

Red call light is on but there is no fire and no pellets in the firepot

- 1) check hopper for bridging of pellets- pellets may get stuck in the hopper, try pushing down the pellets
- 2) push reset button & adjust feed adjustment plate – the feed rate may need to be opened more to allow more pellets to flow into the firepot
- 3) check thermocouple (call your dealer)
- 4) check venting system for obstructions – if you can see the exterior termination cap, check to make sure the screen is clear of soot and obstructions
- 5) check vacuum switch and vacuum hose (call your dealer)
- 6) check feed motor (call your dealer)
- 7) check exhaust blower (call your dealer)

Red call light is on but there is no fire and partially burned pellets in the firepot

- 1) check firepot and clean – a dirty firepot may have a build up of crusty soot which will block the holes in the firepot walls which stops air from flowing into the firepot to feed the fire. Clean out the firepot and poke through the holes in the firepot walls to make sure they are clear.
- 2) check thermocouple (call your dealer)

Red call light is on but there is no fire and unburned pellets in the firepot

- 1) check firepot for “clinker” material - a dirty firepot may have a build up of crusty soot (clinkers) which will block the holes in the firepot walls which stops air from flowing into the firepot to feed the fire. Clean out the firepot and poke through the holes in the firepot walls to make sure they are clear.
- 2) check igniter – Check to see if you can see the red glow of the igniter when starting the stove. If not, you may need a new igniter
- 4) check control box (call your dealer)