Turn my Honeywell Spark ignition system ON… but nothing happens.

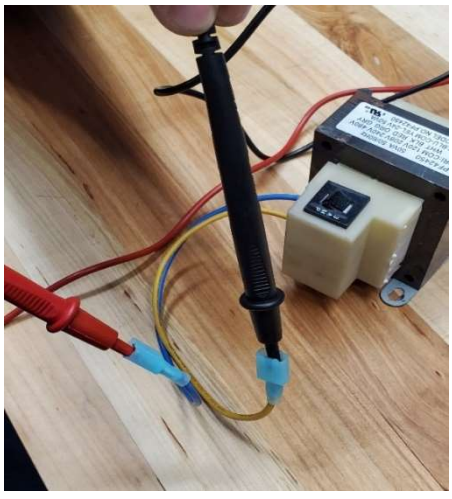
Section A

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).

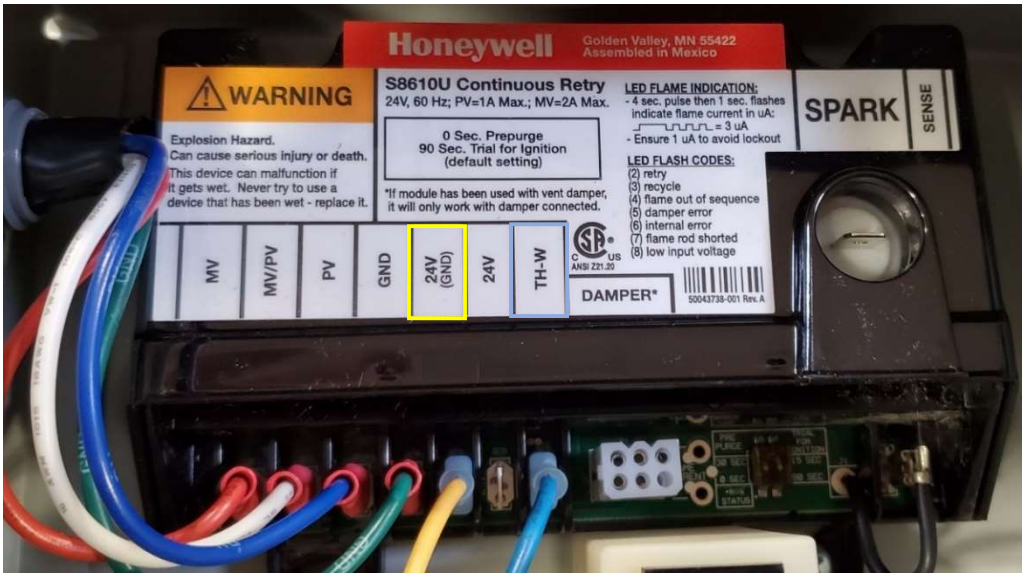
2.

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 12.)



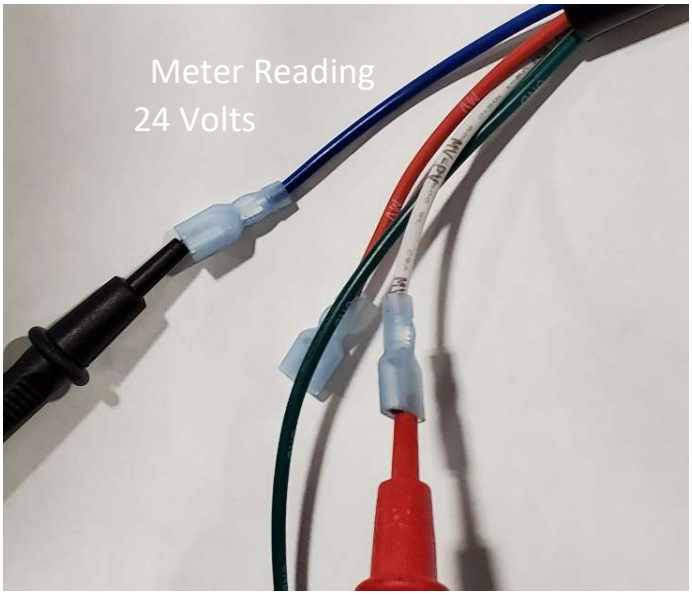
3.

