Turning the AWEIS Electronics ON……AND nothing happens.

Section A

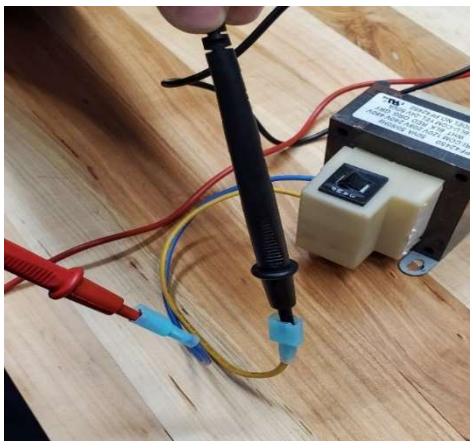
1.

Check Power – check power at the outlet and confirm it is 120V. Check GFI outlet is properly installed, and all connections are complete. If there is no power, check all electrical wires upstream to the breaker. If all are good, then check the reset button (fuse) on the Transformer (see below).

If the fuse is not blown, proceed to 2.

2.

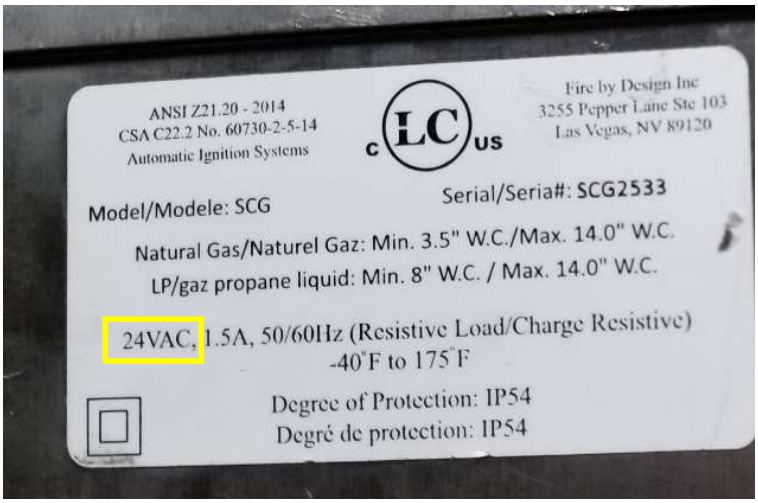
Defective Transformer - Make sure that the Transformer is plugged into the GFI outlet and has power. Check the transformer's voltage, using a multimeter to measure the voltage coming out of the blue and yellow wires (see below). It should read between 25-29 volts. If it has no voltage or reads less than 24V, the transformer is defective. (See Warming Trends Return Policy – Page 18.)



3.

Wrong Power – Check the label on the AWEIS Control Box (this is attached to the drip leg) to confirm power required. Check power to ensure the PROPER voltage is being supplied to the AWEIS (see below - 24Volts).

If you have 24V power, proceed to 4.



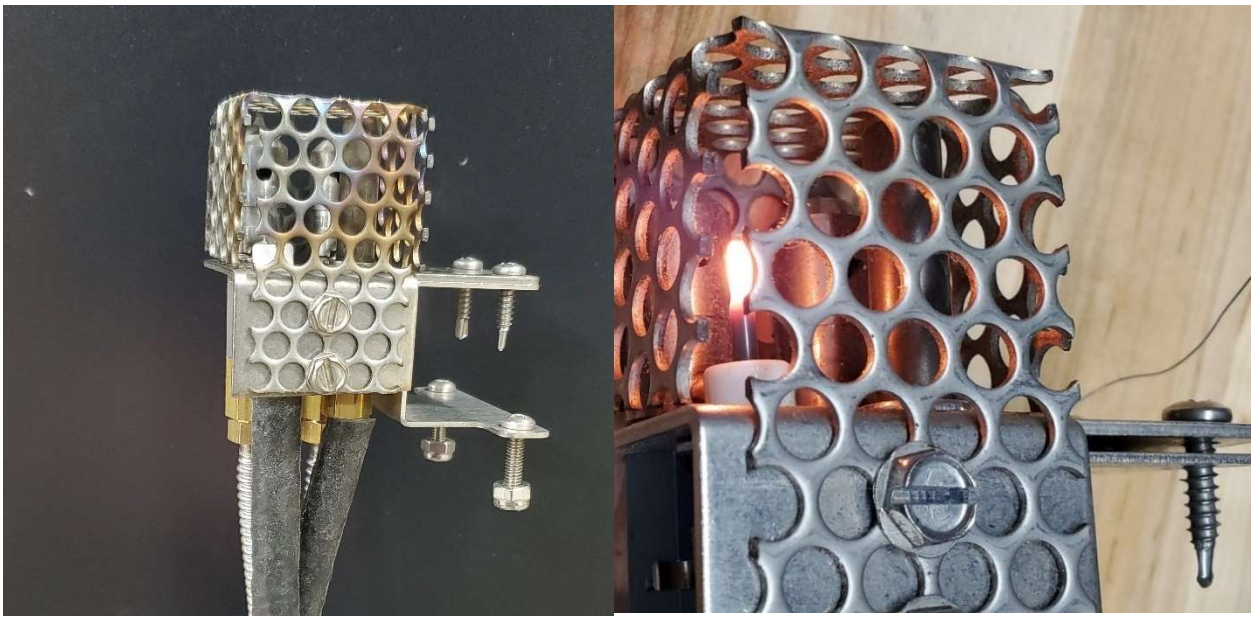
4.

