

Adhere Serial Label

LE and LR Series MK2

ELECTRIC HOLOGRAPHIC FIREPLACE

Owner Manual

Warranty Terms and Conditions

AUSTRALIA AND NEW ZEALAND

IMPORTANT SAFETY INSTRUCTIONS

PRODUCT DATA LABEL - THE DATA LABEL CONTAINING TECHNICAL SPECIFICATIONS FOR THIS APPLIANCE IS LOCATED ON THE RIGHT-HAND SIDE OF THE UNIT.

1. Installation

- This appliance must be fully and correctly installed before use, in accordance with the manufacturer's written instructions and all applicable national and local electrical codes. All electrical wiring must be carried out by a suitably qualified person where required by regulation. The appliance must not be energised until installation is complete.
- Provide a means of disconnection at the main service panel or an approved isolation point that remains accessible after installation. Do not install this appliance directly below a socket-outlet. Do not install outdoors, in bathrooms, high-humidity environments, or near swimming pools or other wet areas unless the appliance has been specifically approved for such use.
- Do not modify this appliance, alter its dimensional clearances, or use non-approved components.

2. Electrical Safety

- To avoid a hazard from inadvertent resetting of the thermal cut-out, do not supply this appliance through an external switching device such as a timer, or connect it to a circuit that is regularly switched on and off by the utility.
- If the appliance malfunctions, has been damaged, or shows any sign of electrical fault or water ingress, stop use immediately. Disconnect power at the main service panel and have the appliance inspected by a qualified electrician before returning it to service.

3. Operation

- This appliance becomes hot during use. Do not allow bare skin to contact hot surfaces. Keep combustible materials — including furniture, bedding, paper, clothing, and curtains — at least 1 m (3.5 ft) from the front of the appliance.
- Do not place any items on or against this appliance. Do not use, store, or handle gasoline, flammable liquids, vapours, or other combustible materials nearby. Do not spray aerosols in the vicinity of the appliance while it is in operation.
- Do not operate the appliance with the fascia, safety guards, or access panels removed.
- Do not insert or allow foreign objects to enter any ventilation or exhaust openings, as this may cause electric shock, fire, or damage to the appliance.
- Do not block or restrict the air intake or exhaust openings. Do not place the appliance on carpet, rugs, or other soft floor coverings that may restrict airflow. Do not cover the appliance. Restricted airflow may cause overheating, fire, or damage to internal components.
- Any use not recommended by the manufacturer may result in fire, electric shock, or injury.

4. Children and Vulnerable Persons

- Extreme caution is required when this appliance is used in the presence of children, or persons with reduced physical, sensory, or mental capabilities. Such persons must not use the appliance without appropriate supervision or instruction from a responsible adult.
- Young children must be supervised at all times to ensure they do not touch hot surfaces or interact with the appliance unsupervised. Children must not carry out cleaning or maintenance. A physical barrier is recommended where unsupervised access by children or vulnerable individuals cannot be prevented.
- Never leave the appliance operating and unattended when children or vulnerable persons are present.

SAVE THESE INSTRUCTIONS

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A WARRANTY TERMS AND CONDITIONS

A1. EXPRESS WARRANTY

This warranty applies to Escea products purchased new after 1 January 2014, in countries/regions administered by Escea distributors listed in the Appendix. It is valid only in the country of purchase.

The terms “Escea”, “we”, “our” and “us” refer to the distributing companies listed in the Appendix.

This warranty is in addition to, and does not limit, your rights under consumer law. You may be entitled to a replacement or refund for major failures, or to have goods repaired or replaced if they are not of acceptable quality.

A2. WARRANTY COVERAGE

Electric Fireplaces	Parts and Labour Warranty	Parts Only Warranty
Firebox	3 years	5 years
Fireplace Components and Parts	3 years	-
Fireplace Accessories	3 years	-

Parts & Labour Warranty – Escea will repair or replace defective parts and cover the installation of those parts.

Parts Only Warranty – Escea will supply repair or replacement parts at no cost. Installation is not included.

All warranty work must be pre-authorised by Escea or its distributors. Work carried out without approval will not be covered.

A3. WARRANTY EXCLUSIONS

This warranty does not cover:

1. Installation not in accordance with the Escea Installation Manual, relevant standards, building codes, or consents.
2. Accidental damage, negligence, misuse, alterations, or lack of regular maintenance.
3. Repairs/modifications by unauthorised persons, or use of non-Escea parts.
4. Normal wear and tear (e.g. paint, gaskets, batteries, glass/fuel bed discolouration).
5. Minor expansion/contraction noises, surface staining, fingerprints, scratches, or melted items.
6. Damage from corrosive environments (e.g. sea salt), chimney fires, transit damage, or Acts of God.
7. Costs of building work, reinstatement, or travel outside service centre limits (see Appendix).
8. Subjective factors (e.g. noise, smell) confirmed to be within normal operating parameters.
9. Variations in product appearance compared with promotional images.
10. Indoor products installed outdoors, or outdoor products installed indoors.

A4. MAKING A WARRANTY CLAIM

To lodge a claim:

1. Notify Escea or your distributor as soon as the issue arises.
2. Provide serial number and proof of purchase.
3. Supply photos or video if requested.
4. Provide access to the installation site for inspection if required.

Escea will review your claim. If accepted:

Parts & Labour Warranty – Escea will repair or replace the part, including installation.

Parts Only Warranty – Escea will supply the replacement part at no cost (installation not included).

If the claim is excluded under Section 3 or 4, all costs (inspection, travel, labour, etc.) will be the responsibility of the claimant.

A5. ADDITIONAL CONDITIONS

1. The warranty is void if the product serial number is removed or altered.
2. No dealer, retailer, or distributor may extend the terms of this warranty.
3. Escea reserves the right to update specifications without notice.

A6. APPENDIX - WARRANTY TRANSFERABILITY, SERVICE CENTRE COVERAGE AND TRAVEL POLICY.

1. Escea warranties are provided to the original purchaser and remain with the property where the fireplace was first installed.
2. If ownership of the property changes, the warranty continues to apply for the remainder of the original coverage period, provided all other terms and conditions have been met.
3. If a fireplace is removed from the original property and reinstalled elsewhere, the warranty is automatically void. This aligns with the current terms where Escea specifies warranty validity only within original installation conditions.
4. Fireplaces are considered fixed installations under Building Regulations and manufacturer installation manuals. Their performance and safety are closely tied to the specific flue, ventilation, and construction setup.
5. Warranty servicing must be undertaken by Escea or an Escea-authorized service centre. Authorisation protects warranty integrity by ensuring repairs are completed by trained technicians using genuine parts.
6. Escea will cover travel costs for warranty work within a standard service radius of the nearest Escea service centre (typically 50 km or 1 hour of travel time from the service centre), unless otherwise stated in this document.
7. Where the fireplace is installed outside the standard service radius, additional travel costs (including technician time and mileage) are the responsibility of the property owner.
8. All warranty service visits must be pre-authorized by Escea or an authorised distributor before travel occurs. Failure to obtain approval may result in denial of travel reimbursement.

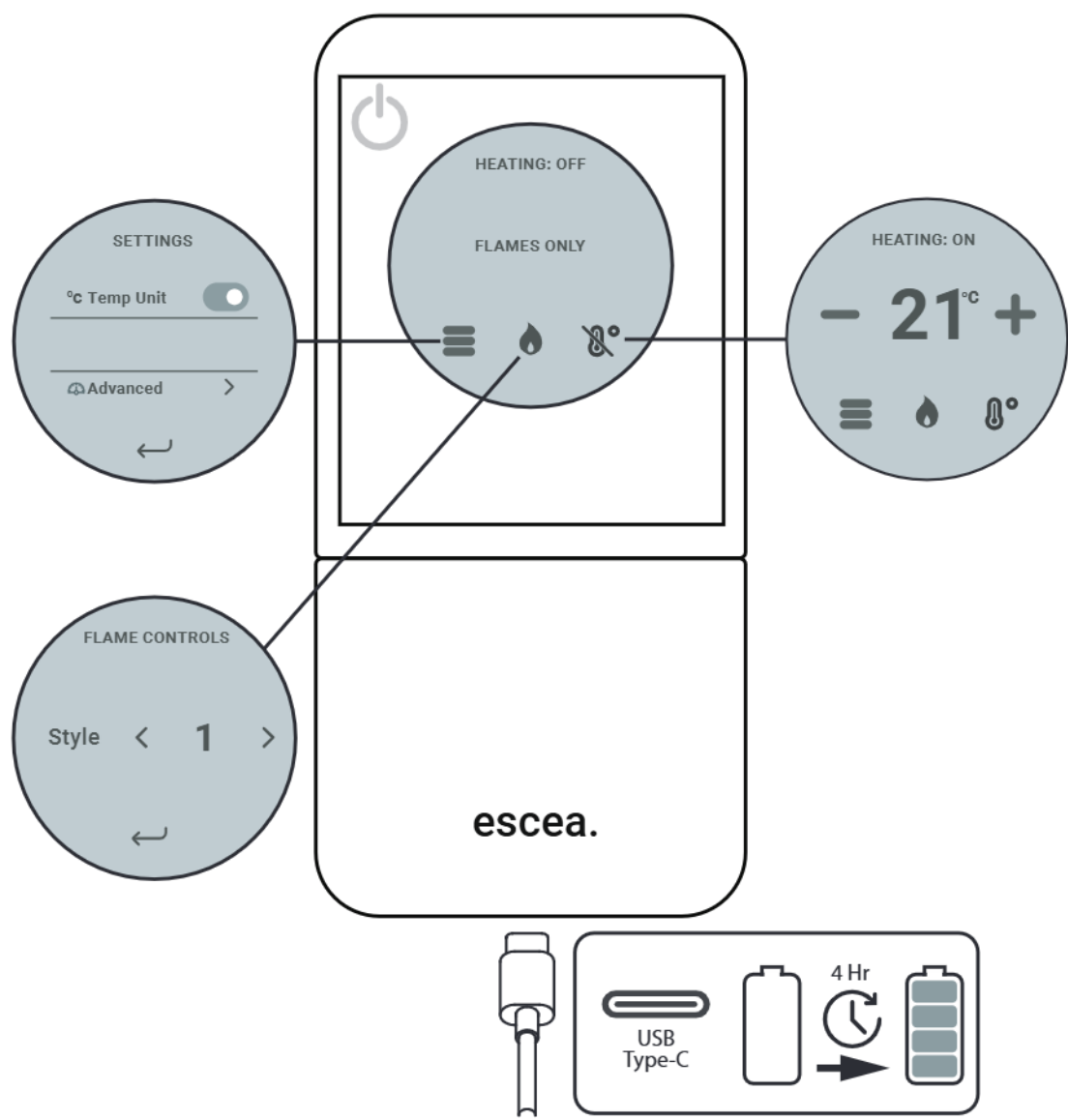
REGIONS	ESCEA DISTRIBUTORS
Australia	Escea Australia PTY LTD P.O. Box 176, Pennant Hills 1715, Sydney, NSW, Australia Phone: 1800 460 832 www.escea.com/au
New Zealand	Escea Ltd 17 Carnforth Street, Dunedin, 9018, New Zealand 0800 173 000 www.escea.com/nz

B OPERATION

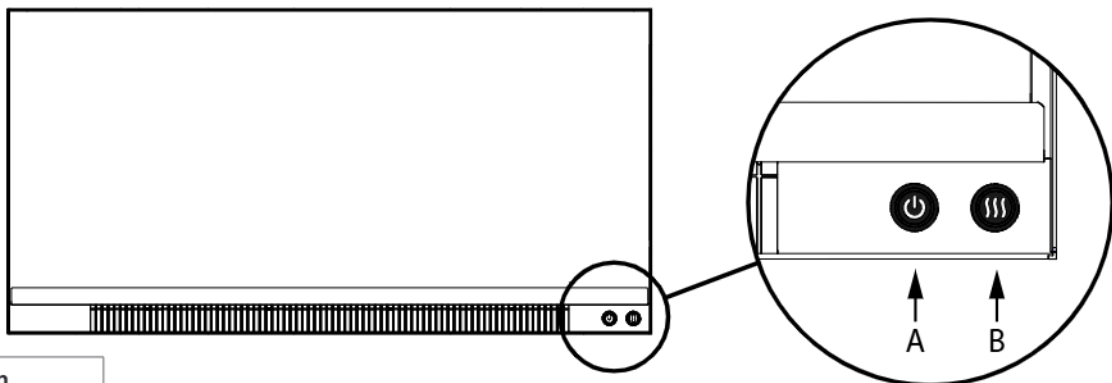
This appliance must be properly installed, with the front glass panel in place, prior to operation.

There are two methods to operate the fireplace, via remote or manual operation buttons. The remote provides full control of the fireplace's features. The manual operation buttons only allow for the fireplace flame to be on or off, or turn the heater on or off.