Mis-wired Control Module- The Blue Wire from the Transformer needs to be plugged into the TH-W. The Yellow wire from the transformer need to be plugged into the 24V (GND) on the Control Module.



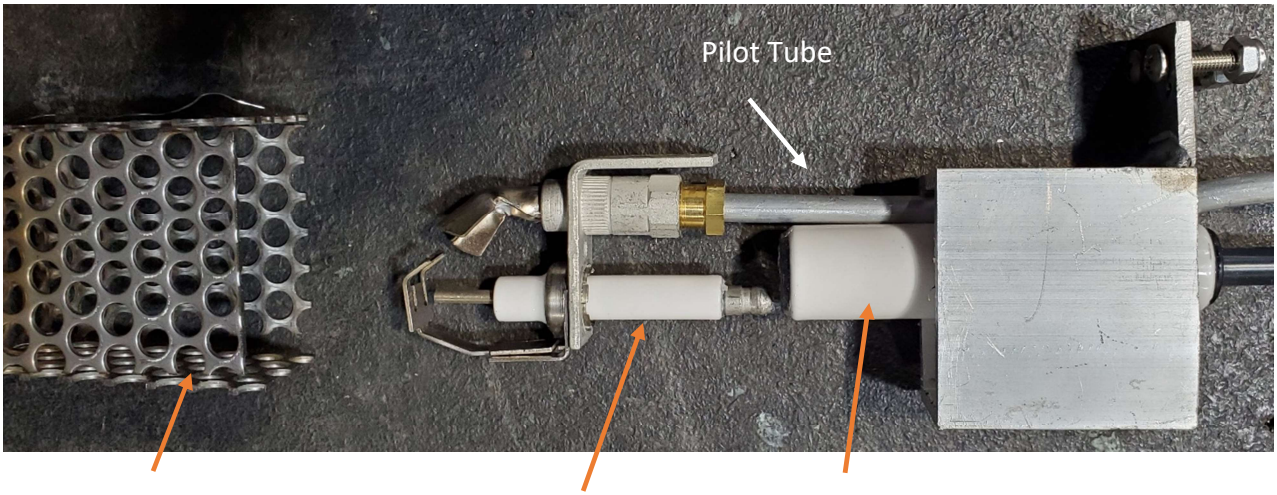
4.

Defective Control Module – Make sure that the Control Module is connected to the transformer and there is power to the outlet. Using a multimeter, measure the voltage coming out of the Control Module to the gas Valve. Disconnect the gas control terminals Blue (PV) Wire and White (MV/PV) wire, it should be 24 volts from the Control Module. See below (See Warming Trends Return Policy – Page 12.)



