

## TROUBLE SHOOTING AND PROBLEM SOLVING

1. Problem:  
Smoke puffs from furnace  
Solution:
  - A. Check chimney draft. Check for blocked chimney or flue pipe. Use mirror to check chimney clearance.
  - B. Check ash pit — if it is too full, empty.
  - C. Make sure furnace room is not too airtight.
  - D. Make sure all of chimney mortar connections are airtight.
  - E. Check ash drawer. Make sure it's airtight.
  - F. Check chimney for possible down-draft caused by taller surrounding trees or objects. Correct with proper chimney vent cap.
  - G. Check the possibility of a cold chimney forcing cool gases backward. Remedied by properly insulating chimney with non-combustible liner — non-combustible insulation.
  - H. Fuel may be too green.
  - I. Make sure no other fuel burning devices are connected to the chimney impairing the draft.
  - J. Check chimney draft, it should be .06 inches of water column. This service is provided by a certified chimney sweep.
2. Problem:  
Inadequate heat being delivered to your home  
Solution:
  - A. Check home insulation — is it adequate?
  - B. Check hook-up to furnace — is it installed correctly?
  - C. Cool air inlet may be inadequate or furnace room too airtight.
  - D. Your wood fuel may be too low grade. Hardwoods are recommended.
  - E. Make sure your hot air duct (and other duct work) is airtight.
  - F. If furnace room is warm but your home isn't, check back draft dampers.
  - G. Is air to the blower available?
3. Problem:  
Excess smoke or flames coming out door when refueling  
Solution:
  - A. Wait 15 seconds and open door SLOWLY — then refuel.
  - B. Check length of flue pipe to chimney. Your unit should be within six (6) feet of your chimney.
  - C. Make sure chimney cap is not too close to the top of the chimney.
  - D. Check chimney draft — make sure chimney flue pipe is clean and chimney is of adequate height.
  - E. Make sure you're not suffocating the fire with excessive amounts of unburned wood.
  - F. Slide baffle should be pulled out prior to load door opening.
4. Problem:  
Distribution blower vibrating  
Solution:
  - A. Tighten blower wheel to motor shaft.
  - B. Check for bad fan bearings.
5. Problem:  
Distribution blower continues to run or will not run  
Solution:
  - A. Check fan limit or heat sensor and cable.
  - B. Check to see that blower is properly wired. (See Wiring and Assembly Instructions).
  - C. Check fuse box or power source.
  - D. Check power supply.
6. Problem:  
Draft blower continues to run or will not run  
Solution:
  - A. Check wiring.
  - B. Check thermostat or thermostat wire for short.
  - C. Make sure temperature is calling for heat.
7. Problem:  
Odor from first fire  
Solution:
  - A. The odor from new steel should disappear in a few hours.
  - B. If the odor remains, call you dealer immediately. A bad weld can cause a fume leak.
8. Problem:  
Excessive Creosote  
Solution:
  - A. Check the grade of wood you are burning.
  - B. Make sure your unit is serviced by its own proper chimney.
  - C. Check length of flue pipe and its connections.
  - D. Make sure you are burning the smallest, hottest fire to adequately heat your home.
  - E. Also see Solutions to Problem one.
9. Problem:  
If the fire goes out or does not hold over night  
Solution:
  - A. Poor Draft.
  - B. Incorrect damper settings.
  - C. Improper firing methods if burning coal.
  - D. More combustion air needed.
  - E. Coal not sized to the furnace. We recommend 1" to 3" diameter pieces of coal.
  - F. Ashes, if allowed to accumulate in the ash pit, will not allow passage of the required air for combustion. Keep ash pit clean.
  - G. This furnace is not to be used with an automatic stoker unless so certified.