## TROUBLESHOOTING GUIDE

### ELECTRIC HALO MODELS

#### KIRUNA, LINNEA & TYRELL

### 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 aperture has been adhered to when installing—Recommended clearance is 4"(100mm) | 
| Blower clogged. | Fan requires cleaning out. Please see Evonic YouTube video. | 
| Slow fan. | Fan requires cleaning out. If problem persists, replacement fan may be required. Please see Evonic YouTube video. | 

2) Heater blowing cold | Possible installation gaps/Chimney not adequately blocked off. | Chimney may not be fully blocked. Correct aperture has not been adhered to—4"(100mm) |
| Fan clogged. | Heater fan requires cleaning out. Please see Evonic YouTube video. | 
| Faulty element. | Replace element. Please see Evonic YouTube video. | 
| Slow fan. | Check fan placement. If problem persists replacement fan may be required. Please see Evonic YouTube video. | 

---

Electric HALO Fireplace Rev #07022020

EuropeanHome.com
### TROUBLESHOOTING GUIDE

#### 3) Noisy Heater

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

- **Fan catching on housing.**
  - Adjust fan to stop catching on the case. Please see Evonic YouTube video.

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

- **Fan has come loose.**
  - Tighten fan cradle or screws holding fan onto fan cradle. Please see Evonic 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 Evonic YouTube video.

- **Fan catching on housing.**
  - Adjust fan to stop catching on the case. Please see Evonic YouTube video.

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

- **Fan has come loose.**
  - Tighten fan cradle or screws holding fan onto fan cradle. Please see Evonic YouTube video.
TROUBLESHOOTING GUIDE

5) Fire not turning on.

- Check to be sure the power lead is plugged in adequately.
- Unit not plugged in correctly.
- Remote/App not paired.
- Rocker switch has not been turned to the ‘ON’ position.
- Fuse blown.
- Double check switches are turned to the ‘ON’ position.
- Remote needs pairing. See separate pairing instructions for guide.
- Replace fuse.
- PCB needs replacing. Please see Evonic YouTube video.

6) No lights

- Check all connections on LED’s. Please see Evonic YouTube video.
- Loose connection or disconnected wire.
- LED shorting out
- LED blown
- Blown driver on PCB
- LED strip needs replacing. Please see Evonic YouTube video.
- PCB needs replacing. Please see Evonic YouTube video.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Solution 1</th>
<th>Solution 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>7)</td>
<td>Heater coming on randomly</td>
<td>Timer has been accidentally set.</td>
<td>Double check timer settings.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Thromstat faulty.</td>
<td>Replace PCB. Please see Evonic YouTube video.</td>
</tr>
<tr>
<td>8)</td>
<td>LED streaking</td>
<td>LED dropped down.</td>
<td>LED needs to be re-stuck into place.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Log positioning.</td>
<td>Change log positioning to hide any direct view of LED strip.</td>
</tr>
<tr>
<td>9)</td>
<td>Heater cutting out</td>
<td>Build up of hot air triggering heater cut-out unit.</td>
<td>Ensure the appliance has the required aperture for air to circulate and prevent build-up. Recommended 4&quot; (100mm)</td>
</tr>
<tr>
<td>10)</td>
<td>Noisy fans</td>
<td>Fan has slipped off-centre of mechanism</td>
<td>Press red button on side of fan to re-centre to stop it from catching. Please see Evonic YouTube video.</td>
</tr>
<tr>
<td>11)</td>
<td>Connectivity</td>
<td>Your router is not connecting with your fireplace.</td>
<td>Internet may be operating on 5hz frequency. Try logging onto your router configuration page and change the frequency to 2.4hz to improve range.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>App commands are not being processed by fireplace.</td>
<td>Same as above. Also the node may need re-flashing or replacing. Please see Evonic YouTube video.</td>
</tr>
</tbody>
</table>
11) Lighting errors

- Animation colours are not correct.
- Flashing white or blue in between animation sequence.
- Connection may be interrupted. Ensure the LED strip is properly inserted into the connector. Please see Evonic YouTube video.
- Same as above.

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