

February 16, 2018

IntelliFire Touch™ Pairing FAQ

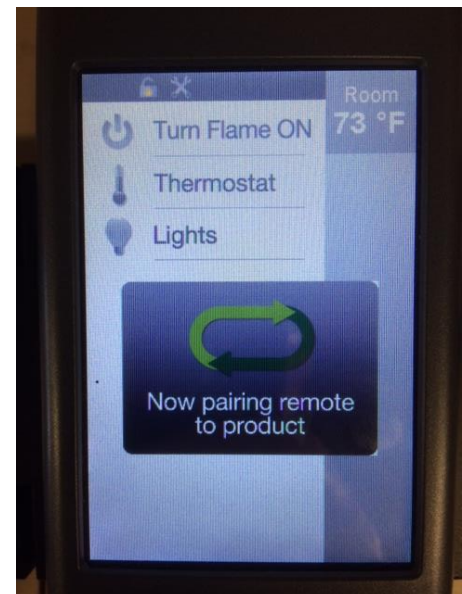
FAQ: Why does my RC400 screen lock-up with “Now pairing remote to product” Icon?

Answer: Your RC400 has previously been paired to its IFT-ECM (IntelliFire Touch – Electronic Control Module), but the RC400 has lost communication with its IFT-ECM. There are several common causes for this issue:

1. The fireplace was shipped from the factory with IFT-ECM set in ‘OFF’ mode, and/or the Master Reset switch is ‘OFF’.
2. There is no power to the appliance, such as the circuit breaker switched ‘OFF’, or a power outage.

In these conditions, the IFT-ECM is not powered, so the RC400 cannot establish communication. Take the following steps to restore communication between the RC400 and the ECM.

1. Remove the batteries from the RC400.
2. Verify that there is power to the appliance, and that 6V AC/DC adapter is securely plugged into the junction box. If there is a power outage, install new batteries in the 4xAA case.
3. Verify all electrical connections at the IFT-ECM Control.
4. Verify that the RF module is securely connected to the IFT-ECM.
5. Verify that the ECM is switched to ‘REMOTE’ mode, and the Master Reset switch is ‘ON’.
6. Verify that the ECM LED is NOT slow blinking Green - if it is, wait until it stops (ECM is searching for clear communication channel).
7. Install the batteries in the RC400. Verify that the IFT-ECM now responds to the RC400.





Additional best practices:

--For units that ship standard with RC400, do not install batteries in the RC400 until the fireplace is powered up, IFT-ECM is in 'REMOTE' mode, and Master Reset switch in ON mode. Note that an IFT-ECM may need up to three minutes to find a clear channel after it is switched to 'REMOTE' mode, indicated by slow blinking Green LED. After switching the IFT-ECM to 'REMOTE' mode, wait for the green LED blinking to stop before installing the batteries in the remote.

--For adding a RC400 to a unit that did not ship standard with the remote, the batteries can be immediately installed in the RC400. In this case, the RC400 has not previously been paired to an IFT-ECM. Simply install the batteries, and follow the instructions for pairing the RC400 to the IFT-ECM.