Defective Control Box – if the proper power is being supplied to the AWEIS and nothing happens the AWEIS may have incurred damage due to improper installation or could be faulty.

If one of these occurs, go to Section B Power Deficiency.

Section B

Hot Surface Ignitor does not glow (Example of Ignitor glowing below).
If no glow, proceed to 1.



1.

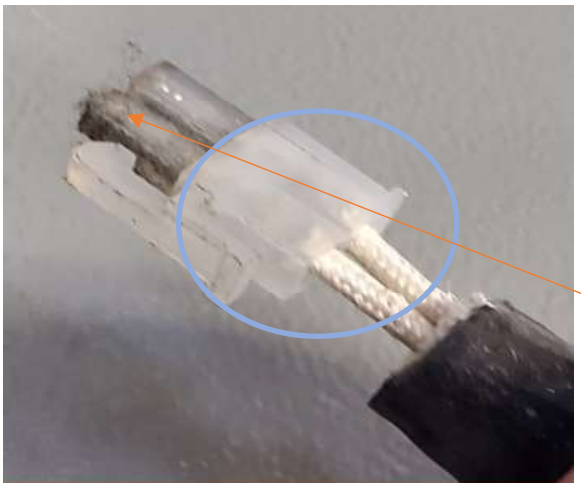
Pilot Assembly Molex Connector NOT plugged in correctly – the Pilot Assembly Connector should be plugged into AWEIS Control Box with the Locking Latch facing toward the Box Lid as shown in the 2-pin photo below. The Molex connectors need to be completely connected (latched) into the Control Box from the pilot assembly's lead(s) and locked into place. (see below 2-Pin or 4-Pin Pilot Assembly Control Box styles).

2-Pin Pilot Assembly Connector

4-Pin Pilot Assembly Connector

2.

Igniter Pins NOT secure in Pilot Assembly Molex Connector – the pins inside the Pilot Assembly Molex Connector are supposed to be seated in the Molex Connector. Check the pins for security by pulling back the black sleeve covering the wires and gently tugging on the wires to confirm they are secure. If not secure, push the pins into the Molex Connector until they are secure. If they will not seat back into the Molex Connector (See Warming Trends Return Policy – Page 18.).

