

### INSTALLATION & USER MANUAL

#### HOLOGRAPHIC ELECTRIC FIREPLACE

**60"** Linear Traditional Flame

**74"** Linear Traditional Flame



Please remember to pair your remote control to enjoy all the features your fireplace has to offer.

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# GENERAL

## SAFETY INFORMATION & WARNINGS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions before using the heater.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- Remove all packaging and dispose of it at an appropriate recycling facility.
- When transporting or storing the appliance and power cord, keep in a dry place, away from excessive vibration and store so as to avoid damage.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 3 feet (0.9 m) from the front of the heater.
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
- Do not install this appliance immediately in front of a fixed socket outlet.
- Do not install this appliance in the immediate surroundings of a bath, shower, swimming pool or any other area where the appliance could come into contact with water or humidity, e.g. a bathroom.
- Do not use in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance must be firmly fixed to or recessed into a flat internal wall.
- This appliance is only suitable for indoor use, do not use outdoors.
- Do not cover the appliance, or let the air inlet/outlet to be obstructed in any way as it may overheat.
- Keep the power cord away from hot surfaces and the heater outlet. Do not route the power cord in front of the appliance, or under any carpets or rugs. Do not allow the power cord to be coiled up once installed, as this can cause overheating.
- Engage a certified electrician for new circuit or outlet installations. Ensure outlets are properly grounded, fused, and polarized.
- Where the power cord passes through any masonry wall, stone surround etc. ensure that suitable rubber bushing are fitted at any possible wear points.
- If the power cord is damaged do not use the appliance until it has been replaced.
- In the event of a malfunction, switch off the appliance, and disconnect it from the mains power supply. Have the appliance inspected by a certified Ortal technician before reusing.
- Do not use the appliance if it is damaged. In the event of any damage to the appliance, please contact the retailer from whom the appliance was purchased.
- Any repairs must only be performed by an authorized Ortal dealer/engineer.
- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- Children being supervised not to play with the appliance
- Disconnect from the power supply before performing any cleaning, maintenance or relocation of the unit. Do not use steam cleaners, or aerosols near the appliance.
- Do not burn wood or anything else in this appliance.
- Do not strike the glass. The glass used is tempered safety glass, if broken it will shatter into small chunks which are less likely to cause injury.
- Do not drill or screw any new holes into the appliance.
- SAVE THESE INSTRUCTIONS

# PRODUCT INFORMATION

## DISPOSAL



Recycle in accordance with **Code of Federal Regulations (CFR), Title 40, Part 273**. This device is classified as electrical and electronic equipment, and as such, it must not be disposed of with household waste. At the end of its lifecycle please take this product to an appropriate recycling center or collection point. You can find your nearest recycling drop off point by contacting your locality's waste management office.



**PLEASE DO NOT  
DISPOSE  
OF THIS MANUAL**



**VOLTAGE**

**120 V**

**POWER**

**1200W at 120 V**

# PRODUCT INFORMATION

## ETL DECLARATIONS

| PRODUCT NAME                             | RATINGS               | PRODUCT TYPE                                  | MANUFACTURED BY   |
|--|-----------------------|---|---|
| HOLOGRAPHIC 60/150<br>HOLOGRAPHIC 74/180 | 120 Vac, 60Hz Class I | Electric Fireplace (fan heater)<br>(5120 BTU) | CK Fires Ltd,<br>1 Evonic House, Clifford Park,<br>Clifford Lane,<br>Stratford-Upon-Avon,<br>Warks, CV37 8HW,<br>United Kingdom |
| <b>REQUIREMENTS:</b>                     |                       |   |   |
| <b>UL 2021 &amp; CAN/CSA E60335-2-30</b> |                       |   |   |



### California Proposition 65 Warning

**WARNING:** Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).



Conforms to: UL 2021 (Ed. 4) and CAN/CSA-E60335-2-30:13 (R2022)



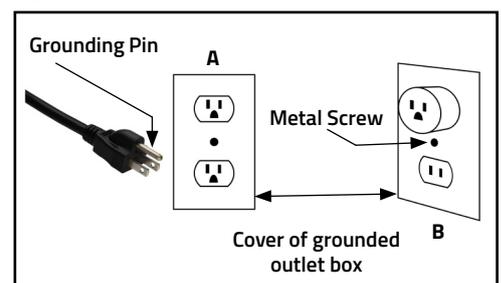
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

### ELECTRICAL RATING & GROUNDING METHODS

This heater is for use on 120 volts. The cord has a plug as shown at A in Fig 1. An adapter as shown at B is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.

Fig 1.



# UNPACKING THE FIREPLACE

There are a number of items that will be included in the packaging of the appliance. Once finished unpacking the appliance, please ensure you have the following:



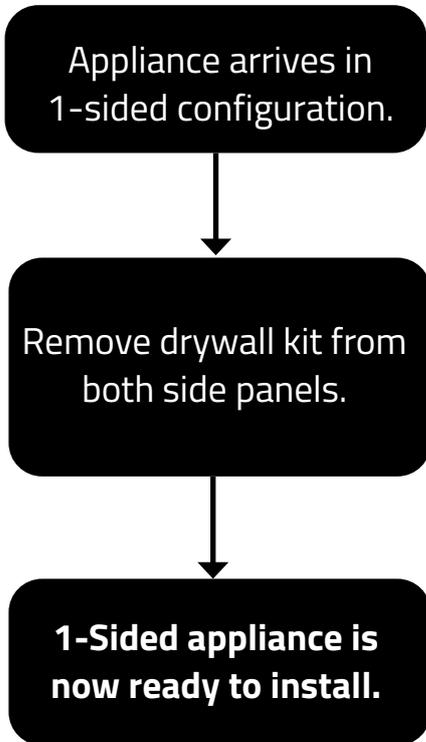
Please see the following page for detailed breakdown of what is included in your packaging and where it will be located.

# UNPACKING THE FIREPLACE - QUANTITIES

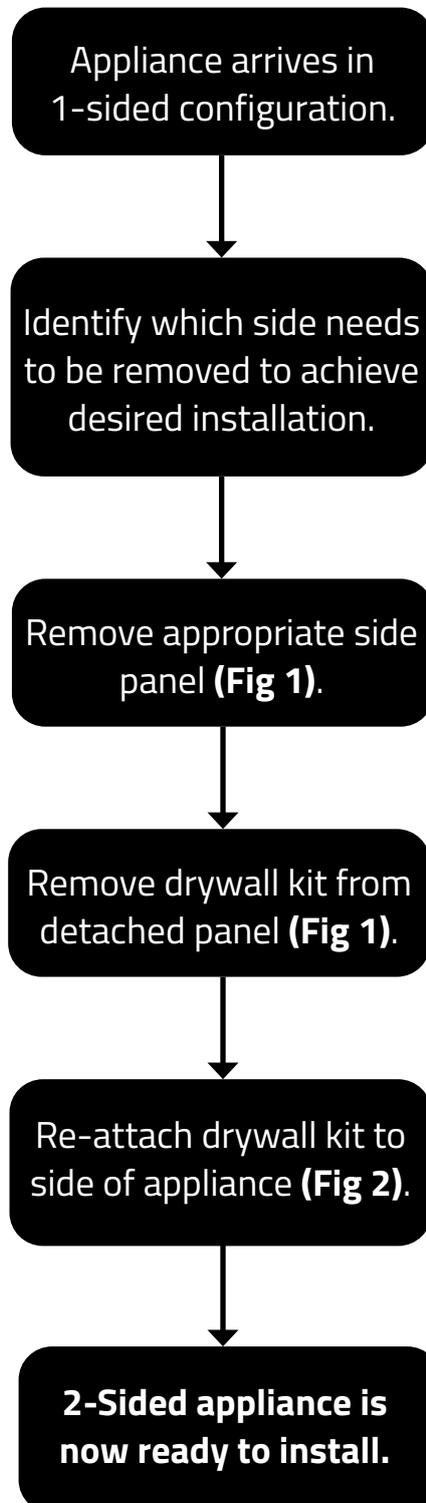
| ITEM | DESCRIPTION  | LOCATION                                 | 60"                    | 74"                    |
|------|--|--|------------------------|------------------------|
| 1.   | Fire Box   | Main box                                 | X 1                    | X 1                    |
| 2.   | Installation & User Manual   | On top of fire box inside plastic sleeve | X 1                    | X 1                    |
| 3.   | Ortal Remote Control   | On top of fire box inside plastic sleeve | X 1                    | X 1                    |
| 4.   | AA Batteries for Remote Control                                    | On top of fire box inside plastic sleeve | X 2                    | X 2                    |
| 5.   | Pozi-drive Bit   | On top of fire box inside plastic sleeve | X 1                    | X 1                    |
| 6.   | Wall Hanging Brackets  | Attached to fire box                     | X 2                    | X 2                    |
| 7.   | Wood Chippings   | Inside fire box                          | X 1                    | X 1                    |
| 8.   | Suction Cup  | Inside fire box                          | X 1                    | X 1                    |
| 9.   | Amber/Clear Glass Media -<br>Quantity will vary dependent on model | Inside fire<br>- Box labelled 'B'        | X 6 Clear<br>X 7 Amber | X 7 Clear<br>X 9 Amber |
| 10.  | Vermiculite Media -<br>Quantity will vary dependent on model       | Inside fire<br>- Box labelled 'B'        | X 2                    | X 2                    |
| 11.  | Log Set -<br>Quantity will vary dependent on model                 | Inside fire<br>- Box labelled 'A'        | X 1                    | X 1                    |
| 12.  | Power Cord   | Connected to fire box                    | X 1                    | X 1                    |
| 13.  | Magnets -<br>For attaching side covers                             | Inside side cover box                    | X 10                   | X 10                   |
| 14.  | Side Covers -<br>2 X left hand-side / 2 X right hand-side          | Main box -<br>Packaged separately        | X 4                    | X 4                    |
| 15.  | Front Glass -<br>Size will vary dependent on model                 | Main box -<br>Packaged separately        | X 1                    | X 1                    |
| 16.  | Effect Glass -<br>Size will vary dependent on model                | Main box -<br>Packaged separately        | X 1                    | X 1                    |

# SIDE PANEL CONVERSION CHART

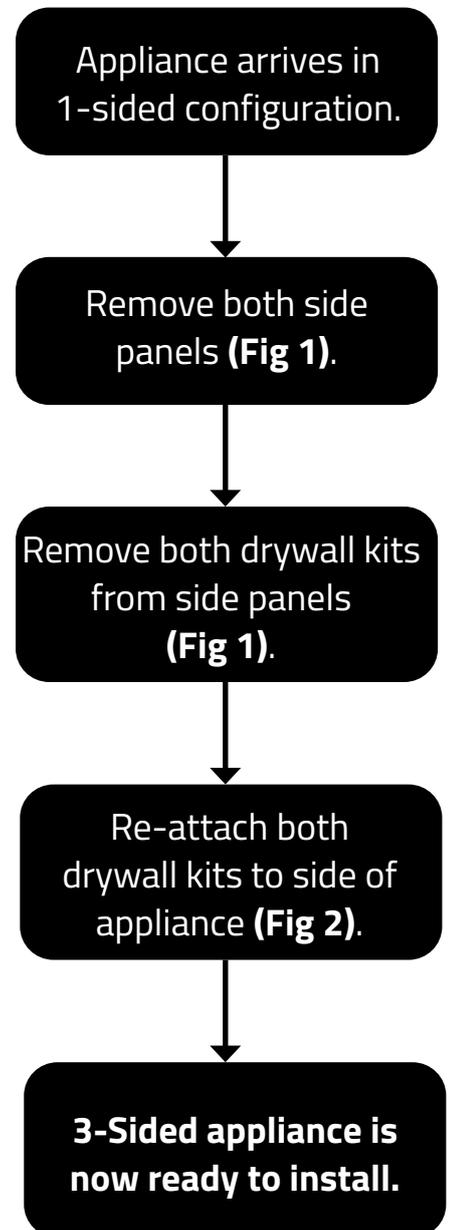
## 1-SIDED



## 2-SIDED



## 3-SIDED



# SIDE PANEL REMOVAL - 2 OR 3-SIDED CONVERSION

All our built-in appliances are shipped as **1-sided** models. To convert to **2-sided** or **3-sided** configurations, you simply need to remove the side panel(s) and re-attach the drywall kit.

1

Unscrew and remove the side panel(s) from the side/s of the appliance. Then remove the drywall kit from the side panel (**Fig 1**).

2

Re-attach the drywall kit(s) using the same fixing points (**Fig 2**).

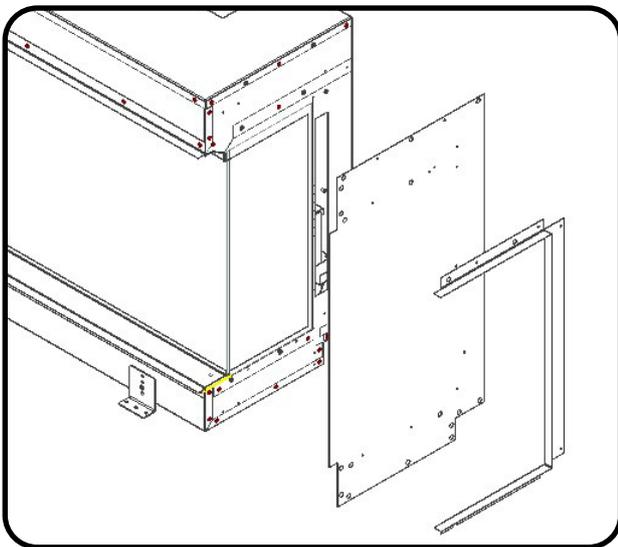


Fig 1.

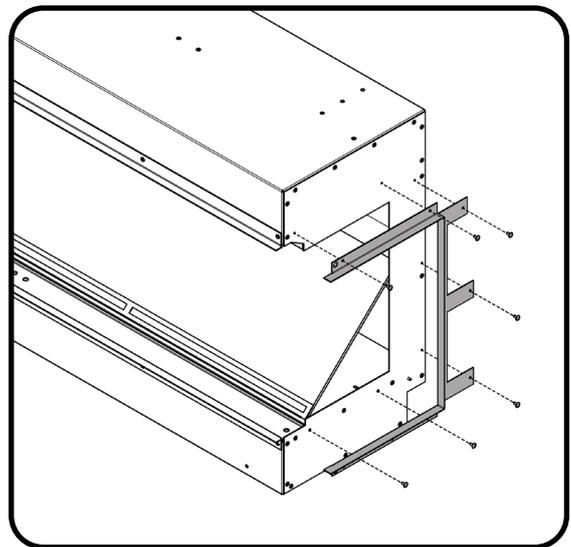
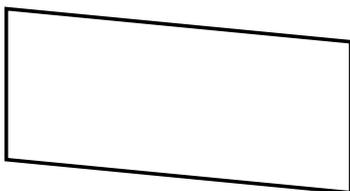


Fig 2.

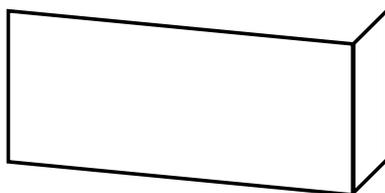
## 1-Sided Model

A single glass panel at the front of the appliance.



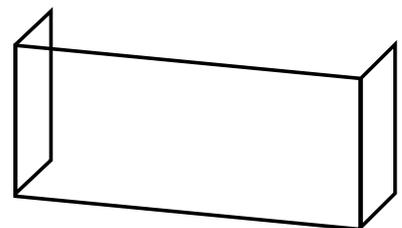
## 2-Sided Model

A glass panel at the front and one side piece of glass.  
The glass can be either side.



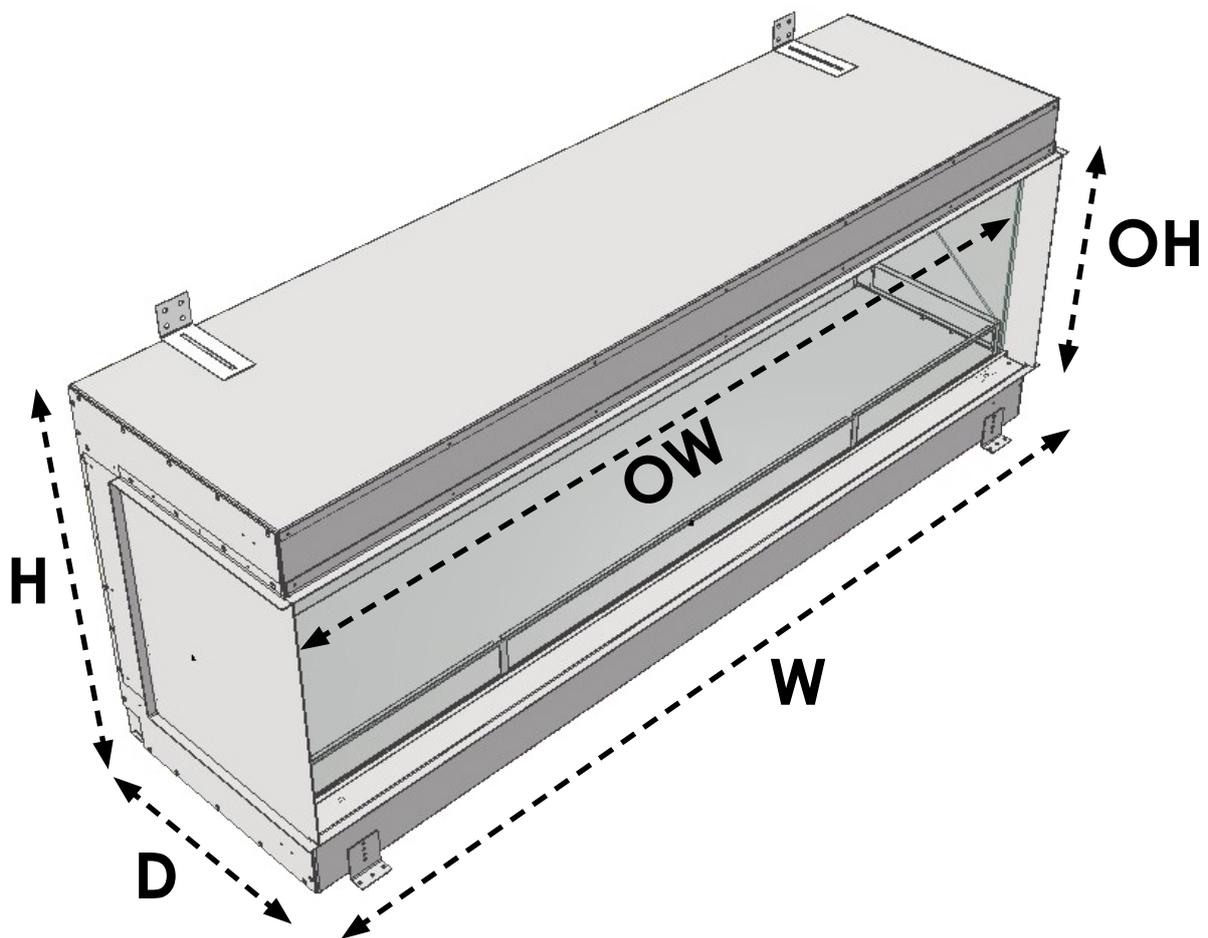
## 3-Sided Model

The standard configuration.  
A glass panel at the front and both side pieces of glass.



