

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
	Cold start	Check and establish a chimney draft prior to lighting the stove. If you have neutral or a down draft, preheat the chimney with a hairdryer, heat gun, or twists of lit newspaper.
	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).
Back Puffing or sudden internal ignitions	More than one appliance vented into flue	Disconnect other appliances, seal openings appropriately.
	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 is plugged	Clean combustor of accumulated fly ash.
Combustor not glowing	Tight house	Dedicated air supply with outside air adapter attachment to stove.
	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 for tight seal.
	Excessive draft	Adjust air damper to lower setting;a pipe damper may be necessary.
	Extra tall chimney	Consider installing pipe damper

Stove burning too hot or fast (cont.)	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 hot fires.
	Airflow too restricted	Open the air damper in small increments until some slow flames appear. Run a 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 honeycomb 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 BTUs in the wood you are burning.