

# INSTALLATION & OPERATION MANUAL FOR PELLET UNITS

**MODEL NUMBERS:** 25-PDV, 55-SHP22, 25-PDVP, 55-SHP15  
25-PI, 55-SHP20 & US 25-5670

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

Thank you for purchasing this product from a fine line of heating equipment. Each of our units is constructed from the highest quality materials and built by craftsmen who truly take pride in their workmanship. The stove you have purchased is a new generation pellet heating appliance, so proper installation is very important. We wish you many years of safe heating pleasure with your new heating appliance.

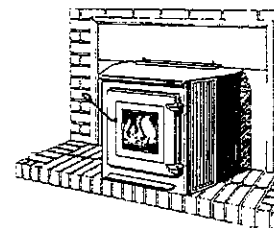
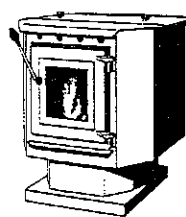
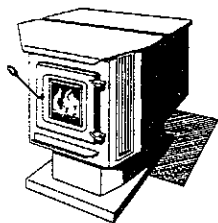
**CAUTION:** These units must be installed in accordance with these instructions and must comply with your local building and fire codes. Please read this entire manual before installation and use of this pellet fuel burning room heater. Keep children, furniture, fixtures and all combustibles away from any heating appliance.

**WARNING:** USE OF OUTSIDE AIR IS MANDATORY WITH THIS UNIT.  
**READ THESE INSTRUCTIONS CAREFULLY AND SAVE THEM FOR FUTURE REFERENCE.**

The freestanding pellet units are approved for mobile home or doublewide installation with outside combustion air hook-up. **CAUTION:** The structural integrity of the mobile home floor, wall and ceiling/roof must be maintained. Do not install in a bedroom. Mobile home installation should be in accordance with the Manufactured Home and Safety Standard (HUD), CFR 3280, Part 24.

## →SAFETY NOTICE←

**FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH. FOR YOUR SAFETY AND PROTECTION, FOLLOW ALL THE INSTALLATION INSTRUCTIONS. CONTACT YOUR LOCAL BUILDING OR FIRE OFFICIALS FOR RESTRICTIONS AND INSTALLATION INSPECTIONS IN YOUR AREA.**  
Note: If the unit is a pellet insert, refer to the rear of this manual for the operation and installation instructions.



25-PDV/55-SHP22———25-PDVP/55-SHP15/US25-5670—— 25-PI/55-SHP20

# **IMPORTANT INFORMATION**

1. Check local installation codes for your area.
2. Read and comply with the instructions in this manual.
3. This unit should be tested (dry run) before loading pellets.
4. Your stove is designed to burn Premium Hardwood Pellets. Pellets with a high ash content will burn dirty and require the stove to be cleaned more often.
5. Be sure your pellets are not damp or wet. Keep sawdust and fines out of the unit.
6. Use three-inch (3") PELLET VENT PIPE when installing this stove and follow the manufacturer's specifications for installation and clearances. Even though the pipe interlocks, it is a good idea to seal all connections with high temperature silicone.
7. Outside combustion air is mandatory for these units to work properly. Make this connection using a one and two-inch diameter PVC pipe and coupler. The outside end should be covered (screened) to prevent any foreign matter from entering the system.
8. Regularly inspect the burn pot area and, if any crust forms, remove it with a poker.
9. The ash in the burn pot should be removed regularly, depending on your burn rate. The area to the right and left of the burn pot is for ash storage; keep the air holes in the burn pot clean for a more efficient burn. Check your exhaust system frequently.
10. Keep pellets and all other combustible materials a safe distance from the stove.
11. This stove will require floor protection if installed on a combustible surface. The minimum floor protector for this unit is 36" x 36" which should give you three inches (3") of protection at the rear and each side, and six inches (6") minimum in the front of the unit.
12. Horizontal runs should not exceed four feet (4') with a maximum vertical flue height of thirty five feet (35'). At fifteen feet (15') the pipe should be increased to four inch (4") pellet vent pipe.
13. This unit should be turned off and allowed to cool prior to cleaning. Any ashes should be kept in an airtight metal container and not disposed of until they are completely cooled.
14. Read the instructions thoroughly and save them for future reference.

## UNIT PREPARATION

Some dealers will prepare your unit for operation and even “dry run” it before delivery. If this has not been done, you can follow the steps as listed below.

1. Open the hopper lid and remove the spring handle and two hopper lid latches.
2. Attach the spring handle to the door by turning it counter-clockwise.
3. Attach the hopper lid latches as shown in the diagram on page 12 at the rear of this manual.
4. Test your 110-volt outlet for current and then plug in the unit (**We highly recommend a surge protector for our pellet units**).
5. It is important to note that this stove is equipped with a dual auger system. The top auger runs intermittently and drops pellets to the bottom auger; the bottom auger runs constantly and simply pushes pellets forward to the burn pot. The control board setting determines the top auger feed rate.
6. This stove has a digital read-out control board and is started by pushing the “ON” touch pad. This will immediately start the upper auger, lower auger and exhaust blower. The room air blower will start later when the stove reaches the pre-set blower temperature (see “Control Board” diagram for further explanation).
7. Check to be sure both augers and the exhaust blower are operating before connecting it to the flue system.

