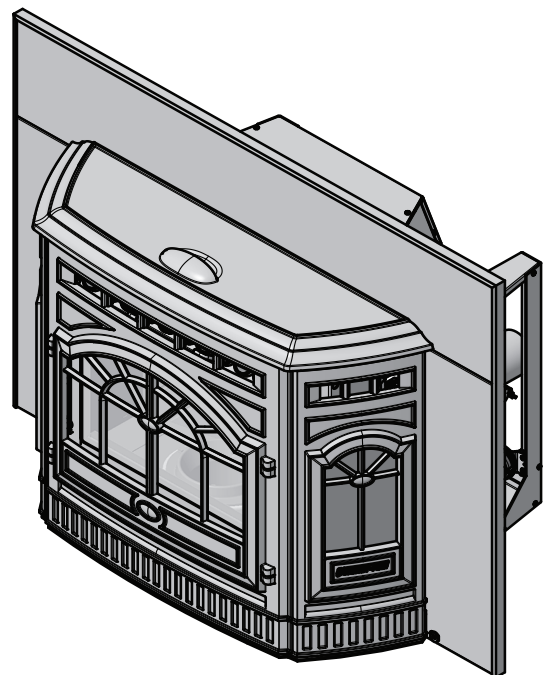
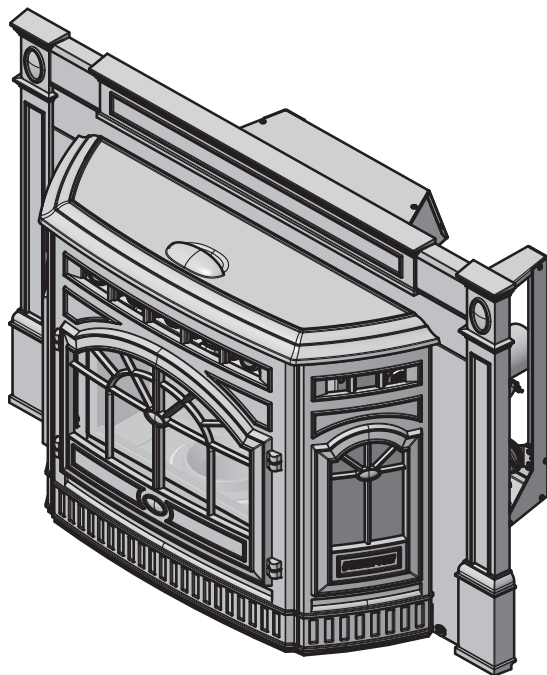


QUADRA-FIRE®

NOTHING BURNS LIKE A QUAD

Castile Insert Troubleshooting Manual




HEARTH & HOME
technologies®
The Hearth Experts™

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

Safety Alert Key:



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

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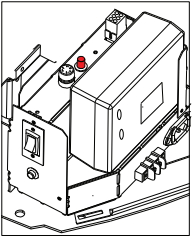
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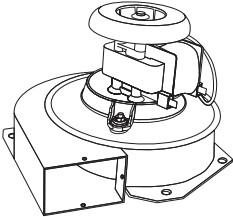
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1 Normal Operation Sequence

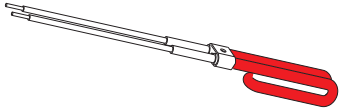
- 1. Turn on thermostat a red call light will illuminate on the stove.



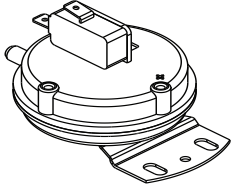
- 2. The exhaust blower will turn on.



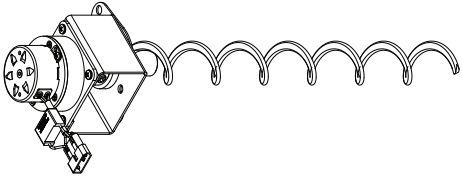
- 3. The igniter turns on.



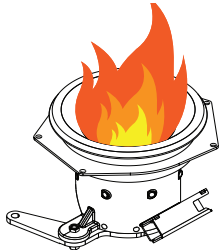
- 4. The vacuum switch closes.



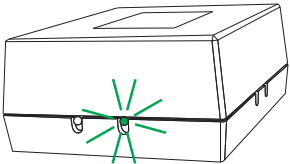
- 5. The feed motor turns on. The initial feed of the feed motor will last approximately 64 seconds and then stop.



- 6. Pellets will ignite in the firepot.

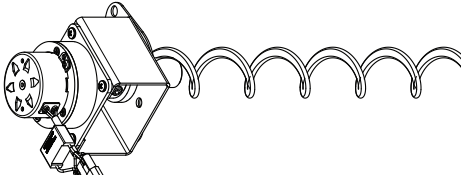


- 7. Heat from fire turns on the green thermocouple light in the control box (2.5 - 3mVDC); 200°F.



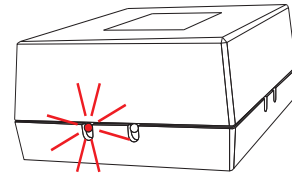
- 8. Feed motor starts its cycle mode:

SETTING	SECONDS
LOW	0.9
MEDIUM	1.6
HIGH	2.2

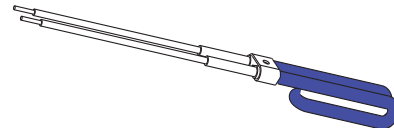


CASTILE INS

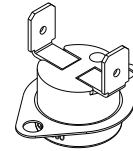
9. Heat from the fire turns on the red thermocouple light in the control box (12.0 - 13.0mVDC); 600°F.



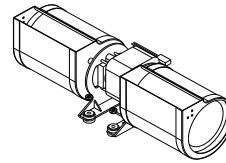
10. The igniter turns off



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

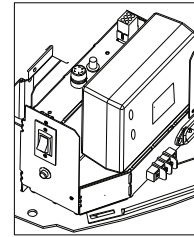


12. The convection blower will turn on.

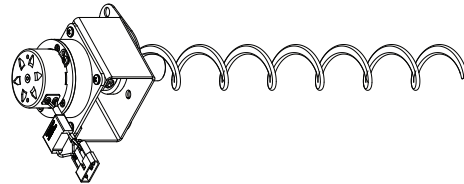


13. Room reaches temperature
14. Thermostat will turn off.

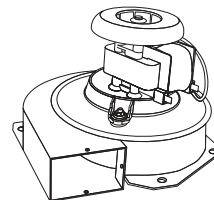
15. The red call light will turn off.



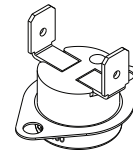
16. Feed motor will turn off.



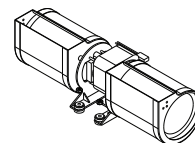
17. The exhaust blower will start a 18 minute countdown.



18. The #1 snap disc cools off



19. The convection blower shuts off



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

2 Basic Troubleshooting & Repair

A. Plug in stove with no response

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

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

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

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

1. Check firepot and clean
2. Check thermocouple
 - **Green light** - 2.5 - 3.0mV
 - **Red light** - 12.0 - 13.0mV
3. Check initial feed time (60 seconds)

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

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

E. Slow or smoky start-up

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

F. Stove Runs for 18 minutes then stops feeding fuel

1. Check thermocouple
 - **Green light** - 2.5 - 3.0mVDC
 - **Red light** - 12.0 - 13.0mVDC
2. Adjust feed adjustment plate for larger fire
3. Check thermocouple cover
 - Cover needs to touch the end of the thermocouple wire
 - Cover should extend 1-3/4 inches into the firepot
4. Check the control box

G. Feed system fails to start

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

H. Thermostat will not start appliance

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

I. Appliance fails to shut off

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

J. Convection blower keep running or fails to start

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

K. Appliance cycles on and off with the thermostat is always on

1. Check the control box
2. Check vacuum switch
3. Check wiring for loose connections

L. Large fire, ash build up and dirty glass

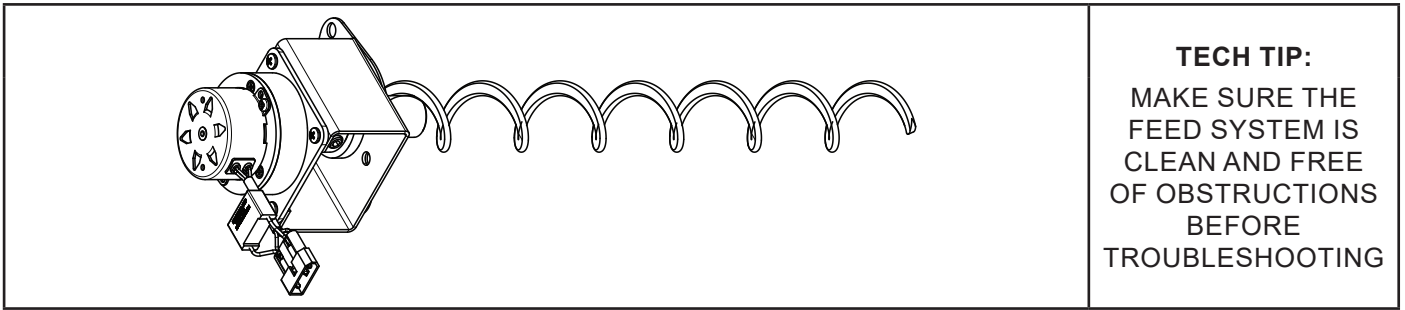
1. Check firepot, may need to be cleaned
2. Clean exhaust and heat exchanger system
3. Adjust feed adjustment plate in the hopper
4. Check control box feed times
 - **HIGH** - 2.2 seconds on time
 - **MEDIUM** - 1.6 seconds on time
 - **LOW** - 0.9 seconds on time

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

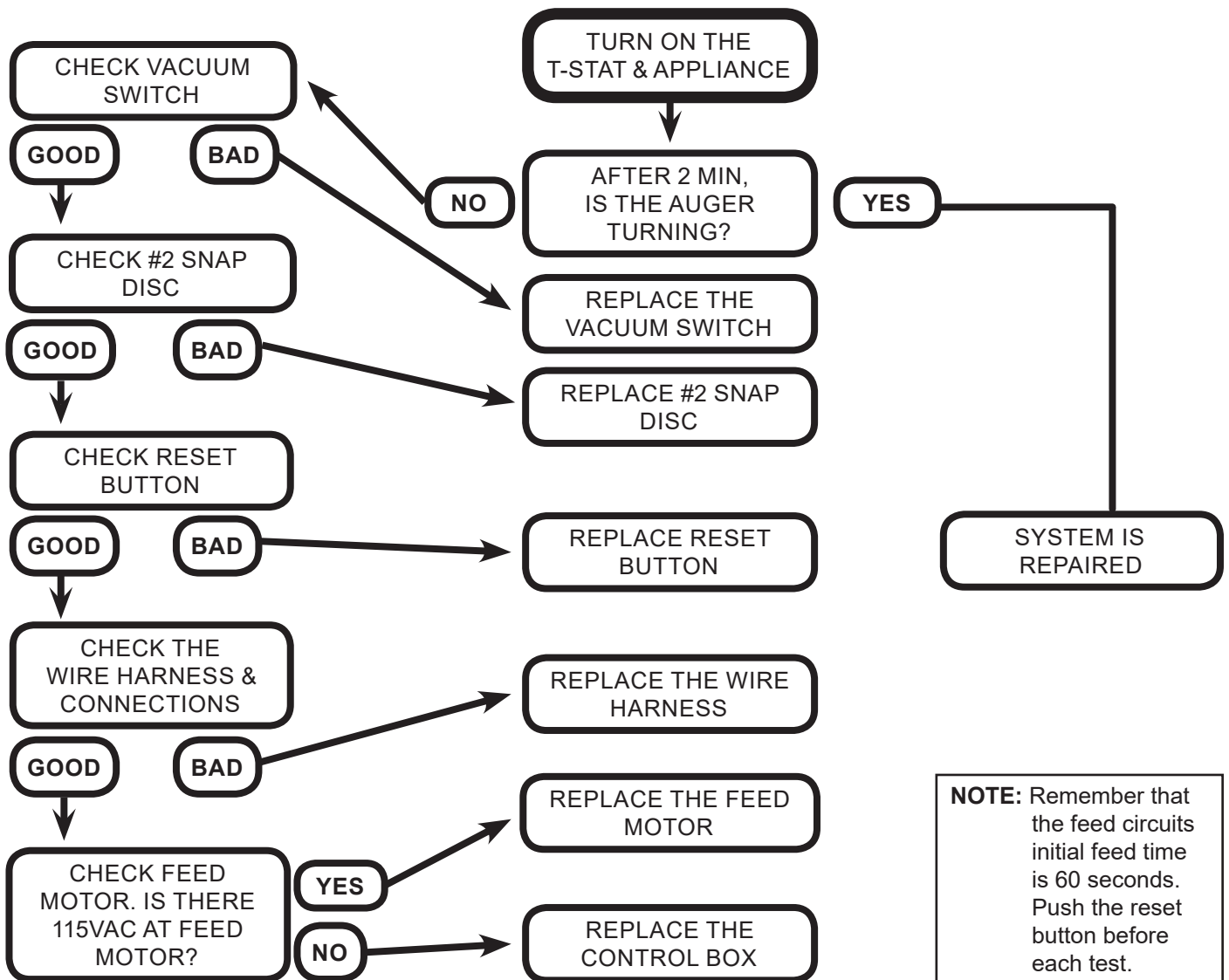
"STOVE IS INCONSISTENT IN OPERATION"

