



**MANUAL LIT SYSTEM - Common Issues**

| Issues   | Possible Causes   | Solutions   |
|--|---|---|
| <b>No Flame</b>  | Key Valve Closed  | Open ball valve to allow gas flow   |
|  | Main Gas Supply Valve Closed  | Open Main Gas Supply Valve  |
|  | Air in the line   | Purge air from the line/check installation manual   |
|  | Water and moisture in the line  | Vacuum the nozzles to remove moisture/or alternatively, use a hair dryer  |
| <b>Weak or Low Flame</b>   | Low Gas Pressure  | Verify Gas Pressure/ Check LP Tank  |
| <b>One or more nozzles not lighting or weaker than the other</b> | Clogged or Dirty Burner Nozzles                                       | Clean nozzles and check for obstruction   |
|  | Mismatched nozzles used   | Check and compare nozzles, replace with correct nozzles if needed   |
| <b>Burner excessively noisy / Whistling</b>                      | Too much gas pressure/presence of kinks and bends along the gas lines | Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly. Check for kinks and bends |
| <b>Unwanted Odours</b>   | Gas Leak  | Shut off gas supply and call a technician   |

**MANUAL LIT SYSTEM w/ Flame Supervision - Common Issues**

| Issues  | Possible Causes                        | Solutions   |
|---|--|---|
| <b>No Flame</b>                                   | Key Valve Closed                       | Open ball valve to allow gas flow   |
|   | Air in the line                        | Purge air from the line/check installation and operation steps  |
|   | Low Gas Pressure                       | Verify Gas Pressure/ Check LP Tank  |
|   | Water and moisture in the line         | Vacuum the nozzles to remove moisture/or alternatively, use a hair dryer  |
| <b>There is pilot flame but does not stay lit</b> | Inlet gas pressure too low or too high | Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly.         |
|   | Thermocouple is not hot enough         | Push and hold the Flame Supervision Button for 30-60 seconds or until pilot flame appears while applying a flame to the pilot and thermocouple. |
|   | Dirty or broken thermocouple           | Clean pilot assembly / Contact gas fitter to replace  |



|  |                                 |   |
|--|---------------------------------|---|
|  |                                 | damaged parts   |
|  | Misaligned thermocouple         | Align the thermocouple  |
|  | Thermocouple loose connection   | Secure the connection between the thermocouple and the gas valve  |
|  | Dirty Inlet Orifice             | Clean the Orifice / Follow General Care and Maintenance Procedure   |
|  | Strong Wind                     | Install a glass shield / Make sure that the condition is appropriate for use  |
|  | Dirty Pilot Assembly            | Clean pilot assembly / Follow Basic Maintenance Steps   |
| <b>Steady pilot flame but main burner does not light</b> | Inlet gas pressure too low      | Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly.   |
|  | Small / weak pilot flame        | Clean Pilot Assembly / Follow General Care and Maintenance Procedure<br>Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly.     |
|  | Dirty Thermocouple              | Clean thermosensor / Follow General Care and Maintenance Procedure  |
|  | Misaligned Thermocouple         | Align the thermosensor  |
|  | Thermocouple loose              | Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections  |
|  | Clogged or Dirty Burner Nozzles | Clean nozzles and check for obstruction   |
| <b>Main burner lights but drops out intermittently</b>   | Inlet gas pressure too low      | Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly.   |
|  | Small / weak pilot flame        | Clean Pilot Assembly / Follow General Care and Maintenance Procedure<br><br>Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly. |
|  | Dirty Thermocouple              | Clean thermosensor / Follow General Care and Maintenance Procedure  |
|  | Misaligned Thermocouple         | Align the thermosensor  |
|  | Thermocouple loose              | Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections  |
|  | Strong Wind                     | Install a glass shield / Make sure that the condition is  |



