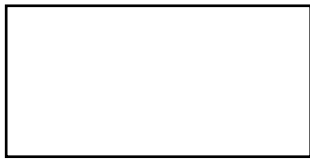


PLACE LABEL OR WRITE Wi-Fi SN# BELOW



LOCATION:

**ATTENTION: Installer - Place extra nameplate label included with the Wi-Fi module on the top left corner of page 1 of this document. The Wi-Fi SN# on the label will be needed to verify the correct Wi-Fi module. Also write the location of the appliance in which the module is installed.**



## IntelliFire® App Installation Instructions & User Guide



Leave this manual with party responsible for use and operation.

### Table of Contents

- 1 Introduction
- 2 Quick Start Guide ..... 2
- 3 Download the IntelliFire App ..... 3
- 4 Set-up Instructions for iOS..... 3
- 5 iOS User Guide ..... 10
  - Functions..... 10
  - Settings ..... 13
  - Edit / Add Locations..... 14
  - Edit / Add Appliances..... 15
  - User Management..... 16
- 6 Set-up Instructions for Android ..... 17
- 7 Android User Guide ..... 23
  - Functions..... 23
  - Settings ..... 26
  - Edit / Add Locations..... 28
  - Edit / Add Appliances..... 28
  - User Management..... 29
- 8 Smart Speaker - Alexa ..... 31
- 9 Smart Speaker - Google ..... 34
- 10 Smart Speaker - Voice Commands ..... 35
- 11 Changing a Network Router ..... 36
- 12 Changing the Primary User's Email Address .. 37
- 13 Setup Instructions for Commercial Application 37
- 14 Troubleshooting ..... 38
- 15 Regulatory Information..... 43

## 1. Introduction

The IntelliFire app is designed to communicate with the Wi-Fi Module (IFT-WFM) installed on the Hearth & Home Technologies appliance using an Android or iOS device.

The IntelliFire app allows the ability to control many of the available features on the appliance. Also the IntelliFire skill on Amazon Alexa or Google Assistant allows you to control your fireplace with your voice.

**Note:** The IntelliFire Wi-Fi module supports 2.4GHz or 2.4GHz / 5GHz dual band Wi-Fi networks only. To check your network frequency, refer to your wireless router manual or contact your internet service provider.

### Precautions / Preparation

The location of the Wi-Fi module to the Wi-Fi router or network extender should be positioned to provide optimal signal strength.

#### Before you begin, verify you have:

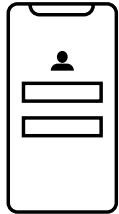
- Wi-Fi module SN #
- Wi-Fi Network Name and Password
- Define Appliance Location (such as: Home, Cabin, etc).
- Define Appliance Name (such as: living room fireplace, family room fireplace, etc).

**Note:** It is important that the appliance name is unique and can be distinguishable if using a smart speaker.

## 2. Quick Start Guide

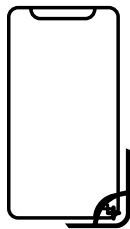
# IntelliFire® | App Quick Start Guide

---



### 1. Get the IntelliFire App

Create a new IntelliFire account, and log in.



### 2. Connect your Fireplace

Follow the onscreen prompts to add your location and connect to the IntelliFire\_XXXX network via Wi-Fi.



### 3. Connect your Wi-Fi

Following the prompts, connect your home Wi-Fi network and name the appliance.

The first audible beep confirms Wi-Fi information was sent to the fireplace.  
The second audible beep confirms your fireplace is connected to your home network and the IntelliFire cloud.



### 4. Connect Smart Speakers

#### Google Home

1. Open the Google Home app, click on "Devices," and then click the "+ Add" button.
2. Click on "Works with Google Home."
3. Search for "IntelliFire."
4. You will be asked to enter your IntelliFire app username and password to complete setup.

#### Amazon Alexa

Open the Amazon Alexa app, click on the "More" section.  
Click on "Skills & Games" and search for "IntelliFire."



Scan me with your smart phone for  
IntelliFire app Setup and Help Videos.

Google and Google Play are trademarks of Google LLC.

### 3. Download the IntelliFire App

1. Go to the iOS App Store or Google Play Store on your smart device and search for "IntelliFire". Download and follow the directions to create an account.

**NOTE: IF YOU ARE USING AN ANDROID DEVICE, SKIP TO SECTION 6.**



Figure 1 Login

### 4. Set-up Instructions for iOS

**Note:** Verify Wi-Fi module is installed in the appliance. You will see in your network settings an IntelliFire access point. See Figure 4.

**Note:** The IntelliFire Wi-Fi module supports 2.4GHz or 2.4GHz / 5GHz dual band Wi-Fi networks only. To check your network frequency, refer to your wireless router manual or contact your internet service provider.

1. Log into your IntelliFire account and then press the '+' icon to add a location shown in Figure 2.

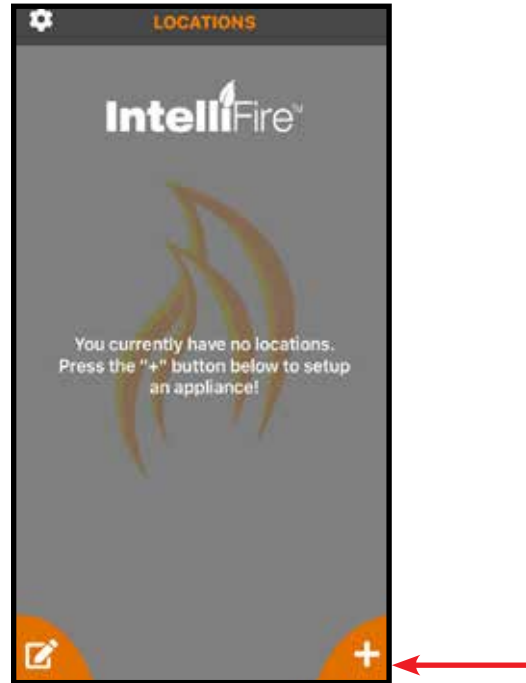


Figure 2 Locations

- The first screen is where you select the “Brand” of your gas or electric appliance.  
**Note:** Only use “SimpliFire” if onboarding an electric appliance. See Figure 3.



Figure 3 Brand Selection Screen

- After the “Brand” is selected, you will see the below screen for a few seconds before being re-directed to the “Settings” for “IntelliFire.” See Figure 4.



Figure 4 Let's Get Connected Screen

- From the IntelliFire Settings, navigate to the Wi-Fi Settings and look for the IntelliFire network. If more than one IntelliFire network is shown, select the network with Wi-Fi SN that matches this appliance location. See Figure 5.

**Note:** You do not need to wait for the spinning wheel to stop or a check mark to display next to the IntelliFire network to return to the IntelliFire app.

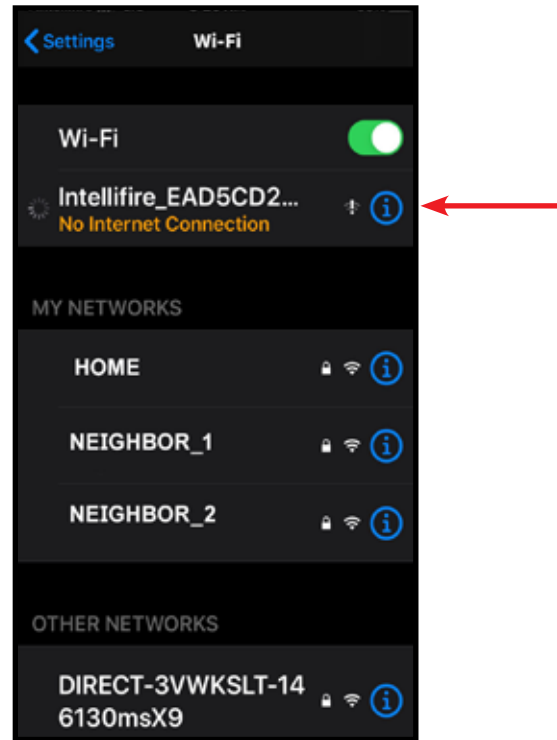


Figure 5 Wi-Fi Network

**Note:** If you do not see an IntelliFire network, your Wi-Fi module will need to be reset. Follow the instructions in the troubleshooting guide, “I do not see the IntelliFire network”.

5. Return to the IntelliFire app. Press next and a 'Success!' screen will appear. See Figure 6. Press continue.

**Note:** If the success screen does not appear, wait five seconds, return to the Locations screen (using the back arrow in the upper left corner of the display) and repeat steps 1 – 4.

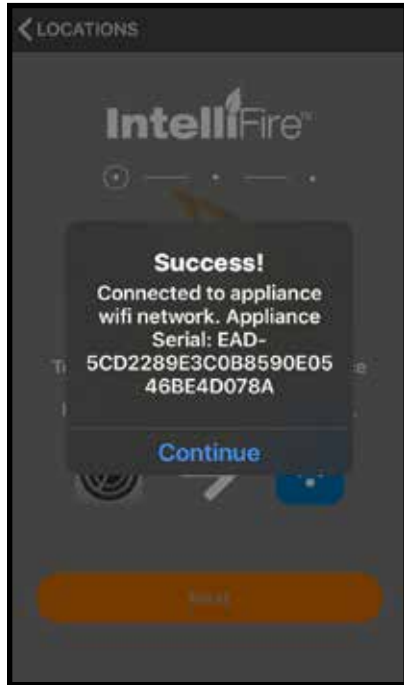


Figure 6 Appliance Connected to Wi-Fi

7. Select the location for your new appliance. To add to a current location, select that location and press continue.

- To add a new location, select add new location to get to the new location entry screen.
- If this is your first appliance you will already be at the new location entry screen.
- Enter the location name of the appliance (ex. home, cabin, garage).
- Enter the country of the location. The location is used in conjunction with the postal code to provide exterior weather conditions.
- Press "Add New Location" to confirm. See Figure 9.



Figure 9 Add New Location

6. If there is an error during the process, please follow the instructions on the screen. See Figure 7 and Figure 8.

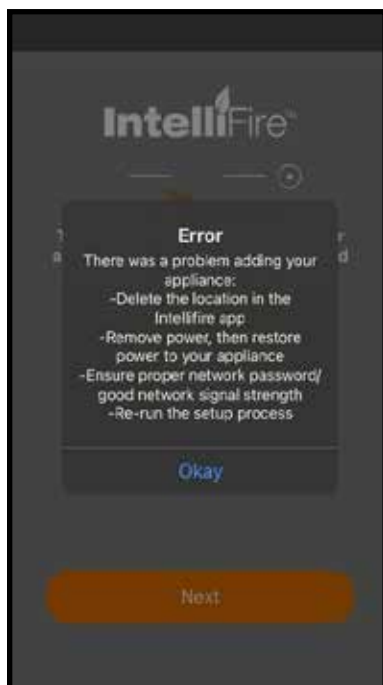


Figure 7 Error Popup

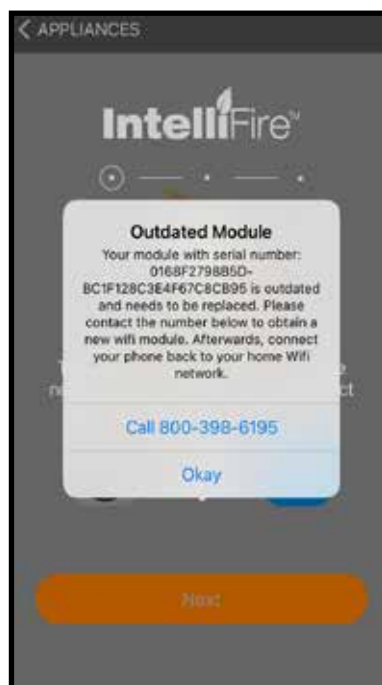


Figure 8 Error Popup

8. Select your home Wi-Fi network from the available list.

**Note:** You must select a 2.4GHz or 2.4GHz / 5GHz dual band Wi-Fi network. The module does not see and cannot connect to 5Ghz Only networks.

**Note:** If you receive an error message stating 'Error: There was an error communicating with your appliance. Verify you are connected to the appliance's Wi-Fi network and try again' and HAVE NOT selected the Wi-Fi network yet, press 'Okay' and the network list will be displayed

**Note:** If you are adding an additional appliance to an existing location, the app will not require selection of network and password. The app will automatically advance to Step 10. See Figure 11.

Carefully enter your network password in the text box below the list of Wi-Fi networks. Once you have entered your password, select Next, and you will hear the first audible beep. See Figure 10.

If you do not have password protection on your home network, select Next, and you will hear the first audible beep. See Figure 11.

