



Cloud eControl

THE FUTURE OF ELECTRIC FIRES

OPERATING INSTRUCTIONS

Learn how to control your fire with the remote control or app.



Version 2





CONTENTS

General Information	04
Notes.....	06
Remote Functions	07
App Setup.....	08
Create Account.....	09
Connecting to Your Fire.....	10
Alexa Control	12
Controlling Your Fire.....	13
Controlling the Heat.....	14
Thermostat Control.....	15
Dimmer Control.....	17
Custom Colours.....	18
Setting Timed Heat.....	21
Firmware	24
App Version.....	25
Disconnect a Fire	26
FAQs.....	27
Troubleshooting	28
Notes.....	29

GENERAL INFORMATION

THERMOSTAT

The thermostat will retain the last temperature set by the remote, keypad or the app. Unless the fire is switched off by the master on/off switch, then it will default to 21° C. The heater will automatically cycle on & off within 2 degrees. The temperature may vary slightly between the actual room temperature and that of the reading inside the fire. Use the remote or the app to adjust.

OPEN WINDOW/DOOR DETECTION

If the fire senses a significant drop in room temperature, it will turn heat to OFF (showing the eco leaf) to save energy. Heat can be turned ON by the user once the door or window is closed and the room isolated.

CONTROL OPTIONS

Your fire can be controlled by only the remote or the App. Whatever your preference, we have you covered.

SPECIFICATION

Model: ERX 60 Remote.

Remote frequency: 868 MHz. (US: 915MHz)

Battery operated: 2 x AAA.

Please ensure the batteries are disposed of correctly.

Important

You must have a 2.4Ghz internet connection to use the app

SUPPORT

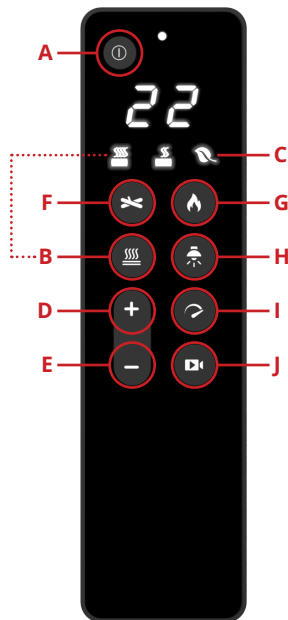
Help is at hand, for technical enquires please call 01543 251122 or email info@flameritefires.com.



NOTES

REMOTE FUNCTIONS

- A.** On/Off
- B.** Cycle heat – Glass must be in open position (LO-HI-OFF)
- C.** Eco leaf: Open window/door detection activated
- D.** Increase temperature – 16-31°
- E.** Decrease temperature – 16-31°
- F.** Cycle brightness of logs and fuel bed (0%-20%-40%-60%-80%-100%)
- G.** Cycle brightness of flame (0%-20%-40%-60%-80%-100%)
- H.** Cycle brightness of down lighting (0%-20%-40%-60%-80%-100%)
- I.** Cycle speed of flame (3 speed)
- J.** Cycle fire animations



The remote will be in sleep mode until a button is pressed to wake it up. You will need to press it again to use it. This is to save the remote battery. It will go back to sleep after 15 seconds.

APP SETUP

Go to the App Store or Google Play and install the **Cloud eControl App**



TIP

Make sure Bluetooth and Wi-fi are turned on in your phone settings. The fire should also be powered on.



CREATE ACCOUNT

First, you need to create an account.

This registers the fire with us so any products can be registered with the manufacture (Flamerite Fires).

Create a secure password.

