



Troubleshooting Guide

Many problems can be prevented and solved with regular cleaning and service. Poor burn quality typically originates from inadequate maintenance. It's imperative to remove ash buildup/clinkers from your stove system to maintain proper airflow and component function. With any problem, the first step should be a thorough stove cleaning.

The diversity in stove systems makes it impossible to cover all causes or solutions here. Our table is intended as a guideline to identify and troubleshoot common problems. Always refer your stove's manual for specific instructions. Contact a certified stove technician for professional service.

Symptom(s)	Common Culprits	Suggested Troubleshooting
<ul style="list-style-type: none"> • Elevated ash • Window abnormally sooted • Lazy, yellow flame • Smoke / fly ash spillage into home • Charred, partially burned pellets 	<ul style="list-style-type: none"> • Insufficient combustion air: <ul style="list-style-type: none"> ○ Ash / clinker obstruction ○ Air-to-fuel ratio ○ Airflow leak 	<ul style="list-style-type: none"> • Thoroughly clean stove & venting system to clear any possible airflow restrictions • Increase air rate and/or decrease feed rate • Check all seals, joints, & gaskets for leaks
<ul style="list-style-type: none"> • Pellets build up in burn pot • Automatic ignition failure • Window abnormally sooted • Lazy, yellow flame 	<ul style="list-style-type: none"> • Insufficient combustion air: <ul style="list-style-type: none"> ○ Ash / clinker obstruction ○ Air-to-fuel ratio ○ Airflow leak • Damp pellets 	<ul style="list-style-type: none"> • Check for signs of moisture absorption: swelling, breakdown to sawdust, and/or fused clumps of pellets • Thoroughly clean stove & venting system to clear any possible airflow restrictions • Increase air rate and/or decrease feed rate • Check all seals, joints, & gaskets for leaks
<ul style="list-style-type: none"> • Low heat output 	<ul style="list-style-type: none"> • Insufficient combustion air: <ul style="list-style-type: none"> ○ Ash / clinker obstruction ○ Air-to-fuel ratio ○ Airflow leak • Ash buildup restricting heat transfer • Insufficient fuel feed 	<ul style="list-style-type: none"> • Thoroughly clean stove & venting system to clear any possible airflow restrictions and ash buildup • Increase feed rate and/or air rate • Check all seals, joints, & gaskets for leaks
<ul style="list-style-type: none"> • Excessive clinkers 	<ul style="list-style-type: none"> • Air-to-fuel ratio • Airflow leak 	<ul style="list-style-type: none"> • Increase air rate / decrease feed rate • Check all seals, joints, & gaskets for leaks
<ul style="list-style-type: none"> • Stove stops feeding pellets 	<ul style="list-style-type: none"> • Fuel delivery system obstruction: <ul style="list-style-type: none"> ○ Fines buildup ○ Foreign object ○ Long pellets 	<ul style="list-style-type: none"> • Remove fuel from hopper • Thoroughly vacuum to remove all fines • Inspect for obstructions and remove if necessary • Contact Customer Service if pellets exceed 1.5" in length
<ul style="list-style-type: none"> • Fire goes out 	<ul style="list-style-type: none"> • Fuel delivery system obstruction: <ul style="list-style-type: none"> ○ Fines buildup ○ Foreign object ○ Long pellets • Obstruction tripped pressure switch: <ul style="list-style-type: none"> ○ Combustion air inlet blockage ○ Venting system blockage • Insufficient fuel feed 	<ul style="list-style-type: none"> • Check to see if pellets are still feeding. If not, follow troubleshooting for above row • Thoroughly clean stove & venting system to clear any possible blockages • Increase feed rate / decrease air rate
<ul style="list-style-type: none"> • Pellets burn too quickly 	<ul style="list-style-type: none"> • Excessive natural draft <ul style="list-style-type: none"> ○ Vent restrictor not adjusted properly 	<ul style="list-style-type: none"> • Reduce opening of vent restrictor