



**Hearth Products Controls  
Remote Electronic Ignition System (EI) Trouble Shooting Chart**

**Error Code Locations**

**On / Off Models – \*Error Codes Circled:**

- Control Module Inside Valve Box – LED Flash Count

**High / Low Models – All Error Codes:**

- Smart Device – HPC Fire App Error Log
- Remote Control – LED Flash Count
- Control Module Inside Valve Box – LED Flash Count

<b>Error Number</b>	<b>Description</b>	<b>Primary cause</b>	<b>Reference in Troubleshooting Chart</b>
①	Igniter Failure	Did not sense flame after 15 cycles	Pilot Will Not Light
②	Over Temperature	Temperature exceeding 185°F	No Power or Response from Unit
③	Thermocouple Error	Sensed open thermocouple	No Main Burner
④	Hardware Fault	Sensed wrong voltage on either PV, MVL, MVH or HSI on module	No Main Burner
⑤	Flame at Startup	Sensed flame for 30 seconds at startup	No Main Burner
⑥	Igniter Open	Sensed no igniter current in the first 35 seconds of trying to ignite	Pilot Will Not Light
7	Broken Communication	Broken cable transceiver will not have power to respond to remote or app	No Power or Response from Unit
8	Not Paired	Remote or app not paired with unit	No Power or Response from Unit
9	Out of Range	Remote out of range or unit not on	No Power or Response from Unit
⑩	Internal Control Fault or Over Temperature	Internal control fault or Over temperature	No Power or Response from Unit

## Troubleshooting Chart

Please contact your Dealer or Certified Technician for service and repair.

Problem	Possible Causes	Solution
<b>Pilot Will Not Light</b>	Air in gas line	New install- may take several attempts
	No gas flow- gas not ON or line obstruction	Confirm gas is ON upstream
		Possible debris in line- insulation, dirt, plastic, etc
	Pilot orifice dirty or clogged	Remove orifice and clean (Section 8)
	Gas pressure improper	Confirm proper gas pressure (Section 1)
	Igniter element damaged	Change igniter element
Damaged wires	Inspect wires to igniter. Confirm insulation is in good condition and connections are tight	
<b>No Main Burner (Pilot Flame Present)</b>	Gas pressure improper	Confirm proper gas pressure (Section 1)
	Small pilot flame	Remove pilot head and clean orifice (Section 8)
	Dirty thermocouple	Clean using soft brush
	Fire ring obstructed	Confirm no debris or water in ring
	Improperly applied media	See section 6
	Pilot flame present at all times	Possible debris inside valve
<b>Main Burner Turning Off/On Frequently</b>	Small pilot flame	Remove pilot head and clean orifice (Section 8)
	Improperly applied media	See section 6
	Gas pressure improper	Gas pressure too low (Section 1)
	Thermocouple defective	Change thermocouple
<b>No Power or Response from Unit</b>	No power to unit	Confirm breaker, wall switch and remote are on
	Remote not working	Change batteries
		Re-sync remote (Hi / Lo models only)
	Has power to unit but will not cycle	Check external fuse on valve box (5 amp)
		Check voltage to unit
		Module sensing wrong voltage. Replace module and transformer
	Over temperature	Inadequate venting see proper venting in Section 4. Power OFF then back ON to reset
	Has power to unit but remote or app will not communicate	Reconnect by pairing to unit, power unit OFF then back ON at power supply to reset.
		Out of range, move closer to unit to allow communication and ensure align of sight
		Transceiver not communicating with module. Check communication cable and ensure indicator light on transceiver is on.