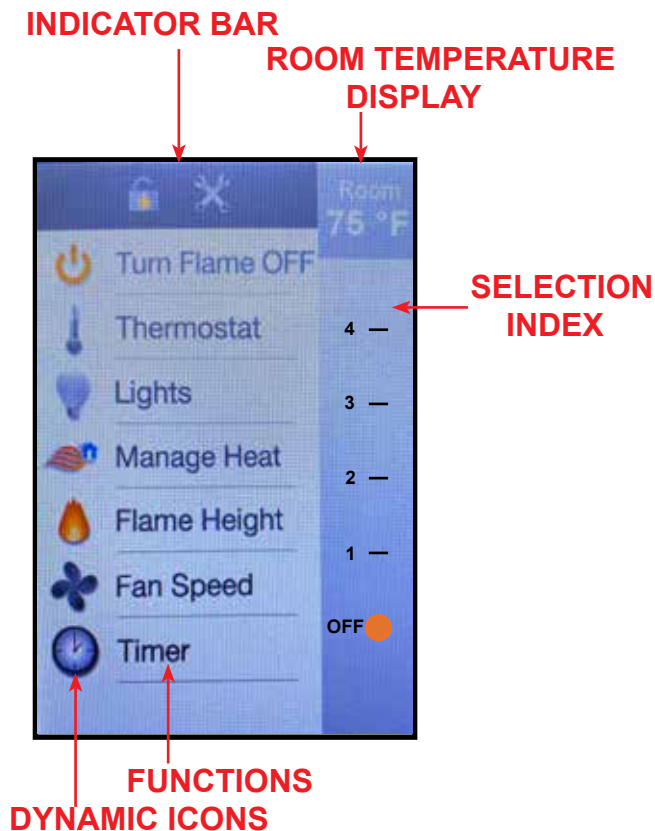# IFT2-RC450
IntelliFire Touch® Remote Control
User Guide

Introduction

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

SCREEN

INDICATOR BAR

ROOM TEMPERATURE DISPLAY

SELECTION INDEX

FUNCTIONS DYNAMIC ICONS

Note: The RC450 utilizes resistive touchscreen technology. A firm press and release is required for the screen to accurately register your selection.

The display will remain illuminated if you hold a finger on the screen. When you are ready to make your next selection, you must remove your finger and then continue with your next selection.

FUNCTIONS

Note: Functions available on the remote vary by fireplace model.

Turn Flame On/Off

Toggle this function to turn ON or OFF your appliance.

Thermostat

Note: This feature is only available for use on heater-rated appliances. Decorative appliances are shipped from the factory with the thermostat function disabled.

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

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

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

If the RT cools to more than 2 °F lower than the ST for at least 2 minutes, then your appliance will automatically turn ON. The thermostat function will automatically adjust the flame height based on the difference between the RT and the ST. As the RT rises closer to the ST, the flame height will automatically adjust down. If the RT rises 2 °F above the ST for at least 2 minutes, then your appliance will automatically turn OFF.

During thermostat use, a manual adjustment of your flame height will result will result in the control exiting the thermostat mode and entering the standard on/off mode.

FUNCTIONS

Flame Height

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

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

Timer

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

To use the timer function, press "Timer" on the main screen, select time by using the numeric keypad, then press SET. To turn the timer off , select timer from main screen and select OFF.

Child Lock

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

Lights*

If your appliance is equipped with lighting features, use this function to adjust them to your desired intensity. The lights can be adjusted whether the flame is on or off. The color of the lights is adjustable via the list of colors displayed when colored accent lighting is detected. "Color Cycle" mode switches between all available colors, dimming up and down as it changes between colors.

INTENSITY SELECTOR

CURRENT COLOR SELECTION

MAIN MENU SCREEN

ROTATE COLOR

Fan Speed*

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

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

Manage Heat*

If your appliance is equipped with Heat management this feature will be populated. Some versions will be always on when the flame is active. Other versions will allow independent operation of this function. This functionality is dependent on individual setup.

Power Vent*

Power Vent technology makes it possible to install a gas appliance virtually anywhere. The Power Vent is a fan powered accessory that pulls exhaust from the appliance providing longer and more flexible venting configurations.