## FLUE SYSTEM

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

This unit is equipped with a negative draft system that pulls combustion air through the burn pot and pushes the exhaust air out of the dwelling. If it is connected to the flue system other than the way explained in this manual it will not function properly. **The manufacturer will not be held responsible for damage caused by the malfunction of a stove due to improper installation.**

### Pellet Vent Pipe

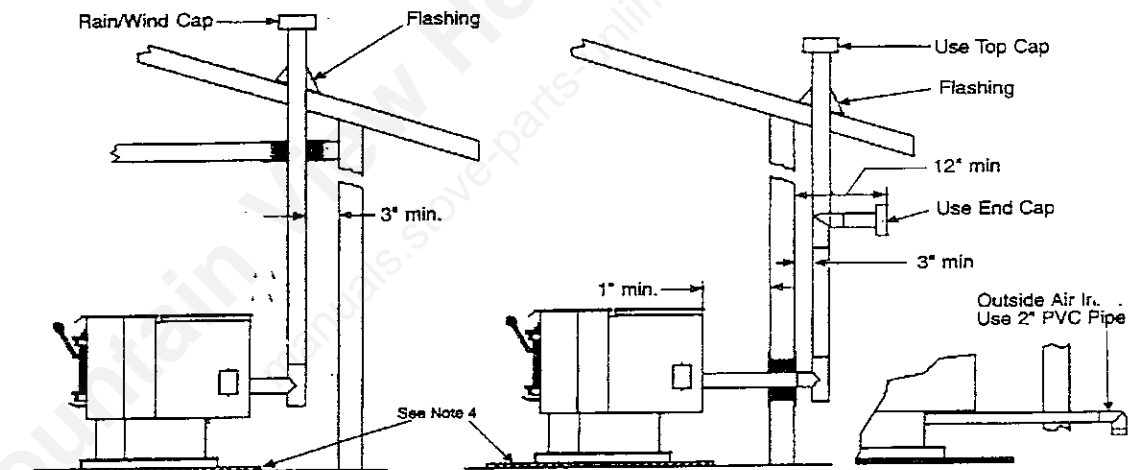
The UL approved pellet vent pipe is a twist lock system, however, it is still recommended that high temperature silicone be used at each joint. Do not use “B” vent gas pipe or galvanized pipe with this unit. The pellet pipe is designed to disassemble for cleaning and should be checked several times during the burning season -- pellet vent pipe is not furnished with the unit and must be purchased separately. **Do not install a flue damper of any kind in this system, and do not connect this unit to a flue system serving another heating appliance.**

## Through the Wall

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

A wall strap should be placed just below the last elbow to make the system more stable. If you live in an area that has heavy snowfall, it is recommended the installation be taller than three feet (3') to get above the snowdrift line. This installation is only recommended for outside walls made of noncombustible materials such as brick or stone. The same installation can be used if your stove is below ground level by simply adding the clean-out section and vertical pipe inside until ground level is reached. In this installation you should be careful of the snowdrift line, as well as dead grass and leaves.

The through-the-wall installation is the least expensive and simplest installation. Never terminate the end vent under a deck, in an alcove, under a window or between two windows.



### Note:

1. If 3" flue pipe exceeds 15' in length, then increase to 4" flue pipe for remaining flue connections.
2. Total flue length should not exceed 35'.
3. Horizontal run not to exceed 4'.
4. Floor protector required, min. size 36" x 36".

## Through the Ceiling

When venting the stove through the ceiling the pipe is connected the same, as through the wall, except the clean out tee is on the inside of the house. You must use the proper ceiling support flanges and roof flashing supplied by the pipe manufacturer -- Note: Follow the pipe manufacturer directions and the illustration in this manual. It is important to note that if your vertical runs of pipe are more than fifteen feet (15') feet at this point, the pellet vent pipe should be increased to four inches (4") in diameter. Do not exceed

exceed four feet (4') of pipe on a horizontal run and attempt to use the least number of elbows in the flue system. If an offset is used it is better to install a 45-degree elbow whenever possible.

### **Existing Flue System**

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

### **Outside Combustion Air**

Outside air is mandatory for this unit to operate properly. This unit has been designed and tested with this connection, because so many homes are airtight and there is not adequate combustion air available inside the dwelling. The air intake pipe is located on the bottom side of the burn pot (from the rear) and measures two inches (2") in diameter. The connection can be made with a PVC (2") coupler and pipe, and should exit through the wall or floor. The outside end of the pipe should be covered (screened) to prevent foreign matter from entering the system; if the unit is located below ground level, you will need to run the PVC pipe up and then outside the dwelling.

## **FLOOR AND WALL PROTECTION**

### **Floor Protection**

If your floor is constructed of a non-combustible material such as brick or concrete there is no need for floor protection. If the floor is constructed of a combustible material such as hardwood, linoleum, or carpet, then you will be required to use floor protection between the unit and the combustible. The protection should be U.L. approved or equal, and should be large enough to provide a minimum of three inches (3") inches behind and on both sides of the stove. The clearance in front of the stove should be at least six inches (6"). This freestanding pellet unit will need a 36" x 36" floor protector.

### **Wall Protection**

From the rear and the sides of the hopper only one inch (1") of clearance is required to paneling, wallpaper or drywall. There should be at least six inches (6") of clearance to a combustible on the sides of the firebox -- additional wall protection is normally not necessary with this type unit.

## OPERATING INSTRUCTIONS

**CAUTION: DO NOT OPERATE WITH THE DOOR OPEN; OPEN DOOR ONLY WHEN LIGHTING.**

This stove has an induced draft system and is designed to operate continuously, as frequent shutdown is not required. The digital control board operates the unit with a time relay-delay system; this system controls the top auger feed rate by operating for a predetermined number of seconds while the bottom auger runs constantly. The setting of the heat range touch pad will control the heat output and the amount of pellets the unit will burn. Note: This stove is using solid fuel and will not restart automatically.

