



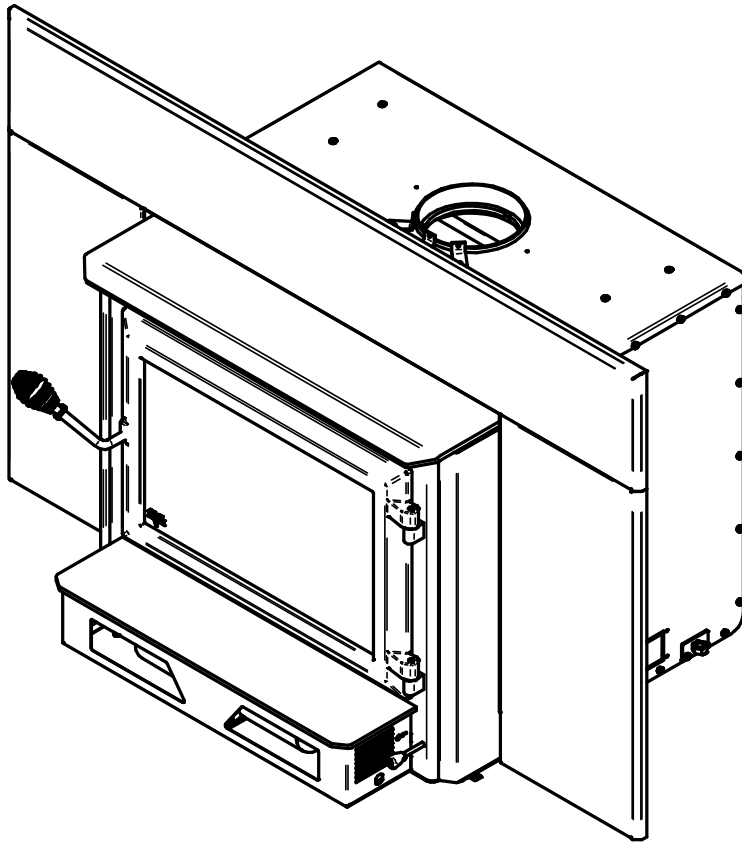
# Wood Insert Owner's Manual

## Part 2 of 2

### INSTALLATION AND OPERATION REQUIREMENTS

## HEI350 INSERT (VB00021 Model)

ENGLISH



Safety tested according to  
ULC S628, UL 1482 and  
UL 737 by an accredited  
laboratory.

US Environmental Protection  
Agency phase II certified  
wood insert compliant with  
2020 cord wood standard.

**EPA**  
**≤2.5 g/h**

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

READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS WOOD INSERT. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH.

**READ AND KEEP THIS MANUAL FOR REFERENCE**

### ONLINE WARRANTY REGISTRATION

If the unit requires repairs during the warranty period, proof of purchase must be provided. The purchase invoice must be kept. The date indicated on it establishes the warranty period. If it can not be provided, the warranty period will be determined by the date of manufacture of the product. It is also highly recommended to register the warranty online at



<https://www.occanada.com/us/en/warranty-registration/>

Registering the warranty will help to quickly find the information needed on the unit.

Dealer: \_\_\_\_\_

\_\_\_\_\_

Installer: \_\_\_\_\_

\_\_\_\_\_

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

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

# CERTIFICATION PLATE



**Intertek**

Control number: 4002461  
(July/Juillet 2020)

REFER TO INTERTEK'S DIRECTORY OF BUILDING PRODUCTS FOR DETAILED INFORMATION  
SE RÉFÉRER AU RÉPERTOIRE DES PRODUITS HOMOLOGUÉS D'INTERTEK POUR PLUS D'INFORMATION

**STANDARDS / NORMES D'ESSAI:**

- Certified to / Certifié selon ULC S628
- Certified to / Certifié selon UL 1482
- Certified to / Certifié selon UL 737
- Certified to/Certifié selon CSA B415.1
- Certified to/Certifié selon ASTM E3053
- Certified to/Certifié selon ASTM E2515

**LISTED SOLID FUEL BURNING  
INSERT APPLIANCE**

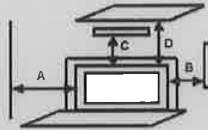
**APPAREIL ENCASTRABLE À COMBUSTIBLE  
SOLIDE HOMOLOGUÉ**

**MODEL / MODÈLE :**  
**'HEI350**

Serial Number  
No. de Série

1

**Clearances to combustibles / Dégage­ments aux combustibles**  
Measured from insert body

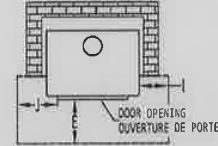


Blower / Ventilateur:  
115VOLTS, 0.8 AMPS, 60Hz

**Mesuré à partir de la chemise de l'encast­rable**

- |  |                        |
|--|------------------------|
| Combustible side wall<br>Mur côté adjacent                         | A: 19 in./po. (483 mm) |
| Combustible side surround [1]<br>Parement latéral combustible [1]  | B: 9 in./po. (229 mm)  |
| Combustible top surround [1]<br>Parement supérieur combustible [1] | C: 27 in./po. (686 mm) |
| Combustible mantle shelf [1]<br>Tablette combustible [1]           | D: 27 in./po. (686 mm) |

**Floor protection  
Protection de plancher**



- |                              |
|------------------------------|
| E: 16 in./po. (406 mm) USA   |
| 18 in./po. (457 mm) CANADA   |
| I: 8 in./po. (203 mm) CANADA |
| J: 8 in./po. (203 mm) USA    |

**Floor - Ceiling / Plancher - Plafond: 84 in./po. (213 cm)**

[1] Subject to a maximum protrusion (consult owner's manual) / Sujet à une saillie maximale (consultez le manuel d'instructions)

**PREVENT HOUSE FIRES**

- Install and use only in accordance with the manufacturer's Installation and operating instructions.
- Contact local building or fire officials about restrictions and Installation Inspection in your area.
- Use with solid wood fuel only. Do not use other fuels.
- Risk of smoke and flame spillage. Operate only with door closed or door open with screen door installed. Open door or remove screen door only to feed the stove.
- Do not connect this unit to a chimney serving another appliance.
- Install only in masonry fireplaces. Do not remove bricks or mortar from masonry fireplace.
- This stove must be installed as a freestanding heater with the clearances listed in the manufacturer's Installation Instructions. It is strictly forbidden to install this stove in a factory-built fireplace.
- The non-combustible floor protection in front of the unit should have an R value equal or greater than 2.00 extending 27 inches (686 mm) in front of the insert if the hearth elevation is lower than 6 inches (152 mm) or extend 16 inches (406 mm) (USA), 18 inches (457 mm) (CANADA) without a R value if the hearth elevation is higher than 6 inches (152 mm).
- Connect to a code-approved masonry chimney or listed factory-built fireplace chimney with a direct flue connector into the first chimney liner section.
- Do not overfire. If stove or chimney connector glows, you are overfiring.
- Inspect and clean chimney frequently. Under certain conditions of use, creosote buildup may occur rapidly.
- Do not use grate or elevate fire. Build wood fire directly on hearth.
- Replace glass only with ceramic glass.
- This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against US federal regulations to operate this wood heater in a manner inconsistent with the operating instructions in the owner's manual.

**PRÉVENEZ LES INCENDIES**

- Installer et utiliser conformément au manuel d'utilisation du fabricant.
- Contacter les autorités de votre localité ayant juridiction concernant les restrictions et Inspections d'Installation.
- Utiliser avec le bois seulement. Ne pas utiliser d'autres combustibles.
- Risque de fuite de fumée et de flammes. Utiliser l'appareil la porte fermée ou ouverte avec le pare-étincelle en place uniquement. Ouvrir la porte ou retirer le pare-étincelle seulement lors du chargement.
- Ne pas raccorder à un conduit de fumée servant déjà pour un autre appareil.
- Installer seulement dans un foyer de maçonnerie. Ne pas enlever les briques ou le mortier du foyer de maçonnerie.
- Ce poêle doit être installé comme appareil de chauffage autonome avec les dégage­ments indiqués dans les Instructions d'Installation du fabricant. Il est strictement défendu d'installer ce poêle dans un foyer préfabriqué.
- La protection de plancher incombustible au devant de l'encast­rable devrait avoir un facteur d'isolation R égal ou supérieure à 2.00 et se prolonger 27 pouces (686 mm) au devant de l'appareil lorsque l'âtre possède moins de 6 pouces (152 mm) d'élévation et se prolonger 16 pouces (406 mm) (USA), 18 pouces (457 mm) (CANADA), sans facteur d'isolation R au devant de l'encast­rable lorsque l'âtre possède plus de 6 pouces (152 mm) d'élévation.
- Raccorder à une cheminée de maçonnerie respectant les codes ou à une cheminée préfabriquée homologuée, directement à la première section de cheminée gainée.
- Ne pas surchauffer. Si l'appareil ou le tuyau rougit, il y a surchauffe.
- Inspecter et nettoyer la cheminée fréquemment. Dans certaines conditions, la formation de crésote peut être rapide.
- Ne pas utiliser de chenets ou de grilles pour élever le feu. Préparer le feu directement sur l'âtre.
- Remplacer la vitre avec un verre de céramique.
- Cet appareil de chauffage requiert des inspections et réparations périodiques. Consulter le manuel de l'utilisateur pour plus d'information. Opérer cet appareil de chauffage de façon inconsistente par rapport au manuel de l'utilisateur consiste une violation de la loi fédérale (USA).

U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with 2020 particulate emission standards using cordwood.  
AGENCE DE PROTECTION DE L'ENVIRONNEMENT DES É.-U. Conforme aux normes d'émission de particules de 2020 avec bûche de bois.

Weighted average emission rate: / Moyenne pondérée des émissions: 1.6 g/h  
Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii)



**WARNING:** This product can expose you to carbon monoxide, which is known to the State of California to cause cancer, birth defects or other reproductive harm.  
(For more information go to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov))



## CAUTION

- HOT WHILE IN OPERATION.
- DO NOT TOUCH. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY.
- CONTACT MAY CAUSE SKIN BURNS. SEE NAME-PLATE AND INSTRUCTIONS.

## ATTENTION

- CHAUD EN FONCTIONNEMENT.
- NE PAS TOUCHER. GARDER LES ENFANTS, LES VÊTEMENTS ET LES MEUBLES ÉLOIGNÉS.
- UN CONTACT AVEC LA PEAU PEUT OCCASIONNER DES BRÛLURES. VOIR LES INSTRUCTIONS.

R27873

Made in St-Augustin-de-Desmaures (Qc), Canada  
05/10/2022 (# test)



Fabriqué à St-Augustin-de-Desmaures (Qc), Canada  
05/10/2022 (# test)

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# 1. General Information

## 1.1 Performances

Values are as measured per test method, except for the recommended heating area, firebox volume, maximum burn time and maximum heat output.

Models	HEI350 (VB00021)	
Fuel Type	Dry Cordwood	
Combustion technology	Non-catalytic	
Recommended heating area (sq. ft.) <sup>1</sup>	1,000 to 2,700 ft <sup>2</sup> (93 to 251 m <sup>2</sup> )	
Overall Firebox Volume <sup>2</sup>	3.5 ft <sup>3</sup> (0.099 m <sup>3</sup> )	
EPA loading volume	2.88 ft <sup>3</sup> (0.082 m <sup>3</sup> )	
Maximum burn time <sup>1</sup>	10 hours	
Maximum heat output (dry cordwood) <sup>3</sup>	110,000 BTU/h (32.2 kW)	
Overall heat output rate (min. to max.) <sup>2 4</sup>	17,200 BTU/h to 57,800 BTU/h (5.0 kW to 16.9 kW)	
Average overall efficiency <sup>3</sup> Dry cordwood	71 % (HHV) <sup>5</sup>	76 % (LHV) <sup>6</sup>
Optimum overall efficiency <sup>7</sup>	77 %	
Optimum heat transfer efficiency <sup>8</sup>	75 %	
Average particulate emissions rate <sup>9</sup>	1.6 g/h (EPA / CSA B415.1-10) <sup>10</sup>	
Average CO <sup>11</sup>	73 g/h	

ENGLISH

<sup>1</sup> Recommended heating area and maximum burn time may vary subject to location in home, chimney draft, heat loss factors, climate, fuel type 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 in the designated area in case of a power failure.

