

FIRE BY **escea.**

User Guide

SMART HEAT

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Welcome to Smart Heat

Escea’s Smart Heat system enables you to connect each Escea fireplace in your home to your Smartphone. Once your fire is connected to your modem via ethernet cable, and you have downloaded the Android or iOS App, you will have the ability to control your fireplace’s settings and temperature. You can also log onto the Smart Heat website to view and control your fire’s settings.

Smart Heat is available with all DS, DX, DL, DF and KS Series gas fireplaces and the app is available for download from both the Apple App Store and Google Play.

Smart Heat Features

Below is an easy to use guide to show you which features are available to you when you use the Smart Heat App locally (home network) or remotely (external network), or when you use the Smart Heat website.

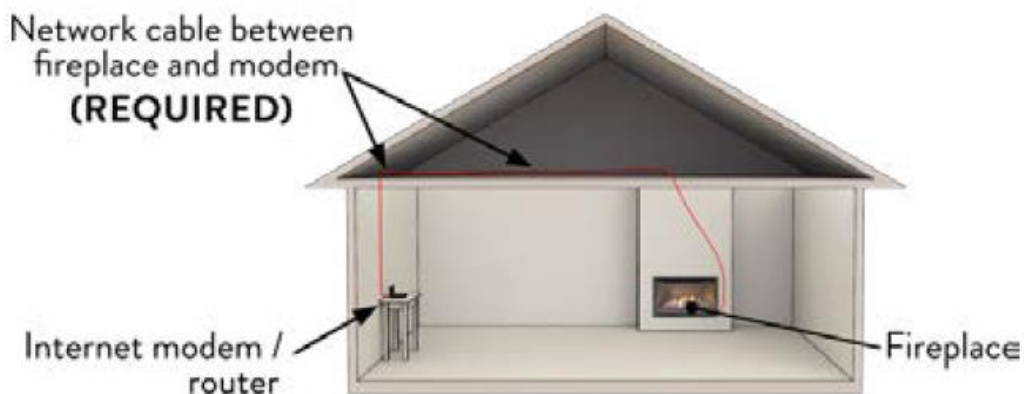
	Turn the fire On/Off	Adjust room temperature	See the current temperature	Activate timer 1 & 2	Edit timers	Control multiple fires	Turn effect only on/off	Turn fan boost on/off
App - Locally/Home network	✓	✓	✓	✓	•	✓	✓	✓
App - Remotely/On data	✓	✓	✓	•	•	✓	•	•
Smart Heat website	✓	•	✓	•	•	✓	•	•

Connecting to Smart Heat

Before you begin, you will need;

- Escea Smart Heat capable indoor gas fireplace – DS, DX, DL DF and KS series.
- CAT5 network cable 10m. This is automatically supplied with DS, DX and KS Series. It is available for purchase from Escea or a third-party retailer if you have a DF and DL Series. These cables can also be made by an electrician.
- Internet modem or router.

Note: If the 10m long ethernet cable is not suitable to your requirements, you may purchase an Ethernet Over Powerline Kit or Ethernet to Wifi adapter. For more information, please see page 16.

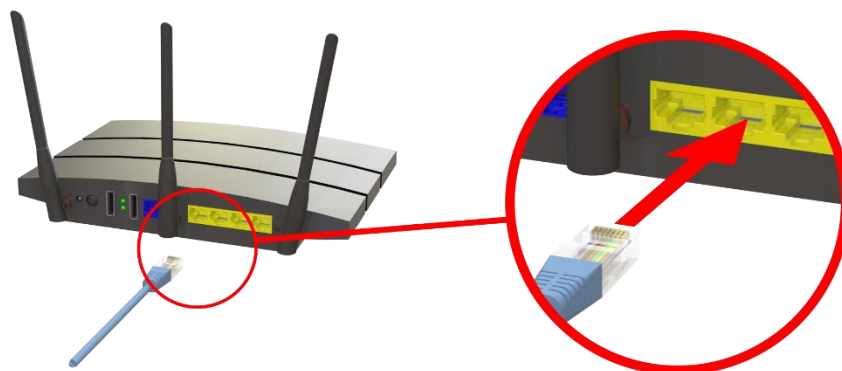


Step 1: Connect your fireplace to your internet/modem

In order for you to be able to enjoy the convenience of Escea's Smart Heat control with your phone, the fireplace must be connected to your internet modem or router. Make sure that when your fireplace is installed an ethernet cable runs from your new fire, back to your modem.

The modem, handheld remote and fireplace must all be active in order for Smart Heat to function correctly. It is important that your fire's handheld remote remains within communication range (5 meters) to the fire.

Note: Do NOT plug the ethernet cable into the "WAN" port. This is a similar port but is usually a different colour and off on its own.



