

FirePole® FAQ's and Troubleshooting:

PROBLEM	CAUSE	SOLUTION
I cannot get the regulator connected to my LP Tank.	We are using an “Acme” connector, which is the current acceptable connector that has an external thread on the tank valve. Your tank either has an internal thread or a slide on connection.	If your tank has an internal thread you should be able to purchase an adapter at your local hardware store. If your tank has a slide on connector; then you will need to replace your LP tank.
I can get the pilot to light; but when I turn the valve to ON the pilot goes out and the burner will not light. <i>NOTE: When connecting the heater to your LP tank, do not pull on the gas line. This will cause it to kink as it makes the bend and starts down the 3” support tube. If the gas line appears short, you should place a block under the tank to raise it.</i>	There may be a kink in the gas line either in the LP tank compartment or inside the Burner Assembly.	Visually check both areas and if you locate a kink you can remove it by squeezing the line back into shape. If it appears that a kink exists inside the burner assembly, you will need to disassemble the burner assembly from the 3” round support tube by reversing the assembly instructions in step #2.
OR	If the valve on your LP tank is cold to the touch, moisture has formed. The compressed gas has caused this moisture to freeze, thus blocking the flow of gas.	Close the valve on your LP tank and wait 5 minutes for it to thaw out. Slowly open the valve and follow the purging and lighting procedures.
OR	You may have accidentally activated a safety device in the regulator by opening the tank valve too rapidly.	Close the LP tank valve and disconnect the regulator from the tank. Turn the control knob to the ON position. After waiting 5 minutes turn the control knob to OFF and re-connect the regulator. SLOWLY open the LP tank valve all the way and purge the heater as per instructions for lighting.
The igniter does not seem to be operating properly. <i>NOTE: The igniter may be temperamental the first few times of use. After several uses it will become easier to operate and will work more freely.</i>	If you have been experiencing humid or rainy weather conditions in your area, this can cause moisture to build up on the electrode. The electrode will have to dry out before it will ignite.	Light the heater through the manual ignition port. Once the heater is operating, the electrode will dry out.
OR <i>NOTE: To clean the burner and burner tube, first remove the reflector and burner screen top assembly. Turn the burner counter clockwise to remove. The burner and burner tube are manufactured as one piece.</i>	A blockage in the burner or burner tube will cause the igniter to malfunction and struggle to operate properly.	Using a wire brush and/or heavy-duty pipe cleaner clean the burner and burner tube. For best results these parts should be blown clean with compressed air pressure.
The burner seems to have a low flame.	Low tank pressure or a blockage in the gas line can cause the flame to be lower than normal.	Re-fill your LP tank. You should also check for a possible kink in the line, as outlined above.
OR	Outdoor temperature below 40° and an LP tank that is less than 1/3 full.	You should re-fill your LP tank.
OR	Is the control knob fully on?	If yes, then you should check and clean your burner as indicated above. If not, you should turn it all the way to ON.

The flame does not appear even.	This can be due to low LP pressure and/or the heater not being level.	Re-fill your tank and/or place on a level surface. If the tank is full and the heater is level, then you should clean the burner as outlined above.
The reflector and/or burner screen has a black film coating.	This is a carbon build-up and it is not unusual for this to happen. This results from the heater being dirty and not receiving the proper air to gas mixture.	Clean the burner, as outlined above. You may also want to clean the reflector and burner screen. To do so, after first removing them, wash with warm soapy water.
The FirePole® is emitting black smoke.	This is caused by a blockage in the burner or burner tube.	Clean the burner and burner tube as outlined above.

FirePole® Maintenance:

So that your Whalen FirePole® will provide you with years of enjoyment and excellent performance you should follow a few simple routine maintenance activities on a regular basis.

- Check all connections and visually check all parts prior to each use.
- Periodically clean the burner with a wire brush and/or heavy-duty pipe cleaner. For best results, after cleaning burner, use compressed air to blow away smaller particles. After extended periods of non-use, you should clean the burner.
- Use warm soapy water to wash the reflector, burner screen and the exterior surfaces. DO NOT allow water to get on the internal parts of the burner assembly when washing the heater.
- Air flow is critical to the proper operation; therefore make certain to keep all controls, vents and air passageways free of obstructions. If the air flow is interrupted any of these signs may be evident:
 1. Heavy gas odor with extreme yellow tipping of the flame.
 2. Heater glow is very uneven.
 3. Heater will produce “popping” noises. (Note: A soft “pop” upon extinguishing flame is normal and should be expected.)
 4. Heater has difficulty reaching desired operating temperature
- Spiders and insects can frequently be found in gas flow areas of all outdoor appliances causing the gas flow to be reduced or even totally blocked. If this occurs, you should immediately clean the burner holes and burner tube with a wire brush or heavy-duty pipe cleaner. Compressed air will also remove smaller particles and produce the best cleaning results.
- An annual inspection by a certified gas appliance serviceperson is highly recommended.

FirePole® Storage:

After each use, you should turn OFF the control knob and the valve on the LP tank. Store the heater in an upright position and shelter it from inclement weather. Covers may be used to further protect the exterior and interior parts of the FirePole®. When covering allow 60 minutes for the heater to cool down before installing the cover(s). If you will not be using the heater for an extended period of time, you should disconnect the heater from the LP tank. Always store the LP tank outdoors and in such a location so as not to exceed temperatures in excess of 125°.

WHALEN MANUFACTURING COMPANY
 1270 East Murray St ~ Macomb, IL 61455
 Email: info@whalenco.com ~ Phone: 800/ 225-1438