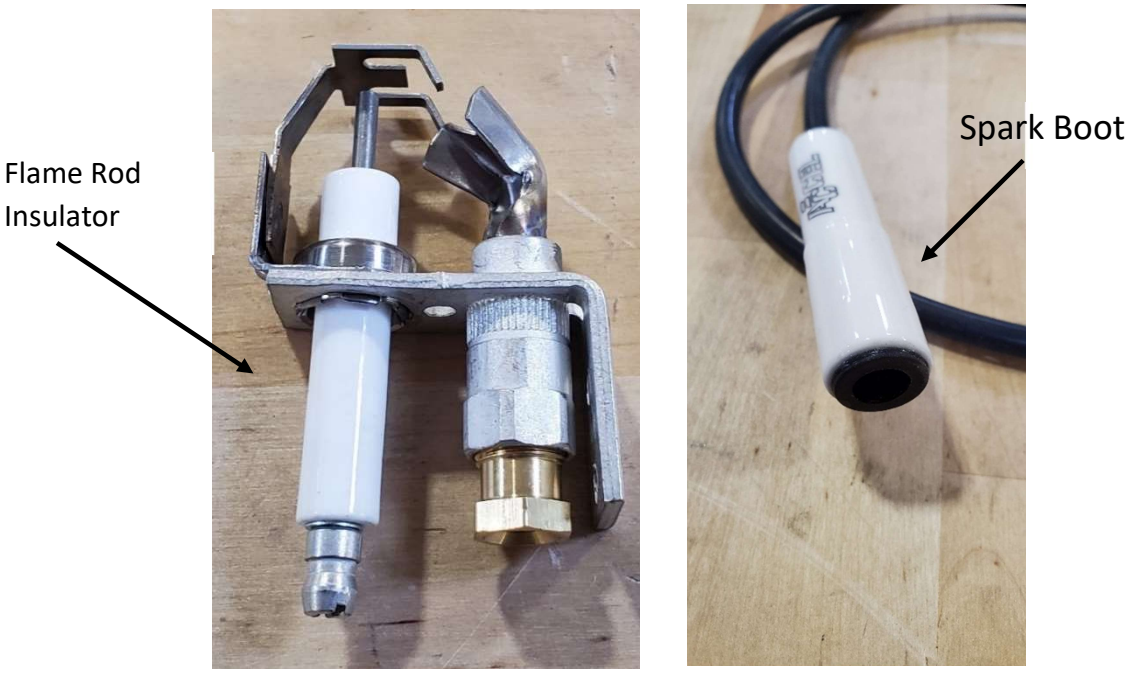
Section B

1. **Spark Ignitor does not spark -** Check that the spark boot is snapped into the flame rod.



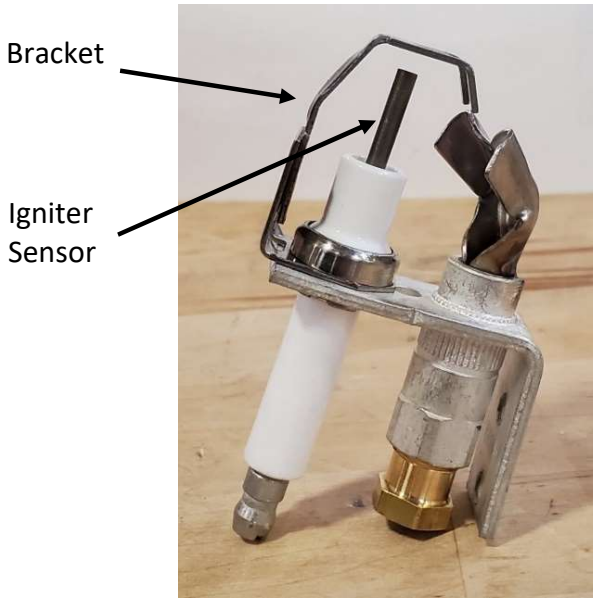
2.

Flame rod and Spark boot damaged- Check the ceramic flame rod insulator for cracks or evidence of exposure to extreme heat. Check the Spark boot for evidence of exposure to extreme heat. Replace Pilot Assembly or Spark Boot if necessary.



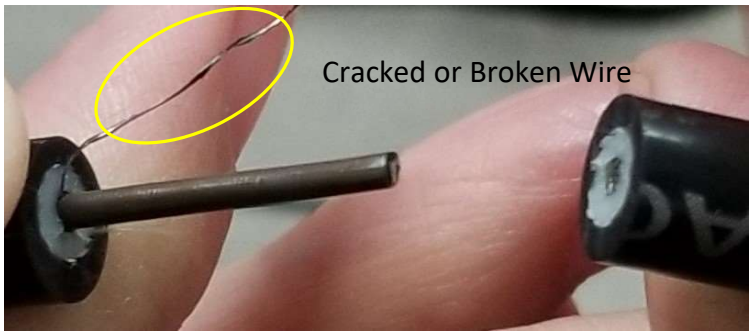
3.

