



AES Information Bulletin

Buildup of Excess Fuel in the Firepot

Product models covered: All models of Biomass/Corn/Wood Pellet Magnum and Country Flame appliances.

Topic: This technical bulletin will be addressing what to look for when an excess of fuel builds up in the firepot, what causes fuel buildup, and how repairs are handled so that normal operation can be resumed.

What to look for/Cause/Repairs:

- ✓ Check the fuel quality.
 - If the fuel is wet and dirty this causes the fuel to clump together and buildup in the firepot. (see Technical Bulletin T-0004 concerning Fuel Quality)
 - Corn has too much moisture. The moisture level should be 14% or less, 10% - 12% is ideal. Always use dry and clean fuel.
- ✓ Check all doors/slides.

If the ash doors or ash slides are open this will redirect the air. The air will not be going through the firepot as it should be.

 - Make sure doors and slides are closed for proper air flow through the firepot.
- ✓ Check all of the gaskets.
 - If any of the gaskets such as door gaskets, ash pan gaskets, or gaskets in the area of the draft housing is leaking, the firepot may not be getting adequate air. (see Technical Bulletin T-0019 & T-0058 concerning Gasketing)
 - Contact your local dealer/service technician for gasket repair or replacement.
- ✓ Check the venting.
 - If the venting is plugged with ash or ice this will cause buildup in the firepot. (see Technical Bulletin I-0025 & T-0039 concerning Venting)
 - Follow owner's manual instructions on proper maintenance and clinker removal. Contact your local dealer/service technician for service or instruction.
- ✓ Remove clinkers from firepot.
 - If the clinker is not removed periodically buildup in the firepot will occur.

- Follow owner's manual instructions on proper maintenance and clinker removal.
- ✓ Check the exhaust/draft blower amperage and voltage. (see Technical Bulletin I-0030 concerning Models & Information)
 - The draft blower may not be receiving the proper amperage or voltage and the firepot is filling up because the fire is not active enough.
 - Contact your local dealer/service technician for exhaust blower service or replacement if needed.
- ✓ Check for Negative Pressure in the home.
 - Negative pressure will cause the firepot to fill up, even if you pull the air adjustment out. (see Technical Bulletin T-0037 Negative Pressure).
 - Always have your home check by a qualified technician for negative pressure. (Examples; new home, remodeled home, any home before installing stove, etc.)
- ✓ Check the fuel feed rate. (see **Technical Bulletin**)
 - If the fuel is feeding too fast this will cause buildup in the firepot.
 - Contact you local dealer/service technician for service or instruction;

Below are examples of poor quality/dirty fuel, fuel lodged in auger drop tube, firepot plugged, insufficient air supply, and improper maintenance.



