

# ORTAL<sup>®</sup>

## 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 you building
  - Leave ther building immediately
  - Immediatly call your gas supplier from a neighbor's phone. Follow the gas suppliers'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<sup>®</sup> *Lyric* by ORTAL



## General

### Safety Information and Warnings

It is important to **SAVE THESE INSTRUCTIONS** and to read the following instructions carefully. Failure to follow them could result in a fire or explosion causing property damage, personal injury, or loss of life.



#### **WARNING: FIRE OR EXPLOSION HAZARD**

The product must be installed and operated according to all codes and local regulations.

Installation and service must be performed by a qualified installer, service agency or the gas supplier. Installation shall conform with local codes or in the absence of local codes, in accordance with the National Fuel Gas Code ANSI Z223.1/NFPA 54 or the IFGC or CSA B149.1. All piping and tubing must comply with local codes and ordinances.

Do NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this control or other appliances.



#### **WARNING: IF YOU SMELL GAS**

If you smell gas, take the following action immediately:

Do not operate any appliance.

Do not touch any electrical switch.

Do not use any phone in your building.

Immediately evacuate the area and contact the gas supplier. Follow the gas supplier's instructions.

If you cannot reach the gas supplier, call the fire department.



#### **WARNING: ELECTRIC SHOCK HAZARD**

This control must be electrically wired and operated in accordance with all codes and local regulations. Service and installation must be performed by a trained, experienced service technician.

Do NOT use the control if you suspect it may be damaged.

Do NOT use this control or any gas appliance if any part has been under water or in contact with water. Immediately call a qualified service technician to replace the control system and any gas control that has been under water or in contact with water.



#### **WARNING: FIREPLACE TEMPERATURE**

Due to high temperatures, the appliance 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.

Young children should be carefully supervised when they are in the same room as the appliance. 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: FLAMMABLE OBJECTS**

Do not place flammable objects or materials within 3 feet of the appliance. Pay special attention to furnishings and ornaments around the fireplace.



#### **WARNING: FIREPLACE BARRIER**

A barrier designed to reduce the risk of burns from hot viewing glass is provided with this appliance.

Never use the fireplace with the glass or safety barrier removed.

If the barrier becomes damaged, the barrier shall be replaced with the manufacturer's barrier for this appliance. Any safety screen, guard, or barrier removed for servicing the appliance must be replaced prior to operating.



#### **WARNING: GLASS HANDLING**

Do NOT open the glass. The glass must be removed ONLY by an authorized and/or qualified installer.

If removing the glass becomes necessary, please contact your Ortal dealer.



#### **WARNING: PILOT FLAME**

If the pilot flame goes out for any reason, wait for 5 minutes before attempting to relight it.



#### **WARNING: IF YOU SMELL GAS**

If you smell gas, take the following action immediately:

Do not try to light any appliance.

Do not touch any electrical switch.

Do not use any phone in your building.

Call your gas supplier from a neighbor's phone and follow the gas supplier's instructions.

If you cannot reach your gas supplier, call the fire department.



#### **WARNING: ANNUAL MAINTENANCE**

It is essential that the fireplace, vent, and complete venting are cleaned and inspected annually by an Ortal dealer.

## 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 of your Ortal fireplace, please contact your authorized Ortal dealer for assistance.

 **NOTE:** Only an authorize 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 a 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



