

# ELEMENT4 TROUBLESHOOTING GUIDE

## TROUBLESHOOTING FLOW CHART

FUNCTION		POSSIBLE CAUSE	REMEDY
<b>A.</b> Press the ON button to start ignition sequence. Beep will occur each second.	No →	Transmitter batteries low.	Replace remote control batteries. Quality alkaline recommended.
		Receiver batteries low.	Test the batteries. replace if necessary. Quality 1.5V AA alkaline recommended. <i>Note: Do NOT connect an AC adapter when using receiver batteries.</i>
		Check that transmitter and receiver are synchronized.	Reset system, see the installation manual or the label on the receiver. One long beep indicates the wiring is incorrect or the code learning sequence has failed.
		Transmitter distance is limited.	Straighten the antenna.
			Replace the receiver.
		Defective AC adapter	Replace the AC adapter.
		Damaged wiring	Inspect/test all wiring and connections.
2nd thermocouple is producing electricity.	Wait for 2nd thermocouple to cool down (3-5 minutes)		

Yes ↓

<b>B.</b> Magnet unit is energized thus producing an obvious latching sound.	No →	No beep →	Impulse magnet not operating properly.	Replace gas valve.
	No →	3 short beeps →	Receiver batteries low.	Test the batteries, replace if necessary. Quality 1.5V AA alkaline recommended.
	No →	1 long beep →	8-wire cable is off or not operating properly.	Confirm proper operation of the 8-wire cable.
			2nd thermocouple not connected	Confirm integrity of 2nd thermocouple and connection.
			SW-cable disconnected.	Confirm proper connection/operation of the SW-cable at gas valve and receiver.
			Motor not operating properly.	Replace gas valve.
		Micro switch not operating properly.	Replace gas valve.	

Yes ↓  
(continued)

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FUNCTION	POSSIBLE CAUSE	REMEDY	
<b>C.</b> Spark will occur each second.	No → Ignition components not operating properly.	Check connection between ignition cable and ignitor rod.	
		Check ignitor rod spark gap.	
		Check ignitor rod.	
		Check ignition cable for damage.	
No → Ignition sequence stops, no pilot flame. No reaction to transmitter command.	Ignition sequence stops after one spark	Increase distance between ignition cable and all metal parts.	
		Remove ground bolt (T20 Torx) and clean ground lug.	
		Reset system, see the installation manual or the label on the receiver.	
No → Ignition sequence stops, no pilot flame. Transmitter command is possible.	Ignition sequence stops, no pilot flame. No reaction to transmitter command.	Do not coil the ignition cable.	
		Shorten the ignition cable, if possible.	
<b>D.</b> Pilot lit.	No →	Ignition sequence stops, no pilot flame. Transmitter command is possible. Test the batteries, replace if necessary. Quality 1.5V AA alkaline recommended.	
		TC- and SW-cable reversed.	Check cable connection between receiver and interrupter block.
		Magnet unit not operating properly.	Replace gas valve.
		Short between interrupter and SW cable.	Check interrupter block connection.
		No gas (magnet unit drops after 30 second audible count.)	Check gas supply / Bleed gas line.
		Spark not lighting the pilot.	Check spark is crossing the pilot orifice.
Cracked ignitor rod (spark heard but not seen)	Ensure that ignitor rod does not move within ceramic shield. Check that ceramic shield or ignition wire is not defective.		
<b>E.</b> Sparking stops after pilot is lit.	No →	Short between interrupter block and TC-cable.	Check connection to interrupter block.
		Electronic measuring amplifier defective.	Replace the receiver.

