

troubleshooting.

reference the section below that correlates with the gas type for your fire feature.

1 BURNER WILL NOT IGNITE.

- Confirm the gas supply valve is fully open.
- Check that the battery or power source for electronic ignition is functional.
- Ensure all air shutters and vents are open and unobstructed.
- If using manual ignition, use a long-reach fireplace lighter only.

2 WEAK OR LOW FLAME.

- Verify the gas pressure matches the rating on the unit data plate.
- Remove excess fire media that may be restricting airflow to the burner.
- Check for kinks, blockages, or damage in the gas supply line.
- Confirm the regulator is functioning properly and rated for the correct gas type.

3 FLAME LIFTS OFF BURNER PORTS.

- Reduce gas pressure if it exceeds the rated input on the data plate.
- Shield the unit from excessive wind using a non-combustible windscreen.
- Inspect burner ports for debris or damage and clean as needed.

4 YELLOW OR SOOTY FLAME.

- Check that all lower air vents are fully open and clear of obstruction.
- Remove any fire media blocking the burner ports.
- Inspect the burner for spider webs, insects, or debris inside the venturi tube.
- Ensure the air shutter adjustment is set correctly per the installation manual.

5 DELAYED IGNITION OR FLASHBACK.

- Stop use immediately and allow gas to fully dissipate before reattempting.
- Ensure the ignition source is positioned directly at the burner ports.
- Do not allow gas to accumulate before igniting; light the igniter before turning on gas.
- Contact a qualified gas technician if the issue persists.

6 GAS ODOR WHEN UNIT IS OFF.

- Turn off the gas supply valve immediately.
- Do not attempt to light the unit or operate any electrical switches nearby.
- Ventilate the area and contact your gas supplier or a licensed technician.
- Do not resume use until the leak has been identified and repaired.

7 WHISTLING OR HUMMING NOISE.

- Adjust the air shutter on the burner to reduce turbulence.
- Check that the gas pressure does not exceed the rated specification.
- Inspect the flex connector and fittings for vibration or loose connections.

8 SURFACE CRACKING OR DISCOLORATION.

- Minor surface crazing on concrete is normal and does not affect structural integrity.
- Avoid thermal shock by not exposing cold units to maximum flame immediately.
- Clean soot or carbon deposits with a soft cloth and mild pH-neutral soap.
- Contact Möbius if cracking appears structural or affects burner performance.