

Troubleshooting

Problem	Possible Cause	Required Action
Power on, stove not firing	Set point temperature is less than 2.1 degrees above current room temperature	Increase set point temperature or transfer into and operate stove in User Control Mode
Stove goes into start-up (Su) but not firing (eventual FA1 error)	Hopper empty of pellets	Fill hopper with pellets
	Auger was not primed at time of start-up	Clean burn pot, prime auger, restart stove
	Burn pot dirty	Clean burn pot
	No fuel feed	See No Fuel Feed below
	Failed exhaust blower snap switch	Inspect, test and replace exhaust blower snap switch
Stove starts, runs, then at some point FA1 faults (no unburned pellets remain in the burn pot)	Hopper empty of pellets	Fill hopper with pellets
	Feed rate set too low	Increase base feed rate of stove using "Set-up Mode"
	No fuel feed	See "No fuel feed" below
Stove starts, runs, then at some point FA1 faults (unburned pellets found in burn pot)	Overheat condition, feed rate set too high	Reduce base feed rate of stove using "Set-up Mode"
No fuel feed	No power to the stove	Confirm that stove is plugged into a grounded 120V AC electrical outlet and the outlet is supplying power to the appliance
	Hopper empty of pellets	Fill hopper with pellets
	Rear hopper lid open	Close rear hopper lid
	Burn chamber door not completely latched	Close burn chamber door
	Ash pan not securely installed	Securely install ash pan
	Vacuum line broken, loose or obstructed	Inspect, reattach, clear or replace vacuum line
	Exhaust vent system plugged or obstructed	Inspect and clean exhaust vent system
	Exhaust blower requires lubrication	Lubricate exhaust blower as identified in this manual
	Auger jammed	Inspect auger and clear jam (power cord disconnected)
	Auger motor failure	Test auger motor, replace if failed
	Vacuum switch failure	Test vacuum switch, replace if failed
Exhaust blower failure	Test exhaust blower, replace if failed	
Exhaust blower and circulation blower will not turn off	Stove cooling down after shut down (both may remain on for 30 mins or longer)	None, normal operation
Exhaust blower runs with no fire in the stove	Power to stove recently turned on, exhaust blower will run for 30 mins at power-up	None, normal operation
	Stove has FA1 faulted (no fire in the stove), exhaust blower will run for 30 mins	See "Stove not firing" section above
	Stove has recently shut down, exhaust blower will run for 30 mins	None, normal operation

Troubleshooting (contd.)

Problem	Possible Cause	Required Action
Lazy or dark orange flame, pellets piling up in the burn pot	Burn pot, burn grate, burn pot dirty restricting air to the fire	Clean burn pot, burn grate, burn box
	Ash traps filled with ash	Clean ash traps
	Feed rate too high	Reduce base feed rate of stove using "Set-up Mode"
	Poor quality fuel (moist, dirty, high in fines)	Acquire and use better quality fuel
	Exhaust vent system plugged or obstructed	Inspect and clean exhaust vent system
Short flame at high feed rates	Feed rate set too low	Increase base feed rate of stove using "Set-up Mode"
	Natural draft on venting system may require that an optional air damper be installed and utilized	Contact dealer to obtain Buffalo Pellet Stove external air damper
	Poor quality fuel	Acquire and use better quality fuel
Flame goes out at lower feed rates	Feed rate set too low	Increase base feed rate of stove using "Set-up Mode"
Smell of smoke in home	Power to the stove has been lost	Restore power to the stove
	Joints in vent pipe not properly sealed	Inspect venting system for leaks and seal with high temperature RTV silicone sealant
	Airflow through the exhaust vent system has been blocked or severely restricted	Inspect and clean exhaust vent system
Circulation blower continuously runs on high	Unit has gone into an overheat condition	Allow stove to cool, then decrease base feed rate using "Set-up Mode"