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# Installation Instructions

## User manual

ADIA

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Made in Belgium



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Diese Gebrauchsanleitung ist auf Anfrage auch in Deutsch Erhältlich oder kann unter [Www.wellstraleronline.be/de/7](http://Www.wellstraleronline.be/de/7) Heruntergeladen.

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# **1 Preface**

## **1.1 Foreword**

Congratulations on purchasing your Well Straler appliance.

We are pleased that you have chosen Well Straler. Well Straler develops and produces since many years heating appliances according to the highest possible safety-, efficiency-, and quality requirements. With this quality product you will have many years of heating fun and will be able to enjoy the unique flame play and the warm warmth.

Read this user manual carefully before you use the appliance.

Please keep this manual for later use.

Professionals must install and start up the appliance according to common standards.

Let your professional inform you about the use, the operation and maintenance of your appliance. Each appliance has been tested, accurately regulated and sealed at the factory. In the case of changes to the control unit by unauthorized persons, the warranty is voided and Well Straler is dismissed from all responsibility regarding the safety and proper functioning of the appliance.

## **1.2 Use of the Manual**

Before using the appliance, it is required to read the user manual and to thoroughly take note of the information in the user manual. All actions on the appliance must be performed as described in the user manual.

This user manual is a fixed part of the appliance and as required by applicable law, must be kept for consultation until the appliance is discarded.

Make sure that this user's manual is always within easy reach for people who come into contact with the appliance. Ensure a safe, dry and sun-sheltered storage space.

When the manual is damaged, the user can download and print a new copy at

[www.wellstraleronline.be/en/7](http://www.wellstraleronline.be/en/7) .

## 1.3 Target Group

This user's manual provides all users who come into contact with the appliance with all information that ensures the safety of work with or on the appliance and the condition of the appliance.

This user's manual applies to all the conditions in which work with or is connected to the appliance: transport and storage, assembly and installation, commissioning, operation, controlling, maintenance, decommissioning and disposal of the appliance.

The target group consists of:

- Carriers
- Professionals and installers
- Persons who put the appliance into service
- Users
- Maintenance technicians
- Persons who decommissioned the appliance and recycle it

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

## 1.4 Symbols Used

The following symbols are used In this user's manual:



General remark



Danger of electric shock



Fire hazard



Danger



Hot surface



Explosion

## **2 Introduction**

### **2.1 Intended Use**

The appliance should only be used for heating propose.

### **2.2 Prohibited Use**

It is forbidden to:

- Make changes to the appliance. Making changes may affect security, warranty and EC declaration of agreement,
- Use the appliance for a purpose other than that indicated in the intended use,
- Use the appliance in places where there is a fire or explosion hazard,
- Use non-original parts or accessories. These will void the warranty and may be hazardous to the service life and performance of the appliance.

### **2.3 Type Designation**

The identification nameplate indicates the country to which the appliance may be installed and the type of gas for which the appliance was adjusted in 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 is an extra sheet with all technical data is delivered with the appliance. This sheet should also always be kept together with the user manual.

## **2.5 Discoloration of Walls and Ceilings**

### **2.5.1 The Cause of Discoloration of Walls and Ceilings**

Dust particles in the air are found in each living area, even when vacuumed regularly. If the amount of dust particles remains limited, you will not be bothered. If these particles are present in larger quantities and especially if the air is contaminated by soot and tar particles, for example by burning candles or smoking cigarettes, there is a bad indoor climate.

Cold air in a heated area slowly flows over the floor to the combustion appliance. In the convection system of the appliance this air is heated, this will create a hot air column. Which is dispersed through the ceiling through the room. In this air there are polluting particles that are set off on cold and often damp surfaces. This problem can also occur in an un dry new building and can discolour walls or ceilings.

### 2.5.2 Prevent Discoloration of Walls and Ceilings

- With a new chimney or after a renovation wait at least six months with burning. The building fluids must be completely removed from walls, floor and ceiling.
- Burn as few candles and oil lamps as possible and keep the combustion wick as short as possible. Candles and oil lamps provide considerable amounts of soot particles.
- Do not smoke in house. Smoke from cigarettes and cigars contains, among other things, tar substances, which, when heated, also precipitate on damp walls.



In a living room with a poor indoor climate, discoloration can also occur to a lesser extent above radiators and lighting armatures and above ventilation grills.

## 3 Security

### 3.1 General

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

### 3.2 What Should I do if I Smell Gas

- Do not ignite the unit.
- Do not touch any electric switches.
- Do not use a phone in the building.
- Go outside and call the gas company directly from there. Follow the instructions of the gas company accurately.
- Call the fire department if the gas company is not reachable.



### 3.3 Safety Instructions



Use the appliance only for heating, not for other purposes.



Do not ignite the appliance before it is fully installed.



Let the installation and the annual maintenance be carried out by a skilled professional or by a maintenance company in the field of gas fireplaces.



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



All elements of the air supply and the flue gas drainage must be at least 25 mm in each other and fastened with clamps or stainless steel Parker screws so they do not slide apart.



Place the burner decoration exactly according to the descriptions.



Do not put flammable substances on the ceramic logs, coals or pebbles.



Leave the area around the pilot flame and the space around free, do not place any burner decoration on the pilot flame.



The pilot flame is the safety and fuse of the appliance. Wait at least five minutes to ignite the pilot flame again if the pilot flame is extinguished.



Never operate the appliance without the window.



Make sure the window is correctly mounted.



Replace a broken or cracked glass 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 valve and warn your professional if the unit has made a bang or pop or when it does not correctly ignite.



Close the gas supply and contact your professional in case of faults and/or if the appliance is operating badly.



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



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



Do not place flammable materials, planting etc. before the smoke drain.



Do not store flammable products near the appliance.



Do not place anything against or on the appliance.



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



Don't sit on the appliance.



The window and the exterior of the appliance are active parts of the appliance, temperatures can be very high here. Do not touch these parts when the appliance is in operation.



Children or persons who are not aware of the operation of the appliance may only be placed in the vicinity of the appliance under supervision.



Add an additional screen before the appliance to avoid or reduce risk's on places where young children, the elderly or the disabled are present.



Never search for a leak through the use of a flame. Lubricate the parts where a gas escape can occur in soapy water.



Close the gas valve when the device for an extended period (summer, holidays, ...) is not used.



It is possible that other appliances that also work with an RF signal such as the garage port, car keys or TV interfere with the fireplace.



Never use new and old batteries together or different types of batteries. When using different batteries together, the batteries can overheat, leak and/or explode.

## 4 Transport and Storage

The appliance is packaged for shipment in a firm cardboard box and secured by means of 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 the removal of the upper part of the packaging, the appliance should be checked for damage during transport. If the appliance remains stored for a long period, it should be kept in a dry place at a temperature between + 5 °C and + 40 °C, and protected from weather influences.

## 5 Placement

Local standards apply to the drainage of flue gas. An approved professional must place the appliance, or a competent inspection institute must approve the installation after placement.

- The installation must comply to common standards.
- The least deviation relieves Well Straler of all responsibility for the safety and the proper functioning of the appliance.
- Any changes to the rule bodies by unauthorized persons shall void the warranty.
- Before installation, check that the local distribution conditions, the type of gas and the pressure correspond with the settings of the appliance.



All replaceable parts must stay accessible. The appliance must be placed in such a way that it can be removed without breaking.



The appliance must be placed in a sufficiently ventilated room, and the minimum distances should always be respected.



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

## 5.1 Minimum Distance to Respect Relative to Combustible Materials

- Front: 1000 mm
- Upper side: 400 mm
- Sides: 50 mm



## 5.2 Embedding of the Fireplace

The appliance has to be installed in a dedicated built-in opening. This built-in opening should be composed of refractory material. If the built-in opening consists of a material other than stone, such as fire-resistant plates, it is recommended to use a fiberglass wallpaper and not plaster. With plaster there is a real risk of cracks due to the heat of the appliance. When using the frameless built-in frame it is necessary to leave a space of 2 mm between the wall and the frame to accommodate thermal expansion. If you wish to provide the appliance with an insulating cover, care must be taken to ensure that this insulation is fire-proof. This insulation is purely optional.

The appliance is best mounted on our support, which was developed specially for this purpose and guarantees a firm and long-term anchoring of the appliance.

The support has four adjustable feet's in order to compensate for any irregularities in the underground, and is adjustable in height.