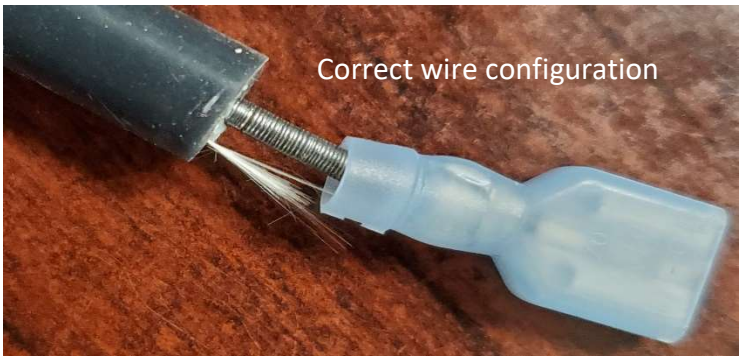
Flame rod or bracket is bent out of position- It is ok to try to restore to the correct position. It is possible to crack the Flame Rod Insulator while bending the Bracket.



4.

Pilot Assembly Spark Boot Connector broken – If the Spark boot connection is broken, you may have sparking at the pilot or flame, but the Pilot or Burner will not start. Check and repair if necessary.

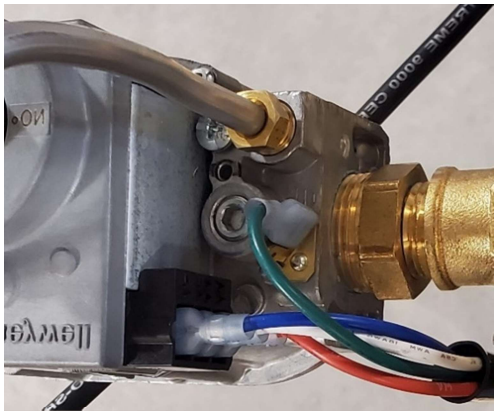




Section C

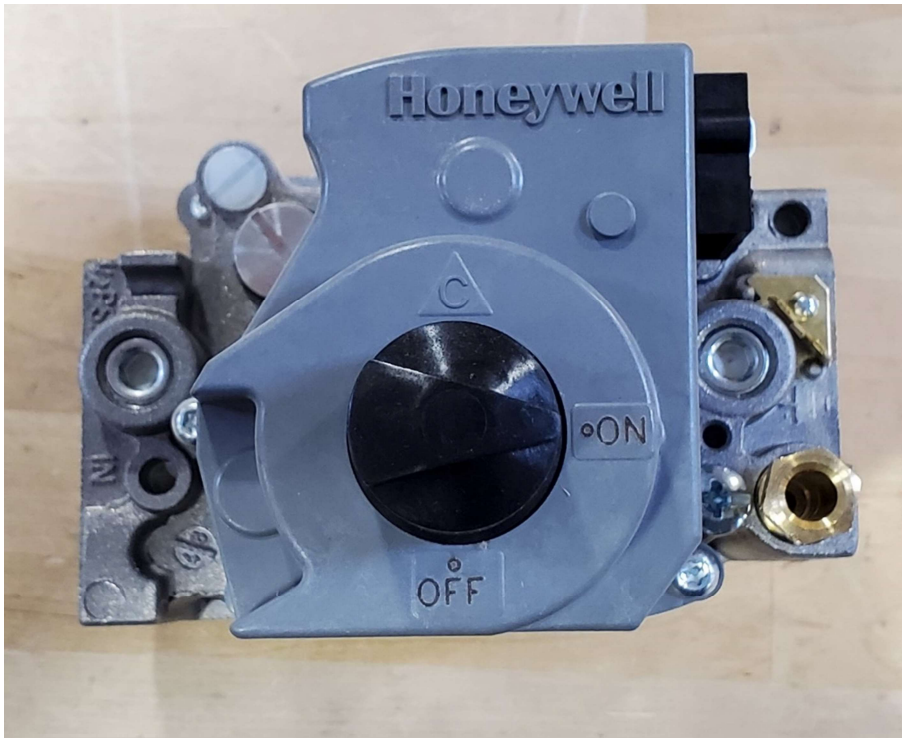
1. Spark assembly, Sparks but does not Ignite the Gas.

