

TROUBLESHOOTING GUIDELINES – GAS FIRED HEATERS

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.
6. Test continuity on switches (timer, stat & hi-limit).

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.
 2. Make sure gas is flowing through copper tubing and there are no leaks.

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.
 - c. Ensure heat is not exhausting the heater too quickly.

Hi-Limit Switch is tripping

1. Make sure flue cap and or draft hood/elbow have been installed accordingly, depending on your heater model.
2. Make sure air intake of heater has sufficient air supply/flow.
3. Ensure room itself is properly constructed per installation instructions (i.e. framed, insulated, wood walls, ceiling height, etc.)
4. Check gas pressure and adjust as needed.

Pilot is lit but burner will not engage.

1. Ensure pilot is properly positioned over burner assembly (standing)
2. Ensure pilot sensors are clean and in the right position.
3. Ensure switches have continuity and are sending the signal back to the gas valve.

How the Heater Works

The heater is designed to draw cool air in through the body of the heater, which is then heated as the burner heats the body of the heater. This heats up the room. The heat is retained inside the heater with baffles that are welded in place and reduce the air flow, and inside the sauna rocks. Too much air flow will result in the heater not properly heating the room, while not enough air flow will cause the heater to get hot and trip the safety hi-limit switch.

All venting should be done by your local plumber or HVAC technician and should follow any city, county, state and local codes.

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