Step 2: Find your serial & pin number

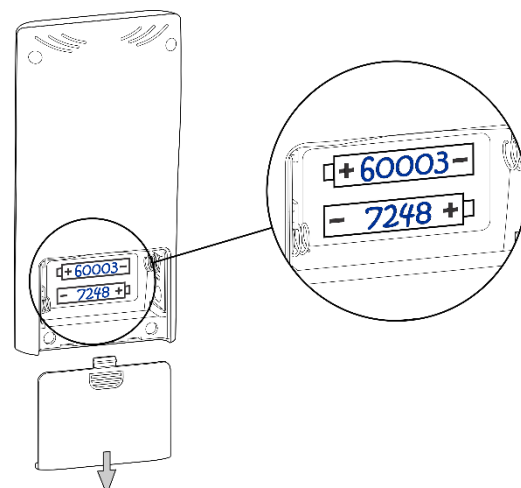
Remove the battery cover from your remote handset, remove the batteries, and write down the serial number and PIN number that is written underneath.

The serial number is the 5 or 6 digit number written on the top and the 4 digit PIN number is the one written on the bottom. You will require both these numbers to log into your fire on the App.

The Example shown is...

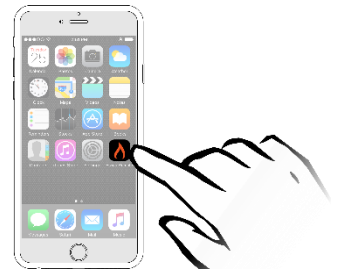
Serial number: 60003

PIN number: 7248



Step 3: Setup the smart phone App

- Download the “Escea Gas Fireplace Remote” app from the App Store or Google Play.
- Start the Escea App. Make certain that you are connected to the same Wifi network as the fire.

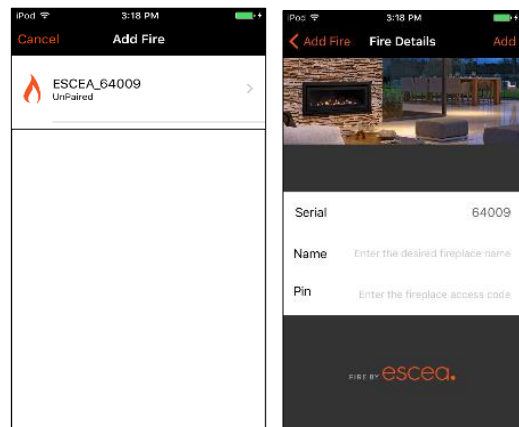
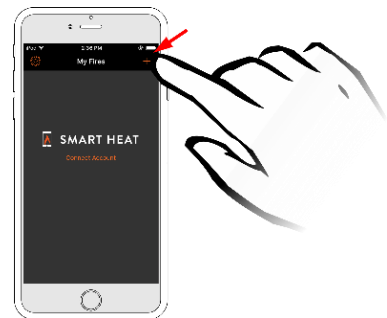


Step 4: Connect to your fireplace locally

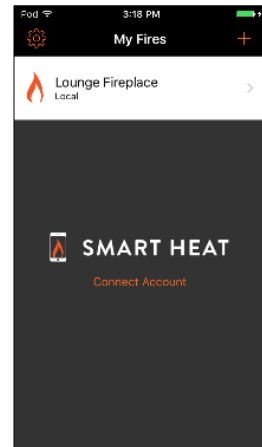
Connecting locally gives you access on your ‘home network’, which means you can now use your phone as a fireplace remote at home. Note: It is important that your fire’s handheld remote remains within communication range (5 meters) to the fire.

Connect locally - Apple

- Once the App has opened, tap the “+” button in the top right-hand corner.
- If everything is connected and working correctly, you will see the serial number of your fireplace listed. Select the fire and then enter the name for your fire. Enter the 4-digit PIN number. Click “Add”.

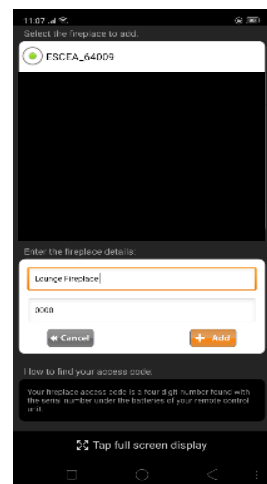
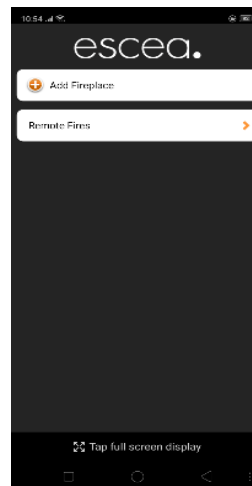


- Now when you open the app you will see your connected fire. It will say “Local” underneath the fire’s name.

