



# SOLARA

CUSTOM DOORS & LIGHTING

142 HOWELL STREET, DALLAS, TX 75207

ELECTRIC GAS QUICK  
QUESTIONS FAQ

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# PROBLEM 1

*I am getting power but no spark*

	Possible Causes.	Diagnosis:	Solutions:
<b>A</b>	No main power.	Check that breaker is in on position.	Reset power.
<b>B</b>	Photocell is not operating.	Photocell will shut off power during daylight hours.	Cover the Photocell unit with black tape to simulate darkness.
<b>C</b>	Faulty Photocell.	Use a voltmeter to verify 120 v to photocell, and with sensor covered, that there is 120 v out of photocell.	No power out, replace photocell. Contact Solara for replacement part.
<b>D</b>	Faulty Transformer.	Use a voltmeter to determine if 120v out of the photocell to Transformer	There should be 24-26volts coming out of the transformer. If more or less than that, the control unit will not work properly, and if too much volt- age, it can ruin the ignition control unit.
<b>E</b>	Faulty Ignition control unit.	With Power on. Set your voltmeter to the 24 volt scale. Probe terminals TH and TR	<b>If you do not read 24 volts at TH and TR,</b> the problem is not the ignition system. Perform normal system checks of main power, transformer and photocell.  <b>If you do read 24v at TH &amp; TR,</b> the problem is the ignition system. Check for loose or defective wiring. If wiring is good contact Solara lighting for replacement parts.



