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## The Trouble shooting - Heatmaster enviro

### Starting Sequence Of The Enviro

1. Remote power button pushed.....start signal is sent to the White Millennium box (you'll hear a "click/dong" noise).
2. White Millennium box reads the signal and powers up the Blue SIT box.
3. The Blue SIT box starts the exhaust fan (the White Millennium box and blue SIT box are both operating)
4. The exhaust fan runs for 40 seconds.
5. During this time the pressure switch detects airflow and sends a signal to Blue SIT box.
6. The Blue SIT box runs the exhaust fan for total of 40 seconds to purge, and then for 5 seconds it turns gas on.
7. At the 40 second mark a spark runs from the Blue SIT box to the igniters for Approx. 5 secs to ignite the gas burners.
8. The flame sensor tries to detect a flame for about 2 seconds.
9. When flame is detected, the flame sensor sends a signal back to the Blue Box to continue the gas supply. If flame is not detected it will turn the unit off and start the sequence again.

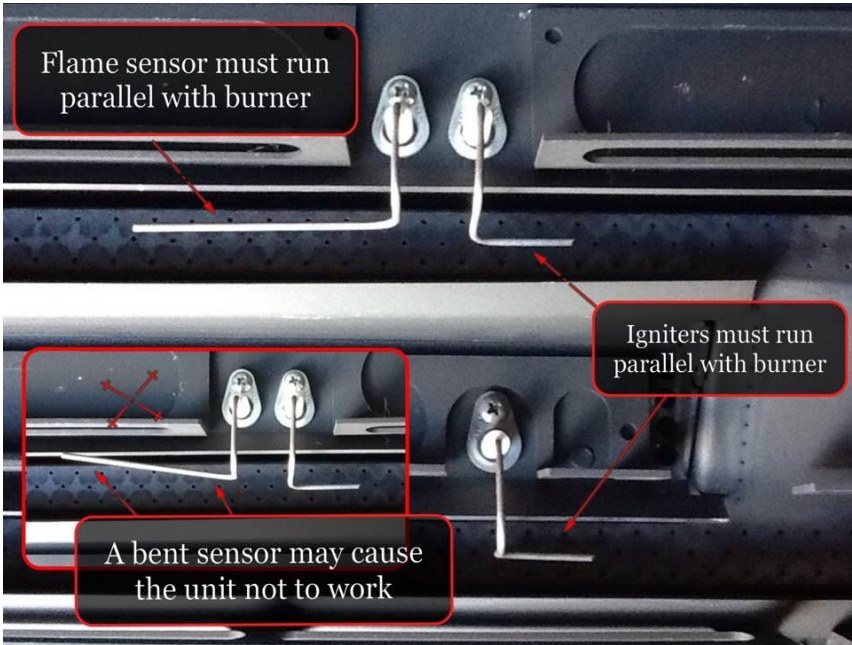
Issue	Cause	Solution
Unit not starting.	<ol style="list-style-type: none"> <li>1. Insufficient power</li> <li>2. Igniters and or sensor is shorting out</li> <li>3. Desired temperature is set below room temperature</li> </ol>	<ul style="list-style-type: none"> <li>• Turn on isolation switch</li> <li>• Clean soot off igniters/sensor and make sure they are running parallel with burner (<i>see below</i>)</li> <li>• Increase desired room temperature</li> </ul>

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The sensors should be kept clear of pebbles, log or coals at all times,  
They should not be obstructed in any way.

(see image)

*The flame sensor should sit approx. 10mm off the burner  
The igniters should sit approx. 5mm off the burner*



Ensure that there is no top ash or shoot on any of the sensors  
*This may cause the unit to malfunction*

Turning on 1 - 3 sec

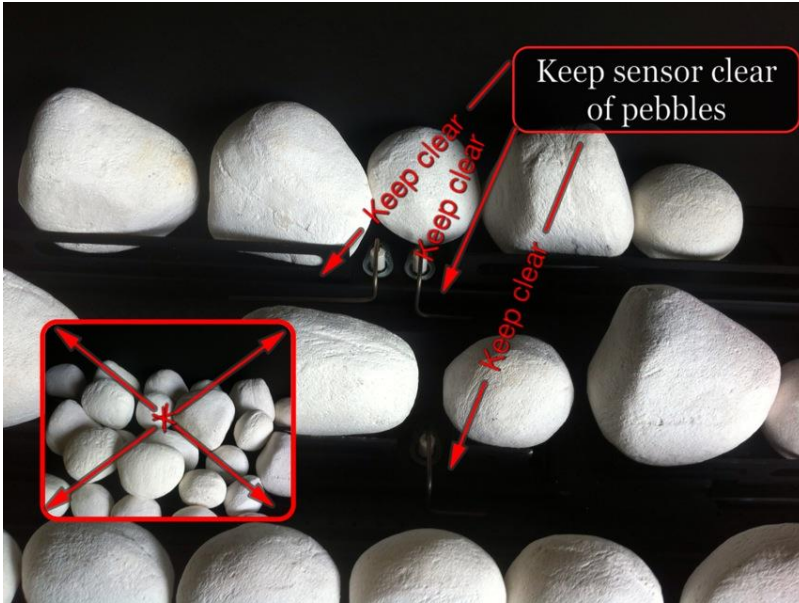
1. Soot build up on flame sensor
2. Insufficient power

- Clean flame sensor with a dry cloth
- Make sure no extension cord or power board are being used.

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**Be sure no pebbles  
or the pebble racks  
come in contact with  
the two igniters  
(running to the right)  
and the flame sensor  
(running to the left)  
*This may cause the unit  
to malfunction***

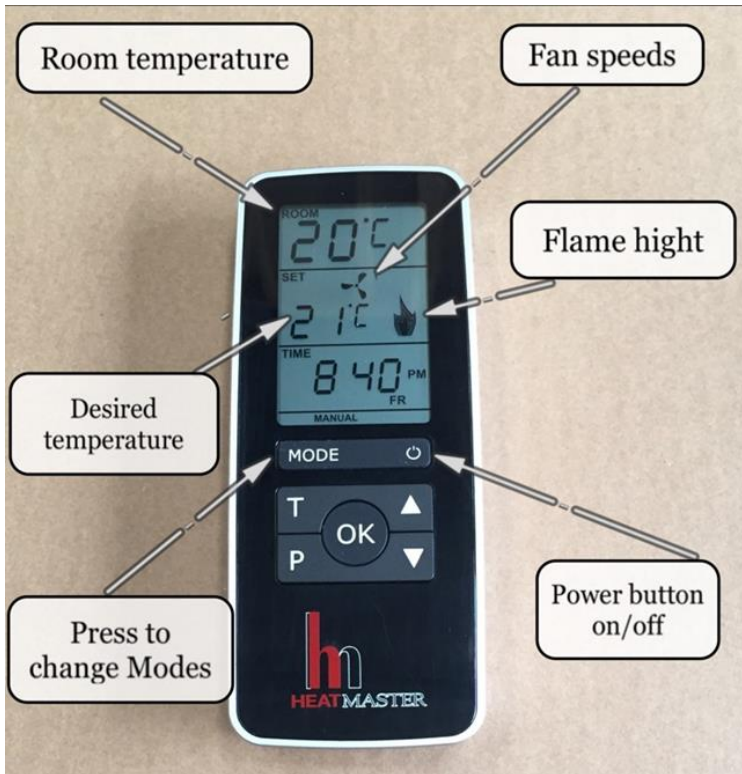
<p>Turning on 5 sec</p>	<ol style="list-style-type: none"> <li>1. Insufficient air</li> <li>2. Insufficient gas pressure</li> </ol>	<ul style="list-style-type: none"> <li>• Make sure that air intake flue is not crushed Compressed.</li> <li>• Make sure incoming gas pressure is sufficient and there are no blockages or obstructions.</li> </ul>
<p>Turning off after 5-6 min and then turning back on then off again</p>	<ol style="list-style-type: none"> <li>1. Insufficient air</li> <li>2. Room temperature has reached desired temperature</li> </ol>	<p>Make sure that the flue air intake is connected to cowl and not blocked or obstructed in any way.</p> <ul style="list-style-type: none"> <li>• In the case of installation into a brick chimney pay particular attention that the air intake and extraction flue are not crushed or impeded in any way and they runs straight to ensure maximum air flow.</li> <li>• Ensure sufficient clearances are maintained from cowl to eve, ground, side wall</li> <li>• Increase desired temperature on remote control.</li> </ul>

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Turning off 20-40 min	1. Unit over heating	<ul style="list-style-type: none"> <li>• Check both room fans to ensure that they are running correctly</li> </ul>
Flame turning off by itself	1. Remote is on "Auto" Unit goes over desired temp	<ul style="list-style-type: none"> <li>• Turn remote to manual</li> <li>• Use manual controls on unit</li> </ul>