REMOTE CONTROL



MANUAL CONTROL BUTTONS



Button	Function
A	Standby
B	Heater

C SMART HEAT APP ACCESS

Escea's SmartHeat system enables you to connect each Escea Fireplace in your home to your Smartphone. Once your fireplace is connected to your modem via Wi-Fi, and you have downloaded the Android or iOS App, you will have the ability to control your fireplace's settings and temperature via your Smartphone. www.escea.com/smartheat



D OWNER MAINTENANCE INSTRUCTIONS

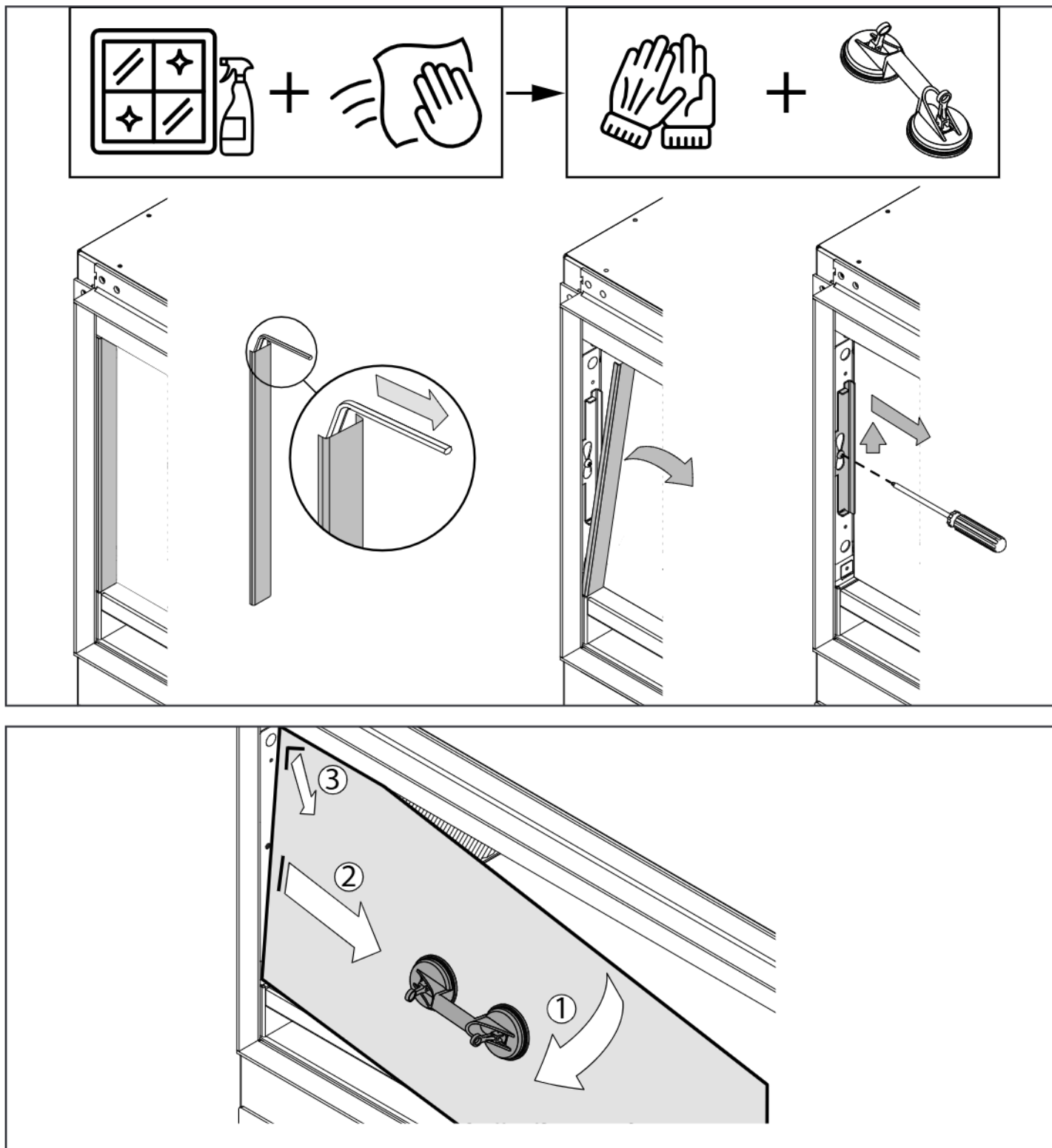
D1. FASCIA AND TRIM CARE

Clean with a damp microfibre cloth.