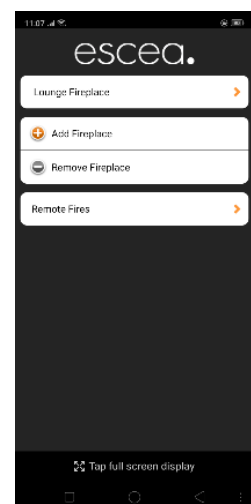


Connect locally - Android

- Open the App. Tap “Add fireplace”. If everything is connected and working correctly then you will see the serial number of your fireplace. Select it and then enter a name for your fire. Enter the 4-digit PIN number. Click “Add”.



- Now when you open the app you will see your connected fire.

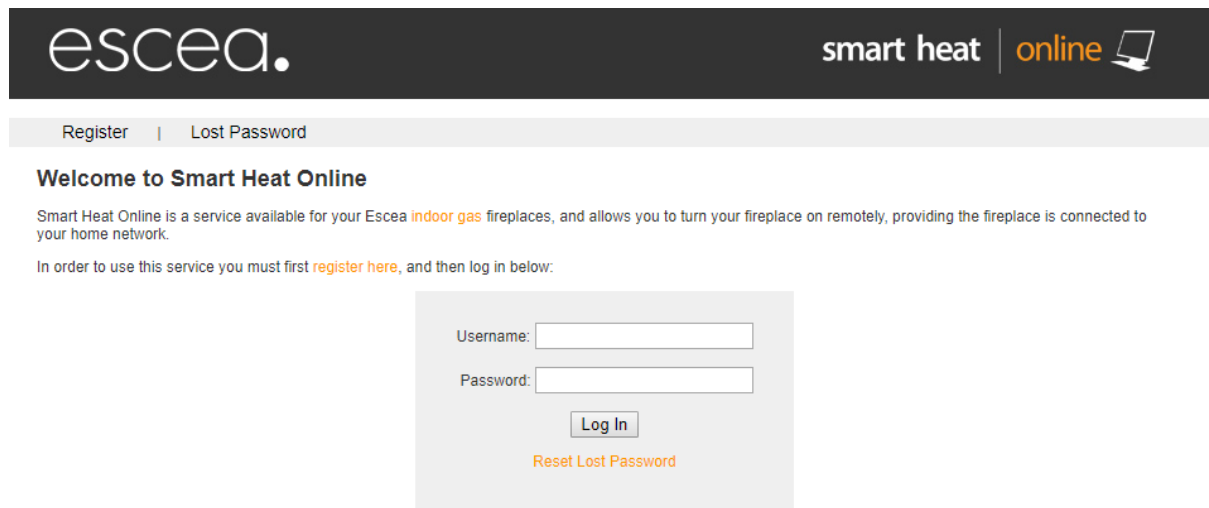



Step 5: Connect to your fireplace remotely

The second part of setting up your Smart Heat App is connecting remotely. This allows you to control your fireplace when away from the home network. This is handy for when you are 'out and about'. For example, when you are on your way home from work and want to make the house toasty before you arrive home.

Create your online account

- Open your internet browser and go to <http://smartheat.escea.com>
- Click "Register".
- Create a username and password. We recommend that your username is an email address so that it is easily remembered. Write down your log in details at the front of this guide as you will need them when you setup the App.



escea. smart heat | online 

[Register](#) | [Lost Password](#)

Welcome to Smart Heat Online

Smart Heat Online is a service available for your Escea indoor gas fireplaces, and allows you to turn your fireplace on remotely, providing the fireplace is connected to your home network.

In order to use this service you must first [register here](#), and then log in below:

Username:

Password:

[Reset Lost Password](#)

- Once you have registered an account, sign into your account and select "Add your fireplace".

- Enter your fire’s serial and PIN number and click “Add fire”. If you get an error message, please go to the Troubleshooting section of this guide.

Your fireplace must be connected to the internet before you can add it.

Fire Serial Number:

Pin:

- Chose a name for your fire and click “Save”.



✓ Fire Added Sucessfully

Give your fireplace a name or location.
(e.g. "Lounge fireplace" etc.)

Name:


- Your fire will now show on the website home page and you will be able to turn it on via the Smart Heat website and remotely via the App.

