

## TROUBLESHOOTING

The chart assumes that the proper gas and pressure is available to the heater. The chart also assumes that the heater is used in accordance with Mr. Heater installation and operating instructions.

Problem	Observed	Possible Cause	Solution
Motor starts, unit will not ignite.	No spark.	Igniter wire not connected.	Remove top and reconnect.
		Improper igniter gap.	Readjust to .050/.055. 1/8"
		Faulty transformer.	Replace circuit board.
	Spark is present.	Faulty spark plug/igniter cracked.	Replace.
		Insufficient propane supply.	Over 70,000 BTU need minimum 50 to 100lb. Supply tank.
		High limit assembly or wiring connections bad.	Clean or replace.
		Relay bad.	Repair or replace.
Motor does not run or runs at slow speeds	Spark is present.	Gas valve defective.	Replace.
		Worn, binding motor shaft bearings.	Replace motor.
		Blade on motor bent or hitting housing.	Straighten housing repair or replace fan blade.
	No spark.	Low or no voltage.	Check electrical supply source and cord for a minimum of 105VAC.
		On-off switch bad.	Replace.
		Wrong gap or bad spark plug.	Adjust or replace.
		Bad igniter assembly.	Replace.
Motor does not start	External causes.	Broken or frayed wires on cord.	Repair or replace cord.
		Faulty in-line thermostat.	Repair or replace.
		Low voltage supply.	Check electrical supply source and cord for a minimum of 105VAC.
	Internal causes	Thermostat damaged, room too warm.	Check thermostat connections, or in area with less than 80 degrees.
		Faulty high limit control.	Test and replace if necessary.
		Reset button not reset fully.	Completely push in or replace.
		Bad circuit board.	Repair or replace.
Motor runs	Safety control trips out.	Defective motor.	Replace.
		Defective high limit control.	Jump connections on thermo couple if it works replace high limit relay.
	No flame, unit	Faulty safety control/printed circuit board.	Replace.
		Orifice restricted or blocked.	Clean or replace.

sparkling, gas ok.		Orifice not aligned.	Check for cocked orifice or twisted in holder.
		Orifice worn.	Replace.
		Gas valve defective.	Jump-out high limit sensor if it still doesn't work replace gas valve.
No spark.		Wiring bad or worn.	Repair or replace.
		Electrode bad.	Replace.
		Igniter not working.	Test and replace if bad.
No flame.		Gas supply not turned on.	Turn on supply source.
Motor runs burner shuts off when safety valve button released.	No heat shuts off.	Poor electrical connection between thermocouple to relay.	Clean and sand electrical connections on thermocouple.
		Poor connections or bad high limit control assembly.	Clean and sand electrical connections or replace.
		Loose thermocouple connection to safety control valve.	Finger tighten and than use wrench turn 1/4 turn more.
		Relay bad.	Replace.
		Safety control valve bad.	Replace.
Improper, poor flame appearance, low output	Makes a smell and burns eyes.	Improper gas pressure.	Check or replace regulator.
		Propane supply tank too small.	Need 50-100 lb. tank for every 75,000 BTU output.
		Plugged fuel orifice.	Clean.
		Obstructed air inlet or exit.	Check for blockage at ports, clean.
		Propane tank getting low.	Refill.
Excessive flames extending out front of heater	Flames not contained inside heater.	Propane supply type incorrect.	Supply correct propane supply.
		Excessive debris in surrounding air.	Use caution when used in area with volatile gases.
		Defective or damaged regulator.	Replace.
		Defective motor.	Replace.

#### IF SERVICE IS REQUIRED

For information regarding service, please call our Toll-Free Number: 1-800-251-0001. Our office hours are 8:30 a.m. - 5:00 p.m., Eastern Time Zone, Monday through Friday. Please include the model number, date of purchase, and description of problem in all communication.

#### WARRANTY

Mr. Heater warrants Mr. Heaters and accessories to be free from defects in material and Workmanship for a period of 1 year from date of purchase. Mr. Heater will repair or replace this Product free of charge if it has been proven to be defective within the 1 year period, and is Returned at customer expense with proof of purchase to Mr. Heater within the warranty period.

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