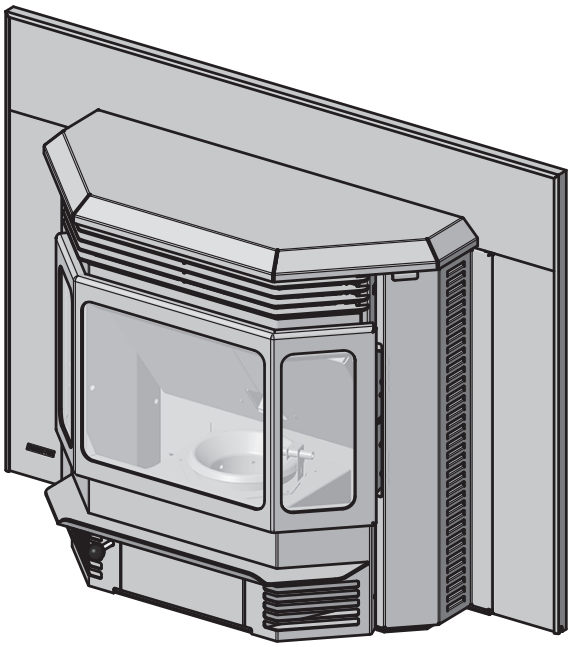
QUADRA-FIRE®

NOTHING BURNS LIKE A QUAD

# Classic Bay 1200 Insert Troubleshooting Manual



HEARTH&HOME technologies®

The Hearth Experts™

(THIS MANUAL IS INTENDED FOR TRAINED & QUALIFIED DEALERS & TECHNICIANS USE ONLY)

**Safety Alert Key:**

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

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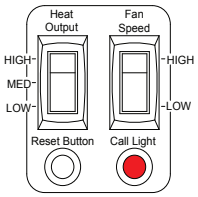
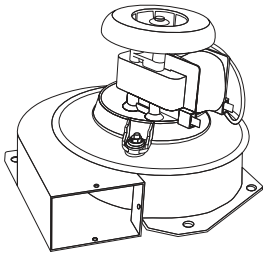
# 1 Normal Operation Sequence

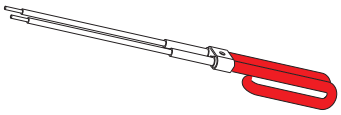
1. Turn on thermostat a red call light will illuminates on the stove.



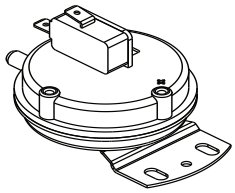

2. The exhaust blower will turn on.



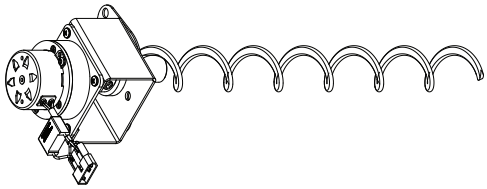
3. The igniter turns on.



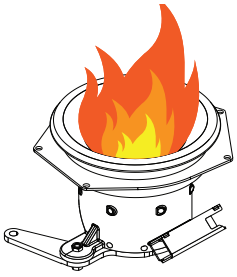
4. The vacuum switch closes.



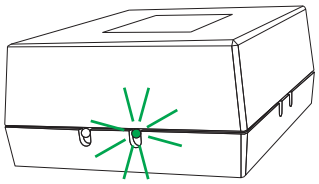
5. The feed motor turns on. The initial feed of the feed motor will last approximately 98 seconds and then stop.



6. Pellets will ignite in the fire pot.

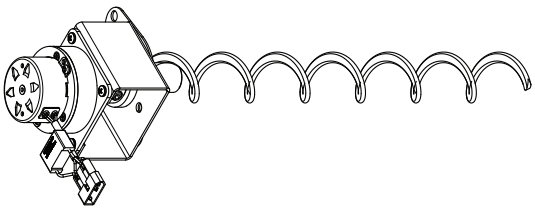


7. Heat from fire turns on the green thermocouple light in the control box (3mVDC); 200°F.

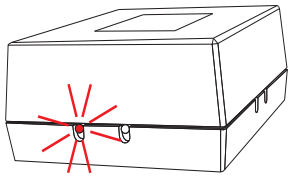


8. Feed motor starts its cycle mode:

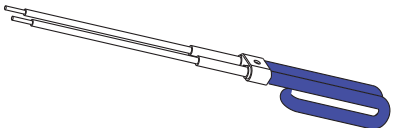
| SETTING | SECONDS |
|---|---|
| LOW | 4.8 |
| MEDIUM | 6.1 |
| HIGH | 7.6 |



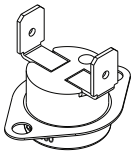
9. Heat from the fire turns on the red thermocouple light in the control box.



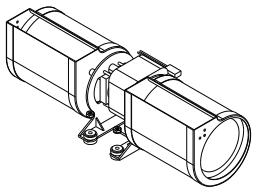
10. The igniter turns off



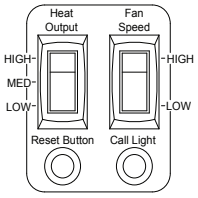
11. Heat from the fire closes the #1 snap disc.



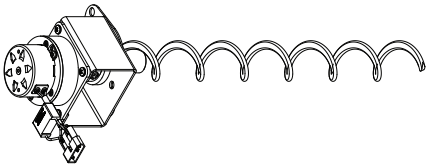
12. The convection blower will turn on.



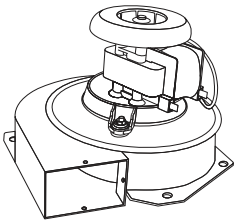
13. Room reaches temperature
14. Thermostat will turn off.



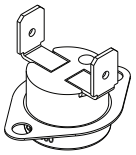

15. The red call light will turn off.



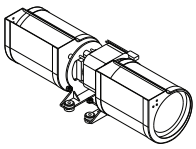
16. Feed motor will turn off.



17. The exhaust blower will start a 18 minute countdown.



18. The #1 snap disc cools off



19. The convection blower shuts off

20. The end of the cycle; the appliance is now ready for another call for heat.

# 2 Basic Troubleshooting & Repair

### A. Plug in stove with no response
1. Check the power supply for 115 volts
2. Check the fuse in the junction box (7amps)
3. Check snap disc #3 for power
4. Check control box

### B. Call light on with no fire and no fuel in fire pot
1. Check hopper for bridging of pellets
2. Push reset button and adjust feed adjustment plate
3. Check thermocouple
4. Check venting system for obstructions
5. Check vacuum switch and vacuum hose
6. Check feed motor
7. Check exhaust blower

### C. Call light on with no fire and partially burned fuel in fire pot
1. Check fire pot and clean
2. Check thermocouple
   - **Green light** - 2.5 mV (+.5mV)
   - **Red light** - 12.1 mV (+ 1mV)
3. Check initial feed time (1 minute 38 seconds)

### D. Call light is on with no fire and fuel in the fire pot
1. Check fire pot for “clinker” material
2. Clean fire pot
3. Check igniter
4. Check control box

### E. Slow or smoky start-up
1. Clean fire pot
2. Feed adjustment plate may be set too high
3. Check exhaust blower and heat exchanger
4. Make sure trap door is under the fire pot in the closed position

### F. Stove Runs for 10 minutes then stops feeding fuel
1. Check thermocouple
   - **Green light** - 2.75 mVDC ( +.5mV)
   - **Red light** - 12.1 mVDC (+ 1mV)
2. Adjust feed adjustment plate for larger fire
3. Check thermocouple cover
   - Cover needs to touch the end of the thermocouple wire
   - Cover should extend 1-3/4 inches into the fire pot
4. Check the control box

### G. Feed system fails to start
1. Check front door and make sure it is closed
2. Check hopper lid and make sure it is closed
3. Check to see if the call light is on
4. Check the thermostat
5. Check feed motor and vacuum switch
6. Check exhaust system for obstructions

### H. Thermostat will not start appliance
1. Check the thermostat wires for continuity
2. Check the “accessory jumper wire” on the junction box
3. Check the #2 snap disc
4. Check the reset button
5. Check the power to the stove
6. Check the control box

### I. Appliance fails to shut off
1. Check the thermostat and thermostat wire
2. Check the junction box and wire harness
3. Check the control box

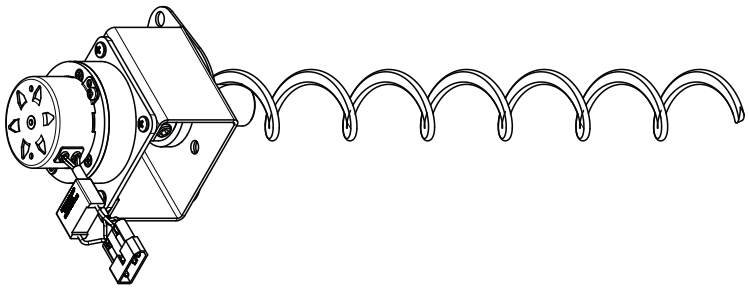
### J. Convection blower keep running or fails to start
1. Check the #1 snap disc
2. Check convection blower
3. Check for voltage to the #1 snap disc

### K. Appliance cycles on and off with the thermostat is always on
1. Check the #1 snap disc (convection blower)
2. If #1 snap disc fails then the #2 snap disc will trip
   - After the #2 snap disc cools down it will turn the thermostat back on (call light)
3. Check wiring for loose connections

### L. Large fire, ash build up and dirty glass
1. Check fire pot, may need to be cleaned
2. Clean exhaust and heat exchanger system
3. Adjust feed adjustment plate in the hopper
4. Check control box feed times
   - **HIGH** - 7.6 seconds on time
   - **MEDIUM** - 6 seconds on time
   - **LOW** - 4.8 seconds on time

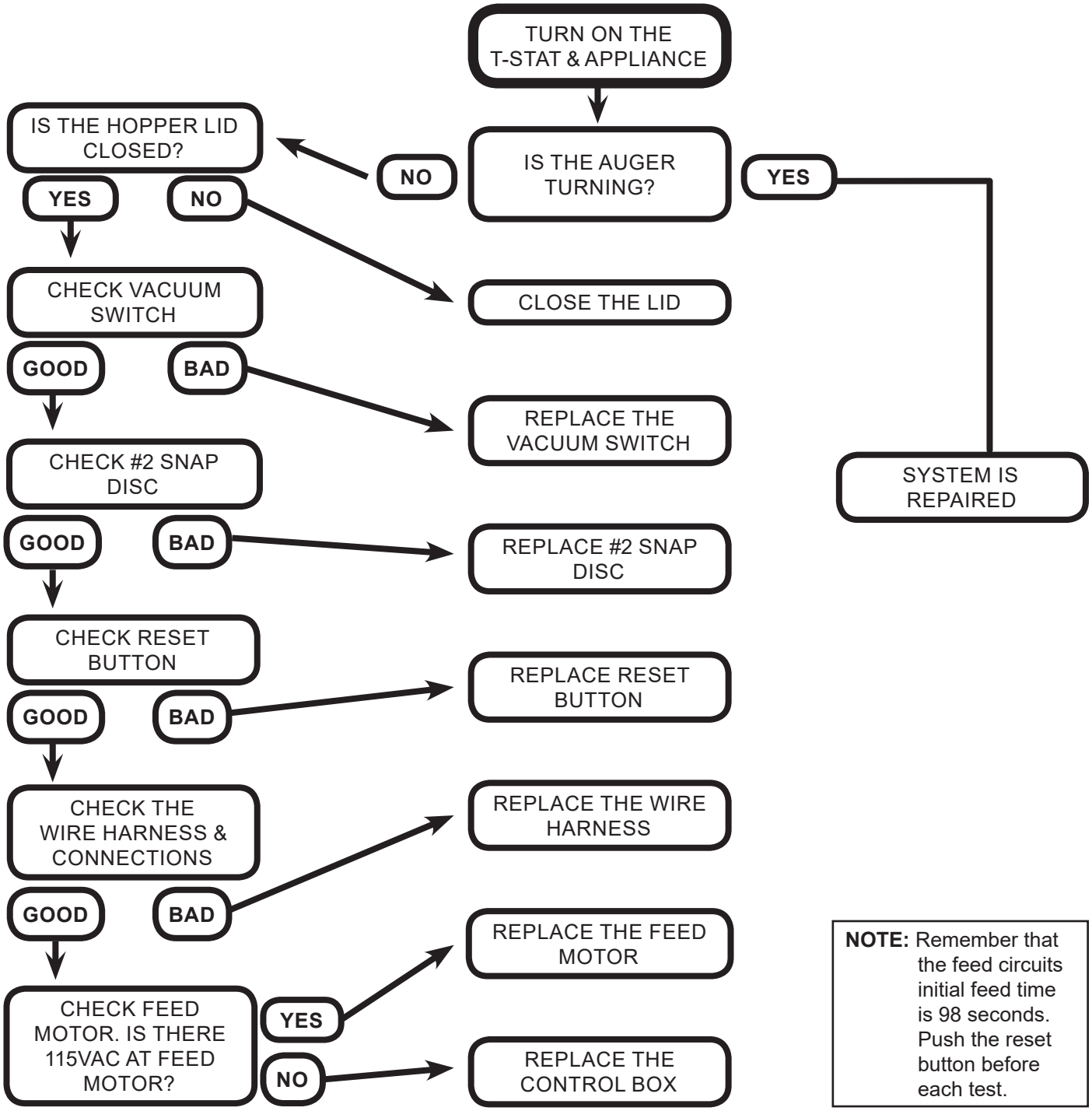
### M. Appliance ignites then goes out but call light is still on
“ STOVE IS INCONSISTENT IN OPERATION“
1. Inspect thermocouple and its position over the pot
2. Check the feed motor
3. Adjust feed adjustment plate for a larger fire
4. Check the exhaust and heat exchanger system
5. Check the vacuum switch

