



Troubleshooting

Problem	Possible cause	Solution
The error E1 displays on the control panel.	The overheat sensor has been engaged.	<p>Unplug unit, wait 15-20 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.</p> <p> NOTE: The other functions will work normally excluding the heater. Until the problem is solved, the error will only appear/sound when the heater button is pressed.</p>
The error E2 displays on the control panel.	The thermostat sensor is broken or not working correctly.	<p>Unplug unit, wait 15-20 minutes, then the sensor will reset itself. Plug the unit back in and turn on the heater. If the problem persists, call customer service.</p> <p> NOTE: The other functions will work normally excluding the heater. Until the problem is solved, the error will only appear/sound when the heater button is pressed.</p>
The error E3 displays on the control panel.	The heater override function is engaged.	To unlock the heater, simply press and hold the temperature button for 10 seconds (See page 14, Heater Override section, for more details).
The fireplace doesn't turn on; logs do not glow.	The unit does not have power.	Check that the power cord is securely plugged into a standard 120V outlet. Then check to make sure the unit is powered on.
There is no flame effect, but logs are glowing.	The flame effect is powered off.	Push the flame brightness button until desired level is achieved.
The heater and blower do not power on, but the rest of functions are working.	The heater override function is engaged.	To unlock the heater, simply press and hold the temperature button for 10 seconds (See page 14, Heater Override section, for more details).
The power cord gets warm to the touch.	This is normal operation.	This is normal for a heater appliance, as it requires more current to operate. Check the connections of the appliance cord and the outlet. Make sure the plug fits tightly into the outlet. During use, check the plug and outlet frequently to determine if it is HOT; if so, discontinue use of the appliance and consult a qualified electrician to check or change the overheating outlet(s).
The remote control does not work.	The batteries are weak or failing.	Replace with 2 AAA batteries (See page 15 for more information.)
The remote control signal is weak and only works sometimes.	The buttons are being pressed too quickly.	Press the buttons slowly and steadily to ensure the transmitter recognizes the request.
	The remote control is being used from too far away, or at an improper angle.	Move closer to the insert; the remote control will only work within a distance of 20 feet and 45 degrees to either side from the front of the fireplace insert.
The fan motor continues to blow after unit is powered off.	This is normal operation.	This is a standard feature; the blower runs for an additional time to cool off heater tubes.