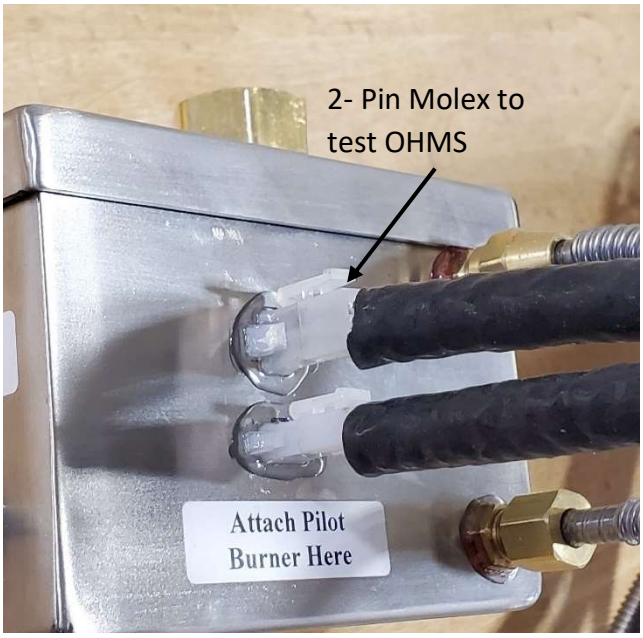


This is also a good example of a dirty/debris filled Molex connector. We could use this as a chance to also explain that These connectors are coated in dielectric grease that easily catches debris. This can cause connection problems.

3.

Defective Igniter – Use a multimeter to check the igniter's resistance (this will need to be measured in Ohms) at the leads by inserting the test leads into the two pins closest to the Locking Latch (see below). **No Resistance** OR **resistance greater than 8 ohms** indicates a defective igniter. (See Warming Trends Return Policy – Page 14.)

2-Pin Pilot Assembly Connector

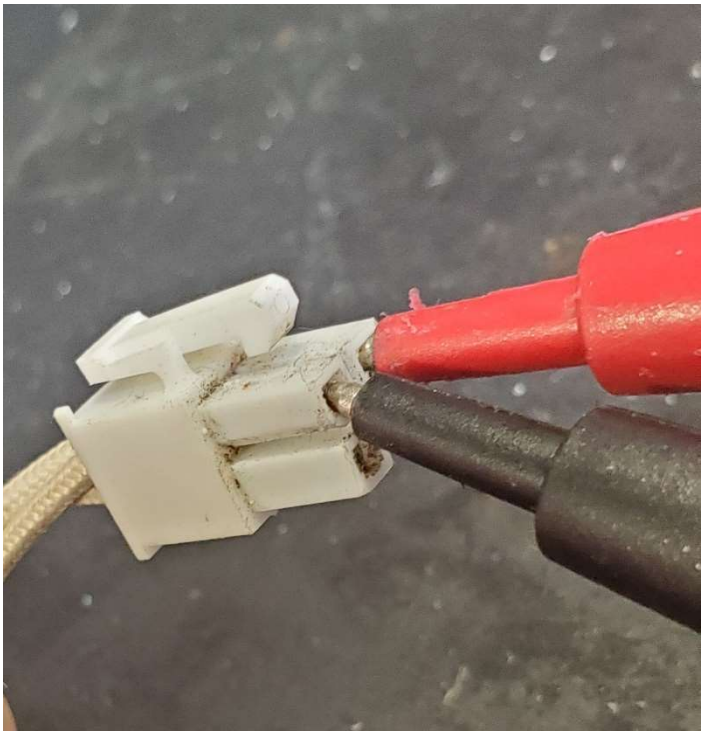


4-Pin Pilot Assembly Connector

Insert the test leads into the two pins closest to the Locking Latch to test for resistance.