# 3 Feed System



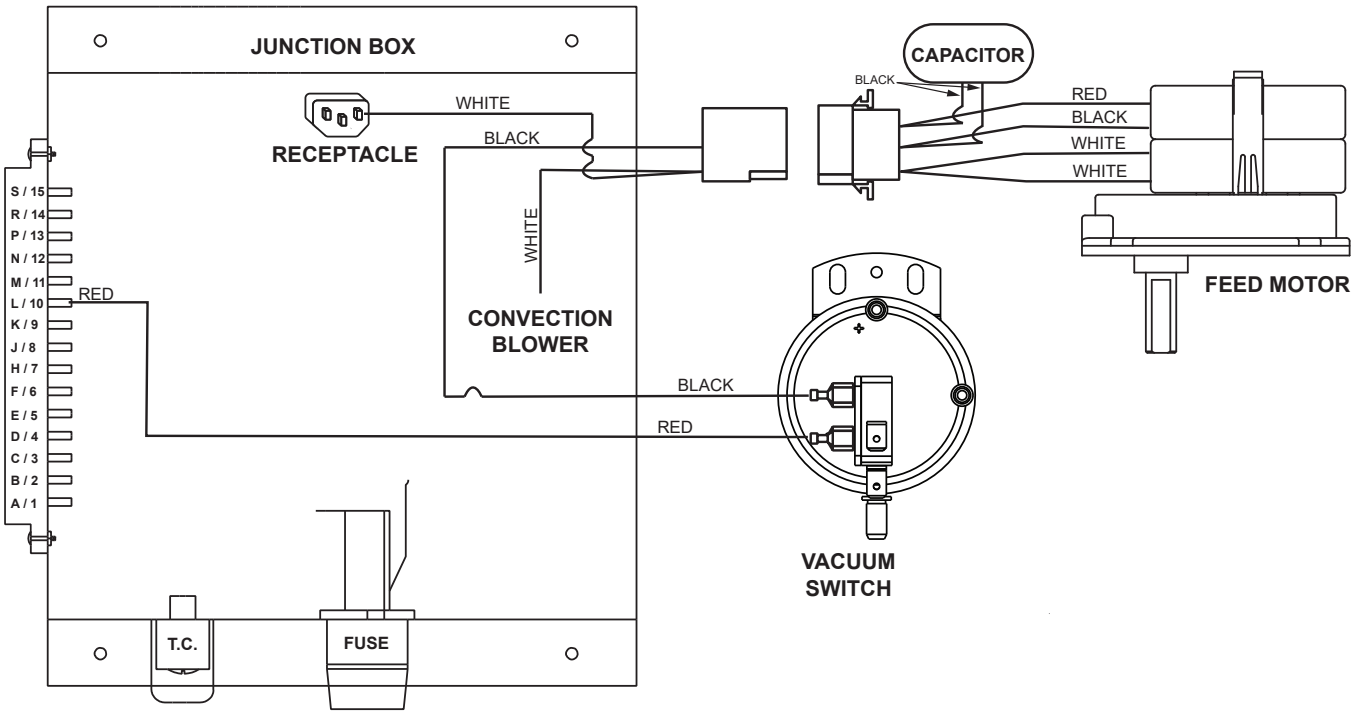
**TECH TIP:**

MAKE SURE THE FEED SYSTEM IS CLEAN AND FREE OF OBSTRUCTIONS BEFORE TROUBLESHOOTING




**NOTE:** Remember that the feed circuits initial feed time is 98 seconds. Push the reset button before each test.

## FEED MOTOR CIRCUIT

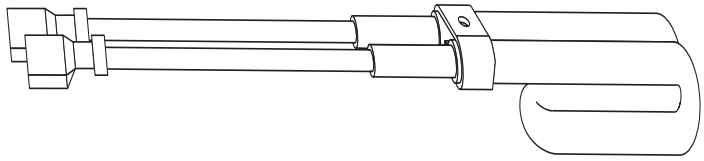



## FEED MOTOR TESTING WITH TEST BOX

(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

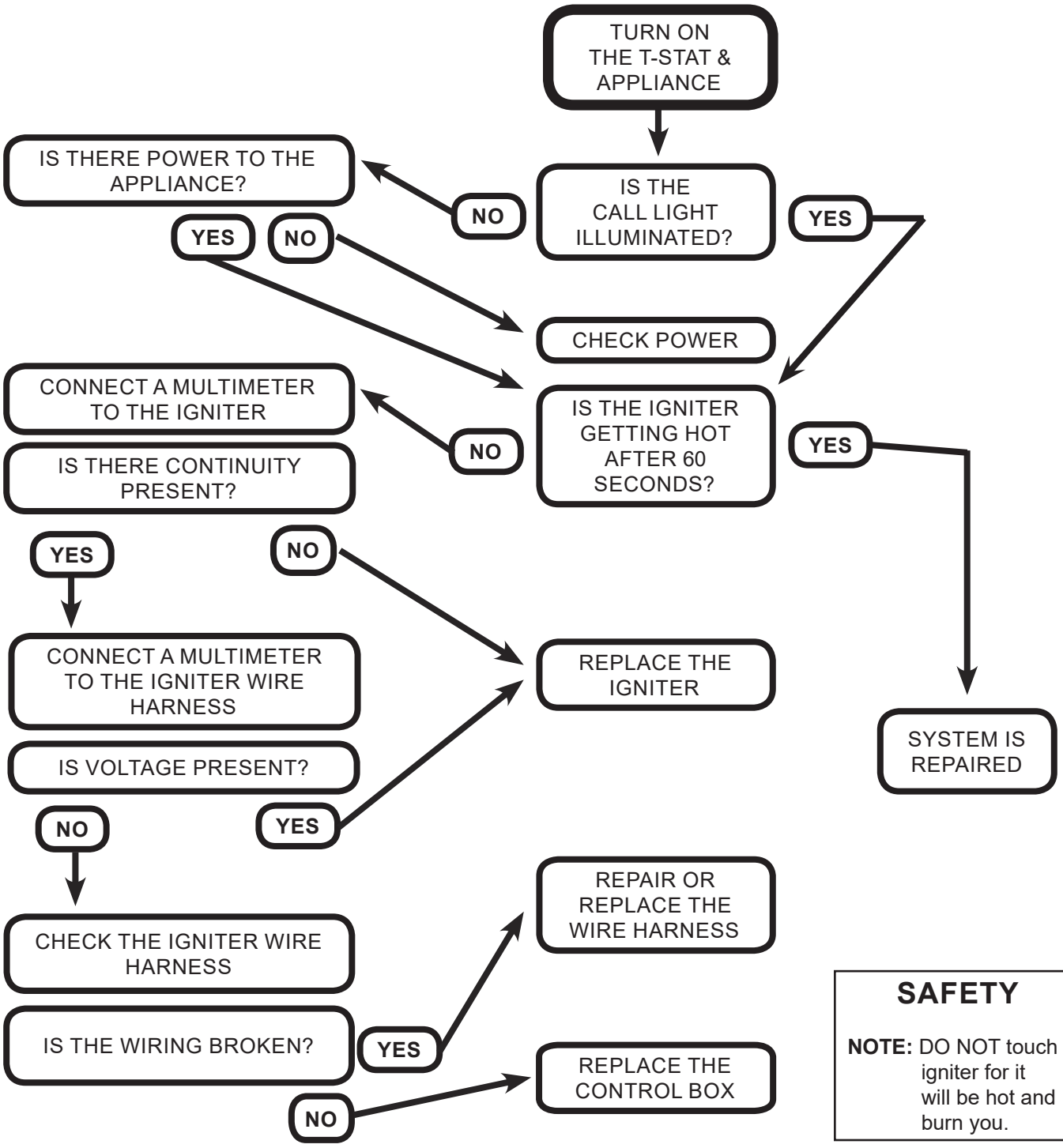
1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Turn on the exhaust blower switch; this will active the vacuum switch to close.
3. Turn on the thermostat - the thermostat indicator light should come on.
4. Turn on the feed motor switch.
   - If the feed system does come on:
     – Replace the control box
   - If the feed system does not come on:
     – Check the feed motor
     – Check the vacuum switch
     – Check the wire harness

