



Q-TREE II BIO Q-TREE II C BIO

INSTALLATION & USER MANUAL (ENGLISH)

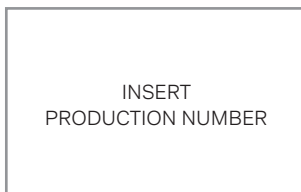
RAIS[®]

| **attika**[®]
FEUERKULTUR

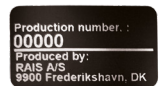
PRODUCTION NUMBER

Congratulations on your bioethanol fireplace. Each fireplace has its own unique production number. You can find the production number at the bottom of the back panel. The number is the stove's identification and must be used in case of any enquiries related to the stove's warranty - so you have all the information together in case of any enquiries.

Note: See the drawing for the location of the production number.



Date:	Dealer:



Example of production number

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INTRODUCTION

Thank you for choosing your new RAIS or ATTIKA product! This manual will ensure that your fireplace is installed correctly and that it will provide you with comfort and pleasure for many years to come.

This bioethanol fireplace must be installed in accordance with this manual.

The manual covers the following models:

Q-Tee II Bio

Q-Tee II C Bio

GENERAL INFORMATION

It is essential that the bioethanol fireplace is installed correctly, considering both environmental impact and human safety.

The installation must comply with all applicable local regulations and directives, including those referring to national and European standards.

This documentation is part of the appliance and should be kept for later service purposes and guidance.

REQUIREMENTS

- Carefully review the structure and content of this manual before installing the fireplace.
- Pay special attention to the safety chapter and any accompanying documents.
- Follow the manual carefully and in the specified order.



Q-Tee II



Q-Tee II C

ABOUT THE BIOETHANOL FIREPLACE

This RAIS / ATTIKA bio fireplace is a premium indoor appliance powered by liquid bioethanol, designed to deliver a clean-burning, atmospheric flame experience without the need for a chimney or flue system.

The appliance is equipped with an advanced automatic burner for efficient combustion, low emissions, and safe operation under normal indoor conditions.

This fireplace is for decorative and domestic use only. The fireplace is not suitable for continuous operation.

Although no chimney is required, sufficient natural ventilation must always be ensured in the room of installation.

Before Installation

Before proceeding with installation:

- Review and comply with all national and local building regulations.
- Ensure the room meets ventilation and clearance requirements.
- Avoid placing the fireplace in bathrooms, bedrooms, or unheated spaces.
- Ensure that the fireplace is installed and operated only in rooms where the room temperature is always maintained at a minimum of 15 °C to avoid condensation and potential corrosion.
- Always wear gloves to avoid fingerprints or scratches on visible surfaces.

Keep the Manuals

The manual should be retained by the customer for future reference, including usage, service, and maintenance of the fireplace.

Testing and Safety

This bioethanol fireplace has been type-tested by TÜV SÜD Germany in accordance with EN 16647:2016-04. Compliance is documented in test report W-O 1658-00/26.

The fireplace is CE-marked for the EU market based on EMC testing. EMC compliance is documented in test reports TR-713403916-00 and TR-713403916-01 in accordance with the following standards:

- EN IEC 55014-1:2021
 - EN IEC 61000-3-2:2019 + A1:2021
 - EN 61000-3-3:2013 + A1:2019
 - EN IEC 55014-2:2021 Category V
 - EN 62233:2008+AC:2008
 - ETSI EN 303 446-1 V1.2.1
 - ETSI EN 301 489-1 V2.2.3
 - ETSI EN 301 489-17 V3.3.1
 - EN 60335-1:2012 + AC:2014 + A11:2014 + A13:2017 + A1:2019 + A2:2019 + A14:2019 + A15:2021 + A16:2023
- Chapter 19.11.4.1 - 19.11.4.7

BIOETHANOL AS FUEL

Approved Use of Bioethanol

Only use bioethanol with a purity of 96.5% to 97.5%. The bioethanol must not contain additives, oils, or have a thick or gel-like consistency. Adding anything to the bioethanol is strictly prohibited.

Safe Storage

Bioethanol must always be stored in its original, properly labeled container with the lid tightly closed. Store bioethanol in a cool, dry, and well-ventilated place, away from heat sources, ignition points, oxidizing substances, and incompatible materials.

Take appropriate precautions to prevent static electricity buildup.

Bioethanol should be at room temperature before use, as the fireplace may be difficult to ignite if the fuel is too cold.

Always follow national regulations in terms of storage and bioethanol safety.

Handling

Avoid inhaling vapors or getting bioethanol in contact with your eyes, skin, or clothing.

Individuals prone to skin allergies or respiratory conditions should avoid contact with bioethanol.

Follow general safety precautions when handling chemicals.

Fire Safety Measures

Due to the high flammability of bioethanol, fire safety regulations must be strictly followed at the storage location.

- Bioethanol shall be stored in a fire-safe area, away from sources of ignition.
- Store bioethanol in a fire-resistant container and always keep it out of reach of children.
- Avoid contact with heat, sparks, open flames, or incompatible materials such as metals and bases.
- Protect the container from overheating.

Important Information

- Flashpoint: 17°C | Boiling Point: 78°C
- The fireplace may be difficult to ignite if the bioethanol is below room temperature.
- In case of suspected ingestion of bioethanol, immediately contact Poison Control.

WARNING!

- Never use other types of fuel, materials, or lower-quality bioethanol, as this will void the warranty and cause danger.
- Never add fragrances or oils to the bioethanol, as this will void the warranty and cause danger.
- Never mix bioethanol with other fuels, as this will void the warranty and cause danger.
- Keep out of reach of children and animals.

DENATURED BIOETHANOL IS CLASSIFIED AS:

- Flammable Liquid Class 1B (for flammability)
- Class 3 PGII (for transport)
- UN1170 (identification code)
- Regulated by various standards worldwide



You must familiarize yourself with and comply with these regulations to store, handle, transfer, and use this fuel safely and legally.

SAFETY AND IMPORTANT GUIDELINES

It is essential that the bioethanol fireplace is installed and used responsibly, with careful consideration for both environmental impact and personal safety. Unauthorized modifications or alterations are not permitted and will void the warranty.

GENERAL SAFETY REQUIREMENTS

- Do not operate the fireplace if any part is damaged, including the burner, glass, or decorative elements.
- Ensure the burner is correctly mounted and all components are intact before use.
- Do not place combustible or organic materials inside the combustion chamber or directly above the flames.
- Do not ignite the appliance while it is hot.
- Never attempt to move the fireplace while it is operating or still hot.
- Do not put any flammable items on top of the appliance.
- Several appliances in the same room is only allowed if the power output is equal or lower than 4,5 kW/h and that additional ventilation of the room is required.
- Never leave the appliance unattended during operation.

VENTILATION REQUIREMENTS

This fireplace consumes oxygen and produces CO₂ and water vapor during operation.

To ensure safe and comfortable use, the room must have sufficient ventilation and be of adequate size.

Minimum room size

The required room size depends on how well the room is ventilated.

At a standard ceiling height of 2.5 metres, the fireplace is approved for the following minimum room sizes:

- 34 m² → well ventilated room (e.g. windows regularly opened)
- 49–68 m² → normal living room ventilation
- 170 m² → poorly ventilated room (windows and doors closed)

The less ventilation in the room, the larger the room must be.

Ventilation guidelines

Typical air exchange levels:

- Windows and doors closed → low ventilation
- Windows tilted/open → normal ventilation
- Windows frequently opened → high ventilation

We recommend a minimum air exchange rate of 0.5 to 1.0 times room volume per hour, in accordance with national building regulations.