### Horizontal Feed System

This unit has a top and bottom auger that are separated by four inches (4") and 1-rpm motors drive each auger. The top auger drops pellets to the bottom auger tube, and the bottom auger pushes the fuel forward to the burn pot. This assures there is no build-up of fuel in the bottom auger tube. As pellets enter the burn pot the combustion air is drawn across and through the fuel.

### START- UP PROCEDURE

**Note:** The operation of this unit should be checked (dry run) prior to starting this procedure.

1. Be sure the hopper is clean and free of foreign materials.
2. Load about one half (1/2) bag of pellets into the hopper and place a handful in the burn pot, then spread a small amount of fire starter over the handful of pellets in the burn pot and ignite the pellets. Wait a few minutes prior to closing the door on the unit.
3. If for some reason the unit does not come on after pressing the "ON" touch pad the cord should be disconnected for two to three minutes. After this, the control board should reset and can be started again. If you have any further problem call your dealer or the factory.
4. Check to be sure the flame is sustaining itself and is increasing as it involves the fuel bed. If the flame goes out the procedure should be repeated

**Recommended fire starter materials:** Wax-impregnated wood chips, cardboard cubes or liquid fire starter designed for pellet stoves. **Never use kerosene, gasoline, diesel fuel or any other flammable liquid to start the fire.**

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

**Cold Start:** In a cold start situation, the unit should be operated at a "5" or higher setting until the room air blower begins to operate. This blower will start based on the temperature reading of the heat sensor (see "Control Board").

## SHUT DOWN PROCEDURE

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

Press the "OFF" touch pad to put the stove in the shut down mode. At this time the red light above the pad will illuminate. When this pad is touched the top auger will instantly stop feeding pellets to the bottom auger tube, but the room air blower, exhaust blower and bottom auger will continue to operate. When the internal temperature drops to 95 degrees the room air blower will cease to operate and when the internal temperature drops to 90 degrees the bottom auger and exhaust blower will stop. The red light will now shut off and the entire stove will be shut down. The hotter the unit is operating the longer it will take for the stove to complete the shut down cycle.

**Note:** If the room temperature stays above 70 degrees the stove will remain in the shut down mode for 54 minutes, regardless of the temperature reading at the heat sensor. If the stove stays on this long and you are sure the fire is completely out, the unit can be unplugged from the outlet. After approximately ten (10) seconds, the unit can be connected to the power source and the control board will be reset.

## DAILY OPERATION

### Refueling the Unit

Always press the "OFF" touch pad before refueling. This stove has a 70 pound hopper and should be filled when the hopper level drops to three or four inches (3" or 4"). **Note:** The hopper lid will be warm therefore, you should always use some type of hand protection. Never place your hand near the auger while the stove is operating.

### Power Outage

If the power to your stove is interrupted for less than 18 minutes the unit will automatically resume operation; if the power is off longer the stove will stay off. It is very important for the stove to be vented properly, as the natural draft will help clear the smoke from the unit.

### Fire Outage

If the fire in the burn pot goes out the unit will automatically go into the shut down mode and shut down as the temperature of the stove drops.

### Fuel Outage

If the unit should run out of fuel or the pellets happen to bridge in the hopper the temperature of the heat chamber will begin to drop. When it drops to 90 degrees the unit will shut down completely.

## ASH REMOVAL AND DISPOSAL

### Daily Ash Maintenance

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

### Weekly Ash Removal

Shut the stove down by pressing the "OFF" touch pad and allowing the unit to go through the complete shut down cycle. Allow the stove to completely cool down and then remove the ashes with a scoop or a double-filtered vacuum cleaner. The ashes should be placed on a non-combustible surface or on the ground until they are completely cooled and free of hot cinders. Once the ashes are removed, the burn pot should be given a complete inspection. Remove the burn pot wear plate and check for any build-up in the front of the burn area, and clean out all air holes – if necessary, a 1/8" drill can be used to perform this task. These air holes should be kept clean, as they supply combustion air under and around the pellet fuel.

### Monthly Ash Removal

The large baffle plate (13" x 13") that hangs behind the firebox should be removed monthly by lifting up and pulling out on it. The area behind the plate should then be cleaned thoroughly and the plate placed back in the original position.

### Annual Cleaning

The stove and the flue system should be given a complete cleaning at the end of the heating season. In addition to the cleaning mentioned before, the exhaust blower should be removed and the blower tube on the stove vacuumed of any ash build up. The flue system should also be removed and cleaned of any ash that may have accumulated in the pipe.

## MAINTENANCE

**CAUTION: UNPLUG THE STOVE PRIOR TO ANY SERVICE WORK.**

**Note: To do any service on this unit the rear access sheet metal panel must be removed. Four (4) screws hold this panel to the rear of the stove.**

### Auger Motors

The auger motor and gearbox are one complete assembly (Part #PU-047040) and can be removed by disconnecting the power leads and loosening the one-fourth inch (1/4") set bolt in front of the assembly. This bolt tightens down on the flat side of the gear shaft and locks the gear shaft and auger shaft together -- once the bolt is loosened, the entire assembly will slide from the locking collar. There are two motor assemblies on the unit and both rest on a shelf when not in operation. When

replacing a motor, the assembly should always be placed on this shelf prior to starting the unit.

