

TROUBLESHOOTING GUIDE

<u>Problem</u>	<u>Possible Cause</u>	<u>Solutions</u>
Stove smokes	Operating technique	Open bypass damper and air control damper prior to reloading stove
	Blocked Chimney	Examine chimney and stovepipe for blockage and creosote accumulations. Check spark arrestor screen on your chimney 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 damper and air control damper before opening to reload and keep it open a few minutes after reloading.
	Burn rate too low	Open air control 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
Stove burning too hot or fast	Ashpan Door is Open	Close ash pan door securely, check ash pan door gasket, check cleanout door or cap secure.
	Excessive draft	Adjust air damper to lower setting.
	Extra tall chimney	Adjust air damper to lower setting.
	High wind or hilltop location	Consider installing pipe damper.
		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° F when combustor is engaged. Inspect bypass damper cover for warpage or damage
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, or a 50/50 mix of water and vinegar, when stove is cold.
	Smoldering fire	Green or wet wood. Burn dry wood, or open air damper slightly for a hotter burn.

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.

- 1) If the catalytic coating is not working as it should the smoke exiting your chimney will be darker in color.
- 2) If your draft is sluggish and the catalytic combustor had recently been cleaned, 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.
- 3) 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.