

# Owner's Manual

## Operation & Care

**INSTALLER:** Leave this manual with party responsible for use and operation.

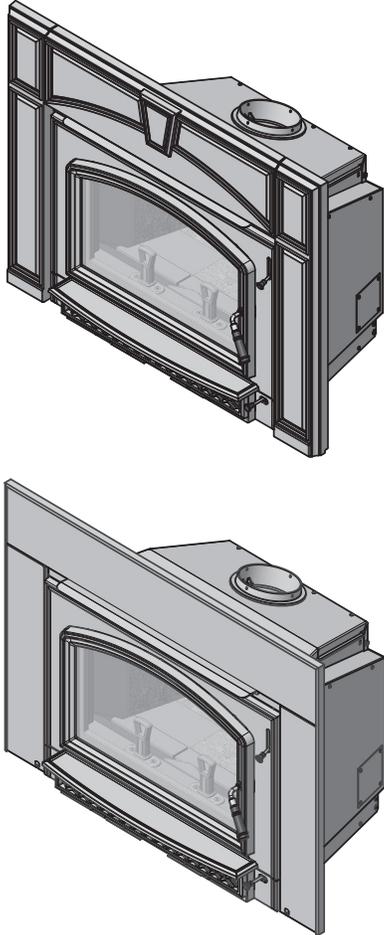
**OWNER:** Retain this manual for future reference.

*Contact your dealer with questions on installation, operation, or service.*

**NOTICE: DO NOT DISCARD THIS MANUAL**

# **QUADRA-FIRE**

**VOYAGEUR GRAND AUSTRALIAN  
WOOD INSERT  
AUTOMATIC COMBUSTION  
CONTROL (ACC)  
MODEL:  
GRAND-MBK-AU**



**WARNING**




**If the information in these instructions is not followed exactly, a fire could result causing property damage, personal injury, or death.**

- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Do not over fire - If appliance or chimney connector glows, you are over firing. Over firing will void your warranty.
- Comply with all minimum clearances to combustibles as specified.

Failure to comply may cause house fire.

**WARNING**




**HOT SURFACES!**  
Glass and other surfaces are hot during operation AND cool down.

**Hot glass and appliance will cause burns.**

- Do not touch glass until it is cooled
- Use leather gloves when reloading fuel
- NEVER allow children to touch glass
- Keep children away
- CAREFULLY SUPERVISE children in same room as appliance.
- 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.

**WARNING**




**Fire Risk.**  
For use with solid wood fuel only.  
Other fuels may over fire and generate poisonous gases (i.e. carbon monoxide).

**NOTE:** Clearances may only be reduced by means approved by the regulatory authority having jurisdiction

**A. Sample of Serial Number / Safety Label**

LOCATION: Back of appliance

OVERALL AVERAGE EFFICIENCY BURNING  
HARDWOOD  
(WHEN TESTED IN ACCORDANCE TO AS/NZS 4012)  
62.8%

AVERAGE PARTICULATE EMISSION FACTOR  
BURNING HARDWOOD  
(WHEN TESTED IN ACCORDANCE TO AS/NZS 4013)  
2.0 g/kg

MAXIMUM AVERAGE HEAT OUTPUT  
BURNING HARDWOOD  
9.3 kw

APPROVED FUEL BURNING HARDWOOD  
WITH A MOISTURE CONTENT LESS THAN  
25% (dry basis).

WETBACK ALL MODELS  
MANUFACTURED BY  
Wetbacks are NOT an approved option and must  
not be fitted.

NOTE: Performance may vary from test values  
depending on actual operating conditions.

INSTALLATION DATE    /    /

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**QUADRA-FIRE**<sup>®</sup>  
**VOYAGEUR GRAND INSERT**

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This appliance has been TESTED TO AS/NZS4013 for  
Hardwood by VIPAC LTD.  
Report # 30A-13-0025-TRP-331382-0  
Date tested: March 2013

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Serial No. / N° de série  

HF

BARCODE LABEL

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Mfg by: **HEARTH HOME** Technologies 352 Mountain House Road, Halifax, PA 17032  
www.quadrafire.com  
U.S. ENVIRONMENTAL PROTECTION AGENCY - Export stove. May not be operated within the United States

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JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
2019	2020	2021	DO NOT REMOVE THIS LABEL				Made in U.S.A. of US and imported parts.				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					7075-200F				

Model Name

Serial No.

Test Lab & Report No.

Mfg. Date



**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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**B. Warranty**



**AUSTRALIAN WARRANTY INFORMATION**

**Hearth & Home Technologies Inc (HHT)  
352 Mountain House Road | Halifax, PA 17032 | (717-362-9080)**

HHT extends the following manufacturer’s warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture.

After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under this manufacturer’s warranty by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

Warranty coverage begins on the date of original purchase. In the case of new home construction, coverage under this manufacturer’s warranty begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/ distributor, whichever occurs earlier. The warranty period for this manufacturer’s warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The manufacturer’s warranty period for parts and labor for covered components is produced in the following table.

The term “Limited Lifetime” in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood, pellet and coal appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

Warranty Period		Hearth and Home Technologies Manufactured Appliances and Venting							Components Covered
Parts	Labor	Gas	Wood	Pellet	EPA Wood	Coal	Electric	Venting	
1 Year		X	X	X	X	X	X	X	All parts and material except as covered by Conditions, Exclusions, and Limitations listed
2 years				X	X	X			Igniters, electronic components, and glass
		X	X	X	X	X			Factory-installed blowers
				X					Molded refractory panels
3 years				X					Firepots and Burnpots
5 years	1 year			X	X				Castings and baffles
7 years	3 years		X	X	X				Manifold tubes, HHT chimney and termination
10 years	1 year	X							Burners, logs and refractory
Limited Lifetime	3 years	X	X	X	X	X			Firebox and heat exchanger
90 Days		X	X	X	X	X	X	X	All replacement parts beyond warranty period

**OTHER RIGHTS**

The HHT manufacturer's warranty is in addition to other rights and remedies that you may have under Australian law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**WARRANTY CONDITIONS AND EXCLUSIONS:**

- The HHT manufacturer's warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.

**WARRANTY EXCLUSIONS:**

This HHT manufacturer's warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enamelled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets, firebricks, grates, flame guides, light bulbs, batteries and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- Removal, installation, reinstallation, set up or any other costs associated with a claim including travel and shipping charges for parts.
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

**This warranty is void if:**

- The appliance has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust coloured cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.
- There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

**HOW TO CLAIM**

- To make a claim against this warranty, contact your local distributor during regular business hours. See addresses below for a dealer nearest you. (Vic) Pty Ltd ACN 005 872 159 (Jetmaster).
- Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with Jetmaster in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this manufacturers' warranty.
- HHT and Jetmaster will assess your claim. HHT or Jetmaster may need to inspect the product as part of the assessment of your claim. If the product requires inspection, HHT or Jetmaster will discuss with you the best way for this to occur.
- To make a claim under this manufacturer's warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase HHT or Jetmaster may accept other evidence of the date of purchase.

**Local Distributors:**

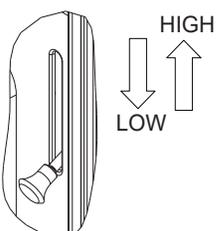
<b>Melbourne</b>	Jetmaster	44 Swan Street	Richmond 3121	(03) 9429-5573
<b>Perth</b>	Fireplace Corner	277 Lord Street	East Perth 6000	(08) 9228-2600
<b>Sydney</b>	Jetmaster	10 Martin Avenue	Arncliffe 2205	(02) 9597-7222

**C. Quick Start Guide**

**NOTE:** These are generic drawings and may not represent your specific model.

**ITEMS NEEDED FOR FIRST FIRE:** 10 Pieces of Newspaper, 10-20 Pieces of Dry Kindling and Few Pieces of Dry Split Wood.

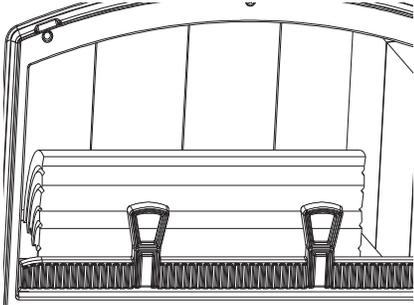
**OPEN AIR CONTROLS**



BURN RATE CONTROL  
Upper Right Corner

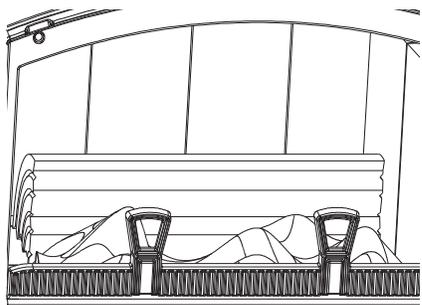
**1**

**LOAD WOOD**



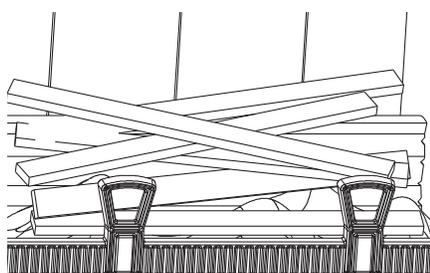
**2**

**ADD NEWSPAPER**



**3**

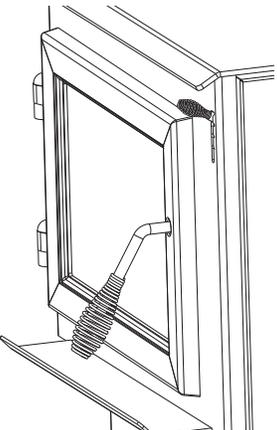
**ADD KINDLING**



**LIGHT THE PAPER**

**4**

**Warning! Risk of Fire.**



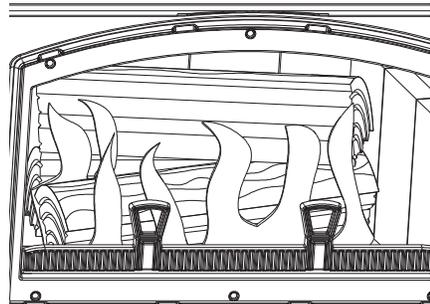
Close and securely latch the door after the fire has started, and after refueling, to prevent:

- Spillage of smoke, flame and carbon monoxide
- Spillage of sparks, coals, and logs
- Over firing

DO NOT leave the appliance unattended with the door open.  
Starting a fire may not require an open door for draft. The air control should supply adequate draft.

**5**

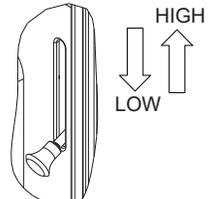
**ADD MORE WOOD**



**6**

**REDUCE AIR CONTROL**

Set to desired heat output



BURN RATE CONTROL  
Upper Right Corner

**7**

**The appliance is ready for normal operation.**

# 1 Listing and Code Approvals

## A. Insert Certification

<b>Model:</b>	Voyageur Grand AU Insert
<b>Laboratory:</b>	Vipac Ltd.
<b>Report No:</b>	30A-13-0025-TRP-331382-0
<b>Type:</b>	Hardwood only at 25% dry basis
<b>Standard:</b>	AS/NZS4013 for Hardwood

## B. BTU & Efficiency Specifications

<b>Overall Average Efficiency Burning Hardwood (AS/NZS 4012)</b>	62.8%
<b>Average Particulate Emission Factor Burning Hardwood (AS/NZS 4013)</b>	2.0 g/kg
<b>Maximum Average Heat Output Burning Hardwood</b>	9.3 kW
<b>Wetback</b>	Wetbacks are NOT an approved option and must be fitted.
<b>Vent Size:</b>	6 inches
<b>Firebox Size:</b>	2.35 cubic feet
<b>Recommended Wood Length:</b>	18 inches
<b>Fuel Orientation:</b>	Front-to-Back
<b>Approved Fuel</b>	Hardwood only with a Moisture content less than 25% (dry basis)

## C. Glass Specifications

This appliance is equipped with 5mm ceramic glass. Replace glass only with 5mm ceramic glass. Please contact your dealer for replacement glass.



### WARNING



#### Fire Risk.

Hearth & Home Technologies disclaims any responsibility for, and the warranty will be voided by, the following actions:

- Installation and use of any damaged appliance.
- Modification of the appliance.
- Installation other than as instructed by Hearth & Home Technologies.
- Installation and/or use of any component part not approved by Hearth & Home Technologies.
- Operating appliance without fully assembling all components.
- Operating appliance without legs attached (if supplied with appliance).
- Do NOT Over fire - If appliance or chimney connector glows, you are over firing.

Any such action that may cause a fire hazard.

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.

The Quadra-Fire Voyageur Grand Australian Wood Insert is Hardwood Certified. Hardwood Particulate Emissions equaling 1.5 g/kg with a Space Heating Efficiency of 65%.

