



**INSTALLATION & OPERATION  
MANUAL**

25-CBPAH  
55-SHPCBPAH  
55-TRPCBPAH



Manufactured By:  
England's Stove Works, Inc.  
PO Box 206  
Monroe, VA 24574  
Rev. 4/2022

[www.heatredefined.com](http://www.heatredefined.com)

Parts: (800) 516-3636  
Support: (800) 245-6489

**CAUTION**

**PLEASE READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS PELLET FUEL-BURNING APPLIANCE. KEEP CHILDREN, FURNITURE, AND ALL COMBUSTIBLES AWAY FROM ANY HEATING APPLIANCE.**

**SAFETY NOTICE**

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH. FOR YOUR SAFETY AND PROTECTION, FOLLOW THE INSTALLATION INSTRUCTIONS OUTLINED IN THIS MANUAL. CONTACT YOUR LOCAL BUILDING OR FIRE OFFICIALS ABOUT RESTRICTIONS AND INSTALLATION INSPECTION REQUIREMENTS (INCLUDING PERMITS) IN YOUR AREA.**

**THIS WOOD HEATER NEEDS PERIODIC INSPECTION AND REPAIR FOR PROPER OPERATION. CONSULT THE OWNER'S MANUAL FOR FURTHER INFORMATION. IT IS AGAINST FEDERAL REGULATIONS TO OPERATE THIS WOOD HEATER IN A MANNER INCONSISTENT WITH THE OPERATING INSTRUCTIONS IN THE OWNER'S MANUAL.**

*La version française de ce manuel suit la version anglaise.*

**SAVE THESE INSTRUCTIONS**



**IMPORTANT: IF YOU HAVE A PROBLEM WITH THIS UNIT, DO NOT RETURN IT TO THE DEALER. CONTACT TECHNICAL SUPPORT @ 1-800-245-6489**

**Tamper Warning:**

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.

**Mobile Home Use:**

This freestanding pellet unit is approved for mobile home or doublewide installation with the outside combustion air hook-up See the "Installation" section of this manual for details pertaining to mobile home installations. Mobile home installation must be in accordance with the Manufactured Home and Safety Standard (HUD), CFR 3280, Part 24.

**WARNING:**

**USE OF OUTSIDE COMBUSTION AIR IS MANDATORY WITH THIS UNIT. DO NOT OPERATE WITH THE HOPPER OPEN; LID MUST BE SHUT AND TIGHTLY LATCHED DURING OPERATION. DO NOT OVER-FIRE YOUR UNIT.**

***Note: England's Stove Works does not recommend using a pellet stove as your only source of heat.***

**Retain for your files**

Model Number \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Date of Manufacture \_\_\_\_\_

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

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ENGLAND'S STOVE WORKS IS NOT RESPONSIBLE FOR ANY DAMAGE OR INJURY INCURRED DUE TO NEGLIGENCE, OR DUE TO UNSAFE INSTALLATION OR USAGE OF THIS PRODUCT. CALL TECHNICAL SUPPORT WITH ANY QUESTIONS.

# Welcome!

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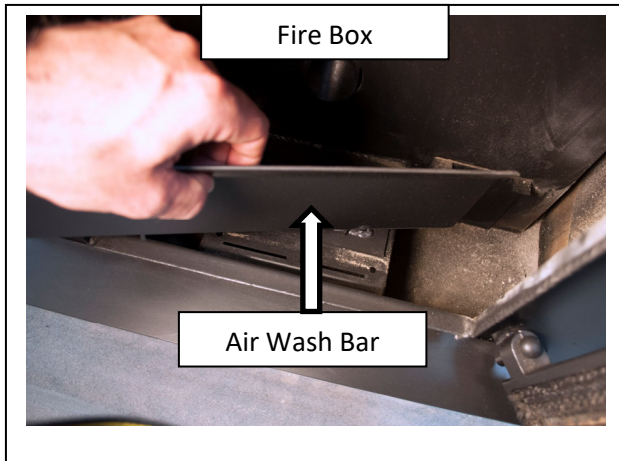
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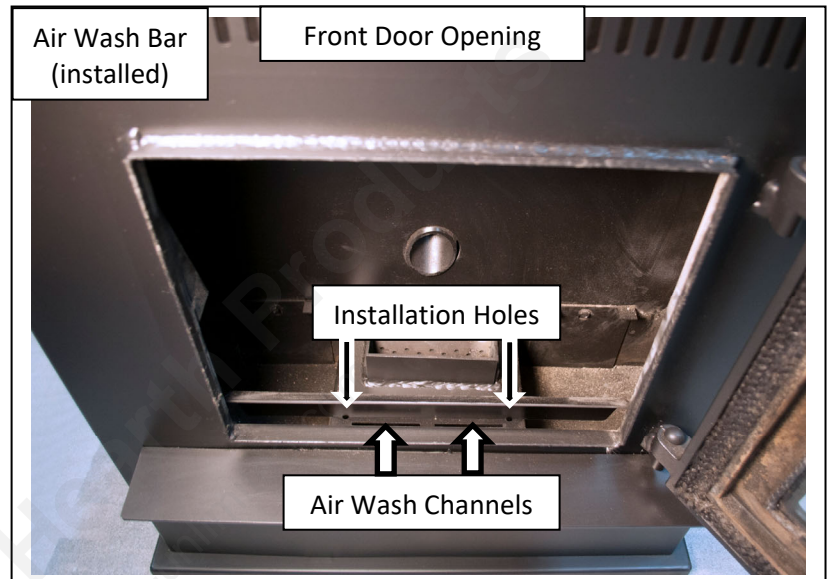
## AIR WASH BAR PLACEMENT

**CAUTION:** The Air Wash Bar may become jarred loose during shipping.

BE SURE that the Air Wash Bar is installed properly before each fire, including after cleaning and maintenance.



The bend of the air wash bar should face TOWARD the front door



Install the Air Wash Bar tabs into the holes and not into the air wash channels

The Air Wash Bar should fit into the two installation holes and 'lean forward' on the front wall of the stove.

The bend in the bar should bend toward the front door opening, and not backward toward the burn pot.

# INTRODUCTION

Thank you for purchasing this fine product from England's Stove Works! England's Stove Works was started, and is still owned by, a family that believes strongly in a "Do It Yourself" spirit; that's one reason you found this product at your favorite "Do It Yourself" store.

We intentionally design and build our stoves so that any homeowner can maintain their stove with basic tools, and we're always more than happy to help you do the job as easily and as inexpensively as possible. However, while remaining simple, our stoves are designed to perform extremely efficiently, helping deliver more heat from less fuel.

Please look at the extensive Help section on our website and call our Technical Support Department at (800) 245-6489 if you need any help with your stove. We are nearly always able to "walk you through" any installation issues, repairs, problems or other questions that you may have.

Wishing you years of efficient, quality and "comfy" heating,  
**Everyone at England's Stove Works**

**Please Note:** While information obtained from our web site and through our Technical Support line is always free of charge, there will be a service charge incurred with any "on-site" repairs or maintenance that we may arrange.

This manual encompasses all versions of the 25-CBPAH, including the 55-SHPCBPAH and the 55-TRPCBPAH. However, for simplicity of description, the stove will be referred to by the generic 25-CBPAH designation.

*This manual is available for free download on the manufacturer's web site. It is a copyrighted document and resale is strictly prohibited. The manufacturer may update this manual occasionally and cannot be responsible for problems including injuries or damages resulting from the use of information found in any manual from unauthorized sources.*

**CAUTION: Stove is heavy.**

In addition, when handling any sheet metal products, be aware that there may be sharp edges or burrs. Although we make every effort to eliminate any sharp edges, please use caution when handling any metal parts. Remember to disconnect (unplug) the stove from the power source and allow it to completely cool down before performing any maintenance.

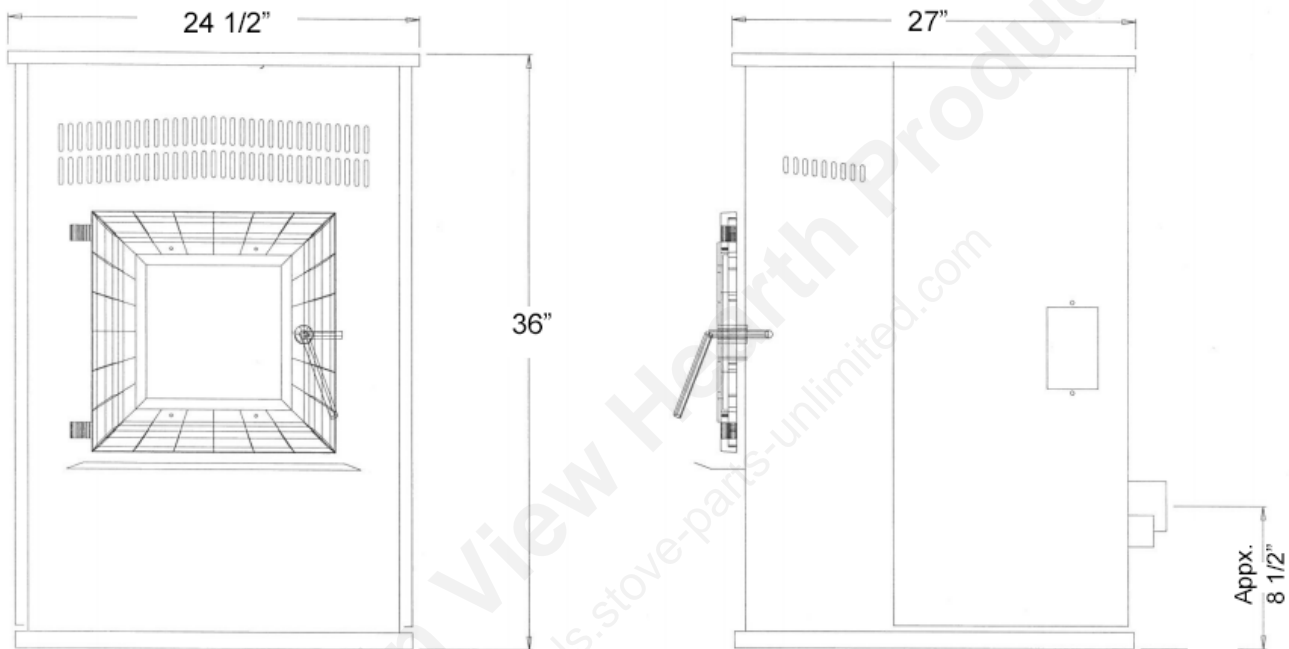
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# SPECIFICATIONS

## Heating Specifications

- Approximate Pellet Burn Rate\*\* .....0.9 to 2 kg/hr (2 to 4.4 lbs/hr)
- Maximum Burn Time\*\* ..... 76 hours
- Heat Output \*\* ..... 11,098-25,122 BTU/hr.
- Approximate Square Footage Heated\*\*\* .....up to 2,200 sq. ft.
- Hopper Capacity.....120 pounds

## Dimensions



## EPA and Safety Compliance Specifications

- EPA Compliance Status ..... Certified to comply with 2020 particulate emission standards using pellet fuel.
- U.S. Test Standard ..... EPA 40 CFR Part 60-2015
- Particulate Emissions ..... 1.47 grams/hr.
- CO Emissions ..... 0.000 grams/min.
- Efficiency..... 67.6% (HHV)
- Certified To ..... Certified to UL 1482 /ASTM E 1509 / ULC S627, ASTM E2779, ASTM E2515, CSA B415.1

**Notes for this unit:** Product may vary slightly from diagram. Clearances are the minimum for **this unit** and may need to be increased in the rear to have proper vent clearances. **Follow all venting manufacturer clearances and local codes.**

\* - As tested per ASTM 2779-10

\*\* - Heat output, burn rate and maximum burn time are heavily dependent on the type of pellets burned in the stove; as such, these numbers may vary.

\*\*\* - The maximum heating capacity of this unit can vary greatly based on climate, construction style, insulation and a myriad of other factors. Use this information in conjunction with a BTU loss calculation for your home to determine if this unit will be sufficient for your needs.

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# INSTALLATION

## Installation Overview

When choosing a location for your new stove, there are a multitude of factors that should be taken into account before beginning the installation.

1. Traffic Patterns – To help prevent accidents, the stove should be placed in a location where it is out of the way of normal travel through the home.
2. Heat Flow and Efficiency – When deciding on a location for the stove, consider the way heat moves throughout your home. Install the stove where you need the heat; basement installations often do not allow sufficient heat to flow to the upper floors and a top floor installation will not allow any heat to reach the floors below. Always consider that heat rises and will take the path of least resistance while it is still hot.
3. Exhaust Location – Outside walls are generally the best place to install a stove, since they allow easy exhaust and intake air installation (using our Dura Vent AC-3000 Kit, AC-33000 if Canada). If there is not a feasible way to install the stove on an outside wall, there are methods for venting the stove up through the roof, but they tend to be more costly because they involve the use of more pellet vent pipe and can often make outside air installation more difficult.
4. Wall Construction – Locating the stove so that the exhaust system can pass between studs will simplify the installation and eliminate the need to reframe any sections of the wall to accommodate the wall thimble.

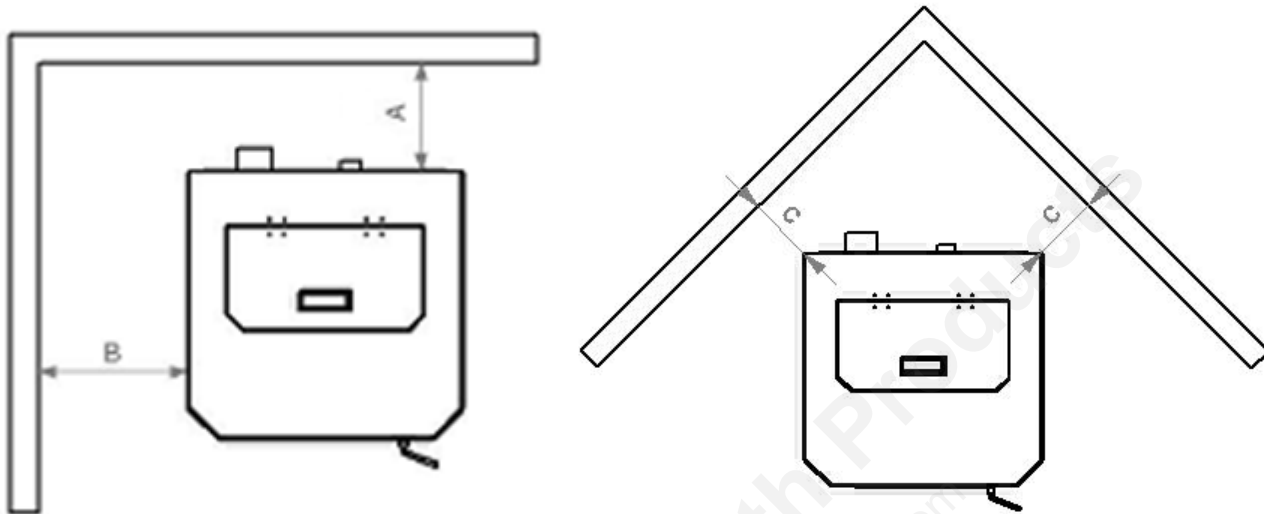
### **Warning**

- 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 any external part starts to glow, you are over firing. Reduce feed rate. Over firing will void your warranty.
- Comply with all minimum clearances to combustibles as specified. Failure to comply may result in a house fire.
- Tested and approved for **wood pellets only**. Burning any other fuel will void your warranty.
- For use with Premium grade wood pellets only.

