

## Gas Stove Troubleshooting Guide

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