Read this document carefully and save a copy!

Installation instructions

User manual

PANO

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Table of Contents

1 Preface 5

1.1 Foreword 5
1.2 Use of the manual 5
1.3 Target group 6
1.4 Symbols used 6

2 Introduction 7

2.1 Intended use 7
2.2 Prohibited uses 7
2.3 Type designation 7
2.4 Technical data 7
2.5 Discolouration of walls and ceilings 7
2.5.1 The cause of discolouration of walls and ceilings 7
2.5.2 Preventing discolouration of walls and ceilings 8

3 Safety 8

3.1 General 8
3.2 What should I do if I smell gas? 8
3.3 Safety instructions 9

4 Transport and storage 11

5 Installation 11

5.1 Minimum distances as regards combustible materials 12
5.2 Pipework and gas supply 13
5.3 Flue gas systems 13
5.4 Connection options 13
5.5 Construction possibilities 15
5.5.1 Roof terminal kit (C31) 16
5.5.2 Installing a roof terminal kit 16
5.5.3 Chimney terminal kit (C31) 17
5.5.4 Installing a chimney terminal kit 17
5.5.5 Wall terminal kit (C11) 18
5.5.6 Installing a wall terminal kit 18
5.5.7 Renovation kit (C91) 19
5.5.8 Installing a renovation kit 20
5.6 Construction of the concentric tubes 21
5.7 Directions for the discharge of flue gases 22
5.8 Overview of concentric tubes 23

6 First use 24
7 Operating your appliance 24
7.1 Pairing of remote control and receiver 24
7.2 Location of the remote control 25
7.3 Specify Fahrenheit or Celsius 25
7.4 Set day and time 26
7.5 Child lock 26
7.6 Manual mode 26
7.6.1 Set flame height 27
7.6.2 Set low fire 27
7.6.3 Set high fire 27
7.6.4 Shutting off the appliance 28
7.7 Set timer 28
7.8 Operating modes 29
7.9 Thermostatic mode 30
7.10 Program mode 31
7.11 Eco mode "Eco Wave" 33
7.12 Operation via an external source 34
7.13 My Fire app 34
7.14 Automatic functional reduction 35
7.15 Automatic power-off 35
7.16 Replacing the batteries in the remote control 35
8 Annual maintenance 36
9 Removing the housing 37
10 Removing the window and the rear wall 38
11 Altering the position of the flue gas outlet 39
12 Log set arrangement 40
12.1 Appliance set to run on natural gas 41
12.2 Appliance set to run on propane/butane 41
13 Troubleshooting 42
14 Error codes 47
15 Warranty 48
16 Decommissioning and disposal 48

1 Preface

1.1 Foreword

Congratulations on purchasing your Well Straler appliance.
We are pleased that you have chosen Well Straler. Well Straler has for many years developed and manufactured heating appliances according to the highest possible safety, efficiency, and quality requirements. With this quality product you will have many years of heating pleasure and will be able to enjoy the unique flame play and the cosy warmth.
Read this user manual carefully before using the appliance.
Please keep this manual for future reference.
Professionals must install and start up the appliance according to common standards.
Let your installer inform you about the use, operation, and maintenance of your appliance.
Each appliance has been tested, carefully adjusted, and sealed at the factory. In the event of changes to the control devices by unauthorised persons, the warranty is voided and Well Straler is indemnified against all liability regarding the safety and proper functioning of the appliance.

1.2 Use of the manual

Before using the appliance, it is the user's duty to read the user manual and to thoroughly take note of the information contained in it. All actions in respect of the appliance must be performed as described in the user manual.
This user manual is a constituent component of the appliance and, as required by applicable law, must be kept for reference until the appliance is discarded.
Ensure that this user manual is always within easy reach of people who come into contact with the appliance. Ensure it is kept dry and in a safe place, and out of direct sunlight.
Should the manual become damaged, the user can download and print a new copy from www.wellstraleronline.be/en/7.

1.3 Target group

This user manual provides all users who come into contact with the appliance with all information for ensuring the safety of work with or on the appliance and for safeguarding the condition of the appliance.
This user manual applies to all conditions surrounding work with or on the appliance: transport and storage, assembly and installation, commissioning, operation, adjustment, maintenance, decommissioning, and disposal of the appliance.
The target group consists of:

- Hauliers
- Assemblers and installers
- Persons who put the appliance into service
- Users
- Maintenance technicians
- Persons who decommission the appliance and dispose of it

The aforementioned persons for their specific tasks must have sufficiently demonstrable knowledge and/or a demonstrable level of experience.

1.4 Symbols used

The following symbols are used in this user manual:


General remark

Danger


Risk of electric shock


Hot surface


Fire hazard


Explosion hazard

2 Introduction

2.1 Intended use

Only use this appliance for heating purposes.

2.2 Prohibited uses

The following are prohibited:

- Making changes to the appliance. Making changes may affect safety, warranty, and EC declaration of conformity
- Using the appliance for a purpose other than that indicated as its intended use
- Using the appliance in places where there is a risk of fire or explosion
- Using non-original parts or accessories. These will void the warranty and may be detrimental to the service life and performance of the appliance.

2.3 Type designation

The identification nameplate indicates the country in which the appliance may be installed and the type of gas for which the appliance was adjusted at the factory. The identification plate is located on the appliance near the gas connection or the gas valve.

2.4 Technical data

Together with the user manual, an additional data sheet with all technical data is provided with the appliance. This sheet should always be kept together with the user manual.

2.5 Discolouration of walls and ceilings

2.5.1 The cause of discolouration of walls and ceilings

Airborne dust particles are found in all living areas, even if these are vacuumed regularly. If the quantity of dust particles remains limited, you will not be troubled. However, if these particles are present in larger quantities, and especially if the air is contaminated by soot and tar particles, for example from burning candles or smoking cigarettes, there will be a poor indoor climate.
Cold air in a heated living area slowly flows over the floor to the combustion appliance. In the convection system of the appliance this air is heated, creating a rising hot air column, which is dispersed via the ceiling throughout the room. In this air there are polluting particles which settle on cold and often damp surfaces. This problem can occur especially in a still wet new building and can discolour walls or ceilings.

2.5.2 Preventing discolouration of walls and ceilings

- With a new fireplace or following renovation wait at least six months before ignition. The building moisture must have completely vanished from walls, floor, and ceiling.
- Burn as few candles and oil lamps as possible and keep the wick as short as possible. Candles and oil lamps result in significant quantities of soot particles.
- Do not smoke indoors. Smoke from cigarettes and cigars contains, among other things, tar substances, which, when heated, also settle on damp walls.

 In a poor indoor climate, discolouration can also occur to a lesser extent above radiators and light fittings and near ventilation grilles.

3 Safety

3.1 General

Our appliances are equipped with a built-in thermostat and a built-in safety system. A thermocouple prevents further gas supply should the pilot flame go out.

3.2 What should I do if I smell gas?

- Do not ignite the unit
- Do not operate any electrical switches
- Do not use a phone in the building
- Go outside and call the gas company at once. Follow the instructions of the gas company closely
- Call the fire department if the gas company is not reachable.

3.3 Safety instructions

 Use the appliance solely for heating, and not for other purposes.

 Do not ignite the appliance until it is fully installed.

 Have the installation and the annual maintenance done by a skilled professional or by a maintenance company specialising in gas fireplaces.

 Only use the original Well Straler terminals. Our appliances are approved for use with these terminals and can therefore not be used with other terminals.

 All elements of the air supply and the gas flue must have at least 25 mm of overlap when fitted together and be fastened with clamps or stainless steel Parker screws so they do not slide apart.

 Arrange the burner decoration exactly as per the directions.

 Do not put flammable substances on the burner decoration.

 Keep the area around the pilot flame clear, and do not put any burner decoration close to the pilot flame.

 The pilot flame is the safety mechanism and fuse of the appliance. Wait at least five minutes to relight the pilot flame if the pilot flame has gone out.

 Never operate the appliance without the window.

 Ensure the window is correctly fitted.

 Replace a broken or cracked pane before reusing the appliance.

 Do not make any changes to the appliance.

 Only clean the appliance on the outside. Never use abrasive or corrosive cleaning agents.

 Close the gas tap and notify your installer if the unit has made a banging or popping noise when igniting, or if it does not ignite properly.

 Shut off the gas supply and contact your installer in the event of problems and/or if the appliance is operating poorly.

 Keep flammable objects and materials such as curtains at least 1 meter away from the appliance or the flue pipes.

 The components of the gas flue must not come into contact with combustible material.

 Do not put flammable materials, plants, etc. in front of the gas flue.

 Do not store flammable products near the appliance.

 Do not put anything against or on the appliance.

 Do not spray an aerosol on the appliance when it is in use.

 Do not sit on the appliance.

 The window and the housing of the appliance are active parts of the appliance and can become extremely hot. Do not touch these parts when the appliance is in operation.

 Children or persons who are unaware of the operation of the appliance may only be in the vicinity of the appliance when supervised.

 Put an additional screen in front of the appliance to enhance safety in places where small children, the elderly, or the disabled are present.

 Never search for a leak using a flame. Lubricate the parts where gas escape can occur using soapy water.

 Close the gas tap if the appliance is not used for a long period (summer, holiday, ...)

 It is possible that other appliances which also work using an RF signal such as a garage door, car keys, or a TV will interfere with the proper functioning of the fireplace.

 Never mix new and old batteries or different types of batteries. If using different batteries together, the batteries may overheat, leak and/or explode.

4 Transport and storage

The appliance is packaged for shipment in a solid cardboard box and secured using PU foam, to avoid damage during transport. Always transport the appliance upright and do not stack anything on top of the appliance.
Upon receipt of the appliance and after removing the top part of the packaging, the appliance should be checked for transport damage. If storing the appliance for a long period, it should be kept in a dry place at a temperature between + 5 °C and + 40 °C and protected from the weather.

5 Installation

Local standards apply to the discharge of flue gas. An approved professional fitter must install the appliance, or a competent inspection body must approve the installation.

- The installation must comply with common standards
- The slightest deviation exempts Well Straler from all liability in respect of the safety and the proper functioning of the appliance
- Any changes to the control devices by unauthorised persons shall void the warranty
- Before installation, check that the on-site distribution conditions, the type of gas, and the pressure correspond with the settings of the appliance.

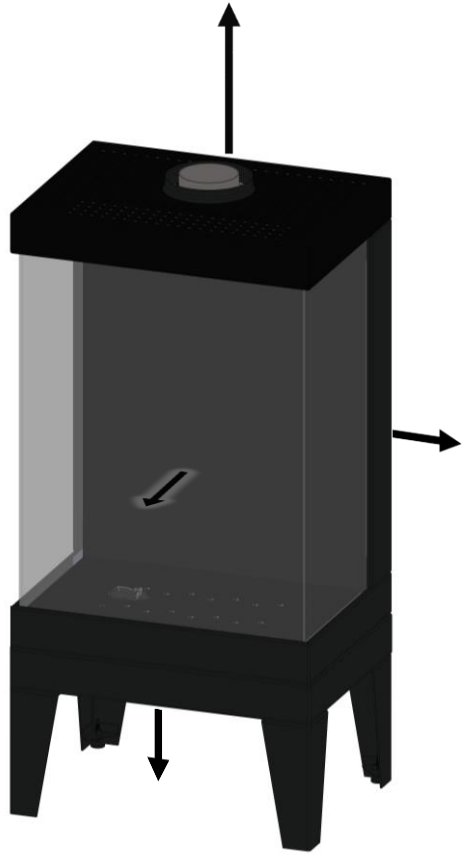
 All replaceable parts must remain accessible. The appliance must be installed in such a way that it can be removed without breakages.

 The appliance must be installed in an adequately ventilated room, and the minimum distances should always be adhered to.

 If the appliance is installed against a non-heat-resistant wall, or on a non-heat-resistant floor, an extra protective plate is required behind or underneath the appliance.

5.1 Minimum distances as regards combustible materials

- Front: 1000 mm
- Top: 500 mm
- Sides: 500 mm
- Base: 450 mm



5.2 Pipework and gas supply

- Always follow the national standards for gas appliances
- Only metal pipes (steel or copper) are permitted
- At the end of the pipe in the vicinity of the appliance an approved shutoff valve is necessary for disconnecting the appliance from the gas network
- Check that there is no dust or dirt in the pipe before connecting it to the appliance in order that the gas supply cannot become blocked
- Vent the supply pipe before connecting it to the appliance
- Connect the gas shutoff valve and the appliance with a separate thread nut
- The gas connection is provided with a 3/8" G internal thread and is located on the right at the rear of the appliance
- Only approved material can be used for the thread seals
- For copper pipes, use brazing solder with a melting temperature greater than 450 °C
- The pressure loss on the pipes may not exceed 1 millibar
- Only use bicone connections with thick-walled nuts, min. 0.7 x Ø. Inferior connections are highly dangerous because the brass nut can crack over time and thus cause gas leakage
- Avoid mechanical stress on the gas control block and the pipes.

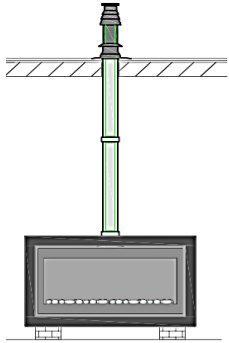
5.3 Flue gas systems

 Only use original Well Straler concentric tubes of Ø 100 internally and Ø 150 externally. Our appliances are approved for these terminals and can thus only be used with these terminals. Well Straler therefore cannot guarantee proper functioning and safety if other components are used and so cannot be held responsible if problems arise.

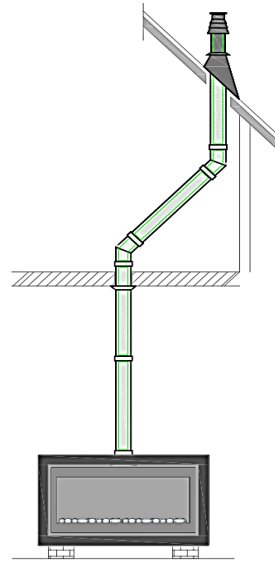
 All elements of the air supply and the gas flue must have at least 25 mm of overlap when fitted together and be fastened with clamps or stainless steel Parker screws so they do not slide apart.

5.4 Connection options

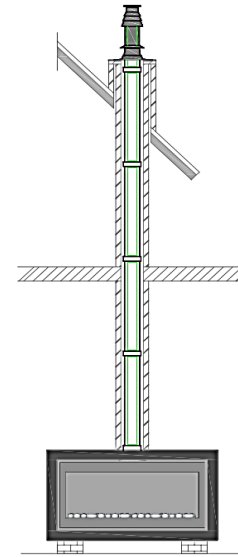
C_{11}: Air supply and gas flue through a wall in the same pressure zone.
C_{31}: Air supply and gas flue through a roof terminal in the same pressure zone.
C_{91}: Air supply and gas flue through a roof terminal in the same pressure zone, using an existing chimney equipped with a flexible flue liner for the gas flue. Through the space between this flexible flue liner and the existing chimney, combustion air is transported to the appliance.



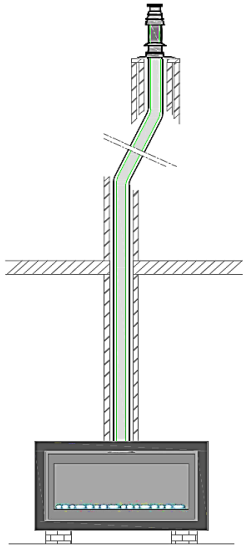
Fixed concentric tubes
Flat roof (C_{31})



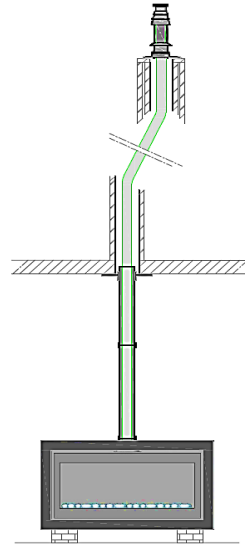
Fixed concentric tubes
Sloping roof (C_{31})



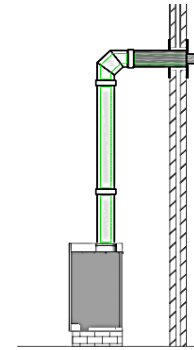
Fixed concentric tubes
Straight chimney channel (C_{31})



Chimney channel with kink
Flexible flue liner (C_{31})



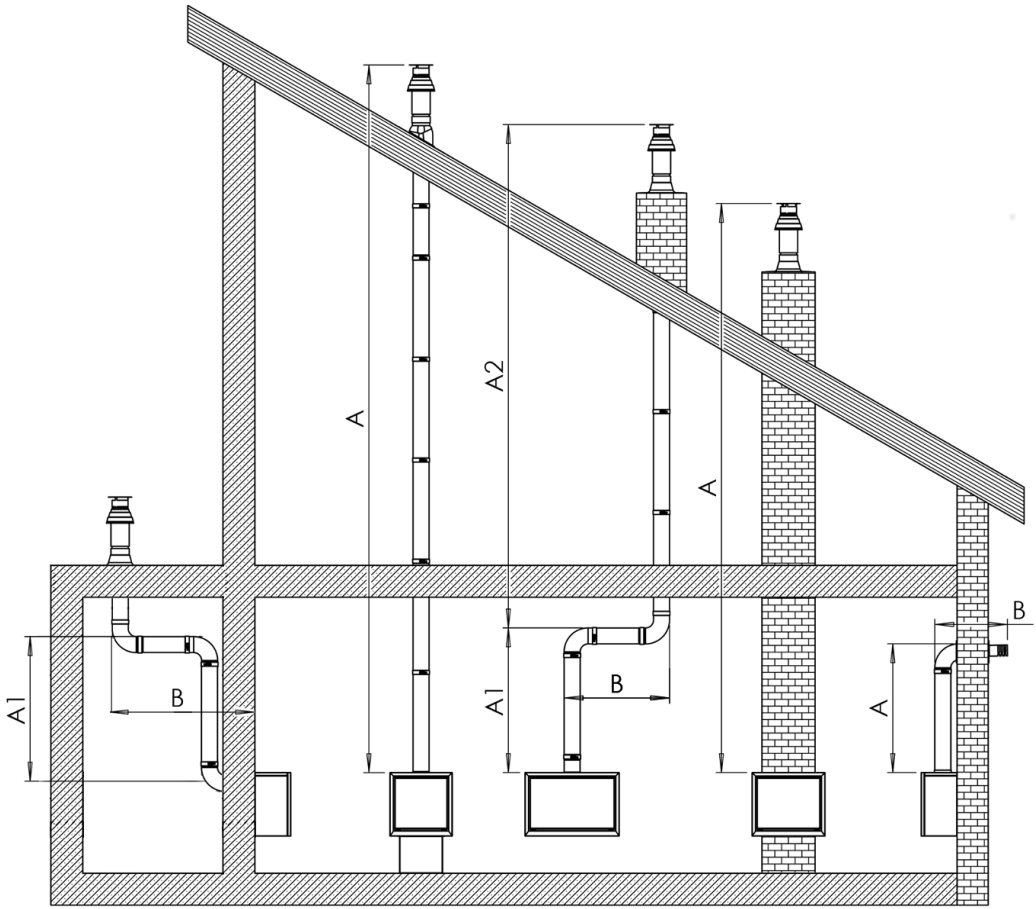
Chimney channel as air supply
Renovation kit (C_{91})



Wall terminal
(C_{11})

5.5 Construction possibilities

The following illustration provides an overview of the different types of connections (wall, chimney, roof terminal, renovation). The conditions – meaning the minimum and maximum dimensions for the construction of the concentric tubing system – are also clearly indicated.



A = minimum 1 m
A = maximum 15 m
A > B
A1 = minimum 1 m
A1 + A2 > B
A1 + A2 + B = maximum 15 m

5.5.1 Roof terminal kit (C31)

The roof terminal kit is used when the gas flue discharges to a sloping roof. These roof terminals are suitable as combined passages for the discharge of combustion gases and the supply of combustion air for closed gas-fired appliances. The connection is made using concentric tubes of Ø 100 – Ø 150 (fixed or flexible).

5.5.2 Installing a roof terminal kit

1. Determine the location of the roof terminal. With a tile roof the type of tiles must be taken into account.
2. Make a hole from outside for the roof terminal. Ensure there is no chance of sawdust or dust getting into the appliance.
3. Install the lead slate.
4. Install the roof terminal carefully from outside through the roof.
5. Get the roof terminal level using a spirit level.
6. Put the supplied mounting bracket on the roof terminal and attach it to the roof boarding. Do not tighten the mounting bracket yet.
7. Construct the concentric flue gas system. Start from the appliance.
8. Firmly secure the mounting bracket.

5.5.3 Chimney terminal kit (C31)

This kit is used when the gas flue discharges to a flat roof or when a chimney channel is used.
These chimney terminals are suitable as combined passages for the discharge of combustion gases and the supply of combustion air for closed gas-fired appliances. The connection is made using concentric tubes of Ø 100 – Ø 150 (fixed or flexible).

5.5.4 Installing a chimney terminal kit

1. Determine the location of the chimney terminal. Keep in mind the type of roof or chimney.
2. Make a hole from the outside for the chimney terminal. Ensure there is no chance of sawdust or dust getting into the appliance.
3. Install the aluminium flat roof flashing.
4. Install the chimney terminal carefully from the outside through the roof.
5. Get the chimney terminal level using a spirit level.
6. Put the supplied mounting bracket on the chimney terminal and attach it to the roof boarding. Do not tighten the mounting bracket yet.
7. Construct the concentric flue gas system. Start from the appliance.
8. Firmly secure the mounting bracket.

5.5.5 Wall terminal kit (C11)

This kit is used when the gas flue discharges to the outside via an outside wall. These wall terminals are suitable as combined passages for the discharge of combustion gases and supply of combustion air for closed gas-fired appliances. The connection is made using concentric tubes of Ø 100 – Ø 150 (fixed).

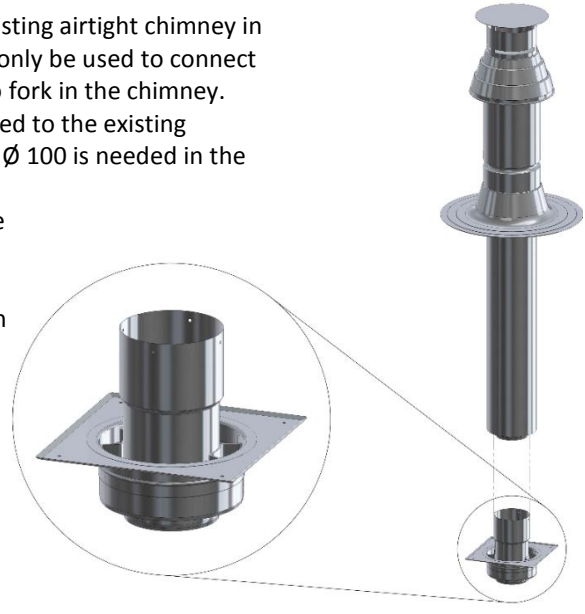
5.5.6 Installing a wall terminal kit

1. Determine the location of the wall terminal construction.
2. Make a hole for the wall terminal from the outside. Ensure there is no chance of dirt getting into the appliance.
3. Gently slide the wall terminal through the wall with the outlet along the top. Adjust the length of the wall terminal to the wall thickness.
4. Install the wall terminal horizontally or slightly upwards inclined facing outwards.
5. Screw the outer grille to the outside wall. Ensure that the grille is mounted with the outlet facing upwards.

6. Put the supplied finishing plate on the wall terminal. Do not secure it yet.
7. Construct the concentric flue gas system. Start at the appliance.
8. Secure the finishing plate.
9. Fill the hole between the wall and the wall terminal with insulation material or cement to prevent cold outside air from entering the room.

5.5.7 Renovation kit (C91)

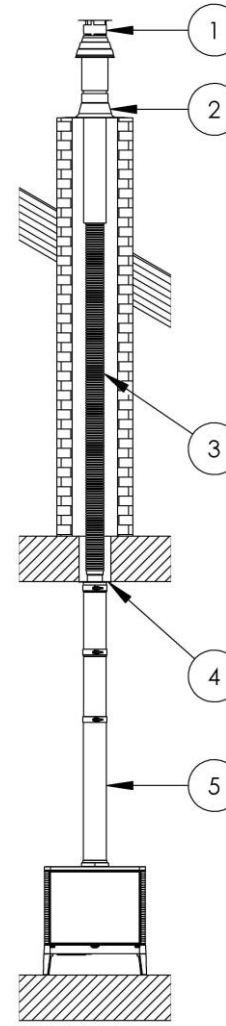
This kit is used when there is an existing airtight chimney in good condition. This chimney may only be used to connect one appliance, so there must be no fork in the chimney. The renovation connector is attached to the existing chimney. Only a flexible gas flue of Ø 100 is needed in the existing chimney.
The space between the flexible flue liner and the existing chimney is used for combustion air to the appliance. The connection between the connector and the appliance is made using concentric tubes of Ø 100 – Ø 150 (fixed or flexible).
The renovation kit consists of a chimney terminal kit and a renovation connector.



5.5.8 Installing a renovation kit

The free inside measures of the existing chimney must be at least 150 x 150 mm and the chimney channel must be leakproof and clean. If the existing chimney channel was previously used for wood, coal, or fuel oil, the channel must be very thoroughly swept.
Install a flexible flue liner of Ø 100 in the existing chimney, provided the above conditions are met.

1. Install the aluminium flat roof flashing on top of the chimney. Ensure an airtight finish.
2. Secure the flexible flue liner to the roof terminal using a clamping ring or stainless steel Parker screws.
3. Carefully install the chimney terminal from the outside through the aluminium flat roof flashing.
4. Level the terminal using a spirit level and anchor the terminal using some stainless steel Parker screws to the flat roof flashing.
5. Secure the bottom of the flexible flue liner to the renovation connector using stainless steel Parker screws.
6. Mount the renovation connector airtightly on the existing chimney channel.
7. Start at the appliance and work using concentric tubes of Ø 100 – Ø 150 towards the renovation connector.



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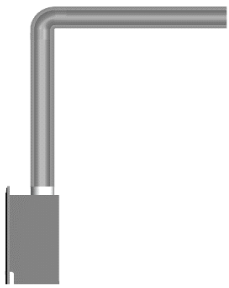
① Chimney terminal
② Flat roof flashing
③ Flexible flue liner of Ø 100
④ Renovation connector
⑤ Concentric tubing system of Ø 100 – Ø 150

5.6 Construction of the concentric tubes

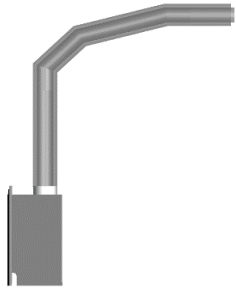
When installing a concentric system its proper functioning is determined by the resistance of the concentric tubes. Avoid horizontal installation of the tubes. These create the most resistance.

⚠ The total horizontal length of the system should never exceed the total vertical length!

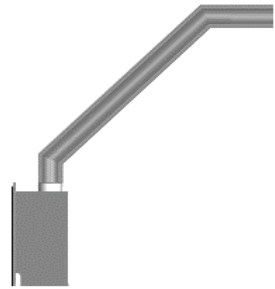
The figures below are ranked from the least to the most efficient.



A
Good



B
Better



C
Best

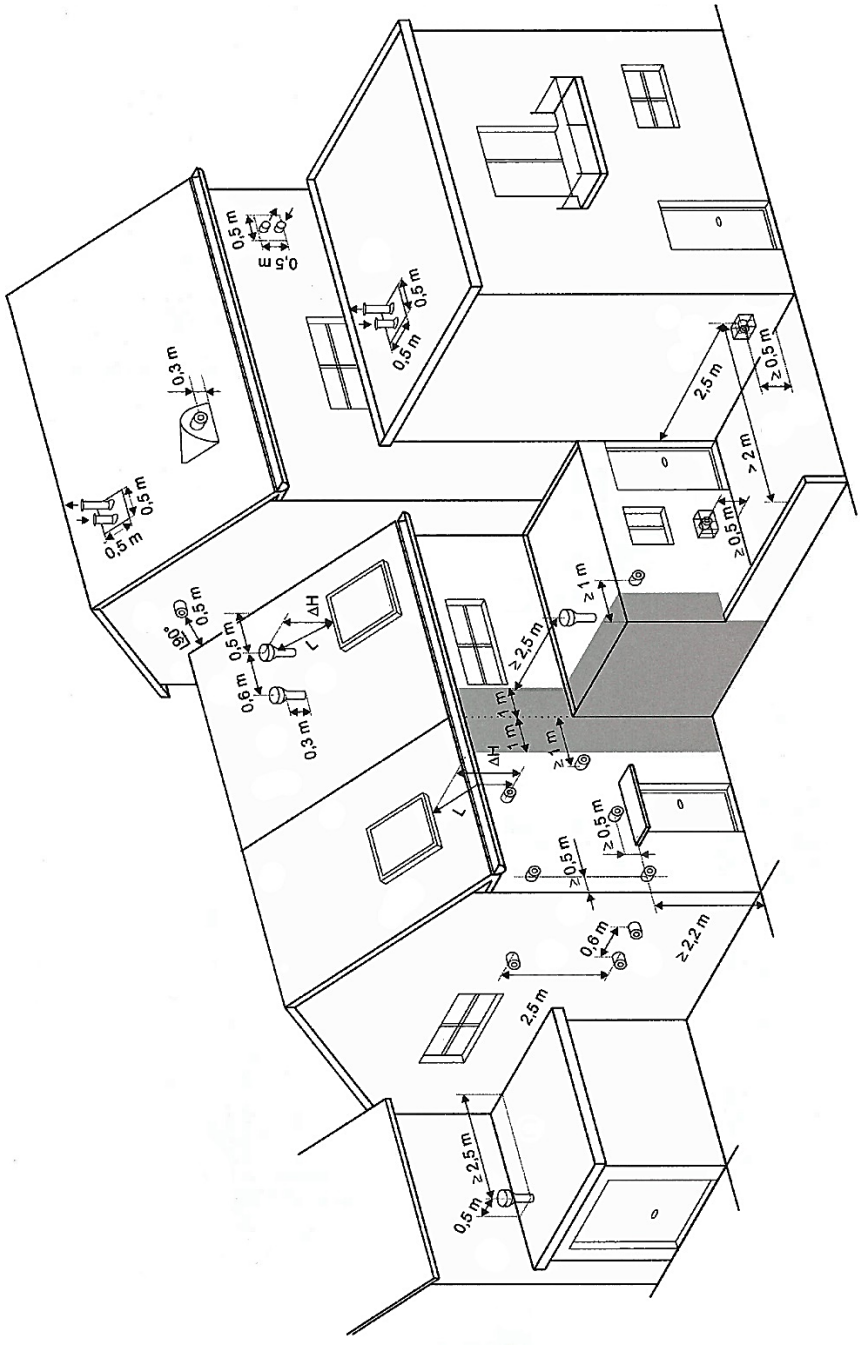
- In Figure A, one goes vertically upward from the appliance until the height of the flue gas exhaust is reached. There a bend of 90° is installed and then a horizontal tube to the outside
- In Figure B, one goes vertically upward to a certain extent, after which one moves gradually via 15° bends to a horizontal tube that leads to the outside
- In Figure C, one immediately exits the appliance via a bend of 45°. Near the outer wall a second bend of 45° is installed to reach the exit horizontally. This method produces the least possible resistance and is therefore the most appropriate.

⚠ Ensure that with long flue lengths the concentric tubes are secured every two metres so the weight of these does not rest on the appliance.

⚠ Start constructing the concentric system from the appliance.

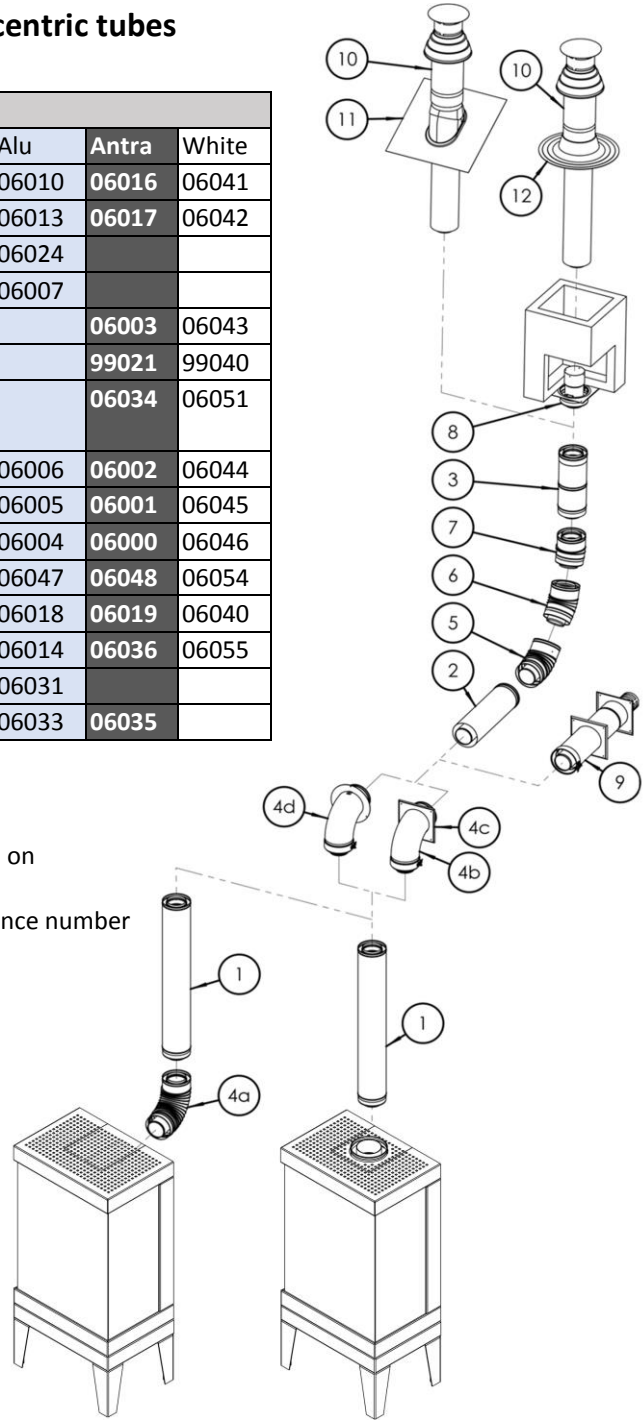
⚠ All elements of the air supply and the gas flue must have at least 25 mm of overlap when fitted together and be fastened with clamps or stainless steel Parker screws so they do not slide apart.

5.7 Directions for the discharge of flue gases



5.8 Overview of concentric tubes

Ø 100 – Ø 150				
N°	Description	Alu	**Antra**	White
1	Tube 1 m	06010	**06016**	06041
2	Tube 0.5 m cuttable	06013	**06017**	06042
3	Adjustable tube 330-340	06024		
4a	Bend 90°	06007		
4b	Bend 90° smooth		**06003**	06043
4c	Rosette		**99021**	99040
4d	Bend 90° with cover plate*		**06034**	06051
5	Bend 45°	06006	**06002**	06044
6	Bend 30°	06005	**06001**	06045
7	Bend 15°	06004	**06000**	06046
8	Renovation connector	06047	**06048**	06054
9	Wall terminal	06018	**06019**	06040
10	Roof/chimney terminal	06014	**06036**	06055
11	Lead slate	06031		
12	Flat roof flashing	06033	**06035**	



The technical drawings of all concentric parts can be found on www.wellstraleronline.be simply by inputting the reference number in the search field.

6 First use

The appliance has been provided with a heat-resistant coating. During the first hours of use, it is normal for an odour to occur as this coating is burnt off. This is harmless. Allow the appliance to burn for several hours and ventilate the area well to eliminate the odour as quickly as possible.

⚠ Following a long period of disuse (summer months), clean the appliance of accumulated dust to prevent a nasty odour from occurring during the first hours of reuse.

7 Operating your appliance

7.1 Pairing of remote control and receiver

⚠ Ensure that batteries are in the remote control and the receiver is powered on.

⚠ The remote control supplied with your appliance was already programmed at the factory.

⚠ The synchronization is a one-time setting. It is not required after installing new batteries in the remote control or the receiver.

The receiver must be paired with the remote control. Synchronisation between the receiver and the remote control must be performed only on initial use.

1. Press and hold the receiver's reset key (see photo below) until you hear two beeps.
2. Release the reset key after hearing a second, longer beep.
3. Within the next 20 seconds, press the ▼ button on the remote control.

Two short beeps will confirm that the code is set. "COM" will appear on the remote control to confirm that the synchronisation has been performed (see photo below). At the end of this synchronisation, the current status of the gas fireplace is displayed on the remote control.

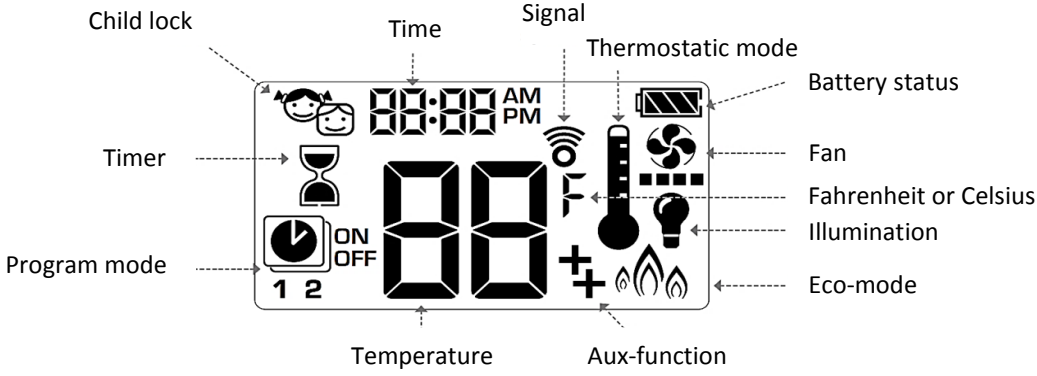
Remote control

Receiver

⚠ Both the receiver and the remote control will send and receive signals (bi-directional). The remote control and receiver synchronise status information every 10 seconds for the first 2 minutes and thereafter every 4 to 6 minutes to 1 hour. Pressing a button on the remote control performs an immediate synchronisation.

⚠ Metal objects in the vicinity of the receiver can significantly affect the reception.

⚠ The remote control and receiver must be kept at least 1 metre from electromagnetic devices (TV, radio, PC). Repeated exposure to electromagnetic pulses will in time result in reduced operating range.



7.2 Location of the remote control

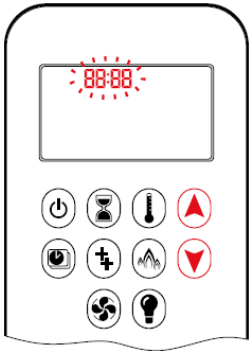
As the remote control functions as a thermostat, it is important for proper operation that it is kept away from direct heat sources and out of direct sunlight, as these will affect the temperature measurements.

7.3 Specify Fahrenheit or Celsius

To switch between °C and °F, press the ⏻ and ⏳ buttons simultaneously.

⚠ When you choose °F, a 12-hour clock (AM/PM) is shown. When you choose °C, a 24-hour clock is displayed.

7.4 Set day and time



1. Press the ▲ and ▼ buttons simultaneously. The **day** will blink.
2. Press the ▲ or ▼ button to select the number corresponding to the day of the week (1 = Monday, 2 = Tuesday, 3 = Wednesday, 4 = Thursday, 5 = Friday, 6 = Saturday, 7 = Sunday).
3. Press the ▲ and ▼ buttons simultaneously.
The **hour** will blink.
4. To set the hour, press the ▲ or ▼ button.
5. Press the ▲ and ▼ buttons simultaneously. The **minutes** will blink.
6. To set the minutes, press the ▲ or ▼ button.
7. To confirm, press the ▲ and ▼ buttons simultaneously or wait.

7.5 Child lock

Activate:

To activate: press the ⏻ and ▼ buttons simultaneously.
 is displayed and the remote control will no longer be operable (unless the child lock is disabled).

Deactivate:

To deactivate: press the ⏻ and ▼ buttons simultaneously.
 will disappear.

7.6 Manual mode

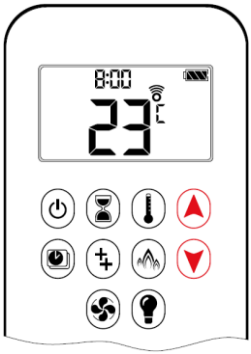
1. Press the ⏻ button until you hear two short beeps and see a series of lines blinking. This indicates that the ignition process has begun.
2. Release the button.

The gas from the burner will begin to flow as soon as the pilot flame is lit.

The remote control automatically switches to manual mode after the main burner is ignited.

(See 7.16 for two button ignition)

7.6.1 Set flame height



To increase the flame, press and hold down the ▲ button.

To reduce the flame or set the appliance to pilot flame, press and hold down the ▼ button.

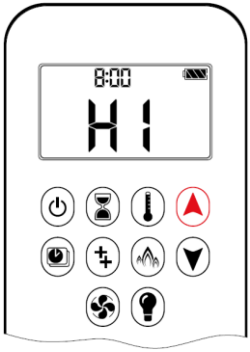
7.6.2 Set low fire

⚠ To unlock the **"low setting"** and the **"high setting"**, double-click so the backlight of the remote control lights up.

For the **low setting** double-click on the ▼ button.
LO is displayed.

⚠ The flame is increased at first and then goes to the low setting.

7.6.3 Set high fire



For the **high setting** double-click on the ▲ button.
HI is displayed.

7.6.4 Shutting off the appliance

Press the ⏻ button to power off.

⚠ You must wait at least 5 minutes before you can reignite the appliance.

⚠ SYSTEM OVERRIDE SHUTOFF
If the fire will not Shutoff by pressing the power button, press and hold the power button for 12 seconds to shut the fire off.

7.7 Set timer

Set:

1. Press and hold the ⌛ button until ⌛ appears and the **hour** blinks.
2. To set the hour, press the ▲ or ▲ button.
3. Press the ⌛ button to confirm. The **minutes** will blink.
4. To set the minutes, press the ▲ or ▼ button.
5. To confirm, press the ⌛ button or wait.

Deactivate:

Press the ⌛ button.
⌛ and the timer will disappear.

⚠ After the countdown time expires, the appliance is turned off.
The timer only works in the **Manual**, **Thermostatic** and **Eco** modes.
The maximum countdown time is 9 hours and 50 minutes.

7.8 Operating modes

Thermostatic mode:

The room temperature is measured and compared with the temperature set. The flame height is then automatically adjusted to attain the set temperature.

Program mode:

Programs 1 and 2 can both be programmed to be activated and deactivated at specific times at a set temperature.

Eco wave:

The flame height alternates between high and low. If the room temperature is lower than the temperature set, the flame stays high for a longer period. If the room temperature is higher than the temperature set, the flame stays low for a longer period. A cycle takes about 20 minutes.

7.9 Thermostatic mode

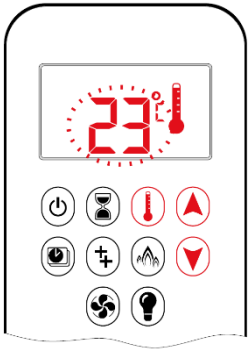
Activate:

Press the button.

will appear and the set temperature will briefly be displayed, then the room temperature will be shown.

Deactivate:

1. Press the button.
2. Press the or button to select **Manual mode**.
3. Press the button to select **Program mode**.
4. Press the button to select **Eco mode**.



Setting the temperature:

1. Press and hold the button until appears.
The **temperature** will blink.
2. To adjust the temperature, press the or button.
3. To confirm, press the button or wait.

7.10 Program mode

Activate:

Press the button.

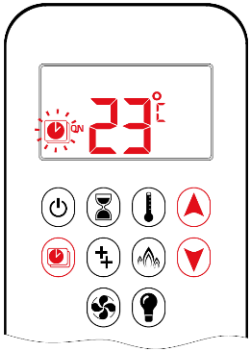
, **1** or **2**, **ON** or **OFF** will be displayed.

Deactivate:

1. Press the button or or to select **Manual mode**.
2. Press the button to select **Thermostatic mode**.
3. Press the button to select **Eco mode**.

The set temperature for **Thermostatic mode** is the temperature for the power-on time in **Program mode**. When you change the temperature in **Thermostatic mode**, you also change the temperature for the power-on time in **Program mode**.

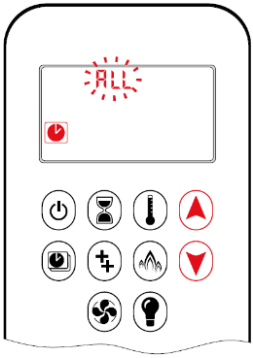
Day	Morning		Evening	
	On hour	Off hour	On hour	Off hour
Monday (1)				
Tuesday (2)				
Wednesday (3)				
Thursday (4)				
Friday (5)				
Saturday (SA)				
Sunday (SU)				



Setting the temperature:

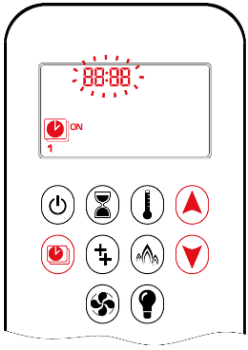
1. Press the button and hold it until blinks.
ON and the set temperature (set in Thermostatic mode) will be displayed.
2. To continue, press the button or wait.
, **OFF** will be displayed and the temperature will blink.
3. Select the power-off temperature by pressing the or button.
4. Press the button to confirm.

The set temperatures for the power-on temperature (Thermostatic) and power-off temperature are the same for every day.



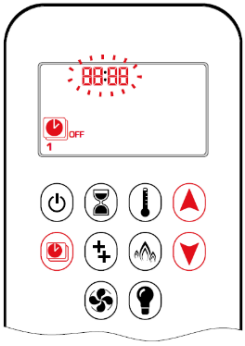
Set day:

5. **ALL** blinks.
Press the or button to choose from **ALL**, **SA:SU**, **1**, **2**, **3**, **4**, **5**, **6**, **7**. (1 = Monday, 2 = Tuesday,...).
6. Press the button to confirm.



Set power-on time ("ALL")

7. , **1**, **ON** will appear; **ALL** appears briefly and the **hour** will blink.
8. To set the hour, press the or button.
9. Press the button to confirm.
, **1**, **ON** appear; **ALL** appears briefly and the **minutes** will blink.
10. To set the minutes, press the or button.
11. Press the button to confirm.



Set power-off time ("ALL")

12. , **1**, **OFF** appear; **ALL** appears briefly and the **hour** will blink.
13. To set the hour, press the or button.
14. Press the button to confirm.
    , **1**, **OFF** appear; **ALL** appears briefly and the **minutes** will blink.
15. To set the minutes, press the or button.
16. Press the button to confirm.

You can either proceed to Program 2 and set the on and off times for the second period, or you can stop programming and Program 2 will remain deactivated.

Programs 1 and 2 use the same power-on (Thermostatic) and power-off temperatures for ALL, SA:SU and (1, 2, 3, 4, 5, 6, 7). As soon as a new power-on (Thermostatic) and/or power-off temperature is set, this temperature becomes the new standard temperature.

If ALL, SA:SU or a day are programmed for the powering on and off times of Program 1 and Program 2, these become the new standard times. To erase the timings and temperatures for powering on and off of Program 1 and Program 2, you must remove the batteries.

SA:SU or Day timer (1, 2, 3, 4, 5, 6, 7) selected:

Set the power-on/off times by following the same procedure as with "**ALL Selected**" (above).

SA:SU: Set the power-on and off times for both Saturday and Sunday.

Day timer: You can set individual power-on and off times for one weekday, for several weekdays, or for all weekdays. Wait to complete the setting.

7.11 Eco mode "Eco Wave"

Activate:

Press the button to select **Eco mode**.

will be displayed.

Deactivate:

Press the button.

will disappear.

7.12 Operation via an external source

The appliance can be operated via an external source, such as an automation system, via a connection to the receiver. The total length of the cable (available as an option (ref. 27020)) can be up to 8 metres.

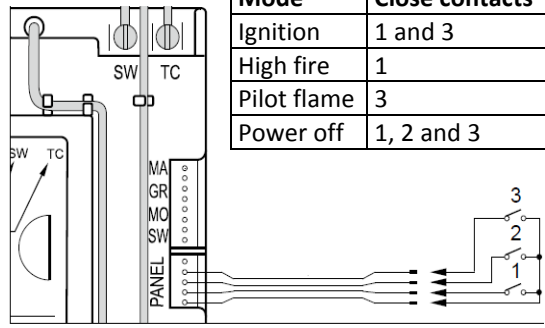
Ignition:
Close contacts 1 and 3 simultaneously for 1 second.

High fire:
Close contact 1. The contact must be closed for 12 seconds to run the motor from terminal to terminal.

Low fire/Pilot flame:
Close contact 3. The contact must be closed for 12 seconds to run the motor from terminal to terminal.

Power off:
Close contacts 1, 2 and 3 simultaneously for 1 second.

Mode	Close contacts
Ignition	1 and 3
High fire	1
Pilot flame	3
Power off	1, 2 and 3



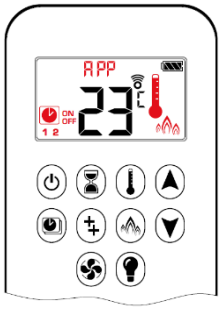
Possible operating modes:

- **Mode 1:** The external source has only an **On/Off** control.
  The remote control controls all other functions.
- **Mode 2:** The external source controls the room temperature.
  The remote control must be in **Manual mode**. If the remote control is set to **Thermostatic mode**, the remote control will have priority over the external source.

7.13 My Fire app

The appliance can be operated using a smartphone by means of the **MY FIRE APP.**

Before the app can be used, a **Wi-Fi Kit** needs to be connected to the receiver.



If **Thermostatic**, **Program** or **Eco mode** is enabled, the corresponding icon is displayed and "**APP**" is shown on the remote control.

The modes can be operated in accordance with the descriptions in the user manual of the **MyFire Wi-Fi Box**.

7.14 Automatic functional reduction

No communication for 3 hours:

Manual mode/Thermostatic mode/Program mode:

The gas valve switches the flame over to the pilot flame if the flame height has not been changed for 3 hours. The appliance will function normally again once the communication has been restored.

Receiver overheating:

All modes:

The gas valve switches the flame over to the pilot flame if the temperature in the receiver exceeds 60 °C. The main burner will only burn again if the temperature drops below 60 °C.

7.15 Automatic power-off

Receiver batteries

If the batteries in the receiver are low, the system powers off the appliance completely.

Extinguishing of the pilot flame after longer inactivity

This ecological function stops gas consumption by automatically disabling the pilot flame when the appliance has been inactive for a longer period. Thanks to this, gas consumption can be reduced and therefore costs can also be reduced.

7.16 Replacing the batteries in the remote control

1. Slide open the battery compartment of the remote control.
2. Remove the old batteries and install 2 new **AAA** batteries. Avoid short circuits between batteries and metal objects. Pay attention to the polarities of the batteries and the holder.
3. Replace the cover of the battery compartment.

 Batteries are covered by "minor chemical waste" and should not be disposed of with the household refuse.

 ONE BUTTON AND TWO BUTTON IGNITION

Change from one button (default setting) to two button ignition or vice versa by pressing and holding the power button for 10 sec. immediately after installing batteries. ON is displayed and 1 or 2 (One or Two Button Ignition) is flashing. When change is complete 1 changes to 2 or vice versa.

8 Annual maintenance

Maintenance is limited to cleaning the external housing and the combustion chamber.

- Remove the external housing and clean the dust from the combustion chamber using a damp cloth. Only do this when the appliance is completely cool
- Clean the chimney annually, especially if coal or oil heaters have been used
- Have a professional perform annual maintenance to ensure the proper functioning of the appliance.

 Always close the gas shutoff valve during maintenance work.

Annual maintenance covers:

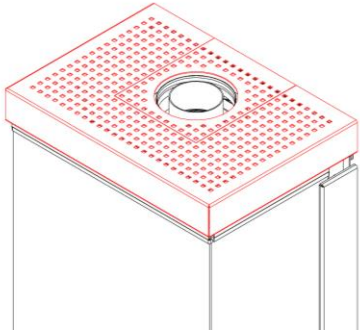
- Checking that the point of the thermocouple is not burnt
- Checking that the main injector or pilot injector are not clogged
- Checking the piezo-ignition and the spark plug
- Cleaning the burner and blowing out the burner using compressed air
- Cleaning the pilot flame (blowing out via the air vents at the bottom)
- Checking the operation of the appliance:
  - The ignition of the pilot flame
  - Checking for the good adjustment of the pilot flame
  - Checking the ignition of the main burner; **this must be quick and silent**
  - Checking the operation of the thermostat
- Checking the supply and flue gas channels
- Removing the build-up on the inside of the window with a damp cloth or a non-abrasive cleaning agent.
  Each gas contains additives in order to detect gas in the event of leakage. These additives leave a white deposit in the appliance upon burning and thus the glass should be regularly cleaned. The speed of contamination by this additive depends on the humidity and the stack effect
- Replace a broken or cracked window.

 Use only original Well Straler parts.

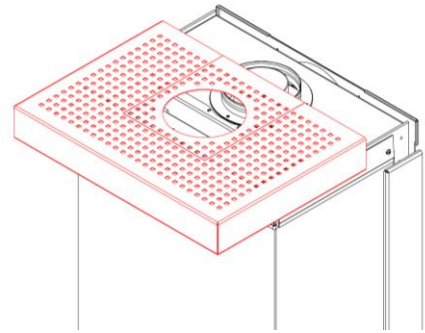
 Always check the gastightness after repairs or maintenance.

9 Removing the housing

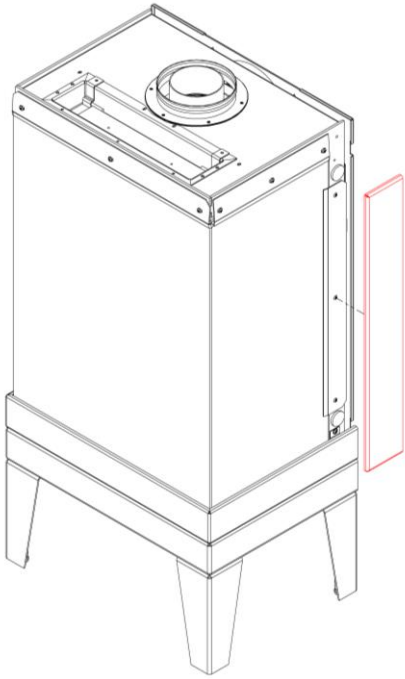
Lift the cover of the housing up above the discharge sleeve.



