

## How to solve noise problems from Aduro Hybrid stoves

**Difficulty level:** Difficult

**Time consumption:** 30 minutes

**Tools:** Tx 10, wrench

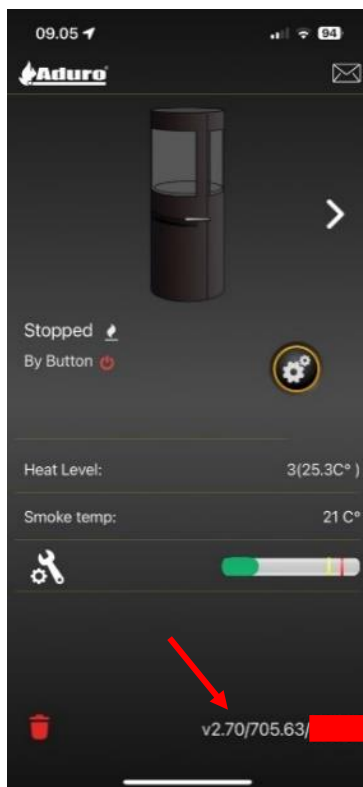
**Components:** [Internal gear motor](#), [external gear motor](#)

**NB: All changes and adjustments must be conducted when the stove is cold.**

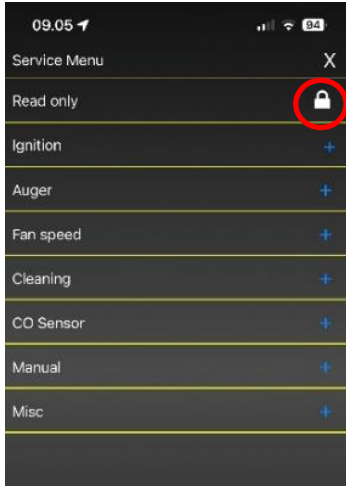
If you experience noise from your hybrid stove, we recommend trying different pellets before changing settings. We recommend using 6 mm bright pellets of good quality.

If this doesn't solve the problem, it is important to identify where the sound is coming from. Please follow these steps:

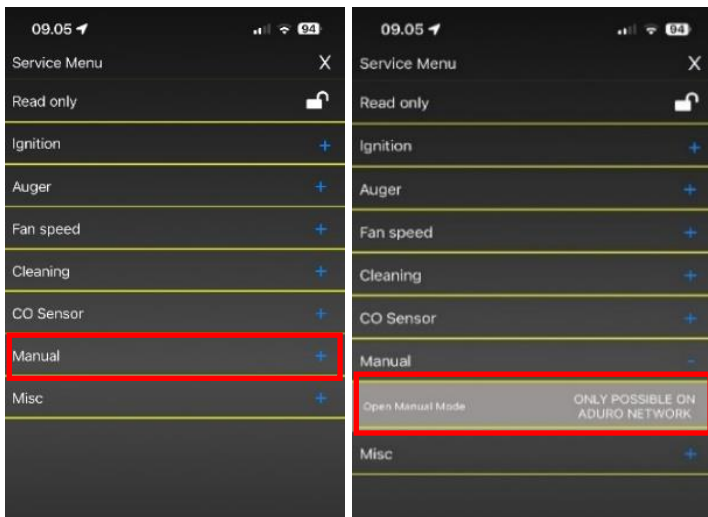
1. Enter the service menu in the hybrid app, press the text in the bottom right corner (see picture below). In the service menu it is possible to view, change and test the stove's settings.



