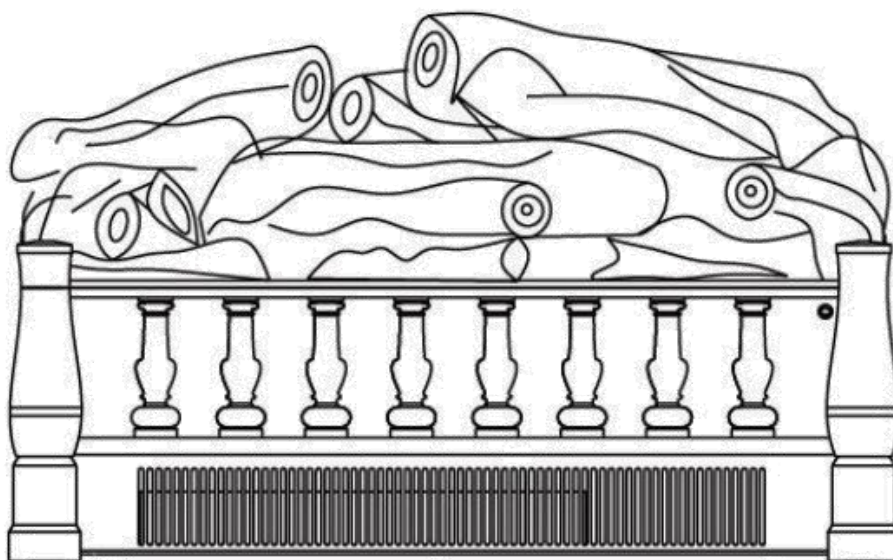


SERVICE MANUAL



CHARCOAL STOVE

MODEL NO.: L250

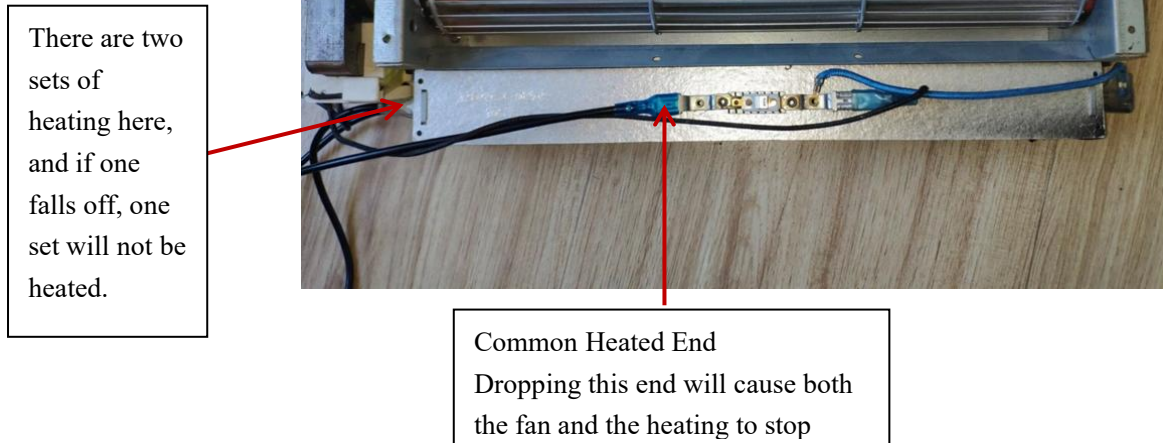


NOTE: This is one of the basic models. The shape and specifications of the item are subject to change.

CAUTION

**DO NOT OPERATE MACHINE
UNDER REPAIR**

Troubleshooting



1. The heater doesn't turn on with the power switch.

- ① The POWER button on, the remote is off.

Press the POWER button on the remote.

- ② The circuit breaker has tripped.

Too many appliances are on this circuit. Be sure that the electrical supply for this unit is an individual circuit.

- ③ The heater is unplugged from the wall outlet.

Make sure the power cord is plugged into a functioning and properly grounded 15 Amp 120V AC electrical outlet.

- ④ The power cord or power plug is damaged.

Contact a qualified electrician to replace the power cord.

- ⑤ The power outlet for the power plug prong is loose.

Check the power outlet and replace it with a new one.