<sup>2</sup> The overall firebox calculation is an approximation and is not intended to be used for loading. This volume includes a buffer zone to allow an easier fuel insertion, prevent ash spillage and allow the air wash to work properly.

<sup>3</sup> The maximum heat output (dry cordwood) is based on a loading density varying between 15 lb/ft<sup>3</sup> and 20 lb/ft<sup>3</sup>. Other performances are based on a fuel load prescribed by the standard. The specified loading density varies between 7 lb/ft<sup>3</sup> and 12 lb/ft<sup>3</sup>. The moisture content is between 19% and 25%.

<sup>4</sup> As measured per CSA B415.1-10 stack loss method.

<sup>5</sup> Higher Heating Value of the fuel.

<sup>6</sup> Lower Heating Value of the fuel.

<sup>7</sup> Optimum overall efficiency at a specific burn rate (LHV).

<sup>8</sup> The optimum heat transfer efficiency is for the low burn rate and represents the appliance's ability to convert the energy contained in the wood logs into energy transferred to the room in the form of heat and does not take into account the chemical losses during combustion.

<sup>9</sup> This appliance is officially tested and certified by an independent agency

<sup>10</sup> Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii) and ASTM E3053-17

<sup>11</sup> Carbon monoxide.

## 1.2 Specifications

Recommended log length	16 in (406 mm) east-west
Maximum log length <sup>12</sup>	22 in (560 mm) east-west
Flue outlet diameter	6 in (150 mm)
Recommended connector pipe diameter	6 in (150 mm)
Type of chimney	ULC S635, CAN/ULC-S640, UL 1777
Minimum chimney height	12 feet
Baffle material	Vermiculite
Approved for alcove installation	Not applicable
Approved for mobile home installation <sup>13</sup>	No
Type of door	Simple, glass with cast iron frame
Type of glass	Ceramic glass
Blower	Included (Up to 144 CFM)
Particulate emission standard <sup>14</sup>	EPA / CSA B415.1-10
USA Standard (Safety)	UL 1482, UL 737
Canada Standard (Safety)	ULC-S628

<sup>12</sup> North-south: ends of the logs visible, East-west: sides of the logs visible.

<sup>13</sup> Mobile homes (Canada) or manufactured homes (USA): The US Department of Housing and Urban Development describes “manufactured homes” better known as “mobile homes” as follows; buildings built on fixed wheels and those transported on temporary wheels/axles and set on a permanent foundation. In Canada, a mobile home is a dwelling for which the manufacture and assembly of each component is completed or substantially completed prior to being moved to a site for installation on a foundation and connection to service facilities and which conforms to the CAN/CSAZ240 MH standard.

<sup>14</sup> Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii) and ASTM E3053-17

