



# Troubleshooting Guide

\*Confirm the model and burner size of your unit first.

<b>North America Only</b> <b>MANUAL LIT SYSTEM (60,000 BTU) - Common Issues</b>		
Issues	Possible Causes	Solutions
No Flame	Key valve closed	Open the ball valve using the black key to allow gas flow. Turn the key to the LEFT to open.
	Main gas supply valve closed	Open the main gas supply valve – For propane: open the bottle valve – For natural gas: open the house gas valve
	Air in the line	Purge air from the line - see Installation Manual
	Water and moisture in the line	Vacuum the nozzles to remove moisture, or use a hair dryer or compressed air to blow out.
Weak or Low Flame	Low gas pressure	Verify gas pressure (to be done by a gas fitter at installation) (NG) or Check LP tank
One or more nozzles are not lighting or are weaker than the other	Clogged or dirty burner nozzles	Clean nozzles and check for obstruction. If you have hoses, ensure that they are not impinged by the stand inside the vessel.
	Mismatched nozzles used	Check and compare nozzles, replace with correct nozzles if needed
Burner is excessively noisy / Whistling	Too much gas pressure/presence of kinks and bends along the gas lines	Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, and adjust accordingly. Check for kinks and bends
Unwanted Odours	Gas leak	Shut off the gas supply and call a technician

<b>North America, UK and EU</b> <b>MANUAL LIT SYSTEM w/ Flame Supervision (108,000 BTU) - Common Issues</b>		
<b>Issues</b>	<b>Possible Causes</b>	<b>Solutions</b>
No Flame	Key valve closed	Open the ball valve using the black key to allow gas flow. Turn the key to the LEFT to open.
	Air in the line	Purge air from the line - see Installation Manual
	Pilot tube is obstructed	Gently clean the tube with a pipe cleaner or compressed air
	Low gas pressure	Verify gas pressure (to be done by a gas fitter at installation) (NG) or Check LP tank
	Water and moisture in the line	Vacuum the nozzles to remove moisture, or use a hair dryer or compressed air to blow out.
There is a pilot flame, but it does not stay lit	Inlet gas pressure too low or too high	Contact a technician. Verify Inlet Gas Pressure (NG) is within recommended ranges, check regulator settings if supplied, and adjust accordingly.
	Thermocouple not hot enough	Push and hold the Flame Supervision Button for 20-30 seconds or until the pilot flame appears while applying a flame to the pilot and thermocouple
	Dirty or broken thermocouple	Clean the pilot assembly / Contact gas fitter to replace damaged parts
	Kinked/broken pilot tube	Call a technician to replace the tube
	Broken thermocouple cable	Call a technician
	Misaligned thermocouple	Align the thermocouple
	Thermocouple loose connection	Secure the connection between the thermocouple and the gas valve
	Dirty inlet orifice	Clean the orifice / Follow General Care and Maintenance Procedure
	Strong wind	Install a glass shield / Make sure that the condition is appropriate for use
	Dirty pilot assembly	Clean pilot assembly / Follow Basic Maintenance Steps
Steady pilot flame, but the main burner does not light	Inlet gas pressure too low	Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, and adjust accordingly.

<b>North America, UK and EU</b> <b>MANUAL LIT SYSTEM w/ Flame Supervision (108,000 BTU) - Common Issues</b>		
<b>Issues</b>	<b>Possible Causes</b>	<b>Solutions</b>
	Small/weak pilot flame	Clean Pilot Assembly / Follow General Care and Maintenance Procedure. Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, and adjust accordingly.
	Dirty thermocouple	Clean thermosensor / Follow General Care and Maintenance Procedure
	Misaligned thermocouple	Align the thermosensor
	Loose thermocouple	Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections
	Clogged or dirty burner nozzles	Clean nozzles and check for obstruction, use compressed air
	Broken high-temp gas valve	Contact a technician. Replace high-temp gas valve
	Sticky pilot ignition button	Remove the cap and apply a small amount of WD-40
Main burner lights but drops out intermittently	Inlet gas pressure too low	Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, and adjust accordingly.
	Small/weak pilot flame	Clean Pilot Assembly / Follow General Care and Maintenance Procedure. Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, and adjust accordingly.
	Dirty thermocouple	Clean thermosensor / Follow General Care and Maintenance Procedure
	Misaligned thermocouple	Align the thermosensor
	Loose thermocouple	Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections
	Strong wind	Install a glass shield / Make sure that the condition is appropriate for use

Note: All valves operate with a quarter turn only. They will not allow “tea candle” flames — the flame operates at a minimum of 50% output.

