

Fire Connects App

FOR
 LINA G 30-24, LINA G 36-28, LINA G 42-34, LINA G 60-19,
 EKKO G U 60/14-19, EKKO G L 60/14-19, AND EKKO G R 60/14-19
 GAS FIREPLACES

INSTRUCTION MANUAL

WARNING

FIRE OR EXPLOSION HAZARD

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

If the information in these instructions is not followed exactly, a fire, explosion or production of carbon monoxide may result causing property damage, personal injury or loss of life.

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1. Introduction

1.1 About this manual

These are the original instructions in English. Please check the website (www.camina-schmid.com) for the latest version of the manual.

Compliance with these installation instructions serves your safety and is a prerequisite for proper functioning as well as environmentally compatible operation.

The following paragraph highlights and symbols are used in this manual:

DANGER

- Indicates an imminent danger that will lead to serious bodily injury or death.

WARNING

- Indicates a potentially hazardous situation which, if not avoided, could result in serious bodily injury or death.

NOTICE

- Indicates a potentially hazardous situation which, if not avoided, could result in property and environmental damage.

1.2 What is the "Fire Connects" App

The "Fire Connects" App, once installed on your Smartphone or a tablet, allows you to control your fireplace through your building WiFi network.

NOTE: The fireplace(s) and smart device(s) **MUST** be connected to the same WiFi network to communicate with one another.

Through the "Fire Connects" App, you can :

- Set the default temperatures and operation on a timer
- Turn the fireplace On and Off, including through programming operation periods
- Define the appliance settings (visibility of features, name of appliance, main functions, etc.)
- Control up to 8 fireplaces (located on the same WiFi network)

1.3 Requirements

In order to use the "Fire Connects" App with your fireplace, make sure that:

- a WiFi-Box V2 or V3 is installed. Refer to „**Determining the WiFi-Box Version (V2 or V3)**“ on page 5,
- your fireplace is connected to the WiFi network of the building through the WiFi box,
- your WiFi network is correctly configured. Refer to „**Specifications and Setup**“ on page 4,
- you have a compatible smartphone or tablet (the App DOES NOT operate on PC or MAC computers). Refer to „**Smart Device Requirements**“ on page 4 for the correct configuration,
- the "Fire Connects" App is installed on your smartphone or tablet. Refer to „**Fire Connects App Installation**“ on page 5 for more information.

1.4 General Safety Information

These general safety information apply to the general operation of the fireplace.

Local codes and regulations that are more stringent than the requirements in this manual take precedence over Camina & Schmid Inc. requirements.

DANGER

Fireplace Operation

- Do not operate the fireplace:
- If the glass is NOT properly secured in place.
- If the glass is cracked
- If you smell gas.
- If you have any doubt about safe operation of the fireplace.
- If any part of the fireplace has been under water.
- If any part has been under water, do not use the fireplace. Immediately call a qualified, professional service technician to inspect the fireplace and to replace any parts of the control system and any gas controls which have been under water.

DANGER

Flammable Substances

- Do not store or use gasoline or other flammable vapors and liquids near this fireplace.

DANGER

Operation

- Do NOT block the air inlet openings at the bottom of the appliance.
- Do NOT block or obstruct the flow of the combustion and ventilation air.

WARNING

Operation

- Be sure to review all safety warnings and installation guidelines contained in this manual.

REGULATIONS

Applicable Codes

- The installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1.

REGULATIONS

Electrical Grounding

- Consult local building code requirements. In the absence of local codes, refer to the National Electric Code, ANSI/NFPA 70, or the Canadian Electric Code, CSA C22.1

2. Specifications and Setup

2.1 Router Requirements

Based on our experience, all consumer-grade home routers work with our WiFi-Box V2 and V3 in their standard configuration. We rely on the same standards used by almost all common IoT devices.

Note : Some issues could occur in professional networks or with semi-professional networks where custom configurations were made. However, experienced installers should be able to work with the listed points.

To set up your WiFi network, your router must meet the following minimum requirements so that the WiFi-Box V2&V3 and the app can function without issues:

Standards	IEEE 802.11n/g/b (i.e. WiFi 4 through WiFi 6). NOTE : New WiFi 7 standard (IEEE 802.11be) is backward compatible. This means that if a router supports WiFi 7, it will work with our WiFi-Box.
Security	WPA2 Encryption NOTE : Please note that WPA3 or the "WPA2/WPA3" mixed mode is not supported by the WiFi-Box V2 and may cause errors with the WiFi-Box V3.
Network settings	- Multicast/mDNS must be enabled for the WiFi-Box V2, but not necessarily for V3. NOTE : The boxes use this protocol to be discoverable on the network. Home routers typically have this enabled by default, but professional systems often block it. - The WiFi network name (SSID) must be visible. This is required by all IoT devices and therefore is normally the default. - Frequency band: The router must operate on the 2.4 GHz frequency band. NOTE: Many modern routers support 5 GHz and 6 GHz in parallel. What matters is that the 2.4 GHz band is enabled. All common IoT devices use 2.4 GHz, so this is normally turned on by default. - Channel management: Automatic channel selection is recommended to avoid interference and ensure the best possible connection. This is usually the default setting in home routers NOTE: There are various channel bandwidths (e.g., 20, 40, 80, 160 MHz) within the different frequency bands (2.4 GHz, 5 GHz, 6 GHz) that routers can use to transmit data

2.2 Smart Device Requirements

Operating system: at least iOS 15 or Android 10.

3. Fire Connects App

3.1 Fire Connects App Installation

Download and install the "Fire Connects" app on your smartphone/tablet:



3.2 Initial Setup

3.2.1 WiFi Box Reset

Before connecting to the home network through the WiFi, it is essential to reset the WiFi box as follows:

1. Insert a pointed tool (e.g. pen tip) in the reset port (1). It is located under the second WiFi box LED.
2. Push and maintain for 7 seconds, then release.
3. The WiFi box LED2 (2) should be blue and blinking fast.



LEDs	Color	Meaning
Receiver (LED 1)	Green	Connected to the receiver
	Red	Not connected to the receiver
	Off	No power
Wlan (LED 2)	Green	Connected to the Home network (Router)
	Blue (blinking)	WiFi-Network recognized trying to connect
	Red	NOT connected to the Home network (Router)
	Off	No power

3.2.2 Determining the WiFi-Box Version (V2 or V3)

- Note :** Before connecting to your home WiFi, it is required to determine which version of WiFi box is installed in your appliance.
- A V2 model can be identified by its blue label. See illustration below. The Type (3) should indicate "B6R-W2AR.."



For a connection with wit a V2 model, refer to „3.2.8 Connection Process: B6R-W2..(V2)“ on page 8 .

- If the WiFi box does not correspond to a V2 model, as described above, your appliance is equipped with a V3 model . In that case, refer to „3.2.9 Connection Process: B6R-W3..(V3)“ on page 11.

3.2.3 WiFi

NOTE: Your Smart device AND the WiFi box **MUST** be connected to the same WiFi network, or the connection will not be established.

Make sure your Home network WiFi is connected with your smart device **BEFORE** opening the Fire Connects app.



3.2.4 Bluetooth and Location

Touch **"Allow"** button to connect to bluetooth devices.



Touch **"Allow Once"** or **"Allow While Using App"**, buttons to grant location permission to find WiFi SSID.

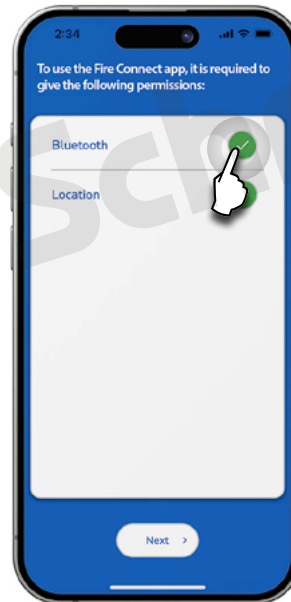


3.2.5 Choose Language and Permissions

Select the language, then touch the **"Next"** button to continue.

