

INSTALLATION & USER MANUAL

E-LECTRA 32" / E-LECTRA 40" / E-LECTRA 50" / E-LECTRA 60" / E-LECTRA 70"



Exclusively Distributed in North America by:

ORTAL®

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IMPORTANT INFORMATION AND HEALTH & SAFETY

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions before using the heater.
- CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Remove all packaging and dispose of it at an appropriate recycling facility.
- When transporting or storing the appliance and power cord, keep in a dry place, away from excessive vibration and store so as to avoid damage.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 3 feet (0.9 m) from the front of the heater.
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
- Do not install this appliance immediately in front of a fixed socket outlet.
- Do not install this appliance in the immediate surroundings of a bath, shower, swimming pool or any other area where the appliance could come into contact with water or humidity, e.g. a bathroom.
- Do not use in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance must be firmly fixed to or recessed into a flat internal wall.
- This appliance is only suitable for indoor use, do not use outdoors.
- Do not cover the appliance, or let the air inlet/outlet to be obstructed in any way as it may overheat.
- Keep the power cord away from hot surfaces and the heater outlet. Do not route the power cord in front of the appliance, or under any carpets or rugs. Do not allow the power cord to be coiled up once installed, as this can cause overheating.
- Engage a certified electrician for new circuit or outlet installations. Ensure outlets are properly grounded, fused, and polarized.
- Where the power cord passes through any masonry wall, stone surround etc. ensure that suitable rubber bushing are fitted at any possible wear points.
- If the power cord is damaged do not use the appliance until it has been replaced.
- In the event of a malfunction, switch off the appliance, and disconnect it from the mains power supply. Have the appliance inspected by a certified Ortal technician before reusing.
- Do not use the appliance if it is damaged. In the event of any damage to the appliance, please contact the retailer from whom the appliance was purchased.
- Any repairs must only be performed by an authorized Ortal dealer/engineer.
- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- Children being supervised not to play with the appliance
- Disconnect from the power supply before performing any cleaning, maintenance or relocation of the unit. Do not use steam cleaners, or aerosols near the appliance.
- Do not burn wood or anything else in this appliance.
- Do not strike the glass. The glass used is tempered safety glass, if broken it will shatter into small chunks which are less likely to cause injury.
- Do not drill or screw any new holes into the appliance.
- SAVE THESE INSTRUCTIONS

PRODUCT INFORMATION

DISPOSAL



Recycle in accordance with **Code of Federal Regulations (CFR), Title 40, Part 273**. This device is classified as electrical and electronic equipment, and as such, it must not be disposed of with household waste. At the end of its lifecycle please take this product to an appropriate recycling center or collection point. You can find your nearest recycling drop off point by contacting your locality's waste management office.



**PLEASE DO NOT
DISPOSE
OF THIS MANUAL**



PRODUCT INFORMATION

ETL DECLARATIONS

PRODUCT NAME	RATINGS	PRODUCT TYPE	MANUFACTURED BY
E-LECTRA 800 E-LECTRA 1000 E-LECTRA 1250 E-LECTRA 1500 E-LECTRA 1800	120 Vac, 60Hz Class I	Electric Fireplace (fan heater) (5120 BTU)	CK Fires Ltd, 1 Evonic House, Clifford Park, Clifford Lane, Stratford-Upon-Avon, Warks, CV37 8HW, United Kingdom
REQUIREMENTS:			
UL 2021 & CAN/CSA E60335-2-30			



California Proposition 65 Warning

WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov.



This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

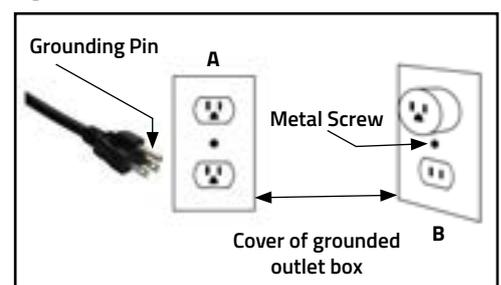
(1) This device may not cause harmful interference and (2) This device must accept any interference received, including interference that may cause undesired operation.

VOLTAGE	120 V
POWER	1200W at 120 V

ELECTRICAL RATING & GROUNDING METHODS

This heater is for use on 120 volts. The cord has a plug as shown at A in Fig 1. An adapter as shown at B is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

Fig 1.



UNPACKING THE FIREPLACE

There are a number of items that will be included in the packaging of the appliance. Once finished unpacking the fireplace, please ensure you have the following:



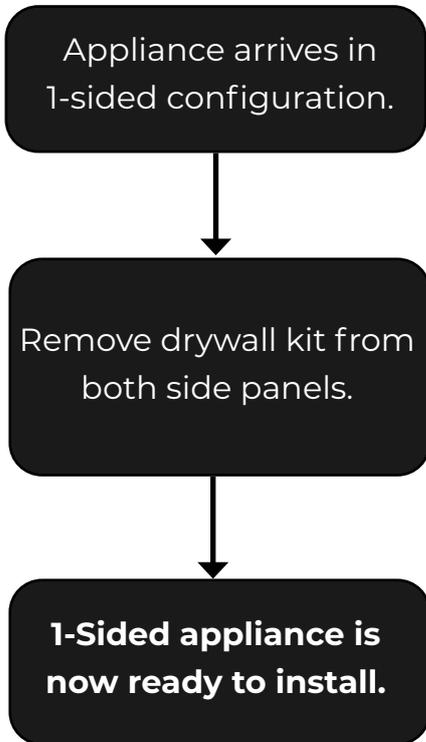
Please see the following page for detailed breakdown of what is included in your packaging and where it will be located.

UNPACKING THE FIREPLACE - QUANTITIES

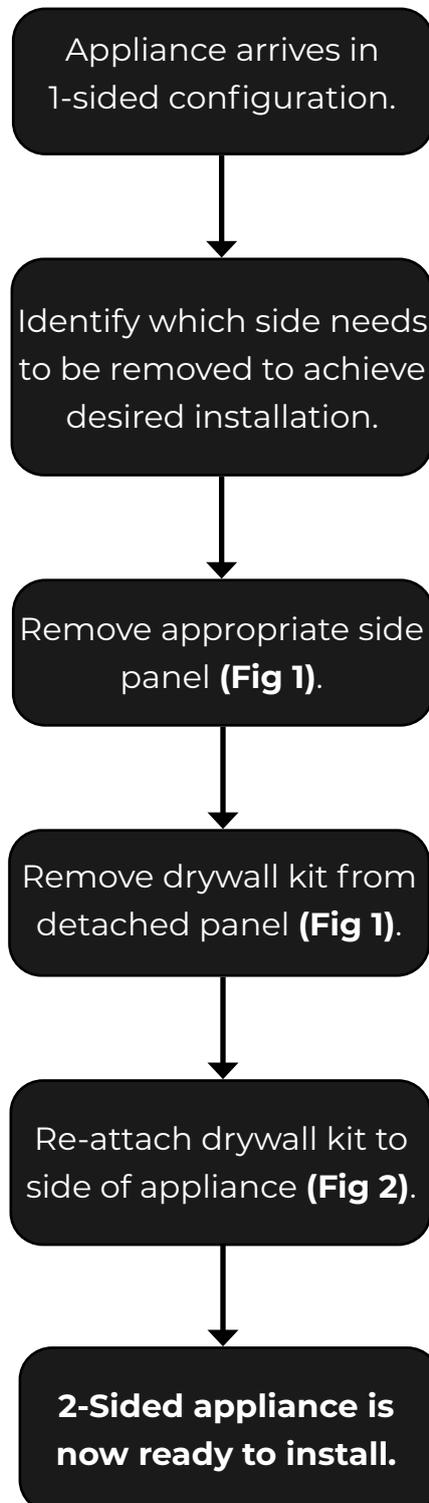
ITEM	DESCRIPTION	LOCATION	32"	40"	50"	60"	70"
1.	Fire Box	Main box	X1	X1	X1	X1	X1
2.	Installation & User Manual	On top of fire box inside plastic sleeve	X1	X1	X1	X1	X1
3.	E-Smart Remote Control	On top of fire box inside plastic sleeve	X1	X1	X1	X1	X1
4.	AA Batteries for Remote Control	On top of fire box inside plastic sleeve	X2	X2	X2	X2	X2
5.	Pozi-drive Bit	On top of fire box inside plastic sleeve	X1	X1	X1	X1	X1
6.	Power Cord	Connected to fireplace	X1	X1	X1	X1	X1
7.	Wood Chippings	Inside fire box - Plastic bag	X1	X1	X1	X1	X1.5
8.	Vermiculite	Inside fire box - Accessories box	X2	X2	X3	X3	X4
9.	Suction Cup	Inside fire box - Accessories box	X1	X1	X1	X1	X1
10.	Wall Hanging Brackets	Inside fire box - Accessories box	X2	X2	X2	X2	X2
11.	Log Set - Quantity will vary dependent on model	Inside fire box - Log box	N/A	N/A	N/A	N/A	N/A
12.	Front Glass - Size will vary dependent on model	Fitted in place	X1	X1	X1	X1	X1

SIDE PANEL CONVERSION CHART

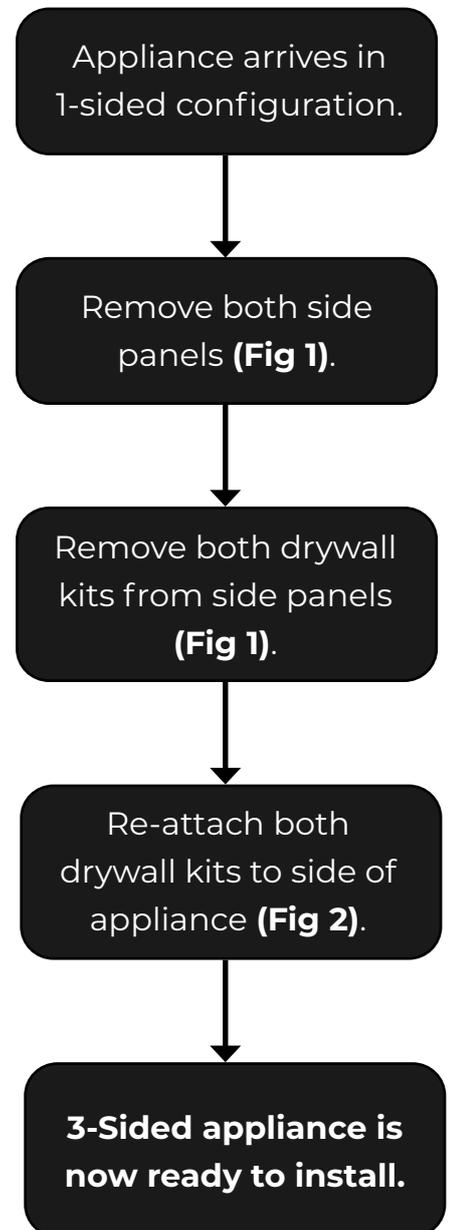
1-SIDED



2-SIDED



3-SIDED



SIDE PANEL REMOVAL - 2 OR 3-SIDED CONVERSION

All our built-in appliances are shipped as **1-sided** models. To convert to **2-sided** or **3-sided** configurations, you simply need to remove the side panel(s) and re-attach the drywall kit.

1

Unscrew and remove the side panel(s) from the side/s of the appliance. Then remove the drywall kit from the side panel (**Fig 1**).

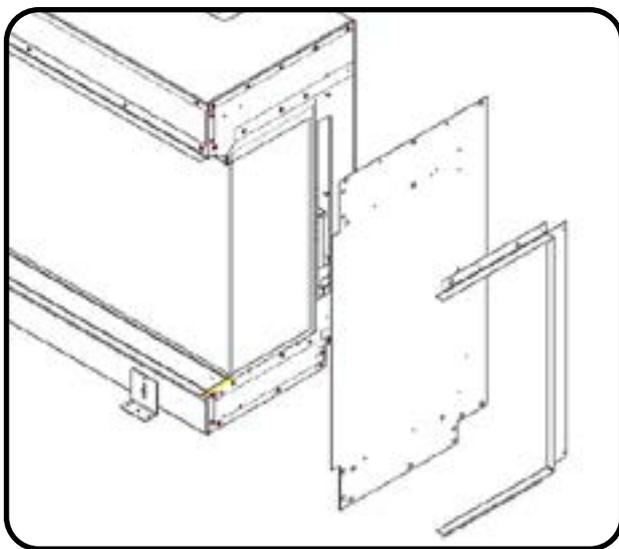


Fig 1.

2

Re-attach the drywall kit(s) using the same fixing points (**Fig 2**).

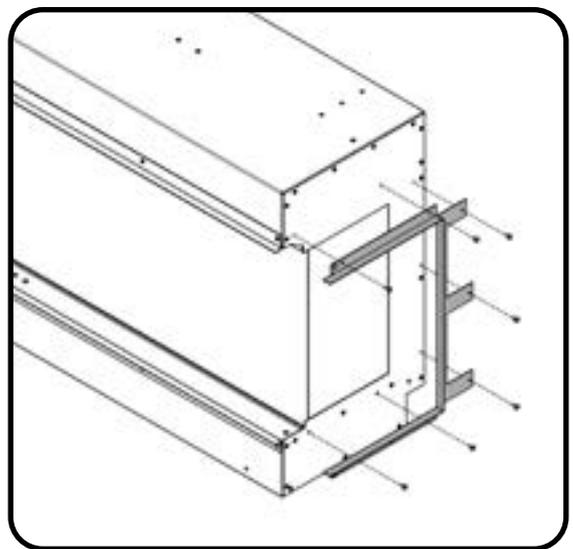
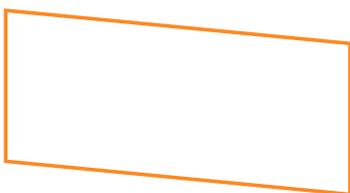


Fig 2.

