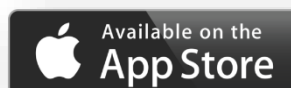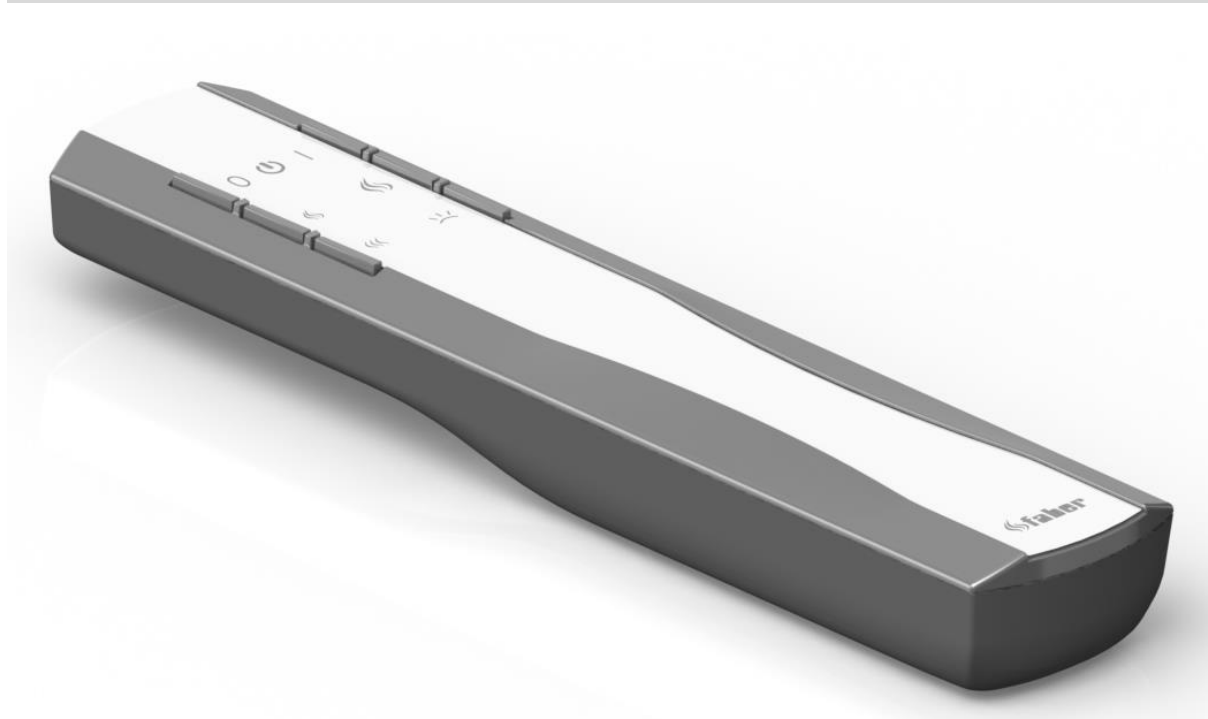# User manual
MatriX I.T.C. Honeywell ENG

