



BRUGERVEJLEDNING
BEDIENUNGSANLEITUNG
USER MANUAL
MANUEL D'UTILISATEUR
BRUKERVEILEDNING
BRUKSANVISNING
KÄYTTÖOHJE
GEBRUIKERHANDLEIDING

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Introduction

Congratulations on the acquisition of your new gas fireplace and on becoming a RAIS or ATTIKA customer!

In this section you can learn how to set up, among other things, the remote control for your gas fireplace. It is important that you read the manual thoroughly so that you get the most out of your new gas fireplace.

Start-up

In this section you can learn how to set up the remote control for the gas fireplace.

Inserting batteries in the remote control

Insert two 2 x AAA 1.5 V batteries in the remote control.

When using the fireplace for the first time in the year, you should replace the batteries. Replace all of the batteries at the same time. Use only good quality alkaline batteries.

Never use pointed tools to remove the batteries from the box.

Inserting batteries in the receiver

The receiver can be connected to a power supply or can use batteries. If there is a power failure, four AA batteries can be fitted in the receiver. NB: If batteries are used in the receiver, the LED light and MyFire wi-fi-box will not operate.

Synchronisation of the remote control and receiver

You must first synchronise the remote control and fireplace receiver in order for the remote control to function. Procedure to synchronise the remote control and receiver:

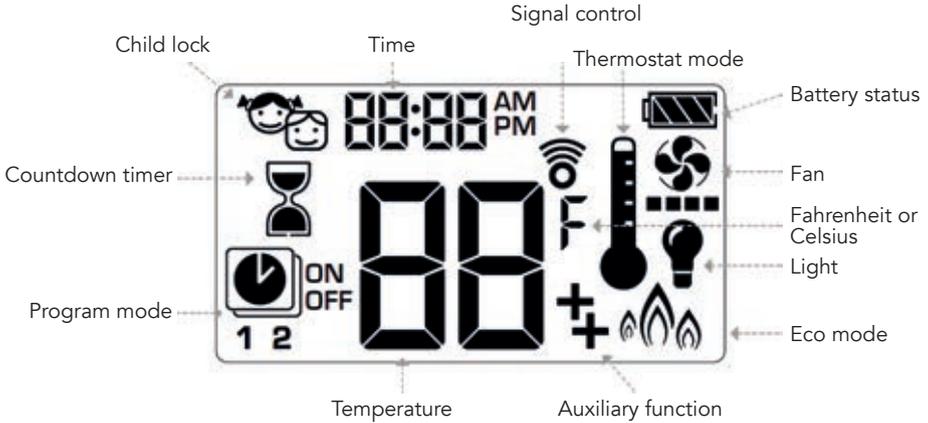
Press and hold in the "reset" button on the receiver using the point of a pen or paperclip until you hear a short 'beep' followed by a long 'beep'. Release the button.



You now have 11 seconds to press the arrow down button on the remote control. Hold the button in until you hear a short "beep" from the receiver. You will know see the world "conn" on the remote control. The remote control stops flashing once it is synchronised with the receiver.

Display and functions

Read on to learn more about the remote control's functions.



Setting of Fahrenheit or Celsius

To change between °C or °F, press and hold the buttons  and  at the same time. Release the buttons once the selection is displayed.

NB: If °F is selected, a 12-hour clock is also automatically selected. If °C is selected, a 24-hour clock is also automatically selected.

Setting the time

1. Press the buttons  and  at the same time.
2. Press the  or  button to select a figure that is equivalent with a weekday (e.g. 1= Monday, 2 = Tuesday, 3 = Wednesday, etc.)
3. While it flashes: Press the buttons  and  at the same time. *Hour setting* flashes.
4. Select the hour by pressing  or .
5. Press the buttons  and  at the same time. *Minutes setting* flashes.
6. Select the minutes by pressing  or .
7. To confirm press the buttons  and  at the same time or wait.



Using the remote control

Read on to learn how to switch on, adjust and switch off the fire.

Be patient: When you switch on/off the fire and use the remote control, you must keep pressing the button for a couple of seconds.

How to light the fire

1. Press and hold the button  until you hear two short 'beeps' and a number of lines will flash, confirming that the start sequence is underway. Release the button.
2. The main gas supply starts as soon as the pilot flame ignition is confirmed. A few seconds may pass before the gas in the fireplace ignites.
3. The remote control will automatically enter Manual mode after the main burner is lit.



