



In order to operate a pellet appliance at its peak operational efficiency it must have the proper airflow, the entire system must be clean, and a good quality pellet fuel must be used. Most problems are solved with a good system cleaning.

The unit shuts down and there is smoke in our house

Probable cause: The pellet vent is clogged

Recommended solution: Clean the pellet vent or call a technician.

A dirty or sooty burn

Probably cause: Could be a number of factors

Recommended solutions:

- Thoroughly clean the unit (see description under regular maintenance)
- Clean the pellet vent
- Adjust the air intakes into the unit
- Examine stove for obvious air leaks or broken parts
- Check gaskets (i.e. around the door)
- Adjust the feed rate

The motors are noisy

Probable cause: Either the motors are dirty or need replacing.

Recommended solution:

- Identify whether it is the convection blower (pushing heat into the home), the combustion blower (pushing the exhaust outside), or the auger motor (feeds pellets into the burn pot)
- Clean the motor
- Change the speed of the motor, see if problem persists. Please note that sometimes it is a loose metal component on the stove that is making a noise.
- If problem persists, identify part number in your manual and contact Friendly Fires for replacement.

Lazy dark yellow flame, unburnt pellets and glass sooting.

Probably cause: Inadequate draft.

Recommended solution:

- Can venting be improved?
- Is venting blocked?
- Adjust air intake.

Before contacting a Friendly Fires technician, please have the following answers:

- Who was operating the appliance when this first happened?
- Does it only happen when _____ operates the appliance?
- How often does this happen?
- Was it working fine prior to this happening?
- Have you made a pellet brand change?
- Was there a significant temperature change outside coinciding with the problem?
- Has the appliance been serviced recently?
- What other appliances in your home were operating when the problem occurred?

For additional information, consult your owners' manual and/or www.pelletheat.org.