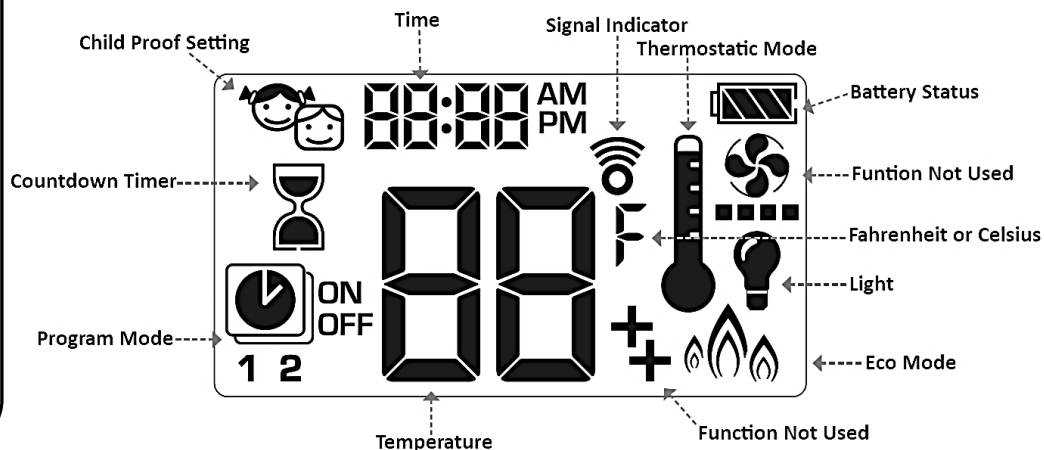
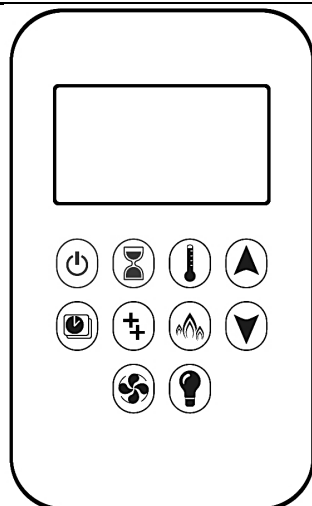
**WARNING –** Read these instructions carefully before lighting the fireplace.



#### 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 with 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.

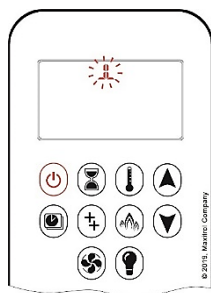
**NOTE:** Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

## 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

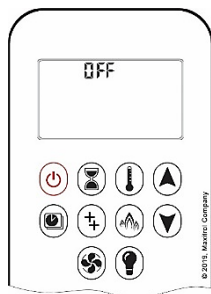


1. Press the button simultaneously until you hear continuous beeping, and a blinking series of lines confirms the start sequence has begun; release buttons.
2. Main gas flows once pilot ignition is confirmed.
3. The system automatically goes into Manual Mode after main burner ignition.

**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.

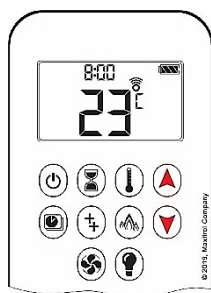
### Turning the Fireplace Off



1. Press the button to turn the fireplace off.

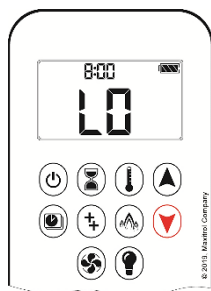
**NOTE:** The fireplace may be turned on again after the OFF icon stops flashing.

## 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.

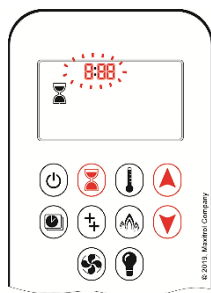
**NOTE:** Flame goes to high flame before going to low flame.

## Designated High Flame Setting



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

## Countdown Timer



### ON/SETTING:

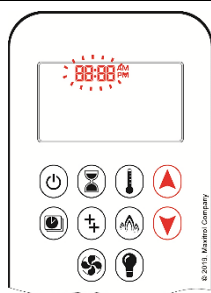
1. Press and hold button until is displayed and **hour** flashes.
2. To select hour, press or button.
3. To confirm press button. **Minutes** will flash.
4. To select minutes, press or button.
5. To confirm press button or wait.

### OFF:

1. Press button. and Countdown Time will disappear.

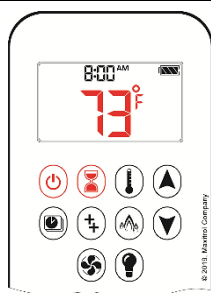
**NOTE:** At the end of Countdown Time period, the fireplace shifts off. The Countdown Timer only works in Manual, Thermostatic, and Eco Modes. Maximum Countdown Time is 9 hours and 50 minutes.

