

TROUBLESHOOTING GUIDE

PILOT ISSUES

Pilot Will Not Light:

No Spark:

Possible Cause	Resolution
A) Ignitor electrode is positioned wrong or broken	A) Replace with OEM Ignitor
B) Igniter electrode is not connected to igniter cable.	B) Reconnect ignitor cable
C) Igniter cable is pinched or wet.	C) Free igniter cable if pinched by any metal or tubing. Keep igniter cable dry.
D) Broken igniter cable.	D) Replace igniter cable.
E) Bad Piezo igniter.	E) Replace with OEM Piezo igniter.
F) Battery has not been installed or has died	F) install or replace battery
G) Contact have eroded	G) Replace Ignitor

Spark but no ignition:

Possible Cause	Resolution
A) Gas supply is turned off or equipment shutoff valve is closed.	A) Turn on gas supply or open equipment shutoff valve.
B) Gas regulator has closed due to excess gas pressure	B) Replace with OEM gas regulator
C) Control knob not fully pressed in while pressing igniter button.	C) Fully press in control knob while pressing igniter button.
D) Air in gas lines when installed.	D) Continue holding down control knob. Repeat igniting operation until air is removed.
E) ODS/pilot is clogged.	E) Clean ODS/pilot or replace with OEM ODS/pilot assembly.
F) Depleted gas supply (Propane).	F) Contact local Propane (LP) gas co.
G) Control knob not in PILOT position.	G) Turn control knob to PILOT position.

Pilot Will Not Stay Lit:

Possible Cause	Resolution	
A) Control knob is not fully pressed in.	A) Press in control knob fully.	
B) Control knob is not pressed in long enough.	B) After ODS/pilot lights, keep control knob pressed in for 30 seconds.	
C) Equipment shutoff valve is not fully open.	C) Fully open equipment shutoff valve.	
D) Thermocouple connection is loose at control valve.	D) Hand-tighten until snug and then tighten ¼ turn more.	
E) Thermocouple damaged.	E) Replace with OEM thermocouple.	
F) Depleted gas supply (Propane).	F) Contact local Propane (LP) gas co.	
G) Control valve damaged.	G) Replace with OEM gas valve	
H) Air in gas line when installed.	H) Continue holding down control knob repeating ignition operation until air is removed.	
I) Insufficient fresh air (front of flame lifts away).	I) If the pilot flame lifts off the thermocouple, check to make sure the room is properly ventilated and not too small. If necessary open a window to provide adequate fresh air.	
J) Incorrect air/gas mix at the pilot (rear of flame lifts away).	J-1) Check for drafts around the heater.	J-2) Relocate heater if necessary to protected area.
K) Heater installed above 4500 ft.	K) Vent-free gas heaters will not operate properly at high elevations.	
L) Gas line size incorrect	L) ½ " is recommended	
M) Incorrect gas	M) Check Gas selector valve	
N) Low gas pressure	N) 11-14" W.C. Liquid Propane 6-10.5" W.C. Natural Gas	
O) High Gas pressure NG	O) Adjust pressure switch	
P) Partially closed regulator	P) Open regulator all the way or replace with OEM gas regulator	

Pilot Will Light but is Yellow or weak:

Possible Cause	Resolution
A) ODS/pilot is dirty or clogged.	A) Clean ODS/pilot or replace with OEM ODS/pilot assembly.
B) Gas regulator has partially closed.	B) Open or Replace with OEM gas regulator
C) Depleted gas supply (Propane).	C) Contact local Propane (LP) gas co.
D) Hooked up to well head gas	D) Discontinue use of product. Kozy World vent-free units will not run on well head gas.
E) Control knob not in PILOT position.	E) Turn control knob to PILOT position.

