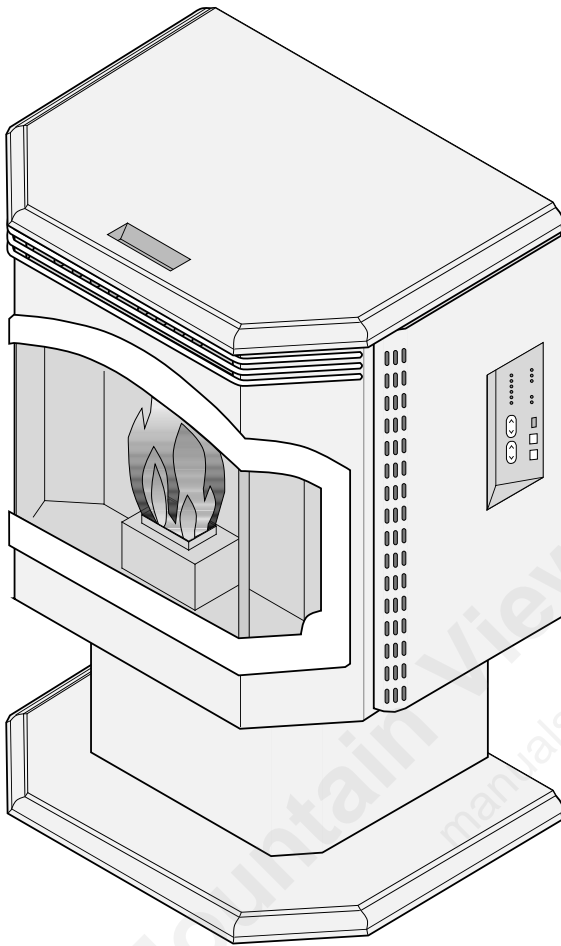




Pioneer Pellet Stove



- *Horizontal Or Vertical Vent*
- *Freestanding Stove*
- *Mobile Home Approved*
- *Class A Chimney Retrofit*
- *Hearth Stove into Existing Masonry Chimney , Masonry Fireplace, or Z.C. Fireplace*

Tested and Listed by



Omni-Test Laboratories, Inc.
Portland, Oregon
ASTME-1509 1995, ULCC 1482

- **Please read this entire manual before installation and use of this pellet fuel-burning room heater. Failure to follow these instructions could result in property damage bodily injury or even death.**
- **Contact local building or fire officials about restrictions and installation inspection requirements in your area.**

Installer: After installation give this manual to the homeowner and explain operation of this stove.

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4080815



**TRAVIS INDUSTRIES
HOUSE OF FIRE**
4800 Harbour Pointe Blvd. SW
Mukilteo, WA 98275

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

Introduction

We welcome you as a new owner of a Pioneer (Heritage Bay PS) pellet heater. In purchasing a Pioneer you have joined the growing ranks of concerned individuals whose selection of an energy system reflects both a concern for the environment and aesthetics. The Pioneer is one of the finest home heaters the world over. This manual will explain the installation, operation, and maintenance of this pellet-burning heater. Please familiarize yourself with the Owner's Manual before operating your heater and save the manual for future reference. Included are helpful hints and suggestions which will make the installation and operation of your new heater an easier and more enjoyable experience. We offer our continual support and guidance to help you achieve the maximum benefit and enjoyment from your heater.

Important Information

No other Pioneer (Heritage Bay PS) heater has the same serial number as yours. On the Pioneer the serial number is on the hopper lid.

This serial number will be needed in case you require service of any type.

Model: _____ Pioneer _____

Serial Number: _____

Purchase Date: _____

Purchased From: _____

Mail your Warranty Card Today, and Save Your Bill of Sale.

To receive full warranty coverage, you will need to show evidence of the date you purchased your heater. Do not mail your Bill of Sale to us.

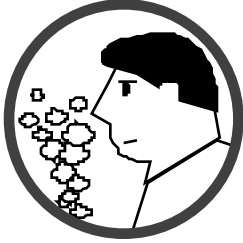
We suggest that you attach your Bill of Sale to this page so that you will have all the information you need in one place should the need for service or information occur.



We suggest that our pellet hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Pellet Specialists or who are certified in Canada by Wood Energy Technical Training (WETT).



Safety Precautions



- Do not operate the heater if you smell smoke coming from the heater. Turn the **POWER switch to "OFF"**, monitor your heater, and call your dealer.



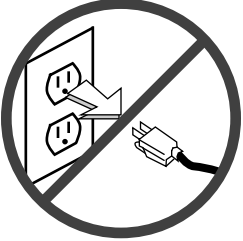
- Contact your local building officials to obtain a permit and information on any installation restrictions or inspection requirements in your area. Notify your insurance company of this heater as well.



- Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or 'freshen up' a fire in this heater. Keep all such liquids well away from the heater while it is in use.



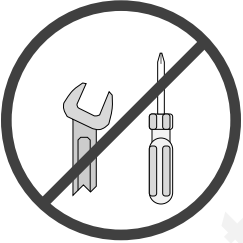
- The exhaust system **must** be completely airtight and properly installed. The pellet vent joints must be sealed with RTV 500° F. (260° C.) silicone sealant.



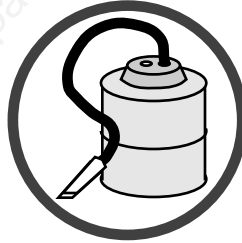
- Do not unplug the heater if you suspect a malfunction. Turn the **MODE SWITCH to "OFF"** and periodically inspect the heater.



- This unit must be properly installed to prevent the possibility of a house fire. The instructions must be strictly adhered to. Do not use makeshift methods or compromise in the installation.



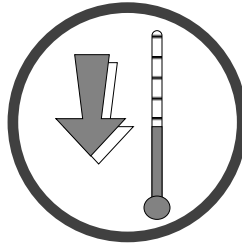
- Never try to repair or replace any part of the heater unless instructions are given in this manual. All other work should be done by a trained technician.



- Your heater requires periodic maintenance and cleaning (see "Maintaining Your Heater"). Failure to maintain your heater may lead to smoke spillage in your home.



- The viewing door and ashpan must be closed and latched during operation.
- Never block free airflow through the open vents of the unit.



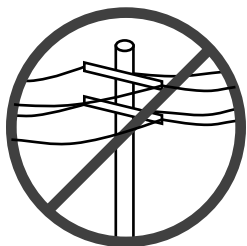
- Allow the heater to cool before carrying out any maintenance or cleaning. Ashes must be disposed in a metal container with a tight lid and placed on a non-combustible surface well away from the home or structure.



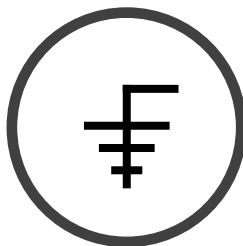
- Do not operate the heater if the flame becomes dark & sooty or if the firepot overfills with pellets. Turn the **MODE SWITCH to "OFF"** and periodically inspect the heater (see "Running Your Heater").



- This heater is designed and approved for pelletized wood fuel only. Any other type of fuel burned in this heater will void the warranty and safety listing.



- The heater will not operate during a power outage. If a power outage does occur, check the heater for smoke spillage and open a window if any smoke spills into the room.



- This heater must be connected to a standard 115 V., 60 Hz grounded electrical outlet. Do not use an adapter plug or sever the grounding plug. Do not route the electrical cord underneath, in front of, or over the heater.



- Keep foreign objects out of the hopper.



- When installed in a mobile home, the heater must be bolted to the floor, have outside air, and **NOT BE INSTALLED IN THE BEDROOM** (Per H.U.D. requirements). Check with local building officials.



- Disconnect the power cord before performing any maintenance.

NOTE:
Turning the Mode Switch to "OFF" does not disconnect all power to the heater.



- The exhaust system should be checked twice a year minimum for any build-up of soot or creosote.



- Do not throw this manual away. This manual has important operating and maintenance instructions that you will need at a later time. Always follow the instructions in this manual.



- Do not touch the hot surfaces of the heater. Educate all children of the danger of a high-temperature heater. Young children should be supervised when they are in the same room as the heater.



- Do not place clothing or other flammable items on or near the heater. Because this heater can be controlled by a thermostat there is a possibility of the heater turning on and igniting any items placed on or near it.



- **Travis Industries, Inc. grants no warranty, implied or stated, for the installation or maintenance of your heater, and assumes no consequential damage(s).**

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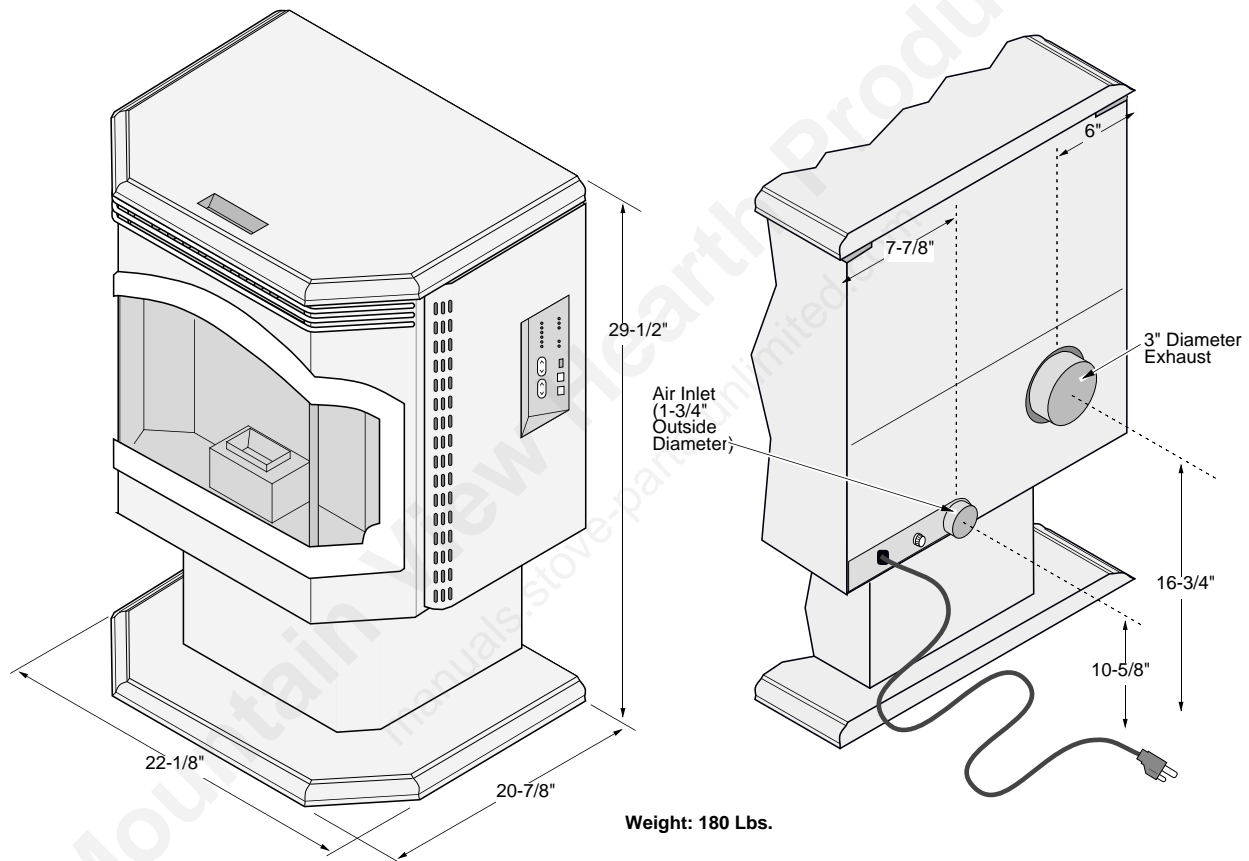
Heating Specifications:

Approximate Maximum Heating Capacity (in square feet)*	800 to 1,600 Sq. Feet
Burn Rate (Pounds per Hour)**	1.0 to 3.5
Maximum Burn Time on Low Burn**	15 - 50 Hours
Hopper Capacity	55 Pounds

* Heating capacity will vary depending on the home's floor plan, degree of insulation, and the outside temperature. It is also affected by the fuel size, quality, and moisture level.

** Small pellets will increase or decrease the stated burn rates and burn times. Differences of plus or minus 20% depending on fuel quality may occur.

Dimensions:



Electrical Specifications:

Electrical Rating	115 Volts, 3.6 Amps, 60 Hz
Watts During Start-Up Sequence	400 (approximately)
Watts During Operation	180 (approximately)

Fuel:

The unit is designed for wood pellets that comply with the standards set by the Association of Pellet Fuel Industry (density of at least 40 lbs. per cubic foot, 1/4" to 5/16" diameter, length no greater than 1-1/2", 8200 BTU's/lb., moisture under 8% by weight, ash under 1% by weight, and salt under 300 parts per million). If the fuel does not comply to this standard, the unit may not operate as designed.

EPA Compliance:

This heater is EPA exempt from Phase II requirements, but has been tested for emissions using EPA test methods by OMNI Test Labs.

Before You Begin

READ THIS ENTIRE MANUAL BEFORE YOU INSTALL AND USE THIS HEATER. FAILURE TO FOLLOW THE INSTRUCTIONS MAY RESULT IN PROPERTY DAMAGE, BODILY INJURY, OR EVEN DEATH.

Check with local building officials for any permits required for installation of this pellet heater and notify your insurance company before proceeding with installation.

Packing List

- Pioneer (Heritage Bay PS)
- Owner's Manual
- Door Latch Tool
- Fuses (2)
- Lag Bolts (2)

Installation Options:

- Residential or Mobile Home (see the section "Mobile Home Requirements")
- Alcove Compatible (see the section "Alcove Installation")
- Horizontal or Vertical Vent
- Outside Air Compatible
- Vent with L-Vent, L-Vent Fireplace Liner, or Type A Chimney (with adapter)

Planning The Installation

- HINT: Have an authorized Travis Industries dealer install this heater. If you install the heater yourself, have your dealer review your installation plans.
- HINT: Sketch out a detailed plan of the installation including dimensions. Then verify the dimensions with the requirements listed in this manual.
- HINT: When determining the location of the stove, locate the wall studs (for horizontal penetrations) and ceiling trusses (for vertical penetrations). You may wish to adjust the stove position slightly to ensure the vent does not intersect with a framing member.
- HINT: Place the heater outside and load 10 pounds of pellets inside the hopper. Plug the heater in and let it run on HIGH until the pellets run out. This will cure the paint and burn off any oil on the steel, eliminating any smell inside the home.

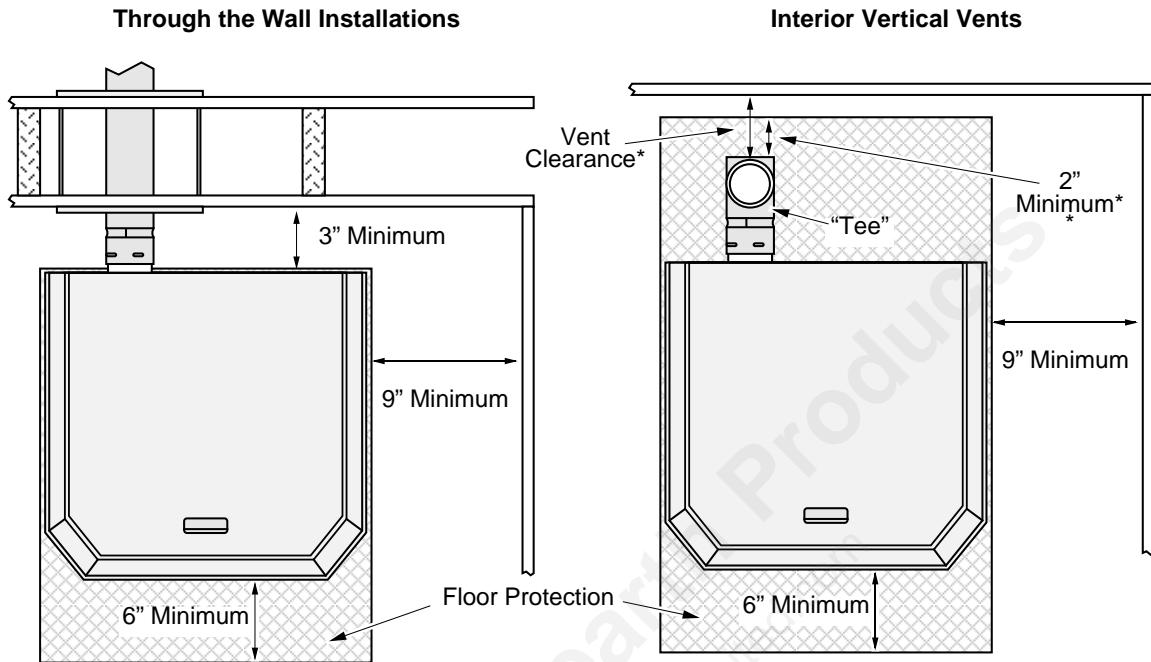
Stove Placement

- Stove must be placed so that no combustibles are within, or can swing within (e.g. drapes, doors), 36" of the front of the heater.
- ? If the stove is placed in a location where the ceiling height is less than 7', it must follow the requirements in the section "Alcove Installation Requirements".
- HINT: REDUCING CLEARANCES - Clearances may be reduced by methods specified in NFPA 211, listed wall shields, pipe shields, or other means approved by local building or fire officials.
- Heater and floor protection must be installed on a level, secure floor.

