



Rasmussen THE GAS LOG COMPANY

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“EASY” Safety Control Troubleshooting Guide

Complaint: Pilot flame fails to light / Pilot burner releases no gas.

- Is the gas supply turned on?
- Is the gas tank empty?

Comment: Hold gas valve knob in until all the air has dissipated.

- A) Volcanic rock (or the zip tie on the motordrive on “RE” models) may be impeding full depression of the valve knob.
- B) Gas valve knob should be depressed for a full 30 to 60 seconds.

Complaint: Pilot lights, but fails to remain lit after releasing valve knob.

- Is the pilot adjustment correct? (see figure 10 page 7 in your instruction manual)
 - A) If pilot flame is low, turn pilot adjustment screw counter clockwise for a longer pilot flame.
 - B) If set to high, turn valve adjustment screw clockwise to lower pilot flame.

Comment: The ideal pilot flame characteristic is steady and soft blue surrounding 1/8 inch of the thermocouple. (See “Pilot Flame Adjustment”, figure 10 page 7 in your instruction manual.)

- Is the thermocouple lead making electrical contact with the valve body? (see page 1, number 10)
 - A) The thermocouple lead fitting might be over tightened (damaging the thermocouple lead) or under tightened.
 - B) The correct torque is achieved by hand tightening the thermocouple lead fitting, then one half turn with a 3/8” wrench.
- Is gas pressure too low?

Comment: The minimum required W.C. pressures are: 5” W.C. natural gas and 11” W.C. for propane gas.

Complaint: My remote will not work.

- Is the gas valve knob in the on position?
- The “RPK3E-SE” model requires a Variable Remote Transmitter Device. (Call your supplier)
- Is the receiver button in the remote position?
- Try re-installing the batteries in the receiver (connected to valve) as well as the transmitter (remote)
- Press the learn button once to set frequency. (see remote receiver instructions or page 7, figure 11 of your “EASY” Safety Control instructions)

Comment: If you have pressed the learn button too many times it can be reset by holding the learn button down for ten seconds, then press the learn button once to re-learn the frequency.

Note: When installing more than one unit into the same home;

- 1) Install batteries into one transmitter and receiver at a time.
- 2) Once the unit is operating correctly turn receiver to “OFF” position and continue with next installation.
- 3) Only after each unit has been programmed can they all be turned to the “ON” position and operated.

Note: Two wireless remote devices cannot operate the same receiver, however they may be interchanged by re-learning the radio frequency.

Complaint: Why is there a beeping sound coming from the fireplace?

- Is the receiver properly located? (See “Firebox layout” pg. 5 of the instruction manual.)
- Is the receiver positioned where ambient temperatures do not exceed 130 F°?
- Do batteries need replacing? (check and replace batteries annually.)

Complaint: Why is my burner turning on by itself?

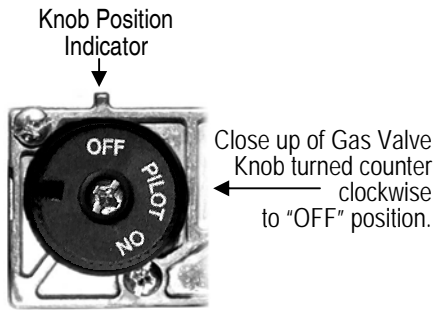
Comment: The system can be affected by radio frequencies (RF) within a 20’ range using non-directional signals, therefore unknown ultra sound sources are capable of turning the burner on and off. When shutting down for the night, vacation or a prolonged period place receiver in the off position.

Note: In the event of failure in the field, the “EASY Safety Pilot Kit” may be operated manually. A “Valve Plug Easy” is included in every Kit for upgrading or servicing purposes. Please follow the instructions below;

