

Austroflamm Problem Resolution Guide

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Problem	Corrective Action
Combustion Motor	
Lazy Flame / Window Sooting	Clean the stove thoroughly
	Check all gasketing around the stove
	Adjust the Door for a tight fit
	Check the Air and Auger Feed Potentiometers to insure they are working properly.
	Check the voltage to the combustion motor (positions #3 and #5 on terminal block)
	If the voltage is low, Adjust the Air Feed potentiometer on the User Control Board
	Check the Air Sensor for proper function
Motor running on "high" constantly	Is the Motor on when initially plugged in?
	If Yes, Refer to "Motor on when stove is plugged in"
	Check the Air and Auger Feed Potentiometers to insure they are working properly.
	Check the wiring at the terminal block if leads are on positions #3 & #5
	Check the voltage at the terminal block (positions #3 & #5)
	If the voltage is 120V AC (line voltage) replace the Main Control Board
	If the voltage is staying on the maximum setting for the particular EPROM,
	Check the User Control Board's rheostat for proper operation (replace if necessary)
	Check the wiring to and from the User Control Board
	Check the wiring to and from the Main Control Board
	Replace the Eprom on the Main Control Board
Replace Main Control Board.	
Replace Combustion Motor	
Motor running on "low" constantly	Does the unit have a thermostat?
	If Yes, remove the thermostat connection and put a jumper in its place.
	Retest the stove without the thermostat
	If Not, Check the jumper between positions #7 & #8 on the terminal block
	Is the Motor on when initially plugged in?
	If Yes, Refer to "Motor on when stove is plugged in"
	Check the Air and Auger Feed Potentiometers to insure they are working properly.
	Check the wiring at the terminal block (motor leads are on positions #3 & #5)
	Check the voltage at the terminal block (positions #3 & #5)
	If the voltage is staying on the minimum setting for the particular EPROM,
	Check the User Control Board's rheostat for proper operation (replace if necessary)
	Check the wiring to and from the User Control Board
	Check the wiring to and from the Main Control Board
Replace the Eprom on the Main Control Board	
Replace Main Control Board.	
Replace Combustion Motor	
Motor <u>on</u> when stove is plugged in	Is there any other motors running?
	If Yes, Replace the Low Limit Switch
	If Not, Check the wiring on the terminal block (leads should be on position #3 & #5)
	Replace the Eprom on the Main Control Board
	Replace the Main Control Board
Motor remains <u>off</u> when switched ON	Check power to the unit (Is the stove plugged in?)
	Check the fuse (replace if necessary)
	Inspect the wiring from the combustion motor to the terminal block.
	Check the voltage at the terminal block (positions #3 & #5)
	If there is voltage, Replace the Combustion Motor

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Problem	Corrective Action
Combustion Motor (continued)	
Motor remains <u>off</u> when switched ON	Check the User Control Board's Rocker Switch
	Check the wiring to and from the User Control Board
	Check the wiring to and from the Main Control Board
	Replace the Main Control Board.
Erratic high / low running motor	Thoroughly clean the stove
	Does the unit have a thermostat?
	If Yes, remove the thermostat connection and put a jumper in its place.
	Retest the stove without the thermostat
	If Not, Check the jumper between positions #7 & #8 on the terminal block
	Inspect the wiring from the combustion motor to the terminal block.
	Check the voltage at the terminal block (positions #3 & #5)
	If the voltage fluctuates , Replace the Main Control Board
	Check the wiring to and from the User Control Board
	Check the wiring to and from the Main Control Board
	Check the Air Sensor
Replace the Combustion Motor	

Problem	Corrective Action
User Control Board	
ON / OFF switch does not turn stove ON	Check power to the unit (Is the stove plugged in?)
	Check the fuse (replace if necessary)
	Check the continuity to the rocker switch
	If the switch is not operating properly: Replace rocker switch
	Inspect the wiring from the User Control Board to the Main Control Board
	Replace the Main Control Board
ON / OFF switch does not turn stove OFF	Check the continuity to the rocker switch
	If the switch is not operating properly: Replace rocker switch
	Inspect the wiring from the User Control Board to the Main Control Board
	Unplug the stove and let cool down
	Replace the Main Control Board
No high / low control over stove	Does the unit have a thermostat?
	If Yes, remove the thermostat connection and put a jumper in its place.
	Retest the stove without the thermostat
	If Not, Check the jumper between positions #7 & #8 on the terminal block
	Check the User Control Board's rheostat for proper operation (replace if necessary)
	Inspect the wiring to and from the User Control Board
	Inspect the wiring to and from Main Control Board
Replace the Main Control Board	
Red light does not blink	Check if the auger motor is working properly (time the auger on / off time)
	If auger motor is operating properly: Replace User Control Board
	If auger motor is not operating properly: Refer to trouble shooting of auger motor

