

Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in.	Check plug is connected to wall socket correctly.
	Low water level.	Check that the water tank is full and there is water in the sump.
	Low voltage connector not connected properly. (Fig.5)	Check that the connector is inserted correctly. (Fig.5)
	The Transducer Unit is not sitting correctly in the sump	Ensure the Transducer is sitting down into the moulded recess in the sump
The flame effect is too low.	Flame effect setting is set too low.	Increase the level of fire with the remote control
	The Metal Disc in the transducer might be dirty (Fig.14)	Clean the Metal Disc with soft brush supplied. (Fig.14) See 'Maintenance.' for a step by step procedure.
	The wire from the Transducer Unit is sitting over the metal disc	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.	Clean the unit as described under maintenance.
	Using unfiltered tap water.	Use only filtered tap water.
The flame effect has too much smoke.	Flame effect setting is too high.	Decrease the level of the fire with the remote control
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. 10 is in the 'ON' (I) position.