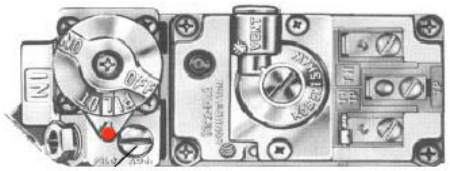
Remote Trouble Shooting Guide
Models: RCT-MLT-HNG & RCT-MLT-HTL

Valve Assembly Check

Fig. 1



- [ ] 1. Verify the gas control knob is in the "ON" position **(Fig. 1)**
- [ ] 2. Verify the ON/OFF manual rocker switch is in the "OFF" position

Battery Check

- [ ] 1. Verify that both batteries are good - Test with a multi meter
  - The Voltage range for each battery is 1.6v - 1.4v
  - Batteries should be changed annually

Fig. 2

Remote Receiver Wiring Check (*Remote will not turn fireplace ON*)

- [ ] 1. Move the switch on the receiver to the "ON" position **(Fig. 2)**

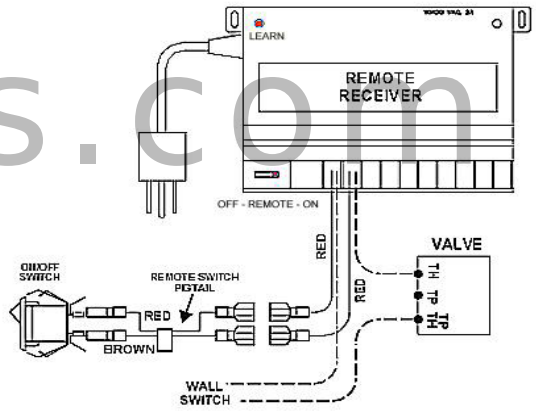
Fireplace turns "ON" - Action: reprogram the remote and receiver

Fireplace does not turn "ON" - Action: Verify the wiring is correct

- [ ] 2. Verify the Thermopile is generating at least 200 MV

Action: Replace Thermopile if less than 200MV

Action: Replace receiver (after wiring has been verified)



Security Code Check

- [ ] 1. Move switch on the receiver to the "REMOTE" position **(Fig. 2)**
- [ ] 2. Push the "LEARN" button (*an audible beep will be heard*)

NO audible beep is heard - Plug in receiver, verify 120v to the junction box (outlet)

-Wait 2 minutes and try steps 1 and 2 again - If still no audible beep Action: Replace receiver

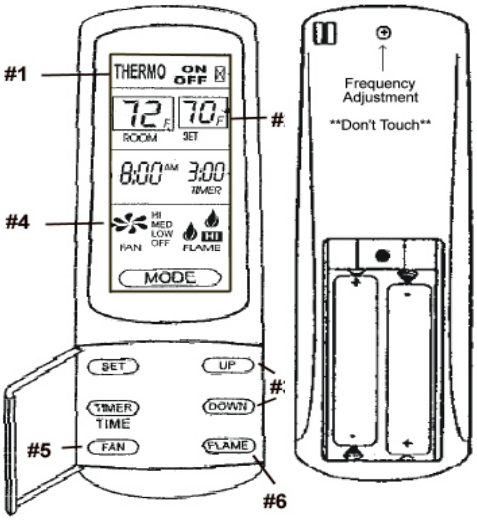
- [ ] 3. When the receiver "beeps" press the "MODE" button on the remote and the fireplace will turn "ON"

NO, the fireplace does not turn "ON"

-Wait 2 minutes and try steps 1 and 2 again - If the fireplace does not turn on

Action: Replace transmitter

Fig. 3



Thermostat Check

- [ ] 1. Set the transmitter to the "THERMO" mode **(Fig. 3, #1)**
- [ ] 2. Adjust the temperature **(Fig. 3, #2)** two degrees above desired room temperature using the UP/DOWN buttons **(Fig. 3, #3)**

**There will be a two degree Fahrenheit and one degree Celsius temperature difference to prevent the fireplace from cycling ON and OFF continuously

NO, the thermostat mode is not turning the fireplace "ON' and "OFF"

Action: Replace transmitter

*The remote must be reprogrammed if a power outage occurs or if the batteries have been changed

*Max operational distance is 20 feet

Fan Check

- [ ] 1. Verify that the fan is plugged into the receiver **(Fig. 4)**
- [ ] 2. Verify that the remote is in the "ON" or "THERMO" mode.
- [ ] 3. Press the fan button on the transmitter to High, Med, or Low.

No, the fan is not turning "ON"

- [ ] -Plug fan into another household outlet

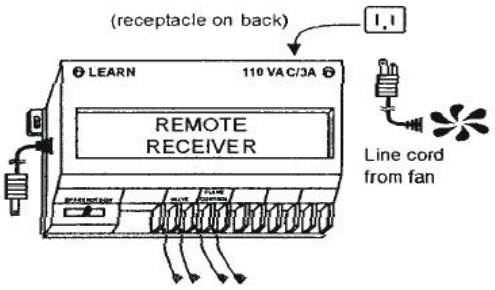
Yes, the blower is working

Action: Replace Remote Control Assembly

NO, the blower is not working

Action: Replace blower (107-500)

Fig. 4



Flame Control Check (*Authorized Technician only*)

- [ ] 1. Refer to **Fig. 2**, verify wiring the is correct.
- [ ] 2. Press "FLAME" button on the transmitter - flame height will change

No, the flame height doesn't change

- [ ] A - Verify that the correct plunger was used, blue for NG, red for LP
- [ ] B - Verify the solenoid was installed with a manometer correctly
  High flame 3.5" WC NG and 10" WC LP
- [ ] C - Solenoid should make an audible click when the "FLAME" button is pressed.