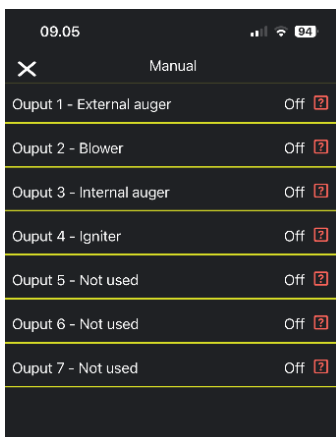
2. Press 5-6 times fast on the lock in the top right corner to unlock and open the service menu:



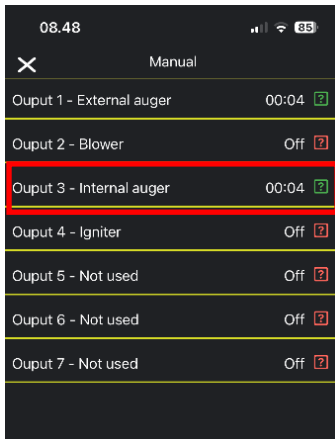
3. Press "Manual" and then "Open Manual Mode":



4. You will now see the option of running different outputs:



5. Always start the test with the “Internal auger” by pressing Output 3 (see picture) and listen if the noise comes from there.



If the noise is coming from the internal auger, the following may be the cause:

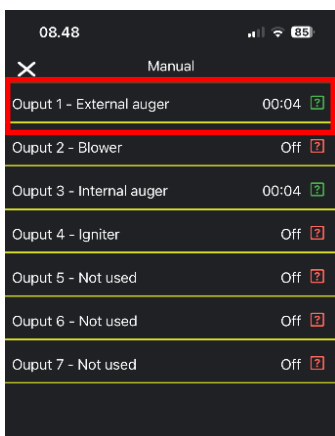
- The temperature in the combustion chamber was too high during the burning of wood. The temperature must not exceed 350°, otherwise the oil in the gear motor can be damaged.
- The screws for the gear motor (4 screws) are not sitting properly or the 1 socket screw that is holding the motor and auger together is not screwed correct or is damaged.
- A defect internal gear motor can create a metallic sound. This is the most frequent reason for noise coming from the internal auger because ash has penetrated and destroyed the gear motor. You can buy a new gear motor [in our webshop](#). However, if the stove is less than two years old, please fill in [this claim form](#). The gear motor can be replaced as shown in the following video guide.

**Watch from beginning to min. 01:17 and from min. 02:04-03:10:**

<https://youtu.be/CNr6lhX7ugs>

**IMPORTANT!** If the gear motor/auger needs to be replaced or dismantled, please be sure that the same screws are mounted at the same location when remounting. Check the number of washers on each screw before dismount. The correct number of washers will need to be in the correct corner at remount.

6. If the internal auger did not make any noise, continue with testing the external auger by pressing on Output 1 and listen if the sound comes from there.



**IMPORTANT!** When the external auger is activated, the stove is programmed to rotate the internal auger at the same time for safety reasons. It is impossible to only let the external auger rotate without the internal auger also turning around. Therefore, it is important when you have noise problems to always test and start the internal auger (Output 3) first.

If the noise is coming from the external auger, the following may be the cause:

- The temperature in the combustion chamber was too high during the burning of wood. The temperature must not exceed 350°, otherwise the oil in the gear motor can get damaged.
- The auger is defect or is touching the metal tube it is in, either in the beginning or in the end of the auger, where the ball bearing is placed. The noise can be solved by replacing the whole auger or by trying out softer pellets. The external auger can be replaced as shown in this video guide: <https://youtu.be/YZt8gdVoDTg?t=1>

**IMPORTANT!** If the gear motor/auger needs to be replaced or dismantled, please be sure that the same screws are mounted at the same location when remounting. Check the number of washers on each screw before dismount. The correct number of washers will need to be in the correct corner at remount.

- If noise appears when the external auger is turning around, it is most likely coming from the back of the stove where the ball bearing is placed. It helps taking the external auger out and putting some grease on the end of the auger. For this job, we recommend a craftsman.
- A defect gear motor can in some cases also be the reason for noise from the external auger.

**Please note:**

Hybrid stoves with production number from **17H10114** to **17H10210** do not have an O-ring between the motor and the internal auger. The O-ring helps prevent ash from pellets going on the engine. It is therefore necessary to mount the ring within the internal gear motor during the yearly visit.