



for the **Santa Fe** (8760) GAS-  
FIRED DIRECT VENT HEATER From:

## READ THIS OWNER'S MANUAL

Operate and maintain this gas heater  
according to this instruction manual.  
**Read This Manual In Its Entirety.**

**WARNING: If the information in these instructions is not followed exactly, a fire or explosion may result causing property damage, personal injury or loss of life.**

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

### WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
- Do not touch electrical switches; do not use the phone in your building.
- Immediately call your gas supplier from a neighbors phone. Follow your gas suppliers instructions.
- If you cannot reach your gas supplier, call the fire department.

A qualified installer, service agency or gas supplier must perform installation and service.

**AVERTISSEMENT:** Assurez-vous de bien suivre les instructions donné dans cette notice pour réduire au minimum le risque d'incendie ou pour éviter tout dommage matériel, toute blessure ou la mort.

Ne pas entresposer ni utiliser d'essence ni d'autre vaperurs ou liquides inflammables dans le voisinage de cet appareil ou de tout autre appareil.

### QUE FAIRE SI VOUS SENTEZ UNE ODEUR DE GAZ:

- Ne pas tenter d'allumer d'appareil.
- Ne touchez à aucun interrupteur. Ne pas vous servir des téléphones se trouvant dans le bâtiment où vous vous trouvez.
- Appelez immédiatement votre fournisseur de gaz depuis un voisin. Suivez les instructions du fournisseur.
- Si vous ne pouvez rejoindre le fournisseur de gaz, appelez le service dos incendies.

L'installation et service doit être exécuté par un qualifié installer, agence de service ou le fournisseur de gaz.



6400-40437 05-01-02  
Model # 8760

**INFORMATION SHEET**

Record, on this page, all relevant information concerning the purchase, installation, and maintenance of your SANTA FE Gas-Fired Direct Vent heater. This information will facilitate servicing, purchase of replacement parts, and warranty claims (if necessary). Keep your original receipt in a safe place as proof of purchase.

Serial Number: \_\_\_\_\_

**Fuel type** (check one) \_\_\_\_\_ Natural Gas \_\_\_\_\_ Liquid Propane

**Sold by:** \_\_\_\_\_

Phone: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

**Installed by:** \_\_\_\_\_

Phone: \_\_\_\_\_ Date of Installation: \_\_\_\_\_

**Gas Supplier:** \_\_\_\_\_

Phone: \_\_\_\_\_

**Read this Owner's Manual** before installing or operating the SANTA FE heater. Retain this manual for future reference.

**SERVICE RECORD**

Date	Who Performed Work	Work Performed	Notes:

<b>WHAT</b>	<b>WHEN</b>	<b>WHAT</b>	<b>WHEN</b>
Firebox Cleaning.....	annually	Door Gasket.....	Replacement as needed
Glass Cleaning.....	as needed		

# WELCOME

Congratulations on your purchase of a Santa Fe Gas-Fired Direct Vent heater. The Santa Fe, by HearthStone Stoves, incorporates the latest in balanced vent gas technology, which will provide you with clean, efficient heat for years to come. Combustion air comes directly from the outside of your home to the sealed firebox system, eliminating the potential for annoying drafts or other problems associated with home depressurization. The combination of natural stones with cast iron give the Santa Fe a pleasing look, which can be maintained with minimum care.

The Santa Fe will provide you with years of practical and convenient service. However, as with any gas appliance, the unit must be properly and safely installed and maintained by qualified service personnel to ensure safe and trouble-free operation.

## READ THIS OWNER’S MANUAL

Operate and maintain this gas heater according to the instructions in this manual. Read this manual in its entirety. This manual has two sections, the first section is for the *OPERATOR*, and the second section is for the *QUALIFIED SERVICE PERSONNEL* only.

## HEATER MUST BE INSTALLED AND MAINTAINED BY QUALIFIED SERVICE PERSONNEL

Verify the gas connections and venting systems with requirements of local, regional or national installation codes. Qualified service personnel must inspect the gas heater before use and at least annually.

## MUST BE VENTED TO THE OUTSIDE

Never vent the gas heater to other rooms or buildings. This gas appliance must not be connected to a chimney flue serving a separate solid-fuel burning appliance.

## MANUFACTURED BY:

HearthStone Quality Home Heating Products ,Inc.  
317 Stafford Avenue  
Morrisville, Vermont 05661 USA

## TABLE OF CONTENTS

**WELCOME** ..... 1

**OWNER’S INFORMATION**..... 2

    LIGHTING INSTRUCTIONS ..... 3

    DAILY OPERATIONS ..... 3

**INSTALLER’S INFORMATION** ..... 4

    UNPACKING AND INSPECTION ..... 4

    STOVE DIMENSIONS & CLEARANCES TO COMBUSTIBLES ..... 5

**VENTING INFORMATION** ..... 7

**GAS CONNECTIONS** ..... 14

    LOG PLACEMENT ..... 15

    INSTALLATION OF THE LOG SET ..... 16

    REMOVAL OF THE LOG SET ..... 17

**LIGHTING THE UNIT FOR THE FIRST TIME**..... 17

    INITIAL ADJUSTMENTS ..... 18

**GAS CONVERSIONS**..... 18

**ROUTINE MAINTENANCE AND CARE** ..... 19

**PARTS LISTS** ..... 21

**WARNING**

Installation and repair should be done by a qualified service technician. The appliance should be inspected before use and at least annually by a qualified service technician. More frequent cleaning may be required due to excessive lint from carpeting, bedding material, etc. It is imperative that control compartments, burners, and circulating air passages of the appliance are kept clean and free of obstructions. *(S’assurer que le brûleur et le compartiment des commandes sont propres. Voir les instructions d’installation et d’utilisation qui accompagnent l’appareil.)*

**SERVICE CAUTION**

Any shield, door, or other component removed for servicing must be replaced prior to operating. Any components of the stove removed for servicing must be replaced prior to operating. If you believe your Santa Fe is not performing properly, immediately discontinue operation until the unit has been inspected and approved by qualified service personnel. Prior to servicing the unit, turn the valve control knob clockwise to "OFF". The unit should be cool prior to servicing and cleaning. **Any safety screen, guard, or component removed during servicing should be replaced prior to operation.** Do not use any components on the other than those approved by HearthStone Quality Home Heating Products, Inc., otherwise all warranties are void. **Do not substitute components.**

**FIRE HAZARD**

Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this appliance. The Santa Fe should be located out of traffic and away from furniture, draperies, clothing, and flammable material.

**SHOCK HAZARD (IF EQUIPPED WITH ACCESSORY FAN)** This appliance is equipped with a three-prong (grounding) plug for protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from the plug.

**HOT SURFACES**

Certain exposed surfaces of the Santa Fe will reach high temperatures during normal operation. Clearances to combustibles must be maintained, as specified in the "Clearances To Combustibles" section of this manual. **Due to high temperatures the appliance should be located out of traffic and away from furniture, draperies, clothing and flammable materials. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns to skin or clothing ignition. Young children should be carefully supervised when in the same room as the appliance. Clothing or other flammable material should not be placed**

**on or near the appliance.** (*Surveille les enfants. Garder les vêtements, les meubles, l'essence ou autres liquides à vapeur inflammables lin de l'appareil.*) Clean the area around, under, and behind the unit on a regular basis to prevent the accumulation of dust and lint.

**WARNING: DO NOT OPERATE THE APPLIANCE WITH THE FRONT GLASS REMOVED, CRACKED OR BROKEN. REPLACEMENT OF GLASS SHOULD BE DONE BY A LICENSED OR QUALIFIED SERVICE PERSON. ONLY OPEN FRONT FOR ROUTINE SERVICE. DO NOT SLAM OR STRIKE GLASS.**

**OWNER'S INFORMATION**

The installation must conform with local codes or, in the absences of local codes, the current National Fuel Gas Code, ANSI Z223.1 (NFPA 54) or CAN/CGA B149 Installation Code. (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA-B149.*) **Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the heater and to replace any part of the control system and gas control which has been under water.** (*NE PAS SE SERVIR DE CET APPAREIL S'IL A ÉTÉ PLONGÉ DANS L'EAU, COMPLÈTEMENT OU EN PARTIE. APPELER UN TECHNICIEN QUALIFIÉ POUR INSPECTOR L'APPAREIL ET REMPLACER TOUTE PARTIE DU SYSTÈME DE CONTRÔLE ET TOUTE COMMANDE QUI ONT ÉTÉ PLONGÉS DANS L'EAU.*)

**Certified for use by:**

Board of State Examiners of Plumbers and Gasfitters  
100 Cambridge Street, Room 1511  
Boston, Massachusetts  
02202

## LIGHTING INSTRUCTIONS

1. Set the on/off/T-stat switch or thermostat to the off position.
2. Unplug the fan accessory, if so equipped.
3. Push in and turn gas control knob clockwise to "OFF". (*If not previously lit, the knob should be in this position.*)
4. Wait (5) five minutes to clear out any gas. If you then smell gas, STOP! *Smell all around the appliance area for gas. Be sure to smell next to the floor because some gases are heavier than air and will settle on the floor. If you smell gas immediately follow the What To Do If You Smell Gas! warning on the cover of this Manual.* If you do not smell gas, go to the next step.
5. Turn gas control knob counterclockwise to "PILOT".
6. Push in control knob all the way and hold in. Immediately light the pilot with the gas lighter (push in and "click" the piezoelectric spark ignitor button several times until lit). Continue to hold the control knob in for about 20 seconds after the pilot is lit. Release the knob and it will pop back out. Pilot should remain lit. If the pilot goes out, repeat the operation.
- \* If knob does not pop out when released, stop and immediately call a qualified service technician or gas supplier.
- \* If the pilot will not stay lit after several tries, turn the gas control knob "OFF" and call a qualified service technician or gas supplier.
7. Turn gas control knob counterclockwise to "ON".
8. Select "ON" or "T-STAT" position on the on/off/t-stat switch.
9. Shut the gas control valve access door.
10. Plug in the fan accessory, if so equipped.
11. Set thermostat to "ON" and set the desired temperature setting.

Normally, if the "T-STAT" position was selected, the main burner is cycled on and off by the Thermostat or the "on", "off" switch located on the bottom of the Thermostat body.

