1. My torch continues burning after the valve is switched off:

Sievert state that it is normal for the kit to continue burning after being switched off. Sievert state:

"The needle flame kit uses a jet that has a hole 0.07mm in diameter. You cannot see it clearly with the naked eye it is that small. The hose is at least 2 metres long and Ø6mm in diameter. That gas has to come out through that hole and once the cylinder is turned off at the cylinder there is no pressure pushing that gas along so it will take time for the gas to burn off. It is that same when you turn the torch off at the handle. There is still gas between the valve and the jet, all be it only in the length of the 70mm neck tube. The valve cannot turn off the gas that has already passed through it which is why it takes a few minutes to burn off. This is the normal action with any kit it is just emphasised dramatically when using a burner with such a small jet"

2. My torch splutters and spits flames out rather than giving a concentrated flame:

Any gas left in the torch system will turn back to liquid and hence on next start up will send the excess liquid out of the torch and possibly clogs up the burner. Also any gas left in in the hose when it turns back to liquid will start to deteriorate the hose and this can cause a funny looking liquid too.

You need to purge the torch properly. So firstly the customer needs to clean the system

To clean a small burner we normally recommend cleaning by soaking the jet in a solvent solution for a while. You can also disconnect and clean the neck tube in the same way.

For the torch the only way to clean this is to hang the torch. Remove the regulator/hose failure valve whichever is fitted, so the liquid drains out of the hose and dries out.

Once it has been cleaned the customer need to attached the whole torch system, regulator, hose, handle, neck and burner to the bottle and turn on the gas. See if the gas will come through. To get the gas through quicker you can remove the burner tip then once the gas is through turn it off at the handle and replace the burner. Always check for leaks at every joint before lighting.

When the customer has finished using the torch turn off the gas at the bottle and allow the torch to burn out fully. This disposes of any gas in the system and prevents any gas being left.

3. I suspect there is a blockage

The burner is often the easiest part of a kit to become blocked, due to the smallness of the hole. The easiest way to check is to remove the burner from the neck tube and away from any sources of ignition, open the gas up full and feel what pressure comes out of the end. If there is pressure then it's the burner.

To clean the burner the manufacturer suggests soaking overnight in a solvent cleaner like white spirit.