

Troubleshooting

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
1. Pilot will not stay lit after carefully following lighting instructions.	A. Generator producing insufficient millivolts.	Check the pilot flame. It must impinge on the generator. Be sure the generator is fully inserted in the bracket. Make sure the pilot lighting door is tightly closed.
	B. Generator defective.	Check generator with millivolt meter. Take reading at generator terminals of valve with pilot burning and thermostat contacts closed. The reading should be 140 millivolts or more.
	C. Loose or dirty generator connections at gas valve.	Clean and/or tighten connections at valve.
	D. Grounded thermostat lead wire.	Remove thermostat lead wires from valve terminals. If the pilot now stays lit, trace the thermostat wiring circuit for a ground. May be grounded to the furnace, gas supply, nails or staples.
	E. Defective gas valve.	Replace the gas valve after the above is verified.
2. Pilot burning - no gas to the main burner.	A. Valve not turned to "ON" position after lighting the pilot.	Turn the gas valve knob to the "ON" position.
	B. Thermostat not turned to a position calling for heat.	Set the thermostat to a position calling for heat.
	C. Plugged burner orifice.	Check - clean or replace.
	D. Improperly wired or broken thermostat wires. Defective thermostat.	Check the connections at the valve terminals. Jumper across the thermostat terminals on the valve. If the valve operates, check the thermostat wires.
	E. Pilot generator may not be generating sufficient milli volts to open valve.	See 1A and 1C above.
	F. Defective valve.	Replace the gas valve after above is verified.
3. Burner comes "ON" but goes "OFF" after operating for no apparent reason.	A. Tubes not properly installed.	Check the vent tube and the air inlet tube. Follow the installation instructions. Be sure the joints are tight and both tubes are in place. Use only the tubes furnished. Do not extend the tubes beyond original length.
	B. Furnace may be overrated.	Check for high pressure at the valve. See rating plate for specified min./max. supply pressure. Check the burner orifice.
4. Furnace operates, but turns "OFF" before room temperature is attained.	A. Thermostat location.	Check the thermostat location. It should not be in the path of warm air discharge from the furnace, near a lamp or above a T.V. or stereo set.
	B. Defective thermostat.	Check the thermostat calibration or replace.
5. Furnace not producing sufficient heat.	A. Furnace may be too small for space being heated.	Check heat calculations.
	B. Furnace not burning at full rate.	Check for low gas pressure. Check the burner orifice.
6. Furnace operates, but will not shut "OFF" when room temperature is attained.	A. Thermostat wiring defective.	Thermostat lead wires may be shorted together, by a nail or staple. Check by removing thermostat leads from the valve terminals.
	B. Thermostat location.	Check the thermostat location. If on an outside wall or there is a hole in the wall behind the thermostat causing cold air to contact the

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		thermostat. Relocate the thermostat.
	C. Defective thermostat.	Check the thermostat calibration or replace.
	D. Dirt under the valve seat or valve stuck open.	Replace the valve.
7. Pilot outage problem.	A. Pilot flame may be low or blowing (High), causing the safety to drop out.	Adjust pilot flame. Check vent tube and air inlet tube. Be sure pilot lighting door is closed. Pilot orifice or aerating hole may be plugged (check for spiders, webs or other material).
	B. Broken or no gaskets on control or pilot observation doors.	Clean and replace.
8. Abnormal operation.	A. Delayed ignition - pilot flame may be too low.	Adjust pilot flame.
	B. Expansion noise ticking.	Casing may be distorted by being fastened to an uneven wall. Vent tube and air inlet tube may be in a bind with a vent cap assembly. Be sure the hole through the wall is correct and parts fit without binding.
9. Noisy Blower.	A. Housing rattling.	Tighten blower screws.
	B. Blower dirty.	Clean blower wheel.
	C. Blower wheel bent.	Straighten or replace.
10. Blower does not run.	A. Fan switch not set.	Select fan speed.
	B. Check bearings.	Add oil as outlined in blower instructions.

Service Record

Date	Maintenance Performed	Components Required

Hints and Information

Service Hints

If your furnace fails to work correctly, you may avoid the inconvenience and cost of a service call by checking the troubleshooting section on page 25.

For Your Safety:

Always disconnect furnace circuit switch before opening furnace for inspection or service.

WARNING: If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

WARNING: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

WHAT TO DO IF YOU SMELL GAS:

- Open all windows
- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone or cell phone in your building.
- Extinguish any open flame.
- Immediately call your gas supplier from a neighbor's phone. If you cannot reach your gas supplier, call the fire department.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

How to Order Repair Parts

When ordering repair parts, always give the following information:

1. Model number
2. Mfg. Date code
3. Part number
4. Part description

All parts listed herein may be ordered from your equipment supplier. The model number of your Williams wall furnace will be found on the name plate.



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