

VISIO GAS

USER MANUAL (GB)

RAIS®

1st edition

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INTRODUCTION TO THE USER MANUAL

Congratulations on the acquisition of your new gas fireplace and on becoming a RAIS customer! You have chosen a gas fireplace where quality, design and function go hand-in-hand.

This user manual is only a basic introduction to the use and maintenance of your fireplace. For further and more detailed information, please refer to the installation manual.

It is important to note that fireplaces can be dangerous if not used correctly. Therefore, we strongly recommend that you read this user manual and the installation manual thoroughly before using your fireplace.

In this manual, we will go over the basic steps for using your fireplace. We will also provide you with some maintenance tips that will help extend the life of your fireplace and ensure that it functions optimally.

Always remember to follow the instructions in the manual when using your fireplace. If you are unsure about anything, please contact a professional for assistance.

Follow us on all of our digital platforms to get the latest tips, know-how and inspiration.

Thank you for choosing to use our product. We wish you many cosy and safe moments in front of your fireplace!

The user manual covers the following models:
– Visio 70 F, Visio 70 LC, Visio 70 RC, Visio 70 3S
– Visio 90 F, Visio 90 LC, Visio 90 RC, Visio 90 3S
– Visio 160 F, Visio 160 LC, Visio 160 RC, Visio 160 3S
– Visio 70 RD, Visio 70 T
– Visio 90 RD, Visio 90 T
– Visio 100 F, Visio 100 LC, Visio 100 RC, Visio 100 3S
– Visio 100 RD, Visio 100 T

Please read these instructions carefully so that you get the most out of your new gas fireplace.

INSTRUCTIONS FOR USING QR CODES
You will find QR codes with links to video guides in several places within the user manual.

For using the QR codes, simply open the camera on your phone and point it at the code. You will then get the option to open a link to the video guide.

WARNINGS

Please note the symbols below that indicate potentially dangerous situations.

SYMBOL	DESCRIPTION
⚠	Visual sign illustrating an important notice or caution.
⚠	Visual sign illustrating a potential hazard.

SERIAL NUMBER

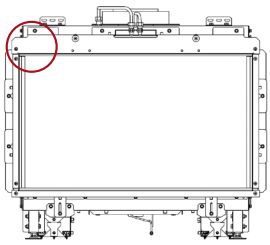
The serial number is the gas fireplace's identification number and must be used when making any enquiries relating to the fireplace's warranty.

Find the gas fireplace's serial number on the top left corner of the fireplace and write it down in the text box:

Serial number

Note: *The serial number can only be seen before installation. See the drawing for the location of the serial number.*

Date:	**Dealer:**





Example of serial number

GENERAL TECHNICAL INFORMATION

Be aware of the following general technical information regarding the remote control and receiver unit.

REMOTE CONTROL AND RANGE
The remote control has a maximum range of 10 metres from the receiver. Placing the remote further from the receiver can interfere with the connection and may cause the need of a reset.

RECEIVER AND TEMPERATURES
The receiver will shut down if the heat exceeds the following temperatures:

- Receiver without internal batteries: 32°F to 176°F (CSA)
- Receiver with internal batteries: 32°F to 131°F (CSA)
- Receiver without internal batteries: 0°C to 80°C (CE, AGA)
- Receiver with internal batteries: 0°C to 55°C (CE, AGA)

BATTERY REPLACEMENTS
It is recommended that you replace the batteries when using the fireplace for the first time in the year.

Old or flat batteries should be removed immediately. If old/flat batteries are left in the device they can overheat, leak and/or explode.

NEVER expose batteries (this includes when they are kept in storage) to direct sunlight, strong heat, fire, humidity or violent impacts. All of these conditions can cause the batteries to overheat, leak and/or explode.

Batteries must be stored in a location within the recommended temperature range. Temperature range batteries must be stored at 0-55°C (32-131°F).

Avoid using old and new batteries at the same time. Avoid using batteries from different manufacturers at the same time.

Low battery in the remote control is indicated by a battery icon.
Frequent beeps from the receiver when the motor operates indicates low batteries.

A power adapter connected to the socket can be used instead of batteries. The module for controlling the light/dimmer includes a power socket.

CODE GENERATION
A code is selected automatically for all Maxitrol electronics from among 65,000 codes available. The receiver must be paired with a handset.

ANTENNA
The antenna must not cross or come into contact with the ignition wire or any other cable. This will render the receiver inoperable.

POWER CONNECTION
The cable for the valve and receiver must be connected before switching on. If this is not connected, the electronic system may be damaged.

SOFTWARE VERSION
Press the buttons and at the same time. The software version is now displayed.

