

## Pellet Stove Troubleshooting Guide

Problem	Possible Cause	Solution
Pellets feed but do not ignite	Damp pellet Igniter fuse blown Bad igniter	Replace with dry pellets Replace igniter fuse Replace igniter
Pellets stop feeding.	Hopper out of pellets Obstruction in auger  Hopper Switch bad Feed motor not spinning	Add pellets to hopper <b>*TURN POWER OFF* *DISCONNECT POWER*</b> . Clean out any remaining pellets from hopper. Could be foreign object or excessive sawdust.  Replace Hopper Switch Replace Feed Motor
Pellets are overfeeding.	Holes are blocked in firepot Firepot not seated properly Gasket on Door is worn Air intake not adjusted Vent pipe obstructed Pellets or ash stuck behind Ash Drawer	Clean out entire firepot and keep holes clear Reseat firepot in firepot holder Replace Door gasket Adjust butterfly valve on intake air Cleanout vent pipe Cleanout behind or below Ash Drawer
Soot is forming on the door glass.	Air intake fully closed Poor pellet quality Firepot dirty	Open air intake and adjust for bright vibrant yellow flame Recommend low ash/high btu pellets Clean out Firepot and clear holes
Stove continues to run after button is pushed to "Off"	Stove is cooling down  T2 Sensor is bad	This is normal. The Fan will remain on for 25-30 minutes to allow stove to cool  Replace T2 Sensor
Fan Motor speed surges or slows down	Brushes in Fan Motor are bad	Replace Fan Motor brushes in motor
Stove shuts off on low	Feed rate is too low	Adjust feed trim button, turning clockwise, to allow more feed
Fan motor speed surges or slows.	Brushes in Fan Motor are failing. Check Fan voltage. Should be 7.5 to 8.0 volts	Replace brushes in Fan Motor. Replace Fan Motor Assembly

Hi Temp/Flue light comes on and stove stops working. (Blinking = blockage. Solid = overheating).	Restriction in exhaust or blockage.  Down draft or windy condition. Restriction in Fan Guard	Clean out vent pipe or any obstruction.  Change Vent cap. High wind for vertical/shielded horizontal cap Over heat condition, block in vent pipe. Clean Fan Guard of lint or dust
No power to stove when any button is pushed	Main Fuse blown  No voltage to Fan Motor	Replace Main Fuse  Replace Fan Motor Assembly
Pellets overfeeding	Restriction in Fan Guard	Clean Fan Guard of lint or dust