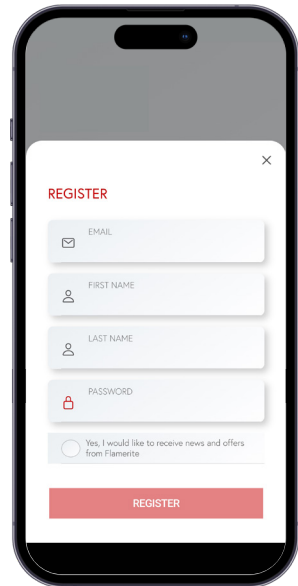
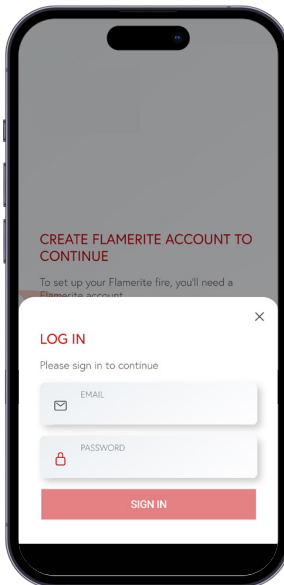
OR

Login with existing details if you are returning on a new phone.



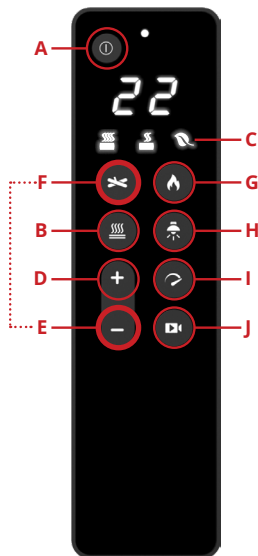
TIP

Make sure there is no space after your email.



CONNECTING TO YOUR FIRE

- A.** Make sure the main power switch is on, and Bluetooth is turned on, on your phone.
- B.** After turning on the power, press “OK, I’m Ready” in the app.
- C.** When the app starts to look for the fire, hold down buttons F and E together for 3 seconds on the remote. The app will notify you when it finds the fire.



CONNECTING TO YOUR FIRE

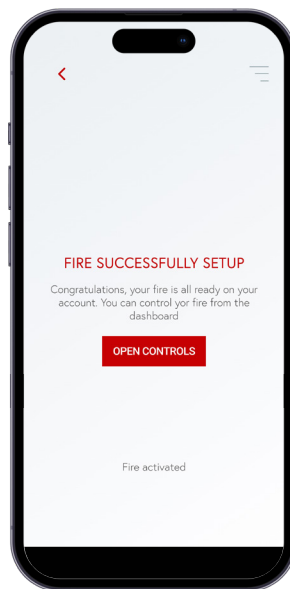
Select your Wi-fi network and enter the Password.

Once the fire is connected the green light will go solid green on the keypad.

Your fire is now connected to your phone and Wi-Fi network.

The fire will restart after connecting to Wi-Fi.

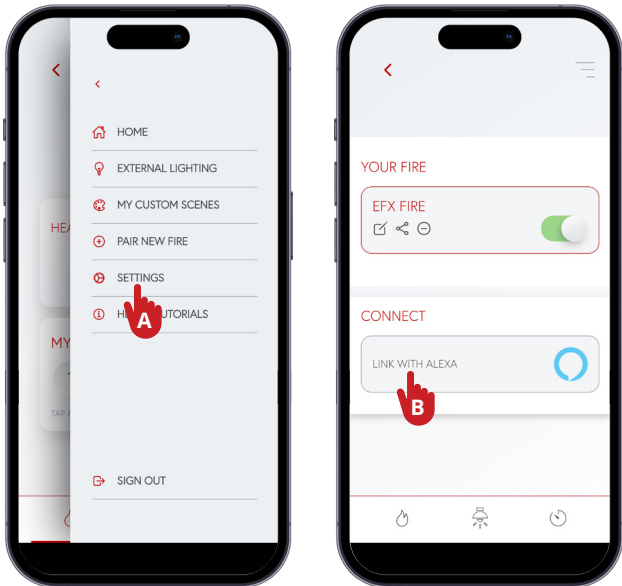
If you have any issue pairing your fire, please refer to the trouble shooting guide at the end of these instructions.



ALEXA CONTROL

- A. Go to the settings section of the side menu
- B. Press link with Alexa
- C. The fire will scan the network and display your Alexa account
- D. Press confirm to pair the Alexa
- E. The fire is now ready to use. Try saying one of the following commands:

- **Power** “Alexa, switch fire on.”
- **Heat** “Alexa, set fire heat off/low/high.”
- **Scenes** “Alexa, set fire scene to warmth.”
- **Temperature** “Alexa, set fire temperature to 16.”

