

# TROUBLESHOOTING GUIDE

Problem	Root Cause	Corrective Action
1. No power	1a. Power cord was not plugged into the outlet. 1b. Circuit board failure	1a. Check that unit is plugged directly into a standard 120 volt outlet. 1b. Contact Customer Service for a replacement main PCBA.
2. Stove does not turn on manually.	2a. No incoming power from the electrical wall socket or buttons. 2b. Improper operation. 2c. Control panel circuit board failure	2a. Check circuit breakers and move unit to another outlet. 2b. Manually press main power button from front of unit. 2c. Contact customer service to replace the control panel PCBA.
3. Stove does not turn on with remote.	3a. Improper operation 3b. Remote control not working	3a. Point directly at center of the unit. 3b. Install new battery into remote control or Replace remote control if necessary.
4. Flames are not moving	4a. Defective Flame Generator Drive Motor 4b. Flame Generator/Spinner detached from the Flame Generator Drive Motor	4a. Contact customer service for a replacement Flame Generator Drive Motor. 4b. Unplug the stove and remove the back panel and check to see if "Flame Generator/Spinner" is correctly mounted to the Flame Generator Drive Motor.
5. Flames are not visible	5. Burnt out light bulb.	5. Follow bulb replacement instructions to replace the light bulb.
6. Flames are not bright	6. Normal operation	6. Press the + button multiple times to ensure the flame brightness is on a high setting.
7. Heater is not turning on	7a. Defective Main PCBA 7b. Defective heater blower motor	7a. Contact Customer Service for a replacement main PCBA. 7b. Contact Customer Service for a replacement heater blower.
8. Heater is not turning on and beeps many times when pressing the heater button	8. The HEATER function is locked.	8. Hold the POWER button on the control panel for approximately 10 seconds to activate the heater function. The unit will beep one time once the heater is enabled.
9. Not producing enough heat	9a. power strip/surge protector/ extension cord being used 9b. Location of unit	9a. Plug unit directly into the wall. 9b. Make sure unit is located on an interior wall or away from drafty doors or windows.
10. Unit blows cool or cold air	10. Defective heater blower assembly.	10. Contact customer service to replace the heater blower assembly.
11. Excessive noise with heater on	11a. Dirty heater blower motor 11b. Defective heater blower motor	11a. Gently vacuum heater blower vents. 11b. Replace heater blower motor
12. Noise with flames on and heater off	12a. Defective flame generator drive motor. 12b. Dented back panel 12c. Warped Flame Generator/ Spinner shaft	12a. Contact customer service to replace the flame generator drive motor. 12b. Contact customer service 12c. Contact customer service
13. Power cord gets warm	13. Normal operation	13. Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
14. Is it safe to place unit on carpet?	14. Product inquiry	14. It is safe to place the unit on carpet; only operate with the legs installed and make sure to keep flammable items at least 3 feet (0.9 M) away from the front and sides of the unit.
15. How many square feet will my unit warm up?	15. Product inquiry	15. Provides supplemental heat up to 400 square feet