NOTICE: DO NOT DISCARD THIS MANUAL

CASTILE-B PELLET APPLIANCE

Model(s):
CASTILE-MBK-B CASTILE-CWL-B
CASTILE-CSB-B CASTILE-PMH-B

HOT SURFACES!
Glass and other surfaces are hot during operation AND cool down.

CAUTION
Tested and approved for wood pellets and shelled corn only. Burning of any other type of fuel voids your warranty.

CAUTION
Check building codes prior to installation.
- Installation MUST comply with local, regional, state and national codes and regulations.
- Consult local building, fire officials or authorities having jurisdiction about restrictions, installation inspection, and permits.

WARNING
If the information in these instructions is not followed exactly, a fire could result causing property damage, personal injury, or death.

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not over fire - If appliance or chimney connector glows, you are over firing. Over firing will void your warranty.
- Comply with all minimum clearances to combustibles as specified. Failure to comply may cause house fire.

CAUTION
Installation and service of this appliance should be performed by qualified personnel. Hearth & Home Technologies recommends HHT Factory Trained or NFI certified professionals.
Congratulations
and Welcome to the Quadra-Fire Family!

NOTE: Clearances may only be reduced by means approved by the regulatory authority having jurisdiction

A. Sample of Serial Number / Safety Label
LOCATION: Back of Appliance

Test Lab & Report No.
Model Name
Serial No.

### Safety Alert Key:
- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
- **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
- **CAUTION!** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **NOTICE:** Indicates practices which may cause damage to the appliance or to property.

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Hearth & Home Technologies
LIMITED LIFETIME WARRANTY

Hearth & Home Technologies, on behalf of its hearth brands ("HHT"), extends the following warranty for HHT gas, wood, pellet and electric hearth appliances that are purchased from an HHT authorized dealer.

**WARRANTY COVERAGE:**
HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture. After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

**WARRANTY PERIOD:**
Warranty coverage for consumers begins at the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/distributor, whichever occurs earlier. However, the warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The warranty period for parts and labor for covered components is produced in the following table. The term “Limited Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood and pellet appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

<table>
<thead>
<tr>
<th>Warranty Period</th>
<th>HHT Manufactured Appliances and Venting</th>
<th>Components Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parts Labor</td>
<td>(Indoor) Gas/Wood Pellet Wood Electric Venting</td>
<td>All parts and material except as covered by Conditions, Exclusions, and Limitations listed</td>
</tr>
<tr>
<td>1 Year</td>
<td>X X X X X X</td>
<td>Igniters, auger motors, electronic components, and glass</td>
</tr>
<tr>
<td>2 Years</td>
<td>X X</td>
<td>Factory-installed blowers</td>
</tr>
<tr>
<td></td>
<td>X X X</td>
<td>Molded refractory panels</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>Ignition Modules</td>
</tr>
<tr>
<td>3 Years</td>
<td>X</td>
<td>Firepots, burn pots, mechanical feeders/auger assemblies</td>
</tr>
<tr>
<td>5 Years 1 Year</td>
<td>X</td>
<td>Vent Free burners, Vent Free ceramic fiber logs, Aluminized Burners</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>Castings and Baffles</td>
</tr>
<tr>
<td>6 Years 3 Years</td>
<td>X</td>
<td>Catalyst - limitations listed</td>
</tr>
<tr>
<td>7 Years 3 Years</td>
<td>X X</td>
<td>Manifold tubes, HHT chimney and termination</td>
</tr>
<tr>
<td>10 Years 1 Year</td>
<td>X</td>
<td>Burners, logs and refractory</td>
</tr>
<tr>
<td>Limited Lifetime 3 Years</td>
<td>X X X</td>
<td>Firebox and heat exchanger, Grate and Stainless Steel Burners, FlexBurn® System (engine, inner cover, access cover, and fire back)</td>
</tr>
<tr>
<td>90 Days</td>
<td>X X X X X X</td>
<td>All replacement parts beyond warranty period</td>
</tr>
</tbody>
</table>

*Not designed for direct outdoor environment, see HHT Outdoor products. When installed outdoors, installation must strictly follow HHT Outdoor Protected Outdoor Applications Guidelines available from HHT Authorized Dealers.
CASTILE FREESTANDING

WARRANTY CONDITIONS:

- This warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.
- This warranty is only valid in the country in which the HHT authorized dealer or distributor that sold the appliance resides.
- Contact your installing dealer for warranty service. If the installing dealer or distributor is unable to provide necessary parts, contact the nearest HHT authorized dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.
- Limited Catalyst Warranty
  - For wood burning products containing a catalyst, the catalyst will be warranted for a six-year period as follows: if the original catalyst or a replacement catalyst proves defective or ceases to maintain 70% of its particulate emission reduction activity (as measured by an approved testing procedure) within 36 months from the purchase date, the catalyst will be replaced for free.
  - From 37 to 72 months a pro-rated credit will be allowed against a replacement catalyst and labor credit necessary to install the replacement catalyst. The proration rate is as follows:

<table>
<thead>
<tr>
<th>Amount of Time Since Purchase</th>
<th>Credit Towards Replacement Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 36 Months</td>
<td>100%</td>
</tr>
<tr>
<td>37 – 48 Months</td>
<td>30%</td>
</tr>
<tr>
<td>49 – 60 Months</td>
<td>20%</td>
</tr>
<tr>
<td>61 – 72 Months</td>
<td>10%</td>
</tr>
</tbody>
</table>

- Any replacement catalyst will be warranted under the terms of the catalyst warranty for the remaining term of the original warranty. The purchaser must provide the name, address, and telephone number of the location where the product is installed, proof of original purchase date, date of failure, and any relevant information regarding the failure of the catalyst.

WARRANTY EXCLUSIONS:

This warranty does not cover the following:
- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enameled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period are not covered. These parts include: paint, wood and pellet gaskets, firebricks, grates, flame guides, batteries and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operation instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT; (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non-HHT venting components, hearth connections or other accessories used in conjunction with the appliance. Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- HHT’s obligation under this warranty does not extend to the appliance’s capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to the appliance location and configuration, environmental conditions, insulation and air tightness of the structure.
This warranty is void if:

• The appliance has been over-fired, operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, deformation/warping of interior cast iron structure or components, rust colored cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
• The appliance is subjected to prolonged periods of dampness or condensation.
• There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

LIMITATIONS OF LIABILITY:

• The owner’s exclusive remedy and HHT’s sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will HHT be liable for any incidental or consequential damages caused by defects in the appliance. Some states do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from state to state.
EXCEPT TO THE EXTENT PROVIDED BY LAW, HHT MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.
1

Listing and Code Approvals

A. Appliance Certification

<table>
<thead>
<tr>
<th>Model</th>
<th>Castile Pellet Appliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory</td>
<td>OMNI Test Laboratories, Inc.</td>
</tr>
<tr>
<td>Report No.</td>
<td>061-S-77d-6.2</td>
</tr>
<tr>
<td>Type</td>
<td>Solid Fuel Room Appliance/Pellet Fuel Burning Type</td>
</tr>
<tr>
<td>Standard</td>
<td>ASTM E1509-04, ULC S627-00 and ULC/ORD-C1482-M1990 Room Appliance Pellet Fuel Burning type and (UM) 84-HUD, Mobile Home Approved.</td>
</tr>
<tr>
<td>FCC</td>
<td>Complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.</td>
</tr>
</tbody>
</table>

NOTICE: This installation must conform with local codes. In the absence of local codes you must comply with the ASTM E1509-04, ULC S627-00, (UM) 84-HUD and ULC/ORD-C-1482.