"Intelligent Technical Controller"
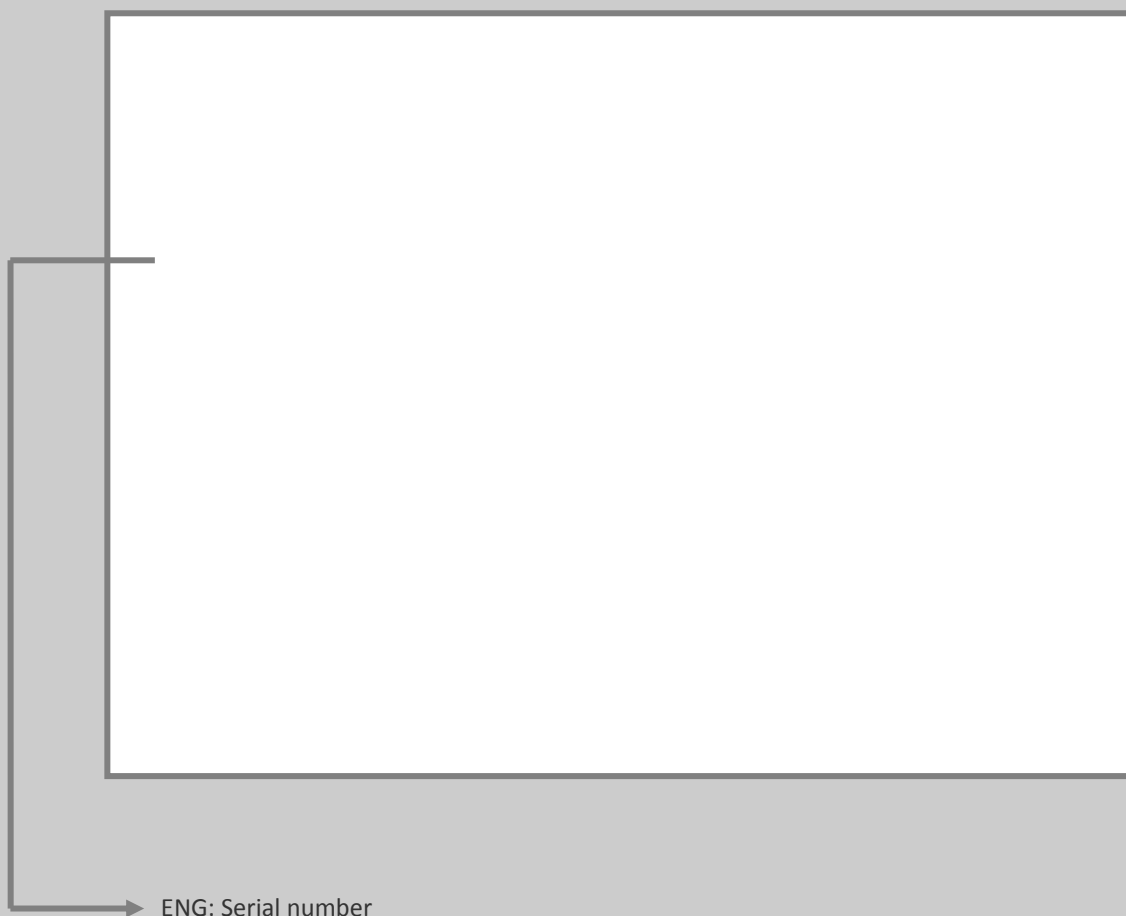

40011722-1909

This user manual is intended for the following gas fires:

- MatriX 800/400 I,II,III
- MatriX 800/500 I,II,III
- MatriX 800/650 I,II,III
- MatriX 800/500 RD,ST

- MatriX 1050/400 I,II,III
- MatriX 1050/500 I,II,III
- MatriX 1050/650 I,II,III
- MatriX 1300/400 I,II,III

Registration plate:

ENG: Serial number

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1.0	**1.1**
1.2	**1.3**
1.4	**1.5**
1.6	**1.7**

1   Dear User

Congratulations on your purchase of a Faber fire! A quality product from which you will experience warmth and atmosphere for many years. We recommend that you read this manual carefully before using the fire. In the event a failure occurs despite careful final checks, you can contact your dealer or Glen Dimplex Benelux B.V. at all times.

For any warranty claims, it is essential you first register your fire.

Details about your fire can be found on page 1 of this user manual or in the App. (See 8.1).

You can register your fire at:
www.faber-fires.eu

Glen Dimplex Benelux B.V.
Address:Saturnus 8
          NL-8448 CC
          Heerenveen
Tel: +31 (0)513 656 500
Email: info@faber-fires.eu
Info: www.faber-fires.eu

1.1   Check

Check the fire for transport damage and immediately report any damage to your supplier.

1.2   Introduction

Installation and maintenance of the fire must be carried out by a professional expert who has proven knowledge and demonstrable competence. A professional craftsman takes into account all technical aspects such as heat delivery, gas connection as well as flue gas discharge requirements.