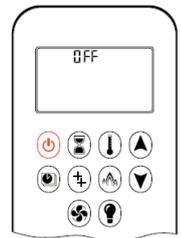
NB! Once the pilot flame is confirmed, the motor will automatically go to maximum flame height.

Warning! If the pilot flame does not light after the several attempts, switch off the gas supply.

How to switch off the fire

- 1 Press the  button to switch off the fire.

NB: The fire will not be able to be lit again until after three minutes have passed.



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Adjusting flame height

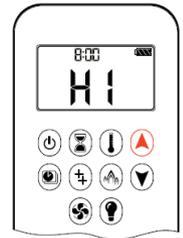
To *increase* the flame height press and hold ▲.

To *reduce* the flame height or set the appliance to pilot flame only, press and hold ▼.



Choice of high heat or low heat

1. To activate low heat, double press the button ▼. *LO* is displayed.
NB: The flame will first switch to high heat before going to low heat.
2. To activate high heat, double press the ▲ button. *HI* is displayed.



Standby mode (only pilot flame lit)

1. Press ▼ down to set the appliance to pilot flame (the small blue flame under the ceramic logs).

Countdown timer for switch off fire

1. Press and hold down the  button until  is displayed and *HOUR* flashes.
2. Select the hour by pressing  or .
3. To confirm press the  button. The minutes setting now flashes.
4. Select the minutes by pressing  or .
5. To confirm press the  button or wait.



OFF:

1. Press the  button. Now  and the countdown time disappear.

NB! Once the countdown time has expired, the fire switches off. The countdown timer only works in Manual, Thermostat and Eco mode. The maximum countdown is 9 hours and 50 minutes.

Operating mode

There are three operating settings on the remote control: *Thermostat mode*, *Program mode* and *Eco mode*. Read on to learn about all three operating modes.

Thermostat mode

The room temperature is measured and compared to the set temperature. The flame height adjusts automatically to achieve the desired temperature.



ON:

1. Press the  button.

 is shown, pre-set temperature is shown briefly and then the room temperature is shown.

Setting:

1. Press and hold down the  button until  is shown and temperature flashes.
2. Adjust the set temperature by pressing  or .
3. To confirm, press the  button or wait.

OFF:

1. Press the  button.
2. Press and hold  or  to enter Manual mode.
3. Press the  button to enter Program mode.
4. Press the  button to enter Eco mode.

Program mode

Program 1 or 2 can both be programmed to operate or stop at specific points in time at a set temperature. Read on to learn how the program is activated or deactivated. The following pages show you how to set the program.

ON:

1. Press the  button.

, 1 or 2, ON or OFF is shown.

OFF:

1. Press the  or  or  button to enter Manual mode.
2. Press the  button to enter Thermostat mode.
3. Press the  button to enter Eco mode.



NB! The set temperature for Thermostat mode is the temperature for the operating time in Program mode. If the set temperature for Thermostat mode is changed, the temperature for the operating time in Program mode is also changed.

Standard settings:

OPERATING TIME (Thermostat mode) TEMPERATURE: 21 °C (70 °F)
TEMPERATURE AT WHICH FIRE SWITCHES OFF "--" (only pilot flame lit)

NB!

When the gas fireplace is set to Program mode, the fireplace will always be in standby mode (pilot flame lit) during periods where the fire is not lit. The fireplace can only be set to automatically light from standby mode.

Setting of temperature for program with time/days:

1. Press and hold  until  flashes. ON and the set temperature (setting Thermostat mode) are shown.
2. To continue press the button  or wait. , OFF is shown, and temperature flashes.
3. Select the temperature by pressing the  or  button.
4. To confirm press the  button.



NB! The set operating temperature (Thermostat Mode) and temperature for switching off the fire are the same for each day.

Setting the day:

1. ALL flashes. Press the  or  button to choose between ALL, SA:SU, 1, 2, 3, 4, 5, 6, 7.
2. To confirm press the  button.



ALL is selected.

Setting of operating time (program 1):

1. , 1, ON is shown, ALL is shown briefly, and HOUR flashes.
2. Select the hour by pressing the  or  button.
3. To confirm press the  button. , 1, ON is shown, ALL is shown briefly, and Minutes flashes.
4. Select the minutes by pressing the  or  button.
5. To confirm press the  button.



