



SOLARIS

RADIANT CERAMIC HEATERS

OPERATION, INSTALLATION AND MAINTENANCE MANUAL

! DANGER !

If you smell gas:

1. Shut off the gas to the appliance.
2. Extinguish any open flame.
3. If odour continues, keep away from the appliance and immediately call your gas supplier or your fire department.

Do not store or use gasoline or other flammable vapour and liquids in the vicinity of this or any other appliance.

! WARNING !

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage.

Read the instructions thoroughly before installing or servicing this equipment.

! WARNING !

**FOR OUTDOOR USE ONLY
PROPANE GAS / NATURAL GAS**

THIS APPLIANCE MUST NOT BE INSTALLED OR USED INDOORS.

APPLIANCE IS TO BE PROTECTED FROM RAIN AND WIND

SOLARIS DELUXE
RH200



SOLARIS
RH205



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Sitro Group Australia Pty Ltd www.gasmate.com.au
Aber Living, N.Z. www.gasmate.co.nz

Important: Retain these instructions for future use.

Table of Contents	
Important Safety Rules	1
Product Overview	2-3
Installation Servicing	4-6
Operation Instructions	7-11
RH200 Auto Electrical Diagram	12
RH200 Automatic Ignition Overview	13-14
Safe Appliance Locations	15
Troubleshooting	16
Spare Parts	17-18

Installation, Operation and Maintenance Instructions

IMPORTANT SAFETY RULES

1. This appliance shall not be installed or used indoors, in buildings, garages or any other enclosed area.
2. **DO NOT** place articles on or against this appliance.
3. **DO NOT** use or store flammable materials near this appliance.
4. Children and adults should be alerted to the hazards of high surface temperatures, burns and clothing ignition.
5. Children should be carefully supervised when they are in the area of the appliance.
6. **NEVER** hang anything including clothes or other flammable items on the appliance.
7. **DO NOT** operate this appliance unless it is fully assembled with burner guard in place.
8. **DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION.**
9. Installation and repair should be done by a qualified service person. The appliance must be inspected before use and at least annually by a qualified service person. It is imperative that control compartment, burners and circulating air passages of the heater be kept clean.
10. This appliance must be only used in a well ventilated area.

11. Do not perform maintenance until heater has been turned off, and heater has cooled to room temperature.
12. Do not expose the burner to water or moisture. The appliance must be protected from rain and wind.
13. Avoid inhaling fumes emitted from the heater's first use. Smoke and odour from the burning of oils used in manufacturing will appear. Both the smoke and odour will dissipate after approximately 20-30 minutes.
14. Any modification to the heater not described in the installation instructions may compromise the safety of this appliance. Special concern is as follows:
 - (1) DO NOT bypass thermocouple safety burner;
 - (2) DO NOT operate appliance without the guard;
15. Clothing or other flammable materials should not be hung from the appliance, or placed on or near the appliance. The area above the burner may be extremely hot. Direct contact with these metal surfaces should be avoided in order to prevent burns or clothing ignition.
16. The appliance must be used or installed in a location such that it is readily accessible for servicing and have no restriction of air flow to the air inlet of the heater's casing.
17. Special conditions that must be avoided, e.g. marine environment and any conditions necessary to ensure optimum performance.

PRODUCT OVERVIEW

Prior to Installation and Assembly of your appliance, the following must be reviewed. Compliance with the following should result in satisfactory heater operation. This instruction manual should be retained for future reference. The installation must conform with local codes or authority having jurisdiction.

1. The appliance is intended for heating residential and non-residential outdoor spaces. The installation must conform with local codes and with the Australian Standard AS/NZS 5601.
2. Adequate clearance around air openings into the combustion chamber, clearances from combustible materials, provisions for accessibility and for combustion and ventilating air supply must be maintained at all times when the appliance is operating.
3. Proper clearance from combustible materials must be maintained at all times. The minimum clearances are as follows:

Minimum Clearance from Combustibles:

Side	1000 mm	Bottom	2000 mm
Ceiling	400 mm		

Combustible materials are considered to be wood, compressed paper, plant fibres, plastic, plexiglas or other materials capable of being ignited and burned.

Such materials shall be considered combustible even though flame proofed, fire-retardant treated or plastered. Additional clearance may be required for glass, painted surfaces and other materials which may be damaged by radiant or convection heat.

Gas Requirements:

Solaris LPG Models

1. Use Propane (LPG) gas only.
2. The approved inlet pressure to the appliance is 2.75KPA.

To convert the product to (LPG), call the Sitro service team for injector, hose and regulator requirements.

Note! Heater must be installed and serviced by a licenced gas fitter or plumber

Solaris Natural Gas Models

1. Use Natural Gas Only.
2. Always use Natural Gas Regulator (supplied).
3. Ensure that inlet pressure to the regulator does not exceed 5KPA.
4. The approved inlet pressure to the appliance is 1.0KPA (RH205) / 0.8KPA (RH200).

PRODUCT OVERVIEW

1. The hose must be protected from contact with hot or sharp surfaces both during use and while in storage. The hose assembly should be visually inspected prior to each use of the appliance. If excessive abrasion or wear is evident, or the hose is cut, it must be replaced prior to operating the appliance. The replacement hose assembly may be obtained from the manufacturer.
2. **DO NOT** use any pressure regulator or hose assembly other than those supplied with the appliance. Replacement pressure regulator and hose assembly must be those specified. Replacement parts may be obtained from the manufacturer or your local sales representative.
3. Installation and use of this appliance must conform with local codes and AS/NZS 5601.

