

TROUBLE SHOOTING GUIDE

PROBLEM	SOLUTION
1. No power or function.	<p>1a. Check that unit is plugged into a standard 120V outlet.</p> <p>1b. Press power button on the control panel.</p>
2. Main power switch lights up, but no flame effect.	2a. Open the top and back panel to check if the flame spindle has fallen off from spindle motor.
3. Have flame effect, but heater does not blow warm air.	<p>3a. Confirm temperature setting exceeds room temperature.</p> <p>3b. Try to turn on/off HEATER button several times to make sure it is in the "ON" position.</p>
4. Heater does not work, but Power and Heater switches are in the "ON" position and thermostat is set on "HI".	4a. Turn all switches to the "OFF" position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal.
5. The display unit on the control panel shows "88" and the function indicator is quick flashing, indicating it is in alarm mode.	5a. Unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal.
6. Remote Control is not working.	<p>6a. Change the remote batteries.</p> <p>6b. Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.</p>
7. The display unit on the control panel shows "EE" and the function indicator is quick flashing, indicating it is in alarm mode.	<p>7a. Re-connect the NTC terminal or change the NTC.</p> <p>7b. Change the keyboard cutting sleeve or change the keyboard.</p>