# PRODUCT DIMENSIONS AND WEIGHT

| Model       | Depth (D) | Width (W) | Height (H) | Opening Width (OW) | Opening Height (OH) |
|-------------|-----------|-----------|------------|--------------------|---------------------|
| 60" 1-sided | 17 ¼"     | 60 ⅝"     | 23 ⅜"      | 59 ⅛"              | 15 ⅜"               |
| 60" 2-sided | 17 ¼"     | 60 ⅝"     | 23 ⅜"      | 59 ⅛"              | 15 ⅜"               |
| 60" 3-sided | 17 ¼"     | 60 ⅝"     | 23 ⅜"      | 59 ⅛"              | 15 ⅜"               |
| 74" 1-sided | 17 ¼"     | 74 ¾"     | 23 ⅜"      | 73 ¼"              | 15 ⅜"               |
| 74" 2-sided | 17 ¼"     | 74 ¾"     | 23 ⅜"      | 73 ¼"              | 15 ⅜"               |
| 74" 3-sided | 17 ¼"     | 74 ¾"     | 23 ⅜"      | 73 ¼"              | 15 ⅜"               |

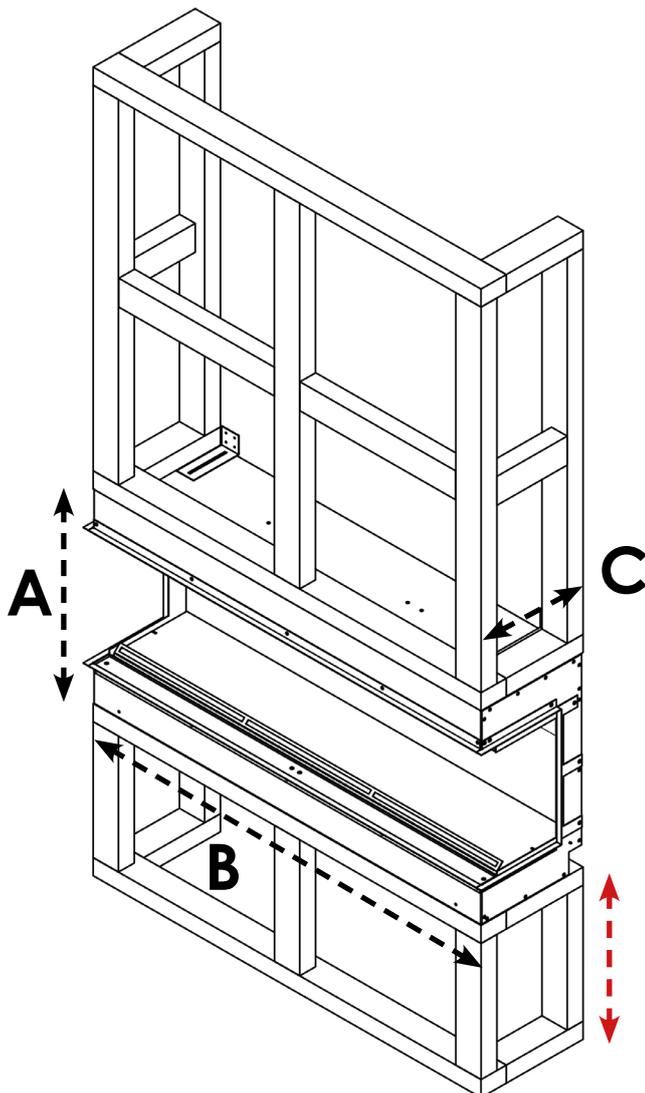


| Model                 | Weight |
|-----------------------|--------|
| Ortal Holographic 60" | 120lbs |
| Ortal Holographic 74" | 150lbs |

# FRAMING DIMENSIONS

The following framing information applies to combustible and non-combustible framing material. The diagrams presented are for illustrative purposes only. There are multiple approved framing scenarios. A flush application is not the only permitted application. The fireplace may be recessed into the wall. Refer to diagrams and values below and in the following pages for details.

| Framing     | A. Height                          | B. Width                         | C. Depth                         |
|-------------|------------------------------------|----------------------------------|----------------------------------|
| 60" 1-sided | 23 <sup>13</sup> / <sub>16</sub> " | 60 <sup>5</sup> / <sub>8</sub> " | 17 <sup>1</sup> / <sub>4</sub> " |
| 60" 2-sided | 23 <sup>13</sup> / <sub>16</sub> " | 60 <sup>5</sup> / <sub>8</sub> " | 17 <sup>1</sup> / <sub>4</sub> " |
| 60" 3-sided | 23 <sup>13</sup> / <sub>16</sub> " | 60 <sup>5</sup> / <sub>8</sub> " | 17 <sup>1</sup> / <sub>4</sub> " |
| 74" 1-sided | 23 <sup>13</sup> / <sub>16</sub> " | 74 <sup>3</sup> / <sub>4</sub> " | 17 <sup>1</sup> / <sub>4</sub> " |
| 74" 2-sided | 23 <sup>13</sup> / <sub>16</sub> " | 74 <sup>3</sup> / <sub>4</sub> " | 17 <sup>1</sup> / <sub>4</sub> " |
| 74" 3-sided | 23 <sup>13</sup> / <sub>16</sub> " | 74 <sup>3</sup> / <sub>4</sub> " | 17 <sup>1</sup> / <sub>4</sub> " |



We recommend that the unit is situated between **16"** and **18"** from the ground to optimise your viewing of the fireplace.

# INSTALLATION AND FRAMING REQUIREMENTS

## CHECKS BEFORE INSTALLATION

Before installing the appliance please read and take into account the following important requirements;

- Ensure the appliance is properly installed before the heater is used.
- Consult a qualified professional to check the structure of the installation site.
- These appliances have been designed to be installed into either a stud and drywall frame, or an existing chimney breast.
- If installing into an existing chimney, make sure to adequately block off the flue to prevent water infiltration.
- Due to the size and weight of this appliance, it is not suitable for 'floating' installations or to be wall-hung.
- Appliance is supplied with 6.5ft power cord. Ensure installation site has a power source within this range.
- The appliance must never be installed blocking an outlet.
- The appliance must not be installed anywhere that it may come into contact with water, i.e. a bathroom.
- Ensure moisture from building materials does not touch the appliance.

## AIR CLEARANCE

This unit has a required minimum internal clearance of **2"** below the product to allow air circulation around the case of the fireplace, which has been highlighted in **Fig 1**. The underside of the unit has air vents to release excess heat and the recommended **2"** allows this heat to safely flow away from the fireplace. As the required clearance is internal, it does not need to be taken into account when measuring the framework for the unit. Failure to adhere to the required clearance may result in any warranty claim being declared null and void.

## PRIOR TO INSTALLATION

We recommend turning on the appliance before installation, connect the appliance to a power source using the provided power cord, and press the right side of the **ON/OFF** switch. **Please note: The appliance will take approximately 45 seconds to power up.**

Once this check has been completed, switch the fireplace **OFF**, remove the power cord from the wall and continue with the installation.

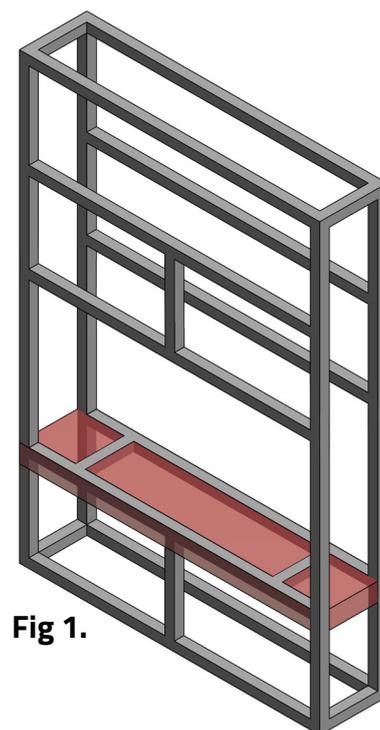
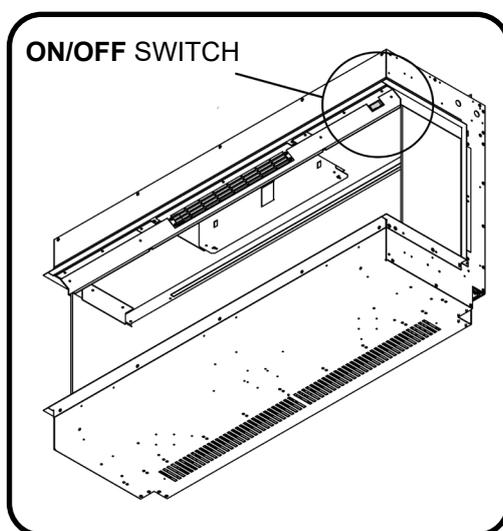


Fig 1.

# INSTALLATION METHOD - SECURING FIREPLACE TO FRAME

1

The appliance will come with 4 shipping brackets attached to the bottom - 2 on the front and 2 on the back (**Fig 1**). These shipping brackets can also be used to secure the fireplace to your outer frame. Leave these in place if you wish to secure your fireplace to the framework using the fixings that originally came with the brackets.

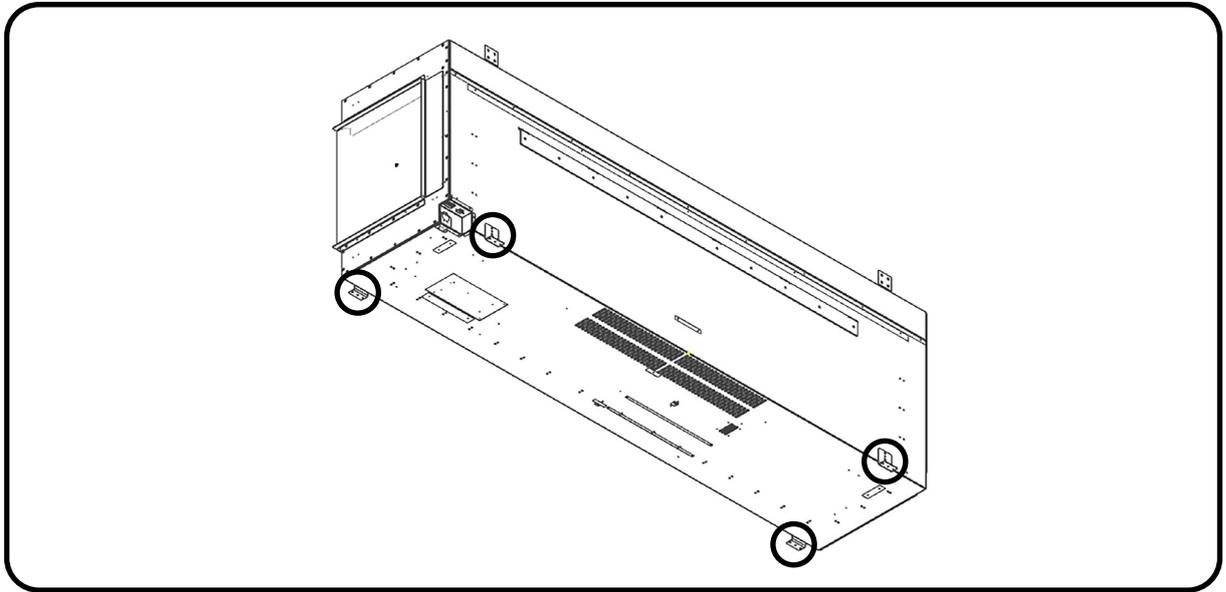


Fig 1.

2

Once you have placed the appliance onto a base, you can use the shipping brackets to secure the fireplace. Screw into the base using the original fixings. This will need to be completed on all 4 brackets (**Fig 2**).

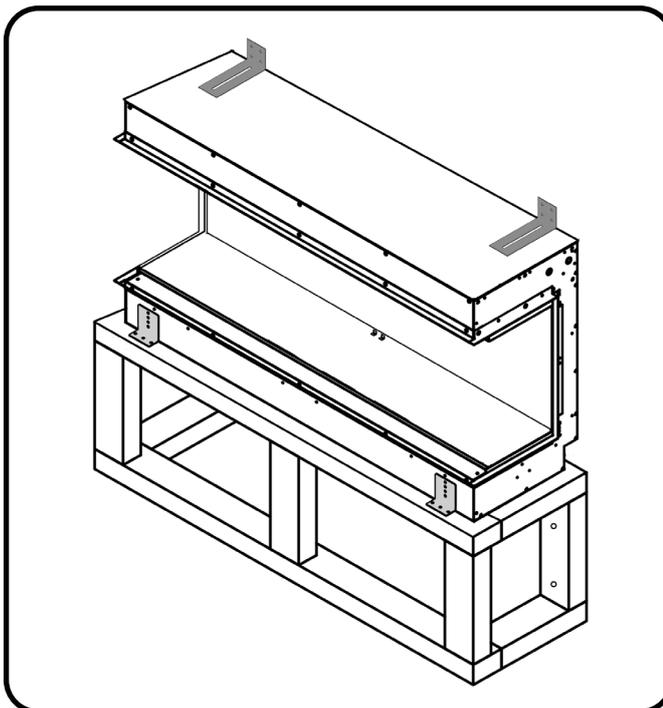
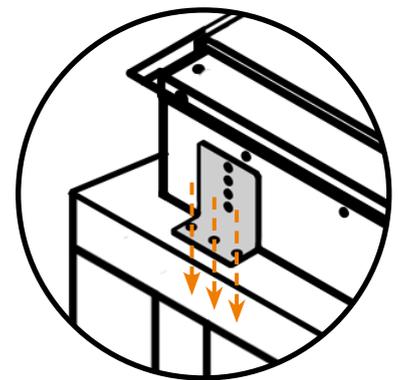


Fig 2.



3

Screw the two top mounted brackets to the wall (**Fig 3**). We supply masonry fixings for screwing into brick, however if you are screwing into timber, drywall, or another material, X8 appropriate fixings will need to be sourced by the customer/installer. You can now construct your stud wall/s around the appliance in the design of your choosing.

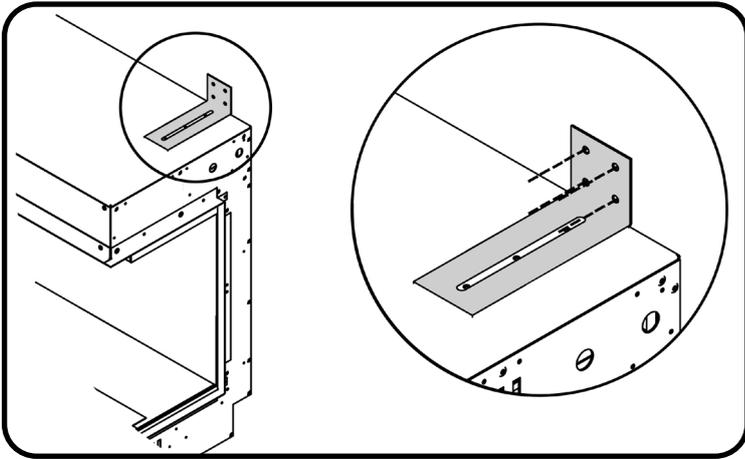
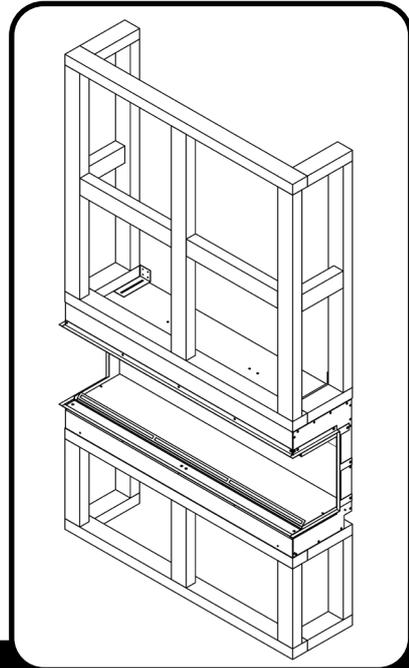


Fig 3.



## INSTALLATION TIPS

- When constructing the framing for the appliance, remember that the vents on the underside of the appliance need a minimum of 2" clearance beneath them. See page 12 for further details.
- Ensure that the appliance **does not support the weight of the surrounding framing**. Secure your frame to the wall using the appropriate hardware (Not supplied).
- Do not use silicones, adhesives, or wet drywall to seal in the appliance.

4

Your drywall can now line up with the drywall kits on the edge of the appliance (**Fig 4**). **Please note:** the depth of the drywall kit is  $\frac{5}{8}$ ".

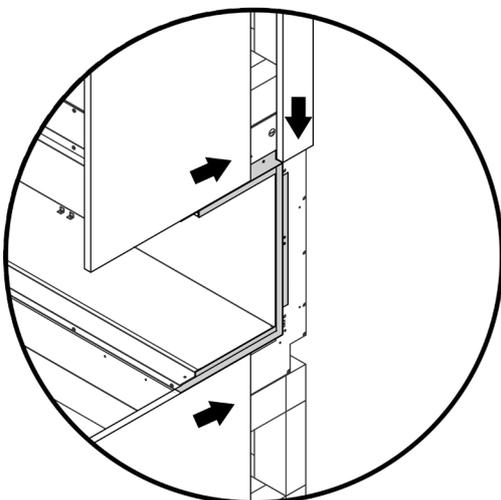
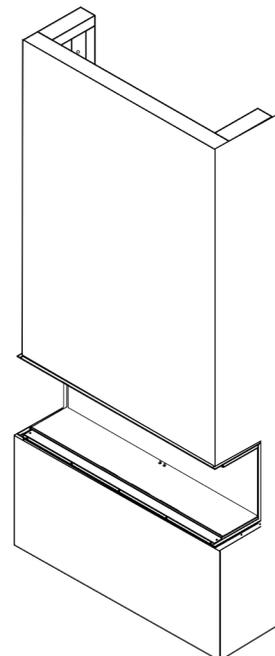


Fig 4.



