

# Metalfire

## URBAN MF SERIES

URBAN MF 800-40-NG/LPG-1S 2S L/R 3S T + LB  
URBAN MF 800-75-NG/LPG-1S 2S L/R T + LB  
URBAN MF 1050-40-NG/LPG-1S 2S L/R 3S T + LB  
URBAN MF 1050-75-NG/LPG-1S 2S L/R T + LB  
URBAN MF 1300-40-NG/LPG-1S 2S L/R 3S T + LB  
URBAN MF 1300-75-NG/LPG-1S 2S L/R T + LB  
URBAN MF 1500-40-NG/LPG-1S 2S L/R 3S T + LB  
URBAN MF 1500-75-NG/LPG-1S + LB  
URBAN MF 1900-40-NG/LPG-1S 2S L/R 3S T + LB  
URBAN MF 2400-40-NG/LPG-1S 2S L/R 3S T + LB



## Installation and operating instructions

## 8 Operating the remote control

### 8.1 Honeywell ESYS: black remote control

#### 8.1.1 Introduction

The fireplace can be switched ON or OFF by means of the RF remote control. The fireplace operates with a pilot flame that is constantly on whenever the fireplace is switched on. This pilot flame ignites the main burner. The RF remote control offers the opportunity to set the flame height manually.




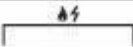
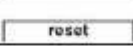






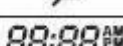
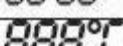

It is also possible to activate the Ecowave function.

It is important that the remote control can always communicate with the receiver that is built in into the fireplace. If this communication falls away, the fireplace will extinguish. Standard reach is 6 meters.





In order to function properly, the remote control must be at room temperature.

#### 8.1.2 Screen and keys

Screen

	Manual operation
	Closed (left) or open fireplace type (right)
	Atmospheric fireplace is switched on
	Atmospheric fireplace can be ignited
	Failure of atmospheric fireplace can be reset
	Burner off/setting lower (left), burner on/setting higher (right)
	An action is in progress (e.g. atmospheric fireplace is ignited)
	Failure
	Mains plug of atmospheric fireplace is other
	RF communication
	Batteries are almost empty (symbol blinks)
	Time indication (24-hour or 12-hour)
	Temperature indication
	Temperature sensor(s) is (are) defective


Keys

	Increase setting or change selection
	Decrease setting or change selection
	Options menu and menu selection
	Stop setting menu or go to stand-by



### 8.1.3 User menu

The user menu can be used to choose between Ecowave, manual flame height control or manual temperature control. The clock can also be set using this menu.

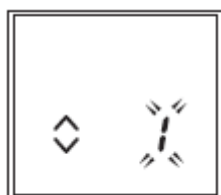
To activate the Ecowave menu, press the menu button  once while on the standard screen. The following screen then appears:



Two symbols appear:

double arrow: Ecowave symbol

0/1: Ecowave off/on



The required setting can be selected using the arrow keys. After a few seconds, press the on-off button to confirm the selection and to leave the user menu.

In order to set the time indication, push the menu key twice from the standard screen. The following screen appears:

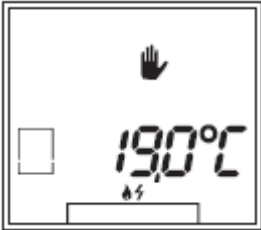


The time indication can be set now using the scroll arrows.

After having set the time, push the on-off key in order to leave the user menu.

#### 8.1.4 Operating the fireplace.

Activate the display by pressing one of the four keys.  
The following display then appears.



You light the fire by simultaneously pressing both arrow keys.  
The main burner ignites to the maximum flame height.



The flame height can then be adjusted between positions 1 and 15 by using the arrow keys.

The main burner is turned off by pressing the on-off button once.  
The fireplace is turned off by pressing the on/off button once again.


