

Heat on Demand Troubleshooting

MALFUNCTION	CAUSE	SOLUTION
No power indicator light	Main power button is OFF	Turn on main power.
	Improper electrical plug connection	Reinsert and lock plug. Check receptacle.
	Blown 20-amp main fuses	Call the Aladdin Temp-Rite Service Department 1 (800) 888-5426
	Power outage	Call facilities maintenance
Base does not start to heat ("ht9" not displayed)	Incorrectly positioned base	Position base snugly against alignment fixture so that the switch is fully depressed.
	Broken switch	Call a Service Technician to check the activation switch with an ohm meter for continuity on switch closure. Replace or adjust switch as necessary.
Base does not finish heating ("Err" displayed)	Incorrectly positioned base	Remove original base. Next, correctly reposition a new base in alignment fixture. Do not double cycle the same base. If activator does not operate properly after resetting, call Aladdin Temp-Rite Service Department.
Activator will not run ("Err" displayed)	Incorrect voltage	Check voltage at receptacle.
	Interrupted power	Reset unit: Turn the unit OFF. Wait 10 seconds & turn the unit back on.
	Incorrectly positioned base	Slide the base snugly against alignment guide so that activation switch is fully depressed. Inserting the base in the alignment guide at an angle can create a situation where the activator thinks it should begin a heating cycle. However, base may not be properly seated on the activator surface.
	Base in pellet guide upon power up	Always remove base from pellet guide upon initial power up of appliance.
	Broken switch (Visibly Noticeable)	Call a Service Technician to check if activation switch is broken. Replace switch if necessary.
	Broken switch (Not visibly noticeable)	Call a Service Technician to check the activation switch with an ohm meter for continuity on switch closure. Replace or adjust switch as necessary.
BASE WILL NOT HEAT LED is illuminated	Base is too hot to receive a heating cycle.	Never heat a base more than once during a single meal period

REMOVED EARLY LED is illuminated	Base removed early	Reinsert base. Base may be too hot after removing early.
ALIGNMENT LED is illuminated	Base not properly aligned in guides	Check alignment of base in guides.
Activator stops suddenly (Power LED goes out)	Activator has received 3 consecutive errors and powered down	Ensure NO base is in centering guide, turn unit back on.
	Power cord has become unplugged	Plug back in to receptacle and lock plug.
	Power outage	Call Facilities Maintenance Do not double cycle base. Reset activator by turning power switch OFF, waiting 10 seconds, then turn power switch back on. If activator does not operate properly after resetting call Aladdin Service Department.
Activator top is excessively hot (Over 200°F), shuts off	Missing air filter	Replace air filter immediately
	Dirty air filter	Clean air filter monthly or more frequently if heavily soiled.
	Blocked air flow	Remove obstructions from intake and/or rear exit air panel
Activator suddenly stops and will not re-start	Power outage	Call facilities maintenance.
“ht9” is not displayed for appropriate cycle time. (10-19 sec depending on model)	Base has been heated within the past hour and is still hot.	Use a cool (room temp.) Aladdin Heat On Demand® base.
	Previous base was pulled out before cycle ended	Allow each base to remain in the alignment guide for the entire heating cycle.
BASE WILL NOT HEAT LED is immediately illuminated after inserting the base	Base has been heated within the past hour and is still hot	Use a cool (room temp) Aladdin Heat On Demand® base.
	Base is past its useful life	Call the Aladdin Temp-Rite Service Department 1 (800) 888-5426
Low base temperature (<210°F on outer edges 90 seconds after activation)	Measuring base temperature in the wrong location	Check temperature in proper location
	Measurement device in error	Verify calibration of device and type of measuring device

☑DO'S and ☒DON'TS

Do's	Don'ts
Heat only the appropriate base on the appropriate activator; advantage bases on advantage activators, ultra bases on ultra activators, etc.	Never strike activator surface with sharp objects or heavy weights.
When calling Aladdin for service, refer to the Model Number and Serial Number shown on the data plate on the right side of the unit.	Never cover bottom of base during activation with paper, cloth, foil, or other material.
Power down the activator after each meal service has been completed.	Never operate activator near other equipment with remote controls.
Allow the heating cycle to finish before removing the base.	Never attempt to heat any objects or bases other than Aladdin Heat on Demand bases.
	Never heat a base more than once during a meal period.
	Never heat Aladdin Heat on Demand bases in a microwave oven.
	Never stack bases after activation.
	Never heat a base with a dish in it.
	Never power up the activator with a base on the surface. The "Err" message will flash and the unit must be reset.
	Never strike Aladdin Heat on Demand bases against a hard surface to clean.
	Never heat an Aladdin Heat on Demand base missing the pressure relief poppet. Any base without a poppet should be removed from service.
	Never allow water to rest on the surface of the activator. Make sure all bases are dry before activating.
	Never use bases that purge steam and expel water onto the surface of the activator. These should be removed from service.
	Never set objects on top of the centering device or use it as a handle.
	Never soak or submerge bases.