



# Pellet & Corn Troubleshooting

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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**

**Probable cause:** Could be a number of factors

**Recommended solution:**

- 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 Hearth for replacement.

## **Lazy dark yellow flame, unburnt pellets and glass sooting.**

**Probable cause:** Inadequate draft.

**Recommended solution:**

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

## **Before contacting a Hearth Fireplace Depot 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](http://www.pelletheat.org).**