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

3 Feed System

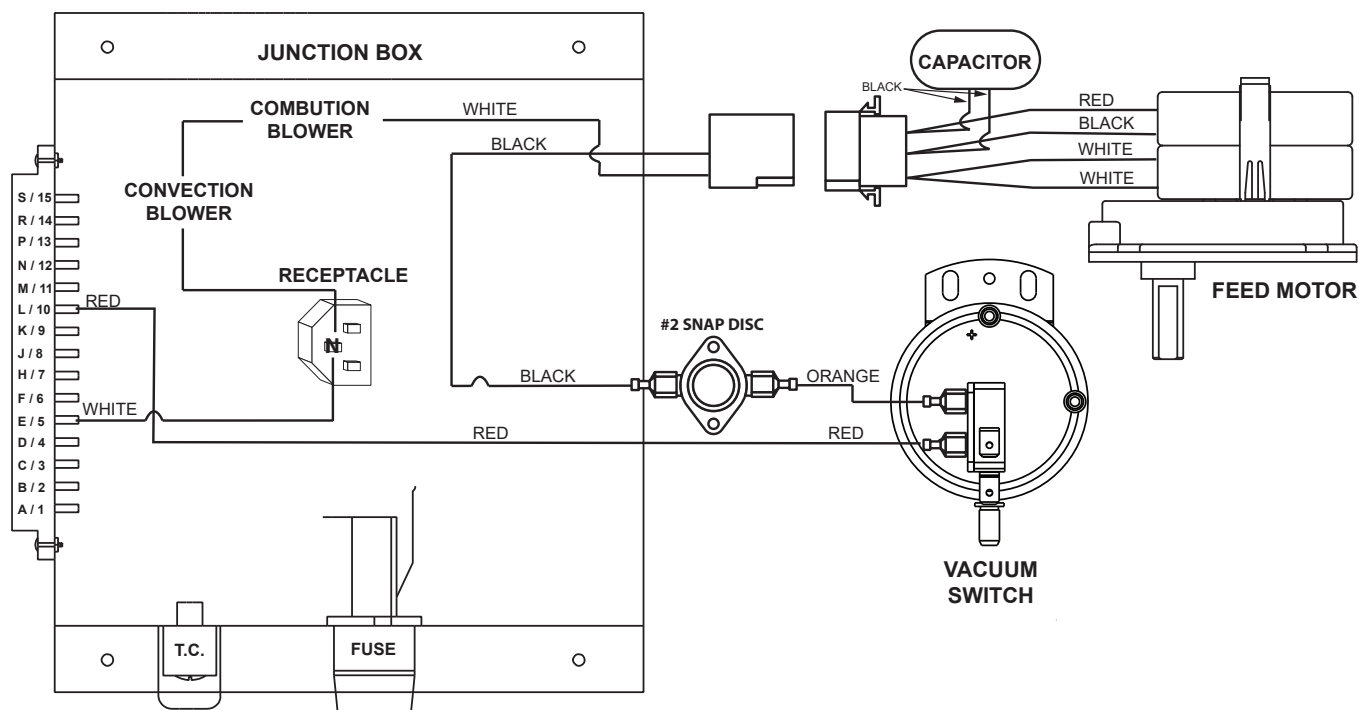


TECH TIP:
 MAKE SURE THE
 FEED SYSTEM IS
 CLEAN AND FREE
 OF OBSTRUCTIONS
 BEFORE
 TROUBLESHOOTING



NOTE: Remember that the feed circuits initial feed time is 60 seconds. Push the reset button before each test.

FEED MOTOR CIRCUIT

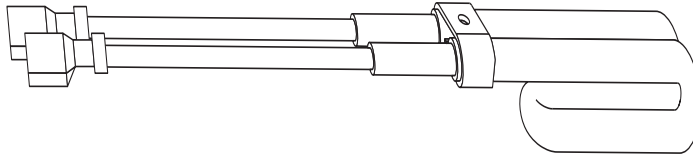


FEED MOTOR TESTING WITH TEST BOX

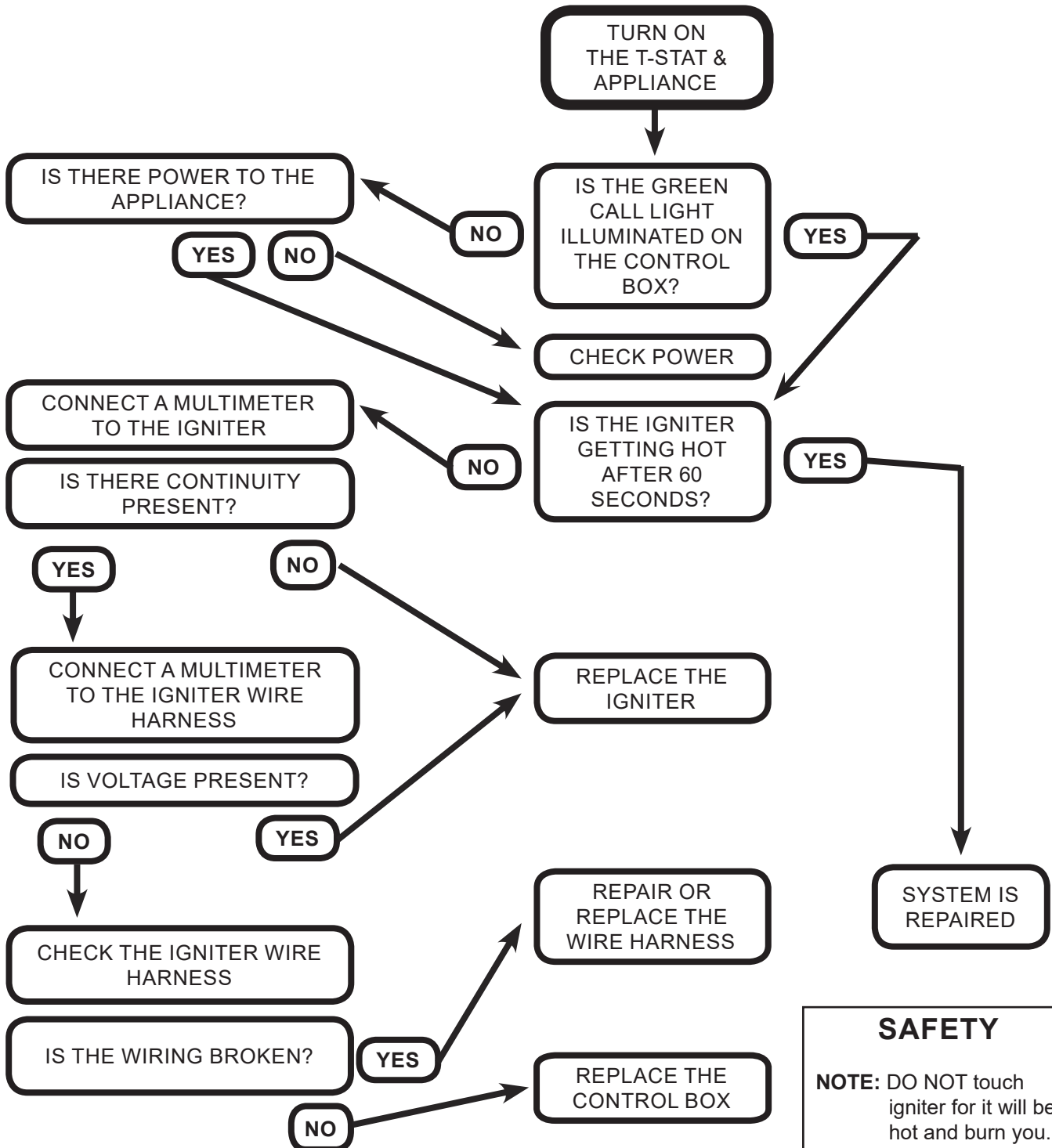
(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

