

User manual

Symax (Mertik) ENG



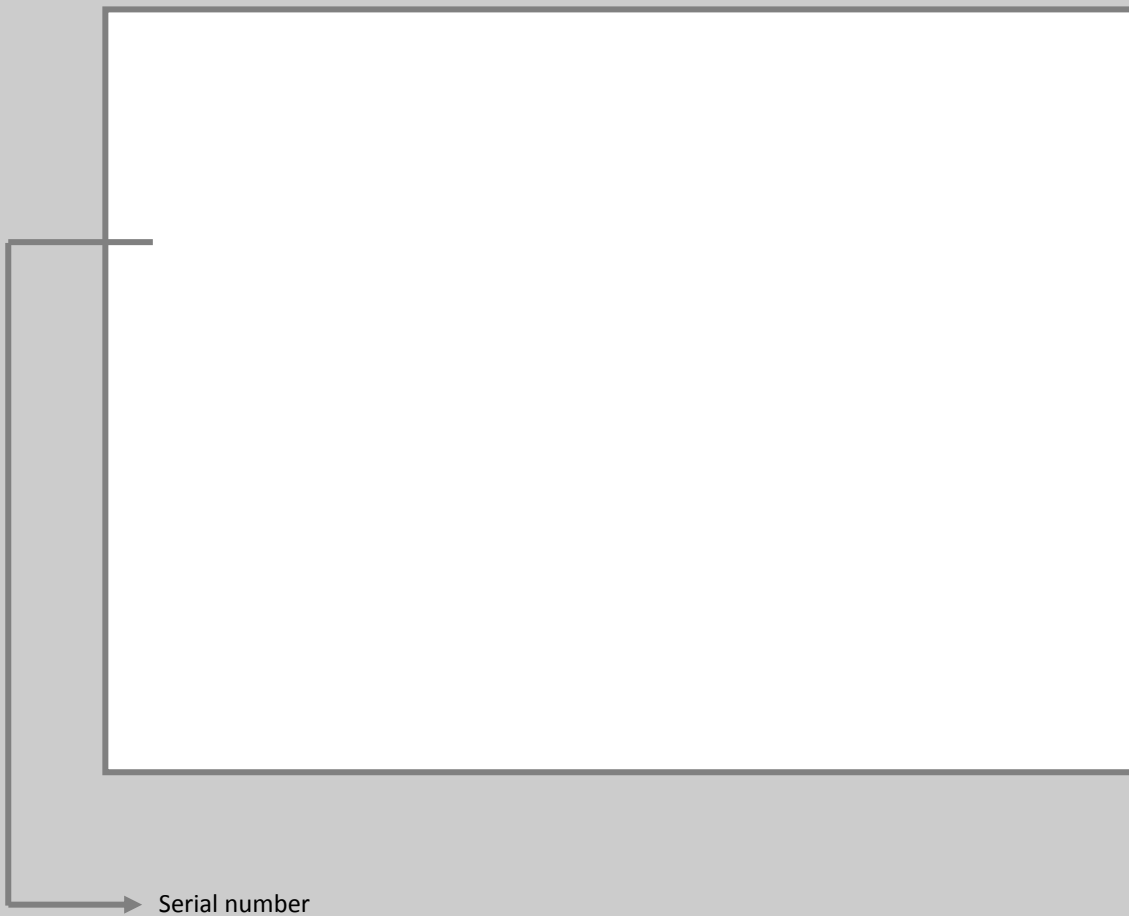
40011927-1939



This user manual is intended for the following gas fires:

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• MatriX 450/500 I,II,III• MatriX 450/650 I,II,III• MatriX 800/500 I,II,III• MatriX 800/650 I,II,III | <ul style="list-style-type: none">• MatriX 1050/500 I,II,III• MatriX 1050/650 I,II,III• Blokhuis• Respect Premium OC | |
|---|---|--|