D2. FRONT GLASS CLEANING

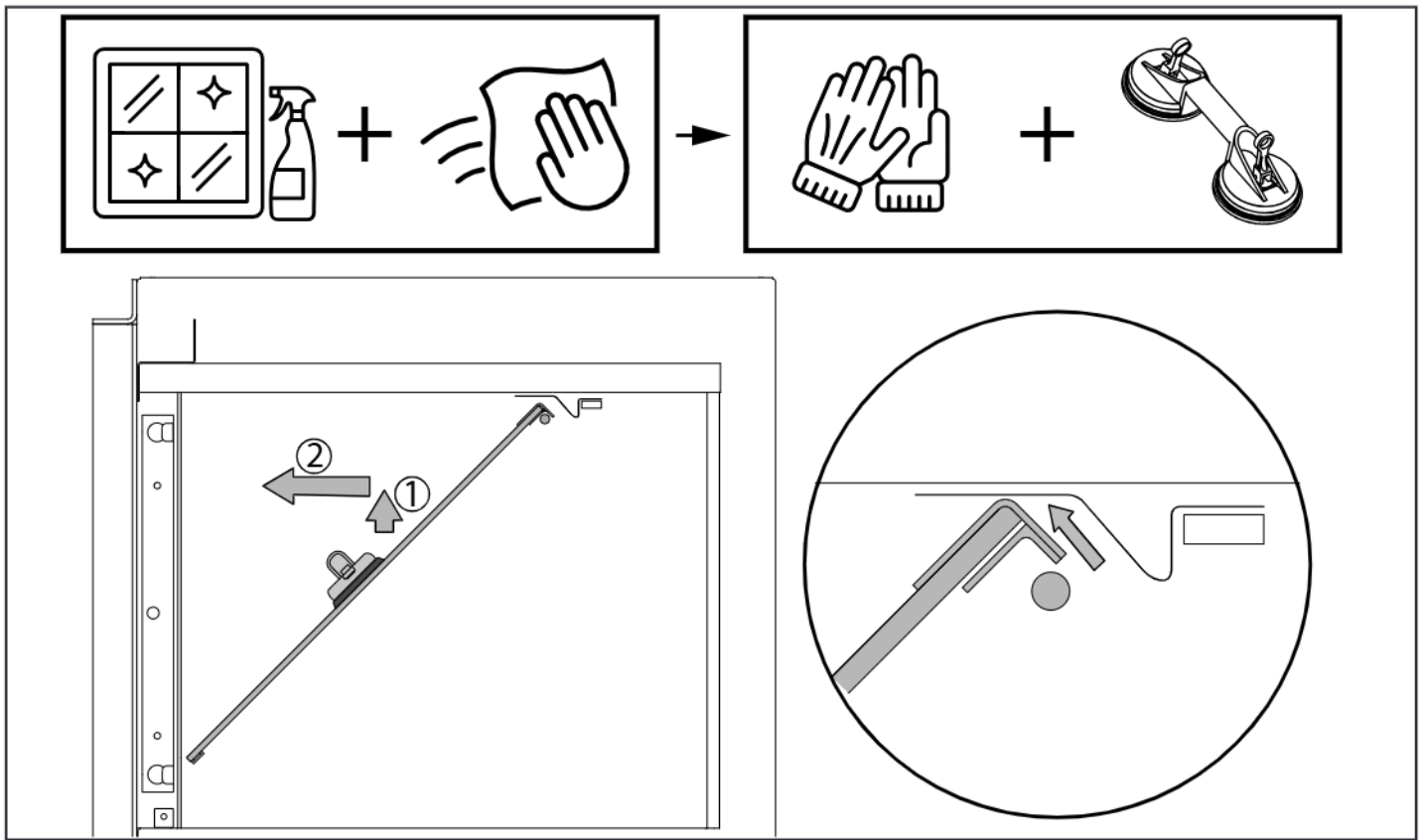
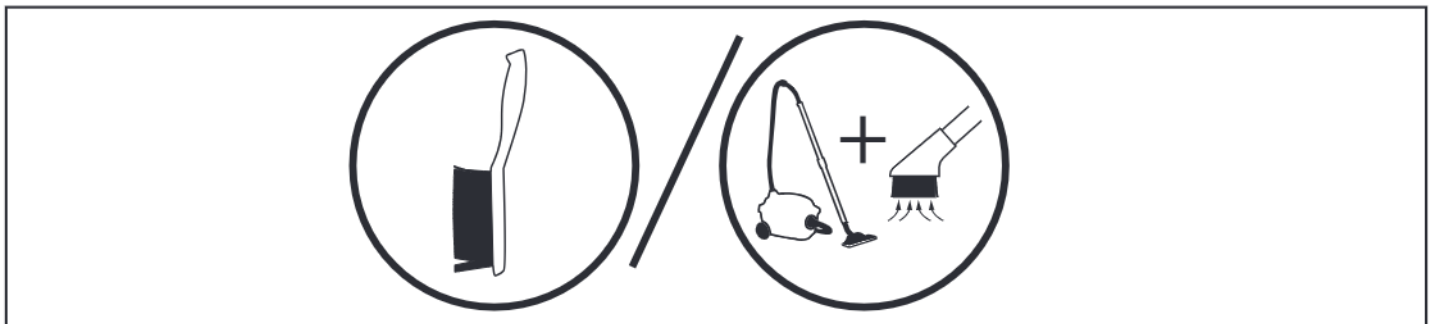
Clean glass with a clean microfibre cloth. Do not use ammonia-based or abrasive cleaners to clean the glass.

Glass can be removed to clean the inside and have access to the angled glass.



D3. ANGLED GLASS CLEANING

Clean glass with a clean microfibre cloth. Do not use ammonia-based or abrasive cleaners to clean the glass.

**D4. LOG AND FUEL BED CLEANING**

E TROUBLESHOOTING

E1. SERVICING

All service maintenance as indicated in the troubleshooting guide or work not indicated in this owner's manual, are to be performed only by a qualified service agent. Please contact escea.com or your retailer for assistance.

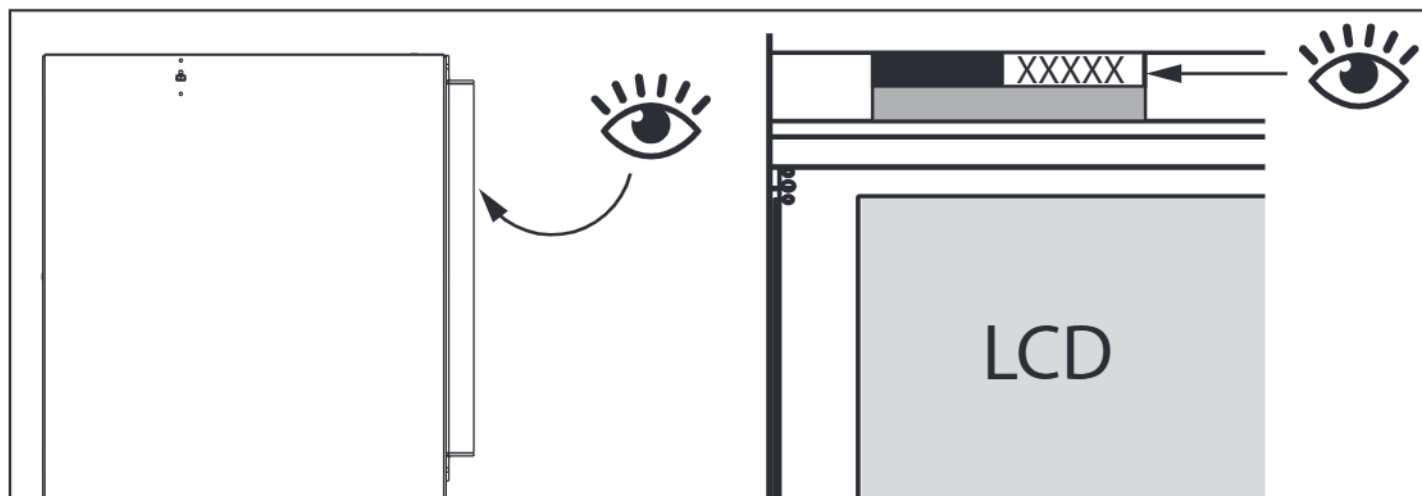
E2. TROUBLESHOOTING

Problem	Possible Cause	Solution
Fireplace will not start and remote cannot contact fireplace.	No power.	Check power to the fireplace.
	Remote is not paired with the fireplace.	Pair remote to the fireplace.
Wrong temperature unit	Possible change on the remote.	Remote: Menu > Temp Unit
Smell from heater element	Dust build-up on the heater	This is normal, no action required. But if it persists, obtain service from a technician.
Remote is unresponsive.	Remote has no power.	Charge via USB-C port and cable.
	Remote is faulty.	Contact escea.com or your retailer.
Flame picture will not appear.	No Power.	Check power to home or switchboard.
	LCD not working	Contact escea.com or your retailer for assistance.
No Heat from the fireplace	Heater element(s) may be disconnected.	
Fan is noisy.	Dust and debris buildup on fan blades.	
	Fan blades touching a loose component.	
	Faulty Fan.	
Ember LEDs not working.	LEDs disconnected or faulty.	
E1, E2 or E3	Error codes may have multiple causes.	

