

## Troubleshooting Quick Reference Guide

For in-depth troubleshooting and diagnostic questions and instructions, see the rest of this document.

Issue	Potential Causes	Preventions & Solutions
<b>Mantle collapsed or has a hole</b> pg. 3	<ol style="list-style-type: none"> <li>Mantle was touched or jarred</li> <li>Wick turned too high and flame burned a hole</li> <li>Mantle is old</li> <li>Mantle is defective</li> </ol>	<ol style="list-style-type: none"> <li>Handle by wire frame only and make sure not to bump or jar</li> <li>Watch lamp closely and turn wick down when black spots begin to form</li> <li>Over time, mantles may become more fragile</li> <li>Try another mantle</li> </ol>
<b>Mantle has black spots</b> pg. 4	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Lamp turned up too quickly</li> <li>Wick turned up with flame too high</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Allow lamp to warm up for 20 minutes on a low setting before turning the wick up</li> <li>Monitor the mantle and turn wick down as soon as black spots begin to occur; black spots will burn off</li> </ol>
<b>Mantle is only partly lit</b> pg. 5	<ol style="list-style-type: none"> <li>Only top is lit—flame spreader is too low</li> <li>Only bottom is lit—flame spreader is too high</li> <li>Only one side is lit—dirty, damaged, or defective part</li> </ol>	<ol style="list-style-type: none"> <li>Try adjusting flame spreader slightly higher</li> <li>Try adjusting flame spreader slightly lower</li> <li>Disassemble and inspect parts</li> </ol>
<b>Mantle not glowing at all</b> pg. 8	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Wick is new and not fully saturated with fuel</li> <li>Live at higher altitude and need more oxygen flow</li> <li>Missing part or assembled incorrectly; dirty or defective</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Allow new wick to soak for at least 1 hour before lighting</li> <li>Switch to high output chimney or get a light booster</li> <li>Check for all necessary parts; disassemble and inspect</li> </ol>
<b>Mantle light is pulsing</b> pg. 9	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Not enough fuel</li> <li>Air movement in the room (i.e. fan)</li> <li>Live at higher altitude and need more oxygen flow</li> <li>Air leak issue or possible defective burner</li> <li>Missing part or assembled incorrectly; dirty or defective</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Add fuel</li> <li>Turn off fan or move lamp further away</li> <li>Switch to high output chimney or get a light booster</li> <li>Tighten burner, gallery, etc., or replace burner</li> <li>Check for all necessary parts; disassemble and inspect</li> </ol>
<b>Brightness dims</b> pg. 10	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Not enough fuel</li> <li>Live at higher altitude and need more oxygen flow</li> <li>Missing part or assembled incorrectly; dirty or defective</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Add fuel</li> <li>Switch to high output chimney or get a light booster</li> <li>Check for all necessary parts; disassemble and inspect</li> </ol>
<b>No blue flame</b> pg. 11	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Wick is new and not fully saturated with fuel</li> <li>Live at higher altitude and need more oxygen flow</li> <li>Missing part or assembled incorrectly; dirty or defective</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Allow new wick to soak for at least 1 hour before lighting</li> <li>Switch to high output chimney or get a light booster</li> <li>Check for all necessary parts; disassemble and inspect</li> </ol>
<b>Flame is spiking</b> pg. 12	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Wick is new and not fully saturated with fuel</li> <li>Wick does not have sufficient char/too much char</li> <li>Top of the wick is uneven or has stray threads</li> <li>Missing part or assembled incorrectly</li> <li>High altitude and using regular height chimney</li> <li>Dirty or defective part</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Allow new wick to soak for at least 1 hour before lighting</li> <li>Re-char wick/use wick cleaner to clean</li> <li>Smooth top of wick with included wick cleaner</li> <li>Check for all necessary parts; disassemble and inspect</li> <li>Get a high output chimney</li> <li>Disassemble and rotate parts to isolate the problem part</li> </ol>
<b>Flare-up or severe smoking</b> pg. 15	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Wick is new and not fully saturated with fuel</li> <li>Missing part or assembled incorrectly; dirty or defective</li> <li>High altitude and using regular height chimney</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Allow new wick to soak for at least 1 hour before lighting</li> <li>Check for all necessary parts; disassemble and inspect</li> <li>Get a high output chimney</li> </ol>
<b>Wick is hard to light</b> pg. 16	<ol style="list-style-type: none"> <li>Wrong fuel; bad fuel</li> <li>Wick is new and not fully saturated with fuel</li> <li>Wick does not have sufficient char/too much char</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Allow new wick to soak for at least 1 hour before lighting</li> <li>Re-char wick/use wick cleaner to clean</li> </ol>
<b>Chimney cracking</b> pg. 17	<ol style="list-style-type: none"> <li>The chimney is not an Aladdin chimney</li> <li>Lamp turned up too quickly (glass expands as it warms up)</li> <li>Chimney is too tight in the gallery</li> <li>Wick turned up with flame too high</li> </ol>	<ol style="list-style-type: none"> <li>Check for the Aladdin name on the top or bottom.</li> <li>Allow lamp to warm up for 20 minutes on a low setting before turning the wick up</li> <li>Chimney should be snug but easily removed from gallery</li> <li>Monitor the mantle and turn wick down as soon as black spots begin to occur; black spots will burn off</li> </ol>
<b>Stuck parts</b> pg. 18	<ol style="list-style-type: none"> <li>Kerosene left in lamp for too long, liquid evaporated and left a sticky varnish substance seizing parts</li> <li>Wick raiser is not engaged with gear properly</li> </ol>	<ol style="list-style-type: none"> <li>Try WD-40 or soak burner in kerosene for 24 hr or longer, or heat from hair dryer; wick may need replaced</li> <li>Remove the wick and wick raiser and re-install</li> </ol>
<b>Bad smell</b> pg. 18	<ol style="list-style-type: none"> <li>Wrong type of fuel used</li> <li>Bad or old fuel</li> <li>Kerosene naturally has a very strong odor</li> </ol>	<ol style="list-style-type: none"> <li>Use Aladdin lamp oil, clear K-1 kerosene, or KleanHeat</li> <li>Replace fuel and wick; possibly also clean font</li> <li>Use either Aladdin lamp oil or KleanHeat</li> </ol>

