

IFT-RC400

IFT-RC400 IntelliFire Touch Remote Control

Model: 2564-110

User Manual

Introduction

This user manual serves as a quick reference to the screen, functions and indicators on your IntelliFire Touch Remote control.

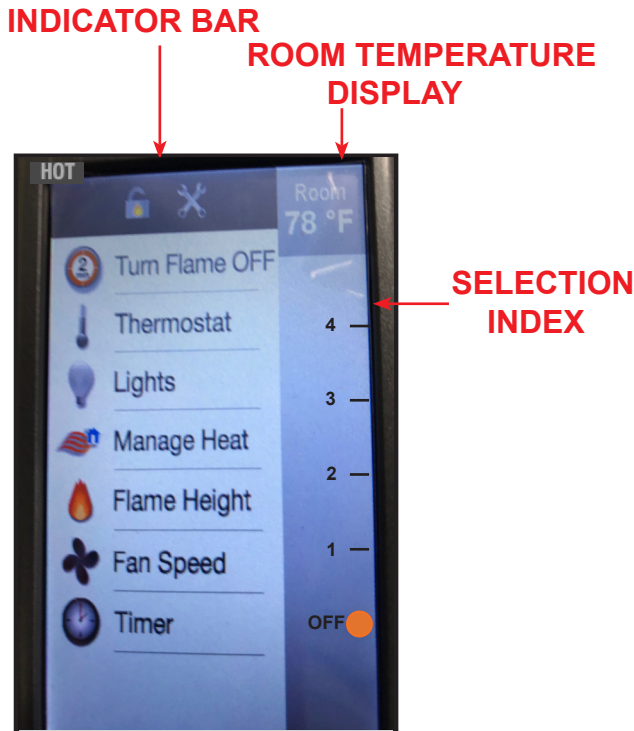
Thermostat

You can set and maintain your desired room temperature with the thermostat function. This function automatically adjusts your appliance to maintain the desired set temperature (ST).

To achieve the most accurate thermostat function, place your remote control in the same general space that you want to have the temperature controlled by your appliance. For best results, keep your remote control away from direct radiant heat from the appliance, adjacent windows and doors, HVAC vents, and direct sunlight.

To use the thermostat function, access the main menu screen on your remote, and select thermostat. Next, select your desired set temperature and press SET to confirm the setting. The actual room temperature (RT), measured by your remote control, will be displayed in the upper right corner of the main menu screen. To turn the thermostat function off, select thermostat on the main menu screen and select OFF in the bottom left corner of the temperature setting screen.

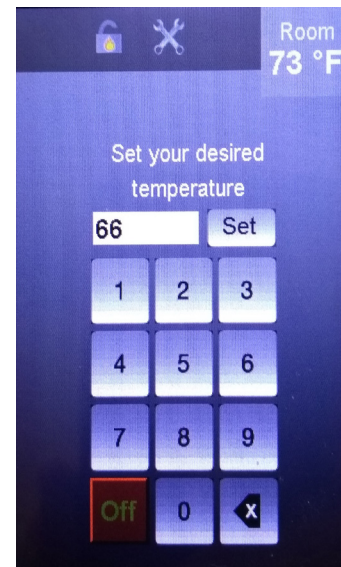
SCREEN



FUNCTIONS

Turn Flame On/Off

Toggle this function to turn ON or OFF your appliance.



The thermostat function will automatically adjust the flame height based on the difference between the RT and the ST. As the RT rises closer to the ST, the flame height will automatically adjust down.

During thermostat use, you will not be able to set your desired flame height level. Your appliance will automatically adjust flame height based on the difference between the RT and ST.

FUNCTIONS

Thermostat with Heat Management

If your appliance is using any of the HM1-HM4 ports on the IFT-PACM the remote control will adjust the flame height and blower settings to better maintain a consistent heating value.

Flame Height

You can set your desired flame height level to affect the ambiance and control the heat output.

Your appliance will remember the previous flame height setting and adjust the flame to that level 10 seconds after start.

Timer

For your convenience a timer can be set up to 180 minutes to turn off your appliance. The timer will turn the flame off automatically at the selected preset time.