# 4 Igniter



**TECH TIP:**

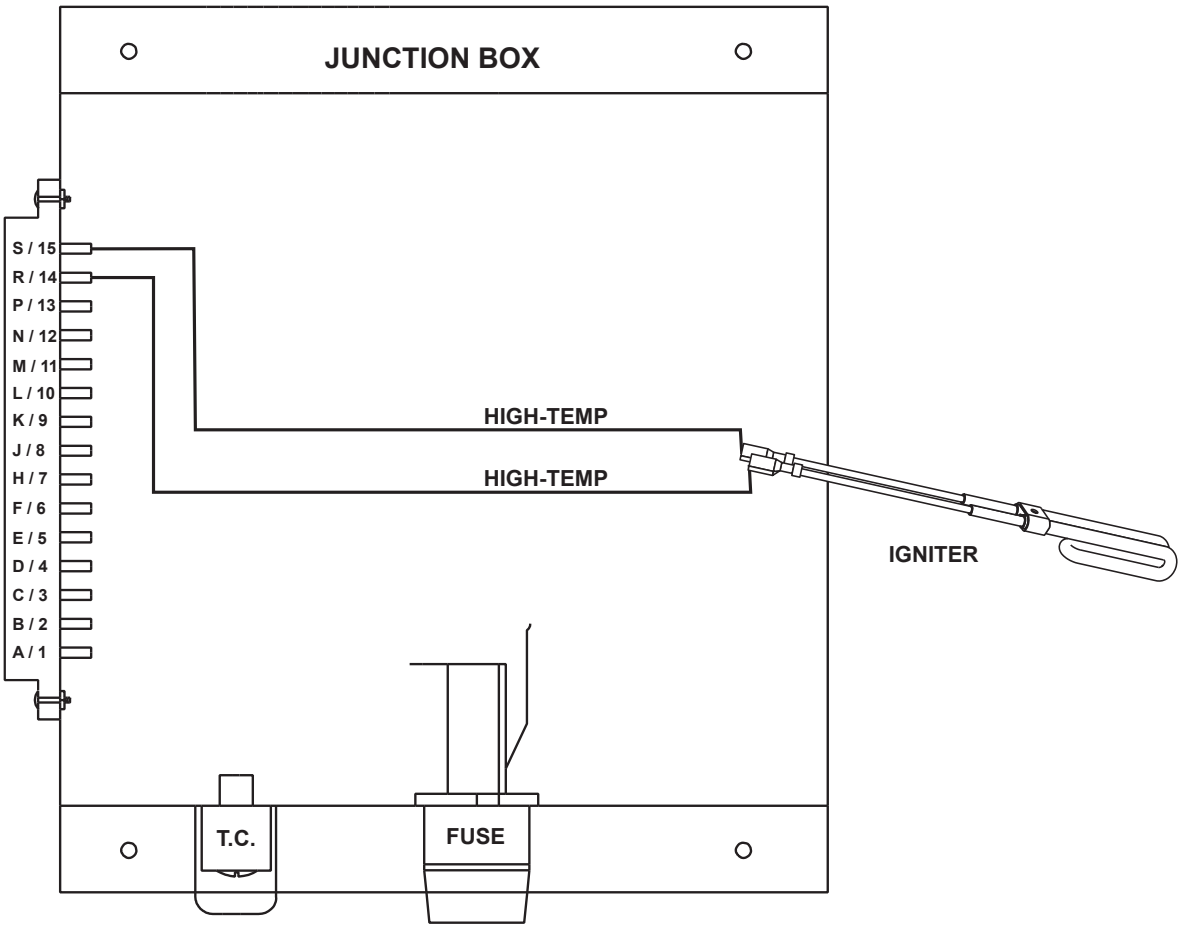
MAKE SURE THE FIRE POT AND SURROUNDING AREA IS CLEAN BEFORE TROUBLESHOOTING




**SAFETY**

**NOTE:** DO NOT touch igniter for it will be hot and burn you.

## IGNITER CIRCUIT

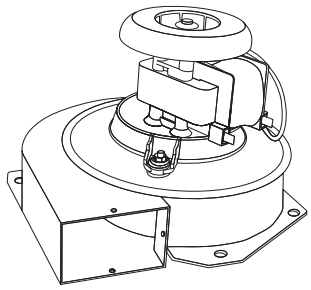



### FEED MOTOR TESTING WITH TEST BOX

(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

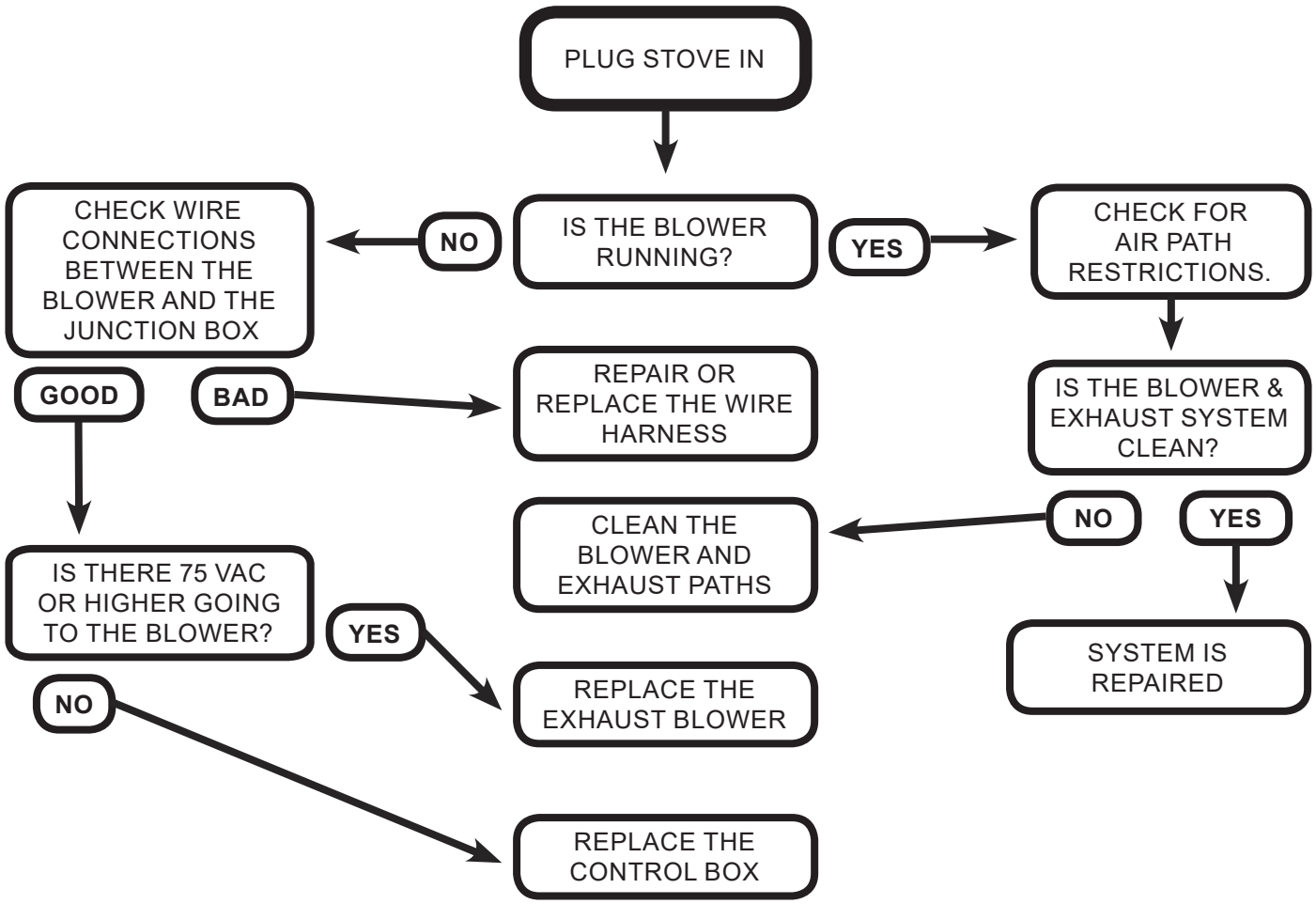
1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Turn on the thermostat switch (the thermostat indicator light should come on).
3. Turn the igniter switch on.
   - If the igniter comes on:
     – Replace the control box.
   - If the igniter does not come on:
     – Check the wire harness
     – Replace the igniter

# 5 Exhaust Blower



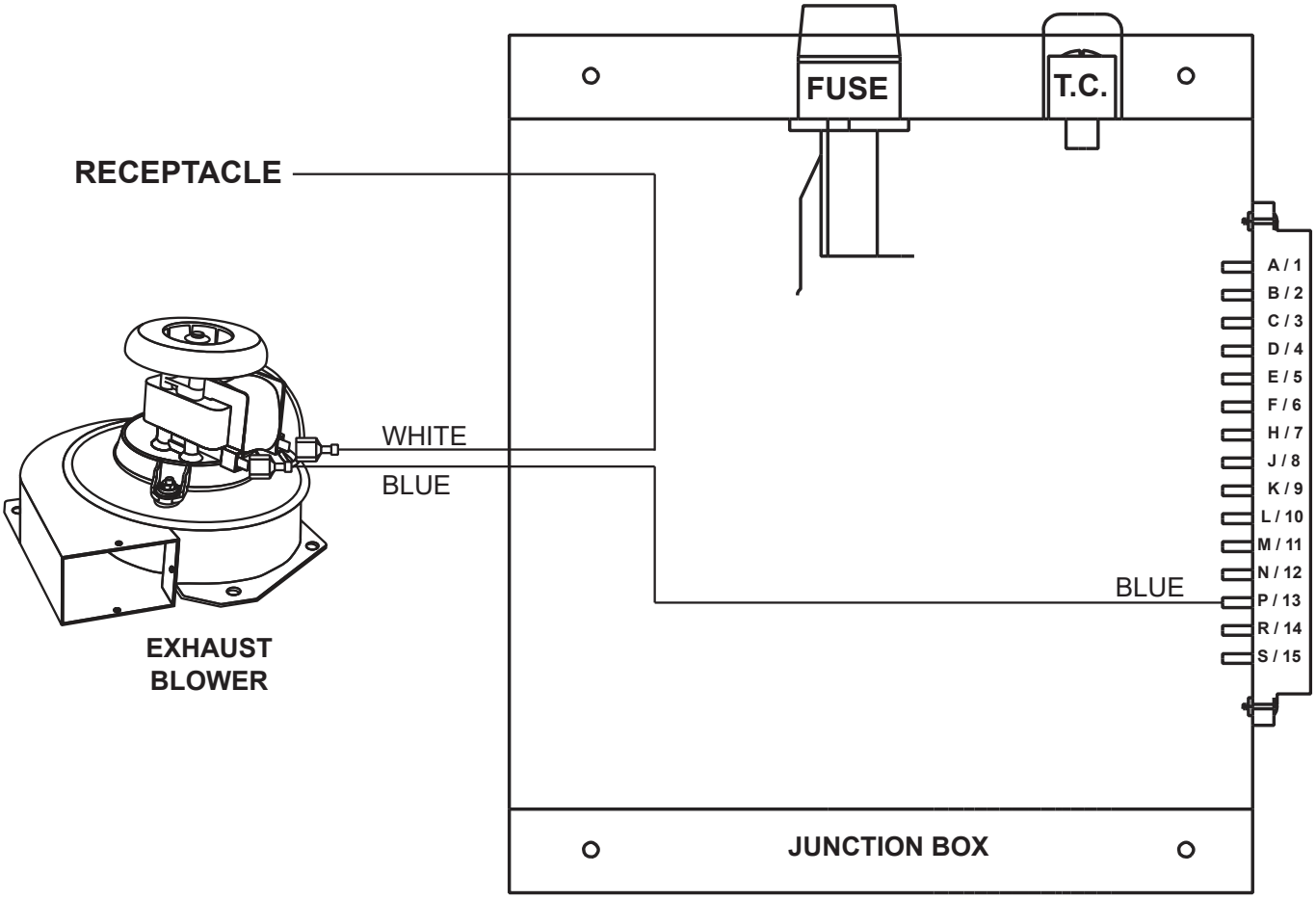
**TECH TIP:**

MAKE SURE THE AIR PATH IS FREE FROM RESTRICTIONS AND THE EXHAUST SYSTEM IS CLEAN BEFORE TROUBLESHOOTING




**NOTE:** OPEN CIRCUIT VOLTAGE IS MEASURED WITH THE BLOWER DISCONNECTED FROM THE WIRE HARNESS. CLOSED CIRCUIT VOLTAGE IS MEASURED WITH THE BLOWER HOOKED UP TO THE HARNESS. THE MEDIUM AND LOW VOLTAGES WILL BE 115 FOR THE FIRST 4:15 IF THE UNIT HAS THE NEW CONTROL BOX. (PART # 230-2070).