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# INSTALLATION

## Clearances to Combustibles



Unit to Rear Wall (A)	Unit to Side Wall (B)	Unit to Corner (C)
0 in.	8 in.	6 in.
0 mm	203 mm	152 mm

## **CAUTION**

- Unit can be very HOT while in operation. Keep children away.
- Supervise children in the same room as this appliance.
- Alert children and adults to the hazards of high temperatures.
- Do NOT operate with protective barriers open or removed.
- Keep clothing, furniture, draperies and other combustibles away.
- Installation MUST comply with local, regional, state and national codes and regulations.
- Consult local building, fire officials or authorities having jurisdiction about restrictions, installation inspection, and permits.

**DO NOT CONNECT TO ANY AIR DISTRIBUTION DUCT OR SYSTEM**

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# INSTALLATION

## Venting Introduction

This pellet stove operates on a negative draft system, which pulls combustion air through the burn pot and pushes the exhaust air through the vent pipe and out of the building. This unit must be installed in accordance with the following detailed descriptions of venting techniques; not installing the stove in accordance with the details listed here can result in poor stove performance, property damage, bodily injury or death. England's Stove Works is not responsible for any damage incurred due to a poor or unsafe installation.

If questions arise pertaining to the safe installation of the stove, our Technical Support line (800-245-6489) is available. Contact your local code official to be certain your installation meets local and national fire codes and if you're uncertain about how to safely install the stove, we strongly recommend contacting a local NFI certified installer to perform the installation.

## Venting Guidelines

- **WARNING - INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.**
- **ALWAYS** install vent pipe in strict adherence with the instructions and clearances included with your venting system.
- **DO NOT** CONNECT THIS PELLETT STOVE TO A CHIMNEY FLUE WHICH ALSO SERVES ANOTHER APPLIANCE.
- **DO NOT** install a flue pipe damper or any other restrictive device in the exhaust venting system of this unit.
- **USE** an approved wall thimble when passing through a wall and a ceiling support/fire stop when passing through a ceiling.
- **ONLY** use 3.0" or 4.0" Type L or Type PL pipe approved for pellet stove venting; **DO NOT** use galvanized or B-Vent pipe.
- **SEAL** each joint of pellet vent with high temperature silicone (Part # AC-RTV3) to prevent smoke spillage into the home.
- **AVOID** excessive horizontal runs and elbows, as both will reduce the draft of the venting system and will result in poor stove performance.
- **INCLUDE** as much vertical pipe as possible to prevent smoke from the unit from entering your home in the event of a power outage.
- **INSPECT** your venting system often, to be certain it is clear of fly-ash and other restrictions.
- **CLEAN** the venting system as detailed in the maintenance section of this manual.

## **WARNING**

- **INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.**
- **HOT! Do not touch! Severe burns or clothing ignition may result.**
- **Glass and other surfaces are hot during operation.**
- **Do not attempt to touch or open the front or side panels during operation. This could result in severe burns or injury.**

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# INSTALLATION

## Additional Venting Information

- Do not mix and match components from different pipe manufacturers when assembling your venting system (i.e. Do **NOT** use venting pipe from one manufacturer and a thimble from another).
- We **require** a minimum vertical rise of 36 in. (3 ft.) of pipe to create natural draft in the system. This helps evacuate smoke from the stove in the event of a power failure or combustion blower failure.
- Venting systems 15.0 ft. or shorter may be composed entirely of 3.0 in. pellet pipe; to reduce frictional losses, venting systems longer than 15.0 ft. should be composed of 4.0 in. pellet pipe.
- Do not terminate the venting system directly beneath any combustible structure such as a porch or deck.
- Follow NFPA 211 rules listed below for venting system termination location relative to windows and other openings in the dwelling.
  - NFPA 211 (2006 ed.) Section 10.4 Termination: 10.4.5
    - (1) The exit terminal of a mechanical draft system other than direct vent appliances (sealed combustion system appliances) shall be located in accordance with the following:
      - (a) Not less than 3 ft. (.91 m) above any forced air inlet located within 10 ft. (3.0m).
      - (b) Not less than 4 ft. (1.2 m) below, 4 ft. (1.2 m) horizontally from or 1 ft. (305 mm) above any door, window or gravity air inlet into any building.
      - (c) Not less than 2 ft. (0.61 m) from an adjacent building and not less than 7 ft. (2.1 m) above grade when located adjacent to public walkways.
- Distance between the termination opening and grade should be a minimum of 2 ft. (24 in.) contingent on the grade surface below the termination. When determining the termination height above grade, consider snow drift lines and combustibles such as grass or leaf accumulation. In areas where significant snowfall is possible, the termination height must be sufficiently high to keep the termination free of snow accumulation.
- Do not use makeshift compromises during installation or install any component of the unit or venting system in such a manner that could result in a hazardous installation.
- A chimney connector shall not pass through an attic or roof space, closet or similar concealed space, or a floor, or ceiling.
- Where passage through a wall or partition of combustible material is desired, the installation shall conform to CAN/CSA-B365.

**WARNING:**

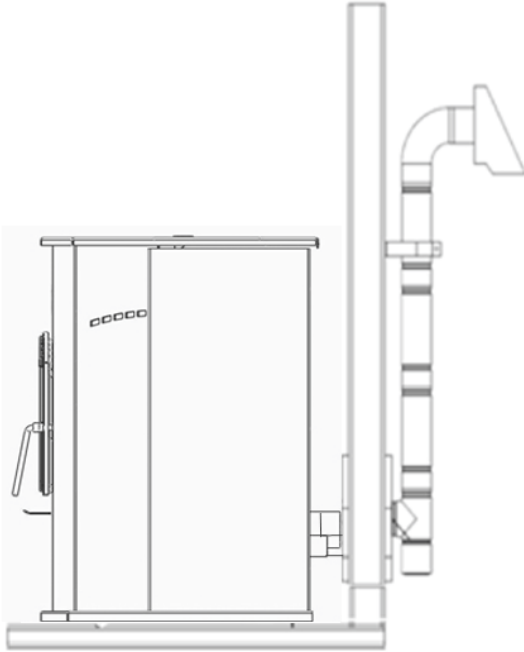
**Venting system surfaces get HOT, and can cause burns if touched.  
Noncombustible shielding or guards may be required.**

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# INSTALLATION

## Approved Venting Method 1: Through the Wall

For high altitude installations (above 4,000 ft.), the vent pipe should be increased from 3-inch (3") to four-inch (4").



- Generally the simplest installation method, venting through the wall using our AC-3000 kit, AC-33000 if Canada (or similar venting system) is also the preferred venting method. It minimizes horizontal pipe, allows the stove to be installed close to the wall and keeps the clean-out tee on the outside of the house, for ease of cleaning.
- When installing any venting system, **Type L** or **Type PL** pipe must be used and all clearances to combustibles (listed by the pipe manufacturer) must be strictly adhered to.
- Use the pipe manufacturer's approved thimble for passing through a combustible wall, and maintain at least the minimum clearances to combustibles.
- Use an appliance collar where the pellet vent connects to the exhaust output of the pellet stove and attach the appliance collar to the exhaust blower output using three

sheet metal screws.

- Secure the pellet vent to the outside of the house using a wall strap just below the 90 degree elbow.
- Seal each pipe connection joint with high temperature RTV Silicone, to ensure the system is leak free (Check with the specific venting system manufacturer's instructions before doing so).
- If the pellet vent pipe being used is not a "Twist Lock" system, three (3) sheet metal screws are required at each pipe joint.
- Connect the pellet stove to outside combustion air using the kit included with your stove or using an alternative method, as described in the "Outside Air" section, on page 16.

This installation type can be modified for basement (**Basement installations should always be performed by a professional installer**) or other installations wherein the tee and vertical section of the pipe would be inside the home and the venting system would simply pass horizontally through the thimble and then terminate.

### **Please Note:**

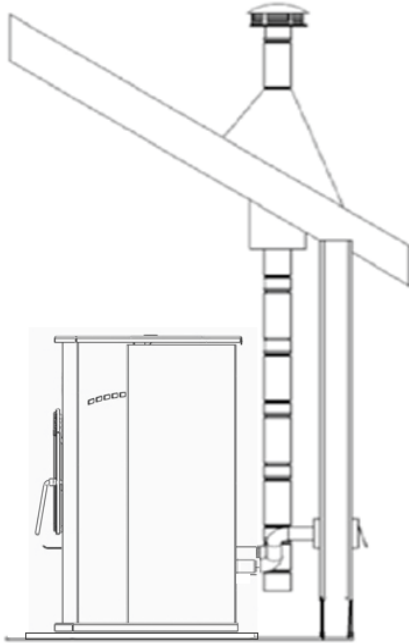
Installation diagrams are for reference purposes only and are not drawn to scale, nor meant to be used as plans for each individual installation. Please follow all venting system requirements, maintain the required clearances to combustibles, and follow all local codes.

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# INSTALLATION

## Approved Venting Method 2: Through the Ceiling

For high altitude installations (above 4,000 ft.), the vent pipe should be increased from 3-inch (3") to four-inch (4").



- Venting through the ceiling/roof may be the only feasible venting option in some cases and is a factory recommended installation.
  - When installing any venting system, **Type L** or **Type PL** pipe must be used and all clearances to combustibles listed by the pipe manufacturer must be strictly adhered to.
  - Use the pipe manufacturer's approved ceiling support for passing through a combustible ceiling, as well as the required fire stops, radiation shields, flashing and storm collar.
  - Be certain to follow the manufacturer's required height of termination above the roof line, and maintain at least the minimum clearances to combustibles.
  - Use an appliance collar where the pellet vent connects to the exhaust output of the pellet stove and attach the appliance collar to the exhaust blower output using three sheet metal screws.
- Seal each pipe connection joint with high temperature RTV Silicone, to ensure the system is leak free (Check with the specific pipe manufacturer's instructions before doing so).
  - If the pellet vent pipe being used is not a "Twist Lock" system, three (3) sheet metal screws are required at each pipe joint.
  - Connect the pellet stove to outside combustion air using the kit included with your stove or using an alternative method, as described in the "Outside Air" section, on page 16.
  - This venting method can also be modified so that the venting system runs horizontally through the wall from the stove, then transitions to vertical and terminates above the roofline. When using this modified version of this installation be certain to carefully follow the venting system manufacturer's instructions diligently.

### **Please Note:**

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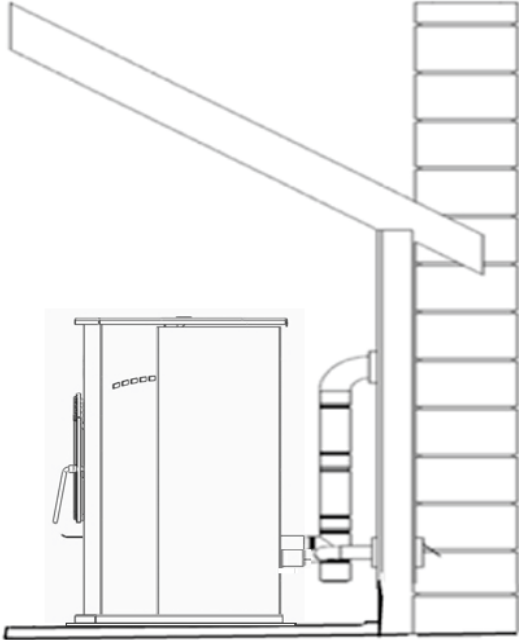
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# INSTALLATION

For high altitude installations (above 4,000 ft.), the vent pipe should be increased from 3-inch (3") to four-inch (4").

## Approved Venting Method 3: Existing Chimney System

- Using an existing masonry or factory built chimney for venting is the only other acceptable method for venting this pellet unit.



- Use **Type L** or **Type PL** venting pipe until entering the existing chimney. Use the appropriately sized adapter when transitioning from the pellet vent pipe to the masonry or factory built thimble and be certain that the adapter is sealed tightly to both the pellet venting system and the existing chimney.
- Before using an existing chimney, be certain it is in good condition (A chimney sweep inspection is highly recommended). Also, make sure the chimney meets the minimum standards listed in NFPA 211 (A chimney professional can confirm this upon inspection).
- If connecting this stove to a factory built chimney, it may **ONLY** be a 6" flue, UL103 HT venting system (ULC S629 if Canada). Connection to any other factory built chimney may result in a poorly operating or dangerous stove installation.
- When connecting to an existing masonry chimney, the cross-sectional area of the flue must be considered. A chimney with a flue larger than 6" round (28.27 sq. in.) may require relining with an approved pellet stove chimney lining system.
- Use an appliance collar where the pellet vent connects to the exhaust output of the pellet stove and attach the appliance collar to the exhaust blower output using three sheet metal screws.
- Seal each pipe connection joint with high temperature RTV Silicone, to ensure the system is leak free (Check with the specific pipe manufacturer's instructions before doing so).
- If the pellet vent pipe being used is not a "Twist Lock" system, three (3) sheet metal screws are required at each pipe joint.
- Connect the pellet stove to outside combustion air using the kit included with your stove or using an alternative method, as described in the "Outside Air" section, on page 16.

