

THINGS TO DO BEFORE WE COME OUT TO FIX YOUR HARMAN STOVE

Many times a stove can be fixed by its owner without having to wait for us to get out there or having to pay us for the service call. Try these things below to avoid downtime and unnecessary expense.

-Book a cleaning with us or if that is impossible, clean your stove including the ash pan, venting, fines chamber, ignitor, scrape burnpot, ESP probe.

-Unplug stove-wait 20 seconds-then plug back in.

-Empty out hopper, vacuum out sawdust, refill with 2 cups of pellets and try again. When empty, feel around the hopper throat to find a potential obstruction.

-Open view door and slam door closed. Do this twice. Watch door latch to insure that it doesn't interfere with door closing. Air intake flapper can get stuck and this should loosen it up.

-Try running stove in both stove temp (constant burn) and room temp mode and observe if problem persists in both modes.

-Look for how many times the status light blinks if at all.

-Put stove in test mode and observe (by actually looking at the motors not the light on the control board) which motors come on.

-Check that all doors (view door, ash door, hopper door, fines chamber) are shut tight.

-If the stove isn't lighting is it feeding pellets? Does the burnpot get warm at all? If both the ignitor and feed motor are not working it indicates blocked venting or bad combustion blower.

-Check your venting cap to make sure it is not clogged. This happens frequently in Fall and Spring as the soot sticks to the screen.

-Check your voltage and polarity at the outlet. Verify correct polarity and voltage near 120V

-Check that there are no pellets lodged in the gasket around the hopper. Hopper door must completely close and form an airtight seal.