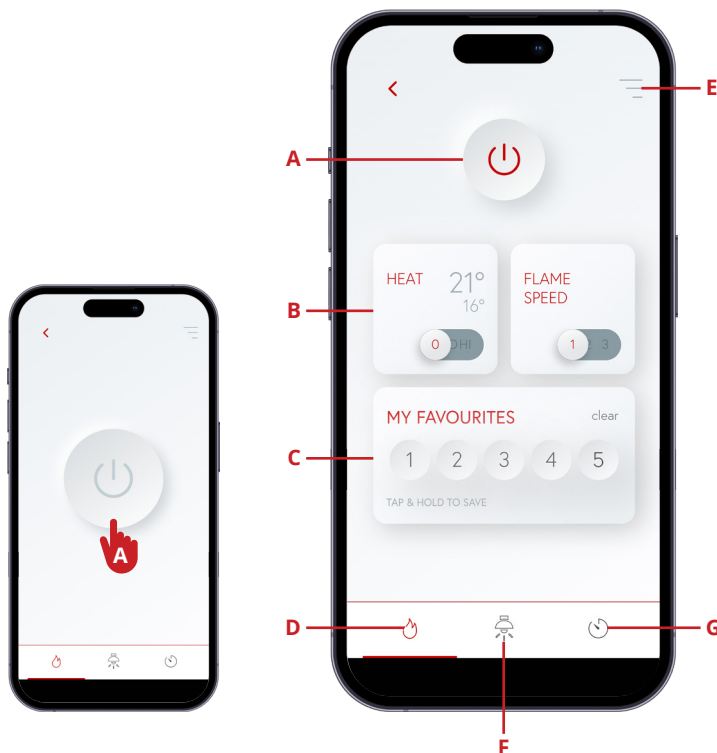


CONTROLLING YOUR FIRE

- A.** Fire ON/Off
- B.** Heat Settings
- C.** Favourite Scene
- D.** Homepage
- E.** Menu
- F.** Lighting
- G.** Timers

When the fire is off, only the ON/OFF button is displayed. Press to turn on the fire.

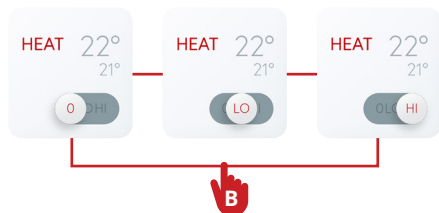
Favourites consist of heat and light settings combined. Custom scenes in the settings menu will only control lighting.



CONTROLLING THE HEAT

If the fire has a glass front, the glass should be tilted open in the backwards position. If closed during operation the heat will turn off.

- A.** Press the heat button to activate LO heat mode
- B.** Press again for HI heat.
Press again to turn off



NB. 🪟 Open window detection. If the fire senses a significant drop in temperature, it will revert to LO heat (showing the green eco leaf on the remote and in the app, to save energy). HI heat must be reset by the user once the door or window is closed and the room isolated.



THERMOSTAT CONTROL



HEAT

22°

21°

OLC HI

DESIRED TEMPERATURE

ROOM TEMPERATURE

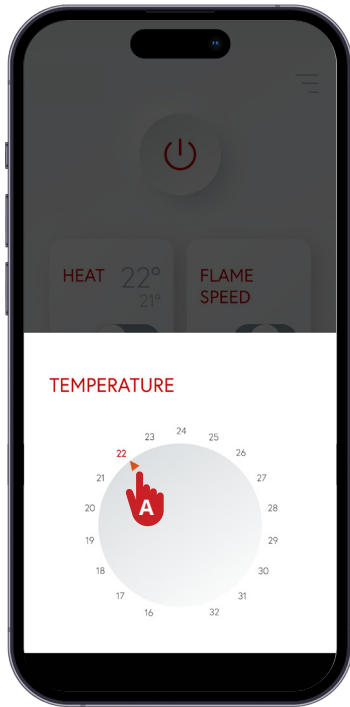
Press the desired temperature to select your preferred setting.