## Pre-Diagnostic Questions

Let's get some general information assist with diagnosing the issue you are experiencing.

### 1. What is the model of your lamp?

- Look on the knob used to turn the wick.
- In order to be an Aladdin lamp, it must say "Aladdin" on the knob.

### 2. Is this the first time you are using an Aladdin lamp?

- If **Yes** - It may be helpful to reference the detailed parts diagram for your model to become familiar with each of the parts, their correct names, and how they are assembled - <https://aladdinlamps.com/diagrams/>

### 3. Is this the first time you are using this specific lamp?

- If **Yes** - It may be helpful to reference the detailed parts diagram for your model to become familiar with each of the parts, their correct names, and how they are assembled - <https://aladdinlamps.com/diagrams/>
- If **No** – Did the lamp operate normally at one time?

### 4. Is the lamp new out of the box?

- If **No** – It may be helpful to reference the detailed parts diagram for your model to make sure you have all of the necessary parts - <https://aladdinlamps.com/diagrams/>

## Diagnosing the Issue

What is the best description of the problem you are experiencing?

### I. Mantle or light issue

- A. Mantle collapsed or has a hole – pg. 3
- B. Black spots on the mantle – pg. 4
- C. Mantle not glowing evenly or only partly glowing – pg. 5
- D. Mantle not glowing at all – pg. 8
- E. Mantle light pulsing – pg. 9
- F. Light is not very bright or the brightness dims over time – pg. 10

### II. Wick or flame issue

- A. No blue flame – pg. 11
- B. Flame spikes from the wick – pg. 12
- C. Severe flare-up and/or smoking – pg. 15
- D. Wick is hard to light – pg. 16

### III. Miscellaneous issues

- A. Chimney cracked – pg. 17
- B. Stuck parts – pg. 18
- C. Bad smell – pg. 18

## I. MANTLE OR LIGHT ISSUE

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### I. A. MANTLE COLLAPSED OR HAS A HOLE

