



TROUBLESHOOTING GUIDE

Always follow your operator's manual for instructions on how and when to clean your stove. Most problems with pellet stoves are solved with a thorough cleaning.

Select and use only wood pellets that are dry and free from dirt and debris. Dirty or damp fuel will adversely affect the operation and performance of the unit.

Diagnostics. Your Castle Stove's controller comes equipped with an on-board diagnostics option that will let you test some components of your stove. Please see your operator's manual for instructions.

Never perform cleaning or maintenance on a hot stove. Please allow unit to cool for a minimum of two hours.

Never perform service with power supplied to the unit. Please unplug unit prior to servicing.

Before calling customer service or an authorized service center, **PLEASE CLEAN your pellet stove, fans and pipes thoroughly.** In most cases, a proper and thorough cleaning will solve the issue.

If after you have thoroughly cleaned your stove according to the operator's manual and you have followed the troubleshooting guide below, and your stove is still not working properly, please call **Customer Service at 800-345-6007.**

PROBLEM	CAUSE	SOLUTION
Fault light comes on	Fire goes out	Control reads out of fuel, check burn pot. Add fuel to the hopper. If the hopper is full, relight. If it continues to give that signal, then enter the diagnostic area of the controller. A circle next to "NTC1" should be highlighted. If not, replace the 52C proof of fire switch. Check pigtail leads, replace spade terminals as necessary.
Fault light is on	Overtemp	The room fan can be tested by highlighting the circle next to "Blower". Allow stove to cool and restart. Check exhaust pipe for obstructions. Increase blower voltage, through controller, in each stall.

PROBLEM	CAUSE	SOLUTION
Fuel not feeding, no vacuum signal on the control	<p>Main door or ash panel not sealed</p> <p>No negative pressure in fire chamber</p> <p>Piping or stove may be plugged with ash</p> <p>Exhaust motor has failed</p>	<p>The pressure sensor shuts off the feed auger when there is no negative pressure in the fire chamber.</p> <p>Check door seals. Check viewing glass seals.</p> <p>Clean venting and stove.</p> <p>Verify exhaust motor is turning.</p> <p>Enter the diagnostic area on the controller and highlight the circle next to "Feeding"; this should cycle the auger and feed pellets. Then highlight the circle next to "Exhaust". The exhaust motor should turn on and within 20 seconds, the vacuum signal should also become highlighted.</p>
Fuel not feeding, vacuum and hopper lid signal present on the control	<p>Auger is obstructed</p> <p>Auger not working</p>	<p>Remove auger from housing and clean obstruction first.</p> <p>Enter the diagnostic area in the controller and highlight the circle next to "Feeding". This should cycle the auger and feed pellets. Replace auger if necessary.</p>
Fuel not feeding, no hopper lid signal on control	<p>Hopper lid is open</p> <p>Hopper lid switch not functioning correctly</p>	<p>Close hopper door. Enter the diagnostic area on the controller; circle next to "Limit" should be highlighted when the hopper lid is closed. The circle will be unshaded if the hopper lid is opened.</p> <p>Check hopper door seal. Replace hopper safety switch if not operating properly.</p>
Fire burns lazy and smoky	<p>Stove is dirty</p> <p>Poor quality fuel</p>	<p>Clean fire pot. Clean ash pan. Clean exhaust vent system. Clean stove through cover plate clean-out hole. Increase exhaust motor voltage.</p>
Feeds fuel will not light all; control indicators are on	<p>Igniter tube or burn pot plugged with ash</p> <p>Faulty igniter</p>	<p>Clean fire pot, clean igniter tube. Verify igniter adjustment. Only the wire leads should be out of the igniter retainer. Enter by highlighting "Fire". You should feel heat coming from the igniter holder within two minutes.</p> <p>Replace if necessary.</p>