

# SUSTAINABLE HEARTH TROUBLESHOOTING GUIDE

## SIGNAL MODELS

40", 60", and 80"

### 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 electrical information on page 17.
	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.
Remote control does not work.	Low/dead batteries.	Replace batteries in remote control. Replace remote control.
Heater shuts off automatically.	Temperature 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, consult dealer.
Ember bed is not glowing or dimming.	Brightness not selected.	See "operation" section.
	Ember LED issue.	Inspect the ember bed LEDs and replace.
	Main PCB board issue.	Inspect the main PCB board and replace.
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.

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## Fire Sounds

\*Your fire will make some sounds during normal operation. There are four sources of sound:

1. **Switch/thermostat** - During operation they will make quiet clicking sounds and will occur when your heater fan and heating elements are switched on or off.
2. **Flame Effect** - To ensure you experience a slow and relaxed flame effect speed, the electric motor provides its drive via an internal gearbox that will emit a very faint gear noise.
3. **Fan Heater** - just like any fan heater there will be the sound of air being blown into the room.
4. **Fire Sound** - Features a fire audio option. The volume of this sound can be adjusted using your remote.

**The thermostat reading on the screen does not match the room temperature.**

\*The thermostat reading is of the ambient temperature in the immediate vicinity of the fire. It may be necessary to set a higher target temperature in some instances. In some cases, it may be more suitable to turn on the heating element(s) without setting a target temperature – see heat and temperature setting on pages 20 and 21.