

## Trouble Shooting Guide

Problem	Possible Causes
No Spark to Pilot	<ul style="list-style-type: none"> <li>• Voltage under 24 VAC</li> <li>• Bad Fuse (Ram-3 Module Only)</li> <li>• Improper spark gap (7/64" or .019")</li> <li>• Loose ground wire</li> <li>• Broken Electrode</li> <li>• Faulty Ignition Module</li> </ul>
Burner Won't Light	<ul style="list-style-type: none"> <li>• Air in gas line</li> <li>• Low gas pressure</li> <li>• Bad Gas Valve</li> <li>• Manual Gas Valve turned "OFF"</li> </ul>
Inconsistent Operation	<ul style="list-style-type: none"> <li>• Variable gas pressure (improperly sized gas line)</li> <li>• Variable Voltage</li> <li>• Wind exceeding 10 mph</li> <li>• Tip angle exceeding 30 degrees</li> <li>• Debris inside burner</li> <li>• Erratic winds</li> </ul>
Deterioration of Front Grill	<ul style="list-style-type: none"> <li>• Sunpak heater must be installed in such a manner as to allow the products of combustion or hot gases to vent out the top of the heater. When operating normally, only radiant heat passes through the front grill. If conditions exist which force hot gases through the front grill of the heater, the installation must be altered to correct the condition.</li> </ul>
Rumbling Burner Noise	<ul style="list-style-type: none"> <li>• Rumbling burner noise, flare out of burner, and losses of radiant heat are all symptoms of a damaged infrared burner. These symptoms may occur any time after the heater has warmed up. Under these conditions the burner has been damaged and must be replaced. Discontinue use of the heater until heater is repaired.</li> </ul>