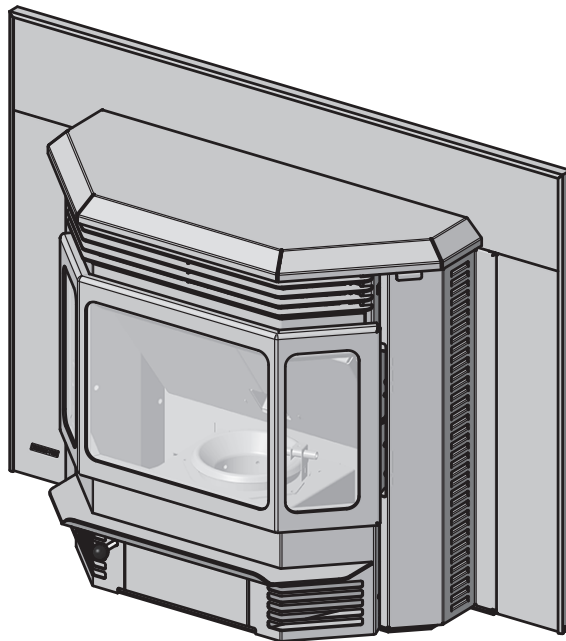


QUADRA-FIRE[®]

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:

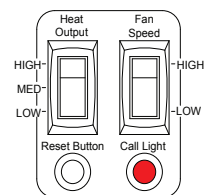
- **DANGER!** Indicates a hazardous situation which, if not avoided will result in death or serious injury.
 - **WARNING!** Indicates a hazardous situation which, if not avoided could result in death or serious injury.
 - **CAUTION!** Indicates a hazardous situation which, if not avoided, could result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

TABLE OF CONTENTS

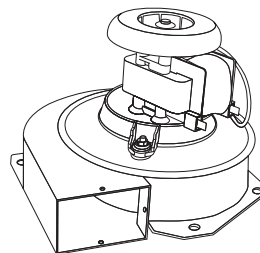
1 Normal Operation Sequence	3
2 Basic Troubleshooting & Repair	5
3 Feed System	6
4 Igniter	8
5 Exhaust Blower	10
6 Convection Blower	12
7 Power Supply.	14
8 Thermostat.	16
9 Thermocouple	18
10 Firebox Vacuum & Vacuum Switch	20
11 Complete Wiring Diagram.	22
12 General Specifications	23
13 Exploded View & Service Parts	24
13 Tech Check Sheet	30
14 Cleaning & Maintenance Tips.	31
15 Service Repair Tools	32
16 Notes.	33

1 Normal Operation Sequence

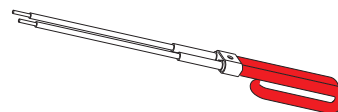
1. Turn on thermostat a red call light will illuminate on the stove.



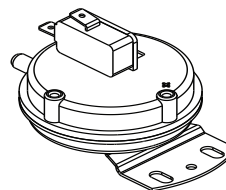
2. The exhaust blower will turn on.



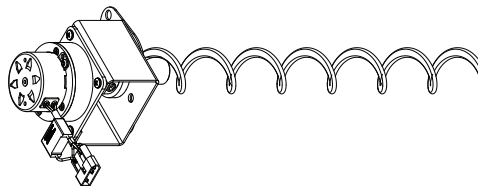
3. The igniter turns on.



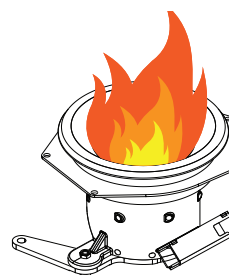
4. The vacuum switch closes.



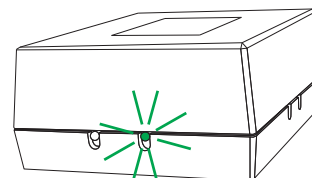
5. The feed motor turns on. The initial feed of the feed motor will last approximately 98 seconds and then stop.



6. Pellets will ignite in the fire pot.

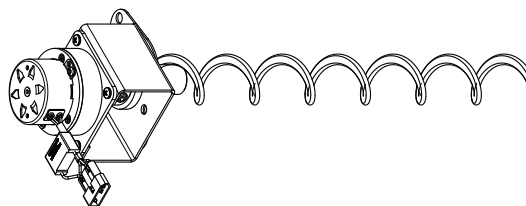


7. Heat from fire turns on the green thermocouple light in the control box (3mVDC); 200°F.

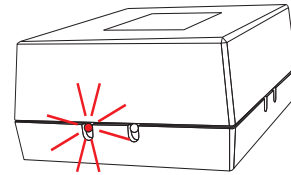


8. Feed motor starts its cycle mode:

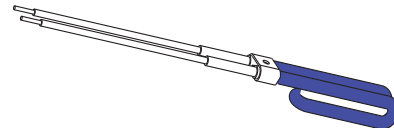
SETTING	SECONDS
LOW	4.8
MEDIUM	6.1
HIGH	7.6



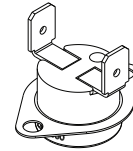
9. Heat from the fire turns on the red thermocouple light in the control box.



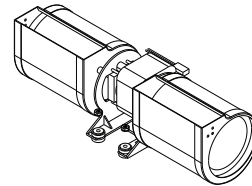
10. The igniter turns off



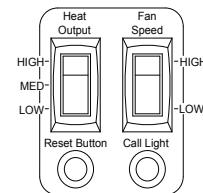
11. Heat from the fire closes the #1 snap disc.



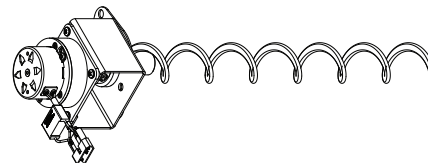
12. The convection blower will turn on.



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

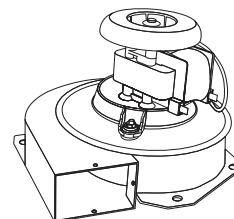


15. The red call light will turn off.

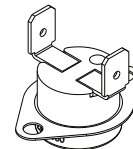


16. Feed motor will turn off.

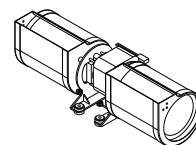
17. The exhaust blower will start a 18 minute countdown.



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

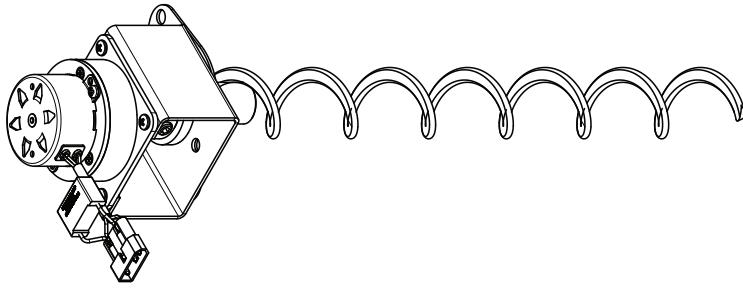
1. Check fire pot, may need to be cleaned
2. Clean exhaust and heat exchanger system
3. Adjust feed adjustment plate in the hopper
4. Check control box feed times
 - **HIGH** - 7.6 seconds on time
 - **MEDIUM** - 6 seconds on time
 - **LOW** - 4.8 seconds on time

M. Appliance ignites then goes out but call light is still on

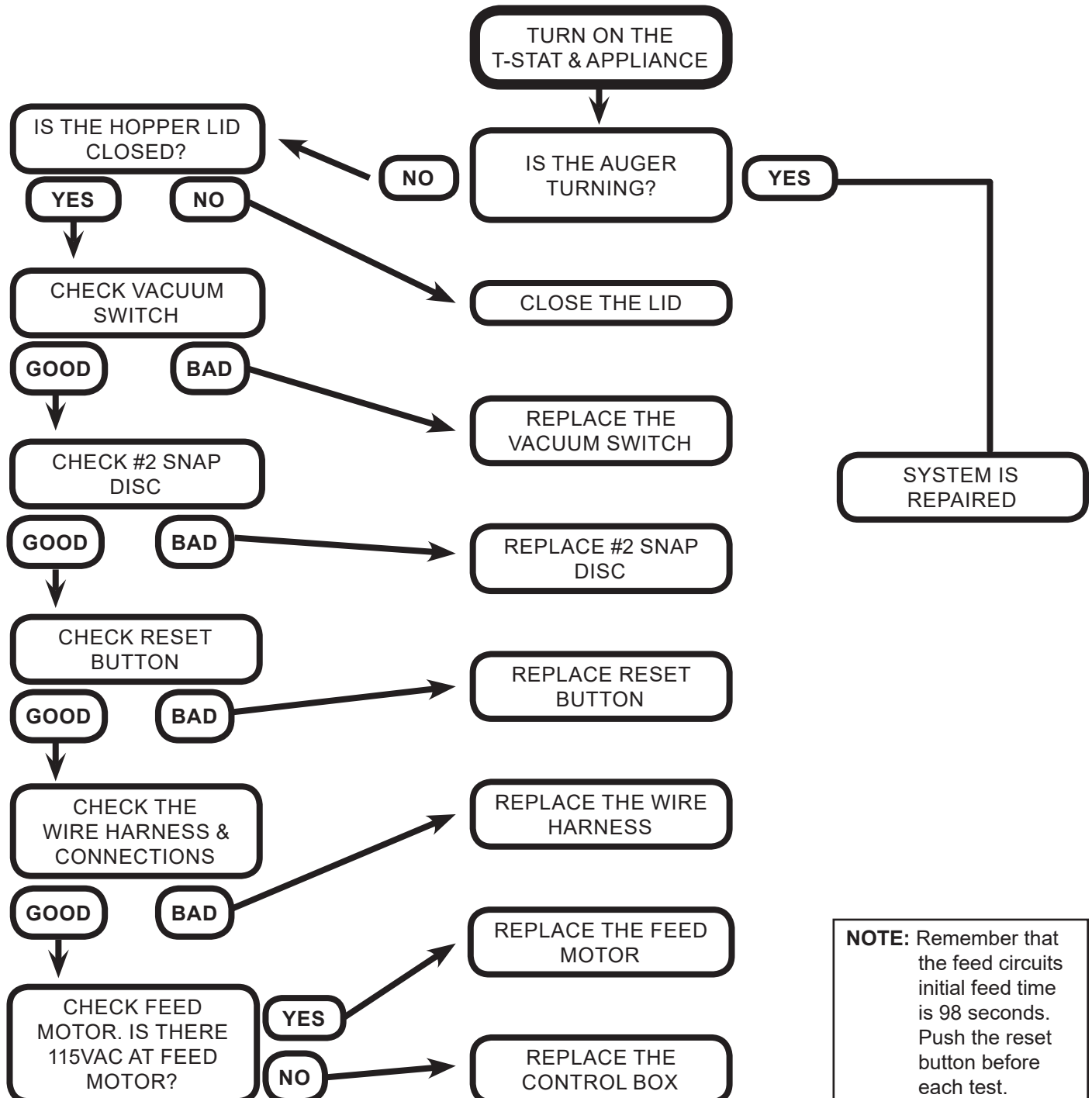
"STOVE IS INCONSISTENT IN OPERATION"

