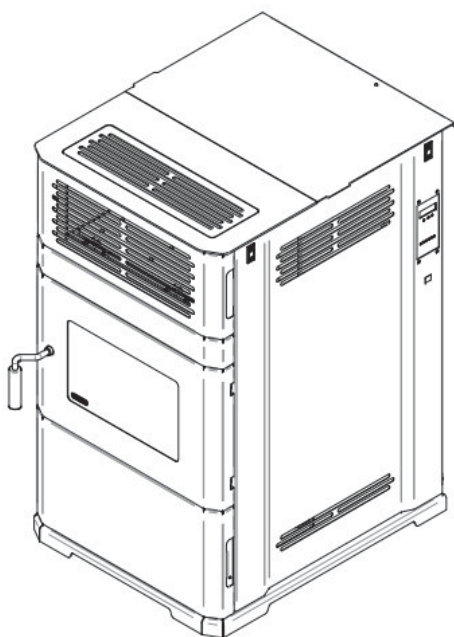




# Installation and Operation Manual

## ECO-65R

### (DP00061 model)



Safety tested according to ULC S627 and  
ASTM E1509 by  
an accredited laboratory



US Environmental Protection Agency phase  
II certified pellet stove compliant with 2020  
standard using pellet fuel

**EPA ≤ 2.0 g/h**

**Fabricant de poêles international inc.**  
250, rue de Copenhague, St-Augustin-de-  
Desmaures (Québec) Canada G3A 2H3  
Technical service: 1-877-356-6663  
E-mail: tech@sbi-international.com

**[www.drolet.ca](http://www.drolet.ca)**

**CONTACT LOCAL BUILDING OR FIRE OFFICIALS ABOUT RESTRICTIONS AND  
INSTALLATION INSPECTION REQUIREMENTS IN YOUR AREA.**

**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.**

**INSTALLATION BY A PROFESSIONAL IS STRONGLY RECOMMENDED**



*This manual is available for free download on the manufacturer's web site. It is a copyrighted document. Re-sale is strictly prohibited. The manufacturer may update this manual from time to time and cannot be responsible for problems, injuries, or damages arising out of the use of information contained in any manual obtained from unauthorized sources.*

**READ AND SAVE THESE INSTRUCTIONS FOR REFERENCE**

## **THANK YOU FOR CHOOSING THIS DROLET PELLET STOVE**

As one of North America's largest and most respected pellet stove, wood stove and fireplace manufacturers, Stove Builder International takes pride in the quality and performance of all its products. We want to help you get maximum satisfaction as you use this product.

In the pages that follow you will find general advice on pellet heating, detailed instructions for safe and effective installation, and guidance on how to get the best performance from this stove as you build and maintain your pellet heating system.

We highly recommend that our pellet burning hearth products be installed and serviced by professionals who are certified in the United States by NFI (National Fireplace Institute®) or in Canada by WETT (Wood Energy Technology Transfer) or in Quebec by APC (Association des Professionnels du Chauffage).

Congratulations on making a wise purchase.

### **REGISTER YOUR WARRANTY ONLINE**

To receive full warranty coverage, you will need to show evidence of the date you purchased your stove. Keep your sales invoice. We also recommend that you register your warranty online at:

<http://www.drolet.ca/en/service-support/warranty-registration>

Registering your warranty online will help us to quickly track the information we need about your stove.

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# **1 General information ECO-65R (DP00061)**

## **1.1 About Pellet Heating**

Pellet stoves offer a dramatic improvement in the convenience of heating with solid fuel. Wood pellets are handled in bags and are therefore easily and cleanly stored. A single loading of a pellet stove can provide long hours of warmth. Pellet stoves also provide a special comfort associated with wood burning. The combination of fans delivering warm air currents and the direct comfort of radiant heat provides special satisfaction on a cold winter day. The heat provided is even and constant, due to the auto fuel feed responding to owner settings. Pellet stoves also offer strong environmental benefits; pellets not only reduce dependence on finite supplies of fossil fuels like oil and gas, but they also put to good use materials that would otherwise unnecessarily and expensively add to our waste disposal problems.

In addition, pellet stoves burn very cleanly and offer the lowest emissions of unwanted pollutants of all solid fuel burning appliances.

### **1.1.1 Top 10 Reasons for Buying a Pellet Stove**

- Fuel is relatively cheap, easy to handle and store
- Installation is relatively inexpensive and flexible
- Can be thermostatically controlled
- Can run for long hours without the need to refuel
- Heat output is steady because fuel feed is regulated
- Provides powerful convection heat
- Has the lowest emissions of all solid fuels
- Reduces our dependence on fossil fuels
- Pellets are a renewable fuel
- Wood pellets are made of 100% residual matter (saw dust). This creates added value from waste that would otherwise end up in a landfill.

## 1.2 Appliance performance<sup>(1)</sup>

Fuel type	Wood Pellet (Premium grade or better) <sup>(†)</sup>	
Recommended heating area <sup>[*]</sup>	800 to 2,600 ft <sup>2</sup> (74 to 242 m <sup>2</sup> )	
Hopper capacity	125 lb (57 kg)	
Maximum burn time <sup>[*]</sup>	105 h	
Maximum heat input rate <sup>(2)</sup>	50,800 BTU/h (14.8 kW)	
Overall heat output rate (min. to max.) <sup>(3)</sup>	6,966 BTU/h to 28,526 BTU/h (2.04 kW to 8.36 kW)	
Average overall efficiency <sup>(3)</sup>	76.7% (HHV <sup>(4)</sup> )	84.4% (LHV <sup>(5)</sup> )
Optimum efficiency <sup>(6)</sup>	84.4%	
Burn rate	1.12 lb/h to 4.63 lb/h (0.51 kg/h to 2.10 kg/h)	
Average particulate emissions rate <sup>(7)</sup>	0.77 g/h (EPA / CSA B415.1-10) <sup>(8)</sup>	
Average CO <sup>(9)</sup>	12.96 g/h	
Average electrical power consumption <sup>(10)</sup>	3.7A (360W) for ignition cycle 2.15A (258W) min. / 2.9A (348W) max. for continuous operation	

[\*] Recommended heating area and maximum burn time may vary subject to location in home, chimney draft, heat loss factors, climate, fuel type, **feed rate**, **fuel level**, and other variables. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature considering that the space configuration and the presence of heat distribution systems have a significant impact in making heat circulation optimum.

(†) Grades of pellet fuel are determined by organizations such as Pellet Fuels Institute (PFI), ENplus and CANplus.

(1) Values are as measured per test method, except for the recommended heating area, hopper capacity, maximum burn time and maximum heat input rate. Results may vary depending on pellet quality, density, length, and diameter.

(2) The maximum input thermal power may vary depending on the length of the pellet and the calorific value of the dry pellet.

(3) As measured per CSA B415.1-10 stack loss method.

(4) Higher Heating Value of the fuel.

(5) Lower Heating Value of the fuel.

(6) Optimum overall efficiency at a specific burn rate (LHV).

(7) This appliance is officially tested and certified by an independent agency.

(8) Tested and certified in compliance with EPA 40 CFR Part 60, ASTM E2515-11, ASTM E2779-10 and CSA B415.1-10.

(9) Carbon monoxide.

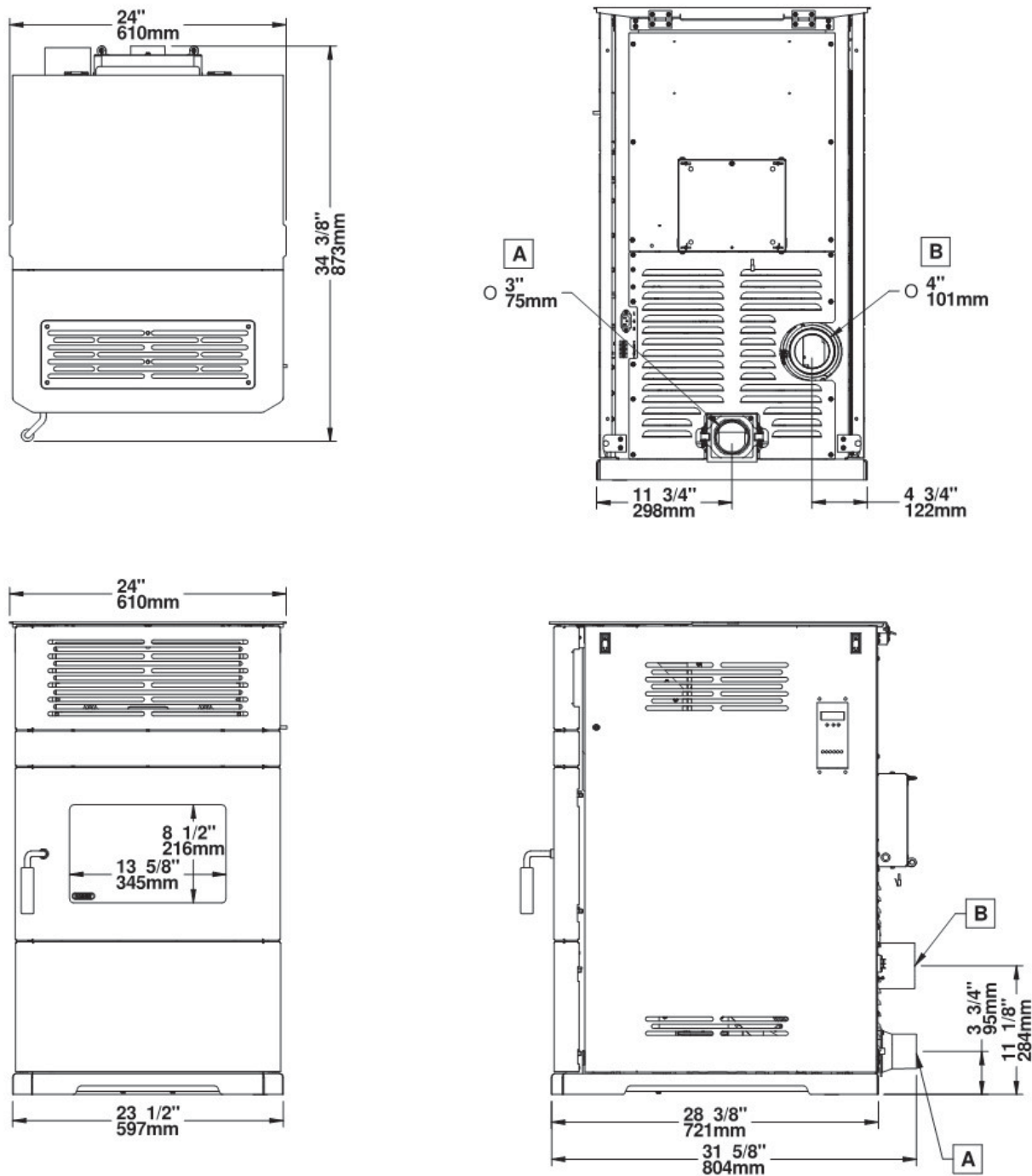
(10) Unless stated otherwise, measures were taken directly at the main power source and include all electrical components present in the appliance.

### 1.3 General Features

Recommended chimney diameter	4 po (see Section 4.3: Equivalent Vent Length (EVL))
Flue outlet diameter	4 po (100 mm)
Type of chimney	ULC/ORD-C441, CAN/ULC S609, UL 641 (TYPE L)
Baffle material	Stainless Steel
Approved for alcove installation	Not approved
Approved for mobile home installation <sup>‡</sup>	Yes
Shipping weight (without option)	440 lb (200 kg)
Appliance weight (without option)	371 lb (168 kg)
Type of door	Single, glass with cast iron frame
Glass type	Ceramic glass
Blower	Included (up to 500 CFM)
Particulate emission standard	EPA / CSA B415.1-10
USA standard (safety)	ASTM E1509
Canadian standard (safety)	ULC S627
Noise level at 6 feet	Min: 53 dBa (+/- 3 dBa) – Max: 59 dBa (+/- 3 dBa)
Electrical requirements	Voltage and frequency: 120VAC and 60Hz AC Current: 2.15A/120VAC - 3.7A/120VAC
Control board fuses	-Main: 7.5A-250V fast-blow fuse -Convection blower: 5A-250V fast-blow fuse -Combustion blower: 3A-250V fast-blow fuse -Exhaust blower: 3A-250V fast-blow fuse -Auger motor #1: 3A-250V fast-blow fuse -Auger motor #2: 3A-250V fast-blow fuse -Igniter: 5A-250V fast-blow fuse

<sup>‡</sup> Mobile home (Canada) or manufactured home (USA): The US department of Housing and Urban Development describes “manufactured homes” better known as “mobile homes” as followed; buildings built on fixed wheels and those transported on temporary wheels/axles and set on a permanent foundation. In Canada, a mobile home is a dwelling for which the manufacture and assembly of each component is completed or substantially completed prior to being moved to a site for installation on a foundation and connection to service facilities and which conforms to the CAN/CSA-Z240 MH standard.

1.4 Overall Exterior Dimensions



A	FRESH AIR INTAKE
B	FLUE OUTLET



## **PART A – INSTALLATION**

### **2 Installation Safety Information**

#### **2.1 Installation Warnings, Cautions and Recommendations**

- **PROFESSIONAL INSTALLATION IS HIGHLY RECOMMENDED.**
- **YOU MAY NEED TO OBTAIN A BUILDING PERMIT FOR THE INSTALLATION OF THIS STOVE AND ITS VENTING SYSTEM. CONSULT YOUR MUNICIPAL BUILDING DEPARTMENT OR FIRE DEPARTMENT BEFORE INSTALLATION TO DETERMINE THE NEED TO OBTAIN ONE. WE RECOMMEND THAT YOU ALSO INFORM YOUR HOME INSURANCE COMPANY TO FIND OUT IF THE INSTALLATION WILL AFFECT YOUR POLICY.**
- **THIS STOVE MUST BE CONNECTED TO A STANDARD 120V. 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 OR OVER THE STOVE.**
- **IF THIS STOVE IS NOT PROPERLY INSTALLED, A HOUSE FIRE MAY RESULT. TO REDUCE THE RISK OF FIRE, FOLLOW THE INSTALLATION INSTRUCTIONS.**
- **BURNING ANY SOLID FUELS GENERATES CARBON MONOXIDE IN LOW CONCENTRATION. THIS GAS IS EVACUATED BY THE VENTING SYSTEM. IN HIGHER CONCENTRATIONS, CARBON MONOXIDE IS TOXIC AND MAY CAUSE DEATH. TO PREVENT THIS, ENSURE THAT YOUR VENTING SYSTEM IS AIRTIGHT.**
- **THIS STOVE IS MOBILE HOME APPROVED AND REQUIRES INSTALLATION OF A FRESH AIR KIT, SOLD SEPARATELY. THE STOVE MUST BE ATTACHED TO THE STRUCTURE OF THE MOBILE HOME AND THE STRUCTURAL INTEGRITY OF THE MOBILE HOME FLOOR, WALL, AND CEILING/ROOF MUST BE MAINTAINED. DO NOT INSTALL IN A SLEEPING ROOM.**
- **THIS STOVE IS NOT RECOMMENDED TO BE INSTALLED IN A BEDROOM.**
- **THIS STOVE HAS BEEN DEVELOPED AND BUILT FOR RESIDENTIAL SUPPLEMENTARY HEAT SOURCE. COMMERCIAL AND INDUSTRIAL USE IS PROHIBITED AND WILL VOID THE WARRANTY.**
- **THE INFORMATION GIVEN ON THE CERTIFICATION LABEL AFFIXED TO THE STOVE ALWAYS OVERRIDES THE INFORMATION PUBLISHED IN ANY OTHER MEDIA (OWNER'S MANUAL, CATALOGUES, FLYERS, MAGAZINES AND/OR WEB SITES).**
- **CONNECT THIS STOVE ONLY TO A LISTED PELLET VENT FOR USE WITH SOLID FUEL OR TO A LINED CHIMNEY CONFORMING TO NATIONAL AND LOCAL BUILDING CODES.**
- **DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.**
- **DO NOT CONNECT THIS STOVE TO ANY OTHER EXISTING VENTING SYSTEM SERVING ANOTHER APPLIANCE.**

- **DO NOT CONNECT TO OR USE IN CONJUNCTION WITH ANY AIR DISTRIBUTION DUCTWORK.**
- **THE VENTING SYSTEM MUST BE COMPLETELY AIRTIGHT AND PROPERLY INSTALLED. ALL VENT CONNECTOR JOINTS MUST BE SEALED AND FASTENED IN ACCORDANCE WITH THE PELLET VENT MANUFACTURER'S INSTRUCTIONS TO ENSURE CONSISTENT PERFORMANCE AND AVOID SMOKE AND ASH SPILLAGE.**
- **THE VENTING SYSTEM SHOULD BE CHECKED, AT LEAST TWICE A YEAR FOR ANY BUILDUP OF SOOT OR CREOSOTE.**
- **NEVER BLOCK ANY LOUVERS OF THE STOVE.**
- **IF REQUIRED, A FRESH AIR KIT CAN BE INSTALLED TO SUPPLY COMBUSTION AIR TO THE ROOM OR SPACE (SEE APPENDIX D: *COMBUSTION AIR SUPPLY*).**
- **MIXING OF APPLIANCE COMPONENTS FROM DIFFERENT SOURCES OR MODIFYING COMPONENTS IS PROHIBITED AND WILL VOID THE WARRANTY.**
- **ANY MODIFICATION OF THE STOVE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS PROHIBITED AND VIOLATES CSA B365 (CANADA), AND ANSI NFPA 211 (USA).**
- **THIS WOOD HEATER NEEDS PERIODIC INSPECTION AND REPAIRS FOR THE PROPER OPERATION. IT IS AGAINST FEDERAL REGULATIONS TO OPERATE THIS WOOD HEATER IN A MANNER INCONSISTENT WITH OPERATING INSTRUCTIONS IN THIS MANUAL.**
- **THIS WOOD HEATER HAS A MANUFACTURER-SET MINIMUM LOW BURN RATE THAT MUST NOT BE ALTERED. IT IS AGAINST FEDERAL REGULATIONS TO ALTER THIS SETTING OR OTHERWISE OPERATE THIS WOOD HEATER IN A MANNER INCONSISTENT WITH OPERATING INSTRUCTIONS IN THIS MANUAL.**
- **STOVE BUILDER INTERNATIONAL INC. (SBI) GRANTS NO WARRANTY, IMPLIED OR STATED, FOR THE POOR INSTALLATION OR LACK OF MAINTENANCE OF YOUR STOVE AND ASSUMES NO RESPONSIBILITY OF ANY CONSEQUENTIAL DAMAGES.**
- **DO NOT INSTALL IN AN ALCOVE.**
- **DO NOT INSTALL IN ANY FIREPLACE.**
- **DO NOT OPERATE THE STOVE WITH THE DOOR OPEN. THIS CAN RESULT IN LOSS OF EFFICIENCY, FIRE HAZARD, INCOMPLETE COMBUSTION, AND EXPOSURE TO CARBON MONOXIDE.**

## 2.2 Regulations Covering Pellet Stove Installation

When installed and operated as described in these instructions, this pellet stove is suitable for use as a freestanding heater in residential installations.

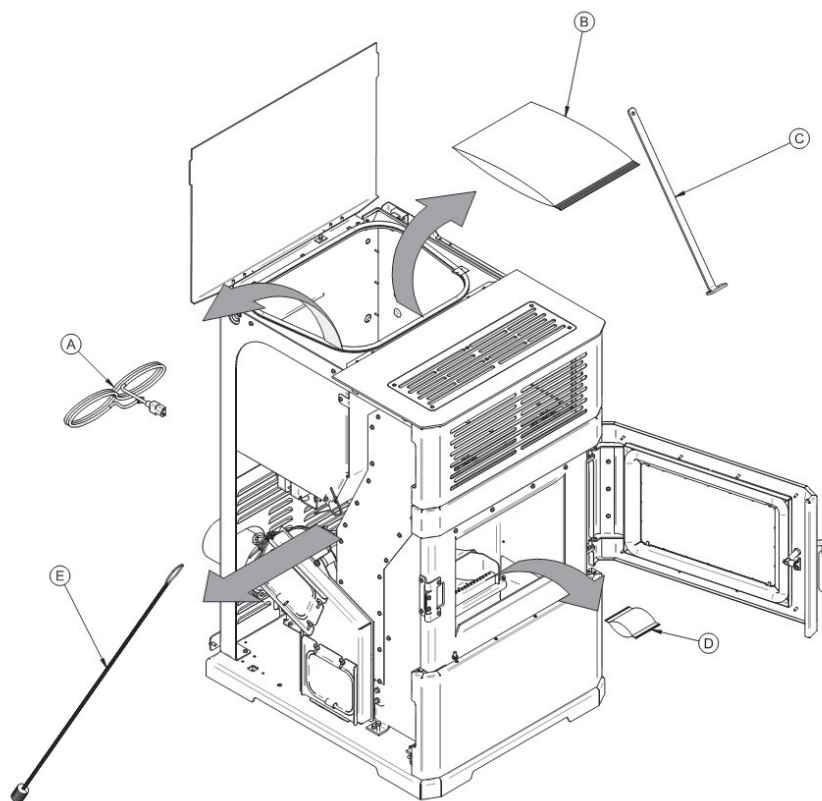
In Canada, the CSA B365 Installation Code for Solid Fuel Burning Appliances and Equipment and the CSA C22.1 Canadian National Electrical Code are to be followed in the absence of local code requirements. In the USA, the ANSI NFPA 211 Standard for Chimneys, Fireplaces, Vents and Solid Fuel-Burning Appliances and the ANSI NFPA 70 National Electrical Code are to be followed in the absence of local code requirements.

This stove must be connected to a pellet vent system complying with the requirements for Pellet Vent in the standards UL 103, UL 641, ULC S629M, CAN/ULC S609 and ULC/ORD C441 or to a code-approved masonry chimney with a stainless-steel flue liner.

## 2.3 Before Operating Your Stove

Some minor installation and adjustment are required prior to use:

- The handle and door must be adjusted; (see **section 7.1.10: Door Adjustment**)
- The stove must be leveled using threaded legs.
- Make sure the fresh air intake back draft shutter works freely.
- Make sure to remove all tools or accessories that have been inserted in the stove for transportation purposes (see following illustration.)



<b>A</b>	POWER CORD
<b>B</b>	OWNER'S MANUAL
<b>C</b>	SCRAPER
<b>D</b>	DESICCANT (drying agent)
<b>E</b>	SWEEPING BRUSH (the tie wrap must be cut)

### 3 Clearances to Combustible Material

The clearances shown in this section have been determined by tests according to procedures set out in safety standards ULC S627 (Canada), ASTM E1509 (U.S.A). When the pellet stove is installed so that its surfaces are at, or beyond, the minimum clearances specified, combustible surfaces will not overheat under normal and even abnormal operating conditions.

**WARNING: NO PART OF THE STOVE MAY BE LOCATED CLOSER TO COMBUSTIBLES THAN THE MINIMUM CLEARANCES SPECIFIED ON THE CERTIFICATION LABEL.**

**CAUTION: NO PART OF THE PELLET VENT SYSTEM MAY BE LOCATED CLOSER TO COMBUSTIBLES THAN THE MINIMUM CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.**

**CAUTION: DO NOT USE MAKESHIFT MATERIALS OR MAKE ANY COMPROMISES WHEN INSTALLING THIS STOVE.**

#### 3.1 Certification Label Location

Since the information given on the certification label affixed to the stove always overrides the information published in any other media (owner's manual, catalogues, flyers, magazines and/or web sites), it is important to refer to it in order to have a safe and compliant installation. In addition, you will find important information about your stove (model, serial number, etc.). You will find the certification label on the inner side of the hopper lid of the stove.

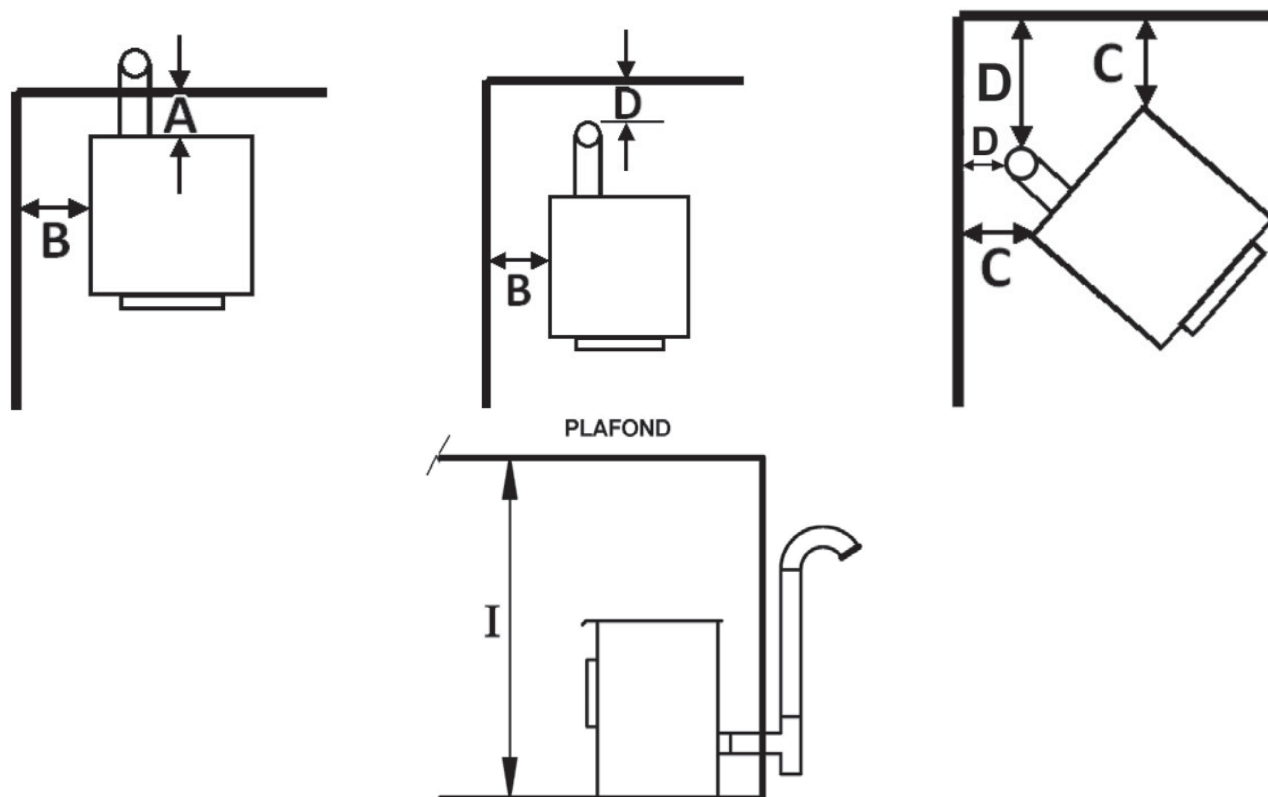
#### 3.2 Minimum Clearances to Combustibles

LETTRE	DÉGAGEMENTS MINIMUM	
	CANADA	É-U.
A*	3" (76 mm)	3" (76 mm)
B	6" (152 mm)	6" (152 mm)
C	3" (76 mm)	3" (76 mm)
D	Refer to vent manufacturer's clearances	Refer to vent manufacturer's clearances
I**	72" (1 829 mm)	72" (1 829 mm)

**Note: We recommend leaving 24" on each side of the stove and 12" at the back of the stove in order to facilitate access for maintenance.**

\* From the fresh air intake.

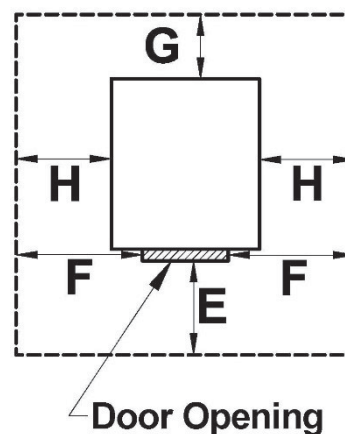
\*\* Measured from the platform on which the product is installed.



### 3.3 Floor Protection

For floor protection clearances refer to the following table.

	FLOOR PROTECTION	
LETTER	CANADA	USA
E	18" (460 mm)**	6" (155 mm)
F	N/A (USA only)	6" (155 mm)
G	8" (205 mm)	N/A (Canada only)
H	8" (205 mm)	N/A (Canada only)



**CAUTION: THE STOVE MUST BE PLACED ON A CONTINUOUS (GROUTED JOINTS) NONCOMBUSTIBLE MATERIAL SUCH AS CERAMIC TILE\*, CEMENT BOARD, BRICK, MILLBOARD OR EQUIVALENT, OR ANY OTHER APPROVED OR LISTED MATERIAL SUITED FOR FLOOR PROTECTION.**

*\*Any type of tile will require a continuous non-combustible sheet beneath to prevent the possibility of embers falling through to the combustible floor if cracks or separation should occur in the finished surface, this would include floor protection for built-in raised hearths. Check local codes for approved alternatives.*

*\*\*In Canada, you may reduce to the U.S. floor protection requirements (E) ONLY if the following actions are respected: Allow for the appliance to shut-down and fires to be extinguish. Once completely cool and all blowers have stopped you may proceed with opening the firebox or ash door.*

## 4 Venting system

### 4.1 General

Even though the chimney draft is mechanical, a suitable venting system will ensure a natural draft which will prevent smoke spillage in your home if a power outage occurs. Moreover, a suitable venting system configuration will help getting the best efficiency out of your stove when installed in accordance with the required EVL (see **Section 4.3: Equivalent Vent Length (EVL)**).

Even the best stove will not function safely and efficiently as intended if it is not connected to a suitable venting system.

### 4.2 Recommendations

In Canada, we recommend that you use a listed pellet vent that meets the CAN/ULC S609 or ULC/ORD C441 Standard. A pellet vent listed to ULC S629M is also suitable for installation with this stove.

For the United States, we recommend that you use a listed pellet vent that meets the UL 641 Standard. A pellet vent listed to UL 103 is also suitable for installation with this stove.

This stove can be vented in an existing factory-built or masonry chimney with the addition of a stainless-steel liner, provided the chimney is more than 4" in diameter. The liner should be listed and should meet the ULC S635 CAN/ULC S640 standard in Canada and the UL 1777 standard in the USA. Refer to the instructions provided by the vent manufacturer, especially when passing through a wall, ceiling or roof.

### 4.3 Equivalent Vent Length (EVL)

Recommended venting system inner pipe diameter is 4".

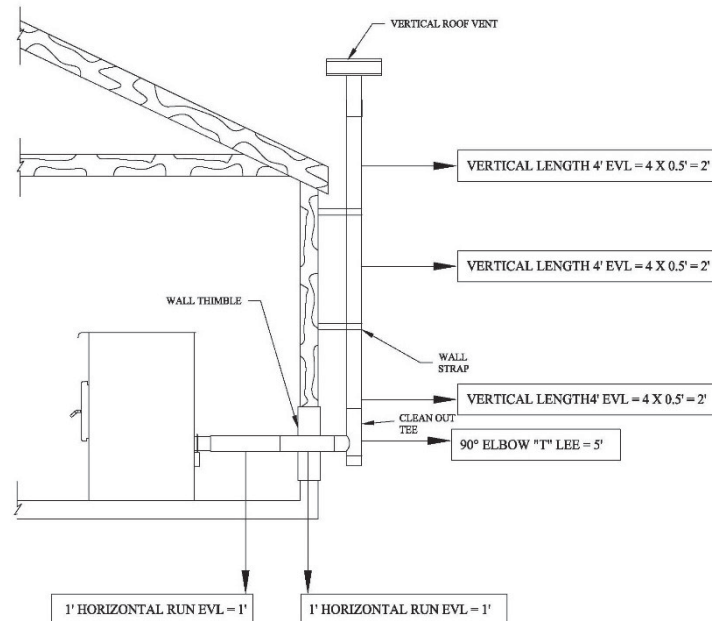
To calculate the EVL of your installation, use the following conversions:

Qty	Type of pipe	EVL equivalent(ft)
1	90° elbow or "T"	5 ft
1	45° elbow	3 ft
1 pied	Horizontal pipe run	1 ft
1 pied	Vertical pipe run	0.5 ft

**NOTE:** Horizontal runs shall not exceed 9 feet.

**NOTE:** Never exceed 30 feet of EVL.

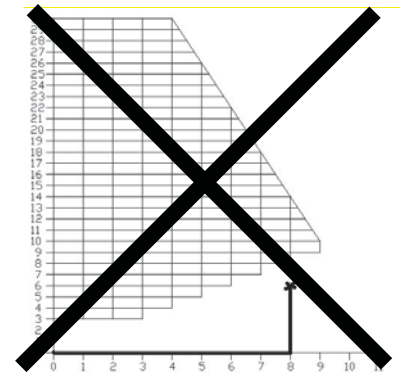
Here is an example to help you calculate Equivalent Vent Length. On the following figure the EVL can be calculated like this:



- 2 horizontal runs of 1' =  $(2 \times 1') \times 1' = 2'$  of EVL
- 1 elbow 90° or "T" = 5' of EVL
- 3 vertical lengths of 4' =  $(3 \times 4') \times 0.5' = 6'$  of EVL
- Total EVL =  $(2' + 5' + 6') = 13'$

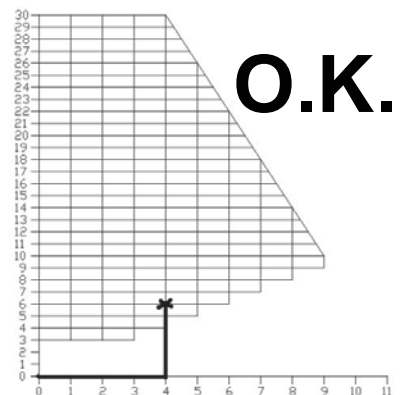
**NOTE:** Do not include the exterior wall termination in the EVL calculation (45° elbow and termination).

For example, let's imagine an installation consisting of a horizontal vent coming out at the back of the stove on a total distance of 8 feet. This horizontal run is followed by a tee and a 6-foot vertical rise. This type of installation is not acceptable. As you can see, the vent termination is clearly outside the allowed configuration zone on the chart because the venting system proposed **does not have at least one foot of vertical rise for each foot of horizontal run**.



Instead, if the installation consisted of a horizontal vent coming out at the back of the stove on a total distance of 4 feet, followed by a tee and a 6-foot vertical rise, it would be acceptable. The installation end should be within the allowable configuration zone on the chart since it would have at least one foot of vertical rise for each foot of horizontal run. Furthermore, the total vertical rise would be at least 3-foot high.