#### 8.1.5 Installation menu

Select the **installation menu** as follows:


- If selected, leave the **User menu**
- Then keep key  pressed for ten seconds

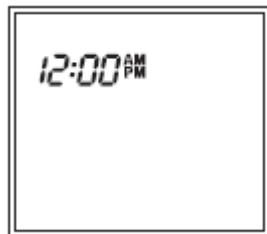
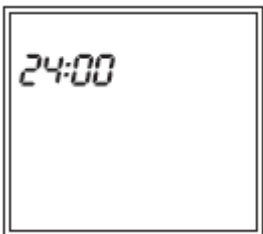
In the **Installation Menu** the following choices can be made:

- 12- or 24-hours time representation
- Behaviour Wave function


*N.B.: the **Installation Menu** can be closed by pressing key  or automatically five seconds after the last key press.*

##### 8.1.5.1 12- or 24-hours representation


Press key  a few times until one of the displays below is shown. The current set time representation flashes.

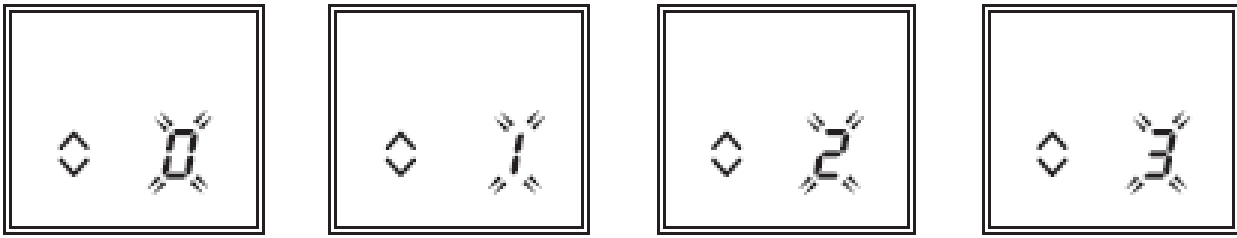


Select the required time representation by pressing key  or .

Wait a few seconds or press key  to leave the menu.

### 8.1.5.2 Behaviour Choice Wave

In the Installation menu, press key  a few times until one of the displays below is shown. The current selected choice (digits) flashes.



The digit means:


0: function not active

1: function active, default on when the decorative fire is ignited

2: function active, default off when the decorative fire is ignited

3: function active, on or off equal to the state when the decorative fire was switched off

### 8.1.6 Replacing batteries

When the battery symbol “” blinks on the screen, the batteries need to be replaced. Replacing the batteries is done as follows:

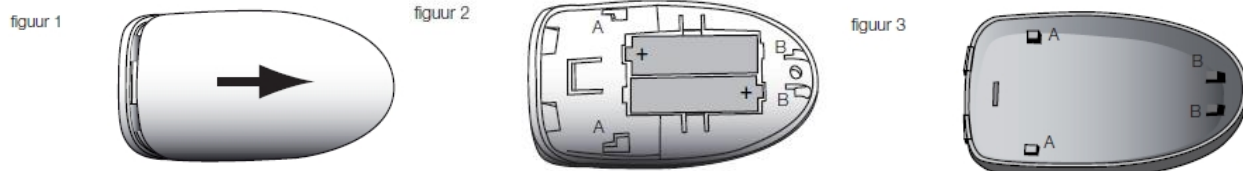
Remove the remote control's rear cover by sliding it down a few millimetres (see figure 1) and then lifting it.

Install new batteries in the holder as shown in figure 2.

Reinstall the rear cover of the RF remote control by putting the notches A and B of the rear cover (figure 3) into the corresponding notches of the housing (figure 2).

Slide the rear cover upward in order to interlock it.

After having replaced the batteries the time indication will have to be reset.



Do not throw away empty batteries, but turn them in as domestic chemical refuse. As to Belgium, there are collection points at Bebat.

## 9 Fireplace decoration

### 9.1 Putting the stones in the fireplace:

It is not allowed to put any stones in the pilot flame and between the ignition and ionization electrodes.



The supplied stones must be distributed evenly across the burner and the bottom of the appliance.  
**One layer** of stones should be distributed evenly on the burner surface.



The operation levers for the flue gas and air supply valves must be able to move freely. This area must be kept clear of stones.




