

Ash - The frequency of removal of the ash and maintenance performed on the stove is directly proportional to the ash content of the fuel and the operation duration of your pellet stove. Low ash fuel may allow longer intervals between cleaning, however, a stove burning high ash fuel may need to be cleaned as often as everyday.

Fuel Feed Rates - Different brands of pellets will feed at varying rates due to their size and density (length and diameter). This may require a slight adjustment in the damper control (see **Page 8**) or the fuel feed trim to compensate (see **Page 18**).

NOTE: See *Fuel Delivery Rate* on **Page 18** for burn times.

PLEASE NOTE: IHP has no control over the manufacturing of pellet fuel and will not be held responsible for poor stove performance or any damage caused by poor quality pellet fuels.

Pellet Fuel Storage -

- Store your wood pellets in a dry place to prevent them from absorbing excess moisture.
- Do Not store your wood pellets within the clearance zone of the stove.
- Do Not store your wood pellets in a place that would block removal of the ash pan or block access to refueling the hopper.

Wood pellets manufactured to the pellet fuels institute (P.F.I.) certification standard are available in two grades, Standard and Premium. The primary difference between the two is the ash content of the pellets.

The P.F.I. specification for standard grade and premium grade residential and commercial pellet fuel is as follows:

- CHLORIDES (Salt): Less than 300 p.p.m. to avoid stove and vent rusting.
- BULK DENSITY: 38 to 40 lb. / Cu. Ft. minimum
- MOISTURE CONTENT: 8% to 10% maximum
- ASH CONTENT: < 2% maximum (standard grade) < 1% maximum (premium grade)
- FINES: 0.5% to 1% maximum through a 1/8" screen
- BTU CONTENT: There are a number of variations in pellet fuels that are not included in PFI standards. For example, BTU (heat value) content may range from just under 8,000 to almost 9,000 BTU, depending upon species and region of the country and other variables.

ROUTINE MAINTENANCE

IMPORTANT CAUTIONS:

- **UNPLUG POWER CORD AND ENSURE APPLIANCE IS COLD BEFORE PERFORMING ANY MAINTENANCE WORK.**
- **Some brands of pellets produce more ash and clinkers than others. Therefore the frequency of performing the following cleaning procedures depends to a great degree on the quality of the pellets burned.**
- **Not cleaning this unit will cause it to burn poorly and will void your warranty for this appliance.**
- **When removing ash build-up, use an approved ash vacuum only. A cleaning brush can be used to loosen any ash build-up before vacuuming. DO NOT USE A STANDARD HOUSEHOLD VACUUM OR "SHOP VAC" AS THE FILTERS WILL LEAK THE FINE PARTICLES OF ASH INTO THE HOME.**

NOTES:

- *Cleaning schedule will vary depending on quality of pellets used. Burning high ash pellets will require more frequent cleaning.*
- *Using a drop cloth is recommended as some ash may spill onto the floor during the cleaning process.*

Cleaning

The following areas need to be inspected during routine cleaning:

- UltraGrate™ (burn grate) (Homeowner)
- Ash Slide Plates (Homeowner)
- Ash Pan (Homeowner)
- Heat Exchange Tubes (Homeowner)
- Exhaust Passages and Vent Pipe (Qualified Technician Only)
- Gaskets (Qualified Technician Only)
- Window Wash (Homeowner)
- Cleaning Rear Stove Compartment (Qualified Technician Only)
- Blower Cleaning (Qualified Technician Only)

UltraGrate™ (Burn Grate)

(Recommended Frequency of 1 – 2 days*)

Inspect the UltraGrate periodically so that the air holes don't clog with ash or clinkers. The UltraGrate can easily be cleaned with the grate scraper tool, or it can be removed. It is very important to monitor the ash build-up under the UltraGrate, as too much of ash will block combustion air from entering the grate, causing pellets to pile-up in the grate. A clogged grate will reduce the overall performance of the stove, cause dirty glass and if not cleaned may lead to smoke escaping the stove. The ash build-up under the grate is easily dumped into the ash pan by pulling out the ash slides weekly (see *Ash Slide Plate*, **Figures 23 and 25**).

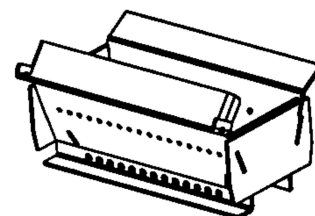


Figure 22 - UltraGrate

Cleaning UltraGrate™ and Exhaust Passages

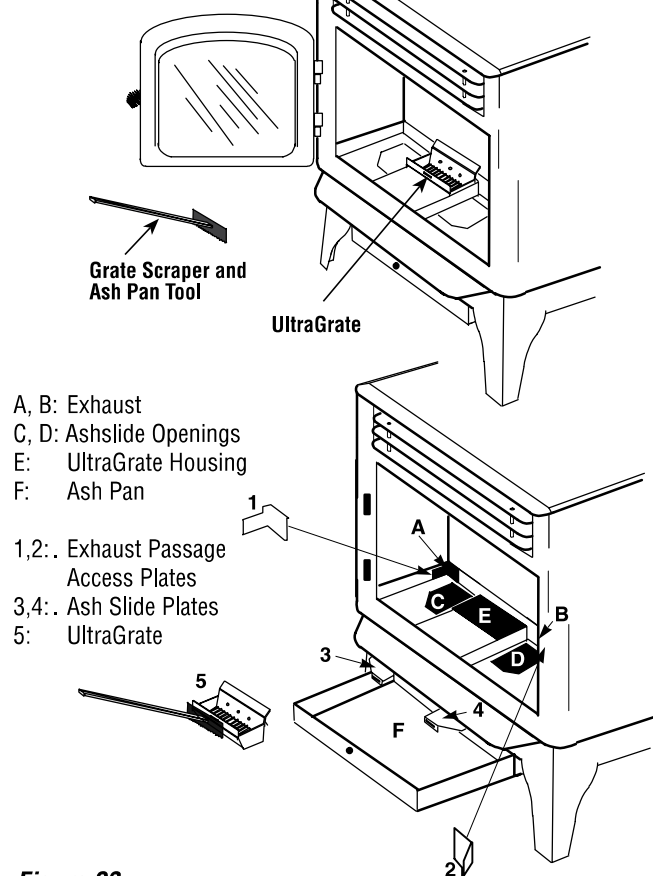


Figure 23

Cleaning Glass:

DO NOT CLEAN THE GLASS WHEN THE STOVE IS HOT.

CAUTION: Do not open the front door when the stove is hot. Clean the glass using a soft cloth or paper towel and a household glass cleaner or gas stove window cleaner. A commercial glass cleaner designed for stoves is recommended. Do not use abrasive cleaners. A damp cloth with a small amount of ash from the firebox can also be used to clean the glass.

Servicing Glass

CAUTION: BE CAREFUL NOT TO ABUSE THE DOOR ASSEMBLY BY STRIKING OR SLAMMING IT. IF THE DOOR ASSEMBLY OR GLASS IS BROKEN OR DAMAGED, THEY MUST BE REPLACED BEFORE HEATER CAN BE SAFELY OPERATED. USE ONLY COMPONENTS PROVIDED BY THE MANUFACTURER AS REPLACEMENT PARTS.

Replacing Glass:

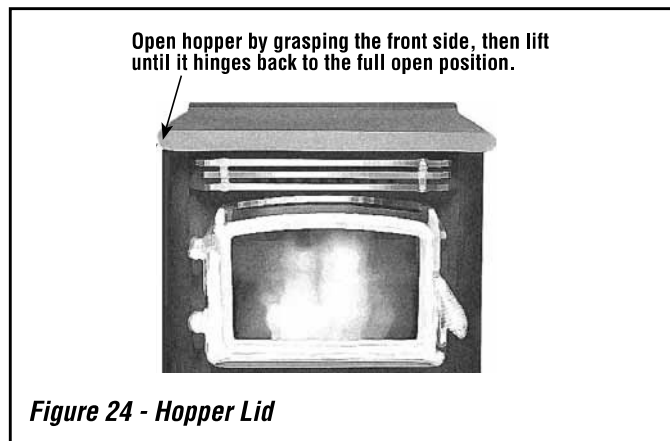
1. Remove door from stove by lifting door up and off hinge pins: Place the door on a flat protected (towel) clean flat surface with the inside of the door facing up. Remove the glass clips (by removing screws holding clips), then carefully remove broken glass one piece at a time (protective gloves are recommended).
2. Clean area where the glass with gasket will be installed.
3. Install new glass with gasket (use only factory 5 mm glass with glass channel gasket. Do not substitute). Carefully reinstall glass clips. Be very careful not to overtighten screws.
4. Reinstall door.

Pellet Fuel Hopper

It is recommended to open the hopper lid by grasping it on the side as shown in the following picture.

Open Hopper Lid by Grasping the Front Side

Be very careful not to touch other hot areas on stove!



Ash Slide Plates

(Recommended Frequency of 2 Days - 2 Weeks*)

Ash that accumulates around the grate can be "dropped" into the ash pan by simply opening the two ash slide plates. The ash slide plates are located under the ash lip of the stove. Using the grate scraper / ash pan tool, grasp each plate and pull it toward you. This will allow the ash to dump or be swept into the ash pan below.

IMPORTANT NOTE: Make sure to fully close the plates when finished. Failure to close the ash release slide plates completely may cause the fuel to burn poorly (due to reduced air-flow through the grate), which may then cause pellets to "pile up" in the grate.

