

## Trouble Shooting Guide

When your stove acts out of the ordinary, the first reaction is to call for help. This guide may save time and money by enabling you to solve simple problems yourself. Problems encountered are often the result of only five factors: 1) poor fuel; 2) poor operation or maintenance; 3) poor installation; 4) component failure; 5) factory defect. You can usually solve those problems related to 1 and 2. Your dealer can solve problems relating to 3, 4 and 5. Refer to diagrams on page 17 to help locate indicated parts.

For the sake of troubleshooting and using this guide to assist you, you should look at your heat level setting to see which light is flashing.

△ **Disconnect the power cord before performing any maintenance! NOTE: Turning the ON/OFF Switch to "OFF" does not disconnect all power to the electrical components of the stove.**

△ **Never try to repair or replace any part of the stove unless instructions for doing so are given in this manual. All other work should be done by a trained technician.**

<b>STOVE SHUTS OFF AND THE #2 LIGHT FLASHES</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. Airflow switch hose or stove attachment pipes for hose are blocked.	Unhook air hose from the air switch and blow through it. If air flows freely, the hose and tube are fine. If air will not flow through the hose, use a wire coat hanger to clear the blockage.
2. The air inlet, burnpot, interior combustion air chambers, combustion blower, or exhaust pipe are blocked with ash or foreign material.	Follow all cleaning procedures in the maintenance section of the owner's manual.
3. The firebox is not properly sealed.	Make sure the door is closed and that the gasket is in good shape. If the ash door has a latch, make sure the ash door is properly latched and the gasket is sealing good. If the stove has just a small hole for the ashes to fall through under the burnpot, make sure the slider plate is in place to seal off the firebox floor.
4. Vent pipe is incorrectly installed.	Check to make sure vent pipe installation meets criteria in owner's manual.
5. The airflow switch wire connections are bad.	Check the connectors that attach the gray wires to the air switch.
6. The gray wires are pulled loose at the Molex connector on the wiring harness.	Check to see if the gray wires are loose at the Molex connector.
7. Combustion blower failure.	With the stove on, check to see if the combustion blower is running. If it is not, you will need to check for power going to the combustion blower. It should be a full current. If there is power, the blower is bad. If there is not, see #8.
8. Control board not sending power to combustion blower.	If there is no current going to the combustion blower, check all wire connections. If all wires are properly connected, you have a bad control board.
9. Control board not sending power to air switch.	There should be a 5-volt current (approximately) going to the air switch after the stove has been on for 30 seconds.
10. Air switch has failed (very rare).	To test the air switch, you will need to disconnect the air hose from the body of the stove. With the other end still attached to the air switch, very gently suck on the loose end of the hose (you may want to remove the hose entirely off the stove and the air switch first and make sure it is clear). If you hear a click, the air switch is working. BE CAREFUL TOO MUCH VACUUM CAN DAMAGE THE AIR SWITCH.

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<b>STOVE SHUTS OFF AND THE #3 LIGHT FLASHES</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. The hopper is out of pellets.	Refill the hopper.
2. The air damper is too far open for a low feed setting.	If burning on the low setting, you may need to close the damper all the way (push the knob in so it touches the side of the stove).
3. The burnpot is not pushed completely to the rear of the firebox.	Make sure that the air intake collar on the burnpot is touching the rear wall of the firebox.
4. The burnpot holes are blocked.	Remove the burnpot and thoroughly clean it.
5. The air inlet, the interior chambers, or exhaust system has a partial blockage.	Follow all cleaning procedures in the maintenance section of the owner's manual.
6. The hopper safety switch has failed or hopper is open.	When operating the unit, be sure the hopper lid is closed so that the hopper safety switch will activate. Check the wires leading from the hopper safety switch to the control panel and auger motor for secure connections. Use a continuity tester to test the hopper safety switch; replace if necessary.
7. The auger shaft is jammed.	Start by emptying the hopper. Then remove the auger motor by removing the auger pin. Remove the auger shaft inspection plate in the hopper so that you can see the auger shaft. Gently lift the auger shaft straight up so that the end of the auger shaft comes up out of the bottom auger bushing. Next, remove the two nuts that hold the top auger biscuit in. Then rotate the bottom end of the auger shaft up towards you until you can lift the shaft out of the stove. After you have removed the shaft, inspect it for bent flights, burrs, or broken welds. Remove any foreign material that might have caused the jam. Also, check the auger tube for signs of damage such as burrs, rough spots, or grooves cut into the metal that could have caused a jam.
8. The auger motor has failed.	Remove the auger motor from the auger shaft and try to run the unit. If the motor will turn the shaft is jammed on something. If the motor will not turn, the motor is bad.
9. The Proof of Fire (POF) thermomdisc has malfunctioned.	Temporarily bypass the POF thermomdisc by disconnecting the two brown wires and connecting them with a short piece of wire. Then plug the stove back in. If the stove comes on and works, you need to replace the POF thermomdisc. This is for testing only. <b>DO NOT LEAVE THE THERMOMDISC BYPASSED.</b> Your blowers will never shut off and if the fire went out the auger will continue to feed pellets until the hopper is empty if you leave the POF thermomdisc bypassed.
10. The high limit thermomdisc has tripped or is defective.	Wait for the stove to cool for about 30 - 45 minutes. Locate the High Limit thermomdisc and press the reset button on the back of it. If the heater will not restart, check the thermomdisc to see if it's bad. To test if the thermomdisc is bad, you can bypass it as described previously for the POF thermomdisc.
11. The fuse on the control board has blown.	Remove the control board. On the back there is one fuse. If it appears to be bad, replace it with a 5 Amp 125 Volt fuse. Plug the stove back in and try to run the unit.
12. The control board is not sending power to the POF thermomdisc or other auger system components.	There should be a 5-volt (approximately) current going to the POF thermomdisc after the stove has been on for 10 minutes.

