IFT-RC400
IntelliFire™ Touch Remote Control
User Guide

H E A R T H & H O M E
technologies

Introduction

This user guide serves as a quick reference to the screen, functions and indicators on your IntelliFire™ Touch Remote control.

SCREEN

INDICATOR BAR

ROOM TEMPERATURE DISPLAY

HOT 🔒 ✕

Room
72°F

⏻	Turn Flame OFF
🌡	Thermostat
💡	Lights
🔥	Flame Height
🌀	Fan Speed
🕐	Timer

°F

°C

SELECTION INDEX

FUNCTIONS DYNAMIC ICONS

FUNCTIONS

Turn Flame On/Off ⏻ ⏻

Toggle this function to turn ON or OFF your appliance.

Thermostat 🌡

You can set and maintain your desired room temperature with the thermostat function. This function automatically adjusts your appliance to maintain the desired set temperature (ST).

To achieve the most accurate thermostat function, place your remote control in the same general space that you want to have the temperature controlled by your appliance. For best results, keep your remote control away from direct radiant heat from the appliance, adjacent windows and doors, HVAC vents, and direct sunlight.

To use the thermostat function, access the main menu screen on your remote, and select thermostat. Next, simply select your desired set temperature by using the arrow keys and press ON to confirm the setting. The actual room temperature (RT), measured by your remote control, will be displayed in the upper right corner of the main menu screen. To turn the thermostat function off, simply select thermostat on the main menu screen and select OFF.

If the RT cools to more than 3 °F lower than the ST for at least 2 minutes, then your appliance will automatically turn ON. The thermostat function will automatically adjust the flame height based on the difference between the RT and the ST. As the RT rises closer to the ST, the flame height will automatically adjust down. If the RT rises 2 °F above the ST for at least 2 minutes, then your appliance will automatically turn OFF.

During thermostat use, you will not be able to set your desired flame height level. Your appliance will automatically adjust flame height based on the difference between the RT and ST.

Flame Height 🔥 🔥 🔥 🔥 🔥

You can set your desired flame height level to affect the ambiance and control the heat output.

Your appliance will remember the previous flame height setting and adjust the flame to that level 10 seconds after start.

FUNCTIONS

Timer

For your convenience a timer can be set up to 180 minutes to turn off your appliance. The timer will turn the flame off automatically at the selected preset time.

To use the timer function, press "Timer" on the main screen, select time by using up and down arrows, then press "on". To turn the timer off , select timer from main screen and select "off".

Child Lock

A child lock is available underneath the battery cover. When the lock is enabled, the screen will lock and no functions can be selected. The lock icon will appear on the remote control.

Lights*

If your appliance is equipped with lighting features, use this function to adjust them to your desired intensity. The lights can be adjusted whether the flame is on or off.

Fan Speed*

If your appliance is equipped with the fan feature, use this function to increase or decrease the amount of heat released into your room. A built-in delay timer will turn the fan on three minutes after your appliance has been running to prevent cool air from being pushed into the room. If the flame is turned off with the fan ON, the fan will continue to run for 12 minutes then shutdown as long as the flame stays off.

Your appliance will remember the previous fan speed setting and automatically adjust to that level 10 seconds after start-up.

Power Vent*

Power Vent technology makes it possible to install a gas appliance virtually anywhere. The Power Vent is a fan powered accessory that pulls exhaust from the appliance providing longer and more flexible venting configurations.

A Power Vent is a standard accessory on some products and an option on others. When a Power Vent is detected, a pre-purge of 120 seconds is automatically required. During this time, the power icon is temporarily replaced with 2MIN, 90s, 60s, and 30s, denoting the countdown until the appliance turns on. All other functions, except for TURN FLAME OFF are disabled during this time.

The Power Vent is always ON when the flame is ON.

When the flame is turned off, a post-purge time of approximately 20 minutes will occur.

Cold-climate function and battery backup are disabled if a Power Vent is used.

INDICATORS

Temperature Display

You can toggle the temperature display between °F and °C by tapping on the Room Temperature area.

HOT

This indicates that the appliance is still hot, when the appliance is off.

Diagnostics Menu

Tap anywhere in the gray indicator bar area to display all functions below. When red, it indicates an error has been detected.

Cold Climate

This function turns on a small pilot flame and keeps the air inside your appliance warm while not in use. It is a useful feature in colder weather to minimize condensation on the appliance glass.

Note: This feature is disabled when a Power Vent is installed on the appliance.

Remote Control Battery

Remote control battery life indicator. If the batteries on your remote are low, a notification will display on the screen asking you to 'replace remote batteries'.

Refer to Replace Remote Batteries Section.

Backup Battery

The battery life indicator is for a backup power source located inside your appliance. It is intended to operate the appliance in the event of a power failure. Consult your owner's manual for your appliance on how to utilize this feature.

Batteries should only be used as an appliance power source in the event of a power outage. Batteries should not be used as a primary long-term power source.

Note: Battery backup is not available if a Power Vent is installed.

* = Optional Feature

INDICATORS

Pairing ⟲ ⟲

The green icon indicates that the remote is paired to your appliance and can operate it. If the icon is gray, it is not paired. Please contact your dealer and report this issue.

Call Dealer - Pilot Flame Error ☎

Your appliance has been disabled. Please contact your dealer and report this issue.

Call Dealer - Appliance Safely disabled ☎

Your appliance has been disabled. Please contact your dealer and report this issue.