The fireplace must not be used in sealed or unventilated rooms.

FUEL USE AND REFILLING

- Only use approved liquid bioethanol with a purity of 96.5–97.5 percent.
- Do not refill the burner while it is still warm or in use.
- Avoid spilling bioethanol on visible surfaces of the fireplace, as it will cause permanent damage to the painted surface.
- Immediately clean up any spills with an absorbent cloth.
- Never exceed the maximum fill level.

See the section "Filling the Bioethanol" on page 19.

FIRE PREVENTION MEASURES

Due to the high flammability of the product, follow fire protection measures very carefully:

- It is recommended that suitable fire extinguishing equipment is located near the appliance.
- Prevent static discharge when handling.
- Avoid placing near heat, sparks, or incompatible materials such as strong oxidizing agents.
- Do not store or use below room temperature, as ignition may be more difficult.

If bioethanol is ingested, contact local health authorities or a poison control center immediately.

EMERGENCY PROCEDURES

In case of fire:

- Extinguishing media: Carbon dioxide (CO₂), dry chemical powder, chemical foam, alcohol-resistant foam, water mist, or water spray.
- Minor fires: Use chemical substances or water spray.
- Major fires: Use alcohol-resistant foam or water spray.
- Unsuitable extinguishing method: Do not use a water jet. Do not rinse the floor with water, as vapors may travel and cause re-ignition.

If the fire is out of control, contact local fire authorities immediately.

SAFETY FEATURES IN THE FIREPLACE

Overfill Sensor

Prevents overfilling. The filling pump automatically stops when the safe fuel level is reached.

If an overfill occurs, it is important to remove any spilled fuel completely and ensure the sensor is dry before attempting a new ignition.

Overheat Sensor

Monitors burner temperature. If overheating occurs, the fireplace shuts down automatically. Refilling is disabled until the unit has cooled.

Leakage Control

The system is factory tested and leak-proof. If leakage is detected, the system stops both combustion and filling automatically.

Overpressure Vents

The built-in safety vents release pressure buildup in the event of delayed ignition or vapor expansion. These must never be blocked.

Ignition Heater – Function and Purpose

When the fireplace is started, the ignition heater activates and heats up, glowing orange. Its purpose is to preheat the bioethanol and initiate controlled vaporization and ignition. Once a stable and approved flame has been established, the ignition heater automatically switches off.

When the fireplace is switched off, the ignition heater activates again to safely burn off any remaining bioethanol in the system. This ensures a controlled shutdown and safe operation.

A normal startup takes approximately 4–5 minutes.

CO₂ sensor

The sensor monitors the CO₂ level and shuts down the appliance at 5,000 ppm CO₂ to ensure safe and healthy indoor air quality. The fireplace can only be restarted once it has cooled down and the CO₂ level has dropped to an acceptable level.

Before Installation and First Use

- Confirm that the nameplate matches the fuel you intend to use
- Be aware that residual ethanol may be present due to factory testing
- Install the fireplace in accordance with this manual and local/national regulations
- Allow the fireplace to cool for at least 15 minutes before cleaning the glass
- Keep the fireplace clean and dry during installation
- Make sure that the overpressure vents are free to function and are not blocked

See page 15 for required safety distances.

WARNING – HOT SURFACES

During operation, specific areas of the fireplace can reach very high temperatures. This includes all glass surfaces and the top plate. Avoid contact during and immediately after use.

Children and pets must be kept at a safe distance. We strongly recommend the use of an approved child safety guard when the fireplace is in use.



HAZARD PICTOGRAMS:



Do not pour onto flames



Do not pour on hot burner



Keep away from flammable objects



No smoking near fuel/fireplace



Do not blow into flames



Harmful vapors – avoid inhalation



Do not touch flames or hot parts



Keep extinguisher nearby



Follow fuel and safety instructions



Flammable material



Important notice



Potential hazard

NOTICE!

This product is a heating appliance. Surfaces can become extremely hot during operation and remain hot for at least 15 minutes after shutdown. To prevent injury, do not touch the unit during or shortly after use.

Keep children, elderly persons, and anyone with limited mobility at a safe distance from the appliance. Maintain the recommended minimum distance to any combustible objects such as furniture or curtains.

**WARNING!**

If you detect a spill or strong odor of bioethanol or vapors:

- Immediately shut down the fireplace using the remote or power supply switch
- Do not use electrical appliances or open flames near the unit while vapors may be present
- Ventilate the room by opening windows and doors
- If accessible, absorb spilled ethanol using a cloth or paper towel
- Dispose of the material in accordance with local regulations

Do not restart the fireplace until it has been inspected and approved by an authorized technician.



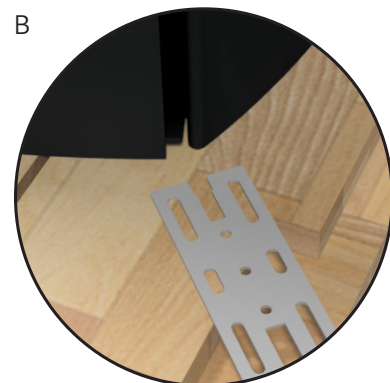
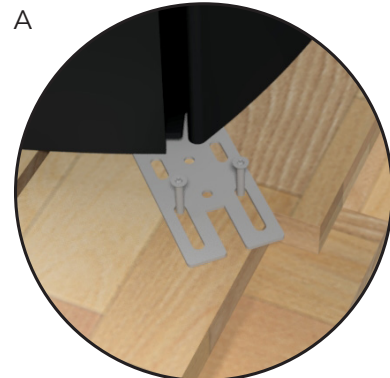
DELIVERY AND PACKAGING

The fireplace is delivered securely mounted on a transport pallet using four safety transport brackets – one at each corner (see A). These brackets are fastened with screws that must be removed before installation. Once the screws are removed, the brackets can be detached (see B).

Upon delivery, carefully inspect the fireplace for visible damage or missing parts. Do not proceed with installation if the unit is damaged, incomplete, or appears defective in any way.

To ensure proper handling and warranty coverage:

- Always document any transport damage immediately.
- Contact your dealer or distributor before continuing installation if any issues are found.