To use the timer function, press "Timer" on the main screen, select time by using up and down arrows, then press ON. To turn the timer off, select timer from main screen and select OFF.

Child Lock

A child lock is available underneath the battery cover. When the lock is enabled, the screen will lock and no functions can be selected. The lock icon will appear on the remote control.

Lights*

If your appliance is equipped with lighting features, use this function to adjust them to your desired intensity. The lights can be adjusted whether the flame is on or off.

Realistic Ember Bed

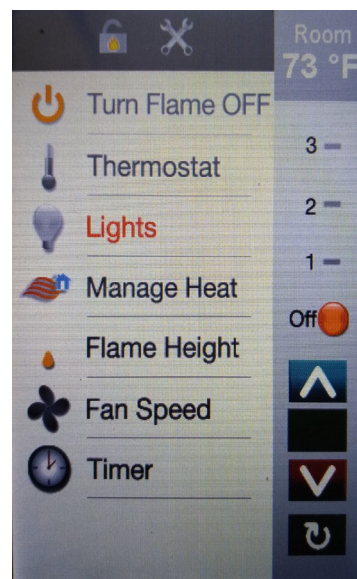
If your appliance is equipped with the realistic ember bed, you can use this function when appliance is on and when appliance is off you can adjust the standard interior lighting.

Crystal Whites

If your appliance is equipped with the white strip LED lights, you can use this function to adjust the desired intensity when appliance is on or off.

RGB Lights

If your appliance is equipped with the RGB lights, you can use this function to adjust the desired intensity when appliance is on or off. You will also be able to select one of the seven colors or select a scrolling color spectrum of the seven colors.



Heat Management

HM1

If your appliance is a Primo or has Smart Wall option and you are using the Heat-Zone option it would be connected to the HM1. HM1 will automatically turn on the heat zones when the IFT-ECM tells the heat zone to turn on. There is no fan speed adjustment on the HM1.

HM2

If your appliance is a Primo and you wanted to have a Heat-Out option, it would be connected to HM2. This IFT-ECM will automatically turn on the HM2 if no accessory is connected to the HM1 port. If you have both HM1 and HM2 with proper accessories, you can go back and forth between HM1 and HM2. It will always start on HM1, there is no fan speed adjustment on the HM2.

HM3

If your appliance has an adjustable Heat-Zone option, it would be connected to the HM3 port. This port will give the customer the ability to adjust the Heat-Out three speeds and on or off.

HM4

If your appliance has an adjustable Heat-Out option, it would be connected to the HM4 port. This port will give the customer the ability to adjust the Heat-Out three speeds and on or off.

FUNCTIONS

Fan Speed*



If your appliance is equipped with the fan feature, use this function to increase or decrease the amount of heat released into your room. A built-in delay timer will turn the fan on three minutes after your appliance has been running to prevent cool air from being pushed into the room. If the flame is turned off with the fan ON, the fan will continue to run for 12 minutes then shutdown as long as the flame stays off.

Your appliance will remember the previous fan speed setting and automatically adjust to that level 3 minutes after start-up.

Power Vent*



Power Vent technology makes it possible to install a gas appliance virtually anywhere. The Power Vent is a fan powered accessory that pulls exhaust from the appliance providing longer and more flexible venting configurations. A Power Vent is a standard accessory on some products and an option on others. When a Power Vent is detected, a pre-purge of 120 seconds is automatically required. During this time, the power icon is temporarily replaced with 2min, 90s, 60s, and 30s, denoting the countdown until the appliance turns on. All other functions, except for TURN FLAME OFF are disabled during this time.

The Power Vent is always ON when the flame is ON. When the flame is turned off, a post-purge time of approximately 20 minutes will occur.

Cold-climate function and battery backup are disabled if a Power Vent is used.

IFT Wi-Fi Module (IFT-WFM) Reset

If the IFT-ECM is equipped with the IFT-WFM, the IFT-RC400 can be used to reset the IFT-WFM to factory default settings.