- 1. Was the mantle touched or bumped?**
  - a. Mantles without their initial blue protective coating are very fragile.
  - b. Handle by the wire frames only.
  - c. Avoid sudden and quick movements while handling and set down gently.
- 2. Was there a flame spike or flare-up?**
  - a. If a flame spike or flare-up was let go too long and a hole was burned through the fabric.
  - b. Never leave a lit lamp unattended and monitor the lamp closely in order to catch any sudden changes in burning quickly and turn the wick down to avoid a runaway and damage to the mantle.
  - c. Slight mantle fabric loss around the bottom of the mantle is normal and will not interfere too much with lamp performance. Continued use of a mantle with a hole in the mantle fabric should be avoided. The hole allows a focused stream of flame and heat directly to the chimney, which could cause the chimney to crack.
- 3. Is the mantle is old?**
  - a. Over time, mantles will become more fragile and more prone to breaking.
  - b. NOS (New Old Stock) mantles may or may not still be good quality.
- 4. If there is no other explanation, it is likely that the mantle had a defect.**
  - a. Unfortunately, sometimes you may encounter a mantle with a defect that causes it to break or collapse immediately upon burning off the blue protective coating.

## **I. B. BLACK SPOTS ON THE MANTLE**

- 1. What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
- 2. Did you allow sufficient warm-up time?**
  - a. After lighting, the wick should only be turned up until the mantle is slightly glowing.
  - b. Wait 10-20 minutes before turning the wick up any higher.
  - c. If black spots begin to form on the mantle, turn the wick back down, allowing the black spots to burn off and wait a little longer before turning it up again.
- 3. Was the wick turned up too high?**
  - a. A wick can be turned up too high at any point. Doing so can cause too much fuel to vaporize and is too much to be burned by the lamp.
  - b. Try turning the wick down slightly until the black spots burn off. Allow the lamp to continue warming up; as it does, the lamp will naturally grow brighter as the lamp gets hotter.
- 4. If none of the above was the issue, there could be an air leak due to a damaged or defective part.**
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. ([https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair\\_Restoration-7.30.24.pdf](https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair_Restoration-7.30.24.pdf))
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.

**I. C. MANTLE NOT GLOWING EVENLY OR ONLY PARTLY GLOWING****1. What fuel are you using?**

- a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
- b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.

**2. Did you allow sufficient warm-up time?**

- a. After lighting, the wick should only be turned up until the mantle is slightly glowing.
- b. Wait 10-20 minutes before turning the wick up any higher.
- c. If black spots begin to form on the mantle, turn the wick back down, allowing the black spots to burn off and wait a little longer before turning it up again.

**3. Is only the top or bottom of the mantle glowing?**

The flame spreader may not be placed at the correct height, misdirecting the air flow.

- a. If only the top part of the mantle is glowing, try raising the flame spreader very slightly.
- b. If only the bottom part of the mantle is glowing, try lowering the flame spreader very slightly (this can be done by filing off a little of the bottom). Note: this usually only needs to be done on a replacement flame spreader with an older model burner.

**4. Is one side of the mantle not glowing?**

- a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
  - i. Remove the chimney and mantle from the gallery and inspect the gallery.
  - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
    - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
    - b) If there are holes blocked, clean the flame spreader, and re-insert.
    - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
  - iii. Remove the outer wick tube and inspect it.
- b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
- c. Carefully begin reassembling the lamp in reverse order from disassembly.
  - i. Screw on the outer wick tube until it is locked in place.
  - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
    - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
    - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. ([https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair\\_Restoration-7.30.24.pdf](https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair_Restoration-7.30.24.pdf))
  - iii. Re-insert the flame spreader so as not to pinch and deform the top.
  - iv. Screw on the gallery until it locks into place.
  - v. Screw on mantle and insert chimney into the gallery.







