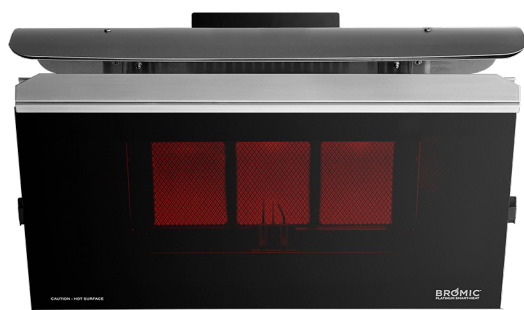


# Platinum Smart-Heat™ Gas & Tungsten Smart-Heat™ Gas Troubleshooting Guide

**BROMIC**  
HEATING

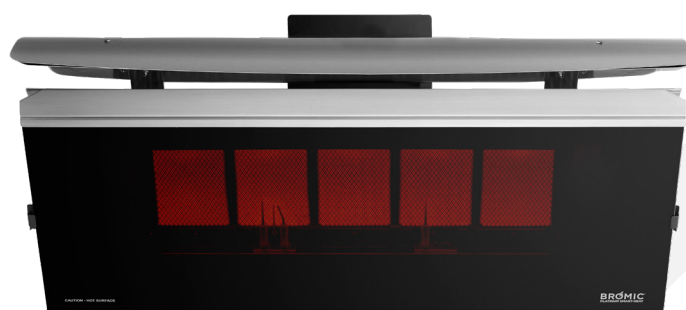


## Bromic Platinum Gas 300 NG

- US - BH0110001
- AU - 2620131-1
- EU - BH0110009-1, BH0110005-1, BH0110014

## Bromic Platinum Gas 300 LPG

- US - BH0110002
- AU - 2620130-1
- EU - BH0110006-1 (BUTANE), BH0110011-1



## Bromic Platinum Gas 500 NG

- US - BH0110003
- AU - 2620141-1
- EU - BH0110010-1, BH0110007-1, BH0110013

## Bromic Platinum Gas 500 LPG

- US - BH0110004
- AU - 2620140-1
- EU - BH0110008-1 (BUTANE), BH0110012-1

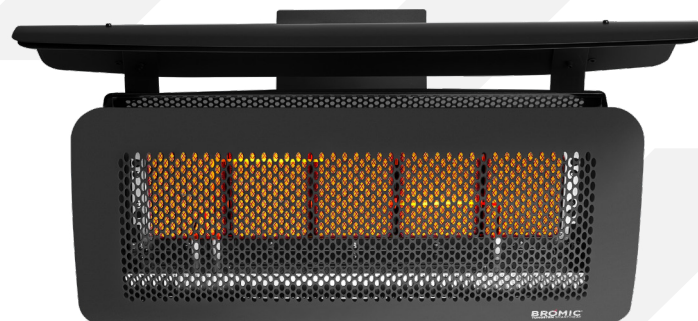


## Bromic Tungsten Gas 300 NG

- US - BH0210001-1
- AU - 2620331-1
- EU - BH0110009-1, BH0110005-1, BH0110014

## Bromic Tungsten Gas 300 LPG

- US - BH0210002-1
- AU - 2620330-1
- EU - BH0110006-1 (BUTANE), BH0110011-1



## Bromic Tungsten Gas 500 NG

- US - BH0210003-1
- AU - 2620341-1
- EU - BH0110010-1, BH0110007-1, BH0110013

## Bromic Tungsten Gas 500 LPG

- US - BH0210004-1
- AU - 2620340-1
- EU - BH0110008-1 (BUTANE), BH0110012-1

**⚠ WARNING**

Before troubleshooting any heater, please make sure the unit is turned off and has cooled down. Radiant heaters operate at high temperatures and can cause severe burns if proper precautions are not followed.

Radiant Heaters are high powered devices that are to be installed by licensed professionals. If you are not licensed with working with gas plumbing or high voltage devices, do not attempt to service this appliance.

Refer to the product manual for maintenance requirements and installation.