### **Auger Bearings and Auger Shafts**

The auger bearings (Part #PU-UCF204-12) are a sealed unit and do not require lubrication. To replace the top auger all the fuel must be removed from the hopper as well as the top auger motor assembly. Once this is done, the four (4) bolts that hold in the bearing, can be removed, followed by the complete auger assembly. Loosen the two (2) set screws with a 9/64" allen wrench, which will disconnect the bearing from the shaft -- the bearing assembly and auger assembly can be replaced by reversing this procedure. When placing the auger assemblies, in the unit, always tighten the four bolts in a diagonal manner to ensure the bearings and shafts are aligned properly. This same procedure applies to the top and bottom augers.

### **Convection Blower**

The convection or room air blower (Part #PU-4C442) is located on the left side of the unit and can be removed by disconnecting the power leads and removing the four mounting screws. Once this has been done the blower will slide out of the stove. This procedure can be reversed to install a new blower.

### **Combustion Blower**

To clean or replace the combustion (exhaust) blower (Part #PU-076002) both the power leads and the three inch (3") pellet vent pipe must be disconnected. Next, remove the four screws that hold the blower to the steel exhaust tube and slide the blower from the stove. The blower impeller, steel blower tube and blower housing should be brushed and vacuumed. Whenever the blower is removed from the unit a new gasket should be added between the blower flange and exhaust tube.

### **Gaskets**

This unit comes with a one-eighth inch (1/8") rope gasket around the door that should be replaced every two years. To replace the door gasket (PART # AC-DGKC) the old gasket must first be removed entirely -- prior to adding the new adhesive, you will have to scrape the old cement from the door channel. Once the cement and gasket have been added the door should be closed and latched for twenty-four hours to allow the cement to harden. If you are replacing the window gasket (PART #AC-GGK), the new gasket already has adhesive on one side. Remove the paper on the adhesive side and place the gasket around the outside edge of the glass by forming a "U" with your fingers and running the gasket around the glass. The door and window gasket can be ordered from your dealer or from the factory.

### **Finish**

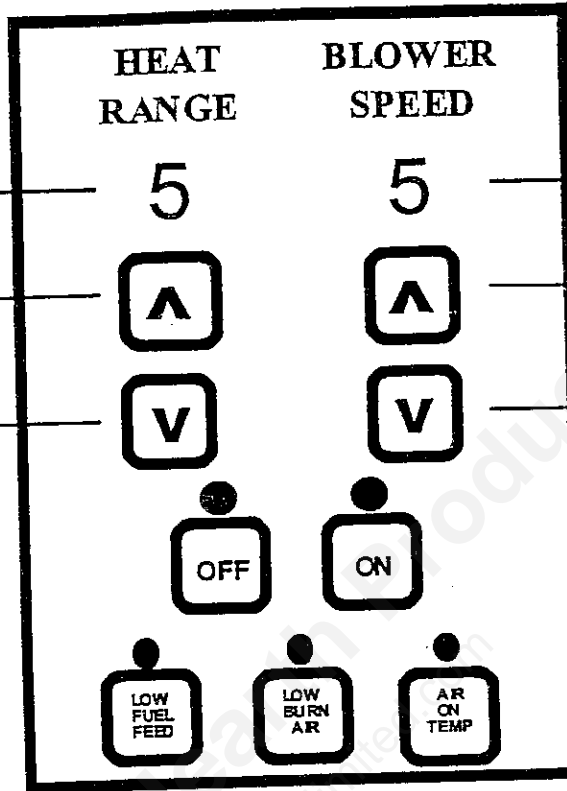
This new unit has been painted with 1200 degree Metallic Paint (Part #AC-MCSP) that will retain its original look for years. If the stove should get wet and rust spots appear, they can be removed with plain steel wool and repainted. We recommend this paint, as others may not adhere to the surface or withstand the high temperatures.

