HOMEFIRES

America's Exclusive Distributor of Real Flame English Firebaskets

Making the Fire Work
A Comprehensive Checklist

The purpose of this checklist is to ensure proper function of the remote controlled burner.

The checklist will be a list of different solutions, the most common solution(s) first.

1) Pilot flame is not lit – To relight the pilot:
    a. Turn the pilot control knob to the OFF position if it is not already there.
    b. Turn the pilot control knob to the PILOT position, push and hold the knob in. You may be able to hear the gas begin to flow from the pilot assembly. If the unit has been turned off for a long period, you may need to bleed the gas line to make sure the gas can be ignited. This takes about 30 seconds. If you have a freestanding gas valve, such as what is sold with a fireball set, it can help to hold the housing of the valve when initially pushing in the knob.
    c. If you have a model with a piezo ignitor, push the button to generate the spark which will light the pilot. If you do not have this part, use a long lighter or torch to light the pilot flame. If it does not light on the first try, keep trying.
    d. Once the pilot is lit, continue to hold the knob in for at least 25 seconds. This gives the thermocouple time to heat up and begin generating the power needed to keep the gas valve powered and running.
    e. Now the pilot should be lit, and you can let go of the knob.
        i. If you have a burner with a remote, press OFF on the remote, then turn the pilot control knob to the ON position. This will allow the main flames to turn ON when you control the system by remote. If the pilot control knob is left in the PILOT position, when you use the remote to raise the main flames up/down nothing will happen because the main burner is not set to the ON position.
        ii. If you have a burner without a remote, turn the control knob between PILOT and ON to turn the main flames on/off/up/down.

2) Bad Thermocouple
    a. First, we will discuss how the burner works. This type of burner has a standing pilot flame which utilizes a thermocouple as the means of safety control. The purpose of this system is to ensure that gas never flows from the burner unless it is lit, or unless you are in the process of lighting the gas. Inside of the gas valve is a tiny solenoid, this is a type of motor that pushes out a metal cylinder similar to the

way a piston moves in and out, in a thrusting sort of motion. When lighting the pilot flame, you push the knob in to physically displace this metal cylinder, when you do that, you allow the gas to flow to the pilot assembly. Once the pilot is lit, the flame touches the tip of the thermocouple. Inside of the thermocouple are special materials that when heated, produce electricity. That electricity is sent to the solenoid inside of the gas valve, which keeps the metal piston retracted, allowing gas to continue flowing to the pilot assembly. So, basically, whole process is like a circuit, the pilot flame being the piece that will either open or close the circuit. If the pilot flame is blown out, the thermocouple goes cold and stops producing electricity, which in turn stops powering the solenoid, which in turn pushes the metal cylinder out and shuts off the flow of gas to the entire burner.

b. The thermocouple does have a lifespan. Once defunct, it will not produce enough electricity to power the solenoid. You can tell you have a bad thermocouple when you try to light the pilot, but when you release the pilot control knob the flame just goes out. OR, you may be able to light the pilot, but it will randomly turn off, this is a sign that the thermocouple needs replacing. For new parts, call: 800.749.4049

THE FOLLOWING ISSUES ARE FOR STANDING PILOT BURNERS EQUIPPED WITH A REMOTE TO CONTROL THE MAIN FLAMES

3) ON Position –
   a. Sometimes, when someone re-lights the pilot flame for this system, they will not turn the control knob to the ON position. Instead they leave it in the pilot position. This will leave the pilot flame lit, but will restrict the operation of the remote control/motor, and the main flames will not light. Turn the pilot control knob to the ON position to activate the main burner. Note: the main flames will turn on according to whatever position the motor was last set.