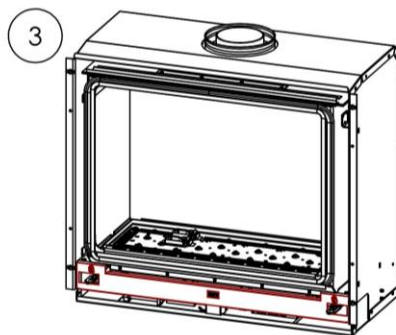
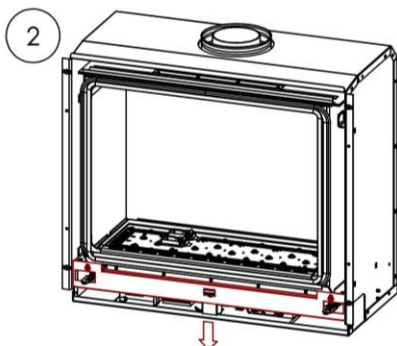
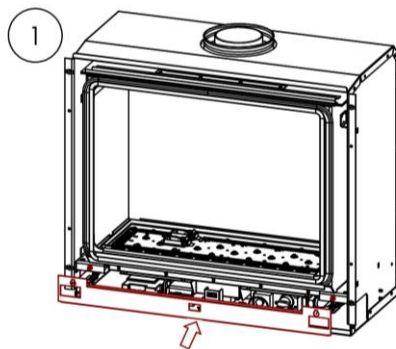
**Ref: 99032 to order for the ADIA's 1,2,3,5**

**Ref: 99033 to order for the ADIA's 4 and 6**



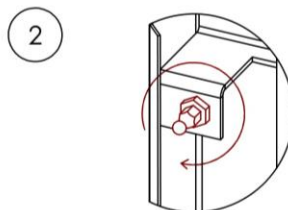
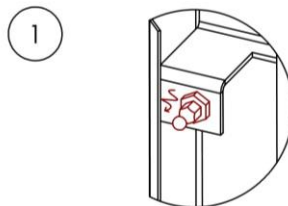
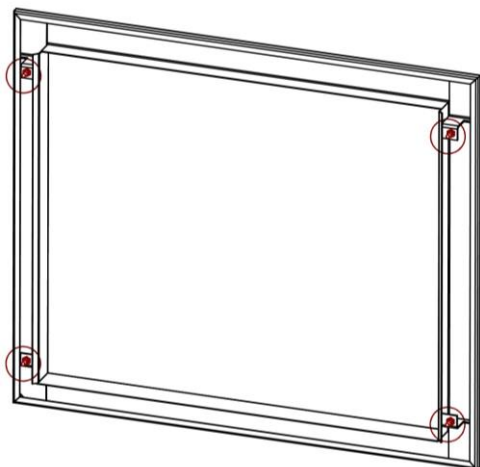
### 5.3 Placement of the Anti-Viewing Lath

Place the lath with the holes over the bolts at the bottom of the fireplace, slide down and tighten the bolts.



### 5.4 Adjusting the Frame

Align the frame with the front of the window: if necessary unscrew the fastening pins and then secure them with the nut. Adjust the 4 corners separately.



## 5.5 Placement of the Frameless Built-In Frame

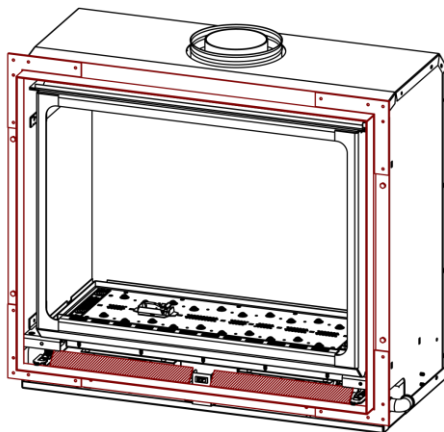
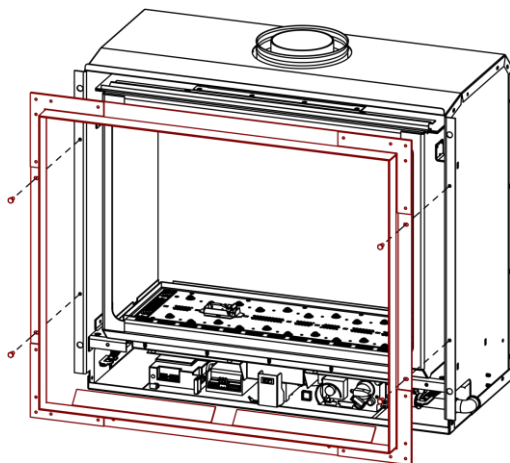
Fix the frameless built-in frame with 4 bolts to the appliance.



Place the incorporated anti-viewing lath at the underside of the appliance.



Leave a space of 2mm around the frame to absorb thermal expansion.



## 5.6 Removal of the Window Frame

### 5.6.1 Remove the Window Frame

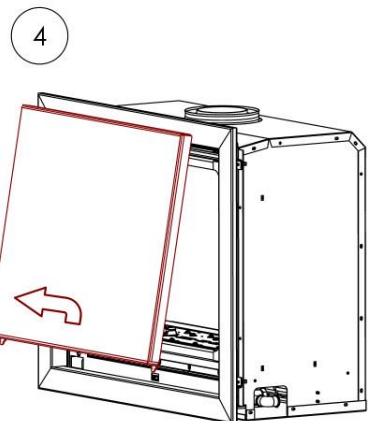
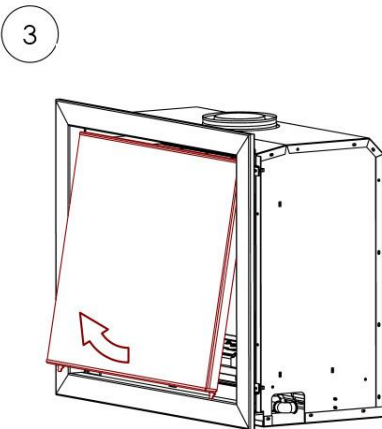
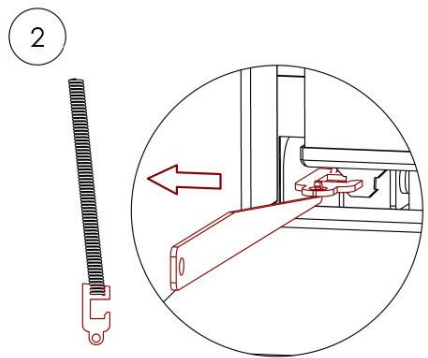
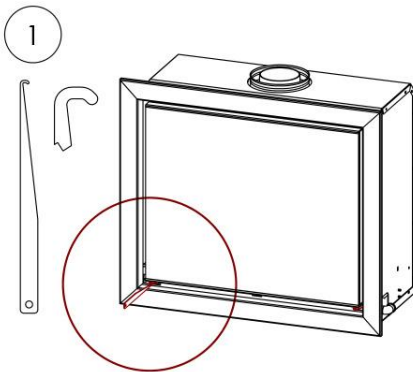
1. Unhook both springs left and right underneath the window with the supplied hook.
2. Pull the window frame down to you.
3. Lift the window off the top of the rill.

### 5.6.2 Mounting the Window Frame

1. Hang the window at the top over the rill.
2. Push the window frame down.
3. Hook both springs left and right underneath the window with the supplied hook.



After mounting, check if the window hangs over the rill!





## 5.7 Piping and Gas Connection

- Always follow the national standards for appliances on gas.
- Only metal piping (steel or copper) are allowed.
- At the end of the pipe in the vicinity of the appliance an approved shutoff valve is necessary to disconnect the appliance from the gas network.
- Check that there is no dust or dirt in the pipe before connecting it to the appliance so that the gas supply cannot block.
- Vent the supply pipe before connecting it to the appliance.
- Connect the gas shutoff valve and the appliance with a loose nut.
- The gas connection is provided with 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 higher than 450°C.
- The pressure loss on the pipes may not exceed 1 millibar.
- Only use bi-cone connections with thick-walled nuts, at least  $0.7 \times \varnothing$ . Inferior connections are very dangerous because the brass nut can crack over time and thus cause gas leakage.
- Avoid mechanical stress on the gas control block and pipes.

