A11 alarm

The A11 alarm appears on MCZ pellet stoves when there is a problem with the auger motor. This is the device used to feed the appliance with pellets (geared motor).

Solution

Check that pellets are not blocking the auger:

1. Check that there are no pellets stuck or compacted at the top of the feed channel, from where they fall into the brazier.
2. If pellets are visible, tap them with a chopstick to push them down into the blaze.
3. Check in the combustion chamber (at the pellet inlet) that nothing is blocked at the bottom of the channel (at the top). You can use a double-meter to tap inside the chamber to remove any pellets and unblock the auger.
4. Cancel the alarm on the control panel by turning your unit's ON-Remote-OFF button to "OFF" for about ten seconds.
5. Wait until the display shows "OFF", then set the selector switch back to "Remote".
6. Clean the appliance: empty the ashes, clean the brazier and vacuum.
7. As soon as "OFF" appears on the remote control, you can restart the stove.

If you have checked the above points and it still doesn't work, empty the tank completely and check that there are no foreign bodies in it. If there is, remove it and go back to step 4. If this is not the case, the motor certainly needs to be replaced, and a technician is required.