**WARNING:** To reduce the risk of smoke spillage there should always be at least one foot of vertical rise for each foot of horizontal run. In all cases, at least 3 feet of vertical rise is needed.

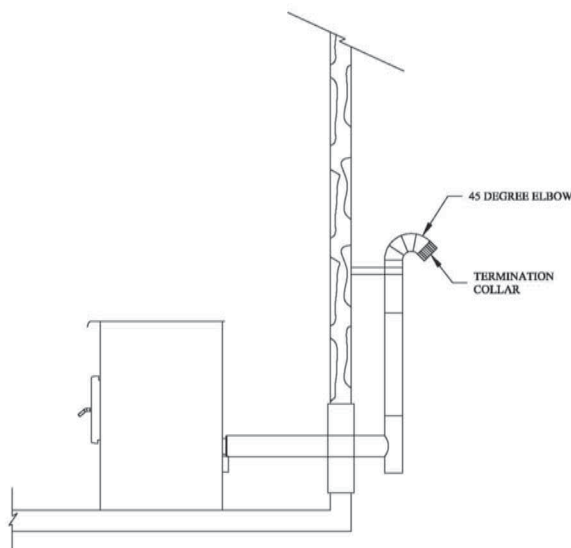




## 4.4 Termination Location

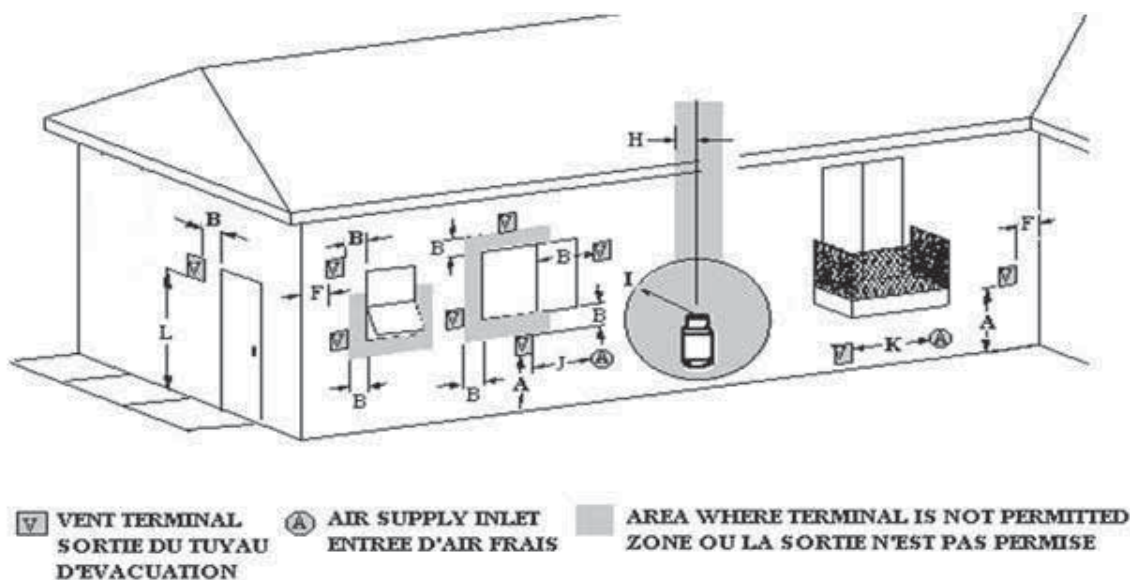
Termination should not be located so that hot exhaust gases can be a hazard. They can reach temperatures of 500°F (260°C) and cause serious burns.

**CAUTION: TERMINATION COLLAR (SPARK ARRESTER) IS MANDATORY.**



### 4.4.1 Permitted Termination Location

Refer to NFPA 211 (USA) or CSA B365 (Canada) for rules for the distance of exit terminal from windows and openings. The exit terminal of a mechanical draft system, other than a direct vent appliance shall be located in accordance with the following.





**Canada:**

Letter	Min. clearances	Description
<b>A</b>	12" (30 cm)	Clearances above grade level or any adjacent surface that might support snow, ice, or debris
<b>B</b>	39" (100 cm)	Clearance to window or door that may be opened
<b>F</b>	39" (100 cm)	Clearance to corner or adjacent wall
<b>H</b>	39" (100 cm)	Not to be installed above a meter/regulator assembly within 39" (100 cm) horizontally from the vertical centerline of the regulator and for 15' vertically
<b>I</b>	72" (183 cm)	Clearance to gas service regulator vent outlet or within 39" (100 cm) of an oil tank vent or an oil tank fill inlet
<b>J</b>	39" (100 cm)	Clearance to the combustion air inlet to any other appliance
<b>K</b>	72" (183 cm)	Clearance to a mechanical air supply inlet
<b>L</b>	84" (213 cm)	Clearance above paved sidewalk or a paved driveway located on public property
	39" (100 cm)	Clearance to property boundary
		A vent shall not terminate underneath a veranda, porch, or deck

**United States:**

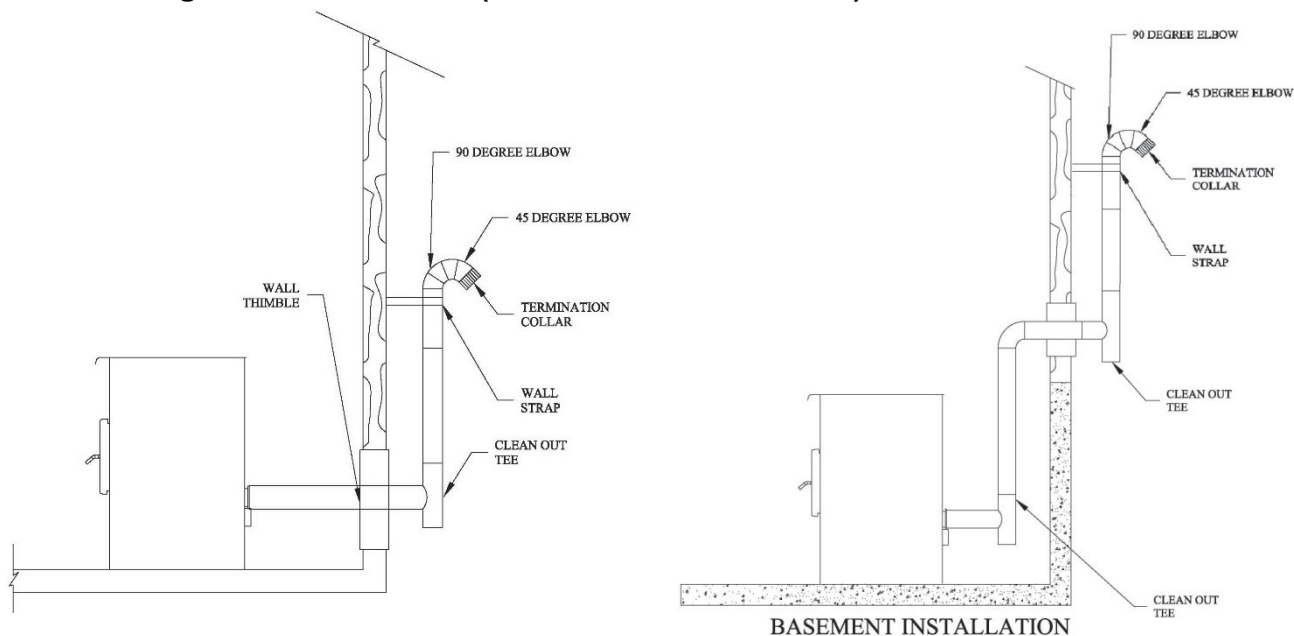
- Not Less than 36" (91 cm) above any forced air inlet located within 10 feet (305 cm).
- Not Less than 48" (122 cm) below and horizontally from, or one foot (30 cm) above, any door, window or gravity air inlet into any building.
- Not Less than 24" (61 cm) from an adjacent building and not less than 84" (213 cm) above grade when located adjacent to a public walkway.
- Cannot be located less than 12 inches (300mm) above grade.
- Cannot be located above a gas meter/regulator within 3 feet (900mm) horizontally of the vertical center line of the regulator.
- Not within 6 feet (1.8 meters) of a gas service regulator vent outlet.
- Other restrictions may apply. See NFPA 211 for further information.

## **4.5 Installation Configurations**

### **4.5.1 Installation Warnings, Cautions and Recommendations Reminder**

- **PROFESSIONAL INSTALLATION IS HIGHLY RECOMMENDED**
- **THIS STOVE USES A PRESSURIZED VENTING SYSTEM. ALL VENT CONNECTOR JOINTS MUST BE SEALED AND FASTENED. CONSULT THE PELLET VENT MANUFACTURER'S INSTRUCTION TO ENSURE PROPER INSTALLATION, CONSISTENT PERFORMANCE, AND TO AVOID SMOKE AND ASH SPILLAGE.**
- **USE RTV SILICONE (Room Temperature Vulcanization), METALLIC TAPE, AND A MINIMUM OF THREE SELF-TAPING SCREWS AT ALL JOINT CONNECTIONS TO ENSURE A TIGHT SEAL.**
- **THE CHIMNEY CONNECTOR SHALL NOT PASS THROUGH AN ATTIC OR ROOF SPACE, CLOSET OR SIMILAR CONCEALED SPACE OR FLOORS OR CEILING.**
- **INSTALL VENTING SYSTEM AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.**
- **THE USE OF A SPARK ARRESTER AT THE END OF THE TERMINATION IS MANDATORY.**

### 4.5.2 Through Wall Installation (Main Floor or Basement)



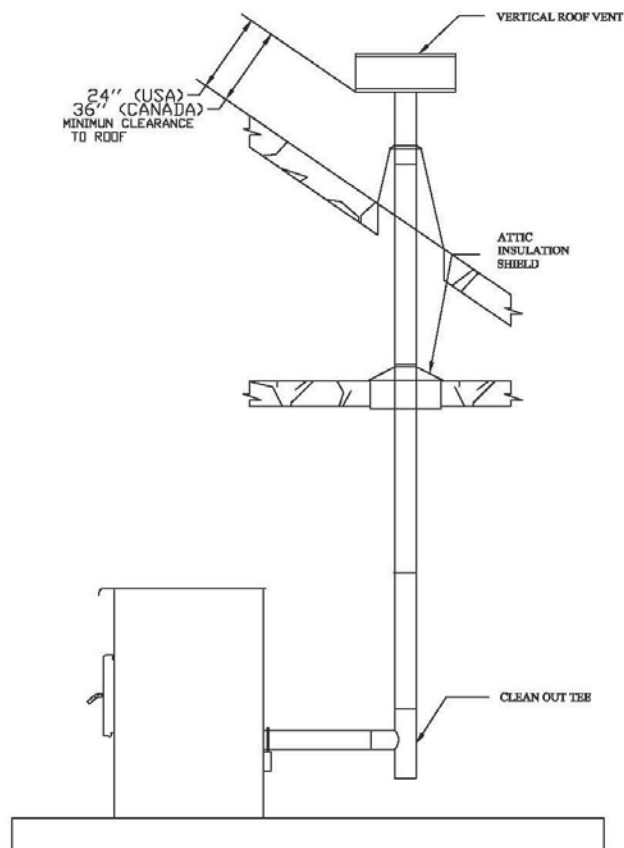
1. Position appliance following clearances vent manufacturer's instructions
2. Install a stove adapter or a stove adapter tee onto the appliance flue collar.
3. Locate the position of the exhaust pipe in the wall and cut a hole of the appropriate size for vent in the wall.
4. Install wall thimble as per vent manufacturer's instructions.
5. Ensure you install enough horizontal pipe length to exceed the exterior wall of 6 inches. Install a tee section to the pipe passing through the wall.
6. Run the vent vertically up the wall for at least 36". Refer to the vent manufacturer's instructions for clearances to combustible materials and installation of wall bands.
7. Install a 90 degrees elbow facing out from the wall and then attach a 45 degrees elbow facing towards the ground. The termination of the vent must include a spark arrester, fastened to the 45 degrees elbow.
8. Sealed outside wall thimbles with high temperature waterproof silicone sealant.

**CAUTION:** TO REDUCE THE RISK OF SMOKE SPILLAGE THERE SHOULD ALWAYS BE AT LEAST 12" (30 CM) OF VERTICAL RISE FOR EACH FOOT OF HORIZONTAL RUN. IN ALL CASES, AT LEAST 36" (91 CM) OF VERTICAL RISE IS NEEDED BEFORE THE TERMINATION.

**WARNING:** TERMINATION SHOULD NOT BE LOCATED SO THAT HOT EXHAUST GASES CAN BE A HAZARD. EXHAUST GASES CAN REACH TEMPERATURES OF 500°F (260°C) AND CAUSE SERIOUS BURNS. SEE SECTION 4.4.1: PERMITTED TERMINATION LOCATION.

### 4.5.3 Through Roof Installation

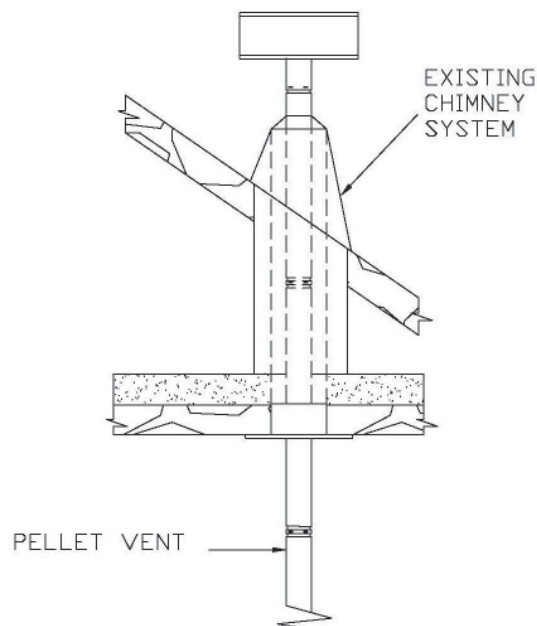
1. Position appliance following clearances and following vent manufacturer's instructions.
2. Install a stove adapter or a stove adapter tee onto the appliance flue collar. If necessary, use a horizontal additional length between the flue outlet and the tee.
3. Drop the plumb line over the center of the tee outlet and mark location on the ceiling.
4. Cut a hole for appropriate ceiling support. Frame rough opening.
5. Install ceiling support and the first vent section as per vent manufacturer's instructions.
6. Install a firestop radiation shield on any subsequent ceiling/floor, except for the attic where an attic insulation shield is required.
7. Run the necessary section of vent vertically so the rain cap exceeds the highest point of the roof at least 24" in United States and at least 36" in Canada.
8. Install roof support.
9. . Install roof flashing and rain cap as per manufacturer's instructions. If necessary, install a storm collar.



#### 4.5.4 Through a Factory Built Chimney

To make an installation through a factory-built chimney, run a 4" stainless steel liner inside the factory-built chimney.

1. Position stove following clearances given and following vent manufacturer's instructions.
2. Install a stove adapter or a stove adapter tee onto the appliance flue collar. If necessary, use a horizontal additional length between the flue outlet and the tee.
3. Use a proper chimney adaptor for your installation.
4. Run the number of sections of vent necessary to go through the chimney adaptor into the chimney.
5. Connect the vent to a stainless steel 4" liner according to the vent manufacturer's instruction.
6. Install roof flashing and rain cap as per manufacturer's instructions. If necessary, install and seal a storm collar.

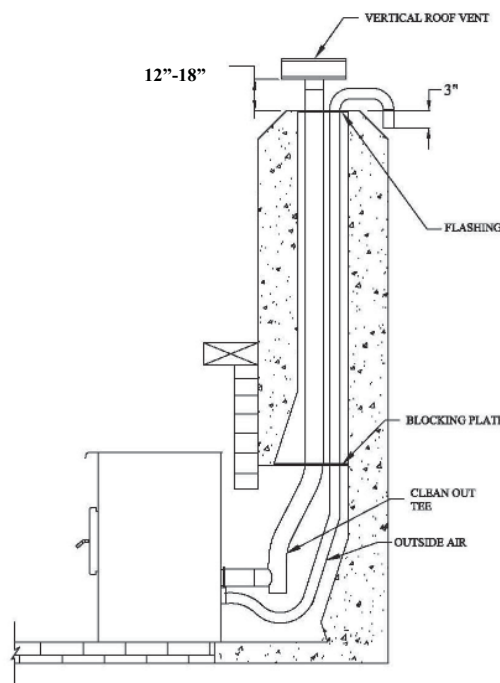


**WARNING: IN THE U.S., THE USE OF A STAINLESS-STEEL LINER IS MANDATORY. IN CANADA, IT IS NOT MANDATORY BUT IS STRONGLY RECOMMENDED.**

**NOTE: VENTING DIRECTLY IN AN OVERSIZED CHIMNEY AND OMITTING THE USE OF A STAINLESS-STEEL LINER CAN AFFECT CHIMNEY DRAFT AND DECREASE STOVE PERFORMANCES.**

### 4.5.5 Through an Existing Masonry Fireplace

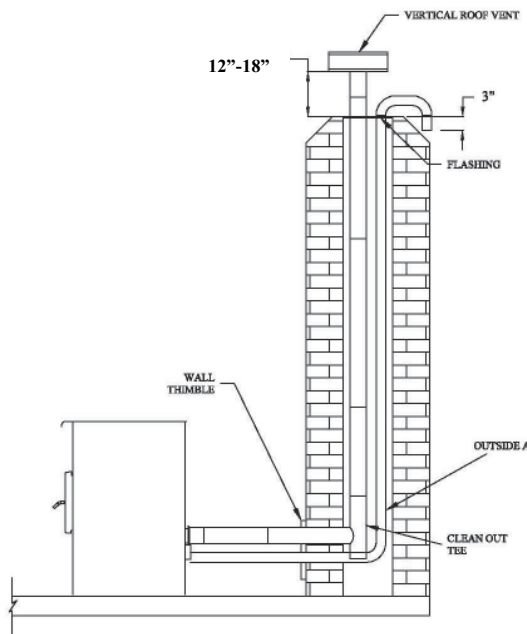
1. Position stove, following clearances and following vent manufacturer's instructions
2. Build and install a blocking plate inside the chimney to seal the fireplace damper. Stainless steel plate and screws are recommended. Cut a hole for the exhaust pipe. If needed, cut a second hole for the air intake pipe (see **Appendix D: Combustion Air Supply**).
3. Attach a section of pipe and clean out tee to the flue outlet, making sure the clean out tee is centered in the chimney flue area.
4. Install a vented flashing at the top of the fireplace chimney. Stainless steel plate and screws are recommended. Cut a hole for the vent pipe. If needed, cut a second hole for the air intake pipe. Seal all joints with high temperature waterproof silicone sealant to prevent water leakage.
5. Seal and install vertical roof vent. If required, seal and install a storm collar.



**NOTE: THE STRUCTURAL CONDITION OF THE MASONRY CHIMNEY MUST FIRST BE INSPECTED BY A QUALIFIED CHIMNEY SWEEP OR INSTALLER.**

**NOTE: YOU WILL NEED A PIPE LENGTH EQUAL TO THE CHIMNEY HEIGHT FROM THE HEARTH. IF OUTSIDE COMBUSTION AIR IS TO BE USED, YOU WILL NEED A PIPE LENGTH SUPERIOR FROM 12 TO 18 INCHES (30 TO 46 CM) OF THE CHIMNEY HEIGHT TO ENSURE A PROPER STOVE BEHAVIOUR.**

#### 4.5.6 Through an Existing Masonry Chimney

1. Position stove following clearances following vent manufacturer's instructions.
  2. Mark the center of the hole where the vent pipe will go through the masonry chimney.
  3. It is necessary to make a hole in the masonry with a one-inch diameter greater than the diameter of the vent pipe used.
  4. Install the cleanout tee at the bottom of the vertical vent system and lower it down the chimney until the center branch of the tee is aligned with the hole in the masonry.
- 
5. Connect the horizontal vent pipe to the cleanout tee by pushing it through the hole in the masonry
  6. If desired, once the horizontal pipe is in place, the space between the pipe and masonry may be filled with high-temperature grout
  7. Install a vented flashing at the top of the masonry chimney. Stainless steel plate and screws are recommended. Cut a hole for the vent pipe. If needed, cut a second hole for the air intake pipe. Seal all joints with high temperature waterproof silicone sealant to prevent water leakage.
  8. Install and seal flashing with high temperature waterproof silicone sealant.
  9. Seal and install vertical roof vent. If required, seal and install a storm collar.
  10. . If desired, install a trim collar and use an additional horizontal vent pipe length, if required, to connect the stove to the chimney.

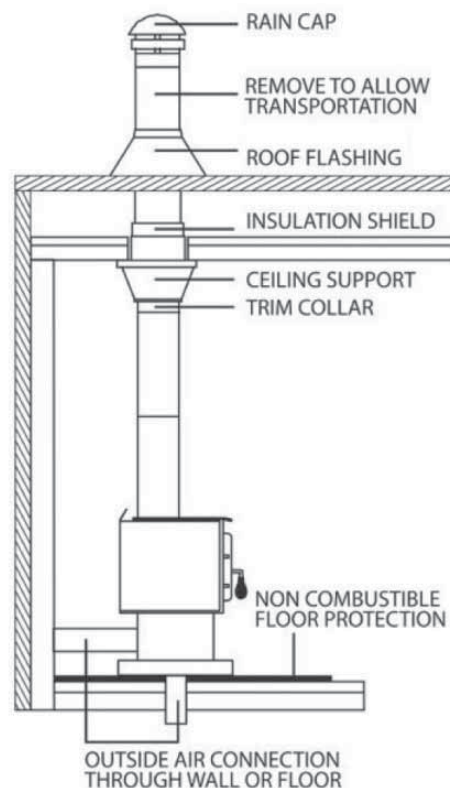
**NOTE: YOU WILL NEED A PIPE LENGTH EQUAL TO THE CHIMNEY HEIGHT FROM THE HEARTH. IF OUTSIDE COMBUSTION AIR IS TO BE USED, YOU WILL NEED A PIPE LENGTH SUPERIOR FROM 12 TO 18 INCHES (30 TO 46 CM) OF THE CHIMNEY HEIGHT TO ENSURE A PROPER STOVE BEHAVIOUR.**

#### 4.5.7 Factory-Built Metal Chimneys in Mobile Homes

For use in a mobile home in Canada, this pellet stove must be connected to a vent system certified according to the standard or ULC/ORD-C441 or CAN/ULC-S609. A vent system meeting the requirements of ULC S629 can also be used for 650°C Factory-built chimney.

For use in a manufactured home in the United States, this pellet stove must be connected to a venting system that meets the requirements of UL 641 standard. A vent system that meets the requirements of UL 103 HT type standard may also be used.

To maintain an effective vapor barrier, insulation and waterproof at the chimney and outside flue pipe, a roof flashing must be installed and sealed with silicone adhesive.





## **PART B - OPERATION**

### **4.6 General Information**

### **4.7 Operation Warnings, Cautions and Recommendations**

- **KEEP THIS MANUAL FOR REFERENCE.**
- **DURING THE FIRST FEW FIRES, YOUR STOVE WILL EMIT AN ODOR AND A SMALL AMOUNT OF FUMES AS THE HIGH TEMPERATURE PAINT CURES OR BECOMES SEASONED TO THE METAL. MAINTAINING SMALLER FIRES WILL MINIMIZE THIS. AVOID PLACING ITEMS ON STOVETOP DURING THIS PERIOD TO AVOID DAMAGING THE PAINT SURFACE. MAKE SURE THE ROOM IS WELL-VENTILATED. OPEN WINDOWS. ODORS AND FUMES RELEASED DURING THIS PROCESS ARE UNPLEASANT BUT THEY ARE NOT TOXIC. ONCE YOU HAVE BURNED THE FIRST 40LBS OF PELLETS, IT IS RECOMMENDED TO INSPECT THE STOVE AND THE VENTING SYSTEM TO MAKE SURE THAT THERE IS NO LEAKS.**
- **HOT WHILE IN OPERATION, KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS. GLOVES MAY BE NEEDED FOR STOVE OPERATION.**
- **IT IS HIGHLY RECOMMENDED THAT THE USER BUYS THIS PRODUCT FROM A RETAILER WHO CAN PROVIDE INSTALLATION AND MAINTENANCE ADVICE.**
- **THIS STOVE MUST SERVE AS A SUPPLEMENTARY HEAT SOURCE. AN ALTERNATIVE HEAT SOURCE SHOULD BE AVAILABLE IN THE HOME IF NEEDED. THE MANUFACTURER CANNOT BE HELD RESPONSIBLE FOR ADDITIONAL HEATING COSTS ASSOCIATED WITH THE USE OF AN ALTERNATIVE HEAT SOURCE.**
- **USING A STOVE WITH CRACKED OR BROKEN COMPONENTS, SUCH AS GLASS OR BAFFLE MAY PRODUCE AN UNSAFE CONDITION AND MAY DAMAGE THE STOVE.**
- **NEVER USE GASOLINE, GASOLINE-TYPE LANTERN FUEL (NAPHTHA), FUEL OIL, MOTOR OIL, KEROSENE, CHARCOAL LIGHTER FLUID, OR SIMILAR LIQUIDS OR AEROSOLS. KEEP ALL SUCH LIQUIDS OR AEROSOLS WELL AWAY FROM THE STOVE WHILE IT IS IN USE.**
- **DO NOT STORE FUEL WITHIN STOVE MINIMUM CLEARANCES TO COMBUSTIBLE.**
- **THIS STOVE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS. NOT FOLLOWING THE INSTRUCTIONS OF THIS MANUAL MAY CAUSE SMOKE SPILLAGE AND OTHER POTENTIAL HAZARDS. IT IS ALWAYS RECOMMENDED TO INSTALL SMOKE DETECTORS, CARBON MONOXIDE MONITORS AND FIRE EXTINGUISHER IN A CONVENIENT LOCATION.**
- **A SMOKE DETECTOR LOCATED IN THE PROXIMITY OF THE STOVE MAY BE ACTIVATED WHEN THE DOOR OF THE STOVE IS OPEN TO RELOAD OR TO STIR.**
- **THE VIEWING DOOR MUST BE CLOSED AND LATCHED AT ALL TIMES DURING OPERATION. THE ASH DRAWER ACCESS PANEL MUST ALSO BE CLOSED DURING OPERATION.**

- **NEVER TRY TO REPAIR OR REPLACE ANY PART OF THE STOVE UNLESS INSTRUCTIONS ARE GIVEN BY THE MANUFACTURER. ALL OTHER WORK SHOULD BE DONE BY A TRAINED TECHNICIAN.**
- **DO NOT OPERATE THE STOVE IF THE FLAME BECOMES DARK AND SOOTY OR IF THE BURN POT OVERFILLS WITH PELLETS. TURN THE STOVE OFF, INSPECT IT, AND CALL YOUR DEALER.**
- **TURNING THE STOVE OFF DOES NOT DISCONNECT ALL POWER FROM THE STOVE. DISCONNECT THE POWER CORD BEFORE PERFORMING ANY MAINTENANCE OR REPAIRS ON THE STOVE.**
- **ALLOW THE STOVE TO COOL BEFORE CARRYING OUT ANY MAINTENANCE OR CLEANING. ASHES SHOULD BE PLACED IN A METAL CONTAINER WITH A TIGHT-FITTING LID. THE CLOSED METAL CONTAINER 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 ASHES HAVE BEEN THOROUGHLY COOLED.**
- **DO NOT OPERATE THE STOVE IF YOU SMELL OR SEE SMOKE. TURN IT OFF, MONITOR IT AND CALL YOUR DEALER IF NECESSARY. DO NOT UNPLUG IT. NEVER OPEN THE DOOR.**
- **IT IS RECOMMENDED TO UNPLUG THE STOVE WHEN IT'S NOT IN USE FOR PROLONGED AMOUNT OF TIME (I.E. DURING SUMMER). SENSORS ON THE STOVE ARE ACTIVATED BY HEAT AND COULD ACTIVATE THE FANS EVEN IF THE STOVE IS NOT IN FUNCTION.**
- **THIS STOVE REQUIRES REGULAR MAINTENANCE AND CLEANING. FAILURE TO FOLLOW THE MAINTENANCE SCHEDULE (SEE SECTION 7.1.1: RECOMMENDED MAINTENANCE SCHEDULE) WILL REDUCE THE STOVE PERFORMANCE AND COULD EVENTUALLY DAMAGE IT. IT ALSO MAY LED TO SMOKE SPILLAGE IN YOUR HOME.**
- **THIS STOVE IS DESIGNED AND TESTED TO BURN ONLY WOOD PELLETS. ANY OTHER TYPE OF FUEL BURNED IN THIS HEATER WILL VOID THE WARRANTY.**
- **HOPPER SHOULD ONLY CONTAIN PELLETS. HOPPER SHOULD BE KEPT FREE OF ANY FOREIGN OBJECTS AT ALL TIME TO PREVENT ANY DAMAGE TO THE STOVE.**
- **THE STOVE WILL NOT OPERATE DURING A POWER OUTAGE. IF AN OUTAGE DOES OCCUR, CHECK THE STOVE FOR SMOKE SPILLAGE. OPENING A WINDOW WILL PREVENT NEGATIVE PRESSURE AND SMOKE SPILLAGE IN THE ROOM.**
- **DO NOT UNPLUG THE STOVE IF YOU SUSPECT IT IS MALFUNCTIONING. TURN IT OFF, MONITOR IT AND CALL YOUR DEALER IF NECESSARY.**
- **THIS STOVE IS DESIGNED TO PROVIDE THE OPTIMUM PROPORTIONS OF FUEL AND AIR TO THE FIRE IN ORDER TO BURN FREE OF SMOKE AND SOOT. ANY BLOCKAGE OF THE AIR SUPPLY TO OR FROM THE STOVE WILL SERIOUSLY DECREASE ITS PERFORMANCE AND WILL BE EVIDENT BY A SMOKING EXHAUST, A SOOT BUILDUP ON THE WINDOW AND ON OUTSIDE WALLS. FOR BEST**

**OPERATION, THE ASH CONTENT OF THE PELLET FUEL SHOULD BE LESS THAN 1% AND THE CALORIFIC VALUE APPROXIMATELY 8,500 BTU/LB. OTHERS FUELS WITH A HIGH ASH CONTENT WILL REQUIRE A HIGHER LEVEL OF MAINTENANCE AND CLEANING.**

- **THE STOVE WILL NOT OPERATE USING NATURAL DRAFT OR WITHOUT A POWER SOURCE TO ACTIVATE THE BLOWER SYSTEMS AND FUEL FEED SYSTEM.**
- **STOVE BUILDER INTERNATIONAL INC. GRANTS NO WARRANTY, IMPLIED OR STATED, FOR IMPROPER INSTALLATION OR LACK OF MAINTENANCE OF YOUR STOVE, AND ASSUMES NO RESPONSIBILITY OF ANY CONSEQUENTIAL DAMAGES.**
- **IF YOU NOTICE A SMOLDERING FIRE (BURNPOT FULL BUT NO VISIBLE FLAME) AND A HEAVY SMOKE BUILDUP IN FIREBOX, IMMEDIATELY TURN OFF THE STOVE, BUT DO NOT UNPLUG IT. DO NOT OPEN THE DOOR OR THE HOPPER LID. MAKE SURE THAT THE FRESH AIR INTAKE SHUTTER WORKS FREELY. WAIT UNTIL SMOKE INSIDE THE FIREBOX CLEARS AND BLOWERS SHUT DOWN. DO AS INSTRUCTED IN “EVERYDAY STARTUP” THEN ATTEMPT TO RESTART THE STOVE. IF THE PROBLEM PERSISTS, CONTACT YOUR DEALER. NOTE THAT SMOKE BUILD-UP DURING IGNITION MAY OCCUR. SMOKE CAN ACCUMULATE IN THE FIREBOX FOR A FEW SECONDS JUST BEFORE THE IGNITOR IS HOT ENOUGH TO FIRE-UP THE PELLETS IN THE BURN POT. THIS IS NORMAL. AS SOON AS THERE IS FIRE IN THE BURN POT, SMOKE WILL DISAPPEAR.**
- **MAINTAIN PROPER VENTILATION. IT IS IMPORTANT THAT ADEQUATE OXYGEN IS BEING SUPPLIED TO THE FIRE FOR PROPER COMBUSTION. DURING THE WINTER SEASON, MAKE SURE THAT THE FRESH AIR INTAKE IS FREE OF ANY ICE, SNOW, ETC., AS THIS WILL STARVE THE FIRE OF AIR AND PREVENT THE PROPER OPERATION OF THE STOVE. MAKE SURE THE FRESH AIR INTAKE BACKDRAFT SHUTTER WORKS FREELY.**
- **OPERATING YOUR STOVE AT THE MAXIMUM SETTING DURING A LONG PERIOD OF TIME MAY REDUCE THE STOVE AND ITS COMPONENTS LIFE EXPECTANCY.**



**WARNING:** This product can expose you to chemicals including carbon monoxide, which is known to the State of California to cause cancer, birth defects or other reproductive harm. For more information go to [www.P65warnings.ca.gov/](http://www.P65warnings.ca.gov/)

#### **4.7.1 Zone Heating and How to Make It Work for You**

Your new pellet stove is a space heater, which means it is intended to heat the area it is installed in, as well as spaces that connect to that area, although to a lower temperature. This is called zone heating and it is an increasingly popular way to heat homes or spaces within homes.

Zone heating can be used to supplement another heating system by heating a particular space within a home, such as a basement family room or an addition that lacks another heat source.

Although the stove may be able to heat the main living areas of your house to an adequate temperature, this stove must serve as a supplementary heat source. You should have a conventional oil, gas or electric additional heating system to provide heating in the home. The manufacturer cannot be responsible for additional heating costs associated with the use of an alternative heat source in case of stove failure or power outage.

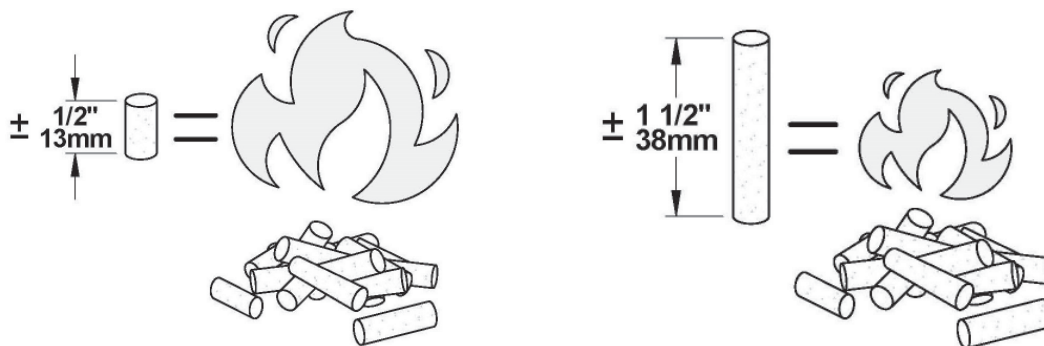
Your success with zone heating will depend on several factors: Proper stove size, stove location, heating area, house layout, insulation and your climate zone.