## TO TURN OFF GAS TO APPLIANCE

1. Turn the gas control knob clockwise to "OFF" position. *If shutting the unit off for the non-heating season, this will improve the overall efficiency of the unit as the heat from the pilot is wasted in the summer. When putting the unit back into service follow the lighting instructions described on this page.*

## VARIABLE OUTPUT CONTROL

The gas control valve is equipped with a variable output control. This control varies the *rate* of heat produced by the unit by varying the gas pressure to the main burner tube.

## DAILY OPERATIONS

The homeowner easily operates the Santa Fe gas-fired heater. The unit comes standard with a thermostat, while a remote or wall switch may be purchased from your Retailer. Once the thermostat is installed and adjusted, the desired room temperature will be maintained. By adjusting the variable output control located on the gas control valve, the rate of heat output can be varied to meet the heating requirements of the season. Choosing a low flame setting will result in longer burn cycles at a reduced output, while choosing a high flame setting will result in a shorter, hotter burn cycle. Through trial and error, the homeowner can select the optimum flame size for their setting and application. Also available is a variable speed blower. (Kit# 97-57600)

# INSTALLER'S INFORMATION

## Codes

Adhere to all **local codes** or, in their absence, the latest edition of THE NATIONAL FUEL GAS CODE ANSI Z223.1 (NFPA 54) or CAN/CGA B149 Installation Code, which can be obtained from:

**AMERICAN NATIONAL STANDARDS  
INSTITUTE, INC.**  
1430 BROADWAY  
NEW YORK, NY 10018  
OR  
**NATIONAL FIRE PROTECTION  
ASSOCIATION, INC.**  
BATTERY MARCH PARK  
QUINCY, MA 02269

The appliance when installed, must be electrically connected and grounded in accordance with local codes or, in the absence of local codes, with the current NFPA 70-National Electrical Code or CSA C22.1-Canadian Electric Code.

A manufactured home (mobile) OEM installation must conform with the Manufactured Home Construction and Safety Standard, Title 24 CFR, Part 3280 (U.S.) or Standard for Manufactured Home Installation, ANSI/NCBCS A225.1 or Standard for Gas Equipped Recreational Vehicles and mobile Housing, CSA Z240.4.CAN/SCA Z240 MH (Canada). (*Installer l'appareil selon les codes ou règlements locaux, ou, en l'absence de tels règlements, selon les Codes d'installation CAN/CGA-B149.*)

## CERAMIC FIBER LOG SAFETY INFORMATION

If the decorative ceramic logs and ember screen supplied with the Santa Fe are damaged they must be replaced. Replacement parts must be supplied by the manufacturer. Do not replace ceramic logs or the ember screen with any

materials not approved by HearthStone Quality Home Heating Products Inc.

## UNPACKING AND INSPECTION

### Unpack and Inspect for Damage

The Santa Fe is packaged by the manufacturer to withstand shipment without damage. However, damage can occur during transit so take care to inspect for damage when unpacking and installing the unit. If any damage or missing parts are detected, immediately contact your dealer. Do not install or put into service a damaged or incomplete heater.

The unit should appear to be square and level. The sheet metal parts should be smooth and free of bends or dents. The enameled cast iron should be free of chips or cracks. If visible or concealed damage is found, contact your dealer.

The decorative ceramic fiber logs supplied with the Santa Fe are located in the firebox. Always use great care when handling the decorative ceramic logs, as they are fragile and subject to damage and breakage. To open the firebox: remove the front door screw with supplied Allen wrench, and swing the door open. Remove the lag bolts, which fasten the unit to the pallet. Take care not to chip the enameled legs. Lift the stove off the pallet and set it into place.

### Packing List

1-Santa Fe Gas-fired Heater containing:  
4-Decorative Ceramic Fiber Logs  
1-Ember Screen  
1-4 oz. Bag of Charcoal Embers  
1-Owner's Manual and Warranty

1-Accessory box containing:  
1- 1/8" Allen key for front door  
1-Ash Lip  
1-Top Grille  
1-Thermostat with Thermostat Wire  
2-Extension control Knobs  
1-LP Conversion kit

**WARNING**

Do not operate the stove with glass front removed, cracked or broken.

**ITEMS REQUIRED FOR INSTALLATION**

- \* External regulator (for propane/L.P.G. only)
- \* Piping which complies with local codes
- \* Pipe sealant approved for use with propane/L.P.G. (resistant to sulfur compounds)
- \* Manual shutoff valve
- \* Sediment trap
- \* Tee joint
- \* Pipe wrench
- \* Phillips head screwdriver
- \* Other parts as required by local code
- \* Safety Glasses
- \* Gloves

**AIR SUPPLY**

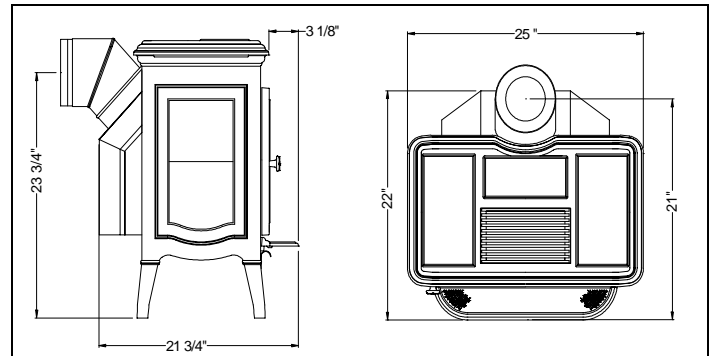
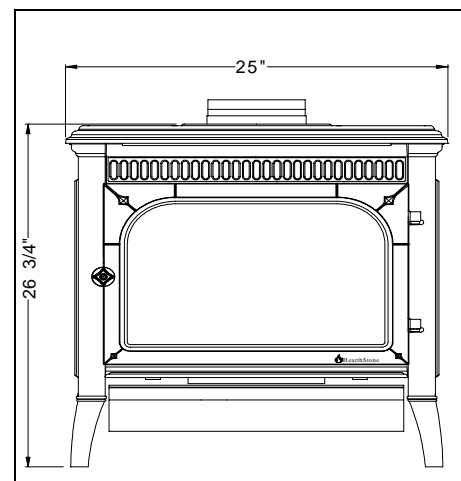
The Santa Fe D-vent does not normally require additional installer provided ventilation

**STOVE DIMENSIONS & CLEARANCES TO COMBUSTIBLES**

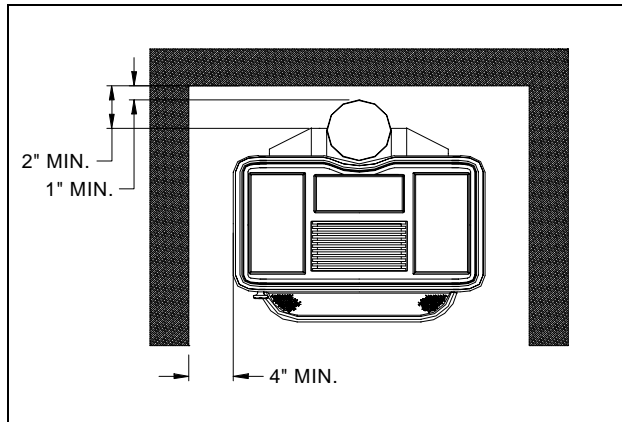
Always maintain clearances around the air openings around the stove. This allows for adequate ventilation. (as shown in Figures 3, & 4.)

**HEARTH REQUIREMENT/FLOOR PROTECTION**

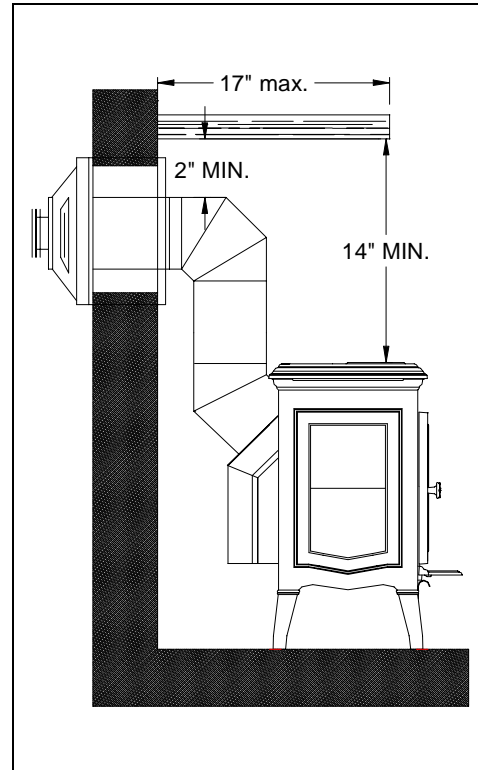
The Santa Fe may be placed on a non-combustible surface or wood floor. For placement of the Santa Fe on carpeting, vinyl tile or other combustible materials, the appliance shall be installed on a metal or wood panel extending the full width and depth of the appliance. Installations must meet local codes.

**SANTA FE DIMENSIONS****Figure 1****Figure 2**

**CLEARANCE TO COMBUSTIBLES**



**Figure 3**



**Figure 4 TOP clearances (not to scale)**

**SPECIFICATIONS:**

**LISTED: DIRECT VENT GAS HEATER**

**Model:** Santa Fe DV

**Testing Agency:** Intertek  
Testing Services NA Inc.  
(ITS)

**Tested to:** ANSI Z21.88-  
1998•CSA 2.33-M98  
CAN/CGA 2.17

	<b>NG</b>	<b>LP</b>
Input rating(Btu/hr) 0-2000ft	36,000	36,000
Maximum output(Btu/hr) 0-2000ft	27,000	25,900
Minimum input rating(Btu/hr)	22,000	21,200
Orifice size DMS 0-2000ft	31	49
Man. pressure- HI setting (in.w.c./kPa)	3.5/0.85	10.0/2.5
Man. pressure- LO setting (in.w.c./kPa)	1.2/0.3	3.3/0.8
Minimum inlet pressure (in.w.c./kPa.)	5.0/1.25	11.0/2.75

## VENTING INFORMATION

There are many configurations of vent installations for your stove. Please review the following pages for the venting installation that works best for you.

**Note:** Vent terminals shall not be recessed into walls or siding

### VENT CONNECTION

1. The Santa Fe Direct Vent is approved for installation only with the vent connecting components listed on this page and Simpson Dura-Vent Direct Vent GS, AmeriVent Direct, or Secure Vent systems. Use the following instructions along with the pipe manufacturer's instructions to complete the installation.