LPG GUIDELINES

If the product has been converted to LPG, then you must ensure the following conditions:

1. This appliance is designed to operate with a standard 9kg propane cylinder with Approved Cylinder Connection.
2. The valve outlet must be maintained in good condition. When the cylinder is not in use, be sure to cover it with a dust cap. A leak test should be performed with soapy water whenever connecting a new cylinder. **NEVER** use a match to test for leaks.
3. The propane cylinder must be turned off whenever the appliance is not in use. When the appliance is to be stored indoors, the propane cylinder and the appliance must be disconnected and the cylinder stored in accordance with the Standard for Storage and Handling of Liquefied Gases.



IMPORTANT

Storage of an appliance indoors with the cylinder attached is only permitted if the size of the cylinder complies with AS/NZS 1596; otherwise cylinders must be stored outdoors in a well ventilated area.

The guards are fitted to this appliance to reduce the risk of fire or injury from burns and no part of it should be removed.

This appliance must be protected from exposure to rain and wind.

SPECIFICATIONS

Gas type	LPG	NATURAL GAS
Manufactured by	Gasmate	
AGA Approval No.		
Gas Consumption	35 MJ/h	35 MJ/h
Gas Type	Propane Gas (LPG) Only	Natural Gas
Gas Pressure	2.75 KPA	1 KPA (RH205), 0.8KPA (RH200)
Injector Size	1.6mm	2.80mm (RH205), 2.85mm (RH200)
Weight	RH200 - 15Kg RH205 - 14Kg	
Voltage	200-240V AC 50HZ	
Current	>1 Amp	

Note: If the appliance cannot be adjusted to perform correctly it should not be used until serviced or repaired. Heater specifications can be found on the data label.

INSTALLATION AND SERVICING

ESSENTIAL INFORMATION

The warranty to the product will be voided if any component of the patio heater is tampered with, or altered.

To have these units altered or serviced by an unauthorised person may render the product inefficient, and at worst dangerous.

SERVICING INSTRUCTIONS

Appliances should be serviced at least annually and servicing must only be carried out by a Licensed Plumber or Authorised Person.

1. Remove Guard from Burner Housing.
2. Clean the Burner Ports and top with a Soft Brush. Inspect and clean all combustion air inlets.
3. Clean thermocouple tip and spark igniter using a soft wire brush.
4. Check operation of the igniter and the thermocouple. Should new parts be required contact the Supplier or Sitro Group Australia.

INSTALLATION FOR WALL MOUNTED

Natural Gas Heaters must be installed by an Authorised Person.

Brackets for suspended installation must be permanently fixed to a solid structure.

Positioning of both floor mounted and suspended heaters must maintain required clearances.

i.e. 1000mm above, 1000mm on all sides and 500mm below the heater emitter mesh.

It is a Standards Australia requirement that an approved metal tube such as copper or galvanized steel or an AGA certified stainless steel braided hose assembly be utilised to convey gas to the burner head, and must be installed by an authorised person, i.e. licensed plumber.

A Natural Gas Patio Heater is not designed for relocation to varying locations, so the most preferable permanent location should be selected prior to installation.

TO BE INSTALLED ONLY BY AN AUTHORISED PERSON

HEATER ASSEMBLY

NOTE: Recommended clearances must be maintained.

*** Remove transit protection material.**

TOOLS REQUIRED: Drill
Masonry drill bit
Adjustable spanner
Phillips head screwdriver

STEP 1.

Firmly attach the mounting bracket using expanding fasteners to a solid wall or alternatively speak with your hardware supplier.

STEP 2.

Attach the natural gas regulator between the manual shut off valve of the supply line and the heater gas hose or pipe and set the outlet pressure at 1kPa.

GAS PIPING

1. Where it is not practical to install solid tube an AGA certified stainless steel braided hose can be installed. This hose assembly must comply with AS/NZS 5601. Gas Installations, pipe sizing tables and shall not exceed 3 metres in length. The internal diameter of the hose must not be less than 15mm.
2. Check with local and state plumbing and heating codes regarding sizing of the gas lines.
3. All gas pipe connections to the heater(s) must be sealed with a gas pipe compound resistant to Natural Gas.
4. Installation of a drip leg if required in the gas supply line going to each heater must conform to AS/NZS 5601.
5. When checking for gas leaks, do not use an open flame. Use a soap and water solution and check for bubbles indicating gas leakage (refer Page 6).
6. Installation of 1/8" NPT plugged tapping, accessible for test gauge connections, is required upstream of the gas supply connection to the heater.

