

TROUBLESHOOTING

9 TROUBLESHOOTING:

Proper cleaning, maintenance and the use of clean, dry, quality fuel will prevent the more common stove operational problems. However, when your stove is simply operating poorly or not at all, the following trouble shooting tips may be helpful.

The following is not a exhaustive list. For more details or updated information please check our website www.Hearthlandproducts.com, contact your local authorized Dealer or **Hearthland Products Customer Service at 1-888-883-2260.**



IMPORTANT

- **DISCONNECT THE ELECTRICAL CORD PRIOR TO OPENING THE SIDES OF YOUR STOVE FOR ANY INSPECTION, CLEANING, MAINTENANCE OR SERVICE WORK.**
- **NEVER PERFORM ANY INSPECTIONS, CLEANING, MAINTENANCE OR SERVICE ON A HOT STOVE. TURN OFF STOVE AND ALLOW TO COOL BEFORE SERVICE.**

PROBLEM	CAUSE	SOLUTION
Stove Will Not Start	1. No electrical power.	*Ensure the stove is plugged in to a 120VAC electrical outlet and a Surge Protection unit. *Check outlet for electrical power and proper voltage. *Check spade connections from the stove power cord to the main wiring harness.
	2. Control Board	*Confirm mode of operation. <i>(See Section #4.10 "Setting Mode of Operation" for details)</i> *Confirm power to the board by pressing the START touch pad. Do any LED's light up? *Check the 9 pin wire connection to the board. *Inspect the board for any blown circuitry. Before replacing check for the cause of the blown circuit. *It could be a shorted wire or defective electrical component. *Inspect the main wire harness, connections and wire.
	3. No Fuel feed.	*Ensure the hopper is filled with fuel. *Check the Auger Cycle LED on the control, if flashing rapidly, this indicates a vacuum problem, hopper lid open or over temperature error. *Ensure the hopper lid is closed. *Ensure door is closed and securely latched. An open door will trip the vacuum switch and disengage the feed auger. *Ensure ash pan is tightly secured. *Check vacuum hose for blockage or disconnection *Check for possible jam, clean out drop chute area.

TROUBLESHOOTING (CONTINUED)

PROBLEM	CAUSE	SOLUTION
Stove Will Not Start (continued)	4. Air Inlet Damper setting	*Check for proper setting. Too much air or not enough air will affect starting time. *Check for blockage in the air intake connector and fresh air intake.
	5. Excessive negative pressure in the room	*Turn off fan forced exhaust systems such as kitchen vents, clothes dryers etc.... *Balance pressure in the room by opening a window.
	6. Clogged combustion blower or exhaust system	*Inspect and clean venting. *Inspect, and clean combustion blower through the exhaust manifold. *Check air passage below and behind the burn grate area.
	7. Defective combustion blower	*Check for operation of the combustion blower .
Fuel feeds into the burn grate but will not start. Burn grate fills with fuel and then shuts down.	1. Burn Grate is not installed or seated properly.	*Ensure grate is installed and seated properly.
	2. Burn Grate is clogged.	*Remove and inspect burn grate. Remove all ash and clinkers. *Ensure air holes are free of debris or build-up.
	3. Igniter is not glowing or not installed properly.	*Remove burn grate, close door, and re-start the appliance. If the igniter does not glow red inside the tube it is defective. *Remove back panel and confirm wire connections and condition of wires. *If igniter is defective, the stove can be started manually. See manual lighting instructions.
	4. Air Inlet Damper setting,	*Check for proper setting. Too much air or not enough air will effect starting time. *Check for blockage in the air intake connector and fresh air intake.
Unit starts, fuel feeds and starts properly, but heat output is inadequate	1. Control Board	*Increase HEAT LEVEL setting. *Turn Convection Fan speed to a lower setting. *Confirm mode of operation. *Confirm proper operation of convection fans.
	2. Air Inlet Damper setting	*Check the setting of the air damper. It may have been accidentally closed or opened all the way. *Follow "Fine Tuning" procedure in this manual.
	3. Heat exchanger needs cleaning.	*Clean heat exchange tubes with tube scrapers and the back wall behind the tubes.
	4. Appliance Setting	*Check air flow patterns, amount of insulation, Location, size of room, ceiling heights and obstructions.

TROUBLESHOOTING (CONTINUED)

PROBLEM	CAUSE	SOLUTION
Fire burns with a yellow flame. Fuel builds up in the burn grate. Window gets dirty quickly.	1. Insufficient combustion air.	<ul style="list-style-type: none"> *Increase the air inlet damper setting. *Check for blockage of air intake both inside as well as outside. *Confirm proper placement of burn grate. *Inspect and clean burn grate.
	2. Fuel	<ul style="list-style-type: none"> *Inspect fuel for amounts of fines and debris. *Change to dry clean fuel. *Use high quality premium grade fuel. *Adjust or fine tune feed rates.
	3. Air Leaks	<ul style="list-style-type: none"> *Ensure glass and gasket seated properly *Ensure door is closed and latched securely *Check ash pan and gasket, secure and tight. *Ensure burn grate is installed and seated properly.
	4. Combustion Blower	<ul style="list-style-type: none"> *Check and clean ash build up on fan propellers and exhaust intakes and venting. *Check for blockages. *Check for proper voltage to the stove *Replace defective part and gasket.
	5. Exhaust System	<ul style="list-style-type: none"> *Check for blockage, ash buildup. *Inspect vent cap and clean out tee. *Too many elbows, too long of run, or change size *Protect venting from extreme weather elements.
Smoke or smoke smell spillage.	1. Exhaust System	<ul style="list-style-type: none"> *Inspect all joints to ensure venting is gas tight. Hi-Heat RTV silicone as required . *Inspect combustion blower and gasket area, ensure a tight fit.
	2. Over Feeding. Fuel overfilling burn grate	<ul style="list-style-type: none"> *Check air inlet damper for proper setting. *Reduce Heat Level setting.
The stove keeps going out.	1. Fresh unburned fuel or powder like ash build up in the grate.	<ul style="list-style-type: none"> *Check air inlet damper, may need more air. *Fine tune feed rate, to lower amount of fuel (T1 CCW) *Ensure good quality dry fuel supply. *Proper maintenance and cleaning.
	2. No fuel or ashes found in The burn grate	<ul style="list-style-type: none"> *Adjust air inlet damper to reduce amount of air to burn grate. * Check auger operation to ensure that it is feeding pellets. *Adjust control to increase fuel feed rate. (T1 CW)
The stove will not shut off.	1. Control	<ul style="list-style-type: none"> *Press OFF touch pad, the stove will continue to run until the exhaust temperature has cooled properly *Confirm mode of operation
	2. Wall Thermostat	<ul style="list-style-type: none"> *Ensure wall thermostat is turned down below the room temperature. (Thermostat On/Off Mode) *Unit will not shut off in the (Thermostat Modulated mode). You must press the OFF touch pad.