Yes, solenoid is good - Action: Verify installation of solenoid

No, solenoid or receiver is bad

- [ ] D - Check Orange pigtail wires leads with Multi meter
  120v on low flame and 0v on high flame.

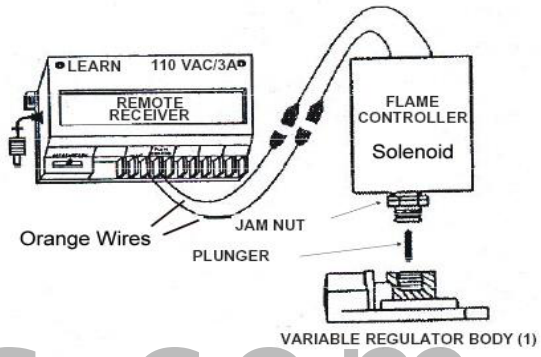
Yes, the receiver is good - Verify the installation of solenoid

Action: Replace solenoid if installation is correct

No, replace the receiver

Action: Replace receiver

Fig. 5



Thermopile Check (*For standing pilot fireplaces*)

- [ ] 1. With the burner "ON" the Thermopile Millivolts must be greater than 200

-Action: Replace Thermopile if MV is less than 200

RCT-MLT-HNG & RCT-MLT-HTL
REPLACEMENT PARTS

HTI-18-006	3-PRONG ADAPTOR
HTI-17-006	SOLENOID-110 VOLT HI/LO
HTI-16-006	TRANSMITTER WALL HOLDER
HTI-14-006	BATTERIES-TRANSMITTER
HTI-13-006	RECEIVER
HTI-12-002-HNG	TRANSMITTER-HEAT-N-GLO
HTI-12-002-HTL	TRANSMITTER-HEATILATOR
HTI-11-006	HARDWARE PACKAGE

*The remote must be reprogrammed if a power outage occurs or if the batteries have been changed

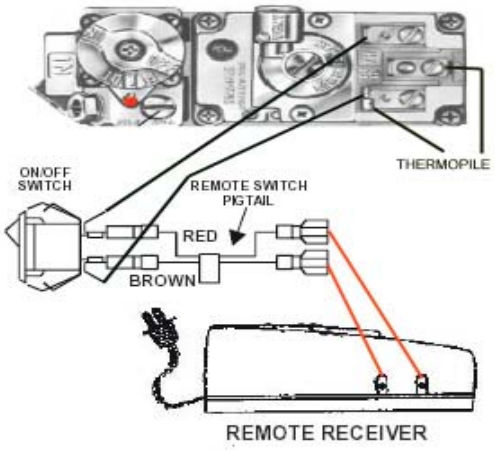
*Max operational distance is 20 feet

Remote Trouble Shooting Guide
Models: SMART-STAT-HNG & SMART-STAT-HTL

Valve Assembly Check

- [ ] 1. Verify the gas control knob is in the "ON" position **(Fig. 1)**
- [ ] 2. Verify the ON/OFF manual rocker switch is in the "OFF" position

Fig. 1



Battery Check

- [ ] 1. Verify that both batteries are good - Test with a multi meter
  - The Voltage range for each battery is 1.6v - 1.4v
  - Batteries should be changed annually

Remote Receiver Wiring Check (*Remote will not turn fireplace ON*)

- [ ] 1. Move the switch on the receiver to the "ON" position **(Fig. 1)**

Fireplace turns "ON" - Action: reprogram the remote and receiver.

Fireplace does not turn "ON" - Action: Verify the wiring is correct

- [ ] 2. Verify the Thermopile is generating at least 200 MV

Action: Replace Thermopile if less than 200MV

Action: Replace receiver

Security Code Check

- [ ] 1. Move switch on the receiver to the "REMOTE" position **(Fig. 2)**
- [ ] 2. Push the "LEARN" button (*an audible beep will be heard*)

NO audible beep is heard - Plug in receiver, verify 120v to the junction box (outlet)

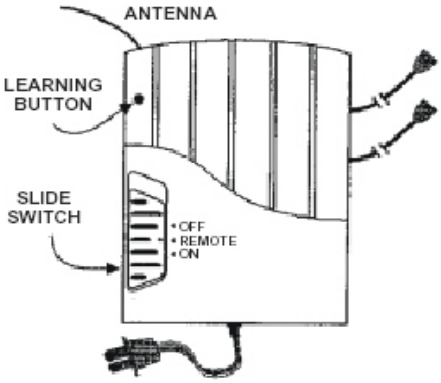
-Wait 2 minutes and try steps 1 and 2 again - If still no audible . beep Action: Replace receiver

- [ ] 3. When the receiver "beeps" press the "MODE" button on the remote and the fireplace will turn "ON"

NO, the fireplace does not turn "ON"