**NOTICE!:** Entering an invalid network password will cause the App to display 'Error: There was an error communicating with the appliance. Verify you are connected to the appliance's Wi-Fi network and try again'. If this error occurs, refer to the Troubleshooting Section 13 for specific steps to restart installation.

9. This pop-up screen is to inform you if the Wi-Fi Module is connecting to the router, and then the server. You will hear a second beep and the progress bar completes. Press "Next" button. See Figure 11.



Figure 11 Synchronizing



Figure 10 Select Wi-Fi Network

10. Type in the name of your appliance. Chose a simple name that is convenient and easy to recognize (ex: Living Room Fireplace).

**Note:** If you are going to connect with a Google or Alexa smart speaker, this will be the name that you use to issue commands. Example: “Alexa, turn on Living Room Fireplace.”

- Press Next. See Figure 12.

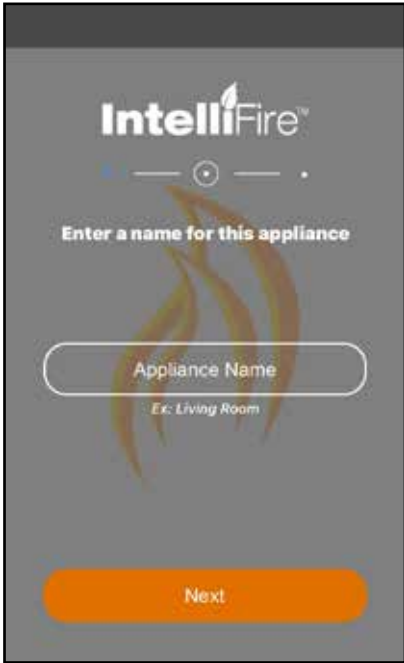


Figure 12 Name Appliance

11. After you have named your appliance, the IntelliFire App will re-direct you back to your Settings to connect back to your home Wi-Fi network. Once done, proceed to the next step.

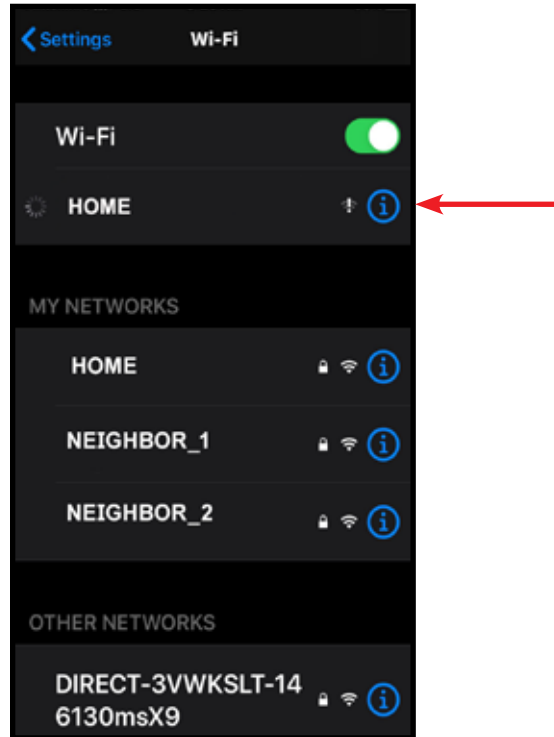


Figure 13 IntelliFire app

12. Return to the IntelliFire app. See Figure 14.  
- Press 'Next'.

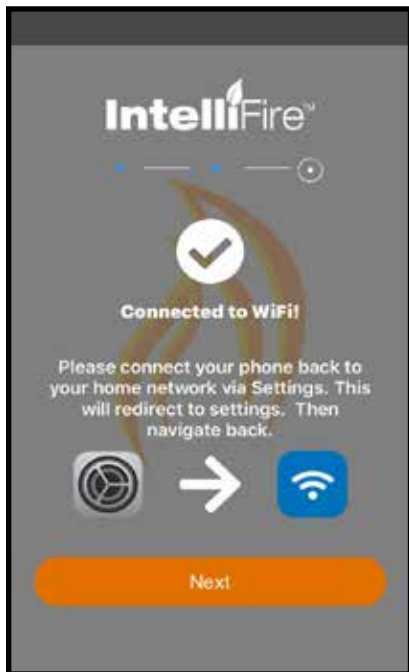


Figure 14 Connect to Wi-Fi Network

14. A firmware update **MAY** occur at this point of setup. If there is a firmware update, the App will update the firmware on the module using the wireless connection during the setup process only. On average the update takes approximately 3 mins. See Figures 16-18.

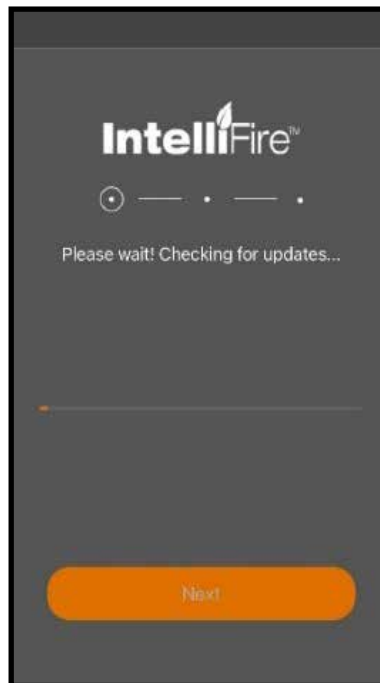


Figure 16 Firmware Update Notification

13. You will see a connection confirmation screen. See Figure 15.  
- Press 'Next'.

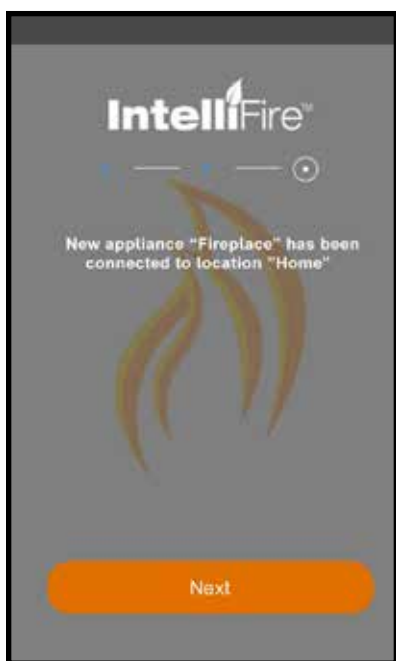


Figure 15 Synchronization Confirmation



Figure 17 Firmware Update Progress

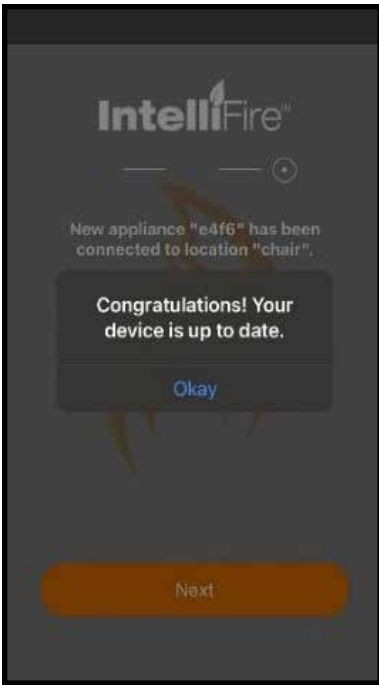


Figure 18 Firmware Update Successful

15. You can now run your appliance via your app, you will see your location. Touch Arrow next to current location to open the main app operation screen. See Figure 19.

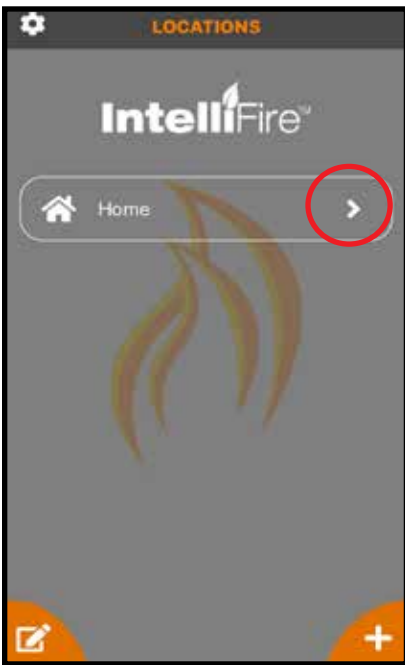


Figure 19 Run your Appliance

## 5. iOS User Guide

# IntelliFire® App - iOS

## User Guide

### Introduction

This user guide serves as a quick reference to the IntelliFire app.

## MAIN SCREEN - iOS

This is your main screen. An outside air temperature will be displayed at the top of your screen. This temperature reflects the postal code entered during set up.

This main screen also provides:

1. Inside temperature of the location where the fireplace remote is installed.
2. Status of the Flame function. If flame function is ON, then the bottom bar will have "ON" selected and the Flame icon will be colored in..

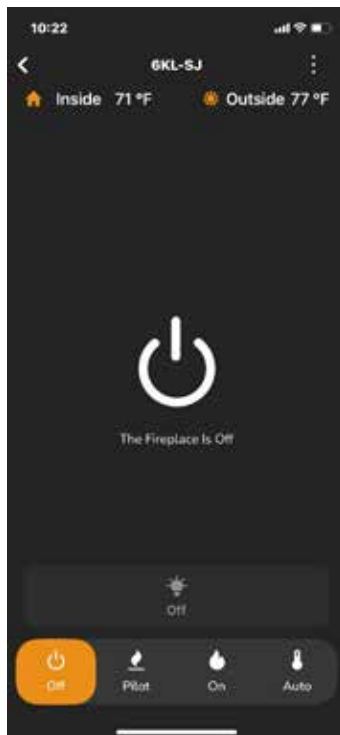


Figure 1 Main Screen

## FUNCTIONS - iOS

### Flame

#### Turn Flame On/Off

Click either "OFF" or "ON" on the bottom bar to turn the fireplace on or off manually.

#### Flame Height

You can set the flame height with the (+) / (-) buttons for your desired flame height level to affect the ambiance and control the heat output. Each press of the button will change the flame height one level.

Your appliance will remember the previous flame height setting and adjust the flame to that level 10 seconds after turning the flame on. Each level will take 4 seconds to transition.

**Note:** It is recommended to allow four seconds between each command to change the flame height. If the flame height adjustments are made too quickly, the app display may not accurately display flame height status.

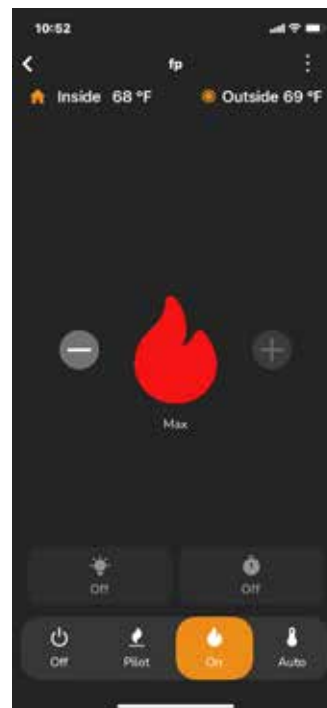


Figure 2 Flame

# FUNCTIONS - iOS

## Thermostat

If this appliance is equipped with a remote control, you can set and maintain your desired room temperature through the app.

**Note:** The remote control is equipped with a sensor that measures temperature. Locate the remote within the room that you want to maintain the temperature.

## On/Off

The “AUTO” button on the bottom bar is how you turn on Thermostat mode. To exit Thermostat mode, you can click on “OFF,” “PILOT,” or “ON” options on the bottom bar.

## Thermostat Adjustment

When the Temperature function is turned ON, the + and - buttons will activate for room temperature adjustment. Rotate the thermostat adjustment to the desired room temperature.

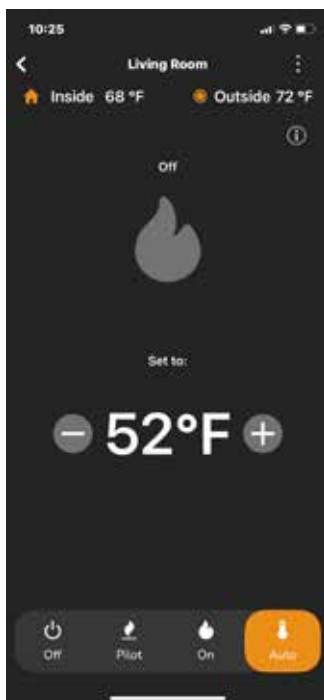


Figure 3 Temperature

**Note:** The temperature display may deviate +/- up to 2 degrees F from what was set.

## Timer

A timer can be set to automatically turn off the appliance after a set time, up to 3 hours. Turn the flame on prior to setting the timer. The timer will turn the flame off automatically after the selected preset amount of time. See Figure 4.

