

Heater Maintenances

1. Trouble Shooting

Fails to operate:

- Ensure that your circuit breaker or fuse is working properly.
- Be sure the heater is plugged in and that the electrical outlet is working properly.
- Check for any obstruction. If you find any obstruction, turn the heater **“OFF”**. Unplug the heater and wait a few minutes for it to cool down. Carefully remove the obstruction. Plug the heater in and turn it on again.

Overheated:

- Remove the obstruction or situation that caused the unit to overheat.
- Turn the heater to the **“OFF”** setting and turn the thermostat to **“HI”**.
- Unplug the heater and wait 5 to 10 minutes for the heater to cool down.
- Plug the heater back in and resume operation.

2. Major Malfunction Analysis

In fact, many heaters' failure may attribute to the thermal fuse / thermal cut-off being melted, thermal limiter blowing or to a power switch and thermostat problem. To detect the specific problem that may cause the heater to work improperly, you need to utilize an ammeter to measure it between the two joints in order to judge whether it is on or off. For a specific problem, please also refer to the following chart.

Diagnoses for the detailed problem and solution:

Maintenances For Heater & Fan

Symptom	Possible Cause	Elimination
Stopped heat with Power light turned off	Thermostat been turned off	Set it higher
	Thermal fuse / cut-off melted	Replace it
	Thermal limiter blew	Replace thermal limiter
	Thermostat or power switch failed to work properly	Replace thermostat or switch
	The wire terminal loose	Fasten it or replace wire
	The screw that pegs connecting wire on the isolator scorched or loose	Fasten it or replace wire
	Internal connecting wire broken	Replace wire
	Power cord broken	Replace power cord
	PC board problem	Replace PC board
Lamp pilot light turn off frequently after running for a short period	Adjustable thermostat set too low	Set it higher
Lamp pilot light remains on but heater do not heat	The wire terminal loose	Fasten it or replace wire
	Heating element problem.	Hard to repair
Working properly but lamp pilot turned off	Pilot problem	Replace pilot
	Connection wire terminal loose	Fasten it or replace wire
Control box or radiator assembly leaking oil	Safety valve assembly or gasket (heater washer) or radiator assembly juncture leaking	Replace the unit
Making strange noise when startup (Oil filled heater)	The inflation and deflation of radiator assembly or the radiator assembly mixed with a little steamed water.	Normal
Making buzzing noise	Construction of the heater with fan	Normal (Put on soft surface)
	A lot of dust around the fan	Clean it
Give bad smell	First use	Normal
	Leaking oil	Replace the unit
Plug melted	The plug does not fit fully in the outlet	Replace the power cord
Readout display abnormal code	Sensor working improperly	Replace sensor
	PC board problem	Replace PC board
Blow extremely hot air	Sensor working improperly	Replace sensor
	PC board problem	Replace PC board
	Thermostat problem	Replace thermostat
The fan is running but do not heat	The wire terminal loose	Fasten it or replace wire
	Heating element problem.	Hard to repair

Diagnoses for the oil filled heater

Case	Symptom	Possible Cause	Elimination
Do not Heat	Power light stay on	Thermal limiter failure	
		Heating element failure	
		Loose wire	
	Power light turned off	Power cord	
		Power switch failure	
		Thermostat failure	
		Thermal fuse failure	
		Loose wire	
	Caution light stay on	Thermal limiter failure	
		Loose wire	
Caution light turned off	Heating element failure		
	Loose wire		
Smell	First time use	Dust built up	
		Oil in your heater	
	Burnt smell	Wire burned out	
Noisy	Metal friction	Metal components	
	From oil tank	Oil react to the water	The noise will taper off itself

Fan Maintenances

1. Trouble Shooting

1) Fan Speed

Adjust the speed of the fan by pressing the Speed Button. Press the button successively to adjust between low, medium and high speeds. If the fan is turned OFF, and if it remains plugged into the outlet, it will start at the same speed the next time it is turned on.

2) Fan not oscillating

To start and stop the oscillation of the fan, push the Oscillation Button on the control panel. Did this solve your problem?

3) No power / Not working

Check to make sure the power cord is connected properly to the power outlet. Make sure there is power from the A/C outlet: check the circuit breaker or fuse in your home.

4) Fire/Smokes/Sparks/Popping

Make sure the unit is unplugged. Contact Pelonis customer service

5) Adjusting Angle

To adjust the vertical angle, tilt fan head up or down.

6) Adjusting Height

Loosen the height adjustment knob and adjust fan to the desired height. Re-tighten the adjustment knob before turning fan on.

2. Major Malfunction Analysis

Malfunction		Cause of Problem	Solution
Not turning	No power to circuit	Disconnection between circuit and power cord	Check the switch, socket, down-lead for any disconnection
		Thermal fuse burn	Replace thermal fuse
		Faulty timer function	Check the timer
		Faulty control panel	Replace control panel
	Humming noise	Motor get stuck	Check the motor bearing and knock the motor
		Open circuit of capacitor	Replace capacitor
Do not oscillate	Open circuit of coil	Replace stator assembly	
	Faulty oscillation controller	Check the controller	
	Faulty super gear	Replace gear box	
	Oscillation arm broken or loose	Replace oscillation arm or neck	
Louver not turning (Box fan)	Faulty synchronous motor	Replace synchronous motor	
	Faulty synchronous motor switch	Check the synchronous motor switch	
Serious vibration	Faulty synchronous motor	Replace synchronous motor	
	Deformed fan blade	Replace fan blade	
	Loose spinner	Replace spinner	
Serious abnormal noise	Motor malfunction	Check the motor	
	Motor rotor deflection	Replace motor rotor	
	Curved rotor axes	Trim the rotor shaft	
Cannot turn on at lowest setting	Loose bearing	Replace bearing	
	Bearing lack of lubricator	Refill the lubricator	
	Inflexible rotor	Check the rotor, stator, bearing, replace the defective part	
Coaxiality differ between the rotor and stator / Misdistribution of air gap			
Motor overheat	Faulty speed controller	Replace speed controller	
	Coil short circuit	Replace stator and rotor assembly	

Fan Problem basic Solution

- 1) Be sure the fan is plugged in and that the electrical outlet is working properly.
- 2) Be sure the power indicator light is on.
- 3) Check for any obstruction. If you find any obstruction, turn the fan “**OFF**”. Unplug the fan and carefully remove the obstruction. Plug the fan in and turn it on again.

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- 4) Try the oscillating function to make sure if your fan still oscillate.
- 5) Try each of the speed choice make sure if any of them works.
- 6) Test Blade operation by rotating it with your hand. There should be no friction with the Plastic Nut. If Blade does not rotate freely, reassemble your fan then resume operation again.