64009
Lounge Fireplace

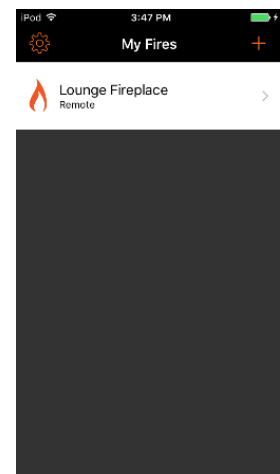
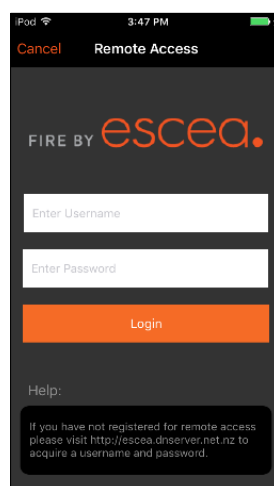
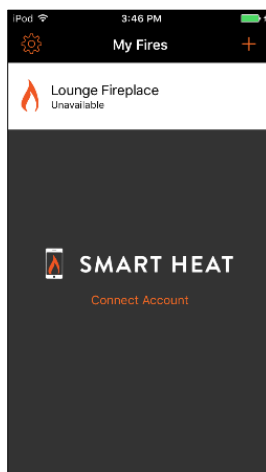
24° >> 20°
Current Desired

OFF

 Add a fireplace

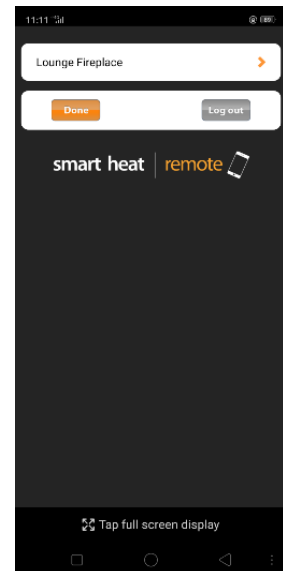
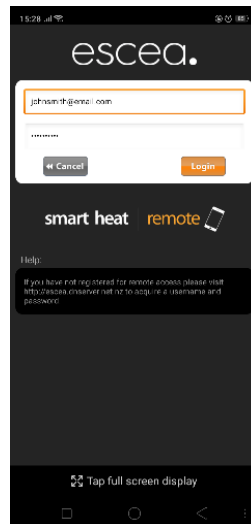
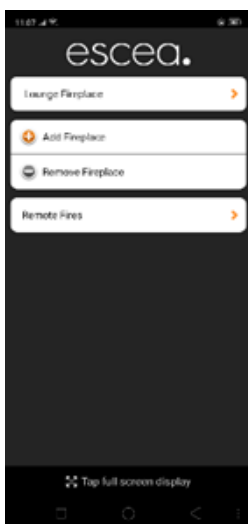
Connect remotely - Apple

- Ensure you have your phone data turned on and you are not connected to a Wifi network (e.g Work Wifi)
- Open the App. You will see your fire, but the status will say “unavailable”. Below that, you will see “Connect Account”. Tap this.
OR
Tap the settings “cog”.
- Log in with the username and password you created for your online account. You will need to be logged in if you want to access the fire remotely.
- You will now see your fire and the status will now say “Remote”. Tap on the fire’s name to access the remote settings.



Connect remotely - Android

- Ensure you have your phone data turned on and you are not connected to a Wifi network (e.g Work Wifi).
- Open the App and tap “Remote Fires”.
Log in with the username and password you created for your online account.
- You will now see your fire. Tap on the fire’s name to access the remote settings.
Alternatively, if you are finished, tap “Done”.



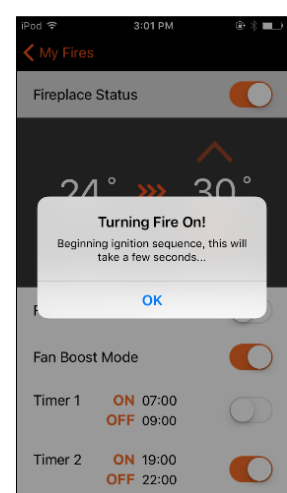
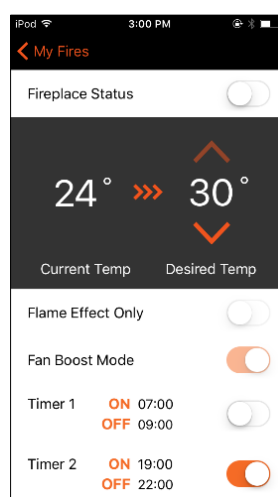
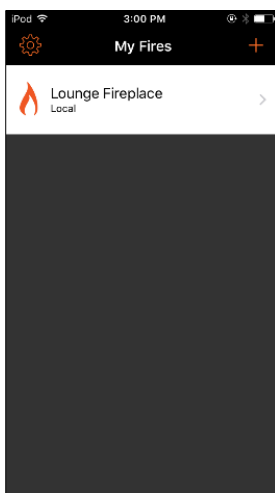
Use the below checklist to help ensure that you have correctly set up the Smart Heat App.

- Your fire is connected to the modem via CAT5 ethernet cable
- Both the fire and modem have power and are operational
- You have registered your account at <http://smartheat.escea.com>
- You have connected your fire and the App locally
- You have connected you fire and the App remotely

How to use Smart Heat: Locally/Home network

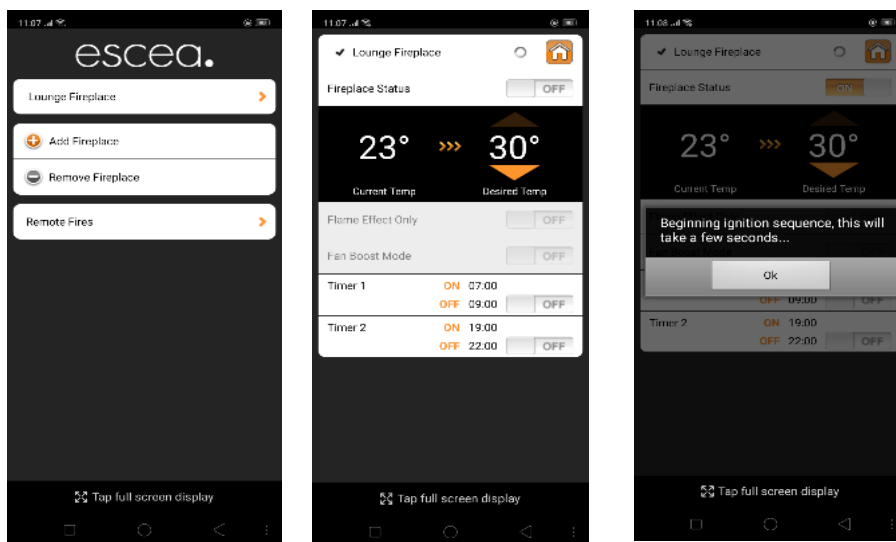
Use locally - Apple

- Ensure you have your phone connected to the same Wifi home network that the fire is connected to.
- Open the App. The App will automatically recognise that the fire is local. Tap the fire's name to access the fire's features.
- To turn the fire on, move the slider for the "fireplace status" to "ON". You will see a message display as the fire begins its ignition sequence.
- The screen will refresh to show that the fire is on. You will now be able to activate the fire's functions: change temperature, turn on/off flame effect, fan boost and timers. To turn off the fire, repeat the above step.



Use locally - Android

- Ensure you have your phone connected to the same Wifi home network that the fire is connected to.
- Open the app and tap on the fire's name to access the fire's settings.
- To turn the fire on, move the slider for the "fireplace status" to "ON". You will see a message display.
- The screen will refresh to show that the fire is on. You will now be able to activate the fire's functions: change temperature, turn on/off flame effect, fan boost and timers. To turn off the fire, repeat the above step.



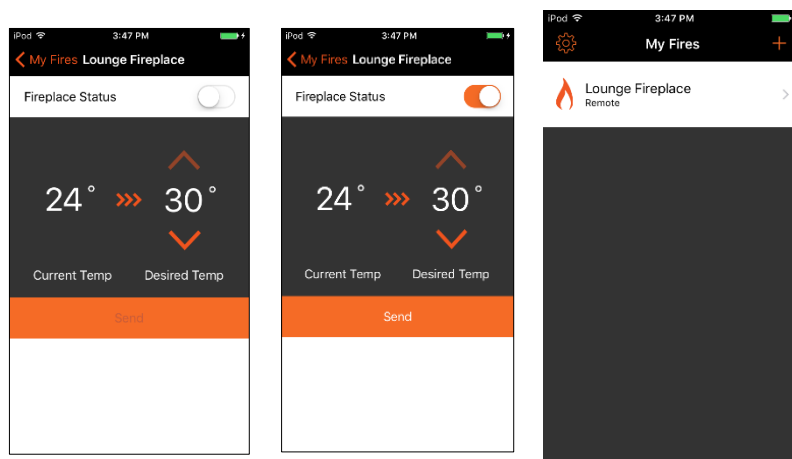
How to use Smart Heat: Remotely/Using Data

Use remotely – Apple

- Ensure you have your phone data turned on and you are not connected to a Wifi network (e.g Work Wifi).
- Open the App. Remember, you will need be logged in if you want to access the fire remotely (via the settings “cog”).
- You will now see your fire. The App will automatically recognise that the fire is remote. Tap on the fire’s name to access the remote settings.
- To turn the fire on, move the slider for the “fireplace status” to “ON” then tap “Send”.

You will know the message has been sent because the word “Send” has been greyed out and is no longer a button.