Yes ↓

Yes ↓

Yes ↓

(continued)

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FUNCTION	POSSIBLE CAUSE	REMEDY	
<b>F.</b> Motor turns to main gas and pilot stays lit.	No →	Resistance in thermocouple circuit too high.	Check thermocouple circuit.
	Magnet unit drops (audible sound)	Not enough heat on thermocouple.	Check position of pilot to thermocouple. Check the stability and intensity of pilot flame. Ensure the proper restrictor is installed. Ensure that the pilot flame is properly adjusted. Possible cold start. Wait one minute and retry.
		Low voltage from thermocouple.	Replace thermocouple. Do not over tighten - hand tight plus ¼ turn <i>maximum</i> .
		No gas (magnet unit drops after 30 second audible count.)	Check gas supply.
No →	Broken receiver	Ensure powered/unpowered receiver allows manual operation.	
No →	Ignition sequence stops. No reaction to transmitter command.	Reset system, see the installation manual or the label on the receiver.	
		Do not coil the ignition cable.	
Pilot flame under hearth panel not establishing.	Remove glass and hearth panel then check for proper pilot operation. If pilot establishes with panel off then install panel and glass and adjust pilot flame (hi/lo) for best operation.		
Yes	↓		
<b>G.</b> Main burner is lit.	No →	Manual knob is in the "MAN" position.	Turn the control knob to "ON" position, a positive latch is required.
Yes	↓		
Pilot flame is too low.	Confirm correct gas pressure. Increase pilot flame if necessary.		
(continued)			



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FUNCTION	POSSIBLE CAUSE	REMEDY
<b>J.</b> Flames become thin, blue, wispy then go out.	Exhaust is contaminating the fresh air.	Inspect venting for damage and/or incorrect installation.
	Flow of fresh air and/or exhaust is blocked.	Ensure that vent configuration is within the vent chart requirements. Check termination for blockage and/or appropriate type.
	Natural gas being used with LP orifice(s).	Ensure the gas type is correct for the installed orifices.
No ↓		
<b>K.</b> Flames are very yellow with dark, sooty tips.	The air shutter is closed when using LP gas.	When using LP gas the air shutter must be fully open. See conversion instructions.
	Flow of fresh air and/or exhaust is blocked.	Ensure that vent configuration is within the vent chart requirements. Check termination for blockage and/or appropriate type.
No ↓		
<b>L.</b> Flames are very busy and blowing in an abnormal direction.	Air leak in the firebox.	Check unit for leaks at glass corners or at gaskets.
		Check unit for positive relief door seal.
		Check venting for complete integrity.
No ↓		
<b>M.</b> Flames are stable but too small and blue.	Too much primary air.	Reduce the primary air opening until flames have blue base and yellow upper two-thirds.
No ↓		
<b>NORMAL OPERATION</b>		

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## Errors codes Procontrol App