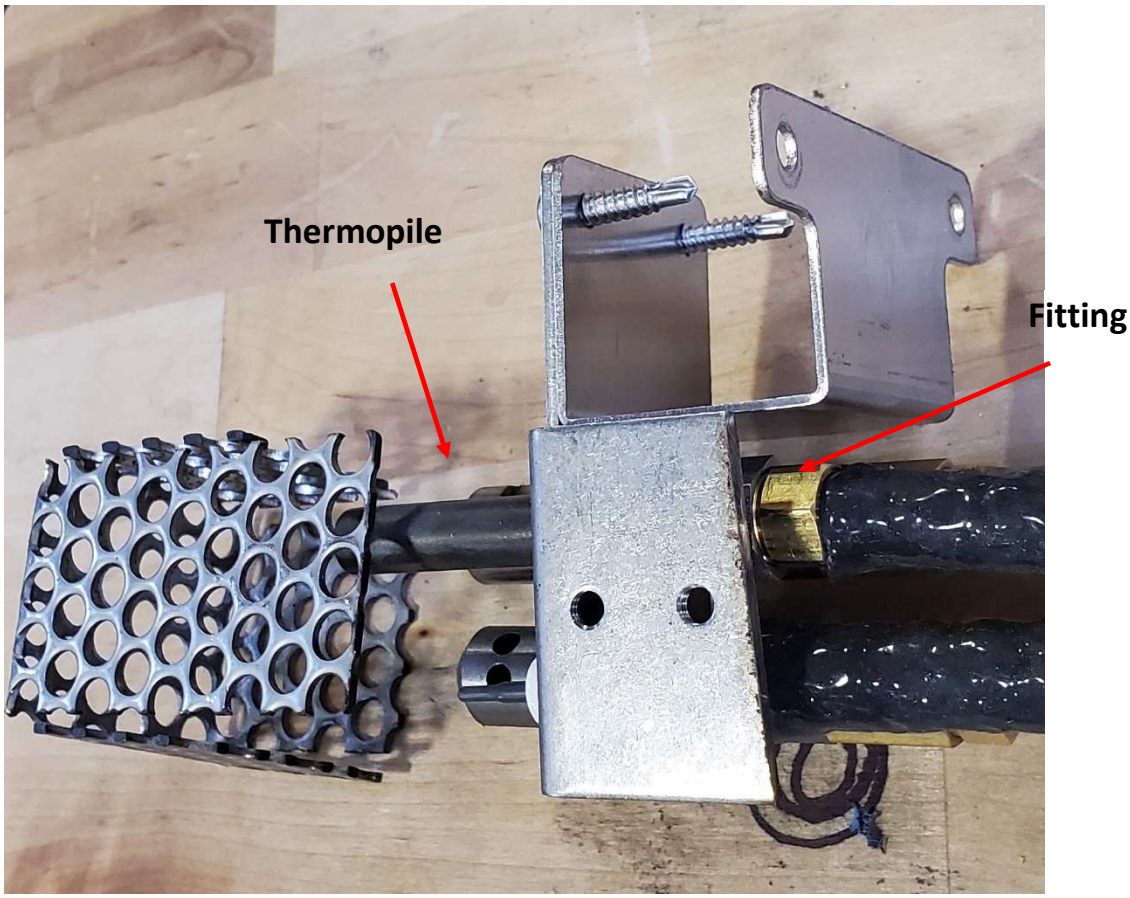
2-Pin Pilot Assembly Connector

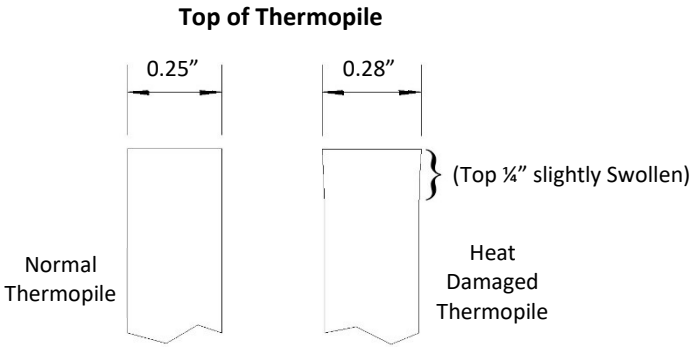
4-Pin Pilot Assembly Connector



4.

Defective Thermopile – A defective Thermopile will cause the Main Valve to not open or cause it to cycle On and Off. A quick test to determine if the Thermopile is damaged is to loosen the fitting holding the Thermopile and then try to slide the Thermopile out. (if it is swollen, you will not be able to slide it out). (See Warming Trends Return Policy – Page 18.)