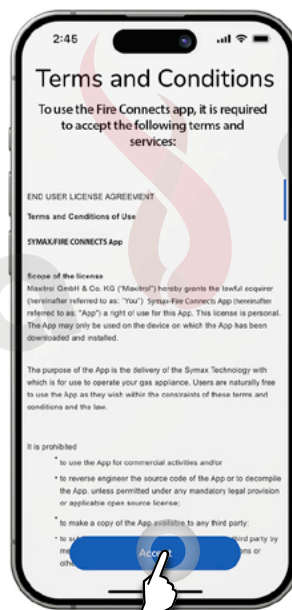


Choose Permissions then touch the **"Next"** button to continue



3.2.6 Terms and Conditions

Read terms and conditions. then touch the **"Accept"** button to continue



3.2.7 Add Fireplace

Note: Once the fireplace is connected to the WiFi of the building, it can be controlled from any smart device connected to the same WiFi, once the App is installed on the device. This screen will then show on the smart device. Up to 6 fireplaces can be added to one smart device.



3.2.8 Connection Process: B6R-W2..(V2)

Touch the **"Allow"** button to find devices on local networks.

Note: Make sure to **"Allow"** the device to connect to the local network, otherwise you will not be able to find it and activate it.

Note: If you have V2 WiFi box, touch the **"Setup Legacy WiFi Box"** button.



Touch the **"Enter Your WiFi Password"** button to enter your WiFi password.



Enter your Home WiFi password. Then touch the **"Next"** button to connect to your Home network. The WiFi box will start searching for the connection.

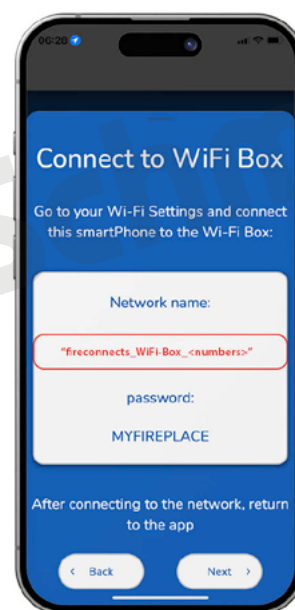


This will exit the App and open your smart device settings. Open the WiFi settings on your smart device. Connect to the WiFi Box.



Network name: **"Fire Connects_WiFi-Box_<number>"**
 Password: **MYFIREPLACE**
Note: The password is case-sensitive.

Once you are connected to the WiFi, go back to the Fire Connects app.



Note: Connecting to the WiFi could take up to 3 minutes.



If the smart device does not automatically connect to the home network, touch the "Home network" button.



Connect to the Home network.

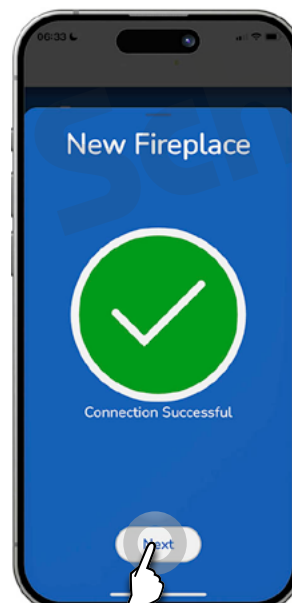
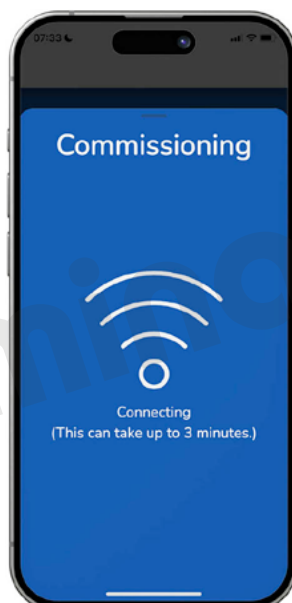
NOTE: It may take a few minutes to connect.

NOTE: This network cannot be a guest network or a network with blocking policies



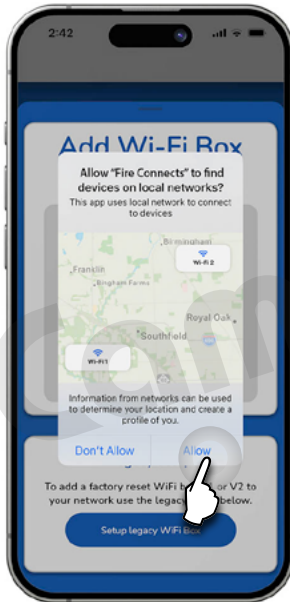
Once your connection is successful, touch the "Next" button.

NOTE: To continue setup, go to page 12



3.2.9 Connection Process: B6R-W3..(V3)

Touch **"Allow"** button to find devices on local networks.



Touch the **"⚙️"** button to connect to the fireplace.

NOTE: This network cannot be a guest network or a network with blocking policies



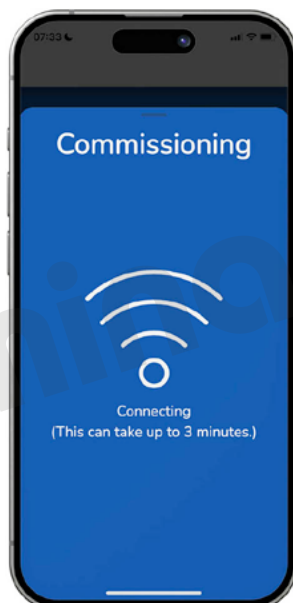
Touch the **"Enter your WiFi password"** button and enter your Home network password.

Then touch the **"Next"** button.



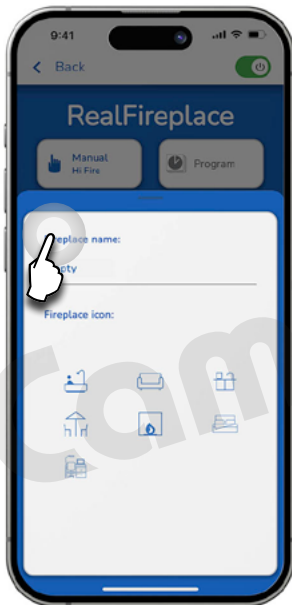
Once your connection is successful, touch the **"Next"** button

NOTE: To continue setup, go to page 12

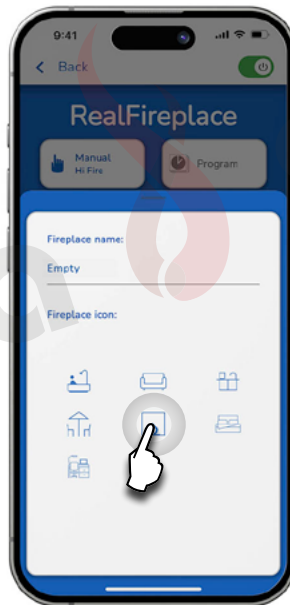


3.2.10 Setup

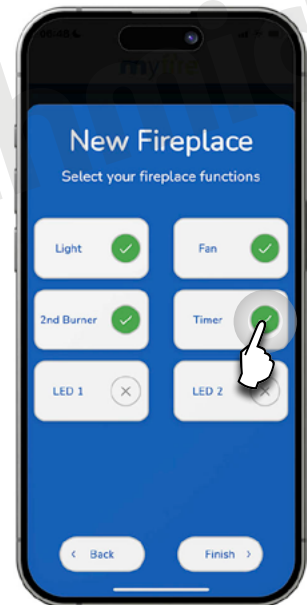
Touch the **"Fireplace Name"** button to change the name of the fireplace.



Touch an icon to associate to the Fireplace Name.
Once you are done, touch the **"Next"** button



Activate the functions that are available with your fireplace by touching the icon next to the function. A green validation icon is then displayed.



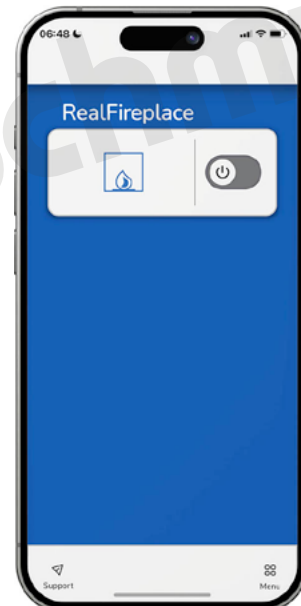
Once you are done, touch the **"Finish"** button.



