

• **Troubleshooting Guide**

Below we have provided a common problems and solutions table. Be sure to consult this table should you experience any technical problems.

Description of Problem	Possible Causes	Known Solutions
The burner will not ignite or the burner will not stay lit	1) The electric ignition may have dead or low power batteries 2) Starter button not being held long enough for ignition to take place 3) The fuel level could be too low 4) The propane cylinder valve could be partially or fully closed, which can restrict fuel flow 5) The pressure regulator valve may be in the off position or may not be providing sufficient fuel flow	1) Change the batteries located in the ignitor assembly, double check spark. 2) Ensure you hold your starter button until the burner ignites, continue to hold for an additional 15-20 seconds 3) Check and refill your fuel tank 4) Ensure your fuel valve is fully open, you can do this by turning the knob fully counter-clockwise 5) You may increase the pressure from the regulator by turning the knob clockwise
Burner will not stay lit	1) The fuel level may be too low 2) Loose connection between the thermocouple and flame-out valve	1) Refill your fuel tank 2) Tighten the thermocouple connection to the flame-out valve
Crack filler is melting really slowly	1) Incorrect crack sealant being used 2) Burner is not providing enough heat to melt the crack sealant 3) The temperature outside is cooler than normal slowing down the melting process	1) Double check that your using an approved crack sealant for use in direct-fire melters 2) Increase the fuel to your burner 3) No solutions, melting takes longer on cooler days