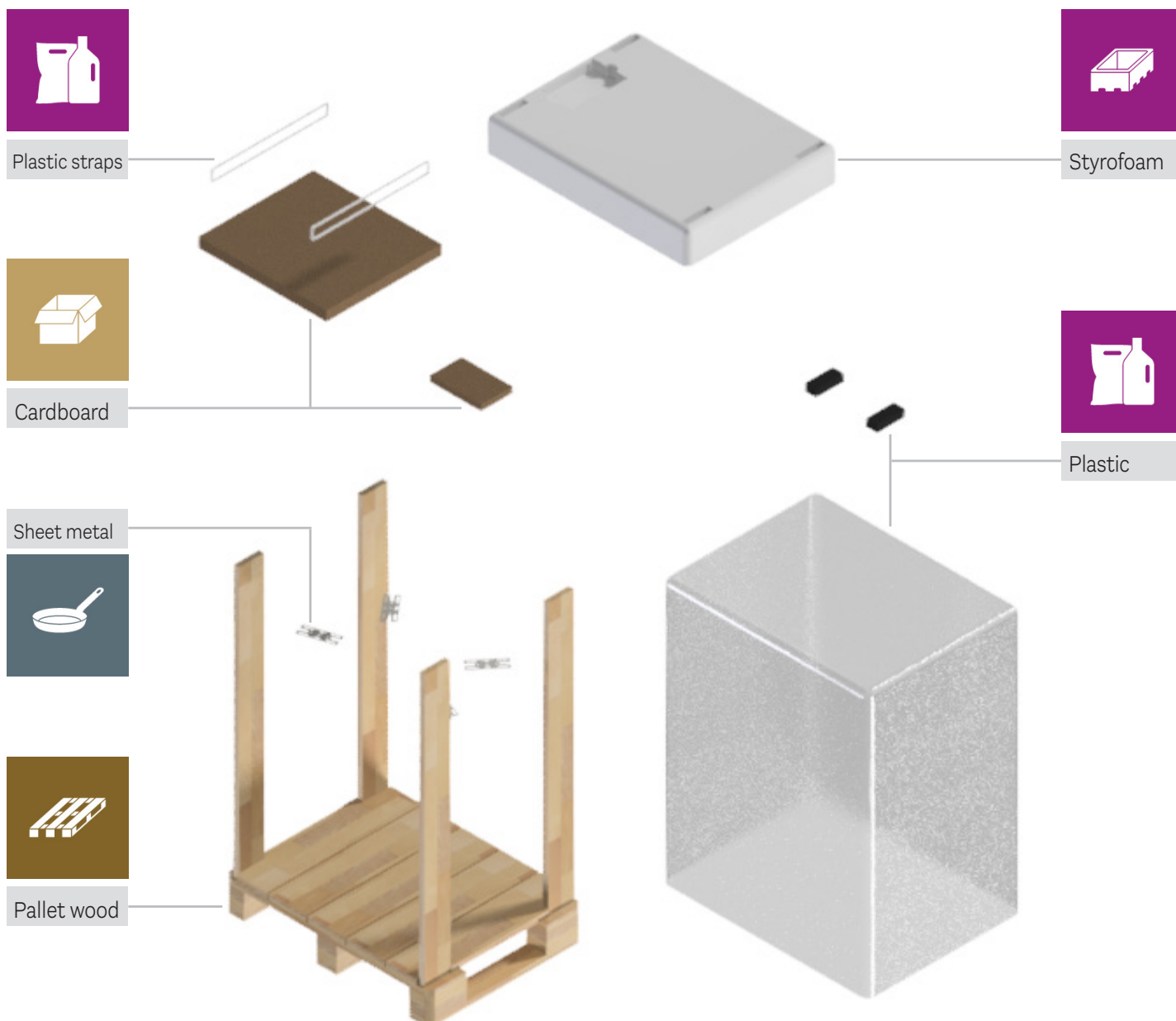
DISPOSAL AND ENVIRONMENTAL CONSIDERATIONS

DISPOSAL OF PACKAGING

The fireplace is shipped in recyclable packaging. All packaging materials must be disposed of in accordance with local or national waste regulations.

Note: We encourage responsible disposal of all packaging materials to minimize environmental impact.

Below is an overview of the materials:



OVERVIEW OF CONTENTS

The following components are included with your Q-Tee II Bio:

- Remote control
- Fuel pump
- Handle
- Power supply

**NOTE!**

The fireplace is for indoor use and must not be used outdoors.

STABILITY AND PROPER INSTALLATION

Placement and Surface

Ensure that the bioethanol fireplace is placed on a stable and level surface.

The surface on which the fireplace is placed must not restrict the air supply for combustion.

Height adjustment

There are four adjustment screws underneath the appliance. Make sure the fireplace is level by using the adjustment screws.

Ensuring Proper Clearance

Maintain the recommended safety distances from combustible materials and furniture. Ensure there is adequate ventilation around the fireplace to prevent overheating.

Always follow the installation and assembly instructions, and use only the included or recommended components.

Inspection

Check that the fireplace stands securely and cannot tip over due to accidental impact.

Convection air slots and rear ventilation openings shall not be covered or obstructed.

Verify that the pressure relief vent is correctly positioned. Check that the pressure relief vent can be easily lifted inside the fireplace roof (see the photos).



NOTICE!

Preparations for Placement and Installation

- Install the fireplace on a solid floor that can support its weight.
- Follow the fire safety distances specified in this manual.
- Once the fireplace is positioned, ensure that it is level and properly aligned.
- The glass must be cleaned before first use, as fingerprints and other marks can burn into the surface.
- Convection areas underneath the topplate and rear ventilation shall never be covered or obstructed.

Preparations for Electrical Supply

- The power supply should be located near the bottom of the fireplace, so be sure to plan the installation process accordingly.



SAFETY DISTANCES TO COMBUSTIBLE MATERIALS

Purpose and Compliance

The Q-Tee II Bio is designed for indoor residential use and does not require a chimney. However, it is crucial to observe all safety distances to combustible materials to prevent fire hazards and ensure safe operation.

These installation instructions comply with EN 16647:2016-04 and applicable national building regulations. Always consult local laws and guidelines before installation.

Additional Mandatory Safety Guidelines

- Ensure the unit is placed on a stable, fireproof surface (e.g. tile, concrete).
- Never install the unit under sloped or flammable ceilings.
- Do not cover the appliance or place objects above or around it.

Q-TEE II BIO FROM TOP PLATE TO CEILING

A Top Plate to Combustible Ceiling: 1000 mm



WARNING!

- Failure to follow these safety distances and guidelines may result in fire, serious injury, or damage to property. Installation must be carried out in accordance with this manual and national regulations.
- Never move the fireplace while it is in use or hot.

The following diagrams and measurements define the minimum safe distances required when installing the Q-Tee II Bio near combustible materials. Compliance with these distances is mandatory to ensure fire safety and proper operation.

Front Installation:

- A** Back 50 mm
- B** Side Wall 250 mm
- C** Furniture Clearance 700 mm

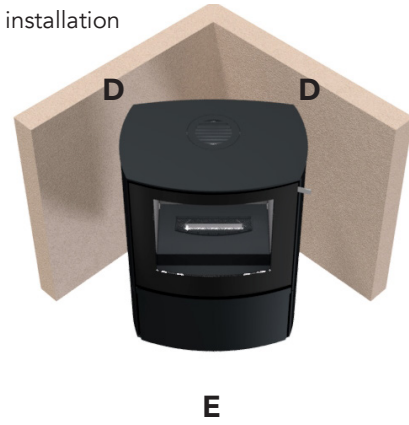
Corner Installation:

- D** Back/Side 50 mm
- E** Furniture Clearance 700 mm

Front installation



Corner installation



WARNING!

- Distances must be measured from the outermost part of the appliance, including glass and handle.
- No flammable materials (curtains, decorations, furniture) may be within the clearance zone.
- Always follow installation diagrams. If in doubt, contact an authorised installer.
- Maintain ventilation around the unit – do not install in enclosed alcoves.



INSTALLATION OF DOORHANDLE

This section explains how to remove the temporary handle and correctly install the permanent handle before using the fireplace.

Handle Replacement Instructions

1. Remove the temporary handle

- The appliance is delivered with a metal transport handle.
- Unscrew the two screws holding the temporary handle in place (see figure 1).



Figure 1
Temporary handle

2. Install the permanent handle

- Position the permanent handle on the door mount as shown (figure 2).
- Tighten the two screws.
- Ensure the handle is secure before operating the door.



Figure 2
Permanent handle



WARNING!

- Never open the door while the appliance is operating or hot.
- Only open the door when the fireplace is off and cooled down to avoid burns or improper combustion.



ARRANGING THE DECORATION - OPTIONAL

The fireplace can be operated with or without decorative elements.

Decorative elements are optional accessories.