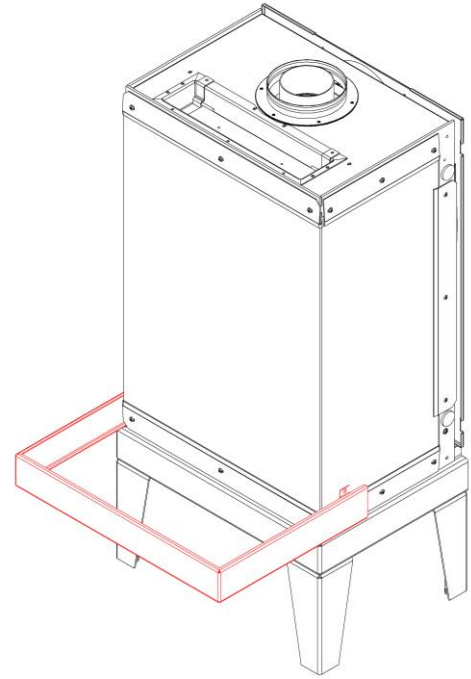
Slide the cover towards you.



Remove the 2 sides of the housing. These are attached using magnets.

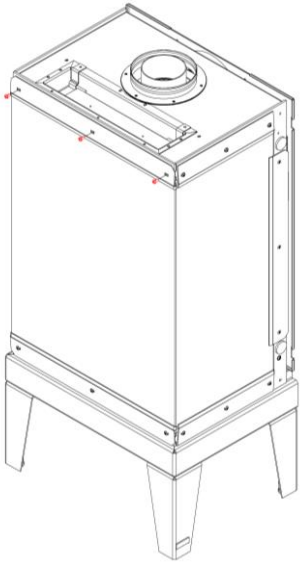


Unscrew the 2 screws and slide the bottom of the housing forwards.

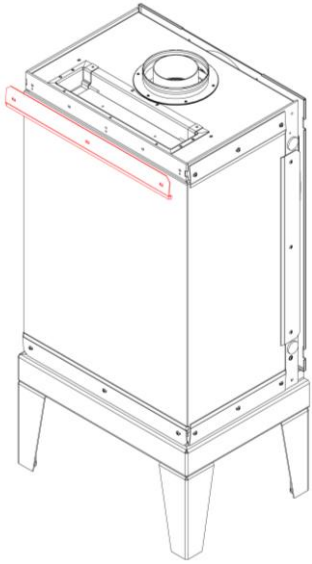


10 Removing the window and the rear wall

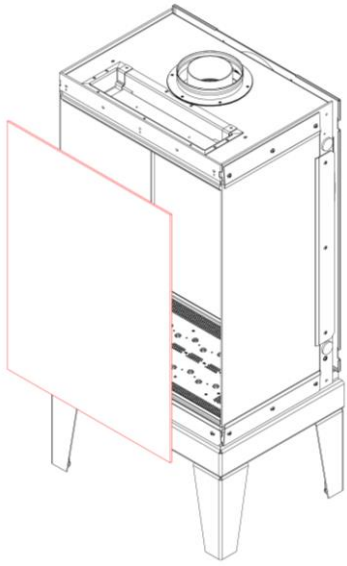
Unscrew the screws at the bottom halfway. Fully unscrew the ones at the top.



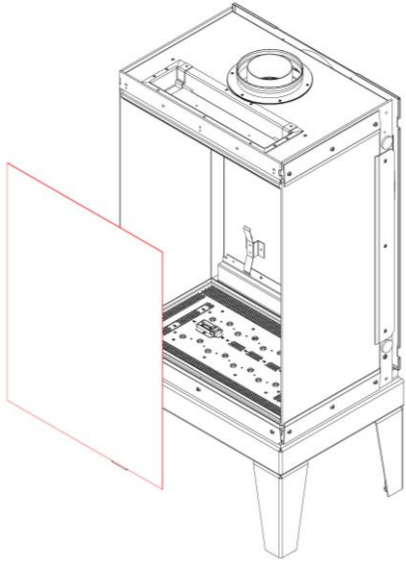
Remove the top securing strip.



Remove the front window.

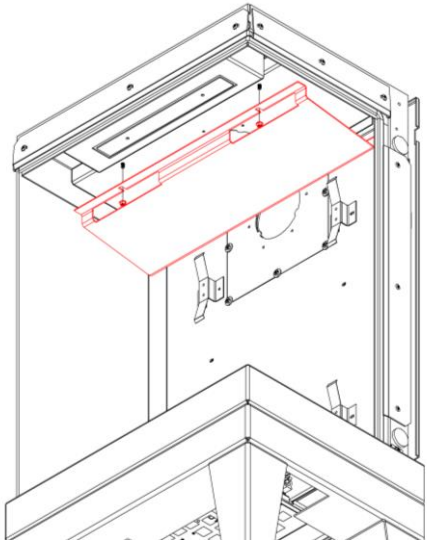


To remove the rear wall, first raise it 5 mm. Use a suction cup if necessary.

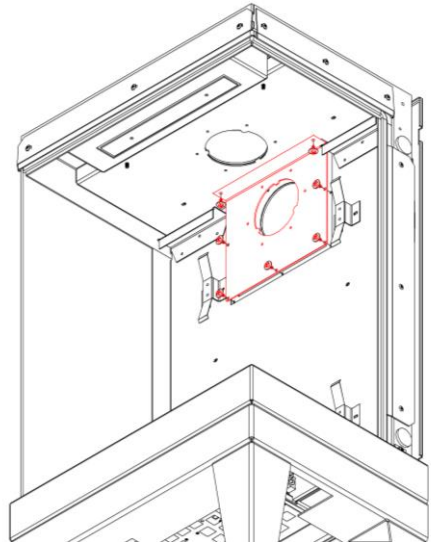


11 Altering the position of the flue gas outlet

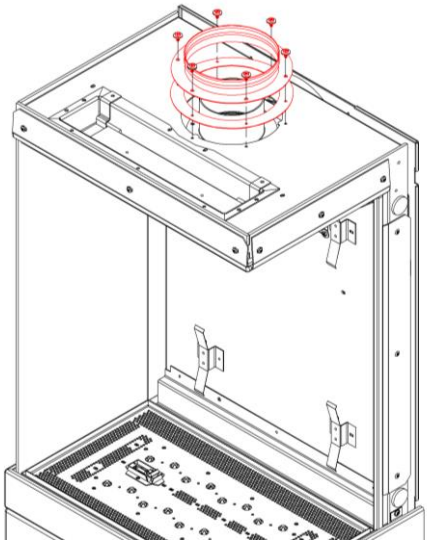
Remove the 2 bolts from the baffle plate and slide this from behind out of the groove.



Remove the hatch by unscrewing the 7 screws.



Remove the supply and outlet components and replace these with the closed parts on the rear of the appliance. Pay attention to the seals.



12 Log set arrangement

Keep the pilot flame clear and avoid fine dust on the burner.
The quantity included should be strictly adhered to. First mix the grey and black woodchips in the cardboard box; this will prevent dust from ending up on the burner.

1

2

3

4

5

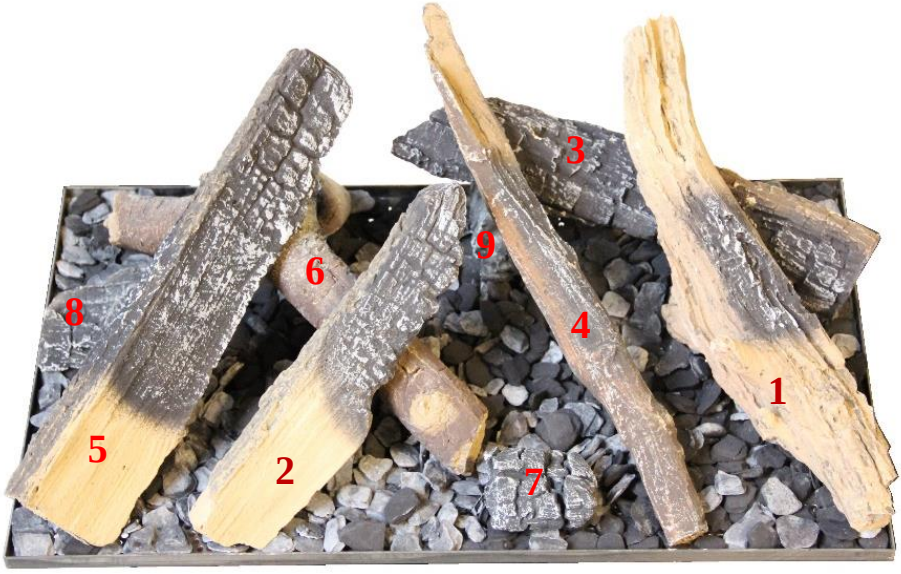
6

7

8

9

12.1 Appliance set to run on natural gas



12.2 Appliance set to run on propane/butane

13 Troubleshooting

1. Short quick consecutive beeps are heard during the ignition cycle. (- - - - - - - - - - - - - -)	The batteries are almost empty.	Replace the batteries with new ones.
2. There is a prolonged beep during the ignition cycle.	There is a bad contact in the circuit of the thermocouple.	Restore the contact.
3. There is no gas to the pilot flame during the ignition cycle.	The gas valve is closed.	Open the gas valve.
	The pilot nozzle is clogged.	Clean or replace the pilot nozzle.
	The pilot adjusting screw is screwed down.	Loosen the adjusting screw.
	There is an internal defect in the gas valve.	Replace the gas valve.
	The controller is defective.	Replace the controller.
	There is a bad contact in the wiring.	Check the wiring and repair it.
4. There is no spark to the pilot flame during the ignition cycle.	The spark plug cable is loose.	Secure the spark plug cable.
	The spark plug cable is damaged.	Replace the spark plug cable.
	The spark plug is cracked.	Replace the spark plug.
	The distance between the spark plug and the pilot flame is too great.	Bend the spark plug (ideal distance = 3 mm).
	The controller is defective.	Replace the controller.
5. The pilot flame does not ignite.	There is a faulty spark transition.	Bend the pilot cup (horizontally or slightly upward).
	There is air in the pipeline (no gas present).	Vent the gas pipeline.
	The pilot flame is contaminated.	Clean the pilot burner with compressed air.
	There is a draught on the pilot flame.	Check the seals and shield the pilot flame.