Defective Gas Valve –Check the wire harness for damage from control module to the gas control terminals on the gas valve. Make sure wires are connected correctly. Example MV to MV (See below) (Voltage 24V per Section A 4. to gas valve) (See Warming Trends Return Policy – Page 12.)



2.

No Gas – The Gas is shut off on the Gas Valve



Insufficient Gas pressure/volume – not enough gas pressure/volume to the gas valve. If the Honeywell is not getting enough gas to supply the burner, it WILL NOT work properly, including feature may not stay lit. (refer to Warming Trends recommended pressures/pipe size chart).

To Much Gas pressure/volume – Too much gas pressure/volume to the gas valve. If the Honeywell is getting too much gas to supply the burner, it WILL NOT work properly, including feature may not stay lit. (refer to Warming Trends recommended pressures/pipe size chart).

Also confirm:
Is gas piping too small; is the manual gas shutoff (Key Valve/Ball Valve) too small – (refer to Warming Trends recommended pressures/pipe size chart).

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. A quick test to determine whether you have gas or not is to turn the Honeywell on and try to ignite the Pilot Assembly with a handheld lighter. If it doesn't ignite you don't have gas.

Has the gas line been purged? New gas lines have air and purging is necessary to ensure proper lighting of the fire feature. Best way to purge the line is to open the manual gas shutoff at the feature, with the flex line disconnected. 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 has not obstructed the screens. If that happens flow will be restricted.

Over time rust and other debris can accumulate in the gas such that it will partially and sometimes completely stop the flow of gas.

Section D

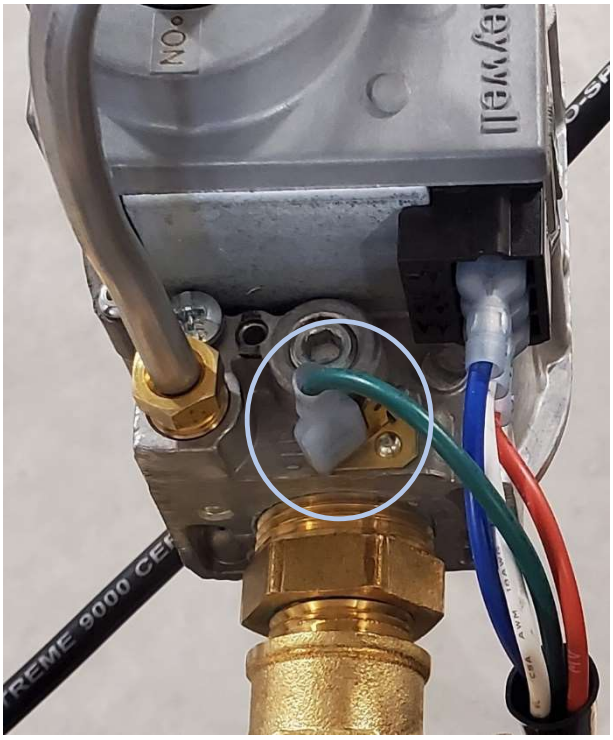
1.

Pilot Assembly Ignites but NO flame on the Burner

Gas installed Backwards – The gas into and out of valve is installed backwards, in-let there is a Stamp with “IN” on it. Make sure the burner is connected to the outlet side of the gas valve.