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

4 Igniter

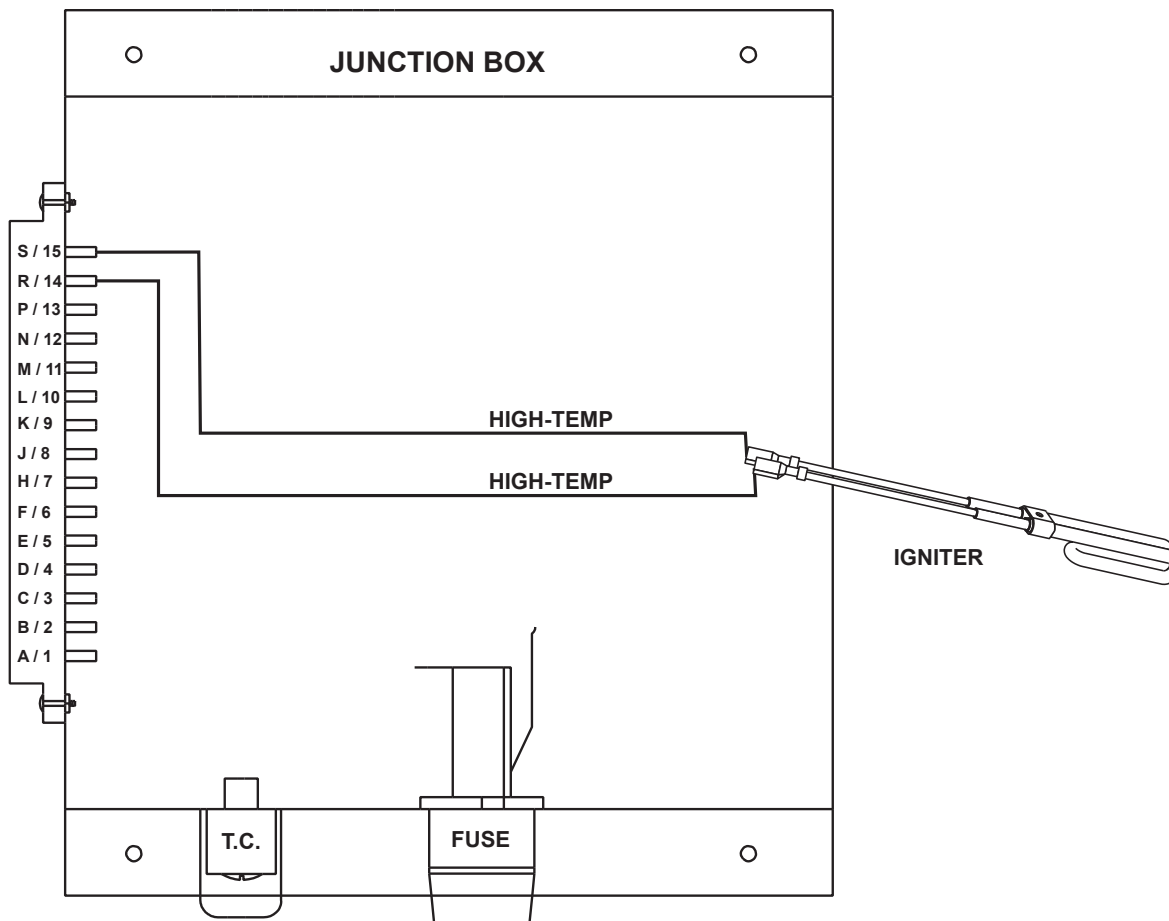


TECH TIP:
MAKE SURE THE
FIREPOT AND
SURROUNDING
AREA IS CLEAN
BEFORE
TROUBLESHOOTING



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

IGNITER CIRCUIT

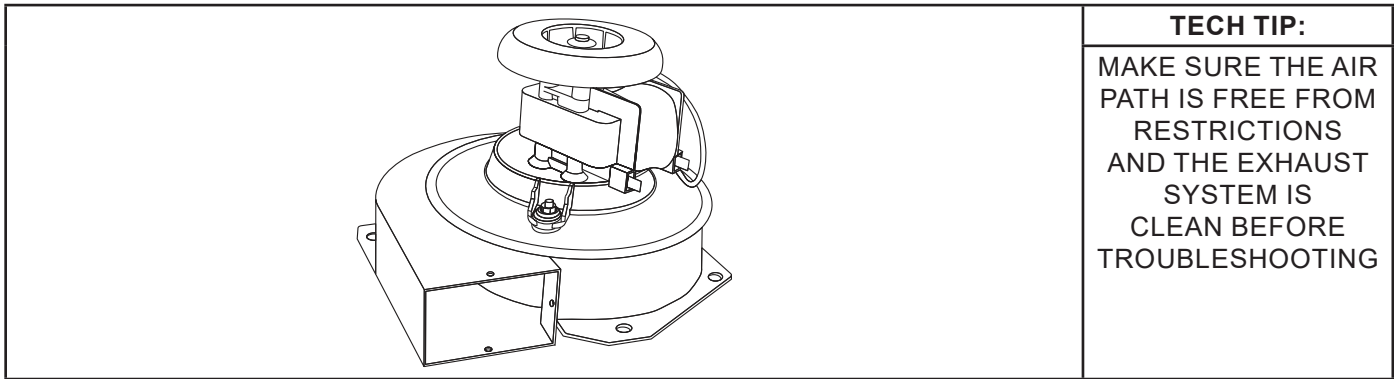


FEED MOTOR TESTING WITH TEST BOX

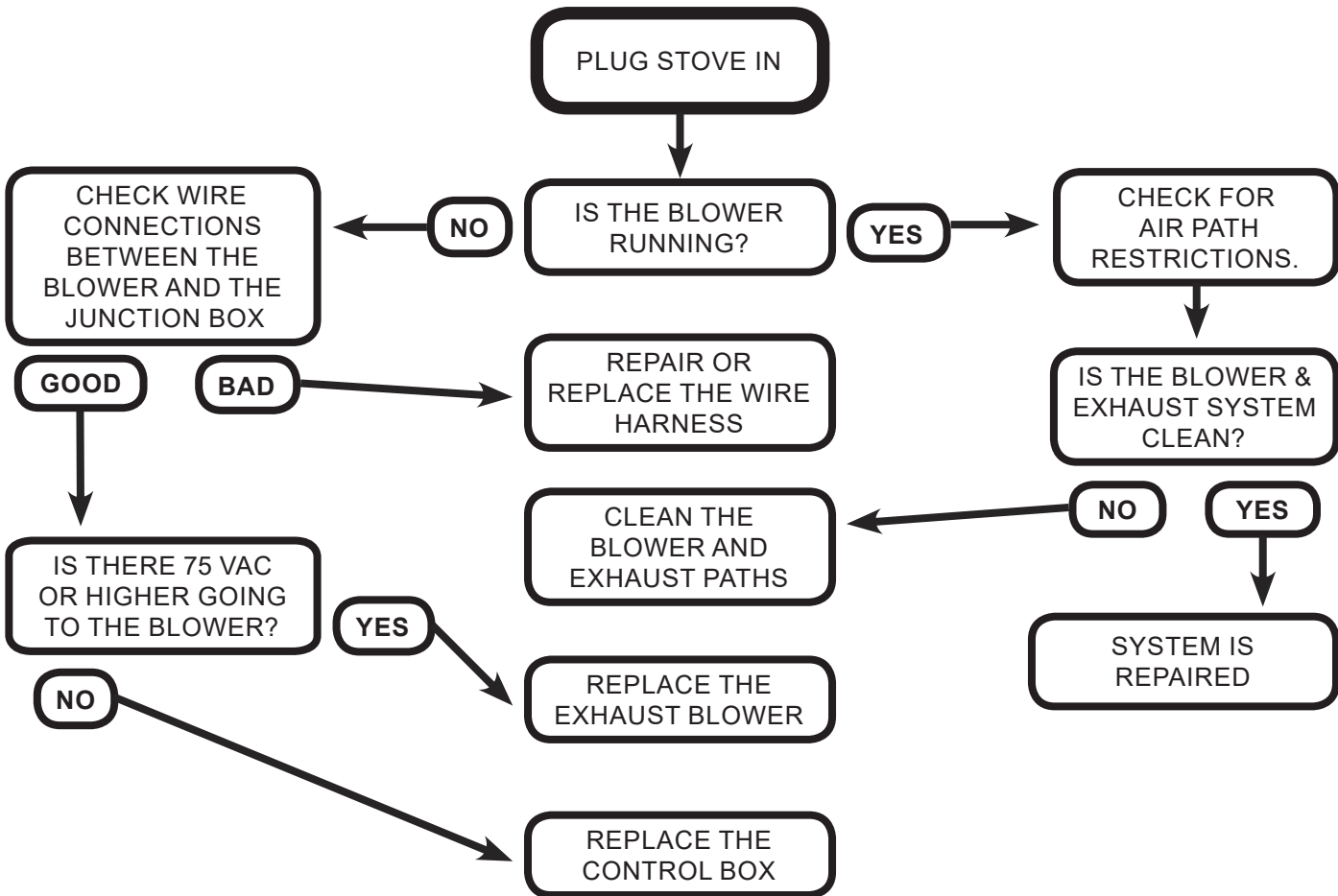
(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

