



REGENCY APP

• QUICK START GUIDE •



INTRODUCING - THE NEW REGENCY FIREPLACES APP

Put the power of flame directly in your hand. With the Regency Fireplaces App, you can take control of your fireplace turning it on/off, adjusting the flame height, fan and temperature of your gas fireplace heater directly on your smartphone. The Wi-Fi enabled module provides the ultimate fireplace control.

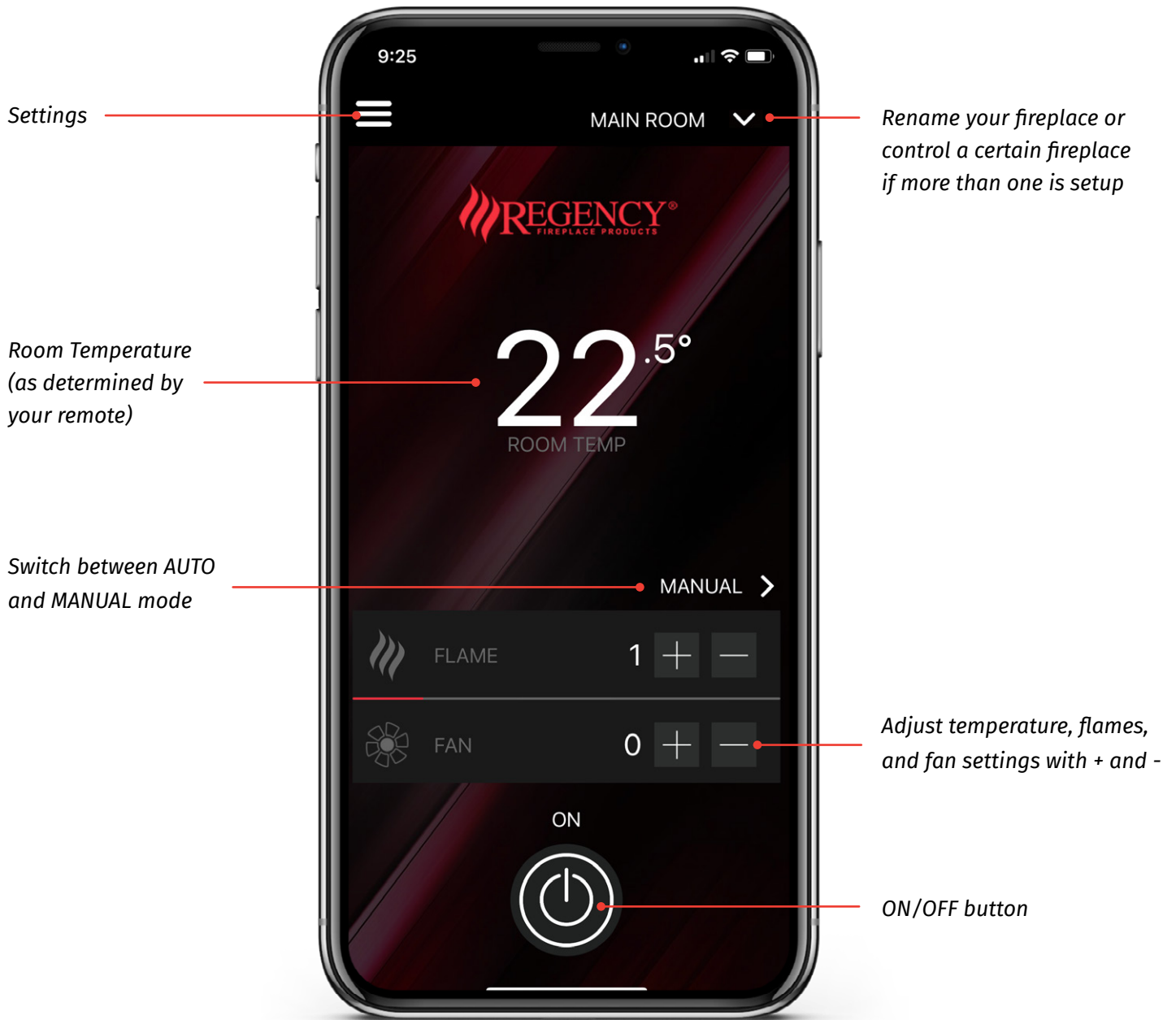
Take control of your fireplace with the Regency Fireplaces App. This guide will take you through everything you need to know about using the app including Setup, Operation, and Troubleshooting.

