SBI

TECHNICAL SUPPORT DOCUMENTATION (Procedure)

Igniter gets hot but stove doesn't light (dual auger Englander stove)	Model involves			
	ESW0019, ESW0021, ESW0022, 25-PDV,25-PI (2004 TO PRESENT.			
	Serial Numbers			Pages
	All	to	All	1 of 2

When your pellet stove is not lighting in a 2-auger stove follow these tips to determine what the issue is.

Steps	Description
1.01 Is it getting hot?	Check to ensure that the igniter is heating up, you should see an orange glow in the igniter hole within about 4 minutes of turning the stove on. If the igniter isn't heating up it could be a loose wire connection on the control board or a bad igniter or a bad board. When looking to see if the igniter is functioning you should not use any kind of light, the darker it is in the stove the easier it is to see if the igniter is heating up.
1.02 Have you tried clearing the igniter hole?	Sometimes ash gets pushed into the igniter hole while the stove is running, and it gets cooked in where it won't blow back out on its own. Take a toothpick or a straightened-out paper clip and insert it into the igniter hole and work it around (there's nothing in there you could harm with this type of tool so be aggressive) after doing this, get the vacuum out and get the hose right over the igniter hole and vac it out as aggressively as you can. Then try testing it out again.
1.03 Igniter position is off center in the sleeve.	Look into the igniter hole with a flashlight (while stove is cold and off) you should be able to see the igniter tip positioned behind the hole and  for an igniter to light consistantly the igniter needs to be positioned where you can see more than half of the tip  the proper position for the igniter is to be centered on the hole and recessed back about 1/8th of an inch  if air is not moving through the igniter sleeve properly the tip of the igniter wil stay cool and not glow, instead you would see a dull glow behind the tip roughly centered on the hole so that its mostly visible from the front. The igniter should be spaced back about 1/8th inch from the back of the hole leaving ample space to allow the heated air to be pulled out to the

	pellets while not being off center where the air would just shoot past without being heated enough to get the pellets to start.
1.04 Loose burn pot/bad gasket	The burn pot could be loose or the gasket behind the burn pot could be missing or damaged. When this gasket is not sealing properly the stove simply will not light, it's as if the hot air goes around the burn pot instead of through the pellets.
1.05 How to test igniter itself	Now, if the igniter is not heating up and the wires are connected properly to test the igniter it can be done in 2 ways, if you have a meter that can read resistance (ohm meter) you can check the igniter for resistance, it should show between 45 and 55 ohms of resistance. A bad igniter would read as an open circuit. If a meter is not available, the igniter could be plugged into the lower auger circuit on the board (disable the top auger first so it will not jam) and turn the stove on, give it the time to heat up and see if it does. If not knowing the lower auger was working, the igniter would be bad, if the igniter DOES heat up, move the lower auger motor wires to the igniter terminals and see if the lower auger will run off the igniter circuit if it does not the board would be the issue.