

This appliance has been retired.
Service parts pages within have been removed.
For replacement parts, please refer to the individual service parts list located on the brand websites.



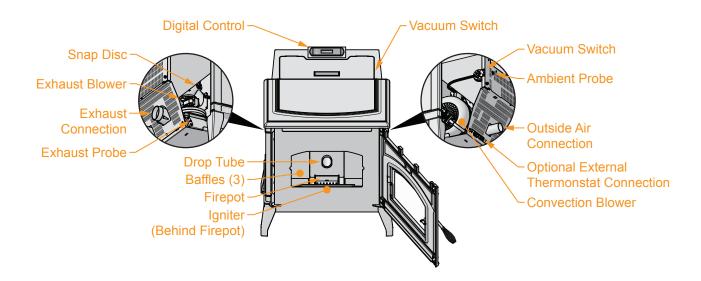
PHC90 Cast Iron Pellet Stove

⚠ WARNING!

Please read this entire manual before installation and use of this pellet fuel-burning room heater, and save for future reference. Failure to follow these instructions could result in property damage, bodily injury or even death. 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.ghpgroupinc.com. Pour obtenir une traduction francaise de ce manuel, s'il vous plait contracter votre revendeur ou visitez www.ghpgroupinc.com

Get to Know Your Stove



Safety First!

Safety Alert Key: It is important to pay attention to alerts you will see throughout this manual to ensure your safety.

- 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 Stove or to property.
- Pro Tip: Indicates additional information to help you better understand your stove and optimize its performance.

Notice: Fire Risk

GHP disclaims any responsibility, and the warranty and agency listing will be voided, by the below actions.

DO NOT:

- · Install or operate damaged Stove
- · Modify Stove
- · Install other than as instructed by the manufacturer
- · Operate the Stove without fully assembling all components
- Over fire (burning at higher temperatures than recommended causing permanent damage to the stove)
- · Install any component not approved by the manufacturer
- · 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.



A DANGER! HOT SURFACES!

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

Hot glass will cause burns.

- · Do not touch glass until it is cooled
- · NEVER allow children to touch glass
- · Keep children away; if you expect that children may come into contact with this Stove, we recommend a barrier such as a decorative screen (see your retailer for suggestions)
- · CAREFULLY SUPERVISE children in same room as stove
- · Alert children and adults to hazards of high temperatures

High temperatures may ignite clothing or other flammable materials.

· Keep clothing, furniture, draperies and other flammable materials away



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Getting Started

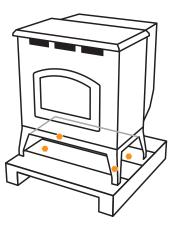


Pallet Removal

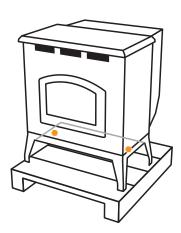
There are bolts holding your stove in place on the pallet. To remove your stove from the pallet:



Using a 7/16" wrench, remove all four bolts attaching the shipping bracket to pallet.



Using a 3/8" wrench, remove each bolt by reaching under your stove. Tip your stove to opposite side and push bracket inward; set stove down and repeat on other side.





WARNING!

Inspect Stove and components for damage. Damaged parts may impair safe operation.

- Do NOT install damaged components.
- Do NOT install incomplete components.
- Do NOT install substitute components. Report damaged parts to consumer care.

⚠ CAUTION!

Risk of cuts, abrasions or flying debris. Wear protective gloves & safety glasses during install. Metal edges are sharp.

What's Included



Owner's manual



Cleaning tool



Power cord



Door handle

Outside air kit components:



2" Flex hose



Termination Cap



Hose clamp



Screws (4)

Getting Started



What You'll Need

Tools & Supplies

- High temperature silicone (500°F+)
- Level
- Phillips screwdriver
- Plumb line

- Tape measure
- Framing square
- Reciprocating saw
- Electric drill & bits
- Caulking gun

- Stud finder
- Utility knife
- Pliers
- Flashlight
- Hammer

Safety Equipment

Recommended for all installation and maintenance steps.



Gloves



Safety Glasses



Close-toed shoes

Pellet Vent Pipe

Must be an approved 3" or 4" diameter Type "L" or "PL" vent. Use 4" diameter vent if flue height is over 15' or if installation is over 3,000 ft. above sea level.



↑ WARNING!

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

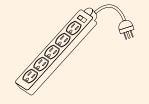
Floor Protection

Non-combustible material (such as a hearth pad) is required underneath your stove.



Surge Protector

Protect the electrical components of your stove by using a surge protector.



Pellet Fuel

Use only wood pellets in your stove. For best performance, use premium, low-ash pellets (<1%) less than 1.5" in length and avoid the dusty bits and pieces of pellets in the bottom of the bag.





Getting Ready

Pro Tip

We highly recommend your stove and pellet vent pipe be installed by a professional installer. Your retailer can make recommendations for you.

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.

Placement

Where you place your stove can significantly affect its performance and safety.