## 4.8 Combustible

### 4.8.1 Proper Fuel

Each type of pellet has its properties and will burn differently. The amount of ashes produced can also vary greatly. Conventional pellets are those  $\frac{1}{4}$ " or  $\frac{5}{16}$ " in diameter and not over 1" long. Longer or thicker pellets will affect the constancy of pellet feed.

For example, if the pellets are very short, they will have more ease to accumulate and pile into the feed screws. Thus, the volume of pellets will be denser, which will lead to an increase in BTU. By contrast, longer pellets will pile less so the BTU will be reduced.



The bottom-feed system of this stove is designed and tested specifically for use with wood pellets.

**WARNING: BURNING OTHER TYPES OF PELLETS IS PROHIBITED. IT VIOLATES THE BUILDING CODES FOR WHICH THE STOVE HAS BEEN APPROVED AND WILL VOID THE WARRANTY**

<b>DO NOT BURN:</b>
---------------------

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>- COAL.</li><li>- GARBAGE.</li><li>- LAWN CLIPPINGS OR YARD WASTE.</li><li>- MATERIALS CONTAINING RUBBER, INCLUDING TIRES.</li><li>- MATERIALS CONTAINING PLASTIC.</li><li>- WASTE PETROLEUM PRODUCTS, PAINTS OR PAINT THINNERS, OR ASPHALT PRODUCTS.</li><li>- MATERIALS CONTAINING ASBESTOS.</li><li>- CONSTRUCTION OR DEMOLITION DEBRIS.</li><li>- RAILROAD TIES OR PRESSURE-TREATED WOOD.</li><li>- MANURE OR ANIMAL REMAINS.</li></ul> | <ul style="list-style-type: none"><li>- SALTWATER DRIFTWOOD OR OTHER PREVIOUSLY SALT WATER SATURATED MATERIALS.</li><li>- UNSEASONED WOOD; OR</li><li>- PAPER PRODUCTS, CARDBOARD, PLYWOOD, OR PARTICLE BOARD. THE PROHIBITION AGAINST BURNING THESE MATERIALS DOES NOT PROHIBIT THE USE OF FIRE STARTERS MADE FROM PAPER, CARDBOARD, SAW DUST, WAX AND SIMILAR SUBSTANCES FOR THE PURPOSE OF STARTING A FIRE IN AN AFFECTED WOOD HEATER.</li></ul> |
|---|---|

Burning these materials may result in the release of toxic fumes or render the heater ineffective and cause smoke

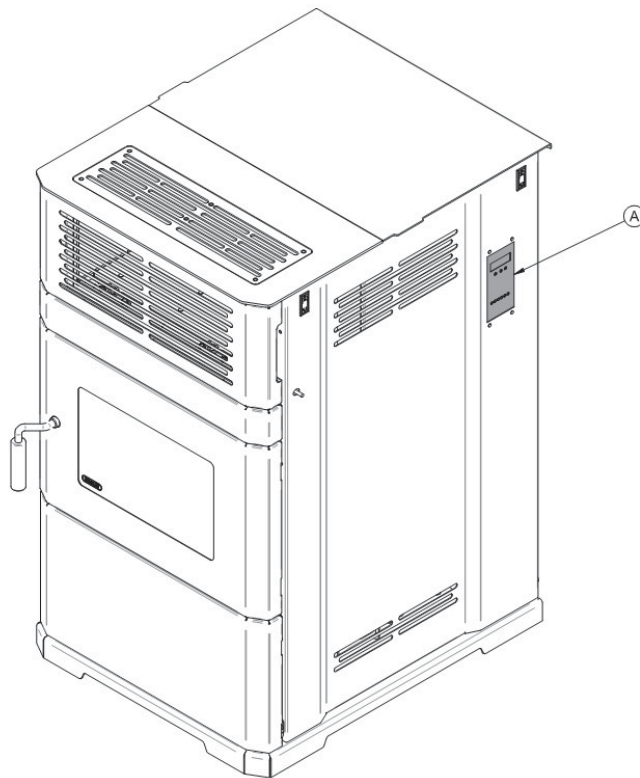
#### **4.8.2 Where to Store Bags of Pellets**

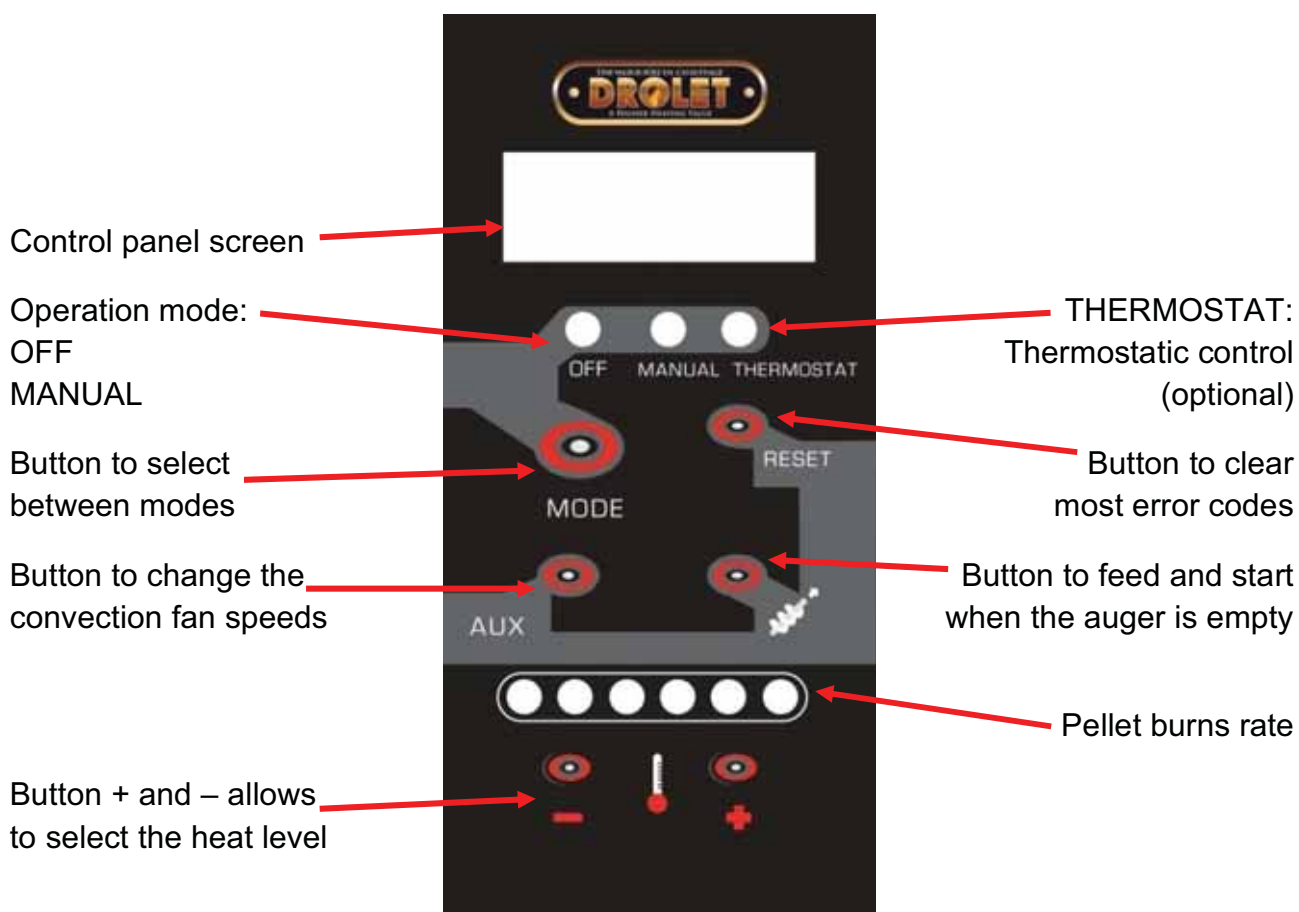
We recommend that you store your bags of pellets in a dry and well-ventilated area if possible. Using dry pellets will increase the performance of your stove. You may want to have a bag or two in the same room as your stove for refueling but make sure to respect the minimum clearances to combustible materials and the space required for refilling and ash removal.

## 5 Stove Controls

### 5.1 Control Panel

The blowers and automatic fuel supply are controlled from a control panel **(A)** on the right-hand side of the ECO-65R. The control panel functions are as follows:





### 5.1.1 Mode Button



When the mode switch is pressed, you will be able to choose the Manual or the Thermostat mode, or to turn off the appliance. If the Manual mode is selected, the stove will automatically ignite. At this time, the heat level must be selected manually to adjust the stove's heat output to the desired level. If the thermostat mode is selected, the stove will automatically modulate between the lowest heat level and the heat level selected to keep the room temperature at the thermostat's setting (see **Section 6.6.1: Pilot mode selection**). No fire starter is necessary to ignite the unit. The auger will feed fuel and the electric igniter will start. If the unit doesn't ignite within 12 minutes, the stove will start another ignition cycle. If ignition fails a second time, a warning message will appear on the control panel.

The Heat Level may be selected during the ignition cycle. However, the unit will only feed fuel at the desired heat level setting when the heat sensor located into the stove will receive a signal indicating that the unit has been fully ignited. This may take anywhere between 10 and 15 minutes.

### 5.1.2 Fuel Feed Button



When the “Fuel Feed” button is pushed the stove will feed pellets continuously into the burn pot for 90 seconds and then the ignition cycle will begin. The “Feed and Start” message will appear.

Use this option when you start your stove for the first time in the season or when the stove has run out of pellets, i.e. the hopper is empty. The auger will turn and then the stove will start automatically an ignition cycle.

**CAUTION: THIS FUNCTION CAN ONLY BE OPERATED WHEN THE STOVE IS IN “OFF” POSITION. THE FUEL FEED SWITCH IS USED TO PRIME THE AUGER WHEN AUGER IS EMPTY.**

### 5.1.3 Convection Fan Speed Control



The convection fan can be adjusted to 9 predetermined speeds. By pressing on AUX, the message FAN followed by a number between 1 to 9 will appear on the screen. It will be possible to modify the blower speed by pressing on the + or the -. Take note that not all fan ranges are available, but the speed of the convection blower is consistent with the requested burn rate.

### 5.1.4 Heat Level



By pressing + or -, you can set the pellet feed rate and hence the heat output of your stove. The levels of heat output will incrementally change and each LED indicates the level from 1 to 6.

### 5.1.5 Reset



The reset button has to be used to clear most warnings on the control panel and restart your stove (see **Section 6.6: Operating the Stove Using a Thermostat** and **Section 8.3: Main Error Codes, Possible Causes and Solutions**).



## 5.2 Adjustments

### 5.2.1 Selecting the Combustion Level (Heat Rate)

The heat input of the stove varies between 9,000 BTU/h to 39,000 BTU/h. To change the combustion level, select the + or – button  when the stove is in function.

**Note:** Input range may vary according to the type of pellets being used.

Even though your stove can burn a large variety of wood pellets, we strongly recommend the use of high-quality pellets to obtain maximum performance out of your stove (see **Section 4.8.1: Proper Fuel**).

**Note:** To obtain optimal results make sure the venting system, heat exchanger and exhaust channels are cleaned before performing any setting changes.

### 5.2.2 Adjusting the Convection Fan Speed


You can adjust the stove's convection fan speed for each combustion level selected. Thus, an adjustment range is offered to reduce or increase air distribution in the room. Take note that not all fan ranges are available, but the speed of the convection blower is consistent with the requested burn rate. Therefore, if you use your stove in a lower combustion setting, you will not be able to bring the fan to its maximum capacity. Conversely, for the higher combustion settings, the lowest convection fan speed is blocked.


If overheating is detected, the convection fan speed will automatically go to the maximum setting, an error code of F-160 will appear and the convection fan will operate at its highest setting until the stove reaches a safe temperature. Once the stove reaches that temperature, it will return to the previously selected convection fan selection.

## 6 Stove Operation

### 6.1 First Startup

Before starting your stove, make sure that the burn pot, the baffle and the maintenance access panels are properly installed. Make sure that the stove has been emptied of all tools and accessories (see **Section 2.3: Before Operating Your Stove**). Also make sure that the venting system is properly sealed, that all doors and hopper lid are closed. Make sure that the hopper

is full of pellets. Press the auger button .

If fire doesn't start within 20 minutes, a warning code  will appear. Refer to troubleshooting section for more details.

**WARNING: NEVER USE A GRATE OR OTHER MEANS OF SUPPORTING THE FUEL. ONLY USE THE APPROVED STOVE BURN POT.**


### 6.2 Everyday Startup

Before starting the stove, make sure there is enough pellets in the hopper and that the recommended maintenance schedule has been followed (see **Section 7.1.1: Recommended**

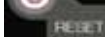
**maintenance schedule**). Press the  icon for either MANUEL or THERMOSTAT.


### 6.3 Running Out of Pellets

If your stove runs out of pellets, the fire will slowly go out; the convection fan will run until the heat sensor on the exhaust fan reads 105°F. The cooling cycle will take a few minutes before

all other motors stops. When this temperature is reached, a warning message  will appear on the screen.

To restart the stove, wait until all components stop running (usually 10 minutes after the


warning message has been displayed). Press the  button, refill the hopper, and press

the auger icon .

## 6.4 Refueling

While the stove is running, you have up to 3 minutes to refill the hopper with pellets. Note that opening the hopper lid will stop the auger from feeding pellets to the stove. If the hopper lid is

left open more than 3 minutes, the stove will stop and a warning code  will appear on the

control panel. To restart the stove, close the lid, press the  button, and then press the




to select either MANUAL or THERMOSTAT.

**NOTE:** Keep hopper lid closed at all times except when refueling. Do not overfill the hopper.

## 6.5 Shutting Down Procedure




To turn your stove off, press the  button on the control panel until the LED light is in the OFF position. The cooling cycle will take a few minutes and the blowers will continue to function while the stove is cooling down.

**IMPORTANT: DO NOT DISCONNECT THE POWER CORD TO TURN OFF THE STOVE.**


## 6.6 Operating the Stove Using a Thermostat

A thermostat may help you maintain a constant house temperature automatically (See **APPENDIX B: Thermostat installation (AC05558)**). A Low voltage thermostat is required. A fixed wall mount or handheld model can be used.



To use this mode, the  button must be pushed to “Thermostat” upon starting the stove.



The heat setting is then selected using the  selector “+ or –”. When set in thermostatic mode, the stove will automatically run at the heat level selected until the set room temperature is reached. When that occurs, the stove will switch to heat setting #1 (lowest) until the thermostat calls for heat again. The convection blower will also slow to its lowest speed. When the thermostat calls for heat again, the stove will increase its feed rate to match the heat setting previously selected.

If the room temperature remains stable and the thermostat does not call for heat during at least 45 minutes, the stove will shut down. When the thermostat calls for heat again, the stove will start an ignition cycle. Once the ignition cycle is completed, the stove will increase its feed rate to match the heat setting selected.

### 6.6.1 Pilot Mode Selection

It is possible to change the setting of your unit such that if the thermostat does not call for heat after 45 minutes, the unit will remain at the lowest heat setting (#1) but will not shut down (this is the PILOT ON mode). The stove will remain at the lowest heat level until the thermostat calls for heat again. It is also possible that the unit shuts down as soon as the thermostat stops calling for heat. This mode is called “PILOT OFF”. If you prefer that your unit runs following one


of these logics, you need to change the setting to PILOT ON or PILOT OFF by simultaneously pressing the following two buttons on the PC Board for a couple of seconds:






Once you do that, the letters P, I, L, O, T, O, N will appear on the PC Board to let you know that you are in the “PILOT ON” mode. By pressing again the two buttons, the letters P, I, L, O, T, O, F, F will appear on the PC Board to let you know that you are in the “PILOT OFF” mode. If you wish to go back to the default thermostatic mode (i.e. the unit shuts down after 45 minutes if the thermostat does not call for heat), simply press the same two buttons again for a couple of seconds. The letters P, I, L, O, T, A, U, T, O will appear on the PC Board to let you know that you are in the “PILOT AUTO” mode.

## 6.7 Signs of an Overheating Stove

Under normal conditions, the flame should have a bright yellow color and be very active, but stable. If you see the flame getting lazy, very high and orange, it may be a sign that there is something wrong. Usually, overheating issues are caused by too much restriction in the venting system, a blocked heat exchanger, a lack of combustion air or a lack of maintenance.

If this happens, your stove will become very hot. If the stove becomes too hot, an  code will appear on the control panel. Before starting the stove again make sure the recommended

maintenance has been done properly. Press the  and the  buttons and hold

simultaneously for 2 seconds to reset the stove. If an  code occurs twice, call you dealer. He will be able to give you some recommendations so this code won't appear again.

**WARNING: IF YOU CHOOSE A STOVE THAT IS TOO SMALL FOR YOUR HOUSE AND YOU NEED TO OPERATE IT AT THE MAXIMUM SETTING FOR A LONG PERIOD OF TIME, YOU MAY END UP OVERHEATING THE STOVE. THE STOVE AND ITS COMPONENTS LIFE EXPECTANCY WILL BE REDUCED.**

**WARNING: IF ANY EXTERNAL PART OF THE STOVE BEGINS TO GLOW RED, THE STOVE IS OVERHEATING. IMMEDIATELY TURN THE STOVE OFF. DO NOT UNPLUG IT AND DO NOT OPEN THE DOOR. UNPLUGGING THE STOVE WILL DISABLE ALL THE SAFETY FEATURES OF THE STOVE.**

**DANGER: AN OVERHEATING STOVE MAY LEAD TO A HOUSE FIRE. EACH H CODE SHOULD BE FOLLOWED BY A STOVE MAINTENANCE AND A VENTING SYSTEM VERIFICATION.**

## 7 Maintenance

### 7.1 Stove Maintenance

#### 7.1.1 Recommended Maintenance Schedule

Use this as a guide when used under average conditions.

Components	Daily or after ± 50 pounds	Weekly or after ± 250 pounds	Twice a year or after ± 1 ton	Annually or ± 2 tons
Baffle	Activate the cleaning rod	Scrape / Vacuum		
Bottom air wash inlet		Vacuum		
Burn Pot	Empty / Scrape	Scrape / Vacuum		
Glass		Clean		
Ash Drawer		Empty / Vacuum		
Combustion Chamber		Vacuum	Vacuum / Brush*	
Heat Exchanger Tubes		Brush	Scrape and Vacuum*	
Exhaust Channels (through access traps)			Vacuum*	
Exhaust Blower			Vacuum*	
Combustion Blower			Inspect*	
Convection Blower			Vacuum*	
Venting System			Inspect / Sweep*	Sweep and Clean
Gaskets			Inspect	
Hopper				Empty / Vacuum

\*Cleaning frequency may vary depending on the type of fuel used. Fuel with higher ash content will increase cleaning frequency. See **Section 4.8.1: Proper Fuel** for recommended combustibles.

**WARNING: FAILURE TO CLEAN AND MAINTAIN THIS STOVE AS INDICATED CAN RESULT IN POOR PERFORMANCE AND SAFETY HAZARDS.**

**WARNING: NEVER CLEAN WHEN HOT.**

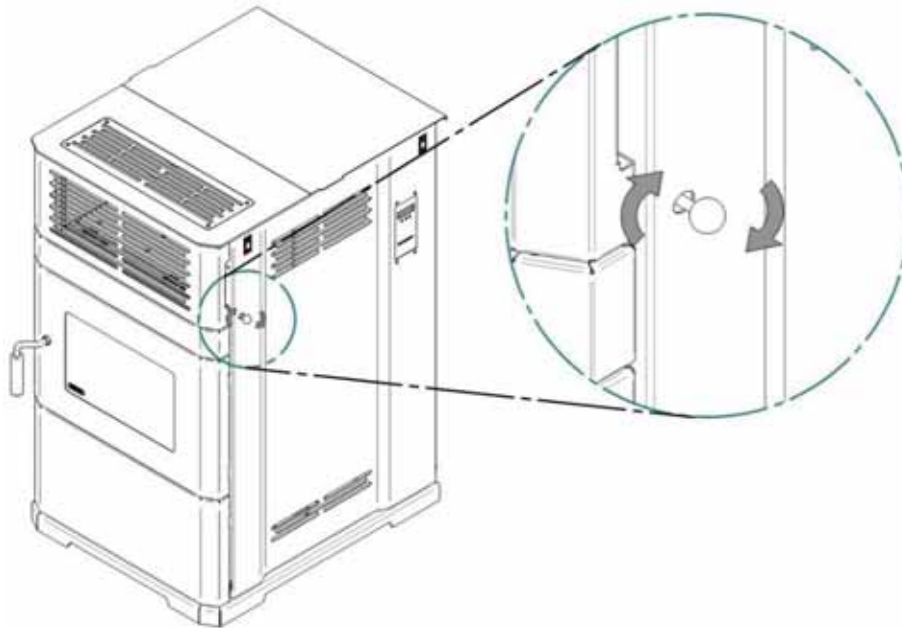
**WARNING: THE USE OF A DOMESTIC, CENTRAL OR COMMERCIAL VACUUM CLEANER TO PERFORM THE MAINTENANCE OF YOUR PELLET STOVE IS NOT RECOMMENDED. ASH PARTICLES MAY DAMAGE THE MOTORS OF THESE APPLIANCES. FURTHERMORE, EMBERS THAT ARE STILL HOT MAY SET YOUR VACCUM CLEANER'S CONTENT ON FIRE. THE USE OF AN ASH VACCUM CLEANER IS HIGHLY RECOMMENDED.**

**WARNING: ASHES SHOULD BE PLACED IN A METAL CONTAINER WITH A TIGHT FITTING LID. THE CLOSED METAL CONTAINER SHOULD BE PLACED ON A NONCOMBUSTIBLE SURFACE, 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.**

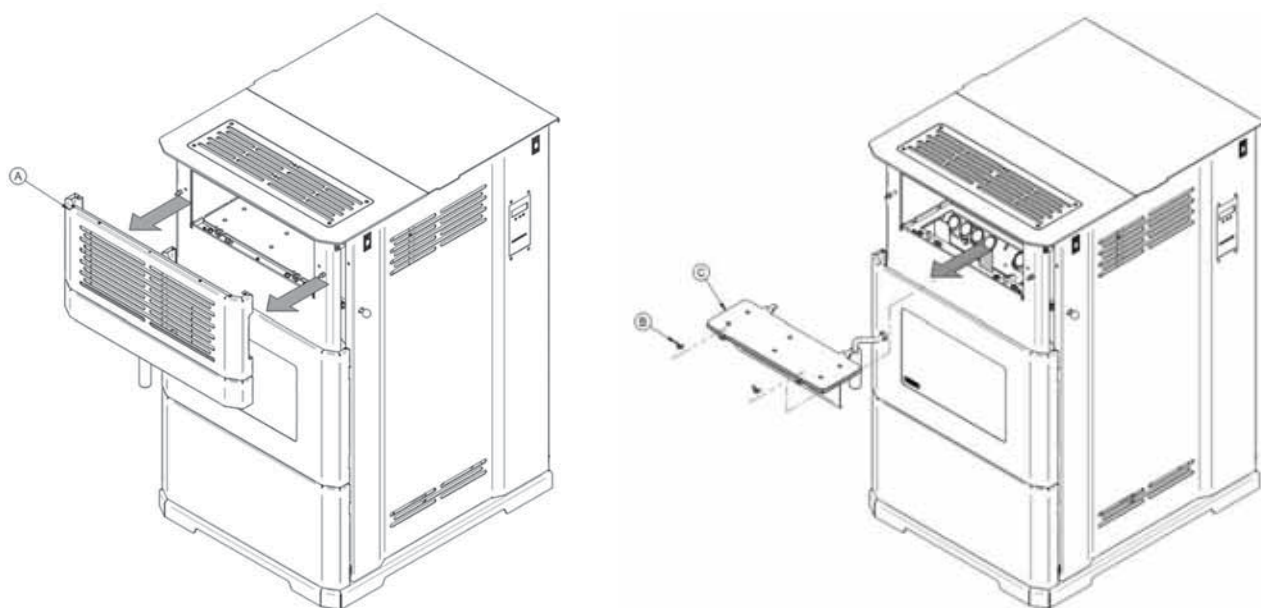
### 7.1.2 Cleaning the Baffle, the Heat Exchanger and the Combustion Chamber

Cleaning the baffle must be done regularly (see **Section 7.1.1: Recommended Maintenance Schedule**). Every day it is recommended to rotate the cleaning mechanism clockwise vigorously. Rotate several times to remove accumulations of combustion residue from the baffle.

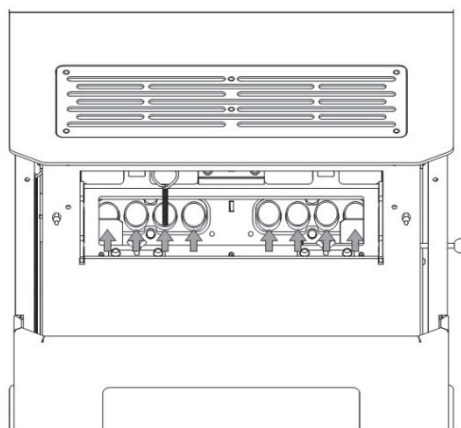
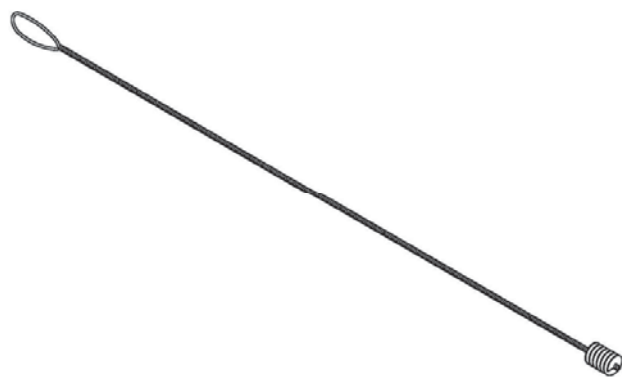


Deep cleaning (scraping) is done at the same time as cleaning the exchanger.

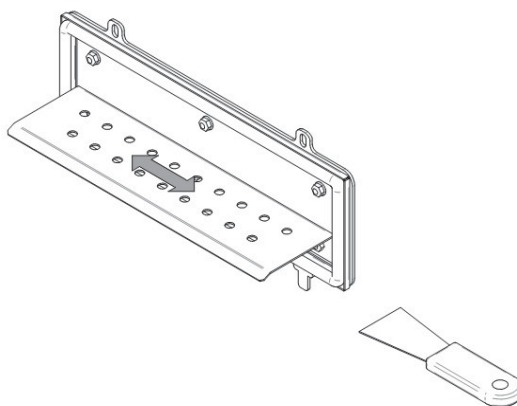
To clean the exchanger, you must first remove the decorative grill **(A)**. Put your hands in the side openings and give a quick pull towards you to release the grill. Unscrew the two wing nuts **(B)** and remove the access panel **(C)** to the heat exchangers. Pay attention to the sealing gasket when setting the access plate aside. Take the brush that was supplied with the stove and insert it into each tube in a complete motion from top to bottom. **IT IS IMPERATIVE TO SLIDE THE BRUSH COMPLETELY DOWN. IT WILL BE VERY DIFFICULT TO REMOVE THE BRUSH IF IT IS STOPPED HALFWAY IN ONE OF THE TUBES.** It is recommended to use an ash vacuum to remove dust escaping from the tubes during the use of the brush.



Using the provided sweeping rod, sweep up and down each exchanger. Make sure you go all the way down to the bottom.



Using a scraper, remove all combustion residues that are blocking the baffle holes.





Reinstall the access panel to the combustion chamber and tighten the wing nuts.

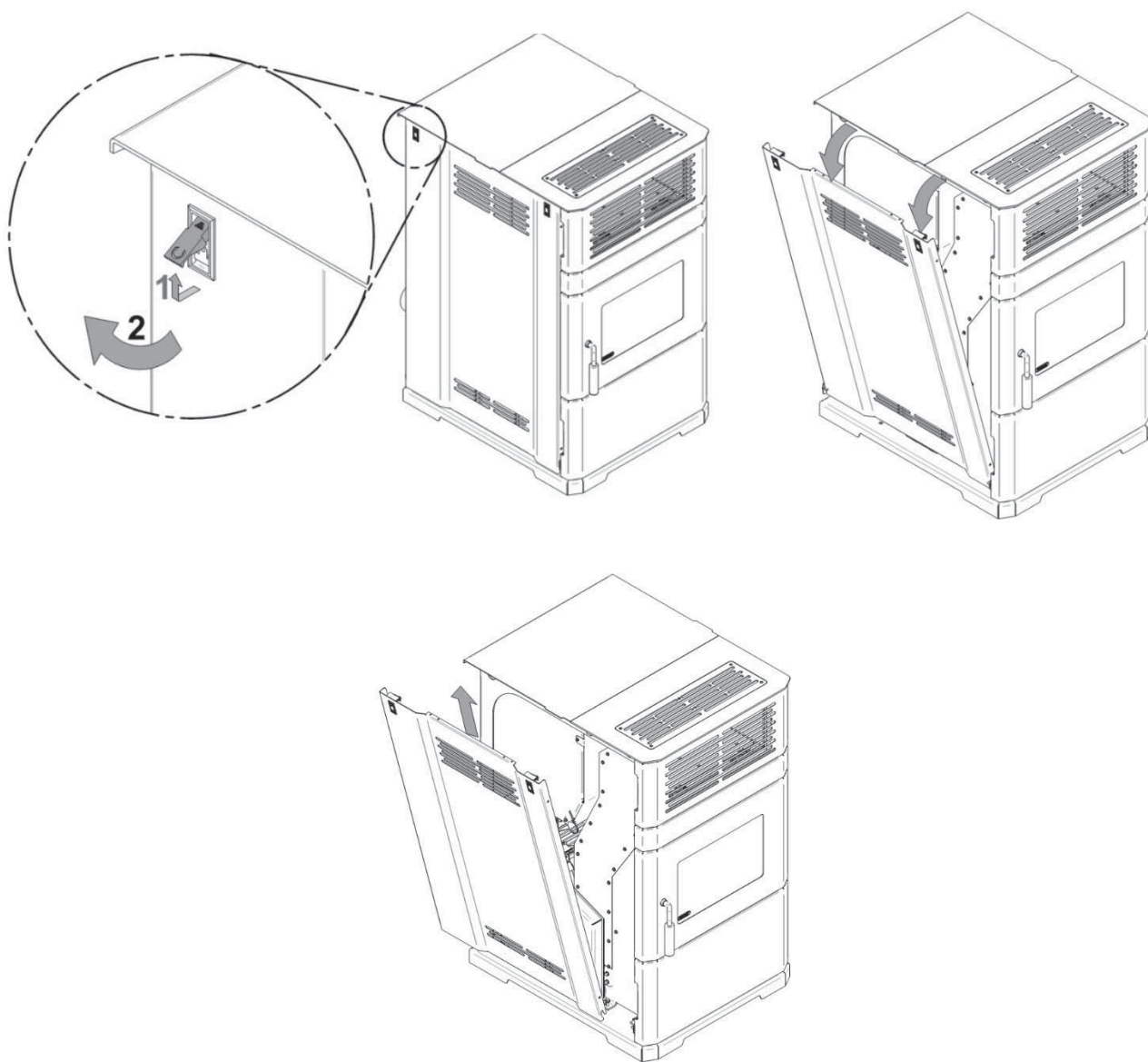
**DO NOT USE PLIERS OR OTHER TOOLS TO TIGHTEN THE WING NUTS.**

**IT IS HIGHLY RECOMMENDED TO CLEAN THE EXHAUST CHANNEL (SEE SECTION 7.1.3: EXHAUST CHANNEL AND EXHAUST BLOWER MAINTENANCE) IMMEDIATELY AFTER CLEANING THE HEAT EXCHANGER.**

### 7.1.3 Exhaust Channel and Exhaust Blower Maintenance

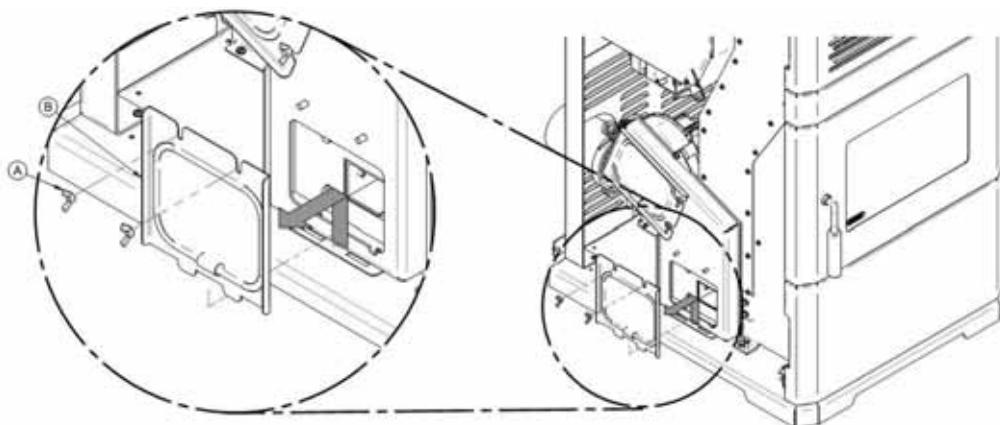
Exhaust channels and the exhaust blower are located on the left-hand side of the stove. The following procedure demonstrates how to perform inspection and cleaning:

To access the exhaust channel, open the decorative panel located on the left side of the stove facing it. Lift and turn the 2 latches, then rotate the panel and lift it up.