MODEL NUMBER FOR THE REMOTE CONTROL
Press the buttons and at the same time. The model number of the remote control is now displayed.

REMOTE CONTROL OPTIONS

There are 2 options for operating a RAIS gas fireplace: a remote control (with display) and a PUCK (without display).

REMOTE CONTROL
The remote control with a display is standard. With this remote control, all the functions of the gas fireplace can be used. You get the full experience of your gas fireplace.

Read how to use the remote control on page 10.

PUCK
The PUCK is optional and is ideal in areas where the gas fireplace must be operated by several people in, for example, rental properties, restaurants, receptions, etc.

Read how to use the PUCK control on page 18.



Remote control
(standard)



PUCK
(optional)

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START-UP

In this section you can learn how to set up the remote control for the gas fireplace.

The remote control uses 2 x AAA 1.5V batteries.
Never use pointed tools to remove the batteries from the receiver and remote control.

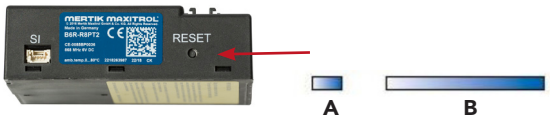
The signal range between the remote control and the gas fireplace must not exceed 10 metres.

NOTE!
Once a year you should replace the batteries in the remote to ensure optimal operation. Replace all the batteries at the same time and use only good quality alkaline batteries.

SYNCHRONISATION OF THE REMOTE CONTROL AND RECEIVER

SYNCHRONISE THE REMOTE CONTROL
Scan the QR code to watch a how-to-video

1. Press and hold the receiver's "reset" button (see the red arrow) until you hear a short 'beep' (A) followed by a long 'beep' (B).



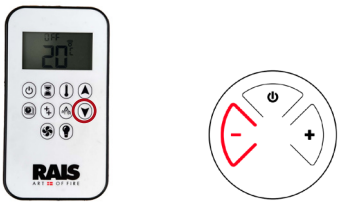
Receiver

2. After the second beep (B), release the reset button on the receiver. You now have 20 seconds to press the "down arrow" button (or minus icon on the PUCK) on the remote control.

3. Hold the button in, until you see the word "conn" on the remote control. Then release the button.

The remote will then count to 8 and 2 short beeps (C) will sound from the receiver.

The receiver and remote control are now synchronised, and the fireplace can be lit.



Remote control

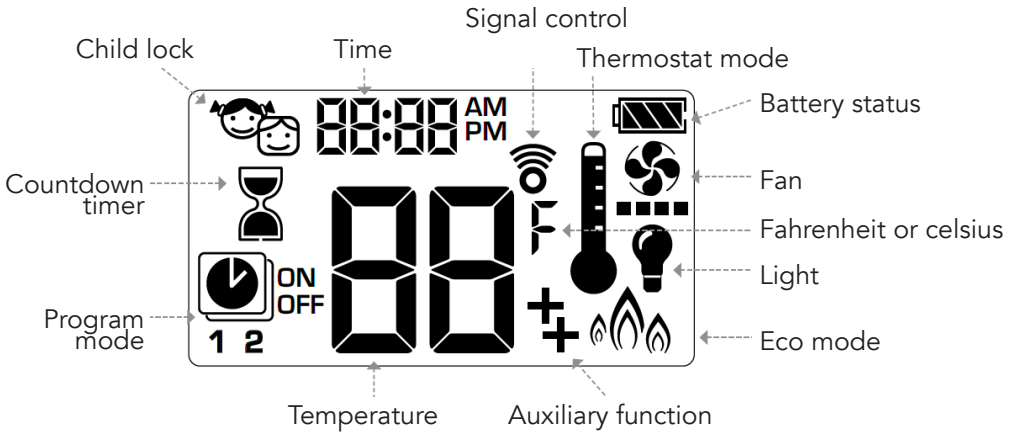
PUCK



Lines illustrate the duration of the sounds

DISPLAY AND FUNCTIONS

Read to learn more about the remote control's functions.



SETTING FAHRENHEIT OR CELSIUS

To change between °C or °F, press and hold the buttons ⏻ **and** ⏳ at the same time. Release the buttons once the selection is displayed.

Note: If °F is selected, a 12-hour clock is also automatically selected. If °C is selected, a 24-hour clock is also automatically selected.

