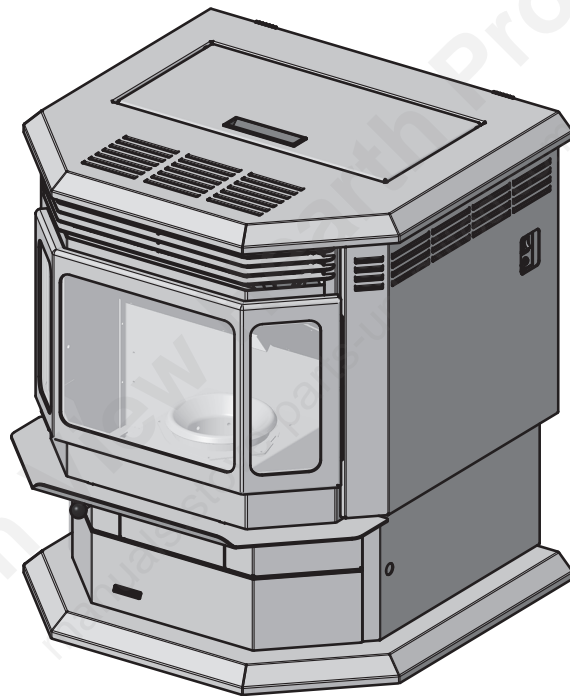


# QUADRA-FIRE®

NOTHING BURNS LIKE A QUAD

## Classic Bay 1200 Free Standing Troubleshooting manual



  
**HEARTH & HOME**  
technologies®  
The Hearth Experts™

(THIS MANUAL IS INTENDED FOR TRAINED & QUALIFIED DEALERS &  
TECHNICIANS USE ONLY)

**Safety Alert Key:**



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

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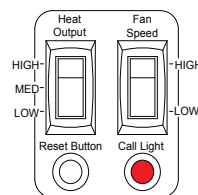
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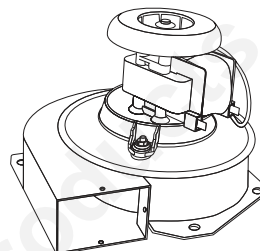
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# 1 Normal Operation Sequence

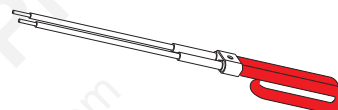
1. Turn on thermostat a red call light will illuminate on the stove.



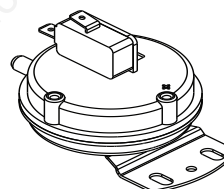
2. The exhaust blower will turn on.



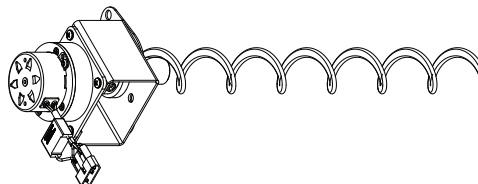
3. The igniter turns on.



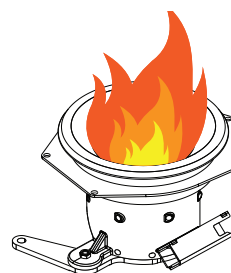
4. The vacuum switch closes.



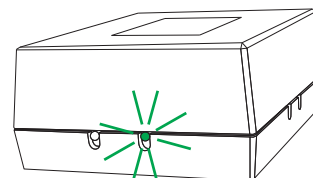
5. The feed motor turns on. The initial feed of the feed motor will last approximately 98 seconds and then stop.



6. Pellets will ignite in the fire pot.

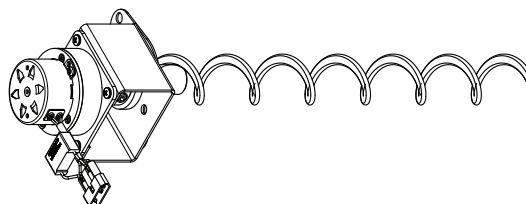


7. Heat from fire turns on the green thermocouple light in the control box (3mVDC); 200°F.

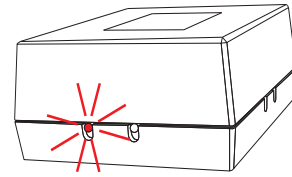


8. Feed motor starts its cycle mode:

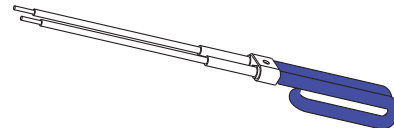
SETTING	SECONDS
LOW	4.7
MEDIUM	6.1
HIGH	7.5



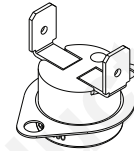
- 9. Heat from the fire turns on the red thermocouple light in the control box (12mVDC); 600°F.



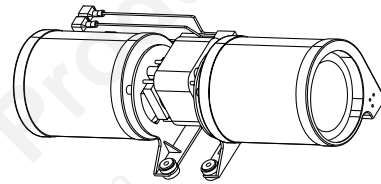
- 10. The igniter turns off



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

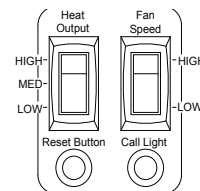


- 12. The convection blower will turn on.

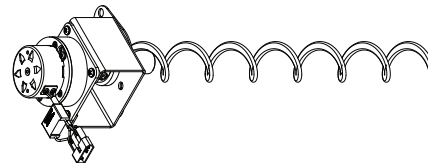


- 13. Room reaches temperature
- 14. Thermostat will turn off.

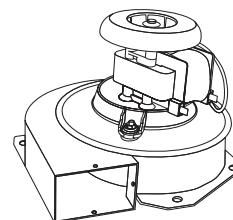
- 15. The red call light will turn off.



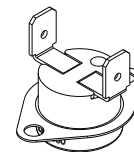
- 16. Feed motor will turn off.



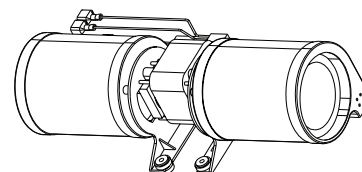
- 17. The exhaust blower will start a 18 minute countdown.



- 18. The #1 snap disc cools off



- 19. The convection blower shuts off



- 20. The end of the cycle; the appliance is now ready for another call for heat.

## 2 Basic Troubleshooting & Repair

### A. Plug in stove with no response

1. Check the power supply for 115 volts
2. Check the fuse in the junction box (7amps)
3. Check snap disc #3 for power
4. Check control box

### B. Call light on with no fire and no fuel in fire pot

1. Check hopper for bridging of pellets
2. Push reset button and adjust feed adjustment plate
3. Check thermocouple
4. Check venting system for obstructions
5. Check vacuum switch and vacuum hose
6. Check feed motor
7. Check exhaust blower

### C. Call light on with no fire and partially burned fuel in fire pot

1. Check fire pot and clean
2. Check thermocouple
  - **Green light** - 2.5 mV (+.5mV)
  - **Red light** - 12.1 mV (+ 1mV)
3. Check initial feed time (1 minute 35 seconds)

### D. Call light is on with no fire and fuel in the fire pot

1. Check fire pot for "clinker" material
2. Clean fire pot
3. Check igniter
4. Check control box

### E. Slow or smoky start-up

1. Clean fire pot
2. Feed adjustment plate may be set too high
3. Check exhaust blower and heat exchanger
4. Make sure trap door is under the fire pot in the closed position

### F. Stove Runs for 10 minutes then stops feeding fuel

1. Check thermocouple
  - **Green light** - 2.5 mVDC (+.5mV)
  - **Red light** - 12.1 mVDC (+ 1mV)
2. Adjust feed adjustment plate for larger fire
3. Check thermocouple cover
  - Cover needs to touch the end of the thermocouple wire
  - Cover should extend 1-3/4 inches into the fire pot
4. Check the control box

### G. Feed system fails to start

1. Check front door and make sure it is closed
2. Check hopper lid and make sure it is closed properly
3. Check to see if the call light is on
4. Check the thermostat
5. Check feed motor and vacuum switch
6. Check exhaust system for obstructions

### H. Thermostat will not start appliance

1. Check the thermostat wires for continuity
2. Check the "accessory jumper wire" on the junction box
3. Check the #2 snap disc
4. Check the reset button
5. Check the power to the stove
6. Check the control box

### I. Appliance fails to shut off

1. Check the thermostat and thermostat wire
2. Check the junction box and wire harness
3. Check the control box

### J. Convection blower keeps running or fails to start

1. Check the #1 snap disc
2. Check convection blower
3. Check for voltage to the #1 snap disc

### K. Appliance cycles on and off with the thermostat in the on position

1. Check the #1 snap disc (convection blower)
2. If #1 snap disc fails then the #2 snap disc will trip
  - After the #2 snap disc cools down it will turn the thermostat back on (call light)
3. Check wiring for loose connections

### L. Large fire, ash build up and dirty glass

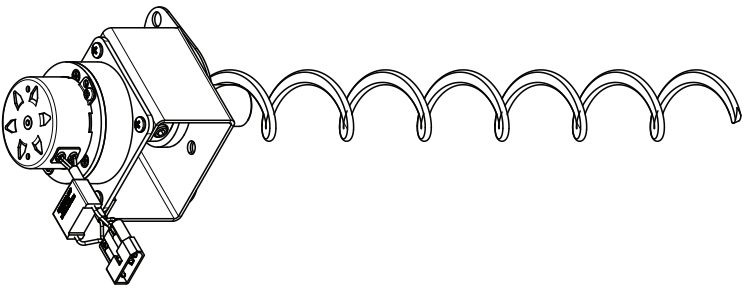
1. Check fire pot, may need to be cleaned
2. Clean exhaust and heat exchanger system
3. Adjust feed adjustment plate in the hopper
4. Check control box feed times
  - **HIGH** - 7.5 seconds on time
  - **MEDIUM** - 6 seconds on time
  - **LOW** - 4.7 seconds on time

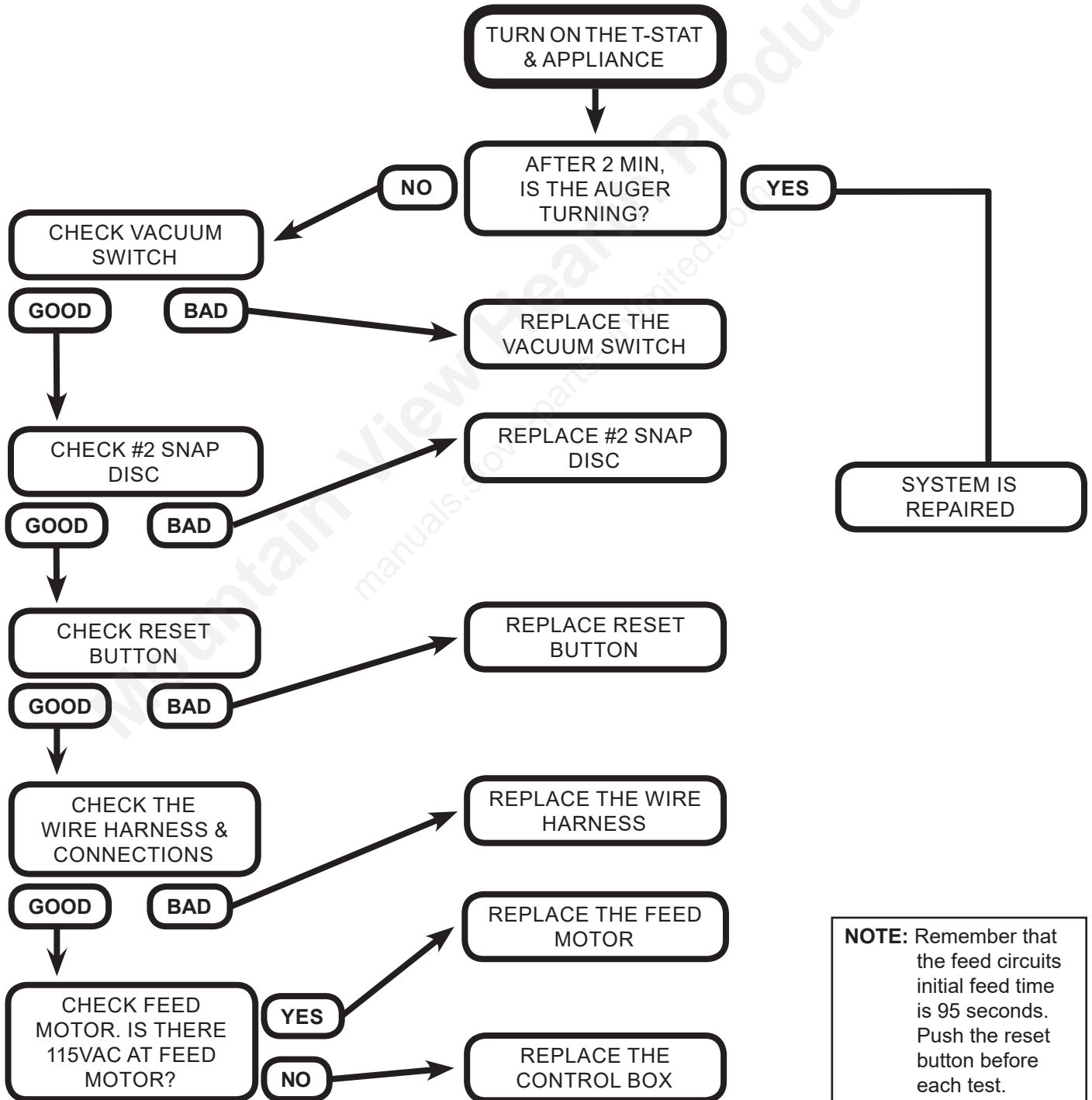
### M. Appliance ignites then goes out but call light is still on

