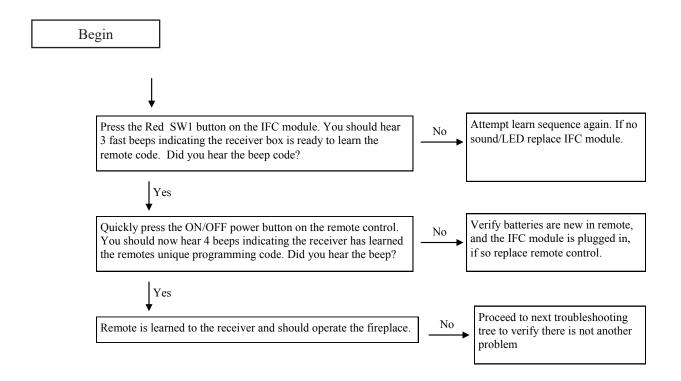
H SERIES MODELS

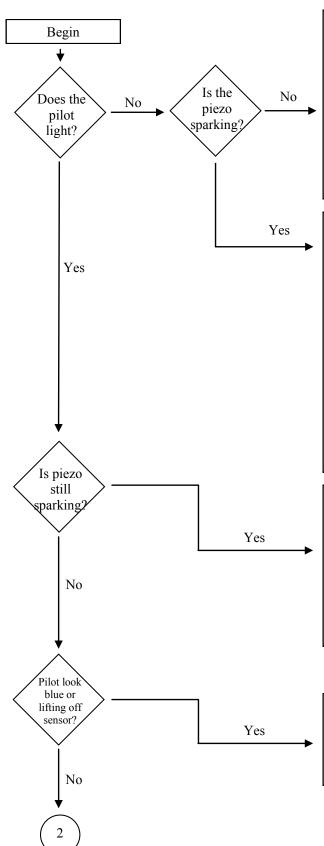
HVF 42, HVF 60 & HVF 72

Single-Sided See-Through Corner Style Peninsula 3-Sided

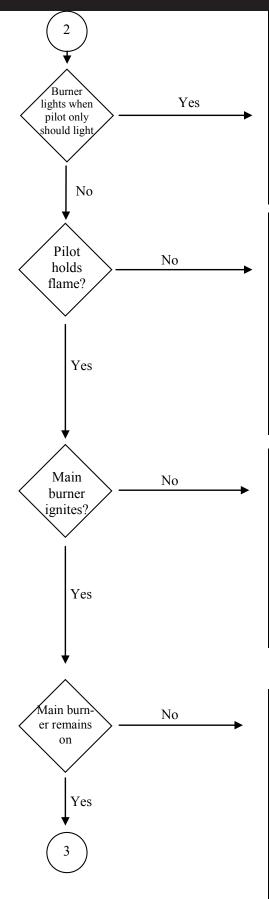
Remote/Receiver Not Synchronized



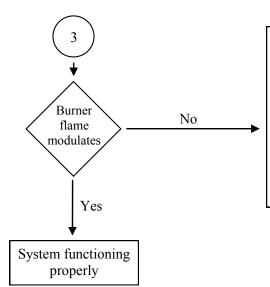
Troubleshooting



- 1. Verify proper power supply throughout system (System is powered by 120V AC)
- 2. Verify wires are properly connected to IFC module
- 3. Make sure system is properly grounded
- 4. Check electrode positioning to pilot hood. Adjust as needed. If porcelain is damaged replace igniter
- 5. Inspect wiring for damage. Replace if necessary
- 6. Ensure the jumper with the green wire is installed into connector "X4" on the IFC board. The IFC board will beep once and stall if this is not installed.
- 7. If no spark continues, replace IFC board
- 1. Verify gas supply is ON and gas line is bled to valve
- 2. Inspect wires for damage and replace if needed
- 3. Inspect pilot tube for damage and replace if needed
- 4. Inspect pilot orifice and clean if necessary
- 5. Clean any corrosion from pilot assembly for proper grounding
- 6. Check continuity of valve coil.
 - If no continuity replace valve
- 7. Verify proper voltage at pilot valve connection
 - If voltage is present and no gas released, replace valve.
 - If no voltage is present, replace IFC board
- 1. Verify flame sensor is in the pilot flame, adjust flame as needed
- 2. Verify flame sensor wire is properly connected to module and the system is grounded
- 3. Clean flame sensor rod and any corrosion from pilot assembly
- 4. Check porcelain is not cracked on flame sensor. If cracked replace flame sensor
- 5. If sparking continues, replace IFC board
- 1. Verify the unit is properly to the type of gas used. Fireplaces are only sold as Natural Gas.
- 2. Verify the knockouts on the sides or back of the unit have been sealed after installation with insulation or aluminum tape to prevent air leakage into the unit.



- 1. Verify transmitter is not powered on or in thermostat mode calling for heat. Display should say OFF next to thermometer image on display for thermo off.
- 2. Ensure all electrical connections are secure based on the wiring diagram
- 3. Verify proper voltage at the main valve connection (EV2 green).
 - If voltage is present replace IFC board
 - If voltage is <u>not</u> present replace gas valve (solenoid not closing)
- 1. Verify pilot flame makes full contact with flame sensor
 - Verify gas pressure on full capacity
 - Verify turbulence is not pushing flame off flame sensor
- 2. Clean the flame sensor and inspect wiring for damage
- 3. Verify pilot assembly is properly grounded and pilot hood is brushed clean of debris and securely pressed down.
- 4. Replace flame sensor
- 5. Check voltage at pilot valve connection (EV1 orange)
 - If <u>no</u> voltage present when calling for pilot, replace IFC board
 - If voltage is present, replace gas valve (valve not opening)
- 1. Verify THERMOSTAT mode is turned off. It is normal for the burner to turn off if THERMOSTAT mode is on.
- 2. Verify electrical connections are properly connected according to the wiring diagram and replace any damaged harnesses
- 3. Verify the pilot flame is properly directed to ignite the burner
- 4. Verify piezo is not sparking if so, go back to Piezo Still Sparking
- 5. Verify proper components are installed for type of gas used
- 6. Check continuity of the main burner coil.
- 7. Check for voltage at the main burner connection (EV2 green)
 - If voltage is present replace gas valve (not opening)
 - If no voltage is present replace IFC board
- 1. Verify THERMOSTAT mode is turned off. It is normal for the burner to turn off if THERMOSTAT mode is on.
- 2. Verify that the knockouts on the back or side of the unit have been sealed to prevent air infiltration from the wall.
- 3. Verify electrical components are properly connected according to the wiring diagram and replace any damaged harnesses
- 4. Verify pilot flame makes contact with flame sensor. Clean flame sensor of any debris or silicone film.
- 5. Verify gas pressure on full capacity is according to manual
- 6. Check for voltage at the main burner connection (EV2 green)
 - a. If voltage is present when drops out, replace gas valve
 - b. If no voltage, replace IFC board



- 1. Thermostat in SMART mode will not modulate flame height
- 2. Check in/out pressure readings according to owner's manual
- 3. Check electrical connections and inspect wiring for damage
- 4. Inspect main burner orifice for blockage and correct size
- 5. Verify receiver is receiving transmitter command by beeping
 - If no beep, see Remote/Receiver Not Synchronized
- 6. Check continuity of step motor. Resistance between yellow/ orange and black/brown wires should be 25 ohms.
 - -If no continuity or step motor is not regulating out pressure, replace step motor.



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a division of Europa Ja, Inc. 30 Log Bridge Road Building 300 - Suite 303 Middleton, MA 01949 www.europeanhome.com