# BOTTOM SIDE COVER INSTALL - BOTH SIDES

The side covers are supplied to reduce reflections within the unit when the fireplace is turned on. The installation process for these are simple and just require magnets to fix in position. The bottom side covers must be attached before you install your effect glass, as the effect glass rests on the edge of the side covers.

1

Start by identifying the two bottom side covers. These will be labelled 'Bottom Left' and 'Bottom Right'. Apply X 3 magnets to each side cover, one on-top of the other for the lower part and another one for the 45° part.

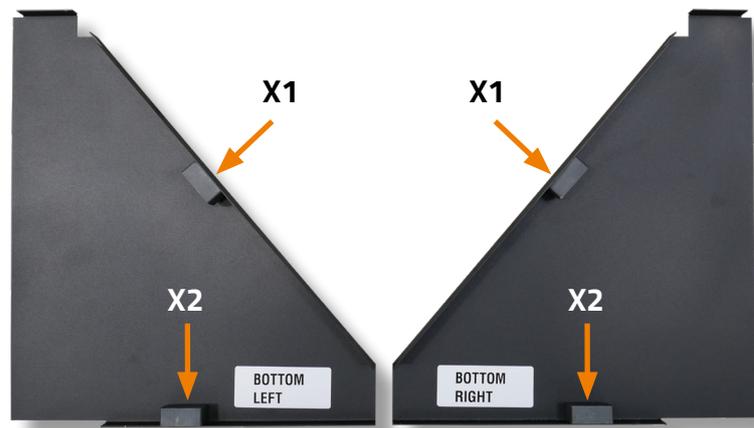


Fig 1.

2

Once the magnets are in position, lift the side cover over the glass retaining bar (Fig 2) at a 45 degree angle, push against the outside of the firebox and back against the rear of the firebox so the corner sits touching the rear screen on the back wall of the firebox (Fig 3). **Please take extra care when installing the covers not to damage or scratch the rear screen.**

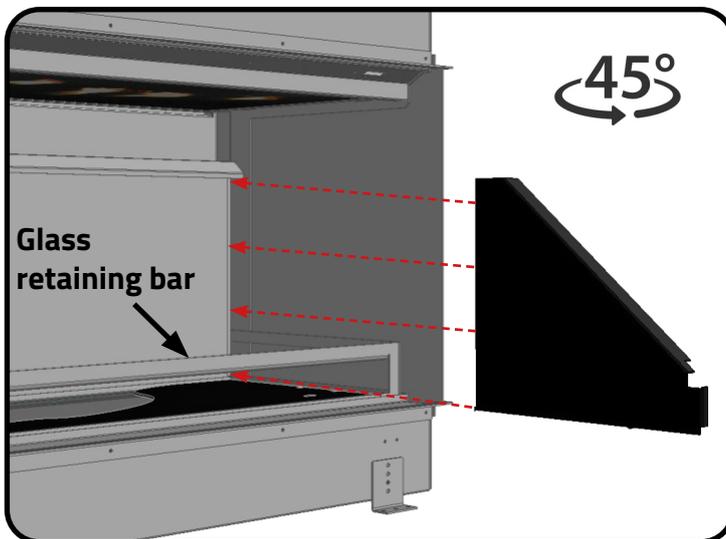


Fig 2.

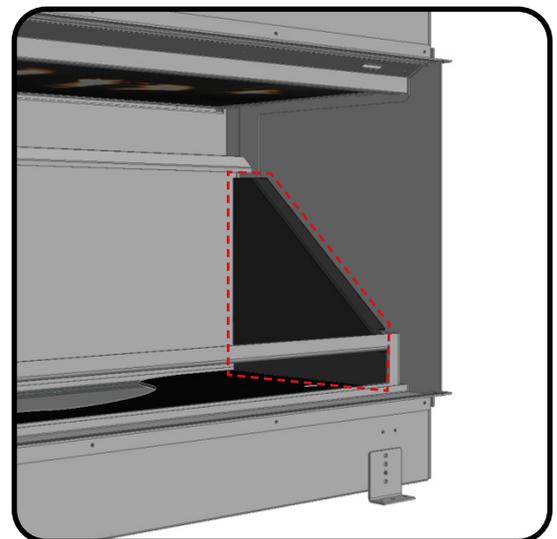


Fig 3.

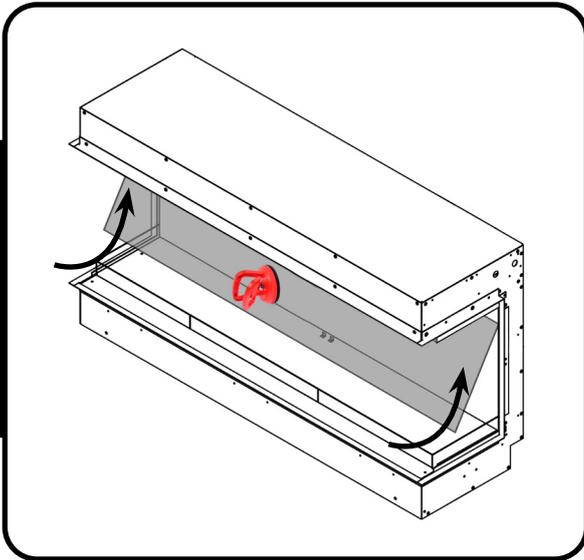
***This is now the ideal opportunity to setup your logs and media.***

- **60" models** - See pages **40-42**, then add your media on page **48**, then complete the log setup on page **43**.
- **74" models** - See pages **44-46**, then add your media on page **48**, then complete the log setup on page **47**.

# GLASS INSTALLATION - EFFECT GLASS

1

Start by wiping the glass to remove any dust or marks using a clean, dry microfiber cloth. Apply the Suction Cup to the glass and push into the appliance, and upward at an angle. When the bottom edge of the glass clears the raised retainer bar, rest it onto the bar. If not using a glass sucker, carefully hold the glass on both sides and follow the same process. Two people may be required for this to ensure the glass is carefully supported at all times (**Fig 1**).



## PLEASE NOTE:

The suction cup is provided to assist in moving the glass, **NEVER** as the sole support for the glass. Always support the glass throughout the entire process until fully fitted in place.

Fig 1.

2

Once the glass is firmly rested on the retainer bar, pivot the glass backwards to a 45° angle so that it rests against the back of the unit (**Fig 2**). Once the glass is in place, wipe away any marks left by the Suction Cup using a clean, dry microfiber cloth.

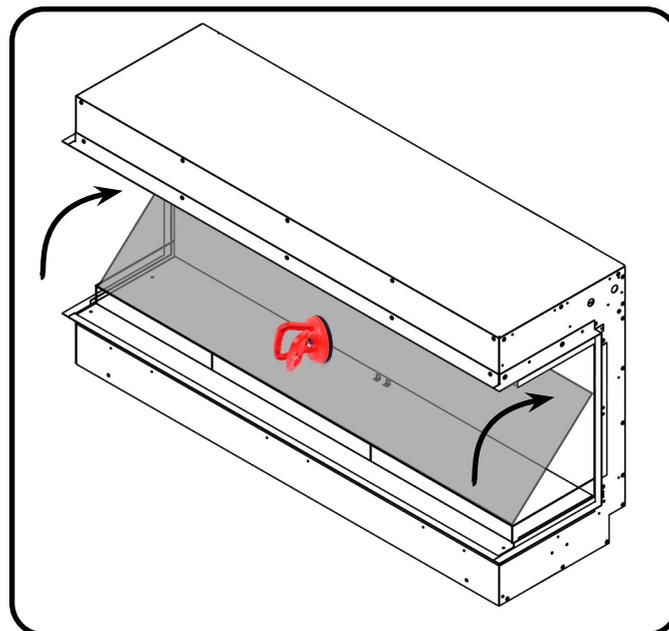


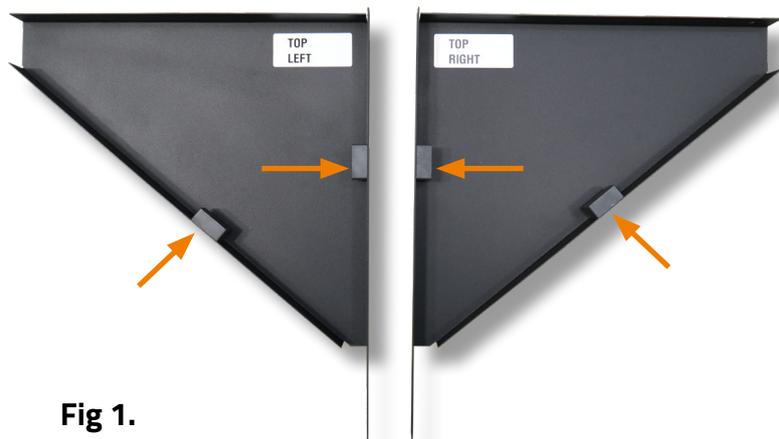
Fig 2.

# TOP SIDE COVER INSTALL

Once the effect glass is in position, you can install your top side covers.

1

Identify the two top side covers. These will be labelled 'Top Left' and 'Top Right'. Apply X 2 magnets to each side cover, as shown below (Fig 1).



2

Once your magnets are in position, simply push the side cover into the unit (Fig 2) until the side plate fits up against the bottom side plate and the bottom section is firmly up against the glass retainer bar (Fig 3).

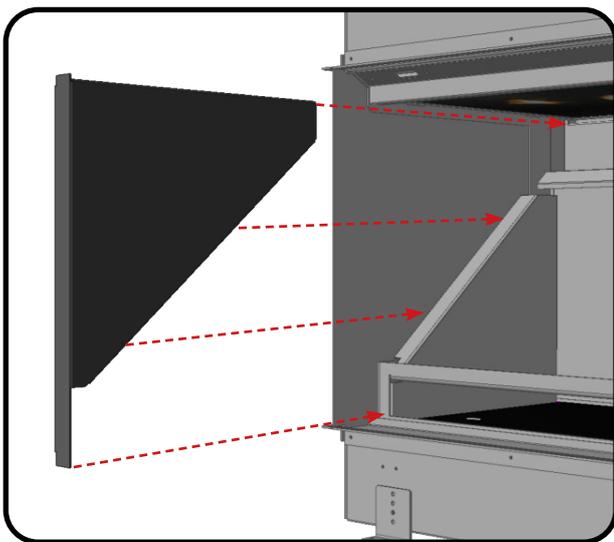


Fig 2.

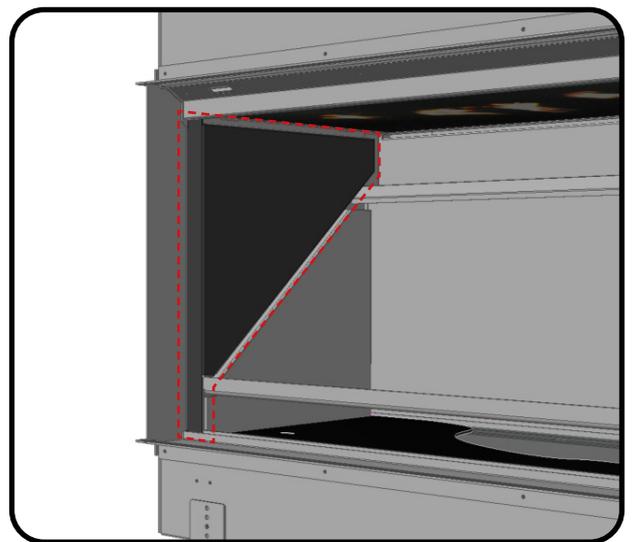


Fig 3.

# GLASS INSTALLATION - FRONT GLASS

1

First remove the bottom glass retainer bar by simply lifting out of place (**Fig 1**). Then you can remove the top retainer bar by unscrewing the hardware (**Fig 2**). **Please note: Support must always be provided to the glass when removing the top retainer bar to prevent it falling forward and causing damage or injury.**

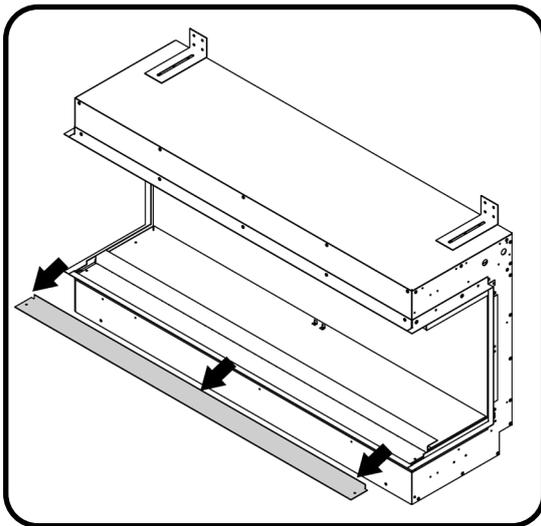


Fig 1.

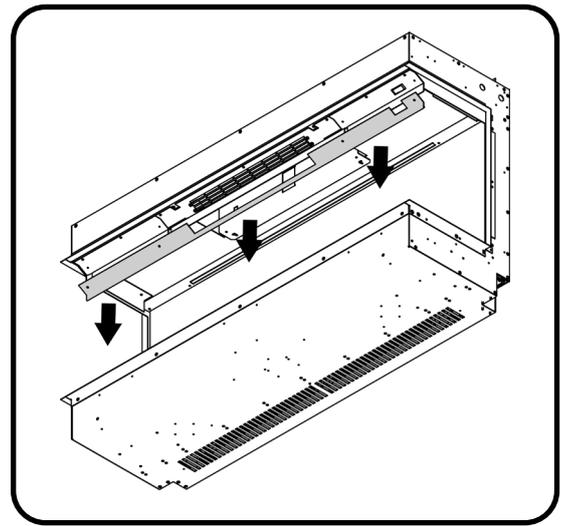


Fig 2.

2

Start by wiping the glass to remove any dust or marks using a clean, dry microfiber cloth. Apply the suction cup to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance. If not using a suction cup, carefully hold the glass on both sides and follow the same process. Two people may be required for this to ensure the glass is carefully supported at all times (**Fig 3**). Once the glass is in place, wipe away any marks left by the Suction Cup using a clean, dry microfiber cloth.

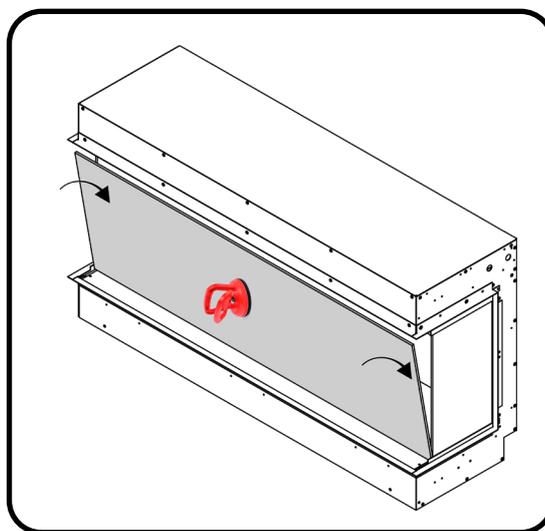


Fig 3.

# CONTINUED

3

Then replace the top glass retainer bar and screw into place (**Fig 4**), and finally, replace the bottom glass retainer by slotting into place (**Fig 5**).

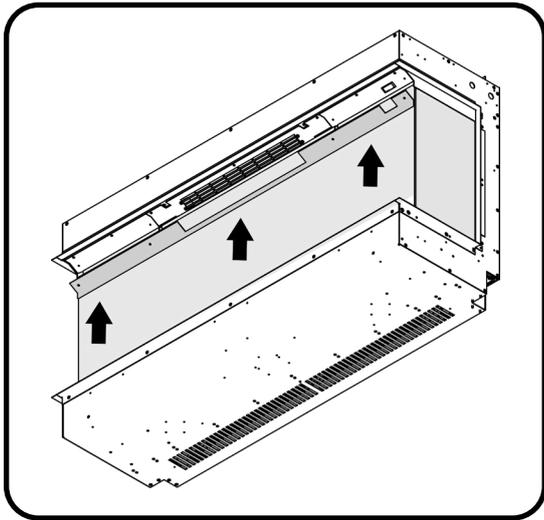


Fig 4.

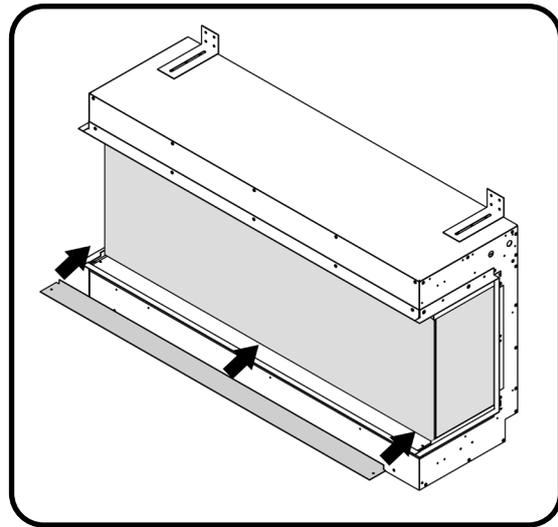


Fig 5.

