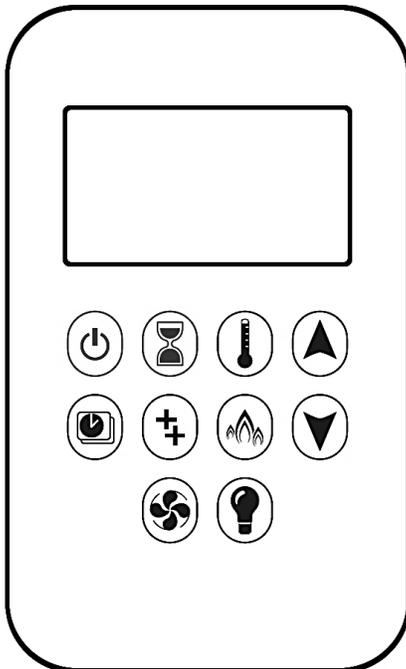


ORTAL®

YOUR LIFE. YOUR FIRE.

Remote Control Operation Manual



© 2019, Maxitrol Company

Remote Control Options:

10-Button Handset

Puck Handset

Wall Switch

myfire App

⚠ WARNING:
FIRE OR EXPLOSION HAZARD
Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

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

! DANGER



HOT GLASS WILL CAUSE BURNS.

DO NOT TOUCH GLASS UNTIL COOLED.

NEVER ALLOW CHILDREN TO TOUCH GLASS.

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

Fireplace 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 with 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.



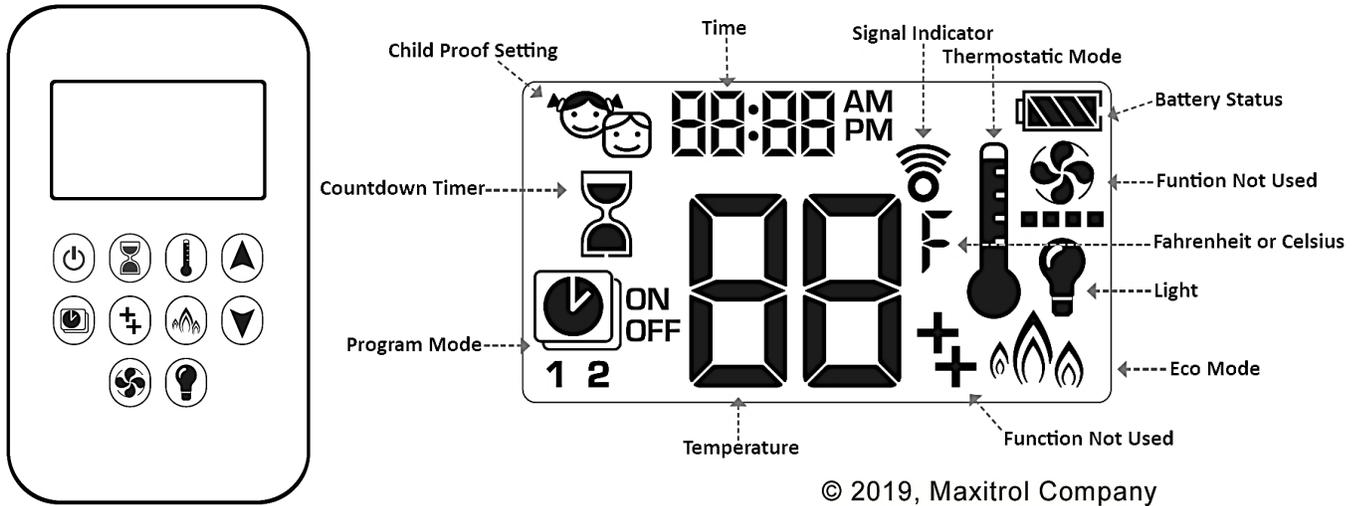
WARNING –ANNUAL MAINTENANCE

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

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10-Button Handset



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

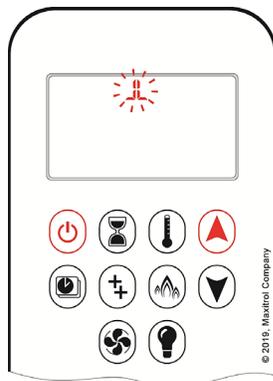
NOTE: Any device that functions using the same radio frequency as the handset will be affected when handset is in use.

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 button and 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 Symax 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.

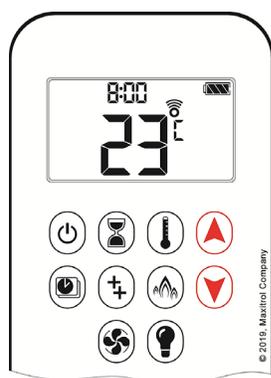
Turning the Fireplace Off



1. Press  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  button to desired flame height.
2. To decrease flame height, or to set appliance to pilot flame only, press and hold  button.