RAIS offers approved decorative packages, which can be purchased separately:

- Log set - Decorative ceramic logs
- Decoration glass + stones - Dark orange glass and black stones

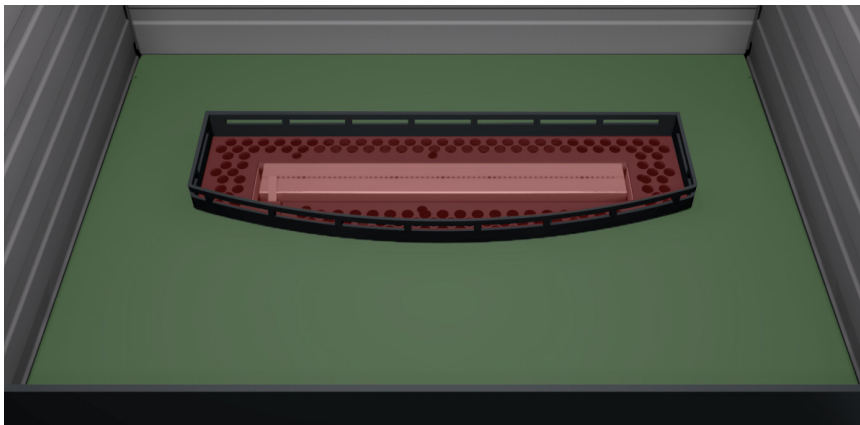
Permitted Decoration Zones

- Decorations may only be placed outside the burner area.
- Use only original decoration provided or approved by RAIS / Attika.
- Ensure that no decorations block outlets or interfere with flame spread.

Prohibited Decoration Zones

- Never place decoration directly over the burner.
- Do not place items in the central red zone shown in the illustration.
- Avoid combustible or non-heat-resistant materials.

Decoration zones



- Allowed
- Not allowed

Decoration example



WARNING!

Decorations may only be put outside of the burner area. No decorations may in any situation get in contact with the flames. Incorrect placement of decorative elements can:

- Distort flame behavior
- Cause incomplete combustion or sooting
- Create a fire hazard



CONNECTION AND STARTUP

PURPOSE AND COMPLIANCE

Before using the fireplace, it must be connected to a grounded power outlet and switched on using the switch behind the door. This ensures correct operation and compliance with applicable requirements. Missing or incorrect grounding may result in malfunction.

When the fireplace is switched on, there is a 40-second delay while the safety circuit is checked. "System starting" is shown on the control panel.

FILLING THE BIOETHANOL

Preparation and Setup

After connecting the fireplace to power, you can begin the filling process using the included automatic pump.

One hose should be inserted into your bioethanol container, remember to remove the black plug. The second hose has a nozzle that must be clicked into the filling port of the fireplace. A noticeable 'click' confirms that the connection is secure.

The power cable from the pump must be connected to the fireplace before filling. This cable provides power

and communicates temperature data to ensure safe filling. If the fireplace is too warm, filling will be blocked automatically. See figure 1.

Filling Instructions

Turn on the pump. It will automatically start filling when the fireplace is at a safe temperature. The pump will stop when the fireplace tank is full (100%) make sure to stop the pump just after the bioethanol container empties, this secure the pump from running dry. See figure 2.

When filling is complete, disconnect the nozzle by pressing the release button on the connector underneath the nozzle. See figure 3. and reattached the black plug on the other hose. It is important not to empty the hose from bioethanol.

NOTE: Avoid spilling bioethanol on surfaces, as it will cause permanent damage to the painted surface.

Once the filling is complete, the fireplace is ready for use. Always follow our startup and operation instructions to ensure safety and optimal performance.

Figure 1

Filling pump setup



Figure 2

On/Off switch on pump



Figure 3

Disconnect the nozzle



NOTE!

- Never refill the fireplace while it is in operation. The pump will not work if the fireplace is too hot.
- The ignition will not start if the pump is still connected.
- Avoid spilling bioethanol on surfaces – this will cause permanent damage.
- Do not pour ethanol directly into a warm or burning fireplace.
- To prevent unintended start-up, always switch off the pump using the main switch on the pump after filling.



WARNING!

- Never use other types of fuel, materials, or lower-quality bioethanol, as this will void the warranty and cause danger.
- Never add fragrances or oils to the bioethanol, as this will void the warranty and cause danger.
- Never mix bioethanol with other fuels, as this will void the warranty and cause danger.



STARTING THE FIREPLACE FOR THE FIRST TIME

Before operating the fireplace, ensure that all packaging, transport protection, and labels have been removed. The glass must be properly cleaned and inspected for damage. This ensures safe operation and optimal ignition conditions.

NOTE: Room temperature must be at least 15 °C to ensure proper ignition and prevent condensation.

STARTUP PROCEDURE

To ignite the fireplace for the first time:

- Press the power button  on the control panel, located behind the door, to activate the fireplace.
- Ensure that the fireplace door is closed.
- After activation, you have one minute to ignite the flames.
- Ignite the flames using one of the following methods:
 - the control panel,
 - the remote control*, or
 - the app.
- Use the ignition symbol  to begin the startup process. 2 bip will confirm startup process.
- The burner will preheat, and you will see a gradual glow inside.
- After 2–3 minutes, visible flames will appear.
- After approximately 6 minutes, the system reaches normal operating mode.
- The fireplace will start at level 3. For the first time allow it to burn for at least 2-3 hours at level 5 to cure the paint and ensure safe operation going forward. We recommend having the windows open doing this first ignition and don't have persons or animals in the same room.

See the next pages for further instructions on operating the fireplace.

* Before using the remote control, follow the supplied instructions to connect it to your bioethanol fireplace. For further guidance, scan the QR code.



NORMAL OPERATING SOUNDS

Clicking or ticking noises

During startup or cooldown, the fireplace may produce clicking or ticking sounds. This is normal and occurs due to the thermal expansion and contraction of metal components.

Boiling sounds

A gentle boiling sound may be heard from the unit. This is part of the safety system: the bioethanol is converted into vapor before ignition, ensuring there is no direct contact with the liquid fuel.

Pump noise

If listened to carefully, a faint sound from the motor pump may be noticeable. This pump regulates the amount of bioethanol entering the fireplace. The sound is normal during startup and shutdown.

Small puff at ignition

A soft "puff" may occur during the first ignition. This is the vapor being ignited and is a normal sound. Its intensity can vary depending on environmental conditions, such as whether the room is warm or cold.

MANUAL SHUTDOWN

If the remote control is unavailable or unresponsive:

- Turn off the fireplace by disconnecting power at the wall socket or switch.
- The flame will fade out gradually as the system shuts down safely.

BUILT-IN SAFETY SYSTEM

The fireplace monitors temperature and other key conditions continuously. If abnormal values are detected (e.g. overheating or ethanol spill), the system will shut down automatically.

NOTE!

Ensure the room is ventilated during first ignition. A small amount of smoke or odor may occur as the fireplace heats up for the first time, this will disappear after approximately 2-3 running hours on maximum load.

Keep children and pets away.

Surfaces and glass may become very hot – do not touch during or immediately after operation.

Caution: Do not touch any visible surfaces or glass, as they become extremely hot.



CONTROL PANEL

The fireplace features an integrated control panel, located behind the front door. This panel allows you to monitor the status and directly control core functions.

To activate the bioethanol fireplace, press the power button located behind the door. According to the applicable standard, ignition is only permitted when the user has visual contact with the flames. This ensures safe operation and immediate confirmation of correct ignition.

Once the power button has been activated at the control panel, you have one minute to ignite the flames. Ignition can be performed using the control panel, remote control, or mobile app.

NOTE: Always ensure that the fireplace remains within clear view during ignition.