Where the installation instructions are not clear, the national / local regulations must be followed.

2   Safety instructions for the user

➢   **Please note:**
It is recommended to always place a protective grille in front of the fire when children, elderly or disabled persons are present in the same room. **If vulnerable persons may often be present in the room without supervision, a fixed screen should be mounted around the fire.**

- As a fire is a source of heat, hot air circulation is created. It is therefore important that the fire is not stoked too soon after a renovation. As a result of natural air circulation, moisture and not yet cured volatile components from paint,

building materials and carpeted floors and the like are included in this air circulation. These parts can settle as soot on cold surfaces. The moment you can begin using the fire for the first time depends on various circumstances. Consult your installer/dealer about this matter.

- The device is designed for atmosphere and heating purposes. This means that all visible surfaces, including the glass, may become hotter than 100°C.
- Do not use the remote control and/or App outside the room where the fire is situated. Be sure that you are always aware of the situation around the fire when it is operated.
- The fire cannot be used when: the glass is damaged or removed or when the combustion chamber is open.
- Do not place flammable materials in the combustion chamber.
- Never change the arrangement of the log set and do not add more decoration material than included with the fire.
- Do not place any curtains, clothes, furniture or other combustible materials in the vicinity of the device. The minimum distance is 0,5 meter.
- Do not allow children to use the remote control without supervision.

2.1   Using the fire for the first time

Take care of extra ventilation and open all the windows in the room during the first commissioning of the fire. Stoke the fire for some hours at the highest setting, so that the paint gets the chance to harden and any escaping vapours are disposed of safely. Keep vulnerable people and pets outside the room during this process!

2.2   Cleaning and maintenance

The device must be cleaned and checked annually for proper operation by an installer.
The outside of the fire can be cleaned with a clean damp cloth.

Cleaning of the glass
Remove the glass as described in the installation manual. The glass can be cleaned with Faber glass polish. This is a specially formulated cleaning agent that can be ordered at authorised Faber dealers. Never use aggressive cleaning agents or abrasive products.

➢ **Please note:**
Avoid fingerprints on the glass; these are no longer removable once the fire is used.

3 Operation I.T.C. "Intelligent Technical Controller" (fig 1.4)

The I.T.C. controller controls, monitors, records the consumption and, if necessary, gives warning and error codes. The I.T.C. controller is not connected to the internet and not accessible to third parties from the outside. Only in combination with the optional available Domotica Interface Unit is it possible, if desired, to realise connection at a great distance.

Control is possible with remote control, Smartphone or Tablet. All 3 use a Bluetooth connection with the fire. The latter has a limited range so that you need to be in the vicinity of the fire at all times.

Starting procedure
Starting the fire is done according to a built-in procedure. This procedure may differ per type of fire. During this procedure no commands can be entered.
This is shown on the remote control by a white flashing LED and in the App this will be visible on the display.
If a start-up procedure is aborted by the user or the fire does not ignite at the end of the start-up procedure, then there is a waiting period of 30 sec. after switching off before it will be possible to restart. The waiting time increases in case of multiple starting attempts.
After 3 full attempts, the I.T.C. is blocked for at least half an hour. The I.T.C. restores itself after this half hour. The waiting period is visible in the App.
If during normal use the fire is switched off it is possible to switch it on again after 15 seconds.

Switching off unexpectedly and switching on again automatically
The burner automaton automatically checks the correct operation twice per 24 hours. After 12 hours the first check takes place, but this is skipped if the device is actually burning. If the device is burning at the second attempt 12 hours later, the device is switched off and switched on again immediately after checking the safety system and will return to the position in which the device was before the test.

