

# Product Bulletin

## DIRECT-VENT HEATER TECH TIP - PILOT OUTAGE

1. Check inlet gas pressure. It should be 5 I.W.C. to 7 I.W.C. for Natural Gas 11 I.W.C. to 13 I.W.C. for L.P.
2. Check to make sure the generator has a full ring of fire around it. If it does not, clean the pilot with a vacuum or compressed air.
3. Make sure nothing is clogging or blocking the pilot orifice. To clean use a vacuum or compressed air.
4. Check for leaks in the gaskets. The pilot observation door, pilot, control door and manifold all have sealing gaskets. A sign of a gasket leak may be a wavering pilot flame.
5. Make sure nothing is blocking the air intake outside. Check for bird nests, leaves or other debris.
6. Check the millivolt reading on the pilot generator. Take the reading at the generator terminals of the valve with the pilot burning and thermostat contacts closed. The reading should be 140 millivolts or more.
7. Make sure the thermostat is wired correctly and that all the connections are tight. See diagram below for proper wiring to the valve.

