

Troubleshooting guidelines – GAS FIRED HEATERS

For brand new burners

- Sauna heater is not turning on:
 - 1) Check to make sure timer and thermostat are turned on
 - 2) Make sure the controls were connected to the burner (gas valve) using the millivolt wire provided.
 - 3) Make sure the correct type of gas was connected (LP or NAT). Burner has been built according to the Gas Heater Order Form supplied by customer.
 - 4) Make sure that there is no crimp in the millivolt wire line that may have happened during installation
 - 5) Make sure the gas is on.

For standing pilot models only:

- Pilot light is not lighting up:
 - 1) Check to make sure pilot has not moved from original place during burner install

For Piezo style burners:

- Pilot light is not lighting up:
 - 1) Check batteries in the battery pack
 - 2) Check the gas tank (just for LP burners)
 - 3) Check the prongs of the pilot generator itself. Clean the prongs with a wire brush if they are dirty to restore it. They may need to be cleaned from time to time. If the prongs are broken, you need a new pilot.

Heater is not getting up to temperature:

- 1) Check thermostat, make sure thermostat is in the recommended location and position in the sauna room.
- 2) Check venting:
 - a) For vertical venting, a power vent may be required for run longer than 7 ft.
 - b) Make sure flue cap and or draft hood/elbow have been installed accordingly, depending on your heater model.

Gas heaters and burner maintenance guidelines

Make sure you have a gas professional inspect the heater regularly or at least once a year if the heater is in a remote location and not used frequently. The prongs on the pilot generator may need to be cleaned from time to time. At least once a month, clean the rock tray by removing the rocks and wiping down any debris, broken rocks or sand from broken rocks.

For additional technical assistance, please send us your technical ticket attached via e-mail info@scandiamfg.com or via our website www.scandiamfg.com



GAS HEATER- Technical Service Ticket

Date: _____

Customer Name: _____ Contact Number: _____

Model: _____ Serial Number: _____

Standing pilot or Piezo (circle one) _____ LP or Nat Gas (circle one) _____

Physical Size of the Room: _____

Dealer Name: _____ Purchase Date: _____

State problem and/or comments:

Photo images of the burner assembly, pilot generator, heater placement, controls, and thermostat may be required to complete the analysis.

