

INSTALLATION & OPERATION MANUAL

MODEL NUMBERS: 25-PUF 55-SHP240 55-TRP240

*Thank you for purchasing this product from a fine line of heating equipment.
We wish you many years of safe heating pleasure with your new heating appliance.*

Save These Instructions.

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

Mobile Home Use:

These freestanding pellet units are approved for mobile home or doublewide installation with outside combustion air hook-up. See "Flue System" section of manual.

Mobile home installation should be in accordance with the Manufactured Home and Safety Standard (HUD), CFR 3280, Part 24.

WARNING: Do Not Install in Sleeping Room

CAUTION: The structural integrity of the mobile home floor, wall and ceiling/roof must be maintained.

Please Note the Following Precautionary Statements:

NOTE: WE DO NOT RECOMMEND PELLET STOVES AS YOUR ONLY SOURCE OF HEAT.

England's Stove Works highly recommends the use of smoke detectors and Carbon Monoxide detectors with any hearth product, including this unit. Follow all manufacturer's instructions when using smoke or Carbon Monoxide detectors.

CAUTION: Do not start this unit before you read this manual.



Please read this entire manual before installation and use of this pellet fuel burning room heater.

Keep children, furniture, fixtures, and all combustible materials away from any heating appliance. Refer to this owner's manual for all clearances to combustible materials.

WARNING: USE OF OUTSIDE AIR IS MANDATORY WITH THIS UNIT.

DO NOT OPERATE UNIT WITH HOPPER OPEN. LID MUST BE SHUT AND TIGHTLY SECURED.

DO NOT OPERATE WITH DOOR OPEN

SAFETY NOTICE

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

Questions? Need Parts or Options? www.englishstoves.com



Rev. 4/2010

A letter from our Technical Support department:

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 his or her unit with basic tools, and we're always more than happy to show you how to do the job as easily and as inexpensively as possible.

From our free, downloadable service sheets; to our Pellet Service Video; to our new "wizard-style," click-through Troubleshooting guide on our web site, we have always tried to help our customers stay "heat-ready," especially when oil and electricity prices continue to skyrocket.

Please look at our vast Help section on our web site and call our Customer Service department at (800) 245-6489 if you need any help with your unit. We are nearly always able to help "walk you through" any repairs, problems or questions you may have.

PLEASE NOTE: While information obtained on our web site and through our 800 number is always free of charge, there will be a service charge incurred with any "on-site" repairs or maintenance that we may arrange.

Wishing you years of efficient, quality and "comfy" heating,
England's Stove Works
Technical Support Department

www.englishstoves.com

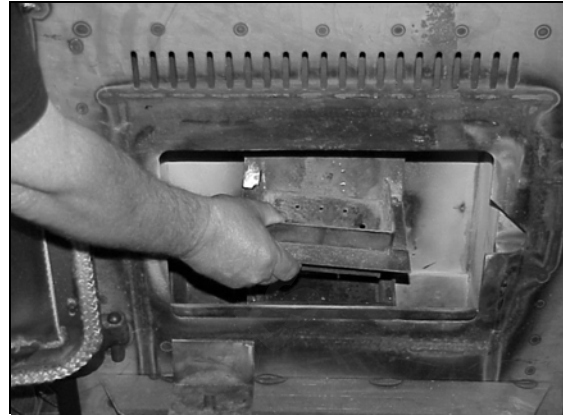
(800) 245-6489

Dimensions of your pellet unit:	27 ½"W x 40 ½"H x 30 ½"D	360 lbs.
	(Approx. 14" height from floor to center of exhaust)	
Hopper capacity:	Approximately 240 lbs (this can vary widely depending on pellet size, length and diameter)	
EPA Status:	Exempt	
Input BTU Range:	8500 to 42500	
Burn Rate:	Approximately 1 to 5 lbs. per hour	
IF YOU HAVE A PROBLEM WITH THIS UNIT DO NOT RETURN IT TO THE DEALER. CONTACT CUSTOMER SERVICE at 1 (800) 245-6489.		

BEFORE RE-STARTING YOUR UNIT

Every time before pressing “ON” to start your unit – Be sure to remove all ashes (burnt or partially burnt) from your burn pot area! Wearing protective gloves and with the unit cool, remove the Burn Pot and dump the ashes, following the instructions in the Owner’s Manual. Also be sure to follow all other maintenance instructions as outlined in your Owner’s Manual and the Instructional DVD included with the unit. Failure to remove ashes from this area before each burn can cause smoke-back and serious damage to your stove, and can void your warranty. We will not be held responsible for poorly maintained units, including excess ash in the burn pot area.

Burn Safe and Burn Clean – Clean the burn pot area daily!



A NOTE ON COLD AIR RETURNS AND CENTRAL FURNACES

Some homes, including the modern, air-tight homes that are well-insulated, create a negative draft that could cause smoke to be released from your unit, especially if it is too close to your home’s Central Furnace. If you install your stove in the same room as the Cold Air Return from your home’s Central Furnace, you must place your stove at least 20 feet (20’) from the Cold Air Return. We recommend you open an outside window slightly, and never close the door that leads from this room to the rest of your home.

IN THE EVENT OF SMOKE-BACK

1. If you see smoke coming out of your unit into the room *due to a power failure*, **DO NOT OPEN THE HOPPER OR DOOR TO YOUR UNIT!! Remain calm.**
Open the nearest outside door and windows and wait for all signs of smoke to clear (at least one hour, although the smoke should dissipate quickly once the door and windows are opened). When power is restored, press the ON button to restart your unit, and let the unit run for at least 30 minutes.
-- If you see any further signs of smoke-back, press the OFF button and call Technical Support at (800) 245-6489 before restarting your unit, as damage could have occurred due to the power failure.
-- If you see **no** more signs of smoke-back, press the OFF button and wait for your unit to completely shut down and cool down, then clean the burn pot area before restarting your unit (see “Before Starting Your Unit,” above).
2. If you see smoke coming out of your unit into the room and *the power has not failed*, **DO NOT OPEN THE HOPPER OR DOOR TO YOUR UNIT!! Remain calm.**
Immediately press the OFF button, open the nearest outside door and windows and wait for all signs of smoke to clear (at least one hour, although the smoke should dissipate quickly once the door and windows are opened). Do NOT restart your unit before calling Technical Support at (800) 245-6489.

**Please call Technical Support at (800) 245-6489 with any questions.
England’s Stove Works, Inc.**

IMPORTANT INFORMATION

1. Check local installation codes for your area. Call your Homeowner's Insurance representative for inspection of your stove's installation.
2. Read and comply with the instructions in this manual.
3. This unit should be tested (dry run) before loading pellets for 20 minutes. The stove should automatically shut itself off after the 20-minute dry run.
4. **Your stove is designed to burn Premium Wood Pellets only.** Burning pea coal, cherry pits, or anything other than wood pellets will void your warranty. Pellets with high ash content will burn dirty and require the unit to be cleaned more often. This unit is designed for use with ¼" diameter pellet fuel. Using pellets longer than 2" can bind the auger and require frequent manual removal.
5. Be sure your pellets are not damp or wet. Keep sawdust out of the unit.
6. Use three-inch (3") U.L.-approved PELLET VENT TWIST-LOCK PIPE when installing this stove and follow the manufacturer's specifications for installation and clearances (we highly recommend Simpson Dura-Vent pellet twist-lock pipe) (**AC-3000 kit**). For installations over 4000 ft. above sea level the exhaust should be vented with 4" pellet vent pipe (**AC-3100 kit**). Even though this pipe interlocks, it is a good idea to seal all connections with high temperature silicone (**AC-RTV3**). Use at least three screws to secure the pipe to this unit's exhaust blower. Also, if you do not use U.L.-approved twist-lock pellet pipe, be sure to use U.L.-approved Pellet Vent pipe, and fasten each joint of the pipe with at least three screws.
7. Outside combustion air is mandatory for these units to work properly. Make this connection using a 1 7/8" I.D. metal pipe (steel, aluminum or copper) and coupler. Be sure to secure the pipe to the unit with a clamp or aluminum tape. The outside end should be covered (screened) to prevent any foreign matter from entering the system. Try to keep the number of bends in this pipe to a minimum. Our Part Number **PU-OAK** (Outside Air Kit with flex pipe) can be used.
NOTE: If an older unit, measure the opening to determine what size pipe to use.
NOTE: If the total run of the connection exceeds 6', use 3" metal pipe and coupler instead.
8. Regularly inspect the burn pot area and, if any crust forms, remove it with a long handled screwdriver or putty knife.
9. The ash in the burn pot should be removed regularly, depending on your burn rate. The area to the right and left of the burn pot is for ash storage; keep the air holes in the burn pot clean for a more efficient burn. Check your exhaust system frequently. Refer to "Ash Removal and Disposal" section. **DO NOT BURN STOVE LONGER THAN 2-3 DAYS (DEPENDING ON ASH CONTENT OF PELLETS) WITHOUT CLEANING!**
10. Keep pellets and all other combustible materials a safe distance from the unit.
11. This unit will require floor protection if installed on a combustible surface. The minimum floor protector for this unit is 48" x 48", which should give you at least six inches (6") of protection at the rear and each side, and six inches (6") minimum in the front of the unit.
12. Horizontal runs should not exceed four feet (4') with a maximum vertical flue height of thirty-five feet (35'). At fifteen feet (15'), the pipe should be increased to four inch (4") pellet vent pipe.
13. The stove will not operate using natural draft or without power source for the blower system and the fuel feed system, and must not be burned with any type of coal (only use wood pellets).