## 5.8 Flue Gas Systems



Only use original Well Straler concentric tubes of  $\varnothing 100$  internal and  $\varnothing 150$  externally. Our appliances are approved with these terminals and can thus only be used with these terminals. Well Straler can therefore not guarantee the proper functioning and safety if other pieces are used and cannot be held responsible in case of problems.



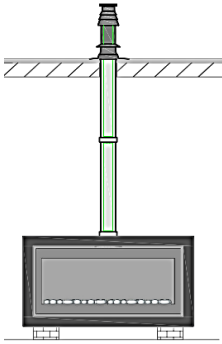
All elements of the air supply and the flue gas drainage must be at least 25 mm in each other and fastened with clamps or stainless steel Parker screws so they do not slide apart.

## 5.9 Connection Options

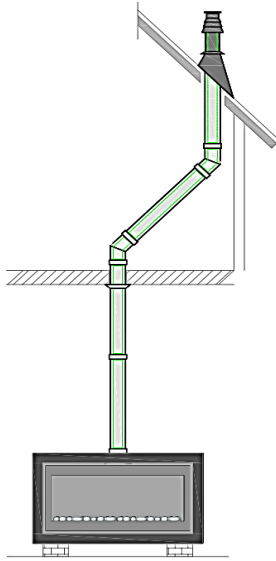
$C_{11}$ : Air supply and flue gas drain through a facade in the same pressure zone.

$C_{31}$ : Air supply and flue gas drain through a roof terminal in the same pressure zone.

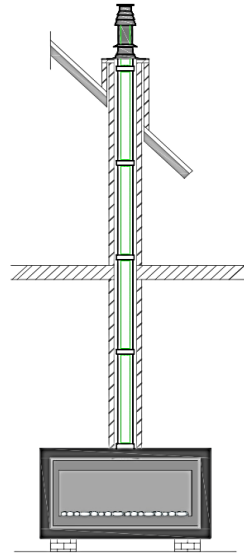
$C_{91}$ : Air supply and flue gas drain through a roof terminal in the same pressure zone, using an existing chimney with is equipped with a flexible for the flue gas drainage. Through the space between this flexible and the existing chimney fresh air is transported to the appliance.



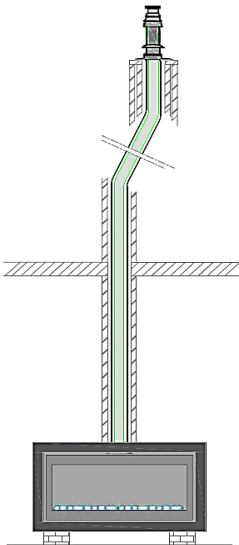
Fixed concentric  
tubes  
Flat roof ( $C_{31}$ )



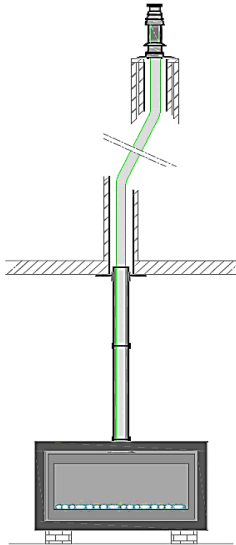
Fixed concentric  
tubes  
Sloping roof ( $C_{31}$ )



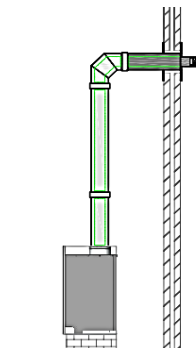
Fixed concentric  
tubes  
Right chimney channel ( $C_{31}$ )



Chimney channel  
with nod  
Flexible in flexible ( $C_{31}$ )



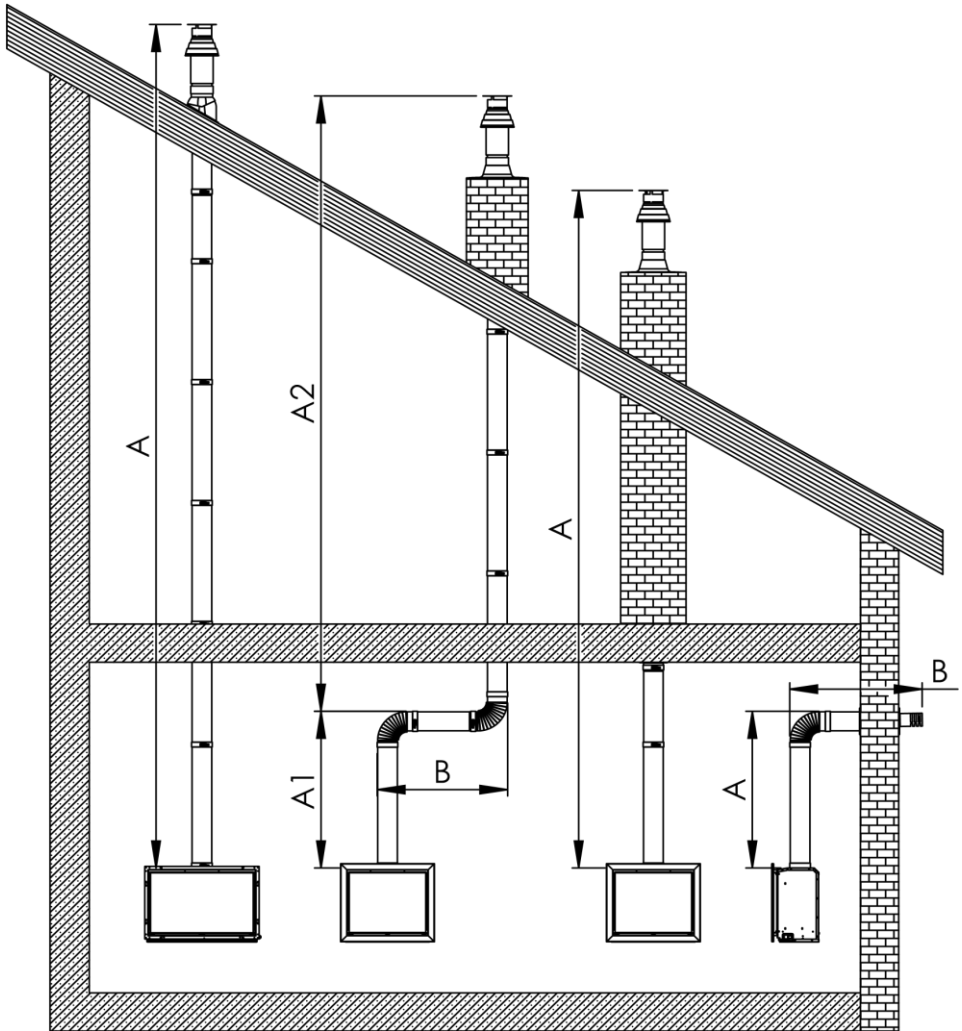
Chimney channel  
as air Supply  
Renovation ( $C_{91}$ )



Wall terminal  
( $C_{11}$ )

## 5.10 Construction Possibilities

The following figure gives an overview of the different types of connection (wall, chimney, Roof Terminal, Renovation). The conditions, minimum and maximum dimensions for the construction of the concentric piping system are also clearly indicated.



A = minimum 1m

A = maximum 15m

$A > B$

A1 = minimum 1m

$A1 + A2 > B$

$A1 + A2 + B = \text{maximum } 15\text{m}$

### 5.10.1 Roof Pass-Through Kit C31

The roof pass-through kit is used when the flue gas outlet discharges onto an inclined roof. These roof pas 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 with concentric tubes  $\varnothing 100 - \varnothing 150$  (fixed or flexible).



### 5.10.2 Placing a Roof Pass-Through Kit

1. Determine the location of the roof terminal. On a tile roof care must be taken with the kind of tile pans.
2. Make a hole from outside for the roof terminal. Make sure there is no chance of getting sawdust or dust in the appliance.
3. Place the wheaterslate steep lead.
4. Place the roof terminal gently from the outside through the roof.
5. Put the roof terminal right using a bubble level.
6. Insert the supplied mounting bracket to the roof terminal and attach it to the roof construction. Leave the mounting bracket free.
7. Build up the concentric flue gas system. Start from the appliance.
8. Firmly fix the mounting bracket.

### 5.10.3 Chimney Pass-Through Kit (C31)

The chimney pass-through kit is used when the flue gas drains into a flat roof or when using a chimney canal.

