

Error Codes & Corrections

F01- No Ignition

- ➡ What? Failure to Reach Flame Temp.
- ➡ Why:

Pellets: Poor Quality Pellets / Damp Pellets / Too Many Pellets / Too Few Pellets

Not Enough Air Flow: Too Many Pellets / Burn Pot Needs to Be Cleaned

Fan Speed: Adjust Fan Speed in SERVICE MENU

Igniter Malfunction: Check Igniter to see if it is glowing. Clean any ash that may have collected around the igniter as this will restrict the hot air moving around the igniter.



Refill the Hopper.



Do not put too many pellets in the hopper to start a fire.
Do not continually hit the start button without emptying the unburned pellets from the burn pot.



Crust encased burn pot blocks the air flow and will restrict the air needed for ignition and burning. Clean it daily with service tool. Change pellets if hard, crusty layers collect on a regular basis. Impurities in the pellets will cause crusting.

F02 – Not Used in the HearthStone System

F03 – Safety Temp Limiter Error

- ➔ What? STB Initiated (Hopper Temp Too High)
- ➔ Why

Blockage of Combustion Air Channels overheats the bulb. Inspect and clean air intake path.

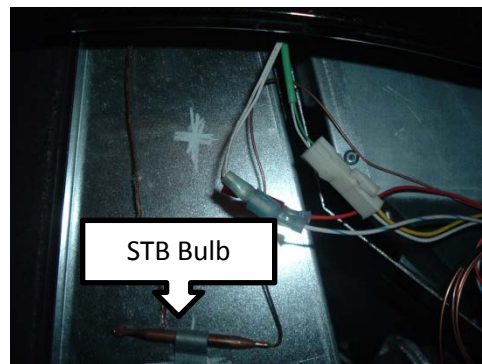
Fan Speed: Combustion Fan is too high, blocked by obstructions, or is defective. Inspect, clean, or adjust fan speed. To adjust the Combustion Fan, go to the SERVICE MENU. Factory setting is 0. Extreme changes should not be necessary. Make changes in small increments and observe the results.

Fan Speed: Convection Fan can be turned up slightly to strip heat away from temp sensor. Access the fan speed in SERVICE MENU. Fan is factory set at 0. Adjust up to 1, 2, or 3. Do not go above three.

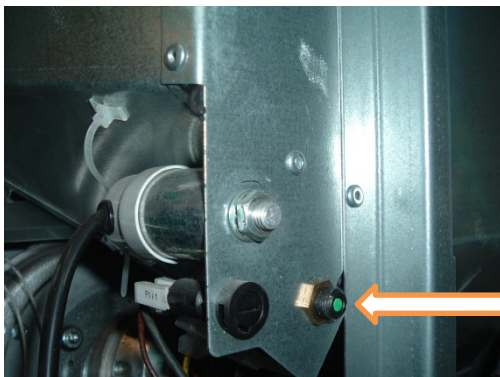
Defective Temp Bulb: Replace the bulb.



Air path blocked with ash. Remove cast plates and clear away the ash. This insulates the firebox and restricts combustion air.



The Temp Sensing Bulb.



When the Temperature Sensing Bulb is tripped, it will have to be reset. The reset button is located on the back of the stove next to the fuse. Turn off the cap, and depress the green button to do the reset. The reset button is shown here with the back panel removed.

F04 – No Pellet Error

- 🔴 What? Combustion monitoring temperature has fallen below the set temperature.
- 🔴 Why?

Hopper is low on pellets. Add pellets and restart. Note: Hopper may not be empty. This message may appear when pellet level is low.

Auger is Jammed or defective. Check Auger movement in SERVICE MENU. Remove the access panel to check and clear obstructions.

Flame Sensor is damaged.



Low Pellet level. Approximately two pounds were left in hopper when feeding stopped here.



Poor quality pellets can have impurities from the manufacturing process, or large amounts of fines that can clog the auger.

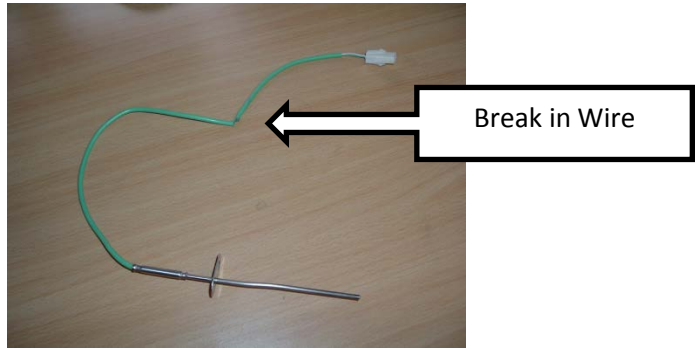
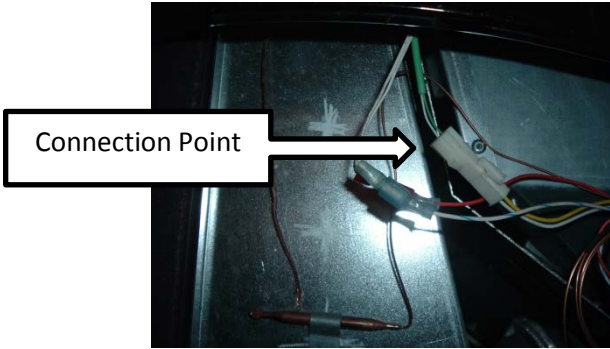