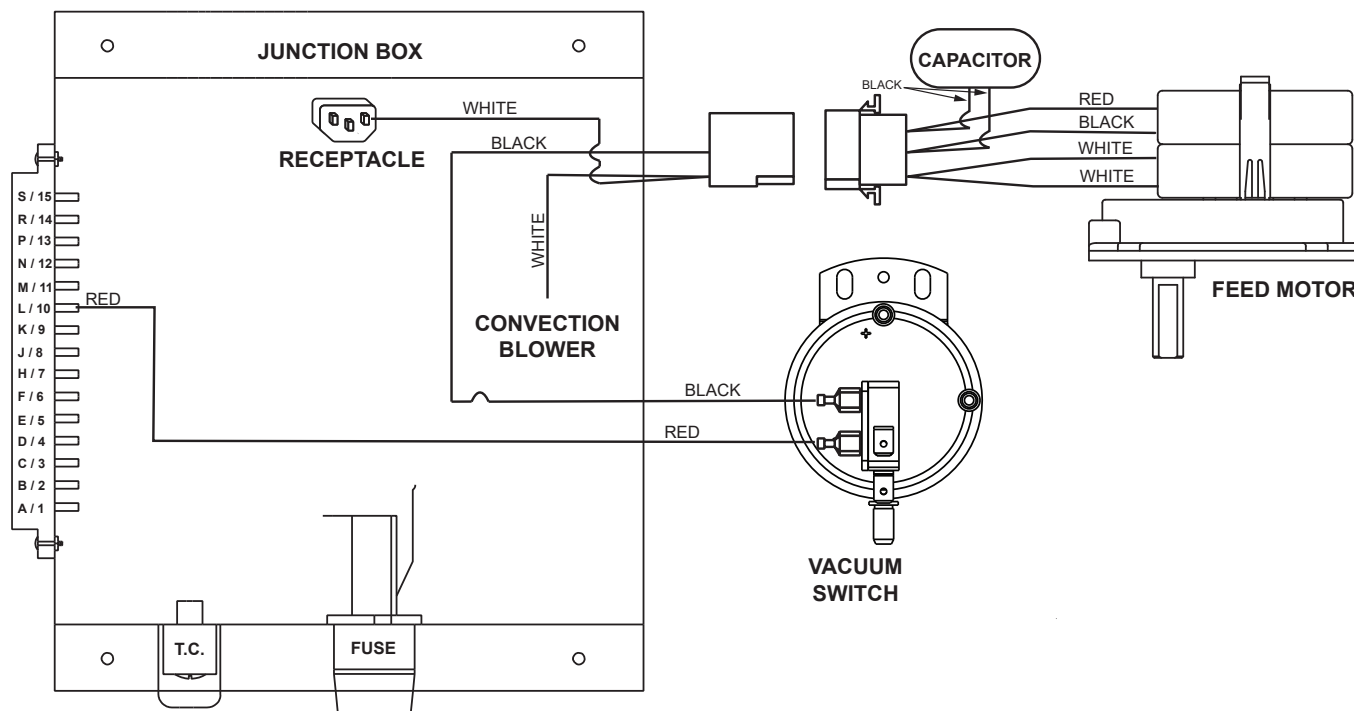
1. Inspect thermocouple and its position over the pot
2. Check the feed motor
3. Adjust feed adjustment plate for a larger fire
4. Check the exhaust and heat exchanger system
5. Check the vacuum switch

3 Feed System



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

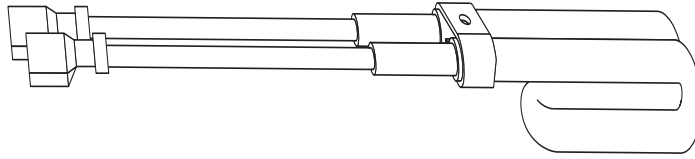


FEED MOTOR CIRCUIT**FEED MOTOR TESTING WITH TEST BOX**

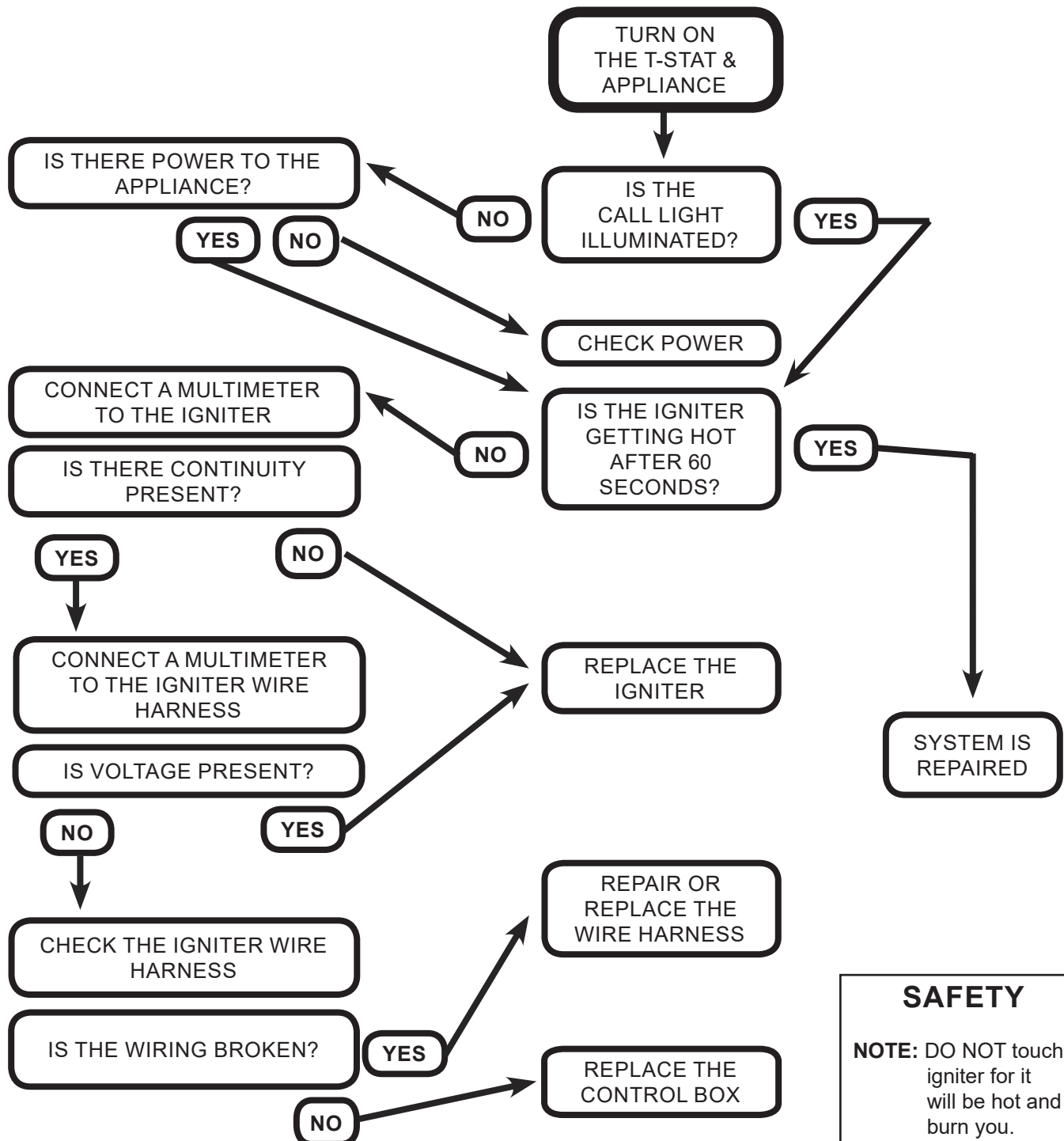
(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

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 activate 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