For more information visit [Regency-fire.com.au](https://www.Regency-fire.com.au)

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GET TO KNOW THE APP



*A visual inspection is strongly advised before starting the fire.
Do not start the fire if any flammable materials are near the front of the fire.*

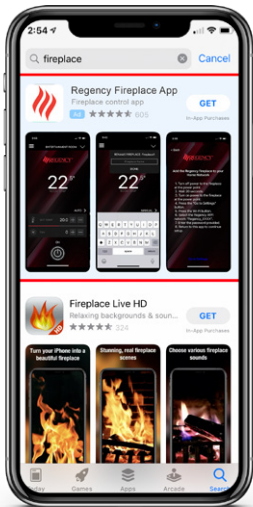
THINGS TO KNOW:

- ✓ On initial startup, the Wi-Fi module in the fire scans for a Wi-Fi network. The Wi-Fi module will only automatically connect to the network if the system has been connected previously.
- ✓ The Wi-Fi signal strength needs to be three bars or greater. Most problems will be signal strength on connection.
- ✓ It is possible for the application (app) to drop its connection at any time during the setup process resulting in having to start the setup process over.
- ✓ If the app gets disconnected, the fireplace will maintain the last input.
- ✓ It may take up to 3.5 minutes for the temperature on the app to sync with the temperature reading from the remote. Please be patient.
- ✓ Don't forget that you still have your remote to operate the fire if, for some reason, your app isn't working.
- ✓ Check the batteries in the remote and, if necessary, go through pairing process again if the remote becomes unpaired.
- ✓ After 3 attempts (i.e., on the fourth attempt) of turning the fireplace on and off, the fan will stay on for a 10-minute cool down period.
- ✓ Once there has been a 10-minute cool down period, the unit is re-set and allows a further 3 attempts of turning the fireplace on and off.
- ✓ If the fire remains on for more than 5 minutes, the fan will remain on for 10 minutes after the fire is turned off. Please see "Fan Adjustment" section for more information.

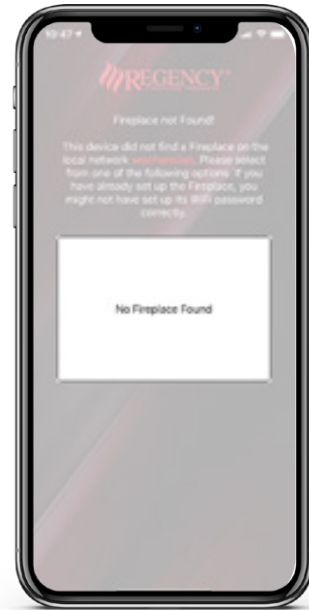
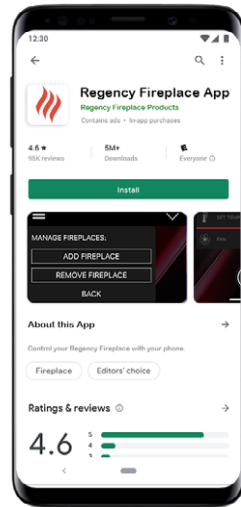


SETTING UP YOUR FIREPLACE :

APPLE:



ANDROID:



01.

Find the **Regency App** in the App Store or Google Play. Download and Open.

02.

The first screen will indicate that a fireplace has not been found. Tap on the screen.



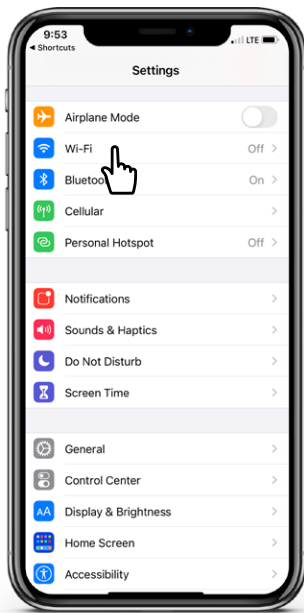
03.

Select **"Setup New Fireplace"**. Follow the instructions.



04.

Follow the prompts on the screen.



05.

Navigate to the Wi-Fi screen in “Settings”, and connect to network “Regency_XXXX” by using the password “regencyfire”



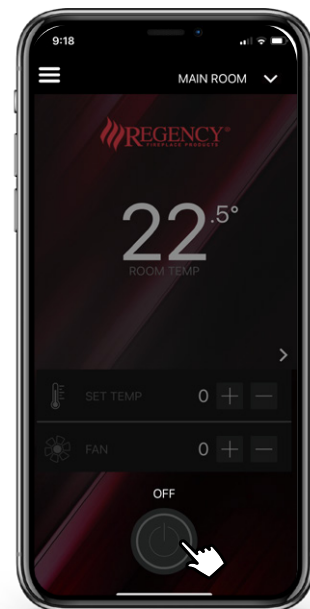
06.