# 1998 PU-CB98 PELLET UNIT CONTROL BOARD

**LED READ OUT**  
Fuel Feed Display (Top Auger  
1= 1.5 Sec ON (12oz Fuel Feed)  
to  
9= 8 Sec ON ( 5lb Fuel Feed)

Adjustment for  
Increase Fuel Feed

Adjustment for  
Decrease Fuel Feed



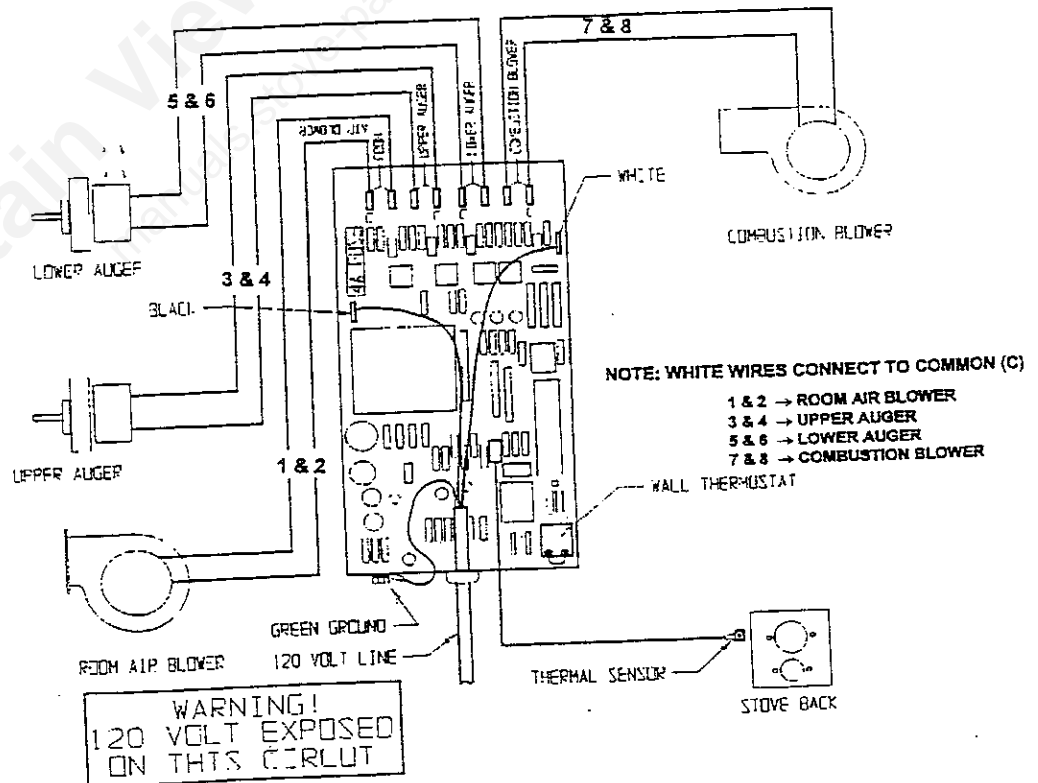
**LED READ OUT**

Room Air Blower CFM  
1= LOW  
to  
9= High

Adjustment for  
Increase Blower CFM

Adjustment for  
Decrease Blower CFM

The bottom three touch pads are preset at the factory. Do not attempt to change them without consulting a factory technician. →



The control board (Part #PU-CB98) is a new design digital read out board, which offers a wide variety of settings to operate the stove. The controls are preset at the factory and should not require any changes on start-up of the unit. This part can be removed by loosening the two outside screws and pulling the board back to the inside of the stove. The access panel on the rear of the stove should be removed prior to removing the control board.

## EXTERNAL THERMOSTAT

The use of an external thermostat is a good way to conserve fuel and achieve an even heat throughout the house. An external thermostat can be used on our pellet units as long as it is eight volts or less. After unplugging the unit, locate the jumper wire on the bottom of the control panel. The two screws should then be loosened and the jumper wire removed from the board. Next, the two thermostat lead wires should be connected at this location and the screws tightened; the jumper wire should be saved for future operation without a thermostat.

The stove will operate differently once the wall thermostat is installed – we recommend the stove control board be set at a minimum of “5” on the heat range while using a thermostat. This will allow the unit to operate on a medium setting while the thermostat is calling for heat, and drop back to a low setting when the thermostat is not calling for heat. We recommend starting the unit at a high setting so the stove will heat up faster and achieve a full operation. The room air blower will activate at the temperature setting on the board; however, the speed of the blower is a manual setting. If you have the room air blower set at medium, this is the speed at which the blower will activate. The use of an external thermostat is a good way to conserve fuel and achieve an even heat through the house.

## ACCESSORY ITEMS

There are accessory items available for your stove. These accessories can be added to your unit at anytime; however, let the stove cool down before adding the items if you purchase them after burning the stove.

### **AC-101-PU (SH-101-PU) Brass Lip Trim**

There are two pieces of J-Channel trim in this kit that snap onto the top front edge and the ash lip edge of the stove. Match the channel with the correct edge, then remove the protective covering from the trim and force the pieces on the edges. They should stay in place but stove cement can be used to secure them if necessary.

### **AC-106-P (SH-106-P) Brass Window Trim**

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

Note: Accessories can be ordered by your dealer or from the factory.

## REPLACEMENT PARTS LIST FOR PELLET UNITS

AC-GGK	Glass Gasket Kit
AC-DGKC	Door Gasket Kit
AC-112	Brass Louvers (Deluxe Freestanding Only)
AC-113	Brass Louvers (Pellet Insert Only)
AC-G9	9" x 9" Glass (With Gasket)
AC-SH	Door Spring Handle
AC-MCSP	High Temperature Charcoal Paint
PU-047040	1 RPM Auger Motor Assembly
PU-BP96	Burn Pot Assembly
PU-076002	Combustion (Exhaust) Blower
PU-4C442	Convection (Room Air) Blower
PU-AF6T	Top Auger Shaft With Flighting
PU-AF13B	Lower Auger Shaft With Flighting
PU-103-50	Hopper Lid Latch (Freestanding Only)
PU-UCF204-12	Auger Bearing
PU-2X570	3/4" Locking Collar
PU-CB98	Digital Control Board

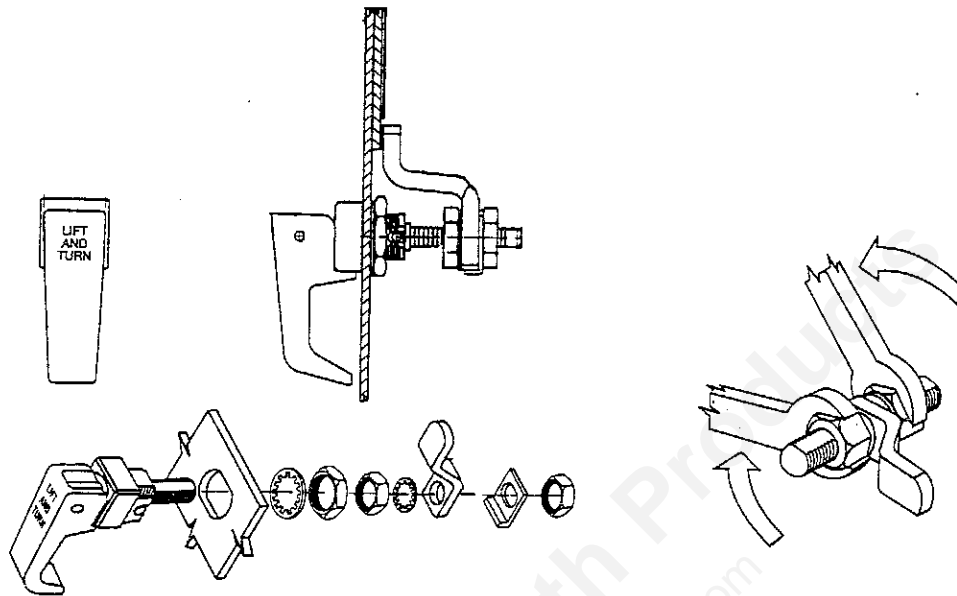
NOTE: Parts listed are used on the freestanding and insert models unless otherwise indicated. All replacement parts can be ordered from your local dealer or from the factory at 1-800-245-6489.

