

## **RY10 PRO 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
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 flow valve and although the material in the kettle is melted, the material in the transfer tube and flow valve may not be.  2) There is a material blockage in the transfer tube or flow valve preventing crack filler from flowing which can be caused by dirt or debris inside the kettle or by old crack sealant which has lost its ability to melt from being reheated too many times	1) Allow the burner more time to heat up the flow valve until the crack filler inside begins to melt. Alternatively, you may heat up the valve using a propane torch assembly. 2) This is routine maintenance as described in the maintenance guide. Make sure your melter is cool enough to touch with gloves, carefully remove the valve control arm. Rotate the control valve forward (clockwise) about a ¼ turn and pull out of the transfer tube (this may require some force if the material is cold). Using a drill and a long 1" wire wheel, carefully clean all build up on the inside of the flow valve and transfer tube while being careful not to damage the original steel surface. Once clean you may put re-assemble the control valve and control arm.
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

<p>The Control valve is occasionally dripping at the transfer tube</p>	<p>The flow valve is designed with tight tolerances and designed to be removable for easy cleaning. It is not uncommon for your flow valve to have an occasional drip where it meets the transfer tube when the melter is warm.</p>	<p>No solutions necessary, the flow valve is designed with tolerances which prevent it from binding from the intense heat of the burner. An occasional drip is perfectly normal when the machine is fully heated.</p>
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