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<b>STOVE FEEDS PELLETS, BUT WILL NOT IGNITE</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. Air damper open too far for ignition.	Push the air damper in closer to the side of the stove for startup. In some situations it may be necessary to have the damper completely closed for ignition to take place. After there is a flame, the damper can then be adjusted for the desired feed setting.
2. Blockage in igniter tube or inlet for igniter tube.	Find the igniter housing on the backside of the firewall. The air intake hole is a small hole located on bottom side of the housing. Make sure it is clear. Also, look from the front of the stove to make sure there is not any debris around the igniter element inside of the igniter housing.
3. The burnpot is not pushed completely to the rear of the firebox.	Make sure that the air intake collar on the burnpot is touching the rear wall of the firebox.
4. Bad igniter element.	Put power directly to the igniter element. Watch the tip of the igniter from the front of the stove. After about 2 minutes the tip should glow. If it does not, the element is bad.
5. The control board is not sending power to the igniter.	Check the voltage going to the igniter during startup. It should be a full current. If the voltage is lower than full current, check the wiring. If the wiring checks out good, the board is bad.

<b>SMOKE SMELL COMING BACK INTO THE HOME</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. There is a leak in the vent pipe system.	Inspect all vent pipe connections. Make sure they are sealed with RTV silicone that has a temperature rating on 500 degree F or higher. Also, seal joints with UL-181-AP foil tape. Also, make sure the square to round adapter piece on the combustion blower has been properly sealed with the same RTV.
2. The gasket on the combustion blower has gone bad.	Inspect both gaskets on the combustion blower to make sure they are in good shape.

Because it is a wood-burning device, your pellet heater may emit a faint wood-burning odor. If this increases beyond normal, or if you notice an unusual soot build-up on walls or furniture, check your exhaust system carefully for leaks. All joints should be properly sealed. Also clean your stove, following instructions in "MAINTENANCE". If problem persists, contact your dealer.

<b>CONVECTION BLOWER SHUTS OFF AND COMES BACK ON</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. The convection blower is overheating and tripping the internal temperature shutoff.	Clean any dust off of the windings and fan blades. If cleaning the blower does not help, the blower may be bad.
2. Circuit board malfunction.	Test the current going to the convection blower. If there is power being sent to the blower when it is shut off, then the control board is fine. If there is NOT power being sent to the blower when it shuts off during operation, then you have a bad control board.

