CASTILE PELLET INSERT

Owner’s Manual
Installation and Operation

Model:
CASTILEI-MBK
CASTILEI-PMH
CASTILEI-CSB
CASTILEI-CWL

NOTICE

SAVE THESE INSTRUCTIONS

• Important operating and maintenance instructions included.
• Read, understand and follow these instructions for safe installation and operation.
• Leave this manual with party responsible for use and operation.

WARNING

Please read this entire manual before installation and use of this pellet fuel-burning room heater. Failure to follow these instructions could result in property damage, bodily injury or even death.

• Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
• Do not overfire - If any external part starts to glow, you are overfiring. Reduce feed rate. Overfiring will void your warranty.
• Comply with all minimum clearances to combustibles as specified. Failure to comply may cause house fire.

CAUTION

Tested and approved for wood pellets and shelled field corn fuel 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.
• Contact local building or fire officials about restrictions and installation inspection requirements in your area.

NOTE

To obtain a French translation of this manual, please contact your dealer or visit www.quadrafire.com

Pour obtenir une traduction française de ce manuel, s’il vous plaît contacter votre revendeur ou visitez www.quadrafire.com
Congratulations and Welcome to the Quadra-Fire Family

Hearth & Home Technologies welcomes you to our tradition of excellence! In choosing a Quadra-Fire appliance, you have our assurance of commitment to quality, durability, and performance.

This commitment begins with our research of the market, including “Voice of the Customer” contacts, ensuring we make products that will satisfy your needs. Our Research and Development facility then employs the world’s most advanced technology to achieve the optimum operation of our stoves, inserts and fireplaces. And yet we are old-fashioned when it comes to craftsmanship. Each unit is meticulously fabricated and surfaces are hand-finished for lasting beauty and enjoyment. Our pledge to quality is completed as each model undergoes a quality control inspection.

We wish you and your family many years of enjoyment in the warmth and comfort of your hearth appliance. Thank you for choosing Quadra-Fire.

NOTE: Consult insurance carrier, local building inspector, fire officials or authorities having jurisdiction over restrictions, installation inspection and permits.

LOCATION: Riveted to appliance behind left side panel. Remove cast side and swing label forward

SAFETY LABEL / ÉTIQUETTE DE SÉCURITÉ


Puissance de Rendement: 10,000 BTU/Hr.

Puissance Électrique: 115 VAC, 60 Hz, Début 4.1 Amps, Courir 1.1 Amps.

Input Rating: 30,000 BTU/HR.

Electrical Rating: 115 VAC, 60Hz, Start 4.1 Amps, Run 1.1 Amps.

Replace glass only with 5mm ceramic available from your dealer.

DANGER: Il y a risque de décharge électrique. Déconnectez le fil électrique de la prise de contact avant le service.

Puissance de Rendement: 10,000 BTU/Hr.

NOTE: Consult insurance carrier, local building inspector, fire officials or authorities having jurisdiction over restrictions, installation inspection and permits.
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 fireplace or to property.

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A. Appliance Certification

<table>
<thead>
<tr>
<th>MODEL:</th>
<th>Castile Pellet Insert-B</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 Heater/Pellet Fuel Burning Type Insert</td>
</tr>
<tr>
<td>STANDARD:</td>
<td>ASTM E1509-2004, ULC S628-93 and ULC/ORD-C1482-M1990 Room Heater Pellet Fuel Burning Type and (UM) 84-HUD, Mobile Home Approved</td>
</tr>
</tbody>
</table>

NOTE: This installation must conform with local codes. In the absence of local codes you must comply with the ASTM E1509-2004, ULC S628-93, ULC/ORD-C1482-M1990, (UM) 84-HUD.

The Castile Pellet Insert by Quadra-Fire is exempt from Environmental Protection Agency certification under 40 CFR 60.531 y definition [Wood Heater (A) “Air to Fuel Ratio].

B. 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.

A Quadra-Fire Outside Air Kit must be installed in a mobile home installation.

NOTE: This appliance is also approved for installation into a shop.

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 4.1 Amps, Run 1.1 Amps

NOTE: Some generator or battery back-up systems may not be compatible with the micro-processor electronics on this appliance. Please consult the power supply manufacturer for compatible systems.

E. BTU & Efficiency Specifications

<table>
<thead>
<tr>
<th>Particulate Emissions Rating:</th>
<th>1.8 grams/hr</th>
</tr>
</thead>
<tbody>
<tr>
<td>*BTU Output:</td>
<td>8,500 - 28,200 / hr</td>
</tr>
<tr>
<td>Heating Capacity:</td>
<td>up to 1,500 sq. ft. depending on climate zone</td>
</tr>
<tr>
<td>Hopper Capacity:</td>
<td>45 lbs</td>
</tr>
<tr>
<td>Fuel:</td>
<td>Wood Pellets or Shelled Corn</td>
</tr>
<tr>
<td>Shipping Weight:</td>
<td>214 lbs</td>
</tr>
<tr>
<td>Efficiency</td>
<td>78%</td>
</tr>
</tbody>
</table>

*BTU output will vary, depending on the brand of fuel you use in your appliance. Consult your Quadra-Fire dealer for best results.

These heaters meet the US Environmental Protection Agency’s emissions limits for pellet heaters. Under specific conditions the PS35 stove has been shown to deliver heat at rates ranging from 8,500 to 28,200 BTU/hr.

WARNING! Risk of Fire! Hearth & Home Technologies disclaims any responsibility for, and the warranty and agency listing will be voided by the below actions.

DO NOT:
- Install or operate damaged appliance
- Modify appliance
- Install other than as instructed by Hearth & Home Technologies
- Operate the appliance without fully assembling all components
- Overfire
- Install any component not approved by Hearth & Home Technologies
- Install parts or components not Listed or approved.
- Disable safety switches

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.
A. Design, Installation & Location Considerations

1. Appliance Location

**NOTICE:** Check building codes prior to installation.
- Installation MUST comply with local, regional, state and national codes and regulations.
- Consult insurance carrier, local building inspector, fire officials or authorities having jurisdiction over restrictions, installation inspection and permits.

It is a good idea to plan your installation on paper, using exact measurements for clearances and floor protection, before actually beginning the installation.

Consideration must be given to:
- Safety, convenience, traffic flow
- Placement of the chimney and chimney connector.
- If you are not using an existing chimney, place the appliance where there will be a clear passage for a factory-built listed chimney through the ceiling and roof.
- Installing an optional outside air kit would affect the location of the vent termination.

Since pellet exhaust can contain ash, soot or sparks, you must consider the location of:
- Windows
- Air Intakes
- Air Conditioner
- Overhang, soffits, porch roofs, adjacent walls
- Landscaping, vegetation

When locating vent and venting termination, vent above roof line when possible.

**Warning! Risk of Fire** Damaged parts could impair safe operation. Do NOT install damaged, incomplete or substitute components.

**CAUTION!** If burning shelled field corn, you must use approved venting specifically designed for corn to prevent corrosion or degradation. Follow the instructions from the venting manufacturer.

**NOTICE:** Locating the appliance in a location of considerable air movement can cause intermittent smoke spillage from appliance. Do not locate appliance near:
- Frequently open doors
- Central heat outlets or returns

---

**Figure 5.1**
B. Locating Your Appliance & Chimney

Location of the appliance and chimney will affect performance.

- Install through the warm airspace enclosed by the building envelope. This helps to produce more draft, especially during lighting and die-down of the fire.
- Penetrate the highest part of the roof. This minimizes the effects of wind loading.
- Locate termination cap away from trees, adjacent structures, uneven roof lines and other obstructions.
- Minimize the use of chimney offsets.
- Consider the appliance location relative to floor and ceiling and attic joists.

C. Draft

Draft is the pressure difference needed to vent appliances successfully. When an appliance is drafting successfully, all combustion byproducts are exiting the home through the chimney.

Considerations for successful draft include:

- Preventing negative pressure
- Location of appliance and chimney

To measure the draft or negative pressure on your appliance use a magnahelic or a digital pressure gauge capable of reading 0 - .25 inches of water column (W.C.).

The appliance should be running on high for at least 15 minutes for the test.

With the stove running on high you should have a negative pressure equal to or greater than the number given in the chart below. If you have a lower reading than you find on the chart, your appliance does not have adequate draft to burn the fuel properly.

| Minimum Vacuum Requirements: | .095 |

D. Negative Pressure

**WARNING! Risk of Asphyxiation!** Negative pressure can cause spillage of combustion fumes and soot.

Negative pressure results from the imbalance of air available for the appliance to operate properly. It can be strongest in lower levels of the house.

Causes include:

- Exhaust fans (kitchen, bath, etc.)
- Range hoods
- Combustion air requirements for furnaces, water heaters and other combustion appliances
- Clothes dryers
- Location of return-air vents to furnace or air conditioning
- Imbalances of the HVAC air handling system
- Upper level air leaks such as:
  - Recessed lighting
  - Attic hatch
  - Duct leaks

To minimize the effects of negative air pressure:

- Install the outside air kit with the intake facing prevailing winds during the heating season
- Ensure adequate outdoor air for all combustion appliances and exhaust equipment
- Ensure furnace and air conditioning return vents are not located in the immediate vicinity of the appliance
- Avoid installing the appliance near doors, walkways or small isolated spaces
- Recessed lighting should be a “sealed can” design
- Attic hatches weather stripped or sealed
- Attic mounted duct work and air handler joints and seams taped or sealed

**NOTICE:** Hearth & Home Technologies assumes no responsibility for the improper performance of the chimney system caused by:

- Inadequate draft due to environmental conditions
- Downdrafts
- Tight sealing construction of the structure
- Mechanical exhausting devices
E. Avoiding Smoke and Odors

Negative Pressure, Shut-Down and Electrical Power Failure

To reduce the probability of back-drafting or burn-back in the pellet appliance during power failure or shut down conditions, it must be able to draft naturally without exhaust blower operation.