SETTING THE DEGREES
Scan the QR code to watch a how-to-video



SETTING THE DAY AND TIME

1. Press and hold buttons ▲ **and** ▼ at the same time.
2. Press the ▲ **or** ▼ button to select a figure that is equivalent with a weekday (e.g., 1= Monday, 2 = Tuesday, 3 = Wednesday, etc.)
3. While it flashes: Press buttons ▲ **and** ▼ at the same time. *Hour setting* flashes.
4. Select the hour by pressing ▲ **or** ▼.
5. Press buttons ▲ **and** ▼ at the same time. *Minute setting* flashes.
6. Select the minutes by pressing ▲ **or** ▼.
7. To confirm, press buttons ▲ **and** ▼ at the same time or wait.

SETTING THE DAY AND TIME
Scan the QR code to watch a how-to-video



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USING THE REMOTE CONTROL

HOW TO SWITCH ON THE FIRE

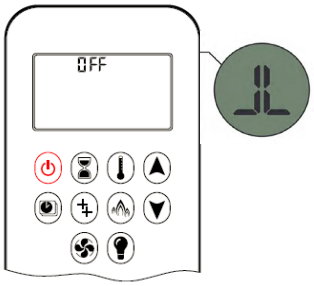
Press and hold the ⏻ button to switch on the fire.

Be patient: When you switch the fire on/off and use the remote control, you must hold the button for a couple of seconds until the ignition sign is displayed. Then release the button.

The main gas supply starts as soon as the pilot flame ignition is confirmed.
It takes approximately 25-30 seconds for the fireplace to ignite.

The remote control will automatically enter manual mode - after the main burner is lit.

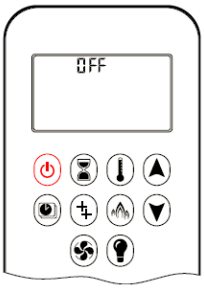
HOW TO SWITCH THE FIRE ON
Scan the QR code to watch a how-to-video



HOW TO SWITCH OFF THE FIRE

Press and hold the ⏻ button to switch off the fire.

Note: The fire will not be able to be lit again until for 2-3 minutes.



FLAME HEIGHT ADJUSTMENT

1. To activate low heat, double press the ▼ button. *LO* is displayed.
   Note: The flame will first switch to high heat before going to low heat.

To get the absoulute minimum heat output, the secondary burners should be turned off before activating low heat.

2. To activate high heat, double press the ▲ button. *HI* is displayed.

FLAME HEIGHT ADJUSTMENT
Scan the QR code to watch a how-to-video



NOTE!
DEW AND CONDENSATION: The fireplace can form dew on the fireplace glass at start-up. When the glass is cold and the appliance is lit, it may cause condensation and fog the glass. This condensation is normal and will disappear within 10-15 minutes as the glass and flue heats up.

Do not turn off the fireplace before all dew on the glass has gone!
If the fireplace is turned-off before the dew has gone, the water particles can damage the fireplace. Read more about cleaning the glass under the "Service & Maintenance" section.

WARNING!
If the pilot flame does not light after 3 attempts, wait 3 minute before trying to light it again.

OPERATING MODE

There are 3 operating settings on the remote control: 1)*Thermostat mode, 2) Program mode and 3) Eco mode*. Read to learn about all 3 operating modes.

THERMOSTAT MODE
Scan the QR code to watch a how-to-video

1) Thermostat mode

The room temperature is measured and compared to the set temperature. The flame height adjusts automatically to achieve the desired temperature.

ON:

1. Press the ⓘ button.

   ⓘ is displayed, the pre-set temperature is briefly displayed, and then the room temperature is displayed.



Setting:

1. Press and hold down the ⓘ button until ⓘ is displayed and the temperature flashes.

2. Adjust the set temperature by pressing ▲ or ▼.

3. To confirm, press the ⓘ button or wait.

OFF:

Press the ⓘ button until it disappears from the remote screen.

NOTE!
The set temperature for the thermostat mode is the temperature for the operating time in program mode. If the set temperature for the thermostat mode is changed, the temperature for the operating time in the program mode is also changed.

When the program is active, it will try to archive the temperature set in the thermostat program.
When the program is out of the programmed time loop (OFF) the fire will try to archive the set Off temperature.
If the Off temp is set to "--" the fireplace will go to pilot outside the programmed time.

NOTE!
Standard setting: Operating time (thermostat mode) temperature: 21°C (70°F). Temperature at which fire switches off "--" (only pilot flame lit).

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2) Program mode

Program 1 or 2 can both be programmed to operate or stop at specific points in time at a set temperature. Read to learn how the program is activated or deactivated. The following pages show you how to set the program.

PROGRAM MODE
Scan the QR code to watch a how-to-video

ON:

Press the ⏻ button.

OFF:

Press ⏻ until it disappears from the screen.



NOTE!
When the gas fireplace is set to Program mode, the fireplace will always be in standby mode (pilot flame lit).