These roof pas terminals are suitable as combined feedings for the discharge of combustion gases and the supply of combustion air for closed gas-fired appliances. The connection is made with concentric tubes  $\varnothing 100 - \varnothing 150$  (fixed or flexible).




### 5.10.4 Placing a Chimney Pass-Through Kit

1. Determine the location of the chimney throughput. Consider the type of roof or chimney.
2. Make a hole from the outside for the chimney throughput. Make sure there is no chance of getting sawdust or dust in the appliance.
3. Place the Aluminium weatherslate.
4. Place the Roof terminal gently from the outside through the roof.
5. Put the roof terminal right using a bubble level.
6. Insert the supplied mounting bracket to the roof terminal and attach it to the roof construction. Leave the mounting bracket free.
7. Build up the concentric flue gas system. Start from the appliance.
8. Firmly fix the mounting bracket.

### 5.10.5 Wall Pass-Through Kit (C11)

Appliance	Diameter concentric tubing system C31,C91	Diameter concentric tubing system C11
ADIA 1 to 6 UNO	Ø100 – Ø150	Ø100 – Ø150
ADIA 1 to 5 DUO	Ø100 – Ø150	Ø100 – Ø150
ADIA 6 DUO	Ø100 – Ø150	Ø130 – Ø200

The wall pass-through kit is used when the flue gas outlet discharges to the outside via an outside wall. The wall terminals are suitable as combined drainage of the combustion gases and supply of combustion air for closed gas-fired appliances. The connection is done with concentric tubes Ø 100 – Ø 150 or Ø 130 – Ø 200 (fixed).

 **The ADIA 6 DUO needs to be connected with concentric tubes of Ø130 – Ø200 (fixed).**



### 5.10.6 Placing a Wall Pass-Through Kit

1. Determine the location of the wall terminal construction.
2. Make a hole for the wall terminal from the outside. Make sure there is no chance of getting sawdust or dust in the appliance.
3. Gently slide the wall terminal through the wall with the drain along the top. Adjust the length of the wall terminal to the wall thickness.
4. Place the wall terminal horizontally or slightly upward inclined outwards.
5. Screw the outside grille to the outside wall. Make sure that the grille is mounted with the outlet above.



6. Place the supplied finish plate onto the wall. Do not yet fasten the finish plate.
7. Build up the concentric system. Start at the appliance.
8. Fasten the finish plate.
9. Close the gap between the wall and the wall terminal with insulation material or cement to avoid cold outside air entering the room .

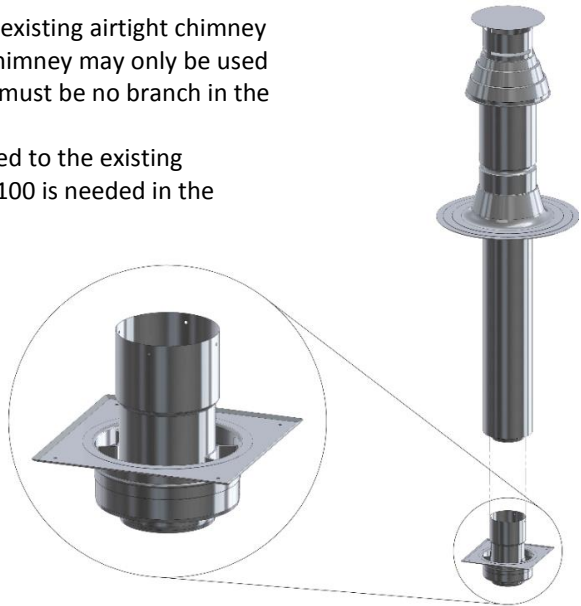
### 5.10.7 Renovation Kit (C91)

The renovation kit is used when an existing airtight chimney in good condition is present. This chimney may only be used to connect one appliance, so there must be no branch in the chimney.

The renovation connector is attached to the existing chimney. Only a flexible drain of  $\varnothing 100$  is needed in the existing chimney.

The space between the flexible and the existing chimney is used for fresh air to the appliance. The connection between the connector and the appliance is done with concentric tubes of  $\varnothing 100 - \varnothing 150$  (fixed or flexible).

The renovation kit consists of a chimney throughput and a renovation connector.

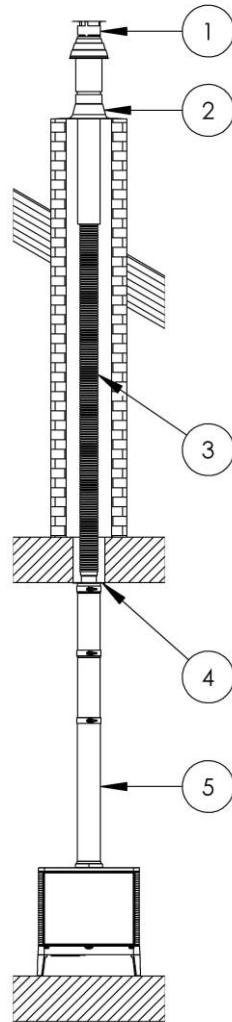


### 5.10.8 Placing a Renovation Kit

The minimum free distances of the existing chimney must be at least 150 x 150 mm and the chimney channel must be leak proof and clean. If the existing chimney channel was previously used for wood, coal or fuel oil, the channel must be thoroughly swept.

Put a flexible of  $\varnothing 100$  in the existing chimney, if the above conditions are met.

1. Place the aluminium wheaterslate on top of the chimney. Ensure an air-tight finish.
2. Attach the flexible to the roof throughput with a clamping ring or stainless steel Parker screws.
3. Carefully place the roof throughput from the outside through the wheaterslate.
4. Level the roof throughput right using a level and anchor the roof throughput with some stainless steel Parker screws to the wheaterslate.
5. Connect the bottom of the flexible to the renovation connector with stainless steel Parker screws.
6. Assemble the renovation connector airtight on the existing chimney channel.
7. Start at the appliance and work with concentric tubes from  $\varnothing 100 - \varnothing 150$  towards the renovation connector.



- 
- ① Chimney
  - ② Wheaterslate
  - ③ Flexible diameter  $\varnothing 100$
  - ④ Renovation connector
  - ⑤ Concentric tubing system  $\varnothing 100 - \varnothing 150$



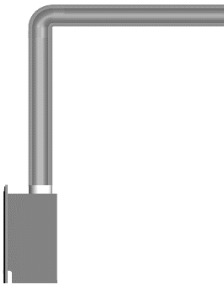
## 5.11 Construction of the Concentric Tubes

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

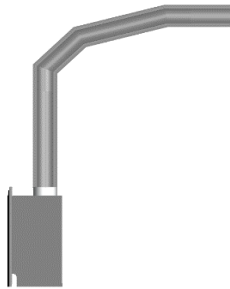


The total horizontal length of the system should never exceed the total vertical length!

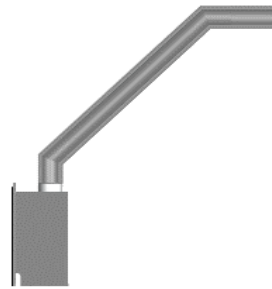
The figures below are ranked from least to most efficient.



A  
Good



B  
Better



C  
Best

- In figure A, one leaves vertically upward from the appliance until the height of the flue gas discharge is reached. There a bend of  $90^\circ$  is placed and then a horizontal tube to the outside.
- In figure B, one leaves vertically upward to a certain extent, after which one moves gradually with a bend of  $15^\circ$  to a horizontal tube that leads outward.
- In figure C, one leaves immediately from the appliance with a bend of  $45^\circ$ . At the outer wall a second bend of  $45^\circ$  is placed to reach the exit horizontally. This method produces the least possible resistance and is therefore the most appropriate.



Make sure that at large drain lengths the concentric tubes are fixed every two metres so their weight do not rest on the appliance.

