



Pellet Stove (Insert) Troubleshooting Guide

Most pellet stove issues are fixed with proper cleaning (and proper fuel). Often, there is a small area that requires cleaning that the home owner is not aware of (there are more areas than simply the ash pan and burn chamber area). And unfortunately, you can not trust the markings on a pellet fuel bag. If you are experiencing an issue, please contact your owner's manual first. The following is a list of our experience in troubleshooting pellet stoves.

The unit shuts down and there is smoke in our house

Probable cause: The pellet vent is clogged.

A dirty or sooty burn

1. Thoroughly clean the unit (follow manual instructions and videos)
2. Clean pellet vent
3. Adjust the air intakes into the unit
4. Examine stove for obvious air leaks or broken parts
5. Check gaskets (i.e. around the door)
6. Adjust the feed rate
7. Change pellet brand
8. Weak combustion or convection blower

The motors are noisy

Either the motors are dirty or need replacing. If a blower requires replacing, ensure to identify which blower (convection – pushes heat into the home whereas combustion - pushes exhaust outside; or auger motor - feeds pellets into the burn pot).

Lazy dark yellow flame, unburnt pellets and glass sooting.

Probably cause: Inadequate draft.

1. Can venting be improved?
2. Is venting blocked?
3. Adjust air intake.
4. Try a different brand of pellets, does problem persist?

Power light not on

1. Power at outlet: Verify proper voltage and polarity at the outlet, verify power is plugged in.
2. Fuse: Ensure fuse is not blown.
3. Circuit board: Replace circuit board (rare)

One or Both Blowers do not run in test mode

1. Blower fan blade obstructed



2. Faulty blower motor
3. Faulty wiring in stove / something's become disconnected
4. Circuit board

Feed motor will not run in test mode

1. Low draft: Ensure draft in stove is at least $-.17''$ W.C. to close
2. Faulty differential switch: After verifying adequate draft, jump the differential switch (run in test mode)
3. Faulty feed motor: Verify that corresponding light on the control is lit and there is voltage to the blower motor. If voltage present – replace motor.
4. Inspect wiring to motor
5. Faulty circuit board

Stove will not light in Auto Mode (motors run ok in test mode)

1. Fuel problem: Verify there are pellets in burn pot, change pellet brand
2. Draft: Connect draft meter and verify readings.
3. Cleanliness: Clean stove and venting, check for clogged holes in the burn pot. Clean area under the burn pot where igniter is located. Clean igniter.
4. Back draft damper sticking: Verify that back draft damper located in the air inlet moves freely.
5. Temp dial setting: Set temperature to above room setting (2+ degrees)
6. Low voltage: Verify voltage and polarity at the outlet. Low voltage will cause igniter temperature to be low.

Feed motor does not run after ignition (feed motor runs in test mode)

1. Power problem: Verify proper voltage and polarity at the outlet
2. Draft problem: Install draft meter and verify readings
3. Obstruction in feed system: Remove the auger
4. Faulty ESP probe (Harman and some Enviro stoves)
5. Faulty circuit board