Error code	Message in App	Description	Possible cause
F02	Contact service	5 sec beep van de ontvanger. Geen reactie van ontvanger, en geen ontsteking.	<ul style="list-style-type: none"> <li>No engine end stop</li> <li>Wiring motor</li> <li>Microswitch</li> <li>Knob B</li> </ul>
F03	Contact service	5 seconds beep from the receiver. Ignition process is interrupted No response from receiver, and no ignition.	Thermocouple wiring not in order / interrupted
F04	Ignition failure. wait 1 minute, than try again.	No pilot flame within 30 sec. After 3rd attempts F06	<ul style="list-style-type: none"> <li>No gas</li> <li>Air in the pipe</li> <li>No spark</li> </ul>
F06	Contact service	3rd time start attempt within 5 minutes	<ul style="list-style-type: none"> <li>No gas</li> <li>Air in the pipe</li> <li>No spark</li> </ul>
F10	Contact service	Pilot is on 2nd thermocouple procedure Starting again after 2 min	<ul style="list-style-type: none"> <li>2nd thermocouple is not heated</li> <li>2nd thermocouple blocked by decoration material</li> </ul>
F12	Contact service	Motor turns to pilot light position	<ul style="list-style-type: none"> <li>Receiver above 60°</li> </ul>
F13	Contact service	Motor turns to pilot light position	<ul style="list-style-type: none"> <li>Receiver above 80°</li> </ul>
F14	Contact service	5 sec. beep No reaction from the fireplace and no ignition	<ul style="list-style-type: none"> <li>Wiring not in order</li> <li>2nd thermocouple interrupted</li> <li>No right recipient</li> </ul>
F15	Contact service	5 sec. beep No reaction from the fireplace and no ignition	<ul style="list-style-type: none"> <li>2nd thermocouple not connected</li> <li>Wiring 2nd thermocouple</li> </ul>
F16	Hand transmitter out of reach	No temperature in the app	<ul style="list-style-type: none"> <li>Hand transmitter out of reach for more than 1.5 hours.</li> <li>Electrical fault</li> </ul>
F17	Contact service	No ignition No reaction from the fireplace	<ul style="list-style-type: none"> <li>Voltage above 7.5 volts</li> <li>AC adapter defective</li> </ul>
F19	Contact service	Pilot flame goes out when the main burner is opened	<ul style="list-style-type: none"> <li>1st Thermocouple voltage not sufficient</li> <li>1st thermocouple defective</li> <li>Too low pressure</li> <li>Resistance in the thermocouple circuit</li> <li>Gas control block (magnetic coil)</li> </ul>
F26	Contact service	No high flame regulation possible	<ul style="list-style-type: none"> <li>Receiver above 60°</li> </ul>
F28	On-Demand pilot	Pilot flame goes out	<ul style="list-style-type: none"> <li>Pilot flame goes out after there has been no motor movement for a long time.</li> </ul>
F31	Contact service	No reaction from the fireplace No control possible by the electronics	<ul style="list-style-type: none"> <li>Receiver defective</li> </ul>
F41	Controleer Wi-Fi	No reaction from the fireplace	<ul style="list-style-type: none"> <li>No Wi-Fi connection</li> </ul>
F43	No receiver connected. Contact service	No reaction from the fireplace No control possible by the electronics	<ul style="list-style-type: none"> <li>No communication between receiver and Wi-Fi module</li> </ul>
F44	Contact service	No temperature display in the App "N.a." in the App	<ul style="list-style-type: none"> <li>No hand transmitter connected</li> <li>Batteries hand transmitter empty</li> </ul>

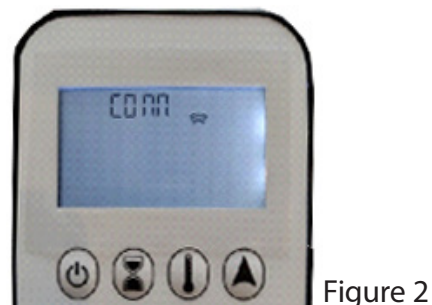
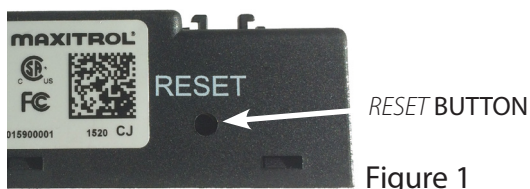
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Error code	App Message	Time	Description	Possible Cause
F04	F04	4 sec.	5 seconds beep from the receiver. No response from receiver, and no ignition.	No engine end stop Wiring motor Microswitch Knob B
F06	F06	4 sec.	3rd time a start attempt within 5 minutes	No gas Air in the pipe No spark
F09	F09	4 sec.	No reaction from the fireplace. No electronic control	The torque of the hand transmitter and receiver did not work
F40	Battery symbol Contact service	Continu	Battery voltage in the hand transmitter too low	Replace batteries 2x 1.5 V AAA
F46	F46	4 sec.	No reaction from the fireplace Interrupted responses No electronic control	No or bad connection between the receiver and hand transmitter No voltage on the receiver Low communication range, AC adapter

## Pairing the Remote and Receiver

1. Press and hold the receiver reset button using a small long tool until you hear the second of two beeps. After the second beep, release the reset button.
2. Press and hold the  button on the remote control until you hear the second of two beeps. Release the  button.
3. The remote will say CONN on the top of the view box (shown in Figure 2) . After it stops showing CONN on the remote control, the two are paired.

If you hear one long beep, this indicates the pairing sequence has failed and you need to retry the pairing sequence or the wiring is incorrect.



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