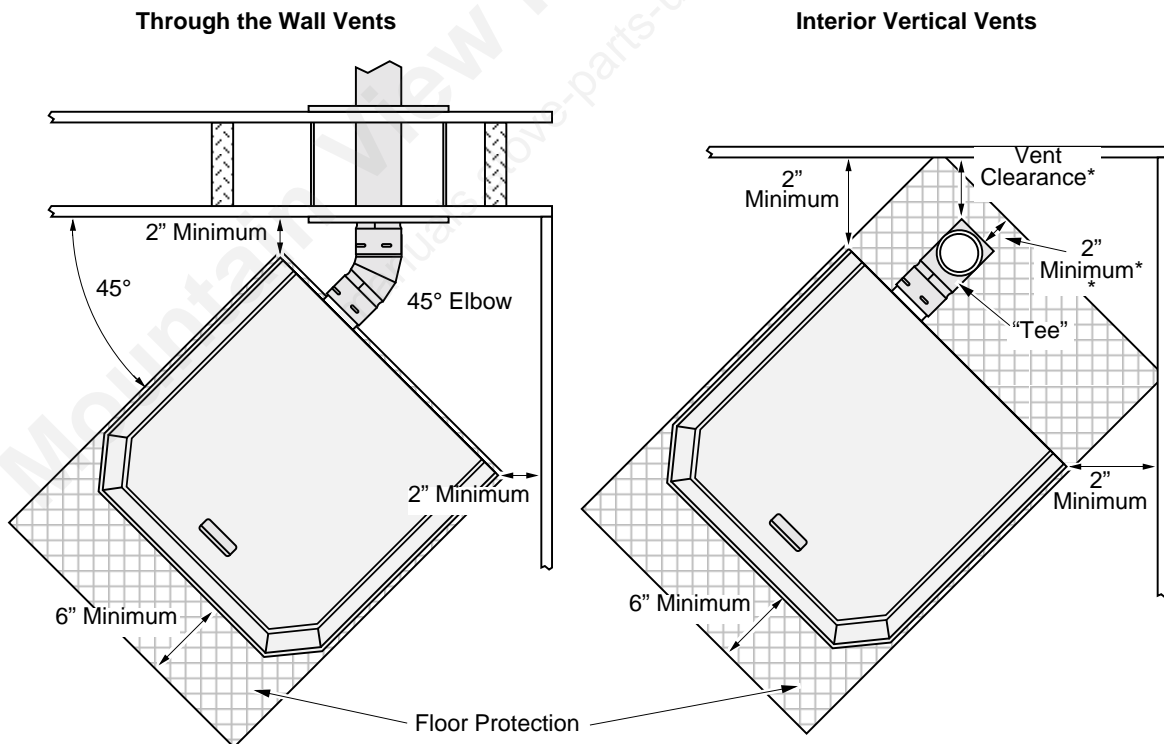
Floor Protection Requirements

- The heater must be installed on a non-combustible floor protector extending the full width and depth of the heater and extending 6" in front (Minimum 22-1/8" wide by 26-7/8" deep) (minimum .018" thick - 26 gauge).
- Must extend under and 2" to each side and rear of a chimney "Tee" (if used).

Clearances - Straight Installation



Clearances - Corner Installation



* Install vent at clearance specified by the vent manufacturer.

NOTE: If interior vertical vent is used, the stove to backwall dimension is determined by the vent being used. This dimension will vary depending on the brand of pellet vent used. To determine the distance from the backwall to the stove, connect the "Tee" and add the vent clearance .

** The floor protection must extend 2" or to the wall (whichever is less) – all vent clearances must be met.

Venting the Pellet Stove

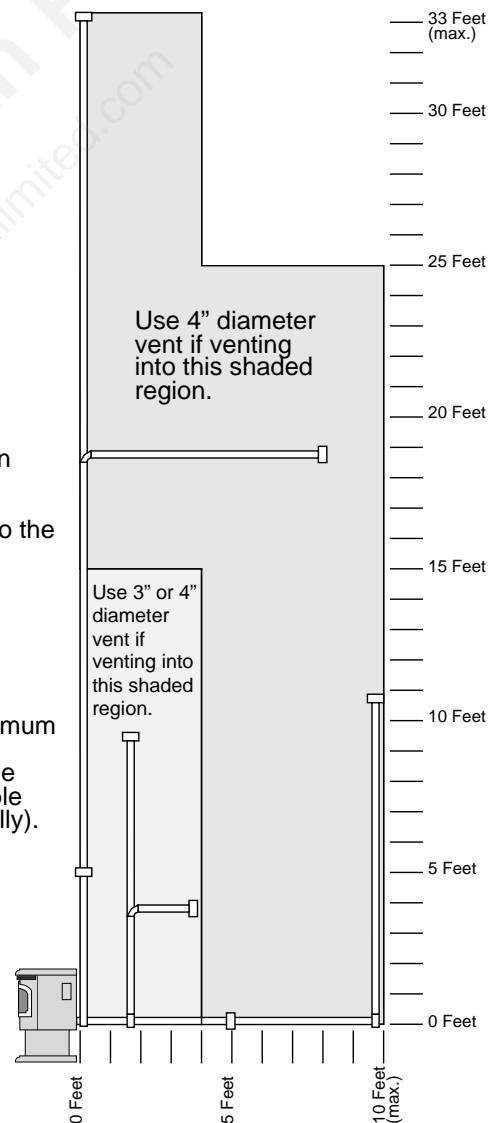
- **INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.**
- **DO NOT CONNECT THE PELLET VENT TO A VENT SERVING ANY OTHER APPLIANCE OR STOVE.**
- **DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.**
- **USE AN APPROVED WALL THIMBLE WHEN PASSING THE VENT THROUGH WALLS AND A CEILING SUPPORT/FIRE STOP SPACER WHEN PASSING THE VENT THROUGH CEILINGS (MAKE SURE TO MAINTAIN CLEARANCE TO ANY COMBUSTIBLES).**
- No more than one tee and 180° of elbows (one tee with two 90° elbows, one tee with one 90° and two 45° elbows, etc.).

Maximum Venting Distance:

- Vent must have a support bracket every 5' of pellet vent when exterior of structure
- If the heater is installed at an altitude over 4,000' use 4" diameter for all applications

The vent height and run must not exceed the distance shown in the shaded region shown to the right.

NOTE: To achieve optimum performance, we recommend keeping the vent as short as possible (horizontal run especially).



Pellet Vent Type

- Must be Type "L" (except for masonry fireplace installations) - or - connect the vent to a factory built type "A" chimney (use an adapter and seal all joints).

Installing the Pellet Vent



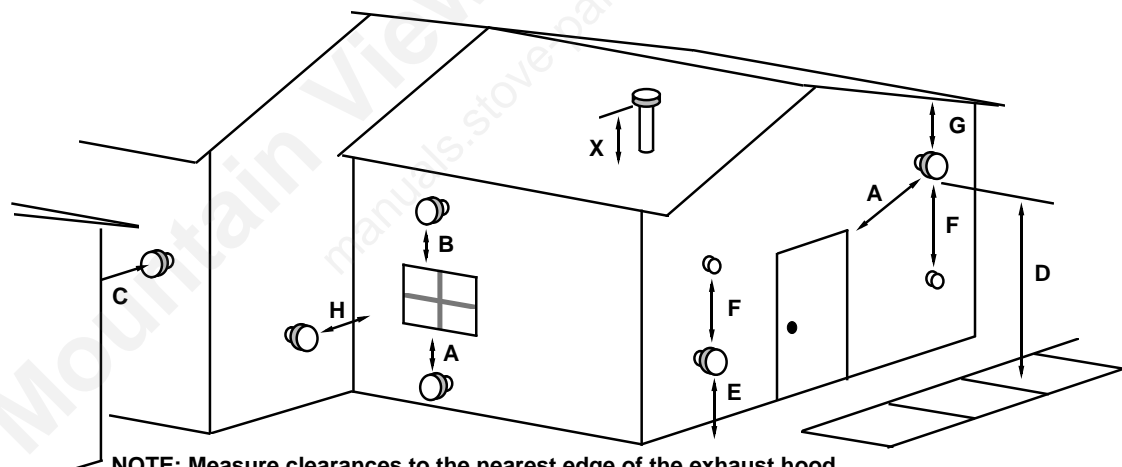
Seal each vent section by injecting a liberal amount of 500° F. RTV silicone into the gap between sections.

- Horizontal sections must have a 1/4" rise every 12" of travel.
- Pellet vent connections must be sealed airtight with 500° F. RTV silicone and screwed together with at least three sheet metal screws.

HINT: The Travis Industries Center Flue Adapter has less depth than a standard "tee" and centers the flue, easing installation.. See the instructions on page 35 in this manual.

Pellet Vent Termination (See the illustration below)

- Must have an approved cap (to prevent water from entering) or a 45° downturn.
- If the termination is located on a windy side of the house, an approved house shield is recommended to prevent soot from building up on the side of the house.
- Must not be located where it will become plugged by snow or other material.
- Horizontal terminations must protrude 12" from the wall, vertical terminations require 24".



NOTE: Measure clearances to the nearest edge of the exhaust hood.

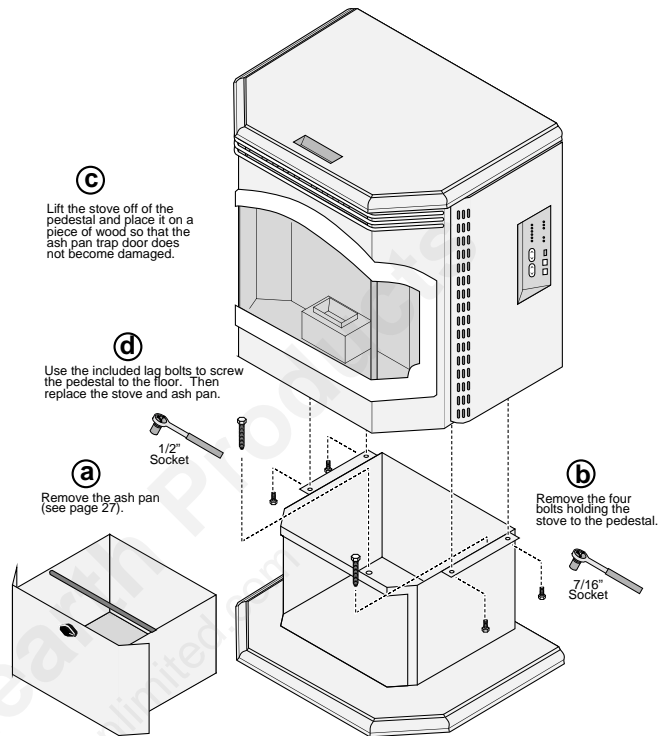
- A Minimum 4' clearance below or beside any door or window that opens (This clearance may be reduced to 18" if using outside air (see page 10) – we recommend the door or window be kept closed during operation.)
- B Minimum 1' clearance below or beside any window that does not open.
- C Minimum 1' clearance above any door or window that opens
- C Minimum 2' clearance from any adjacent building
- D Minimum 7' clearance above any grade when adjacent to public walkways
- NOTE:** Vent may not terminate in covered walkway or breezeway.
- E Minimum 2' clearance above any grass, plants, or other combustible materials
- F Minimum 3' clearance from any forced air intake of any other appliance
- G Minimum 2' clearance below eaves or overhangs
- H Minimum 1' clearance horizontally from combustible wall
- X Must be a minimum of 2' above the roof

Mobile Home Requirements

- Outside air is required (used for combustion) - see the directions below.
- The heater must be bolted to the floor (Some states do not require this; check with your local building department). See the illustration to the right.
- The heater must be grounded to the steel chassis of the mobile home (Some states do not require this; check with your local building department).

WARNING: DO NOT INSTALL IN SLEEPING ROOM.

CAUTION: THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL, AND CEILING/ROOF MUST BE MAINTAINED.



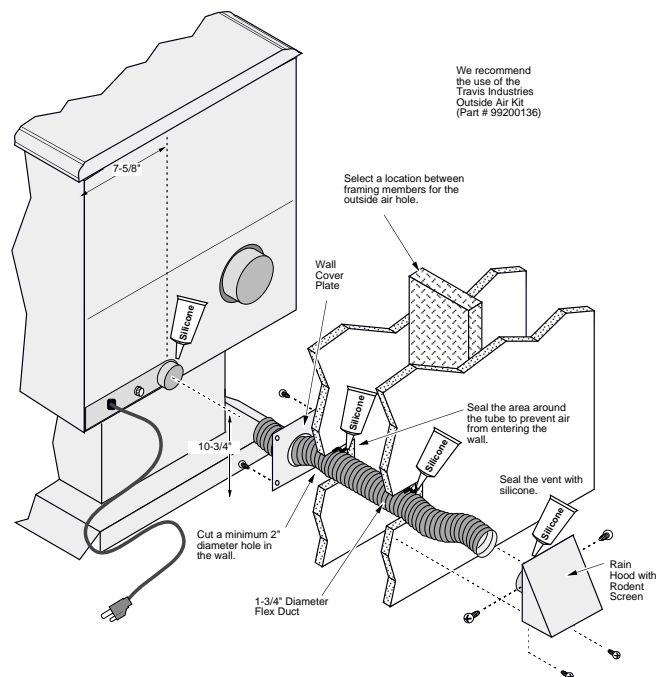
Outside Air (used for combustion)

- Must not be drawn from an enclosed space (garage, unventilated crawl space).

HINT: Travis Industries strongly suggests outside air for all residential installations, especially for those that are energy efficient, air tight homes.

WARNING: During a power outage there is a possibility of some smoke entering the room if an outside air connection is not used.

- Must not be over 15' long.
- Must be made with 1 3/4" diameter or larger metal or aluminum duct with a metal screen attached to the end to keep out rodents (P.V.C. or other combustible materials may not be used). Use the Travis Industries Outside Air Kit (part # 99200136).
- Must not terminate above or within 1' of the chimney termination.
- Must have a rain cap or down-turned elbow to prevent water from entering.
- Must be located so that it will not become plugged by snow or other material.



Alcove Installation Requirements

Whenever the pellet stove is placed in a location where the ceiling height is less than 7' tall, it is considered an alcove installation. Because of the reduced height, the installation requirements listed below must be met.

- Minimum height is 60"
- Minimum width is 42"
- Maximum depth is 48"
- Minimum clearance of 9" on each side and 3" on back

Restrictor Adjustment

The restrictor is used to adjust airflow to the firepot. It should be adjusted to match the heat output setting and burn the pellets at the appropriate rate. This keeps the firepot as clean as possible.

For low heat output settings the restrictor will need to be closed or near closed to limit the amount of air. This prevents the stove from burning the pellet fuel faster than it is fed.

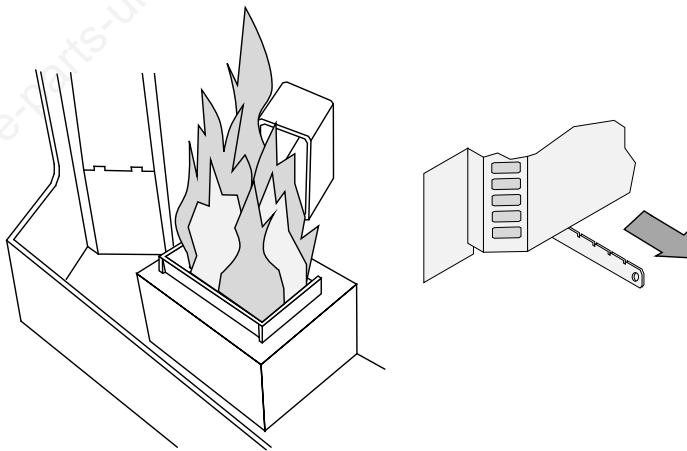
For medium heat output settings the restrictor will need to be opened to a medium position.

For high heat output settings the restrictor will need to be opened to a high position. This prevents the firepot from over-filling with pellets and becoming clogged with ash clumps.

Keeping your firepot clean is the most important step to maintaining a safe and efficient stove. Check and clean your firepot daily until you find the correct restrictor settings and appropriate firepot cleaning interval.

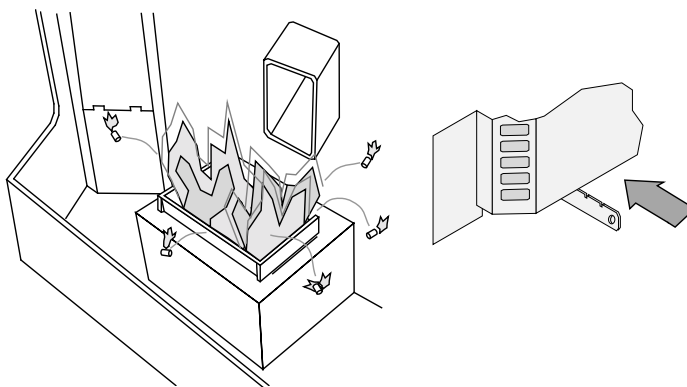
Not Enough Air

If clinkers (ashes that solidify into a clump) develop or the flame appears lazy and slow to blow the ash out of the firepot, pull the restrictor outward until the flame becomes active and the firepot holes remain clean. NOTE: If the restrictor is fully out, yet the firepot does not remain clean, the stove needs to be cleaned and checked for air leaks (see "Maintenance" section of this manual).

