



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

TABLE OF CONTENTS

<i>Get To Know The App</i>	04
<i>Things To Know</i>	05
<i>Setting Up Your Fireplace</i>	06
<i>Updating Your WIFI System</i>	10
<i>Operation</i>	12
<i>Troubleshooting</i>	15

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.*

SETTING UP YOUR FIREPLACE :

APPLE:

ANDROID:



01.

Find the Regency Fireplaces 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.



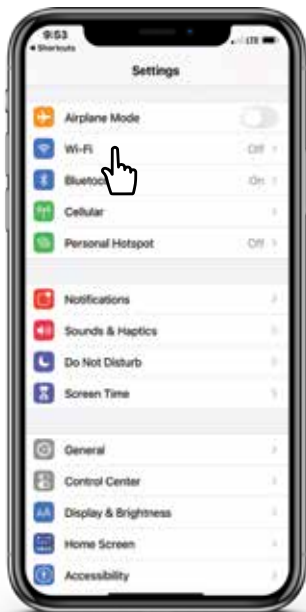
03.

Select "Setup New Fireplace".
Follow the instructions.



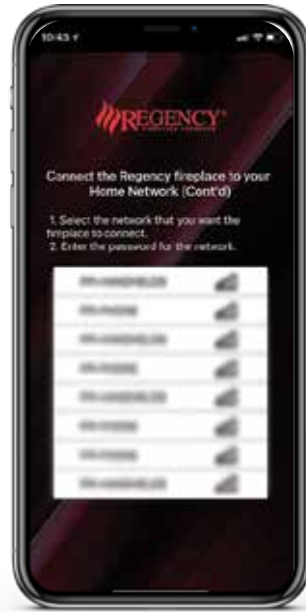
04.

Follow the prompts on the screen. 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.



05.

Navigate to the Wi-Fi screen in "Settings", and connect to network "Regency_XXXXX" by using the password "regencyfire".



06.

Return to the Regency App and Select your home network. The Wi-Fi signal strength needs to be three bars or greater. Most problems will be signal strength on connection.



07.

Input your home Wi-Fi password, and press "OK". It is possible for the App to drop its connection at any time during the setup process resulting in having to start the setup process over.



08.

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

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



09.

Terms of Service screen an acknowledgement button will pop up.



10.

The button will flash red before turning solid white.



11.

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.



12.

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



13.

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



14.

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.



15.

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



16.

In Settings, you may ADD or REMOVE a fireplace.

**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.



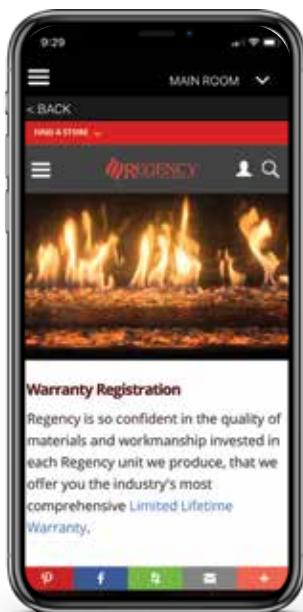
In Select Model, you may select "Greenfire" or "Aspire". The "Aspire" function adds the additional lighting controls.

18.



Press the Power button to turn your fireplace OFF.

19.



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

UPDATING YOUR WIFI SYSTEM :

01.



If your Wi-Fi dongle is running out-of-date software, you will be prompted to update. Once the app connects to your local network and detects the fireplace, it will automatically scan for available updates. If an update is found, a pop-up will appear giving you the option to update or skip the update.

02.



The user will be prompted to connect directly to the fireplace Wi-Fi network named **"Regency_XXXX"**. Please keep your phone close to the fireplace while this process takes place. (Note: If the fireplace is running, keep your phone away from any heat source.)

03.



The next step requires the unit to have OTA (Over-the-Air) updates enabled. If your Wi-Fi dongle does not support this function, the update will fail. (The fireplace can still be operated without installing the update.) If you have an OTA-enabled Wi-Fi unit installed, a progress bar will appear on your phone. Please be patient and allow the update to complete.

04.



The update is successful. You can now return to the main menu and start using your fireplace.

WHY DOES THE UPDATE FAIL?

