

TECHNICAL SUPPORT DOCUMENTATION (Procedure)

Stove Not Feeding Pellets	Models involved		
	ESW0022 (25-CAB80S)		
	Serial Numbers		Pages
	All	to	All
			1 of 2

Important before any troubleshooting attempt:

This is a 2-auger system, and the augers will be tested separately. Also make sure the hopper is empty.

1. Stove Not Feeding Pellets

Steps	Description
1.01 Put into diagnostic mode	Have customer put stove into diagnostic mode by pressing the UP, DOWN and ON buttons simultaneously, and releasing.
1.02 Version verification	The unit will scroll “DIAGNOSTIC MODE” followed by “REV 3.4”, for example (or whatever revision is present on the board at the time).
1.03 LED test	Press and release the ON button. The board will flash the LEDs of the display. This is to test that all LEDs are functional.
1.04 Upper auger test	Press and release the ON button again and the board will scroll to “AUGER OFF.” This tests the UPPER Auger so <u>make sure the hopper bin is empty.</u>
1.05	To test the <i>UPPER</i> auger motor, press the UP arrow. The board will then scroll “AUGER ON” and the top auger motor should run continuously. To stop the auger, press the DOWN arrow, and the board will revert to scrolling “AUGER OFF” and the motor will stop.
1.06	If the <i>UPPER</i> auger does not come on in diagnostic mode, it’s safe to say you either have a defective auger motor or the auger is physically jammed because the safety switches are bypassed in this mode.
1.07	If the <i>UPPER</i> auger lights up in diagnostic mode, one of the two safety switches connected to it is probably the cause of the feed problem.
1.08 Lower auger test	To test the <i>LOWER</i> auger, press the ON button again and the board with scroll to “DRAFT OFF.” Press the UP arrow and the board will scroll “DRAFT ON” and the exhaust blower will run at its highest output. This will also activate the LOWER auger motor.
1.09	If the <i>LOWER</i> auger is turning, then all is well with it. If not, then you either have a defective <i>LOWER</i> auger motor or the <i>LOWER</i> auger is physically jammed.
1.10	To properly perform this portion of the diagnostic, read the codes as they scroll with both the front door and hopper lid closed. Then, open

	each, and note the scrolling readout to see if the board reflects the proper status of each switch.
1.11 Safety switch test	To test the safety switches that are tied into the <i>UPPER</i> auger motor, press the ON button again. Leave the exhaust blower going so it is pulling air through the system and make sure to stove door is closed.
1.12	Press and release the ON button repeatedly to pass through the various tests until the board is scrolling “H1” or “H0”, “T1”, “V1” or “V0.”
1.13 Hopper lid switch	The “H” indicates the status of the hopper lid switch, with “H1” meaning the lid is closed and “H0” meaning the lid is open. If you are getting an “H0” with the hopper lid closed, you may have a defective hopper lid switch that is keeping the <i>UPPER</i> auger from turning.
1.14 T1 mode	The “T1” should always read as such, since that circuit is jumped closed and is not used on this model.
1.15 Vacuum switch	The “V” indicates the status of the vacuum switch, with “V1” meaning the door is closed and “V0” meaning the door is open. Again, the exhaust blower must be running to test this circuit.
1.16	To cycle the board back to the beginning of the diagnostic mode press the ON button; this allows the user to cycle back around to turn the exhaust blower off or to re-run the test, if desired.
1.17 Exiting test mode	To exit the test simply press the OFF button. Exiting the test can be done by pressing OFF at any point during the test. The user does not need to cycle to the end to exit, but it is recommended to cycle through and ensure each component test is set to the “OFF” status before exiting the diagnostic mode.