6. The pilot flame goes out after the ignition cycle.	The thermocouple is burnt out.	Replace the thermocouple.
	There is a bad contact in the circuit of the thermocouple.	Restore the contact.
	The thermocouple is not in or insufficiently in the flame.	Reposition the thermocouple further in and/or bend the pilot cup (horizontally or slightly upward).
	The pilot flame is set too low.	Adjust the pilot flame. Use a larger nozzle if necessary.
	The pilot flame is contaminated.	Clean the pilot burner with compressed air.
	The electromagnet is defective.	Replace the electromagnet.
7. The pilot flame burns but the main burner does not come on.	The flow adjusting screw is screwed down.	Loosen the adjusting screw.
	The burner pressure is inadequate.	Adjust the burner pressure until correct.
	The injector is clogged.	Clean the injector.
	There is an internal defect in the gas valve.	Replace the gas valve **immediately**!
	The controller is defective.	Replace the controller.
8. The gas valve is open and there is immediately gas to the pilot flame.	The valve of the electromagnet is contaminated.	Clean or replace the electromagnet.
	There is an internal defect in the gas valve.	Replace the gas valve **immediately**!
9. The thermostat valve is shut and yet there is gas to the burner.	The valve of the thermostat is contaminated.	Replace the gas valve.
	There is an internal defect in the gas valve.	Replace the gas valve **immediately**!
10. The flames are too small.	The pre-pressure is too low.	Check the pre-pressure.
	The burner pressure is too low.	Adjust the burner pressure until correct.
	The injector is contaminated.	Clean the injector.
	The wrong type of gas is being used.	Check the gas type (red lacquer = natural gas; green lacquer = propane).

11. There is no high fire.	The gas valve is not properly adjusted.	Adjust the gas valve until correct.
	The controller is defective.	Replace the controller.
	There is an internal defect in the gas valve.	Replace the gas valve **immediately**!
	There is a bad contact in the receiver.	Replace the receiver.
12. The flames are long and yellow, and soot is being produced.	The burner is contaminated.	Clean the burner with compressed air.
	The wrong type of gas is being used.	Check the gas type (red lacquer = natural gas; green lacquer = propane).
13. There is a whistling sound during burning.	There is a burr in the injector.	Remove the burr.
	The low fire is wrongly adjusted (resonance).	Adjust the low fire until correct.
14. Burnt-in appliance (flame on burner injector)	The burner weld is split.	Replace the burner.
	The burner is clogged.	Clean or replace the burner.
	The low fire adjusting screw is screwed down.	Adjust the adjusting screw until correct.
15. There is an explosion when igniting.	The low fire adjusting screw is screwed down.	Adjust the adjusting screw until correct.
	The pilot flame is too small.	Clean or adjust the pilot flame.
	The burner is contaminated.	Clean the burner with compressed air.
16. The appliance shuts off completely.	The thermocouple is not in or is not properly in the pilot flame.	Reposition the thermocouple further in and/or bend the pilot cup (horizontally or slightly upward); clean the pilot flame.
	There is a bad contact in the circuit of the thermocouple.	Restore the contact.
	The pilot seal is damaged.	Replace the seal.
	The burner pressure is set too high.	Adjust the burner pressure until correct.
	The window is not properly sealed.	Seal the window properly.
	The concentric tubing system is not installed according to the instructions.	Check the installation of the concentric tubing system and adjust it according to the requirements.
	There is a leak in the concentric tubing system.	Check the concentric tubing system.

17. When igniting the pilot flame, there is immediately gas to the main burner.	There is an internal defect in the gas valve.	Replace the gas valve **immediately**!
18. In the corners there are no flames or floating flames.	The exhaust gases cannot leave.	Check the installation of the concentric tubing system.
	The window is not properly sealed.	Seal the window properly.
19. The transmitter indicates OFF, but the appliance remains lit.	The gas valve is contaminated.	Replace the valve i**mmediately**!
	There is no connection between the remote control and the receiver.	See item 20.
20. The remote control does not work.	The receiver is defective.	Replace the receiver.
	The remote control and receiver do not recognize each other.	Perform the LEARN procedure.
	The batteries are (almost) depleted.	Replace the batteries.
	The remote control is defective.	Replace the remote control.
	There is interference from other wireless RF systems (e.g. wireless internet, baby monitor, gaming console, wireless speakers, wireless weather station...).	Determine the source of the interference and switch it off.
	The remote control is out of range of the receiver.	Bring the remote control closer to the appliance.
21. The receiver's housing is melted.	The window is not properly sealed.	Seal the window properly.
	The seal between the window and the combustion chamber is damaged.	Check or replace the seal.
	There is no ventilation beneath the appliance.	Provide ventilation beneath the appliance.

22. The appliance switches to pilot flame mode by itself. This indicates that the receiver is overheating.	The window is not properly sealed.	Seal the window properly.
	The ventilation openings are sealed.	Clear the ventilation openings.
23. The appliance burns with short blue flames.	The air control has not been adjusted correctly.	Adjust the air control.
	There is too little gas to the appliance.	Check the pre-pressure and the burner pressure.
24. The burner burns too yellow.	The log set is arranged wrongly.	Arrange the log set correctly (see picture in manual).
	The air vents are set incorrectly.	Enlarge the air vents.
	The burner is contaminated.	Clean the burner with compressed air
25. The burner does not ignite readily.	The low fire is set too low.	Adjust the low fire until correct.
	The pilot flame is too small.	Clean or adjust the pilot flame.
	The pilot flame is encumbered.	Clear the pilot flame.
	The log set is arranged wrongly.	Arrange the log set correctly (see picture with log set).
	The burner openings are clogged.	Clean the burner with compressed air.
26. The window becomes dirty after a short burn time.	The wrong type of gas is being used.	Check the gas type (red lacquer = natural gas; green lacquer = propane).
	The burner is contaminated.	Clean the burner with compressed air.
	The pre-pressure or the burner pressure is too high.	Check the pressures and adjust them.
	The log set is arranged wrongly.	Arrange the log set correctly.
27. The burner makes a popping noise on low fire.	The burner decoration is not well distributed.	Rearrange the burner decoration.
	The low fire is set too low.	Adjust the low fire to be higher.

14 Error codes

Error code	Display duration	Symptoms	Possible causes
F04	4 secs.	• No pilot flame within 30 secs. • NOTE: After 3 failed ignition sequences F06 is displayed	• No gas supply • Air in pilot supply line • No spark • Reversed polarity in thermocouple wiring
F06	4 secs.	• 3 failed ignition sequences within 5 minutes • Flame is not responding; no pilot flame	• No gas supply • Air in pilot supply line • No spark • Reversed polarity in thermocouple wiring • Check for correct pilot orifice
F07	Until batteries are replaced	• Battery icon flashes on remote control display	• Low battery power in remote
F09	4 secs.	• Flame is not responding • No electronic control of flame	• Down arrow button was not pressed during pairing • Receiver and remote control are not synced
F46	4 secs.	• Flame is not responding • Intermittent response • No electronic control of flame	• No or bad connection between receiver and remote control • No power at receiver (batteries low) • Short communication range (mains adapter faulty, remote not communicating with receiver)

15 Warranty

The warranty applies solely to any construction defect in appliances installed by an approved professional. The warranty is valid for two years starting from the date of delivery and is limited to the simple replacement of parts recognised as defective by our technical service, excluding any compensation or interest. The costs of removal and labour costs are borne by the consumer. The warranty is voided if the appliance:

- Has been poorly maintained
- Has been used wrongly
- Has been damaged by an accident or disaster
- Has been repaired by unauthorised persons.

The warranty does not extend to the following:

- Replacement of fragile parts or parts that have come into contact with the fire
- Replacement glass.

 Any complaints will be processed solely through the supplier. The appliance must be checked for faults or damage when the packaging is opened. In the event of damage, the appliance may not be installed. Well Straler is not liable for any extra costs if a damaged appliance is installed anyway.

 Technical intervention from the factory is limited to acting as an intermediary with regard to the end customer should the seller or professional installer determine a manufacturing defect within the warranty period. The seller or professional installer is in charge of after-sales service and maintenance on behalf of its customers.

16 Decommissioning and disposal

1. Close the gas shutoff valve.
2. Disassemble the gas appliance.
3. Dispose of different types of material according to current local legal requirements.