Setting of time for extinguishing fire (program 1):

1. , 1, OFF is shown, ALL is shown briefly and HOUR flashes.
2. Select the hour by pressing the  or  button.
3. To confirm press the  button. , 1, OFF is shown, ALL flashes briefly and Minutes flashes.
4. Select the minutes by pressing the  or  button.
5. To confirm press the  button.



NB! Continue either to PROGRAM 2 and set the operating time and time for switching off the fire or stop programming here. PROGRAM 2 remains deactivated.

NB! PROGRAM 1 and 2 use the same operating temperature (Thermostat mode) and temperature for switching off for ALL, SA:SU and Daily Timer (1, 2, 3, 4, 5, 6, 7). When a new operating temperature (Thermostat mode) and temperature for switching off the fire has been set, this becomes the temperature for the new standard setting.

NB! If ALL, SA:SU or Daily Timer is programmed for operating temperature and temperature for switching off the fire for PROGRAM 1 and PROGRAM 2, these become the new standard times. The batteries must be removed to clear the temperatures, operating times and times for extinguishing the fire for PROGRAM 1 and PROGRAM 2.

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

- Set the operating time and time for switching off the fire by using the same procedure as with "ALL selected" (above).
- SA:SU Set operating time and time for switching off the fire for both Saturday and Sunday.
- Daily Timer: Unique operating times and times for switching off fire can be set for individual weekdays, several weekdays or for all days of the week.
- Wait until setting is set.

Auxiliary function

After switching on, burner 1 is lit and burner 2 is in the previous setting.

ON:

To light a burner, press the button .  is displayed.

OFF:

To switch off a burner press the button .  disappears.



NB! The locked magnetic valve cannot function manually. If the receiver has no more battery power, it will remain in the last operating setting.

Eco mode

The flame height alternates between high and low. If the room temperature is lower than the set temperature, the flame height will remain high for a longer period of time. If the room temperature is higher than the set temperature, the flame height will remain low for a longer period of time. A cycle lasts for approximately 20 minutes.



ON:

Press the  button to enter Eco mode.  is displayed.

OFF:

Press the  button.  disappears.

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Setting the light/dimmer

ON:

Press  ( is shown). The light switches on.

Settings:

1. Press and hold  until  flashes.
2. To set the light between 20% and 100% press  or .
3. To confirm press  or wait.

NB: The light works independently of the pilot flame. If you want to switch on the light without igniting the fire, press .

OFF:

Press  ( disappears).

Setting the fan

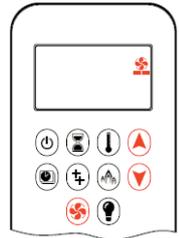
The fan has four speed levels, from low (1) to high (4).

ON:

1. Press and hold the  button until  flashes.
2. Press  to increase speed and press  to decrease speed.
3. To confirm setting, press  or wait.

OFF:

Press  until all four speed bars disappear.



Child lock

ON:

1. To activate, press the buttons  and  at the same time.
If  is displayed, the remote control cannot be used apart from the OFF function.

OFF:

1. To de-activate, press the buttons  and  at the same time.
 disappears.

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General information about the remote control

NB!

The cable for the valve and receiver must be connected before switching on. If this is not connected, the electronic system may become damaged.

Batteries – remote control:

- Indicates low battery in the remote control.

Batteries – receiver:

- Indicates low battery: frequent beeps for three minutes when the motor operates.
- A power adapter connected to the socket can be used instead of batteries.
- The module for controlling the fan speed and light/dimmer includes a power socket and batteries in the receiver for automatic backup power in case of a power failure.

WARNING

If the power adapter and battery are not used, it is recommended that you replace them when using the fireplace for the first time in the year.

Old or flat batterie should be removed immediately. If old/flat batteries are left in the device they can overheat, leak and/or explode.

NEVER expose batteries (this includes when they are in kept in storage) to direct sunlight, strong heat, fire, humidity or violent impacts. All of these conditions can cause the batteries to overheat, leak and/or explode.

Batteries must be stored in a location within the recommended temperature range.

Temperature range batteries must be stored at: 32–131 °F (0–55 °C).

Avoid using old and new batteries at the same time. Avoid using batteries from different manufacturers at the same time. If different batteries are used at the same time, it may cause the batteries to overheat, leak and/or explode.