For Outdoor Use Only

If you smell gas:

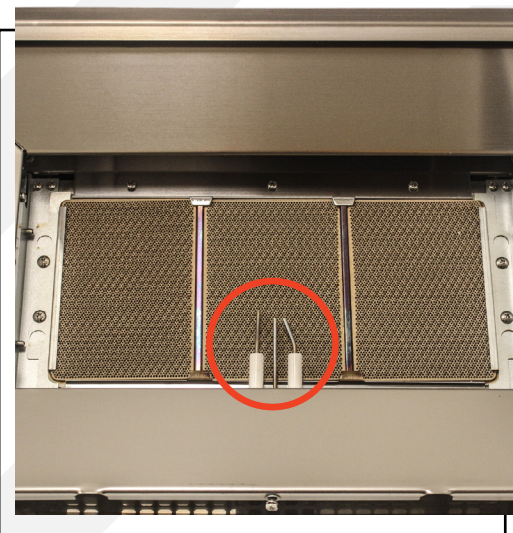
1. Shut off gas to the appliance. Power off and remove electrical plug from wall socket.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas fitter, gas supplier or fire department.

Below are the basic steps for troubleshooting a Bromic Platinum or Tungsten Gas Heater which is not turning on and off properly.

**1. Checking the Ignition Probes on the Heater Head**

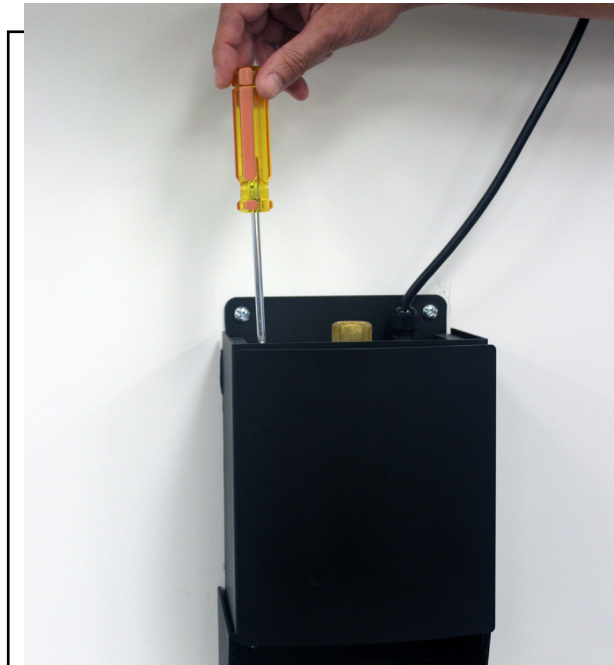
If the ignition probes are too close to the ceramic burners, the heater will not stay lit and the thermocouple and ignitor probe spacing will need to be recalibrated.

If the distance is not set properly the unit will light but shut down after 10-15 seconds. When this happens, the probes will need to be recalibrated to be approximately 1/8 inch (3.175 mm) distance from the ceramic burners with needle nose pliers. Simply hold the probes with a pliers and rotate them to create the 1/8 in (3.175 mm) spacing. Please see below to identify the probes.



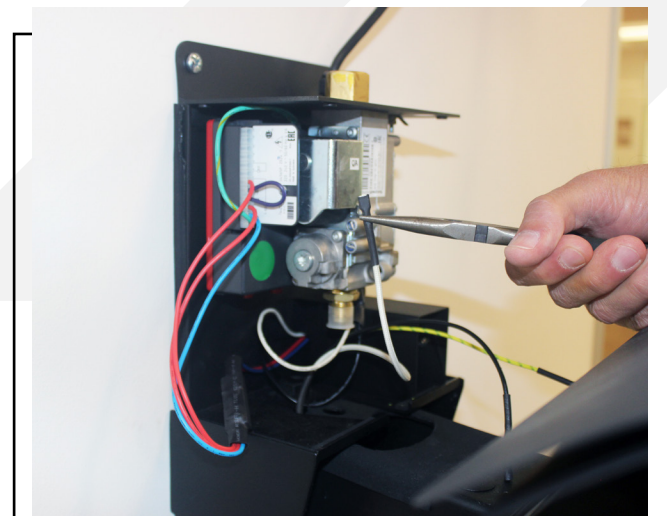
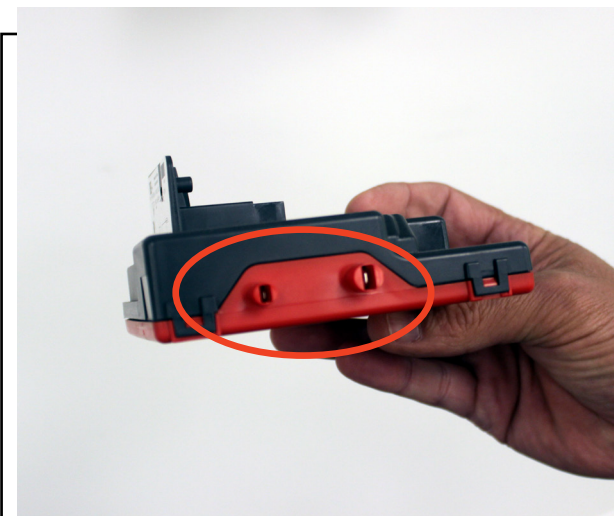
**2. Checking the connections inside the Wall Mount Bracket**

Open the wall bracket by removing the front cover and check the below connections.



