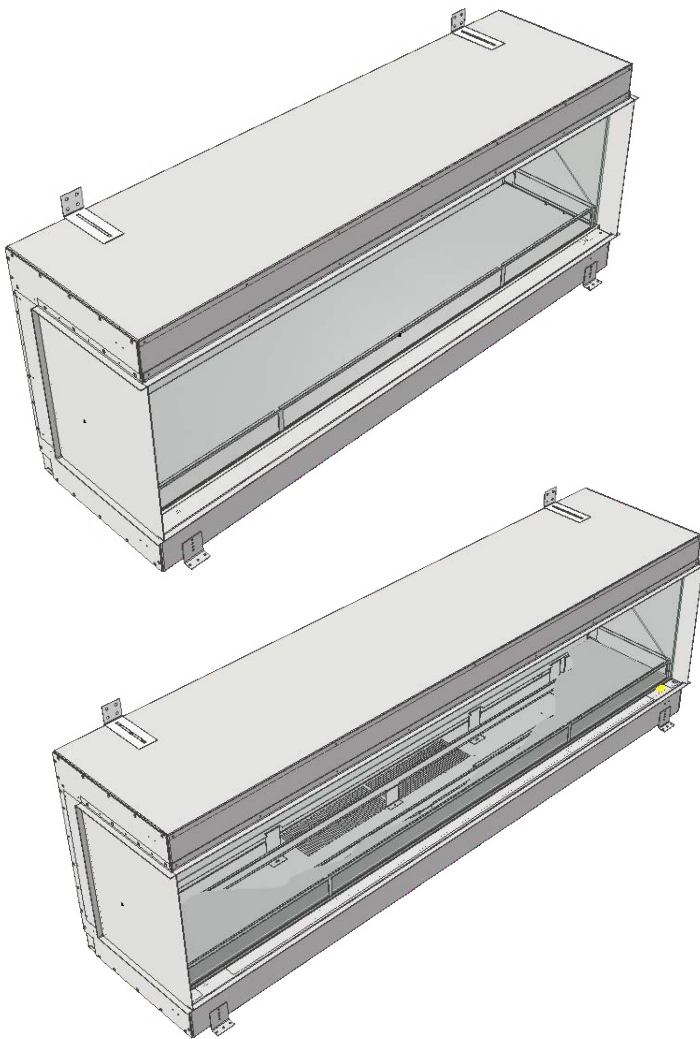# ORTAL ®

Installation and Operation Manual
Ortal (Name required)

WARNINGS

Ortal 1500
Ortal 1860

CERTIFICATION REQUIRED

Table of Contents

General

Safety Information and Warnings

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all of the instructions carefully before using the appliance, only use this appliance as described in this manual. Any other use not recommended by the manufacturer may cause injury to persons, or damage to the appliance.
- Remove all packaging and dispose of it at an appropriate recycling facility.
- When transporting or storing the appliance and power lead, keep in a dry place, away from excessive vibration and store so as to avoid damage.
- This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. **DANGER**: High temperatures may be generated under certain abnormal conditions.
- Do not install this appliance immediately in front of a fixed socket outlet.
- Do not install this appliance in the immediate surroundings of a bath, shower, swimming pool or any other area where the appliance could come into contact with water or humidity, e.g. a bathroom.
- Do not use in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance is only suitable for indoor use, do not use outdoors.
- Do not cover the appliance, or let the air inlet/outlet to be obstructed in any way as it may overheat.
- Keep the power lead away from hot surfaces and the heater outlet. Do not route the power lead in front of the appliance, or under any carpets or rugs. Do not allow the power lead to be coiled up once installed, as this can cause overheating.
- This appliance must be firmly fixed to or recessed into, a flat internal wall.
- A maintenance hatch must be installed into the surrounding installation to allow future access.
- Always use a certified electrician should new circuits or outlets be required. And always use properly grounded, fused and polarised outlets.
- Where the power lead passes through any masonry wall, stone surround etc. ensure that suitable rubber bushes are fitted at any possible wear points.
- If the power lead is damaged do not use the appliance until it has been replaced.
- Do not use any external switching device, timers, or extension leads. Do not connect the appliance to a circuit that is frequently switched on and off by the utility.
- In the event of a malfunction, switch off the appliance, and disconnect it from the mains power supply. Have the appliance inspected by a certified electrician before reusing.
- Do not use the appliance if it is damaged. In the event of any damage to the appliance, please contact the retailer from whom the appliance was purchased.
- Any repairs must only be performed by an authorized Ortal dealer/engineer.
- Extreme caution is necessary when any heater is used by, located near children or people of reduced mobility, and whenever the unit is left operating and unattended.
- Young children should be supervised to ensure that they do not play with the appliance.
- Disconnect from the power supply before performing any cleaning, maintenance or relocation of the unit. Do not use steam cleaners, or aerosols near the appliance.
- Do not burn wood or anything else in this appliance.
- Do not strike the glass. The glass used is toughened safety glass, if broken it will shatter into small chunks which are less likely to cause injury.
- Do not drill or screw any new holes into the appliance.

Rating Label

The fireplace rating label is found on a metal plate separate included with the fireplace.

DEALERS/INSTALLERS:
You MUST leave the fireplace's rating label with the fireplace in an area easily accessible by the owner (typically near the access panel, if available). You must instruct the owner before handing over the fireplace where this label can be found.

OWNERS:
Make sure the installer leaves your fireplace's rating label in an area that is easily accessible for you. This information is required for servicing and receiving replacement parts.
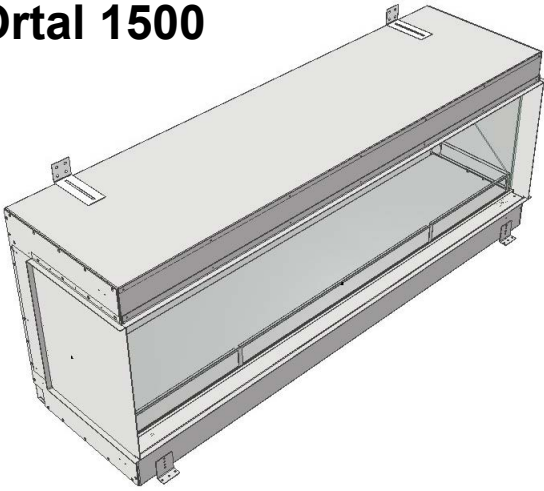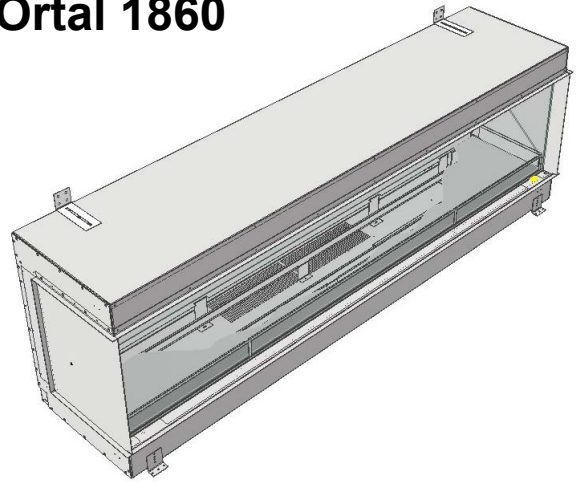
RATING LABEL REQUIRED

Rating Label

Models

Ortal 1500

Ortal 1860

Certification

?

Side Panel Removal - Converting to 2 or 3-sided appliance

All our built-in appliances are shipped as 1 box models. To convert to **2-sided** or **3-sided** configurations, you simply need to remove the side panel(s) and re-attach the plaster kit.

1 Unscrew and remove the side panel(s) from the side/s of the appliance. Then remove the plaster kit from the side panel **(Fig 1)**.

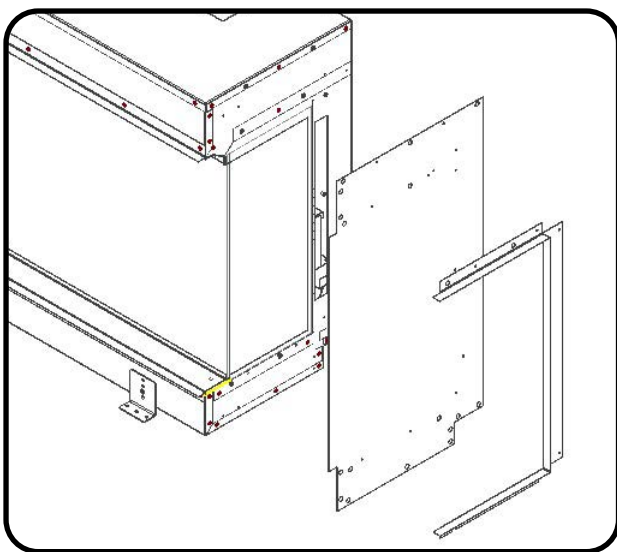**2** Re-attach the plaster kit(s) using the same fixing points **(Fig 2)**.
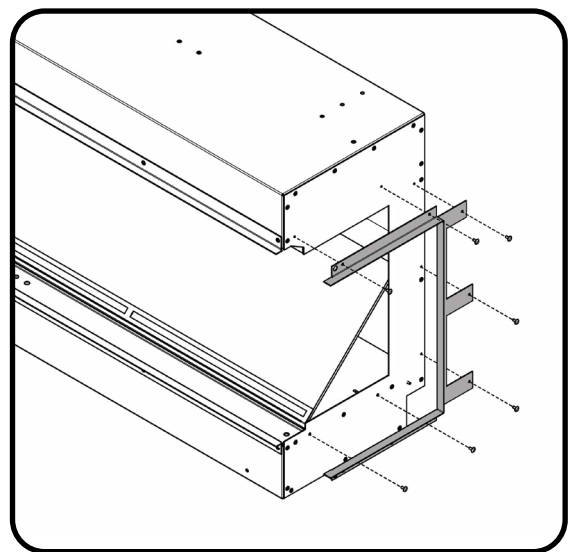
Fig 1.

Fig 2.

1-Sided Model

Glass Fronted
A single glass panel at the front of the appliance.

2-Sided Model

A glass panel at the front and one side piece of glass. The glass can be either side.

3-Sided Model

The standard configuration.
A glass panel at the front and both side pieces of glass.

Converting to 2 or 3-sided appliance - Process Chart

1-Sided	2-Sided	3-Sided
Appliance arrives ready to be installed as 1-sided model.	Appliance arrives in 1-sided configuration.	Appliance arrives in 1-sided configuration.
	Identify which side needs to be removed to achieve desired installation.	Remove both side panels **(Fig 1)**.
	Remove appropriate side panel **(Fig 1)**.	Remove both plaster kits from side panels **(Fig 1)**.
	Remove plaster kit from detached panel **(Fig 1)**.	Re-attach both plaster kits to side of appliance **(Fig 2)**.
	Re-attach plaster kit to side of appliance **(Fig 2)**.	*3-Sided appliance is now ready to install.*
	2-Sided appliance is now ready to install.	