E3. SERIAL NUMBER LOCATION

There are two options to access the fireplace serial number. The data plate can be viewed following the instructions below, or by using the remote.

Using the remote to access your serial number, select: **Menu > Advanced > Information**



E4. REMOTE PAIRING

To pair a new or current remote to your fireplace the Serial Number and Pin are required. To access serial number and pin refer to Sec D2. To pair the remote to the fireplace, select on the remote: **Menu > Advanced > More > Pair Fire**

F1. ALEXA SMART HOME CONNECTION

CONTROL YOUR ESCEA ELECTRIC FIREPLACE WITH VOICE COMMANDS – TURN THE FIREPLACE ON, OFF, AND ADJUST THE TEMPERATURE.

Before you get started, you'll need:

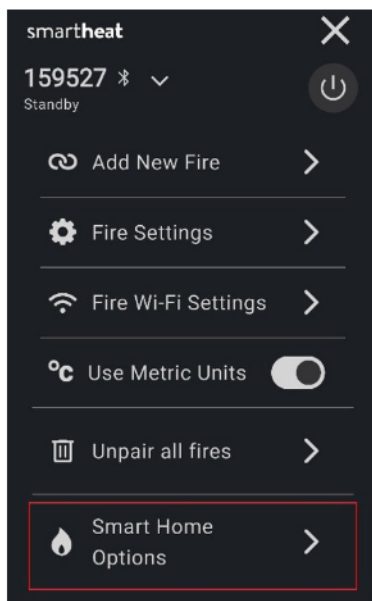
- **A compatible fireplace** (LR/LRFS Series, LE/LEFS Series MK2)
- **The latest Escea SmartHeat App** (v1.5.2 or newer)
- **The latest fireplace firmware** (v2.1.0 or newer). To check or update, open the SmartHeat App and go to "Fire Settings" > "Fire name" > "Check for Update" (Wi-fi connection is required).
- **Bluetooth remote is activated.** To activate, insert a USB Type-C plug into the remote, then remove.

Step 1

Turn on Bluetooth on your mobile phone, and connect the fireplace with the Smart Heat App (v1.5.2 or later).

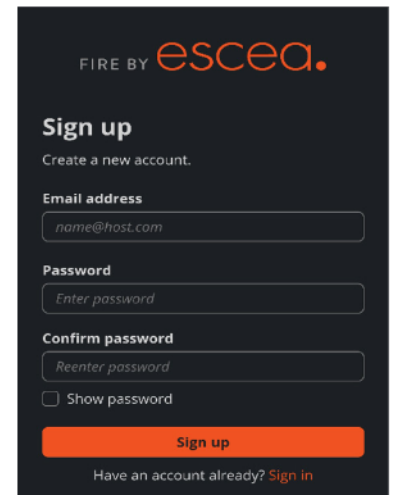
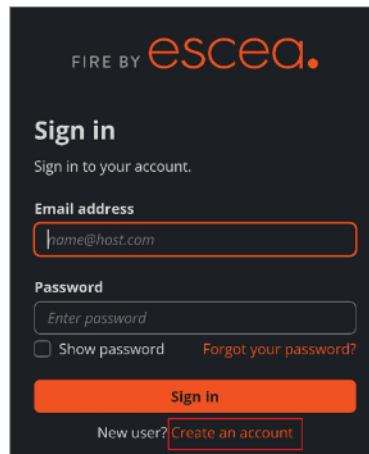
Step 2

Go to the settings page, click "Smart Home Options".



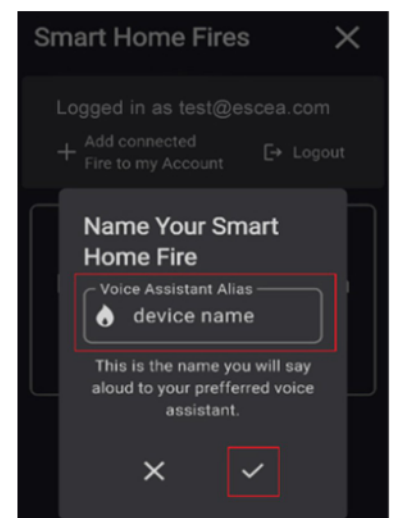
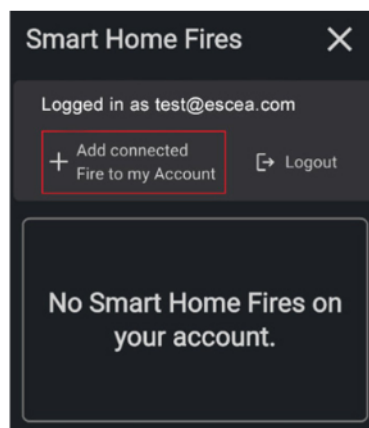
Step 3

Sign in or create a new Escea account if you do not have one.



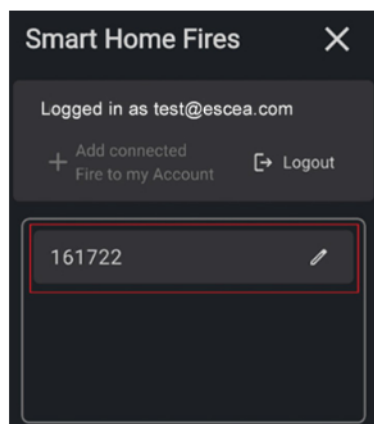
Step 4

Sign in with the Escea account, add the connected fireplace to Smart Home. *Make sure the app connects to a fireplace by Bluetooth connection first.*



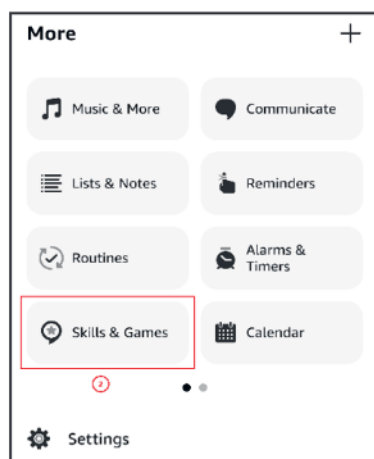
Step 5

After adding the fireplace to Smart Home, it is shown in the list below, you can further change its name or delete it later (if required)



Step 7

Sign into the Amazon account in the Alexa App, and go to the "Skills & Games" page.