### 1.3 Dimensions

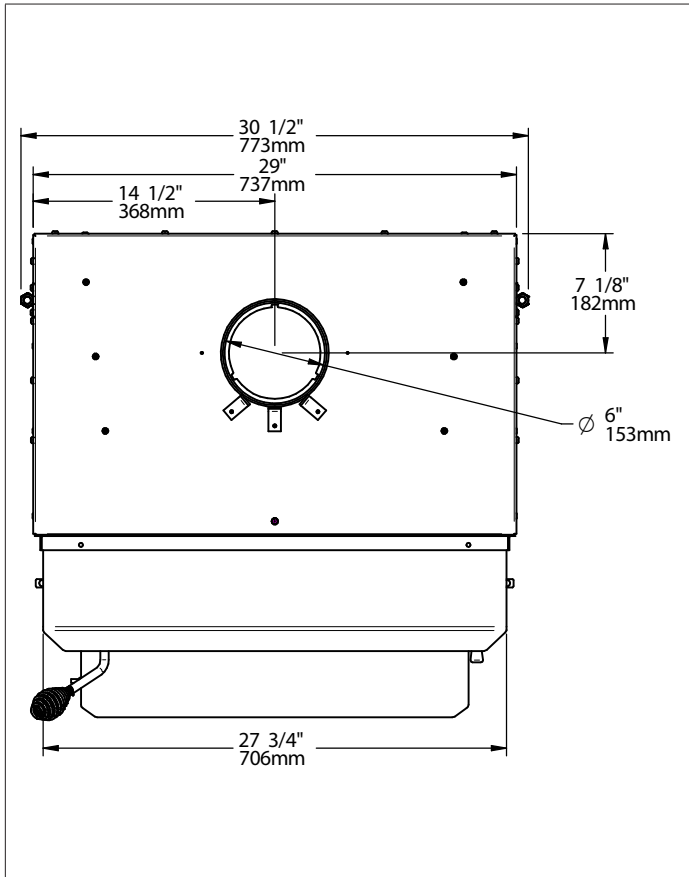


Figure 1 : Top View

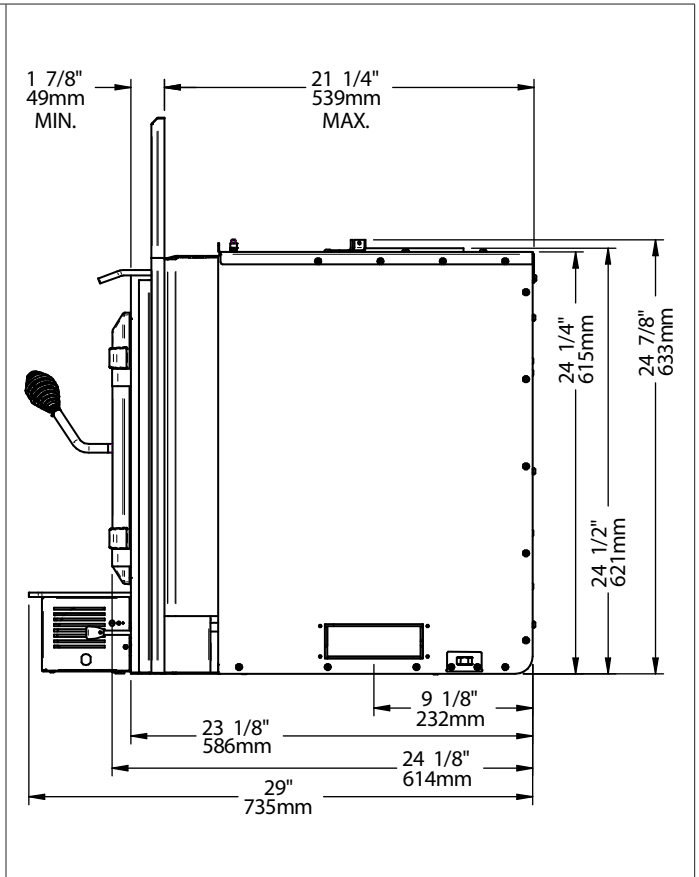


Figure 2 : Side View - Minimum Insert Projection

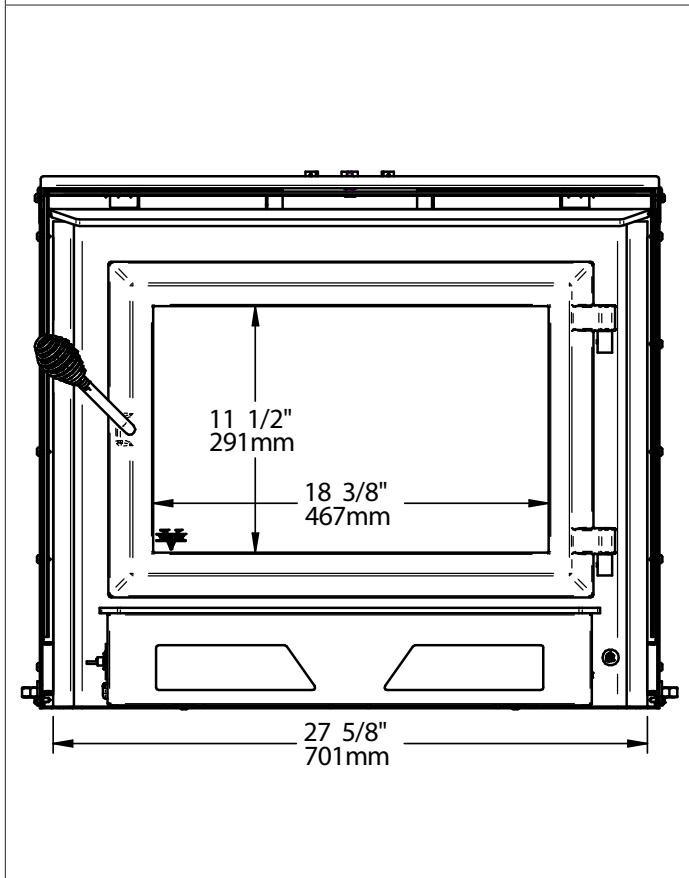


Figure 3 : Front View

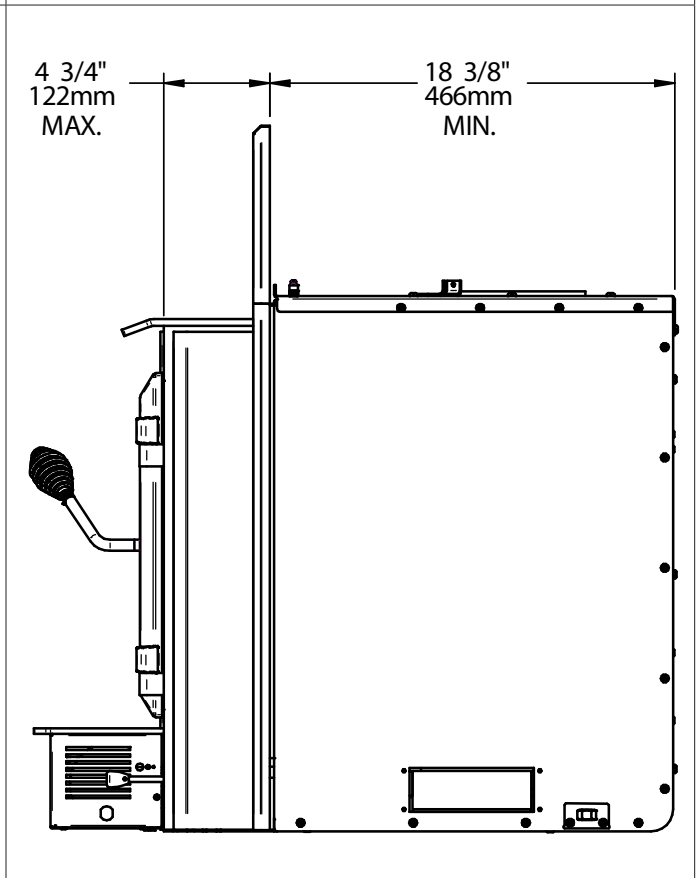


Figure 4 : Side View - Maximum Insert Projection

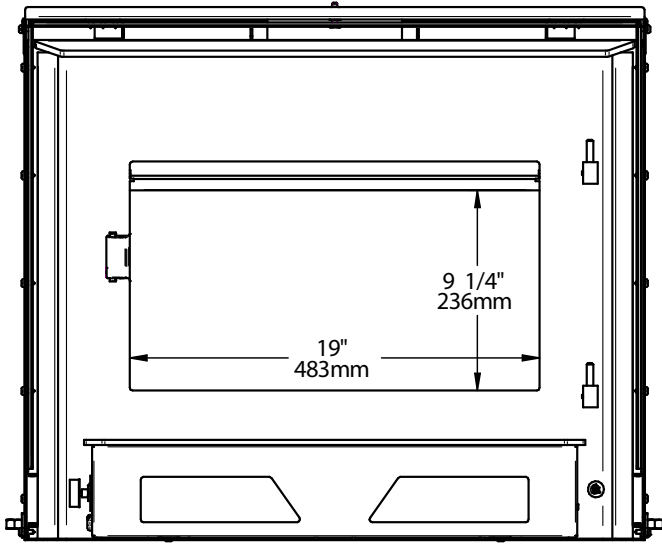


Figure 5 : Door Opening

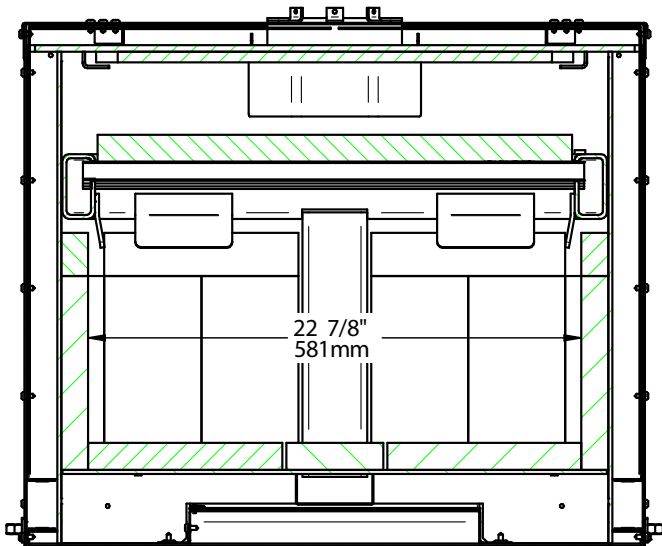


Figure 6 : Front View - Combustion Chamber

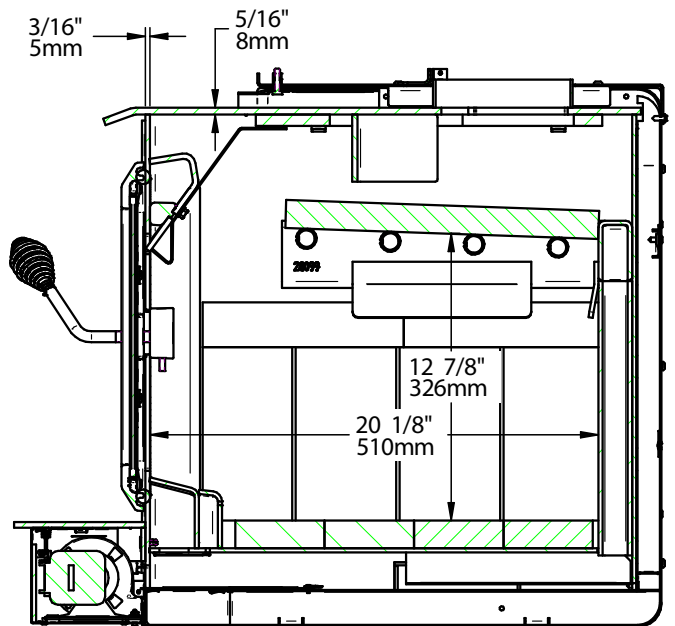


Figure 7 : Side View - Combustion Chamber

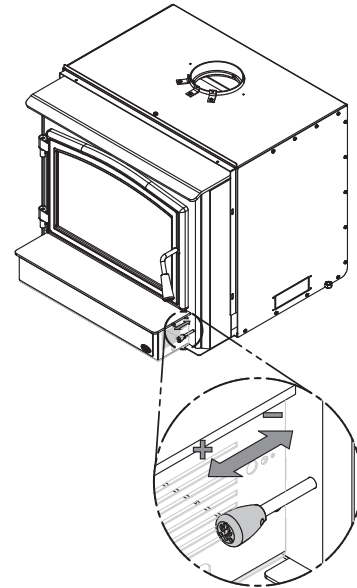


## 1.4 EPA Loading

For EPA Certification testing, wood logs were  $16 \pm 1$  inches long and the specie used was beech.

### 1.4.1 Air control

The air control is located underneath the ash shelf. To open the air control, pull the air control handle completely (High). This will increase the burn rate. To close the air control, push the air control handle completely (Low). This will decrease the burn rate.



### 1.4.2 High burn rate

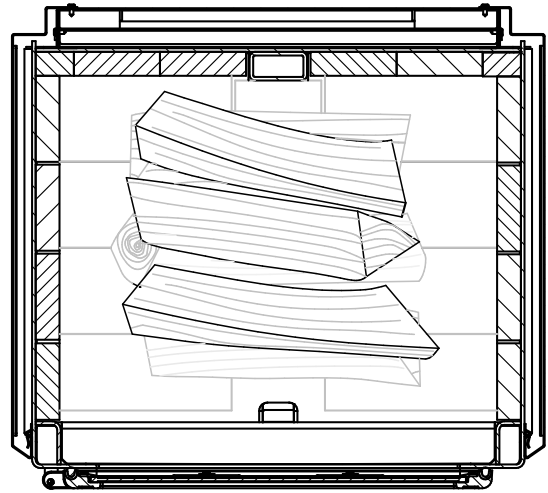
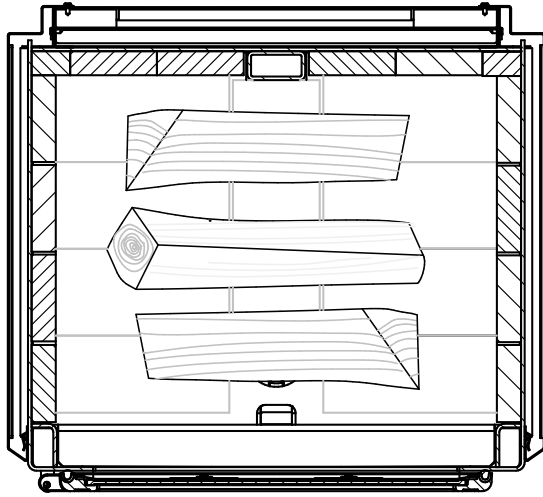
Open the air control completely. Place height small pieces ( $2 \frac{1}{2}'' \times 2 \frac{1}{2}''$  approximately) of wood in two layers in the firebox crossing them at the greatest possible angle. Criss cross 15 to 20 kindling wood pieces ( $1'' \times 1''$  approximately) on the small pieces of wood in three or four layers at the greatest possible angle. Tie knot with five sheets of paper and place them on top of the kindling wood. Light up the paper and let the door ajar at  $90^\circ$  until all the kindling wood is on fire. Close the door. When there is no more fire in the front of the firebox and there are only faint flames on the wood in the back of the firebox, break ashes, level the coal bed and put six logs in the firebox. Put 3 pieces centered on the coal bed, without air space between them. Leave one inch of air space between the rear firebrick and the first piece. The three other pieces should be added on top of the first 3, still in an East-West configuration. Let the door ajar at  $90^\circ$  for 1 minute and then close the door.

### 1.4.3 Medium and low burn rate

On a two inches thick coal bed that is still red, place three logs centered on the coal bed in an East-West orientation. There should be air space between each log and between the logs and the bricks. The three other pieces should be added on top of the first three, in an East-West orientation but slightly angled of  $10^\circ$  still with air space between each log and the bricks. Let the door ajar at  $90^\circ$  for approximately 5 min. Then, close the door with the primary air control open. Leave to burn with the primary air control open for approximately 10 more minutes and then close the primary air control completely for the low burn rate and halfway for the medium burn rate. For better results, close the air control gradually from the closing of the door to the complete closing of the air control.

#### 1.4.4 Logs placement

The images below show how to place the logs in the combustion chamber as described previously.

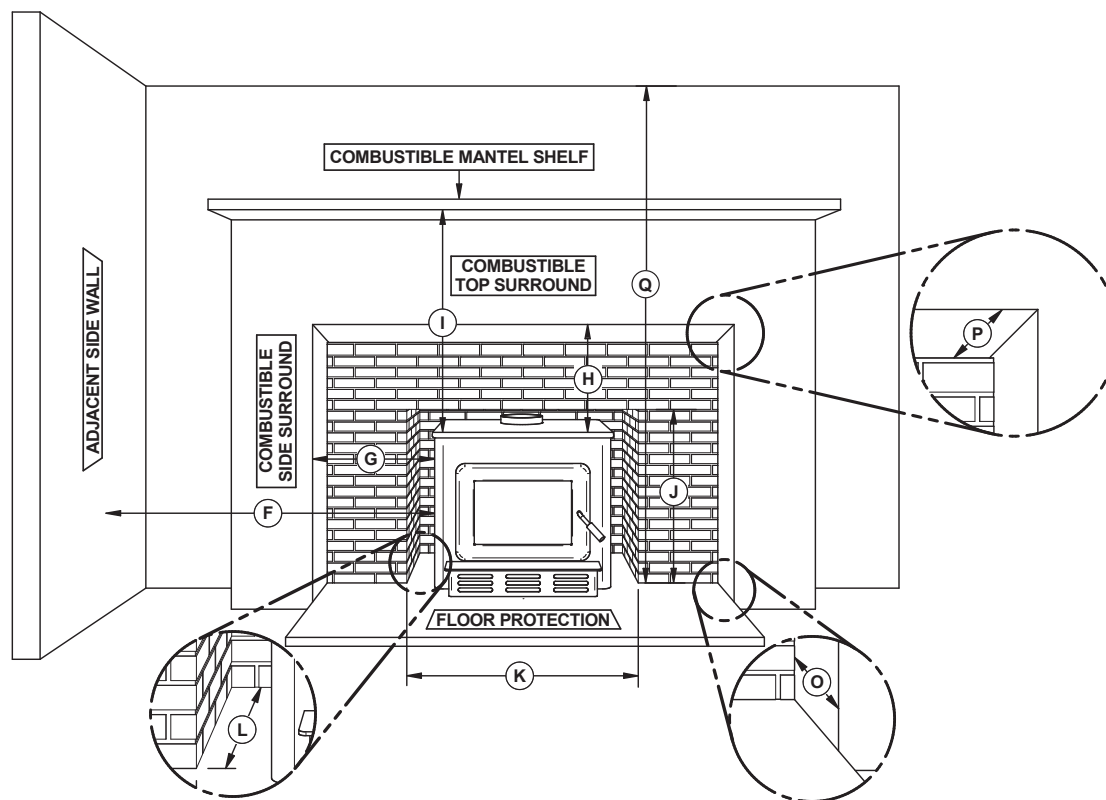


## 2. Clearances to Combustible Material

When the insert is installed so that its surfaces are at or beyond the minimum clearances specified, combustible surfaces will not overheat under normal and even abnormal operating conditions.

**NO PART OF THE INSERT MAY BE LOCATED CLOSER TO THE COMBUSTIBLE THAN THE MINIMUM CLEARANCE FIGURES GIVEN.**

### 2.1 Minimum Masonry Opening and Clearances to Combustibles



Masonry Opening and Clearances

	MINIMUM CLEARANCES
<b>F</b>	19" (483 mm)
<b>G</b>	9" (229 mm)
<b>H</b>	27" (686 mm)
<b>I</b>	27" (686 mm)
<b>Q</b>	84" (213 cm)

	MAXIMUM THICKNESS
<b>O</b>	5" (127 mm)
<b>P</b>	12" (305 mm)

	MINIMUM MASONRY OPENING
<b>J</b>	26 ¼" (660 mm)
<b>K<sup>15</sup></b>	31" (787 mm)
<b>L</b>	18 3/8" (457 mm)

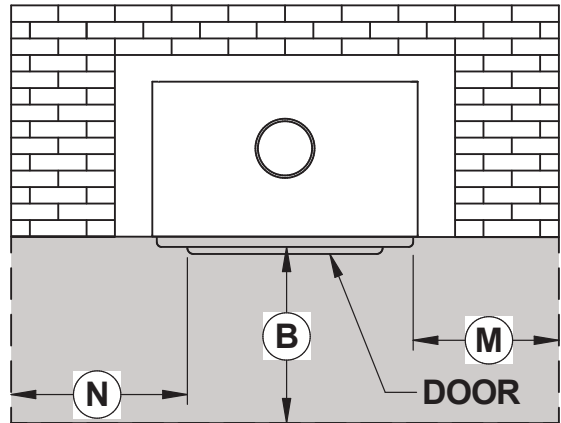
<sup>15</sup> If a fresh air intake is required, it is recommended to add at least 4" to the width of the minimum opening of the hearth.

## 2.2 Floor Protection

It is necessary to have a floor protection made of non-combustible materials that meets the measurements specified in the ["Table 1 : Floor Protection"](#) below.

