

# Problem with Patio Heater Not Igniting

If Customer rings regarding a problem with their Patio Heater not igniting or going out after 20mins – 2 hrs the following questions should be asked and identified.

## 1. *Are you using PROPANE gas ??*

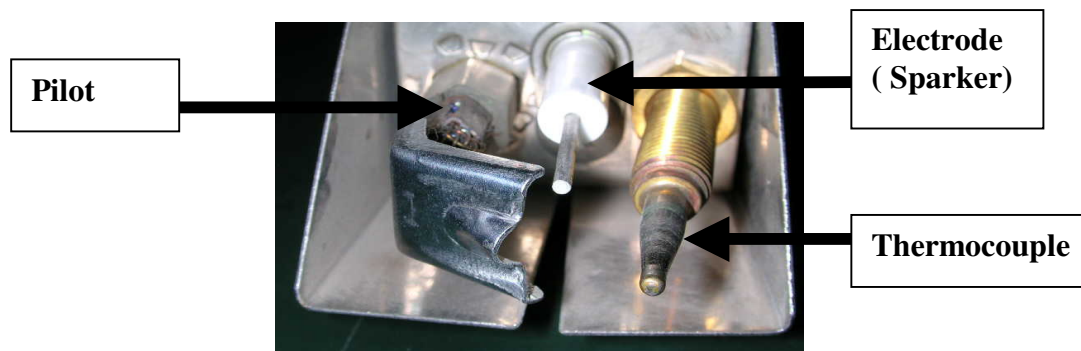
Correct -  
Orange = Propane,



Wrong -  
Blue = Butane

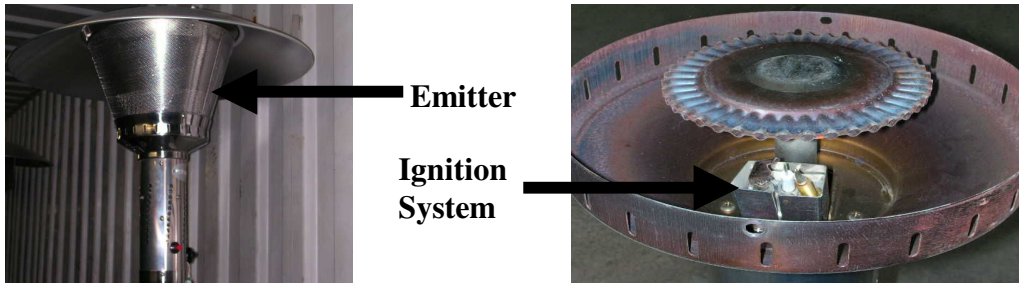


- If **YES** go to Question 2.
- If **NO** advise customer to use only Propane and it may be necessary to wire brush clean the Electrode and the Thermocouple

