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# HomeWarmer

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## TROUBLESHOOTING GUIDE

Mountain View Hearth Products  
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### NO HEAT

- A) PELLETT FIRE HAS GONE OUT DURING NORMAL OPERATION
- 1) Unit has run out of fuel -- load hopper
  - 2) No voltage to stove -- check power backwards, j-box, power cord, outlet, circuit breaker, etc. Also check 2.5 amp fuse in primary control
  - 3) The pellets in the hopper have tunneled out or have bridged over -- check the fines content and or length of the pellets against the manufacturer's specifications
  - 4) An impurity in the pellets has hung up the cup -- the cup is not turning and the motor is very hot. Unplug the stove, empty the hopper, dislodge the foreign object, check the cup operation and refuel.
  - 5) An impurity in the pellets has hung up the auger -- the cup is turning but the auger is not. Loosen the coupling on the auger and try to turn free. Do not force it. You may have to remove the auger to clear.
  - 6) Loose coupling on cup drive assembly -- tighten set screw down onto flat part of shafts with allen wrench. Remember that the motor can be turning and everything looks like it's moving, but actually the couplings are just turning, not the shaft or the cup.
  - 7) Loose coupling on auger drive assembly -- tighten set screw down onto flat part of shaft with allen wrench.
  - 8) Too much chimney draft -- check draw with a draft gauge. Maximum draft .08 inches. If draw exceeds .08, reduce chimney outlet to accomplish.
  - 9) Safety disc is set wrong -- reset the safety disc according to manufacturer's recommended settings.
  - 10) Primary control setting wrong -- check setting according to manufacturer's recommended settings. Remember that **On Time** is amount of time burner will run during pilot burn, and **Cycle Time** is the total cycle both **On** and **Off**. To find the **Off Time**, subtract the **On Time** from the **Cycle Time**. Reset and adjust draft setting accordingly.
  - 11) Loose wiring connection -- MAKE SURE THAT THE POWER IS OFF when looking for loose wires. Check power location with tester. Trace power into control function. Look for loose wires, wire nuts, terminals and tighten.
  - 12) Draft rheostat on primary control set too high -- counter clockwise rotation decreases draft.
  - 13) Ash build up behind safety disc -- ash has accumulated in the heat exchanger thereby acting as an insulater on the safety disc sending area. Clean the heat exchanger, particularly behind the safety disc.
  - 14) Power short in unit -- locate short circuit and correct.
  - 15) Burner limit 200 degree manual reset popped -- depress red button in between cup and auger motor. Verify correct operation of the cup, auger and draft inducer motors. Possible motor failure evident.
  - 16) Cup motor is defective -- unhook motor from drive coupling, give motor power and check for operation. Replace motor if defective.
  - 17) Auger motor is defective -- unhook motor from drive coupling, give motor power and check for operation. Replace motor if defective.

- 18) Safety disc defective -- the safety disc is normally open and closes on temperature rise. It must be up to temperature and lock in to allow the burner to run. If you are sure that it is not reacting to temperature, than you can test its defectiveness by by-passing from one terminal to another. If burner activates after by-passing, then replace safety disc.
- 19) Primary control is defective -- verify that this control is defective by tracing power during switching. Don't guess! If defective, replace.
- 20) Draft inducer motor defective -- remove inducer motor from housing and connect to direct power, if non-functioning, replace with new motor.

#### B) BLOWN FUSE OR CIRCUIT BREAKER

- 1) Undersized or overloaded service wiring -- call your electrical contractor.
- 2) Too many appliances on the house circuit -- the unit should be on a separate circuit.
- 3) Power surge -- call your electrical contractor.
- 4) Power short in unit -- see A14
- 5) An impurity in the pellets as hung up the cup -- see A4
- 6) Loose wiring connection -- see A11
- 7) Improper stove ground -- check the ground. Check the outlet. Just because there is a three prong outlet receptacle does not mean that there is a ground wire hooked up to it; and then where does that ground wire go. This appliance must be properly grounded. Also remember TURN THE POWER OFF. The primary control grounds itself to the junction box, so never work on the unit with the primary control off the junction box with the power on.
- 8) An impurity in the pellets has hung up the auger -- see A5
- 9) Cup motor is defective -- see A16
- 10) Auger motor is defective -- see A17