Software version

Press the buttons  and  at the same time. The software version is now shown.

Model number for remote control

Press the buttons  and  at the same time. The model number of the remote control is now shown.

Deactivation of functions

1. Install batteries. All icons are shown and they flash.
2. While the icons flash, press the relevant function button and hold for 10 seconds.
3. The function icon continues to flash until the deactivation is completed. The deactivation is completed when the function icon and two horizontal lines are shown.

NB: By pressing a deactivation button there is no function and two horizontal lines are shown. The deactivation remains after the batteries have been replaced.

Activation of functions

1. Install batteries. All icons are shown and they flash.
2. Press and hold down the relevant button and hold for 10 seconds.
3. The function icon continues to flash until the activation is completed. Activation is completed when the function icon is displayed.

The following functions can be deactivated/activated

- Child lock
- Program mode
- Thermostat mode (also deactivates Program mode)
- Eco mode
- Light/damper (operation)
- Room fan (operation)
- Auxiliary function
- Countdown timer

Connection of MyFire wi-fi-box

If you wish to use more than the accompanying remote control, Visio Gas can also be remotely controlled using an app on a smartphone or tablet. To do this you must connect a MyFire wi-fi-box.



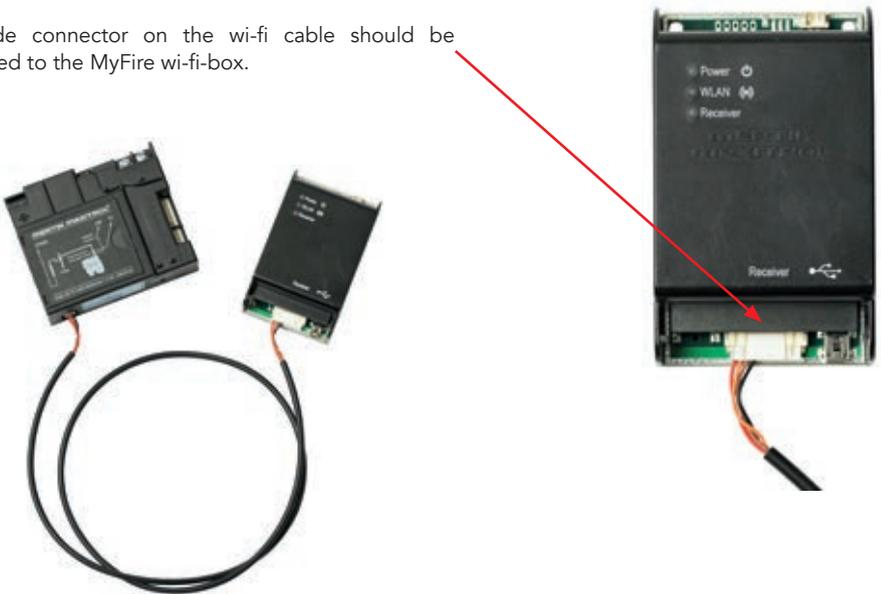
wi-fi-box (accessory)

To connect the MyFire wi-fi-box with the receiver, which is positioned behind the inspection hatch, you must connect the small connector on the wi-fi cable to the input marked "SI".



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The wide connector on the wi-fi cable should be connected to the MyFire wi-fi-box.



Configuration of the MyFire app

Read this section to learn how to configure the MyFire app on your smart phone or tablet.

NB: When you configure the MyFire app, you must use your SSID key and code for the wireless network (wi-fi).

Start-up:

1. Download the MyFire app from the App Store or Google Play Store.
2. Touch the screen to start configuration.
3. Select language, temperature and time format.

Registration:

NB: You must register before you can log in. You only need to do this once.

1. Accept our Personal Data Policy.
2. Press "OK".
3. Press the link to confirm the E-mail address.
4. You will now be shown a notification confirming that the MyFire app is registered.
5. Return to the app.

Login:

- Enter e-mail and code.
- Accept terms and conditions.
- Press the Login button.

