


Fire Magic Technical – Most Common problems/Solutions

Fault	Solution
Aurora Ignition not working	<p><i>Have they changed the 9V battery on the left hand side?</i></p> <p>To replace the 9V battery pull out the battery holder located on the outside of the control panel. Remove the lid. Disconnect the battery from the connector and replace it connecting the new battery. Replace the lid and close the drawer.</p>  <p style="text-align: right;">Fig. 21-3</p> <p><i>Can they light the barbecue manually with a match/long nosed lighter?</i></p> <ul style="list-style-type: none"> - YES Need a new 9V battery box (24180-37) - NO <ul style="list-style-type: none"> a – There is a problem with the green ignition module. (see page 2 Ignition Replacement Parts of parts list, make sure to confirm serial number/year of purchase as this changes the part required) b - There is a problem with the valve. (see page 3 of parts list, make sure to confirm serial number/year of purchase as this changes the part required)
Aurora Digital display not working	<p><i>Have they changed the 2 AA batteries battery on the right hand side?</i></p> <p>To replace the AA batteries pull out the battery holder located on the outside of the control panel. Remove the lid. Disconnect the battery from the connector and replace it connecting the new battery. Replace the lid and close the drawer.</p> <p><i>Is the display showing any information?</i></p> <p>NO – check the connection internally. The display can be pulled out from the front If still not working a replacement is required. This only has a 1 year warranty (to process warranty serial number of grill required) Part No. 24180-12</p>
Echelon Ignition not working	<p><i>Is the grill connected to the power supply?</i></p> <p><i>Is the master switch/power button on the right had side on? (will be blue back lit if on)</i></p> <p><i>Are the glow plugs glowing/turning orange?</i></p> <ul style="list-style-type: none"> - No <p><i>Can they light the barbecue manually with a match/long nosed lighter?</i></p> <p>check all white connectors are correctly connected. You will have to remove fascia to check this. If all connected then replacement glow plug required</p>
Echelon Digital Display not working	<p><i>Is the display showing any information?</i></p> <p>NO – check the connection internally. The display can be pulled out from the front If still not working a replacement is required. This only has a 1 year warranty (to process warranty serial number of grill required) Part No. 24182-13 (black) / 24182-12 (chrome)</p>
Not burning correctly	<p><i>Is the barbecue running off of Propane bottles or plumbed on to mains gas?</i></p> <p>Propane – How far is the bottle from the barbecue? It cannot be more than 1.5m as there will be a drop in pressure</p> <p>Mains - Has the grill been converted internally. All grills are supplied as propane and must be converted by a gas safe engineer. The instructions on how to do this are NOT in the manual and Lapa must send the via email</p> <p>An easy way to check this is to read the numbers on the brass orifices – Page 9 Aurora manual, Page 10 Echelon manual, Page 2 Deluxe</p>

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	<p><i>Has the barbecue been deep cleaned?</i> We recommend a deep clean once or twice a year. Most good oven cleaning companies now offer a barbecue cleaning service</p> <p><i>Have the burners been drilled out and cleaned?</i> Over time debris gathers inside the burner ports. They should be removed and cleaned. There is a RHP YouTube video on how to do this.</p> <p><i>Can they swap the burners over?</i> Can they rotate the burners If the problem follows the burner then that would be the issue. Advise cleaning first If the problem stays with the valve, there is a problem with the valve.</p> <p>If none of these solve the issue then you must submit a warranty claim for the burners. RHP require the grill serial number, photos and video of the problem. <i>NOTE</i> this is very rare and usually a clean/ correct gas type solves the problem</p>
Burner goes out on LOW	<p><i>Is the grill running off a propane bottle?</i> Propane bottles are usually equipped with a safety shutdown device. If you are running all the burners and side burners too high it may think it is having a gas leak and shut down. To combat this light 1 burner at a time on high and turn to low as you move along the grill. You should not need all burners on high as you will end up with charcoal rather than food. The only time all burners should run on high is 5 minutes at the start and 5 minutes at the end to carbonise debris and be brushed down.</p> <p>OR</p> <p>Valve “low” setting needs adjustment Light burner on HIGH, immediately turn to LOW setting. Remove knob from valve and turn using a small flat screwdriver, slowly turn the adjustment screw in the stem, a little at a time, in either direction, until the flame is approximately 0.6cm in height from burner ports. <i>Note</i> – anyone can do anything with propane equipment if Mains gas it MUST be done by a qualified professional</p>
Noisy Rotisserie	<p>The rotisserie is out of balance. The counterbalance needs adjusting</p>
Internal/ Backlights not working	<p>Check connection behind the fascia for all lights is correct. Follow instructions in manual on replacing internal lights – Require 10W halogen bulb</p> <p>Check connection on all back lights is correct. Swap backlights over to see if problem follows the disk or stays with the lead. If follows the disk then replacement disk required. If stays with the lead new wiring harness required.</p>
<p><i>FOR ANY OTHER PROBLEMS THAT ARE NOT ON THIS LIST TAKE AS MUCH DETAIL AND IF POSSIBLE GET PHOTOS/VIDEO FROM CUSTOMER.</i></p> <p><i>GET INVOICE DATE FROM SAGE AND SERIAL NUMBER IF POSSIBLE</i></p> <p><i>CALL RHP US TECHNICAL TEAM FROM 3PM UK TIME AND SPEAK TO ED, ERNIE OR ANDREAS</i></p>	