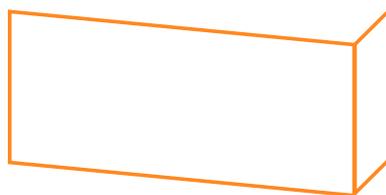
1-Sided Model

A single glass panel at the front of the appliance.



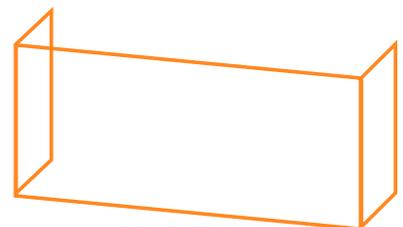
2-Sided Model

A glass panel at the front and one side piece of glass. The glass can be either side.



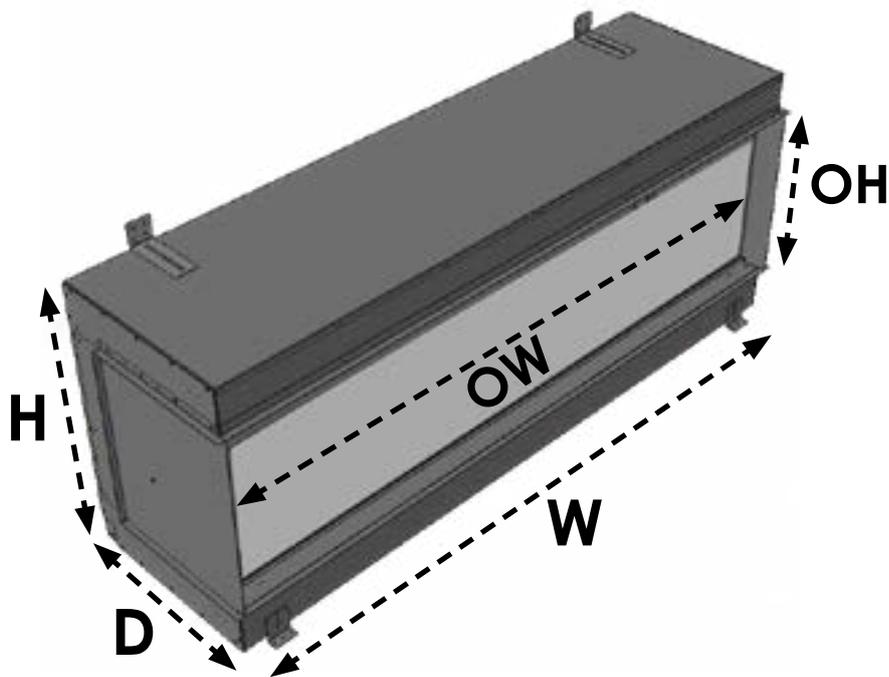
3-Sided Model

The standard configuration. A glass panel at the front and both side pieces of glass.



PRODUCT DIMENSIONS AND WEIGHTS

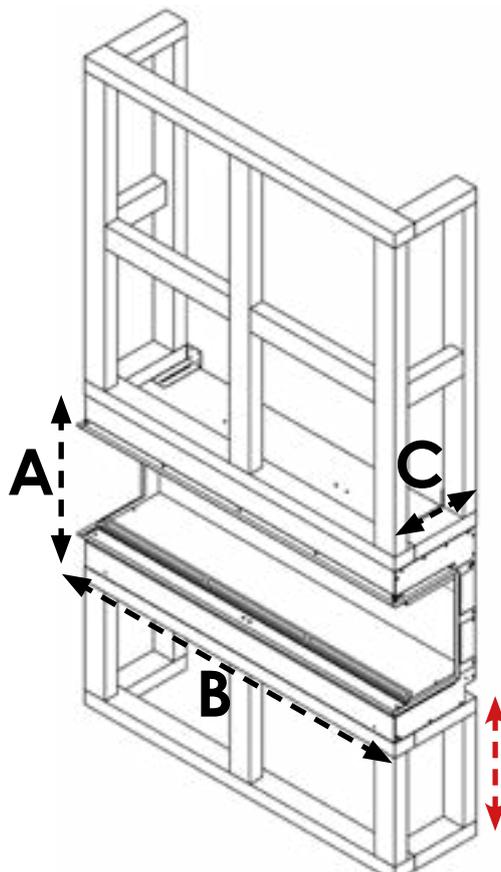
Model	Depth (D)	Width (W)	Height (H)	Opening Width (OW)	Opening Height (OH)	Weight
70" 1-Sided	11 3/4"	70 5/16"	23 1/8"	68 15/16"	16 5/16"	155lbs
60" 1-Sided	11 3/4"	60 7/16"	23 1/8"	59 1/4"	16 5/16"	135lbs
50" 1-Sided	11 3/4"	50 5/8"	23 1/8"	49 7/16"	16 5/16"	110lbs
40" 1-Sided	11 3/4"	40 11/16"	23 1/8"	39 9/16"	16 5/16"	90lbs
32" 1-Sided	11 3/4"	32 7/8"	30"	31 3/4"	23 1/16"	90lbs
70" 2-Sided	11 3/4"	70 5/16"	23 1/8"	68 15/16"	16 5/16"	155lbs
60" 2-Sided	11 3/4"	60 7/16"	23 1/8"	59 1/4"	16 5/16"	135lbs
50" 2-Sided	11 3/4"	50 5/8"	23 1/8"	49 7/16"	16 5/16"	110lbs
40" 2-Sided	11 3/4"	40 11/16"	23 1/8"	39 9/16"	16 5/16"	90lbs
32" 2-Sided	11 3/4"	32 7/8"	30"	31 3/4"	23 1/16"	90lbs
70" 3-Sided	11 3/4"	70 5/16"	23 1/8"	68 15/16"	16 5/16"	155lbs
60" 3-Sided	11 3/4"	60 7/16"	23 1/8"	59 1/4"	16 5/16"	135lbs
50" 3-Sided	11 3/4"	50 5/8"	23 1/8"	49 7/16"	16 5/16"	110lbs
40" 3-Sided	11 3/4"	40 11/16"	23 1/8"	39 9/16"	16 5/16"	90lbs
32" 3-Sided	11 3/4"	32 7/8"	30"	31 3/4"	23 1/16"	90lbs



FRAMING DIMENSIONS

The following framing information applies to combustible and non-combustible framing material. The diagrams presented are for illustrative purposes only. There are multiple approved framing scenarios. A flush application is not the only permitted application. The fireplace may be recessed into the wall. Refer to diagrams and values below and in the following pages for details.

Framing	A. Height	B. Width	C. Depth
70" 1-Sided	23 1/8"	70 5/16"	11 3/4"
60" 1-Sided	23 1/8"	60 7/16"	11 3/4"
50" 1-Sided	23 1/8"	50 5/8"	11 3/4"
40" 1-Sided	23 1/8"	40 11/16"	11 3/4"
32" 1-Sided	30"	32 7/8"	11 3/4"
70" 2-Sided	23 1/8"	70 5/16"	11 3/4"
60" 2-Sided	23 1/8"	60 7/16"	11 3/4"
50" 2-Sided	23 1/8"	50 5/8"	11 3/4"
40" 2-Sided	23 1/8"	40 11/16"	11 3/4"
32" 2-Sided	30"	32 7/8"	11 3/4"
70" 3-Sided	23 1/8"	70 5/16"	11 3/4"
60" 3-Sided	23 1/8"	60 7/16"	11 3/4"
50" 3-Sided	23 1/8"	50 5/8"	11 3/4"
40" 3-Sided	23 1/8"	40 11/16"	11 3/4"
32" 3-Sided	30"	32 7/8"	11 3/4"



We recommend that the unit is situated between **16"** and **18"** from the ground to optimise your viewing of the fireplace.

INSTALLATION AND FRAMING REQUIREMENTS

CHECKS BEFORE INSTALLATION

Before installing the appliance please read and take into account the following important requirements;

- Ensure the appliance is properly installed before the heater is used.
- Consult a qualified professional to check the structure of the installation site.
- These appliances have been designed to be installed into either a stud and drywall frame, or an existing chimney breast.
- If installing into an existing chimney, make sure to adequately block off the flue to prevent water infiltration.
- Due to the size and weight of this appliance, it is not suitable for 'floating' installations or to be wall-hung.
- Appliance is supplied with 6.5ft power cord. Ensure installation site has a power source within this range.
- The appliance must never be installed blocking an outlet.
- The appliance must not be installed anywhere that it may come into contact with water, i.e. a bathroom.
- Ensure moisture from building materials does not touch the appliance.

AIR CLEARANCE

This unit has a required minimum internal clearance of **2"** below the product to allow air circulation around the case of the fireplace, which has been highlighted in **Fig 1**. The underside of the unit has air vents to release excess heat and the recommended **2"** allows this heat to safely flow away from the fireplace. As the required clearance is internal, it does not need to be taken into account when measuring the framework for the unit. Failure to adhere to the required clearance may result in any warranty claim being declared null and void.

PRIOR TO INSTALLATION

We recommend turning on the appliance before installation, connect the appliance to a power source using the provided power cord, and press the right side of the **ON/OFF** switch. **Please note: The appliance will take approximately 45 seconds to power up.**

Once this check has been completed, switch the fireplace **OFF**, remove the power cord from the wall and continue with the installation.

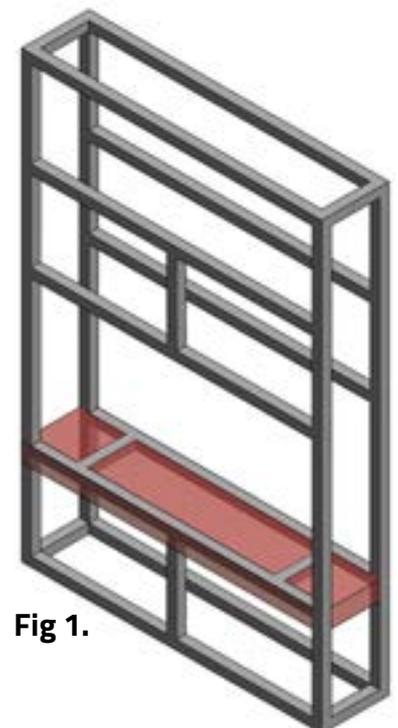
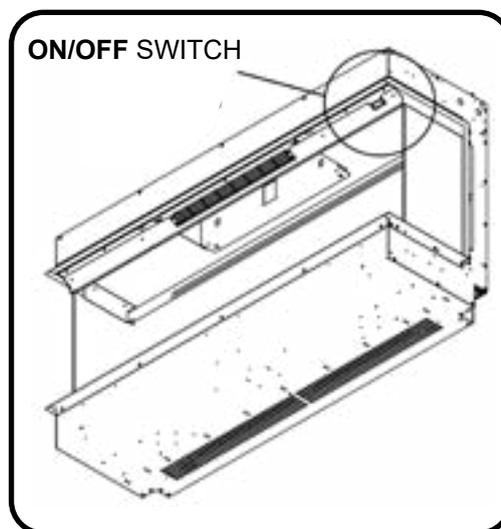


Fig 1.

INSTALLATION METHOD - SECURING TO FRAME

1

The appliance will come with 4 shipping brackets attached to the bottom - 2 on the front and 2 on the back (**Fig 1**). These shipping brackets can also be used to secure the fireplace to your outer frame. Leave these in place if you wish to secure your fireplace to the framework using the brackets provided. You can also now attach your wall-hanging brackets using the hardware supplied (**Fig 2**).

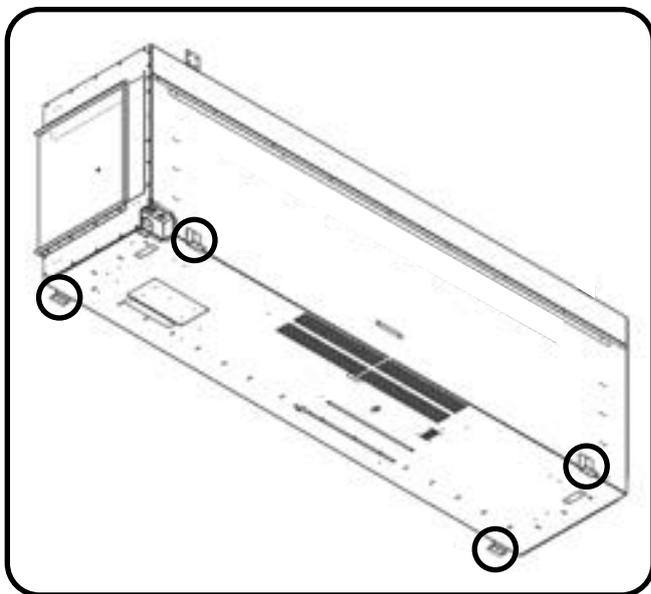


Fig 1.

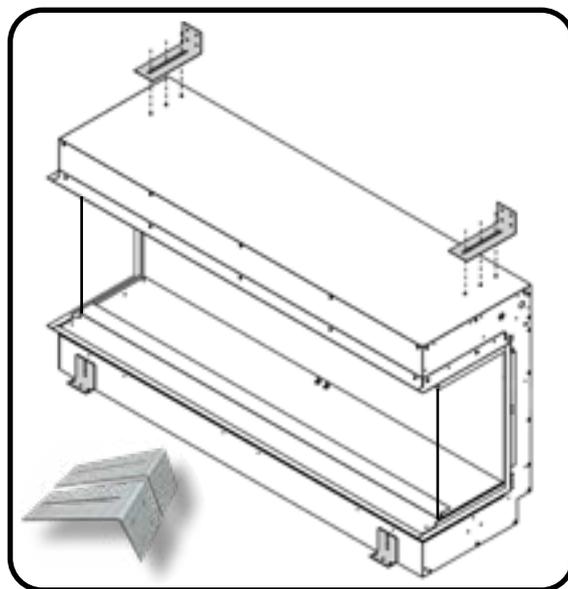


Fig 2.