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<b>STOVE WILL NOT FEED PELLETS, BUT FUEL FEED LIGHT COMES ON AS DESIGNED</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. Fuse on control board blew.	Remove the control board. On the back there is one fuse. If it appears to be bad, replace it with a 5 Amp 125 Volt fuse. Plug the stove back in and try to run the unit.
2. High limit switch has tripped or is defective.	Wait for the stove to cool for about 30 - 45 minutes. Locate the High Limit thermodisc and press the reset button on the back of it. If the heater will not restart, check the thermodisc to see if it's bad. To test if the thermodisc is bad, you can bypass it as described previously for the POF thermodisc.
3. Bad Auger Motor.	Remove the auger motor from the auger shaft and try to run the unit. If the motor will turn, the shaft is jammed on something. If the motor will not turn, the motor is bad.
4. Auger Jam.	Start by emptying the hopper. Then remove the auger motor by removing the auger pin. Remove the auger shaft inspection plate in the hopper so that you can see the auger shaft. Gently lift the auger shaft straight up so that the end of the auger shaft comes up out of the bottom auger bushing. Next, remove the two nuts that hold the top auger biscuit in. Then rotate the bottom end of the auger shaft up towards you until you can lift the shaft out of the stove. After you have removed the shaft, inspect it for bent flights, burrs, or broken welds. Remove any foreign material that might have caused the jam. Also, check the auger tube for signs of damage such as burrs, rough spots, or grooves cut into the metal that could have caused a jam.
5. Loose wire or connector.	Check all wires and connectors that connector to the auger motor, high limit switch, and the Molex connector.
6. Bad control board.	If the fuse is good, the wires and connectors check out good, and the high limit switch did not trip, test for power going to the auger motor. If there is not a full current going to the auger motor when the fuel feed light is on, you have a bad control board.

<b>HIGH LIMIT SWITCH KEEPS TRIPPING</b>	
<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. The convection blower is overheating and tripping the internal temperature shutoff.	Clean any dust off of the windings and fan blades. If oiling the blower does not help, the blower may be bad.
2. The stove is being left on the highest setting for extended periods of time.	If operating the heater on the highest heat setting, the room temperature could increase enough and lead to potential overheating situations. If this happens, try operating at a lower heat setting.
3. Fuel other than wood pellets is being burned in the stove.	This pellet stove is designed and tested to use wood pellets. Check for signs of fuel other than wood pellets. No other types of fuel have been approved for this pellet stove. If there are signs of other types of fuel being used, stop using them immediately.
4. Power surge or brown out situation.	A power surge, spike, or voltage drop could cause the high limit switch to trip. Check to see if a surge protector is being used on the stove. If not, recommend one to the consumer.
5. High limit switch is malfunctioning.	If the other items check out OK, replace the high limit switch.

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- **GLASS “SOOT’S” UP AT A VERY FAST RATE**
- **FLAME IS LAZY, DARK, AND HAS BLACK TIPS**
- **AFTER STOVE HAS BEEN ON FOR A WHILE, THE BURNPOT OVERFILLS**

<b>Possible Causes:</b>	<b>Possible Remedies: (Unplug stove first when possible)</b>
1. Stove or vent pipe is dirty, which restricts airflow through the burnpot.	Follow all cleaning procedure in the maintenance section of the owner's manual.
2. Vent pipe installed improperly.	Check to make sure the vent pipe has been installed according to the criteria in the owner's manual.
3. Air damper is set too far in (closed) for a higher setting.	Pull the damper knob farther out away from the side of the stove and try to burn the unit again.
4. Burnpot holes are blocked.	Remove the burnpot and thoroughly clean it.
5. Air damper is broken.	Visually inspect the damper assembly. Make sure the damper plate is attached to the damper rod. When the damper rod is moved the plate should move with it.
6. Blockage in air intake pipe.	Visually inspect the air intake pipe that leads into the burnpot for foreign material.
7. Circuit board malfunction.	Time the fuel feed light at each setting (after the stove has completed the startup cycle). Make sure the times match the auger timing chart. If the auger motor runs constantly, the board is bad.
8. Combustion blower is not spinning fast enough.	Test the RPM on the blower after the blades have been cleaned. The RPM should be approximately 3000 RPM.
9. Bad Pellets. (Applies to GLASS “SOOT’S” UP AT A VERY FAST RATE Only)	The brand of pellets or the batch of pellets that are being used may be of poor quality. If possible, try a different brand of pellets. You might also want to try a brand that is made from a different type of wood (softwood vs. hardwood). Different woods have different characteristics when being burned.
10. The trim setting on the low feed rate is to low. (Applies to GLASS “SOOT’S” UP AT A VERY FAST RATE Only)	Use the “Reset Trim” button to increase the low feed rate setting. If the 1 & 3 lights are on, the stove is currently on the lowest setting. If only the 1 light is on, the stove is in the default (medium) setting. If the 1 & 4 lights are on, the stove is in the high trim setting for the low feed rate. If the stove is being burned on one of the two lower settings, advance to the next trim setting and try burning the stove.