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

**Customer Service Department**  
P.O. Box 206  
Monroe, Va 24574

(804-929-0120) (Fax: 804-929-4810)

## HOPPER LATCH ASSEMBLY



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### **INSTALLATION & OPERATION INSTRUCTIONS** **FOR THE PELLET INSERTS** **MODEL NUMBERS 25-PI & 55-SHP20**

THIS PELLET INSERT IS NOT APPROVED FOR MOBILE HOME INSTALLATION.

#### **NOTICE:**

The internal structure of the insert, including the electrical and mechanical designs, is the same as the freestanding pellet units. Only the variations that differ from the preceding instructions are listed in this section -- most procedures will remain the same. Refer to those sections for unit preparation, operation, electrical and maintenance instructions.

#### **FLUE SYSTEM**

This insert is equipped with a negative draft system that pulls air into the burn pot and pushes the exhaust through the exhaust pipe and chimney. We recommend that at least five feet (5') of pellet vent flex pipe be used in this installation. This installation will also require a pipe adapter to connect the flex pipe to the exhaust blower.

The unit will not function properly if the flue system is not properly installed. Read these instructions carefully and refer to the diagram in this manual before installing the stove.

**The manufacturer will not be held responsible for damage caused by the malfunction of a unit that is improperly installed.**

## INSTALLATION INTO A MASONRY FIREPLACE

1. Measure your hearth to be sure it is large enough to accept the unit. The hearth should be twelve inches (12") from the face of the fireplace to the edge and at least thirty-six inches (36") wide. The unit requires eighteen inches (18") of protection in front of the firebox. If you do not have enough space it can be achieved with a UL approved floor protector as manufactured by R-CO. Products in Lakewood, New York. This type board can be purchased from your dealer or ordered from the factory.
2. Inspect the fireplace to be sure it is constructed of a noncombustible material such as brick or stone. Do not install the insert on a hearth that is constructed of wood framework covered with brick or false stone material. The manufacturer will not be held responsible for an accident resulting from an insert being installed on a hearth constructed of a combustible material.
3. Inspect your fireplace flue liner to be sure it is free of any obstructions and in good working condition.
4. Remove the existing damper from the fireplace. If this cannot be done, open the damper and secure it so it will not close accidentally.
5. Place the insert on the hearth and slide it about one-third of the way into the opening.
6. Attach the pipe adapter to the exhaust blower with high temperature silicone and a hose clamp. Extend and lock the five feet (5') of pellet flex pipe into the adapter, then run the open end of the flex pipe through the throat of the fireplace. It is not necessary to block off the open area on each side of the flex pipe.
7. The back plate and gasket kit are standard with this unit and are required to cover the fireplace opening. The standard cover plate is 32" x 46" and should overlap each side and the top of the fireplace opening by a minimum of two inches. If the standard plate is not large enough for your opening, your dealer can order an oversized back plate. Refer to the drawing in this manual for the proper method of installing the cover plate. The adhesive side of the gasket will attach to the rear of the plate and butt against the firebrick.
8. Once the back plate has been installed, you can carefully slide the entire unit into the fireplace opening until the plate makes solid contact with the face of the fireplace. You should check to be sure there is a tight seal around the outside of the cover plate.