Select your home network.



07.

Input your home Wi-Fi password, and press “OK”



08.

Once you are connected, this will be your screen. Press the Power button to turn your fireplace ON.

NOTE: There may be a delay in turning the fireplace on. Do not press this button multiple times.



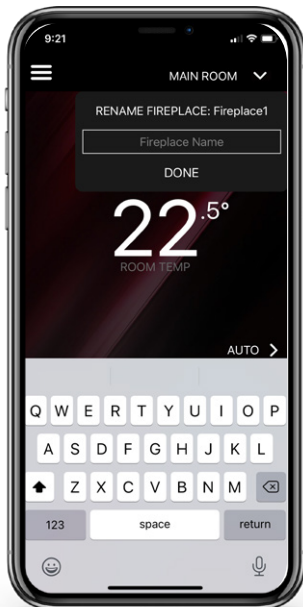
09.

The button will flash red before turning solid white. This is part of the pre-purge cycle.



10.

To rename your fireplace, click the down arrow at the top right of the screen. Press and hold on the fireplace you wish to rename.



11.

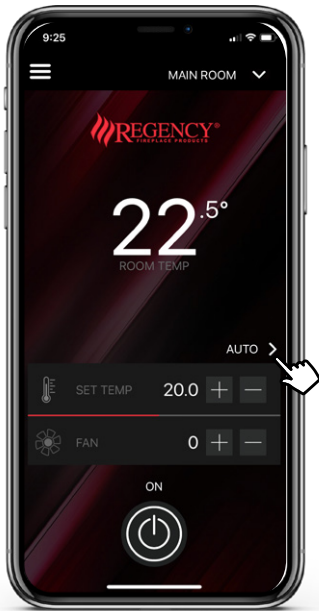
The cursor and keyboard will appear. Rename and press **DONE**.



12.

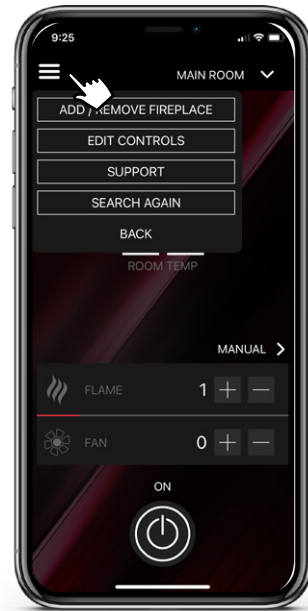
In **MANUAL** mode, you may adjust the Flame Height by **6 settings** and Fan Speed by **3 settings**.*

*The fan does not turn off in all models. In these models, the fan will continue on its lowest setting if the Fan Speed is set to 0.



13.

*Click on the arrow beside the word **MANUAL** to switch to **AUTO** mode. In **AUTO** mode, you may adjust the temperature between 7°C and 32°C in 0.5 degree increments. The Fan Speed may also be adjusted.*



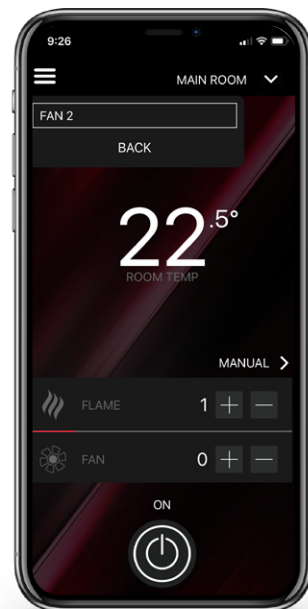
14.

*Click on **Settings**, in the upper left corner, to access other features.*



15.

*In **Settings**, you may **ADD** or **REMOVE** a fireplace.*



16.

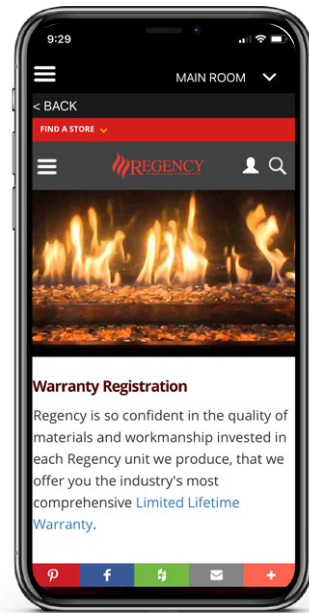
*In **Edit Controls**, you may **ADD** or **REMOVE** multiple fans (only if your fireplace has this feature).*

**The fan may continue to run for 10 minutes. Please note, there may be a slight delay after pressing the button, so only press the power button once.*



17.