NOTE!
The fireplace has a delay in reaction. The time delay is up to 6 minutes from the last motor turn.
The On temperature delay is 0.75°C. The Off temperature delay is 2°C.

SETTING THE TEMPERATURE PROGRAM WITH TIME/DAYS

1. Press and hold ⏻ until ⏻ flashes. ON and the set temperature (setting Thermostat mode) are displayed.
2. To continue, press the ⏻ button or wait. ⏻, OFF is displayed, and temperature flashes.
3. Select the temperature by pressing the ▲ or ▼ button.
4. To confirm, press the ⏻ button.



NOTE!
The set operating temperature (Thermostat Mode) and the Off temperature are the same for each day.

SETTING THE DAY

1. ALL flash. Press the ▲ or ▼ button to choose between ALL, SA:SU, 1, 2, 3, 4, 5, 6, 7.

2. To confirm, press the ◉ button.

3. Continue either to PROGRAM 2 and set the operating time and time for switching off the fire or stop programming here and PROGRAM 2 remains deactivated.





NOTE!
PROGRAM 1 and 2 use the same operating temperature (Thermostat mode) and temperature for switching off for ALL, SA:SU and Daily Timer (1, 2, 3, 4, 5, 6, 7). When a new operating temperature (Thermostat mode) and temperature for switching off the fire has been set, this becomes the temperature for the new standard setting.

NOTE!
If ALL, SA:SU or Daily Timer is programmed for operating temperature and temperature for switching off the fire for PROGRAM 1 and PROGRAM 2, these become the new standard times.
The batteries must be removed to clear the temperatures, operating times and times for extinguishing the fire for PROGRAM 1 and PROGRAM 2.

3) Eco mode

The flame height alternates between high and low. If the room temperature is lower than the set temperature, the flame height will remain high for longer.

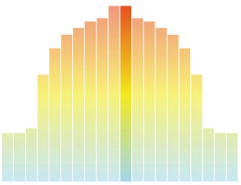
If the room temperature is higher than the set temperature, the flame height will remain low for longer. A cycle lasts for approximately 20 minutes.

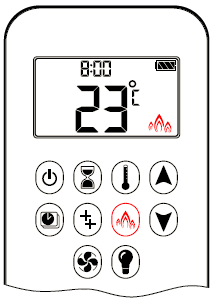
The Eco mode can save up to 45% energy and will give the fireplace a more realistic flame behaviour.

ON:
Press the button to enter Eco mode. is displayed.

OFF:
Press the button. Disappears.

ECO MODE
Scan the QR code to watch a how-to-video





AUXILIARY FUNCTION – SECONDARY BURNER FUNCTION

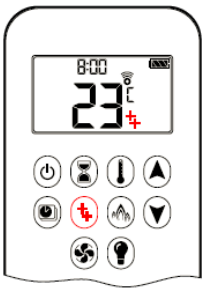
The latching solenoid valve will open automatically after ignition, so that the maximum flow of gas is supplied to both burners assisting with the ignition process.
After pressing the button for the 2nd Burner, the motor will turn 15 seconds in the ON direction until the max. position is reached.

After switching on, burner 1 is lit and burner 2 is in the previous setting.

HOW TO TURN SECONDARY BURNERS ON/OFF
Scan the QR code to watch a how-to-video

ON:
To light a burner, press the button . is displayed.

OFF:
To switch off a burner, press the button . disappears.



NOTE!
The locked magnetic valve cannot function manually. If the receiver has no more battery power, it will remain in the last operating setting.

COUNTDOWN TIMER FOR SWITCHING OFF THE FIRE

1. Press and hold the button until is displayed and *HOUR* flashes.

2. Select the hour by pressing or .

3. To confirm press the button. The minutes setting now flashes.

4. Select the minutes by pressing or .

5. To confirm, press the button or wait.

Switch OFF the timer:

1. Press the button.
Now and the countdown timer disappear.

COUNTDOWN TIMER TO SWITCH OFF THE FIRE
Scan the QR code to watch a how-to-video



NOTE!
Once the countdown time has expired, the fire switches off. The countdown timer only works in Manual, Thermostat and Eco mode. The maximum countdown is 9 hours and 50 minutes.

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SETTING THE LIGHT STRENGTH

1. Press and hold ⏻ until ⏻ flashes.

2. To set the light between 20% and 100%, press ▲ or ▼.

3. To confirm, press ⏻ or wait.

ON:
Press ⏻ (⏻ is displayed). The light switches on.

OFF:
Press ⏻(⏻ disappears). The light switches off.