2. Attach the inner starter collar and gasket to the unit with the eight # 8 x 1/2" Phillips Head sheet metal screws.

3. Place the outer starter collar and gasket onto the back of the stove. Secure the outer adapter with the eight # 8 x 1/2" Phillips Head sheet metal screws that are provided. Install the rest of the vent system according to the manufacturer's instructions.

1. Gasket 4"
2. Inner starter
3. Gasket
4. Outer Starter

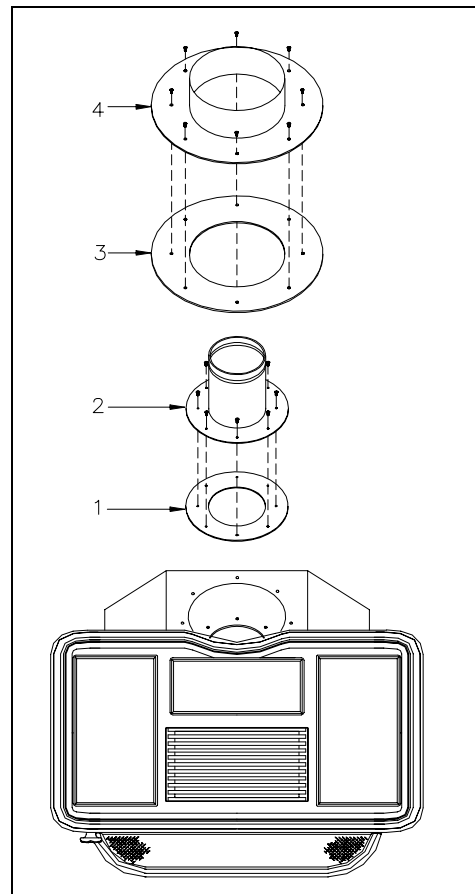
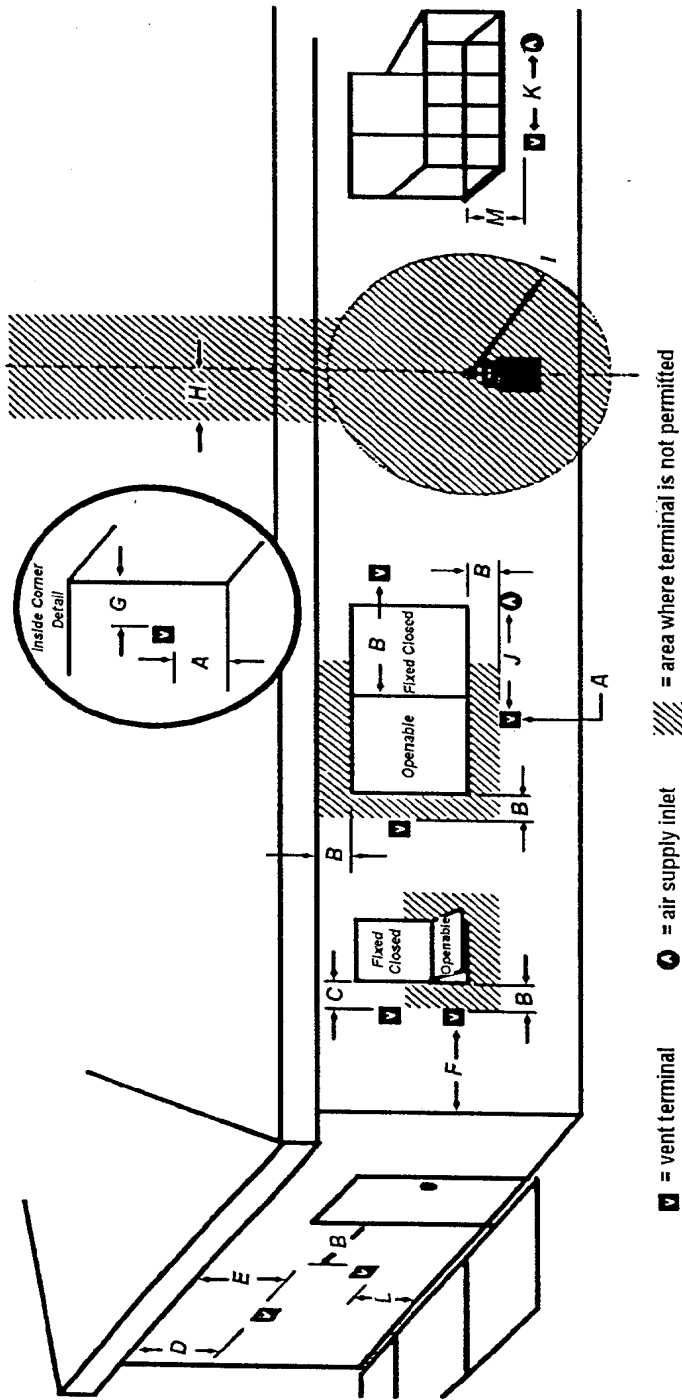


Figure 6

Possible Vent TERMINATION locations.



- A= clearance above grade, veranda, porch, deck, or balcony [\*12 inches (30 cm) minimum]
  - B= clearance to window or door that may be opened [\*12 inches (30 cm) minimum for appliances ≤ 100 000 Btuh (30 kW) 36 Inches (90 cm) minimum for appliances > 100 000 Btuh (30 kW)]
  - C= clearance to permanently closed window [minimum 12 inches (30 cm) recommended to prevent condensation on window] (g-USA)
  - D= vertical clearance to ventilated soffit located above the terminal within a horizontal distance of 2 feet (60 cm) from the center-line of the terminal [18 inches (46 cm) minimum]
  - E= clearance to unventilated soffit [12 inches (30 cm) minimum]
  - F= clearance to outside corner - 12"
  - G= clearance to inside corner - 12"
  - H= \*not to be installed above a meter/regulator assembly within 3 feet (90 cm) horizontally from the center-line of the regulator
  - I= clearance to service regulator vent outlet [\*6 feet (1.8 m) min (3 ft-USA)]
  - J= clearance to nonmechanical air supply inlet to building or the combustion air inlet to any other appliance (g-USA)
  - K= [\*12 inches (30 cm) minimum for appliances ≤ 100 000 Btuh (30 kW) 36 inches (90 cm) minimum for appliances > 100 000 Btuh (30 kW)]
  - L= † clearance to a mechanical air supply inlet [\*6 feet (1.8 m) min (3 ft-USA)]
  - M= † clearance above paved side-walk or a paved driveway located on public property [\* 7 feet (2.1 m) minimum]
- = vent terminal    
 = air supply inlet    
 = area where terminal is not permitted

† a vent shall not terminate directly above a side-walk or paved driveway which is located between two single family dwellings and serves both dwellings\*

‡ only permitted if verand, porch, deck, or balcony, is fully open on a minimum of 2 sides beneath the floor\*

\* as specified in CGA B149 Installation Codes Note: local Codes or Regulations may require different clearances

**Note: The Standard Horizontal Vent Kit does not require a restrictor.**

The vent/air intake termination clearances above the high side of an angled roof as follows:

Roof Pitch	Feet	Meters
Flat to 6/12	1	0.3
7/12 to 9/12	2	0.6
10/12 to 12/12	4	1.2
13/12 to 16/12	6	1.8
17/12 to 21/12	8	2.4

### APPROVED VENTING SYSTEM COMPONENTS

**Component Description**

- 90° Elbow
- 45° Elbow
- 6" Straight
- 9" Straight
- 12" Straight
- 24" Straight
- 36" Straight
- 48" Straight
- 11"-14 5/8" Adjustable Pipe Length
- Horizontal Vent Cap
- Vertical Vent Cap
- Snorkel 36"
- Vinyl Siding Standoff 4 x 6 5/8"
- Round Ceiling Support Wall  
Thimble Covers
- Wall thimble

**If the vent air intake system, for any reason, is disassembled, it must be reinstalled per the instructions provided for in the initial installation.**

#### VENT CONFIGURATION OPTIONS

##### I. STANDARD HORIZONTAL INSTALLATION Kit #93-65000)

**NOTE:**

Install the 45E elbow over the outer collar. Place the elbow so that the twist lock end is pointing up. Install the 2' pipe section into the elbow by fully inserting it turning approximately 1/4 turn

clockwise until the two sections are fully locked. Install the 90E elbow in similar fashion.

**NOTE: BE SURE THERE IS NO WIRING OR PLUMBING IN THE CHOSEN WALL LOCATION.**

Move the stove and pipe assembly back until the 90E elbow is flush to the wall. The 2' vertical pipe should be parallel to the wall. Draw a circle around the pipe. Use the center of this circle as the center point of the 10" x 10" square wall pass through. Cut and frame the wall for the vent pipe. Install the horizontal vent termination on the outside of the wall. Make sure both of the retaining straps extend through the interior wall. Before attaching the vent termination to the outside of the house, run a bead of non-hardening mastic around the outside edges, between the vent termination and the wall. The arrow on the end cap should point up. Secure the cap to the wall with the appropriate screws.

Put the adjustable (11"-14") pipe into the horizontal vent cap, (the vent pipe must extend into the horizontal vent cap a minimum of 1 1/4"). Move the stove and vent pipe into position, insert the adjustable (11"-14") pipe into the 90E elbow, twist lock it. Secure the straps from the horizontal vent termination to the interior pipe with two sheet metal screws, keeping screws as close to the wall thimble as possible. Bend or cut the excess strapping so the thimble cover will fit properly. Screw the thimble cover to the wall.

\*The adjustment range of the wall thickness for this configuration is 3"min- 9"max.

SANTA FE: HORIZONTAL AND VERTICAL VENTING

DO NOT INCLUDE EXIT ADAPTER AS AN ELBOW.