"STOVE IS INCONSISTENT IN OPERATION"

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

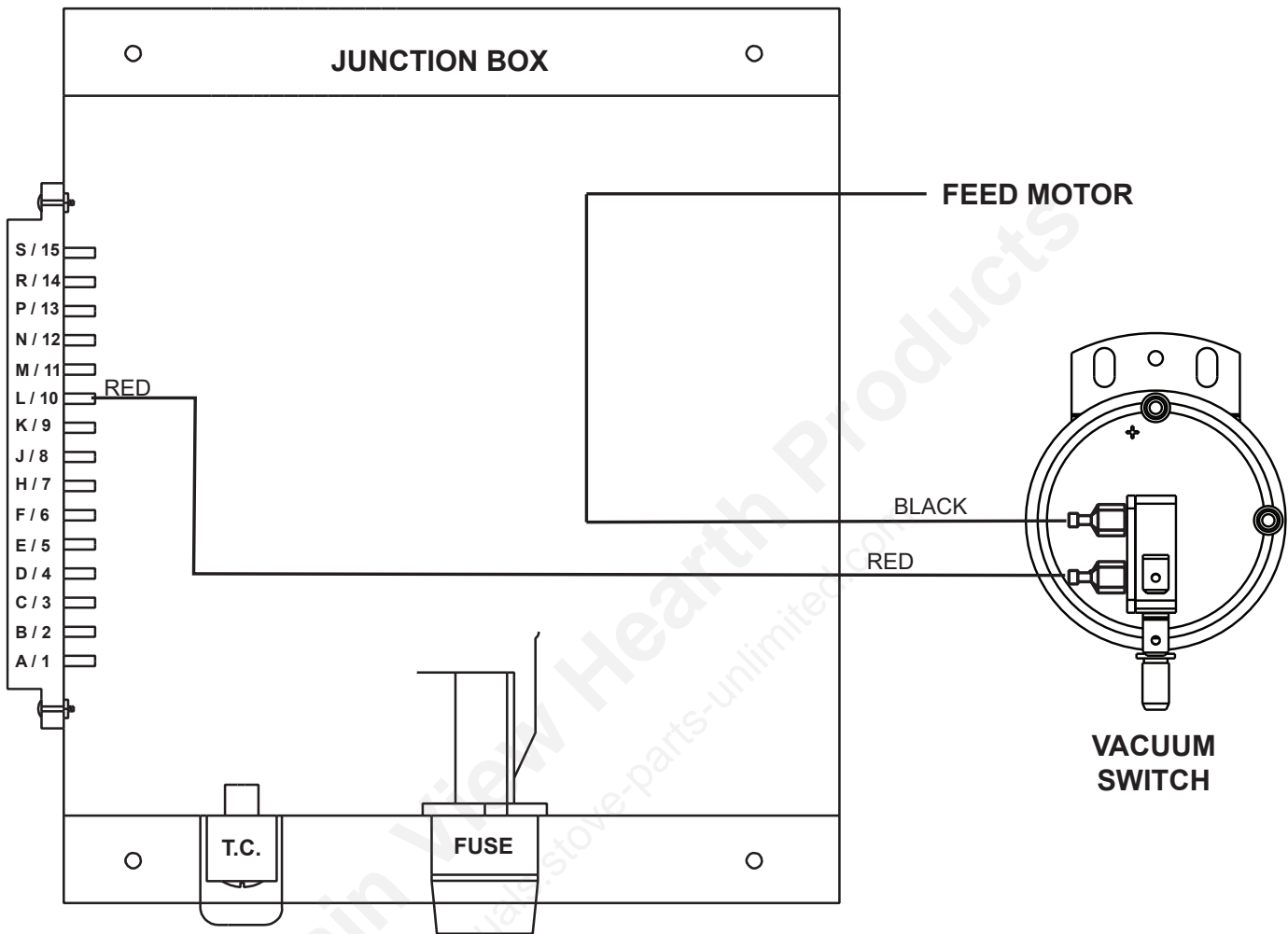
# 3 Feed System

<b>FEED MOTOR ASSEMBLY:</b> 812-3690		<b>TECH TIP:</b> MAKE SURE THE FEED SYSTEM IS CLEAN AND FREE OF OBSTRUCTIONS BEFORE TROUBLESHOOTING
<b>FEED MOTOR:</b> 812-4421		
<b>VACUUM SWITCH:</b> SRV7000-531		



**NOTE:** Remember that the feed circuits initial feed time is 95 seconds. Push the reset button before each test.

## VACUUM SWITCH CIRCUIT

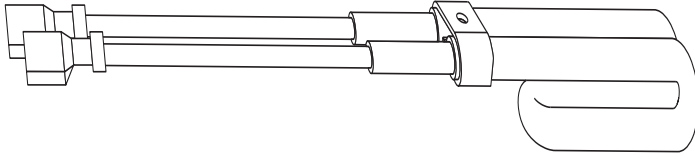


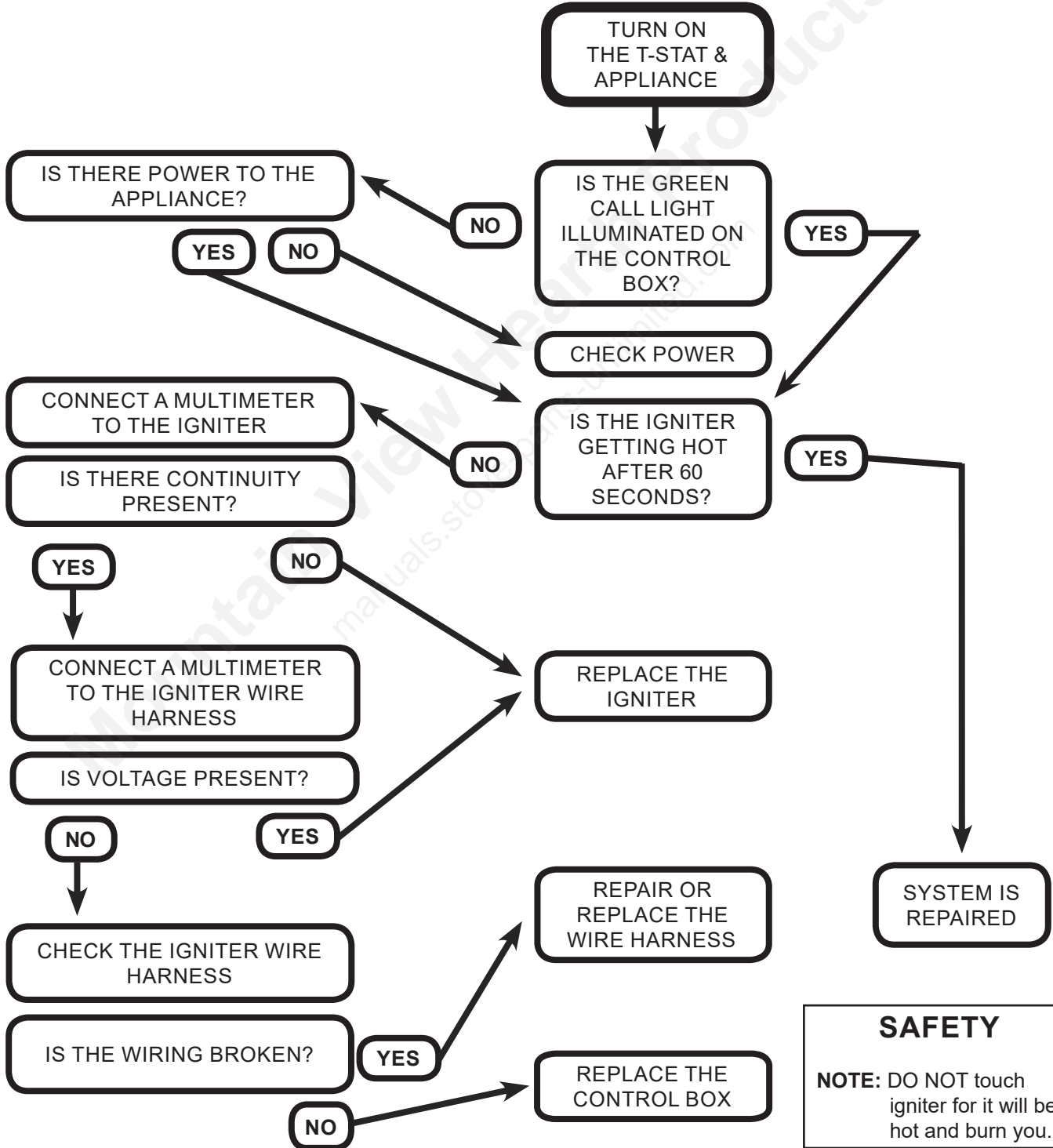
### FEED MOTOR TESTING WITH TEST BOX

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

1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Turn on the exhaust blower switch; this will activate the vacuum switch to close.
3. Turn on the thermostat - the thermostat indicator light should come on.
4. Turn on the feed motor switch.
  - If the feed system does come on:
    - Replace the control box
  - If the feed system does not come on:
    - Check the feed motor
    - Check the vacuum switch
    - Check the wire harness

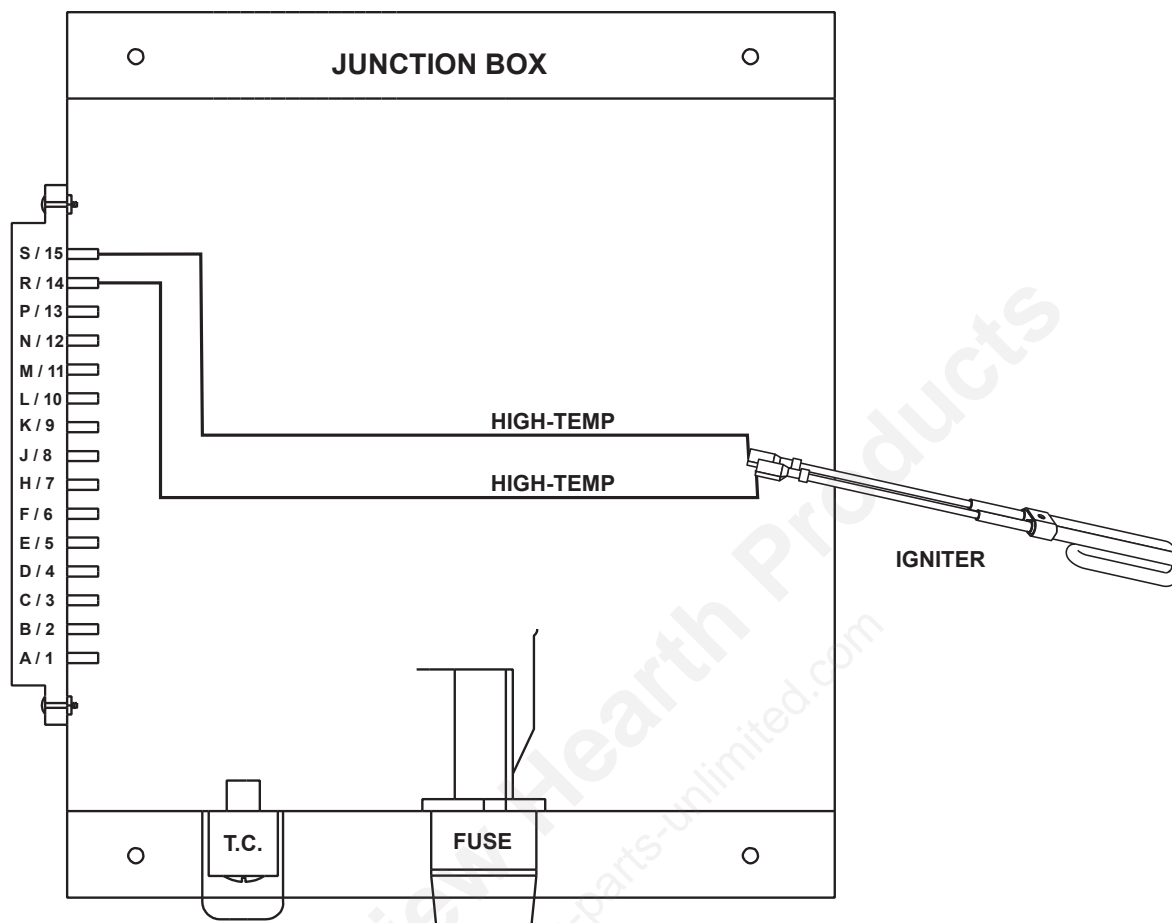
# 4 Igniter

<b>IGNITER ASSEMBLY:</b> SRV7000-462		<b>TECH TIP:</b> MAKE SURE THE FIRE POT AND SURROUNDING AREA IS CLEAN BEFORE TROUBLESHOOTING
<b>WIRE HARNESS:</b> SRV7000-154		