-Wait 2 minutes and try steps 1 and 2 again - If the fireplace does not turn on Action: Replace transmitter

Fig. 2



Thermopile Check (*For standing pilot fireplaces*)

- [ ] 1. With the burner "ON" the Thermopile Millivolts must be greater than 200

-Action: Replace Thermopile if MV is less than 200

*The remote must be reprogrammed if a power outage has occurred or the batteries have been changed

*Max operational distance is 20 Feet

Thermostat Check

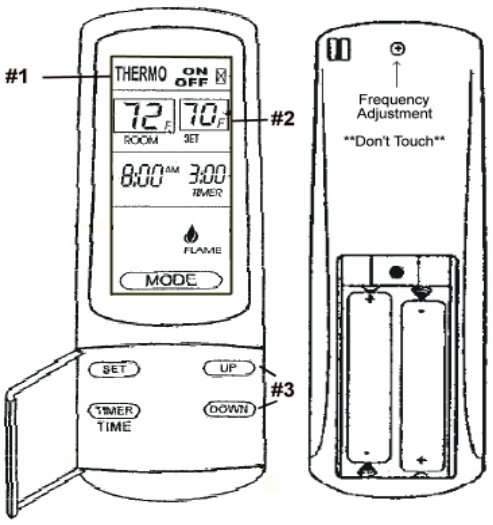
Fig. 3

1. Set the transmitter to the "THERMO" mode **(Fig. 3, #1)**
2. Adjust the temperature **(Fig. 3, #2)** two degrees above desired room temperature using the UP/DOWN buttons **(Fig. 3, #3)**

**There will be an two degree Fahrenheit and one degree Celsius temperature difference to prevent the fireplace from cycling ON and OFF continuously

NO, the thermostat mode is not turning the fireplace "ON' and "OFF"

Action: Replace transmitter



SMART-STAT-HNG & SMART-STAT-HTL
REPLACEMENT PARTS

HTI-16-004	TRANSMITTER WALL HOLDER
HTI-14-004	BATTERIES-TRANSMITTER
HTI-13-004	RECEIVER
HTI-12-004-HNG	TRANSMITTER - *HEAT-N-GLO*
HTI-12-004-HTL	TRANSMITTER - *HEATILATOR*
HTI-11-004	HARDWARE PACKAGE

*The remote must be reprogrammed if a power outage has occurred or the batteries have been changed

*Max operational distance is 20 Feet

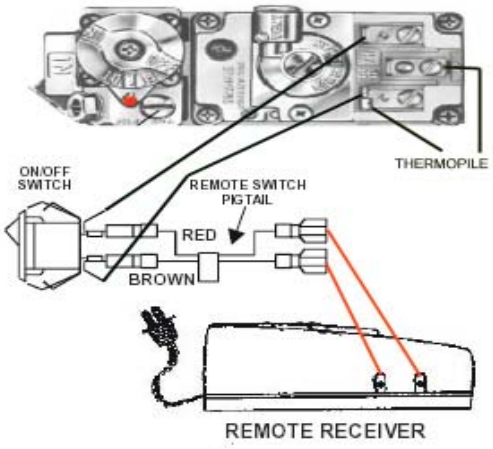
HEARTH & HOME technologies

Remote Trouble Shooting Guide

Models: RC-SMART-HNG & RC-SMART-HTL

Valve Assembly Check

Fig. 1



- ☐ 1. Verify the gas control knob is in the "ON" position **(Fig. 1)**
- ☐ 2. Verify the ON/OFF manual rocker switch is in the "OFF" position

Battery Check

- ☐ 1. Verify that both batteries are good - Test with a multi meter
  - -The Voltage range for each battery is 1.6v - 1.4v
  - - Batteries should be changed annually

Remote Receiver Wiring Check (*Fireplace will not turn ON*)

- ☐ 1. Move the switch on the receiver to the "ON" position **(Fig. 1)**

Fireplace turns "ON" - Action: reprogram the remote and receiver.

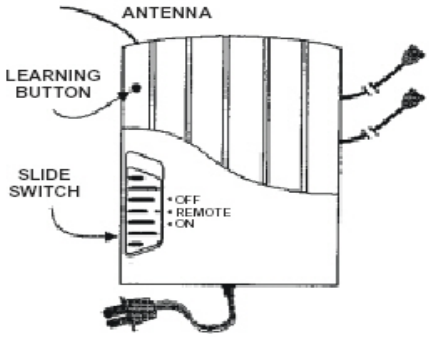
Fireplace does not turn "ON" - Action: Verify the wiring is correct

- ☐ 2. Verify the Thermopile is generating at least 200 MV

Action: Replace Thermopile if less than 200MV

Action: Replace receiver

Fig. 2



Security Code Check

- ☐ 1. Move switch on the receiver to the "REMOTE" position **(Fig. 2)**
- ☐ 2. Push the "LEARN" button (*an audible beep will be heard*)