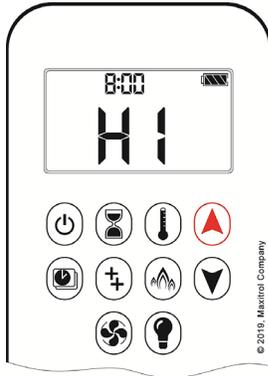
Designated Low Flame Setting



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

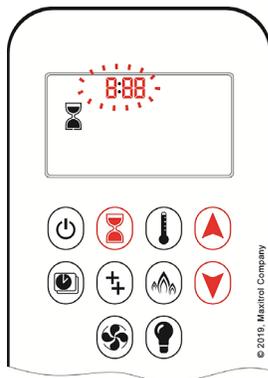
NOTE: Flame goes to high flame before going to low flame.

Designated High Flame Setting



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

Countdown Timer



ON/SETTING:

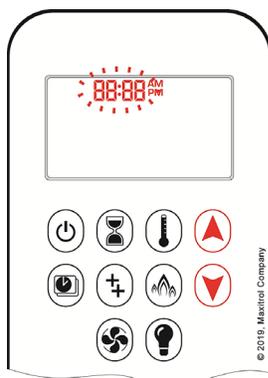
1. Press and hold button until is displayed and **hour** flashes.
2. To select hour, press or button.
3. To confirm press button. **Minutes** will flash.
4. To select minutes, press or button.
5. To confirm press button or wait.

OFF:

1. Press button. and Countdown Time will disappear.

NOTE: At the end of Countdown Time period, the fireplace shuts 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.

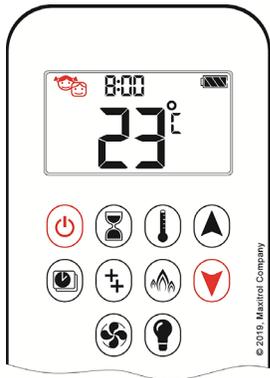
Setting Fahrenheit or Celsius



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



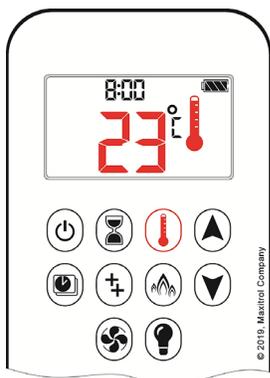
ON:

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

OFF:

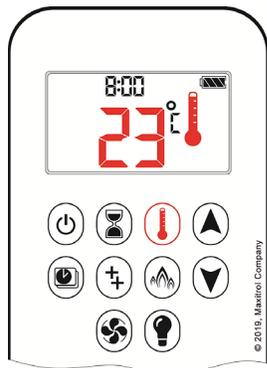
3. To deactivate, press  and  buttons simultaneously.
4.  disappears.

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



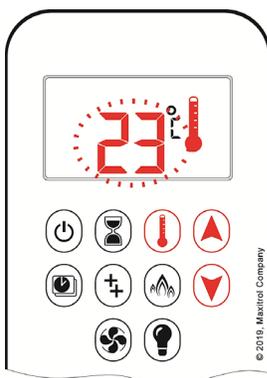
ON:

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

OFF:

3. Press button.
4. Press or button to enter Manual Mode.
5. Press button to enter Program Mode.
6. Press button to enter Eco Mode.

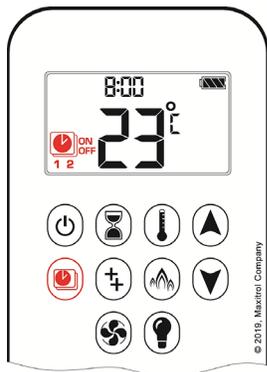
Thermostatic Mode: Setting



Press button and hold until appears on the display. The temperature will flash on the display.

1. To adjust set temperature, press or button.
2. 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.

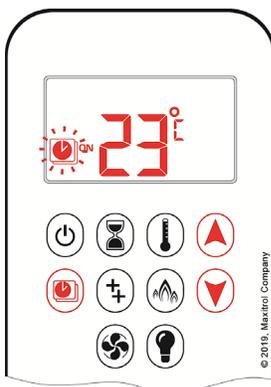
NOTE: The set temperature for Thermostatic Mode is the temperature for the ON time in Program Mode. Changing the Thermostatic Mode set temperature also changes the ON time temperature in Program Mode.

Program Mode: Default Settings

ON TIME (Thermostatic) TEMPERATURE: 70°F.

