

# TROUBLESHOOTING GUIDE

## ELECTRIC MODELS

### E SERIES & COMPTON SUITS

Videos are located in the dealer login: <https://europeanhome.com/tech-how-to-videos/>

Problem	Possible Cause	Solution
1)  Flames not working correctly	→ Ribbons are statically connected to glass.	→ Spray some anti-static spray beneath the tray. <b>Please note: If this product is freshly installed, please leave running for 20 minutes so ribbons can loosen.</b>
	→ Installation airflow restricted.	→ Check the correct aperture has been adhered to when installing— Recommended clearance is <b>4" (100mm)</b>
	→ Blower clogged.	→ Fan requires cleaning out. <b>Please see Evonic video.</b>
	→ Slow fan.	→ Fan requires cleaning out. If problem persists, replacement fan may be required. <b>Please see Evonic video.</b>
2)  Heater blowing cold	→ Possible installation gaps/Chimney not adequately blocked off.	→ Chimney may not be fully blocked. Correct aperture has not been adhered to— <b>4" (100mm)</b>
	→ Fan clogged.	→ Heater fan requires cleaning out. <b>Please see Evonic video.</b>
	→ Faulty element.	→ Replace element. <b>Please see Evonic video.</b>
	→ Slow fan.	→ Check fan placement. If problem persists replacement fan may be required. <b>Please see Evonic video.</b>

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## Problem

## Possible Cause

## Solution

3)  Noisy Heater	→	Fan unbalanced.	→	Adjust fan to stop catching on the case. If problem persists replacement fan unit maybe required. <b>Please see Evonic video.</b>
	→	Fan catching on housing.	→	Adjust fan to stop catching on the case. <b>Please see Evonic video.</b>
	→	Fan clogged.	→	Fan requires cleaning out. If problem persists a replacement fan may be required. <b>Please see Evonic video.</b>
	→	Fan has come loose.	→	Tighten fan cradle or screws holding fan onto fan cradle. <b>Please see Evonic video.</b>

4)  Noisy Flame Effect	→	Fan unbalanced.	→	Adjust fan to stop catching on the case. If problem persists a replacement fan unit may be required. <b>Please see Evonic video.</b>
	→	Fan catching on housing.	→	Adjust fan to stop catching on the case. <b>Please see Evonic video.</b>
	→	Fan clogged.	→	Fan requires cleaning out. If problem persists a replacement fan may be required. <b>Please see Evonic video.</b>
	→	Fan has come loose.	→	Tighten fan cradle or screws holding fan onto fan cradle. <b>Please see Evonic video.</b>

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5)  Fire not turning on.	→ Rocker switch has not been turned to the 'ON' position.	→ Double check switches are turned to the 'ON' position.
	→ Remote/App not paired.	→ Remote needs pairing. See separate pairing instructions for guide.
	→ Fuse blown.	→ Replace fuse.
	→ Unit not plugged in correctly.	→ Check to be sure the power lead is plugged in adequately.
6)  No lights	→ Loose connection or disconnected wire.	→ Check all connections on LED's. <b>Please see Evonic video.</b>
	→ LED shorting out	→ Check location of short—Replace LED strip if necessary. <b>Please see Evonic video.</b>
	→ LED blown	→ LED strip needs replacing. <b>Please see Evonic video.</b>
	→ Blown driver on PCB	→ PCB needs replacing. <b>Please see Evonic video.</b>

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7) Heater coming on randomly	Timer has been accidentally set.	Double check timer settings.
	Thermostat faulty.	Replace PCB. <b>Please see Evonic video.</b>
8) LED streaking	LED dropped down.	LED needs to be re-stuck into place.
	Log positioning.	Change log positioning to hide any direct view of LED strip.
9) Heater cutting out	Build up of hot air triggering heater cut-out unit.	Ensure the appliance has the required aperture for air to circulate and prevent build-up. Recommended <b>4" (100mm)</b>
10) Noisy fans	Fan has slipped off-centre of mechanism	Press red button on side of fan to re-center to stop it from catching. <b>Please see Evonic video.</b>



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