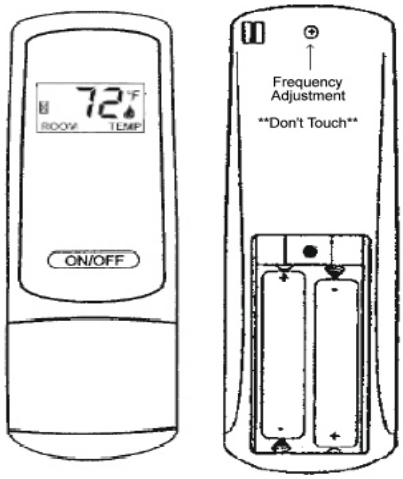
NO audible beep is heard - Plug in receiver, verify 120v to the junction box (outlet)

-Wait 2 minutes and try steps 1 and 2 again - If still no audible beep Action: Replace receiver

- ☐ 3. When the receiver "beeps" press the "MODE" button on the remote and the fireplace will turn "ON"

NO, the fireplace does not turn "ON"

-Wait 2 minutes and try steps 1 and 2 again - If the fireplace does not turn on Action: Replace transmitter



Thermopile Check (*For standing pilot fireplaces*)

- ☐ 1. With the burner "ON" the Thermopile Millivolts must be greater than 200
  - -Action: Replace Thermopile if MV is less than 200

RC-SMART-HNG & RC-SMART-HTL
Replacement Parts

HTI-16-003	TRANSMITTER WALL HOLDER
HTI-14-003	BATTERIES-TRANSMITTER
HTI-13-003	RECEIVER
HTI-12-003-HNG	TRANSMITTER - *HEAT-N-GLO*
HTI-12-003-HTL	TRANSMITTER - *HEATILATOR*
HTI-11-003	HARDWARE PACKAGE

*The remote must be reprogrammed if a power outage has occurred or the batteries have been replaced

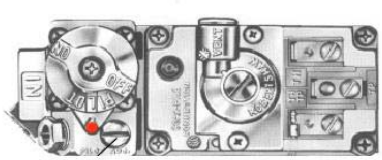
*Max operational distance is 20 Feet

Remote Trouble Shooting Guide
Models: RC-BATT-HNG & RC-BATT-HTL

Valve Assembly Check

- [ ] 1. Verify the gas control knob is in the "ON" position **(Fig. 1)**
- [ ] 2. Verify the ON/OFF manual rocker switch is in the "OFF" position

Fig.1



Battery Check

- [ ] 1. Verify that both batteries are good - Test with a multi meter
  - -The Voltage range for each battery is 1.6v - 1.4v (Receiver)
  - -All 4 batteries must have a combined voltage of more than 5.2 Volts
  - -Batteries should be changed annually

Receiver Check

- [ ] 1. If the receiver "beeps" the remote and receiver are programmed

No, reprogram the remote

- Depress the "Learn" button on receiver until an audible "beep" is heard, then immediately depress the "ON" button on the transmitter
  - *If there is another change in "beeps" the code has been set

No, receiver does not "beep"

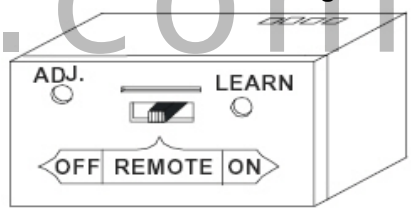
Action: Replace the receiver

- [ ] 2. Remote and receiver need to be reprogrammed whenever the batteries are changed
- [ ] 3. The remote and the receiver must have the same security codes printed on back of the transmitter and receiver.

No, the security codes do not match

Action: Reorder remote control kit

Fig. 2



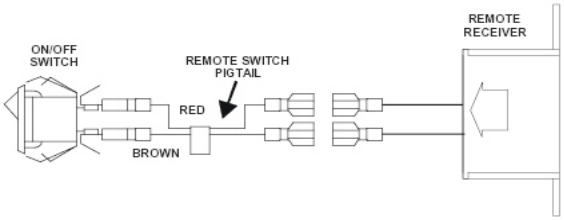
Remote Receiver Wiring Check (*Remote will not turn fireplace ON*)

- [ ] 1. Move the switch on the receiver to the "ON" position **(Fig. 3)**

Fireplace turns "ON" - Action: reprogram the remote and receiver.

Fireplace does not turn "ON" - Action: Verify the wiring is correct

Fig. 3



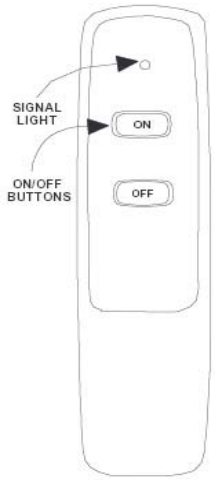
Thermopile Check (*For standing pilot fireplaces*)

- [ ] 1. With the burner "ON" the Thermopile Millivolts must be greater than 200
  - -Action: Replace Thermopile if MV is less than 200

Receiver Location Check

- [ ] 1. Remote control range is 15 - 20 feet
- [ ] 2. Ensure that the receiver is not enclosed in a metal chamber or door
- [ ] 3. The location of the receiver should not exceed 130 degrees
  -Temp is excess of 130 degree may cause premature battery drain and receiver failure

Fig. 4



RC-BATT-HNG & RC-BATT-HTL
REPLACEMENT PARTS

HTI-21-002	WHITE WALL PLATE
HTI-20-002	WHITE BUTTON
HTI-19-002	BLACK BUTTON
HTI-14-002	BATTERIES TX
HTI-13-002	RECEIVER
HTI-12-002-HNG	TRANSMITTER - *Heat-N-Glo*
HTI-12-002-HTL	TRANSMITTER - *Heatilator*
HTI-11-002	HARDWARE PACKAGE

