

# KS-Series

GAS FIREPLACE

## User Guide

INCLUDING SMARTHEAT APP INSTRUCTIONS

**WARNING:**

**IF THE ELECTRICAL CORD IS DAMAGED, IT MUST BE REPLACED BY THE MANUFACTURER, ITS SERVICE AGENT OR SIMILARLY QUALIFIED PERSONS IN ORDER TO AVOID A HAZARD.**

**THE DATA LABEL FOR THIS APPLIANCE, CONTAINING TECHNICAL INFORMATION AND SPECIFICATIONS, CAN BE FOUND ADHERED TO THE METAL WORK UNDER THE GAS TRAY.**

**DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.**

**DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.**

**DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILST IN OPERATION.**

**NEVER OPERATE THE FIRE WITH THE FRONT GLASS REMOVED.**

**THE APPLIANCE MUST BE INSPECTED BEFORE USE AND SERVICED AT LEAST ANNUALLY BY AN AUTHORISED TECHNICIAN.**

**THIS APPLIANCE MUST BE INSTALLED IN ACCORDANCE WITH THE MANUFACTURER'S WRITTEN INSTRUCTIONS.**

**THIS APPLIANCE IS NOT INTENDED FOR USE BY YOUNG CHILDREN OR INFIRM PERSONS UNLESS THEY HAVE BEEN ADEQUATELY SUPERVISED BY A RESPONSIBLE PERSON TO ENSURE THAT THEY CAN USE THE APPLIANCE SAFELY.**

**YOUNG CHILDREN SHOULD BE SUPERVISED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.**

**Warranty Repair and Annual Servicing:**

Please contact Escea if you want to make a warranty claim. Warranty repair work must be carried out by an Escea approved gas fire technician. It is recommended that approved Escea Gas Fire Technicians are also used to carry out annual servicing requirements (particularly during the warranty period). For contact details of recognised Escea Gas Fire Technicians in your area, or for replacement parts, please contact the retailer from whom the appliance was purchased or visit our website.

To progress any warranty claims for damaged appliances/parts, photographic evidence may be required. Providing this can help contribute to a timelier resolution of a claim.

The heater must be installed according to the installation instructions and in compliance with all relevant building, gas fitting, electrical and other statutory regulations (eg. AS/NZS 5601). Any shortcomings in the appliance and flue installation will be the responsibility of the installer, and Escea will not be accountable for any such failings or their consequences.

Manufactured by: Escea Ltd, PO Box 5277 Dunedin NZ, Ph: 0800 173 000

For contact details of your local Escea distributor or dealer please visit [www.escea.com](http://www.escea.com) or email: [info@escea.com](mailto:info@escea.com). From Australia, visit [www.escea.com.au](http://www.escea.com.au) or call: EA : 1-800 460 832; WA : 1-800 730 140

