

Orion® No Flames Solution Guide

If there are no flames displaying on your Orion unit, but you see the emberbed light and/or hear the crackle, your unit most likely needs a simple reset. Please follow the instructions below:

- Turn off the toggle switch on the Orion unit for 1 minute.
 - The switch is located near the touch control buttons on your fireplace.
 - The touch controls buttons are located at the upper right-hand side.
 - The toggle switch will turn power off at the unit completely.
- Turn the toggle switch back on after 1 minute.
 - This will put the unit in standby mode.
- With the manual controls or handheld remote power on the unit.
 - You should hear the crackle and see the emberbed lights and downlights.
 - Wait for 30 seconds.
 - During the 30 second start up time, do not press any buttons on the remote or touch control. If you do, you will have to restart the process to reset the fireplace
- After 30 seconds the Modern Flames should reappear.
 - You may see the 'Modern Flames' logo.
 - Immediately after you see the logo flames should appear.
- You may need to try this reset a couple times

If after a few reset attempts, the flames do not appear, or if you receive an error message along the bottom of the LCD screen, 'USB PATHWAY NOT FOUND', then Modern Flames will send out a new USB for you.

<https://www.modernflames.com/warranty-form/>