To use the timer function, press ‘Timer’ icon on the main screen. Select desired time by using scrolling the available list of time values, then press the play icon to turn ON. To turn the timer off, select timer from main screen and press the ‘X’ icon to turn OFF.



Figure 4 Timer

**Note:** The timer display does not count down on the app. The countdown is controlled by the IFT-ECM control module in the appliance.

# FUNCTIONS - iOS

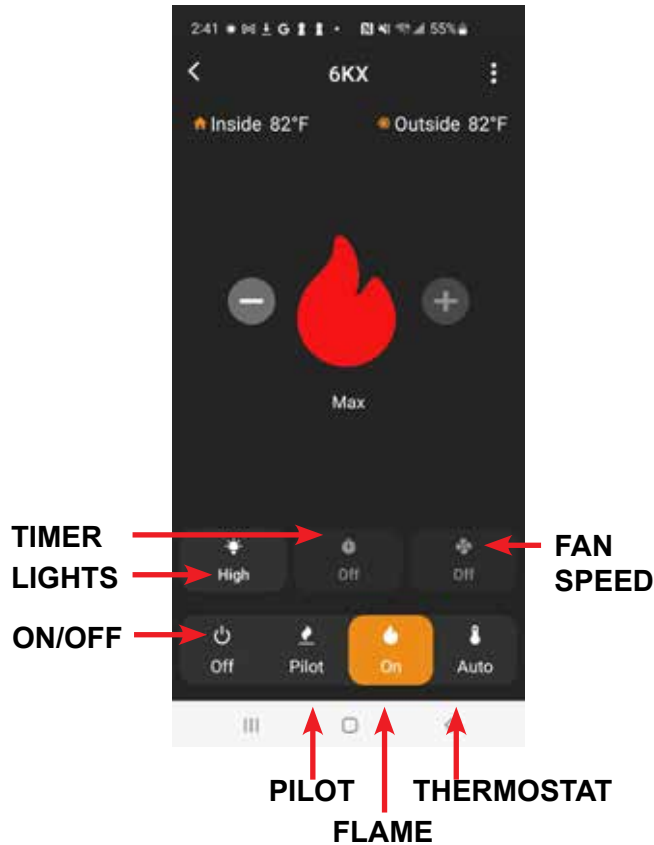


Figure 5 Functions

## Pilot

This function turns on a small continuous pilot flame and keeps the air inside your appliance warm while not in use. It is a useful feature in colder weather to minimize condensation on the appliance glass.

**Note:** This feature is not available if a Power Vent or Smart Wall is installed on the appliance.

**Note:** The Cold Climate function will automatically turn OFF after 166 hours if appliance is not actively used. If Flame ON is activated before 166 hours, the cold climate timer will reset.

## Lights

The lights will only appear if that feature is available on your appliance. Adjust the lights in the appliance by using the “+” or “-” buttons that appear next to the light level when clicking on the “Lights” icon. There are three light levels. This controls Orange lights only and is not compatible with control of Multicolor lights. A warning message has been added to clarify this.

## Fan

The fan will only appear if the feature is available on your appliance. Your appliance has a built-in delay that prevents the fan from operating within the first three minutes of operation. This allows the air to be heated to a comfortable temperature before the fan circulates it. Adjust the fan speed using the slider bar on app screen. There are four levels for fan speed.

- The fan will always start on Level 4 for the first ten seconds, then automatically adjust to the speed selected on the app.
- The fan will automatically run for 12 minutes after the flame is turned OFF. This feature is intended to transfer residual heat from the appliance.

## Upgrade Firmware

The “Upgrade Firmware” button will appear as active when an update is available for your Wi-Fi Module. This update is free and should take less than five minutes to complete. If the button is greyed out or is not visible, you do not have an update available or are using a fireplace model for which we do not offer updates through this method.

In addition, a periodic pop up may occur recommending you update if your WiFi Module firmware is determined to be out of date.

## Power Vent

If the appliance was installed with a Power Vent, a two minute pre-purge is required between the ON command and the flame ignition. The app may display a pop-up message to confirm that Power Vent is in pre-purge mode.

# SETTINGS - iOS

1. On the LOCATIONS screen, you can access the settings of the IntelliFire app by pressing on the icon in the upper left-hand corner. See Figure 6.



Figure 6 Locations

3. Users may delete their account by clicking on the Delete Account button. See Figure 7. This will remove your intellifire account. You will receive a confirmation email. Please follow the on-screen instructions. See Figures 8 and 9.

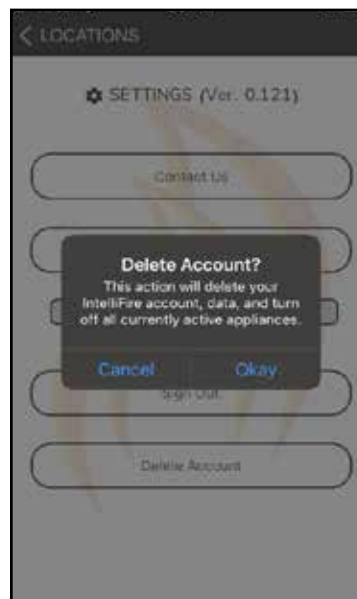


Figure 8 Deleted Account Confirmation

2. On the settings screen, you will see the app version. You will see contact us for any support needed, change password, F or C preferred units and the option to sign out of the app. See Figure 7.

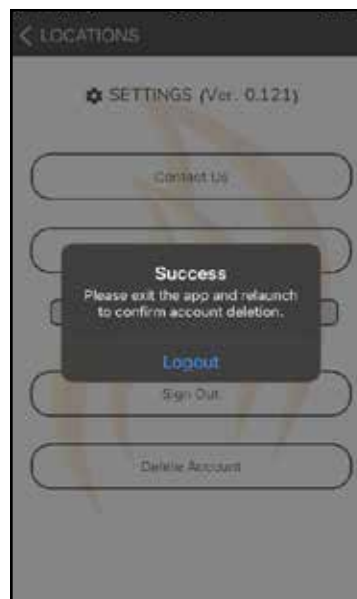
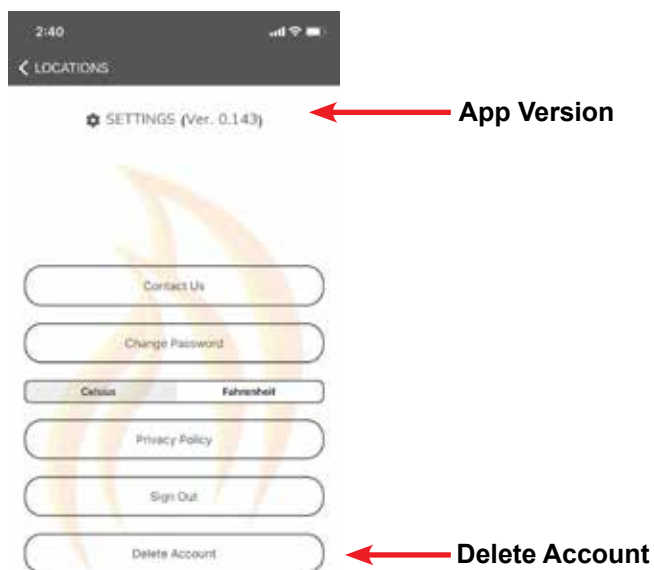


Figure 9 Account Successfully Deleted

Figure 7 Settings and Account Deletion

# EDIT / ADD LOCATIONS - iOS

1. To edit your location(s), press on the lower left hand corner edit icon. See Figure 10.



Figure 10 Edit Locations Access

2. Select the location you would like to edit and press the edit icon to the right of the name. See Figure 11.



Figure 11 Edit Locations

3. You can change the appliance name, zip code or delete the location all together. Note: if you delete the location, it will also delete all of your appliances in that location. See Figure 12.

**Note:** If you delete your location, you will need to reset all the Wi-Fi modules at that location and re-setup the appliances.



Figure 12 Edit Location Information

4. In your location screen, you can also add locations. For example if you have a main home and a vacation home, you can have both locations on the same app. You just need to press the lower right-hand '+' icon and then follow the same setup process. See Figure 13.

**Note:** You must be on your new appliance location Wi-Fi network to set up the new location.



Figure 13 Add Locations

# EDIT / ADD APPLIANCES - iOS

1. On the Appliances screen, to edit your appliance(s) press on the lower left corner edit icon. See Figure 14.



Figure 14 Locations / Appliance Edit

3. Change the name, brand, or delete the appliance. See Figure 16.



Figure 16 Edit Appliance

2. Press on the edit icon to the right of the appliance name you would like to edit. See Figure 15.

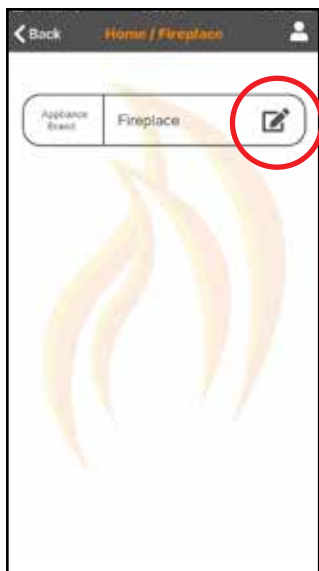


Figure 15 Edit Appliance

4. If you want to add an appliance in a location, press the '+' icon in the lower right-hand corner and use the same process as your initial appliance setup found in section 4 of the installation guide. See Figure 17.



Figure 17 Location / Appliance Add

# USER MANAGEMENT - iOS

You can add other users to operate your appliance. The secondary users can:

- Turn the appliance on and off
- Operate the timer
- Operate the thermostat
- Operate the fan and lights (if included in your appliance)

Secondary users cannot:

- Add, delete or edit appliances
- Add, delete or edit locations

1. To add another user, the new user must first download the IntelliFire app from the App Store and create their own account.

2. On the appliance screen of the primary user, press on the person icon in the upper right-hand corner. See Figure 18.



Figure 18 Appliance / Users

3. This screen will allow you to add or delete users

- To add a user, press on the '+' icon in the lower right-hand corner. See Figure 19.
- Input an email address of the user you would like to add and press save. See Figure 20. This will give them access to run your appliances. They will receive an email to either log in or sign up for the IntelliFire app. Once the new user is logged into the app, your appliance will appear in their app and they will have access to run the appliance.
- In your user setup screen, the new user will be listed.
- If you want to remove a user, press on the edit icon next to their name and you can delete the user. See Figure 19 and 21.

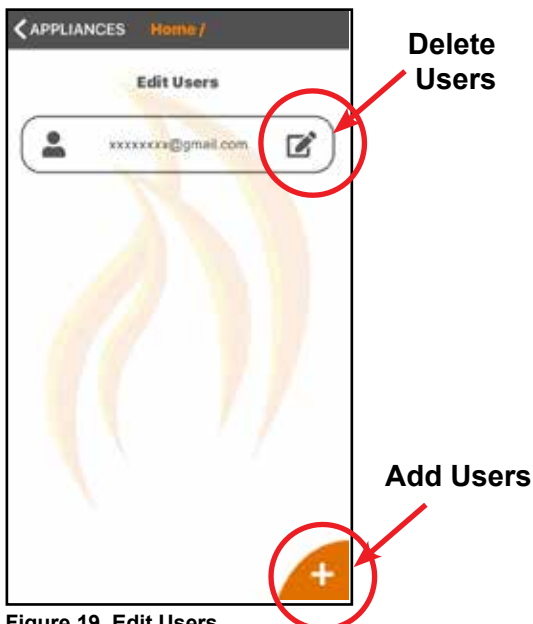


Figure 19 Edit Users



Figure 20 Add Users



Figure 21 Edit User

## 6. Set-up Instructions for Android

**Note:** Set up images may vary depending on Android device and operating system.

**Note:** Verify you see in your network settings an IntelliFire Wi-Fi Network. See Figure 6

**Note:** The IntelliFire Wi-Fi module supports 2.4GHz or 2.4GHz / 5GHz dual band Wi-Fi networks only. To check your network frequency, refer to your wireless router manual or contact your internet service provider.

1. During installation some Android versions requires access to the device location in order to automatically make the connection to the Wi-Fi module. Select either of the options that allow location access. See Figure 1.