4) Batteries –
   a. The remote control uses a size 23A battery (12 volt); this usually lasts a few years. We can supply you with a replacement if desired... Note: if replacing this battery, make sure you find a fresh one, as this type of battery seems to be quite rare, and a slow seller. Make sure the shelf you buy it from is out of the light, in air conditioning and that the packaging is not all dusty, which is a sign the battery is old.

b. The receiver uses 4 AA batteries. The receiver is a small black box underneath the unit about 3" wide x 2" high x 3" deep. If finding the receiver is proving troublesome, you can follow the black and red wire from the gas valve's motor; this will run directly into the black receiver box. On the bottom of this receiver box is a sliding cover. To open the compartment door, look for an arrow embossed in the plastic, and then push in the direction the arrow points. The cover slides out along the same plane it resides. Make sure to put the batteries in correctly.

5) Loose/Mismatched Connection –
   a. If pushing ON/HIGH on the remote lowers the flame, and pushing OFF on the remote raises the main flames, check to make sure you have the battery pack wired to the motor correctly.
   b. The black/red connections are mismatched; make sure the connection is black to black and red to red.

6) Receiver Link – If the remote does not seem to work
   a. Make sure the receiver (same part as the battery pack) is switched to the REMOTE position; the remote will not function/receiver will not learn if in wrong setting.
   b. If you are using the remote and there is no response from the motor (you should be able to hear it turn). The remote and receiver may not be linked. From the factory, the remote and receiver may work together, as the remote and receiver communicate using a specific bandwidth of radio wave. However, these parts need to be linked to ensure consistent communication. Each remote has a specific security code, and each receiver can learn up to 3 different remote control security codes.
   c. First, we will erase the memory of the receiver/battery pack. Look at the face of part which has the sliding Off-Remote-ON switch. Make sure it is set to Remote. Now, look to the top right of the sliding switch, there should be a small hole in the plastic, inside that hole is the learn button; it may or may not be labelled as such on the plastic. This is an inset button, so you will need something pointy to press it, such as a paper clip or sharpened pencil. Gently push and hold the learn button for 10 seconds. At first you will hear 3 quick beeps, and after around 8 seconds you will hear 3 long beeps, those 3 long beeps confirm that the memory of the receiver has been erased.
   d. Next, we will link the remote and receiver. The process is easy, simply push the learn button for 1 second then release (you should hear 3 quick beeps). Now, push

ON on the remote control (you should hear 4 beeps, this confirms the remote and receiver are now linked). Your remote and receiver should now be linked.

7) Over-Tightened Motor – Extremely rare issue
    a. During installation somebody over-tightened the motor into the remote control valve. The motor is screwed into the valve, clockwise-tighter/counter-clockwise looser.
    b. The motor does not have a gas-tight connection, and is supposed to be tightened by hand only. If the motor is over tightened, it strains the inner workings and requires a higher amount of voltage to turn the fire on/off. If the motor is over tightened, you will be unable to unscrew it from the valve by hand. To unscrew the motor, make sure you only touch the portion that is hexagonally shaped, the rest of it is round and subject to break if strained. If you cannot turn the motor counter-clockwise by hand, you will want to loosen it to a snug position and try using the remote again. This can be done with an adjustable crescent wrench (also called a box wrench).

If none of these solutions work, there may be a damaged or defective component that needs replacement.

Our gas burners are covered under warrantee for a period of 2 years from the time of purchase. The warrantee covers your physical parts, but not the installation charges.

If your order is out of warrantee, please know that we are committed to your satisfaction and provide free phone support for as long as you need. If this is a brand new installation, please accept our apologies for the trouble and contact us to discuss your situation to find the best way to solve your problem. Please know that each and every order we sell is test fired thoroughly before being delivered. We take our service seriously and do our best to answer your questions as quickly and directly as possible.

Note: Believe it or not, one of the most common issues we see when there are damaged components is water damage. During bad storms, rain can get past the chimney cap, come down the flue and fall onto the receiver, damaging its electrics.

A professional gas installer should be able to determine what the bad component may be, and act accordingly. Homefires will always stand behind our product, and do all in our power to make sure you are happy with your system! Please feel free to call if you have questions!