2

Once you have placed the appliance onto a base, you can use the shipping brackets to secure the fireplace. Screw into the base using the original fixings. This will need to be completed on all 4 brackets (**Fig 3**).

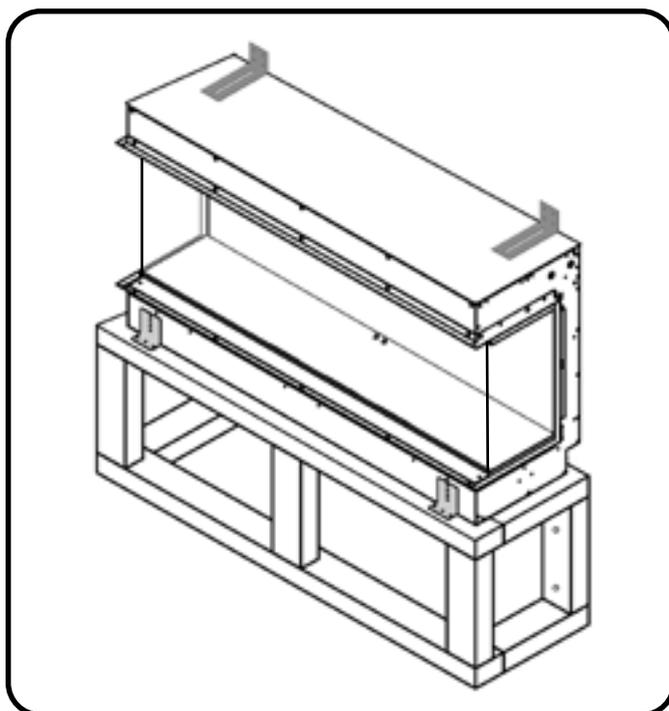
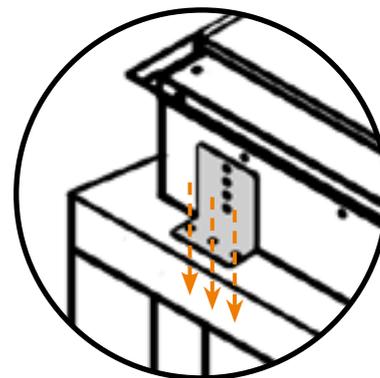


Fig 3.



3

Screw the two top mounted brackets to the wall (**Fig 4**). We supply masonry fixings for screwing into brick, however if you are screwing into timber, drywall, or another material, X8 appropriate fixings will need to be sourced by the customer/installer. You can now construct your stud wall/s around the appliance in the design of your choosing.

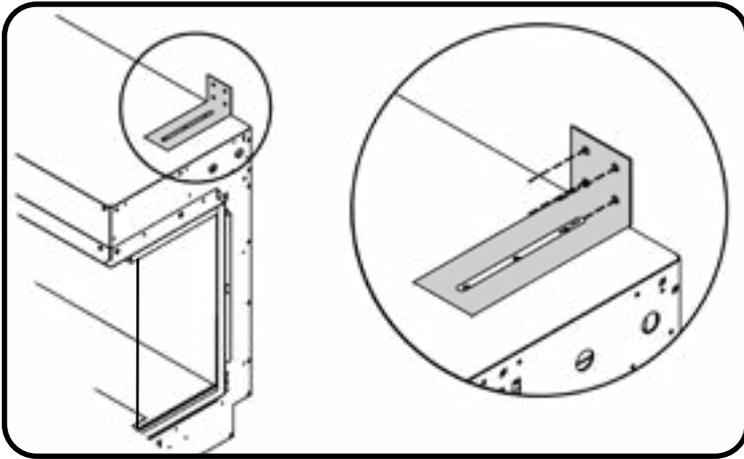
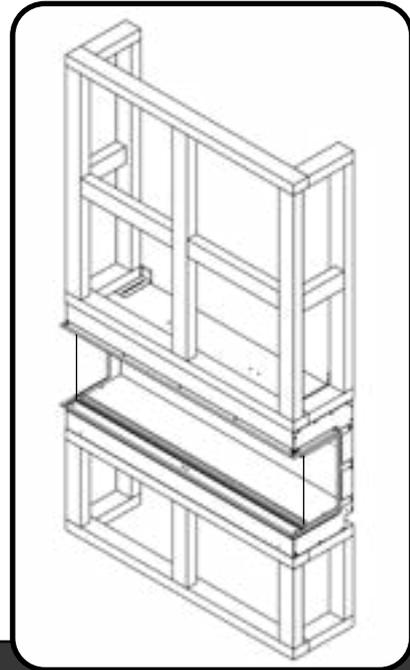


Fig 4.



INSTALLATION TIPS

- When constructing the framing for the appliance, remember that the vents on the underside of the appliance need a minimum of 2" clearance beneath them. See page 12 for further details.
- Ensure that the appliance **does not support the weight of the surrounding framing**. Secure your frame to the wall using the appropriate hardware (Not supplied).
- Do not use silicones, adhesives, or wet drywall to seal in the appliance.

4

Your drywall can now line up with the drywall kits on the edge of the appliance (**Fig 5**). **Please note:** the depth of the drywall kit is $\frac{5}{8}$ ".

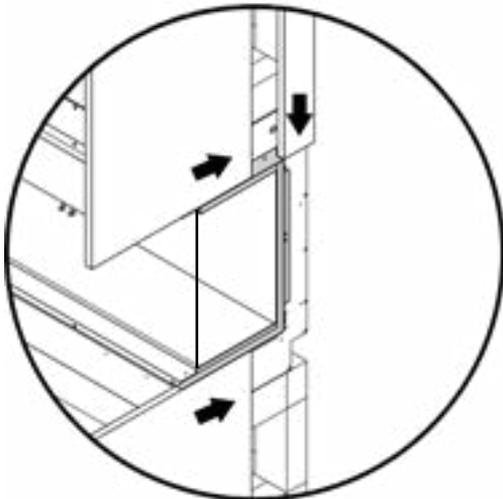
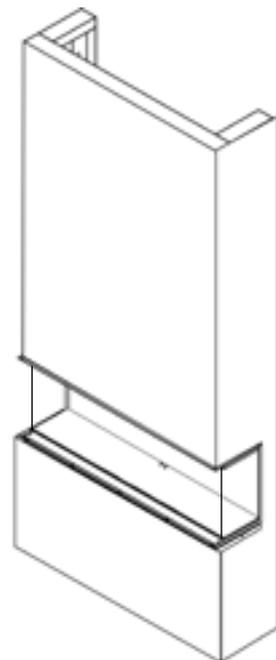


Fig 5.



REMOVING THE FRONT GLASS

1

First remove the bottom glass retainer bar by simply lifting out of place (**Fig 1**). Then you can remove the top retainer bar by unscrewing the hardware (**Fig 2**). **Please note: Support must always be provided to the glass when removing the top retainer bar to prevent it falling forward and causing damage or injury.**

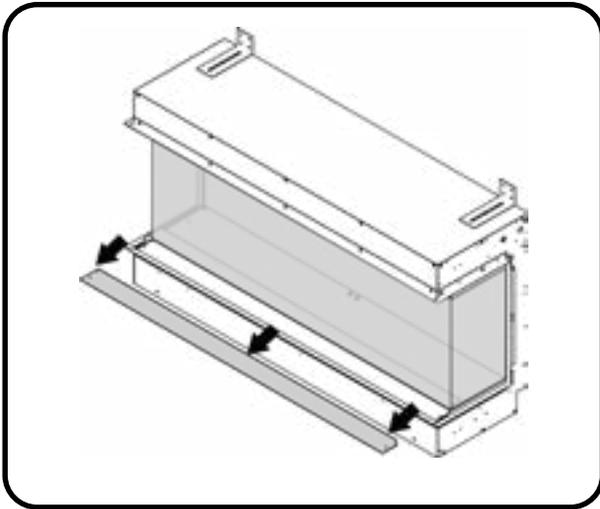


Fig 1.

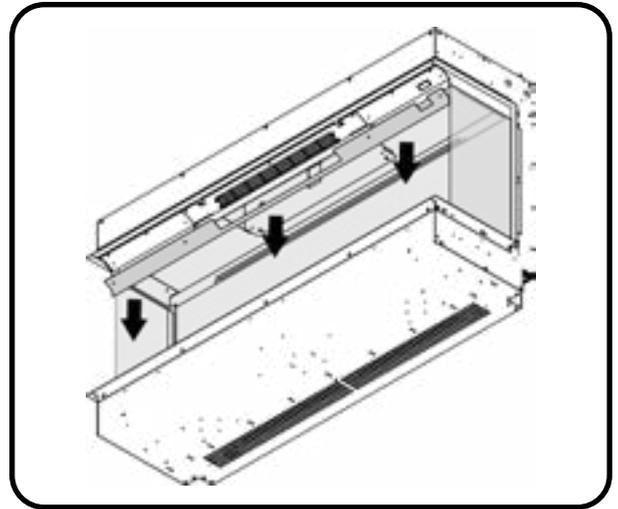


Fig 2.

2

Apply the suction cup to the glass and position the bottom edge of the glass first, then pivot the glass outwards from the top, then lift away from the fireplace (**Fig 3**). If not using a suction cup, carefully hold the glass on either end and follow the same process. 2 people may be required for this to ensure the glass is carefully supported at all times. Once completed, set aside in a safe location, ideally on a rug or blanket to prevent scratches.

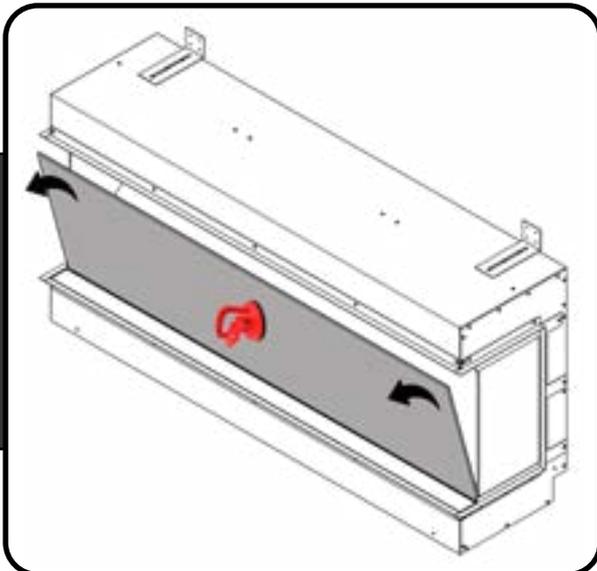


Fig 3.

PLEASE NOTE:

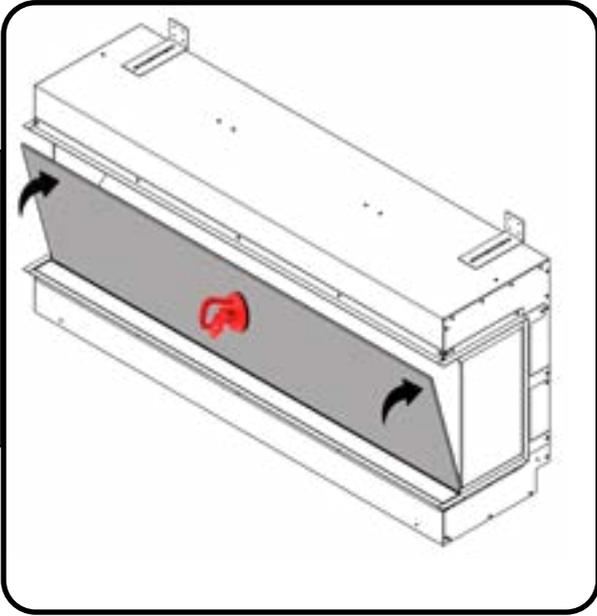
The suction cup is provided to assist in moving the glass, **NEVER** as the sole support for the glass. Always support the glass throughout the entire process until fully fitted in place.

This is now the ideal opportunity to setup your media and logs - Page 33

INSTALLING THE FRONT GLASS PANEL - ALL MODELS

1

Start by wiping the glass to remove any dust or marks using a clean, dry microfiber cloth. Apply the suction cup to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance (**Fig 1**). If not using a suction cup, carefully hold the glass on either end and follow the same process. 2 people may be required for this to ensure the glass is carefully supported at all times. Once the glass is in place, wipe away any marks left by the Suction Cup using a clean, dry microfiber cloth.



PLEASE NOTE:

The suction cup is provided to assist in moving the glass, **NEVER** as the sole support for the glass. Always support the glass throughout the entire process until fully fitted in place.

Fig 1.

2

Then replace the top glass retainer bar and screw into place (**Fig 2**), and finally, replace the bottom glass retainer by slotting into place (**Fig 3**).

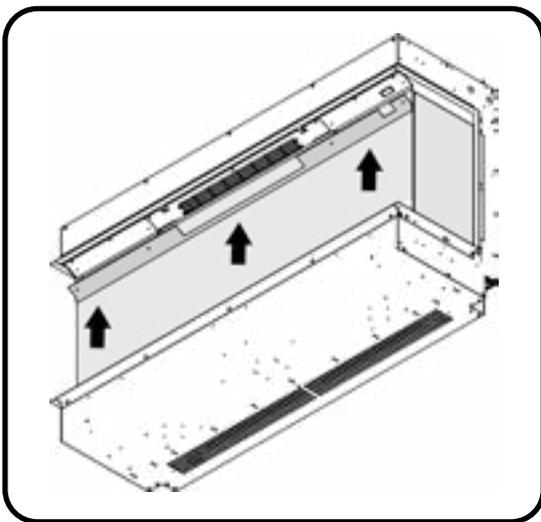


Fig 2.