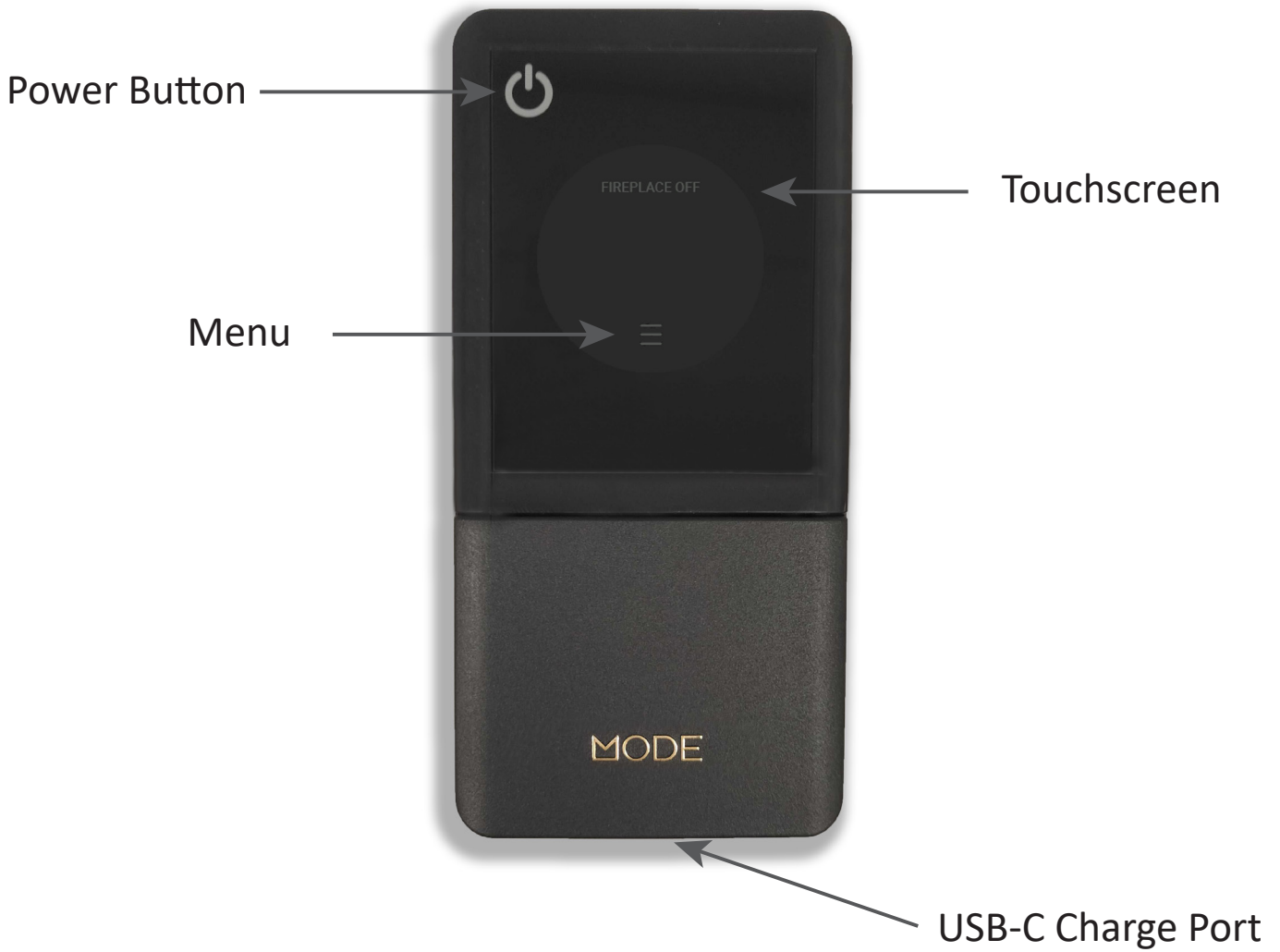


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# A REMOTE CONTROL LAYOUT

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*Note: If a mobile device is being used to control the fireplace through the Smart Heat App, the remote must be present in the same room as the fireplace as it is the thermostat for the fire. If the fire cannot read the remote the fire will not work.*

# B BASIC OPERATION

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## B1 Activating the Remote (first time use)

The remote arrives in a locked shipping state. To unlock it, please plug it into power via the USB-C port for 1 second.

*Note: The remote does not come with a charging cable.*

## B2 Charging the Remote

Charge the remote through the USB-C port in the bottom of the remote using a USB-C cable. The remote can't be used while it is charging. The battery icon will "fill up" and turn green once it is fully charged.



## B3 Initial Start

To turn the fire on, press the "POWER" (⏻) button once, and within a few seconds the appliance will begin its startup sequence.



*Note: Before starting up, the appliance has a 15 to 30-second pre-ignition purge. During this time, a fan runs by itself before attempting to ignite. A visual indicator on the top of the remote screen shows which part of the startup process the appliance is in (see above).*

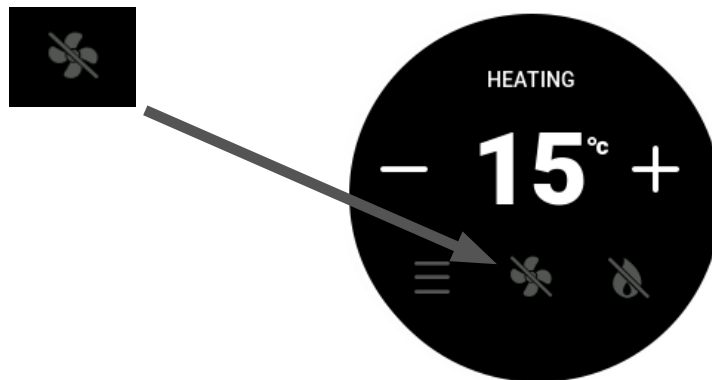
## B4 Adjusting the Room Temperature

To set the room temperature, press the plus (+) or minus (-) symbols repeatedly until the display is showing the desired temperature.