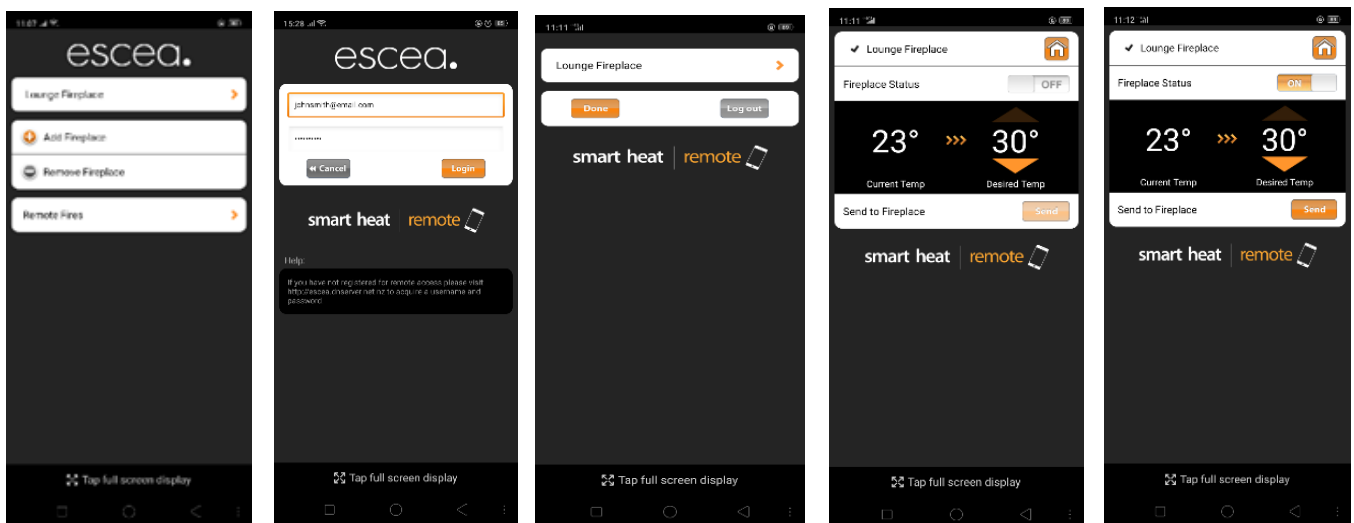
Adjust the temperature by tapping the up and down button and then tap “Send”.



Use remotely - Android

- Ensure you have your phone data turned on and you are not connected to a Wifi network (e.g Work Wifi).
- Open the App and tap “Remote Fires”. Log in with the username and password you created for your online account.
- You will now see your fire. Tap on the fire’s name to access the remote settings.
- To turn the fire on, move the slider for the “fireplace status” to “ON” then tap “Send”.

Adjust to the temperature with the up or down arrows then tap “Send”. Press the “Home” button to exit.