# EXHAUST BLOWER CIRCUIT

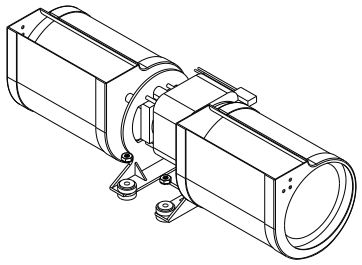


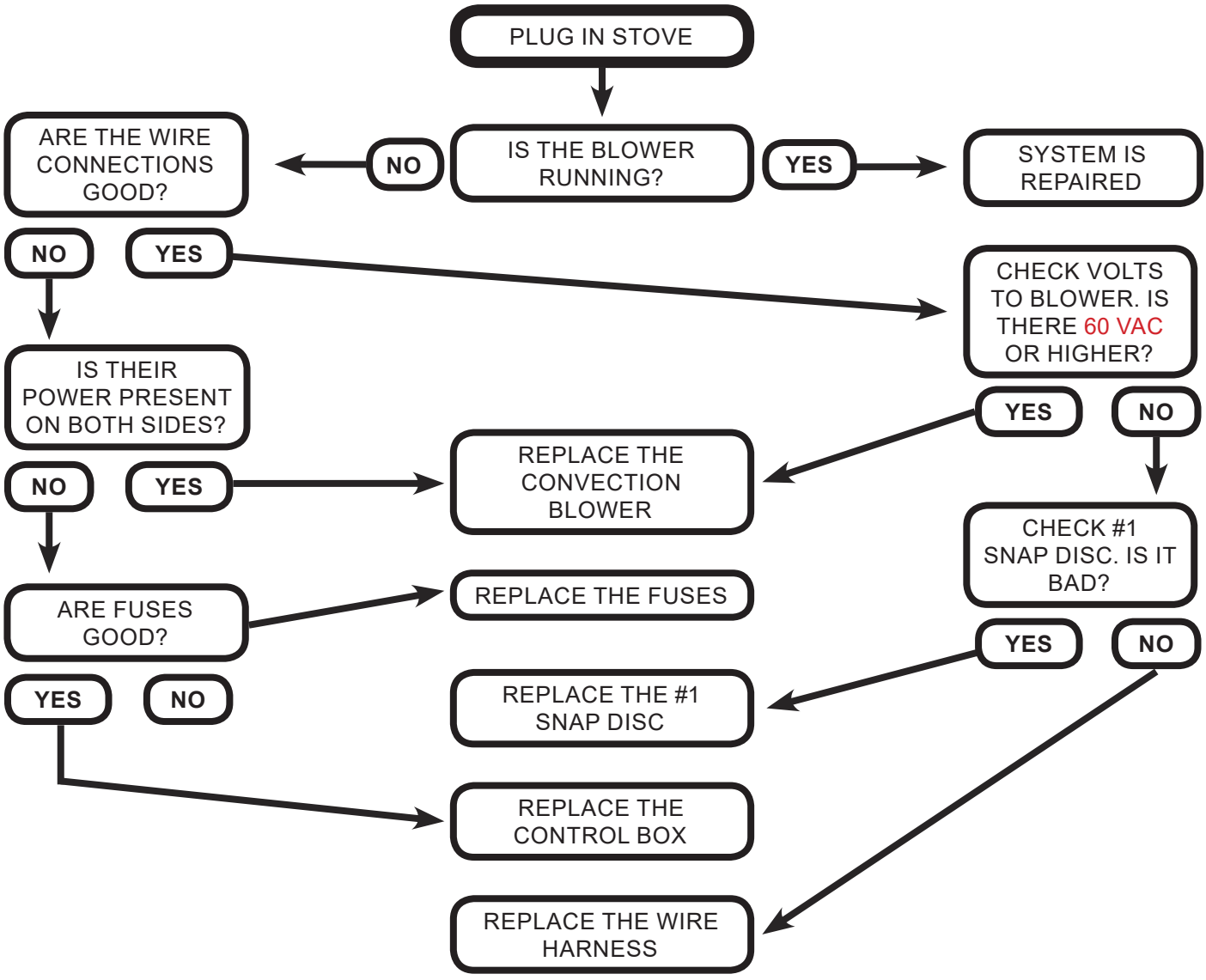

**FEED MOTOR TESTING WITH TEST BOX**

(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Turn on the thermostat switch (the thermostat indicator light should come on).
3. Turn the exhaust blower switch on.
   - If the blower comes on:
     – Replace the control box
   - If the blower does not come on:
     – Check the wire harness
     – Replace the blower

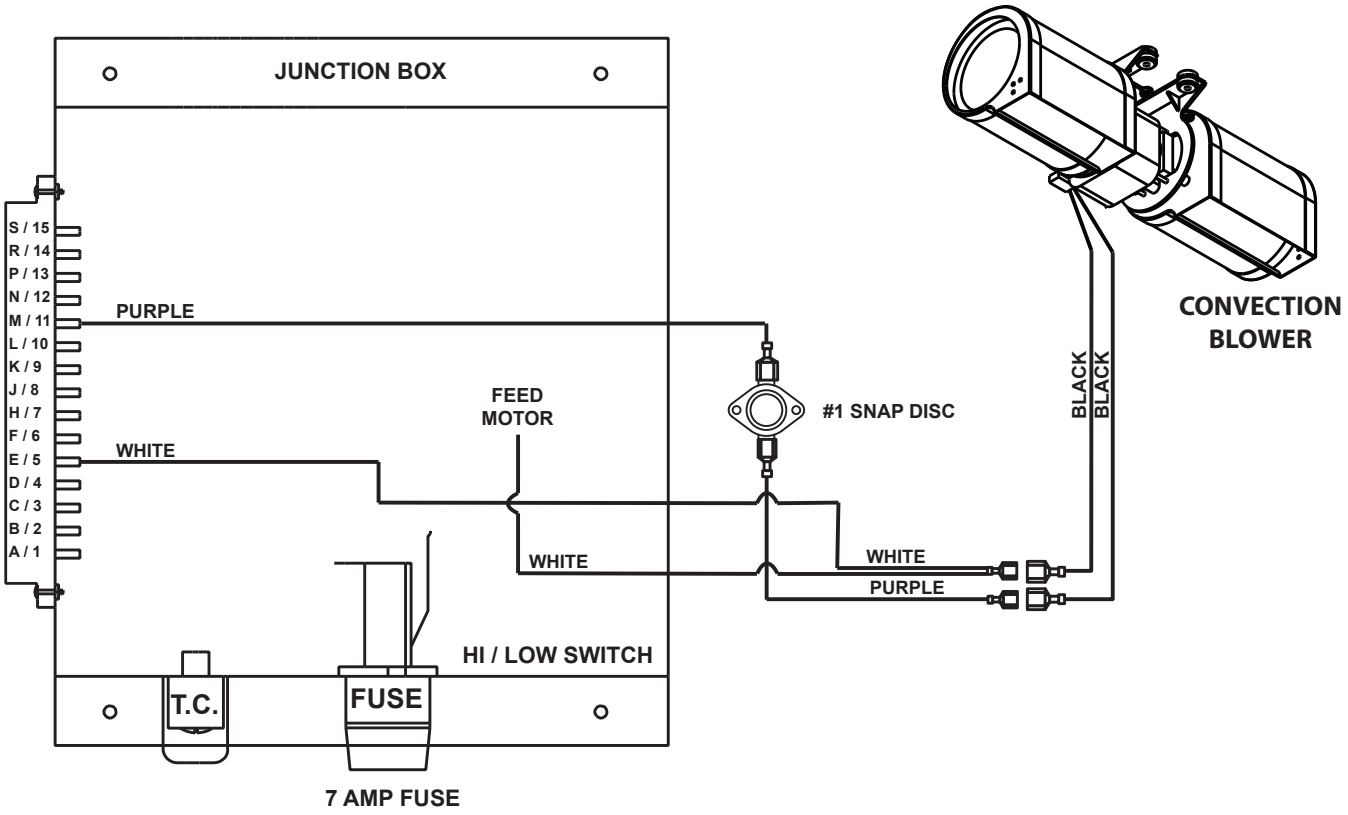
# 6 Convection Blower

| TECH TIP | |
|---|---|
| INSTALLING A JUMPER WIRE ON THE #1 SNAP DISC PURPLE WIRES AND THEN PLUGGING IN THE APPLIANCE WILL TURN ON THE BLOWER |  |




**NOTE:** The volt meter must have one lead connected to the white neutral wire from the power supply to be able to read the correct voltage at the snap disc.

# CONVECTION BLOWER CIRCUIT

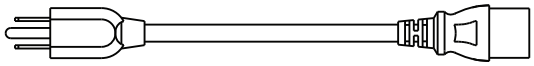



**CONVECTION BLOWER TESTING WITH TEST BOX**

(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Install a jumper wire onto the #1 snap disc purple wires and then plug in the appliance.
3. Turn on the convection blower switch.
   - If the blower comes on:
     – Replace #1 snap disc
     – Replace the control box
   - If the blower does not come on:
     – Check the wire harness
     – Replace the blower

# 7 Power Supply

| TECH TIP: |  |
|---|---|

PLUG IN STOVE

IS THE CALL LIGHT ILLUMINATED?

YES → SYSTEM IS REPAIRED

NO → IS THERE POWER PRESENT AT THE BLACK WIRE FROM THE POWER CORD?

NO → VERIFY OUTLET FOR CONTINUITY

NO → CONSULT A LICENSED ELECTRICIAN

YES → REPLACE POWER CORD

YES → IS THERE CONTINUITY AT PIN 5 (WHITE WIRE TO THE POWER CORD?

NO → REPLACE THE WIRE HARNESS

YES → REPLACE CONTROL BOX

YES → IS THERE POWER PRESENT AT THE GRAY WIRE ON THE 7 AMP FUSE HOLDER?

NO → REPLACE THE FUSE HOLDER

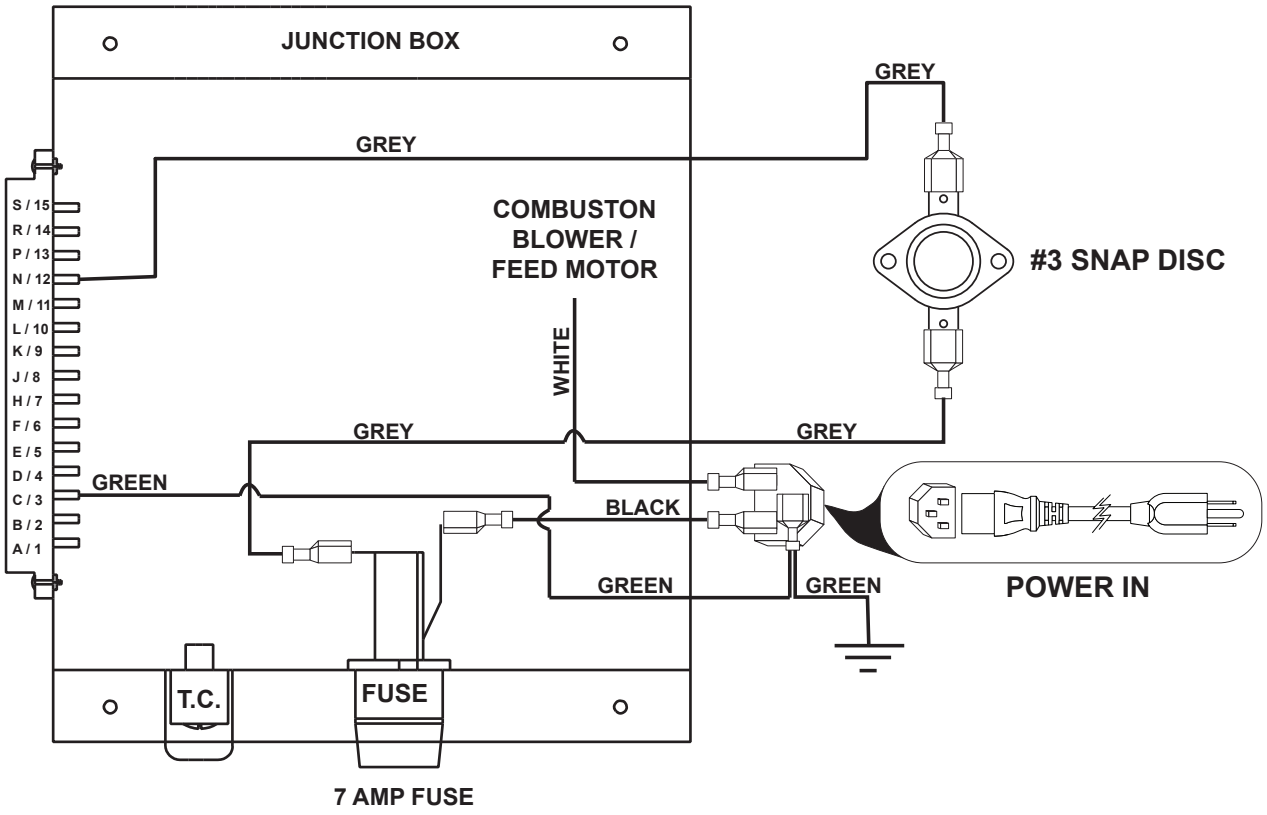
YES → IS THERE POWER PRESENT AT THE GRAY WIRES ON THE #3 SNAP DISC?

NO → IS THE #3 SNAP DISC TRIPPED?