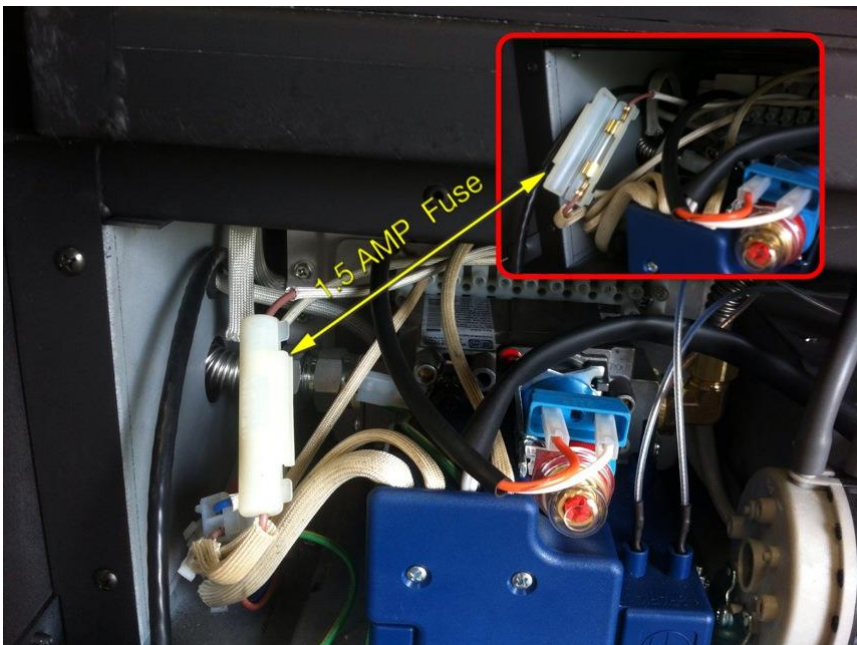


**The enviro remote should be only on "auto" mode if you have programmed the unit to come on and off at specific times**

*Otherwise it should be on "Manual" or "Flame" mode.*

Unit not turning on when you have programmed it.	<ol style="list-style-type: none"> <li>1. Remote on "Manual"</li> <li>2. Remote power button not turned "on"</li> </ol>	<ul style="list-style-type: none"> <li>• Turn remote to Auto</li> <li>• Turn power button "On"</li> </ul>
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Issue	Cause	Solution
Unit not coming on (no spark, flames or fans)	<ol style="list-style-type: none"> <li>1. Power not turned on</li> <li>2. Fuse has blown</li> </ol>	<ul style="list-style-type: none"> <li>• Turn on isolation switch</li> <li>• Remove and replace fuse</li> </ul>



The fuse is found in a plastic protective case at the bottom left hand side of the unit.

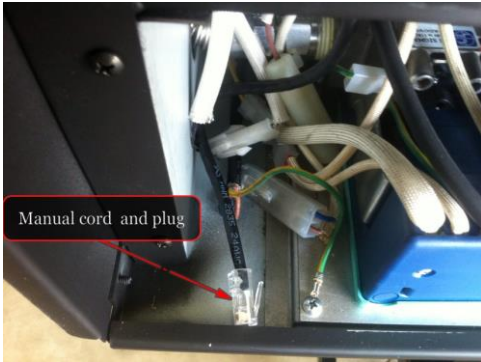
The fuse is 1.5AMP

***IMPORTANT***  
***Make sure the isolation switch is turned off before removing.***

Issue	Cause	Solution
Unit not coming on (no spark, flames or fans)	<ol style="list-style-type: none"> <li>1. No power</li> <li>2. Manual control not plugged in or is damaged</li> <li>3. Fuse has blown</li> </ol>	<ul style="list-style-type: none"> <li>• Ensure manual control is plugged in (see image below) and not damaged</li> <li>• Turn on isolation switch</li> <li>• Remove and replace fuse</li> </ul>

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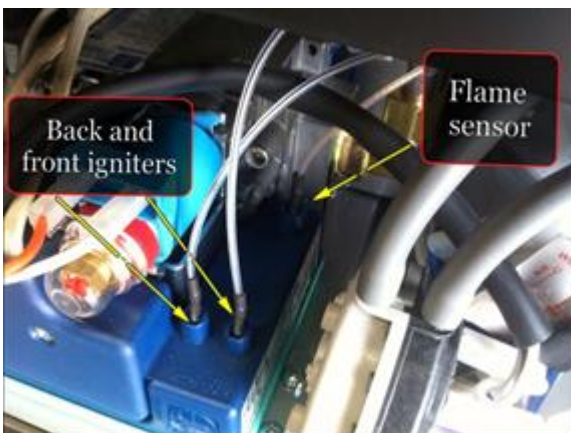
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**Be sure to plug in the manual control prior to attaching the fascia.**



Issue	Cause	Solution
Manual controls not working	<ol style="list-style-type: none"> <li>1. Manual control not plugged in or is damaged</li> <li>2. Fuse has blown</li> </ol>	<ul style="list-style-type: none"> <li>• Ensure manual control is plugged in (see image above) and not damaged</li> <li>• Turn on isolation switch</li> <li>• Remove and replace fuse</li> </ul>
You can hear the unit try and spark but there is not visual spark inside the unit.	<ol style="list-style-type: none"> <li>1. One or both igniters are arching out</li> <li>2. Igniters not plug in correctly</li> <li>3. Igniters damaged</li> </ol>	<ul style="list-style-type: none"> <li>• Ensure igniters are correctly plugged in and rubber coating is sealed</li> <li>• Replace igniters</li> </ul>