14. This unit should be turned off and allowed to cool prior to cleaning. Any ashes should be kept in an airtight metal container and not disposed of until they are completely cooled (see Ash Removal and Disposal).
15. Read the instructions thoroughly, including instructions concerning the digital control board, and save them for future reference.
16. Do not allow paint, chemicals or construction dust on or near your unit. Do not allow liquid or ANY foreign materials on or inside your unit. Shut your unit down and cover it when painting, construction or similar activity is taking place. Wipe and clean your unit after any construction is done in your home, or if any foreign material gets on or inside your unit. You may also need to remove the rear and side cover plates to your unit (unplug unit first) and vacuum and clean the motors and inside of your unit.
17. Improper gasket maintenance, including failure to replace gaskets, can cause air leaks resulting in smoke-backs.
18. Remember that, as with any appliance, there is user responsibility involved, including installation, operation and maintenance of this product. Be sure to check local codes, and call Customer Service at (800) 245-6489 if you have any questions.
19. **Be sure to follow the directions of all manufacturers of third party products that you use, including exhaust pipe, etc. Never use gasoline, lantern fuel, charcoal lighter fluid, diesel fuel or any other flammable liquid to start the fire. If you manually start your unit, recommended fire starter materials are: Wax-impregnated wood chips, cardboard cubes or fire starter chips designed for pellet stoves (see section on Manually Starting Unit). Follow any manufacturer's directions for these products, and NEVER place any fire starter on any hot surface or hot coals. Never apply any fire starter products of any kind to a hot surface or hot coals.**
20. **Basement Installation:** We recommend basement installation be performed only by a professional installer. For basement installations, a 3" (three inch) pipe and coupler must be used for Outside Combustion Air, and a minimum clearance of 3' (three feet) must be maintained from the ground to the pellet vent exhaust pipe outside the dwelling. Keep in mind that each elbow used reduces draft by 15%; it is good practice to add 3' (three feet) of vertical rise for each elbow used. Example: After the 2nd elbow used, have 6' (six feet) of vertical rise before terminating your vent pipe.

IMPORTANT NOTICE: This unit must be properly installed to prevent the possibility of a house fire or "smoke-back." The instructions must be strictly adhered to.

Do not use makeshift methods or material which may compromise the installation.

Your unit requires periodic maintenance and cleaning (refer to manual). Failure to maintain your unit may lead to a variety of problems, including but not limited to smoke spillage into the home. England's will not be liable for consequential or indirect damages to property or persons resulting from the use of this product.

UNIT PREPARATION

1. Attach the spring handle to the door by turning it counterclockwise. **Important: Also check hopper latch – must be tight so that the top is sealed to prevent back-burn.**
2. Test your 110-volt outlet for current and then plug in the unit. **(We highly recommend a surge protector for our pellet unit, as the control panel is electronic).**
3. The stove has a digital read-out control board and is started by pressing the “ON” touch pad. This will start the auger and exhaust blower. The room air blower will start later as the stove reaches the pre-set blower temperature (see “Control Board” section for further explanation).
4. Check to be sure the auger and the exhaust blower are operating before connecting the unit to the flue system. Be sure to “dry run” your unit for 20 minutes before connecting it to the flue (it should stop automatically after 20 minutes).
5. This unit is designed to provide optimum proportions of fuel and air to the fire in order to burn free of smoke and soot. Any blockage of the air supply to or from the unit will seriously degrade its performance and will be evidenced by smoking exhaust and sooting window. For best operation the ash content of the pellet fuel should be less than 1%. Avoid high ash content fuels because this will rapidly fill up the burn pot and eventually cut off the combustion air supply.

Safety Tips

1. The unit will not run during a power outage. If an outage occurs check the unit for smoke spillage and open an outside door and window if any smoke spills into the room.
2. Disconnect the power cord before performing any maintenance or repairs on the unit.
NOTE: Turning the unit “off” does not disconnect all power from the unit.
3. Do not unplug the unit if you suspect a malfunction. Turn the unit off, periodically inspect it and call customer service.
4. Do not open the door during the start up cycle and do not add pellets to the burn pot at any time, otherwise a dangerous condition could result.
5. The exhaust system should be checked, at a minimum, at least twice a year for any build up of soot or creosote.
6. The viewing door must be closed and latched during operation.
7. Your stove requires periodic maintenance and cleaning; failure to maintain your unit may lead to smoke spillage in your home.
8. This unit is designed and approved for pelletized wood fuel only; any other type of fuel burned in this unit will **void the warranty** and safety listing.

INSTALLATION

FLUE SYSTEM

Caution: Follow the pipe manufacturer's installation instructions and directions for passing through combustible walls and ceilings.

Be sure to check local codes in your area.

NOTE: See the installation drawing later in this manual (Illustration 1).

This unit is equipped with a negative draft system that pulls combustion air through the burn pot and pushes the exhaust air out of the dwelling. If this unit is connected to the flue system other than the way explained in this manual, it will not function properly.

For any of these installations, keep in mind that each elbow used reduces draft by 15%; it is good practice to add 3' (three feet) of vertical rise for each elbow used. Example: After the 2nd elbow used, have 6' (six feet) of vertical rise before terminating your vent pipe.

Pellet Vent Pipe

The UL approved pellet vent pipe that we recommend is a twist lock system; however, it is still recommended that high temperature silicone (**AC-RTV3**) be used at each joint. England's Stove Works recommends the use of Simpson Dura-Vent® twist-lock pipe (**AC-3000 kit**) -- (if you use other pipe, consult your local building codes and/or building inspectors, and secure each joint with at least three screws — see Important Information, above). *Do not* use "B" vent gas pipe or galvanized pipe with this unit. The pellet pipe is designed to disassemble for cleaning and should be checked several times during the burning season — pellet vent pipe is not furnished with the unit and must be purchased separately. For installations over 4000 ft. above sea level the exhaust should be vented with 4" pellet vent pipe (**AC-3100 kit**). **Do not install a flue damper of any kind in this system, and do not connect this unit to a flue system serving another heating appliance.**

Through the Wall

To vent the unit through the wall, connect the pipe adapter to the exhaust motor adapter. If the exhaust adapter is at least eighteen inches (18") above ground level, a straight section of pellet pipe can be used to initially pass through the wall (see Illustration 1). Your dealer or our factory should be able to provide you with a kit that will handle most of this installation, which will include a wall thimble that will allow the proper clearances through a combustible wall. Once outside the structure, a three-inch (3") clearance should be maintained to the outside wall and a clean out tee should be placed on the pipe that extends through the wall. We recommend a minimum of three feet (3') of vertical pipe with a 90-degree turn away from the house. At this point, a one-foot (1') section and horizontal cap will complete the installation (see Illustration 1).

A wall strap should be placed just below the last 90-degree section to make the system more stable. If you live in an area that has heavy snowfall, it is recommended the installation be taller than three feet (3') to get above the snowdrift line.

The same type installation can be used if your stove is below ground level by adding the clean-out section and vertical pipe inside until ground level is reached. However, we recommend basement installation be performed only by a professional installer. For basement installations, a 3" (three inch) pipe and coupler must be used for Outside Combustion Air, and a minimum clearance of 3' (three feet) must be maintained outside the dwelling from the ground to the Pellet Vent Exhaust Pipe.

The through-the-wall installation is the least expensive and simplest installation. In a through-the-wall installation you should be mindful of the snowdrift line, as well as dead grass and leaves. We recommend a three foot (3') minimum vertical rise on the inside or the outside of the dwelling. Never terminate the end vent under a deck, in an alcove, under a window or between two windows.

Call (800) 516-3636 to inquire about the **AC-3000** Through-the-Wall Kit
or the **AC-3100** High Altitude Kit.

Through the Ceiling

When venting the stove through the ceiling, the pipe is connected the same as through the wall, except the clean out tee is always on the inside of the house, and a 3" adapter is added before the clean-out tee. You must use the proper ceiling support flanges and roof flashing supplied by the pipe manufacturer -- follow the pipe manufacturer's directions and Illustration 1 in this manual. It is important to note that if your vertical runs of pipe are more than fifteen feet (15') at this point, the pellet vent pipe should be increased to four inches (4") in diameter. Do not exceed four feet (4') of pipe on a horizontal run, and do attempt to use the least number of elbows in the flue system. If an offset is used it is better to install a 45-degree elbow whenever possible. *Please remember, installing elbows may inhibit your draft by up to 15% per elbow.*

Existing Flue System

If you are replacing a wood stove with a pellet unit the chimney or pipe should be thoroughly cleaned before proceeding with the installation. The flue system should be either masonry or a UL approved pre-manufactured Class A flue system. The flue thimble should be either six inches (6") or eight inches (8") and the proper reducer (6" to 3" or 8" to 3") can be purchased at your local dealer. Connect a three inch (3") tee with clean-out to the pipe adapter -- seal this with high temperature silicone, then extend your pipe to the installed reducer at the thimble. If the thimble is in the ceiling, the pipe will go straight up, but if the thimble is in the wall another 90-degree elbow will be required to make the connection.

