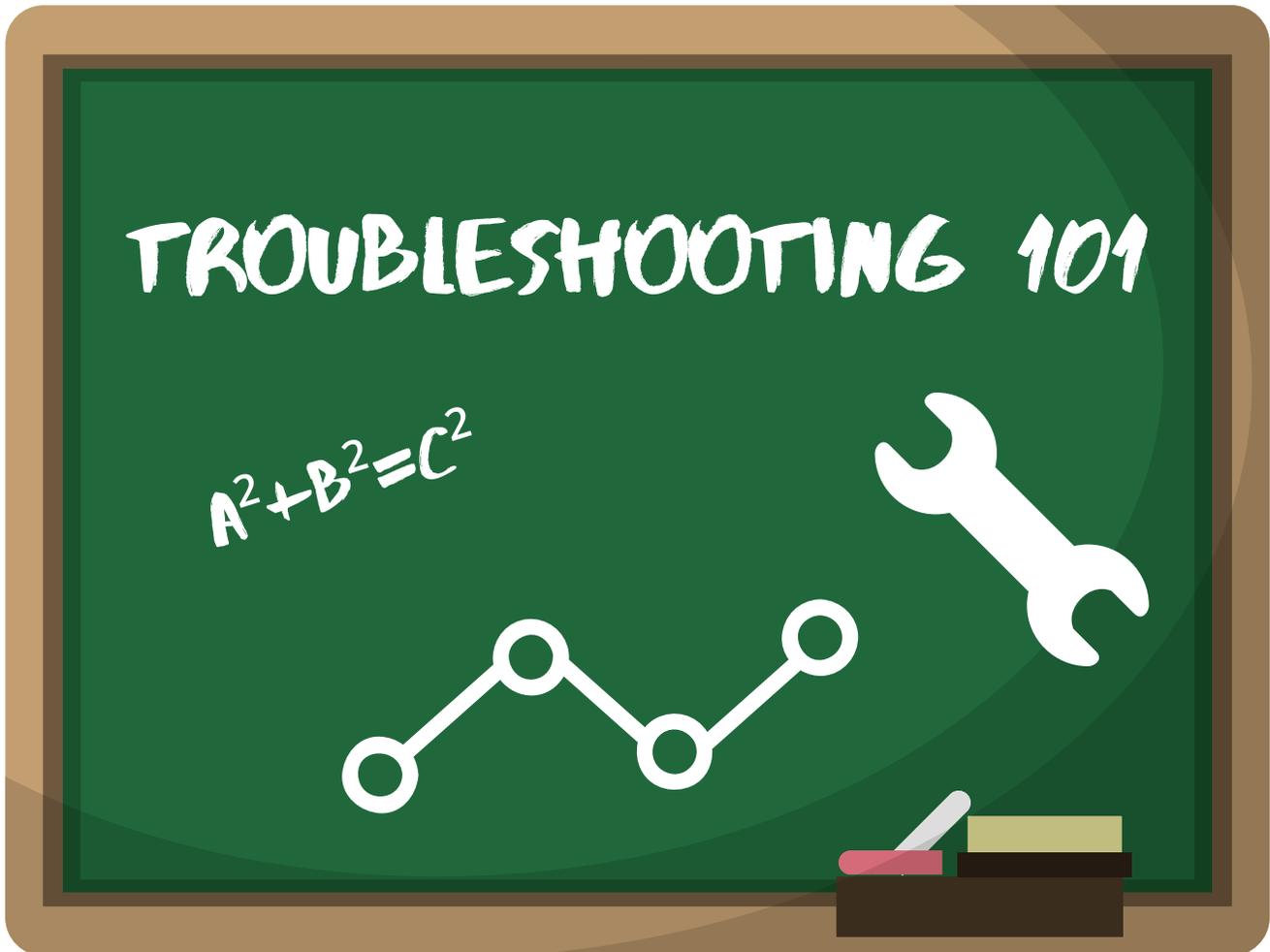


Guide to Troubleshooting



The following guide is used to help identify and troubleshoot possible issues concerning ComfortBilt pellet stoves.

****Whenever performing maintenance on your stove, ensure that the stove is cool, and that power has been disconnected.***

Problem/Observation

Excessive smoke during startup. (Some smoke during startup is normal)

Probable Causes:

Excessive smoke during startup is usually indicative of either 1) a weak or misaligned igniter, or 2) a lack of airflow.

Possible Solutions:

If you are starting the stove in “Manual” mode, be sure you are starting it in heat level 3, as this will allow proper airflow for combustion. Next, check the positioning of the igniter (see our “Igniter” guide for more detailed instructions). If the positioning and strength of the igniter are verified, the next variable you will want to check for is airflow. The most common airflow issue is that the stove is due for a cleaning of the interior air pathways and channels (see our “Cleaning” guide for more detailed instructions). The next variable to check is that your exhaust voltages are properly set. (This will vary depending on different factors such as: stove model, venting, and location, among others. The default settings should work for most applications)

Problem/Observation

Audible squeaking or chirping noise coming from auger area.

Probable Causes:

A squeaking, squealing, or chirping noise is usually indicative of 1) a buildup of sawdust and moisture in the auger housing or around the flighting of the auger bit, 2) foreign debris, such as a nail or screw, got mixed in with the pellets and migrated down by the bit, or 3) one of the 2 bearings got compromised.

