

HydroGEN Troubleshooting Guide

HydroGEN does not try to light, no clicking is heard.

- Make sure that the protective cap is removed from the batteries
- Check batteries to see if they are installed properly
- Check battery power level
- Check to make sure there is adequate water flow and water pressure. See below to learn how to test.

HydroGEN lights but the flame dies right away or shortly after.

- For propane units check to make sure that the propane bottle valve is on.
- For propane units check bottle level, keep in mind bottles feel heavy even when empty.
- For natural gas units make sure there is no service interruption and that the gas is flowing.
- For natural gas and propane units make sure to use the regulator supplied with the unit.
- Make sure there is adequate oxygen; there is an oxygen depletion sensor for safety.
- Make sure that the water isn't over 125F/50C or the overheat sensor will shut down the unit.
- Check to make sure there is adequate water flow and water pressure. See below to learn how to test.

HydroGEN stays lit only on the lowest water setting.

- Check to make sure there is adequate water flow and water pressure. See below to learn how to test.

What to do if you suspect low water flow or low water pressure.

- **If using a pump make sure that it has at least 15' of lift. This is a powerful pump and is necessary for the HydroGEN to operate. This is the most common problem that customers have.**
- If using a pressurized water source make sure that the HydroGEN valve is mounted in the correct direction. There are arrows on the bottom of the valve.
- Check the inlet screen located just inside the water inlet for debris. Even when using a recirculation system with clean water this screen can get clogged.
- If the distance from the pump to HydroGEN is over 15' the tubing may need to be larger. A water hose works well.

If you have checked everything listed above and you unit still doesn't operate properly.

- Attach the HydroGEN water inlet DIRECTLY to a water faucet with a water hose. Make sure that you have bypassed the HydroGEN valve if applicable. Turn the water faucet to full open and if the unit works properly most likely there is an issue with one of the items above since there is adequate pressure and flow from any municipal water supply.

What do you do if you have tried everything?

- For a quick response contact us at support@hydroinnovations.com.