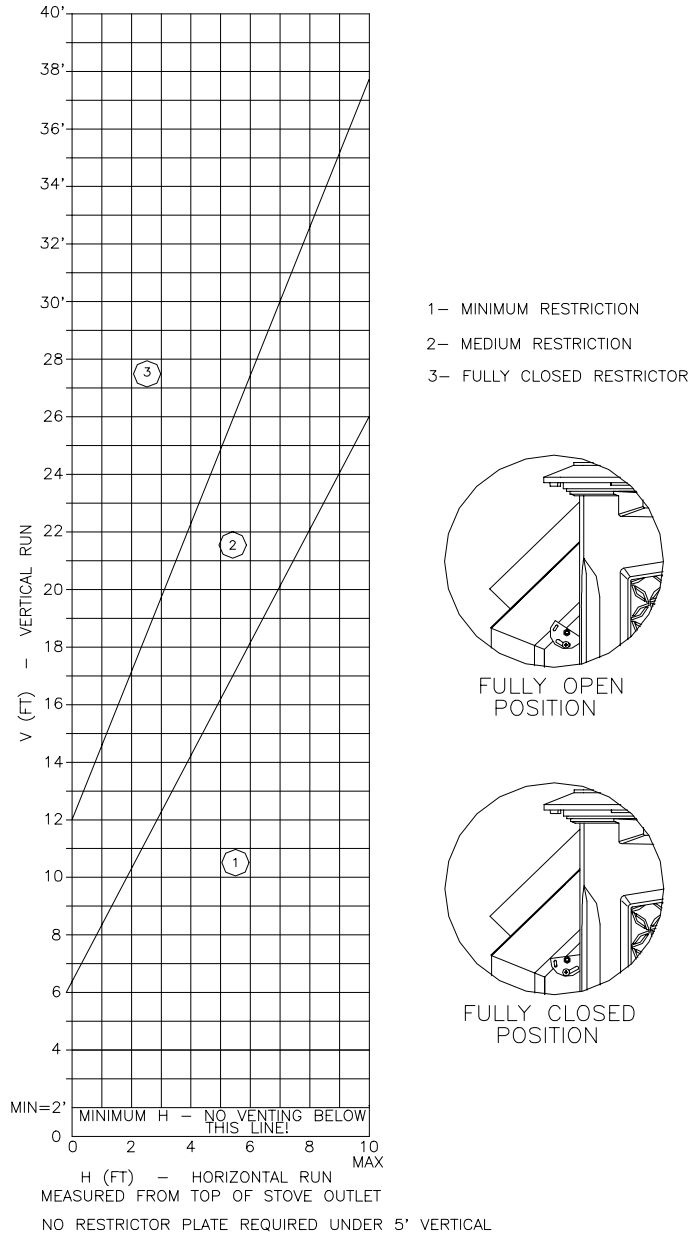
IF MORE THAN TWO 90° ELBOWS ARE REQUIRED, THE MAXIMUM ALLOWABLE HORIZONTAL VENT LENGTH MUST BE REDUCED BY 5' FOR EACH ADDITIONAL ELBOW.

FOR CORRECT DRAFT, HORIZONTAL VENTING MUST RISE 1/4" - 1/2" PER FOOT OF RUN.

**Figure 7**

**RESTRICTOR**

To adjust your restrictor for maximum flame appearance, loosen the Phillips head screw and spin the locator, found on the rear left side of the stove. (Refer to figure 8)



**Figure 8**

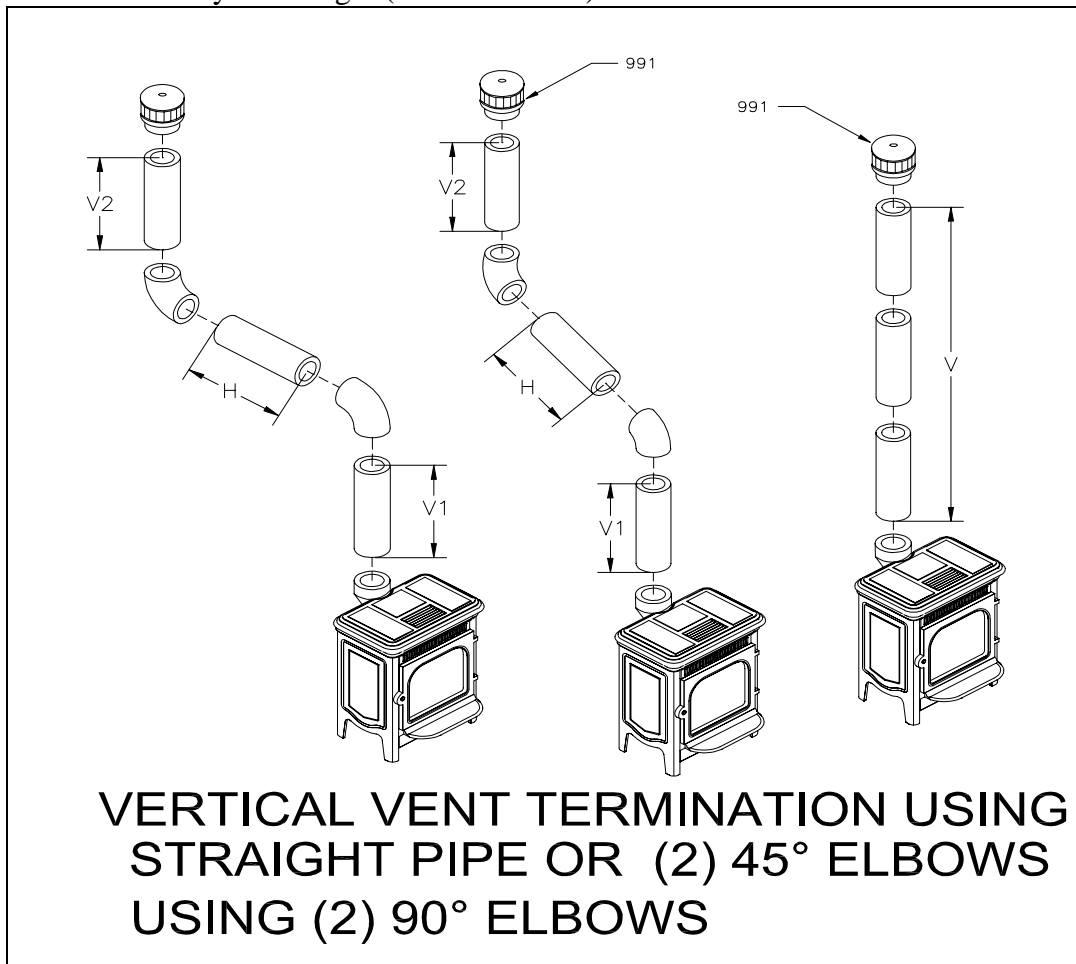
**II. FIREPLACE VENTING INSTALLATIONS**

- 40' maximum system height (without offsets)
- 14' maximum offset (refer to Figures 7-8)
- Maximum rise to run = 1 to 5 (refer to Figures 7-8)
- The termination must fall within the area outlined in Figure 8 and the Chart in Figure 9.

SANTA FE VERTICAL VENTING USING: -A CHIMNEY AS AIR INLET ADAPTER -A CO-LINEAR ADAPTER -CO-AXIAL ADAPTER	
V (FT)	H (FT)
10' MIN. ——— 1.5' MAX.	1.5' MAX.
40' MAX. ——— 1.5' MAX.	1.5' MAX.
$H1 + H2 = H$ (FT)	
V + H = MAXIMUM ALLOWABLE VENT LENGTH FOR CORRECT DRAFT, HORIZONTAL VENTING MUST RISE 1/4" - 1/2" PER FOOT OF RUN. RESTRICTOR PLATE IN POSITION (1) FULLY OPEN DO NOT INCLUDE EXIT ADAPTER AS AN ELBOW.	

**Figure 9**

**III. Vertical Termination Venting Configurations**  
 -40' maximum system height (without offsets)



The Authority Having Jurisdiction must be consulted prior to proceeding with these installation methods.

