

• **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 igniter may have dead or low power batteries 2) Burner start button is 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	1) Change the batteries located in the igniter assembly, double check spark. 2) Ensure you hold your burner start 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
Crack filler is hot, but will not come out of the flow valve	1) Crack filler was left inside the melter from a previous job. This crack filler has solidified inside the molasses valve and although the material in the kettle is melted, the material in the molasses valve may not be.	1) Allow the burner more time to heat up the valve until the crack filler inside begins to melt. Alternatively, you may heat up the valve using a propane torch assembly.
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 you are 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