A Power Vent is a standard accessory on some products and an option on others. When a Power Vent is detected, a pre-purge of 120 seconds is automatically required. During this time, the power icon is temporarily replaced with 2 MIN, 90 Seconds, 60 Seconds, and 30 Seconds, denoting the countdown until the appliance turns on. All other functions, except for TURN FLAME OFF are disabled during this time.

The Power Vent is always ON when the flame is ON.

When the flame is turned off, a post-purge time of approximately 20 minutes will occur.

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

Note: PRIMO-II series appliances operate with the same technology as described above, with the power vent integrated directly into the appliance.

* = Optional Feature

INDICATORS

Temperature Display

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

HOT

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

Diagnostics Menu

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

Cold Climate

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

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

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

Remote Control Battery

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

Refer to Replace Remote Batteries Section.

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

Backup Battery

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

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

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

Call Dealer - Pilot Flame Error

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

Call Dealer - Appliance Safely disabled

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

Call Dealer - Power Vent and Fan

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

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

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

Fan will turn on within 3 minutes

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

Remote Control Communication Error

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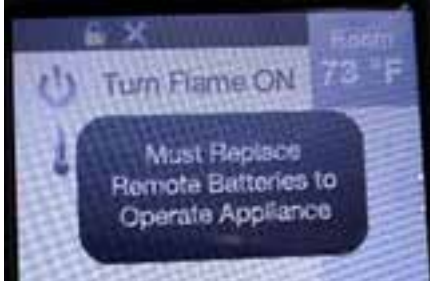
INDICATORS

Replace Remote Batteries 🔥
OR
Must Replace Remote Batteries to Operate Appliance

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

1. Set the RC450 face down on flat surface when installing batteries. DO NOT touch the screen during battery installation or removal.

2. Remove the battery cover from the back of the RC450 and install the four AAA batteries in the proper orientation marked in the battery cavity. Check the current state of the child lock switch adjacent to the battery cavity. Be sure the switch remains in its original LOCKED or UNLOCKED position while changing the batteries.

Figure 1. Install Batteries & Child Safety

Maintenance ⚠️

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

To reset the 300-hour maintenance reminder if the RC450 displays the following message:

1. Wake-up your remote control display by touching anywhere on the touch screen.

2. Tap the 'Dismiss' Icon. The system will reset the maintenance reminder. Tap 'Main Menu' to return to the main menu.

Pairing 🔄 🔄

When the pairing icon is green, it indicates that the remote is paired to your appliance and can operate it. If the pairing icon is gray, the RC450 is not paired to an ECM. Follow the steps below to re-pair the remote to the appliance. If re-pairing does not solve the issue, please contact your dealer and report this issue.

PAIRING

Pairing the RC450 to the Electronic Control Module (ECM)

CAUTION! Risk of Burns! *DO NOT program the IFT Remote Controls to the ECM when flame or cold climate function is on, or when appliance is hot.*

If adding a new RC450 to the appliance, follow the steps in Section A below.

NOTICE! There is no need to re-pair if additional components are added such as blowers, lights or power vent after initial pairing.

A. Pairing new RC450 to Electronic Control Module (ECM)

1. On the ECM, move the ON/OFF/REMOTE switch to the REMOTE position. The green LED will blink three times. A few seconds later, an audible "beep" will occur to indicate that the system is ready.

   NOTICE! If the green LED continues to blink slowly (system is searching for a clear channel), wait until it stops before proceeding to step 2.

2. Locate the pairing hole on the ECM. See Figure 2. Using a paper clip or similar item, press and release the pairing button. The ECM will "beep" once and the green LED will blink for 60 seconds. During the 60 seconds, it is normal for accessories such as lights or fan to energize momentarily.

   While the green LED on the ECM is blinking, tap anywhere on the gray indicator bar located at the top of the RC450 screen. Tap on the pairing icon as shown in Figure 3. If the RC450 has been paired successfully to the ECM, a double audible "beep" will be heard from the ECM.

3. If the pairing is unsuccessful, repeat steps 1 and 2.

NOTICE! The ECM can only be paired with a combination of one RC150U and two RC450's up to a maximum of three remote controls at any one time. To program all remote controls to ECM repeat the same steps separately for each RC150U and each RC450.

B. Re-Pairing existing RC450 after adding ACM, PACM, blower kit, light kit or power vent

NOTICE! Paring the RC450 to the ECM is NOT REQUIRED when adding an accessory.