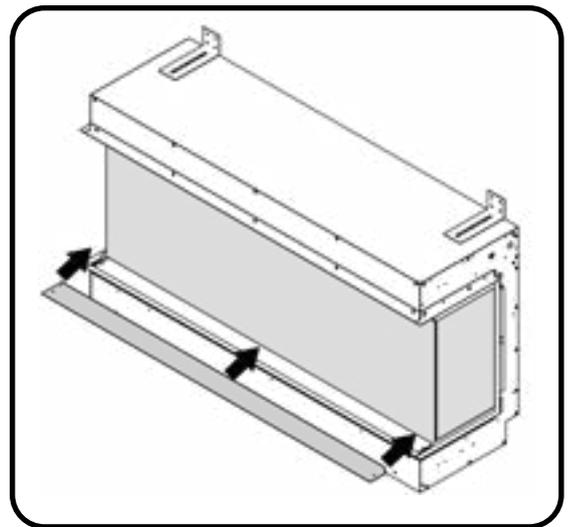


Fig 3.

ACCESS PANEL

The inclusion of a small access panel is optional, but it is highly recommended as it allows for access to the fireplace's power cord during servicing or fault-finding. The access panel can be any size, however to keep it discreet we advise around **5" X 5"**. The rest of the electrical componentry can be accessed from the front of the fireplace at any time.

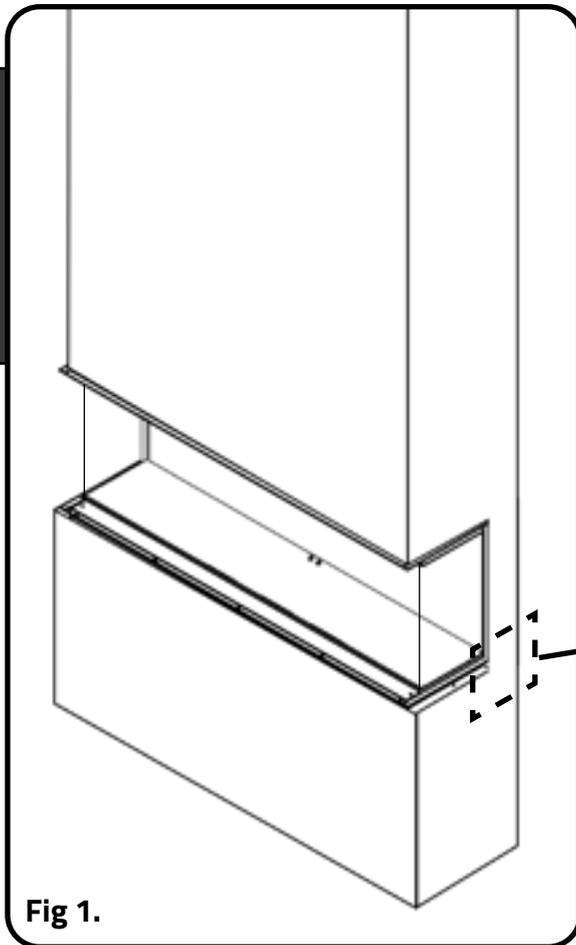


Fig 1.

PLEASE NOTE:

If you do decide to include an access panel, the optimum place to position this is on the right hand side of the chimney breast, where the power cord plugs into the appliance. This allows easy access to the power cord in the event of any power supply issues.

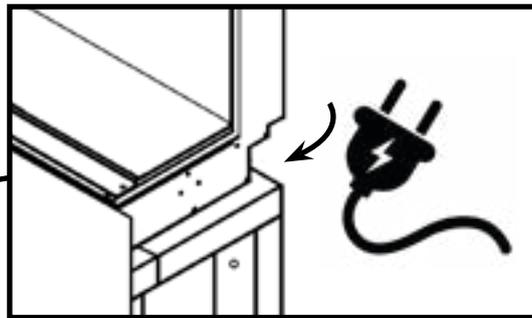


Fig 1 indicates where the power cord will connect to the appliance in relation to a standard chimney breast installation. You can use this as a guide to create your access panel.

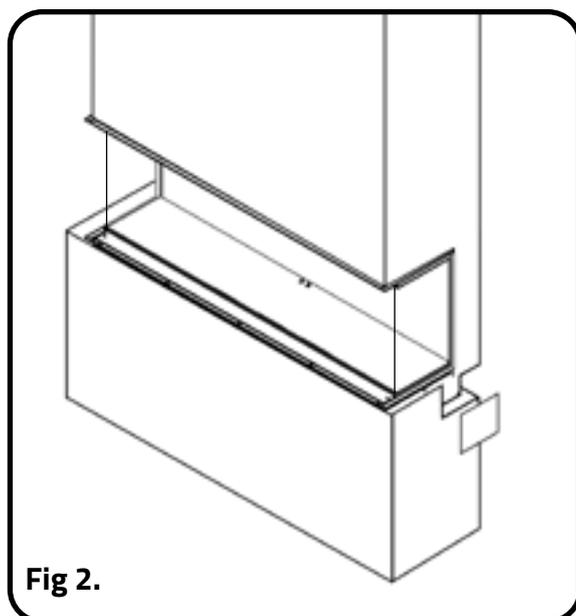


Fig 2.

Fig 2 indicates where the power cord will connect to the appliance. You can use this as a guide to create your access panel.

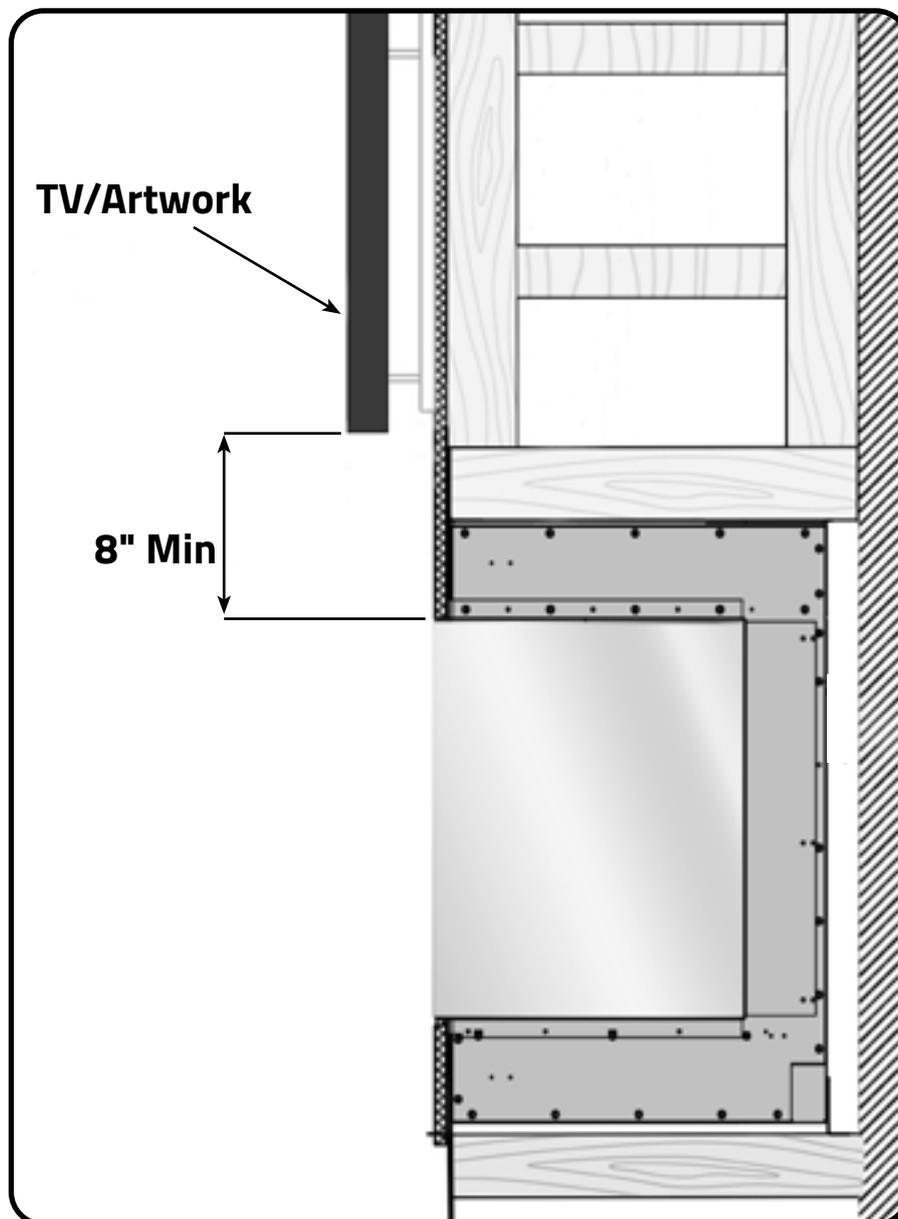
TV MOUNTING GUIDELINES

The decision to install a television above an Evonic fireplace is up to the discretion of the owner. Manufacturers may specify that their product should not be installed on, near or above a heat source. Evonic will not be held liable for any adverse effects on a TV, artwork or other equipment located near the Evonic fireplace. It is the owner's responsibility to verify that their TV or artwork can be installed above a heat source. As this appliance is electric and only a secondary heat source, it does not significantly heat up any surrounding objects. However, due to the electrical components within the fireplace, heat will be produced and therefore as a general rule, we recommend anything installed above the fireplace should be a minimum of 8" from the top of the fireplace glass viewing area.

The following diagrams can be used as a guide for customers who do decide to locate their TV and artwork above their Evonic fireplace. These drawings illustrate ways of reducing the amount of heat impact to the area surrounding the fireplace.

Flush Mounted TV/Artwork

When the TV is mounted on a wall that is flush to the fireplace, the TV must be at least 8" from the top of the fireplace glass viewing area. Ensure all clearances are maintained. See diagram below for details.



RECESSED TV/ARTWORK

When the TV is mounted on a wall that recesses over fireplace, the TV must be at least 8" from the top of the fireplace glass viewing area. This can be achieved in two ways, the first being to create a narrower top frame that sits back from the front of the fireplace (Fig 1).

The second method would be to create a full-depth frame, but without a middle cross-section of timber, enabling you to attach a TV bracket to the rear wall to create the recessed look (Fig 2).

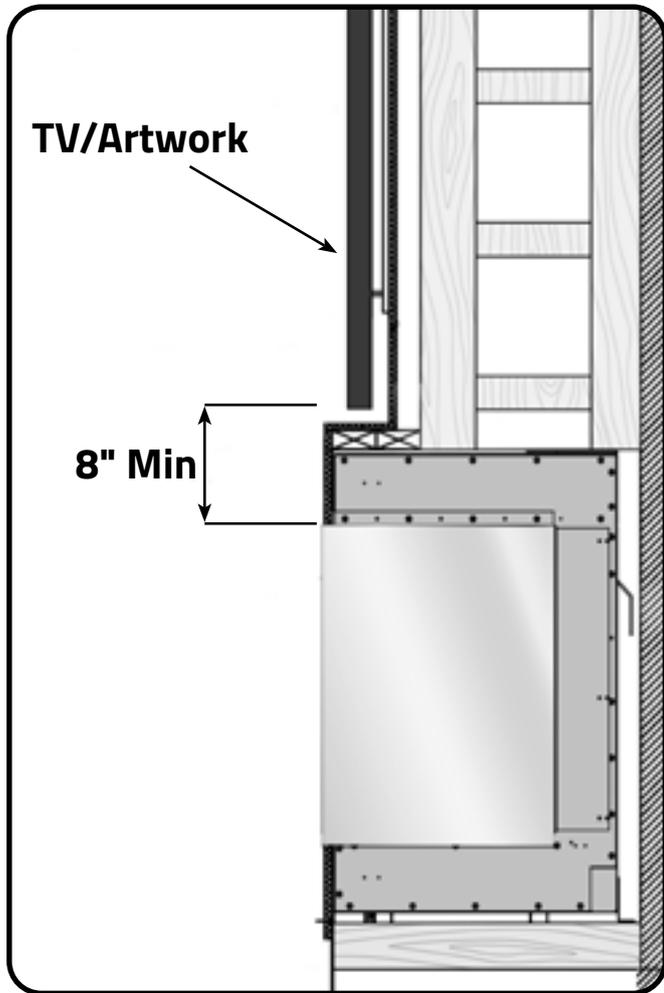


Fig 1.

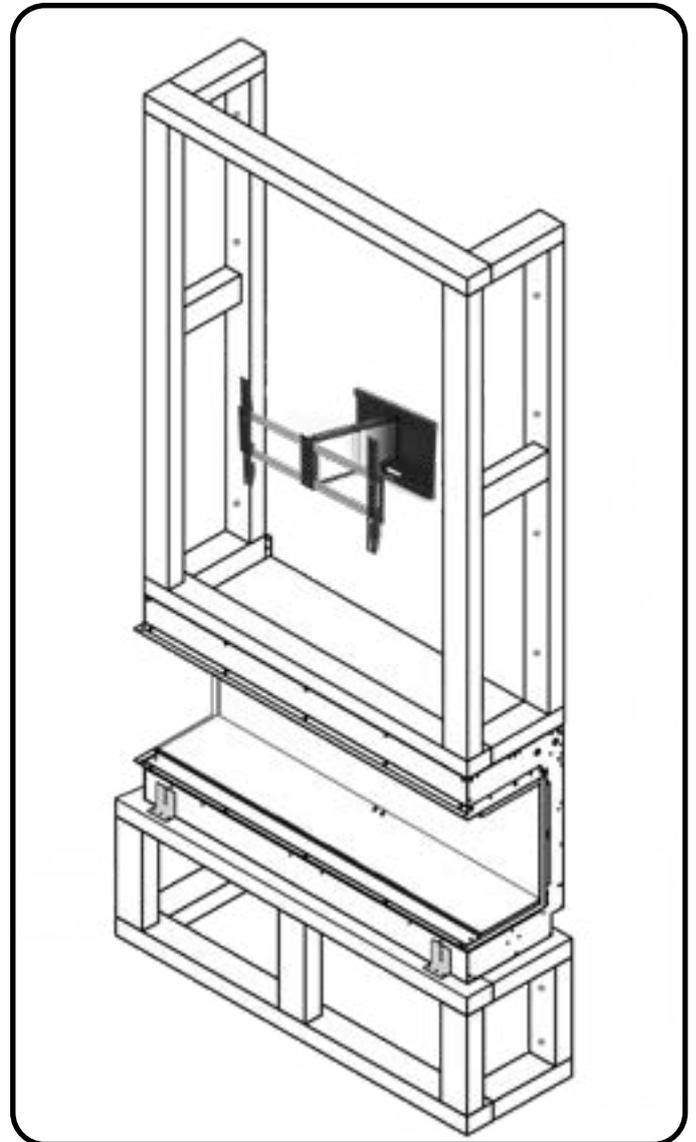


Fig 2.