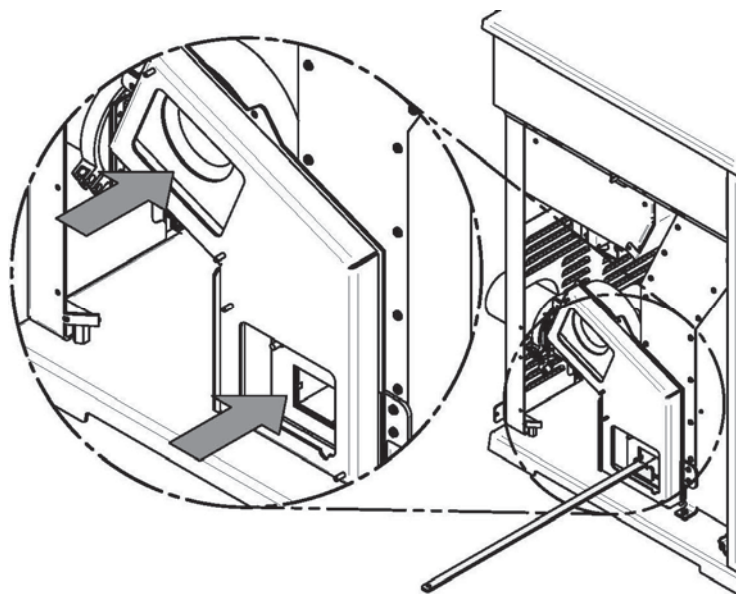




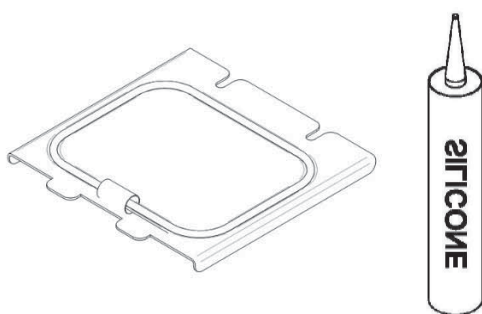
To remove the two access panels, you must unscrew the wing nuts **(A)** and then remove the panels **(B)**.



Locate the two openings. Clean any dirt or ash buildup from exhaust channels using the scraper supplied with the stove. Use an ash vacuum to complete the cleaning.



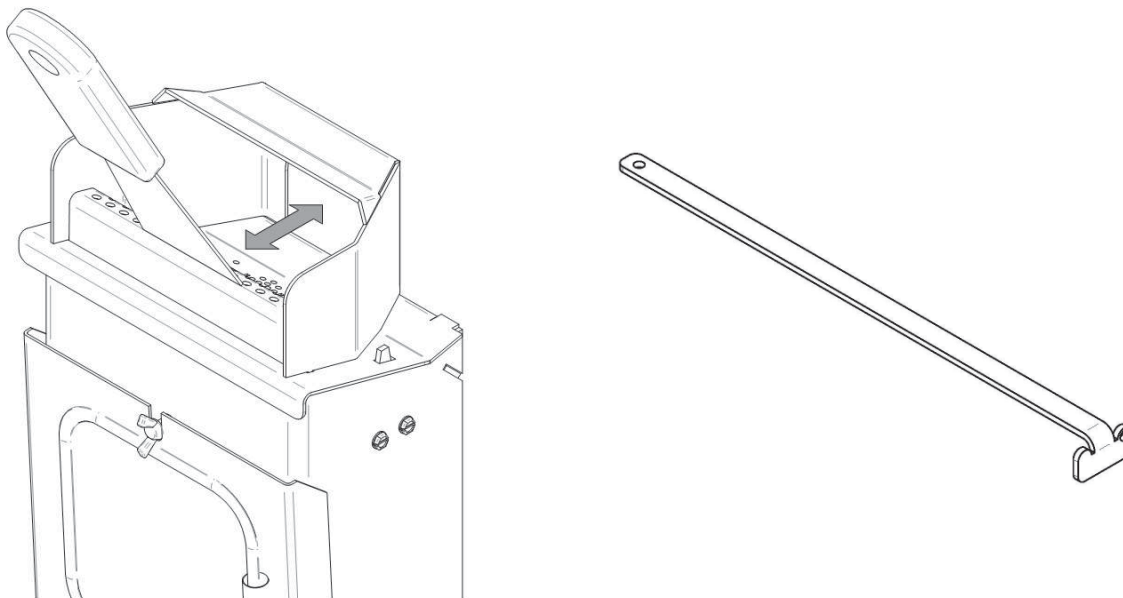
Make sure that the gaskets are still in good condition, replace them if needed. (3/16" black round gasket, AC06815)



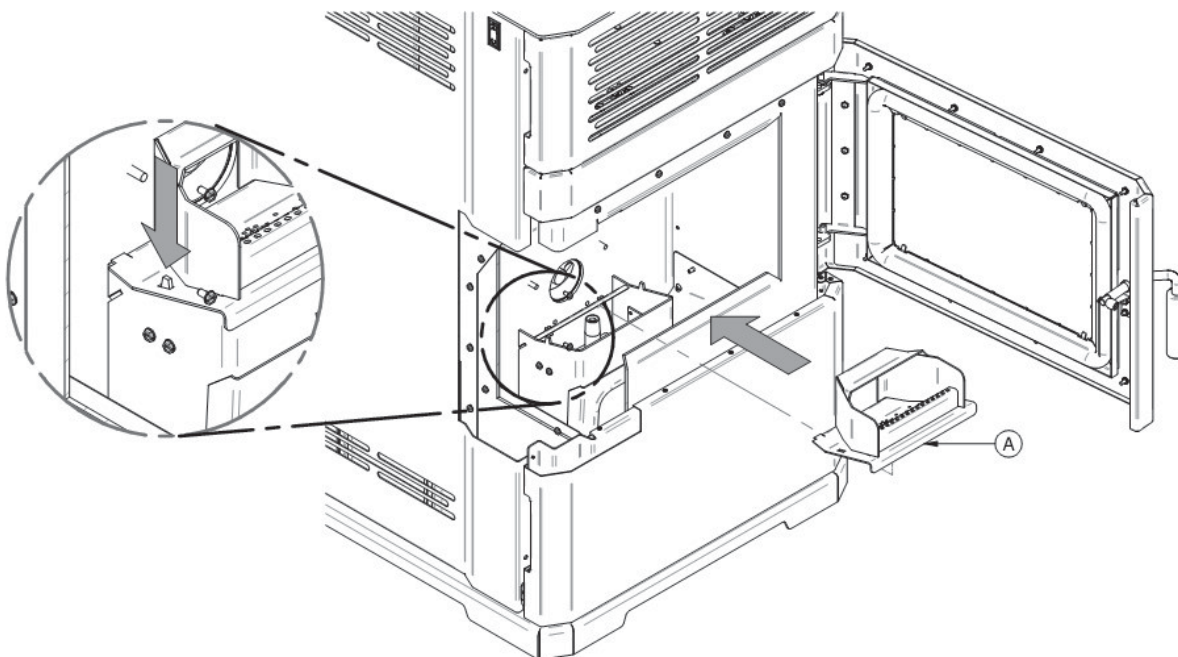
### 7.1.4 Cleaning the Burn Pot

The burn pot must remain clean and the holes should not be obstructed by combustion residues (ashes or clinkers).

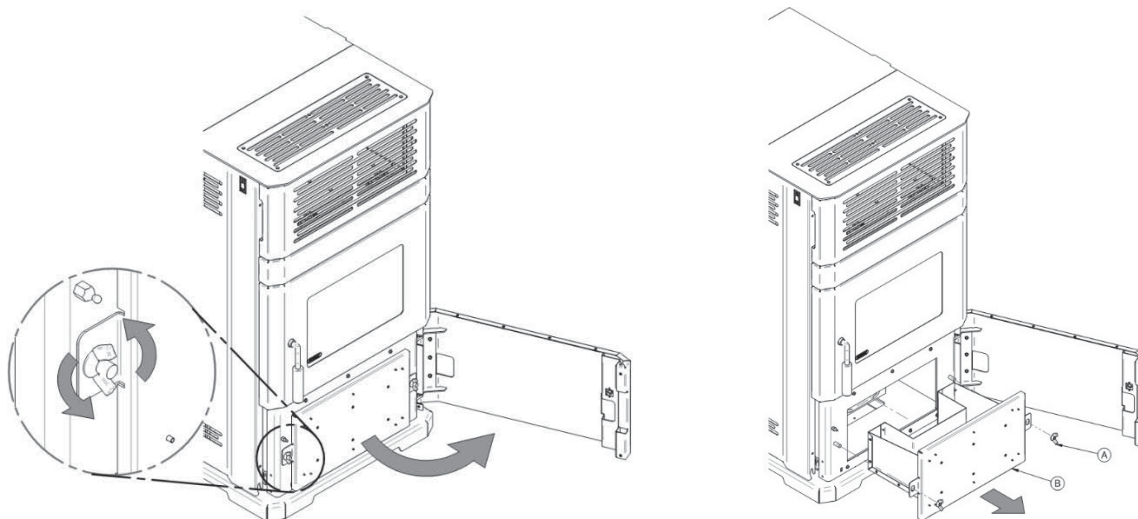
1. Clean the burn pot using the scraper provided with the stove or a smaller one.



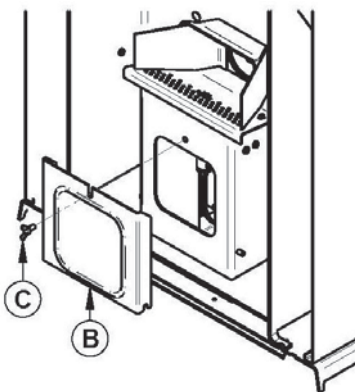
2. The burn pot **(A)** simply sits onto the air intake channel. You must lift to remove it from the stove. Two small pins guide the burn pot in place. Make sure that the burn pot is well in place before turning on the stove (as shown in the diagram).



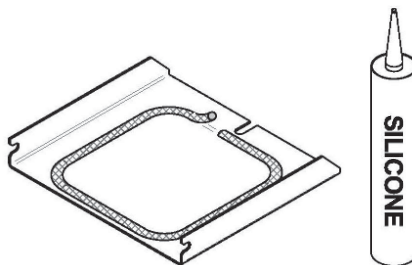
3. If necessary, clean the air intake channel. To reach the air intake channel clean out trap, open the ash drawer access door and remove the ash drawer **(A)**.



4. Unscrew the wing nut **(C)** to open the clean out trap **(B)**. Vacuum the combustion residues.

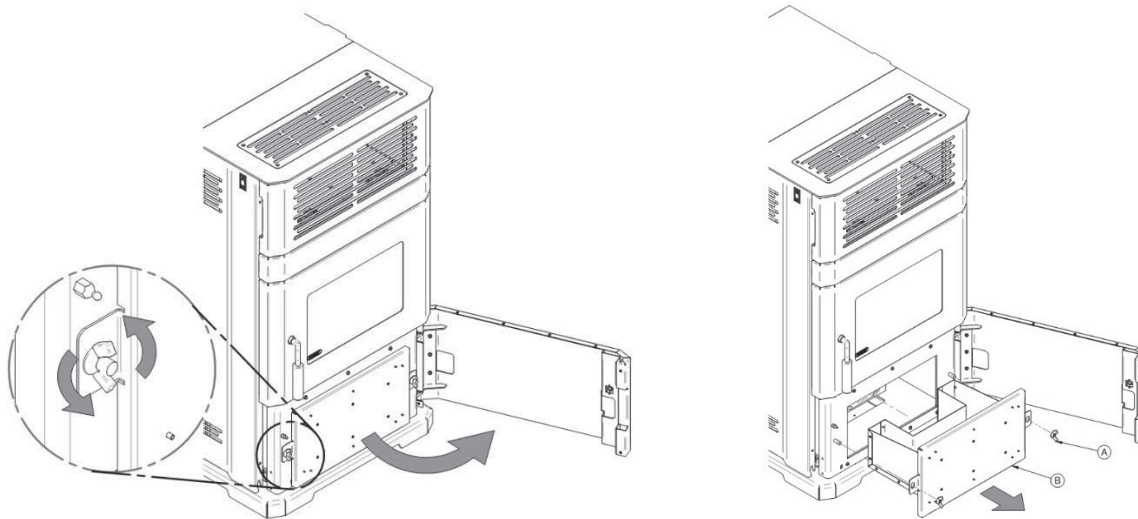


Verify that the clean out trap gasket is still in good condition, replace it if needed (3/16" black round gasket, AC06815).



### 7.1.5 Ash Removal

1. To empty the ash drawer (**A**) of its contents, open the ash drawer access door. Remove the two wing nuts and take out the ash drawer.

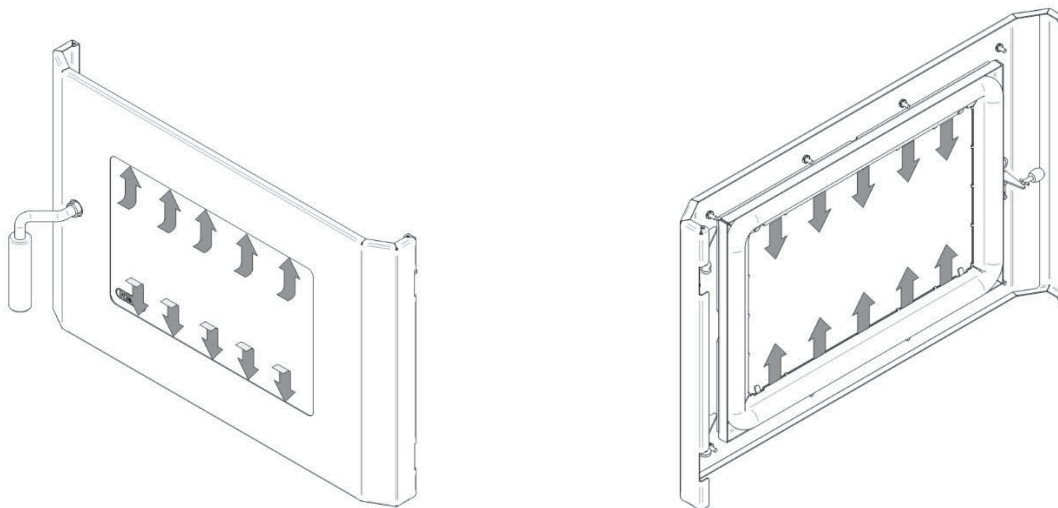


2. Empty the ash drawer, vacuum around the drawer and at the bottom of the combustion chamber.

**WARNING: ASH PAN MUST BE IN PLACE AND THE ASH PAN ACCESS DOOR MUST BE KEPT CLOSED AT ALL TIMES WHEN THE STOVE IS IN USE.**

### 7.1.6 Cleaning the Air Wash System

Vacuum the ashes that may have accumulated into the air wash system inlet between the bottom glass retainer and the glass. This will allow an optimum air flow along the inside portion of the glass and prevents the glass from sooting.



### 7.1.7 Glass Car

Clean door glass when necessary. The use of a stove glass cleaner is recommended. Regular household glass cleaners will not remove creosote properly.

**WARNING: NEVER USE ABRASIVE CLEANERS ON THE GLASS OR ON ANY PLATED PART.**

**WARNING: DO NOT CLEAN THE GLASS WHILE IT'S HOT.**

**WARNING: DO NOT FORCE, STRIKE OR ADOPT ANY BEHAVIOUR THAT COULD WEAKEN THE GLASS DOOR.**

**WARNING: DO NOT OPERATE THE STOVE WITH THE GLASS REMOVED, CRACKED OR BROKEN.**

### 7.1.8 Replacement of Broken Door Glass

Carefully remove any loose pieces of glass from the doorframe. Dispose of all broken glass properly.

A broken glass must be replaced with an identical ROBAX (ceramic glass) 5 mm thick with the dimensions: 9" 3/8" x 14" 21/32". Refer to **Section 14: Exploded View and Replacement Parts**.

**WARNING: ALWAYS WEAR SUITABLE GLOVES WHILE HANDLING BROKEN GLASS.**

**WARNING: REPLACEMENT GLASS SHOULD ONLY BE PURCHASED FROM AN AUTHORIZED DEALER (SEE SECTION 14: EXPLODED VIEW AND REPLACEMENT PARTS). TEMPERED GLASS OR ORDINARY GLASS WILL NOT WITHSTAND THE HIGH TEMPERATURES OF THE STOVE.**

**WARNING: IF YOU HAVE TO CHANGE THE DOOR GLASS, MAKE SURE YOU INSTALL THE NEW GASKETS AT THE SAME PLACE AS THE ORIGINAL IN ORDER TO KEEP THE AIRWASH WORKING PROPERLY.**

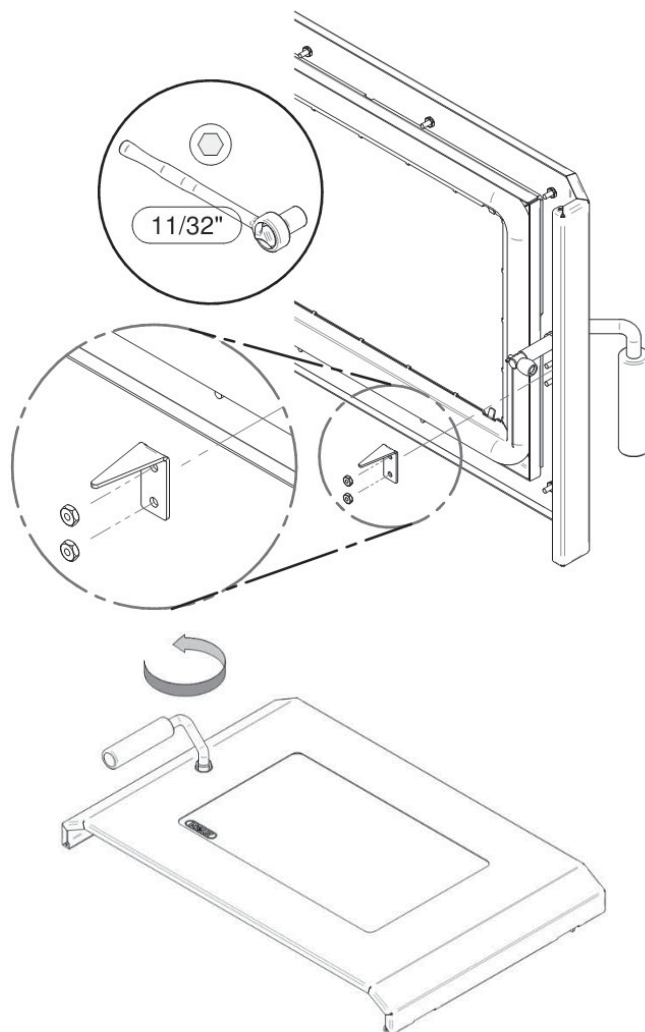
### 7.1.9 Door Gasket Maintenance

It is important to maintain the door gasket in good condition. After a while, the gasket will wear and compress; adjusting the door may then be required. If the door adjustment is not sufficient, replace the door gasket with a genuine part. If the stove door is not properly sealed, it will be difficult to keep the door glass clean and combustion gases may leak into the room.

### 7.1.10 Door Adjustment

In order for your stove to burn at its best efficiency, the door must provide a perfect seal with the firebox. Therefore, the gasket should be inspected periodically making sure to obtain an airtight fit. Air tightness can be improved with a simple latch mechanism adjustment. To adjust:

Remove the handle stop, by unscrewing the two 11/32" nuts.



Then unscrew the handle one turn to increase the pressure between the door frame and the firebox. Reinstall the handle stop next.

#### 7.1.11 Gasket replacement

It is important to replace the gasket with another having the same diameter and density to maintain a good seal.

1. Remove the old gasket. Use a screwdriver to scrape the old gasket adhesive from the groove.
2. Apply a bead of approximately 3/16" (5 mm) of high temperature silicone in the groove. The gasket must not be stretched during installation.
3. Leave about 1/2" long of the gasket when cutting and press the end into the groove. Tuck any loose fibers under the gasket and into the silicone.
4. Close the door or trap. Do not use the pellet stove for 24 hours.



## 7.2 Venting System Maintenance

Establish a routine for the fuel, wood burner and firing technique. Check daily for creosote build-up until experience shows how often you need to clean to be safe. Be aware that the hotter the fire the less creosote is deposited, and weekly cleaning may be necessary in mild weather even though monthly cleaning may be enough in the coldest months. Contact your local municipal or provincial fire authority for information on how to handle a chimney fire. Have a clearly understood plan to handle a chimney fire.

**CAUTION: REGULARLY EXAMINE THE VENTING SYSTEM, THE JOINTS, AND THE SEALING TRIMS TO ENSURE THAT THE SMOKE AND THE COMBUSTION GASES ARE NOT DRAWN BY THE CONVECTION BLOWER.**

The most efficient method to sweep the venting system is by using a 4" pellet brush depending on your installation. Brush downwards so ash, soot and creosote residues will come off the inner surface and fall at the bottom of the clean out tee where they can be easily removed. The venting system must be in good condition and kept clean.

**WARNING: IF A SIGNIFICANT LAYER OF CREOSOTE HAS ACCUMULATED (3MM / 1/8" OR MORE), IT MUST BE REMOVED IMMEDIATELY TO ELIMINATE THE RISK OF A CHIMNEY FIRE.**

### 7.2.1 Facing a Chimney Fire

Regular chimney maintenance and inspection can prevent chimney fires. If you have a chimney fire, follow these steps:

1. Evacuate family members and animals from the building, then call the fire department.
2. Turn off the unit. Do not unplug it!
3. If possible, use a chemical fire extinguisher, baking soda or sand to control the fire. Do not use water, as this may cause hazardous vapor explosions.
4. Do not use the stove until the vent system and the stove have been inspected by a qualified chimney sweeper or fire inspector.

**CAUTION: CLEANOUT OF THE STOVE AND THE VENTING SYSTEM IS ESPECIALLY IMPORTANT AT THE END OF THE HEATING SEASON TO MINIMIZE CORROSION DURING THE SUMMER MONTHS, CAUSED BY ACCUMULATED ASH.**

### 7.2.2 Soot and Fly Ash

The combustion products contain small particles of fly ash. Fly ash can accumulate especially in horizontal sections of exhaust pipe and restrict the flow of combustion gases. Incomplete combustion, produced when igniting, shut down or misuse of the stove will cause some soot formation which can accumulate in venting system. **The venting system must be inspected at least twice a year to determine if cleaning is necessary**

## 8 Troubleshooting

When you have issues with your stove, your first reaction may be to call technical support. This section will help you save time and money by enabling you to solve simple problems by yourself.

Most common problems are generally caused by the following five factors:

1. Wrong operation or lack of maintenance.
2. Bad installation.
3. Poor quality combustible.
4. Component failure.
5. Factory defect.

The stove is equipped with a pc board that allows the stove to diagnose itself. It is thus important not to unplug the stove if there is an issue with it. First, because unplugging the stove will disable all the security features of the stove, and second, because you will not be able to see the error code given by the stove to understand what the problem is. It is thus important to read carefully this section before calling technical support.

The following sections will help you test each component individually and will also give you many tips in how to solve any problems related to a specific error code.

**NOTE: IF YOU NEED TO CONTACT YOUR DEALER OR TECHNICAL SUPPORT, MAKE SURE TO HAVE THE MODEL OF YOUR STOVE AND THE SERIAL NUMBER ON HAND. (THEY CAN BE FOUND ON THE CERTIFICATION LABEL INSIDE THE HOPPER LID).**

### 8.1 Electric Components List

- Electronic components (low power rated)
  - F160 (security heat sensor)
  - L-250A (security heat sensor)
  - RTD (temperature sensor)
  - Pressure switch (security sensor)
  - Hopper switch (mechanical security sensor)
  - Thermostat (temperature regulator device)
- Electrical components (high power rated)
  - Igniter (heater)
  - Combustion blower (will feed fire with fresh air)
  - Convection blower (will send hot air into the room)
  - Exhaust blower (will extract combustion gas out of the stove)
  - Auger motor 1 (located under the hopper)
  - Auger motor 2 (will feed the fire with pellets)






**WARNING: RISK OF ELECTRICAL SHOCK. IF YOU NEED TO MANUALLY TEST, MANIPULATE OR REPLACE ANY COMPONENTS, THE STOVE NEEDS TO BE DISCONNECTED FROM THE WALL OUTLET.**


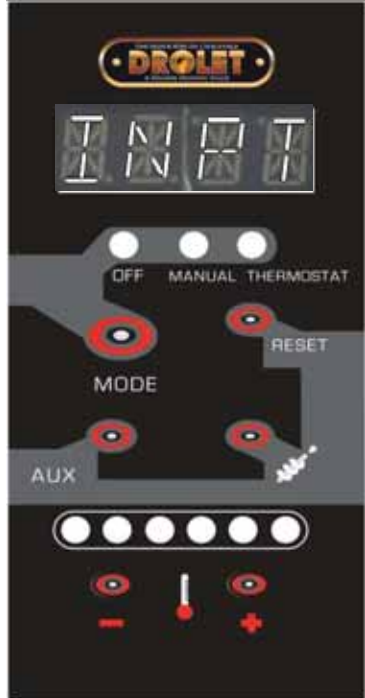


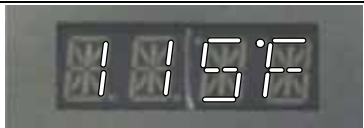

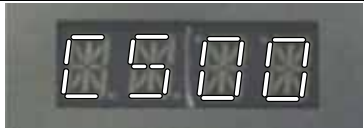





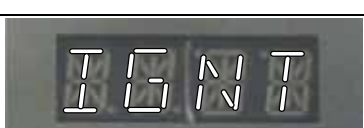

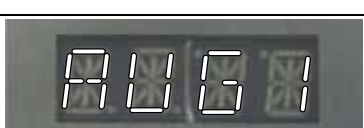

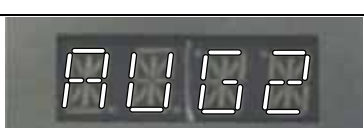
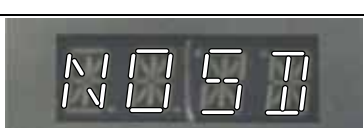
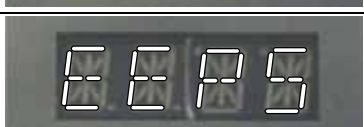
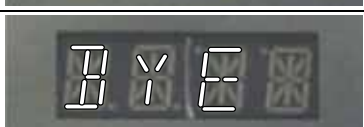
## 8.2 Testing a Component

If you suspect that an electrical component to be defective, you can test it by following the procedure given below.

Note that you will be able to test only components when the stove is OFF and that all the components are no more in function. (*Take note that the software versions given below are an example only and may not reflect the actual software versions of your stove.*)

Connect the stove and read the version of software included in the control board	
In order to access the test mode, press both of these control keys simultaneously.	
Each segment of each section of the display will turn on in sequence. Push any control key to proceed.	
Each complete section of the display will turn on in sequence. Push any control key to proceed.	
Each LED lights up in sequence (from « OFF » to « #6 feed rate »). Push any control key to proceed.	
Complete display and all LEDs light up simultaneously. Push any control key to proceed.	
Control Key Tests  Push the <b>MODE</b> control key to proceed.	
 Push the <b>RESET</b> control key to proceed.	
 Push the <b>AUX</b> control key to proceed.	
 Push the control key to proceed.	
 Push the control key to proceed.	

<p>Push the  control key to proceed.</p>	
<p>The frequency of the power source is displayed. Push any control key to proceed.</p>	
<p>The voltage of the power source is displayed. Push any control key to proceed.</p>	
<p>Displays if polarity is good (POLP) If polarity is reversed (POLF). Push any control key to proceed.</p>	
<p>The version of software included in the control board is displayed. Push any control key to proceed.</p>	
<p>Displays the status of different components.</p> <p>OFF LED: Pressure switch MANUAL LED: Hopper switch THERMOSTAT LED: Wall thermostat FEED RATE 1: (non operative) FEED RATE 2: F160 FEED RATE 3: L250 FEED RATE 4: (non operative) FEED RATE 5: auger # 2 fuse FEED RATE 6: igniter fuse</p> <p>Note:</p> <ul style="list-style-type: none"> <li>- LED ON = open circuit</li> <li>- LED ON = blown fuse</li> <li>- LED OFF = close circuit</li> <li>- LED OFF = fuse good</li> </ul> <p>Push any control key to proceed.</p>	
<p>SPARE output testing section. (NOT OPERATIVE ON THIS VERSION) Push any control key to proceed.</p>	
<p>« Zero current » test used by the control board. Push any control key to proceed.</p>	


Displays the temperature read by the flue gas temperature probe. Push any control key to proceed.	
Convection blower test.  Push the <b>MODE</b> control key to proceed.	
Combustion blower test.  Push the <b>MODE</b> control key to proceed.	
Exhaust blower test.  Push the <b>MODE</b> control key to proceed.	
Ignitor test.  Push the <b>MODE</b> control key to proceed.	
Auger# 1 test.  Push the <b>MODE</b> control key to proceed.	
Auger#2 test.  Push the <b>MODE</b> control key to proceed.	
Validate the absence of an SD card in the reprogramming port. Push any control key to proceed.	
Validate that the control board's EEPROM is functional. Push any control key to proceed.	
End of the test mode sequence. The stove turns on by itself.	

### 8.3 Main Error Codes, Possible Causes and Solutions

**WARNING: RISK OF ELECTRICAL SHOCK. IF YOU NEED TO MANUALLY TEST, MANIPULATE OR REPLACE ANY COMPONENTS, THE STOVE NEEDS TO BE DISCONNECTED FROM THE WALL OUTLET.**










This section contains main error codes, possible causes and many suggestions to guide you in resolving them. After giving an error code, your stove will shut down by itself and start a cool

down cycle. If you want to start your stove again, you will need to press on the  button


and then on the  button. Your stove will only restart when the cool down cycle is completed.

**NOTE: IF, AFTER PERFORMING ALL THE POSSIBLE SOLUTIONS MENTIONED IN THE FOLLOWING SECTION, YOU ARE STILL EXPERIENCING PROBLEMS WITH YOUR STOVE, CALL YOUR LOCAL DEALER OR A SERVICE TECHNICIAN AT 1-877-356-6663. YOU CAN ALSO WRITE AN EMAIL TO [tech@sbi-international.com](mailto:tech@sbi-international.com). ALL EMAILS ARE ANSWERED WITHIN A 24H DELAY.**

**NOTE: IF YOU NEED TO CONTACT YOUR DEALER OR TECHNICAL SUPPORT, MAKE SURE TO HAVE THE MODEL OF YOUR STOVE AND THE SERIAL NUMBER ON HAND. (THEY CAN BE FOUND ON THE CERTIFICATION LABEL INSIDE THE HOPPER LID).**




ALARM CODES CHART	
MESSAGE	CORRESPONDING WARNING
	Pressure switch warning.
	Warning caused by the automatic L-250 sensors: it is located over the pellet housing.
	Hopper is empty
	Lighting warning.
	Hopper lid stayed open more than 3 minutes.
	Inverted polarity in power outlet.
	Power outage
	Igniter fuse is blown
	Auger fuse has blown

## 8.3.1 P Code

<b>STOVE SHUTS OFF AND  APPEARS ON CONTROL BOARD</b>	
<b><u>Possible Causes:</u></b>	<b><u>Possible Remedies:</u></b> (Unplug stove first when possible)
1. Pressure tap (located on the exhaust blower) is blocked.	Pull off the air hose from the exhaust blower pressure tap and from the negative (white) pressure switch tap. <b><u>WARNING: THE TUBE MUST ABSOLUTELY BE DISCONNECTED FROM THE PRESSURE SWITCH AS TO NOT DAMAGE IT.</u></b> Blow in the air tube. If air flows freely, the hose is fine. If air does not flow through the hose, use a thin wire to clear the blockage.
2. The flue is blocked or needs cleaning.	One of the following components is obstructed or blocked by ashes or by a foreign object; air intake shutter, combustion blower, burn pot, heat exchangers and exhaust channels, exhaust blower and or venting system. Refer to the maintenance section.
3. The flue is not properly installed.	Make sure the venting system meets the criteria in the installation section of this manual as well as the venting system manufacturer's instructions.
4. A back draft occurred inside the flue.	This can occur on a very windy day or if your venting system does not have a proper termination.
5. The pressure switch wire connections are faulty.	Make sure that the pressure switch wires and connections are not grounded or loose. Replace or replug wires if necessary.
6. The pressure switch hose is disconnected.	Make sure the pressure switch hose is well installed on the exhaust blower pressure tap and on the white (-) pressure switch tap. If not, reinstall it.
7. The exhaust or combustion blower failed.	See <b>Section 8.2: Testing a Component</b> and test the exhaust and the combustion blowers independently. If one of them does not work, make sure there is power and that blowers are well connected. If they still don't work, check fuse F4 and F5 on the control board. A defective fuse will be darkened or will have a broken filament. If the fuses are good, the combustion or exhaust blower is probably defective. Replace the faulty part.

8. Pressure switch is defective (very rare).	Even though this situation is highly unlikely, it's possible the pressure switch is defective. To test the airflow pressure switch, you need to disconnect the air hose from the blower casing. With the other end still attached to the switch, very gently suck on the loose end of the hose (you may want to completely disconnect the hose from the stove and the switch first and make sure it is clear). If you hear a « click », the switch is working. <b>Be careful: too much suction can damage the switch.</b>
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### 8.3.2 H Code

<p><b>STOVE STOPS FEEDING PELLETS AND  APPEARS ON THE CONTROL BOARD. BEFORE RESETTING TAKE CARE IN READING THE POSSIBLE CAUSES AND THEN PRESS ON  AND  AT THE SAME TIME FOR 2 SECONDS.</b></p>	
<u>Possible Cause:</u>	<u>Possible Remedy:</u>
1. Inadequate fuel is used.	Remove the burn pot, make sure that all openings are clear and check that no ash has filled the tube around the igniter. Refer to the maintenance section. Also, make sure that the recommended fuel is used (see <b>Section 4.8.1: Proper Fuel</b> ).
2. The flue is not properly installed.	Make sure the venting system meets the criteria in the <b>Section 4: Venting System</b> as well as the venting system manufacturer's instructions.
3. The flue is blocked or needs cleaning.	One of the following components is obstructed or blocked; air intake shutter, combustion blower, burn pot, heat exchangers and channels, exhaust blower and or venting system. Refer to <b>Section 7: Maintenance</b> .
4. The stove needs maintenance.	Refer to <b>Section 7: Maintenance</b> .
5. The burn pot is not installed properly.	Make sure the burn pot is installed correctly (see <b>Section 7.1.4: Cleaning the Burn Pot</b> ).
6. The baffle is not installed properly or holes may be blocked.	Make sure the baffle is well installed and the lock is in place. Make sure the holes are clear (see <b>Section 7.1.2: Cleaning the Baffle, the</b>

	<b>Heat Exchanger and the Combustion Chamber).</b>
7. The convection blower is defective.	See <b>Section 8.2: Testing a Component</b> and test the convection blower.
8. The combustion blower needs cleaning.	Carefully clean blower housing and make sure blower louvers are not blocked.
9. The exhaust blower is defective.	See <b>Section 8.2: Testing a Component</b> and test the exhaust blower.