NOTES: Available functions vary depending on fireplace hardware (e.g. LEDS, 2nd Burner). You can change this setting later through the "Feature visibility". Refer to page 14.

The FAN function is shown in the list and can be activated, BUT no fans are installed in the appliances, so this will have no effect and may generate an error sound from the fireplace control box.

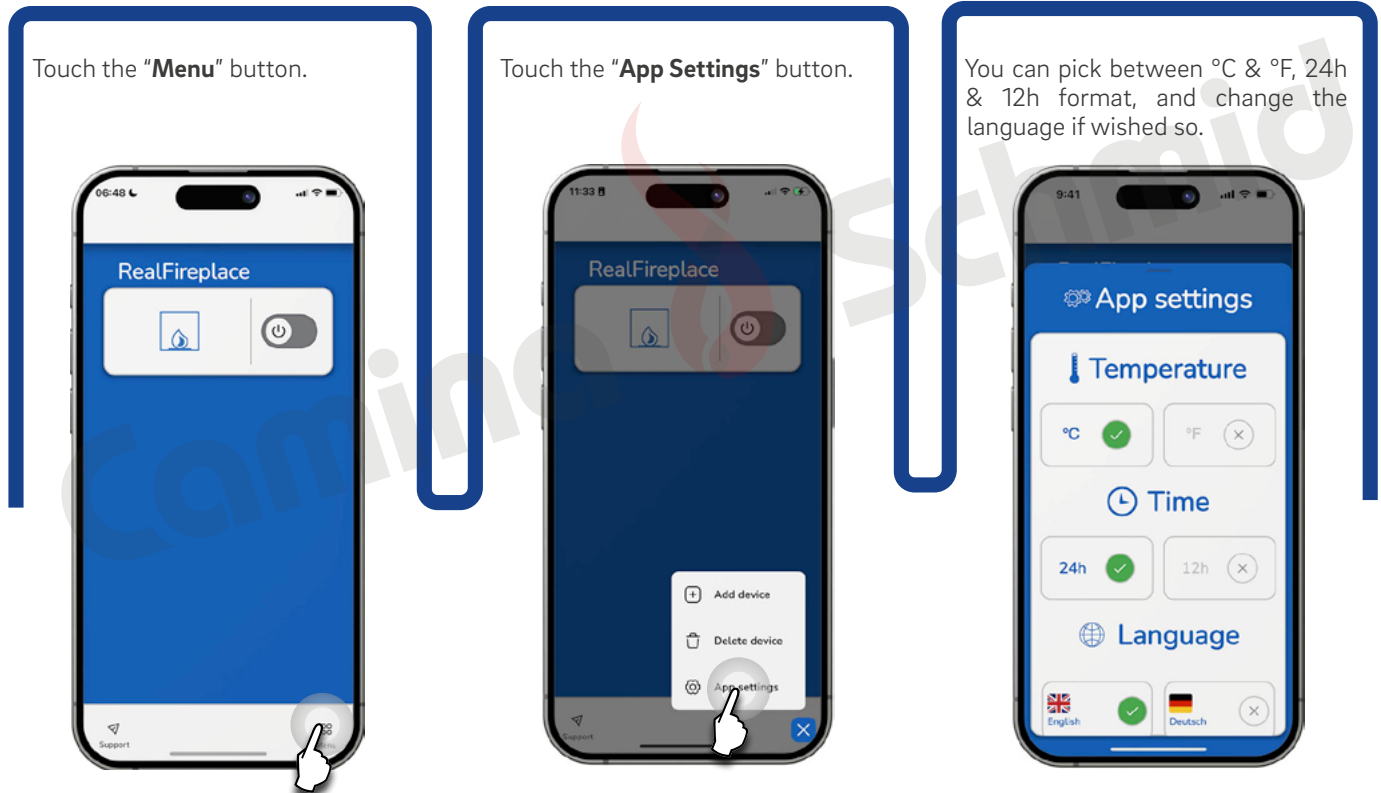
The Fire Connects app is ready to go and the home screen is displayed.