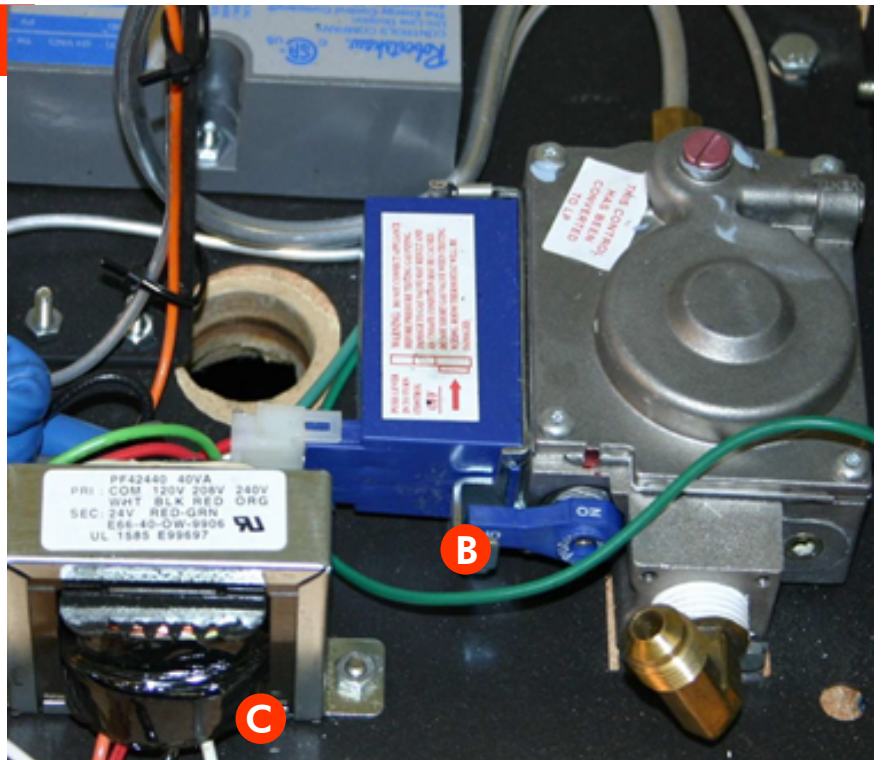
## PROBLEM 2

*I have a spark but no gas flow*

	Possible Causes.	Diagnosis:	Solutions:
<b>A</b>	Main Gas supply turned off.	<b>See Illustration 1 and 2.</b> Check that main gas valve or petcock is turned to the ON position.	Turn the gas on, and make sure the gas is present at the stub out left by the builder.
<b>B</b>	ON/OFF switch on our gas valve is tripped.	Verify that the <b>Blue on/off switch</b> , is set to the on position.	Push the on/off switch to the ON position.
<b>C</b>	Verify Power Level.	Use a voltmeter to verify 120 v to photocell, and with sensor covered, that there is 120 v out of photocell. .	The gas valve unit will not operate correctly with less than 120 volts. It will not operate correctly with a diming circuit. Verify power levels.
<b>D</b>	Faulty Primary Valve in the gas valve.	With Gas on and the system sparking probe terminals PV and TR. With 24v at these terminals and pilot gas does not flow, then replace the gas valve.	Contact Solara Lighting for replacement Gas Valve kit.
<b>E</b>	Faulty Ignition control unit.	If you do not read 24volts at terminals PV and MV/PV replace the ignition control unit.	Contact Solara Technical Support for replacement Gas Valve kit.

### Attention:

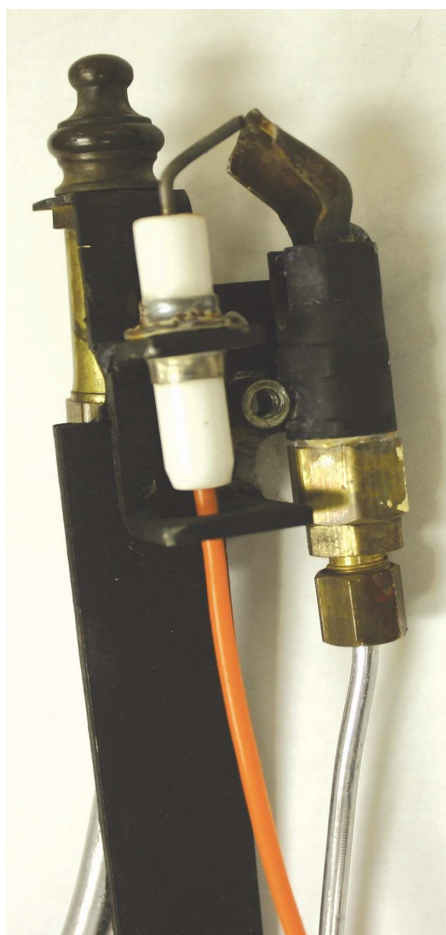
**The gas valve replacement kit contains the transformer, gas valve, wiring harness and ignition control unit, and these parts are not provided or sold separately. The kit does not include the Photocell, or the igniter/ sensor wire. These parts need to be ordered separately. Please contact Solara Technical Support directly. We can advise you of the warranty status and assist in diagnosing the problem.**