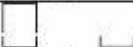


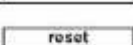







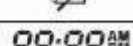
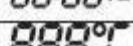
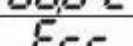
Amount of stones per appliance:

Urban MF 800 x 40/75G 1S 2S L/R 3S	8 kg	Urban MF 800 x 40 G T	12 kg
Urban MF 1050 x 40 /75G 1S 2S L/R 3S	10 kg	Urban MF 1050 x 40 G T	16 kg
Urban MF 1300 x 40 /75G 1S 2S L/R 3S	12 kg	Urban MF 1300 x 40 G T	17 kg
Urban MF 1500 x 40/75 G 1S 2S L/R 3S	13 kg	Urban MF 1500 x 40 G T	21 kg
Urban MF 1900 x 40 G 1S 2S L/R 3S	17 kg	Urban MF 1900 x 40 G T	26 kg
Urban MF 2400 x 40 G 1S 2S L/R 3S	21 kg	Urban MF 2400 x 40 G T	32kg







## 12.2.2 Screen and keys

### Screen

	Manual operation
	Closed (left) or open fireplace type (right)
	Atmospheric fireplace is switched on
	Atmospheric fireplace can be ignited
	Failure of atmospheric fireplace can be reset
 	Burner off/setting lower (left), burner on/setting higher (right)
	An action is in progress (e.g. atmospheric fireplace is ignited)
	Failure
	Mains plug of atmospheric fireplace is other
	RF communication
	Batteries are almost empty (symbol blinks)
	Time indication (24-hour or 12-hour)
	Temperature indication
	Temperature sensor(s) is (are) defective


### Keys

	Increase setting or change selection
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	Options menu and menu selection
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### 12.2.3 User menu

The user menu can be used to choose between Ecowave, manual flame height control or manual temperature control. The clock can also be set using this menu.

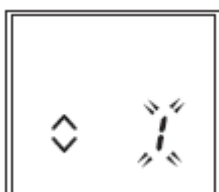
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In order to set the time indication, push the menu key twice from the standard screen. The following screen appears:



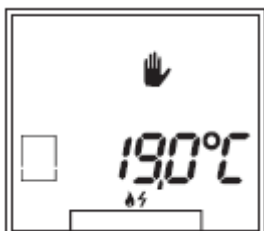
The time indication can be set now using the scroll arrows.

After having set the time, push the on-off key in order to leave the user menu.

### 12.2.4 Operating the fireplace

Activate the display by pressing one of the four keys.

The following display then appears.



You light the fire by simultaneously pressing both arrow keys. The main burner ignites to the maximum flame height.



The flame height can then be adjusted between positions 1 and 15 by using the arrow keys.

The main burner is turned off by pressing the on-off button once. The fireplace is turned off by pressing the on/off button once again.




### 12.2.5 Resetting a failure.

If, on igniting the fireplace, after approximately 50 seconds of sparking no flame can be detected, the fireplace will go into fail condition. The error message "Fxx" appears on the screen.



You can now reset the fireplace by pressing both scroll arrows simultaneously. Wait 3 minutes after resetting before igniting the fireplace again. The fireplace cannot be reset more than five times within 24 hours. If this occurs, you should contact a recognized installer in order to repair the defect.

### 12.2.6 Replacing batteries

When the battery symbol "  " blinks on the screen, the batteries need to be replaced. Replacing the batteries is done as follows:

Remove the remote control's rear cover by sliding it down a few millimetres (see figure 1) and then lifting it.

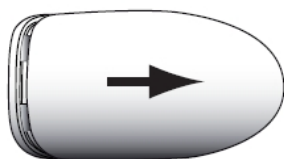
Install new batteries in the holder as shown in figure 2.

Reinstall the rear cover of the RF remote control by putting the notches A and B of the rear cover (figure 3) into the corresponding notches of the housing (figure 2).

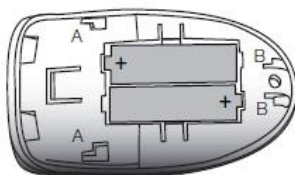
Slide the rear cover upward in order to interlock it.

