



Hearth Products Controls Co.

Remote Electronic Ignition System (EI)- Troubleshooting Chart

Error Code Location:

- HI / LO Models: Remote Control- LED flash count
Smart Device HPC Fire App- Listed in Error Log
- ON / OFF Models: Control Module inside Valve Box- LED Flash Count

08/09/2016

Error Code	Description	Component Check	Symptom	Possible Issue	Solutions
IMPORTANT: To analyze Error Codes, please power down fire pit then restart. **Fire pit may automatically cycle up to 15 times before Error Code is displayed.					
1	Ignition Failure	Thermocouple-T/C (Flame Sensor) <u>Good Condition</u> <i>3/8" of T/C tip in flame</i>	Weak or NO Pilot Flame-T/C cold	No gas to fire pit	Confirm Gas is connected and shutoff valve is ON
				T/C tip not properly in flame	Shutoff valve is fully ON, proper gas pressure and gas line size to fire pit. *
				Pilot gas tube connection leaking at Pilot Assembly	Retighten connection *
				Pilot Orifice Clogged	Remove and clean orifice *
				T/C tip dirty- possibly soot	Clean tip with brush
		Good Pilot Flame- T/C communication Issue	T/C connection loose at valve box	Retighten connection *	
			T/C copper tubing kinked or broken	Replace T/C *	
			Igniter (Hot Surface) <u>Good Condition</u> <i>Glows for ~10 seconds</i>	Weak glow, NO glow	Ignitor damaged, wire damaged or plug disconnected at valve box <i>**Issue may start as Error 6</i>
		Control Module or Gas Valve <u>Good Condition</u> <i>Igniter glows, Valve clicks (open)</i>			No igniter or flame
			<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>		

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2	Over Temperature Detected	Control Module <u>Good Condition</u> Internal Module temp.< 185 deg F	Enclosure internal cavity TOO HOT	Enclosure Venting NOT sufficient- too small or blocked	Confirm proper venting- refer to Install Instructions; Clean vents as needed
				Unwanted fire in Enclosure cavity increasing heat- gas leak or air mixer backpressure (LP)	Confirm no gas leaks or air mixer back pressure *
				Very large size lava rock on burner	Apply base coat of HPC standard lava rock (#657), reapply large lava as top coat
				Too much glass or lava rock on burner	Reapply only enough to cover burner
<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>					
3	Thermocouple (Flame Sensor)	Thermocouple Hardware <u>Good Condition</u> 8 ~ 15mV to Module	Good Pilot Flame- T/C NO voltage	T/C connection loose at valve box	Retighten connection *
				T/C copper tubing kinked or broken at pilot assembly	Replace T/C *
<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>					
4	Hardware Fault- Pilot Valve or Main Valve	Gas Valve <u>Good Condition</u> Valve clicks (open)- flame present	No Pilot flame, No Main flame	Valve: Disconnected or damaged electrical circuit inside valve box **Common wire issue- may result in Error Code 1	Inspect electrical circuit- repair as needed. *
				<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>	
5	Flame at Start Up	Module or Gas Valve <u>Good Condition</u> NO flame at start	Unwanted pilot flame at start up	Control Module or Gas Valve malfunction.	Replace as needed *
6	Igniter is Open	Igniter <u>Good Condition</u> Glows for ~10 seconds	NO glow	Ignitor damaged, wire damaged or disconnected at valve box **Plug disconnected- may result in Error Code 1	Replace igniter assembly or reconnect plug at valve box *
				<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>	

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7	Lost Connection- Control Module to Transceiver <i>(HI / LO Models Only)</i>	Communication Cable- Module to Transceiver	Remote or App- No Response	Communication cable- disconnected or damaged inside valve box	Inspect electrical connections- repair as needed.
			<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>		
8	Remote Control or App- not paired with Fire Pit <i>(HI / LO Models Only)</i>	Remote Control or App	NO response to Remote Control or App	Pairing sequence- a loss of power during pairing or incorrect buttons pressed	Repeat pairing sequence- refer to Install Instructions
				Remote Control or Smart Device batteries weak	Replace Remote batteries or charge Smart Device
		Antenna <u>Good Condition</u> <i>Antenna facing Enclosure Vent; < 20 feet distance</i>	NO response to Remote Control or App	Antenna connection loose	Tighten any loose connections
				Antenna not in optimum position	Reposition antenna; Best if aligned with Enclosure Vent
		Fire Pit Enclosure / Antenna Matching <u>Good Condition</u> <i>< 20 feet distance</i>	NO response to Remote Control or App	Each enclosure is unique with amount of stone, metal, size or overall denseness. Expect better response in various locations around enclosure.	Relocate antenna to perimeter of enclosure by vent with optional 60" minicoax extension- Part # AEK-60HI/LO *
<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>					
9	This Code Not Used				
10	Remote Control or App- Out of Range <i>(HI / LO Models Only)</i>	Remote Control or App	NO response to Remote Control or App	Power OFF to Fire Pit	Turn ON power
				Remote Control or Smart Device batteries weak	Replace Remote batteries or charge Smart Device
		Antenna <u>Good Condition</u> <i>Antenna facing Enclosure Vent; < 20 feet distance</i>	NO response to Remote Control or App	Antenna connection loose	Tighten any loose connections
				Antenna not in optimum position	Reposition antenna; Best if aligned with Enclosure Vent
		Fire Pit Enclosure / Antenna Matching <u>Good Condition</u>	NO response to Remote Control or App	Each enclosure is unique due to amount of stone, metal or overall denseness. Expect better response in various locations around enclosure.	Relocate antenna to perimeter of enclosure with optional 5' minicoax extension- Part # AEK-60HI/LO *
<i>If No Problem Found and error repeats, please contact Dealer or Service Professional</i>					

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