

# TROUBLESHOOTING QUESTIONNAIRE



## ELECTRONIC IGNITION

### TERMS & CONDITIONS

- Please complete the Troubleshooting Questionnaire by filling out the applicable boxes.
- Please note that an incorrect installation voids the warranty on your feature. Any required repairs or replacements will be subject to charges.
- **Include photos of your entire fire feature, both the inside and outside. Send to [support@theoutdoorplus.com](mailto:support@theoutdoorplus.com).**

### CONTACT

Name  Phone   
Email  Address

### SERIAL NUMBER

### GAS TYPE

Liquid Propane  Natural Gas

### IGNITION TYPE

Plug & Play 110V

Wired to a Switch

Cross Ventilation at Base of Unit

1-5 additional blinks after initial 3 blinks?  
(Ignition Box) How many? \_\_\_\_\_

Gas Pressure: \_\_\_\_\_ W.C. / \_\_\_\_\_ PSI

No LED light

Low Voltage 12V

Individually Run

Cross Ventilation at Base of Unit

Mounting Bracket Used (Bowls only)

1-5 additional blinks after initial 3 blinks?  
(Ignition Box) How many? \_\_\_\_\_

Gas Pressure: \_\_\_\_\_ W.C. / \_\_\_\_\_ PSI

No LED light

### 12V TRANSFORMER

#### Gauge Wire

12AWG  10AWG  
 8AWG  6AWG

#### Run Length (From Transformer)

5-30ft  40-50ft  
 60-80ft  90-110ft

AC Transformer

14V(Blue)  13V(Yellow)  
 12V(Black)

2024 DC Transformer (White Cap)

Plugged into a GFCI outlet 5ft away  
from water

### OTHER

Glow Plug Glowing  YES  NO      Visible Pilot Flame  YES  NO      Hollow Structure  YES  NO

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Notes: