General troubleshooting of pellet and hybrid stoves

Tools: TORX, HEX & PH bits, bits screwdriver, flexible bit-holder

NB: All changes and adjustments to the physical parts of the stove, must be conducted when the stove is cold and disconnected from the power supply.

Troubleshooting a pellet or hybrid stove involves a systematic approach to identify and address issues affecting its operation. Once the issue has been identified, guides for the exchanging of parts and further troubleshooting can be found on Aduro Knowledgebase and Aduro Customer Service.

Begin by speaking with the customer to understand the specific issue(s) they're experiencing and any recent changes in the stove's performance.

Check power supply

- Ensure that the stove is connected to power. Verify the power outlet and check the stove's power cord and connections. There must not be any damage to the cables.
- Make sure the stove is connected to an earthed outlet and that the correct cable for this outlet is used:

Type F

Germany, Austria, the Netherlands, Sweden, Norway, Finland, Portugal, Spain, France, Belgium, and Eastern Europe
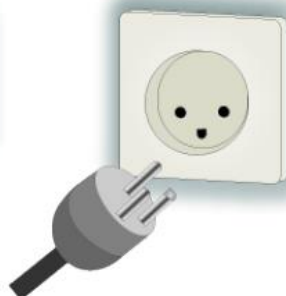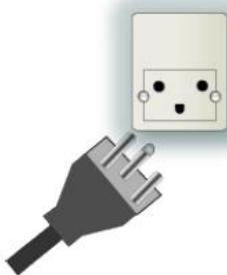

Two round prongs and two earthing clips.
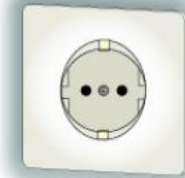
Two round prong holes and earthing clips.

Type K

Denmark and Greenland

Two round prongs and one earth.

- Check that the electric plug in the stove is clean.

Review error codes or indicators

If the stove has error codes or indicators, refer to this alarm overview to understand what they mean and troubleshoot accordingly.

Visual inspection

Examine the interior and exterior of the stove for visible signs of damage, loose connections, or obvious issues.

Inspect fuel source

Check the pellet container for an adequate fuel supply. Ensure that the pellets are of good quality and do not cause blockages. Make sure the pellets are dry, and that the customer is informed about letting pellets degas before use.

Verify exhaust pipe

Inspect the exhaust pipe for any obstructions, blockages, or leaks that might affect proper ventilation. Check that there is sufficient draft in the chimney.

Test sensors and safety features

- Check temperature sensors to see that the values appear like normal in the app or on the display.
- Check that the pressure switch is connected to the stove with the silicone tube, and that the tube is intact (Pellet stoves)
- Test the controls manually in the "TEST OUTPUT" menu to confirm that the stove is sending signals properly. The menu is accessed through the display/remote control on pellet stoves. On hybrid stoves, use the service menu in the app to test the components in the stove.
- Make sure all cables are connected correctly.

Check ignition system

Test the igniter to ensure it is functioning correctly. Check for proper positioning and connection and that it has a clear heat path to the pellets. Check that it can ignite pellets/gets hot (be careful, the igniter can get up to 700°C).

Clean internal components

Clean the brazier, heat exchangers, and exhaust system to remove any ash, debris, or blockages that could impede airflow or combustion.

Inspect auger and feeder system

Ensure the auger and feeder system are operating smoothly and not jammed. Visually check that the motors and augers turn freely and smoothly - clockwise.

Check for air leaks

Inspect door gaskets for air leaks. Replace damaged gaskets to ensure proper sealing.

Perform system reset

In some cases, a system reset might resolve minor issues.

- **Pellets stoves:**
  Load the appropriate data bank through the technical settings menu to reset all settings to default.
- **Hybrid stoves:**
  1. Turn off the stove.
  2. Hold the reset button on the control board.
  3. While holding the button turn on the stove and wait for 10 seconds.
  4. Release the reset button.
  5. The stove is now reset.

Please note: With the older control board in the hybrid stoves, there's a risk of resetting the Wi-Fi module. In that case, a Micro SD card with a new program (can be sent via email by Aduro support) is needed to re-establish your Aduro access point. Otherwise, the app won't recognize the stove. Alternatively, the control board can be replaced, but that's an expensive solution.

Post test

Perform a test ignition to see if the problem has been solved.

Document findings and solutions

Keep detailed records of the troubleshooting process, issues identified, and solutions applied for future reference.

Recommendations

Provide recommendations to the customer on regular maintenance, optimal usage practices, and potential improvements for efficient stove operation.