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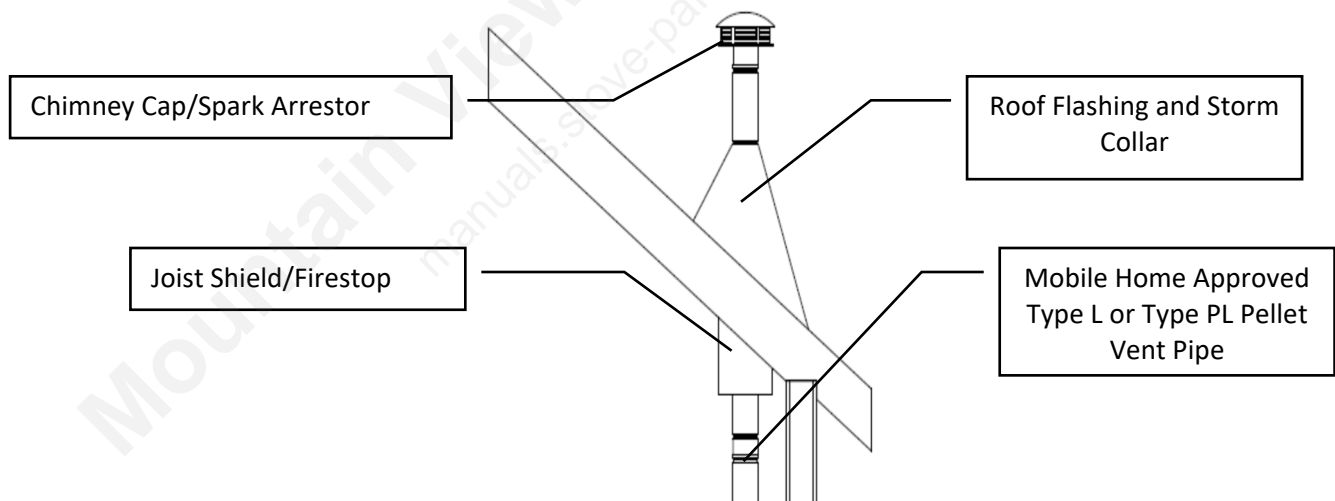
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# INSTALLATION

For high altitude installations (above 4,000 ft.), the vent pipe should be increased from 3-inch (3") to four-inch (4").

## Mobile Home Installation

- The England's Stove Works, Inc. outside air kit **MUST** be used for installation of this unit in a mobile home. Please see the "Outside Air" section on page 16 for more information regarding outside air connections.
- The outside air inlet must be kept clear of leaves, ice and other debris. Keeping the outside air inlet free of restriction is crucial to preventing air starvation and smoke spillage.
- The pellet stove **MUST** be secured to the floor of the mobile home using lag bolts and the holes provided in the bottom of the base for this purpose. Outdoor-aired space heaters must be attached to the structure.
- The pellet stove **MUST** be grounded with #8 solid copper grounding wire (or equivalent), terminated at each end with an NEC approved grounded device.
- Carefully follow all clearances listed in the appropriate section of this manual AND follow the venting manufacturer's minimum clearance requirements. Similarly, be certain the venting system used is approved for mobile home use.
- Installation must be in accordance with Manufacturers Home & Safety Standard (HUD) CFR 3280, Part 24 as well as any applicable local codes.
- Use silicone to create an effective vapor barrier at the location where the chimney or outside air ducting passes through to the exterior of the structure.



### CAUTION

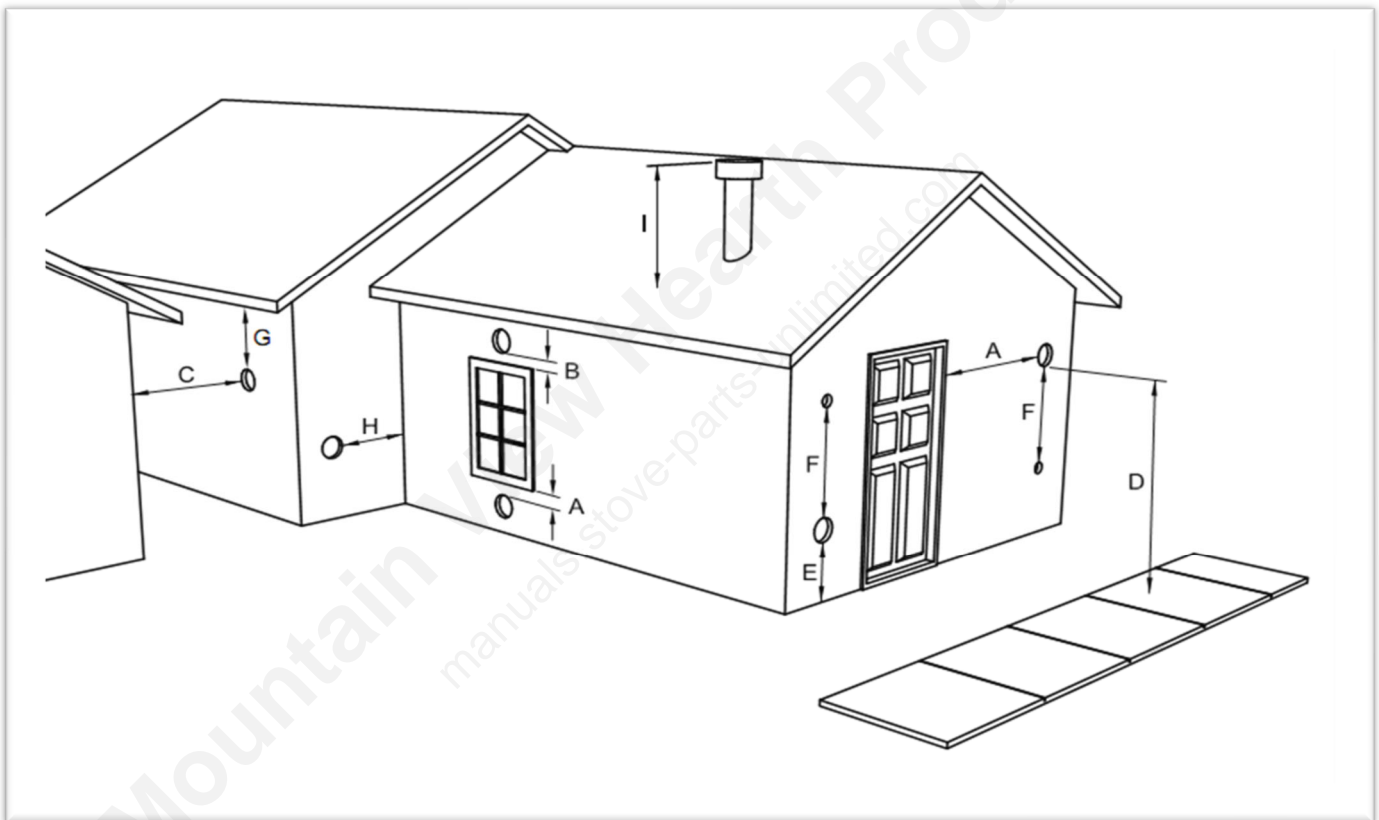
THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL AND CEILING/ROOF MUST BE MAINTAINED. DO NOT CUT THROUGH FLOOR JOISTS, WALL STUDS, CEILING TRUSSES OR ANY OTHER SUPPORTING MATERIAL WHICH COULD BE DETRIMENTAL TO THE STRUCTURAL INTEGRITY OF THE HOME.

**WARNING: DO NOT INSTALL IN A SLEEPING ROOM.**

**IMPORTANT!** READ AND FOLLOW ALL INSTALLATION AND MAINTENANCE INSTRUCTIONS, INCLUDING CLEANING THE UNIT AS SPECIFIED, AND REPLACING GASKETS ANNUALLY, AND PARTS AS NEEDED.  
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## VENT TERMINATION CLEARANCES

- A) Min. 4-ft clearance below or beside any door or window that opens.
- B) Min. 1-ft clearance above any door or window that opens.
- C) Min. 2-ft clearance from any adjacent building.
- D) Min. 7-ft clearance from any grade when adjacent to public walkways.
- E) Min. 2-ft clearance above any grass, plants, or other combustible materials.
- F) Min. 3-ft clearance from a forced air intake of any appliance.
- G) Min. 2-ft clearance below eaves or overhang.
- H) Min. 1-ft clearance horizontally from combustible wall.
- I) Vents installed with mechanical exhausters shall terminate not less than 12 in. (305mm) above the highest point where they pass through the roof surface.



### Notes on termination of Pellet Vent Pipe from NFPA 211 (2006 ed.) Section 10.4 Termination: 10.4.5 (See also "INSTALLATION" section of manual AND additional notes above):

- Not less than three (3) feet above any forced air inlet located within ten (10) feet.
- Not less than four (4) feet below, four (4) feet horizontally from, or one (1) foot above any door, window or gravity air inlet into any building.
- Not less than two (2) feet from an adjacent building, and not less than seven (7) feet above grade where located adjacent to public walkways.

The exhaust exit shall be arranged so that the flue gases are not directed so that it will affect people, overheat combustible structures, or enter buildings. Forced draft systems and all parts of induced draft systems under positive pressure during operation shall be installed gastight or to prevent leakage of combustion products into a building. Through-the-wall vents shall not terminate over public walkways, or where condensate or vapor could create hazards or a nuisance.

*Be sure to follow local codes and all manufacturer's instructions (including exhaust pipe).*

*Consult a professional installer and/or call Technical Support if you have any questions.*

## OUTSIDE AIR HOOK-UP

- The use of outside combustion air is **mandatory** on this pellet stove.
- The outside air connection pipe protrudes from the lower rear center of the stove; use the included outside air kit to attach your stove to outside combustion air. Instructions and all the parts needed to make the outside air connection to your pellet stove are included with the outside air kit.
- If it is not feasible to use the included outside air hookup kit in your stove installation, other materials may be used, provided the following rules are followed:
  - The pipe used for outside air hookup must be metal, with a minimum thickness of .0209 in. (25 gauge mild steel) or greater and an inside diameter of approximately 2.0 in.
  - All pipe joints and connections should be sealed with pipe clamps or other mechanical means, to insure a leak free outside air connection.
  - Long runs of pipe and excessive elbows for outside air should be avoided. Due to frictional resistance in pipe, any excessive outside air piping can result in poor stove performance.
  - A screen or other protection device must be fitted over the outside air termination point to prevent rain, debris and nuisance animals from entering the piping system.
  - Increase the outside air pipe size to 3.0 in. diameter pipe if the outside air connection is more than 6 ft. in length, more than two (2) elbows are used or if the stove is installed in a basement.
- The outside air connection system should be inspected at least annually to be certain it is free from blockage.

### **Caution**

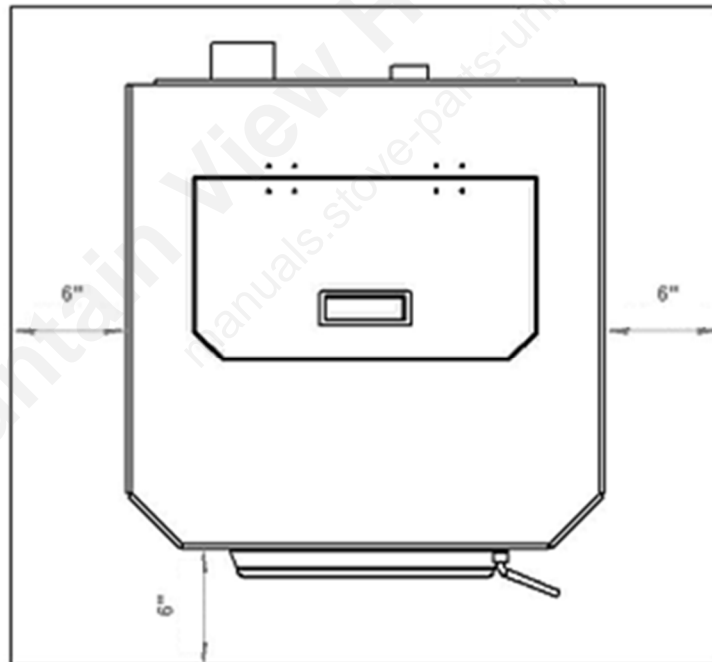
**NEVER** draw outside combustion air from:

1. Wall, floor or ceiling cavity.
2. Enclosed space such as an attic, garage or crawl space.

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# FLOOR PROTECTION

- This pellet stove requires a non-combustible floor protector if the stove is to be installed on a combustible floor. If the floor the stove is to be installed on is already non-combustible (i.e. a concrete floor in a basement) and has an R value equal to or higher than .2, no floor protection is needed (although a decorative floor protector can still be used for aesthetic reasons).
- Prefabricated floor protectors which are UL listed (ULC if Canada) or equivalent can be purchased or a floor protector can be built from standard materials: two sheets of .5" thick cement board covered with ceramic tile would be a suitable floor protector which meets the .2 R-value requirement.
- When using any floor protector, consider that this stove is not only heavy but will induce heating and cooling cycles on the floor protector which can damage tile and loosen mortar and grout joints. A hearth rug is **NOT** an approved substitute for a proper hearth pad.
- **For the US and Canada:** The floor protector must extend at least 6 in. (152 mm) from the front & sides.
- **In Canada,** it is required that the non-combustible floor protector is underneath and extends 2 in. (50.8 mm.) on either side of any horizontal venting runs **AND/OR** is directly underneath any vertical venting pipe.



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# DAILY OPERATION

## Getting Started

- Check to see that the hopper is clean and free from foreign materials. Be sure to connect this unit to a working outlet; we recommend using a surge protector to help protect the electronic components from damage.
- **BEFORE** your first fire, dry run your unit (no pellet fuel in the hopper) for twenty minutes; pressing the “ON” button with the unit plugged in will initiate the dry run.
  - Once the “ON” button is pressed, you should immediately hear the exhaust blower start and operate continuously.
  - After about three to five minutes, look for the red glow of the igniter in the igniter port of the burn pot to be certain it is operating normally.
  - Hold the hopper lid switch (See “Illustrated Parts Diagram” pg. 44) down with your finger and check to see that the auger is turning. Release the hopper lid switch and be certain that the auger stops turning. **DO NOT PUT YOUR FINGERS IN THE HOPPER OR NEAR THE ROTATING AUGER.**
- After about twenty minutes, the control board should display “E-2” in the two display windows (More information on Error Codes can be found in the Error Code section of this manual).
- At this point, the dry run is complete and your pellet heating appliance is ready for normal operation.

## Lighting a Fire

- In order for this stove to operate, the hopper must first be filled with pellet fuel. Lift the hopper lid using the flush-mount handle and pour the pellet fuel directly into the hopper.
  - ❖ We recommend using only pellets manufactured by PFI Certified facilities, since pellets bearing the PFI stamp of approval will be low in ash and moisture, high in BTU’s, and uniform in size and quality.
- This pellet stove will perform equally well using softwood and hardwood pellets, and although the ash may differ slightly in appearance or texture, both types of pellets will burn cleanly and efficiently in this stove.
- This pellet stove is equipped with an automatic pellet ignition system; the only user input required to light the stove is a simple press of the “On” button.
- Shortly after pressing the “On” button, the letters “**S U**” will appear in the heat range and blower speed windows of the control board. This indicates the stove has entered the start-up sequence and is operating normally.
- The fuel feed rate and combustion air during start-up is determined by the control board, so the stove may be started on any heat range.
- After approximately fifteen minutes, the fire should be burning brightly and the “**S U**” should disappear from the control board. At this point, the stove has begun normal operation and the display windows on the control board will remain empty, unless the Heat Range or Blower Speed is adjusted.