Installation

Prior to Installation

Checks Before Installation

Before installing the appliance please read and take into account the following important requirements;

- Consult a qualified professional to check the structure of the installation site.
- These appliances have been designed to be installed into either a stud and plasterboard wall, or an existing chimney breast.
- If installing into an existing chimney, make sure to adequately block off the flue.
- Due to the size and weight of this appliance, it is not suitable for 'floating' installations.
- The appliance must never be installed in front of an electrical socket.
- The appliance must not be installed anywhere that it may come into contact with water, i.e. a bathroom.
- Do not wet plaster directly onto the appliance.

AIR CLEARANCE

This product has a required minimal internal clearance of **2"** below the product to allow air circulation around the case of the fire. Failure to adhere to the recommended clearance may result in any warranty claim being declared null and void.

CHECKS BEFORE INSTALLATION

We recommend turning on the appliance before installation, connect the appliance to a power source using the provided electrical lead, and press the right side of the ON/OFF switch.

Remove the electrical lead from the wall and continue with the installation.


PLUG SOCKET

ON/OFF SWITCH
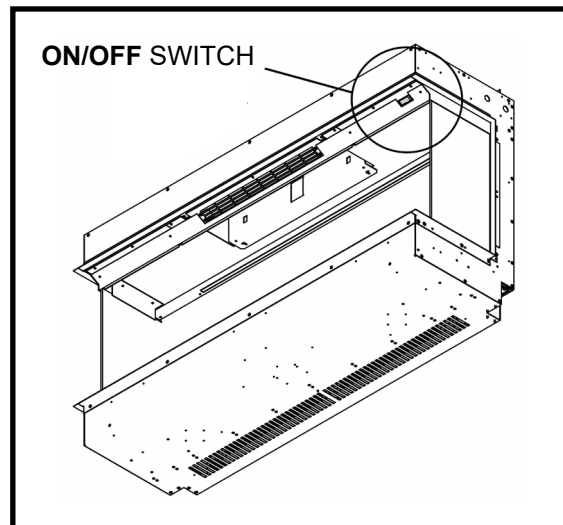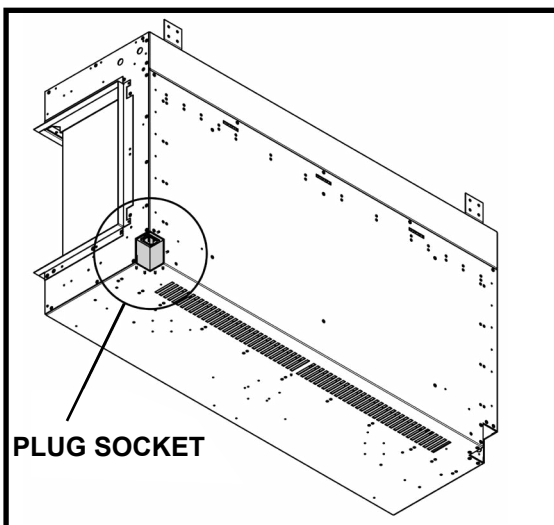
Framing Dimensions

The following framing information applies to combustible and non-combustible framing material. The diagrams presented are for illustrative purposes only. There are multiple approved framing scenarios. A flush application is not the only permitted application. The fireplace may be recessed into the wall. Refer to diagrams and values below and in the following pages for details.
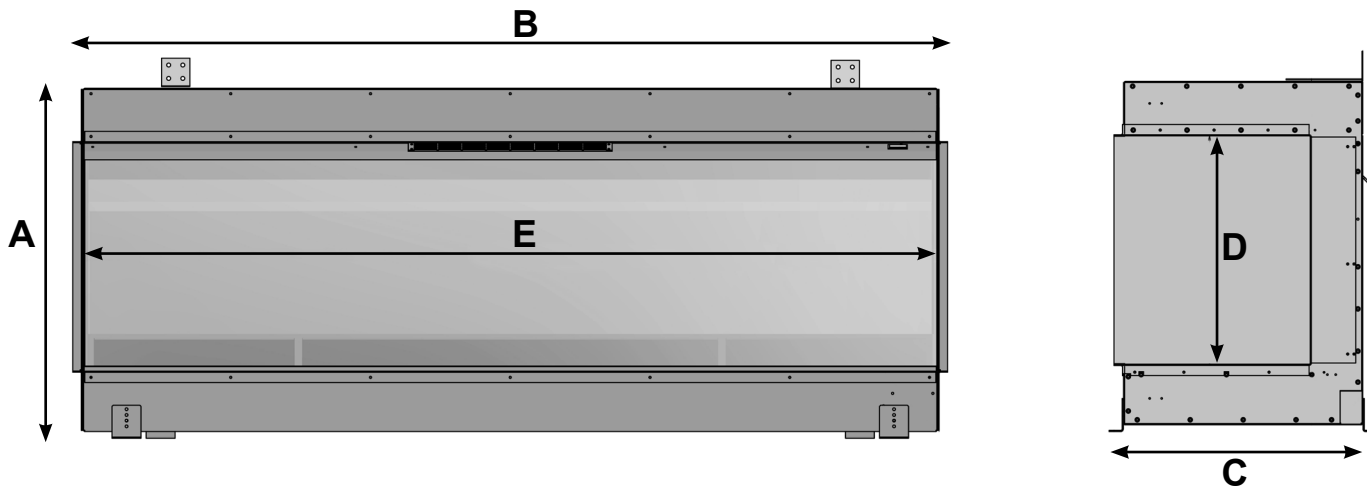
Model	A. Height	B. Width	C. Depth	D. Opening Height	E. Opening Width
Ortal 1500	23 ¹³⁄₁₆"	60 ⅝"	17 ¼"	15 ⁶³⁄₆₄"	59 ¹⁄₁₆"
Ortal 1860	23 ¹³⁄₁₆"	74 ²³⁄₃₂"	17 ¼"	15 ⁶³⁄₆₄"	73 ¹⁵⁄₆₄"

FRAMING		
Fireplace	Ortal 1500	Ortal 1860
A. Height	23 ¹³⁄₁₆"	23 ¹³⁄₁₆"
B. Width	60 ⅝"	74 ²³⁄₃₂"
C. Depth	17 ¼"	17 ¼"
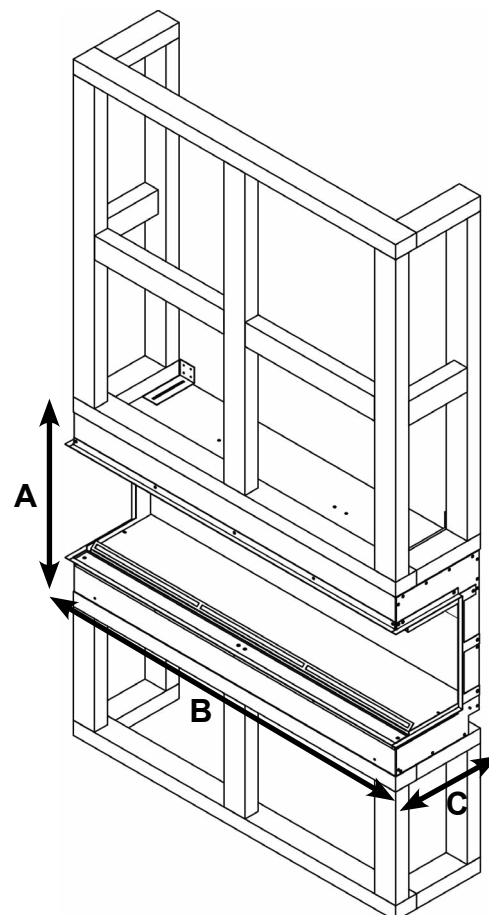
Installation Method - Wall-mounted

1. Remove the bottom 4 transit brackets, then screw on the top mounted brackets **(Fig 1)**. Once this has been completed, screw in the IEC Clip on the back right **(Fig 2)**.
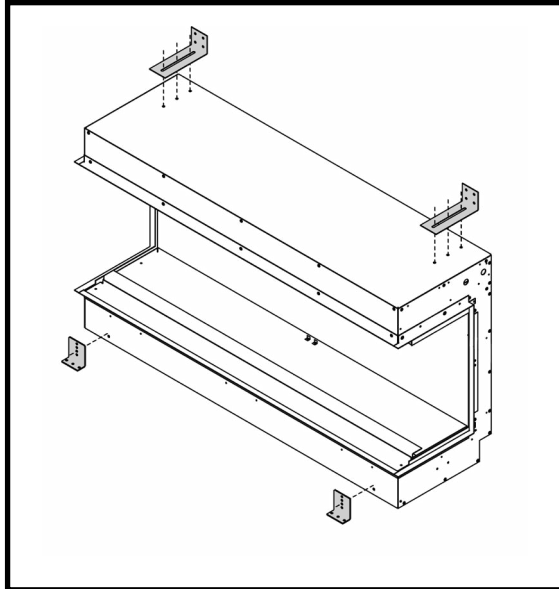
Fig 1.
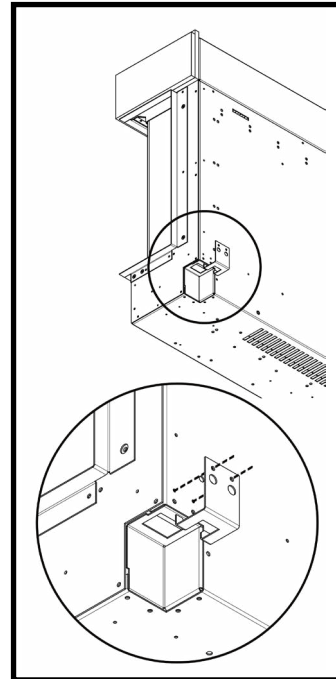
Fig 2.

2. Determine the finished height and position that you want the appliance to be located. Then secure the wall bracket **(Fig 3)** to the wall in the position you need using the wall plugs and screws provided. If you're not securing the appliance to a masonry wall you will need to use the appropriate fixings.

You can now hang the appliance on the wall by slotting the tabs of the wall bracket into the slots on the back of the appliance **(Fig 4)**.

Fig 3.

Fig 4.

3. Screw the two top mounted brackets to the wall (Fig 5).

You can now construct your stud wall/s around the appliance in the design of your choosing.

Fig 5.

Installation Tips

- When constructing the stud work for the appliance, remember that the vents on the underside of the appliance need a minimum of 2" clearance beneath them.

- Ensure that the appliance **does not support the weight of the stud work.** Secure your frame to the wall using the appropriate fixings (Not supplied).

- Do not use silicones, adhesives, or wet plaster to seal in the appliance.

- Before plaster boarding your stud work, it is strongly **recommended that you create a maintenance hatch that allows access to where the power lead connects with the fire**. This is usually on the right hand side of the appliance (see page 19).

4. Your plasterboard can now line up with the plaster kits on the edge of the appliance. (Fig 6).

Fig 6.

