



AF4000 MOD-1 Customer Service Troubleshooting Guide

Revision 0: 7/19/2006

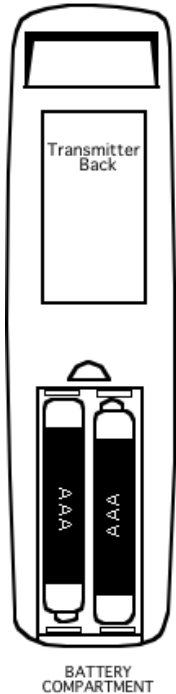
If all appropriate troubleshooting steps are followed and problems persist, please contact Skytech Products Group at 888-672-8929.

Please refer to appendix of illustrations for figures referenced in the following section.

<p>Pilot will not light / stay lit</p>	<ul style="list-style-type: none"> ○ Verify that gas supply is turned on. ○ Make sure that the transmitter is within the 20-foot operational range. ○ Replace the batteries in both the transmitters and receiver and make certain that they are installed in the proper direction (see figures 1-3). ○ Clean pilot assembly with compressed air, available at most electronics stores, to ensure dust or insect nests have not clogged the pilot opening. ○ Ensure that the receiver is not installed in or behind an enclosed metal chamber or door, or in an area that exceeds 130 deg. F. These conditions can cause the RF signal to get blocked and not communicate with the receiver. This condition will also cause the working distance to be shorter than normal. Areas that exceed 130 deg. F. will cause battery life to be very short and the receiver will be damaged by the heat. This condition is not covered by warranty.
<p>Pilot flame is always on / will not extinguish</p>	<ul style="list-style-type: none"> ○ Check the handheld transmitter display for the word "PILOT" on the LCD screen (see figure 5). If this is displayed, press and hold the OFF/CONTINUOUS PILOT button on the handheld transmitter (see figure 4) for approximately 10 seconds to turn off continuous pilot mode.
<p>Main Flame will not light</p>	<ul style="list-style-type: none"> ○ Verify that the gas supply is turned on. ○ Make sure that the transmitter is within the 20-foot operational range. ○ Replace the batteries in both the transmitters and receiver and make certain that they are installed in the proper direction (see figures 1-3). ○ Ensure that the receiver is not installed in or behind an enclosed metal chamber or door, or in an area that exceeds 130 deg. F. These conditions can cause the RF signal to get blocked and not communicate with the receiver. This condition will also cause the working distance to be shorter than normal. Areas that exceed 130 deg. F. will cause battery life to be very short and the receiver will be damaged by the heat. This condition is not covered by warranty. ○ Ensure that the pilot flame will ignite. If not, see pilot flame troubleshooting above.

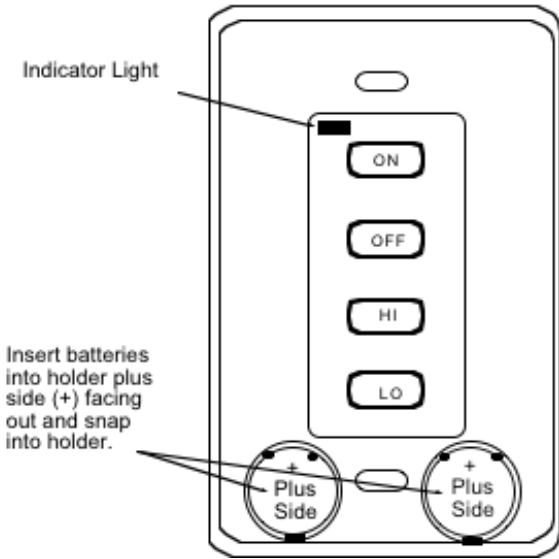
<p>Flame height adjustment will not work / works backwards</p>	<ul style="list-style-type: none"> ○ Verify that the selector switch on the battery pack is set to DC MOTOR DRIVE (see figure 3). ○ Make sure that the transmitter is within the 20-foot operational range. ○ Replace the batteries in both the transmitters and receiver and make certain that they are installed in the proper direction (see figures 1-3). ○ Ensure that the receiver is not installed in or behind an enclosed metal chamber or door, or in an area that exceeds 130 deg. F. These conditions can cause the RF signal to get blocked and not communicate with the receiver. This condition will also cause the working distance to be shorter than normal. Areas that exceed 130 deg. F. will cause battery life to be very short and the receiver will be damaged by the heat. This condition is not covered by warranty.
<p>Room temperature displayed on the handheld transmitter is not correct</p>	<ul style="list-style-type: none"> ○ Ensure that the transmitter was not recently stored in a different environment (air-conditioned, heated) from that in which the transmitter is used. It may take several minutes for the temperature inside the transmitter to equalize with the room temperature. ○ Please note that the temperature displayed on the handheld transmitter may not match the reading on your furnace thermostat due to drafts and temperature variations throughout your house or room.
<p>Unit will not respond in THERMO mode</p>	<ul style="list-style-type: none"> ○ Ensure that the handheld transmitter is within the 20-foot operational range. ○ Make sure that an ON or OFF command was not last sent from the wall transmitter. These commands will over-ride the thermal commands from the handheld transmitter. To return the system to THERMO mode, press either ON or OFF on the handheld transmitter, then press the MODE button to put the system in THERMO mode. Press and hold the SET button to change the set temperature (see figure 4). ○ Verify that the set temperature on the handheld remote is at least 2 degrees above or below the room temperature. The system will not react to temperatures within 2 degrees of the set temperature.