- ⑥ Loose wiring.

Check all wiring for loose connections. Contact a qualified electrician.

- ⑦ Mainboard Breaks

There is a problem with the mainboard, replace the mainboard

2. The heater is on, but there is no flame or low flame intensity.

- ①The heater switches are on, but the flame power switch is not on.

Turn on the flame power switch.

- ②The flame adjusting knob is at low setting.

Turn the knob to the maximum setting.

- ③Loose wiring.

Check all wiring for loose connections. Contact a qualified electrician.

3. There is no flame.

- ①The flame element is not attached to the motor.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

- ②The rotation motor is defective.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

4. Excessive noise in the lower portion of the heater.

- ①The flame element isn't seated properly.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

- ②The motor is defective.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

5. Heater system doesn't function.

- ①The power switch is off.

Turn the power switch to the "ON" position.

- ②The heater system is overheated.

Maybe the heater is covered, or the air inlet or outlet is blocked; remove the clothes or the blockage, turn off the heater by pressing the remote's power switch and unplug it. Wait for 10 minutes, and then turn the heater on again.

③Loose wiring.

Check all wiring for loose connections. Contact a qualified electrician.

④The air inlet or air outlet is blocked completely.

Leave adequate space around the unit. Remove the blockage that is left on or in front of the air outlet.

6. "HEAT" button has been turned on, but there is no airflow.

①The heater system is overheated. Temperature limit thermostat is switched off.

Check the air inlet and outlet. Turn off the heater by pressing the remote's power switch and unplug it. Wait for 10 minutes, and then turn on the heater again.

②The fan motor is defective.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

③The fan blower is broken.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

④The "POWER" and the "HEAT" switches are not turned on.

Turn on these two switches.

7. There is no difference between the two heats

Check both ends of heating 1 and 2, one of them is loose or fell off

8. The fan runs, but no heat is coming out.

①Loose wiring.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

②Bad heating element.

Contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

③Built-up dirt on the fans.

Clean all fans.

④The heater fan is defective.

Contact us via Amazon Message or call customer service number:213-4467172 or 661-4358826.

9. The remote control does not work.

- ①The battery is not properly installed.

Make sure the battery is properly installed. Remove the transparent insulating piece of the battery before using.

- ②The remote control doesn't point to the right position.

Aim the remote control at the receiver (at the middle of the fireplace).

- ③There is an obstacle in front of the machine.

Remove the objects that may be in the way. Items between the remote control and its receiver can block the signal.

- ④Press the buttons on the remote control too quickly.

Don't press the buttons too quickly. Give the unit enough time to respond to your commands.

10. There is an odor coming from the heater.

The heater may emit a slight, harmless odor when first used. This is a normal condition caused by the initial heating of the internal parts and will not occur again.

NOTE: For most functional problems, you can unplug the unit, wait for 10 minutes, and plug it again; the machine will reset to the initial status (default settings).

If the problem is still not solved, please contact us via Amazon Message or call customer service number: 213-4467172 or 661-4358826.

Thank you for purchasing this product! If you have any questions about the product, such as missing parts, damaged products, product assembling, and operation, please contact us via **Amazon Message** or customer service number: **213-4467172** or **661-4358826**.

IMPORTANT

Please call our customer service department for any consulting:

213-4467172

661-4358826

(8:30am - 5:30pm P.S.T.)

DATED PROOF OF PURCHASE IS REQUIRED FOR WARRANTY SERVICE.

AVIS

Veuillez appeler le service à la clientèle pour toutes questions au:

213-4467172

661-4358826

(8:30am - 5:30pm P.S.T.)

PREUVE D'ACHAT ORIGINALE REQUISE POUR SERVICE DE GARANTIE.

IMPORTANTE

Sólo hay que llamar nuestro departamento de servicio al cliente en caso de tener preguntas o inquietudes:

213-4467172

661-4358826

(8:30am - 5:30pm P.S.T.)

SE REQUIERE PRUEBA DE COMPRA CON FECHA PARA SERVICIO BAJO GARANTÍA.

**Address: ROWAN ELECTRIC APPLIANCE LLC
28407 Ascent Way, Santa Clarita, CA 91350**