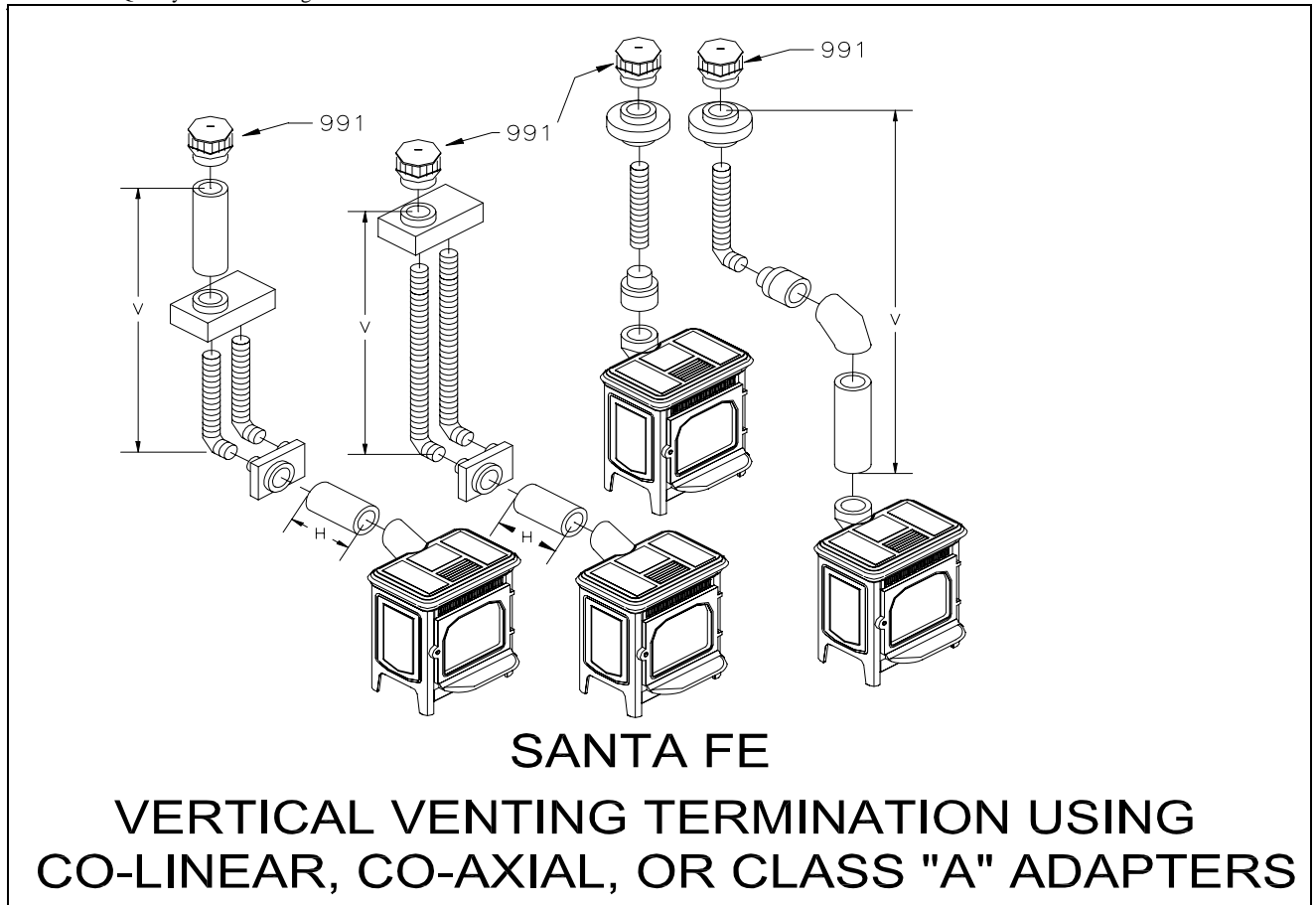


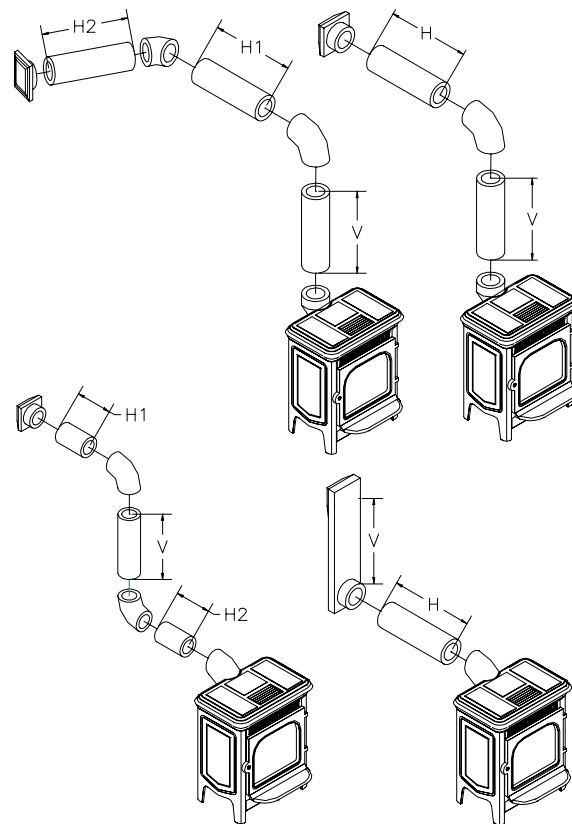
Figure 11

**IV. Horizontal Termination Venting Configurations**

- A minimum of 24" rise is required (with or w/o offsets)
- 40' maximum system height (without offsets)
- Maximum rise to run = 1 to 5 (refer to Figures 7 & 8)
- The termination must fall within the area outlined by the shaded area shown in Figure 8.

- Use a vinyl siding Stand off when installing against vinyl siding.
- Horizontal sections require a 1/4" rise every 12" of horizontal run.
- For each 90° elbow after the second, remove 5' from horizontal run.
- Use with snorkel termination 45" maximum horizontal run.

APPROVED DV VENTING CONFIGURATION FOR HORIZONTAL TERMINATION



## SANTA FE HORIZONTAL VENTING TERMINATION USING (1) 90° ELBOW & (1) 45° ELBOW (4"x6 5/8" PIPE)

Figure 32

Conditionally approved for purchased mobile home installation. This appliance may be installed in an aftermarket permanently located, manufactured (mobile) home, where prohibited by local codes.

This appliance is only for use with the type of gas indicated on the rating plate. This appliance is not convertible for use with other gases, unless a certified kit is used, available through your local HearthStone dealer.

Cet appareil peut être installé dans un maison préfabriquée (mobile) déjà installée à demeure si les règlements locaux le permettent.

Cet appareil doit être utilisé uniquement avec les types de gas indiqués sur la plaque signalétique. Ne pas l'utiliser avec d'autres gas sauf si un kit de conversion certifié est installé

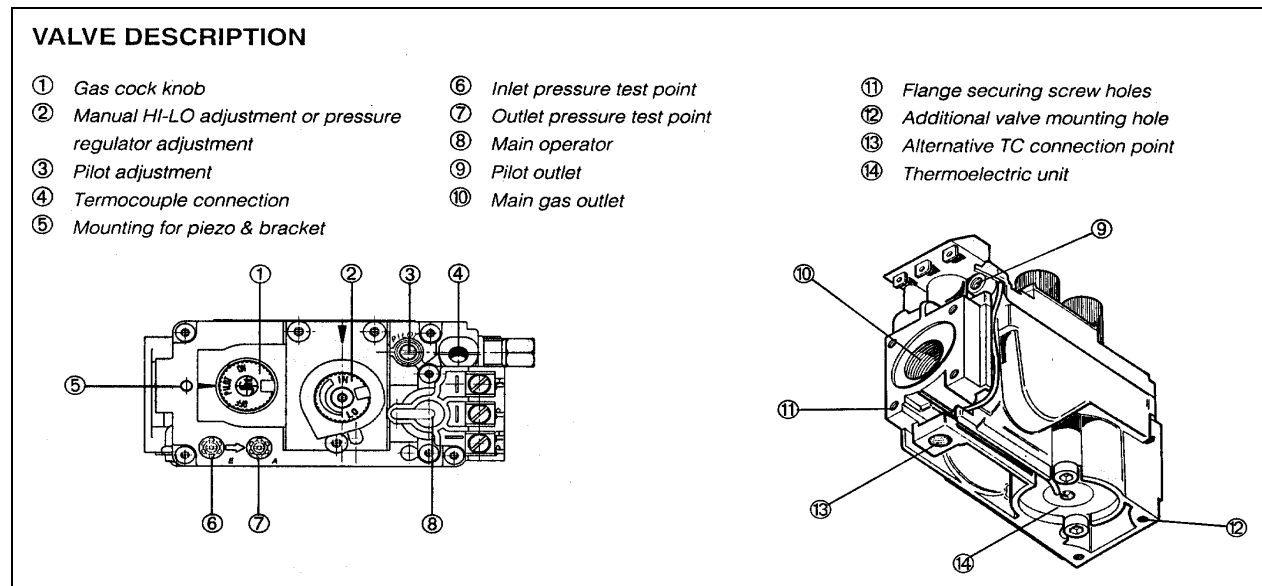


Figure 13

## GAS CONNECTIONS

The gas supply line connection is made to the Santa Fe's gas control valve under the unit on the left side using a 3/8" NPT fitting. It should be sized to provide a sufficient gas supply to meet the maximum demand of the unit without undue loss of pressure.

Once connected to the gas supply the gas inlet pressure and manifold gas pressure must be tested. The supply line must include a manual shut-off valve and union so that the unit can be disconnected for servicing. The gas control valve has built in pressure taps for test gauge connections (#'s 6 & 7 in Figure 13). The supply line pressure must be tested to ensure it meets the minimum pressure for the type of fuel in use (NG or LP).

### GAS PRESSURE ADJUSTMENT

A qualified technician must connect the heater to the gas supply and leak test the unit before it is approved for use. Consult all local codes. The appliance and its main gas valve must be disconnected from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5kPa). The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5kPa).

**Pressure Measurements:** To measure the pressure of gas directly upstream of the supply connection, connect a manometer to the gas inlet tap(6) and manifold pressure tap (7) in Figure 13

### REPLACING THE GLASS

To replace the front glass, shut the pilot light off. Remove the front screw, using the 1/8" hex wrench provided. Open the door. Take care and pull the door up and remove it from its hinges. Remove the eight Phillips head screws in the frame and pull the frame and glass off the door. If the glass is broken, pull the broken fragments of glass away from the door using heavy-duty gloves, as the pieces will be very sharp. Carefully replace the glass gasket as necessary, and replace the door.

### WARNING

Do not use substitute materials. Use only parts that have been supplied through HearthStone, or a HearthStone dealer.

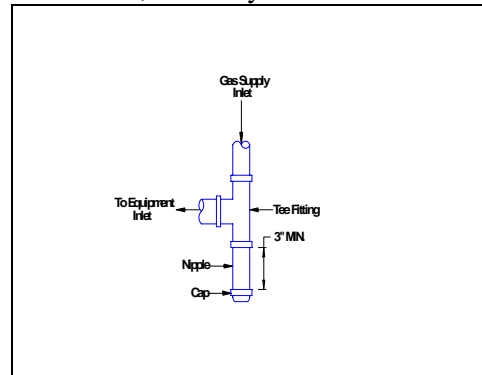
### CAUTION

Do not clean the glass while the unit is hot. Allow approximately one hour before attempting cleaning.

### LOG PLACEMENT

Only the decorative ceramic fiber log set supplied with the unit should be placed in the firebox. Do not place any other ceramic logs, wood logs, or other materials in the firebox. If the log set is damaged or broken contact your dealer for replacement. The decorative ceramic fiber log set will last a long time, however, they will break if subjected to rough or improper handling.

Exact positioning of the log set is required in order to obtain a pleasing flame pattern and efficient combustion. Incorrect log placement may cause carbon build-up; excess thermal stress on the log set and stove parts, reduced efficiency, and high levels of carbon monoxide. If the log set does not set into the firebox exactly as outlined, contact your dealer for assistance.



Sediment Trap

## INSTALLATION OF THE LOG SET

(Refer to figures 14 & 15)

1) Using a 1/8" hex wrench, remove the screw in unit's doorknob. Once the front is open, remove the packaging material around the log set. Be careful not to damage the log set when unpacking.

2) Gently place the Rear Log (1) in the firebox against the center of the back wall.

3) Gently place the Middle Log (2) in the firebox against the front of the Rear Log. The Middle Log should sit in the center of the burner tube. Leave a 3/16" gap between the front face of the log, and the burner tube. The rear tabs on the Middle Log, should touch the front of the Rear Log, and the log should be centered side to side.

4) Place the Ember Screen (3) on the front burner tube with the long side of the Screen on the burner. This will allow the screen to hold the majority of the embers which will be installed shortly.

5) Gently place the Front Log (4) in the firebox in front of the burner tube in the Center. Pull the Front Log as far forward as possible.

6) Spread randomly across the Ember Screen, the Charcoal Embers, giving preference to the rear of the front log. Leaving small gaps will create flames in that spot.

7) Gently place the Top Log (6) in the firebox on the top of the Middle Log. The Middle Log has two posts, which slide into the two holes on

the underside of the Top Log. The "leg" on the Top Log points towards the rear of the firebox.