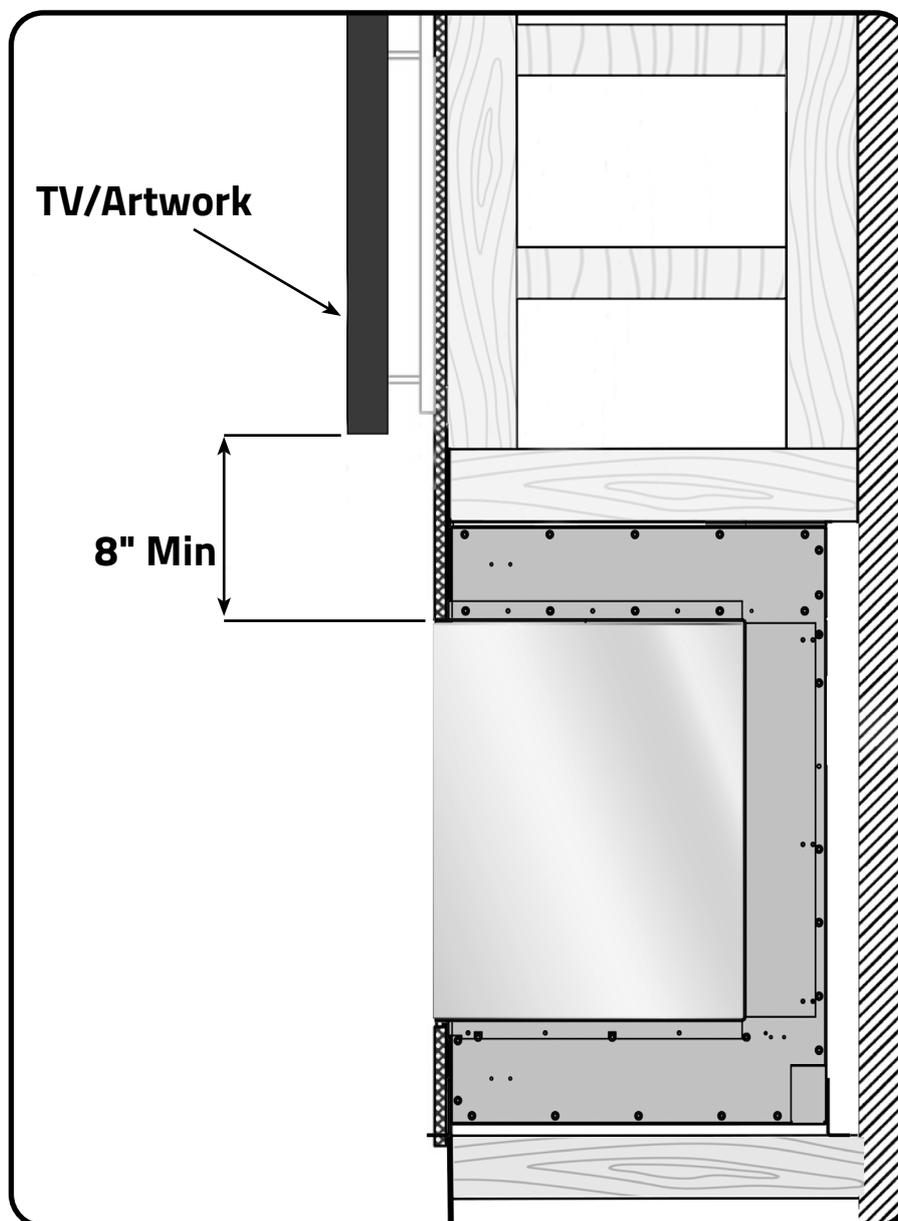
# MOUNTING A TV / ARTWORK

The decision to install a television above an Ortal fireplace is up to the discretion of the owner. Manufacturers may specify that their product should not be installed on, near or above a heat source. Ortal will not be held liable for any adverse effects on a TV, artwork or other equipment located near the Ortal fireplace. It is the owner's responsibility to verify that their TV or artwork can be installed above a heat source. As this appliance is electric and only a secondary heat source, it does not significantly heat up any surrounding objects. However, due to the electrical components within the fireplace, heat will be produced and therefore as a general rule, we recommend anything installed above the fireplace should be a minimum of 8" from the top of the fireplace glass viewing area.

The following diagrams can be used as a guide for customers who do decide to locate their TV and artwork above their Ortal fireplace. These drawings illustrate ways of reducing the amount of heat impact to the area surrounding the fireplace.

## ***Flush Mounted TV/Artwork***

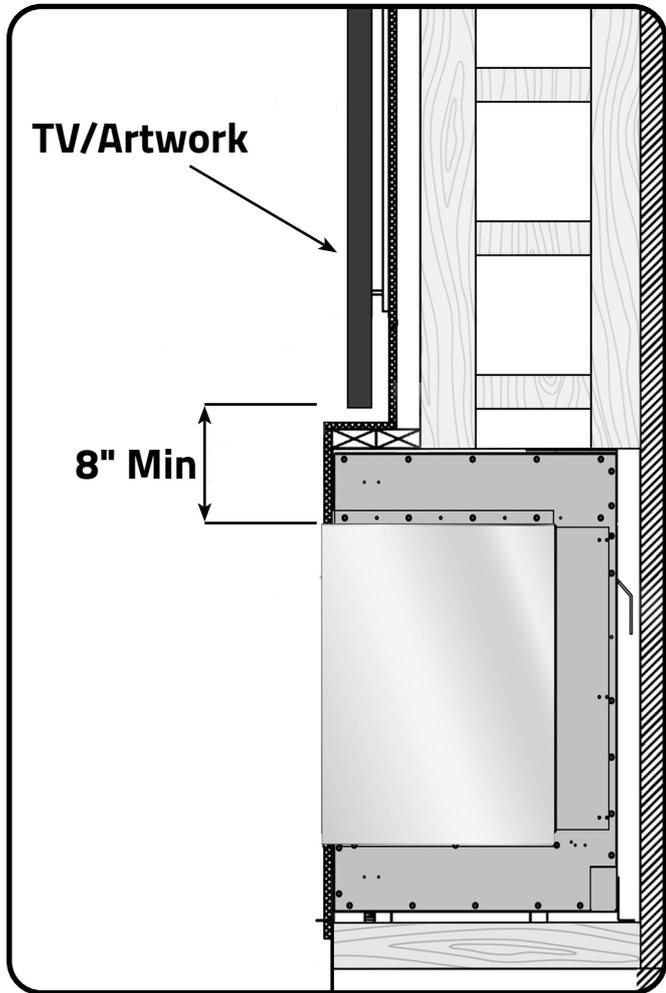
When the TV is mounted on a wall that is flush to the fireplace, the TV must be at least 8" from the top of the fireplace glass viewing area. Ensure all clearances are maintained. See diagram below for details.



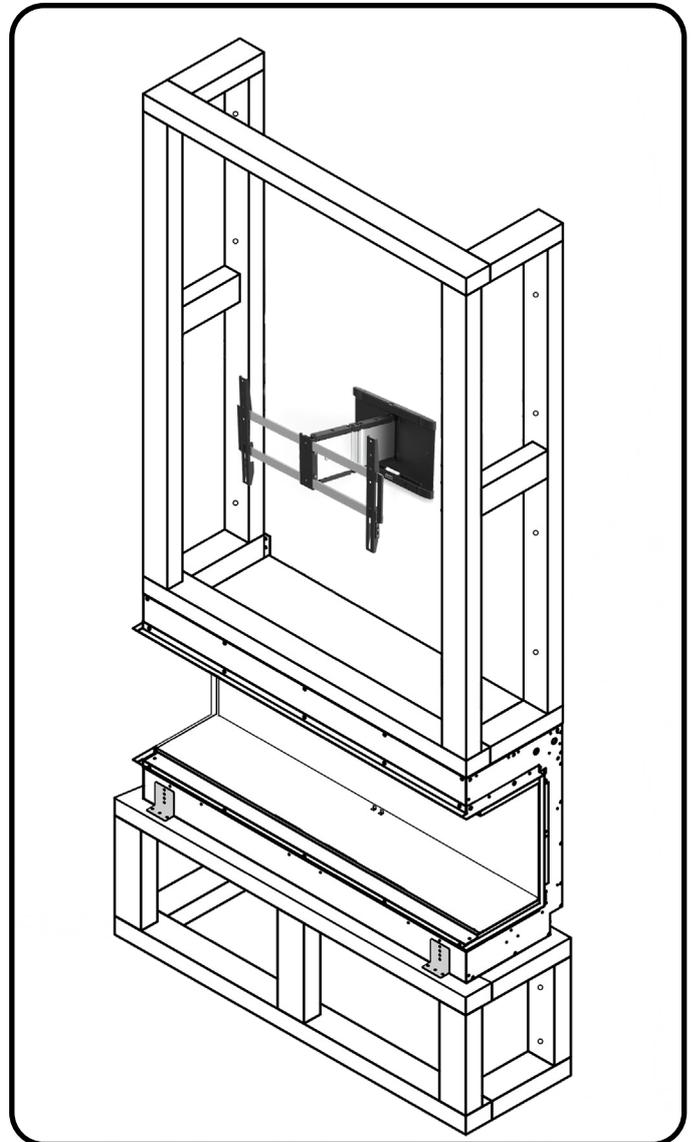
### ***Recessed TV/Artwork***

When the TV is mounted on a wall that recesses over fireplace, the TV must be at least 8" from the top of the fireplace glass viewing area. This can be achieved in two ways, the first being to create a narrower top frame that sits back from the front of the fireplace (Fig 1).

The second method would be to create a full-depth frame, but without a middle cross-section of timber, enabling you to attach a TV bracket to the rear wall to create the recessed look (Fig 2).



**Fig 1.**



**Fig 2.**

# ACCESS PANEL

The inclusion of a small access panel is optional, but it is highly recommended as it allows for access to the fireplace's power cord during servicing or fault-finding. The access panel can be any size, however to keep it discreet we advise around 5" X 5". The rest of the electrical componentry can be accessed from the front of the fireplace at any time.

## PLEASE NOTE:

If you do decide to include an access panel, the optimum place to position this is on the right hand side of the chimney breast, where the power cord plugs into the appliance. This allows easy access to the power cord in the event of any power supply issues.

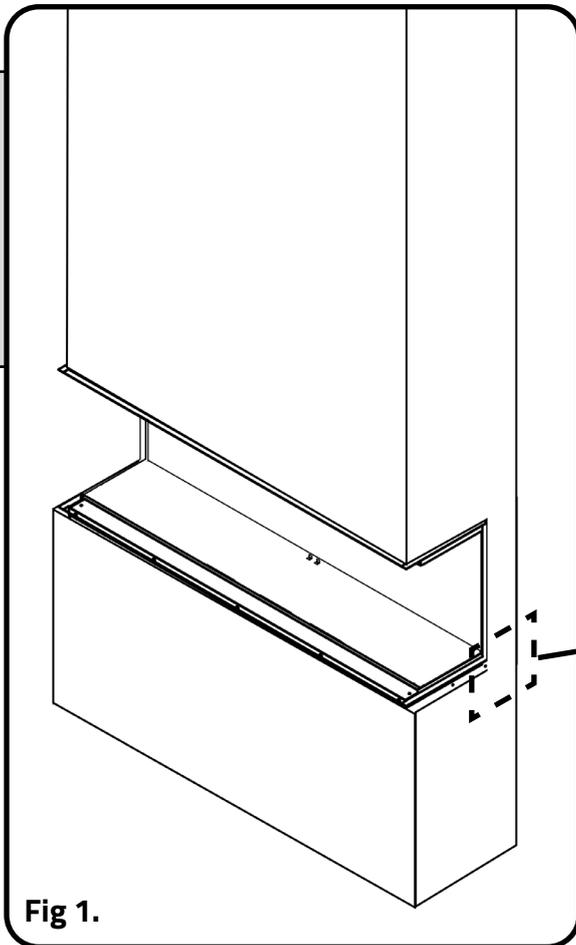


Fig 1.

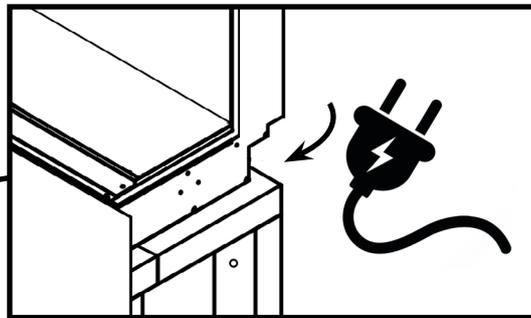


Fig 1 indicates where the power cord will connect to the appliance in relation to a standard chimney breast installation. You can use this as a guide to create your access panel.

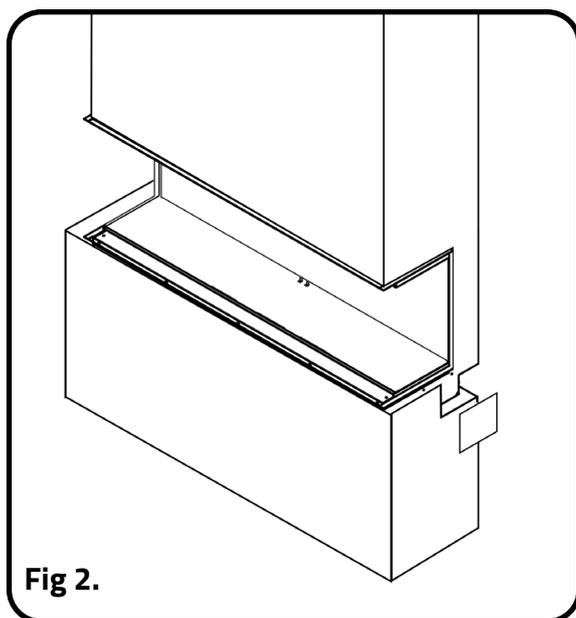


Fig 2.

Fig 2 indicates where the power cord will connect to the appliance. You can use this as a guide to create your access panel.



# OPERATION

There are two ways to control all the features of your Ortal appliance - remote or App control.



Our remote handset comes automatically paired and ready to operate straight out of the box. If you choose to control your appliance via the Ortal Electric Fireplace App, your internet router and smart device should meet the following minimum requirements -

## **Wi-Fi Router**

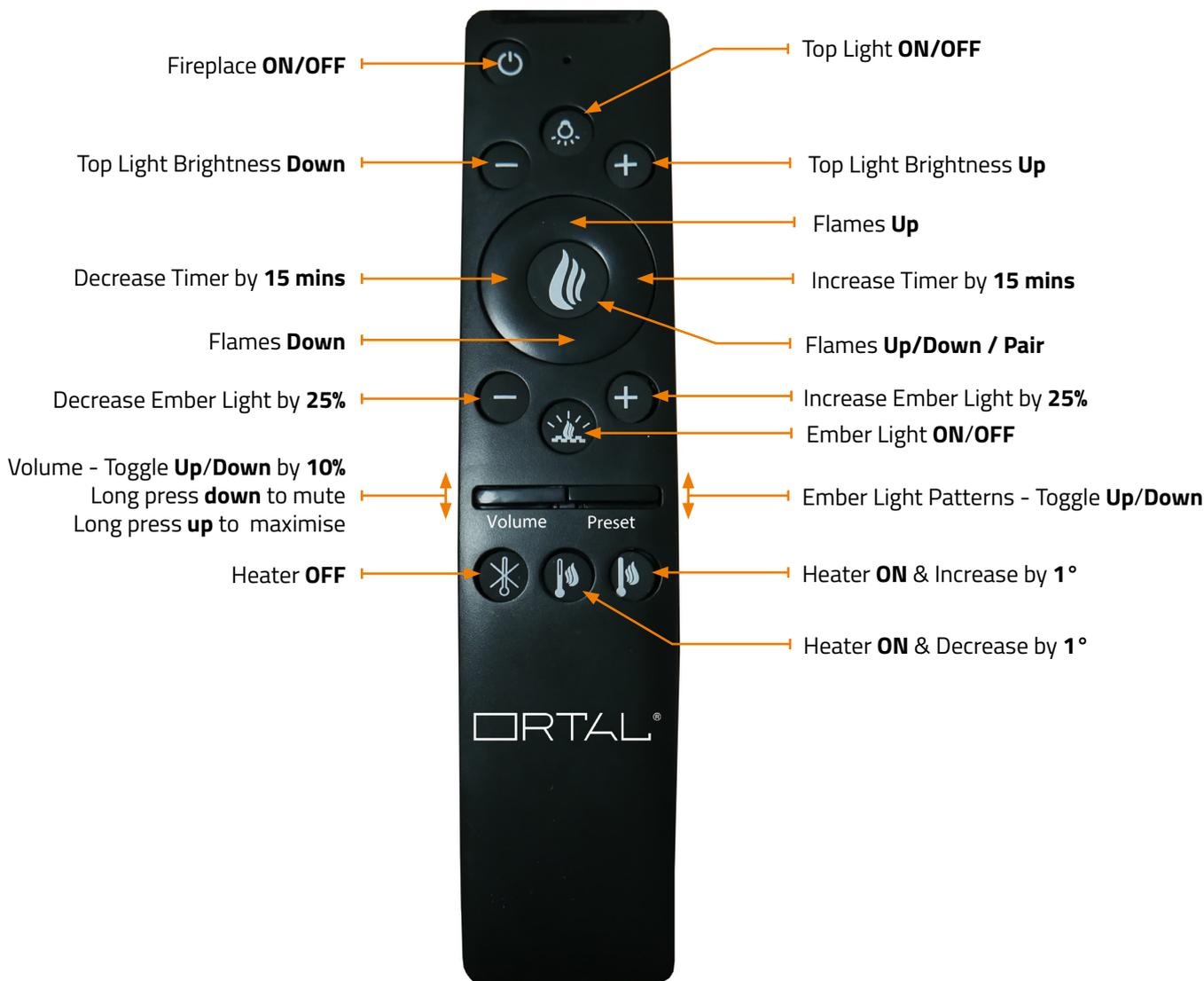
- Compatible with IEEE 802.11n/g/b
- WPA2 encryption
- Radio frequency: 2.4GHz band
- Wireless auto channel: auto search for wireless LAN radio channel free of interference
- Support for the User Datagram Protocol (UDP)
- The minimum distance from your internet router to the fireplace should be 28"

## **Smart Device**

- Minimum device requirements IOS 8.0 or Android 10

# REMOTE CONTROL

**1. Remote Control/Handset Pairing Process:** After turning on the fireplace with the rocker switch, there is a 60-second pairing window. This window begins after a beep, which occurs 15-20 seconds after the fireplace is switched on. After the first beep, press the 'Flames Up/Down' button for 5 seconds until you hear a second beep. The pairing is now complete.



**2. Factory Reset:** To reset, press and hold the 'Top Light' button until you hear a beep, then press and hold the 'Ember Light' button until it beeps again. The reset process is complete.

**3. Volume Control:** To mute, press and hold the 'Volume Down' button until the volume indicator shows 0% on the fireplace screen. To set the volume to maximum, press and hold the 'Volume Up' button.

**4. Ember Bed Brightness Logic:**

- (-) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (-) button to decrease brightness by 25% each time, down to 0%.
- (+) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (+) button to increase brightness by 25% each time, up to 100%.

**5. Ember Bed Intensity Logic:**

- There are 5 intensity levels: 100%, 75%, 50%, 25%, and 0%. Press the Intensity button to increase brightness by 25% each time, up to 100%. When the brightness is at 100%, the next press will reset it to 0%.