Section C

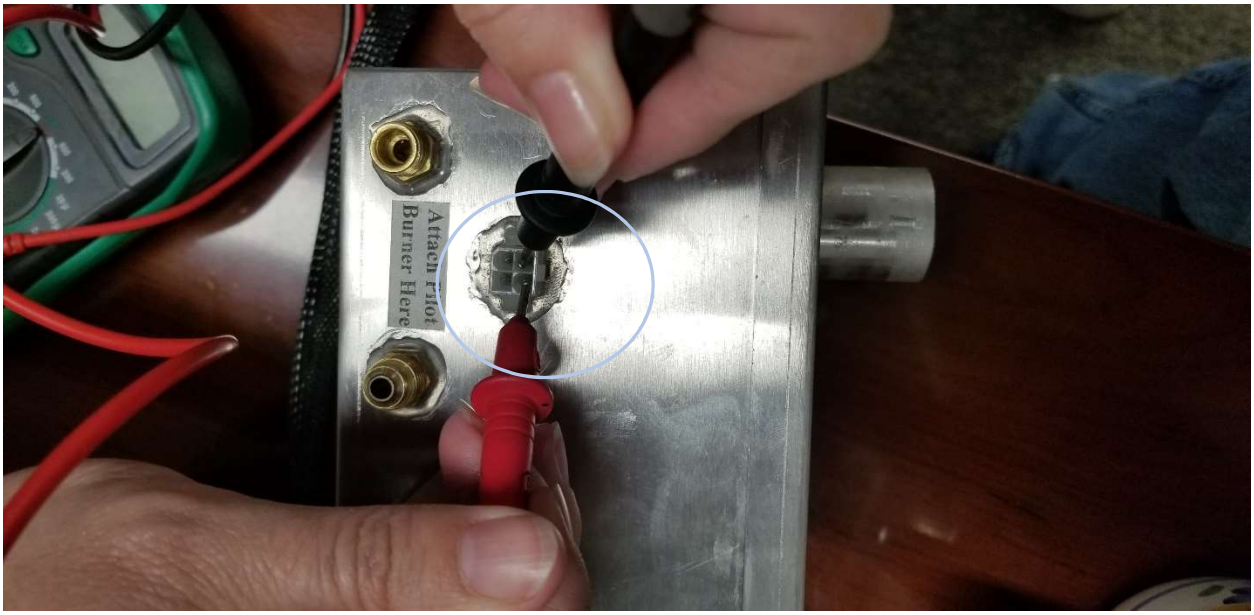
1.

Power Deficiency – If the Hot Surface Ignitor (glow plug) is not getting enough power, it will not get hot enough to ignite the gas.

Insufficient power to the Ignitor - Using a multimeter, measure the (voltage should read between 25-29 volts) of the Control Box by measuring the voltage across the 2-pins closest to the Locking Latch (see below) NOTE: valve needs to be connected to the Transformer with power ON (See Warming Trends Return Policy – Page 18.)

2-Pin Gas Valve

4 Pin Gas Valve 1.1.



Section D
ADDITIONAL TROUBLE SHOOTING STEPS

Thin wire installed - Recommended wire gauge for all Installs is 12 AWG (solid or stranded).

Wire too long - the maximum recommended length is 150' Max.

Insufficient Gas pressure/volume – Confirm the gas pressure and volume to the burner is accurate.

Check if the gas is ON to the fire feature

Forgot to Open the Manual Gas Shutoff Valve - Another cause for "No Gas" is forgetting to open the manual gas shutoff valve.

Has the gas line been purged? Before connecting the Flex Lines, purging is necessary to ensure proper lighting of the fire feature. The best way to purge the line is to open the manual gas key valve (gas shutoff) connecting the flex line. When you smell gas, you have successfully purged the gas line.

Debris on Inlet/Outlet Screen of Control Box – There is a fine mesh screen in the Inlet and outlet of the Control Box to prevent debris from entering the Control Box. Make sure debris is not obstructing the screens. If that happens flow will be restricted.

Debris in pilot outlets

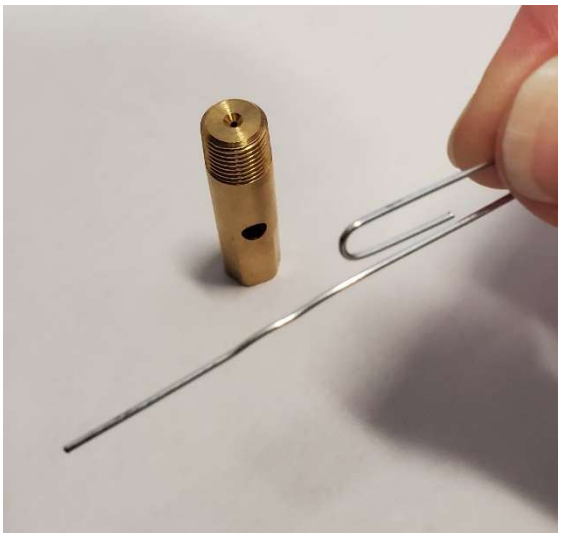
If you hear the click and no gas is flowing, there may be debris in the Pilot Assembly. (See Clearing Debris from a leaking Control Box Valve Page 15-17