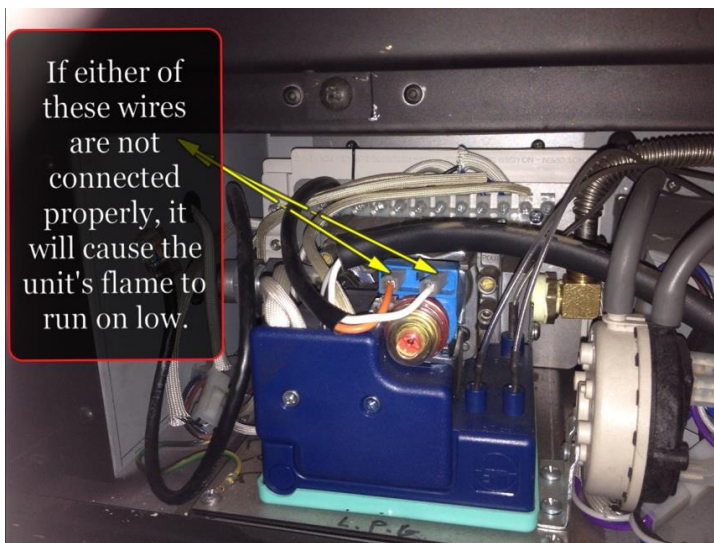


**The igniters are found at the front of the blue box and the flame sensor at the rear.**

***Make sure the plastic/rubber protective coating is sealed.***

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Issue	Cause	Solution
Flames running on low only	1 Modulating wires are loose or not connected properly	<ul style="list-style-type: none"> <li>Ensure wires are connected properly (see image below) and not damaged</li> </ul>



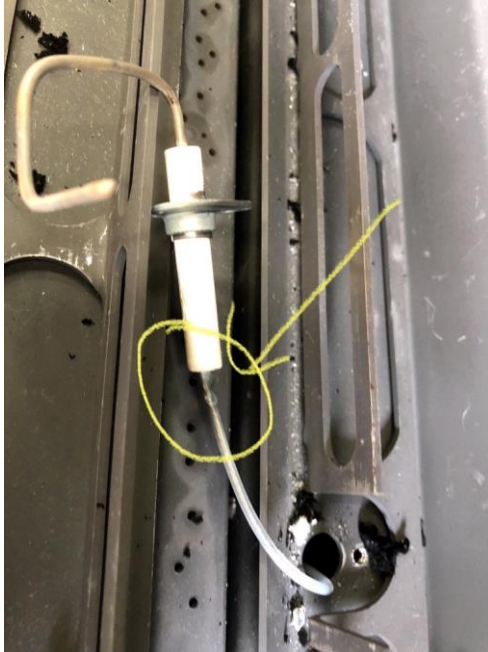
**The white and orange modulating wires are found at the top of the Gas valve (see image left)**

*Make sure they are both connected properly and not damaged.*

Issue	Cause	Solution
Unit not sparking	<ol style="list-style-type: none"> <li>Igniters are shorting out</li> <li>Blockage in fluing</li> </ol>	<p>Check igniter leads from blue box to unit making sure the plastic coating is not damaged.</p> <p>Clean flues and cowl, make sure there is nothing blocking or restricting air intake and exhaust.</p>

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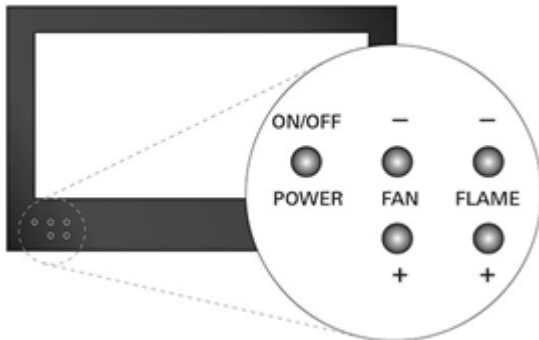


**Ensure that the cables on the igniters and sensor are not damage in any way (see image left)**

*Damage to the cables will cause the unit turn off.*

Issue	Cause	Solution
Unit not staying on required level set (unit is going to high or dropping to low).	<ol style="list-style-type: none"> <li>1. Manual button is impinged.</li> <li>2. Damage to manual control</li> </ol>	<p>Check buttons are not impinged or damaged.</p> <p>Unplug/disconnect the manual control connection.</p>

Manual Control



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Issue	Cause	Solution
<p>Room fans continue to run or turn on and off randomly when the fire is not in use.</p>	<p>1. Unit is still cooling down after use.</p> <p>2. Damage temp switch (see image below)</p>	<p>Change over damage temp switch.</p>



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