#### C) UNIT WILL NOT LOCK IN ON START UP

- 1) Not enough pellets placed in firepot on startup to bring the stove up to lock-in temperature on the safety disc-- stop operation, let the unit cool (never place pellets by hand into the hot firepot), and re-light with more pellets (2 -3 cups) in the firepot.
- 2) Ash buildup behind safety disc -- see A13
- 3) Safety disc is set wrong -- see A9
- 4) Burner limit 200 degree manual reset popped -- see A15
- 5) Draft rheostat on primary control set too low -- clockwise rotation increases draft.
- 6) Draft rheostat on primary control set too high -- see A12
- 7) The heat exchanger is full of ash -- shut the stove off, let cool, remove all heat exchanger cover plates and vacuum out. Check vent system while you are cleaning.
- 8) Safety disc defective -- see A18
- 9) An impurity in the pellets has hung up the cup -- see A4

#### D) FIRE HAS GONE OUT DURING TURNED DOWN PILOT TIME

- 1) Unit has run out of fuel -- see A1
- 2) Primary control setting wrong -- see A10
- 3) Ash buildup behind safety disc -- see A13
- 4) Safety disc is set wrong -- see A9
- 5) The heat exchanger is full of ash -- see C7
- 6) Draft rheostat on primary control set too low -- see C5
- 7) Draft rheostat on primary control set too high -- see A12
- 8) Air shutter on draft inducer too far open -- close down air shutter to 50%.
- 9) Air shutter on draft inducer too far closed -- open air shutter up to 50%.
- 10) Too much chimney draft -- see A8
- 11) The pellets in the hopper have tunneled out or have bridged over -- see A3
- 12) An impurity in the pellets has hung up the cup -- see A4
- 13) Burner limit 200 degree manual reset popped -- see A15
- 14) Safety disc defective -- see A18
- 15) Loose coupling on cup drive assembly -- see A6
- 16) Loose coupling on auger drive assembly -- see A7

#### PERFORMANCE DEFICIENCIES

##### E) UNIT BURNS WITH A DIRTY, LAZY FLAME

- 1) The heat exchanger is full of ash -- see C7
- 2) Air shutter on draft inducer too far closed -- see D9
- 3) Stove venting improperly installed -- check installation manual to verify correct install on unit.
- 4) Draft inducer blades are dirty and full of lint and/or hair -- clean the blades.
- 5) Too little draft -- check draw of chimney with a draft gauge. Minimum draft .04 inches. May have to add more chimney.
- 6) Draft inducer motor defective -- see A20

##### F) STOVE BURNS TOO MANY PELLETS

- 1) Bad pellets -- are you using approved pellets that meet the manufacturer's specifications? Use of non-approved pellets will impair the functioning of your stove and may void your warranty.
- 2) The heat exchanger is full of ash -- see C7
- 3) Aluminum air filter is dirty -- remove from stove and wash.
- 4) Thermostat set too high -- turn it down to a more comfortable setting.
- 5) The heat demand of the house is too great for the BTU output of the stove -- re-examine the area to be heated and the calculated heat loss. Face the fact that the stove may be too small for the house. The stove could be working perfectly but the demand is too great. That's the reason why we build different size stoves. Get a larger stove or lower the heat loss of the home.
- 6) Draft rheostat on primary control set too high -- see A12
- 7) Too much chimney draft -- see A8