**Table 1 : Floor Protection**

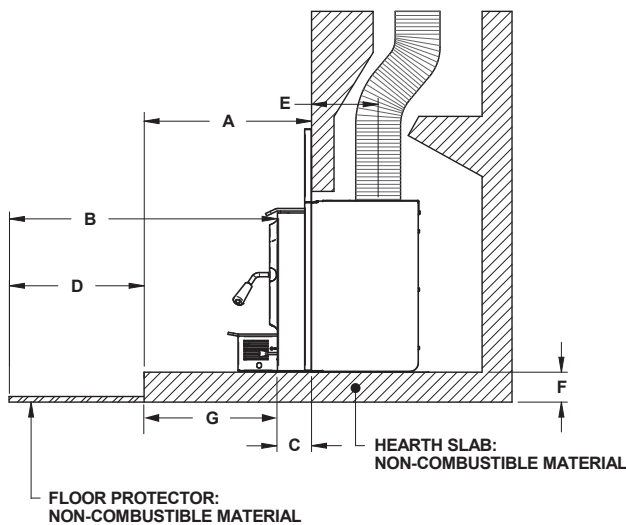
	FLOOR PROTECTION	
	Canada	USA
<b>B<sup>16</sup></b>	18" (457 mm)	16" (406 mm)
<b>M</b>	8" (203 mm)	N/A
<b>N</b>	N/A	8" (203 mm)



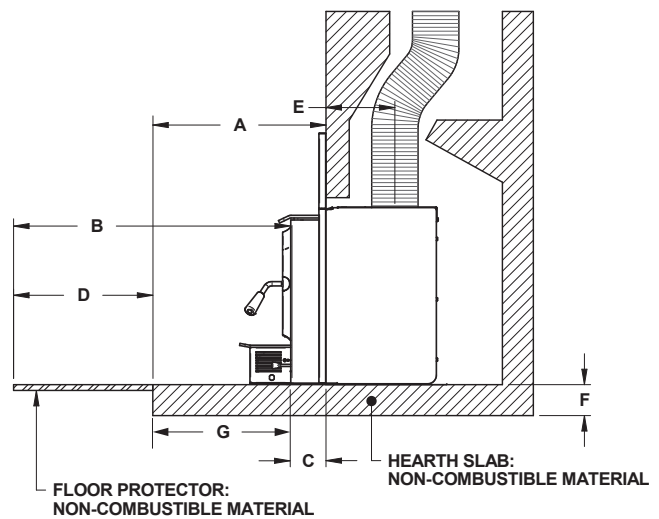
Floor Protection

ENGLISH

To determine the need to add floor protection (**D**) beyond the hearth extension (**A**), the following calculation must be done using the data in ["Table 2 : Data for Floor Protection Calculation"](#) of this section:  $D = B - G$ , where  $G = A - C$ .



Additional Floor Protection - Raised Installation



Additional Floor Protection - Not Raised Installation

<sup>16</sup>From door opening. The depth of the hearth extension in front of the insert is included in the calculation of the floor protector's dimensions. The masonry hearth should be at least 6" (152 mm) higher than the combustible floor in front of it and a floor protection must extend at least 16" (406 mm USA) and at least 18" (457 mm Canada) without an R value. If the hearth elevation is lower than 6" (152 mm), the non-combustible (B) floor protection in front of the insert should have an R value equal or greater than 2.00 and shall extend 27" (686 mm) in front of the unit.

**Table 2: Data for Floor Protection Calculation**

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>Air Jacket</b>
<b>Maximum Extended</b>	Dimension of the hearth extension	See section 9.2.1 and 9.2.2	3 $\frac{5}{8}$ " (93 mm)	G = (A-C) D=B- G	7 $\frac{1}{8}$ " (181 mm)	Back from fireplace facing 1 $\frac{3}{8}$ "
<b>Minimum Extended</b>	Dimension of the hearth extension	See section 9.2.1 and 9.2.2	2 $\frac{1}{4}$ " (57 mm)	G = (A-C) D=B- G	8 $\frac{1}{2}$ " (216 mm)	Back from fireplace facing 2 $\frac{3}{4}$ "

If the value **(D)** is negative or zero, additional floor protection in front of the unit is not needed because the masonry fireplace hearth extension is long enough. If the value **(D)** is positive, an additional floor protection in front of the hearth extension at least equivalent to the result **(D)** must be added.

### 2.2.1 Installation Raised of 6" (152 mm) and Less

If non-combustible material floor protection needs to be added in front of and level with the hearth extension of the masonry fireplace (F = 6" [152 mm] or less), an R-value equal to or greater than 2.00 is required and should extend at least 27" (686 mm) in front of the unit **(B)**. Refer to ["Additional Floor Protection - Not Raised Installation"](#)

### 2.2.2 Installation Raised of More Than 6" (152 mm)

If the extension of the masonry hearth is raised at least 6" (152 mm) from the floor protection, a non-combustible material, without an R-value, must extend at least 16" (406 mm in USA) or 18" (457 mm in Canada) in front of the unit **(B)**. Refer to ["Additional Floor Protection - Raised Installation"](#).

## 2.3 R Value

There are two ways to calculate the R-value of the floor protection. First, by adding the R-values of materials used, or by the conversion if the K factor and thickness of the floor protection are given.

To calculate the total R value from R values of the materials used, simply add the R-values of materials. If the result is equal to or greater than the R-value requirements, the combination is acceptable. R-values of some selected materials are shown below.

ENGLISH

**Table 3: Thermal Characteristics of Common Floor Protection Materials<sup>17</sup>**

MATERIAL	CONDUCTIVITY (K) PER INCH	RESISTANCE (R) PER INCH THICKNESS
Micore® 160	0.39	2.54
Micore® 300	0.49	2.06
Durock®	1.92	0.52
Hardibacker®	1.95	0.51
Hardibacker® 500	2.3	0.44
Wonderboard®	3.23	0.31
Cement mortar	5.00	0.2
Common brick	5.00	0.2
Face brick	9.00	0.11
Marble	14.3 – 20.00	0.07 – 0.05
Ceramic tile	12.5	0.008
Concrete	1.050	0.950
Mineral wool insulation	0.320	3.120
Limestone	6.5	0.153
Ceramic board (Fibremax)	0.450	2.2
Horizontal still air (1/8" thick) <sup>18</sup>	0.135	0,920**

**Example:**

Required floor protection R of 1.00. Proposed materials: four inches of brick and one inch of Durock® board:

Four inches of brick ( $R = 4 \times 0,2 = 0,8$ ) plus 1 inch of Durock® ( $R = 1 \times 0.52 = 0.52$ ).

$$0.8 + 0.52 = 1.32.$$

This R value is larger than the required 1.00 and is therefore acceptable.

In the case of a known K and thickness of alternative materials to be used in combination, convert all K values to R by dividing the thickness of each material by its K value. Add R values of the proposed materials as shown in the previous example.

**Example:**

K value = 0.75

Thickness = 1

R value = Thickness/K =  $1/0.75 = 1.33$

<sup>17</sup> Information as reported by manufacturers and other resources.

<sup>18</sup> Horizontal still air can't be «stack» to accumulate R-values; each layer must be separated with another non-combustible material.

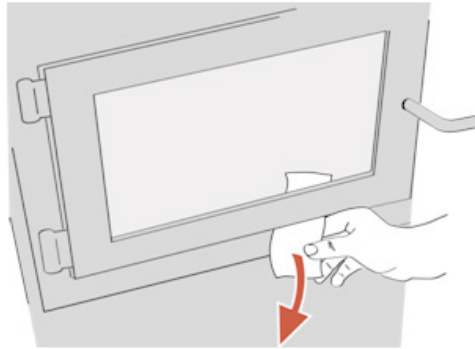
## 3. Installing Options on Your Product and Replacing Parts

### 3.1 Replacement and Adjustment

#### 3.1.1 Door

*Note: The images shown are for guidance only and may be different from your product, but the assembly remains the same.*

In order for the insert to burn at its best efficiency, the door must provide a perfect seal with the firebox. Therefore, the gasket should be inspected periodically to check for a good seal. The tightness of the door seal can be verified by closing and latching the door on a strip of paper. The test must be performed all around the door. If the paper slips out easily anywhere, either adjust the door or replace the gasket.



#### 3.1.2 Adjustment

The gasket seal may be improved with a simple latch mechanism adjustment:

1. Remove the split pin by pulling and turning it using pliers.
2. Turn the handle one counterclockwise turn to increase pressure.
3. Reinstall the split pin with a small hammer.

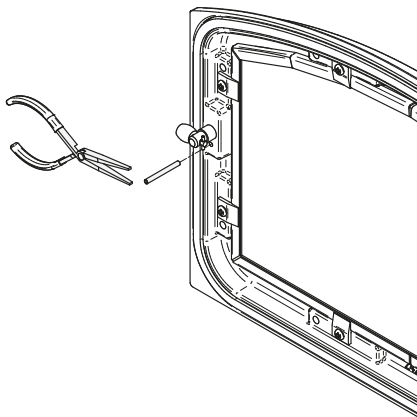


Figure 8: Removing the split pin

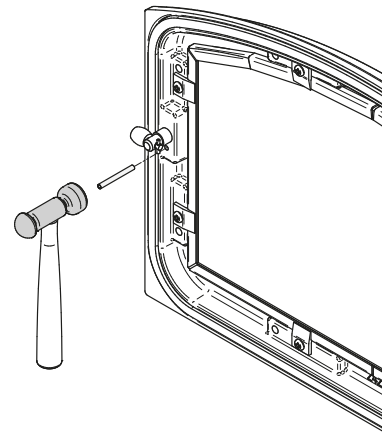
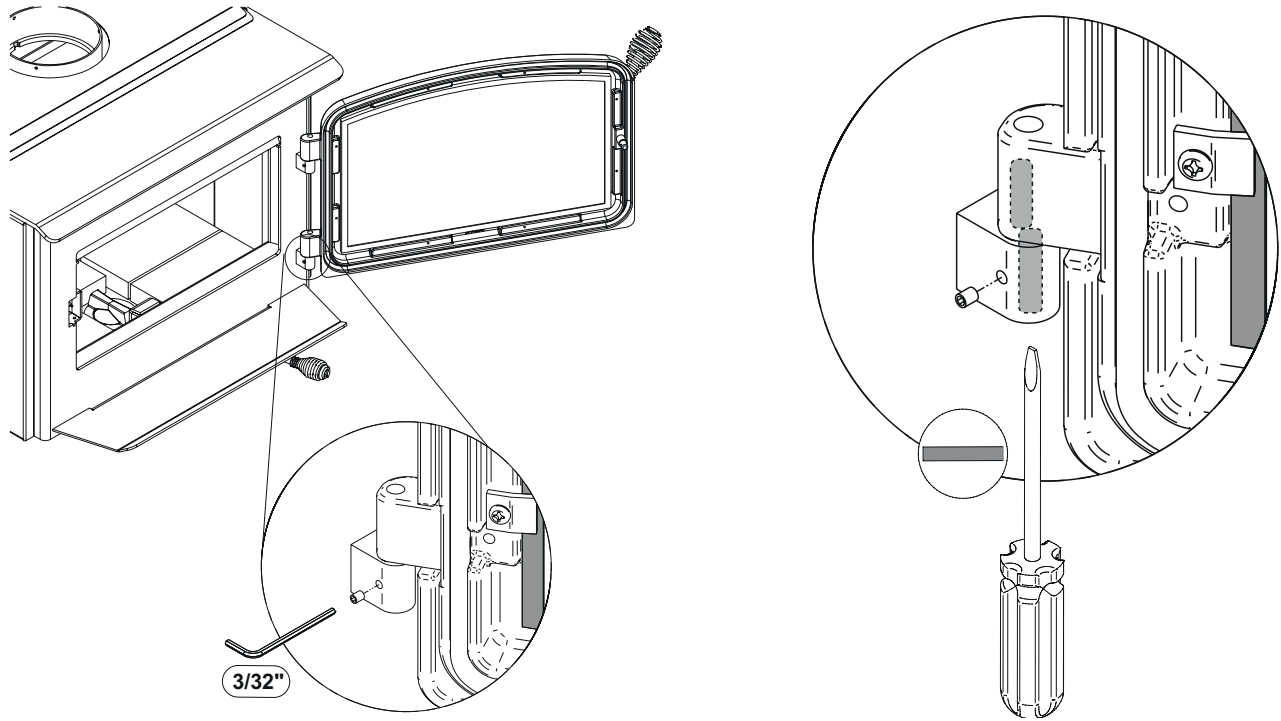


