

FLAMERITE TROUBLESHOOTING GUIDE

SLIM LINE & SUITE MODELS

Slim Line: 600, 750S, 750T, & 1000
Suites: Capella, Elara, Europa, & Milan

PROBLEM	CAUSE	SOLUTION
NO POWER TO FIRE	Main lead not plugged in	Check lead in plugged in securely and p-clipped in place
	Circuit board	Replacement part required
	Main socket	Check socket is switched on
NO LIGHTING OR ILLUMINATION	Dimmer turned down	Use remote or app to adjust the dimmer settings
	LED failure	Replacement part required
LED FLICKERING	Led cable connections	Ensure all connections are secure and fully in place
	Damaged cable	Replacement part required
	Faulty led	Replacement part required
FLAME ILLUMINATED WITHOUT MOVEMENT	Spindle	Check spindle is securely attached to the motor
	Motor	New Motor maybe required
LOGS NOT FULLY ILLUMINATED ACROSS THE FIRE	Log wiring & connectors	Remove glass; check each log is tightly connected together
	Log led	Replacement log maybe required
	Fuel bed led	Replacement part required
HEATER BLOWING COLD AIR	The safety cut out may have operated	Check for obstruction around the heater. If continually a problem and fitted into a cavity wall or chimney breast, check with installer that the opening has been 100% fully sealed from drawn air and draft
HEATER NOT COMING ON AT ALL	Trip switch not engaged	Check that the glass is pushed fully back. An audible click lets you know it is engaged
	Thermostat is set to low	Use the remote or app or keypad to increase the temperature
HEAT TURNS OFF QUICKLY AFTER TURNING ON	Thermostat is set to low	Use the remote or app or keypad to increase the temperature
FRONT GLASS WILL NOT FIT	Debris is front channel	Remove any obstructions and fit (PAGE 26 - PAGE 27)

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PROBLEM	CAUSE	SOLUTION
REMOTE CONTROL NON RESPONSIVE	Lost rf connection to fire	Turn fire off & on using the rocker switch next to keypad and re-pair the remote. See App instructions.
	Batteries	Replace with 2 x AAA
FRONT GLASS WILL NOT GLIDE FREELY	Debris from fuel bed in channel	Remove debris
	Fitted incorrectly	Refer to Installation Instructions
GLOWING LOGS NOT WORKING	Poor connection	Check all connections are secure
	Damaged cable	Replacement part required
	LED faulty	Replace faulty log(s)
RHYTHMIC TICKING	Cable loose	Make sure all flame effect LED's are tied back to the LED bar and out the way of the spindle.
CAN NOT PAIR FIRE	Space after email	Remove space from email
	Wrong wi-fi password	Check password
	No 2.4ghz network available	Check 2.4GHz internet connection