The Quadra-Fire Castile Pellet Appliance meets the U.S. Environmental Protection Agency’s emission limits for pellet appliances sold after May 15, 2015.

This pellet appliance needs periodic inspection and repair for proper operation. It is against federal regulations to operate this pellet appliance in a manner inconsistent with operating instructions in this manual.

B. BTU & Efficiency Specifications

<table>
<thead>
<tr>
<th>EPA Certification #:</th>
<th>940-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPA Certified Emissions:</td>
<td>1.8 grams per hour</td>
</tr>
<tr>
<td>*LHV Tested Efficiency:</td>
<td>N/A</td>
</tr>
<tr>
<td>**HHV Tested Efficiency:</td>
<td>N/A</td>
</tr>
<tr>
<td>***EPA BTU Output:</td>
<td>8,500 to 28,200 / hr.</td>
</tr>
<tr>
<td>****BTU Input:</td>
<td>11,600 to 38,700 / hr.</td>
</tr>
<tr>
<td>Vent Size:</td>
<td>3 or 4 inches, L or PL</td>
</tr>
<tr>
<td>Hopper Capacity:</td>
<td>40 lbs. +/- 5 lbs.</td>
</tr>
<tr>
<td>Fuel:</td>
<td>Wood Pellets</td>
</tr>
</tbody>
</table>

* Weighted average LHV efficiency using data collected during EPA emissions test.

**Weighted average HHV efficiency using data collected during EPA emissions test.

***A range of BTU outputs based on EPA Default Efficiency and the burn rates from the low and high EPA tests.

****Based on the maximum feed rate per hour multiplied by approximately 8600 BTU's which is the average BTU’s from a pound of pellets.

C. Glass Specifications

This appliance is equipped with 5mm ceramic glass. Replace glass only with 5mm ceramic glass. Please contact your dealer for replacement glass.

D. Electrical Rating

115 VAC, 60 Hz, Start 5 Amps, Run 1.25 Amps

E. Mobile Home Approved

- This appliance is approved for mobile home installations when not installed in a sleeping room and when an outside combustion air inlet is provided.
- The structural integrity of the mobile home floor, ceiling, and walls must be maintained.
- The appliance must be properly grounded to the frame of the mobile home and use only Listed pellet vent Class "L" or "PL" connector pipe.
- Outside Air Kit, part OAK-ACC must be installed in a mobile home installation.

WARNING

Fire Risk.

Hearth & Home Technologies disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged appliance.
- Modification of the appliance.
- Installation other than as instructed by Hearth & Home Technologies.
- Installation and/or use of any component part not approved by Hearth & Home Technologies.
- Operating appliance without fully assembling all components.
- Operating appliance without legs attached (if supplied with appliance).
- Do NOT Over fire - If appliance or chimney connector glows, you are over firing.

Any such action that may cause a fire hazard.

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. For assistance or additional information, consult a qualified installer, service agency or your dealer.

NOTE: Hearth & Home Technologies, manufacturer of this appliance, reserves the right to alter its products, their specifications and/or price without notice.

Quadra-Fire is a registered trademark of Hearth & Home Technologies.
2 Operating Instructions

A. Fire Safety
To provide reasonable fire safety, the following should be given serious consideration:

• Install at least one smoke detector and CO monitor on each floor of your home.

• Locate detectors away from the heating appliance and close to the sleeping areas.

• Follow the detector’s manufacturer’s placement and installation instructions and maintain regularly.

• Conveniently locate a Class A fire extinguisher to contend with small fires.

• In the event of a hopper fire:
  • Evacuate the house immediately.
  • Notify fire department.

B. Non-Combustible Materials
Material which will not ignite and burn, composed of any combination of the following:

- Steel
- Plaster
- Glass
- Tile
- Brick
- Iron
- Slate
- Concrete

Materials reported as passing ASTM E 136, Standard Test Method for Behavior of Metals, in a Vertical Tube Furnace of 750° C.

C. Combustible Materials
Material made of/or surfaced with any of the following materials:

- Compressed Paper
- Wood
- Plywood/OSB
- Sheet Rock (drywall)
- Plastic
- Plant Fibers

Any material that can ignite and burn: flame proofed or not, plastered or non-plastered.

D. Fuel Material and Fuel Storage
Pellet fuel quality can greatly fluctuate. This appliance has been designed to burn a wide variety of fuels, giving you the choice to use the fuel that is most economical in your region.

Hearth & Home Technologies strongly recommends only using Pellet Fuel Institute (PFI) certified fuel.

- **Fuel Material**
  - Made from sawdust or wood by-products
  - Depending on the source material it may have a high or low ash content.

- **Higher Ash Content Material**
  - Hardwoods with a high mineral content
  - Fuel that contains bark
  - Standard grade pellets, high ash pellets

- **Lower Ash Content Material**
  - Softwoods
  - Fuels with low mineral content
  - Premium grade pellets

- **Clinkers**
  - Minerals and other non-combustible materials such as sand will turn into a hard, glass-like substance called a clinker when heated in the fire pot.
  - Trees from different areas will vary in mineral content. That is why some fuels produce more clinkers than others.

- **Moisture**
  - Always burn dry fuel. Burning fuel with high moisture content takes heat from the fuel and tends to cool the appliance, robbing heat from your home. Damp pellet fuel can clog the feed system.

- **Size**
  - Pellets are either 1/4 inch or 5/16 inch (6-8mm) in diameter
  - Length should be no more that 1-1/2 inches (38mm)
  - Pellet lengths can vary from lot to lot from the same manufacturer
  - Due to length variations, the flame height (feed rate) may need adjusting occasionally. See page 9 for instructions.
Performance
• Higher ash content requires the ash drawer to be emptied more frequently
• Hardwoods require more air to burn properly
• Premium wood pellets produce the highest heat output.
• Burning pellets longer than 1-1/2 inches (38mm) can cause an inconsistent fuel feed rate and/or missed ignitions.

We recommend that you buy fuel in multi-ton lots whenever possible. However, we do recommend trying various brands before purchasing multi-ton lots to ensure your satisfaction.

Changing to Different Fuel Type
• Empty the hopper of the previous fuel
• Thoroughly vacuum hopper before filling with the new fuel

The burn rate, BTU content and heat output will all vary depending on the fuel selected.

Storage
• Wood pellets should be left in their original sealed bag until using to prevent moisture absorption.
• This will also prevent rodents from becoming a problem.
• Do not store any pellet fuel within the clearance requirements or in an area that would hinder routine cleaning and maintenance.