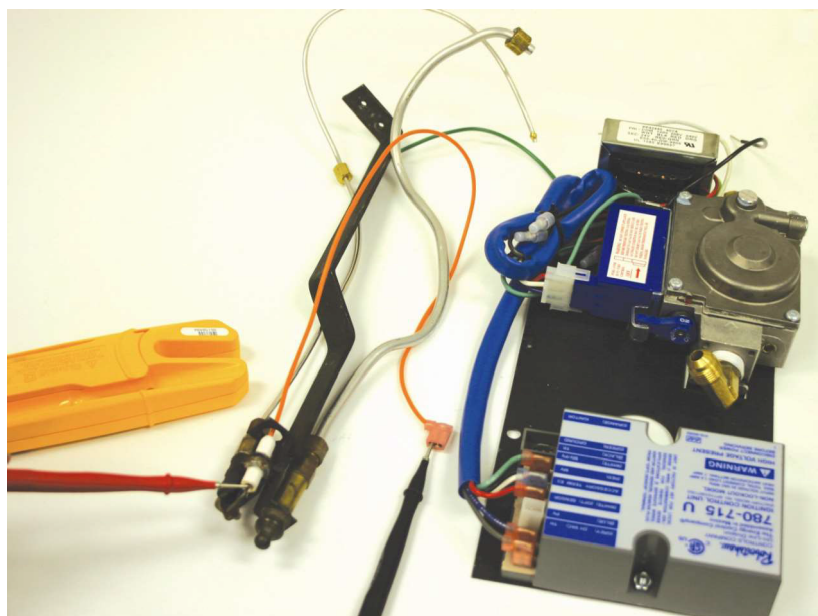
## PROBLEM 3

## *I have pilot gas but no spark*

	Possible Causes.	Diagnosis:	Solutions:
A	Defective Igniter/sensor wire and/ or it's wiring	<ol style="list-style-type: none"> <li>1. Set the voltmeter to the ohm scale.</li> <li>2. Disconnect the wire from the IGN terminal on the ignition control unit.</li> <li>3. Touch one meter probe to the tip of the igniter/sensor rod in the pilot.</li> <li>4. Touch the other probe to the quick connect at the other end of the igniter/sensor wire.</li> <li>5. The Ohm meter should get to 0, which means there is continuity.</li> <li>6. If it does not then, the igniter/sensor wire has either broken or is grounding out to the fixture.</li> </ol>	<p>If you have continuity through the wire, then double check all connections to make sure no wires are loose.</p> <p>If the wire has good, then the ignition control unit is faulty and needs to be replaced.</p> <p>If you do not have continuity through the wiring, then check to see if the wiring is arcing out to the metal, replace it if needed.</p> <p>Contact your distributor or Solara Lighting for parts.</p>



*Check the Igniter/sensor ceramic for cracks. Also see to it that the ceramic assembly is fully seated in the bracket. For the best results, the igniter rod should be centered on the pilot hood and separated approximately 1/8"*





## PROBLEM 4

*I have a pilot flame, but the main burner will not turn on*

	<i>Possible Causes.</i>	<i>Diagnosis:</i>	<i>Solutions:</i>
<b>A</b>	<i>Defective Igniter/sensor wire and/ or it's wiring</i>	<p>1. Set Test meter to 24v scale.</p> <p>2. With Pilot flame on igniter/sensor Probe terminals MV and MV/PV on the ignition control unit. If you read 24 volts here, but not at the gas valve, there is a loose wiring connection.</p>	<i>Repair or replace the wiring.</i>
<b>B</b>	<i>Faulty Ignition control unit</i>	<p>1. Set Test meter to 24v scale.</p> <p>2. With Pilot flame on igniter/sensor Probe terminals MV and MV/PV on the ignition control unit. If you read 24 volts here and the pilot flame is hit- ting the Igniter sensor rod, the problem could be: Faulty igniter/sensor wire and /</p> <p>Faulty Ignition control unit. No flame rectification signal to ignition control unit.</p>	<i>Contact Solara Technical Support to order a new gas valve kit and the igniter/sensor wire.</i>



## PROBLEM 4

*I have a pilot flame, but the main burner will not turn on*

	<i>Possible Causes.</i>	<i>Diagnosis:</i>	<i>Solutions:</i>
<b>A</b>	Photocell	<ol style="list-style-type: none"> <li>1. Photocell uncovered during the daylight hours.</li> <li>2. Photocell is not working correctly.</li> </ol>	<ol style="list-style-type: none"> <li>1. This could be normal operation for the daytime. Cover the photo- cell with dark tape.</li> <li>2. Replace photocell.</li> </ol>
<b>B</b>	Faulty Ignition control unit or Gas valve.	<ol style="list-style-type: none"> <li>1. Photocell is working as it should.</li> <li>2. Cover Photocell with dark tape, if the unit still shuts off, then the gas valve kit should be re- placed.</li> </ol>	Contact Solara Technical Support to order a new gas valve kit and the igniter/ sensor wire.