Connect your mobile tablet to MyFire wi-fi-box:

1. Press the (+) icon.
2. You must now go to the wi-fi settings of your smartphone or tablet. Press "OK".
3. Press "myfire_Wifi-Box_<number>"
4. Enter the code "MYFIREPLACE"

Connect the wi-fi router to the MyFire wi-fi-box:

NB: The connection process can take 1–10 minutes to complete. Once the connection is established, a pop-up notification will be shown, prompting you to enter the following:

1. Select a name for your gas fireplace.
2. Enter the name (SSID) of your wi-fi router.
3. Enter the password for your wi-fi router.
4. Press "connect".

NB! To connect the MyFire-wi-fi-box to the wi-fi router (home network) you must ensure that:

- The home network is accessible.
- The name and code for the network is correct.
- The wi-fi-router SSID key is not hidden.
- The home network signal is within range.
- The wi-fi router supports the User Datagram Protocol (UDP).

Connect your mobile tablet to the wi-fi router:

NB: Once a connection is established, a pop-up notification will be shown, prompting you to enter the wi-fi settings.

1. Press "OK" if the information is correct.

Confirm the fireplace settings:

1. Check the fireplace settings. If your gas fireplace has a light, double burners, fan or other accessories, these must be confirmed in the settings.
2. Click on "Finish".

A list of the connected MyFire wi-fi-boxes is shown.

1. Press the "Start App" button to complete the installation.

The start screen is displayed and the app is ready for use.

Troubleshooting

If you experience problems with your gas fireplace, you will find solutions to the most common problems below. Please contact the RAIS/ATTIKA or your dealer if you do not find the solution to the problem in this section.

The gas fireplace does not ignite, but sparks are generated

Possible causes:

What you can do:

1. The yellow ball valve is closed under the fireplace.
Solution: Open the ball valve.
2. The gas cylinder is empty.
Solution: Replace the gas cylinder.
3. In the case of natural gas or town gas: Work is underway on the gas supply network.
Solution: Wait for the return of the gas supply or contact your municipality for information.
4. The regulator is closed or defective.
Solution: Open the regulator or replace if defective.
5. Loose connection in the 7-pole connector.
Solution: Inspect the connector and re-connect.
6. The receiver or remote control requires new batteries.
Solution: Replace all four AA batteries at the same time.
7. There is old gas/an odorous substance in the pipe system.
Solution: Set the fireplace to ignition again. Do this three times and then wait for five minutes before trying again.

The following may only be carried out by an authorised domestic plumbing and gas engineer:

1. Regulator or pipe system has been separated.
Solution: Carry out a bleeding.
2. Magnetic valve is stuck or defective.
Solution: Separate the valve or replace with a new one.

The gas fireplace does not generate a spark at start-up.

Possible cause:

What you can do:

1. The batteries in the receiver box have no more power.
Solution: Replace all four AA batteries at the same time.
2. The cable going to the burner electrode is touching metal and the spark is conducting between the cable and the metal.
Solution: Check the cable and make sure it no longer touches the metal.
3. The cable is not connected to the burner electrode or the receiver box.
Solution: Fit the cable.
4. The remote control is not synchronised with the receiver.
Solution: Synchronise the remote control and receiver – see page 1 of this user manual.
5. After an inspection, soapy water may have entered the receiver's cables.
Solution: Replace the receiver.

The following may only be carried out by an an authorised domestic plumbing and gas engineer:

1. The burner electrode is broken in the porcelain.
Solution: Replace the burner electrode.

The gas fireplace will not ignite just after it has been lit.

Possible causes:

What you can do:

1. Switch the remote control to OFF and OFF flashes. The thermostat sensor must cool down before the gas fireplace can be restarted.
Solution: Wait a couple of minutes and then try to ignite the fire. Once you have tried to ignite the fire three times in a row, wait five minutes before trying again. There may be an accumulation of gas in the fireplace.
2. The secondary burners will not ignite or switch off.
Solution: Check to see whether the small connector on the receiver has fallen off.
3. The receiver batteries are too low on power.
Solution: Replace all four AA batteries at the same time.
4. The spark is only generated once.
Solution: Check to see whether a screw is loose on the gas block at the frame cable.
5. The pilot flame is lit but the main burner does not light.
Solution: The wheel with the arrow is not completely on or is in the manual position. Move the wheel with the arrow to ON until you hear a click.

The gas fireplace does not burn properly or produces a puff at the start.