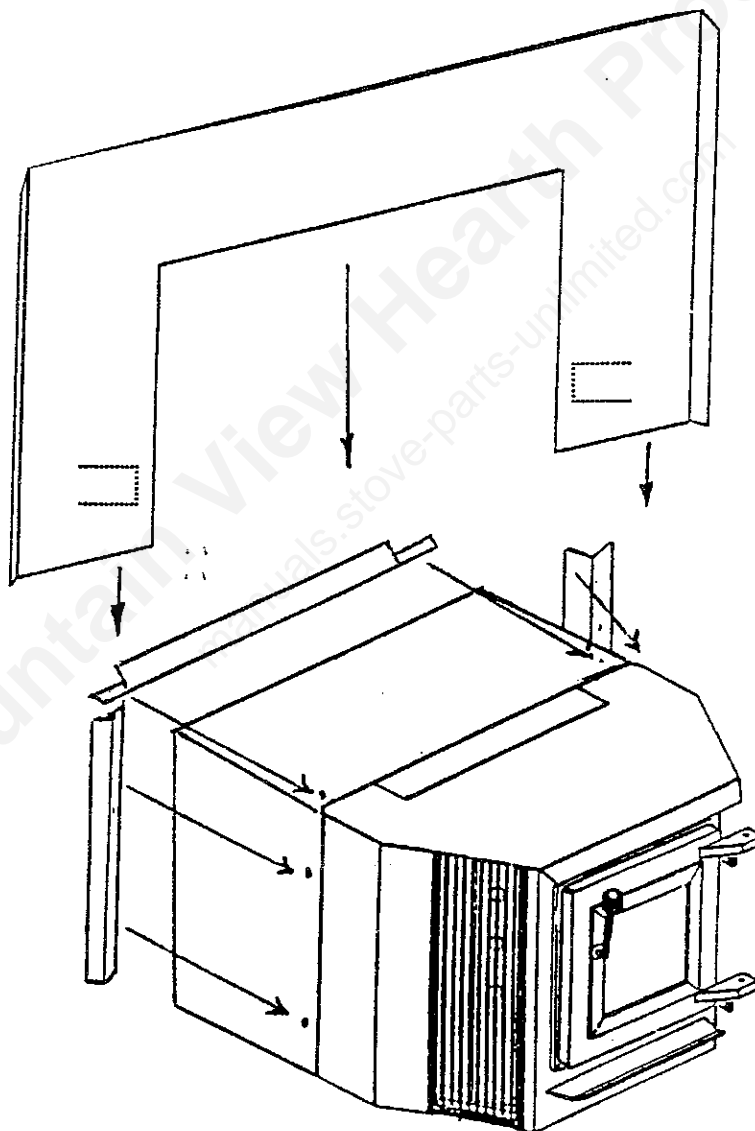
## ACCESSORY ITEM

### AC-104 Brass Trim

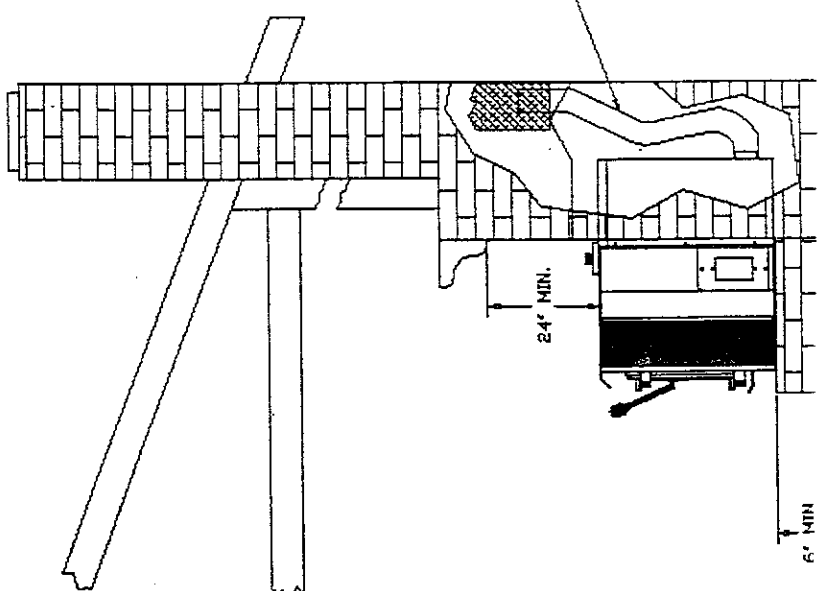
This kit consists of five (5) pieces of J-Channel brass trim. The brass will cover the top and bottom lips of the stove and the three outside edges of the back plate. The stove lip trim is simply matched to the proper edge and pressed onto the stove; the back plate trim is assembled together with the two angle clips and then slipped over the back plate. The top piece of this trim must be twisted out to go over the top lip of the cover plate. After the screws in the angle clips are tightened, the trim will stay in place.

## SIDE RAIL & COVER PLATE INSTRUCTIONS

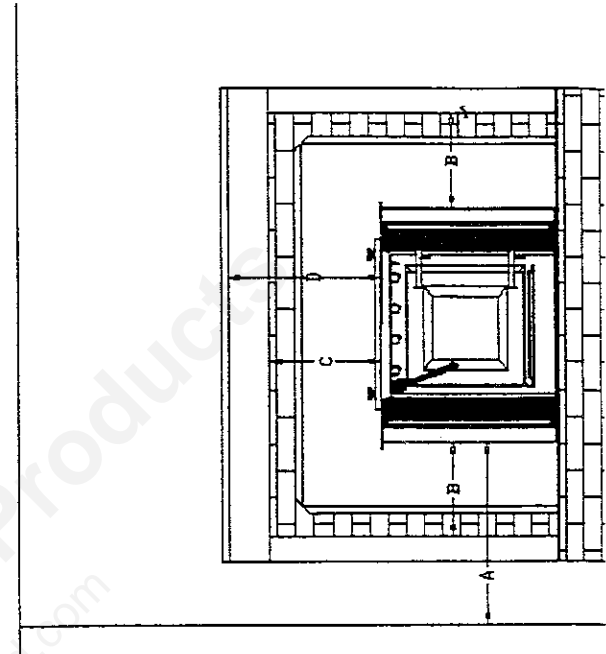
1. INSTALL THE SIDE RAILS LOOSELY PER THE DRAWING BELOW.
2. PLACE THE COVER PLATE OVER THE STOVE BY SLIDING IT DOWN OVER THE SIDE RAILS. THE CLIPS ON THE REAR OF THE COVER PLATE WILL HOLD THE PLATE IN POSITION.
3. THE COVER PLATE MOUNTS IN FRONT OF THE SIDE RAILS.
4. ONCE THE PLATE IS IN PLACE, TIGHTEN THE SCREWS SECURELY.