STATUS MESSAGES

The display shows the current operational state:

STATUS	DESCRIPTION
SYSTEM STARTING	The safety circuit is being checked.
READY	The fireplace is powered and ready for ignition or refilling.
STARTING	Ignition start sequence is running.
FIRE ON	Flames are active and operating normally. Controls are active.
TURNING OFF	The fireplace is shutting down and cooling. System remains hot. Remote functions are blocked during cool-down.
PUMP ON	Refilling pump is connected or actively emptying the evaporation chamber.
FUEL LEVEL	Remaining fuel indicated
ERROR	A defined system error is active. See Error Codes & Actions section.
UNKNOWN	An unspecified error has occurred. Contact your local dealer.

Button Functions

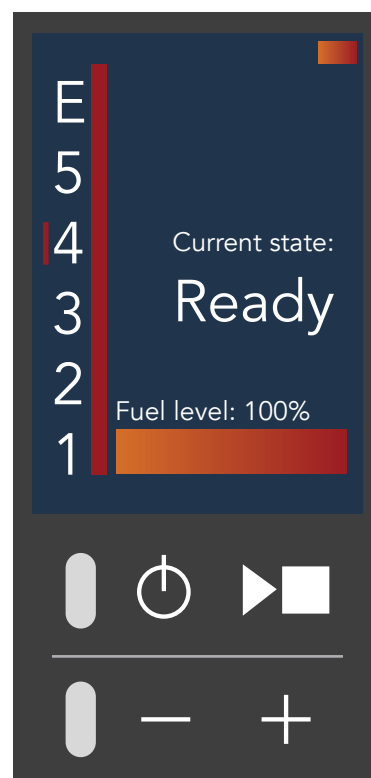
The panel consists of 4 buttons:

- Power  Turns the display on/off.
 - Start/Stop  Starts or stops flame operation.
 - Level Up + Increases flame height.
 - Level Down – Decreases flame height.
- The current flame level (1–5 or E for Eco) is shown directly on the panel.

The control panel is equipped with two USB-C ports, which are used for service if required.

Standby Mode:

If the panel remains unused for a few minutes, it enters standby to conserve energy. Press any button to reactivate the display.



WARNING!

To ensure safe operation:

- Never open the fireplace door during ignition, active burning, or shutdown phases.
- Opening the door may lead to sudden flame movement, smoke leakage, or loss of combustion control.
- Always allow the fireplace to fully extinguish and cool down before opening the door for inspection, filling, or cleaning.
- Opening the door at the wrong time can result in personal injury, damage to the fireplace, or unsafe operation.

REMOTE CONTROL

OVERVIEW OF BUTTONS AND FUNCTIONS

The remote control for the bioethanol fireplace is equipped with the following buttons:

- Power  – Turns the control panel off.
- Start/Stop  – Starts or extinguishes the flame.
- 1–5 – Adjusts the flame level (from low to high).
- ECO – Activates ECO mode (see explanation below).
- OK – Confirms settings or checks if the remote is connected to the fireplace control module.

If the remote becomes unresponsive, always check the battery level first.

STARTUP GUIDANCE

- When the fireplace is turned on and started, it begins at flame level 3.
- Adjusting the flame up or down becomes available as soon as the ignition heater shuts off. This allows the ethanol to reach optimal vaporization temperature and ensures stable operation.

A normal startup takes approximately 4-5 minutes.

UNDERSTANDING REMOTE SOUNDS

During operation, the fireplace emits several system sounds:

- Short single beep: Command received (from each button press).
- Two beep: Ignition process has begun.
- Four beep: The fireplace is shutting down.

ABOUT ECO MODE

When ECO Mode is activated, the fireplace automatically adjusts the flame between level 1 and 5 – depending on current temperature and usage patterns. This mode is designed to optimize consumption and extend burn time, with an average fuel usage equivalent to level 3.

Benefits of ECO Mode:

- Automatic flame adjustment
- Reduced bioethanol consumption
- Ideal for extended use with steady heat output

CHILD SAFETY LOCK

The fireplace is equipped with a built-in child safety lock, which can be used when the remote control is connected. Press buttons 1 and 4 simultaneously to activate or deactivate the child safety lock. A short beep confirms the action.

When activated, the controls are disabled, and the display behind the door indicates that the child safety lock is active. App operation remains available when the remote control is locked.

SHUTDOWN TIMER

A shutdown timer (countdown timer) can be set using the left arrow button on the remote control. Once activated, the timer counts down. When the countdown reaches zero, the fireplace will automatically shut down.

- Use  to enter time function menu.
- Use  or  to increase or decrease in 30-minute increments.
- Confirm with **OK** once desired time is highlighted in red.



BATTERY REPLACEMENT

On the back of the remote control, slide the battery cover downwards to remove it.

Insert one 3V CR2025 battery into the battery holder. Ensure that the positive (+) side faces downwards in the battery cover, as shown in the illustration below.

Reattach the battery cover by sliding it back into place.



APP CONTROL

The fireplace can be operated and monitored using the dedicated smartphone app. The app offers full control over essential functions and provides live feedback on the current status of the unit.

CONNECTING THE APP

Before using the app, ensure the fireplace is powered and connected:

- Download the app from App Store or Google Play (search for RAIS Bio or Attika Bio).
- Enable Bluetooth on your mobile device.
- Open the app and follow the on-screen instructions.
- When prompted, press the right upper corner to choose your model.

It is possible to add up to 10 different fireplaces.

AVAILABLE FUNCTIONS IN THE APP

Ignition / Shut Down

Start or Stop the flame with a single tap.

Adjust Flame Level

Swipe to set the flame between level 1 to 5.

ECO Mode

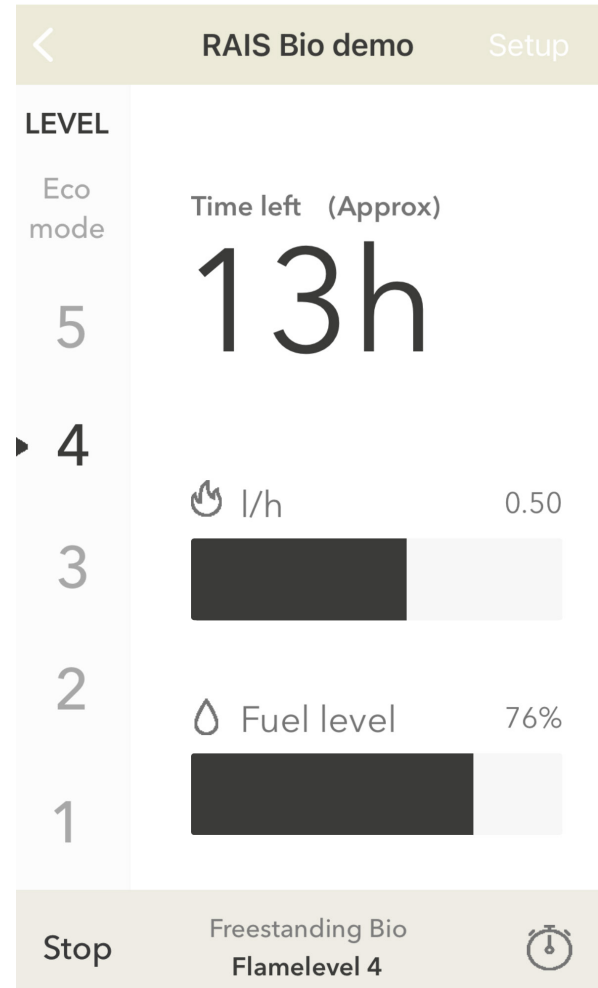
Activate ECO for automatic regulation between level 1–5 (equivalent to level 3 in average usage).

Timer Settings

Program the fireplace to shut off automatically after a selected time.

Status Monitor

Real-time overview of bioethanol usage, fuel level, and remaining burning time.