# User Guide

## 2 Operating Instructions

	<b>WARNING</b>
	<b>HOT SURFACES!</b> Glass and other surfaces are hot during operation AND cool down. <b>Hot glass will cause burns.</b>
	<ul style="list-style-type: none"> <li>• Do not touch glass until it is cooled</li> <li>• NEVER allow children to touch glass</li> <li>• Keep children away</li> <li>• CAREFULLY SUPERVISE children in same room as appliance.</li> <li>• Alert children and adults to hazards of high temperatures.</li> <li>• High temperatures may ignite clothing or other flammable materials.</li> <li>• Keep clothing, furniture, draperies and other flammable materials away.</li> </ul>

If you expect that children may come into contact with this appliance, we recommend a barrier such as a decorative screen. See your dealer for suggestions.

### A. Your Wood Appliance

	<b>WARNING</b>
	Do not operate appliance before reading and understanding operating instructions. Failure to operate appliance according to operating instructions could cause fire or injury.

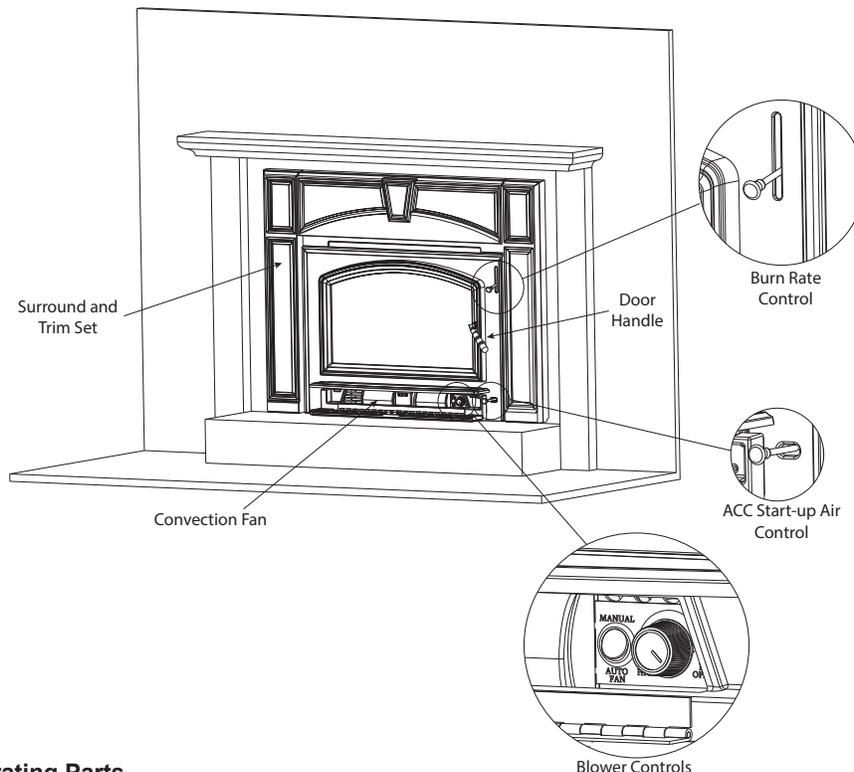


Figure 8.1- General Operating Parts

## B. Fire Safety

To provide reasonable fire safety, the following should be given serious consideration:

1. Install at least one smoke detector on each floor of your home to ensure your safety. They should be located away from the heating appliance and close to the sleeping areas. Follow the smoke detector manufacturer's placement and installation instructions, and be sure to maintain regularly.
2. A conveniently located Class A fire extinguisher to contend with small fires resulting from burning embers.
3. A CO detector should be installed in the room with the appliance.
4. A practiced evacuation plan, consisting of at least two escape routes.
5. A plan to deal with a chimney fire as follows:  
In the event of a chimney fire:
  - a. Evacuate the house immediately
  - b. Notify fire department.

## C. Over-Firing Your Appliance

	<b>WARNING</b>
	<p><b>Fire Risk.</b> <b>Do not over-fire.</b> Over-firing may ignite creosote or will damage the appliance and chimney. To prevent over-firing your appliance, DO NOT:</p> <ul style="list-style-type: none"> <li>• Use flammable liquids</li> <li>• Overload with wood</li> <li>• Burn trash or large amounts of scrap lumber</li> <li>• Permit too much air to the fire</li> </ul>

Visit [www.quadrafire.com/shopping-tools/videos](http://www.quadrafire.com/shopping-tools/videos) to view product and use & care videos.

### 1. Symptoms of Over-Firing

Symptoms of over-firing may include one or more of the following:

- Chimney connector or appliance glowing
- Roaring, rumbling noises
- Loud cracking or banging sounds
- Metal warping
- Chimney fire

### 2. What To Do if Your Appliance is Over-Firing

- Immediately close the door and air controls to reduce air supply to the fire.
- If you suspect a chimney fire, call the fire department and evacuate your house.
- Contact your local chimney professional and have your appliance and appliance pipe inspected for any damage.
- Do not use your appliance until the chimney professional informs you it is safe to do so.

Hearth & Home Technologies WILL NOT warranty appliances that exhibit evidence of over-firing. Evidence of over-firing includes, but is not limited to:

- Warped air tube
- Deteriorated refractory brick retainers
- Deteriorated baffle and other interior components

## D. Combustible/Non-combustible Materials

### • Combustible Material

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

### • Non-combustible Material

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

### • Non-combustible Sealant Material

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

## E. Wood Selection & Storage

Burn only dry seasoned wood. Store wood under cover, out of the rain and snow. Dry and well-seasoned wood will not only minimize the chance of creosote formation, but will give you the most efficient fire. Even dry wood contains at least 15% moisture by weight, and should be burned hot enough to keep the chimney hot for as long as it takes to dry the wood out - about one hour. It is a waste of energy to burn unseasoned wood of any kind.

Dead wood lying on the forest floor should be considered wet, and requires full seasoning time. Standing dead wood can be considered to be about 2/3 seasoned. To tell if wood is dry enough to burn, check the ends of the logs. If there are cracks radiating in all directions from the center, it is dry. If your wood sizzles in the fire, even though the surface is dry, it may not be fully cured.

Splitting wood before it is stored reduces drying time. Wood should be stacked so that both ends of each piece are exposed to air, since more drying occurs through the cut ends than the sides. This is true even with wood that has been split. Store wood under cover, such as in a shed, or covered with a tarp, plastic, tar paper, sheets of scrap plywood, etc., as uncovered wood can absorb water from rain or snow, delaying the seasoning process.

## F. Burning Process

In recent years there has been an increasing concern about air quality. Much of the blame for poor air quality has been placed on the burning of wood for home heating. In order to improve the situation, we at Quadra-Fire have developed cleaner-burning wood appliances that surpass the requirements for emissions established by our governing agencies. These wood appliances, like any other appliances, must be properly operated in order to insure that they perform the way they are designed to perform. Improper operation can turn most any wood appliance into a smoldering environmental hazard.

### 1. Kindling or First Stage

**NOTICE: IMPROPER OPERATION CAN TURN ANY WOOD APPLIANCE INTO A SMOLDERING ENVIRONMENTAL HAZARD.**

It helps to know a little about the actual process of burning in order to understand what goes on inside a appliance. The first stage of burning is called the kindling stage. In this stage, the wood is heated to a temperature high enough to evaporate the moisture which is present in all wood. The wood will reach the boiling point of water (212°F) and will not get any hotter until the water is evaporated. This process takes heat from the coals and tends to cool the appliance.

Fire requires three things to burn - fuel, air and heat. So, if heat is robbed from the appliance during the drying stage, the new load of wood has reduced the chances for a good clean burn. For this reason, it is always best to burn dry, seasoned firewood. When the wood isn't dry, you must open the air controls and burn at a high burn setting for a longer time to start it burning. The heat generated from the fire should be warming your home and establishing the flue draft, not evaporating the moisture out of wet, unseasoned wood, resulting in wasted heat.

### 2. Second Stage

The next stage of burning, the secondary stage, is the period when the wood gives off flammable gases which burn above the fuel with bright flames. During this stage of burning it is very important that the flames be maintained and not allowed to go out. This will ensure the cleanest possible fire. If the flames tend to go out, it is set too low for your burning conditions. The air control located at the upper right hand corner is used to adjust for burn rates. This is called the Burn Rate Air Control (**Figure 11.1 on page 11**).

### 3. Final Stage

The final stage of burning is the charcoal stage. This occurs when the flammable gases have been mostly burned and only charcoal remains. This is a naturally clean portion of the burn. The coals burn with hot blue flames.

It is very important to reload your appliance while enough lively hot coals remain in order to provide the amount of heat needed to dry and rekindle the next load of wood. It is best to open the Burn Rate Air and Start-Up Air Controls before reloading. This livens up the coal bed and reduces excessive emissions (opacity/smoke). Open door slowly so that ash or smoke does not exit appliance through opening. You should also break up any large chunks and distribute the coals so that the new wood is laid on hot coals.

Air quality is important to all of us, and if we choose to use wood to heat our homes we should do so responsibly. To do this we need to learn to burn our appliances in the cleanest way possible. Doing this will allow us to continue using our wood appliances for many years to come.

## G. Automatic Combustion Control (ACC)

Typically, when you build a fire, you open the air controls fully and monitor the fire to prevent it from going into an over fire situation and/or burning your wood up too quickly before you shut down the air controls to the desired burn rate. With the Automatic Combustion Control (ACC) system, you do not have to continually monitor the fire. Once you set the ACC system it will control the fire for you. Follow the instructions below to learn how to operate your appliance with ease.

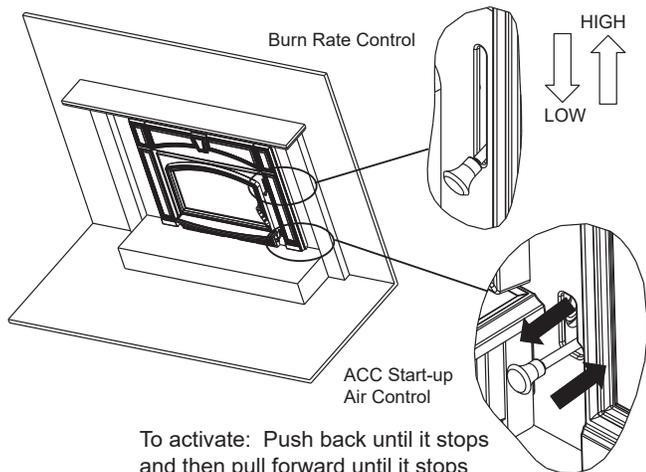
## H. Air Controls

### 1. Start-Up Air Control

- Push the Start-Up Air Control all the way back until it stops and then pull forward to the front of the appliance until it stops (**Figure 11.1 on page 11**).
- The front air channel opens and allows air to enter the front of the appliance for approximately 20-25 minutes.
- The front air channel gradually shuts down until it is completely closed at the end of the 20-25 minutes.
- The fire is now controlled by the air supplied by the Burn Rate Air Control (**Figure 11.1 on page 11**).
- This function should be performed each time you reload the appliance.

### 2. Burn Rate Air Control

- The air supply enters at the upper front of the firebox, near the top of the glass door.
- This preheated air supplies the necessary fresh oxygen to mix with the unburned gases, helping to create the second, third and fourth combustion process.
- This air is regulated by the Burn Rate Air Control.
- There are four settings High, Medium-High, Medium-Low and Low.
- When the control is raised all the way up it is on the High setting and when pushed all the down it is on the Low setting (**Figure 11.1 on page 11**).



3. **Medium-High Burn Rate - 15,000 to 30,000 BTU/hr\***
  - Raise the Burn Rate Air Control all the way up until it stops (top marker) to a fully open position.
  - Push the Start-Up Air Control all the way back until it stops and then pull forward until it stops.
  - This activates the timer system (ACC).
4. **Medium-Low Burn Rate - 10,000 to 15,000 BTU/hr\***
  - Raise the Burn Rate Air Control up to the bottom of the middle marker and stop.
  - Push the Start-Up Air Control all the way back until it stops and then pull forward until it stops.
  - This activates the timer system (ACC).
5. **Low Burn Rate - Below 10,000 BTU/hr\***
  - Leave the Burn Rate Air Control at the bottom marker.
  - Push the Start-Up Air Control all the way back until it stops and then pull forward until it stops.
  - This activates the timer system (ACC).

**\*NOTE:** These are approximate settings, and will vary with type of wood or chimney draft. Due to altitude and other environmental circumstances, this operational information is a guideline only.