**SAFETY**  
**NOTE:** DO NOT touch igniter for it will be hot and burn you.

## IGNITER CIRCUIT

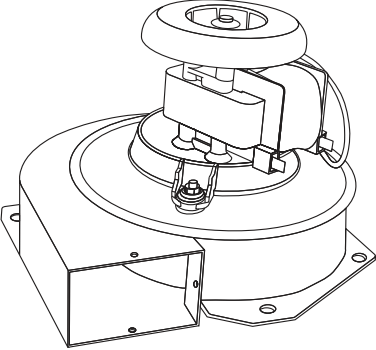


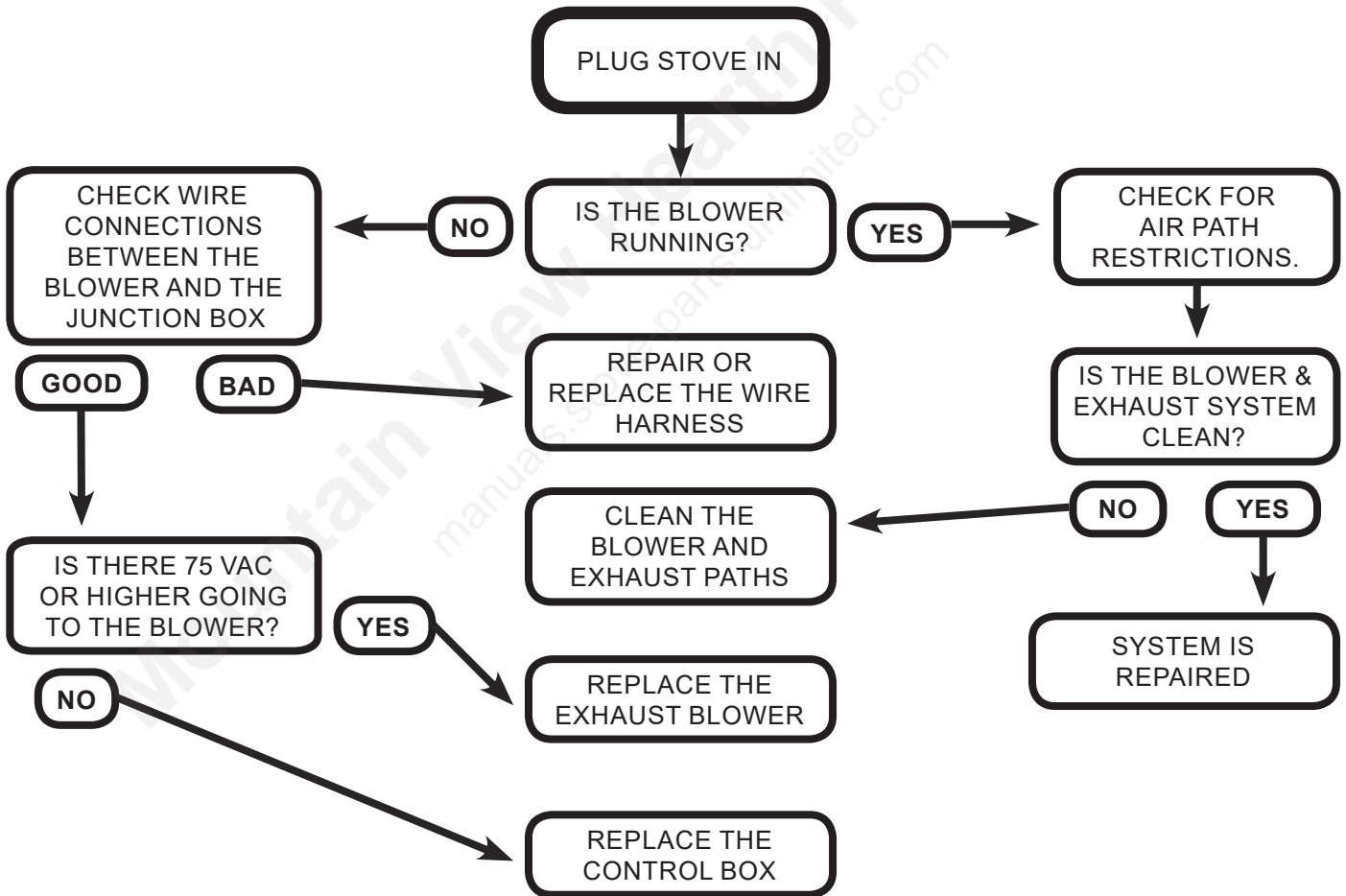
### FEED MOTOR TESTING WITH TEST BOX

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

1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Turn on the thermostat switch (the thermostat indicator light should come on).
3. Turn the igniter switch on.
  - If the igniter comes on:
    - Replace the control box.
  - If the igniter does not come on:
    - Check the wire harness.
    - Replace the igniter.

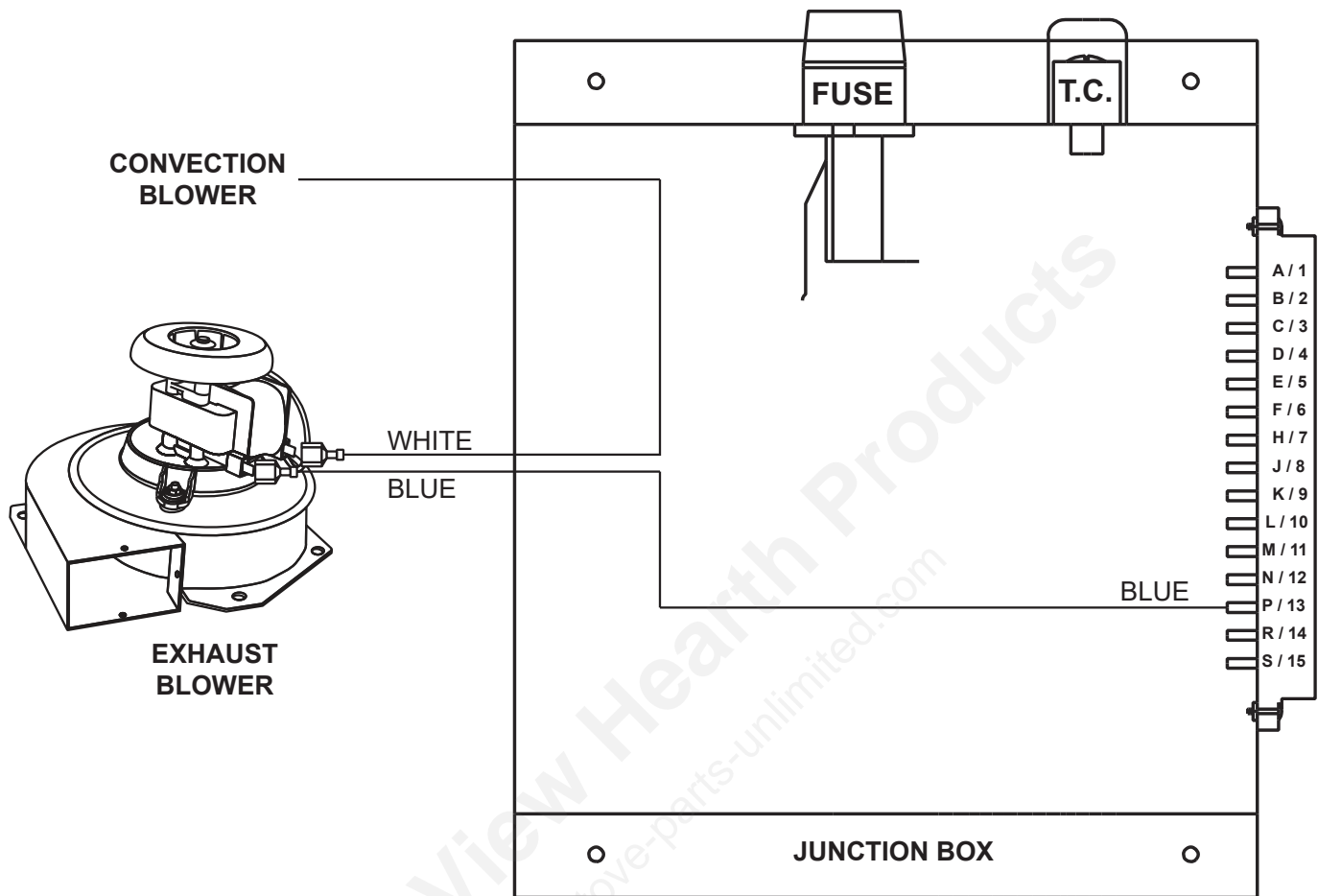
# 5 Exhaust Blower

<b>EXHAUST BLOWER:</b>		<b>TECH TIP:</b> MAKE SURE THE AIR PATH IS FREE FROM RESTRICTIONS AND THE EXHAUST SYSTEM IS CLEAN BEFORE TROUBLESHOOTING
812-3381		
<b>BETWEEN MOTOR &amp; HOUSING REPLACEMENT GASKET:</b>		
812-4710		
<b>BETWEEN HOUSING &amp; APPLIANCE REPLACEMENT GASKET;</b>		
SRV240-0812		



**NOTE:** OPEN CIRCUIT VOLTAGE IS MEASURED WITH THE BLOWER DISCONNECTED FROM THE WIRE HARNESS. CLOSED CIRCUIT VOLTAGE IS MEASURED WITH THE BLOWER HOOKED UP TO THE HARNESS. THE MEDIUM AND LOW VOLTAGES WILL BE 115 FOR THE FIRST 4:15 IF THE UNIT HAS THE NEW CONTROL BOX. (PART # 230-2070).