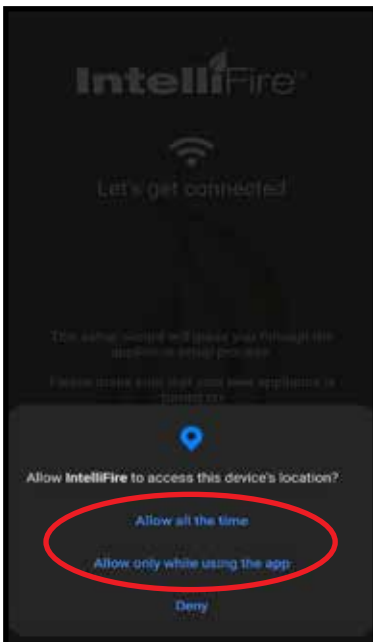


Figure 1 Android Permission Screen

2. Go to your Wi-Fi settings and look for the IntelliFire network. If more than one IntelliFire network is shown, select the network with Wi-Fi SN that matches this appliance location and turn off the other appliance's ECM by sliding the manual switch to "OFF" position. This will take the Wi-Fi module SN# off the network list. Wait up to 1 minute for the SSID list to populate from the Wi-Fi scan operation. See Figure 2.

**Note:** You do not need to wait for the spinning wheel to stop or a check mark to display next to the IntelliFire network to return to the IntelliFire app.

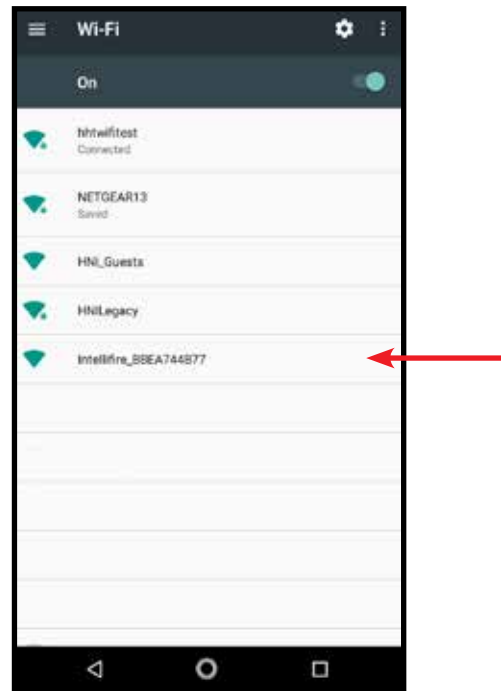


Figure 2 Wi-Fi Network with IntelliFire Access Point

3. After a successful login, the following screen appears. See Figure 3. Press Continue.

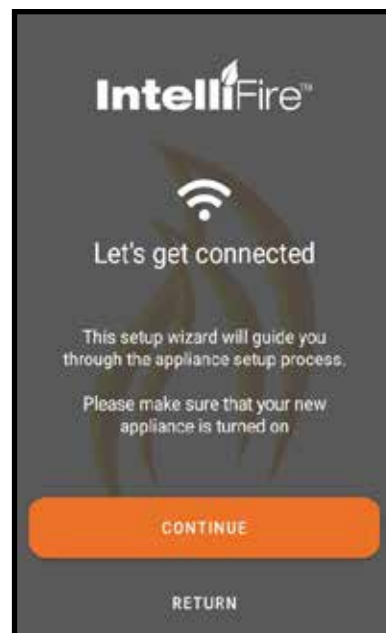


Figure 3 Successful Login

4. The following screen appears which shows that the appliance Wi-Fi module has been detected. Press Connect. See Figure 4.

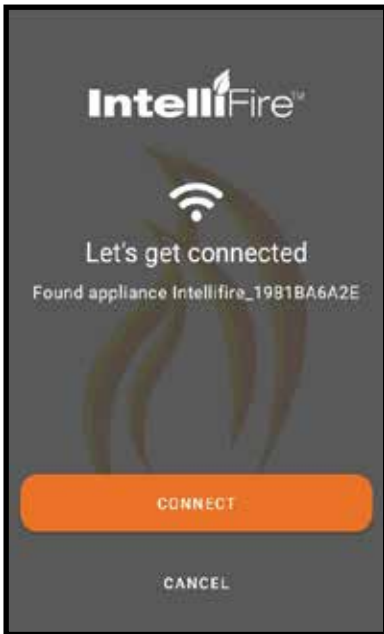


Figure 4 Wi-Fi module Detected

6. The following screen the navigating to the Wi-Fi Settings under Settings -> Connect -> Wi-Fi. See Figure 6.



Figure 6 Wi-Fi Settings

5. The new prompt for the user to connect to the "Intellifire\_XXXX" network manually like the iOS version of the App. This would be after the user clicks "CONNECT" on Step 4 of the existing instructions. After this prompt the user should go to the settings in the Android phone and find the "Wi-Fi" settings under connection.



Figure 5 Connect to the IntelliFire Network manually.

7. The following screen shows the user connecting to the "Intellifire\_XXXXX" network. After this connection is made, navigate back to Step 8 of the normal setup instructions and continue on the setup process.

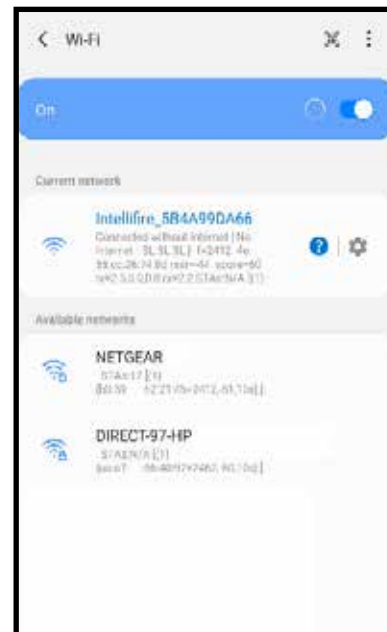


Figure 7 IntelliFire XXXX Network Connected

8. The app will now connect to your appliance Wi-Fi module, as shown in Figure 8. The first few numbers/ letters shown after 'connected to appliance' should match the Wi-Fi SN on the attached Wi-Fi module. Press Continue.

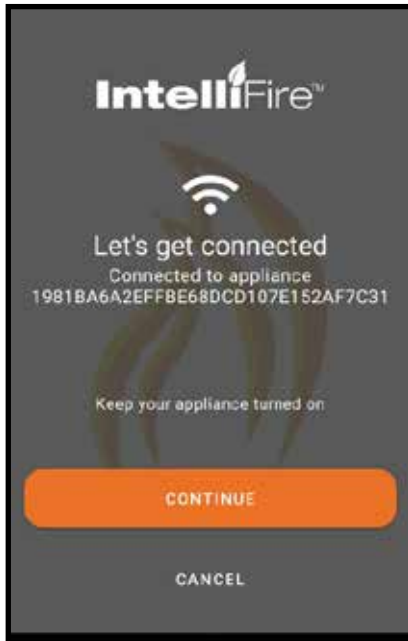


Figure 8 Connected to Appliance

9. Next the user will be prompted to select the brand of the appliance being setup. Select and press Continue. See Figure 9.



Figure 9 Brand Selection

10. Select the location for your new appliance.

To add to a current location, select that location and press continue.

- To add a new location, select add new location to get to the new location entry screen.
- If this is your first appliance you will already be at the new location entry screen.
- Enter the location name of the appliance (ex. home, cabin, garage).
- Enter the country of the location. The location is used in conjunction with the postal code to provide exterior weather conditions.
- Press Continue. See Figure 10.

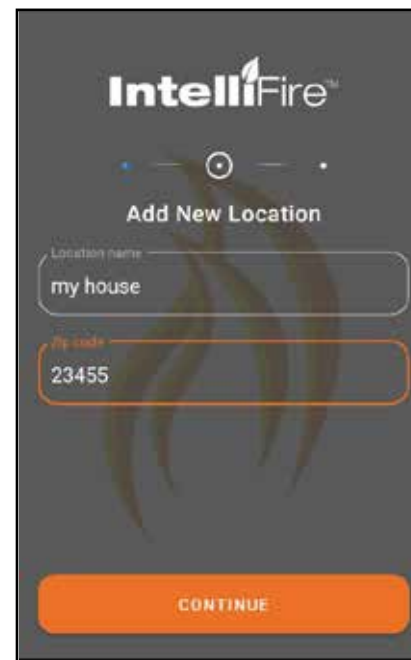


Figure 10 Location and Zip Code

11. The app will now ask which Wi-Fi network it should use to connect to the appliance Wi-Fi module. Select the correct network and press continue. If you do not see your home network, press refresh. See Figure 11.

**Note:** The next two screens will only appear the first time you setup an appliance in this location. The app will remember the Wi-Fi network information for other fireplaces at this location.

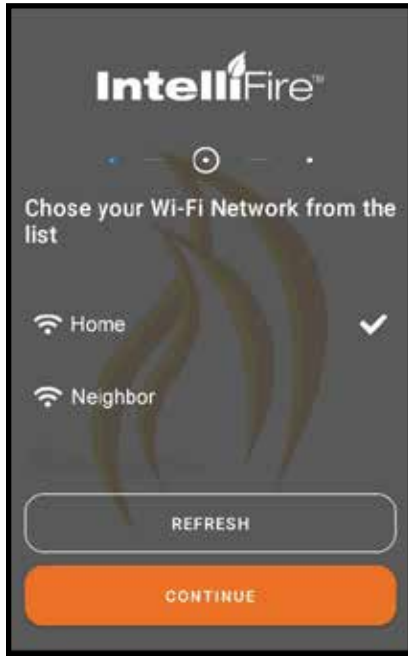


Figure 11 Wi-Fi Network

12. Carefully enter your network password in the space provided. Once you have entered your password, select Continue, and you should hear the first audible beep. See Figure 12.

If you do not have password protection on your home network, check box for 'This Wi-Fi has no password' and select Continue, and you should hear the first audible beep. See Figure 12.

**NOTICE!** Entering an invalid network password will cause the App to display 'Error: There was an error communicating with the appliance. Verify you are connected to the appliance's Wi-Fi network and try again'. If this Error occurs, refer to the Troubleshooting Section 13 for specific steps to restart installation.



Figure 12 Wi-Fi Password

13. Next, the user will be prompted to enter a name for the appliance, such as 'living room', 'fireplace 1', etc. After another beep from the ECM, Press Continue. See Figure 13.

14. The system will complete the setup process and display the following screen if successful. See Figure 14.

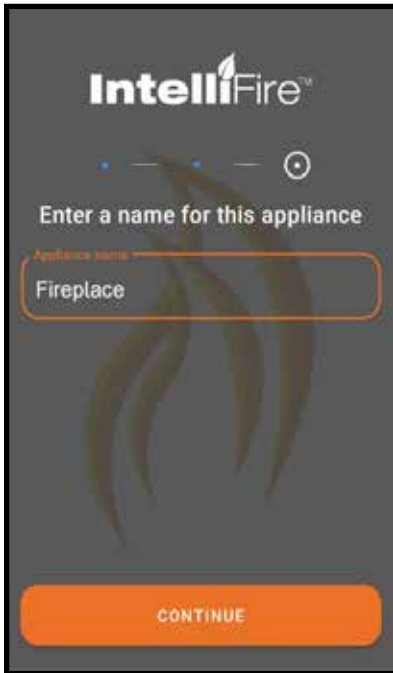


Figure 13 Name the Appliance

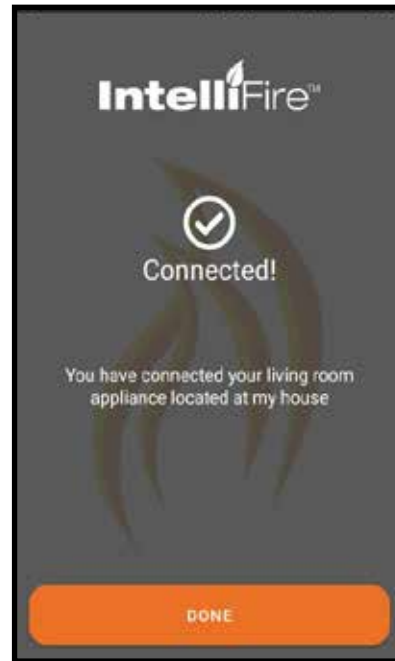


Figure 14 Connection Successful

## Firmware Update

Firmware updates at this point will be pushed out to Intellifire App users. The App will update the firmware on the module using the wireless connection during the setup process only. On average the update takes approximately 3 minutes.

If there is an update the following screens will appear during setup and update the module.

