

13. TROUBLESHOOTING – INSTALLER ONLY

(CERTIFIED GAS TECHNICIAN ONLY)

PROBLEM	CAUSE	SOLUTION	
Pilot will not light despite repeated pushing of ignitor	1. Air in gas lines	a. Bleed gas lines	
	2. No ignitor spark, either checked visually or proven by lighting the pilot with a match	a. Check for loose or disconnected wires	
		b. Piezo wire is broken or corroded: replace	
	c. Misaligned electrode, wrong gap: gap should be 1/8"		
	d. Electrode insulator is cracked or tip is corroded: replace electrode		
	3. Low gas pressure.	a. Wrong inlet pressure; with main burner lit, adjust inlet pressure regulator to 5" w.c. for NG, 11" w.c. for LP.	
Pilot will not stay lit	1. Low gas pressure	a. With main burner lit, adjust inlet pressure regulator to 5" w.c. for NG, 11"w.c. for LP.	
		b. Adjust the pilot output from the controller	
	2. Thermocouple not properly inserted in pilot assembly.	a. It must be placed so that the top 3/8" is engulfed in flame from the pilot.	
	3. Thermocouple has dirty tip;	a. Clean with fine emery cloth	
	4. Defective thermocouple;	a. Check open circuit voltage with volt meter, should be between 18mV and 28mV. If less than 18mV, replace.	
		5. Defective electromagnet, check operation as follows:	a. Depress and hold pilot button
			b. Verify open-circuit thermocouple voltage is between 18mV and 28mV as above.
c. Reconnect thermocouple to valve			
	d. Measure the voltage between the solderbutton on the base of the electromagnet and the valve body. If the mV reading is above 6mV and the magnet does not hold, replace the valve.		
	e. If the closed circuit mV reading is the same as the open circuit reading, the coil is electrically open. Replace the valve.		
Pilot burning, main burner will not light	1. Gas Control knob in wrong position	a. Check that all switches are on including the gas control knob, Remote Receiver, and ON/OFF toggle switch.	
	2. If Remote Receiver* is switched to "REMOTE":	a. Is thermostat setting lower than ambient temperature?	
		b. Have batteries failed? Check by switching Remote Receiver* from "REMOTE" to "ON". If burner ignites, problem is failed batteries in the transmitter.	
	3. Loose or defective wiring	a. Place jumper wire across remote control receiver* wires at gas control valve. If that works, tighten connections or replace wiring from receiver* to control valve.	
		b. Connect a jumper wire to the "TPTH" and "TH" Tabs and the control valve. If the stove lights, replace the ON/OFF switch and switch wires..	
4. Thermopile may not be generating enough voltage, (millivoltmeter should read 325mV at control valve TP-TH and TP terminals)	a. Pilot flame is not covering 3/8" of the thermopile; make sure the thermopile is tight and positioned correctly in its bracket.		
	b. Check the thermopile with a millivolt meter. The pilot should be lit, the control knob in the "PILOT" position, and the Remote Receiver* switch turned to "OFF". Take the reading at the TP-TH and TP terminals on the gas control valve. If the reading is less than 325 mV, when the stove is hot replace the thermopile.		
5. Gas supply orifice is clogged.	a. Remove and blow out with compressed air or clean out with brush.		

\*Optional Equipment

<b>PROBLEM</b>	<b>CAUSE</b>	<b>SOLUTION</b>
Delayed Ignition of burner	1. Burner pan is not in correct position (pilot cannot ignite fuel).	a. Reseat the burner pan following the instructions in the manual.
	2. Low manifold pressure	a. Use manometer to check inlet gas pressure. Must be 5.0" w.c. for N.G. and 11.0" w.c. for LP.
		b. Check the outlet pressure of control valve (3.5" w.c. for N.G. and 10" w.c. for L.P..
	3. Low voltage from thermopile.	a. Use a millivolt multimeter to check the voltage of the thermopile. It must be at least 325 mV when hot and the ON/OFF switch is "ON". b. If voltage of thermopile is 325 mv when hot then the control valve may need to be replaced.
4. Flame Impingement (logset position).	a. If the logset is covering the pilot output contact Woodstock Soapstone for information.	
Odor	1. Pressure relief lids not seated correctly.	a. Cool the fireplace then reposition both pressure relief lids so that they are flat and centered properly.
	2. Curing of paint and gasket cement.	a. It is normal to experience an odor for the first few hours of constant use; this will discontinue with normal use.
Low flame or flame goes out after a short burn.	1. Venting is blocked or interrupted.	a. Check that the pipe joints are locked together and free from obstruction.
		b. Be sure that the pipe system is completely without interruptions from the fireplace to the outside termination cap.
	2. Low gas pressure.	a. Make sure the gas storage tank is not too low.
		b. Confirm inlet pressure and Outlet/Manifold pressure. c. Check for moisture in gas supply system. d. Check for contaminants in gas supply system.
Sporadic changes of flame level/lifting of flame.	1. High wind.	a. Shut off fireplace system and wait for wind to die down. b. Get termination cap designed specifically for high wind.
	2. Pressure relief lids out of position	a. Re-set both lids. See illustration 10-2.
	3. NG owners: Air shield out of position.	a. Check that the air shield is positioned correctly. (see page 14)