➢ **Please note:**
If it is not possible anymore to operate the fire using the remote control or App, the fire can be switched on/off with the on/off button on the I.T.C. controller, see fig. 1.4. (The latter is located behind the small service door)

Fire OFF: Press On/Off button briefly.
Fire ON: Press and hold On/Off button until the LED turns green.
(If released earlier the start is interrupted).
At pressing longer, the flame will change from low to high and from narrow to wide. **Release** the button at the moment when the **desired position** has been reached. If the button is not released, the fire will automatically switch off.
(If the button is pressed longer than 5 min., the I.T.C. controller shows an error message that the button might be broken and that service is desired).

4 Remote control (fig. 1.0)

The remote control is already connected to the I.T.C. controller so that the fire is ready for use. If this is not the case, follow the instructions in accordance with section 4.1.
With the remote control all the basic functions can be activated. For the operation of the thermostat function and to change settings, it is necessary to use the Faber App on Smartphone or Tablet.
The remote control also functions as a room thermostat and must therefore be placed in a suitable place in the supplied cradle.
(See section 8).

Remote control button functions

1: OFF	(top left)
2: ON	(top right)
3: Fire lower	(centre left)
4: Fire higher	(centre right)
5: Additional burner on/off	(bottom left)
6: Glow effect on/off	(bottom right)

The function of button 6 is only available with an installed Symbio LED module.
The LED intensity can be customised by pressing and holding button 6 and simultaneously briefly pressing button 3 or 4 one or more times. This new setting is saved.

➢ **Please note:**
The fireplace is switched off if the remote control:
● is out of reach of the fireplace.
● is no longer connected to the fireplace.
● the batteries are empty.

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4.1 Pairing remote control with I.T.C.

Press the "connect" button of the I.T.C. controller, which is located behind the small service door, until it flashes blue. (See fig. 1.5).
The LED continues to flash blue for as long as the pairing mode is activated (60 sec.).
On the remote control simultaneously press buttons 1 and 5 until the LED rapidly starts flashing blue and release the buttons. (See fig. 1.3).
Now the pairing process will start automatically. If pairing is successful, both on the remote control and I.T.C. controller the LED will briefly flash green. If pairing fails, on the I.T.C. controller and/or the remote control the LED will flash red momentarily. If this occurs, please repeat the procedure again and check whether all activities have been carried out correctly and reduce the distance between the remote control and the I.T.C. controller. After the end of the pairing procedure the blue flashing of the LED will stop.
You may also follow the instruction using the App. Click on the main menu in the upper left corner and choose "Info" and then "Connect remote control".

4.2 LED signals in "power" symbol remote control (see fig 1.1)

- LED flashes <u>white</u>:
  - o Fire starting procedure is running.
- LED flashes <u>orange</u> (1 time):
  - o Min or max reached.
    (Flame height, light intensity, etc.)
  - o Start interrupted or not successful (During waiting period no start possible. When using App remaining waiting period is displayed).
  - o Switching on too quickly after switching off.
- LED flashes <u>blue</u> (heart rate rhythm with intervals of 0.5 sec.):
  - o I.T.C. in connect mode (60 sec.) for pairing Smartphone/Tablet.
- LED flashes <u>blue</u> (continuously):
  - o Remote control in pairing mode for pairing with I.T.C.
- LED flashes <u>green</u> (1 up to 4 times):
  - o Transmitting user command.
    (Remote Control repeats command max 4 times if the command is not confirmed by the I.T.C.).
- LED flashes <u>orange</u> (4 times):
  - o 1 or more active I.T.C. warnings. (To be read in the App).
- LED flashes <u>red</u> (7 times):
  - o 1 or more active I.T.C. failures. (To be read in the App).

4.3 Replacement remote control batteries

Replacement of the batteries in the remote control is indicated by the App in a timely manner. You will be notified of this on your Smartphone or Tablet.

➤ **Please note:**
  After replacing the batteries, it is not necessary to pair the remote control with the I.T.C. controller again!

- Remove the cover on the back of the remote control. (See fig. 1.6).
- Place 2 AA 1.5 Volt Alkaline long live batteries.
- Put the cover back.