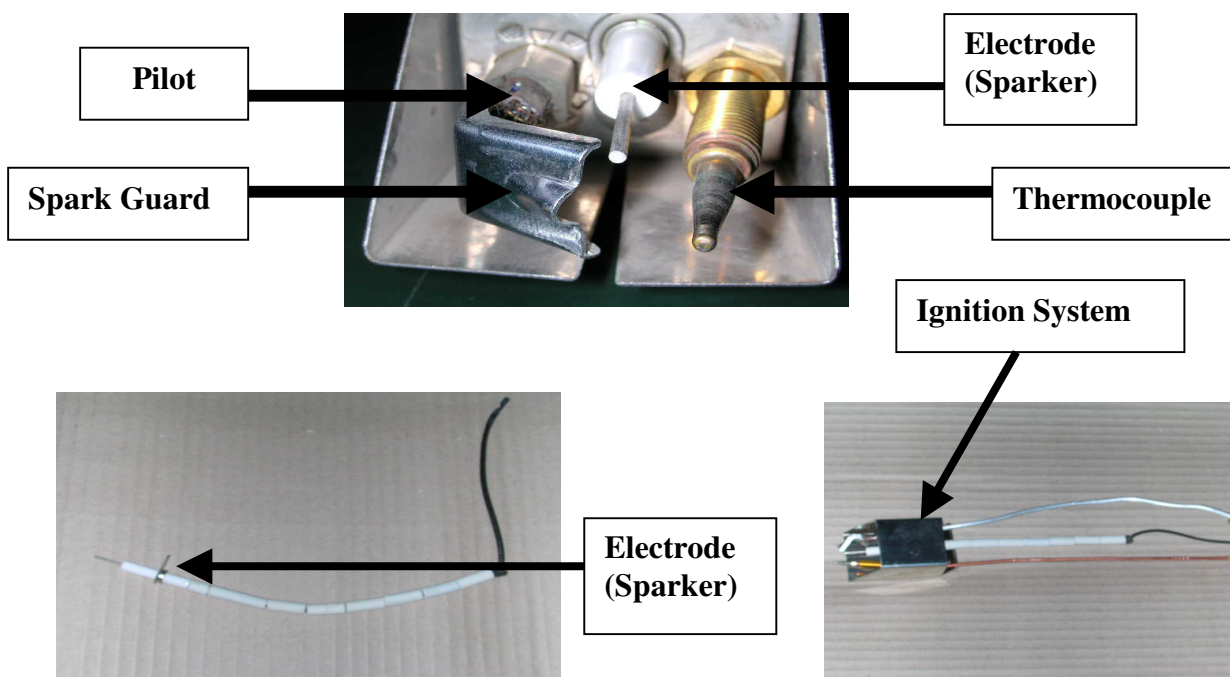
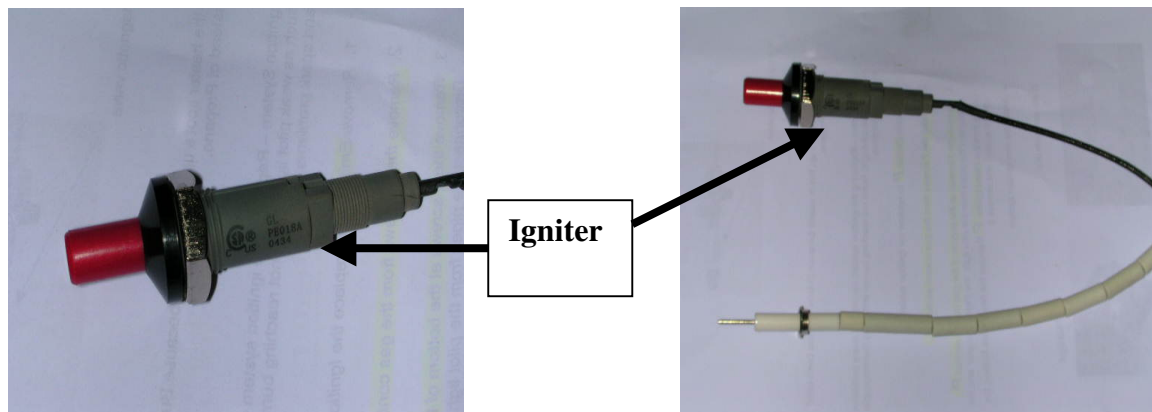


## 2. Are you getting a spark on the head of the Igniter ??

- If **NO**, the igniter may have moved in transit so remove Emitter which will expose the Ignition system



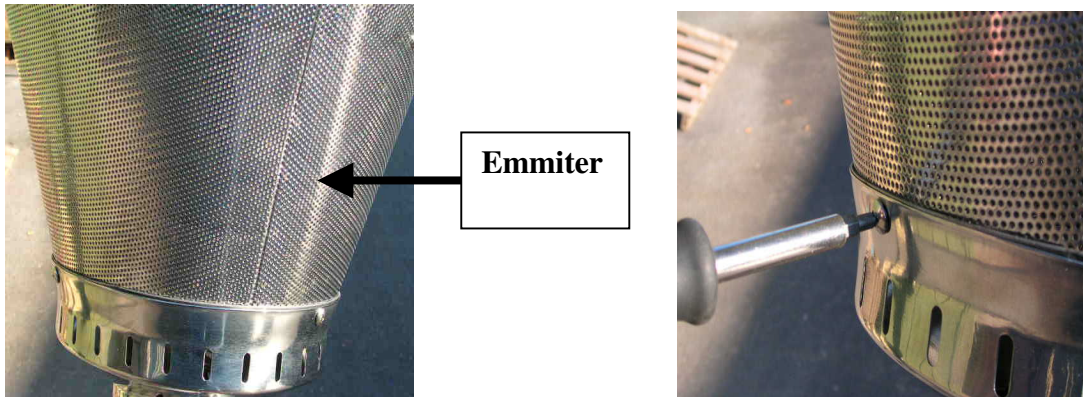
- Move the Electrode closer to the spark guard (approx 5mm) but not touching. If you still do not get a spark either replace the igniter or the ignition system .