TIP

If the desired temperature is lower than the room temperature, the heat will not switch on.

THERMOSTAT CONTROL



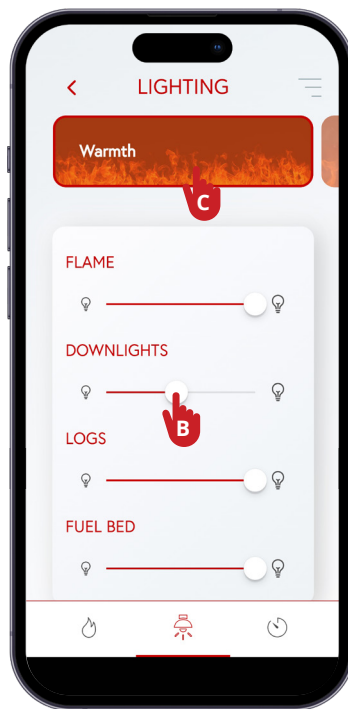
When the desired temperature button is pressed, a temperature dial will appear on screen.

- A.** Select your preferred temperature and exit the temperature dial

DIMMER CONTROL

You may change the brightness of the flame, downlights, logs and fuel bed independently of each other.

- A.** Press the lighting icon at the bottom of the screen to enter the settings
- B.** Slide left or right to increase and decrease the light level
- C.** Change default scenes by sliding left or right



CUSTOM COLOURS

If you would like something different from the six default colour settings, you can also create your own custom colour scene.

A. Go to the menu in the top right hand corner and select 'my custom scenes'. Then select '+ create scene'.

B. Colour wheel

C. Colours

D. Deep flame E-FX

E. Colour saturation

F. Brightness

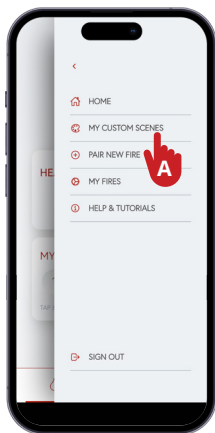
G. Log colours

H. Ember colours

I. Downlight colours

J. Flame colour 1

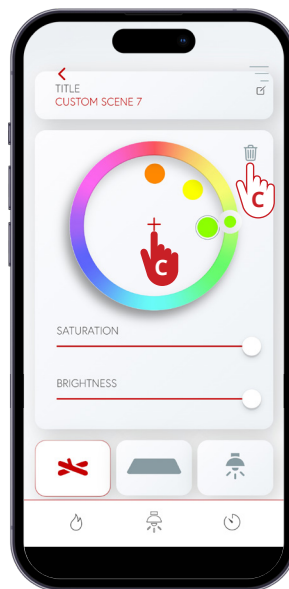
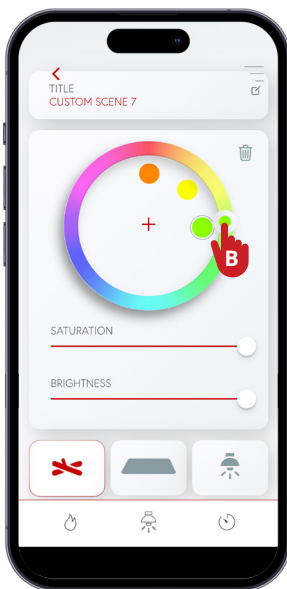
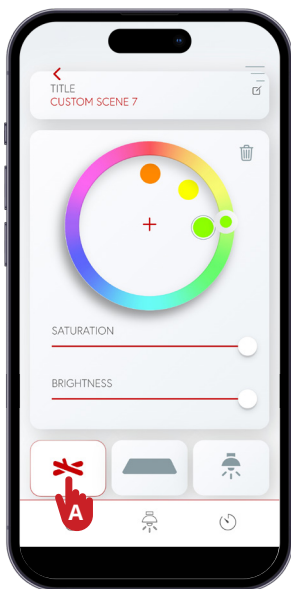
K. Flame colour 2