**NOTE: IF THE CODE APPEARS MORE THAN THREE TIMES, THE ERROR CODE WILL LOCK ITSELF UP.**

**THIS PELLET STOVE IS EQUIPED WITH MULTIPLE DEVICES TO ENSURE YOUR SAFETY. IF A WARNING ERROR CODE STOPS YOUR STOVE ON SEVERAL OCCASIONS, IT IS MORE THAN LIKELY THAT THE STOVE DOES NOT EXHAUST PROPERLY.**



**COMPLETE the stove maintenance as described in this manual before resetting the electronic board displaying an error code.**








#### **For an Overheat Code**



- Service the stove **COMPLETELY** as described in this manual. See section 7: Maintenance
- Verify the complete venting system.


#### **FOLLOW THESE INSTRUCTIONS ONCE THE MAINTENANCE COMPLETED**

Press on the following buttons in the sequence given (one button at a time).

« Reset »  then « Mode »  then « + »  then « - »  and hold  
 « Auxiliary »  for 3 seconds. The system will reset.



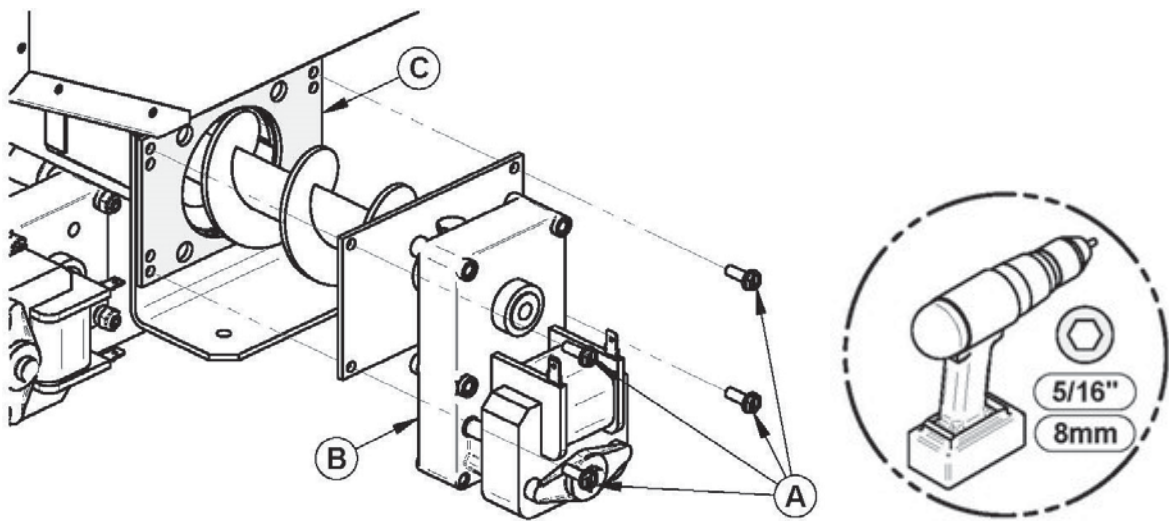
## 8.3.3 E Code

STOVE SHUTS OFF AND DISPLAYS WARNING CODE 	
<u>Possible Causes:</u>	<u>Possible Remedies:</u> (Unplug stove first when possible)
1. The stove ran out of pellets.	Refill the hopper. Erase the error code and press the auger button (see <b>Section 5.1.2: Fuel Feed Button</b> ).
2. The burn potholes are blocked.	Remove the burn pot and clean it thoroughly.
3. The air intake, the inner parts of the combustion chamber or the venting system is partly blocked.	Follow instructions in the Maintenance section.
4. One or both auger motors are jammed or have failed.	<p>See <b>Section 8.2: Testing a Component</b> and test auger motors independently. If one of the motors is not running check if motor is defective or if the auger is jammed. Make sure that the hopper lid is closed. If the auger motor seems defective, check to make sure that electrical connections are not loose and check the fuses F2 and F6 on the control board. A defective fuse will be darkened or will have a broken filament. If the fuses are good, the auger motor may be jammed by an object.</p> <p>If the auger is jammed, remove it from its housing (see drawing below). <b>NOTE: IF THE HOPPER AUGER MOTOR FAILED OR THE HOPPER AUGER IS JAMMED, TO AVOID PELLET SPILLAGE, EMPTY THE HOPPER OF ITS CONTENTS BEFORE EXECUTING THE FOLLOWING TESTS.</b> Disconnect the motor and then remove the four screws on the steel plate that holds the auger shaft to the auger housing. To have an easier access, remove the rear panel for an easier access. Pull out the auger from the housing. Once the auger has been removed, make sure the auger is straight, that the surface is not damaged and there are no burrs, or broken welds. Remove any foreign material that may have caused the jam. Inspect the auger housing for signs of damage such as burrs, rough spots, or grooves cut into the metal that could have caused a jam. Clean the auger housing thoroughly to remove all pellet dust.</p>

<p>5. The flue gas temperature probe is defective.</p>	<p>The probe is a heat sensor located on the exhaust channel. Its function is to tell the control board that the stove has ignited properly by measuring the heat at the exhaust. The pellet stove will not start feeding pellets at the desired heat setting until it has received a signal from the temperature probe. If the temperature probe is faulty, the unit will stop after the ignition cycle. To display the temperature reading from the temperature probe press and hold the + and auger buttons for 3 seconds. Confirm that the value displayed is equal to the ambient temperature in the room where the appliance is installed. If this is the case, turn on the stove and check the same temperature display. If after 10 minutes, the value has not increased despite the unit is in operation this means that the temperature probe is disconnected or defective. If the temperature rises, the problem may be with the feed rate or pilot mode. Depending on many factors (ambient temperature, pellet quality, etc.) the heat produced by the stove may not be sufficient to keep the exhaust temperature high enough. To resolve the situation, increase feed rate (see <b>Section 5.2.1: Selecting the Combustion Level (Heat Rate)</b>).</p>
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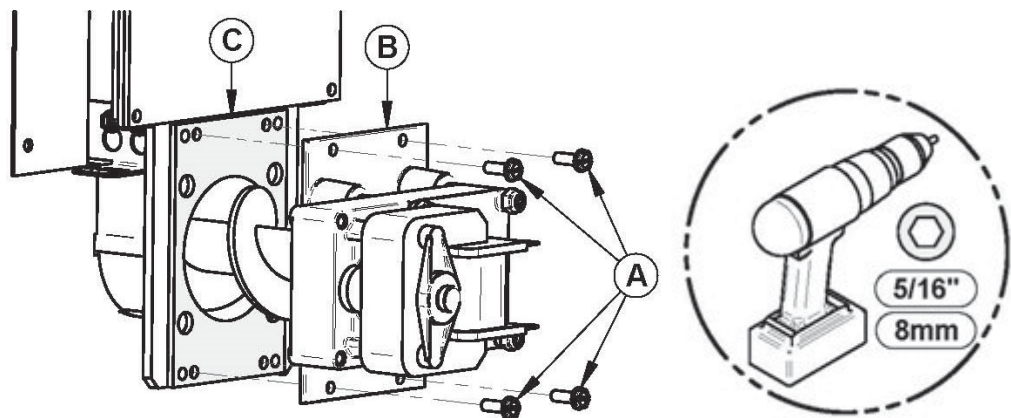
**NOTE: IF THE HOPPER AUGER MOTOR FAILED OR THE HOPPER AUGER IS JAMMED, TO AVOID PELLET SPILLAGE, EMPTY THE HOPPER OF ITS CONTENTS BEFORE EXECUTING THE FOLLOWING TESTS.**

HOPPER AUGER




A	Screws
B	Auger and motor assembly
C	gasket

BURN POT AUGER




A	Screws
B	Auger and motor assembly
C	GASKET


## 8.3.4 L Code

STOVE FEEDS PELLETS, BUT WILL NOT IGNITE AND  APPEARS ON THE CONTROL BOARD	
<u>Possible Causes:</u>	<u>Possible Remedies:</u>
1. Inadequate fuel is used.	Remove the burn pot, make sure that all openings are clear and check that no ash has filled the tube around the igniter. Refer to the maintenance section. Also, make sure that recommended fuel is used (see <b>Section 4.8.1: Proper Fuel</b> ).
2. The igniter is defective.	See <b>Section 8.2: Testing a Component</b> and follow instructions for component check. Test the igniter to see if it glows. It should take no longer than two minutes. If it does not glow red, check the wiring and the F3 fuse. If the wiring is properly connected and the fuse is good, disconnect the igniter and check its resistance (ohms, $\Omega$ ) with a multimeter. If the value is near zero, replace the igniter.
3. The flue gas temperature probe is defective.	The probe is a heat sensor located on the exhaust channel. Its function is to tell the control board that the stove has ignited properly by measuring the heat at the exhaust. The pellet stove will not start feeding pellets at the desired heat setting until it has received a signal from the temperature probe. If the temperature probe is faulty, the unit will stop after the ignition cycle. To display the temperature reading from the temperature probe press and hold the + and auger buttons for 3 seconds. Confirm that the value displayed is equal to the ambient temperature in the room where the appliance is installed. If this is the case, turn on the stove and check the same temperature display. If after 10 minutes, the value has not increased despite the unit is in operation this means that the temperature probe is disconnected or defective. If the temperature rises, the problem may be with the feed rate or pilot mode. Depending on many factors (ambient temperature, pellet quality, etc.) the heat produced by the stove may not be sufficient to keep the exhaust temperature high enough. To resolve the situation, increase feed rate or replace the part (see <b>Section 5.2.2: Adjusting the Convection Fan Speed</b> ).


## 8.3.5 d Code

STOVE STOPS FEEDING PELLETS AND  APPEARS ON THE CONTROL BOARD	
<u>Possible Cause:</u>	<u>Possible Remedy:</u>
1. The hopper lid has stayed open for more than 3 minutes.	As a security measure, the auger stops turning and feeding pellets as soon as the hopper lid opens. It will resume normal operation as soon as the hopper lid is closed. If the hopper lid stays open for more than 3 minutes, the stove will stop.
2. The hopper lid safety switch is faulty or disconnected.	Make sure that the switch wiring is properly connected. If it is, the hopper switch may be faulty (see <b>Section 8.2: Testing a Component</b> ) and verify the proper function of the safety switch. Replace it if necessary.


## 8.3.6 N Code

THE STOVE FUNCTIONS BUT DISPLAYS WARNING CODE 	
<u>Possible Cause:</u>	<u>Possible Remedy:</u>
1. A reversed polarity is detected on the electrical outlet or on the same electrical circuit.	Test and ensure the proper connections.
2. No ground is detected or connected in the wall outlet.	Test and ensure the proper connections of the electrical wires and/or correct the grounds of the unit.


## 8.3.7 C Code

THE STOVE FUNCTIONS BUT DISPLAYS WARNING CODE 	
<u>Possibles Cause:</u>	<u>Possible Remedy :</u>
Warning generated by a power failure while the stove was running.	<p>The stove will restart on the initial setting once it cools off.</p> <p>Note: For a short power failure (less than 5 seconds), the stove will continue to function at the selected speed.</p>

## 8.3.8 I Code

STOVE FEEDS PELLETS, BUT WILL NOT IGNITE AND  APPEARS ON THE CONTROL BOARD	
<u>Possible Cause:</u>	<u>Possible Remedy:</u>
1. The igniter fuse on the control board has blown.	Test the resistance (ohms, $\Omega$ ) with a multimeter. If the value is near zero, replace the igniter and the F3 fuse.
2. The wiring harness shorted.	Inspect the wiring and replace any defective wire and or connector. Make sure the wires are not shorted to the stove frame. Locate the fuse F3 on the control board and replace it. See <b>Section 9.2: Testing a Component</b> ) and follow instructions for component check. Test the igniter to see if it glows. It should take no longer than two minutes.

## 8.3.9 A Code

STOVE STARTS, BUT DOESN'T FEED PELLETS AND  APPEARS ON THE CONTROL BOARD	
<u>Possible Causes:</u>	<u>Possible Remedies:</u>
1. The auger jammed or auger motor failed.	<p>See <b>Section 9.2: Testing a Component</b> and test auger motors independently. If one of the motors is not running check if motor is defective or if the auger is jammed. Make sure that the hopper lid is closed. If the auger motor seems defective, check to make sure that electrical connections are not loose and check the fuses F2 and F6 on the control board. A defective fuse will be darkened or will have a broken filament. If the fuses are good, the auger motor may be jammed by an object.</p> <p>If the auger is jammed, remove it from its housing (see drawing <b>Section 8.3.3: E Code</b>.) <b>NOTE: IF THE HOPPER AUGER MOTOR FAILED OR THE HOPPER AUGER IS JAMMED, TO AVOID PELLET SPILLAGE, EMPTY THE HOPPER OF ITS CONTENTS BEFORE EXECUTING THE FOLLOWING TESTS.</b> Disconnect the motor and then remove the four screws on the steel plate that holds the auger shaft to the auger housing. To have an easier access, remove the rear panel for an easier access. Pull out the auger from the housing. Once the auger has been removed, make sure the auger is straight, that the surface is not damaged and there are no burrs, or broken welds. Remove any foreign material that may have caused the jam. Inspect the auger housing for signs of damage such as burrs, rough spots, or grooves cut into the metal that could have caused a jam. Clean the auger housing thoroughly to remove all pellet dust.</p>

2. The wiring harness shorted.	Make sure the auger motor wiring is properly connected and not shorted.
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### 8.3.10 Smoke Smell

SMOKE SMELL COMING BACK INTO THE HOME	
<u>Possible Causes:</u>	<u>Possible Remedies:</u>
1. Venting system leaks.	Inspect all vent connections. This is a pressurized venting system. All vent connector joints must be sealed and fastened in accordance with the pellet vent manufacturer's instructions to ensure consistent performance and avoid smoke and ash spillage (see <b>Section 4.5.1: Installation Warnings, Cautions and Recommendations Reminder</b> ).
2. Worn gaskets	Gaskets may be allowing smoke spillage (doors, clean out traps, etc.). Make sure that all gaskets are in good condition and replace them with original parts if necessary. Make sure the door is well adjusted (see <b>Section 7.1.9: Door Adjustment</b> ).
3. Negative pressure.	A faint wood-burning odor during ignition or shut down is normal. Although, if this increases beyond what is considered normal or if you notice an unusual soot build-up on walls or furniture, check your venting system carefully for leaks and make sure all gaskets are in good condition. The stove exhaust blower produces a negative pressure in the room. It draws air from the inside of the room, through the stove and then outdoors. In the same manner, other appliances can also create a larger negative pressure. In this case, as the air naturally flows from a high pressure point to a low-pressure point, a larger negative pressure can draw smoke from the inside of the stove into the room. The stove can also be affected by other mechanical ventilation systems, causing the same effect as mentioned previously. Using a fresh air intake will prevent negative pressure (see Appendix D: Combustion Air supply). Also, make sure the recommended maintenance schedule has been followed.

### 8.3.11 Auger Motor Stops Momentarily

<b>AUGER MOTOR STOP FEEDING PELLETS AND COMES BACK ON</b>	
<b><u>Possible Cause:</u></b>	<b><u>Possible Remedy:</u></b>
1. The auger motor is overheating and tripping the internal temperature shutoff (thermal protector).	It's possible that the auger is jammed. Remove it from its housing (see drawing <b>Section 8.3.3: E Code</b> ). <b>NOTE: IF THE HOPPER AUGER MOTOR FAILED OR THE HOPPER AUGER IS JAMMED, TO AVOID PELLET SPILLAGE, EMPTY THE HOPPER OF ITS CONTENTS BEFORE EXECUTING THE FOLLOWING TESTS.</b> Disconnect the motor and then remove the four screws on the steel plate that holds the auger shaft to the auger housing. To have an easier access, remove the rear panel for an easier access. Pull out the auger from the housing. Once the auger has been removed, make sure the auger is straight, that the surface is not damaged and there are no burrs, or broken welds. Remove any foreign material that may have caused the jam. Inspect the auger housing for signs of damage such as burrs, rough spots, or grooves cut into the metal that could have caused a jam. Clean the auger housing thoroughly to remove all pellet dust.

### 8.3.12 Poor Burn or Dirty Glass

<ul style="list-style-type: none"> <li>• GLASS “SOOTS” UP AT A VERY FAST RATE</li> <li>• FLAME IS LAZY, DARK, AND HAS BLACK TIPS</li> <li>• AFTER STOVE HAS BEEN ON FOR A WHILE, THE BURNPOT OVERFILLS</li> </ul>	
<b><u>Possible Causes:</u></b>	<b><u>Possible Remedies:</u></b>
1. Venting system is dirty.	Refer to <b>Section 7: Maintenance</b> .
2. The flue is not properly installed.	Make certain the venting system meets the criteria in the installation section of this manual as well as the venting system manufacturer's instructions.
3. Inadequate fuel is used.	Remove the burn pot, make sure that all openings are clear and check that no ash has filled the tube around the igniter. Refer to <b>Section 7: Maintenance</b> . Also, make sure that recommended fuel is used (see <b>Section 4.8.1: Proper Fuel</b> ) and settings are adjusted to the type of pellets that are being used.

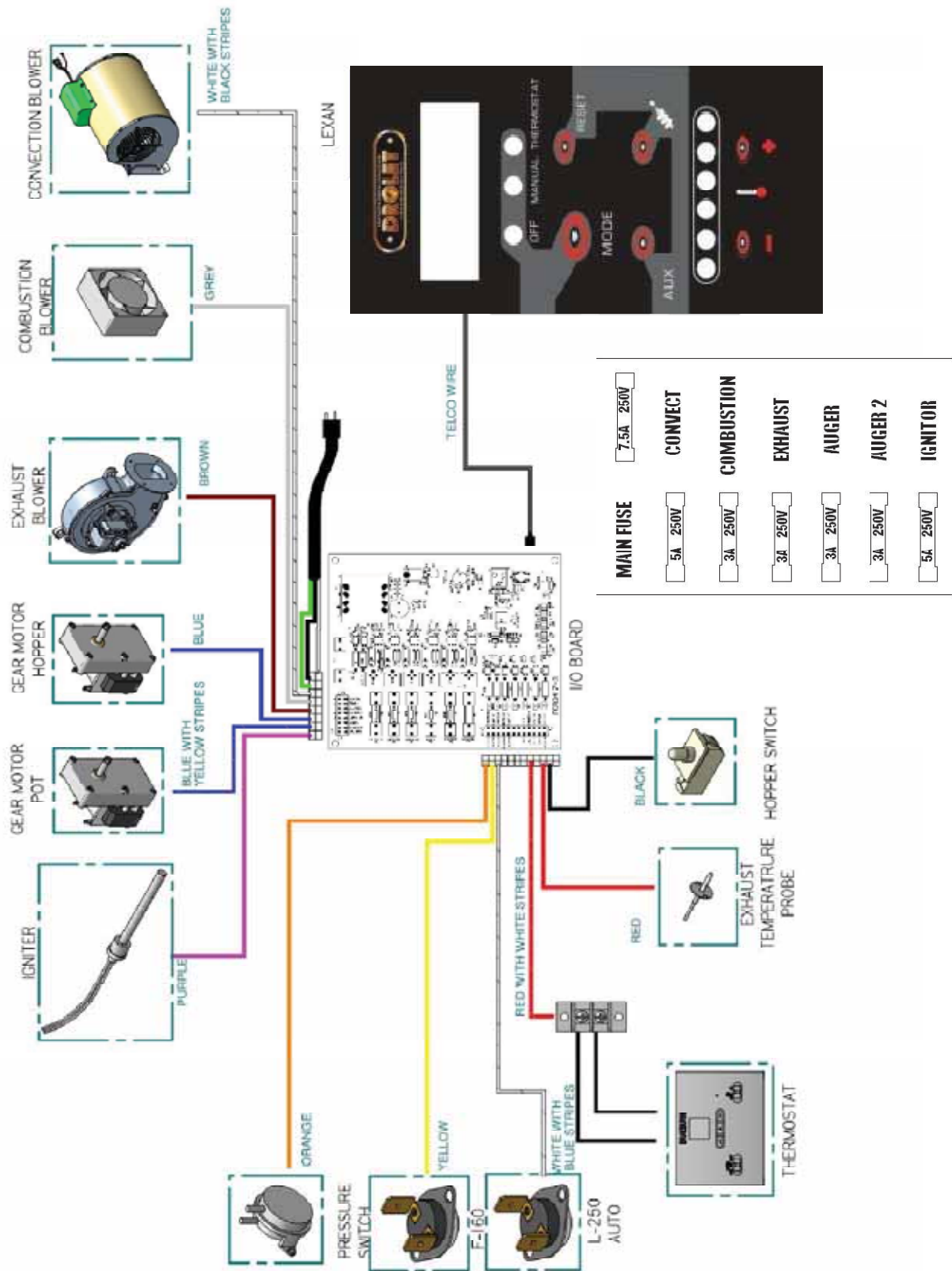


4. Air intake channel is restricted.	Visually inspect the air intake channel that leads to the burn pot for foreign material. Make sure that the air-intake shutter is functional and free of any obstruction.
5. The combustion/exhaust blower failed.	See <b>Section 8.2: Testing a Component</b> and test the combustion and the exhaust blowers independently. If one of them does not function, make sure there is power and that the blowers are properly connected. If they still don't work, check fuse F4 and F5 on the control board. A blown fuse will be darkened or will have a broken filament. If the fuses are in good condition, the combustion or exhaust blower is probably defective. Replace the faulty part.

### 8.3.13 No Display

<ul style="list-style-type: none"> <li>• The control board does not display any information.</li> </ul>	
<u>Possible Cause:</u>	<u>Possible Remedy:</u>
1. There is no electrical current going to the stove.	Check if the stove is connected and if there is current in the wall outlet. Check if the F7 fuse is blown. Replace it if necessary.
2. TELCO wire is defective or not connected properly.	Convection blower, combustion blower, exhaust blower and burn pot auger will start but the stove will beep continuously. Verify the connection between the control panel and the electronic card. Change wire if necessary.

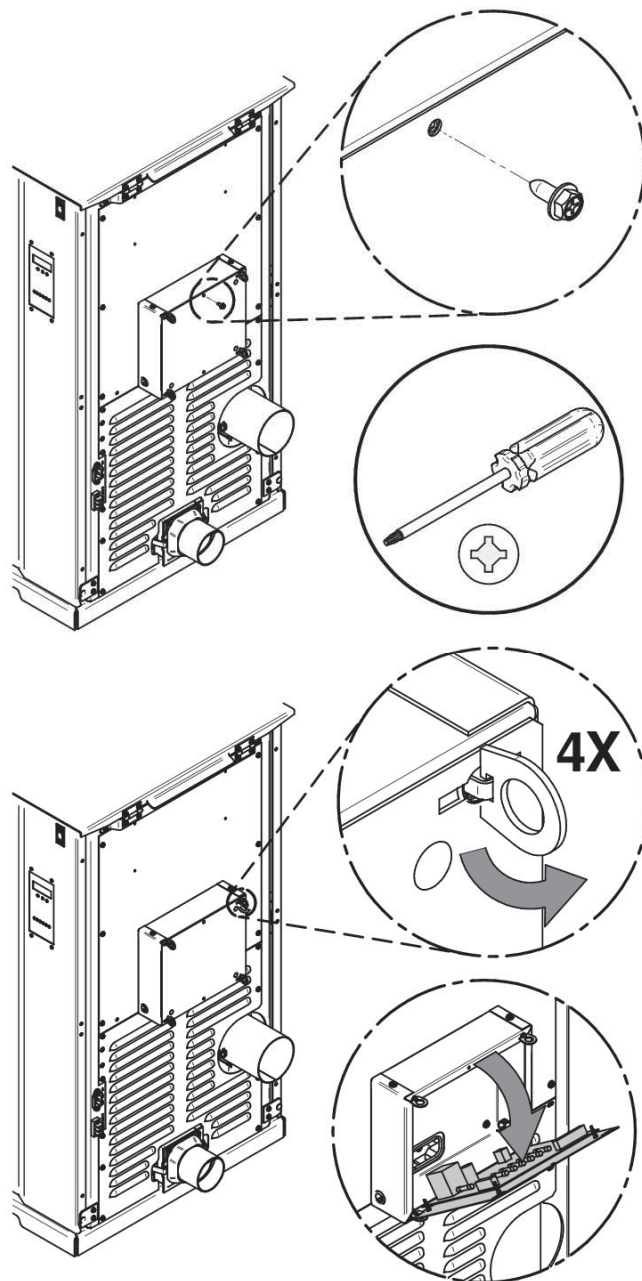
# 9 Wiring Diagram

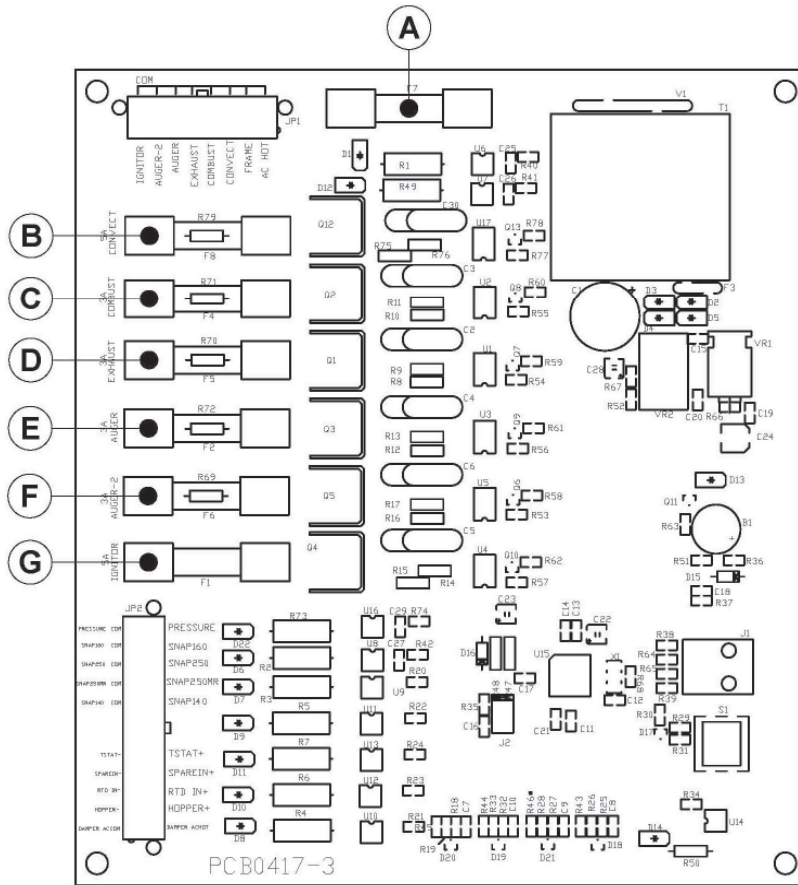


## 10 Access to Fuses

**WARNING: UNPLUG THE STOVE BEFORE CHANGING THE FUSES.**

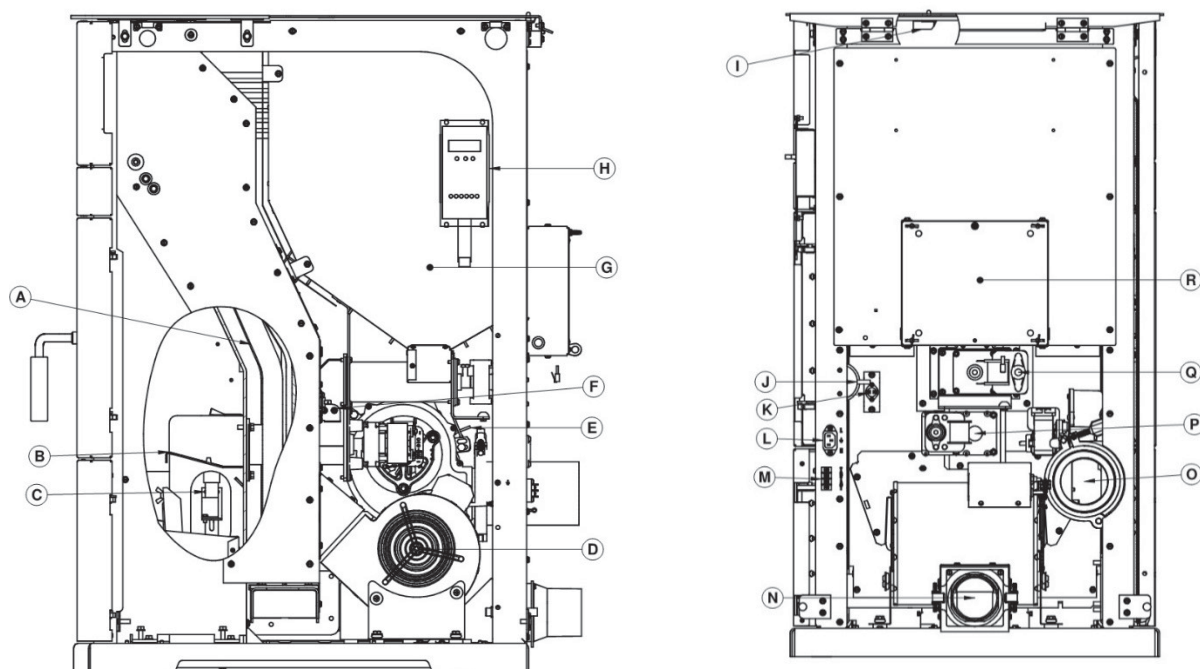
All fuses are located inside the housing of the electronic board; the housing is on the back of your stove. Unplug your stove, remove the screw and turn the four spring clips to open the housing.





LETTER	FUSE FUNCTION	AMPERAGE
<b>A</b>	MAIN BOARD FUSE	7.5A
<b>B</b>	CONVECTION BLOWER	5A
<b>C</b>	COMBUSTION BLOWER	3A
<b>D</b>	EXHAUST BLOWER	3A
<b>E</b>	TOP AUGER #1	3A
<b>F</b>	BOTTOM AUGER #2	3A
<b>G</b>	IGNITOR	5A

## 11 Components Location

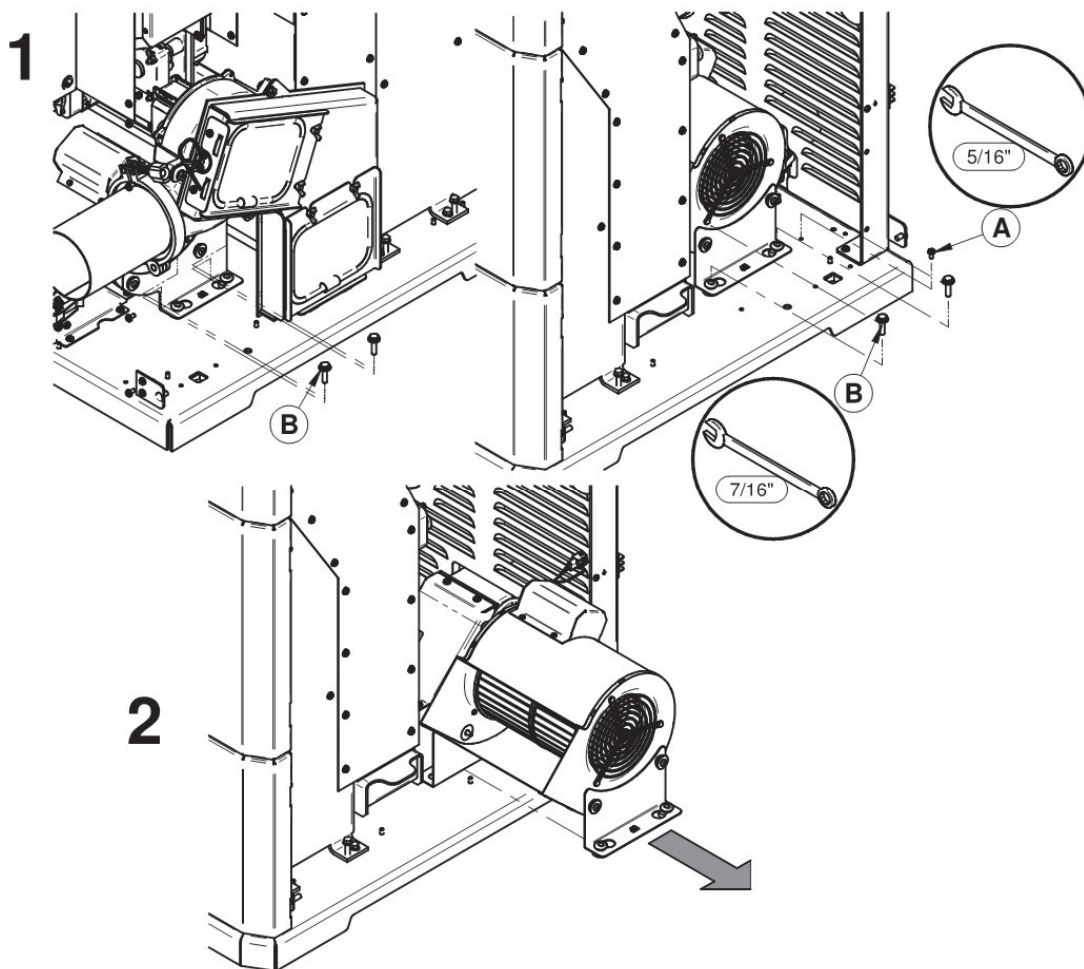


LETTER	COMPONENT
A	HEAT EXCHANGER TUBES
B	BURN POT
C	IGNITOR
D	CONVECTION BLOWER
E	EXHAUST TEMPERATURE PROBE
F	L-250 THERMAL SWITCH
G	HOPPER
H	CONTROL PANEL
I	HOPPER SAFETY SWITCH
J	PRESSURE SWITCH
K	F-160 THERMAL SWITCH
L	POWER CORD RECEPTACLE
M	THERMOSTAT TERMINAL BLOCK
N	COMBUSTION BLOWER/FRESH AIR INTAKE
O	EXHAUST BLOWER
P	BOTTOM AUGER #2
Q	TOP AUGER #1
R	ELECTRONIC BOARD

## 12 Blower Replacement

### CONVECTION BLOWER

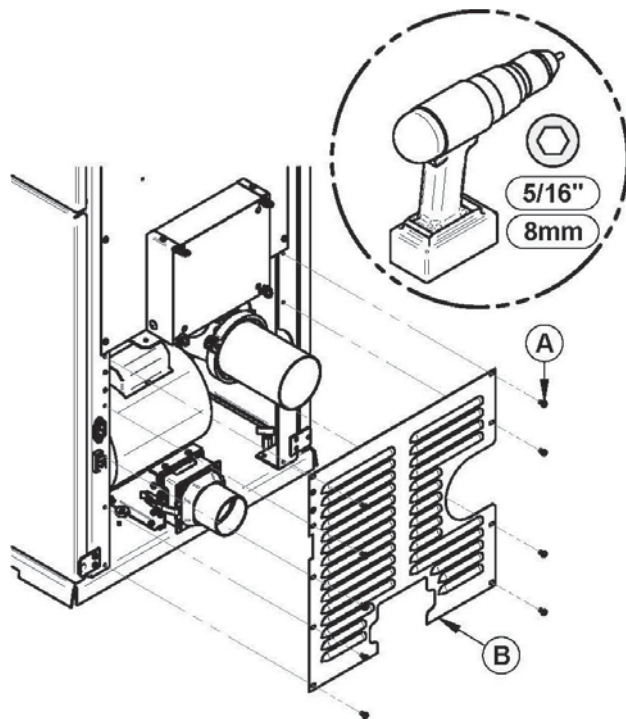
Unplug the stove. Remove both side panels to access blower. **(1)** Unscrew the ground **A**. Disconnect the fan from the harness. Unscrew the four-blower anchor bolt **B**. **(2)** Slide the blower from the right side.



