



Congratulations on purchasing a pellet appliance! Whether you purchased it in order to save the environment or to save money on home heating costs, your pellet appliance (if purchased from a reputable retailer) will provide you with years of inexpensive heat. For the purpose of this document, we will refer to corn & pellet interchangeably and/or as biomass.

Ash Drawer

Empty the ash drawer regularly (every few days to once per month) so that ash does not accumulate in the firepot.

Burn Area

The burn area is typically referred to as the burn pot and should be checked daily to ensure that all air inlets are open. In particular, you should ensure that there is no clinker buildup. If ash in the burn pot starts to melt then it can block the air holes of the incoming air and upset the mixture of air and fuel (often referred to as a clinker). Incorrect adjustment of the air to fuel ratio will increase the likelihood of clinker formation. Due to the stove's inability to adequately burn the excess fuel and remove the excess ash that is building up in the burn pot. Clinkers are easily removed (even while the stove is in operation) by using the ash tool or rake that comes with your pellet stove. Refer to your owner's manual for frequency of cleaning.

With a clean burn pot, the flame should be a bright yellow (almost white) and 'dances' quickly. It is normal for you to notice a white or gray build up of ash on the glass on high burn and a darker fluffy ash on low burn. But if the flame is orange and sooty or there is a build up of a brown caramel-like substance, then your stove is burning inefficiently.

Heat Exchanger

The heat exchanger transfers heat from the burning fuel to clean hot air for distribution into the home. This is usually done by a chamber or a series of tubes located in the firebox that the hot air and gasses pass over, heating the outside of the chamber before exiting the stove. Fresh air is passed through the inside of the chamber drawing the heat out of the stove and into the room. For maximum efficiency the surface of the heat exchanger should be cleaned regularly. The frequency of these cleanings will depend on your stove design and quality of fuel (ranging from daily to monthly). Refer to your owner's manual for cleaning instructions. On some stoves, cleaning is simply a matter of moving a rod that scrapes the tubes inside the stove, while others may require professional service.

Ash Traps

These are located behind the fire chamber which prevents excess fly ash in the exhaust from exiting the stove.

Glass

Clean with special wood glass cleaner when the glass is completely cool.

Hopper and Auger

Check for accumulated sawdust materials (fines). The fuel in the hopper and auger tube should be run out occasionally to prevent auger blockage by fines.



Friendly Fires
Fires that are friendly

Pellet & Corn Maintenance

Venting System

How often the vent should be cleaned will be determined by fuel quality, frequency of use, vent configuration, etc. For customers who want to clean their vent themselves, Friendly Fires stocks a full range of pellet venting products. Typically, you will need a 3" or 4" brush, flexible rod as well as a shop vacuum. Access to the vent is typically done via the T cap and / or end cap. If you are experiencing smoke into your home and the unit is shutting off, there are strong chances that your vent pipe is clogged (there are sensors on pellet appliances that will shut the unit down when this occurs).

Motors and Blowers

Pellet appliances typically have three rotating components: a convection blower (sends heat into the room), a combustion or exhaust blower (sends exhaust outside), and an auger motor (feeds pellets into the burn pot). These components can be removed without too much difficulty and should be cleaned and lubricated on a regular basis.

Annual Service

For a description of a typical annual service, please visit our web site. Rates and service details are found in the Pellet page of the Annual Cleaning section under Our Services.

For additional information, consult your owners' manual and/or visit www.pelletheat.org.