Appendix of Illustrations



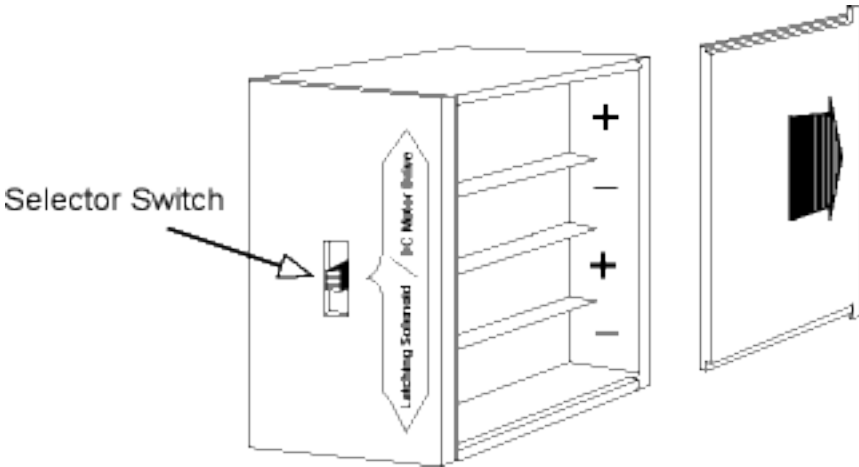
Hand Transmitter Back

FIGURE 1



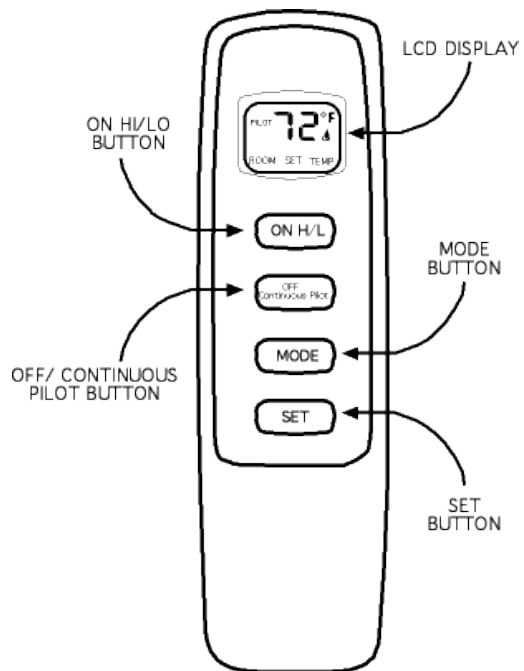
Wall Transmitter Face

FIGURE 2



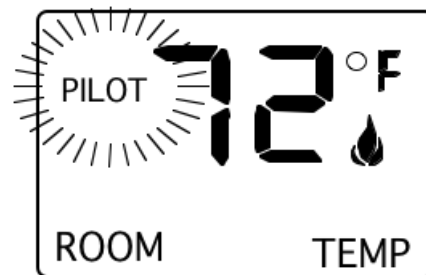
Battery Pack

FIGURE 3



Hand Transmitter – Front

FIGURE 4



Cont. Pilot Indication

FIGURE 5