A Your Home Acts Like a Chimney

We recommend that you help your home by:

- 1. Using a minimum of 5 feet of vertical venting
- 2. Use the supplied outside air kit
- 3. Install your stove on a main floor location

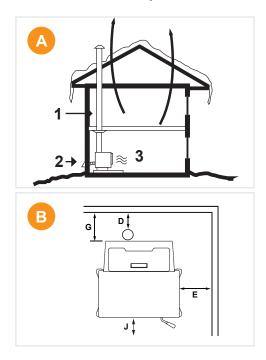
This will:

- Help your stove breathe
- Minimize smoke leakage in the house
- Enhance performance

Clearance to Combustibles

The space between your stove and the items in your home that could burn. Materials such as:

- Wood
- Sheet rock (drywall)
- Carpet





⚠WARNING!

Asphyxiation Risk.
DO NOT INSTALL IN A SLEEPING ROOM. Consumes oxygen in the room.

For Canada, the installation must conform to CAN/CSA-B365



Getting Ready (Continued)

Pellet Venting

Adding bends in the exhaust path restricts air flow, reduces performance and provides a collection point for ash deposits requiring more frequent cleaning.

A CAUTION

- Do not connect to any air distribution duct or system
- Do not install a flue damper in the exhaust venting system of this stove
- Do not connect this stove to a chimney flue serving another Stove
- The structural integrity of the manufactured home floor, wall and ceiling/ roof must be maintained



REQUIRED:

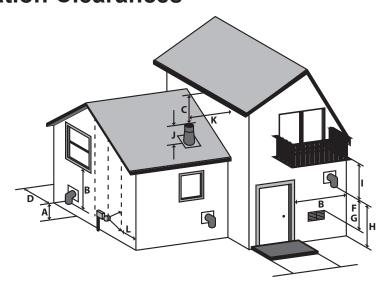
Use only 3" or 4" type "L" or "PL" pellet pipe.

Pro Tip

This unit can be installed with a 3 to 6 inch (76-152mm) Top Vent Offset Adapter Kit. The 3 to 6 inch (76-152mm) Top Vent Offset Adapter are tested to use 24 gauge single wall flue connector or Listed double wall flue connector to Class A Listed metal chimneys, or masonry chimneys meeting International Conference of Building Officials (ICBO) standards for solid fuel Stoves.



Vent Termination Clearances



	Clearances		
Α	12"	Clearance above grade, veranda porch, deck or balcony (Including vegetation and mulch)	
В	12" with outside air kit 48" no outside air kit	Clearance beside or below any windows or doors that open	
	12"*	Clearance above any window or door that opens	
С	18"	Vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2 feet from the center line of the terminal	
D	12"	Clearance to an outside corner wall	
F	12" with outside air kit 48" no outside air kit	Clearance to a non-mechanical air supply inlet to the building or a combustion air inlet to any other Stove	
G	36"	Clearance to a mechanical air supply inlet	
Н	84"**	Clearance above a paved sidewalk or paved driveway located on public property	
	12"**	Clearance under a veranda, porch, deck or balcony	
J	12"	Clearance above the roof	
K	24"	Clearance from an adjacent wall including neighboring buildings	
L	36" within a height of 15 feet above the meter / regulator assembly	Clearance to each side of center line extended above natural gas or propane meter / regulator assembly or mechanical vent	

^{*}Recommended to prevent condensation on windows and thermal breakage. **This is a recommended distance. For additional requirements check local codes.

Notice:

Do NOT terminate vent:

- In any location that will allow flue gases or soot from entering or staining the building
- In any location which could create a nuisance or hazard
- In any enclosed or semi-enclosed area such as a carport, garage, attic, crawl space, under a sun deck or porch or narrow walkway
- Closely fenced area, or any location that can build up a concentration of fumes such as a stairwell, covered breezeway, etc.

Notice:

Do NOT terminate below an air inlet.

- It is recommended that at least 60" (1.52m) of vertical pipe be installed when Stove 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 or above the roof



Placing Your Stove

1 Stove must be installed on a non-combustible floor. If needed, place floor protection (such as a hearth pad) beneath the stove. Move stove from pallet onto your non-combustible surface. Do not operate the stove while it sits on the pallet.

Notice: Be careful to protect the bottom of the stove and floor surfaces when moving the stove. Bottom edges of stove are sharp and can scratch surfaces.

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

Hearth pad minimum requirements:

U	USA Hearth Pad Requirements		mm
Α	Sides	2	51
В	Back	2	51
С	Front	6	152

Ca	Canada Hearth Pad Requirements		mm
A Sides		8	203
В	Back	2	51
С	C Front		152

Non-combustible floor protection extending beneath the flue pipe is required with horizontal venting or under the top vent adapter with vertical installation.

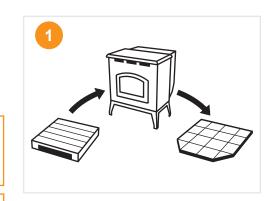
*Non-combustible floor protection must extend 2 inches (51mm) beneath the flue pipe when installed horizontal venting or under the top vent adapter with vertical installation. CANADA REQUIRED, USA RECOMMENDED.