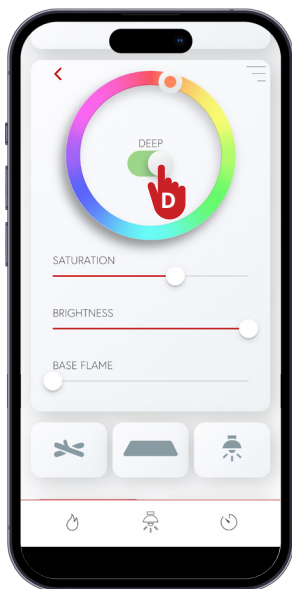
NB. Custom scenes will appear at the end of the six default settings. See page 20 for custom user scenes. Deep flame is a colour variation effect. Try it out now!

CUSTOM COLOURS

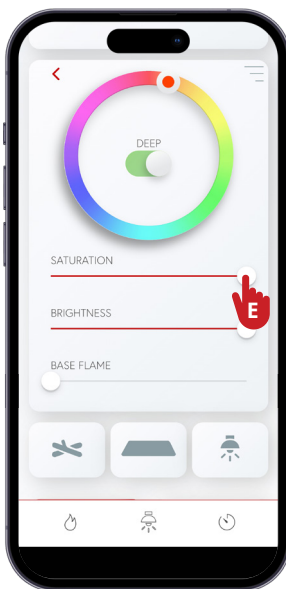
- A.** Press the dimmer you want to adjust
- B.** Select the colour you want on the colour wheel
- C.** Additional colours can be added or removed by pressing the + or  icons



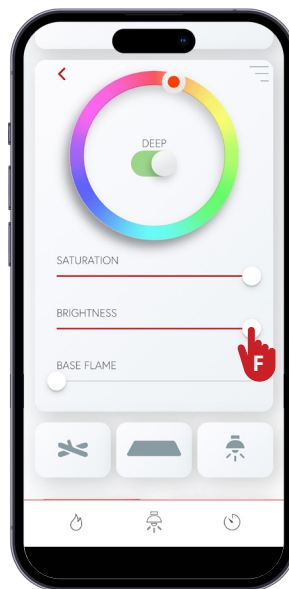
D. Apply deep flame. Deep flame applies a range of complimentary colours to further deepen the effect