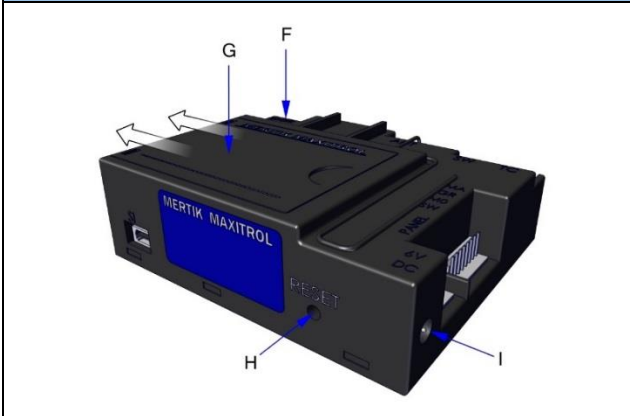
Rating plate:





1.1

1.2



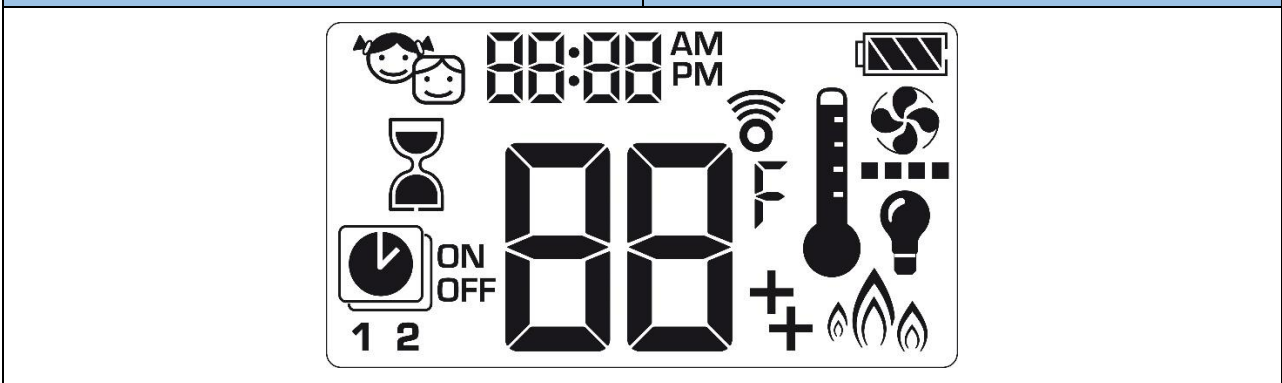
1.3

1.4



1.5

1.6



2.0

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 fireplace. If any problem arises despite our strict quality control, you can always contact your dealer or Glen Dimplex Benelux B.V.

For any warranty claims, it is essential you first register your fireplace. During this registration, you'll find all information regarding our warranty.

Details about your fire can be found on page 1 of this user manual.

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 Introduction

Installation and maintenance of the appliance must be carried out by a professional with proven knowledge and competence. A professional takes into account all technical aspects such as heat radiation and gas connection as well as flue gas exhaust requirements.

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

1.2 Check

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

1.3 CE Declaration

We hereby declare that Glen Dimplex Benelux B.V. released Faber gas-atmosphere heating appliance by its design and construction method complies with the Regulation (EU): 2016/426 and (EU) 2015/1188.

2 Safety instructions for the user

➤ Please note!

It is advisable to always install a screen for the fireplace if children, elderly or disabled people are present in the same room as the fireplace. **If regularly vulnerable persons can be present in the room without supervision, sufficient**

protection must always be placed around the fireplace.

- As a fire is a source of heat, hot air circulation is created. As a result of natural air circulation, moisture and not yet cured volatile components from paint, building materials and carpeted floors are included in this air circulation. These parts can settle as soot on cold surfaces. The moment, using the fire for the first time, depends on various circumstances. Consult your installer/dealer about this matter.
- The appliance is designed for atmospheric and heating purposes, meaning that all visible surfaces, including the glass, can become hotter than 100 ° C. An exception for free standing models is the underside of the fireplace and the control buttons.
- 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 inside the combustion chamber.
- Do not place extra imitation wood or other material on the burner or in the combustion chamber.
- Do not place any combustible materials within 0,5m of the radiation area of the fire.
- Do not allow children to use the remote control without supervision.