## EXHAUST BLOWER CIRCUIT

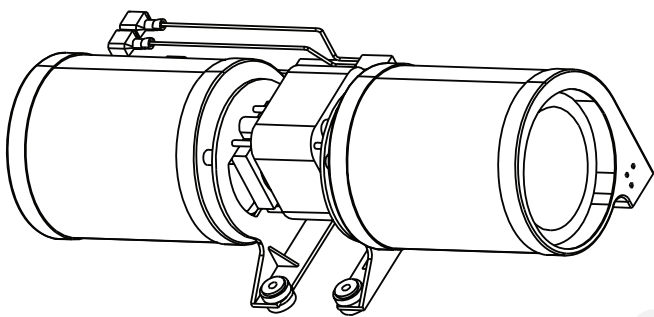


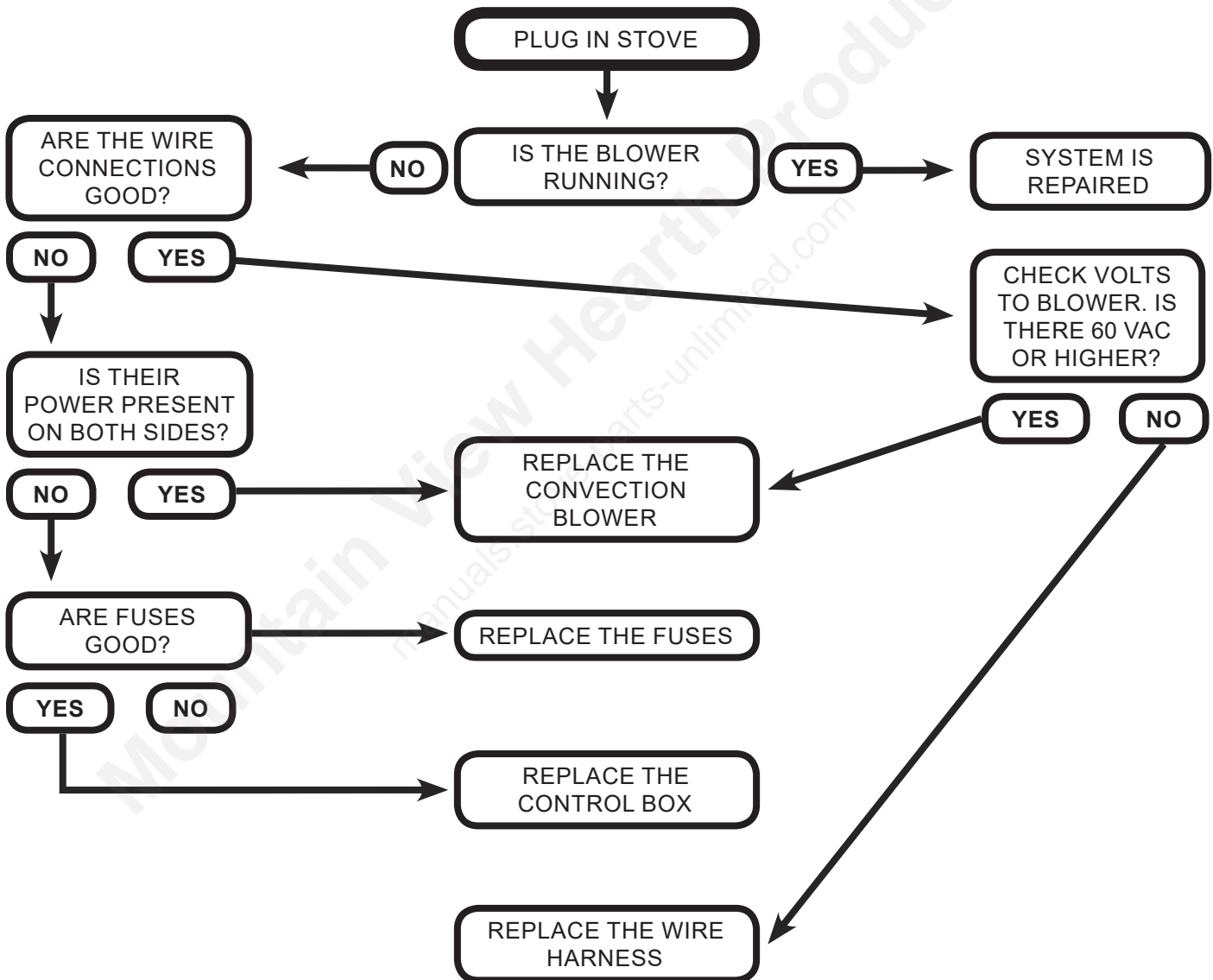
### FEED MOTOR TESTING WITH TEST BOX

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

1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Turn on the thermostat switch (the thermostat indicator light should come on).
3. Turn the exhaust blower switch on.
  - If the blower comes on:
    - Replace the control box.
  - If the blower does not come on:
    - Check the wire harness.
    - Replace the blower.

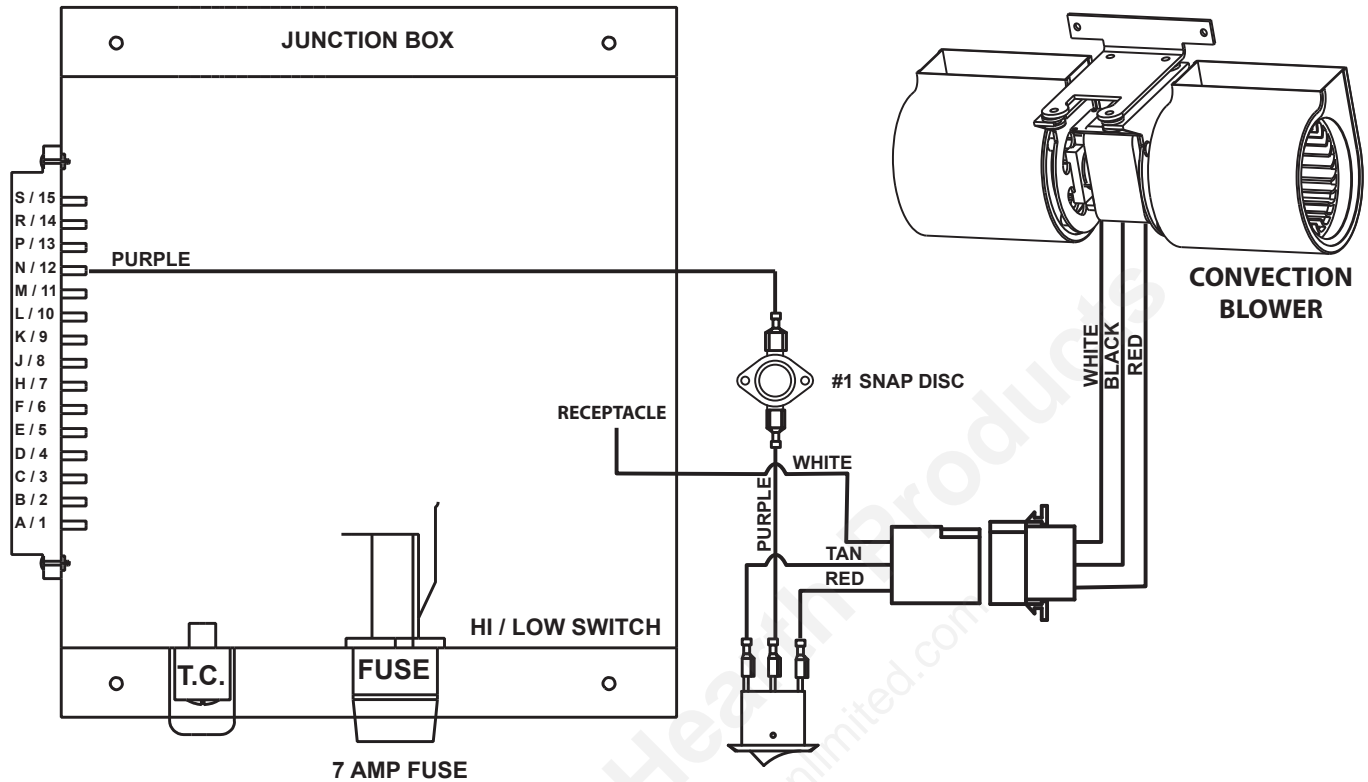
# 6 Convection Blower

<p><b>TECH TIP</b> INSTALLING A JUMPER WIRE ON THE #1 SNAP DISC PURPLE WIRES AND THEN PLUGGING IN THE APPLIANCE WILL TURN ON THE BLOWER</p>		<p><b>CONVECTION BLOWER:</b> 812-3370</p>
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**NOTE:** The volt meter must have one lead connected to the white neutral wire from the power supply to be able to read the correct voltage at the snap disc.

## CONVECTION BLOWER CIRCUIT

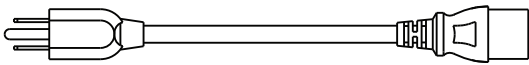


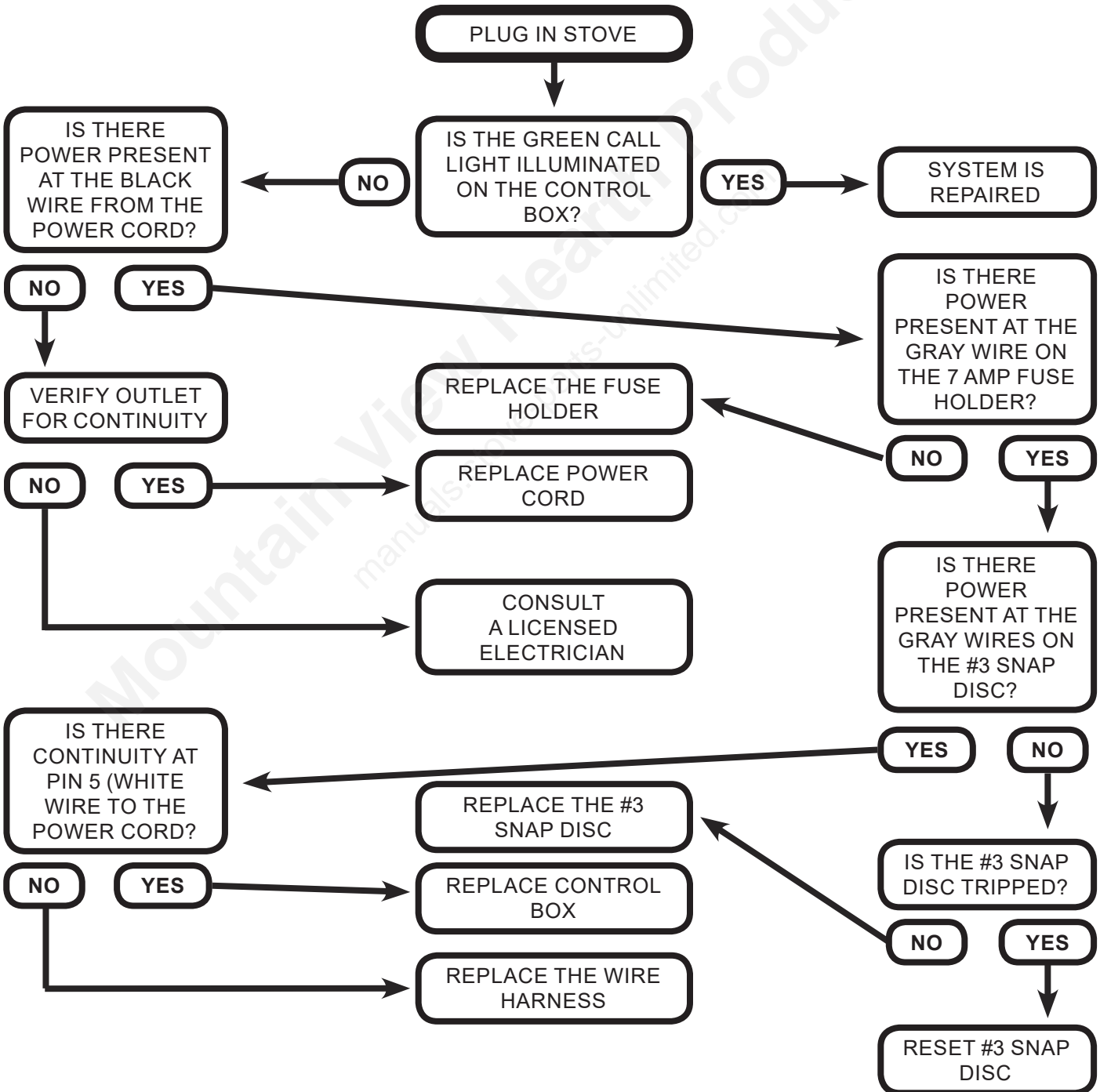
### CONVECTION BLOWER TESTING WITH TEST BOX