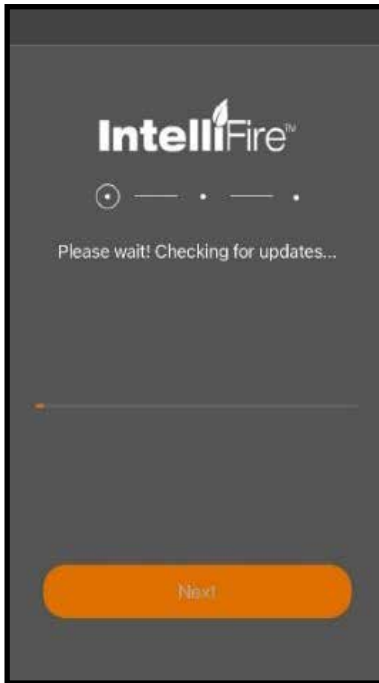


Figure 15



Figure 16

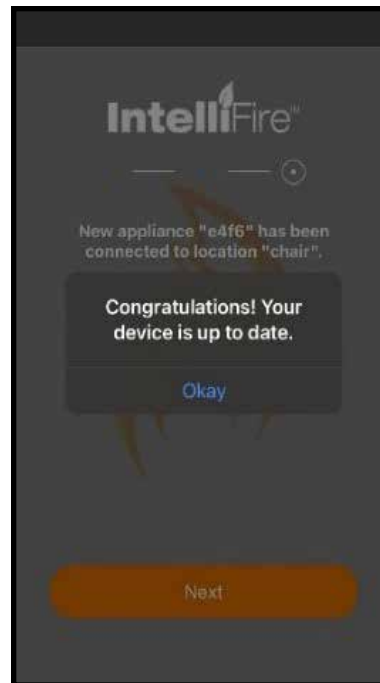


Figure 17

If there is an error during the update process, please follow the instructions on the screen.



Figure 18

## 7. Android User Guide

### IntelliFire® App - Android User Guide

#### Introduction

This user guide serves as a quick reference to the IntelliFire app

## MAIN SCREEN - ANDROID

This is your main appliance screen. See Figure 1.

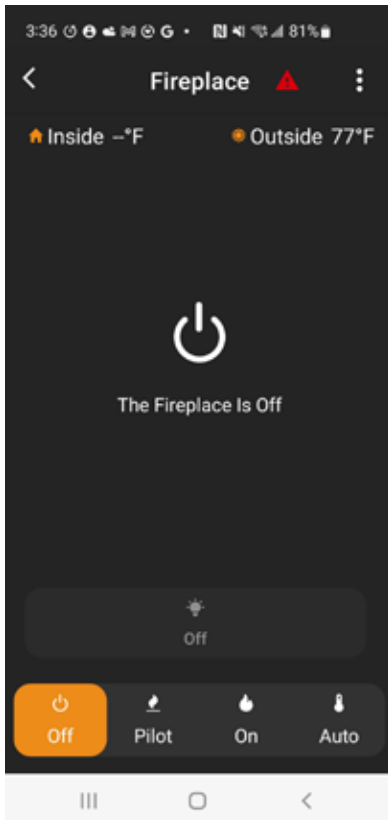


Figure 1 Main Screen

## FUNCTIONS - ANDROID

### Flame

#### On or Off Buttons

This function is to turn ON or OFF your appliance. See Figure 2.

#### Flame Height

You can set your desired flame height level to affect the ambiance and control the heat output.

Your appliance will remember the previous flame height setting and adjust the flame to that level 10 seconds after turning the flame on. Each level will take 4 seconds to transition.

**Note:** It is recommended to allow four seconds between each command to change the flame height. If the flame height adjustments are made too quickly, the app display may not accurately display flame height status.

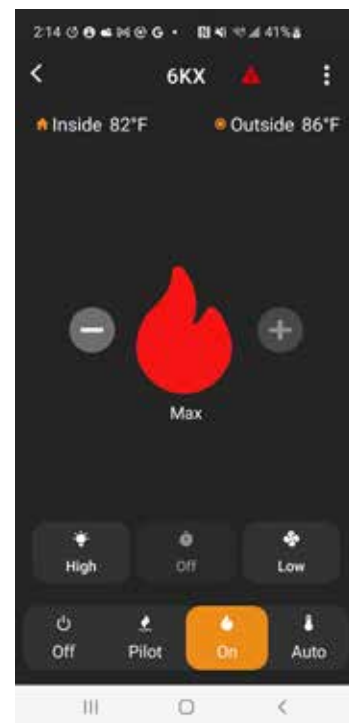


Figure 2 Flame

# FUNCTIONS - ANDROID

## Thermostat

If this appliance is equipped with a remote control, you can set and maintain your desired room temperature through the app. See Figure 3.

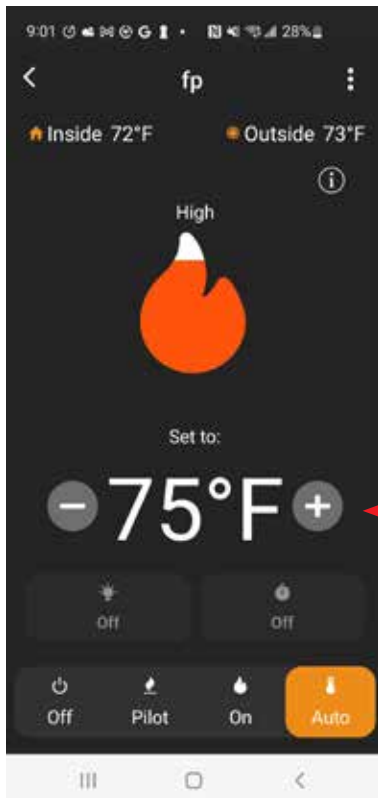
**Note:** The remote control is equipped with a sensor that measures temperature. Locate the remote within the room that you want to maintain the temperature.

## On/Off

The “Auto” button on the bottom bar is used to turn on Thermostat mode. To exit Thermostat mode, you can click on ‘OFF,’ “PILOT,” or “ON” options on the bottom bar.

## Temperature Adjustment

Use the “+” and “-” buttons to adjust the setpoint temperature your fireplace will heat to.



**Note:** The temperature display may deviate +/- up to 2 degrees F from what was set.

← THERMOSTAT

## Timer

A timer can be set to automatically turn off the appliance after a set time. Turn the flame on prior to setting the timer. The timer will turn the flame off automatically after the selected preset amount of time. See Figure 4.

To use the timer function, press ‘Timer’ icon on the main screen. Select desired time by using scrolling the list of available time values, then click the play button. To turn the timer off, move the slider switch to ‘OFF’.

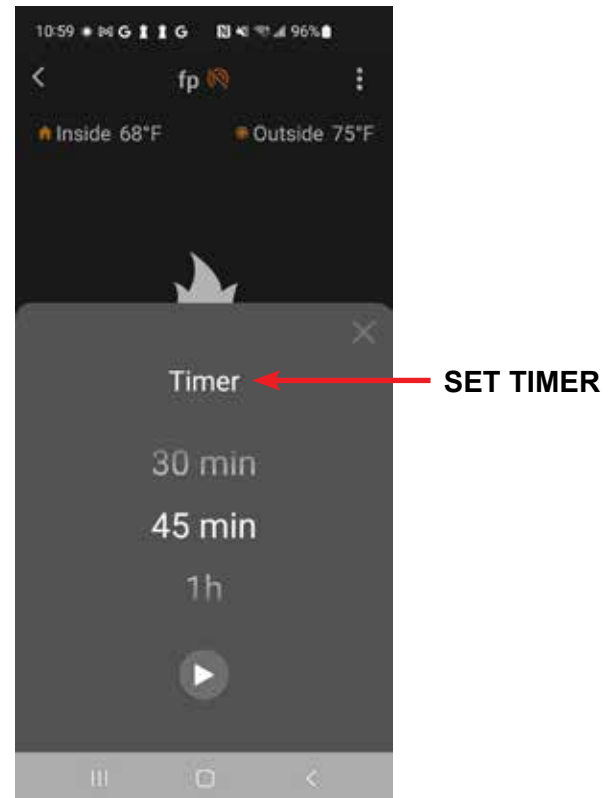


Figure 4 Timer

Figure 3 Temperature

# FUNCTIONS - ANDROID

## Lights

The lights will only appear if that feature is available on your appliance. Adjust the lights in the appliance using the slider bar on app screen. There are 3 light levels. See Figure 5.

## Fan

The fan will only appear if the feature is available on your appliance. Your appliance has a built-in delay that prevents the fan from operating within the first 3 minutes of operation. This allows the air to be heated to a comfortable temperature before the fan circulates it. Adjust the fan speed using the slider bar on app screen. There are 4 levels for fan speed. See Figure 5.

- The fan will always start on Level 4 for the first ten seconds, then automatically adjust to the speed selected on the app.
- The fan will automatically run for 12 minutes after the flame is turned OFF. This feature is intended to transfer residual heat from the appliance.

## Upgrade Firmware

The “Upgrade Firmware” button will appear as active when an update is available for your Wi-Fi Module. This update is free and should take less than 5 minutes to complete. If the button is greyed out or is not visible, you do not have an update available or are using a fireplace model for which we do not offer updates through this method.

In addition, a periodic pop up may occur recommending you update if your WiFi Module firmware is determined to be out of date.

## Power Vent

If the appliance was installed with a Power Vent, a two minute pre-purge is required between the ON command and the flame ignition. The app will display a pop-up message to confirm that Power Vent is in pre-purge mode.

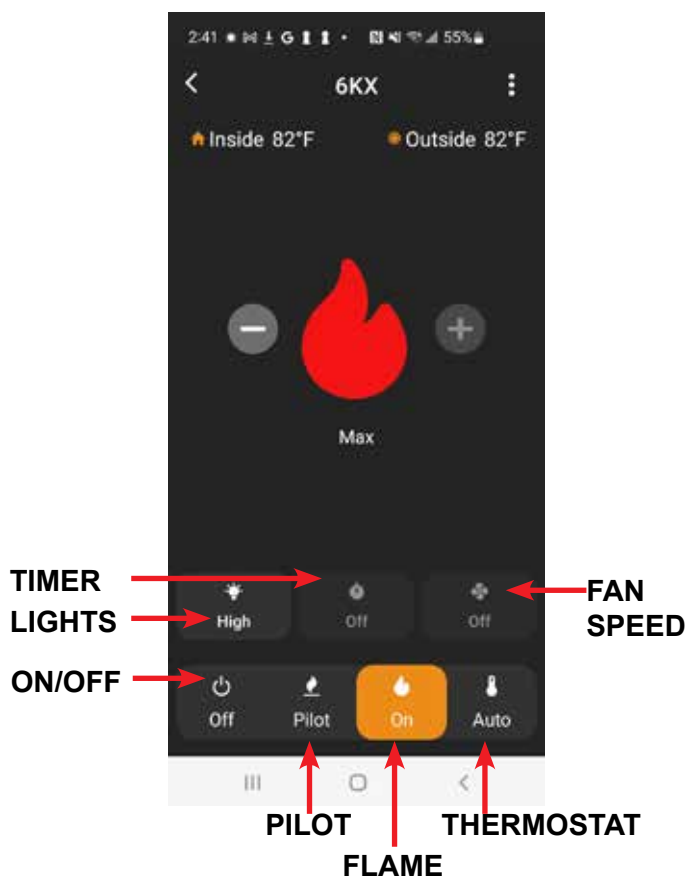


Figure 5 Functions

## Pilot

This function turns on a small pilot flame and keeps the air inside your appliance warm while not in use. It is a useful feature in colder weather to minimize condensation on the appliance glass. See Figure 5.

**Note:** This feature is not available if a Power Vent or Smart Wall is installed on the appliance.

**Note:** The continuous pilot will automatically turn OFF after 166 hours if appliance is not actively used. If Flame ON is activated before 166 hours, the automatic timer will reset.

# SETTINGS - ANDROID

1. On the LOCATIONS screen, you can access the settings of the IntelliFire app by pressing on the icon in the upper left-hand corner. See Figure 6.

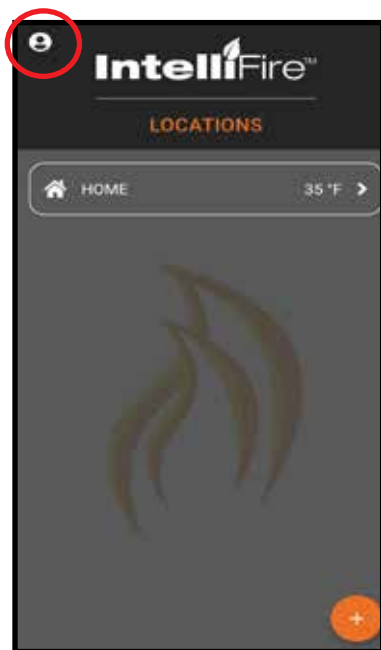


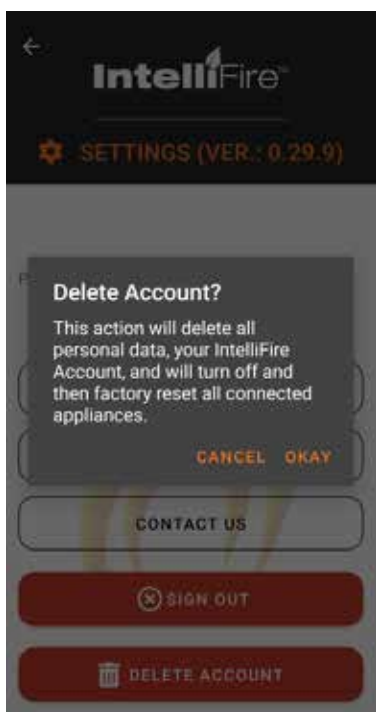
Figure 6 Locations

2. On the settings screen, you will see the App Version, Add Appliance, Change Password, Contact Us, Sign Out and Delete Account.



