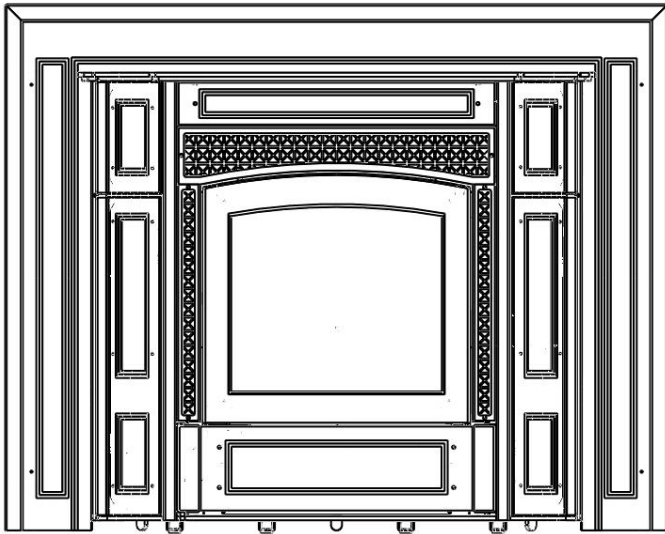




## PROVIDENCE INSERT PELLET STOVE

### Owner's Manual



**MADE IN THE USA**



#### **SAFETY NOTICE**

- STOVE MUST BE PROPERLY INSTALLED AND MAINTAINED OR A HOUSE FIRE MAY RESULT.
- FOR YOUR SAFETY, FOLLOW THE INSTALLATION INSTRUCTIONS.
- CONTACT LOCAL BUILDING OFFICIALS ABOUT RESTRICTIONS AND INSTALLATION INSPECTION AND PERMIT.
- FAILURE TO COMPLY WITH OWNER'S MANUAL INSTRUCTIONS AND INSTALLATION GUIDELINES WILL VOID WARRANTY. SAVE THESE INSTRUCTIONS.

Leave this manual with the owner. Please read this entire manual before installation and use of the pellet fuel-burning stove. Failure to follow these instructions could result in property damage, bodily injury or even death.

# Table of Contents

Introduction

- Safety Information.....4-5
- Laboratory Listing Label ..... 6
- WARNINGS ..... 7
- General Information..... 7

**Specifications..... 8**

- Figure 1 - Stove Dimensions..... 8

**Vent Information..... 9**

- Termination..... 9
- Distance to openings..... 9
- MOBILE HOME INSTALLATION ..... 10

**Installation..... 11**

- Unpacking and Inspecting your Stove..... 11
- Factory Built (Metal) Fireplace Installation..... 11
- Masonry Fireplace Installation..... 12-13
- FIGURE 2 – CLEARANCES..... 14
- Figure 3A-3B FACTORY BUILT (METAL) OR MASONRY FIREPLACE VENTING.....15-16
- Zero Clearance Built-In (Wood or Metal Framing) Installation & Minimum Dimensions .....17-18
- Figure 5- Vertical Venting For Zero Clearance Installation.....19
- Figure 6- Minimum Venting With Vertical Rise.....20
- Figure 7- Pipe Adapter & Hook Up.....21
- Figure 8- Adjustable Hopper Assembly.....22
- Figure 9- Control Panel.....23
- Combustion air adjustment ..... 24
- Surround Installation ..... 25

**Operation..... 26**

Start-Up and Operation – CONTROL PANEL ..... 26

Lighting Instructions..... 26

START UP AND OPERATION - HANDHELD REMOTE AND THERMOSTAT .....26-28

Control Functions..... 29

High Temperature / Flue, Trim, and Battery Indicators..... 30

Battery Backup Operation..... 30

EXTERNAL Battery Backup Operation ..... 31

**Maintenance**..... 32

    Daily Maintenance ..... 32

    Weekly Maintenance .....32-33

    Monthly Maintenance .....33-34

    Yearly Maintenance .....34-37

**Troubleshooting Guide**..... 38

**Parts List** ..... 39

    Figure 16 – Replacement Parts List..... 39

**Diagrams**.....40-42

    Figure 17 – Circuit Board Diagram ..... 40

    Figure 18 - Electrical Schematic/Wiring Diagram ..... 41

    Figure 19 - Igniter Location ..... 42

**WARRANTY**..... 43

## Introduction

Congratulations on your purchase of Thelin Hearth Products Providence Insert pellet stove! In this manual you will find information on stove specifications, installation instructions, operating guide, how to perform scheduled maintenance, a troubleshooting guide, a detailed parts list and associated diagrams. Also included is your warranty information. Please take the time to read this manual and become familiar with your pellet stove.

If you have any questions or comments, please contact your local Thelin authorized dealer. Thelin dealers are qualified industry professionals who are able to address any questions or comments you might have regarding Thelin product. Thank you for choosing Thelin.

### Safety Information

#### FIRE RISK

Do not operate appliance before reading and understanding operating instructions.

Failure to operate appliance properly may result in a house fire.

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

DO NOT install damaged components.

DO NOT install incomplete components.

DO NOT install substitute components.

Report damaged parts to dealer.

DO NOT connect this unit into a chimney flue servicing another appliance.

DO NOT connect to any air distribution or duct system.

---

### WARNING

THELIN HEARTH PRODUCTS DISCLAIMS ANY RESPONSIBILITY FOR, AND THE WARRANTY WILL BE VOIDED BY THE FOLLOWING ACTIONS:

- MODIFICATION OF APPLIANCE
  - INSTALLATION OTHER THAN AS INSTRUCTED IN THIS MANUAL BY THELIN HEARTH PRODUCTS.
  - INSTALLATION AND/OR USE OF ANY COMPONENT PART NOT APPROVED BY THELIN HEARTH PRODUCTS.
  - OPERATING APPLIANCE WITHOUT FULLY ASSEMBLING ALL COMPONENTS CORRECTLY.
-

DO NOT overfire. If any external part starts to glow, you are over firing. Reduce feed rate.

Overfiring or any such action that may cause a fire hazard including failure to perform regular maintenance as outlined in these instructions will void warranty.

DO NOT store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

## **CAUTION**

TESTED AND APPROVED FOR PREMIUM WOOD PELLETS OF HIGHEST BTU OUTPUT AND LOWEST % OF ASH CONTENT ONLY. BURNING ANY OTHER TYPE OF FUEL WILL VOID YOUR WARRANTY.

## **Fire Safety**

Maintain the designated clearances to combustibles as diagramed in this manual. Insulation must not touch the chimney or venting system. You must maintain the designated airspace clearance around the chimney. This space around the chimney is necessary to allow heat to flow away from the chimney area. Insulation in this area will cause heat buildup, which could ignite wood framing.

The following should be considered when installing any solid fuel appliance:

1. Install at least one smoke detector on each floor of your home to ensure safety. They should be located away from the heating appliance and near the sleeping area.
2. Conveniently locate a Class A fire extinguisher near the appliance.
3. Write down and practice an evacuation plan with two escape routes.


Check with your local building code department before you begin your installation. Obtain a building permit in order to meet local building code requirements.

Contact your local dealer if assistance is required before, during and after installation.

## **Before Start-Up Check List**

1. All Safety Warnings have been read and followed.
2. The Owner's Manual has been read.
3. Floor protection requirements have been adhered to.
4. All venting has been properly installed.
5. The proper clearances from the stove and chimney to combustible materials have been followed.
6. The masonry chimney has been inspected by a professional and is clean, or the factory built (metal) fireplace is installed according to the manufacturer's instructions.
7. A grounded power outlet with a surge protector is available nearby without having to use an extension cord.


# Laboratory Listing Label



Intertek  
No. XXXXXX

**Model/Modèle: Providence**

DATE OF MFG. [REDACTED] SERIAL NO. [REDACTED]



THEELIN  
HEARTH PRODUCTS

www.theelinc.com

Pellet Fuel Room Heater, Also For Use In Mobile Homes/Appareil de chauffage à granules de bois - Peut également s'utiliser dans les maisons mobiles

Install and use only in accordance with manufacturer's installation and operating instructions. Contact local building officials about restrictions and installation inspection in your area./À installer et à utiliser uniquement conformément à la notice d'installation et d'utilisation. Contacter les autorités responsables de la construction sur les restrictions et l'inspection de montage dans votre région. Sacramento, CA 95834

This pellet fired appliance has been tested and listed for use in manufactured homes in accordance with Oregon Administrative Rules 814-23-900 through 814-23-909, ASTM E1509, ULC S628 and UL 1482. Cet appareil à granules de bois a été testé et certifié pour être utilisé dans des maisons préfabriquées conformément aux règlements «Oregon Administrative Rules» 814-23-900 à 814-23-909, ASTM E1509, ULC S628 et UL 1482.

---

**PREVENT HOUSE FIRES**

- Install and use only in accordance with the owner's manual provided with this appliance.
- Contact local building or fire officials about restrictions and installation inspections in your area.
- For use with pelletized wood fuel only. Use of other fuels will cause a hazardous condition.
- Do not connect this unit to a chimney flue serving another appliance.
- Keep viewing and ash removal doors tightly closed during operation.
- Input Rating - 5.26 lbs/hr

**CAUTION:** Special methods are required when passing chimney through a wall or ceiling. Refer to local building codes.

Replace glass only with 5mm ceramic.

Operate this unit only with the fuel hopper lid closed. Failure to do so may result in emission of products of combustion from the hopper under certain conditions. Maintain hopper seal in good condition. Do not overfill the hopper.

**WARNING:** (Mobile Home) An outside air inlet must be provided for combustion and be unrestricted while unit is in use. The structural integrity of the mobile home floor, walls, ceiling, and roof must be maintained.

**DANGER:** Risk of electrical shock. Disconnect power before servicing unit. Do not run power cord under appliance.

**ÉVITEZ LES INCENDIES**

- À installer et utiliser uniquement conformément au manuel d'utilisation fourni avec cet appareil.
- Contacter les autorités locales en matière de feu ou de construction afin de connaître les restrictions et les inspections de montage propres à votre région.
- À utiliser uniquement avec des bois de chauffage en granules. Tout autre combustible causera un danger.
- Ne pas raccorder cet appareil à un conduit de cheminée servant un autre appareil.
- S'assurer que la vitre et la porte de retrait des cendres sont bien fermées lorsque l'appareil est en marche.
- Consommation Thermique - 5,26 lbs/hr

**ATTENTION:** Des techniques spéciales sont nécessaires en cas de passage de la cheminée à travers un mur ou un plafond. Consulter les codes locaux du bâtiment.

Remplacer la vitre avec un verre en céramique de 5mm uniquement.

S'assurer que le couvercle de la trémie est bien fermé lorsque l'appareil est en marche. Il y a risque d'émissions de produits de combustion de la trémie sous certaines conditions. S'assurer que le joint de la trémie est en bon état. Ne pas trop remplir la trémie.

**AVERTISSEMENT:** (Maison Mobile) Une arrivée d'air extérieur pour la combustion doit être installée et dégagée lorsque l'appareil est en marche. L'intégrité structurelle du plancher, des murs, du plafond et du toit de la maison mobile doit être maintenue.

**DANGER:** Risque de choc électrique. Débrancher l'appareil avant tout entretien ou réparation. Ne pas acheminer le cordon d'alimentation sous l'appareil.

---

**INSTALLATION REQUIREMENTS**

Refer to local codes and the chimney manufacturer's instructions for precautions required for passing a chimney through a combustible wall or ceiling. Place a non-combustible floor protection which extends 6-inches to the front, and 6-inches to each side, of the fuel opening. See owner's manual for additional clearance information.

**VENT TYPE:** Use only type "L" pellet vent and connectors (Size 3"/75mm or 4"/100mm).

**ELECTRICAL RATING:** 120 Volts/2.0 Amps/60Hz/1 Phase

**CONDITIONS D'INSTALLATION:**

Consulter les codes locaux et les consignes du fabricant de la cheminée pour les précautions nécessaires en cas de passage d'une cheminée par un mur ou un plafond combustibles. Placer sur un protecteur de plancher qui dépasse de 6 po vers l'avant et de 6 po de chaque côté de l'ouverture du combustible. Consulter le manuel d'utilisation pour d'autres informations concernant les dégagements.

**TYPE D'ÉVENT:** Utiliser seulement un conduit d'évacuation et des raccords de type «L» (Taille 3"/75mm or 4"/100mm)

**CARACTÉRISTIQUES ÉLECTRIQUES:** 120 Volts/2,0 Amps/60Hz/1 Phase

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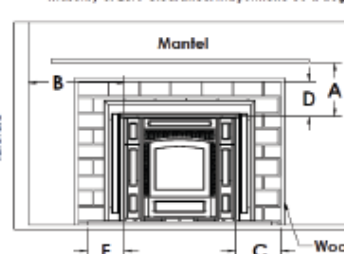
Input rate for wood pellets is: 5.26lbs/hr (2.39kg/hr)-Weighted average emission: 1.2 g/hr  
Weighted average efficiency: 74%- Fuel Types: Wood Pellets, 6mm diameter,12mm to 25mm long

Consommation de granules de bois: 2,39 kg/h (5,26 lbs/h)-Émissions moyennes pondérées: 1,2 g/h  
Rendement moyen pondéré: 74% - Types de combustible: Granules de bois, 6mm de diamètre, 12mm à 25mm de long

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Minimum clearance to combustible materials / Distance minimale aux matériaux combustibles

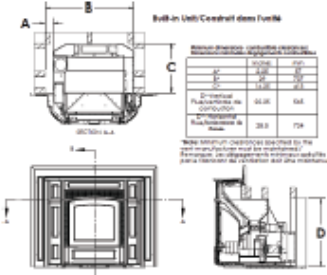
**Masonry or Zero Clearance/Maçonnerie ou à dégagement zéro**



Labels: A (Top), B (Front), C (Right), D (Left), E (Bottom), F (Wood Trim/Baiseries), G (Clearance to combustibles)

	inches	mm
A - Front face clearance to combustibles	12	305
B - Inset side to combustible wall / Inset on side to non-combustible	5 1/2	140
C - Inset side to wood trim / Inset on side to trim or to combustibles	5 5/8	143
D - Inset top to wood trim / Inset to top of trim or to combustibles	4 3/4	120
E - Floor protection / Protection au plancher	6	152
F - Floor protection / Protection au plancher	6	152
G - Maximum inset to the / La profondeur maximale rentrée	12	305

**Full-In Letto Combust dans l'unité**



Labels: A (Top), B (Front), C (Right), D (Left)

	inches	mm
A - Front face clearance to combustibles	12	305
B - Inset side to combustible wall / Inset on side to non-combustible	5 1/2	140
C - Inset side to wood trim / Inset on side to trim or to combustibles	5 5/8	143
D - Inset top to wood trim / Inset to top of trim or to combustibles	4 3/4	120

Note: Minimum clearances are based on the unit manufacturer's installation instructions. For additional information, see the manual.

**CAUTION: HOT WHILE IN OPERATION. DO NOT TOUCH. KEEP CHILDREN, CLOTHING, AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS. SEE NAMEPLATE AND INSTRUCTIONS.**



**ATTENTION: L'APPAREIL EST CHAUD LORSQU'IL EST EN MARCHÉ. NE PAS TOUCHER. GARDER LES ENFANTS, LES VÊTEMENTS ET LES MEUBLES LOIN DE L'APPAREIL. TOUT CONTACT PEUT CAUSER DES BRÛLURES. VOIR PLAQUE SIGNALÉTIQUE ET CONSIGNES.**

## WARNINGS

HOT SURFACES! HOT GLASS WILL CAUSE BURNS. SURFACES AND GLASS ARE HOT DURING OPERATION AND DURING COOL-DOWN PERIOD.

DO NOT TOUCH GLASS UNTIL IT IS COOLED.

NEVER ALLOW CHILDREN TO TOUCH GLASS. ALERT CHILDREN TO HAZARDS OF HIGH TEMPERATURES.

HIGH TEMPERATURES MAY IGNITE CLOTHING OR OTHER FLAMMABLE MATERIALS. KEEP CLOTHING, FURNITURE, DRAPERIES AND OTHER FLAMMABLE MATERIALS AWAY FROM STOVE.

## General Information

Installation and repair should be done by a qualified service professional. The stove should be inspected before use and at least annually by a service professional. More frequent cleaning may be required due to fuel quality, excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burn pot and pot holder, and circulating air passageways of the stove be kept clean and free of ash buildup, lint, and dust.

The Providence Insert has been designed and approved for burning **PREMIUM WOOD PELLETS OF HIGHEST BTU OUTPUT AND LOWEST % OF ASH CONTENT ONLY.**

Burning bio mass fuels in other forms or poor quality pellet fuel is not permitted and will void your warranty and/or could cause a burn back or house fire. **FOR BEST RESULTS THE WOOD PELLET FUEL SHOULD BE ¼" DIAMETER AND APPROXIMATELY 1" LONG.**

Store fuel in a covered, dry area. Pellet bags can absorb moisture and must be kept dry. Never place bags of fuel next to the heater. Keep fuel away from combustible materials and moisture. **NEVER** use gasoline, gasoline type lantern fuels, kerosene, charcoal lighter fluid, or similar liquids to start or "freshen up" a fire. Keep all such liquids well away from the stove while it is in use.

Pellet 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 the ground, well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally disbursed, they should be retained in the closed container until all cinders have been thoroughly extinguished.

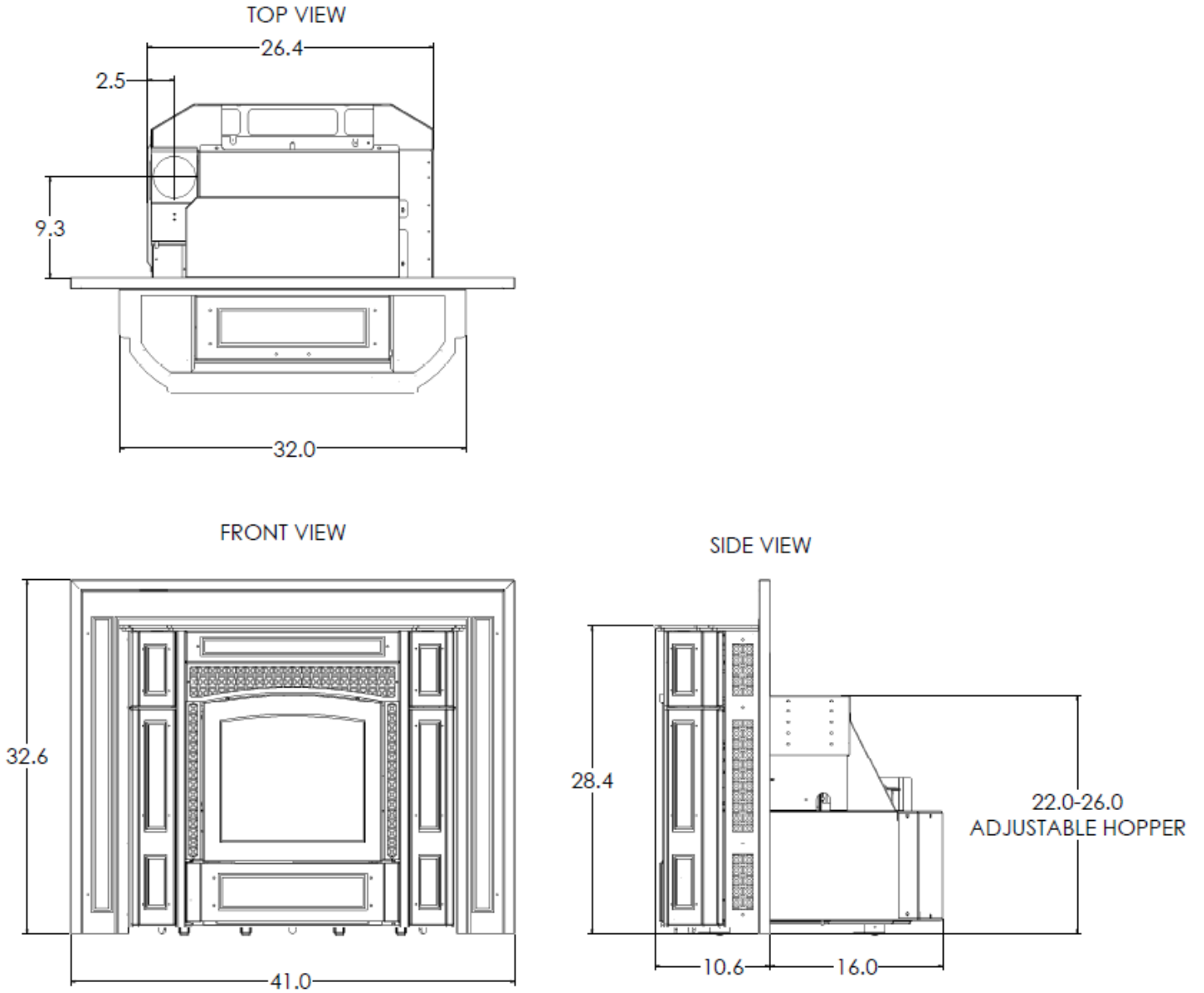
**NOTE:** During the first few burns (up to 2 – 4 hours) the high-temperature paint and sealant used in the manufacture will emit some odor and smoke. Open doors and windows to the outside for proper ventilation during the first burn cycle and the curing of the paint. **SEE INITIAL FIRING PROCESS PAMPHLET WITH STOVE.**

This stove must be electrically grounded according to local codes or, in the absence of local codes, with the National Electrical Code, **ANSI/NFPA 70-1987.**

Provide adequate clearances around air openings into the combustion chamber and provide adequate accessibility clearance for servicing and proper operation. Never obstruct the front opening of the stove.

# Specifications

Figure 1 - Stove Dimensions



## Vent Information

**Install vent at clearances specified by vent manufacturer.**

Secure 4" pipe or flex to flue flange with 500 degree HIGH-TEMP RTV silicone and using at least three sheet metal screws. Subsequent sections must also be attached with three screws. Each pipe section should be sealed with hi-temp silicone and/or follow vent manufacturer's instructions (see figure 7). Use only Type L 4" venting systems!

**DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.**

### Termination

DO NOT terminate vent in any enclosed or semi-enclosed area such as carport, garage, attic, crawl space, under a sun deck or porch, narrow walkway or closely fenced area or any location where fumes can build up and concentrate such as stairwell, covered breezeway, etc.

### Distance to openings

1. 3 feet minimum above any forced air inlet located within 10 feet.
2. 4 ft. minimum below, or 4 ft. horizontally from, or 1 foot minimum above any door, window, or gravity air inlet into any building.
3. Permanently closed windows – not less than 1 foot below, horizontally from, or above the permanently closed window.
4. 2 feet minimum to an adjacent building and 7 feet minimum above grade when located adjacent to public walkways
5. Distance to bottom of termination cap and grade should be 12".
6. Grade surface must be non-combustible material such as rock, dirt, gravel. Beware of plants, lawn, bushes, and shrubs, which are considered combustible material.
7. Consult local building, fire or other official codes. Local codes may be different and require other clearances than described here.

## **MOBILE HOME INSTALLATION**

Mobile home installation should be in accordance with the manufactured home and safety standard (HUD), CFR 3280, PART 24.

The following criteria are mandatory for mobile home installs:

Outside combustion air is mandatory on all mobile home installs. We recommend the Dura Vent wall thimble with outside air hookup built into the thimble. The air inlet must remain unrestricted while unit is in use.

See Figure 6 for location of outside air hook-up to the left side of the stove. Metal flex hose must be used for outside air hook-up.

Stove must be secured to the floor (use lag bolts) in stove feet

The stove must be grounded with #8 solid copper grounding wire or equivalent, terminated at each end with an NEC-approved grounding device.

A grounded power outlet with a surge protector is recommended.

Clearance to combustibles and floor protection is exactly the same for mobile homes as residential installs.

**WARNING: THE STRUCTURAL INTEGRITY OF THE MOBILE HOME FLOORS, WALL, CEILING, AND ROOF MUST BE MAINTAINED. DO NOT INSTALL IN SLEEPING ROOM.**

# Installation

## Unpacking and Inspecting your Stove

Thelin Hearth Products packages your stove to ensure safe delivery. Each stove is surrounded by impact absorbent material as well as load shift indicators. However, damage can still occur while the stove is in transit. It is imperative that you carefully inspect your stove immediately after you receive it. If you notice any damage or missing parts, contact your Thelin dealer immediately.

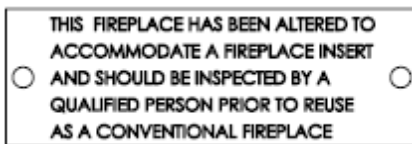
The Providence Insert may be installed into a Factory Built (Metal) fireplace, Masonry chimney, or as a Zero Clearance Built-in fireplace during new construction. Each installation has its own clearance and installation criteria as outlined in this manual.

Follow directions carefully as each of the three installations vary and can be done in several ways.

## Factory Built (Metal) Fireplace Installation

1. Prior to planning placement of the Providence Insert, the chimney MUST be swept of creosote and soot. It should be inspected by a qualified service professional.
2. Mantle clearance to top of insert – 12” (see Figure 2).
3. Make sure the Providence Insert will fit into your existing fireplace by measuring dimension according to Figures 1 & 2. See Figure 8 for adjustable Hopper Assembly.
4. Exhaust vent pipe and outside combustion air intake (if used) can be configured as shown in figures 3A-3B. The Providence Insert uses 4” type L pipe with a maximum height of 25’.
5. Pellet vent connections must be sealed with a liberal amount of 500 degree HIGH-TEMP RTV silicone and screwed together with at least 3 sheet metal screws.
6. Pellet vent (exhaust vent) termination must be sealed on top of chimney to prevent water from entering fireplace cavity.
7. It is recommended that a metal plate be installed to seal the damper area with clearance hole to allow exhaust vent pipe to pass through. Use non-flammable insulation to seal edges and to prevent heat loss.
8. Aluminum flex pipe can be used to bring outside air into the stove. Use a stainless hose clamp to crimp flex to stove air intake flange. Outside Air – Aluminum Flex – Must use 3” if over 10’ vertical.
9. When hooking up the outside air you must be sure that a rodent guard is used on through wall installs. Many pellet pipe manufacturers make-wall thimbles with the rodent guard built into the thimble.

10. The firebrick (refractory), glass doors, screen rails, screen mesh, and log grates can be removed from a factory built firebox in order to gain minimum fireplace insert opening requirements.
11. Smoke shelves, shields and baffles may be removed from a factory-built fireplace if attached with mechanical fasteners.
12. Items can only be removed if they are mechanically fastened to the Factory Built (Metal) fireplace. No cutting or other permanent removal of components is allowed. All removed components must be saved so that the Factory Built (Metal) fireplace can be returned to a burnable state.
13. Floor Protection: Hearth extension from door opening required is 6". Floor protection to the side of the door opening is also 6".
14. The enclosed label stating "THIS FIREPLACE HAS BEEN ALTERED TO ACCOMMODATE A FIREPLACE INSERT AND SHOULD BE INSPECTED BY A QUALIFIED PERSON PRIOR TO REUSE AS A CONVENTIONAL FIREPLACE. " must be attached to the fireplace with screws or nails.

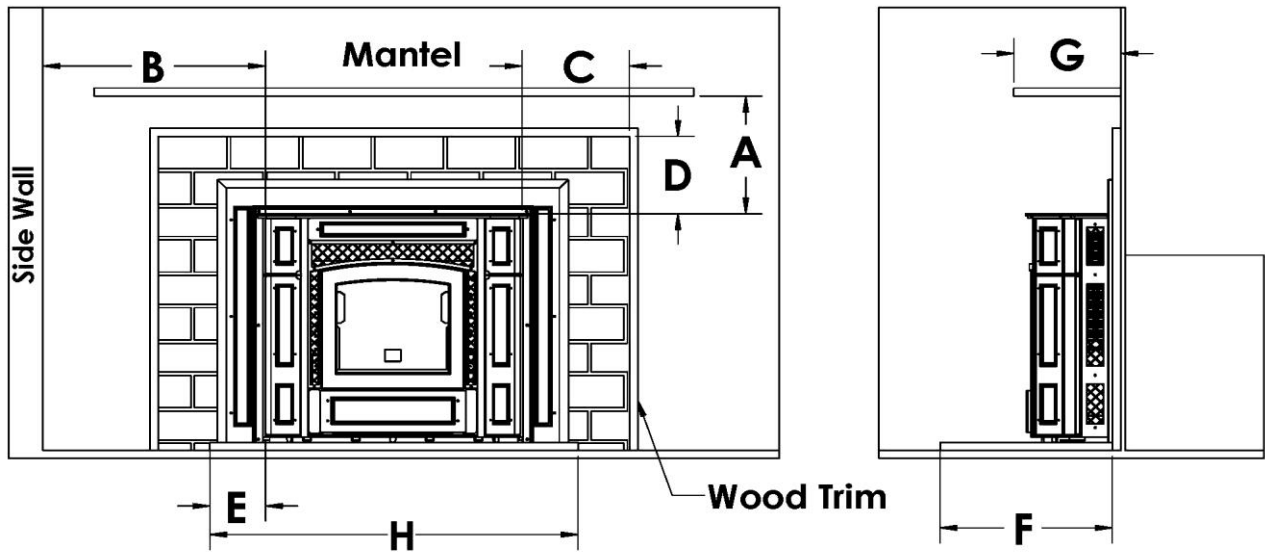


## Masonry Fireplace Installation

1. Prior to planning placement of the Providence Insert, the chimney MUST be swept of creosote and soot. It should be inspected by a qualified service professional.
2. Mantle clearance to top of insert – 12".
3. Masonry chimney must be checked for cracks and cleanliness. A re-line is recommended and required in Canada. Venting must run as per Figures 3A-3B.
4. Make sure the Providence Insert will fit into your existing fireplace by measuring dimension according to Figures 1 & 2. See Figure 8 for adjustable Hopper Assembly.
5. Exhaust vent pipe and outside combustion air intake (if used) can be configured as shown in figures 3A-3B. The Providence Insert uses 4" type L chimney liner with a maximum height of 25'.
6. Pellet vent connections must be sealed with a liberal amount of 500 degree HIGH-TEMP RTV silicone and screwed together with at least 3 sheet metal screws.
7. Pellet vent (exhaust vent) termination must be sealed on top of chimney to prevent water from entering fireplace cavity.