Jammed auger. Remove the access plate and clear away obstruction.



Another example of poor pellets. Breaking apart making lots of small pieces and fines.

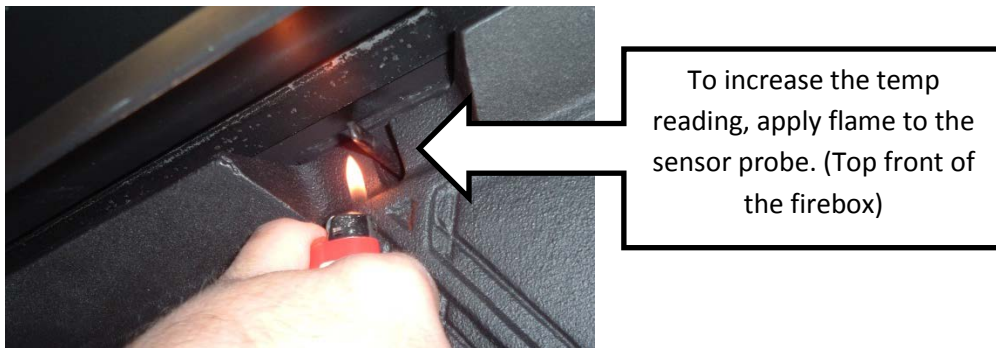
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Verify that the sensor is connected and that there are no frays or breaks in the connecting wire.



Verify that the flame sensor is registering the temp. To do this hold down the MENU button on the key pad for 15 seconds (or until the background light on the pad goes out). Hit the MENU button until it reads: MODE. Hit and release the power button. Hit the MENU button until it reads: INFO – now hit and release the power button. Hit the MENU button until it reads: IN and then hit and release the power button. The pad should now read: FLAME with the temp shown underneath (as shown above). To verify the function, apply heat to the sensor tip (front, center in top of firebox). After a few seconds, the temps should begin to increase (updated readings will appear every 10 – 15 seconds). If temps readings do not appear, and you have verified the connection and the integrity of the wire, replacement of the sensor is required.



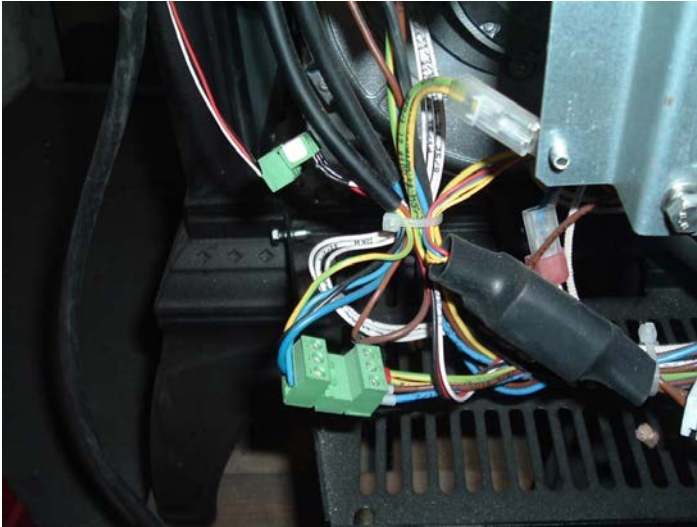
F05 – Flue Gas Fan Faulty

- 🔴 What? Fan isn't running at proper speed or is defective.
- 🔴 Why?

Fan is blocked with debris. Clean the area around the fan.

Fan Sensor or Power connectors are loose. Check and connect the wires.

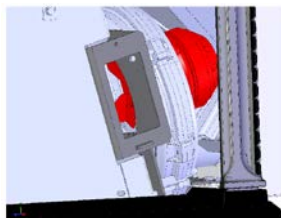
Fan is defective. Verify by going to TEST in SERVICE MENU before replacing the fan.



Back of stove with rear panel removed. Small Green Connector is the sensor and the larger green connector is the power.



You should be able to reach in through the wires and spin the fan freely with your finger.