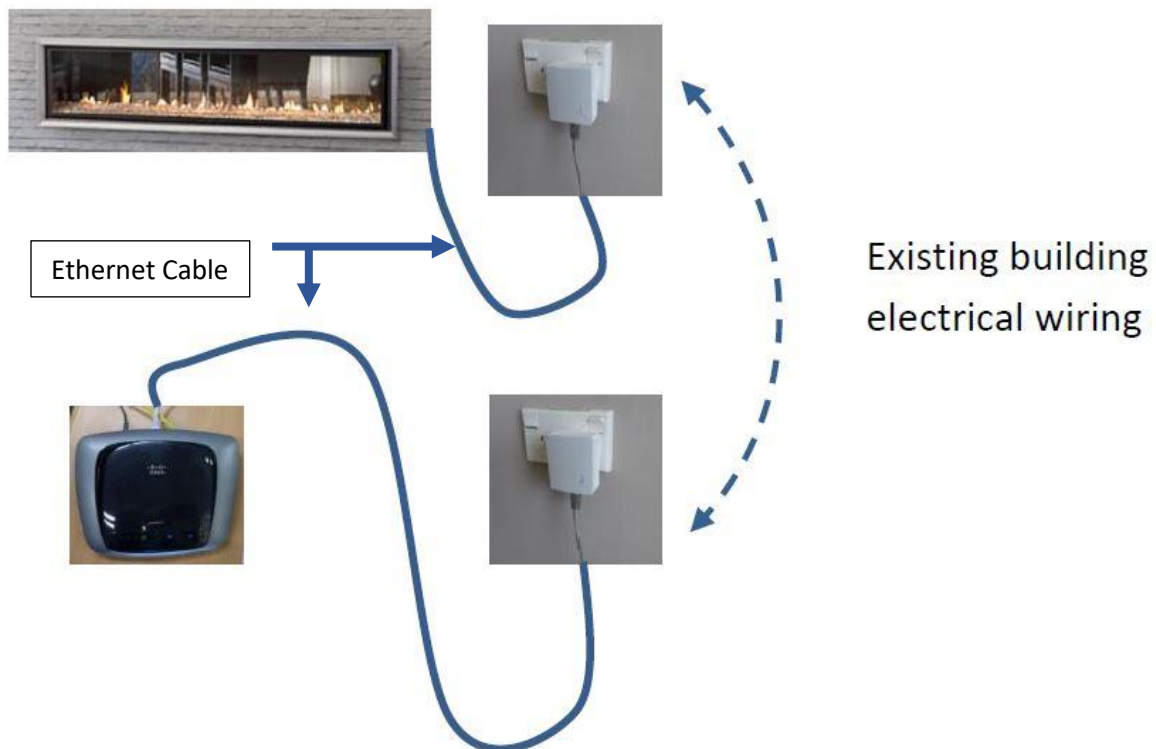
Network Cable Alternatives

Ethernet Over Powerline Kit

Getting the 10m long network cable from the modem/router to the fire may not be feasible due to the physical location of the modem compared to the fire. The network cable running from the fire can be connected to a powerline adaptor cube which will need to be plugged in nearby. It is then paired to a second cube located near to the area where the modem is installed.

The powerline cubes create an ethernet connection between them by using the 230-volt power cable already installed in a house or building. The product available is rated to a maximum of about 300metres between the two cubes (other products may vary).

Contact Escea technical team for more information on the Ethernet Over Powerline Kit. It is available for purchase via your retailer or Escea.



Troubleshooting

Basic troubleshooting tips if the app will not communicate with the fire:

- Turn your fire off at the wall/isolate the power.
- Turn your modem off and switch if you have one. Wait 1 minute and then turn everything back on.
- Check the ethernet cable is plugged in properly; one end to the modem and the other to your fire.
- Try another port on the modem that the ethernet cable is plugged into. If there are activity lights, ensure they light up.
- Check the connection to the modem is up and running by connecting to the fireplace with your smartphone app. Make sure your phone is on the same wifi network as the fire.
- Delete the fire from the App.
- Logout from the App, then log back in.
- Uninstall and reinstall the Smart Heat App onto your phone.
- Ensure your remote has new, good quality batteries. This is because the remote needs to be fully powered in order for the fire to remain lit.

If you have followed the above steps and are still having trouble, you can contact Technical Support at the following:

Free phone New Zealand: 0800 17 3000

Free phone Eastern Australia: 1800 460 832

Free phone Western Australia: 1800 730 140

Email: techsupport@escea.com

Frequently Asked Questions

My fire is being installed now; what should I do if I'm unsure if I want to use Smart Heat?

- When your fire is installed, it is a good idea to ask your installer to connect the ethernet cable to your fire and then run the cable to a location where it can be accessed later.

How do I get a Network / ethernet cable?

- A Network or CAT5 ethernet cable comes automatically with the DS & DX Series fires. You need to purchase one separately for a DL or DF Series. These can be purchased from Escea or via your retailer at the time that you order your fire. Alternatively, if you or your installer supplies an ethernet cable, it needs to be CAT5 (cross-over capable) and wired in type A or B matching configuration at both ends.

Where does the ethernet cable plug in at the fire?

- The ethernet cable either plugs directly into the electronic tray of the fire, or a special port on the chassis on the fire. Your installer/electrician needs to refer to the installation manual supplied with the fire. The installation manuals are also available online at <http://www.escea.com>

Where will I find the serial and pin number?

- Under the batteries in the remote. Call Escea if you require assistance.

What do I do if there is no serial number under the batteries in my remote?

- Occasionally your remote may have been replaced and a serial number will not be available. In this case, open the App and press the “+” for Apple, or “Add fireplace” from Android. This will search for the fires connected to the modem and a serial number will be displayed. You will need to phone Escea for the PIN number in order to proceed.

If I use Smartheat, do I still need the handheld remote?

- Yes. Your remote needs to remain in communication range with the fire. The fire and the remote constantly “talk”.

How do I change my password?

- Go to <https://smartheat.escea.com/reset.php>
- Enter the email address that you registered your account with.
- A temporary password will be sent to you and remember to check your junk mail.
- You can then Log in and change your password via “change settings”.
- Contact Escea if you require assistance.

[Register](#) | [Lost Password](#)

Welcome to Smart Heat Online

Smart Heat Online is a service available for your Escea indoor gas fireplaces, and allows you to turn your fireplace on remotely, providing the fireplace is connected to your home network.