# INSTALLATION OF PELLET INSERT



- MINIMUM CLEARANCES TO COMBUSTIBLE MATERIALS:
- (A) 6' FROM SIDEWALL TO UNIT
  - (B) 1' FROM SIDE TRIM TO UNIT
  - (C) 1' FROM TOP TRIM TO UNIT
  - (D) 24" FROM UNPROTECTED MANTEL TO UNIT
  - (E) 6" FROM PROTECTED MANTEL TO UNIT



## TROUBLE - SHOOTING GUIDE

**WARNING: BEFORE ATTEMPTING ANY REPAIR ALWAYS DISCONNECT THE UNIT FROM THE POWER SOURCE. IF THIS GUIDE DOES NOT CORRECT THE PROBLEM CALL YOUR DEALER OR CUSTOMER SERVICE AT 1-800-245-6489.**

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
1. Auger not turning	<ol style="list-style-type: none"> <li>1. Loose set screw</li> <li>2. Bad gear</li> <li>3. Foreign matter in tube</li> <li>4. Loose connection</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten set screw on collar</li> <li>2. Replace motor assembly</li> <li>3. Remove pellets and object</li> <li>4. Check terminals at board</li> </ol>
2. Smoke or dust smell	<ol style="list-style-type: none"> <li>1. Loose exhaust</li> </ol>	<ol style="list-style-type: none"> <li>1. Check all connections in exhaust system and seal with silicone, aluminum tape or hose clamp</li> </ol>
3. Room air blower not operating	<ol style="list-style-type: none"> <li>1. Loose heat sensor</li> <li>2. "On" temperature high</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten sensor</li> <li>2. Lower "On" temperature</li> </ol>
4. Ex. blower problem	<ol style="list-style-type: none"> <li>1. Loose connection</li> <li>2. Bad blower</li> <li>3. Ash build-up</li> </ol>	<ol style="list-style-type: none"> <li>1. Check terminals at board</li> <li>2. Replace blower</li> <li>3. Remove and clean</li> </ol>
5. Lazy fire	<ol style="list-style-type: none"> <li>1. Control board settings</li> <li>2. Bad exhaust blower</li> <li>3. Moisture in pellets</li> <li>4. Low quality pellets</li> </ol>	<ol style="list-style-type: none"> <li>1. Review settings</li> <li>2. Replace blower</li> <li>3. Keep pellets inside</li> <li>4. Use premium hardwood</li> </ol>
6. Blown (4AMP) fuse	<ol style="list-style-type: none"> <li>1. Power surge</li> <li>2. Exposed wire</li> <li>3. Motor bound up</li> </ol>	<ol style="list-style-type: none"> <li>1. Use surge protector</li> <li>2. Check connections for frayed or exposed wire</li> <li>3. Check blower &amp; motors</li> </ol>
7. High pellet consumption	<ol style="list-style-type: none"> <li>1. Control board adjustment</li> <li>2. Low quality pellets</li> </ol>	<ol style="list-style-type: none"> <li>1. Check board settings</li> <li>2. Use premium hardwood</li> </ol>
8. Squeaking noise	<ol style="list-style-type: none"> <li>1. Build-up in tube</li> <li>2. Auger out of alignment</li> <li>3. Blower noise</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove auger and clean</li> <li>2. Remove auger and re-align</li> <li>3. Remove and oil blower</li> </ol>
9. Pinging or rattling noise	<ol style="list-style-type: none"> <li>1. Foreign material in blower</li> <li>2. Loose set screw</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove blower and check</li> <li>2. Check impeller screw</li> </ol>
10. Unit shuts down in 30 to 40 minutes	<ol style="list-style-type: none"> <li>1. Loose heat sensor</li> <li>2. Control board setting</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten sensor screw</li> <li>2. Check settings: Always start on "5" to "9" range</li> </ol>

Manufactured by: England Stove Works, Inc.  
P.O. Box 206  
Monroe, Va 24574

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

**Retain for your files:**

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

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

**Date of Manufacture** \_\_\_\_\_ **Serial Number** \_\_\_\_\_

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

The manufacturer extends the following warranties:

1. Carbon steel and welded seams in the firebox are covered for 5 years against extreme warpage and splitting.
2. The cast iron door and hinges are covered for 5 years against extreme warpage and cracking.
3. Component parts such as the hopper, auger burn pot, baffle plate, auger shafts, auger bearings, and fasteners are covered for 3 years against extreme warpage, cracking, breakage and welded seams from separating.
4. Electrical components, accessory items, glass and the painted surface are covered for 1 year from the date of purchase. This warranty does not apply if damage occurs because of an accident, improper handling, abuse, or unauthorized repair made or attempted to be made. Purchaser must give notice of claim of defect within the warranty period and pay transportation to and from a service center designated by the factory. The dealer from which the unit was purchased or the factory, at our option, will perform the warranty service.

All liability for any consequential damage for breach of any written or implied warranty is disclaimed and excluded therefrom. Some states do not allow the exclusion or limitations of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

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

**WARRANTY REGISTRATION**

Purchased by (Name) \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_

**DEALER INFORMATION**

Purchased From (Dealer) \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**UNIT INFORMATION**

Model Number \_\_\_\_\_ Purchase Date \_\_\_\_\_  
Serial Number \_\_\_\_\_ Mfg. Date \_\_\_\_\_

**IMPORTANT NOTICE**

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

**Mail To: CUSTOMER SERVICE DEPARTMENT  
P.O. BOX 206  
MONROE, VA 24574**