NO → REPLACE THE #3 SNAP DISC

YES → RESET #3 SNAP DISC

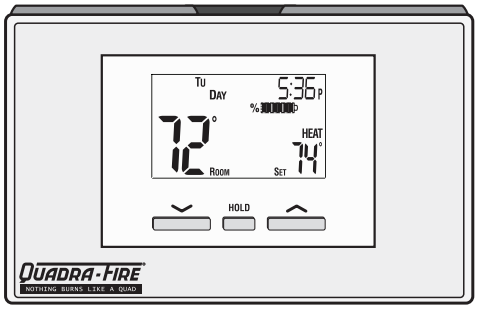
## POWER SUPPLY CIRCUIT

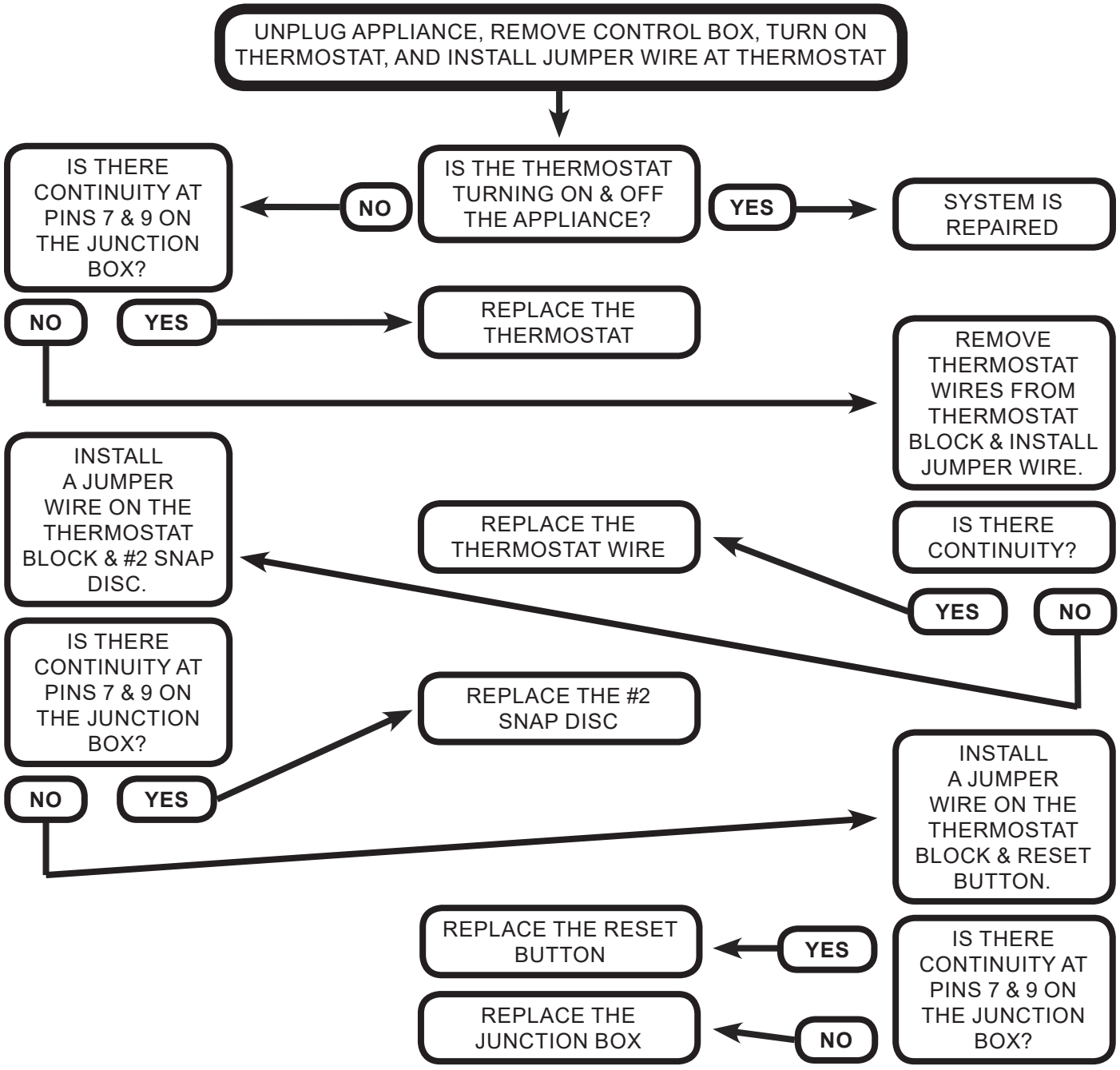



### TEST POWER SUPPLY FOR CONTINUITY

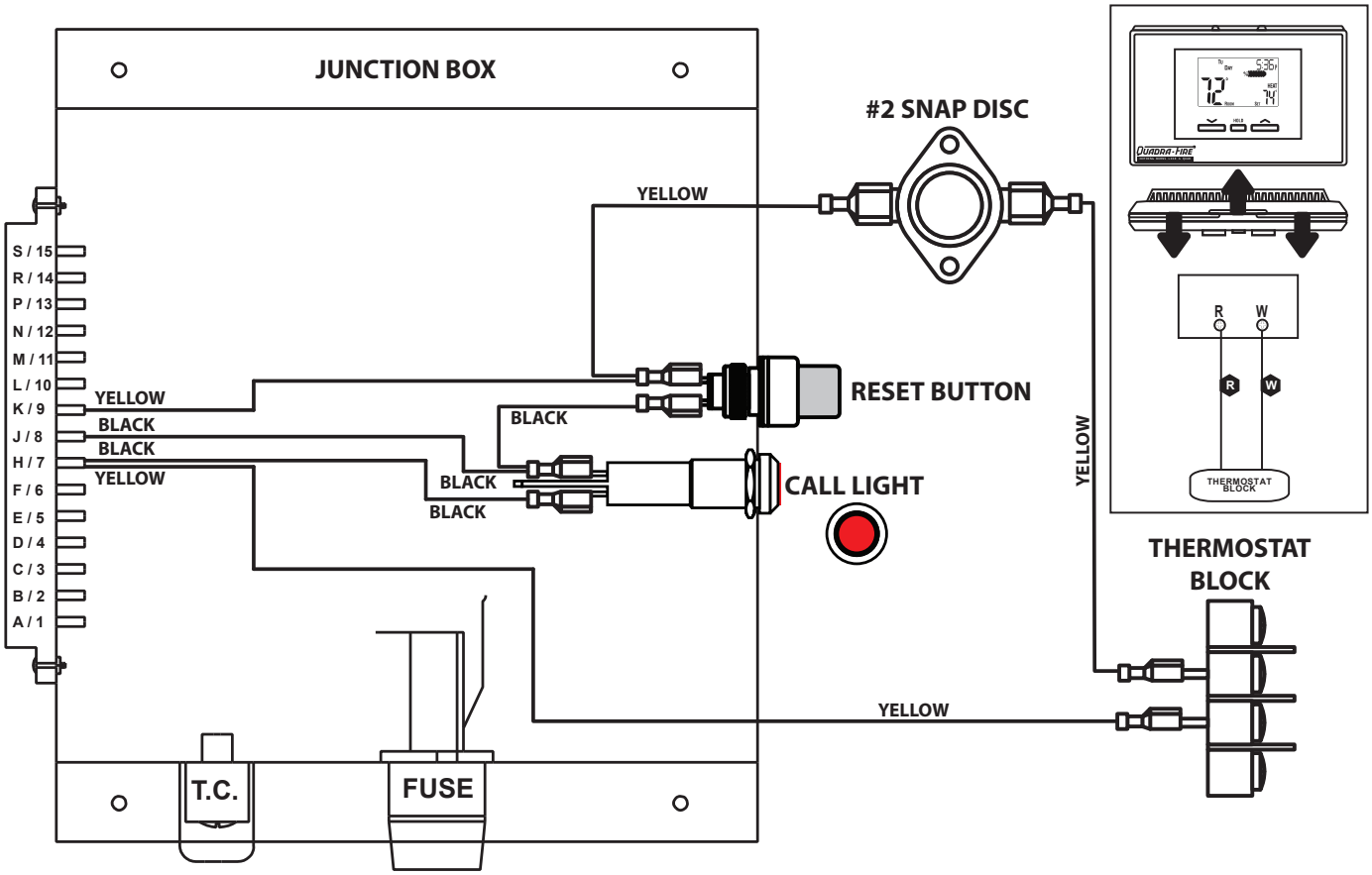
1. Add a jumper wire on the end of the power cord.
2. Set the volt meter to Ohms and put the probes on pin 5 and pin 12 of the junction box.
   - If the circuit is complete, the reading should be “0”

# 8 Thermostat

| TECH TIP: | |
|---|---|
| SUGGEST USING A JUMPER WIRE TO CLOSE CIRCUITS WITH THE TESTS POINTS (JUNCTION BOX, THERMOSTAT BLOCK, #2 SNAP DISC, AND RESET BUTTON). |   |



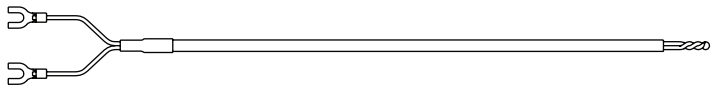
## THERMOSTAT CIRCUIT

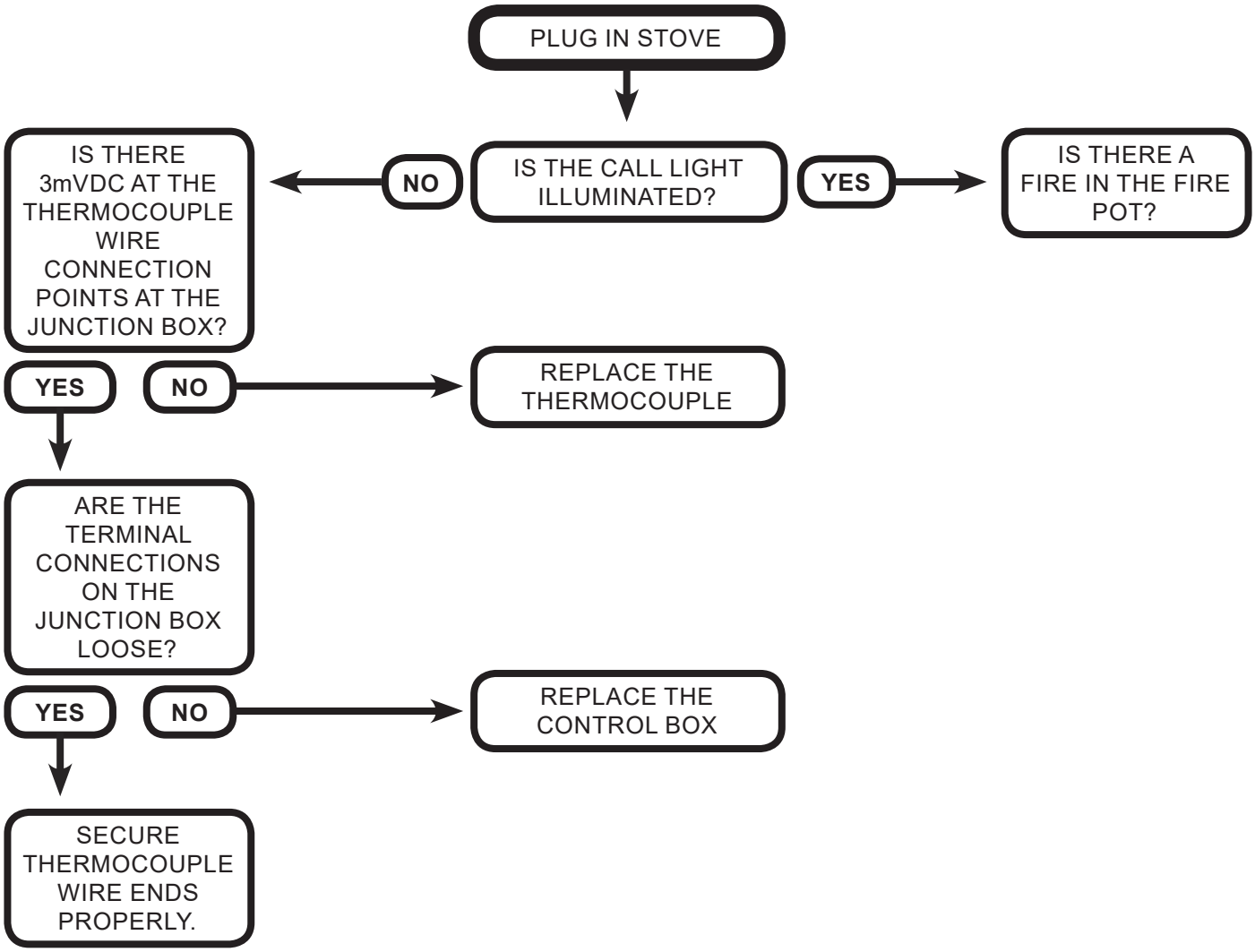



### TEST POWER SUPPLY FOR CONTINUITY

1. Unplug stove, remove control box, install test box & plug appliance back into power source.
2. Turn on the thermostat.
   - If the thermostat light comes on; replace the control box
   - If the thermostat light does no come on; refer to thermostat circuit troubleshooting on page 16.