HOW TO SET THE LIGHT STRENGTH
Scan the QR code to watch a how-to-video

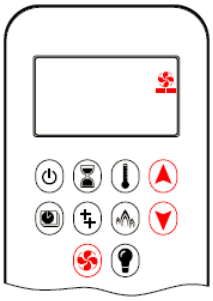


NOTE!
The light works independently of the pilot flame. If you want to switch on the light without igniting the fire, press ⏻.

When the light reaches 100%, the light will go into dimmer function, slowly adjusting the light between low and full strength.

SETTING THE FAN (OPTIONAL)

The fan has 4 speed levels, from low (1) to high (4).
The fan system is not supplied with the RAIS fires.



ON:
1. Press and hold the ✲ button until ✲ flashes.

2. Press ▲ to increase the speed and press ▼ to decrease the speed.

3. To confirm the setting, press ✲ or wait.

OFF:
Press ▼ until all 4 speed bars disappear.

SETTING THE CHILD LOCK

ON:
1. To activate the child lock, press the ⏻ and ▼ buttons at the same time.
   If 🔒 is displayed, the remote control cannot be used apart from the OFF function.

OFF:
1. To deactivate the child lock, press the ⏻ and ▼ buttons at the same time. 🔒 disappears.

SETTING THE CHILD LOCK
Scan the QR code to watch a how-to-video



ACTIVATION AND DEACTIVATION OF FUNCTIONS

The following functions can be deactivated/activated:

- Child lock
- Program mode
- Thermostat mode (also deactivates Program mode)
- Eco mode
- Light/dimmer (operation)
- Room fan (operation)
- Auxiliary function
- Countdown timer

ACTIVATION OF FUNCTIONS

1. Install batteries. All icons are displayed and they flash.

2. Press and hold down the relevant button and hold for 10 seconds.

3. The function icon continues to flash until activation is completed. Activation is completed when the function icon is displayed.

DEACTIVATE FUNCTIONS

1. Install batteries. All icons are displayed and they flash.
2. While the icons flash, press the relevant function button and hold for 10 seconds.
3. The function icon continues to flash until deactivation is complete. The deactivation is complete when the function icon and 2 horizontal lines are displayed.



GB

USING THE PUCK

The PUCK is a simplified version of a remote control to control your gas fireplace. It works as an alternative to the standard remote.

Read to learn how to switch on, adjust and switch off the fire.

Be patient: When you switch the fire on/off and use the PUCK, you must hold the button for a couple of seconds.

NOTE!
Once the pilot flame is confirmed, the motor will automatically go to maximum flame height.

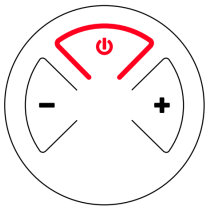
WARNING!
If the pilot flame does not light after several attempts, switch off the gas supply and contact your RAIS dealer.

HOW TO SWITCH ON THE FIRE

1. Press and hold the button ⏻ until you hear 2 short 'beeps' and the start procedure begins. Release the button.

2. The main gas supply starts as soon as pilot flame ignition is confirmed. A few seconds may pass before the gas in the fireplace ignites.

3. The fireplace will automatically enter high performance mode after the main burner is lit. After 30 seconds the fireplace's performance can be regulated.



HOW TO SWITCH OFF THE FIRE

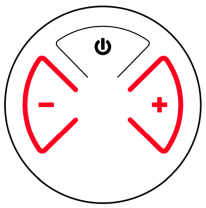
1. Press and hold the ⏻ button to switch off the fire.

Note: The fire will not be able to be lit again for 3 minutes.

FLAME HEIGHT ADJUSTMENT

1. Double-click on the "+" button to enter maximum mode fast.
2. Double-click on the "-" button to enter minimum mode fast.

Note: Flame goes to maximum before turning to minimum.



WARRANTY

RAIS offers a 2-year warranty on all gas fireplaces. The warranty period begins upon delivery of the product.

The warranty – provided by RAIS – is a supplement to national guarantee requirements applicable in the country where the fireplace was purchased.

GENERAL
- Renewal or replacement of components does not extend the warranty period.
- The warranty is only valid if the gas fireplace is sold through an official RAIS dealer.

MAINTENANCE OF YOUR GAS FIREPLACE
We recommend having your gas fireplace inspected by a professional once a year to ensure the product's operation and safety. Read more on page 20.

THE WARRANTY COVERS:
- Documented malfunctions due to faulty workmanship.
- Documented faulty material.
- The gas fireplace cabinet, which is backed by a 5-year warranty.

THE WARRANTY DOES NOT COVER:
- The appearance, colour change and patina of stainless steel surfaces.
- Thermal expansion noises.