After having replaced the batteries the time indication will have to be reset.

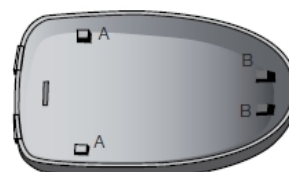
figuur 1



figuur 2



figuur 3



Do not throw away empty batteries, but turn them in as domestic chemical refuse. As to Belgium, there are collection points at Bebat.

## 13 Maintenance

Make sure that the fireplace has fully cooled down before beginning the cleaning of the fireplace and the burner medium. Shut off the gas supply and switch off the electric power.  
Clean the fireplace and the burner medium using a vacuum cleaner.

Maintenance is of utmost importance. Therefore we advise you to have the installed appliance, as well as the flue gas duct, checked and maintained annually by an approved installer. This includes the following parts and components:

- a. Remove the ceramic logs and the vermiculite granules
- b. Clean the burner and pilot flame area using a vacuum cleaner. Check whether all burner bores are unblocked.
- c. Clean the ceramic logs if they present any soot accumulation. This can be done using a small brush and a vacuum cleaner.
- d. Put new vermiculite granules on the burner surface and then place the ceramic logs back according to the correct pattern.
- e. Check of gas lines and flue gas duct. Clean the flue gas duct, if necessary.
- f. Check of fan and pressure sensor
- g. Check of the gas control and monitoring devices.
- h. Check the combustion air supply ducts.
- i. Check the appliance's general functioning and safety functions.
- j. Clean the glass, if present on the fireplace. Use a soft cloth and a glass cleaning agent for that purpose.

**Only the original parts may be used for replacing defective parts. This applies particularly to all safety components, that is microswitches, TTB, TTB relay, pressure sensor and fan and all control components.**  
In case of longer periods of standstill (e.g. holidays), it is recommended to shut off the gas valve and to switch off the electric power.

## 14 Troubles

### 14.1 In general

**During starting up:**

**No ignition sparks at the pilot flame's electrode:**

- Air valve and/or flue gas valve not fully opened (position of levers)
- Control in error mode (error code on remote control)
- Control without electric power
- Pilot flame defective, pilot flame's cable not correctly connected to electronic burner unit
- Control defective
- In configuration with fan incorrect signal from the pressure sensor in the fan

**There are ignition sparks, no flame developing at the pilot flame nozzle:**

- Gas supply valve in shut off position
- Air accumulation in the gas supply line
- Gas supply pressure too low
- Gas valve is defective

**Pilot flame burns for a short while and dies before starting up the main burner:**

- Air accumulation in the gas supply line
- Gas supply pressure too low
- Defective pilot flame, defective pilot flame cable, pilot flame cable incorrectly connected to electronic burner unit. Ionization current inadequate for flame detection.

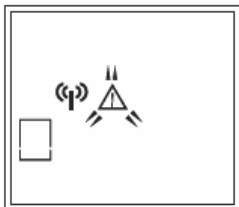
**Pilot flame is burning, main burner does not start up:**

- Gas supply pressure too low
- Gas valve is defective, cable incorrectly connected

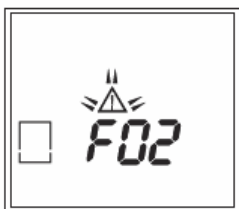
## 14.2 Honeywell ESYS – black remote control

The fireplace is controlled by means of a bidirectional communication between the RF remote control and the receiver. Thanks to this, error messages can be displayed on the screen of the remote control.

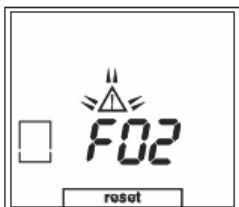
### 14.2.1 Examples of error messages:



Communication failure between RF remote control and the fireplace.  
The triangle symbol blinks.  
Possibly the distance between the fireplace and the remote control is too large. Bring the remote control closer to the fireplace.



Failure of the fireplace. On the screen, an F followed by a 2-figure failure code is visible.  
The triangle symbol blinks.



