

SOLUTION ELECTRIC FIRES TROUBLESHOOTING GUIDE

TRUEFLAME 150 3DX MODEL

(IF IN DOUBT isolate the appliance and seek professional advice)

The unit does not switch on:

- Check main power on/off switch is on and indicator on control panel illuminates. If the light does not illuminate check the power to the fire from the wall and check the fuse in the plug and the circuit breakers in the distribution panel.
- Check the battery in the remote control handset.
- If none of the above work, then please refer to your retailer.

The heater smells of burning:

- 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. Excessive dust and fluff is a fire risk and should be eliminated by following the service and maintenance steps on page 20.
- If smell continues, please refer to your retailer.

When the heater is switched on it cuts itself off.

- This could be the normal operation of the thermostat having been set to a target temperature which has been reached, and is fine.
- This could be the safety thermal cut-out device operating. If this operates, then firstly isolate the appliance from the mains and then check for obstructions to the air flow and remove them. This could be fluff in the control panel grills, for example. Once the obstruction(s) have been removed, let the appliance cool down for 15 minutes and then reconnect the appliance to the mains and try the appliance again. If the issue persists, then seek the advice of your retailer.
- As an additional safety feature, the heater will turn off after 12 hours continuous operation in case it has been left on by mistake.

The appliance seems to work, but no lights are illuminated.

- Check the flame effect and fuel bed lights have not been turned off from the remote.
- Turn fire off then back on after 2 minutes.
- Please refer to your retailer.

TrueFlame fire sounds

- Your fire will make some sounds during normal operation. There are three 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 a realistic, and relaxing fuel bed flicker, 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.

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The thermostat reading on the App does not match the room temperature.

- The thermostat reading is of the temperature at the remote control, which may be different from the temperature of the fire. 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 heater instructions.