
Please give our service department a call at the Wood Stone factory if this quick troubleshooting guide doesn't offer you what you need. (800) 988-8074.

Problem 1: The oven will not turn on & there are no lights or displays lit on the controller panel.

Problem 2: The oven control comes on when the green start button is held in but goes off when the button is released.

Problem 3: The oven controls come on but the burners do not light, however, a glow is momentarily visible at the burner located in the back of the oven.

Problem 4: The controls come on but the burner will not light and no glow is present at the burner in the back of the oven.

Problem 5: The burner lights, but cuts out occasionally.

Problem 6: The burners are operating but the product is burning or not cooking consistently.

Problem 7: The oven control is set to one temperature but the oven is getting much hotter.

Problem 8: The oven will not get up to temperature or takes too long to get to temperature, and the visible flame is short, even when turned up full.

Problem 1: The oven will not turn on & there are no lights or displays lit on the controller panel.

Solution: This indicates that the power to the oven has been interrupted. Check & reset the main circuit breaker to the oven. If the breaker has not tripped, is the fan turned on? Some ovens have been wired so the fan must be on before the oven will light. If the oven hood is equipped with an Ansul system has the system tripped, disconnecting the power to the oven?

Problem 2: The oven control comes on when the green start button is held in but goes off when the button is released.

Solution: Turn off power to the oven. The relay inside the control box is loose in its socket. Open the front of the control box by loosening the two screws on the right, locate the square clear plastic relay, that looks like an ice cube, at the top back of the box and press it in firmly. Then retry the oven.

Problem 3: The oven controls come on but the burners do not light, however, a glow is momentarily visible at the burner located in the back of the oven.

Solution: The Gas to the oven has been interrupted. Check the main shut off valve in the gas line to the oven to make certain it is turned on. If the hood system is equipped with an Ansul fire suppression system, has it tripped, shutting off the gas to the oven? Debris in the burner may also cause the burner not to light. Have the burner removed and cleaned, or blow it out with a blower attachment on a vacuum.

Do not attempt to vacuum out the burner or you may damage the burner or igniter.

Problem 4: The controls come on but the burner will not light and no glow is present at the burner in the back of the oven.

Solution: The igniter has been damaged. Contact your local service agent to have it replaced or call the Wood Stone service department.

Problem 5: The burner lights, but cuts out occasionally.

Solution: This symptom indicates the presence of debris in the radiant burner well. The burner should be removed and cleaned. Contact Wood Stone or a local service company. If a shop vacuum is available the hose can be hooked to the outlet of the vacuum, attached to an oven tool handle, and used to blow out the burner. Do not attempt to vacuum out the burner as this may damage the burner or igniter. Low gas pressure may also cause this symptom. Call your local gas supplier to test the burner pressures.

Problem 6: The burners are operating but the product is burning or not cooking consistently.

Solution: This is an operational problem, not a mechanical one. Contact Wood Stone Corporation for assistance.

Problem 7: The oven control is set to one temperature but the oven is getting much hotter.

Solution: The temperature control only controls the under floor Infrared burner on the oven. The visible Radiant flame can heat the oven beyond the set temperature. Turn down your radiant flame.

Problem 8: The oven will not get up to temperature or takes too long to get to temperature, and the visible flame is short, even when turned up full.

Solution: This is an indication of low gas pressure to the oven. This condition may improve when other gas equipment is turned off and worsen when demands increase such as during cold periods where heating plants are running. Contact your local gas company to check pressures at the burners and adjust the incoming pressure to the oven accordingly.

For these or any other problems or questions, contact the Wood Stone service department at 1-800-988-8103. After normal business hours or holidays, follow the recorder instructions for service emergencies.