

# Troubleshooting Flow Chart:

## Problem

## Possible Cause

## Solution

1)

Flames not working correctly

→ Ribbons are statically connected to glass.

→ Spray some anti-static spray beneath the tray. **Please note: If this product is freshly installed, please leave running for 20 minutes so ribbons can loosen.**

→ Installation airflow restricted.

→ Check the correct air gap has been adhered to when installing— Recommended clearance is **4"(100mm)**

→ Blower clogged.

→ Fan requires cleaning out. **Please see EH YouTube video.**

→ Slow fan.

→ Fan requires cleaning out. If problem persists, replacement fan may be required. **Please see EH YouTube video.**

2)

Heater blowing cold

→ Possible installation gaps/Chimney not adequately blocked off.

→ Chimney may not be fully blocked. Correct air gap has not been adhered to—**4"(100mm)**

→ Fan clogged.

→ Heater fan requires cleaning out. **Please see EH YouTube video.**

→ Faulty element.

→ Replace element. **Please see EH YouTube video.**

→ Slow fan.

→ Check fan placement. If problem persists replacement fan may be required. **Please see EH YouTube video.**

**Problem**

**Possible Cause**

**Solution**

3)

Noisy Heater

Fan unbalanced.

Adjust fan to stop catching on the case. If problem persists replacement fan unit maybe required. **Please see EH YouTube video.**

Fan catching on housing.

Adjust fan to stop catching on the case. **Please see EH YouTube video.**

Fan clogged.

Fan requires cleaning out. If problem persists a replacement fan may be required. **Please see EH YouTube video.**

Fan has come loose.

Tighten fan cradle or screws holding fan onto fan cradle. **Please see EH YouTube video.**

4)

Noisy Flame Effect

Fan unbalanced.

Adjust fan to stop catching on the case. If problem persists a replacement fan unit may be required. **Please see EH YouTube video.**

Fan catching on housing.

Adjust fan to stop catching on the case. **Please see EH YouTube video.**

Fan clogged.

Fan requires cleaning out. If problem persists a replacement fan may be required. **Please see EH YouTube video.**

Fan has come loose.

Tighten fan cradle or screws holding fan onto fan cradle. **Please see EH YouTube video.**

**Problem**

**Possible Cause**

**Solution**

5)

Fire not turning on.

→	Rocker switch has not been turned to the 'ON' position.	→	Double check switches are turned to the 'ON' position.
→	Remote/App not paired.	→	Remote / App needs pairing. See pages 44-55 for instructions
→	Fuse blown.	→	Check fuse box.
→	Unit not plugged in correctly.	→	Check to be sure the power lead is plugged in adequately.

6)

No lights

→	Loose connection or disconnected wire.	→	Check all connections on LED's. <b>Please see EH YouTube video.</b>
→	LED shorting out	→	Check location of short—Replace LED strip if necessary. <b>Please see EH YouTube video.</b>
→	LED blown	→	LED strip needs replacing. <b>Please see EH YouTube video.</b>
→	Blown driver on PCB	→	PCB needs replacing. <b>Please see EH YouTube video.</b>

**Problem**

**Possible Cause**

**Solution**

7)  
Heater coming on randomly

→ Timer has been accidentally set.

→ Double check timer settings.

→ Thermostat faulty.

→ Replace PCB. **Please see EH YouTube video.**

8)  
LED streaking

→ LED dropped down.

→ LED needs to be re-stuck into place.

→ Log positioning.

→ Change log positioning to hide any direct view of LED strip.

9)  
Heater cutting out

→ Build up of hot air triggering heater cut-out unit.

→ Ensure the appliance has the required air gap for air to circulate and prevent build-up. Recommended **4" (100mm)**

10)  
Noisy fans

→ Fan has slipped off-centre of mechanism

→ Press red button on side of fan to re-centre to stop it from catching. **Please see EH YouTube video.**