## 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:

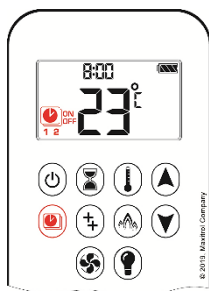
1. Press button.
2. Press or button to enter Manual Mode.
3. Press button to enter Program Mode.
4. Press button to enter Eco Mode.

## 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

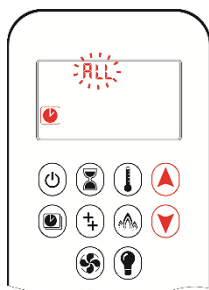





1. Press  button and hold until  flashes. **ON** and set temperature (setting in Thermostatic Mode) will appear on the display.
2. To continue, press  button or wait. , **OFF** will appear on the display, and temperature will flash.
3. Select **OFF** temperature by pressing the  or  button.
4. To confirm,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

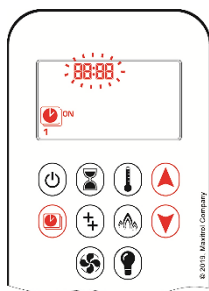
**NOTE:** The **ON** (Thermostatic) and **OFF** set temperatures are the same for each day.

### Program Mode: Day Setting









(steps continued from TEMPERATURE SETTING section above)

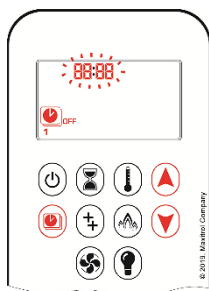


5. **ALL** will appear on the display. Press  or  button to choose between **ALL**, **SA:SU**, **1**, **2**, **3**, **4**, **5**, **6**, **7**.
6. To confirm, press  button.











#### 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:

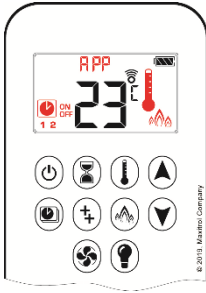
1. Press button. will disappear.

### 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



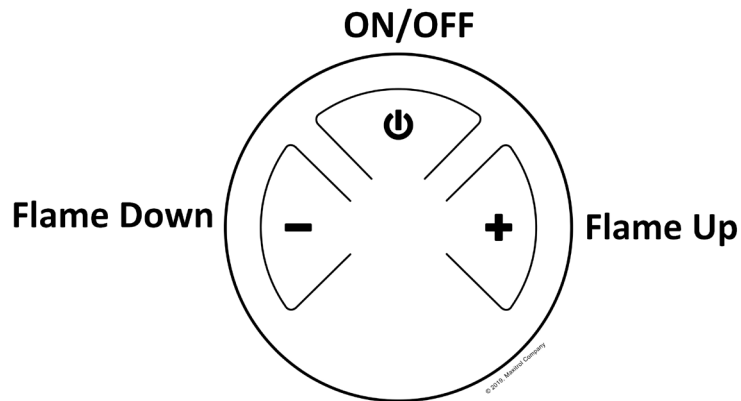
- If Thermostatic, Program or Eco Mode is activated in the Myfire App, the corresponding icon and “APP” is displayed on the handset.
- The modes can be operated according to the descriptions on the previous page.

**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



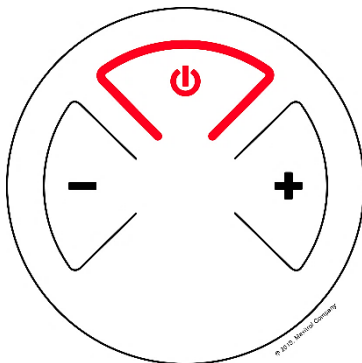
Control Option	Radio Frequency	Power Supply	
Puck Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display
<b>IMPORTANT:</b> For safety/communication purposes, Puck handset must be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