OFF TIME TEMPERATURE: “” (pilot flame only)

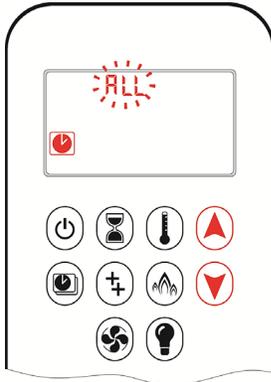
Program Mode: Temperature Setting



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.

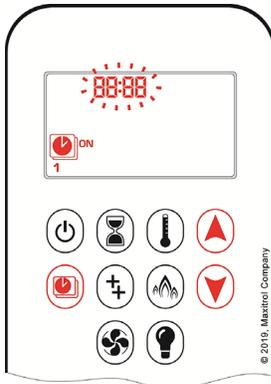
Program Mode: Day Setting



(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):

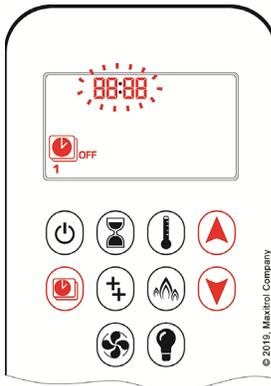
7. , **1**, **ON** is displayed, **ALL** is displayed shortly, and **hour** flashes.

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.

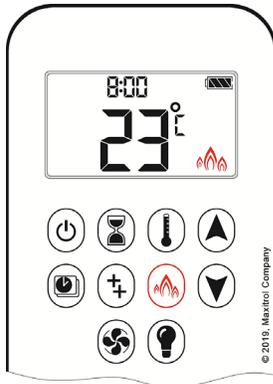
 **NOTE:** PROGRAM 1 and 2 use the same on (Thermostatic) and off temperatures for **ALL**, **SA:SU**, and Daily Timer (**1**, **2**, **3**, **4**, **5**, **6**, **7**). Once a new **ON** (Thermostatic) and/or **OFF** temperature has been set, that temperature becomes the new default setting.

 **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

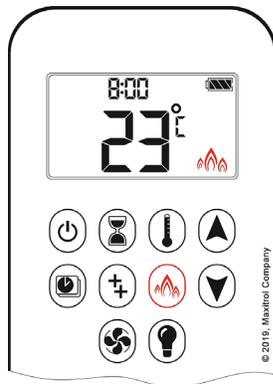
- Set **ON** time and **OFF** time using the same procedure as “**ALL selected**” (above).
- **SA:SU**: Set **ON** time and **OFF** time for both Saturday and Sunday.
- Daily Timer: Unique **ON** and **OFF** times may be set for a single day of the week, for multiple days of the week, or for every day 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



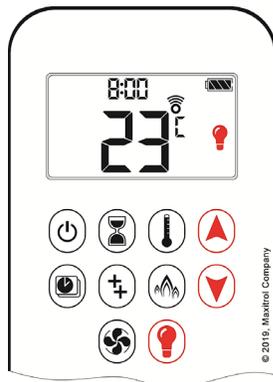
ON:

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.

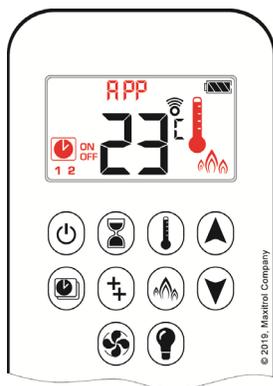
SETTING:

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



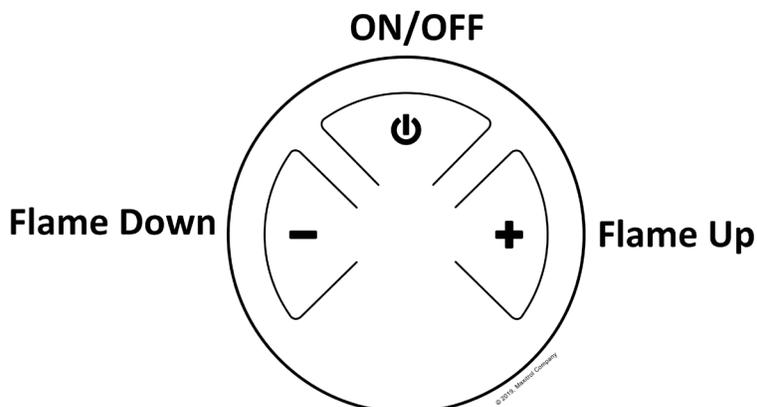
- If Thermostatic, Program or Eco Mode is activated in the myfire App, the corresponding icon and “APP” is displayed on the handset.
- The modes can be operated according to the descriptions on the previous page.

 **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 Ortal fireplace, please contact an authorized Ortal dealer for assistance.