## I. D. MANTLE NOT GLOWING AT ALL

1. **What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
2. **Is your wick new? If so, did you allow at least 1-2 hours for the wick to soak in fuel?**
  - a. The large wick takes time to absorb and travel to the top where the flame is.
  - b. Without sufficient time to soak all the way to the top, the wick will not burn properly and with enough heat to light the mantle.
3. **Do you have all of the correct parts and are they assembled properly?**
  - a. Refer to the Operating and Safety Instructions/Manual or model diagram for your model and check for all necessary parts: <https://aladdinlamps.com/diagrams/>
4. **What is your altitude?**
  - a. If your altitude is above 3000 feet, there may not be enough oxygen in the air for the lamp to burn properly. Buy a high output chimney or light booster to increase oxygen flow.
5. **If none of the above was the issue, there could be an air leak due to a damaged or defective part.**
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. ([https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair\\_Restoration-7.30.24.pdf](https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair_Restoration-7.30.24.pdf))
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.



## I. E. MANTLE LIGHT PULSING

1. **What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
2. **Does your lamp have enough fuel?**
  - a. Ensure your lamp has sufficient fuel in the font.
3. **Is there any air movement in the room?**
  - a. Air movement such as a fan, open window, etc. can cause flickering or pulsing.
  - b. If the pulsing is bothersome, move lamp away from the moving air source.
4. **What is your altitude?**
  - a. If your altitude is above 3000 feet, there may not be enough oxygen in the air for the lamp to burn properly. Buy a high output chimney or light booster to increase oxygen flow.
5. **If none of the above was the issue, there could be an air leak due to a damaged or defective part.**
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. ([https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair\\_Restoration-7.30.24.pdf](https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair_Restoration-7.30.24.pdf))
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.

**I. F. LIGHT IS NOT VERY BRIGHT OR THE BRIGHTNESS DIMS OVER TIME**

- 1. What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
- 2. Does your lamp have enough fuel?**
  - a. Ensure your lamp has sufficient fuel in the font.
- 3. Is there enough fresh oxygen in the room?**
  - a. Open a door or window to let fresh oxygen into the room.
  - b. Don't place the lamp too close to a draft or the light may begin to pulse.
- 4. What is your altitude?**
  - a. If your altitude is above 3000 feet, there may not be enough oxygen in the air for the lamp to burn properly. Buy a high output chimney or light booster to increase oxygen flow.
- 5. Do you have all of the correct parts and are they assembled properly?**
  - a. Refer to the Operating and Safety Instructions/Manual or model diagram for your model and check for all necessary parts: <https://aladdinlamps.com/diagrams/>
- 6. If none of the above was the issue, there could be an air leak due to a damaged or defective part.**
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. ([https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair\\_Restoration-7.30.24.pdf](https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair_Restoration-7.30.24.pdf))
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.

## II. WICK OR FLAME ISSUE

### II. A. NO BLUE FLAME

1. **What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
2. **Is your wick new? If so, did you allow at least 1-2 hours for the wick to soak in fuel?**
  - a. The large wick takes time to absorb and travel to the top where the flame is.
  - b. Without sufficient time to soak all the way to the top, the wick will not burn properly and with enough heat to light the mantle.
3. **Do you have all of the correct parts and are they assembled properly?**
  - a. Refer to the Operating and Safety Instructions/Manual or model diagram for your model and check for all necessary parts: <https://aladdinlamps.com/diagrams/>
4. **What is your altitude?**
  - a. If your altitude is above 3000 feet, there may not be enough oxygen in the air for the lamp to burn properly. Buy a high output chimney or light booster to increase oxygen flow.
5. **If none of the above was the issue, there could be an air leak due to a damaged or defective part.**
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. (<https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair-Restoration-7.30.24.pdf>)
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.

## **II. B. FLAME SPIKES FROM THE WICK**

### **1. What fuel are you using?**

- a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
- b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.

### **2. Is your wick new? If so, did you allow at least 1-2 hours for the wick to soak in fuel?**

- a. The large wick takes time to absorb and travel to the top where the flame is.
- b. Without sufficient time to soak all the way to the top, the wick will not burn properly and with enough heat to light the mantle.

