

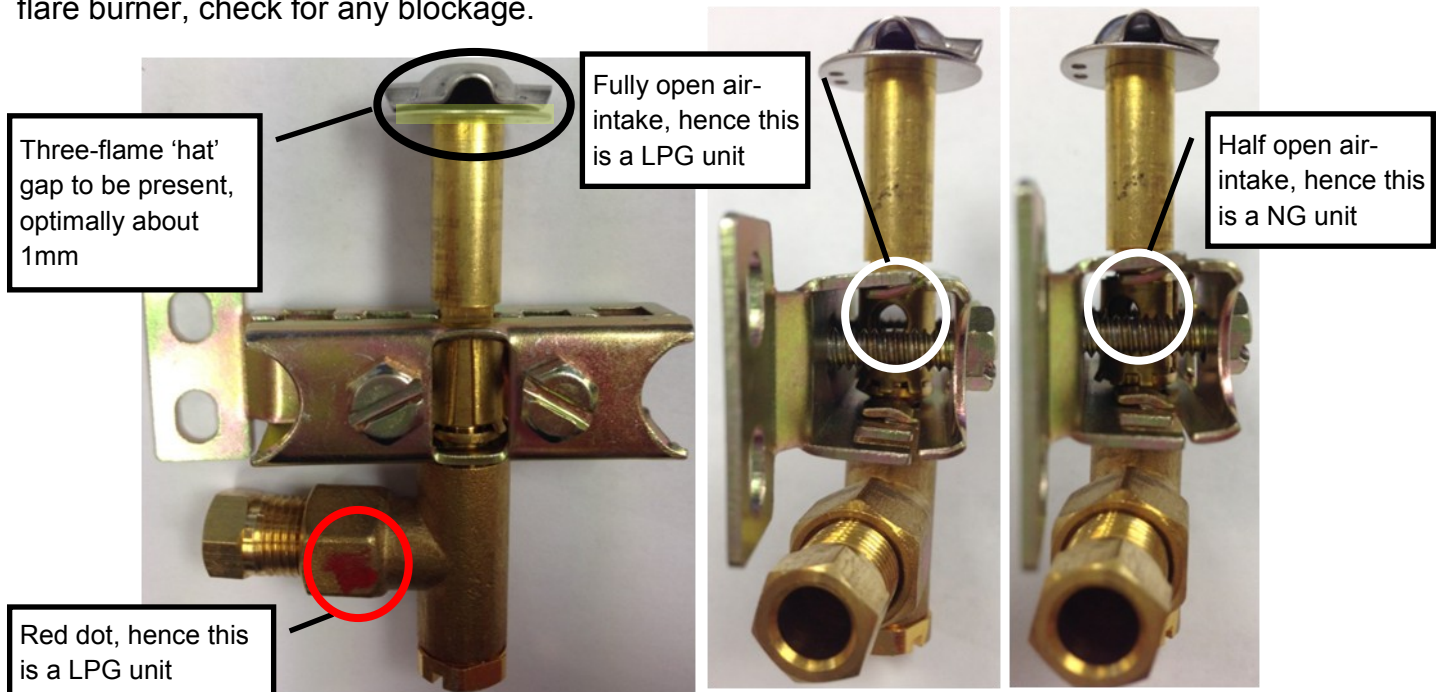
Troubleshooting document - gas fires (SG/EG) and starters

Clear and visible spark, but no flame:

This is usually a sign of a gas issue. Ask the customer/gas fitter if they can smell gas from the three-flame (or rail/flare burner). Make sure gas is properly connected, bottle is not empty and safety valve not faulty (gas fitter to fix this). If they *can* smell gas, the valve on the three-flame might need to be adjusted. Flame size should not be too large (pressure can blow out spark) or too small (not enough gas for ignition); see relevant section in the specification on how to do this.

If there are still issues regarding igniting on a SG/EG or Debonair fireplace, make sure the three-flame is set up for the correct gas type, if it has a red dot (see photo below) on the gas intake fitting to the three-flame - it is set up for LPG, if not, it is a NG (look on both sides of the fitting) unit. Additionally, the air-intake is supposed to be fully open on a LPG burner and approx half-way closed on NG, please match this as shown below.

Check if the 'hat' (see photo below) on the three-flame has been bent down, and has no gap for gas to flow. This will restrict the total amount of gas, hence causing ignition problems. If it is a rail/flare burner, check for any blockage.