Figure 9: Installing the split pin

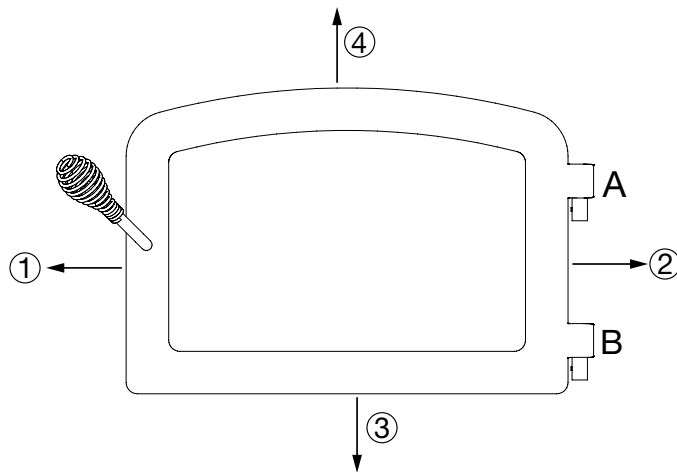
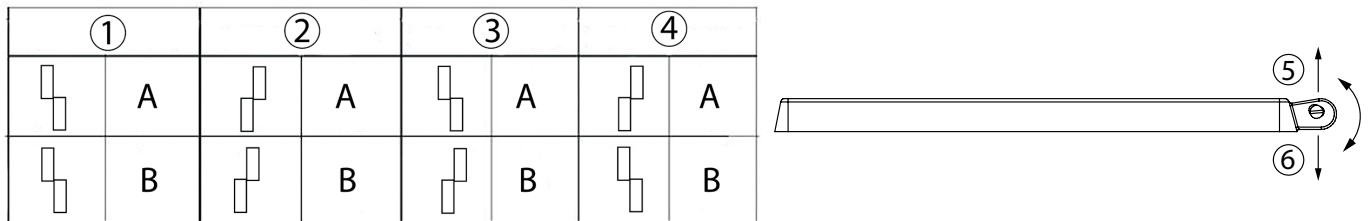
### 3.1.3 Door Alignment

To align, open the door and loosen the pressures screws located on the lower and upper hinges of the door using a 3/32" Allen key to free the adjustable hinge rods.



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Using a flat screwdriver, turn the adjustable hinge rods in the direction shown to adjust the doors. Tighten all door hinge pressure screws when they are at the desired positions. Configurations 1-2-3-4-5-6, show in which direction these act on the adjustment of the door.

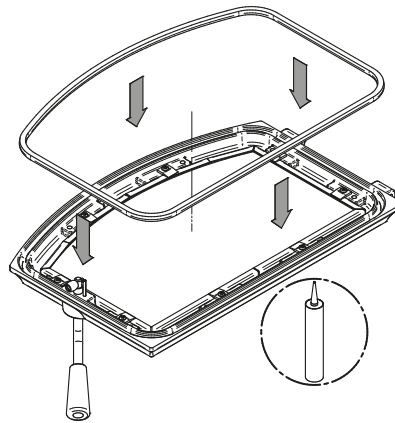




### 3.1.4 Gasket

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

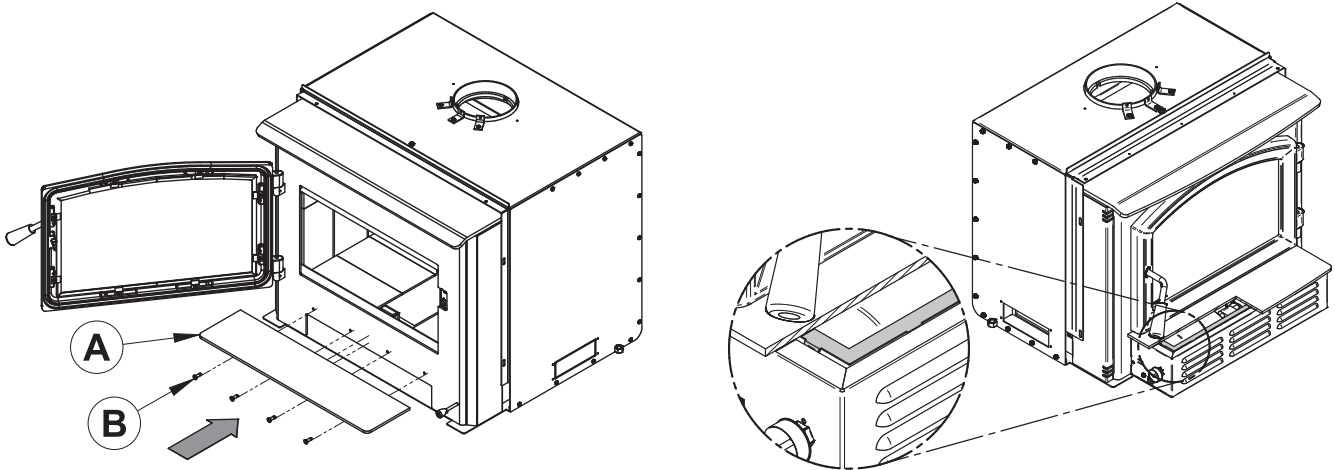
1. Remove the door and place it face-down on something soft like a cushion of rags or a piece of carpet.
2. Remove the old gasket from the door. Use a screwdriver to scrape the old gasket adhesive from the door gasket groove.
3. Apply a bead of approximately 3/16" (5 mm) of high temperature silicone in the door gasket groove. Starting from the middle, hinges side, press the gasket into the groove. The gasket must not be stretched during installation.
4. Leave about 1/2" (10 mm) long of the gasket when cutting and press the end into the groove. Tuck any loose fibers under the gasket and into the silicone.
5. Close the door. Do not use the insert for 24 hours.



### 3.2 Blower and Ash Lip Installation

*Note: The images shown are for guidance only and may be different from your product, but the assembly remains the same.*

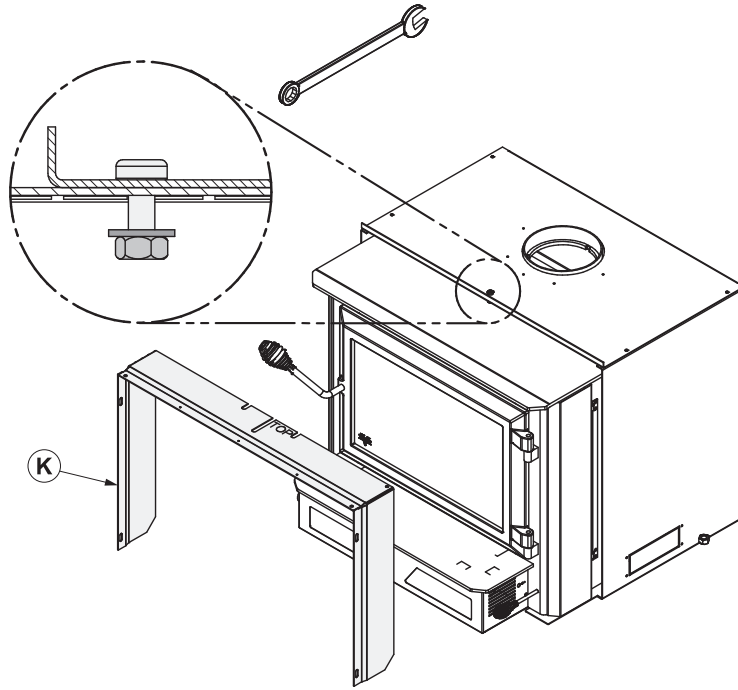
1. Install the ash lip **(A)** on the insert with three screws **(B)**.
2. Center the blower on the ash lip and push it against the firebox. Then push the blower into the clips located underneath the ash lip.



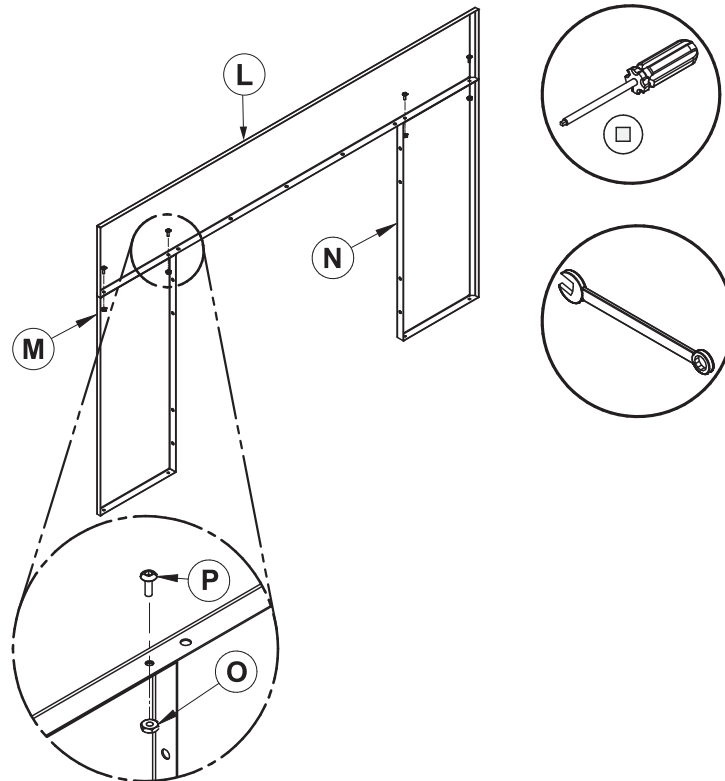
### 3.3 Faceplate and Trims Installation

*Note: The images shown are for guidance only and may be different from your product, but the assembly remains the same.*

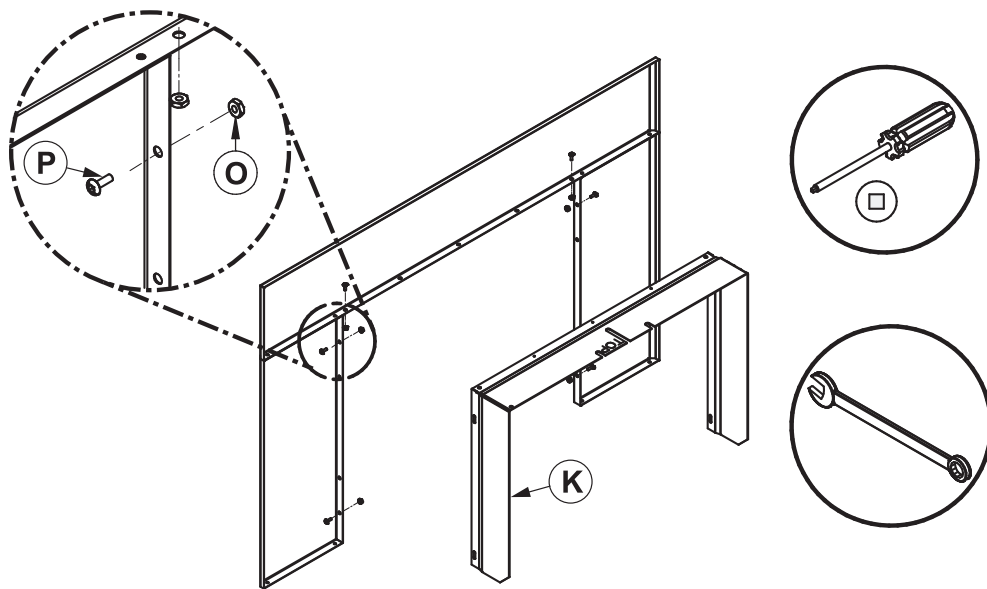
1. Remove the faceplate extension (**K**) secured between the firebox and the convection air jacket.



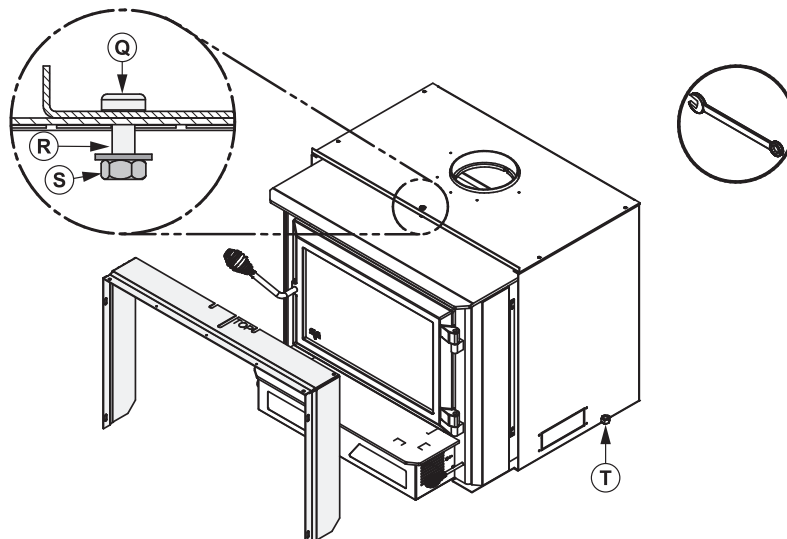
2. Lay the panels on a flat and non abrasive surface. Align the top panel holes (**L**) with the left (**N**) and right (**M**) panels. Secure together using the four bolts (**P**) and nuts (**O**) provided.



- Align the holes of the faceplate extension (**K**) with the holes in the faceplate panels and screw them using bolts (**P**) and nuts (**O**) provided.



- Center the insert into the fireplace opening.  
*If necessary, adjust the height of the insert using the levelling bolts (T) on each side of the insert until the faceplate is properly seated on the floor of the hearth extension.*
- Align the notch in the faceplate extension with the bolt (**Q**) welded to the air jacket located and slide the faceplate assembly just over the bolt's head and washer (**R**). Then push towards the fireplace.
- Once the faceplate is in place, secure the assembly by tightening nuts (**S**) using a 7/16" (11 mm) open end wrench.

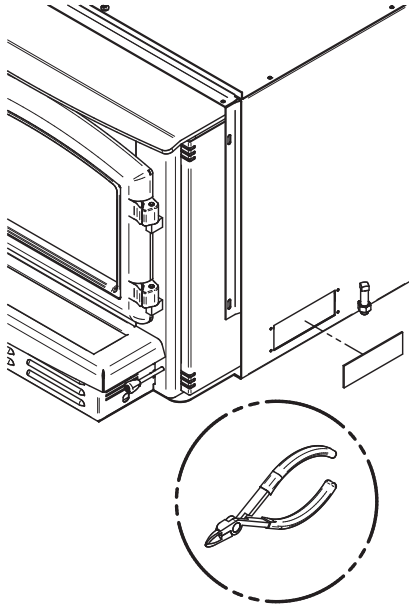


### 3.4 Optional Fresh Air Intake Kit Installation

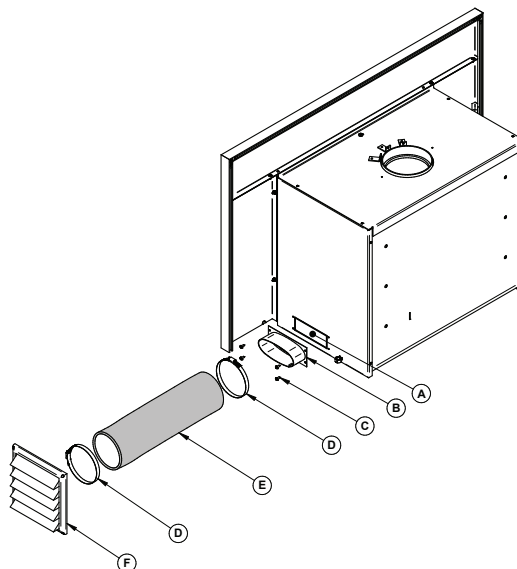
*Note: The images shown are for guidance only and may be different from your product, but the assembly remains the same.*

*The fresh air intake kit may be installed on the right or left end side of the unit. The unused side must be covered by the plate provided in the user manual kit.*

1. Using pliers, remove the rectangular metal plate retained by the micro-gaskets to clear the opening for the outside air intake.



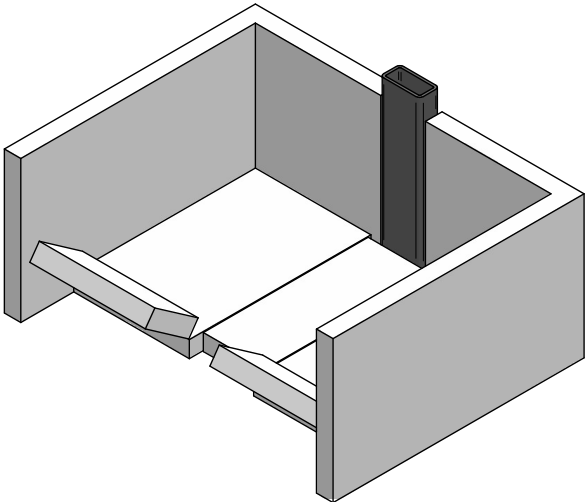
2. Install the fresh air intake adapter **(B)** with four screws **(C)** then secure the flexible pipe<sup>19</sup> **(E)** (not included) to the adapter using one of the pipe clamps **(B)**. Secure the other end of the pipe to the outside wall termination **(F)** using the other pipe clamp. The outside wall termination must be installed outside of the home.



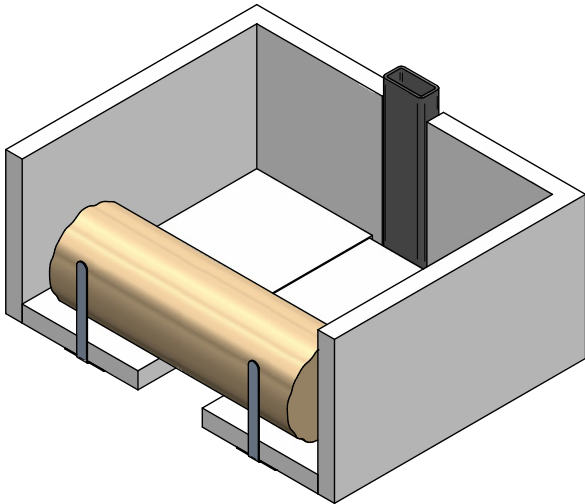
<sup>19</sup>The pipe must be HVAC type, insulated, and must comply with ULC S110 and/or UL 181, Class 0 or Class 1.

### 3.5 Log Retainers Installation

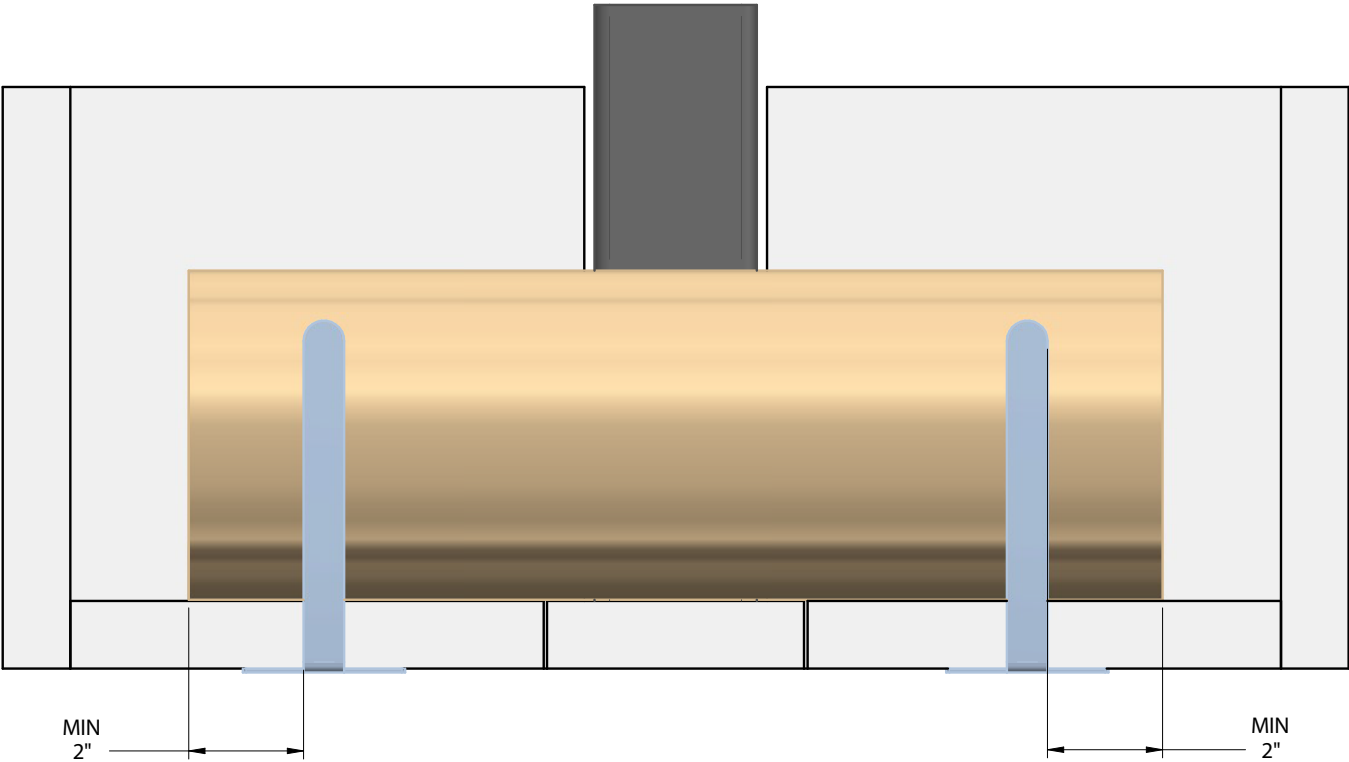
1.



2.



3.



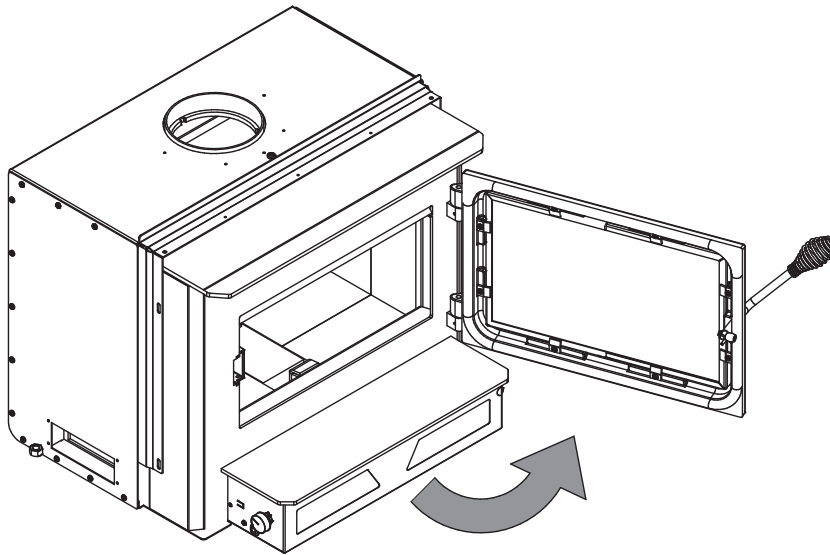
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### 3.6 Optional Fire Screen Installation

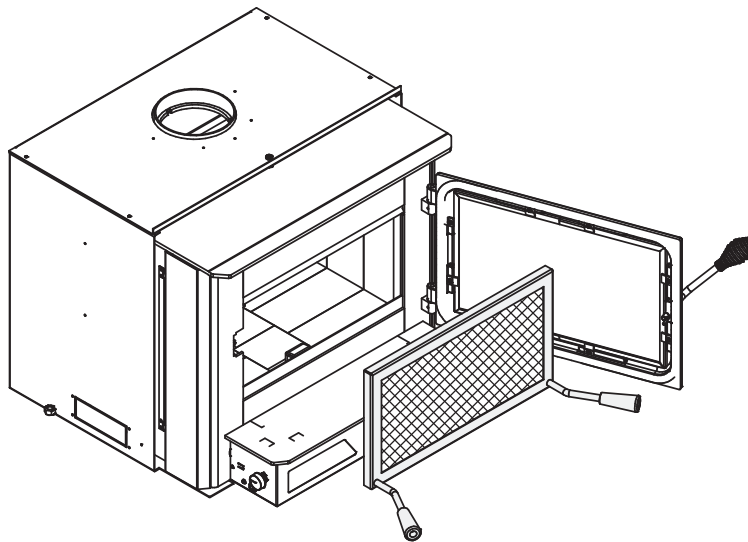
*Note: The images shown are for guidance only and may be different from your product, but the assembly remains the same.*