Call Dealer - Power Vent, Fan, Lights ☎

Your appliance has detected that an accessory is not functional. Please contact your dealer to report this issue.

Fan will turn on within 3 minutes 🔥

Your appliance has a built-in delay that prevents the fan from operating within the first 3 minutes of operating the appliance. This allows the air to be heated to a comfortable temperature before the fan circulates it.

Remote Control Communication Error 🔥

Your remote control is not able to communicate with your appliance. Verify that you have power to your appliance. If there is a power outage, verify that appliance battery backup is fitted with new batteries. After taking these actions, communication can be re-established by pressing the screen to activate the remote control. It may take several minutes for remote control to re-establish pairing.

Replace Remote Batteries 🔥

Your remote batteries are low. Recommend immediate replacement before using remote to control appliance.

1. Set the RC400 face down on flat surface when installing batteries. DO NOT touch the screen during battery installation or removal.

2. Remove the battery cover from the back of the IFT-RC400 and install the four AAA batteries in the proper orientation marked in the battery cavity. Ensure the child lock switch adjacent to the battery cavity is in the UNLOCKED position. See Figure 1.
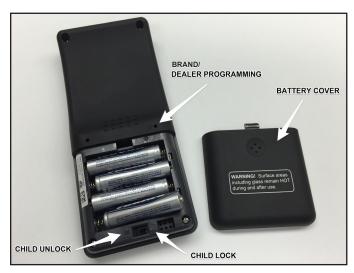

Figure 1. Install Batteries & Child Safety

Maintenance ⚠

Your appliance will remind you to schedule routine service after 300 hours of Flame ON time is accumulated. When the message below appears on your remote display (with your dealer contact info if originally programmed into the remote at installation), please contact your dealer for a 300 hour inspection to ensure your appliance is operating at peak performance.

To reset the 300-hour maintenance reminder:

1. Wake-up your remote control display by touching anywhere on the touch screen.

2. Turn the remote over and insert, press and hold a paperclip type object in the 'P' button hole for at least 10 seconds.

3. Double-beep from the remote will indicate that the remote will reset the 300-hour maintenance reminder.

If the remote 300-hour maintenance message does not clear on the first try, repeat above steps.

Frequently Asked Questions/Troubleshooting

Symptom	Possible Cause	Corrective Action
The appliance does not respond to commands from the remote control display does not light up when screen is touched.	Batteries are depleted.	Verify batteries are new.
	Batteries are incorrectly oriented.	Verify batteries are installed in correct orientation as shown on batteries receptacle.
The display on remote lights up when screen is touched but it does not respond to commands.	Touchscreen has lost calibration.	Touchscreen needs to be re-calibrated. Call dealer to have screen re-calibrated.
	Child Lock is ON.	Check child lock icon located at the top of the remote display. If ON, it will show as a 'locked' symbol. To unlock, remove battery compartment door, locate child lock switch and move to 'unlock' position. Verify child lock icon on screen is now displayed in 'unlock' position.
The remote displays the following message on-screen: No dealer info available	Dealer information not programmed into remote.	Remote will still provide all available functions, and appliance is fully available for use. Call dealer to have them program.
The remote displays the following message on-screen: Call "Dealer Name & Number" to schedule maintenance.	300 hours of use. Appliance is still fully functional.	The appliance has been burning for 300 hours and is due for a regular maintenance. Call dealer to have them perform maintenance.
The room temperature displayed on the remote is either slow or quick to respond while operating in thermostat mode.	Remote is placed at a very short distance or too far away from the appliance.	Try to keep the remote close to the appliance but not directly in front of it. The remote acts as the thermostat.
	Remote is placed in the path of an air draft or vent.	Move the remote away from the direct path of air flow. The remote acts as the thermostat.
	Flame Modulation	The control system is designed to automatically adjust the flame intensity based on the difference between the desired room temperature, and actual temperature. In thermostat mode, the hearth appliance will start in HI flame, but as the actual temperature approaches the desired set temperature on the remote, the flame intensity will automatically decrease. Automatic flame modulation will result in more control of the temperature, but will cause the appliance to cycle OFF/ON less.
The appliance turns OFF the flame after extended periods of operation	9 hour safety shutdown timer	This is normal behavior. The appliance has a safety timer that will automatically turn OFF the flame after nine hours of uninterrupted operation.
The remote displays the following message on-screen: Fan will turn on within 3 minutes	Functioning as intended.	The appliance has a three minute delay timer before the fan is turned ON. This allows the air surrounding the appliance to be heated before being pushed into the room.
The remote displays the following message on-screen: "Replace remote batteries."	Low batteries in remote.	Install new batteries in the remote.
The remote is displaying an incorrect brand.	Remote was programmed incorrectly.	Call dealer to have them program the remote with correct branding. Remote is still fully functional and the appliance is unaffected.
After turning flame ON using remote, the flame does not turn ON immediately and instead a two minute timer is displayed.	Power vent is installed on the appliance.	This is expected behavior and the two minute timer is called a pre-purge timer. The flame will turn ON at the expiration of the timer.
The remote displays the following message on-screen: "Remote Control Communication Error."	No power to appliance.	Verify home circuit breaker is on and master reset is on (if equipped).
	Power outage.	Install new batteries in battery backup.

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Please contact your Hearth & Home Technologies dealer with any questions or concerns.

For the location of your nearest Hearth & Home Technologies dealer, please visit www.hearthnhome.com.