Possible causes:

The following may only be carried out by an authorised domestic plumbing and gas engineer:

1. The fireplace starts with a puff.
Solution: Ceramic logs and embers layer are blocking the gas so that it cannot flow properly. Remove the embers layer from the holes in the main burner.
2. The fire in the fireplace is very weak when it burns.
Solutions:
 - Too low gas pressure from the gas supply to the house (max. pressure drop: 5 mbar). From the supply into the house to the gas appliance: max 2 mbar pressure drop.
 - If using a gas cylinder: Defective regulator.
 - Check the gas on the information plate matches the connected gas type.
 - Check that the nozzle pressure matches with the pressure stated on the information plate.
 - Explosion security flaps in the top of the fireplace are not positioned correctly.
3. There is an odour of gas when the fireplace is lit.
Solution: Switch off the gas supply and contact an authorised domestic plumbing and gas engineer to check the system has been pressure tested.

The gas fireplace flames become smaller and smaller, turn blue and then go out.

Possible causes:

What you can do:

1. The gas is emptied too quickly from the cylinder and it freezes to ice.
Solution: Turn the fireplace down or switch it off.
2. The yellow ball valve under the fireplace is not completely open.
Solution: Open the ball valve.

The following may only be carried out by an authorised domestic plumbing and gas engineer:

1. There is insufficient air supply through an unbalanced flue.
Solution: The flue pipe is incorrectly dimensioned. Contact an authorised domestic plumbing and gas engineer.
2. Used air in the flue from the interior pipe is leaking into the exterior pipe.
Solution: Contact an authorised domestic plumbing and gas engineer.
3. The flue system is too long or the pipe dimension is too small.
Solution: Contact an authorised domestic plumbing and gas engineer.

4. Fault at air mix at nozzle.

Solution: Check for the correct air mix in the fireplace pipe. Contact an authorised domestic plumbing and gas engineer.

5. Several gas consumers may be connected to appliances on the same gas line, so that the total consumption is too great for the pipe size.

Solution: Contact an authorised domestic plumbing and gas engineer.

The gas fireplace sparks and lights for a short period and then goes out again.

Possible causes:

What you can do:

1. There is air in the gas supply.

Solution: Switch on the fireplace several times until the air is gone.

2. The cable (red and black) on the receiver is loose.

Solution: Tighten the cable.

The following may only be carried out by an authorised domestic plumbing and gas engineer:

1. The gas pressure is not at the correct level when it reaches the burner.

Solution: If using a gas cylinder: check the regulator or replace it. If using natural gas: check the pressure drop, pipe dimension and pipe length.

2. There is soot on the thermocouple.

Solution: Clean the two thermocouples

3. The thermocouple is defective.

Solution: Replace the thermocouple.

4. The screw that secures the thermocouple to the gas block is not tightened enough or overtightened.

Solution: Not tightened enough: Tighten the screw. If overtightened: the small gasket at the end of the copper pipe is broken. Insert a new one.

5. Ceramic logs or the embers layer around the thermocouple are obstructing the flame from warming up the thermocouple.

Solution: Remove these.

6. The gasket between the thermocouple, pilot flame ignition and base plate is broken.

Solution: Replace with a new one.

7. The glass is not properly in place, causing interference with the airflow into the fireplace.

Solution: Check the glass is correctly in place, including that the "wedge" on the front of the glass is inside the notch.

The gas fireplace causes a layer of soot to form on the glass and ceramic logs.

Possible causes:

The following may only be carried out by an authorised domestic plumbing and gas engineer:

1. Incorrect positioning of the ceramic logs and the embers layer.
Solution: Check the installation manual and follow the instructions for laying the ceramic logs and embers layer.
2. Incorrect restrictor plate insert in the flue.
Solution: Read the manual and replace the restrictor plate for one that has the correct size.
3. The air supply is insufficient.
Solution: Check that the supply is correct.
4. Incorrect nozzles for the type of gas that is being used.
Solution: Contact an authorised domestic plumbing and gas engineer.
5. The nozzle pressure can be too high in relation to manual.
Solution: Contact an authorised domestic plumbing and gas engineer.
6. The pilot flame may be turned up too high on the gas block.
Solution: Turn down the pilot flame. Contact an authorised domestic plumbing and gas engineer.
7. The gasket at the door may be leaking.
Solution: Replace with a new one. Contact an authorised domestic plumbing and gas engineer.
8. Leaks in the balanced flue system.
Solution: Contact an authorised domestic plumbing and gas engineer.



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