INSTALLATION AND SERVICING

RADIANT CERAMIC HEATER

Minimum Clearances from Combustible Surfaces*:

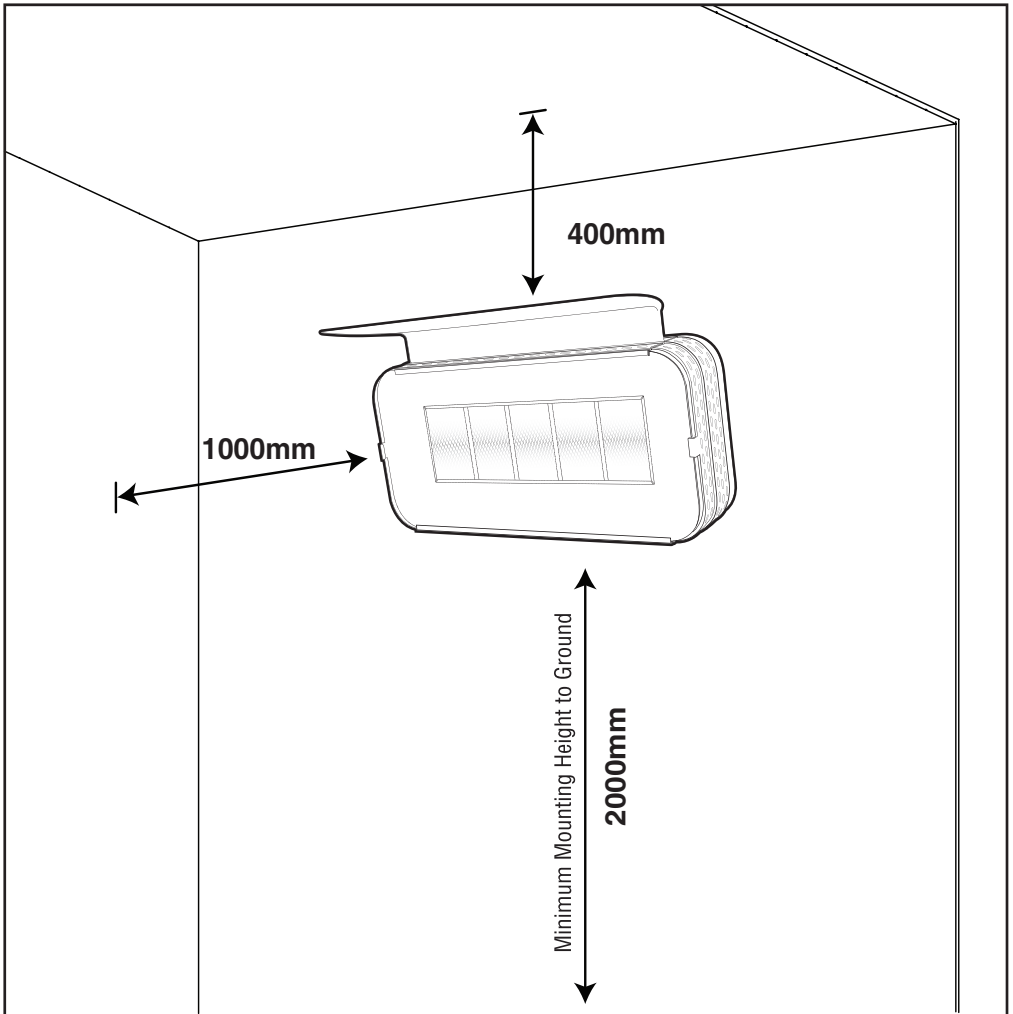
Care should be taken to ensure that the heater is not installed:

- Where heat/ignition can cause damage to gas cylinders lines
- Near other combustible materials
- In open locations subject to rain
- In indoor residential locations
- In areas without sufficient clearances (refer below)

IMPORTANT

This appliance must only be used in a well ventilated area. *Combustible materials are considered to be wood, compressed paper, plant fibres, plastic or other materials that are capable of being ignited and burned.

Refer Page 15 for safe appliance locations



INSTALLATION AND SERVICING

LEAK TESTING THE PRODUCT

A gas leak test must be done after assembly and before operating the appliance. Procedure as follows:

1. If the product is installed on Natural Gas, the hose & regulator must be connected to both the heater and mains supply. If the product is installed on LPG then the hose & regulator must be connected to both the heater and a full gas cylinder.

IMPORTANT

Any threaded connection that is required in the assembly of the hose & regulator must be tightened with a shifter or spanner. Failing to do this may lead to a gas leak at the connection.

2. Must ensure the unit is not running when leak test is being performed

RH200 (Auto): Power must be switched off

RH205 (Manual): Do not light the unit

3. Make a mild soapy water solution. Apply with a spray bottle, soft cloth or brush to the following connections:

Hose connection to mains supply if on natural gas (See image 1) or if on LPG, it is the regulator connection to gas cylinder

Hose connection to regulator (See image 2)

Hose connection to the heater (See image 3)

4. Turn on the gas supply either at the mains or gas cylinder
5. Apply the soapy water solution to the 3 connections
6. If soap bubbles appear at any of the connections, there is a gas leak
7. If a gas leak is detected, turn the gas supply off. Tighten any leaking fittings and repeat the process
8. If soap bubbles still appear (gas is still leaking), you must:

If on natural gas, turn off the gas supply at the mains then contact the licenced gas installer

If on LPG, turn off the gas supply at the cylinder and disconnect the regulator, then contact the licenced gas installer

IMPORTANT

It is the responsibility of the gas installer to ensure there are no leaks when installing the product. DO NOT contact the place of purchase or supplier, you must contact the licenced gas installer.

