

**TECHNICAL SUPPORT DOCUMENTATION (Procedure)**


E2 code changing to E1 then stove shuts down	<b>Models involved</b>		
	25-PDVC (2019 to Present) *One vacuum switch		
	<b>Serial Numbers</b>		<b>Pages</b>
All	to	All	<b>1 of 2</b>

**Important before any troubleshooting attempt:**

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

**1. E2 to E1 then shutdown**

Steps	Description
<p><b>1.01</b></p>	<p>With model 25-PDVC pellet stoves that have only one vacuum switch, note that the hose travels to the front of the stove and connects to the back of the fire box.</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <b>Illustration 4 PU-CB19 Control Board Wiring Diagram</b> </div>

<b>1.02</b>	<p>Where the hose connects to the back of the fire box, there is a small hole that goes into the fire box itself. Make sure that the hole (vacuum port) is clean and clear of debris.</p> 
<b>1.03</b>	<p>Check the hose where it connects at the back of the fire box to see if it 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.</p>
<b>1.04</b>	<p>If that end of the hose appears to be in good shape, the customer may well have a clogged flue pipe or very dirty combustion blower.</p>
<b>1.05</b>	<p>Check to make sure the heat exchanger is not clogged. The large baffle plate (12" x 13") that rests above and behind the burn pot should be removed monthly. This can be done by lifting up the plate and pulling it out. The area behind the plate is the heat exchanger and should then be cleaned thoroughly, and the plate placed back in the original position.</p>
<b>1.06</b>	<p>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.</p>
<b>1.07</b>	<p>Combustion blower could be defective and not moving any air. Make sure the combustion blower is coming on and moving air.</p>
<b>1.08</b>	<p>Although rare, the vacuum switch itself could be defective and need to be replaced.</p>