

Troubleshooting Flow Chart

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 clearance has been adhered to when installing— Recommended clearance is 2" (50mm)
	Blower clogged.	Fan requires cleaning out. Please see Evonic YouTube video.
	Slow fan.	Fan requires cleaning out. If problem persists, replacement fan may be required. Please see Evonic YouTube video.
	Fans not operating when fire is turned on.	PCB issue. Check connections to board and ensure they are correctly inserted.
2) Heater blowing cold	Possible installation gaps/Chimney not adequately blocked off.	Chimney may not be fully blocked. Correct clearance has not been adhered to— 2" (50mm)
	Fan clogged.	Heater fan requires cleaning out. Please see Evonic YouTube video.
	Faulty element.	Replace element. Please see Evonic YouTube video.
	Slow fan.	Check fan placement. If problem persists replacement fan may be required. Please see Evonic YouTube video.

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

Problem	Possible Cause	Solution
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.
	PCB board blown.	Replace the PCB board.
	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 YouTube video.
	LED shorting out	Check location of short—Replace LED strip if necessary. Please see Evonic YouTube video.
	LED blown	LED strip needs replacing. Please see Evonic YouTube video.
	Blown driver on PCB	PCB needs replacing. Please see Evonic YouTube video.

Problem	Possible Cause	Solution
7) Heater coming on randomly	Timer has been accidentally set.	Double check timer settings.
	Thermostat faulty.	Replace PCB. Please see Evonic YouTube 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 clearance for air to circulate and prevent build-up. Recommended 2" (50mm)
10) Noisy fans	Fan has slipped off-centre of mechanism	Press red button on side of fan to re-centre to stop it from catching. Please see Evonic YouTube video.
11) Connectivity	Your router is not connecting with your fireplace.	Internet may be operating on 5hz frequency. Try logging onto your router configuration page and change the frequency to 2.4hz to improve range.
	App commands are not being processed by fireplace.	Same as above. Also the node may need re-flashing or replacing. Please see Evonic YouTube video.