A lock-out failure of the fireplace. On the screen, an F followed by a 2-figure failure code is visible. The triangle symbol blinks. The “reset” message indicates that the fireplace can be reset.  
This can be done by pressing both scroll arrows simultaneously.



Failure of the temperature sensor of the RF remote control.  
Automatic switch-over to manual operation and flame height setting.



The hourglass symbol becomes visible as soon as a lock-out failure has been reset by means of both scroll arrows. As soon as the fireplace has been reset, the basic screen appears again on the remote control.

#### 14.2.2 Registering the RF remote control again in case of lack of communication between the remote control and the receiver:



Pull power supply out of wall socket

Press the menu key for 10 seconds until the time indication blinks in the left upper corner. Then press the menu key shortly again. The screen indication as shown in the left figure appears.

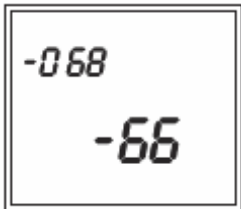
Repower power supply



Press both scroll arrows simultaneously.

The registration is started and the screen indication as shown on the left figure appears. As long as the hourglass symbol is shown, the registration procedure is in progress.

##### 14.2.2.1 Receiving sensitivity of the RF remote control and the receiver.



Press the on-off key together with the left scroll arrow. The screen as shown on the left figure appears.

The intensity of the acknowledgement signal is shown.


In the left upper corner the signal intensity of the remote control can be read, below on the right that of the receiver.

A value of between -20 and -70 shows good and reliable communication. A value between -71 and -100 shows unreliable communication that will result in the fireplace being switched off with the mention of error code F06.

If necessary, hold the remote control closer to the fireplace.

### 14.2.3 Possible error indications.

Code	Fout type	Oorzaak	Oplossing
F01	Communication broken between the modules	A break in the cable(s) or a poor connection in the plug(s)	Replace the defective cable(s) or plug(s)
F02	The control has become hotter than 60 °	The control is in a too hot place (comes into contact with hot parts)	Move the control to a cooler environment (ensure more ventilation)
F03	Internal temperature sensor indicates an invalid value	Internal temperature sensor is defective	Replace the module
F04	External temperature sensor indicates an invalid value	External temperature sensor is defective	Replace the external temperature sensor
F05	Internal complication in the module	Receiver is incorrectly configured	Have the receiver configured again by the manufacturer
F06	Communication loss	The distance between control and remote control is too long (±6 m)	Place the remote control closer to the control
F07	No flame detection during the start-up phase	No spark: <ul style="list-style-type: none"> <li>- Defective ignition cable or connection</li> <li>- Defective earth or connection</li> <li>- Defective pilot flame set or ignition pin</li> <li>- Defective module</li> </ul> No flame: <ul style="list-style-type: none"> <li>- Piping not vented</li> <li>- Blocked piping</li> </ul> Spark present: <ul style="list-style-type: none"> <li>- Soiled ionisation pin</li> <li>- Poor ignition cable connection</li> <li>- Incorrect spark flash-over</li> <li>- Spark flash-over blocked by decoration</li> </ul> Flame present: <ul style="list-style-type: none"> <li>- Too low pre-pressure</li> <li>- Soiled ionisation pin</li> <li>- Too much draught in the fireplace</li> <li>- Flame detection blocked by decoration</li> </ul>	Replace the ignition cable Replace the earth cable Replace the pilot flame set or ignition pin Replace the module Vent the piping Replace the part causing the blockage Clean the ionisation pin with fine sandpaper Tighten the plugs Reposition the pilot flame set or ignition pin Move the decorative material  Increase the pre-pressure Clean the ionisation pin with fine sandpaper Fit a diaphragm/restriction plate Move the decorative material