To reset the IFT-WFM with the IFT-RC400, while the IFT-RC400 screen is active, press and hold the “P” button on the back of RC400 remote control with a pin for 10 seconds to reset the IFT-WFM. The IFT-ECM will beep and reset the IFT-WFM.

INDICATORS

Temperature Display



You can toggle the temperature display between °F and °C by tapping on the Room Temperature display.

HOT



This indicates that the appliance is still hot for 20 minutes after the appliance is turned off.

Diagnostics Menu



Tap anywhere in the gray indicator bar area to display all functions below. When red, it indicates an error has been detected.

Cold Climate



This function turns on a small pilot flame and keeps the air inside your appliance warm while not in use. It is a useful feature in colder weather to minimize condensation on the appliance glass.

Note: This feature is disabled when a Power Vent is installed on the appliance.

Note: The continuous pilot will automatically turn OFF after 166 hours if appliance is not actively used. If Flame ON is activated before 166 hours, the automatic timer will re-start.

Remote Control Battery



Remote control battery life indicator. If the batteries on your remote are low, a notification will display on the screen asking you to ‘Replace Remote Batteries’ or ‘Must Replace Remote Batteries to Operate Appliance’.

Refer to Replace Remote Batteries Section.

Note: To extend the time between replacing batteries, Lithium Ion and rechargeable NiMH AAA batteries can be used.

* = Optional Feature

INDICATORS

Backup Battery



The battery life indicator is for a backup power source for the IFT-ECM located inside your appliance. It is intended to operate the appliance in the event of a power failure. Consult your owner's manual for your appliance on how to utilize this feature.

Batteries should only be used as an appliance power source in the event of a power outage. Batteries should not be used as a primary long-term power source.

Note: Battery backup is not available if a Power Vent is installed.

Pairing



When the pairing icon is green, it indicates that the remote is paired to your appliance and can operate it. If the pairing icon is gray, the RC400 is not paired to an IFT-ECM. Please contact your dealer and report this issue.

Call Dealer - Pilot Flame Error



Your appliance has been disabled. Please contact your dealer and report this issue. Refer to troubleshooting guide.

Call Dealer - Appliance Safely disabled



Your appliance has been disabled. Please contact your dealer and report this issue.

Call Dealer - Power Vent Error



Your appliance has detected that an accessory is not functional. Please contact your dealer to report this issue.

Call Dealer - Heat Management Error



Your appliance has detected that a heat management blower or fan is not functional. Please contact your dealer and report this issue.

Call Dealer - Smart Wall Error



Your appliance has detected a smart wall system failure. Please contact your dealer and report this issue.

**Sorry your appliance did not start.
Try again by pressing Flame On.**



Your appliance did not start during the last Flame On command. Verify that you have power and gas to your appliance. Press the Turn Flame ON icon again, verify that the appliance accepts command with an audible beep, and turns on the flame within 90 seconds.

Fan will turn on within 3 minutes



Your appliance has a built-in delay that prevents the fan from operating within the first 3 minutes of operating the appliance. This allows the air to be heated to a comfortable temperature before the fan circulates it.

Remote Control Communication Error



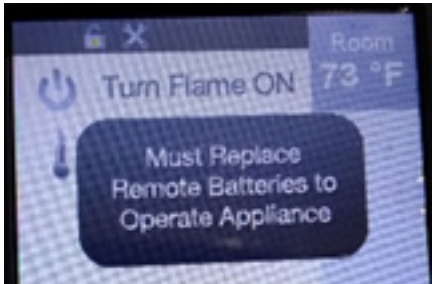
Your remote control is not able to communicate with your appliance. Verify that you have power to your appliance. If there is a power outage, verify that appliance battery backup is fitted with new batteries. After taking these actions, communication can be re-established by pressing the screen to activate the remote control. It may take several minutes for remote control to re-establish pairing.

INDICATORS

Replace Remote Batteries OR



Must Replace Remote Batteries to Operate Appliance



Your remote batteries are low. Recommend immediate replacement before using remote to control appliance.

