

Trouble Shooting

Problem Observed	Possible Cause	Corrective Measure
Gas Odor	Gas Leak	See "What to do if you Smell Gas" Page 1 in manual
Gas Oder before ignition	Gas Leak	See "What to do if you Smell Gas" Page 1 in manual
Delayed ignition	Low Gas Pressure	Check gas supply pressure
	Clogged or dirty burner ports	Clean burner ports
	Blocked orifice	Check orifice opening
	Faulty valve	Replace Valve
Burner lights but does not stay lit	Low Gas Pressure	Check gas supply pressure
	Faulty valve	Replace Valve
	Clogged or dirty burner ports	Clean burner ports
	Faulty regulator	Replace regulator
	Windy conditions	Shield from wind
	Out of Gas	Refill Tank if Propane
Low burner flame	Incorrect gas supply or pressure	Check gas supply pressure
	Blocked orifice	Check orifice opening
	Clogged or dirty burner ports	Clean burner ports
	Faulty valve	Replace Valve
	Faulty regulator	Replace regulator
	High altitude	Adjust orifice size for altitude
	Safety valve in regulator tripped	Disconnect fitting from gas tank and reconnect
Backfire of burner	Blocked orifice	Check orifice opening
	Clogged or dirty burner ports	Clean burner ports
Gas Logs Sooting	Carbon (soot) may build up on the surfaces of the gas logs with heavy use. This is more likely to occur when using LP gas. The soot should be cleaned off the surface of the gas logs periodically.	To clean the logs, be sure the fire is out, the gas supply is turned off and the 4 logs are cool to the touch. The soot can then be brushed off with a dry bristle brush. Gas logs can be damaged if mishandled. Dispose of the soot and cleaning materials properly. Keep the soot away from clothing and outdoor furniture.

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