HEARTH & HOME technologies

Remote Trouble Shooting Guide

Models: WSK- MLT

Remote Receiver Wiring Check

1. Verify to the related wiring diagram (IPI or Standing Pilot)

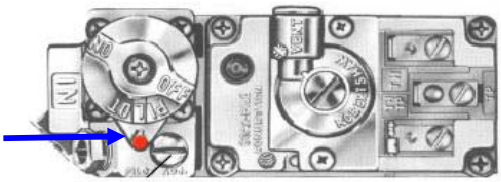
⚠ WARNING: Do not provide any power to this unit until all wiring is completed. Failure to do so may destroy parts of this device and render it unusable, and may lead to possible electrical shock.

Valve Assembly Check (Standing Pilot Only)

Wall panel switch will not turn fireplace "ON" or "OFF"

1. Verify the gas control knob is in the "ON" position **(Fig. 1)**
2. Verify the ON/OFF manual rocker switch is in the "OFF" position
   A - If ON/OFF manual rocker is in the "ON" position, the WSK-MLT ON/OFF function will be superceded by the manual switch

Fig. 1

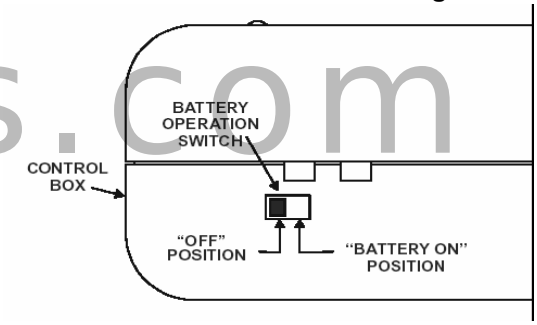


Remote Receiver Check

Wall panel switch will not turn fireplace "ON" or "OFF"

1. Verify Wiring is correct, see related wiring diagram
2. Verify that the battery bypass switch is in the "OFF" position
   *The only time this switch should be turned "ON" is in the event of a power failure, turn switch "OFF" when power returns
3. Verify continuity (batteries install) at the wires marked "3 Volts DC" (IPI)
   A - With receiver switch off, you should not have continuity.
4. Standing Pilot units only, verify thermopile is plus 200 mv with burner "on."
   **Bypass WSK-MLT to do this test

Fig. 2



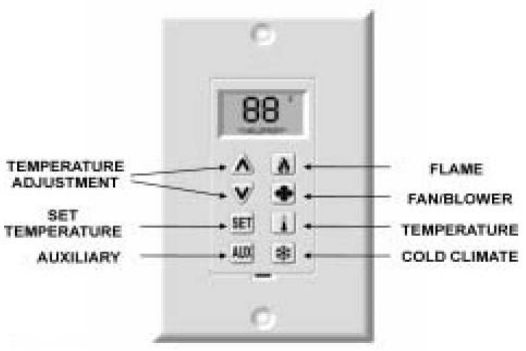
Temperature Display

Thermostat reading is higher or lower than actually room temp.

1. LED control panel may take up to 30 minutes to stabilize after installation or power outage.

1. When a button is pressed, the display will illumination. This illumination can raise the temp shown on the display, normally 3 - 5 degrees
2. Verify that the panel cover plate says "Heat-N-Glo" See FAQ's for explanation

Fig. 3



Important: If the ▲ or ▼ down arrows are pressed without pressing the flame, fan, temp, set, or aux button, the display will stay lit for approximately 15 minutes. This would result in a 10 to 20 degree increase.

How do I manually calibrate the temperature displayed?

This is a very delicate procedure, the component is very fragile

1. Removed WSK-MLT control panel from the wall.
2. Located the small hole on the left side of control panel.
   A. Insert small standard screw driver. The size need to be small, similar to a eye glass repair screw driver
   B. Note position of the screw to establish starting point.
   C. Turn counter clockwise to lower, clockwise to raise temp
   *Normally an 1/8 turn is more then enough
   *Do not press down hard on the screw, or you will damage component

This should *only* be manually adjusted when extreme temperature between actual and LED read out exists.

Thermostat Feature

When the WSK-MLT is in Thermostat mode, an "F" or "C" will flash in the upper right corner of the LCD display on the wall LED control panel switch. (Fig. 3)

LCD Display

LCD display not functioning

If part or all of the LCD display on the wall control panel fails to illuminate, replace the WSK-MLT

1. Incorrect wire of the wall switch may be the problem, Verify Wiring

Fan Check

Fan will not turn on. No speed adjustment.

