

SUSTAINABLE HEARTH TROUBLESHOOTING GUIDE

OPTIC 50 MODEL

WARNING

Turn off the appliance completely and let cool before servicing. Only a qualified service person should service and repair this electric appliance.

Symptom	Problem	Solution
Appliance will not come on when power button/switch is put into the "on" position.	House circuit breaker has tripped.	Reset house circuit breaker.
	Hard-wire connections are not correct (if applicable).	See "hard-wiring installation" section.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on.
	Main PCB board issue.	Inspect the circuit board and replace.
Appliance turns off and will not turn on.	House circuit breaker has tripped.	Reset house circuit breaker.
	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker, allow appliance to cool for 15 minutes to reset the thermal switch, then plug in the appliance or turn the breaker on.
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control.
	Remote receiver malfunction.	Ensure remote receiver is not blocked. Replace control panel and remote.
Heater shuts off automatically.	Temperature control is set too low.	The heater has a built-in thermostat so it will shut off automatically once the pre-set temperature is reached. It will also turn on automatically if the room temperature drops below the pre-set temperature. You can also set temperature control off for continuous running.
Dim or no flame.	Flame brightness not selected.	See operating instructions on page 20.
	Flame LED issue.	Inspect the LED and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
Flame does not move.	Motor is stalled/malfunctioning.	Turn on/off. If problem persists, replace.
Ember bed is not glowing or dimming.	Brightness not selected.	See operating instructions on page 20.
	Ember LED issue.	Inspect the ember bed LEDs and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
LED flashing "OH".	Appliance has overheated and safety thermal switch has tripped.	Unplug power or turn off the circuit breaker. Allow appliance to cool for 15 minutes, then plug in the appliance or turn the breaker on. If problem persists, consults your dealer.

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Symptom	Problem	Solution
Burning Smell	The heater smells burnt	On first uses there may be a smell as the heating elements burn off residual deposits from manufacture. After periods of no use, dust can settle on the elements and will burn off. If smell continues, please refer to your retailer.