# Dial Control Pellet Stoves

## Recommended Repair Procedures

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Refer to the Owner’s Manual for information on making adjustments to the unit or for the procedures for replacing parts.

**WARNING!**
ALWAYS UNPLUG THE STOVE BEFORE CLEANING, REPLACING COMPONENTS, resetting SNAP DISCS AND CHECKING WIRE CONNECTIONS.
Convection Blower Troubleshooting

1. Clean the convection blower and make sure it spins freely.

2. Unplug the stove, install wires back on the blower and restart the unit.

3. Are the wires plugged into the blower?
   - Yes: Make sure the exhaust temperature probe is positioned correctly.
   - No: Make the repair by cleaning or replacing the blower or by replacing the control board.

4. With the stove warmed up, is the blower running?
   - Yes: System is repaired.
   - No: Repeat steps 2 and 3.
8 Flashes: Exhaust Over Temperature

1. Check to make sure the firebox area, exhaust pipe and firepot is clean.

2. Is approved fuel being used in the unit?
   - Yes
   - No
   - Change to approved fuel and restart unit.

3. Is the feed motor running in a cycle mode? 1 to 4 sec “on time” every 7 sec?
   - Yes
   - No
   - Is the convection blower coming on?
     - Yes
     - No
     - Is the fuse in the control board good?
       - Yes
       - No
       - Is the convection blower clean?
         - Yes
         - No
         - Make sure the correct control board is installed.

4. Make the repair by cleaning or replacing the component or replacing the control board.

5. System is repaired.
Lazy or Sooty Flames

CHECK TO MAKE SURE THE FIREBOX AREA, BAFFLES, EXHAUST PIPE AND FIREPOT IS CLEAN.

IS APPROVED FUEL BEING USED IN THE UNIT?

YES

IS THE FEED MOTOR RUNNING IN A CYCLE MODE? 1 TO 4 SEC “ON TIME” EVERY 7 SEC

YES

IS THE EXHAUST BLOWER RUNNING?

YES

WILL THE HEAT OUTPUT CONTROL LOWER THE FLAME HEIGHT?

YES

WILL THE TRIM CONTROL ADJUST THE FLAMES?

NO

NO

MAKE THE REPAIR BY CLEANING, REPLACING THE COMPONENT OR REPLACING THE CONTROL BOARD

MAKE SURE THE CORRECT CONTROL BOARD IS INSTALLED.

NO

NO

NO

NO

DO YOU WANT TO PROCEED TO THE NEXT PAGE?
1 Flash: Empty Hopper

UNPLUG UNIT, CLEAN FIREPOT AND MAKE SURE IT IS INSTALLED CORRECTLY, CLEAN FIREBOX AREA, FILL HOPPER, PLUG UNIT BACK IN, PRIME FEED TUBE IF NEEDED AND TURN UNIT ON.

MAKE SURE THE HOPPER LID IS CLOSED

IS THE AUGER FEEDING PELLETS INTO THE FIREPOT?

AFTER A FEW MINUTES, DID A FIRE START?

REMOVE FEED SYSTEM AND CHECK FOR OBSTRUCTIONS

CHECK THE VACUUM SWITCH CONNECTIONS AND VACUUM HOSE

MAKE THE REPAIR BY EITHER CLEANING OR REPLACING THE COMPONENT.

DID ANY RED ALARM CODES FLASH AFTER 5 MINUTES OF OPERATION?

MAKE THE REPAIR BY EITHER CLEANING OR REPLACING THE COMPONENT.

IDENTIFY THE CODE AND GO TO THE APPLICABLE TROUBLESHOOTING SECTION.

SYSTEM IS REPAIRED

PROCEED TO THE IGNITER TROUBLESHOOTING SECTION (PG#9)

YES

NO

NO

YES

YES

NO

BAD

GOOD

BAD
4 Flashes: Missed Ignition

UNPLUG UNIT, CLEAN FIREPOT AND MAKE SURE IT IS INSTALLED CORRECTLY, CLEAN FIREBOX AREA, CLOSE FIREBOX DOOR, FILL HOPPER, PLUG UNIT BACK IN AND TURN UNIT ON.

MAKE SURE THE HOPPER LID IS CLOSED

IS THE AUGER FEEDING PELLETS INTO THE FIREPOT?

AFTER A FEW MINUTES, DID A FIRE START?

MAKE THE REPAIR BY EITHER CLEANING OR REPLACING THE COMPONENT.

IS THE AUGER FEEDING PELLETS INTO THE FIREPOT?

IS THE IGNITER IN THE PROPER POSITION IN THE FIREPOT?

IS THE AUGER FEEDING PELLETS INTO THE FIREPOT?

IS THE IGNITER IN THE PROPER POSITION IN THE FIREPOT?

SYSTEM IS REPAIRED
3 Flashes: Ambient Probe Alarm

**TECH TIP:**
THE PROBE WILL SENSE TEMPERATURE IN THE ROOM. IF THE UNIT IS CYCLING TOO MUCH, MOVE THE PROBE FARTHER AWAY FROM THE STOVE.