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Problem	Corrective Action
Convection Fan	
Motor on when stove is plugged in	Is there any other motors running?
	If Yes, Replace the Low Limit Switch
	If Not, Check the wiring on the terminal block (leads should be on position #2 & #5)
	Replace the Eprom on the Main Control Board
	Replace the Main Control Board
Motor not on after startup	Inspect the wiring from the convection motor to the terminal block.
	Check the wiring on the terminal block (leads should be on position #2 & #5)
	Check the voltage at the terminal block (positions #2 & #5)
	If there is voltage, Replace the Convection Fan
	If there is no voltage, Inspect the wiring from the terminal to the Main Control Board
	Replace the Eprom on the Main Control Board
	Replace the Main Control Board
Motor running on "High" constantly	Is the Motor on when initially plugged in?
	If Yes, Refer to "Motor on when stove is plugged in"
	Check the wiring at the terminal block if leads are on positions #2 & #5
	Check the voltage at the terminal block (positions #2 & #5)
	If the voltage is 120V AC (line voltage) replace the Main Control Board
	If the voltage is staying on the maximum setting for the particular EPROM,
	Check the User Control Board's rheostat for proper operation (replace if necessary)
	Check the wiring to and from the User Control Board
	Check the wiring to and from the Main Control Board
	Replace the Eprom on the Main Control Board
	Replace Main Control Board.
Replace Convection Fan	
Motor running on "Low" constantly	Does the unit have a thermostat?
	If Yes, remove the thermostat connection and put a jumper in its place.
	Retest the stove without the thermostat
	If Not, Check the jumper between positions #7 & #8 on the terminal block
	Is the Motor on when initially plugged in?
	If Yes, Refer to "Motor on when stove is plugged in"
	Check the wiring at the terminal block (motor leads are on positions #2 & #5)
	Check the voltage at the terminal block (positions #2 & #5)
	If the voltage is staying on the minimum setting for the particular EPROM,
	Check the User Control Board's rheostat for proper operation (replace if necessary)
	Check the wiring to and from the User Control Board
	Check the wiring to and from the Main Control Board
	Replace the Eprom on the Main Control Board
	Replace Main Control Board.
Replace Convection Motor	
Noisy / Grinding motor	Carefully remove and clean the motor and fan assembly
	Replace the convection fan bushing
	If the noise still exists, Replace the convection fan

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Problem	Corrective Action
Auger Motor	
Motor on when stove is plugged in	Check the wiring at the terminal block (motor leads should be positions #4 & #5) Replace the Main Control Board
switched ON	Check for obstruction in auger shaft Check the auger shaft collar to see if it is secured properly Check power to the unit (Is the stove plugged in?) Check the fuse & replace if necessary Check the User Control Board's rocker switch for proper operation (replace if necessary) Inspect the wiring from the User Control Board to the Main Control Board. Inspect the wiring from the auger motor to the terminal block. Inspect the wiring from the terminal block to the Main Control Board. Is the red LED light on the User Control Board blinking? If the LED is blinking, check the auger motor to line voltage. If the motor operates on line voltage check the high limit switch. If the motor does not operate, Replace the Motor. If the LED is not blinking, Check the Air Sensor for proper operation. Replace if required. Is the Door Closed? Is the combustion fan turning fast enough to activate the auger? If Yes, Check the Air Sensor and the Hall IC Circuit If Not, Connect the combustion motor to line voltage If the motor operates on line voltage replace the Air Sensor. If the combustion motor does not run, replace the combustion motor
Noisy / Grinding motor	Check for obstruction in auger shaft Check the auger shaft collar to see if it is secured properly Replace Auger Motor
Motor running constantly	Is the red LED light on the User Control Board blinking? If the LED is blinking, replace the Main Control Board Check the wiring at the terminal block (motor leads should be positions #4 & #5) Replace the Main Control Board
Motor running erratically	Inspect the wiring from the auger motor to the terminal block. Inspect the wiring from the terminal block to the Main Control Board. Check the User Control Board's rheostat for proper operation (replace if necessary) Inspect the wiring to and from the User Control Board Inspect the wiring to and from Main Control Board Check the Air Sensor for proper operation Replace the Main Control Board Replace the Auger Motor
Fluid Leaking from Gear Box	Replace the Auger Motor
Red light blinking to slow / fast	Check / Adjust auger potentiometer on user control board

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Problem	Corrective Action
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Low Limit Switch

Stove Shuts off after 15 min.	Check power to and through switch (5V DC)
	If there is power to the switch, replace the Low Limit Switch
	Inspect the wiring from the Main Control Board to the Low Limit Switch.

Problem	Corrective Action
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High Limit Switch

Auger will not operate	Check power to and through switch (110 V AC)
	Refer to "Motor remains off when turned ON" in the Auger Motor section.
Stove shuts off <u>completely</u> when hot	Replace the High Limit Switch

Problem	Corrective Action
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Self Ignitor

Pellets will not Ignite Note: To check the voltages the stove must be in start-up.	Check to see if the burnpot has an ignition hole on the left side.
	Check the position of the burnpot ignition hole and the ignitor are aligned properly.
	Check to see if there is an EPROM 3.1 and higher installed on the main circuit board.
	Inspect the wiring / connections from the heating element to the ignitor board.
	Inspect the wiring / connections from the ignitor board to the terminal block.
	Verify that voltage (110 VAC) is at the terminal block pos. # 5 & pos. #6.
	If there is no voltage, refer to "No power to stove".
	If there is voltage, verify that voltage is to the ignitor board (110 VAC).
	Verify that voltage (110 VAC) is at the leads to the heating element
	If there is voltage, test the heating element (should be 65 ohms +,- 10%)
If there is no voltage, replace the ignitor board.	
Pellets start to smoke but no fire is in the burnpot	Check to see if the burnpot has an ignition hole on the left side.
	Check the position of the burnpot ignition hole and the ignitor are aligned properly.
	Verify that voltage (110 VAC) is at the leads to the heating element
	If there is voltage, test the heating element (should be 65 ohms +,- 10%)
	If there is no voltage, replace the ignitor board.
	Verify that the heating element has 110 VAC for 10 min. during start-up.
If the time is shorter than 10 min., Replace the EPROM.	