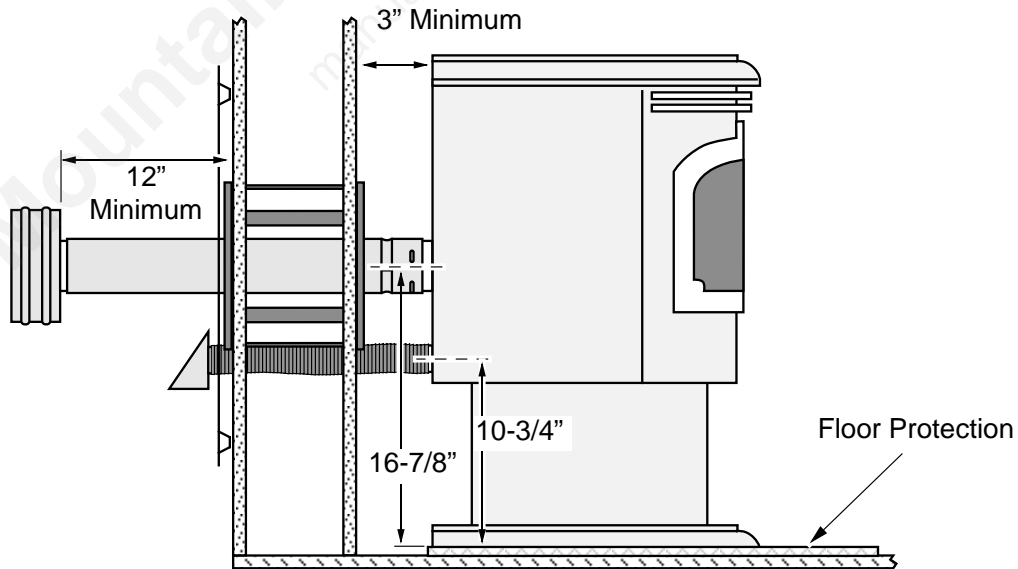
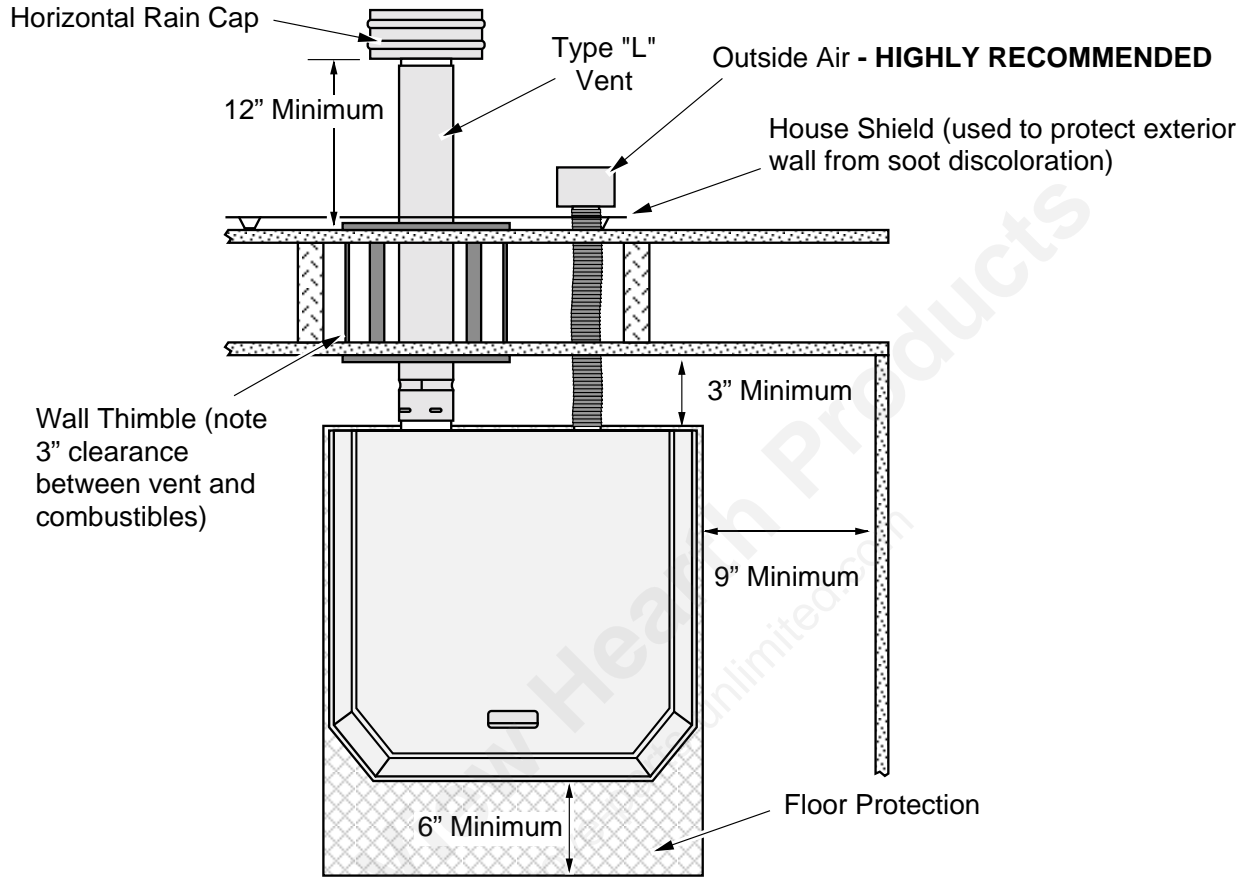


Too Much Air

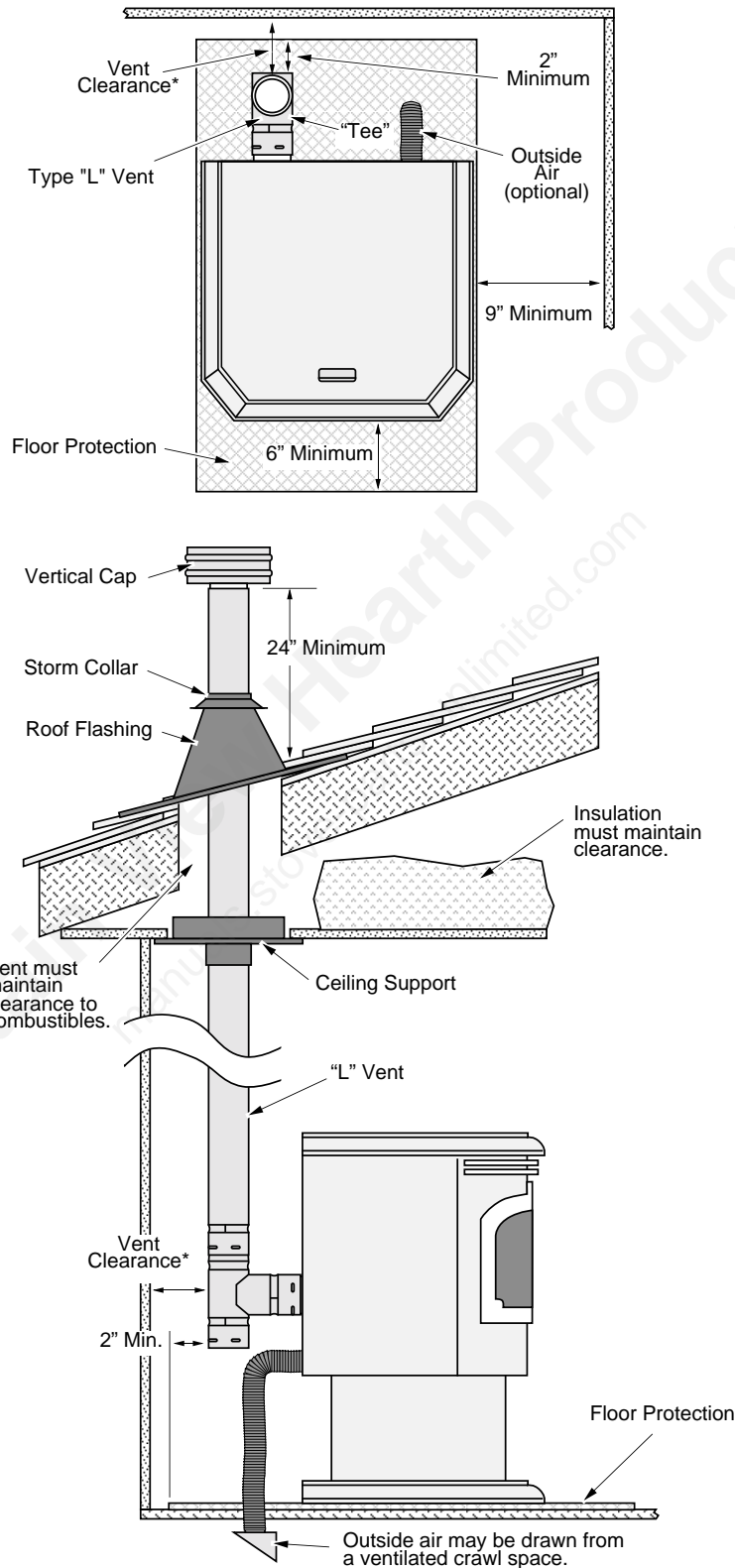
If the flames are too active (small, flickering flames) or if burning pellets are expelled from the firepot, move the restrictor rod inwards until the flame slows down and no burning pellets are expelled (note: it is okay to have "glowing embers" jump out of the firepot). Another symptom of too much air is the heater "blowing the fire out" – a condition in which the pellets burn faster than they are fed (this is most common on low).



Installation Example: Direct "Through-the-wall" Installation

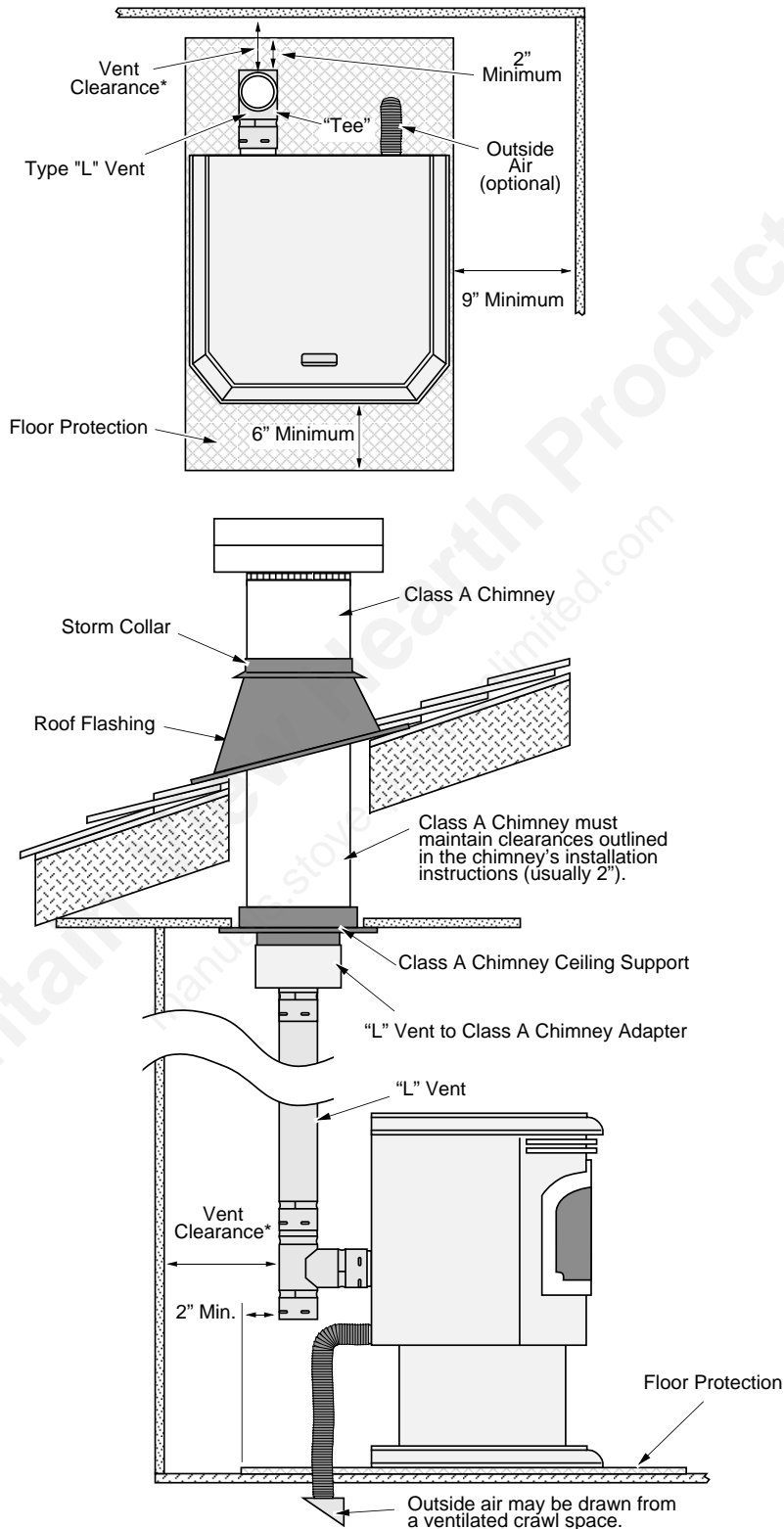


Installation Example: Interior Vertical Installation



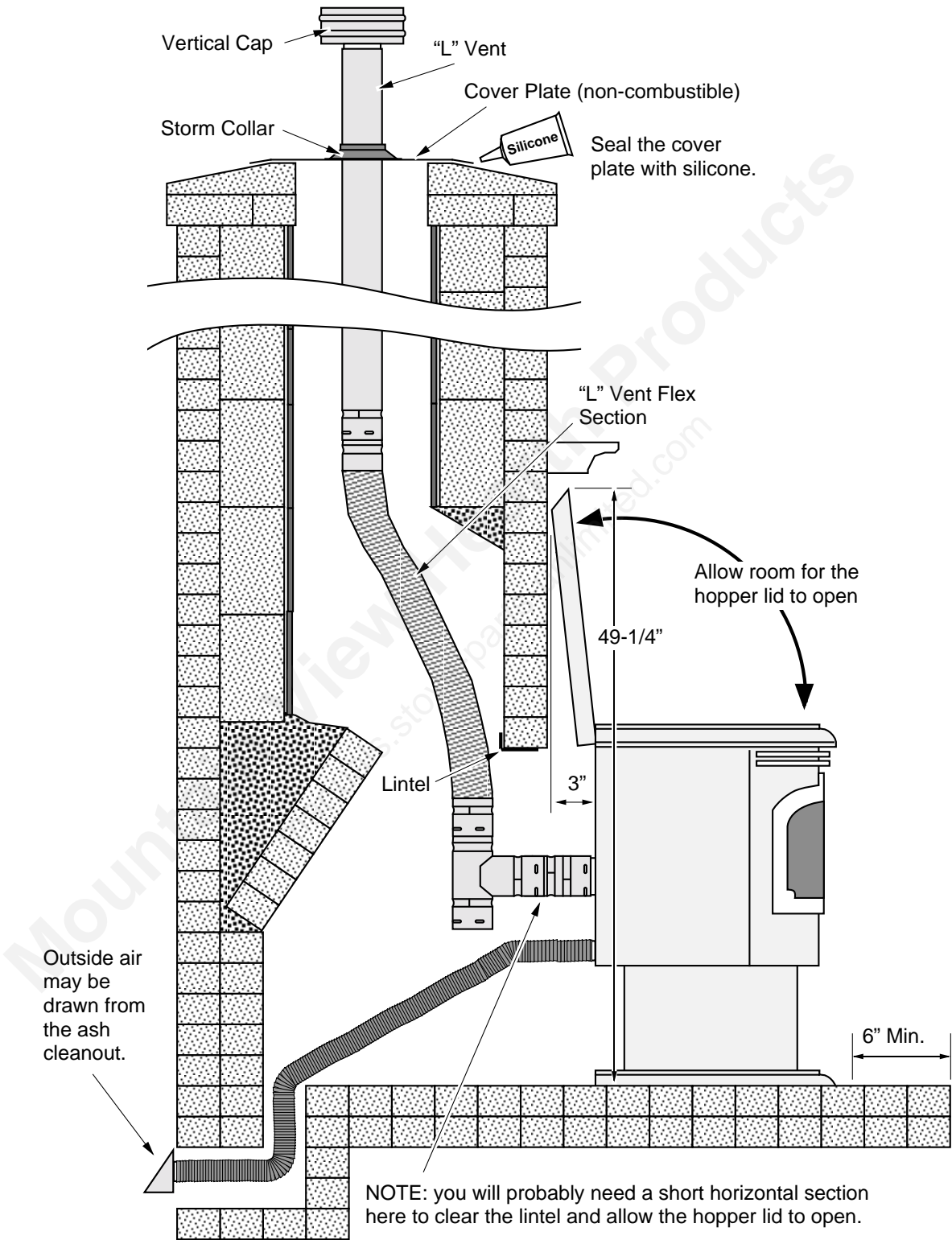
* Install vent at clearance specified by the vent manufacturer.