5 Control via Smartphone or Tablet

Suitable for Android or iOS operating systems in combination with the free download "Faber ITC V2" App or higher:

![app icon]

Download and install the App on your device.
Faber App uses a Bluetooth connection with the fire that needs your Smartphone or Tablet Bluetooth to be enabled.
Your Smartphone/Tablet needs to be paired with the I.T.C. controller. Follow the instructions in the App or consult 5.1. You can connect an unlimited number of devices.

5.1 Pairing Smartphone/Tablet with I.T.C. controller (via remote control)

On the remote control, press the OFF button (top left) and hold it until the blue LED starts flashing (heart rate rhythm) and release the button.
(See fig. 1.2).
The LED continues to flash blue for as long as the pairing mode is activated (60 sec.).

Start the App on your Smartphone or Tablet.
If the control screen is shown:
- Press the "list" symbol next to the name of the fire in the control screen.
If you wish to add an extra fire:
- Press the "+" button at the bottom of the screen.
Connection is automatically realised now.

![faber logo]

5.2   App functions

With Smartphone/Tablet, all functions of the I.T.C. can be fully exploited. Besides standard functions are also available:

Thermostat function (see 5.3)
- Manual temperature setting.
- Clock thermostat with a day/week program.

Flame/light patterns
In addition to a manual setting you may choose from four different flame patterns that have been designed with care:
- Campfire
- Party
- Relaxed
- ECO

In addition to varying flame effects also the Symbio LED module (if available) of a light pattern appropriate for the fire pattern is provided. Within these flame patterns, you yourself can adjust the power output and switch the extra burner on and off.

Fire consumption statistics
Gas consumption and burning hours arranged per day, month and year provide insight in the operating costs for you.

Personal user settings
Here you can customise your fire even better to your requirements (see section 6):
- You can change the name "My Faber" of the fire, which appears on your Smartphone or Tablet, according to your wishes.
- Do you wish to use the thermostat function and probably also the clock thermostat with day and week settings or not, on the contrary, then switch these features on or off.
- Decide if you wish to set the glow effect automatically or not. The factory setting is ON.
- Customise the basic glow effect setting of the Symbio LED module to your desired strength.
- Determine whether you wish to display your consumption in m³ gas or in kWh.
- Decide which auto power off features you wish to activate and determine the conditions yourself.
- At calibration you have the opportunity to sync temperature measurement of the I.T.C. with your own home thermostat. At

this setting you specify the temperature difference of the I.T.C. from your own home thermostat.
- Decide whether you wish to apply open-window-detection.

Finally, you can always delete your personal settings.

Notifications
The App will notify you when something special occurs such as:
- Maintenance required.
- Failures with error codes (with proposed action).
- Shutdown by the automatic shutdown function.
- Low batteries remote control.

5.3   Thermostat function

By default, the thermostat function is **OFF** and the clock thermostat is **OFF.**
At settings under "Thermostat" you can customise this.
It is advisable to switch off both functions if the device is placed in a public space and/or is mainly used for decorative purposes. **By switching on these functions the device may switch on and off at random intervals.**
In the thermostat the I.T.C. controller automatically switches on the extra burner if it is necessary to reach the desired temperature more quickly.

The thermostat is activated by pressing the "thermostat" symbol in the lower right corner of your screen. A screen will appear with in the circle a hand to indicate that you are in the manual mode. Now you can set the required temperature by moving the point on the circle.
If the clock thermostat has been released at settings, you can activate the clock thermostat by tapping the hand. The automatic day/week program has been activated now.
Moving the point in the circle allows you to change the actual temperature setting for the current period. This setting will not be saved. If you wish to customise the day/week program you have to go to the main menu, select "settings" and then "day/week program" and change the program to your own wishes.

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Please note!
The device is automatically switched off in the thermostat function if:

- The fire has not been switched on by the thermostat during 8 days.
- After 8 hours at maximum power the fire has still not reached the desired temperature.
- The room temperature measured by the remote control rises higher than the user-defined maximum value (default 31 degrees).
- The remote control is out of range of the fire.