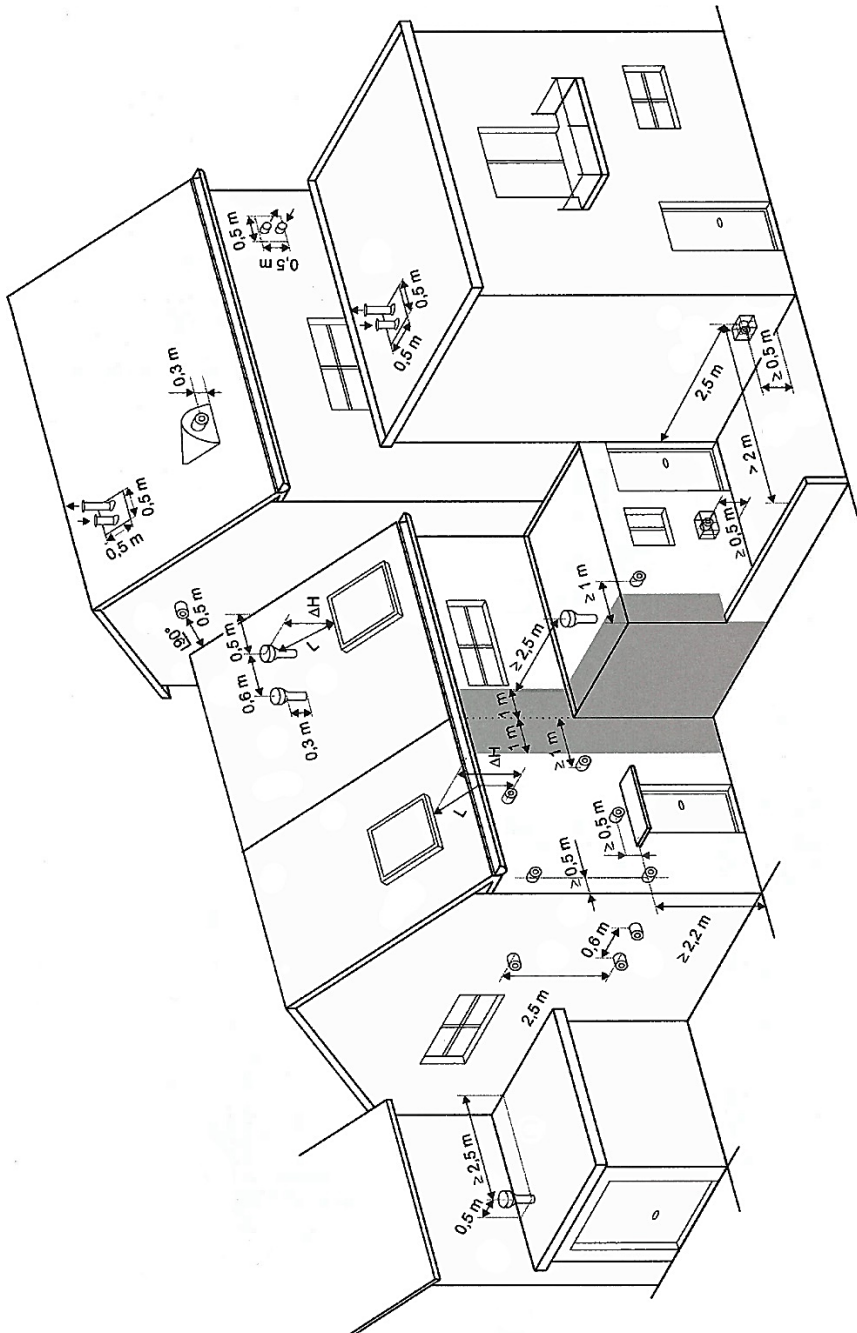


Start building up the concentric system from the appliance.



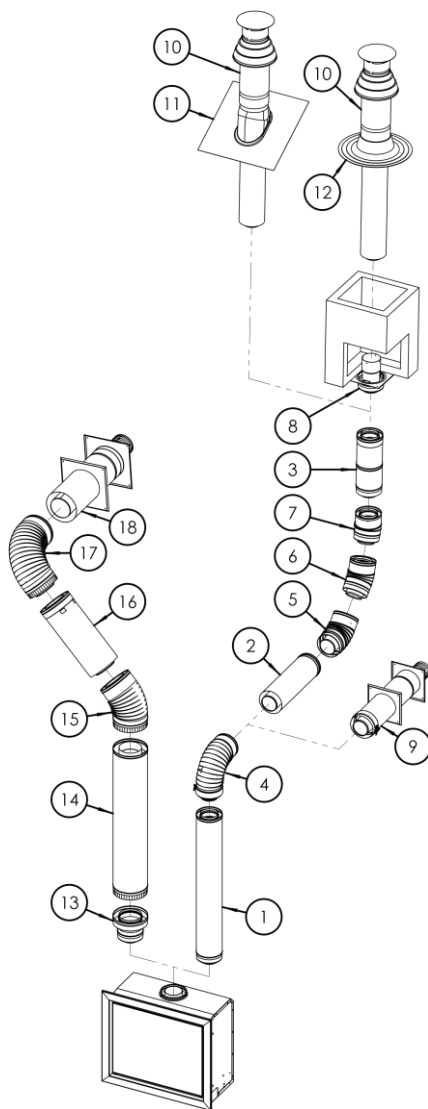
All elements of the air supply and the flue gas drainage must be at least 25 mm in each other and fastened with clamps or stainless steel Parker screws so they do not slide apart.

## 5.12 Directives for the Drainage of Flue Gases



## 5.13 Overview Concentric Parts


Ø 100 – Ø 150				
N °	Description	Alu	Antra	White
1	Tube 1 m	06010	06016	06041
2	Tube 0.5 m to cut	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 wheaterslate	06031		
12	Wheaterslate	06033	06035	
Ø130 – Ø200				
13	Connector Ø 100/Ø150 - Ø130/Ø200	06032		
14	Tube 1 m	06011		
15	Bend 45°	06008		
16	Tube 0.5 m to cut	06012		
17	Bend 90°	06009		
18	Wall terminal	06020		



All technical drawings of the concentric parts can be found on [www.wellstraleronline.be](http://www.wellstraleronline.be) just fill the reference number in the search field.


## 6 Initial set up


The appliance is equipped with a heat-resistant coating. During the first combustion hours, it is normal to have an odour because the lacquer is baked. This is harmless. Allow the appliance to burn for several hours and ventilate the space to eliminate the odour as quickly as possible.


 After a long period of standstill (summer period), make the appliance free of dust to avoid a nasty odour during the first combustion hours by accumulated dust.

## 7 Operation of your Appliance


### 7.1 Learn Remote Control Signal to Receiver

 Make sure that batteries are present in the remote control and the receiver is powered.

 The remote control supplied with your appliance was already taught to the receiver at the factory.

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

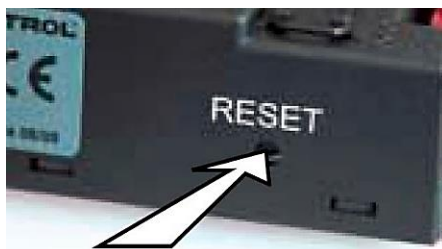
The receiver must be learned to the remote control. Synchronizing between the receiver and the remote control must be done only on first use.

1. Press and hold the receiver's reset key (see picture receiver) until you hear two beeps.
2. Unleash the reset key when hearing a second longer beep.
3. In the next 20 seconds, press the button  of the remote control.

Two short beeps will confirm that the code is set. "E000" appears on the remote control to confirm that the synchronization has been performed (see picture remote control). At the end of the synchronization, the current status of the gas fireplace is displayed on the remote control.



Remote control

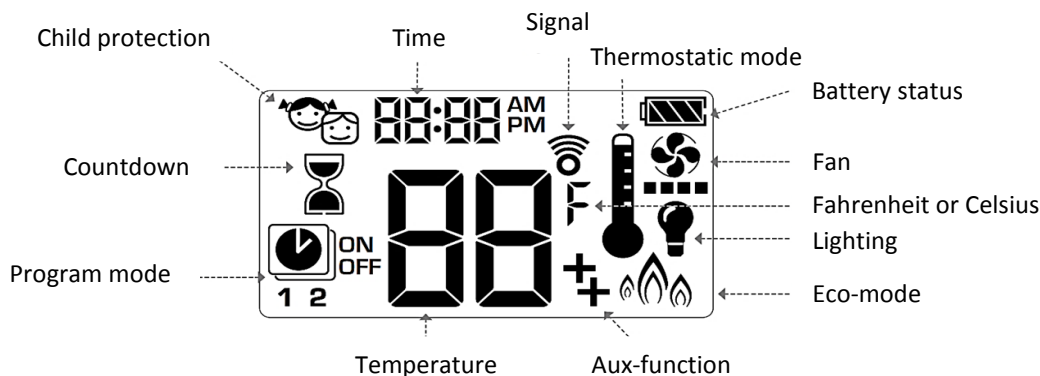


Receiver

**!** Both the receiver and the remote control will send and receive signals (bi-directional). The remote control and receiver synchronize status information every 10 seconds for the first 2 minutes thereafter every 4 to 6 minutes to 1 hour. Pressing a button on the remote control activates an instant synchronization.