**WARNING**

**Risk of Fire or Chimney Fire.**  
 Avoid Over fire  
**DO NOT** over-ride the Automatic Combustion Control when the burn rate is set to HIGH

Figure 11.1 - Start-up and Burn Rate Air Controls

**I. Burn Rates and Operating Efficiency**

**WARNING**

**Risk of Fire.**  
 When set on High Burn Rate and over-riding the Automatic Combustion Control system an over fire situation can occur and may result in a chimney fire.  
 Over firing will void the appliance warranty.

This wood heater has a manufacturer-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate this wood heater in a manner inconsistent with operating instructions in this manual.

For maximum operating efficiency

1. Burn dry, well-seasoned wood.
2. Follow these burn rate instructions below (Figure 11.2).

**\*NOTE:** These are guidelines. Actual settings may vary with type of wood, chimney draft, altitude and other variables.

Burn Rates

**1. Starting a Fire and Reloading**

- Open both controls fully by raising the Burn Rate Air Control all the way up until it stops and push the Start-up Air Control back until it stops.
- The blower tends to cool the appliance. Leave the blower off until the burn is well established, i.e., 30 minutes.
- After loading the appliance with wood and starting the fire, set both controls to the desired setting by following the burn rate instructions below.

**2. High Burn Rate - Maximum Heat\***

- Raise the Burn Rate Air Control all the way up until it stops (top marker) to a fully open position.
- Push the Start-Up Air Control all the way back until it stops and leave it there.
- This setting over-rides the timer system (ACC) so you must monitor the fire closely while in this setting.

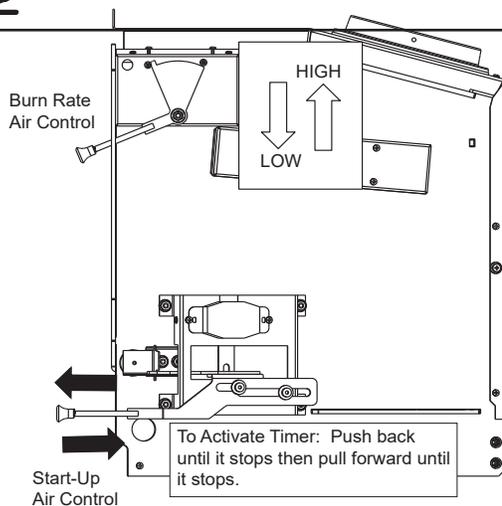


Figure 11.2 - Activating Timer

After activating the timer (ACC), if the control is placed within 3/8 inch (9.5mm) inward from the full OUT position it will allow rear air to enter the firebox. This will not interfere with the timer gradually closing the front air channel in 20-25 minutes. If control is set full inward on "HI" it over-rides the timer (ACC).

## J. Building A Fire

Before lighting your first fire in the appliance:

**NOTE:** The special high temperature paint that your appliance is finished with will cure as your appliance heats. You will notice an odor and perhaps see some vapor rise from the appliance surface; this is normal. We recommend that you open a window until the odor dissipates and paint is cured.

1. Confirm the baffle is correctly positioned. It should be even with the front tube and resting on all tubes (**Figure 12.1 and 12.2**).
2. Remove all labels from glass and inside of appliance.

There are many ways to build a fire. The basic principle is to light easily-ignitable tinder or paper, which ignites the fast burning kindling, which in turn ignites the slow-burning firewood. Here is one method that works well:

1. Open the Burn Rate Air and ACC Controls fully (Refer to page 7 Start-Up Guide).
2. Place several wads of crushed paper on the firebox floor. Heating the flue with slightly crumpled newspaper before adding kindling keeps smoke to a minimum.
3. Lay small dry sticks of kindling on top of the paper.
4. Make sure that no matches or other combustibles are in the immediate area of the appliance. Be sure the room is adequately ventilated and the flue unobstructed.
5. Light the paper in the appliance. NEVER light or rekindle fire with kerosene, gasoline, or charcoal lighter fluid; the results can be fatal.
6. Once the kindling is burning quickly, add several full-length logs 3 inches (76mm) or 4 inches (102mm) in diameter. Be careful not to smother the fire. Stack the pieces of wood carefully; near enough to keep each other hot, but far enough away from each other to allow adequate air flow between them.
7. Set the Burn Rate Air Control and activate the ACC timer system.
8. When ready to reload, it is best to fully open both the Burn Rate Air and Start-up Air Controls **before reloading**. This livens up the coal bed and reduces excessive emissions (opacity/smoke). Open door slowly so that ash or smoke does not exit appliance through opening. Large logs burn slowly, holding a fire longer. Small logs burn fast and hot, giving quick heat.
9. As long as there are hot coals, repeating steps 6 through 8 will maintain a continuous fire.



### CAUTION

Odors and vapors released during initial operation.

- Curing of high temperature paint.
- Open windows for air circulation.

Odors may be irritating to sensitive individuals.

### NOTE:

- Build fire on brick firebox floor.
- Do NOT use grates, andirons or other methods to support fuel.

**It will adversely affect emissions.**



### WARNING



#### Fire Risk.

Do NOT store wood:

- Closer than required clearances to combustibles to appliance
- Within space required for loading or ash removal.

Do NOT operate appliance:

- With appliance door open.
- With ash removal system door open.

Baffle Board even with front tube & resting on all tubes

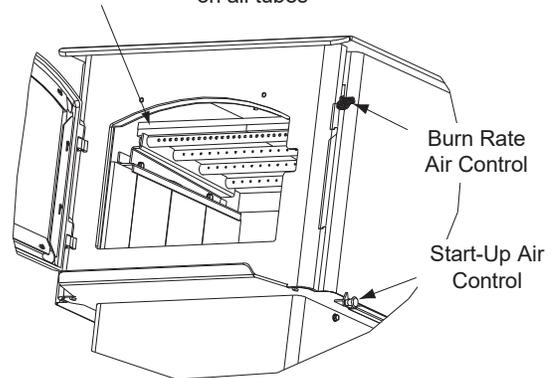


Figure 12.1

Ceramic Blanket on Top

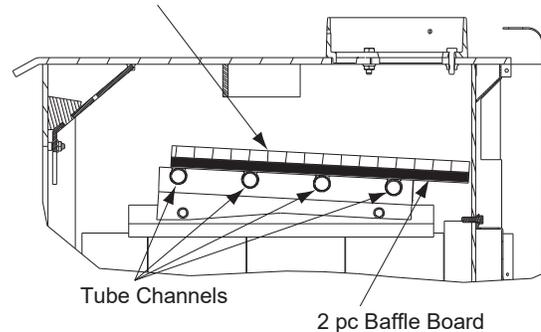


Figure 12.2



### WARNING



#### Fire Risk.

- Do NOT burn wet or green wood.
- Store wood in dry location.
- Stack wood so both ends are exposed to air.

Wet, unseasoned wood can cause accumulation of creosote.

**K. Correct Baffle & Blanket Placement**



**WARNING**

**Fire Risk.**

Firebox damage due to improper baffle placement is not covered by warranty. Operate the wood burning appliance with the baffle in the correct position only.



Not doing so could result in:

- Reduced efficiency
- Overheating the chimney
- Overheating the rear of the firebox
- Poor performance

Ensure correct baffle placement and replace baffle components if damaged or missing.



**CAUTION**

The baffle boards are **FRAGILE**. Use extreme caution when loading firewood to prevent:

- Cracking, breaking or damaging the baffle boards
- DO NOT** operate the appliance without baffle boards

**CORRECT POSITION**

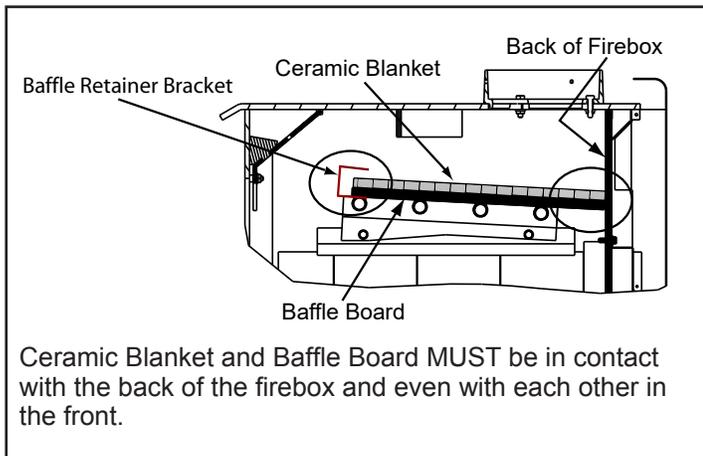
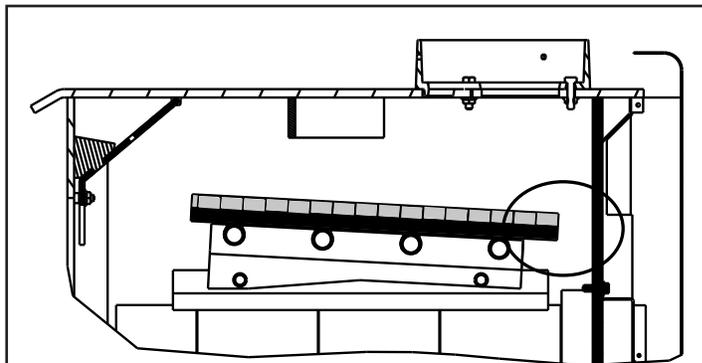
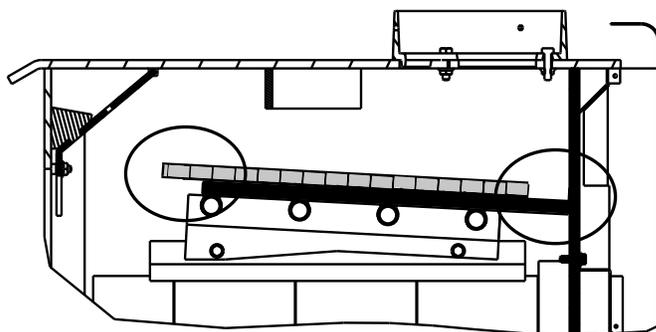


Figure 13.1

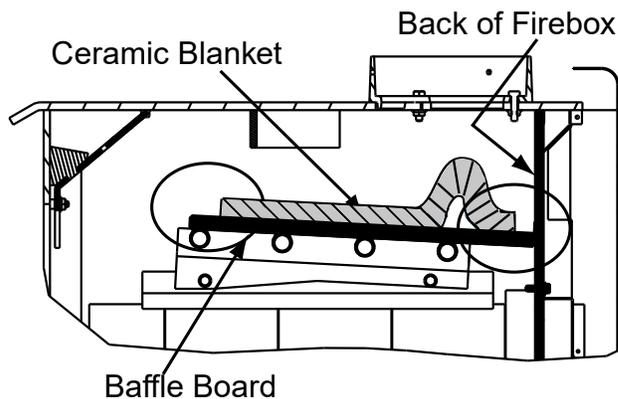
**INCORRECT POSITIONS**



Ceramic Blanket and Baffle Board are **NOT** in contact with the back of the firebox.



Ceramic Blanket is **NOT** in contact with the back of the firebox and **NOT** even with the Baffle Board in the front.



Ceramic Blanket is bunched up at the back of the firebox and **NOT** even with the Baffle Board in the front.

Figure 13.2

**L. Wood Fuel**

**WARNING**

**Fire Risk.**

- DO NOT BURN GARBAGE OR FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL.
- Do NOT burn treated wood or wood with salt (driftwood).
- May generate carbon monoxide if burn material other than wood.

May result in illness or possible death.

**Hardwood vs Softwood**

Your appliance performance depends on the quality of the firewood you use.

- Seasoned wood contains about 8,000 BTUs per pound.
- Hard woods are more dense than soft woods.
- Hard woods contain 60% more BTUs than soft woods.
- Hard woods require more time to season, burn slower and are harder to ignite.
- Soft woods require less time to dry, burn faster and are easier to ignite.
- Start the fire with softwood to bring the appliance up to operating temperature and to establish draft.
- Add hardwood for slow, even heat and longer burn time.

HARDWOODS	SOFTWOODS
Alder	Aspen
Apple	Cedar
Birch	Douglas Fir
Maple	Pine
Oak	Spruce
Poplar	

**Processed Solid Fuel Fire Logs**

- NOT permitted for use in this appliance

**Moisture**

**WARNING**

**Fire Risk.**

- Do NOT burn wet or green wood.
- Store wood in dry location.
- Stack wood so both ends are exposed to air.

Wet, unseasoned wood can cause accumulation of creosote.

The majority of the problems appliance owners experience are caused by trying to burn wet, unseasoned wood.

- Wet, unseasoned wood requires energy to evaporate the water instead of heating your home, and
- Causes evaporating moisture which cools your chimney, accelerating formation of creosote.

