

Trouble Shooting

Check the items below before making a service call. You will be charged for attending to any condition or fault that is not related to manufacture or failure of a part.

CONDITION	SUGGESTED REMEDY
The heater does not operate (ON/OFF- operation light does not glow green)	Check that the power cord is plugged in and the power turned on
	Circuit breaker or fuse is blown
	Child lock is set
	Check that gas is turned on
	See that enough gas is left in LPG tank (in case of LPG appliance)
Does not ignite (ON/OFF - operation light does not glow)	Supply gas valve is not fully opened
	Air in gas hose
Heater turns off during operation	Air filter is clogged and filter lamp flashes. Please clean air filter.
	Check that hot air outlet is not blocked
Room does not become warm enough.	Set-temperature is set too low
	Window or door is opened
	Supply gas valve is not fully opened
	Room size does not suit the heater capacity
	Obstruction within 75cm in front of heater
Flame is extinguished during operation	Check that the room is well ventilated (Amount of oxygen inside the room may be insufficient)
Gas smell	The hose is not securely connected
	The hose is damaged
	Turn off heater and call a qualified person
Heater smells during use	The heater will give out a strong odour if the room has been recently painted or the floors have been waxed or polished. Ventilate room properly before use
Heater smells or smokes when using first time	The smell or smoke comes from oil used during manufacture. Operate the heater for a while in ventilated room.
The fan keeps operating after the heater is switched off	It stops after the temperature inside the heater has cooled. No action required.
The heater creaks at the time of lighting or switching off	The sound is caused by expansion and contraction of metallic parts when the product is heated or cooled. No action required.
The heater does not ignite when using first time in the season, when not used for a long time or when the hose is re-connected.	There is air in the gas hose
	Repeat ignition procedure until the heater ignites (the lamp glows red to purge the air in the hose)
Noisy during ignition or shutdown.	This is a normal operation noise.
The heater makes hissing noise.	This is a normal gas flow noise.
Does not ignite immediately after shutdown.	Please wait until the heater cools down. The heater will re-ignite automatically 20 seconds later.
Does not operate after is accidentally unplugged.	Please wait until the heater cools down. Try to restart after a few minutes.

Error Codes

These heaters are fitted with self diagnostics electronics. Should a fault occur the heater will shut down and the fault with a pair of digits will be displayed in the display screen. Refer to the following table for probable cause and suggested remedy.

Check the items below before making a service call. You will be charged for attending to any condition or fault that is not related to manufacture or failure of a part.

Error code	Problem	Probable Cause	Suggested Remedy
03	Filter Damaged	Air Filter is damaged	Call for Service
		Gas Supply Volume is inadequate	Call for a qualified person.
05	Air Filter is Abnormal	Air filter is clogged	Clean Air Filter and operate again. If problem persists call for service.
11	Ignition Failure	Heater Gas Hose not connected properly	Connect heater gas hose correctly and operate again. If problem persists call for service
		Gas valve is not fully opened	Check gas valve is fully open and operate again. If problem persists call for service.
		The gas supply volume is inadequate	Call for a qualified person.
12	Flame Failure	Air filter is clogged	Clean Air Filter and operate again. If problem persists call for service.
		Gas valve is not fully opened	Check gas valve is fully open and operate again. If problem persists call for service.
		Room size less than specified room size requirements (incorrect heater sizing)	Open windows slightly or install ventilation points and operate again. If problem persists call for service.
		Insufficient ventilation (Oxygen Depletion Sensor has been activated)	Open windows slightly or install ventilation points and operate again. If problem persists call for service.
		The gas supply volume is inadequate	Call for a qualified person.
14	Thermo Switch Cut Off	Thermo switch is off	Call for service.
		Air Filter is clogged	Clean Air Filter and operate again. If problem persists call for service.
		Louvre is obstructed	Remove obstruction and operate again. If problem persists call for service.
16	Room Temperature Too High	Room size smaller than heater minimum room size requirements (incorrect heater sizing)	Contact your retailer
22	Anti-Tilt Switch Activated	Heater has tilted over or at an incline	Switch off heater and place on a flat surface.
31	Room Temperature Thermistor is Abnormal	Room temperature thermistor failure	Call for service.
33	Overheat Thermistor is Abnormal	Overheat Thermistor failure	Call for service.
62	Abnormal Fan Speed	Fan failure	Call for service.
71	Gas Proportional Valve is Abnormal	Gas valve failure	Call for service
72	Thermocouple Circuit is Abnormal	Thermocouple failure	Call for service
		False Flame detected	Call for service
73	Gas Type Circuit is Abnormal	Faulty or missing Gas Type Connector	Call for service.
76	Communication Error	Wiring is disconnected between operational PCB and Main PCB	Call for service.