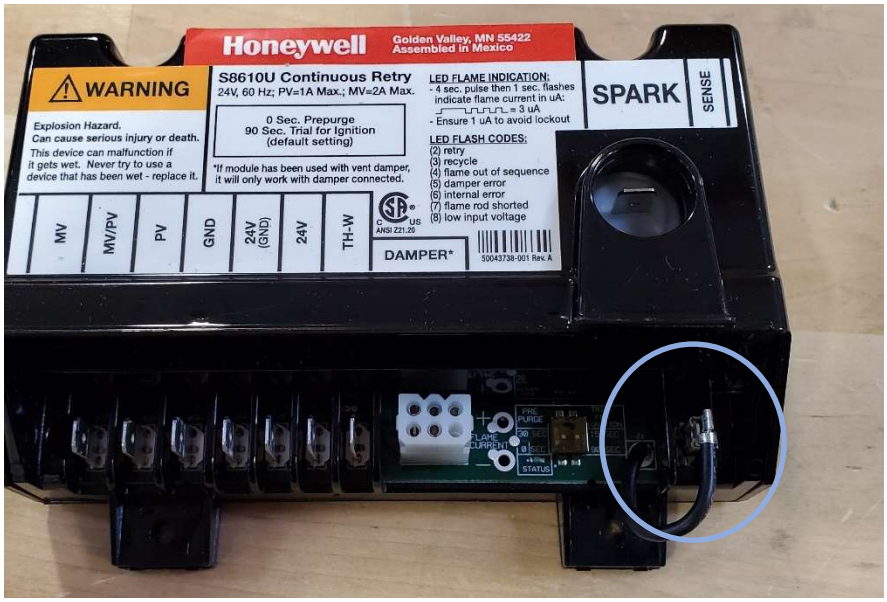
2.

Pilot Assembly is lit, with continuous sparking at Pilot- Check the ground wire attached to the gas valve



3.

Lose wire on Control Module – Check the wire to make sure it is seated correctly. See below



Section E

Fire Feature lights but then turns OFF within a few seconds and restarts again repeats this sequence (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. Initially when the feature is turned on ALL the gas is going to the Pilot Assembly during Start Up.

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 gets too small to heat the Thermopile (may go out completely).

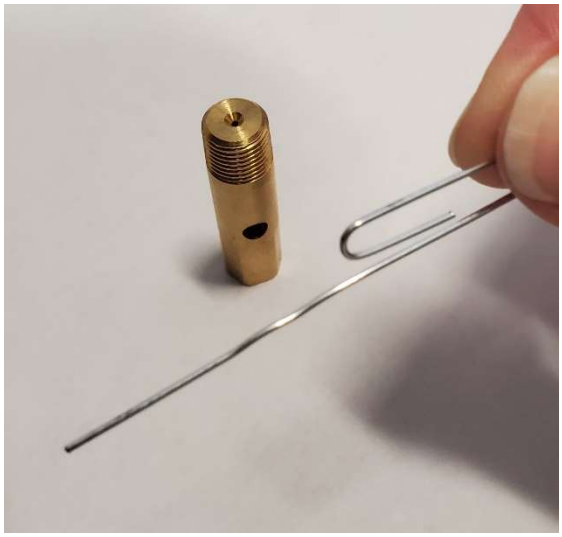
Oxygen Starvation (Pilot Assembly low flame) – typically seen when, Fire Glass or very small Lava Rock, is used as the media and Pilot Assembly is covered with media. Using too small (WT recommend ½" or larger size media). DO NOT COVER the Pilot Assembly. See Media Installation in Warming Trends Installation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

Defective Controller – See page 2 (Defective Controller) for detailed explanation