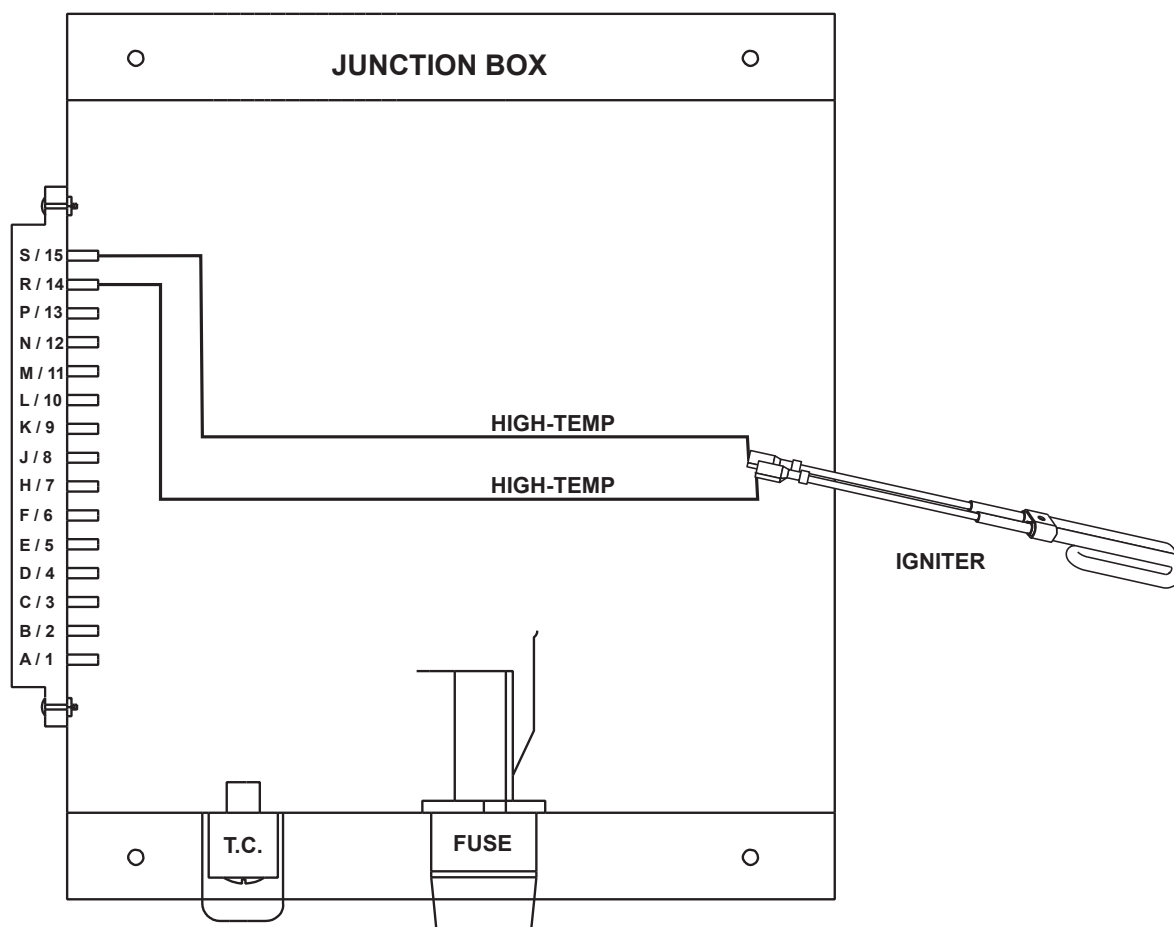
4 Igniter



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



IGNITER CIRCUIT

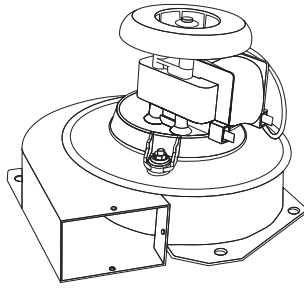


FEED MOTOR TESTING WITH TEST BOX

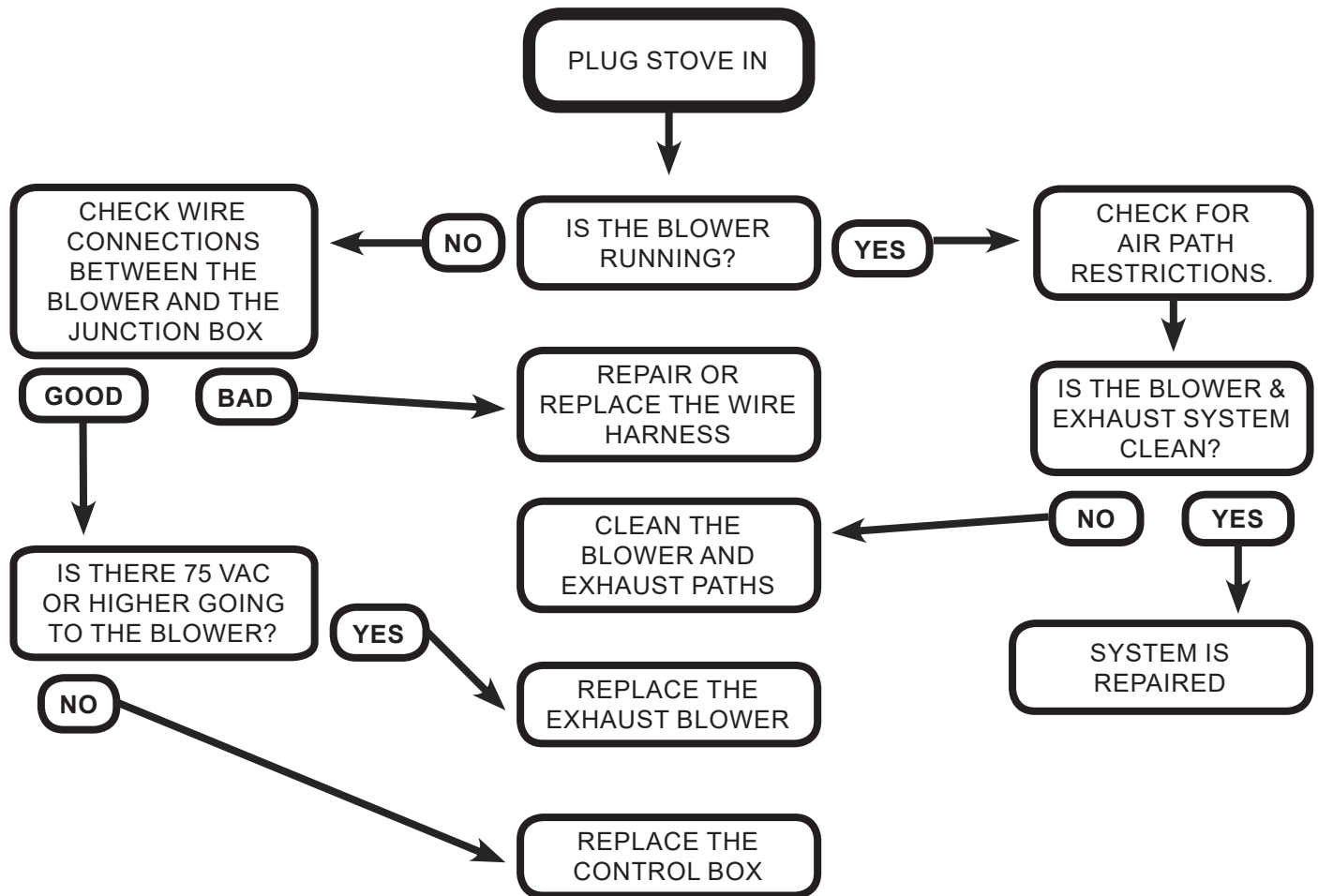
(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

