

TROUBLESHOOTING GUIDE

**** After the unit has shut down due to an error, a full reset of the unit will be required by turning the unit Off with the On/Off switch for 60 seconds then turning back On.**

PROBLEM	CAUSE	SOLUTION
General		
Unpleasant smell when unit is used.	Dirty or stale water.	Clean the unit as described under maintenance.
Appearance		
Fireplace does not turn on Manually (unit does not beep when switch turned)	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Defective main control board	Replace main control board
Only one side of the unit is operating	Tethered controller not installed correctly	Ensure that connection has clicked into place
	Put unit in troubleshooting mode to test any of the functions listed	If none of the tests are working, replace the main control board
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section
	The batteries in the remote control are dead	Install new battery into the remote control
	Tethered controller not installed correctly	Ensure that connection has clicked into place and red light is visible
	Remote not initialized with the unit	Initialize remote to unit. Unit will flash on and off during initialization, completion will be indicated with 5 beeps
	Remote signal is not being received by tethered controller	Ensure that tethered controller is in an open area that can receive signal from remote control
	Defective remote control (blue light on end of remote does not turn on when buttons are pressed)	Replace remote control
	Defective tethered controller	Replace tethered controller
	Defective remote control	Replace remote control
The flame effect has too much smoke or is coming out too fast	Flame effect control is set too high	Adjust the flame height on both the secondary and/or primary controls
	Filter is missing off of Fan Housing	Replace Fan Filter
Mist is not coming out evenly	Condensation building up on the mist outlet	Remove the build up of condensation
	Unit is not level	Adjust the feet under the unit to ensure that the unit has been installed level, front to back and side to side
	Media is blocking air flow	Rearrange media to ensure mist outlet is not being blocked
	The transducer is not operating correctly - put the unit in troubleshooting mode to test the transducer	If the transducer is running, ensure that the emitter is clean and free of calcium deposits or scaling If the transducer is not running, replace the transducer with the provided additional transducer
The flame effect is too low	Flame effect control is set too low	Adjust the flame height on both the secondary and/or primary controls
	Verify that the unit is receiving 72 in ² (460 cm ²) of air	Enlarge area for air to enter unit
	The fan is not operating correctly - put unit in troubleshooting mode to test the fan	If the fan is not running, replace fan assembly
		If the fan is running, ensure that the air filter is clean and dry
The heating element is not operating correctly - put unit in troubleshooting mode to test the operation of the heating element	Replace the heating element	


PROBLEM	CAUSE	SOLUTION
Appearance Continued		
Unit is blinking every 8 seconds and is not operating	Water level in reservoir is too high **	Remove enough water from reservoir so that level is below maximum level
	Water level in reservoir is too low **	Refill the water reservoir so that level is above the minimum level
	The solenoids are not operating correctly - put unit in troubleshooting mode to test the operation of the solenoids	If the solenoids are not working, replace the solenoid
Flame effect will not start - unit being operated with refill bottle	Improper operation	Mist will begin emitting out of the unit after 45 seconds of operation
	Low water level indicator and lights continuously blink twice **	Turn the unit off with the On/Off switch, refill the refill container and turn the unit back on
		Ensure that water bottle is level and positioned so that the water can easily flow to the water reservoir
		Manually fill the reservoir to the maximum line and if issues persists replace the level sensor assembly
	Water in unit is too cold	Allow water to warm to room temperature.
	Cord is located over emitter on transducer	Relocate cord so that mist is free to rise off of transducer.
	Transducer is not installed correctly	Ensure that the connection has clicked into place
	If using distilled or reverse osmosis water, unit will not produce a consistent mist	Add 1/8 tsp of table salt to water reservoir to introduce electrolytes, only repeat when mist is not being produced correctly
	The transducer is not operating correctly - put the unit in troubleshooting mode to test the transducer	If the transducer is running, ensure that the emitter is clean and free of calcium deposits or scaling
		If the transducer is not running, replace the transducer with the provided additional transducer
The fan is not operating correctly - put unit in troubleshooting mode to test the fan	If the fan is not running, replace fan assembly	
	If the fan is running, ensure that the air filter is clean and dry	
The heating element is not operating correctly	Replace the heating element	
Flame effect will not start - unit hard plumbed to water source	Improper operation	Mist will begin emitting out of the unit after 45 seconds of operation
	Transducer is not installed correctly	Ensure that the connection has clicked into place
	Cord is located over emitter on transducer	Relocate cord so that mist is free to rise off of transducer.
	Low water level indicator and lights continuously blink twice **	Turn the unit off with the On/Off switch, remove the top cover assembly, verify that ball valve is open, none of the water connections are leaking and supply water has not been turned off
		Manually fill the reservoir to the maximum line and if issues persists replace the level sensor assembly
	The solenoids are not operating correctly - put unit in troubleshooting mode to test the operation of the solenoids	If the solenoids are not working, replace the solenoid
	The transducer is not operating correctly - put the unit in troubleshooting mode to test the transducer	If the transducer is running, ensure that the emitter is clean and free of calcium deposits or scaling
		If the transducer is not running, replace the transducer with the provided additional transducer
	The fan is not operating correctly - put unit in troubleshooting mode to test the fan	If the fan is not running, replace fan assembly
		If the fan is running, ensure that the air filter is clean and dry








Water is appearing around the unit	During normal operation it is expected to see some condensation of water on the media tray.	If condensation is present ensure that mist outlets are unobstructed
		Certain ambient conditions will cause condensation on the unit and in most cases will only occur on initial start up of the unit
PROBLEM	CAUSE	SOLUTION
Appearance Continued		
Water is appearing beneath unit	Connections are leaking	Ensure that all water connections are tight and fully inserted
	Incoming water pressure is too high (only applicable on hard plumbed units)	Reduce water pressure to below 58 psi (8 bar)
Unit is blinking every 8 seconds and is not operating	Water level in reservoir is too high **	Remove enough water from reservoir so that level is below maximum level
	The solenoids are not operating correctly - put unit in troubleshooting mode to test the operation of the solenoids	If the solenoids are not working, replace the solenoid
LED lights do not come on when unit is turned on	Defective LED light strip - put unit in troubleshooting mode to test the LED lights	Replace LED Light strip

Troubleshooting Mode

The unit has a built-in troubleshooting mode to assist with determination of issues.

To put the unit in troubleshooting mode:

1. Place the unit in standby off (the toggle switch in the On position and everything else Off).
2. Press the troubleshooting button  (Figure 1D) on the side that the testing is required, unit will beep.
3. Press the following buttons to test functionality of listed components - press once will turn On and press again to turn off

	Component Test	Expected Functionality
	LED Driver	Lights turn On
	Sound	Crackling sound will turn On
	Fan	Fan will turn On
	Transducer	Transducer will turn On and bubbling will be seen coming out of the transducer
	Solenoids	Solenoids will turn On (the main solenoid coming in and the solenoid on the side being tested)
	Heater Relay	Relays will be activated to turn the heating element on, a quiet clicking noise can be heard
	Fuel Bed	LED's in fuel bed will turn On

4. After 15 seconds of inactivity the unit will beep and then return to regular Standby mode, or the On/Off button can be switched to Off to end the troubleshooting mode.