IMAGE 1

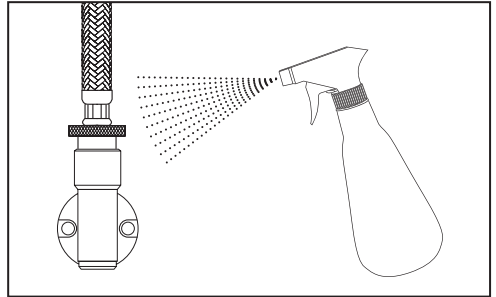


IMAGE 2

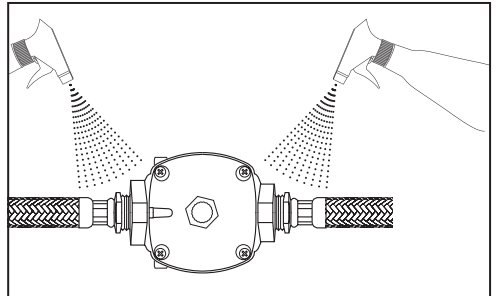
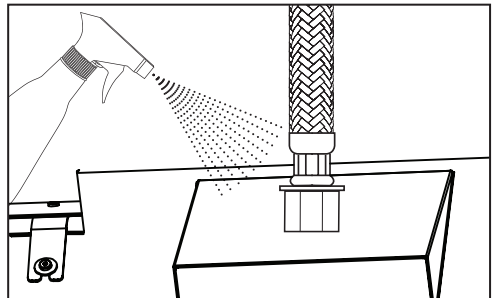


IMAGE 3



RH200 SOLARIS DELUXE HEATER – OPERATING INSTRUCTIONS

START - TURNING THE HEATER ON

1. Before operating this appliance:

! IMPORTANT

It is imperative that you ensure that the gas installation and power installation has been carried out in accordance with the manufacturers guidelines in this instruction manual. A certificate of compliance should be provided by the licenced installer at the completion of any installation. Make sure you read the instruction manual thoroughly prior to use.

If there is any uncertainty in relation to the guidelines stated in this instruction manual or to obtain a copy, please call the Sitro Service Team on 1300 174 876 (Mon – Fri) 8.00am – 5.00pm or Email service.group@sitro.com.au for technical support.

2. **Turn the gas supply on:**

- If the heater is connected to a ball valve socket containing an on/off tap, then turn the gas on at the tap. See image 1
- If the heater is connected to a bayonet point then you can move straight to step 3, as the gas is already flowing to the unit. See image 2

3. **Ensure the appropriate gas pressure is set:**

Refer to page 2 of the instruction manual under the heading Gas Requirements.

4. **Turn the power on at the power point.**

5. **Automatic Ignition:** Once the power is turned on and gas is flowing to the unit, it should automatically begin to ignite the heater. Visually you should see a spark at the base of the centre tile, which will eventually ignite the gas and light the tiles. See image 3

- Once the heater is lit the tiles will start to glow orange giving indication that the unit is fully functional.

IMAGE 1

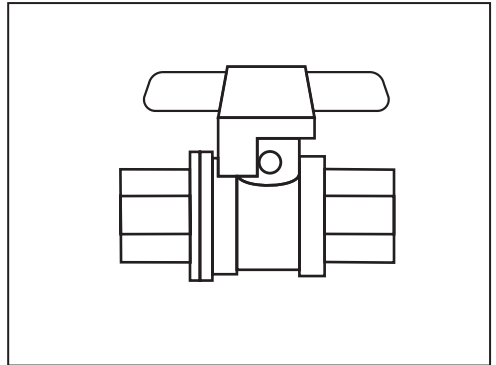


IMAGE 2

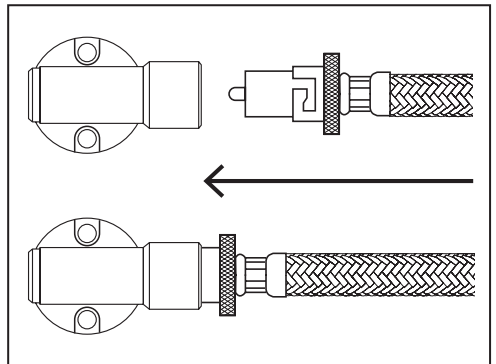
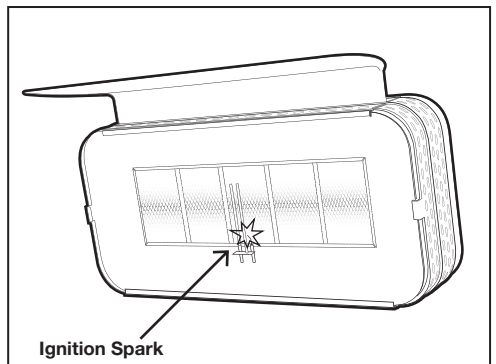


IMAGE 3



RH200 SOLARIS DELUXE HEATER – OPERATING INSTRUCTIONS

6. **Ignition Failure:** If the heater fails to ignite, then turn the power off at the power point.
- Wait 10 seconds, then turn the power back on at the power point. If the heater fails to ignite after 6 attempts, refer to the troubleshooting guide in the back of the instruction manual for further guidance or alternatively contact the Sitro Service Team on 1300 174 876 (Mon – Fri) 8.00am – 5.00pm or Email service.group@sitro.com.au for technical support.

STOP - TURNING THE HEATER OFF

1. Turning the unit off temporarily: To turn the heater off temporarily, simply turn the power off at the power point leaving the gas supply on.
2. Turning the unit off permanently: Firstly, turn the power off at the power point and secondly shut the gas off at the gas supply.
 - If the heater is connected to a ball valve socket containing an on/off tap, then simply turn the gas off at the tap.
 - If the heater is connected to a bayonet point, then the hose will need to be disconnected from the bayonet socket to shut the gas off.

Note:

The heater must be completely shut off for 10 minutes before being relighted. This allows for any excess gas to dissipate and for the unit to cool down.

