

Troubleshooting		
Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in. Low voltage connector not connected properly. (See Fig.5) The Transducer Unit is not sitting correctly in the sump	Check plug is connected to wall socket correctly. Check that the connector is inserted correctly. (See Fig.6) Ensure the Transducer is sitting down into the moulded recess in the sump
Product will not operate. LEDs turned off.	Low water level.	Check that the water tank is full and there is water in the sump. Follow steps above under Filling the Water Tank to refill the product with water.
The flame effect is too low.	Flame effect control is set too low. The Metal Disc in the transducer might be dirty The wire from the Transducer Unit is sitting over the metal disc	Increase level of flame by using the remote control Clean the Metal Disc with soft brush supplied. (See Fig.8) See 'Maintenance.' for a step by step procedure. Direct the wire to the back of the sump and make sure it sits into the side slot exiting the sump.
Unpleasant smell when unit is used.	Dirty or stale water. Using unfiltered tap water.	Clean the unit as described under maintenance. Use only filtered tap water.
The flame effect has too much smoke.	Flame effect setting is too high.	Reduce the flame effect using manual controls or remote control (refer to, 'Operating the Fire' section). Give the flame generator some time to adjust to the new setting.
There are no flames or smoke.	There is no water in the water tank	Follow instructions under Maintenance, 'Filling the water tank'. Check the plug is connected to the wall socket correctly and that Switch 'A' Fig. 5 is in the 'ON' (I) position.