2.1 Using the fire for the first time

Provide extra ventilation and open all the windows of the room during the initial start-up of the fire. Let the fire burn at the highest setting for a few hours so that the paint gets the chance to harden and any released vapours are safely removed. Keep vulnerable people and pets out of this room during this process

2.2 Cleaning and maintenance

The device must be cleaned and checked by a qualified specialist to ensure the safe use and to guarantee a long service life. 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 instructions. 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 Remote control – general

- All functions of the fire can be operated with the remote control (fig. 1.1).
- Before using the remote control (again), press any button to activate the display. Now, the remote control is ready for use!
- The remote control is already connected with the receiver (fig. 1.3), so the fire is ready for use. (for new pairing see section 4.3).
- If a transmission is successful, the receiver will emit a sound signal.
- The remote control is also the room temperature sensor when using thermostatic mode. For that reason it is necessary to place the remote control in the wall bracket (fig. 1.4).

3.1 Wall bracket installation (fig. 1.4)

For correct functioning of the Thermostatic mode it is necessary to place the remote control in the wall bracket:

- 1,5m above the floor;
- within 4 metres of the fire;
- outside the radiation area of the fire;
- away from the corners of the room, windows, open doors and heat sources such as central heating radiators.

3.2 Adapter/batteries

➤ **Please note!**

- Check the batteries annually!
- After replacing the batteries of the remote or receiver, it is not required to pair them again!

Remote control

- The battery indication in top right corner of the display screen indicates the status of the batteries (fig. 2.0).
- After replacing the batteries, the settings of the Thermostatic and Program mode have been reset to the factory settings (Section 6.2 and 6.3).

Placing batteries in the remote control

- Slide the battery cover of the remote control (fig. 1.2);
- Place 2 AA 1.5 Volt Alkaline long life batteries;
- Place the battery cover again.

Receiver

Although a mains adapter is supplied, the receiver can also run on batteries. The use of both simultaneously is also possible. Then the batteries will take over in case of a power failure.

➤ **Please note!**

Always use the mains adapter for fires with LED Symbio module (glow effect).

- When the fire indicates that the batteries are nearly run down, 3 short sound signals will be heard.
- When the battery supply is very low, the remote control will switch off the fire completely. (This will not happen if the main electricity supply is interrupted).
- It is possible that the remote control have to be paired again after replacing the batteries (see section 4.3).

Placing batteries in the receiver



- Slide the battery cover from the receiver (fig. 1.3-G);
- Place 4 AA 1.5 Volt Alkaline long life batteries;
- Place the battery cover again.

4 Default settings remote control

4.1 Fahrenheit (°F) or Celsius (°C)

To change the temperature indication on the display screen from °C/24 hours to °F/12 hours and the other way around is done in the following manner:



Press the  key and the  key simultaneously until the indication is modified.

4.2 Time setting



- Press the ▲ and ▼ key simultaneously, the day indication will blink. Press the ▲ or ▼ to set the number of the day. (1=Monday, 2=Tuesday, etc.).
- Press the ▲ and ▼ key simultaneously, the hour indication will blink now. Press the ▲ or ▼ key to set the hour.
- Press the ▲ and ▼ key simultaneously, the minute indication will blink. Press the ▲ or ▼ to set the minutes.
- To confirm, press the ▲ and ▼ key simultaneously.

4.3 Pairing remote control with receiver

Press the “reset” button of the receiver with a pointed object (fig. 1.3-H), until the second signal is audible. Now press the ▼ key on the remote control within 20 seconds and “CONN” will be displayed and after the count up, 1 to 8, the pairing will be confirmed by 2 beeps.

4.4 Childproof lock



- To activate the childproof lock press the ☺ and ▼ key simultaneously until 🚫 is displayed. The remote control can't be served anymore, except the OFF-function.
- To deactivate the childproof lock, press the ☺ and ▼ key simultaneously until 🚫 disappears.