IMPORTANT

Popping Noise:

When turning the heater on and off, there will be a slight popping noise which is normal when the burner is ignited or extinguished. If, however a popping noise occurs when the unit is running, turn off the heater at the power and gas supply and contact the Sitro Service Team for further advice.

Smoke & Odour:

Fumes will be emitted from the heater upon first use which is smoke and odour from oil from manufacturing being burnt. Important to avoid inhaling the fumes. Generally, odour and smoke will dissipate after approx. 20-30 minutes.

Wind Protection:

Important to protect the heater from wind while attempting to light.

RH205 SOLARIS HEATER – OPERATING INSTRUCTIONS

START - TURNING THE HEATER ON

1. Before starting this appliance:

! IMPORTANT

It is imperative that you ensure that the gas installation and power installation has been carried out in accordance with the manufacturers guidelines in this instruction manual. A certificate of compliance should be provided by the licenced installer at the completion of any installation. Make sure you read the instruction manual thoroughly prior to use.

If there is any uncertainty in relation to the guidelines stated in this instruction manual or to obtain a copy, please call the Sitro Service Team on 1300 174 876 (Mon – Fri) 8.00am – 5.00pm or Email service.group@sitro.com.au for technical support.

2. **Turn the gas supply on:**

- If the heater is connected to a ball valve socket containing an on/off tap, then turn the gas on at the tap. See image 1
- If the heater is connected to a bayonet point then you can move straight to step 3, as the gas is already flowing to the unit. See image 2

3. **Ensure the appropriate gas pressure is set:**

Refer to page 2 of the instruction manual under the heading Gas Requirements.

4. **Igniting the unit:** Pull and hold down the ignition cord on right and maintain tension for approx. 10 seconds to ignite the tiles. Maintain the hold for a further 15 seconds to heat the thermocouple, then release the ignition cord.

Note:

Visually you should see a spark at the base of the centre tile when holding down the ignition cord.

IMAGE 1

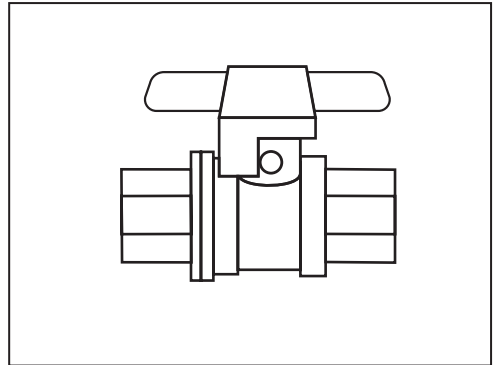


IMAGE 2

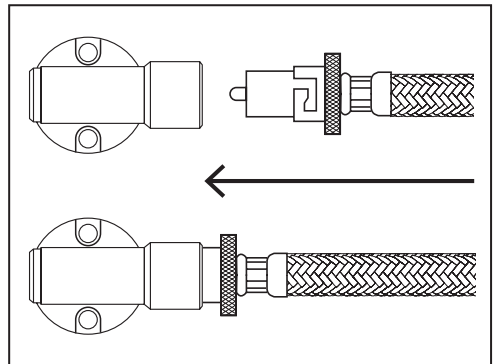
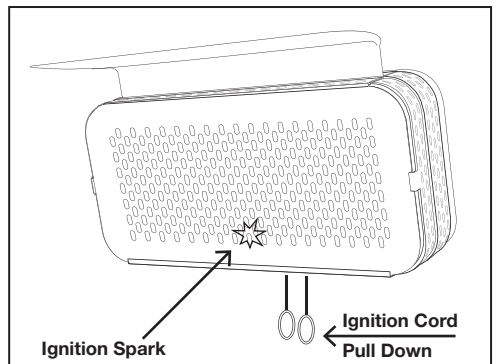


IMAGE 3



RH205 SOLARIS HEATER – OPERATING INSTRUCTIONS

6. **Ignition Failure:** If the heater fails to ignite after 6 attempts, refer to the troubleshooting guide in the back of the instruction manual for further guidance or alternatively contact the Sitro Service Team on 1300 174 876 (Mon – Fri) 8.00am – 5.00pm or Email service.group@sitro.com.au for technical support.

STOP - TURNING THE HEATER OFF

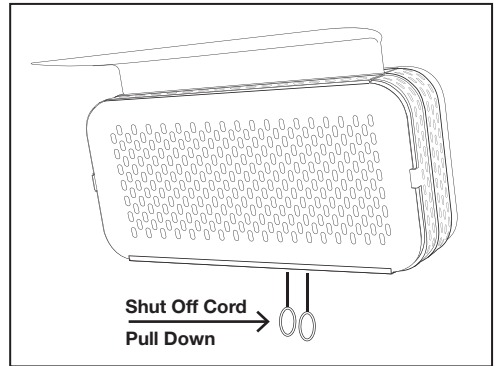
1. **Turning the heater off temporarily:** Pull down the shut off cord on left by giving it a quick tug and release. See image 4.
 - Once the heater is turned off the tiles will no longer be glowing orange giving indication that the unit is now off.
2. **Turning the heater off permanently:** Firstly, follow step 1 and secondly shut the gas off at the gas supply.
 - If the heater is connected to a ball valve socket containing an on/off tap, then simply turn the gas off at the tap.
 - If the heater is connected to a bayonet point, then the hose will need to be disconnected from the bayonet socket to shut the gas off.