ERROR CODES

If the fireplace detects an operational issue, it will automatically enter an error state and show a relevant error code on the control panel.

The table below explains each error code and the required inspection and corrective action before system reset.

If any error reappears after reset, or occurs repeatedly, you must stop using the fireplace and contact your dealer for technical support.

ERROR CODE	EXPLANATION	TRIGGER CONDITION	REQUIRED ACTION
TRAY_TEMP_OUT_OF_RANGE	Tray Temp High/Low	Tray temperature below min or above max limits	Fireplace needs to be turned off and on again to reset error.
NO_FLAME_DETECTED	No Flame	Heating failure or long-time low tray temperature after start	Fireplace needs to be turned off and on again to reset error.
FLAME_EXTINGUISHED	Flame Out	Tray temperature drops by $\geq 40^{\circ}\text{C}$ since previous reading.	Fireplace needs to be turned off and on again to reset error.
SPILL_DETECTED	Spill Detected	Spill sensor indicates spill	Check for fluids on top of tank. if no fluids check for metal pices making contact between sensor and tank. Fireplace needs to be turned off and on again to reset error.
CO2_TOO_HIGH	CO ₂ High	CO ₂ reading from sensor greater than 5000 ppm.	Fireplace needs to be turned off and on again to reset error. Fireplace can be started when CO ₂ limit is below 5000ppm.
TV_HOT	TV Temp High	TV temperature to high	Fireplace needs to be turned off and on again to reset error.
LOW_FUEL_LEVEL	Low Fuel	Fuel level ≤ 0	Let the fireplace cool down and fill the system.

TROUBLESHOOTING

If the fireplace detects a problem, it may show an error code or simply not function as expected. Use the table below to identify possible causes and recommended solutions.

ERROR	POSSIBLE REASONS	SOLUTION
A. Smoke or a strange odour comes from the burner during burning.	1. Waste burns in the burner that shouldn't be there. 2. You are using the wrong fuel (it is important to use ONLY prescribed bioethanol). 3. You have placed something around/above the flame that is not approved or recommended. 4. If the burner is empty (the flame goes out) or you have just switched off the fireplace, this is normal. 5. The quality of the bioethanol you use is not good enough.	• Remove the waste. • Check if you have used the correct bioethanol. • Remove the object placed in the flame. • - • Check if you have used the correct bioethanol. If in doubt, contact your dealer.
B. The remote control is not responding.	1. The batteries are empty.	• Replace the batteries.
C. When I switch off the fireplace, the fire does not stop immediately.	1. This is normal. The bioethanol already in the burner must first burn up. The flames will extinguish themselves.	• Normal shutdown can take up to one minute.
D. When I try to fill the tank, the pump will not start.	1. The fireplace is still hot. 2. The sensor in the tank is defective.	• The pump only allows filling when it is sufficiently cold. • Contact your dealer.
E. The pump does not automatically shut off when the tank is full when I fill it up.	1. You have not used the correct bioethanol. 2. The sensor is defective.	• DO NOT LIGHT THE FIREPLACE! Use a cloth to clean up spilled bioethanol and contact your dealer.

CLEANING AND MAINTENANCE

When using your bioethanol fireplace, it is important for you to know how to maintain it. Regular maintenance ensures the fireplace remains safe, efficient, and visually appealing. This section describes how to clean and maintain your stove.

General Cleaning

- Before using the fireplace for the first time each season — especially after long periods of disuse — remove all dust and foreign particles.
- Never use acidic, corrosive, or abrasive agents. These can damage the surface or seals.
- The fireplace must be completely cool before cleaning.

Cleaning the outside of your fireplace

When cleaning the outside of your fireplace, how you go about this is dependent on the colour of the stove and what it is made of. The table below shows how to clean your stove.

NOTE: Your fireplace must only be cleaned when cold.

It is important to clean your fireplace regularly. If dirt and stains are left on the stove (particularly in pale areas), there is a risk of the stains being burnt on.

If you need to maintain the surface, all colours are available as spray paints. If general cleaning is not enough to remove any discolouration, please contact your RAIS/Attika dealer.

STOVE COLOUR	PROCEDURE
White Nickel Platinum Sand	Wipe with RAIS Stove cleaner or warm, soapy water (washing-up liquid).
Black Mocha	No liquids. Wipe with a wrung-out cloth.

Cleaning the glass

There are several effective ways of cleaning the glass on your fireplace:

- Schott dry sponge. Available from most stove dealers.
- Window cleaner suitable for stoves. Follow the instructions. When using detergent, you must always rinse with clean water so that any detergent residues are also removed. This will prevent residues burning onto the glass and leaving marks the next time your stove gets hot.

The stove must be cold when you start.

Inspection and Safety

- Check both the interior and exterior of the fireplace regularly for damage or wear.
- Pay special attention to gaskets and seals to ensure airtight operation.
- Use only original spare parts to maintain performance, appearance, and warranty coverage.

Replacing seals

Inspect your stove for damage regularly, both inside and out, in particular the seals and heat insulating plates. The seals must be replaced if they are worn or fractured.

Moving parts

Door hinges and door locks should be lubricated as needed, but it is important to lubricate on a regular basis so that damage is not caused by a single event. We recommend that you use our lubricant spray exclusively, as using other products can cause odour and residue. Contact your dealer to obtain the lubricant.

WARRANTY

At RAIS / Attika, we provide a warranty on bioethanol fireplaces in accordance with applicable legislation and the conditions below.

Warranty period

- **5-year warranty** on the fireplace body (construction)
- **2-year warranty** from delivery date on other components
- Applies to material and manufacturing defects when installed and used according to RAIS / Attika instructions

LIMITED WARRANTY ON WEAR PARTS (1 YEAR)

The following components are covered:

- Glass and glass seals
- Skamol, vermiculite and rear panels
- Decorative logs and ceramic elements
- Temperature sensors
- Igniters
- Heating element
- Integrated pump
- Tank level sensor
- Seals and gaskets
- Fuel hoses

SERVICE AND REPAIR

Service and replacement must be carried out by an authorised RAIS / Attika dealer.

Unauthorised service may void the warranty.

WARRANTY IS VOID IF

- Installation is not in accordance with the manual or legislation
- Incorrect or contaminated bioethanol is used
- The fireplace is used incorrectly
- The product is modified
- Non-approved spare parts are used
- Maintenance is not performed correctly
- Damage is caused by external factors (impact, moisture, misuse)

NOT COVERED BY WARRANTY

Cosmetic changes due to heat and moisture:

- Discolouration
- Patina
- Oxidation / rust

CLAIMS PROCEDURE

In case of claims:

1. Contact your RAIS / Attika dealer
2. Provide:
 - Production number
 - Description of the issue
 - Proof of purchase

RAIS / Attika will assess how to resolve the issue.

Important notes

- Valid only from first sale
- Warranty is not extended after repair/replacement
- RAIS / Attika may use alternative parts of equivalent quality

Note

Unauthorised modifications are not permitted.

RAIS / Attika cannot be held liable for resulting damage or malfunctions.