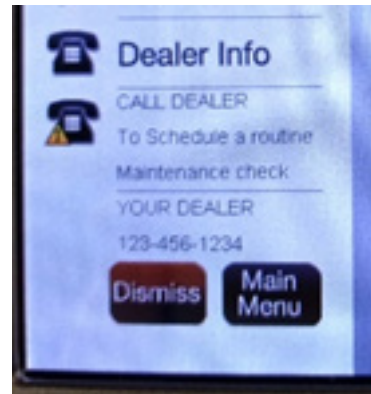
1. Set the RC400 face down on flat surface when installing batteries. DO NOT touch the screen during battery installation or removal.
2. Remove the battery cover from the back of the IFT-RC400 and install the four AAA batteries in the proper orientation marked in the battery cavity. Ensure the child lock switch adjacent to the battery cavity is in the UNLOCKED position. See Figure 1.

Maintenance



Your appliance will remind you to schedule routine service after 300 hours of Flame ON time is accumulated. Please contact your dealer for a 300 hour inspection to ensure your appliance is operating at peak performance.

To reset the 300-hour maintenance reminder when the RC400 displays the following message:



1. Wake-up your remote control display by touching anywhere on the touch screen.
2. Tap the 'Dismiss' Icon. The system will reset the maintenance reminder. Tap 'Main Menu' to return to the main menu.



Figure 1. Install Batteries & Child Safety

Frequently Asked Questions/Troubleshooting

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the IFT-RC400 or display does not light up when screen is touched.	Batteries are depleted.	Install NEW batteries.
	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on IFT-RC400 lights up when screen is touched but it does not respond to commands.	Touchscreen has lost calibration.	Touchscreen needs to be re-calibrated. Call dealer to have screen re-calibrated.
	Child Lock is ON.	Check child lock icon located at the top of the IFT-RC400 display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'unlock' position. Verify child lock icon on screen is now displayed in 'unlock' position.
The IFT-RC400 displays the following message on-screen: No dealer info available	Dealer information is not programmed into the IFT-RC400.	The IFT-RC400 will still provide all available functions, and appliance is fully available for use. Call dealer to have them program the IFT-RC400.
The IFT-RC400 displays the following message on-screen: Call "Dealer Name & Number" to schedule maintenance.	The appliance maintenance reminder after a 300 hour of operation.	The appliance is still functional but is due for a 300 hour regular maintenance check. Call your dealer to schedule the maintenance check for the appliance.
Thermostat function does not appear to be controlling room temperature properly.	The IFT-RC400 is placed at a very short distance or too far away from the appliance.	Try to keep the IFT-RC400 close to the appliance but not directly in front of it. The IFT-RC400 acts as the room temperature sensor when in thermostat mode.
	IFT-RC400 is placed in the path of an air draft or vent.	Move the IFT-RC400 away from the direct path of air flow. The IFT-RC400 acts as the thermostat room temperature sensor.
	Flame Modulation	The IFT system is designed to automatically adjust the flame intensity based on the difference between the desired room temperature, and actual temperature. In thermostat mode, the hearth appliance will start in HI flame, but as the actual temperature approaches the desired set temperature on the remote, the flame intensity will automatically decrease. Automatic flame modulation will result in more control of the temperature, but will cause the appliance to cycle OFF/ON less.
The appliance turns OFF the flame after extended periods of operation.	9 hour safety shutdown timer	This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of continuous operation.
The IFT-RC400 displays the following message on-screen: Fan will turn on within 3 minutes.	Functioning as intended.	The appliance has a three minute delay timer before the fan is turned ON. This allows the air surrounding the appliance to be heated before being pushed into the room.
The IFT-RC400 displays the following message on-screen: 'Replace Remote Batteries' or 'Must Replace Remote Batteries to Operate Appliance'.	Low batteries in the IFT-RC400.	Install new batteries in the IFT-RC400.
The IFT-RC400 is displaying an incorrect brand.	The IFT-RC400 was programmed incorrectly.	Call dealer to have them program the IFT-RC400 with correct branding. The IFT-RC400 is still fully functional and the appliance is unaffected.
After turning flame ON using the IFT-RC400, the flame does not turn ON immediately and instead a two minute timer is displayed.	Power vent is installed on the appliance.	This is expected behavior and the two minute timer is called a pre-purge timer. The flame will turn ON at the expiration of the timer.