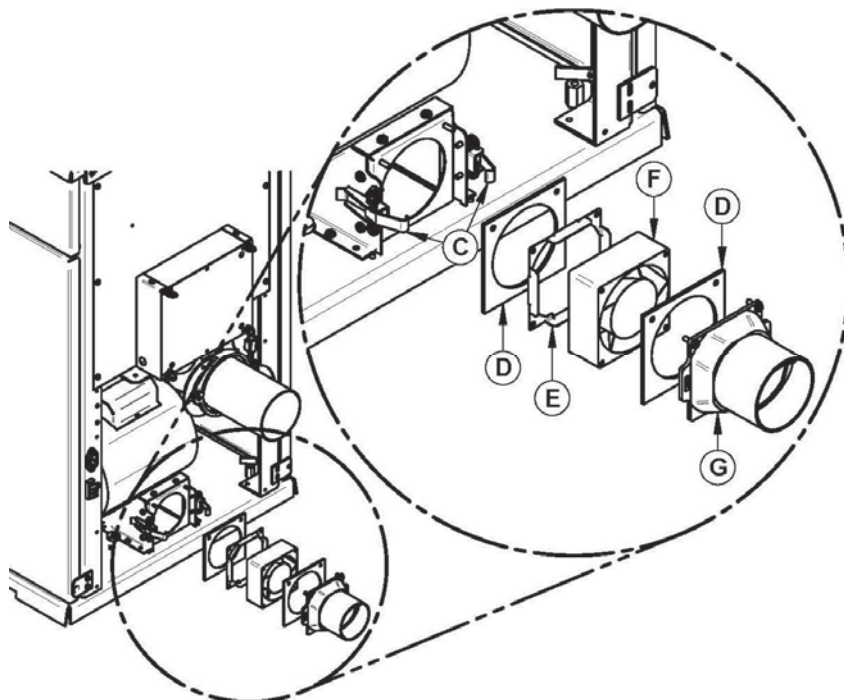


## COMBUSTION BLOWER

Remove the 9 screws **(A)** and the bottom grille **(B)**.

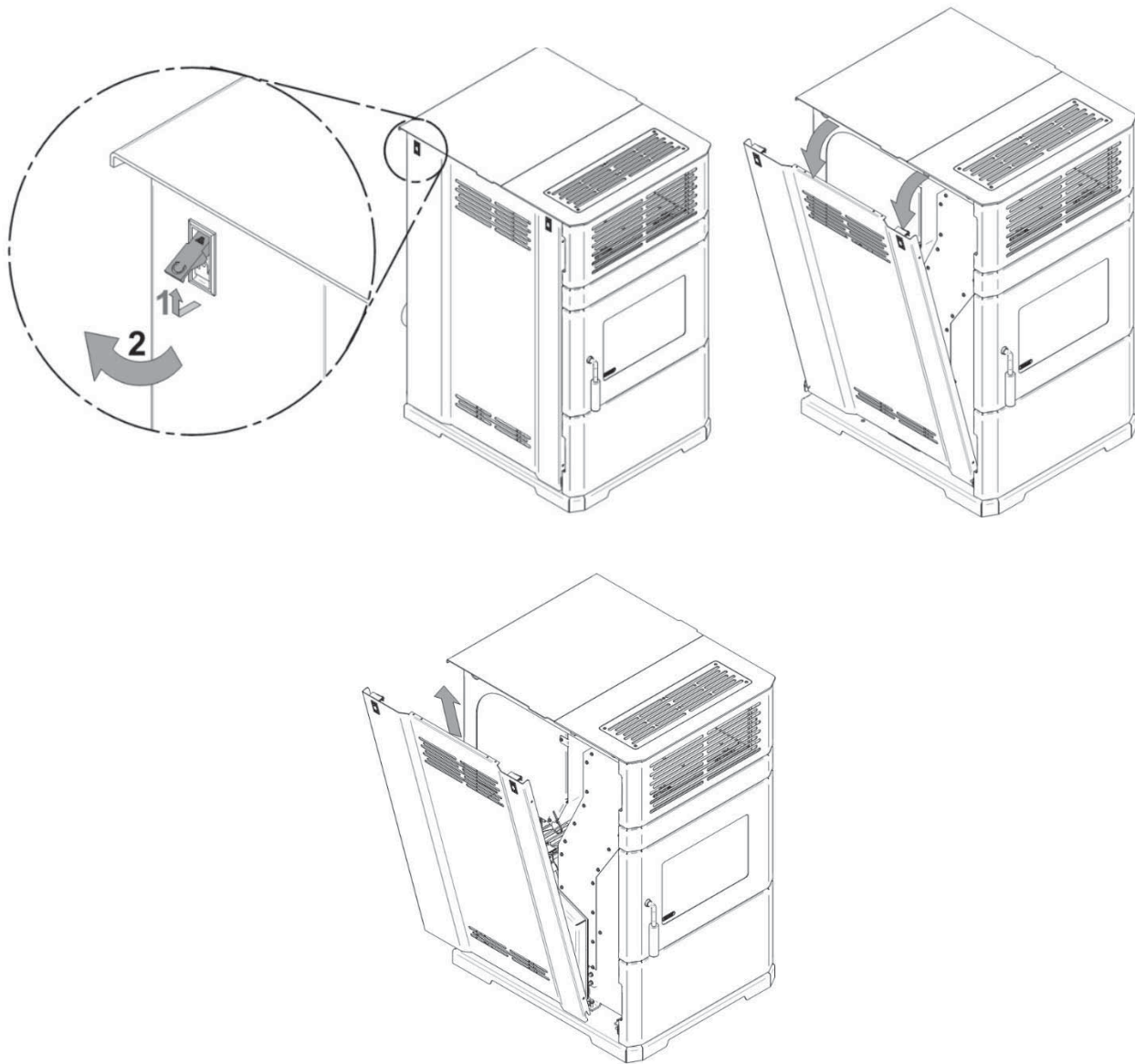


Unlatch the clamps **(C)**. Remove the back draft shutter **(G)** and the gasket **(D)**. Pull the combustion blower **(F)** and unplug the wire connector from the harness. Remove the plug **(E)** of the blower.



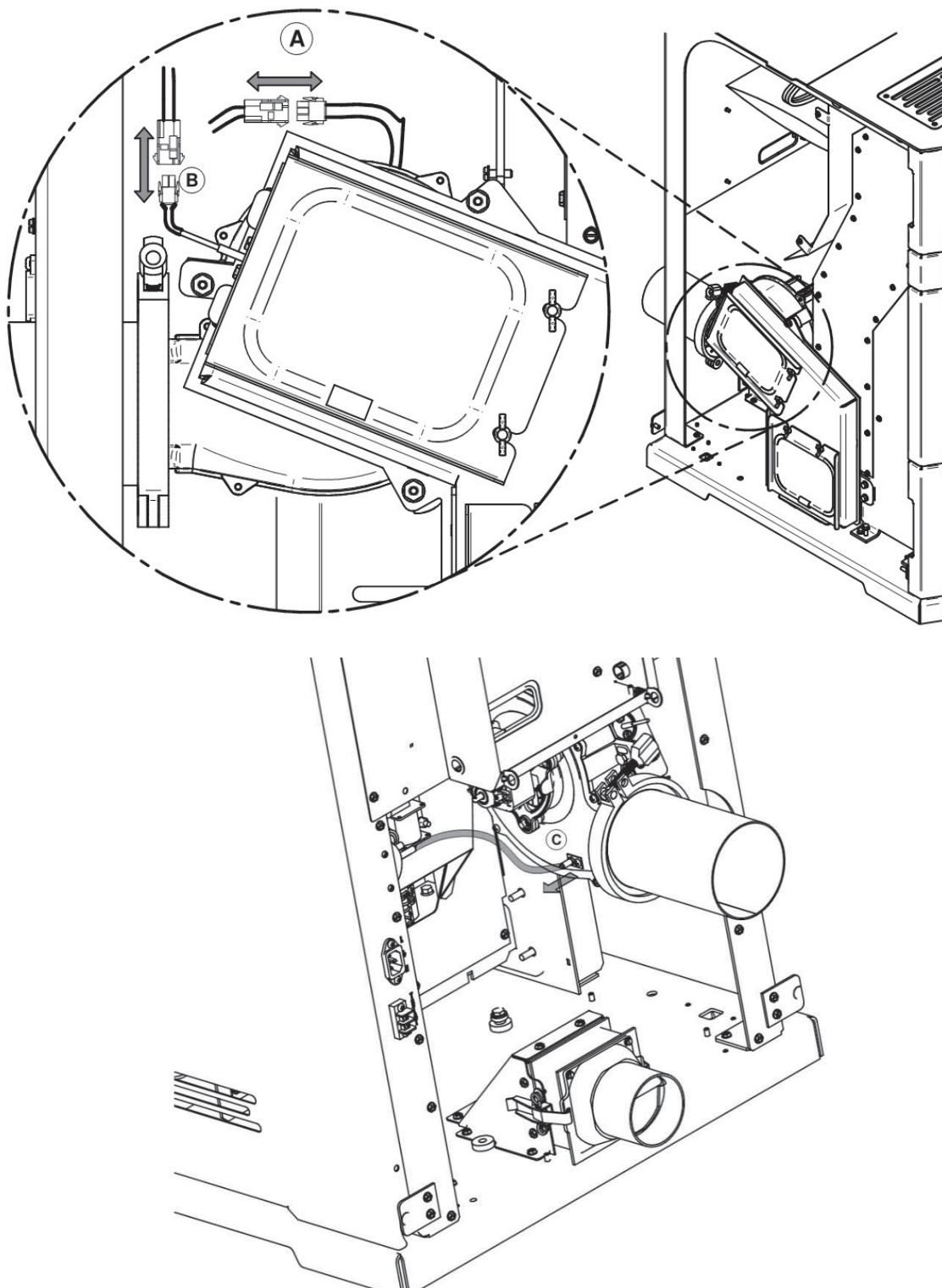
## EXHAUST BLOWER

Remove the left panel.

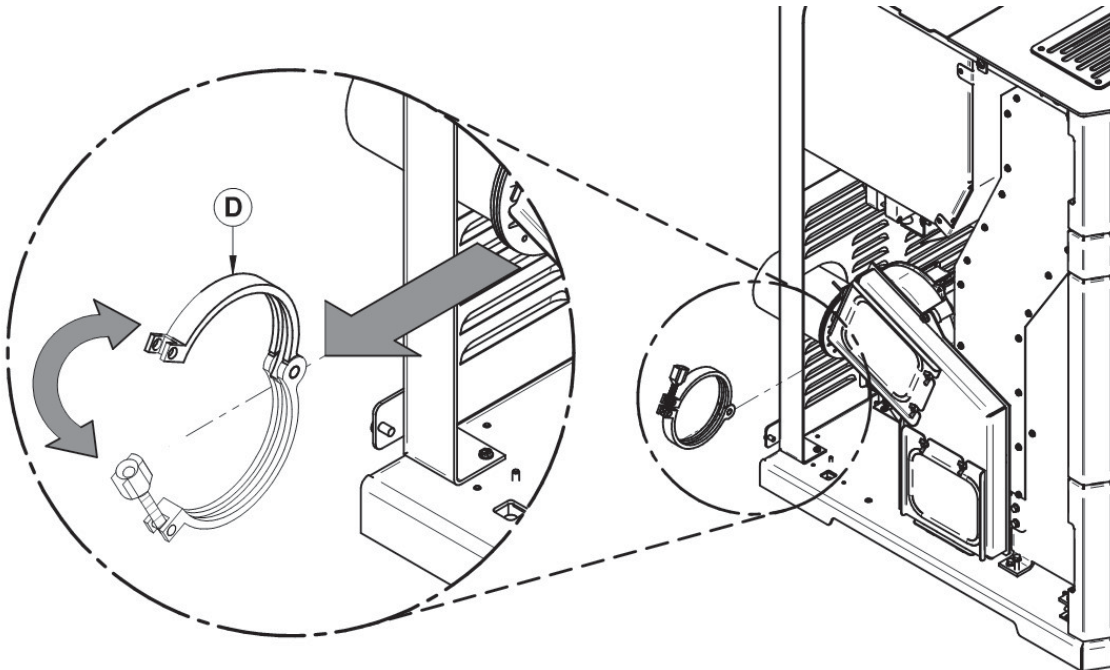




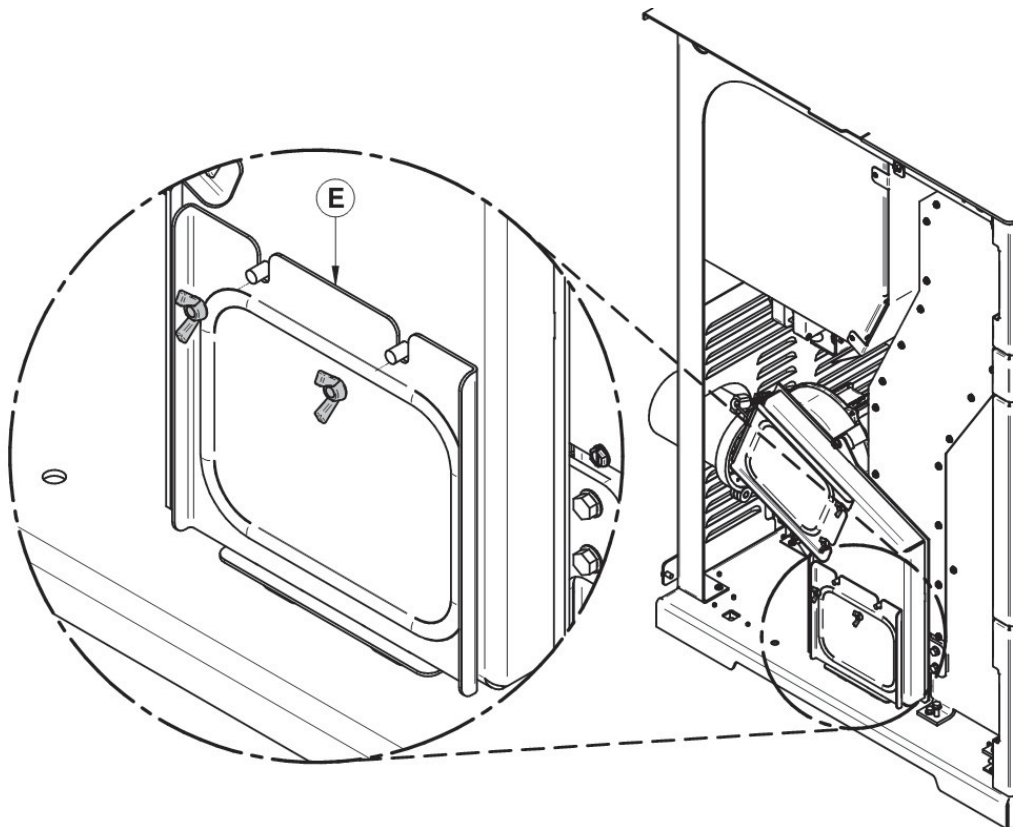
Disconnect the exhaust motor **(A)** and exhaust temperature probe **(B)** connections. Disconnect the silicone tube from the pressure sensor **(C)**.



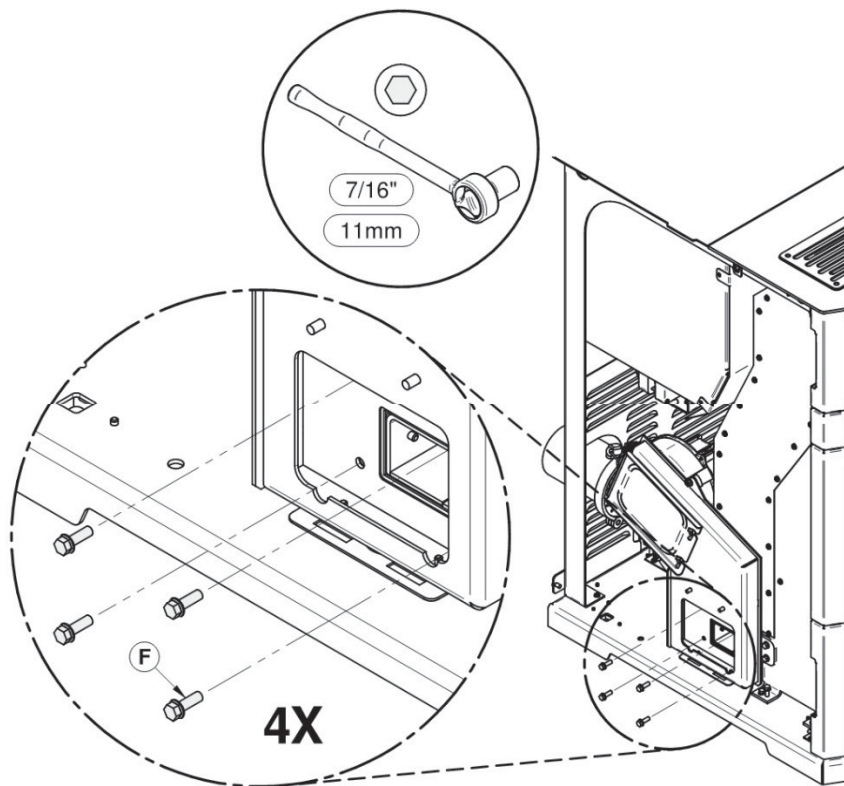
Remove the clamp **(D)**.



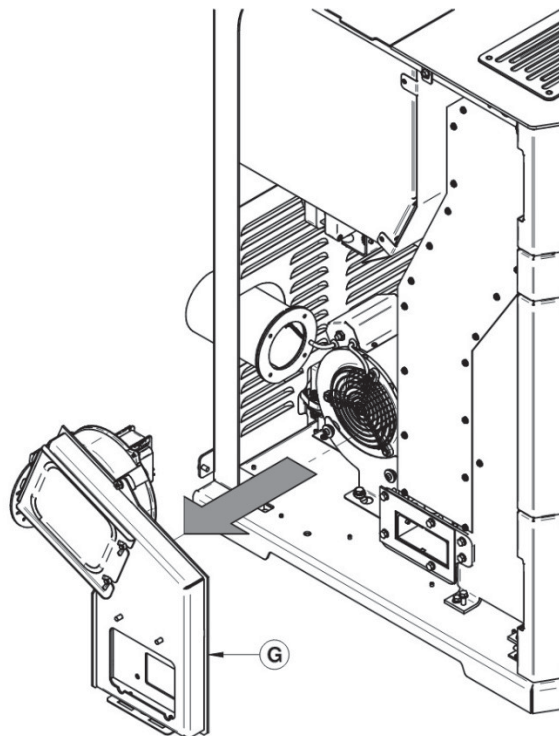
Remove the access panel **(E)**.



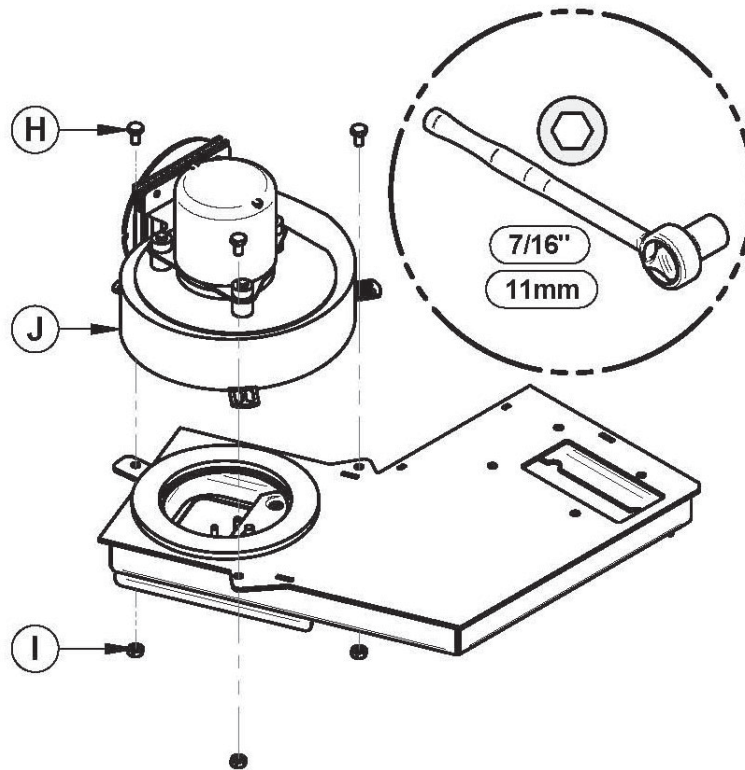
Remove the screw **(F)** located in the opening of the trapdoor.



Remove the duct assembly **(G)**.



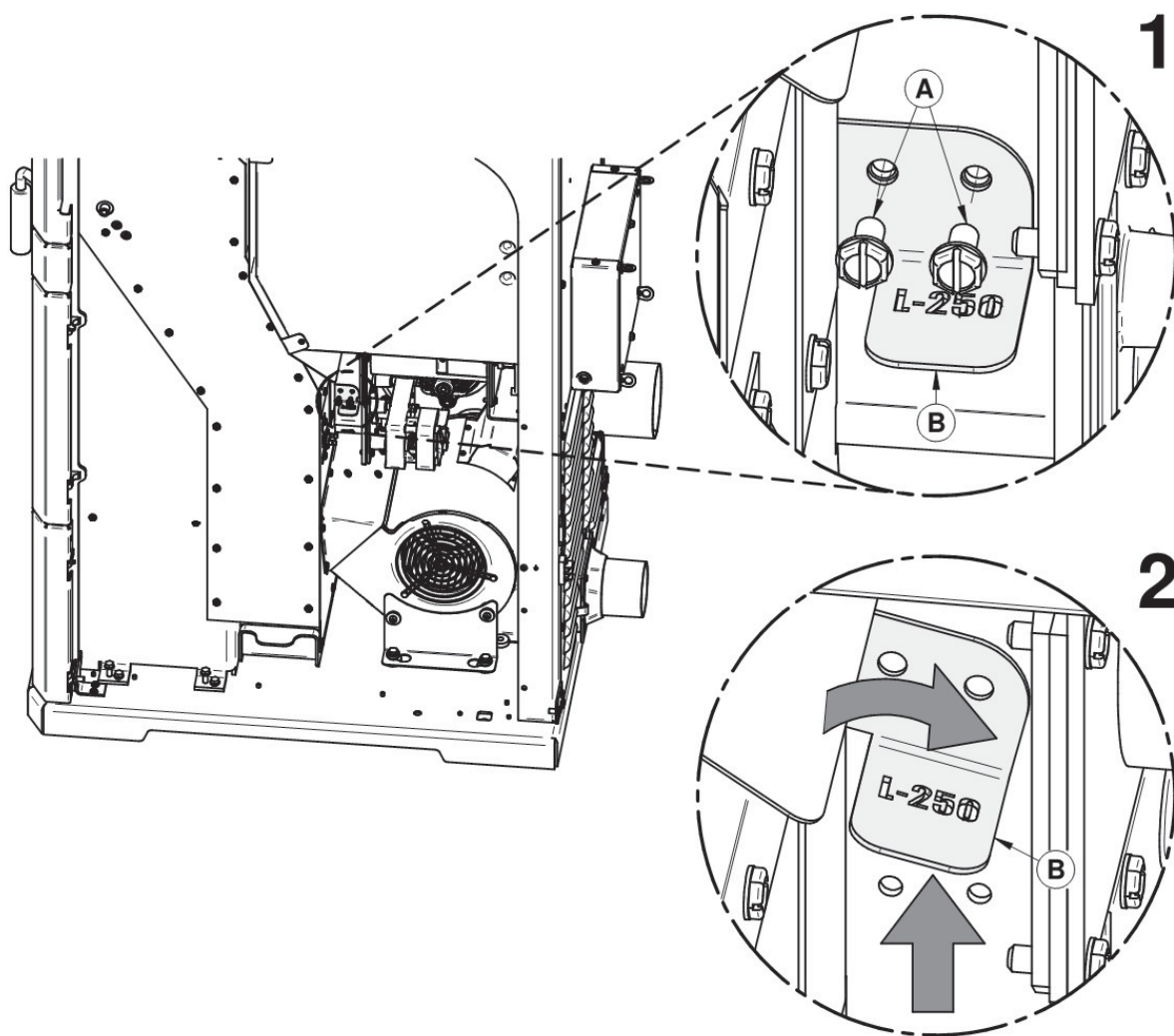
Remove the bolts **(H)** and nuts **(I)** to remove the exhaust blower **(J)**



## 13 L-250 and F-160 Thermal Switch Replacement

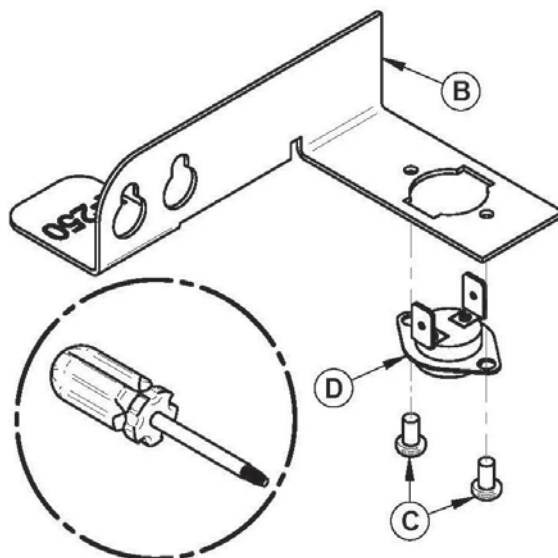
### L-250

1. Remove both retaining screws **(A)** holding the thermal switch support bracket **(B)**.
2. Lift up the support bracket. Rotate the bracket 90° clockwise then pull the bracket toward you.



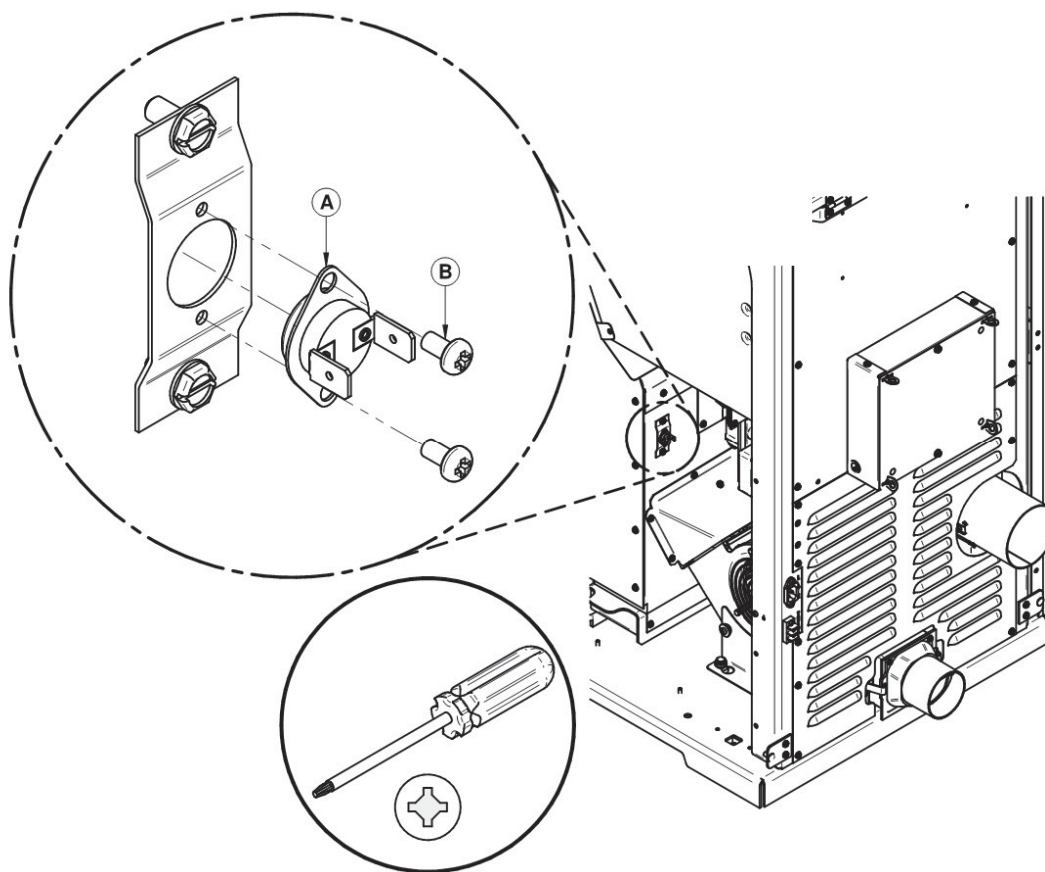


Remove the faulty thermal switch. Replace new thermal switch **(D)** underneath the bracket **(B)** by means of 2 screws **(C)**.

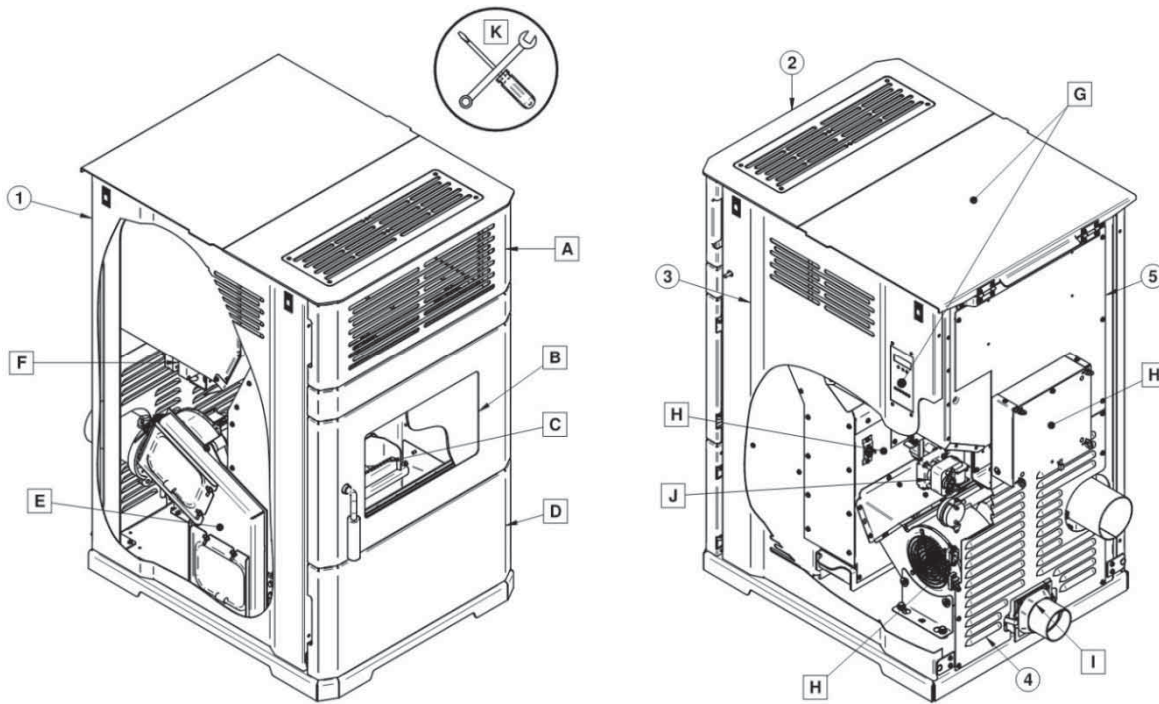


### F-160

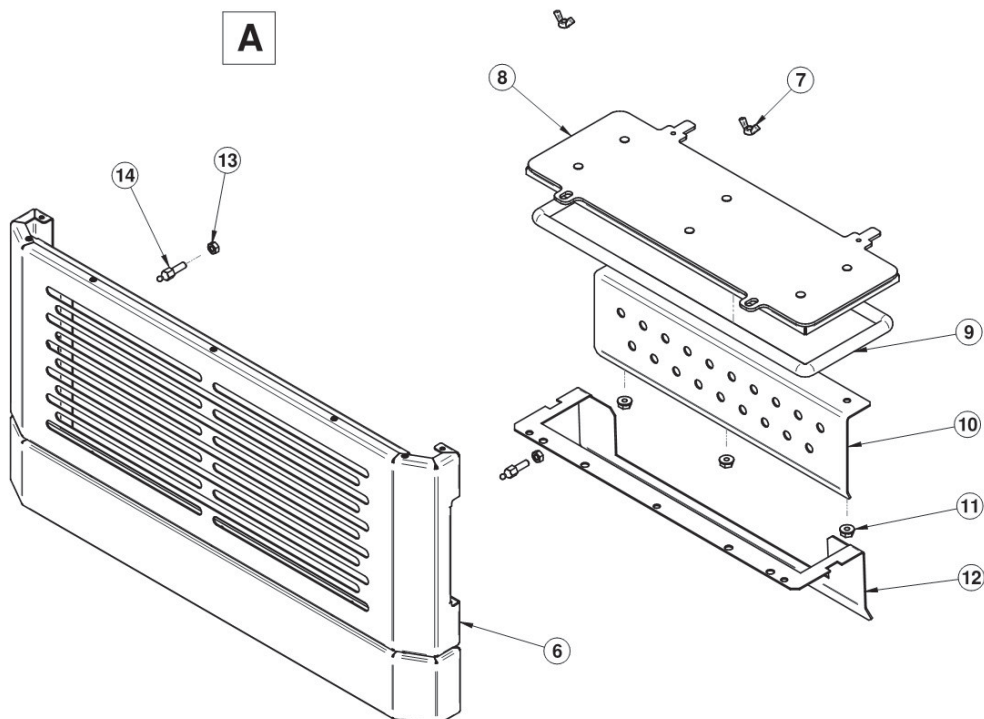
Unscrew both screws **(B)** and take out the thermal switch F-160 **(A)**.