Note:

The heater must be completely shut off for 10 minutes before being relighted. This allows for any excess gas to dissipate and for the unit to cool down.

3. **Failure to shut down unit:** If the tiles continue to glow orange it means the unit is still functioning. If this occurs, repeat step 1.
 - If the problem persists, shut off the gas supply and call the your Licenced Gas Installer for further instruction.

IMAGE 4



⚠ IMPORTANT

Popping Noise:

When turning the heater on and off, there will be a slight popping noise which is normal when the burner is ignited or extinguished. If, however a popping noise occurs when the unit is running, turn off the heater at the power and gas supply and contact the Sitro Service Team for further advice.

Smoke & Odour:

Fumes will be emitted from the heater upon first use which is smoke and odour from oil from manufacturing being burnt. Important to avoid inhaling the fumes. Generally, odour and smoke will dissipate after approx. 20-30 minutes.

Wind Protection:

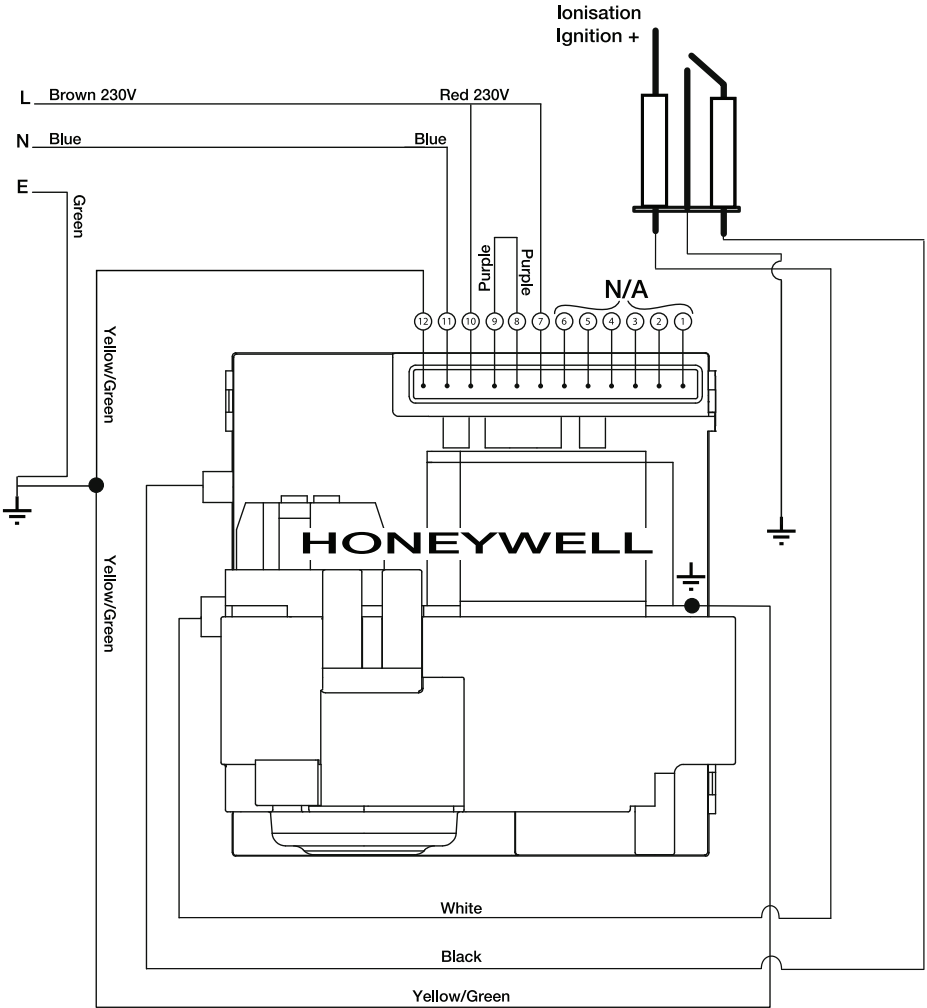
Important to protect the heater from wind while attempting to light.

RH200 SOLARIS DELUXE AUTO ELECTRICAL DIAGRAM

WIRING DIAGRAM - HONEYWELL CONTROL, HONEYWELL GAS VALVE

ELECTRICAL DIAGRAM

NOTE: THIS DIAGRAM IS SPECIFICALLY FOR THE RH200
AND IS NOT APPLICABLE FOR THE RH205



OPERATION DATA - HONEYWELL CONTROL BOX

The following operation sequence is valid only where the components are installed according to the manufacturer's assembly and installation instructions. Please do not modify the wiring configuration, gas train or any other part of the heater assembly.

Application

The Honeywell electronic gas burner control system is suitable for atmospheric gas burners for non-permanent operation.

Although the Honeywell unit is available non volatile lockout, its configuration in the Solaris RH200 Deluxe Heater limits it to volatile lockout, i.e. the restart from this condition is possible by the interruption and subsequent restoration of the mains power supply.

Features:

- Compliance with AGA standard for automatic gas burner flame monitoring and control systems
- Compliance with EN 298 (European standard for automatic gas burner flame monitoring and control systems)
- Compliance with AGA (Australian standard for automatic gas burner flame monitoring and control systems)
- Flame monitoring based on rectification property of the flame (ionisation)

TECHNICAL DATA	
Supply voltage	220~240V AC 50Hz
Operating temperature	-20°C +60°C
Ambient humidity	90%max at 40°C
Protection degree	IPX4
Timings:	
Self Check time	1.5 s
Safety time (TS)	25 s
Drop out time on running flame failure	1 s
Power consumption, at start up	10VA
Power Consumption, Running	4VA
Ignition	
Ignition Voltage	15kV with 40pF load
Spark repetition rate	33 Hz
Max. Cable length	1M
Recommended spark gap	0.14"
Consumption	2,5 VA
Spark energy	3 uAs

Directions for use

- Automatic controls are safety devices and shall not be opened. The manufacturer's responsibility and guarantee are invalid if the control is unduly opened.
- A regulation shutdown must occur every 24hours to enable the unit to check its own efficiency (systems for non permanent operation)
- Connect and disconnect the unit only after switching off the power supply
- Avoid exposing the unit to dripping water
- Ventilation and the lowest temperature ensures the longest life of the control Electrical Installation
- Live and Neutral should be connected correctly; a mistake could cause a dangerous situation.
- Before starting the system check cables carefully for incorrect installation
- The earth terminal of the control, the metal frame of the burner and the earth on the mains supply must be well connected

Operation

At every start, the control unit proceeds to a self-checking of its own components. During the pre-purge or waiting time (TW) the internal circuit makes a test of the flame signal amplifier. Extraneous light or fault in the amplifier will result in the simulation of a flame which will prevent the control from starting.

At the end of the waiting or pre-purge time, the gas valve is energised and the ignition device is operated. In this way, the safety time (TS) begins.

If a flame is detected during the safety time, the ignition device is inhibited and the gas valve remains energised.

If the control does not detect any flame signal during the safety time, at the end of safety time (TS), the unit proceeds to lockout and the gas valve and ignition device are switched off.

If the established flame signal is lost, (during the safety time or during operation thereafter) this will cause the ignition device to be reactivated within 1 second.

If the burner does not light within 25 seconds of ignition reactivation, the heater will enter failure lockout mode and must be reset.

RH200 SOLARIS DELUXE AUTO ELECTRICAL DIAGRAM

OPERATION DATA - HONEYWELL VALVE

The VK series gas control have been specially developed for application in domestic appliances. The Honeywell Gas Valve is a multi-functional control which incorporates an adjustable direct acting pressure regulator. It is designed for operation on 220~240V AC 50Hz.

Standard Specifications

- 3/8" SAE Male Thread connection.
- Ambient Temperature Range of 0°C to 60°C.
- Compact Size: 86.5mm x 63.5mm x 65.9mm.
- 50mb Pressure Rating.
- 3/8" x 3/8" SAE Inlet and Outlet.
- Earthing terminal – 6mm spade tab.
- Tamper resistant screws.
- Top mounted coils that can be field replaced.

TECHNICAL DATA

Max inlet working pressure	50 mbar
Installation group	Group 2
Operating Temperature	0°C to 60°C
Voltage Ratings	220~240V AC 50Hz 0.52A

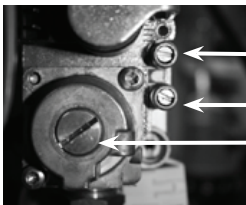
Adjust Regulator Pressure

- Unscrew the regulator cover.
- Unscrew the outlet plug to measure the outlet regulator pressure by using manometer.
- Adjust the pressure by turning the regulator screw clockwise or anti wise.
- Adjust the pressure according to appliance specification.



IMPORTANT

Remember to place the regulator cover, outlet and inlet back on.



Inlet Pressure Test point

Outlet Pressure Test point

Regulator

SAFE APPLIANCE LOCATIONS

This appliance shall only be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

Any enclosure in which the appliance is used shall comply with the following:

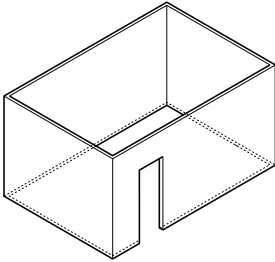
An enclosure with walls on all sides, but at least one permanent opening at ground level and no overhead cover (see Example 1).

Within a partial enclosure that includes an overhead cover and no more than two walls (see Example 2 & 3).

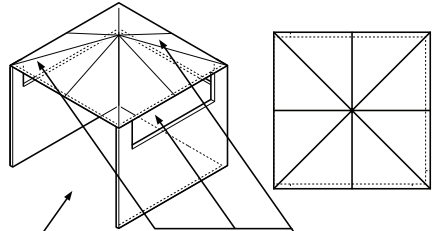
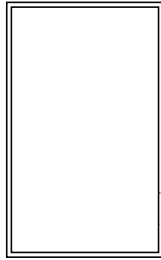
Within a partial enclosure that includes an overhead cover and more than two walls, the following will apply:

At least 25% of the total wall area is completely open, and at least 30% of the remaining wall area is open and unrestricted.

In the case of balconies, at least 20% of the total wall area shall be and remain open and unrestricted (see Example 4 & 5).