Figure 7 Settings

3. Users may delete their account by clicking on the Delete Account button. See Figure 7. This will remove your intellifire account. You will receive a confirmation email. Please follow the on-screen instructions. See Figure 8.



# EDIT / ADD LOCATIONS - ANDROID

1. On the second locations screen, press on the setting icon in the upper right-hand corner. See Figure 9.



Figure 9 Locations

2. On this locations screen you can change location name, zip code, and manage users. See Figure 10.



Figure 10 Locations Settings

## EDIT / ADD LOCATIONS - ANDROID

3. To edit your location, press on the settings icon in the upper right-hand corner. Here you will be able to edit your location name, zip code, manage users, or delete the location all together. See Figure 11.

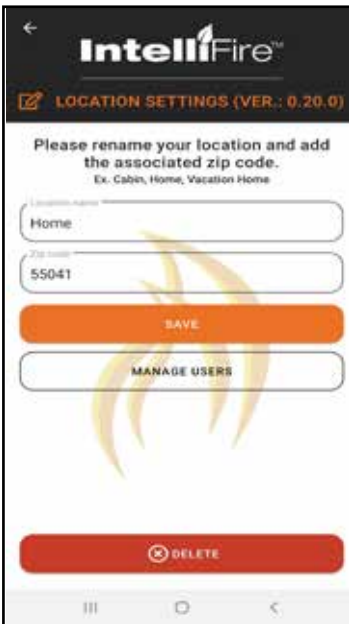


Figure 11 Edit Location

4. To add a location, press on the '+' icon in the lower right hand and follow the set up steps in Section 6. See Figure 12.



Figure 12 Add Location

## EDIT / ADD APPLIANCES - ANDROID

1. To edit your appliance(s) press on the settings icon in the upper right corner. See Figure 13.



Figure 13 Appliance Settings

2. From the edit appliance screen you can:

- Change the name of the appliance - Press the edit icon next to the appliance to change the appliance name.
- Change Brand - Change brand of the appliance.
- Delete the appliance.

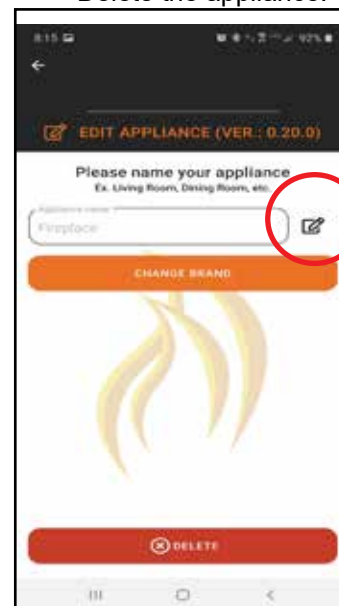


Figure 14 Edit Appliance

# USER MANAGEMENT - ANDROID

You can add other users to operate your appliance. The secondary users can:

- Turn the appliance on and off
- Operate the timer
- Operate the thermostat
- Operate the fan and lights (if included in your appliance)

Secondary users cannot:

- Add, delete or edit appliances
- Add, delete or edit locations

1. To add another user, the new user must first download the IntelliFire app from the Google Play Store and create their own account.
2. In the locations screen, press the arrow to the right of the outside temperature for your location. See Figure 15.

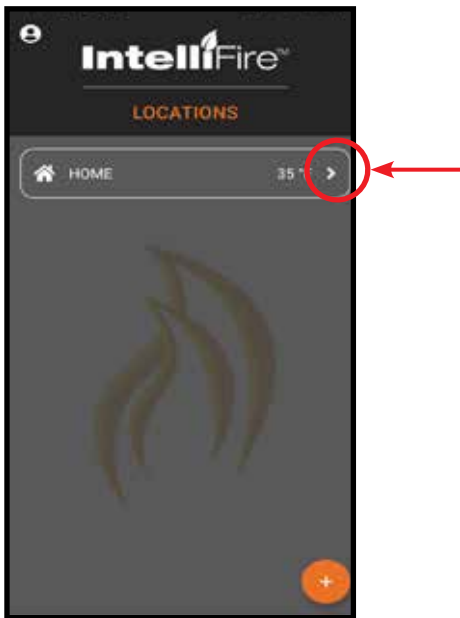


Figure 15 Edit Users

3. Select the settings icon in the upper right corner. See Figure 16.

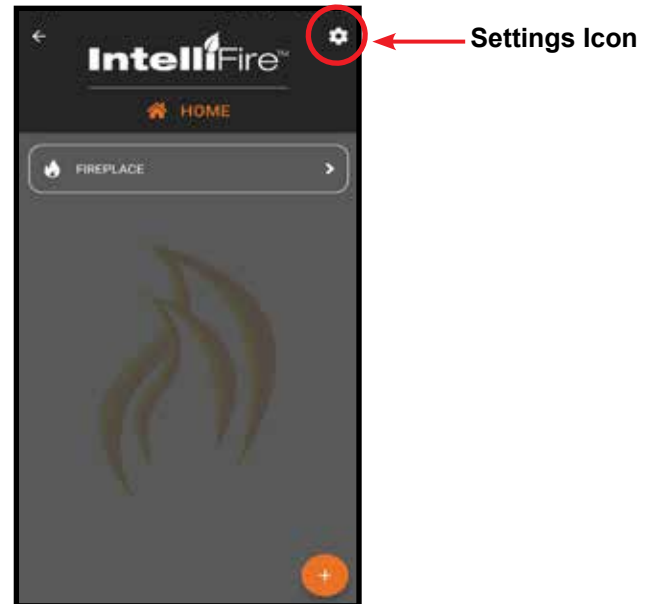


Figure 16

# USER MANAGEMENT - ANDROID

4. This screen allows you to add/delete users, press on 'MANAGE USERS'. See Figure 17.

- To add a user, press on the '+' icon in the lower right-hand corner. See Figure 18.
- Input an email address of the user you would like to add, this will give them access to run your appliances. They will receive an email to either log in or sign up for the IntelliFire app. Once they do this, your appliance will appear in their app and they will have access to run the appliance. See Figure 19.
- In your user setup screen, the new user will be listed.
- If you want to remove a user, press trash can icon next to their name and you can delete the user. See Figure 20.

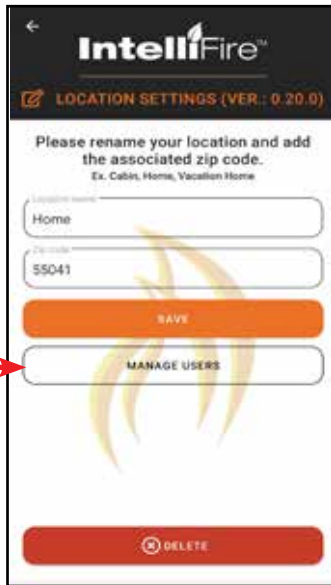


Figure 17 Location Settings



Figure 18 Manage Users

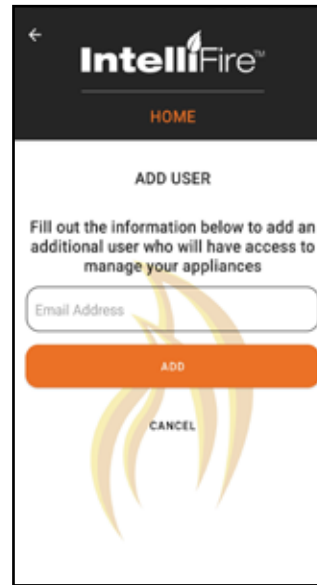


Figure 19 Add User



Figure 20 Delete User

## 8. Smart Speaker - Alexa

# SMART SPEAKER - ALEXA

### CONNECTING AMAZON ALEXA SMART SPEAKER

**Note:** Your Amazon Alexa speaker must be set up in advance as well as your IntelliFire Wi-Fi module and app.

1. Open the Alexa App on a phone or other mobile device. See Figures 1 & 2.



Figure 1



Figure 2

2. Click on menu icon on the upper left part of the App. See Figure 3.



Figure 3

3. Click on “Skills & Games” on the menu. See Figure 4.

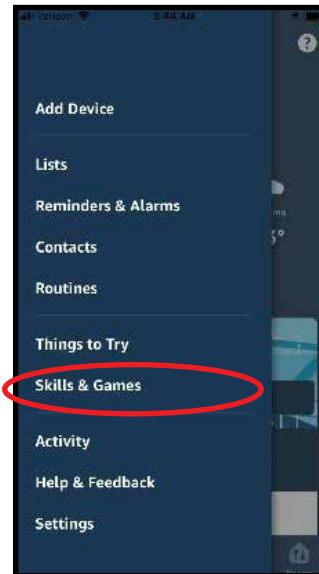


Figure 4

4. On “Skills & Games” menu click on the Search icon that looks like a magnifying glass. See Figure 5.



Figure 5

5. Enter “IntelliFire” into the search text entry box then click search. See Figure 6.

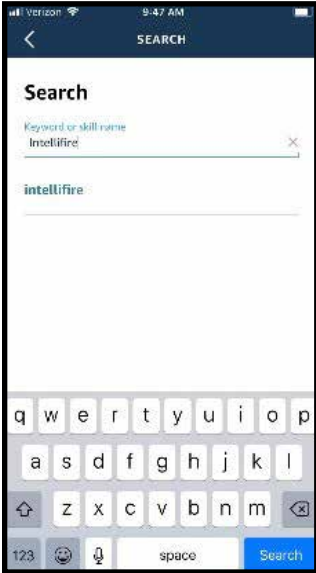


Figure 6

7. Click “ENABLE TO USE” to use the skill. See Figure 8.

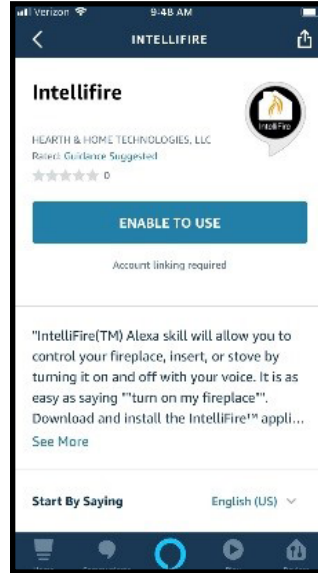


Figure 8

6. Click on “IntelliFire” in the search results list. See Figure 7.

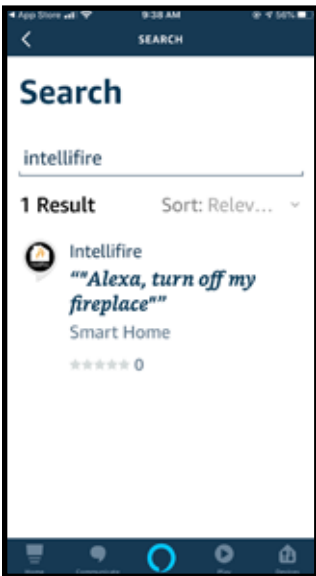


Figure 7

8. If you see “IFTAPI.net” requires a client certificate, select the first authorization number. See Figure 9.

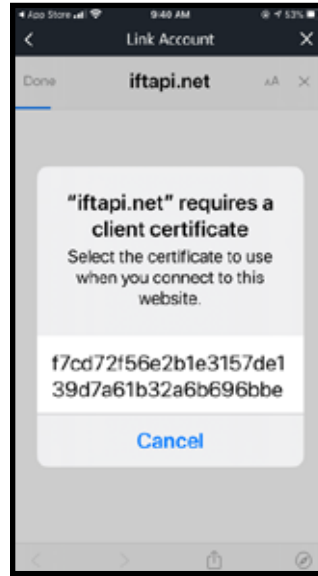


Figure 9

9. App will go to IntelliFire login page. You will be prompted to log in with your IntelliFire app information to connect the speaker to your appliance and allow access. Use your login information from the IntelliFire app. See Figure 10-11. (If you forgot your password, return to the IntelliFire app and click on “Forgot Password”.)