Press the **Power** button to turn your fireplace **OFF**. The button will flash grey before turning solid grey. This is part of the post-purge cycle.*



18.

Click on **Support** to access Regency's website. On Regency's Support page, you can register your warranty or access tutorials for the app.



OPERATION

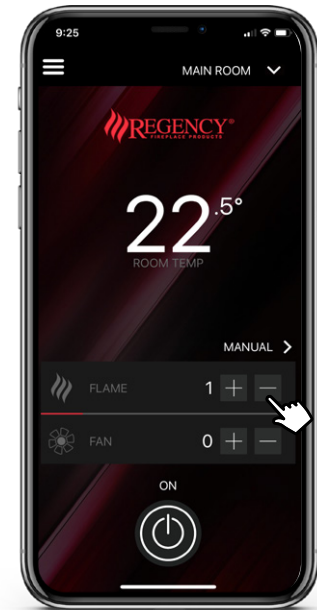
MANUAL MODE:

- ✓ To increase the flame height, press the + button.
To decrease the flame height, press the – button.
The minimum flame height is **1**, the maximum flame height is **6**.

AUTO MODE:

- ✓ To increase the temperature in your room, press the + button.
To decrease the temperature in your room, press the – button.
The minimum set temperature is 7°C, the maximum set temperature is 32°C.
- ✓ The room temperature is measured by the Remote. If the Room Temperature is **0.5 degrees lower** than the Set Temperature, the fireplace will turn on.
- ✓ If the Room Temperature is **1 degree higher** than the Set Temperature, the fireplace will turn off.
- ✓ The + or – buttons will change the set temperature in **0.5 degree increments**. Press and hold the + button to accelerate an increase in set temperature. Press and hold the - button to accelerate a decrease in set temperature.

Please note, flame height will vary as room temperature increases or decreases.



FAN ADJUSTMENT:



- ✓ In both MANUAL and AUTO modes: To increase the fan speed, press the + button. To decrease the fan speed, press the – button. The minimum fan speed is **1 (low)**, the maximum fan speed is **3 (high)**.
- ✓ The fan will remain on for 10 minutes after the fireplace has turned off. This is not only a safety feature of your fireplace, but it also increases the overall efficiency of your fireplace by expelling the remaining heat into your room.
 - If the fan is on low when the fireplace is turned off, the fan will remain on low for 10 minutes.
 - If the fan is on medium when the fireplace is turned off, the fan will remain on medium for 2 minutes, then turn to low for 8 minutes.
 - If the fan is on high when the fireplace is turned off, the fan will remain on high for 2 minutes, then turn to low for 8 minutes.
- ✓ Some models allow the fan to be turned off by changing the fan speed to 0. Please reference the **“Support”** page to view a list of units and their fan specifications.

PRE-PURGE* AND POST-PURGE:

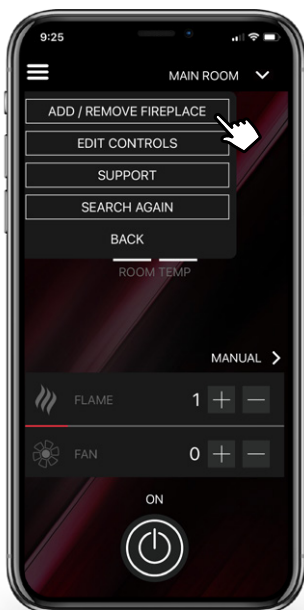
The pre-purge and post-purge cycles are a **safety feature** of the fireplace. These cycles will only last a short while. Do not continue to press the on/off button while the fireplace is in these cycles.

USING THE APP IN CONJUNCTION WITH THE REMOTE:

- ✓ Please ensure your remote contains working batteries. While your app will work regardless of whether the remote is on or off, the remote must still be supplied with power (to measure your room temperature) ***for the app to work.***
- ✓ Any changes (flame height, fan speed, etc.) on your remote will reflect changes on the app. However, switching from one mode (AUTO/MANUAL) to the other on the remote will not switch the mode on the app, and vice versa.
- ✓ The latest change you have made, either with the remote or the app, will take control of the fireplace. For example, if you change the unit to AUTO on the remote last, your fireplace will switch to AUTO, even if the app does not show this.
- ✓ If the remote batteries have died, or the remote is lost, you will only be able to use the app in MANUAL.
- ✓ If the remote becomes unpaired, check the batteries in the remote and, if necessary, go through the pairing process again.