TECHNICAL DATA

SPECIFICATIONS		
Q-Tee II Bio, Q-Tee II C Bio		
		Standard: EN 16647:2016-04
		Fuel: Bioethanol purity of 96.5% to 97.5%
P_{SH1}	1.6	Heat output (kWh)
P_{SH2}	1.9	Heat output (kWh)
P_{SH3}	2.3	Heat output (kWh)
P_{SH4}	2.8	Heat output (kWh)
P_{SH5}	3.4	Heat output (kWh)
P_{SHECO}	2.5	Heat output (kWh)
T_1	31	Fuel time (h)
T_2	26	Fuel time (h)
T_3	22	Fuel time (h)
T_4	16	Fuel time (h)
T_5	14	Fuel time (h)
T_{ECO}	20	Fuel time (h)
V	7.8	Fuel tank capacity (L)
L, W, H	Q-Tee II Bio W582, D410 H883 Q-Tee IIC Bio W660, D479 H883	Overall dimensions of the appliance (mm)
m	Q-Tee II Bio 125 Q-Tee II C Bio 132	Mass of the appliance (kg)

INSTALLATION REQUIREMENTS		
Q-Tee II Bio, Q-Tee II C Bio		
		Standard: EN 16647:2016-04
		Fuel: Bioethanol purity of 96.5% to 97.5%.
Air exchange (ACH)	Minimum volume (m ³)	Equivalent floor area (m ²)*
1.0	85	34
0.7	122	49
0.6	142	57
0.5	170	68
0.2	426	170
CO detector recommendation	Yes	Same room as fireplace
* Based on ceiling height of 2.5 m		

NAMEPLATE

This bioethanol fireplace has been tested in accordance with EN 16647:2016-04 by TÜV SÜD Germany.

The bio fireplaces are supplied with a nameplate that contains essential product information, including model, burner type, fuel category, minimum room volume and installation distances.

The nameplate is installed in an accessible location on the burner. This allows service technicians or authorized personnel to verify product details and ensure safe installation and maintenance.

Always refer to the nameplate during installation to confirm that the fireplace meets the necessary safety and operational standards.

26
Model no.: 12

CE

Tested by TÜV SÜD Germany
According to EN 16647:2016-04
EMC tested for EU market
Report no.: W-O 1658-00/26 & TR-713403916-00 & TR-713403916-01

Produced at:
RAIS A/S, Industrivej 20, 9900 Frederikshavn, Denmark

Model:
Q-Tee II Bio

Brænder ID/ Burner ID/ ID du Brûleur/ Brenner ID:

Bioethanol 96.5-97.5%			V _{MIN} Room size		
P _{MIN}	1.6	kW	D _{Back}	50	mm
P _{MAX}	3.4	kW	D _{Side}	250	mm
V _{Burner}	7.8	L	D _{Front}	700	mm

Produced for: ATTIKA FEUER AG, Brunnmatt 16, CH-6330 Cham
/ RAIS A/S, Industrivej 20, DK-9900 Frederikshavn

26
Model no.: 12

CE

Tested by TÜV SÜD Germany
According to EN 16647:2016-04
EMC tested for EU market
Report no.: W-O 1658-00/26 & TR-713403916-00 & TR-713403916-01

Produced at:
RAIS A/S, Industrivej 20, 9900 Frederikshavn, Denmark

Model:
Q-Tee II C Bio

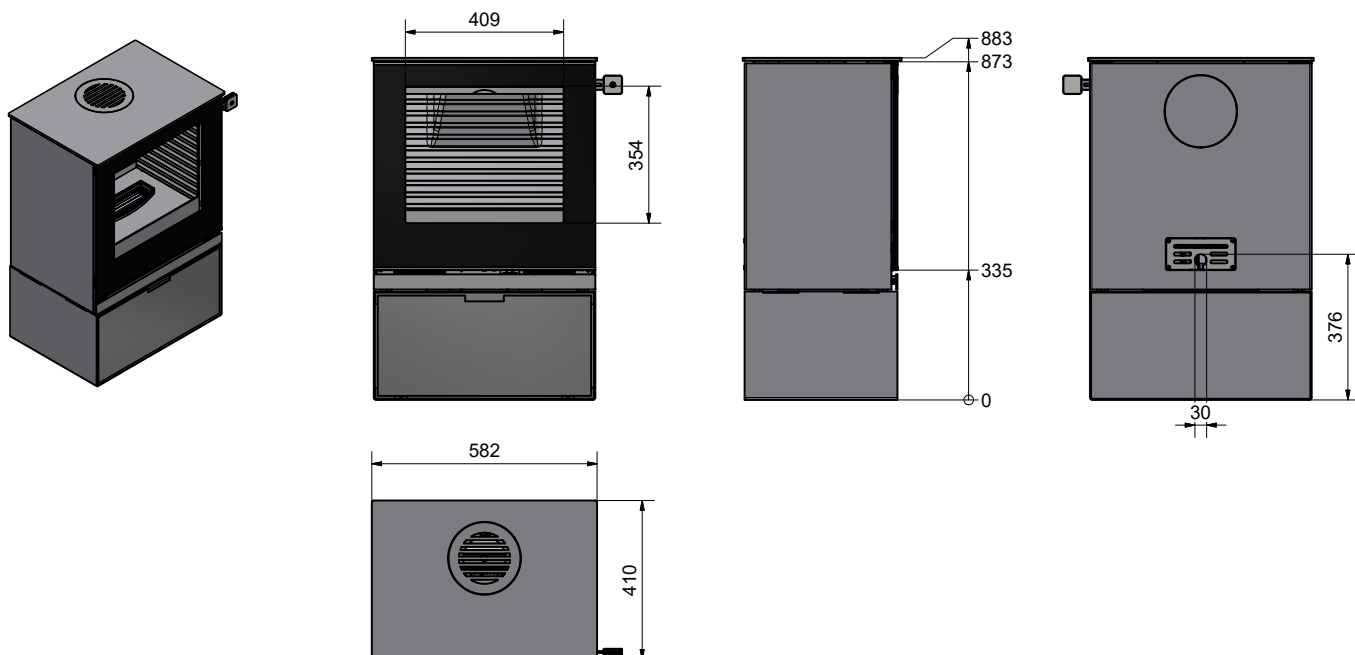
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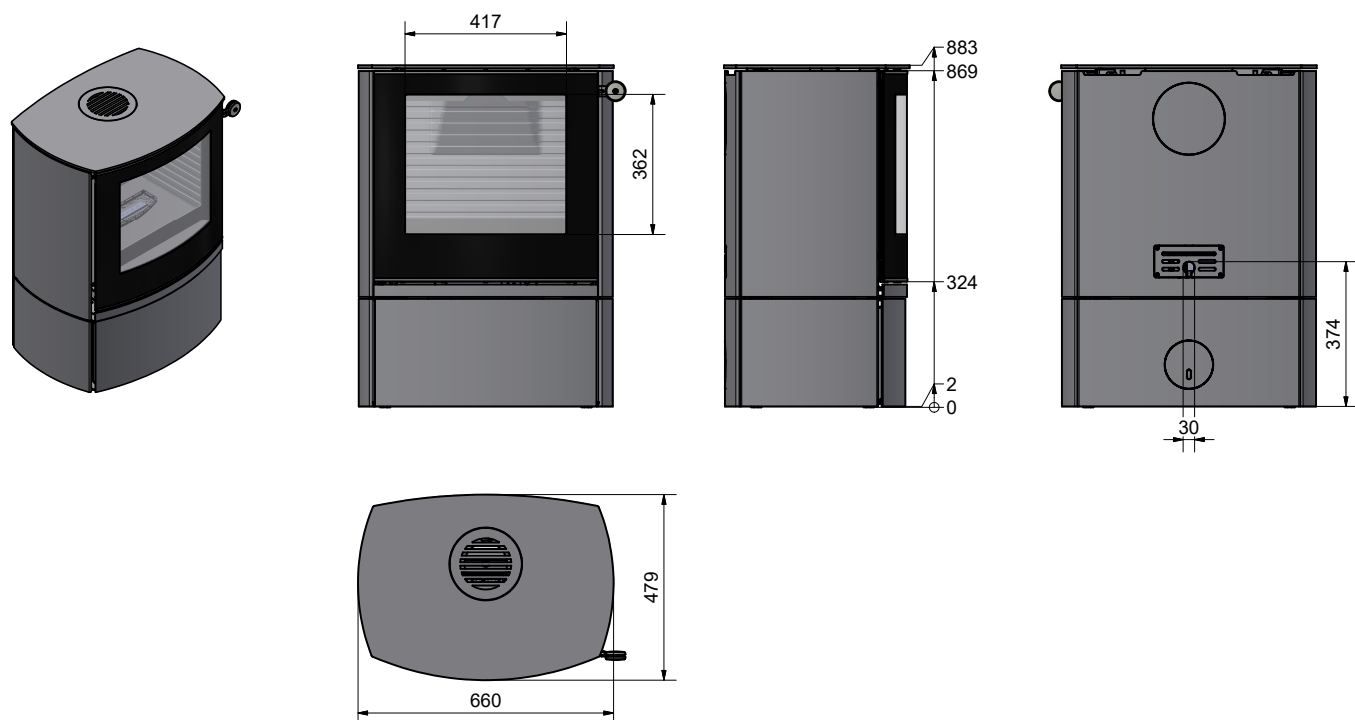
Produced for: ATTIKA FEUER AG, Brunnmatt 16, CH-6330 Cham
/ RAIS A/S, Industrivej 20, DK-9900 Frederikshavn