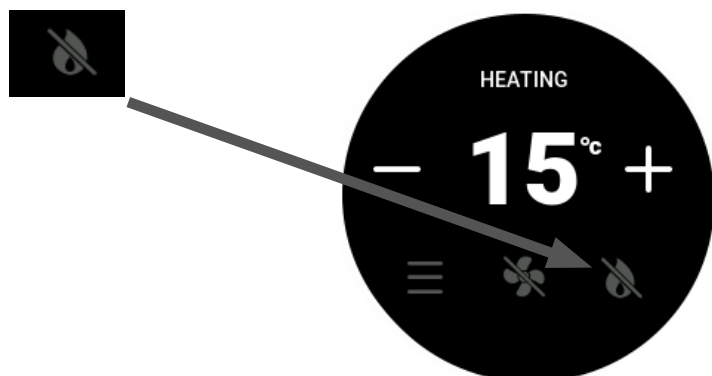
## B5 Fan Boost

The fire has four FAN SPEED settings. The first low fan speed will run automatically on start-up. The second and third fan speed will automatically switch on or off with the increase or decrease of the set temperature, and the fourth fan speed is an optional FAN BOOST speed, which can be accessed on your remote menu screen. Pressing the FAN BOOST toggle button will increase the fan speed to its maximum and help transfer the maximum amount of hot air from the fire into the room. When this mode is not on, the fire will still use fan speeds one, two, and three.



## B6 Flame Effect

Pressing the FLAME EFFECT symbol will run the fireplace on its lowest setting. The fireplace will still produce an amount of heat in this setting, and the room fan will continue to operate.



## C TIMER OPERATION

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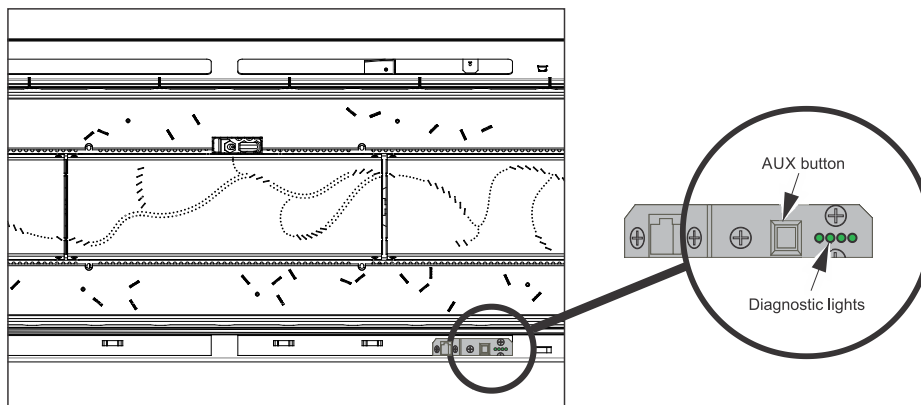
Timers are only created by using the Escea Smartheat APP and then are stored on the fire. In order for the timers to work, the fire needs to understand local time. Therefore the fire must be connected to the Internet in order for the timers to operate correctly.

*Note : Please use Escea Smartheat user guide 'section K' to setup on/off timers.*

## D AUXILIARY ON/OFF BUTTON

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The **KS-Series** has an auxiliary start for the fire. This starts the fire in MED speed.



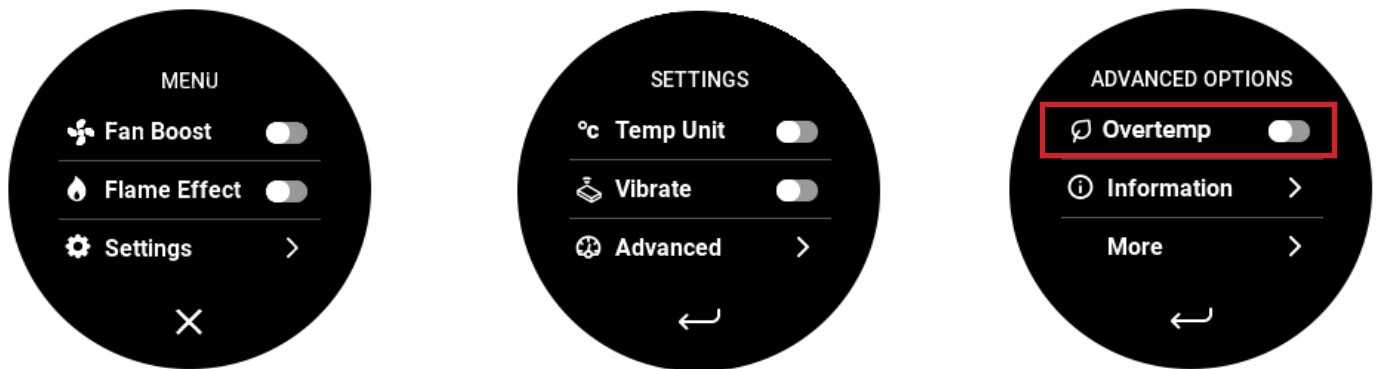
*Note: Ensure the appliance has cooled down auxiliary button to avoid coming into contact with hot surfaces.*

## E OVER TEMP SHUTOFF OPERATION

By default, KS-Series gas fires keep running at their lowest setting even after the room temperature matches the desired "SET" temperature. Sometimes, this low setting can make the room temperature go above what you want.