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

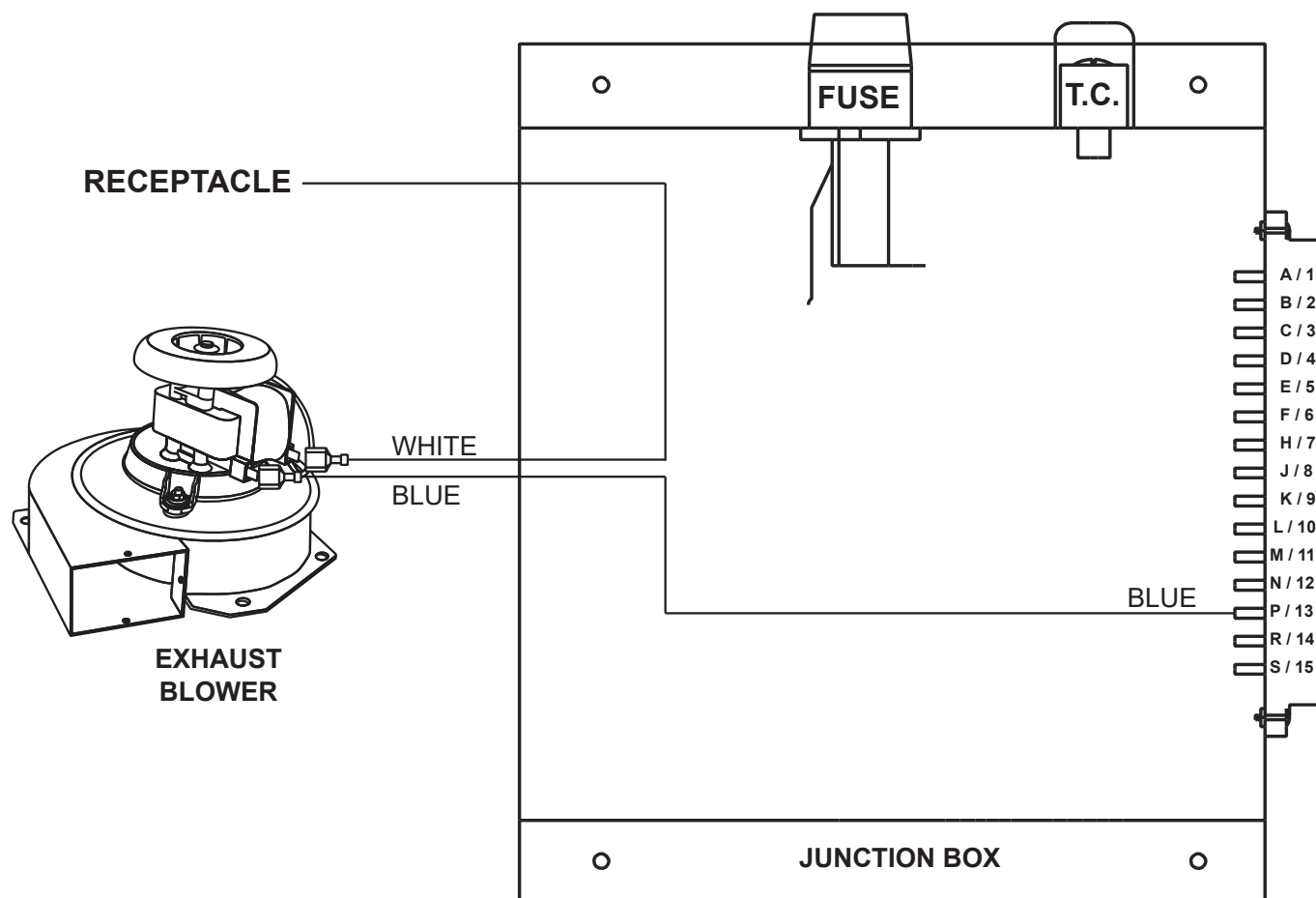
**TECH TIP:**

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

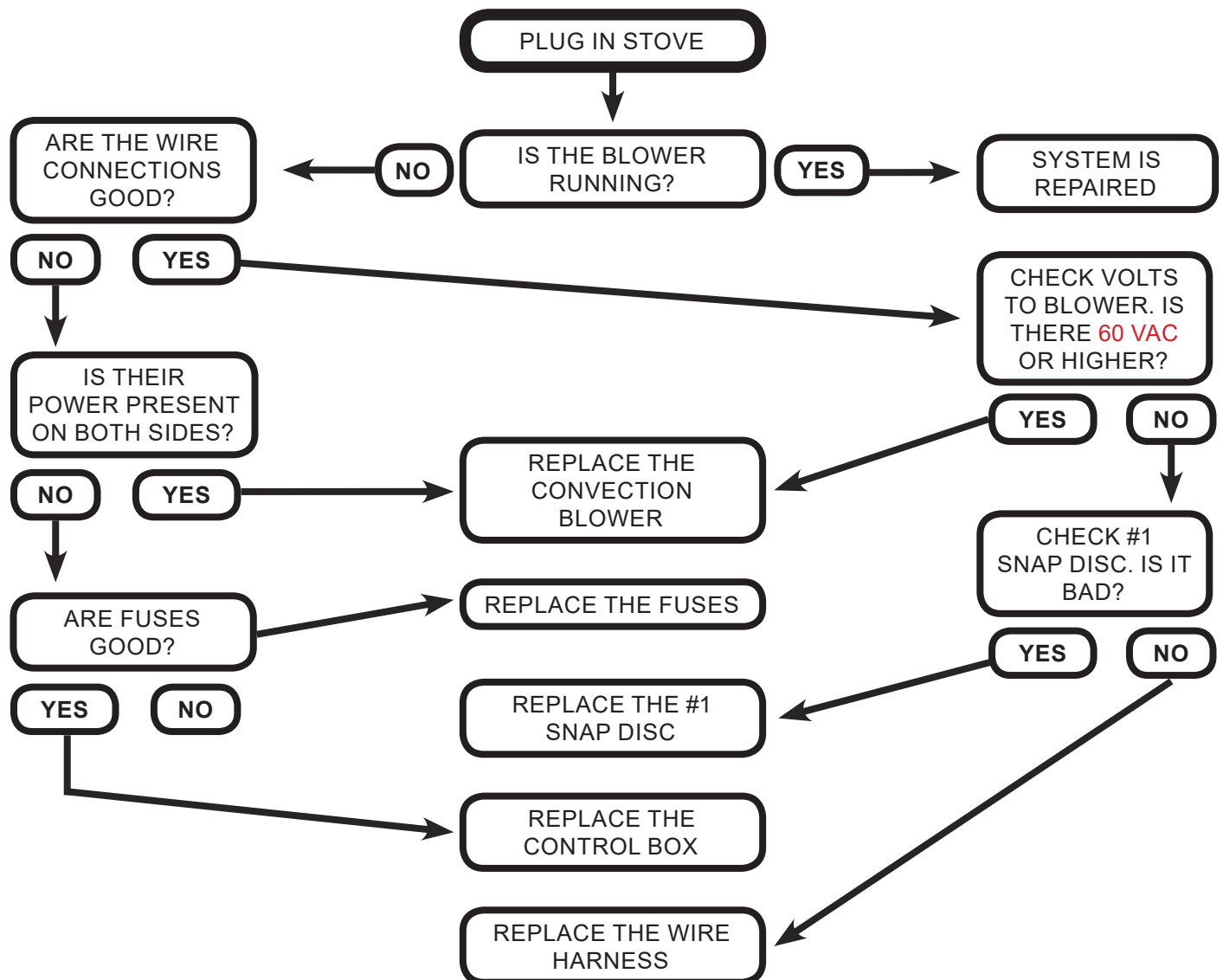
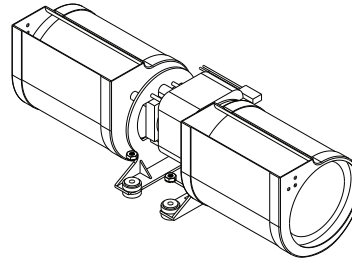
(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

