



6039 **Flashing A led light**

If the "A" light is flashing then we have some type of vacuum problem. Heat Range settings 1-3 ignore the vacuum switch.

- * Check the seal around the door. Take a piece of paper & shut the door on it. See if you can remove the piece of paper too easily.
- *Make sure the door is closed.
- *Remove the side panel and check the vacuum/pressure switch. This is a black/gray disc. We need to check the tip of the switch. The tip should be pointing at a 3:00 position. There is a blue or white hose attached to the tip. Make sure this isn't clogged.
- *Are the clean outs in the unit ? If not this will cause a vacuum problem.

Flashing B led light

*Go through the test mode *note step 1*, make sure the exhaust motor is coming on. This indicates the unit thinks it is too hot and goes into shut down mode.

- * Run through the test mode with the customer.
- * Remove the side panel and check the wires on the high limit switch. They are red, black and purple.
- *If this is a new unit have the customer check the part number of the switch. It should read 250 degree.

All lights are flashing.

*Check to see which version of the circuit board the customer has. Unplug the unit and plug it back in and you will see the numbers flash quickly on the control panel. You can also go through the test mode and it will give you this information at the end. This was common with the version 13b. The customer sometimes saw a E 1 appear. *****
Solution send the customer an updated chip for the circuit board.

- *Check for loose wire.

No power to the control board

*Check the fuse in the circuit board. If it is blown replace with a standard 5 amp fuse. The fuse is located on the back side of the control panel. Once you have power to the board check the version of circuit board. Unplug the unit and plug it back in and you will see the number flash on the control board. We had a version 32b that was very sensitive to electrical interference and this will need to be replaced with an updated chip.

- * If the customer has another version and the fuse was blown we will need to check for a loose or exposed wire.
- *Have the customer plug the unit into another electrical outlet.

The unit was running and then the control board goes blank.

If the unit does not reach the operating temperature in 15 minutes the control board will go to the off position.

A & B are not active

*See also *No power to the control board.*

Press the down arrow for the heat range and press the up arrow for the blower speed at the same time for 5 seconds and let go. (Make sure the customer uses both hands to do this.) Press either the A or B button and the heat range number should disappear or the numbers should change.(version 34 the numbers will change) Please remember once active if the customer holds the heat range and blower again it will deactivate the buttons. The A button control the Auger speed and the B button controls the combustion air.

The C buttons lights up when the unit first comes on.

The C light will stay on for 3 minutes indicating the auger is not turning during the start up procedure.

The room blower will not go below the heat range number

The room blower is designed to never run at a lower setting than the heat range. This will keep the unit from over heating. If the heat range is set a 3 then the blower will only go as low as the 3 setting.

How do I reset to the factory settings?

(The unit can be in the off position) Press the B & C button at the same time until you see P1 appear on the control panel. Use the heat range arrow(the blower side will move) until it increases to P9 and press the on button. The control board will turn off. If the customer has version 34 simply hold down the up blower arrow and the down blower arrow at the same time for 5 seconds and let go.

Auger is not turning.

- *Is the auger jammed? The auger can be removed by simply pulling it straight out the front.
- Does the auger turn freely? If installed properly the auger should not turn left or right.
- *If the A light is flashing the auger will not turn. See *flashing A led*.
- *Will the auger turn during the test mode? If it will we know there isn't anything wrong with the motor. If the auger will not turn in the test mode and the above has been checked replace the motor.

<p><i>Distribution(Room) Blower is not running</i></p>	<p>*During the start up procedure the distribution blower will not come on until the unit reaches the start up temperature. This should happen with in 15 minutes or the unit will shut down.</p> <p>*Does the blower come on during the test mode? If it does we know it is not a defective blower. It may be related to a limit switch not letting the unit think it is hot enough to come on. <i>Note step 4 & 5 of the test mode.</i></p> <p>*If the blower does not come on during test mode we must check the wires going to the blower and the circuit board for a loose connection. If the wires are correct then we will need to replace the defective blower.</p>
<p><i>Exhaust motor not working</i></p>	<p>*Check the version of circuit board by unplugging the unit and plugging it back in. The version 32 b would sometimes cause interference with the exhaust motor.</p> <p>* Check to see if the motor will run during the test mode(<i>Step 1</i>), this will also give you the version number at the end.</p>
<p><i>Agitator motor stopped</i></p>	<p>*Have the customer go through the test procedure (<i>step 3</i>) to see if the agitator will turn.</p> <p>*Check the hair pin and roll pin.</p> <p>*If the above is correct please send the customer a new motor. If the customer has already replaced the motor send out a new side panel. This will allow the motor better ventilation and extend the life of the motor.</p>
<p><i>Why is my stove shutting down?</i></p>	<p>*Have the customer go through the test procedure. If lights are flashing see above questions. Check the version of circuit board at the end of the test procedure.(<i>Look for 32 B</i>)</p> <p><i>*Is the A and B button active? If so check to see what they are set on.</i></p> <p>* Version 12 b, 13 b, 32 b(replace), & 33 b had a common setting of A -4 & B - 2. This means you have 4 parts of fuel to 2 parts of combustion air.</p> <p>*Version 34 will show A -1.5. This is the low fuel rate.If you press the A button again it should show 5.0. This is the high fuel rate. The B button should read 90. If you press it again it will read 108. This is the volts for the exhaust motor.</p> <p>*How does the customer have the unit vented. It should not have more than 180 degrees of elbows. The clean out tee counts as a 90 degree elbow.</p> <p>*Check to see if clean outs are closed.</p>
<p><i>Auger keeps turning after unit is off.</i></p>	<p>*Version 12 b, 13 b ,32 b, & 33 b the auger will run until the unit cools down to 90 degree.</p> <p>*Version 34 the auger will run for 15 mins after the off button is pressed.</p>