**!** Metal in the vicinity of the receiver can significantly reduce the reception.

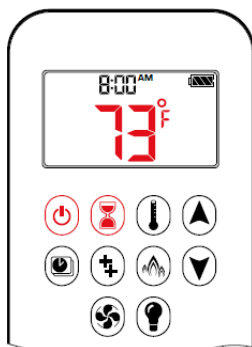
**!** The remote control and receiver must be kept at minimum 1 meter from electromagnetic sources (TV, Radio, PC). Repeated exposure to electromagnetic pulses will result in a reduced scope over time.





## 7.2 Location of the Remote Control

Since the remote control functions as a thermostat, it is important for proper operation that the remote control is placed outside the immediate vicinity of direct heat sources; and not in direct sunlight, as this will affect the temperature measurement.

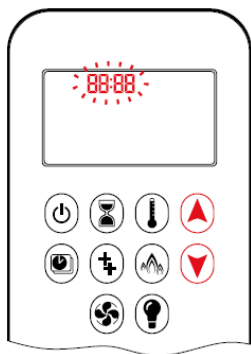
## 7.3 Set up Fahrenheit or Celsius



To switch between °C and °F, press simultaneously on the buttons  And .

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

## 7.4 Set up Day and Time



1. Press the buttons ▲ and ▼ simultaneously. The **day** will blink.
2. Press the button ▲ or ▼ 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 buttons ▲ and ▼ simultaneously. The **Hour** will blink.
4. To select the hour, press the button ▲ or ▼.
5. Press the buttons ▲ and ▼ simultaneously. The **Minutes** will Blink.
6. To select the minutes, press the button ▲ or ▼.
7. To confirm, press the buttons the ▲ and ▼ simultaneously or wait.

## 7.5 Child Lock



### Enable:

To activate: press the buttons ☺ and ▼ simultaneously.

☹ is displayed and the remote control will no longer be able to be operated (unless the Child lock is turned off).

### Disable:

To deactivate: press the buttons ☺ and ▼ Simultaneously. ☹ disappears.

## 7.6 Manual Mode




1. Press the button ☺ until you hear two short beeps and see a series of lines blinking. This means that the ignite process has started.
2. Release the button.


The gas from the burner will begin to flow once the pilot flame is ignited. The remote control automatically switches to manual mode after the main burner is ignited.

(See 7.17 for two button ignition)

### 7.6.1 Set Flame Height





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


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

### 7.6.2 Set Low Fire

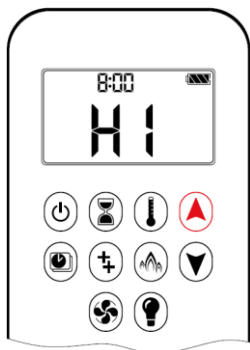



 To unlock the "**low position**" and the "**high position**" double-click so the backlight of the remote control lights up.

For the **Low position** double-click on the  button.  
**Lo** Appears.

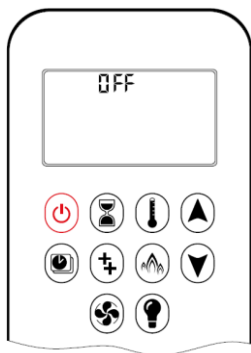
 The flame is raised first and then goes to the low position.

### 7.6.3 Set High Fire



For the **High position** double-click on the  button.  
**Hi** Appears.

## 7.6.4 Shutting off the Appliance



Press the  button to switch off.



You must wait at least 5 minutes before reigniting 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 Countdown Timer




### Set up:

1. Press the button  and keep it pressed until  appears and the **Hours** will blink
2. To select the hour, press the button  or .
3. Press the button  to confirm. The **Minutes** will blink.
4. To select the minutes, press the button  or .
5. To confirm, press the button  or wait.

### Shut off:

Press the button .

 and the countdown timer disappear.



After the countdown time expires, the appliance is turned off.

The countdown timer only works in the modes **Manually**, **Thermostatic** And **Eco**.

The maximal countdown time is 9 hours and 50 minutes.



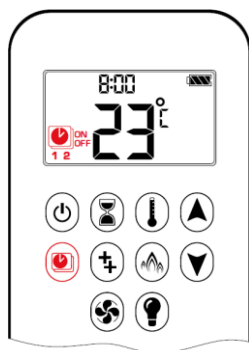
## 7.8 Operating Modes

### Thermostatic mode:



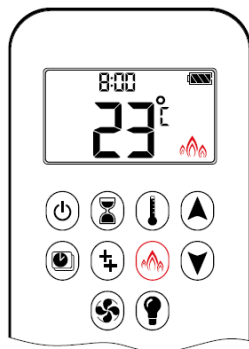
The room temperature is measured and compared with the temperature set. The flame height is then automatically adjusted to reach the set temperature.

### Program mode:



Programs 1 and 2 can both be programmed to enable and disable them 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 of time. If the room temperature is higher than the temperature set, the flame stays low for a longer period of time. A cycle takes about 20 minutes.

## 7.9 Thermostatic Mode








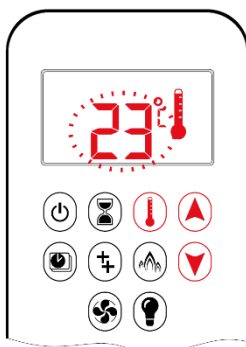
### Set up:

Press the button .






 will appear and the set temperature will shortly appear, after this the room temperature will be shown.

### Shut off:

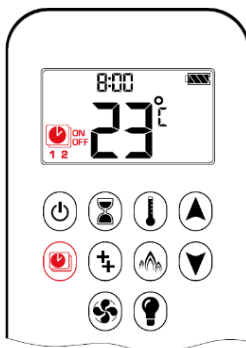
1. Press the button .
2. Press the button  or  to select the **Manual mode**.
3. Press the button  to select the **Program mode**.
4. Press the button  to select the **Eco mode**.




### Setting temperature:


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

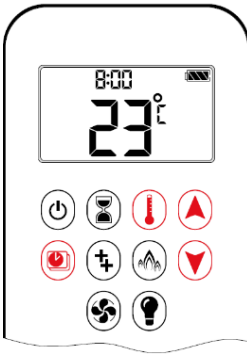
## 7.10 Program Mode








### Set up:

Press the button .

, 1 or 2, **ON** or **Off** will appear.



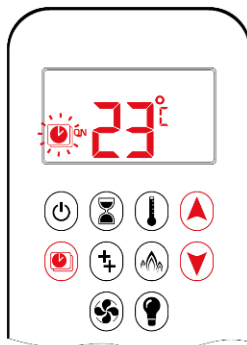
### Shut off:

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










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

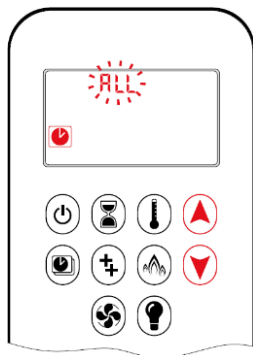


### Setting temperature:

1. Press the button  and press and hold it until  blinks. **ON** and the set temperature (set in thermostatic mode) will appear.
2. To continue, press the button  or wait. , **Off** appears and the temperature blinks.
3. Select the power off temperature by pressing the  or .
4. Press the button  to confirm.



The set temperatures for the switch-on temperature (thermostatic) and shut off temperature are the same for every day.

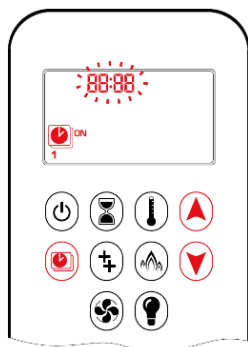


### Set Day:

5. **ALL** blinks.

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

6. Press the button ⌚ to confirm.



### Set up time ("ALL")

7. ⌚, **1**, **ON** will appear **ALL** appears momentarily and the **Hours** will blink.