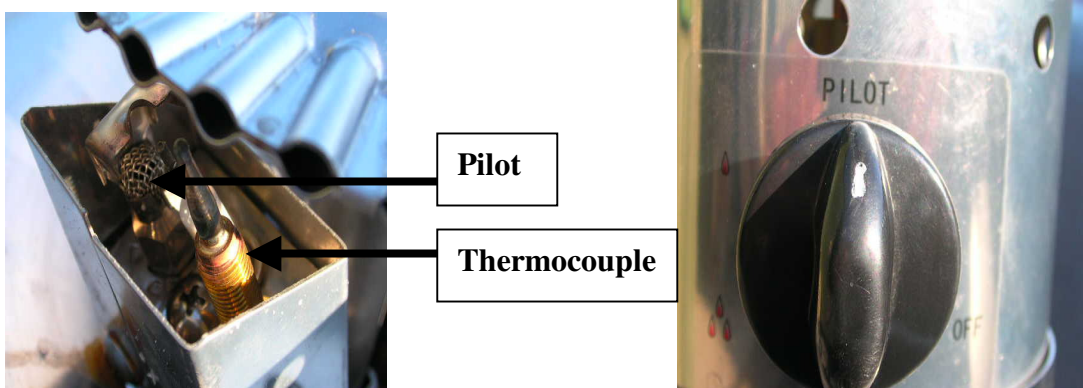
- If **YES**, Is the pilot light burning ??
- If **NO** or if the heater goes out after 20 mins to 2hrs

If the pilot light is not lighting there could be a blockage in the pilot light pipe as it is very thin.

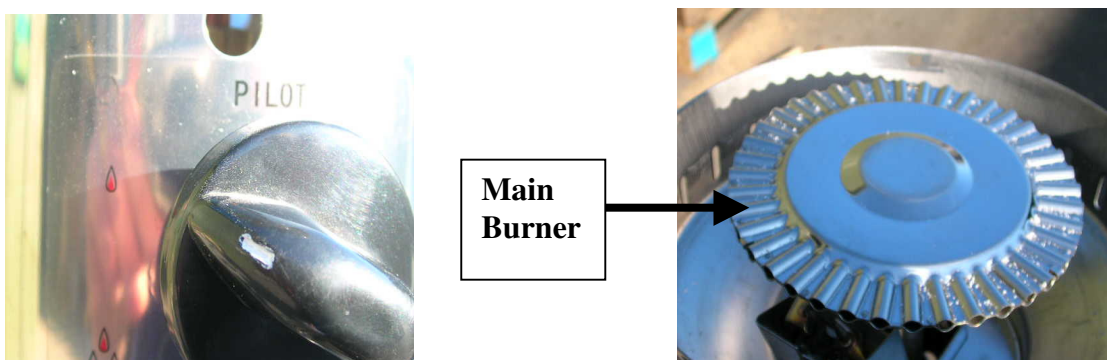
Firstly remove the Emitter and try and light the pilot light manually.



Remember to hold the control knob in the pilot position and light with a match or lighter.

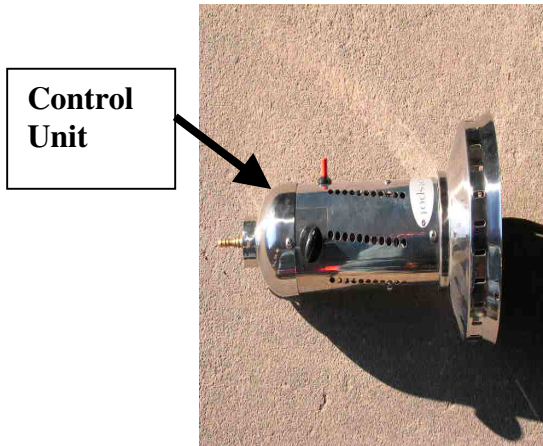


If this does not work then whilst still holding the control knob in using a lighter or match to warm up the thermocouple for approx 30 seconds then move the control knob to low flame and light the main burner.