Negative pressure in the house will resist this natural draft if not accounted for in the pellet appliance installation.

Heat rises in the house and leaks out at upper levels. This air must be replaced with cold air from outdoors which flows into lower levels of the house.

Vents and chimneys into basements and lower levels of the house can become the conduit for air supply and reverse under these conditions.

Outside Air

An outside air kit is recommended in all installations. The Outside Air Kit must be ordered separately.

Per national building codes, consideration must be given to combustion air supply to all combustion appliances. Failure to supply adequate combustion air for all appliance demands may lead to backdrafting of those and other appliances.

When the appliance is roof vented (strongly recommended):

The air intake is best located on the exterior wall oriented towards the prevailing wind direction during the heating season.

When the appliance is side-wall vented:

The air intake is best located on the same exterior wall as the exhaust vent outlet and located lower on the wall than the exhaust vent outlet.

The outside air supply kit can supply most of the demands of the pellet appliance, but consideration must be given to the total house demand.

House demand may consume the air needed for the appliance. It may be necessary to add additional ventilation to the space in which the pellet appliance is located.

Consult with your local HVAC professional to determine the ventilation demands for your house.

Vent Configurations

To reduce probability of reverse drafting during shut-down conditions Hearth & Home Technologies strongly recommends:

- Installing the pellet vent with a minimum vertical run of 5 feet (1.52m). Preferably terminating above the roof line.
- Installing the outside air kit at least 4 feet (1.22m) below the vent termination.

To prevent soot damage to exterior walls of the house and to prevent re-entry of soot or ash into the house:

- Maintain specified clearances to windows, doors and air inlets, including air conditioners.
- Vents should not be placed below ventilated soffits. Run the vent above the roof.
- Avoid venting into alcove locations.
- Vents should not terminate under overhangs, decks or onto covered porches.
- Maintain minimum clearance of 6 inches (152mm) from the vent termination to the exterior wall. If you see deposits developing on the wall, you may need to extend this distance to accommodate your installation conditions.

NOTE

This fireplace insert must be installed with a continuous chimney liner of 3” or 4” diameter extending from the fireplace insert to the top of the chimney. The chimney liner must conformance to the class 3 requirements of CAN/ULC-S635 Standard for Lining Systems for Existing Masonry of Factory-Built Chimneys and Vents, or CAN/ULC-S640, Standard for Lining Systems for New Masonry Chimneys.
F. Fire Safety
To provide reasonable fire safety, the following should be given serious consideration:
• Install at least one smoke detector on each floor of your home.
• Locate smoke detector away from the heating appliance and close to the sleeping areas.
• Follow the smoke detector manufacturer’s placement and installation instructions and maintain regularly.
• Conveniendy 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.

H. Inspect Appliance & Components
• Remove appliance and components from packaging and inspect for damage.
• Report to your dealer any parts damaged in shipment.
• Read all the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit.

G. Tools And Supplies Needed
Tools and building supplies normally required for installation, unless installing into an existing masonry fireplace:

<table>
<thead>
<tr>
<th>Tool/Supply</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reciprocating Saw</td>
<td>Gloves</td>
</tr>
<tr>
<td>Hammer</td>
<td>Safety Glasses</td>
</tr>
<tr>
<td>Phillips Screw driver</td>
<td>Framing Square</td>
</tr>
<tr>
<td>Tape Measure</td>
<td>Electric Drill &amp; Bits</td>
</tr>
<tr>
<td>Plumb Line</td>
<td>1/4” Self-Tapping Screws</td>
</tr>
<tr>
<td>Level</td>
<td></td>
</tr>
<tr>
<td>Framing Material</td>
<td>May also need:</td>
</tr>
<tr>
<td>Non-Combustible Sealant Material</td>
<td>Vent Support Straps</td>
</tr>
<tr>
<td></td>
<td>Venting Paint</td>
</tr>
</tbody>
</table>

![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.
• Do NOT Overfire.
Or any such action that may cause a fire hazard.

Pre-Burn Check List

1. Place the appliance in a location near the final installation area and follow the procedures below:
2. Open the appliance and remove all the parts and articles packed inside the Component Pack.  Inspect all the parts and glass for shipping damage.  Contact your dealer if any irregularities are noticed.
3. All safety warnings have been read and followed.
4. This Owner’s Manual has been read.
5. Floor protection requirements have been met.
6. Venting is properly installed.
7. The proper clearances from the appliance and chimney to combustible materials have been met.
8. The masonry chimney is inspected by a professional and is clean, or the factory built metal chimney is installed according to the manufacturer’s instructions and clearances.
9. The chimney meets the required minimum height.
10. All labels have been removed from the glass door.
11. Plated surfaces have been wiped clean, if applicable.
12. Thermostat or remote has been installed.
13. A power outlet is available nearby.
14. A good quality surge protection is highly recommended to protect the electronics.
3 Dimensions and Clearances

A. Appliance Dimensions

<table>
<thead>
<tr>
<th>Overall Size</th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metal Surround w/Cast Trim, STD</td>
<td>42-1/2 in. (1080mm)</td>
<td>30 in. (762mm)</td>
</tr>
<tr>
<td>Metal Surround w/Cast Trim, LRG</td>
<td>48 in. (1219mm)</td>
<td>34 in. (864mm)</td>
</tr>
<tr>
<td>Metal Surround w/Standard Trim, STD</td>
<td>43 in. (1092mm)</td>
<td>31 in. (787mm)</td>
</tr>
<tr>
<td>Metal Surround w/Standard Trim, LRG</td>
<td>51 in. (1294mm)</td>
<td>34 in. (864mm)</td>
</tr>
</tbody>
</table>
Castile Pellet Insert

B. Clearance To Combustibles, UL and ULC

NOTE: All Clearances are Minimum Clearances

AS A BUILT-IN

Figure 10.1  Must be installed in a non-tapered enclosure.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Inches</th>
<th>Millimeters</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Top of Hopper</td>
<td>Top Vent</td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Rear Vent</td>
<td>2.5</td>
<td>64</td>
</tr>
<tr>
<td>B</td>
<td>Side of Hopper</td>
<td>Top or Rear Vent</td>
<td>2.0</td>
</tr>
<tr>
<td>C</td>
<td>Back of Hopper</td>
<td>Top or Rear Vent</td>
<td>4.0</td>
</tr>
<tr>
<td>D</td>
<td>Vent Pipe to Combustible</td>
<td>Top or Rear Vent</td>
<td>3.0</td>
</tr>
</tbody>
</table>

INSTALLED AS A BUILT-IN UNIT

Shown with Rear Vent and Outside Air

Figure 10.2

WARNING

Fire Risk.
Comply with all minimum clearances to combustibles as specified.

Failure to comply may cause house fire.

NOTE:
- Illustrations reflect typical installations and are FOR DESIGN PURPOSES ONLY.
- Illustrations/diagrams are not drawn to scale.
- Actual installation may vary due to individual design preference.
C. Masonry and Factory-Built Fireplaces

![Diagram of Fireplaces](image)

- **Maximum Mantel Depth:** 12 inches (305mm)

**Figure 11.1**

D. Minimum Opening for Masonry and Factory-Built Fireplaces

![Diagram of Fireplaces](image)

<table>
<thead>
<tr>
<th>Location</th>
<th>Inches</th>
<th>Millimeters</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Rear Width</td>
<td>23-5/8</td>
<td>600</td>
</tr>
<tr>
<td>B Depth</td>
<td>17</td>
<td>432</td>
</tr>
<tr>
<td>C Height</td>
<td>21-1/4</td>
<td>540</td>
</tr>
<tr>
<td>D Front Width</td>
<td>28-1/8</td>
<td>714</td>
</tr>
</tbody>
</table>

**Figure 11.2**

E. Hearth Extension

If employing a hearth extension, any parts or materials used in construction must be non-combustible.

F. Floor Protection

<table>
<thead>
<tr>
<th>Location</th>
<th>Inches</th>
<th>Millimeters</th>
</tr>
</thead>
<tbody>
<tr>
<td>E Floor protection hearth extension from door opening</td>
<td>6</td>
<td>152</td>
</tr>
<tr>
<td>F Floor protection to the side of door opening</td>
<td>6</td>
<td>152</td>
</tr>
</tbody>
</table>

G. Prefabricated Metal Chimney

The chimney can be new or existing, masonry or prefabricated and must meet the following minimum requirements:

- Must be minimum 6 inch (152mm) inside diameter of high temperature chimney listed to UL 103 HT (2100°F) or ULC-S629.
- Must use components required by the manufacturer for installation.
- Must maintain clearances required by the manufacturer for installation.
- Refer to manufacturers instructions for installation.
- The original factory-built zero clearance replace chimney cap must be re-installed after installing the approved chimney liner meeting type UL 103 HT requirements (2100°F) per UL 1777.
- If the chimney is not listed as meeting HT requirements, or if the factory built replace was tested prior to 1998, a full height listed chimney liner must be installed from the appliance flue collar to the chimney top.
- The liner must be securely attached to the insert flue collar and the chimney top.
- The air flow of the factory-built zero-clearance fireplace system must not be altered. The flue liner top support attachment must not reduce the air flow for the existing air-cooled chimney system.
- No dilution air is allowed to enter the chimney.
  1. Secure the fireplace damper in the open position. If this cannot be accomplished, it will be necessary to remove the damper.
  2. Seal damper area of chimney around chimney connector with a high temperature sealant or seal insert against the face of the fireplace.
  3. Both methods must be removable and replaceable for cleaning and re-installation.
H. Removing Metal Floor of Factory-Built Fireplace

- The firebrick (refractory), glass doors, screen rails, screen mesh and log grates can be removed from a factory-built fireplace in order to gain minimum insert opening requirements.
- Any smoke shelves, shields and baffles may be removed from a factory-built fireplace if attached with mechanical fasteners.
- The metal floor of the factory-built fireplace may be removed to facilitate the installation of the insert only when a 1/4 (6mm) inch airspace is provided between the insert and the floor of outer wrap.
- This should have prior approval from authority having jurisdiction. Upon removal, the factory built fireplace is no longer considered a UL 127 Listed fireplace, only a metal box.
- Ensure the metal box is supported to hold weight of the chimney and the insert. Maintain clearances to combustibles.

