

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. Please note: If this product is freshly installed, please leave running for 20 minutes so ribbons can loosen.
	→ Installation airflow restricted.	→ Check the correct aperture has been adhered to when installing— Recommended clearance is 4" (100mm)
	→ Blower clogged.	→ Fan requires cleaning out. Please see Evonic video.
	→ Slow fan.	→ Fan requires cleaning out. If problem persists, replacement fan may be required. Please see Evonic video.
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— 4" (100mm)
	→ Fan clogged.	→ Heater fan requires cleaning out. Please see Evonic video.
	→ Faulty element.	→ Replace element. Please see Evonic video.
	→ Slow fan.	→ Check fan placement. If problem persists replacement fan may be required. Please see Evonic video.

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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. Please see Evonic video.
	→	Fan catching on housing.	→	Adjust fan to stop catching on the case. Please see Evonic video.
	→	Fan clogged.	→	Fan requires cleaning out. If problem persists a replacement fan may be required. Please see Evonic video.
	→	Fan has come loose.	→	Tighten fan cradle or screws holding fan onto fan cradle. Please see Evonic video.

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

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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. Please see Evonic video.
	→ LED shorting out	→ Check location of short—Replace LED strip if necessary. Please see Evonic video.
	→ LED blown	→ LED strip needs replacing. Please see Evonic video.
	→ Blown driver on PCB	→ PCB needs replacing. Please see Evonic video.

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7) Heater coming on randomly	Timer has been accidentally set.	Double check timer settings.
	Thermostat faulty.	Replace PCB. Please see Evonic video.
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 4" (100mm)
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. Please see Evonic video.



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