

## Safety Pilot Kit Trouble Shooting

IT IS EXTREMELY RARE FOR A VALVE, PILOT BURNER OR THERMOCOUPLE TO MALFUNCTION DUE TO A DEFECT. BEFORE ASSUMING A DEFECT BE SURE UNIT IS INSTALLED CORRECTLY AND CHECK FOR THESE CONDITIONS.

<u>Symptoms</u>	<u>Possible Cause</u>	<u>Solution</u>
Pilot won't light.	1) Gas line not bled to let gas reach pilot. 2) Pilot adjustment screw not open far enough. 3) Pilot gas supply tube burned or crimped. 4) Stem on valve not being pushed in far enough. 5) Pipe dope or tape used on thermocouple connections. 6) Soot or rust covering outlet hole on pilot orifice. 7) Gas not reaching pilot because valve is installed backwards.	1) Bleed lines. 2) Open screw. 3) Install new line. Route away from Flame. 4) Push in about 1/4". 5) Remove pipe dope or tape. 6) Clean thoroughly and open hole with pin. 7) Re-install valve.
Pilot won't stay lit when knob released	1) Thermocouple is not hot enough	1) Make sure pilot flame is strong and is hitting thermo-couple and is strong enough 1a) Make sure thermocouple is paint, carbon & rust free. 1b) Be sure lead wire is properly tightened at both ends (finger tight + 1/4 turn).
Pilot lights but burner won't.	1) Pilot burner too far from main burner. 2) Too much or not enough material in pan. 3) Gas not getting to burner due to debris in line.	1) Relocate pilot burner. 2) Add or remove material. 3) Clear debris.
System lights, but goes out after a while.	1) Thermocouple over heating. Too close to main burner. 2) Back log blocking flames. 3) Thermocouple lead over heating. 4) Glass doors shut. 5) Grate too close to be resting on thermocouple.	1) Relocate pilot burner per instructions. 2) Relocate back log. 3) Move away from flame. 4) Open doors. 5) Move grate or thermocouple
Flames come out of holes on air/mixer orifice <b>(LP systems)</b>	1) Air mixer/orifice installed incorrectly. 2) Possible back pressure from elbow installed after air/mixer going to burner pan 3) Possible paint over spray in the burner ports.	1) Install air mixer/orifice so long end and air holes face toward valve (away from main burner). 2) Reinstall air mixer so it is going straight into burner pan 3) Check all ports in burner pan and ream out all that may be clogged
Whistling Sound	1) Seldom caused by pilot. 2) Possibly a too small flex connector.	1) Check log set burner, orifice (if used) m and amount of material covering burner. 2) Use minimum 1/2" OD connector.
Soot on Logs	1) Rarely caused by pilot.	1) Check for flame impingement on logs. 2) Adjust air mixer if using LP.

## Millivolt Pilot Valve Kit Trouble Shooting

IT IS EXTREMELY RARE FOR A THERMOCOUPLE OR VALVE TO FAIL DUE TO DEFECT.  
SEE BELOW BEFORE REMOVING EITHER FROM THE FIREPLACE.

<u>Symptoms</u>	<u>Possible Cause</u>	<u>Solution</u>
Pilot won't light.	1) Gas line not bled to let gas reach pilot. 2) Pilot adjustment screw not open far enough. 3) Gas not reaching pilot because valve is installed backwards. 4) Pilot gas supply tube burned or crimped. 5) Knob on valve not being pushed in far enough. 6) Pipe dope or tape used on thermopile connections. 7) Soot or rust covering outlet hole on pilot orifice.	1) Bleed lines. 2) Open pilot adjustment screw. (Turn to Left). 3) Re-install Valve. 4) Replace pilot burner assembly. Route away from main burner flame. 5) Push in about 1/4". 6) Remove pipe dope or tape. 7) Clean thoroughly and open hole Soft brush
Pilot won't stay lit	1) Thermopile is not hot enough. 2) Thermopile lead too tight or not tight enough at valve. 3) Insulation burned off thermopile lead.	1) Make sure pilot flame is strong and is hitting thermopile. 1a) Make sure thermopile is paint, carbon & rust free. 1b) Hold knob on valve in longer. 2) Adjust to finger tight + 1/4 turn. 3) Replace and route away from main burner flame.
Pilot lights but burner won't.	1) Gas not getting to burner. Valve control not set to ON position. 2) Valve/Receiver not wired correctly. 3) Pilot Burner Assembly to valve not wired correctly 4) Gas not getting to burner due to debris in line.	1) Turn control knob to "ON" position. 2) Rewire. 3) Rewire. 4) Disassemble and clean line.
Pilot lights, burner lights, but system goes out after a while.	1) Thermopile over heating.	1) Consult Instructions
Flames come out of holes on air/mixer orifice ( <b>LP systems</b> )	1) Air mixer/orifice installed incorrectly. 2) Possible back pressure from elbow installed after air/mixer going to burner pan 3) Possible paint over spray in the burner ports.	1) Install air mixer/orifice so long end and air holes face toward valve (away from main burner). 2) Reinstall air mixer so it is going straight into burner pan 3) Check all ports in burner pan and ream out all that may be clogged
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