*The following is only one example as there are many different models of factory-built fireplaces.*

**Figure 12.1.** Measure and mark the metal floor for cutting. With a drill, make a starter hole in each corner.

**Figure 12.2.** Using a saws-all, cut out the floor.

**Figure 12.3.** Using a saws-all, cut out the floor.

In Figure 2.3 Ensure that the power cord can not be damaged by the sharp metal edge. You may need to cut out a notch to accommodate the cord.

**NOTE:** If the floor is made of thin metal, we recommend using the 2 x 4 from the insert packaging to support the insert. The 2 x 4 may need to be cut to the appropriate size. Ensure that the leveling bolt is positioned over the 2 x 4 before leveling the insert.

I. Altering the Factory-Built Fireplace

- The fireplace must not be altered, except for the exceptions listed below. Do not removal the bricks and mortar from the existing fireplace.

The following modifications are premissible:

- Removal of damper or locked in open position
- Removal of smoke shelf or baffle
- Removal of ember catches
- Removal of fire grate
- Removal of view screen/curtain
- Removal of doors
- External trim pieces which do not affect the operation of the fireplace may be removed providing they can be stored on or within the fireplace for reassembly if the insert is removed.
- The permanent metal warning label provided must be attached to the back of the fireplace, with screws or nails, stating that the fireplace may have been altered to accommodate the insert, and the fireplace must be returned to original condition before use as a conventional fireplace. **Figure 12.4.**
- If the hearth extension is lower than the fireplace opening, the portion of the insert extending onto the hearth must be supported.
- Manufacturer designed adjustable support kit can be ordered from your dealer.
- Final approval of this installation type is contingent upon the authority having jurisdiction.

**NOTE:** Refer to chimney liner manufacturer for recommendations on supporting the liner. Installation into fireplaces without a permit will void the listing

**WARNING**

*THIS FIREPLACE MAY HAVE BEEN ALTERED TO ACCOMMODATE AN INSERT. IT MUST BE RETURNED TO ITS ORIGINAL CONDITION BEFORE USE AS A SOLID FUEL BURNING FIREPLACE.*

**Figure 12.4**
A. Chimney and Exhaust Connection

1. **Chimney & Connector**: Use 3 or 4 inch (76-102mm) diameter type "L" or "PL" venting system. It can be vented vertically or horizontally.

2. **Mobile Home**: Approved for all Listed pellet vent. Use Listed double wall flue connector. A Quadra-Fire outside air kit must be used with manufactured home installations.

3. **Residential**: Use 24 gauge single wall flue connector or Listed double wall flue connector to Class A Listed metal chimneys, or masonry chimneys meeting International Building Code (ICC) standards for solid fuel appliances.

4. **INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER**.

5. Secure exhaust venting system to the appliance with at least 3 screws. Also secure all connector pipe joints with at least 3 screws through each joint.

6. **DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT**.

7. **DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE**.

**NOTE**: All pipe must be welded seam pipe whenever possible. Seal pipe joints with high temperature silicone (500°F [260°C] minimum rated only).

**NOTE**: If burning shelled field corn, you must use approved venting specifically designed for corn. Follow the instructions from the venting manufacturer.

---

B. Venting Termination Requirements

<table>
<thead>
<tr>
<th>CAUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not terminate vent in any enclosed or semi-enclosed area such as a carport, garage, attic, crawl space, under a sun deck or porch, narrow walkway or closely fenced area, or any location that can build up a concentration of fumes such as a stairwell, covered breezeway, etc.</td>
</tr>
</tbody>
</table>

1. **Termination must exhaust above air inlet elevation. It is strongly recommended that at least 60 inches (1524mm) of vertical pipe be installed when appliance is vented directly through a wall**. This will create a natural draft, which will help prevent the possibility of smoke or odor venting into the home during a power outage. It will also keep exhaust from causing a nuisance or hazard by exposing people or shrubs to high temperatures. The safest and preferred venting method is to extend the vent vertically through the roof.

2. **Distance from doors and opening windows, or gravity or ventilation air inlets into building**:
   - a. Not less than 48 inches (1219mm) below;
   - b. Not less than 48 inches (1219mm) horizontally from;
   - c. Not less than 12 inches (305mm) above.

3. **Distance from permanently closed windows**:
   - a. Not less than 12 inches (305mm) below, horizontally from or above.

4. **Distance between bottom of termination and grade should be 12 inches (305mm) minimum**. This is conditional upon plants in the area, and nature of grade surface. The grade surface must be a non-combustible material (i.e., rock, dirt). The grade surface must not be lawn. Distance between bottom of termination and public walkway should be 84 inches (2134mm) minimum.

5. **Distance to combustible materials must be 24 inches (610mm) minimum**. This includes adjacent buildings, fences, protruding parts of the structure, roof overhang, plants and shrubs, etc.

6. **Termination Cap Location (Home Electrical Service)**
   - Side-to-side clearance is to be the same as minimum clearance to vinyl inside corners.
   - Clearance of a termination cap below electrical service shall be the same as minimum clearance to vinyl soffits.
   - Clearance of a termination cap above electrical service will be 12 inches (305mm) minimum.
   - Location of the vent termination must not obstruct or interfere with access to the electrical service.

---

**WARNING**

Fire Risk.
- Only LISTED venting components may be used.
- NO OTHER vent components may be used. Substitute or damaged vent components may impair safe operation.
- Follow venting manufacturer’s clearances and instructions when installing venting system.

**WARNING**

Vent surfaces get HOT, can cause burns if touched. Non-combustible shielding or guards may be required.

**NOTICE**: In Canada when using a factory-built chimney it must be safety listed, or conforming to CAN/ULC-S629M, STANDARD FOR 650°C FACTORY-BUILT CHIMNEYS.
C. Pellet Venting Charts

The maximum horizontal venting allowed with no vertical venting attached is 48 inches (1219mm) including one 90° elbow or two 45° elbows. This is our recommended horizontal venting installation. Addition of any horizontal venting beyond 48 inches (1219mm) Hearth & Home Technologies strongly recommends a minimum of 60 inches (1524mm) of additional vertical vent. Horizontal sections of vent pipe should have a 1/4 inch (6.35mm) rise per foot.

Hearth & Home Technologies recommends any installation requiring more than two 90° elbows, or more than 15 feet (4.5m) of venting to use 4 inch (102mm) vent.

**WARNING**

Fire Risk.
- Only LISTED venting components may be used.
- NO OTHER vent components may be used. Substitute or damaged vent components may impair safe operation.

45° elbow is equivalent to 1 foot of straight pipe
90° elbow is equivalent to 3 feet of straight pipe

---

**ONE 90° ELBOW**

<table>
<thead>
<tr>
<th>Total</th>
<th>Minimum Vertical</th>
<th>Vent Diameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
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<td>6</td>
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<td>10</td>
<td>4</td>
</tr>
<tr>
<td>11</td>
<td>11</td>
<td>4</td>
</tr>
</tbody>
</table>

**TWO 90° ELBOWS**

<table>
<thead>
<tr>
<th>Total</th>
<th>Minimum Vertical</th>
<th>Vent Diameter</th>
</tr>
</thead>
<tbody>
<tr>
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<td>5</td>
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</tr>
<tr>
<td>3</td>
<td>6</td>
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</tr>
<tr>
<td>4</td>
<td>7</td>
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<td>8</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>9</td>
<td>3</td>
</tr>
</tbody>
</table>

**THREE 90° ELBOWS**

<table>
<thead>
<tr>
<th>Total</th>
<th>Minimum Vertical</th>
<th>Vent Diameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>12</td>
<td>4</td>
</tr>
</tbody>
</table>

**NOTICE:** These are guidelines for successful venting of your pellet appliance. The more vertical rise you can obtain in your system, the better it will perform. Horizontal vent runs can accumulate ash and will need to be cleaned more often. Try to keep them as short as possible.
5 Venting Systems

A. Full Reline With Horizontal Outside Air

**CAUTION**

Never draw outside combustion air from:
- Wall, floor or ceiling cavity
- Enclosed space such as an attic or garage

**WARNING**

Fire Risk.

**Inspection of Chimney:**
- Masonry chimney must be in good condition.
- Meets minimum standard of NFPA 211
- Factory-built chimney must be a minimum 6 inch (152mm) UL103 HT.

**NOTE:** Use metal plate around exhaust vent pipe and seal all edges with non-flammable insulation such as mineral wool or ceramic.

Do not use high temperature caulking materials to seal any edge to prevent future serviceability.

**NOTE:**
In Canada, where passage through a wall or partition of combustible construction is desired, the installation shall conform to CAN/CSA-B365.

**NOTE:**
- Illustrations reflect typical installations and are FOR DESIGN PURPOSES ONLY.
- Illustrations/diagrams are not drawn to scale.
- Actual installation may vary due to individual design preference.
C. Full Reline With Vertical Outside Air

NOTE: Check clearances carefully for this type of installation to ensure adequate room for outside air venting.

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.

NOTE: In Canada, only a full reline is allowed per ULC S628-93, ORD ULC C1482-M1990.