Installation Method - Securing fire to framework

1. The appliance will come with 4 transit feet attached to the bottom - 2 at the front and 2 at the back. These transit brackets can also be used to secure the fireplace to your outer frame, as an alternative to wall-mounting. Leave these in place if you wish to secure your fire to the framework **(Fig 1)**. Then, screw in the IEC clip on the back right **(Fig 2)**.
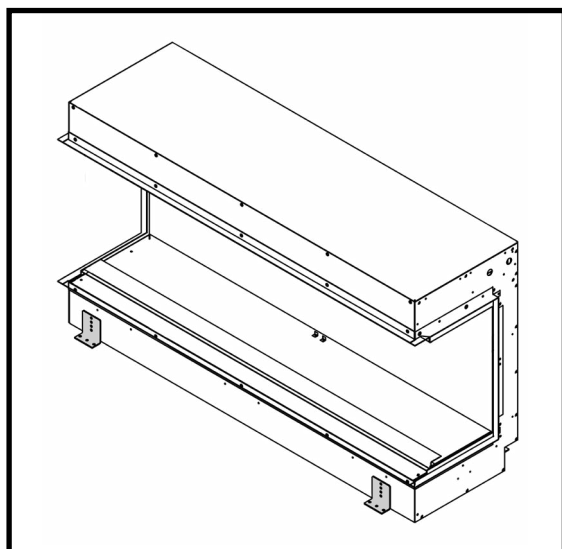
Fig 1.
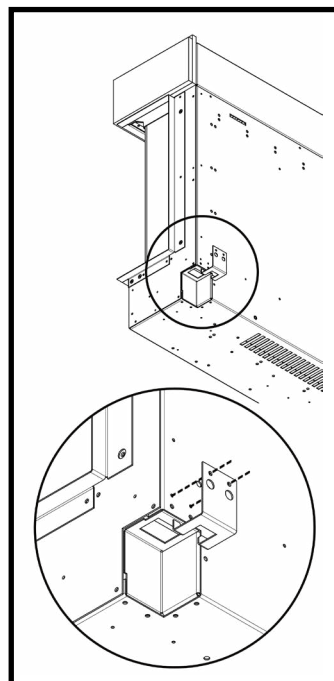
Fig 2.

2. Once you have placed the appliance onto a constructed base, you can use the transit feet to secure the fire. Screw into the base using appropriate fixings (not provided). This will need to be completed on all 4 transit feet **(Fig 3)**.
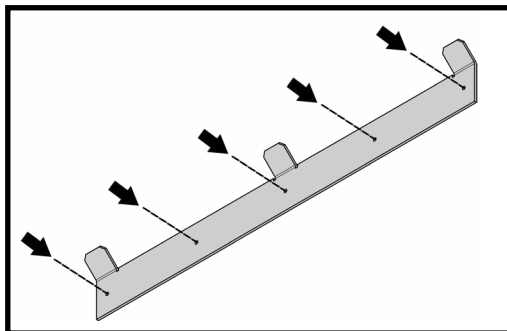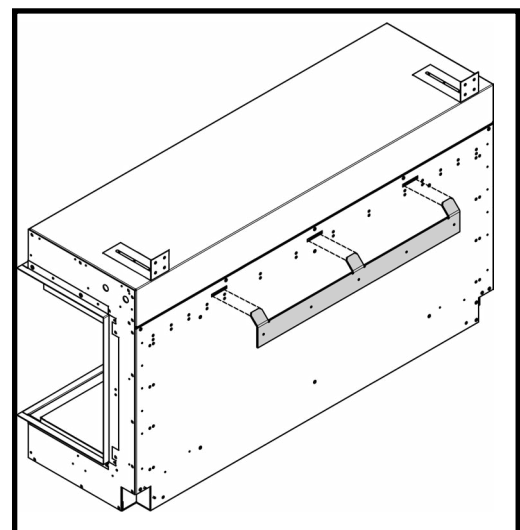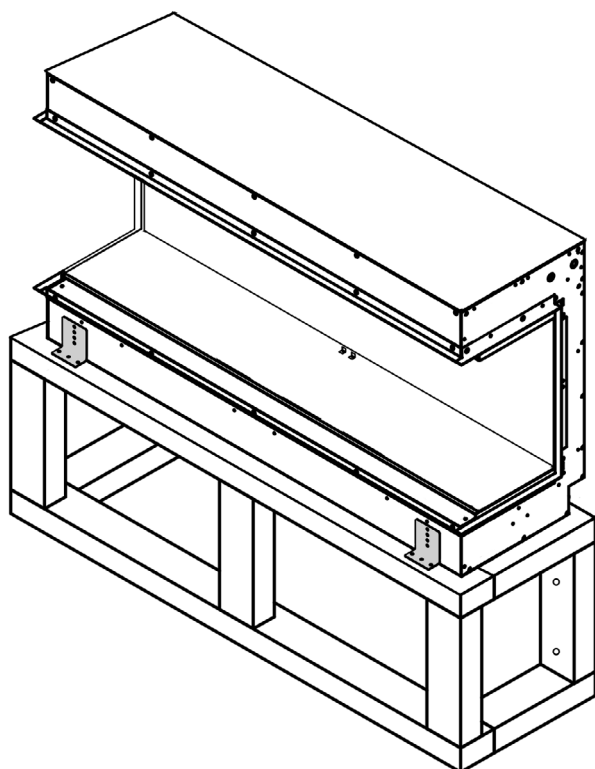
Fig 3.
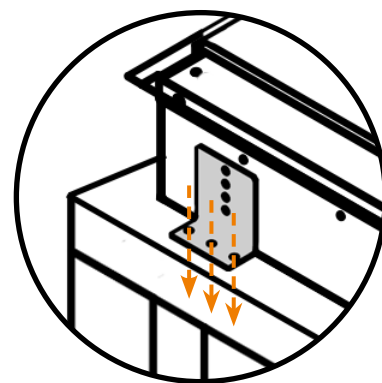
3. Screw the two top mounted brackets to the wall **(Fig 4)**.

You can now construct your stud wall/s around the appliance in the design of your choosing.
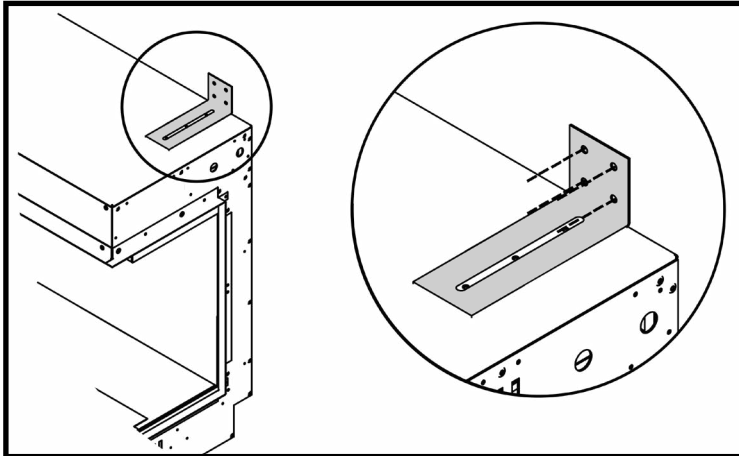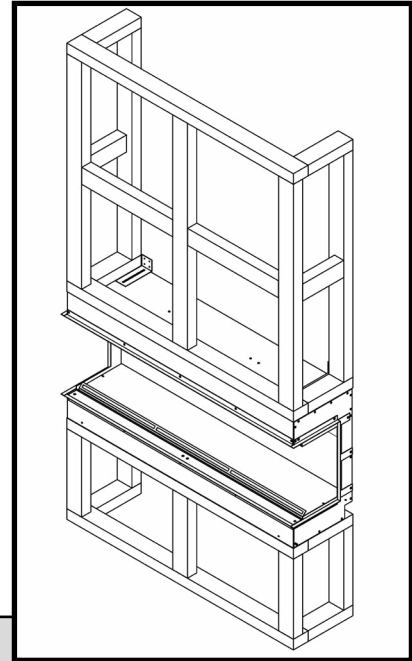

Fig 4.

Installation Tips

- When constructing the stud work for the appliance, remember that the vents on the underside of the appliance need a minimum of 2" clearance beneath them.

- Ensure that the appliance **does not support the weight of the stud work.** Secure your frame to the wall using the appropriate fixings (Not supplied).

- Do not use silicones, adhesives, or wet plaster to seal in the appliance.

- Before plaster boarding your stud work, it is strongly **recommended that you create a maintenance hatch that allows access to where the power lead connects with the fire**. This is usually on the right hand side of the appliance (see page 19).

4. Your plasterboard can now line up with the plaster kits on the edge of the appliance **(Fig 5)**.
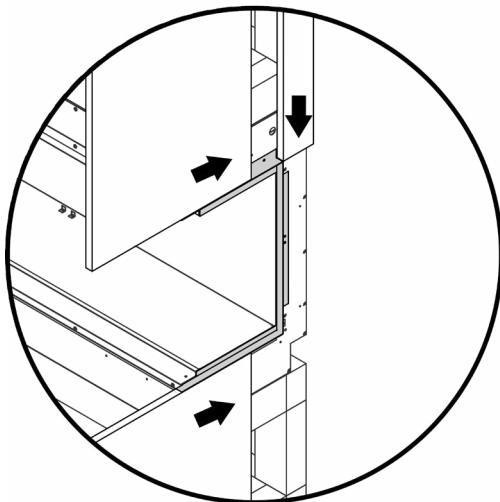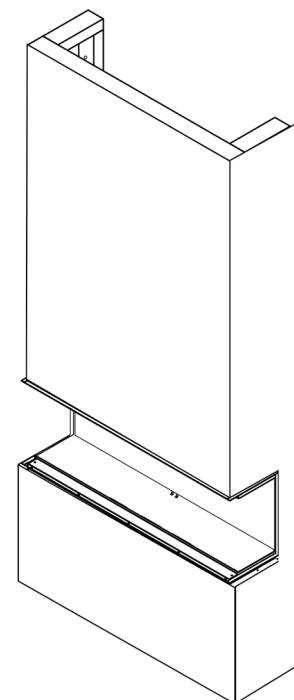

Fig 5.

Glass Installation - Side Glass

1. Unscrew and remove the top glass retainer panel. Be sure to support the retainer panel once it has been unscrewed to ensure it doesn't fall and scratch the fire housing **(Fig 1)**.
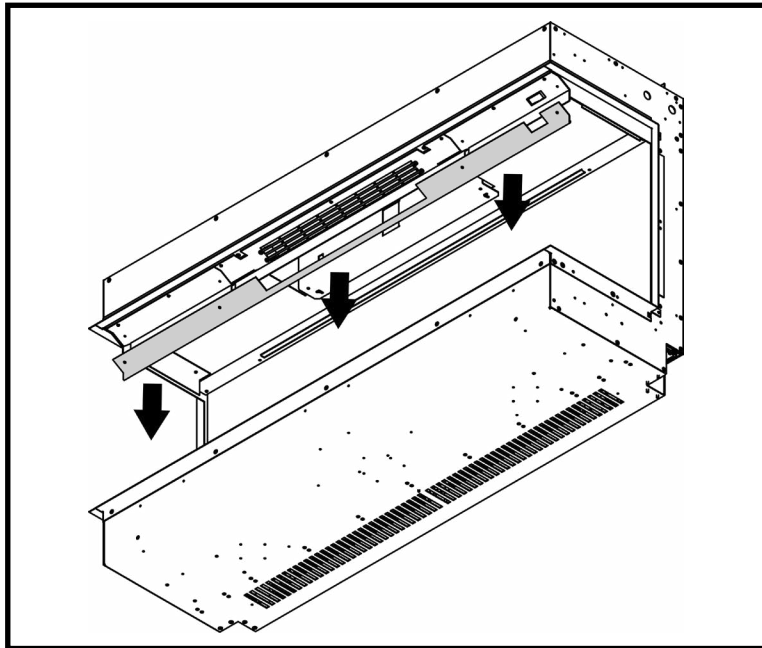
Fig 1.