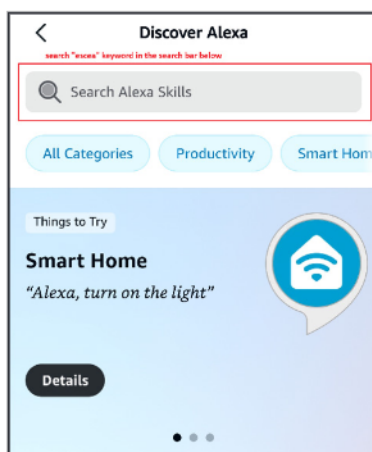


Step 6

Install the Alexa App on your mobile phone, create an Amazon account if you do not have one - **this is not your Escea account**, you can create an Amazon account using a different Email address.

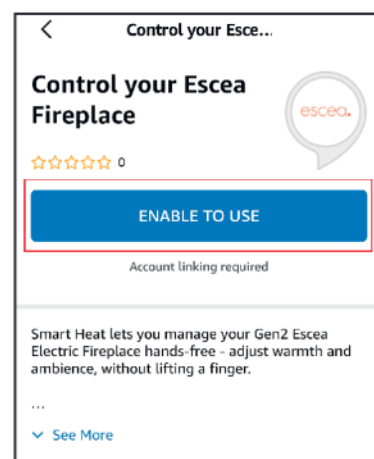
Step 8

In the search bar in "Skills & Games" page, search for keyword "escea", it should list a skill "Control your Escea fireplace".



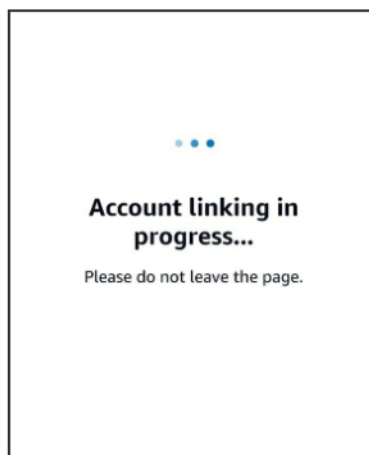
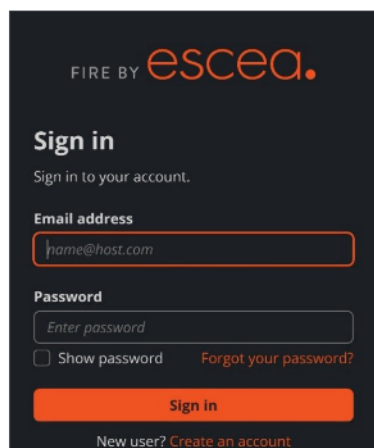
Step 9

Chose the "Control your Escea fireplace" skill and enable it.



Step 10

In the pop-up page, sign into your **Escea Account** (created in step 3), then it will link the Alexa and Escea fireplace automatically.



Step 11

After the account linking is complete, you can control the fireplace by the Alexa app. All fireplace functions will be activated when using the Alexa App.

Step 12

You can add a Alexa smart speaker to your Alexa app, which will allow you to use voice commands to control the fireplace.

Voice commands: "turn on the heat", "turn off the heat", "set temperature to X"

F2. GOOGLE HOME SMART HOME CONNECTION

CONTROL YOUR ESCEA ELECTRIC FIREPLACE WITH VOICE COMMANDS – TURN THE FIREPLACE ON, OFF, AND ADJUST THE TEMPERATURE.

Before you get started, you'll need:

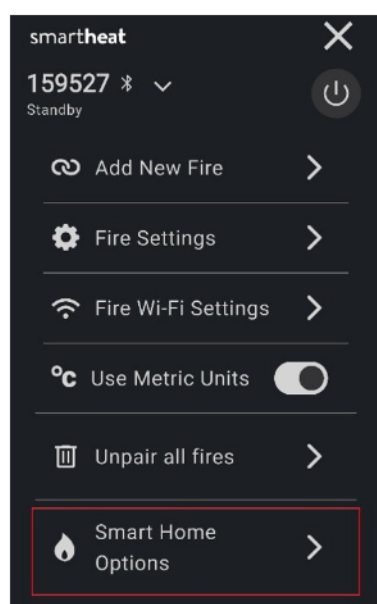
- **A compatible fireplace** (LR/LRFS Series, LE/LEFS Series MK2)
- **The latest Escea SmartHeat App** (v1.5.2 or later)
- **The latest fireplace firmware** (v2.1.0 or later). To check or update, open the SmartHeat App and go to "Fire Settings" > "Fire name" > "Check for Update" (Wi-fi connection is required).
- **Bluetooth remote is activated.** To activate, insert a USB Type-C plug into the remote, then remove.

Step 1

Turn on Bluetooth on your mobile phone, and connect the fireplace with the Smart Heat App (v1.5.2 or later).

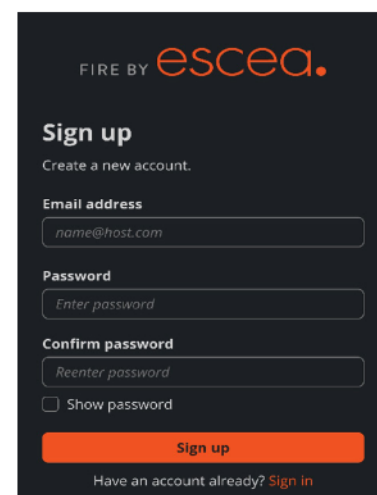
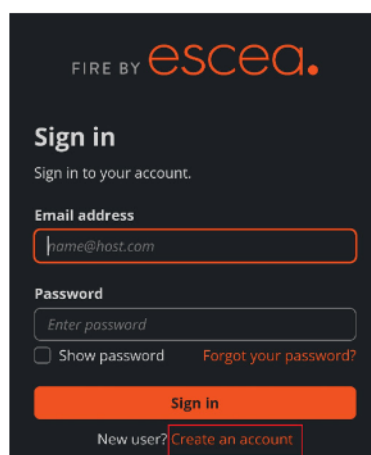
Step 2

Go to the settings page, click "Smart Home Options".