E. General Operating Information
1. Thermostat Calls For Heat
The appliance is like most modern furnaces; when the thermostat calls for heat, your appliance will automatically light and deliver heat. When the room is up to temperature and the thermostat is satisfied, the red call light will go off and the appliance will shut down.

CAUTION
Tested and approved for wood pellets and shelled corn. Burning of any other type of fuel voids your warranty.

2. Heat Output Controls
This appliance is equipped with a heat output control switch that has three settings or burn rates; low, medium and high. The appliance will turn on and off as the thermostat demands. When the thermostat calls for heat, the appliance will start up at the burn rate for which it is set. If the appliance is set at one of the lower settings, it will run quieter but take longer to heat up an area than if it were set at a higher burn rate. Regardless of the burn rate, when the area is warm enough to satisfy the thermostat, the appliance will shut off.

F. Before Your First Fire
1. First, make sure your appliance has been properly installed and that all safety requirements have been met. Pay particular attention to the fire protection, venting and thermostat installation instructions.
2. Double check that the ash drawer and firebox are empty!
3. Close the front door.

IMPORTANT DETAIL: The tip of the thermocouple must be in contact with the inside end of the thermocouple cover or missed ignitions can occur.

G. Starting Your First Fire
1. A thermostat is required for proper operation of this appliance, except for corn. At this time, fill the hopper with pellets, set the thermostat to its lowest setting. Plug the power cord into nearby outlet.
2. The exhaust blower will stay on for approximately 18 minutes even though the thermostat is not calling for heat. This is normal.
3. Locate the heat output control switch mounted on the back of the appliance in the upper right corner. Figure 9.1. Turn it to the “high” setting by pushing the top of the control switch in and then adjust the thermostat to its highest setting. Remove the right side panel and the red call light located to the left of the control box will be on. Figure 10.2 on page 10. This indicates the thermostat is calling for heat.
4. The fuel feed system and the igniter should now be on.
5. For your first fire it will be necessary to press the reset button once approximately 2 minutes after start up and again in 5 minutes. This will fill the feed system and allow the appliance to begin dropping pellets. The appliance will continue to run as long as the thermostat is calling for heat.
6. Once the appliance has ignited, let it burn for approximately 15 minutes, then set the thermostat to the desired room temperature. Adjust the heat output control switch to the desired setting.

NOTE: We recommend the use of a 50-50 blend of corn and wood pellets. The only change in operation is that the feed rate may require a slight adjustment. If the appliance is running all of the time, 100% corn will work after the fire has been started using wood pellets.
H. Fire Characteristics
A properly adjusted fire with the heat output control switch set on “high” has a short active flame pattern that extends out of the fire pot approximately 4 inches (102mm). If the fire has tall flames with black tails and seems somewhat lazy, the feed rate will need to be reduced. This is done by sliding the fuel adjustment control rod down, which will reduce the feed. If the fire is not 4 inches (102mm) tall, slide the fuel adjustment control rod up to increase the feed. A medium and low setting will give a shorter flame. The flame will rise and fall somewhat. This is normal.

I. Feed Rate Adjustment Instructions
The feed adjustment control rod is factory set, and should be adequate for most fuels. However, if the flame height is too high or too low, you will need to adjust the feed rate. Wait until the appliance has been burning for 15 minutes before making your adjustments and allow 15 minutes for feed adjustment to take effect.

1. Loosen the set screw 1/4 to 1/2 turn during set-up of appliance. This will allow movement of the feed adjustment control rod. Do not re-tighten set screw. Figure 10.1

2. Loosen the wing nut.

3. Adjust the feed adjustment control rod upward towards the “+” symbol to increase the feed rate and flame height or down towards the “-” symbol, to decrease the feed rate and flame height.

4. Re-tighten the wing nut.

J. Ignition Cycles
1. At the beginning of each ignition cycle, it is normal to see some smoke in the firebox. The smoke will stop once the fire starts.

2. The convection blower will automatically turn on after your appliance has been burning for approximately 10 minutes. This blower transfers heat from your appliance into the room, and will continue to run after the thermostat has stopped calling for heat until the appliance has cooled down.

3. Occasionally the appliance may run out of fuel and shut itself down. When this happens, the red call light will be on. See Figure 10.2. To restart it, fill the hopper and press the reset button. See Figure 9.1, page 9. When you press the reset button the red call light will go out. Release the button and the light will come back on. You should see a fire shortly. If not, follow the instructions on page 9, of “Starting Your First Fire”.

---

**WARNING**

Fire Risk
Do NOT operate appliance:
- With appliance door open.
- Fire pot floor open.
- Cleaning slide plates open.

Do NOT store fuel:
- Closer than required clearances to combustibles to appliance.
- Within space required for loading or ash removal.

---

**CAUTION**

HOT WHILE IN OPERATION. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS.
K. Clear Space
Mantel: Avoid placing candles and other heat-sensitive objects on mantel or hearth. Heat may damage these objects.

NOTICE: Clearances may only be reduced by means approved by the regulatory authority having jurisdiction.

WARNING

Fire Risk.
Keep combustible materials, gasoline and other flammable vapors and liquids clear of appliance.
• Do NOT store flammable materials in the appliance’s vicinity.
• DO NOT USE GASOLINE, LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID OR SIMILAR LIQUIDS TO START OR “FRESHEN UP” A FIRE IN THIS APPLIANCE.
• DO NOT BURN GARBAGE OR FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL.
• DO NOT USE CHEMICALS OR FLUIDS TO START THE FIRE.
 Keep all such liquids well away from the appliance while it is in use.
• Combustible materials may ignite.

WARNING

Fire Risk.
Do NOT place combustible objects in front of the appliance. High temperatures may ignite clothing, furniture or draperies. Maintain a minimum clearance of 3 feet (914mm) in front of appliance.

WARNING

Fire Risk.
Do NOT operate appliance:
• With appliance door open.
• With fire pot floor open.
Do NOT store fuel:
• Closer than required clearances to combustibles to appliance.
• Within space required for loading or ash removal.

CAUTION

Odors and vapors released during initial operation.
• Curing of high temperature paint.
• Open windows for air circulation.
Odors may be irritating to sensitive individuals.

L. Frequently Asked Questions

<table>
<thead>
<tr>
<th>ISSUES</th>
<th>SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Metallic noise.</td>
<td>1. Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of your appliance.</td>
</tr>
<tr>
<td>2. Ash buildup on glass.</td>
<td>2. This is normal. Clean the glass.</td>
</tr>
<tr>
<td>3. Glass has turned dirty.</td>
<td>3. Excessive build up of ash. The lower burn settings will produce more ash, the higher burn settings produce less. The more it burns on low the more frequent cleaning of the glass is required.</td>
</tr>
<tr>
<td>4. Fire has tall flames with black tails and is lazy.</td>
<td>4. The feed rate needs to be reduced or the fire pot needs cleaning. Heat exchanger or exhaust blower needs cleaning.</td>
</tr>
<tr>
<td>5. Smokey start-up or puffs of smoke from the air wash.</td>
<td>5. Either the fire pot is dirty or there is too much fuel at start-up and not enough air. Close down feed rate 1/4 inch at a time until this no longer happens.</td>
</tr>
<tr>
<td>6. Large flame at start-up.</td>
<td>6. This is normal. Flame will settle down once the fire is established.</td>
</tr>
</tbody>
</table>

CONTACT YOUR DEALER for additional information regarding operation and troubleshooting. Visit www.quadrafire.com to find a dealer.
CASTILE FREESTANDING

3

Maintenance and Service

When properly maintained, your fireplace will give you many years of trouble-free service. Contact your dealer to answer question regarding proper operation, troubleshooting and service for your appliance. Visit www.quadrafire.com to find a dealer. We recommend annual service by a qualified service technician.

