

TECHNICAL SUPPORT DOCUMENTATION (Procedure)

<p>TROUBLESHOOTING PELLET STOVE SELF-IGNITION ISSUES</p>	Model involves		
	25-PDV & 25-PDVC 2004 TO PRESENT		
	Serial Numbers		Pages
	All	to	All

Important before any troubleshooting attempt:

Stove must be shut down and unplugged from outlet. Remove back panel.

1. Self-ignition issues

Steps	Description
<p>1.01 Make sure augers are moving pellets from the hopper bin to the burn pot.</p>	<p>This may seem like a no-brainer, but many times I have had the customer tell me, “My stove is not firing up” just to discover it’s not feeding any pellets to fire up.</p>
<p>1.02 Plug stove back into outlet. Place stove into diagnostic mode to test igniter.</p>	<p>Put stove in diagnostic mode to see if blower is working. To put stove into diagnostics, plug stove in and press Low burn air and Air on temp at the same time and release (you have 3 seconds to do this). Some numbers will appear in Heat range and Blower speed windows. The number in the Heat range should be an 8 if the heat sensor is reading only ambient temperature. Next, press the Low Burn Air button once and release. You should get a dash in the Blower Speed window. To energize the igniter, press the Low Burn Air button once more and release. The control board should be sending electricity to the igniter at this point. Go around to the front of the stove and open the door so the igniter hole in the burn pot is plainly seen. Within 3 minutes, the igniter should be hot enough to produce a cherry red glow in the hole. If there is no glow, you either have a dead igniter or the control board is not sending it any electricity. If it is getting hot, there must be some type of air-flow issue.</p>
<p>1.03 Check igniter positioning.</p>	<p>If the igniter does get hot in diagnostic mode, take note of the positioning of the igniter as it produces a cherry red glow in the igniter hole. Does it appear to produce a “full moon” glow, filling the igniter hole with light, indicating it is centered to the hole? Or does it appear more like a “half-moon” or “crescent-moon” glow, indicating the igniter is off to one side or another?</p>
<p>1.04 Check igniter spades on the control board (if no glow in diagnostic).</p>	<p>If the igniter does not get hot in diagnostic mode, you either have a dead igniter or it is not getting juice from the board. To check the igniter spades on the board, unplug the wires from the spades and move the combustion blower wires to that location. Place the stove in diagnostic and energize the igniter spades using the diagnostic</p>

	instructions above. If the blower comes on the igniter spades are good and you have a dead igniter.
1.05 Possible air flow issues due to plugged igniter hole.	If the igniter glows in the initial diagnostic test, and it appears properly positioned in the hole, then you may have an air flow issue at the burn pot/igniter hole area. Soot and ash can get into the hole and fuse together over time. Take a round toothpick (or something of similar size) and stick it into the igniter hole, working it around the igniter in a “sawing” fashion to break up anything that may be blocking the air flow needed to light the pellets. Placing the nozzle of a vacuum against the hole afterward and sucking out any debris is also a good idea. Many time the stove will fire right up by simply performing this exercise.
1.06 Check burn pot gasket.	Ask if the burn pot has been removed and put back in recently. If the customer has removed it for cleaning, and put it back without replacing the gasket, combustion air will flow around the burn pot, stealing air from the igniter tube
1.07 Possible overall air flow issues.	And, of course, the problem could be an “overall” air flow issue due to a plugged-up flue, combustion blower, or heat exchange system.
1.08 Bad pellets	Finally, it could be the pellets themselves. Particularly if the customer is attempting to use pellets that have set in the hopper bin all summer long, exposed to the humidity of the summer months. Or if the pellets were not stored properly by whomever the customer got the from.