8. It is recommended that a metal plate be installed to seal the damper area with clearance hole to allow exhaust vent pipe to pass through. Use non-flammable insulation to seal edges and to prevent heat loss.
9. Aluminum flex pipe can be used to bring outside air into the stove. Use a stainless hose clamp to crimp flex to stove air intake flange. Outside Air – Aluminum Flex – Must use 3” if over 10’ vertical.
10. When hooking up the outside air you must be sure that a rodent guard is used on through wall installs. Many pellet pipe manufacturers make wall thimbles with the rodent guard built into the thimble.
11. Outside air can be picked up from rear if ash clean out is present (see Figures 3A-3B).

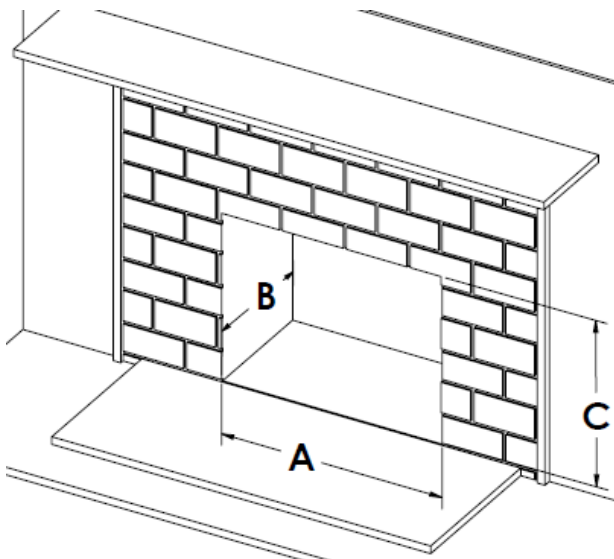
**FIGURE 2 – CLEARANCES**



**Factory Built (Metal), Masonry Fireplaces, and Zero Clearance Fireplaces**

	Inches
<b>A-</b> Insert top to mantel	12
<b>B-</b> Insert side to combustable wall	5 1/2
<b>C-</b> Insert side to wood trim	5 5/16
<b>D-</b> Insert top to wood trim	4 1/4
<b>E-</b> Floor protection - Side of Stove to Edge of Hearth Protection	6
<b>F-</b> Floor protection - Minimum Hearth From Back of Stove	16 1/2
<b>G-</b> Maximum mantel depth	12
<b>H-</b> Minimum Hearth Width	44

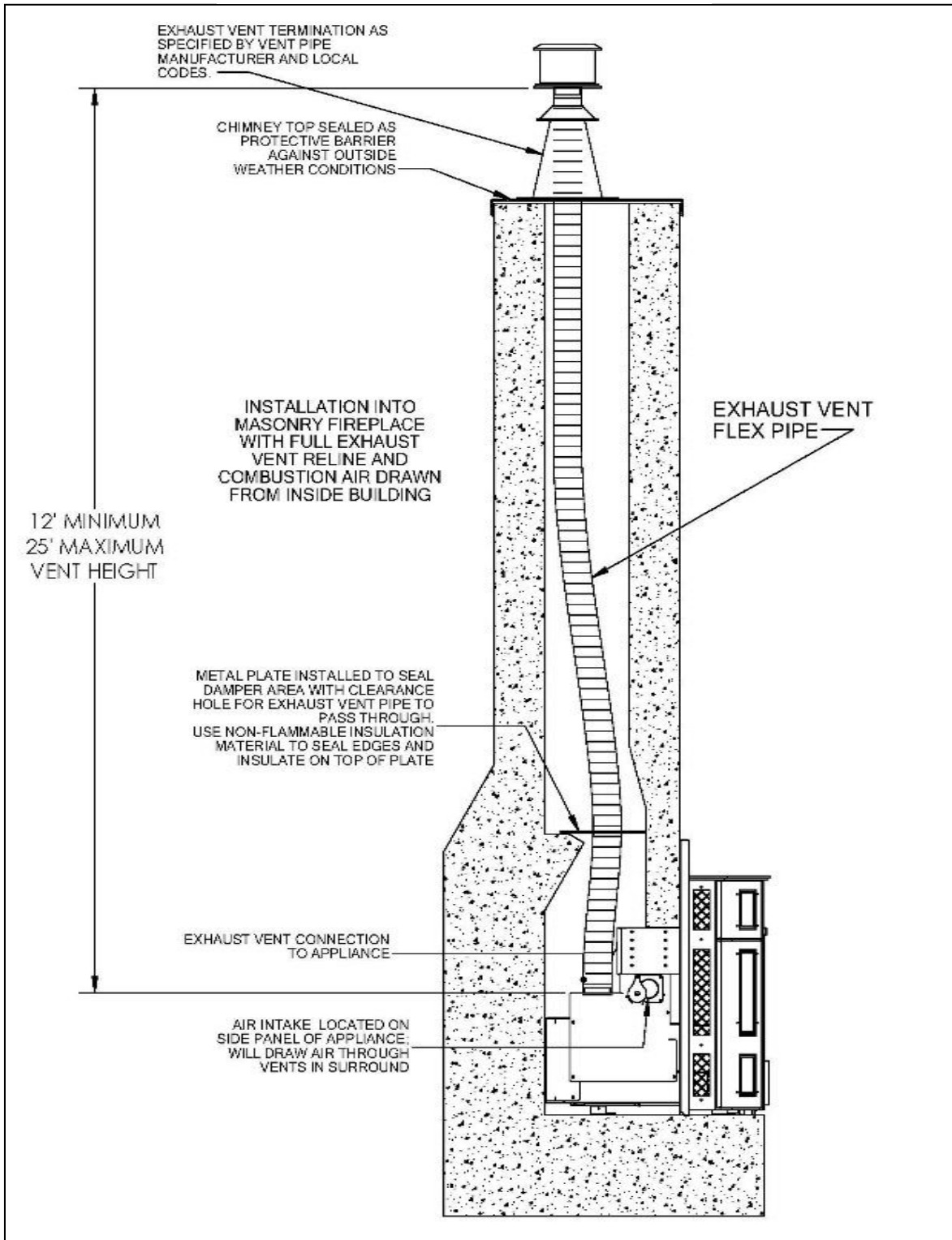
**Minimum opening for Factory Built (Metal), Masonry Fireplaces, and Zero Clearance Installation**



	Inches
<b>A-</b> Width	26 1/2
<b>B-</b> Depth	16 1/4
<b>C-</b> Height- Vertical Flue Venting (adjustable hopper)	22 1/4 - 26 1/4
<b>C-</b> Height- Horizontal Flue Venting	27

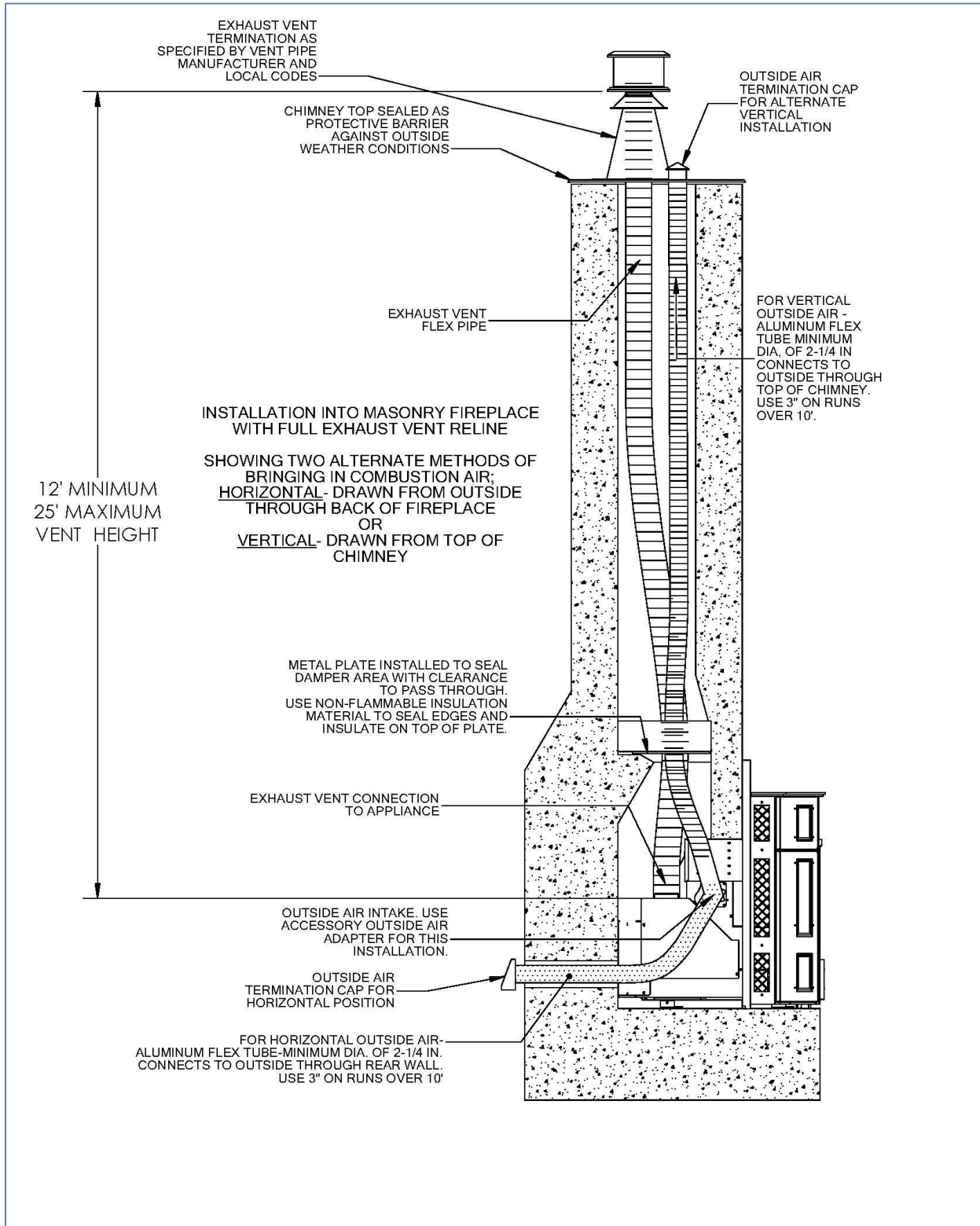
### FIGURES 3A – FACTORY BUILT (METAL) OR MASONRY FIREPLACE VENTING

#### 3A- VERTICAL VENT WITHOUT OUTSIDE AIR

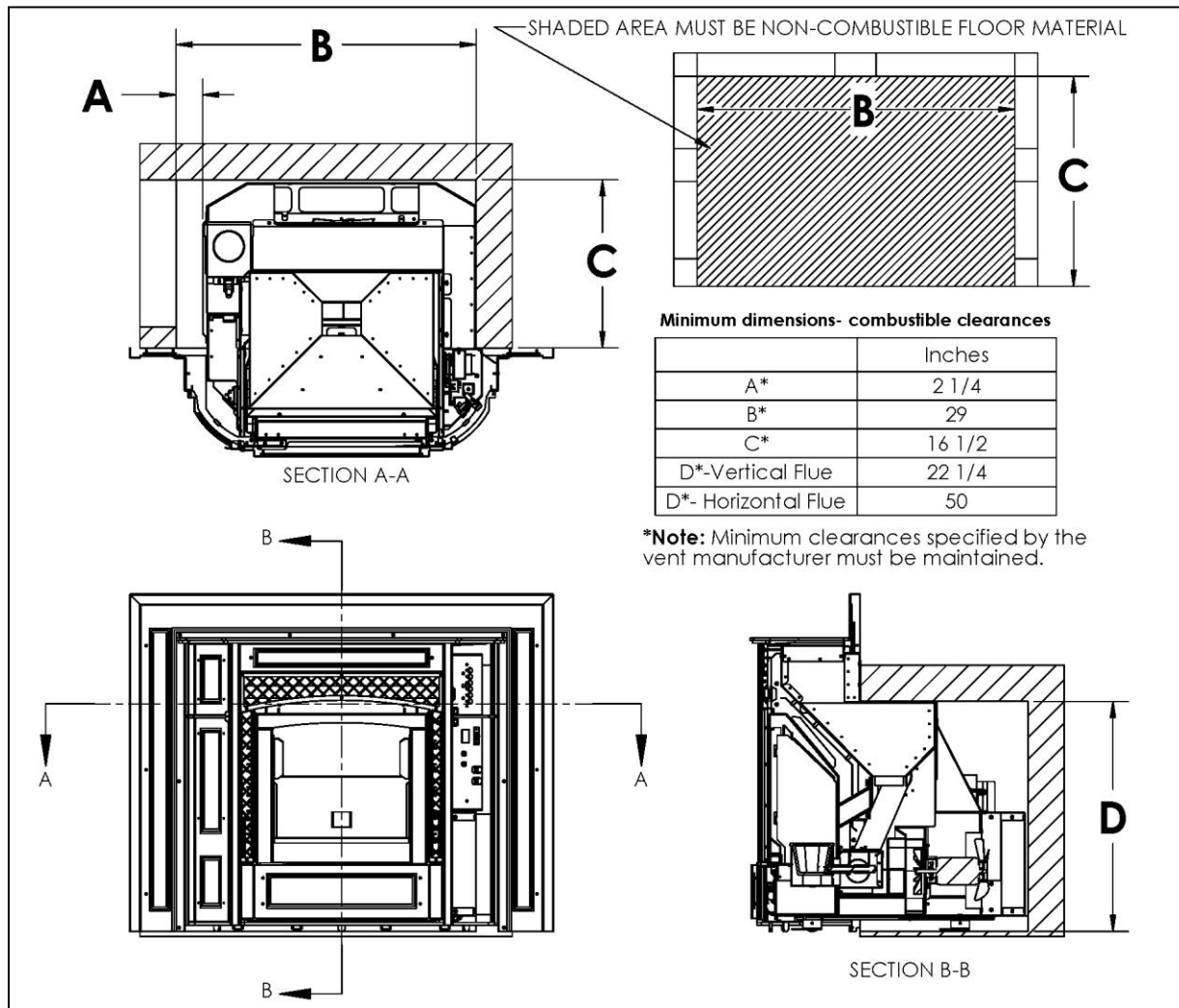


**FIGURES 3B – FACTORY BUILT (METAL) OR MASONRY FIREPLACE VENTING**

**3B – VERTICAL VENT WITH OUTSIDE AIR OPTIONS**



**FIGURE 4 – ZERO CLEARANCE BUILT-IN FIREPLACE MINIMUM DIMENSIONS**



Illustrations reflect typical installations and are for design purposes and clearances. Actual installation may vary due to individual design preferences.

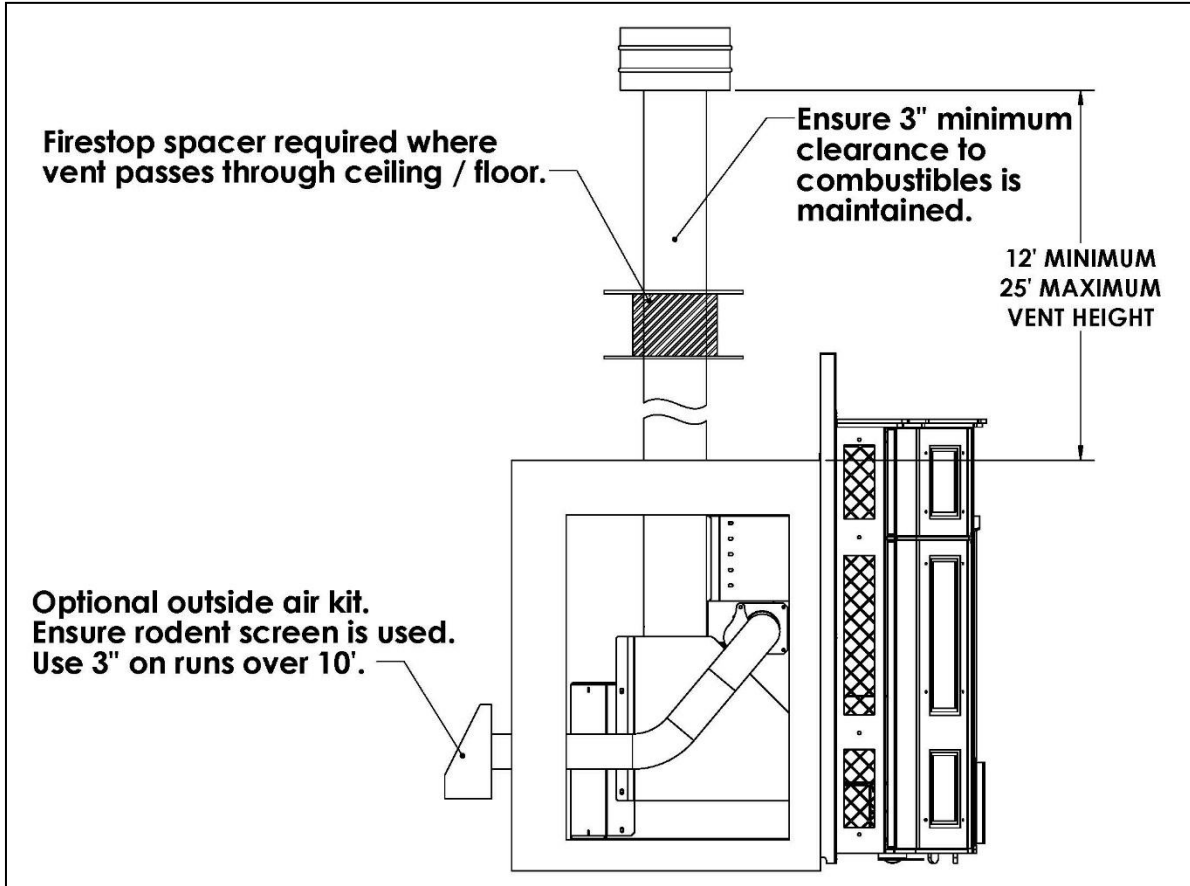
**Zero Clearance Built-In (Wood or Metal Framing) Installation**

- Maintain clearance to combustibles as shown above on sides, back, and top of built-in as per Figure 4.
- Horizontal Installation:** A minimum 2 ft. Type L 4" pipe vertical rise is required with a 2 ft. maximum horizontal run to the outside.  
**Vertical Installation:** A maximum vertical rise of 25ft. using Type L 4" pipe is required. A maximum of two 90 degree elbows. Or two 45 degrees elbows (two 45 degree elbows equate to one 90 degree). The maximum horizontal run between two elbows is 1 ft.
- Pellet vent connections must be sealed with a liberal amount of 500 degree HIGH-TEMP RTV silicone and screwed together with at least 3 sheet metal screws.

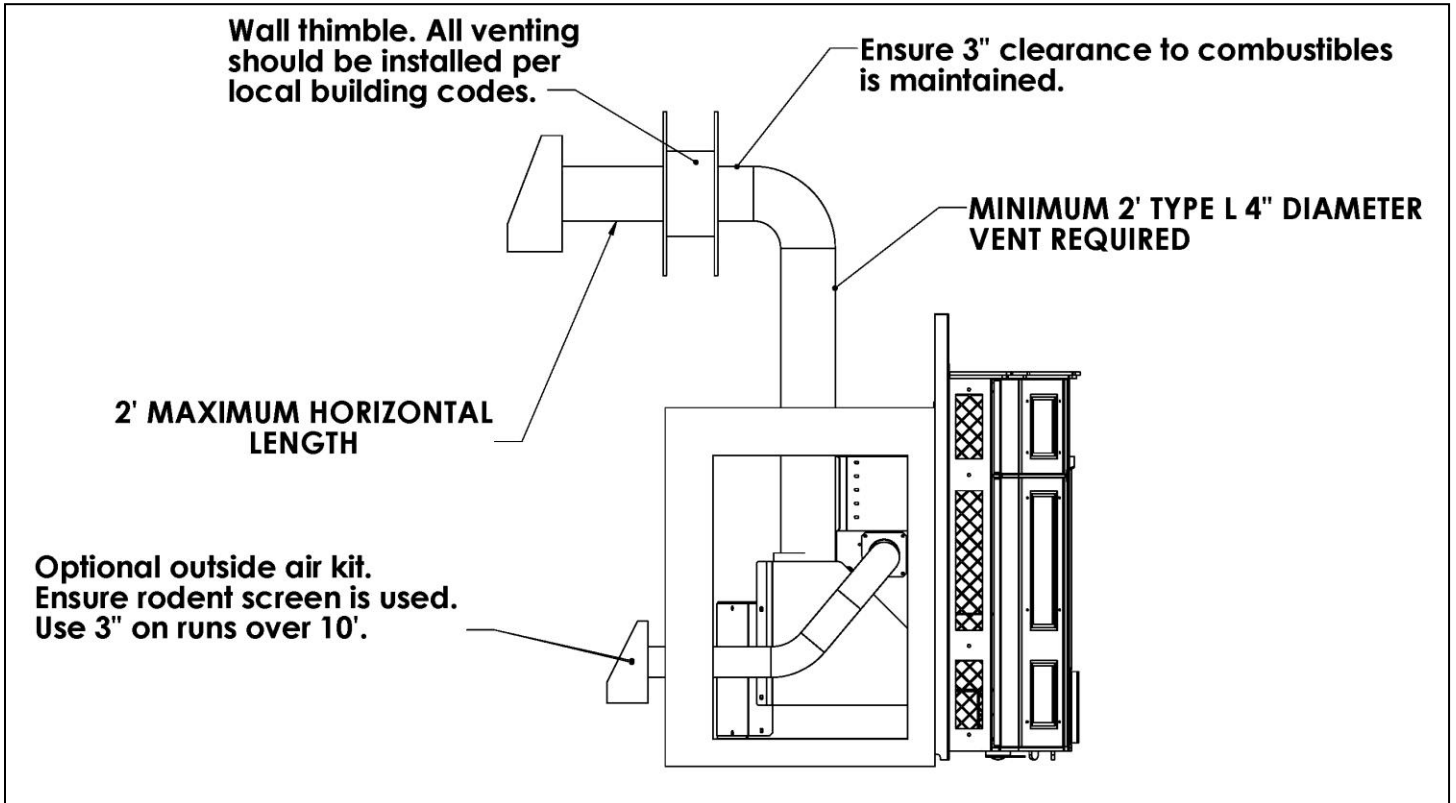
4. Steps for Zero Clearance built-in installation are as follows:

1. Build the subfloor with non-combustible material (ie: Micor or cement board) throughout the entire zero clearance box and hearth.
2. Minimum hearth dimensions are 16" deep X 44" wide.
3. Allow for the finished front material (i.e., tile, stone, slate) so that when the Providence is inserted into the cavity, the front of the stove is flush with the finished front material.
4. Install vent wall thimble and outside air into wall or chase if applicable (see Figures 5 & 6).  
**NOTE: Outside air is required on Zero Clearance and Mobile Home installations.**
5. Attach outside air flex pipe to left side of insert and exhaust vent pipe to pipe adaptor (see Figures 5 & 6). Outside Air – Aluminum Flex – Must use 3" if over 10' vertical.
6. Slide Providence engine into the cavity until the engine front is flush with hearth face.
7. Install screws into front feet of stove engine to secure it to the floor.

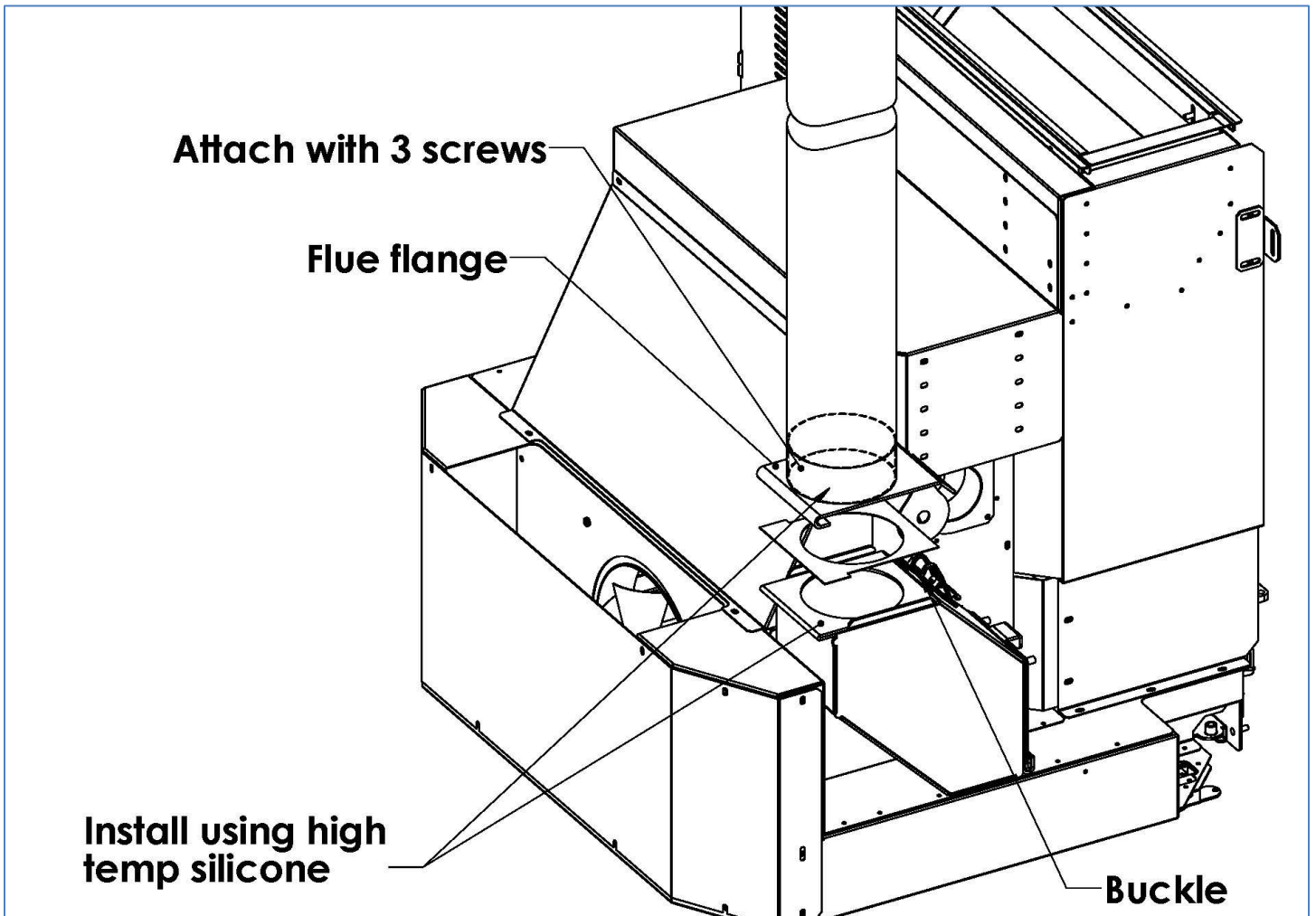
**FIGURE 5 – VERTICAL VENTING FOR ZERO CLEARANCE INSTALLATION**



**FIGURE 6 – MINIMUM VENTING WITH VERTICAL RISE**

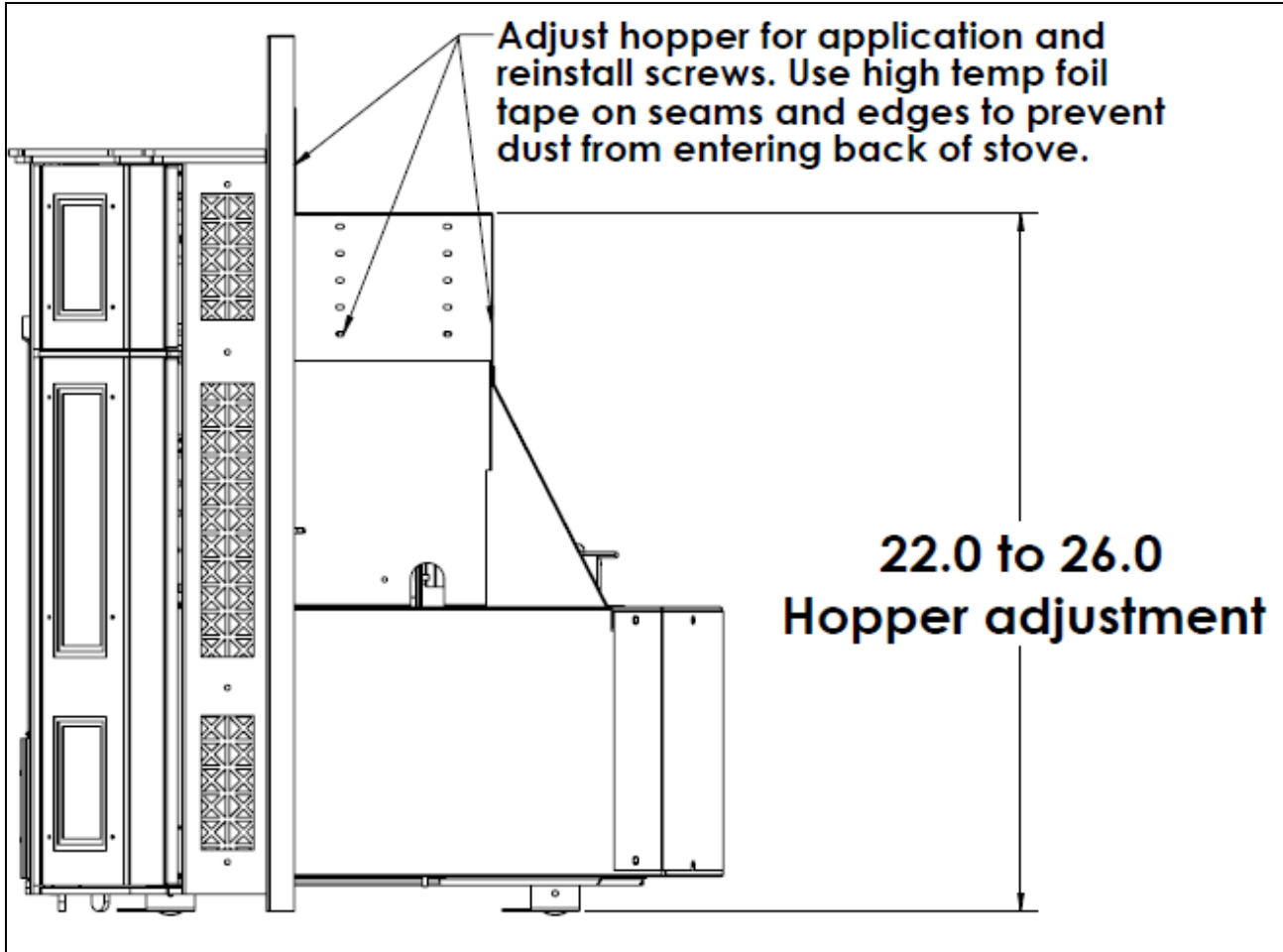


**FIGURE 7 – PIPE ADAPTOR & HOOK-UP**

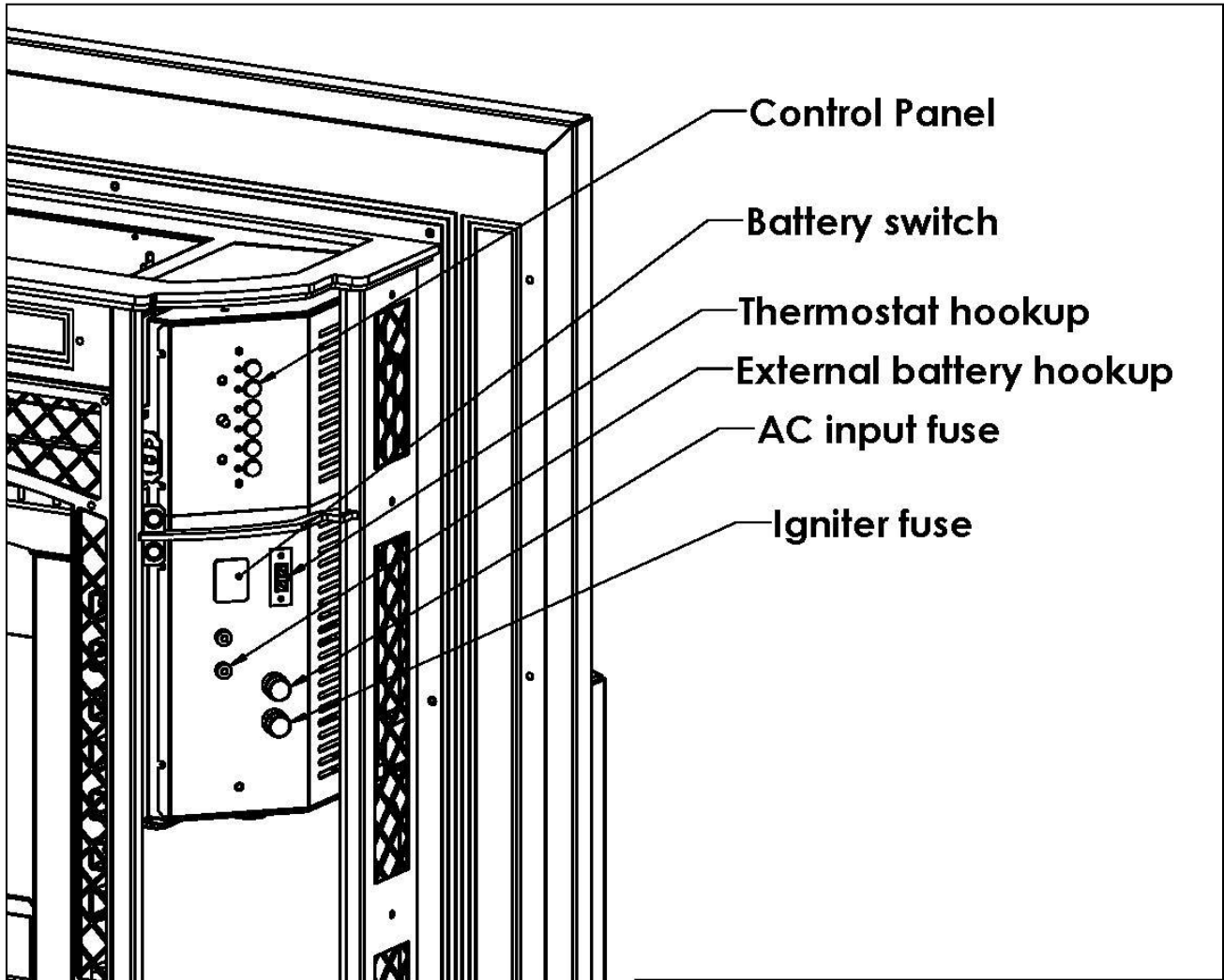


1. Silicone the top of flue flange with 500 degree HIGH-TEMP RTV silicone and insert flex liner or 4" pipe. Fasten pipe or flex liner with at least 3 sheet metal screws.
2. Silicone the flue gasket to fireplace engine with 500 degree HIGH-TEMP RTV silicone.

**FIGURE 8– ADJUSTABLE HOPPER ASSEMBLY**



**FIGURE 9 - CONTROL PANEL**



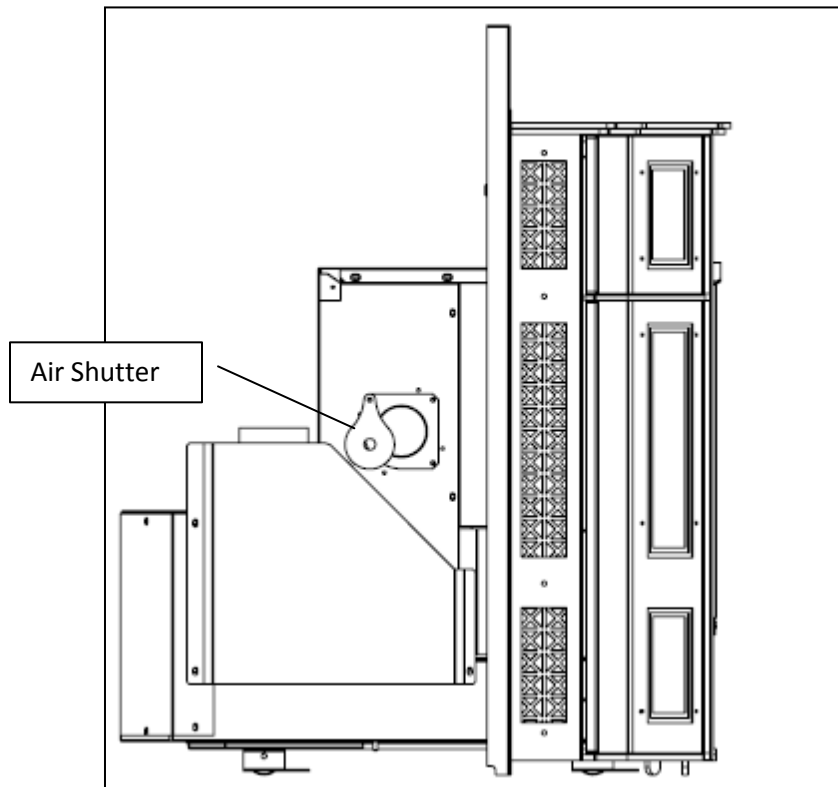
## Combustion air adjustment

Combustion air can be adjusted by rotating the air shutter to close / open the air duct. Air adjustment is critical for proper combustion and stove efficiency.

Adjust the shutter so the flame is bright yellow in appearance and is actively moving (not lazy). Dark flames, smoke or black tips on the flame is an indication of too little air.

If the flue configuration is tall, over 15 feet, the shutter should be closed more than a shorter vent since the higher flue will naturally draft the stove and increase the intake air velocity and volume. This can cause the pellets to be blown out of the firepot and the efficiency of the stove will decrease due to the heat going up the flue instead of through the heat exchanger.

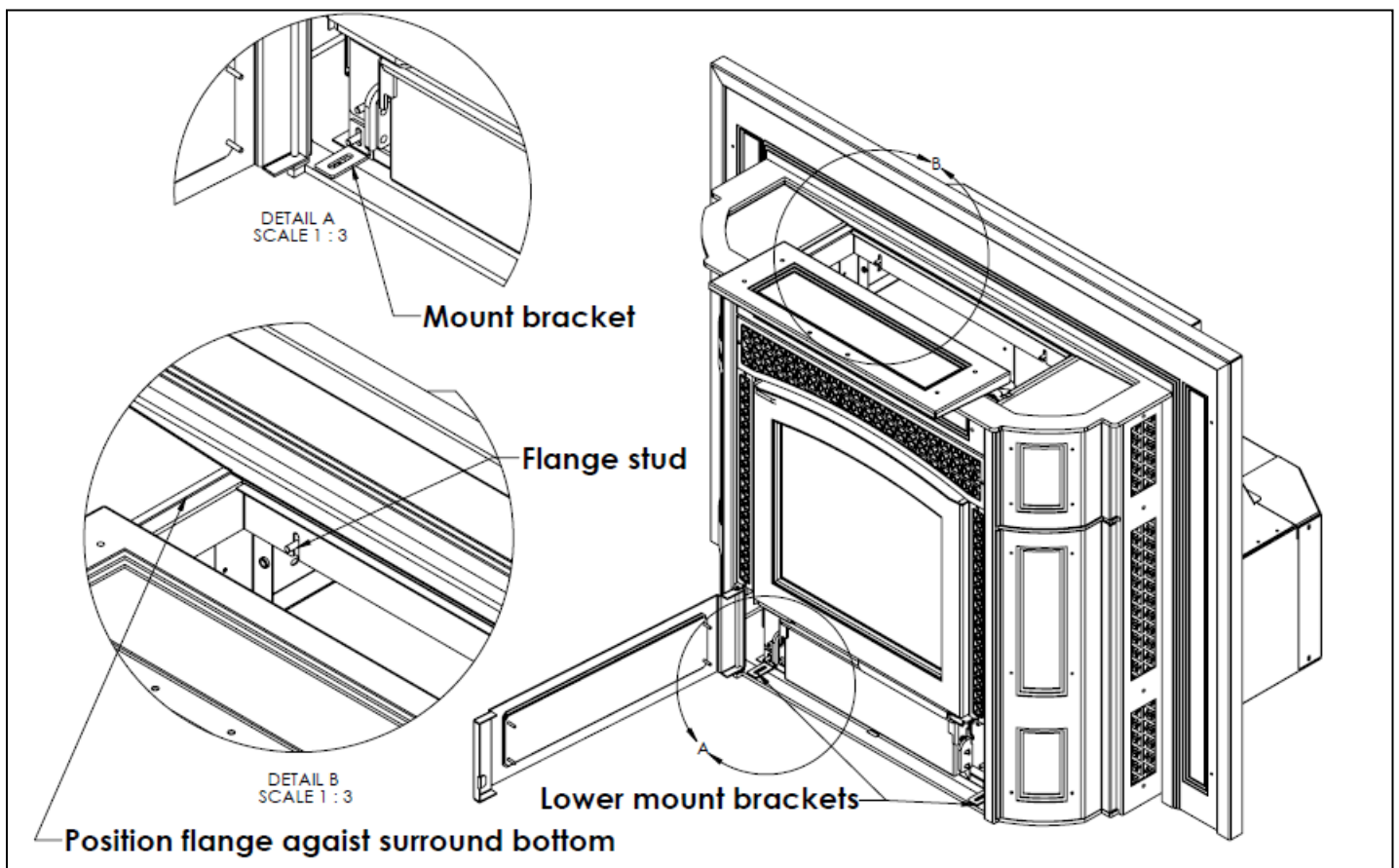
**FIGURE 10 – AIR SHUTTER ADJUSTMENT**



## Surround Installation

1. To install the surround onto the stove engine, first make sure hopper flange assembly located on top of engine can move freely by loosening the four flange stud locknuts. Two in the front and two in the back. Also loosen lower supplied L mount brackets.
2. Carefully position the surround assembly around the stove engine and center the assembly so that there are even gaps around the firebox by lining up the bottom previously loosened L mount brackets with the surround's predrilled holes.
3. Then move hopper flange previously loosened and mate to the underside of top inside of the surround allowing the gasket to meet up with the surround. Tighten the 4 previously loosened locknuts. Tighten the lower L mount brackets with the 2 supplied 10-32 x 3/8" slotted hex-head screws.
4. Install the hopper door assembly by loosening the 4 supplied flange lock nuts (2 on the left, 2 on the right) onto the hopper flange assembly.
5. Once the door is seated on the flange studs, tighten the 4 previously loosened flange lock nuts.

**FIGURE 11 – SURROUND INSTALLATION**



## Operation

### Start-Up and Operation – CONTROL PANEL

Open hopper lid and REMOVE all manuals and materials shipped with stove. Open front door and remove contents. Make certain firepot is seated properly.

Make sure power cord is connected both into stove (connector under control box on right side) and into wall outlet.

Fill hopper with pellets. Capacity of hopper can be adjusted depending upon fireplace opening dimensions (see Figure 8).

**Pellet quality** is crucial for proper burn, efficiency, and overall performance. The Providence Insert is tested and approved for premium wood pellets of HIGHEST BTU OUTPUT AND LOWEST % OF ASH CONTENT only. Good pellets will give you a bright yellow, vibrant flame. Poorer quality pellets will burn rich (orange flame) and dirty, black soot and ash will accumulate quickly. Expect premium pellets to provide a clean and efficient burn.

### Lighting Instructions

Open top right Control Panel door. Push the Medium, or High button and the stove will go into the start-up mode feeding pellets into the firepot. The fan and feed will start in Low mode and the light next to the button selected will start blinking.

Shortly thereafter, the automatic igniter will light the pellets in the firepot. Initially, the Startup mode will take up to 10 – 20 minutes. The unit will then automatically go into your selected Medium or High selection.

After Start-up mode the light next to the Medium or High will be solid and the stove will be in run mode. At this time, you now have the three distinct fan speeds: Low, Medium, and High to choose from.

We recommend that you run the stove on Medium for about 30 minutes to get the heat exchanger hot before turning it to Low. You will have to burn the Providence Insert for a few hours in order to determine the best setting for your particular needs.

When you wish to turn off your Providence Insert, simply push the OFF button and the feed will immediately cease. The fan will continue to run until the stove cools down and then it will shut off automatically. This might take up to 30 minutes depending upon ambient room temperature.

### START UP AND OPERATION - HANDHELD REMOTE AND THERMOSTAT

A wall thermostat or remote thermostat can be used to automatically control the Providence Insert. The thermostat or handheld remote provides the option of turning the stove on and off.

Here is the step-by-step procedure for setting up the thermostat or handheld remote option:

1. Unplug stove from power supply (both AC and DC).
2. Locate thermostat terminal behind right door (see Figure 9).
3. Remove metal shunt or known as “jumper”, and save for future use. Hook up thermostat wires to the two terminals. For handheld remote thermostat, hook up the two receiver wires to the terminals.
4. Locate wall thermostat approximately 10 to 12 feet from the stove using 18-2 gauge thermostat wire.
5. Make sure all the wiring is complete and batteries are installed into remote receiver and handheld remote before plugging the stove into the wall outlet.
6. Open hopper lid and REMOVE all manuals and materials shipped with stove. Open front door and remove contents. Make certain firepot is seated properly.
7. Make sure power cord is connected both into stove (connector under control box on right side) and into wall outlet.
8. Fill hopper with pellets. Capacity of hopper can be adjusted depending upon fireplace opening dimensions (see Figure 8).

**Pellet quality** is crucial for proper burn, efficiency, and overall performance. The Providence Insert is tested and approved for premium wood pellets of HIGHEST BTU OUTPUT AND LOWEST % OF ASH CONTENT only. Good pellets will give you a bright yellow, vibrant flame. Poorer quality pellets will burn rich (orange flame) and dirty, black soot and ash will accumulate quickly. Expect premium pellets to provide a clean and efficient burn.

9. Put hand-held remote into “ON” or the wall thermostat into “HEAT” position. For the Skytech hand-held remote, you will hear a “beep” when “ON” button is pushed.
10. Open top right Control Panel door. Push the Medium, or High button and the stove will go into the start-up mode feeding pellets into the firepot. The fan and feed will start in Low mode and the light next to the button selected will start blinking.

Shortly thereafter, the automatic igniter will light the pellets in the firepot. Initially, the Startup mode will take up to 10 – 20 minutes. The unit will then automatically go into your selected Medium or High selection.

After Start-up mode the light next to the Medium or High will be solid and the stove will be in run mode. At this time, you now have the three distinct fan speeds: Low, Medium, and High to choose from.

We recommend that you run the stove on Medium for about 30 minutes to get the heat exchanger hot before turning it to Low. You will have to burn the Providence Insert for a few hours in order to determine the best setting for your particular needs.

11. When you wish to turn off your Providence Insert simply push the OFF button on the handheld remote or the wall thermostat and the feed will immediately cease. The fan will continue to run until the stove cools down and then it will shut off automatically. Sometimes this might take 25 to 30 minutes depending upon ambient temperature.

**NOTE: Whenever power is unplugged from the stove, the hand held remote or wall thermostat must be reprogrammed. This will involve following Steps 7 through 11 to activate once again.**

**BATTERY REPLACEMENT: THP recommends consideration be given to replacing all batteries at a minimum of every 6 months. There are batteries both in the handheld remote, and the black receiver located in the bottom right door of the surround.**

## Control Functions

The push-button control settings on the Providence Insert are as follows: OFF, FAN, LOW, MED, HIGH, and CLEAN (see Figure 12).

**Figure 12 - Control Functions**



1. In the LOW position, the Providence will feed approximately 2 pounds of pellets per hour. Feed rate will depend upon size of the pellets, quality of pellets and the feed trim setting.
2. In the MED position, the Providence will feed approximately 3.5 pounds of pellets per hour. Feed rate will depend upon size and quality of pellets and the feed trim setting.
3. In the HIGH position, the Providence will feed approximately 5 pounds of pellets per hour. In each setting the fan speed will increase along with the feed rate. Feed rate will depend upon size and quality of pellets and the feed trim setting
4. The CLEAN position is to be used only when the stove is not burning and has cooled down for maintenance and cleaning. See “Clean Out” section under maintenance for explanation of this function.
5. The FAN position is used for manual start during power outages when the electronic ignition cannot function. If the firepot should overflow it is usually because it is clogged. Using the FAN position will enable you to burn these pellets before cleaning the firepot and allowing the startup procedure to take place once again.
6. When you wish to turn off your Providence, simply push the OFF button and the feed will immediately cease. The fan will continue to run until the stove cools down and then it will shut off automatically. This may take up to 30 minutes depending upon ambient room temperature.

## High Temperature / Flue, Trim, and Battery Indicators

### HIGH TEMP/FLUE INDICATOR

There is a small red light to the top left of the FAN button on the Control Panel.

This indicator light will **blink red** if there is a blocked flue due to ash buildup or high wind conditions creating back draft.

The indicator light will come on **steady red** if there is a Hi-Temp condition such as lint and dust build-up on the fan blade, hindering air flow through the stove.

If any of these conditions exist, the stove will shut down and the red light will remain on until the OFF button is pushed. Maintenance and cleaning should be performed before the stove is used again.

### TRIM ADJUSTMENT

The TRIM control dial will allow you to adjust the feed rate of the pellets on Low, Medium and High settings. Clockwise will increase the feed rate, counter clockwise will reduce feed rate. This button is designed to allow the user to adjust the feed to a particular brand of pellet. Find the best feed rate for your pellet brand preference and the room's heating needs.

### Battery Light

If you utilize the Thelin Hearth Products battery backup option, and the battery is plugged into the stove:

The indicator light will come on **blinking yellow** when the battery is charging.

The indicator light will come on **steady yellow** when the battery is fully charged.

### Battery Backup Operation

The Providence Insert is equipped with a unique battery backup technology. To set up the battery and engage the 12V backup system, follow these steps in order:

1. Place the sealed 12V battery inside the bottom right surround door, note supplied red and black female terminals.
2. Connect the positive (+) red battery cable to the positive terminal on the battery.
3. Connect the negative (-) black battery cable to the negative side of the battery.
4. Plug in the power cord to the wall receptacle.
5. Battery Switch should be set to Internal Battery to start and maintain the trickle charge. Please NOTE – if unit is unplugged, battery will lose charge.

## EXTERNAL Battery Backup Operation

1. Place the external battery at least 4 ft. away from unit.
2. Plug the 2 banana plugs (red and black) into the corresponding (red and black) receptacles on the Control Panel.
3. Connect the positive (+) red battery cable to the positive terminal on the battery.
4. Connect the negative (-) black battery cable to the negative side of the battery.
5. Plug the 2 banana plugs (red and black) into the corresponding (red and black) receptacles on the Control Panel.
6. Battery Switch should be set to External Battery to start and maintain the trickle charge. Please NOTE – if unit is unplugged, battery will lose charge.

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### WARNING

Make sure the red cable goes to the red terminal and the black cable goes to the black terminal. If you hook these up correctly the BATT light will glow green. If you hook them up backward the BATT light will glow red and the backup will not work. DO NOT let the battery terminals touch the metal stove. Failure to install correctly could cause physical harm and short out circuit board and will void the warranty on the stove.

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When the battery is properly connected the following will happen automatically:

1. If the stove is running and there is a power failure, it will instantaneously switch to battery backup power.
2. When power is restored, the stove will switch back to AC power automatically and trickle-charge the battery. As long as the stove is plugged into the wall outlet it will keep the battery charged. If you unplug the stove during the summer and leave the battery attached, it will run down the battery and shorten its life **(NOT RECOMMENDED)**.
3. Run time on the battery will depend upon the amperage of the battery. See your local battery store for details.
4. If you wish to place the battery beyond 4 ft from the stove you will need to increase the wire size of the cable. Check with your local electrical professional to make sure you have used the proper gauge wire/cable.
5. The electronic ignition feature will not work on battery mode. If the stove is off and the power fails, you will have to light the stove manually with an approved fire starter.

## Maintenance

The Providence Insert requires routine maintenance for maximum performance and prolonged life of parts and components. Maintenance is mandatory for warranty to remain in effect.

**ALWAYS DISCONNECT POWER CORD BEFORE SERVICING. RISK OF ELECTRICAL SHOCK IF NOT DISCONNECTED.**

Always turn your stove off and let it cool before servicing or cleaning the stove.

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The following procedures should be performed regularly and may require more frequent attention if a low-quality pellet is used. We recommend the purchase of an ash vacuum for maintenance work.

### Daily Maintenance

#### 1. Firepot -

1. Soot and ash build up in the firepot or surrounding area will affect the quality of burn and can cause ignition issues.
2. Scrape the firepot with a wire brush every 1-2 days to be certain the holes are clear. This will allow airflow to freely circulate to achieve a bright yellow flame.
3. It is recommended the firepot be cleaned before each startup, and more frequent cleaning may be necessary if low-quality pellets are used.

#### 2. Glass cleaning -

1. Clean glass every 3 to 4 days with stove glass cleaner. A more frequent quick wipe with a paper towel is recommended during the daily firepot maintenance.

### Weekly Maintenance

#### 3. Ash removal

1. Vacuum firebox of ash build up and soot weekly or more often as needed.
2. Remove the left and right clean out covers and clean with a wire brush.
3. Remove firepot from holder and clear all holes using vacuum or steel brush.

4. While clean out covers are removed, vacuum and wire brush heat exchangers. Connect the supplied vinyl clean out tube to ash vacuum or Shop Vac (an adapter may be needed, which can be purchased at a home center) for a more thorough clean up of the heat exchangers and inside the tight spots around the firepot & area around the igniter.
  1. Empty the ash pan and vacuum below and behind where it is seated in the firebox. See Figure 14.
  2. Cooled ash must be dumped into an airtight metal container. Dispose of ash properly to avoid a fire.
5. **Air Wash system**
  1. Remove the Air Wash Deflector and wire brush the deflector free of soot and ash. See Figure 14.
  2. Once the Air Wash Deflector is removed, carefully vacuum the mica plates being careful not to damage the plates as they are very fragile like glass.
  3. With door open, push the CLEAN button and allow the fan to run at least 45 seconds to blow excess ash out of firebox and into the flue.
  4. Replace parts previously removed.

## Monthly Maintenance

### 6. Exhaust channels

1. Remove ash pan. See Figure 14.
2. Remove retaining nuts that hold exhaust port covers in place.
3. Remove Clean Out Covers and gaskets.
4. Connect the supplied vinyl clean out tube to ash vacuum or Shop Vac (an adapter may be needed, which can be purchased at a home center) .
5. While using the vinyl clean out tube, vacuum on one side of U shaped exhaust channel while inserting brush into the other side of the channel. Brush approximately half of the channel around 4 - 5 times to loosen ash and allow the vacuum to remove the ash from the channel. See Figure 14.
6. Repeat process by switching the ports for the vacuum and brush.
7. Reinstall items removed in reverse order.
8. With door open, push the CLEAN button and allow the fan to run at least 45 seconds to blow excess ash out of firebox and into the flue.

## 7. Hopper

1. Vacuum hopper to remove excess sawdust. Excessive sawdust can cause feeding issues.

## 8. Pellet feed chute

1. With a putty knife, scrape and remove soot build-up. Build-up on the feed chute will prevent pellets from falling freely into the firepot.

## 9. Remove the exhaust vent clean-out cover

1. Once removed, vacuum any excess ash and soot from the bottom.

## Yearly Maintenance

**NOTE: THE FOLLOWING SHOULD ONLY BE PERFORMED BY SERVICE AND MAINTENANCE PERSONNEL FAMILIAR WITH BOTH PELLET STOVES AND IN PARTICULAR THELIN'S PRODUCT-LINE. WE RECOMMEND YOU CONSULT A THELIN HEARTH PRODUCT'S DEALER FOR A PROFESSIONAL SERVICE TECHNICIAN.**

**Soot and Fly Ash – The products of combustion will contain small particles of fly ash. The fly ash will collect in the exhaust venting system and restrict the flow of flue gasses. The exhaust venting system should be inspected at least once every year.**

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### 1. Combustion blower fan

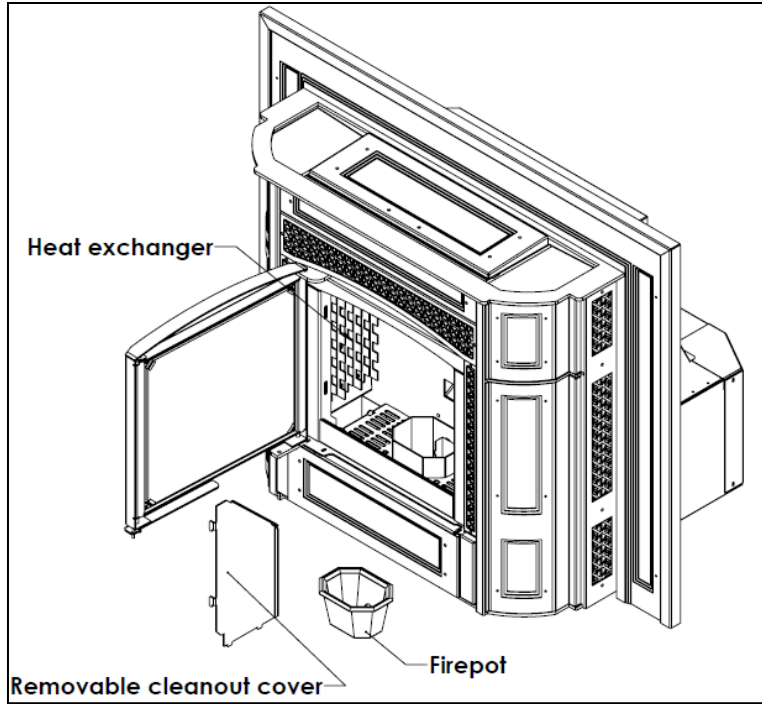
1. Make certain stove is unplugged from power outlet.
2. Remove hopper lid by removing the 4 flange nuts.
3. Remove the stove surround and place on a protected floor to keep from damaging surround.
4. Remove engine as needed to gain access to back of stove.
5. Using a ¼ inch nut driver, remove the 4 screws that hold the Upper Rear Access Panel. See Figure 15.
6. Remove the 13 screws that hold the Lower Bottom Rear Access Panel.
7. Remove the 9 screws that hold the Lower Inner Rear Access Panel.
8. Gently pull off the plastic fan blade and clip washer from the motor housing.
9. Unplug the electrical connections to the motor.

10. Remove 3 flange nuts, and remove entire fan assembly from the combustion housing. The fan assembly is installed with high temperature silicone sealant and will need to be gently worked loose from the fan housing.
11. Using a soft vacuum brush attachment, remove any dust and ash buildup on the motor, the exhaust blade, and entire housing. Ensure all ash is removed evenly from exhaust blade since uneven removal can cause a blade balancing issue and possible noise. **Note: Extreme care should be taken to avoid bending fan exhaust blade.**
12. Clean post exhaust fan duct with a wire brush. Duct can also be cleaned by access through flue cleanout cover in the front left of the stove by removing the 2 flange nuts. Vacuum any loose ash. See Figure 15.
13. Reinstall fan motor assembly back in place and tighten the 3 flange nuts on combustion housing. Apply high temperature silicone sealant around the flange housing. Flange must be fully sealed with silicone having a temperature rating of at least 500 degrees F.
14. Reattach electrical connections to the motor.
15. Vacuum surrounding stove areas around cabinet and ducts to remove any accumulated dust, ash, and pet hair.
16. Reinstall all previously removed panels. Suggest starting all screws on each panel first by hand before tightening.

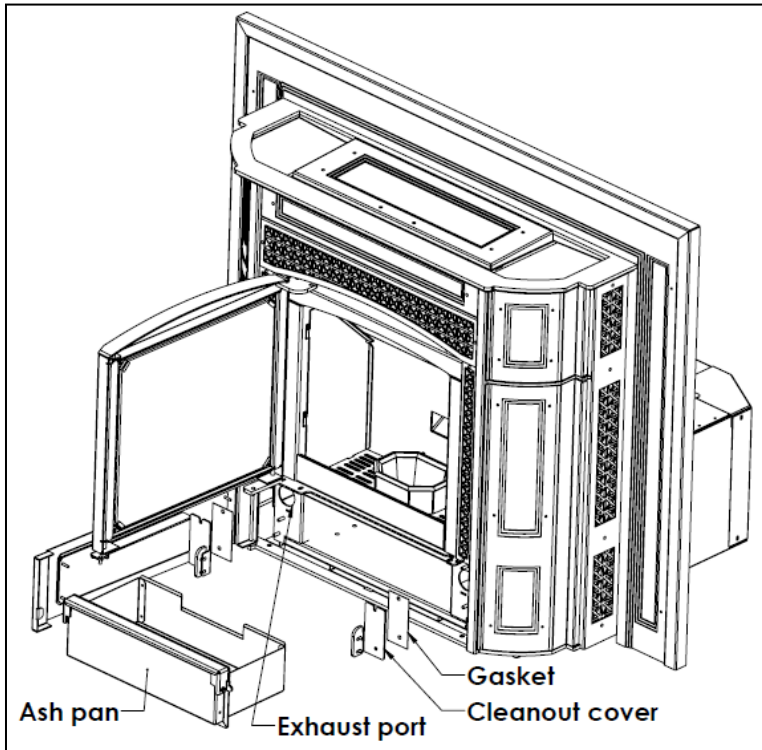
#### **HANDHELD REMOTE (if applicable)**

2. **BATTERY REPLACEMENT:** THP recommends consideration be given to replacing all batteries at a minimum of every 6 months. There are batteries both in the handheld remote, and the black receiver located in the bottom right door of the surround.
3. **Venting system – We recommend a certified chimney sweep to clean entire vent system.**
  1. Vent system should be cleaned using chimney sweep brushes.
  2. Check vent cap for any blockages.
  3. Remove the exhaust vent clean-out cover – Vacuum flue cleanout box to remove ash and buildup.
  4. Reinstall vent clean-out cover.

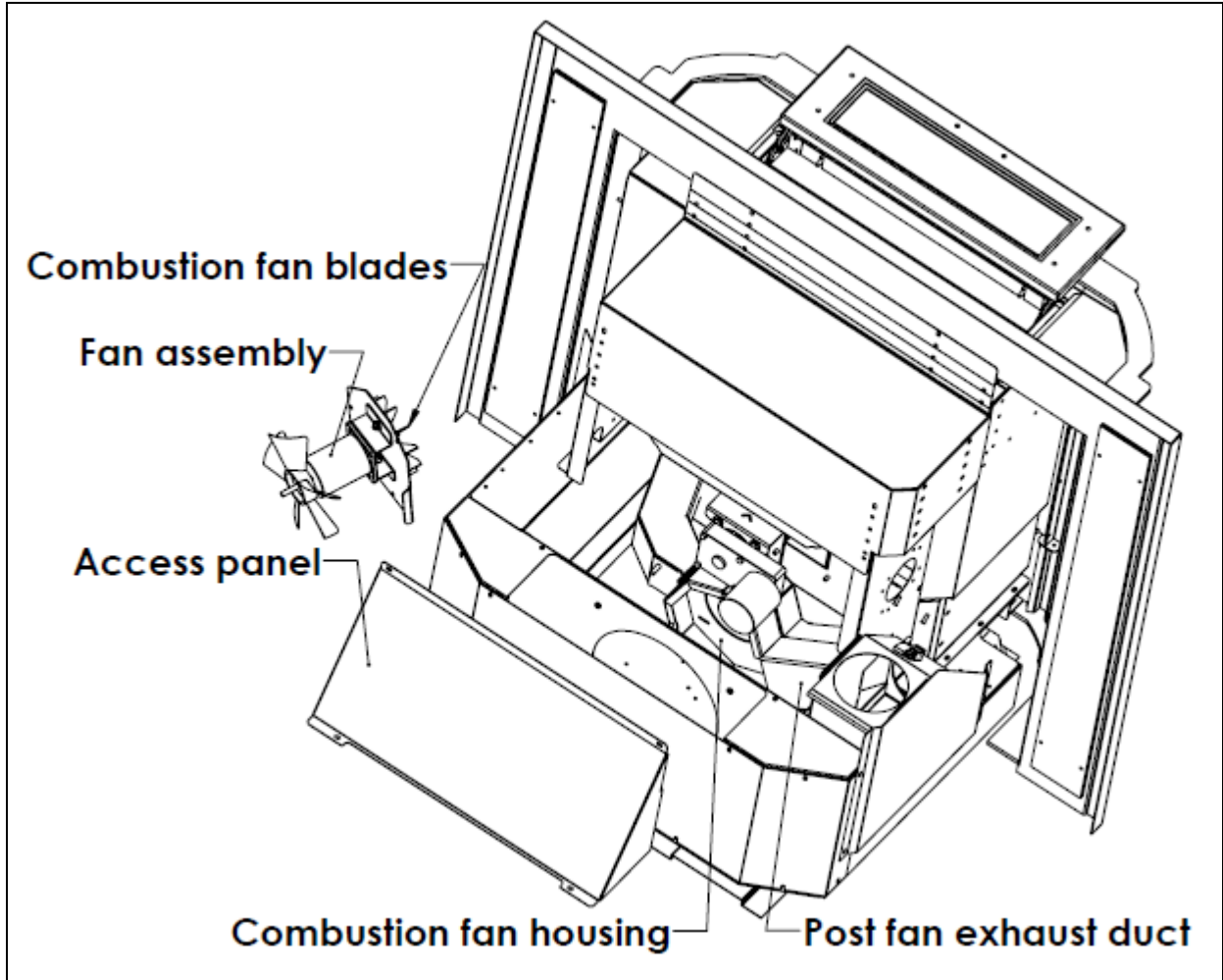
**FIGURE 13—CLEAN-OUT COVERS**



**FIGURE 14 – CLEAN-OUT VENT PORT**



**FIGURE 15 – COMBUSTION FAN**



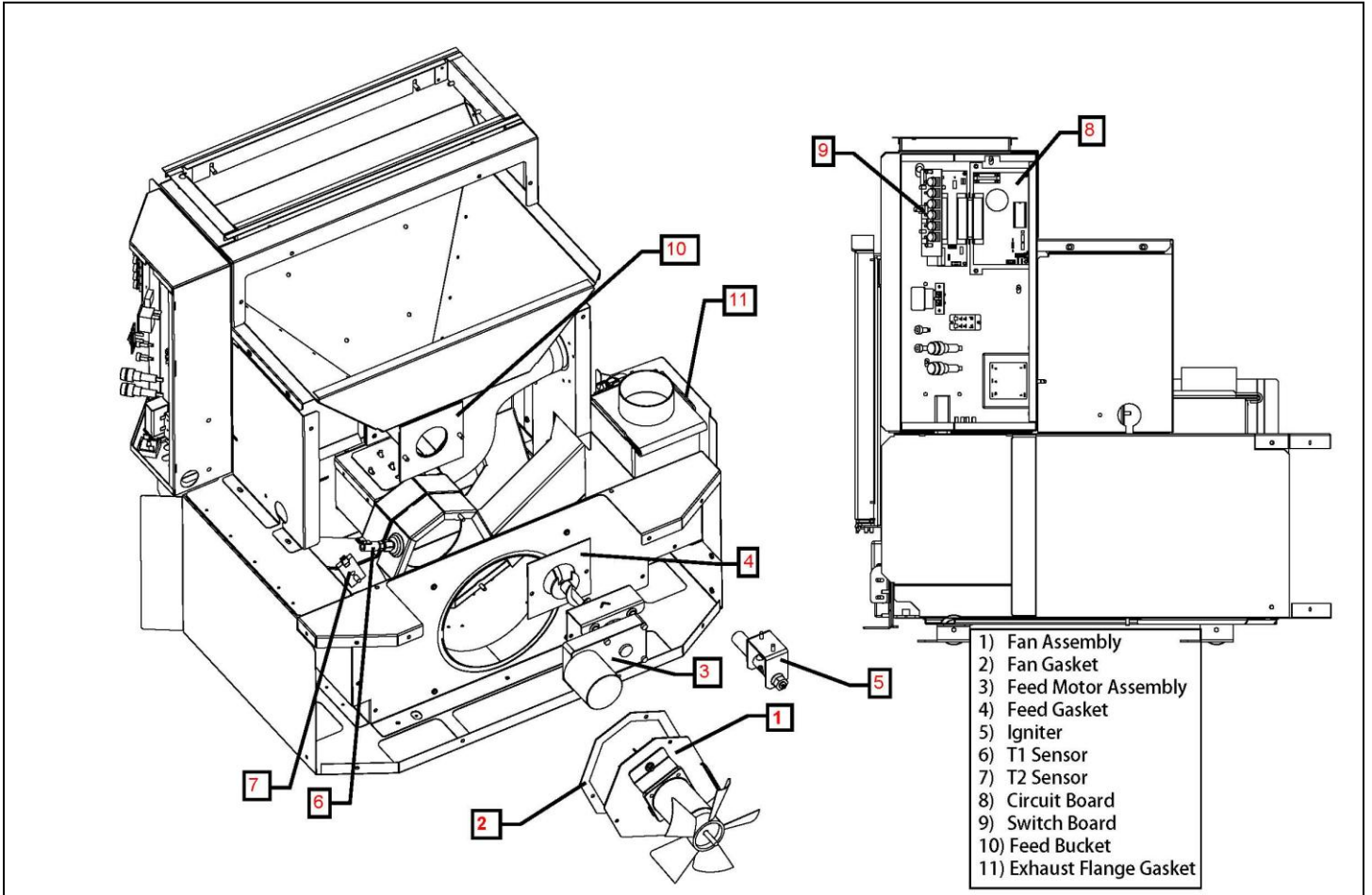
# Troubleshooting Guide

## Pellet Stove Troubleshooting Guide

Problem	Possible Cause	Solution
Pellets feed but do not ignite	Damp pellet Igniter fuse blown Bad igniter	Replace with dry pellets Replace igniter fuse Replace igniter
Pellets stop feeding.	Hopper out of pellets Obstruction in auger  Hopper Switch bad Feed motor not spinning	Add pellets to hopper <b>*TURN POWER OFF* *DISCONNECT POWER*</b> . Clean out any remaining pellets from hopper. Could be foreign object or excessive sawdust.  Replace Hopper Switch Replace Feed Motor
Pellets are overfeeding.	Holes are blocked in firepot Firepot not seated properly Gasket on Door is worn Air intake not adjusted Vent pipe obstructed Pellets or ash stuck behind Ash Drawer	Clean out entire firepot and keep holes clear Reseat firepot in firepot holder Replace Door gasket Adjust butterfly valve on intake air Cleanout vent pipe Cleanout behind or below Ash Drawer
Soot is forming on the door glass.	Air intake fully closed Poor pellet quality Firepot dirty	Open air intake and adjust for bright vibrant yellow flame Recommend low ash/high btu pellets Clean out Firepot and clear holes
Stove continues to run after button is pushed to "Off"	Stove is cooling down  T2 Sensor is bad	This is normal. The Fan will remain on for 25-30 minutes to allow stove to cool  Replace T2 Sensor
Fan Motor speed surges or slows down	Brushes in Fan Motor are bad	Replace Fan Motor brushes in motor
Stove shuts off on low	Feed rate is too low	Adjust feed trim button, turning clockwise, to allow more feed
Fan motor speed surges or slows.	Brushes in Fan Motor are failing. Check Fan voltage. Should be 7.5 to 8.0 volts	Replace brushes in Fan Motor. Replace Fan Motor Assembly
Hi Temp/Flue light comes on and stove stops working. (Blinking = blockage. Solid = overheating).	Restriction in exhaust or blockage.  Down draft or windy condition. Restriction in Fan Guard	Clean out vent pipe or any obstruction.  Change Vent cap. High wind for vertical/shielded horizontal cap Over heat condition, block in vent pipe. Clean Fan Guard of lint or dust
No power to stove when any button is pushed	Main Fuse blown  No voltage to Fan Motor	Replace Main Fuse  Replace Fan Motor Assembly
Pellets overfeeding	Restriction in Fan Guard	Clean Fan Guard of lint or dust

# Parts List

### Figure 16 – Replacement Parts List



Diagrams

Figure 17 – Circuit Board Diagram

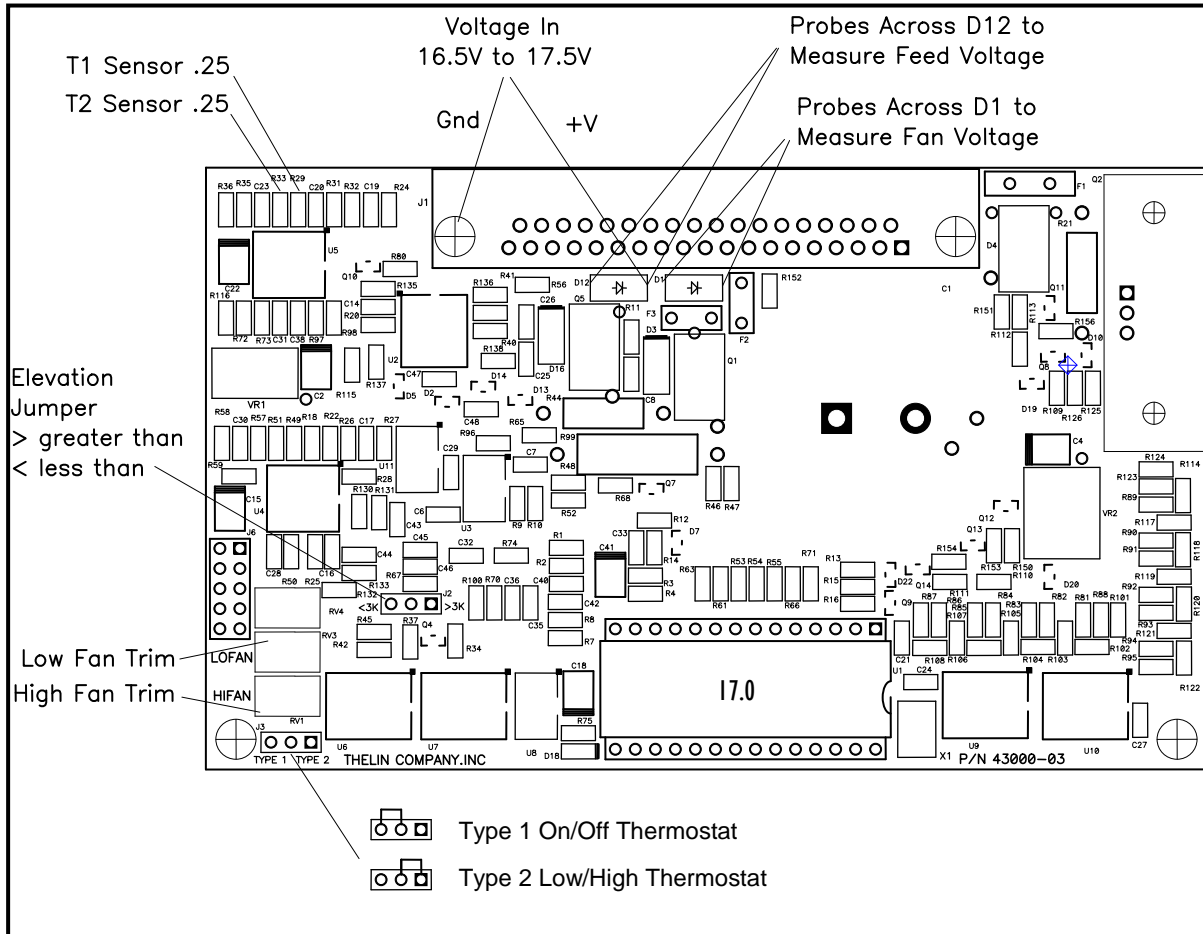
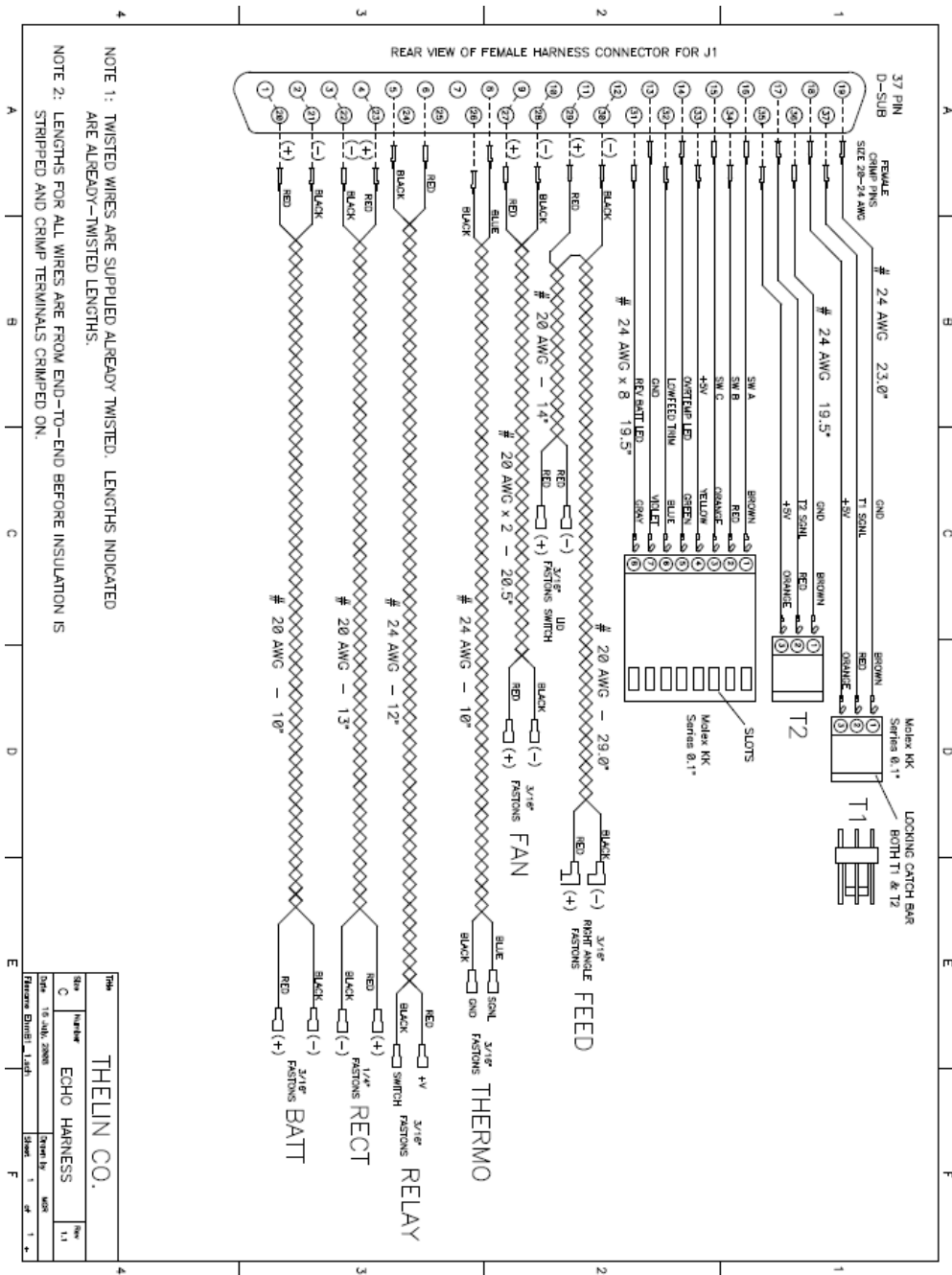
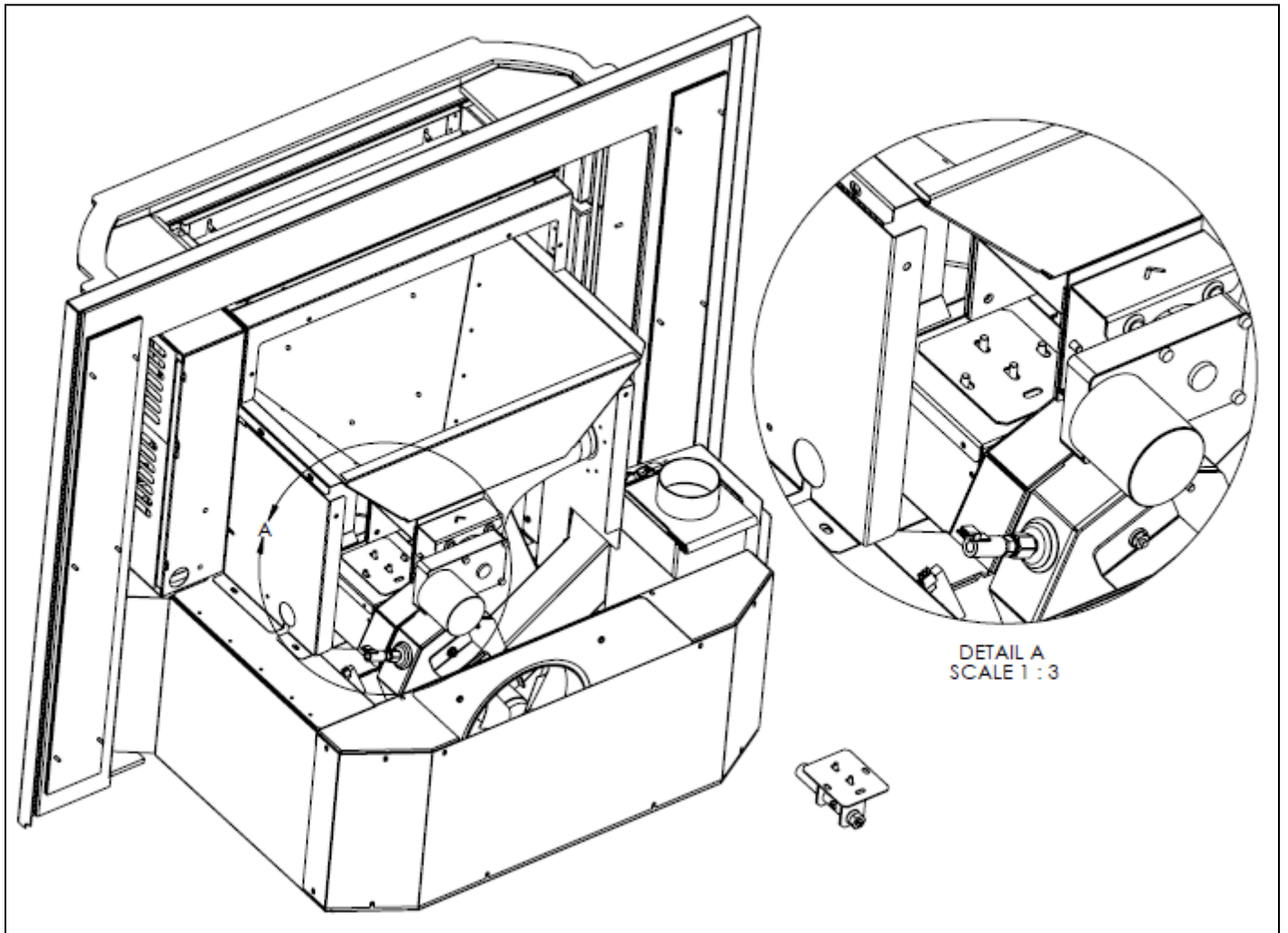


Figure 18 - Electrical Schematic/Wiring Diagram



**Figure 19 - Igniter Location**



1. The bracket holding the igniter is attached to the lid with two 10-32 nuts. The lid attaches to the air chamber with two 10-32 nuts. Also, a gasket (not shown), is installed between the lid and the air chamber.
2. Unscrew the igniter element from tube to replace.

# WARRANTY

## THELIN HEARTH PRODUCTS PELLET STOVE WARRANTY REPLACEMENT PROGRAM

EFFECTIVE April 1, 2013

NOTE: PLEASE READ THIS WARRANTY REPLACEMENT PROGRAM CAREFULLY BEFORE APPLYING FOR WARRANTY REPLACEMENTS OR CREDIT.

**WARRANTY COVERAGE – This warranty only covers Theelin Hearth Products that are purchased through an authorized dealer.**

### Covered

Warranted for five years from the date of retail purchase against defects in material and workmanship. THP will remedy the defect or replace the specified part. This does not include shipping costs. This warranty is only valid while the stove remains at the site of the original installation.

Limited Warranty for one year from date of retail purchase to include electrical components, gaskets, logs, moving parts, gas valve control, enamel finish, paint and burner. Only the original purchaser of a new THP stove is covered by the warranty and it is non-transferable. Retain your dated sales receipt as proof of purchase. Contact your original installing dealer for warranty service. Check with your installing dealer in advance if they require you to pay a service call for any warranty work. Travel and shipping charges are not covered by this warranty. If the installing dealer is unable to provide parts or service, contact the nearest Theelin Hearth Products dealer located on our website. [www.theelinco.com](http://www.theelinco.com).

### Not covered

Damages caused by abuse or failure to perform normal maintenance and any related expense. This warranty shall not apply to any faulty installation or the failure to observe the manual installation instructions. This warranty is void if stove 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 colored cast iron, bubbling, cracking and discoloration of steel. This warranty shall not apply due to use of fuels other than those specified in operating instructions. This warranty is void if stove has been operated in atmospheres for prolonged periods of time of dampness or condensation. This warranty is void if there is any damage to the stove or other components due to water or weather damage which is the result of, not limited to, improper chimney or venting installation. This warranty shall not apply due to unreasonable use by purchaser, consequential damages, incidental damages, improper installation, alteration or adjustment of the manufacturers' settings, lack of proper and regular maintenance; damage incurred while in transit, acts of Mother Nature.

The limited warranty does not extend to or include surface finish on the appliance, paint, gold or nickel plating, door gaskets, glass gaskets, glass, or firebricks. It does not cover installation or operational-related problems such as over firing, use of corrosive driftwood, downdrafts or spillage caused by environmental conditions, nearby trees, buildings, hilltops, mountains, inadequate venting or ventilation, excessive offsets, or negative air pressures caused by mechanical systems such as furnaces, fans, clothes dryers, etc. Any installation, construction, transportation, or other related costs or expenses arising from defective part(s), repair, replacement, etc., will not be covered by this warranty, nor will Theelin assume responsibility for them.

Some states do not allow the exclusions or limitation or incidental consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights that vary from state to state.

Changes in the exterior surface as a result of normal use are common, some changes in the color of interior and exterior surfaces may occur. This is NOT covered under warranty.

The movement of certain structural parts causing noise due to expansion or contraction is a normal condition and is not covered by this warranty.

The warranty does not cover any shipping costs.

### Warranty Work

If you find this unit to be defective in material and/or workmanship within a period of five (5) years from the date of purchase, contact your local dealer from whom you purchased the stove. All warranty work must be authorized by the factory in advance of the repair and an authorization number assigned. A warranty claim form must be completed and signed by both the repair person and the customer. For prompt warranty service, please contact the authorized dealer in your area. Have the following information available to assist the repair person.

### Stove purchase information

Date Purchased: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Dealer/Retailer where Purchased: \_\_\_\_\_

Installer/Contractor used for Installation: \_\_\_\_\_

### Qualification for warranty performance

Return product or defective part with proof of purchase and narrative description of defect together with your name and address, to: Theelin Hearth Products, Warranty Division, 1312 Striker Avenue Suite 101, Sacramento, CA. 95834. Returned part or product will be repaired or replaced at Theelin Hearth Products option and will be returned to you freight prepaid by you as soon as practical, but not later than 30 days after receipt.



THELIN HEARTH PRODUCTS  
4244 S. Market Court Suite A  
Sacramento, CA. 95834