Pilot Tubes Valve Outlets (Brass)

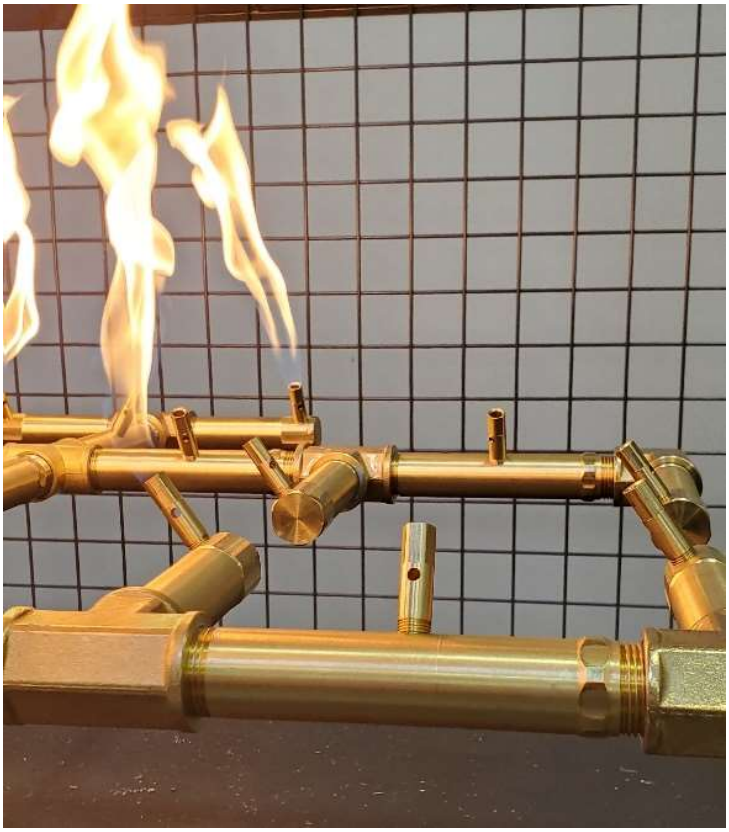
Example of rust and debris in the Control box

Main Burner Flame is too small or entire burner is not lit – debris in jets

Debris in Jets - If at any time the flames exhibit any abnormal shapes or behavior, or if burner fails to ignite properly, then the burner holes located in bottom of gas jet orifices may require cleaning. Use a wire or small puncture tool and carefully insert in jet. Tool should be size of a small paper clip. If evidence of damage, (See Warming Trends Return Policy – Page 18.)



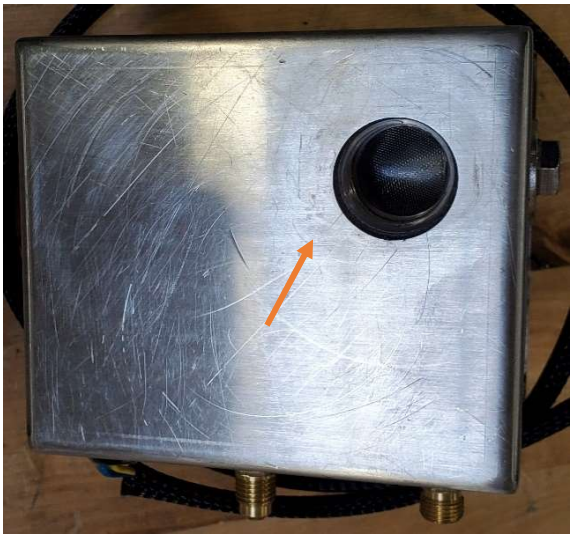
Example Debris in the Jets



Pilot Assembly Ignites but NO flame on the Main Burner

AWEIS Ignition Control Box installed Backwards – The gas into and out of valve is installed backwards, next to the Gas Outlet there is a label with “OUT” on it. Make sure the burner is connected to the outlet side of the Control Box (gas valve).

If the Control Box is installed backwards the igniter may light, but the burner will not light. To confirm the Control Box was installed properly, ensure the “OUT” is connected into the burner.