4.5 One or two key ignition operation

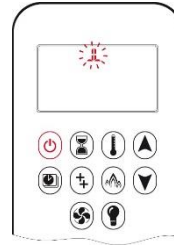
The ignition can operate by setting a one or two key operation. Standard is one key operation.

- To set this; immediately press the ☺ key for 10 seconds after placing the batteries and wait until 1 or 2 flashes.
- Release the key when the desired number of flashes appear.

5 Basic functions

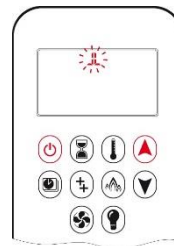
5.1 Switching ON

One key operation



Press the ☺ key until two short beeps and blinking series of lines appears. The fire automatically starts on high setting. (Fires equipped with a step burner, will start in the last setting when the fire was switched off).

Two key operation



Press ☺ and ▲ key simultaneously until two short beeps and a blinking series of lines appears. The fire automatically starts on high setting. (Fires equipped with a step burner, will start in the last setting when the fire was switched off).

5.2 Switching OFF



Press the ☺ key and the fire will be switched of completely. “OFF” will flash in the display until a re-ignition is possible.

5.3 Adjusting the flame height



- Keep the ▼ key pressed to decrease the flame height step by step or to switch back to the pilot flame.
- Press the ▼ key twice quickly to move to the lowest position. (“LO” appears in the display screen).



- Keep the ▲ key pressed to increase the flame height step by step.
- Press the ▲ key twice quickly to move to the highest position. (“HI” appears in the display screen).





5.4 Switch the step burner

For fires with step burner only!

➤ Please note!

The step burner will not operate for 45 seconds after the start-up procedure.



- Press the  key until  appears in the display screen and the flame picture will be concentrated in the middle of front of the burner.
- Press the  key until  disappears in the display screen and the flame picture will divide over the complete length of the burner.

At the next start, the fire will start in the last selected position.

5.5 Switch the LED Symbio effect



➤ Please note!

This function is only for fires equipped with a LED Symbio effect.



The Led Symbio module is independent of the flames and is equipped with a standard light pattern.



Turn on

Press the  key until  appears in the display screen.






Turn off

Press the  key until  disappears in the display screen

Adjusting the light effect

The light effect can be adjusted in 6 LED modes:



- Press the  key until  flashes.
- Press the  or the  key to get to the desired light effect.
- To confirm, press the  key or wait.

Now, the light effect is adjusted!

6 Extended functions









6.1 Countdown timer

➤ Please note!



- The countdown timer works in Manual and Thermostatic mode only.
- Max countdown time is 9 hours and 50 minutes.
- At the end of the countdown time the fire turns automatically off.

Set and turn on



- Press the  key until  appears in the display screen and the hour indication will blink.
- Press the  or  key to set the hour.
- To confirm press the  key and the minute indication will blink.
- Press the  or  key to set the minutes.
- To confirm and start, press the  key or wait a few seconds.

Turn off

Press the  key until  disappears in the display screen.

6.2 Thermostatic mode






➤ Please note!

For a proper functioning of the Thermostatic mode, it is necessary that the remote control is installed in the wall bracket in the prescribed location (see section 3.1).



The room temperature is measured and compared to the selected temperature. The flame height is then automatically adjusted to achieve the selected temperature.

Set








- Press the  key until  appears in the display screen and the temperature indication flashes.
- Press the  or  key to set the temperature.
- To confirm and start press the  key, or wait a few seconds.

Turn on

Press the  key until  appears in the display screen (first, the preset temperature will be displayed, then the room temperature).

Turn off

Press the  key until  disappears in the display screen.

If the  or  keys are pressed (Manual mode), or the Program mode (key ) is activated, the Thermostatic mode will be switched off.

6.3 Program mode

The Program mode can regulate the temperature once or twice for the ON and OFF temperature during a period of 24 hours.

The following periods can be set:

- Week = "ALL"
- Weekend = "SA:SU"
- 1 until 7 days = "1, 2, 3, 4, 5, 6 or 7"

The set temperature for Thermostatic mode is the temperature for the ON time in Program mode. Changing the temperature for Thermostatic mode also changes the ON time temperature in Program mode.