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

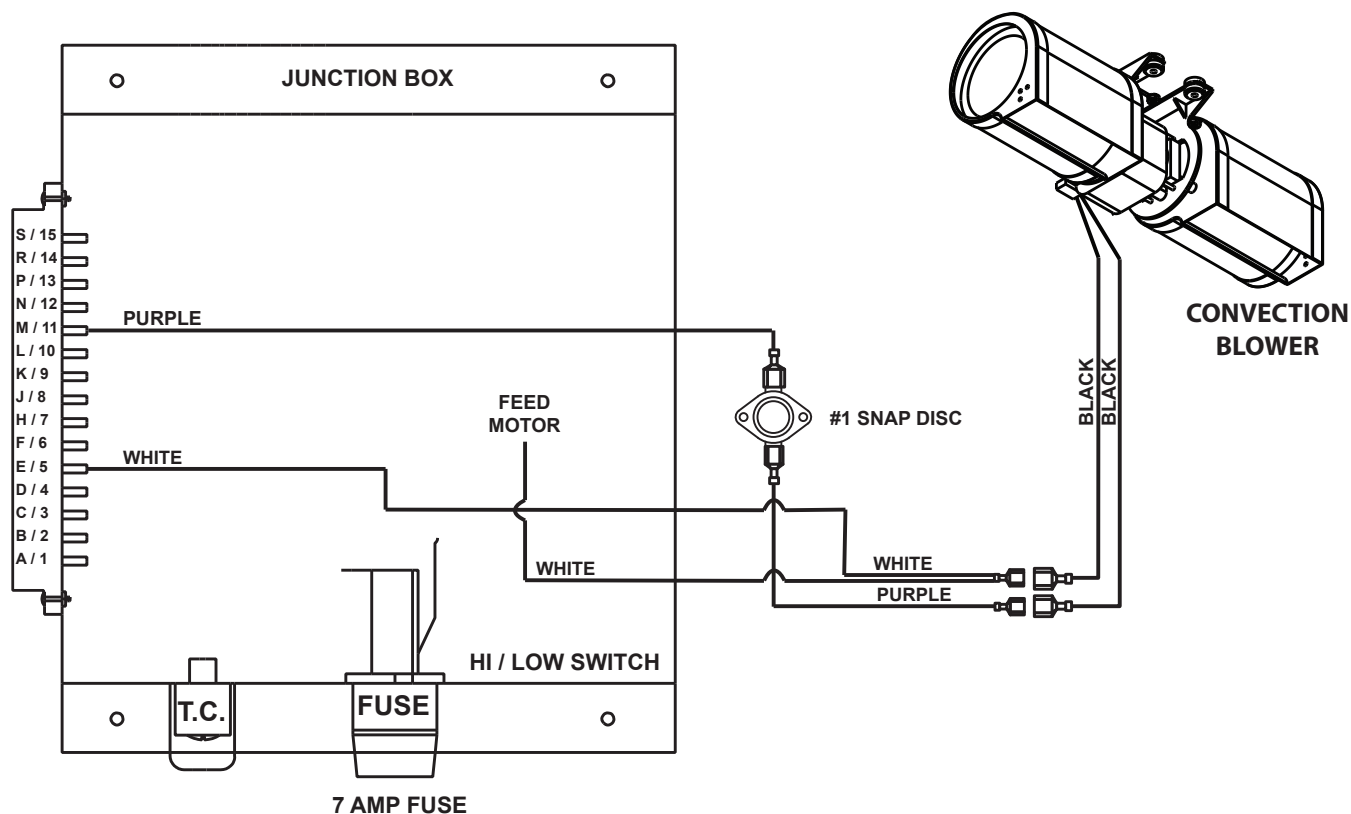
TECH TIP

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



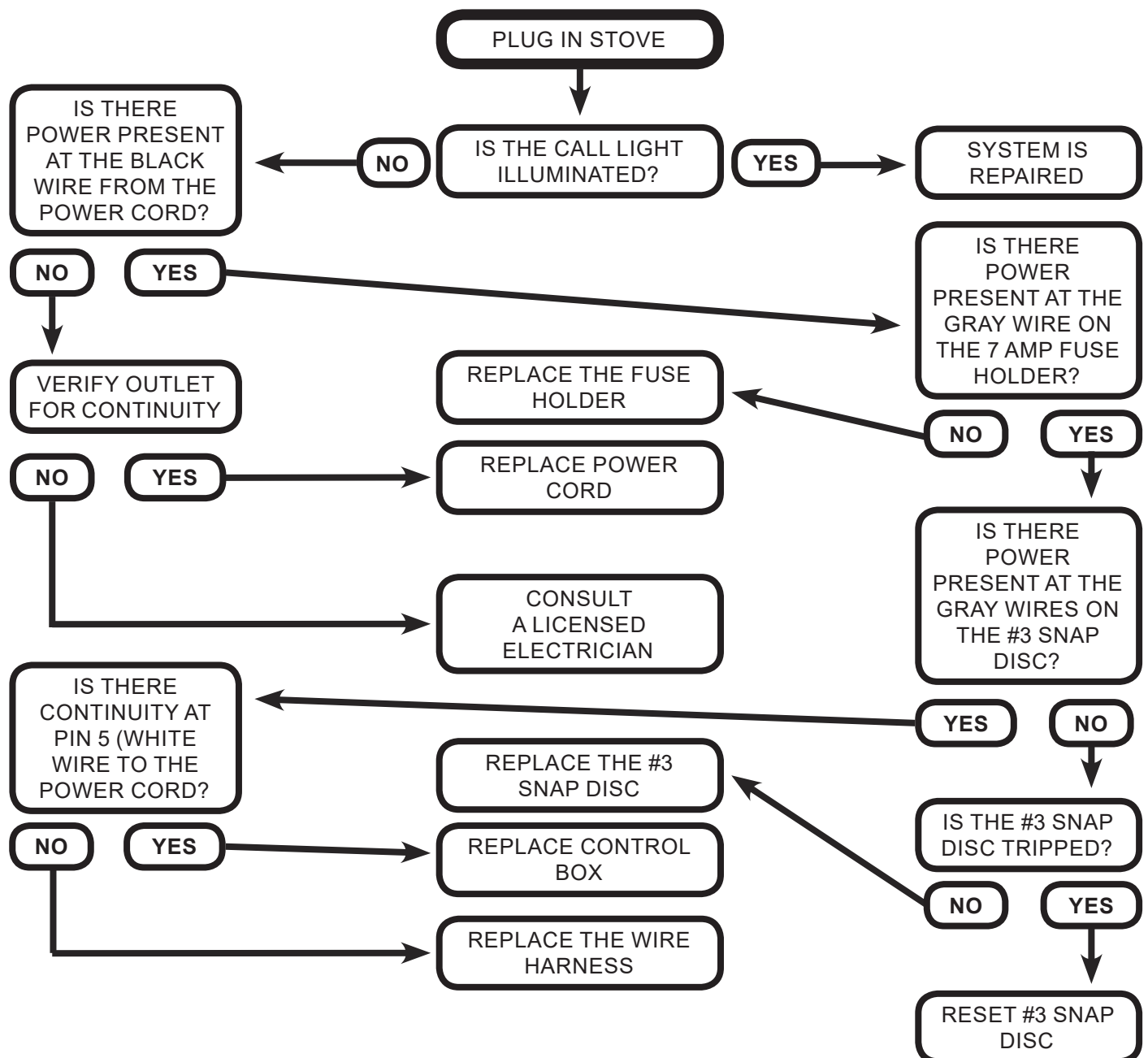
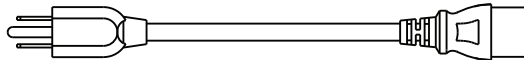
CONVECTION BLOWER TESTING WITH TEST BOX

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

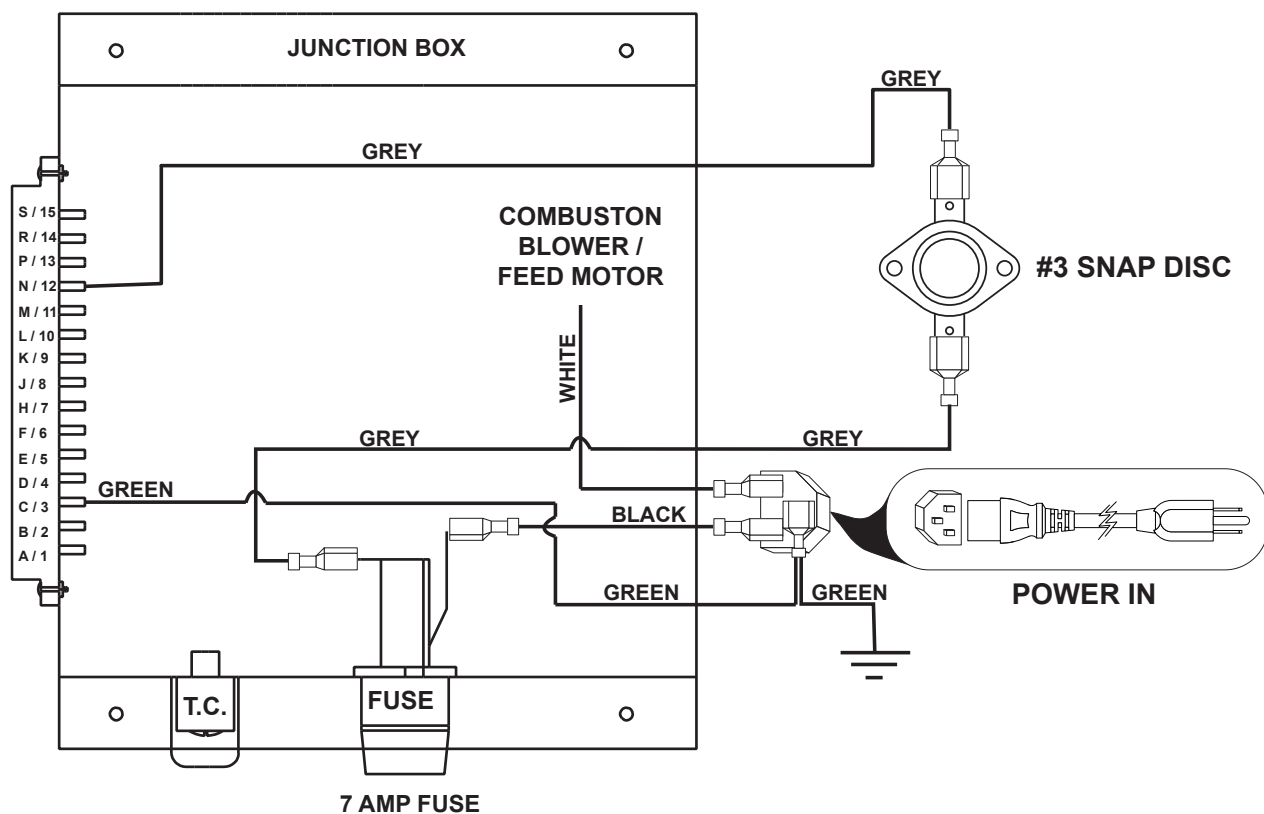
1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Install a jumper wire onto the #1 snap disc purple wires and then plug in the appliance.
3. Turn on the convection blower switch.
 - If the blower comes on:
 - Replace #1 snap disc
 - Replace the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

7 Power Supply

TECH TIP:



POWER SUPPLY CIRCUIT



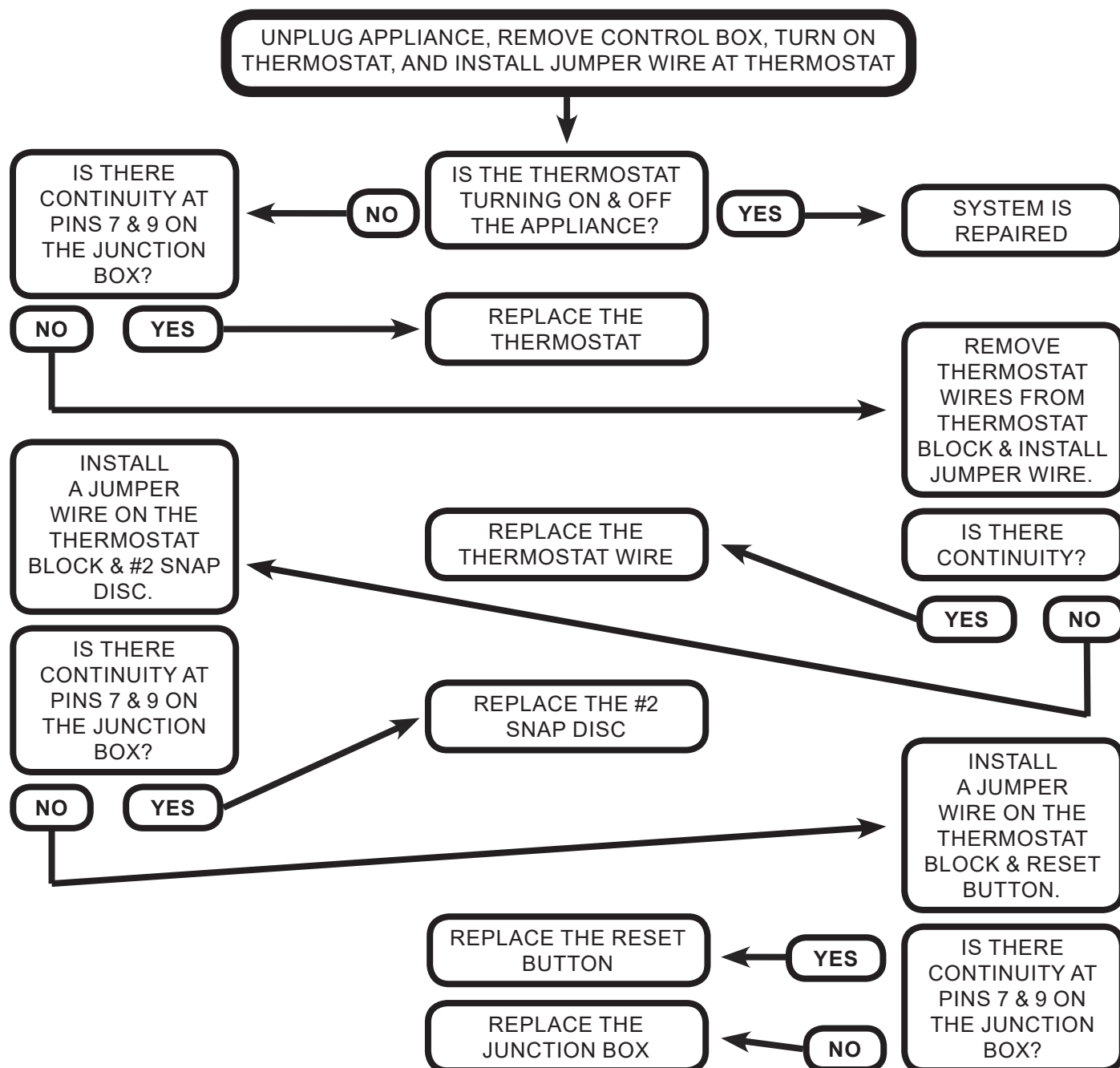
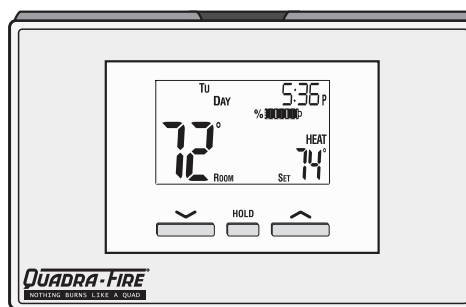
TEST POWER SUPPLY FOR CONTINUITY

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"

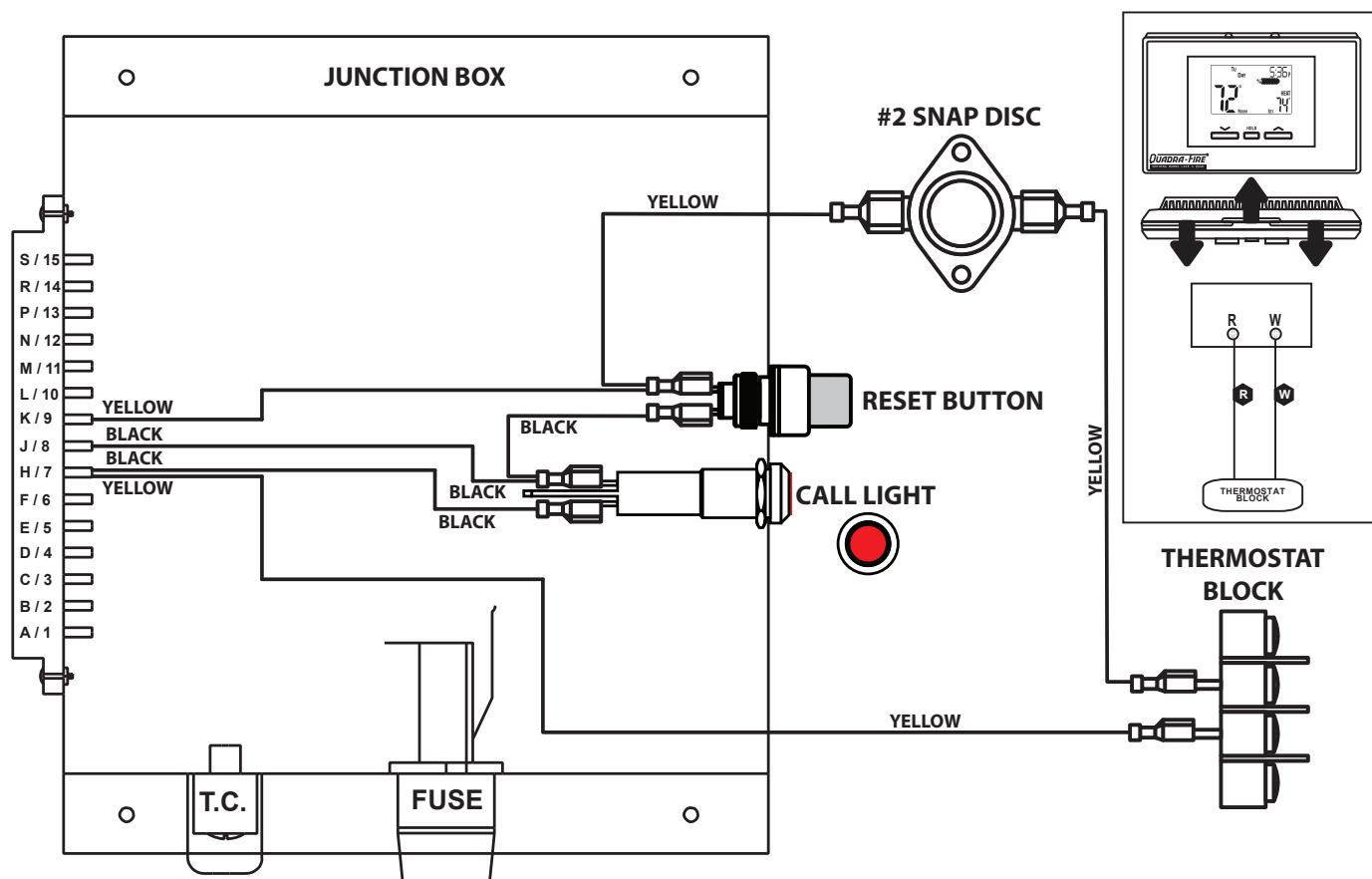
8 Thermostat

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

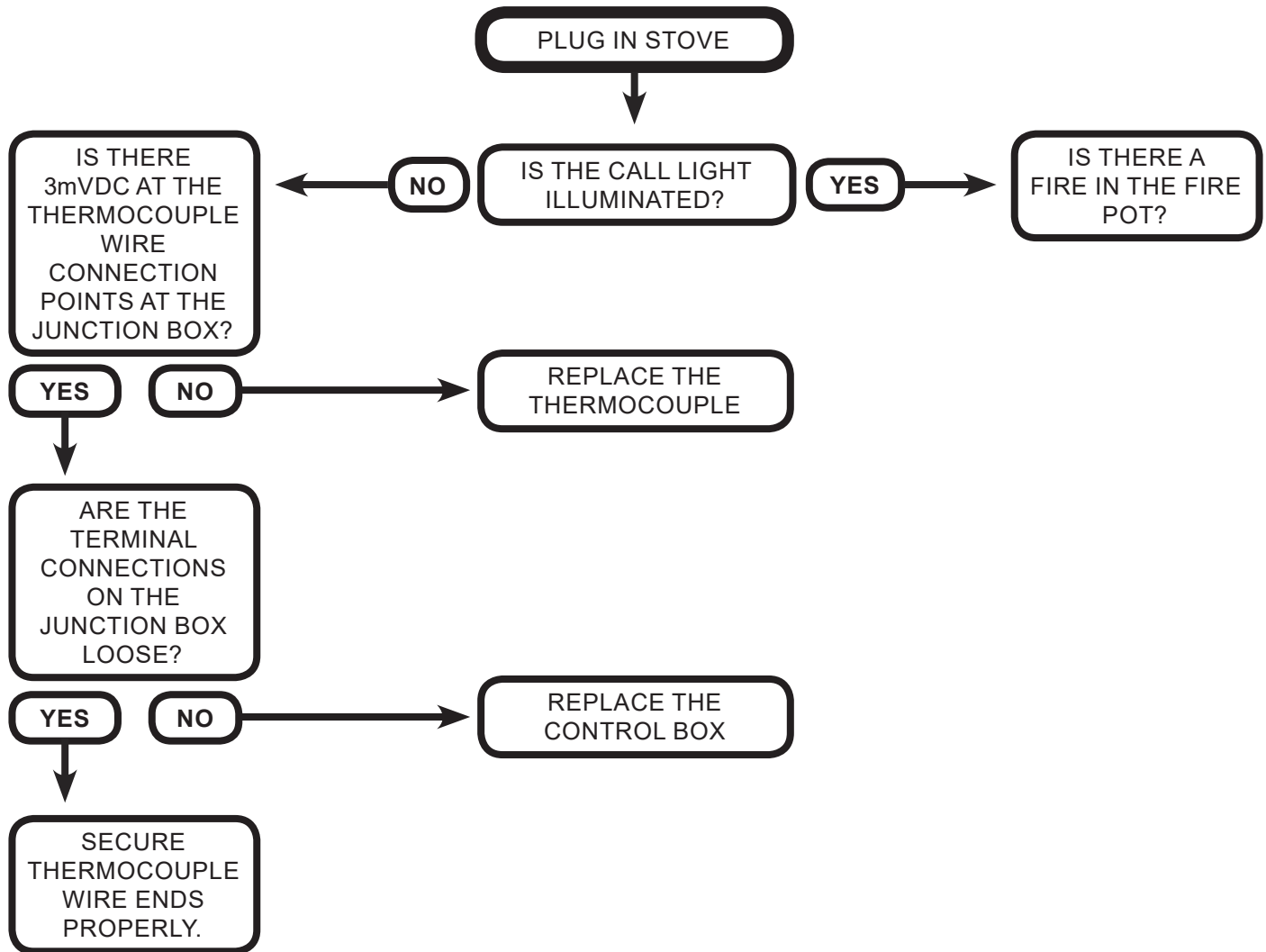
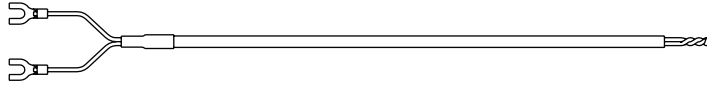


TEST POWER SUPPLY FOR CONTINUITY

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 not come on; refer to thermostat circuit troubleshooting on page 16.