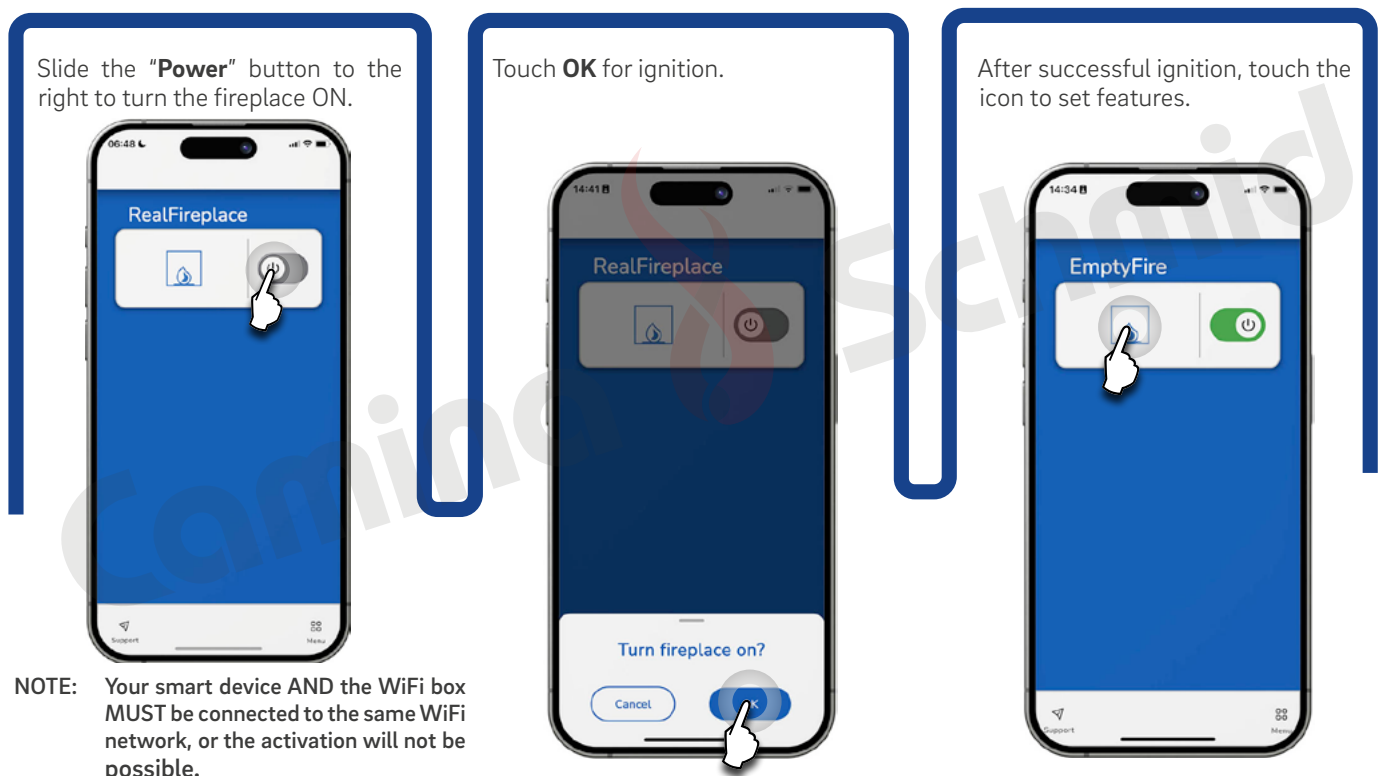
3.3 Settings

3.3.1 App Configuration

3.3.1.1 Temperature, Time and Language

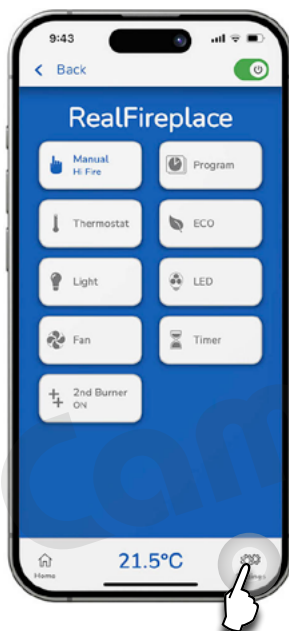


3.3.1.2 Fireplace Activation

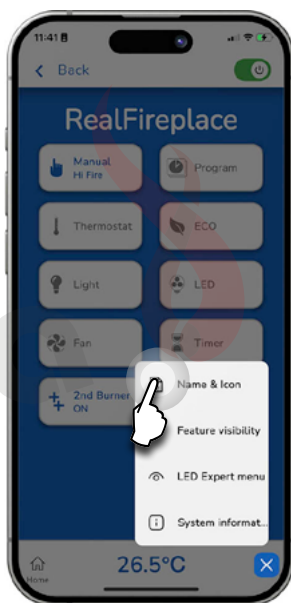


3.3.2 Device Name and Icon

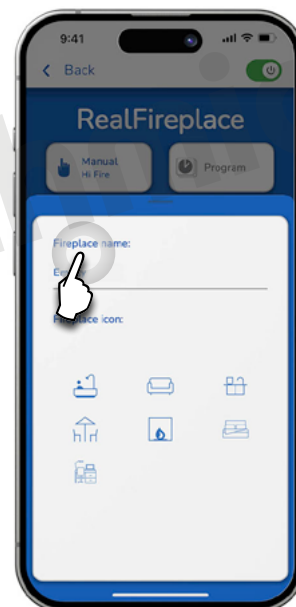
Touch the **"Settings"** button.



Touch the **"Name & Icon"** button.



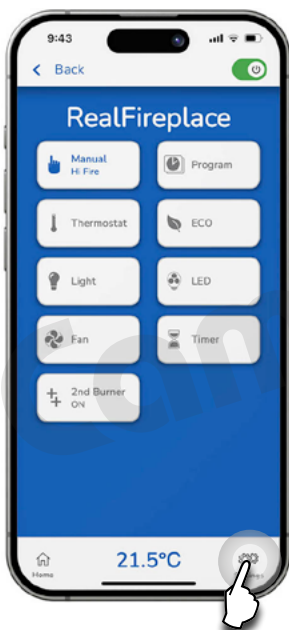
Touch the current name to change the name of the fireplace. Touch the desired fireplace icon to match the name of the fireplace



Note : This screen only appears when the fireplace is turned on and running.

3.3.3 Visibility of Features

Touch the **"Settings"** button.

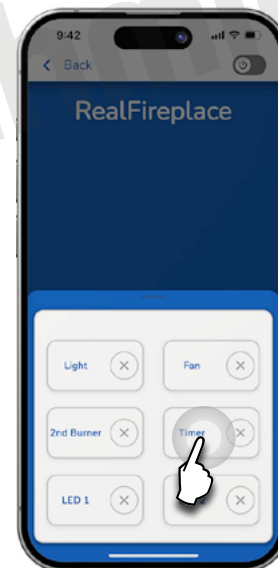


Touch the **"Feature Visibility"** button.



Choose the Functions that fit your fireplace. (Once they are chosen, they will appear on the home screen).

NOTE: The selection of functions depends on the hardware installed in your fireplace. (e.g. Light, 2nd Burner, LED, etc.).



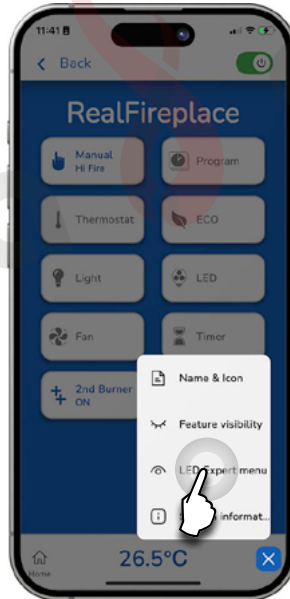
3.3.4 LED Expert

NOTE : If the colors displayed by LEDS 1 and/or 2 are mixed up and do not correspond to the expected colours, use the LED expert menu to reset the LED sequence (RGB). Also use this function in case the WiFi box is replaced.

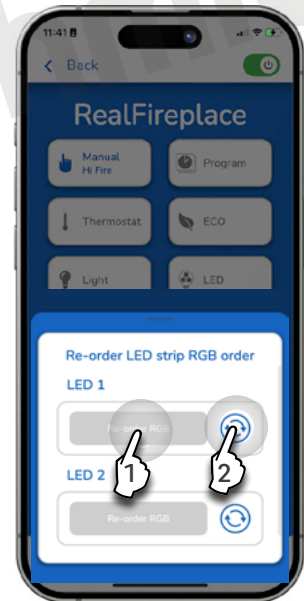
Touch "Settings" button.



Touch "LED Expert" button.

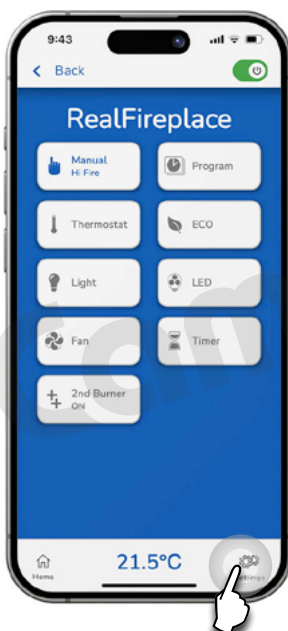


Touch the "Reorder RGB" button for the corresponding LED series. Then touch the **Reorder** icon. The LEDs will turn on and rearrange themselves. Repeat if not satisfactory.

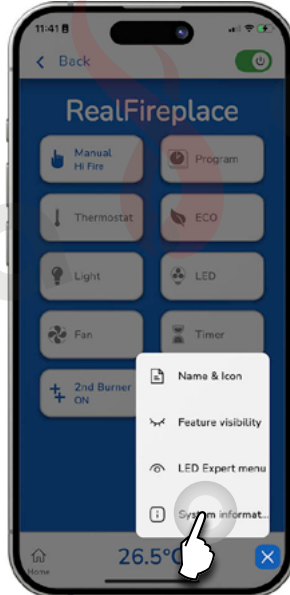


3.3.5 System Information

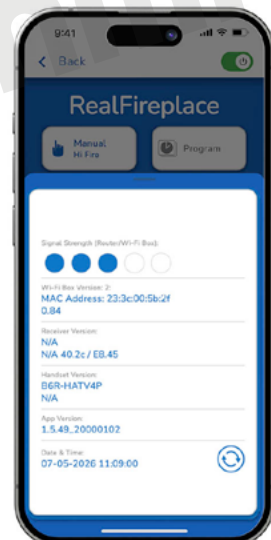
Touch the "Settings" button.



Touch the "System Information" button.



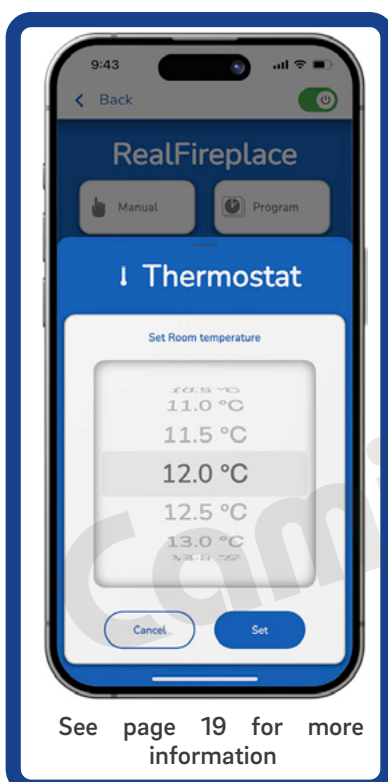
This screen displays the current status of the connection and various information about the material and App. Please refer to this screen in case there are connection problems. Also refer to „4. Troubleshooting“ on page 25.

