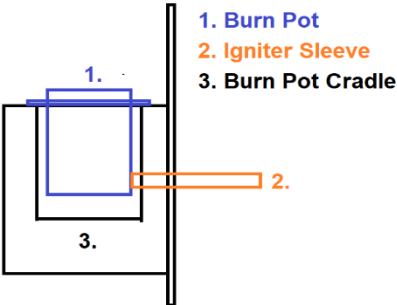


TECHNICAL SUPPORT DOCUMENTATION (Procedure)

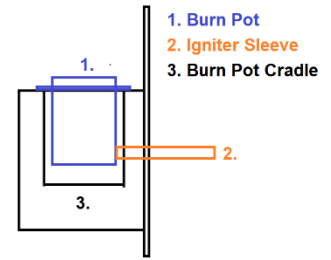
Igniter gets hot but stove doesn't light (single auger Englander stove)	Model involves		
	ESW0020,25-EP/EPI,25-IP,25-PAH,25-PUF,10-CPM		
	Serial Numbers		Pages
	All	to	All
			1 of 2

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

Steps	Description
1.01 Is it getting hot?	<p>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. <i>(In some models it is easier to see the igniter with the fire pot removed, if the hopper isn't empty, open the hopper lid to prevent the stove from feeding while the burn pot is removed for this test)</i> If the igniter isn't heating up it could be a loose wire connection on the control board, a bad igniter or a bad board. When looking to see if the igniter is functioning, the darker it is in the stove and room the easier it is to see if the igniter is heating up.</p>
1.02 Burn pot Out of Position	<p>if the burn pot is not pushed back to where it is in physical contact with the igniter or is slid sideways to where the igniter hole does not line up with the sleeve, the stove simply will not light. If its out of position the cold air from the main intake coming in will diffuse the heat of the igniter before it is able to reach the pellets to light them.</p> <div style="text-align: right;">  <p> 1. Burn Pot 2. Igniter Sleeve 3. Burn Pot Cradle </p> </div>

1.03 Igniter Sleeve is mispositioned.

The igniter in this style of stove is installed into a removable sleeve. The sleeve should be inserted deep enough through the firewall and cradle that when the burn pot is dropped into place and pushed back, the sleeve should be touching the back of the burn pot and aligned with the igniter hole in the burn pot so that the heat from the igniter is not diffused by the incoming cold air from the air intake.



1.04 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 Exhaust Blower circuit on the board and turn the stove on, the igniter should heat up rapidly at the back carefully check to determine it is heating up. If not knowing the lower auger was working, the igniter would be bad, if the igniter DOES heat up, move the Exhaust Blower's wires to the igniter terminals and see if the Exhaust Blower will run off the igniter circuit if it does NOT then the board would be the issue.