

	Potential Causes	Preventions & Solutions
Bad smell or odor	<ol style="list-style-type: none"> 1. Bad or old fuel 2. Wrong type of fuel used 	<ol style="list-style-type: none"> 1. Replace fuel and wick; possibly also clean font 2. Only use clear K-1 kerosene or Aladdin lamp oil
Brightness dims after an hour or two	<ol style="list-style-type: none"> 1. Not enough oxygen in the room 2. Fuel level running low 	<ol style="list-style-type: none"> 1. Open a door or window to let in fresh air 2. Add more fuel to the font
Chimney cracking	<ol style="list-style-type: none"> 1. Lamp turned up too quickly and the glass did not have time to warm up (glass expands slightly as it gets warmer); warming up too quickly causes it to crack 2. Lox-on chimneys tend to crack more often than heel-less chimneys because of the crimped base; may be locked too tightly 	<ol style="list-style-type: none"> 1. Allow lamp/chimney to warm up for 20 minutes on a low setting before turning the wick up for a brighter glow; as the lamp warms up, it will naturally get brighter 2. Use only one finger and thumb to turn/lock (turn only until it doesn't rattle); do not overtighten <p><i>* Broken or cracked chimneys need to be replaced</i></p>
Flame is spiking	<ol style="list-style-type: none"> 1. Top of the wick is uneven 2. There is an air leak. 3. High altitude and using regular height chimney 4. Gallery is dirty or bugs got trapped inside 5. Outer wick tube flange is dirty 	<ol style="list-style-type: none"> 1. Smooth top of wick with included wick cleaner to remove excess carbon or loose threads 2. Tighten or try rotating outer wick tube, gallery, and mantle to a different position 3. Get a high output chimney 4. Remove gallery and clean the bottom 5. Use steel wool to clean off any dirt or gunk
Flare-up or severe smoking	<ol style="list-style-type: none"> 1. Flame is turned up too high; lamp naturally gets brighter as it warms up, so if it is turned up too high at start, the flame will get too high and will come through mantle 2. Improperly trimmed wick 3. Dirty, dented or cracked flame spreader 4. Malformed mantle-- if the mantle has irregular dips or dents in it, they will burn hotter than the rest of the mantle 5. Bad fuel—if the fuel has water or other impurities in it, it will burn erratically; using Ultra-Pure or something not recommended 6. Bad burner 	<ol style="list-style-type: none"> 1. Raise wick only slightly after lighting (about 1/3 of its normal output) and let the lamp warm up for 20 minutes before turning up 2. Use wick cleaner to keep top of wick smooth and free of loose threads and excess carbon 3. Clean flame spreader, or replace 4. Try lowering wick and allow black spots to burn off, or discard and use a new mantle 5. Remove fuel from lamp, remove the wick, soak it in vinegar, air dry and reinstall; or a new wick may be needed; only use Aladdin lamp oil, kerosene, or KleanHeat 6. Replace burner
Mantle collapsed or has a hole	<ol style="list-style-type: none"> 1. Mantle was touched or jarred 2. Wick turned too high and flame burned a hole 	<ol style="list-style-type: none"> 1. Handle carefully by the wire frame only and make sure not to bump or jar 2. Watch lamp closely and turn wick down when black spots begin to form <p><i>* Broken mantles need to be replaced; hole allows hot gas jet through which can crack chimney or cause a runaway</i></p>
Mantle has black spots	<ol style="list-style-type: none"> 1. Lamp turned up too quickly 2. Wick turned too high; flame is too high, causing too much fuel to vaporize and is too much to be burned by the lamp 	<ol style="list-style-type: none"> 1. Allow lamp to warm up for 20 minutes on a low setting before turning the wick up 2. Monitor the mantle and turn wick down as soon as black spots begin to occur <p><i>* Lower wick and allow black spots to burn off; if there are any holes, mantle should be replaced</i></p>
Mantle is only partly lit	<ol style="list-style-type: none"> 1. Only top is lit—flame spreader is too low 2. Only bottom is lit—flame spreader is too high; poor fuel quality 3. Only one side is lit—mantle is not centered over flame or wick is uneven 	<ol style="list-style-type: none"> 1. And 2. Adjust the height of the flame spreader (one row of holes should be visible); replace fuel with fresh 3. Carefully bend mantle frame until mantle is centered; use wick cleaner to trim wick
Mantle light is pulsing	<ol style="list-style-type: none"> 1. Air movement in the room (i.e. fan) 2. Air leak issue or possible defective burner 	<ol style="list-style-type: none"> 1. Turn off fan or move lamp further away 2. Tighten burner, gallery, etc., or replace burner
Wick is hard to light	<ol style="list-style-type: none"> 1. Carbon build-up or loose threads on wick 2. Wick is not charred enough 3. Wick is not fully saturated with fuel 	<ol style="list-style-type: none"> 1. Use wick cleaner to remove the excess carbon build-up and trim threads 2. Rechar wick (should be 1/8" of char) 3. Soak longer, make sure there is enough fuel
Wick raiser won't turn or wick does not raise/lower	<ol style="list-style-type: none"> 1. Oil left in lamp for too long may have gummed up the wick and wick raiser 2. Wick raiser is not engaged with gear properly 	<ol style="list-style-type: none"> 1. Try WD-40 or soak burner in kerosene for 24 hr or longer; wick may need replaced 2. Remove the wick and wick raiser and re-install <p><i>* Replace fuel every 6 months; use lamp every 1-2 weeks</i></p>