

TROUBLESHOOTING GUIDE

<u>Problem</u>	<u>Possible Cause</u>	<u>Solutions</u>
Stove smokes	Operating technique	Open bypass and air damper prior to reloading stove
	Blocked Chimney	Examine chimney and stovepipe for blockage and creosote accumulations. Check spark arrestor screen on your cap, if you have one.
	Blocked outside airduct	Check the outside inlet for blockage caused by snow, debris, or insects.
	Oversized chimney	Reline chimney to appropriate size.
	Chimney too short	Add height (industry standard is 15ft or more).
	More than one appliance vented into flue	Disconnect other appliances, seal openings appropriately.
Back Puffing or sudden internal ignitions	Operating technique	Open bypass and air dampers before opening to reload and keep it open a few minutes after reloading.
	Burn rate too low	Open air damper to allow for hotter burn.
	Chimney down draft	In high wind areas, a specially designed wind cap may be necessary.
	Combustor plugged	Clean combustor of accumulated fly ash.
	Tight house	Dedicated air supply with outside air adaptor attachment to stove.
Combustor not glowing	Late stage of burn	Combustor does not need to be glowing to be working. Check smoke exiting chimney to help determine if combustor is working properly.
Stove burning too hot or fast	Ashpan Door is Open	Close ash door securely, check ash door gasket, check clean out door or cap secure.
	Excessive draft	Adjust air damper to lower setting.
	Extra tall chimney	Consider installing pipe damper
	High wind or hilltop location	Install wind cap on top of chimney

Insufficient Heat	Poor quality or green wood	Use only dry wood (dried at least one year depending on wood species) Test with kiln dried wood.
	Blocked outside air duct	Check outside air duct for blockage
	Heat going up chimney	Test with thermometer on 1st section of stovepipe– temps should drop below 300 degrees F when combustor is engaged.
Acrid odor during initial burn	Paint and/or window gasket curing	Open windows until paint or gasket is cured.
Window Dirty	First start up fire	This is sometimes the result of condensation in a new stove, and should disappear after several short fires.
	Airflow too restricted	Open air damper in small increments until some slow flames appear. Run hot fire to burn smoke off the glass, or remove build up with glass cleaner when stove is cold.
	Smoldering fire	Green or wet wood. Burn dry wood, or open air damper slightly for a hotter burn. (see above)

Is my Combustor still working?

Your catalytic combustor is viable for 12,000 to 14,000 burn hours. This translates, roughly, into a life span of 4 -6 years. If the catalytic coating is not working as it should, it is not burning the gas vapors in the smoke and therefore, the smoke exiting your chimney will be darker in color. If your draft is sluggish and you have ruled out any draft related issues in the venting or in the wood supply, your combustor may not be burning the smoke vapors and too much volume is trying to pass through the honey-comb at one time. If heat output is diminished, and any other factors are ruled out, that may also be a sign that the catalytic combustor is not burning the smoke vapors, therefore not extracting maximum heat from available btu's in the wood you are burning.