THE WARRANTY BECOMES VOID:
- If installation or repair does not comply with national or local law.
- In the event of damage due to external influences and the use of unsuitable fuels.
- If the gas fireplace has not been installed according to the installation instructions or used according to the user manual.
- In case of failure to comply with statutory or recommended installation regulations and in the event of any owner-made changes to the fireplace.
- In case of a lack of maintenance (see the section in the Installation Manual regarding Service and Maintenance).
- When using non-original components that do not have the same specifications as the original.
- In case of damage caused by external factors (such as shock, lightning, impact, flooding or overheating of the fireplace) during transport, storage or installation.
- In case of defects due to neglect, misuse and/or gross negligence.

MAINTENANCE OF YOUR GAS FIREPLACE
We recommend having your gas fireplace inspected by a professional once a year to ensure the product's operation and safety.

IN CASE OF DAMAGE, CONTACT YOUR DEALER
In the event of damage to your gas fireplace, please contact the dealer where the product was purchased and provide the serial number.

In the event of a warranty claim, RAIS determines the way in which the damage will be repaired. In the event of repair, we will ensure professional execution.

For warranty claims on parts that have been replaced or repaired, please refer to national/EU laws and regulations on renewed warranty periods.

The warranty provisions in effect at any time may be obtained from RAIS.

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SERVICE AND MAINTENANCE

We recommend a yearly service check of the fireplace to ensure a long and lasting fireplace with a beautiful flame.

SERVICE PROCEDURE
The fireplace must be inspected by an authorised gas installer or other professional in accordance with national law. The inspection must ensure the product's operation and safety.

Switch off the fireplace and shut off the gas supply. Make sure the fireplace is completely cold before you begin. RAIS cannot be held liable for injuries that result from touching a hot fireplace.

The steps below can be used as a guideline.

NOTE!
The fireplace must be inspected by an authorised gas installer or other professional in accordance with national law.

RECOMMENDED SERVICE GUIDELINE

1. Protect the floor by laying out a blanket or other covering.
2. Turn off the gas supply and electrical supply.
3. Remove the glass and carefully remove the ceramic logs and embers layer.
4. Use a vacuum cleaner to clean the burner and the perforated plate.
5. Raise and remove the secondary burners. Remove the perforated plate.
6. Vacuum the entire burner.
7. If needed, soot on the logs can be removed by a soft brush.
   Clean the pilot burner assembly using a soft brush and a vacuum cleaner. Do not bend or straighten the thermocouple. If the thermocouple is worn down, we recommend changing it during a service.
8. Check that the pilot burner gaskets (green) are in good condition. We recommend to always exchange the gaskets doing service.
9. Check that the delayed ignition flaps are in good working condition. Exhange the gasket if needed.
10. Refit the perforated plate and the seconday burners.
11. Check the flue gas system and the flue terminal and ensure that they are not blocked or dismantled.
12. Put back the embers layer and ceramic logs. The logs and embers should be placed in a very certain way – See the manual for placing the logs in the correct way.
13. Check that the packing cord for the glass is in good condition. Clean and reinstall the glass and make sure there is no airgap between the glass and the burning chamber.
14. Switch on the gas and electrical supply. Ignite the fireplace and check for gasleaks and the correct pressure setting. Check that the pilot and burner ignites smothly, is in good working condition and gives a correct flame.
15. Ensure that the fireplace is safe to use.
16. Worn out parts should be replaced with new original parts.
17. Be sure to dispose of the replaced parts in the appropriate waste containers.

CLEANING

We recommend a yearly service check of the fireplace to ensure a long and lasting fireplace with a beautiful flame.

SERVICE PROCEDURE
The fireplace must be inspected by an authorised gas installer or other professional in accordance with national law. The inspection must ensure the product's operation and safety.

INSPECT THE INTERIOR
Make sure the fireplace is installed according to local legislation and the installation manual. Visually check the concentric outlet of the flue system, and from inside the fireplace, check the condition of the flue outlet.

Make sure the building material is according to the local fire legislation and the proper amount of convetion is installed.

CLEANING
The fireplace should be cleaned of dust and foreign objects when you use it for the first time in the year, and especially if the fireplace has not been used for a longer period.

You can do this using a soft cloth and a vacuum cleaner or by using a damp cloth with a non-abrasive cleaning agent. Never use corrosive or abrasive substances to clean the fireplace. The fireplace must be cold before you clean it.

If the glass has a layer of soot, clean the glass using a glass cleaner.

Before using the fireplace for the first time in the year, the flue system and flue gas connection must always be checked for blockages.