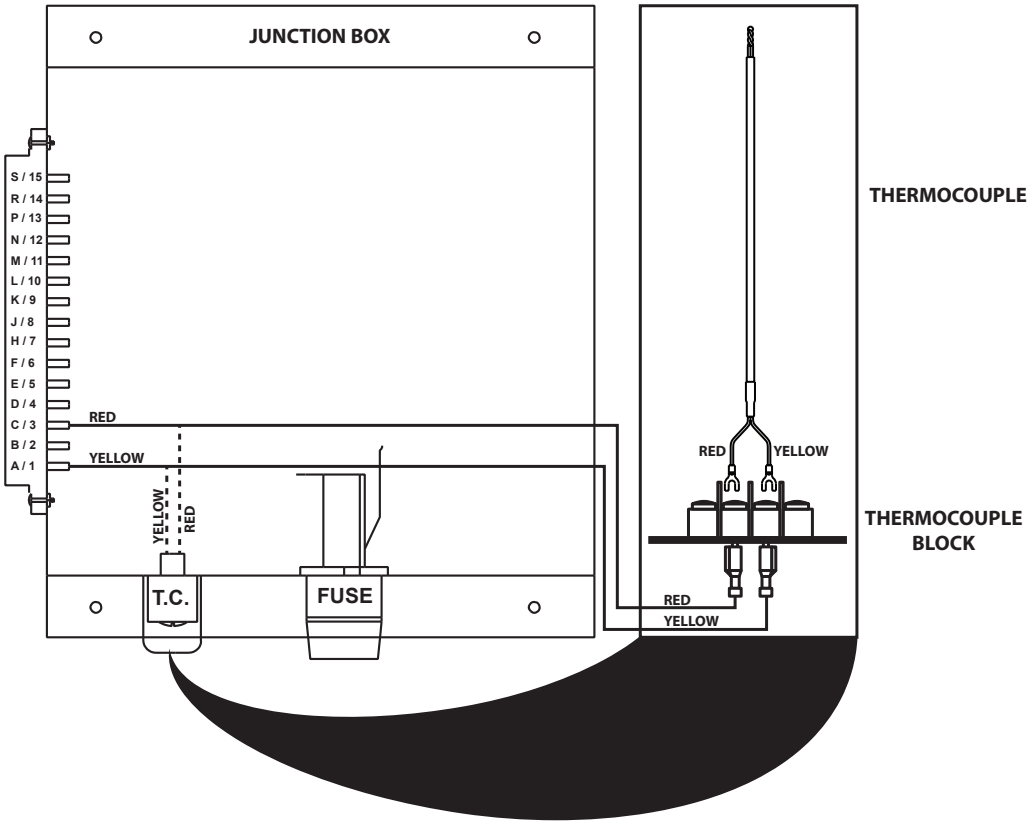
# 9 Thermocouple

| | |
|---|---|
| **TECH TIP:** SET VOLT METER TO MILLIVOLTS (DC) |  |

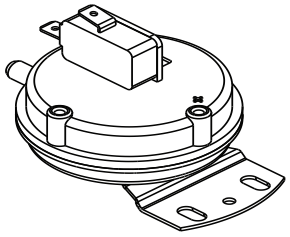


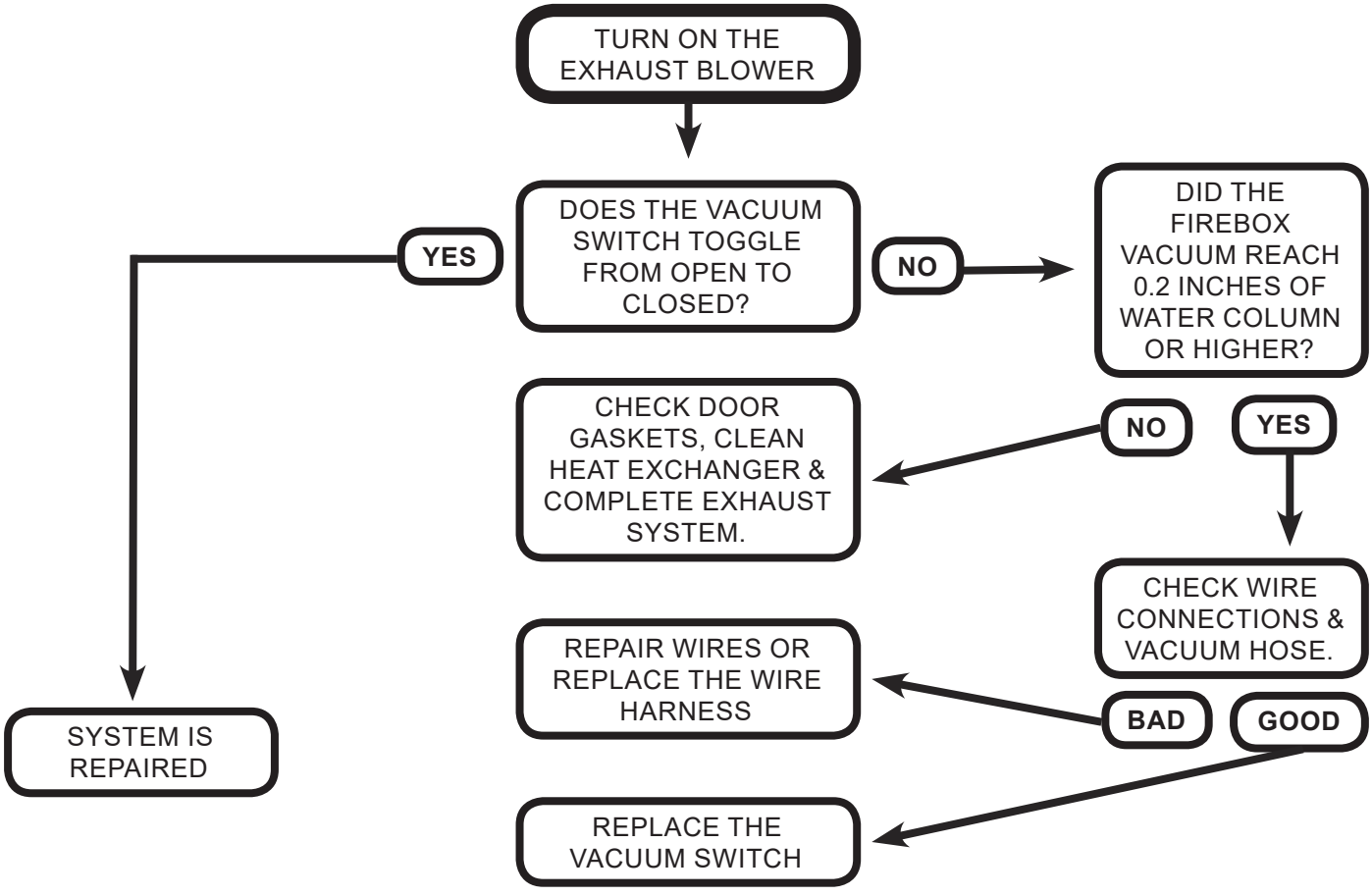

**NOTE:** The thermocouple is made up of two dissimilar metals that when joined together will produce a small amount of electricity when heat is applied. The hotter the fire the higher the voltage produced; topping out at 30 millivolts (DC) while the stove is burning on high. The function of the thermocouple is to sense the temperature in the fire pot; if the thermocouple is fractured, it will not produce voltage.

## THERMOCOUPLE CIRCUIT

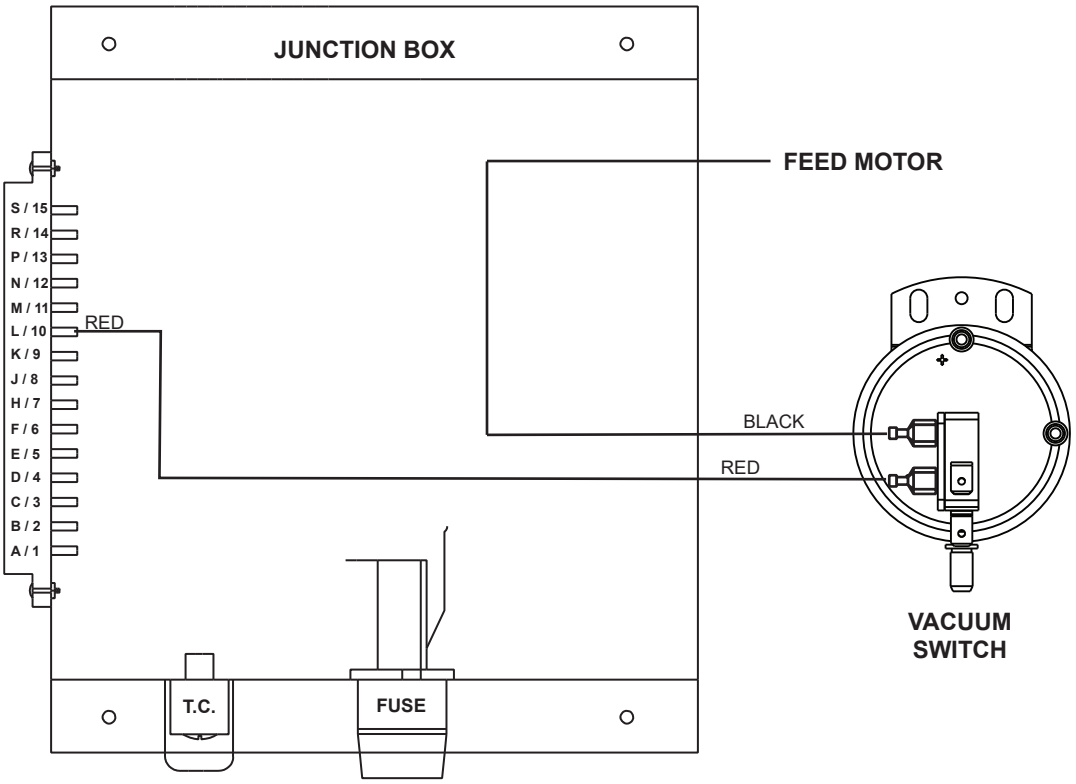


# 10 Firebox Vacuum & Vacuum Switch

| | |
|---|---|
| **TECH TIP:**<br>LOW VACUUM CAN BE THE RESULT OF A LEAKING DOOR GASKET, FIRE POT NOT CLOSING ALL OF THE WAY, DIRTY HEAT EXCHANGER, OR PLUGGED VENT SYSTEM.<br>ALWAYS MAKE SURE THE UNIT IS CLEAN BEFORE MAKING ANY REPAIRS. |  |



## VACUUM SWITCH CIRCUIT




1. Install a vacuum “T” between the vacuum switch and drop tube.
2. Install the vacuum gauge to the “T”.
3. Disconnect the connector for the hall sensor from the control board.

**NOTE:** This will allow the blower to run at MAX speed.

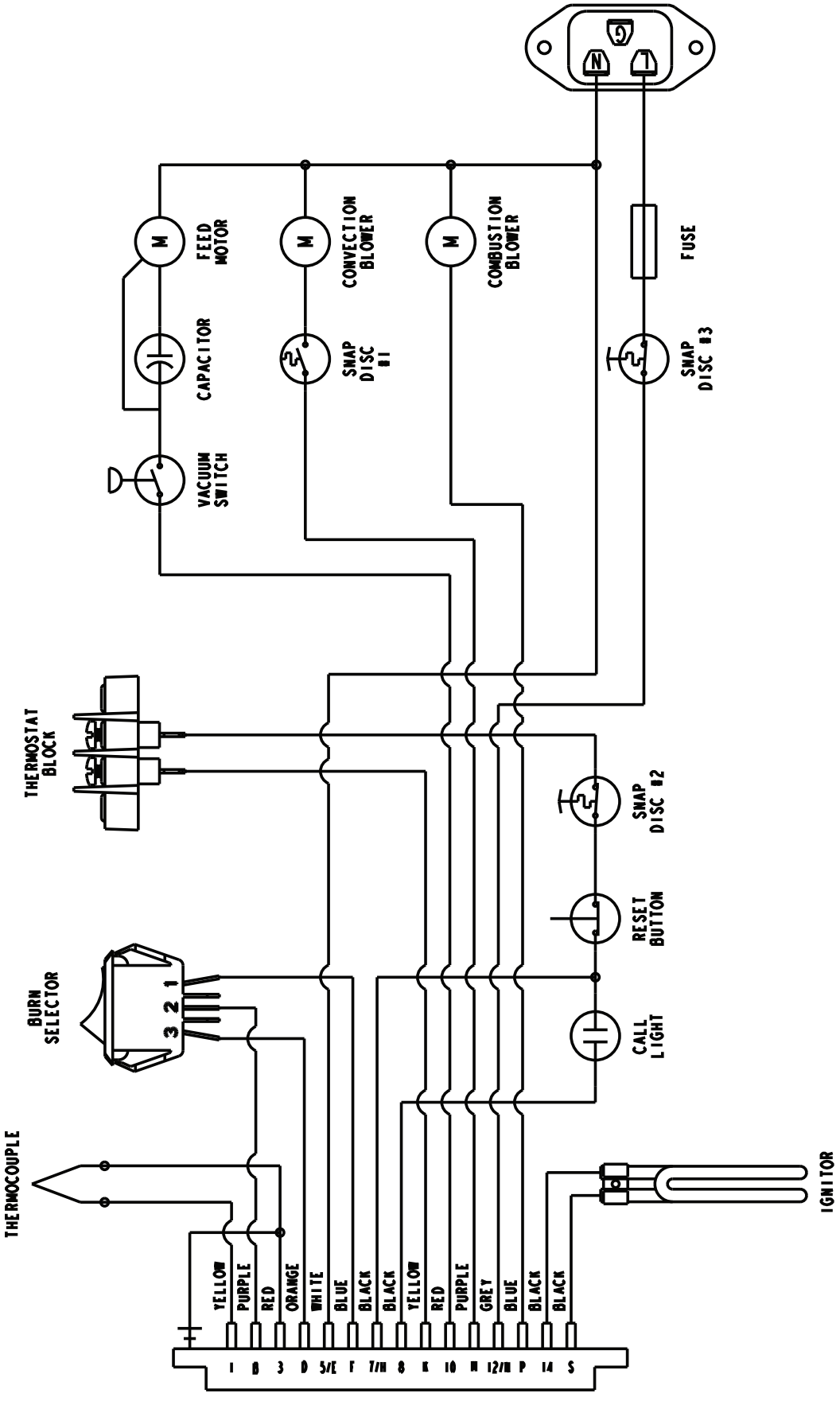
4. Turn thermostat on first, then appliance

**NOTE:** make sure fuel is in the hopper as this can effect the vacuum reading. It takes a minimum of .2 inches of water column to close the vacuum switch.