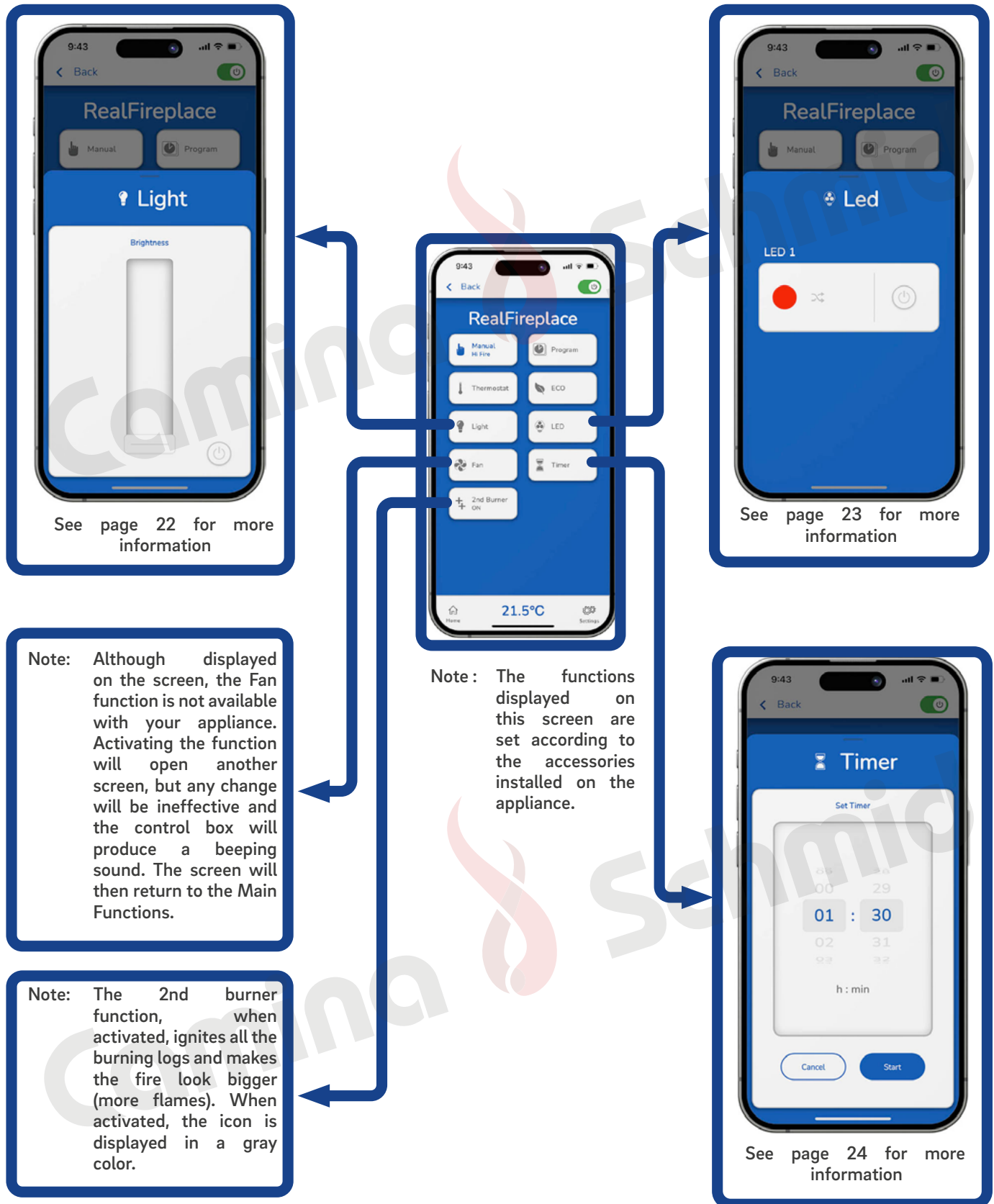


3.4 Main Functions



Note: The functions displayed on this screen are set according to the accessories installed with the appliance. Refer to page 14

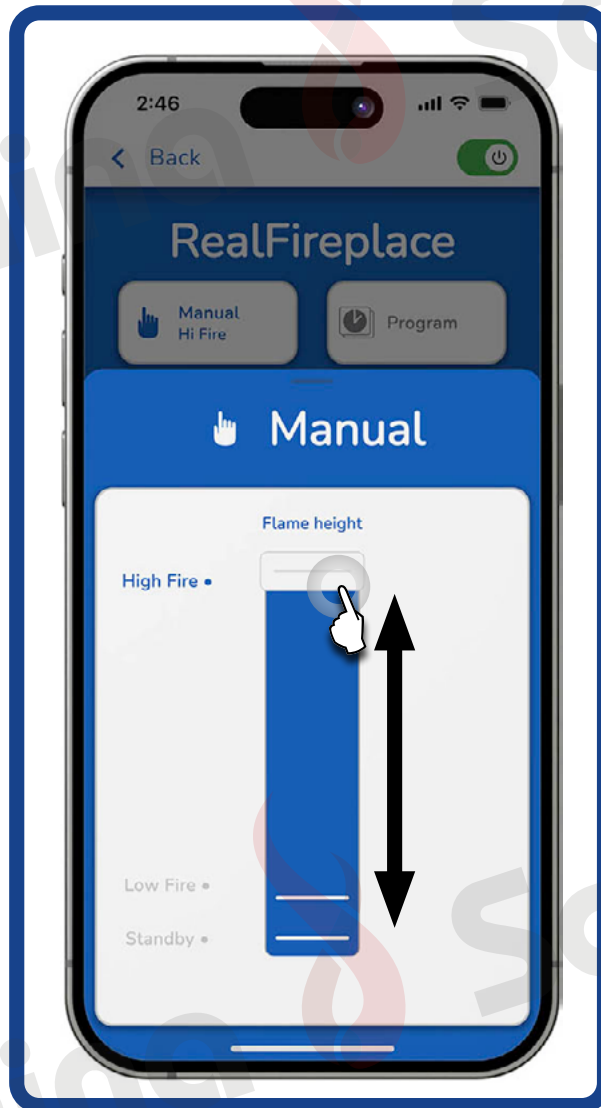




3.4.1 Manual Function

The Manual function allows to define the flame height by moving the cursor up, towards "**High Fire**" or down, towards "**Low fire**". When set to Standby, only the pilot flame is on.

Note : Placing the fireplace in Standby, DOES NOT turn the fireplace off, as the pilot flame remains on. To turn off, go to the Home screen (see „3.3.1.2 Fireplace Activation“ on page 13.) and slide to the left the power button located next to the fireplace symbol.

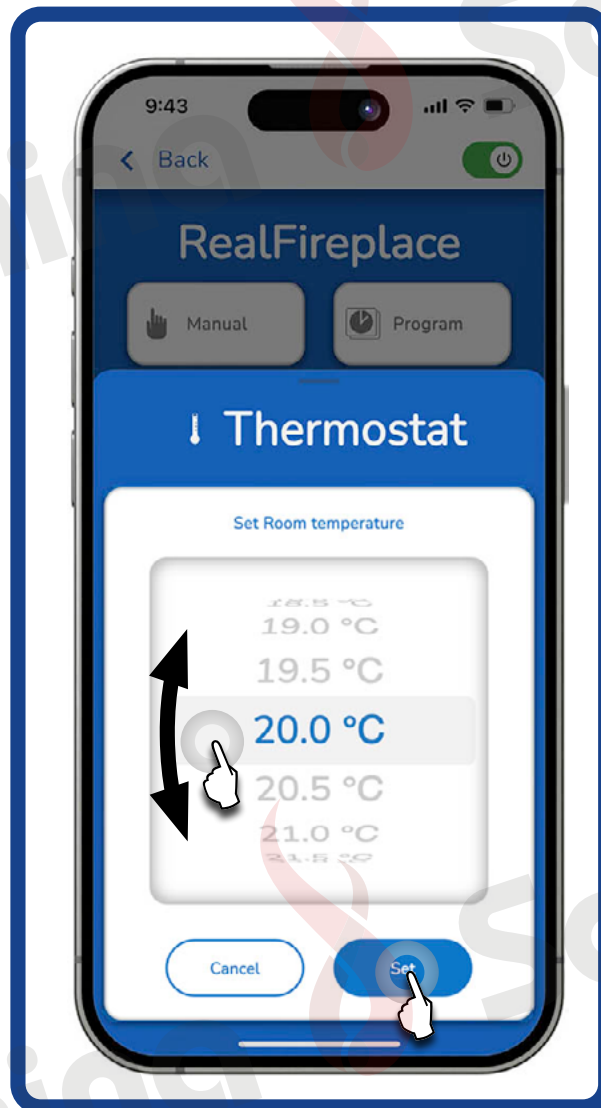


3.4.2 Thermostat

The Thermostat function allows to set the room temperature to the desired setpoint. Roll the wheel on the display until you reach the desired temperature. Temperatures vary from 5°C [40°F] to 36°C [97°F] in steps of 0.5°C [1°F].