Frequently Asked Questions/Troubleshooting (*continued*)

Symptom	Possible Cause	Corrective Action
The IFT -RC400 displays the following message on-screen: Appliance safely disabled. Call dealer for service. In addition the LED indicator on the IFT-ECM will flash twice red and once green indefinitely.	Ignitor wires (orange) or flame sense wire (white) is shorted to chassis ground.	Verify that pilot sense and ignitor leads are not shorted to chassis ground and the protective covering has not melted or is cut. Replace pilot if necessary.
	The IFT-ECM is unable to sense flame due to contamination on flame sensing rod.	Measure pilot sense lead resistance. If more than 1 Ohm, clean flame sensor rod with fine steel wool and measure resistance again. If resistance still > 1 ohm, replace pilot.
	Ignitor and sense wires are incorrectly wired.	Verify that the sense lead (white) is securely terminated to the "S" terminal on the IFT-ECM, and that the ignitor lead (orange) is terminated to the "I" terminal on the IFT-ECM.
	Pilot appears to be 'missing' sparks from the ignitor.	Verify that pilot sparks 8 secs ON, 2 secs OFF, and discharges consistently between the hood and the ignitor electrode. Verify spark gap is 0.095 to 0.135 inches, and adjust if necessary.
The IFT-RC400 does not pair or unpair from the IFT-ECM.	The IFT-ECM is not connected to its power source.	Verify the IFT-ECM is connected to power and the three position switch is set to REMOTE. If operating from the battery backup, ensure that all four batteries are NEW.
	Noisy radio environment is preventing the IFT-ECM and IFT-RC400 from communicating.	The IFT-ECM and IFT-RC400 operate on the 915MHz radio band. Allow up to 10 minutes for the IFT-ECM and IFT-RC400 to establish contact. If the problem does not get resolved try powering OFF and ON both the IFT-ECM and IFT-RC400 and repeat the pairing process.
The IFT-RC400 displays the following message on-screen: "Remote Control Communication Error."	No power to Appliance	Verify home circuit breaker is on and master reset is on (if equipped).
	Power Outage	Check power to appliance or if the IFT-ECM battery backup is being used, install four (4) new AA batteries in backup.
	IFT-ECM Mode	Verify selector switch in "Remote" mode.
	IFT-ECM Power	Verify the IFT-ECM connected to AC adapter and AC adapter is plugged into the Junction Box.
	IFT-ECM no longer paired to RC400	Follow instructions on pairing IFT-RC400 to the Electronic Control Module (IFT-ECM).
The IFT-ACM does not respond to commands from the IFT-RC400.	IFT-ACM was newly installed and not paired.	Make sure that the pairing procedure has been followed especially if the IFT-ACM was newly installed.
	The power cord between IFT-ACM and junction box is disconnected.	Make sure the power cable is properly inserted into the IFT-ACM and the junction box.
	IFT-ACM and IFT-ECM are not latched.	Check the connection between the IFT-ACM and IFT-ECM by making sure they are latched together.
IFT-RC400 display the following message on-screen: Call Dealer Error: Fan	Convection blower malfunction.	Using an RMS voltage meter, check the voltage coming out of the fan port on the IFT-ACM or IFT-PACM when the fan is set to highest level on the IFT-RC400. If the voltage measured is close to 120V AC then power down the appliance and install a new fan and verify if the issue has been resolved.
	Fuse in IFT-ACM or IFT-PACM is blown.	Using an RMS voltage meter, check the voltage coming out of the fan port on the IFT-ACM or IFT-PACM when the fan is set to highest level on the IFT-RC400. If voltage measured is closer to zero, then replace the IFT-ACM itself
	IFT-ACM or IFT-PACM is not responding to IFT-RC400.	'If used with an ACM, ensure the ACM has 120VAC power. If required, re-pair the RC400 to the ECM. If used with a PACM, ensure the PACM has 120 VAC power. Then power cycle the ECM to OFF and back to REMOTE
	Fan is not plugged into IFT-ACM.	Check wiring and connections.
	Spade connectors are miswired.	Some fans may be connected to the IFT-ACM using spade connectors. For safety, turn off the power to the appliance and check to see if the wires on either end of the spade connector do not match in color as they might be miswired.