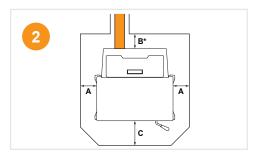
Confirm required clearances to combustibles:

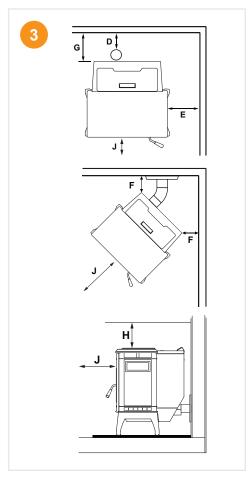
Vertical Installations (Interior Flue)			
Straight back against wall Inches mm			
D	Back wall to pellet pipe	3	76
E	E Side wall to stove		330

Corner Installation			
	Straight back against wall Inches mm		
F	Walls to stove	3	76

	Horizontal Installations			
	Straight back against wall Inches mm			
G	Back wall to stove	2	51	
Е	Side wall to stove	13	330	
H Clearance to top of stove		7	178	
J	Clearance to front of stove	48	1219	









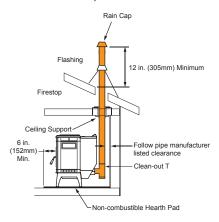
Venting Your Stove

⚠ CAUTION!

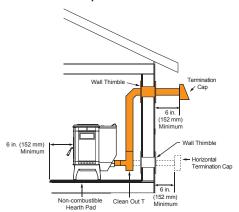
Take appropriate precautions to locate utilities within the wall and avoid contact.

- Mark and cut wall for venting penetration on exterior wall (if needed).
- Install wall thimble (sold separately) per manufacturer requirements.
- Install venting.
- Use silicone to create an effective vapor barrier at the location where the chimney or other component penetrates to the exterior of the structure.

Vertical - Interior. Preferred Installation



Exterior - Optional Installations



NOTE: In Canada when using a factory-built chimney it must be safety listed, Type UL103 HT (21000F) CLASS "A" or conforming to CAN/ULC-S629M, STANDARD FOR 650°C FACTORY-BUILT CHIMNEYS.

Pro Tips

- See venting manufacturer's required clearances to combustibles
- For horizontal installations, the minimum clearance from exterior to termination cap is 6"—you may want to increase to 18" clearance to minimize soot blow back on home exterior.

Install vent at clearances specified by the manufacturer



⚠ WARNING!

Do not terminate venting 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.

⚠ CAUTION!

Ensure that your stove venting terminates above your stove. The following may occur:

- · Your stove Stove will not draft properly
- · Smoke may seep in your house
- Excessive sooting



Venting Your Stove

The maximum horizontal venting allowed with no vertical venting attached is 48 inches including one 90° elbow or two 45° elbows. Addition of any horizontal venting beyond 48 inches requires a minimum 60 inches of additional vertical vent. Horizontal sections of vent pipe should have a 1/4 inch rise per foot. We recommend using the shortest venting and fewest elbows possible when venting horizontal.

We recommend the use of 4 inch vent with any installation requiring more than two 90° elbows, or more than 15 feet of venting.

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

⚠ WARNING!

Fire Risk.

Only LISTED venting components may be used

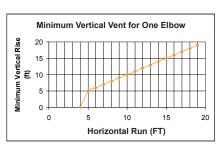


 NO OTHER vent components may be used. Substitute or damaged vent components may impair safe operation.

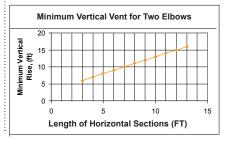
Notice:

These are guidelines for successful venting of your pellet Stove. 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.

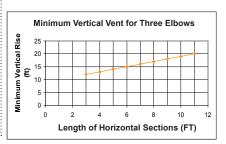
ONE 90° ELBOW			
Total	Minimum	Vent	
Horizontal	Vertical	Diameter	
4	0	3	
5	5	3	
6	6	3	
7	7	3	
8	8	4	
9	9	4	
10	10	4	
11	11	4	
12	12	4	
13	13	4	
14	14	4	
15	15	4	
16	16	4	
17	17	4	
18	18	4	
19	19	4	



TWO	TWO 90° ELBOWS			
Total	Minimum	Vent		
Horizontal	Vertical	Diameter		
2	5	3		
3	6	3		
4	7	3		
5	8	3		
6	9	3		
7	10	4		
8	11	4		
9	12	4		
10	13	4		
11	14	4		
12	15	4		
13	16	4		
14	17	4		
15	18	4		

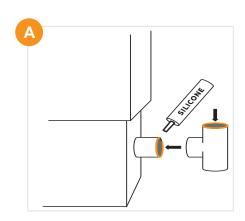


THREE 90° ELBOWS			
Total	Minimum	Vent	
Horizontal	Vertical	Diameter	
2	11	4	
3	12	4	
4	13	4	
5	14	4	
6	15	4	
7	16	4	
8	17	4	
9	18	4	
10	19	4	
11	20	4	





- Install pellet venting through wall and connect vent/ pipe to stove (A)
 - Some venting manufacturers offer pellet stove adapters for their venting for easier installation
 - Seal all pipe joints using high-temp silicone (500°+)
 - Secure exhaust venting system to the Stove with at least 3 screws or rivets per the pipe manufacturer's instructions. Also secure all connector pipe joints with at least 3 screws through each joint.
 - Install termination cap
 - Confirm all required stove clearances to combustibles



Pro Tip

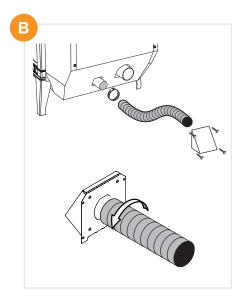
Installing a cleanout "T" (sold separately) to the rear of your stove, when venting vertically can save time during cleaning.

6 Install outside air kit (included)

For optimal performance, recommend the outside air kit for all installations. Outside air kit is required for all mobile/manufactured home installations.

Install through wall B

- Maintain clearances from exhaust
- · Remove knock out in the rear of stove
 - Attach flex pipe to outside air connection on stove
 - Use hose clamp
 - Route tube outside the structure
 - Attach cap
 - Secure to outside wall with appropriate fasteners



Take a Break Inspect your work:
Confirm clearances to combustibles are maintained
Pipe joints are secure and properly sealed
Outside air kit installed properly
Confirm termination clearances

⚠ CAUTION!

Never draw outside combustion air from:

- Wall, floor or ceiling cavity
- Enclosed space such as an attic, garage or crawl space.



Fuel Tips

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. Store fuel in dry location not within clearances to combustibles of your stove.

Fuel Material

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

Higher Ash Content Material

- Hardwoods with a high mineral content
- Fuel that contains bark
- Standard grade pellets or high ash pellets

Lower Ash Content Material

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

Pro Tip

We recommend the use of Pellet Fuels Institute certified pellet fuel with this product.



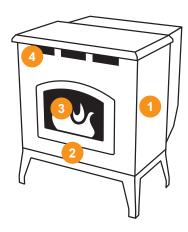
Your stove has a manufacture-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate your stove in a manner inconsistent with operation instructions in this manual.



Starting your stove the first time

What to Expect

- 1 Combustion blower will turn on
- 2 Igniter will turn on
- Or Pellets will drop, smoke may occur in firebox but will evacuate, and flame will appear in firepot.
- 4 Convection blower will automatically turn on after the stove heats up. Convection blower will continue to run even after your stove has been shut down.



Pro Tips

- Odors and vapors are released during initial startup after purchase; burning your stove on HI for 30 minutes will allow the paint to cure. Open windows or doors for air circulation until burn off is complete.
- During start up and normal operation your stove's front door must be closed
- Priming is only required the first time your stove is lit, or after a FUEL FEED ALARM.



⚠ WARNING!

Fire Risk

Keep combustible materials, gasoline and other flammable vapors and liquids clear of Stove.

- · Do NOT operate Stove with door open
- Do NOT operate Stove with firepot floor open
- Do NOT store flammable materials in the Stove's vicinity
- Do NOT use gasoline, lantern fuel, kerosene, charcoal lighter fluid or similar liquids or gels to start or "freshen up" a fire in this heater

Keep all such liquids well away from the heater while it is in use as combustible materials may ignite.



↑ WARNING!

HOT SURFACES! Glass and other surfaces are hot during operation AND cool down. **Hot glass will cause burns.**

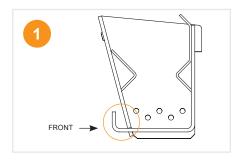
- · Do not touch glass until it is cooled
- · NEVER allow children to touch glass
- Keep children away
- · CAREFULLY SUPERVISE children in same room as fireplace
- · Alert children and adults to hazards of high temperatures
- High temperatures may ignite clothing or other flammable materials
- · Keep clothing, furniture, draperies and other flammable materials away



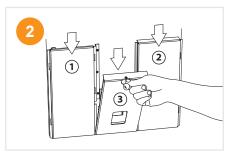
Important:

Allow up to 20 minutes for your stove to start.

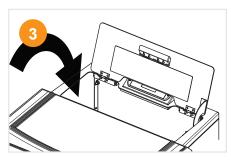
Confirm firepot is properly positioned



Confirm three baffles inside firebox are secure, placing the side baffles before the center



3 Add some pellets to hopper and fully close lid



Plug in your stove





WARNING! Shock hazard.

- Plug directly into properly grounded 3 prong receptacle
- Do NOT route cord under or in front of Stove
- · Recommend the use of a surge protector



Starting your stove from an empty hopper

- 5 Prime your stove:
 - 1) From "OFF" press 🚳
 - 2) Press and hold until display reads "FFFDING"

The feed motor will run about 2 minutes.

6 Once feeding stops press power button.



During this process DO NOT:

· Try to restart, manually add pellets or use any type of accelerant





Pro Tip

For all menu items press after making your selection to store value.

Comfort Settings

Control your comfort:



- POWER button Used to turn your stove on, off and to reset.
- Adjust temperature Set to your desired temperature level. Once the desired temperature level is achieved the stove will automatically shut down. When the temperature in the room drops below the desired temperature level, your stove will automatically restart.
 - LO setting Your stove will continue to run on low regardless of room temperature.
 - **HI setting** Your stove will continue to run on high regardless of room temperature.

Pro Tip

If your stove is turned to the off position and then back on, even if by mistake, your stove will go through the shutdown process (approximately 15 minutes) and restart.

Thermostat

Your PelPro stove comes with a built-in thermostat system that provides easy temperature adjustments. An external thermostat is available as an option (sold separately). To use an external thermostat:

- 1 Install according to the manufacture's instructions and connect to the back of your stove.
- 2 Set THERMOSTAT to EXTERNAL in settings menu on the digital display.
- Turn stove on and set desired power setting.



If your stove tries to start but fails on the initial burn, it will display MISSED IGNITION.

- Turn your stove to off, remove and clean the firepot
- 2. Confirm firepot is properly positioned
- 3. Ensure there are enough pellets in the hopper.
- 4. Prime your stove per previous instructions



Trim Adjustment

Trim adjustment is located in the menu. This feature will adjust the air/fuel ratio and below are examples of when to use it:



- If the fire is too large, lazy or producing black soot, adjust trim down one level at a time and allow
 15 minutes for stabilization before making another adjustment
- If your fire is too small and sometimes goes out when there are pellets in the hopper, adjust the trim up one level at a time and allow 15 minutes for stabilization before making another adjustment.



WARNING!

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

Turning Your Stove Off

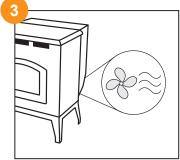




- Press power button on display to OFF, let Stove completely cool and exhaust blower must be off. Now you can unplug Stove before servicing
- Smoke spillage into room can occur if Stove is not cool before unplugging



Auger stops feeding pellets.



Blowers continue to run until after the exhaust temperature has cooled.



Cleaning & Maintenance

Important:

Regular cleaning helps to assure optimal performance of your stove. Please refer to page 29 to log your maintenance and cleaning.

What You'll Need





Where, When and How

Disposal of Ashes

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 surface or on the ground, well away from all combustible materials, pending final disposal. If the ashes are to be disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all embers have been thoroughly cooled.



↑ WARNING!

Disconnect stove from power supply before servicing

Zone 1 - Firebox

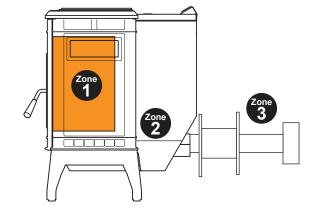


Firepot

- Remove the firepot
- Scrape clean and remove ashes
- Replace firepot

Firebox

- Remove baffles and vacuum residual ash
- Remove ashes from firebox floor





\ WARNING!

If using a vacuum to clean stove, be sure embers are thoroughly cooled to prevent a fire in the vacuum.

Glass

- Apply ceramic glass cleaner
- Use non-abrasive cloth to remove residue

Door Inspection

The gasketing between the glass and firebox should be inspected periodically to make sure there is a good seal.



Pro Tip

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, it may be necessary to clean the firepot more than once a day.

Poor quality fuel will cause clinkers to form in the firepot. Clinkers are formed when dirt, ash or a non-burnable substance is heated to 2000 deg. F (1093 deg. C) and becomes glasslike.

Always burn dry fuel. Burning fuel with high moisture content take heat from the fuel and tends to cool the Stove, robbing heat from your home.

Damp pellet fuel can clog the feed system.

⚠ CAUTION!

Handle glass assembly with care and refer to maintenance instructions. When cleaning glass:

- Avoid striking, scratching or slamming glass.
- Do NOT clean glass when hot
- Do NOT use abrasive cleaners
- Do NOT operate with glass cracked, broken or scratched



↑ WARNING!

Glass is 5mm thick high temperature heat resistant ceramic glass.

- DO NOT REPLACE with any other material
- Alternate material may shatter and cause injury

Zone 2 - Stove Body



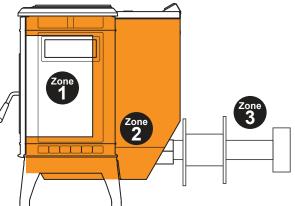
AS NEEDED

Convection Blower

- Remove right side panel to access and remove convection blower
- Vacuum any debris from the fan blades and blower housing

Hopper

- Empty hopper of any pellets
- Vacuum any remaining pellets/debris from the hopper





Electrical Components

- Identify and remove any debris
- Verify all connections are secure



AS NEEDED

Exhaust Blower

- Remove right side panel to access and remove exhaust blower
- Vacuum any debris from the fan blades and blower housing

Zone 3 - Venting

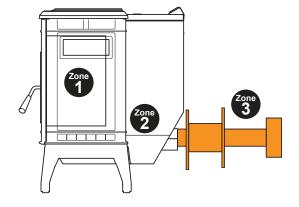


Termination Cap

- Remove termination cap
- Brush out to remove dust and hard buildup

Vent Components

- Soot, creosote, and fly ash will collect in the exhaust venting system and restrict the flow of the flue gases. This build up will occur more quickly in horizontal sections and elbows.
- Use the appropriate sized chimney brush to remove ash and buildup from the venting



Having Trouble?

Visit the Troubleshooting section of this manual.

Outside Air Kit

Ensure there are no obstructions in the outside air kit cap

When wood pellets are burned at a low temperature, they produces organic vapors which combine with moisture to form creosote vapors.

Creosote vapors condense in the relatively cool chimney flue of a newly-started or a low-temperature fire. As a result, creosote residue accumulates on the flue lining. When more heat is called for, this residue can be ignited, which creates an extremely hot fire in the chimney flue; this may damage the chimney or even destroy your home.

Your chimney should be inspected once every few months during the heating season to determine if a creosote or soot buildup has occurred. If creosote or soot has accumulated, it should be removed to reduce the risk of a chimney fire.

roubleshooting

Troubleshooting



Power Related

- In the event of a power outage:
 - If using a generator, We recommends a steady state generator for best stove performance.
 - This stove needs 110v to run properly. This stove has not been tested for use with a third party battery backup.

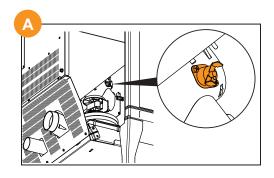
Pro Tip

Check passages to assure they are clear of ash and obstructions. Poor airflow leads to poor performance of your stove.

/

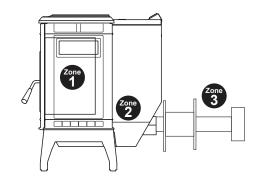
Stove plugged in but no response

- · Check your home's circuit breaker
- Reset snap disc (located between drop tube and hopper (Zone 2)
- Visually inspect wires, blowers and power cord for breaks or wear to find cause of possible short circuit (Zone 2)



Component (i.e. blower) fails to start or fails to turn off

- Check all connections and power plugs are secure
- Visually inspect wires, blowers and power cord to find cause of possible short circuit



Troubleshooting

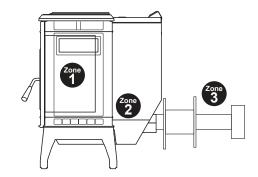


Blockage Related



Black soot on outside of house

- Confirm exhaust path is clean and clear (Zone 3)
 - Adjust air/fuel ratio using trim adjustment dial (See page 17 for trim adjustment instructions)
- Ensure termination cap has at least 18" clearance to reduce the effects of soot blow-back on home exterior (ie. siding)—if not able, refer to page 10 for alternate installation options





Rumbling/whistling noise during operation

- Confirm exhaust path is clean and clear (Zone 3)
 - Adjust air/fuel ratio using trim adjustment dial (See page 17 for trim adjustment instructions)



Stove will not light

- Confirm firepot holes are clean and clear (Zone 1)
 - Ignitor is getting hot (glows orange)
- Inspect stove body (Zone 2)
 - Confirm fuel is in hopper, close lid securely
 - Remove right side panel to access and confirm vacuum switch is clear and connected at both ends
 - Confirm all exhaust blower connections secure
 - Confirm the feed assembly and motor are clean and clear of debris
- Confirm exhaust path is clean and clear (Zone 3)

roubleshooting

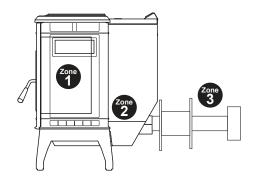
Troubleshooting



Blockage Related

Fire starts but goes out

- Confirm firebox is clean and clear (Zone 1)
 - Ensure firepot holes are clear
- Inspect stove body (Zone 2)
 - Confirm exhaust probe is connected
 - Inspect and clean the exhaust outlet
- Confirm exhaust path is clean and clear (Zone 3)



Starts and stops frequently in automatic mode

- Determine if your room is experiencing varying temperatures due to repeated opening/ closing of doors or windows—correct if necessary
- Examine stove body (Zone 2)
 - Inspect ambient probe and confirm that at least 2" is exposed outside of stove body

Slow or smoky start-up and/or lazy flame

- Confirm exhaust path is clean and clear; clean your firepot and behind your baffles inside your firebox (Zone 3)
- Examine stove body (Zone 2)
 - Align igniter so it is properly placed and centered
 - Review fuel quality (see Pellet Fuel information on page 5)

Troubleshooting



Following correction of any alarm, press power button to clear the alarm, wait 10 seconds and turn the stove back ON.

Alarm	Possible Cause	Corrective Action
Fuel Feed Alarm Errror Number 1	No fuel is delivered to the firepot to sustain flame Hopper empty (most likely) Auger Jam (next likely) No vacuum Hopper lid open	Fill the hopper, inspect the feed tube for jams, inspect the venting and firebox for obstructions and clean if necessary, inspect the exhaust blower to make sure it runs, or close the hopper lid.
	Flame is evident but the exhaust probe is not able to recognize the hot exhaust temperature Exhaust probe not attached to outlet Exhaust path is dirty	Inspect and clean the exhaust outlet, firebox, firepot and behind the baffles. Inspect the exhaust probe to see if it is securely attached to the side of the exhaust outlet.
Error Number 2	The exhaust temperature is above or below the	Plug the probe into the board.
The exhaust probe senses an abnormal temperature.	acceptable range. Exhaust Probe Failure Not plugged in Failed component	Replace the component.
Error Number 3	The ambient temperature is above or below the acceptable range.	Plug the probe into the board. Replace the component.
The ambient probe senses an abnormal temperature.	Ambient Probe Failure Not plugged in Failed component	
Missed Ignition Error Number 4 During the ignition sequence the load does not ignite. The unit will auto- matically retry once from the first failed	Fuel No fuel Hopper Empty Feed Jam Feed doesn't turn Feed motor disconnected or failed Firepot Firepot Dirty so fuel is not near ignition hole	Fill the hopper Inspect and clear jam in the feed tube Inspect the feed motor circuit (hopper lid must be closed, vacuum switch must be closed (ie exhaust blower on), and feed motor must be plugged in. Clean the firepot.
attempt.	in the firepot Igniter No power Debris in the end of the igniter chamber	Check leads and see if the igniter works. Clean the end of the igniter chamber from inside the firebox (removal of the firepot required for this step).
Error Number 5 Communication Error	The Digital Display is not communicating correctly with the stove control board.	Inspect the cable for breaks or cuts and check the connection between the Digital Contorl and Control board. Replace the component.
Error Number 7 Exhaust Over Temperature	Fuel Feed Motor Locked On Non-approved fuel used	If the feed motor does not turn off, replace the control board. Review the fuel being used.
The exhaust temperature has exceeded the allowable	Convection blower Dirty Failed	Clean Replace
temperature.	Installation Installation configuration is tight allowing for limited air circulation around the unit.	Review the installation and move if necessary.

oubleshooting

Troubleshooting



Still having trouble?

Access additional resources at: www.ghpgroupinc.com



Warranty

If replacement parts are needed, please note warranty coverage begins on the date of purchase. Retain your original receipt as proof of purchase. The warranty period for covered components is as follows:

Components Covered	Warranty Period (Parts only, Labor not included)
Electrical	1 Year
Steel Parts (excluding firepot)	5 Years

Additional terms and limitations apply. See page 30 for complete warranty information.

Support





Please review the "Maintaining Your Stove" and "Troubleshooting" sections in this manual.



Visit **ghpgroupinc.com** to access:

- Order replacement parts
- · Manuals and more



To contact a Consumer Care Specialist, email us at:

customerservice@ghpgroupinc.com or call (877) 447- 4768.

Listings and Certifications



Stove Certification

Series	PHC90
Laboratory	OMNI-Test Laboratories, Inc.
Report No.	0061PS093S
Туре	Solid Fuel Room Heater/Pellet Fuel Burning Type
Standard	ASTM E1509-12 and ULC S627-00, Room Heater Pellet Fuel Burning type and (UM) 84-HUD, Mobile Home Approved.



Note

This installation must conform with local codes.

In the absence of local codes you must comply with ASTM E1509-12, ULC S627-00, (UM) 84-HUD

MARNING!

- It is critical to have a working smoke detector installed in the home of unit operation.
- Smoke alarms that are properaly installed and maintained play a vital role in reducing fire deaths and injuries. Having a working smoke alarm reduces the chance of fire related injuries.
- Install at least one carbon monoxide detector on each floor of your home.



DO NOT INSTALL IN A SLEEPING ROOM. Your stove consumes oxygen in the room.

Mobile Home Approved

This Stove 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 Stove must be properly grounded to the frame of the mobile home with #8 copper ground wire, and use only listed double-wall connector pipe
- Outside Air Kit provided with each stove must be installed in a mobile home installation and must remain clear of leaves, debris, ice and/or snow. It must be unrestricted while the Stove is in use to prevent room air starvation which causes smoke spillage.
- The Stove must be secured to the mobile home structure by bolting it to the floor through holes provided at bottom of your cast legs on your stove.

Listings and Certifications



Glass Specifications

This Stove is equipped with 5mm ceramic glass.

Replace glass only with 5mm ceramic glass. Please contact GHP Group Inc. for replacement glass.

Electrical Rating (On High)

PHC Series: 115 VAC, 60 Hz, Start 2.6 Amps, Run 0.9 Amps

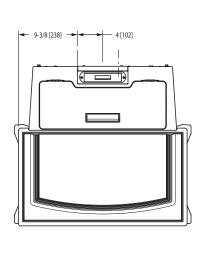
BTU & Efficiency Specifications

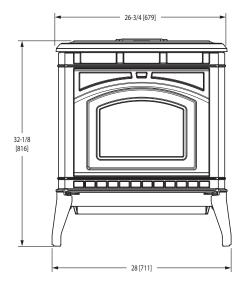
Model	PHC90
Laboratory	OMNI-Test Laboratories, Inc.
Report No.	0061PS093E
EPA Certified	1.11 grams/hr
*BTU Input	11,055 - 47,378 / hr
*BTU Output	8,456 - 39,482 / hr
Efficiency HHV	82.3%
**Heating Capacity	Up to 2,200 sq. ft. depending on climate zone
Vent Size	3" or 4" L or PL
Hopper Capacity	90 lbs (Approximate)
Fuel	Wood pellets
Shipping Weight	340 lbs
Standard	EPA Certification 2015, test method: ASTM E2779-10

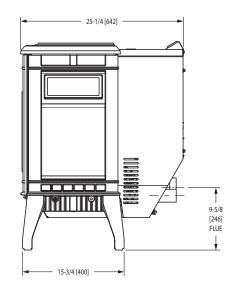


This manual describes the installation and operation of the Brand Pleasnt Hearth, Model PHC90 wood heater. This heater meets the 2015 U.S. Environmental Protection Agency's crib wood emission limits for wood heaters sold after May 15, 2015. Under specific test conditions this heater has been shown to deliver heat at rates ranging from 11,055 to 47,378 Btu/hr.

Stove Dimensions







^{*}BTU input/output will vary, depending on the brand of fuel you use in your stove.**Heating capacity depends on climate zone, structure layout, insulation, windows, etc.

Listings and Certifications



5 Year Warranty

GHP Group warrants that your new wood-burning stove, pellet-burning stove, or masonry wood insert is free from manufacturing and material defects for a period of five years from the date of sale, subject to the following conditions and limitations.

