

# TROUBLESHOOTING

Problem		Cause	Solution
No spark between ignition wire and burner's hole while pushing the igniter button.	No power in igniter	No Igniter battery or igniter battery short of power	Replace with new igniter battery
		Igniter battery is incorrectly inserted	Reinsert the battery properly
		Igniter broken or cracked	Call the customer service for replacement part
	The ignition wire didn't conduct electricity	Ignition wire is loose or disconnected to igniter	Reinsert the ignition wire
		Electricity leakage in ignition wire or the needle of ignition wire can not aim at the hole of burner while lighting	Call the customer service for replacement part
No or Short of gas	The switch of gas cylinder was not switch on	Not switch on the valve of gas cylinder	Switch on the valve of gas cylinder
	Inproperly connect between regulator and gas cylinder	Regulator is loose or disconnected to gas cylinder	Check and reconnect the regulator to gas cylinder
	No gas in gas cylinder	No or short of gas	Check if the gas cylinder is empty ,if yes, replace it
	Excess flow safety valve has been activated	Switch on the gas cylinder when the balance gas still existed in hose cause excess flow safety valve activated	Turn the control knob to "OFF",Swich off the valve of gas cylinder and disconnect the regulator from the valve of gas cylinder.Turn the control knob to "LOW", Wait 30 seconds, Turn the control to "OFF",Reconnect the regulator to the gas cylinder.Light the appliance as indicated in the "To Light"section of manual
		Obvious gas leakage in gas system cause excess flow safety valve activated	Check the gas system to see if gas leakage, if yes, Call the customer service for help.
	Bends or kinks in regulator	Regulator was bends or kinks cause the poor fluent gas inside of hose	Straighten hose of all bends or kinks
Flame blow out	No or short of gas	See"No or Short of gas" above	See"No or Short of gas" above
	High or gusting winds	Flame was blow out by high or gusting winds	Remove the appliance to the place without high or gusting winds
	Loose connected in thermocouple	Loose connected between thermocouple and valve	Call the customer service for help
	Inside guard blocked by media	Media fall into inside guard cause block the entrance of oxygen	Open and clean the guard
		Media fall into inside guard and cover the flame in burner hole which also cause the low temperature while conduction	
	Guard covered by media	Guard covery by media cause the inproprely burning inside hole of guard	Remove the media from the guard as indicated in manual
Too much carbon deposition inside guard	The carbon deposition will occur since the gas can not sufficient burning when using the appliance	Open the top of guard by using pincer and clean the carbon deposited in guard,thermocouple,ignition wire,burner.lastly recover the top of guard .	