

# Troubleshooting

## **A.) Symptom: Burner does not keep lit, flame shuts off.**

Recommendations: On a cold heater

- Check to see that the Fuel Shut off Valve is open.
- Check the Control Actuator lever on the Toby Valve and ensure it is at the on position by lifting it up. (This lever does not stay up however)
- Check that the Control Knob on the Toby Valve is not set to “0” or OFF position.
- Check for incorrect or poor quality fuel, also water contaminated fuel. If this is the case the contaminated fuel must be removed from the carburetor, fuel line and up tube. With water in the fuel you will also get a crackling, gurgling sound and pulsing flame that will eventually cause the flame to extinguish. Consult your dealer or ITR.
- Check for blockages in fuel inlet. (I.e. fuel strainer plugged and/or fuel line to heater obstructed)
  - Check for blockages in bottom of heater or exhaust outlet (flue stack).
- There may be air bubbles in the fuel line. Give the line a quick shake to dislodge bubbles.
- Check for soot or carbon deposit that may have built up inside the up-tube, under the high fire ring, or on the perforated burner shell.

## **B.) Symptom: Heater does not provide adequate heat and flame appears weak.**

Recommendations: On a cold heater

- Check for incorrect or poor quality fuel.
- Check for adequate fuel supply. Ensure the fuel supply valve is open.
- Check fuel line or fuel strainer for blockage of fuel and correct as necessary.
- Check the sections of the exhaust stack assembly for leakage or blockage and correct as necessary.
  - Check the bottom of the heater for free airflow.

- Heavy winds or other weather conditions can increase the draft of the heater. Ensure you have a draft regulator installed and it is connected properly.
- Check for soot or carbon deposit that may have built up inside the up-tube, under the high fire ring, or on the perforated burner shell.
- Check the S-tube for proper seating on up-tube. Wait 30 minutes for heater to cool down to room temperature before checking the internal tubes.

**C.) Symptom: Heater rumbles and or flame appears high on top .**

Recommendations: On a cold heater

- Set the Toby valve to a lower setting.
- Check for incorrect or poor quality fuel.
- Check bottom of heater for free airflow.
- Insufficient exhaust stack height could lower the draft of the heater; ensure you have the recommended draft or consult with your authorized **Pioneer** dealer for the need of a longer flue stack height.

**Note: If your *Pioneer* heater is still not functional, contact your authorized *Pioneer* dealer, Arctic Camp Supplies [www.portablespaceheater.ca](http://www.portablespaceheater.ca) or ITR**