

- **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 torch will not ignite or the torch will not stay lit	1) The fuel level could be too low 2) The propane cylinder valve could be partially or fully closed, which can restrict fuel flow 3) The pressure regulator valve may be in the off position or may not be providing sufficient fuel flow	1) Check and refill your fuel tank 2) Ensure your fuel valve is fully open. You can do this by turning the knob fully counter-clockwise 3) 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 molasses valve and although the material in the kettle is melted, the material in the molasses valve may not be.	1) Heat up the valve using the propane torch assembly.
Torch will not stay lit	1) The fuel level may be too low 2) The fuel tank valve or torch valve may not be fully open and therefore restricting fuel flow, or your regulator may not be providing enough pressure 3) The wind may be blowing out the flame.	1) Refill your fuel tank 2) Ensure your fuel tank valve and torch valves are fully open and use your regulator to increase or decrease flame strength 3) Move equipment to a less windy area or try turning equipment so that the torch is not facing the wind
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