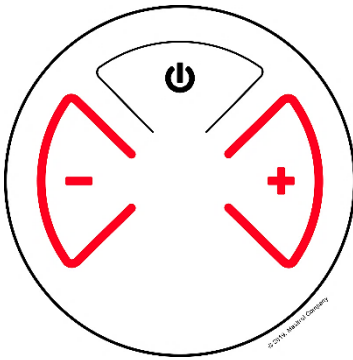
#### ON:

- 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



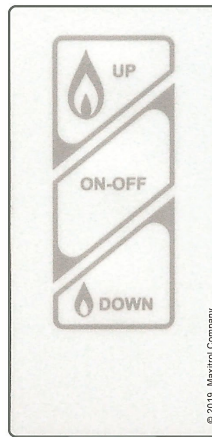
### INCREASE:

- 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

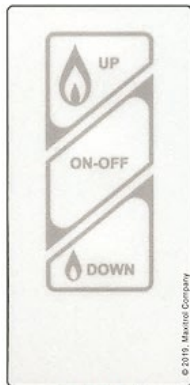
Control Option	Radio Frequency	Power Supply
Wall Switch	N/A	N/A

**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

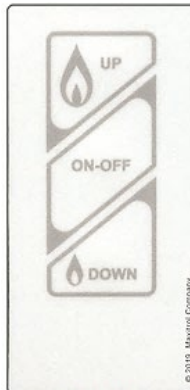
#### ON:

- 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

#### INCREASE:

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

#### DECREASE:

Flame Down

- 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](http://www.myfireapp.com).
- App only functions when connected to the same Wi-Fi as the fireplace.

### Initial Setup

#### INITIAL SETUP

4. Download MyFire App from the Apple App Store or Google Play Store.
5. Touch screen to start App setup.
6. Choose language, temperature (°C or °F) and time format (12 or 24 hour).

## REGISTRATION

**NOTE:** You must register before logging in. Registration is one time only.

- Fill in data and accept the "Privacy Policy".
- Touch "OK" in pop-up notice.
- Touch link to confirm email verification.
- You will be shown a message saying you have successfully registered the MyFire App.
- Return to App.


## LOGIN

- Fill in your registration password.
- Accept "Terms and Conditions".
- Touch the "Login" button.

## Kwik Connect

If KWIK Connect is not available, skip to "Standard Setup" instructions below.

### CONNECT SMART DEVICE TO MYFIRE WI-FI BOX

- Touch the  icon.
- The Home Wi-Fi Network your smart device is connected to will be displayed.
- Type in the Wi-Fi Network password.
- Touch "Connect". The MyFire App will begin connecting the MyFire Wi-Fi box to the Wi-Fi Network.

### COMPLETE MYFIRE APP SETUP

- Type in a name for your fireplace or select an icon.
- Activate Light feature if installed in your fireplace.
- Touch "Finish" to complete the setup.

The home screen is displayed, and the MyFire App is ready to go.

## Standard Setup

- Type in the password of the displayed Home Wi-Fi Network.
- Follow the instructions on the screen and touch the "Standard Setup" button to proceed.
- Go to your smart device Wi-Fi settings and select the MyFire Wi-Fi Box network (myfire\_Wi-Fi-Box\_<number>) you want to connect.
- Go back to the MyFire App setup and follow the instructions on the screen. Your selected Wi-Fi Box network name from the smart device Wi-Fi settings is shown.

**NOTE:** To connect MyFire Wi-Fi Box to Wi-Fi Router (home network), make sure:

- Home network is available.
- Home network name and password are correct.
- SSID of the Wi-Fi Router is not hidden.
- Home network signal is in range.
- Wi-Fi Router supports User Datagram Protocol (UDP).