Fire Feature lights but then turns OFF within a few seconds and restarts again, with this sequence repeating (cycling).

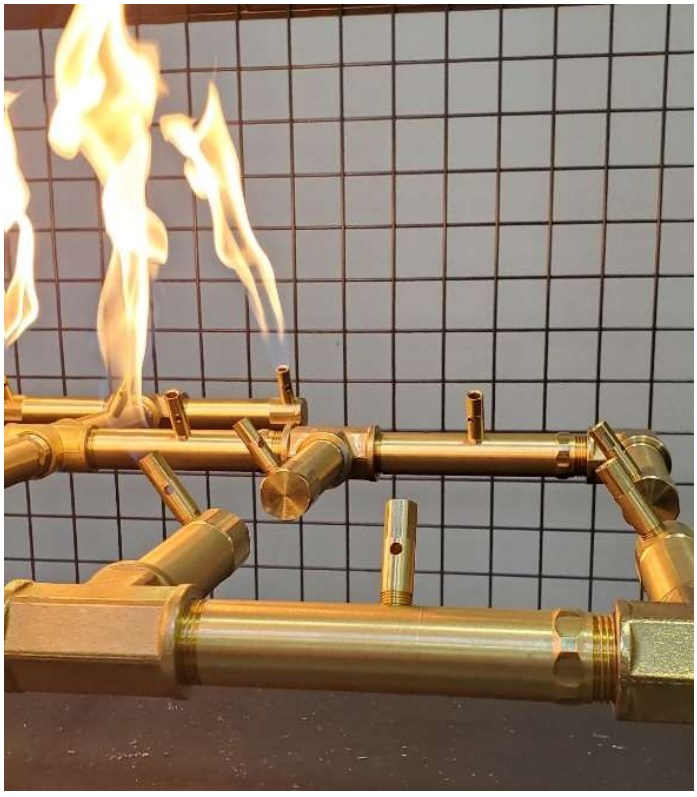
Gas Volume Insufficient – if the amount of gas being supplied to a fire feature is insufficient for proper operation, one of the symptoms is the feature will not stay lit. if this occurs, check your gas pressure/supply.

Once the Pilot Assembly flame is lit, then the Main Valve is opened to allow gas to flow to the Main Burner. When this happens most of the gas is then flowing to the Main Burner with only a small amount of gas flowing to the Pilot Assembly. If a feature is not provided with enough gas, when the Main Valve opens, ALL the gas flows to the Main Burner and the Pilot Assembly flame is too small to heat the Thermopile (may go out completely).

Oxygen Starvation (Pilot Assembly low flame) – This is seen when, Fire Glass or very small Lava Rock, is used as the media and Pilot Assembly is covered with media. WT recommend ½" or larger size media. DO NOT COVER the Pilot Assembly. See Media Installation in Warming Trends Installation Manual.

Main Burner Flame is too small or entire burner is not lit.

Gas Volume Insufficient at the Burner See below



Pilot Assembly Ignites/Burner ignites - Humming sound.

Humming Sound – There is debris trapped in the Control Box (gas valve) that is causing the valve to open and close incorrectly causing a humming noise. (See Warming Trends Return Policy – Page 18.)

Pilot Assembly Ignites/Burner Ignites - Whistling.

Gas Volume Insufficient – If the amount of gas being supplied to a fire feature is not enough for proper operation, one of the symptoms is whistling (check to confirm gas pressures are correct).

Flex Line – Is the flex-line crimped (avoid sharp bends and angles). Did the installer use whistle-free flex-line? Confirm BTU rating for the flex-line you are using is correct.

Gas Reducing Orifice – If a Gas Reducing Orifice is used, burrs may still be present in the orifice (See Picture). (See Warming Trends Return Policy – Page 14.)

