

Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in. Low water level. Low voltage connector not connected properly. (See Fig.6) The Transducer Unit is not sitting correctly in the sump	Check plug is connected to wall socket correctly. Check that the water tank is full and there is water in the sump. Check that the connector is inserted correctly. (See Fig.6) Ensure the Transducer is sitting down into the moulded recess in the sump
The flame effect is too low.	Flame effect control knob is set too low. (See Fig.2) The Metal Disc in the transducer might be dirty (See Fig.12) The wire from the Transducer Unit is sitting over the metal disc	Increase level of flame by turning Control knob 'D' anti clockwise slowly. (See Fig.2) Clean the Metal Disc with soft brush supplied. (See Fig.12) 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.	Turn the flame effect Control knob C clockwise, about ¼ a turn, at a time. Give the flame generator some time to adjust to the new setting. (See Fig.2)
Main lamps are not working and 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. 2 is in the 'ON' (I) position.