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- It is normal for the unit to smoke during the first fire, as paints and oils cure. This should dissipate within the first hour. Open a door and/or window during the first fire to ventilate the area.

## Daily Operation Notes

- Only high quality, Premium Grade ¼" (.25 in.) diameter wood pellets should be used in this stove. Using low grade wood pellets with high ash content OR wood pellets with a high moisture content can cause the burn pot to fill with ash at a more rapid pace and can cause intervals between periodic maintenance to become significantly shorter. Please read the "Maintenance" section of this manual thoroughly to understand how fuel selection affects stove operation, maintenance and cleaning.
- Variation in the flame height is normal; not all wood pellet fuel is uniform in size, which can affect the way pellets are fed into the burn pot. Although the flame height may increase and decrease during operation, there is no loss of efficiency.
- Always store wood pellet fuel in a dry location; storing wood pellet fuel in a dry location ensures the fuel will remain pelletized and low in moisture content. Also, be certain that all wood pellet fuel is stored at a safe distance from the pellet heater; storing fuel in close proximity to the stove can result in a fire. **Do not install or operate this unit outside, in a greenhouse, or in any area that is high in moisture.**
- This pellet burning room heater is equipped with a specially designed burn pot which comes preinstalled from the factory. This burn pot elevates the burning pellets and delivers air at the precisely-required locations. Pellets must only be burned in the factory burn pot; no modifications should be made to this burn pot and no additional grates or other fire elevators should be used.

### **CAUTION**

**NEVER USE GASOLINE, GASOLINE-TYPE LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID, OR SIMILAR LIQUIDS TO START OR "FRESHEN UP" A FIRE IN THIS HEATER. KEEP ALL SUCH LIQUIDS WELL AWAY FROM THE HEATER WHILE IN USE. ADDITIONALLY, NEVER APPLY FIRE-STARTER TO ANY HOT SURFACE OR EMBERS IN THE STOVE. DO NOT USE CHEMICALS OR FLUIDS TO START THE FIRE.**

**DO NOT BURN FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL. DO NOT BURN GARBAGE; LAWN CLIPPINGS OR YARD WASTE; MATERIALS CONTAINING RUBBER, INCLUDING TIRES; MATERIALS CONTAINING PLASTIC; WASTE PETROLEUM PRODUCTS, PAINT OR PAINT THINNERS, OR ASPHALT PRODUCTS; MATERIALS CONTAINING ASBESTOS; CONSTRUCTION OR DEMOLITION DEBRIS; RAILROAD TIES OR PRESSURE-TREATED WOOD; MANURE OR ANIMAL REMAINS; PAPER PRODUCTS, CARDBOARD, PLYWOOD OR PARTICLEBOARD. THE PROHIBITION AGAINST BURNING THESE MATERIALS DOES NOT PROHIBIT THE USE OF FIRESTARTERS MADE FROM PAPER, CARDBOARD, SAWDUST, WAX AND SIMILAR SUBSTANCES FOR THE PURPOSE OF STARTING A FIRE IN AN AFFECTED WOOD HEATER. BURNING THESE MATERIALS MAY RESULT IN RELEASE OF TOXIC FUMES OR RENDER THE HEATER INEFFECTIVE AND CAUSE SMOKE.**

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## CONTROL BOARD SETTINGS

The control board on this stove allows the user to adjust the heat output and convection blower speed, turn the unit on and off, and test components for function (more on diagnostic mode later).

- The lower buttons on the control board (Low Fuel Feed, Low Burn Air, and Air on Temp) are not meant to be adjusted during normal operation of the unit. These buttons are factory preset and can not be adjusted by the user.
- To energize the unit and initiate a fire, press the “On” button. The LED above the button should turn green and the control board should display “S U” shortly after pressing the button.
- To shut the unit down, press the “Off” button. The LED above the button should turn red and the board should display “S d” shortly after pressing the button. This initiates the shut down sequence, and the stove will remain in shut down mode until it has cooled down.
- To increase the heat output of the stove, press the “Up” heat range button. The number in the heat range display window will increase, signifying that the control board is now adjusting the heat output to your desired level. The blower speed will increase the same amount as the heat range, because the stove is designed to operate with the blower speed greater than or equal to the heat range. Pressing the “Down” arrow will decrease the heat range and blower speed.
- To increase the blower speed without increasing the heat range, press the Blower Speed “Up” arrow until the desired blower speed is shown in the display window. Pressing the “Down” arrow will decrease the blower speed; however, the control board will not allow the blower speed to be set lower than the heat range.

### Caution

**This unit is meant to operate only with the main viewing door closed. Smoke spillage and an inefficient, lazy burn will result from attempting to operate the stove with the door open.**

**In addition, using fuel other than wood pellets can create an unsafe situation and can also generate excess carbon monoxide. Carbon monoxide is an odorless, colorless gas which can be deadly.**

**Burn ONLY wood pellets.**

### Carbon Monoxide Detector

England’s Stove Works, Inc. highly recommends the use of a carbon monoxide detector in the proximity of the stove and one per floor of the home.

A certain amount of carbon monoxide is produced within the stove as a by-product of combustion. All exhaust vent connections must be sealed with RTV Silicone to assure a tight seal. Any leaks into a confined area caused by faulty installation or improper operation of the stove could produce dizziness, nausea and in extreme cases, death. The CO concentration during testing was found to be 0.013 g/min.

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## ERROR CODES

Error codes, or “E-Codes,” are alphanumeric codes that will appear in the Heat Range and Blower Speed windows of the Control Board if the unit experiences an abnormal condition. Error codes are the control board’s way of telling the user that something isn’t operating correctly within the stove, and that the unit should be carefully inspected before reigniting. See the “Trouble-Shooting Guide,” page 31, for additional information on error codes.

### E-0

- When this is displayed in the control board windows (typically when restarting after an “E-Code” shutdown), it means there are currently no errors and the stove will begin normal operation.

### E-1

- This error code is not used on this stove. If it is displayed in the control board windows, please contact Technical Support and they will diagnose the cause of the false code.

### E-2

- When this code is displayed in the control board window it indicates a failure to light. Although the stove may have ignited the pellets, the control board did not register a high enough temperature to determine the fire was lit. If a fire was ignited, wait for the unit to cool, clean the burnpot and restart the unit.

### E-3

- This error code indicates the preset maximum allowable exhaust temperature was exceeded. Commonly referred to as “Over-Firing,” the E-3 code means something in the stove is causing the exhaust gas to be hotter than expected.

### E-4

- This code is displayed based on a drop in the exhaust temperature. This code means the fire or “proof of flame” has been lost. It usually results from the hopper being empty.

**If an error code continues to display, if the error code seems unexplainable, or if you have any other questions about error codes and what they mean, please contact Technical Support at (800) 245-6489.**

Hopper Lid Safety Switch - This unit is also equipped with a hopper lid safety switch (Part # AC-HLSB) which is directly connected to the auger motor. In the event the hopper lid is left open while the stove is in operation, the hopper lid switch will prevent the auger from turning. This is to prevent byproducts of combustion from entering the home through the open hopper lid and also to simply prevent operation with the hopper lid open. Improper hopper lid safety switch operation will result in an auger that will not turn and therefore a stove that will not burn. NEVER place your hand or any object near the auger while the stove is connected to power.

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## POWER FAILURE

If the power to the unit is interrupted for approximately three minutes or less, the unit will resume operation when power is restored according to the following table:

Unit's State Before Power Loss	State When Power Returns
ON	Start-Up
Start-Up	Start-Up
Shut-Down	Shut-Down
OFF	OFF

- If the power is interrupted for more than (approximately) three minutes, the unit will be "OFF" when power returns.
- **IMPORTANT** – Do **NOT** open the hopper lid or the door to the unit during power outage. Open the closest outside door and a window to reduce the chance of any combustion byproducts entering the home from the stove.
- Wait for the power to be restored and then press the "ON" button to restart the unit, if necessary.

### Smoke Detectors

England's Stove Works, Inc. highly recommends the use of smoke detectors in every room of the house. However, locating a smoke detector directly above this unit can result in nuisance alarms.

### Caution – Shock Hazard

Press the "Off" button and let the appliance completely cool BEFORE unplugging the appliance and beginning any maintenance or component replacement.

**Risk of shock if appliance is not unplugged before service.**

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***\*Failure to properly clean your stove can cause poor performance and possibly a burn back!\****

**Disposal of Ashes** – Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a noncombustible 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 been thoroughly cooled.

## DAILY MAINTENANCE

### Important Notes

- As with any maintenance concerning this unit, be sure the unit is “OFF” and has completed the Shut-Down cycle **BEFORE** beginning.
- Be aware that metal parts in the firebox can remain **HOT** long after the fire has gone out and **EVEN** after the Shut-Down cycle is complete. Always use extreme caution when handling potentially hot stove parts, even if you think they should be cold.
- Ashes should only be removed when the stove has been shutdown and has been allowed to cool thoroughly. Hot embers can remain under ashes long after the fire has gone out, so always be extra careful when handling any ashes from this (or any) stove.
- Different pellets will generate varying amounts of ash and burn pot deposits. Carefully monitor the ash build up in the stove when first operating the unit, as well as whenever a different brand of pellets is burned.
- While the amount of ashes generated by this unit is not excessive compared to a traditional log-burning woodstove, keeping the unit clean and free of ash is **ESSENTIAL** for peak performance and maximum efficiency. Ash build-up hampers airflow, reduces efficiency, and can cause a smoke back.
- England’s Stove Works® is not responsible for any damages incurred due to a poorly maintained and/or dirty stove. This pellet stove is a highly efficient machine and, as such, requires sufficient maintenance to keep it operating at its peak.

### Ash Removal and Disposal

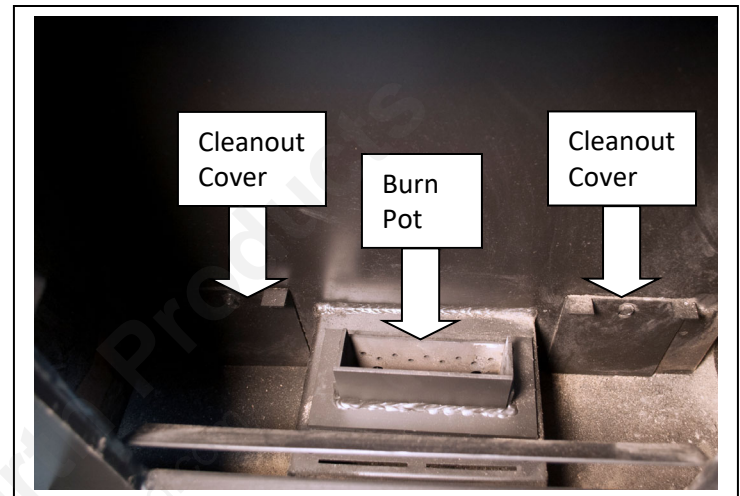
- Press the “Off” button and allow the stove to complete the shutdown cycle and cool completely.

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- Because of the open design of the firebox, the majority of the ash will be on either side of the cradle. Open the door of the stove and use an old paint brush or putty knife to move ash from around the burn pot and into the open areas beside the cradle.
- Using the cleaning tool provided, remove any deposits left in the burn pot, being careful to remove them from the burn pot and not allow them to filter down into the cradle area. Excessive ash build-up in the cradle can cause poor stove performance (See “Cleaning the Burn pot,” below).

**WARNING:** Use caution when using the cleaning tool, as it has a sharp point and may have some sharp edges (as with any metal tool). As we recommend with any maintenance, use gloves, safety glasses and any necessary safety apparel when handling the cleaning tool.



### Cleaning the Burn Pot

Along with removing ashes from the stove, cleaning the burn pot is the other essential part of daily maintenance that will keep the stove operating at its peak. Pellets contain varying amounts of impurities and fusible material that will accumulate in the burn pot over time. Some pellets will contain much higher amounts of these fusible impurities, therefore extra vigilance may be required to maintain a clean burn pot. Allowing impurities to build up in the burn pot can restrict the air flow to the fire, resulting in a dirty, inefficient burn and can shorten the life of the burn pot.

**NOTE:** The burn pot should be cleaned out **before each start-up** (before pressing the ON button), and daily.

- Always allow the stove to finish the shut-down cycle and cool completely before performing any maintenance inside the firebox.
- Open the front door and remove the burn pot by lifting it straight up and out of the cradle. **WARNING** – The burn pot can remain HOT long after the fire has gone out, so wear protective gloves whenever handling a potentially hot burn pot.
- Once the burn pot is out of the stove, use the cleaning tool to remove any deposits from the inside of the burn pot.
- **Be certain all air holes are clear and unrestricted** by fusible ash matter; the cleaning tool provided is designed to fit these holes and will be useful in removing stubborn deposits from these holes.

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- Remove any ash material from the bottom of the cradle and brush any ash from the top of the cradle into the sides of the firebox. Keeping the top of cradle free of ash is crucial in allowing the burn pot to seat properly in the cradle.
- Insert the burn pot back into the cradle using the reverse of the procedure detailed above.

## WEEKLY MAINTENANCE

### Baffle Removal

- As with any maintenance concerning this unit, be sure the unit is “OFF,” has completed the Shut-Down cycle, and is completely cool **BEFORE** beginning. Be aware that metal parts in the firebox can remain **HOT** long after the fire has gone out and **EVEN** after the Shut-Down cycle is complete. Always use extreme caution when handling potentially hot stove parts, even if you think they should be cold.
- Weekly maintenance should include the steps listed in this section **AS WELL AS** the steps listed in the “Daily Maintenance” section.
- Remove the top baffle (inside the firebox, above the door) by lifting it up and pulling it forward, then tilting it sideways to remove it from the stove. The part number for the top baffle is AC-PAHTB.
- Remove any ash that has accumulated behind the baffle in the stove.
- The use of a utility vacuum is highly recommended because it will prevent fly-ash from falling through the exhaust holes and into the exhaust chamber.
- Replace the baffle by reversing the above steps. Be sure the tabs in the baffle fit into the matching holes in the firebox wall of the stove. The top of the baffle will rest against the front wall of the stove when it is properly installed.