When main burner is alight then turn the heat to full and leave running for 5 minutes, either it will go out or it will burn off any dust that caused the blockage and it should work fine.

3. If it goes out again then ask customer to remove control unit from top of pole and remove hose from end of unit.



4. Push control knob into the pilot position and hold down. Then blow air up the pipe where the hose was connected



5. This should clear any dirt blocking the pilot light and allow the gas to flow.

# Answers to Possible Problems

## Heaters

- **Hose** - If the hose gets twisted the gas flow is reduced and it may not light.
- **Gas Valve** – If the Electro magnetic valve is faulty this stops the thermocouple from working and the heater from staying alight.

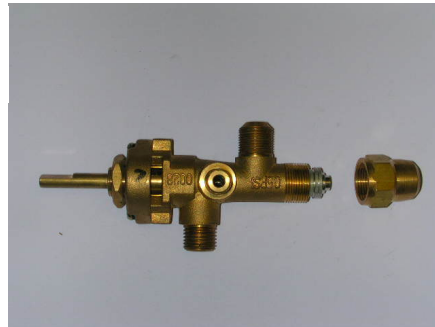
This can be found behind the connection to the thermo couple in the main body of the Gas Valve

- (1). Remove the part that the thermo couple is connected to
- (2). This will expose the Electro magnetic valve
- (3). Alternatively just replace the complete Gas Valve.

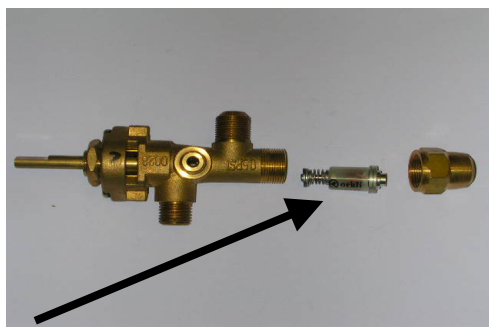
(1)



(2)



(3)

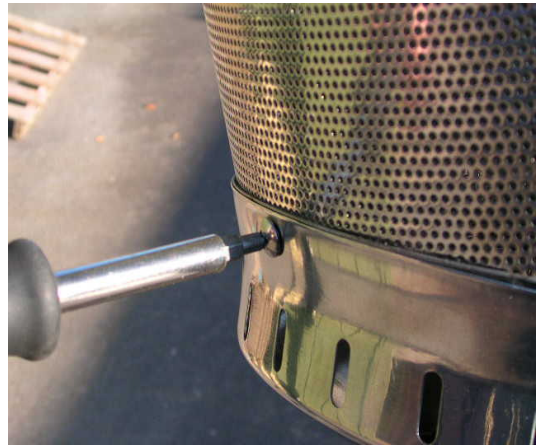


**Electro magnetic valve**

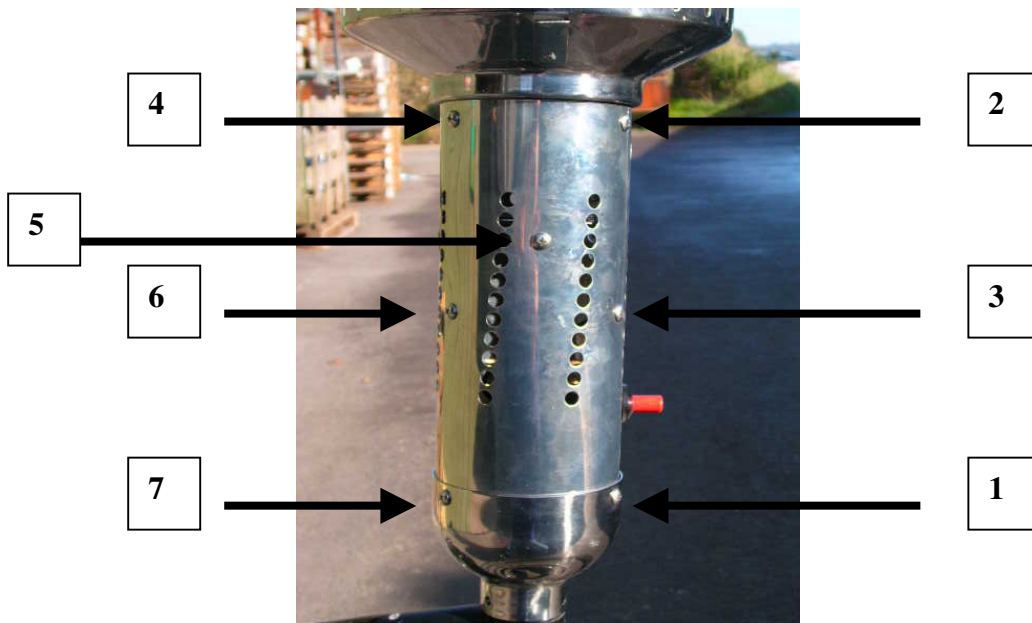
- If the heater soot's up, this is usually because Butane Gas has been used instead of Propane.