When the desired setpoint is reached, touch the "Set" button to save the setting.

Note : If you select the "Manual" function (refer to „3.4.1 Manual Function“ on page 18), the Thermostat function turn off. The same goes when the "Program" function is activated (refer to „3.4.3 Program“ on page 20).



3.4.3 Program

Through the "**Program**" function, the user can set specific operation periods for the fireplace, per day and per week, and define either start/stop times and temperatures at start/stop.

A maximum of 8 programs are available to define different moments of the day/week.

After selecting the desired program (1 to 8), the corresponding window opens, where each day of the week can be selected separately, or the whole week.

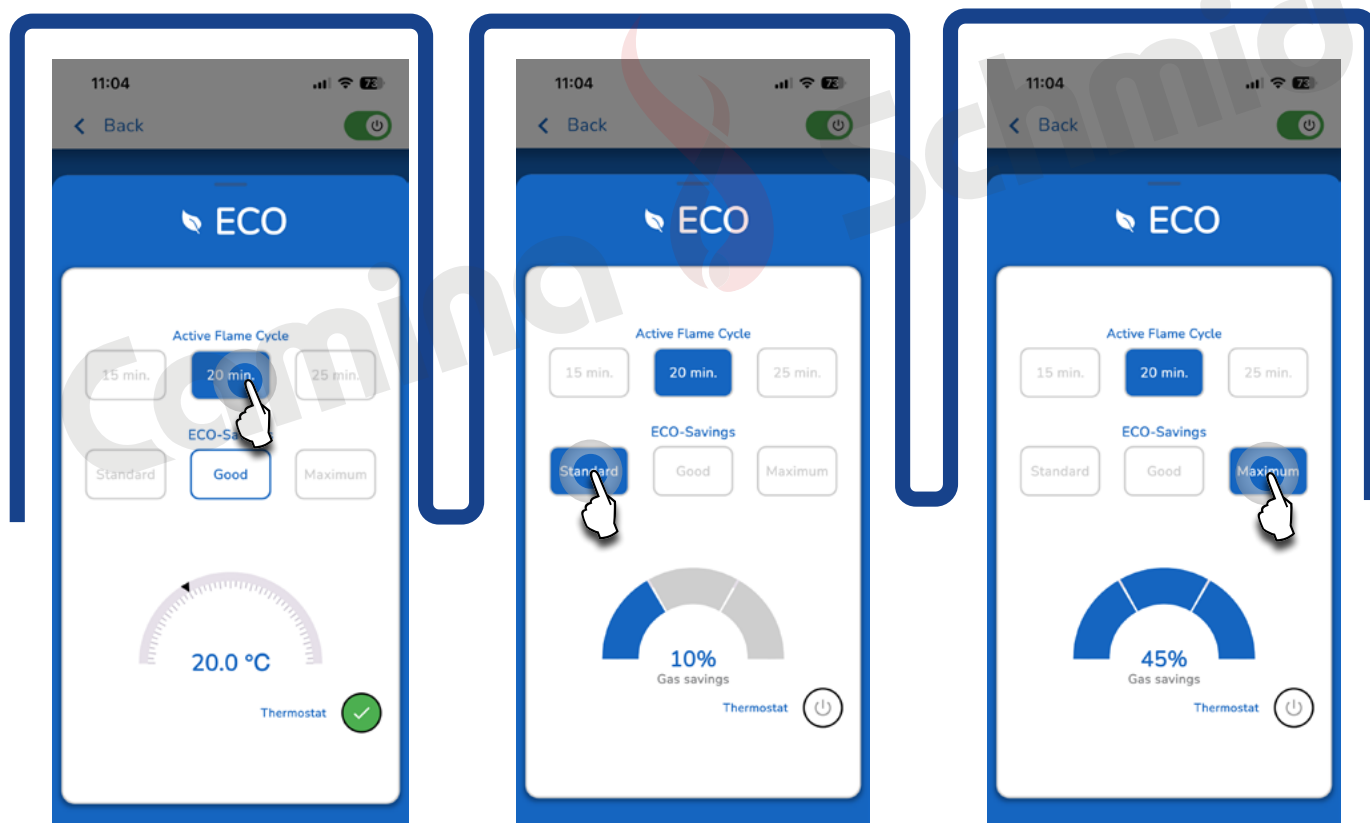
1. Touch the **Time ON** icon to set the start time for the selected day/week, then touch the **Time OFF** icon to set the stop time for the selected day/week.
2. Touch the **Temperature ON** icon to set the start temperature setpoint then the **Temperature OFF** icon to set the stop temperature setpoint.
3. Select and define another program as required.

NOTE: When the Program function is activated, the Thermostat function is deactivated.



3.4.4 Eco Function

The ECO function allows to either define an Eco operation based on thermostat setup (refer to „3.4.2 Thermostat“ on page 19), or based on a level of gas savings (from 10 to 45 %), regardless of the thermostat setting.



3.4.5 Lighting

3.4.5.1 Description of Lights and LEDS

Depending on the fireplace model, the Light and LEDS menus apply to different functions.

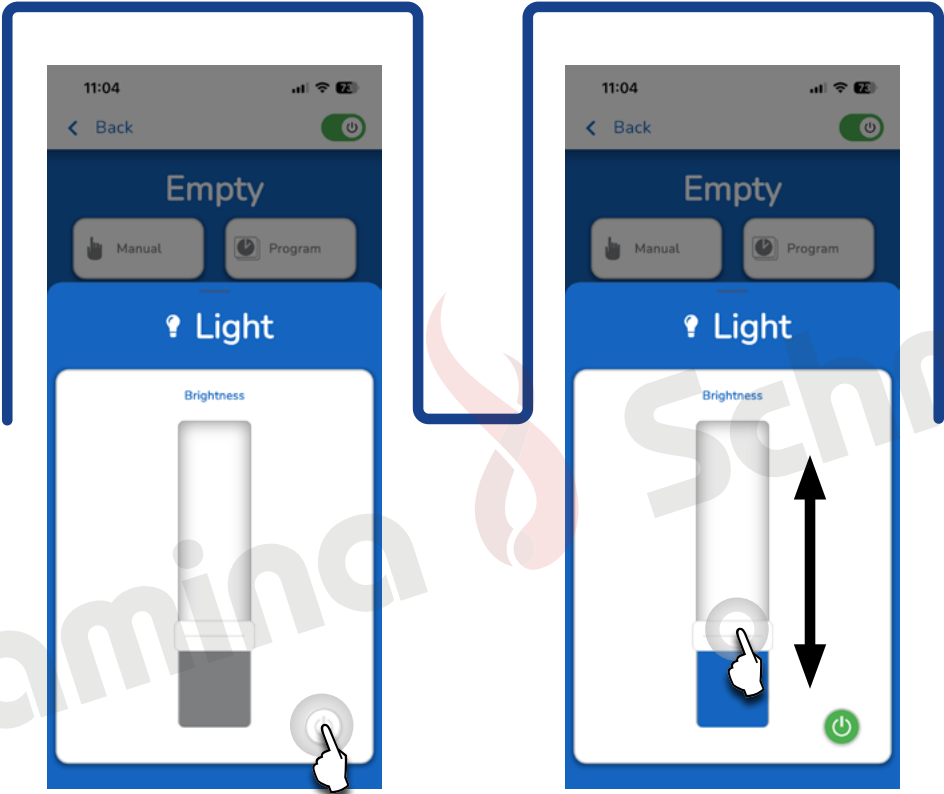
Model	Light	LED
EKKO/Lina 60 (Basic version)	Ember bed	Not applicable
Lina 30/36 (Basic Version)		
Lina 42 (Basic version)	Ember bed/Moonlight	
EKKO/Lina 60 (Moonlight version)	Not applicable	LED 1 = Ember bed LED 2 = Moonlight lighting

3.4.4.1 Light

The Light function allows to adjust the intensity of the ember bed lighting. It will not control/switch on the LED 1 & 2.