**6. Flames Up/Down Logic:**

- Pressing the button advances to the next flame height in the sequence: High, Medium, Low.

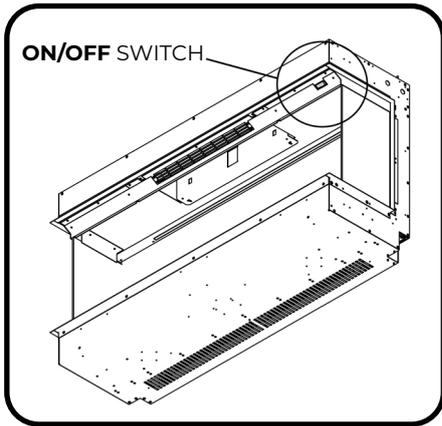


# APP SETUP



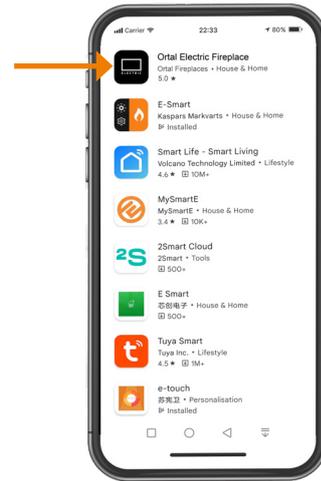
ORTAL  
ELECTRIC  
APP ICON

1



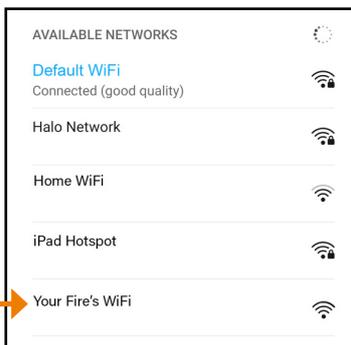
Make sure that your fireplace is plugged in and the mains power is on. Then turn on your fireplace by pressing the ON/OFF switch to the 'ON' position.

2



Download the **Ortal Electric Fireplace** app from the Apple Store, or Google Play Store.

3



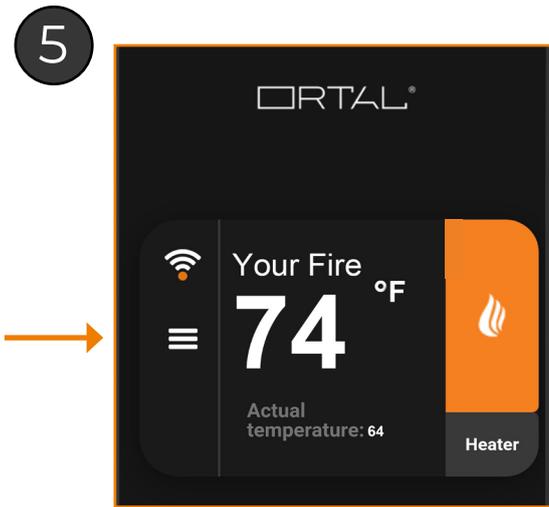
Open the Settings panel on your device and connect to the fireplaces' wireless connection. The name of the units wi-fi will vary depending on the model.

4

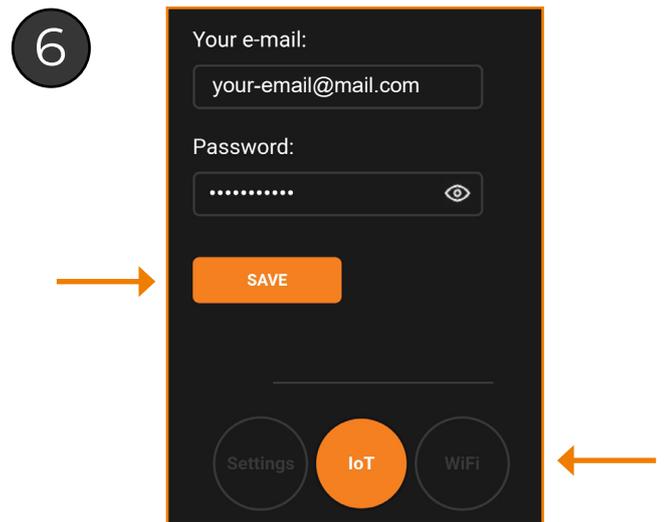


Open the **Ortal Electric Fireplace** app on your device. **Note: If the app is unresponsive, please close it, disable mobile data (refer to page 51 for instructions), and try again.**

# CONTINUED



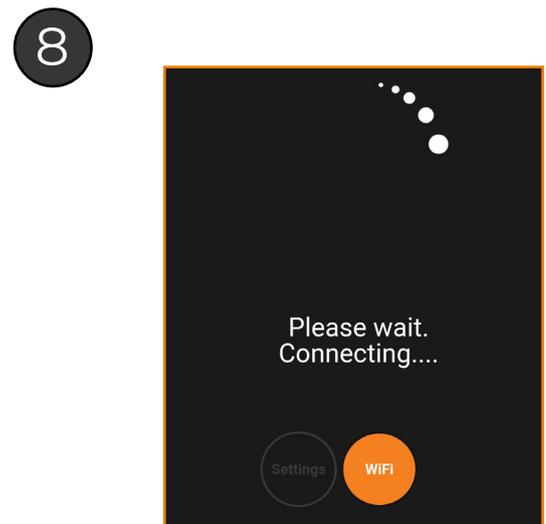
Open the settings panel on the app's Home Screen.



Scroll down to the 'IoT Registration' section and fill in your email address and create a password. Press 'Save'. Then select the grey wi-fi button.



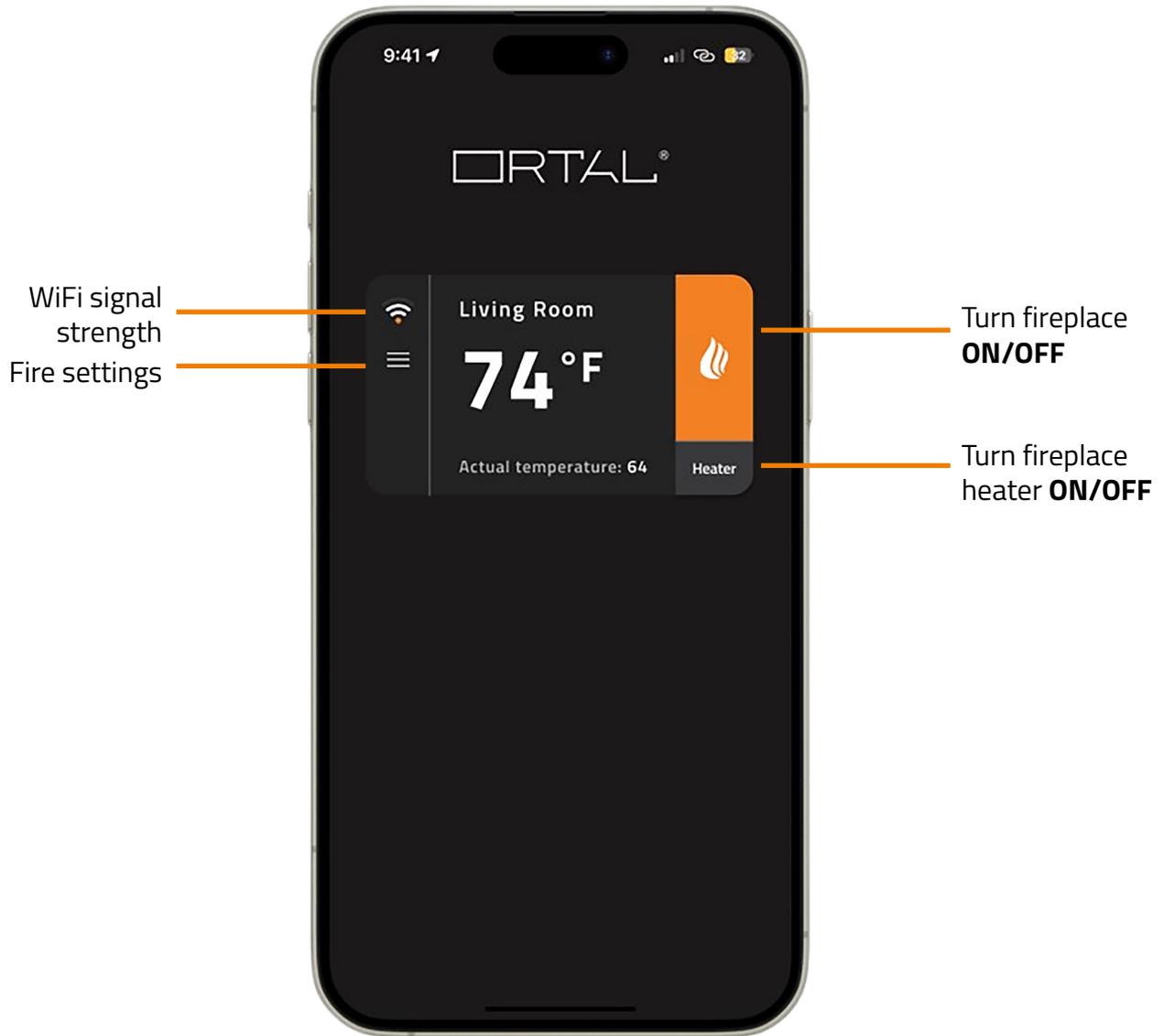
Select your router from the drop down box, and enter your router's password. Press the eye icon to double check for mistakes. Press 'Save and Connect'. Only select Static IP if advised by an IT professional.



The pairing process between your device, the fireplace, and your router will now take place. This may take a few minutes, and when the app shows 'Redirect' you may see the lighting on your fire change color. This is completely normal. To complete the setup, turn your fireplace off then back on.



## USING THE APP



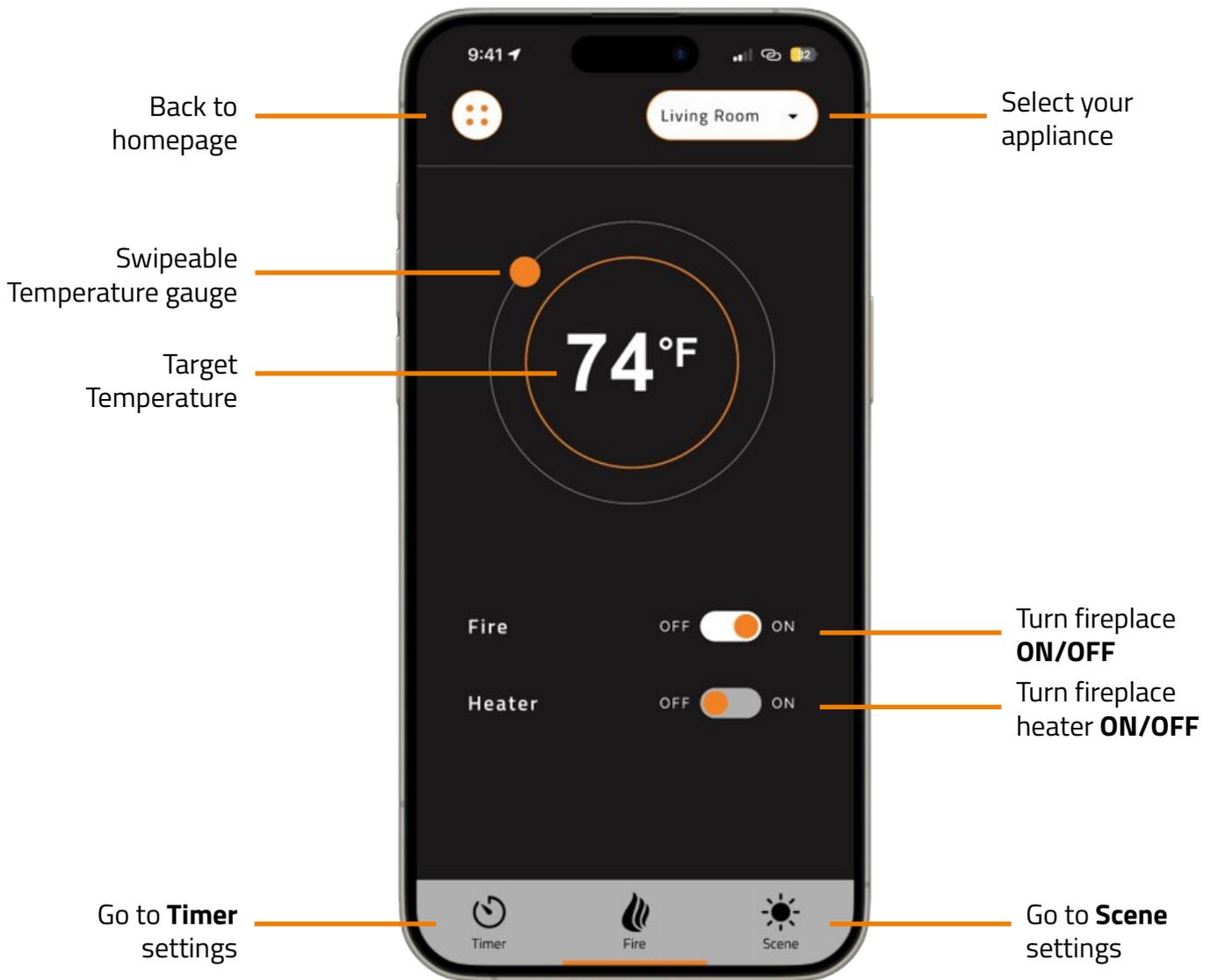
## SCREEN NAVIGATION

On the home page of the Ortal Electric Fireplace App you can see the name of your fireplace, the chosen temperature, and the actual temperature. On the right side you can turn the fireplace **ON** and **OFF**, and also turn the heater on and off. On the left side you can access the fireplaces settings and view your WiFi signal strength.

To enter the **Fireplace Overview screen**, press the middle of the home screen where the temperature is displayed.



## FIREPLACE OVERVIEW



## SCREEN NAVIGATION

The fire overview screen allows you to access all the key features of your fireplace. From this page you can turn your heater **ON/OFF** and control temperature settings.

At the bottom of this screen, you can also access your **scene settings** and **timer settings**.



# SCENE OVERVIEW

Back to homepage

Select your appliance

Choose your flame style

Adjust brightness

Customize Top light

Adjust brightness

Choose your ember bed style (Can also be customized)

Adjust brightness

Adjust intensity

Go to **Timer** settings

Go to **Fire** settings



# SCREEN NAVIGATION

Press the Fire Pattern drop-down menu to access all available flame styles. You can also customize your top light color, as well as adjust the LED brightness. You can select an ember bed style, as well as adjust the brightness and intensity of your ember bed LED's.

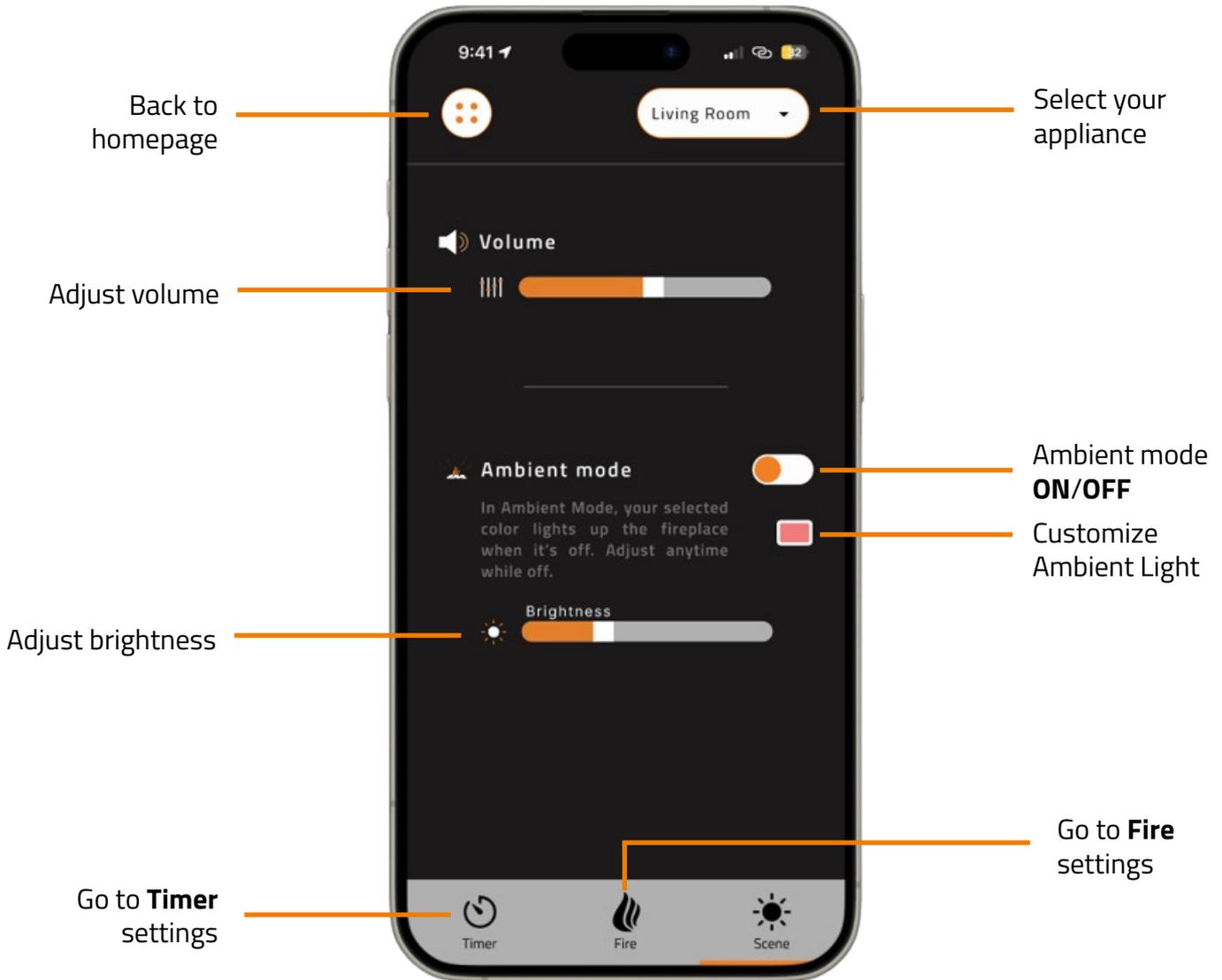
For those who have multiple fireplaces, you can select which appliance you want to change the flame style on by opening the drop-down menu at the top of the screen. Select which appliance you are using, then select your chosen effect.