NOTE: In Canada this fireplace insert must be installed with a continuous chimney liner of 6 inch (152mm) in diameter extending from the fireplace insert to the top of the chimney. The chimney liner must conform to the Class 3 requirements of CAN/ULC-S635, Standard for Lining Systems for Existing Masonry or Factory-Built Chimneys and Vents, or CAN/ULC-S640, Standard for Lining Systems for New Masonry Chimneys.

Figure 16.1

NOTE: Use metal plate around exhaust vent pipe and seal all edges with non-flammable insulation such as mineral wool or ceramic.

Do not use high temperature caulking materials to seal any edge to prevent future serviceability.
A. Mobile Home Installation

You must use a Quadra-Fire Outside Air Kit for installation in a mobile home.

1. An outside air inlet must be provided for the combustion air and must remain clear of leaves, debris, ice and/or snow. It must be unrestricted while the appliance is in use to prevent room air starvation which causes smoke spillage. Smoke spillage can also set off smoke alarms.

2. The combustion air duct system must be made of metal. It must permit zero clearance to combustible construction and prevent material from dropping into the inlet or into the area beneath the dwelling and contain a rodent screen.

3. The appliance must be secured to the mobile home structure by bolting it to the floor (using lag bolts). Use the same holes that secured the appliance to the shipping pallet with a minimum of two attachment points.

4. The appliance must be grounded with #8 solid copper grounding wire or equivalent, terminated at each end with an NEC approved grounding/bonding connector.

5. Refer to clearances to combustibles and floor protection requirements on **pages 9 to 11** for listings to combustibles and appropriate chimney systems.

6. Use silicone to create an effective vapor barrier at the location where the chimney or other component penetrates to the the exterior of the structure.

7. Follow the chimney manufacturer’s instructions when installing the vent system for use in a mobile home.

8. Installation shall be in accordance with the Manufacturers Home & Safety Standard (HUD) CFR 3280, Part 24.

---

**WARNING**


**WARNING**

Asphyxiation Risk.

DO NOT INSTALL IN A SLEEPING ROOM.

Consumes oxygen in the room.
A. Leveling System

The leveling bolts are located at the rear of the appliance. To access the bolts, remove the side access panels. Reach in and turn the bolt to the desired height to level the appliance. Shown in Figures 18.1 and 18.2.

B. Outside Air Kit Instructions

**Parts Included in Kit:** 1 piece of 2 inch x 3 ft. flex hose, 2 hose clamps, 1 collar assembly, 1 termination cap assembly, 1 trim ring, fasteners and air intake channel (discard).

**Tools Needed:** Phillips head screwdriver; wire cutters; hole saw or jig saw.

1. Measure distance from floor to air vent opening in appliance and mark location on wall.
2. Use saw to cut opening in wall. Cut a 2-1/2 to 3 inch (64-76mm) opening on inside wall and a 3 to 3-1/2 inch (76-89mm) opening on outside of house.
3. Use hose clamp to secure flex pipe to collar assembly.
4. Slide trim ring over flex pipe and run pipe through wall.
5. Attach hose to outside termination cap with second hose clamp.
6. Secure termination cap to outside surface.
7. Secure trim ring to interior wall.

**CAUTION**

Never draw outside combustion air from:
- Wall, floor or ceiling cavity
- Enclosed space such as an attic or garage
C. Door Handle Removal
1. Open the outer door.
2. Unlatch and open the firebox door.
3. Continue to turn handle until it is free from the firebox door.

D. Door Removal
1. Open the outer door.
2. Unlatch and open the firebox door.
3. Lift the firebox door up, freeing it from the firebox hinges.

E. Adjustable Hearth Support

Size: 9”d x 45”w, 2” to 10” Height Adjustment

Included in Kit: (1) trim top, (1) trim front, (2) trim sides, double-sided tape (already installed)

Tools Needed: Phillips head screwdriver, sheet metal shears, measuring tape, gloves

1. The 10 screws on each set of scissors will already be loose when shipped. Figure 19.1.
2. Expand scissors to desired height. Tighten screws to hold in place using Phillips head screwdriver.
3. Measure front and side trims to required height to cover scissors and mark pieces for cutting. Cut excess material from top of trim’s edge, not bottom. This edge will be sharp; wear gloves to prevent injury to your hands. The cut edge fits under lip of top trim, so it allows for some variance in your straight edge. Figure 19.2.
4. The double-sided tape that holds front and side trims to scissors has a powerful bonding adhesive. Adjustments are extremely difficult once trim has adhered to tape. Do a dry run first without removing paper from tape.
5. Place cut edge of trim under top lip and into position on scissors. Place side pieces on first and then front piece. The front piece overlaps side pieces.
6. Once you are satisfied with the positioning, remove trim and set aside.
7. Remove the paper from double-sided tape that is to accept trim side. Align side and then press hard against tape to secure side piece. Repeat for other side. Install front trim piece last.
8. There are 3 holes in the back flange of the top to secure it to the wall if necessary. Use the appropriate fastener for the type of wall material, i.e., brick, sheetrock, etc.

NOTE: 3/8 inch (9.5mm) thick tile or like material can be cut to size and fit under lip of top trim edge for a decorative touch. Figure 20.3.
F. Hearth Support For Standard Surround Only

![Figure 20.1 - Assembled View](image1)

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Front, 3 inch</td>
</tr>
<tr>
<td>2</td>
<td>Front, 5 inch</td>
</tr>
<tr>
<td>3</td>
<td>Cast Ring, Top &amp; Bottom, Interchangeable</td>
</tr>
<tr>
<td>4</td>
<td>Side, 5 inch</td>
</tr>
<tr>
<td>5</td>
<td>Side, 3 inch</td>
</tr>
<tr>
<td>6</td>
<td>Panel Extension, 5 inch</td>
</tr>
<tr>
<td>7</td>
<td>Panel Extension, 3 inch</td>
</tr>
<tr>
<td>8</td>
<td>Panel Extension, Base Plate Only</td>
</tr>
</tbody>
</table>

1. Remove contents from box and lay on protective surface to avoid scratching the paint.
2. Lay hearth support’s front and sides face down. Bend the tab down toward the inside.
3. The side pieces are shipped flat. It is much easier to manually flex the sides into a bowed position before installing.
4. Lay 1 cast ring face up, which will become the bottom ring when installed. Attach the 2 sides FIRST and then the front piece. Figure 20.3.
5. Now turn the cast ring right side up and attach the top cast ring. Figure 20.4.
6. Attach the hearth support’s panel extensions. Figure 20.5
7. Attach cast footers. Figure 20.6.
8. Place the assembled hearth support under the insert. Figure 20.7.
F. Hearth Support (Cont’d)

Base Plate Only Installation

Parts Needed: (1) cast ring (2) base zero clearance panel extensions. Discard balance of parts.

Tools Needed: Phillips head screwdriver

1. Attach base zero clearance panel extensions to cast ring.
2. Place assembly under appliance.

---

G. Surround & Trim Set, Econo

Included in Surround Kit: 2 side pieces, left and right, top piece and fastener package.

Included in Basic Trim Kit: 2 side pieces, left and right, top piece and "L" brackets.

Tools Needed: 4-6 inch long Phillips head screwdriver, pliers and flat head screwdriver

1. Lay surround face down on a flat protected surface to prevent scratching.
2. Using the Philips head screwdriver attach the side surrounds to the top surround using 2 sheet metal screws provided with the kit on each side.
3. Assemble the trim with the two corner brackets provided.
4. Slide the assembled trim over the assembled surround set.
5. Remove the cast sides before attaching the surround and trim. Lift up the top to expose the thumb screws that secure the cast sides. Remove the thumb screw and top bracket and then remove the cast side. NOTE: The right cast side bracket has the hopper cut out switch attached. Remove the retainer from the right side and allow to hang down into the insert or disconnect the switch when removing side.
6. Install the power cord in the surround.
7. If power enters the appliance on the right side: Using the pliers, attach cord restraint 12 inches from the female end of the cord and then press into the right side panel. Figure 21.2.
8. If power enters appliance on the left side: The cord will have to be routed through the back of the insert. When routing the power cord, keep cord lying flat as possible, keeping the cord away from all exhaust surfaces and moving parts. After routing, install cord restraint and press into the left side panel.
9. Slide surround over the top of the insert into place. Surround attaches to bottom and top of insert sides with the supplies 1/4 inch screws.
10. Plug cord into inlet on junction box routing the wire.
11. Install into unused hole.
G. Surround & Trim Set, Econo (Cont’d)

4. Assemble Cast Trim and attach to surround:
   a) Place corresponding cast trim pieces (2 cast trim sides and 1 cast trim header) underneath the surround set, also face down. Align the holes in the metal pieces with the 5 bosses on the top cast piece and 2 bosses on each side piece. Figure 22.1.
   b) Attach the magnets to the magnet brackets with one countersink screw each. Attach magnet and bracket to the metal surround sides with magnet facing the front as shown in Figure 23.1 on page 23.
   c) Place cast footers under metal sides aligning the top and bottom holes.
   d) The 9 mounting clips are shipped in one long strip. Use your hands or pliers to break them apart.
   e) Each clip has a clearance notch to allow room for the cast on the boss. Place the clips over the boss so that the notch is facing the outer edge of the surround. Figure 23.3 on page 23.
   f) It is best to install all of the 1/4-20 screws only half way at first to allow for adjustments. After adjustment tighten the 2 screws in each footer first and then work your way around to the rest.

5. Remove the cast sides before attaching the surround and trim. Lift up the top to expose the thumb screws that secure the cast sides. Remove the thumb screw and top bracket and then remove the cast side. NOTE: The right cast side bracket has the hopper cut out switch attached. Remove the retainer from the right side and allow to hang down into the insert or disconnect the switch when removing side.