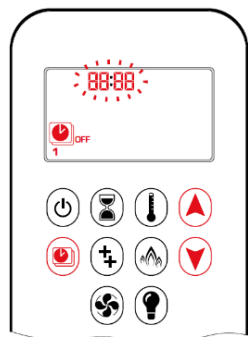
8. To select the hour, press the button ▲ or ▼.

9. Press the button ⌚ to confirm.

⌚, **1**, **ON** appear **ALL** appears momentarily and the **Minutes** will blink.

10. To select the minutes, press the button ▲ Or ▼.

11. Press the button ⌚ to confirm.



### Set the shutdown time ("ALL")

12. ⌚, **1**, **Off** appears **ALL** appears momentarily and the **Hours** will blink.

13. To select the hour, press the button ▲ or ▼.

14. Press the button ⌚ to confirm.

⌚, **1**, **Off** appears **ALL** appears momentarily and the **Minutes** blink.

15. To select the minutes, press the button ▲ or ▼.


16. Press the button ⌚ to confirm.



You can proceed to Programme 2 and set the set up and shut off times for the second period, or stop programming program 2 is then deactivated.



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

 If ALL, SA: SU or a day are programmed for the switching on and off times of Program 1 and Program 2, these are the new default times. To change the timings and temperatures for switching on and off Program 1 and Program 2 You must remove the batteries.

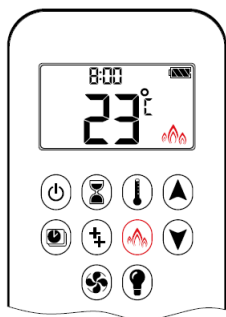
**SA: SU or Day timer (1, 2, 3, 4, 5, 6, 7) selected:**

The power-on/off time are the same for all days of the week follow the procedure as "**ALL Selected**"(above).


**SA: SU:** Set the power on and off time for both Saturday and Sunday.

**Good bye Timer:** You can set individual power-on and off times for one weekday, for several weekdays, or for all weekdays. Wait to finish the setting.

## 7.11 Eco Mode "Eco Wave"




**Set up:**

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

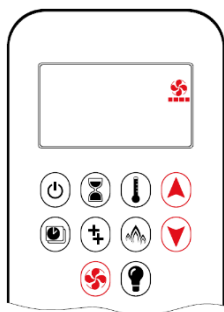
 appears.

**Shut off:**

Press the button .



 disappears.



## 7.12 Fan






The circulation fan has four speeds ranges from low (1 bar) to high (4 bars).

**Set up:**

1. Press  and hold to  flashes.

2. Press  to increase the fan speed button  to reduce the fan speed.

3. To confirm the setting, press the button  or wait until  stops flashing.

 The fan will automatically start 4 minutes after ignition at maximum speed, and will go to the last set level after 10 seconds. The fan will stop 10 minutes after turning off the gas or switching to the pilot. The fan can never be completely switched off, to prevent overheating of the electronics.

## 7.13 Operation by an External Source

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

### Ignition:

Close contact 1 and 3 simultaneously for 1 second.

### High fire:

Close contact 1. The contact must be closed for 12 seconds to turn the motor of the gas block from end stop to end.

### Low fire/Pilot Flame:

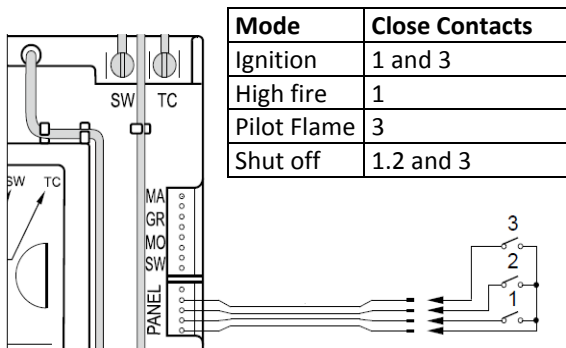
Close contact 3. The contact must be closed for 12 seconds to turn the gas block from end stop to end.

### Shut off:

Close contacts 1,2 and 3 simultaneously for 1 second.

### Possible operation 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 on **Manual mode**. If the remote control is set to the **Thermostatic mode** the remote control will have priority over the external source.

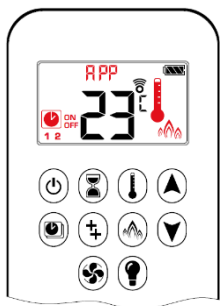


## 7.14 My Fire App

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



before the app can be put into use, a **Wi-Fi Kit** needs to be connected to the receiver.



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

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

## 7.15 Automatic Reduction of the Appliance

### 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 altered for 3 hours. The fireplace will function normally once the communication has been restored.

### Receiver Overheat :

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.

## 7.16 Automatic Shutdown

### Batteries Receiver

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

### Extinguish of the pilot flame after longer inactivity

This ecological function stops the gas consumption by automatically disabling the pilot flame when the appliance is inactive for a longer period of time. Due to this, the gas consumption can be reduced and therefore the costs can be reduced.

## 7.17 Replacing the Batteries of the Remote Control

1. Slide open the rear end of the remote control.
2. Remove the old batteries and place 2 new **AAA** batteries. Avoid short circuits between batteries and metal objects. and make attention to the "+" and "-" poles of the batteries and the holder.
3. Close the lid.



Batteries are covered by "small chemical waste" and should not be disposed with the garbage.



### 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.

- Take off the external housing and remove the dust from the combustion chamber with a damp cloth. This is always done on a cooled appliance.
- Clean the chimney every year, especially when coal or oil heaters have burned.
- Allow a professional to perform an annual maintenance to ensure the proper functioning of the appliance.



Always close the gas shutoff valve during maintenance.

An annual maintenance includes:

- Checking that the point of the thermocouple is not damaged.
- Checking whether 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 burner.
  - Checking if the pilot flame is well regulated.
  - Checking the Ignition of the main burner, **It must be fast and silent.**
  - Checking the operation of the thermostat.
- Checking the supply and flue gases drainage.
- Removing the deposit on the inside of the window with a damp cloth or a non-scratchy cleaning agent.

Each gas contains additives to detect gas in case of leakage. These additives leave a white deposit in the appliance upon burning this is why the glass should regularly be cleaned. The speed of contamination by this additive depends on the humidity and the chimney pull.
- Replace an broken or cracked window.
- Make the fan dust-free.



Only use original Well Straler parts.



Always check the gas tightness after repairs or maintenance.



## 9 Problem Solver

1. There is a prolonged beep during the ignition cycle.	The On/Off switch (below the window) is 0.	Set the switch (if present) to 1.
	There is a bad contact in the circuit of the thermocouple.	Restore the contact.
2. There is no gas on the pilot flame during the ignition cycle.	The gas circuit is closed.	Open the gas.
	The pilot injector is clogged.	Clean or replace the pilot injector.
	The pilot control screw is closed.	Unscrew the screw.
	There is an internal disturbance in the gas valve.	Replace the gas valve.
	The control is defective.	Replace the control.
	There is a bad contact in the wiring.	Check the wiring and repair it.
3. There is no spark on the pilot flame during the ignition cycle.	The spark plug cable is loose.	Fasten 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 large.	Fold the spark plug (ideal distance = 3 mm).
	The control is defective.	Replace the control.
4. The pilot flame does not turn on.	There is an erroneous spark transition.	Fold the pilot cup (horizontally or slightly upward).
	There is air in the pipeline (no gas present)	Vent the gas pipeline.
	The pilot flame is polluted.	Clean the pilot burner with compressed air.
	There is a trip on the pilot flame.	Check the seals, shield the pilot flame.
5. The pilot flame extinguishes 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 or insufficiently in the flame.	Place the thermocouple deeper and/or pleat the pilot cup (horizontally or slightly upward).
	The pilot flame is too small.	Adjust the pilot flame. Place a larger injector if necessary.
	The pilot flame is polluted.	Clean the pilot burner with compressed air.
	The electromagnet is defective.	Replace the electromagnet.