Connect the AC input power and peripheral accessories to the ACM or PACM, then move the ECM slider switch to the REMOTE position. The RC450 will automatically detect connected peripheral accessories.

NOTICE! During re-pairing, some versions of the RC450 may display "Now pairing remote to product" before being able to reach the diagnostic menu on remote. This message will impair the ability to access the pairing ICON button. See Figure 1.
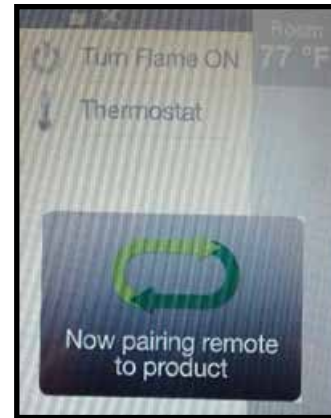

Figure 1   Pairing Remote

If the "Now pairing remote to product" icon occurs:

1. Verify that all the wire connections are complete, and verify that the ACM or PACM is powered by 120 VAC.

2. On the ECM, move the ON/OFF/REMOTE switch to the REMOTE position. The green LED will blink three times. A few seconds later, an audible "beep" will occur to indicate that the system is ready.

3. Locate reset button on back of the RC450 (opposite from "P" hole). Press and release the reset button with a paper clip (or similar object).

4. Locate the pairing hole on the ECM. See Figure 2. Using a paper clip or similar item, press and release the pairing button. The ECM will "beep" once and the green LED blink for 60 seconds. During the 60 seconds, it is normal for accessories such as lights or fan to energize momentarily.

5. While the green LED on the ECM is blinking, tap anywhere on the gray indicator bar located at the top of the RC450 screen. Tap on the Pairing icon as shown in Figure 3. Successful pairing will be indicated by a double beep from the ECM.
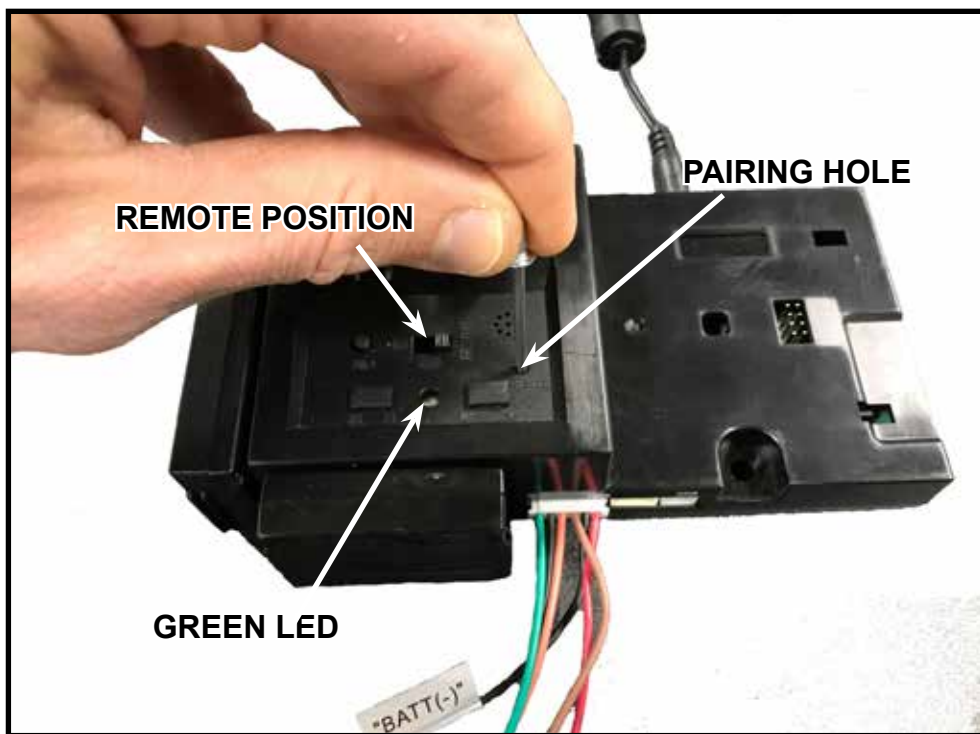
Figure 2   Pairing ECM