A. Proper Shutdown Procedure
Turn thermostat all the way to the left. Appliance will go into shutdown.

Follow the detailed instructions found in this section for each step listed in the chart below.

This pellet appliance has a manufacturer-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate this pellet appliance in a manner inconsistent with operating instructions in this manual.

B. Quick Reference Maintenance Chart

<table>
<thead>
<tr>
<th>Cleaning or Inspection</th>
<th>Frequency</th>
<th>Daily</th>
<th>Weekly</th>
<th>Every 2 Weeks</th>
<th>Monthly</th>
<th>Yearly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ash Pan - Burning Wood Pellets</td>
<td>Every 5 bags of fuel</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ash Pan - Burning Alternate Fuels</td>
<td>Every 1 bag of fuel</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ash Removal from Firebox</td>
<td>More frequently depending on the fuel type or ash build-up</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Auto-Clean Inspection</td>
<td>More frequently depending on the fuel type</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blower, Combustion (Exhaust)</td>
<td>More frequently depending on the fuel type</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blower, Convection</td>
<td>More frequently depending on the operating environment</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Door Latch Inspection</td>
<td>Prior to heating season</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firebox - Prepare for Non-Burn Season</td>
<td>At end of heating season</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire pot - Burning Softwood Pellets</td>
<td>Every 5 bags</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire pot - Burning Hardwood Pellets</td>
<td>Every 3 bags</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire pot - Burning Alternate Fuels</td>
<td>Every 1 bag</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glass</td>
<td>When clear view of fire pot becomes obscured</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heat Exchanger &amp; Drop Tube</td>
<td>Every 1 ton of fuel</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hopper</td>
<td>Every 1 ton of fuel or when changing fuel types</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Venting System</td>
<td>More frequently depending on the fuel type</td>
<td>OR</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTICE:** These are recommendations. Clean more frequently if you encounter heavy build-up of ash at the recommended interval or you see soot coming from the vent. *Not properly cleaning your appliance on a regular basis will void your warranty.*
C. General Maintenance and Cleaning

1. Types of Fuel

Depending on the type of fuel you are burning will dictate how often you have to clean your fire pot.

If the fuel you are burning has a high dirt or ash content or you are burning shelled field corn, it may be necessary to clean the fire pot more than once a day.

Dirty fuel will cause clinkers to form in the fire pot. A clinker is formed when dirt, ash or a non-burnable substance is heated to 2000°F (1093°C) and becomes glass-like. See page 16 in this section for more details on fuels with high ash content.

2. Cleaning Fire pot with Cleaning Rod & Fire pot Scraper

- Frequency: Daily or more often as needed
- By: Homeowner
  a. The appliance must be in complete shutdown and cool and the exhaust blower off. If you are just cleaning the fire pot, there is no need to unplug the appliance.
  b. Pull fire pot cleaning rod OUT a couple of times to help shake debris loose. If rod is hard to pull, it may be necessary to use your fire pot clean-out tool to chip away material that has built up on the bottom plate of the fire pot and to push out any clinkers. Larger clinkers may have to be removed from the top of the fire pot. Corn clinkers can be especially difficult to break up.
  c. The fire pot floor plate must be fully closed when finished. Figure 13.1.

3. Ash Removal from Firebox

- Frequency: Every 5 bags or weekly or more frequently depending on ash build-up.
- By: Homeowner
  a. There must not be any hot ashes in the firebox during cleaning so allow the appliance to completely cool. The firebox ash should be removed every time the exhaust path is cleaned. Frequent cleaning of the ash in the firebox will help slow down the build-up of ash in the exhaust blower and vent system.
  b. Plug in your appliance, if unplugged, and turn the thermostat on and immediately shut it off to start the exhaust blower on its cycle time. It will pull fly ash out the exhaust instead of into the room.
  c. Open cast hinged face. Directly underneath the firebox door and to the left and right of the fire pot are 2 cleaning slide plates with finger holes. Pull both slide plates out and then open the glass door. Sweep the remaining ash from the firebox into the 2 open holes. A paint brush works well for this. Close slide plates.
  d. This ash is deposited in the same ash pan as the fire pot debris. The ash pan should be emptied every time you clean the firebox. Remember to place the ash and debris into a metal or noncombustible container.
  e. The 2 cleaning slide plates must be fully closed when cleaning is complete. See Disposal of Ashes.

4. Cleaning Ash Pan

- Frequency: Weekly or every 5 bags of fuel
- By: Homeowner
  Locate the ash pan underneath the fire pot. Open the bottom ash door and slide the ash pan straight out. Empty into a non-combustible container and re-install ash pan. See Disposal of Ashes.

5. Disposal of Ashes

- Frequency: As needed
- By: Homeowner
  Ashes should be placed in a steel container with a tight-fitting lid. The container of ashes should be moved outdoors immediately and placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal.
  If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled. Other waste shall not be placed in this container.

---

**WARNING**

Fire Risk
- NEVER pull fire pot cleaning rod or cleaning slide plates out when appliance is operating.
- The cleaning slide plates must be fully CLOSED when appliance is operating.
- Hot pellets may fall into ash pan and start a fire or mis-starts due to lack of vacuum.

**WARNING**

Disposal of Ashes
- Ashes should be placed in metal container with tight fitting lid.
- Ashes should be retained in closed container until all cinders have thoroughly cooled.
6. **Cleaning Heat Exchanger Chambers & Drop Tube**
   - **Frequency:** Monthly or every 1 ton of fuel
   - **By:** Homeowner

The amount of ash buildup in the fire pot will be a good guide to determine how often you should clean the heat exchangers.

   a. Allow the appliance to completely cool down before pulling the cleaning rods. Turn the thermostat on and then immediately off to start the exhaust blower on its cycle time. It will pull fly ash out the exhaust instead of into the room. Open the cast hinged face to access the 2 cleaning rods.

   b. Locate the 2 exposed rods directly underneath the heat exchanger tubes. **Figure 14.1.**

   c. To clean, pull the rods straight out until it stops, approximately 8 inches (203mm). Slide the rods OUT and IN a couple of times.