6. Install the power cord in the surround.

7. If power enters the appliance on the right side: Using the pliers, attach cord restraint 12 inches from the female end of the cord and then press into the right side panel. Figure 21.2 on page 21.

8. If power enters appliance on the left side: The cord will have to be routed through the back of the insert. When routing the power cord, keep cord lying flat as possible, keeping the cord away from all exhaust surfaces and moving parts. After routing, install cord restraint and press into the left side panel.

9. Slide surround over the top of the insert into place. Surround attaches to bottom and top of insert sides with the supplies 1/4 inch screws.

10. Plug cord into inlet on junction box routing the wire as shown in Figure 21.3 on page 21.

11. Install plug into unused hole.

CAUTION
Do not pick up assembled appliance by corners. It is too heavy and may damage the surrounds. Pick up from center.
H. Surround and Cast Trim Set (Cont’d)

(4) Felt Vibration Insulation Pads
Secure Surrounds to Cast Trim Kit
Attach Magnet before installing Cast Footers
Magnet Installed
Attchd F Ftr

Figure 23.1

Two Piece Log Set Installation
1. Open door to expose the firebox.
2. Install the left log first and then the right log. Figure 23.1
3. Lean the logs against the cast iron brick in the back of the firebox.
4. Push the logs to the far left and far right against the sides of the firebox. Figure 23.2.
5. To clean the logs, use a vacuum cleaner and a soft brush attachment or a paint brush.

NOTE:
Due to the abrasive nature of a pellet appliance fire, the logs are not covered under warranty. Any placement variation other than shown here can cause excessive heat and shall void the appliance warranty.

I. Optional Log Set Placement Instructions

CAUTION

Logs are FRAGILE. Use extreme care when handling or cleaning logs.

Figure 23.2

Figure 23.3

Figure 23.5

Figure 23.6
J. Thermostat Installation

1. A 12 volt AC thermostat is required to operate this pellet appliance. You may use the included wall mount thermostat or purchase an optional programmable thermostat or remote control.

The included thermostat is equipped with an adjustable heat anticipator. The current rating is .05 amps. The anticipator needs to be adjusted to the lowest setting available.

2. When mounting a thermostat on a wall, be sure to follow your thermostat installation instructions carefully.

**NOTE:** Thermostat must be mounted level for accurate readings. The thermostat should be mounted on an inside wall and not in direct line with the appliance convection air. Remove any packaging from inside the thermostat before using.

**NOTE:** If the thermostat is located too close to the appliance, you may need to set the temperature setting slightly higher to maintain the desired temperature in your home.

---

**Figure 24.1**

- Shock hazard.
  - 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.

---

**Firepot Cleaning Rod**

**Control Box**

**Junction Box**

**Reset Button**

**Thermostat Block**

**Power Cord Outlet**

**Red Call Light**

**Red/Green/Amber Light**

**Blue Light**

**Heat Output Switch**

**Fuse**
Operating Instructions

A. Combustible/Non-Combustible Materials

- **Combustible Material**
  Material made of or surfaced with wood, compressed paper, plant fibers, plastics, or any material capable of igniting and burning, whether flame-proofed or not, plastered or unplastered.

- **Non-combustible Material**
  Material which will not ignite and burn. Such materials are those consisting entirely of steel, iron, brick, tile, slate, glass or plasters, or any combination thereof.

- **Non-combustible Sealant Material**
  Sealants which will not ignite and burn: Rutland, Inc. Fireplace Mortar #63, Rutland 76R, Nuflex 304, GE RTV106 or GE RTB116 (or equivalent).

B. Fuel Material and Fuel Storage

Pellet fuel quality can greatly fluctuate. 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.

**Fuel Material**

- Made from sawdust or wood by-products
- Shelled field corn
- 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 or shelled field corn

**Lower Ash Content Material**

- Most softwoods
- Fuels with low mineral content
- Most premium grade pellets

**Shelled Field Corn**

- Moisture content must be 15% or less
- Corn must be free of debris. Never burn corn straight from the field it will clog the auger mechanism
- Corn with excessive grain dust must be screened by sifting with 3/16 (4.76mm) inch mesh screening
- Do not use corn that contains additives such as oils or meals or has been chemically treated with pesticides. It will void your warranty and destroy the exhaust system.

**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 firepot.

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 than 1-1/2 inches (38mm)
- Pellet lengths can vary from lot to lot from the same manufacturer
- Due to length variations, the feed rate may need adjusting occasionally

**Performance**

- Higher ash content and burning corn requires the firepot and 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 or jammed auger.

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.

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

**Storage**

- Wood pellets should be left in their original sealed bag until using to prevent moisture absorption
- Shelled corn should be stored in a tight container to prevent it from absorbing moisture from damp or wet floors
- Do not store any pellet fuel within the clearance requirements or in an area that would hinder routine cleaning and maintenance

---

**WARNING**

Fire Risk.

- High ash fuels, or lack of maintenance, can cause the firepot to fill with ash and clinker. If the firepot fills to the top, immediately shut down the appliance and clean.
- Failure to do so could result in smoking, sooting and possible hopper fires.
C. 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 shut off and the appliance will shut down. The red call light is located behind the right access panel.

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. (Figure 26.1)

The appliance will turn on and off as the thermostat demands. When the thermostat calls for heat, the appliance will always start up on High. After burning approximately 4 minutes, the appliance will then burn at the rate at which it was originally set. If the appliance is set at one of the lower settings, it will run quieter but takes 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.

D. 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.

E. Clear Space

WARNING! RISK OF FIRE! Do NOT place combustible objects in front or to the sides of the appliance. High temperatures may ignite clothing, furniture or draperies.

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! RISK OF FIRE! Keep combustible materials, gasoline and other flammable vapors and liquids clear of appliance.

• Do NOT store flammable materials in the appliance’s vicinity.
• NEVER USE GASOLINE, GASOLINE-TYPE LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID, OR SIMILAR LIQUIDS TO START OR “FRESHEN UP” A FIRE IN THIS HEATER. KEEP ALL SUCH LIQUIDS WELL AWAY FROM THE HEATER WHILE IT IS IN USE.
• DO NOT BURN GARBAGE OR FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL.
• DO NOT USE CHEMICALS OF FLUIDS TO START THE FIRE.
• Combustible materials may ignite.

CAUTION

Tip of thermocouple must be in contact with the inside end of the thermocouple cover. Missed ignitions can occur.

Keep all such liquids well away from the heater while it is in use as combustible materials may ignite.
F. 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 on the lower right side of the firebox behind decorative front door. Set to the HIGH setting and then adjust the thermostat to its highest setting. The red call light will be on which is located on the top of the junction box behind the right access panel. This indicates the thermostat is calling for heat. Figure 27.1.

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 per minute until pellets start to drop into the firepot, then press button 1 more time. 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.

G. 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 firepot 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.

If the fire is not 4 inches (102mm) tall, increase the feed rate. A medium and low setting will give a shorter flame. The flame will rise and fall somewhat. This is normal.

H. Feed Rate Adjustment Instructions

The feed adjustment control rod is factory set, and should be adequate for most fuels. The control rod will slide by only loosening the wing screw.

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. Make adjustments in approximately 1/2 inch increments.

1. Loosen the wing screw.

2. Adjust the fuel adjustment control rod towards to the right and up to increase the feed rate and flame height or to the left and down to decrease the feed rate and flame height.

3. Re-tighten the wing screw.

I. Insert Removal

In the case that service or inspection is required the unit may need to be removed from the wall.

1. Unit must be unplugged before removal of unit is possible. Unplug the unit from its power source.

2. Remove insert surround from unit, to ease the process of removal.

3. Unclip the exhaust transition from the exhaust outlet in the back of the unit. This is what connects the venting to the unit. Removal of the clips will allow you to remove the unit from the wall without damaging or adjusting the venting.

4. Slide unit from the wall and rotate either direction as needed.
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 reached the set temperature. 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 27.1 on page 27.

To restart it, fill the hopper and press the reset button. 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 27, “Starting Your First Fire”.

K. 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. White ash buildup on glass.</td>
<td>2. This is normal. Clean the glass using any non-abrasive glass cleaner.</td>
</tr>
<tr>
<td>3. Glass has buildup of black soot</td>
<td>3. Excessive build-up of ash. See solution #4. 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. 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>5. Fire has tall flames with black tails and is lazy.</td>
<td>4. The feed rate needs to be reduced or the firepot needs cleaning. Heat exchanger or exhaust blower needs cleaning.</td>
</tr>
<tr>
<td>6. Smokey start-up or puffs of smoke from the airwash.</td>
<td>5. Either the firepot is dirty or there is too much fuel at start-up and not enough air. Close down feed rate 1/4 (6mm) 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>
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.