5.4 Flame patterns

Fire is slowly changing in movement and action. A chosen flame pattern needs about 1 hour to get to show the flame pattern as it is meant to look. Please take this into consideration when you judge the flame pattern.

Manual adjustment and flame patterns are enabled by selecting the flame in the App, on the lower bar. If you have not yet selected a flame pattern, by default you will get into the manual mode "flame pattern constant".
Otherwise the last flame pattern selected by you will be selected.

With the remote control you cannot select a flame pattern; however, you can adjust the power as mentioned in the table below at the flame patterns. For this purpose you can use the keys 3 (Fire low), 4 (Fire high) and 5 (Additional burner on/off) .

Select flame pattern
Tap the symbol "flame pattern" in the middle of the circle, which gets you into the pattern selection menu. The present flame pattern is clear in the picture. Now select the desired flame pattern. You can make your choice final by tapping the arrow in the top bar. You are returned to the control screen.

Constant flame pattern
This is the default manual setting. The flame pattern is constant and depending on the mode selected by you. The glow effect is lightly modulating between 80 and 100% of your customised basic settings of the Symbio LED module.
This glow effect setting can be controlled with the remote control or with the App. (See 6.3 or in the menu setting "glow effect" in the App). Moving the point in the circle varies the height of the flame.

By tapping the upper circle the extra burner is switched on or off.

Campfire flame pattern
A 13-minute animation of a real campfire with flames continuously varying in height and a modulating glow effect variation.
The fire starts with a slightly yellowish weak glow effect. Slowly the fire will get hotter and the flames higher and the glow effect stronger and warmer (more red) in colour. At the end of this stage the flames will become smaller, just like in a real wood fire, but the glow effect stronger and deeper red in colour. When the flames have been minimal for some time, also the glow effect will slowly decrease. Now 13 minutes will have elapsed and the process starts again.
By turning the dot on the circle clockwise more average power is supplied and both the duration and the height of the flames are adjusted proportionally. You can also enable or disable the extra burner.

Relaxed flame pattern
A quiet sparkling fire. Movement and frequency are visible but gradually. Pattern is dynamic and unpredictable and also the glow effect moves along in this pattern of unpredictability.
By turning the dot on the circle clockwise more average power is supplied and both the duration and the height of the flames are adjusted proportionally. You can also enable or disable the extra burner by tapping in the top circle.

Party flame pattern
In Party mode, a striking flame is looked for that is briefly visible in order to create limited heat release, assuming that the room will be quite warmed up by the many attendees already. In Party mode, a lot of movement in both flame height and time is looked for. This is also demonstrated in the glow effect.
By turning the dot in the circle clockwise more average power is supplied. Only duration and repetition vary with the adjustment and the extra burner can be turned on or off.

ECO flame pattern
In the ECO modes the intention is to save as much energy as possible, at which with a minimum amount of energy still a maximum flame experience is looked for.
Movement and frequency are subtle and not remarkable.

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6 Personal settings and device information

Personal settings can only be customised with the App.

6.1 Customise device name

If you are connected with your fire, touch the upper-left corner of the menu.
Select the top setting, by default the name "My Faber" is displayed.
You will now open a screen that displays all information about your fire. Tap "My Faber" and customise the latter.

6.2 Device information and service

The device information, which is visible in the display (see 6.1), is required at a service request.
The list includes the:
- official name of the fire
- article number
- serial number
- date of installation
- load of the fire in kW

6.3 Customising glow effect

Go to menu and select the option "Settings" and then "Glow effect" and "Automatic" on.

Automatically on/off
The glow effect switches on at the moment that there are flames. If you do not like this, this function can be switched off. During use you can temporarily switch on or off the glow effect with the remote control or App.

Customising brightness glow effect
Here you can set the basic brightness of the glow effect. When you select this option the glow effect will switch on during setup and you can adjust the brightness by moving the dot in the circle. The choice you made is stored as soon as you leave the setting screen.

This setting can also be customised when the fire is enabled!