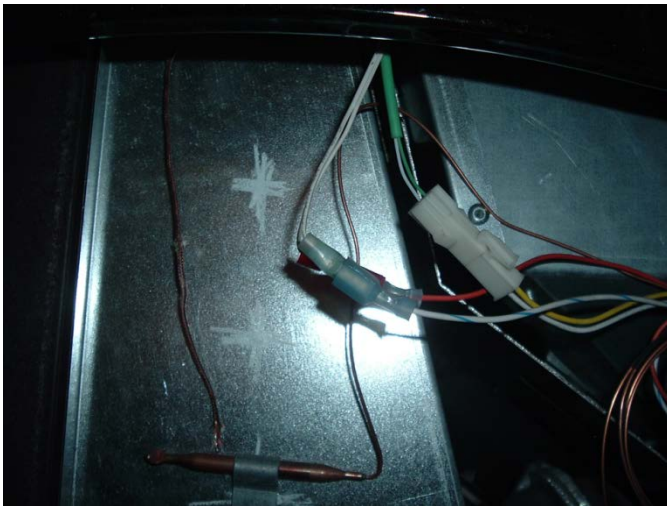
Expose the right side by removing the stone cassette. Remove the cleanout cover and check blades for restriction. Clean with a small brush or vacuum cleaner if necessary.

F06 – Flame Sensor Error

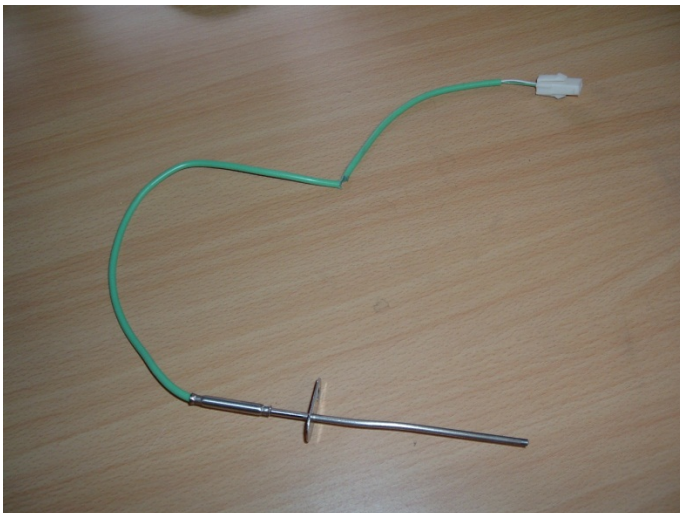
- 🔴 What? Flame Sensor activates and shuts down the stove. Note: This assumes an out of control burn and shuts down all fuel delivery functions and runs the combustion fan at full for 30 minutes to strip heat and cool the chamber.
- 🔴 Why?

Dangerously high temp is achieved. Inappropriate fuel is being used. Burn only wood pellets in your HearthStone Pellet stove. Corn, pits, grass, or other fuels should never be used in this stove.

Flame sensor is disconnected or faulty.



Check the Flame Sensor connection with the Heritage stone cassette removed or by opening the side access panel on the Manchester, as shown here.



Check the wire for bare spots or breaks. This wire has a break in it.

F07 – Room Sensor Error

- 🔴 What? Room Sensor Error
- 🔴 Why? A short or malfunction of the Room Sensor.

Check to make sure the connection to the back of the stove is proper and tight.

Check the Room Sensor for damage. Check the wire casing for breaks.

F08- Not in Use by HearthStone

F09 – Insufficient Combustion Air

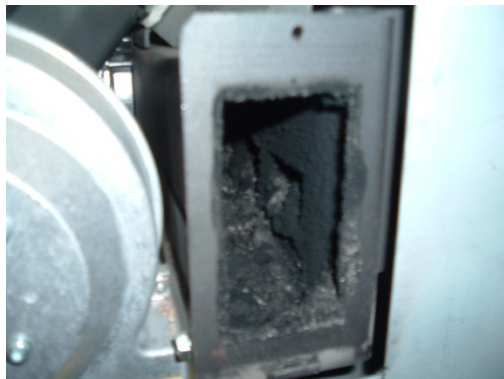
- 🔴 What? Insufficient Combustion error
- 🔴 Why?

Front Door is open. Make sure door is tightly closed.

Ash Pan is ajar or out of stove. Make sure the ash pan is pushed it and locked in place.

Hopper Lid is open (trips a safety switch). Make sure hopper door is closed while stove is operating (the open lid will shut off the auger as a safety feature).

Burn Pot, Plates, Heat Exchanger, or Venting is restricted by ash, soot, or other debris. Follow regular maintenance schedule to prevent build up. Inspect and clean these areas when insufficient air is indicated.



Build up in the heat exchanger chamber needs to be cleaned.



Burn pot has buildup. Blackened glass indicates air restriction from blockage or poor draft.