### Clean-Out Covers

- The exhaust chamber of the stove was intentionally designed as an ash accumulation area. Allowing ash to accumulate here prevents excess ash build-up in the combustion blower and the venting system. Similarly, the exhaust chamber is easily accessible via the two exhaust chamber clean-out ports located in the firebox.
- Remove the exhaust chamber clean-out port covers (*lower left and right, on either side of the burn pot, see image on previous page*). Use a 5/16” socket wrench to loosen the screw on each cover, then pull the cover upwards to remove it from the screw.
- **BEFORE** vacuuming the chamber out, observe the type and quantity of ash build-up. The ash deposited in the exhaust chamber should be light, fluffy, grey or white in color, and should be no higher than half way up the clean-out port.

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- Using a utility type vacuum cleaner, vacuum the fly ash out of the exhaust chamber. A short piece of hose can be attached to the end of the utility vacuum line and can be useful in reaching the ash. Replace the clean-out port covers when finished.
- A specially designed ash vacuum is available from the England's Stove Works website; please see: [store.heatredefined.com](http://store.heatredefined.com) .

## **MONTHLY MAINTENANCE**

- NOTE: As with any maintenance concerning this unit, be sure the unit is "OFF," has completed the Shut-Down cycle, and is completely cool BEFORE beginning.
- Be aware that metal parts in the firebox can remain HOT long after the fire has gone out and EVEN after the Shut-Down cycle is complete. Always use extreme caution when handling potentially hot stove parts, even if you think they should be cold.
- Monthly maintenance should include the steps listed in this section AS WELL AS the steps listed in the "Daily Maintenance" and "Weekly Maintenance" section.
- Intervals between monthly cleanings will depend on the duration that the stove is burning on a daily basis. A stove which is operated continuously will need more frequent monthly cleanings than a stove which is used periodically as supplemental heat.
- A good rule of thumb for monthly maintenance is that it should be done each time an entire ton of pellets is burned OR once per month, whichever comes first.
- If excess ash accumulation is found in the exhaust chamber or venting system during monthly maintenance, the interval between cleanings should be reduced to eliminate the possibility of poor stove performance due to ash accumulation.
- A specially designed ash vacuum is available from the England's Stove Works website; please see: [store.heatredefined.com](http://store.heatredefined.com)

(Continued next page)

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# MONTHLY MAINTENANCE

## Venting Pipe Cleaning

- Low spots and direction changes in the venting system (such as tees and elbows) are areas for potential fly-ash and creosote accumulation. INSPECT these areas diligently to keep the venting system in safe operating condition.
- Depending on the specific type of venting system your stove is connected to, it may be possible to remove the clean-out tee cover and simply run a pipe brush up the pipe to remove any fly-ash accumulation.
- Horizontal runs of pipe, such as from the exhaust connection on the stove to the vertical transition, will accumulate fly ash and should be inspected carefully and brushed clean.
- Check the termination cap to be certain it is not clogged or restricted by any fly-ash accumulation.
- After thoroughly cleaning the venting system, reseal any disassembled seams with high temperature silicone (Part # AC-RTV3) if applicable to your venting system.
- Inspect seams that were not disassembled to be certain a smoke-tight seal is still being made.
- After prolonged use, leaks in the venting system can usually be found by searching for fly-ash deposits on the outside of the pipe. Carefully check for leaks in the venting system and seal them accordingly.
- Although most pellet venting systems are designed to last a lifetime, pellet fly-ash can be corrosive under certain conditions. When cleaning your venting system, examine the pipe carefully for any signs of deterioration and replace sections that show excessive wear. It is unlikely that this will ever be a concern, but maintaining your venting system in safe operating condition is crucial to safe stove operation.

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# YEARLY MAINTENANCE

## Important Notes

- As with any maintenance concerning this unit, be sure the unit is “OFF,” has completed the Shut-Down cycle, and is completely cool BEFORE beginning.
- Be aware that metal parts in the firebox can remain HOT long after the fire has gone out and EVEN after the Shut-Down cycle is complete. Always use extreme caution when handling potentially hot stove parts, even if you think they should be cold.
- Yearly (or end of season) maintenance should include the steps listed in this section AS WELL AS the steps listed in the “Daily Maintenance,” “Weekly Maintenance” and “Monthly Maintenance” sections of this manual.
- Yearly maintenance should be performed at the end of the burning season. Leaving ash and other build-up in the stove during the non-heating months can lead to premature metal degradation in the stove and venting system. Using extra attention to detail and being certain to be very thorough in the end of season cleaning will help increase the operating life of the stove and venting system.
- The unit should be unplugged during the summer months (and periods of non-use), to help protect against the possibility of damage due to lightning strikes and other power disruptions.

### **SOOT AND FLY ASH: FORMATION AND NEED FOR REMOVAL**

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 the flue gases. Incomplete combustion, such as that which occurs during startup, shutdown or incorrect operation of the room heater will lead to some soot formation which will collect in the exhaust venting system. The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

### **Caution – Shock Hazard**

Press the “Off” button and let the appliance completely cool BEFORE unplugging the appliance and beginning any maintenance or component replacement.

***Risk of shock if appliance is not unplugged before service.***

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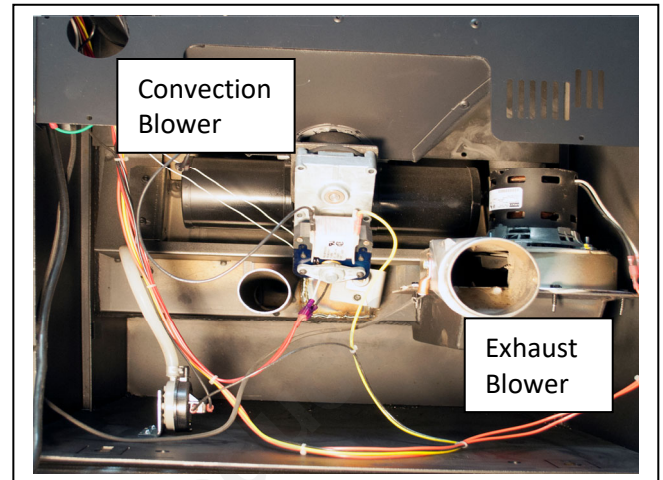
# YEARLY MAINTENANCE

## Exhaust Blower Cleaning

Although the exhaust blower and blower housing were designed to minimize ash build-up, some fly-ash will still accumulate there throughout the burning season. The amount and type of ash will depend on the type of pellets and venting system, but generally this accumulation will be mild. If, when cleaning the exhaust blower, a large accumulation of fly-ash is found, cleaning the exhaust blower and housing should be performed monthly or bimonthly to prevent this excess buildup.

## Instructions

- Before beginning the exhaust blower cleaning procedure, be certain the unit is unplugged and thoroughly cooled down.
- Remove the left side panel of the stove, using a 5/16" wrench or nut driver.
- Disconnect the venting system from the exhaust blower just enough that you will be able to remove the exhaust blower from the stove.
- Once the panel is off, the exhaust blower will be clearly visible.
- Unplug the two wires which connect the stove wiring harness to the exhaust blower, using the quick connect plugs. Disconnect the heat sensor that is mounted (with a screw) to the exhaust blower.
- Loosen the five (5) 5/16" self-drilling screws which hold the exhaust blower to the exhaust blower tube.
- Lift the exhaust blower up and out of the stove. The gasket which seals the exhaust blower to the exhaust blower tube is fragile, so take extra care when removing the blower. Even when being careful, though, it is easy to tear this fragile gasket, and since an airtight seal is crucial here, it is best to replace this gasket (Part # - PU-CBMG) every time the exhaust blower is removed.
- With the exhaust blower removed, use a utility vacuum to remove any ash accumulation in the exhaust blower tube.
- Use a soft paint brush and carefully remove any ash accumulation from the inside of the exhaust blower, and from the exhaust blower fan blade.
- Inspect the exhaust blower motor for dust accumulation and carefully remove it, ensuring that all air cooling holes into the motor are open and free of dust deposits.
- Install the blower in the reverse order as described above. Remember to check the condition of the exhaust blower gasket and to replace the heat sensor onto the exhaust blower.
- Reinstall the venting system and panels.



## Convection Blower Cleaning

As always, be certain the stove is cool and **unplugged** before servicing any components within the unit. Since the convection blower does not handle any by-products of combustion, it does not require serious cleaning like the exhaust blower. However, dust from the home and other debris in the air can accumulate on the blades of the convection blower. Remove the rear panel of the unit, using a 5/16" wrench or nut driver. The convection blower is located in the middle of the stove (see image, above). Any dust that has built up on

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the fan blades (on both sides of the blower) can usually be easily removed with a vacuum or a soft paint brush. Remove (4)  $\frac{5}{16}$ " screws that hold the bracket in place to remove the blower, if necessary.

### Cleaning Pellet Fines from the Hopper and Auger

Depending on the type and quality of pellets burned in the stove, some accumulation of pellet fines and dust is possible in the hopper. The lowest part of the auger, near the back of the stove, is where most fines will accumulate. With the stove off, **unplugged**, completely cool and with the hopper empty, use a utility vacuum to remove the fines from the auger tube. If the fines cannot be removed from the top of the hopper:

- Remove the back panel, using a  $\frac{5}{16}$ " socket or nut driver to remove the screws.
- Locate the auger motor assembly at the middle rear of the stove, and once it is found, find the two set screws on either side of the cast iron mounting collar.
- Using a  $\frac{1}{8}$ " allen wrench, loosen the set screw on either side of the auger mounting collar.
- With a utility vacuum in hand, let the auger assembly slide out of the auger tube just enough so that the vacuum can be used to remove any fines from this area.
- Reinstall the auger assembly and tighten the two set screws; reinstall the back panel, being certain to tighten the retaining screws on the rear of the stove.

### Cleaning Pellet Fines Inside Auger Tube

- Remove the auger cover plate (located above the auger at the bottom of the hopper) by removing the (8)  $\frac{5}{16}$ " screws that hold it in place. Using a utility vacuum remove any excess dust or fines that have collected in the auger tube around the auger.
- Re-install auger cover plate in reverse method.

### Checking Gaskets

An airtight seal at the door opening is crucial to proper stove performance. Any air leaks in this area can not only cause a dirty, inefficient burn but can also pose a serious safety threat. Because of this, the door gasket should always be maintained in good condition, and replaced annually or sooner if necessary. Gasket tightness can be checked using the "dollar-bill" method:

- Place a dollar bill between the gasket and the stove body (at the location where the gasket meets the stove).
- Close the door tightly and attempt to pull the dollar bill out. If the dollar bill slides in and out easily, the gasket needs to be replaced. This test should be repeated around the entire gasket perimeter, as gaskets will sometimes seal tightly on one side, but will be worn and seal poorly on another side.

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## Trouble-Shooting Guide

**WARNING:** To avoid **ELECTRICAL SHOCK** always *disconnect* the unit from the power source **BEFORE** attempting any repair. If this guide does not correct the problem, call your local dealer or Technical Support at 1-800-245-6489.

\*See **ERROR CODES** section earlier in this manual for information on troubleshooting Error Codes

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
<b>Auger not turning</b>	<ol style="list-style-type: none"> <li>1. Bad auger motor.</li> <li>2. Foreign matter jamming auger.</li> <li>3. Vacuum sensor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace auger motor.</li> <li>2. Remove pellets and object.</li> <li>3. Check exhaust blower.</li> </ol>
<b>Smoke smell or dust in house</b>	<ol style="list-style-type: none"> <li>1. Improper exhaust connection.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check exhaust connections for leaks, especially the exhaust blower connect. Seal leaks with silicone, aluminum tape or a hose clamp.</li> </ol>
<b>Room blower not operating</b>	<ol style="list-style-type: none"> <li>1. Loose thermal sensor.</li> <li>2. Blower speed set higher than heat range, causing stove to cool and blower to cycle.</li> <li>3. Loose connection.</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten connection on sensor.</li> <li>2. Lower blower speed.</li> <li>3. Check control board connection.</li> </ol>
<b>Exhaust blower not operating</b>	<ol style="list-style-type: none"> <li>1. Loose connection.</li> <li>2. Bad blower.</li> <li>3. Bad vacuum sensor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check control board connection.</li> <li>2. Replace blower.</li> <li>3. Replace vacuum sensor.</li> </ol>
<b>Lazy Fire</b>	<ol style="list-style-type: none"> <li>1. Bad exhaust blower.</li> <li>2. Excessive pellet moisture.</li> <li>3. Excessive ash build-up.</li> <li>4. Low quality pellets.</li> </ol>	<ol style="list-style-type: none"> <li>1. Inspect and replace blower.</li> <li>2. Keep pellets dry.</li> <li>3. Thoroughly clean unit.</li> <li>4. Use only <b>PFI</b> premium pellets.</li> </ol>
<b>Blown Fuse</b>	<ol style="list-style-type: none"> <li>1. Power surge.</li> <li>2. Exposed wire.</li> <li>3. Electrical component shorting.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace fuse; use surge protector.</li> <li>2. Check for exposed or frayed wire and loose connections.</li> <li>3. Check motors and blowers for obstructions or short circuits.</li> </ol>
<b>High Pellet Consumption</b>	<ol style="list-style-type: none"> <li>1. Low quality or non-uniformly sized pellets.</li> </ol>	<ol style="list-style-type: none"> <li>1. Use premium pellets or try another pellet brand.</li> </ol>
<b>Squeaking Noise</b>	<ol style="list-style-type: none"> <li>1. Obstruction in auger tube.</li> <li>2. Blower Noise.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check auger tube for foreign objects.</li> <li>2. Remove, clean, and oil blower.</li> </ol>
<b>Pinging or Rattling Noise</b>	<ol style="list-style-type: none"> <li>1. Foreign material in blower.</li> <li>2. Loose exhaust fan set screw.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check both blowers for material.</li> <li>2. Check set screw for tightness.</li> </ol>

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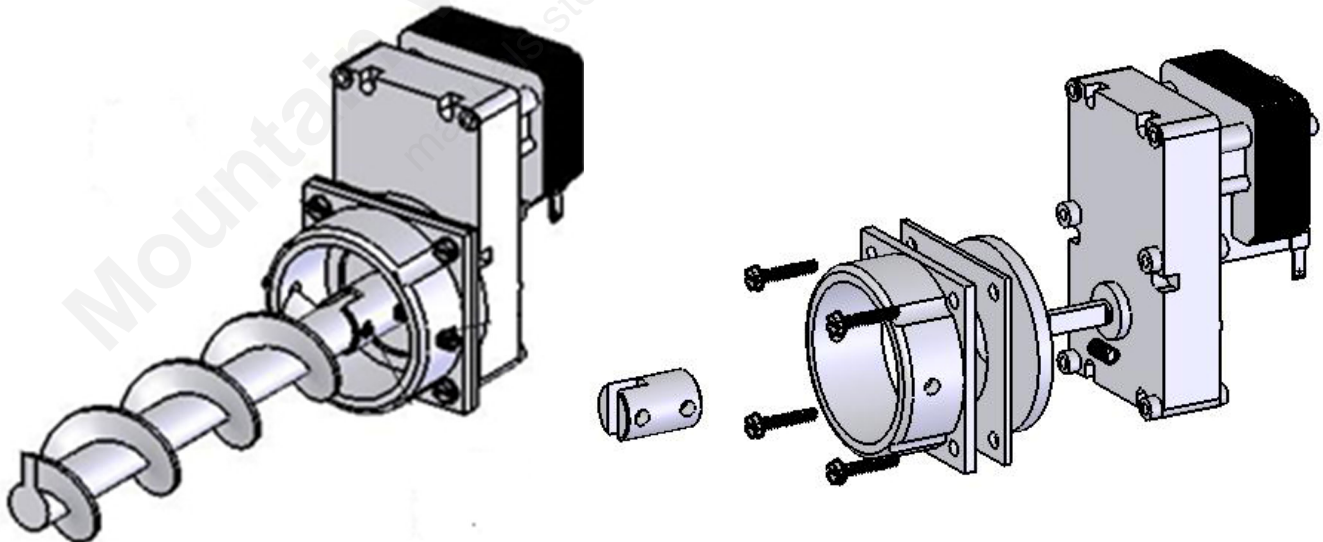
<b>Unit Shuts Down in 15-20 minutes with an "FS" code on control board. (Failed Start)</b>	<ol style="list-style-type: none"> <li>1. Loose thermal sensor.</li> <li>2. Control board settings.</li> <li>3. Failure to light pellets.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check both sides of thermal sensor connection (exhaust blower and control board).</li> <li>2. Start stove on minimum Heat Range 5 to ensure a good fire is started.</li> <li>3. Check igniter for buildup or failure.</li> </ol>
<b>"OT" Code on Control Board (OverTemp)</b>	<ol style="list-style-type: none"> <li>1. Convection (Room Air) blower failure.</li> <li>2. Partially blocked flue.</li> <li>3. Using fuel other than premium wood pellets.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check convection blower for proper function, replace if necessary.</li> <li>2. Check flue for obstructions.</li> <li>3. Use ONLY premium wood pellets in this stove.</li> </ol>
<p>Notes:</p> <ol style="list-style-type: none"> <li>1. Whenever instructed to check/replace the vacuum sensor, also check for loose or cracked vacuum hose. Also, be certain the vacuum measurement port in the firebox is kept clean (clean with a pipe cleaner or brush, <b>do not use a vacuum</b> to clean this port).</li> <li>2. To restart and clear an error code displayed on the control board, push the "ON" button and the unit should reset the error and restart.</li> <li>3. If you are uncertain about the meaning of an error code or have any questions at all, <b>PLEASE</b> contact Technical Support at (800)245-6489.</li> </ol>		

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# REPLACING COMPONENTS

## Auger Motor

- Before beginning any component replacement, be certain the unit is unplugged and thoroughly cooled down. Also, make sure the hopper is empty before attempting to remove or replace the auger motor assembly.
- Remove the back panel of the unit, using a  $\frac{5}{16}$ " wrench. Before loosening any auger motor bolts, detach the wiring harness from the auger motor.
- Locate the auger motor assembly at the rear of the stove, and begin by loosening the (2)  $\frac{1}{8}$ " allen set screws on either side of the cast iron auger motor coupler.
- Slide the auger assembly out of the tube.
- Remove the (4) screws which hold the cast iron auger motor coupler to the auger motor, using a  $\frac{5}{16}$ " wrench. Slide the cast iron auger motor coupler and the steel spacer plate off of the auger motor.
- Loosen the  $\frac{1}{8}$ " allen set screw which holds the steel auger coupler to the auger motor output shaft, and remove the steel auger coupler, as well as the rubber vibration dampener.
- Reinstall the parts in reverse order on the new auger motor, being careful not to over-tighten the bolts which hold the cast iron auger coupler to the auger motor.



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## REPLACING COMPONENTS

### Convection Blower

- Before beginning any component replacement, be certain the unit is unplugged and thoroughly cooled down.
- Remove the rear panel (using a  $\frac{5}{16}$ " wrench) and locate the convection blower.
- Detach the convection blower from the wiring harness before going any further.
- Loosen and remove the (4)  $\frac{5}{16}$ " screws which hold the blower assembly to the stove; remove the blower assembly from the stove.
- Installation of the new blower is performed in reverse of removal; remember to reconnect the new blower to the wiring harness. (When installing the new blower, place the blower motor opening pointing UP, towards the top of the stove.)

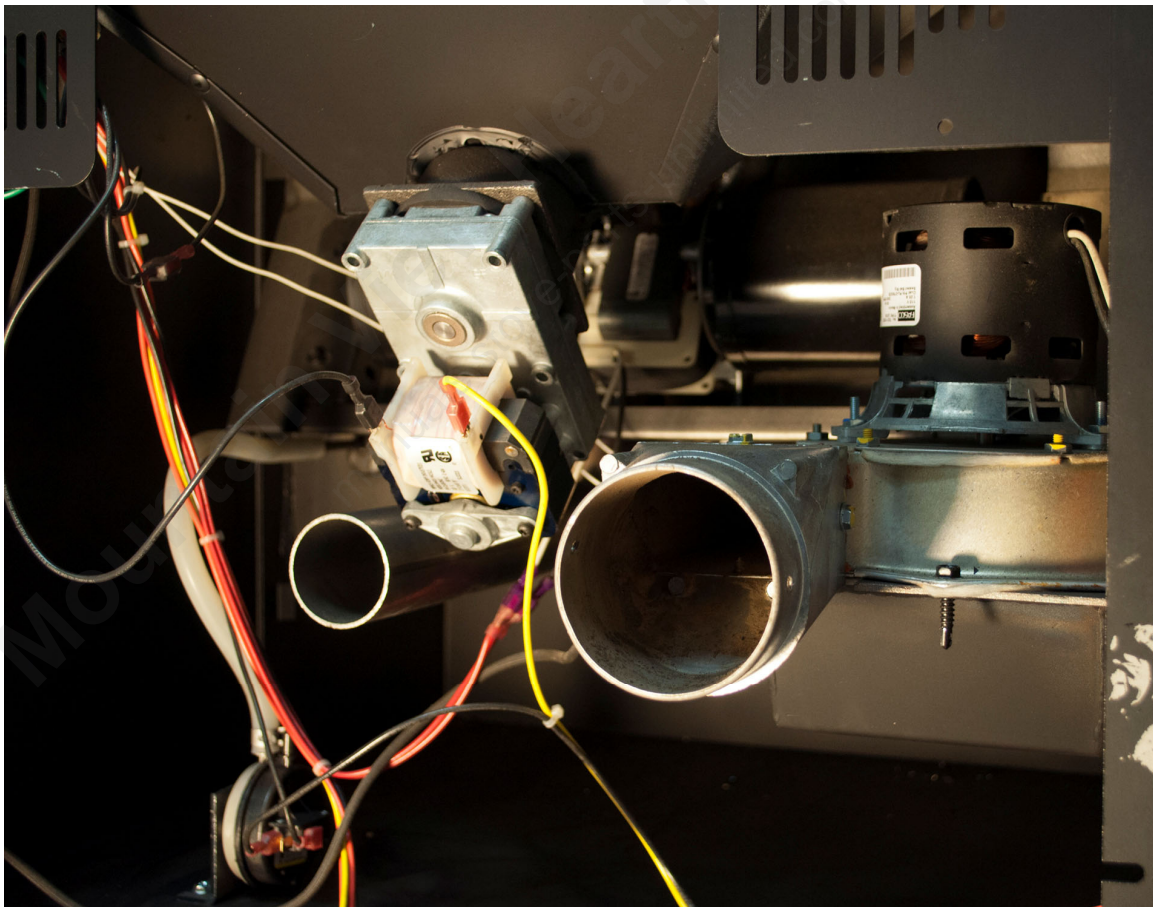


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# REPLACING COMPONENTS

## Combustion Blower

- Before beginning any component replacement, be certain the unit is unplugged and thoroughly cooled down.
- Remove the left side panel and locate the combustion (exhaust) blower.
- Disconnect the venting system from the exhaust blower, and disconnect the exhaust blower from the stove wiring harness. To remove the venting pipe, removal of the rear panel (using a  $\frac{5}{16}$ " wrench) may be necessary.
- Remove all (5) screws which hold the exhaust blower to the exhaust blower tube. Remove the heat sensor which is connected (with a screw) to the exhaust blower. Once the screws have been removed, the blower can be lifted up and out of the stove.
- Reinstallation is the exact opposite of the steps above; however, be certain to check the condition of the exhaust blower gasket and replace if necessary.

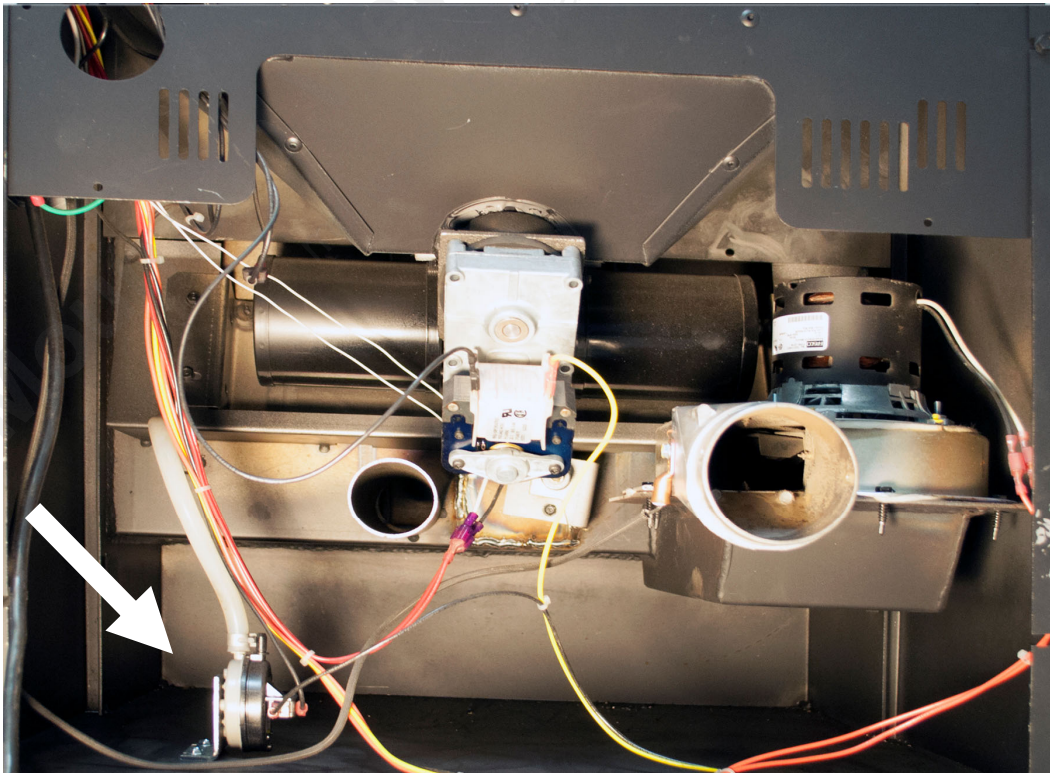


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## REPLACING COMPONENTS

### Vacuum Switch

- Before beginning any component replacement, be certain the unit is unplugged and thoroughly cooled down.
- Remove the right side panel (see pg. 43 for panel instructions). Removal of the rear panel may help, as well.
- Locate the vacuum switch as shown in the diagram below.
- Disconnect the stove wiring harness and vacuum hose from the vacuum switch, *taking note of where connections were made.*
- Remove the (2) screws which hold the vacuum switch to the vacuum switch bracket, using a Phillips screw driver.
- Installation is the reverse of removal; be absolutely certain the wires and vacuum hose are connected as they previously were (and according to the wiring diagram in this manual).

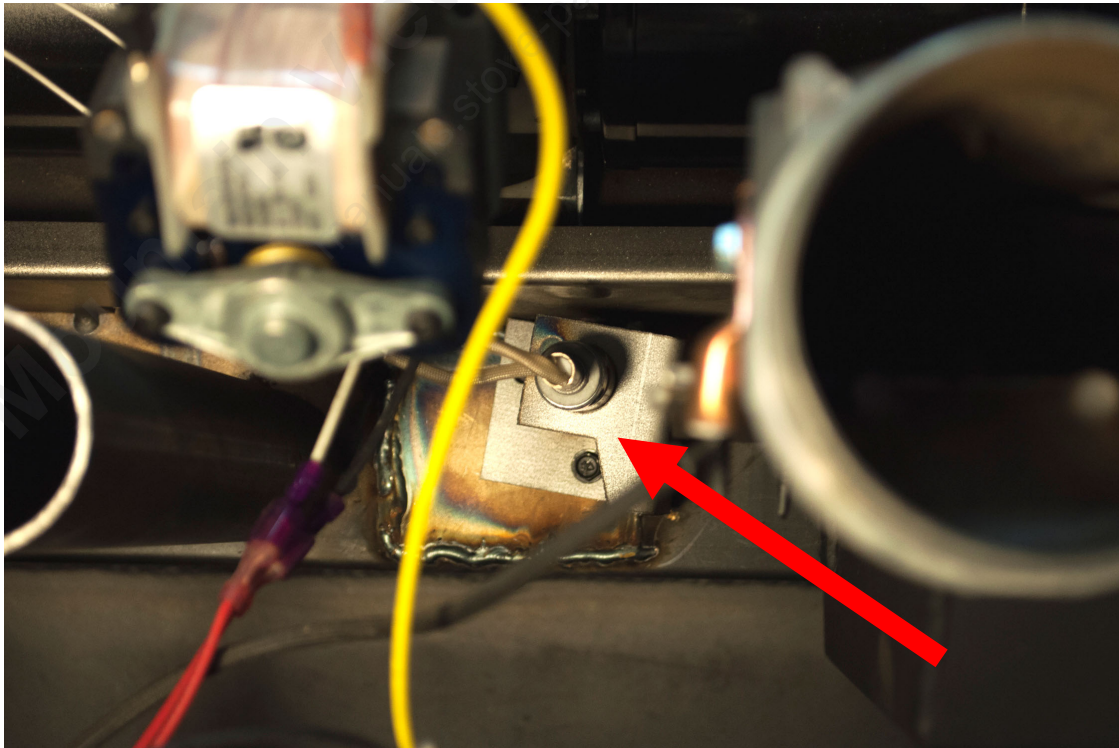


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## REPLACING COMPONENTS

### Igniter

- Before beginning any component replacement, be certain the unit is unplugged and thoroughly cooled down.
- Remove the rear panel of the unit, using a  $\frac{5}{16}$ " wrench.
- Locate the igniter as shown in the diagram below.
- Disconnect the igniter wiring from the control board and use a  $\frac{5}{16}$ " wrench to remove the two igniter retaining screws that fasten the assembly to the stove. Remove the assembly from the stove.
- Loosen the Allen set screw ( $\frac{1}{8}$ " Allen wrench) from the igniter tube and remove the old igniter cartridge.
- Install the new igniter in the igniter tube, retighten the set screw and reinstall the assembly into the stove (remember to reconnect the wiring).
- Reinstall the rear panel.



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# REPLACING COMPONENTS

IMPROPER GASKET MAINTENANCE, INCLUDING FAILURE TO REPLACE GASKETS,  
CAN CAUSE AIR LEAKS RESULTING IN SMOKE-BACKS.

## Gaskets

### 1. Door

- This unit comes with a  $\frac{3}{4}$ " rope gasket in the channel around the door opening that should be replaced at least once every year. To replace the door gasket (Part # AC-DGKC), the old gasket must first be removed entirely — prior to adding the new adhesive, you may have to scrape the old cement from the channel. Once the cement and gasket have been added, the door should be closed and latched for twenty-four hours to allow the cement to harden. See next page for more info.

### 2. Window

- If you are replacing the window gasket (Part # AC-GGK), the new gasket will already have adhesive on one side. Remove the paper on the adhesive side and place the gasket around the outside edge of the glass, centered over the edge. Fold the gasket edges over on the glass, forming a "U" shape.

### 3. Combustion Blower

- The Combustion Blower Gasket (Part # PU-CBMG) should be inspected whenever you remove or clean the Combustion Blower, and replaced if necessary.

### 4. Combustion Blower Motor

- The combustion blower motor gasket (Part # PU-CBMG) generally does not need replacement, as it is not normally removed from the unit. However, if the exhaust blower is cleaned by removing the motor, rather than the entire blower assembly, this gasket must be inspected and replaced as necessary.

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# REPLACING COMPONENTS

## Glass Replacement (includes Door Gasket replacement instructions)

1. Remove the door from the stove and rest it face-down on a firm work surface.
2. Remove the door gasket using a pair of pliers to pull it out of the channel.
3. Using a  $\frac{5}{16}$ " wrench, remove the (4) screws that hold the glass tabs in place on the door and remove the glass tabs.
4. Lift the old glass panel out and discard (be especially careful if the old glass is broken or cracked).
5. The new glass panel must be wrapped with a self-adhesive fiberglass tape gasket (Part # AC-GGK). This gasket serves to cushion the glass from the steel door and brackets.
6. Reinstall the glass tabs using the screws previously removed. Do not over-tighten the screws.
7. Install the new door gasket (Part# AC-DGKC) using the provided high temperature adhesive.
8. Hang the door back on the stove and close tightly and allow 24 hours for adhesive to cure.

## Ceramic Glass Specifications

- Glass Size: 9.125 in. (232 mm) x 9.125 in. (232 mm)
- Glass Type: 5mm Ceramic Glass (Keralite Pyroceram)
- Glass Manufacturer: Eurokera

## Glass Precautions

- Never replace ceramic glass with tempered or any other type of glass.
- Never operate this unit with cracked or broken glass.
- Do not slam the door or strike the glass with any objects.

## Glass Cleaning

1. Be certain the stove **and** the glass are completely cool.
2. The build-up on the glass will generally be light and water is normally sufficient to remove the deposits.  
If stubborn soot persists, use a cleaner made specifically for this purpose. Do not scrape the glass or use abrasive cleaners.
3. Rinse the glass with clean water and dry the glass before resuming normal operation.

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# REPLACING COMPONENTS

## Control Board

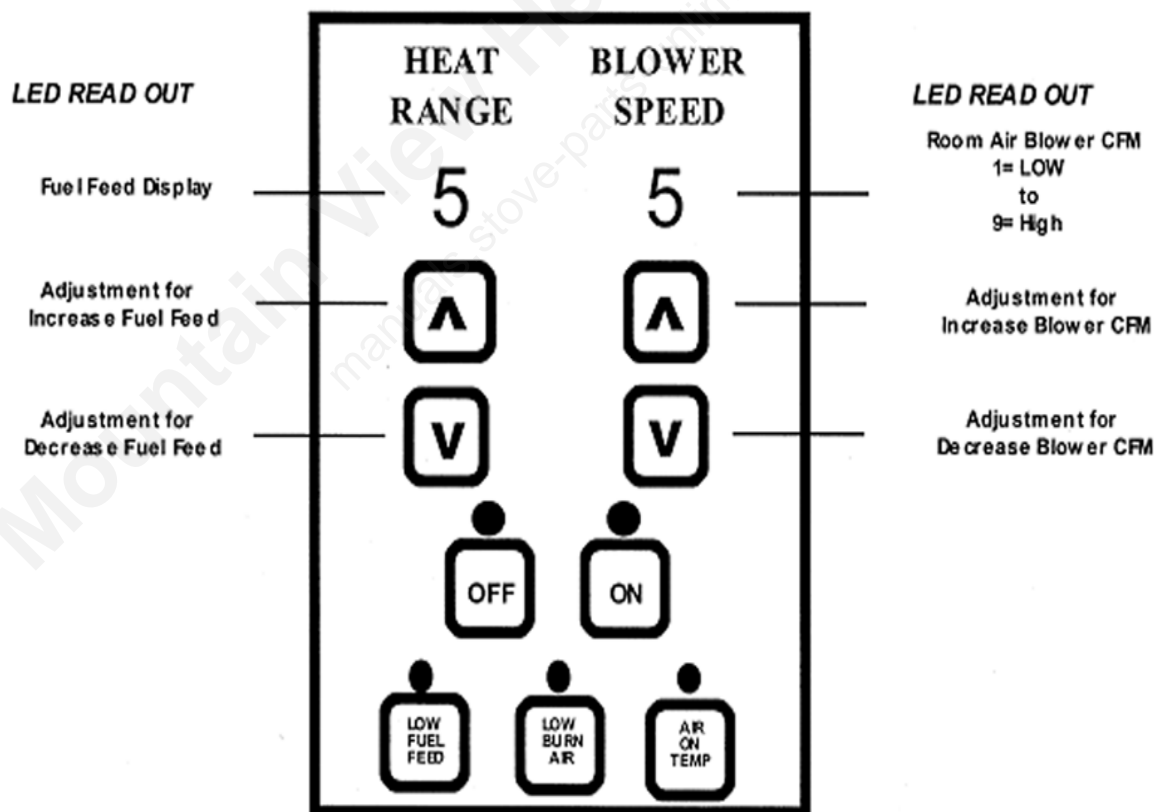
The Control Board (Part # PU-CB19) is a digital read-out board. This board offers a wide variety of settings to operate the unit. The right side panel should be removed prior to removing the control board, using a  $\frac{5}{16}$ " wrench or nut driver. The control board can be removed from the unit by loosening the two outside screws and pulling the board back to the inside of the stove. A 6-amp "quick-blow" fuse is used on this Control Board.

**NOTE:** The bottom three control buttons are preset at the factory and are not user adjustable. See the "Daily Operation" section on page 18 of the manual for more instructions on Control Board settings.

### Recommended Heat Ranges:

Low Burn:	Heat Range setting: 1	Room Air Blower setting: 1
Medium Low:	Heat Range setting: 2 – 3	Room Air Blower setting: *
Medium High:	Heat Range setting: 4 – 8	Room Air Blower setting: *
High Burn:	Heat Range setting: 9	Room Air Blower setting: 9

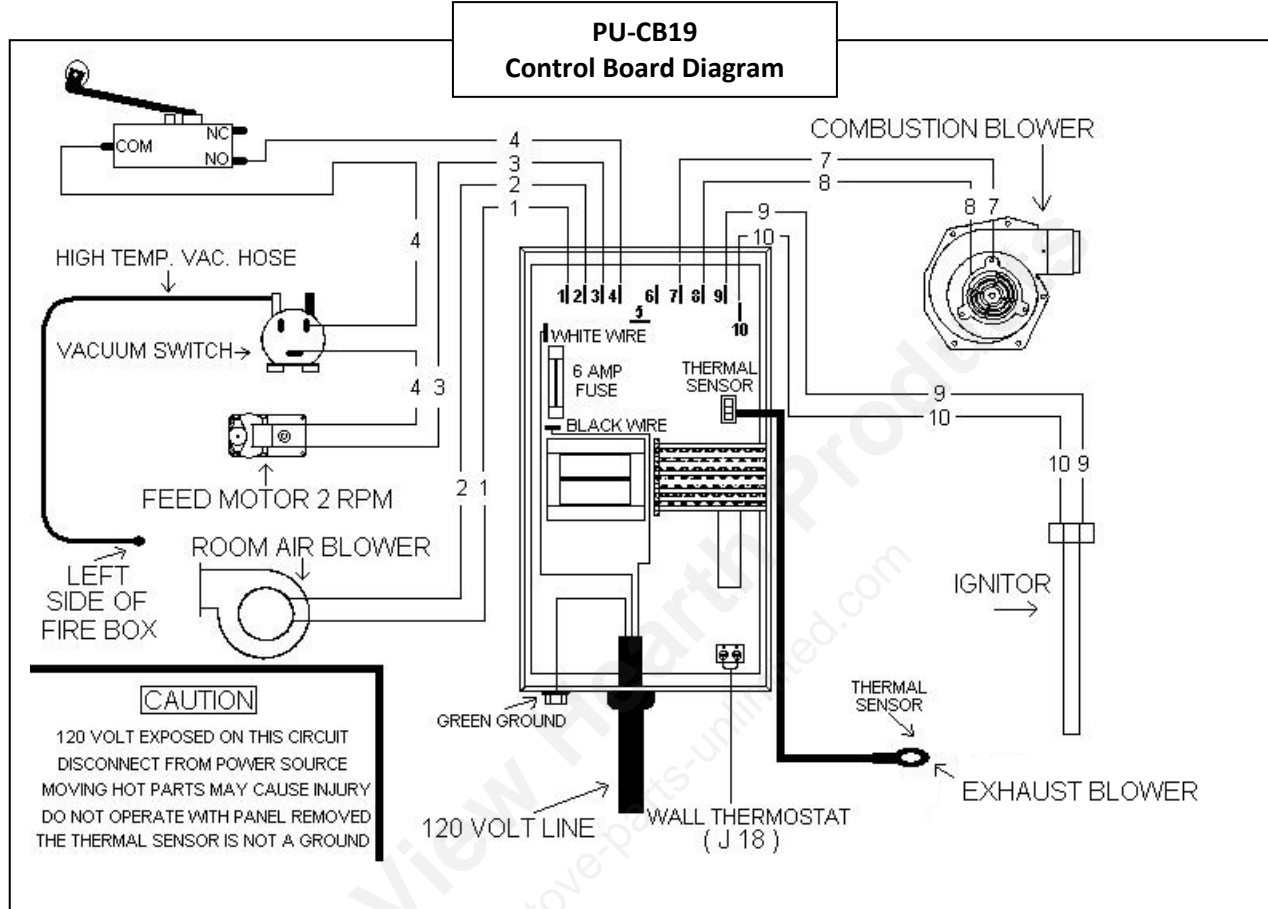
\* NOTE: Blower Speed will automatically be adjusted to the desired Heat Range that you select.



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# WIRING DIAGRAM



## Caution – Shock Hazard

- Press the “Off” button and let the appliance completely cool BEFORE unplugging the appliance and beginning any maintenance or component replacement.
- Risk of shock if appliance is not unplugged before service.

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## HOPPER LID HINGES

The hopper lid is attached to the top of the stove by two removable hinges.

### To remove the hopper lid hinges:

- Remove the (4) screws that hold each hinge in place, using a  $\frac{5}{16}$ " socket.
- Re-Install hinges in the reverse method.



## HOPPER LID HANDLE

The hopper lid handle snaps into place in the opening in the hopper lid.

### To remove the hopper lid handle:

- Lift the hopper lid up (in the open position).
- Press up on the bottom of the handle and it will pop out of place.
- To install new handle, insert at the top of the hopper lid and press down until handle snaps into place.



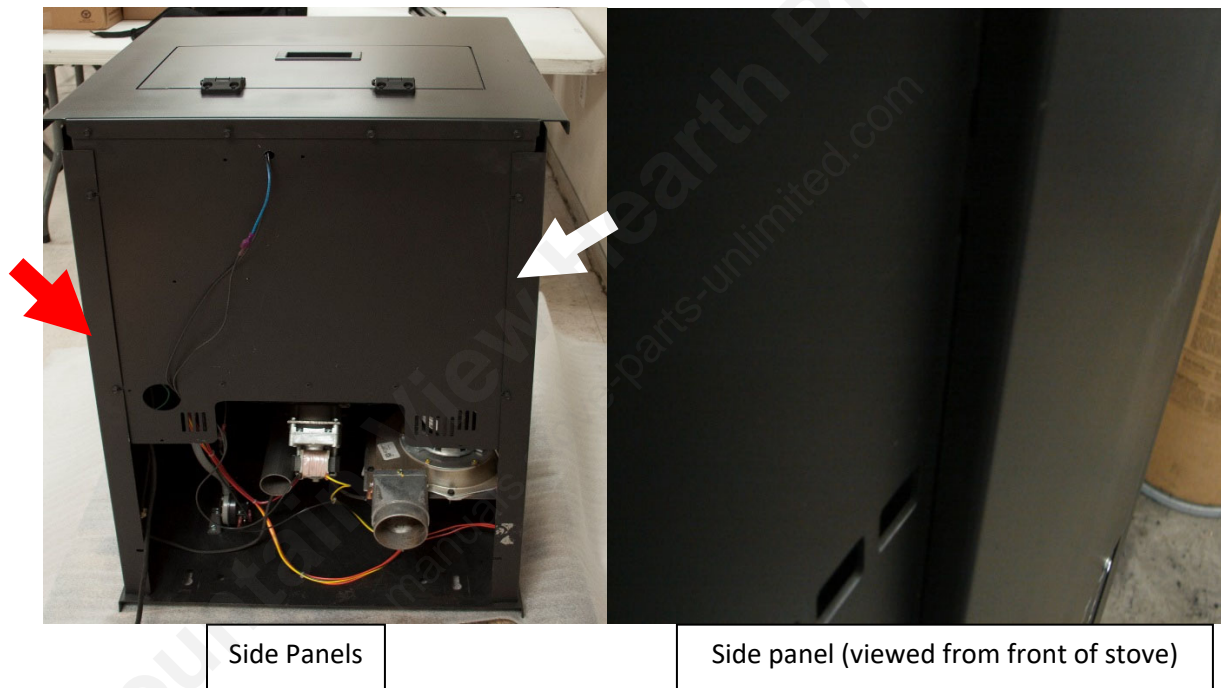
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## SIDE PANELS

The side panels are designed to hang onto the sides of the stove and can easily be removed to perform regular cleaning (and any maintenance that may need to be done in the back of the stove).

### To remove a side panel:

- Loosen (DO NOT REMOVE) the (3) 5/16" screws that hold the side panel to rear of the stove.
- Grasp the panel and pull until the panel is removed from the side tracks and comes off of the stove.
- Re-install the side panels using the reverse of this method.

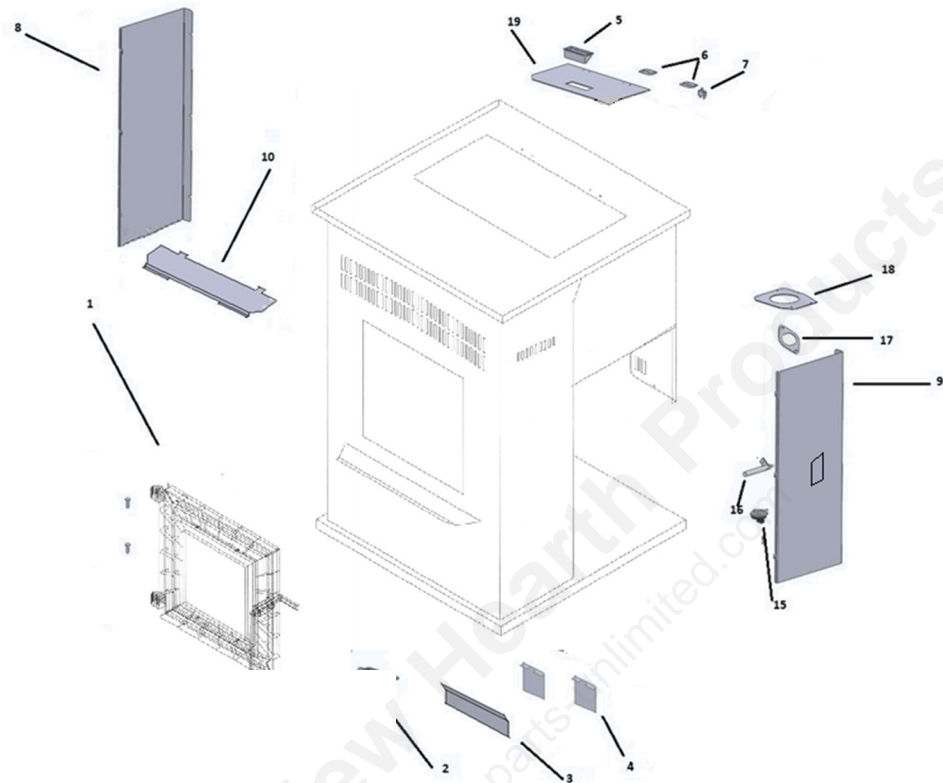


## FINISH

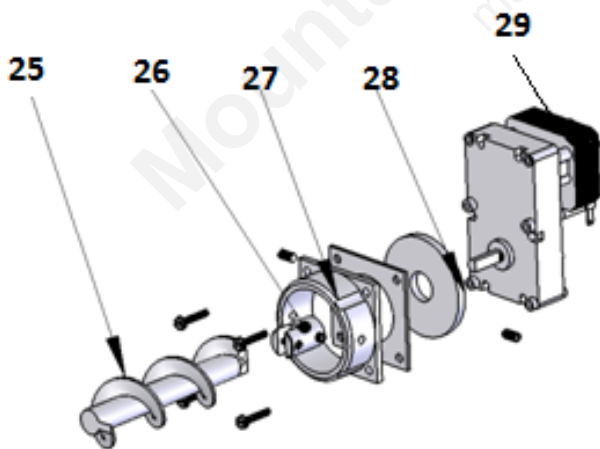
This new unit has been painted with High-Temperature paint that should retain its original look for years. If the unit should get wet and rust spots appear, the spots can be sanded with fine steel wool and repainted. It is crucial that only High-Temperature Spray Paint is used (Part# AC-MBSP), as others may not adhere to the surface or withstand the high temperatures. Similarly, some brands of paint will not adhere to different brands of paint, so we highly recommend using our proprietary High-Temperature Spray Paint.

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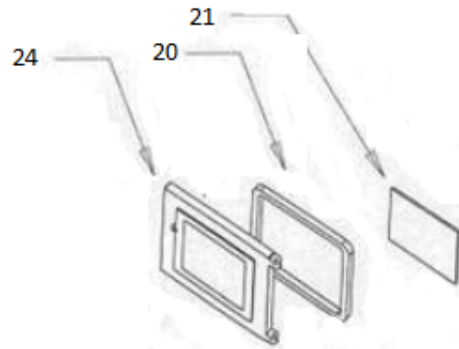
# ILLUSTRATED PARTS DIAGRAM



## Auger Motor Assembly



## Door Assembly



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## REPLACEMENT PARTS LIST

Part No	Description	From Diagram
BM-1288	Room Air Blower	Not Shown
CU-047042	2.4 RPM Auger motor CW Rotation	29
PU-076002B	Combustion Exhaust Blower(Neg)	Not Shown
AC-DGKC	Door Gasket Kit	20
PU-HLSB	Hopper Lid Safety Switch	7
CU-VS	.05 Vacuum Switch	15
PU-CB19	Control Board	Not Shown
R-WIRE-H06	Control Board Wiring Harness	Not Shown
AC-HPS	Hinge Pin (qty. 2)	1
AC-MBSP	Stove Paint	Not Shown
AC-SHN	Nickel Spring Handle	Not Shown
CA-AC	Auger Coupler	26
CA-AMPP	Auger Mounting Plate	27
PU-AFS	Steel Auger	25
AC-CHAPAH	Igniter Assembly	16
PU-IH	Hopper Lid Hinge	6
PU-VH	Vacuum Hose	Not Shown
AC-GGK	Glass Gasket	Not Shown
AC-G9	Door Glass	21
AC-GS19	Glass Tabs	Not Shown
AC-HLH	Hopper Lid Handle	5
AC-PAHTB	Top Baffle	10
AC-SSDTG	Drop Tube Gasket	17
CA-19A	Cast Iron Door	24
PU-BPAH	Burn Pot	2
PU-CBMG	Combustion Blower & Motor Gasket	18
PU-SSACP	Auger Cover Plate	Not Shown
PU-ECPCB120	Heat Exchange Cleanout Plate (Qty. 2)	4
PU-RABMP	Room Air Blower Mounting Plate	Not Shown
CU-RG	Rubber Vibration Dampener	28
PU-RSP	Right Side Panel	9
PU-LSP	Left Side Panel	8

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PU-SSHL	Hopper Lid	19
PU-CBAWB	Air Wash Bar	3
PU-SSRP	Rear Panel	Not Shown
AC-CT	Cleaning Tool	Not Shown
PU-CHA	Cartridge Heater (Igniter)	Not Shown

You may write your unit's Manufacture Date and Serial Number in the blank spaces on this sample tag (next page), for future reference.

This sample tag also shows the safety info such as UL/ULC testing standard, etc. for your local officials, or anyone else who may need it for reference information.

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**Intertek**

W/N# 21948

Model  25-CBPAH  55-SHPCBPAH  55-TRPCBPAH  
Pellet Fuel Room Heater; Free Standing Model Also For Use In Mobile Homes  
Certified to UL 1482 /ASTM E 1509 / ULC S627, ASTM E2779, ASTM E2515, CSA B415.1

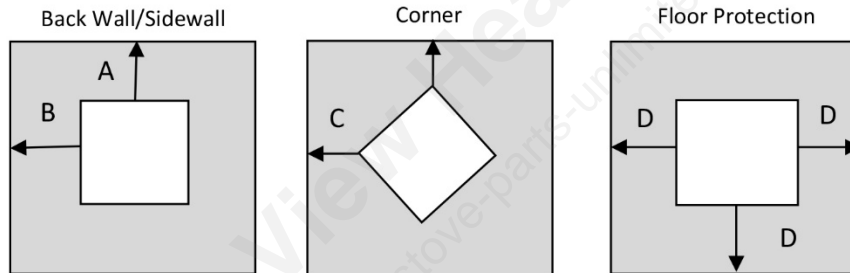
Manufactured by:  
England's Stove Works, Inc.  
589 S. Five Forks Rd.  
Monroe, VA 24574

Manufacture Date	
Serial Number	

**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 Wood Pellet Fuel Only, ¼ inch in Diameter.
- Do Not Connect This Unit to a Chimney Flue Serving Another Appliance.
- Keep Viewing and Ash Removal Doors Tightly Closed During Operation.
- Input Rating – 4.4 lbs/hr
- Emission value – 1.47 grams/hr
- U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with 2020 particulate emission standards using pellet fuel.
- U.S. Test Standard: EPA 40 CFR Part 60-2015
- Use only Approved type L or P Pellet Vent Pipe.
- Inspect and Clean Exhaust Venting System Frequently.

**FREESTANDING 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 on non-combustible floor protection, which extends 6-inches to the front and 6-inches on each side of the fuel opening. See owner's manual for additional clearance information.



A = 0 inches (0 mm)                      B = 8 inches (203mm)  
 C = 6 inches (152 mm)                  D = 6 inches (152mm)

**ELECTRICAL RATING:** 5.0 A, 115 V, 60 HZ. ROUTE THE POWER CORD SO THAT IT DOES NOT COME INTO CONTACT WITH ANY HOT SURFACES ON THE UNIT AND DOES NOT CROSS IN FRONT OF THE UNIT.

Refer to Intertek's Directory of Building Products (<https://bpdirectory.intertek.com>) for detailed information.

**CAUTION** – Moving Parts May Cause Injury. Do Not Operate Unit With Panels Removed.

**CAUTION** – Hot Parts. Do Not Operate Unit with Panels Removed.

**DANGER** – Risk of Electric Shock. Disconnect Power Before Servicing Unit.

**CAUTION** – 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.

This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against federal regulations to operate this wood heater in a manner inconsistent with the operating instructions in the owner's manual.



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

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# **LIMITED FIVE (5) YEAR WARRANTY**

**From the date of purchase to the original owner.**

Model Numbers 25-CBPAH / 55-SHPCBPAH / 55-TRPCBPAH

The manufacturer extends the following warranties:

## **Five Year Period:**

1. Carbon steel and welded seams in the firebox are covered for five (5) years against splitting.
2. The steel door and hinges are covered for five (5) years against cracking.

## **One Year Period:**

1. Component parts such as the hopper, auger, burn-pot, auger shaft and fasteners are covered for one (1) year against cracking, breakage and welded seam separation.
2. Electrical components, accessory items, glass and the painted surface of the stove are covered for one (1) year from the date of purchase.

## **Conditions and Exclusions**

1. Damage resulting from over-firing will void your warranty.
2. This warranty does not apply if damage occurs because of an accident, improper handling, improper installation, improper operation, abuse or unauthorized repair made or attempted to be made.
3. The manufacturer is not liable for indirect, incidental, or consequential damages in connection with the product including any cost or expense, providing substitute equipment or service during periods of malfunction or non-use.\*
4. All liability for any consequential damage for breach of any written or implied warranty is disclaimed and excluded.
5. This unit is EPA certified using high quality, Premium Grade pellet fuel. Warranty is void if the unit is used to burn materials for which the unit is not certified by the EPA.

Warranty is void if unit is not used according to the owner's manual.

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\*Some states do not allow the exclusion of limitations of incidental or consequential damages, so the above may not apply to you

## **Procedure**

Purchaser must give notice of claim of defect within the warranty period and pay transportation to and from a service center designated by the manufacturer. The dealer from which the unit was purchased or the factory, at our option, will perform the warranty service.

## **Other Rights**

This warranty gives you specific legal rights; you may also have other rights, which may vary from state to state.

**England's Stove Works, Inc.**  
**P.O. Box 206**  
**Monroe, VA 24574**  
**(800) 245-6489**

To submit a Warranty Claim, call (800) 245-6489 to speak with our Technical Support department. You may also file a Warranty Claim at [www.heatredefined.com](http://www.heatredefined.com)

For parts, warranty replacement procedures may be found at our parts store site:  
[hearedefined.com](http://hearedefined.com)

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## Important Notice

This registration information **MUST** be on file for this warranty to be valid. Please send this information within thirty (30) days from the original date of purchase.

Use any of these three easy ways to send your warranty information in!

### Mailing Address

England's Stove Works, Inc.  
Technical support Department  
P.O. Box 206  
Monroe, Virginia 24574

Please Note: This warranty is null and void if the attached warranty registration AND a copy of the sales receipt is not returned within thirty (30) days from the date of purchase.

**Warranty is not transferable.**

### Fax Number

(434) 929-4810 – Twenty-four hours a day

### Online Registration

To register online, visit our warranty registration website at:

<http://www.heatredefined.com>

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## WARRANTY REGISTRATION for England's Stove Works®

### Purchaser Information\*

I. Purchased By (Name) \_\_\_\_\_

II. Address \_\_\_\_\_

III. City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

IV. Telephone Number \_\_\_\_\_

V. Email Address \_\_\_\_\_

### Dealer Information\*

VI. Purchased From \_\_\_\_\_

VII. Address \_\_\_\_\_

VIII. City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

### Unit Information\*

IX. Model Number \_\_\_\_\_ Purchase Date \_\_\_\_\_

X. Purchase Price \_\_\_\_\_

XI. Serial Number \_\_\_\_\_ Mfg. Date \_\_\_\_\_

### Purchase Questions

How did you first hear about our product? (Please check one)

Word of Mouth \_\_\_\_\_ Burn Trailer Demonstration \_\_\_\_\_ Internet \_\_\_\_\_

Other: \_\_\_\_\_

Where did you receive information about our product?

Via Telephone \_\_\_\_\_ Dealer (Name of dealer) \_\_\_\_\_ Internet \_\_\_\_\_

Other: \_\_\_\_\_

### **\* Required Information**

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