6.4 Setting of thermostat

For a proper functioning of the thermostat, it is necessary that the remote control is installed in the cradle in the prescribed location.
(See section 8).
Namely, room temperature is measured by the remote control.

Manual setting of thermostat
The manual thermostat function is **ON** by default.

If the function is not used on a regular basis and if the remote control is used for operation of the fire instead of the App, we recommend to switch this feature **OFF**. Unnecessary or unexpected enabling will be avoided.

Setting of clock thermostat
The latter is switched **OFF** by default and can be switched **ON** only if the manual mode is switched **ON**.

Setting of clock program
The clock thermostat has a day and week feature. When enabled, the fire follows the entered program fully automatically until the fire is switched off. With this setting you can customise the program to your own needs.
The program has the following steps:
- Getting up
- Leaving
- Coming home
- Sleep

At each step the time and temperature can be set.

➢ **Please note:**
The times do have to be connected to the previous step.

6.5 Setting energy saving

Max room temperature
Here you can set the maximum room temperature (default 31 degrees). If the temperature exceeds the preset value, the fire will switch off.
This feature is provided to disable the fire if you forgot to switch off the fire in manual mode when leaving the room. Please note that if the remote control is heated up by the sun or is located near the fire, the temperature may quickly rise above 30 degrees.

Switch-off time in hours
If the fire is enabled in the manual mode or on one of the flame patterns and during the preset time no command is received from the remote control or App, the I.T.C. will switch off the fire.
As a user, you can set this time between 1 and 24 hours.

Open-window detection
This feature is **OFF** by default.
By **ENABLING** this feature the open-window detection is activated. If the I.T.C. detects an unexpected rapid temperature drop within a preset time this will be regarded as an open window or door and the device will be disabled.

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6.6 Display (setting display temperature and consumption)

Sets how the temperature and consumption are displayed.
At "Consumption" you can choose from:
- Volume of gas in m³
- Energy consumption in kWh

At "Temperature" you can choose from:
- Celsius
- Fahrenheit

6.7 Calibration

At calibration you have the opportunity to sync temperature measurement of the I.T.C. with your own home thermostat. You indicate at this setting how much the temperature of the I.T.C. deviates from your own home thermostat. It is important that the remote control is located in its cradle in the specified location.
(See section 8).
Adjust the value only after the thermostat has had a few hours to adjust to the ambient temperature.

6.8 Restart / reset function

Restart I.T.C.
In the unlikely event that your fire crashed due to a software failure, you can restart the I.T.C with this function.

➢ **Please note:**
This is not possible when the fire is blocked by the I.T.C for safety reasons.

Reset user settings
Here you can reset your personal settings to the factory default settings.

6.9 Empty memory and disconnect all connections (remote control and Smartphone / Tablet)

Press for about 30 sec. on the controller coupler, see fig. 1.5 (this is located behind the control hatch). The LED changes from blue to light blue. Release the button and then briefly press the pairing button again. All connections have now been erased from the memory. In order to operate the fireplace, the remote control must be connected again (see chapter 4.1). To reconnect the Smartphone / Tablet see chapter 5.1.

7 Register

The I.T.C. controller records the number of usage and stand-by hours plus energy consumption. The I.T.C. also calculates the maintenance period based on this data.
The calculated gas consumption is a good approximation.
The I.T.C. also registers the nature and the number of malfunctions.

7.1 Statistics

If you are connected with your fire, touch the upper-left corner of the menu in the control screen.
Select "Statistics". In the screen, you can now choose from energy consumption or the number of hours that the fire burned.
Here you can read how many m³ gas or kWh of electricity per day, month or year was consumed.

8 Wall mount remote control

For a good operation of the thermostat and ECO-feature it is necessary to put the remote control in its cradle (see fig 1.7) in an suitable place. The remote control is also the room temperature sensor. Place the cradle at a height of approximately 1.5m and outside of the radiation area of the fire. Avoid location in corners and the vicinity of windows, doors and heat sources such as central heating radiators.

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Dealerinfo: