



# OPERATION MANUAL

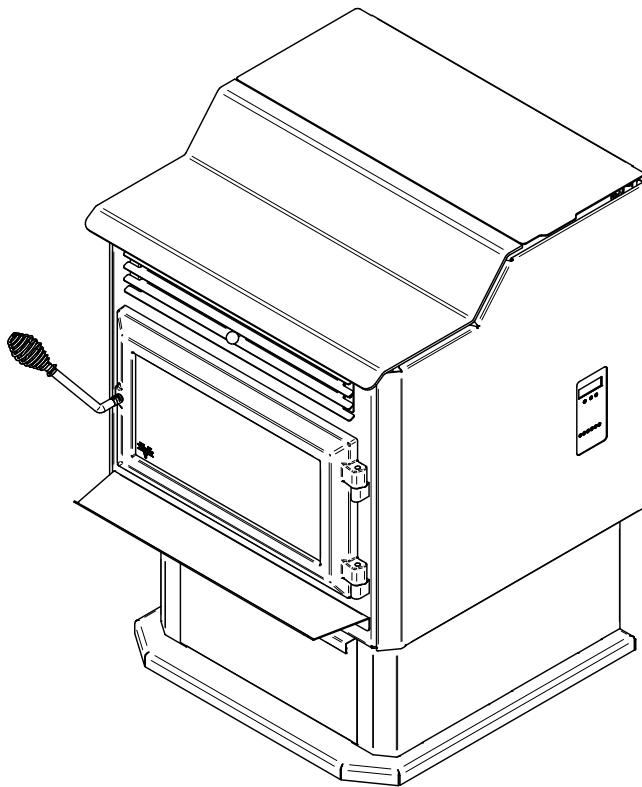
## HEP55

### (VB00025 model)

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



ENGLISH



**INSTALLATION BY A PROFESSIONAL  
IS STRONGLY RECOMMENDED**

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**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.**

## READ AND KEEP THIS MANUAL FOR REFERENCE



This manual is available for free download on the manufacturer's website. 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.

## 1. GENERAL INFORMATION


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 and guidance on how to get the best performance from this 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).

You may need to get a building permit for the installation of this appliance and the venting system that it is connected to. Consult your municipal building department or fire department before installation. We recommend that you also inform your home insurance company.

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.

DANGER	
	<p><b>HOT WHILE IN OPERATION, KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS.</b></p>


NOTICE
<p>This heating unit is designed to serve as a supplementary heat source. We recommend that a primary heat source also be available in the home. The manufacturer cannot be responsible for costs associated with the use of another heating system.</p>

NOTICE
<p>It is highly recommended to buy this product from a retailer who can provide installation and maintenance advice.</p>

NOTICE
<p>The information given on the certification label affixed to the appliance always overrides the information published, in any other media (owner's manual, catalogues, flyers, magazines or web sites).</p>

NOTICE
<p>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 NFPA 211 (USA).</p>

NOTICE
<p>Stove Builder International inc. (SBI) grants no warranty, implied or stated, for the poor installation or lack of maintenance of your appliance and assumes no responsibility of any consequential damages.</p>

	<p>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 <a href="http://www.P65warnings.ca.gov/">www.P65warnings.ca.gov/</a></p>
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<u>REGISTER YOUR WARRANTY ONLINE</u>
<p>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:</p> <p><a href="https://www.occanada.com/ca/en/warranty-registration/">https://www.occanada.com/ca/en/warranty-registration/</a></p> <p>Registering your warranty online will help us to quickly track the information we need about your stove.</p>

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## 2. GENERAL INFORMATION AND APPLIANCE PERFORMANCE<sup>(1)</sup>

<b>Baffle material</b>	Stainless Steel
<b>Type of door</b>	Single, glass with cast iron frame
<b>Glass type</b>	Ceramic glass
<b>Blower</b>	Included (up to 176 PCM)
<b>Noise level at 6 feet</b>	47 dBA (+/- 3 dBA) 60 dBA (+/- 3 dBA)
<b>Fuel type</b>	Wood Pellet (Premium grade or better)(**)
<b>Recommended heating area[*]</b>	500 to 2,000 ft <sup>2</sup> (46 to 186 m <sup>2</sup> )
<b>Hopper capacity</b>	80lb (36.3kg)
<b>Maximum burn time[*]</b>	69h
<b>Maximum heat input rate<sup>(2)</sup></b>	39,260 BTU/h (11.5 kW)
<b>Overall heat output rate (min. to max.)<sup>(3)</sup></b>	6,648 BTU/h to 28,540 BTU/h (1.95 kW to 8.36 kW)
<b>Average overall efficiency<sup>(3)</sup></b>	70.3% (HHV <sup>(4)</sup> ) 75.8% (LHV <sup>(5)</sup> )
<b>Optimum efficiency<sup>(6)</sup></b>	78.4%
<b>Burn rate</b>	1.2 lb/h to 4.7 lb/h (0.54 kg/h to 2.14 kg/h)
<b>Average particulate emissions rate<sup>(7)</sup></b>	0.96 g/h (EPA / CSA B415.1-10)
<b>Average CO<sup>(8)</sup></b>	7.6 g/h
<b>Average electrical power consumption<sup>(9)</sup></b>	1.3A (51W) min. / 2.5A (140W) max. for continuous operation

(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.

[\*] 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.

(2) Based on the maximum burn-rate and a dry energy value of pellet at 8,600 BTU/lb.

(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) Carbon monoxide.

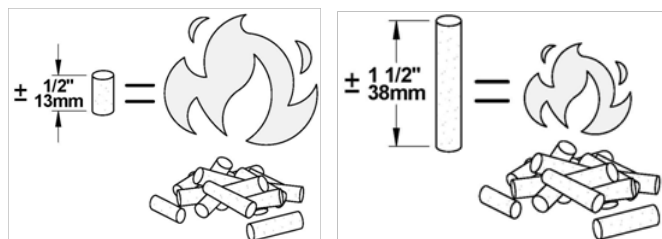
(9) Unless stated otherwise, measures were taken directly at the main power source and include all electrical components present in the appliance.

## 3. COMBUSTIBLE

### 3.1 RECOMMENDED PELLETS

**Type :** Wood pellet, premium grade or better, certified by PFI, ENplus or CANplus.

**Size :** Diameter between 1/4" or 5/16" and not over 1" long. Longer or thicker pellets will affect the constancy of pellet feed.



**Ash contents:** Less than 1%. Ash contents more than 1% will increase maintenance frequency, combustion problems and will increase the stove emission.

**Moisture content:** Wet pellets will be very hard to ignite and will greatly affect the feeding process of the stove. Using dry pellets will maintain the performance of your stove.

### NOTICE

Burning other types of pellets is prohibited. It violates the building codes for which the stove has been approved and will void the warranty.

## DO NOT BURN:

- COAL;
- GARBAGE;
- LAWN CLIPPINGS OR YARD WASTE;
- MATERIALS CONTAINING RUBBER, INCLUDING TIRES;
- MATERIALS CONTAINING PLASTIC;
- WASTE PETROLEUM PRODUCTS, PAINTS OR PAINT THINNERS, OR ASPHALT PRODUCTS;
- MATERIALS CONTAINING ASBESTOS;
- CONSTRUCTION OR DEMOLITION DEBRIS;
- RAILROAD TIES OR PRESSURE-TREATED WOOD;
- MANURE OR ANIMAL REMAINS;
- SALT WATER DRIFTWOOD OR OTHER PREVIOUSLY SALT WATER SATURATED MATERIALS;
- UNSEASONED WOOD; OR
- 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.

BURNING THESE MATERIALS MAY RESULT IN THE RELEASE OF TOXIC FUMES OR RENDER THE HEATER INEFFECTIVE AND CAUSE SMOKE.

IF THESE FUELS ARE BURNED, IT COULD CREATE A HIGHER CONCENTRATION OF CO THAN BURNING HARDWOOD.

### 3.2 PELLETS STORAGE

#### WARNING

**DO NOT STORE FUEL WITHIN STOVE MINIMUM CLEARANCE TO COMBUSTIBLE.**

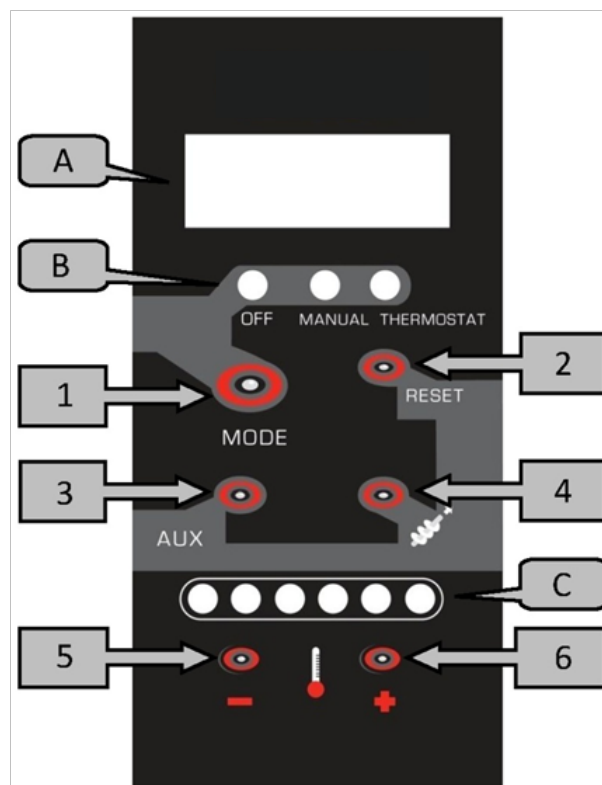
Pellets bags should be stored in a dry and well ventilated area, if possible. If they are to be stored outside, remember that pellets bags are not water tight. It is best to keep the pallet wrapper as intact as possible and cover it with a tarp.

Having a bag or two in the same room as the stove for refueling is a good idea. The minimum clearances to combustible materials and the space required for refilling and ash removal needs to be respected.

## 4. STOVE CONTROLS

The blowers and automatic fuel supply are controlled from a control panel on the right-hand side of the stove. The control panel buttons and display areas are as follows:

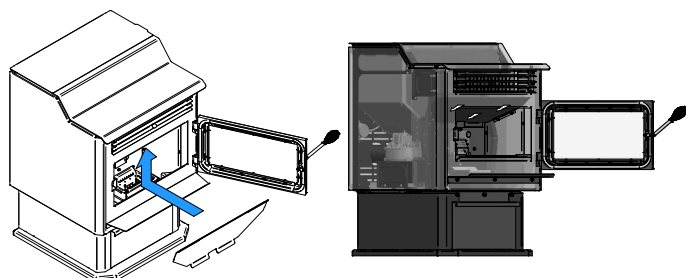
- A. Control panel display area.
  - B. Stove state display area.
  - C. Stove heating intensity display area, level 1 to 6.
1. MODE: the «MODE» button is used to either turn off the appliance (OFF), turn it on in manual operation (MANUAL) or in thermostatic operation (THERMOSTAT).
  2. RESET: The «RESET» button is used to reset the stove after the appearance of most of the warning codes.
  3. AUX: The «AUX» button is used to adjust the convection air speed.
  4. AUGER: The «Auger» button is used to fill the auger with pellets.
  5. MINUS: The « - » button is used to reduce the pellet feeding rate thus reducing the heat output of the stove.
  6. PLUS: The « + » button is used to increase the pellet feeding rate thus increasing the heat output of the stove.



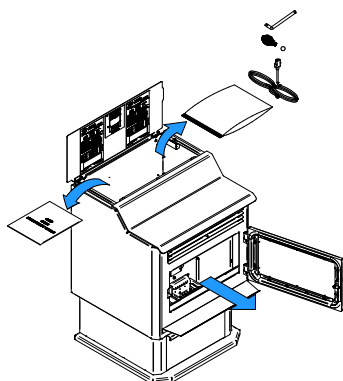
## 5. STOVE OPERATION

### 5.1 BEFORE OPERATING THE STOVE

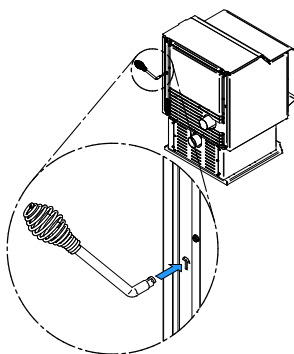
- Make sure the baffle is properly installed.



- Make sure that all tools and other accessories that have been stored in your unit for transport have been removed.



- Make sure that the burn pot is in place properly, that there is enough pellets in the hopper and that the recommended maintenance schedule has been followed
- The stove handle is removable. When the stove is in operation, it must be stored behind the stove, as shown in the image below.



### 5.2 STARTUP

Press the «MODE» button to turn the stove on in manual mode (MANUAL) or thermostat mode (THERMOSTAT). When the «MODE» button is

pressed, the stove will automatically ignite. No fire starter is required.

By pressing on the «+» or «-» buttons, you will be able to increase or decrease the feed rate, and thereby the intensity level of the stove. Intensity levels change, from 1 to 6, can be visualized by the red light in the heating intensity display area.

#### NOTICE

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.**

Make two or three low intensity fires to initiate the hardening and conditioning process. Then, make high intensity fires until the stove no longer smells like paint.

#### CAUTION

**NEVER USE A GRATE OR OTHER MEANS OF SUPPORTING THE FUEL. ONLY USE THE APPROVED STOVE BURN POT AND DO NOT MODIFY IT.**

### 5.3 REFUELING

When the stove is running, you have 90 seconds to fill the hopper before the stove stops. You will hear a beeping sound that will intensify every 30 seconds. After 90 seconds, if the hopper lid is still open, the stove will stop and display the warning code «d». For more information, see the «Troubleshooting» section.

Note that opening the hopper lid will stop the auger from feeding the pellet stove.

When the stove is stopped, there is no time limit for filling the hopper.

Do not overload the hopper.



## CAUTION

**KEEP HOPPER LID CLOSED AT ALL TIMES EXCEPT WHEN REFUELING.**

### 5.4 SHUT DOWN

To turn the stove off, press the «MODE» button until the red light is in the OFF position. The cooling cycle will take a few minutes. The blowers will continue to work while the stove is cooling down.

## NOTICE

Never disconnect the power cord to turn off the stove.

### 5.5 SIGNS OF OVERHEATING

If the stove is overheating, it will become very hot and will shut itself down, showing an H error code. If this occurs, wait for the stove to cool down and perform the weekly maintenance of the stove suggested in the maintenance calendar. Carefully inspect the venting system. Have it swept, if necessary. Press on the «MODE» and «RESET» buttons simultaneously for 3 seconds to reset the stove.

After three H code occurrence, the stove control will be locked and it will be impossible to reset it and restart the stove. Before unlocking the stove control, perform the biannual maintenance suggested in the maintenance calendar. Carefully inspect the venting system. Have it swept, if necessary.

When maintenance is done, press the following buttons, one at a time : «RESET», «MODE», «+», «-», then press on the «AUGER» for 5 seconds.



## DANGER



**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.**

### 5.6 THERMOSTAT MODE

A thermostat may help maintaining a stable room temperature automatically. A Low voltage thermostat is required. A fixed wall mount or hand held model can be used.

To use the thermostat mode, press the «MODE» button until you reach the «THERMOSTAT» position. Then select the intensity level using the «-» or «+» buttons. In thermostatic mode, the stove will operate at the selected intensity level until the room temperature has reached the programmed level on the thermostat.

#### 5.5.1 PILOT MODE SELECTION

The factory setting of the pilot mode is AUTO. To change it, press on the «-» and «MODE» buttons simultaneously for 3 seconds. The selected mode will appear on the control panel display area.

*Pilot AUTO (Intensity level 1):* When the thermostat stops requiring heat, the unit will remain at its lowest intensity level (#1) and will shut down after 15 minutes, if there is no demand for heat.

*Pilot AUTO (Intensity level 2 to 6):* When the thermostat stops requiring heat, the unit automatically switch to its lowest intensity level (#1) until the thermostat requires heat again. The stove will shut down after 45 minutes, if there is no demand for heat.

*Pilot ON:* When the thermostat stops requiring heat, the unit automatically switch to its lowest intensity level (#1) until the thermostat requires heat again. The stove will never shut down, even if there is no demand for heat.

**NOTICE**

To avoid premature wear of the components, it is recommended to use the «Pilot ON» mode during the coldest months and the «Pilot AUTO» mode during the warmest months.

**5.7 CONVECTION ADJUSTMENTS**

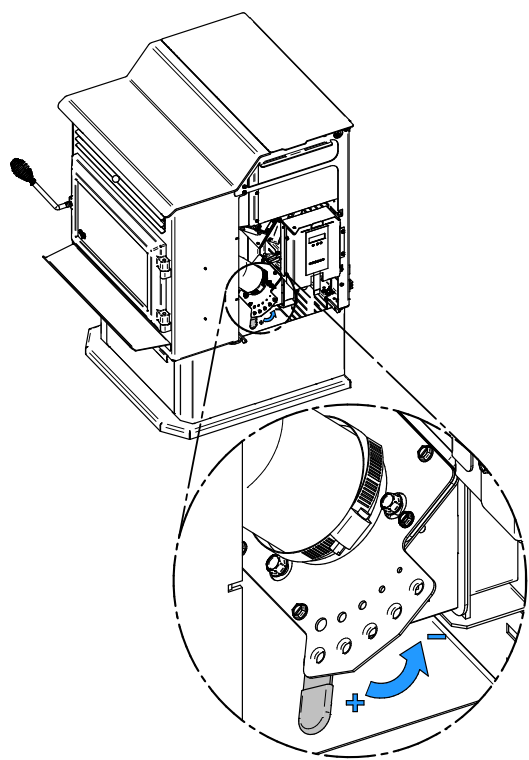
Each intensity level has been programmed with an optimum convection speed. However, it is possible to increase the convection air speed by pressing the «AUX» button. All intensity levels can be increased at the exception of the intensity level 6, which is already at its maximum speed.

**5.8 AIR INTAKE ADJUSTMENTS**

It is possible to adjust the amount of combustion air entering the stove.

Using the stove to the lowest setting will reduce missed ignition, will ignite pellets faster and will reduce the blackening of the window, when using high quality pellets. If you should find one bag of pellets harder to ignite and to burn, opening the air control will help.

To open or close the manual air control, open the right decorative panel and locate the air intake. Push down the tab and slide upwards to decrease the air supply and downwards to increase the air supply.

**NOTICE**

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.

**6. STOVE MAINTENANCE****NOTICE**

The images shown are for guidance only and may be different from your product, but the cleaning steps are carried out the same way.

**6.1 MAINTENANCE SAFETY****WARNING**

**HOT SURFACE. ALLOW TO COOL BEFORE SERVICING.**

**DANGER**

**DISCONNECT ALL SOURCE OF POWER BEFORE SERVICING THE STOVE.**

**CAUTION**

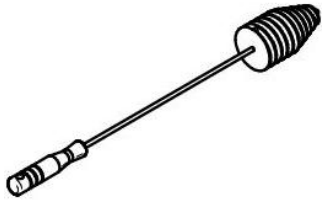
**FAILURE TO CLEAN AND MAINTAIN THIS STOVE AS INDICATED CAN RESULT IN POOR PERFORMANCE AND SAFETY HAZARDS.**

**NOTICE**

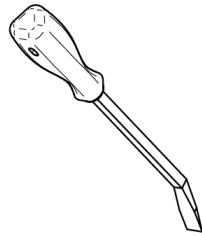
Cleaning the stove and the venting system is especially important at the end of the heating season to minimize corrosion during the summer months, caused by accumulated ash.



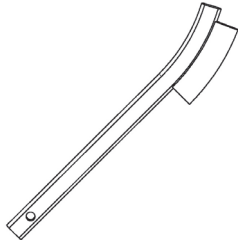
## 6.2 RECOMMENDED TOOLS



Universal Brush



Scraper



Steel Brush



Round Brush + Rod



Glass Cleaner



Ash Vacuum

## 6.3 ASHES REMOVAL

### WARNING



**NEVER VACUUM ASHES WHEN HOT. ASHES MUST BE COOLED DOWN BEFORE MAINTENANCE.**

### WARNING

**ASHES SHOULD BE PLACED IN A METAL CONTAINER WITH A TIGHT FITTING LID. THE CLOSED METAL CONTAINERS 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.**

### CAUTION

**THE USE OF A DOMESTIC, CENTRAL OR COMMERCIAL VACUUM CLEANER TO PERFORM THE MAINTENANCE OF YOUR PELLET STOVE IS NOT RECOMMENDED. THE USE OF AN ASH VACCUM CLEANER IS HIGHLY RECOMMENDED.**

## 6.4 MAINTENANCE CALENDAR

### NOTICE

Cleaning frequency may vary depending on the type of fuel used. Fuel with higher ash content will increase cleaning frequency.

The cleaning frequency suggested in the following section applies to normal use of the appliance. Each step of the maintenance is illustrated in detail in the following sections.

#### DAILY MAINTENANCE

1. Activate the cleaning rod a few times.
2. Empty the burn pot.
3. Wipe the glass.

#### WEEKLY MAINTENANCE (+/- 10 BAGS)

1. Activate the cleaning rod a few times.
2. Empty and brush the baffle.
3. Empty and scrape the burn pot.
4. Vacuum cold ashes from the combustion chamber or push them in the ash drawer.
5. Clean the glass.

#### BIANNUAL MAINTENANCE (+/- 25 BAGS)

1. Vacuum cold ashes from the exhaust tubes and from the heat exchanger.
2. Brush the combustion chamber and vacuum the cold ashes from the combustion chamber or push them in the ash drawer.
3. Inspect the venting system.
4. Inspect all gaskets.

#### ANNUAL MAINTENANCE (+/- 1 TON)

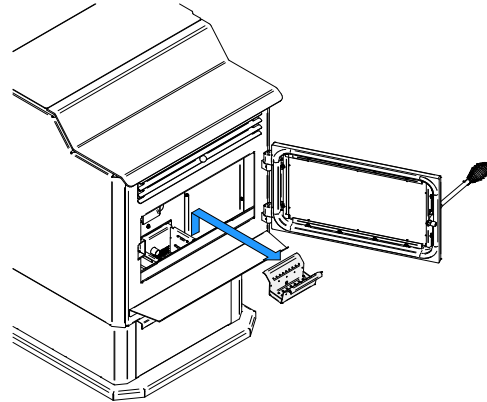
1. Sweep venting system.
2. Empty and vacuum hopper.

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.

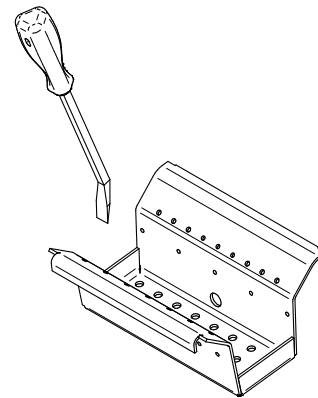
## 6.5 MAINTENANCE TECHNIQUES

### 6.5.1 BURN POT

Remove and empty burn pot.



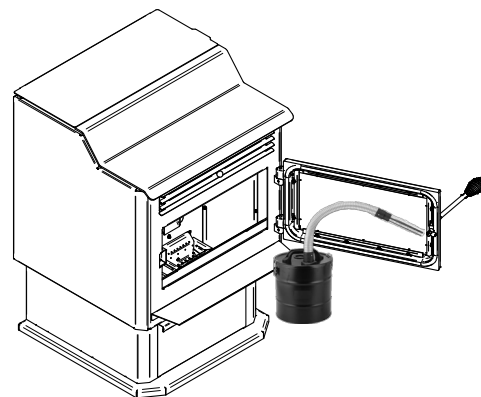
Scrape, when necessary.



### 6.5.2 Glass

Vacuum the ashes that may have accumulated into the airwash 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-up.

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

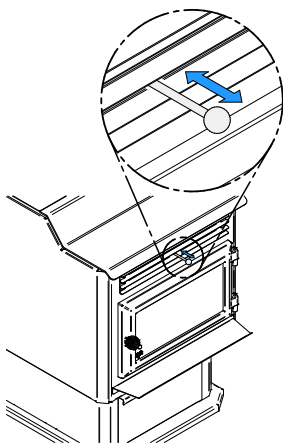


## NOTICE

- Never use abrasive cleaners on the glass or on any plated part.
- Do not clean the glass while it's hot.
- Do not force, strike or adopt any behaviour that could weaken the glass door.
- Do not operate the stove with the glass removed, cracked or broken.

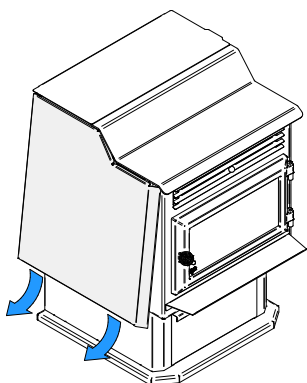
### 6.5.3 HEAT EXCHANGERS, EXHAUST TUBES

Activate the cleaning rod a few times.

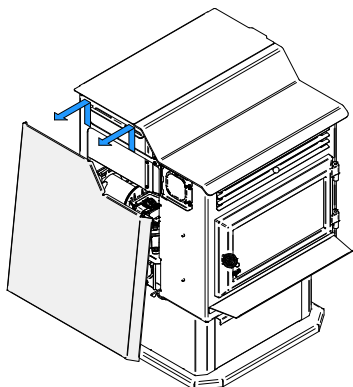


Brush and vacuum inside the heat exchanger channel, when necessary.

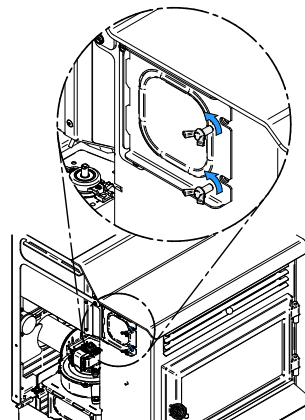
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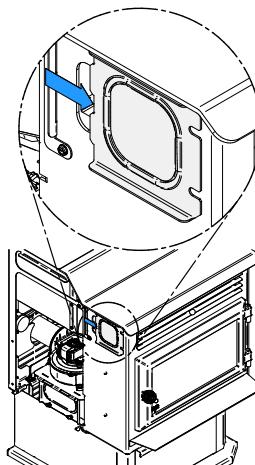
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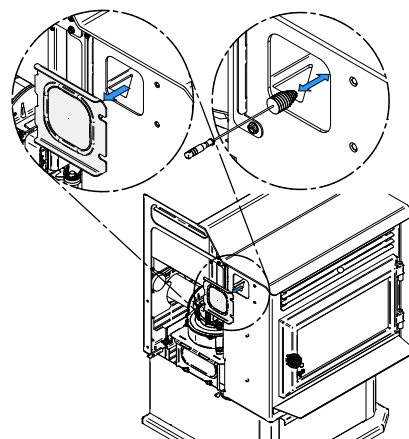
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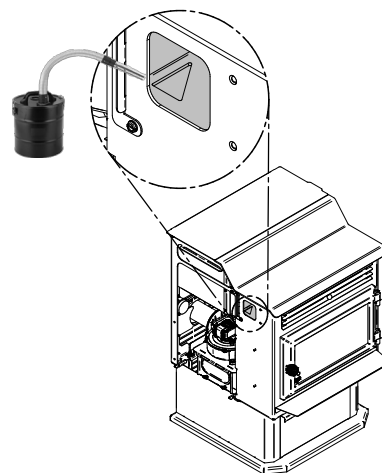
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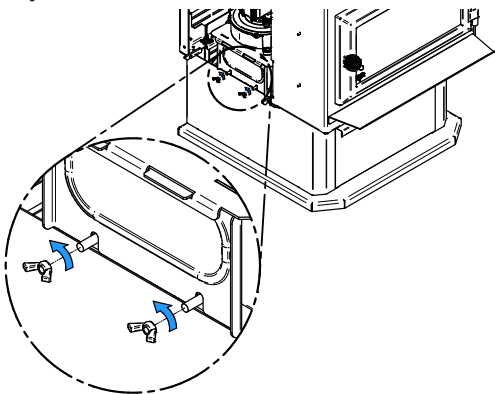


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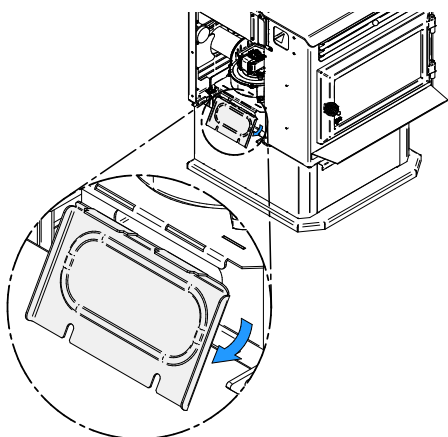


Brush and vacuum inside the exhaust channel, when necessary.

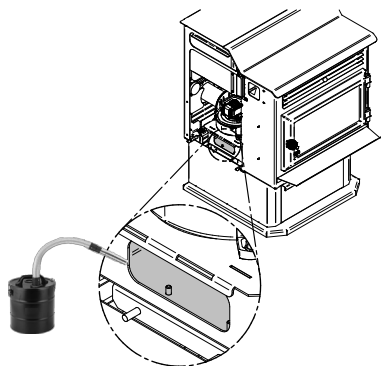
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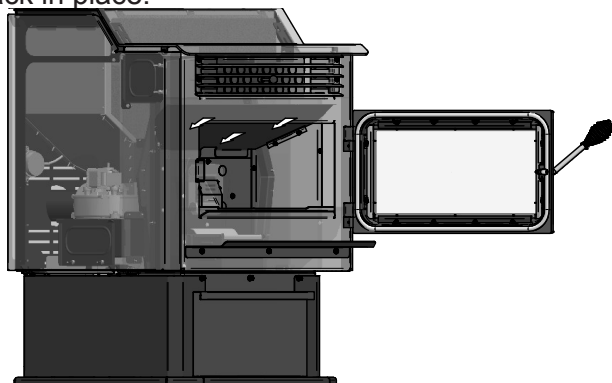


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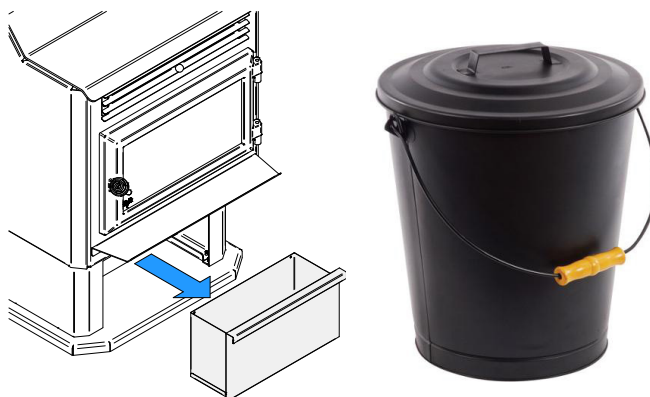
#### 6.5.4 BAFFLE

Remove and brush the baffle. Do not forget to put it back in place.



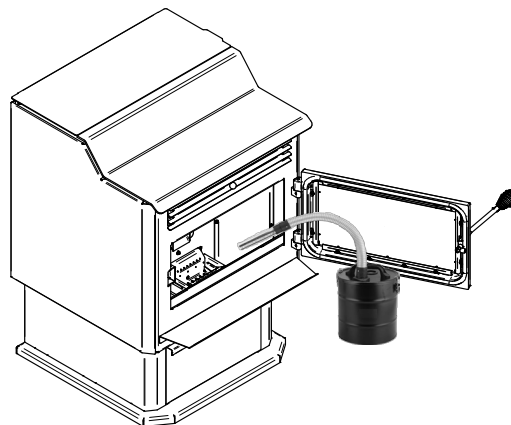
#### 6.5.5 ASH DRAWER

Empty the ash drawer and store the ashes in a metal container with a lid.

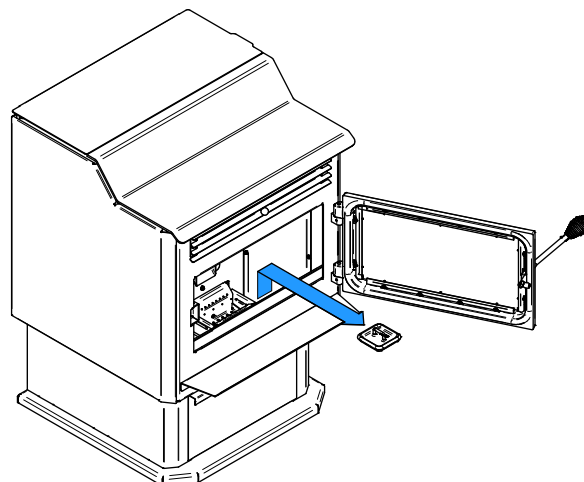


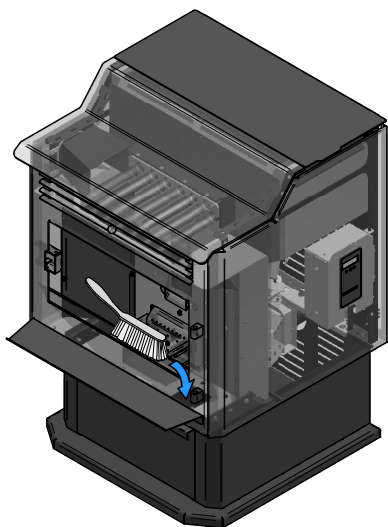
#### 6.5.6 COMBUSTION CHAMBER

Clean the combustion chamber by vacuuming the cooled ashes. When necessary, brush the walls and vacuum the ashes afterwards.



You can also push the ashes into the ash drawer through the opening at the bottom of the firebox. In this case alone, the ashes do not have to be cold.



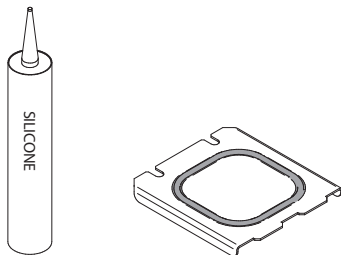


### 6.5.8 VENTING SYSTEM

See the following section for recommendations on maintaining the venting system.

### 6.5.9 GASKETS

When maintaining the heat exchanger channel and the exhaust channel, make sure the gaskets on the cleaning panels are in good condition. Replace them if necessary.



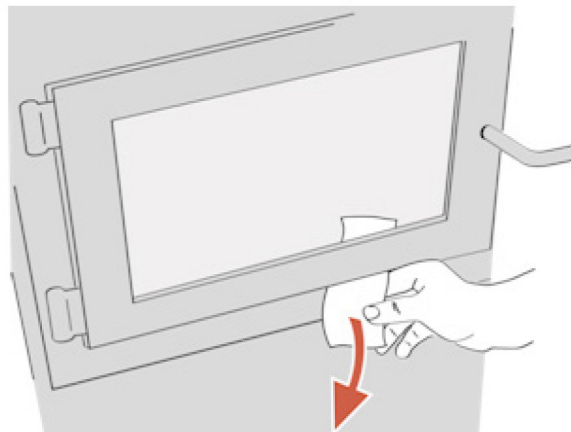
Inspect the door gasket. It is important to maintain the door gasket in good condition. After a while, the gasket will wear and compress.

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.

Adjusting the door may then be required. If the door adjustment is not sufficient, replace the door gasket with a genuine part.

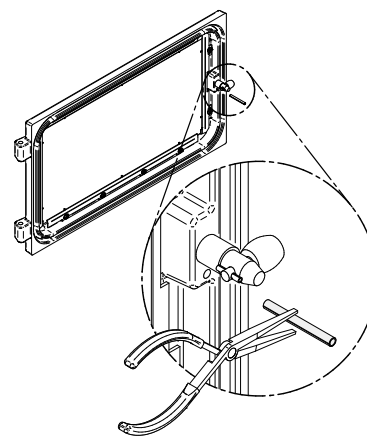
### 6.5.9 DOOR SEAL VERIFICATION

Check the door seal by closing and locking the door on a piece of paper. Check the entire door. Paper should not slide easily. If the paper slips easily, adjust the door.

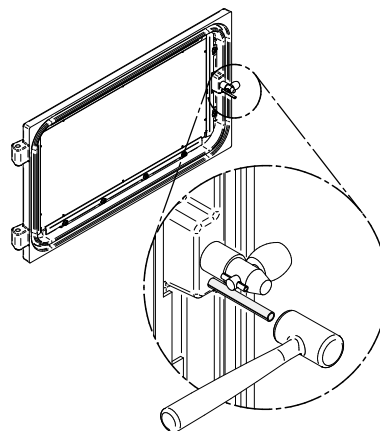


### 6.5.10 DOOR ADJUSTMENT

Remove the lock pin by pulling and turning with pliers. Turn the handle counter clock wise one turn to increase pressure.



Re-install the lock pin (spring pin) with a small hammer.



#### 6.5.11 REMPLACEMENT 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: 7 51/64" X 16 3/4" X 8 23/32".

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

**WARNING: REPLACEMENT GLASS SHOULD ONLY BE PURCHASED FROM AN AUTHORIZED DEALER. 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. VENTING SYSTEM MAINTENANCE

### CAUTION

**REGULARLY EXAMINE THE VENTING SYSTEM, THE JOINTS, AND THE SEALING TRIMS TO ENSURE THAT THE SMOKE AND THE COMBUSTION GASES ARE NOT LEAKING.**

Chimney cleaning can be a difficult and dangerous job. If you don't have experience cleaning chimneys, you might want to hire a professional chimney sweep to clean and inspect the system for the first time. After having seen the cleaning process, you can decide if it is a job you would like to take on.

The most effective method of sweeping the vent system is to use a 3" or 4" brush, depending on your installation. Start at the top of the vent system and brush down, so that the ash, soot and creosote residues come off the inner surface and fall into the bottom of the vent system, where they can be removed easily.

The vent system must be kept in good condition and well maintained.

### CAUTION

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

#### FACING A CHIMNEY FIRE

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.

### 7.1 SOOT AND FLY ASHES

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

### NOTICE

VISIT OUR WEB SITE TO OBTAIN A DETAILED TROUBLESHOOTING DOCUMENT.

Most common problems are generally caused by the following factors:

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

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.

### 8.1 PRINCIPAL ERROR CODES

Code	Description
P	Blocked flue. Make sure that the vent system is installed properly. Press the «RESET» button to reset the stove and «MODE» to restart it.
H	The stove is overheating. Service the unit and inspect the venting system. Press the «MODE» and «RESET» button simultaneously for 3 seconds to reset the stove.  If more than one H code occurs, refer to section «Signs of overheating».
E	The hopper is empty. When all components are stopped, press the «RESET» button. Fill the hopper and press the «AUGER» button. Press «MODE» to restart the stove.

Code	Description
d	The hopper lid remained open for more than 90 seconds while the unit was running. Close the lid. Press the «RESET» button to reset the stove and «MODE» to restart it.
n	Reverse polarity in the socket. This error does not prevent the stove from operating normally but the polarity should be corrected by a certified electrician.
C	Power Outage occurred. The unit will shut down and restart, resetting the error code by itself.
L	Ignition failed. Make sure the pellets are of good quality and that they are dry. Clean the burn pot. Make sure the igniter is working. Adjust the air intake. Press the «RESET» button to reset the stove and «MODE» to restart it.
FE	The exhaust blower fuse is defective.
FL	The ignitor fuse is defective.
FC	The convection blower fuse is defective.
FV	The auger fuse is defective.
FB	The combustion blower fuse is defective.

For a detailed troubleshooting guide and component replacement data sheets, visit your product web page at <https://www.occanada.com/ca/en/>



# VENTIS 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 VENTIS dealer.

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 voids 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>, 2023.

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, defectors, 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 components be defective, contact immediately your VENTIS 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 VENTIS dealer. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.**