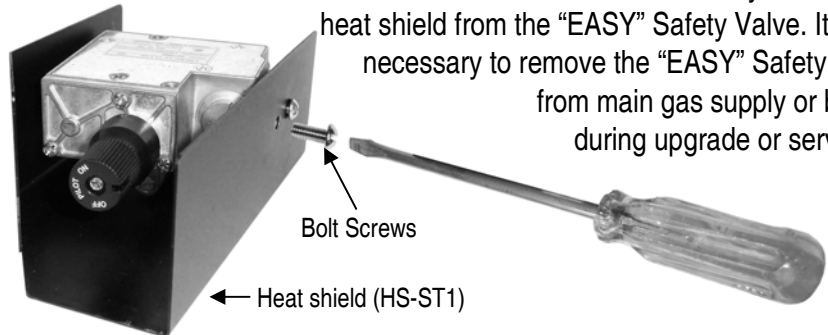
- 1) Place gas valve knob in the off position (See #1 below)
- 2) Remove Heat Shield
- 3) Remove Motor Drive (“RE” models) or Solenoid (*SE” models) and replace with the “Valve Plug Easy”.
- 4) Replace Heat shield

Steps for removing Motordrive or Solenoid and replacing with Valve Plug.

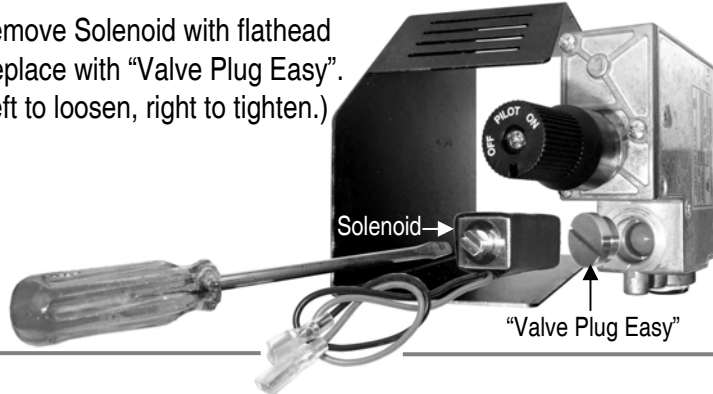
1.) Turn Gas Valve Knob to “OFF”.



2.) Remove both bolt screws from the metal heat shield then carefully remove the heat shield from the “EASY” Safety Valve. It is not necessary to remove the “EASY” Safety Valve from main gas supply or burner during upgrade or servicing.

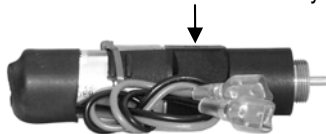


3.) **“SE” models:** Remove Solenoid with flathead Screwdriver and replace with “Valve Plug Easy”. (Remember: turn left to loosen, right to tighten.)

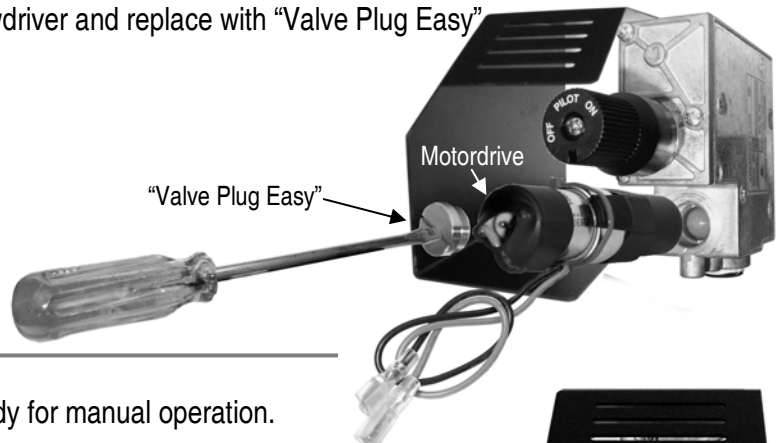


3.) **“RE” models:** Remove Solenoid with flathead Screwdriver and replace with “Valve Plug Easy” (Remember: turn left to loosen, right to tighten.)

When removing Motor Drive, handle by hand or with Crescent wrench from this area only.



“Valve Plug Easy”



4.) **All Models:** Once Heat shield is replaced, unit is ready for manual operation.

IMPORTANT: When replacing Motor Drive or Solenoid, do not over tighten as stripped threads may lead to gas leaks.



Call your supplier for the information needed to repair your remote.

When sending to your supplier for testing, pack these items : Motor Drive, Receiver, and Transmitter.