



## **AES Technical Bulletin** **Auger / Auger Tube Scoring**

**Product Models covered:** All models of Magnum & Country Flame Biomass/Corn/Wood Pellet Appliances

**Topic:** This technical bulletin will be addressing how the auger or auger tube becomes scored (scratches, grooves and gouges), what may happen when the auger or auger tube is damaged, and how repairs are handled so that normal operation can be resumed.

**Cause:** Auger/Auger Tubes can become scored or scratched when foreign material such as rocks, screws, bolts, wire, excessive oyster shells/additives (if you are using additives), etc. are in the fuel. **These objects will become an issue unless the fuel has been cleaned properly.**

Sometimes these objects will cause the auger to jam which could cause the inside of the tube to become scratched, or work their way through and score the complete auger or auger tube system.

**What to look for:** There are a couple different warning signs that will let you know that your auger/auger tube might be damaged. The most common is the irregular delivery of fuel. Most of the time when the stove is running, fuel will fall into the firepot every time the auger turns. When the tube becomes scored the biomass fuel will get “hung-up” on the scratches and not be delivered on a consistent basis to the firepot. This will usually cause the stove to go out on an irregular basis. The other problem is the auger walking out of the tube and disengaging from the motor resulting in the fire going out and stopping the stove.

**Repair/Replacement procedure:** The first course of action would be to have your authorized AES product technician verify that the auger/auger tube needs repair or replacement. Repairing the auger/auger tube can normally be done at minimal cost. To achieve proper performance, AES requires that an authorized technician inspects and repairs the appliance. If the damage is extensive you may need to ship the unit back to AES for qualified repairs/replacement. This must be handled through the dealership where you purchased your appliance. You may contact AES technical support at [technical@magnumheat.com](mailto:technical@magnumheat.com) if you need assistance finding a repair service. **Auger or Auger tube damage is not covered by warranty.**

If you are repairing the appliance yourself: The first step is to remove all fuel out of the hopper and remove the auger. Inspect the auger for scratches or nicks and lightly buff them smooth. If the auger is gouged or bent, replace the auger. Second step is to inspect the auger tube with a light to see if there are grooves on the inside of the tube. Take a 1 1/2” round (depending on size of auger housing and stove, this will be different) sanding disk which can be attached to the end of a drill (can be purchased at any hardware store) and run on the inside of the auger tube to gently remove any grooves and scratches. Be careful not to remove too much material and not to sand an indentation into the tubing or this could cause improper feeding.

Clean all debris out of the auger tube, replace auger and check system for proper operation. If erratic feeding continues, contact your local Dealer for technical support.