### 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	2.4 GHz	Connects to Receiver	<ul style="list-style-type: none"><li>WPA2 authentication</li><li>AES 256-bit encryption security</li><li>Compatible with IEEE 802.11 b/g/n</li></ul>

## Modes of Operation

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

1. The MyFire Wi-Fi Box must be wired to the receiver according to the MyFire App setup diagram.
2. 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
- Radio frequency: 2.4 GHz band
- Wireless auto channel: Automated search for WLAN radio channel free of interference
- User Datagram Protocol (UDP) support
- Multicast DNS (mDNS) for Kwik Connect process

### Minimum Requirement for Smart Device:

- iOS 10.0 or Android 5.0

### 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 (may be less 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)

## THE WARRANTY

The Ortal Ltd. and Ortal USA, Inc. Limited Warranty warrants your Ortal USA gas fireplace ("Product") to be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by Ortal are found to be defective in materials or workmanship during the Limited Warranty period and while the Product remains at the site of the original installation, Ortal USA will, at its option, repair or replace the covered components. If repair or replacement is not commercially practical, Ortal USA will, at its option, refund the purchase price or wholesale price of the Ortal product, whichever is applicable. Ortal USA may also pay Customer prevailing labor costs, as determined in its sole discretion, incurred in repairing or replacing such components for up to five years.

## COVERAGE COMMENCEMENT DATE

Warranty coverage begins on date shipped but not to exceed one year from date of original purchase.

## EXCLUSIONS AND LIMITATIONS

This Limited Warranty applies only if the Product is purchased and installed in the United States or Canada by an approved Ortal dealer/distributor (unless otherwise permitted by Ortal USA via written approval), and only if installed, operated and maintained in accordance with the printed instructions accompanying the Product and in compliance with all applicable installation and building codes and good trade practices. Printed instructions include product information, diagrams, and operation and maintenance manuals available on Ortal USA's website, [www.ortalheat.com](http://www.ortalheat.com). These can also be requested in digital format direct from Ortal USA's office.

This warranty is non-transferable and extends to the original owner only. The Product must be purchased through a listed supplier of Ortal USA and proof of purchase must be provided. The following components are part of the Limited Warranty and are warranted as follows:

Components Covered	Warranty Period
<b>Warranty coverage begins at ship date but not to exceed one year from date of original purchase. Parts not otherwise listed carry a 90-day warranty from warranty commencement date.</b>	
Firebox	10-Year Limited Warranty
Burner	10-Year Limited Warranty
Gas & Electrical Components	2-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
Labor Coverage	Prevailing ORTAL USA labor rates apply for warranty period of components up to a maximum of 2 hours. Labor hours exceeding the maximum limit must be previously discussed and approved by Ortal USA. Labor Coverage is for actual repair and/or replacement of components. Troubleshooting is excluded.

**Whenever practicable, Ortal USA will provide replacement parts, if available, for a period of 5 years from the last date of manufacture of the Product.**

Ortal USA is not responsible for: (a) damages caused by normal wear and tear, accident, riot, fire, flood, climate and weather corrosion or natural disaster; (b) damages caused by abuse, negligence, misuse, or unauthorized alteration or repair of the Product affecting its stability or performance (The Product must be subjected to normal use. The Product is designed to burn on either natural or propane gas only as determined by the customer when originally purchased or modified after installation by an authorized installer only. Burning conventional fuels such as wood, coal or any other solid fuel will cause damage to the Product, will produce excessive temperatures and could result in a fire hazard.); (c) damages caused by failing to provide proper maintenance and service in accordance with the instructions provided with the Product; (d) damages, repairs or inefficiency resulting from faulty installation or application of the Product.

Ortal USA is not responsible for inadequate fireplace system draft caused by air conditioning and heating systems, mechanical ventilation systems, or general construction conditions which may generate negative pressure in the room in which the appliance is installed. Additionally, Ortal USA assumes no responsibility for drafting conditions caused by venting configurations, adjoining trees or buildings, adverse wind conditions or unusual environmental factors and conditions that affect the operation of the unit.

This Limited Warranty covers only parts and labor as provided herein. In no case shall Ortal USA be responsible for materials, components, or construction, which are not manufactured or supplied by Ortal USA or for the labor necessary to install, repair or remove such materials, components, or construction. Additional utility bills incurred due to any malfunction or defect in equipment

are not covered by this warranty. All replacement or repair components will be shipped F.O.B. from the nearest stocking Ortal USA warehouse. Expedited shipping is available if paid for by the customer.

#### **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 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/packaging 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  
Attn: Warranty  
8421 Canoga Avenue  
Canoga Park, CA 91304

**For troubleshooting, repair, and maintenance, please contact your authorized Ortal dealer.**



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