OPERATION

There are two ways to control all the features of your Evonic appliance - remote or App control.



Our remote handset comes automatically paired and ready to operate straight out of the box. If you choose to control your appliance via the E-smart Cloud App your internet router and smart device should meet the following minimum requirements -

Wi-Fi Router

- Compatible with IEEE 802.11n/g/b
- WPA2 encryption
- Radio frequency: 2.4GHz band
- Wireless auto channel: auto search for wireless LAN radio channel free of interference
- Support for the User Datagram Protocol (UDP)
- The minimum distance from your internet router to the fireplace should be 70cm

Smart Device

- Minimum device requirements IOS 8.0 or Android 10

REMOTE CONTROL

1. Remote Control/Handset Pairing Process: After turning on the fireplace with the rocker switch, there is a 60-second pairing window. This window begins after a beep, which occurs 15-20 seconds after the fireplace is switched on. After the first beep, press the 'Heater ON' button for 5 seconds until you hear a second beep. The pairing is now complete.



2. Factory Reset: To reset, press and hold the 'Change Log Color' button until you hear a beep, then press and hold the 'Change Fuel Bed Effect' button until it beeps again. The reset process is complete.

3. Speed Control: To adjust the speed, push the speed joystick up/down until desired speed has been reached.

4. Log Color Brightness Logic:

- (-) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (-) button to decrease brightness by 25% each time, down to 0%.
- (+) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (+) button to increase brightness by 25% each time, up to 100%.

5. Fuel Bed Brightness Logic:

- (-) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (-) button to decrease brightness by 25% each time, down to 0%.
- (+) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (+) button to increase brightness by 25% each time, up to 100%.

6. Flame Effect Logic:

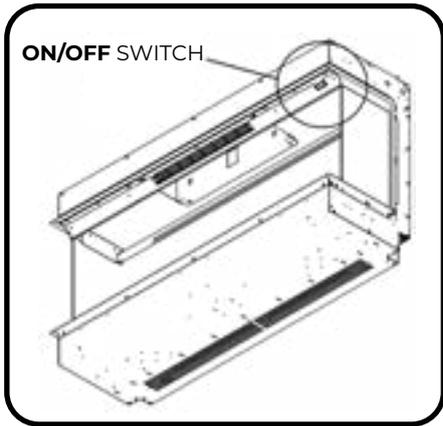
- Pressing the button advances to the next animation your model offers. This is not applicable on single color models.



APP SETUP



1



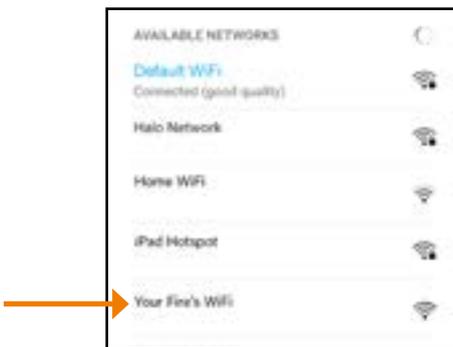
Make sure that your fireplace is plugged in and the mains power is on. Then turn on your fireplace by pressing the ON/OFF switch to the 'ON' position.

2



Download the **E-Smart Cloud** app from the Apple Store, or Google Play Store.

3

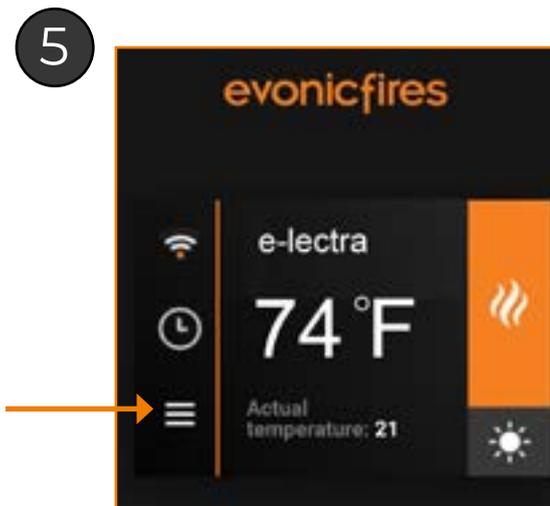


Open the Settings panel on your device and connect to the fireplaces' wireless connection. The name of the units wi-fi will vary depending on the model.

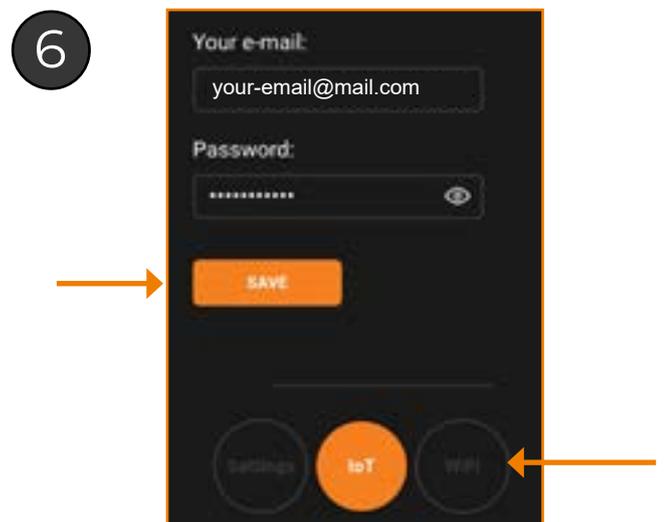
4



Open the E-Smart app on your device. **Note: If the app is unresponsive, please close it, disable mobile data (refer to page 43 for instructions), and try again.**



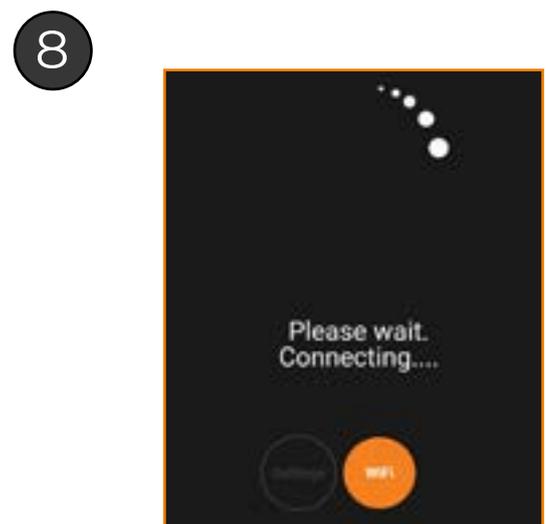
Open the settings panel on the app's Home Screen.



Scroll down to the 'IoT Registration' section and fill in your email address and create a password. Press 'Save'. Then select the grey wi-fi button.



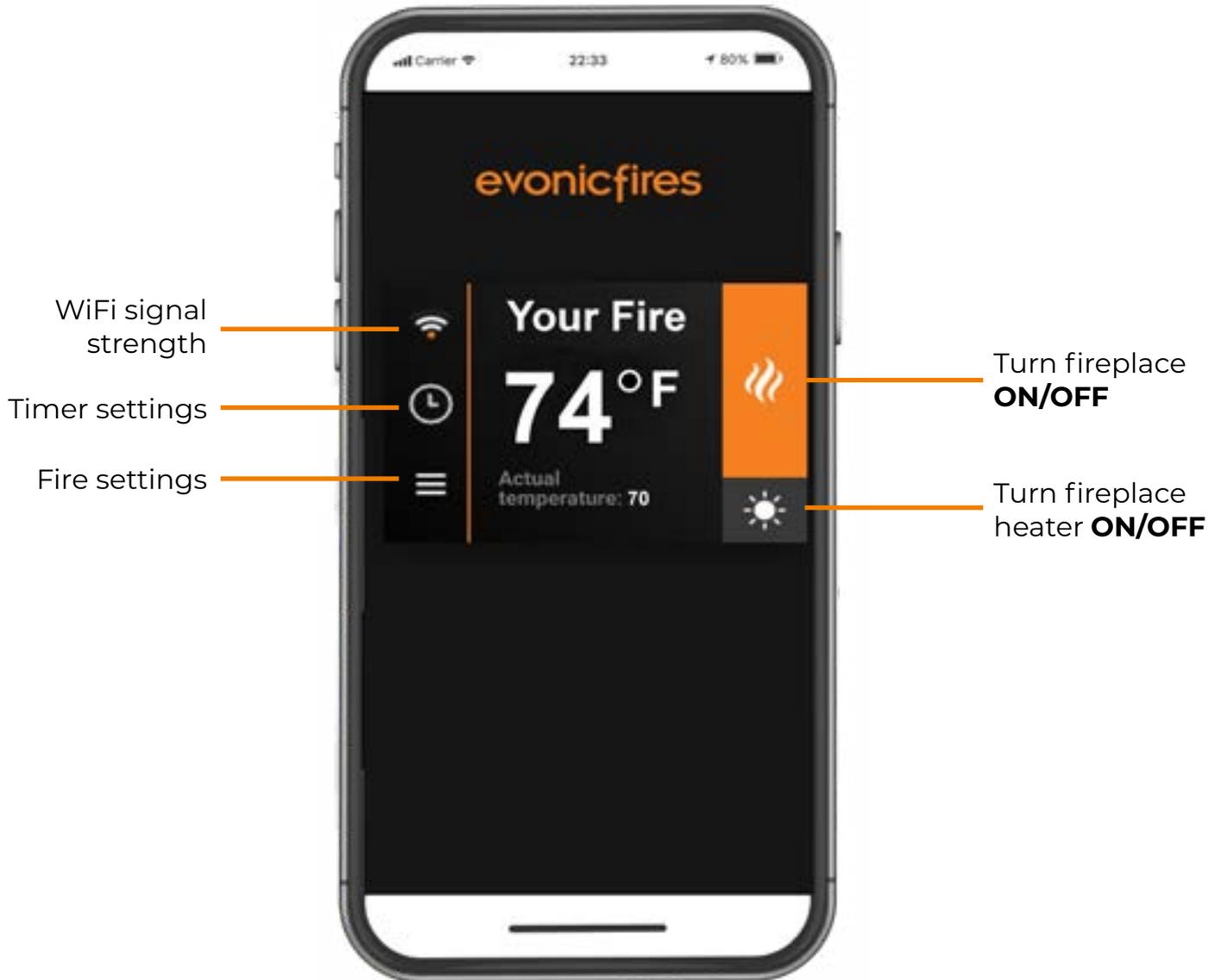
Select your router from the drop down box, and enter your router's password. Press the eye icon to double check for mistakes. Press 'Save and Connect'. Only select Static IP if advised by an IT professional.



The pairing process between your device, the fireplace, and your router will now take place. This may take a few minutes, and when the app shows 'Redirect' you may see the lighting on your fire change color. This is completely normal. To complete the setup, turn your fireplace off then back on.



USING THE E-SMART APP



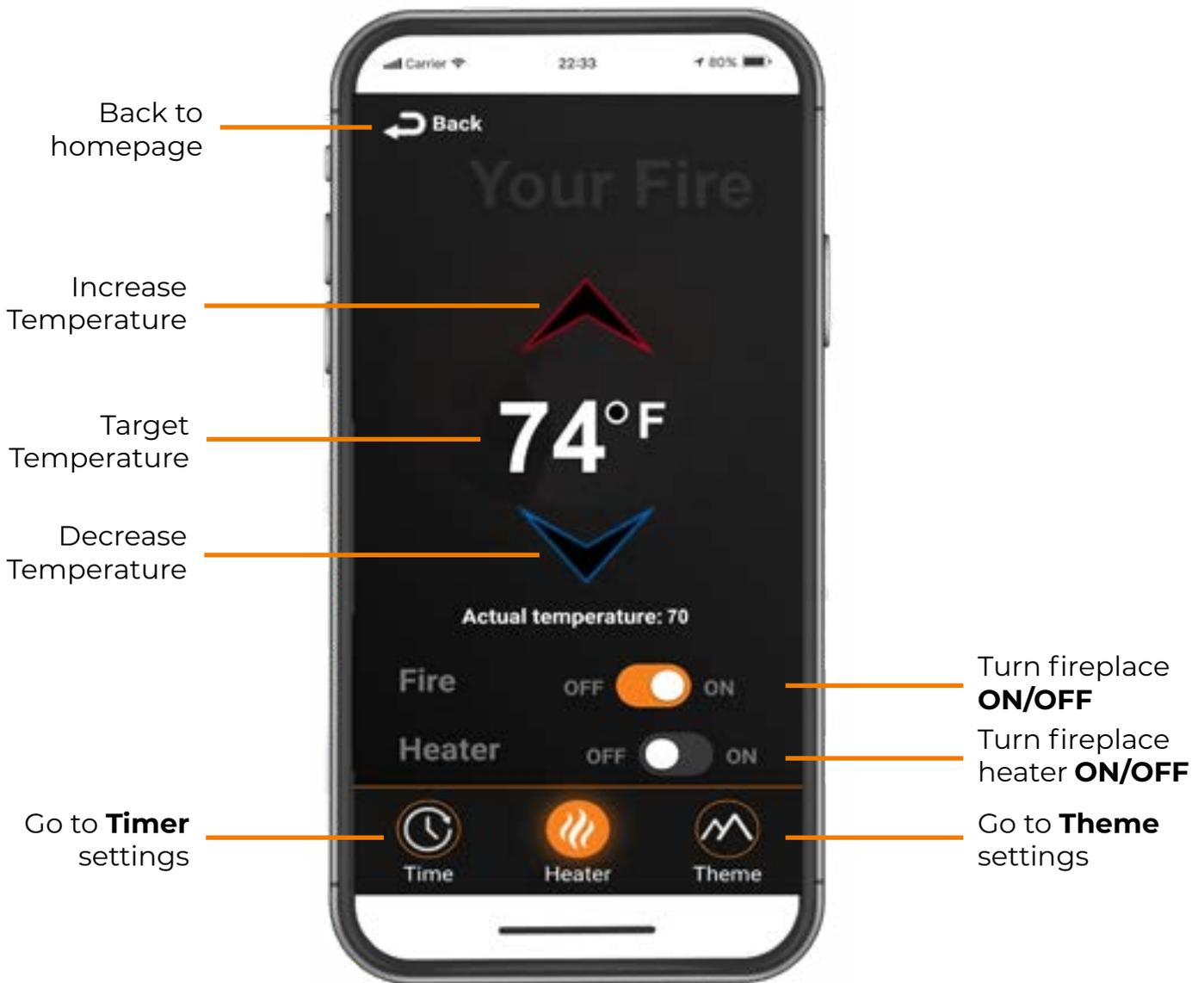
SCREEN NAVIGATION

On the home page of the E-smart Cloud App you can see the name of your fireplace, the chosen temperature, and the actual temperature. On the right side you can turn the lights in the fireplace on and off, and also turn the heater on and off. On the left side you can access the fireplaces settings and view your WiFi signal strength.