*In the United States or in provinces with a particulate emissions limit (e.g.: US EPA), the use of open-door wood stoves with a rigid firescreen is prohibited.*

1. Open the door.

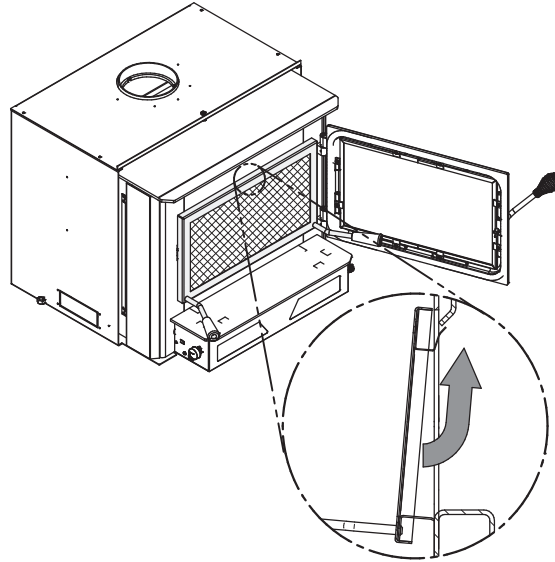


2. Hold the fire screen by the two handles and bring it close to the door opening.



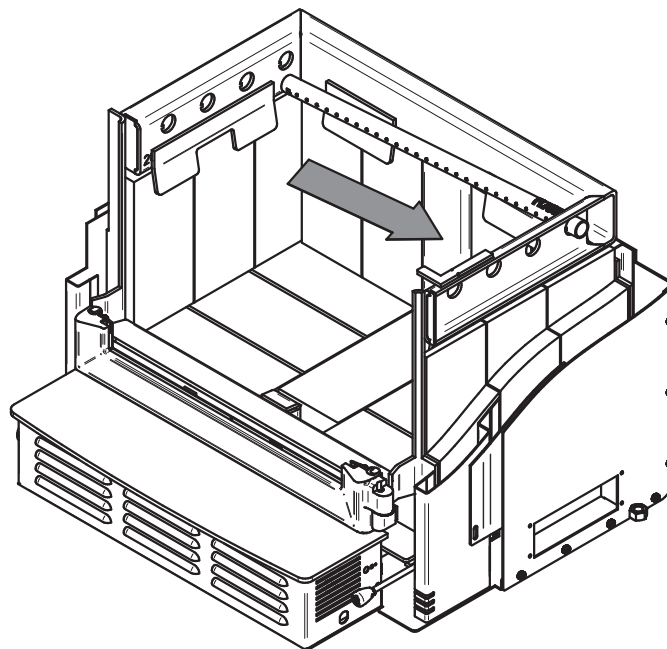
3. Lean the upper part of the fire screen against the top door opening making sure to insert the top fire screen brackets behind the primary air deflector.
4. Lift the fire screen upwards and push the bottom part towards the insert then let the fire screen rest on the bottom of the door opening.

**Warning: Never leave the insert unattended while in use with the fire screen.**

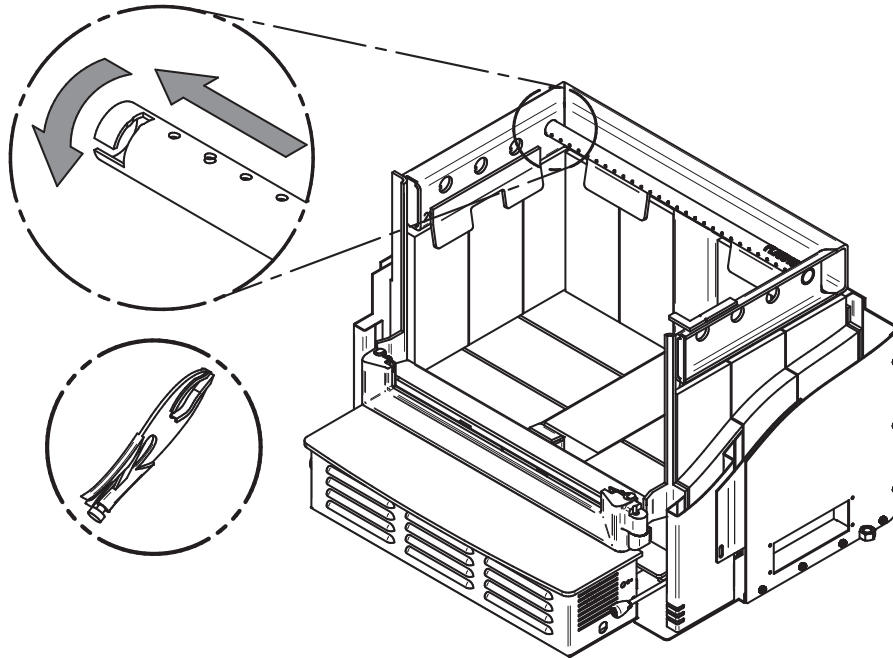


### 3.7 Air Tubes and Baffle Installation

1. Starting with the rear tube, lean and insert the right end of the secondary air tube into the rear right channel hole. Then lift and insert the left end of the tube into the rear left channel.

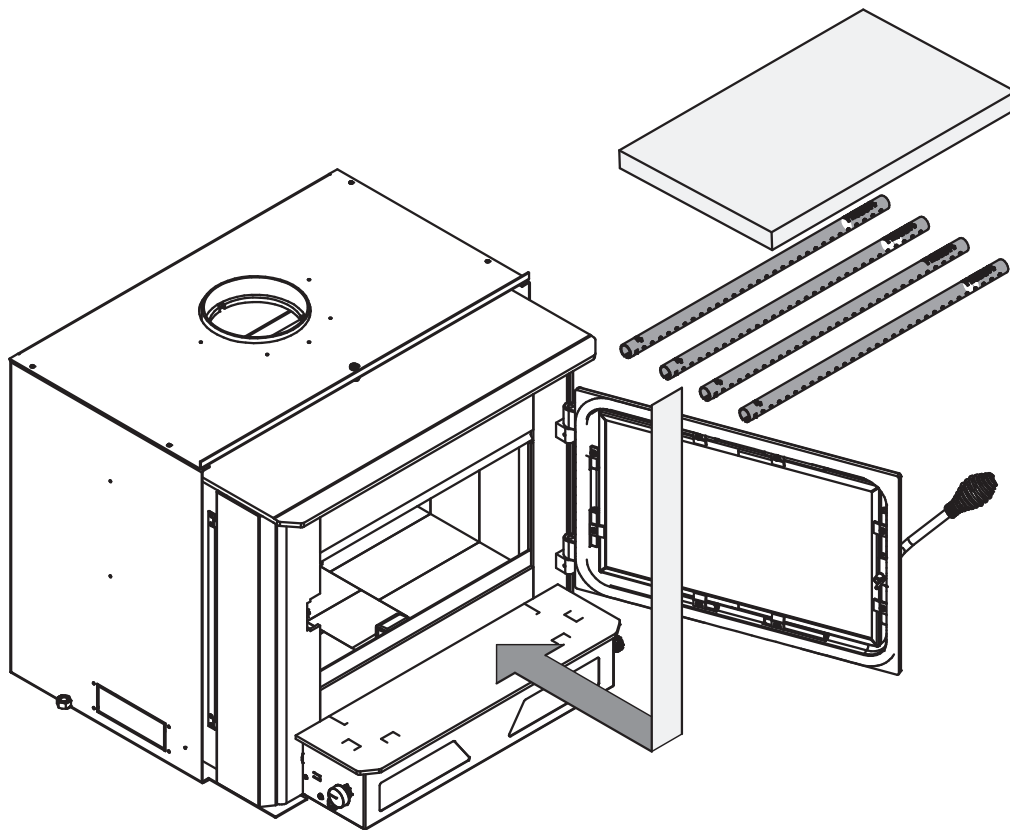


2. Align the notch in the left end of the tube with the key of the left air channel hole. Using a « Wise grip » hold the tube and lock it in place by turning the tube as shown. Make sure the notch reaches the end of the key way.
3. Install the baffle.
4. Repeat steps 1 and 2 for the three other tubes.
5. To remove the tubes use the above steps in reverse order.

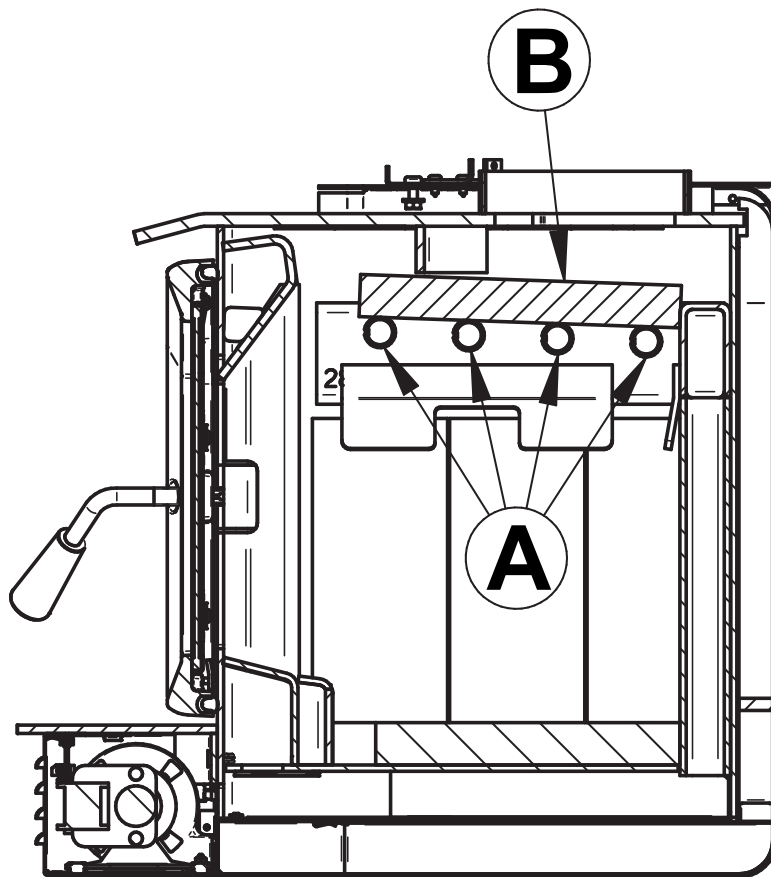


*Note that secondary air tubes **(A)** can be replaced without removing the baffle board **(B)** and that all tubes are identical.*