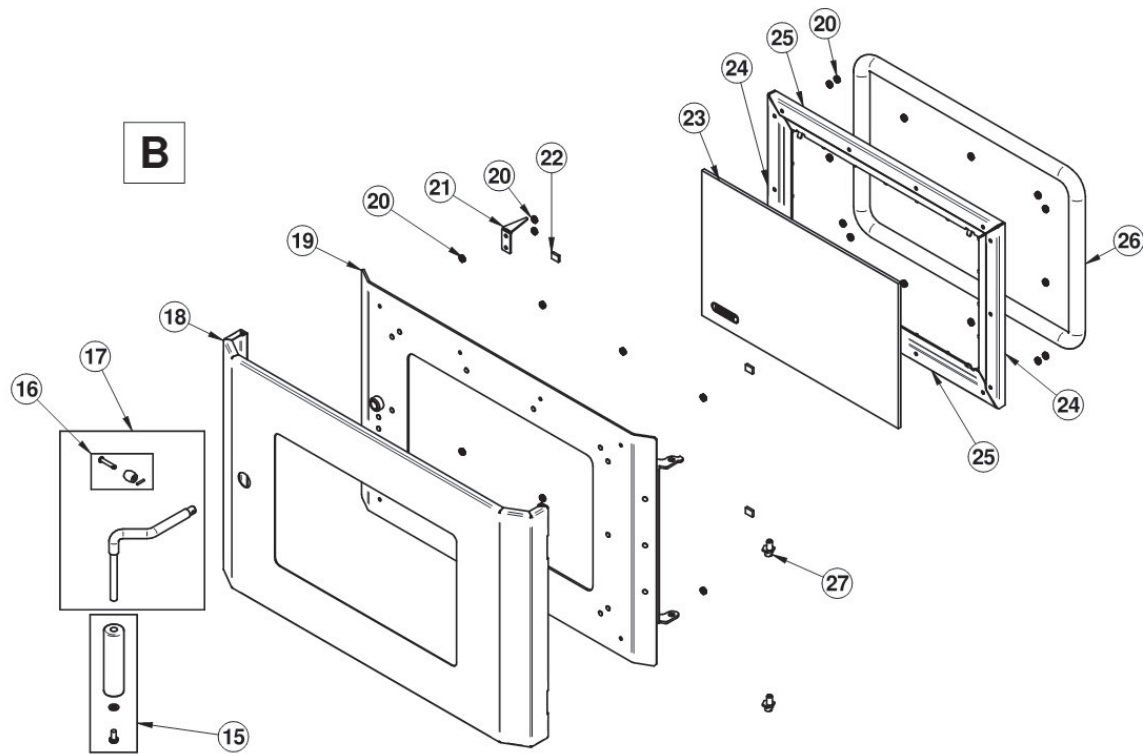
## 14 Exploded View and Replacement Parts



### SECTION A

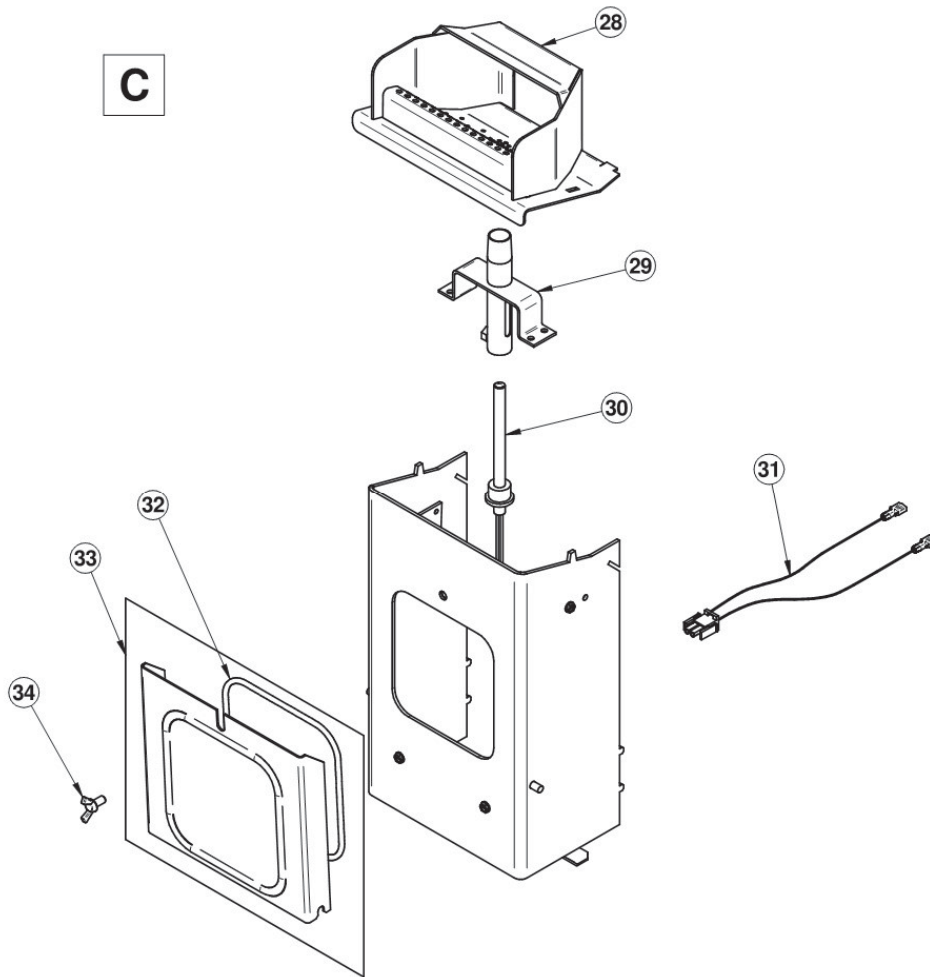


## SECTION B

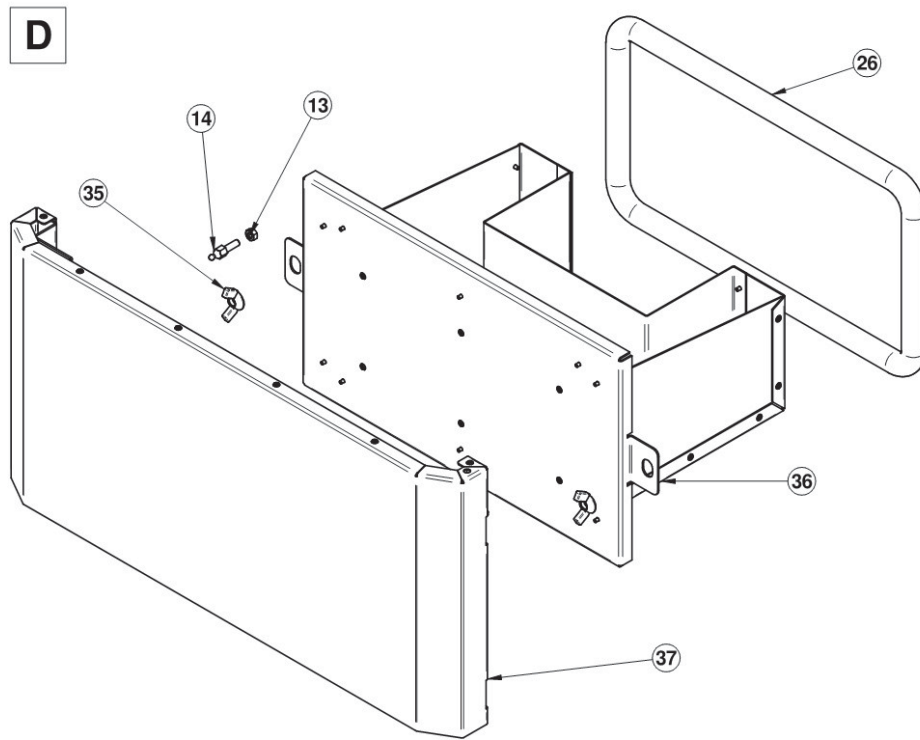




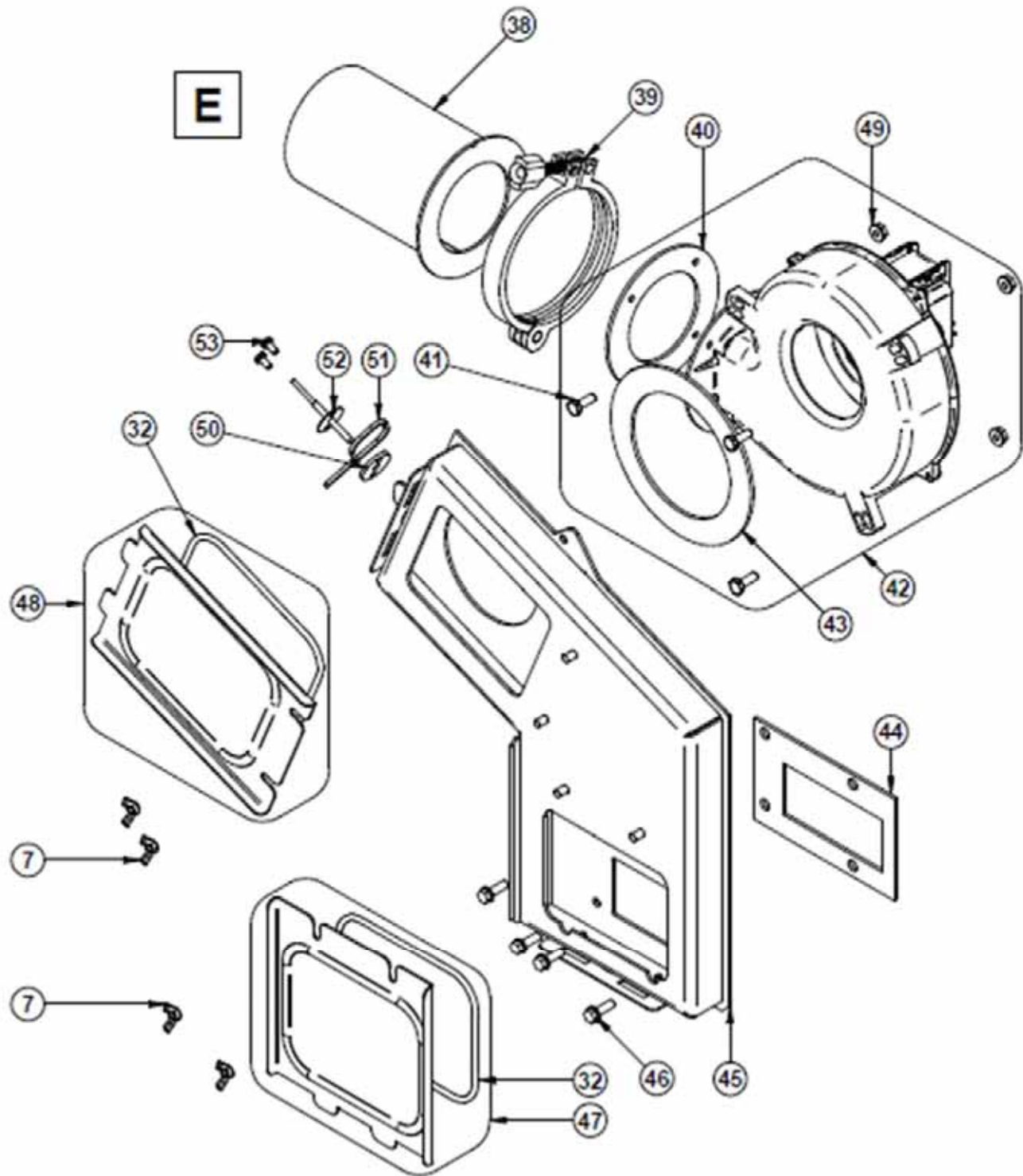
## SECTION C



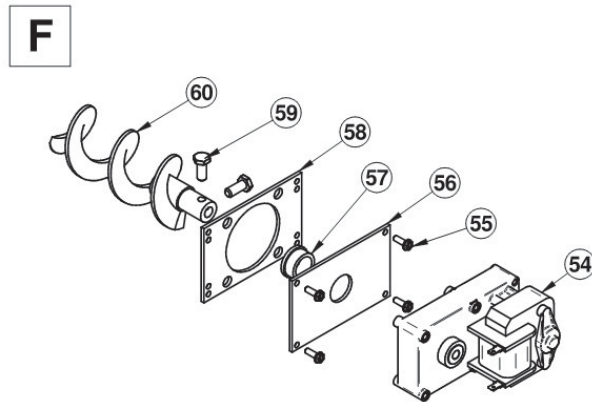
## SECTION D



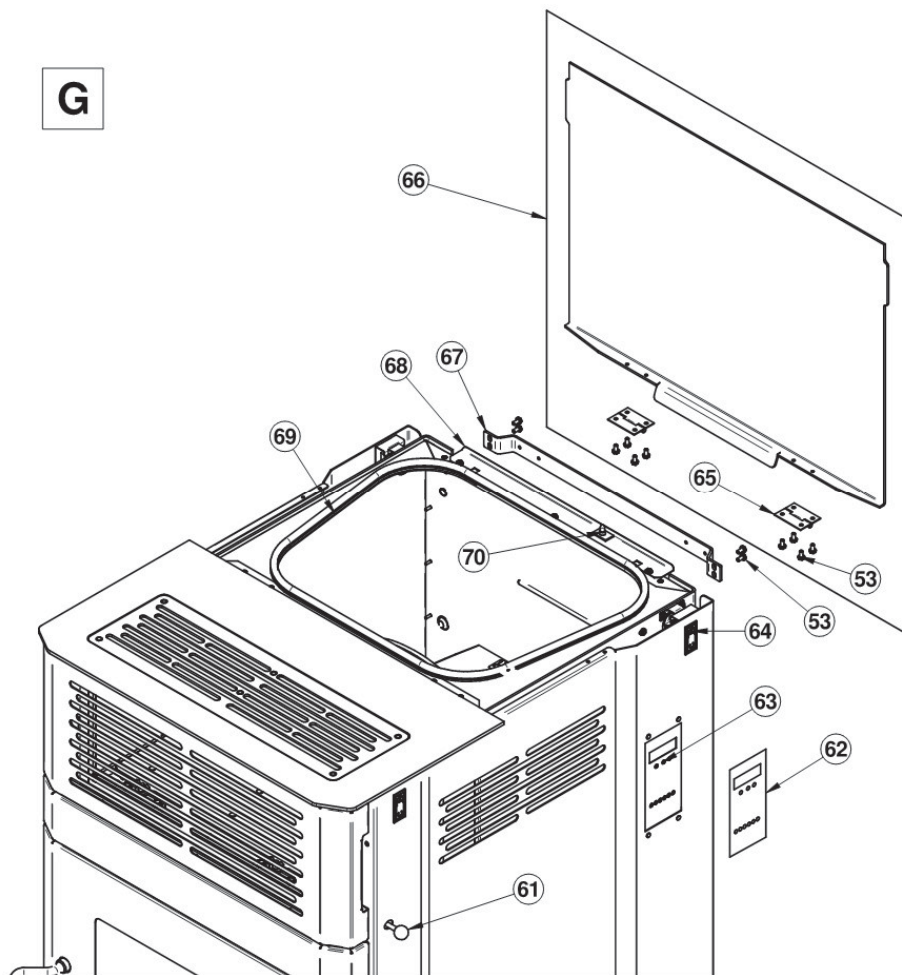
## SECTION E



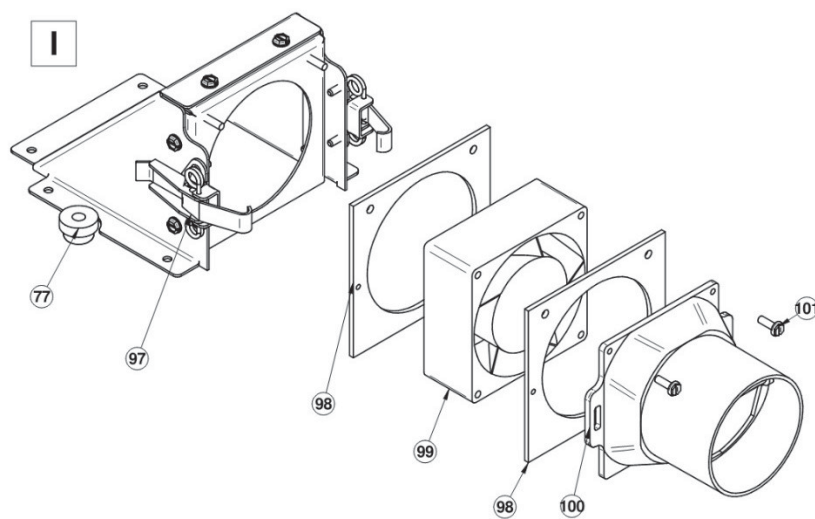
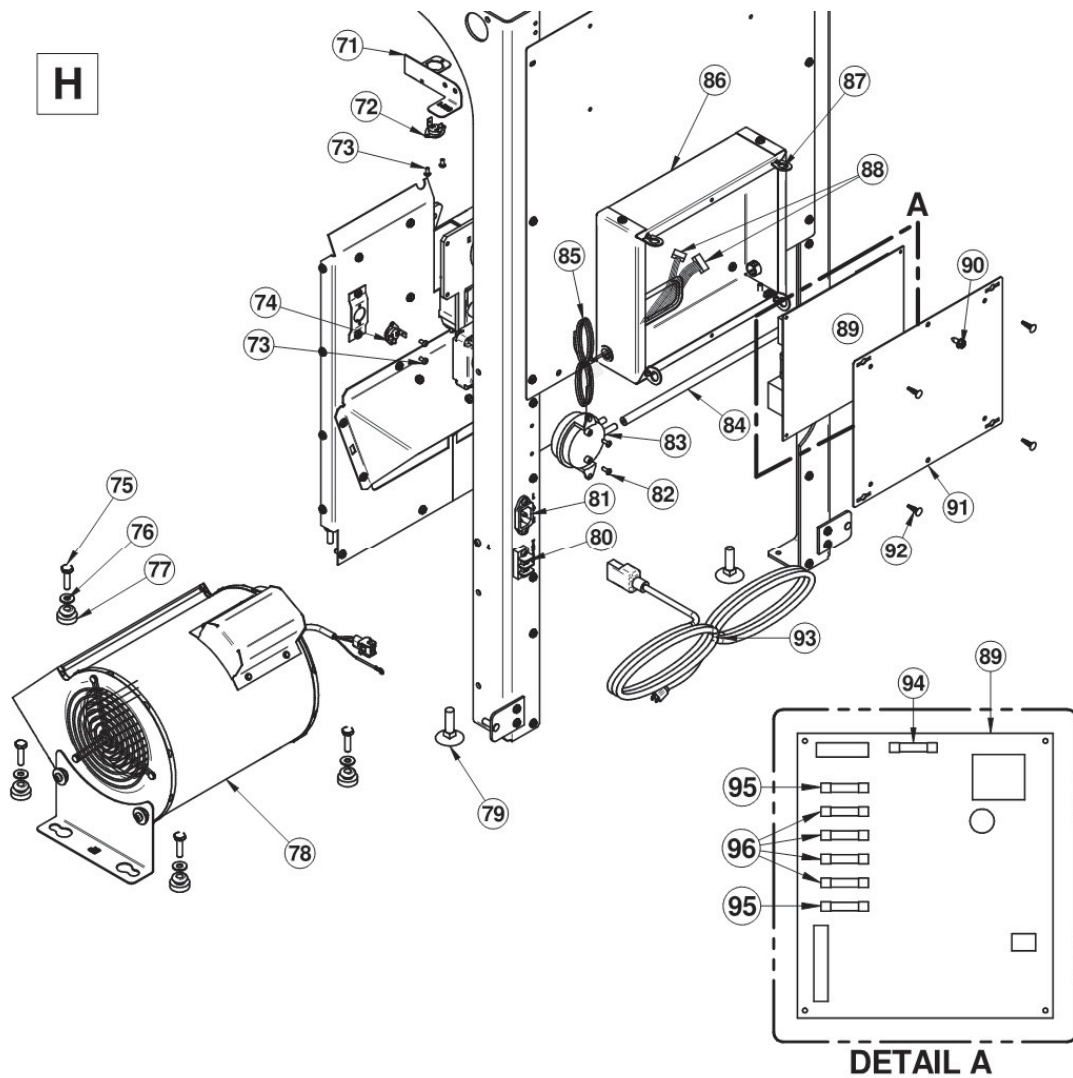
## SECTION F



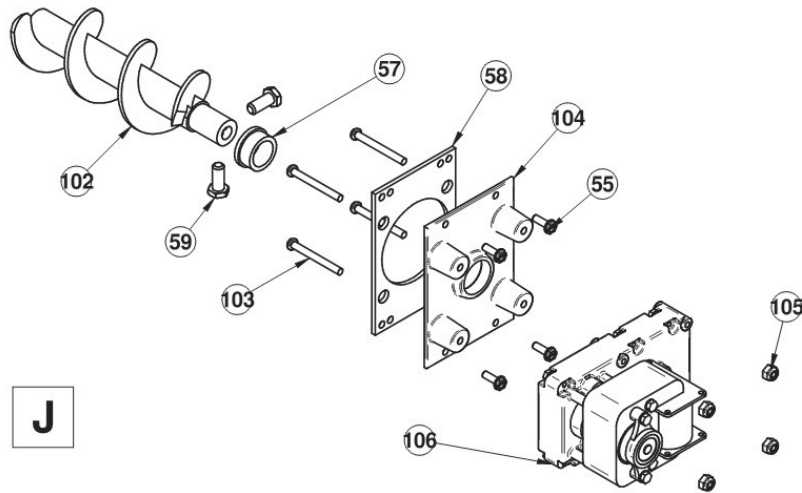
## SECTION G



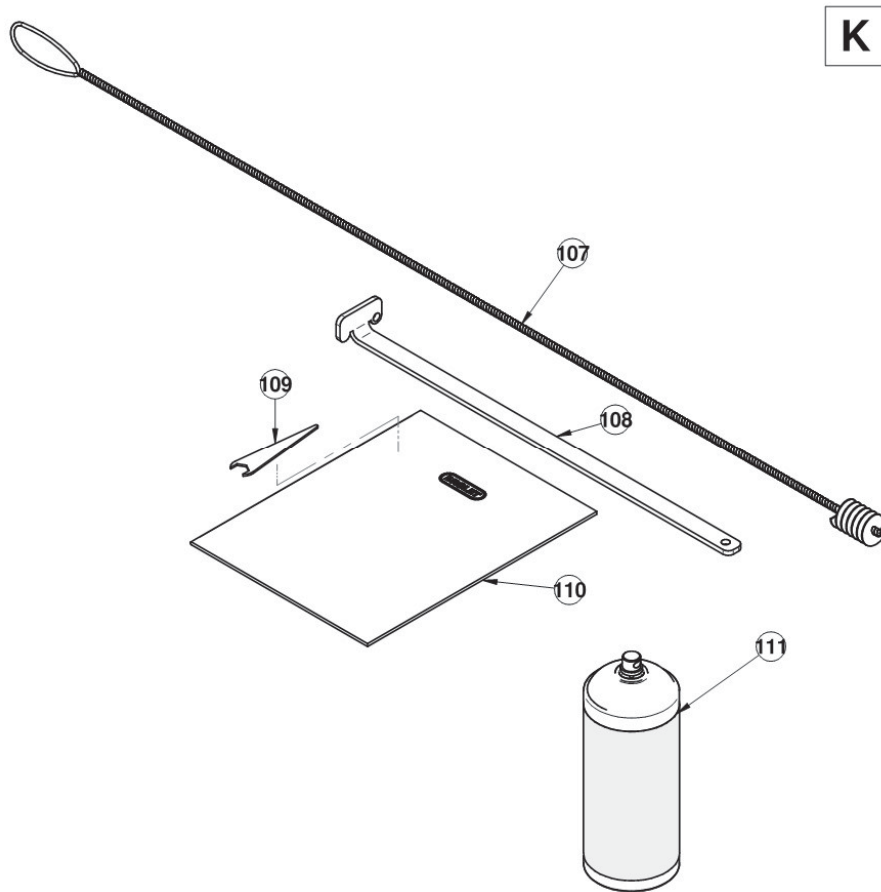
## SECTION H AND I



## SECTION J



## SECTION K



**IMPORTANT:** THIS IS DATED INFORMATION. When requesting service or replacement parts for your stove, please provide the model number and the serial number. We reserve the right to change parts due to technology upgrade or availability. Contact an authorized dealer to obtain any of these parts. Never use substitute materials. Use of non-approved parts can result in poor performance and safety hazards and will void your warranty.

#	Item	Description	Qty
1	SE67209	LEFT PANEL ASSEMBLY	1
2	SE75600	TOP ASSEMBLY	1
3	PL75639	LEFT PANEL	1
4	PL75624	BACK PLATE LOUVER	1
5	PL67078	REAR TOP PANEL	1
6	SE67210	DECORATIVE GRID ASSEMBLY	1
7	30484	WING NUT 1/4-20 X 1/2"	6
8	SE67219	MAINTENANCE ACCESS PANEL	1
9	AC06900	BLACK ROUND GASKET 1/2" X 9' WITH ADHESIVE KIT	1
10	PL67219	BAFFLE	1
11	30220	FLANGED LOCKNUT 1/4-20	4
12	PL67220	BLOCKING PLATE	1
13	31133	NUT M6 STAINLESS STEEL	3
14	31050	SPHERICAL NAIL	3
15	SE70731	WOOD HANDLE KIT	1
16	AC09185	DOOR LATCH KIT	1
17	SE70730	DOOR HANDLE ROD KIT	1
18	PL67224	DOOR OVERLAY	1
19	SE67212	DOOR ASSEMBLY	1
20	30417	BLACK HEX NUT #8-32	24
21	PL75636	HANDLE STOPPER	1
22	AC06810	1/8" X 3/8" X 6' SELF ADHESIVE BLACK GASKET	1
23	PL67237	GLASS WITHOUT GASKET 14-11/16" X 9-3/8"	1
24	PL75637	LOWER GLASS AND GASKET RETAINER	2
25	PL75647	LOWER GLASS AND GASKET RETAINER	2
26	AC06730	SILICONE AND 1" X 8' BLACK DOOR GASKET KIT	1
27	31226	HINGE PIN	2
28	SE67216	COMBUSTION POT	1
29	44146	IGNITER TUBE	1
30	SE44132	IGNITER ASSEMBLY 120V-300W	1
31	60360	IGNITOR WIRE EXTENSION WITH QUICK CONNECT (23.375")	1
32	AC06815	3/16" X 5' BLACK GASKET AND SILICONE KIT	1
33	SE67033	BURN POT RECEPTACLE CLEAN-OUT ACCESS DOOR	1
34	30485	WING NUT 1/4-20 X 1/2" ZINC PLATTED	1
35	30416	WING NUT 3/8"-16	2

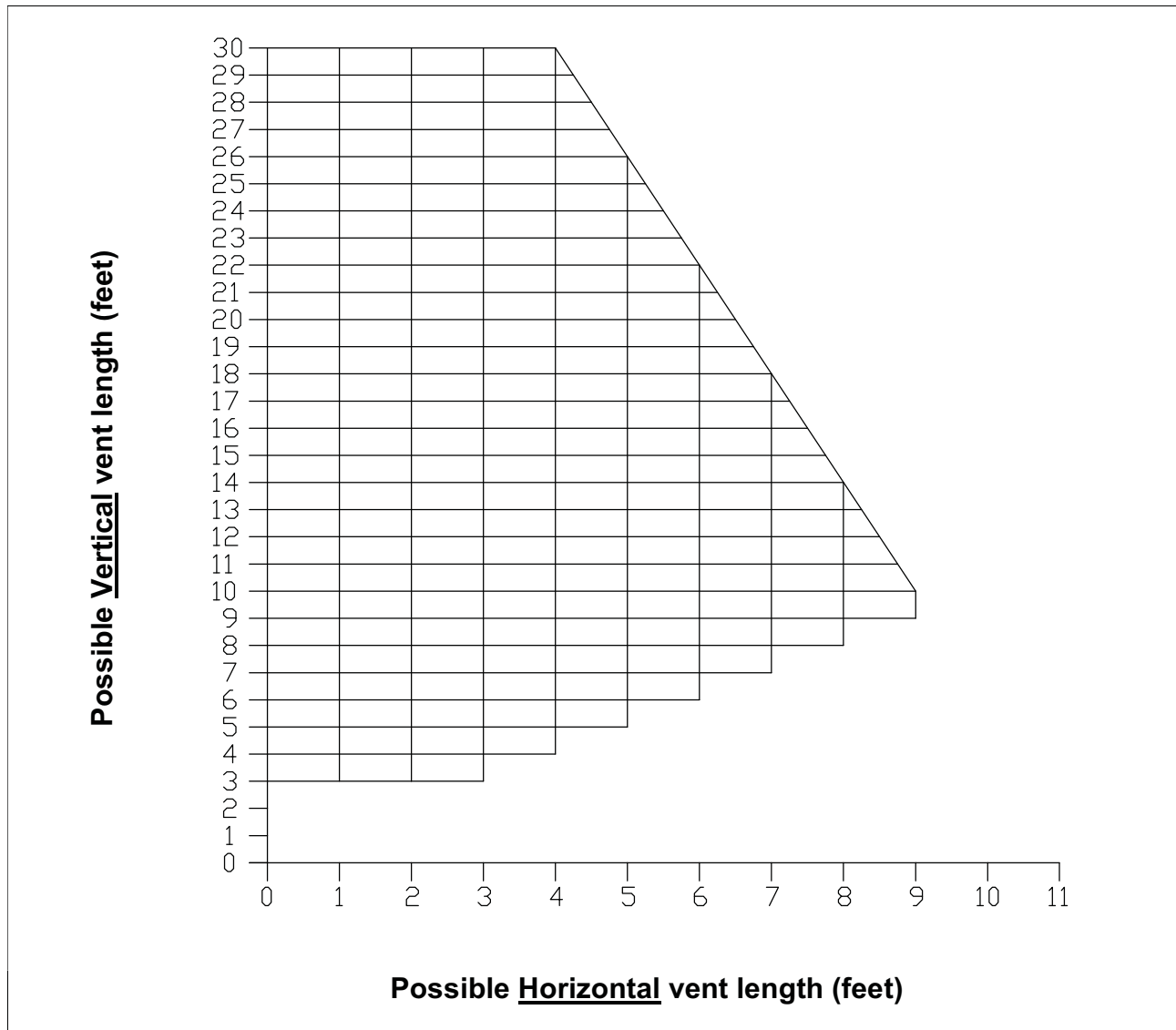


#	Item	Description	Qty
36	SE67242	ASH PAN	1
37	SE67225	ASH PAN ASSEMBLY	1
38	SE67018	EXHAUST ADAPTER PIPE	1
39	30762	VENT ADAPTER SECURE CLAMP	1
40	21392	EXHAUST ADAPTER GASKET	1
41	30093	BOLT 1/4-20 X 3/4" HEX GRADE 5	3
42	SE44193	EXHAUST FAN	1
43	21393	EXHAUST BLOWER GASKET	1
44	21401	EXHAUST CHANEL GASKET	1
45	SE75607	EXHAUST CHANEL	1
46	30094	HEX SCREW WASHER HEAD 1/4-20 X 3/4" F ZINC TYPE	42
47	SE75611	CLEANING PANEL	1
48	SE75609	CLEANING PANEL	1
49	30220	FLANGED LOCKNUT 1/4-20	4
50	21418	RTD GASKET	1
51	44052	BLACK TY-RAP 8"	3
52	44183	EXHAUST RTD PROBE	1
53	30029	THREAD CUTTING SCREW 10-24 TYPE "F" X 3/8" HEX WASHER	20
54	44038	AUGER GEAR MOTOR 1 RPM	1
55	30026	THREAD CUTTING SCREW 10-24 F 5/8" HEX WASHER HEAD	11
56	PL62281	AUGER BUSHING PLATE	1
57	30528	BRASS BUSHING FOR PELLET STOVE AUGER	2
58	21193	AUGER SUPPORT GASKET	2
59	30092	BOLT 5/16"-18 X 3/4" HEX GRADE 5	2
60	24030	AUGER	1
61	30562	3/4" X 1/4"-20 ROUND HANDLE FOR EXCHANGER ROD	1
62	SE44139	MEMBRANE SWITCH ON COVER	1
63	SE75668	LEXAN BOARD BOX	1
64	30572	RETRACTABLE LATCH HANDLE (BLACK)	4
65	30013	HINGE 2" X 1 1/2"	2
66	SE67095	UPPER LID	1
67	PL67141	HOPPER STOPPER	1
68	PL67155	SWITCH SUPPORT	1
69	AC06820	EPDM GASKET KIT 3/8 X 3/8 X 37/64 (5')	1
70	44098	HOPPER LID SAFETY SWITCH	1
71	PL67149	L250-25 AUTOMATIC SUPPORT	1
72	44059	THERMODISC 36T11 L250-25 AUTOMATIC	1
73	30080	METAL SCREW #6 X 1/4 TYPE B PAN PHILLIPS	2
74	44058	THERMODISC 36T12 F160	1
75	31402	HEX HEAD SCREW 1/4-20 X 1-3/4" PARTIALLY THREADED	4

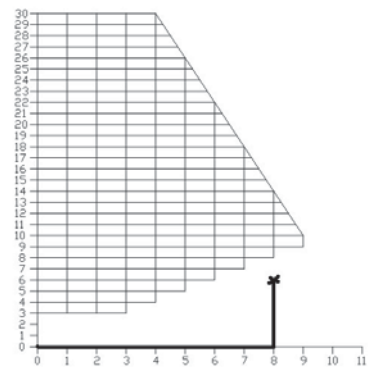


#	Item	Description	Qty
76	31180	WASHER (ID .322, OD .562, THICK .175)	4
77	30335	BLOWER ANTIVIBRATION CUSHION	5
78	SE75656	CONVECTION FAN	1
79	30050	LEVELING BOLT 3/8-16 X 1 1/2"	2
80	60036	THERMOSTAT TERMINAL	1
81	60196	POWER CORD RECEPTACLE	1
82	30138	METAL SCREW #6 3/8" QUADREX "A" TYPE BLACK	2
83	44029	PRESSURE SWITCH	1
84	49006	3/8" X 24" SILICONE HOSE (INT.1/16"Ø 0.156" +/- 0.010")	1
85	60327	JUNCTION WIRE MAIN CONTROL BOARD TO LCD	1
86	SE64494	MOTHER BOARD HOUSING	1
87	30710	SPRING CLIP	4
88	60342	MAIN CONTROL BOARD WIRE HARNESS	1
89	PL68623	PROGRAMMED I/O PC CONTROL BOARD	1
90	31048	SCREW #10 X 1/2 HWH PH TYPE AB ZINC PLATED/BLACK PAINTED HEAD	3
91	PL64459	MOTHER BOARD HOUSING COVER	1
92	30408	ELECTRONIC BOARD CLIP	4
93	60331	POWER CORD 6'	1
94	44013	FUSE 7.5A / 250V / 1/4"Ø X 1 1/4"L	1
95	44015	FUSE 5A / 250V / 1/4"Ø X 1 1/4"L	2
96	44016	FUSE 3A / 250V / 1/4"Ø X 1 1/4"L	3
97	30439	SPRING CLAMP ZINC PLATED BRIGHT CHROMATE DIP	2
98	21400	COMBUSTION FAN GASKET	2
99	44195	AXIAL BLOWER 115V 9W 92 X 92 X 38 (PLASTIC IMPELLER)	1
100	30777	PLASTIC BACKDRAFT DAMPER ASSEMBLY	1
101	30502	SELF TAPING SCREW #8 - 32 X 1/2" TYPE F x 3/4 HEX FLAT HEAD	2
102	24031	AUGER	1
103	30232	MECHANICAL SCREW 10-32 x 1-3/4" PAN QUADREX ZINC	4
104	24233	GEAR MOTOR BRACKET	1
105	30233	NYLON HEX LOCK NUT 10-32 ZINC	4
106	44307	GEAR MOTOR FOR PELLET STOVE 2.4 RPM (Orange Dot Label)	1
107	30798	HEAT EXCHANGER MAINTENANCE BRUSH Ø1 1/8" - 42"	1
108	PL67171	SCRAPER	1
109	PL74535	WRENCH FOR ECCENTRIC HINGE	1
110	SE46384	ECO-65R INSTRUCTION MANUAL KIT	1
111	AC05963	METALLIC BLACK STOVE PAINT - 85 g (3oz) AEROSOL	1

## APPENDIX A: HORIZONTAL AND VERTICAL VENT CHART

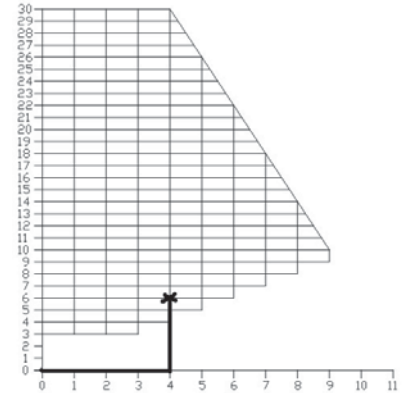


For example, let's imagine an installation consisting of a horizontal vent coming out at the back of the stove on a total distance of 8 feet. This horizontal run is followed by a tee and a 6-foot vertical rise. This type of installation is not acceptable. As you can see, the vent termination is clearly outside the allowed configuration zone on the chart because the venting system proposed **does not have at least one foot of vertical rise for each foot of horizontal run.**



Instead, if the installation consisted of a horizontal vent coming out at the back of the stove on a total distance of 4 feet, followed by a tee and a 6-foot vertical rise, it would be acceptable. The termination is within the allowable configuration zone on the chart since it would have at least one foot of vertical rise for each foot of horizontal run. Furthermore, the total vertical rise is at least 3-feet high.