To enter the **Heater Overview screen**, press the middle of the home screen where the temperature is displayed.



HEATER OVERVIEW



SCREEN NAVIGATION

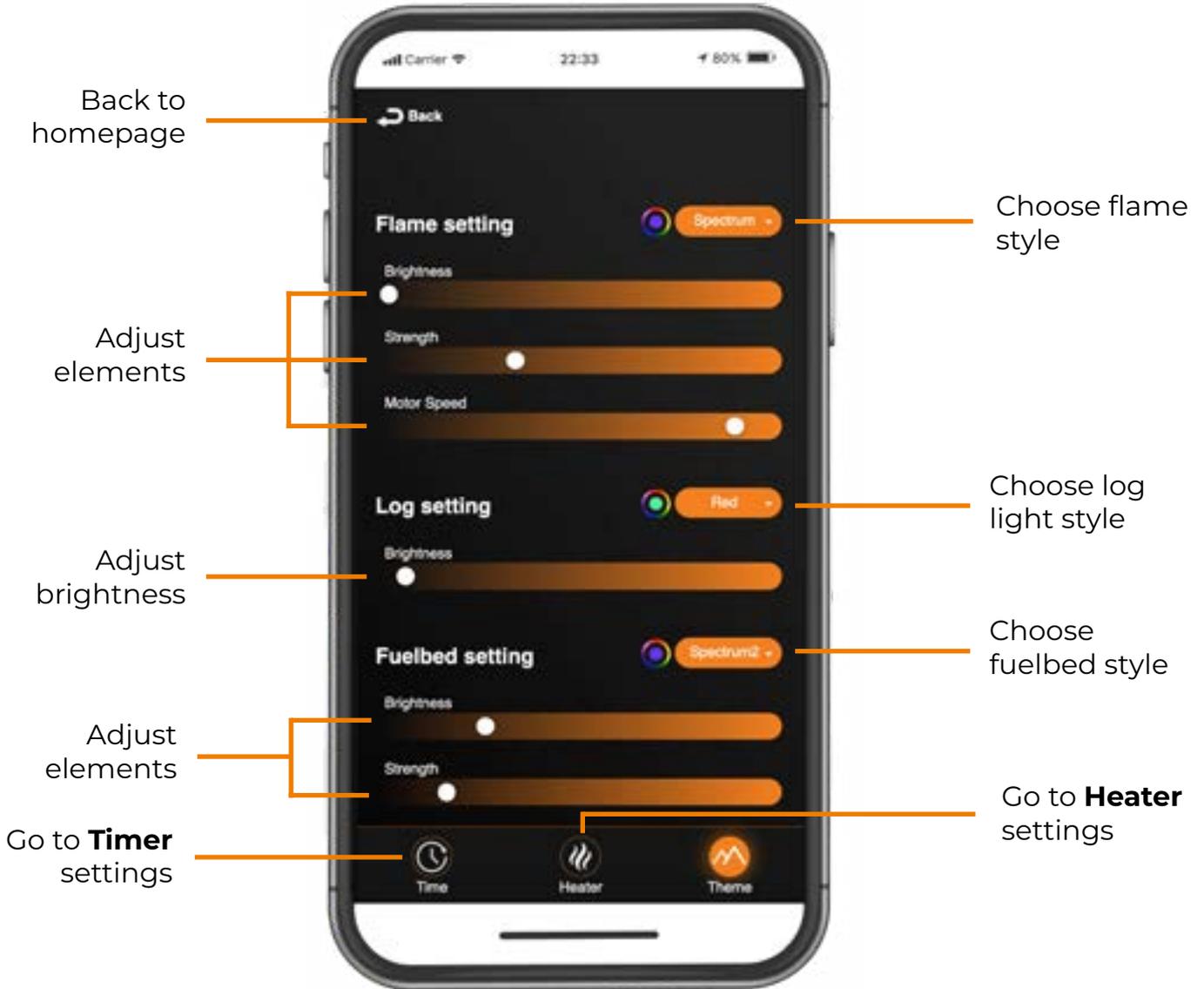
The Heater overview screen allows you to access all the key features of your fireplace.

From this page you can turn your heater and fireplace **ON/OFF** and control temperature settings.

At the bottom of this screen, you can also access your **theme settings** and **timer settings**.



THEME OVERVIEW



SCREEN NAVIGATION

The theme overview page is where you can control all of the color options your fireplace has.

From here, you can adjust Flame, Log & Fuelbed styles from the drop-down menu or customize the color by pressing the color circle icon.



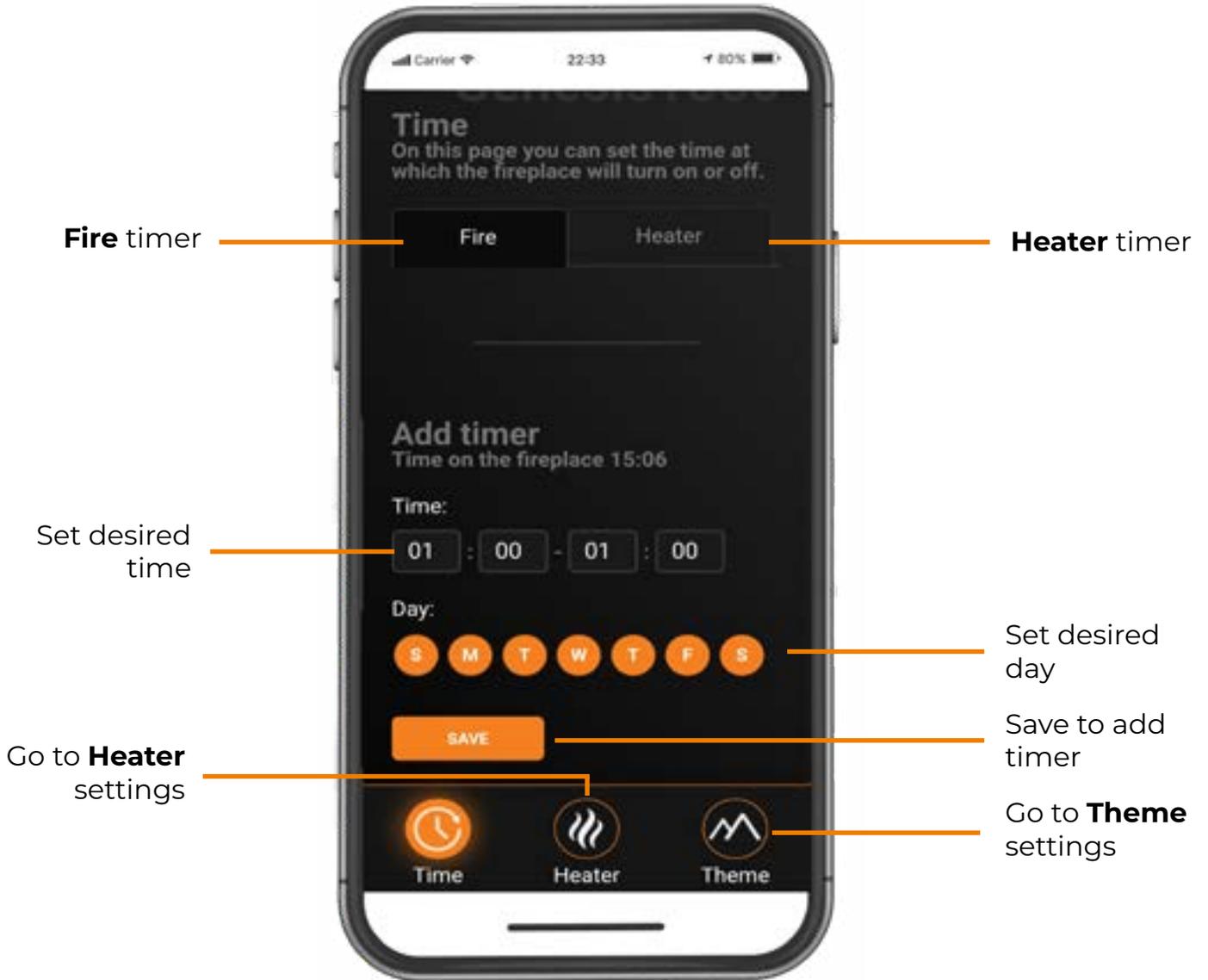
Single press the color icon to bring up a spectrum of available colors.

You can also adjust various elements of the flame picture with the swipe gauges to achieve your perfect flame.

At the bottom of this screen, you can also access your **heater settings** and **timer settings**.



TIMER OVERVIEW



Fire timer

Fire

Heater

Heater timer

Set desired time

Time:

01 : 00 - 01 : 00

Day:

S M T W T F S

Set desired day

Go to **Heater** settings

SAVE

Save to add timer

Go to **Theme** settings



Time



Heater



Theme



SCREEN NAVIGATION

To add a new timer, start by pressing the **+** icon

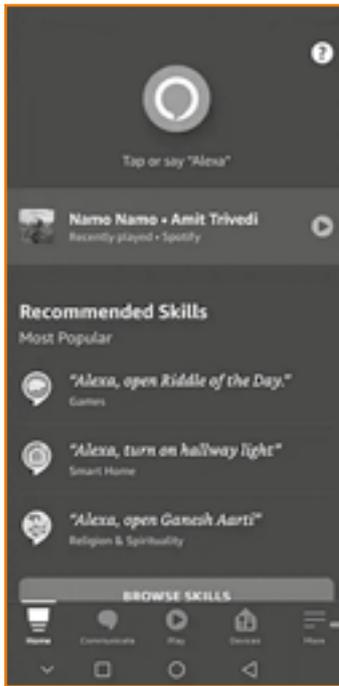
To set up a timer, first select **fire** or **heater**. Under **time**, choose your desired start and end time using the 24-hour time format. You can then select which days you want this timer to be applicable on. Press save and your new timer has been created.

At the bottom of this screen, you can also access your **theme settings** and **heater settings**.



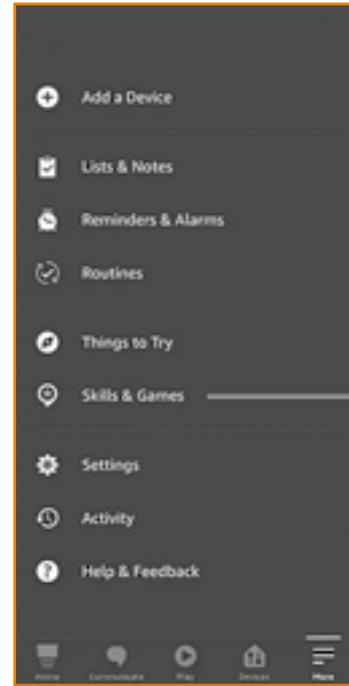
CONNECTING TO AMAZON ALEXA

1



Once your fire is installed, and switched on, download and open the Amazon Alexa app. Once open single press More in the bottom right hand corner.

2



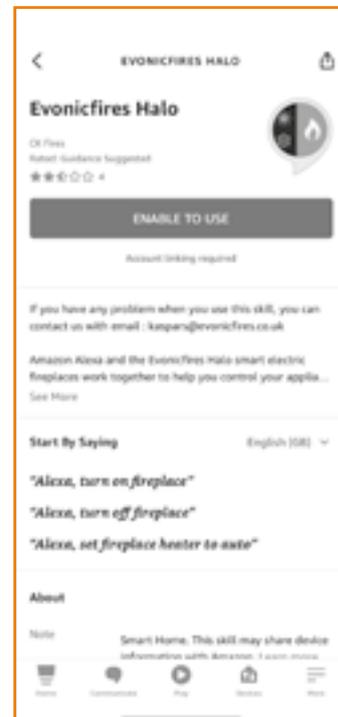
Single press Skills & Games on the pop up list.

3



Single press Search and type in evonicfires. Select the Evonicfires Halo skill icon to open.