*Scroll down on the scene page to access further settings.*

At the bottom of this screen, you can also access your **fire settings** and **timer settings**.



## CONTINUED



## SCREEN NAVIGATION

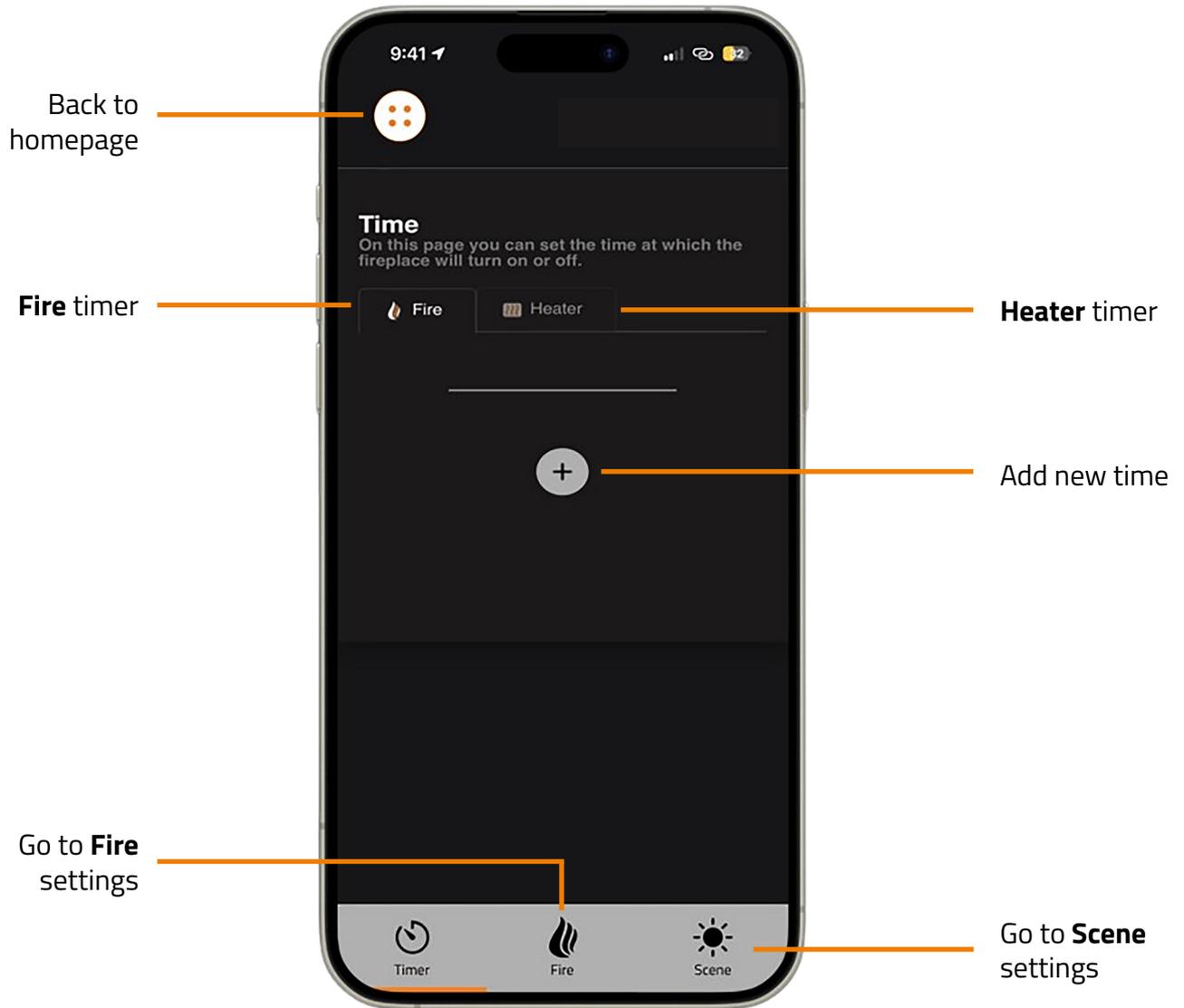
Customers can adjust the volume of their appliance by swiping left or right, until the desired volume is achieved.

With Ambient mode selected, it will use your chosen color as an ambient light in the fireplace when turned off.

At the bottom of this screen, you can also access your **fire settings** and **timer settings**.



## TIMER OVERVIEW



## SCREEN NAVIGATION

When you first open the timer screen it will look like this. From this screen you can add new timers to both your fire and your heater.

At the bottom of this screen, you can also access your **scene settings** and **fire settings**.



## CONTINUED

Back to homepage

Existing timer

Turn existing timer **ON/OFF**

Delete existing timer

Set desired time

Set desired days

Save new timer

Go to **Fire** settings

Go to **Scene** settings



## SCREEN NAVIGATION

Once you have set up a new timer, it will show as above. You can then toggle that particular timer **ON/OFF** using the swipe icon and delete the timer by pressing the trash icon.

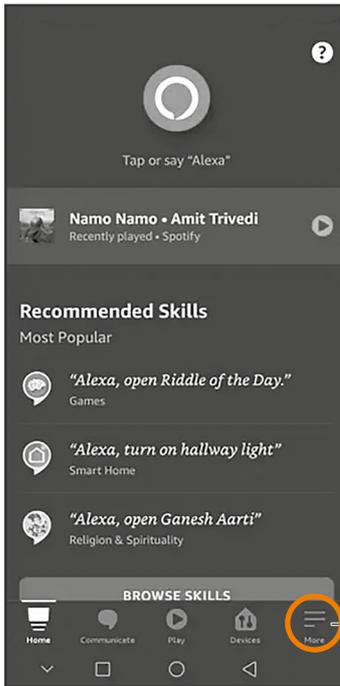
To set up a timer, first select **fire** or **heater**. Under **time**, choose your desired start and end time using the 24-hour time format. You can then select which days you want this timer to be applicable on. Press save and your new timer has been created.

At the bottom of this screen, you can also access your **scene settings** and **fire settings**.



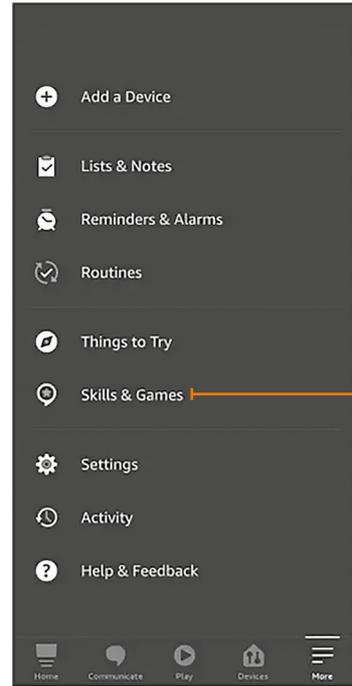
# CONNECTING TO AMAZON ALEXA

1



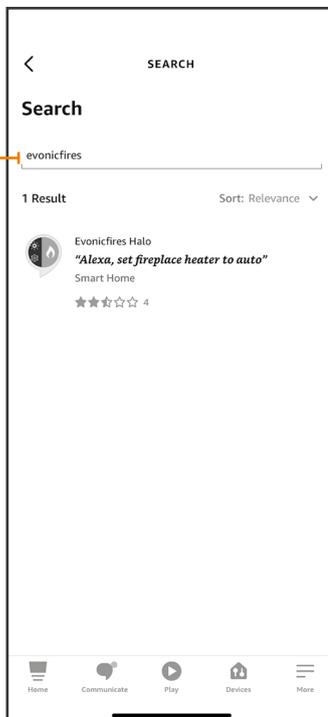
Once your fireplace is installed, and switched on, download and open the Amazon Alexa app. Once open single press More in the bottom right hand corner.

2



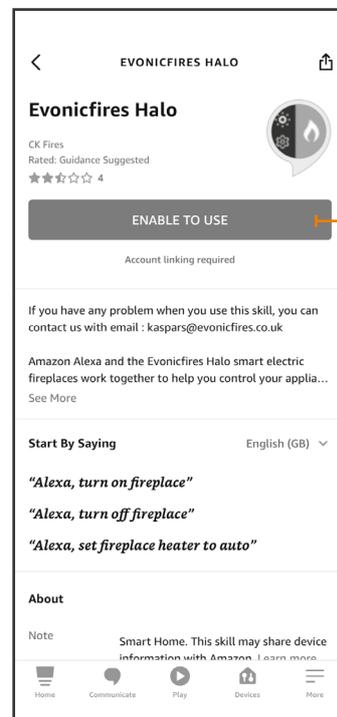
Single press Skills & Games on the pop up list.

3



Single press Search and type in evonicfires. Select the Evonicfires Halo skill icon to open.

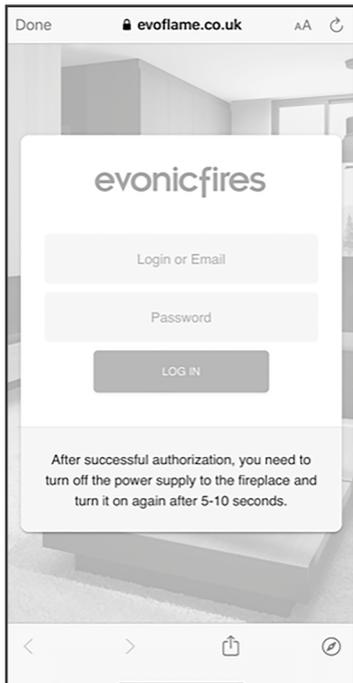
4



Now on the Evonicfires Halo skill page you can single press the Enable to Use button to go to the log in page.

# CONTINUED

5



Enter the log in details that you previously entered in the app set up process (Page 27), and single press Log In.

6



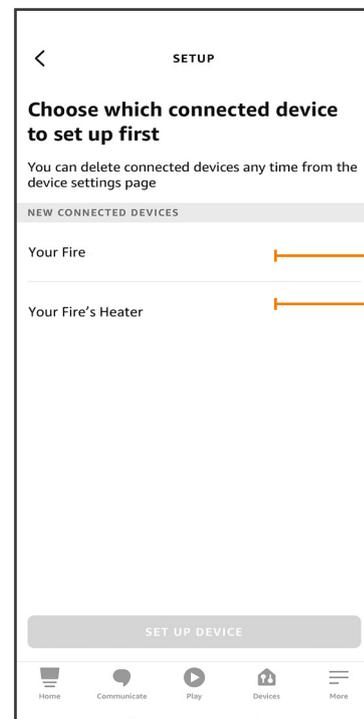
After a few moments your account will be linked, once this is done you can single press Close.

7



Single press Discover Devices to search for your fireplace.

8

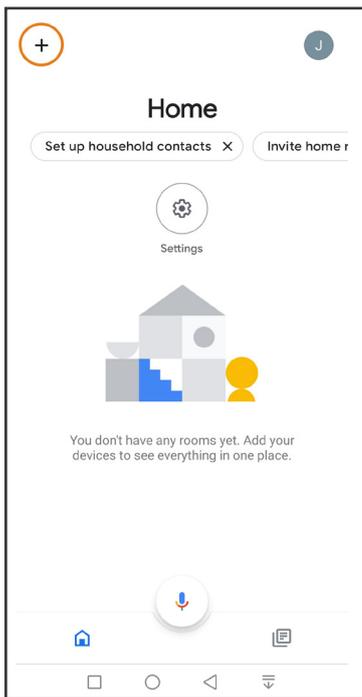


Your fireplace will show up as two devices, allowing you to programme the heater separately to the effects. Single press the second option, and Set up Device.



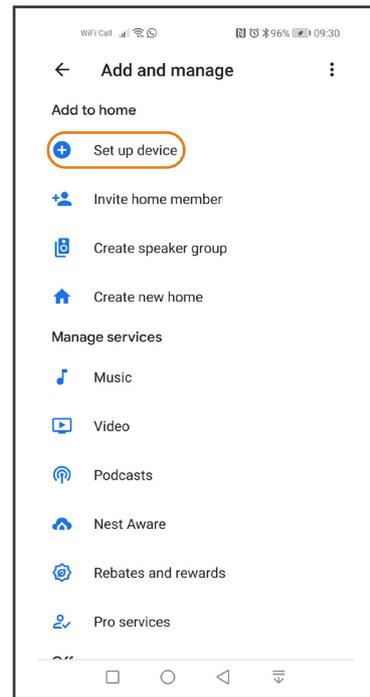
# CONNECTING TO GOOGLE ASSISTANT

1



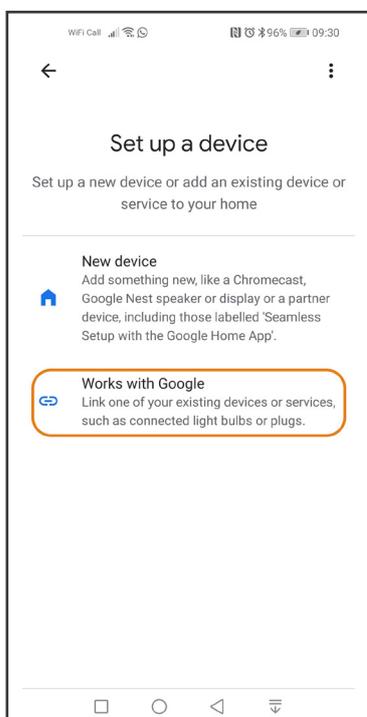
Once your fireplace is installed, and switched on, download and open the Google Home app. Once open single press the plus symbol in the top left hand corner.

2



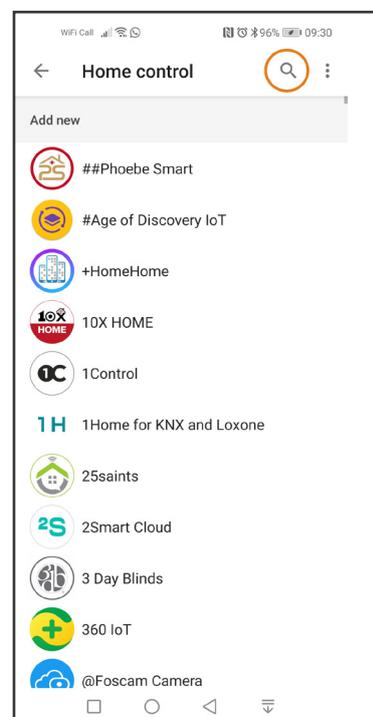
Single press Set up Device on the pop up list.

3



Single press Works with Google.

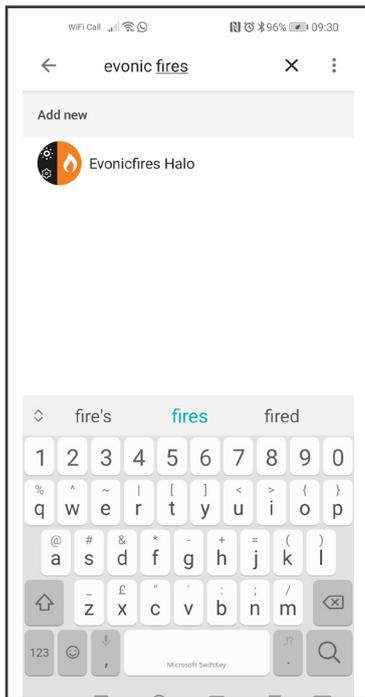
4



Single press the Search icon in the top right corner.

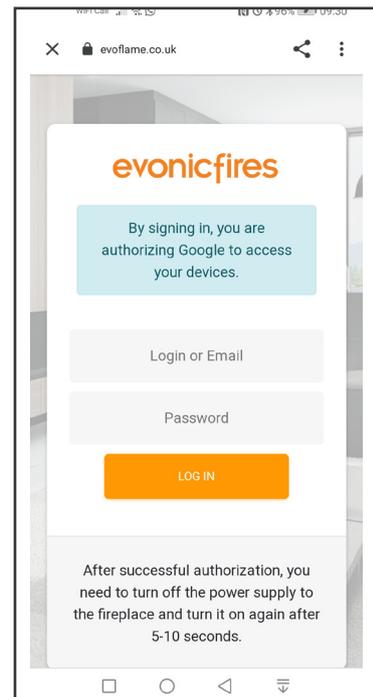
# CONTINUED

5



Type in Evonic Fires, single press search and then select the Evonic Fires E-Smart icon.

6



Once in the Evoflame log in page, enter the log in details that you previously entered in the app set up process (Page 27), and single press Log In. Your appliance is now paired with Google Home!





# COMMANDS FOR AMAZON ALEXA

When using Amazon Alexa or to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance.

## **TURNING THE APPLIANCE ON AND OFF**

"Alexa, turn fire on." / "Alexa, turn the fire off."

## **TURNING THE HEATER ON AND OFF**

"Alexa, set fire heater to auto." / "Alexa, set fire heater to off."

## **CHANGING THE TEMPERATURE**

### **ALEXA CAN ONLY CHANGE THE TEMPERATURE BETWEEN 50°F & 90°F.**

"Alexa, set temperature to 80 degrees Fahrenheit"

"Alexa, make it warmer in there." - Increases the temperature by 5.4°F

"Alexa, make it cooler in there." - Decreases the temperature by 5.4°F

## **CHANGING THE FLAME EFFECT**

Our holographic models have 6 flame styles to choose and these are numbered 1-6, so to select a flame you need to specify the number of the desired flame.

"Alexa, set animation to ONE"

"Alexa, set animation to TWO"

"Alexa, set animation to THREE"

"Alexa, set animation to FOUR"

"Alexa, set animation to FIVE"

"Alexa, set animation to SIX"



# COMMANDS FOR GOOGLE ASSISTANT

When using Google Home to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance. Please note that the Google Home app cannot control the heater in the appliance.

## **TURNING THE APPLIANCE ON AND OFF**

"Ok Google, turn on the fire." / "Ok Google, turn off the fire."

## **CHANGING THE FLAME EFFECT**

"Ok Google, change the animation to ONE on the fire"

"Ok Google, change the animation to TWO on the fire"

"Ok Google, change the animation to THREE on the fire"

"Ok Google, change the animation to FOUR on the fire"

"Ok Google, change the animation to FIVE on the fire"

"Ok Google, change the animation to SIX on the fire"



## PROBLEMS CONNECTING

If you are having problems connecting your fireplace with your device and router please try the following steps to fix the issue. There are also some suggestions to help diagnose connection problems located within our troubleshooting guide located on page 51.

- Switch fireplace **OFF**
- Switch wi-fi router **OFF**
- Switch fireplace back **ON** (Keeping router OFF)
- Open the wi-fi settings on your device - find and select your product / fireplace
- Open the e-smart App on your device and select the settings icon
- In 'Device Name,' rename your fireplace (Be sure not to use numbers or spaces when renaming your fireplace)
- In the Settings menu scroll down to the IoT Registration and check that your email and password are correct. You can click the eye icon to help you see any mistakes. Press save.
- Check you have selected the correct network and the wi-fi password entered is correct, you can click the eye icon to help you see any mistakes.
- Make sure 'Static IP' is **NOT** selected (unless advised by an IT professional). Press save and connect.
- Wait 2 minutes for the fireplace to try and re-connect. Once this process is finished the App will show the home screen (Page 20).
- Switch your fireplace **OFF**.
- Switch your wi-fi router back **ON**.
- Switch your fireplace back **ON**.

If your wi-fi signal is weak, the App will show you a red warning message located on the home screen.

If your problems persist after attempting to re-connect, please contact our service department.



## RESETTING YOUR FIREPLACE

If you have entered a wrong email or password during the set-up process, then you may need to reset your fireplace to factory settings. This can only be done on your remote control.

1. Hold down top light **ON/OFF** button until you hear an audible beep.
2. Hold down ember bed **ON/OFF** button until you hear an audible beep.

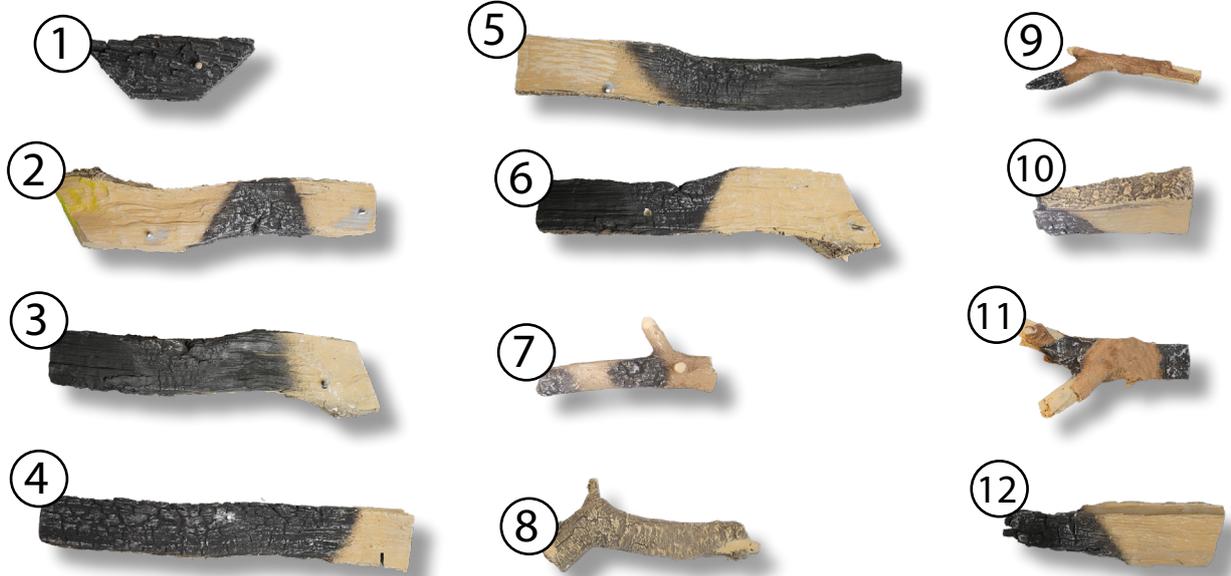
Your fire has now been reset to factory settings.





# LOG SETUP - 60" MODELS

## LOG SETUP - 60" MODELS - LOG NUMBER & QUANTITIES



| Log # | Qty | w/pins or Holes |
|-------|-----|-----------------|
| #1    | X1  | YES             |
| #2    | X1  | YES             |
| #3    | X1  | YES             |
| #4    | X1  | YES             |
| #5    | X1  | YES             |
| #6    | X1  | YES             |
| #7    | X1  | NO              |
| #8    | X2  | NO              |
| #9    | X1  | NO              |
| #10   | X2  | NO              |
| #11   | X2  | NO              |
| #12   | X1  | NO              |



# LOG SETUP - 60" MODELS

## LOG SETUP - 60" MODELS - METHOD

The setup method for the logs is simple. Logs **1 - 6** are fitted with a number of pins and holes (**Fig 1**), allowing them to be fit together in a uniform setup that matches the flame display. The fuel bed is also fitted with a series of holes that allow the pinned logs to sit firmly in place (**Fig 2**). Logs **7 - 12** require no fixing and are simply placed in position without the use of pins or corresponding holes. We recommend following steps **1-6**, adding your fuel bed media which can be found on **page 48**, then continue with steps **7-10**. As these logs are not fixed, they can rest on top of your fuel bed media.



Fig 1.

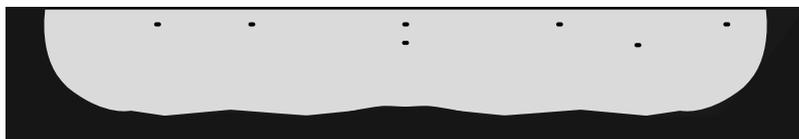
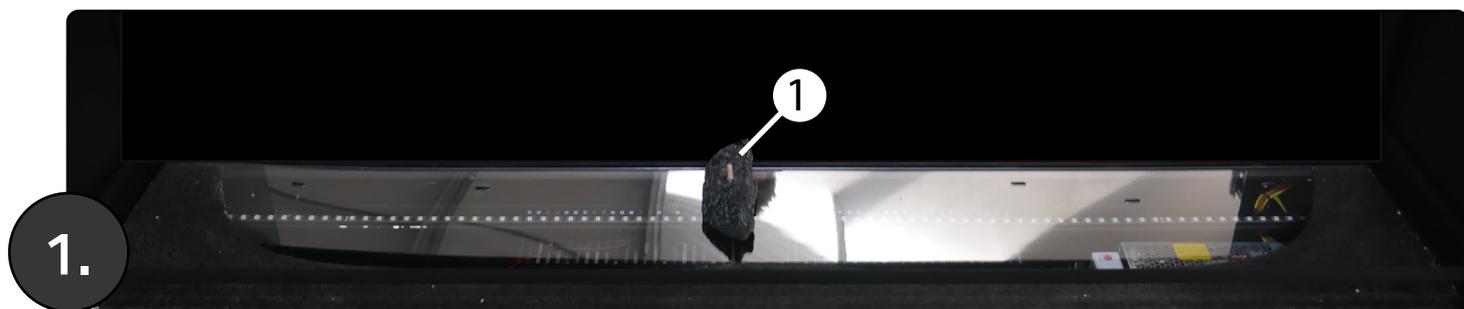
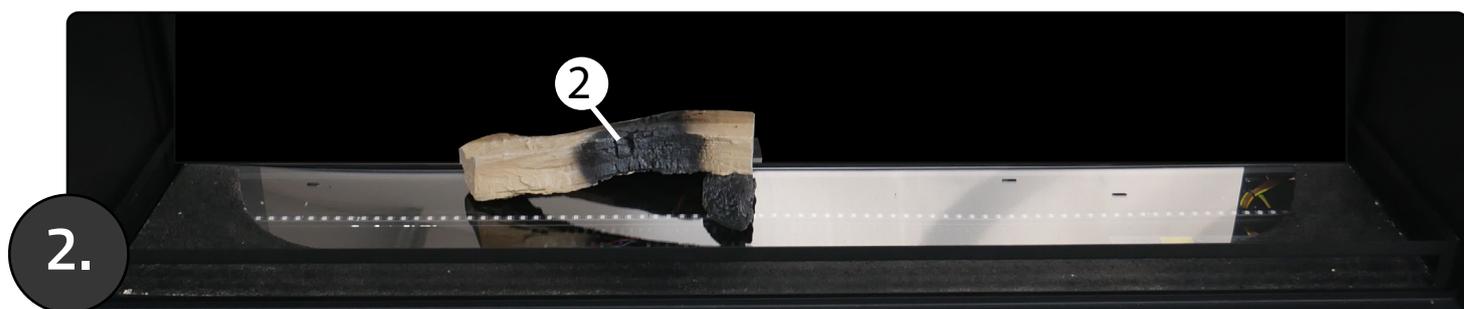


Fig 2.



1.

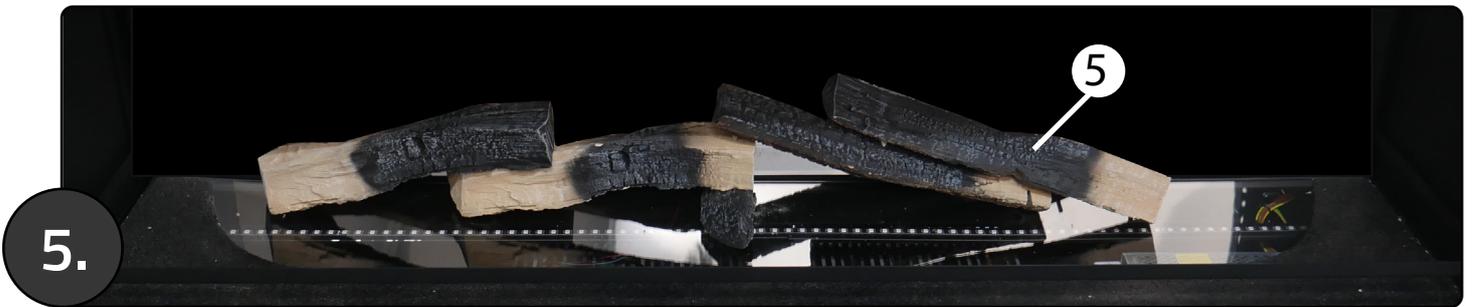
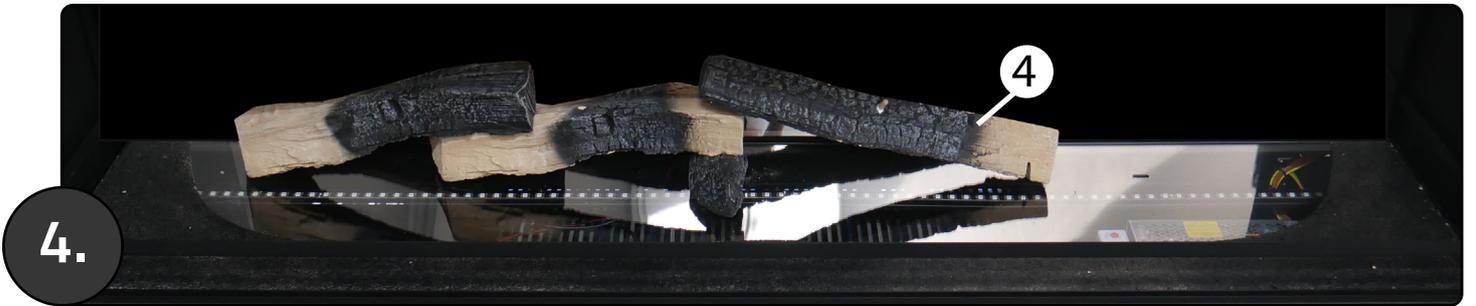
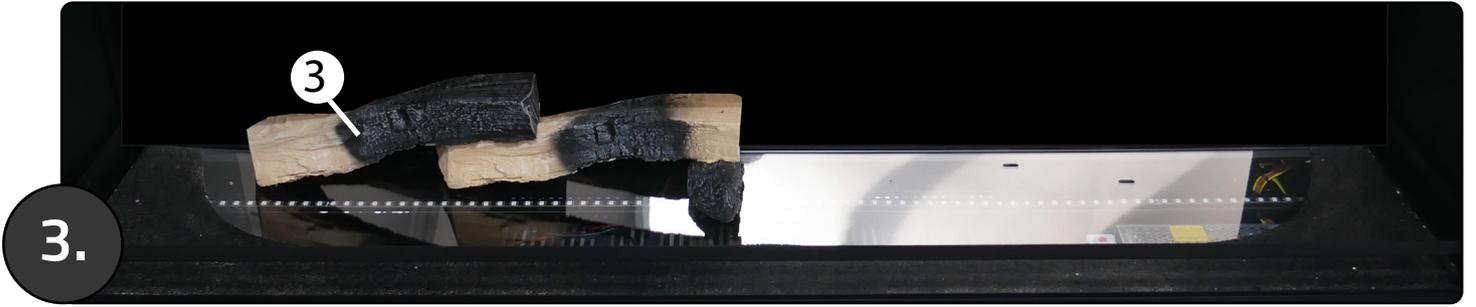


2.



# LOG SETUP - 60" MODELS

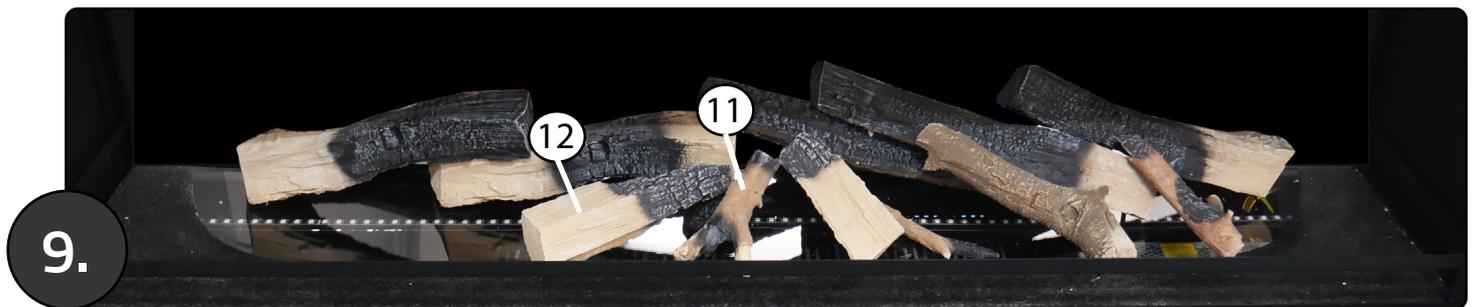
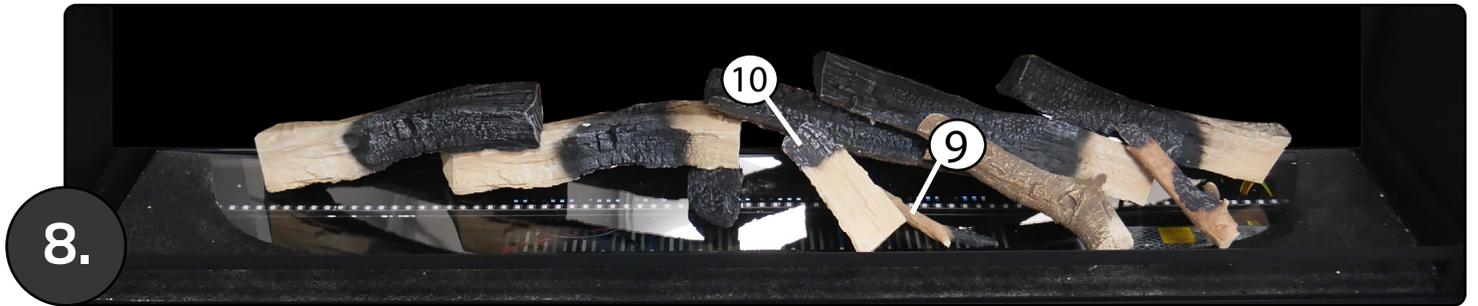
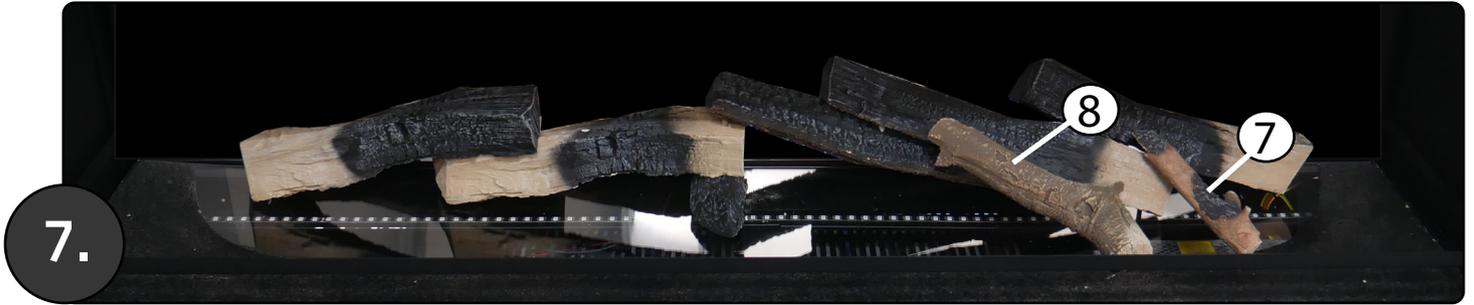
## LOG SETUP - 60" MODELS - METHOD





# LOG SETUP - 60" MODELS

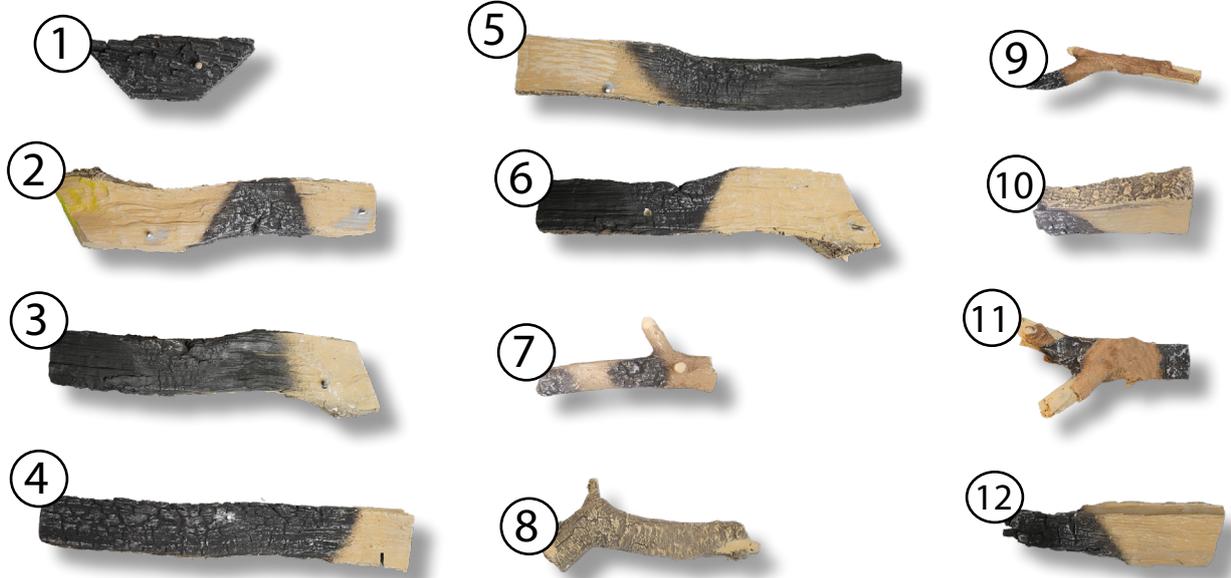
## LOG SETUP - 60" MODELS - METHOD





# LOG SETUP - 74" MODELS

## LOG SETUP - 74" MODELS - LOG NUMBER & QUANTITIES



| Log # | Qty | w/pins or Holes    |
|-------|-----|--------------------|
| #1    | X2  | 1 WITH / 1 WITHOUT |
| #2    | X1  | YES                |
| #3    | X1  | YES                |
| #4    | X3  | YES                |
| #5    | X1  | YES                |
| #6    | X1  | YES                |
| #7    | X1  | NO                 |
| #8    | X2  | NO                 |
| #9    | X2  | NO                 |
| #10   | X3  | NO                 |
| #11   | X3  | NO                 |
| #12   | x2  | NO                 |



# LOG SETUP - 74" MODELS

## LOG SETUP - 74" MODELS - METHOD

The setup method for the logs is simple. Logs **1 - 6** are fitted with a number of pins and holes (**Fig 1**), allowing them to be fit together in a uniform setup that matches the flame display. The fuel bed is also fitted with a series of holes that allow the pinned logs to sit firmly in place (**Fig 2**). Logs **7 - 12** require no fixing and are simply placed in position without the use of pins or corresponding holes. We recommend following steps **1-8**, adding your fuel bed media which can be found on **page 48**, then continue with steps **9-13**. As these logs are not fixed, they can rest on top of your fuel bed media.

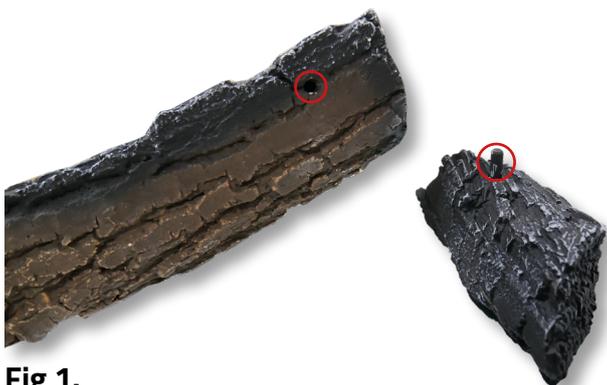


Fig 1.

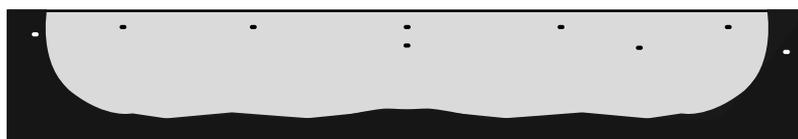
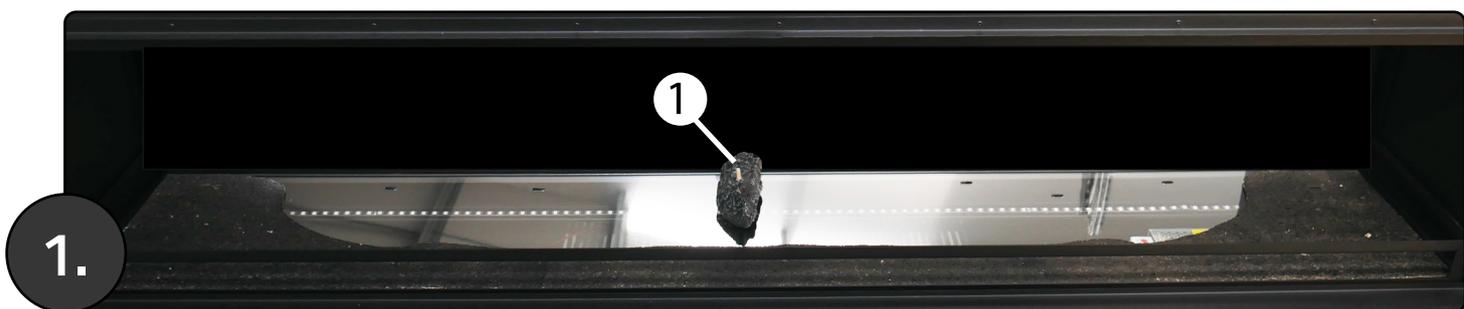


Fig 2.





# LOG SETUP - 74" MODELS

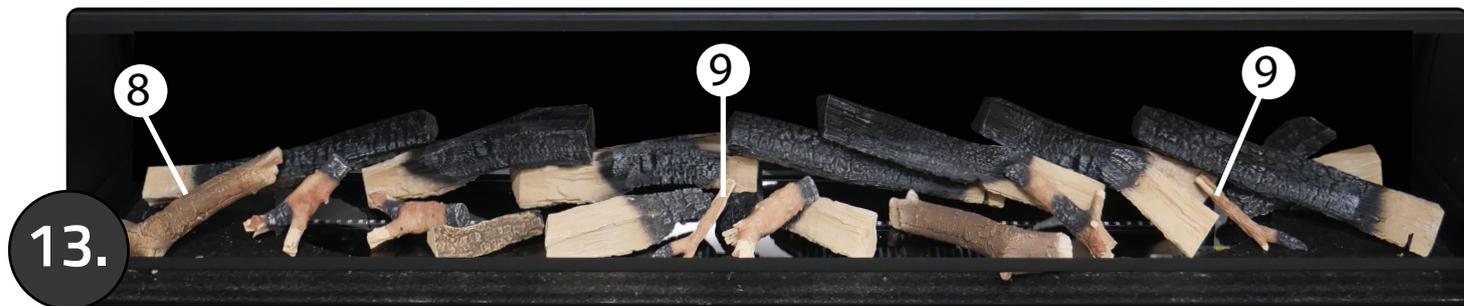
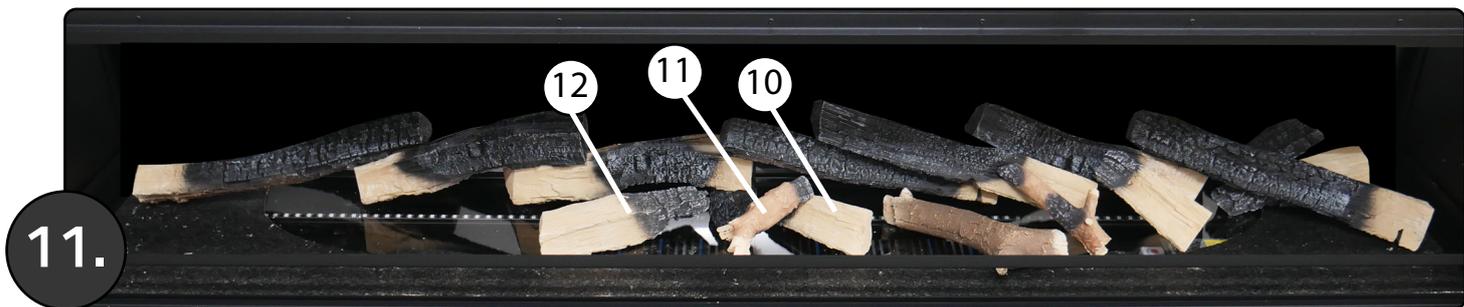
## LOG SETUP - 74" MODELS - METHOD





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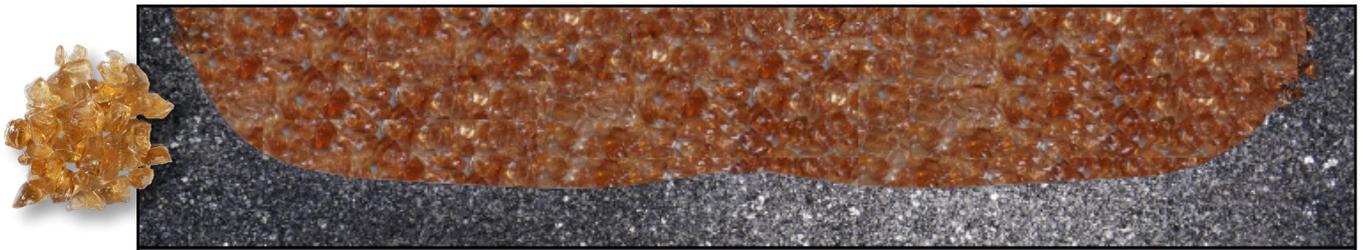
# FUEL BED MEDIA QUANTITIES

| Model      | Clear Crystals | Amber Crystals | Vermiculite | Wood Chippings |
|------------|----------------|----------------|-------------|----------------|
| 60" MODELS | X 6            | X 7            | X 2         | X 1            |
| 74" MODELS | X 7            | X 9            | X 2         | X 1            |

## SETUP METHOD

Once the logs have been set up, you can then begin adding your fuel bed media. The below images are an example of how to apply the crystals, vermiculite and wood chippings. We recommend setting up the fuel bed media as described below, which will create an authentic burning embers effect once the fireplace is on, and mimic the colors associated with a real fire to give you the most realistic fuel bed possible. **Please note: The images shown below do not include the logs and are purely to help give you an idea on the placement required for each step, however, we strongly recommend the logs are set up first.**

1. Start with the amber crystals. Distribute these into all the visible gaps to create an even, but not too thick, base which covers the clear section of the plastic fuel bed in a similar shape to the image below.



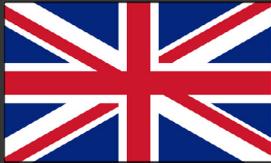
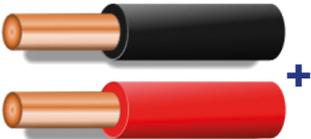
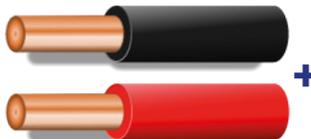
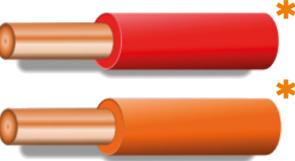
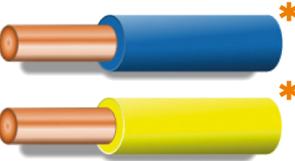
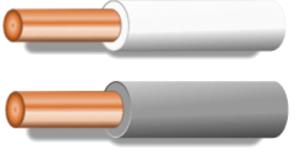
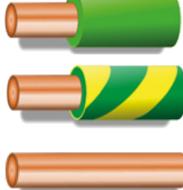
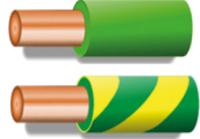
2. Then distribute the clear crystals along the front of the fuel bed and warp around the sides.



3. Finish by accenting with the vermiculite and wood chippings.



# COLOR CODING - INTERNATIONAL WIRING

|  |    |    |    |
|--|---|--|---|
| Single Phase Line<br>(L)                 |    |    |    |
| 3-Phase Line<br>(L1)                     |    |    |    |
| 3-Phase Line<br>(L2)                     |   |  |  |
| 3-Phase Line<br>(L3)                     |  |  |  |
| Neutral<br>(N)                           |  |  |  |
| Protective Ground /<br>Earth<br>(PG, PE) |  |  |  |

⊕ Use this color in case of a second hot (active).

\* These colors are not required by the NEC, but have been adopted as local practice.

# TROUBLESHOOTING GUIDE

| FAULT  | POSSIBLE CAUSE   | SOLUTION   |
|--|--|--|
| <b>No power to appliance</b>                       | Power cord has become disconnected.                        | Ensure the power cord has been adequately plugged in.                                  |
|  | <b>ON/OFF</b> switch not turned to the <b>ON</b> position. | Double check the position of the <b>ON/OFF</b> switch.                                 |
|  | Fuse blown.  | Check fuse box. Always consult a qualified electrician when dealing with the fuse box. |
| <b>LED lighting not working/ partially working</b> | Loose connection or disconnected wire.                     | Call customer service.   |
|  | LED shorting out.  | Call customer service.   |
|  | LED blown.   | Call customer service.   |
|  | Blown driver on PCB board.                                 | Call customer service.   |
| <b>Flame picture not showing</b>                   | HDMI Cable has come loose from interior screen.            | Call customer service.   |
|  | Damaged interior screen.                                   | Call customer service.   |
| <b>Heater blowing cold air</b>                     | Fan clogged.   | Heater fan requires cleaning.  |
|  | Faulty element.  | Element will need to be replaced.  |
|  | Not enough air clearance above the heater.                 | Required clearance has not been adhered to - <b>2" (50mm)</b> .                        |

| FAULT | POSSIBLE CAUSE | SOLUTION |
|-------|----------------|----------|
|-------|----------------|----------|

|                     |  |                        |
|---------------------|--|------------------------|
| <b>Noisy heater</b> | Fan unbalanced.                        | Call customer service. |
|                     | Fan catching on housing while turning. | Call customer service. |
|                     | Fan has come loose from cradle.        | Call customer service. |

|   |   |   |
|---|---|---|
| <b>Connectivity/<br/>Poor WiFi signal</b> | Router may be too far away from unit.       | Re-position the router if possible or install WiFi booster to improve signal reach. |
|   | Internet may be operating on 5hz frequency. | Contact your internet provider to change the frequency to 2.4hz to improve range.   |

|  |  |   |
|--|--|---|
| <b>App not responding /<br/>Black loading screen</b> | If using a VPN, app cannot identify router.  | Disable VPN if possible.                      |
|  | If mobile data is being used, the app is trying to connect to your roaming and not to your router. | Turn off mobile data. See instructions below. |

**Android:**

1. Open the Settings app:
  - o On the home screen or in the app drawer, find and tap Settings.
2. Go to Network & Internet:
  - o Select Network & Internet or Connections (depending on your device).
3. Access SIM or Mobile Network Settings:
  - o Tap SIMs (or Mobile Network on some devices).
4. Disable Mobile Data:
  - o Find the Mobile Data toggle and switch it off.

**Notes:**

- On some devices, the Mobile Data toggle might be under Data Usage or similar options in the Network & Internet menu.
- Manufacturer-specific interfaces (like Samsung's One UI or Xiaomi's MIUI) may have slightly different terminology or layout.

**iOS (iPhone):**

1. Using Control Center:
  - o Swipe down from the top-right corner of the screen (iPhone X and newer) or swipe up from the bottom (older models) to open the Control Center.
  - o Tap the Cellular Data icon (represented by an antenna with bars) to turn it off.
2. Using Settings:
  - o Open the Settings app.
  - o Tap Cellular (or Mobile Data depending on the region).
  - o Toggle off Cellular Data (or Mobile Data).

# WARRANTY

## **5-year warranty – 1 year parts & labor + 4 years parts supplied.**

To receive your Extended Warranty your appliance must have been purchased from an authorized Ortal dealer and in the event of a warranty claim, proof of purchase must be provided to ensure the appliance is within its warranty period. The commencement date for the warranty period is the date of purchase.

The product must be adequately serviced and maintained. Ortal provide maintenance call outs at a cost, and information on this can be obtained by contacting our head office. Please refer to the cleaning and maintenance section on the next page for a guide on how to maintain your appliance.

During your extended warranty period, only parts supplied or authorized by Ortal Heat Ltd can be used to repair your fireplace, and these spare parts can be obtained by contacting our head office.

Consumable items such as glass, screens, LED's, LED boards, filters and power supplies which are either subject to normal wear and tear or parts that require replacement in connection with normal maintenance are not covered within the extended warranty. These items are covered for the first 12 months.

To make a warranty claim, evidence must be supplied to our service department in the form of pictures, videos, or both. Failure to supply evidence to support your warranty claim may invalidate or delay the claim. Any visit by an Ortal engineer will incur a service charge after the first year. We will not accept or reimburse the cost(s) of any third party who undertakes any work carried out on the product or fits parts, unless we have approved such work in advance of it being carried out.

## EXCLUSIONS AND LIMITATIONS

### **The Extended Warranty does not cover:**

1. Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the installation and operation instructions, or if the installation does not conform to local building, fire, and safety regulations.
2. Issues with mains/spur connections of power supply.
3. Damage resulting from the product not being adequately maintained. (Please see your Ortal Installation and Operating Instructions for further information on how to service and maintain your appliance).
4. Damage caused by unauthorized modifications, use or repair.
5. Damage or defects caused by the product being stored in a damp, unheated environment.
6. Consequential loss (to the extent permitted by the law) relating to other associated products that have not been supplied by Ortal.
7. Consequential loss (to the extent permitted by law) related to decorations, furnishings, or other household assets.
8. Removal and re-installation costs.

## EXCLUSIONS AND LIMITATIONS

Repaired or replaced products are covered only for the remainder of the original warranty period. In the event of a claim being made, this must be reported to Ortal within 14 days of the fault occurring/being noticed. In the event of a product fault occurring during the warranty period years 2-5, Ortal will send the appropriate component or goods necessary to rectify the fault, free of charge.

Nothing in the Extended Warranty shall make Ortal Heat Ltd liable for any or special, incidental, or consequential damages, injury to persons or property, or any other consequential loss beyond the consumer's statutory rights. The liability on these issues is covered by our Terms and Conditions of Sale.

Ortal Heat Ltd total liability extends only to the purchase price paid for the goods, except where such a limitation is prohibited by statute. Ortal Heat Ltd, in the event of a warranty claim, reserves the right either to replace the goods in question or to refund the purchase price of the goods.

The Ortal Heat Ltd Extended Warranty does not affect your statutory rights.

## CLEANING AND MAINTAINING YOUR FIRE

- To clean your fire make sure the power is off at the circuit breaker and the heater is cool before cleaning.
- Wipe all accessible areas with a dry cloth that is free from lint and dust. Do not use cleaning chemicals or abrasives.
- Check the heater is free from any dust by wiping the surface with a clean dry cloth. This should be done weekly at a minimum to prevent build-up.
- Any other servicing should be performed by a qualified service personnel only.

# NOTES

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# NOTES

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ORTAL®

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