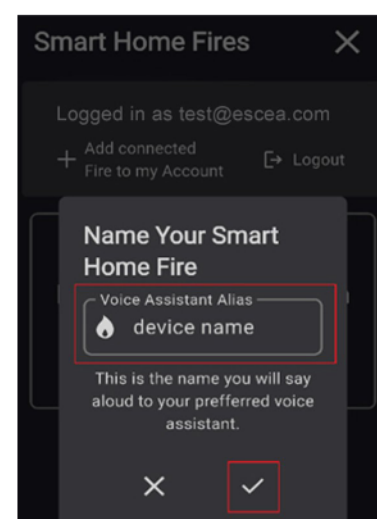
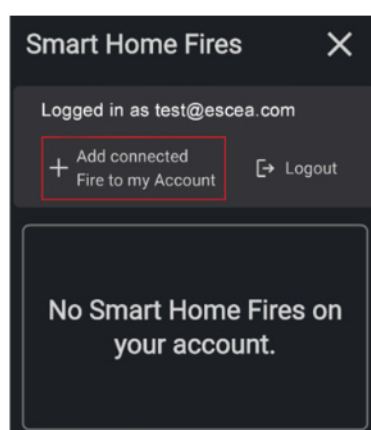
Step 3

Sign in or create a new Escea account if you do not have one.



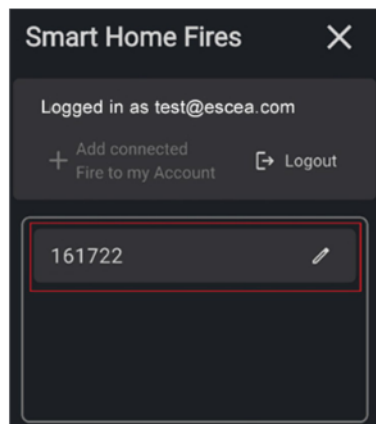
Step 4

Sign in with the Escea account, add the connected fireplace to Smart Home. *Make sure the app connects to a fireplace by Bluetooth connection first.*



Step 5

After adding the fireplace to Smart Home, it is shown in the list below, you can further change its name or delete it later (if required).

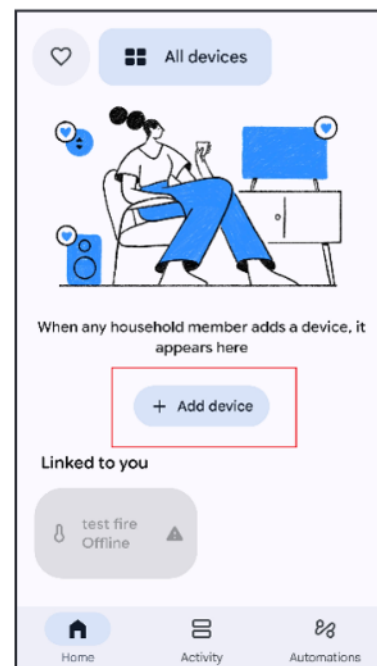
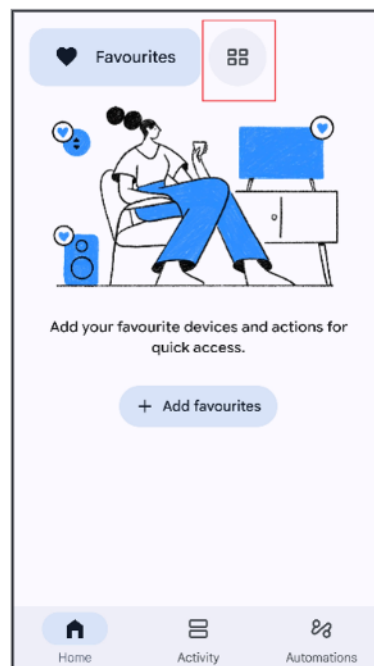


Step 6

Install the Google Home App on the mobile phone, creating a Google account if you do not have one - **this is not the Escea account**, you can create an Google account using a different Email address.

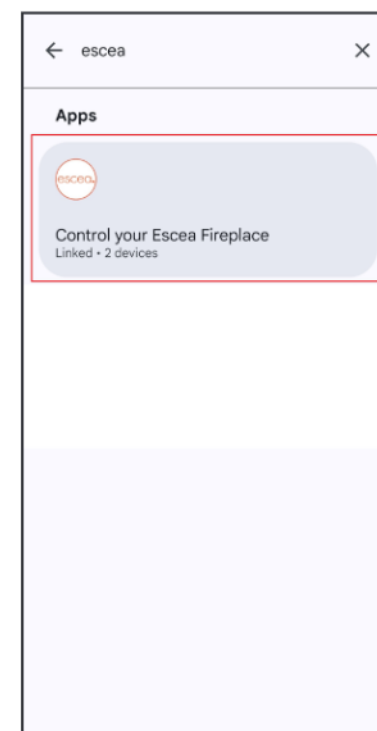
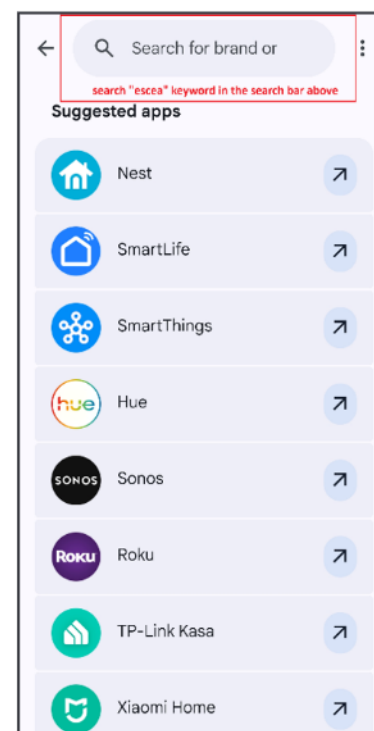
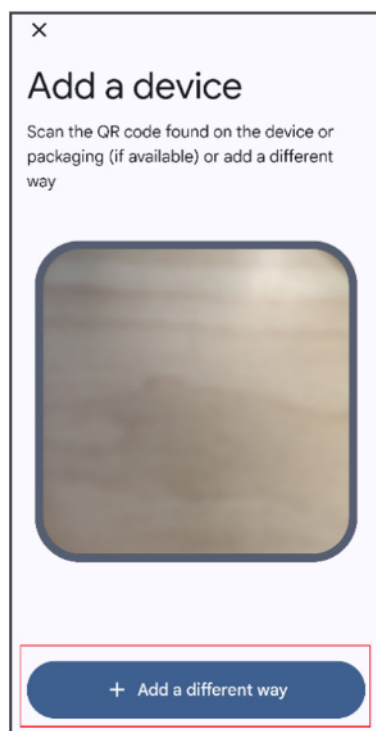
Step 7

Sign in to the Google account in the Google Home App, and go to the "All Devices" page, then select "Add Device".