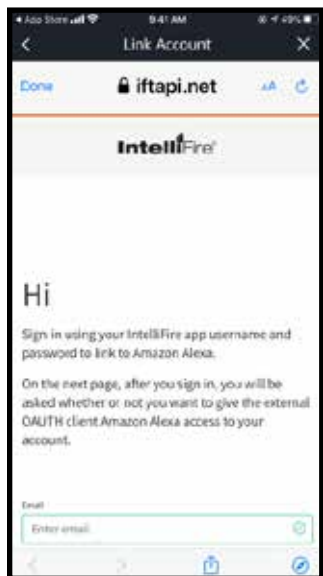


Figure 10



Figure 11

10. App will return to “Discover Devices” page. If this is the first time of setup then click on “DISCOVER DEVICES”. Otherwise, if you are re-enabling the skill you can click on cancel. See Figure 12.



Figure 12

11. Alexa will automatically direct the Smart Home action. Select ‘Enable to Use’ to get the list of fireplaces associated with the IntelliFire app account. See Figure 13.

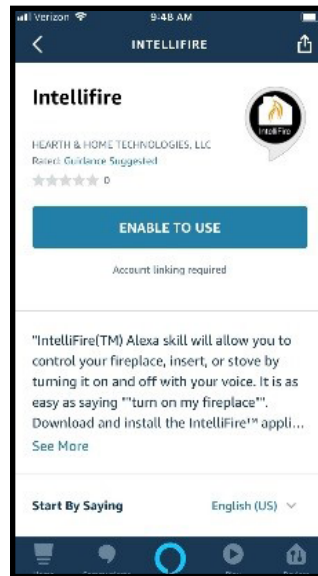


Figure 13

12. Once you see the “IntelliFire” skill on the Alexa app, you can control your appliance with your Alexa smart speakers.

**Note:** What you named your appliance in the IntelliFire app, will be the name you reference when speaking the voice command. For example, if you named it “living room fireplace” then you would say “Alexa, Turn on Living Room Fireplace”. If you want to change the voice command for turning on your fireplace, you can do this by using the instruction section on Edit / Add Appliances for your particular smart device. If you do this, you will also need to unlink IntelliFire app in Alexa app and relink the account.

## 9. Smart Speaker - Google

# SMART SPEAKER - GOOGLE

### CONNECTING GOOGLE SMART SPEAKER

**Note:** Your Google smart speaker must be set up in advance as well as your IntelliFire Wi-Fi module and app.

1. Open your Google Home app. On your main screen, you will need to press the '+' add icon and set up device. See Figures 1 and 2.

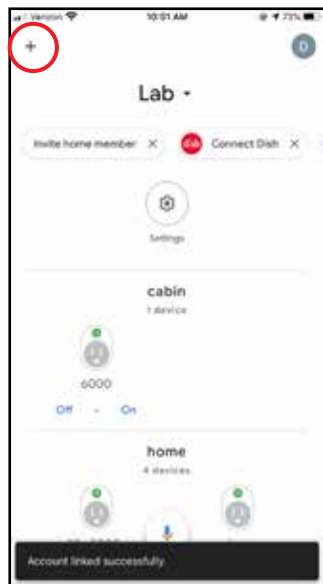


Figure 1

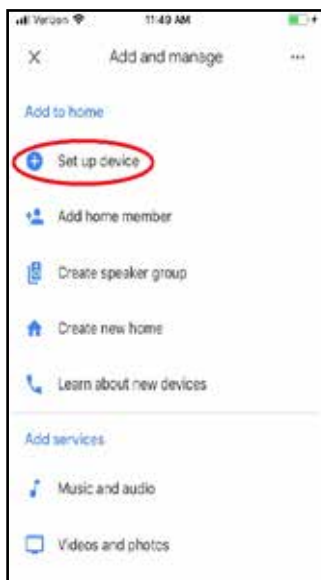


Figure 2

2. Select "Have something already set up". See Figure 3.

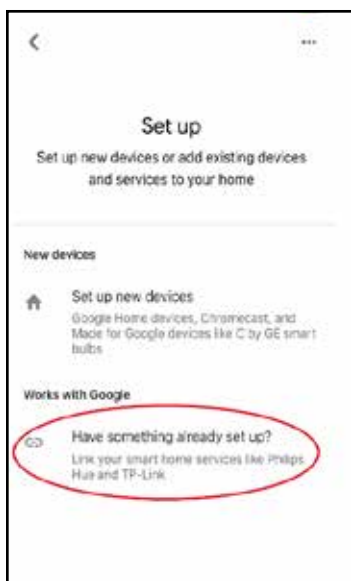


Figure 3

3. Search for "IntelliFire" by selecting the magnifying glass in upper right hand corner. Once you have selected IntelliFire, you will be prompted to log in with your IntelliFire app information to connect the speaker to your appliance and allow access. See Figure 4. (If you forgot your password, return to the IntelliFire app and click on "Forgot Password".)

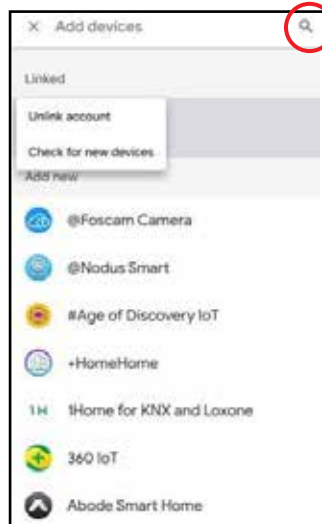


Figure 4

4. The Home screen should re-appear and state "Account Linked Successfully". See Figure 5.

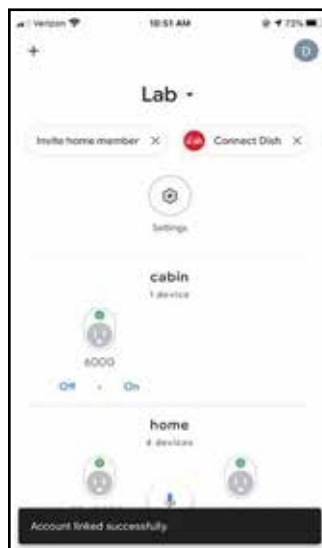



Figure 5

**Note:** What you named your appliance in the IntelliFire app, will be the name you reference when speaking the voice command. For example, if you named it "living room fireplace" then you would say "OK Google, Turn on Living Room Fireplace". If you want to change the voice command for turning on your fireplace, you can do this by using the instruction section on Edit / Add Appliances for your particular smart device. If you do this, you will also need to unlink IntelliFire app in Google Home and relink the account.

## 10. Smart Speaker - Voice Commands

Smart Speaker Voice Commands			
Function	Voice Command	Google	Amazon
On/Off	<p>"Hey Google, turn on [fireplace name]"</p> <p>"Alexa, turn &lt;on, off&gt; [fireplace name]"</p>	✓	✓
Flame Height	<p>"Hey Google, set [fireplace name] flame height to level &lt;1-4&gt;"</p> <p>"Alexa, set [fireplace name] flame height to level &lt;1-4&gt;"</p>	✓	✓
Thermostat	<p>"Hey Google, set [fireplace name] thermostat to &lt;temperature&gt;"</p> <p>"Alexa, set [fireplace name] thermostat to &lt;temperature&gt;"</p>	✓	✓
Lights	<p>"Hey Google, &lt;activate, cancel&gt; [fireplace name] lights"</p> <p>"Alexa, set [fireplace name] lights to level &lt;0-3&gt;"</p>	 <p>** Lights are on and off only on Google Home</p>	✓
Pilot ("Cold Climate")	"Alexa, turn <on, off> [fireplace name] pilot"		✓

## 11. Changing a Network Router

Instructions for two options are listed below:

- If your appliance is still connected to the old network router (recommended procedure).
- If you have changed your network router or you are replacing a broken network router.

**Note:** The IntelliFire Wi-Fi module supports 2.4GHz or 2.4GHz / 5GHz dual band Wi-Fi networks only. To check your network frequency, refer to your wireless router manual or contact your internet service provider.

### If your appliance is still connected to the old network router:

1. Go to IntelliFire app and delete the location of the appliances that will be on your new network router.
  - a. **iOS devices** – follow “Edit/Add Locations” located in Section 5.
  - b. **Android devices** – follow “Edit/Add Locations” located in Section 7.
2. Replace network router and verify router is working with a new SSID. The SSID is the network name you set on your router.
3. Go to IntelliFire app and re-setup your appliance:
  - a. **iOS device** – follow “Set-up Instructions for iOS” located in Section 4.
  - b. **Android device** – follow “Set-up Instructions for Android” in Section 6.
4. If your are adding additional appliances to this location:
  - a. **iOS devices** - follow “Edit/Add Appliances” located in Section 5.
  - b. **Android devices** - follow “Edit/Add Appliances” located in Section 7.

### If you have changed your network router or replacing a broken network router:

1. Replace network router and verify router is working with a new SSID. The SSID is the network name you set on your router..
2. Go to IntelliFire app and delete the location of the appliances that will be on your new network router.
  - a. **iOS devices** – follow “Edit/Add Locations” located in Section 5.
  - b. **Android devices** – follow “Edit/Add Locations” located in Section 7.
3. (Recommend that this is performed by a hearth professional) On your appliance, locate the Electronic Control Module (ECM) and press down on the “PILOT” button for 10 seconds. Once you hear a long beep, release button.



Figure 1

4. Go to IntelliFire app and re-setup your appliance:
  - a. **iOS device** – follow “Set-up Instructions for iOS” located in Section 4.
  - b. **Android device** – follow “Set-up Instructions for Android” in Section 6.
5. If your are adding additional appliances to this location.
  - a. **iOS devices** - follow “Edit/Add Appliances” located in Section 5.
  - b. **Android devices** - follow “Edit/Add Appliances” located in Section 7.

Once you have completed adding your appliance to the new router, you can control your appliance with the IntelliFire app.

## 12. Changing the Primary User's Email Address

1. Go to IntelliFire app and delete the location of the appliances that will be on your new network router.
  - a. **iOS devices** – follow “Edit/Add Locations” located in Section 5.
  - b. **Android devices** – follow “Edit/Add Locations” located in Section 7.
2. Log out of the IntelliFire app. At the bottom of the screen, select “Sign Up” to create a new account with the new email address and password.
3. Log into the IntelliFire app and re-setup your appliance:
  - a. **iOS device** – follow “Set-up Instructions for iOS” located in Section 4.
  - b. **Android device** – follow “Set-up Instructions for Android” in Section 6.
4. If you are adding additional appliances to this location:
  - a. **iOS devices** - follow “Edit/Add Appliances” located in Section 5.
  - b. **Android devices** - follow “Edit/Add Appliances” located in Section 7.

## 13. Set up Instructions for Commercial Application

In commercial or business environments, it is common to have Firewall security setup on your network. If your router is configured with MAC address filtering enabled, the MAC addresses of the Wi-Fi module must be added to the list of authorized devices.

Please work with your network administrator to understand your network configuration, if required to add the MAC address to your router, use the instructions below.

To do this:

1. Locate and copy the MAC address found on the Wi-Fi module. See Figure 1.



Figure 1 Wi-Fi module MAC Address Location

2. Provide the MAC address to your network administrator.
3. The network administrator will configure the server to allow for an unauthenticated connection to the MAC address of the Wi-Fi module.
4. Once the MAC address is added, download and set up the IntelliFire app:
  - a. **iOS device** – follow “Set-up Instructions for iOS” located in Section 4.
  - b. **Android device** – follow “Set-up Instructions for Android” in Section 6.

**Note:** There is a possible exception to the set-up process, depending on instructions you receive from your network administrator to accomplish the unauthenticated connection. Section 4, step 7 (iOS) or Section 6, step 8 (Android), your network administrator may advise you to select the Wi-Fi network but do not enter a network password. In this case, after you select “next” the app will ask if you are sure you want to continue without a password. Select yes and complete the setup.

## 14. Troubleshooting

**NOTE:** Weak Wi-Fi signal strength at the appliance may cause the IntelliFire app to lag in response to commands.

If you have access to see the Wi-Fi module and control module in your appliance, the Wi-Fi module will illuminate light sequences that may be helpful during troubleshooting. See Figure 1 in Section 10 for locating your module.

