

TROUBLESHOOTING GUIDE FIREPOWER

Important!

If your fire has been switching off when the heater is used this is a sign that there is a build-up of hot air inside the fire due to poor ventilation. Continued use of the appliance will result in permanent damage to the heating element.

The fire will not switch back on and show no red power light.

PROBLEM	POSSIBLE CAUSE	SOLUTION	CHECKED	NOTE
The fire is not switching on and there is no red power light	The power cable is loose.	Check that the power cable is pushed fully into the back of the fire		If all solutions have been tested and the problem persists, contact us and we can advise further.
	The fuse in the plug has blown.	Disconnect the plug and inspect the fuse. Replace with a 13A fuse if broken.		
	Not enough space left for ventilation around the fire during the build.	Contact your builder and discuss the installation.		
	The plug has not been removed from the power cable.	Possible damage to the unit, by removal of the plug contributed to a fault or failure of the product. Refer to page 24 of the manual		

The fire is switching off when the heater is used	The air vents next to the heater outlet are blocked not allowing air flow to the fire	Hoover out the vents every 3-6 months		If the problem persists the installation will need to be assessed to ensure it adheres to all the requirements shown in the manual.
	A build-up of hot air	Ensure the inlets and outlets are free from obstructions and there is sufficient clearance surrounding the unit, as stated in the manual.		
	The thermostat setting is causing the heater to switch off	Adjust the thermostat setting using the remote control to maintain the desired temperature or deactivate the thermostat setting.		
	The room temperature decreases by 10 degrees the heater will switch off automatically	The fire will detect a drop in the room temperature and switch the heater off		

TERMS & CONDITIONS

PLEASE NOTE:

THE ENGINEER WILL BRING THIS COMPLETED FORM WITH HIM TO THE SITE VISIT.

THE ENGINEER WILL NEED FULL ACCESS TO THE ELECTRIC FIRES POWER CABLE.

THE ENGINEER WILL NOT PERFORM ANY BUILDING WORK DURING THE VISIT.

IF THE FAULT IS FOUND TO BE ANY OF THE ABOVE POSSIBLE CAUSES AND THE SOLUTIONS HAVE NOT BEEN PERFORMED PROPERLY THERE WILL BE A CALL-OUT CHARGE OF £250:00 PAYABLE ON THE DAY BEFORE ANY WORK IS CARRIED OUT.

BY SIGNING I AGREE TO THE TERMS & CONDITIONS

PRINT NAME _____ SIGN _____ DATE _____

Ensure this document is signed and dated with all boxes ticked before uploading it to our report a fault page.

Failure to complete the entire form will result in our team being unable to process your issue.