

# Trouble - Shooting

## Advance Pellet Stove

<b><u>Problem</u></b>	<b><u>Possible Cause</u></b>
<b>Stove fails to light on Automatic:</b>	<p><b>Low Draft:</b> The draft needs to be sufficient for the pressure switch to allow current to get to the ignitor. (Refer to page 11 in the owners manual.)</p> <p><b>Air flow diversion:</b> Be sure the air intake flapper is opening to allow air to be taken in through the burn pot. Also make sure the clean out cover is closed properly as this will allow air to be pulled through the wrong way. (Refer to page 25 in the owners manual.)</p> <p><b>Position of Ignitor:</b> The Ignitor needs to be seated within the burn pot. There should be no gap between the ignitor bracket and the inside of the burn pot. (Refer to page 20 in the owners manual.)</p> <p><b>Burn Pot:</b> Be sure that any carbon build up has been removed from the burn pot surface. Also make sure all fly ash is cleaned from inside the burn pot and around the ignitor.</p> <p><b>Room Temp Mode:</b> If you're starting the unit in "Room Temp" be sure that the air within the room is above 55 or 60 degrees F. If the room is below this temperature start the unit in "Stove Temp" until the temperature in the room is above 55 or 60 degrees. Then change stove to "Room Temp" if desired.</p> <p><b>Ignitor:</b> Be sure that the ignitor element is heating when power is directed to it. (After a failed ignition, open door and feel burn pot for heat.)</p>
<b>Stove fails to feed properly:</b>	<p><b>Hopper Empty:</b> Be sure there is fuel in the hopper.</p> <p><b>Low Draft:</b> Proper draft is of major importance for proper operation. Be sure to set the draft as instructed on page 11 in the owners manual. Also make sure venting is properly sealed.</p> <p><b>Fuel Restriction:</b> Make sure that there is nothing jammed in the hopper restricting fuel from dropping onto the auger. Also make sure that the slide plate is not sticking due to any dust or moisture.</p> <p><b>Remaining problems and causes cont. on next page.</b></p>

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<b><u>Problem</u></b>	<b><u>Possible Cause</u></b>
<b>Stove fails to feed properly (cont.):</b>	<b><u>When Starting Manually:</u></b> In order for the unit to start feeding properly the ESP probe must sense a temperature of 165 degrees F. If this does not happen make sure you have plenty of fuel in the burn pot to create a sufficient heat output. <b><u>Feed Motor:</u></b> Make sure that the feed motor is working properly. To do this, connect the motor to direct power. If it does not work replace the feed motor.
<b><u>Problem</u></b> Partially burned pellets:	<b><u>Feed Rate:</u></b> Check to make sure that your feed rate is properly set, a setting of 3 or 4 is a sufficient setting to start out with. <b><u>Low Draft:</u></b> Make sure that the burn pot is tight, clean out plate is properly secured to burn pot and door gaskets are all in their proper place. <b><u>Cleaning:</u></b> For proper combustion you need to make sure that the heat exchanger and burn pot are properly cleaned so that air can freely flow throughout the unit.
<b><u>Problem</u></b> Smelling smoke coming from stove:	<b><u>Seal venting:</u></b> Make sure that all seams in venting are properly sealed with a high temp silicone before starting a fire in the unit. Also make sure that all gaskets on doors and hopper are secured properly.
<b><u>Problem</u></b> Distribution blower will not come on in “Stove Temp” Manual mode:	<b><u>Distribution Blower:</u></b> Refer to page 6 in the owners manual under “Ignitor switch to Manual” Stove Temperature Mode.
	<b>Remaining problems and causes cont. on next page.</b>

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<u>Problem</u>	<u>Possible Cause</u>
<b>Distribution blower will not come on:</b>	<b>Distribution Blower:</b> The distribution blower will not come on until the unit reaches a temperature of 165 deg. F. If the blower is not coming on make sure that you have a fire sufficient enough to generate the necessary heat output. <b>Gasket Leaks:</b> If you have a loose gasket around a door or hopper this could be letting air into the stove and giving you a poor draft situation. Make sure that all gasket seals are secured properly into place. <b>Poor Quality in Pellets:</b> Poor quality pellets or damp pellets can reduce heat output.
<b>Stove will not shut down:</b>	<b>Shutting the stove down:</b> When you turn the mode selector knob to "off" the stove will go to a minimum burn. The feeder will only cycle for a few seconds each time it runs. This will allow the stove to cool down slowly to the point at which it is safe to shut off the combustion blower. Shut down occurs when the ESP probe cools to a temperature of 90 degrees F. This could take anywhere from 10 min. to 1 1/2 hrs. If the stove is cold and the blower is still running after a few hours the ESP probe may need cleaned or replaced. <b>Jumper Wire on Circuit Board:</b> Make sure that there is a jumper on the back of the circuit board so that the temperatures read correctly for shut down. <b>Never disconnect power to shut down the stove. Not only could you cause the house to fill with smoke, but can also take a risk of damaging the stove or more.</b>