8) With a 1/8" hex head wrench, use the bolt to fasten the door to the firebox. Make sure the door is properly secured to the firebox before turning the unit on. Be careful not to chip the enamel when fastening the door.

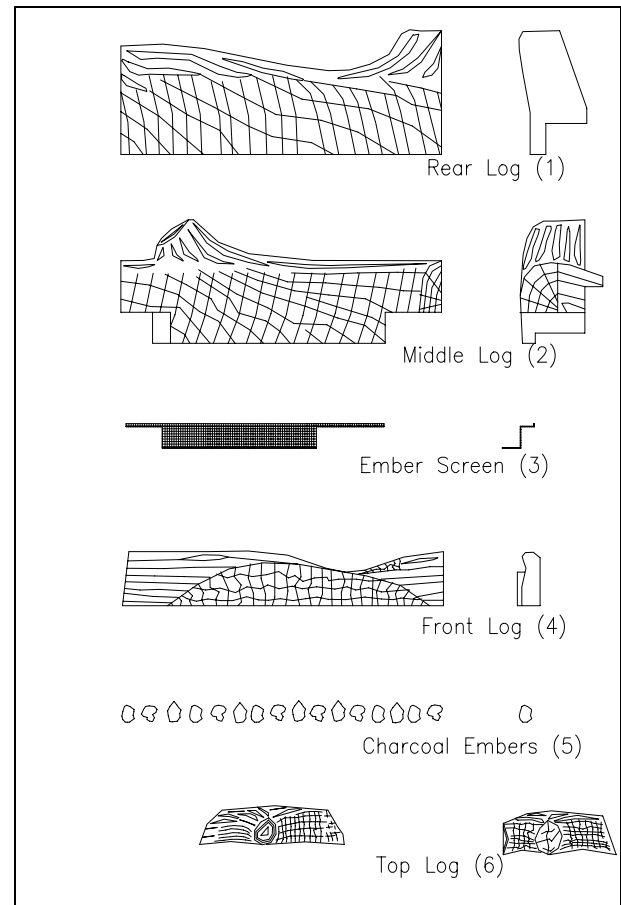
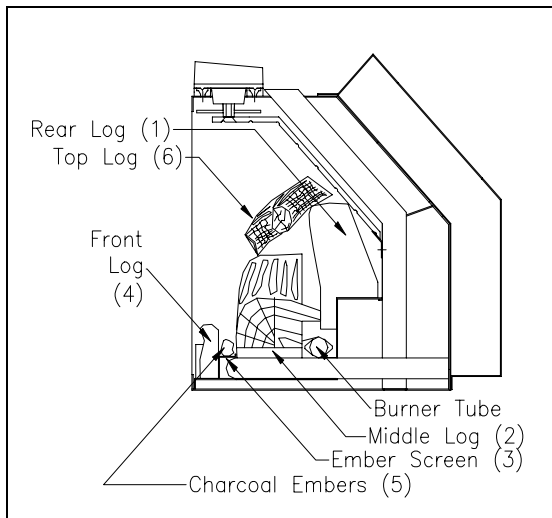


Figure 14



**Figure 15**

### REMOVAL OF THE LOG SET

Remove the front screw using a 1/8" hex wrench and swing door open.

The log set is four pieces along with the charcoal embers as shown in *Figures 14 & 15*. First, remove the Top Log (6) by pulling it up off the Middle Log (2) and out of the firebox. Next remove the charcoal embers. Then lift upwards and pull the Front Log (4) out of the Firebox. Next remove the Embers Screen (3) from the burner tube. Grip the Middle Log (2) and lift upward, off the burner tube holder, and out of the firebox. The Rear Log (1) can then be removed from the firebox. Place the logs and charcoal embers in a safe area where they will not be damaged.

#### CAUTION

*Fragile!* Handle log set and charcoal embers with care.

## LIGHTING THE UNIT FOR THE FIRST TIME

### SMOKE AND FUMES WARNING

When lit for the first time, the Santa Fe will emit some smoke and fumes. This is normal "off-

gassing" of the paints and oils used in the manufacturing and assembly of the unit. Open windows to vent the room if necessary. The off gassing and fumes will subside after the first 10 to 20 minutes of operation.

Once the Santa Fe has been set in place and connected as described previously, the unit is ready to be lit for the first time. The manufacturer tests each Santa Fe prior to shipment, so ignition should take place without failure.

#### Caution

***Log set and charcoal embers retain heat and can be very hot, if previously lit !*** Allow 1 hour after pilot light is turned off before handling.

### PILOT LIGHT

The Santa Fe has a piezoelectric spark igniter (the push button located next to the gas control valve behind the valve access door, which ignites the pilot light by means of a spark at the pilot light assembly. Do not attempt to light the unit with a match or by any means than the piezoelectric spark.

### PILOT ADJUSTMENT

The pilot light is preset by the manufacturer and should not need adjustment. The pilot light flame should be large enough to engulf the thermopile and thermocouple located next to the pilot, but not so large as to create excessive noise or consume excessive gas. (*refer to figure 16*) However, it can be adjusted by means of the pilot light adjustment screw located on the gas control valve. Open the valve door to access the pilot adjustment screw. Note that the pilot flame must engulf the thermopile so that the thermopile can generate sufficient milli-voltage (325 to 500-mv) to power the millivolt gas control valve

***Before lighting,*** smell all around the appliance area for gas. Be sure to smell next to the floor because some gases are heavier than air and will settle on the floor. If you smell gas, check for leaks. Use only your hand to turn the gas control knob. Never use tools.

**WARNING**

The control has an interlock device. If the stove has been lit, it will not relight immediately. After shutting off all gas flow, the pilot burner cannot be relit until the thermocouple has cooled, allowing the electromagnet to be released (*Approx. 60 sec.*). The gas control knob is designed to be operated by hand. Do not use any tools during this operation.

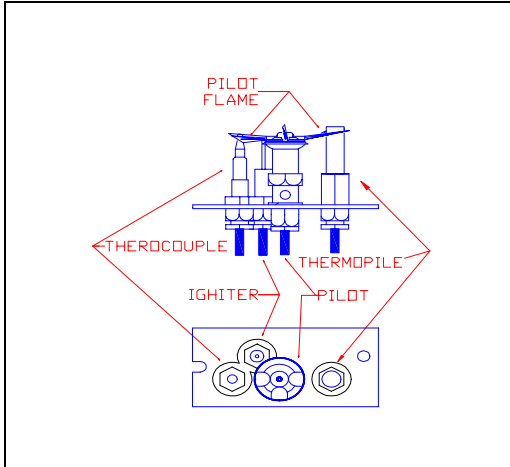


Figure 16

**INITIAL ADJUSTMENTS****AIR SHUTTER**

The air shutter is preset by the manufacturer for optimum operation and should not need adjustment. There is an adjustable air shutter located on the U-burner tube on the right rear of the unit under the air deflector. The air shutter is used to regulate the air-to-gas combustion mixture, which in turn adjusts the size and color of the flames. (*refer to figure 17 to see a typical flame pattern*) However, it may need adjustment once the unit has been installed to compensate for variations in supply line pressure, altitude, and other variables.

**AIR SHUTTER ADJUSTMENTS**

The air shutter is adjustable while the stove is burning by loosening the adjusting nut located under the rear right hand corner of the stove. This nut is hot and should not be touched. Use only metal tools for this adjustment.

Moving the nut toward the front of the stove increases the air and moving the nut toward the back of the stove decreases the air. Tighten the nut after making adjustment. The air shutter is factory set and only a qualified gas technician should make adjustments.

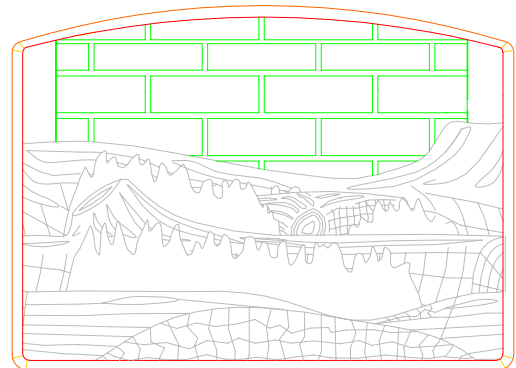


Figure 17

**Gas Conversions**

All Santa Fe stoves have been built for use with Natural Gas. These units however, can be easily converted for use with LP, and visa versa. The instructions provided with the conversion kit must be followed. *Only a Qualified Gas Technician should do the conversion.*

For checking and properly adjusting the manifold pressure, refer to the *Gas Connection* section on page 16 of this manual. **Leak test before and after lighting the stove.**

Fill out the label provided on back of the stove. The input rate of the heater can be verified by checking the manifold pressure. If the manifold pressure is correct, then the input rate is also correct. Be sure to check the manifold pressure and properly adjust the pilot and main burner flames.

## ROUTINE MAINTENANCE AND CARE

The Santa Fe requires minimal routine maintenance and care. The unit should always be cool and off when being serviced.

Once a year the unit and venting system should be inspected by qualified service personnel to ensure that they are clean, prevent the accumulation of dust, lint and other debris, free of obstruction, safe and in good working condition. To clean the firebox, set the switch to the "OFF" position, and turn off the gas at the gas control valve.

When the unit is cool, open the front door and carefully remove the decorative ceramic fiber log set taking care not to damage the logs or chip the enamel cast iron. Clean the firebox burner tube and carefully vacuum the entire surface of the log set. Take care to thoroughly

vacuum the ports (holes) along the top of the burner tubes.

With the decorative ceramic fiber logs out of the firebox, fasten the door shut and light the unit according to *lighting instructions* described on *Page 4*. Check to ensure a flame is burning from each burner port. The pilot flame should be large enough to engulf the sensor/thermocouple. Turn the unit off by setting the switch to "Off", and turning off the gas control valve. Allow the unit to cool. Check and clean any burner ports which are not burning or not burning properly. Clean burner ports using a soft brush or vacuum cleaner. Adjust the pilot flame height if necessary.

Complete the cleaning procedure by carefully placing the log set within the firebox as described on *Page 16*. Close and fasten the front door. Turn on the gas, light the unit and check for proper operation.

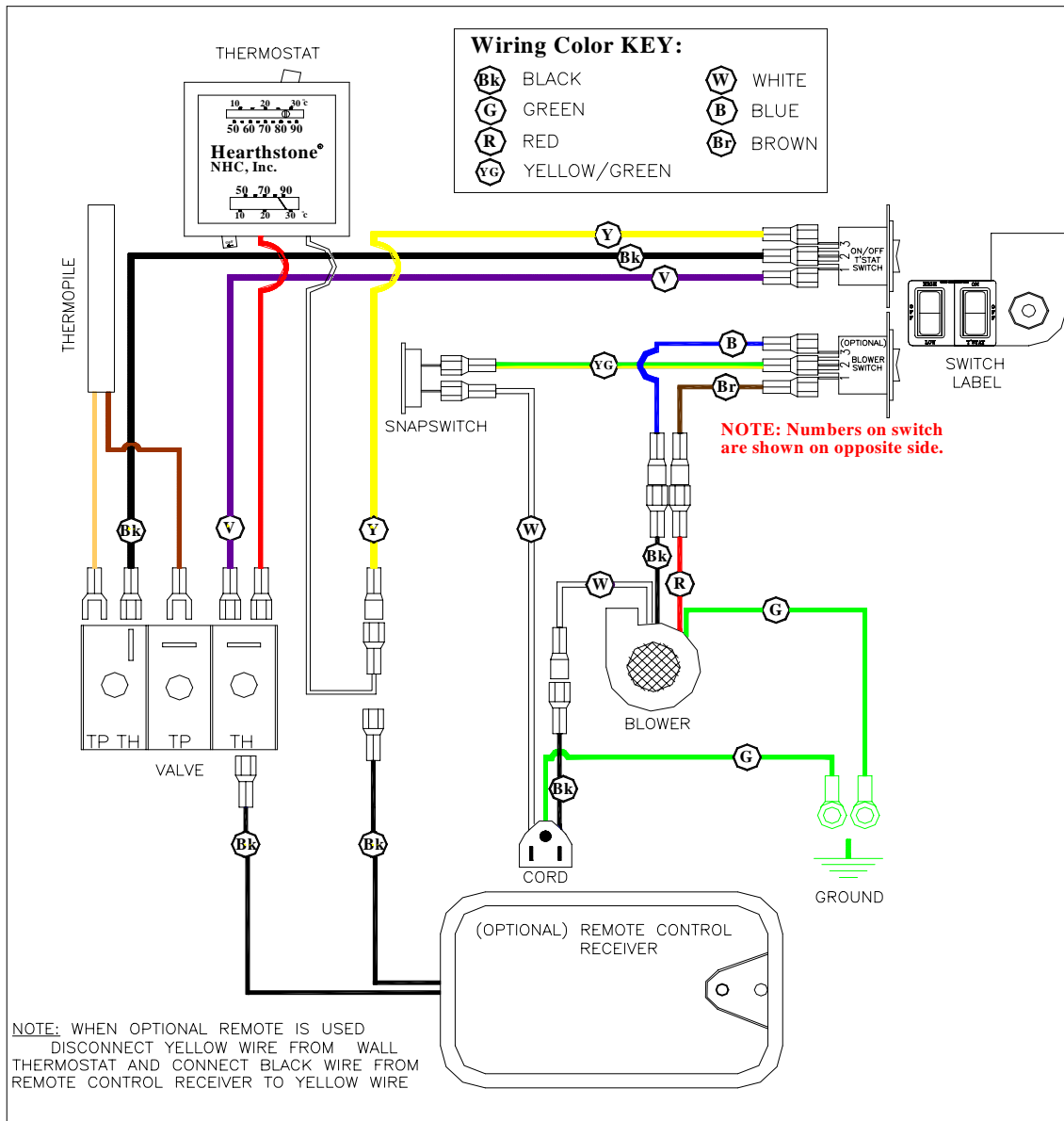
### **WARNING**

Do not use abrasives when cleaning the glass.

### **HIGH ALTITUDE CONVERSIONS**

For high altitude installations (610-1370meters 2000-4500feet) the orifice sizes (DMS)for NG and LP gasses are 32 and 50 respectively. See data plate for additional information. For high altitudes consult the local gas distributor or the authority having jurisdiction for proper rating methods. If a conversion is necessary, the installer must fill out the conversion label provided with the kit and place it on the unit.

# Wiring Diagram - Santa Fe



## WIRING INSTRUCTIONS

**Caution:** Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing. (*Attention: Au moment de l'entretien des commandes, étiquetez tous les fils avant le débranchement. Des erreurs de câblage peuvent entraîner un fonctionnement inadéquat et dangereux.*)

## PARTS LISTS

<b>Part #</b>	<b>Description</b>	<b>Part #</b>	<b>Description</b>
27x0-655	Door Handle	5300-085	Pilot Shield
27x0-650	Front Door	5701-925H	Starter Collar
2710-810	Top Grill	7211-310	Valve (NG)
27x0-660	Front Grill	7211-370	Pilot Assembly (NG)
2310-850	Heat Exchanger Base	7210-103	Piezo Igniter
2310-860	Heat Exchanger	7211-017	Gas Line 3/8 Diameter
2310-240	Exhaust Baffle	7211-247	Burner Tube
3030-028	Glass 17-15/32"x11-9/16"x5mm	7211-530	Rear Log
3110-057	Low Density Door Rope 3/8"	7211-531	Middle Log
3160-080	Glass Tape 3/4"	7211-532	Front Log
3160-150	Firebox/Air Heat Exchanger Gasket	7211-533	Top Log
3160-152	Pilot Gasket	7211-505	Charcoal Embers
3160-157	Gasket 6"	3160-075	Heat Exchanger Flat Rope 1/4"
5300-066	Piezo Bracket	5300-095	Ember Screen
5300-090	Secondary Air Plenum	7211-470	Thermocouples
7211-009	Pilot Gas Tube	5710-470	Stone clip
5300-011	Firebox	97-56601	LP Conversion Kit
5300-112	Restrictor Plate	97-56600	NG Conversion Kit
5300-114	Restrictor plate rod	7211-430	Igniter Electrode
7211-390	3-way pilot hood (w/ clip)	7211-231	Shutter

### Accessories available:

BLOWER KIT #	(97-57600)
REMOTE CONTROL ON/OFF #	(90-56912)
REMOTE CONTROL THERMOSTAT #	(90-56914)

### WARNING

***Do not substitute Materials.*** For replacement parts, or for information about parts or service,

contact your authorized HearthStone retailer. For the name of the authorized retailer nearest to you, call (802) 888-5235



## TROUBLESHOOTING GUIDE

Symptom	Possible Cause	Corrective Action
1. Pilot will not light.	A. Insufficient gas pressure, air in the pilot line, or dirty or kinked gas line.	A. Using the piezo sparker, try to light the pilot. If it will not light, check the inlet gas pressure.
	B. Pilot orifice plugged.	B. Clean or replace the pilot assembly.
	C. Defective or misaligned electrode at pilot.	C. If a match lights a pilot, check the electrode gap and location. Should be a 1/8" gap in the flame area.
	D. Defective ignitor.	D. Check for a good connection between ignitor and electrode. Check wire insulation. If properly connected and no spark, replace ignitor.
	E. After sitting for "off" season (summer), pilot assembly may be dirty.	E. Clean or replace the pilot assembly.
2. Pilot will not stay lit after carefully following lighting instructions.	A. Low or too high gas pressure	A. Check for proper inlet pressure for the gas being used.
	B. Faulty connections.	B. Measure voltage between valve body and solder connection on the rear of the valve (where the blue wire connects). It should be no less than 7 mV.
	C. Defective thermocouple.	C1. Ensure that the thermocouple connection at the gas valve is tight. C2. Check thermocouple output using millivolt meter. Disconnect from valve and read voltage across wire ends. If the reading is less than 15 mV, replace the pilot assembly.  C3. If burning NG, check pilot flame to see that it is impinging on the top of the thermocouple. Clean or replace pilot for maximum flame impingement.
	D. Pilot dirty or plugged.	D. Clean or replace the pilot assembly.

<b>Symptom</b>	<b>Possible Cause</b>	<b>Corrective Action</b>
3. Pilot burning, no gas to main burner, valve knob in the "ON" position, thermostat and/or on/off/t'stat switch in the "ON" position.	A. Thermostat switch or wires defective.	A. Check thermostat/wiring for proper connections. Place jumper wire across terminals at thermostat. If burner comes on, replace defective thermostat. If not OK, place jumper across thermostat wires at gas valve. If burner comes on, tighten connections, or replace faulty wires.
	B. Thermopile may not be generating sufficient voltage.	B. Check thermopile output, using a milli-volt meter. If the optional on/off kit has not been installed, take the readings across generator terminals of the gas valve. (TPTH and TP). With the on/off kit, take the readings across TH and Terminal block (which corresponds to #3 on the switch). Milli-volt reading should be greater than 325 mV. If not, replace the pilot assembly. If the meter reading is OK, but the burner does not come on, replace the gas valve.
	C. Plugged burner orifice.	C. Remove and check burner orifice, clean or replace. Note: do not use any metal cleaning device, as this may damage the orifice.
4. Pilot and burner come on, but go out after some warm-up.	A. Inconsistent, of insufficient flame on thermopile.	A. Adjust pilot flame size and assure that the flame is aimed directly at the thermopile.
	B. Insufficient gas pressure.	B. Check line pressure to ensure that the correct inlet pressure is present for the type of gas being used. If propane pressure is inconsistent, check for water condensation at the regulator.
5. Frequent pilot outage problem.	A. Pilot flame may be too low or blowing, (high), causing the pilot safety to drop out.	A. Clean and/or adjust the pilot flame for maximum impingement on the thermopile and thermocouple.
6. Glass fogs	A. A normal result of gas combustion.	A. After the heater has warmed up, the glass should clear.
7. Blue Flames	A. A normal result during the first 20 minutes.	A. Flames should begin to turn more yellowish after 20 minutes of burning.
		B. If the blue color stays; adjust the air shutter for a proper burn.
<b>Symptom</b>	<b>Possible Cause</b>	<b>Corrective Action</b>

<p>8. Floating flames, lazy ill-defined, quiet flames, which roll around, sometimes completely off of the port, sometimes with overly, yellow tips. Possible sooting. Usually accompanied by the odor of aldehydes.</p>	<p>A. Potentially dangerous incomplete combustion due to incorrect air to fuel ratio (lack of combustion air or excessive fuel delivery i.e. excessive gas pressure, overrating of appliance).  B. Incorrect air intake/exhaust flow system. Causes may be:  B1. Blocked burner.  B2. Blocked primary air  B3. Blocked secondary air inlets</p>	<p>A. Check the appliance input rate and reduce if necessary. The air intake/exhaust flow system may be too restrictive or blocked (the rate at which the exhaust leaves [draft] determines the rate at which the combustion air is delivered). Poor draft results in insufficient air delivery or a restricted exhaust. Correct air intake/exhaust flow system.  B1. Clear ports.  B2. Clear obstructions.  B3. Clear obstructions.  C. If gas pressures are correct and the flames stay the same, adjust the air shutter for a proper burn.</p>
<p>9. Burner flashback. Air-gas mixture ignites inside the burner near the orifice, usually creating a roaring noise like a blowtorch. The problem is an imbalance of gas flow velocity and burning speed pattern.</p>	<p>A. Excessive.  B. Burner input underrated.  C. Valve leak if flashback occurs with burner valve in off position.  D. Improper gas pipe size.</p>	<p>A. Adjust the air shutter for a proper burn.  B. Check input rate. Check input pressure using a manometer. Confirm correct gas pressure at house meter or tank (call gas company). Confirm burner orifice size.  C. Replace valve. If above corrections do not eliminate flashback, replace burner.  D. Correct plumbing.</p>
<p>10. Delayed ignition (makes a sudden "whoosh" noise as the burner lights). This is a buildup of gas prior to ignition. This is more prevalent with propane (LP) fuel.</p>	<p>A. Incorrect air-to-fuel ratio.  A1. Primary air incorrect.  A2. Burner ports plugged.  B. Improper log placement.</p>	<p>A1. Adjust the air shutter for a proper burn.  A2. Open ports to allow for proper travel of flames.  B. Reposition logs to eliminate interference with flame travel.</p>

# **HEARTHSTONE GAS-FIRED STOVE AND INSERT LIMITED WARRANTIES**

**These warranties give you specific legal rights. You may also have other rights which vary from State to State.**

HearthStone Quality Home Heating Products, Inc. (HearthStone) warrants **to the original purchaser only** (the “Original Purchaser”) the new gas-fired stove/insert manufactured by HearthStone and purchased by the Original Purchaser (referred to as the “Stove” for simplicity) against any of the occurrences listed in this document that result from defects in material or workmanship. All obligations of HearthStone under this document commence on the date the Original Purchaser purchases the Stove (the “Purchase Date”).

## **LIMITED LIFETIME WARRANTY**

HearthStone warrants the following parts of the Stove against the following occurrences that result from defects in material and workmanship:

- All cast iron parts, including the cast iron heat exchanger – against breakage, cracking or burn-through.
- All stones – against cracking or breakage due to thermal stress, **excluding** surface and hairline cracks and scratches that do not affect the operation or safety of the Stove.
- Glass – against breakage due to thermal shock.

## **LIMITED FIVE-YEAR WARRANTY**

HearthStone warrants the following parts of the Stove against the following occurrences that result from defects in material and workmanship:

- Firebox and firebox baffle – against breakage, cracking or burn-through.
- Convective heat exchanger – against breakage, cracking or burn-through.
- Burners, air shutters and orifices – against breakage, cracking or burn-through.
- Ceramic logs and embers – against breakage, cracking or burn-through.

**This warranty expires on the fifth (5<sup>th</sup>) anniversary of the Purchase Date.**

## **LIMITED THREE-YEAR WARRANTY**

HearthStone warrants the following parts of the Stove against the following occurrences that result from defects in material and workmanship:

- Gas train, including gas valve, millivolt wiring, spill switch, pilot assembly, thermopile, thermocouple, piezo igniter, and, if the Stove is a vent-free model, ODS system – against breakage or malfunction.

**This warranty expires on the third (3<sup>rd</sup>) anniversary of the Purchase Date.**

## **LIMITED ONE-YEAR WARRANTY**

HearthStone warrants the following parts of the Stove against the following occurrences that result from defects in material and workmanship:

- Enamel Finish – against peeling or fading, **excluding** chipping, mechanical abrasion, chemical abrasion or crazing.
- Gaskets and sealants – against breakage or deterioration.
- Accessories and electrical components such as blowers, switches and thermo discs, **excluding** venting components, hearth components, electrical components and other components or accessories used in conjunction with the installation of the Stove ***not*** manufactured or supplied by HearthStone – against breakage or malfunction.

**This warranty expires on the first (1<sup>st</sup>) anniversary of the Purchase Date.**

**EXCLUSIONS**

The warranties contained in this document do not cover, nor is HearthStone responsible for:

1. Damage resulting from installation or operation of the Stove in a manner contrary to the owner's manual.
2. Damage or non-performance resulting from faulty or incomplete setup, installation and start-up or mishandling, abuse, or misuse of the Stove, including but not limited to over-firing.
3. Damage resulting from installation, modification, alteration, repair or service of the Stove by any party other than HearthStone or an authorized HearthStone dealer (a "Dealer").
4. Damage due to water or due to installation of the Stove in a damp or high condensation area.
5. Damage due to installation of the Stove in an atmosphere contaminated by damaging chemicals, including but not limited to chlorine, fluorine or salts.
6. Scratches on glass, enameled surfaces or stones due to mechanical abrasion.
7. Standard wear and tear of the Stove resulting from normal usage over time.
8. Damage, operational-related problems, or inadequate performance caused by site, installation or environmental conditions beyond HearthStone's control, including but not limited to nearby trees, rooftops, buildings, wind, hills, mountains, inadequate or excessive venting, insufficient make up air, or negative air pressure whether or not caused by mechanical systems such as furnaces, exhaust fans, clothes dryers, etc.
9. A defect in any part of the Stove if the Original Purchaser fails to comply with HearthStone's or a Dealer's request to ship the part or the Stove to HearthStone or a Dealer, as the case may be.

THE WARRANTIES CONTAINED IN THIS DOCUMENT ARE EXCLUSIVE AND ARE GIVEN BY HEARTHSTONE AND ACCEPTED BY THE ORIGINAL PURCHASER IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND ANY OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS, OR REMEDIES IN CONTRACT OR TORT, WHETHER OR NOT ARISING FROM HEARTHSTONE'S NEGLIGENCE, ACTUAL OR IMPUTED. ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE GIVEN **ONLY** TO THE EXTENT REQUIRED BY FEDERAL OR STATE LAW. EXCEPT AS OTHERWISE REQUIRED BY STATE LAW, UPON THE EXPIRATION OF THE EXPRESS LIMITED WARRANTIES CONTAINED HEREIN, **NO** IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE SUBJECT STOVE. **SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

THE WARRANTIES CONTAINED IN THIS DOCUMENT EXTEND **ONLY** TO THE ORIGINAL PURCHASER OF THE STOVE WARRANTED HEREUNDER. THEY DO NOT EXTEND TO ANY SUBSEQUENT OWNERS.

UNDER NO CIRCUMSTANCES SHALL HEARTHSTONE BE LIABLE TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGE TO PROPERTY OR PERSONAL INJURIES, WHETHER ARISING OUT OF BREACH OF WARRANTY, TORT, OR OTHERWISE, EVEN IF HEARTHSTONE HAS BEEN APPRAISED OF THE POSSIBILITY OF SUCH DAMAGES. **SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

## QUALIFYING FOR WARRANTY COVERAGE

To obtain performance of any obligation under this document, the Original Purchaser must, **within the applicable warranty time period**, contact HearthStone, at the address listed in the Warranty Registration section below or at **(802) 888-5235**, or a Dealer for instructions regarding the return of defective parts for repair, the return of the Woodstove for repair, or a Dealer service call. The Original Purchaser should refer to the Dealer network search engine contained on HearthStone's Web site ([www.hearthstonestoves.com](http://www.hearthstonestoves.com)), or call HearthStone at (802) 888-5235, to find a Dealer nearest the Original Purchaser's location.

**REMEDY** The remedy for any breach of the foregoing warranties will consist of repair or replacement, at HearthStone's option, of any covered defect in the Stove. When the Original Purchaser contacts HearthStone or a Dealer, HearthStone or the Dealer, as the case may be, will instruct the Original Purchaser to **either** return the defective part, or the entire Stove (if needed), with shipping prepaid, to HearthStone or a Dealer **or** allow a Dealer to make a service call at the place where the Stove is located. In the event the Original Purchaser refuses to allow a Dealer to make a service call, HearthStone or a Dealer, as the case may be, will request that the Original Owner return the defective part, or the entire Stove (if needed), with shipping prepaid, to HearthStone or a Dealer. **Notwithstanding any other provision of this document, the Original Purchaser shall pay for any travel fees and service charges related to a Dealer's service call.**

**Parts:** HearthStone will replace defective parts covered by the foregoing warranties at no charge.

**Labor:** Within the first (1<sup>st</sup>) year after the Purchase Date, HearthStone will pay for warranty labor performed by a Dealer at HearthStone's published labor rates in effect at the time the labor is performed. Thereafter, the Original Purchaser is responsible for the cost of labor.

**Shipping cost for parts:** Within the first ninety (90) days after the Purchase Date, HearthStone will pay for the shipping of Stove parts covered by any of the foregoing warranties to and from HearthStone or a Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for all shipping costs related to shipping Stove parts to and from HearthStone or a Dealer, as the case may be.

**Shipping cost for the Stove:** Within the first (1<sup>st</sup>) year after the Purchase Date, if the Original Purchaser is instructed to return the Stove to HearthStone or a Dealer for repair, HearthStone will pay fifty percent (50%) and the Original Purchaser will pay fifty percent (50%) of the shipping costs related to shipping the Stove to and from HearthStone or a Dealer, as the case may be. Thereafter, the Original Purchaser is responsible for one hundred percent (100%) of all of the shipping costs related to shipping the Stove to and from HearthStone or a Dealer, as the case may be. Notwithstanding any other provision of this document, in no event will HearthStone pay for any Dealer fees or other fees for pick up or delivery of the Stove returned for repair; the Original Purchaser shall be responsible for any such fees.

## WARRANTY REGISTRATION

The Original Purchaser may send a completed and signed Warranty Registration Form, which is enclosed in the Stove warranty packet, to the following address:

**HearthStone Quality Home Heating Products, Inc.  
Warranty Department  
317 STAFFORD AVENUE  
Morrisville, VT 05661**

**NOTE: SENDING IN THE SIGNED WARRANTY REGISTRATION FORM IS *NOT* A CONDITION OF WARRANTY COVERAGE OR HEARTHSTONE'S PERFORMANCE.**