Check the outside and inside of the fireplace for any damage and pay particular attention to gaskets. Only original RAIS spare parts may be used.

NOTE!
Non-reflecting glass must only be cleaned with water. Only clean the glass when the fireplace is cold.

CLEANING THE CERAMIC LOGS AND BURNER

1. Remove the ceramic logs as described in steps 1-3 in the "Recommended Service Guideline" on page 20.
2. Carefully clean the ceramic logs using a soft brush and a vacuum cleaner. Damaged parts may only be replaced by original RAIS specified parts. It is recommended that you use a vacuum cleaner with a HEPA filter system.
3. The scrapped ceramic parts should be disposed of in the correct municipal disposal centres.
4. Check for soot formation on the thermocouples and clean if necessary. Check that the fire starts correctly.
5. Put back the embers layer and fit the glass. Ensure that the fireplace functions correctly and is safe to use.

When re-decorating the fireplace, make sure to follow the installation manual. The decoration patterns of the fireplace are very crucial for the safety, ignition and overall combustion of the fireplace.

Remove the ceramic logs as described in steps 1-3 in the "Recommended Service Guideline" on page 20.

SAFETY CHECKS

Check that the system is gas tight with a gas detector. We recommend to install a gas monitor near the fireplace.

Check that the system does not give off carbon monoxide with a detector. We recommend to install a carbon monoxide monitor near the fireplace.

CHECK THE IGNITION AND OVERALL COMBUSTION

When the fireplace is decorated and the glass is reinstalled, start the fire to check for correct ignition:

- Does the ignition spark in the correct location
- Does the pilot flame ignite
- Does the fireplace's main burner ignite easy
- The flame should start out blue and over time change colour to Blue/Yellow. A Orange/Black flame would be incorrect and cause a great amount of soot.

TROUBLESHOOTING

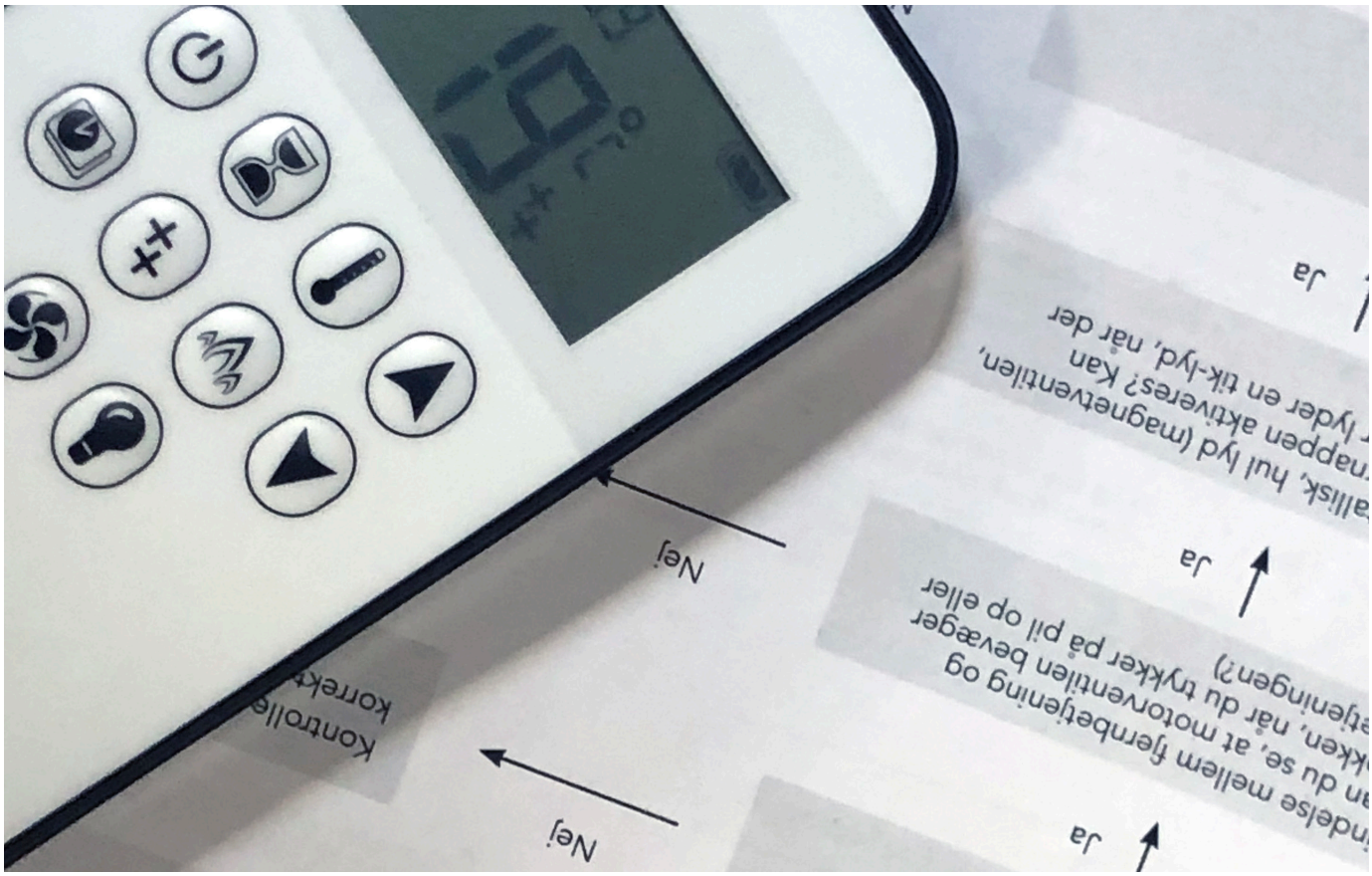
If you, against all expectation, should experience issues with your fireplace, please try the following steps. If the issues persist, please contact your RAIS dealer and state in which step the problem occurred.