6. The pilot flame burns but the main burner does not turn on.	The flow control screw is closed.	Unscrew the line screw.
	The burner pressure is insufficient.	Adjust the burner pressure correctly.
	The injector is clogged.	Clean the Injector.
	There is an internal disturbance in the gas valve.	Replace the gas valve <b>Immediately!</b>
	The control is defective.	Replace the control.
7. The gas valve is open and there is immediately gas on the pilot flame.	The valve of the electromagnet is contaminated.	Clean or replace the electromagnet.
	There is an internal disturbance in the gas valve.	Replace the gas valve <b>Immediately!</b>
8. The Thermostat faucet is close and yet there is gas on burner.	The valve of the electromagnet is contaminated.	Clean or replace the electromagnet.
	There is an internal disturbance in the gas valve.	Replace the gas valve <b>Immediately!</b>
9. The flames are too small.	The pre pression is too low.	Check the pre pression.
	The burner pressure is too low.	Adjust the burner pressure correctly.
	There is dirt in the injector.	Clean the injector.
	An incorrect gas is used.	Check the gas (red lacquer = natural gas, green lacquer = propane).
10. There is no maximal position .	The gas valve is not well-regulated.	Adjust the gas valve correctly.
	The control is defective.	Replace the control.
	There is an internal disturbance in the gas Valve.	Replace the gas valve <b>Immediately!</b>
	There is a bad contact in the receiver.	Replace the receiver.
11. The Flames are long and yellow and there is soot formation.	The burner is polluted.	Clean the burner with compressed air.
	An incorrect gas is used.	Check the gas (red lacquer = natural gas, green lacquer = propane).
12. There is a whistle tone while burning.	There is a burr in the Injector.	Remove the burr.
	The low position is incorrectly regulated (resonance).	Adjust the low position correctly.

13. Burn-in of the appliance (flame on burner injector)	The weld of the burner is torn.	Replace the burner.
	The burner is clogged.	Clean or replace the burner.
	The low position control screw is closed.	Adjust the low position screw correctly.
14. There is explosion when igniting.	The low position control screw is closed.	Adjust the low position screw correctly.
	The pilot flame is too small.	Clean or regulate the pilot flame.
	The burner is polluted.	Clean the burner with compressed air.
15. The appliance shuts off completely.	The thermocouple is not or insufficient in the pilot flame.	Place the thermocouple deeper and/or pleat 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 too high.	Adjust the burner pressure correctly.
	The window is open	Place the window correctly.
	The concentric tubing system is not placed according to the instructions.	Check the placement 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.
16. When igniting the pilot flame, there is immediately gas on the main burner.	There is an internal disturbance in the gas valve.	Replace the gas valve <b>immediately!</b>
17. In The corners there are no or floating flames.	The exhaust gases cannot leave.	Check the placement of the concentric tubing system.
	The window is open	Place the window correctly.
18. The controller is OFF, but the unit remains lit.	There is dirt in the gas valve.	Replace the valve <b>immediately!</b>
	There is no connection between the remote control and the receiver.	See point 19

19. 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) empty.	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, game console, wireless speakers, wireless weather station...).	Trace the source of disturbance and switch it off.
	The remote control is out of reach of the receiver.	Bring the remote control closer to the appliance.
20. The receiver's housing is melted.	The window is not properly sealed.	Place the window correctly.
	The seal between the window and the combustion chamber is damaged.	Check or replace the seal.
	There is no ventilation	Ventilator defect
21. The appliance switches to pilot flame mode unsolicited. This indicates that the receiver is overheating.	The window is not properly sealed.	Close the window better.
	The ventilation openings are sealed.	Clear the ventilation openings.
	Fan defective	Replace fan
	Fan blocked	Free fan
	Fan turns to slowly due to pollution	Clean fan
22. The appliance burns with short blue flames.	The air regulation has not been adjusted correctly.	Adjust the air control.
	There is too little gas on the appliance.	Check the pre pression and burner pressure.
23. The burner burns too yellow.	The wood set is placed incorrectly.	Place the wood set correctly (see picture in manual).
	The air vents are set incorrectly.	Enlarges the air vents.
	The burner is polluted.	Clean the burner with compressed air

24. The burner does not ignite smoothly.	The small position is too small.	Adjust the small position correctly.
	The pilot flame is too small.	Clean or regulate the pilot flame.
	The pilot flame is hindered.	Clear the pilot flame.
	The wood set is placed incorrectly.	Place the wood set correctly (see picture at wood set).
	The burner openings are clogged.	Clean the burner with compressed air
25. The window becomes dirty after a short burn time.	An incorrect gas is used.	Check the gas (red lacquer = natural gas, green lacquer = propane).
	The burner is polluted.	Clean the burner with compressed air
	The pre pressure or burner pressure is too high.	Check the pre pression and adjust it.
	The wood set is placed incorrectly.	Place the wood set correctly.
26. The burner makes a popping noise on a small tooth.	The burner decoration is not well distributed.	Rearrange the burner decoration collect.
	The small position is too small.	Adjust the small position.
27. Fan not working	No voltage	Check plug in socket, voltage on wall socket, green connection clamp properly plugged in
	Fault in wiring	Checking wiring + repair
	Engine/fan polluted	Cleaning if possible, otherwise replaced
	Fan motor malfunction	Fully replaced fan
	Faulty fan control	Replacing fan control
28. Fan works with 1 speed	Engine/fan polluted	Clean if possible, otherwise replace
	Faulty fan control	Replacing fan control
29. Fan keeps working	Device is not ignited in time: fan waits for heat that does not come and continues to blow.	Reset receiver (press reset button)
	Accidental shut off of the pilot flame	Re-igniting the pilot flame
	End loop switch not ratified when moving to pilot mode	When switched to pilot mode continue pressing button until engine stops
30. Fan makes noise	Fan polluted	Fan cleaning
	Bearings or rotor worn out	Replace fan

## 10 Failure codes

Failure code	Display duration	Symptom	Possible cause
F04	4 sec.	<ul style="list-style-type: none"> <li>• No pilot flame within 30 sec..</li> <li>• NOTE: after 3 failed ignition sequences F06 shown</li> </ul>	<ul style="list-style-type: none"> <li>• No gas supply</li> <li>• Air in pilot supply line</li> <li>• No spark</li> <li>• Reversed polarity in thermocouple wiring</li> </ul>
F06	4 sec.	<ul style="list-style-type: none"> <li>• 3 failed ignition sequences within 5 minutes</li> <li>• Fire is not responding; no pilot flame</li> </ul>	<ul style="list-style-type: none"> <li>• No gas supply</li> <li>• Air in pilot supply line</li> <li>• No spark</li> <li>• Reversed polarity in thermocouple wiring</li> <li>• Check for correct pilot orifice (LPG to NG or vice versa)</li> </ul>
F07	Until batteries are replaced	<ul style="list-style-type: none"> <li>• Battery icon flashes on handset display</li> </ul>	<ul style="list-style-type: none"> <li>• Low battery power in handset</li> </ul>
F09	4 sec.	<ul style="list-style-type: none"> <li>• Fire is not responding</li> <li>• No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>• Down arrow button was not pressed during pairing</li> <li>• Receiver and handset are not synced</li> </ul>
F46	4 sec.	<ul style="list-style-type: none"> <li>• Fire is not responding</li> <li>• Intermittent response</li> <li>• No electronic control of fire</li> </ul>	<ul style="list-style-type: none"> <li>• No or bad connection between Receiver and handset</li> <li>• No power at receiver (batteries low)</li> <li>• Low communication range (mains adaptor faulty, handset not communicating with receiver)</li> </ul>


## 11 Warranty


The warranty applies only to any construction fault in the case of appliances placed by an approved professional. The warranty is valid for two years beginning from the date of delivery and is limited to the simply exchange of parts recognised defective by our technical service, excluding any compensation or interest. The costs of displacement and work hours are borne by the consumer. The warranty is void if the appliance:

- Has been poorly maintained
- Was used incorrectly
- If the appliance has been damaged by an accident or disaster
- Was repaired by unauthorized persons.

The warranty does not cover the following:

- Replacing fragile parts or pieces that have come into contact with the fire
- Replacing glass

 Any complaints will only be processed through the supplier/professional installer. The appliance must be checked for errors or damage when the packaging is opened. In case of damage, the appliance may not be placed. Well Straler is not responsible for any extra costs if a damaged appliance is placed anyway.

 Technical interventions from the factory are limited to the intervention to the end customer when the seller or professional installer finds a production error during the warranty period. The seller or professional is in charge of the after-sales service and for the maintenance of its customers.

## 12 Decommissioning and Discarding

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