

21. TROUBLESHOOTING – OWNER

These are troubleshooting problems you could check before calling a technician. If these do not work, you must call in a qualified gas technician

PROBLEM	SOLUTION
<ul style="list-style-type: none"> • Pilot will not light even though gas control knob has been depressed and turned repeatedly. Wait five minutes for gas to dissipate, then do the following before retrying 	<ol style="list-style-type: none"> 1. Confirm that you are following the pilot lighting instructions on page 21. 2. Make certain that gas supply is turned on. 3. If you are using propane, make sure tank is not too low. (Under 20%) 4. Verify the ignitor wire is properly connected and undamaged. 5. The ignitor spark may be checked visually at the right front of the firebox with the logset removed.
<ul style="list-style-type: none"> • Pilot will not stay lit when first trying to light it 	<ol style="list-style-type: none"> 1. Gas control knob not held down long enough for thermocouple to heat up to keep pilot gas valve turned on. (About 10 seconds after being lit) 2. Pilot gas knob not fully depressed
<ul style="list-style-type: none"> • Burner refuses to light, pilot is working 	<ol style="list-style-type: none"> 1. Turn left flame adjustment knob counterclockwise until flames appear. 2. Be sure temperature set in remote control is higher than room temperature; adjust flame height with remote or flame adjustment knob. 3. If options 1 and 2 have been checked turn off the pilot immediately. Orifice or manifold may be obstructed. Turn the left flame adjustment knob to “off” and call a qualified technician to remove either part and clear obstruction.
<ul style="list-style-type: none"> • Burner flame too low 	<ol style="list-style-type: none"> 1. Flame adjustment knob set at “LO”, Turn knob counter clockwise to increase. 2. Check vent pipe for possible blockage or loose connections. 3. Call a qualified technician to check gas pressures.
<ul style="list-style-type: none"> • Glass has white residue on inside 	<ol style="list-style-type: none"> 1. Usual causes are contaminants in the combustion air. Contaminants (called aldehydes) could be from garden fertilizers or sprays, paint, any dust that is combustible.

PROBLEM	SOLUTION
<ul style="list-style-type: none"> • Glass has white residue on inside <i>(continued)</i> 	<ol style="list-style-type: none"> 2. Contaminants from paints or sealants used in manufacturing the Fireplace.
<ul style="list-style-type: none"> • Glass has brown residue inside 	<ol style="list-style-type: none"> 1. Over long periods of time (months), this may occur if you are burning LP gas because it has more impurities than natural gas. You will need to clean the glass more often. 2. This can result rapidly if the flame is not properly adjusted or there are other conditions that generate soot. Adjustments should be made by a service technician.
<ul style="list-style-type: none"> • Pungent odor 	<ol style="list-style-type: none"> 1. Confirm pressure relief lids on top of and at the rear of firebox are properly seated. 2. Partial burning of aldehydes (See “Glass has white residue...” immediately above). 3. This condition means that carbon monoxide is present. 4. Call gas technician to check gas connection and installation. <p>Note: During the first few days of operation, there will be an odor generated by the curing process. This is normal and will abate.</p>
<ul style="list-style-type: none"> • Soot accumulating up on walls or furniture 	<ol style="list-style-type: none"> 1. Your gas Fireplace and venting system are sealed so that it is virtually impossible for soot to come from them. The most common source for this complaint turns out to be from burning candles. 2. If you do not ever burn candles or do not have other open flames, check for the presence of soot in your Fireplace's firebox. If there is, look for a gasket leak around the glass or where the vent pipe exits the Fireplace. If there is a leak, there would likely be soot evident in the area of the leak.
<ul style="list-style-type: none"> • If you have a Carbon Monoxide (CO) sensor alarm, and it sounds 	<ol style="list-style-type: none"> 1. Incomplete or interrupted combustion of aldehydes <ol style="list-style-type: none"> a. Ventilate room until aldehydes are all burned off, that is, until the pungent odor is gone. b. A gas technician should check gas connection and installation.