Note: When the brightness is set at its lowest level, the function turns off.

Note : This function is also available thought the handset

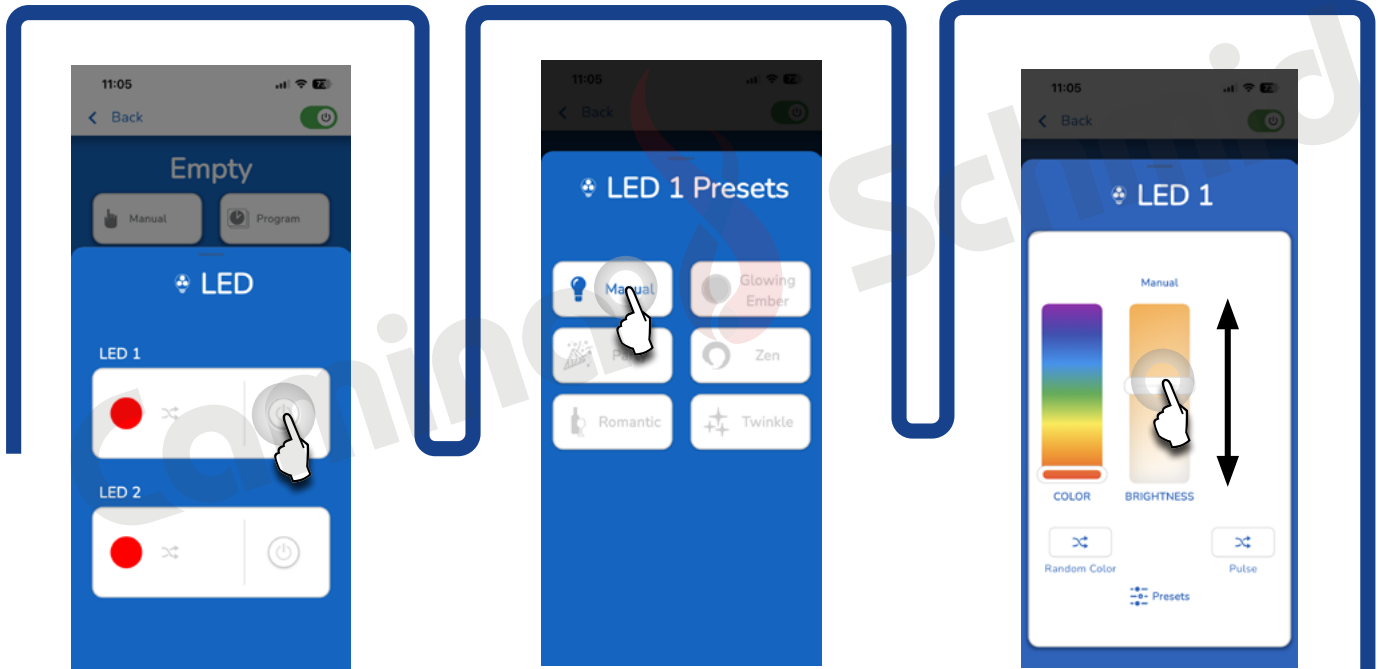


3.4.5.2 LED

NOTE : This function is applicable to EKKO/Lina 60 Moonlight models only

Through the LED function, the two sets of LEDs can be adjusted: colors, lighting frequency and intensity.

Various presets are already defined for a quick access to a specific lighting ambiance, but you can modify them to suit your wishes.



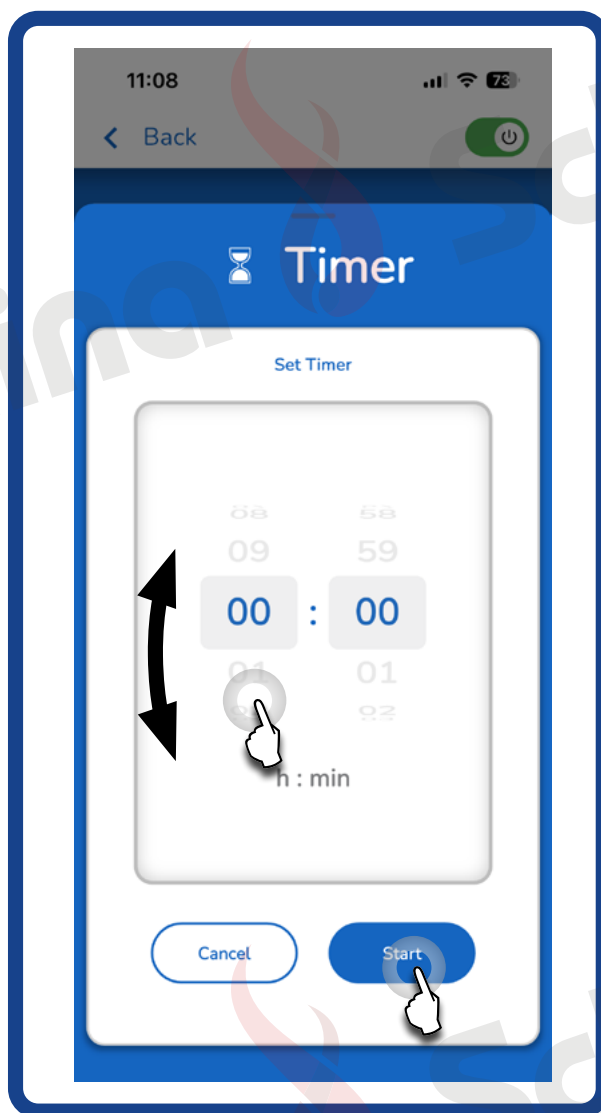
Note : If the color sequence differs from what you have programmed, it might be due to an RGB synchronisation defect. You can then reset the RGB order, following the steps indicated in „3.3.4 LED Expert“ on page 15.



3.4.6 Timer

The Timer function allows to set a specific duration of operation of the appliance.

It can be set to a maximum time period of 09 hours and 59 minutes. When the set time is over, the fireplace turns off (including the pilot flame).



4. Troubleshooting

4.1 Troubleshooting Guide

1. Connection does not work. Check App Permissions

Check that all permissions for the app have been granted, as follow:

- Go to **Settings > Apps > Fire Connects > Permissions** (refer to „3.2.8 Connection Process: B6R-W2..(V2)“ on page 8)
- Enable and allow **Location, Network, and Bluetooth**.

2. WiFi Box cannot connect to the WiFi network

Verify the following:

- **VPN is disabled** on the smart device
- 2.4 GHz WiFi 4 network
- Network security is set to **WPA2** (for **WiFi Box V2**)
- WiFi Box is **within range** of the router/access point
- All app permissions are granted:
 - Go to **Settings > Apps > Fire Connects > Permissions** (refer to „3.2.8 Connection Process: B6R-W2..(V2)“ on page 8)
 - Enable and allow **Location, Network, and Bluetooth**.

3. WiFi Box connects to WiFi (all LEDs ON and solid), but the App cannot find it on the network

Verify the following:

- WiFi Box is not connected to a guest network or a network with blocking network policies
- Smart device running the app is connected to the **same network** as the WiFi Box and not another guest network (e.g. the neighbor's WiFi).
- **VPN is disabled** on the smart device
- All app permissions are granted:
 - Go to **Settings > Apps > Fire Connects > Permissions** (refer to „3.2.8 Connection Process: B6R-W2..(V2)“ on page 8)
 - Enable and allow **Location, Network, and Bluetooth**.

4. Adding another Fireplace to your smart phone/tablet

- It is not necessary to reset the WiFi Box
- From the home screen, go to: **Menu > Add device** (refer to „3.2.7 Add Fireplace“ on page 8)
- The app will search for WiFi Boxes on the network and show them in an overview

5. The app cannot find a WiFi Box (but another device with the app can)

Verify the following:

- Device running the app is connected to the **same network** as the WiFi Box and not another guest network (e.g. the neighbor's WiFi)
- All app permissions are granted:
 - Go to **Settings > Apps > Fire Connects > Permissions** (refer to „3.2.8 Connection Process: B6R-W2..(V2)“ on page 8)
 - Enable and allow **Location, Network, and Bluetooth**.
 - **VPN is disabled** on the smart device
- There are **no other Fire Connects apps installed** on the device, as this can affect discovery. If so, remove all Fire Connects apps and reinstall the correct app.