Installation Example: Class A Chimney Retrofit



* Install vent at clearance specified by the vent manufacturer.

Installation Example: Hearth Fireplace (Masonry or Z.C. (metal))

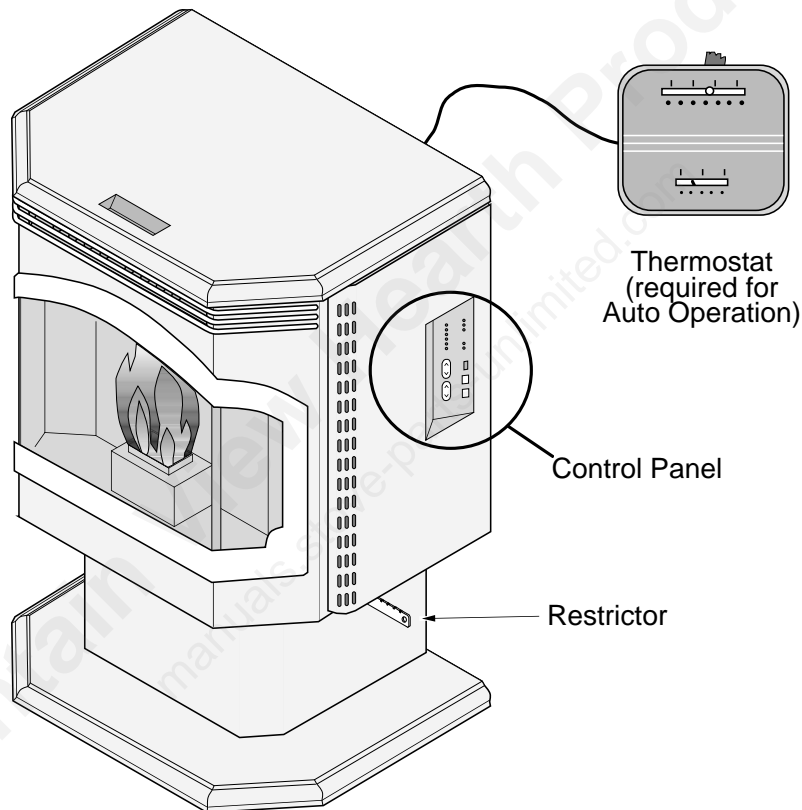


Safety Notice

Read this entire manual (especially the "Safety Precautions" on pages 2 and 3) before using this stove. Failure to follow the instructions may result in property damage, bodily injury, or even death.

- ! Do not unplug the stove to turn it off. This stove relies upon electricity to push the flue gases out the pellet vent – unplugging it may lead to smoke entering your room.
- ! Failure to maintain your heater will lead to a restricted combustion air system, leading to poor performance and in some cases, smoke spillage into the room. See the "Maintenance" section for details.

Location of Controls

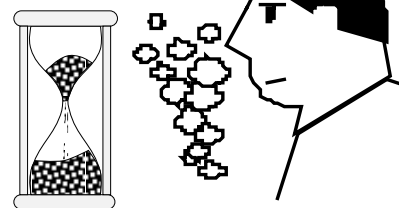


Starting the Heater for the First Time

Curing the Paint

This stove uses a heat-activated paint that will emit some fumes while starting the first fire. Open doors and windows to the room to vent these fumes. You may also notice oil burning off of the interior of the stove. This rust-stopping agent will soon dissipate.

2 to 4 hours

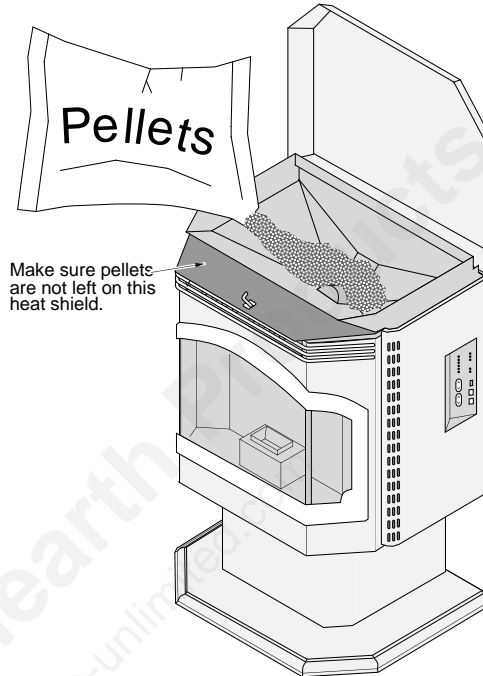
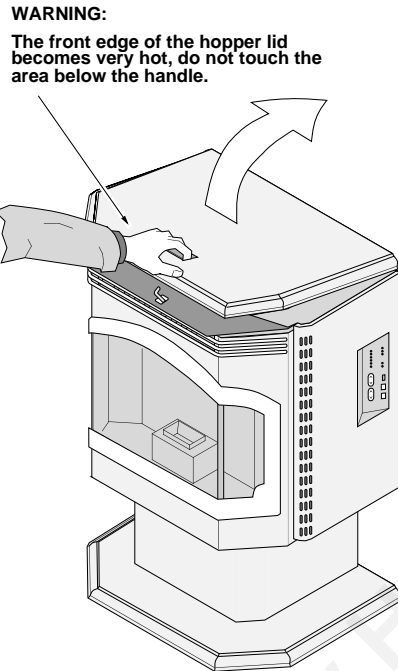


Priming the Auger

Because of its electronic control panel, this stove does not require priming. If you run out of pellets you may notice it will take approximately 5 minutes longer for the stove to start.

Loading Pellets

Lift the hopper lid to its vertical position. Pour pellets into the hopper until full. NOTE: The hopper holds approximately 55 pounds of pellets.



The Two Modes of Operation:

Manual

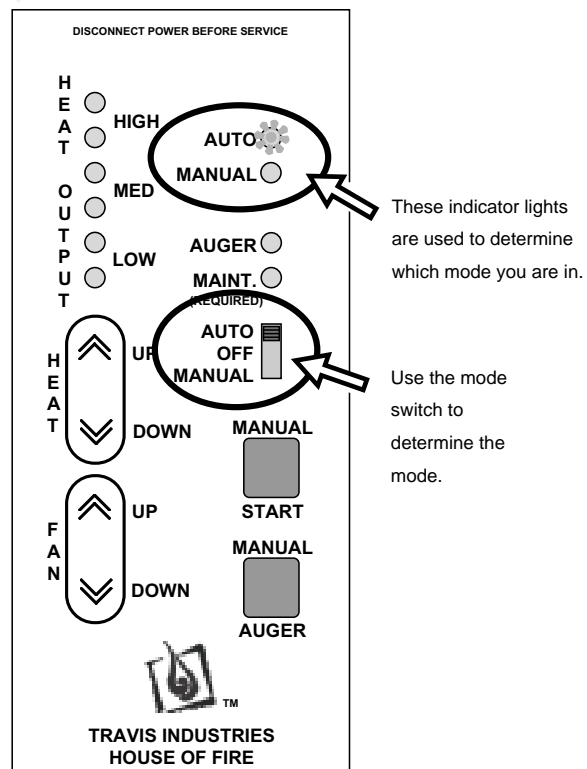
Manual mode requires the user to turn the heater on and off manually.

Auto (requires a thermostat)

Auto mode allows you to use a thermostat to control room temperature. The stove automatically turns on when the temperature drops below the thermostat setting. Once the stove reaches operating temperature, the stove then runs at the heat output setting selected.

Switching Modes While in Operation

Whenever the stove is switched from one mode to another while in operation, the stove will enter the "start-up" sequence for a minimum of 20 minutes.



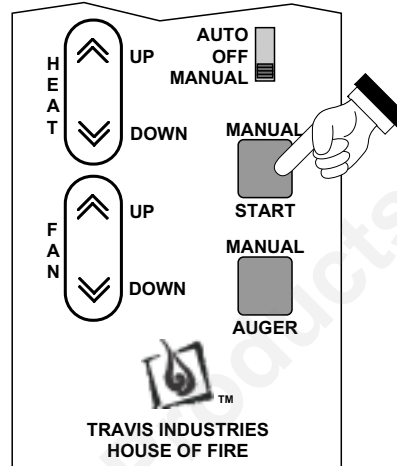
Manual Mode

Manual mode requires the user to turn the heater on and off manually.

To Start

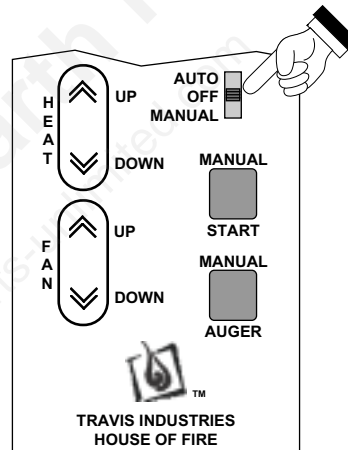
Press the "Manual Start" button. That's it. The stove automatically goes to a medium burn rate and high fan while the igniter starts the fire burning within 10 minutes. During this period the lowest "HEAT OUTPUT" light will flash. If the stove does not start in 30 minutes, the stove turns off.

Once up to temperature, the stove will then run at the heat output setting selected on the control panel (see "To Adjust the Heat" below).



To Shut Down

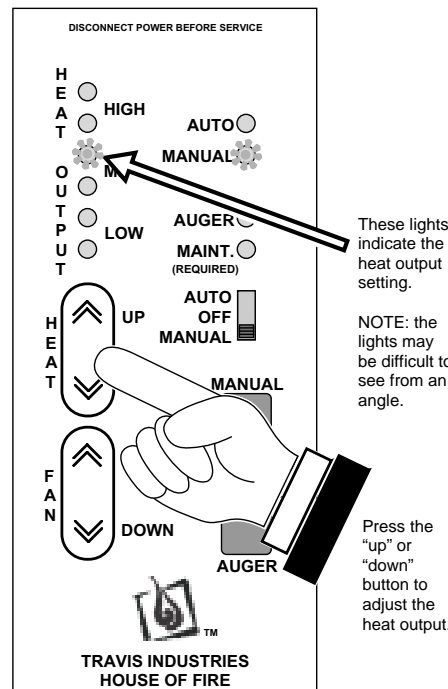
Move the mode switch to "OFF". The exhaust blower will still run until the heater cools down.



To Adjust the Heat

Press the "Heat" buttons to adjust the heat output.

NOTE: During start-up you may adjust the heat setting. This heat setting will take affect once the start-up sequence is complete.

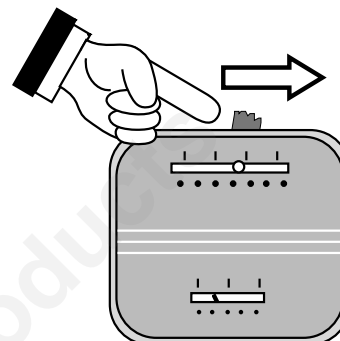


Auto Mode

Auto mode allows you to use a thermostat to control room temperature. The stove automatically turns on when the temperature drops below the thermostat setting. Once the stove reaches operating temperature, the stove then runs at the heat output setting selected.

To Adjust Room Temperature (or Start the Stove)

Move the thermostat to the heat setting desired. If the room is cooler than the setting, the stove will go through the start-up sequence for approximately 10 minutes. During this period the lowest "HEAT OUTPUT" light will flash. Once up to temperature, the stove will then run at the heat output setting selected on the control panel. If the room is too hot, move the thermostat to a lesser setting.



To Adjust the Heat

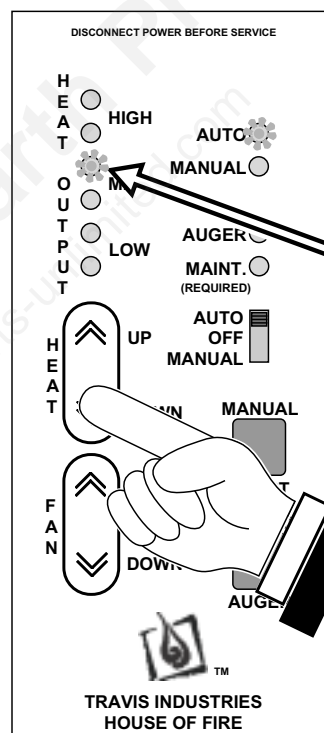
Press the "Heat" buttons to adjust the heat output.

HINT:

If you find that the stove turns on and off repeatedly, you may wish to turn the heat output to a lesser setting. The lower setting will provide a more consistent heat output over time, eliminating the need for the thermostat to repeatedly turn the stove off.

NOTE:

If the thermostat calls for heat while the stove is still cooling down, the stove will go through the start-up sequence (for a minimum of 20 minutes).



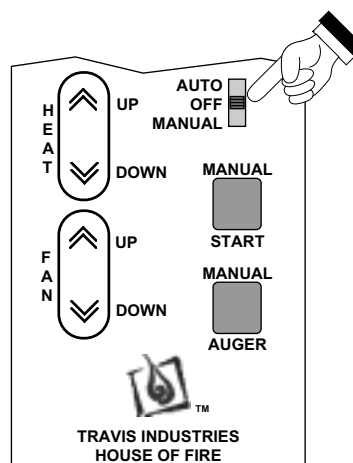
These lights indicate the heat output setting.

NOTE: the lights may be difficult to see from an angle.

Press the "up" or "down" button to adjust the heat output.

To Shut Down

Move the mode switch to "OFF". The exhaust blower will still run until the heater cools down.



Restrictor Adjustment

The restrictor is used to adjust airflow to the firepot. It should be adjusted to match the heat output setting and burn the pellets at the appropriate rate. This keeps the firepot as clean as possible.

For low heat output settings the restrictor will need to be closed or near closed to limit the amount of air. This prevents the stove from burning the pellet fuel faster than it is fed.

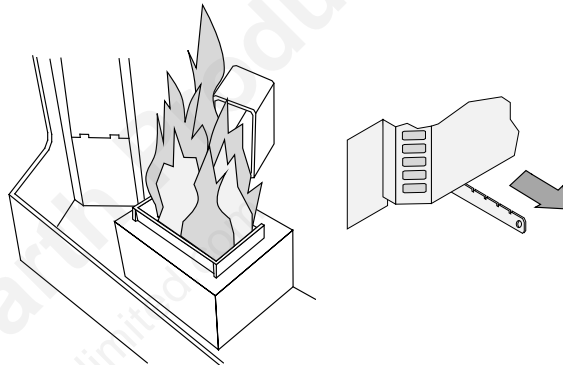
For medium heat output settings the restrictor will need to be opened to a medium position.

For high heat output settings the restrictor will need to be opened to a high position. This prevents the firepot from over-filling with pellets and becoming clogged with ash clumps.

Keeping your firepot clean is the most important step to maintaining a safe and efficient stove. Check and clean your firepot daily until you find the correct restrictor settings and appropriate firepot cleaning interval.

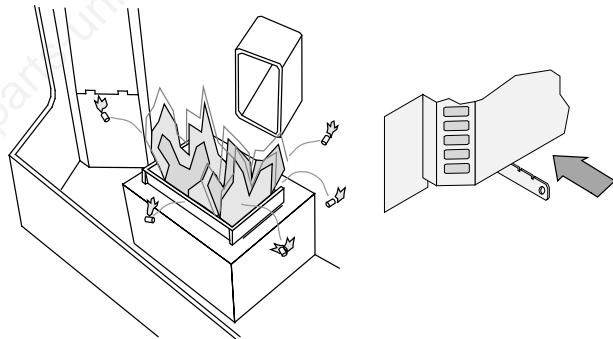
Not Enough Air

If clinkers (ashes that solidify into a clump) develop or the flame appears lazy and slow to blow the ash out of the firepot, pull the restrictor outward until the flame becomes active and the firepot holes remain clean. NOTE: If the restrictor is fully out, yet the firepot does not remain clean, the stove needs to be cleaned and checked for air leaks (see "Maintenance" section of this manual).

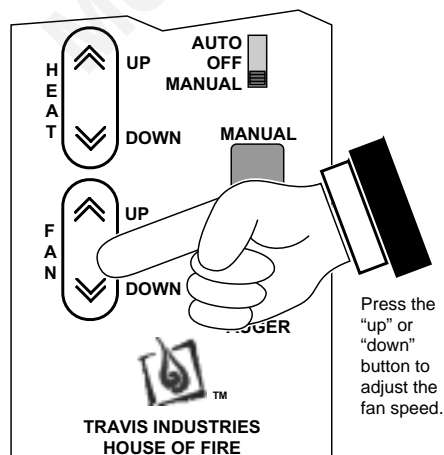


Too Much Air

If the flames are too active (small, flickering flames) or if burning pellets are expelled from the firepot, move the restrictor rod inwards until the flame slows down and no burning pellets are expelled (note: it is okay to have "glowing embers" jump out of the firepot). Another symptom of too much air is the heater "blowing the fire out" – a condition in which the pellets burn faster than they are fed (this is most common on low).