1. Verify that the WSK-MLT is wired correctly
2. Verify that there is not a limit switch for the fan installed.
   *Unlike the transitional setup of a GFK-160A fan, the WSK-MLT does not use a fan limit switch and is not plugged into the junction box. The fan is plugged into the WSK-MLT receptacle plug labeled "Fan."
3. Verify middle plug on the receiver is label "fan" **Fig. 4**
4. Verify Voltage of fan receptacle on the receiver

Typical fan readings under load

OFF	- 0 Volts	
Level 3	- 115 +/- 5 Volts	High
Level 2	- 94 +/- 5 Volts	Medium
Level 1	- 75 +/- 5 Volts	Low

Yes, there is Voltage

Action: Replace the Blower (107-500A)

No, there is no Voltage at fan plug receptacle on the receiver

Action: Replace WSK-MLT

Fan will not turn off

1. Verify Fan is plugged into the WSK-MLT receiver receptacle labeled fan

Flame Control Check (*Authorized Technician only*)

1. Refer to **Fig. 6**, verify solenoid wiring the is correct.
2. Press "FLAME" button on the Wall Switch - flame height will change

The flame height doesn't change

A - Verify that the correct plunger was used, blue for NG, red for LP

B - Verify the solenoid was installed with a manometer correctly
High flame 3.5" WC NG and 10" WC LP

C - Solenoid should make an audible click when the "FLAME" button is pressed.

Yes, solenoid is good

No, solenoid or receiver is bad

D - Check Orange pigtail wires leads from the receiver with Multi meter 120v on low flame and 0v on high flame.

Yes, the receiver is good - Verify the installation of solenoid

Action: Replace solenoid if installation is correct, 125-510A

No, replace the WSK-MLT

Action: Replace WSK-MLT

Fig. 4

Fig. 5

2.2 WALL SWITCH BUTTON OPERATION

(Refer to Figure 5)

Flame Button
- Button Press: Unit On / Flames High, Turns on auxiliary power
- Button Press: Flames Low
- Button Press: Unit Off / Flames Off, Turns off auxiliary power

Fan / Blower Button
- Button Press: Fan High ("3")
- Button Press: Fan Medium ("2")
- Button Press: Fan Low ("1")
- Button Press: Fan Off

Temperature Button
- Button Press will toggle between Automatic and Manual Operation
- Press and Hold the button for 3 seconds to toggle between Fahrenheit and Centigrade Temperature Display.

Automatic Operation: Controller will monitor temperature and control unit according to the set point.

Manual Operation: Controller will not automatically change settings.

SET Set Temperature Button
- Button Press: Displays Set Point
- Use Up and Down Arrows to Adjust Set Point
- Press Set Button to Store New Set Point

Temperature Set Point can be adjusted between the ranges of: 45-90⁰ Fahrenheit or 7-32⁰ Centigrade

***NOTE:** The controller will turn off the fireplace at 1⁰ over set point and turn it back on at 4⁰ below set point.*

Up and Down Arrows
- Push to adjust set point temperature under automatic control.

AUX Auxiliary Button
- Button Press: Turns on auxiliary power
- Button Press: Turns off auxiliary power

Can be operated independently of all functions.

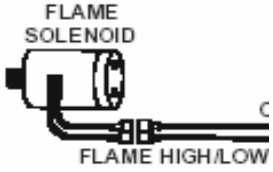
Child Proof Mode

To Enter Child Proof Mode:
- Press the Up Arrow Button twice and Down Arrow Button once. The unit will send out 3 beeps and an indicator in the LCD panel will show that the child proof is on.

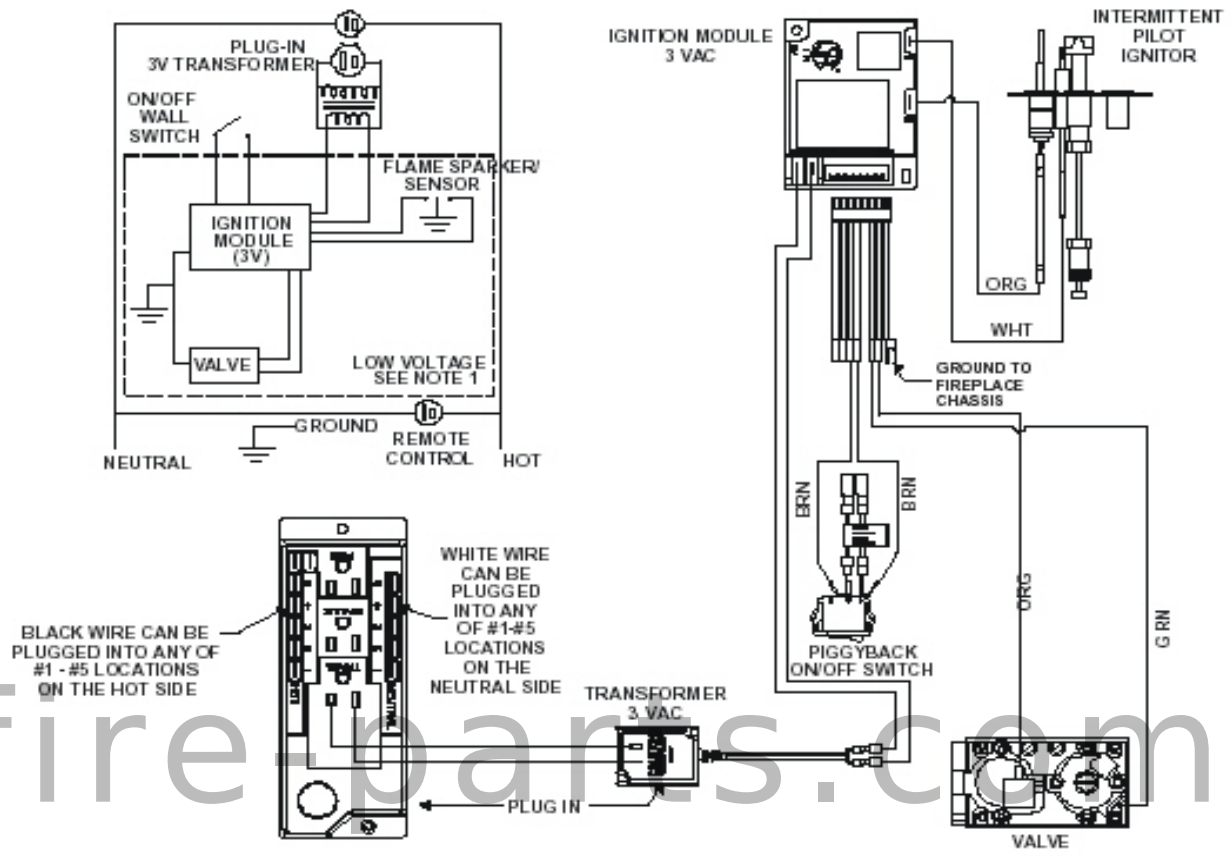
To Leave Child Proof Mode:
- Press the Up Arrow Button twice and Down Arrow Button once. The unit will send out 3 beeps and the indicator in the LCD panel that shows that the child proof is on will disappear.