The most common problem is a lost connection between the remote control and receiver due to lack of power. Therefore, we recommend changing the batteries in your remote and resetting the connection between the receiver and remote. Please follow the guide on page 8.

Does the remote control light up when you press the buttons?	**NO** →	Please check that the batteries are working and mounted correctly.
↓ **YES**		
Are the remote control and receiver connected? (Can you see the motor valve move on the GV60 Combination Valve when you press the arrow up or down on the remote control?).	**NO** →	Please check the batteries and the power supply. Try connecting the receiver and remote control again.
↓ **YES**		
Can you hear a metallic, hollow sound (the magnetic valve opening), when turning the gas fireplace on? Can you hear/see a spark? (You can hear a ticking sound when a spark is generated?).	**NO** →	The magnetic valve can get stuck. Try the starting sequence again. Check that the ignition cable between the receiver and burner electrode is connected.
↓ **YES**		
Is the pilot flame on?	**NO** →	Please check the gas supply and that the pipes have been vented.
↓ **YES**		
Is the pilot flame burning for more than 30 seconds, before it turns off?	**NO** →	1st thermocouple might not function correctly. Check the thermocouple with an ohmmeter. = 4-6 mV drop. Check that the button on the GV60 Combination Valve is set to AUTO.
↓ **YES**		
Are the main and secondary burners burning for more than 30 seconds before it turns off? (Is there a flame by the ceramic logs?)	**NO** →	2nd thermocouple is interrupted. Check that the 2nd thermo is not covered in any way and that the flame is touching the thermo sensor. Check the wire to the 2nd thermocouple.
↓ **YES**		
Are there flames for more than 2 minutes after the main and secondary burners are turned on?	**NO** →	Check the flame by the 2 thermocouples. Check that the logs and embers layer are placed in accordance with the installation manual.
↓ **YES**		
Is the gas fireplace working after burning for 2 or more minutes?	**NO** →	Check the gas supply.

ERROR CODES ON THE REMOTE CONTROL

ERROR CODE	SYMPTOM	POSSIBLE CAUSE
F04	• No pilot within 30 sec. • Note: After 3 failed ignition sequences F06 is displayed.	• No gas supply • Air in pilot supply line • No spark • Reversed polarity in 1st thermocouple wiring
F06	• 3 failed ignition sequences within 5 minutes • Fire is not responding, no pilot flame	• No gas supply • Air in pilot supply line • No spark • Reversed polarity in 1st thermocouple wiring • Incorrect pilot orifice if the valve has been converted from LPG to NG or vice versa.
F09	• Fire is not responding • No electric control of the fire	• The down arrow button was not pressed during pairing. • The receiver and handset are not synced
F40	• Battery icon flashes on the handset display	• Low battery in the handset
F46	• Fire is not responding • Intermittent response • No electronic control of the fire	• No or bad connection between the receiver and handset • No power to the receiver • Low communication range (Main adapter faulty, handset not communicating with the receiver)



ASSOCIATED MANUALS AND VIDEO GUIDES

On this page you will find references to other manuals and video guides for our gas fireplaces. Scan the associated QR code to see the manuals and video guides.

The manuals are available in other languages on RAIS's website.

APP AND WIFI MODULE

BALANCED FLUE PIPE

INSPECTION GRATE

EXODRAFT

VIDEO GUIDES

SPARE PARTS LIST



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