2. Slide in your side glass panels. The best way to do this is to angle them at 45°, reach inside the opening of the fireplace, and then slot into the bottom channel. You will then be able to push the top into place **(Fig 2)**.
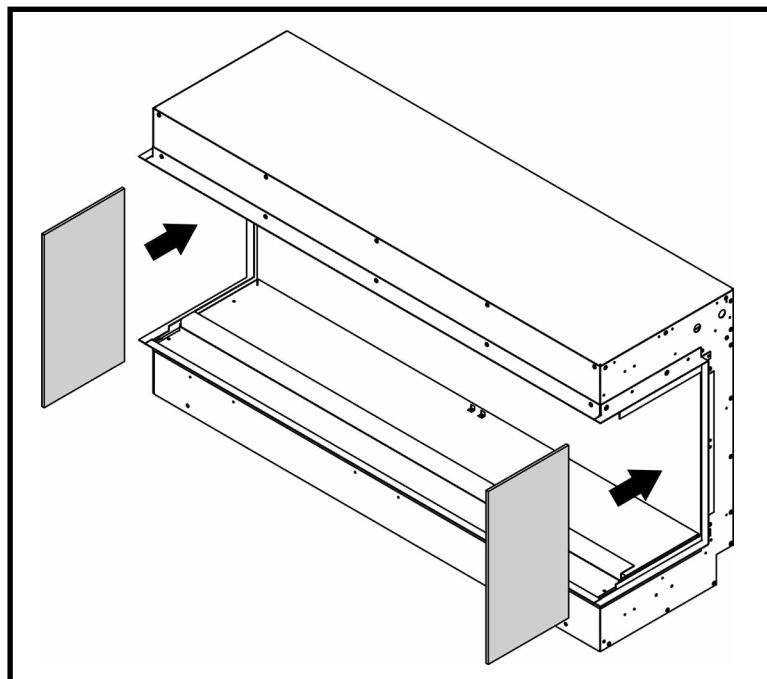
Fig 2.

Glass Installation - Effect Glass

1.

Apply the Suction Lifter to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance. If not using a glass sucker, carefully hold the glass on either end and follow the same process. 2 people may be required for this to ensure the glass is carefully supported at all times **(Fig 1)**.
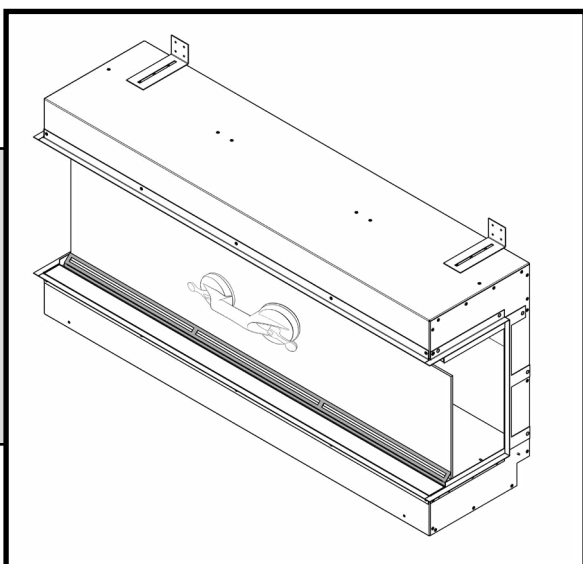
Fig 1.

PLEASE NOTE:

The suction cup is provided to assist in moving the glass, **NEVER** as the sole support for the glass. Always support the glass throughout the entire process until fully fitted in place.

2.

Pivot the glass backwards to a 45° angle so that it fits under the retaining bar, and rests against the back of the interior of the appliance **(Fig 2)**.
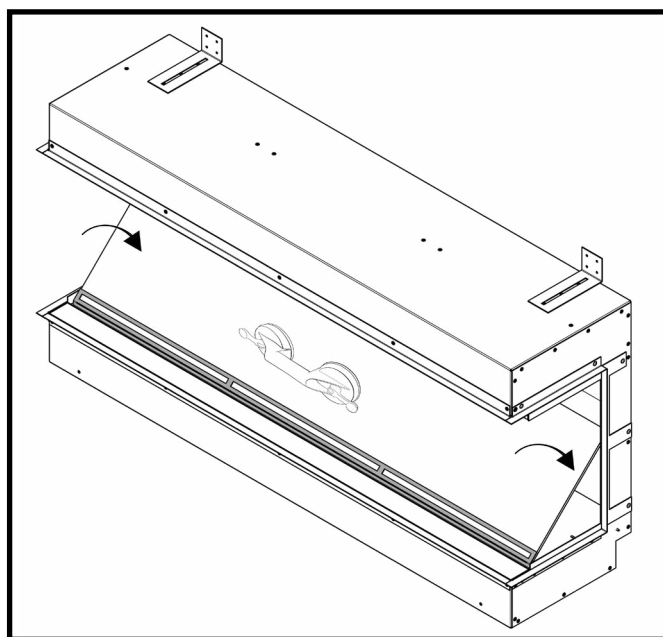
Fig 2.

Glass Installation - Front Glass

1. Apply the suction cup to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance. If not using a suction cup, carefully hold the glass on either end and follow the same process. 2 people may be required for this to ensure the glass is carefully supported at all times **(Fig 1)**.
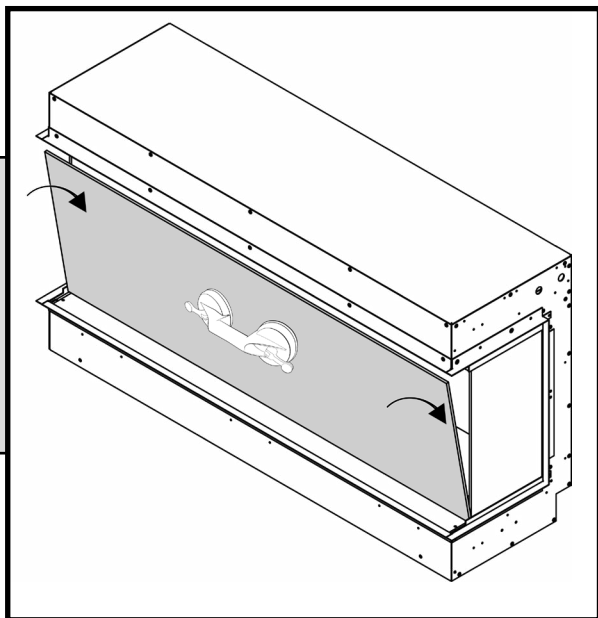
Fig 1.

PLEASE NOTE:

The suction cup is provided to assist in moving the glass, **NEVER** as the sole support for the glass. Always support the glass throughout the entire process until fully fitted in place.

2. Then replace the top glass retainer bar and screw into place **(Fig 2)**.
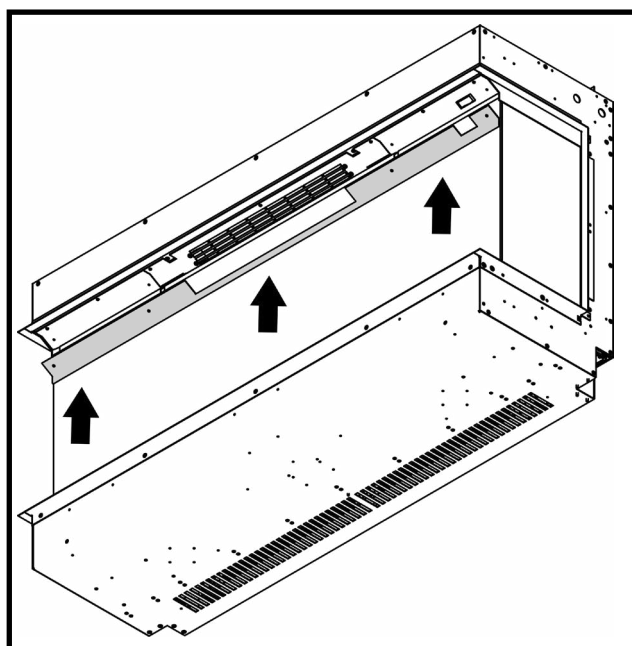
Fig 2.

Mounting a TV/Artwork

The decision to install a television above an Ortal fireplace is up to the discretion of the owner. Manufacturers may specify that their product should not be installed on, near or above a heat source. Ortal will not be held liable for any adverse effects on a TV, artwork or other equipment located near the Ortal fireplace. It is the owner's responsibility to verify that their TV or artwork can be installed above a heat source. As this appliance is electric and only a secondary heat source, it does not significantly heat up any surrounding objects. However, due to the electrical components within the fire, heat will be produced and therefore as a general rule, we recommend anything installed above the fireplace should be a minimum of 8" from the top of the fireplace glass viewing area.

The following diagrams can be used as a guide for customers who do decide to locate their TV and artwork above their Ortal fireplace. These drawings illustrate ways of reducing the amount of heat impact to the area surrounding the fireplace.