**Figure 14.1**

7. **Cleaning Beneath Heat Exchanger**
   - **Frequency:** Monthly or after burning 1 ton of fuel
   - **By:** Homeowner

   a. Be sure the appliance is allowed to cool, has been unplugged and the exhaust blower is off

   b. A more thorough cleaning is needed to remove the excess ash that is left behind from the use of the cleaning rods for the heat exchanger tubes.

   c. The ash will be resting on the back of the baffle. This will require removing the cast baffle. Please refer to page 23 for a detailed explanation of removing the baffle.

8. **Cleaning the Exhaust Path**
   - **Frequency:** Every 25 bags or monthly or more frequently depending on ash build-up.
   - **By:** Homeowner

   a. Appliance must be completely cool.

   b. Open cast hinge face. Remove baffle and right brick and thoroughly vacuum the area and continue throughout the rest of the firebox.

   c. Replace right brick and baffle and close cast hinge face.

9. **Cleaning the Hopper**
   - **Frequency:** Monthly or after burning 50 bags of fuel or when changing fuel type
   - **By:** Homeowner

   After burning approximately 1 ton of fuel you will need to clean the hopper to prevent sawdust build-up.

   A combination of sawdust and pellets on the auger reduces the amount of fuel supply to the fire pot. This can result in nuisance shutdowns and mis-starts.

**Figure 14.2**

   a. The appliance must be in complete shutdown. Allow the appliance to completely cool down.

   b. Empty the hopper of any remaining pellets.

   c. Vacuum the hopper and feed tube.

**NOTE:** Hearth & Home Technologies recommends to use a heavy duty vacuum cleaners specifically designed for solid fuel appliance cleaning.

10. **Soot and Fly Ash: Formation & Need for Removal in Exhaust Venting System.**
    - **Frequency:** Yearly or more frequently depending on ash build-up.
    - **By:** Qualified Service Technician/Homeowner

Be sure the appliance is allowed to cool, has been unplugged and the exhaust blower is off.

The products of combustion will contain small particles of fly ash. The fly ash will collect in the exhaust venting system and restrict the flow of the flue gases.

At start-up if there is incomplete combustion, or if there is a shutdown or incorrect operation of the appliance it will lead to some soot formation. This will collect in the exhaust venting system.

The venting (chimney) system may need to be cleaned at least once a year or more often depending upon the quality of your fuel or if there is a lot of horizontal pipe sections. Ash will build up more quickly in the horizontal sections.

11. **Cleaning the Glass**
    - **Frequency:** When clear view of the fire pot becomes obscure
    - **By:** Homeowner

   a. Appliance must be completely cool before cleaning glass.

   b. Vacuum fly ash from glass and door rope.

   c. Use a damp paper towel or any non-abrasive glass cleaner. Wipe off with dry towel.
12. Door Latch Inspection

- **Frequency:** Prior to heating season
- **By:** Homeowner

The door latch is non-adjustable but the gasket between the glass and firebox should be inspected periodically to make sure there is a good seal.

13. Cleaning Exhaust Blower - Requires No Lubrication

- **Frequency:** Yearly or as needed
- **By:** Qualified Service Technician
- **Task:** Contact your local dealer

14. Cleaning Convection Blower - Requires No Lubrication

- **Frequency:** Yearly or as needed
- **By:** Qualified Service Technician / Homeowner

The convection blower is located at the bottom rear of the appliance. It is housed inside the screen box. See page 22 for detailed instructions on removing the blower.

The blower has two impellers, one on each side of the motor. They should be cleaned at least once each year or more often as needed.

15. Cleaning the Top Vent Adapter

a. The appliance must be in complete shutdown and the exhaust blower should be off. Allow the appliance to completely cool down.

b. Open the clean out cover. See Figure 15.1.

c. Sweep out any ash build-up.

**NOTE:** There are heavy duty vacuum cleaners specifically designed for solid fuel appliance cleaning.

16. Preparing Firebox for Non-Burn Season

- **Frequency:** Yearly at the end of the heating season
- **By:** Homeowner

a. Be sure the appliance is allowed to cool, has been unplugged and the exhaust blower is off.

b. Remove all ash from the firebox and vacuum thoroughly.

c. Paint all exposed steel, including cast-iron.

   - Use the Touch-Up paint supplied with the appliance; or;
   - Purchase paint from your local dealer.
   - Must use a high-temperature paint made specifically for heating appliances.

D. High Ash Fuel Content Maintenance

- **Frequency:** As needed
- **By:** Homeowner

Poor quality pellet fuel, or lack of maintenance, can create conditions that make the fire pot fill quickly with ashes and clinkers.

This condition makes the appliance susceptible to overfilling the fire pot with pellets which may result in smoking, sooting and possible hopper fires. Figure 16.1 on page 16 shows an example where the fire pot overfills, pellets back up into the feed tube and ash has accumulated in the firebox.

An inefficient and non-economical method of burning of fuel caused by poor quality pellet fuel is shown in Figure 16.2 on page 16.

The correct flame size when good quality, premium pellet fuel is burned is shown in Figure 16.3 on page 16.

If the ash build up exceeds the half way point in the fire pot IMMEDIATE ATTENTION AND CLEANING IS REQUIRED.
CASTILE FREESTANDING

E. Soot or Creosote Fire
Establish a routine for the fuel, wood burner and firing technique. Check daily for creosote build-up until experience shows how often you need to clean to be safe. Be aware that the hotter the fire the less creosote is deposited, and weekly cleaning may be necessary in the mild weather even though monthly cleaning may be enough in the coldest months. Contact your local municipal or provincial fire authority for information on how to handle a chimney fire.

In the event of a soot or creosote fire, close the firebox door, exit the building immediately and contact the proper fire authorities.

DO NOT under any circumstances re-enter the building.

---

F. Thermostat Battery Installation, Replacement and Operation.

NOTE: 2 AA batteries are included with the thermostat and must be installed before the appliance can be operated.

Install fresh batteries immediately when the REPLACE BATTERY warning begins flashing. The warning flashes about two months before the batteries are depleted. Even if the warning does not appear, you should replace batteries once a year (see Figure 16.4).

If batteries are inserted within two minutes, the time and day will not have to be reset. All other settings are permanently stored in memory.

---

Figure 16.1

Figure 16.2

Figure 16.3

Figure 16.4

Thermostat Operation

Figure 16.5
With proper installation, operation, and maintenance your appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service person in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician.