**Turn down thermostat and let the appliance completely cool.**
**Exhaust blower must be off.**
**Unplug appliance before servicing.**

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Cause</th>
<th>Corrective Action</th>
</tr>
</thead>
</table>
| Plug in appliance - No response. | No current to outlet.  
7 amp fuse defective.  
#3 snap disc tripped or defective.  
Control box defective. | Check circuit breaker at service panel.  
Replace fuse.  
Reset or replace snap disc.  
Replace control box. |
#2 snap disc may be defective.  
Vacuum switch not closing, no vacuum.  
Control box defective. | Check hopper. Fill with fuel.  
Replace snap disc.  
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.  
Make sure front door is closed.  
Replace control box. |
Firepot is dirty (missed ignition). | Check that firepot clean-out plate is fully closed.  
Clean firepot. Make sure there is no clinker in the firepot. See page 32.  
Clinkers may have to be broken up with firepot clean-out tool or other means. |
| Call light on. No fire. Unburned pellets in firepot. | Firepot clean-out plate not closed.  
Firepot is dirty.  
The ignition hole between the igniter bracket and firepot is blocked.  
Igniter not working.  
Control box defective. | Check that firepot clean-out plate is fully closed.  
Clean firepot. Make sure there is not a clinker in the firepot. Clinkers may have to be pushed out of firepot with firepot clean-out tool or other means.  
Scrape with solid piece of wire or firepot tool.  
Remove ash drawer to see if igniter is glowing red on start-up.  
Check igniter wires for good connection.  
Replace igniter using 1/4 inch (6mm) male / female spade connectors.  
Replace control box. |
| Slow or smoky start-up. | Firepot clean-out plate not closed.  
Firepot is dirty.  
Excessive amount of fuel at start-up. | Check that firepot clean-out is fully closed.  
Clean firepot. Make sure there is not a clinker in the firepot. Clinkers may have to pushed out of firepot with firepot clean-out tool or other means.  
Reduce feed rate using feed rate adjustment control rod located inside hopper. |
<table>
<thead>
<tr>
<th><strong>Symptom</strong></th>
<th><strong>Possible Cause</strong></th>
<th><strong>Corrective Action</strong></th>
</tr>
</thead>
<tbody>
<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.</td>
<td>Check hopper, fill with fuel.</td>
</tr>
<tr>
<td></td>
<td>#2 snap disc may be defective.</td>
<td>Replace snap disc.</td>
</tr>
<tr>
<td></td>
<td>Vacuum switch not closing. No vacuum.</td>
<td>Firebox door must be closed securely. 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 screws and jiggle 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.</td>
</tr>
<tr>
<td></td>
<td>Feed motor defective or not plugged in.</td>
<td>Check connections on feed motor, replace if defective.</td>
</tr>
<tr>
<td>No call light. Appliance does not begin start sequence.</td>
<td>Thermostat not set to a high enough temperature.</td>
<td>Adjust thermostat above room temperature.</td>
</tr>
<tr>
<td></td>
<td>Snap Disc #3 tripped.</td>
<td>Reset snap disc.</td>
</tr>
<tr>
<td></td>
<td>No power.</td>
<td>Connect to power.</td>
</tr>
<tr>
<td></td>
<td>Fuse blown.</td>
<td>Replace fuse.</td>
</tr>
<tr>
<td></td>
<td>Connections at thermostat and/or appliance not making proper contact.</td>
<td>Check connections at thermostat and appliance.</td>
</tr>
<tr>
<td></td>
<td>Defective thermostat or thermostat wiring.</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Control box defective.</td>
<td>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>Symptom</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.</td>
<td>Replace snap disc.</td>
</tr>
<tr>
<td></td>
<td>Blower is defective.</td>
<td>Check that blower is plugged into wire harness.</td>
</tr>
<tr>
<td></td>
<td>Control box is defective.</td>
<td>Replace blower.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Replace control box.</td>
</tr>
<tr>
<td>Exhaust blower fails to start or does not shut off.</td>
<td>Blower not plugged in.</td>
<td>Check that blower is plugged into wire harness.</td>
</tr>
<tr>
<td></td>
<td>Blower is clogged with ash.</td>
<td>Clean exhaust system.</td>
</tr>
<tr>
<td></td>
<td>Blower is defective.</td>
<td>Replace blower.</td>
</tr>
<tr>
<td></td>
<td>Control box is defective.</td>
<td>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.</td>
<td>Clean appliance, including firepot, 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.</td>
</tr>
<tr>
<td></td>
<td>Firepot clean-out plate not completely closed.</td>
<td>Check that firepot clean-out plate is fully closed.</td>
</tr>
<tr>
<td></td>
<td>Excessive amount of fuel.</td>
<td>Reduce feed rate using feed rate adjustment control rod located inside hopper.</td>
</tr>
<tr>
<td>Nuisance shutdowns.</td>
<td>Low flame.</td>
<td>Increase feed by opening feed rate adjustment control rod located inside hopper.</td>
</tr>
<tr>
<td></td>
<td>Sawdust buildup in hopper.</td>
<td>Clean hopper, see page 35.</td>
</tr>
<tr>
<td></td>
<td>Feed motor is reversing.</td>
<td>Check for good connections between feed motor and wire harness.</td>
</tr>
<tr>
<td></td>
<td>Defective thermocouple.</td>
<td>Replace thermocouple.</td>
</tr>
<tr>
<td></td>
<td>Defective control box Firepot more than 1/2 full</td>
<td>Replace control box.</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.</td>
<td>Check connections on thermocouple or replace if defective. A flashing yellow light on the control box indicates a problem with the thermocouple.</td>
</tr>
<tr>
<td></td>
<td>Defective control box</td>
<td>Replace control box.</td>
</tr>
<tr>
<td>Hopper lid not closed all the way</td>
<td>Switch or magnet is out of adjustment (auger will not function)</td>
<td>Close the lid. If that doesn’t work, adjust or replace the switch or magnet</td>
</tr>
</tbody>
</table>
Maintaining & Servicing Your Appliance

A. Proper Shutdown Procedure

CAUTION

Shock and Smoke Hazard

- Turn down thermostat, let appliance completely cool and exhaust blower must be off. Now you can unplug appliance before servicing.
- Smoke spillage into room can occur if appliance is not cool before unplugging.
- Risk of shock if appliance not unplugged before servicing appliance.

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

B. Quick Reference Maintenance Chart

<table>
<thead>
<tr>
<th>Cleaning or Inspection</th>
<th>Frequency</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Yearly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ash Pan</td>
<td>Every 5 bags of fuel depending on the fuel type or ash build-up</td>
<td>OR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ash Removal from Firebox</td>
<td>Every 5 bags or more frequently depending on the fuel type or ash build-up</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Beneath Heat Exchanger</td>
<td>Every 1 ton of fuel</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Blower, Combustion (Exhaust)</td>
<td>More frequently depending on the fuel type</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Blower, Convection</td>
<td>Every 25 bags or more frequently depending on the fuel type</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Door Latch Inspection</td>
<td>Prior to heating season</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Exhaust Path</td>
<td>More frequently depending on ash build-up</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Firebox - Prepare for Non-Burn Season</td>
<td>At end of heating season</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Firepot - Burning pellets - hardwood</td>
<td>Every 3 bags</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Firepot - Burning pellets - softwood</td>
<td>Every 5 bags</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Firepot - Burning Corn</td>
<td>Every 1 bag</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Glass</td>
<td>When clear view of firepot becomes obscure</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Heat Exchanger &amp; Drop Tube</td>
<td>Every 5 bags of fuel</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Hopper</td>
<td>Every 50 bags of fuel or when changing fuel types</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Top Vent Adapter</td>
<td>More frequently depending on the fuel type or ash build-up</td>
<td>OR</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Venting System</td>
<td>More frequently depending on the fuel type</td>
<td>OR</td>
<td></td>
<td>X</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

1. Types of Fuel

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

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 firepot more than once a day.

Dirty fuel will cause clinkers to form in the firepot. A clinker is formed when dirt, ash or a non-burnable substance is heated to 2000°F (1093°C) and becomes glass-like. See “D” page 36 in this section for more details on fuels with high ash content.

Figure 32.1 - Clinker
2. **Cleaning Firepot with Cleaning Rod & Firepot Clean-Out Tool**
   - **Frequency:** Daily or more often as needed
   - **By:** Homeowner
     a. The appliance must be in complete shutdown and cool and the exhaust blower off. NOTE: If you are just cleaning the firepot, there is no need to unplug the insert.
     b. Pull firepot cleaning rod OUT and IN a couple of times to help shake debris loose. See Figure 43.3 on page 43.

3. **Ash Removal from Firebox**
   - **Frequency:** Weekly or 5 bags 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 door. There are 2 cleaning slide plates to the left and right of the firepot with finger holes. Pull both slide plates out and 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 drawer as the firepot debris. The ash drawer should be emptied every time you clean the firebox. Remember to place the ash and debris into a metal or non-combustible container.
     e. The 2 cleaning slide plates must be fully closed when cleaning is complete.

4. **Cleaning Ash Drawer**
   - **Frequency:** Weekly or every 5 bags or more frequently depending on ash build-up
   - **By:** Homeowner

5. **Disposal of Ashes**
   - **Frequency:** As needed
   - **By:** Homeowner

   Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be 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 been thoroughly cooled.
6. **Cleaning Heat Exchanger Tubes**
   - **Frequency:** Weekly or every 5 bags of fuel
   - **By:** Homeowner

   The amount of ash buildup in the firebox 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.

   b. Locate the 2 exposed rods directly underneath the heat exchanger tubes. **Figure 34.1.**

   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 34.1](image)

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

   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. The ash will be resting on the back of the baffle.

   This will require removing the baffle and cast brick set. Please refer to **pages 39 & 40** for a detailed explanation of removing the baffle and brick set.

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

8. **Cleaning the Glass**
   - **Frequency:** When clear view of the firepot is obscure
   - **By:** Homeowner

   a. Appliance must be completely cool before cleaning glass.

   b. Vacuum fly ash from the glass and door rope.

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

   **CAUTION**

   Handle glass assembly with care.

   **When cleaning glass:**
   - Avoid striking, scratching or slamming glass.
   - Do NOT clean glass when hot.

   - Do NOT use abrasive cleaners.
   - Use a hard water deposit glass cleaner on white film.
   - Refer to maintenance instructions.

   **WARNING**

   Handle glass with care.

   - Inspect the gasket to ensure it is undamaged.
   - Do NOT strike, slam or scratch glass.
   - Do NOT operate appliance with glass assembly removed.

   - Do NOT operate with glass cracked, broken or scratched.

9. **Door Latch Inspection**
   - **Frequency:** Prior to heating season
   - **By:** Homeowner

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

   **NOTE:** There is no gasket on the bottom of glass.
10. **Cleaning the Hopper**
   - **Frequency:** Monthly or every 50 bags of fuel
   - **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 firepot. This can result in nuisance shutdowns and mis-starts.