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

5 Exhaust Blower

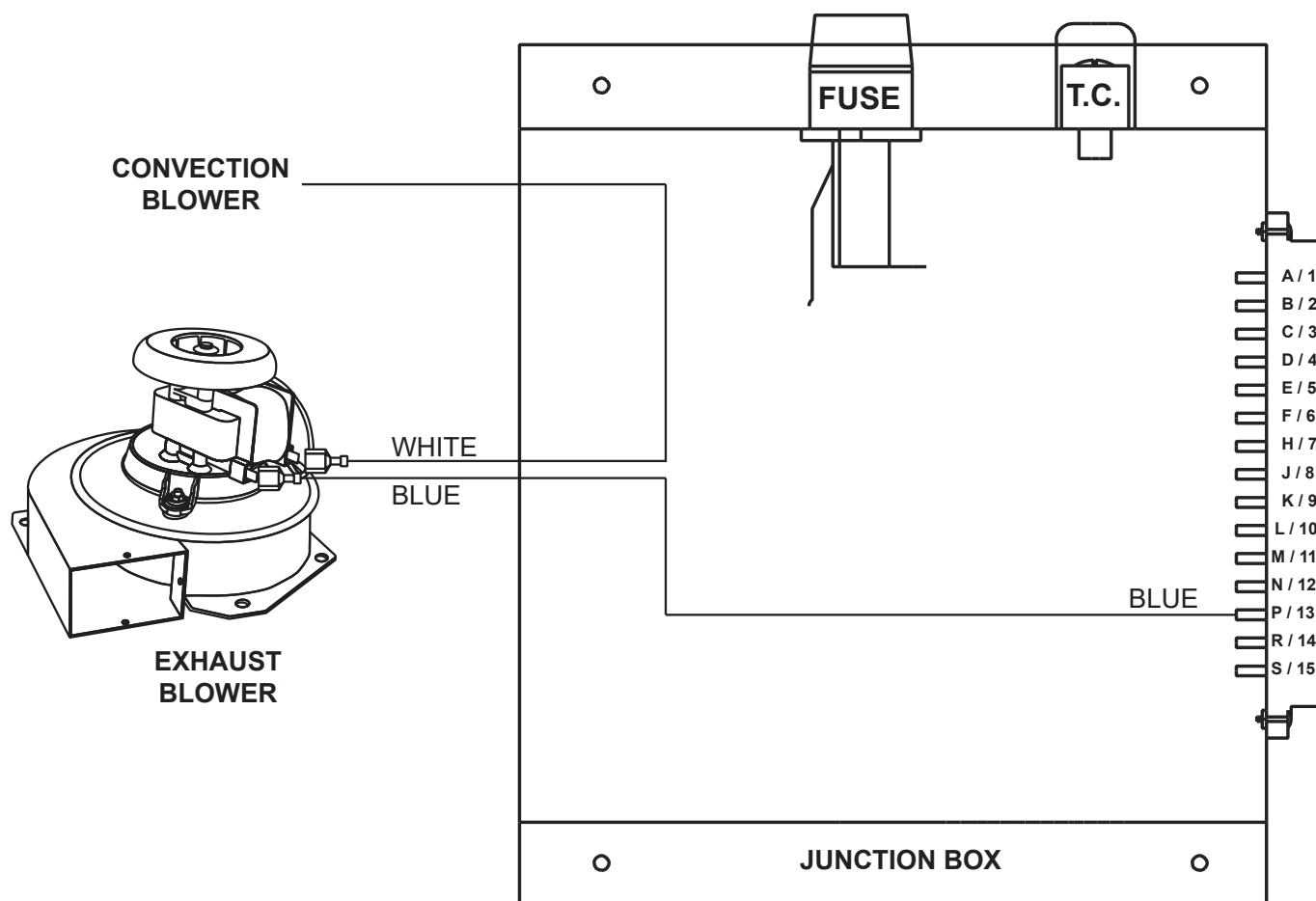


TECH TIP:
 MAKE SURE THE AIR PATH IS FREE FROM RESTRICTIONS AND THE EXHAUST SYSTEM IS CLEAN BEFORE TROUBLESHOOTING



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

EXHAUST BLOWER CIRCUIT



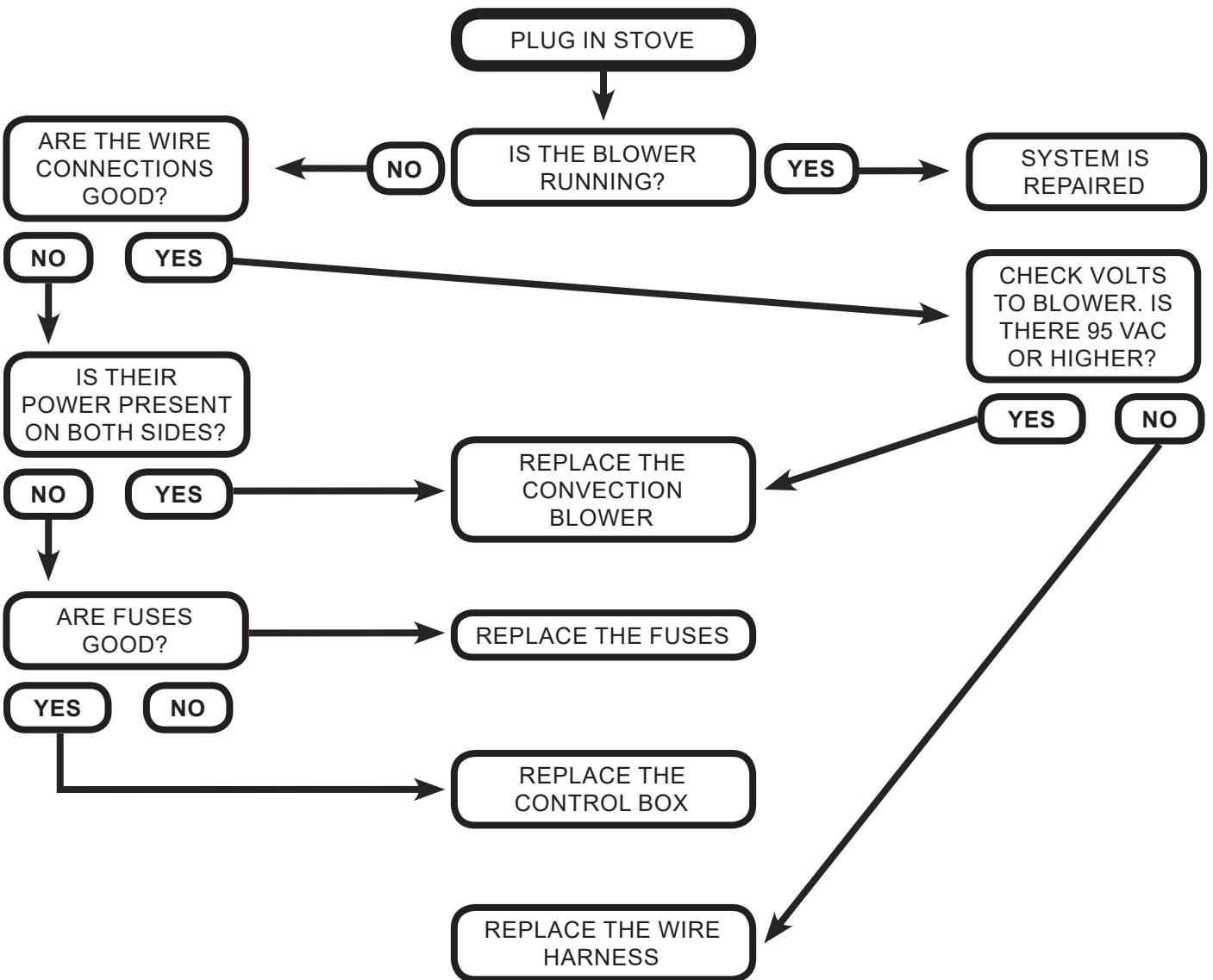
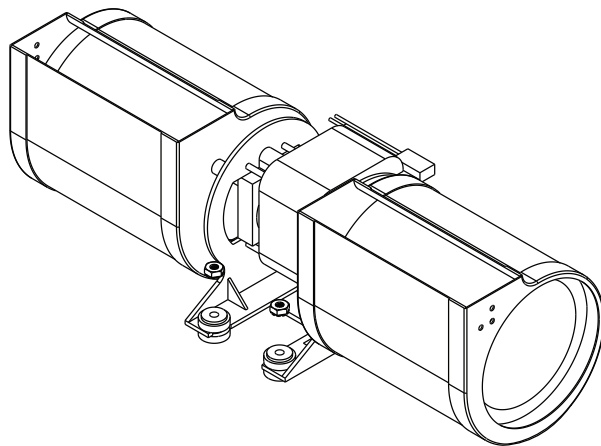
FEED MOTOR TESTING WITH TEST BOX

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

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

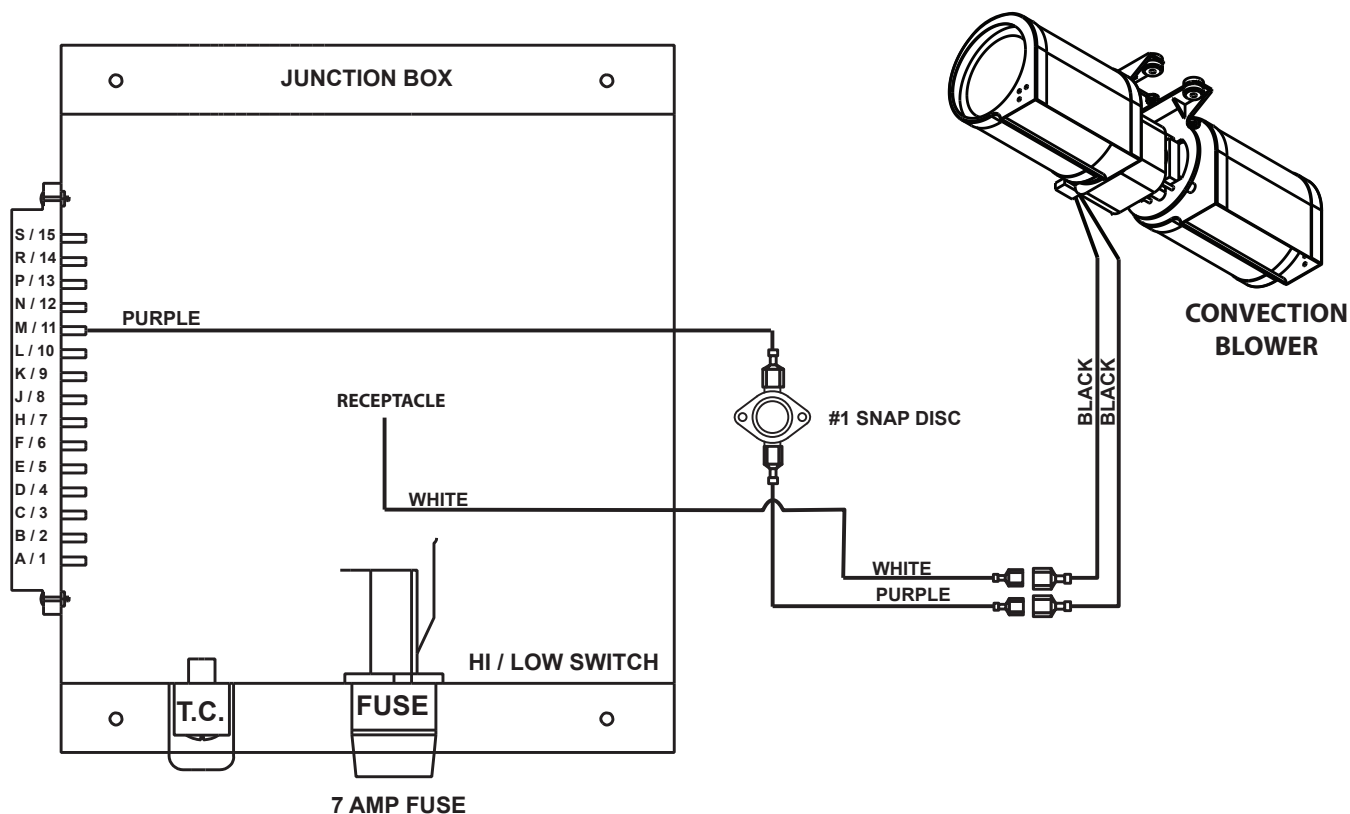
6 Convection Blower

TECH TIP
 INSTALLING A JUMPER WIRE ON THE #1 SNAP DISC PURPLE WIRES AND THEN PLUGGING IN THE APPLIANCE WILL TURN ON THE BLOWER



NOTE: The volt meter must have one lead connected to the white neutral wire from the power supply to be able to read the correct voltage at the snap disc.

CONVECTION BLOWER CIRCUIT

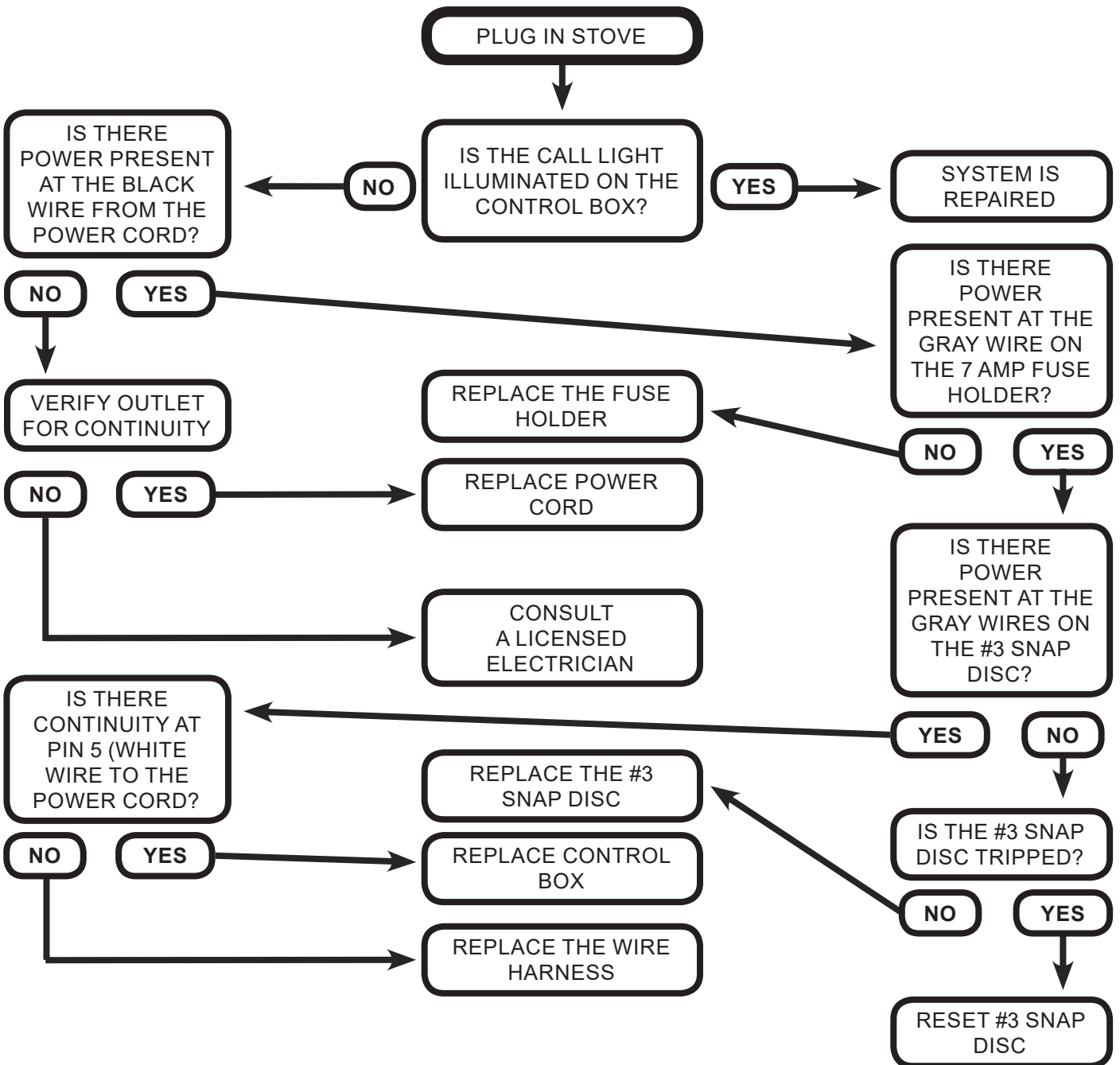
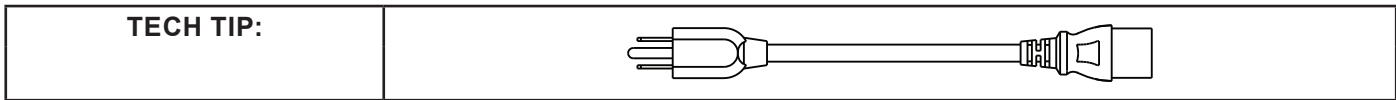


