

- **Troubleshooting Guide**

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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              |
|---|--|------------------------------|
| Flames are coming out between the upper plenum and heater skirt | Gasket is damaged  | Replace gasket               |
| Regulator shows pressure but there is no propane at the heater  | Propane hose may be plugged  | Replace hoses                |
| Heater making popping noise                                     | Ceramic cartridge is damaged   | Replace heater cartridge     |
| Heater will not light   | Venturi orifice is plugged, very tiny obstruction will also cause issues | Clean orifice                |
| Heater will not light   | Gas pressure is too low.   | Adjust pressure to 15-20 psi |
| Heater will not light   | Tank safety valve is on  | Shut off and turn on slowly  |
| Heater has large orange and yellow flames coming underneath     | Orifice is missing   | Check and replace if needed  |
| Gauge shows pressure with no propane                            | Gauge is broken  | Replace gauge                |