

13. TROUBLESHOOTING – INSTALLER ONLY

(CERTIFIED GAS TECHNICIAN ONLY)

| PROBLEM | CAUSE | SOLUTION |
|---|--|---|
| Pilot will not light despite repeated clicking 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. Ignition wire is broken or corroded: replace |
| | | c. Misaligned electrode, wrong gap: gap should be 1/8" |
| 3. Low gas pressure. | d. Electrode insulator is cracked or tip is corroded: replace electrode | |
| | a. Wrong inlet pressure; adjust inlet pressure regulator to 4" w.c. for NG, 11" w.c. for LP. | |
| Pilot will not stay lit | 1. Low gas pressure | a. Adjust inlet pressure regulator to 4" w.c. for NG, 11" w.c. for LP. |
| | 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 with induced heat source applied. If less than 18mV, replace. |
| | 5. Defective electromagnet, check operation as follows: | a. Verify open-circuit thermocouple voltage is between 18mV and 28mV with induced heat source applied. If so, electromagnet is faulty and valve must be replaced. |
| | 6. Lack of oxygen | a. Check venting for blockage, loose connections, and that configuration meets requirements for the stove |
| | 7. High wind | a. Call Woodstock Soapstone Company for windguard options designed for your stove and installation. |
| Pilot burning, main burner will not light | 1. Gas Control knob in wrong position | a. Check that gas control knob is "ON". |
| | 2. Temperature set in remote transmitter is lower than room temperature, and remote set to Auto. | a. Increase set temperature on remote, go to manual mode, increase gas flow manually with switch, or knob on valve. |
| | 3. Gas supply orifice is clogged. | a. Remove and blow out with compressed air or clean out with brush. |

*Optional Equipment

| PROBLEM | CAUSE | SOLUTION |
|---|--|--|
| 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 ensuring that the venturi is positioned over the orifice and pilot flame is running over the top surface of the burner pan. |
| | 2. High Wind | a. Call Woodstock Soapstone Company for wind guard options designed for your stove and installation. |
| | 3. Low manifold pressure | a. Use manometer to check output from controller. Must be 3.5" w.c. for N.G. and 10.5" w.c. for LP. (Check inlet pressure first) |
| | 4. Low pilot flame | a. Adjust the setting of the "pilot" valve on the controller.(Check inlet pressure first) |
| | 5. 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. Confirm pressure relief lids on top of and at the rear of firebox are properly seated. |
| | 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.The inner pipe is more critical than the outer wall. b. Be sure that the pipe system is completely without interruptions from the fireplace to the outside termination cap. |
| | 2. Low gas pressure. | a. Confirm inlet pressure. b. Make sure the gas storage tank is not too low. (Under 20%) 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. Call Woodstock Soapstone Company for wind guard options designed for your stove and installation. |
| | 2. Pressure relief lids out of position | a. Confirm pressure relief lids on top of and at the rear of firebox are properly seated. |

14. OPERATING YOUR GAS FIREPLACE

BEFORE YOU USE YOUR GAS FIREPLACE

1. Determine that the gas shut-off valve is in the open position (there may be more than one shut-off valve between the Fireplace and the main gas supply; make sure all are turned on).
2. If the Fireplace has not been used for some time, there will be air in the gas supply line. This will be automatically purged when you light the pilot.
3. Smell for gas, especially near the floor if you are using LPG (propane) as it is a heavy gas and any leaked gas would stay near the floor. Natural gas is lighter than air and will rise. If you smell gas, do not attempt to light. Follow "What to do if you smell gas" instructions shown on the cover of the manual.