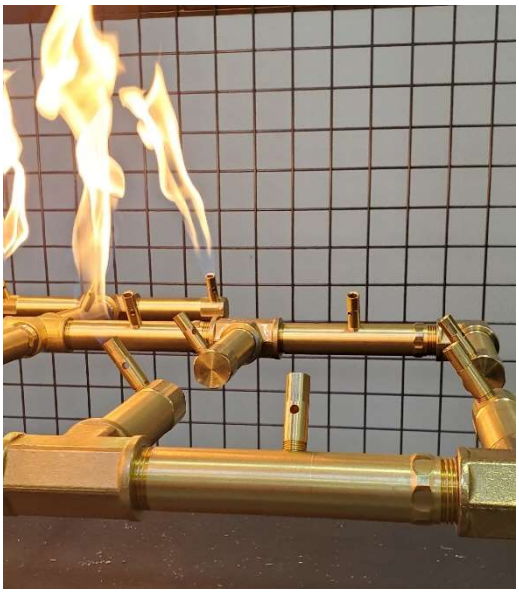
1.

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

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 12.)



Gas Volume Insufficient at the Burner; Debris on Inlet Screen of gas valve. See below



2.

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 (brass). (See Warming Trends Return Policy – Page 14.)

Section F

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

1.

But small flames continue to burn on the Main Burner

Leak in the Main Burner Gas Valve - when debris enters the gas valve by way of either the Inlet or Outlet there is a chance some of that debris has entered the gas valve. Fire Feature gas must be turned off. (See Warming Trends Return Policy – Page 12.)

Section G.
ADDITIONAL TROUBLE SHOOTING STEPS

Insufficient Gas pressure/volume – not enough gas pressure/volume to the gas valve. If the Honeywell is not getting enough gas to supply the burner, it WILL NOT work properly, including feature may not stay lit.

Also confirm:
Is gas piping too small; is the manual gas shutoff (Key Valve/Ball Valve) too small – (refer to Warming Trends recommended pressures/pipe size chart).

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. Check the Valve that knob is in the on position.

Has the gas line been purged? New gas lines have air and purging is necessary to ensure proper lighting of the fire feature. Best way to purge the line is to open the manual gas shutoff at the feature. 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 (gas valve) to prevent debris from entering the Control box. Make sure debris has not obstructed the screens. If that happens flow will be restricted.

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.

Warranty

ALL CROSSFIRE BRASS BURNERS HAVE A LIMITED LIFETIME WARRANTY.

ALL WARMING TRENDS STEEL LOG SETS PURCHASED ON OR AFTER JANUARY 1, 2019, HAVE A LIMITED TEN (10) YEAR WARRANTY. ALL WARMING TRENDS FIRESTORM STEEL LOG SYSTEMS HAVE A LIMITED SEVEN (7) YEAR WARRANTY.

ALL BURNERS AND ELECTRONICS (IF PRESENT) MUST BE COVERED WHEN NOT IN USE OR WARRANTY IS NULL AND VOID.

Warming Trends® warrants its products to be free from defective material and workmanship under normal service and use. This warranty covers manufacturing defects only and does not cover defects due to normal wear and tear; it does not warrant any product or part that has been altered, damaged, damaged in shipping, disassembled, modified, misused, not properly maintained, not installed, or not kept in regular use after installation. Warming Trends® liability shall be restricted to the purchase price of the product only and makes no other warranty, express or implied, but not limited to, the implied warranties of salability and appropriateness for a specified purpose, with respect to its products and parts, whether used along or in combination with others. Warming Trends® is free of liability for any damages caused by the unit, as well as inconvenience expenses, material or labor charges incurred by any service call, repair, removal or re-installation of any unit. Incidental or consequential damages are not covered by this warranty. Warranty does not cover damage to systems due to debris in the gas lines or damage to system due to water. Owner is responsible for reading and understanding warranty for full terms and conditions

Warming Trends®, at its discretion, agrees to repair or replace defective product if returned to Warming Trends® within the warranty period. The respective warranty time periods are effective from the original date of purchase. The warranty is non-transferable and applies only to the original purchaser. In addition, this warranty is automatically void if the unit's serial number has been removed or altered in any way.

Ignition 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.