

TROUBLESHOOTING GUIDE

ELECTRIC HALO MODELS

KIRUNA, LINNEA & TYRELL

<u>Problem</u>	<u>Possible Cause</u>	<u>Solution</u>
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.

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.**

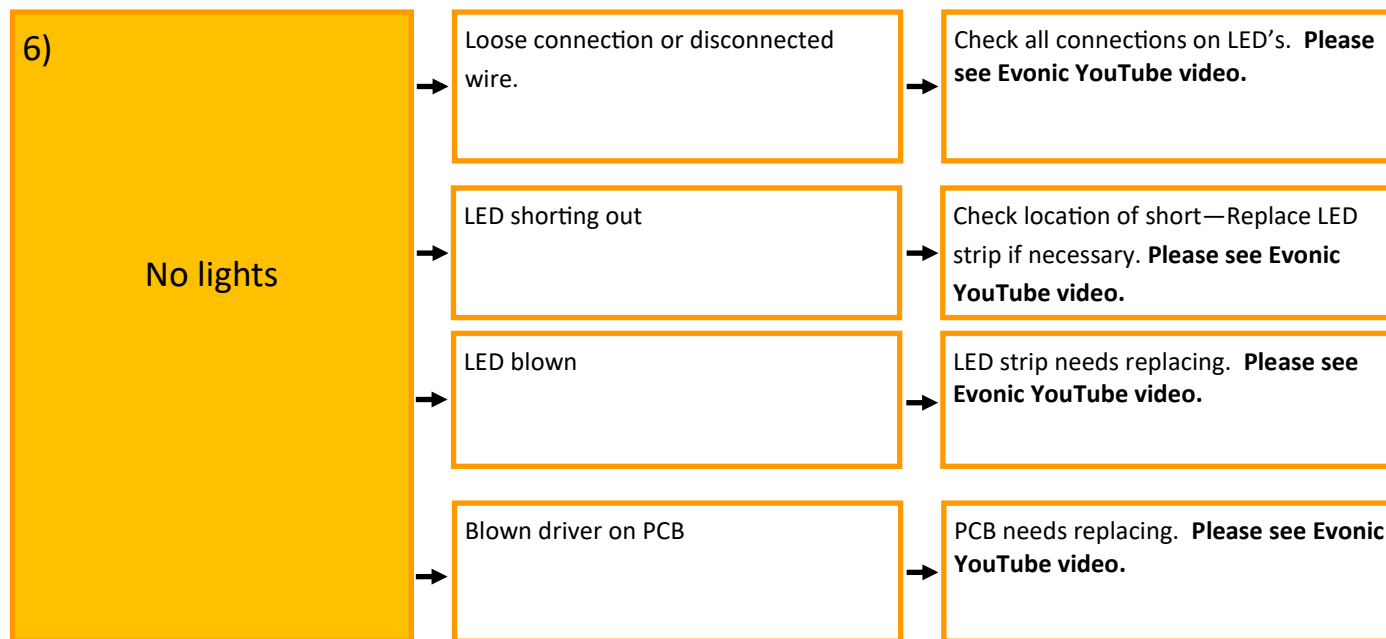
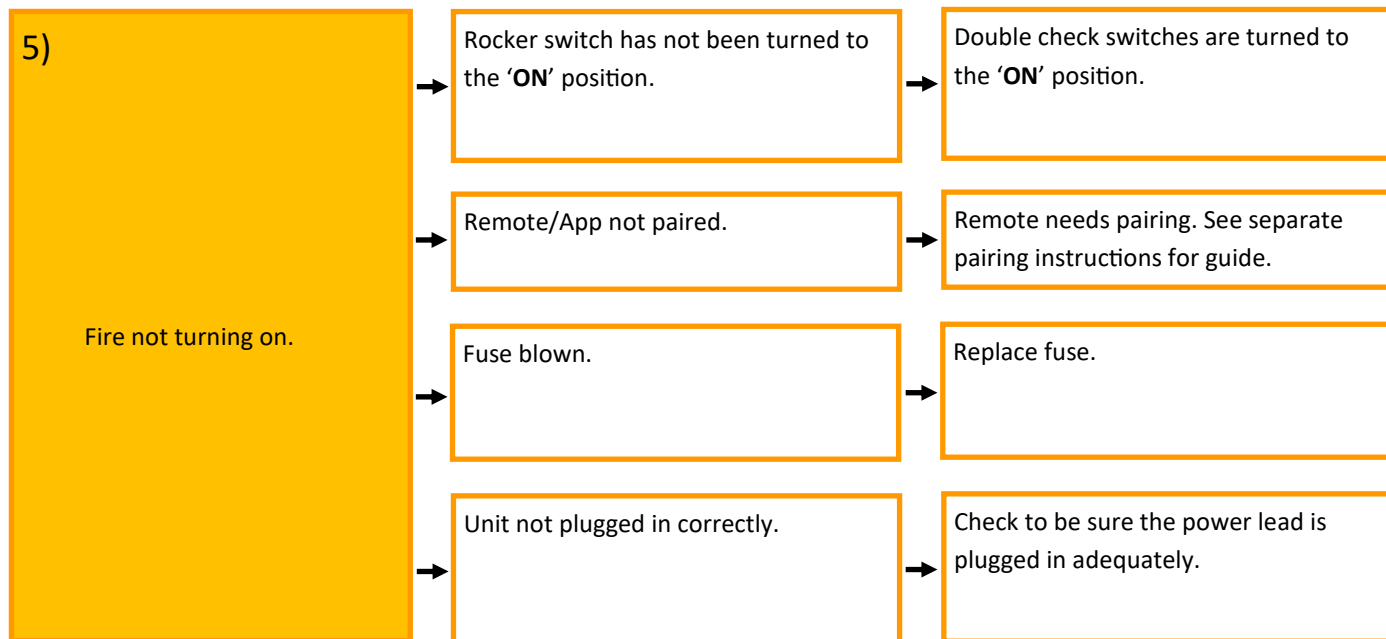
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Fan requires cleaning out. If problem persists a replacement fan may be required. **Please see Evonic YouTube video.**

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

TROUBLESHOOTING GUIDE



TROUBLESHOOTING GUIDE

7) Heater coming on randomly

→ Timer has been accidentally set.

→ Double check timer settings.

→ Thermostat faulty.

→ Replace PCB. **Please see Evonic 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 aperture 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 Evonic YouTube video.**

11)

Connectivity

→ Your router is not connecting with your fireplace.

→ Internet may be operating on 5hz frequency. Try logging onto your router configuration page and change the frequency to 2.4hz to improve range.

→ App commands are not being processed by fireplace.

→ Same as above. Also the node may need re-flashing or replacing. **Please see Evonic YouTube video.**

TROUBLESHOOTING GUIDE

11)

Lighting errors

Animation colours are not correct.

Connection may be interrupted. Ensure the LED strip is properly inserted into the connector. **Please see Evonic YouTube video.**

Flashing white or blue in between animation sequence.

Same as above.



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