### Troubleshooting Guide

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plug in appliance - No response.</td>
<td>No current to outlet.&lt;br&gt; 7 amp fuse defective.&lt;br&gt;#3 snap disc tripped or defective.&lt;br&gt; Control box defective.</td>
<td>Check circuit breaker at service panel.&lt;br&gt; Replace fuse.&lt;br&gt; Reset or replace snap disc.&lt;br&gt; Replace control box.</td>
</tr>
<tr>
<td>Call light on. No fire. No fuel in fire pot.</td>
<td>Out of fuel.&lt;br&gt;#2 snap disc may be defective.&lt;br&gt;Vacuum switch not closing, no vacuum.</td>
<td>Check hopper. Fill with fuel.&lt;br&gt; Replace snap disc.&lt;br&gt; Check exhaust blower is plugged in and operating.&lt;br&gt; Check vacuum switch is plugged in.&lt;br&gt; Check vacuum hose is in good condition, clear and connected at both ends.&lt;br&gt; Check thermocouple is in good condition and plugged in properly.&lt;br&gt; Make sure venting system is clean.&lt;br&gt; Make sure front door is closed.&lt;br&gt; Replace control box.</td>
</tr>
<tr>
<td>Call light on. No fire. Partially burned fuel in fire pot.</td>
<td>Fire pot clean-out plate not closed.&lt;br&gt; Fire pot is dirty (missed ignition).</td>
<td>Check that fire pot clean-out plate is fully closed.&lt;br&gt; Clean fire pot. Make sure there is no clinker in the fire pot.&lt;br&gt; Clinkers may have to be broken up with fire pot scraper tool or other means.</td>
</tr>
<tr>
<td>Call light on. No fire. Unburned pellets in fire pot.</td>
<td>Fire pot clean-out plate not closed.&lt;br&gt; Fire pot is dirty.&lt;br&gt; Ignition hole blocked.&lt;br&gt; Igniter not working.</td>
<td>Check that fire pot clean-out plate is fully closed.&lt;br&gt; Clean fire pot. Make sure there is not a clinker in the fire pot. Clinkers may have to be pushed out of fire pot with fire pot scraper tool or other means.&lt;br&gt; Scrape with solid piece of wire.&lt;br&gt; Remove ash pan to see if igniter is glowing red on start-up.&lt;br&gt; Check igniter wires for good connection.&lt;br&gt; Replace igniter using 1/4 inch male/female spade connectors.&lt;br&gt; Replace control box.</td>
</tr>
<tr>
<td>Slow or smoky start-up.</td>
<td>Fire pot clean-out plate not closed.&lt;br&gt; Fire pot is dirty.&lt;br&gt; Excessive amount of fuel at start-up.</td>
<td>Check that fire pot clean-out is fully closed.&lt;br&gt; Clean fire pot. Make sure there is not a clinker in the fire pot. Clinkers may have to be pushed out of fire pot with fire pot scraper tool or other means.&lt;br&gt; Reduce feed rate using feed rate adjustment control rod located inside hopper.</td>
</tr>
<tr>
<td>Symptom</td>
<td>Possible Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Slow or smoky start-up (Cont’d)</td>
<td>Dirty exhaust and/or venting system.</td>
<td>Check for ash build up in appliance, including behind rear panels, firebox, heat exchanger, exhaust blower and venting.</td>
</tr>
<tr>
<td>Feed system fails to start.</td>
<td>Out of fuel. #2 snap disc may be defective.</td>
<td>Check hopper, fill with fuel. Replace snap disc. Firebox door must be closed securely.</td>
</tr>
<tr>
<td></td>
<td>Vacuum switch not closing. No vacuum.</td>
<td>Check exhaust blower is plugged in and operating. Check vacuum switch is plugged in. Check vacuum hose is in good condition, clear and connected at both ends. Check thermocouple is in good condition and plugged in properly. Make sure venting system is clean. <strong>NOTE:</strong> High winds blowing into the venting system can pressurize the firebox causing loss of vacuum.</td>
</tr>
<tr>
<td></td>
<td>Feed system jammed or blocked.</td>
<td>Empty hopper of fuel. Use a wet/dry vacuum cleaner to remove remaining fuel, from hopper, including feed tube. Check feed chute for obstructions. Loosen 2 feed assembly mounting screws and lightly shake feed assembly.</td>
</tr>
<tr>
<td></td>
<td>Feed spring not turning with feed motor.</td>
<td>Check that set screw is tight on feed spring shaft at end of feed motor. Check connections on feed motor, replace if defective.</td>
</tr>
<tr>
<td></td>
<td>Feed motor defective or not plugged in.</td>
<td></td>
</tr>
<tr>
<td>No call light. Appliance does not begin start sequence.</td>
<td>Thermostat not set to a high enough temperature. Snap Disc #3 tripped. No power. Fuse blown. Connections at thermostat and/or appliance not making proper contact. Defective thermostat or thermostat wiring.</td>
<td>Adjust thermostat above room temperature. Reset snap disc. Connect to power. Replace fuse. Check connections at thermostat and appliance. Replace thermostat or wiring. <strong>NOTE:</strong> To test thermostat and wiring, use a jumper wire at the thermostat block on the appliance to by-pass thermostat and wiring. Replace control box.</td>
</tr>
<tr>
<td>Appliance fails to shut off.</td>
<td>Call light on.</td>
<td>Turn thermostat off. If call light does not go out, disconnect thermostat wires from appliance. If call light does go out, thermostat or wires are defective.</td>
</tr>
<tr>
<td>Symptoms</td>
<td>Possible Cause</td>
<td>Corrective Action</td>
</tr>
<tr>
<td>----------</td>
<td>---------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Convection blower fails to start.</td>
<td>#1 snap disc defective. Blower not plugged in. Blower is defective. Control box is defective.</td>
<td>Replace snap disc. Check that blower is plugged into wire harness. Replace blower. Replace control box.</td>
</tr>
<tr>
<td>Exhaust blower fails to start or does not shut off.</td>
<td>Blower not plugged in. Blower is clogged with ash. Blower is defective. Control box is defective.</td>
<td>Check that blower is plugged into wire harness. Clean exhaust system. Replace blower. Replace control box.</td>
</tr>
<tr>
<td>Large, lazy flame, orange color. Black ash on glass.</td>
<td>Dirty appliance. Poor fuel quality, high ash content. Fire pot clean-out plate not completely closed. Excessive amount of fuel.</td>
<td>Clean appliance, including fire pot, heat exchangers and venting system. Remove stainless steel baffle from firebox to clean ash from on top of baffle. Clean behind rear brick panels. Change fuel brand to premium. Check that fire pot clean-out plate is fully closed. Reduce feed rate using feed rate adjustment control rod located inside hopper.</td>
</tr>
<tr>
<td>Appliance calls for heat. Call light illuminates. Exhaust blower starts. No feed or igniter.</td>
<td>Thermocouple is defective or not properly plugged in. Defective control box.</td>
<td>Check connections on thermocouple or replace if defective. A flashing yellow light on the control box indicates a problem with the thermocouple. Replace control box.</td>
</tr>
</tbody>
</table>
CASTILE FREESTANDING

5 Service Parts Replacement

A. Glass Replacement - Door Assembly  
*(Replace with 5mm ceramic glass only)*

1. Open the face and remove door from the appliance by lifting door off of hinge pin and lay on a flat surface face down.

2. Using a screwdriver, tap the bottom of the rope retainer rod to push it up out of the hole. The top end of the rod will slide up. Swing the rod toward you from the bottom and remove the rod. Repeat for other side.

3. Remove old glass and replace with new glass.

4. Slide the retainer rod into the top hole first, and then line up the bottom crimped end with the hole in the door. The crimped end must be parallel with the glass in order to insert it into place. **Figure 20.1.**

5. **WARNING**
   - Glass is 5mm thick high temperature heat-resistant ceramic glass.
   - DO NOT REPLACE with any other material.
   - Alternate material may shatter and cause injury.

