

Gas Stove Troubleshooting Guide

Problem	Cause	Solution
Pilot will not light	Gas shut-off valve is turned off Gas control valve is turned to pilot Gas control valve wasn't pushed in Igniter was not pushed repeatedly Igniter is bad	Turn on shut-off valve Turn gas control valve to ON Push in Gas Control Valve Push Igniter repeatedly Replace Igniter
Main burner does not light	The pilot has gone out The burner on/off switch is turned off The thermostat is disconnected or set too high	Relight the pilot Turn on burner on/off switch Connect thermostat, adjust setting
Fan does not work	Power cord is unplugged Heater is not up to temperature and sensor has not activated Sensor is bad	Plug in power cord Allow stove time to heat up for sensor to activate Replace sensor
Thermostat does not work	Pilot has gone out On/Off switch is turned to Off Thermostat is set too high	Relight pilot Turn switch to ON Adjust thermostat
Flame is dirty and orange, and glass is sooty	Logs are not placed properly Burn is obstructed Air needs to be adjusted	Adjust logs Remove obstruction Contact Service Technician
Flames are too short	Hi/Lo flame adjust knob is turned too low	Adjust Hi/Lo knob