1. The appliance must be in complete shutdown. Allow the appliance to completely cool down.
2. Empty the hopper of any remaining pellets.
3. Vacuum the hopper and feed tube.

11. **Cleaning Exhaust Blower - Requires No Lubrication**
   - **Frequency:** Yearly or as needed
   - **By:** Quality Service Technician/Homeowner

   a. Remove left & right cast brick. The exhaust blower is behind the right cast brick. Vacuum this area thoroughly. See pages 39 & 40 for removing the cast bricks. Re-install cast bricks when done.

12. **Cleaning Convection Blower - Requires No Lubrication**
   - **Frequency:** Yearly or as needed
   - **By:** Qualified Service Technician
   - **Task:** Contact your local dealer.

13. **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

   The products of combustion will contain small particles of flyash. The flyash will collect in the exhaust venting system and restrict the flow of the flue gases. Incomplete combustion, such as occurs during startup, shutdown, or incorrect operation of the room heater will lead to some soot formation which will collect in the exhaust venting system. The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

   The venting 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.

14. **Preparing Firebox for Non-Burn Season**
   - **Frequency:** 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 Maintenance

- **Frequency:** When the ash build-up exceeds more than half way up the firepot.
- **By:** Homeowner

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

This condition makes the appliance susceptible to overfilling the firepot with pellets which may result in smoking, sooting and possible hopper fires. **Figure 36.1** shows an example where the firepot 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 36.2**.

The correct flame size when good quality, premium pellet fuel is burned is shown in **Figure 36.3**.

If the ash buildup exceeds the half way point in the firepot **IMMEDIATE ATTENTION AND CLEANING IS REQUIRED**.

---

**WARNING**

**Fire Risk.**

- High ash fuels, or lack of maintenance, can cause the firepot to overfill. Follow proper shutdown procedure if ash buildup exceeds half way point in firepot.
- Failure to do so could result in smoking, sooting and possible hopper fires.
E. Combustion Blower Replacement

1. If you have adequate clearance you will not have to remove the panel set and disconnect flue, if not then you will have to remove the panel set and disconnect the flue.
2. Pull appliance out onto the hearth.
3. Remove right cast side.
4. Disconnect the white and blue wires from the blower.
5. Remove blower mounting screws (not housing bolts), Figure 37.1, from blower housing and remove blower. The replacement blower is shipped with a housing. If you do not need the housing, discard it. If you do need to replace the housing you will also need to replace the gasket. See Service Parts List for the part number.
6. Re-install in reverse order.

F. Convection Blower Replacement

1. The blower is located at the bottom rear of the insert. If an outside air kit is also installed, you will first need to remove the outside air flange by removing the 2 screws using a Phillips head screwdriver. You do not need to remove the flex pipe from the flange.
2. If you have adequate clearance you will not have to remove the panel set and disconnect flue, if not then you will have to remove the panel set and disconnect the flue.
3. Pull appliance out onto the hearth.
4. Remove left cast side.
5. Disconnect the wires from the blower. The wires coming from the wiring harness are purple & white and the wires from the blower are black.
6. The blower is held in place with a wing screw.
7. Re-install in reverse order.

Figure 37.1
G. 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 (6mm) male / female spade connectors. These wires will pull forward approximately 4 to 5 inches (102mm to 127mm) through the grommet at the back of the ash drawer chamber. Disconnect the spade connections and remove the igniter from the chamber. Loosen the thumb screw and slide igniter out.

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

4. Push excess wire leads back through the grommet, one wire at a time, to take-up the 4 to 5 inches (102mm to 127mm) previously pulled out. This will keep the wires out of the way of the ash drawer. Double check that the igniter wires are clear of any movement, i.e. ash drawer, firepot cleaning rod, cleaning slide plates, etc.

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

H. Glass Replacement

1. Open the face and remove door from the appliance by lifting door off of hinge pin and 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 38.2.
I. Baffle & Brick Set Removal

1. Follow proper shutdown procedures in Section 10.

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 and down until the front edge clears the shelf that it had been resting on. Figure 39.1.

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 39.2.

Re-installing Baffle & Brick Set

1. Place right brick in behind the right bracket, and then slide to the left so the tabs are behind the center brick. Figure 39.4.

2. The brick will be flush against the back wall and notches exposed in the side bracket. Figure 39.5.

3. Lift slightly and pull the right edge of the brick forward until it stops and then drops down into both top and bottom notches of right bracket and locks into place. Figures 39.1 and 39.2.

4. Repeat for left brick.

5. Insert baffle into top front inside the firebox and pull forward. Then raise up the bottom end and insert baffle tab into slot on the top of the right bracket to lock into place. Figure 39.3. Place the left side hook at the bottom of the baffle over the top edge of brick for stability. Figure 37.4.

6. The baffle does not completely cover the top of the firebox. There is an opening on the left as shown in Figure 40.5 on page 40.

NOTE: Improper installation can cause poor appliance performance.
Re-installing Baffle & Brick Set (Cont’d)

Figure 40.1
Lift brick, pull forward at an angle and drop down into notches

Figure 40.2
Right Brick Installed

Figure 40.3
Insert Baffle Tab into Slot

Figure 40.4
Hook on left side
Tab on right side

Figure 40.5
Opening at left side of Baffle
11
Reference Materials

A. Component Function

1. **Control Box**
   a. The control box is located on lower right side of appliance, on top of the junction box.
   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 200°F (93°C) in the firepot. 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 4 blinks every 10 seconds for 60 seconds (depending upon setting) and then will stop.

   **NOTE:**
   Do **NOT** open the control box. This will void the warranty. If you need to plug in or remove the control box you must first **unplug the appliance**.

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 air through the heat exchange system into the room.

3. **Exhaust Blower**
   The exhaust blower is mounted on the right side of the appliance behind the right side panel. The exhaust blower 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 behind the firebox 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 firepot at a set rate. The feed motor starts and stops every 7 seconds.

5. **Firepot**
   The firepot is made of high quality ductile iron and has a cleaning pull-out rod. The floor of the firepot 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 side of the junction box near the red call light. The fuse will blow should a short occur and shut off power to the appliance.

7. **Heat Exchangers**
   The heat exchangers transfer heat from the exhaust system into convection air. There are 2 clean out rods located under the heat exchangers.

8. **Heat Output Switch**
   The heat output switch is located on the lower right side of firebox, behind the front access door and above the reset button. 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, outside 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 firepot. 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 lower right side of the appliance, behind the left front access door. 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 top of the junction box by the fuse. 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 lower right side of firebox in behind the access door and below the heat output control switch. The function of the switch is to momentarily open the thermostat circuit, which restarts the system.

15. **Thermocouple**
    The thermocouple is located on top of the firepot 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 12 volt AC thermostat. The heat anticipator, if present, 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 firebox. 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 if the stove is powered up.

18. **Snap Disc #2 (Fuel Delivery Interrupt) 250°F**
Snap disc #2 is located on the back side of the feed drop tube. There is 1 orange wire and 1 black wire connected to it. This snap disc will turn off the feed system, which will turn off the appliance if an overfire condition should occur or if the convection blower should fail to operate. If this occurs the snap disc with automatically reset itself.

19. **Snap Disc #3 (Burn Back Protector) 250°F**
Snap disc #3 is mounted on the back of the auger tube in the center of the appliance and has a 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. Power is always present at snap disc #3 if the stove is powered up.

20. **Vacuum Switch**
The vacuum switch is located on the lower right side of the appliance behind left access 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 Schematic**
See Figure 42.1 below

---

![Figure 42.1](image-url)
B. Component Locations

Figure 43.1 - Cleaning Rods & Heat Exchanger Tubes

Figure 43.2

Figure 43.3
Part number list on following pages.
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

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#23 Door Assembly

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Additional service part numbers appear on following page.

**Castile Insert-B**

Beginning Manufacturing Date: Feb 2011
Ending Manufacturing Date: Active
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

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### #38 Firepot and Associated Parts

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<td>Component Pack Assembly (Includes Firepot Cleanout Tool, Touch-Up Paint, Power Cord, Thermostat Wire Harness, Owners Manual, Warranty Card, &quot;How-To&quot; Dvd</td>
<td>Mahogany</td>
<td>SRV7022-023</td>
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<td>Matte Black</td>
<td>SRV7022-020</td>
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<td>Sienna Bronze</td>
<td>SRV7022-021</td>
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<td>Willow</td>
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<td>Cleanout Tool</td>
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<td>414-1140</td>
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<td>Dvd Original Energy Insert</td>
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<td>7000-441</td>
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<td>Paint Touch-Up</td>
<td>Matte Black</td>
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<td>Mahogany</td>
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<td>TOUCHUP-CSB</td>
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<td>Willow</td>
<td>TOUCHUP-CWL</td>
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<td>Harness, Thermostat Wire</td>
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<td>Fuse, 7 Amp, Junction Box</td>
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<td>812-0380/10</td>
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<tr>
<td>Hose, Vacuum, 5/32 Id</td>
<td>3 Ft</td>
<td>SRV240-0450</td>
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<tr>
<td>Magnetic Switch</td>
<td></td>
<td>7000-375</td>
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<tr>
<td>Wire Harness, Hopper Switch</td>
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<td>SRV414-1220</td>
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<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
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<th>PART NUMBER</th>
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<tr>
<td>Adjustable Hearth Support - 12&quot; x 50&quot;, 2-10&quot; H</td>
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<td>ADJSPT-12</td>
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<tr>
<td>Damper, 3 Inch - Tall Vertical Installs Only</td>
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<td>PEL-DAMP3</td>
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<td>Damper, 4 Inch - Tall Vertical Installs Only</td>
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<td>PEL-DAMP4</td>
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<td>Log Set</td>
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<td>Log Rear, Left</td>
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<td>Log Rear, Right</td>
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<td>7050-143</td>
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<td>Outside Air Kit, Rear</td>
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<td>Channel, Air Intake</td>
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<td>413-7040</td>
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<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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<tr>
<td>Outside Air Cap Assembly</td>
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<td>7001-044</td>
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<tr>
<td>Outside Air Collar Assembly</td>
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<td>Trim Plate, Outside Air Kit</td>
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<td>Surround Trim Assembly 43 X 31</td>
<td>Black</td>
<td>TRIMKIT-4331-BK</td>
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<td></td>
<td>Gold</td>
<td>TRIMKIT-4331-GD</td>
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<tr>
<td></td>
<td>Nickel</td>
<td>TRIMKIT-4331-NL</td>
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<tr>
<td>Surround Trim Assembly 51 X 34</td>
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<td>TRIMKIT-5134-BK</td>
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<td>Gold</td>
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<td>Nickel</td>
<td>TRIMKIT-5134-NL</td>
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</table>