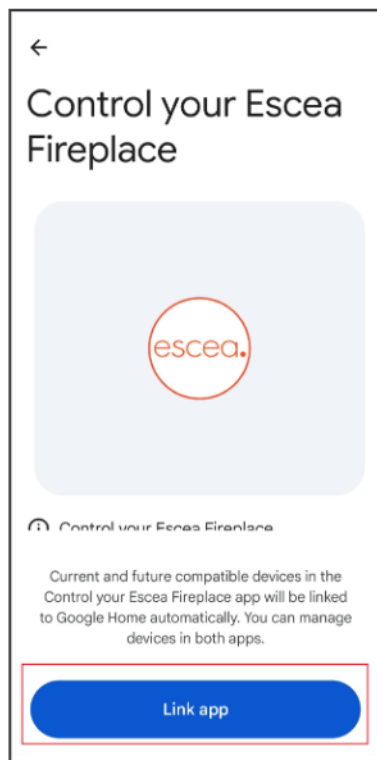
Step 8

In the search bar in the pop-up page, search for keyword "escea", it should list a device "Control your Escea fireplace".



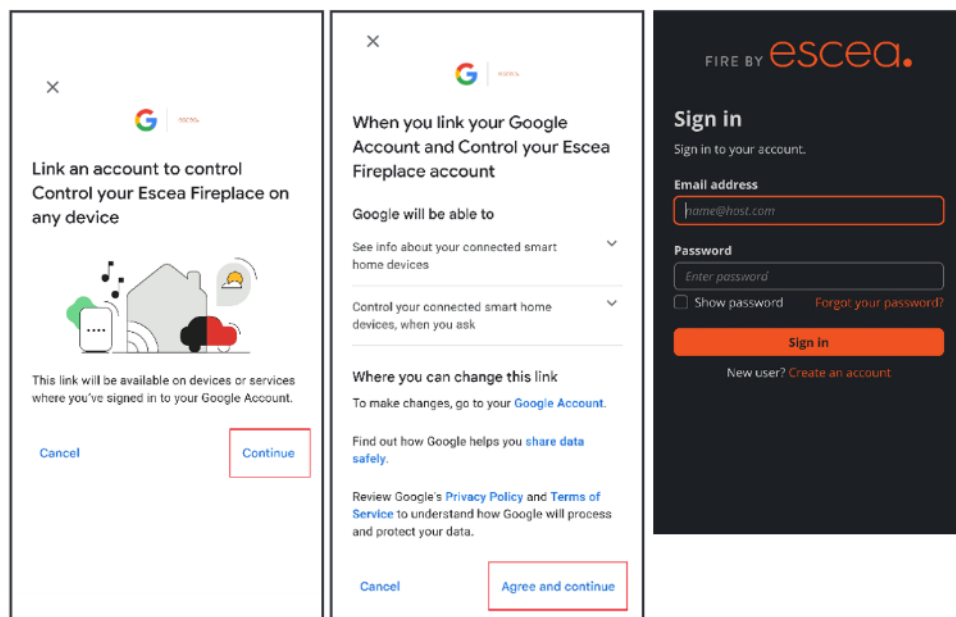
Step 9

Choose the **"Control your Escea fireplace"** device and link it.



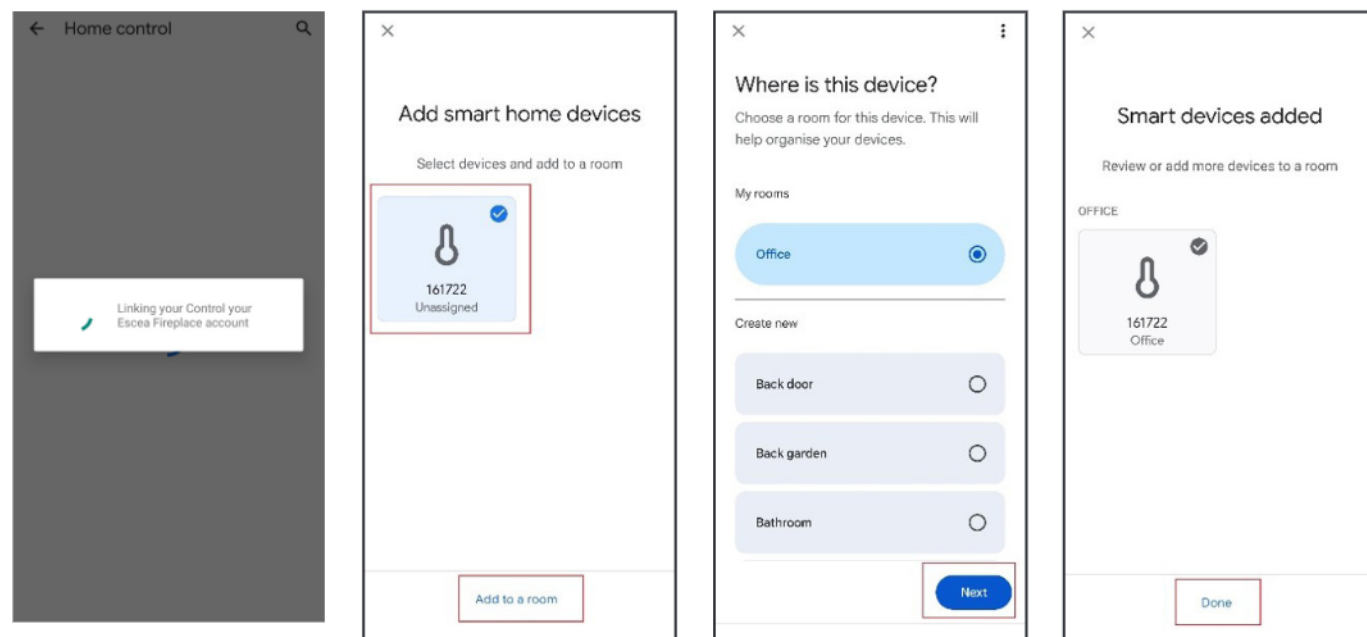
Step 10

In the pop-up pages, follow the steps and then it will ask you to sign into your **Escea Account** (created in step 3), it will link the Google Home and Escea fireplace automatically.



Step 11

Follow the prompts and steps, and Google Home will link the Escea fireplace successfully. All fireplace functions will be activated when using the Google Home App to control your fireplace.



Step 12

Add a Google Home smart speaker to your Google Home App, then you can use voice commands to control the fireplace. There is no interface on the Google Home App to control the fireplace. It is via voice command only.

Voice commands: "turn on the heat", "turn off the heat", "set temperature to X"