- 8) Primary control setting wrong -- see A10
  - 9) Improper thermostat location -- re-locate thermostat to location that reflects better overall desired temperature scheme.
- G) SHOCKED WHEN TOUCHING STOVE
- 1) Improper stove ground -- see B7
  - 2) Loose wiring connection -- see A11
  - 3) Power short in unit -- see A14
  - 4) Power surge -- see B3
- H) STOVE IS UP TO TEMP - BUT WON'T RUN ON THERMOSTAT
- 1) Break in thermostat wire -- go back to the wiring connection at the stove where the thermostat wires tie into the yellow primary control wires, disconnect the thermostat wires, cross the yellow leads off the primary control for the thermostat, if this activates the burner, then either find the break in the thermostat wire line or replace the entire line.
  - 2) Defective thermostat -- remove the thermostat from the wall, cross the two wires, if this activates the burner than replace the thermostat.
  - 3) Loose wiring connection -- see A11
  - 4) Loose coupling on cup drive assembly -- see A6
  - 5) Loose coupling on auger drive assembly -- see A7
  - 6) Burner limit 200 degree manual reset popped - see A15
  - 7) Primary control is defective -- see A19
- I) FIREPOT IS FULL OF PELLETS WHEN BURNING
- 1) Bad pellets - see F1
  - 2) The heat exchanger is full of ash -- see C7
  - 3) Air shutter on draft inducer too far closed -- see D9
  - 4) Draft rheostat on primary control set too low -- see C5
  - 5) Flue vent outlet blocked -- check piping and outlet to verify clear passage.
  - 6) Stove venting improperly installed -- see E3
  - 7) Draft inducer blades are dirty and full of lint and/or hair -- see E4
  - 8) Too little draft -- see E5
  - 9) Draft inducer motor defective -- see A20
- J) THE BLOWER CYCLES ON AND OFF TOO MUCH
- 1) Fan limit control settings are off -- the first peg is the fan OFF setting (at which temperature the blower will turn off), the second peg is the fan ON setting (at which temperature the blower will turn on), the third peg is the limit setting (high temperature shut down) - all reading left to right. Check the settings as per the manufacturer's recommended settings.
  - 2) Fan limit control is defective -- replace with new control.
  - 3) Aluminum air filter is dirty -- see F3
  - 4) Defective blower motor -- depress white button on fan limit control to check blower activation. If not activated, pull out white button and connect power directly to blower leads, if not activated by direct power then remove and replace blower.

K) STOVE BURNS WITHOUT REGARD TO THERMOSTAT - OVERHEATS

- 1) Thermostat set too high -- see F4
- 2) Improper thermostat location -- see F9
- 3) Unit is oversized for the area to be heated -- replace with a smaller unit, or provide more air circulation to other rooms.
- 4) Thermostat wires are shorting out -- remove thermostat from the base, if burner continues to run, go back to tie in at primary control yellow leads, disconnect and separate, if burner stops, then you have a short in the remote wires. Trace and correct or replace. Look for tacks or nails through wires.
- 5) Fines and dust are accumulating in the burner compartment area -- check the seal between the hopper and the burner flanges as well as the hopper seam seals. Re-seal.
- 6) Auger motor is defective -- see A17
- 7) Primary control setting wrong -- see A10
- 8) Defective thermostat -- see H2
- 9) Primary control is defective -- see A19

L) STOVE DOESN'T HEAT AS WELL AS IN BEGINNING

- 1) Bad pellets -- see F1
- 2) The heat exchanger is full of ash -- see C7
- 3) Aluminum air filter is dirty -- see F3
- 4) The heat demand for the house is too great for the BTU output of the stove -- see F5
- 5) Flue vent outlet blocked -- see I5
- 6) Air shutter on draft inducer too far closed -- see D9
- 7) Blower blades are dirty and full of lint and/or hair -- clean the blades.
- 8) Draft inducer blades are dirty and full of lint and/or hair -- see E4

M) CIRCULATING BLOWER WILL NOT RUN AT ALL

- 1) Fan limit control settings are off -- see J1
- 2) Loose wiring connection -- see A11
- 3) Power short in unit -- see A14
- 4) Blower blades are dirty and full of lint and/or hair -- see L7
- 5) Fan limit control is defective -- see J2
- 6) Defective blower motor -- see J4

N) REMOTE THERMOSTAT IS NOT ACCURATE BY THERMOMETER

- 1) Remote thermostat is not level -- level the thermostat using a water bulb.
- 2) That's the nature of the Honeywell T87F thermostat -- adjust thermostat to your comfort level not a numbered dial.
- 3) Thermostat set too high -- see F4
- 4) Improper thermostat location -- see F9
- 5) The heat demand of the house is too great for the BTU output of the stove -- see F5
- 6) Unit if oversized for the area to be heated -- see K3
- 7) Defective thermostat -- see H2

O) THE CIRCULATING BLOWER RUNS CONTINUALLY

- 1) Summer (white) fan button pushed in on Fan Limit Control -- pull button back out to auto position.
- 2) Fan limit control is stuck -- make sure that the white button is in the auto position, tap the fan limit control lightly. If this does not shut off the blower then replace the fan limit control.
- 3) Fan limit control settings are off -- see J1
- 4) Fan limit control is defective -- see J2