CONVECTION BLOWER TESTING WITH TEST BOX

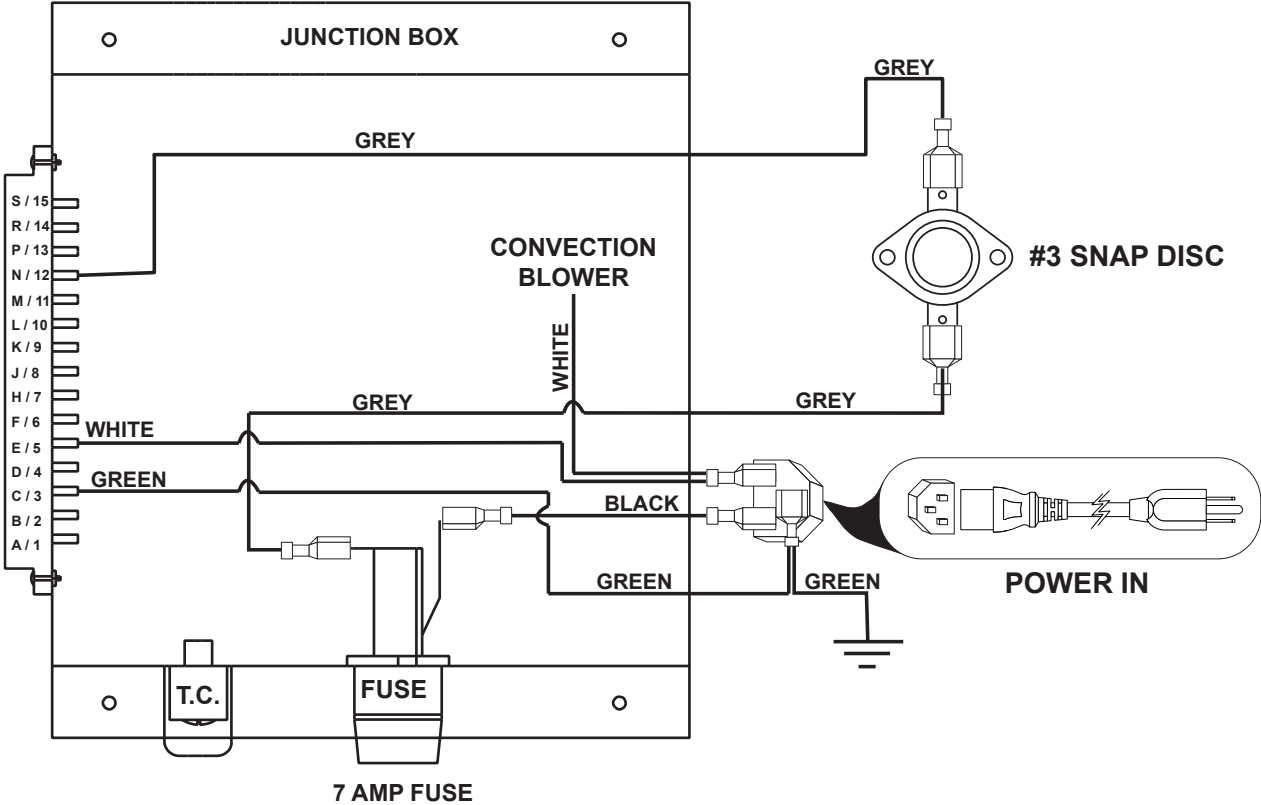
(IN CONJUNCTURE TO THIS SERVICE MANUAL USE THE INSTRUCTION SHEET FOR THE TEST BOX KIT)

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

7 Power Supply



POWER SUPPLY CIRCUIT

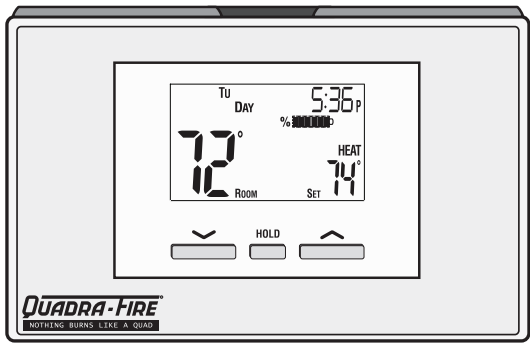


TEST POWER SUPPLY FOR CONTINUITY

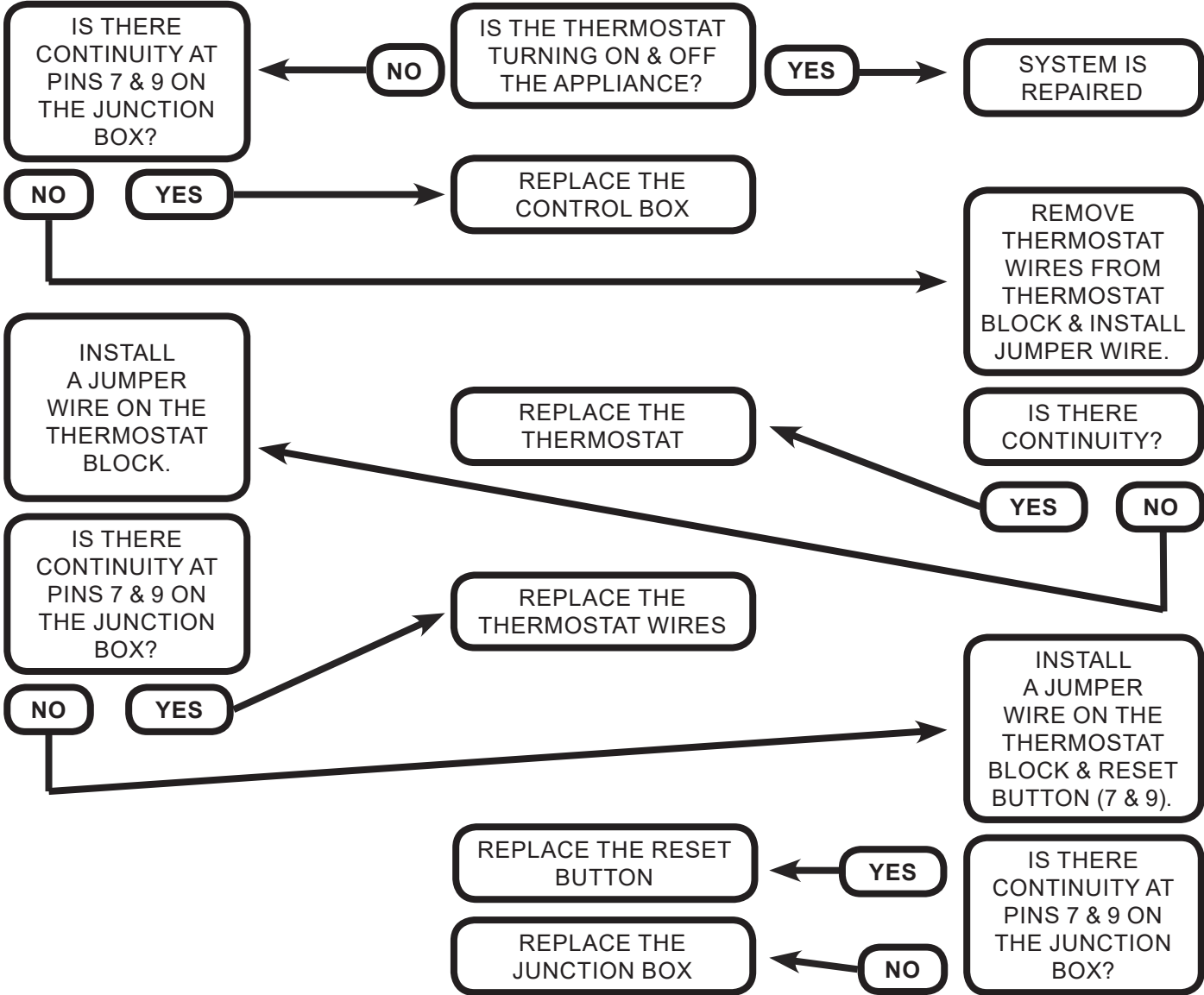
- 1. Add a jumper wire on the end of the power cord.
- 2. Set the volt meter to OHMs and put the probes on pin 5 and pin 12 of the junction box.
 - If the circuit is complete, the reading should be "0"

8 Thermostat

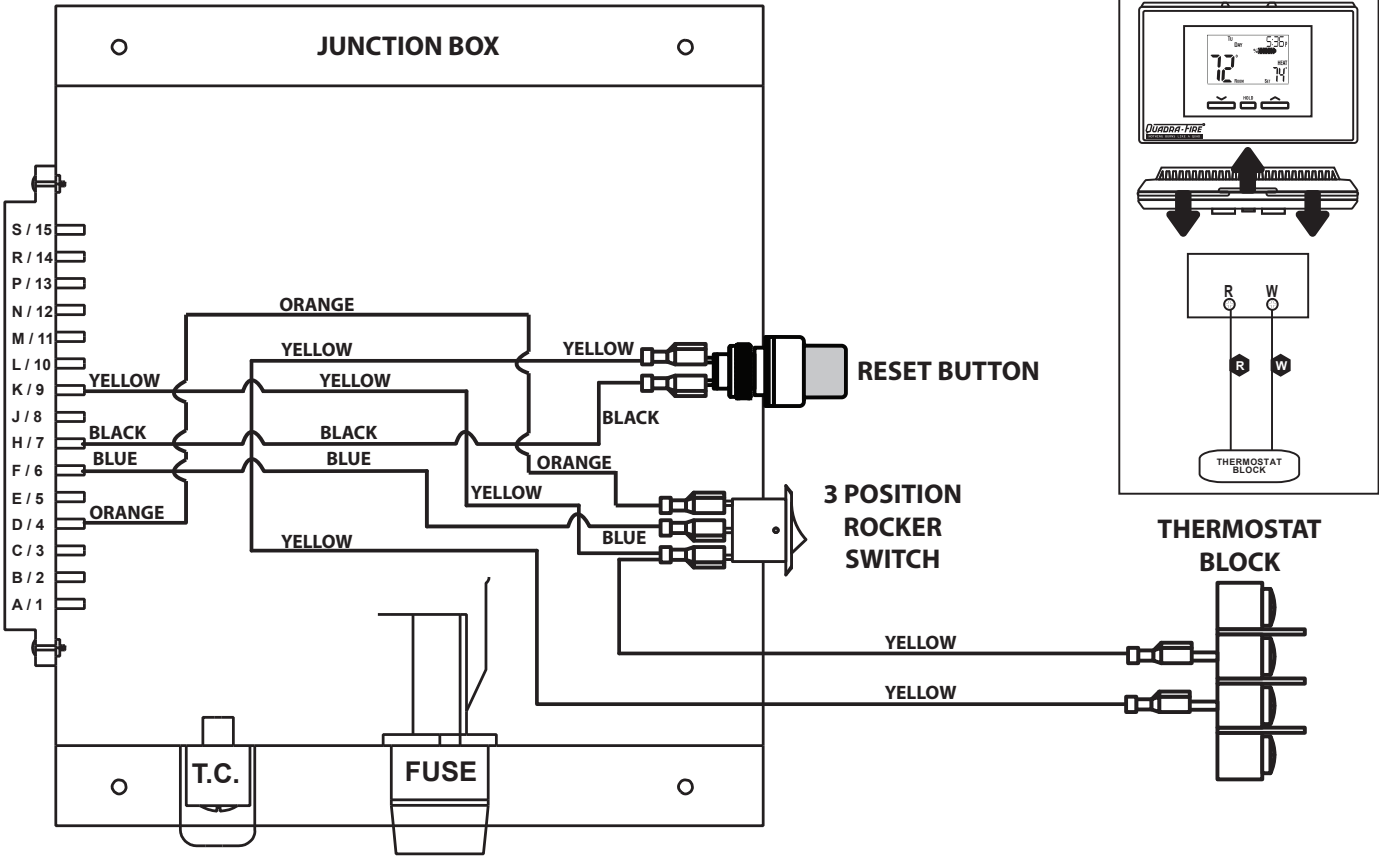
TECH TIP:
 SUGGEST USING A JUMPER WIRE TO CLOSE CIRCUITS WITH THE TESTS POINTS (JUNCTION BOX, THERMOSTAT BLOCK, #2 SNAP DISC, AND RESET BUTTON).



