

Gas Fireplace

LS Series

ERROR CODES

Code	Probable Cause	Description	Action
00	Mains power failure	When power is sensed, operation stops	Reset heater. Press ON/OFF button at the fireplace twice
11	Ignition failure flame rod	Current cannot reach 0.1 μ A for 3 seconds during initial combustion	Check gas supply is turned ON. Switch the fireplace ON/OFF twice to try and reignite
12	Incomplete combustion	Flame rod current remains below 0.1 μ A for 3 seconds during initial combustion	As above
14	Overheat safety device	High limit temperature thermistor or thermal fuse has activated	Clean the air filters on the fireplace. This must be done by a licensed Technician
16	Room overheat	Room temperature is sensed as being above 40 °C for more than ten minutes	Lower room temp to below 40°C
31	Room temperature sensor faulty	Open circuit in the temperature thermistor	Service call
32	Room temperature sensor faulty	Open circuit in temperature sensor 1	Service call
33	Room temperature sensor faulty	Open circuit in temperature sensor 2	Service call
53	Spark sensor faulty	Open circuit in spark sensor	Service call
61	Combustion fan motor faulty	Open circuit in combustion fan wiring	Service call

71	Solenoids faulty	Open circuit or stuck solenoid	Service call
72	Flame detection circuit fault	Open circuit to flame detection	Service call
73	Communication error	Main PCB faulty	Press the ON/OFF button twice to reset heater
90	Communication error	Communication error detected between main PCB and Wi-Fi module	This possibly requires a reset of the Wi-Fi module in the fire (or on the app). For the Linear this can be done by the homeowner, refer to the Operation Manual. For the Evolve, Ember and Neo the reset can be done on the app, as a last resort for troubleshooting. If all else fails, arrange a Service call.
91	Communication error	Communication error detected between smart device and Wi-Fi module.	Check your smart device and Wi-Fi module are within range. Check your network settings.
92	Cloud function	Cloud function currently not available	This is due to another device having control on the home network, or the Wi-Fi module has gone offline