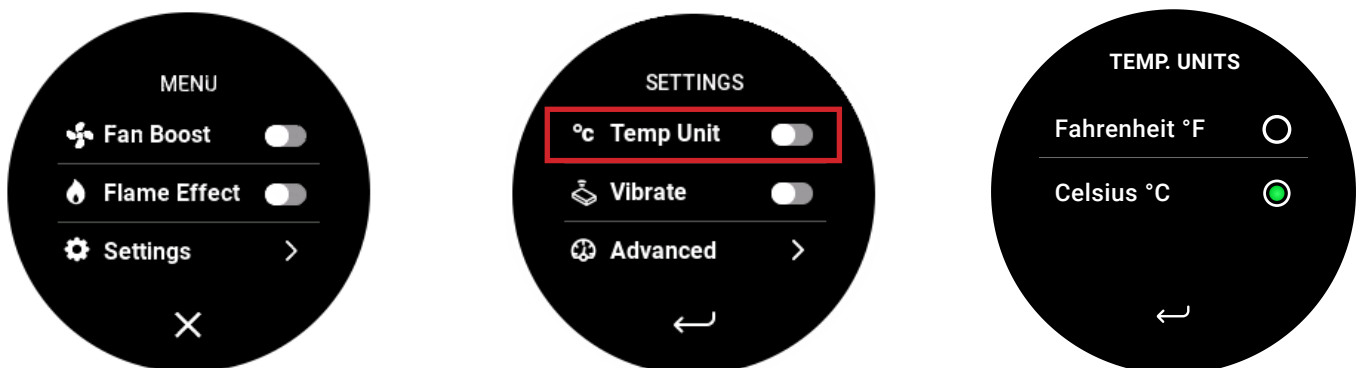
Your KS gas fire has a feature where it switches off all burners if the room gets too warm, leaving only a small flame burning (Pilot). All burners restart when the room cools down again. This feature is called "Overtemp Shut Off Mode."

To activate this mode and make the fire turn off all burners when the room gets too warm, follow these steps: Go to the advanced options on your remote and toggle the "Overtemp" button.



## F CHANGING TEMPERATURE UNIT (°C TO °F)

To adjust the temperature units, navigate to the settings menu, select 'Temp Unit', then select Fahrenheit or Celsius.





# **G** SOUND AND SMELL

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## **G1 Sounds**

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there are various types of materials used within your appliance. Listed below are some examples. These are all normal operating sounds and should not be considered as defects in your appliance.

## **G2 Fan**

KS-Series gas appliances use electric fans to push heated air further into the room. It is not unusual for the fan to make a “whirring” sound when ON. This sound will increase or decrease in volume depending on the thermostatic settings.

## **G3 Gas Control Valve**

As the gas control valves turn ON and OFF, a dull clicking sound may be audible. These sounds are part of the normal operation of the fire. When the fire is switched off after being run for a while, there may be popping and fluttering noises as the residual gas in the burner burns away. These are normal and should be no cause for concern.

## **G4 Appliance Metalwork**

Different types and thicknesses of steel will expand and contract at different rates resulting in some “creaking” and “ticking” sounds being heard throughout the heating and cool down cycles.

## **G5 Smells**

The first few times the unit is operated after installation, the unit may release an odour and the flames will appear orange caused by the curing of the paint, the burning off of the starch in the ceramic logs and the oils in the metal. This is a temporary curing process which will disappear with use.

## H1 Powder-coated Trim Care

The Trim is the visible surround of your Mode Gas Fireplace and must be treated carefully to prevent unsightly marks from tarnishing the visual quality of the product.

- Ensure that the Gas Fireplace is off and that the trims are cold to the touch.
- Gently clean the trims with a non-abrasive cloth and warm soapy water.
- Wipe dry with an absorbent microfibre cloth.