Frequently Asked Questions/Troubleshooting (*continued*)

Symptom	Possible Cause	Corrective Action
The flame height setting on the IFT-RC400 does not appear to be functioning properly.	Stepper motor is not connected.	Check if the 4 pin wiring harness from the stepper motor is connected to the IFT-ECM.
Appliance lights not working.	Ember/backlighting malfunction.	Using an RMS voltage meter, check the voltage coming out of the lights port on the IFT-ACM when the lights are set to highest level on the IFT-RC400. If the voltage measured is close to 120V AC then power down the appliance and install a new light kit and verify if the issue has been resolved.
	Fuse in IFT-ACM is blown.	Using an RMS voltage meter, check the voltage coming out of the lights port on the IFT-ACM when the lights are set to highest level on the IFT-RC400. If voltage measured is closer to zero, then replace the IFT-ACM itself.
	IFT-ACM is not responding to IFT-RC400.	Follow steps listed in the second symptom.
	Lights are not plugged into IFT-ACM.	Check wiring and connections.
	LED controller is not functioning.	Some appliances come with an LED controller that plugs into the Lights port on the IFT-ACM. Verify its wiring and that it is functioning and if not replace it and verify if the problem is resolved.
IFT-RC400 displays the following message on -screen: Sorry your appliance did not start. Try again by pressing Flame On.	No gas to appliance. Accumulation of air in gas line from extended period of appliance inactivity. Gas control system failure.	Verify that appliance has power and gas. Verify that the appliance accepts flame ON commands with an audible beep, and successfully turns flame on within 90 seconds. If this failure persists, contact dealer for service.
ODS Error	Low room oxygen available	Check fresh air accessibility to room.
	ODS sensor unit faulty	Replace ODS sensor unit.
Power Vent Error	Faulty Power Vent Blower	Replace Power Vent Blower.
	Vacuum Switch or wire connection faulty	Check wire and vacuum switch continuity with a digital volt-meter.
	Vacuum switch negative air pressure chatter	Change position of vacuum switch or reduce wind disturbance with baffle.
Pilot Flame Error	Flame sense rod or wire shorted to DC ground (chassis ground).	Locate short and repair.
	Faulty pilot assembly	Replace pilot assembly.
	Flame sense wire disconnected	Verify Flame sense wire connected.
Hard Lockout Error	Verify hard code lockout (RC400 error condition described, and red/green LED flash condition on the IFT-ECM)	Your appliance has been safely disabled. Please contact your dealer for service.

Regulatory Certification

The IFT-RC400 wireless wall switch is certified for operation in the following countries:

- United States
- Canada
- Australia/New Zealand

United States

The IFT-RC400 complies with all applicable FCC equipment authorization, regulations, requirements, and equipment functions.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The IFT-RC400 is labelled with a unique FCC ID number. The following label is placed on the back cover of the wireless wall switch control housing:

FCC ID: ULE2564-110

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference and,
(2) This device must accept any interference received, including interference that may cause undesired operation.

Canada

The IFT-RC400 is certified for use in Canada under Industry Canada (IC) Radio Standards Specification (RSS).

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The IFT-RC400 label displays the Industry Canada certification number as follows:

IC: 6732A-2564110

Australia/New Zealand

Australian/New Zealand radio regulations do not provide a policy similar to the United States (FCC) or Canada (IC). However, IFT-RC400 test reports may be used in part to demonstrate compliance in accordance with ACMA Radio communications "Short Range Devices" Standard which references Australia/New Zealand industry standard AS/NZS4268:2014. The IFT-RC400 test reports may be used as part of the product certification and compliance folder.

Please contact your Hearth & Home Technologies dealer with any questions or concerns.

For the location of your nearest
Hearth & Home Technologies dealer,
please visit www.hearthnhome.com.