Flush Mounted TV/Artwork

When the TV is mounted on a wall that is flush to the fireplace, the TV must be at least 8" from the top of the fireplace glass viewing area. Ensure all clearances are maintained. See diagram below for details.
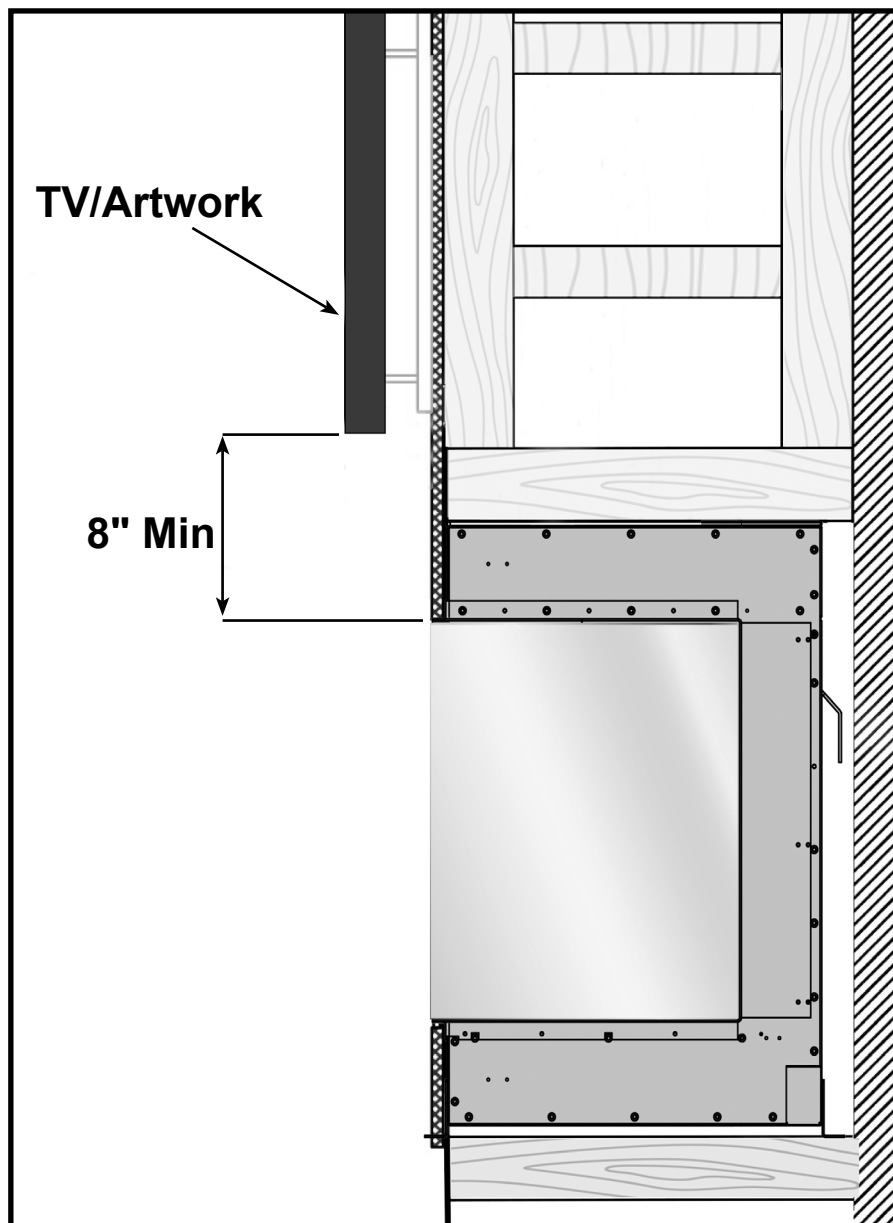
Recessed TV/Artwork

When the TV is mounted on a wall that recesses over fireplace, the TV must be at least 8" from the top of the fireplace glass viewing area.

TV/Artwork

8" Min
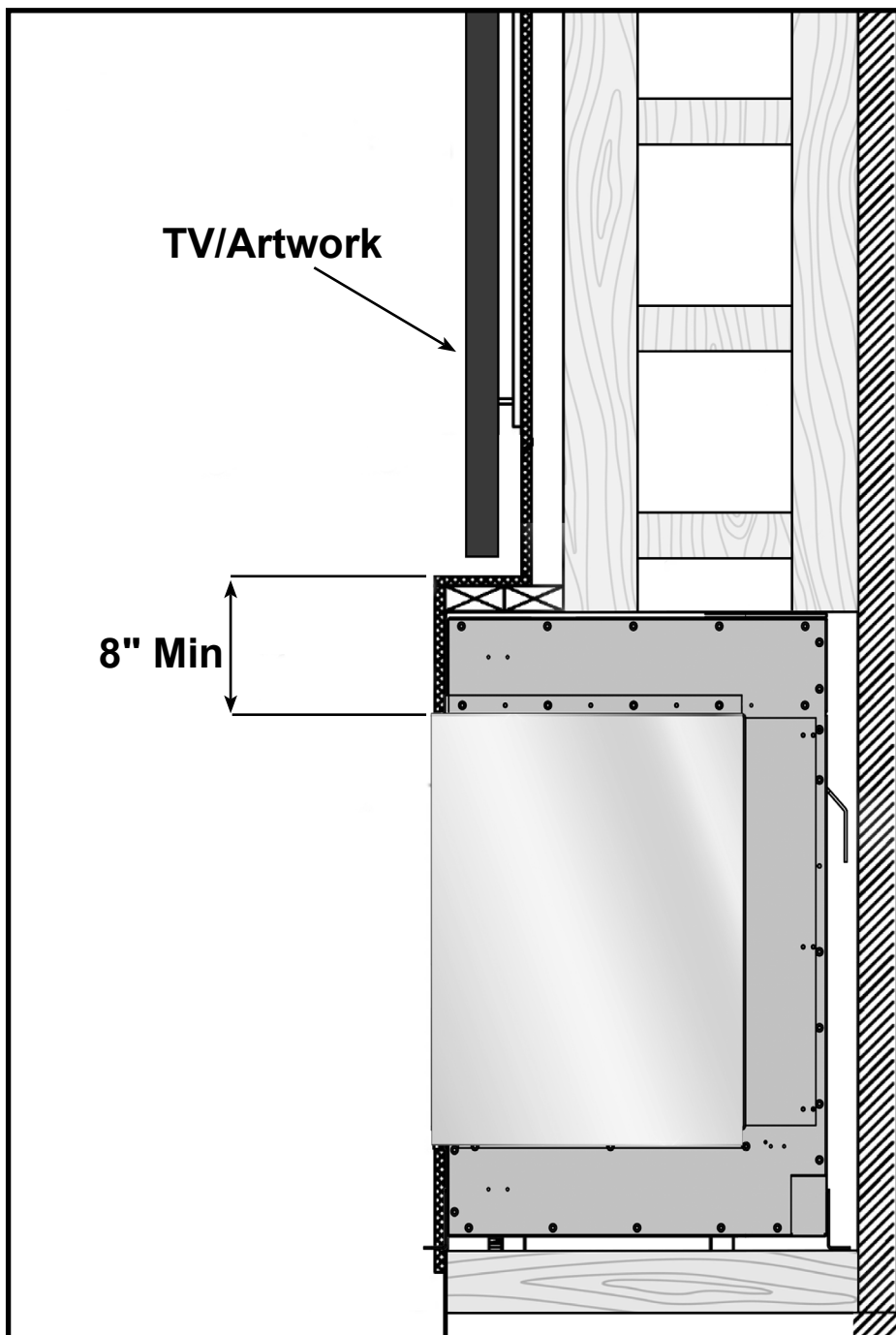
Access Panel

The inclusion of an access panel is optional, but it is highly recommended. It allows for access to the fireplace's power cord for servicing. The rest of the electrical componentry can be accessed from the front of the fire at any time.
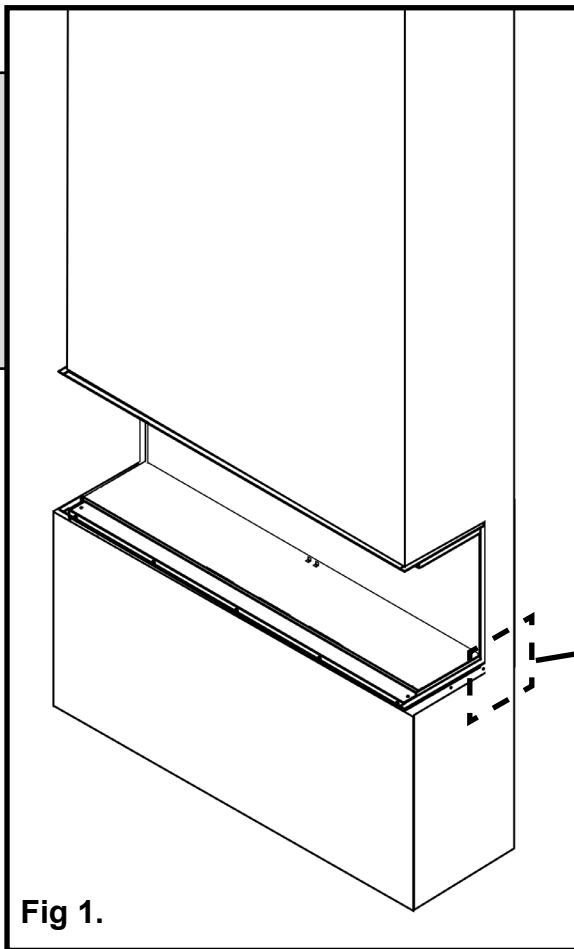
PLEASE NOTE:

If you do decide to include an access panel, the optimum place to position this is on the right hand side of the chimney breast, where the power cord plugs into the appliance. This allows easy access to the power cord in the event of any power supply issues.
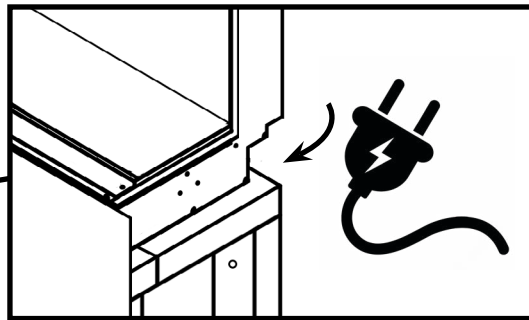
Fig 1.

Fig 1 indicates where the power cord will connect to the appliance in relation to a standard chimney breast installation. You can use this as a guide to create your access panel.
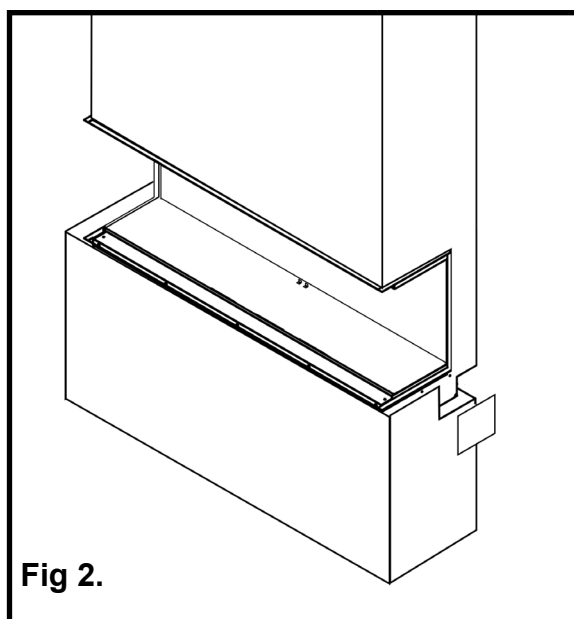
Fig 2.

Fig 2 indicates where the power cord will connect to the appliance. You can use this as a guide to create your access panel.

Operation

There are two ways to control all the features of your Ortal appliance - remote or App control.

Our remote handset comes automatically paired and ready to operate straight out of the box. If you choose to control your appliance via the Ortal Electric Fireplace App, your internet router and smart device should meet the following minimum requirements -

Wi-Fi Router

- Compatible with IEEE 802.11n/g/b
- WPA2 encryption
- Radio frequency: 2.4GHz band
- Wireless auto channel: auto search for wireless LAN radio channel free of interference
- Support for the User Datagram Protocol (UDP)
- The minimum distance from your internet router to the fire should be 70cm

Smart Device

- Minimum device requirements IOS 8.0 or Android 10

Remote Control

Turn fireplace **ON/OFF**

Turn overbed lighting **ON/OFF**

Decrease overbed brightness

Turn heater **ON**

Decrease timer by 15 mins

Decrease Fuel Brightness

Volume Joystick - **UP/DOWN**

Medium Thermostat Temp

Low Thermostat Temp

Increase overbed brightness

Increase by **1°**

Increase timer by 15 mins

Decrease by **1°**

Increase Fuel Brightness

Fuel bed lighting **ON/OFF**

Effect Joystick - **UP/DOWN**

High Thermostat Temp

Volume

Preset

ORTAL

APP SETUP

ELECTRIC

Ortal Electric App Icon

1
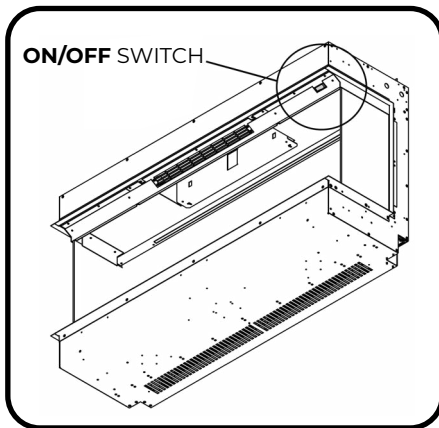
ON/OFF SWITCH

Make sure that your fire is plugged in and the switch is on. Then turn on your fire by pressing the ON/OFF switch to the 'ON' position.

2
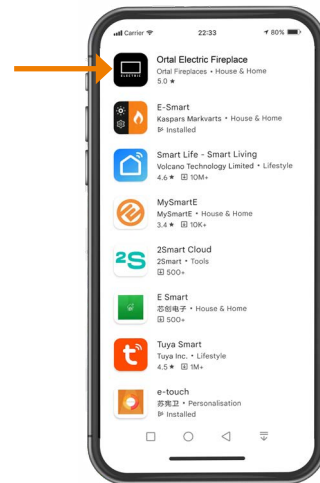
Download the **Ortal Electric Fireplace** app from the Apple Store, or Google Play Store.

3

AVAILABLE NETWORKS

Default WiFi
Connected (good quality)

Halo Network

Home WiFi

iPad Hotspot
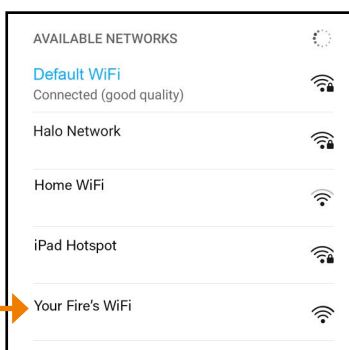
Your Fire's WiFi

Open the Settings panel on your device and connect to the fire's wireless connection. The name of the fire's wi-fi will vary depending on the model.

4

12:00
Wed, 17 January

- 6℃

Search
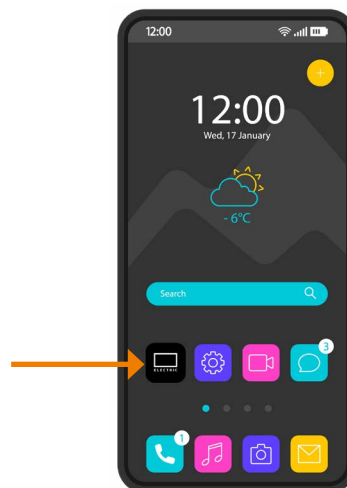
Open the **Ortal Electric Fireplace** app on your device.

5
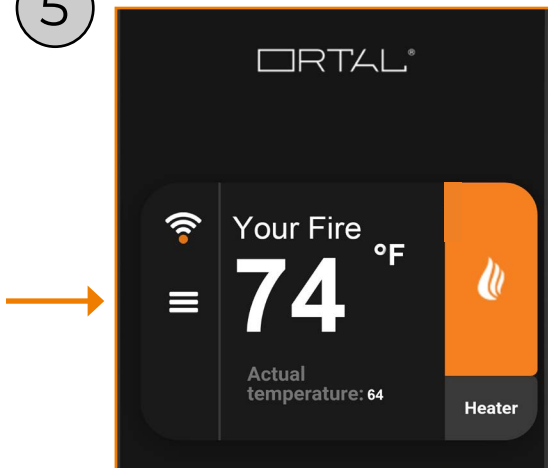
Open the settings panel on the app's Home Screen.

6
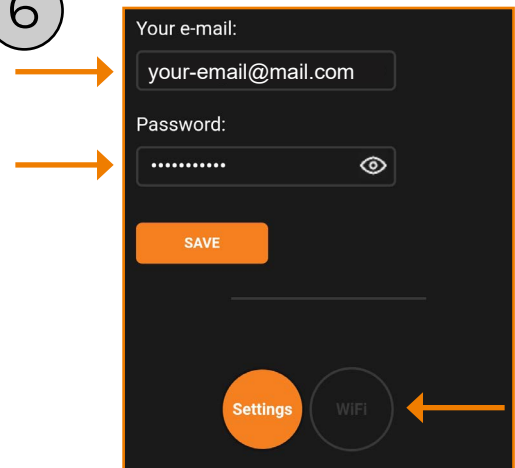
Scroll down to the 'IoT Registration' section and fill in your email address and create a password. Press 'Save'. Then select the grey wi-fi button.

7
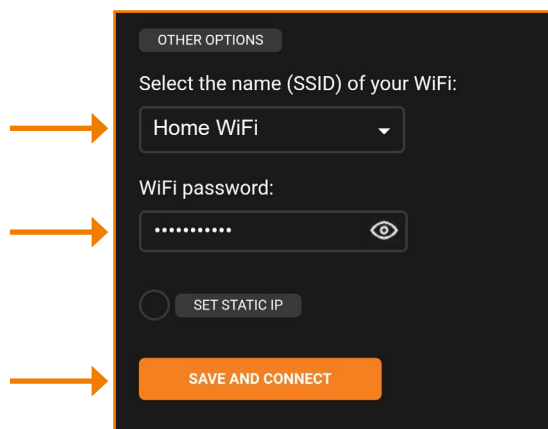
Select your router from the drop down box, and enter your router's password. Press the eye icon to double check for mistakes. Press 'Save and Connect'. Only select Static IP if advised by an IT professional.

8
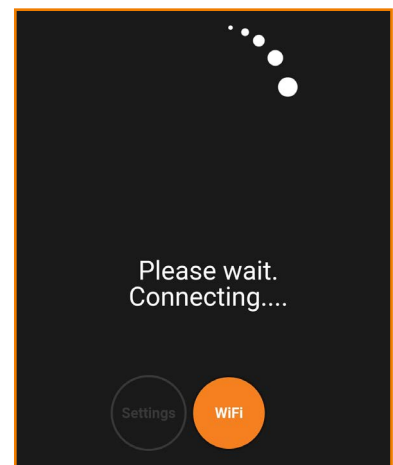
The pairing process between your device, the fire, and your router will now take place. This may take a few minutes, and when the app shows 'Redirect' you may see the lighting on your fire change colour. This is completely normal. To complete the setup, turn your fire off then back on.

Ortal Installation Manual: (V1.0) - 23

USING THE APP

WiFi signal strength

Fire settings

Turn fireplace **ON/OFF**

Turn fireplace heater **ON/OFF**
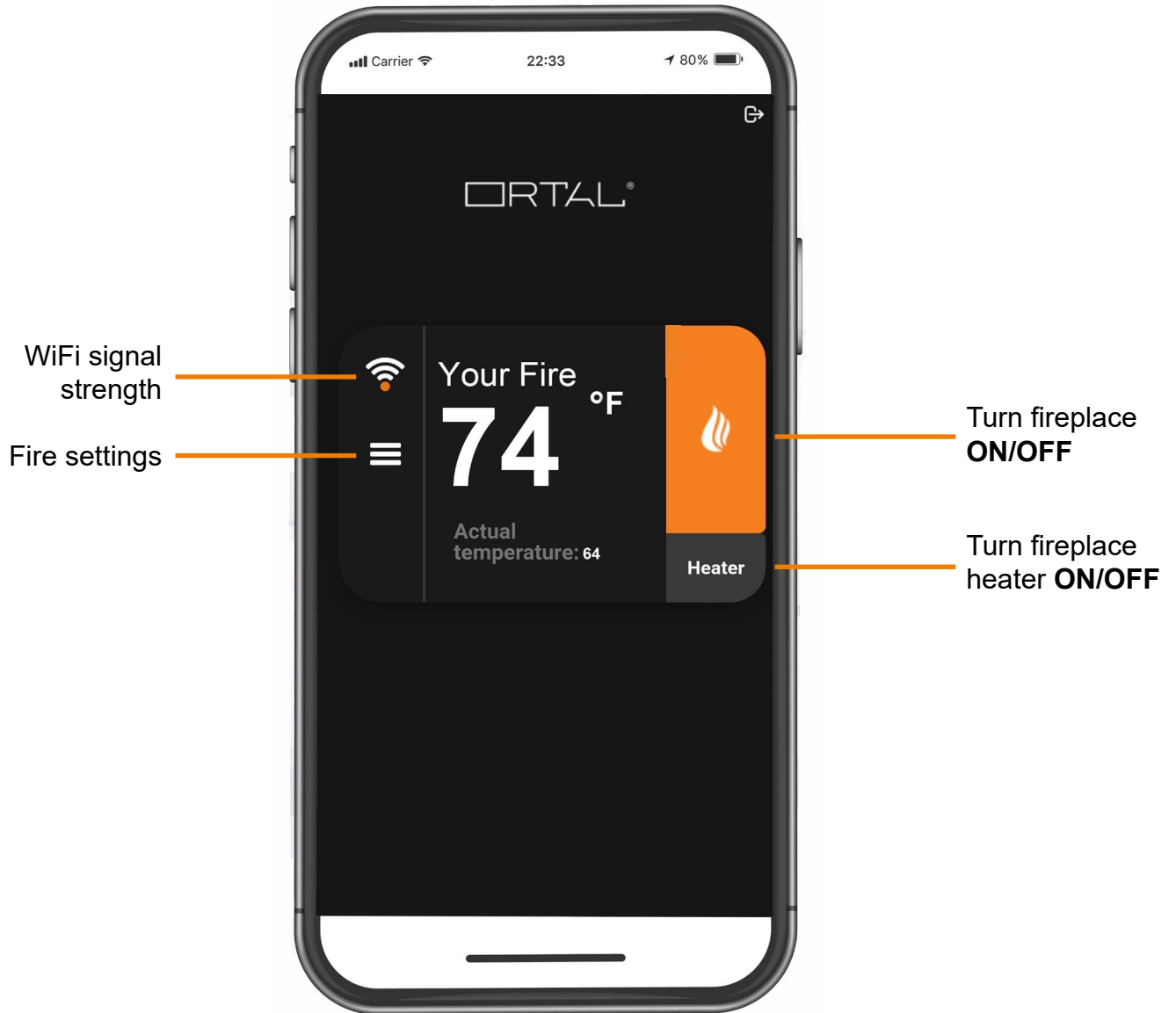
SCREEN NAVIGATION

On the home page of the Ortal Electric Fireplace App you can see the name of your fire, the chosen temperature, and the actual temperature. On the right side you can turn the lights in the fire on and off, and also turn the heater on and off. On the left side you can access the fireplaces settings and view your WiFi signal strength.