E. Adjust the saturation. This is the amount of colour in the lights. 0=White. 100= Full colour



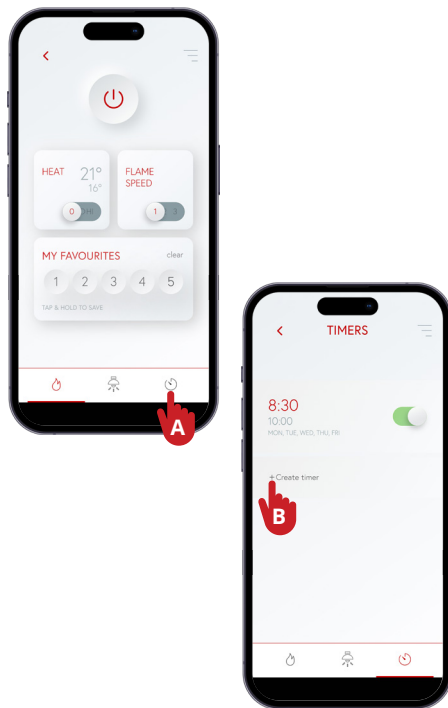
F. Adjust the brightness of the lights



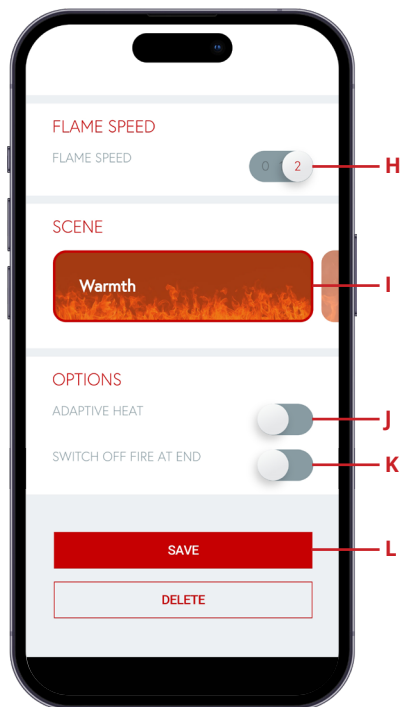
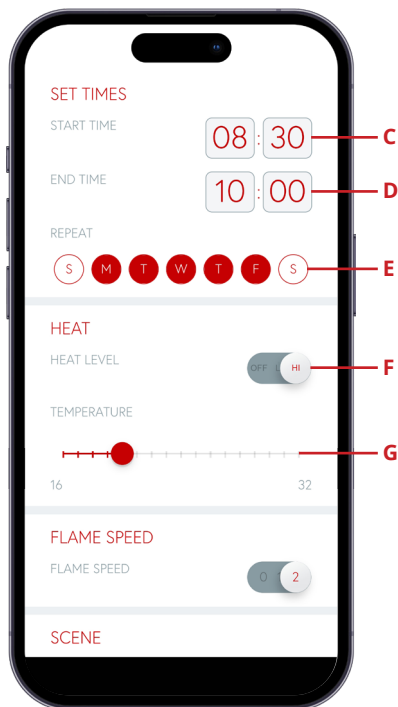
SETTING TIMED HEAT

Timed heat gives you the option to create as many daily timers as you like.

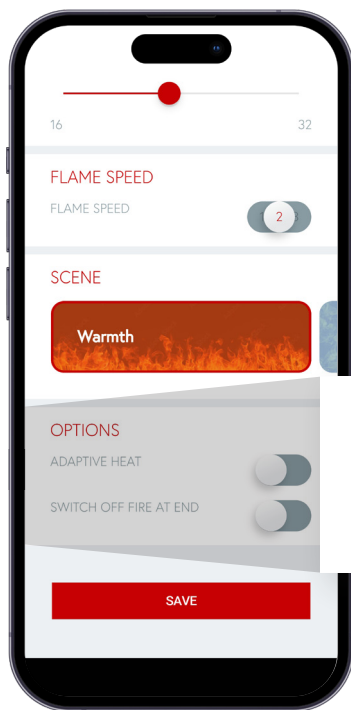
- A.** Press the timer icon at the bottom of the screen to view your schedules
- B.** Here you can edit/delete existing timers or press the + icon to create a new one
- C.** Timer start time
- D.** Timer end time
- E.** Active days
- F.** Desired heat setting OFF/LO/HI
- G.** Temperature
- H.** Flame speed 1/2/3
- I.** Preset colour
- J.** Adaptive heat
- K.** Switch off fire after timer has ended
- L.** Save timer



SETTING TIMED HEAT



SETTING TIMED HEAT



Adaptive Heat: The heater will predict and initiate the optimal time to reach your set temperature, therefore activating the heat up to 1 hour prior to the set time.*

Setting a time will make it available across all devices associated with the fire.

Once set, leave the fire in standby mode. If the fire has front glass, the glass should be tilted in its rearward position.

OPTIONS

ADAPTIVE HEAT



SWITCH OFF FIRE AT END



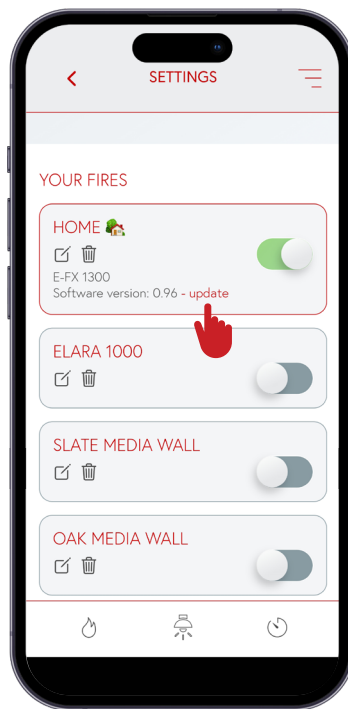
This function is only suitable for well insulated spaces or occasional use.