**3. Identify and check the connections of the Wiring Harness wiring:**

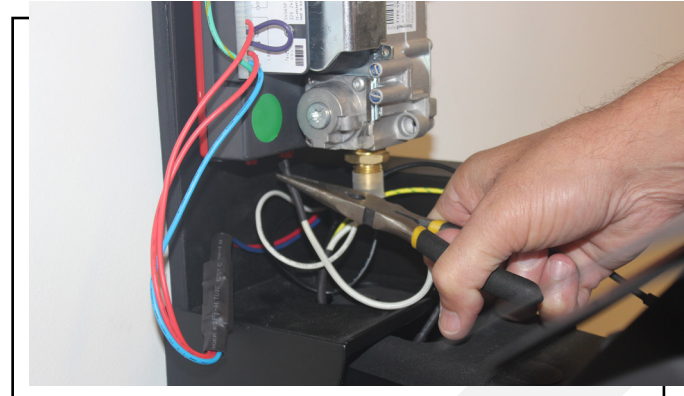
Using a pair of needle nose pliers, grip the white ionisation terminal as shown, being mindful of the terminal pins of the control module.



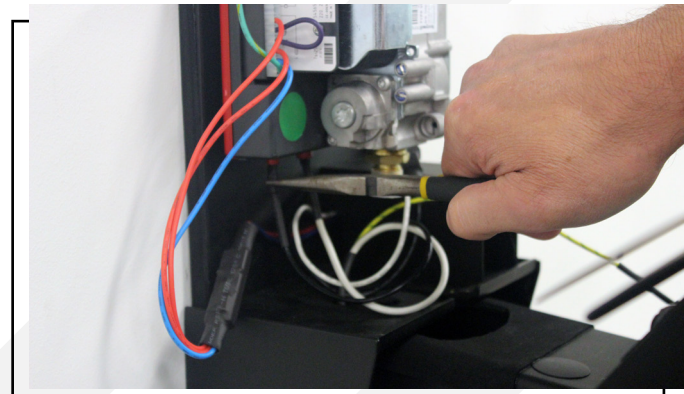


### 3. Continued

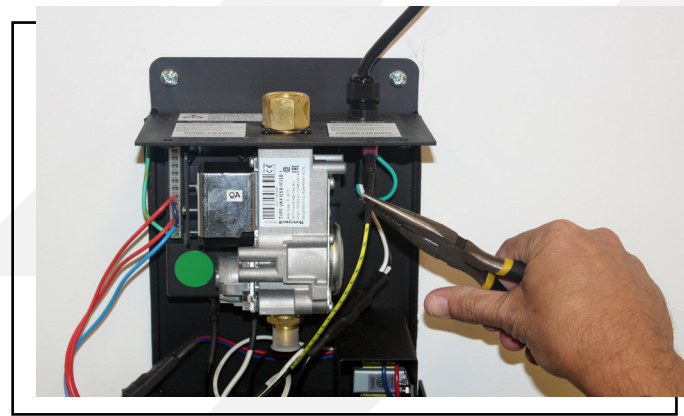
Insert the ionisation terminal into the terminal pin furthest away.