Possible Solutions:

If the buildup is not too severe, you may be able to knock some of it loose by tapping on the cylindrical auger housing on the top and bottom with a rubber mallet or block of wood. (You can access the top of the housing from inside the hopper, and the bottom from the side panels). At times there can be a buildup at the top of the chute which can cause some squeaking. By running a long rod or metal coat hanger up the pellet chute, you can agitate loose any buildup or debris that may have accumulated. Once you have knocked loose any excess buildup or debris, you can sprinkle in some graphite powder (sold in most hardware stores) into about a half of a hopper load of pellets, and let them feed through the auger system using the diagnostic screen or normal operation. In severe cases of buildup, the auger bit may need to be removed from the stove for proper cleaning of the bit and surrounding housing, and to check if the bearings are still good. (See our “Auger” guide for detailed instructions on utilizing the diagnostic screen and auger removal).

Problem/Observation

Burn pot is backing up with pellets (Fire chokes itself out, or fire gets unusually large and seems to creep up the chute)

Probable Causes:

The primary factor in burn pot backup issues is improper fuel-to-air ratio usually caused by an airflow restriction. The burn pot getting overfilled with pellets is usually indicative of 1) a lack of airflow or air pressure, 2) low quality pellets or excessive sawdust causing an inefficient burn, or clogging the bottom of the burn pot, or 3) auger feed rates need to be adjusted.

Possible Solutions:

1) If the stove was operating correctly, and this issue developed over time, then it is likely due to an airflow restriction often related to pellet quality or ash buildup. Often, this restriction issue can be rectified by a thorough cleaning of the rear airflow chambers. (See our “Cleaning” guide for detailed instructions on how to best clean these chambers). 2) If the stove has been backing up since install, then the auger feeding rates and exhaust voltages may need to be adjusted to your unique setup. 3) Also, verify that the fire chamber area is properly sealed. (Front door and ash pan are latched and gasket makes a good seal). If the stove is pulling in air from anywhere but the air intake, it limits the amount of air that is drawn through the burn pot, which may cause a less effective burn and cause pellets to back up as a result.

Problem/Observation

Lazy or dirty flame (usually followed by insufficient heat output)

Probable Causes:

The primary cause of a lazy flame is an improper fuel-to-air ratio. This issue is similar to the pellet back-up issue described above, and may be directly related to some of the same factors. 1) Low quality of pellets, or high amount of fines and sawdust. 2) A lack of airflow or air pressure. (This could be due to improper exhaust voltage, a restriction in the air channels and pathways or an improperly sealed fire chamber area).

Possible Solutions:

1) If the stove was operating correctly, and this issue developed over time, then it is likely due to an airflow restriction often related to pellet quality or ash buildup. Often, this restriction issue can be rectified by a thorough cleaning of the rear airflow chambers. (See our “Cleaning” guide for detailed instructions on how to best clean these chambers). 2) Verify that the fire chamber area is properly sealed. (Front door and ash pan are latched and gasket makes a good seal). If the stove is pulling in air from anywhere but the air intake, it limits the amount of air that is drawn through the burn pot, which may cause a less effective burn and cause a dirty or lazy fire as a result.

Problem/Observation

Stove gives Over-temp/Overheat alarm and shuts down.

Probable Causes:

The stove giving an overheating or “overtemp” alarm could be caused by 1) the room blower not moving enough hot air out of the stove, 2) limited airflow, or 3) improper fuel-to-air ratio.

Possible Solutions:

1) Ensure that the room blower fan is functioning (if the squirrel-cage style fan is not spinning, try to manually flick it), and that the blower voltages are properly set. 2) Ensure that the rear airflow chambers are clear (see our “Cleaning” guide for more detailed instructions). 3) Auger feeding rates and exhaust voltages may need to be adjusted.

Problem/Observation

Stove will not turn on. No power to control panel.

Probable Causes:

1) Power supply interruption. 2) Fuse on the power switch or on the motherboard may be blown. 3) Power cable, grey ribbon data cable, or main wire harness line may be loose. 4) Motherboard or control panel may be compromised.

Possible Solutions:

1) Verify that the outlet that the stove is plugged into has power available first, and that the on/off rocker switch on the back (and on the side in the case of the Insert model) are undamaged and switched to the on position (- is on, O is off). 2) Check the fuse in the back of the power switch (see our “Switches” guide for more details), and the fuse on the motherboard (see our “Components” guide for more details). 3) Ensure that the power cable, gray ribbon data cable, and main wiring harness connectors are all securely connected and undamaged. 4) Control panel or Motherboard may need replaced.

Problem/Observation

Stove fails to ignite or faults out before going into “Heating” mode. Room blower fan never comes on. (Ignition Failed/Low heat alarm/check hopper or burn pot message)

Probable Cause 1:

If the stove produces a decent sized fire, but faults out, never going into “Heating” mode, this could be due to 1) an unresponsive Proof of Fire switch, or 2) a delayed ignition sequence.

Possible Solution 1:

1) Follow the troubleshooting section under “Proof of Fire Switch” in our “Switches” guide. 2) If delayed Ignition (no evidence of fire until late in “Ignite 3” phase, then move on to the blue section.

Probable Cause 2:

If the stove produces little to no evidence of a fire, this could be indicative of 1) a lack of fuel (no pellets), 2) a lack of airflow, or 3) a lack of heat (weak or misaligned igniter)

Possible Solution 2:

1) Follow the “Auger” guide and troubleshooting section under “Hopper Lid Switch” in our “Switches” guide for lack of pellet issues. 2) Verify proper exhaust voltages, and ensure that all air pathways and channels are clear. (See our “Cleaning” guide for detailed instructions) 3) Verify proper igniter strength and positioning. (See our “Igniter” guide for more detailed instructions)