

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. (See Fig.5)	Check that the connector is inserted correctly. (See 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 control knob is set too low. (See Fig.10)	Increase level of flame by turning Control knob 'D' to the left slowly. (See Fig.10)
	The Metal Disc in the transducer might be dirty (See Fig.14)	Clean the Metal Disc with soft brush supplied. (See 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.	Turn the flame effect Control knob 'D' to the right, about ¼ a turn, at a time. Give the flame generator some time to adjust to the new setting. (See Fig.10)
Main lamps are not working and there are no flames or smoke.	There is no water in the water tank	Follow instructions under <b>Maintenance</b> , '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.