Very small and/or unclear spark:

This is usually a sign that the sparking probe is bent out of position, or damaged. If it has been bent too close to the head (or rail/sparking wire for the rail/flare) the probe has to be bent back to the correct position (~5-6mm space). Make sure the gas fitter is careful when doing this as the ceramic is very fragile and can easily crack. The best technique is to use two pliers, one to hold the probe steady (next to the bend), and the other to bend it into place. To find out if the probe is damaged, try carefully twisting/moving the end of the probe - if it is very loose, the probe is damaged and has to be replaced.

Can hear sparking, but it is not visible:

This is usually a sign the probe is bent out of position, cracked ceramic, damaged wires or humidity in the wire path. First find out if the probe is bent more than 6mm away from the three-flame head (or rail/sparking wire for the rail/flare). If it is, carefully bend back into position as explained above. Next is to check to see if the ceramic is cracked. Try to carefully twist the end of the probe; if it rotates easily, the ceramic is cracked and has to be replaced.

Next, remove the sparking probe and wire and check for any damage on the connections or wire (e.g. crack/cut in the insulating material). If there are any sign of damage, replace wire and/or probe. Next check if the cavity where the wires are fed through is not humid. High humidity can

cause the spark to go through the insulating material and not to the burner. To fix this, make sure the cavity is properly sealed from water entering the space. If it is due to high condensation etc. a high temperature conduit can be used to house the wires.

Can't hear or see spark:

This is usually a sign of the sparking wire being disconnected or badly damaged/rusted, wrong wiring, power not connected or that the Sit controller (blue box) is faulty. First check if the wiring is correct and not damaged. If there are no issues with the wiring, check if the timer light (in the control box) lights up when trying to start the burner. If it doesn't light up, check if power is supplied to the unit and check if any of the fuses on the unit are burnt out. Contact an electrician if any power issues outside the unit, and replace fuses if burnt out. If the timer is getting power and there still is no spark (with the sparked set-up at 5-6mm) the Sit controller might need to be replaced.

Three-flame igniting, but doesn't rectify and shuts down after a short period of time (ticking/sparking noise until it shuts down):

This is usually a sign of rectifying probe damaged, not connected properly or bent out of position, or the rectifying flame is too small or large. First find out if the probe is bent out of the flame path. If it is, carefully bend back into position. Check if the flames are too small or large as explained under 'Clear and visible spark, but no flame' and go to the relevant pages in the specification to adjust. Next check if the ceramic is cracked. Try to carefully twist the end of the probe; if it rotates easily the ceramic is cracked and has to be replaced. Next, remove the rectifying probe and wire and check for any damage on the connections, probe or wire (e.g. crack/cut in the insulating material), if damaged, replace wire and probe. If there is no damage, make sure the wiring is connected correctly.

Three-flame igniting and rectifies, but not lighting the burner:

This is usually a sign of three-flame being blocked, burner tray (or rail/flare) holes blocked or three-flame being too small. A standard servicing should be sufficient to fix the first two issues. Follow instructions in the gas specification to adjust the flame size of the three-flame. See relevant section in the specification on how to do this.

Burner making popping noises when turned off (i.e. lightback):

This is usually a sign of a damaged burner tray. If there is no or little vermiculite on the burner the coals/pebbles/logs will overheat the burner tray and burn through the mesh underneath. A hole in the mesh will cause flames to be dragged into the burner tray after it is turned off and re-ignite the gas remaining in the burner. We recommend the burner be taken out and repaired in the Warmington factory, this is **not** possible to fix on site.

Burner ignites, but three-flame not ignited:

This should not happen, run away! Seriously, get the burner out as this is a huge safety issue.

Flare/rail burner does not shut down after 10-12 minutes:

The unit is either wired wrong, has damaged wires, not earthed correctly or the timer in the control box is set incorrectly. First check the wiring from the wiring diagram in the specification, then check the wiring for any damage and the earth is correctly installed. If there is no problem with the wiring, check the timer in the control box. There are 3 dials; the one on the 'top' has the writing 0.1s, 1s, 10s, 1m, 10m, 1h, 10h and 100h, the big middle one has the numbers 0 to 12 on it (multiplier) and the 'bottom' one has A, B, C, B2, D, E, J and G. Make sure it is set to 1m, 12 and D and not in-between any of the settings.