ELECTRONIC IGNITION (60,000/73,500/108,000 BTU) - Common Issues		
Issues	Possible Causes	Solutions
No Spark - No Pilot Flame	No power	Check power supply
	Ignition module in stand-by mode	Incorrect input voltage / Call an electrician and correct the input voltage
System sparks, but the pilot won't light	No gas flow/gas supply and valve off	Check that the main gas shut-off and the ball valve are open. The key valve to open is all the way left.
	Air in the line	Purge air from the line - see Installation Manual
	Water and moisture in the line	Vacuum the nozzles to remove moisture, or use a hair dryer or compressed air to blow out. Remove the condensation chamber cap (brass tube below burner) to release water.
	Dirty or damaged inlet orifice	Clean or replace pilot inlet orifice / Follow General Care and Maintenance Procedure
	Dirty or clogged pilot assembly	Clean pilot assembly / Follow General Care and Maintenance Procedure
	Detached pilot tube	Secure the connection between the gas valve and the pilot assembly. Make sure it is not kinked or broken.
	Inlet gas pressure too low	Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly
	Strong wind	Install a glass shield / Make sure that the condition is appropriate for use
	Damaged dual gas valve	Replace dual gas valve / Contact a technician
There is a pilot flame, but it does not stay lit	Dirty or broken thermosensor	Clean pilot assembly / Contact gas fitter to replace damaged parts
	Misaligned thermosensor	Align the thermosensor
	Loose or disconnected thermosensor	Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections
	Strong wind	Install a glass shield / Make sure that the condition is appropriate for use
	Incorrect gas pressure	Verify Inlet Gas Pressure is within recommended ranges, adjust if needed
	Dirty inlet orifice	Clean the orifice / Follow General Care and Maintenance Procedure
	Dirty pilot assembly	Clean pilot assembly / Follow General Care and Maintenance Procedure

ELECTRONIC IGNITION (60,000/73,500/108,000 BTU) - Common Issues		
Issues	Possible Causes	Solutions
Steady pilot flame, but burner does not light	Inlet gas pressure too low	Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied/adjust accordingly
	Small/weak pilot flame	Clean Pilot Assembly / Follow General Care and Maintenance Procedure. Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied/adjust accordingly
	Dirty thermosensor	Clean thermosensor / Follow General Care and Maintenance Procedure
	Misaligned thermosensor	Align the thermosensor
	Loose or disconnected thermosensor loose	Secure the connection between the thermosensor and the gas valve / Contact gas fitter to establish connections
	Clogged or dirty burner nozzles	Clean nozzles and check for obstruction
	Damaged ignition module	Contact a technician / Replace ignition module
Main burner lights but drops out intermittently	Inlet gas pressure too low	Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, adjust accordingly
	Small/weak pilot flame	Clean Pilot Assembly / Follow General Care and Maintenance Procedure. Contact a technician. Verify Inlet Gas Pressure is within recommended ranges, check regulator settings if supplied, and adjust accordingly.
	Dirty thermosensor	Clean thermosensor / Follow General Care and Maintenance Procedure
	Misaligned thermosensor	Align the thermosensor
	Loose thermosensor	Secure the connection between the thermosensor and the gas valve
	Strong wind	Install a glass shield / Make sure that the condition is appropriate for use

# IMPORTANT:

Consistent Inlet Gas Pressure is required to avoid weak pilot flame and burner dropouts.

**All gas fitters must use a manometer to verify the gas pressure and record this measurement in the Product Registration Form (which also serves as your warranty form).**

[www.solusdecor.com/warranty](http://www.solusdecor.com/warranty)

INLET PRESSURES	
Natural Gas (NG)	Liquified Petroleum Gas (LP)
<b>7.0 inwc</b>	<b>11.0 inwc</b>

MANIFOLD PRESSURES		
Burners Output	Natural Gas (NG)	Liquified Petroleum Gas (LP)
40,000 BTU 60,000 BTU 73,500 BTU	<b>5.80 inwc</b> (Manual Lit System and Automatic Ignition)	<b>10.50 inwc</b> (Manual Lit System and Automatic Ignition)
75,000 BTU	<b>2.38 inwc</b> (Manual Lit System Only)	<b>5.64 inwc</b> (Manual Lit System Only)
90,000 BTU	<b>4.45 inwc</b> (Automatic Ignition Only)	<b>5.88 inwc</b> (Automatic Ignition Only)
108,000 BTU	<b>2.50 inwc</b> (Manual Lit System and Automatic Ignition)	<b>4.50 inwc</b> (Manual Lit System and Automatic Ignition)

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