- Ignition System – Replacing the ignition system can correct many problems such as weak pilot light, flame not reaching burner and faulty thermocouple and spark problems.

Remove the Emitter to replace the Ignition system



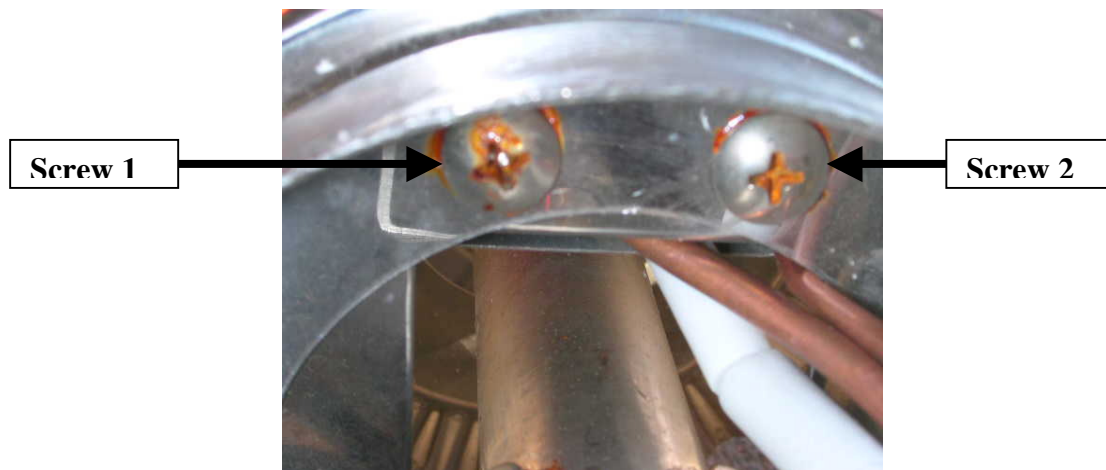
Remove the 7 screws from the gas control section.



Disconnect the pipes from the Gas Valve for the pilot light, the thermo couple and the cable connected to the Piezo Igniter.

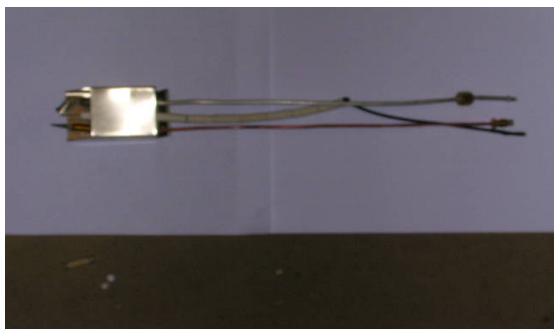


Remove the two screws holding the ignition system and remove it.

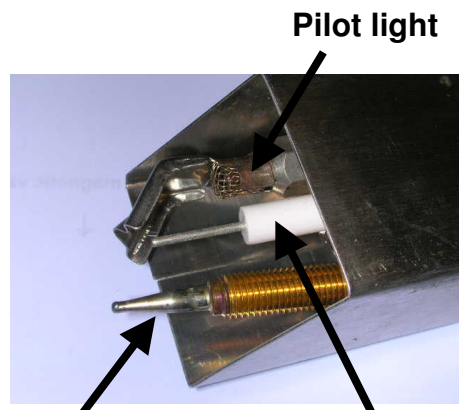


Install the new ignition system

Re assemble unit.



Ignition system



Thermo Couple

Electrode