Fireplace Troubleshooting Guide

1. 36 inch Fireplace - L9010911A/L9010911B

TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
1. No power, logs do not glow.	1. The unit does not have power.	1. Check that unit is plugged into a standard 120 volt outlet. Then make sure power is set at "ON" position.
2. E1 displayed on control panel.	2. The overheat protection device has been engaged.	2. Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
3. E2 displayed on control panel.	3. The ambient temperature sensor is broken or not working correctly.	3. Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
4. E3 displayed on control panel.	4. Heater lock function activate.	4. To inactivate the Heater Lock function, hold the Heater Lock button for 10 seconds.
5. E4 displayed on control panel.	5. Heat blower have been stop by abnormal object.	5. Turn off and Turn on the unit again.
6. Fan motor continues to blow after unit is powered off.	6. Normal operation.	6. This is a standard feature; the blower runs for an additional 40 seconds to ensure heat will not be trapped inside the unit.
7. Power cord gets warm to the touch.	7. Normal operation.	7. This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).
8. PCB crashed.	8. No function operates, machine does no response and alarm alerts.	8. Frequently use on/off button repeatedly will triger the PCB protection, unplug unit and wait for 5-10 minutes, then the sensor will reset itself.

2. 18 inch Fireplace - L9009451A

TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
1. No power, logs do not glow.	1. The unit does not have power.	1. Check that unit is plugged into a standard 120 volt outlet. Then make sure power is set at "ON" position.
2. E1 displayed on control panel.	2. The overheat protection device has been engaged.	2. Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
3. E2 displayed on control panel.	3. The ambient temperature sensor is broken or not working correctly.	3. Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
4. E3 displayed on control panel.	4. Heater lock function activate.	4. To inactivate the Heater Lock function, hold the Heater Lock button for 10 seconds.
5. Fan motor continues to blow after unit is powered off.	5. Normal operation.	5. This is a standard feature; the blower runs for an additional 20 seconds to ensure heat will not be trapped inside the unit.
6. Power cord gets warm to the touch.	6. Normal operation.	6. This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).
7. PCB crashed.	7. No function operates, machine does no response and alarm alerts.	7. Frequently use on/off button repeatedly will triger the PCB protection, unplug unit and wait for 5-10 minutes, then the sensor will reset itself.

3. 23 inch Fireplace Remote Control - L9005583A

TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
1. No power, logs do not glow.	1. The unit does not have power.	1. Check that unit is plugged into a standard 120 volt outlet. Then make sure power is set at "ON" position.
2. E1 displayed on control panel.	2. The overheat protection device has been engaged.	2. Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
3. E2 displayed on control panel.	3. The ambient temperature sensor is broken or not working correctly.	3. Unplug unit, wait 5-10 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.
4. E3 displayed on control panel.	4. Heater lock function activate.	4. To inactivate the Heater Lock function, hold the Heater Lock button for 10 seconds.
5. Fan motor continues to blow after unit is powered off.	5. Normal operation.	5. This is a standard feature; the blower runs for an additional 20 seconds to ensure heat will not be trapped inside the unit.
6. Power cord gets warm to the touch.	6. Normal operation.	6. This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).
7. PCB crashed.	7. No function operates, machine does no response and alarm alerts.	7. Frequently use on/off button repeatedly will triger the PCB protection, unplug unit and wait for 5-10 minutes, then the sensor will reset itself.

4. 23 inch Fireplace Manual Control - L9006583A

TROUBLE SHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
1. No power, logs do not glow.	1. The unit does not have power.	1. Check that unit is plugged into a standard 120 volt outlet. Then make sure power is set at “ON” position.
2. Power cord gets warm to the touch.	2. Normal operation.	2. This is normal for a heater appliance as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult with a qualified electrician to check or change the overheating outlet(s).