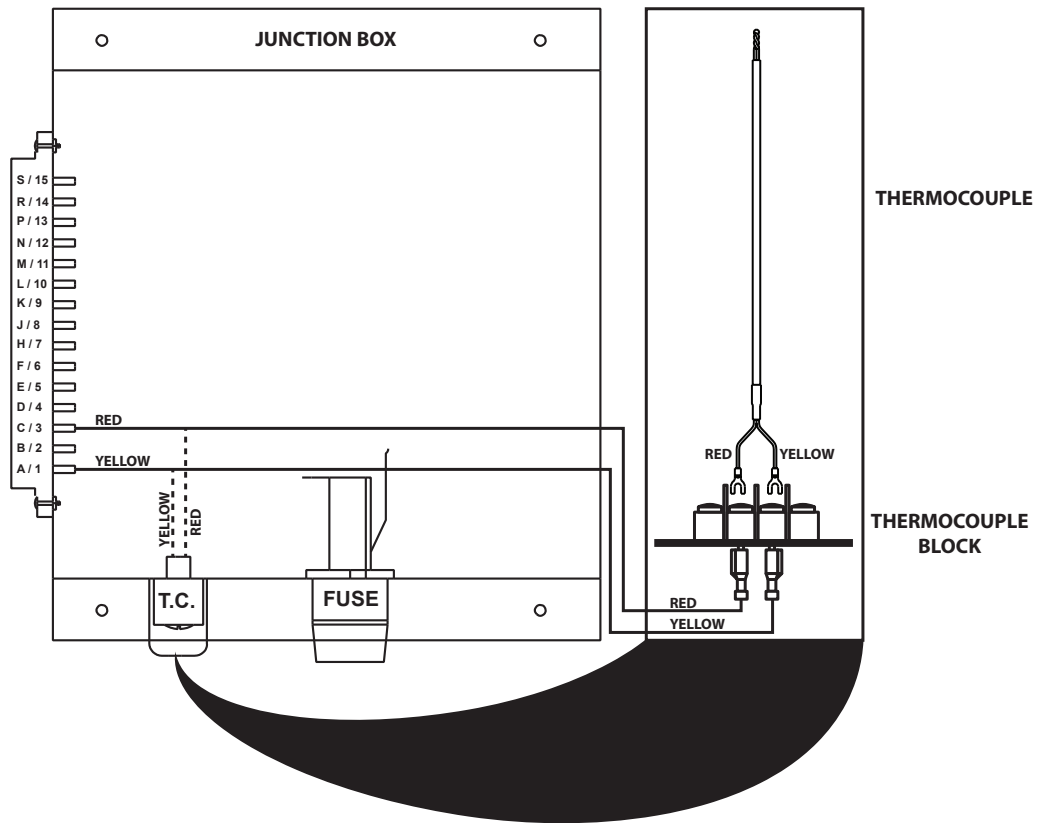
9 Thermocouple

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.

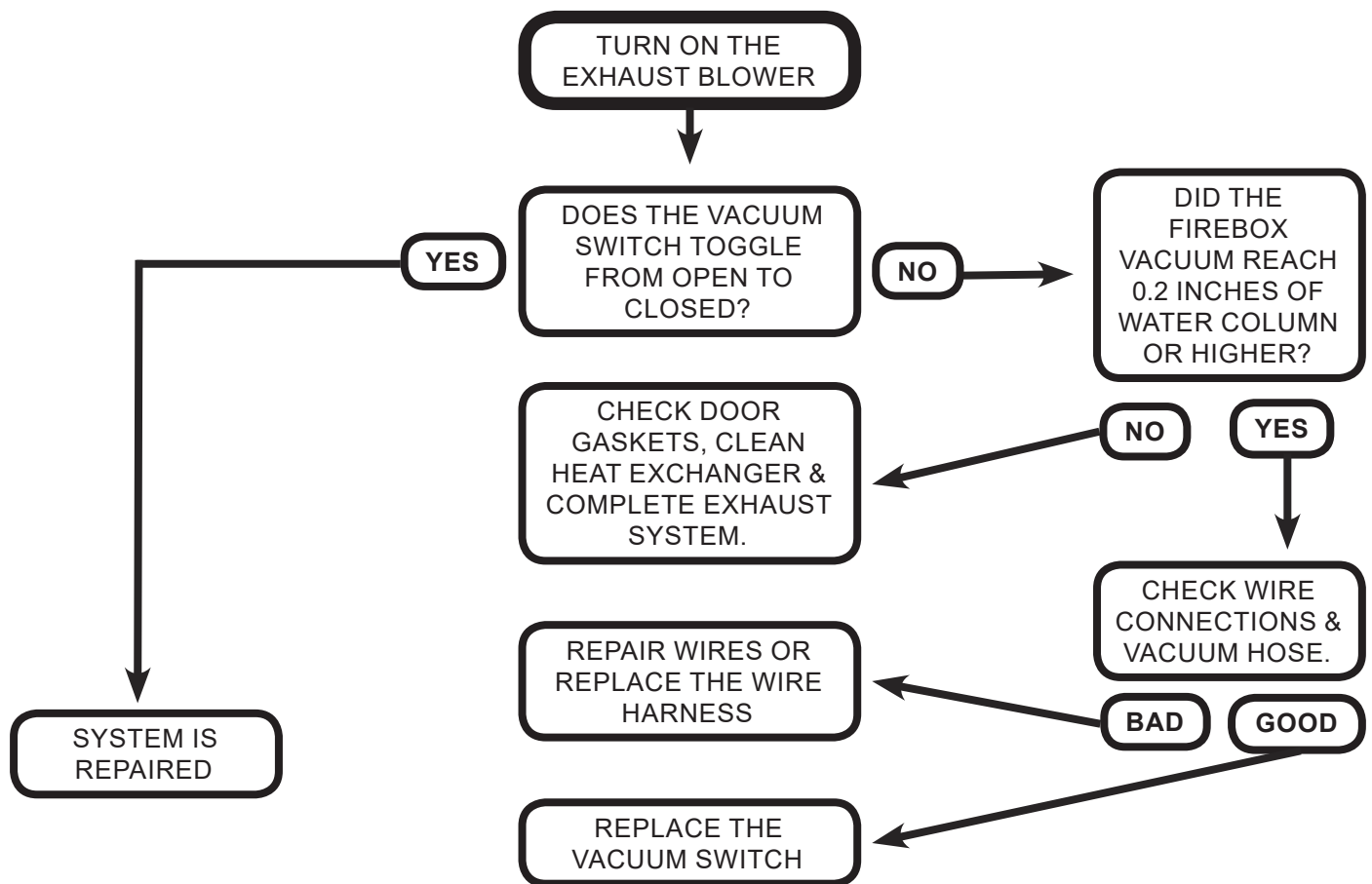
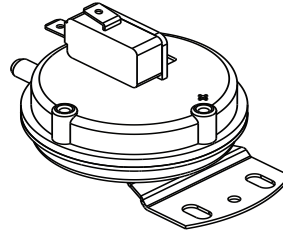
THERMOCOUPLE CIRCUIT



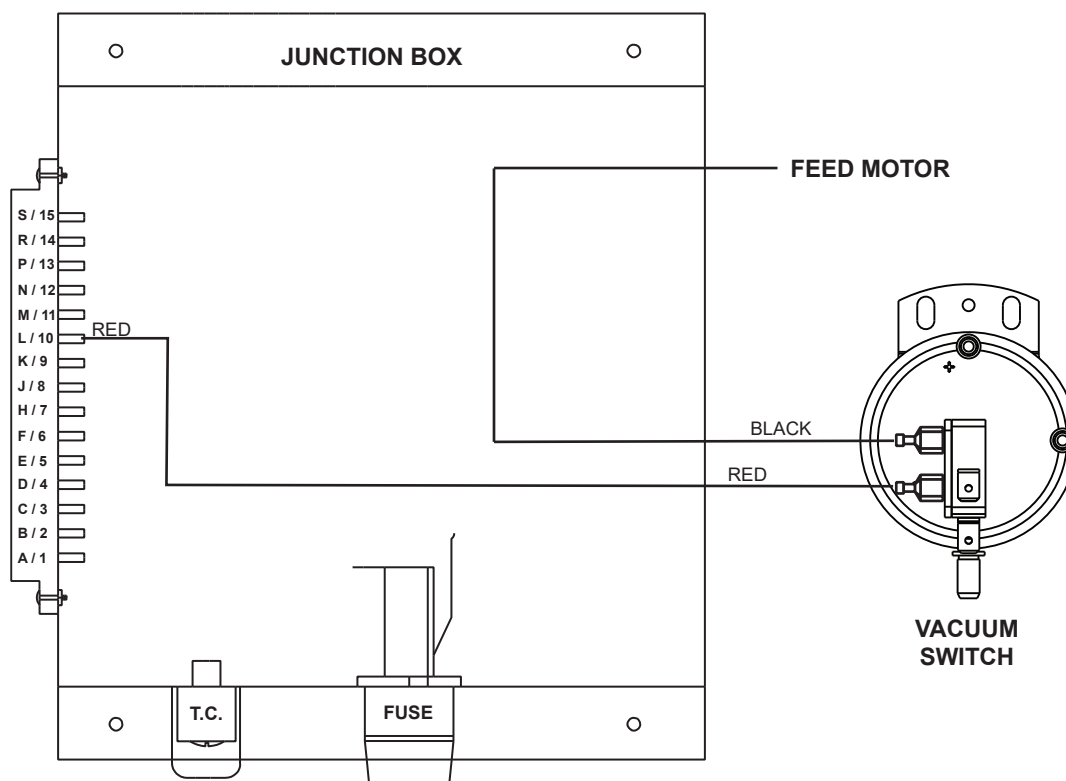
10 Firebox Vacuum & Vacuum Switch

TECH TIP:

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. 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

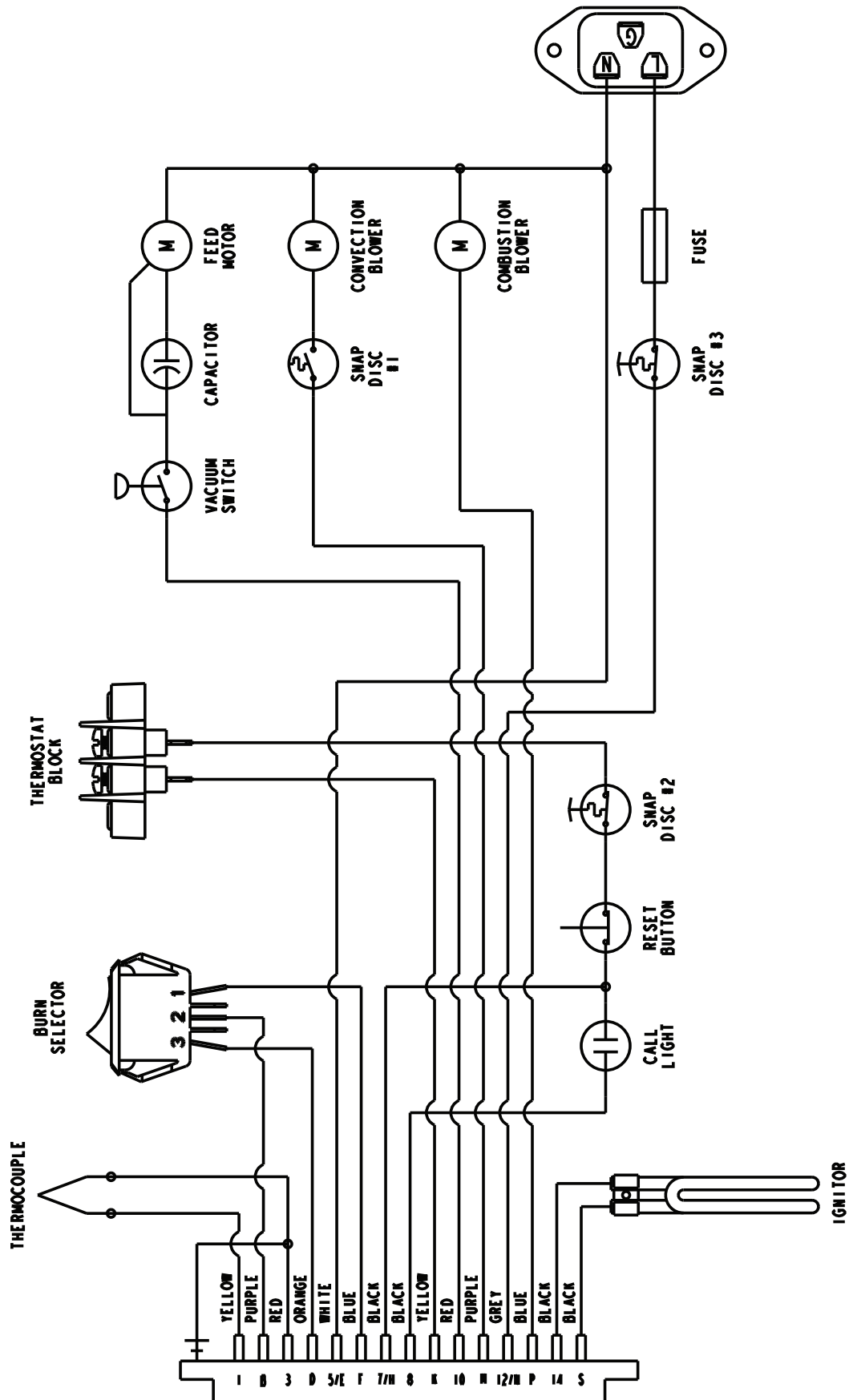
NOTE: make sure fuel is in the hopper as this can effect the vacuum reading. It takes a minimum of .2 inches of water column to close the vacuum switch.

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.	

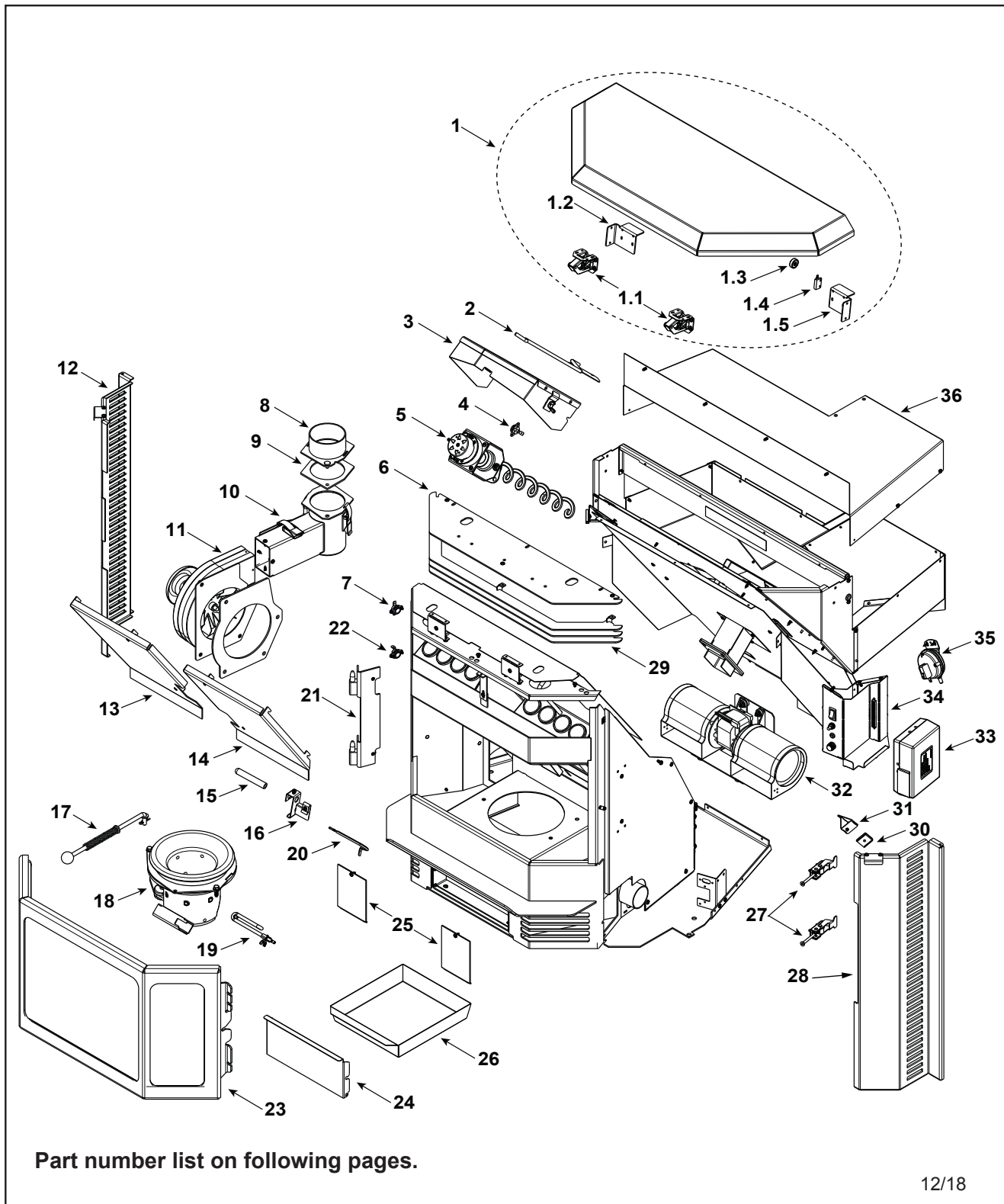
13 Exploded View & Service Parts

QUADRA-FIRE® Service Parts

CB1200I-C

 Beginning Manufacturing Date: May 2019
 Ending Manufacturing Date: Active

Classic Bay Pellet Insert



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.


**Stocked
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
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.

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.


**Stocked
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
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.

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.



Stocked at Depot

[illegible]

Additional service part numbers appear on following page.

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.


**Stocked
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
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	

Additional service part numbers appear on following page.

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.



Stocked at Depot

[illegible]

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 air 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

[illegible]



CONTACT INFORMATION

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

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

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