5. Your vacuum gauge should be reading between 0.2 to 0.3 inches of water column while the exhaust blower is running (on a cold stove and no fire).

All vacuum reading are measured in inches of water column; a long vertical vent run will produce a greater vacuum compared to a horizontal run.

# 11 Complete Wiring Diagram



# 12 General Specifications

| | |
|---|---|
| **WATTS** | |
| Feed motor | 6 |
| Igniter | 380 |
| Convection blower | 60 |
| Exhaust | 55 |
| Total | 501 |
| **AMPS** | |
| Feed motor | .05 |
| Igniter | 3.3 |
| Convection blower | 0.5 |
| Exhaust blower | 0.5 |
| Total | 4.35 |
| **VOLTS** | |
| Open circuit on high, medium, & low | 115 |
| **VOLTS ON LOW FEED SETTING** | |
| Convection blower | 82 V ( ± 1 V ) |
| Exhaust blower | 75 V ( ± 1 V ) |
| **VOLTS ON MEDIUM FEED SETTING** | |
| Convection blower | 101 V ( ± 1 V ) |
| Exhaust blower | 87 V ( ± 1 V ) |
| **FEED MOTOR “ON” TIMES** | |
| Low | 4.8 / sec |
| Medium | 6.1 / sec |
| High | 7.6 / sec |
| **FEED MOTOR RPM** | 2 |
| **CONVECTION BLOWER CFM** | 160 |
| **EXHAUST BLOWER CFM** | 80 |
| **HOPPER CAPACITY** | 65 lbs |
| **THERMOSTAT CIRCUIT VOLTS** | 24 VAC ( ± 5 V ) |
| **THERMOCOUPLE MILLIVOLTS** | |
| Green light | 2.75 mV ( ±.5mV) |
| Red light | 12.1 mV ( ± 1 mV) |
| **POUNDS / HR BURN RATE** | |
| Low | 1.88 lbs |
| Medium | 1.92 lbs |
| High | 5.34 lbs |
| **SNAP DISCS** | |
| #1 (turns on/off the convection blower) | 100°F (37.78°C) |
| #2 (shuts off the thermostat circuit and the appliance if an over fire occurs) | 200°F (93.33°C) |
| #3 (shuts off the appliance if a burn back occurs) | 250°F (121.11°C) |
| **VACUUM** | |
| Water column on the high setting | .20 to .30” W.C. |

**NOTE:** Appliance was plugged into a 120V outlet; voltage can vary depending on volts from the outlet.

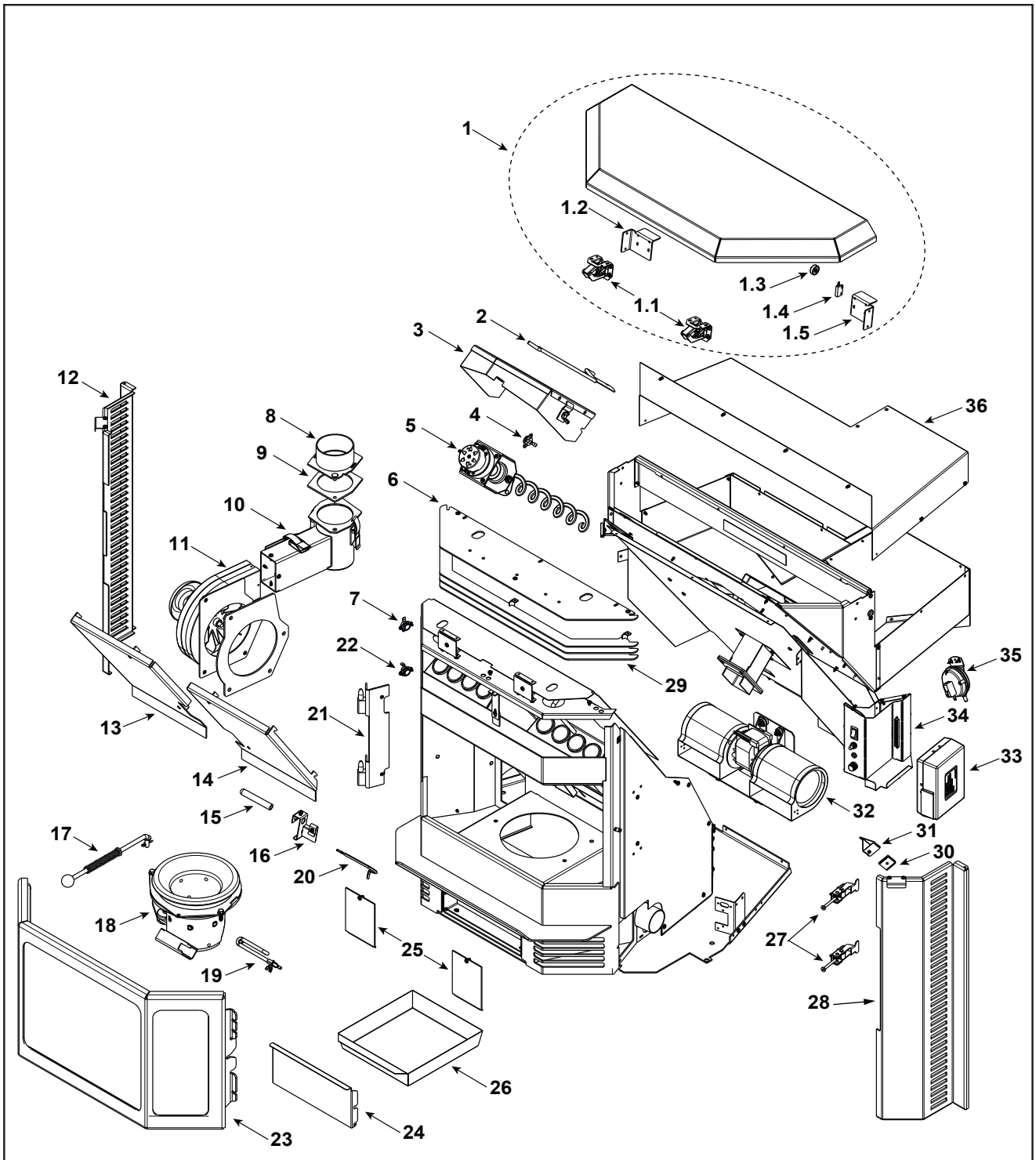
# 13 Exploded View & Service Parts

QUADRA-FIRE® Service Parts

## CB1200I-C

**Beginning Manufacturing Date: May 2019**
**Ending Manufacturing Date: Active**

**Classic Bay Pellet Insert**




**Part number list on following pages.**

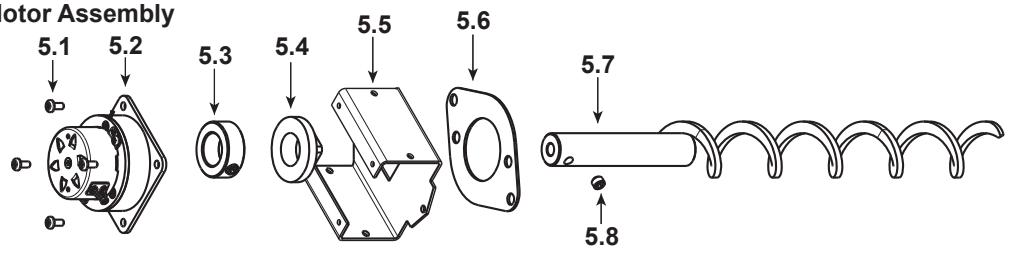
12/18

QUADRA-FIRE® Service Parts

# CB1200I-C

**Beginning Manufacturing Date: May 2019**
**Ending Manufacturing Date: Active**

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

| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | Stocked at Depot |
|---|---|---|---|---|
| 1 | Hopper Lid Assembly | | SRV7027-040 | |
| 1.1 | Hinge, Hopper Lid | | 812-4220 | |
| 1.2 | Mount, Hopper Lid Support, Right | | 410-7410 | |
| 1.3 | Magnet Round | | SRV7000-140 | **Y** |
| 1.4 | Hopper Switch | | SRV7000-375 | **Y** |
| 1.5 | Lid Support Mount w/Sensor | | 7027-278 | |
| | Wire Harness Hopper Switch | | SRV414-1220 | **Y** |
| | Mount, Hopper Lid Support, Top | | 410-7560 | |
| 2 | Feed Adjustment Assembly | | 510-5450 | |
| | Thumbscrew, 1/4-20 X 3/4 | Pkg of 10 | 844-5070 | |
| 3 | Cover, Feed Motor, Top | | 410-7920 | |
| 4 | Snap Disc, Manual Reset **( #3 )** | | SRV230-1290 | **Y** |
| | **#5 Feed Motor Assembly**   | | | |
| 5 | Feed Motor Assembly | | 812-3690 | **Y** |
| 5.1 | Screw, 8-32 X 3/8 PH | Pkg of 40 | 225-0500/40 | **Y** |
| 5.2 | Feed Motor | | 812-4421 | **Y** |
| 5.3 | Collar, Set, 7/8 | | 229-0520 | |
| 5.4 | Feed Bearing | | SRV7000-598 | **Y** |
| 5.5 | Mount, Feed Motor | | 410-7172 | |
| 5.6 | Gasket, Feed Motor | | SRV240-0731 | **Y** |
| 5.7 | Feed Spring Assembly | | SRV7027-024 | **Y** |
| 5.8 | Screw, Set 5/16-18 X 1/4 | Pkg of 25 | 225-0550/25 | **Y** |
| 6 | Extension, Heat Shield, Top | | 410-7860 | **Y** |
| 7 | Snap Disc, 200 Open/40 D, **(#2)** | | SRV230-0900 | **Y** |
| 8 | Exhaust Adapter Assembly | | 510-5330 | |
| 9 | Gasket, Flue Adapter | | SRV240-0850 | **Y** |
| 10 | Exhaust Transition Assembly | | 510-5340 | |
| | Gasket, Cleanout Door | | SRV240-0840 | |
| | Latch, Draw | Qty 2 req | 229-0230 | |
| 11 | Combustion Exhaust Blower,80 CFM | | 812-3381 | **Y** |
| | Gasket, Exhaust Combustion Blower, between... | ...Motor & Housing | 812-4710 | **Y** |
| | | ...Housing & Stove | SRV240-0812 | **Y** |

Additional service part numbers appear on following page.