P) THE STOVE WON'T HEAT THE WHOLE HOUSE

- 1) Improper thermostat location -- see F9
- 2) The heat demand of the house is too great for the BTU output of the stove -- see F5

UNDESIRABLE BY-PRODUCTS

Q) DIRTY GLASS AFTER SHORT OPERATION TIME

- 1) Air shutter on draft inducer too far closed -- see D9
- 2) The heat exchanger is full of ash -- see C7
- 3) Flue vent outlet blocked -- see I5
- 4) Stove venting improperly installed -- see E3
- 5) Draft inducer blades are dirty and full of lint and/or hair -- see E4
- 6) Draft rheostat on primary control set too high -- see C5
- 7) Too little draft -- see E5
- 8) Bad pellets -- see F1

R) OWNER SMELLS FUMES IN HOUSE

- 1) Pellets in hopper are giving off an odor -- change the brand of pellets you are using if you don't like the odor.
- 2) The main fire door has been left ajar -- close the door completely and make sure it is secure.
- 3) Ash pan door or other heat exchanger cover plate not on tight -- tighten all nuts and check all gaskets.
- 4) Stove venting improperly installed -- see E3
- 5) Door or glass seal worn or broken -- replace with new gasket.
- 6) The heat exchanger is full of ash -- see C5
- 7) Flue vent outlet blocked -- see I5
- 8) Air shutter on draft inducer too far closed -- see D9
- 9) Primary control setting wrong -- A10
- 10) Draft rheostat on primary control set too low -- see C5
- 11) Draft rheostat on primary control set too high -- see A12
- 12) Too little draft -- see E5
- 13) Draft inducer motor defective -- see A20

S) DUST IN THE ROOM AND ON THE FURNITURE

- 1) The main fire door has been left ajar -- see R2
- 2) Ash pan door or other heat exchanger cover plate not on tight -- see R3

- 3) Aluminum air filter is dirty -- see F3
  - 4) Dust present due to carelessness when loading the stove -- take your time when loading pellets into hopper.
  - 5) Fines and dust are accumulating in the burner compartment area -- check the seal between the hopper and the burner flanges as well as the hopper seam seals. Reseal.
  - 6) Door or glass seal worn or broken -- see R5
- T) LARGE AMOUNTS OF UNBURNED PELLETS IN ASH PAN
- 1) Bad pellets -- see F1
  - 2) The heat exchanger is full of ash -- see C7 3) Air shutter on draft inducer too far closed -- see D9 4) Flue vent outlet blocked -- see I5
  - 5) Too little draft -- see E5
  - 6) Draft rheostat on primary control set too low -- see C5
  - 7) Draft rheostat on primary control set too high -- see A12
  - 8) Draft inducer blades are dirty and full of lint and/or hair -- see E4
  - 9) Draft inducer motor defective -- see A20
- U) LARGE AMOUNT OF SOFT ASH & HARD KLINKERS IN FIREPOT
- 1) Bad pellets -- see F1
- V) STOVE SMOKES OUT VENT (when running on pilot or full burn)
- 1) Draft rheostat on primary control set too low -- see C5
  - 2) Draft rheostat on primary control set too high -- see A12
  - 3) Not enough pellets placed in firepot on startup to bring the stove up to lock-in temperature on the safety disc-- see C1
  - 4) Flue vent outlet blocked -- see I5
  - 5) Air shutter on draft inducer too far open -- close down air shutter to 50%.
  - 6) Air shutter on draft inducer too far closed -- see D9 7) Too much chimney draft -- see A8
  - 8) Too little draft -- see E5
  - 9) Primary control setting wrong -- see A10
  - 10) The heat exchanger if full of ash -- see C7 11) Bad pellets -- see F1
  - 12) Primary control is defective -- see A19
- W) THE STOVE MAKES TOO MUCH NOISE
- 1) The stove is vibrating on a hard surface -- provide 1/8" cushion between stove base contact points and hard surface. Use a non-combustible material.
  - 2) Normal draft inducer hum anytime the unit is plugged in -- see W1 above
  - 3) A bearing is failing on the blower motor -- replace the blower.
  - 4) Mounting bolts on the blower are loose -- tighten the mounting bolts.
  - 5) Too much chimney draft -- see A8
  - 6) Defective blower motor -- see J4
  - 7) Auger motor is defective -- see A17
  - 8) Draft inducer motor defective -- see A20

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