Section E

Turning the Fire Feature OFF…Flame does not Shutdown (see below)

1.
Small flame continues to burn in the Pilot Assembly

Leak in the Pilot Assembly –If debris is in the Pilot Tube of the Gas Valve you may need to clean the (brass fittings on the Control Box). The gas supply to the feature must be turned off before cleaning. See Clearing Debris from a Leaking Control Box – Page 15-17

2.
Small flames continue to burn on the Main Burner

Leak in the Main Burner Gas Valve - when debris enters the AWEIS by way of either the Inlet or Outlet there is a chance some of that debris has entered Gas Valve inside the Control Box . See Clearing Debris from a Leaking Control Box - Page 15-17

Clearing Debris from a Leaking Control Box

On occasion dirt or debris from the gas line will enter the AWEIS and lodge in the valve area that is supposed to seal off the gas when the valve is turned off. The way you can tell if this has happened is after the fire feature has been turned off – flames are still present on the fire ring. This can also happen with the Pilot Assembly. Usually the valve that becomes partially stuck open is the main valve supplying gas to the main burner

The steps for clearing debris from a leaking valve are shown below.

Step 1. Reduce the inlet and outlet openings of the AWEIS in preparation for injecting air into the unit using a compressor, as shown in the photo below.

Step 2. Spray a small of lubricant in the Outlet side of the valve.

Step 3. Using a compressor, inject air into the Outlet side of the valve. Pressure

should be set between 30 and 40 psi. When doing this the valve will make a repetitive “thumping” sound – this is normal.

Step 4. Reduce the compressor output pressure (10 to 20 psi). Place one hand on the Outlet side of the valve while injecting air into the Inlet side of the valve. If you have cleared the debris – you will not feel any air coming out of the Outlet side of the valve. If you do feel air, repeat the steps above. If after repeated attempts you still cannot clear the debris, the AWEIS valve box must be replaced. Normally the debris will clear after the first attempt.

Clearing debris from a Leaking Pilot Assembly

Step 1: Spray a small amount of lubricant in Pilot Tubes Gas Valve Outlets (Brass)

Step 2: Inject air (30 – 40 psi) in Pilot Gas Connection (shown at right).

Step 3: Inject air (10 – 20 psi) in Inlet to AWEIS and feel for air at Pilot Gas Connection

Step 4: Repeat as necessary.

Return Policy of Warranty Product

Any Warming Trends® product deemed by Warming Trends® as defective and covered by the warranty may be returned to Warming Trends® for assessment to determine if repair or replacement is necessary. In order to return a product, you must have a Return Merchandise Authorization number (RMA#). Please contact Warming Trends® at orders@Warming-Trends.com or 877-556-5255 to obtain an RMA#. All returned merchandise must have the RMA# clearly printed on the outside of the package. Return shipping costs are the purchaser's responsibility. Warming Trends® is not responsible for product damaged or lost in transit. It is recommended that return items are shipped via a delivery service that can be tracked and/or insured to confirm receipt.

Systems Warranty

ALL BURNERS AND ELECTRONICS MUST BE COVERED WHEN NOT IN USE OR WARRANTY IS NULL AND VOID

Push Button Ignition Systems: There is no warranty offered on any push button ignition system.

Electronic Ignition Systems:

Residential Installations:

24VIK and 3VIK systems are fully warranted for one (1) year with a limited warranty for two (2) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. In the event a system fails after the first year from date of purchase and within two years from date of purchase, Warming Trends® will repair or replace the system for a cost of 50% of the current list price. This warranty does not cover labor costs.

P24VIK systems purchased ON OR BEFORE April 15, 2018 are fully warranted for one (1) year with a limited warranty for two (2) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first year. In the event a system fails after the first year and within two years of date of purchase, the cost for a replacement system is at a discount rate of 50% of the current listed price. This warranty does not cover labor costs.

P24VIK Systems purchased AFTER April 15, 2018 are fully warranted for three (3) years from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for the first three years. This warranty does not cover labor costs.

Commercial Installations:

24VIK and 3VIK systems are fully warranted for twelve months from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost. This warranty does not cover labor costs.

P24VIK Systems are fully warranted for one (1) year from date of purchase. In the event a system must be replaced due to a defect/malfunction of the system, Warming Trends® will repair or replace the system at no cost for 12 months from the date of purchase. This warranty does not cover labor costs.

Problems in the functioning of the systems due to gas plumbing or electrical installed by others are not covered by any warranty offered by Warming Trends®.

No dealer, distributor, or other person has the authority to represent or warrant a Warming Trends™ product beyond the terms contained within this warranty, and Warming Trends® assumes no liability for such warranty representations. Any questions concerning this warranty should be directed to the Warming Trends® corporate office.