To enter the **Fire Overview screen**, press the middle of the home screen where the temperature is displayed.

Back to homepage

Swipeable Temperature gauge

Target Temperature

74°F

Fire OFF ⦿ ON — Turn fireplace **ON/OFF**

Heater OFF ⦿ ON — Turn fireplace heater **ON/OFF**

Go to **Timer** settings — Timer | Fire | Scene — Go to **Scene** settings
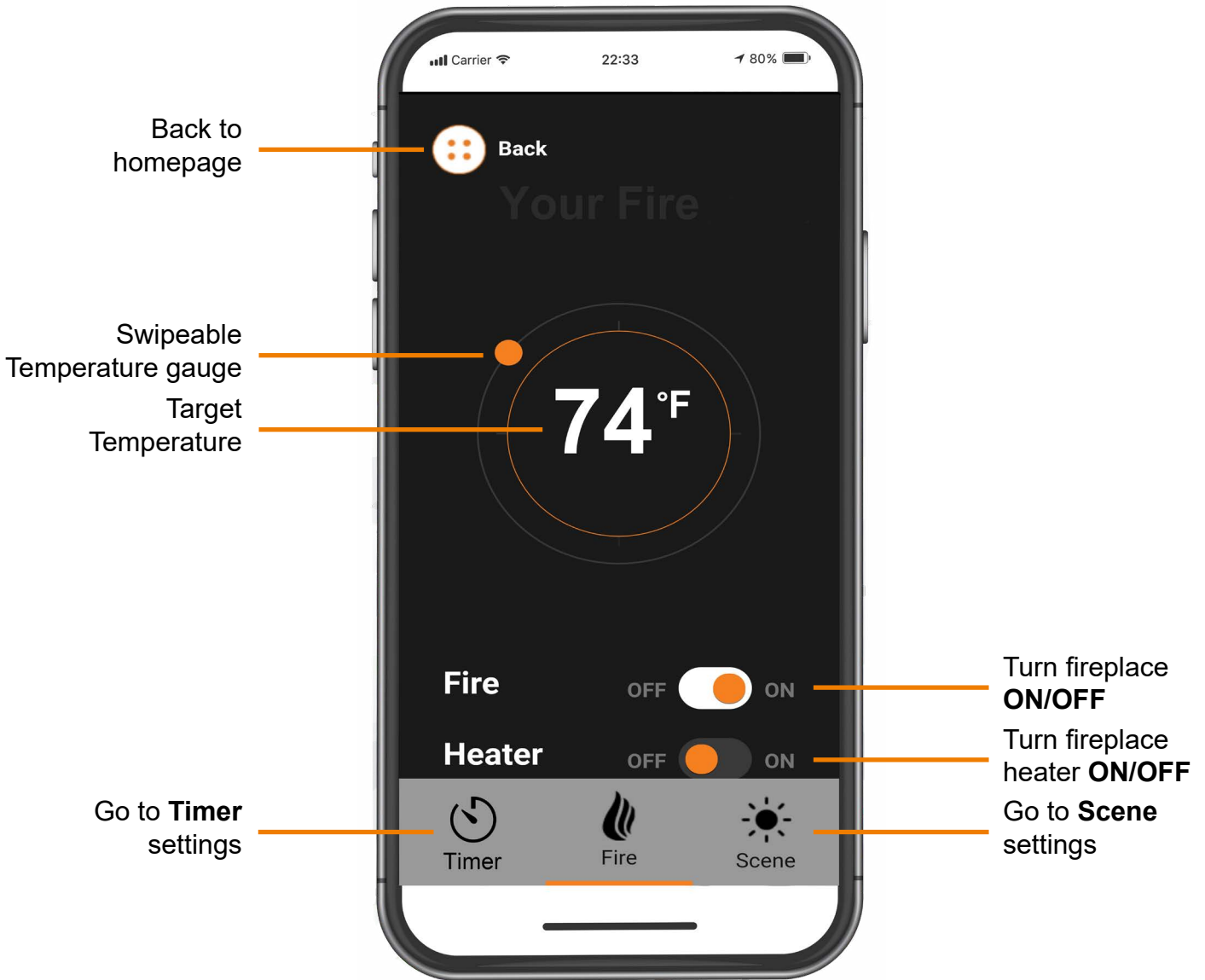
SCREEN NAVIGATION

The fire overview screen allows you to access all the key features of your fireplace. From this page you can turn your heater **ON/OFF** and control temperature settings.

At the bottom of this screen, you can also access your **scene settings** and **timer settings**.

SCENE OVERVIEW

Back to homepage

Select your appliance

Choose your flame style

Customise background light

Adjust brightness

Adjust intensity

Customise top light

Adjust brightness

Adjust intensity

Go to **Fire** settings

Go to **Timer** settings

SCREEN NAVIGATION

The scene settings screen allows you to customise your flame style. From this screen you can open the drop-down menu to view and select your chosen flame style. You can also customise your background light and top light colour, as well as adjust the LED brightness and intensity.

For those who have multiple fireplaces, you can select which appliance you want to change the flame style on by opening the drop-down menu at the top of the screen. Select which appliance you are using, then select your chosen effect.

Scroll down on the scene page to access further settings.

At the bottom of this screen, you can also access your **fire settings** and **timer settings**.

Choose your ember bed style (Can also be customised)

Adjust brightness

Adjust intensity

Adjust volume

Go to **Fire** settings

Go to **Timer** settings

SCREEN NAVIGATION

Once you have scrolled down on the main scene home screen, you will be able to select your ember bed style from the drop-down menu. At the bottom of the drop-down menu, you are also able to customise the colour of your ember bed.

Below, you will be able to adjust the brightness and intensity.

Customers can adjust the volume of their appliance by swiping left or right, until the desired volume is achieved.

At the bottom of this screen, you can also access your **fire settings** and **timer settings**.

TIMER OVERVIEW

Back to homepage

Fire timer

Heater timer

Add new time

Time
On this page you can set the time at which the fireplace will turn on or off.

Go to **Fire** settings

Go to **Scene** settings

SCREEN NAVIGATION

When you first open the timer screen it will look like this. From this screen you can add new timers to both your fire and your heater.

At the bottom of this screen, you can also access your **scene settings** and **fire settings**.

Back to homepage

Turn existing timer **ON/OFF**

Existing timer

Delete existing timer

Set desired time

Set desired days

Go to **Fire** settings

Save new timer

Go to **Scene** settings

SCREEN NAVIGATION

Once you have set up a new timer, it will show as above. You can then toggle that particular timer **ON/OFF** using the swipe icon and delete the timer by pressing the trash icon.

To set up a timer, first select *fire* or *heater.* Under *time*, choose your desired start and end time using the 24-hour time format. You can then select which days you want this timer to be applicable on. Press save and your new timer has been created.

At the bottom of this screen, you can also access your **scene settings** and **fire settings**.

1
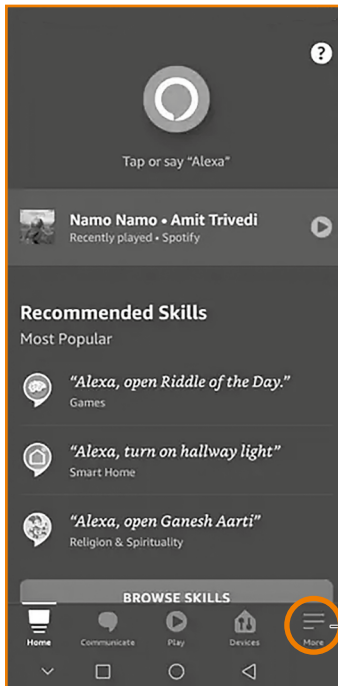
Once your fire is installed, and switched on, download and open the Amazon Alexa app. Once open single press More in the bottom right hand corner.

2
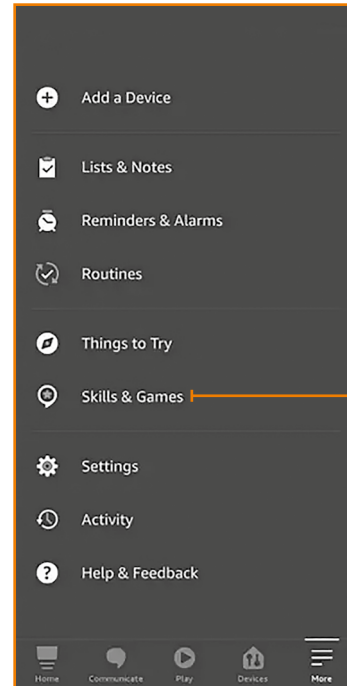
Single press Skills & Games on the pop up list.

3
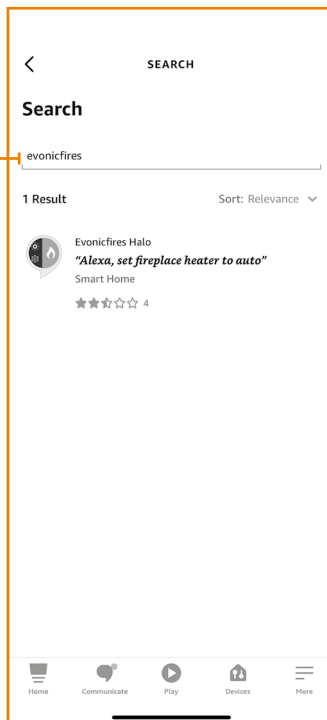
Single press Search and type in evonicfires. Select the Evonicfires Halo skill icon to open.

4
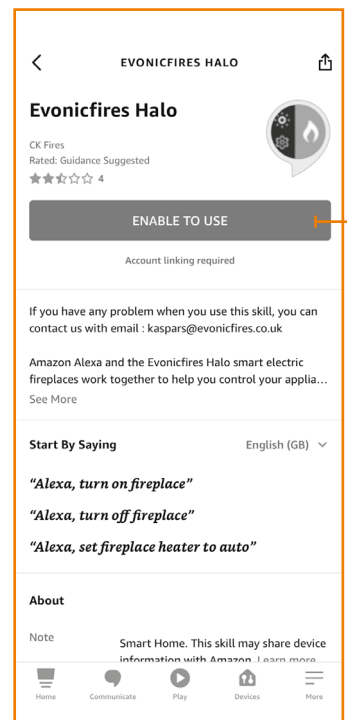
Now on the Evonicfires Halo skill page you can single press the Enable to Use button to go to the log in page.

