

**TECHNICAL SUPPORT DOCUMENTATION (Procedure)**

E2 codes changing to E1 and stove shutting down	<b>Models involved</b>		
	25-PDV & 25-PDVC (2002-2019) *Two Vacuum Switches		
	<b>Serial Numbers</b>		<b>Pages</b>
	All	to	All

**Important before any troubleshooting attempt:**

**Determine if the stove has one or two vacuum switches.**

**1. (E2 to E1 then shutdown)**

Steps	Description
<b>1.01</b>	<p>If the stove is displaying an “E2” code that quickly changes to an “E1” code within 30 seconds and shutting down, it is because the primary vacuum switch is not engaging and completing the circuit.</p> <p>Since the vacuum switches are activated by the combustion blower pulling air through the system, the first thing to do is make sure it is working properly.</p> <p>If the combustion blower is coming on and moving air, you then want to determine why it is unable to draw the diaphragm closed inside the vacuum switch. Here is where it can get tricky, depending on which stove it is (25-PDV or 25-PDVC) and when the stove was manufactured.</p> <p>For both models 25-PDV and 25-PDVC manufactured between 2002 and 2019, there will be two vacuum switches laid out as follows:</p> <div style="text-align: center;"> </div> <p>The vacuum switch connected to the VAC SENSOR location at the bottom of the board is the primary vacuum switch. When the stove displays an E2 code followed by an E1 code within seconds of the customer pressing the ON button, it means that vacuum switch is not completing the circuit it is supposed to complete.</p>

<b>1.02</b>	If the hose has become brittle and cracked, the customer can often just trim that end of the hose off and reattach it to the metal stint. Otherwise, they will need a new vacuum hose.
<b>1.03</b>	If that end of the hose appears to be in good shape, the customer may then have a clogged flue pipe or very dirty combustion blower.
<b>1.04</b>	When the combustion blower is removed for cleaning, the customer will need to make sure the other end of the vacuum stint has not developed a carbon build-up preventing a vacuum from being created on the switch.
<b>1.05</b>	Check to make sure there is not a loose or misplaced wire on the vacuum switch itself. The wires go on the Normally Open (NO) and the Common (C) spades on the switch.
<b>1.06</b>	Combustion blower could be defective and not moving any air. Make sure the combustion blower is coming on and moving air.
<b>1.07</b>	Although rare, the vacuum switch itself could be defective and need to be replaced.

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