



How to diagnose and replace a Candela

If you are getting an E9 error and the message 'NO LIT', it is likely that your candela has shorted or stopped working which is common in pellet heaters after a few years. By following the instructions below we will be able to diagnose the problem and offer a fix to get you back on your way

Diagnosing the problem

In order to diagnose a problem with the candela, perform a functions test - this will differ depending on what heater you have and whether you have a remote. Refer to our "How to perform a functions test" instructional PDF for more versions of instructions. We have put basic instructions below;

For pellet heaters with top mounted controls:

1. Press and hold the + button on the far right until 'chrono' appears.
2. Press the + button on the far right until 'installer' appears. Press 'set' to proceed. For older models, skip straight to tech menu.
3. Press the + button on the far right until 'tech menu' appears. Press 'set' to proceed
4. Press the + button on the far right until "Factory Settings" appears. Press 'set' to proceed.
5. Hold the far left + button until F5 appears and press 'set'.

You are now in the functions test area where you can test mechanical elements of the pellet heater without it running. By pressing the far right + button, you will navigate through all of these elements individually;

F = smoke fan

C = Pellet delivery auger

A = Candela (do not touch the candela as it can get very hot)

V = Room fan (or V1 and V2 if your heater has two fans)

FCAV1V2 = Everything running simultaneously.

Solutions and how to replace your Candela.

1. Candela is shorting out

The candela is an electronic element, a bit like in an oven. If it touches earthed metal it is likely to stop working. Follow these instructions to fix.

- Turn the power to the pellet heater off
- Open the front door of the pellet heater and remove the burn pot
- Locate the small hollow tube on the inside of where you removed the burn pot. It will be lined up with the small hole in the wall of the burn pot.
- The small element on the inside of the hollow tube is the candela. If you look inside the hollow tube you should be able to see if it is touching the outside tube or not. If it is put a long tool in there to realign the candela to ensure it is not touching any sides. If the candela is already not touching any sides, move on to the next step.
- After you have realigned your candela, put your heater back together and run another functions test, then try starting your heater again.

2. Check your Candelas electrical connection

- Remove the side of your pellet heater very carefully. Removing the majolica or pressed metal side can vary depending on the type of pellet heater you have. Start with removing the left side, however in some models

this the candela can be located on the right.

- Located at the back of the firebox you should see a brass (gold-coloured) hexagonal nut. If you follow the cable that is attached to the back you should see a white connector plug.
- Double check that this connector plug is connected properly and clicked in place.
- Run another functions test and try restarting your pellet heater.
- If you are still having issues, move on to the next step.

3. Replacing your Candela with a replacement from Piazzetta

- Call Piazzetta Australia on (02) 6496 1133 and order another Candela to suit your heater, if your heater is still within warranty we will send this out to you at no charge.
- When your candela arrives, remove it from its packaging and familiarise yourself with where it goes in your heater.
- Following on from the instructions in point "2. Check your candelas electrical connection", ensure your pellet heater has been turned off at the wall.
- Unplug the white connector plug
- Using a spanner or a shifter, undo the brass nut carefully and gently remove the long candela element attached to the brass nut
- Insert your new candela into the hole and tighten the brass nut until finger tight. Use your spanner or shifter to tighten. Do not over tighten.
- Plug your new candela in to the white connector plug.
- Restart your pellet heater.