In order to use this service you must first [register here](#), and then log in below:



Username:

Password:

[Reset Lost Password](#)

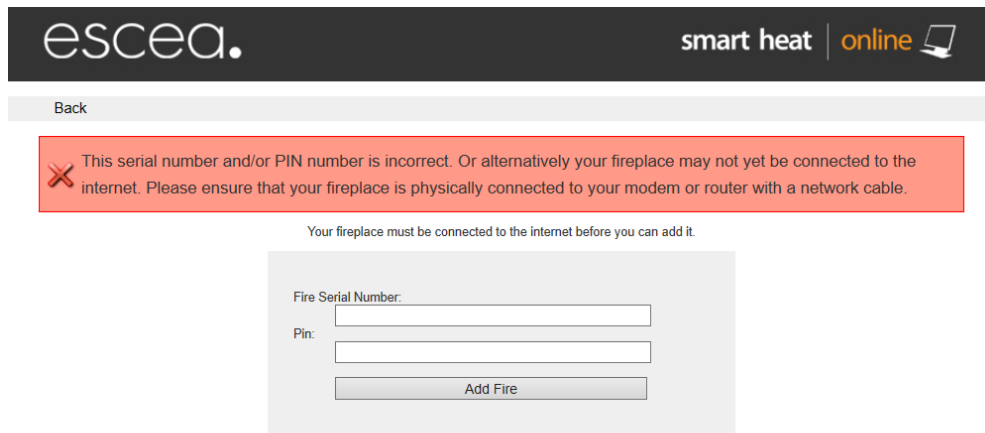
Why can't I see the fire on my app when my phone is on wifi?

- Ensure your fire is turned on at the wall/has power supply
- Ensure the ethernet cable is correctly connected to your fire and modem.
- Ensure your remote is positioned within 5m of the fire and has good batteries installed.

Why can't I connect to my fire remotely when I am out of the house?

- The signal for the App to work is either not being sent from the fire itself, or the signal is being blocked by the modem.
- Ensure you have added your fire to your account at <http://smartheat.escea.com>
- Check you are logged in on the App.
- Ensure your phone is on data and not on a Wifi network.
- Contact Escea if you require further assistance.

I get the below message when I try to add my fireplace to my account at <http://smartheat.escea.com>



The screenshot shows the Escea Smart Heat online interface. At the top, the Escea logo is on the left and "smart heat | online" with a laptop icon is on the right. Below the header is a "Back" button. A red error message box contains the text: "This serial number and/or PIN number is incorrect. Or alternatively your fireplace may not yet be connected to the internet. Please ensure that your fireplace is physically connected to your modem or router with a network cable." Below the error message is a grey box with the text: "Your fireplace must be connected to the internet before you can add it." Underneath this is a form with two input fields: "Fire Serial Number:" and "Pin:". Below the input fields is a button labeled "Add Fire".

- Ensure your fire is turned on at the wall/has power supply
- Ensure the ethernet cable is correctly connected to your fire and modem.
- Contact Escea to confirm the correct serial and PIN number.

My Smart Heat was working but now I get a message that says “Communication Failed! There has been an error communicating with the server! Please check your internet connection.”

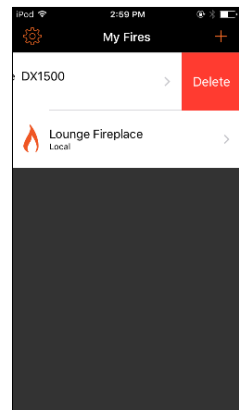
- Reset your fireplace and router/modem by switching them off at the wall for one minute, and then back on again.
- Contact Escea to assist you if this does not fix the issue.

Why can't I change the on/off time for the timers when on my app?

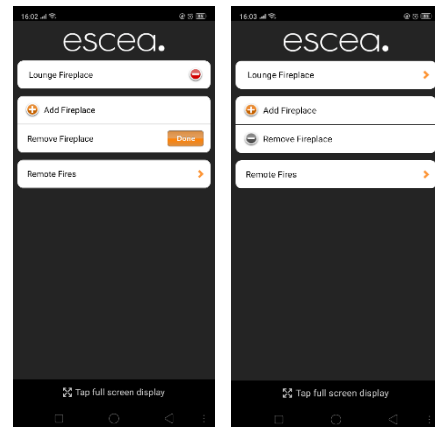
- When connected locally, the App allows you to activate/deactivate the pre-set timers. To set the on and off time for timer 1 & 2, you need to do this with the fire's handheld remote.

How do I delete/remove a fire from the App?

- Apple: Open the App. Swipe left on the name of the fireplace you wish to delete. You will then be given the option to delete; tap “delete”.



- Android: Open the App. In the home screen you will see the option “Remove Fireplace”. Tap this, select the fire and then confirm you wish to remove it.



Contact Us

If you need assistance, you can contact Escea Technical Support at the following:

Free phone New Zealand 0800 17 3000

Free phone Eastern Australia 1800 460 832

Free phone Western Australia 1800 730 140

Email: techsupport@escea.com

Smart Heat Registration Details

Username:
Password:
Email:
Serial number:
PIN number:

Smart Heat Registration Details

Username:
Password:
Email:
Serial number:
PIN number: