

Troubleshooting

WARNING

TURN OFF THE APPLIANCE COMPLETELY AND LET COOL BEFORE SERVICING. ONLY A QUALIFIED SERVICE PERSON SHOULD SERVICE AND REPAIR THIS ELECTRIC APPLIANCE.

Symptom	Potential Cause	Solution
Abnormal noise	From heater assembly (item 13)	Blower assembly has a defect that is causing noise during high speed rotation. Replace the whole heater assembly
	From flame flicker rod assembly (item 14) a. Repeating clicking sound during flame operation b. Scratching noise during flame operation	Flicker rod (item 23) curved when hitting/rubbing the flame wall (item 25) and back wall during rotation that cause the noise. If flicker rod is slightly curved, pull out the flame board/flame pattern (which is thin metal) to adjust the depth between the flicker rod and the flame board.
	Noise from flame flicker rod assembly motor.	Lack of lubricant or defect. Replace the motor.
	Internal wiring is losing and fall in between the flicker rod and the back wall that cause the friction noise.	Re-wire and fix the wiring to prevent the wiring from falling.
Heater not blowing	Motor from heater assembly	If motor is not working, the blower doesn't rotate, it will cause the heater overheated. Turn off and unplug the fire-place. Replace the whole heater assembly.
Flame not rotating (e.g. Flame is not moving smoothly or stop moving)	Motor from flame flicker rod system (item 24)	The flame LED is ON, but not rotating. Replace the motor on the flame flicker rod.
Appliance turns off and will not turn on	Appliance has overheated and safety thermal switch has tripped	Unplug power cord and allow appliance to cool for 15 minutes, then plug in the power cord and turn the power ON
	House circuit breaker has tripped	Reset house circuit breaker

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Dim or no flame / Ember bed / Ceiling light is not glowing or dimming	Flame LED's are burnt out or wire loosing	Inspect the LED's and replace them if necessary
	Ember bed LED's are burnt out or wire loosing	Inspect the LED's and replace them if necessary
	Ceiling Light LED's are burnt out or wire loosing	Inspect the LED's and replace them if necessary
	Main circuit board burnt out or wire loosing	Inspect the Main circuit board and replace if necessary
No warm air coming out of appliance	Room temperature is higher than the appliance setting (if it is set to room temperature)	Reset temperature setting
	Heater is locked out	Unlock heater. See operation section
	Heater is burnt out	Inspect the heater assembly and replace it if necessary
Appliance turns off and will not turn on	Appliance is not plugged into an electrical outlet or the hard wire connections are not correct (if applicable)	Check plug and plug it into a 120V outlet. Check the hard wire connections (if applicable)
	Appliance has overheated and safety thermal switch has tripped	Unplug power cord and allow appliance to cool for 15 minutes, then plug in the power cord and turn the power ON
	Circuit board is burnt out	Inspect the circuit board and replace it if necessary
Remote control does not work	Low battery	Replace batteries in remote control
Heater shuts off automatically	Room is too warm	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature.
Touch panel/ Remote Control do not work	The front glass has moved or is not secured properly	Unplug the appliance, if the appliance is recessed into the wall, shut off house circuit breaker. Ensure the front glass is in the correct position and is sitting flat to the appliance touch panel. After 10 seconds, plug in or turn on the appliance to reset it.