### **3. What is the condition of your wick?**

A proper wick should:

- a. Have sufficient black char, but not too much that is thick and hardened.
  - i. If there is not a sufficient char, your wick will not light or burn properly, so it may be necessary to char or re-char the wick. To char/re-char your wick:
    - a) Remove the gallery, flame spreader, and outer wick tube.
    - b) Remove the burner from the font.
    - c) Ensure that the wick has completely dried.
    - d) Dip the top portion of the wick in some fuel and hold for about 5 seconds.
    - e) Light the top of the wick and let it burn itself out.
    - f) Use an Aladdin wick cleaner to clean up the surface. For instructions on how to do this, see #4.
    - g) This entire process may need to be repeated until there is a sufficient layer of black char and the surface of the wick is completely smooth.
  - ii. If there is too much hardened black char on the wick, it will not light or burn properly, so it may need to be cleaned. Locate the Aladdin wick cleaner that came with your lamp, or purchase a new one. To use the wick cleaner:
    - a) Remove the gallery and flame spreader.
    - b) Raise the wick slightly above the inner wick tube.
    - c) Insert the wick cleaner into the inner wick tube, inside the wick.
    - d) Begin to turn clockwise with slight downward pressure. Do not press too hard or use a back and forth motion, as this will rough up the wick.
    - e) When finished, there should be no rough or uneven spots and there should be no stray threads sticking out.
- b. Be completely level and even all the way around. Follow the steps above to use the wick cleaner.
- c. Not have any stray threads sticking out. Try using an Aladdin wick cleaner using the steps above, or you may use very sharp scissors or even strong nail clippers to snip any threads.

### **4. Do you have all of the correct parts and are they assembled properly?**

- a. Refer to the Operating and Safety Instructions/Manual or model diagram for your model and check for all necessary parts: <https://aladdinlamps.com/diagrams/>

### **5. What is your altitude?**

- a. If your altitude is above 3000 feet, there may not be enough oxygen in the air for the lamp to burn properly. Buy a high output chimney or light booster to increase oxygen flow.

6. If none of the above was the issue, there could be an air leak due to a damaged or defective part.
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. (<https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair-Restoration-7.30.24.pdf>)
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.
  - d. If the lamp continues to have a flame spike, the next step is to diagnose the part of the lamp causing the issue by a process of adjustments and testing. Make sure to give sufficient time for it to cool down after burning for each of these steps!
    - i. With the lamp lit directly in front of you and the wick raiser knob facing you, make note of the exact location(s) of the flame spikes. Either take a picture or draw a sketch to have for reference.
    - ii. Extinguish the lamp and allow it to cool down.
    - iii. Test the mantle:
      - a) Carefully remove the mantle turn it clockwise 90 degrees and reattach to the gallery.
      - b) Follow normal steps to light the lamp and replace gallery/mantle/chimney.
      - c) Identify if the flame spike is in the same location as before or if it moved along with the movement of the mantle (refer to photo/drawing).
      - d) If it is in the same location as before, the mantle is likely not the issue. You may rotate the mantle again to see if anything changes, or move to the next part.

- iv.** Test the flame spreader:
  - a)** Carefully remove the flame spreader and rotate it clockwise 90 degrees and reinsert.
  - b)** Follow normal steps to light the lamp and replace gallery/mantle/chimney.
  - c)** Identify if the flame spike is in the same location as before or if it moved along with the movement of the flame spreader (refer to photo/drawing).
  - d)** If it is in the same location as before, the flame spreader is likely not the issue. You may rotate the mantle again to see if anything changes, or move on to the next part.
- v.** Test the gallery:
  - a)** Make note of where the chimney logo is on the lamp as you remove the gallery.
  - b)** Follow normal steps to light the lamp.
  - c)** Carefully rotate the gallery/mantle/chimney clockwise 90 degrees and attach.
  - d)** Identify if the flame spike is in the same location as before or if it moved along with the movement of the flame spreader (refer to photo/drawing).
  - e)** If it is in the same location as before, the gallery is likely not the issue. You may rotate the mantle again to see if anything changes, or move on to the next part.
- vi.** Test the outer wick tube:
  - a)** Carefully remove the outer wick tube and rotate it clockwise 90 degrees and reinsert.
  - b)** Follow normal steps to light the lamp and replace gallery/mantle/chimney.
  - c)** Identify if the flame spike is in the same location as before or if it moved along with the movement of the outer wick tube (refer to photo/drawing).
  - d)** If it is in the same location as before, the outer wick tube is likely not the issue. You may rotate the mantle again to see if anything changes.
- vii.** If the flame spike continues to be in the same location, try replacing the wick with a new one.
- viii.** If a new wick does not fix the problem, there could be a defect in the burner.