**WARNING:** To reduce the risk of smoke spillage there should always be at least one foot of vertical rise for each foot of horizontal run. In all cases, at least 3 feet of vertical rise is needed.



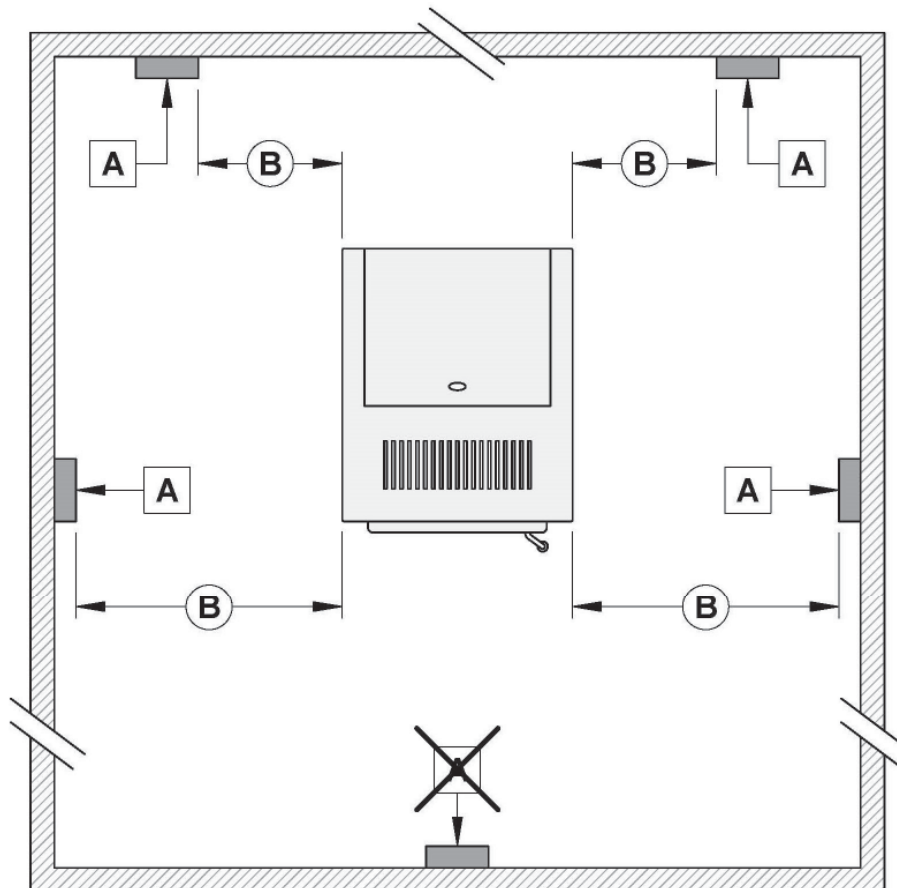
## APPENDIX B: INSTALLING A THERMOSTAT (AC05558)

Using a thermostat will help you maintain a constant temperature throughout the house. A low voltage thermostat (24 volts) is required. A fixed wall mount or handheld model can be used.

**Note:** Thermostat manufacturer's instructions always override the information published in the following section.

### Thermostat location

Location of the thermostat is very important to obtain comfort and efficiency from your stove. Locate the thermostat 4 to 5 feet above the floor in accordance with applicable building codes. Install the thermostat in a location that provides good airflow characteristics and avoid areas behind doors, near corners, air vents, direct sunlight or heat generating devices. If the thermostat is installed in the same room as the stove, it should also be located at least 15 to 20 feet from the stove. To prevent cycling, you should avoid installing the thermostat on a poorly insulated outside wall or directly in front of the stove.

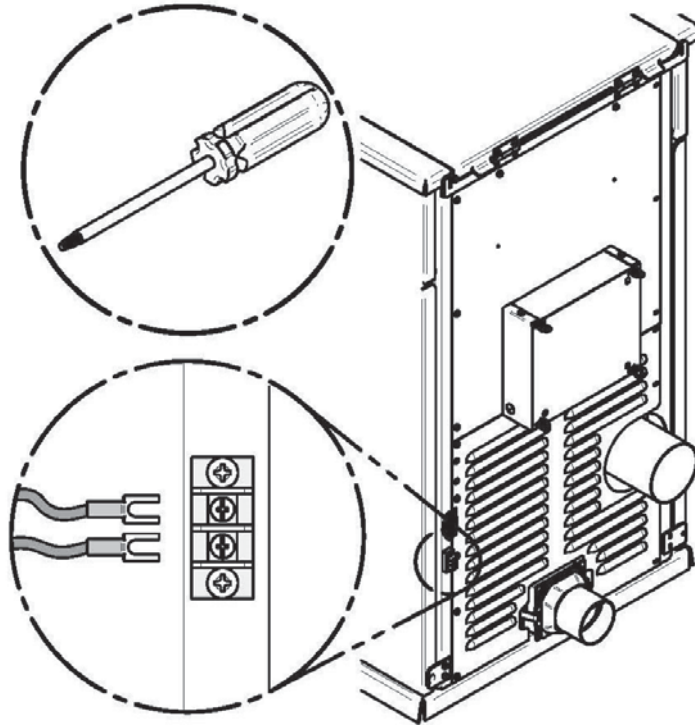


<b>A</b>	THERMOSTAT
<b>B</b>	MINIMUM 15'

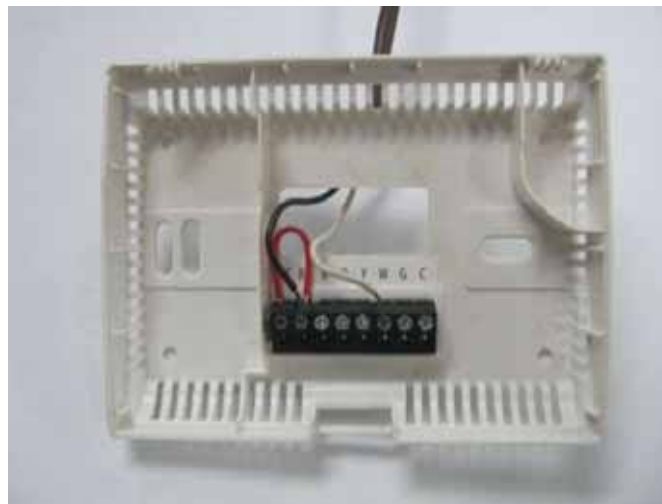
## **Wired thermostat**

Before installing the thermostat, unplug the power cord from the power outlet.

First, connect the two thermostat wires to the terminal block located at the rear on the right-hand side of the stove when facing it. Loosen the two middle screws and insert the wires in the terminals. Tighten the two screws. Open the thermostat and connect the wires as per the manufacturer's instructions.



Here is an example of what your thermostat could look like:

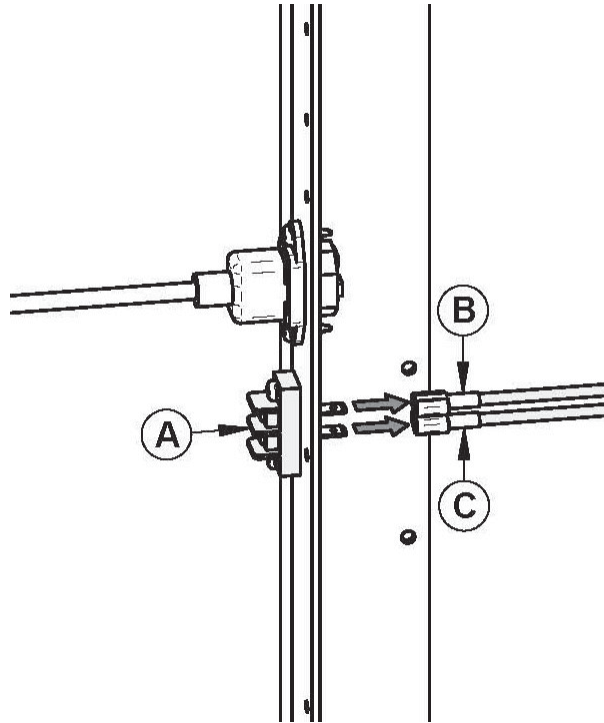


Connect one wire on “RH” and the other wire on “W”. Red wire jumper can remain installed. For further information refer to the manufacturer's instructions.

## **Wireless thermostat**

If you are using a wireless thermostat or a handheld thermostatic remote control, connect the two thermostat wires to the terminal block located at the rear on the right-hand side of the stove while facing it. If the receiver wires are equipped with quick-connect terminals you can connect them directly to the stove's wiring harness.

To do so, open the right-hand side decorative panels and disconnect wires **(B)** and **(C)** attached to the rear of the terminal block **(A)** and connect them to the receiver.

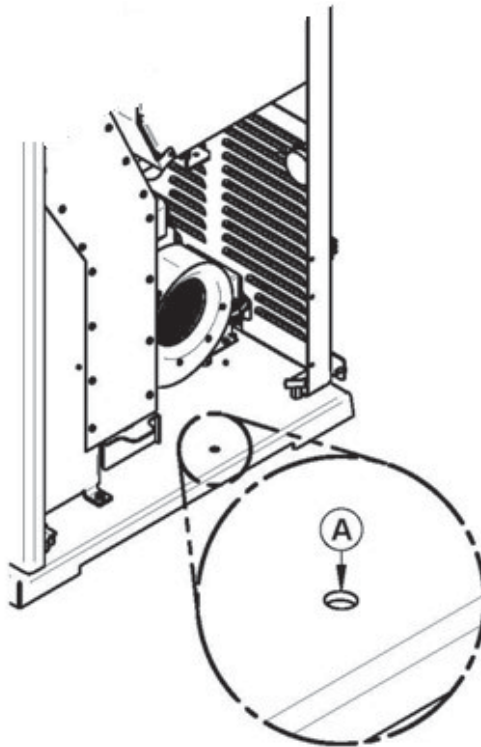


## APPENDIX C: MOBILE HOME INSTALLATION

### Anchor the stove

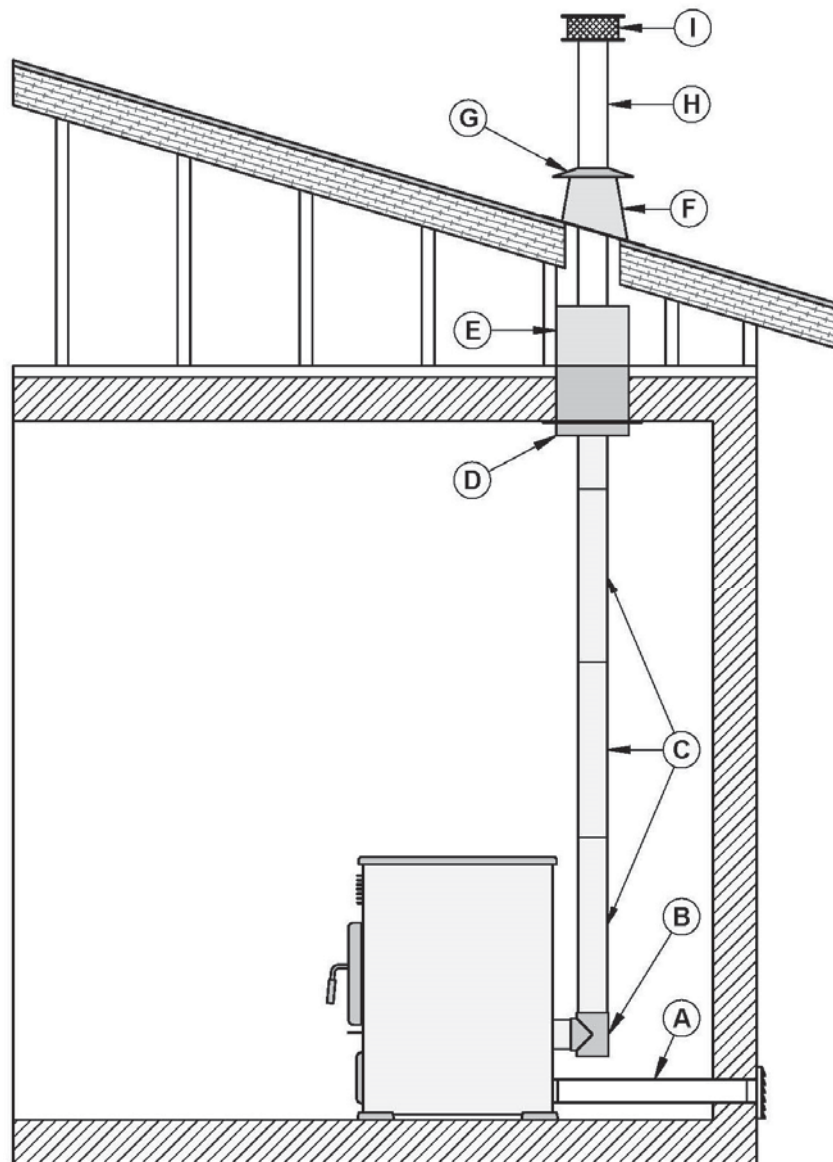
**WARNING:** FOR MOBILE HOME INSTALLATION, IT IS MANDATORY TO CONNECT THE STOVE TO AN OUTSIDE COMBUSTION AIR SOURCE. (SEE APPENDIX D: COMBUSTION AIR SUPPLY).

When installed in a mobile home, the stove must be anchored to the floor with two screws. Use the two anchoring holes (A) located for this purpose on each side of the pedestal, as shown on the following image.



For use in a mobile home in Canada, this pellet stove must be connected to a vent system certified according to the standard or ULC/ORD-C441 CAN/ULC-S609. A vent system meeting the requirements of ULC S629M can also be used.

For use in a manufactured home in the United States, this pellet stove must be connected to a venting system that meets the requirements of UL 641 standard. A vent system that meets the requirements of UL 103 standard may also be used.



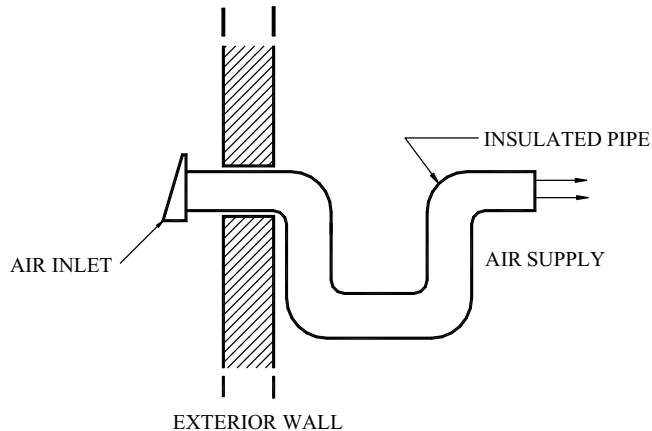
<b>A</b>	Fresh air intake
<b>B</b>	T
<b>C</b>	Pellet pipe length and/or slip section
<b>D</b>	Ceiling support
<b>E</b>	Attic insulation shield
<b>F</b>	Roof flashing
<b>G</b>	Storm collar
<b>H</b>	Pellet pipe length
<b>I</b>	Vertical rain cap



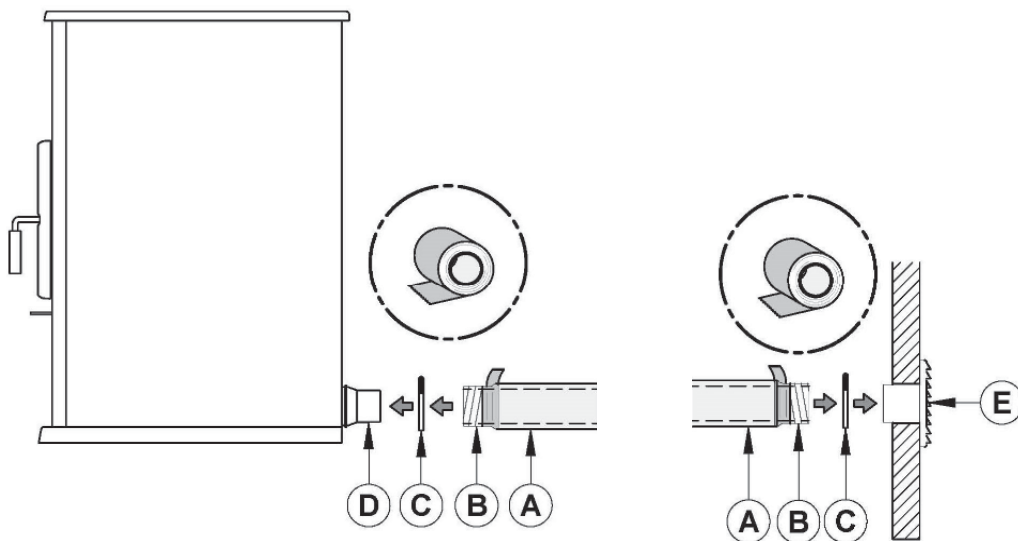
## APPENDIX D: COMBUSTION AIR SUPPLY

**WARNING: FOR MOBILE HOME INSTALLATION, IT IS MANDATORY TO CONNECT THE STOVE TO AN OUTSIDE COMBUSTION AIR SOURCE. INSULATED PIPE SHOULD NEVER EXCEED 10 FEET.**

It is recommended to install an outside air inlet in or near the room where the stove is installed. When doing so, it is preferable to choose a wall which is not exposed to dominant winds, depending on the conditions surrounding your house.



An insulated 3" inside diameter metallic pipe, either flexible or rigid, must be attached to the fresh air intake **(D)**.

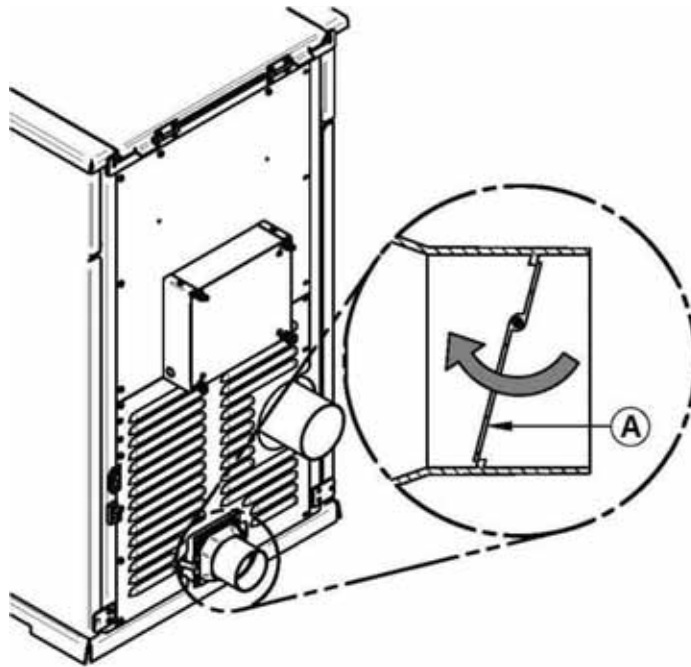


To complete the installation, make a hole of 1/4" to 1/2" (6 mm à 13 mm) bigger than the insulate pipe diameter in the outside wall of the house at the chosen location. From outside, place the outside air inlet cap **(E)** in the hole (open side down) and fasten the register to the wall, with screw. Place the insulated pipe **(A)** over the register tube and over the fireplace outside air connector **(D)**. At each end, carefully pull back the insulation and plastic cover,

exposing the flexible pipe. Attach the flexible pipe using pipe clamps **(C)**. For a better seal, you may also use aluminum tape. Wrap the tape around the joint between the flexible pipe and the air inlets. Carefully push the insulation and plastic cover back over the pipe. Fix the plastic in place using aluminum tape.

A rodent guard (minimum 1/4" wire mesh) must be used at the termination. All connections must be secured and airtight by either using the appropriately sized hose clamp and/or UL-181-AP foil tape.

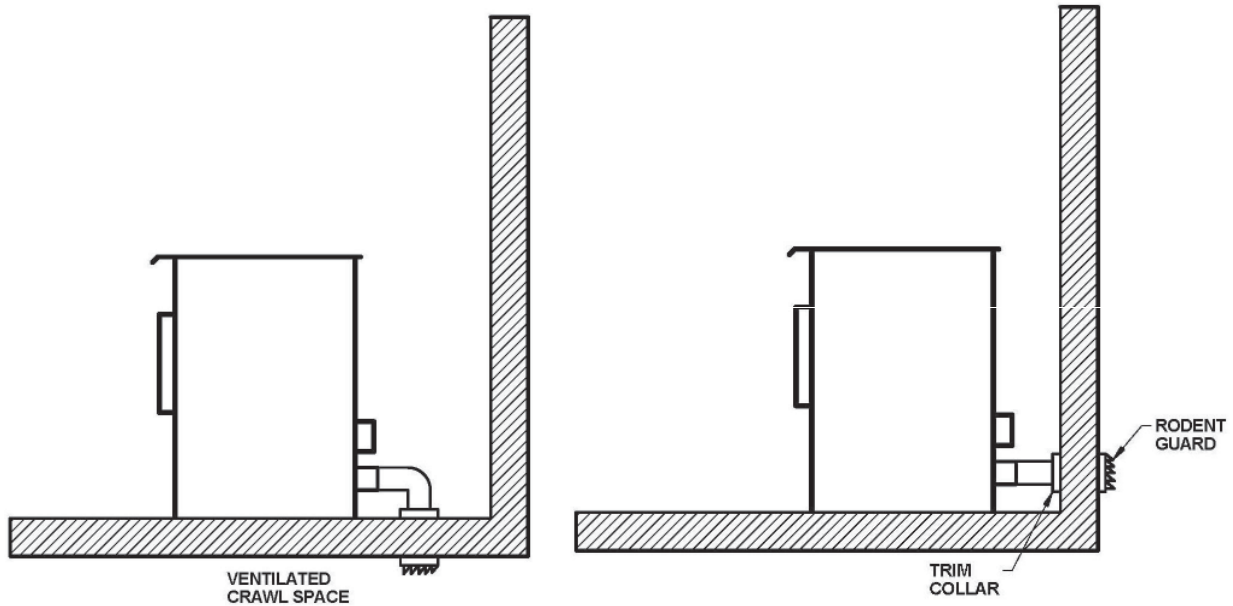
Make sure that the fresh air intake back draft shutter **(A)** functions freely. The fresh air intake back draft shutter is located in the back of the stove.



## **Sources of Outside Combustion Air**

**WARNING: IT IS FORBIDDEN TO DRAW COMBUSTION AIR FROM A BASEMENT, AN ATTIC, A GARAGE OR ANY CONFINED SPACE.**

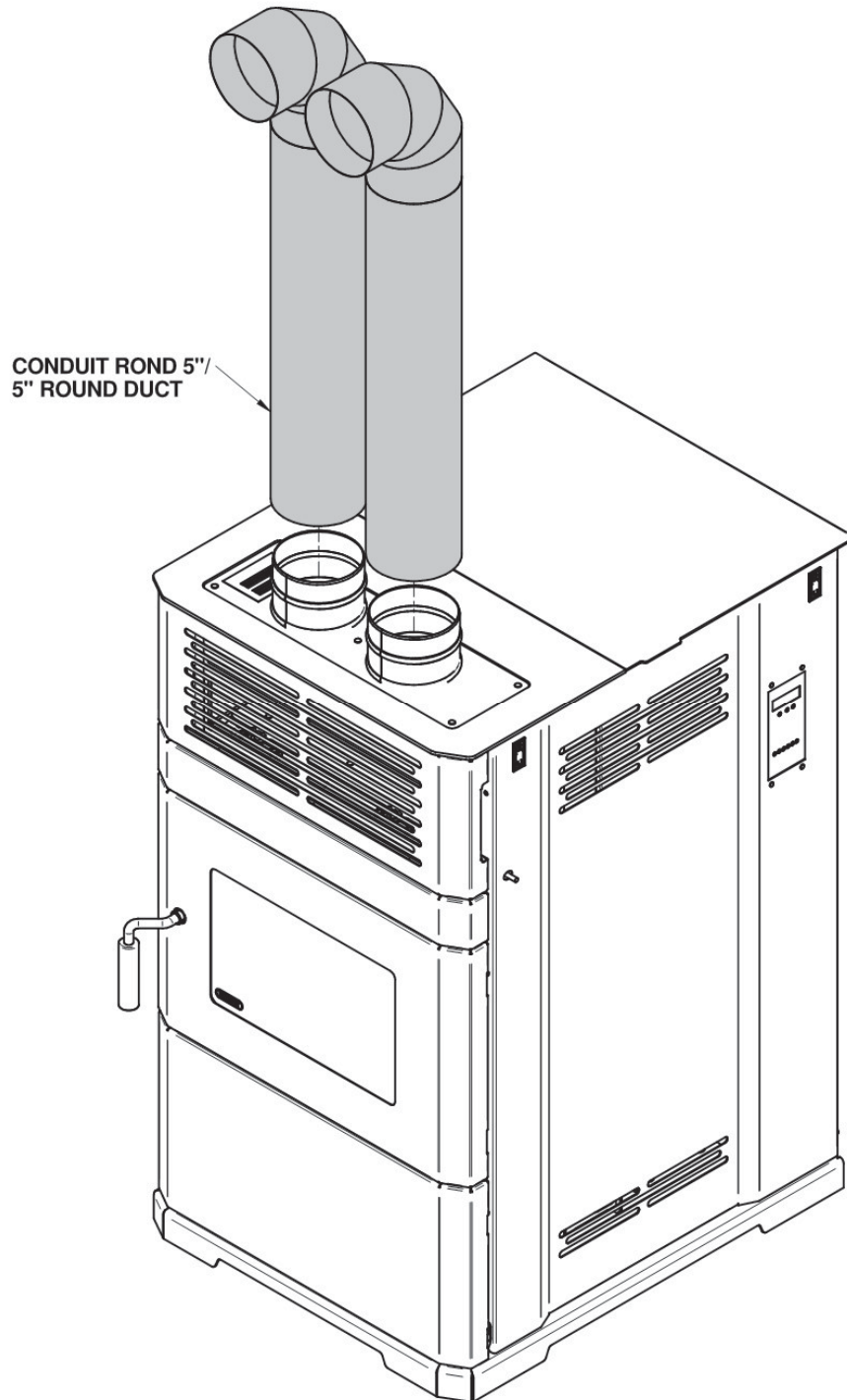
- You can draw air from a ventilated crawl space underneath the floor.
- You can draw air directly from an outside wall, behind the stove.



## APPENDIX E: OPTIONAL HOT AIR PLENUM KIT (AC01225)

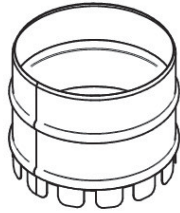
The hot air plenum kit AC01225 is available at your local dealer.

Note that the 5-inch round ducts required to complete the installation are sold separately.



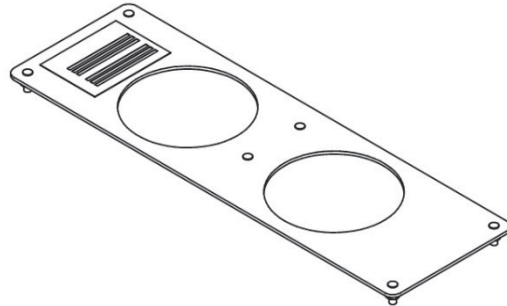
**This hot air plenum kit contains the following parts:**

(A)-PL66837



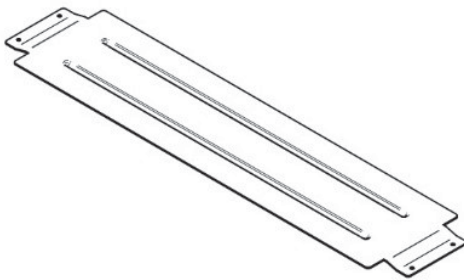
**2x**

(B)-PL75648



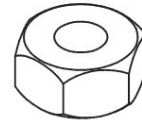
**1x**

(C)-PL75671



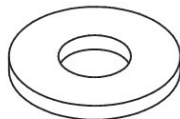
**1x**

(D)-30100



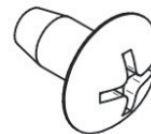
**6x**

(E)-30185



**6x**

(F)-31054



**4x**

## DROLET LIMITED LIFETIME WARRANTY

The warranty of the manufacturer extends only to the original retail purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to your DROLET dealer.

**This warranty is void if the unit is used to burn materials other than wood pellet (for which the unit is not certified by the EPA) and void if not operated according to the owner's manual. This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, venting problems or under-estimated heating area are not covered by this warranty. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature considering that the space configuration and the presence of heat distribution systems have a significant impact in making heat circulation optimum.**

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized or other than original parts void this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. Repair work covered by the warranty, executed at the purchaser's domicile by an authorized qualified technician requires the prior approval of the manufacturer. All parts and labour costs covered by this warranty are limited according to the table below.

The manufacturer, at its discretion, may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall, in no event, be responsible for any uncommon, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from lifetime coverage. This warranty applies to products purchased after March 1<sup>st</sup>, 2015.

DESCRIPTION	WARRANTY APPLICATION*	
	PARTS	LABOUR
Combustion chamber (welds only**), heat exchanger (welds only**), and cast-iron door frame.	Lifetime	3 years
Surrounds, heat shields, ash drawer, legs, pedestal, trims (aluminum extrusions), and plating (defective manufacture**).	5 years	3 years
Removable stainless-steel components, burn pot, deflectors, and supports.	3 years	N/A
Glass retainers, handle assembly, cleaning rod, air control mechanism, and auger.	3 years	1 year
Blowers, auger motor, PC board, igniter, heat sensors, switches, wiring, rheostat, and other controls.	1 year	1 year
Ceramic glass (thermal breakage only**), paint (peeling**), gaskets, insulation, ceramic fibre blankets, ceramic logs, masonry-like panels and other options.	1 year	N/A
All parts replaced under the warranty.	90 days	N/A

*\*Subject to limitations above.    \*\*Picture required.*

Labour cost and repair work to the account of the manufacturer are based on a predetermined rate schedule and must not exceed the wholesale price of the replacement part.

Shall your unit or a component be defective, contact immediately your **DROLET** dealer. To accelerate processing of your warranty claim, make sure to have on hand the following information when calling:

- Your name, address and telephone number.
- Bill of sale and dealer's name.
- Installation configuration;
- Serial number and model name as indicated on the nameplate fixed to the back of your unit.
- Nature of the defect and any relevant information.

**Before shipping your unit or defective component to our plant, you must obtain an Authorization Number from your DROLET dealer. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.**