MY PILOT FLAME WILL NOT LIGHT.
Be sure you have fuel in your one pound screw-on propane bottle or check to see that your propane supply tank is turned on. When starting the heater after installing a new propane supply, you will need to hold the control valve down for 30 to 60 seconds in the pilot position to allow the gas supply to reach the pilot tube.

Clean the pilot tube by removing the wire grill covering the ceramic tiles. Get a cotton swab. Pour alcohol on the cotton and twist the cotton twist the fibers until they are tight and will not come off in the heater. Next, start inserting it into the pilot tube, (the brass hole that the pilot flame comes out of), and while twisting push it down into the tube 2 full inches until it bottoms out on the face of the pilot orifice. Let the alcohol soak for 20 seconds or so and start twisting the cotton swab to clean the face of the pilot orifice and keep twisting it as you remove it. Do this process a couple of times and then blow into the pilot tube with a straw and your mouth to blow out any remaining contaminates and light your pilot. If the flame is still short, yellow, curling or won’t light, repeat above steps.

MY HEATER HAS STARTED GIVING OFF A BAD SMELL.
There are different types of chemicals that, when drawn into the heater during its burning, will react with the propane and make some disagreeable odors. The propane supplier may have added more of the odorizer to the propane. First, try the heater in a different area where no chemicals are used to see if the smell goes away and also try a different propane tank.

I HAVE HELD DOWN THE CONTROL KNOB FOR MINUTES BUT THE PILOT FLAME STILL WON'T LIGHT OR IT IS SHORT AND YELLOW.
(See next column)
MY PILOT FLAME GOES OUT WHEN I TURN THE CONTROL KNOB FROM PILOT TO ONE OF THE THREE HEAT SETTINGS, WHAT MIGHT BE WRONG?
If the pilot flame shrinks as you turn the control knob to any of the heat settings and you are using a remote tank and hose, you might need to bleed the air out of the hose or reset the excess flow device in the fitting of the hose where it screws into the propane tank (see process below).

Follow these instructions to prevent the excess flow safety device from blocking or restricting the gas flow through your hose and to bleed the air out of the hose:

- Shut the valve off on the propane device and the tank.
- When you open the valve on the propane tank, do it slowly until the valve turns freely and then open it all the way. (This information is in the manual under LIGHTING AND OPERATING Instructions)
- The other end of the hose has a fitting with a Schrader valve (like a car tire). Push this needle valve in to see if air comes out as long as you’re holding it in. This verifies that the Excess Flow device has not been activated.
- Next hold this needle valve in until you smell the stinky propane, about 2 to 3 seconds. This bleeds all the air out of the hose.
- Now reconnect the hose to the device and you should be able to get it to light.

WHY DOES MY HEATER WORK FOR 5 TO 10 MINUTES AND THEN SHUT-OFF?
Your regulator or your pilot assembly that includes a thermocouple might need to be replaced. If the pilot flame SHRINKS before going out, the regulator is bad. If you hear a CLICK and the pilot flame goes out, the ODS pilot assembly needs to be replaced.

![Thermocouple, Electrode pin, Electrode wire, ODS pilot assembly]
WHEN USING ONE 1LB. TANK SCREWED ON TO MY HEATER, WHY WILL IT RUN ON HIGH FOR ONLY A COUPLE OF MINUTES, THEN SHUT-OFF, THEN FROST DEVELOPS ON THE OUTSIDE OF THE PROPANE TANK?

Because of the properties of propane, you need to have two 1lb. bottles screwed on to the Big Buddy for it to operate at its high setting of 18,000 BTUs. Or, you can use a larger remote tank and one of many different length hoses (filter needed with specific hoses). Using a propane tank that is TOO SMALL to supply the vapor (rated in BTUs) will cause the inside of the tank to become below freezing in temperature, allowing the moisture in the air to frost on the outside of the very cold propane tank.

CAN I HOOK MY PORTABLE BIG BUDDY TO MY REGULATED PROPANE SOURCE IN MY MOBILE HOME OR RV?

If your propane source is regulated you can hook it to the required regulated quick coupler connection on the left hand side of the heater using our F271802 hose, and quick coupler connection.