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BURNER ISSUES

Pilot Lights but Burner will not:

Thermostat Units:

Possible Cause	Resolution
A) Low Gas Pressure	A) 11-14" W.C. Liquid Propane 6-10.5" W.C. Natural Gas
B) Burner line is clogged	B) Clean burner line and tube
C) Control knob not seated in proper position	C) Set control correctly into position 1-5
D) Thermostat bulb not sensing temperature	D) Check thermostat bulb position move away from heater to get better room temperature if necessary
E) Thermostat bulb damaged or disconnected	E) Replace with OEM gas valve

Remote Units:

Possible Cause	Resolution
A) Low Gas Pressure	A) 11-14" W.C. Liquid Propane 6-10.5" W.C. Natural Gas
B) Burner line is clogged	B) Clean burner line and tube
C) Control knob not seated in proper position	C) Set control correctly into position 1-5
D) Thermostat bulb not sensing temperature	D) Check thermostat bulb position move away from heater to get better room temperature if necessary
E) Thermostat bulb damaged or disconnected	E) Replace with OEM gas valve
F) Receiver has not been learned to remote	F) Follow set up and learning process in product owner's manual
G) Receiver batteries installed incorrect or died	G) Re-install or replace batteries (Re-Learn) Remote
H) Solenoid on valve not receiving proper connection	H) Follow below solenoid/receiver/remote instructions:

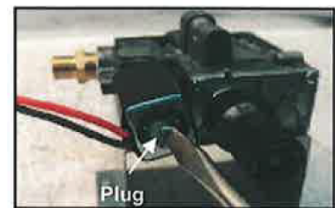
SOLENOIDS

- To Access The Solenoid:**
- Turn gas valve to "pilot" or "off" position.
 - Disconnect the receiver box from solenoid.
 - Remove front panel

Burner will not ignite: (New Units)

Solenoid "torqued" too tight:

- With a flat-head screwdriver, turn counter-clockwise \curvearrowright to loosen "plug".
- Turn "plug" clockwise \curvearrowleft until thumb-tight.
- Replace panel or receiver bracket.



9-Volt Battery Test: (UN3 Receiver/AF1000S Solenoid Only):

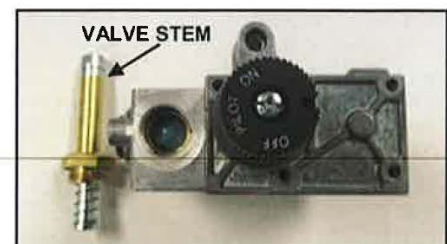
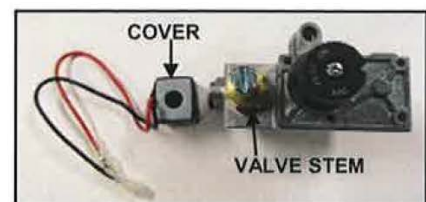
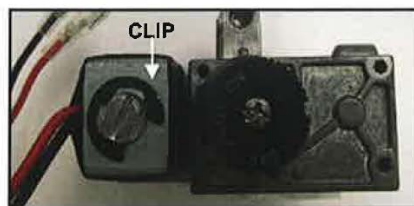
- Pilot lit, control knob in the "on" position.
- Disconnect the receiver from the solenoid.
- Place red wire to negative (-) side of battery / black wire to positive (+):
 - Burner lights, switch the wires on battery to turn "off" - replace receiver box
 - Burner does not light – replace solenoid



SOLENOID REPLACEMENT

Remove the following from the gas valve and new solenoid:

- Clip
- Solenoid cover
- Solenoid valve "stem"

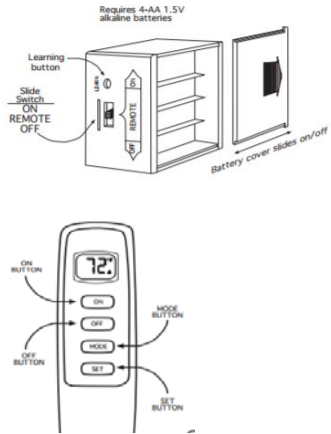


REMOTES / RECEIVERS

Major issues are:

- Initial set-up improper
- Battery change
- Receiver beeping continuously
- Remote only works up close
- Learn button pressed numerous times

- New units
- Did not re-learn
- Change Batteries
- Must be at least 3" from receiver when linking remote to receiver
- Remove batteries to re-set



Unit shuts down after it reaches temp taking pilot with it:

Possible Cause	Resolution
A) Insufficient fresh air (front of flame lifts away).	A) If the pilot flame lifts off the thermocouple, check to make sure the room is properly ventilated and not too small. If necessary open a window to provide adequate fresh air.
B) Heater installed above 4500 ft.	B) Vent-free gas heaters will not operate properly at high elevations.
C) Valve not synched	C) Turn control knob to 5, let run for 10-15 min.
D) Bad Solenoid	D) Trouble soot solenoid as listed above
E) Remote /Receiver bad	E) Trouble soot remote/receiver as listed above

Delayed ignition or backfiring of burner:

Possible Cause	Resolution
A) Low Gas Pressure	A) 11-14" W.C. Liquid Propane 6-10.5" W.C. Natural Gas
B) Burner line is clogged	B) Clean burner line and tube
C) Improper log placement	C) Follow log placement in products owner's manual
D) Injector Orifice damaged	D) Replace with OEM gas injector orifice
E) Partially closed regulator	E) Open or Replace with OEM gas regulator
F) Receiver has not been learned to remote	F) Follow set up and learning process in product owner's manual
G) Receiver batteries installed incorrect or died	G) Re-install or replace batteries (Re-Learn) Remote
H) Solenoid on valve not receiving proper connection	H) Follow below solenoid/receiver/remote instructions:

High or Yellow flame:

Possible Cause	Resolution
A) Not enough air	A) Check ventilation
B) Low gas pressure	B) 11-14" W.C. Liquid Propane 6-10.5" W.C. Natural Gas
C) Bad regulator	C) Replace regulator with OEM gas regulator
D) Burner or unit dirty	D) Clean burner and unit
E) Gas selector valve not set correctly	E) Correct gas selector valve position
F) Hooked up to well head gas	F) Discontinue use of product. Kozy World vent-free units will not run on well heat gas.

Burner Whistles:

Possible Cause	Resolution
A) Air in gas lines	A) Repeat igniting operation until air is removed
B) Blocked / Dirty orifice	B) Clean burner and Orifice
C) Control knob set to "high" when unit is cold	C) Turn knob to "low", let warm then turn to "high"
D) Bad Burner	D) Replace with OEM gas burner

Burner will not shut off:

Possible Cause	Resolution
A) Control Knob not set correctly	A) Set control correctly into position 1-5
B) Thermostat bulb touching "cold surface"	B) move bulb to a position away from the heater
C) Thermostat bulb damaged or disconnected	C) Replace with OEM gas valve
D) Bad Solenoid	D) Trouble soot solenoid as listed above
E) Remote /Receiver bad	E) Trouble soot remote/receiver as listed above

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ODOR ISSUES

Vent-Free products typically produce an odor during initial operation. This will subside after 2-8 hours burn time. Determine what kind of odor (most of the time it is not a gas leak but impurities in the air)

The following are examples that can affect new and existing installations:

SMELLS LIKE KEROSENE:

- Improper log placement
- Chemical impurities introduced to the environment such as:
 - Paint
 - Furniture Polish
 - Odor from garage
 - "Off" gassing from new home construction
 - Christmas Trees
 - Odor from basement
 - Air fresheners
 - Cleaning chemicals
 - Shoe polish

SMELLS LIKE ROTTEN EGGS:

Gas Leak: Shut the unit off. A licensed plumber or the gas company should be contacted to check ALL connections to the gas valve, pilot assembly, burner and regulator.

- Regulator: Installer can crack the regulator by over torquing the connection
- Plaque Heaters: Chips or cracks (no replacement) If under warranty return to store.
- Gas Valve: Leaking around Knob-Replace valve
- Burner: Replace burner, if under warranty return to store.

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SOOTING ISSUES

Causes:

- Improper log placement, refer to product owner's manual for proper log placement.
- Low gas pressure
 - Propane gas 11 to 14" water column
 - Natural gas 6 to 10.5" water column
- Not enough gas in the propane tank
- Contaminated burner refer to product owner's manual for proper cleaning
- External air flow causing flame impingement

Other causes:

- Burning candles or using air-fresheners
- Cigarette or Cigar smoke
- Cooking smoke (grease)