Outside Air (Outside Combustion Air Intake)

Outside air is mandatory for this unit to operate properly. This unit has been designed and tested with this connection, because so many homes are airtight and there is not adequate combustion air available inside the dwelling. The air intake pipe is located on the bottom side of the burn pot (from the rear) and measures 1 1/2" inside diameter (I.D.). The connection can be made with a metal 1 7/8" I.D. coupler and pipe (see "Important Information" section of manual), and should exit through the wall. Be sure to secure the pipe to the unit with a clamp or aluminum tape. The outside end of the pipe should be covered (screened) to prevent foreign matter from entering the system. Our Outside Air Kit (Part Number PU-OAK) can be used. If the unit is located below ground level, you will need to run the pipe up and then outside the dwelling. NOTE: If the total run of the connection exceeds 6', if more than 2 elbows are used, or if a basement installation, use 3" metal pipe (and coupler) instead. Note: If an older unit, measure the opening to determine what size pipe to use or couple to.

Mobile Home Installation

Secure the heater to the floor using the two holes in the unit base. If the unit is on a combustible surface, you will need to drill matching holes in the floor protection that you choose (see Floor Protection section). Do not disturb the structural integrity of the home, and be sure the unit is permanently electrically grounded to the chassis of your home. Remember that outside combustion air is mandatory, and not to install the unit in a sleeping room of the home.

Important Notes Concerning Installation:

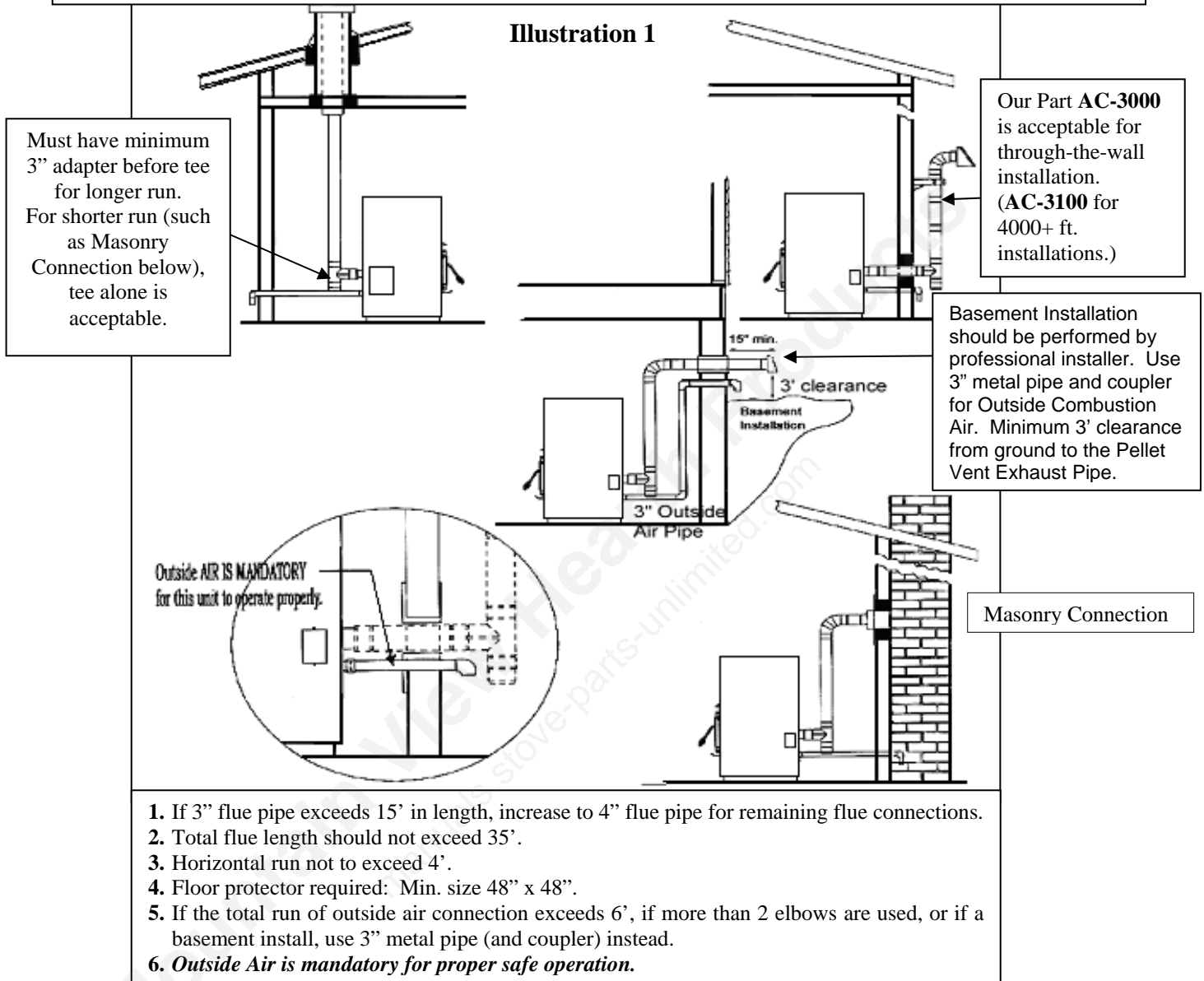
***IMPROPER INSTALLATION:** The manufacturer will not be held responsible for damage caused by the malfunction of a stove due to improper venting or installation. Call (800-245-6489) and/or consult a professional installer if you have any questions.

IMPORTANT: Improper hook-up (too much pipe, too many elbows, etc.) will cause the unit not to operate. Call Customer Service (800-245-6489) if you have questions about your hook-up or if your unit will not operate.

Freestanding Pellet Installation

Caution: Follow the pipe manufacturer's installation instructions and directions for passing through combustible walls and ceilings. Check local codes in your area.

Illustration 1



FLOOR AND WALL PROTECTION

Floor Protection

If your floor is constructed of a non-combustible material such as brick or concrete, there is no need for floor protection. If the floor is constructed of a combustible material such as hardwood, linoleum, or carpet, then you will be required to use floor protection between the unit and the combustible. The protection should be U.L. approved or equal, and should be large enough to provide a minimum of six inches (6") behind and on both sides of the stove. The clearance in front of the stove should be at least six inches (6"). This pellet unit will need a minimum 48" x 48" floor protector.

Wall Protection

From the rear and the sides of this stove, twelve inches (12") of clearance is required to paneling, wallpaper, drywall or other combustibles. The pellet vent pipe would require the standard three inches (3") clearance, or as recommended by the manufacturer. Normally additional wall protection is not required with this type unit.

OPERATING INSTRUCTIONS

CAUTION: DO NOT OPERATE WITH THE DOOR OPEN.

If door is left open (approximately) two minutes, unit will stop feeding and fire will go out.
Do not burn trash (paper bags, etc.) in this unit.

This stove has an induced draft system and is designed to operate continuously, as frequent shutdown is not required. The digital control board operates the unit with a time control system; this system regulates the auger feed rate by operating for a predetermined number of seconds, the auger starts and stops intermittently. The setting of the “**Heat Range**” touch pad will control the heat output and the amount of pellets the unit will burn (see “Control Board” section and Illustration 2).
Note: This stove is using solid fuel and will not restart automatically.

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

The unit will perform best if you run the unit on high until the room temperature reaches 72 degrees Fahrenheit. When the outside temperature is below 32 degrees Fahrenheit, run the unit to its highest heat range (9) and let your home reach the desired temperature (72 degrees Fahrenheit) then set your control back to a lower setting. You should always run your blower at a higher rate than the heat setting. Some examples are:

Heat Range 1 – Blower Speed 3
Heat Range 2 – Blower Speed 5
Heat Range 3 – Blower Speed 5
Heat Range 4 and above – Blower Speed 9

Warning: If you set your Blower Speed on 9 and the Heat Range on 1 the blower may cycle. This means the Blower will turn off and on. There is nothing wrong with the Blower. It is OK to operate the unit at this setting, but if you do not want the blower to cycle, turn the Heat Setting up or turn your blower down. Also see the notes in the “E-Codes” and Troubleshooting section concerning E-4 Codes.

Note: Blower speed changes to match heat range setting. After changing the heat range you can increase blower speed if desired by pressing the blower up arrow.

START- UP PROCEDURE

Caution - Never use gasoline, lantern fuel, charcoal lighter fluid, diesel fuel, or any other flammable liquid to start the fire.

1. Be sure the hopper is clean and free from foreign materials. Be sure there is current at your outlet (we do recommend a surge protector with our unit).
2. **Before** your first fire dry run your unit (with no pellets in the hopper) for 20 minutes. Press the “ON” button to begin the dry run. After the 20 minute dry run, the control board will return to “OFF.” An error code will appear in the Heat Range and the Blower Speed windows as “E-2,” which means the unit failed to start normally. After this code is received and you are sure the unit is working properly, fill the hopper with wood pellets. Do not allow any part of the bag or any foreign material in the hopper, as this may jam the augers. Ensure that all pellet matter is cleared from the hopper lid gasket, make sure the hopper lid latch and the door of the unit are securely closed and press the “ON” button; this will clear the error code and restart your unit.
3. Please be patient. Do not attempt to “help” your unit start up by hand feeding pellets into the fire pot! For best results, set your Heat Range on setting 5 and your Blower Speed on setting 5 for the first 30 minutes.

Automatic Start-Up

When the “ON” button is pressed from a cold start, the unit is in “Start-Up” (after 3 seconds, there will be an “S U” in the Heat Range and Blower Speed windows to verify this). While in this mode, the unit has a preset heat range and will remain in this mode for 20 minutes to prevent the unit from over-firing. During this start-up period you can set the Control Board at the setting you desire; after the start-up is complete, the unit will operate at the user setting.

Manually Starting Your Unit

In the event the Auto-Start does not initiate, you may manually start your unit. To manually start your unit, first clean any pellets out of the burn pot (to prevent over-feeding). Place a handful of new pellets in the burn pot, then spread a small amount of pellet fire starter over the pellets and ignite them. After the pellets ignite, close the door to your unit and press the “ON” button (if the door is closed before the pellets fully ignite, the Exhaust Blower could put out the fire). Recommended fire starter materials: Wax-impregnated wood chips, cardboard cubes or firestarter chips designed for pellet stoves. Follow any manufacturer’s directions for these products, and NEVER place any firestarter on any hot surface or hot coals. Never use gasoline, lantern fuel, kerosene, charcoal lighter fluid, diesel fuel or any other flammable liquid to start the fire. **Do not** use the manual startup method if the igniter is working. NEVER place firestarter near the igniter.

If you have continued problems with the Auto-Start Igniter, call Technical Support.

Notes on termination of Pellet Vent Pipe (see also “FLUE SYSTEM” section of manual):

1. Not less than three (3) feet above any forced air inlet located within ten (10) feet.
2. 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.
3. 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 Customer Service if you have any questions.

IMPORTANT SAFETY NOTE: If the unit or chimney connector pipe “glows” red (or white), the stove is **over-fired**. This condition could cause a house or chimney fire. Do not operate your unit too hot, or over-firing may result.

E-Codes

“E-Codes,” or Error Codes, are codes that will appear in the Heat Range and Blower Speed windows of the Control Board if your unit experiences problems. If you receive any of these codes, first attempt to reset your unit by pressing the “ON” button (only once). If the unit continues to display any E-Code(s), please contact Customer Service at (800) 245-6489 before further attempting to restart your unit.

NOTE: “E-0” indicates “No Error”

E-2 = Fail to Start

E-3 = Over Temperature Limit

E-4 = Proof of Flame - This can indicate that you have run out of pellets, the auger has jammed or the auger motor has failed (also see below).

When you see this code displayed on your control board you need to clean the pellets and ashes out of your burn box and restart your unit. Do not empty hot ashes or pellets into your hopper!!! You must use protective gloves and a metal container with a tight fitting lid. The closed container of ashes should be placed on a noncombustible surface or on the ground, well away from all combustible materials, pending final disposal.

Never restart your unit before removing the ashes from your burn pot. The old ashes could plug up the air holes in your burn box and cause the stove to burn dirty and could cause a smoke back or burn back, filling your house with smoke.

E-4 displayed on your control board can result from several problems:

1. The hopper lid was left open when refueling. You must not leave the lid open longer than 1 minute. The safety shut down switch turns the feed auger off when you open the hopper lid. Always make sure the hopper lid is shut and latched when your unit is heating.
2. The door was left open or ajar. Always make sure the door is closed and latched while your unit is running.
3. Component Failure. If you have an auger motor or exhaust blower fail you will get an **E-4** code.
4. Out of fuel. If your unit runs out of fuel you will get an **E-4** code.
5. E-4 may result from the blower speed being set too high, i.e. the Heat Range is set on 1 and the Blower Speed is set to 9.

Clear the **E-4** code. To restart and clear the **E-4** code displayed on your control board, push the ON button and your unit should restart.

First Fire: Adjust the “Heat Range” to a “5” setting and allow the stove to burn in this manner for *at least* three (3) hours. This will allow the unit to “cure out” as the paint and the oils from the manufacturing process burn off. We recommend you open doors and windows in your dwelling during this process.

Subsequent Cold Starts: In a cold start situation, the unit should be operated at a “5” setting until the room air blower begins to operate.

NOTE: The start-up cycle for this unit with the Auto-Start Igniter is 13 minutes. **Press the “ON” button only once on start-up.** Pressing the “ON” button a second time during the start-up cycle will cause the start-up cycle to begin again.

IMPORTANT: If the unit fails to start properly, or does not properly complete the Shut-Down procedure, **open the closest outside door and a window to eliminate the home’s natural draft BEFORE opening the stove’s door or hopper lid.** This will allow any smoke to exit through the external air hook-up instead of spilling into the home.

SHUT-DOWN PROCEDURE

WARNING: NEVER SHUT DOWN THIS UNIT BY UNPLUGGING IT FROM THE POWER SOURCE.

Refer to the following instructions:

Press the “OFF” touch pad to put the stove in the “Shut-Down” mode. There will be an “S D” in the Heat Range and Blower Speed windows while the unit is shutting down to verify this. At this time the red light above the “OFF” pad will illuminate. When the “OFF” pad is touched the auger will instantly stop feeding pellets, but the room air blower will continue to operate. When the internal temperature drops to 95 degrees the room air blower will cease to operate, and when the internal temperature drops to 90 degrees the red light will then shut off and the entire stove will be shut down. The hotter the unit is operating, the longer it will take for the stove to complete the Shut-Down cycle.

Note: The unit will exit the Shut-Down cycle if you press any buttons during Shut-Down.

Note: If the room temperature stays above 70 degrees the stove will remain in the Shut Down mode for 60 minutes, regardless of the temperature reading at the heat sensor. If the stove stays on longer than 60 minutes the unit will automatically turn off.

Mountain View Hearth
manuals.stove-parts-unlimited.com

DAILY OPERATION

Refueling the Unit

Always press the “OFF” touch pad before refueling. This stove has a (approximately) 240-lb. hopper, and should be refilled when the hopper level drops to three or four inches.

Note: The hopper lid will be warm; therefore, you should always use some type of hand protection. NEVER place your hand near the auger while the stove is operating.

Note: Always ensure that all pellet matter is cleared from the hopper lid gasket before closing. Be sure to close and latch hopper **securely** before re-firing. Do not operate this unit with the hopper lid open or unsecured.

Power Outage

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 eliminate the home's natural draft. Wait for power to be restored and then press the “ON” button to re-start the unit, if necessary.

We highly recommend the use of a surge protector with your unit, as power surges and failures can affect the operation of any electrical appliance.

We do not recommend leaving home with the stove on the higher heat ranges; it is recommended that the stove be left on the lower heat ranges (Heat Range setting 1 or 2).

NOTE: Remember: **1)** It is **very** important for the unit to be vented properly (see instructions on Outside Air), as the natural draft is needed to clear the smoke from the stove. **2)** Do not open the hopper lid (or the unit's door). This may cause fire to burn in the hopper.

Fuel Outage

If the unit should run out of pellets, simply reload the hopper and press the Control Panel “ON” button, after cleaning the ashes out of the burn pot area and performing any other maintenance that is due. If the unit runs without pellets, after one hour the unit will shut down.

NOTE: Even if flames are visible inside the fire box always press the “ON” button to ensure that your unit will restart.

Combustion Blower Failure

If the Combustion (exhaust) Blower should fail on this unit, a Vacuum Shut-Down Switch will automatically stop the stove. The auger will stop feeding pellets and put the unit in shut down (**S.D.**) mode. At this point you will need to contact Customer Service at **(800) 245-6489**.

NOTE: It is **very** important for the unit to be vented properly (see instructions on Outside Air), as the natural draft is needed to clear the smoke from the stove.

NOTE: The instructions below concerning the cleaning of the Burn Pot area are **especially important** to the function of your stove. Failure to follow them regularly can result in burn-back and can damage your unit and/or void your warranty.

ASH REMOVAL AND DISPOSAL

IMPORTANT: While the amount of ash generated by this unit is not excessive compared to log-burning woodstoves, keeping the unit clean and free of ash is essential for peak performance. Too much ash build-up hampers airflow and reduces the unit's efficiency, and can cause smoke-back. Follow these directions at least as frequently as the schedule below, or more often if needed.

WARNING: Allow unit to completely cool down before touching any metal parts. Be sure to use appropriate protective gear (heat-resistant gloves, glasses, etc.).

Ash Pan

NOTE: The ash pan must be slid completely back and dropped in the lock position when the unit is in operation. NEVER operate the unit with the ash pan out! This unit has an ash pan for more convenient and hassle-free cleaning; to open, simply lift up on the brass knob, then pull the ash pan forward. Note also that there are two access panels (one on each side) inside the unit in the bottom; to put ashes into the ash pan, remove the panels and push the ashes into the ash pan and then replace them, making sure that the area under these plates are clear before replacing them. As noted below, the unit should be off and cooled before any ash maintenance.

Daily Ash Maintenance

Press the "OFF" touch pad and allow the stove to burn for five (5) minutes prior to opening the door. A long-handled screwdriver or long-handled putty knife can be used to scrape off any build-up or crust in the burn pot area. This can then be pushed to the left or right into the ash storage area.

