

## HEATING SERVICE GUIDE



Pictured at left:  
**Indirect Fired Heater**  
**Part Number: FVO-200RC**

### NOTICE

The content in this document is provided for educational and informational purposes only. This is not intended as a substitute for professional advice. For further material concerning this topic, contact Flagro Industries Ltd.

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## Heater Fan does NOT TURN ON

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1. Is the power ON at the source?
  - a. YES: Go to next step.
  - b. NO: Research source power issue.
2. Is there power at the unit?
  - a. YES: Go to next step.
  - b. NO: Research power issue between power source and unit.
    - i. Make sure the power cable within length and gauge specifications.
    - ii. Make sure the power cable is not damaged.
    - iii. Made sure sufficient voltage is running to the unit. See Rating Plate for unit power specifications.
3. Is the power ON at the unit?
  - a. YES: Go to next step.
  - b. NO: Check unit switch and wiring or call for service.
4. Are any lights on?
  - a. YES: Which light?
    - Flame Relay Reset light: Press the Flame Relay Reset button. Turn the unit power switch off for at least 30 seconds and restart the unit.  
**NOTE:** The THP-1000 through THP-4500 units have a remote Flame Relay Reset
    - Low Temp light: Turn the unit power switch off for at least 30 seconds and restart the unit.
  - b. NO: Go to next step.

5. Press all unit resets, including Flame Relay, Manual Bypass switch (if equipped), Motor Overload, High Gas Pressure Switch, and High Temperature Limit Controller. Turn the unit power switch off for at least 30 seconds and restart the unit.
6. Does the fan energize?
  - b. YES: Go to next step.
  - c. NO: Check for a blown fuse or a tripped circuit breaker. Is a fuse blown or a circuit breaker tripped?

**NOTE:** IDF units have a fan switch that won't energize until the unit warms up.

    - i. YES: Replace the fuse or reset the circuit breaker. If the blown or tripped condition immediately returns, call for service.
    - ii. NO: Go to next step.
7. If the unit is equipped with a thermostat, is it calling for HEAT?

**NOTE:** On IDF models, the thermostat either calls for heat or does not call for heat and some IDF units have two stages as well. On THP models, the thermostat calls for either low heat or high heat.

  - a. YES: Go to next step.
  - b. NO: Set thermostat to a temperature that calls for HEAT and start at step 1 again.
8. If YES, call for service.

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## Heater Fan comes ON but Burner does NOT LIGHT

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1. Can you hear the ignitor sparking?
  - a. YES: Go to next step.
  - b. NO: Is ignitor very dirty?
    - i. YES: Turn OFF unit and clean ignitor points with sandpaper.
    - ii. NO:
      - (On 480V/3P units) Phase Reversal. Check fan rotation and interchange two incoming power leads, OR
      - High Temperature Limit has been tripped.
2. Are the gas valves ON at the source/tank and at the unit regulator?

**NOTE:** On THP units, the pilot will need to be energized before the main gas valve on the unit will open.

  - a. YES: Go to next step.
  - b. NO: OPEN all gas line valves and go to next step.
3. Does sufficient gas pressure register on the gas gauge before the regulator?

- a. YES: Go to next step.
  - b. NO: Investigate gas supply problem.
4. If using a propane tank, is there sufficient fuel for the heater? Look at the gauge to determine the percentage of propane that is present. Is the fuel level in the tank low?
- a. YES: Refill or change out the tank.
  - b. NO: Go to next step.

**NOTE:** If using propane to fuel the unit, ambient temperature and volume of tank fill will effect the availability of naturally vaporized propane to fuel the unit.

5. Examine the entire length of gas hose. Are there kinks, sharp angles, or breaks in the line?
- a. YES: Fix the gas line problem, then go to next step.
  - b. NO: Go to next step.
6. Try to fire the unit again. Does fan come on and ignitor spark, but unit still not fire?
- a. YES: Do you smell gas?
    - i. YES: Turn OFF unit immediately, turn OFF gas shut off valves, and call for service.
    - ii. NO: Investigate fuel supply issue.
  - b. NO: Unit fires properly.

## Heater Fan comes ON and Burner Lights but GOES OUT right away

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1. Look for the flame sensor, a narrow rod in the flame stream of the burner. Is the flame sensor dirty or corroded?
- a. YES: Use sandpaper or steel wool to gently clean the sensor. If problem resists, call for service.
  - b. NO: Call for service.

## Heater was **RUNNING** fine, then just **WENT OUT** and will **NOT FIRE** again

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Turn off unit for 10 minutes before turning it ON to continue.

1. Does the unit run and fire normally again?
  - a. YES: The high temperature limit safety switch may have tripped. Check for blockages in the air flow or in the duct work (if in use).
  - b. NO: High Gas Pressure Switch tripped.
2. Is the fan running?
  - a. YES: Check the fuel supply and gas lines.
  - b. NO: Check the power supply to the unit.

## INFORMATION NEEDED BEFORE CALLING TECHNICAL SUPPORT:

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- Model of unit and year of manufacture
- Fuel type used
- Gas pressure at the regulator
- Voltage present at the unit



Flagro is a quality manufacturer of portable heaters, liquid and vapour propane torches, and liquid burners. Our manufacturing facility is based in St. Catharines, Ontario, Canada and has been producing high quality heaters for decades. Our line of heating products contains a wide variety of oil, propane, and natural gas fired commercial portable direct and indirect heaters that range in BTU from 85,000 BTU/hr to 1,500,000 BTU/hr.

Flagro, established in 1978, has been able to expand our manufacturing facility and add additional products to our lineup. Recently we have expanded our product offerings to include the Airrex product line of portable air conditioners, heat pumps, dehumidifiers, and air scrubbers/HEPA filtration units. Our goal is to become your one-stop shop for all your portable HVAC needs.

We pride ourselves on the quality of our products along with an unmatched dedication to customer service and technical support. Each of our Flagro and Airrex products is tested by qualified technicians to ensure that they meet all applicable regulatory and safety standards.

## **flagro** ... More Than Just Heat

- Wide product offering, high quality products
- Flagro brand made in Canada since 1978
- Strong technical support
- Fair warranty program
- Competitively priced