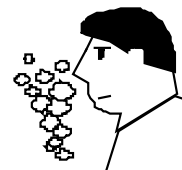
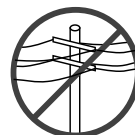
Adjusting the Fan Speed



Power Outages

If a sustained power outage occurs while in "Manual", the stove will go to a "cool down" mode to vacate smoke once power returns. If the power outage was short, the heater will go to the start-up sequence. If in "Auto", the stove will re-start (if the room is cool).

! Because this stove relies upon a blower to evacuate the smoke, some smoke may enter the home during a power outage. To keep to a minimum, leave the door closed.



Start-Up Sequence

This stove utilizes a start-up sequence whenever the mode switch is changed or the heater is started when cold. This is to ensure proper operation through all possible settings and operational states (hot or cold, pellets burning or not burning, etc.). This sequence over-rides all user settings (except the "OFF" position) to set the auger feed rate to medium, the exhaust blower to high, and the igniter on. During this period the lowest "HEAT OUTPUT" light will flash.

"MANUAL AUGER" Button

This button turns the auger on. It is used to "prime" the auger after the hopper has run out of pellets.

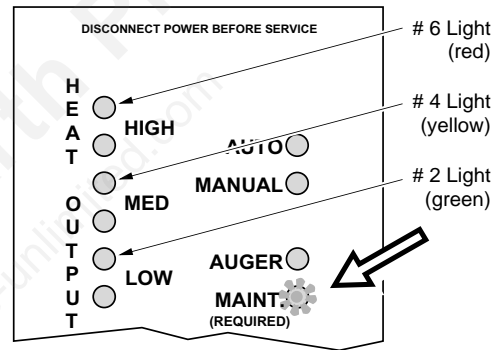
"AUGER ON" Light

This light comes on when the auger is turning. This allows the operator to determine when the auger is turning.

"MAINTENANCE REQUIRED" Light

NOTE: If the "MAINTENANCE REQUIRED" light comes on, check the items below **before calling for service.**

The "MAINTENANCE REQUIRED" light is used to indicate maintenance is required on the heater. It will turn on due to various operating circumstances. When it turns on, a second light will turn on near "HEAT OUTPUT" (see the illustration to the right). Determine the maintenance code (2, 4, or 6), then use the chart below to diagnose and remedy the situation.

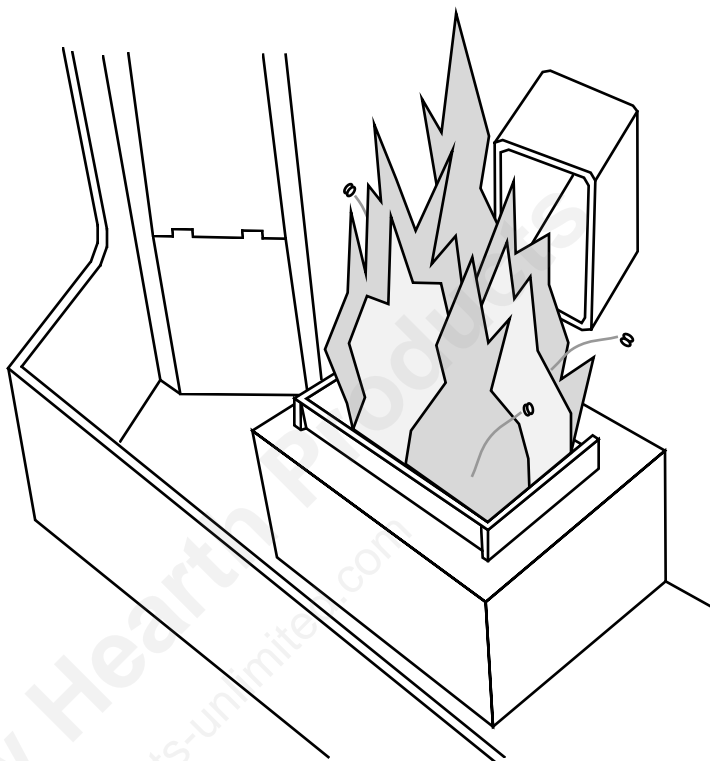


Light	Likely Cause	Remedy
2 (green)	<ul style="list-style-type: none"> • Heavy Ash Build-Up in Exhaust Duct • Heavy Ash Build-Up in Exhaust Housing or Plugged Tubing • Heavy Ash Build-Up in Vent 	<ul style="list-style-type: none"> • Clean the Firebox (see page 28) • Clean the Exhaust Housing and Tubing (see page 29) • Clean the Vent (see page 29)
4 (yellow)	<ul style="list-style-type: none"> • Heater Ran Out of Pellets • Heater Did Not Start-Up Correctly • Power Outage • Restrictor Not Set Properly • Burnpot Clogged • Air Leak • Heavy Ash Build-Up 	<ul style="list-style-type: none"> • Refill the Hopper (see page 17) • Re-Start the Heater and Verify the Pellets Ignite after 10 Minutes • Re-Start the Heater • Re-Start the Heater and Monitor Restrictor Setting (see page 20) • Clean Burnpot (see page 23) • Verify Door, Glass, and Ashpan Seal Correctly • Clean the Firebox (see page 28), Exhaust Housing (see page 29), and Vent (see page 29)
6 (red)	<ul style="list-style-type: none"> • Electrical Input Error (voltage or mhz fluctuation, amp deficiency, etc.) • Components Over-Heated • Faulty Wiring / System Fault 	<ul style="list-style-type: none"> • Unplug the Heater then Plug it Back In (this re-starts the circuit board) • Clean the Heater and Vent (a plugged heater will slow exhaust flow, increasing temperatures – see pages 28-29) • If this Fault Persists, Contact Your Dealer

Daily Maintenance (whenever using the stove)

Inspect the Burn

When burning, the flames should be bright orange with an occasional ember jumping from the firepot.

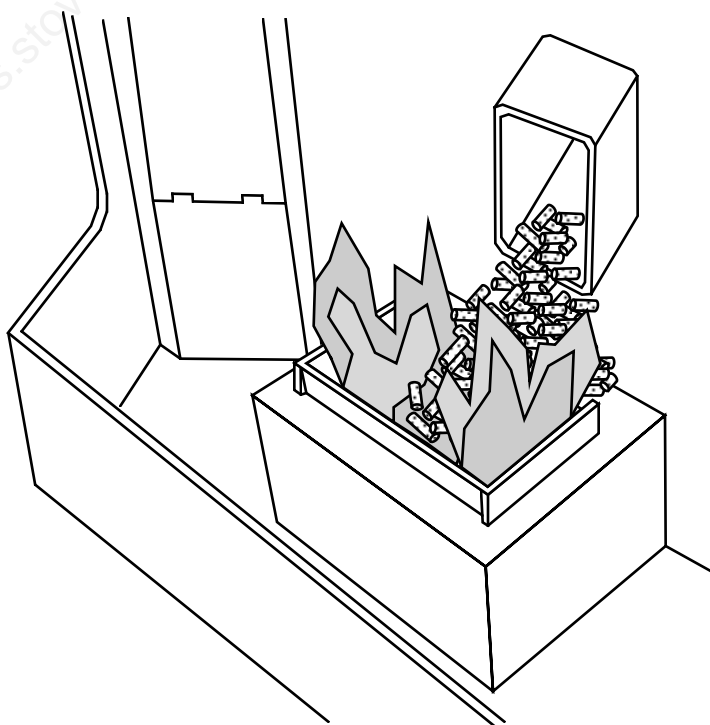


Make Sure Pellets are Not Piling Up

If the pellets pile up over the burn pot, turn the mode switch to "OFF".

The most likely causes are:

- The door, glass, or ashpan is open or has an air leak
- The firepot requires cleaning
- The exhaust system requires cleaning
- The stove requires adjustment



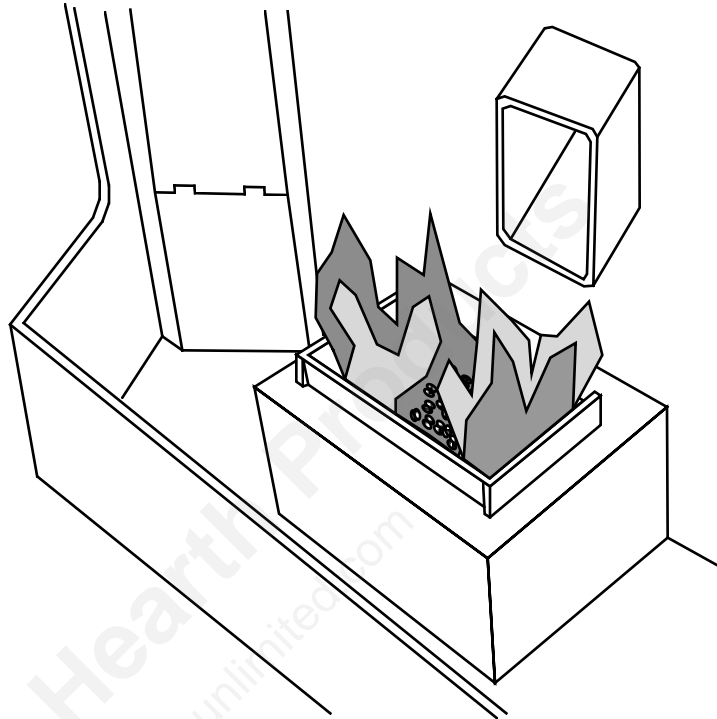
Daily Maintenance (whenever using the stove) - Continued

Check Firepot for Clinkers

If the flames seem to be coming only from the sides, or are orange/black, turn the stove off and check for clinkers.

The most likely causes are:

- Poor pellet quality
- The door or glass has an air leak
- The exhaust system requires cleaning
- The stove requires adjustment

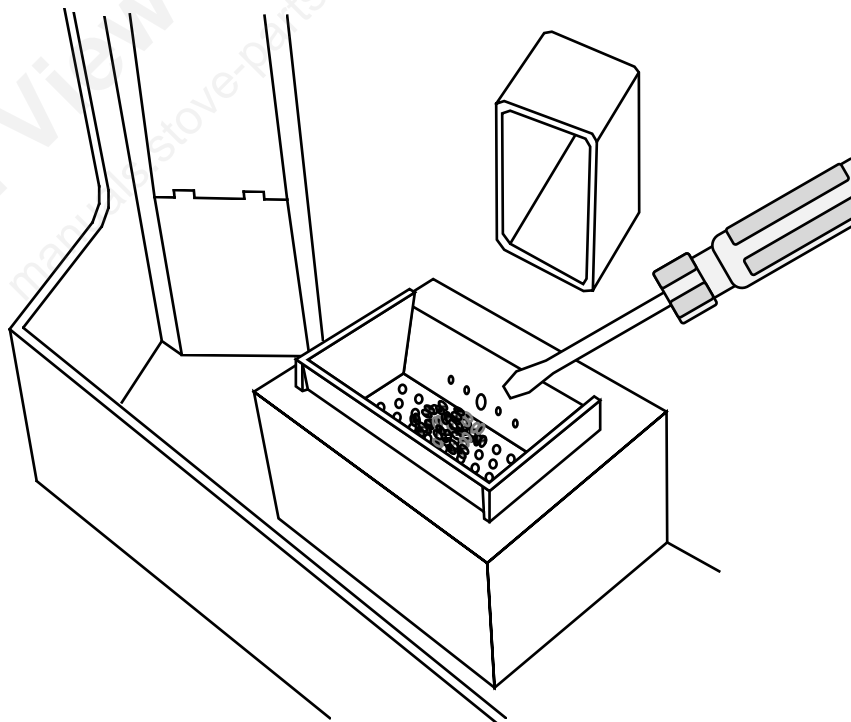


Cleaning the Firepot

WARNING:

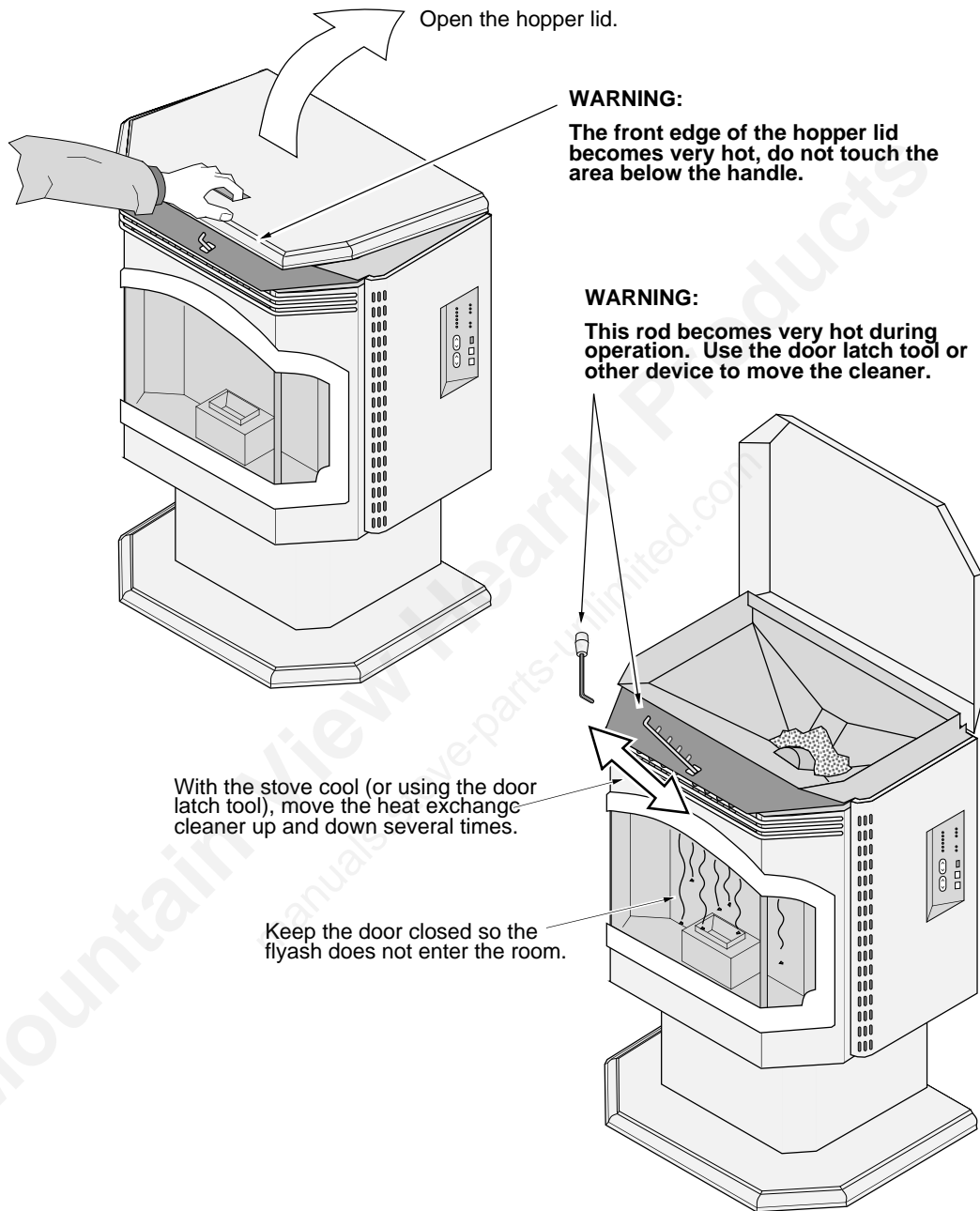
Make sure the stove has fully cooled (approximately 25 minutes) before opening the door and conducting service.

To clean the firepot, open the door (see page 25) and knock away any debris on the firepot with a screwdriver. If severely clogged, remove the firepot to gain better access.



Weekly Maintenance (or every 5 bags of pellets)

Clean the Heat Exchange Tubes



Vacuum Hopper

Run the stove until the pellets run out. Open the hopper and vacuum out the entire hopper. The dust and any other debris near the bottom should be removed to prevent excessive build-up.

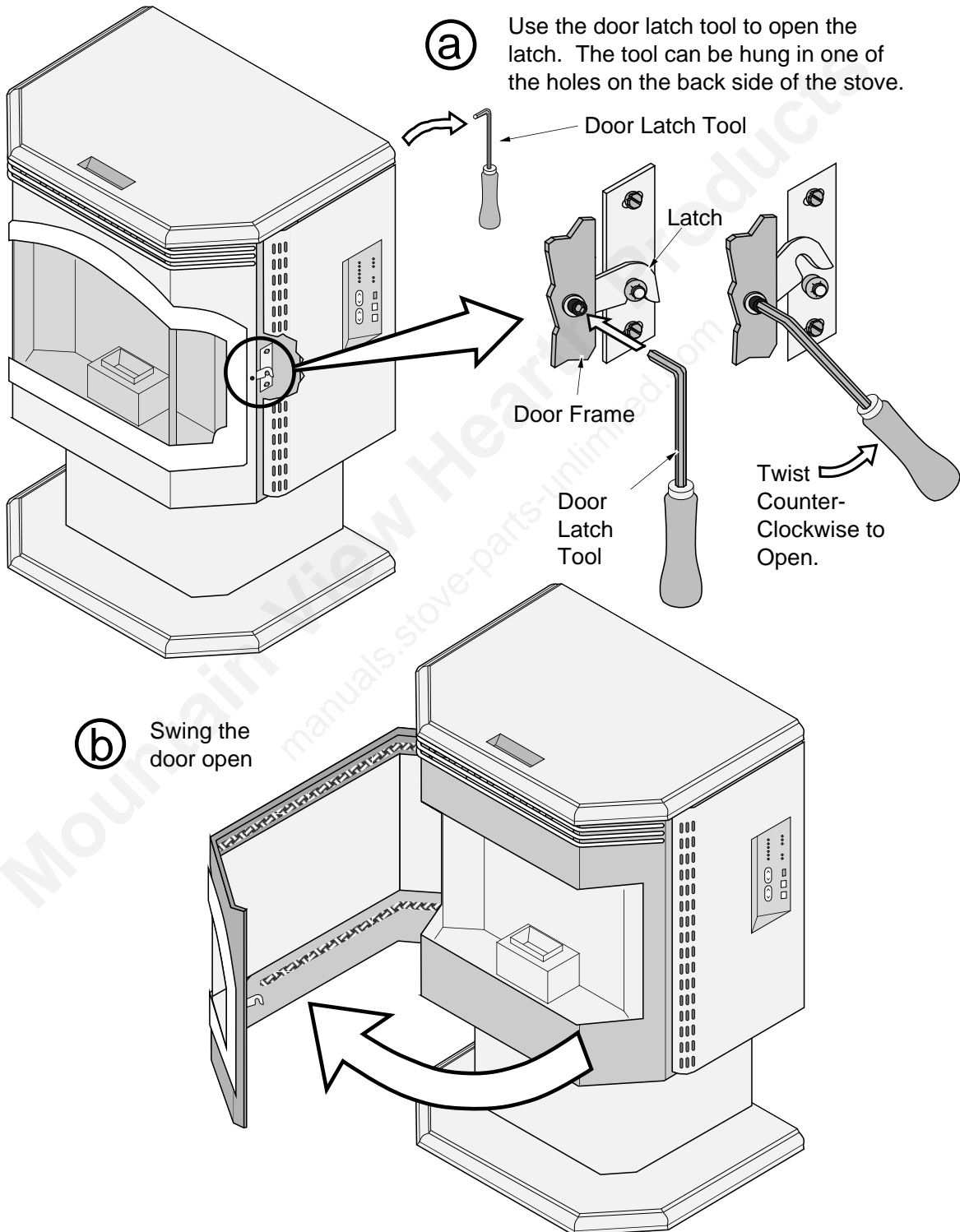
Cleaning the Optional Gold Surfaces (Door and optional Grill)

Fingerprints or other marks left on gold surfaces may become etched in place if they are not wiped clean prior to turning the stove on. Clean the gold with denatured alcohol and a soft cloth (make sure the heater is cool). Other cleaners may leave a film that may become etched into the gold.

Weekly Maintenance (or every 5 bags of pellets) - Continued

Opening The Door

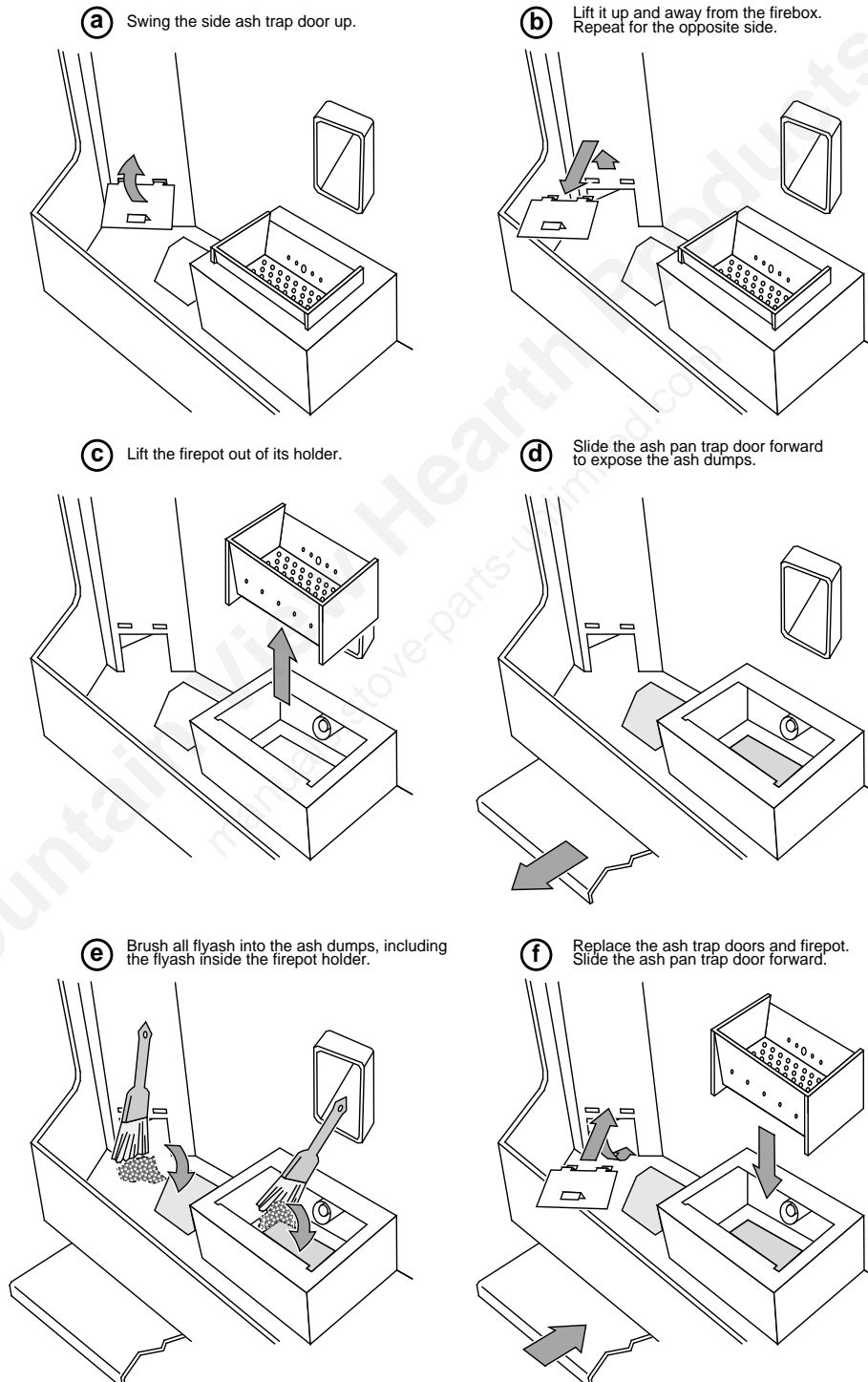
WARNING: The front of the stove becomes very hot during operation. Let the stove cool completely before conducting service.



Weekly Maintenance (or every 5 bags of pellets) - Continued**Sweep Ash Into Ashpan**

HINT: The more often you clean out the flyash, the more efficient your heater will burn.

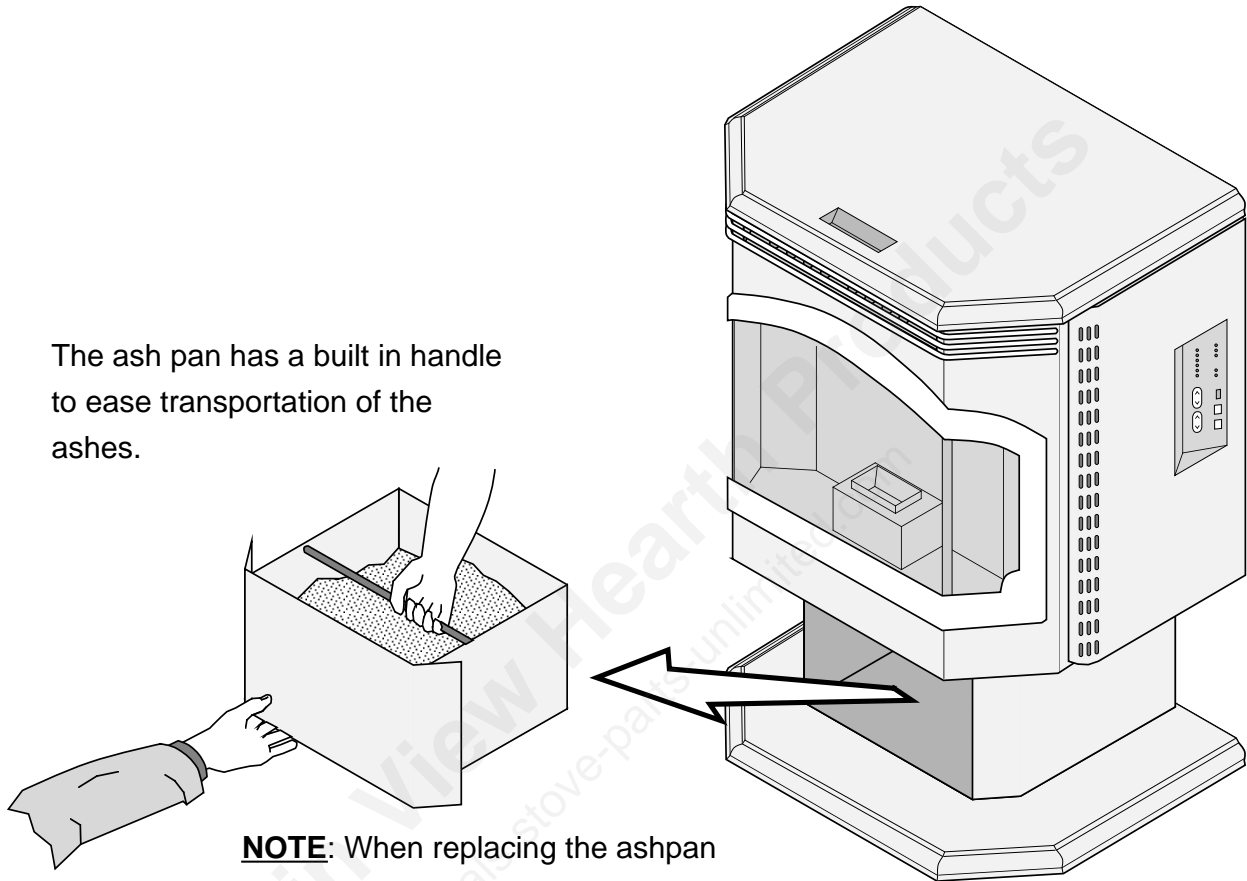
WARNING: The firebox becomes very hot during operation. Let the stove cool completely before conducting service.



Weekly Maintenance (or every 5 bags of pellets) - Continued

Check Ashpan, Dispose if necessary

The ash pan has a built in handle to ease transportation of the ashes.



NOTE: When replacing the ashpan make sure it is pushed all the way in.

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

Clean the Glass

Open the door and clean the glass with a non-abrasive glass cleaner and rag. This will increase the amount of light and heat given off by the heater.

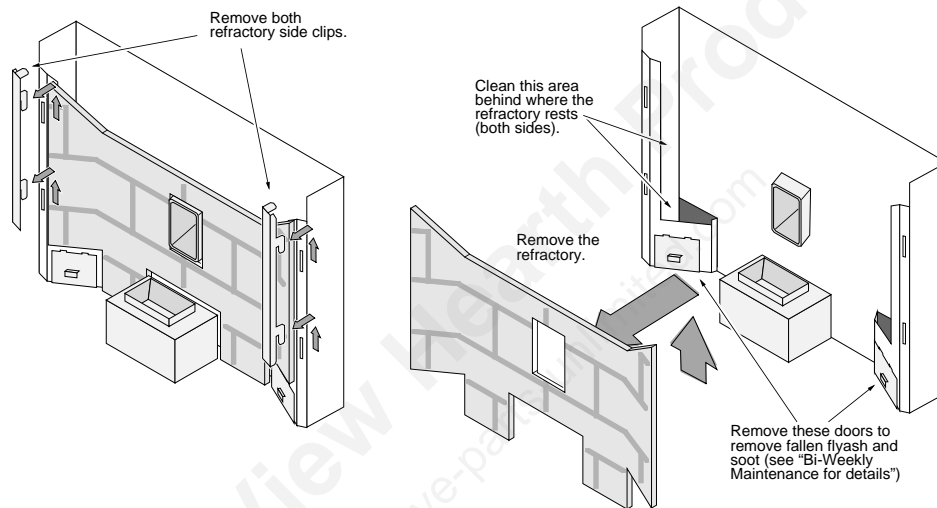
Yearly Maintenance (or every ton)

WARNING: Disconnect the power cord prior to conducting service.

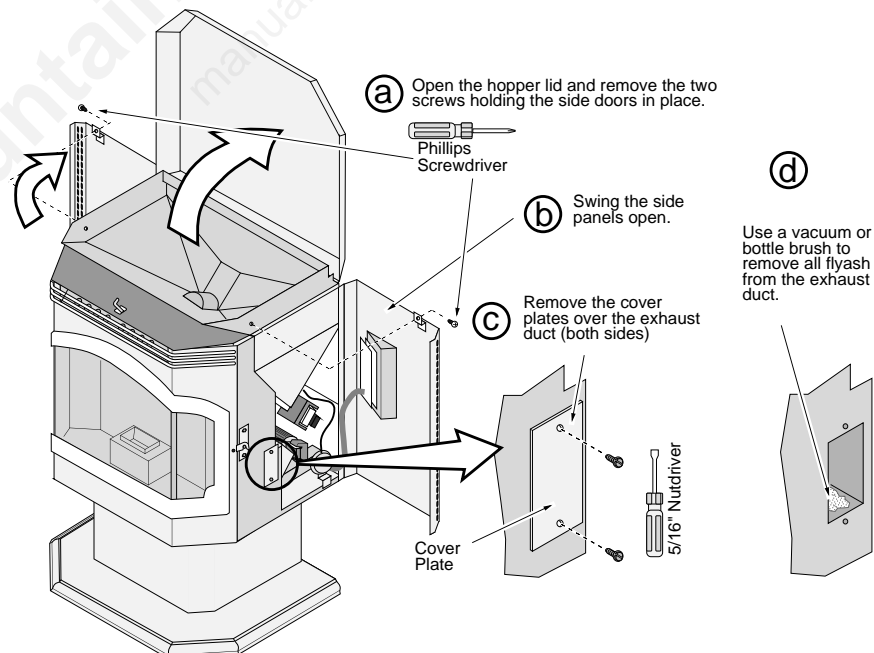
The following section details extensive maintenance procedures. We strongly suggest these items be carried out by a trained service technician, possibly by a service agreement set up with your dealer.

Soot and Flyash: Formation and Need for Removal – The products of combustion will contain small particles of flyash. The flyash will collect in the exhaust venting system and restrict the flow of the 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. The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

Clean the Vertical Exhaust Duct (the stove must be cool and unplugged)

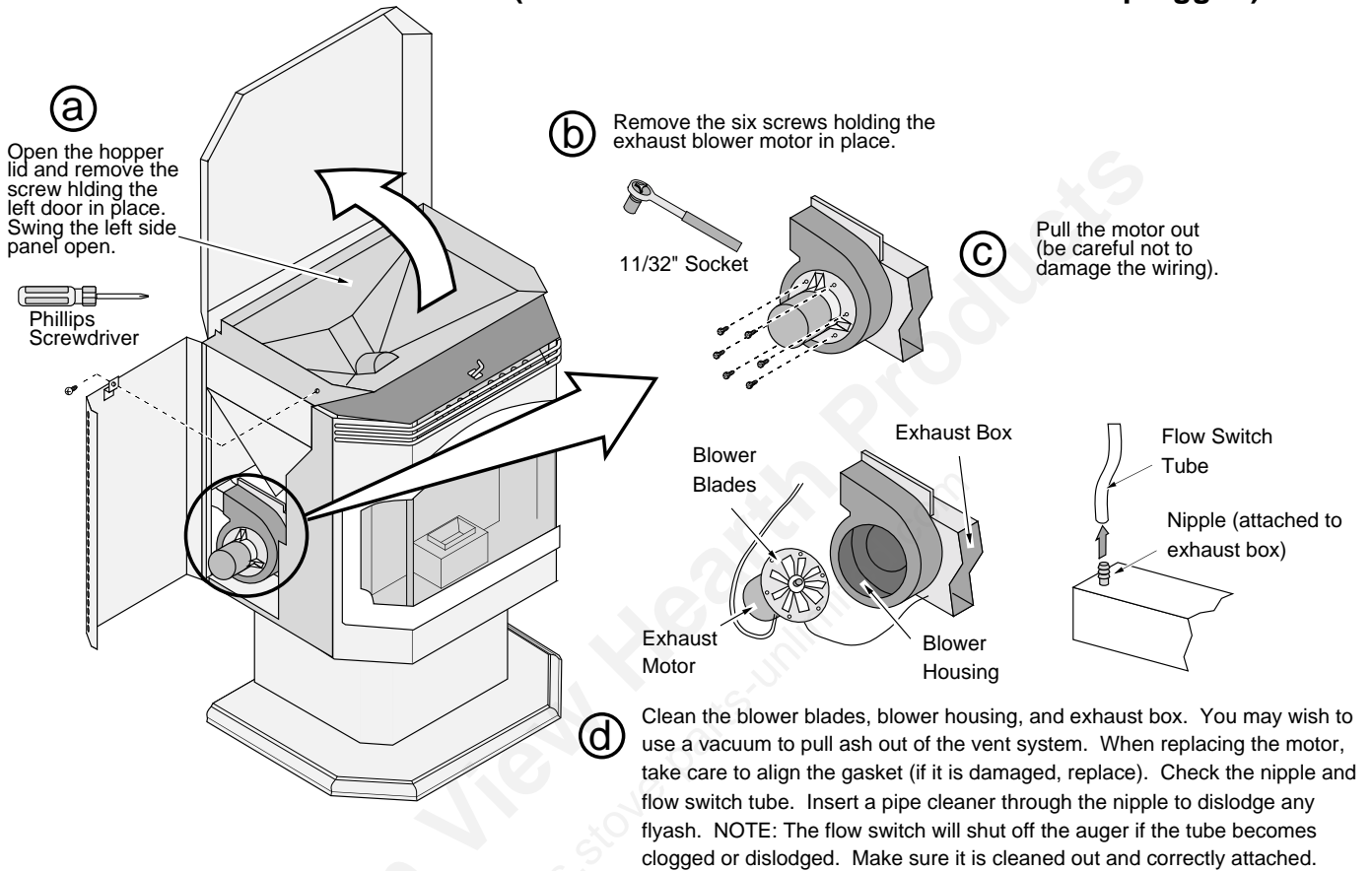


Clean the Exhaust Duct (the stove must be cool and unplugged)

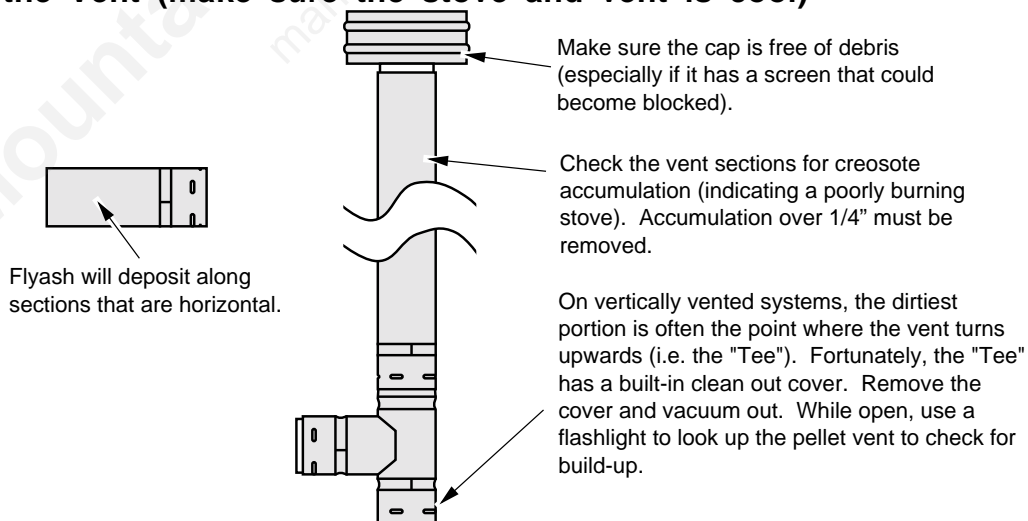


Yearly Maintenance (or every ton) - Continued

Clean the Exhaust Blower (make sure the stove is cool and unplugged)



Clean the Vent (make sure the stove and vent is cool)

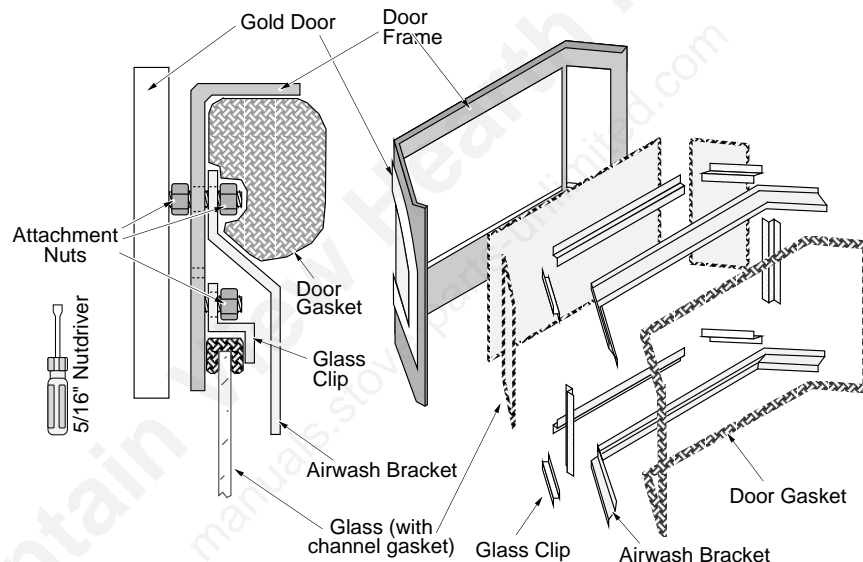


Warning: Whenever any portion of the pellet vent is disconnected, the joints must be sealed with RTV 500° F. silicone sealant.

Yearly Maintenance (or every ton) - Continued

Check for Air Leaks Around the Door, Glass, and Ashpan

- ! Air leaks into the firebox will decrease the stove's performance greatly, leading to excessive sooting, inefficient burning, and perhaps a malfunction.
- Test the door seal by shutting the door on a dollar bill in various locations. If the bill can be easily slid out, air may be leaking around the door seal – inspect the door gasket and door catch carefully.
- Inspect the door gasket to make sure it is fully attached. Use stove gasket cement to re-attach if necessary. If the door gasket is worn or flattened, replace.
- Check the door to make sure it latches correctly. Slight adjustments can be made to the door catch if necessary (do not over-tighten this catch, an over-tightened catch will damage the door). The latch should engage with a slight amount of resistance, yet not be difficult to engage.
- If the glass is cracked, replace. The glass is held in place by glass clips that are underneath the airwash brackets. See the illustration below for details.
- Remove the ashpan and inspect the gasket around the perimeter of the ashpan. Re-attach, or replace the gasket if necessary.



Replacement Parts

Air Control Restrictor	93005061	Draft Flow Tubing	99300164
Ash Door, Dump Plate	93005051	Exhaust Adapter, Pellet, Vertical	99300137
Ash Dump Seal Plate	93005052	Exhaust Blower Gasket (Between Blower & Stove)	90-0392
Ashpan, Pellet	93005050	Fuse Holder, Pellet	99300570
Ashtrap Clean Out Doors	93005054	Fuses, Pellet, 5-Amp, Pkg Of 5	93-0695
Auger Assembly, Complete	93005092	Gasket, Exhaust Blower (Between Motor & Housing)	99300135
Auger Bushing, Lower, With Plate	93005094	Glass, Pellet, Front	93005080
Auger Bushing, Upper, With Plate	93005093	Glass, Pellet, Side	93005081
Auger, Flight Only	93005091	Grill, Pellet, Black	93005035
Auger Motor	90-0191	Handle, Hopper Lid	93005040
Blower, Convection	98900755a	Hinge Plate Assembly	93005082
Blower Convection, Mounting Grommets	93005017	Hopper Lid, Pioneer (Heritage Bay PS)	93005032
Blower, Convection, Mounting Plate	93005016	Ignitor	99300148
Blower, Exhaust	90-0391	Manual, Her. Bay Ps 1997	93508050
Brush, Pellet Stove, Bottle Brush Style	93005531	Motor Stop, 1997 Pellet Stove & Insert	93005095
Brush, Pellet Stove, Broom Style	93005530	Outside Air Kit	99200136
Burn Pot, Pellet, Removable	99300170	Pedestal Assembly	93005033
Control Board, Pellet, Electronic	250-00011	Shell, Pioneer (Heritage Bay PS), Left Side	93005030
Door Gasket, Pellet	93005085	Shell, Pioneer (Heritage Bay PS), Right Side	93005031
Door, Pioneer (Her. Bay PS), Complete	99300208	Snap Disk, 120 Degree - 2 Prong	98900720
Door Key	93005010	Snap Disk, 1997 Pellet, Ceramic, 120 Degree	100-00232
Door Latch Hook	93005011	Snap Disk, Pellet, Hopper, 200 Deg.	91-1791
Door Roller Plate Assembly	93005012	Wiring, Electric Power Cord	93005015
Draft Flow Switch	93005060	Wiring Harness	250-00017

Exhaust Blower

The flow of exhaust gases may create a low-pitched hum. This sound will change as the FEED RATE is altered.

Auger Motor

When feeding pellets, you may hear the intermittent buzz of this motor running.

Heat Exchanger Tubes

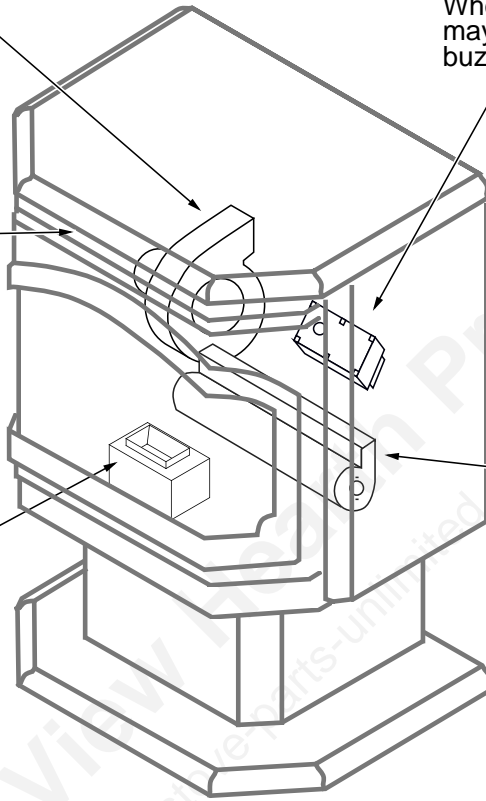
You may hear the heated air being forced through these tubes by the convection fan.

Convection Fan

The modern high efficiency fan may produce a low hum, particularly on "HIGH". This sound will change as the FAN dial is turned.

Firepot

As pellets are fed into the firepot, a light clicking sound may be heard.



WARNING - DO NOT REMOVE OR COVER THIS LABEL

Warnock Hersey

Listed Pelletized
Solid Fuel Burning Appliance
Also for Use in Mobile Homes
Model: Heritage Bay PS

Serial No: XXXXXXXXXX

Report No. 476-1407-00 (May, 1997)

Tested to: UL 1482/ULC S627/CSA B366.2/ASTM E 1509-95

Maximum Input Rating: 3.5 lbs (1.60kg)/hr

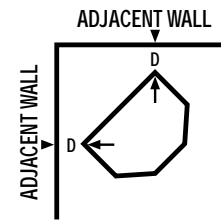
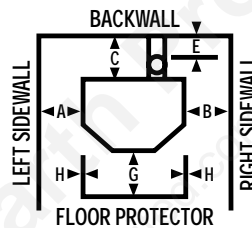
Electrical Rating: 115V, 60Hz, 3 Amp

This pellet fired appliance has been tested and listed for use in manufactured homes in accordance with Oregon Administrative Rules 814-23-900 through 814-23-909.

Install and use only in accordance with the manufacturer's installation and operating instructions. Contact local building or fire officials about restrictions and installation inspection in your area. Use only listed 3 in./75 mm or 4 in./100 mm diameter listed type "L" Vent complete with components. See manufacturer's installation instructions for precautions required for passing a vent through a combustible wall or ceiling. Do not connect this appliance to a vent serving another appliance.

Minimum Clearance to Combustible Materials (Measured to Stove Top)

	Interior Vertical Flue Installation	Horizontal Through the Wall Installation
Left Sidewall	A 9"	9"
Right Sidewall	B 9"	9"
Backwall	C **	3"
Corner	D 2"	2"
Flue Vent	E 3"	3"



Maximum alcove depth 48 in/1220 mm, min ceiling height 60 in/1525 mm.

Combustible floor must be protected by a non-combustible material, extending to the front (G) 6 in/150 mm and to the sides (H) 0 in/0 mm.

** This dimension will vary depending on brand of listed type "L" vent. See manual for details.

For use with 1/4 in/6 mm to 5/16 in/7 mm diameter pelletized wood fuels only.

Replace glass only with 5 mm ceramic glass.

Do not route power cord beneath heater. The space beneath the heater must not be obstructed. Outside combustion air is mandatory for mobile home installation. Do not obstruct combustion air openings. Operate only with viewing door and ash removal tray tightly closed. Keep all furnishings well away from heater.

Mfg. by TRAVIS INDUSTRIES, INC.
10850 117th PI N.E.
Kirkland, WA 98033

Lopi



CAUTION: HOT WHILE IN OPERATION. DO NOT TOUCH. CONTACT MAY CAUSE SKIN BURNS. KEEP FURNISHINGS AND COMBUSTIBLE MATERIAL A CONSIDERABLE DISTANCE AWAY. SEE NAMEPLATE AND INSTRUCTIONS. DO NOT OVERFIRE. IF HEATER OR CHIMNEY CONNECTOR GLOWS, YOU ARE OVERFIRING. INSPECT AND CLEAN CHIMNEY AND CONNECTOR FREQUENTLY. UNDER CERTAIN CONDITIONS OF USE, CREOSOTE BUILDUP MAY OCCUR RAPIDLY. DO NOT OVERFIRE. IF UNIT SHUTS DOWN OFTEN YOU ARE OVERFIRING.

TYPE OF FUEL: PELLETTIZED WOOD FUEL ONLY.

To register your TRAVIS INDUSTRIES, INC. 7 Year Warranty, complete the enclosed warranty card and mail it within **ten (10)** days of the appliance purchase date to: TRAVIS INDUSTRIES, INC., 10850 117th Place N.E., Kirkland, Washington 98033. TRAVIS INDUSTRIES, INC. warrants this appliance (appliance is defined as the equipment manufactured by Travis Industries, Inc.) to be defect-free in material and workmanship to the original purchaser from the date of purchase as follows:

Years 1 & 2 - COVERAGE: PARTS & LABOR

Firebox Assembly:

Firepot, Firepot Holder, Ash Cleanout Doors, Ashbox or Ash Dump, Cast Fireback, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

Auger Assembly

Auger Flight, Auger Tube, Auger Bushings

Ceramic Glass

Glass (breakage from thermal shock)

Igniter System

Igniter, Igniter Leads

Electrical System

Auger Motor, Convection Blower, Exhaust Blower, Circuit Board, Snap Disks, Wiring Harness, Vacuum Switch

Accessories

Panels, Legs, Pedestal, Gold Trim, Ceramic Log with Log Shelf, Gold Door (See # 9 below)

Re-Installation Allowance

In cases where heater must be removed from home for repairs, a partial cost of re-installation is covered (pre-authorization required)

One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

Exclusions: Paint, Gasketing

Years 3 Through 5 - COVERAGE: PARTS & LABOR

Firebox Assembly:

Firepot, Firepot Holder, Ash Cleanout Doors, Ashbox or Ash Dump, Cast Fireback, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

Auger Assembly

Auger Flight, Auger Tube, Auger Bushings

One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

Exclusions: Paint, Gasketing, Ceramic Glass, Igniter System, Electrical System, Accessories (panels, legs, pedestal, gold trim, ceramic log, gold door), Re-Installation Allowance

Years 6 & 7 - COVERAGE: PARTS ONLY

Firebox Assembly:

Firepot, Firepot Holder, Ash Cleanout Doors, Ashbox or Ash Dump, Cast Fireback, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

Exclusions: Paint, Gasketing, Ceramic Glass, Igniter System, Electrical System, Accessories (panels, legs, pedestal, gold trim, ceramic log, gold door), Auger Assembly, Re-Installation Allowance, One-Way Freight Allowance, Labor