## **II. C. SEVERE FLARE-UP AND/OR SMOKING**

- 1. What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
- 2. Is your wick new? If so, did you allow at least 1-2 hours for the wick to soak in fuel?**
  - a. The large wick takes time to absorb and travel to the top where the flame is.
  - b. Without sufficient time to soak all the way to the top, the wick will not burn properly and with enough heat to light the mantle.
- 3. Do you have all of the correct parts and are they assembled properly?**
  - a. Refer to the Operating and Safety Instructions/Manual or model diagram for your model and check for all necessary parts: <https://aladdinlamps.com/diagrams/>
- 4. If none of the above was the issue, there could be an air leak due to a damaged or defective part.**
  - a. Carefully disassemble your lamp – make sure to give sufficient time for it to cool down after burning! Inspect each piece for damage and blocked holes:
    - i. Remove the chimney and mantle from the gallery and inspect the gallery.
    - ii. Remove the flame spreader and inspect (do not pinch too hard when removing, try twisting and turning while pulling up) – hold it out in front of you horizontally and rotate it around, looking for any dents.
      - a) If there is any unevenness, you may be able to insert a small tool and push out the dent. If it can't be corrected enough to resolve the issue, the flame spreader should be replaced.
      - b) If there are holes blocked, clean the flame spreader, and re-insert.
      - c) If there are any broken bridges in between holes, the flame spreader should be replaced.
    - iii. Remove the outer wick tube and inspect it.
  - b. Any part found with damage should be replaced. Any part found with blocked holes should be cleaned.
  - c. Carefully begin reassembling the lamp in reverse order from disassembly.
    - i. Screw on the outer wick tube until it is locked in place.
    - ii. Look at the wick and the flange of the outer wick tube and ensure that the circles are concentric and evenly spaced all the way around.
      - a) If it is uneven and one side appears pinched and one side has a slightly larger gap, the inner wick tube may not be centered.
      - b) If you feel comfortable attempting to adjust it with tools yourself, you may do so; if you don't feel comfortable, you may reach out to someone on our "Repair and Restore" list to see about having someone do it for you. ([https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair\\_Restoration-7.30.24.pdf](https://aladdinlamps.com/wp-content/uploads/2024/07/Antique-Lamp-Dealers-Repair_Restoration-7.30.24.pdf))
    - iii. Re-insert the flame spreader so as not to pinch and deform the top.
    - iv. Screw on the gallery until it locks into place.
    - v. Screw on mantle and insert chimney into the gallery.



## **II. D. WICK IS HARD TO LIGHT**

- 1. What fuel are you using?**
  - a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
  - b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.
- 2. Is your wick new? If so, did you allow at least 1-2 hours for the wick to soak in fuel?**
  - a. The large wick takes time to absorb and travel to the top where the flame is.
  - b. Without sufficient time to soak all the way to the top, the wick will not burn properly and with enough heat to light the mantle.
- 3. Does your wick have a decent layer of black char?**
  - a. If there is not a sufficient char, your wick will not light or burn properly, so it may be necessary to char or re-char the wick.
  - b. To char/re-char your wick:
    - i. Remove the gallery, flame spreader, and outer wick tube.
    - ii. Remove the burner from the front.
    - iii. Ensure that the wick has completely dried.
    - iv. Dip the top portion of the wick in some fuel and hold for about 5 seconds.
    - v. Light the top of the wick and let it burn itself out.
    - vi. Use an Aladdin wick cleaner to clean up the surface. For instructions on how to do this, see #4.
    - vii. This entire process may need to be repeated until there is a sufficient layer of black char and the surface of the wick is completely smooth.
- 4. Does your wick have too much black char on it?**
  - a. If there is too much hardened black char on the wick, it will not light or burn properly, so it may need to be cleaned.
  - b. Locate the Aladdin wick cleaner that came with your lamp, or purchase a new one.
  - c. To use the wick cleaner:
    - i. Remove the gallery and flame spreader.
    - ii. Raise the wick slightly above the inner wick tube.
    - iii. Insert the wick cleaner into the inner wick tube, inside the wick.
    - iv. Begin to turn clockwise with slight downward pressure. Do not press too hard or use a back and forth motion, as this will rough up the wick.
    - v. When finished, there should be no rough or uneven spots and there should be no stray threads sticking out.