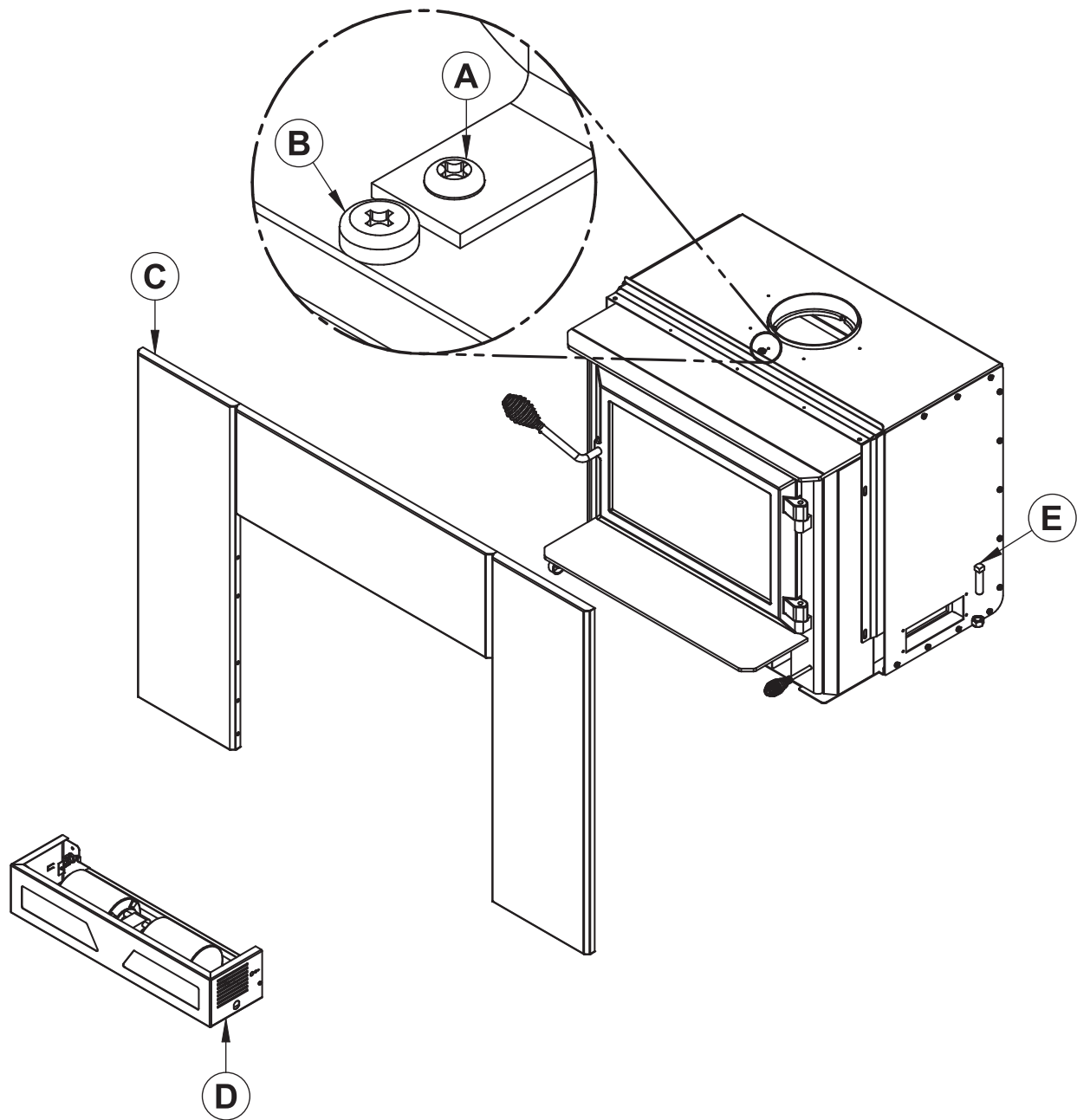
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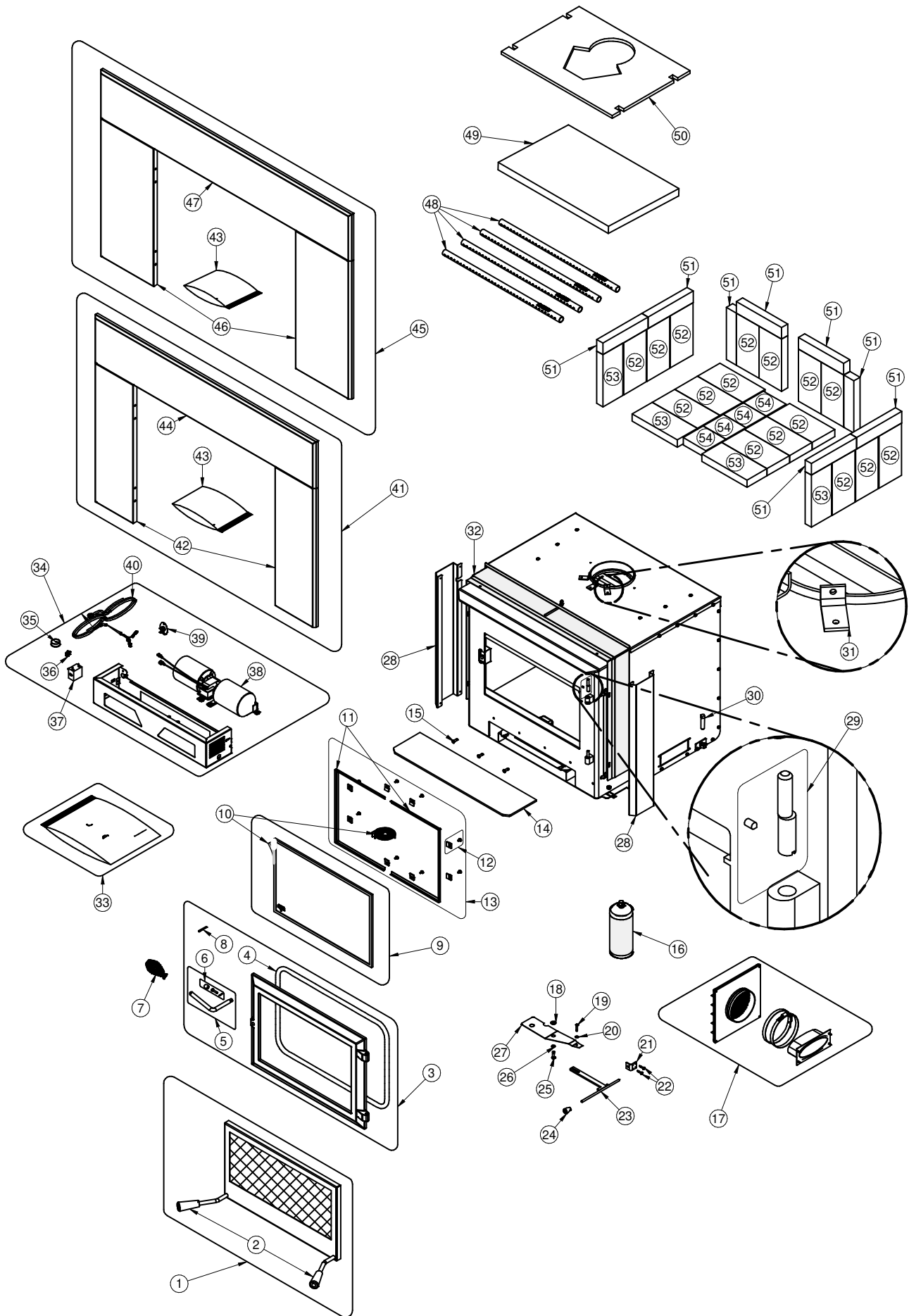
### 3.8 Removal Instructions

For inspecting purposes, the insert may need to be removed. To remove the insert, follow these instructions:

- Unscrew the faceplate fastener **(B)** holding the faceplate **(C)** on the insert.
- Remove faceplate **(C)** by pulling on it.
- Remove the blower assembly **(D)**.
- Remove the three screws securing the pipe connector **(A)**.
- Unscrew the bolts securing the insert to the floor on each side of the unit **(E)**.



### 3.9 Exploded Diagram and Parts List



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

#	Item	Description	Qty
1	AC01281	RIGID FIRESCREEN	1
2	SE74166	HANDLE 30898 REPLACEMENT KIT	2
3	SE24366	CAST IRON DOOR WITH HANDLE AND GASKET	1
4	AC06500	SILICONE AND 5/8" X 8' BLACK DOOR GASKET KIT	1
5	SE70697	REPLACEMENT HANDLE WITH LATCH KIT	1
6	AC09185	DOOR LATCH KIT	1
7	AC07868	1/2" BLACK COIL HANDLE	1
8	30101	SPRING TENSION PIN 5/32"Ø X 1 1/2"L	1
9	SE70978	GLASS WITH GASKET 19 9/16" X 12 1/8"	1
10	AC06400	3/4" X 6' FLAT BLACK SELF-ADHESIVE GLASS GASKET	2
11	PL70979	GLASS FRAME	2
12	SE53585	GLASS RETAINER KIT WITH SCREWS (12 PER KIT)	1
13	SE70988	GLASS FRAME KIT	1
14	SE70983	ASH SHELF ASSEMBLY	1
15	30507	BLACK TORX SCREW WITH FLAT HEAD TYPE F 1/4-20 X 3/4"	3
16	AC05959	METALLIC BLACK STOVE PAINT - 342 g (12oz) AEROSOL	1
17	AC01298	5"Ø FRESH AIR INTAKE KIT	1
18	30206	ZINC WASHER 5/16"ID X 3/4"OD	1
19	30064	3/16" X 1" CLEVIS PIN	1
20	30059	5/32" ID PUSHNUT	1
21	PL65312	AIR CONTROL DAMPER GUIDE	1
22	30026	THREAD CUTTING SCREW 10-24 F 5/8" HEX WASHER HEAD	2
23	SE70920	AIR CONTROL ROD ASSEMBLY	1
24	30102	1/4" CAST STEEL AIR CONTROL HANDLE WITH MOUNTING SCREW	1
25	30506	SCREW PAN TORX TYPE F 1/4-20 X 1" BLACK	1
26	30187	STAINLESS WASHER ID 17/64" X OD 1/2"	1
27	PL70921	AIR CONTROL DAMPER	1
28	PL70981	RIGHT OR LEFT DECORATIVE SIDE PANEL	2
29	SE74167	DOOR HINGE REPLACEMENT KIT	1
30	30337	SQUARE HEAD SET SCREW 1/2-13 X 1-3/4"	2
31	PL34052	LINER FIXATION BRACKET	3
32	PL70939	FACEPLATE EXTENSION	1
33	SE46255	HEI350 - VB00021 INSTRUCTION MANUAL KIT	1
34	SE70952	BLOWER ASSEMBLY	1

#	Item	Description	Qty
35	44085	RHEOSTAT KNOB	1
36	44087	RHEOSTAT NUT	1
37	44080	RHEOSTAT WITHOUT NUT (MODEL KBMS-13BV)	1
38	44089	DOUBLE CAGE BLOWER 144 CFM 115V - 60Hz - 1.1A	1
39	44028	CERAMIC THERMODISC F110-20F	1
40	60013	POWER CORD 96" X 18-3 type SJT (50 pcs per carton)	1
41	VBA1557	32" X 44" REGULAR FACEPLATE	1
42	PL70987	HEI350 SIDE PANEL 32 X 44	2
43	SE15097	FACEPLATE HARDWARE KIT	2
44	PL70988	HEI350 TOP FACEPLATE 32 X 44	1
45	VBA1558	34" X 50" LARGE FACEPLATE	1
46	PL70989	HEI350 SIDE PANEL 34 X 50	2
47	PL70990	HEI350 TOP FACEPLATE 34 X 50	1
48	PL70864	SECONDARY AIR TUBE	4
49	21585	VERMICULITE BAFFLE	1
50	21564	C-CAST 3.5 SERIE INSULATION TOP	1
51	PL36759	2" X 9" X 1 1/4" REFRACTORY BRICK	8
52	29010	4 1/2" X 9" X 1 1/4" REFRACTORY BRICK	16
53	29015	4" X 9" X 1 1/4" REFRACTORY BRICK	4
54	29004	4" X 4 1/2" X 1 1/4" REFRACTORY BRICK	4

# 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. This warranty applies to normal residential use only. This warranty is void if the unit is used to burn material other than cordwood (for which the unit is not certified by EPA) and void if not operated according to the owner's manual. 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 in the designated area in case of a power failure.**

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>, 2015.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Combustion chamber (welds only), castings and convector air-mate	Lifetime**	4 years
Plating* (defective manufacture) - subject to limitations above Ceramic glass (thermal breakage only*)	Lifetime**	N/A
Stainless steel firebox components, vermiculite, C-Cast or equivalent baffle* and secondary air tubes*, glass retainers and handle assembly	5 years**	3 years
Surrounds and heat shields, ash drawer, steel legs, pedestal and trim (aluminum extrusions)	5 years	N/A
Carbon steel firebox components	3 years	2 years
Blowers, heat sensors, switches, rheostat, wiring and electronics	2 years	1 year
Paint (peeling*), gaskets, insulations, refractory bricks (fireplace only**) and ceramic fibre blankets	1 year	N/A
All parts replaced under the warranty	90 days	N/A

**\*Pictures required      \*\*Limited to one replacement**

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.**



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