⑤
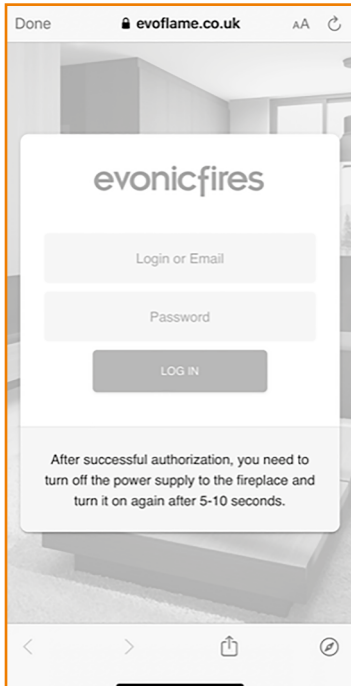
Enter the log in details that you previously entered in the app set up process (Page 37, section 6), and single press Log In.

⑥
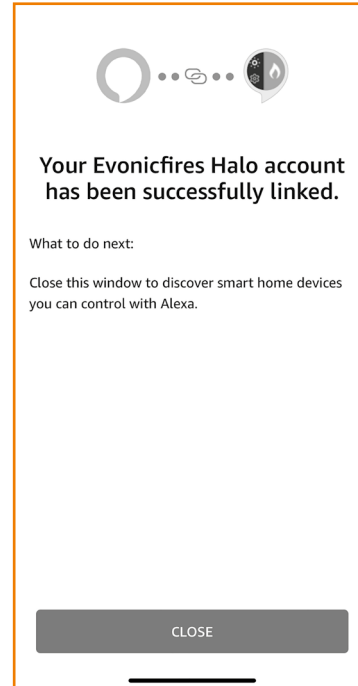
After a few moments your account will be linked, once this is done you can single press Close.

⑦

Single press Discover Devices to search for your fire.

⑧
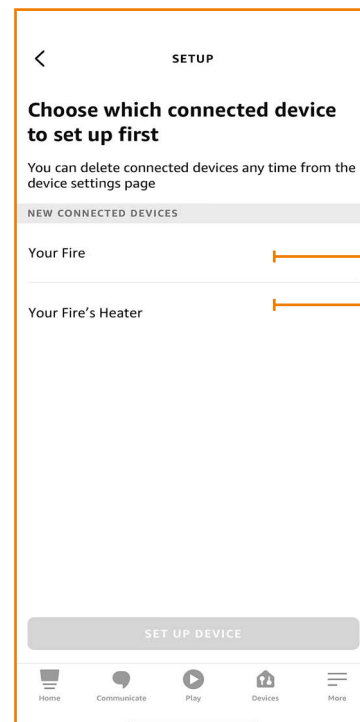
Your fire will show up as two devices, allowing you to programme the heater separately to the effects. Single press the second option, and Set up Device.

1
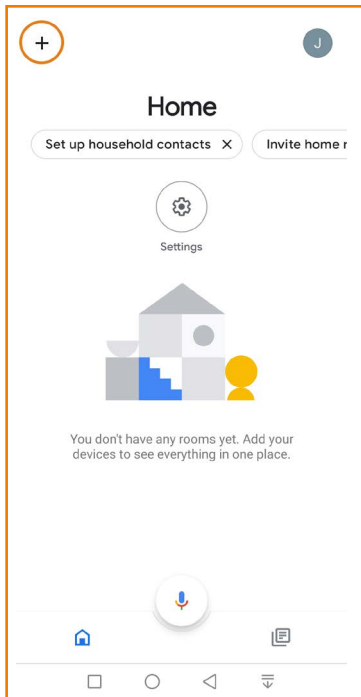
Once your fire is installed, and switched on, download and open the Google Home app. Once open single press the plus symbol in the top left hand corner.

2
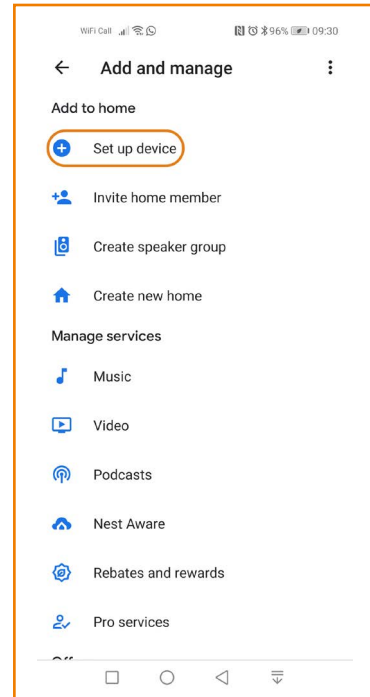
Single press Set up Device on the pop up list.

3
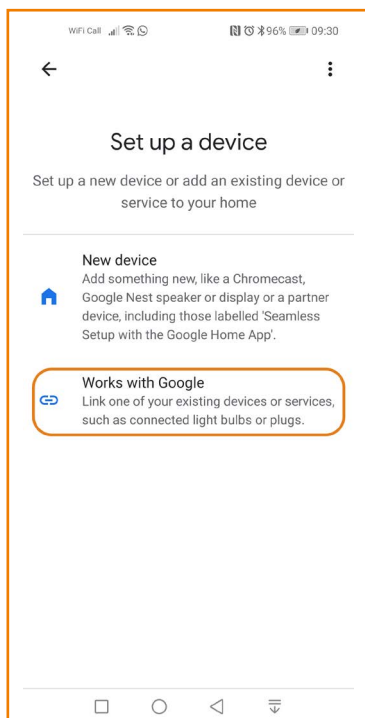
Single press Works with Google.

4
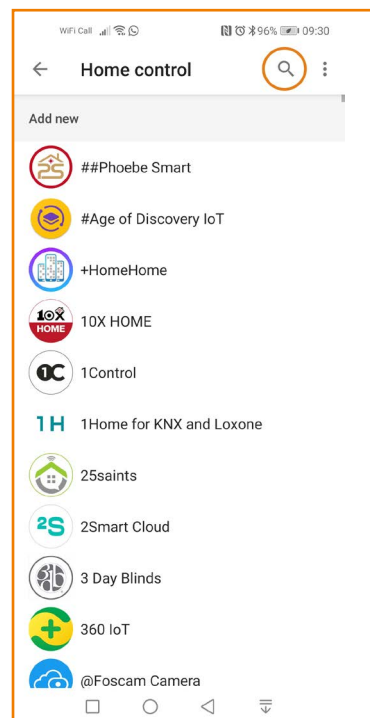
Single press the Search icon in the top right corner.

CONTINUED...

⑤
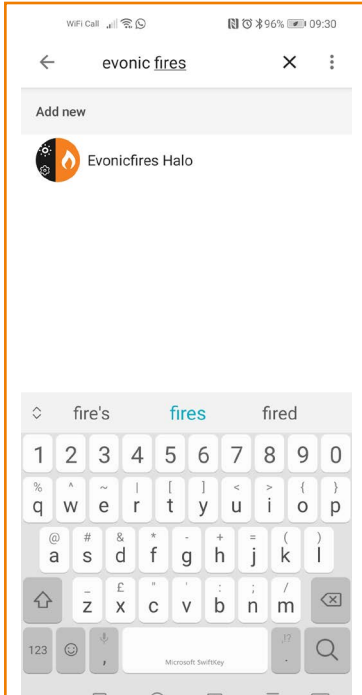
Type in Evonic Fires, single press search and then select the Evonic Fires E-Smart icon.

⑥
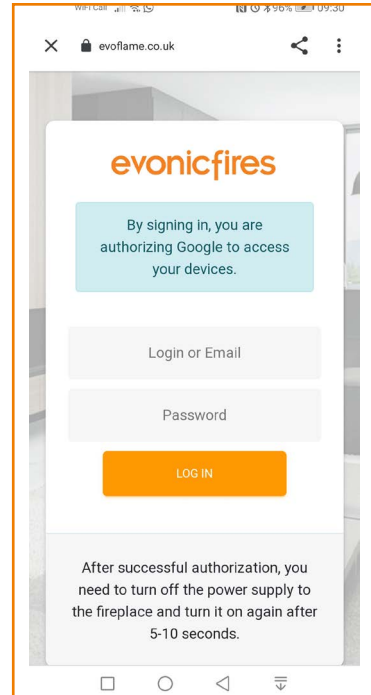
Once in the Evoflame log in page, enter the log in details that you previously entered in the app set up process, and single press Log In. Your appliance is now paired with Google Home!

COMMANDS FOR AMAZON ALEXA

When using Amazon Alexa or to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance.

TURNING THE APPLIANCE ON AND OFF

"Alexa, turn fire on." / "Alexa, turn the fire off."

TURNING THE HEATER ON AND OFF

"Alexa, set fire heater to auto." / "Alexa, set fire heater to off."

CHANGING THE TEMPERATURE
ALEXA CAN ONLY CHANGE THE TEMPERATURE BETWEEN 50°F & 90°F.

"Alexa, set temperature to 80 degrees farenheit"

"Alexa, make it warmer in there." - Increases the temperature by 5.4°F

"Alexa, make it cooler in there." - Decreases the temperature by 5.4°F

CHANGING THE FLAME EFFECT

"Alexa, set animation to.........."

COMMANDS FOR GOOGLE HOME

When using Google Home to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance. Please note that the Google Home app cannot control the heater in the appliance.

TURNING THE APPLIANCE ON AND OFF

"Ok Google, turn on the fire." / "Ok Google, turn off the fire."

CHANGING THE FLAME EFFECT

"Ok Google, change the animation to …………. on the fire."

PROBLEMS CONNECTING

If you are having problems connecting your fire with your device and router please try the following steps to fix the issue.

- *Switch fire OFF*

- *Switch wi-fi router OFF*

- *Switch fire back ON (Keeping router OFF)*

- *Open the wi-fi settings on your device - find and select your product / fire*

- *Open the e-smart App on your device and select the settings icon*

- *In 'Device Name', rename your fire (Be sure not to use numbers or spaces when renaming your fire)*

- *In the Settings menu scroll down to the IoT Registration and check that your email and password are correct. You can click the eye icon to help you see any mistakes. Press save.*

- *Check you have selected the correct network and the wi-fi password entered is correct, you can click the eye icon to help you see any mistakes.*

- *Make sure 'Static IP' is NOT selected (unless advised by an IT professional). Press save and connect.*

- *Wait 2 minutes for the fire to try and re-connect. Once this process is finished the App will show the home screen (Page 20).*

- *Switch your fire OFF.*

- *Switch your wi-fi router back ON.*

- *Switch your fire back ON.*

If your wi-fi signal is weak, the App will show you a red warning message located on the home screen.

If your problems persist after attempting to re-connect, please contact our service department.

RESETTING YOUR FIRE

If you have entered a wrong email or password during the set-up process, then you may need to reset your fire to factory settings. You can reset the appliance by turning it off and on at the power switch 5 times. Be sure to allow 1 second between each click. There will be an audible beep after this has been done, you can then re-start the set up process on page 2.

Notes

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Warranty

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