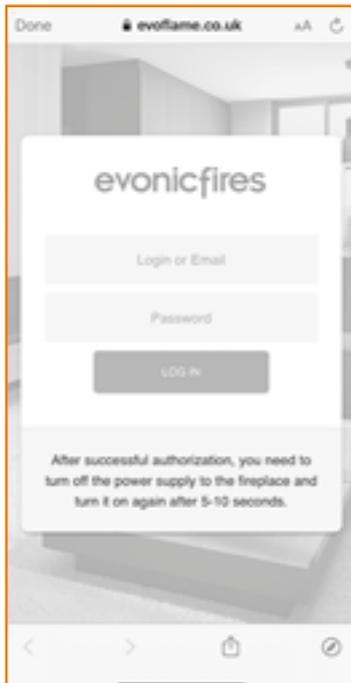
4



Now on the Evonicfires Halo skill page you can single press the Enable to Use button to go to the log in page.

CONTINUED...

5



Enter the log in details that you previously entered in the app set up process, and single press Log In.

6



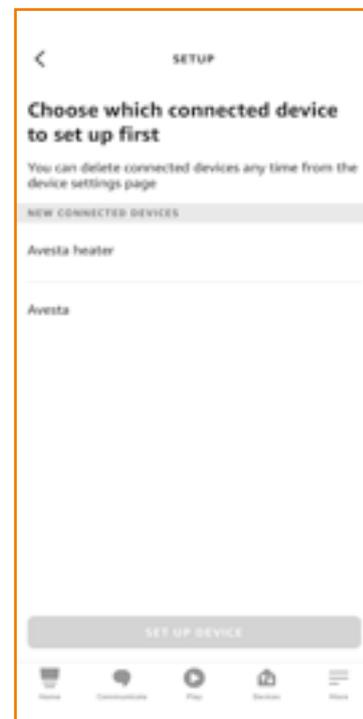
After a few moments your account will be linked, once this is done you can single press Close.

7



Single press Discover Devices to search for your fire.

8



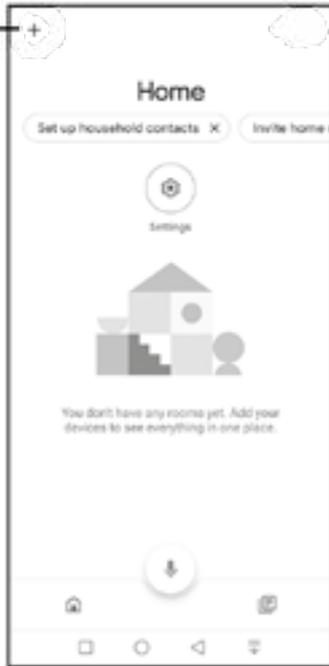
Your fire will show up as two devices, allowing you to programme the heater separately to the effects. Single press the second option, and Set up Device.



CONNECTING TO GOOGLE HOME

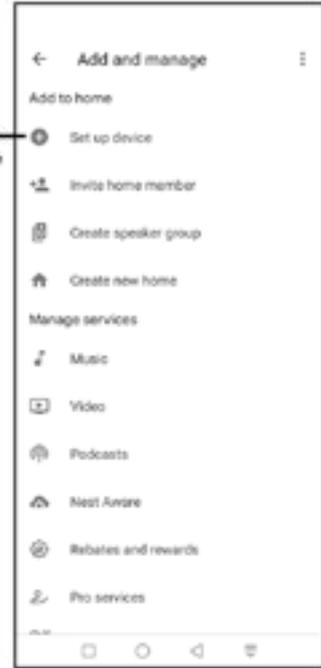
1

Single press plus symbol



2

Single press Set up Device



Once your fire is installed, and switched on, download and open the Google Home app. Once open single press the plus symbol in the top left hand corner.

Single press Set up Device on the pop up list.

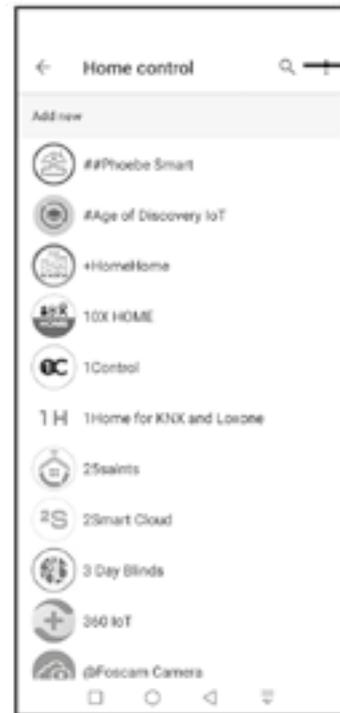
3

Single press Works with Google



4

Single press Search



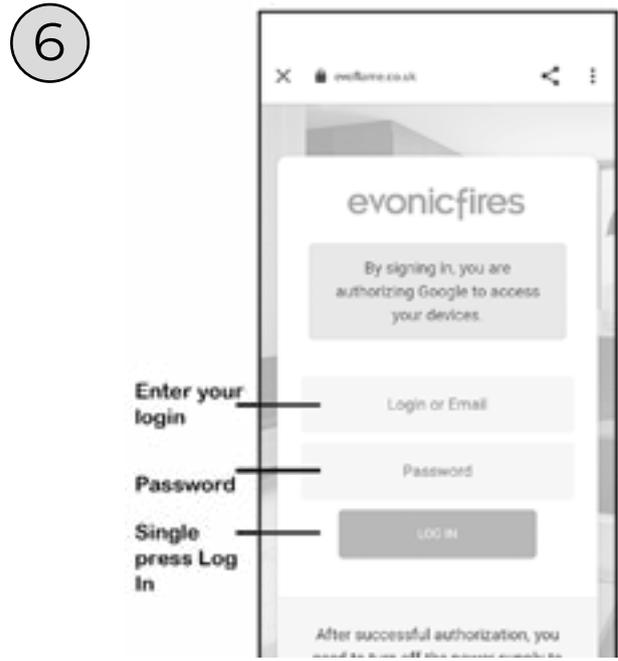
Single press Works with Google.

Single press the Search icon in the top right corner.

CONTINUED...



Type in Evonic Fires, single press search and then select the Evonic Fires E-Smart icon.



Once in the Evoflame log in page, enter the log in details that you previously entered in the app set up process, and single press Log In. Your appliance is now paired with Google Home!

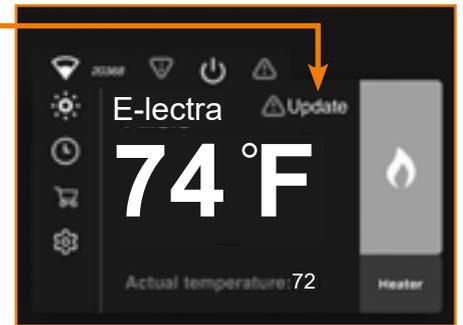




UPDATING YOUR FIRE AND LOGGING OUT

Update your fire by clicking on the triangular icon.
Do not turn your fire off until it is complete
It may take up to 10 minutes to update.

To log out of the e-smart cloud app, on your home screen you need to press the 'log out' icon.



RESETTING YOUR FIREPLACE

If you have entered a wrong email or password during the set-up process, then you may need to reset your fireplace to factory settings. This can only be done on your remote control.

1. Hold down **'Change log color'** button until you hear an audible beep.
2. Hold down **'Change fuel bed effect'** button until your hear an audible beep.

Your fire has now been reset to factory settings.





PROBLEMS CONNECTING

If you are having problems connecting your fireplace with your device and router please try the following steps to fix the issue. There are also some suggestions to help diagnose connection problems located within our troubleshooting guide located on page 43.

- Switch fireplace OFF
- Switch wi-fi router OFF
- Switch fireplace back ON (Keeping router OFF)
- Open the wi-fi settings on your device - find and select your product / fireplace
- Open the e-smart App on your device and select the settings icon
- In 'Device Name', rename your fireplace (Be sure not to use numbers or spaces when renaming your fireplace)
- In the Settings menu scroll down to the IoT Registration and check that your email and password are correct. You can click the eye icon to help you see any mistakes. Press save.
- Check you have selected the correct network and the wi-fi password entered is correct, you can click the eye icon to help you see any mistakes.
- Make sure 'Static IP' is NOT selected (unless advised by an IT professional). Press save and connect.
- Wait 2 minutes for the fireplace to try and re-connect. Once this process is finished the App will show the home screen (Page 24).
- Switch your fireplace OFF.
- Switch your wi-fi router back ON.
- Switch your fireplace back ON.

If your wi-fi signal is weak, the App will show you a red warning message located on the home screen.

If your problems persist after attempting to re-connect, please contact our service department.



COMMANDS FOR AMAZON ALEXA

When using Amazon Alexa or to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance.

TURNING THE APPLIANCE ON AND OFF

"Alexa, turn fire on."/ "Alexa, turn the fire off."

TURNING THE HEATER ON AND OFF

"Alexa, set fire heater to auto."/ "Alexa, set fire heater to off."

CHANGING THE TEMPERATURE

ALEXA CAN ONLY CHANGE THE TEMPERATURE BETWEEN 50°F & 90°F.

"Alexa, set temperature to 80 degrees Fahrenheit"

"Alexa, make it warmer in there." - Increases the temperature by 5.4°F

"Alexa, make it cooler in there." - Decreases the temperature by 5.4°F

CHANGING THE FLAME EFFECT

"Alexa, set animation to Gold"

"Alexa, set animation to Orbit"

"Alexa, set animation to Ignite"

"Alexa, set animation to Vero"

"Alexa, set animation to Spectrum"

"Alexa, set animation to Embers"

"Alexa, set animation to Red"

"Alexa, set animation to Green"

"Alexa, set animation to Blue"

"Alexa, set animation to Violet"

"Alexa, set animation to White"



COMMANDS FOR GOOGLE HOME

When using Google Home to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance. Please note that the Google Home app cannot control the heater in the appliance.

TURNING THE APPLIANCE ON AND OFF

"Ok Google, turn on the fire."/ "Ok Google, turn off the fire."

CHANGING THE FLAME EFFECT

"Ok Google, change the animation to Gold on the fire."

"Ok Google, change the animation to Orbit on the fire."

"Ok Google, change the animation to Ignite on the fire."

"Ok Google, change the animation to Vero on the fire."

"Ok Google, change the animation to Spectrum on the fire."

"Ok Google, change the animation to Embers on the fire."

"Ok Google, change the animation to Red on the fire."

"Ok Google, change the animation to Green on the fire."

"Ok Google, change the animation to Blue on the fire."

"Ok Google, change the animation to Violet on the fire."

"Ok Google, change the animation to White on the fire."

FUEL BED MEDIA QUANTITY

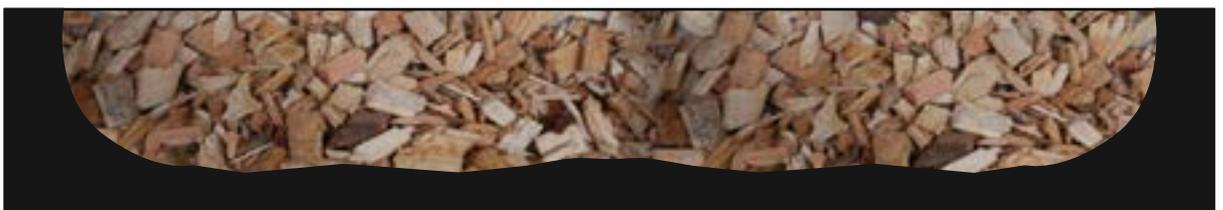


Model	Vermiculite	Wood Chippings
E-lectra 70	X 4	X 1.5
E-lectra 60	X 3	X 1
E-lectra 50	X 3	X 1
E-lectra 40	X 2	X 1
E-lectra 32	X 2	X 1

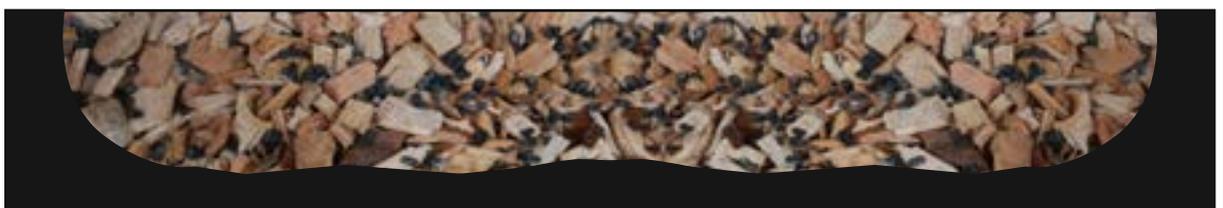
SETUP METHOD

We suggest adding your fuel bed media before setting up your logs. The below images are an example of how to apply the vermiculite and wood chippings. Like the logs, there is no right or wrong way to apply your media, this is just a suggestion.

1. *Start with the wood chippings. Distribute these into all the visible gaps to create an even, but not too thick, base which covers the clear plastic section of the fuel bed.*



2. *Then sprinkle the vermiculite over the top of the wood chippings.*



LOG SETUP

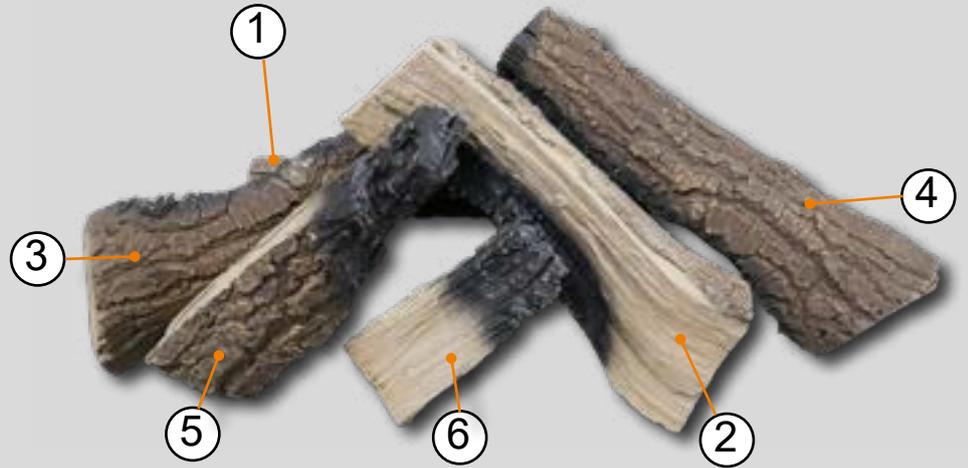
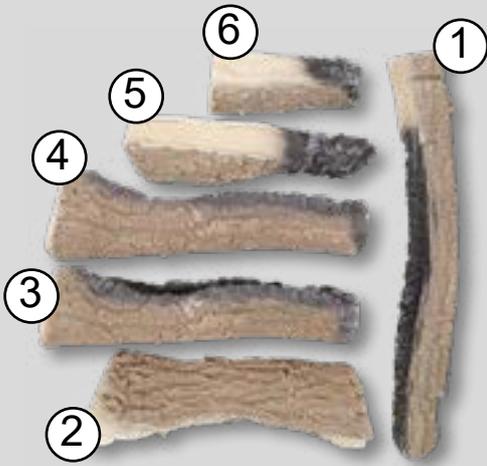
Each unit is supplied with a specific log set in either a Woodland or Silver Birch finish. Before you begin to setup your logs, please use the images below and check you have the correct number of logs for your particular model. There is no specific way to set up your logs, however we have created a 'suggested' setup as a guide for each model in the e-lectra range. **Please note: The 40" and 50" models share the same log set, however the 50" log set requires a different setup to accommodate the extra width of the unit.**

Woodland

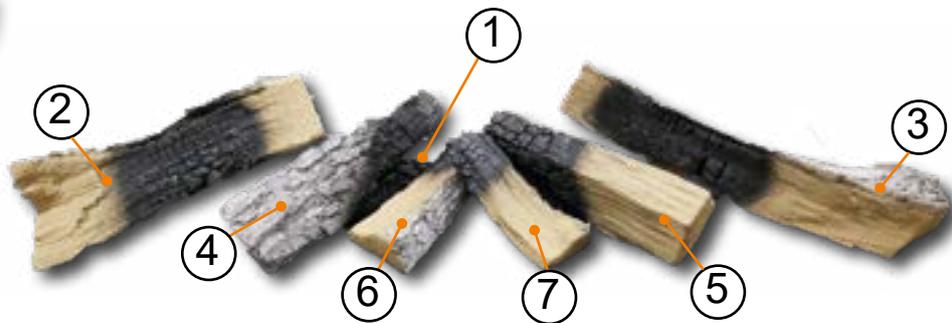
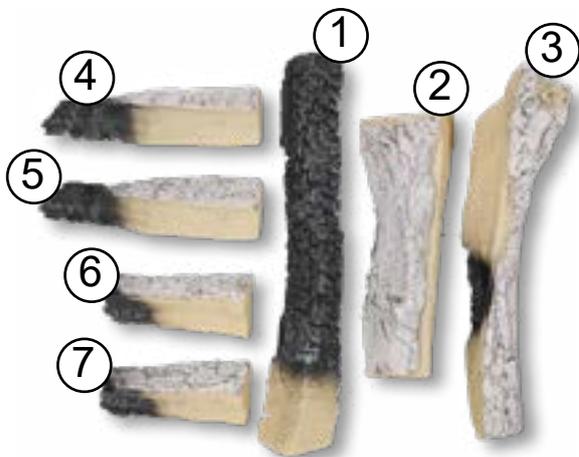


Silver Birch

32"



40"



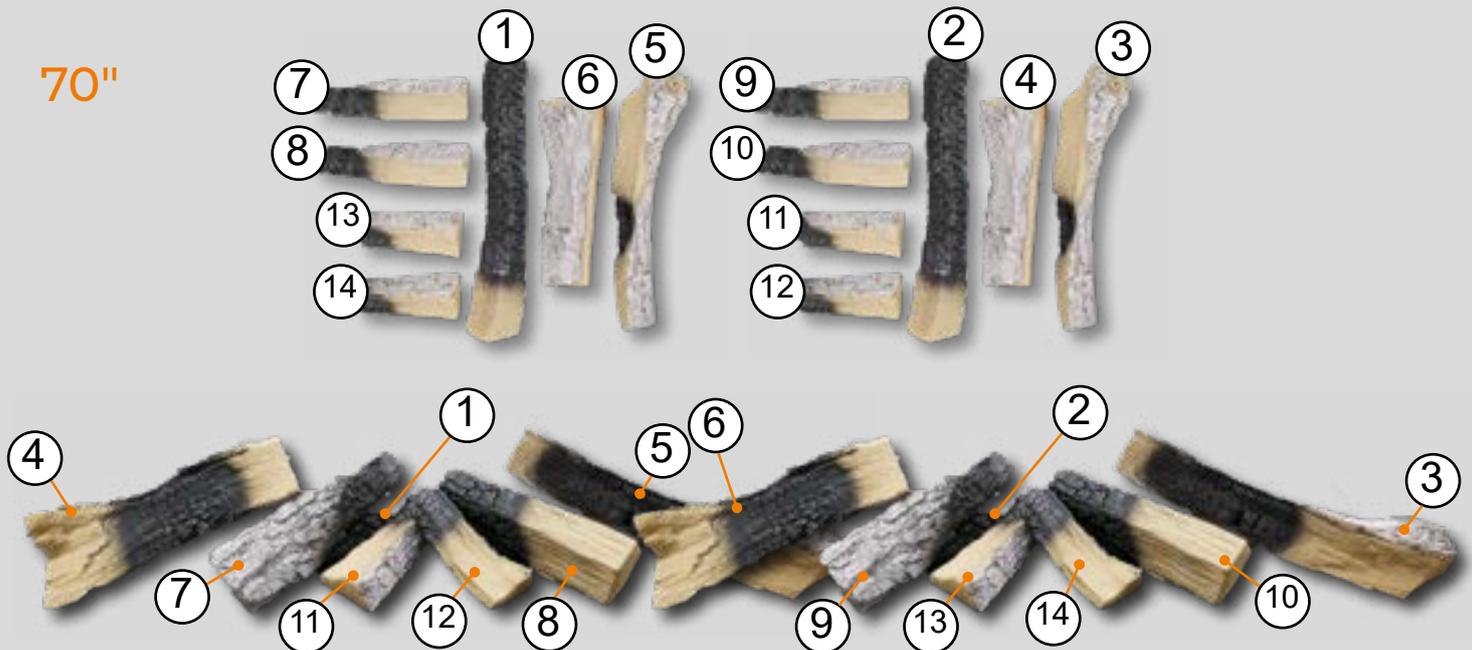
50"



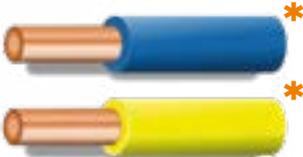
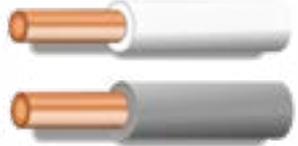
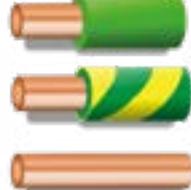
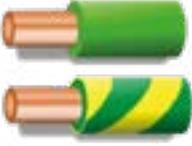
60"



70"



COLOR CODING - INTERNATIONAL WIRING

			
Single Phase Line (L)			
3-Phase Line (L1)			
3-Phase Line (L2)			
3-Phase Line (L3)			
Neutral (N)			
Protective Ground / Earth (PG, PE)			

⊕ Use this color in case of a second hot (active).

* These colors are not required by the NEC, but have been adopted as local practice.



WARRANTY

5-year warranty – 1 year parts & labour + 4 years parts supplied.

To receive your Extended Warranty your appliance must have been purchased from an authorised Ortal stockist and in the event of a warranty claim, proof of purchase must be provided to ensure the appliance is within its warranty period. The commencement date for the warranty period is the date of purchase.

The product must be adequately serviced and maintained. Ortal provide maintenance call outs at a cost, and information on this can be obtained by contacting our head office. Please refer to the cleaning and maintenance section on the next page for a guide on how to maintain your appliance.

During your extended warranty period, only parts supplied or authorised by Ortal/CK Fires can be used to repair your fireplace, and these spare parts can be obtained by contacting our head office.

Consumable items such as glass, screens, LED's, LED boards, filters and power supplies which are either subject to normal wear and tear or parts that require replacement in connection with normal maintenance are not covered within the extended warranty. These items are covered for the first 12 months.

To make a warranty claim, evidence must be supplied to our service department in the form of pictures, videos, or both. Failure to supply evidence to support your warranty claim may invalidate or delay the claim. Any visit by an Ortal engineer will incur a service charge after the first year. We will not accept or reimburse the cost(s) of any third party who undertakes any work carried out on the product or fits parts, unless we have approved such work in advance of it being carried out.

WARRANTY EXCLUSIONS AND LIMITATIONS

The Extended Warranty does not cover:

1. Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the installation and operation instructions, or if the installation does not conform to local building, fire, and safety regulations.
2. Issues with mains/spur connections of power supply.
3. Damage resulting from the product not being adequately maintained. (Please see your CK Fires Ltd Installation and Operating Instructions for further information on how to service and maintain your appliance).
4. Damage caused by unauthorised modifications, use or repair.
5. Damage or defects caused by the product being stored in a damp, unheated environment.
6. Consequential loss (to the extent permitted by the law) relating to other associated products that have not been supplied by CK Fires Ltd.
7. Consequential loss (to the extent permitted by law) related to decorations, furnishings, or other household assets.
8. Removal and re-installation costs.

WARRANTY EXCLUSIONS AND LIMITATIONS

Repaired or replaced products are covered only for the remainder of the original warranty period. In the event of a claim being made, this must be reported to Ortal within 14 days of the fault occurring/being noticed. In the event of a product fault occurring during the warranty period years 2-5, CK Fires Ltd will send the appropriate component or goods necessary to rectify the fault, free of charge.

Nothing in the Extended Warranty shall make CK Fires Ltd liable for any or special, incidental, or consequential damages, injury to persons or property, or any other consequential loss beyond the consumer's statutory rights. The liability on these issues is covered by our Terms and Conditions of Sale.

CK Fires Ltd total liability extends only to the purchase price paid for the goods, except where such a limitation is prohibited by statute. CK Fires Ltd, in the event of a warranty claim, reserves the right either to replace the goods in question or to refund the purchase price of the goods.

The Evonic Fires Extended Warranty does not affect your statutory rights.

CLEANING AND MAINTAINING YOUR FIRE

- To clean your fire make sure the power is off at the circuit breaker and the heater is cool before cleaning.
- Wipe all accessible areas with a dry cloth that is free from lint and dust. Do not use cleaning chemicals or abrasives.
- Check the heater is free from any dust by wiping the surface with a clean dry cloth. This should be done weekly at a minimum to prevent build-up.
- Any other servicing should be performed by a qualified service personnel only.

TROUBLESHOOTING GUIDE

FAULT	POSSIBLE CAUSE	SOLUTION
No power to appliance	Power lead has become disconnected.	Ensure the power lead has been adequately plugged in.
	ON/OFF switch not turned to the ON position.	Double check the position of the ON/OFF switch.
	Fuse blown.	Check fuse box. Always consult a qualified electrician when dealing with the fuse box.
LED lighting not working/ partially working	Loose connection or disconnected wire.	Call customer service.
	LED shorting out.	Call customer service.
	LED blown.	Call customer service.
	Blown driver on PCB board.	Call customer service.
Noisy rotisserie spindle	Reflective ribbon catching flame chamber.	Call customer service.
	Damaged rotisserie motor.	Call customer service.
Heater blowing cold air	Fan clogged.	Heater fan requires cleaning.
	Faulty element.	Element will need to be replaced.
	Not enough air clearance above the heater.	Required clearance has not been adhered to - 2" (50mm) .

FAULT	POSSIBLE CAUSE	SOLUTION
-------	----------------	----------

Noisy heater	Fan unbalanced.	Call customer service.
	Fan catching on housing while turning.	Call customer service.
	Fan has come loose from cradle.	Call customer service.

Connectivity/ Poor WiFi signal	Router may be too far away from unit.	Re-position the router if possible or install WiFi booster to improve signal reach.
	Internet may be operating on 5hz frequency.	Contact your internet provider to change the frequency to 2.4hz to improve range.

App not responding / Black loading screen	If using a VPN, app cannot identify router.	Disable VPN if possible.
	If mobile data is being used, the app is trying to connect to your roaming and not to your router.	Turn off mobile data.

Android:

1. Open the Settings app:
 - o On the home screen or in the app drawer, find and tap Settings.
2. Go to Network & Internet:
 - o Select Network & Internet or Connections (depending on your device).
3. Access SIM or Mobile Network Settings:
 - o Tap SIMs (or Mobile Network on some devices).
4. Disable Mobile Data:
 - o Find the Mobile Data toggle and switch it off.

Notes:

- On some devices, the Mobile Data toggle might be under Data Usage or similar options in the Network & Internet menu.
- Manufacturer-specific interfaces (like Samsung's One UI or Xiaomi's MIUI) may have slightly different terminology or layout.

iOS (iPhone):

1. Using Control Center:
 - o Swipe down from the top-right corner of the screen (iPhone X and newer) or swipe up from the bottom (older models) to open the Control Center.
 - o Tap the Cellular Data icon (represented by an antenna with bars) to turn it off.
2. Using Settings:
 - o Open the Settings app.
 - o Tap Cellular (or Mobile Data depending on the region).
 - o Toggle off Cellular Data (or Mobile Data).

evonicfires

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