SETTINGS:



- ✓ To connect a new fireplace, go to **Settings** and click ADD/REMOVE FIREPLACE.
- ✓ Click on ADD FIREPLACE. If you click YES, you will be taken through the setup process again. If you click NO, this function will be cancelled.
- ✓ To remove a fireplace, go to **Settings** and click ADD/REMOVE FIREPLACE.
- ✓ Click on REMOVE FIREPLACE. Click on the X for the fireplace you wish to remove. If you click BACK, this function will be cancelled.
- ✓ Click BACK to get to the previous screen.

*The pre-purge is a function on Power Vent models only.



- ✓ The default controls of your fireplace will include FLAME and FAN. If your fireplace has been configured with two fans, you may add the secondary fan under EDIT CONTROLS.
- ✓ Click on FAN 2 to add the secondary fan. You will see a checkmark beside FAN 2. To remove FAN 2, click again on FAN 2. The checkmark will disappear.
- ✓ Click BACK to get to the previous screen.

If you need SUPPORT, please click on the SUPPORT button within the app. This will take you to the Regency website. Here you will be able to register your warranty, watch tutorials, access customer service and browse the Regency Website.

IN THE EVENT OF A POWER OUTAGE:

Your fireplace will turn back on when power is restored and the remote is on.

At loss of power, the app will disconnect from network:

- ✓ The app will reconnect when power returns (reconnection may take up to 3 minutes).
- ✓ When power and Wi-Fi connections return, the app will be turned off even if it had been on prior to the outage.



TROUBLESHOOTING :

Experience tells us that most problems will be related to your Wi-Fi network or signal strength on initial connection. Please work through the advice on this page and general home wireless troubleshooting steps first before contacting us, as often you'll be able to fix the problem yourself.

SIGNAL STRENGTH FLUCTUATIONS:

The Regency app requires a signal strength of three bars and above. If you find levels regularly fluctuate below three bars, a Wi-Fi booster or extender may be required. Talk to your local electronics expert first to see if this will solve the problem.



TROUBLESHOOTING YOUR WI-FI:

01. Reboot your modem

Often when your internet is not working, a restart of the modem can solve the problem.

- ✓ Turn the modem off at the wall
- ✓ Leave it off for at least two minutes
- ✓ Turn the modem back on at the wall

The modem will take a few minutes to start up and re-establish the connection. If the problem persists, continue to the next step.



02. A few things to check

Check the actions below to see if they apply to you. These can cause what seems like a wireless network fault.

- ✓ Make sure the wireless light on your router is on.
- ✓ Check your mobile device has the Wi-Fi enabled and that your device is connected to your wireless network rather than just mobile data.
- ✓ Check if the problem is a wireless network issue.
- ✓ Plug a computer or laptop into the modem using an Ethernet cable and check all other connections.
- ✓ After connecting, wait a minute or two for the wired connection to be established, then open your web browser and visit a known web page such as Google. If you can browse the Internet as normal, then it indicates a problem with the wireless connection. Stay plugged in and go to the next step. If you cannot browse the Internet as normal, contact your Internet service provider for assistance.

03. Test another device

If you have another wireless-capable device, try connecting to the network using that. If this device works, then the one that's not working may be the problem. To find a solution for your device, try a Google search to see if there are any known issues with your device. Your device's manufacturer should also be able to provide support.

If you don't have another device to check with, or the problem is related to all devices, go to the next step.

04. Contact your internet provider

If your wireless network still isn't behaving as it should, then please contact your internet service provider support team for assistance.

05. Frequent disconnections, slow wireless performance, weak or no signal

Disruptions to your wireless network can come from all sorts of things, including your appliances, the house, and your neighbors' internet.

Consider the location of your router and the location of your devices. The downside to having a wireless network is that the more walls, floors, appliances and obstructions between your device and the router, the weaker the signal strength will be. Ideally your router will be in a central location in the house.

06. Modem and/or router password change

If the modem and/or router power goes off for more than 24 hours, or there has been a modem and/or router password change, the app will reset itself and go back to factory reset. This means you'll need to go through the set-up process again.

HAVE MORE QUESTIONS?

Visit [regency-fire.com.au](https://www.regency-fire.com.au) to learn more.





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