appropriate for use

**ELECTRONIC IGNITION - Common Issues**

| Issues  | Possible Causes                           | Solutions  |
|---|---|--|
| <b>No Spark - No Pilot Flame</b>                  | No power                                  | Check power supply   |
|   | Ignition Module on Stand-by Mode          | Incorrect Input Voltage / Call an Electrician and correct Input Voltage  |
| <b>System sparks but pilot won't light</b>        | No gas flow / gas supply and valve as off | Check Main Gas Shut off and the ball valve are open  |
|   | Air in the gas line                       | Purge air from the line/check installation manual  |
|   | Water and moisture in the line            | Vacuum the nozzles to remove moisture<br>Remove the condensation chamber cap to release water                    |
|   | Dirty or damaged inlet orifice            | Clean or replace pilot inlet orifice/Follow General Care and Maintenance Procedure                               |
|   | Pilot is clogged and dirty                | Clean pilot assembly/ Follow General Care and Maintenance Procedure  |
|   | Detached pilot tube                       | Secure the connection between gas valve and pilot assembly   |
|   | Inlet gas pressure too low                | Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly |
|   | Strong Wind                               | Install a glass shield / Make sure that the condition is appropriate for use                                     |
|   | Dual Gas Valve Damaged                    | Replace Dual Gas Valve / Contact a technician  |
| <b>There is pilot flame but does not stay lit</b> | Dirty or broken thermosensor              | Clean pilot assembly / Contact gas fitter to replace damaged parts   |
|   | Misaligned thermosensor                   | Align the thermosensor   |
|   | Thermosensor loose or disconnected        | Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections   |
|   | Strong Wind                               | Install a glass shield / Make sure that the condition is appropriate for use                                     |
|   | Incorrect gas pressure                    | Verify Inlet Gas Pressure is within recommended ranges, adjust if needed   |
|   | Dirty Inlet Orifice                       | Clean the Orifice / Follow General Care and Maintenance Procedure  |
|   | Dirty Pilot Assembly                      | Clean pilot assembly / Follow General Care and Maintenance Procedure   |



|  |                                    |  |
|--|------------------------------------|--|
| <b>Steady pilot flame but burner does not light</b>    | Inlet gas pressure too low         | Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied adjust accordingly  |
|  | Small / weak pilot flame           | Clean Pilot Assembly / Follow General Care and Maintenance Procedure<br><br>Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied adjust accordingly  |
|  | Dirty thermosensor                 | Clean thermosensor / Follow General Care and Maintenance Procedure   |
|  | Misaligned thermosensor            | Align the thermosensor   |
|  | Thermosensor loose or disconnected | Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections   |
|  | Clogged or Dirty Burner Nozzles    | Clean nozzles and check for obstruction  |
| <b>Main burner lights but drops out intermittently</b> | Inlet gas pressure too low         | Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly   |
|  | Small / weak pilot flame           | Clean Pilot Assembly / Follow General Care and Maintenance Procedure<br><br>Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied adjust accordingly. |
|  | Dirty thermosensor                 | Clean thermosensor / Follow General Care and Maintenance Procedure   |
|  | Misaligned thermosensor            | Align the thermosensor   |
|  | Thermosensor loose                 | Secure the connection between the thermosensor and the gas valve   |
|  | Strong Wind                        | Install a glass shield / Make sure that the condition is appropriate for use   |



**IMPORTANT NUMBERS**

**Consistent *Inlet Gas Pressure* is required to avoid weak pilot flame and burner dropouts.**

| <i>INLET PRESSURES</i>  |                                     |
|-------------------------|-------------------------------------|
| <i>Natural Gas (NG)</i> | <i>Liquified Petroleum Gas (LP)</i> |
| 7.0 inwc                | 11.0 inwc                           |

|  | <i>MANIFOLD PRESSURES</i>                                   |  |
|--|---|--|
| <i>Burners Output</i>                  | <i>Natural Gas (NG)</i>                                     | <i>Liquified Petroleum Gas (LP)</i>                          |
| 40,000 BTU<br>60,000 BTU<br>73,500 BTU | <b>5.80 inwc</b> (Manual Lit System and Automatic Ignition) | <b>10.50 inwc</b> (Manual Lit System and Automatic Ignition) |
| 75,000 BTU                             | <b>2.38 inwc</b> (Manual Lit System Only)                   | <b>5.64 inwc</b> (Manual Lit System Only)                    |
| 90,000 BTU                             | <b>4.45 inwc</b> (Automatic Ignition Only)                  | <b>5.88 inwc</b> (Automatic Ignition Only)                   |
| 108,000 BTU                            | <b>2.50 inwc</b> (Manual Lit System and Automatic Ignition) | <b>4.50 inwc</b> (Manual Lit System and Automatic Ignition)  |