6. The Fire Connects app works intermittently

Verify the following:

- WiFi Box is **within range** of the router/access point (See „3.3.5 System Information“ on page 15)
- **VPN is disabled** on the smart device
- Device running the app is connected to the **same network** as the WiFi Box and not another guest network (e.g. the neighbor's WiFi)
- All app permissions are granted:
 - Go to **Settings > Apps > Fire Connects > Permissions** (refer to „3.2.8 Connection Process: B6R-W2..(V2)“ on page 8)
 - Enable and allow **Location, Network, and Bluetooth**.
- Additional tests:
 - Test with another smart device. Are the problems still present?
 - Force close the app and reopen. Does this resolve the issue?

7. Resetting the WiFi Box

Resetting the WiFi Box is **rarely necessary**. A reset is necessary for the following conditions:

- Customer purchases a new WiFi router/access point
- Customer changes the **SSID (network name)** or WiFi password
- Customer accidentally connected the WiFi Box to a **guest network**
- In the cases above, a **7-second reset** is sufficient. Refer to „3.2.1 WiFi Box Reset“ on page 5.
- A **20-second reset** is almost never required and is **not recommended**

8. App shows "NA" for room temperature

- Check that the fireplace can be controlled using the **remote handset**
- The room temperature is read by the **remote handset**

9. Certain functions are not visible in the app

Functions may depend on the **type of remote handset**.

- Make sure the correct remote setting is connected and working
- Certain functions might be hidden in the app:
 - Select **fireplace > Settings > Feature visibility** (refer to „3.3.3 Visibility of Features“ on page 14)

10. Error messages in the app

If there is an error in the receiver or the WiFi Box, it will show in the app until it is cleared.

- An error screen will be displayed with a **"Clear"** button. Touch the **"Clear"** button to remove the error (once the issue is corrected in the fireplace).

11. Creating a WiFi network

- When creating a WiFi network, for example in a UniFi router, use the **"IoT"** setting under **"WiFi Optimization"** and make sure the options **"Hide WiFi Name"** and **"Client Device Isolation"** are **not** enabled/checked.
- Also make sure **"WPA2"** is selected under **"Security Protocol"**. Everything else can remain in the default settings
- These settings will look similar in other WiFi routers.

4.2 List of Failure Codes (shown in App)

Failure code	Message shown in App	Symptom	Possible Cause
F02	F02 Contact Service.	5 sec. beep from receiver - Fire is not responding; no ignition	- Faulty Microswitch - Defective wiring of the Motor - Bent Motor Knob
F03	F03 Contact Service.	5 sec. beep from receiver - Ignition process is interrupted - Fire is not responding; no ignition	- Thermocouple wiring is incorrect - Thermocouple wiring is not connected - ON / OFF switch in "O" (OFF) position
F04	F04 Ignition Sequence Malfunction. Wait 1 minute. Retry ignition.	- No pilot flame within 30 seconds - NOTE: After 3 failed ignition sequences F06 shown	- No gas supply - Air in pilot supply line - No spark - Reversed polarity in thermocouple wiring - Check for correct pilot orifice (LPG to NG or vice versa)
F05	F05 Contact Service.	- Flame failure during ignition - Motor stays in pilot position	- Not enough thermo-voltage - Air in the pilot supply line - Low inlet pressure - Bad thermocouple
F06	F06 Contact Service.	3 failed ignition sequences within 5 minutes - Fire not responding, no pilot flame	- No gas supply - Air in pilot supply line - No spark - Reversed polarity in thermocouple wiring - Check for correct pilot orifice (LPG to NG or vice versa)
F07	F07 Replace Handset Batteries.	Battery icon flashes on handset display	Low battery power in handset
F10	F10 Contact Service.	- Pilot lit - Main burner fails to ignite and pilot shuts off - Ignition is blocked for 2 minutes	2nd thermocouple is out of position 2nd thermocouple wiring is incorrect - Gas logs out of position - Gas ports for burner are blocked
F12	F12 Contact Service.	Motor turns to pilot position	- Receiver powered by batteries and receiver temperature exceeds 55 °C - Check proper functioning of air circulation and heat shield
F13	F13 Contact Service.	- Motor turns to pilot position - Fan at level 4 for 10 minutes (T > 80 °C)	- Receiver powered by mains power and receiver temperature exceeds 80 °C - Check proper functioning of air circulation and heat shield
F14	F14 Contact Service.	5 sec. beep from receiver - Fire is not responding; no ignition	- Receiver software doesn't support a 2nd thermocouple - Wrong receiver
F15	F15 Contact Service.	5 sec. beep from receiver - Fire is not responding; no ignition	2nd thermocouple wiring is incorrect or not connected - Thermocouple is defective
F16	F16 Handset out of range.	No temperature shown in App	- Handset out of range for more than 1.5 h - Radio interference
F17	F17 Contact Service.	Fire is not responding; no ignition	- Inlet voltage exceeds 7.25 V - Wrong mains adapter with too high voltage
F18	F18 Contact Service.	Switch panel / touch pad not functioning	- Switch panel / touch pad was deactivated by Receiver - Short in cable or button

Failure code	Message shown in App	Symptom	Possible Cause
F19	F19 Contact Service.	Pilot drops when Motor opens main gas	- Insufficient thermocouple voltage - Thermocouple malfunction - Low inlet gas pressure - Improper thermocouple flame impingement - Carbon build-up on thermocouple - Resistance in thermocurrent circuit too high
F21	F21 Contact Service.	Pilot drops when Motor opens main gas	- Draft too high - Cold junction temperature too high - Magnet unit drops
F26	F26 Contact Service.	- It is not possible to increase flame height after ignition - Fan at level 4 for 10 minutes ($T > 80\text{ }^{\circ}\text{C}$)	- Receiver powered by batteries and receiver temperature exceeds $55\text{ }^{\circ}\text{C}$ - Receiver powered by mains power and receiver temperature exceeds $80\text{ }^{\circ}\text{C}$
F27	F27 Contact Service.	Turns to pilot flame position	No handset communication with receiver for more than 3 hours
F28	F28 On-Demand Pilot.	Pilot shuts off after a predefined time	Pilot shuts off after no motor movement for a predetermined time
F31	F31 Contact Service.	- Fire is not responding - No electronic control of fire	Receiver or WiFi Box malfunction
F41	F41 Check WiFi.	- Fire is not responding - No electronic control of fire	- No WiFi connection to WiFi box, router and / or smart device - WiFi in smart device is deactivated
F42	F42 Check WiFi.	- Fire is not responding - No electronic control of fire	- No power to router - No WiFi connection to router and / or smart device - Smart device not in the correct home network
F43	F43 No Receiver Connected. Contact Service.	- Fire is not responding - No electronic control of fire	- No communication between receiver and WiFi Box - Connection cable from receiver to WiFi Box defective
F44	F44 Contact Service.	- No temperature shown in App "N.A." (not applicable) displayed in App	- Handset not within range - Low battery power in handset
F48	F48 Check Mains.	- Fire is not responding - No electronic control of fire	Low power supply to WiFi Box ($U < 4.8\text{ VDC}$)

4.3 List of Failure Codes (Handset)

Failure code	Message shown in handset	Display duration	Symptom	Possible Cause
F04	F04	4 sec.	No pilot flame within 30 seconds NOTE: After 3 failed ignition sequences F06 shown	- No gas supply - Air in pilot supply line - No spark - Reversed polarity in thermocouple wiring
F06	F06	4 sec.	3 failed ignition sequences within 5 minutes Fire is not responding, no pilot flame	- No gas supply - Air in pilot supply line - No spark - Reversed polarity in thermocouple wiring - Check for correct pilot orifice (LPG to NG or vice versa)
F09	F09	Until sync confirmed	Fire is not responding No electronic control of fire	Down arrow button was not pressed during synchronization. Receiver and handset are not synced
F46	F46	4 sec.	- Fire is not responding - Intermittent response No electronic control of fire	- No or bad connection between receiver and handset - No power at receiver (batteries low) - Low communication range (mains adapter faulty, handset not communicating with receiver)