B. Igniter Replacement

1. Shut down the appliance by turning down the thermostat and let the appliance completely cool down. After the appliance has cooled down, unplug it and remove the ash drawer.

2. The wire leads to the igniter are connected to the wire harness with 1/4 inch male / female spade connectors. Disconnect the spade connections and remove the igniter from the chamber. Loosen thumb screw and slide igniter out.

3. Install new igniter into the chamber and tighten thumb screw. Re-connect the wires to the 2 leads with the spade connectors.

4. Double check that the igniter wires are clear of any movement, i.e. ash drawer, fire pot cleaning rod, cleaning slide plates, etc.

5. Re-install the ash drawer and side panel and re-connect the power.

5. **WARNING**
   - Do NOT remove grounding prong from plug.
   - Plug directly into properly grounded 3 prong receptacle.
   - Route cord away from appliance.
   - Do NOT route cord under or in front of appliance.

**Figure 20.1**

**Figure 20.2**
C. Blower Replacement

1. **Convection Blower Replacement**

   **NOTE:** The convection blower must be removed before the exhaust blower can be removed.

   a. Turn down thermostat, let appliance completely cool and then unplug appliance before servicing.

   b. Remove both side curtains by loosening 2 screws (do not remove) and pull side panels away.

   c. Remove 4 screws from the back screen and pivot the top of the screen toward you leaving the bottom attached to appliance. **Figure 21.1.**

   d. Remove 2 screws to remove the thermostat block and disconnect the 2 yellow wires.

   e. Remove the 2 screws from the power inlet and rotate it through the hole and out of the screen, leaving the wires attached.

   f. Disconnect the vacuum hose and both wires (orange and red) from the vacuum switch attached to the rear screen.

   g. Remove both wires from exhaust blower (blue and double white).

   h. Remove 6 screws using a flathead screwdriver or a 1/4” nut-driver. Retain screws for use on replacement blower. **Figure 21.2.**

   i. Remove exhaust blower and gasket.

   j. Install new gasket and blower. Discard blower housing if not needed.

   k. Re-install in reverse order.

2. **Combustion Blower Replacement**

   a. Turn down thermostat, let appliance completely cool and then unplug appliance before servicing.

   b. The convection blower is located at the bottom rear of the appliance and is housed inside a screen box. Remove the 2 screws facing forward in the center of the blower chamber at the very back of the appliance.

   c. If an outside air kit is installed on the appliance, these screws attach the intake air channel piece of the outside air kit to the appliance. Remove the 2 screws and pull backwards on the channel and it will slide down and away from the appliance. The air channel, collar and outside air hose will be removed as one piece.

   d. There are 2 screws on each side of the housing. Loosen all 4 screws, but do not remove them. Lift the blower housing up slightly and slide towards you. **Figure 22.1 on page 22.**

   e. Remove the left side panel by loosening 2 screws (do not remove) and pull side panel away. Unplug the 2 black blower wires by disconnecting the spade connectors.
f. To remove blower from the housing, remove 2 screws in the front of the housing and very carefully bend the 2 housing sides out and bend the back of the housing away from the blower. This allows for room to access the back 2 screws and nuts (4 total) that is securing the blower to the housing.

g. Remove blower and replace with new blower.
e. Re-install in reverse order.

D. Baffle & Brick Set Removal
1. Follow proper shutdown procedures.

2. The top baffle has a hook on the bottom left side that rests on the top lip of the cast brick. There is a tab on the bottom right side that hooks into the side bracket. Remove the top baffle by first pulling the baffle forward until back edge drops down. Then slide baffle back until the front edge clears the shelf that it had been resting on. Figure 22.2

3. The top baffle must be removed before you can remove the right and left brick. Remove the right brick by holding top lip of brick and lifting up, then push outside edge back. Slide brick to the right until it is flush with the firebox. Rotate the inside edge of the brick forward and remove brick. Repeat for left brick. Figure 22.3.
6 Reference Materials

A. Component Functions

1. Control Box
   a. The control box is located on upper right side of appliance, behind the right side panel and above the vacuum switch.
   b. There is a light located inside of the control box. The internal light will turn green when the appliance has reached a temperature of 175°F (79°C) in the fire pot and will turn red when it reaches 600°F (315°C).
   c. There is also an internal blue light located in the upper left corner of the control box. When you plug in the appliance the blue light will automatically start blinking 6 times in a row for 60 seconds and then will stop.

2. Convection Blower
   The convection blower is mounted at the bottom rear of the appliance. There are 2 impellers, one on each side of the motor. The convection blower pushes heated air through the heat exchanger system into the room.

3. Combustion Blower
   The combustion blower is located on the right side of appliance and is designed to pull the exhaust from the appliance and push it out through the venting system.

4. Feed System
   The feed system is located on the right side of the appliance and can be removed as an entire assembly. The assembly includes the feed motor, mounting bracket, bearing and feed spring (auger). The hollow feed spring (auger) pulls pellets up the feed tube from the hopper area and drops them down the feed chute into the fire pot.

5. Fire Pot
   The fire pot is made of high quality ductile iron and has a cleaning pull-out rod. The floor of the fire pot opens for cleaning when you pull out the rod. Be sure that the floor returns to a completely closed position or your appliance will not operate properly.

6. Fuse
   The fuse is located on the front of the junction box on the right side of appliance. The fuse will blow should a short occur and shut off power to the appliance.

7. Heat Exchangers
   The heat exchangers transfer hot air from the exhaust system into convection air. Remove the stainless steel top baffle to access the heat exchangers. There are 2 clean out rods located under the heat exchangers.

8. Heat Output Switch
   The heat output switch is located on the upper right rear corner. The function of the heat output switch is to regulate the burn rates; low, medium and high settings.

9. Hopper Switch
   The hopper switch is located in the upper right hand corner of the hopper. This switch is designed to shut down the feed motor whenever the hopper lid is opened.

10. Igniter
    The igniter is mounted on the base of the fire pot. Combustion air travels over the red hot igniter creating super heated air that ignites the pellets.

11. Junction Box And Wiring Harness
    The junction box is located on the right side of the appliance, behind the right side panel. The junction box and wiring harness are replaced as one component.

12. Power Supply
    The power outlet is located on the lower right side of the appliance on the front of the junction box. Check the wall receptacle for 120 volt, 60 Hz (standard current). Make sure the outlet is grounded and has the correct polarity. A good surge protector is recommended. When operating with a generator you need a least 600 watts of power, or with an inverter at least 800 watts of power available for the appliance during the start cycle.

13. Red Call Light
    The red call light is on the front of the junction box, behind the control box. The function of the red call light is to indicate that the thermostat is calling for heat.

14. Reset Button
    The reset button is located on the back of the appliance on the upper right corner of the side panel under the heat output control switch. The function of the button is to momentarily open the thermostat circuit, which restarts the system.