Code	Fout type	Oorzaak	Oplossing
F08	No flame detection during the start-up phase	No spark: <ul style="list-style-type: none"> <li>- Defective ignition cable or connection</li> <li>- Defective earth or connection</li> <li>- Defective pilot flame set or ignition pin</li> <li>- Defective module</li> </ul> No flame: <ul style="list-style-type: none"> <li>- Piping not vented</li> <li>- Blocked piping</li> </ul> Spark present: <ul style="list-style-type: none"> <li>- Soiled ionisation pin</li> <li>- Poor ignition cable connection</li> <li>- Incorrect spark flash-over</li> <li>- Spark flash-over blocked by decoration</li> </ul> Flame present: <ul style="list-style-type: none"> <li>- Too low pre-pressure</li> <li>- Soiled ionisation pin</li> <li>- Too much draught in the fireplace</li> <li>- Flame detection blocked by decoration</li> </ul>	Replace the ignition cable Replace the earth cable Replace the pilot flame set or ignition pin Replace the module Vent the piping Replace the part causing the blockage Clean the ionisation pin with fine sandpaper Tighten the plugs Reposition the pilot flame set or ignition pin Move the decorative material Increase the pre-pressure Clean the ionisation pin with fine sandpaper Fit a diaphragm/restriction plate Move the decorative material
F08	In combination with red LED in SBP reset button 	Smoke blowback has been detected - Insufficient draught in the chimney  - Defective thermocouple or temperature control relay	Check the chimney for obstructions Allow the fireplace to cool down and reset it Replace the thermocouple or temperature control relay  <b>If you cannot solve the fault yourself by resetting the appliance, you must shut off the gas and electricity supply to the fireplace and immediately inform an approved installer</b>
F09	Manual levers of airvalve and smokevalve are in closed position	Manual valves are closed Microswitches on lever must be adjusted	Open the levers next to the burner (left and right) Reposition and adjust the microswitches
F10	Flame detection stops between 0-30 min.	Air in the gas piping Too low pre-pressure Lack of oxygen due to very poor flue configuration Soiled ionisation pin Flame detection blocked by decoration Poor ignition cable connection Poor earth cable connection Defective pilot flame set or detection pin Defective module	Vent the piping Increase the pre-pressure Remove the baffle (look at flue configuration again) Clean the ionisation pin with fine sandpaper Move the decorative material Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module

Code	Fout type	Oorzaak	Oplossing
F11	Flame detection stops after 30 min.	Air in the gas piping Lack of oxygen due to poor flue configuration Too much draught in the fireplace  Soiled ionisation pin Flame detection blocked by decoration Poor ignition cable connection Poor earth cable connection Defective pilot flame set or detection pin Defective module	Vent the piping Remove the baffle (look at the flue configuration again) Fit a diaphragm/restriction plate Clean the ionisation pin with fine sandpaper Move the decorative material Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module
F12	Complication in the module	Module is in lock-out position (EEPROM)	Wait half an hour until the module resets itself
F13	Flame detection stops when only the main burner is on	Air in the gas piping Too low pre-pressure Flame detection blocked by decoration Lack of oxygen due to poor flue configuration  Too much draught in the fireplace Soiled ionisation pin Ignition cable obstruction Earth cable obstruction Defective pilot flame set or detection pin Defective module	Vent the piping Increase the pre-pressure Move the decorative material Remove the baffle (look at the flue configuration again) Fit a diaphragm/restriction plate Clean the ionisation pin with fine sandpaper Replace the ignition cable Replace the earth cable Replace the pilot flame set or detection pin Replace the module
F15	Atmospheric pressure switch-related fault	Only applicable with fan, underpressure in flue can no longer be correctly measured	Check the flue, flue gas ventilator and the EFC21
F16	Incorrect supply voltage	The supply voltage is outside 230 V +10/-15% 50 Hz	Repair the supply main in the building
F17	Heat demand counter error	There have been more than 3 manual stops during start-up in the safety time	Burner unit is blocked for a certain period For pilot flame ignition design: 60 seconds



### 14.3 Fault reset.

If there is a problem when igniting the fireplace or during operation, the fireplace goes into safety mode. As a result, an error message appears on the screen.



You can now reset the fire by pressing both arrow keys simultaneously. After resetting, wait for 3 minutes before trying to re-ignite the fire. The fire can be reset a maximum of five times within 24 hours. If this happens, you should consult a qualified electrician to correct the fault.