### III. MISCELLANEOUS ISSUES

#### III. A. CHIMNEY CRACKED

**1. Is the chimney an authentic Aladdin chimney?**

- a. All authentic, approved Aladdin chimneys will have the name “Aladdin” fired into the glass either at the top or the bottom (it’s possible that very old Aladdin chimneys, the wording may be very faded).
- b. An Aladdin chimney would have the dimensions of 12.5” H (or taller if it is high output/high altitude) x 2 5/8” bottom x 1 7/8” top.
- c. If the lamp does not show the name Aladdin, the chimney likely cracked because it was not made of borosilicate glass and was not designed to withstand the high heat produced by the lamp.

**2. Is the chimney fit too tightly in the gallery?**

The chimney glass needs room to expand as it heats, so it is important that it is not too tight, or it will crack.

- a. For heel-less – make sure that the tabs on the gallery are not too tight by slightly bending them all outward slightly; you should be able to pull the chimney out fairly easily, but not so much that the chimney wobbles.
- b. For lox-on – do not turn the chimney into the gallery using more than your thumb and first two fingers, and stop as soon as you feel resistance; the chimney should be secure, but not too tight.

**3. Did you allow sufficient warm-up time?**

- a. After lighting, the wick should only be turned up until the mantle is slightly glowing.
- b. Wait 10-20 minutes before turning the wick up any higher.
- c. If black spots begin to form on the mantle, turn the wick back down, allowing the black spots to burn off and wait a little longer before turning it up again.

**4. Was the wick turned up too high?**

- a. A wick can be turned up too high at any point. Doing so can cause too much fuel to vaporize and is too much to be burned by the lamp.
- b. Try turning the wick down slightly until the black spots burn off. Allow the lamp to continue warming up; as it does, the lamp will naturally grow brighter as the lamp gets hotter.

### III. B. STUCK PARTS

#### 1. Is the lamp old or look used?

- a. The lamp probably had oil in it a long time ago and has gummed up the wick and the wick raiser.
- b. You can try any or all of these things:
  - i. WD-40 or another loosening agent.
  - ii. Use a little bit of heat like with a blow dryer or something similar. Be careful to not use too much heat or too high of a temperature.
  - iii. Another option is carburetor cleaner.
  - iv. Soak the burner in kerosene to soften the gummy varnish. This could take 24-48 hours for really old/stuck burners.

#### 2. Is the lamp new or new-looking?

- a. If the issue is turning the wick, the burner parts may not be assembled correctly.
  - i. Remove the gallery and outer wick tube.
  - ii. Look down into the burner where the wick winding gear is located. Is there anything in there that is causing the raiser to not move? If so, remove the obstruction.
  - iii. Check to see that the rack of the wick raiser is lined up with the gear wheel. You may need to pull it out and start over with reloading the wick. If you can't get the wick out because the knob won't let it turn, try the suggestions listed above to loosen things up.
- b. If the burner being stuck in the font collar, you can try any or all of the suggestions listed above.

### III. C. BAD SMELL

#### 1. What fuel are you using?

- a. Only Aladdin lamp oil, clear K-1 kerosene (from a jug and not obtained from the pump), and KleanHeat are recommended.
- b. If using kerosene that has been sitting for 6 months or longer, it should be dumped and replaced with fresh fuel.

#### 2. Is your wick new? If so, did you allow at least 1-2 hours for the wick to soak in fuel?

- a. The large wick takes time to absorb and travel to the top where the flame is.
- b. Without sufficient time to soak all the way to the top, the wick will not burn properly and with enough heat to light the mantle.