15. Thermocouple
    The thermocouple is located on top of the fire pot inside the thermocouple cover (ceramic protection tube). The thermocouple sends a millivolt signal to the control box indicating the preset temperatures of the green and red lights have been obtained.

16. Thermostat
    The appliance is designed to run on a 5 volt DC thermostat. The heat anticipator should be set on the lowest setting available.
17. **Snap Disc #1 (Convection Blower) 110°F**
Snap disc #1 is located on the right side of the appliance on the top of the heat exchanger box. There are 2 purple wires connected to it. This snap disc turns the convection blower on and off as needed. Power is always present at snap disc #1.

18. **Snap Disc #2 (Fuel Delivery Interrupt) 250°F**
Snap disc #2 is also located on the back side of the feed drop tube. There are 2 orange wires connected to it. This snap disc will turn off the feed system which will turn off the appliance if an over fire condition should occur or if the convection blower should fail to operate. If this occurs the snap disc will automatically reset itself.

19. **Snap Disc #3 (Back Burn Protector) 250°F**
Snap disc #3 is mounted on the back of the auger tube in the center of the appliance and has a red reset button. To access it remove the right side panel. If the fire tries to burn back into the feed system or push exhaust up the feed tube, this snap disc will shut the entire system off. This disc must be manually reset.

20. **Vacuum Switch**
The vacuum switch is located on the right side of the appliance behind right side panel. This switch turns the feed system on when vacuum is present in the firebox. The vacuum switch is a safety device to shut off the feed motor if the exhaust or the heat exchanger system is dirty or plugged or if the firebox door is open.

21. **Wiring Harness**
See Figure 24.1 below.

---

**Figure 24.1**
B. Component Locations

Figure 25.1

Figure 25.2

Figure 25.3
Part number list on following pages.
# Service Parts

**D. Service Parts**

## IMPORTANT: THIS IS DATED INFORMATION.

Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

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## #10 Firepot Assembly and Associated Parts

10.1 Pull Rod Assembly | SRV7021-005

Knob, Ash Dump Control Rod | 832-3020

Spring, Firepot | 200-2050

10.2 Wing Thumb Screw 8-32 x 1/2 | Pkg of 24 | 7000-223/24 Y

10.3 Heating Element Assembly 18” (Loop Igniter) | Pkg of 10 | SRV7000-462/10 Y

10.4 Firepot Assembly | SRV414-5200 Y

Bush, Firepot | 410-8320 Y

Floor, Firepot | 414-0290 Y

Gasket, Firepot | SRV240-0930 Y

10.5 Nut, Lock 1/4-20 | Pkg of 25 | 226-0090/25 Y

10.6 Bolt, Firepot, 1-1/4" Long | Pkg of 25 | 225-0120/25 Y

10.7 Thermocouple Cover | Pkg of 10 | 812-4920 Y

10.8 Thermocouple | 812-4470 Y

10.9 Thermocouple Clamp | SRV7001-203 Y
CASTILE FREESTANDING

CASTILE FREESTANDING

Service Parts

Castile-FS-B

Beginning Manufacturing Date: Oct. 2009
Ending Manufacturing Date: Active

IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. Hearth and Home Technologies does not sell directly to consumers. Provide model number and serial number when requesting service parts from your dealer or distributor.

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#14 Door Assembly

![Diagram of door assembly](image)

## Additional service part numbers appear on following page.
**Important:** This is dated information. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

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**#30 Feed Assembly**

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**CASTILE FREESTANDING**

**Quadra-Fire Service Parts**

**Castile-FS-B**

Beginning Manufacturing Date: Oct. 2009

Ending Manufacturing Date: Active

**IMPORTANT:** THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. *Hearth and Home Technologies does not sell directly to consumers.* Provide model number and serial number when requesting service parts from your dealer or distributor.

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*Additional service part numbers appear on following page.*
### Service Parts

**Castile-FS-B**

**Beginning Manufacturing Date:** Oct. 2009  
**Ending Manufacturing Date:** Active

**IMPORTANT:** THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.

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<td>Damper, 3 Inch - Tall Vertical Installs Only</td>
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<td>PEL-DAMP3</td>
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<tr>
<td>Outside Air Kit, Rear</td>
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<td>811-0872</td>
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<tr>
<td>Channel, Air Intake</td>
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<td>SRV413-7040</td>
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<tr>
<td>Cover, Outside Air Kit, Floor</td>
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<td>Hose, Alum Flex, 2 Inch x 3 Ft</td>
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<td>SRV200-0860</td>
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<td>Outside Air Cap Assembly</td>
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<td>Outside Air Collar Assembly</td>
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<td>SRV7001-045</td>
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<td>Trim Plate, Outside Air Kit</td>
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<td><strong>Pullrod Handle</strong></td>
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<td>PULLROD-HNDL</td>
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<tr>
<td>Smart-Batt II</td>
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<td>Smart-Stat II</td>
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<td>Thermostat, Mechanical</td>
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<tr>
<td>Top Vent Adapter</td>
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<td></td>
<td>TPVNT-2</td>
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<td>Vent Adapter, 90, Cleanout</td>
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<td>TPVNT-6</td>
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### FASTENERS

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<th>ITEM</th>
<th>DESCRIPTION</th>
<th>COMMENTS</th>
<th>PART NUMBER</th>
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<tr>
<td>Avk Rivnut Repair Kit - with 1/4-20 &amp; 3/8-16 Rivnut Tools</td>
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<td>RIVNUT-REPAIR</td>
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<td>Bolt, Hex Head, 1/4-20 X 1</td>
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<td>25221A/10</td>
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<tr>
<td>Hinge Pin (Rivet) Button Head</td>
<td>Pkg of 25</td>
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<td>25272/25</td>
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<td>Nut, Capped, Push, 1/4</td>
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<td>7000-157/24</td>
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<td>Nut, Keps Lock, 8-32</td>
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<td>226-0060/40</td>
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<td>Nut, Ser Flange Small 1/4-20</td>
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<td>226-0130/24</td>
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<td>Nut, Wing, 8-32</td>
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<td>Rivet, Right Iron, 1/4 X 1-1/4</td>
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<td>Screw, Pan Head Philips 10-32 X 3/8</td>
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<td>Screw, Sheet Metal #8 X 1/2 S-Grip</td>
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<td>Thumbscrew, 1/4-20 X 3/4</td>
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<td>844-5070</td>
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</tbody>
</table>
CONTACT INFORMATION

Hearth & Home Technologies
352 Mountain House Road
Halifax, PA  17032
Division of HNI INDUSTRIES

Please contact your Quadra-Fire dealer with any questions or concerns.
For the number of your nearest Quadra-Fire dealer
log onto www.quadrafire.com

We recommend that you record the following pertinent information for your heating appliance.

Date purchased/installed:___________________________________________
Serial Number:________________________________ Location on appliance:___________________________________________
Dealership purchased from:________________________________ Dealer phone: 1(____)____-______
Notes:________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

This product may be covered by one or more of the following patents: (United States) 5341794, 5263471, 6688302, 7216645, 7047962 or other U.S. and foreign patents pending.