Puck Handset



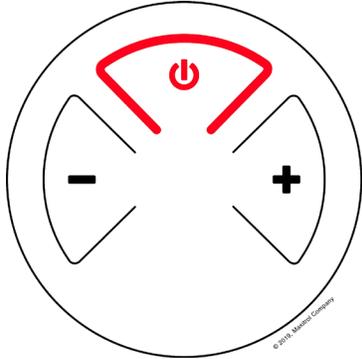
Control Option	Radio Frequency	Power Supply	
Puck Handset	918.0 MHz (U.S. & Canada)	2 x 1.5V AAA batteries (quality alkaline recommended)	Replace batteries after 2 years or when low battery indicator appears on handset display

 **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



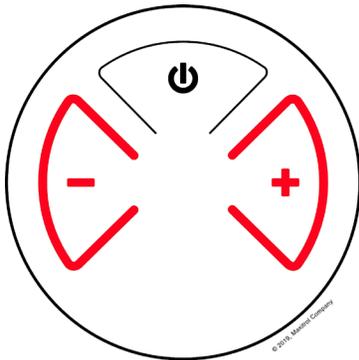
ON:

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

OFF:

- Press and hold the  button.

Flame Height Adjustment



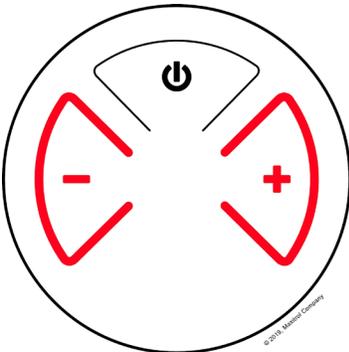
INCREASE:

- 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).

Designated Flame Settings



Designated Low Flame Setting

- To go to designated low flame setting, double-click – button.

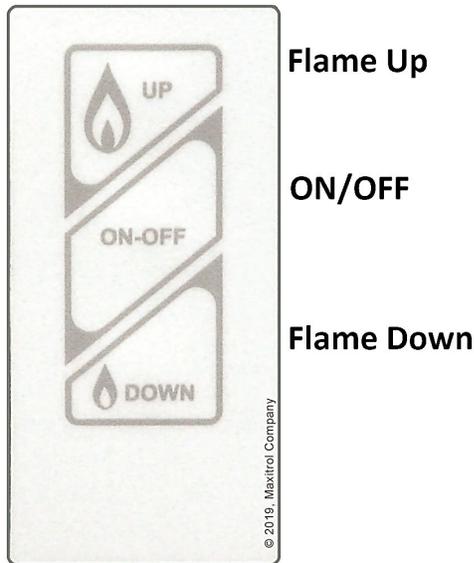
 **NOTE:** Flame goes to High Flame before going to Low Flame.

Designated High Flame Setting

- To go to designated high flame setting, double-click + button.

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

Wall Switch

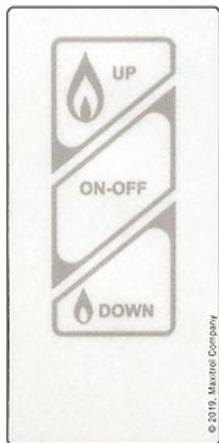


Control Option	Radio Frequency	Power Supply
Wall Switch	918.0 MHz (U.S. & Canada)	N/A

Operating Instructions

Instructions for operating the Wall Switch are shown below.

Turning the Fireplace On/Off



ON/OFF

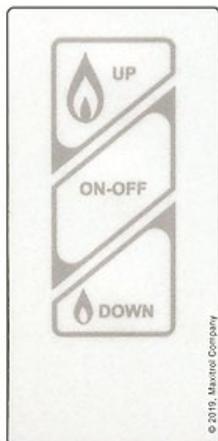
ON:

- 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.

Flame Height Adjustment



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



MyFire.

Mertik Maxitrol GmbH & Co. KG

App Setup



NOTES:

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

Initial Setup

INITIAL SETUP

1. Download myfire App from the Apple App Store or Google Play Store.
2. Touch screen to start App setup.
3. 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.

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

5. Return to App.

LOGIN

1. Fill in your registration password.
2. Accept “Terms and Conditions”.
3. 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

1. Touch the  icon.
2. The Home Wi-Fi Network your smart device is connected to will be displayed.
3. Type in the Wi-Fi Network password.
4. Touch “Connect”. The myfire App will begin connecting the myfire Wi-Fi box to the Wi-Fi Network.

COMPLETE MYFIRE APP SETUP

1. Type in a name for your fireplace or select an icon.
2. Activate Light feature if installed in your fireplace.
3. Touch “Finish” to complete the setup.

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

Standard Setup

1. Type in the password of the displayed Home Wi-Fi Network.
2. Follow the instructions on the screen and touch the “Standard Setup” button to proceed.
3. Go to your smart device Wi-Fi settings and select the myfire Wi-Fi Box network (myfire_WiFi-Box_<number>) you want to connect.
4. 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 (The Puck, 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.



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