

PROBLEM FINDING CHART

MODEL

GF900L/C GFi300L

All work must be carried out by a qualified technician

SYMPTOM	CAUSE	SOLUTION
<p>New Installation / Existing Installation Unit does not operate (ignition or fan)</p>	No power supply (240V) to unit or control box	Check power supply
<p>New Installation Unit will not operate using remote control, but O.K. using manual button</p>	Remote control not tuned into unit	Tune remote control into unit
<p>New Installation Unit goes through ignition cycle but pilot light does not ignite</p>	No gas to unit or fitting line has not being purged	Check gas supply or purge fitting line
<p>New Installation Pilot light ignites but main burner does not ignite, igniter continues to spark for 30 seconds then goes to lockout.</p>	<p>Crossed polarity or faulty sensor lead/circuit</p> <p>Faulty extension lead or power board</p>	<p>Check polarity at PowerPoint, connection into heater and control box. Check sensor probe and lead. If faulty replace</p> <p>Remove or replace extension lead or power board</p>
<p>New Installation / Existing Installation Pilot light ignites, sparking stops but main burner does not ignite and pilot light continues burning.</p>	Convection fan not operating or fault in pressure switch	Re- tune remote into unit. Check wiring to convection fan and repair or replace fan. Check wiring and hose connection to pressure switch repair or replace faulty switch if required

<p>New Installation</p> <p>Unit ignites. Main burner becomes unstable, flame lifts off burner, unit goes to lockout</p>	<p>Flue blocked. Incorrect flue installation or flue joints not sealed</p> <p>Incorrect burner pressure settings</p> <p>Burner aeration not correctly adjusted</p> <p>Log set incorrectly installed</p>	<p>Clear blocked flue. Install flue correctly. Seal all flue joints</p> <p>Adjust burner pressure to correct settings</p> <p>Adjust burner aeration</p> <p>Install log set as per Owners Manual</p>
<p>New / Existing Installation</p> <p>Fan operates but no ignition sequence</p>	<p>Unit ignition pack gone to lock out</p>	<p>Reset ignition pack by depressing red reset button whilst unit controls are in the "ON" position</p>
<p>Existing Installation</p> <p>Pilot light ignites but main burner does not ignite, igniter continues to spark for 30 seconds then goes to lockout.</p>	<p>Faulty sensor lead/circuit, low pilot flame</p>	<p>Check sensor circuit, replace sensor if required. Clean pilot and ensure flame is touching sensor probe.</p>
<p>Existing Installation</p> <p>Pilot light ignites, igniter stops sparking but main burner does not ignite</p>	<p>Ignition pack faulty or wires have detached from Ignition pack/gas valve. Convection fan not operating, fault with pressure switch.</p>	<p>Check wiring from ignition pack to gas valve etc. Replace faulty ignition pack, fan or pressure switch</p>
<p>Existing Installation</p> <p>Pilot ignites spark stops, burner lights for a few seconds then unit goes out.</p>	<p>Faulty/blocked pilot, pilot head warped or faulty ignition pack</p>	<p>Clean pilot. Replace pilot head or assembly. Replace ignition pack if required</p>
<p>Existing Installation</p> <p>Ignition system operates, sparking commences but no spark at pilot assembly</p>	<p>Faulty spark ceramic or lead. Spark lead detached from ignition pack or earth wire detached from ignition pack</p>	<p>Rectify wiring if faulty. Replace ignition ceramic & lead if required</p>

<p>Existing Installation Remote / manual button turned on but no ignition or fan.</p>	<p>Check power to unit and control box</p>	<p>If power into control box, replace faulty control box</p>
<p>Existing Installation Soot deposits on burner, logs or front glass</p>	<p>Blocked / damage flue. Incorrect flame pattern logs incorrectly installed, unit over gassed or blocked burner venturie / burner ports Lack of service on unit</p>	<p>Clear / repair flue. Adjust burner aeration. Re-install logs correctly. Check gas operating pressure and check burner injector size. Clear burner venturie and burner ports. Service unit</p>

NOTE:

On these units if the fan fails the main burner will shut down

If the 240V power supply is lost these units will shut down

IMPORTANT NOTE:

Do not disconnect any safety devices from these units