*Based on an average room size at 16 degrees.

FIRMWARE

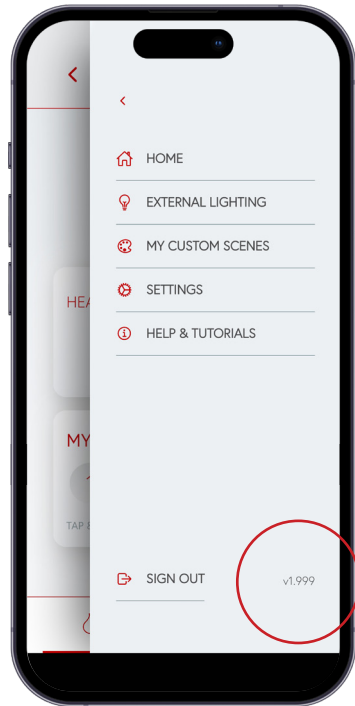
The firmware version can be found in the settings menu.

Select the fire you want to update, and if a firmware version update is available, click the firmware update button in the menu. You can also find the fire model number here.



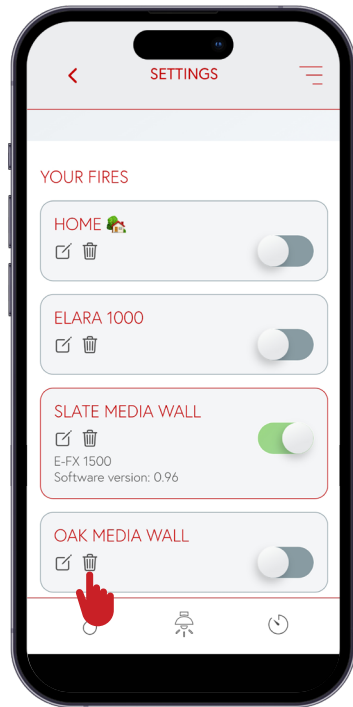
APP VERSION

The app version can also be found in the side menu. It is located at the bottom of the menu.



DISCONNECT A FIRE

To disconnect a fire, press the bin icon on the settings menu.



FAQs

- Q** How many devices can I pair with my fire?
- A** There is no limit to how many devices can control your fire. Multiple users can send commands, the last command sent will be used.
- Q** Will the app sync with the remote.
- A** Yes, both the app and remote receive status when the fire is in use.
- Q** How do I control multiple fires with my device?
- A** If you have paired multiple fires, they can be activated from the side menu using Settings. Use the slider to activate the fire you want to control. You can only control a single fire at a time.

Important

You must have a 2.4Ghz network to operate the fire using the Cloud eControl App, or Alexa. Check with your internet or router provided if you are unsure. Network security may effect trying to connect your fire. Speak with network administrator for more details.

TROUBLE SHOOTING

PROBLEM	CAUSE	SOLUTION
CAN NOT PAIR FIRE	Space after email	Remove space from email
	Wrong wi-fi password	Check network password
	No 2.4ghz network available	Check 2.4GHz internet connection is available and has internet access
	Process restart required	Turn the fire off and on at the power supply, restart the app, and restart the pairing process
APP NOT RESPONSIVE	Lost Connection	Turn off fire and restart. Turn off the app and restart
	Poor Connection	Check other Wi-Fi devices are connected and stable. Turn off fire and restart. Turn off the app and restart
REMOTE UNRESPONSIVE	Low Battery	Replace with 2 x AAA Batteries
FLASHING RED LIGHT ON THE REMOTE	Lost connection	Hold button 'D' and 'E' ,on the keypad shown on page 4, together until a green flashing light appears. Now press any button on the remote to pair the remote to the fire.
NO HEAT WORKING	Desired temperature is already reached	Turn the temperature up on the remote, or app.

If experiencing persistent network issues, try restarting your internet router.

NOTES

NOTES

NOTES

www.sustainablehearth.com

Sustainable Hearth

Tel: 781-531-6595 | Email: hello@sustainablehearth.com

These products are only suitable for well insulated spaces or occasional use.

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