UNPLUG APPLIANCE, REMOVE CONTROL BOX, TURN ON THERMOSTAT, AND INSTALL JUMPER WIRE AT THERMOSTAT



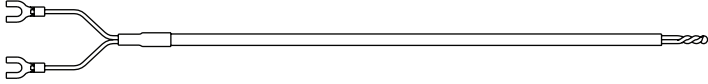
THERMOSTAT CIRCUIT

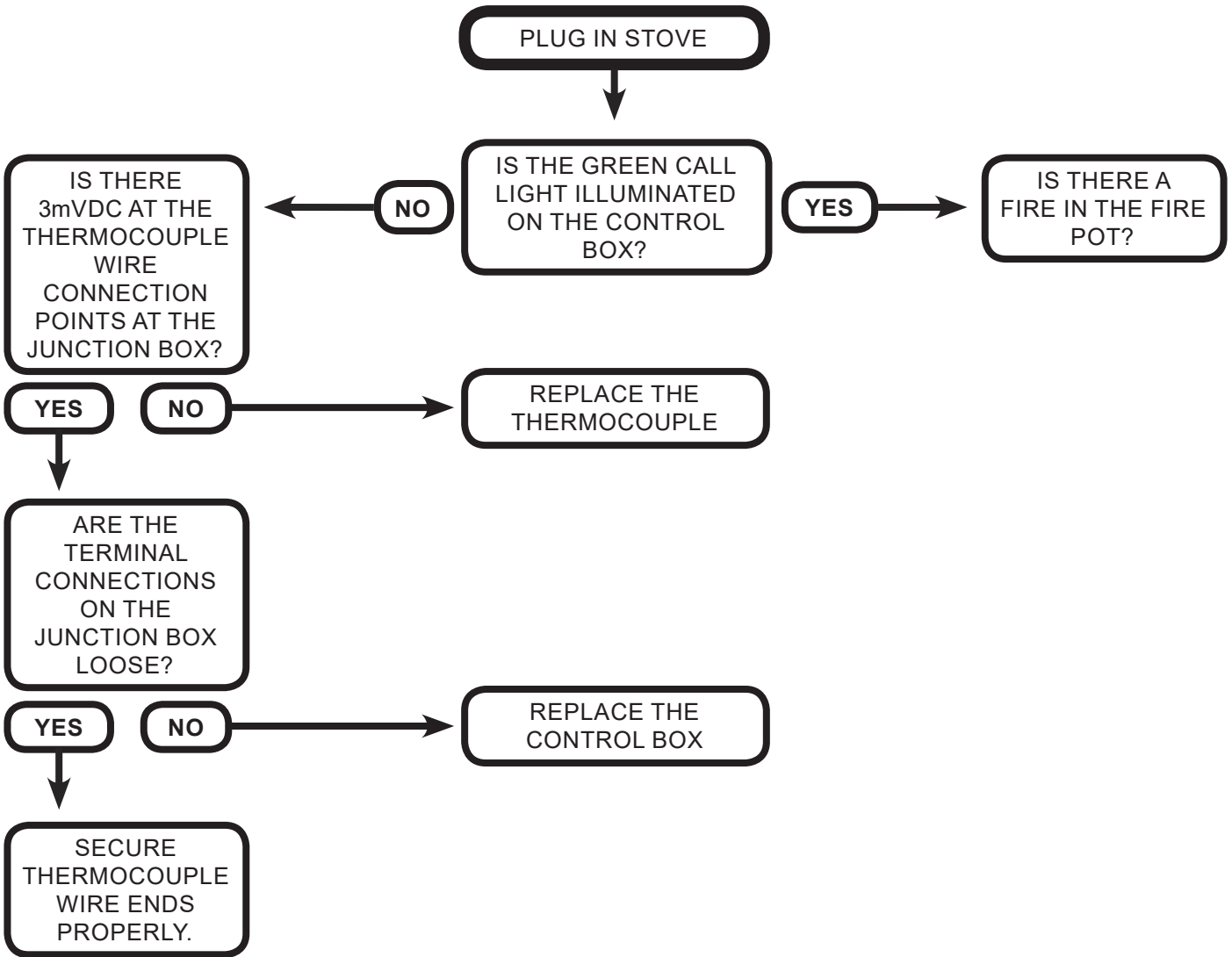


TEST POWER SUPPLY FOR CONTINUITY

1. Unplug stove, remove control box, install test box & plug appliance back into power source.
2. Turn on the thermostat.
 - If the thermostat light comes on; replace the control box
 - If the thermostat light does no come on; refer to thermostat circuit troubleshooting on page 16.

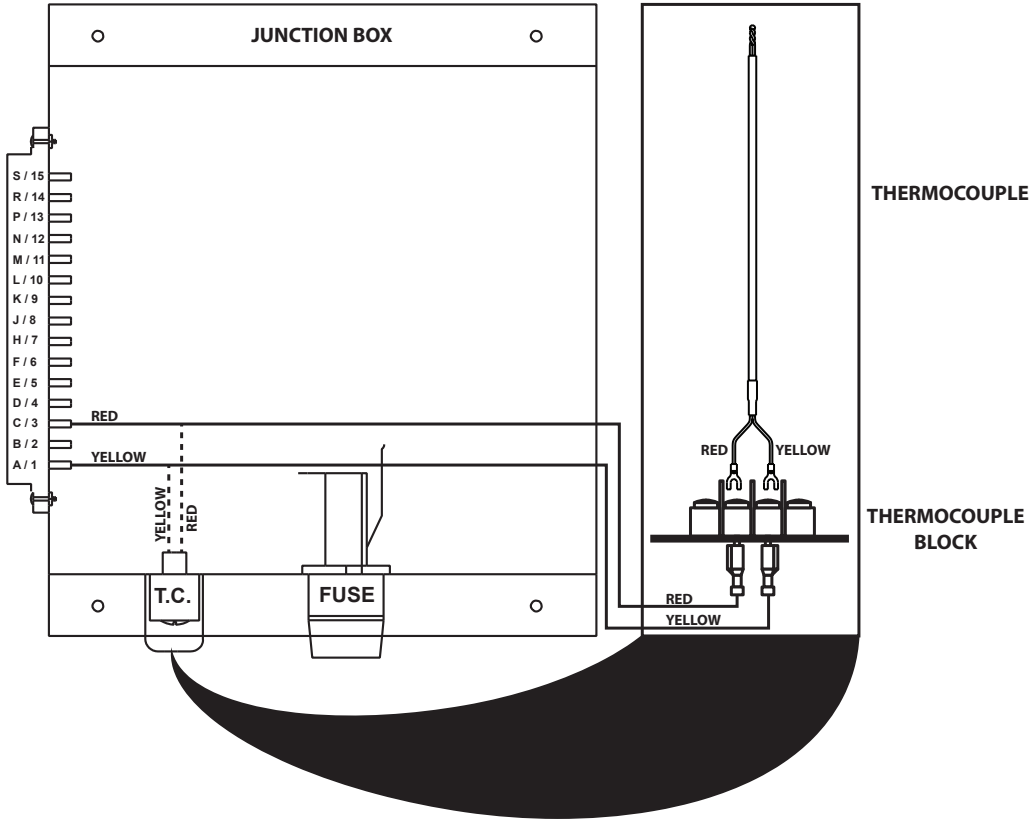
9 Thermocouple

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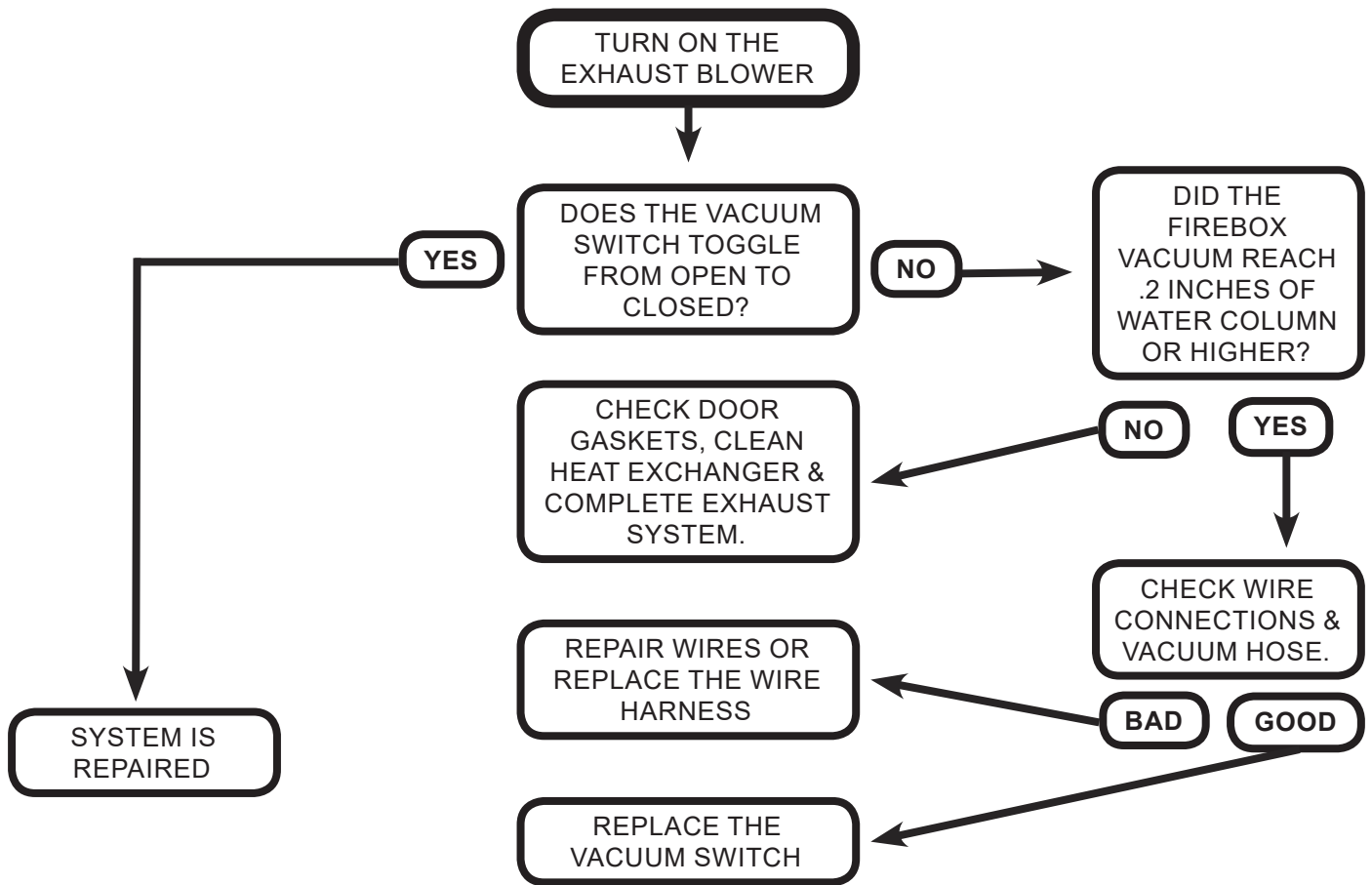
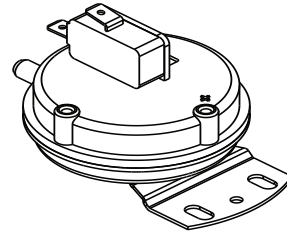
NOTE: The thermocouple is made up of two dissimilar metals that when joined together will produce a small amount of electricity when heat is applied. The hotter the fire the higher the voltage produced; topping out at 30 millivolts (DC) while the stove is burning on high. The function of the thermocouple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

THERMOCOUPLE CIRCUIT

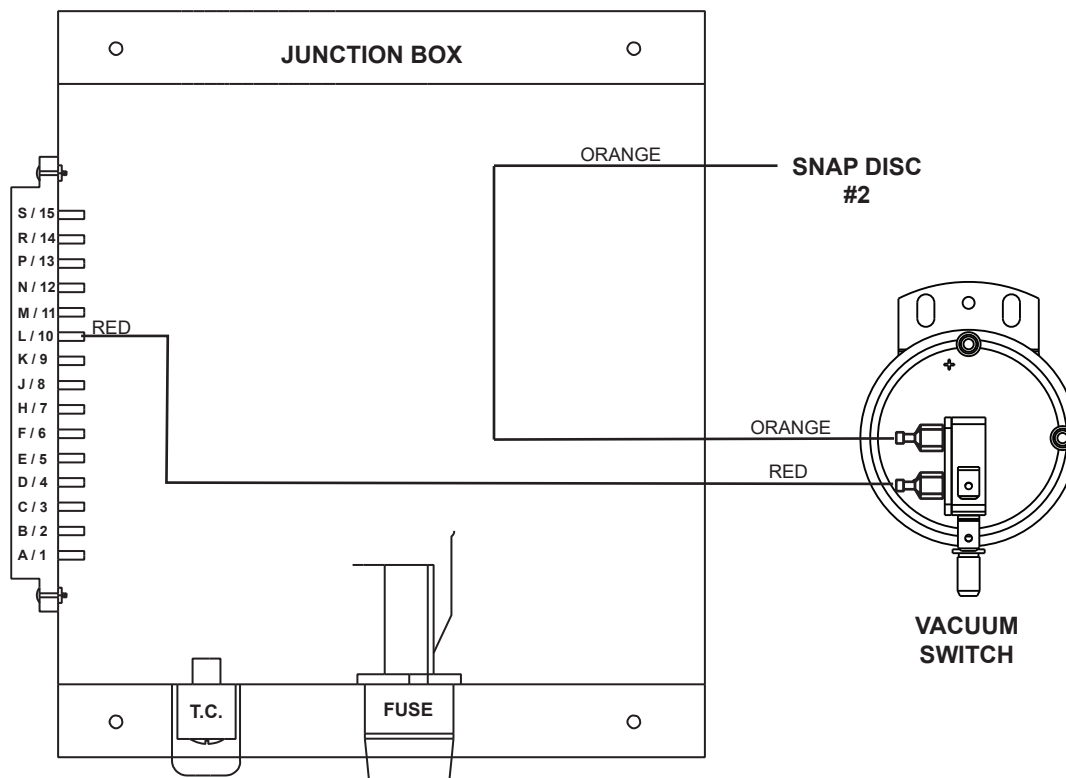


10 Firebox Vacuum & Vacuum Switch

TECH TIP:
 Low vacuum can be the result of a leaking door gasket, fire pot not closing all of the way, dirty heat exchanger, or plugged vent system. Always make sure the unit is clean before making any repairs.