Ensure that the terminal firmly clicks into place



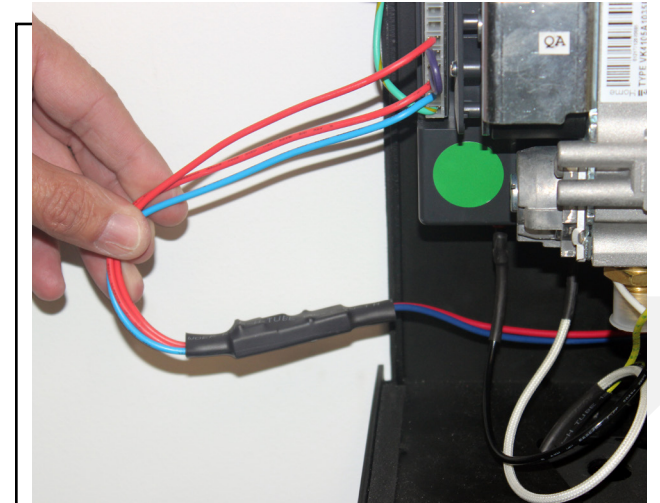
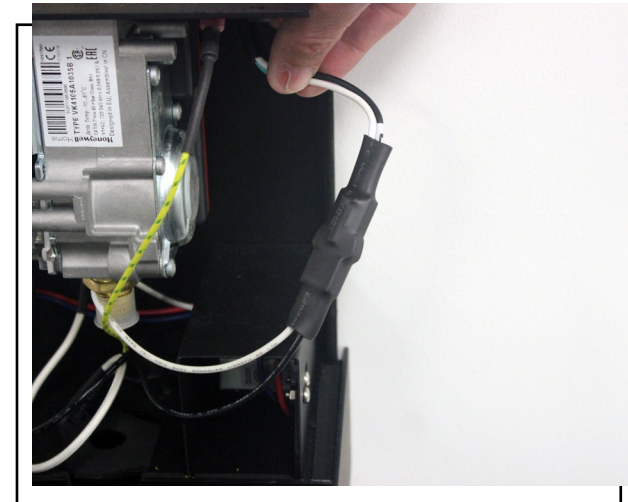
Insert Repeat the process with the black ignition cable inserting the terminal into the closer, smaller terminal pin.



Insert Repeat the process with the black ignition cable inserting the terminal into the closer, smaller terminal pin.

### 4. Identify and check the connections to the Control Module: FOR US MODELS ONLY

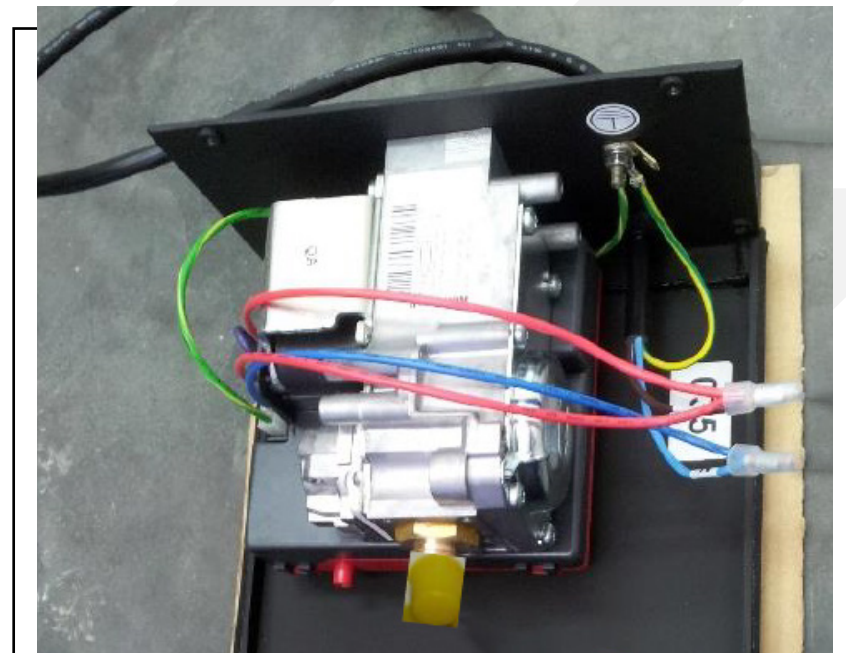
Remove the shrink wrap around the 120V Molex clip feeding the transformer and confirm nothing is loose.



Remove the shrink wrap around the 240V Molex clip between the transformer and control module and confirm nothing is loose.

### 4. Identify and check the connections to the Control Module: FOR REST OF WORLD

Remove the shrink wrap around the 120V Molex clip feeding the transformer and confirm nothing is loose.



If this does not resolve the issue, you will need to schedule a troubleshooting call with Bromic Tech Support.

When contacting our Tech Team we request you submit model numbers of the heaters and controls, photos of the installed products and installation wiring along with proof of purchase to validate any warranty.

Please remember to request service calls 48 hours in advance to ensure availability.

North America - Technical Support  
(800) 301-1293  
[www.bromic.com](http://www.bromic.com)

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