QUADRA-FIRE® Service Parts

# CB1200I-C

**Beginning Manufacturing Date: May 2019**
**Ending Manufacturing Date: Active**

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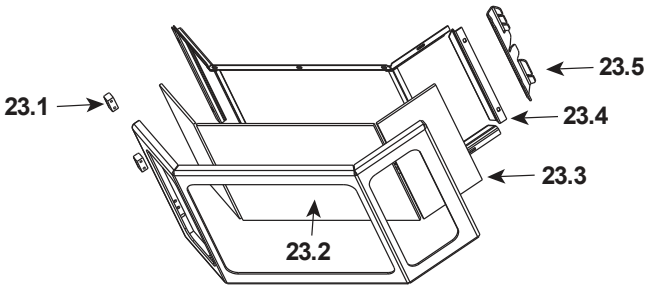
| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | Stocked at Depot |
|---|---|---|---|---|
| 12 | Curtain, Side, Left | | 812-4310 | |
| | Latch, Magnet | | SRV229-0631 | Y |
| 13 | Baffle, Left | | 812-4200 | Y |
| 14 | Baffle, Right | | 812-4210 | Y |
| 15 | Thermocouple Cover | Pkg of 1 | 812-1322 | Y |
| | | Pkg of 10 | 812-4920 | Y |
| 16 | Thermocouple Bracket W/Set Screw | | 812-3171 | Y |
| 17 | Rod/Linkage Ez Clean | | 812-4140 | |
| | Knob, Ash Dump Control Rod | | 832-3020 | |
| | Spring, Firepot | | 200-2050 | |
| 18 | Firepot Assembly | | 812-3351 | Y |
| | Bushing, Firepot | | 410-8320 | Y |
| | Floor, Firepot | | 414-0290 | Y |
| | Gasket, Firepot | | SRV510-0530 | Y |
| 19 | Heating Element Assembly 18” (Loop Igniter) | Pkg of 1 | SRV7000-462 | Y |
| | | Pkg of 10 | SRV7000-462/10 | Y |
| | Wing Thumb Screw 8-32 X 1/2 | Pkg of 24 | 7000-223/24 | Y |
| | Igniter Wire (5Ft) & (4) Ceramic Nuts | | 812-4520 | Y |
| 20 | Thermocouple | | 812-0210 | Y |
| 21 | Mount, Door Hinge | | 410-7290 | |
| | Hinge, Door, Male | | SRV450-2810 | |
| 22 | Snap Disc **( #1 )** Convection Blower | | SRV7000-829 | Y |

**#23 Door Assembly**




| | | | | |
|---|---|---|---|---|
| 23 | Door Assembly | Black | DR-CB12-MBK-B | |
| 23.1 | Hinge, Female | | SRV450-2910 | |
| 23.2 | Glass Assembly, Center, 13-7/8 in. W x 11 in. H | | 510-5400 | Y |
| 23.3 | Glass Assembly, Side, 5-1/8 in. W x 11 in. H | Qty: 1 | 510-5410 | Y |
| 23.4 | Glass Retainer Assembly | | SRV510-5460 | Y |
| 23.5 | Bracket, Door Latch | | 410-4912 | |
| | Door Rope, 7/8”, Field Cut to Size | 8 Ft | 842-2350 | Y |
| | Gasket, Glass, Field Cut to Size | 10 Ft | 833-0660 | |

Additional service part numbers appear on following page.

QUADRA-FIRE® Service Parts

# CB1200I-C

**Beginning Manufacturing Date: May 2019**
**Ending Manufacturing Date: Active**

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

| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | Stocked at Depot |
|---|---|---|---|---|
| 24 | Panel, Front Access | Ash Pan Door | 812-4290 | |
| 25 | Door, Cleanout, Exhaust Plenum | | 410-7910 | |
| 26 | Ash Pan | | 812-4130 | |
| 27 | Latch, Draw | | 229-0640 | **Y** |
| 28 | Curtain, Side, Right | | 812-4320 | |
| | Latch, Magnet | | SRV229-0631 | |
| 29 | Grille, Louver | Black | LVGRL-CB12-BK-B | |
| | Grille, Bar, Bottom | | 410-8330 | |
| 30 | Latch, Magnet | Qty 2 req | SRV229-0631 | |
| 31 | Bracket, Magnet Mount | Qty 2 req | 410-7760 | |
| 32 | Convection Blower, 150 CFM | | 812-4900 | **Y** |
| 33 | Control Board 3 Speed | | SRV7000-704 | **Y** |
| | Fuse, 8 Amp, Control Box | Pkg of 10 | 812-3780/10 | **Y** |
| 34 | Wire Harness | | SRV7000-155 | **Y** |
| | Fuse, 7 Amp, Junction Box | Pkg of 10 | 812-0380/10 | **Y** |
| | Reset Button Assembly | | SRV7000-040 | |
| | Block, Thermostat Term Dv | | SRV230-0690 | |
| | Igniter Extension | | 7000-218 | |
| | Call Light Bulb | | 812-0760 | **Y** |
| | Call Light Lens Cover | | 812-0750 | **Y** |
| | Call Light, Fluorescent | | SRV7000-122 | |
| 35 | Vacuum Switch | | SRV7000-531 | **Y** |
| | Hose, Vacuum, 5/32 Id, Field Cut to Size | 3 Ft | SRV240-0450 | **Y** |
| 36 | Hopper Top | | 410-7730 | |
| | Component Pack | | SRV7127-057 | |
| | Cleanout Tool | | 414-1140 | **Y** |
| | Harness, Thermostat Wire | | SRV230-0810 | |
| | Paint Touch-Up | | 3-42-19905 | |
| | Power Cord | | 812-1180 | **Y** |
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Additional service part numbers appear on following page.

QUADRA-FIRE® Service Parts

# CB1200I-C

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| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | Stocked at Depot |
|---|---|---|---|---|
| | **OPTIONAL ACCESSORIES** | | | |
| | Adjustable Hearth Support - 12 in. X 50 in., 2-10 in. H | | ADJSPT-12 | |
| | Damper, 3 Inch - Tall Vertical Installs Only | | PEL-DAMP3 | **Y** |
| | Damper, 4 Inch - Tall Vertical Installs Only | | PEL-DAMP4 | |
| | Floor Protector | | 811-0730 | |
| | Log Set Assembly | | 811-0592 | |
| | Hose, Alum Flex, 2 Inch X 3 Ft | 3 Ft | SRV200-0860 | |
| | Panel Set, Large, W/Nickel Trim | 33 in x 50 in. | SP-CB12I3350-NL | |
| | Bracket, -L-, Trim | Pkg of 2 | 832-0840 | |
| | Logo, Quadra-Fire | Pkg of 10 | 7000-649/10 | |
| | Trim, Panel Set, Ots, Nickel | | 510-5220 | |
| | Panel Set, Large, W/Black Nickel Trim | 33 in x 50 in. | SP-CB12I3350-NB | |
| | Bracket, -L-, Trim | Pkg of 2 | 832-0840 | |
| | Logo, Quadra-Fire | Pkg of 10 | 7000-649/10 | |
| | Trim, Panel Set, Ots, Nickel | | 7019-027 | |
| | Panel Set, Small, W/Nickel Trim | 30 in. x 40 in. | SP-CB12I3040-NL | |
| | Bracket, -L-, Trim | Pkg of 2 | 832-0840 | |
| | Logo, Quadra-Fire | Pkg of 10 | 7000-649/10 | |
| | Trim, Panel Set, Std, Nickel | | 510-5210 | |
| | Panel Set, Small, W/Black Nickel Trim | 30 in. x 40 in. | SP-CB12I3040-NB | |
| | Bracket, -L-, Trim | Pkg of 2 | 832-0840 | |
| | Logo, Quadra-Fire | Pkg of 10 | 7000-649/10 | |
| | Trim, Panel Set, Std, Nickel | | 7019-026 | |
| | Handle, Pullrod | | PULLROD-HNDL | |
| | Shroud, Rear | | 811-0680 | |
| | Smart-Batt II | | 841-0970 | |
| | Smart-Stat II | | 841-0960 | |
| | Thermostat, Programmable | | PROG-STAT | |
| | Top Vent Adapter, 3” | | 811-0660 | |
| | Top Vent Adapter, 4” | | 811-0670 | |
| | Top Vent Kit, Rear Shroud | | 811-0650 | |
| | Vent Adapter, 3-4” | | 811-0720 | |
| | | | | |
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Additional service part numbers appear on following page.

QUADRA-FIRE® Service Parts

# CB1200I-C

**Beginning Manufacturing Date: May 2019**
**Ending Manufacturing Date: Active**

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

| ITEM | DESCRIPTION | COMMENTS | PART NUMBER | Stocked at Depot |
|---|---|---|---|---|
| | **FASTENERS** | | | |
| | Avk Rivnut Repair Kit - 1/4-20 & 3/8-16 Rivnut Tools | | RIVNUT-REPAIR | **Y** |
| | Bolt, Firepot, 1-1/4” Long | Pkg of 25 | 225-0120/25 | **Y** |
| | Bumper, Rubber | Pkg of 12 | SRV224-0340/12 | **Y** |
| | Ceramic Nuts, (Igniter) | Pkg of 12 | 812-0730/12 | **Y** |
| | Magnet Round | | SRV7000-140 | **Y** |
| | Nut, Keps Lock, 8-32 | Pkg of 40 | 226-0060/40 | **Y** |
| | Nut, Lock 1/4-20 | Pkg of 25 | 226-0090/25 | **Y** |
| | Nut, Ser Flange Small 1/4-20 | Pkg of 24 | 226-0130/24 | **Y** |
| | Screw, Machine Screw 1/4-20X5/8 | Pkg of 24 | 220-0440/24 | **Y** |
| | Screw, Pan Head Phillips 8-32 X 3/8 | Pkg of 40 | 225-0500/40 | **Y** |
| | Screw, Pan Head Philips 10-32 X 3/8 | Pkg of 40 | 21799A/40 | **Y** |
| | Screw, Set 5/16-18 X 1/4 | Pkg of 25 | 225-0550/25 | **Y** |
| | Screw, Sheet Metal #8 X 1/2 S-Grip | Pkg of 40 | 12460/40 | **Y** |
| | Thumbscrew, 1/4-20 X 3/4 | Pkg of 10 | 844-5070 | |
| | Washer, 1/4 Sae | Pkg of 24 | 28758/24 | **Y** |
| | Wing Thumb Screw 8-32 X 1/2 | Pkg of 24 | 7000-223/24 | **Y** |
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# 13 Tech Check Sheet

Please answer all of the questions below if you need to contact the technical service department. This will help all of us to identify the problem faster and will save you time.

What is wrong with the appliance? _____

_____

_____

Model: _____ Serial Number: _____

How is it installed? Vertical ___ or Horizontal ___ or Other _____

How many feet of vent? Vertical: _____ Horizontal: _____

How many elbows are in the vent system? _____

What size is the exhaust pipe? 3 in: _____ 4 in: _____ 6 in: _____ Other: _____

What is the elevation of the home? _____

What is the feed adjustment plate set at? _____

Is the feed system operating? _____

Is there power to the stove? _____

Is there fuel in the hopper? _____

Will the thermostat call light come on? _____

| | | |
|---|---|---|
| Is the igniter working? | Yes _____ | No _____ |
| Is the exhaust blower working? | Yes _____ | No _____ |
| Are you reaching the first stage of ignition (green light)? | Yes _____ | No _____ |
| Are you reaching the second stage of ignition (red light)? | Yes _____ | No _____ |
| Is the convection blower working? | Yes _____ | No _____ |
| Is there an outside are kit installed? | Yes _____ | No _____ |
| Is the thermostat anticipator set at the lowest setting? | Yes _____ | No _____ |
| Are the heat exchangers free of ash and clean? | Yes _____ | No _____ |
| Is the vent system clean? | Yes _____ | No _____ |
| Is the hopper free of sawdust build up? | Yes _____ | No _____ |
| Is the fire pot clean? | Yes _____ | No _____ |

# 14 Cleaning & Maintenance Tips

**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.

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

**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.

# 15 Service Repair Tools

1. **MULTIMETER**
   Used for taking volt reading or doing continuity tests.
2. **MAGNEHELIC OR DIGITAL VACUUM GAUGE**
   Used for taking firebox vacuum readings in inches of water column. Range of the gauge needs to be from zero to .50 inches of water column. A vacuum hose and a “T” will also be needed.
3. **HAND TOOLS**
   Phillips and flathead screwdriver, 11/32 inch nut driver, SAE Allen wrench set, and SAE socket set.
4. **TEST BOX**
   Needed for checking the wire harness and components
5. **VACUUM CLEANER**
   Needed to clean firebox, heat exchanger, blowers, and venting.
6. **MICRO CLEANING KIT FOR VACUUM CLEANER**
   This is an attachment kit for cleaning the “hard to reach” areas.

# 16 Notes

QUADRA-FIRE®

NOTHING BURNS LIKE A QUAD

## CONTACT INFORMATION

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**Please contact a HHT Service Technician with any questions or concerns.**

**For the number of a HHT Service Technician log onto www.myHHT.com.**