1. **LOCATE THE AMBIENT PROBE CONNECTION ON THE CONTROL BOARD**
   - **NO**
   - **YES**

2. **UNPLUG THE PROBE, INSPECT THE CONNECTION & CHECK ENTIRE WIRE FOR DAMAGE**
   - **NO**
   - **YES**

3. **MAKE THE REPAIR BY REPLACING THE PROBE OR FIXING THE CONNECTION.**
   - **NO**
   - **YES**

4. **DID THE ALARM CODE GO AWAY?**
   - **NO**
   - **YES**

5. **SYSTEM IS REPAIRED**
   - **NO**
   - **YES**

**TECH TIP:**
The probe will sense temperature in the room. If the unit is cycling too much, move the probe farther away from the stove.

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Dial Control Pellet Stoves
Troubleshooting Manual
2 Flashes: Exhaust Probe Fail

1. Locate the exhaust probe connection on the control board.
2. IS THE WIRE PLUGGED INTO THE BOARD?
   - YES: Make the repair by replacing the probe or fixing the connection.
   - NO: Plug the probe back into the control board.
3. DID THE ALARM CODE GO AWAY?
   - YES: System is repaired.
   - NO: Unplug the probe, inspect the connection & check entire wire for damage.
4. DID THE ALARM CODE GO AWAY AFTER PLUGGING THE PROBE BACK IN?
   - YES: System is repaired.
   - NO: Repeat steps 2-4.
Not Lighting the Fuel

UNPLUG UNIT, CLEAN FIREPOT AND MAKE SURE IT IS INSTALLED CORRECTLY, CLEAN FIREBOX AREA, FILL HOPPER, PLUG UNIT BACK IN AND TURN UNIT ON.

REPLACE THE IGNITER

NO

IS THE IGNITER GETTING HOT?

YES

AFTER A FEW MINUTES, DID A FIRE START?

YES

IS THE EXHAUST BLOWER COMING ON?

NO

MAKE THE REPAIR BY EITHER CLEANING OR REPLACING THE COMPONENT OR BY REPLACING THE CONTROL BOARD

NO

IS THE IGNITER IN THE PROPER POSITION IN THE FIREPOT?

NO

YES

SYSTEM IS REPAIRED

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Exhaust Blower Not Coming On

Clean the exhaust blower and make sure it spins freely

Unplug the stove, install wires back on the blower and restart the unit.

Are the wires plugged into the blower?

Yes

MAKE SURE POWER IS RUNNING TO THE STOVE. (CHECK IF ANY LED LIGHTS ARE ON)

Is the blower running?

Yes

System is repaired

No

MAKE THE REPAIR BY CLEANING OR REPLACING THE BLOWER OR BY REPLACING THE CONTROL BOARD.

No

System is repaired

Yes

Dial Control Pellet StoveS troubleShooting ManUal
### Not Feeding Pellets

1. **UNPLUG UNIT, CLEAN FIREPOT AND MAKE SURE IT IS INSTALLED CORRECTLY, CLEAN FIREBOX AREA & CHIMNEY PIPE, FILL HOPPER, PLUG UNIT BACK IN AND TURN UNIT ON.**

2. **CLOSE THE HOPPER LID**

3. **IS THE HOPPER SWITCH CLOSING WHEN THE LID IS DOWN?**
   - **YES**
     - **IS THE VACUUM SWITCH CLOSING WHEN THE EXHAUST BLOWER COMES ON?**
       - **NO**
         - **IS THE FEED MOTOR TURNING?**
           - **NO**
             - **SYSTEM IS REPAIRED**
           - **YES**
             - **MAKE THE REPAIR BY EITHER CLEANING OR REPLACING THE COMPONENT OR REPLACING THE CONTROL BOARD.**
         - **YES**
           - **MAKE THE REPAIR BY EITHER CLEANING OR REPLACING THE COMPONENT OR REPLACING THE CONTROL BOARD.**
   - **NO**
     - **REPLACE THE HOPPER SWITCH**

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No Power

CHECK THE WALL OUTLET FOR POWER

IS THE SNAP DISC ON THE AUGER TUBE TRIPPED?

YES

RESET THE SNAP DISC AND RESTART THE UNIT.

NO

IS THE FUSE ON THE CONTROL BOARD GOOD?

YES

IS THE UNIT FUNCTIONING?

YES

SYSTEM IS REPAIRED

NO

WIRE HARNESS HAS TO BE INSPECTED FOR A SHORT. CONTROL BOARD MAY ALREADY BE DAMAGED

BAD

MAKE THE REPAIR BY EITHER FIXING THE CONNECTION OR REPLACING THE COMPONENT.

GOOD

CHECK WIRE CONNECTIONS GOING INTO THE CONTROL BOARD.

NO

REPLACE THE CONTROL BOARD

YES

IS THE UNIT FUNCTIONING?