Q-TEE II BIO

ENG

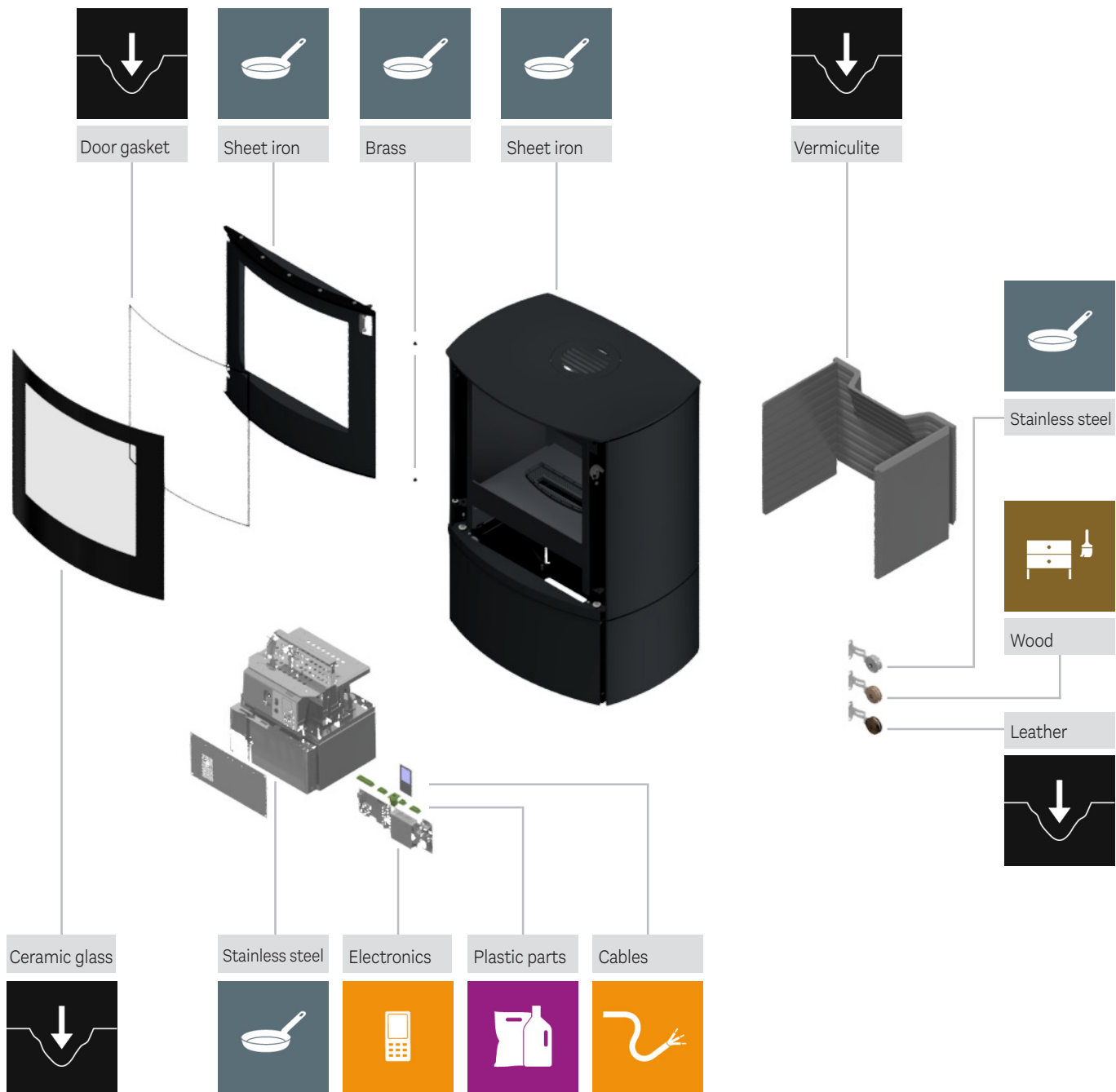


Q-TEE II C BIO



DOWNCYCLING

When your fireplace is no longer usable in the distant future, it is important that it is sorted correctly. Below is an overview to help you on your way.





**Add value.
Inspire trust.**

CONFIRMATION

on the type examination of decorative ethanol fireplaces

test

Date: 2026-05-21

Our reference:
IS-TAF-MUC/bja

Order no. 4302967

Document:
WO16580026_Confirmation.docx

Page 1

The document consists of
1 page

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The test results refer exclusively
to the units under test.

Test Laboratory: TÜV SÜD Industrie Service GmbH
Abteilung Feuerungs- und Wärmetechnik
Prüfbereich Wärmetechnik

Subject of Test: Decorative fireplaces for the liquid fuel Ethanol
type Nexo ... Bio
Q-Tee II ... Bio
Caro ... Bio ...
Viva ... L ... Bio

Ordering Company: Rais A/S
Industrivej 20
9900 Frederkshavn
Denmark

Basis of Test: DIN EN 16647:2016-04

Test Report: No. W-O 1658-00/26 dated 2026-05-21

The results in detail, the evaluation of the results and the conclusions out of the results are described in the above mentioned test report.

Feuerungs- und Wärmetechnik

Norbert Hörmann
Head of Laboratory Section
Feuerungs-, Wärme- und Abgastechnik

Headquarters: Munich
Trade Register Munich HRB 96869
VAT ID No. DE129484218
Information pursuant to § 2 [1] DL-InfoV
(Germany) at tuvsud.com/imprint

Supervisory Board:
Walter Reithmaier (Chairman)
Board of Management:
Simon Kellerer (CEO)
Paula Pias Peleteiro
Markus Starflinger

TÜV SÜD Industrie Service GmbH
Feuerungs- und Wärmetechnik
Ridlerstr. 65
80339 Munich
Germany
Phone: +49 89 5190-1027

tuvsud.com/de-is
Hotline: +49 89 5190-4001

TÜV®



Article number: 12-6530ENG



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RAIS[®]

RAIS A/S
Industrivej 20
9900 Frederikshavn
Denmark
www.rais.com

attika[®]
FEUERKULTUR

ATTIKA FEUER AG
Brunnmatt 16
CH-6330 Cham
Switzerland
www.attika.ch