal USA will reimburse labor required to complete warranty repairs via a labor credit, at Ortal USA determined hourly rate, applied to customer account. The labor credit includes both onsite time and travel time. Please see below for warranty labor credit reimbursement chart. Warranty Repairs not listed below will have a (1) hour labor credit, unless otherwise approved by Ortal USA.

45 Minute Labor Credit

Light Control Box

6 Volt Transformer

Double Glass Fan (Unit not installed in finished space)

High Voltage Relay

Ceramic Glass

Trim Pieces

1 Hour Labor Credit

Gas Valve

Receiver

Double Glass Fan Safety Box

Power Vent Components

Power Vent Fan

Pilot Assembly

Black Reflective Glass

1.5 Hour Labor Credit

Double Glass Fan (Unit installed in finished space)

Tempered Glass (Including removal from Safety Fans)

EXCLUSIONS:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur; this is not a flaw and not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, firebricks, grates, flame guides and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal, and complaints related to this noise are not covered by this warranty.

- Damages resulting from: (1) failure to install, operate, or maintain the Product in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the Product; (2) failure to install the Product in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or incorrectly performed repairs; (5) inadequate ventilation, negative pressure or environmental conditions, including, without limitation: hail, snow, ice, fallen branches, flooding, water damage and fading of color; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the Product or any other components not expressly authorized and approved by Ortal USA; (8) modification of the Product not expressly authorized and approved by Ortal USA in writing; and/or (9) interruptions or fluctuations of electrical power supply to the Product.
- Non-Ortal USA approved venting components, hearth components or other accessories used in conjunction with the Product. (10) fuel supply must meet inlet pressure range, listed in product manual, when appliance is operational. (11) Troubleshooting parts/labor.
- Any part of a pre-existing fireplace system in which an insert is installed.
- The Product's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to the Product's location and configuration and environmental conditions.

Warranty voided if:

- The Product has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes and cracking or spalling of refractory or cementitious materials.
- The Product is not installed per manual; including improper framing, air intake, heat release, and venting requirements.
- The Product is subjected to prolonged periods of dampness, condensation, ice or snow.
- The Product is subjected to prolonged periods of open air within (5) miles of sea water.
- There is any damage to the Product or other components due to water or weather damage; which is the result of, but not limited to, improper chimney or venting installation.

LIMITATION ON LIABILITY: It is expressly agreed and understood that Ortal USA's sole obligation and the purchaser's exclusive remedy under this warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified herein. In no event shall Ortal USA be liable for any incidental or consequential damages caused by defects in the Product, whether such damage occurs or is discovered before or after repair or replacement, and whether such damage is caused by Ortal USA's negligence. Ortal USA has not made and does not make any representation or warranty of fitness for a particular use or purpose, and there is no implied condition of fitness for a particular use or purpose. Ortal USA makes no expressed warranties except as stated in the Limited Warranty. The duration of any implied warranty is limited to the duration of this expressed warranty. No one is authorized to change this Limited Warranty or to create for Ortal USA any other obligation or liability in connection with the Product. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply. Labor Coverage Prevailing Ortal USA labor rates apply for the warranty period of component (s). Labor coverage is for actual repair and/or replacement of components. Troubleshooting is not included. 3 to you. The provisions of the Limited Warranty are in addition to and not a modification of or subtraction from any statutory warranties and other rights and remedies provided by law.

INVESTIGATION OF CLAIMS AGAINST WARRANTY: Ortal USA reserves the right to investigate any and all claims against this Limited Warranty and to decide, in its sole discretion, upon the method of settlement. To receive the benefits and advantages described in this Limited Warranty, the appliance must be installed and repaired by an authorized Ortal USA installation technician. Refer to your dealer/distributor sales agreement for requirements. Contact Ortal USA at the address provided herein to obtain a listing of approved dealers/distributors and certified/ authorized installer companies. Ortal USA shall in no event be responsible for any warranty work done by an installer that is not approved without first obtaining Ortal USA's prior written consent.

SHIPMENT DAMAGE:

BEFORE you sign the delivery receipt, if you are not able to inspect the unit, you must indicate "subject to inspection". When there is obvious physical damage to the crating, packaging, pallet, cardboard, etc. you MUST indicate this on the delivery slip, even if the damage turns out only to be to the packaging and the contents are completely undisturbed. This should come in complete and in good condition. If in case you notice any breach or damage on the pallet/package please take pictures of its entirety and location where damage (dents/holes/scratch/others) may be, before you open the pallet. Do not discard packaging materials. If there is anything missing or damaged on the fireplace unit, please report to us within 3 business days.

HOW TO REGISTER A CLAIM AGAINST WARRANTY: For any claim under this warranty to be valid, you must contact the Ortal USA dealer/distributor from which you purchased the product. If you cannot locate the dealer/distributor, then you must notify Ortal USA in writing. Submission of a completed warranty claim is the preferred method of warranty claim notification. Ortal USA must be notified of the claimed defect in writing within 90 days of the date of failure. Notices should be directed to:

Ortal USA, Inc.
Attn: Warranty
2152 Citygate Drive
Columbus, OH 43219

or email the Warranty Team
warranty@ortalheat.com

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