



## Hearth Products Controls

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## **REMOTE CONTROL TROUBLE SHOOTING GUIDE**

### **1. Transmitter LCD No Display:**

- a. Make sure fresh alkaline batteries are installed into the Transmitter
- b. Check that the batteries are properly installed into the battery compartment and the polarity is correct.
- c. After taking out the batteries from the Transmitter, wait for at least 1 minute before putting fresh batteries into the Transmitter.

### **2. Batteries in the DC Receiver Get Hot:**

- a. Take out the batteries from the Receiver battery compartment immediately.
- b. Switch the Receiver to 'OFF' position.
- c. Wait for at least 1 minute before putting batteries back into the Receiver battery compartment.
- d. Switch the Receiver to 'REMOTE' position.

### **3. Receiver Cannot Turn on the Fireplace:**

- a. Make sure fresh alkaline batteries are installed into the Receiver (DC Receiver only).
- b. Make sure the output cables are securely connected to the Receiver and the gas valve.
- c. For DC Receiver, switch the Receiver to 'ON'. For AC Receiver, press the ON/OFF button on the Receiver. Use a multimeter to measure the resistance between the output cables. The multimeter should read zero or very low resistance.

### **4. Receiver Does Not Respond to the Transmitter:**

- a. Make sure the Receiver is at 'REMOTE' position. (DC Receiver only)
- b. Make sure the Receiver is connected to the power source.
- c. Make sure the Receiver has learned the transmitter coding. Refer to (6).

### **5. Transmitter Cannot Switch Off the Fireplace:**

- a. Make sure the batteries in the Transmitter are charged. The Transmitter low battery indicator will turn on automatically when the battery level is low. Change batteries if necessary.
- b. Check the temperature at the Receiver. Make sure the temperature at the Receiver is below 140F (When the fireplace is turned on). Install a heat shield if necessary to reduce to operating temperature.

- c. Reduce the distance between the Transmitter and Receiver if necessary. (Twenty feet is the maximum recommended distance.)

**6. Receiver Does Not Learn the Transmitter Coding:**

- a. Remove Batteries from the Transmitter.
- b. Remove batteries from the Receiver (DC Receiver only)
- c. Remove power to the Receiver (AC Receiver only)
- d. Wait 1 minute and take the transmitter to 'within 5 feet' the receiver.
- e. Set the code switches on the transmitter.
- f. Restore power to the receiver (AC Receiver only.)
- g. Replace batteries into the Receiver (DC Receiver only).
- h. Place receiver switch in 'REMOTE' position.
- i. Install batteries into the Transmitter and press a button after the LCD begins to flash.
- j. The receiver will acknowledge the receipt of new coding by producing a beep.
- k. Repeat step a to j if necessary.

**7. Receiver Turns OFF Automatically After Some Time:**

- a. The Receiver will turn itself off automatically if the temperature around it rises above 150F.
- b. Check the temperature at the Receiver. Make sure the temperature at the Receiver is below 140F (when the fireplace is turned on). Install a heat shield if necessary to reduce the operating temperature.
- c. The Receiver will turn off automatically if set in MANUAL mode for six continuous hours. If continuous operation is require, a remote control with thermostat should be used.

**8. Receiver Turns ON Unexpectedly:**

- a. Check Transmitter is OFF.
- b. Change code switch setting on Transmitter. (Nearby Tx may interfere with proper operation).
- c. Place Receiver slide switch in OFF position when not in use. (DC Receiver only).

**Max 101 and Maxitrol Gas Valve Application Note:**

- The Maxitrol gas valve is very different from the millivolt valve. Therefore special care must be exercised to make sure the Maxitrol gas valve works well the Max 101 Remote Control.
- The major difference between the Maxitrol and the other millivolt valve is the Maxitrol valve uses an electric motor to turn on/up and down/off the flame. The gas valve can not be turned off by removing the power supply. Therefore, detaching the gas valve from the remote receiver or taking the batteries from the remote receiver will not turn off the fireplace. Therefore, the user has to make sure there is enough power left in the batteries of the remote receiver. For this reason, to ensure correct operating, the remote receiver is designed to turn off the gas valve automatically if the batteries are low and will not turn the gas valve back on even if it receives a signal from the remote transmitter.

- As the Maxitrol gas valve uses an electric motor to turn on/up and down/off the flame, the battery life will be shorter in the Max 101 remote receiver than the standard DC remote receiver. The battery life depends on how much the gas valve is operated. It is advised to change remote receiver batteries every 2 to 3 months.
- The user is reminded not to push the on/up and off/down buttons on the remote transmitter or the remote receiver at the same time. Also, the user must not operate both the remote transmitter and receiver at the same time.

### **High Temperature Effect:**

- High temperature has two major adverse effects on the fireplace remote receiver. High temperature will cause electronic components in the remote receiver to fail sooner, (shorten the lifetime of the remote receiver) and reduce the transmission distance. Therefore, it is suggested that the temperature at the remote receiver should be kept below 140F (60C).
- However in some cases it may not be possible to keep the temperature at the remote receiver to below 140F. In such a situation, a heat shield should be installed to reduce the temperature at the remote receiver to below 140F. The heat shield acts as an insulator between the main burner and the remote receiver. It reduces the heat flowing from the main burner to the remote receiver; it does not 'cool down' the remote receiver. If the natural airflow is not strong enough to take away the heat from the remote receiver, temperature will build up, at the remote receiver even if a heat shield is installed. After hours of continuous fireplace operation, the temperature at the remote receiver may rise beyond its operating limit.

### **Code Switch Setting**

In order to prevent the remote receiver from being accidentally operated by another transmitter nearby, a code switch is built into the remote transmitter. A user can set up a private code and prevent accidental operation by another transmitter. The following tips will help the user to make sure the remote receiver 'learns' the remote transmitter code switch setting:

1. Set the code switch at the remote transmitter before batteries are installed. The remote transmitter reads and remembers the code switch setting right after batteries are installed.
2. After batteries are installed, the LCD on the remote transmitter will blink. Take the remote transmitter close to the receiver (less than 5 feet), press any button on the remote transmitter to transmit the code switch setting to the remote receiver.
3. When the remote receiver learns the code switch setting, it will produce a 'beep' sound. If the remote receiver is installed inside a fireplace, the beep sound may be very faint. Repeat (1) and (2) if one does not hear the beep sound from the remote receiver.
4. Place receiver in REMOTE position.

- **The remote receiver will remember the code switch setting in its internal memory. The remote receiver will not lose the code switch setting even in power failure/changing batteries.**
- **A user can use one remote transmitter to operate more than one remote receiver by 'teaching' all the remote receiver the same code switch setting. After batteries are installed, the LCD on the remote transmitter will blink. Pressing any button on the remote transmitter will activate it and transmit the code switch setting to the remote receiver. The remote transmitter will only cease transmission when the button is released. A user can teach several remote receiver the same code switch setting by taking the remote transmitter close to different remote receivers while the remote transmitter is transmitting the code switch setting.**