## H2 Glass Care

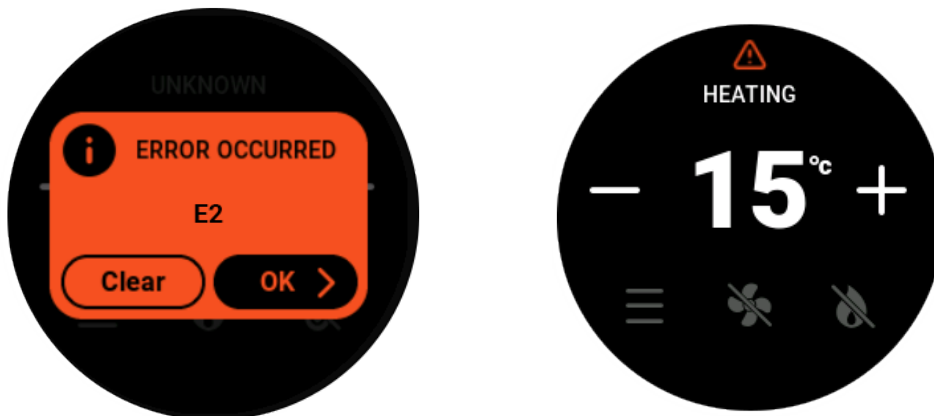
**WARNING: DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS HOT. ALL INTERNAL GLASS/PARTS OF THE FIREPLACE MUST BE SERVICED BY AN AUTHORISED TECHNICIAN.**

Clean the outside of the glass with normal glass cleaning products and a clean dry cloth. Stubborn marks may be cleaned with a ceramic glass cleaner.

## TROUBLE SHOOTING

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This gas fire has been designed to show error codes to help explain and identify any fault situation that occurs. These codes will appear on the wireless remote control. Codes can always be cleared from the remote, or hidden by pushing the OK button. Hit the warning symbol to un-hide the error and clear.



### ***For E2 Errors, try the following:***

- Make sure you have gas by checking other gas appliances.
- If you use two LPG cylinders, switch to the full one or contact your gas supplier.
- Try igniting the fire a few times after restoring gas supply.

### ***For E1 or E3 Errors, try the following:***

- Check the fire for any obstructions.

In the case of any other persistent or repeated shutdown errors, action must be taken immediately to find and repair the fault by contacting Escea for further diagnostics.

- *Escea NZ Phone: 0800 173 000*
- *Escea AU Phone: 1800 460 832*

## **J** POWER FAILURE

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In the event of power failure the fire will immediately shutdown and the gas valves will automatically close. If the remote was turned off after the power cut then the fire will return to standby mode once the electrical supply is restored until its next use. If however the remote was left in the on mode then the fire will relight within a few minutes of the electrical supply being restored.

## K1 Download the Escea Smartheat APP

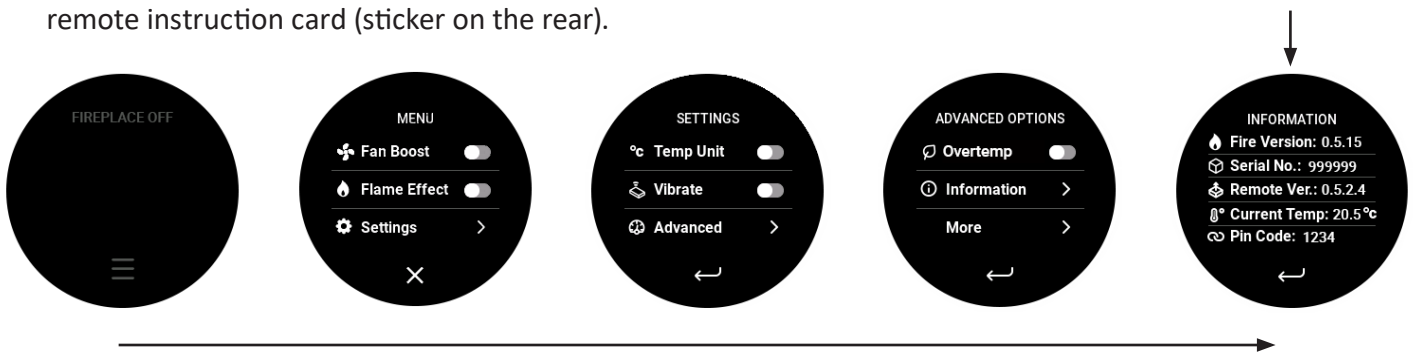
The Escea Smartheat APP can be found on Google Play or the App Store.



## K2 Pairing a Mobile Device with an Escea Fire (Bluetooth Pairing)

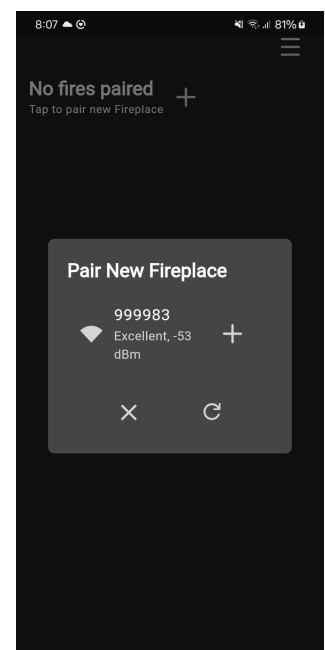
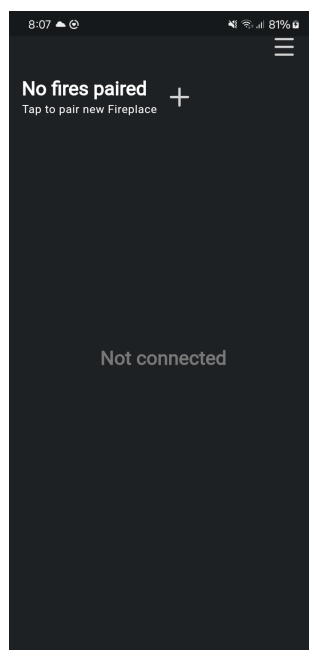
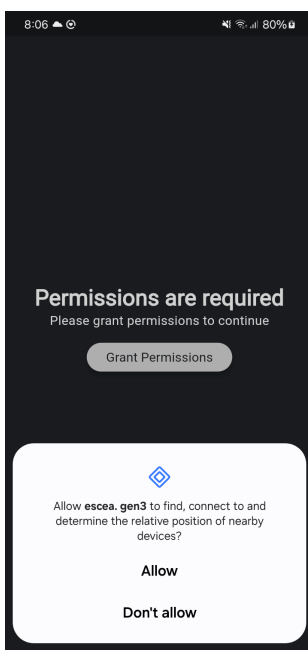
In order for a mobile device to be able to manage the fire (smartheat), it must first be paired against the fire (Bluetooth pairing).

- To do so requires a Bluetooth connection and a knowledge of the fireplaces PIN and serial number.
- These numbers can be accessed on the information screen of the remote control. It is also available on the remote instruction card (sticker on the rear).



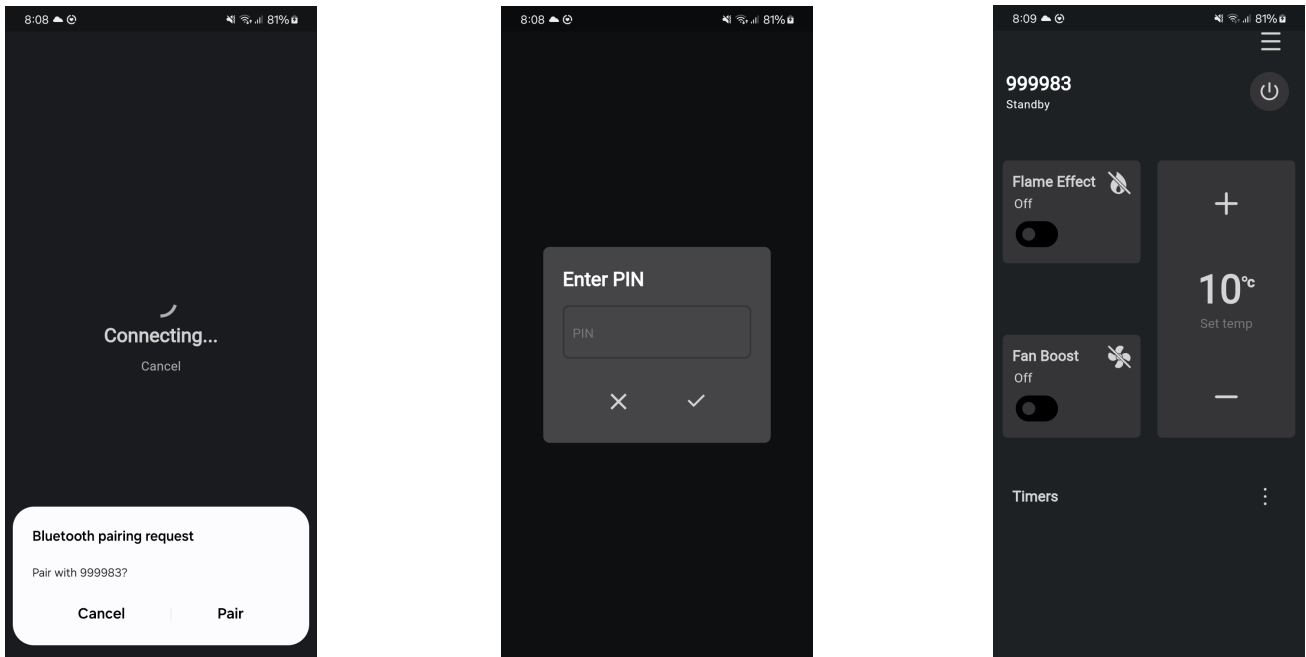
**NOTE :** Ensure the remote is active, if not please charge using a USB-C charging cable to wake the remote.

- To start the pairing process use the mobile APP and follow the on screen instructions.



**NOTE :** For most installations only one fire will be available for pairing, but if multiple fires exist then the others can be turned off. Also if for any chance the fire is unable to be located, contact Escea with the serial number of the fire.

- Once the fireplace has been found, you can pair this to your device by entering the PIN found within the settings menu on the remote control or the information card supplied within the remote packaging.

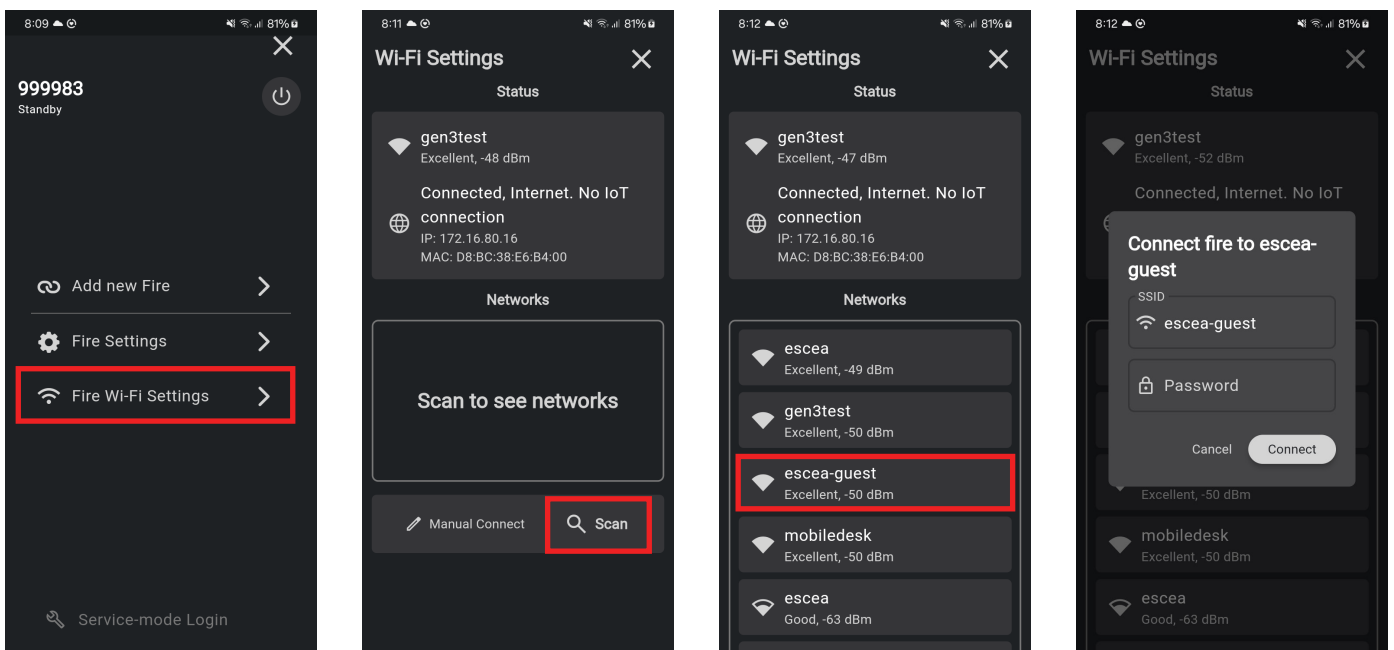


- After a fire is paired against the mobile device, that mobile device automatically becomes a smartheat enabled controller via the app. As a smartheat controller, the mobile device will communicate with the fire via Bluetooth while it is in range (typically within the house).

*Note : In order to disconnect a mobile device from being a smartheat controller, it can (along with ALL other mobile devices) be disconnected by holding the AUX button on the fire continuously for a minimum of 10 seconds.*

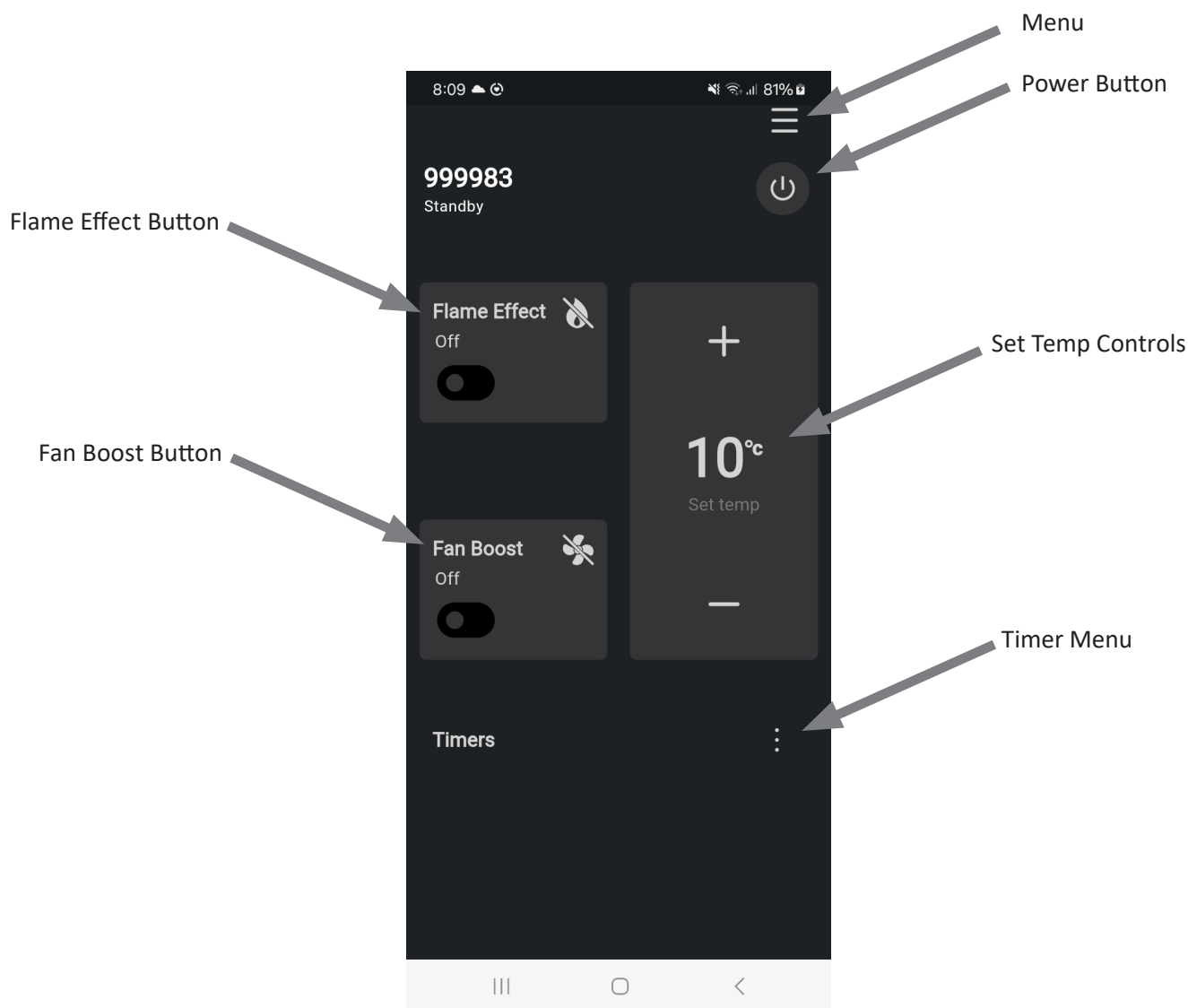
### K3 Connecting an Escea Fire to Wi-Fi

Managing the fireplace onto Wi-Fi is done by pairing a mobile device with the fireplace using the smartheat app (step 2 above) and then accessing the Wi-Fi menu settings on the app.



For the mobile device to function as a smartheat controller when outside of the house (via 4G/5G data), the fireplace must be attached to the Internet via the customers Wi-Fi router.

## K4 Basic APP Functionality



## K5 Troubleshooting FAQs

### ***What if my Bluetooth won't connect?***

- If your Bluetooth devices won't connect, it's likely because the devices are out of range, or aren't in pairing mode. If you're having persistent Bluetooth connection problems, try resetting your devices, or having your phone or tablet "forget" the connection.

### ***Where do I find my serial and pin number?***

- See section K2 Pairing a Mobile Device with an Escea Fire (Bluetooth Pairing).

### ***Do I need a password to use the APP?***

- The APP does not need or use any passwords.

### ***How do I remove a paired device from my fireplace?***

- In order to disconnect a mobile device from being a smarheat controller, it can (along with ALL other mobile devices) be disconnected by holding the AUX button on the fire continuously for a minimum of 10 seconds
- You will have to re-pair any device lost in this process by follow the steps above in section K2.