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patio heater trouble shooting guide...

How do I get my patio heater to light?

- Make sure the propane tank is full and the valve is completely open
- Follow the lighting instructions in the instruction manual.
- When turning the knob to ignite you must first push down and turn counter clockwise but do not click over. Hold resistance for a few minutes until you hear the air come through. It is very important to purge the line free from air to get the propane to the head unit. This might take several attempts.
- Make sure the knob is working properly. You should hear two clicks when turning the knob counter clockwise. If not, take the knob off of the head assembly and check to see if it is cracked. If so, a replacement can be sent. There is a set screw in the side of the knob that can be tightened with a small flat head screwdriver to strengthen the hold on the post.
- Check for leaks with one part soap and three parts water in a spray bottle or spoon several drops over the tank, regulator and hose connections. There will be bubbles at the site of the leak. Also, try taking the regulator hose off of your propane grill and connect it to the patio heater to see if the regulator needs to be replaced.
- Sometimes after a period of time debris like dust, cobwebs or insects will disrupt the flow of the propane. Try blowing out the orifices around the burner and pilot light with an air compressor or compressed air for electronic devices or try using a sturdy pipe cleaner.
- If these solutions do not work, the head assembly may be defective and may need to be replaced.

Why is my propane tank freezing up?

- The propane tank can freeze in any temperature. Keeping the propane tank level will sometimes help this situation. Your patio heater is not the cause of this problem. If the problem persists, replacing the tank may be the best solution.

Why won't my pilot light?

- It may be that your tank is malfunctioning, tank has a leak, or the pilot is clogged. Please see steps below to trouble shoot. **Note: Regular maintenance is critical to the successful operation of your patio heater.**
- Is the cylinder valve closed? If so, open the cylinder valve but not fully.
- Check to see if you can light it manually. If the unit lights manually but not with igniter, service or replace the igniter switch.
- Ensure that there is no air in the gas line. Open the gas line and bleed it (pressing control knob in) for not more than 1 - 2 minutes or until you smell gas.

Why does my pilot light, but goes out when turned on high or low?

- It may be that your cylinder is malfunctioning, cylinder has a leak, or the pilot, venturi tube or burner ports are clogged. Please see steps below to troubleshoot. **Note: Regular maintenance is critical to the successful operation of your patio heater**
- Is the cylinder functioning properly and at least 2/3 full?
- If the pilot lights but in turning the knob to the on position the unit goes out, then this is caused by a blockage in the pilot. Bugs and spiders can get into the pilot assembly, venturi tube and burner ports causing the unit to either not light or perform poorly.
- Connection between gas valve and pilot assembly may be loose. Tighten connection and perform leak check.
- Clean the pilot assembly
- Thermocouple is not operating correctly and the head assembly needs to be replaced.
- There may be a blockage in the orifice or pilot tube? Bugs and spiders can get into the pilot assembly, venturi tube and burner ports causing the unit to either not light or poor performance. Is the regulator hose pinched or kinked?



Why does my pilot light, but the burner won't light?

Option 1

- You want to make sure that the flame from the pilot is in the correct position; it may not be going through the hole in the pilot shield.
- Since there are two flames on the pilot (one to heat the thermal -couple and one to light the burner) the port that lights the main burner, may be clogged. This means that you will have to clean your patio heater.

Option 2

It may be that the venturi tube or burner ports are clogged. Please see steps below to troubleshoot.

- Gas pressure may be low. Turn cylinder valve OFF and replace tank.
- There may be a blockage in the orifice or pilot tube? Bugs and spiders can get into the pilot assembly, venturi tube and burner ports causing the unit to either not light or perform poorly.
- Check for leaks on the regulator by using soapy water.

Why is my burner flame low?

- Gas pressure may be low. Turn cylinder valve OFF and replace cylinder
- Outdoor temperature is less than 40° F and tank is less than 1/4 full. Use a full cylinder.
- Supply hose may be bent or kinked. Straighten hose.
- There may be a blockage in the orifice or pilot tube? Bugs and spiders can get into the pilot assembly, venturi tube and burner ports causing the unit to either not light or perform poorly.

My unit burns low or won't burn long when it is below 40° F outside?

- Propane needs to be at a boiling point to give the best output. At or below 40°F propane starts to try to liquefy which will not give a good performance.

Why does my regulator freeze up when using the 16oz cylinders?

- Smaller tanks freeze because there is not as much propane to liquefy.
- The propane tank is connected directly to the regulator instead of hose, which will allow the cold propane to heat up a little

Why do I get a yellow flame and black smoke?

- This is because you have a blockage in the burner venturi tube or your heater is in a windy condition. In any case this can be fixed by cleaning the venturi tube and place your heater in a less windy area.

Can I convert my LP gas patio heater into a natural gas patio heater?

- **NO.** Our propane patio heaters are designed, tested and approved for Propane use only. Conversion kits are not available by Well Traveled Living.
- **To convert these units would void all warranty and release Well Traveled Living/ Fire Sense of all responsibility. For further information about converting to natural gas, contact a certified gas technician.**

ODS: What ODS stand for?

Oxygen Depletion System or Oxygen Depletion Sensor

ODS: What is the requirement?

- The new requirement is CSA International Requirement 5.90 U.S. For Gas -Fired Infrared Patio Heaters, 5th Edition, January 27, 2003. This edition is essentially the same as the previous edition with a change in the combustion requirements for table top patio heaters to include those of *ANSI Z21.63-2000/CSA 11.3-2000 Standard for Portable Type Gas Camp Heaters*. The requirement states that:
 - When operated in an enclosed room of 100 cubic feet volume at air exchange rates of 0.5, 1.0 and 1.5 air changes per hour, a table top heater shall not deplete the oxygen level to below 16 % by volume; and
 - Under the same conditions the maximum carbon monoxide (CO) level shall at no time exceed 100 ppm (parts per million).
- To meet the combustion requirement an oxygen depletion sensing (ODS) pilot is employed. This is a special pilot assembly that causes the heater to shut-down in the case of low-oxygen atmosphere. Generally, an ODS pilot is designed to extinguish and shut off the fuel valve before the oxygen level drops to 18% in a closed room condition.