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

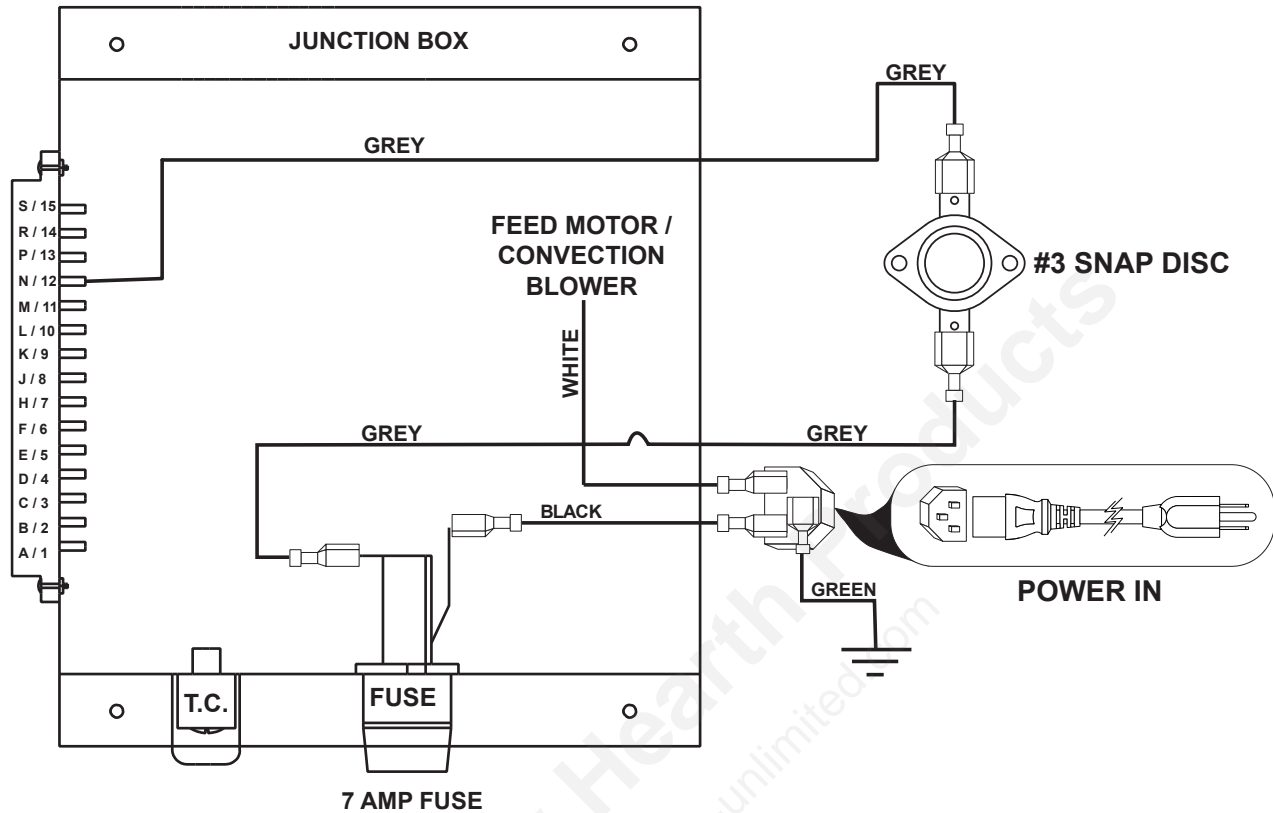
1. Unplug the appliance, remove the control box, install the test box, and plug the appliance back in.
2. Install a jumper wire onto the #1 snap disc purple wires and then plug in the appliance.
3. Turn on the convection blower switch.
  - If the blower comes on:
    - Replace #1 snap disc.
    - Replace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

# 7 Power Supply

<p><b>TECH TIP:</b></p>		<p><b>POWER CORD:</b> 812-1180</p>
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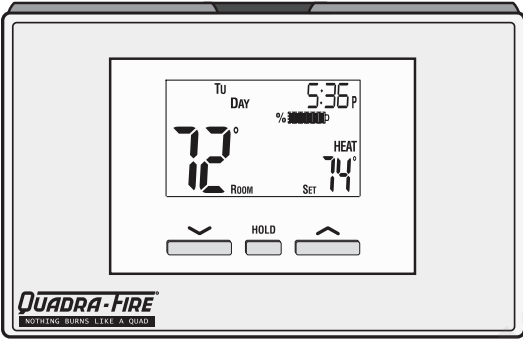
## POWER SUPPLY CIRCUIT



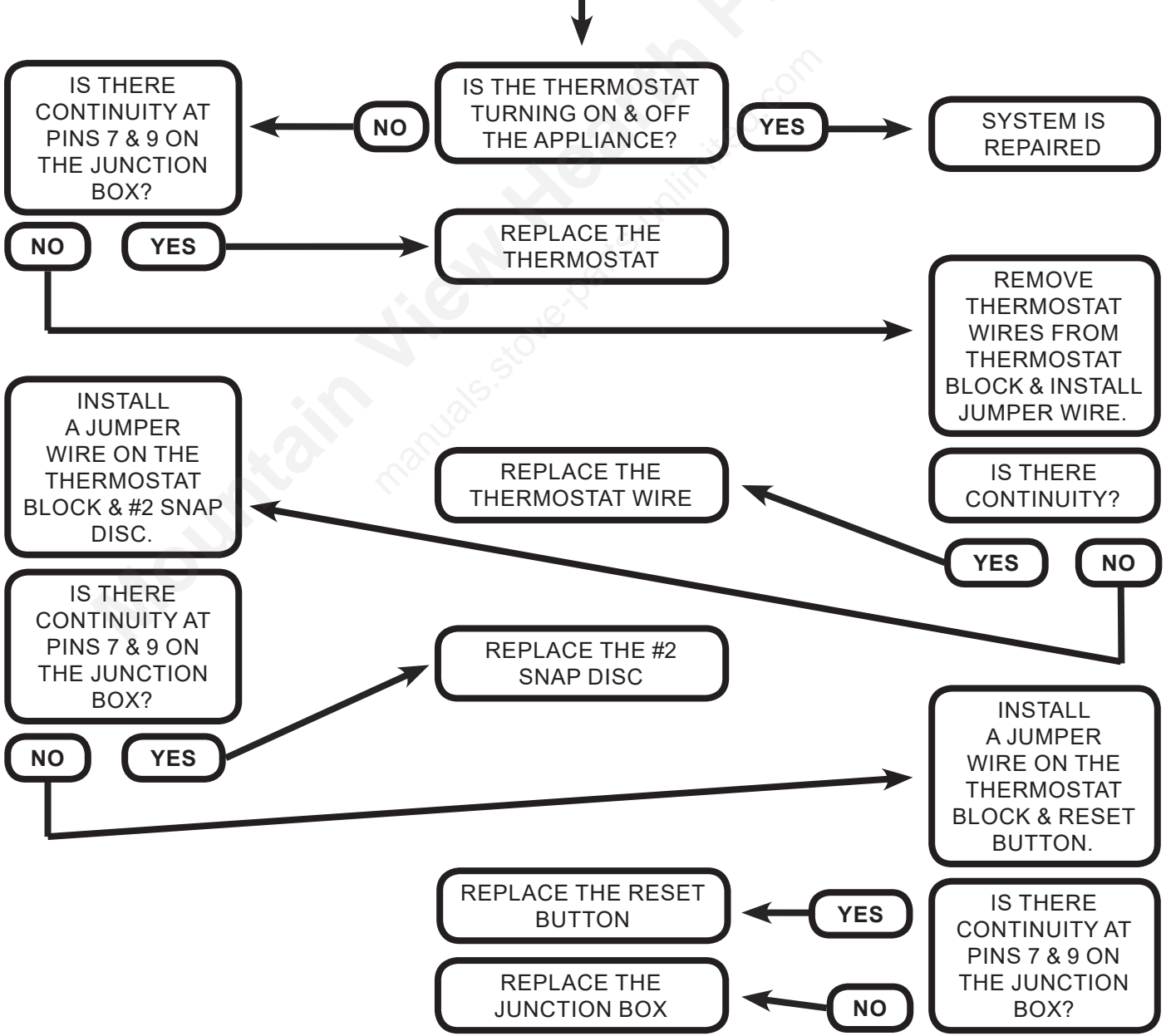
## TEST POWER SUPPLY FOR CONTINUITY

1. Unplug power cord from wall, jumper the male end of the cord.
2. Set the volt meter to Ohms and put the probes on pin 5 and pin 12 of the junction box.
  - If the circuit is complete, the reading should be "0"

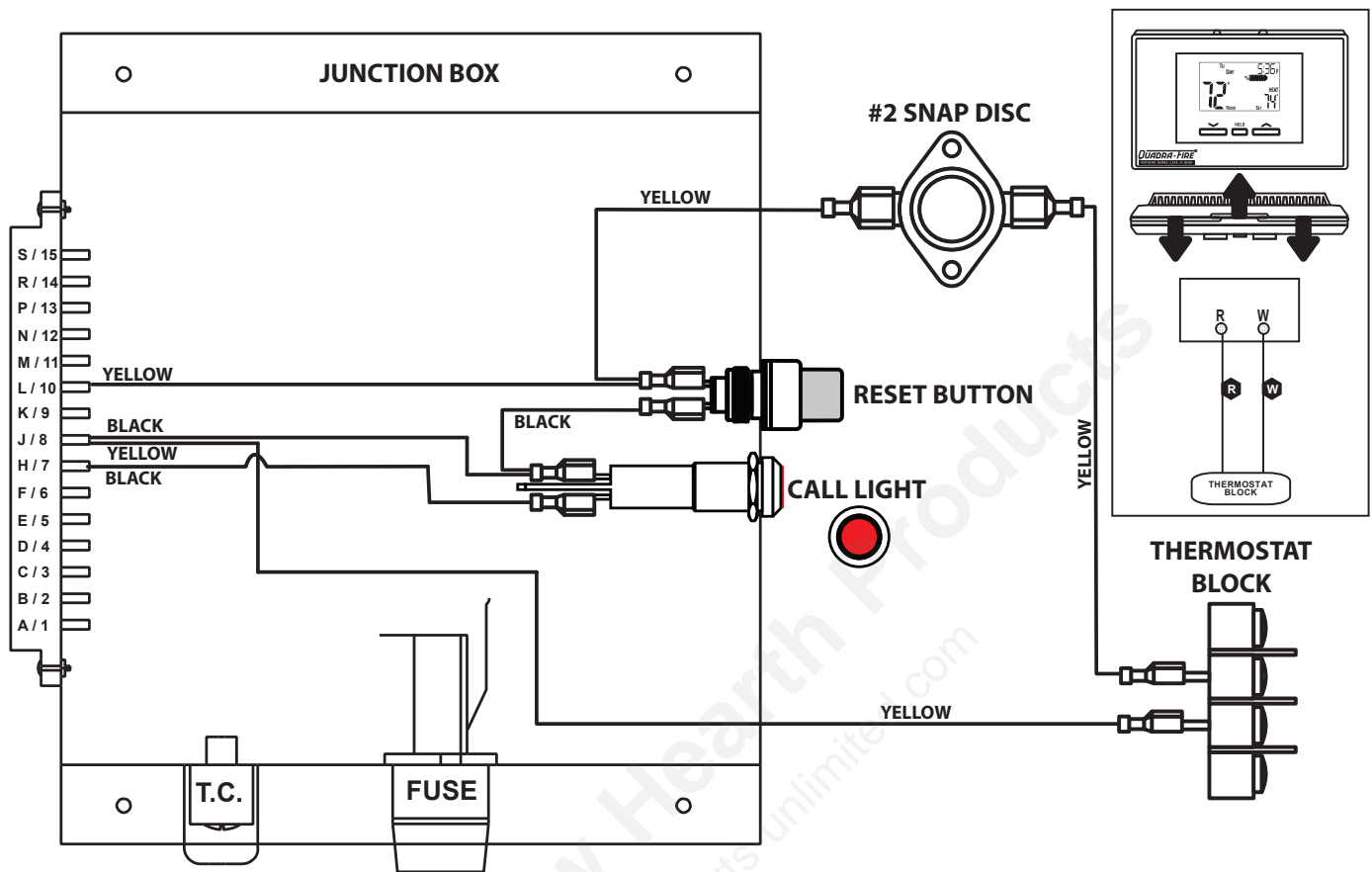
# 8 Thermostat

<p><b>TECH TIP:</b> SUGGEST USING A JUMPER WIRE TO CLOSE CIRCUITS WITH THE TESTS POINTS (JUNCTION BOX, THERMOSTAT, THERMOSTAT BLOCK, #2 SNAP DISC, AND RESET BUTTON).</p>		<p><b>THERMOSTAT:</b> PROG-STAT</p>
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UNPLUG APPLIANCE, REMOVE CONTROL BOX, TURN ON THERMOSTAT, AND INSTALL JUMPER WIRE AT THERMOSTAT



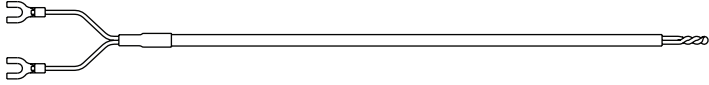
## THERMOSTAT CIRCUIT

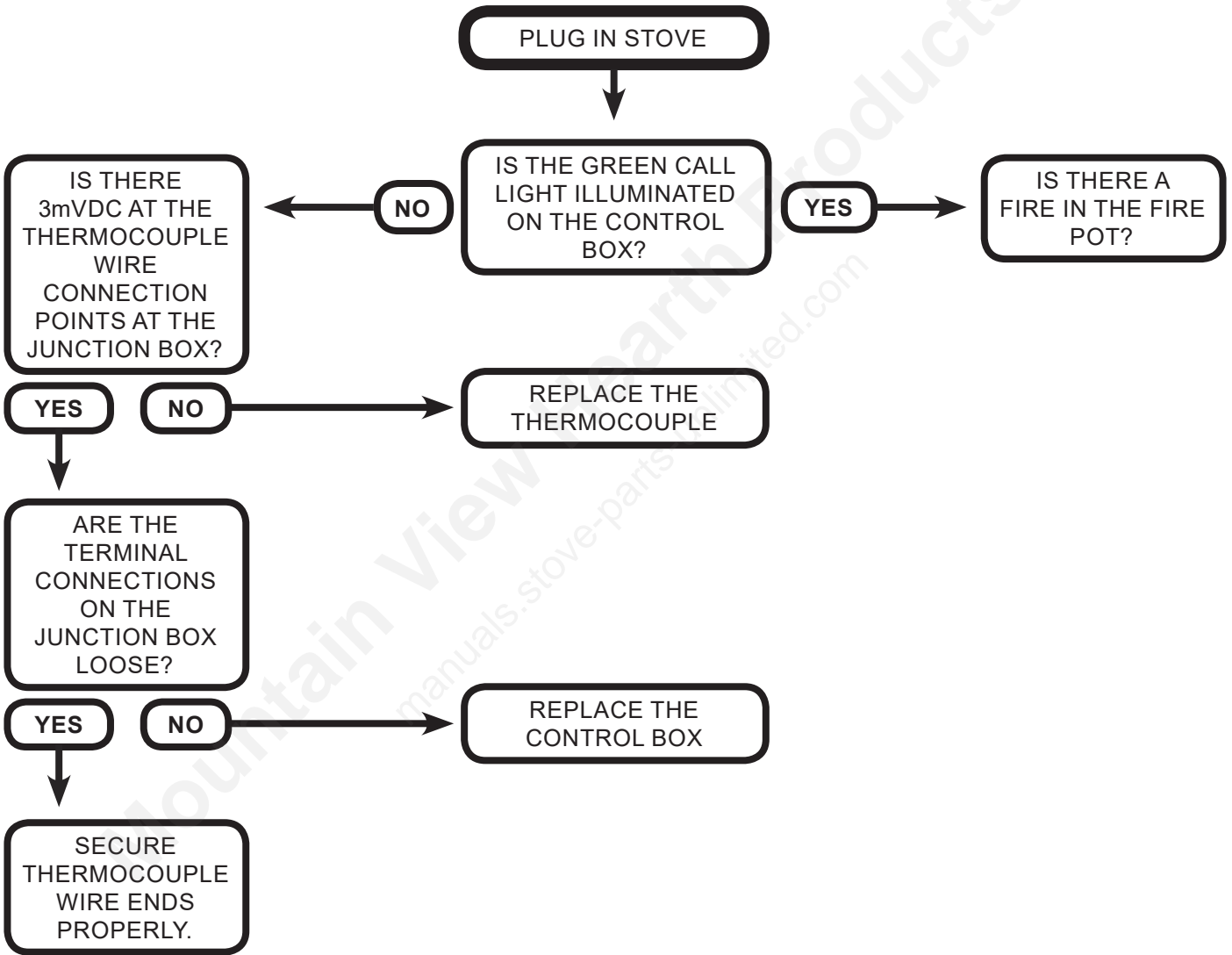


## TEST POWER SUPPLY FOR CONTINUITY

1. Unplug stove, remove control box, install test box & plug appliance back into power source.
2. Turn on the thermostat.
  - If the thermostat light comes on; replace the control box
  - If the thermostat light does not come on; refer to thermostat circuit troubleshooting on page 16.

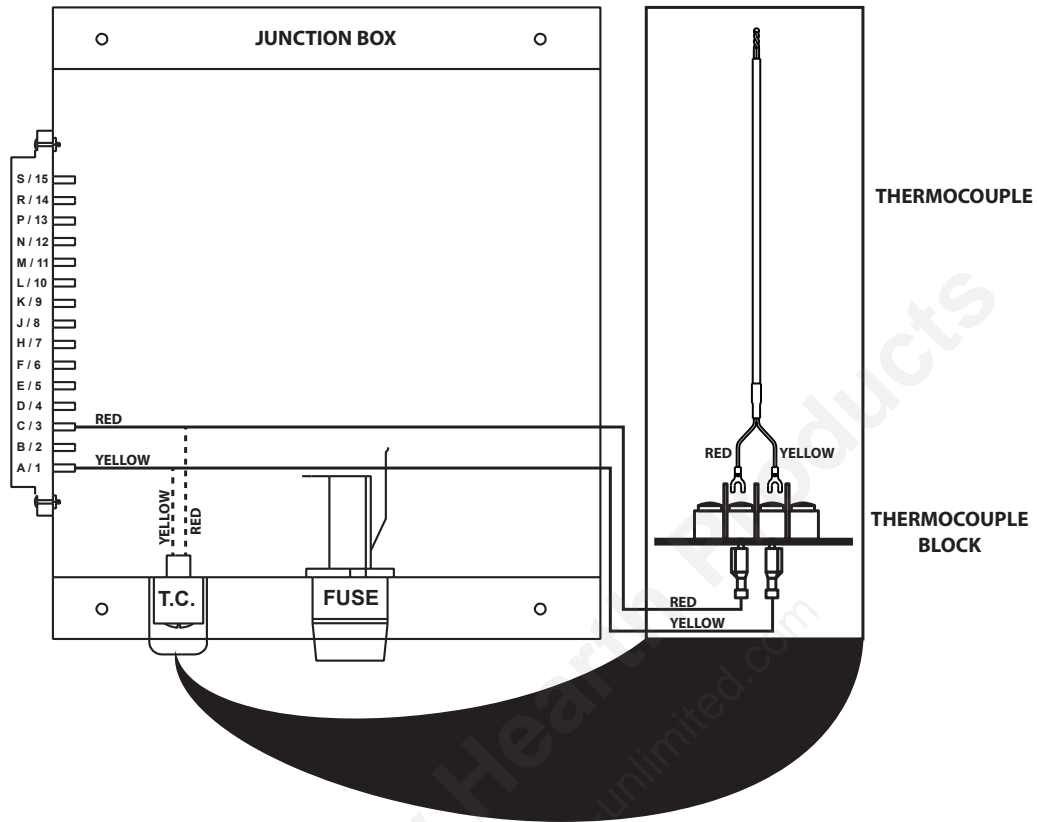
# 9 Thermocouple

<p><b>TECH TIP:</b> SET VOLT METER TO MILLIVOLTS (DC)</p>		<p><b>THERMOCOUPLE:</b> 812-0210</p>
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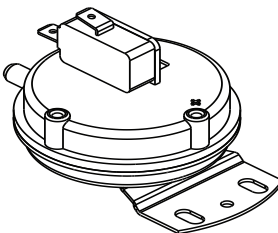


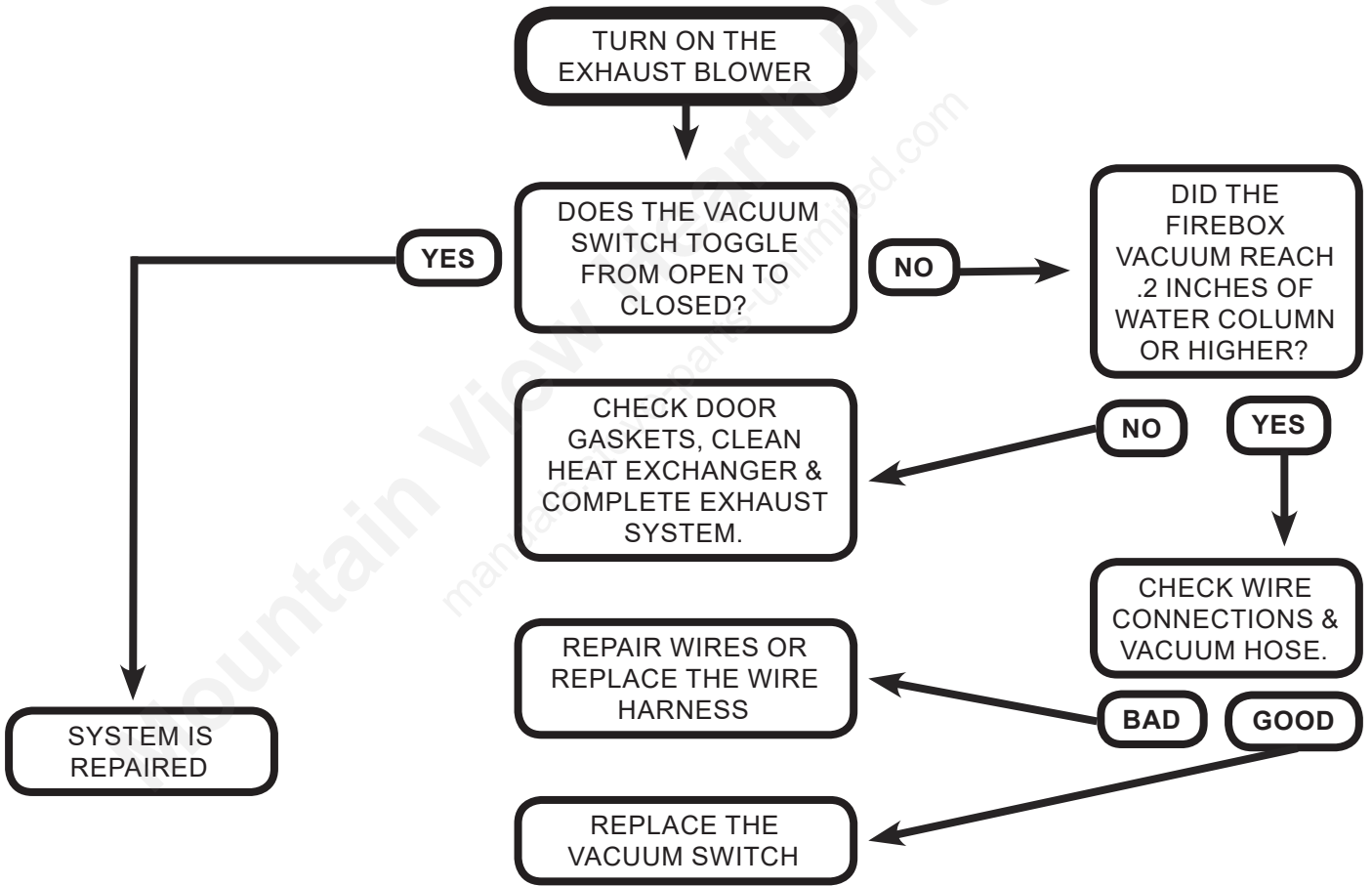
**NOTE:** The thermocouple is made up of two dissimilar metals that when joined together will produce a small amount of electricity when heat is applied. The hotter the fire the higher the voltage produced; topping out at 30 millivolts (DC) while the stove is burning on high. The function of the thermocouple is to sense the temperature in the fire pot; if the thermocouple is fractured, it will not produce voltage.

### THERMOCOUPLE CIRCUIT

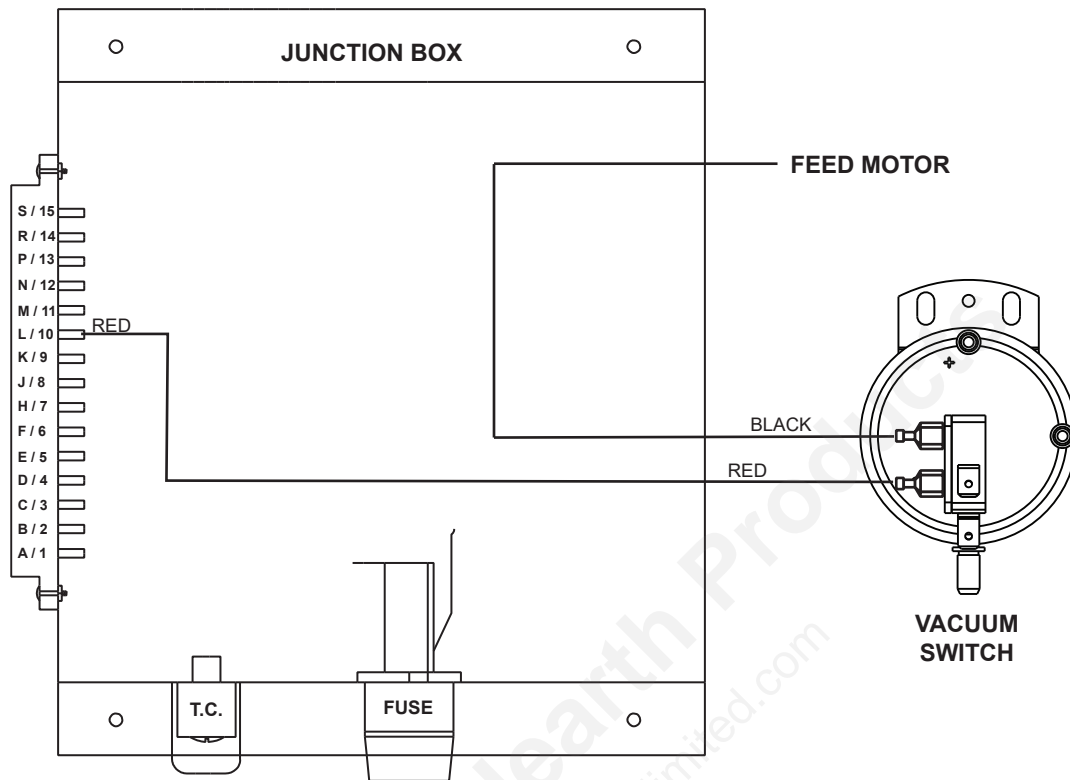


# 10 Firebox Vacuum & Vacuum Switch

<p><b>TECH TIP:</b> Low vacuum can be the result of a leaking door gasket, fire pot not closing all of the way, dirty heat exchanger, or plugged vent system. Always make sure the unit is clean before making any repairs.</p>		<p><b>VACUUM SWITCH:</b> SRV7000-351</p> <p><b>WIRE HARNESS</b> SRV7000-154</p>
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## VACUUM SWITCH CIRCUIT



1. Install a vacuum "T" between the vacuum switch and drop tube.
2. Install the vacuum gauge to the "T".
3. Disconnect the connector for the hall sensor from the control board.

**NOTE:** This will allow the blower to run at MAX speed.

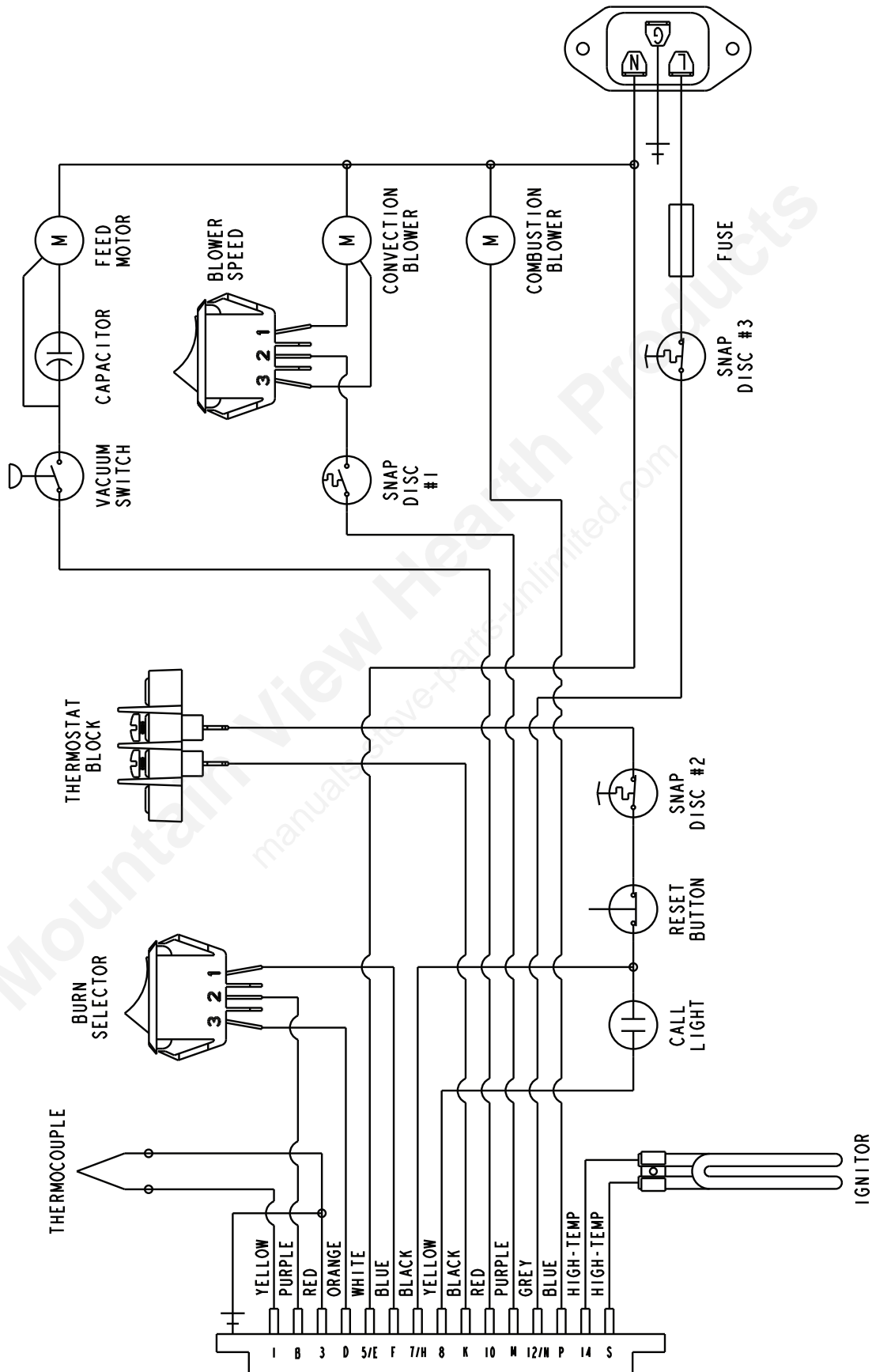
4. Turn thermostat on first, then appliance

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

5. Your vacuum gauge should be reading between 0.2 to 0.3 inches of water column while the exhaust blower is running (on a cold stove and no fire).

All vacuum readings are measured in inches of water column; a long vertical vent run will produce a greater vacuum compared to a horizontal run.

# 11 Complete Wiring Diagram



# 12 General Specifications

<b>WATTS</b>	
Feed motor	4
Igniter	380
Convection blower	127
Exhaust	110
Total	621
<b>AMPS</b>	
Feed motor	.03
Igniter	3.3
Convection blower	1.1
Exhaust blower	.95
Total	5.38
<b>VOLTS</b>	
Open circuit on high, medium, & low	115
<b>VOLTS ON LOW FEED SETTING</b>	
Convection blower	83 V ( + 1 V )
Exhaust blower	75 V ( + 1 V )
<b>VOLTS ON MEDIUM FEED SETTING</b>	
Convection blower	102 V ( + 1 V )
Exhaust blower	87 V ( + 1 V )
<b>FEED MOTOR "ON" TIMES</b>	
Low	4 / sec
Medium	6 / sec
High	7.5 / sec
<b>FEED MOTOR RPM</b>	2
<b>CONVECTION BLOWER CFM</b>	160
<b>EXHAUST BLOWER CFM</b>	80
<b>HOPPER CAPACITY</b>	80 lbs
<b>THERMOSTAT CIRCUIT VOLTS</b>	24 VAC ( + 5 V )
<b>THERMOCOUPLE MILLIVOLTS</b>	
Green light	2.5 mV ( +.5mV)
Red light	12.1 mV ( + 1 mV)
<b>POUNDS / HR BURN RATE</b>	
Low	2.5 lbs
Medium	3.75 lbs
High	5 lbs
<b>SNAP DISCS</b>	
#1 (shuts off the convection blower)	145°F (62.78°C)
#3 (shuts off the feed system and appliance if a over fire occurs, or if convection blower fails)	200°F (93.33°C)
<b>VACUUM</b>	
Water column on the high setting	.20 to .30" W.C.
<b>NOTE:</b> Appliance was tested at 120V outlet; voltage can vary depending on volts from the outlet.	

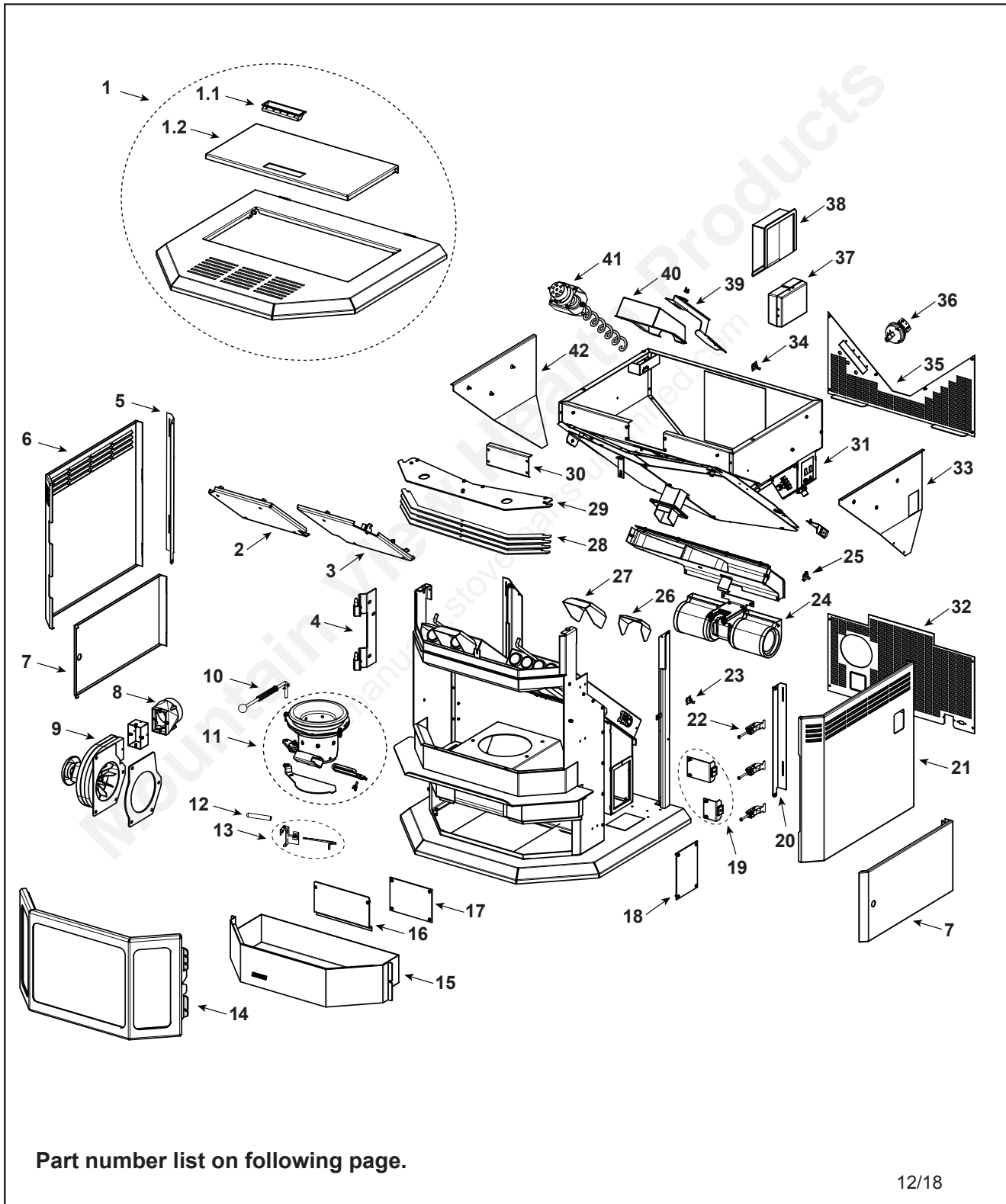
# 13 Exploded View & Service Parts

**QUADRA-FIRE**® Service Parts

**CB1200-C**

Classic Bay Freestanding  
Pellet Stove

Beginning Manufacturing Date: Aug 2019  
Ending Manufacturing Date: Active

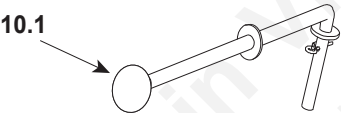
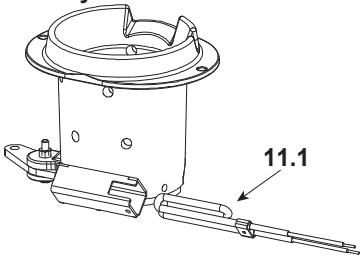


Beginning Manufacturing Date: Aug 2019  
Ending Manufacturing Date: Active

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



**Stocked at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Top Assembly	with Hopper Lid	SRV7027-039	
1.1	Handle, Hopper Lid		SRV200-0110	
1.2	Lid, Hopper		SRV7027-036	
	Bushing, Hopper Lid	Qty: 2	812-1010	
	Hopper Lid Magnetic Switch		SRV7000-375	Y
2	Baffle Assembly Left		510-5350	
3	Baffle Assembly Right		510-5360	
4	Hinge Plate		812-4030	
	Hinge, Door, Male		SRV450-2810	
5	Curtain Mount, Side Left		410-5251	
6	Curtain, Side Left		812-3840	
7	Curtain, Pedestal Side	Right or Left	410-5391	
8	Casting, Exhaust Transition		180-0190	
9	Exhaust Combustion Blower, 80 CFM		812-3381	Y
	Gasket, Exhaust Combustion Blower (between...)	...Motor & Housing	812-4710	Y
		...Housing & Stove	SRV240-0812	Y
<b>#10 Rod/Linkage</b>		<b>#11 Firepot Assembly</b>		
				
10	Rod/Linkage, Ez Clean		812-3850	
10.1	Knob, Ash Dump Control Rod		832-3020	
	Spring, Firepot		200-2050	
11	Firepot Assembly		812-3351	Y
11.1	Heating Element Assembly 18", Loop Igniter	Qty: 1	SRV7000-462	Y
		Pkg of 10	SRV7000-462/10	Y
	Bushing, Firepot		410-8320	Y
	Floor, Firepot		414-0290	Y
	Gasket, Firepot		SRV510-0530	Y
12	Thermocouple Cover	Qty: 1	812-1322	Y
		Pkg of 10	812-4920	Y
13	Thermocouple		812-0210	Y
	Thermocouple Bracket W/Set Screw		812-3171	Y

Additional service part numbers appear on following page.

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**Stocked at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
<p><b>#14 Door Assembly</b></p>				
14	Door Assembly	Black	DR-CB12-MBK-B	
14.1	Hinge, Female		SRV450-2910	
14.2	Glass Assembly, Center - 13-7/8" W x 11" H		510-5400	Y
14.3	Glass Assembly, Side, 1 Pc - 5-1/8" W x 11" H	Interchangeable	510-5410	Y
14.4	Glass Retainer Assembly		SRV510-5460	
14.5	Bracket, Door Latch		410-4912	
	Door Rope, 7/8", Field Cut to Size	8 Ft.	842-2350	Y
	Gasket, Glass, Field Cut to Size	10 Ft.	833-0660	
15	Ashpan		812-4050	
	Gasket, 7/16"	10 Ft	844-6730	Y
16	Panel, Front Access		410-5161	
17	Exhaust Plenum Cleanout Plate		410-4871	
18	Exhaust Plenum Trap Door		812-4100	
19	Latch, Magnetic (Small & Large)		812-3821	
	Latch, Magnet		SRV229-0631	
20	Mount, Side Curtain, Right		410-5261	
21	Curtain, Side Right		812-3800	
22	Latch, Draw	Qty 6 req	229-0640	Y
23	Snap Disc, Convection Blower ( #1 )		SRV230-0060	Y
24	Convection Blower, 130/60 CFM		812-3370	Y
25	Snap Disc, 200 Open/40 D ( #2 )		SRV230-0900	Y
26	Director, Air, Large		410-8250	
27	Director, Air, Small		410-8260	
28	Grille, Louver	Black	LVGRL-CB12-BK-B	
	Grille, Bar, Bottom		410-8330	
29	Extension, Heat Shield Top		410-5322	
30	Panel, Feed Motor Access		410-6220	

Additional service part numbers appear on following page.

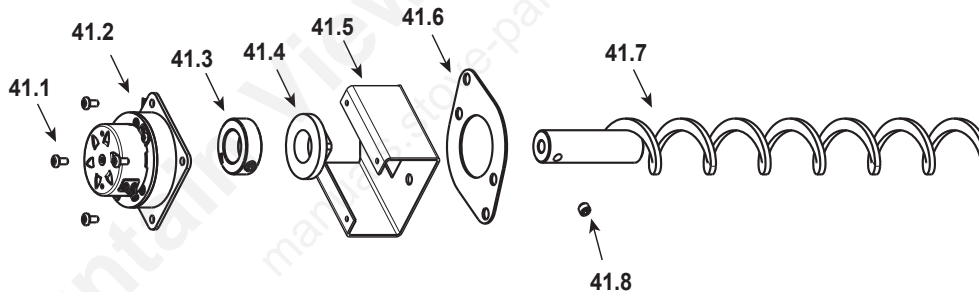
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**Stocked at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
31	Wire Harness, Junction box		SRV7000-154	Y
	Block, Thermostat Term Dv		SRV230-0690	
	Igniter Extension		7000-218	
32	Panel, Rear Access, Bottom		410-5413	
33	Deflector, Air, Right Curtain		410-5105	
34	Snap Disc, Manual Reset ( #3 )		SRV230-1290	Y
35	Panel, Rear Access, Top		410-4352	
36	Vacuum Switch		SRV7000-531	Y
	Hose, Vacuum, 5/32	Qty 3 ft req	SRV240-0450	Y
37	Control Board 3 Speed		SRV7000-704	Y
38	Cover, Control Box		410-6321	
39	Feed Adjustment Plate		812-4170	
40	Cover, Feed Motor		410-5311	

**#40 Feed Motor Assembly**



41	Feed Motor Assembly		812-3690	Y
41.1	Screw, 8-32 X 3/8 PH	Pkg of 40	225-0500/40	Y
41.2	Feed Motor		812-4421	Y
41.3	Collar, Set, 7/8		229-0520	
41.4	Feed Bearing		SRV7000-598	Y
41.5	Mount, Feed Motor		410-7172	
41.6	Gasket, Feed Motor		SRV240-0731	Y
41.7	Feed Spring Assembly		SRV7027-024	Y
41.8	Screw, 5/16-18 X 1/4	Pkg of 25	225-0550/25	Y
42	Deflector, Air, Left Curtain		410-4992	

Additional service part numbers appear on following page.

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**Stocked  
at Depot**

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
	Bracket, Snap Disc Mounting		7005-253	
	Call Light, Fluorescent - New Style Junction Box		SRV7000-122	
	Component Pack		SRV7127-017	
	Cleanout Tool		414-1140	Y
	Harness, Thermostat Wire		230-0810	
	Paint Touch-Up, 4 oz		812-0910	
	Power Cord		812-1180	Y
	Fuse, Amp 7, Junction Box	Pkg of 10	812-0380/10	Y
	Fuse, Amp 8, Control Box	Pkg of 10	812-3780/10	Y
	Fuse Holder		812-0401	Y
	Reset Button Assembly		SRV7000-040	
	Rocker Switch, 3-Position	Heat Output	812-3500	Y
	Switch, Rocker (Fan Speed)		812-3910	
<b>ACCESSORIES</b>				
	Collar, Offset, Top Vent		812-3570	
	Damper, 3 Inch - Tall Vertical Installs Only		PEL-DAMP3	Y
	Damper, 4 Inch - Tall Vertical Installs Only		PEL-DAMP4	
	Door Assembly	Gold	DR-CB12-GD-B	
		Nickel	DR-CB12-NL-B	
	Grille, Louver	Gold	LVGRL-CB12-GD-B	
		Nickel	LVGRL-CB12-NL-B	
	Heat Exchange Repair Kit		812-4970	
	Log Set		811-0592	
	Outside Air Kit, Floor		811-0570	
	Outside Air Kit, Rear		811-0872	
	Channel, Air Intake		SRV413-7040	
	Cover, Outside Air Kit, Floor		411-1071	
	Hose, Alum Flex, 2 Inch x 3 Ft	Qty. 3 Ft. Req.	SRV200-0860	
	Outside Air Cap Assembly		7001-044	
	Outside Air Collar Assembly		SRV7001-045	
	Trim Plate, Outside Air Kit		412-7100	
	Smart-Batt II		841-0970	
	Smart-Stat II		841-0960	
	Thermostat, Programmable		PROG-STAT	
	Top Vent Adapter		TPVNT-1	
	Vent Adapter, 90, W/Cleanout		TPVNT-6	
	Vent Adapter, Rear		811-0620	

Additional service part numbers appear on following page.



# 13 Tech Check Sheet

Please answer all of the questions below if you need to contact the technical service department. This will help all of us to identify the problem faster and will save you time.

What is wrong with the appliance? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

How is it installed? Vertical \_\_\_ or Horizontal \_\_\_ or Other \_\_\_\_\_

How many feet of vent? Vertical: \_\_\_\_\_ Horizontal: \_\_\_\_\_

How many elbows are in the vent system? \_\_\_\_\_

What size is the exhaust pipe? 3 in: \_\_\_\_\_ 4 in: \_\_\_\_\_ 6 in: \_\_\_\_\_ Other: \_\_\_\_\_

What is the elevation of the home? \_\_\_\_\_

What is the feed adjustment plate set at? \_\_\_\_\_

Is the feed system operating? \_\_\_\_\_

Is there power to the stove? \_\_\_\_\_

Is there fuel in the hopper? \_\_\_\_\_

Will the thermostat call light come on? \_\_\_\_\_

Is the igniter working? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the exhaust blower working? Yes \_\_\_\_\_ No \_\_\_\_\_

Are you reaching the first stage of ignition (green light)? Yes \_\_\_\_\_ No \_\_\_\_\_

Are you reaching the second stage of ignition (red light)? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the convection blower working? Yes \_\_\_\_\_ No \_\_\_\_\_

Is there an outside are kit installed? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the thermostat anticipator set at the lowest setting? Yes \_\_\_\_\_ No \_\_\_\_\_

Are the heat exchangers free of ash and clean? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the vent system clean? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the hopper free of sawdust build up? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the fire pot clean? Yes \_\_\_\_\_ No \_\_\_\_\_

# 14 Cleaning & Maintenance Tips

## CAUTION

### Shock and Smoke Hazard



- Turn down thermostat, let appliance completely cool and exhaust blower must be off. Now you can unplug appliance before servicing.
- Smoke spillage into room can occur if appliance is not cool before unplugging.
- Risk of shock if appliance not unplugged before servicing appliance.

Cleaning or Inspection	Frequency		Daily	Weekly	Every 2 Weeks	Monthly	Yearly
Ash Pan - Burning Wood Pellets	Every 5 bags of fuel	OR		X			
Ash Pan - Burning Alternate Fuels	Every 1 bag of fuel	OR	X				
Ash Removal from Firebox	More frequently depending on the fuel type or ash build-up	OR		X			
Blower, Combustion (Exhaust)	More frequently depending on the fuel type	OR					X
Blower, Convection	More frequently depending on the operating environment	OR					X
Door Latch Inspection	Prior to heating season	OR				X	
Firebox - Prepare for Non-Burn Season	At end of heating season	OR					X
Fire pot - Burning Softwood Pellets	Every 5 bags	OR		X			
Fire pot - Burning Hardwood Pellets	Every 3 bags	OR		X			
Glass	When clear view of fire pot becomes obscured	OR		X			
Heat Exchanger & Drop Tube	Every 1 ton of fuel	OR			X		
Hopper	Every 1 ton of fuel or when changing fuel types	OR				X	
Top Vent Adapter	More frequently depending on ash build-up	OR					X
Venting System	More frequently depending on the fuel type	OR					X

**NOTICE:** These are recommendations. Clean more frequently if you encounter heavy build-up of ash at the recommended interval or you see soot coming from the vent. Not properly cleaning your appliance on a regular basis will void your warranty.

# 15

## Service Repair Tools

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**1. MULTIMETER**

Used for taking volt reading or doing continuity tests.

**2. MAGNEHELIC OR DIGITAL VACUUM GAUGE**

Used for taking firebox vacuum readings in inches of water column. Range of the gauge needs to be from zero to .50 inches of water column. A vacuum hose and a "T" will also be needed.

**3. HAND TOOLS**

Phillips and flathead screwdriver, 11/32 inch nut driver, SAE Allen wrench set, and SAE socket set.

**4. TEST BOX**

Needed for checking the wire harness and components

**5. VACUUM CLEANER**

Needed to clean firebox, heat exchanger, blowers, and venting.

**6. MICRO CLEANING KIT FOR VACUUM CLEANER**

This is an attachment kit for cleaning the "hard to reach" areas.

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









### CONTACT INFORMATION

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

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

**For the number of a HHT Service Technician log onto [www.myHHT.com](http://www.myHHT.com).**