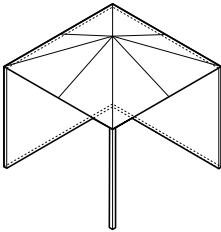
Outdoor Area - Example 1



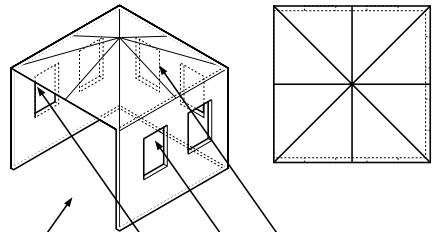
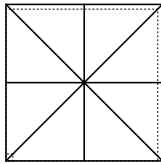
Open Side at least 25% of total wall area

30% or more in total of the remaining wall area is open and unrestricted

Outdoor Area - Example 4



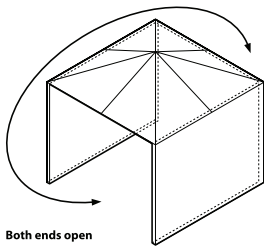
Outdoor Area - Example 2



Open Side at least 25% of total wall area

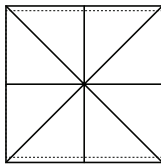
30% or more in total of the remaining wall area is open and unrestricted

Outdoor Area - Example 5



Both ends open

Outdoor Area - Example 3



TROUBLESHOOTING, CLEANING AND MAINTENANCE

TROUBLE SHOOTING

Fault	Causes	Remedy	Action
Main burner (Tiles) will not light	(a). Air in gas line	Purge gas line	Contact Licenced Gas Installer
	(b). Blockage in gas line	Trace back and clear	Contact Licenced Gas Installer
	(c). Igniter not sparking	Repair lead, electrode, piezo or replace	Contact Licenced Gas Installer
	(d). Cylinder turned off	Turn on	Customer - (Owner of Heater)
	(e). Cylinder empty	Install full cylinder	Customer - (Owner of Heater)
	(f). No Power	Check power supply by authorised Electrician	Contact Authorised Electrician
	(g). No Gas	Check gas supply by authorised Plumber	Contact Licenced Gas Installer

Main burner (Tiles) will not light fully	(a). Poor gas supply	Trace supply back to source, clear when necessary	Contact Licenced Gas Installer
	(b). Gas control inoperative	Inspect valve, rectify	Contact Licenced Gas Installer
	(c). Insufficient gas	Inspect tile/s & replace	Contact Licenced Gas Installer
	(d). Partial blockage in gas line	Trace back and clear	Contact Licenced Gas Installer
	(e). Insufficient gas	Rectify gas supply / install full cylinder	Licenced Gas Installer / Customer - (Owner of Heater)

Main burner (Tiles) cut out	(a). (RH205 Only) - Faulty thermocouple	Replace / tighten thermocouple	Contact Licenced Gas Installer
	(b). Poor gas supply	Trace back to source, clear where necessary	Contact Licenced Gas Installer
	(c). Faulty gas valve	Replace gas valve	Contact Licenced Gas Installer
	(d). Check burner ports for blockage	Clean if necessary	

Low heat output	(a). Restricted gas flow	Trace back to source, clear where necessary	Contact Licenced Gas Installer
	(b). Faulty regulator	Check regulator setting and replace if faulty	Contact Licenced Gas Installer
	(c). Regulator pressure setting incorrect	Check regulator setting and replace if faulty	Contact Licenced Gas Installer
	(d). Faulty gas valve	Replace gas valve	Contact Licenced Gas Installer

CLEANING AND MAINTENANCE: Proper care and maintenance will keep your appliance in operating condition and prolong its life.



IMPORTANT

CAUTION: Be sure your appliance is off and cool before cleaning.

CLEANING EXTERIOR SURFACES

1. Clean with a wash cloth or sponge using a mild soap and warm water solution. Note – Never use abrasive cleaners of any type on your heater. These will scratch surfaces during the cleaning process.
2. Ensure the appliance is dried after cleaning. It is recommended the appliance be operated after cleaning to ensure the appliance is dry.



IMPORTANT

The following parts must be installed by a licenced installer. Failure to follow this direction can be dangerous and will void the warranty!

RH200 SOLARIS PARTS LIST

DESCRIPTION	PART#
Ceramic Tile Assembly	91 RH200CTA
Ion Sensor	91 RH200IS
Natural Gas Injector	91 RH200INJ
Auto Gas Valve & PCB	91 RH200AGVPCB
Propane Injector for Converting to LPG	91 RH200PINJ
Ceramic Tile Assembly	91 RH200CTA
Short Flexible Hose	91 RH200SFH
Reflector	91 RH200R

To order parts please contact our service team on 1300 174 876 or email service.group@sitro.com.au. The service team are available between 8.00am – 5.00pm (Mon – Fri).



IMPORTANT

The following parts must be installed by a licenced installer. Failure to follow this direction can be dangerous and will void the warranty!

RH205 SOLARIS PARTS LIST

DESCRIPTION	PART#
Ceramic Tile Assembly	91 RH200CTA
Natural Gas Injector	91 RH200INJ
Propane Injector for Converting to LPG	91 RH200PINJ
On/Off Cord	91 RH2050C
Gas Valve	91 RH205GV
Thermocouple	91 RH205TCW
Electronic Ignition	91 RH205EI
Ignition Lever	91 RH205IL
V/E Guard	91 RH205VEG
Reflector	91 RH200R

To order parts please contact our service team on 1300 174 876 or email service.group@sitro.com.au. The service team are available between 8.00am – 5.00pm (Mon – Fri).

For any queries or assistance call



Customer Service
(Australia Only)

1300 174 876

Hours of operation:
Monday to Friday 8am - 5pm EST

Do not return to place of purchase.
Keep your purchase receipt, this will be required to
make any claims under the 12 month warranty.