Figure 3   RC450 Wall Mount / Pairing Screen

Frequently Asked Questions/Troubleshooting

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the remote control display does not light up when screen is touched.	Batteries are depleted.	Install NEW batteries.
	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on remote lights up when screen is touched but it does not respond to commands.	Touchscreen has lost calibration.	Touchscreen needs to be re-calibrated. Refer to calibration instructions in IFT-RC450 Installation Manual.
	Child Lock is ON.	Check child lock icon located at the top of the remote display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'unlock' position. Verify child lock icon on screen is now displayed in 'unlock' position.
The remote displays the following message on-screen; 'No dealer info available'.	Dealer information not programmed into remote.	Remote will still provide all available functions, and appliance is fully available for use. Call dealer to have them program.
The remote displays the following message on-screen; 'Call "Dealer Name & Number" to schedule maintenance'.	300 hours of use. Appliance is still fully functional.	The appliance has been burning for 300 hours and is due for a regular maintenance. Call dealer to have them perform maintenance check.
The room temperature displayed on the remote is either slow or quick to respond while operating in thermostat mode.	Remote is placed at a very short distance or too far away from the appliance.	Try to keep the remote close to the appliance but not directly in front of it. The remote acts as the thermostat mode temperature sensor.
	Remote is placed in the path of an air draft or vent.	Move the remote away from the direct path of air flow. The remote acts as the thermostat temperature sensor.
	Flame Modulation	The control system is designed to automatically adjust the flame intensity based on the difference between the desired room temperature, and actual temperature. In thermostat mode, the hearth appliance will start in HI flame, but as the actual temperature approaches the desired set temperature on the remote, the flame intensity will automatically decrease. Automatic flame modulation will result in more control of the temperature, but will cause the appliance to cycle OFF/ON less.
The appliance turns OFF the flame after extended periods of operation	9 hour safety shutdown timer	This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of continuous operation.
The remote displays the following message on-screen; 'Fan will turn on within 3 minutes'.	Functioning as intended.	The appliance has a three minute delay timer before the fan is turned ON. This allows the air surrounding the appliance to be heated before being pushed into the room.
The remote displays the following message on-screen; 'Replace Remote Batteries' or 'Must Replace Remote Batteries to Operate Appliance'.	Low batteries in remote.	Install new batteries in the remote.

Frequently Asked Questions/Troubleshooting

Symptom	Possible Cause	Corrective Action
The remote is displaying the following message on screen; 'Remote Control Communication Error'	No power to appliance	Verify home circuit breaker is on and master reset is on (if equipped)
	Power outage	Check power to appliance or if ECM battery backup is being used, install 4 new AA batteries in backup.
	Remote has lost connection to the appliance.	Re-pair the remote to the appliance following the steps in the "Pairing" section of this User Guide.
The remote is displaying an incorrect brand.	Remote was programmed incorrectly.	Call dealer to have them program the remote with correct branding. Remote is still fully functional and the appliance is unaffected.
After turning flame ON using remote, the flame does not turn ON immediately and instead a two minute timer is displayed.	Power vent is installed on the appliance.	This is expected behavior and the two minute timer is called a pre-purge timer. The flame will turn ON at the expiration of the timer.
The remote is displaying the following message on-screen; 'Sorry your appliance did not start. Try again by pressing Flame On'.	No power to appliance. No gas to appliance. Accumulation of air in gas line from extended period of appliance inactivity. Gas control system failure.	Verify that appliance has power and gas. Verify that the appliance accepts flame ON commands with an audible beep, and successfully turns flame on within 90 seconds. If this failure persists, contact dealer for service.
The remote is displaying the following message on-screen; 'ODS Error'.	Low room oxygen available. ODS sensor unit faulty.	Check fresh air accessibility to room. Replace ODS sensor unit.
System does not display LED lights or fan after a power cycle of the appliance.	Load detection failed (lights/fan).	Check all wiring for correct connections.
	Remote not refreshed.	Allow remote to go to sleep, wake remote up and confirm correct options appear.
Appliance does not respond to RC450 commands, or it shuts down and then does not respond to commands. RC450 may display "Heat Management" error and ECM may display the 6 Red/1 Green Lockout.	AC power was abruptly interrupted.	Reset power to the control module using the three-position slider switch, the reset switch (if equipped), or by cycling the circuit breaker.
	AC power was restored and then lost again while in battery backup mode.	Unplug the battery pack and plug it back in.

FC

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

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

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