Semi-Weekly Ash Removal

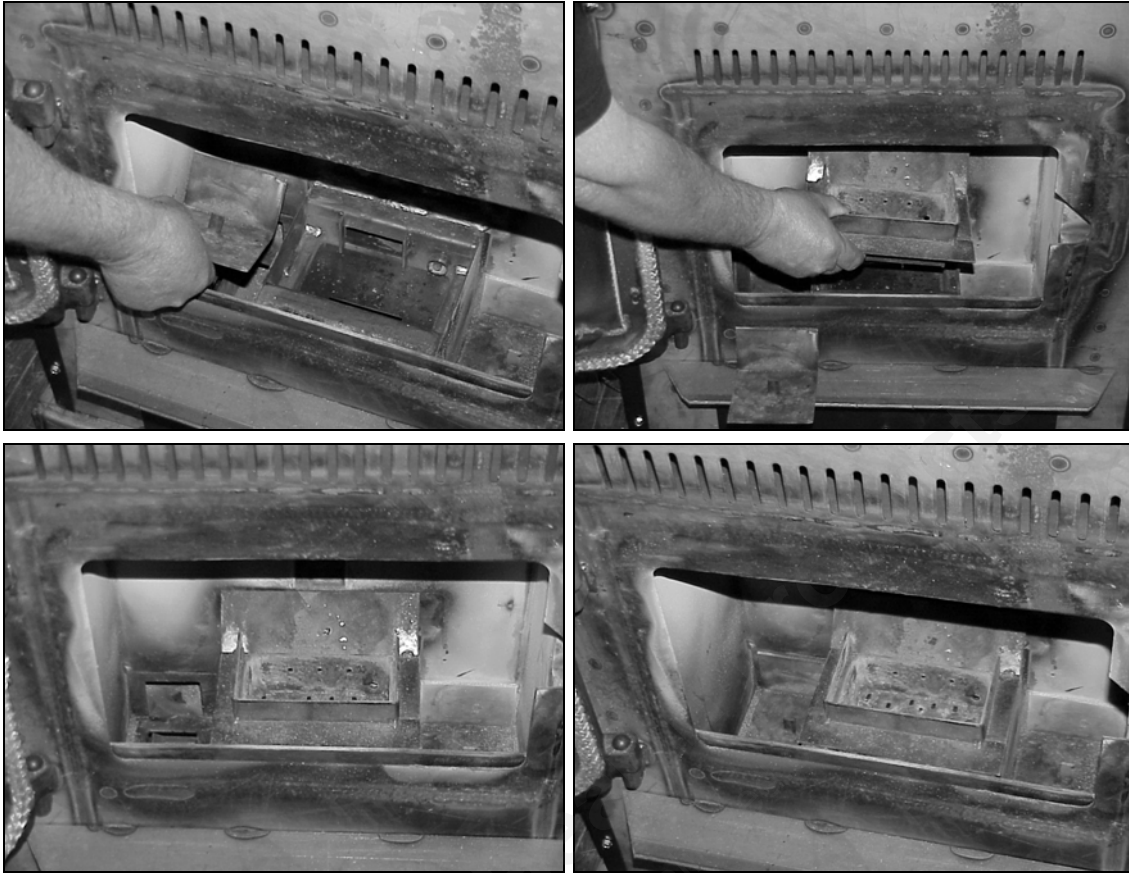
Twice each week: Shut the unit down by pressing the "OFF" pad and allowing the unit to go through the complete Shut-Down cycle. Allow the unit to completely cool down and then remove the ashes with a scoop.

"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 thoroughly cooled.

Once the ash is removed, the burn pot should be given a thorough inspection. Remove and clean the burn pot. Check for any build-up in the front of the burn area. Clean out all air holes; these air holes should be kept clean, as they supply combustion air under and around the fuel. The Burn Pot assembly should also be thoroughly cleaned, including the combustion chamber. Locate the holes near the top of the fire box on the inside of the unit. Use a rag to wipe the fly ash from this shelf.

IMPORTANT: Ash build-up can cause the unit to malfunction.

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 flue gases. Incomplete combustion, such as 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.



- *Clockwise, from top left:*
1. Removal of left access panel for ash pan;
 2. Removal of burn pot;
 3. Both access panels for ash pan and the burn pot are in place
 4. Left access panel for ash pan is removed, Right access panel is in place (both panels may be removed)

Monthly Ash Removal

The fire pot and combustion chamber should be inspected monthly to determine if cleaning is necessary. Locate the ash dump cover plates on both sides of the Burn Pot at the bottom of the combustion chamber. Remove the cover plates and clean the ash inside the heat exchange box through the holes on the rear panel exposed by removing the cover plates. Push the ashes into the ash pan and then replace the cover plates, making sure that the area under these plates are clear before replacing them. Locate the shelf with holes near the top of the fire box on the inside of the unit. Use a rag to wipe the fly ash from this shelf.

Use a screwdriver or chisel and break any creosote build-up in the fire pot area. Moisture in the pellets and resulting build-up in this area can cause the unit to burn dirty! Also inspect your flue pipes, and remove ash buildup from the clean-out tee.

Annual Cleaning

The stove and the flue (exhaust venting) system should be given a complete cleaning at the end of the heating season. Also remove the burn pot assembly, clean it thoroughly, and re-install it (refer to Illustration 4). In addition to the cleaning mentioned for semi-weekly and monthly, the Combustion (exhaust) Blower should be removed annually and the blower tube vacuumed of any ash build-up. Note: There is a Combustion Motor Gasket (Part PU-CMG), which allows you to remove the motor from the Combustion Blower housing, clean your stove, and replace the motor and gasket without having to remove the entire Combustion Blower. However, if you must remove or replace the entire Combustion Blower, a new blower flange gasket (Part # **PU-CBG**) should be added between the blower flange and the steel exhaust tube.

MAINTENANCE

CAUTION: UNPLUG THE UNIT PRIOR TO ANY SERVICE WORK!
SEE EXPLODED DIAGRAM (ILLUSTRATION 4) FOR PARTS REFERENCE

Parts Orders: (800) 516-3636 www.englishstoves.com Questions: (800) 245-6489

NOTE: Visit our web site for downloadable maintenance sheets and/or a service video (if not included with your unit) that details and illustrates the following maintenance tasks.

Rear Panel Removal

WARNING: To perform any maintenance inside the rear of the unit, the stove must be out (no fire), cooled down and unplugged. Electrical shock can occur if the unit is not unplugged from power.

To remove the rear panel, simply loosen the eight (8) screws (size 5/16") and flex the panels. The panels should come off without fully removing the screws.

Instructions for maintenance and part replacement procedures can be found on

www.englishstoves.com

Auger Motor

The Auger Motor and gearbox are one complete assembly (Part # **CU-047042**), and can be removed by disconnecting the power leads and loosening the three $\frac{1}{8}$ " Allen set screws in front of the assembly. Once the set screws are loosened, the entire assembly will slide from the auger tube.

NOTE: The hopper must be emptied and all pellets removed from the auger before removing.

Convection Blower

The Convection (room air) Blower (Part # **PU-4C447**) is located on the left side of the unit and can be removed by disconnecting the power leads and removing the four mounting screws. Once this is done, the blower will slide out of the stove. This procedure can be reversed to install a new blower.

Combustion Blower

To replace the Combustion (exhaust) Blower (Part # **PU-076002B**), the power leads and the pellet vent pipe must be disconnected. Next, remove the screws that hold the blower to the steel exhaust tube and slide the blower from the stove. Note: There is a Combustion Motor Gasket (Part **PU-CMG**), which allows you to remove the motor from the Combustion Blower housing, clean your stove, and replace the motor and gasket without having to remove the entire Combustion Blower. If cleaning your blower, the blower impeller, blower tube and steel blower exhaust tube on the unit should be brushed and vacuumed. However, if you must remove or replace the entire Combustion Blower, a new blower flange gasket (Part # **PU-CBG**) should be added between the blower flange and the steel exhaust tube.

Vacuum Switch

This unit is equipped with a Vacuum Shut Down Switch (Part # **CU-VS**), which helps control various functions of the unit. If an operational error occurs in the unit, a switch will stop the feed auger. Situations which could cause this include power failure, Combustion Blower failure, improper flue installation, a blocked flue (from rodents, nests, etc.), or “dirty burning” from burning improper fuel (see “Important Information” at the beginning of the manual).

Gaskets

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

This unit comes with a 5/8” rope gasket around the door that should be replaced at least every two years. To replace the *door gasket* (Part # **AC-DGKNC**), the old gasket must first be removed entirely — prior to adding the new adhesive, you may have to scrape the old cement from the door 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.

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 by forming a “U” with your fingers and placing the gasket around the glass.

Note: There is a Combustion Motor Gasket (Part **PU-CMG**), which allows you to remove the motor from the Combustion Blower housing, clean your stove, and replace the motor and gasket without having to remove the entire Combustion Blower. However, if you must remove or replace the entire Combustion Blower, a new blower flange gasket (Part # **PU-CBG**) should be added between the blower flange and the steel exhaust tube.

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 plain steel wool and repainted. We recommend this paint, as others may not adhere to the surface or withstand the high temperatures.

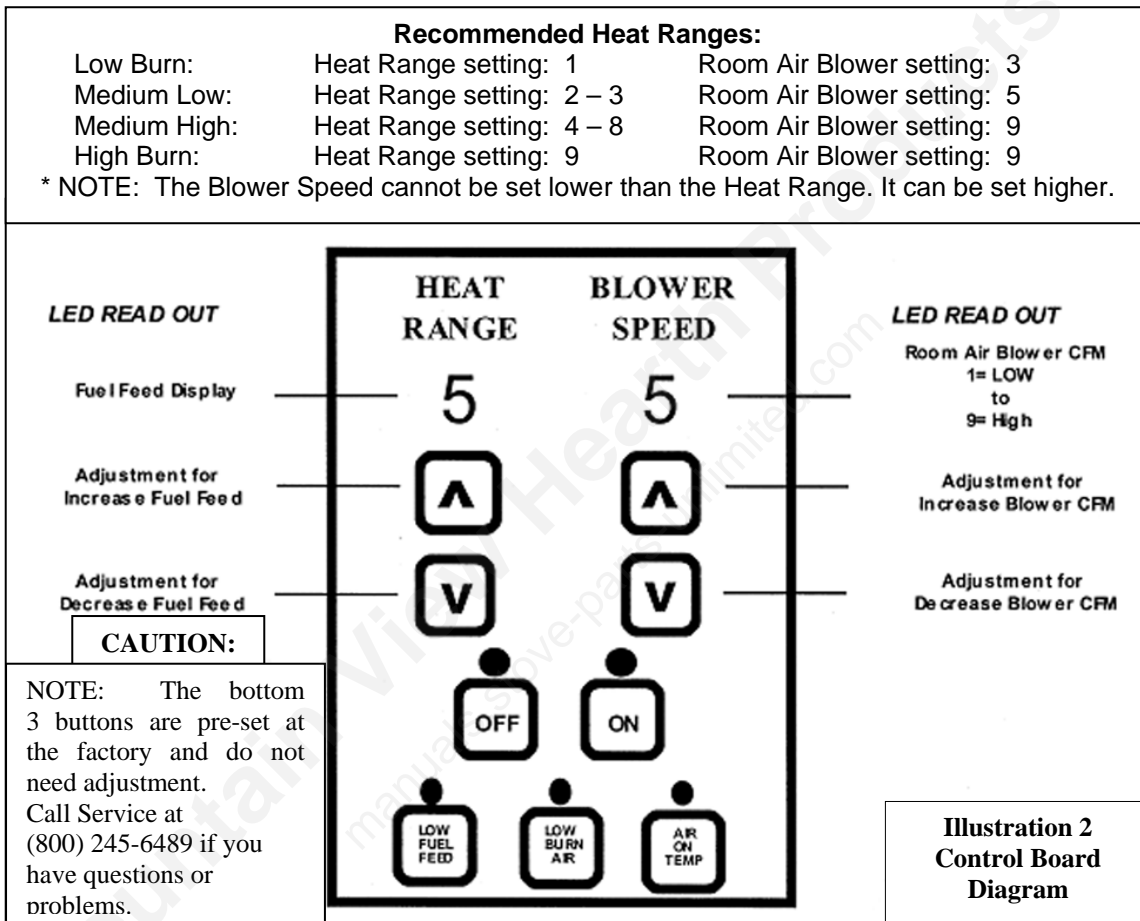
Glass

This unit has a ceramic glass (Part # **AC-G10**, comes with gasket) in the viewing door. Surface scratches are acceptable and normal, but if this glass becomes cracked in any area, the unit should be shut down and the window replaced with this high-temperature ceramic glass.

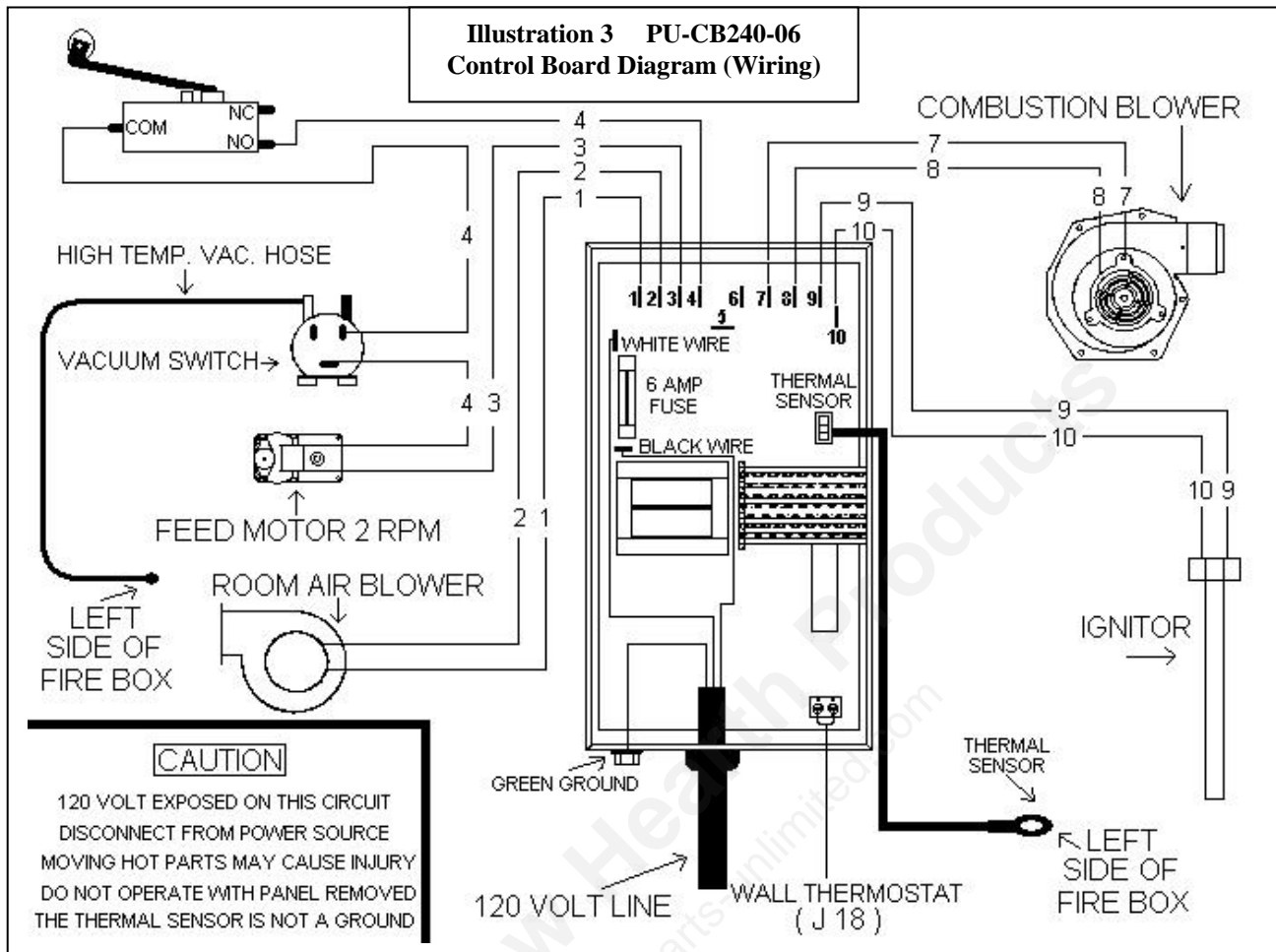
Control Board

The Control Board (Part # **PU-CB240-06**) is a digital read-out board. This board offers a wide variety of settings to operate the unit. This part can be removed from the unit by loosening the two outside screws and pulling the board back to the inside of the stove. The rear access panel should be removed prior to removing the control board. A 6-amp “quick-blow” fuse (Part # **PU-CBF6**) is used on this Control Board.

NOTE: The bottom three control buttons are preset at the factory and should *not* require any changes. See “Operating Instructions” and “Daily Operation” section of the manual for instructions on other Control Board settings.



**Illustration 3 PU-CB240-06
Control Board Diagram (Wiring)**



CIRCUIT BOARD FUNCTIONS

COMPONENT	OPERATION START	OPERATION END
Exhaust Blower	Starts Immediately	Will continue until shutdown. Shutdown will occur when the operating temp. is below 90 degrees.
Auger	The auger will begin to turn when you press the Control Panel On Button.	The auger will continue at the feed rate determined by the Heat Setting. NOTE: Safety switch, Hi Limit and Vacuum Sensor must be activated to continue proper operation.
Room Fan	Begins when 110 degrees is reached	Will continue to operate until the unit cools down to below 90 degrees. This may take from several minutes up to an hour.
Automatic Shutdown	If, after 15 minutes, the unit has not reached the preset operating temp., the unit will begin to automatically shut down. This will be evidenced by the red light on the Control Board.	If the timer should expire before the preset operating temp. is achieved, resetting the timer is possible by switching the Control Board "OFF" and then back "ON."
Normal Operation	If, after 15 minutes, the preset operating temp. of 110 degrees is achieved, normal operation will continue.	Operation will continue until either the Control Board is turned "OFF," or the operating temp. falls to below 90 degrees. At this time, the unit will default to "Automatic Shutdown."

**CAUTION: Moving Parts May Cause Injury.
Do NOT Operate with Panel(s) Off.**

**DANGER: Parts May Be Hot. Risk of Electric Shock.
Disconnect Power Before Servicing Unit.**

ACCESSORY ITEMS

The following accessories can be added to your unit at anytime after purchase; however, let the unit cool down before adding any accessories.

Thermostat

WALL: An external wall thermostat (such as our Part # **GU-1E30-914**) can be used on our pellet units as long as it is a low-voltage that works with millivolt systems. After unplugging the unit, locate the jumper wire (J-3) on the bottom of the control panel. The two screws should then be loosened and the jumper wire removed from the board. Next, the two thermostat lead wires should be slipped into these openings and the screws tightened; the jumper wire should be saved for future operation without a thermostat.

The unit will operate differently once the wall thermostat is connected – we recommend the Control Board be set at “9” on Heat Range and Blower Speed while using the thermostat. Refer to the section on “Start-up Procedure” for information on cold starts.

AC-03, AC-03BN Knob for Ash Drawer

There is a knob that attaches to the front of the ash drawer of the stove. Match the knob finish to the Spring Handle and desired Window Trim. AC-03 is Brass, AC-03BN is brushed nickel.

AC-118, AC-118BN Window Trim

This trim can be attached by using the provided spring clip and some high temperature silicone. Insert the tee end of the spring clip into the opening on the edge of the trim – this will allow the clip to fall into the groove. The spring clip will hold well if it is placed on the bottom edge of the trim. We also suggest that high temperature silicone be used on the corners, to ensure the trim will stay in place.

Accessories can be ordered from the factory at:

(Parts orders ONLY) -- **(800) 516-3636**, or on our web site: www.englanderstoves.com.

Questions/Problems: Please call Customer Service at **(800) 245-6489**.

REPLACEMENT PARTS, ACCESSORIES AND OPTIONS

(See Item numbers on Exploded Diagram for part location)

<u>ITEM</u>	<u>PART NUMBER</u>	<u>PART DESCRIPTION</u>
1	PU-HLUF	Hopper Lid
2	PU-62-40-151-3	Hopper Lid Latch
3	PU-HCUF	Hopper Cover
4	PU-RAPTUF	Rear Access Panel - Top
5	PU-RAPBUF	Rear Access Panel - Bottom
6	CU-047042	2.4 RPM Auger Motor
7	PU-LSPUF	Left Side Panel
8	PU-LCPUF	Left Side Cover Plate
9	PU-076002S	Combustion Blower
10	PU-CBG	Combustion Blower Gasket
	PU-CMG	Combustion Motor Gasket
11	PU-AFEP	Auger
12	PU-HFGUF	Hopper Flange Gasket
13	PU-CH6	Igniter
14	PU-HOPUF	Hopper
	PU-HLG	Hopper Lid Gasket (not shown)
15	CU-VS	Vacuum Switch
	PU-VH	Vacuum Hose (not shown)
16	PU-CB240-06	Control Board
17	PU-4C447	Convection Blower
18	PU-RSPUF	Right Side Panel
19	PU-RCPUF	Right Side Cover Plate
20	AC-GSC	Glass Supports for CA-13C Door
21	AC-G10	Glass with Gasket
	AC-GGK	Glass Gasket Kit (gasket only, no glass) (not shown)
22	CA-13C	Door
	AC-DGKNC	Door Gasket Kit (not shown)
23	PU-APUF	Ash Pan
25	PU-ADPUF	Air Deflector Plate
26	PU-BPUF	Burn Pot
27	CU-ADP	Ash Dump Plug
28	CA-ATUF	Auger Tube Assembly
	CU-RG	Rubber Gasket (not shown)
	PU-ATGUF	Auger Tube Gasket (not shown)
	PU-GP	Guide Plate (not shown)
	PU-PGB52	Exhaust Tube Gasket (not shown)
29	CA-AMPP	Auger Mounting Plate
30	CA-AC	Auger Coupler
31	AC-HLS	Hopper Lid Switch
	PU-CBF6	6 AMP Control Board Fuse (not shown)

OPTIONS:

	PU-OAK	Outside Air Kit (Included with Stove!!) (not shown)
	AC-3000	3" Pellet Vent Kit (Through-the-Wall) (not shown)
	GU-1E30-914	Wall Thermostat (not shown)
	AC-118	Brass Window Trim (not shown)
	AC-119	Brass Lip Trim (not shown)
24	AC-03	Brass knob for ash drawer
24	AC-03BN	Brushed Nickel knob for ash drawer

If you have any questions or problems contact the Customer Service Department:

Customer Service Department

P.O. Box 206

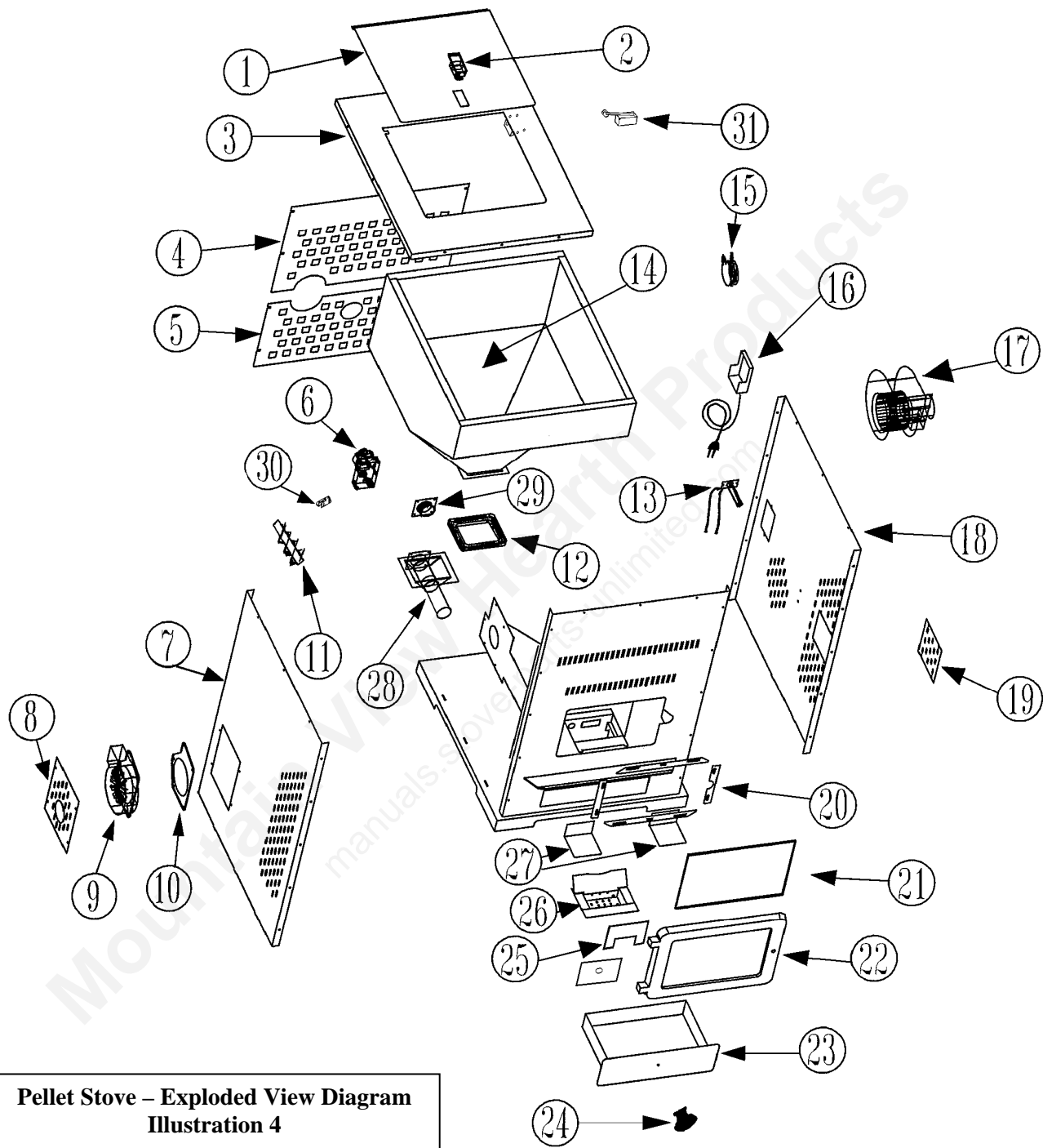
Monroe, VA 24574

service@englanderstoves.com

Parts Orders ONLY: 800-516-3636

Questions: 800-245-6489 (Fax: 434-929-4810)

You may also order parts and options, view frequently asked questions and more, on our web site: www.englanderstoves.com



**Pellet Stove – Exploded View Diagram
Illustration 4**

Dimensions of your pellet unit:

27 ½"W x 40 ½"H x 30 ½"D

360 lbs.

(Approx. 14" height from floor to center of exhaust)

Hopper capacity:

Approximately 240 lbs (this can vary widely depending on pellet size, length and diameter)

EPA Status:

Exempt

BTU Range:

8500 to 56000

Burn Rate:

Approximately 1 to 5 lbs. per hour

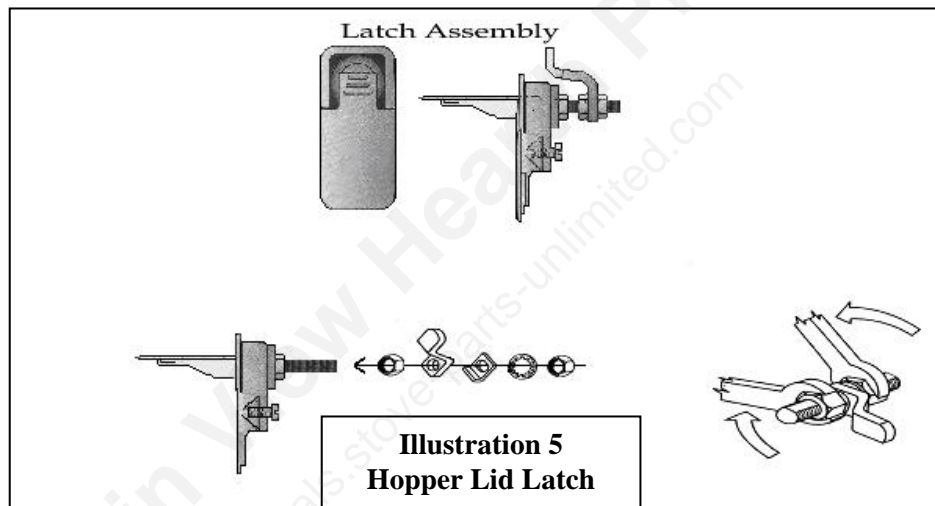
Adjusting your Hopper Lid Latch

The seals around the top of the pellet hopper are important to safe and efficient operation of the unit. The latch installed on these units is designed to pull the hopper lid tight against this seal. Over the course of operation as these seals “wear in” and compress. The tension of the latch should be tested periodically, and adjusted if necessary.

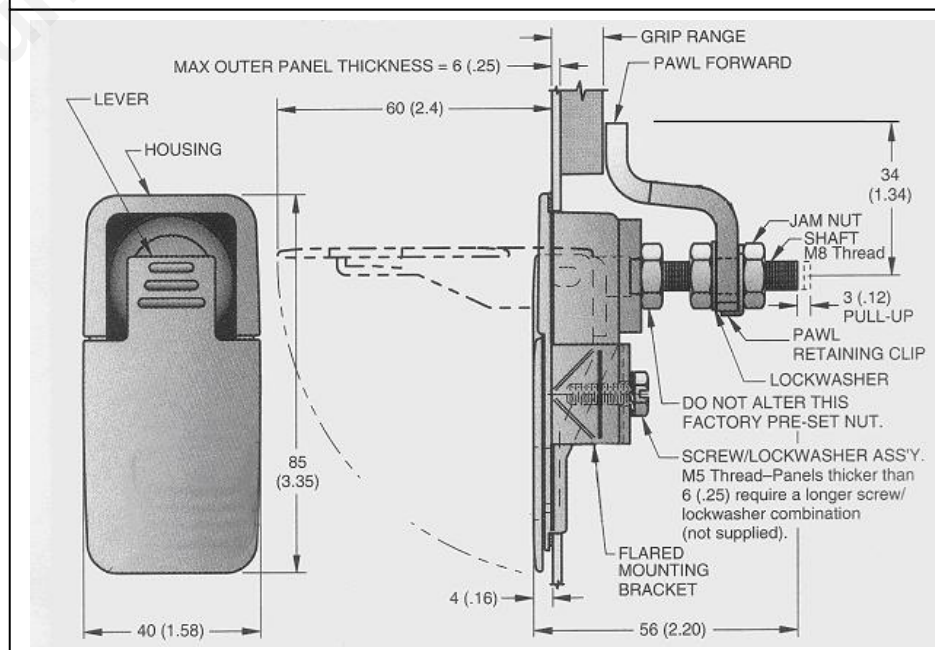
To adjust the lid latch, the following tools will be needed; two ½ inch wrenches, or a ½ inch wrench and a ½ inch socket.

In order to adjust the latch, first open the hopper lid and then lock the latch in its closed position. Then take the ½ inch wrench and loosen the nut closest to the latch. This nut is then adjusted closer to the lid itself to tighten the latch. After adjusting this nut to the desired location, hold this nut in place with the ½ inch wrench, then tighten down the holding nut on the end of the latch shaft with the ½ inch socket or second wrench to hold the latching assembly in place.

After tightening the latch, test the latch for proper tension by locking the lid down and lifting each front corner of the lid. The lid should be firmly held down by the latch. Repeat the same procedure if the latch is still not tight enough.



Important: Hopper Lid Latch must be checked periodically and kept tight so the top is sealed to prevent back-burn.



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 OUR CUSTOMER SERVICE AT 1-800-245-6489.

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
1. Auger not turning	<ol style="list-style-type: none"> 1. Bad gear motor 2. Foreign matter in auger 3. Vacuum sensor 	<ol style="list-style-type: none"> 1. Replace auger motor 2. Remove pellets and object 3. Check exhaust blower
2. Smoke smell or dust in house	<ol style="list-style-type: none"> 1. Improper exhaust connection 	<ol style="list-style-type: none"> 1. Check all connections for leaks, especially the exhaust blower connection; Seal with silicone, hose clamp or aluminum tape
3. Room air blower not operating	<ol style="list-style-type: none"> 1. Loose sensor 2. High "ON" temperature 3. Blower Speed to High for Heat Range causing blower to cycle 	<ol style="list-style-type: none"> 1. Tighten connection on sensor 2. Adjust temperature lower 3. Lower Blower Speed
4. Exhaust blower not operating	<ol style="list-style-type: none"> 1. Loose connection 2. Bad blower 3. Bad vacuum sensor 	<ol style="list-style-type: none"> 1. Check connection at c/board 2. Replace blower 3. Replace vacuum sensor
5. Lazy fire	<ol style="list-style-type: none"> 1. Control board settings 2. Bad exhaust blower 3. Excessive pellet moisture 4. Excessive ash 5. Low quality pellets 	<ol style="list-style-type: none"> 1. Review board settings 2. Replace blower 3. Keep pellets inside 4. Clean unit 5. Use premium pellets
6. Blown fuse (6 AMP)	<ol style="list-style-type: none"> 1. Power surge 2. Exposed wire 3. Electric motor shorting or bound up 	<ol style="list-style-type: none"> 1. Replace fuse; use surge protector 2. Check for exposed or frayed wire and loose connections 3. Check motors and blowers for obstructions or lock-up
7. High pellet consumption	<ol style="list-style-type: none"> 1. Low quality pellets 2. Board out of adjustment 	<ol style="list-style-type: none"> 1. Use premium fuel 2. Check c/board settings
8. Squeaking noise	<ol style="list-style-type: none"> 1. Build up in tube 2. Improper auger alignment 3. Blower noise 	<ol style="list-style-type: none"> 1. Remove auger and clean 2. Re-align auger 3. Remove and oil blower
9. Pinging or rattling noise	<ol style="list-style-type: none"> 1. Foreign material 2. Loose set screw 	<ol style="list-style-type: none"> 1. Check blower for material 2. Check impeller blower screw
10. Unit shuts down in 20 to 30 minutes (E-2 on Control Board)	<ol style="list-style-type: none"> 1. Loose heat sensor 2. Control board settings 3. Failure to start (E-2) 	<ol style="list-style-type: none"> 1. Check stove connection 2. Check settings; always start unit on "5" to "9" setting 3. Check igniter for buildup or failure

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
11. Unit keeps shutting down ("E" codes on control board)	1. Blocked flue (E-4) 2. Blower failure (E-3) 3. Improper installation* (E-4) *Improper installation may cause a back draft.	1. Check for flue blockage (nests, rodents, excess soot, etc.) 2. Check combustion blower wires, then call Customer Service. 3. Check for loose flue/pipe connections. Also be sure to have proper Outside Air hook-up.
12. "E-4" codes on control board	1. The hopper lid was left open when refueling. 2. The door was left open or ajar. 3. Component Failure. 4. Out of fuel. 5. E-4 may result from the blower speed being set too high.	1. You must not leave the lid open longer than 1 minute. The safety shut down switch turns the feed auger off when you open the hopper lid. Always make sure the hopper lid is shut and latched when your unit is heating. 2. Always make sure the door is closed and latched while your unit is running. 3. If you have an auger motor or exhaust blower fail you will get an E-4 code. 4. If your unit runs out of fuel you will get an E-4 code. 5. The heat range is set on 1 and the blower speed is set to 9.

E-4 Codes: To restart and clear the E-4 code displayed on your control board, push the ON button and your unit should restart.

*NOTE: Also check for loose or cracked vacuum hose on vacuum switches.

Have this information on hand if you phone the factory or your dealer regarding this product.

Retain for your files:

Model Number _____

Date of Purchase _____

Date of Manufacture _____ Serial # _____

LIMITED 5 YEAR WARRANTY FROM THE DATE OF PURCHASE TO THE ORIGINAL OWNER

The manufacturer extends the following warranties:

Five Year Period:

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

One Year Period:

3. Component parts such as the hopper, auger burn pot, baffle plate, auger shafts, auger bearings, and fasteners are covered for 1 year against cracking, breakage and welded seams from separating.
4. Electrical components, accessory items, glass and the painted surface are covered for 1 year from the date of purchase.

Conditions and Exclusions:

Damage from over-firing will void your warranty.

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.

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 nonuse.

All liability for any consequential damage for breach of any written or implied warranty is disclaimed and excluded. Some states do not allow the exclusion or 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 factory. 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, and you may also have other rights, which may vary from state to state.

NOTE: THIS WARRANTY IS NULL AND VOID IF YOU DO NOT RETURN THE ATTACHED WARRANTY REGISTRATION WITH A COPY OF THE SALES RECEIPT WITHIN 30 DAYS FROM THE DATE OF PURCHASE.

WARRANTY IS NOT TRANSFERABLE

Mountain View Hearth Products
manuals.stove-parts-unlimited.com

WARRANTY REGISTRATION for England's Stove Works

Purchased by (Name) _____

Address _____

City _____ State _____ Zip _____

Telephone _____

Email Address _____

DEALER INFORMATION

Purchased From (Dealer) _____

Address _____

City _____ State _____ Zip _____

UNIT INFORMATION

(Please be sure to refer to sticker on back of manual or box to complete this section)

Model Number _____ Purchase Date _____

Purchase Price _____

Serial Number _____ Mfg. Date _____

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? (please check one)

Rec'd. info. via phone Dealer (Name of dealer): _____

Internet Other: _____

IMPORTANT NOTICE

**THIS REGISTRATION INFORMATION MUST BE ON FILE FOR THIS WARRANTY TO BE VALID.
PLEASE MAIL THIS INFORMATION WITHIN THIRTY (30) DAYS FROM THE DATE OF PURCHASE.**

Mail To:

England's Stove Works, Inc.
Customer Service Department
P.O. Box 206
Monroe, VA 24574

Or, Fax To:

(434) 929-4810 – 24 hours a day

Or, now available – Go online to complete your Warranty Registration!

Visit www.englishstoves.com if you prefer to register online.