- This warranty is extended to the original owner only, for residential use, and is subject to proof of purchase.
- 2. The new GHP Group product must be installed and operated at all times in accordance with the installation and operation instructions supplied with the Stove, and installation must be to local and national codes. Any alterations, willful abuse, accident, over firing or misuse will not be coverd under warranty. NOTE: Some minor movement of certain parts is normal and is not a defect and therefore, not covered under warranty.
- 3. The warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized GHP Group supplier. The serial number must be supplied along with the Bill of Sale, showing the date of purchase, at the time the claim is submitted.
- 4. This warranty is limited to the repair or replacement of parts only, found to be defective in material or construction, provided that such parts have been subjected to normal conditions of use and service, after a said defect has been confirmed by GHP Group, or an authorized representative's inspection. Defective parts must be shipped back (at GHP Group discretion), transportation prepaid, to the manufacturer. Credits will be issued upon receipt of return of the defective product to GHP Group.
- GHP Group, at its discretion, can fully discharge all obligation with respect to this warranty by refunding the wholesale price of the defective part(s).
- 6. Ány installation, labor, construction, transportation or other related costs or expenses arising from defective parts, repair, replacement or otherwise of same, will not be covered by this warranty nor will GHP Group assume responsibility for same. Further, GHP Group will not be responsible for any incidental, indirect or consequent damages, except as provided by law, and in no event shall they exceed the original purchase price.
- All other warranties expressed or implied with respect to the product, its components and accessories, or any obligations/liabilities on the part of GHP Group are hereby expressly excluded.
- GHP Group neither assumes, nor authorizes any third party to assume, on GHP Group's behalf, any other liabilities with respect to the sale of this GHP Group product.
- 9. The warranties as outlined within this document do not apply to chimney components or other products made by other manufacturers when used in conjunction with the installation of this product. Improper use or the use of non-approved components may nullify your warranty. If in doubt, contact your nearest GHP Group supplier or GHP Group Customer Service Department.
- 10. GHP Group will not be responsible for:
 - Downdrafts or spillage caused by environmental conditions such as nearby trees, buildings, rooftops, hills, mountains, or ineffective chimney design.
 - Inadequate ventilation, excessive offsets or negative air pressure caused by mechanical systems such as furnaces, clothes dryers, fans, etc.
- 11. This warranty is void if:
 - The Stove has been operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals.
 - This Stove has been subjected to prolonged periods of dampness or condensation.
 - The Stove has any damage due to water, or weather damage that is the result of, but not limited to, improper chimney/venting installation.
 - The Stove has been subjected to willfull or accidental abuse or misuse.
 - Corrosive driftwood, manufactured logs or other fuels are used other than as outlined in the installation and operating

instructions.

 The Stove is not maintained in good condition, including firebrick and gaskets.

Doors with Glass and Plated Parts

Glass is warranted against thermal breakage only. To clean glass, use a ceramic/glass cleaner or polish. Do not use ammonia based cleaners. A suitable cleaner is available at your nearest Pleasant Hearth dealer. DO NOT CLEAN GLASS WHILE HOT AND DO NOT USE ABRASIVE CLEANERS.

Plated parts will not be covered under this warranty. Plated parts should be cleaned by using denatured alcohol only and rubbed lightly with a lint-free non-abrasive cloth. Excessive rubbing or polishing may remove the plated finish. Plated parts may also be damaged by external chemicals.

Further Exclusions

WOOD-BURNING STOVE

Electrical components, such as the blower, are covered for five (5) years from the date of purchase if they are included with the purchase of your stove.

This warranty will not include or extend to paint, gaskets or firebrick components, and does not cover any removable firebox components such as brick retainers or stainless steel air tubes.

PELLET-BURNING STOVE:

Five Year Period:

- 1. Carbon steel and welded seams in the firebox are covered for five (5) years against splitting.
- The steel door and hinges are covered for five (5) years against cracking.

One Year Period:

- 1. Component parts such as the hopper, auger, burn-pot, baffle plate, auger shaft and fasteners are covered for one (1) year against cracking, breakage and welded seam separation.
- 2. Electrical components, accessory items, glass and the painted surface of the stove are covered for one (1) year from the date of purchase.

IF WARRANTY SERVICE IS REQUIRED

Contact GHP Group Customer Service. Make sure you have your sales receipt and the model/serial number of your GHP Group product. Do not attempt to do any service work yourself, unless pre-approved by GHP Group in writing as this will void the warranty.

GHP Group must authorize service and provide a Warranty Claim Number prior to any warranty related service calls. Without an authorization number, any service work will not be deemed warranty.

IMPORTANT NOTICE

BEFORE LIGHTING YOUR FIRST FIRE, REMOVE PLASTIC FILM OFF TRIM AND CLEAN THE PLATED SURFACES WITH DENATURED ALCOHOL OR A GOOD QUALITY, NON-ABRASIVE LIQUID GLASS CLEANER. APPLY WITH A VERY SOFT, CLEAN CLOTH. DO NOT USE PAPER TOWELS TO CLEAN THE PLATED PARTS. FAILURE TO CLEAN ALL MARKS AND FINGERPRINTS FROM THE PLATED SURFACES WILL CAUSE PERMANENT DAMAGE.

NOTE: Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages. The above limitations may not apply to you.

GHP Group, Inc. • 6440 W. Howard St. • Niles, IL 60714

KEEP THIS WARRANTY

Serial #	Model #
Date Purchased	









We recommend that you record the following information for your heating Stove:
Date purchased/installed:(Attach proof of purchase)
Serial Number:(located on back of your stove)
Store purchased from:
Store Location:
Maintenance Log:



Maintenance Log:	



6440 W. Howard St. Niles, IL 60714 877-447-4768

Please contact the GHP Group with any questions or concerns.

www.ghpgroupinc.com

For Customer Service 1-877-447-4768

Prior to calling, please have the model, serial number, and sales receipt of the unit you are calling about.

This information can be found at the rear of the unit.