VACUUM SWITCH CIRCUIT



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

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

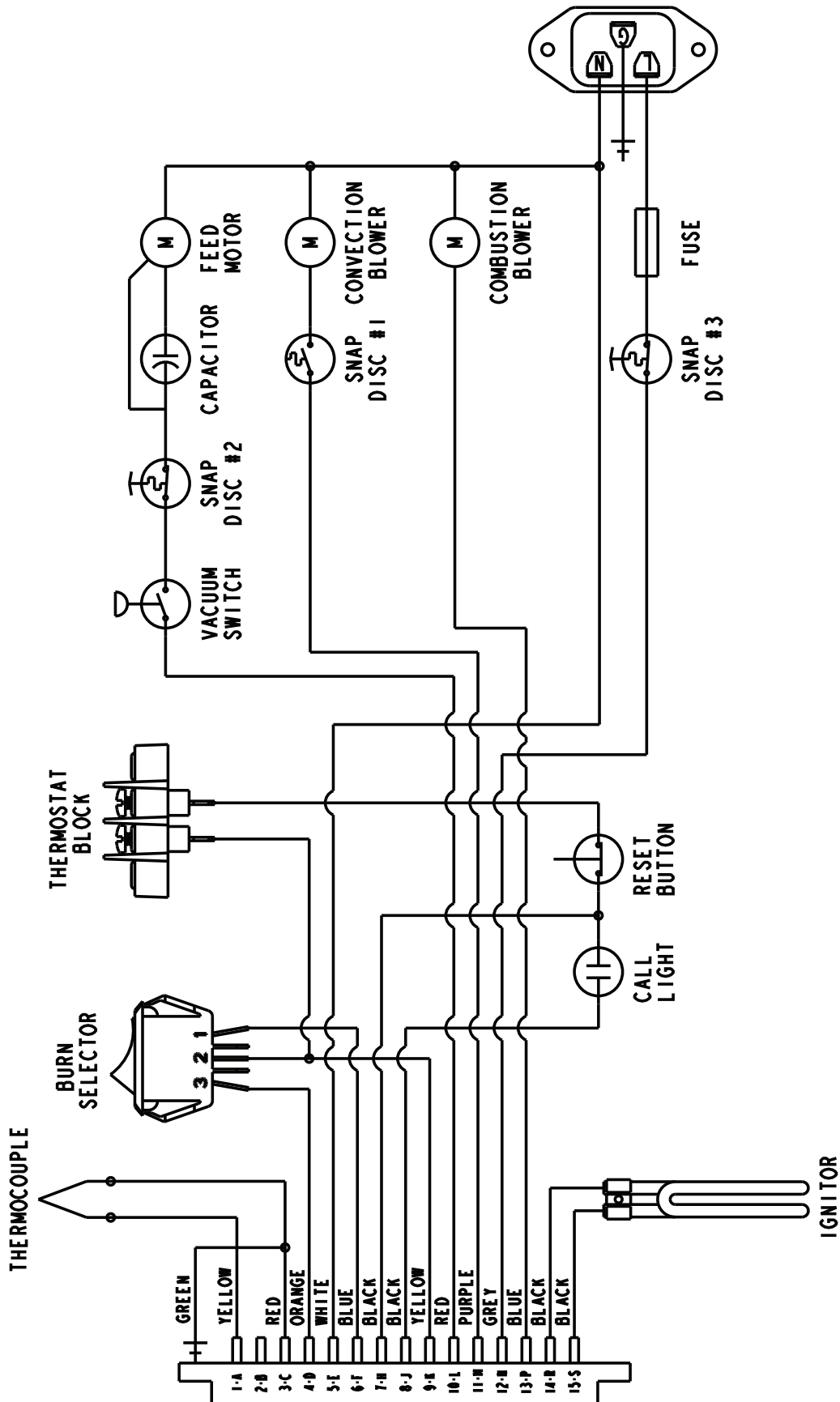
4. Turn thermostat on first, then appliance

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

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

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

11 Complete Wiring Diagram



12 General Specifications

WATTS	
Feed motor	6
Igniter	380
Convection blower	60
Exhaust	29
Total	475
AMPS	
Feed motor	.05
Igniter	3.3
Convection blower	0.5
Exhaust blower	0.47
Total	3.87
VOLTS	
Open circuit on high, medium, & low	115
VOLTS ON LOW FEED SETTING	
Convection blower	84 V (± 1 V)
Exhaust blower	95 V (± 1 V)
VOLTS ON MEDIUM FEED SETTING	
Convection blower	94 V (± 1 V)
Exhaust blower	105 V (± 1 V)
FEED MOTOR "ON" TIMES	
Low	0.9 / sec
Medium	1.6 / sec
High	2.2 / sec
FEED MOTOR RPM	2
CONVECTION BLOWER CFM	160
EXHAUST BLOWER CFM	50
HOPPER CAPACITY	45 lbs
THERMOSTAT CIRCUIT VOLTS	24 VAC (± 5 V)
THERMOCOUPLE MILLIVOLTS	
Green light	2.7 mV (± 0.5mV)
Red light	12.0 mV (± 1 mV)
POUNDS / HR BURN RATE	
Low	1.5 lbs
Medium	2.5 lbs
High	3.5 lbs
SNAP DISCS	
#1 (shuts off the convection blower)	110°F (43.33°C)
#2 (shuts off the feed system and the appliance in an over fire condition; auto reset)	250°F (121.11°C)
#3 (shuts off the appliance if a burn back occurs; manual reset)	250°F (121.11°C)
VACUUM	
Water column on the high setting	0.08 to 0.10" W.C.
NOTE: Appliance was plugged into a 120V outlet; voltage can vary depending on volts from the outlet.	

13 Exploded View & Service Parts

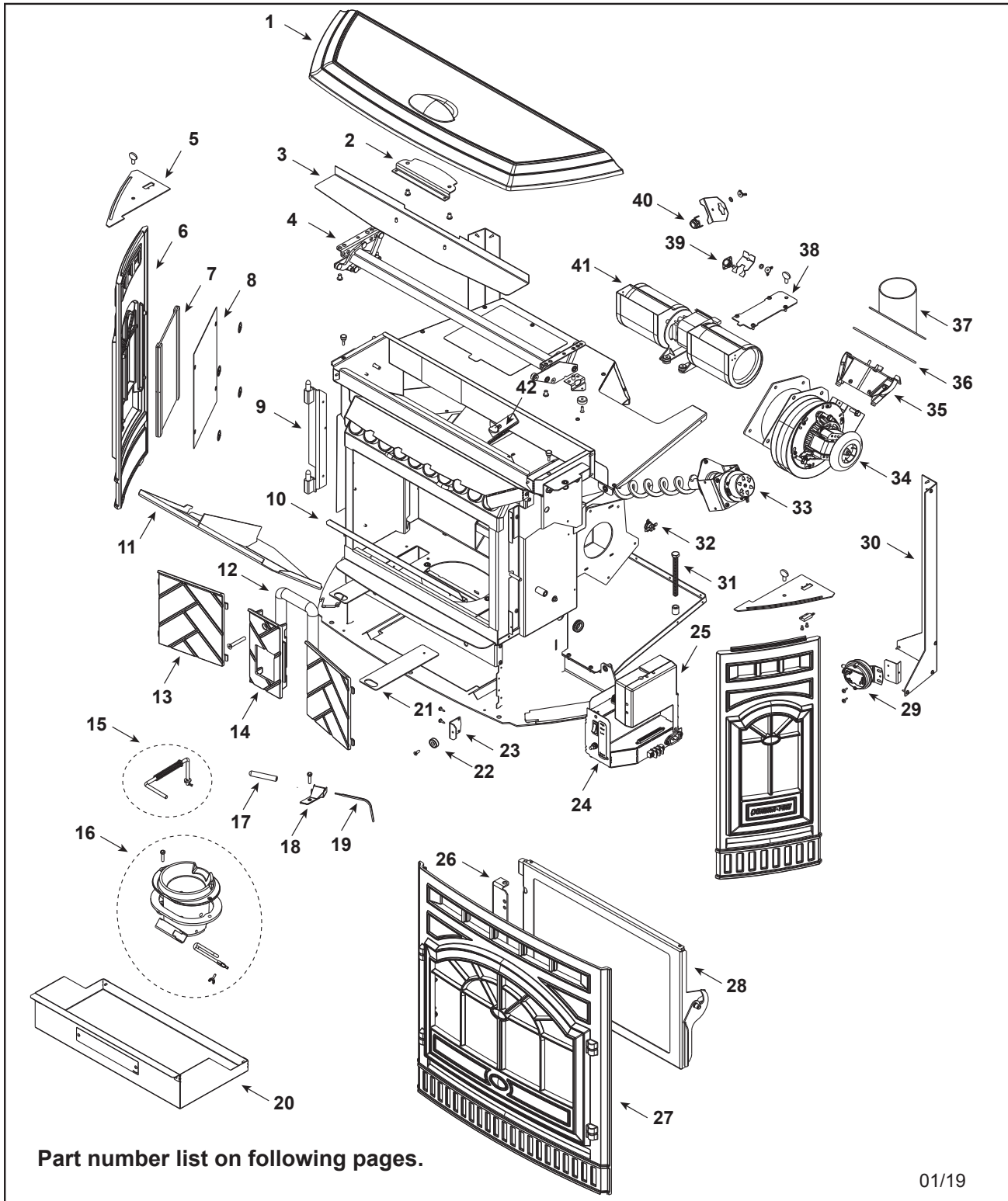
QUADRA-FIRE® Service Parts

Castile Insert-C

Castile Pellet Insert

Beginning Manufacturing Date: April 2019
Ending Manufacturing Date: Active

CASTILEI-MBK-C, CASTILEI-PMH-C, CASTILEI-TWL-C



Beginning Manufacturing Date: April 2019
Ending Manufacturing Date: Active

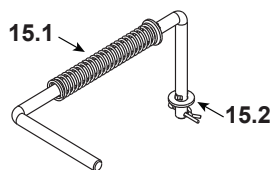
IMPORTANT: THIS IS DATED INFORMATION. Parts must be ordered from a dealer or distributor. **Hearth and Home Technologies does not sell directly to consumers.** Provide model number and serial number when requesting service parts from your dealer or distributor.



Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
1	Top Cast	Matte Black	7022-129BK	
		Mahogany	7022-129PMH	
		Twilight	7022-129TWL	
2	Handle Cover Plate		SRV7022-144	
3	Heat Shield, Top		SRV7022-143	
4	Hinge Assembly, Top		SRV7036-006	
		Hopper Switch	SRV7000-375	Y
	Wire Harness, Hopper Switch		SRV414-1220	Y
5	Side Cast Hook		SRV7022-132	
	Thumb Screw, 1/4-20 x 1/2	Pkg of 10	7000-617/10	Y
6	Side	Matte Black	414-0050BK	
		Mahogany	SRV414-0050PMH	
		Twilight	SRV414-0050TWL	
7	Glass Assembly, Side, 1 Piece - 5-7/8 in. W x 9 in. H	Interchangeable	SRV414-5380	Y
	Gasket, Channel 1/8 x 1-1/4	10 Ft.	7000-377/10	Y
8	Backer, Side Window	Interchangeable	414-0280	
9	Door Hinge Assembly		SRV7022-012	Y
	Hinge, Door, Male		SRV450-2810	
10	Deflector, Bottom Airwash		413-0680	
11	Baffle Assembly		7001-034	Y
12	Door Rope, 7/8"	8 Ft	842-2350	Y
13	Brick, Left / Right, Cast		SRV414-0270	
14	Brick, Center, Cast		SRV414-0260	

Firepot Pull Rod Assembly



15	Firepot Pull Rod Assembly		414-5270	Y
15.1	Spring, Firepot		200-2050	
15.2	Washer, 5/16 Sae	Pkg of 10	7000-579/10	Y
		Pkg of 50	3-30-0205-50	Y

Additional service part numbers appear on following page.

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Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
Firepot and Associated Parts				
16	Firepot Assembly		SRV414-5200	Y
16.1	Bolt, Hex Head, 1/4-20 X 1	Pkg of 10	25221A/10	Y
16.2	Gasket, Firepot		SRV240-0930	Y
16.3	Heating Element Assembly 18" (Loop Igniter)	Pkg of 1	SRV7000-462	Y
		Pkg of 10	SRV7000-462/10	Y
16.4	Wing Thumb Screw 8-32 x 1/2	Pkg of 24	7000-223/24	Y
	Bushing, Firepot		410-8320	Y
	Floor, Firepot		414-0290	Y
	Nut, Lock 1/4-20	Pkg of 25	226-0090/25	Y
	Bolt, Firepot, 1-1/4" Long	Pkg of 25	225-0120/25	Y
17	Thermocouple Cover		812-1322	Y
		Pkg of 10	812-4920	Y
18	Thermocouple Clamp		SRV7001-203	Y
	Bolt, Hex Head, 1/4-20 X 1	Pkg of 10	25221A/10	Y
19	Thermocouple		812-4470	Y
20	Ash Pan Assembly		SRV414-6240	
21	Plate, Ash Cleanout		7001-186	
22	Magnet Round		SRV7000-140	Y
23	Bracket, Magnet		414-0930	
24	Wire Harness		SRV414-1040	Y
	Fuse, 7 Amp, Junction Box	Pkg of 10	812-0380/10	Y
25	Control Board 3 Speed		SRV7000-704	Y
	Fuse, 8 Amp, Control Box	Pkg of 10	812-3780/10	Y
26	Face Hinge		SRV7022-138	
27	Face	Matte Black	414-0040BK	
		Mahogany	SRV414-0040PMH	
		Twilight	SRV414-0040TWL	

Additional service part numbers appear on following page.

Beginning Manufacturing Date: April 2019
Ending Manufacturing Date: Active

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Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
<p>#28 Door Assembly</p>				
28	Door Assembly		SRV7021-031	
28.1	Hinge, Female		SRV450-2910	Y
28.2	Glass Assembly		SRV7021-032	Y
28.3	3/4 Inch Rope Gasket	50 Ft	SRV240-0051M	
		100 Ft	832-1520	
28.4	Screw, Pan Head Philips, 10/32 X 1/4	Pkg of 24	229-1230/24	Y
28.5	Screw, Machine Screw 1/4-20X5/8	Pkg of 24	220-0440/24	Y
28.6	Door Latch Assembly		7021-006	
28.7	Screw, Pan Head Philips 8-32X1/4	Pkg of 40	225-0240/40	Y
29	Vacuum Switch		SRV7000-531	Y
	Hose, Vacuum, 5/32 Id	3 Ft	SRV240-0450	Y
30	Corner Post		SRV7022-104	
31	Bolt, GRD 2 Tap 3/8 x 4		223-0140	
32	Snap Disc, F110F-20 (#1)		SRV230-1220	Y
<p>#33 Feed Assembly</p>				
33	Feed Assembly		812-4760	Y
33.1	Screw, 8-32 x 3/8 PH,TF	Pkg of 40	225-0500/40	Y
33.2	Feed Motor		812-4421	Y
33.3	Collar, Set, 7/8		229-0520	
33.4	Feed Bearing		SRV7000-598	Y
33.5	Gasket, Feed Motor		SRV240-0731	Y
33.6	Feed Spring Assembly (Only)		SRV7001-046	Y
33.7	Set Screw 5/16-18 x 1/4	Pkg of 25	225-0550/25	Y

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Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
34	Exhaust Combustion Blower, 45 CFM		812-4400	Y
	Gasket, Exhaust Combustion Blower (between...)	...Housing & Stove	SRV240-0812	Y
		...Housing & Motor	812-4710	Y
35	Exhaust Transition Assembly		414-5100	
	Latch, Draw		229-0230	
36	Gasket, Flue Adapter		SRV7036-180	Y
37	Exhaust Adapter Assembly		SRV414-5850	
38	Blower Retainer		SRV7058-148	
39	Snap Disc, L250F-95 (#2)		SRV7000-268	Y
40	Snap Disc, Manual Reset, L250F (#3)		SRV230-1290	Y
41	Convection Blower, 150 CFM		812-4900	Y
42	Feed Adjustment Plate		SRV7022-119	
	Component Pack Assembly (Includes Firepot Cleanout Tool, Touch-Up Paint, Power Cord, Thermostat Wire Harness, Owners Manual, Warranty Card, "How-To" Dvd	Matte Black	SRV7022-031	
		Twilight	SRV7022-032	
		Mahogany	SRV7022-033	
	Cleanout Tool		414-1140	Y
	Paint Touch-Up	Matte Black	3-42-19905	
		Twilight	1285	
		Mahogany	855-1450	
	Power Cord		812-1180	Y
	Harness, Thermostat Wire		SRV230-0810	
	Reset Button Assembly		SRV7000-040	
OPTIONAL ACCESSORIES				
	Adjustable Hearth Support - 12" x 50", 2-10" H		ADJSPT-12	
	Damper, 3 Inch - Tall Vertical Installs Only		PEL-DAMP3	Y
	Damper, 4 Inch - Tall Vertical Installs Only		PEL-DAMP4	
	Log Set		LOGS-30-OE	
	Log Rear, Left		7050-144	
	Log Rear, Right		7050-143	
	Outside Air Kit, Rear		811-0872	
	Channel, Air Intake		SRV413-7040	
	Cover, Outside Air Kit, Floor		411-1071	
	Hose, Alum Flex, 2 Inch x 3 Ft	3 Ft	SRV200-0860	
	Outside Air Cap Assembly		7001-044	
	Outside Air Collar Assembly		SRV7001-045	
	Trim Plate, Outside Air Kit		412-7100	
	Pullrod Handle		PULLROD-HNDL	

Additional service part numbers appear on following page.

QUADRA-FIRE Service Parts

Castile Insert-C

Beginning Manufacturing Date: April 2019
Ending Manufacturing Date: Active

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Stocked at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER
	Surround Trim Assembly 43 X 31	Black	TRIMKIT-4331-BK
		Nickel	TRIMKIT-4331-NL
	Surround Trim Assembly 51 X 34	Black	TRIMKIT-5134-BK
		Nickel	TRIMKIT-5134-NL
	Surround, Basic, Large		SP-CSTLI5134
	Component Pack		SRV7022-055
	Surround, Basic, Standard		SP-CSTLI4331
	Component Pack		SRV7022-055
	Surround, Standard	Use With Cast Trim	SP-CSTLI4230-CM
	Component Pack		SRV7022-054
	Surround, Standard	Use With Cast Trim	SP-CSTLI4834-CM
	Thermostat, Programmable		PROG-STAT
	Trim Cast	Matte Black	811-0930
		Mahogany	811-0960
		Twilight	TR-CAST-TWL
	Footer, Left	Matte Black	414-7090MBK
		Mahogany	414-7090PMH
		Twilight	414-7090TWL
	Footer, Right	Matte Black	414-7100MBK
		Mahogany	414-7100PMH
		Twilight	414-7100TWL
	Header	Matte Black	414-7110MBK
		Mahogany	414-7110PMH
		Twilight	414-7110TWL
	Trim Leg, Left	Matte Black	414-7120MBK
		Mahogany	414-7120PMH
		Twilight	414-7120TWL
	Trim Leg, Right	Matte Black	414-7130MBK
		Mahogany	414-7130PMH
		Twilight	414-7130TWL

Additional service part numbers appear on following page.

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Stocked
at Depot

ITEM	DESCRIPTION	COMMENTS	PART NUMBER	
FASTENERS				
	Avk Rivnut Repair Kit		RIVNUT-REPAIR	Y
	Bolt, Firepot, 1-1/4" Long	Qty: 25	225-0120/25	
	Bolt, Hex Head, 1/4-20 X 1	Pkg of 10	25221A/10	Y
	Bumper, Rubber	Pkg of 12	SRV224-0340/12	Y
	Leveling Bolt	Pkg of 25	220-0080/25	Y
	Nut, Capped, Push, 1/4	Pkg of 24	7000-157/24	Y
	Nut, Lock 1/4-20	Qty: 25	226-0090/25	Y
	Nut, Ser Flange Small 1/4-20	Pkg of 24	226-0130/24	Y
	Nut, Wing, 8-32	Pkg of 24	226-0160/24	Y
	Screw, 8-32 X 1/4	Qty: 40	225-0240/40	
	Screw Flat Head 1/4-20	Pkg of 24	7000-130/24	Y
	Screw, 1/4-20X3/8 Phillips Button Head	Pkg of 24	7000-401/24	Y
	Screw, Flat Head Philips 8-32X1/2	Pkg of 12	220-0490/12	Y
	Screw, Machine Screw 1/4-20X5/8	Pkg of 24	220-0440/24	Y
	Screw, Pan Head Philips 8-32 X 3/8	Pkg of 40	225-0500/40	Y
	Screw, Pan Head Philips Tc 8-32X1/2	Pkg of 25	220-0030/25	Y
	Screw, Pan Head Philips, 10/32 X 1/4	Pkg of 24	229-1230/24	Y
	Screw, Set 5/16-18 X 1/4	Qty: 25	225-0550/25	Y
	Screw, Sheet Metal #8 X 1/2 S-Grip	Pkg of 40	12460/40	Y
	Speed Nut 5/16	Pkg of 24	7000-422/24	Y
	Thumb Screw, 1/4-20 X 1/2	Pkg of 10	7000-617/10	Y
	Washer, 1/4 Sae	Pkg of 24	28758/24	Y
	Washer, 5/16 Sae	Pkg of 10	7000-579/10	Y
		Pkg of 50	3-30-0205-50	Y
	Wing Thumb Screw 8-32X1/2	Pkg of 24	7000-223/24	Y

13 Tech Check Sheet

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

What is wrong with the appliance? _____

Model: _____ Serial Number: _____

How is it installed? Vertical ___ or Horizontal ___ or Other _____

How many feet of vent? Vertical: _____ Horizontal: _____

How many elbows are in the vent system? _____

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

What is the elevation of the home? _____

What is the feed adjustment plate set at? _____

Is the feed system operating? _____

Is there power to the stove? _____

Is there fuel in the hopper? _____

Will the thermostat call light come on? _____

Is the igniter working? Yes _____ No _____

Is the exhaust blower working? Yes _____ No _____

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

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

Is the convection blower working? Yes _____ No _____

Is there an outside are kit installed? Yes _____ No _____

Is the thermostat anticipator set at the lowest setting? Yes _____ No _____


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

Is the vent system clean? Yes _____ No _____


Is the hopper free of sawdust build up? Yes _____ No _____

Is the fire pot clean? Yes _____ No _____

14 Cleaning & Maintenance Tips

 **CAUTION**

Shock and Smoke Hazard



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

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

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

15

Service Repair Tools

1. MULTIMETER

Used for taking volt reading or doing continuity tests.

2. MAGNEHELIC OR DIGITAL VACUUM GAUGE

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

3. HAND TOOLS

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

4. TEST BOX

Needed for checking the wire harness and components

5. VACUUM CLEANER

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

6. MICRO CLEANING KIT FOR VACUUM CLEANER

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



CONTACT INFORMATION

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

For the number of a HHT Service Technician log onto www.myHHT.com.