Message on the App Screen	Corrective Action
"An unknown error occurred."	The app ran into an unknown error. Check your home wi-fi network connection. Close the app and retry. If this continues to fail, follow the reset configuration steps.
"Appliance Safely Disabled: Your appliance has been disabled. Please contact your dealer and report this issue."	During operation the pilot lost rectification, the appliance has shut down. Contact dealer for service.
"Are you sure all flammable material is removed from in front of the appliance? If so, press OK below. If not, press Cancel."	This is to ensure all material is removed from in front of your appliance. Pressing 'OK' will start the appliance. If you press 'Cancel' the appliance will not turn on.
"Are you sure you want to connect to a network with no password?"	Wi-Fi Network has no password. Typically seen in commercial applications where a firewall system is in place.
"Connected to appliance Wi-Fi network. Appliance Serial: " + serial.	Informational
"Error: There was an error communicating with the appliance. Verify you are connected to the appliance's Wi-Fi network and try again".	<p>Reset the configuration by one of two options:</p> <p>If you did not select a network yet and received this error, press Okay and the list of available network should populate.</p> <p>If you entered an incorrect network password, you will need to follow one of the two reset configuration options:</p> <p><b>Option 1:</b> Cycle power OFF and back ON to the appliance by accessing the reset switch (if equipped) or its circuit breaker. After the power cycle, wait five minutes, then check to verify that the IntelliFire_XXXXXXX system is available in the Wi-Fi settings on your mobile device. Exit the app, and start the setup process from Page 3, step 1.</p> <p><b>Option 2:</b> (Recommend that this is performed by a hearth professional) Press and hold the pilot button on the IFT-ECM for 10 seconds until you hear a long beep. See Figure 1 in Section 10. Option 2 requires partial disassembly of the appliance. After resetting the configuration, exit the app, and start the setup process from Page 3, step 1.</p>
"Fan Error. Your appliance has detected that an accessory is not functional. Please contact your dealer and report this issue."	Fans are not operating correctly. Contact dealer for service.
"Fan will turn on within 3 minutes. Your appliance has a built-in delay that prevents the fan from operating within the first 3 minutes of turning on the appliance. This allows the air to be heated prior to circulation".	Informational
"IFTAPI.net, requires a client certification".	The user should push on the authorization number.
"Invalid email address."	Verify email address is valid.
"Invalid location name"	Location name must be filled out (minimum of 3 characters).
"Invalid password - passwords must be at least 8 characters long and include at least one uppercase letter, lowercase letter, and number."	Follow password rules.
"Invalid password. Please make sure New Password and Confirm Password match."	Re-enter passwords so they match.
"Maintenance: Your appliance is due for routine maintenance check. Please contact your dealer to ensure your appliance is operating at peak performance."	A 300- hour maintenance reminder. Contact dealer for service.
"Missing appliance name."	Appliance name must be filled out (with a minimum of three characters).
"Password fields must match."	Passwords did not match. Re-enter matching passwords.

## Troubleshooting (continued)

Message on the App Screen	Corrective Action
"Please check if you have internet access"	Confirm you are connected to your local Wi-Fi network and retry.
"Please enter a valid appliance name and try again."	Appliance name must be filled out (minimum of 3 characters).
"Please try again with a valid email address."	Verify the email address is valid.
"Please verify your device is connected to the internet and try again."	Your Wi-Fi network was not available to app. Ensure Airplane mode is off and/or your Wi-Fi is turned on.
"Pilot Flame Error: Your appliance has been disabled. Please contact your dealer and report this issue."	Pilot failed to light. Call dealer for service.
"Power vent message: "A pre-purge of 120 seconds is required"	Informational as a Power Vent or Smart Wall accessory is connected to the appliance.
"Server unreachable. Please check your internet connection."	Confirm you are connected to your local Wi-Fi network and retry.
"Sorry your appliance did not start. Try again by pressing Flame ON."	If problem persists, call your dealer.
"There was a problem adding the user. Please try again with a valid email address."	Verify the email address is valid.
<p>"There was a problem adding this appliance. It may already exist on your account. Please verify and try again."</p> <p>"There was a problem adding your appliance: "</p>	<p>Sign out and back into the app. If the problem persists, delete your location, delete the app, reset the Wi-Fi module and try again by re-installing the app and following the IntelliFire App Installation Instructions.</p> <p>Reset the configuration by one of two options:</p> <p><b>Option 1:</b> Cycle power OFF and back ON to the appliance by accessing the reset switch (if equipped) or its circuit breaker. After the power cycle, wait five minutes, then check to verify that the IntelliFire_xxxxxxx system is available in the Wi-Fi settings on your mobile device.</p> <p><b>Option 2:</b> (Recommend that this is performed by a hearth professional) Press and hold the pilot button on the IFT-ECM for 10 seconds until you hear a long beep. See Figure 1 in Section 10. Option 2 requires partial disassembly of the appliance. After resetting the configuration, exit the App, and start the setup process from Step 1, Page 3.</p>
<p>"There was a problem adding your appliance: "</p>	<p>Sign out and back into the app. If the problem persists, delete your location, reset the Wi-Fi module and try again.</p> <p>Reset the configuration by one of two options:</p> <p><b>Option 1:</b> Cycle power OFF and back ON to the appliance by accessing the reset switch (if equipped) or its circuit breaker. After the power cycle, wait five minutes, then check to verify that the IntelliFire_xxxxxxx system is available in the Wi-Fi settings on your mobile device.</p> <p><b>Option 2:</b> (Recommend that this is performed by a hearth professional) Press and hold the pilot button on the IFT-ECM for 10 seconds until you hear an audible beep. See Figure 1 in Section 10. Option 2 requires partial disassembly of the appliance. After resetting the configuration, exit the App, and start the setup process from Step 1, Page 3.</p>
"Your appliance has detected that an AUX port or accessory is not functional. Please contact your dealer and report this issue."	An accessory isn't operating correctly. Contact dealer for service.

## Troubleshooting (continued)

Message on the App Screen	Corrective Action
"There was a problem deleting the user. Please try again."	The user is still connected to the account. Ensure there is a good internet connection and try again.
"There was an error adding the location. Verify you have not added this location before and try again."	Close the app and retry. If it continues to fail, delete the app and re-install.
"There was an error communicating with the appliance. Verify you are connected to the appliance's Wi-Fi network."	Your smart device is not connecting to the appliance Wi-Fi module. Make sure your Wi-Fi network is turned on and that there is a good connection.
"There was an error signing you out. Please restart the app."	Close out of the app and re-open.
"Your appliance has detected that an AUX port or accessory is not functional. Please contact your dealer and report this issue."	An accessory isn't operating correctly. Contact dealer for service.
"Your appliance is currently offline."	Check your wireless network. Confirm your network ID or password has not changed. Also confirm there is power to your wireless router.
"Your password has been changed. Please log in again."	Confirmation that password was changed. If you don't know password, go through the reset links.
"Your session has timed out. Please log in again."	The allowed access time for the login has expired. You will need to log back into the app.
ECM offline.	The Electronic Control Module (gas appliances only) must be powered down and powered back up to restore Wi-Fi functionality. Please contact support if this occurs frequently. A new ECM of version 2.1.9 or higher will be required to permanently resolve this issue.

## Troubleshooting (continued)

Symptom	Possible Cause	Corrective Action
Mobile app becomes unresponsive.	Smart device memory issues; other apps are not working well either.	Download updates and restart IntelliFire app.
		Restart smart device.
I did not hear the second beep during the set up process.	Selected the wrong Wi-Fi network, did not enter Wi-Fi network password, entered the wrong network password, or weak network signal at the appliance.	Delete the location in the IntelliFire app. Remove power and then restore the power to your appliance. Re-run the set up process.
I do not see the IntelliFire network.	The smart device is fighting between Wi-Fi and cellular data during set up.	Turn off cellular data for the initial set up and only use Wi-Fi. Once set up is complete, turn cellular data back on
	No power to the ECM / appliance.	Ensure your appliance has power. Ensure the ECM has power.
	ECM is not Wi-Fi compatible, No Wi-Fi sticker on ECM.	Order a replacement ECM. Contact your dealer.
	Appliance is not Wi-Fi compatible.	
	Wi-Fi module is not fully plugged into the appliance.	Contact your dealer or if you have access to see the Wi-Fi module, confirm that you can see a green LED light (see figure above for location in appliance). If you do not see the light, make sure the Wi-Fi module is plugged into the control module.
	Smart device has Wi-Fi turned off.	Make sure Wi-Fi is turned on. If your device has airplane mode, ensure that is turned off.
	The appliance is already connected to the IntelliFire network.	Continue to the next step if possible. If unable to continue, follow steps below.
	Set up failed.	<p><b>Resetting the Wi-Fi Configuration</b></p> <p>Cycle power to your appliance and try again. If this fails, follow the steps below to reset module. This is recommended to be done by a hearth professional.</p> <ol style="list-style-type: none"> <li>1. Access the IFT-ECM. Locate the 'PILOT' button on the top of the IFT-ECM.</li> <li>2. Press and hold the pilot button for 10 seconds. The IFT-ECM will emit one audible beep for 4 seconds. Release the pilot button, and verify that the Wi-Fi module resumes to display one green LED blink every two seconds.</li> <li>3. If there is location info from previous setup attempt(s), delete it now.</li> <li>4. It is important to close out all running applications, including the IntelliFire app, from your smart device.</li> <li>5. Return to Step 1 of your setup instructions and start over.</li> </ol>
Wrong Wi-Fi network information was used.		
IntelliFire app set up wasn't successful.	Setup process was interrupted.	<p><b>Resetting the Wi-Fi Configuration</b></p> <p>Cycle power to your appliance and try again. If this fails, follow the steps below to reset module. This is recommended to be done by a hearth professional.</p> <ol style="list-style-type: none"> <li>1. Access the IFT-ECM. Locate the 'PILOT' button on the top of the IFT-ECM.</li> <li>2. Press and hold the pilot button for 10 seconds. The IFT-ECM will emit one audible beep for 4 seconds. Release the pilot button, and verify that the Wi-Fi module resumes to display one green LED blink every two seconds.</li> <li>3. If there is location info from previous setup attempt(s), delete it now.</li> <li>4. It is important to close out all running applications, including the IntelliFire app, from your smart device.</li> <li>5. Return to Step 1 of your setup instructions and start over.</li> </ol>
	Wi-Fi module is not in setup mode.	
	Change of Wi-Fi Network ID or Password caused by new router or by owner.	
Cannot log into IntelliFire app.	Forgot my email address, used wrong email during set up or invalid email used for IntelliFire app.	Verify you entered the correct email address and password. If you forgot your password, follow the reset password steps in the app.
	Wrong password was used.	

## Troubleshooting (continued)

Symptom	Possible Cause	Corrective Action
User can not add/remove fireplaces.	Only primary user can add/remove appliances from account.	Verify you are the primary user by going to the user management screen in the app.
My app crashed and closed out.	Issue with the app performance on your device.	Confirm you are on the latest software level of the app, if not, update. If this doesn't resolve the issue, delete the app and re-download from the App Store or Google Play Store.
Wireless network signal is weak by the appliance.	Too much interference from walls and/or other appliances	Move the wireless router closer to the appliance.
		Install a wireless extender that works with the current router. This will typically require the setup of a new location for all appliances using this network.
Accessories are not showing up on the app.	Appliance control module has not been paired.	Contact your dealer.
	The accessory cable has become unplugged.	
Can't add a secondary user.	Secondary user has not created an IntelliFire account.	Secondary user needs to download the app and create an account.
Users are not receiving emails from IntelliFire (example: reset password email).	The email is in your junk/spam mail or your email account security filters prevent you from receiving IntelliFire emails.	Check your junk/ spam mail. If it's in there, move the email to your main inbox. If it is not there, contact your internet provider or create an email account on another platform (example: gmail.com).
Thermostat function is not working.	You do not have a remote or wall switch to relay the temperature.	Contact your dealer to purchase a remote or wall switch.
	Your remote or wall switch was not paired to your appliance.	Contact your dealer to pair your remote or wall switch.
	Your remote or wall switch batteries are dead and cannot relay the temperature.	Replace your remote or wall switch batteries.

## 15. Regulatory Information

### FCC Compliance Statement:

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

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

### FCC Warning

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Caution:** The Federal Communications Commission warns that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Canadian DOC Notice

This digital apparatus does not exceed the (Class A/ Class B) limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

### Canadian IC Notice

This device complies with RSS-210 of Industry and Science Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

### Australia/New Zealand

The device incorporates the Silicon Labs AMWx36 Wi-Fi module, which has been tested for compliance with the ACMA Radiocommunications "Short Range Devices" Standard 2004. This standard references the Australia/New Zealand industry standard AS/NZS 4268:2012.

Testing has confirmed that the device operates within the permitted frequency ranges and power levels and complies with RF exposure requirements outlined in AS/NZS 2772.2:2016 and ARPANSA RPS 3. In addition, the device meets the radiated and conducted emissions requirements of AS/NZS CISPR 32:2015, Class B.

Please contact your Hearth & Home Technologies dealer with any questions or concerns.  
For the location of your nearest  
Hearth & Home Technologies dealer,  
please visit [www.hearthnhome.com](http://www.hearthnhome.com).

Hearth & Home Technologies  
7571 215th Street West, Lakeville, MN 55044  
[www.hearthnhome.com](http://www.hearthnhome.com)