There are many reasons why the update may not be working. Please try the steps below:

1. Check your connection – Make sure your phone is connected to the same Wi-Fi network as the fireplace.
2. Move closer to the unit – Stand near the fireplace to ensure your phone has a strong signal.
3. Turn off VPN – If you use a VPN on your phone, temporarily disable it, as VPNs can block the connection.
4. Confirm OTA updates – Ensure your Wi-Fi dongle has OTA (Over-the-Air) updates enabled.

Units installed prior to August 2025 will not have OTA enabled, as only Gen 2 Wi-Fi units support this feature. To confirm which generation you have, please provide Regency with the Wi-Fi dongle serial number.

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**.

The fireplace will continue to run when the app is closed. Opening the app will automatically search for the fireplace on the connected network.

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.
The fireplace will continue to run when the app is closed.
Opening the app will automatically search for the fireplace on the connected network.*



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.

PRE-PURGE AND POST-PURGE:

- ✓ The pre-purge and post-purge cycles are a safety feature for Power Flued appliances only. During the purge cycles, the power flue fan will turn on and purge any gases left inside the unit.
- ✓ Turning the unit on will initiate the pre-purge cycle. The power button will flash red and then turn a solid white when pre-purge is complete.
- ✓ Turning the unit off will initiate the post-purge cycle. The power button will flash grey and then turn a solid grey when post-purge is complete.
- ✓ These cycles will only last a short while.
- ✓ Do not continue to press the on/off button while the fireplace is in these cycles.

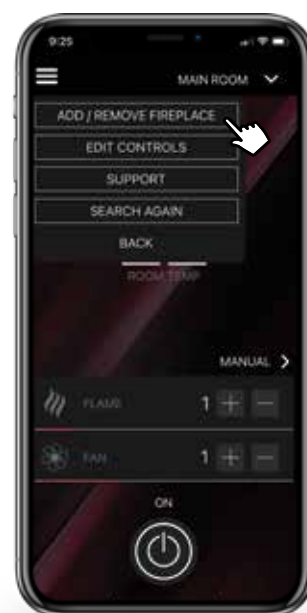
USING THE APP IN CONJUNCTION WITH THE REMOTE:

- ✓ 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 default controls of your fireplace will include FLAME and FAN. This function is replaced with the new, "Model" button, that allows you to select your model.
- ✓ With the latest updates, the app should automatically pick up which model you have installed. 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 not turn back on when power is restored. Your remote will also need to be cycled off and then on to resume using the remote. The unit requires an input from the user through the remote or app to turn the unit back on after power is restored.

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.



TRUBLESHOOTING 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.

07. Using a VPN on your mobile phone

Using a VPN (Virtual Private Network) on your mobile phone can affect the connection to the fireplace. If you're experiencing issues, try disabling the VPN and reconnecting.

App Minimum Requirements:

iOS 13 for iPhone

Android 10 for Android devices

WARNING

DO NOT turn your fireplace on via any means or allow to be turned on unless you have conducted a thorough inspection of the area surrounding the fireplace immediately prior to its use, and you have satisfied yourself that there are no materials or other items in proximity to the fireplace which could present a fire risk.

DO NOT turn your fireplace on via any means or allow to be turned on if there are any unsupervised children, infirm or pets in the area surrounding the fireplace.

DO NOT use your fireplace, unless you have read your Manual, and strictly adhere to the user requirements and warnings set out in your Manual.

RELEASE

Without limiting any other acknowledgement, release or indemnity given by you, or limitation of liability, in favour of Fireplace Products Pty Ltd ("Company"), you irrevocably and unconditionally acknowledge and agree that failure to comply with, or strictly adhere to, the requirements and warnings set out in this Manual ("User Requirements") may result in:

1. damage to the fireplace;
2. damage to property;
3. a house fire;
4. severe burns or other personal injury; and/or
5. death.

Subject to any remedy, guarantee, term, condition, warranty, undertaking, inducement or representation, implied or imposed by any legislation which cannot lawfully be excluded or limited, and to the maximum extent permitted by law:

1. the Company will not be liable for any damage, personal injury or death arising out of or in connection with your failure to comply with any User Requirement; and
2. you release the Company from all claims, actions, proceedings, liabilities, losses and damages in relation to death, any personal injury or property damage arising out of or in connection with your failure to comply with any User Requirement.

HAVE MORE QUESTIONS?

Visit *regency-fire.com.au* to learn more.





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