

WOLF STEEL'S TECHNICAL BULLETIN

TB-36

May 2007

TO: ALL INSTALLATION AND SERVICE PERSONNEL

SUBJECT: REMOTE CONTROLS FOR GAS FIREPLACES

As with every other electronic device we have in our lives, gas fireplace remote controls can present challenges to some users. The manufacturers of these devices add to the confusion whenever they improve their products as they leave the rest of us to try and keep up with those changes.

The biggest single challenge that we see our customers encountering with these remotes is the programming and re-programming procedure. While the remotes are designed to keep the same security codes once they have been programmed, we have been told of instances where they occasionally lose them. One of the reasons for this is due to the use of a wireless internet service computer in the vicinity of the fireplace. Apparently using certain key sequences can change the security code of the receiver which will make it non-responsive to the transmitters signal.

To re-program the receiver, the power source must be interrupted by removing the transmitter and receiver batteries (or disconnecting the 110 volt power supply of the receiver, if equipped). Next, using a pin or small screw driver, change the positions of the security dip switches located in the transmitter. Reinstall the batteries and then holding the transmitter approximately 5 feet away from the receiver, press and hold any button until you here the beep signifying that the re-programming process has been completed.

When dealing with a customer regarding their remote controls, remind them that it is a good idea to change the batteries every fall to be ready for the heating season. Also remind them that if their receiver is battery operated, then it too must have the batteries changed as many will only think of changing those in the transmitter. Under normal circumstances, the remote will maintain its security code and therefore, it should not be necessary to re-program it.

Recently the W660-0010B Advantage, W660-0011B Advantage Plus and the W660-0013 Modulating Remotes were all changed. This change is related to the integral safety feature of the control whereby it shuts down the fireplace if it does not receive a signal from it. When the fireplace is first turned on (either by the manual on/off switch or if the thermostat calls for heat), a timer is activated and will begin to countdown unless another signal is sent to the receiver, causing the timer to reset. If two hours pass without the receiver getting a signal, it will begin to cycle on and off in 20 and 30 minute intervals for a total period of 6 hours, at which point it will shut down the fireplace completely on the assumption that the hand held transmitter has been lost or left outside the range of the fireplace. While this function change initially caused some concerns, it is now recognized as performing normally and to specifications.

For more information regarding this or any other technical questions related to our products, please contact our Technical Department at:

Telephone (1-888-721-8324) fax (1-877-329-8324) or email to tech@napoleon.on.ca