**Seasoned Wood**

- Cut logs to size
- Split to 6 inches (152 mm) or less in diameter
- Air dry to a moisture content of not more than 20%
  - Soft wood - about nine months to dry
  - Hard wood - about eighteen months to dry

**NOTICE:** Seasoning time may vary depending on drying conditions.

**Storing Wood**

Steps to ensure properly seasoned wood:

- Stack wood to allow air to circulate freely around and through woodpile.
- Elevate wood pile off ground to allow air circulation underneath.
- Smaller pieces of wood dry faster. Any piece over 6 in. (152 mm) in diameter should be split.
- Wood (whole or split) should be stacked so both ends of each piece are exposed to air. More drying occurs through the cut ends than the sides.
- Store wood under cover to prevent water absorption from rain or snow. Avoid covering the sides and ends completely.

**WARNING**

**Fire Risk**

Do NOT store wood:

- In front of the appliance.
- In space required for loading or ash removal.

**M. Fuel Reloading Instructions**

1. This appliance has a large door with an exceptional view of the fire.
  - Opens to about 90 degrees and has a built-in stop.
  - Door opens 26 inches (660mm) which goes beyond the standard size hearth pad covering the floor in front of the appliance.
  - May want to use a hearth rug in front of the hearth pad to protect the flooring from ash spillage and continuous cleaning of carpet, etc.
2. Open door slowly so that ash or smoke does not exit appliance through opening.
  - Check the level of the ash build-up. Remove ash if it reaches the top of the brick covers. Ash should not be spilling over the brick covers onto the ash lip.
  - Any ash on the ash lip can be pressed into the door gasket and shorten the life of the gasket.
  - If the ash is left to accumulate on the ash lip it can interfere with the door closing and/or falling out onto the hearth pad or beyond.

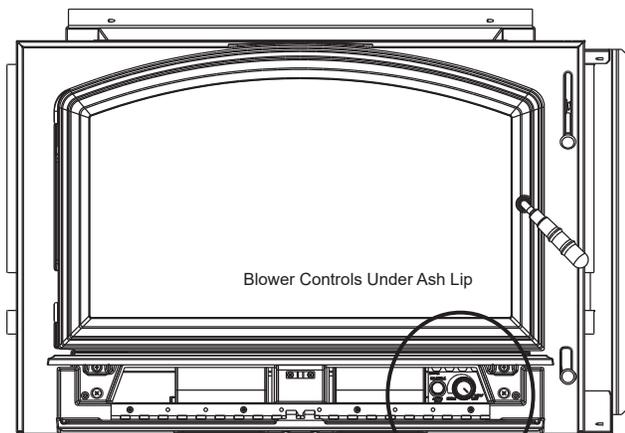
Check the ash level each time you reload.

## N. Operating the Blower Control Box with Snap Disc

1. The blower will turn on/off automatically when set to AUTO (Figure 15.1).
2. When set to MANUAL, the fan will turn on/off only when you turn it on or off. This setting over-rides the internal snap disc.
3. Adjust the speed of the fan by turning the HIGH/LOW knob to the desired setting.

**\*NOTE:** For burn settings 3 to 5 the Start-up Air Control needs to be pushed in (Open) then pulled forward to activate the Automatic Combustion Control (ACC).

**NOTE:** For maximum efficiency and lowest emissions, when operating the blower in either the automatic or manual setting for the low and medium low burn settings leave the blower off until the burn is well established, i.e., 30 minutes.



6. The blower is equipped with a rheostat (speed control). The highest blower speed is obtained by turning the rheostat on, then adjusting back towards "OFF" as far as possible without turning the blower off. For a low blower speed, turn the control knob clockwise as far as possible

## P. Opacity (Smoke)

This is the measure of how cleanly your appliance is burning. Opacity is measured in percent; 100% opacity is when an object is totally obscured by the smoke column from a chimney, and 0% opacity means that no smoke column can be seen. As you become familiar with your appliance, you should periodically check the opacity. This will allow you to know how to burn as nearly smoke-free as possible (goal of 0% opacity).

CAUTION

When burning your first fire, you will experience smoke and odor from the appliance resulting from the curing of paint and burning off of any oils remaining from manufacturing.

**OPEN WINDOWS DURING INITIAL BURN TO DISSIPATE SMOKE AND ODORS!**

- Odors may be irritating to sensitive individuals.
- Smoke detectors may activate.

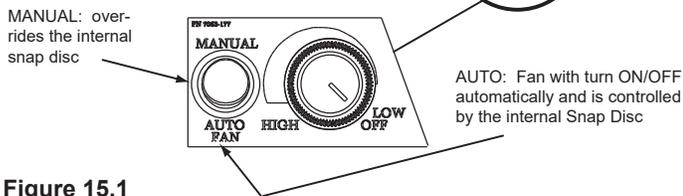


Figure 15.1

## O. Blower Operating Instructions

1. **Initial (cold) startup:** Open both controls fully by raising the Burn Rate Air Control all the way up until it stops and push the Start-up Air Control back until it stops. The blower tends to cool the appliance. Leave the blower off until the burn is well established, i.e., 30 minutes.
2. **High Burn Setting:** Both controls are open. Burn Rate Air Control is pulled up and the Start-up Air Control is fully pushed in. Blower may remain on.
3. **Medium High Burn Setting\*:** Burn Rate Air Control is closed then opened to 1 inch (pull up) to fully open. Blower may remain on.
4. **Medium Low Burn Setting\*:** Burn Rate Air Control is closed then opened to 1/4 inch to 1/2 inch. Leave the blower off until the burn is well established, i.e., 30 minutes.
5. **Low Burn Setting\*:** Burn Rate Air Control is closed. Leave the blower off until the burn is well established, i.e., 30 minutes.

**Q. Clear Space**

- Do NOT place combustible objects within 4 ft (1.2 m) of the front of appliance (**Figure 16.1**).
- Mantel - avoid placing candles and other heat-sensitive objects on mantel or hearth. Heat may damage these objects.

 <b>WARNING</b>
Do NOT place combustible objects in front of the appliance. High temperatures may ignite clothing, furniture or draperies.

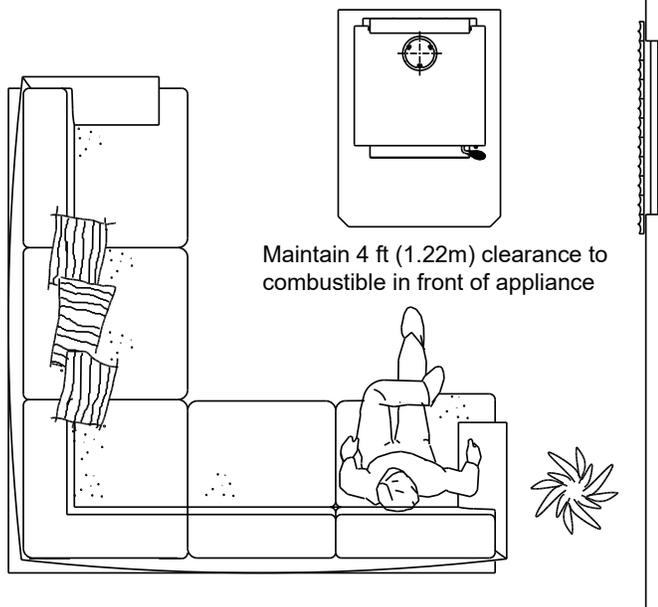


Figure 16.1

**R. Negative Pressure**

 <b>WARNING</b>
<p><b>Asphyxiation Risk.</b></p> <ul style="list-style-type: none"> <li>• Negative pressure can cause spillage of combustion fumes, soot and carbon monoxide.</li> <li>• Appliance needs to draft properly for safety.</li> </ul>

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

Causes include:

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

To minimize the effects of negative air pressure:

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

 <b>CAUTION</b>
Do NOT operate a circulating fan within close proximity, approximately 4 ft (1.2m), of appliance: <ul style="list-style-type: none"> <li>• Can reverse air flow, blowing hot air into appliance cavity.</li> <li>• Can damage appliance blower due to overheating.</li> </ul>

**S. Frequently Asked Questions**

ISSUES	SOLUTIONS
Odor from appliance	When first operated, this appliance may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the appliance.
Whirring sound	If the optional blower has been installed, the blower produces a whirring sound which increases in volume as the speed is increased.

**CONTACT YOUR DEALER for additional information regarding operation and troubleshooting.  
Visit [www.quadrafire.com](http://www.quadrafire.com) to find a dealer.**

Table 17.1

 <b>WARNING</b>
<div style="display: flex; align-items: center;">  <div> <p><b>Fire Risk.</b></p> <ul style="list-style-type: none"> <li>• DO NOT BURN GARBAGE OR FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL.</li> <li>• Do NOT burn treated wood or wood with salt (driftwood).</li> <li>• May generate carbon monoxide if burn material other than wood.</li> </ul> <p>May result in illness or possible death.</p> </div> </div>

 <b>WARNING</b>
<div style="display: flex; align-items: center;">  <div> <p><b>Fire Risk.</b></p> <p>Keep combustible materials, gasoline and other flammable vapors and liquids clear of appliance.</p> <ul style="list-style-type: none"> <li>• Do NOT store flammable materials in the appliance's vicinity.</li> <li>• DO NOT USE GASOLINE, LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID OR SIMILAR LIQUIDS TO START OR "FRESHEN UP" A FIRE IN THIS Appliance.</li> <li>• Keep all such liquids well away from the appliance while it is in use.</li> <li>• Combustible materials may ignite.</li> </ul> </div> </div>

# 3 Maintenance and Service

## A. Quick Reference Maintenance Guide

When properly maintained, your fireplace will give you many years of trouble-free service. Contact your dealer to answer questions regarding proper operation, troubleshooting and service for your appliance. Visit [www.quadrafire.com/owner-resources](http://www.quadrafire.com/owner-resources) to view basic troubleshooting, FAQs, use & care videos.



### CAUTION

Allow the appliance to completely cool down before performing any cleaning or maintenance. Start the first inspection after the first 2 months of use, or if performance changes, and adjust your schedule accordingly. Maintenance is required for safe operation and must be performed to maintain your warranty.

	Frequency	Task
<p>Baffle &amp; Blanket</p>	<p>MONTHLY or after every cord of wood</p>	<p>Baffle and blanket placement is critical to heat output, efficiency and overall life of the appliance. Make sure the baffle is pushed all of the way to the back of the firebox and the blanket is laying flat. Inspect baffle for cracks.</p>
<p>Optional Blower</p>	<p>YEARLY or After Every 4 Cords of Wood</p>	<p>Vacuum the blower impellers.</p>
<p>Chimney System</p>	<p>EVERY 2 MONTHS or After Every 4 Cords of Wood</p>	<p>The chimney and chimney cap must be inspected for soot and creosote every two months during the burn season or more frequency if chimney exceeds or is under 14-16 ft (4.3m-4.8m) measured from bottom of appliance.</p> <p>This will prevent pipe blockage, poor draft, and chimney fires.</p> <p>Always burn dry wood to help prevent cap blockage and creosote build-up.</p>
<p>Firebrick &amp; Ash Removal</p>	<p>WEEKLY or After Every 25 Loads of Wood</p>	<p>Ashes must be cool before you can dispose of the ashes in a non-combustible container.</p> <p>Firebrick is designed to protect your firebox. After ashes are removed, inspect the firebrick and replace firebricks that are crumbling, cracked or broken.</p>
<p>Door &amp; Glass Assemblies</p>	<p>WEEKLY or After Every 25 Loads of Wood</p>	<p>Keep door and glass gasket in good shape to maintain good burn times on a low burn setting. To test: place a dollar bill between the appliance and door and then shut the door. If you can pull the dollar out, remove one washer from door handle behind latch cam and try again. If you can still pull it out, replace the door gasket. Check the glass frame for loose screws to prevent air leakage. Check glass for cracks.</p>
<p>Door Handle</p>	<p>WEEKLY or After Every 25 Loads of Wood</p>	<p>Check the door latch for proper adjustment. This is very important especially after the door rope has formed to the appliance face.</p> <p>Check door handle for smooth cam operation.</p>

*These are generic drawings and may not represent your model.*

Table 18.1

**B. General Maintenance**

**1. Creosote (Chimney) Cleaning**

- **Frequency:** Every 2 months during heating season or as recommended by a certified chimney sweep; more frequently if chimney exceeds or is under 14-16 ft. (measured from bottom of appliance)
- **By:** Certified Chimney Sweep

Remove all ash from the firebox and extinguish all hot embers before disposal. Allow the appliance to cool completely. Disconnect flue pipe or remove baffle and ceramic blanket from appliance before cleaning chimney. Otherwise residue can pile up on top of the baffle and ceramic blanket and the appliance will not work properly. (See Baffle Removal on **page 24**). Close the door tightly. The creosote or soot should be removed with a brush specifically designed for the type of chimney in use. Clean out fallen ashes from the firebox.