OPTIONAL ACCESSORIES

Additional service part numbers appear on following page.
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>COMMENTS</th>
<th>PART NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Surround, Basic, Large</td>
<td>SP-CSTLI5134</td>
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<tr>
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<td>Component Pack</td>
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<td></td>
<td>Surround, Basic, Standard</td>
<td>SP-CSTLI4331</td>
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<td>Component Pack</td>
<td>SRV7022-055</td>
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<td></td>
<td>Surround, Standard</td>
<td>Use With Cast Trim</td>
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<td></td>
<td>Component Pack</td>
<td>SP-CSTLI4230-CM</td>
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<td></td>
<td>Surround, Standard</td>
<td>Use With Cast Trim</td>
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<td></td>
<td>Component Pack</td>
<td>SP-CSTLI4634-CM</td>
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<td></td>
<td>Thermostat, Mechanical</td>
<td>812-3760</td>
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<tr>
<td></td>
<td>Thermostat, Programmable</td>
<td>811-0520</td>
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<tr>
<td>Trim Cast</td>
<td>Matte Black</td>
<td>811-0930</td>
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<tr>
<td>Footer, Left</td>
<td>414-7090MBK</td>
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<td>Footer, Right</td>
<td>414-7100MBK</td>
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<tr>
<td>Header</td>
<td>414-7110MBK</td>
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<tr>
<td>Trim Leg, Left</td>
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<td>414-7130MBK</td>
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<tr>
<td>Trim Leg, Left</td>
<td>414-7120PMH</td>
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<tr>
<td>Trim Leg, Right</td>
<td>414-7130PMH</td>
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<td></td>
</tr>
<tr>
<td>Trim Cast</td>
<td>Sienna Bronze</td>
<td>TR-CAST-CSB</td>
<td></td>
</tr>
<tr>
<td>Footer, Left</td>
<td>414-7090CSB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Footer, Right</td>
<td>414-7100CSB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Header</td>
<td>414-7110CSB</td>
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<td></td>
</tr>
<tr>
<td>Trim Leg, Left</td>
<td>414-7120CSB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trim Leg, Right</td>
<td>414-7130CSB</td>
<td></td>
<td></td>
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<tr>
<td>Trim Cast</td>
<td>Willow</td>
<td>TR-CAST-CWL</td>
<td></td>
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<tr>
<td>Footer, Left</td>
<td>414-7090CWL</td>
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<td>Footer, Right</td>
<td>414-7100CWL</td>
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</tr>
<tr>
<td>Header</td>
<td>414-7110CWL</td>
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<tr>
<td>Trim Leg, Left</td>
<td>414-7120CWL</td>
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<tr>
<td>Trim Leg, Right</td>
<td>414-7130CWL</td>
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<td></td>
</tr>
<tr>
<td>Trim Support, adjustable (standard panel surround only)</td>
<td>Zero Clearance</td>
<td>811-0980</td>
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</table>

Additional service part numbers appear on following page.
IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your appliance please provide model number and serial number. All parts listed in this manual may be ordered from an authorized dealer.

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>COMMENTS</th>
<th>PART NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Avk Rivnut Repair Kit</td>
<td>RIVNUT-REPAIR</td>
<td>Y</td>
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<tr>
<td>Bolt, Hex Head, 1/4-20 X 1</td>
<td>Pkg of 10</td>
<td>25221A/10</td>
</tr>
<tr>
<td>Bumper, Rubber</td>
<td>Pkg of 12</td>
<td>SRV224-0340/12</td>
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<tr>
<td>Leveling Bolt</td>
<td>Pkg of 25</td>
<td>220-0080/25</td>
</tr>
<tr>
<td>Nut, Capped, Push, 1/4</td>
<td>Pkg of 24</td>
<td>7000-157/24</td>
</tr>
<tr>
<td>Nut, Ser Flange Small 1/4-20</td>
<td>Pkg of 24</td>
<td>226-0130/24</td>
</tr>
<tr>
<td>Nut, Wing, 8-32</td>
<td>Pkg of 24</td>
<td>226-0160/24</td>
</tr>
<tr>
<td>Screw Flat Head 1/4-20</td>
<td>Pkg of 24</td>
<td>7000-130/24</td>
</tr>
<tr>
<td>Screw, 1/4-20X3/8 Phillips Button Head</td>
<td>Pkg of 24</td>
<td>7000-401/24</td>
</tr>
<tr>
<td>Screw, Flat Head Philips 8-32X1/2</td>
<td>Pkg of 12</td>
<td>220-0490/12</td>
</tr>
<tr>
<td>Screw, Machine Screw 1/4-20X5/8</td>
<td>Pkg of 24</td>
<td>220-0440/24</td>
</tr>
<tr>
<td>Screw, Pan Head Philips 8-32 X 3/8</td>
<td>Pkg of 40</td>
<td>225-0500/40</td>
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<tr>
<td>Screw, Pan Head Philips Tc 8-32X1/2</td>
<td>Pkg of 25</td>
<td>220-0030/25</td>
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<tr>
<td>Screw, Pan Head Philips, 10/32 X 1/4</td>
<td>Pkg of 24</td>
<td>229-1230/24</td>
</tr>
<tr>
<td>Screw, Sheet Metal #8 X 1/2 S-Grip</td>
<td>Pkg of 40</td>
<td>12460/40</td>
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<tr>
<td>Speed Nut 5/16</td>
<td>Pkg of 24</td>
<td>7000-422/24</td>
</tr>
<tr>
<td>Thumb Screw, 1/4-20 X 1/2</td>
<td>Pkg of 10</td>
<td>7000-617/10</td>
</tr>
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<td>Washer, 1/4 Sae</td>
<td>Pkg of 24</td>
<td>28758/24</td>
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<tr>
<td>Wing Thumb Screw 8-32X1/2</td>
<td>Pkg of 24</td>
<td>7000-223/24</td>
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### E. Service And Maintenance Log

<table>
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<th>Date of Service</th>
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<th>Description of Service</th>
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<tbody>
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### E. Service And Maintenance Log (Cont'd)

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<th>Description of Service</th>
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</table>
F. Homeowner’s Notes
Hearth & Home Technologies Inc., on behalf of its hearth brands ("HHT"), extends the following warranty for HHT gas, wood, pellet, coal 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 begins on the date of original purchase. 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. 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, pellet, and coal 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>Gas Wood Pellet EPA Wood Coal 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 X X</td>
<td>Iginitions, electronic components, and glass</td>
</tr>
<tr>
<td></td>
<td>X X X X X X X</td>
<td>Factory-installed blowers</td>
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<tr>
<td></td>
<td>X X X X X X X</td>
<td>Molded refractory panels</td>
</tr>
<tr>
<td>3 years</td>
<td>X X X X X X X</td>
<td>Firepots and burnpots</td>
</tr>
<tr>
<td>5 years 1 year</td>
<td>X X X X X X X</td>
<td>Castings and baffles</td>
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<tr>
<td>7 years 3 years</td>
<td>X X X X X X X</td>
<td>Manifold tubes, HHT chimney and termination</td>
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<tr>
<td>10 years 1 year</td>
<td>X X X X X X X</td>
<td>Burners, logs and refractory</td>
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<tr>
<td>Limited Lifetime 3 years</td>
<td>X X X X X X X</td>
<td>Firebox and heat exchanger</td>
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<tr>
<td>90 Days</td>
<td>X X X X X X X X X</td>
<td>All replacement parts beyond warranty period</td>
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</tbody>
</table>

See conditions, exclusions, and limitations on next page.
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.
- Contact your installing dealer for warranty service. If the installing dealer 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.

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. These parts include: paint, wood, pellet and coal gaskets, firebricks, grate, flame guides, light bulbs, 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 construction, 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 operating 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 components 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 appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

This warranty is void if:

- The appliance has been over-fired or 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, 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.
CONTACT INFORMATION:
Hearth & Home Technologies
1445 North Highway
Colville, WA 99114
Division of HNI INDUSTRIES
www.quadrafire.com

Please contact your Quadra-Fire dealer with any questions or concerns.
For the number of your nearest Quadra-Fire dealer
visit our website at www.quadrafire.com

NOTICE

DO NOT DISCARD THIS MANUAL

• Important operating and maintenance instructions included.
• Read, understand and follow these instructions for safe installation and operation.
• Leave this manual with party responsible for use and operation.

We recommend that you record the following pertinent information
for your CASTILE PELLET INSERT

Date purchased/installed: ________________________________
Serial Number: ____________________________ Location on appliance: ____________________
Dealership purchased from: ____________________ Dealer phone: ____________________
Notes: ____________________________________________
____________________________________________________
____________________________________________________

This product may be covered by one or more of the following patents: (United States) 6830000 and 5582117 or other U.S. and foreign patents pending.