

# TROUBLESHOOTING

For all Durablowlow fireplace remote control kits

OBSERVED PROBLEM	POSSIBLE CAUSE	REMEDY
<b>Fireplace fire shuts off in use.</b> (If equips ODS - Oxygen Depletion Sensing)	1. No enough fresh air in room, the ODS pilot shuts off the entire system. 2. ODS/pilot is partially clogged.	1. Open window and/or door for ventilation. 2. Clean ODS/pilot.
<b>Fireplace fire shuts off in use.</b>	1. Timer is up or schedule is triggered. 2. Receiver box is overheated. 3. *Set Temperature is reached. ( <i>if use a Thermostat remote control model</i> ) 4. Power outage or battery low.	1. Check Timer or Schedule settings. 2. Relocate receiver away from heat. 3. *Check thermostat setting. 4. Check power source, power cord or replace batteries.
<b>Main fire does not light after pilot is lit.</b>	1. Inlet gas pressure is too low. 2. Thermopile leads disconnected or improperly connected. 3. Thermopile damaged. 4. Remote control receiver box wires disconnected or improperly connected. 5. Pilot fire is OFF accidentally or clogged.	1. Contact local nature gas company. 2. Reconnect thermopile leads. 3. Replace thermopile. 4. Reconnect the wires to TH, TH/TP terminals of Millivolt valve properly. 5. Ignite pilot fire again, or clean pilot.
<b>No voltage output from Durablowlow remote control receiver box when control is ON.</b>	The remote control receiver box does NOT output a micro-volt voltage by itself (for no danger of gas leakage). It passes or no-pass the voltage that is generated by thermopile (heated by pilot fire).	1. Turn ON the pilot fire. 2. Reconnect thermopile leads. 3. Replace thermopile. 4. Switch the receiver box to "REMOTE" mode. 5. Allow more time to have thermopile heated to generate voltage.
<b>Durablowlow remote control does not function.</b>	1. No battery or battery is low. 2. Weak signal. Receiver is obstructed or covered by metal objects / housing. 3. Out of use distance. 4. Weak Wi-Fi (smart home remote only) 5. Defective device.	1. Replace batteries in transmitter and receiver. 2. Relocate receiver. 3. Relocate receiver and transmitter. 4. Relocate receiver or Wi-Fi router. 5. Contact seller for replacement.
<b>Fireplace fire is ON and OFF too often or too slow.</b> (Thermostat remote control model only)	1. Temperature "SWING" setting is too small or too big.	1. Find "SWING" setting on transmitter handset, or Smart Life APP ( <i>Smart Home remote control models</i> ), and reselect appropriate Swing levels: 2°F(1°C), 4°F(2°C), 6°F(3°C)
<b>Pilot fire can NOT be ignited by Durablowlow remote control.</b>	<u>Durablowlow remote control is not a ignitor, it acts like a main gas fire ON/OFF switch. Not used for igniting pilot fire or main fire.</u>  1. Ignitor is damaged or battery low. 2. Millivolt valve is not at INGITE mode. 3. Fireplace IPI control is not working.	1. Ignite pilot fire by built-in fireplace spark ignitor, or manual torch lighter. 2. Turn/press knob on Millivolt valve to release gas for pilot fire. 3. Contact original fireplace maker.