NOTE: When in Child Proof Mode, only the arrow buttons will have functionality. Unit can enter Child Proof when the fireplace is on or off.

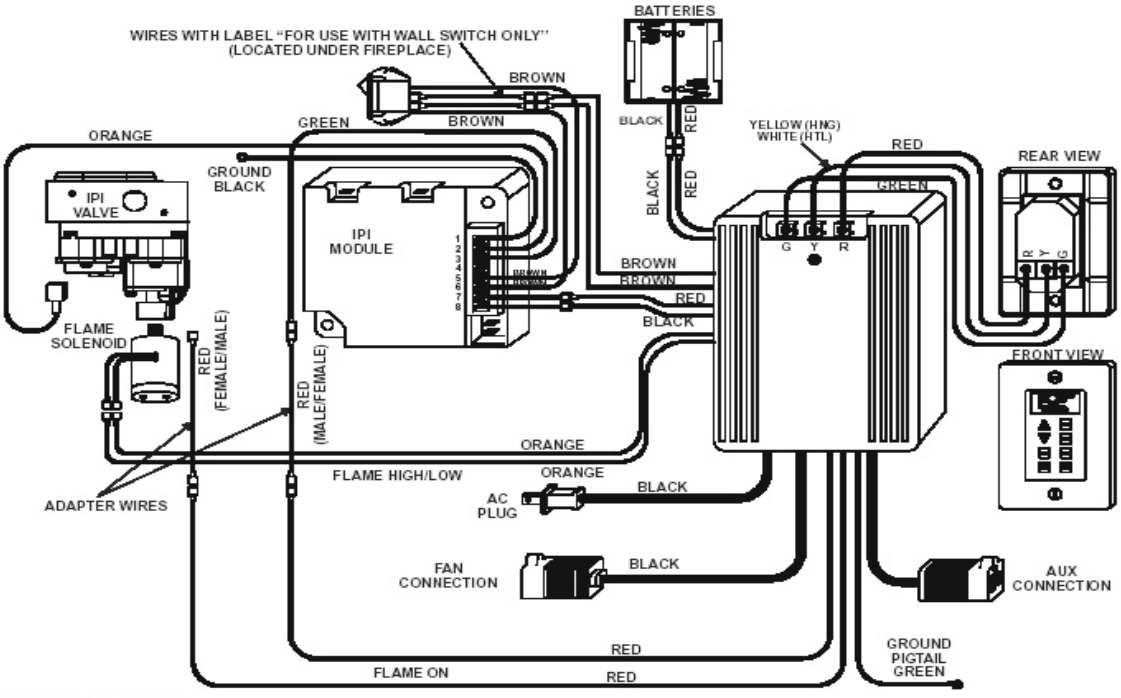
Fig. 6



IPI Factory Wiring Diagram **Fig. 7**



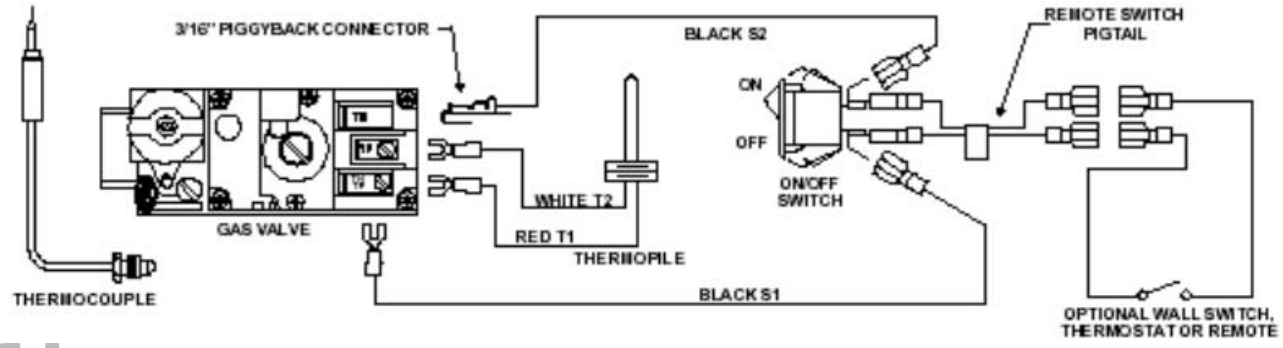
IPI Wiring Diagram with WSK-MLT **Fig. 8**