The temperature for the ON and OFF time are the same for each day and for Program 1 and 2.

Default settings:

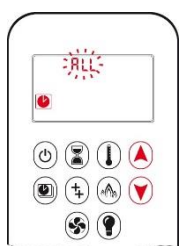
ON time temperature -21°C (70°F)
 OFF time temperature - "--" (pilot flame only)




Set temperature



- Press the  key until  flashes. "ON" and the in Thermostatic mode set temperature appears. This can't be changed now.
- Press the  key until "OFF" appears and the temperature flashes.
- Press the  or  key to set the switch-off temperature.
- To confirm press the  key.








Set day



- "ALL" flashes. Press the  or  key to set the right day or period.
- To confirm press the  key.


Set ON time Program 1



- , 1 and "ON" appears in the display screen and the hour flashes.
- Press the  or  key to set the switch-on hour.
- Press the  key to confirm and the minutes flashes.
- Press the  or  key to set the minutes for the "ON" time.
- To confirm press the  key.

Set OFF time Program 1





- , 1 and "OFF" appears in the display screen and the hour flashes.
- The OFF time can be set in the same way as the ON time.


Either continue to Program 2 or stop programming at this point and Program 2 remains deactivated.

If **ALL**, **SA: SU** or **daily** timer are programmed for the switching-ON/OFF times and temperatures of Program 1 and 2, then these are the new standard times. To reset this, remove the batteries.




Turn on

Press the  key until  and 1 or 2, and ON or OFF appears on the display screen.

Turn off

Press the  key until  disappears from the display screen.

➤ Please note!

If the  or  keys are pressed, or the Thermostatic mode (key ) is activated, the Program mode will be switched off.

6.4 ECO mode

This feature is not applicable.

6.5 Circulating fan operation

This feature is not applicable.

7 Manual ignition (by the installer)

This action is intended for service purposes only!
To do this the following procedure should be followed:

- Remove the ignition lead from the receiver (fig. 1.3-F) and place this on the gas valve (fig. 1.5-C).
- Turn the knob "B" clockwise with the arrow to the **OFF** position (fig. 1.5).
- Turn the dial "A" clockwise with the arrow in the **MAN** position (fig. 1.5). Now the pilot light valve "C" and the piezo-ignition E are accessible.
- Press the pilot flame valve "D" with a screwdriver and keep the valve pressed. Simultaneously press the piezo ignition "E" several times. The pilot flame will now

ignite. If the pilot flame is burning, wait approximately 20 sec. before releasing the pilot valve.

- Now turn the dial "A" anticlockwise with the arrow to the **ON** position. (fig. 1.6).
- Now the flame height can be adjusted by turning the knob "B" anticlockwise past the **ON** position (fig. 1.6) This causes a rattling sound!

➤ **Please note!**

When step burner, you can't switch between narrow and wide manually!

8 Fault codes remote control

Fault code	Duration time fault code on display	Symptom	Possible cause
F04	4 sec.	- No pilot flame within 30 sec. <i>(Attention! After 3 failed ignition attempts, error code F06 appears).</i>	- No gas supply. - Air in burner pipe pilot flame. - No spark. - Reversed polarity in thermocouple wiring.
F06	4 sec.	- 3 failed ignition attempts within 5 min. - Fire doesn't respond, no pilot flame.	- No gas supply. - Air in burner pipe pilot flame. - No spark. - Reversed polarity in thermocouple wiring.
F09	4 sec.	- No electronic control of fire.	- The remote control isn't paired with receiver (see section 4.3).
Battery symbol (F40)	Permanent	- Low battery voltage in remote control	- Replace batteries in remote control (see section 3.2).
F46	4 sec.	- Fire doesn't respond. - Intermittent response. - No electronic control of fire.	- No or bad connection between remote control and receiver. (see section 4.3). - Low battery receiver (see section 3.2). - Power supply (6V adapter) is broken.



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