CONDITIONS & EXCLUSIONS

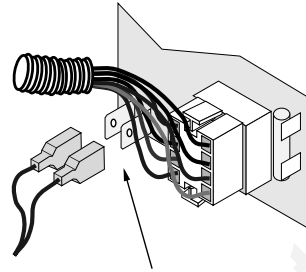
1. This new appliance must be installed by a qualified installer. It must be installed, operated, and maintained at all times in accordance with the instructions in the Owner's Manual. Any alteration, willful abuse, accident, neglect, or misuse of the product shall nullify this warranty.
2. This warranty is nontransferable, and is made to the ORIGINAL purchaser, provided that the purchase was made through an authorized Travis dealer.
3. Discoloration and some minor expansion, contraction, or movement of certain parts and resulting noise, is normal and not a defect and, therefore, not covered under warranty.
4. The warranty, as outlined within this document, does not apply to the chimney components or other Non-Travis accessories used in conjunction with the installation of this product. If in doubt as to the extent of this warranty, contact your authorized Travis retailer before installation.
5. Travis Industries will not be responsible for inadequate performance caused by environmental conditions such as nearby trees, buildings, roof tops, wind, hills or mountains or negative pressure or other influences from mechanical systems such as furnaces, fans, clothes dryers, etc.
6. This Warranty is void if:
 - a. The unit has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
 - b. The unit is subject to submersion in water or prolonged periods of dampness or condensation.
 - c. Any damage to the unit, combustion chamber, heat exchanger or other components due to water, or weather damage which is the result of, but not limited to, improper chimney/venting installation.
7. Exclusions to this 7 Year Warranty include: injury, loss of use, damage, failure to function due to accident, negligence, misuse, improper installation, alteration or adjustment of the manufacturer's settings of components, lack of proper and regular maintenance, damage incurred while the appliance is in transit, alteration, or act of God.
 - This 7 Year warranty excludes damage caused by normal wear and tear, such as paint discoloration or chipping, worn or torn gasketing, chipped or cracked firebrick, etc. Also excluded is damage to the unit caused by abuse, improper installation, modification of the unit, or the use of fuel other than that for which the unit is configured.
 - Damage to gold or nickel surfaces caused by fingerprints, scratches, melted items, or other external sources left on the gold or nickel from the use of cleaners other than denatured alcohol is not covered in this warranty.
10. TRAVIS INDUSTRIES, INC. is free of liability for any damages caused by the appliance, as well as inconvenience expenses and materials. Incidental or consequential damages are not covered by this warranty. In some states, the exclusion of incidental or consequential damage may not apply.
11. This warranty does not cover any loss or damage incurred by the use or removal of any component or apparatus to or from the Travis appliance without the express written permission of TRAVIS INDUSTRIES, INC. and bearing a TRAVIS INDUSTRIES, INC. label of approval.
12. Any statement or representation of Travis products and their performance contained in Travis advertising, packaging literature, or printed material is not part of this 7 year warranty.
13. This warranty is automatically voided if the appliance's serial number has been removed or altered in any way. If the appliance is used for commercial purposes, it is excluded from this warranty.
14. No dealer, distributor, or similar person has the authority to represent or warrant Travis products beyond the terms contained within this warranty. TRAVIS INDUSTRIES, INC. assumes no liability for such warranties or representations.
15. Travis Industries will not cover the cost of the removal or re-installation of hearths, facing, mantels, venting or other components.
16. If for any reason any section of this warranty is declared invalid, the balance of the warranty remains in effect and all other clauses shall remain in effect.
17. This 7 year warranty is the only warranty supplied by Travis Industries, Inc., the manufacturer of the appliance. All other warranties, whether express or implied, are hereby expressly disclaimed and purchaser's recourse is expressly limited to the warranties set forth herein.

IF WARRANTY SERVICE IS NEEDED:

1. If you discover a problem that you believe is covered by this warranty, you MUST REPORT it to your Travis dealer WITHIN 30 DAYS, giving them proof of purchase, the purchase date, and the model name and serial number.
2. Travis Industries has the option of either repairing or replacing the defective component.
3. If your dealer is unable to repair your appliance's defect, he may process a warranty claim through TRAVIS INDUSTRIES, INC., including the name of the dealership where you purchased the appliance, a copy of your receipt showing the date of the appliance's purchase, and the serial number on your appliance. At that time, you may be asked to ship your appliance, freight charges prepaid, to TRAVIS INDUSTRIES, INC. TRAVIS INDUSTRIES, INC., at its option, will repair or replace, free of charge, your appliance if it is found to be defective in material or workmanship within the time frame stated within this 7 year warranty. TRAVIS INDUSTRIES, INC. will return your appliance, freight charges (years 1 to 5) prepaid by TRAVIS INDUSTRIES, INC., to your regional distributor, or dealership.
4. Check with your dealer in advance for any costs to you when arranging a warranty call. Dealers may require you to pay a service or trip charges for any warranty work. This charge can vary from store to store.

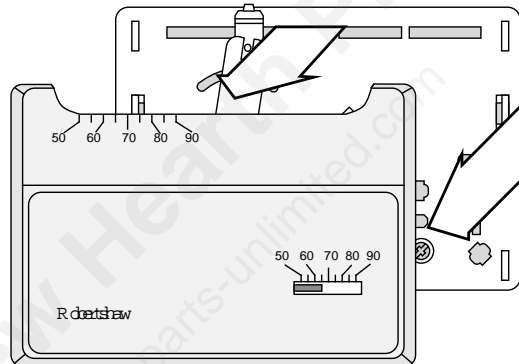
Thermostat (Part # 99300650)

- ! Do not connect 120 VAC to the thermostat circuit of this heater (do not use a household thermostat used for a wall-board or other electrical heater).

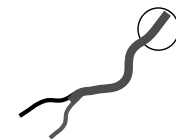


Attach the quick-connects to the two posts near the molex connector on the circuit board (orientation does not matter).

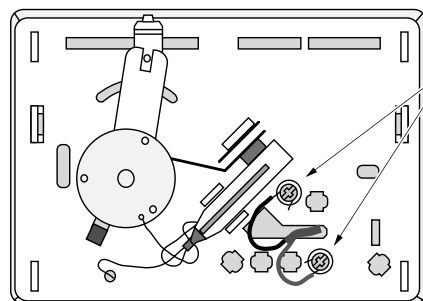
- 1 Attach the thermostat wire to the circuit board (see the illustration to the right). Route the wire through the back of the heater (away from any hot or moving components).
- 2 Determine a location for the thermostat that is within range of the 20' length of thermostat wire. It should be centralized in the room and away from the heater. The wire may be routed externally on the wall or behind the wall (preferred).
- 3 Follow the directions to the right to attach the thermostat and thermostat wires.



Pull the cover off the thermostat

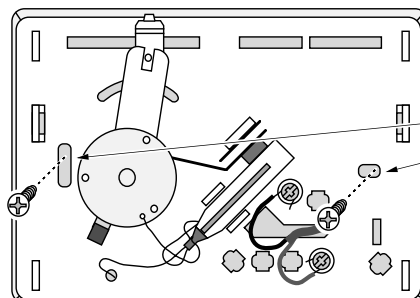


Run the thermostat wires through the wall (cut off excess wire, leaving 6" of slack).



Expose 1/2" of wire and attach to these two posts.

Standard Screwdriver



Attach the thermostat to the wall through these two holes.

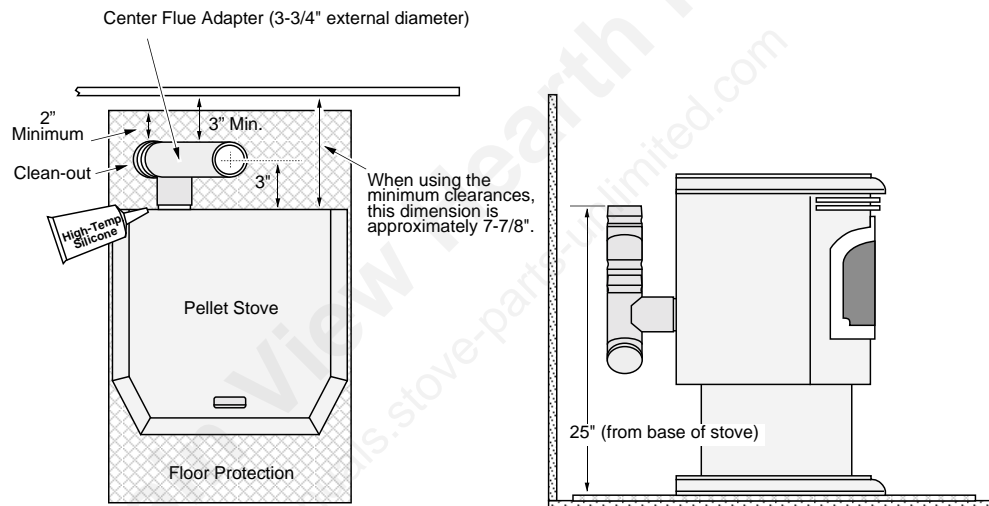
Center Flue Adapter (Part # 99300137)

The center flue adapter centers the flue and has a short "tee". This positions the vent closer to the stove than a normal "tee", allowing for tighter installations and easier access.

- **The adapter is made by Simpson Duravent®. Use Simpson Duravent® vent for the entire system.**

Hint To ease cleaning of the "tee", we recommend the use of the twist-on cap manufactured by Simpson Duravent® (part number 3067A). This component replaces the cap on the "tee" and allows access to the cleanout without tools.

- 1) The center flue adapter has two pieces: a custom "tee" and a 45° elbow. The 45° elbow, which centers the vent, is not required (proceed to step 2 if not using). Before installing, remove the elbow, apply high-temperature silicone to the pipe joint and attach the elbow to the "tee" so the elbow bends upwards when attached. Use three screws (use self-drilling "zip " or metal screws) to secure these two pieces together.
- 2) Apply high-temperature silicone to the "tee" pipe joint where it connects to the stove. Use three screws (use self-drilling "zip " or metal screws) to secure the "tee" to the stove.



Remote Thermostat

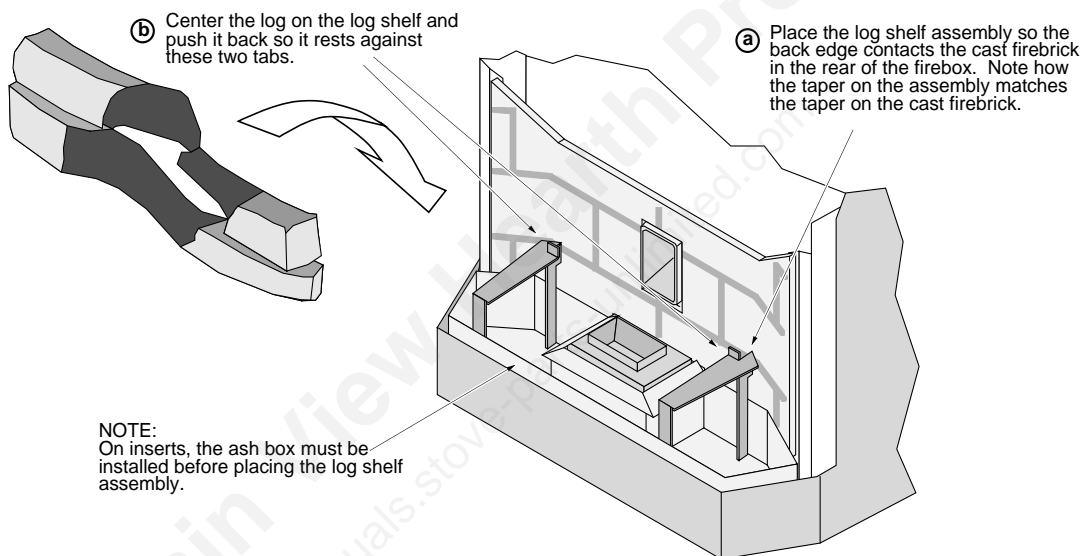
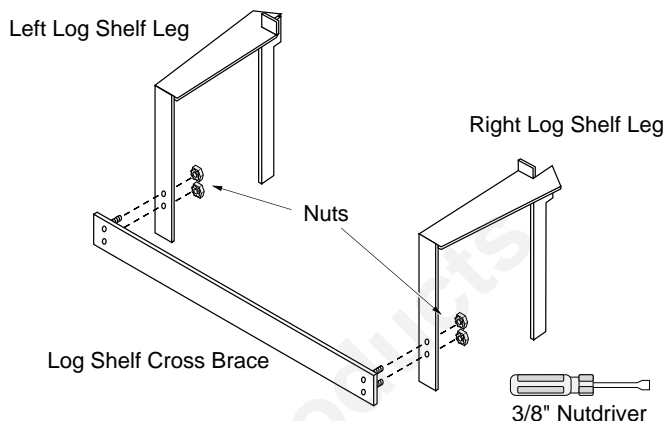
- Follow the instructions included with the remote thermostat for installation.

Using the Remote Thermostat

The remote thermostat has a 1 to 2 minute lag time between the time the thermostat is turned up and the heater turns on. Included with the remote thermostat is a set of instructions that details the operating characteristics of this optional component.

Optional Log (Part # 98900126)

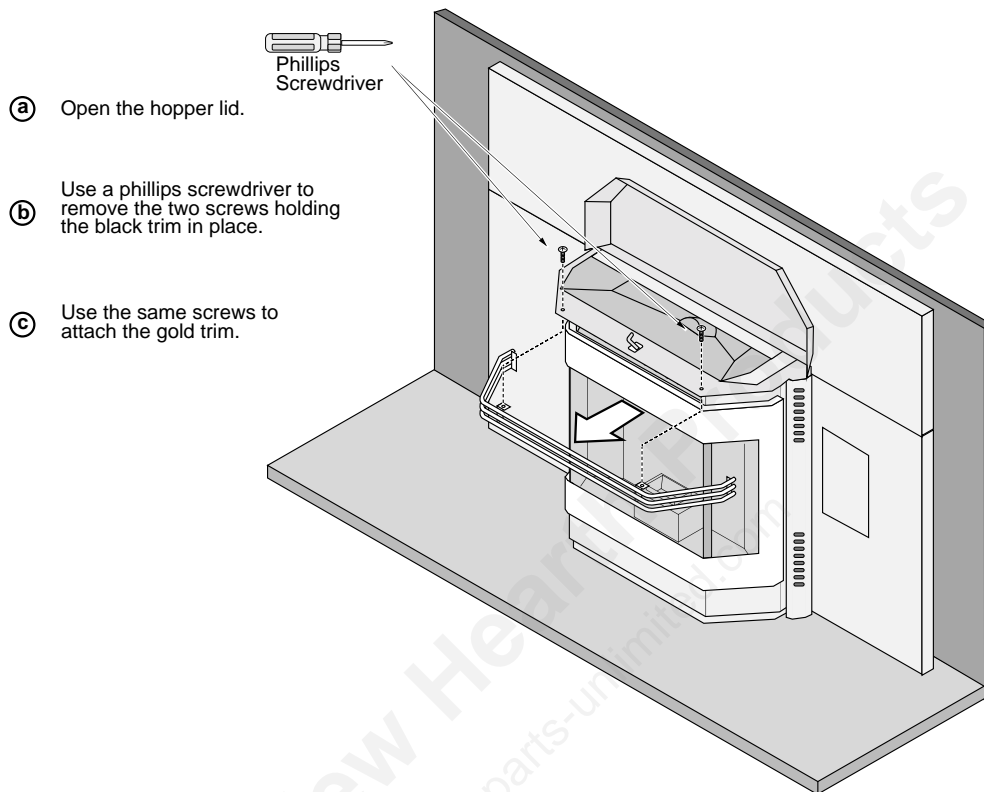
- ! Make sure the heater has fully cooled before installation.
- 1 Open the door (see the instructions included with the owner's manual).
- 2 Attach the two log shelf legs to the cross brace with the four included nuts. Make sure to use the correct leg for each side.
- Install the log shelf assembly and log following the directions below.



When in place, the log should appear as shown in the photograph to the right.



Optional Gold Grill (part # 93005034)

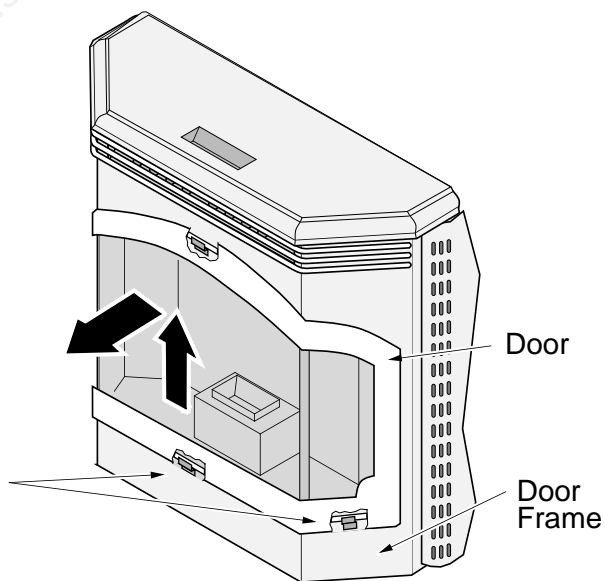


Optional Gold Door (part # 99300219)

Remove the door by sliding it up and off the door frame.

Slide the new door onto the door frame.

HINT: align the bottom joggle clips over the brackets on the door and slide into place. Then lift up slightly on the door to attach the upper clip. The door is held in place with 4 joggle clips.



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