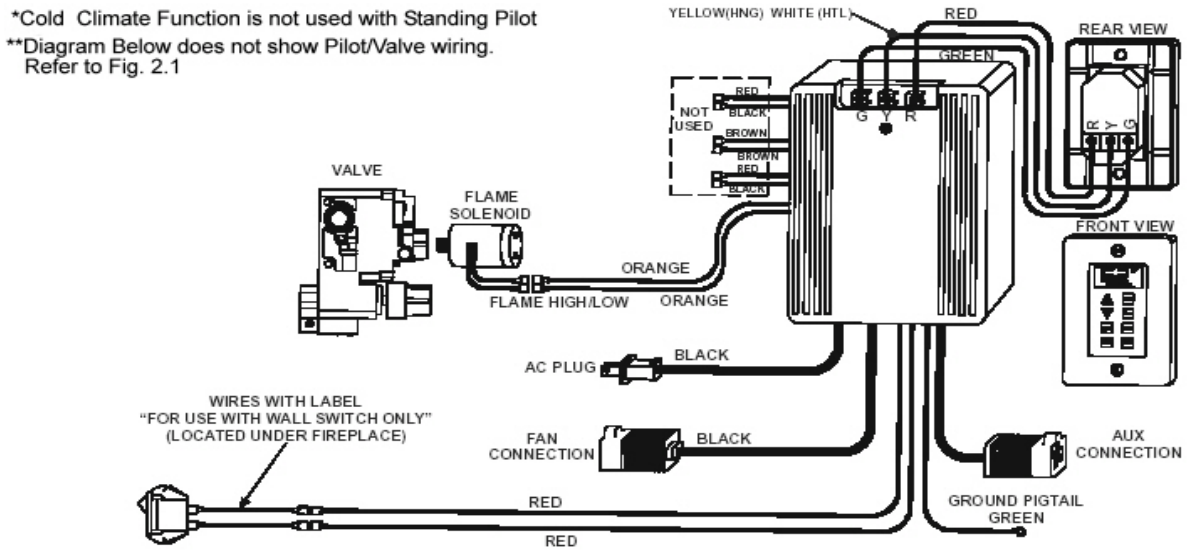
Thermopile Check (*For standing pilot fireplaces*)

1. With the burner "ON" the Thermopile Millivolts must be greater than 200
   -Action: Replace Thermopile if MV is less than 200

Standing Pilot Factory Wiring Diagram **Fig. 9**



Standing Pilot Wiring Diagram with WSK-MLT **Fig. 10**



FAQ's

WSK-MLT will not adjust a 9 volt solenoid on the 6000TRXi or the Olympian.

*Only units with an adjustable regulator can accommodate the solenoid included with the WSK-MLT. the WSK-MLT will not control a 9 volt solenoid.

Are there replacement parts available?

*The only replacement part available is the solenoid, all other components are not replaceable individually.

What does the Cold Climate button do?

*This allows the pilot flame to stay lit when activated, a benefit of this is reduced condensation on the glass at start up in cold climates.

Can I change the color of the wall plate that is around the wall switch to match other outlet in the room?

*Although others may fit, the cover plate included with the WSK-MLT is specially designed to accommodate the thermostat function of the WSK-MLT. Changing the panel that is around the wall will result in inaccurate temperatures

Can I used my WSK-MLT when the power is out?

*Yes! There is a manual switch on the side of the receiver, see figure 2. However, you will not be able to use the LED control panel.

LED display temp is higher or lower then room, why?

*The LED control panel is installed on an exterior or non-insulated wall. The thermostat can read the wall cavity space temperature, which can be hotter or colder then the actual room temperature.

*Although others may fit, the cover plate included with the WSK-MLT is specially designed to accommodate the thermostat function of the WSK-MLT. Changing the panel around the wall switch will result in inaccurate temperatures. Your LED wall panel must say Heat-N-Glo or Heatilator.

*LED control panel may take up to 30 minutes to stabilize after installation or power outage

Temperature is inconsistent, what could be the problem?

*The wall panel is installed on a exterior wall. The wall panel switch is taking a temperature of the cold air space in the wall.

When in Thermostat mode, my fireplace doesn't turn on when that set temp on the wall switch is reached?

*By design, there is a 1 to 3 temperature differential. The reason for this is to prevent the fireplace from continually turning itself "on" and "off" while in thermostat mode.

Can the CABIN-KIT be used on the WSK-MLT?

*The CABIN-KIT cannot be used if also using the WSK-MLT. The WSK-MLT incorporates the features of the CABIN-KIT.

When I press the Cold Climate button, both the pilot and the burner turn on, what is the problem?

*Make sure the ON/OFF switch on the receiver is in the "OFF" position.