It is also recommended that before each heating season the entire system be professionally inspected, cleaned and repaired if necessary.

**Inspection:**

Inspect the system at the appliance connection and at the chimney top. Cooler surfaces tend to build creosote deposits quicker, so it is important to check the chimney from the top as well as from the bottom.

**Formation and Need For Removal:**

When wood is burned slowly, it produces tar and other organic vapors which combine with expelled moisture to form creosote.

The creosote vapors condense in the relatively cool chimney flue of a newly-started or a slow-burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote creates an extremely hot fire which may damage the chimney or even destroy the house.

The chimney connector and chimney should be inspected once every 2 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.

	<b>WARNING</b>
	<p><b>Fire Risk.</b> Prevent creosote buildup.</p> <ul style="list-style-type: none"> <li>• Inspect chimney connector and chimney once every two months during heating season.</li> <li>• Remove creosote to reduce risk of chimney fire.</li> <li>• Ignited creosote is extremely HOT.</li> </ul>

	<b>WARNING</b>
	<p><b>Fire Risk.</b></p> <ul style="list-style-type: none"> <li>• Do not use chimney cleaners or flame colorants in your appliance. Will corrode chimney pipe.</li> </ul>

**2. Disposal of Ashes**

- **Frequency:** When ash is within 1-3/4 in. (44mm) of firebox lip
- **By:** Homeowner

	<b>WARNING</b>
	<p><b>Fire Risk.</b> Ashes could contain hot embers.</p>

Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.

	<b>WARNING</b>
	<p><b>Fire Risk.</b> <b>Disposal of Ashes</b></p> <ul style="list-style-type: none"> <li>• Ashes should be placed in metal container with tight fitting lid.</li> <li>• Do not place metal container on combustible surface.</li> <li>• Ashes should be retained in closed container until all cinders have thoroughly cooled.</li> </ul>

**3. Appliance Inspection**

- **Frequency:** Every 2 months at the same time the chimney and chimney connector are inspected.
- **By:** Homeowner

**Check for:**

- Cracks in glass
- Door handle - smooth cam operation
- Baffle and ceramic blanket correct placement
- Baffle for warpage
- Firebrick for cracks, broken or crumbly
- Door gasket (Dollar bill test): Place a dollar bill between the stove and the door and then shut the door. If you can pull the dollar bill out, replace the door gasket.
- Glass frame for loose screws

**4. Glass Cleaning**

- **Frequency:** As desired
- **By:** Homeowner



**CAUTION**

**Handle glass assembly with care. Glass is breakable.**

- Avoid striking, scratching or slamming glass
- Avoid abrasive cleaners
- Do not clean glass while it is hot

Clean glass with a non-abrasive glass cleaner. Abrasive cleaners may scratch and cause glass to crack. If the deposits on the glass are not very heavy, normal glass cleaners work well. Heavier deposits may be removed by using a damp cloth dipped in wood ashes or by using a commercially available oven cleaner.

After using an oven cleaner, it is advisable to remove any residue with a glass cleaner or soap and water. Oven cleaner left on during the next firing can permanently stain the glass and damage the finish on metal surfaces.

A portion of the combustion air entering the firebox is deflected down over the inside of the door glass. This air flow “washes” the glass, helping to keep smoke from adhering to its surface.

When operated at a low burn rate, less air will be flowing over the glass and the smokey, relatively cool condition of a low fire will cause the glass to become coated.

Operating the appliance with the Burn Rate Air Control and Start-Up Air Control all the way open for 30-45 minutes should remove the built up coating.

**5. Cleaning Plated Surfaces**

- **Frequency:** Prior to first burn and then as desired
- **By:** Homeowner



**CAUTION**

Do not use polishes with abrasives. It will scratch plated surfaces.

Clean all the fingerprints and oils from plated surfaces **BEFORE** firing the appliance for the first time. If not cleaned properly before lighting your first fire, the oils can cause permanent markings on the plating.

After the plating is cured, the oils will not affect the finish and little maintenance is required. Wipe clean as needed.

**6. Inspect Firebrick**

- **Frequency:** After each ash removal
- **By:** Homeowner

Replace the firebrick if they become crumbly and/or if there is a 1/4 inch (6.35mm) gap between the bricks.

The firebox is lined with firebrick, which has exceptional insulating properties. Do not use a grate; simply build a fire on the firebox floor. Do not operate appliance without firebrick.

1. After the coals have completely cooled, remove all old brick and ash from unit and vacuum firebox.
2. Remove new brick set from box and lay out to the diagram shown in the instructions that come with the brick set or refer to the diagram on the service parts list at the end of this manual.
3. Lay bottom bricks in unit.
4. Install rear bricks on the top of the bottom bricks. Slide top of bricks under clip on back of firebox wall and push bottom of bricks back.
5. Install side bricks. Slide top of brick under clips on side of firebox and push the bottom of the brick until it is flush with the side of the unit.

## 4 Troubleshooting Guide

With proper installation, operation, and maintenance your wood appliance will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist you or a qualified service person in the diagnosis of a problem and the corrective action to be taken.

Start Fire Problems	Possible Cause	Solution
Can not get fire started Excessive smoke or spillage Burns too slowly Not enough heat output	Not enough kindling/paper or no kindling/paper	Use dry kindling, more paper. Arrange kindling & wood for air movement.
	Not enough air for fire to ignite	Check for restricted termination cap
		Check for blockage of outside air kit (if installed).
		Check for flue blockage.
		Pre-warm flue before starting fire (refer to <b>Building a Fire on page 12</b> ).
		Check for adequate vent height (refer to <b>Minimum Height of Flue System Exit on page 12</b> of Installation Manual).
	Open window below the appliance towards the wind.	
	Wood condition is too wet, too large	Use dry, seasoned wood (refer to <b>Wood Fuel on page 14</b> ).
	Bed of coals not established before adding wood	Start with paper & kindling to establish bed of coals (refer to <b>Building a Fire on page 12</b> ).
Flue blockage such as birds' nests or leaves in termination cap	Have chimney inspected for creosote and cleaned by a certified chimney sweep.	
Down draft or negative pressure Competition with exhaust devices	Do not use exhaust fans during start-up (refer to <b>Negative Pressure on page 16</b> ).	
	Open window below the appliance towards the wind.	
Fire burns too fast	Extremely dry or soft wood	Mix in hardwood.
		Mix in less seasoned wood after fire is established (refer to <b>Wood Fuel on page 14</b> ).
	Over drafting	Check for correct vent height; too much vertical height creates over drafting.
Check location of vent termination (refer to <b>Chimney Termination Requirements on page 12</b> of Installation manual).		

Table 23.1

# 5 Service Parts Replacement

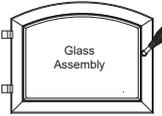
## A. Glass Replacement

*(Replace with 5mm ceramic glass only)*

1. Ensure that the fire is out and the appliance is cool to the touch.
2. Protect a table or counter top with padding or towels. Protect your hands and wear gloves to prevent injury.
3. Remove the door with the broken glass by lifting the door up and off of the hinges.
4. Lay door face down on a table or counter making sure the handle hangs over the edge so the door lays flat, on a soft surface.
5. Remove the screws from each glass retainer and remove the glass. (If screws are difficult to remove, soak with penetrating oil first).
6. Center the glass with edges evenly overlapping the opening in the door, (i.e. same space top and bottom, left and right sides).
7. Replace the glass retainers. Be careful not to cross thread the screws.
8. Tighten each retainer just a few turns until each is secured. Check again for centering of glass in door frame. Continue to tighten each retainer alternately, a few turns at a time, until the glass is secure. **DO NOT OVER TIGHTEN** - can cause glass to break.
9. Replace the door on the appliance.

Quadra-Fire appliances are equipped with ceramic super heat-resistant glass, which can only be broken by impact or misuse.

 <b>WARNING</b>
<div style="display: flex; align-items: center;">  <div> <p><b>Injury Risk.</b></p> <ul style="list-style-type: none"> <li>Use only glass specified in manual.</li> <li><b>DO NOT REPLACE</b> with any other material.</li> </ul> </div> </div>

 <b>CAUTION</b>
<div style="display: flex; align-items: flex-start;">  <div> <p>Handle glass assembly with care.</p> <p><b>When cleaning glass:</b></p> <ul style="list-style-type: none"> <li>Avoid striking, scratching or slamming glass.</li> <li>Do NOT clean glass when hot.</li> <li>Do NOT use abrasive cleaners.</li> <li>Use a hard water deposit glass cleaner on white film.</li> <li>Use commercial oven cleaner on heavier deposits.</li> <li>Remove all residue of oven cleaner or will permanently stain glass on next firing.</li> </ul> <p><b>Refer to maintenance instructions.</b></p> </div> </div>

## B. Firebrick Replacement

Replace the firebrick if they become crumbly and/or if there is a 1/4 inch (6.35mm) gap between the bricks.

Inspect the firebrick after each ash removal.

The firebox is lined with high quality firebrick, which has exceptional insulating properties. There is no need to use a grate; simply build a fire on the firebox floor. Do not operate appliance without firebrick.

1. After the coals have completely cooled, remove all old brick and ash from appliance and vacuum firebox.
2. Remove new brick set from box and lay out to diagram shown.
3. Lay bottom bricks in appliance.
4. Install rear bricks on the top of the bottom bricks. Slide top of bricks under clip on back of firebox wall and push bottom of brick back.
5. Install side bricks. Slide top of brick under clips on side of firebox and push the bottom of the brick until it is flush with the side of the appliance.

### C. Blower Replacement

1. The grille on the blower access assembly is hinged. Swing the grille downward to expose the 2 screws (Figure 23.1).
2. Remove the 2 screws from the blower access assembly and slide assembly away from the appliance.
3. Disconnect the wires from the blower.
4. Remove the 2 screws from the hold down bracket and pull the blower and bracket forward.
5. Remove the blower from the hold down bracket.
6. Remove the protection guards from each end of the blower.
7. Re-install in reverse order. Be certain that the hold down bracket's screws are completely seated in the grommets. Insert the locating tab in the hold down bracket into the placement slot.

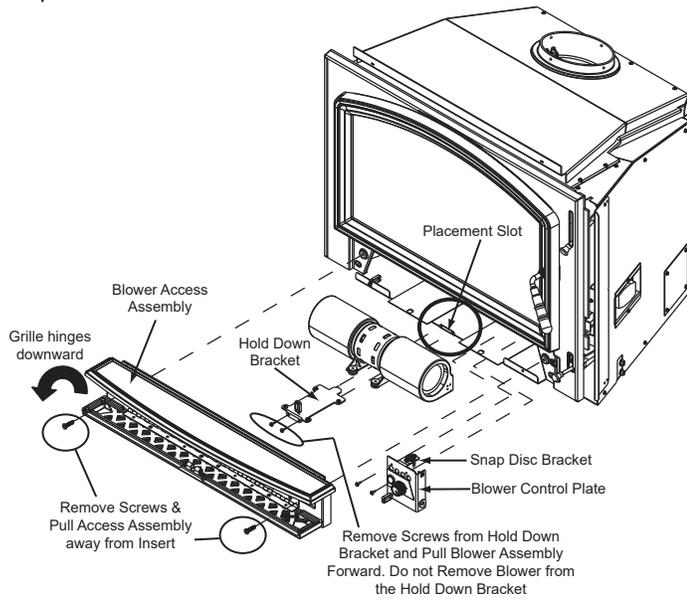


Figure 23.1

### D. Snap Disc Replacement

1. The grille on the blower access assembly is hinged. Swing the grille downward to expose the 2 screws (Figure 23.1).
2. Remove the 2 screws from the blower access assembly and slide assembly away from the appliance.
3. Locate the snap disc bracket assembly behind the blower controls on the right side under the ash lip (Figure 23.2).
4. Remove the 2 mounting screws in the blower control bracket and slide assembly towards you.
5. Using a Phillips head screw driver, remove the 2 screws from the snap disc and lift the snap disc off of the mounting bracket. Disconnect the wires and replace with new snap disc and re-connect the wires.
6. Slide the blower control bracket back into position and secure with the 2 mounting screws.

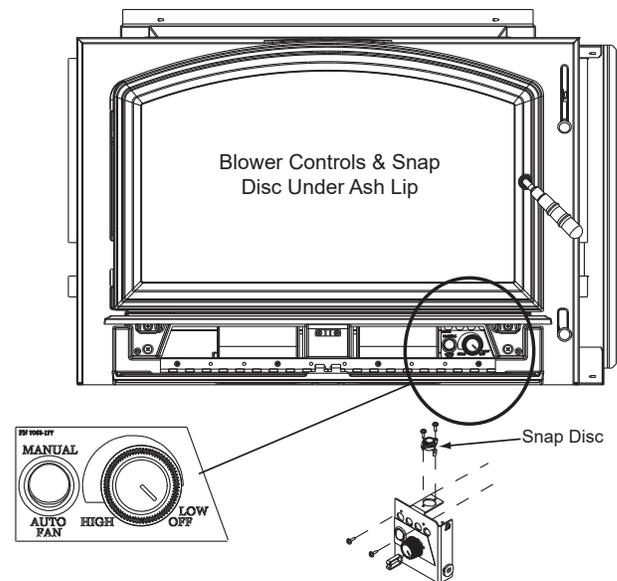


Figure 23.2 - Snap Disc Location

### E. Baffle Removal

1. Remove all ash from the firebox, and extinguish all hot embers before disposal into a metal container.
2. It is easier to remove both baffle boards and ceramic blanket after the tube channel assembly has been partially disassembled and the right side lowered. Follow steps 1 through 4 on **page 25** for removal of the tube channel assembly. It is not necessary to completely remove the tube channel assembly.
3. Once the baffle protection cover has been removed, pull the baffle boards and ceramic blanket forward about 1 inch (25mm) and then overlap the baffles about 1-2 inches (25-51mm) (**Figure 24.1**).
4. Slide the tube channel assembly to the left as far as it will go and lower the right side. Remove the baffle boards and ceramic blanket together (**Figure 24.2**).
5. Re-install in reverse order. Be sure the baffle boards and ceramic blanket are in their proper positions (See **Figure 15.1 on page 15**).

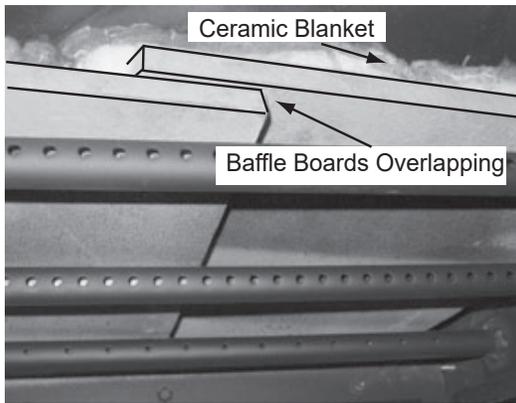


Figure 24.1

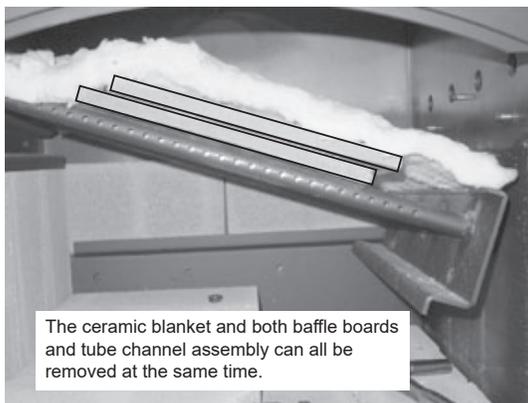


Figure 24.2

### F. Wiring Diagram

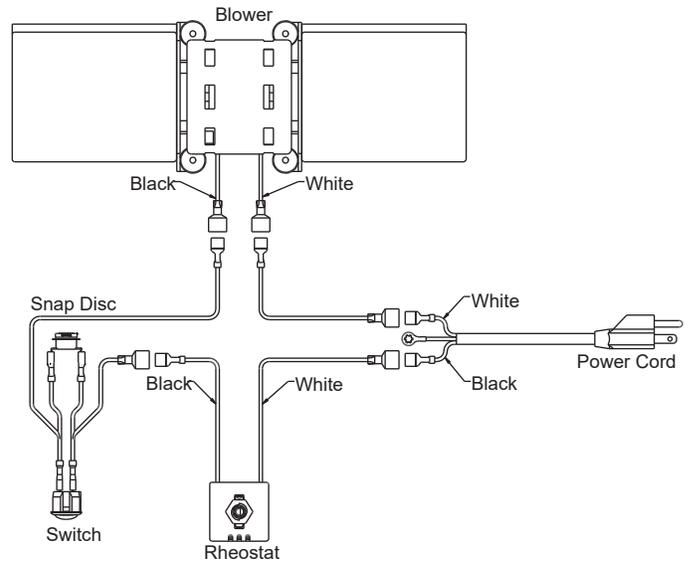


Figure 24.3

### G. Door Handle Assembly

1. Install washer on door handle shaft.
2. Slide door handle through door.
3. Install additional washer(s) as shown in **Figure 24.4**.
4. Install key in groove.
5. Align groove in latch cam with key; slide latch cam over shaft
6. Install locknut but do not over tighten, the handle needs to move smoothly.
7. Install handle turning in a counter-clockwise motion to desired location on door handle rod (**Figure 24.4**).

**NOTE:** Do not over tighten lock nut. The door handle needs to move smoothly.

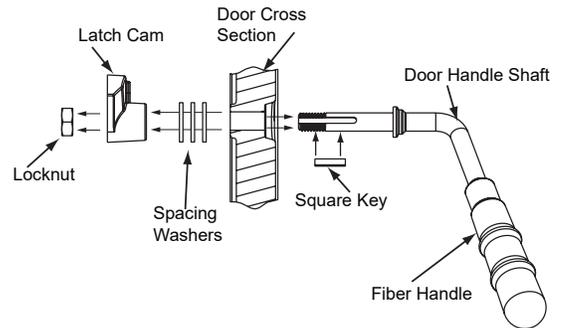


Figure 24.4 - Door Handle for Arched Door

## H. Tube Channel Assembly Replacement

### Removing Tube Channel Assembly

1. Remove the 3 right side bricks.
2. Remove the baffle protection channel by bending back the tabs using needle nose pliers located at the right and left side of the protection cover. Lift the cover up slightly and pull toward the front and out of the firebox (**Figure 25.1**).
3. Locate the 2 channel nuts and two bolts inside of chamber and remove using a 7/16 socket wrench (**Figure 25.2**).
4. Slide the tube channel assembly all the way to left until it is off the threads. Drop the right side down, then slide the assembly back to right (**Figure 25.3**).
5. The ceramic blanket and both baffle boards can be removed at the same time you remove the tube channel assembly.
6. When the tube channel assembly is free of the left side support, rotate clockwise and pull assembly, blanket and baffles out through the front opening.
7. Re-install in reverse order.

**NOTE:** Soak the bolts with penetrating oil for at least 15 minutes before trying to remove them.

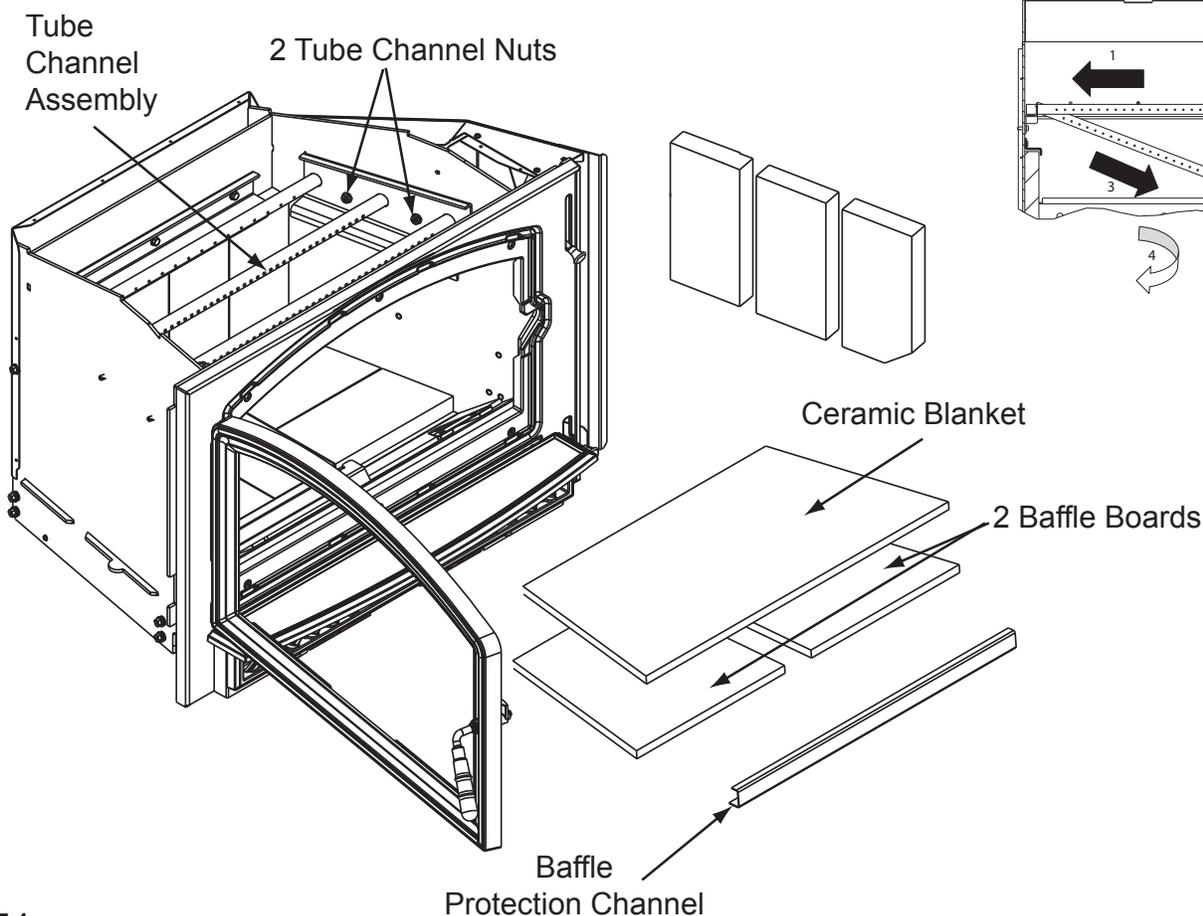


Figure 25.1

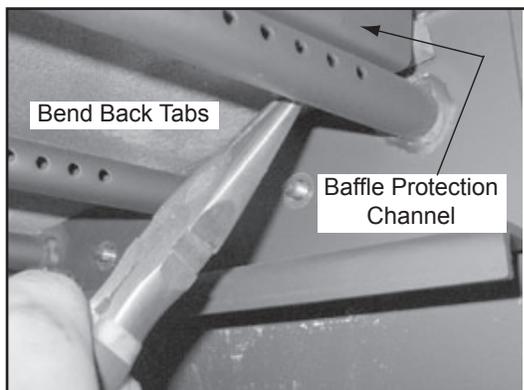


Figure 25.2

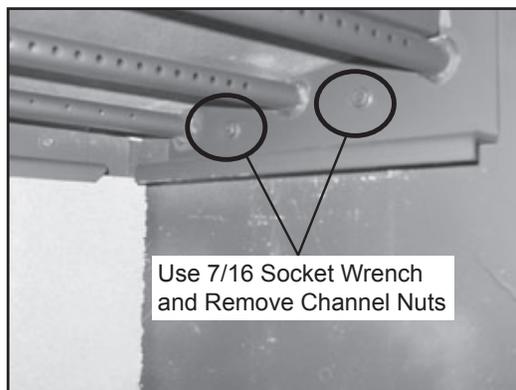


Figure 25.3



B. Exploded View

**QUADRA-FIRE**

Service Parts

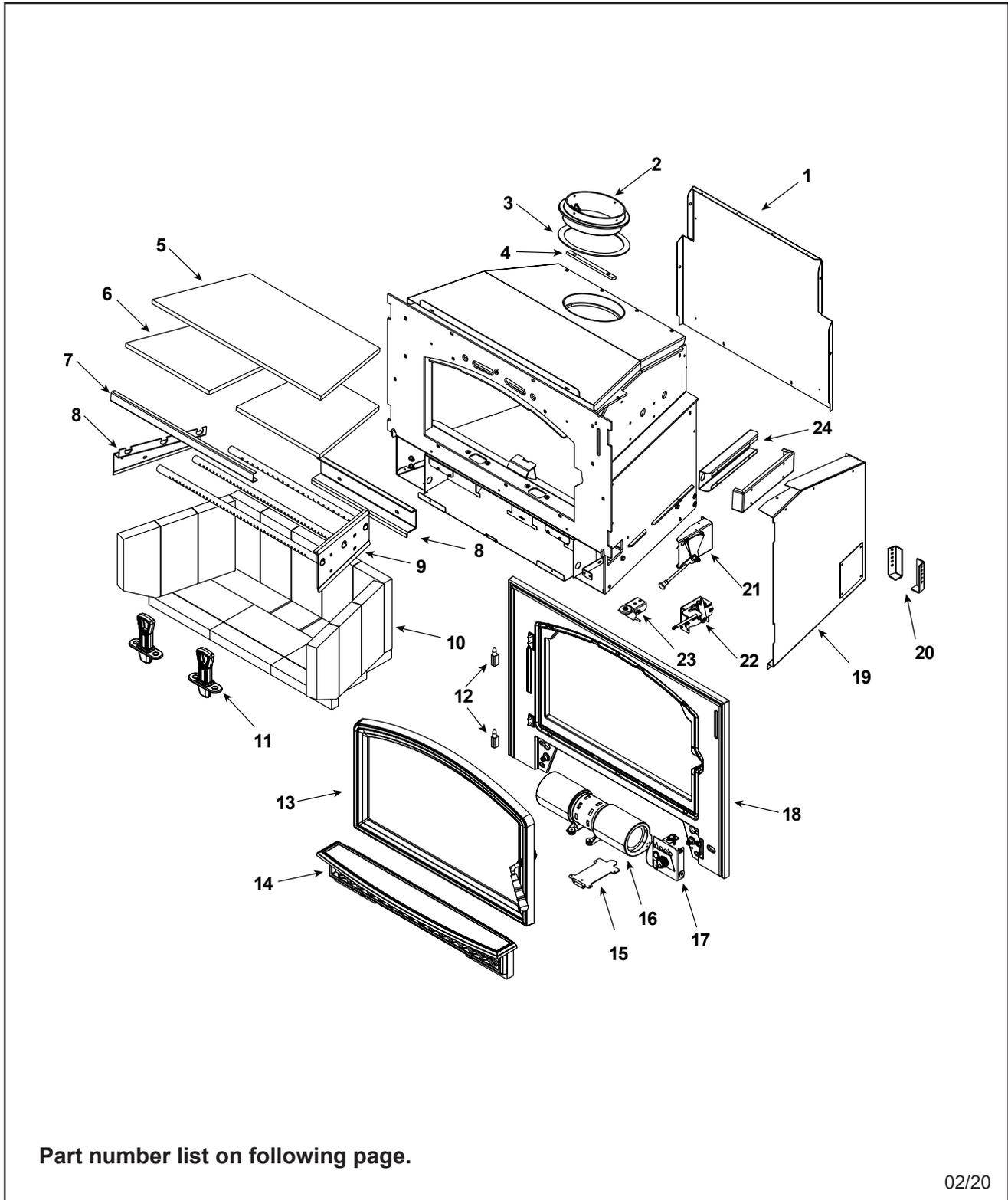
**GRAND-MBK-AU**

Cast Iron Wood Insert - Large

Beginning Manufacturing Date: April 2013

Ending Manufacturing Date: Active

Grand-MBK-AU



C. Service Parts



GRAND-MBK-AU

Beginning Manufacturing Date: April 2013  
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.

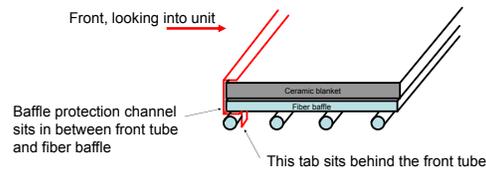


Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Convection Back		SRV7075-110	
	Screw, sheet Metal #8 x 1/2 S Grip	Pkg of 40	12460/40	Y
	Screw, Hex Washer Head Ms 1/4-20 x 3/4	Pkg of 25	220-0080/25	Y
2	Flue Attach Ring		SRV7044-154	
	Bolt 5/16-18 x 1 Hex Head	Pkg of 12	27887/12	Y
	Nut, flanged, 5/16 -18, black	Pkg of 10	A-3483-1/10	Y
3	Gasket, Flue Collar		SRV7044-194	
4	Chimney Attach Ring		SRV7044-181	
5	Ceramic Fiber Blanket	1/2" Thick	SRV7075-187	Y
6	Baffle Board		SRV7075-186	Y

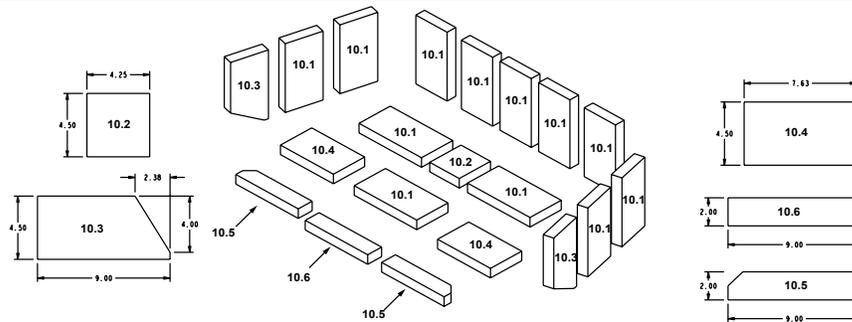
#7 Baffle Protection Channel

Side view



7	Baffle Protection Channel		SRV7046-165	Y
8	Tube Support Rack		SRV7075-193	Y
	Screw, Hex Washer Head Ms 1/4-20 x 3/4	Pkg of 25	220-0080/25	Y
9	Tube Channel Assembly		SRV7075-004	Y
	Screw, Hex Washer Head Ms 1/4-20 x 3/4	Pkg of 25	220-0080/25	Y
	Nut, Ser Flange samll 1/4-20	Pkg of 24	226-0130/24	Y

#10 Brick Assembly



10	Brick Assembly		SRV7075-021	
10.1	Brick 1 ( 9 x 4.50 x 1.25 ), Pumice	Qty 12 req		
10.2	Brick 2 ( 4.5 x 4.25 x 1.25 )	Qty 1 req		
10.3	Brick 3 ( 9.00 x 4.50 x 1.25 ) w/Angle	Qty 2 req		
10.4	Brick 4 ( 7.63 x 4.50 x 1.25 )	Qty 2 req		
10.5	Brick 5 ( 9.00 x 2.00 x 1.25 ) w/Angle	Qty 2 req		
10.6	Brick 6 ( 9.00 x 2.00 x 1.25 )	Qty 1 req		
	Brick, Uncut	Single	832-0550	
	Brick, Uncut	Set of 6	832-3040	

Additional service part numbers appear on following page.



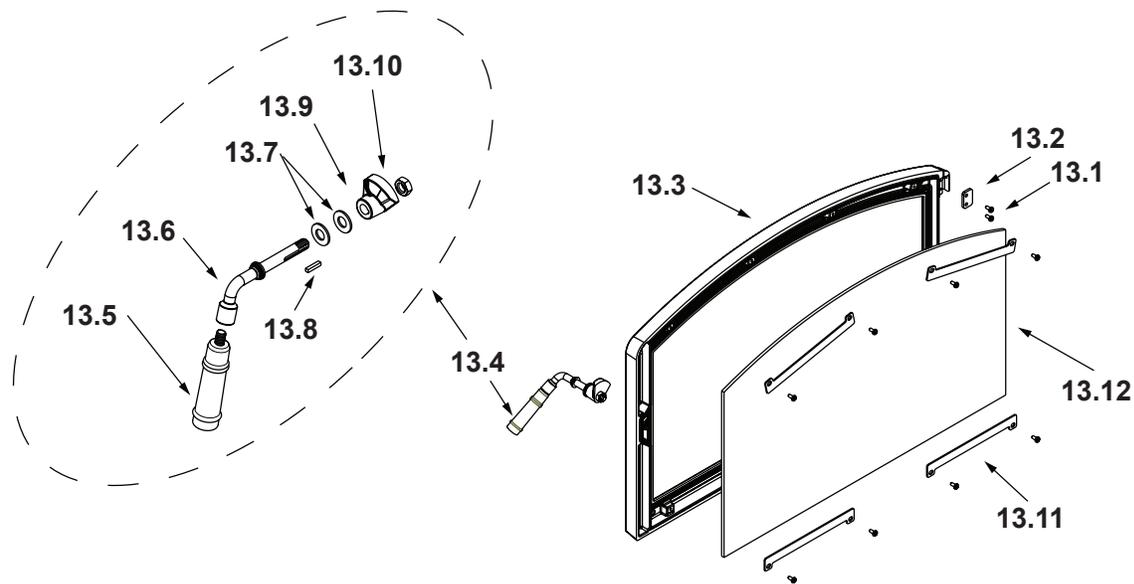
IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



Stocked at Depot

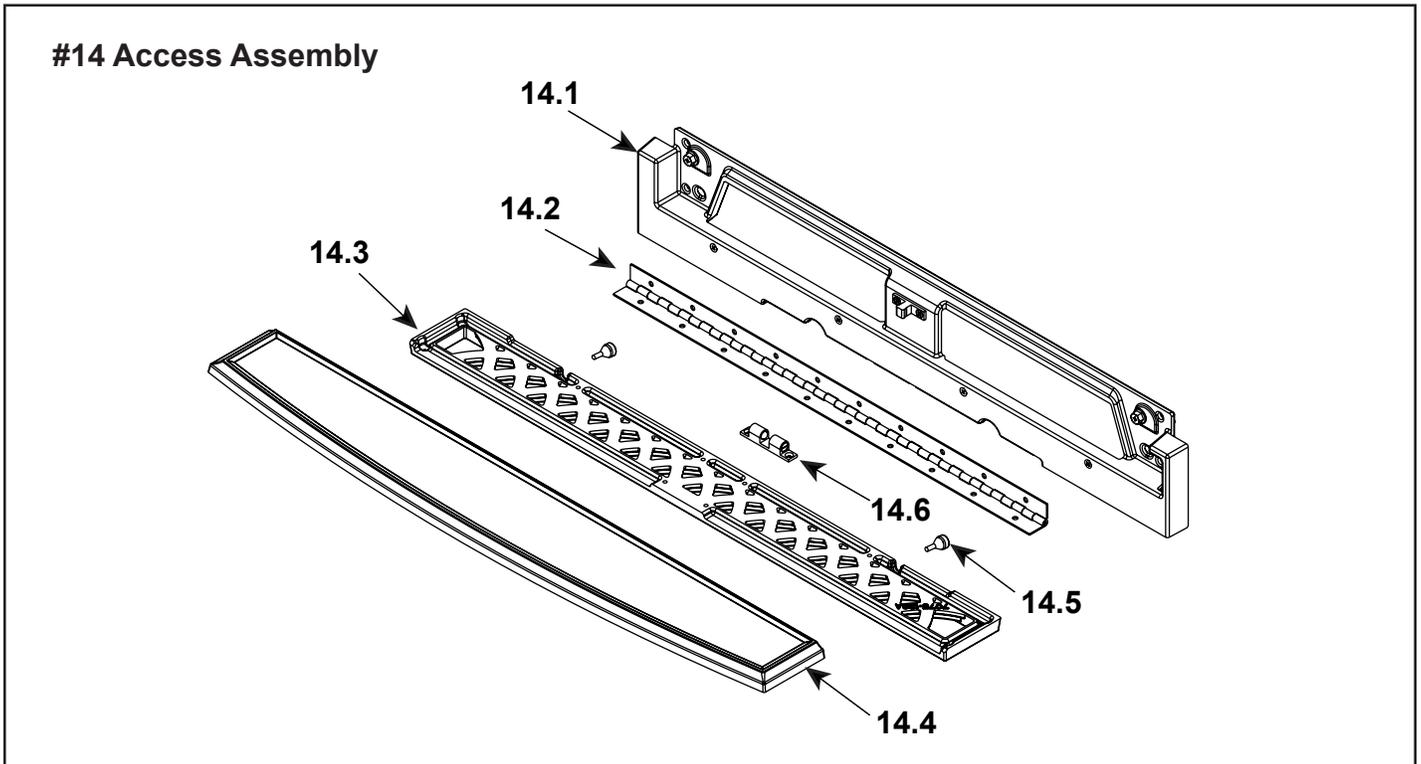
ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
11	Andiron	2 Sets	SRV7061-020	
	Screw Fh Tx 1/4-20 x 1		7000-622/10	Y
12	Hinge, Male		SRV450-2810	
	Screw 10-32 x 0.75 Hex Washer Head Ser Flg		7000-618/4	Y

#13 Door Assembly



13	Door Assembly		SRV7063-009MBK	
13.1	Screw, Pan Head Phillips, 8-32 x 3/8	Pkg of 40	225-0500/40	Y
13.2	Hinge Retainer		SRV7063-160	
13.3	Door		SRV7075-123MBK	
13.4	Door Handle Assembly		SRV7063-014	Y
13.5	Fiber Handle		SRV7060-212	Y
13.6	Door Handle		SRV7063-137	
13.7	Washer, Sae 3/8 ( 3 ea)	Pkg of 3	832-0990	Y
13.8	Key, cam Latch		SRV430-1151	
13.9	Cam Latch		SRV430-1141	
13.10	Nut, Side Lock Jam	Pkg of 24	226-0100/24	Y
13.11	Glass Retainer Lower	Set of 4	SRV7063-166	
	Screw, Pan Head Phillips, 8-32 x 3/8	Pkg of 40	225-0500/40	Y
13.12	Glass Assembly		SRV7063-011	Y

Additional service part numbers appear on following page.



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.



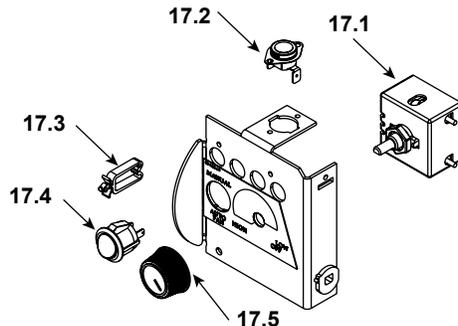
**Stocked at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
14	Access Assembly	Matte Black	SRV7063-010MBK	
	Bolt, Hex Washer Head Serrated Flange 1/4-20 x 3/4	Pkg of 25	228-0120/25	Y
	Washer, Bonded 5/16 x 3/4	Pkg of 10	229-0910/10	Y
14.1	Front, Lower		SRV7063-125MBK	
	Bolt, Hex Washer Head Serrated Flange 1/4-20 x 3/4	Pkg of 25	228-0120/25	Y
	Washer, Bonded 5/16 x 3/4	Pkg of 10	229-0910/10	Y
14.2	Hinge, Continuous		7000-510	
	Screw, Flat Head Phillips 8-32 x 1/2	Pkg of 12	220-0490/12	Y
14.3	Access	Matte Black	SRV7075-127MBK	
	Screw, Flat Head Phillips 8-32 x 1/2	Pkg of 12	220-0490/12	Y
14.4	Ash Lip	Matte Black	SRV7075-135MBK	
	Bolt, Hex Washer Head Serrated Flange 1/4-20 x 3/4	Pkg of 25	228-0120/25	Y
	Washer, Bonded 5/16 x 3/4	Pkg of 10	229-0910/10	Y
14.5	Bumper, Rubber	Pkg of 12	SRV224-0340/12	Y
14.6	Twin Ball Catch/ Striker		SRV7000-532	Y
	Screw, Flat Head Phillips 8-32 x 1/2	Pkg of 12	220-0490/12	Y
15	Blower Retainer		SRV7063-139	
	Screw, Pan Head phillips 8-32 x 3/8	Pkg of 40	225-0500/40	Y
16	Blower Assembly, 240V		SRV7000-629	Y

Additional service part numbers appear on following page.



#17 Control Assembly



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	
17	Control Panel Assembly		SRV7075-030	
17.1	Rheostat, Speed Control		SRV7000-731	Y
17.2	Disc, Snap, Convection Blower		SRV230-0470	Y
17.3	Wire Clip	Pkg of 10	7000-400/10	Y
17.4	Rocker Switch, round		SRV7000-515	Y
17.5	Knob, Speed Control		200-2041	Y
18	Upper Front	Matte Black	SRV7075-121MBK	
	Door Rope, Knit, 7/16", Black, also used to seal front face to firebox		844-6730	Y
	Screw, Fn Tx 1/4 x-20 x 1	Pkg of 10	7000-622/10	Y
19	Combustion Cover Assembly		SRV7075-196	
	Screw, Sheet Metal #8 x 1/2 S-Grip	Pkg of 40	12460/40	Y
20	Leg Extension	Left or Right	SRV7046-170	
21	Burn Rate Control Assembly		SRV7075-005	Y
	Screw Hex Washer Head Ms 1/4-20 X 3/4	Pkg of 25	220-0080/25	Y
	Screw, Sheet Metal #8 x 1/2 S-Grip	Pkg of 40	12460/40	Y
22	Timer Control Assembly		SRV7075-007	Y
	Screw, Pan Head Phillips 8-32 x 3/8	Pkg of 40	225-0500/40	Y
	Timer (Only) Replacement		SRV480-1940	Y
23	Timer Door Assembly		SRV7075-054	
	Screw Hex Washer Head Ms 1/4-20 X 3/4	Pkg of 25	220-0080/25	Y
24	Tube Channel Base Assembly w/Cover		SRV7075-192	
	Screw Hex Washer Head Ms 1/4-20 X 3/4	Pkg of 25	220-0080/25	Y
	Screw, Sheet Metal #8 x 1/2 S-Grip	Pkg of 40	12460/40	Y
	15 Degree Adapter		DV-6DLR-E15ADSS	
	Component Pack		SRV7075-032	Y
	Gasket, Air Inlet Damper		7033-282	Y
	Glass Tape, 3/4 x 5'	6 Ft	832-0460	Y
	Knob	Pkg of 2	32284/2	Y
	Outside Air Cover Plate		SRV7044-217	
	Power Cord		SRV7000-730	

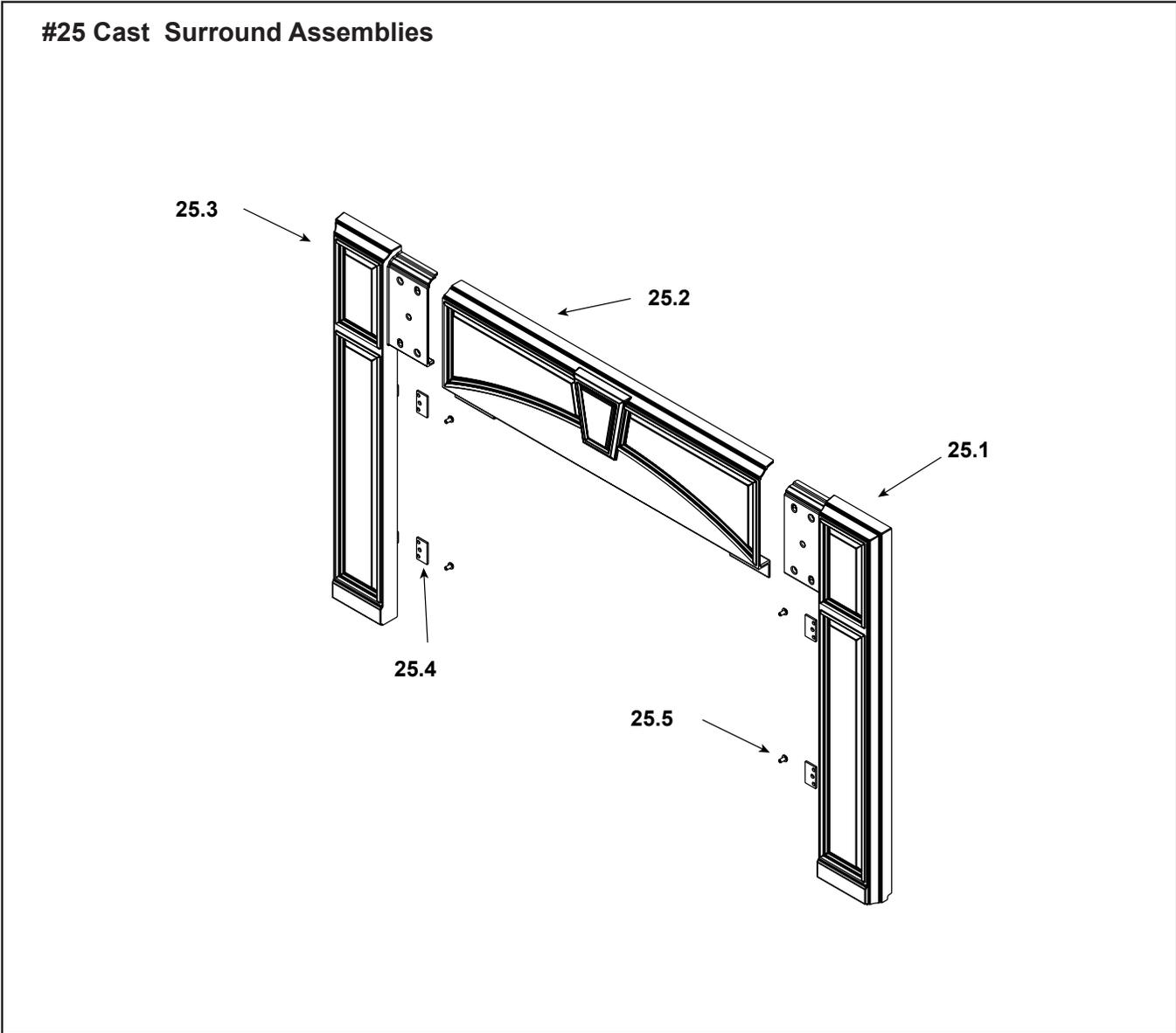
Additional service part numbers appear on following page.

D. Accessories



GRAND-MBK-AU

Beginning Manufacturing Date: April 2013  
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.

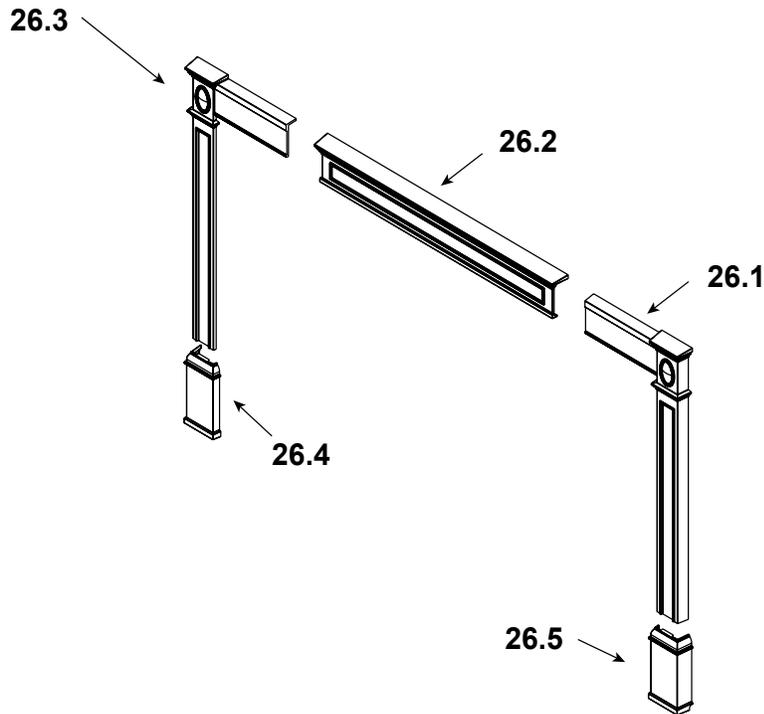


Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
25	Surrounds, Cast	Matte Black	SP-GRAND-CC-MBK	
25.1	Surround Right	Matte Black	SRV7075-131MBK	
25.2	Surround Top	Matte Black	SRV7075-129MBK	
25.3	Surround Left	Matte Black	SRV7075-133MBK	
25.4	Surround Retainer	Qty 4 req	SRV7063-136	
25.5	1/4-20 x 50 Phillips Pan Head Screw	Pkg of 12	32281/12	Y
	Component Pack		SRV7063-054	

Additional service part numbers appear on following page.

#26 Metal Surround Assemblies



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	
26.1	Trim Leg Right	Matte Black	414-7130MBK	
26.2	Trim Header	Matte Black	414-7110MBK	
26.3	Trim Leg Left	Matte Black	414-7120MBK	
26.4	Trim Footer Left	Matte Black	414-7090MBK	
26.5	Trim Footer Right	Matte Black	414-7100MBK	
	Component Pack		SRV7063-055	
	Surrounds, Metal	Standard	SP-GRAND-STD	
		Large	SP-GRAND-LRG	
	Trim Kit	Black	TRIMKIT-4331-BK	
		Gold	TRIMKIT-4331-GD	
		Nickel	TRIMKIT-4331-NL	
	Trim Kit	Black	TRIMKIT-5134-BK	
		Gold	TRIMKIT-5134-GD	
		Nickel	TRIMKIT-5134-NL	
	Component Pack		SRV7063-056	
	Mantel Deflector		SRV7075-512	

# QUADRA-FIRE®

NOTHING BURNS LIKE A QUAD

## CONTACT INFORMATION

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

Please contact your Quadra-Fire dealer with any questions or concerns.  
For the number of your nearest Quadra-Fire dealer  
log onto [www.quadrafire.com](http://www.quadrafire.com)



## CAUTION



### DO NOT DISCARD THIS MANUAL

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



### We recommend that you record the following pertinent information for your heating appliance.

Date purchased/installed: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Location on appliance: \_\_\_\_\_

Dealership purchased from: \_\_\_\_\_

Dealer Phone: 1(     ) - \_\_\_\_\_

Notes:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This product may be covered by one or more of the following patents: (United States) 5341794, 5263471, 6688302, 7216645, 7047962 or other U.S. and foreign patents pending.

  
**HEARTH & HOME**  
technologies™