

- **Masonry Fireplace**
- **Factory Built (Metal) Fireplace**
- **Mobile Home Approved**

Tested and Listed by



Omni-Test Laboratories, Inc.

Portland, Oregon

ASTME-1509 1995, ULCC 1482

## Pioneer Bay Pellet Insert

- **Please read this entire manual before installation and use of this pellet fuel-burning room heater. Failure to follow these instructions could result in property damage bodily injury or even death.**
- **Contact local building or fire officials about restrictions and installation inspection requirements in your area.**
- **Save these instructions**

**Installer:** After installation give this manual to the homeowner and explain operation of this stove.

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4080818



**TRAVIS INDUSTRIES**  
**HOUSE OF FIRE**  
4800 Harbour Pointe Blvd. SW  
Mukilteo, WA 98275

## Introduction

We welcome you as a new owner of a Pioneer Bay (Heritage Bay PI) pellet heater. In purchasing a Pioneer Bay you have joined the growing ranks of concerned individuals whose selection of an energy system reflects both a concern for the environment and aesthetics. The Pioneer Bay is one of the finest home heaters the world over. This manual will explain the installation, operation, and maintenance of this pellet-burning heater. Please familiarize yourself with the Owner's Manual before operating your heater and save the manual for future reference. Included are helpful hints and suggestions which will make the installation and operation of your new heater an easier and more enjoyable experience. We offer our continual support and guidance to help you achieve the maximum benefit and enjoyment from your heater.

## Important Information

No other Pioneer Bay (Heritage Bay PI) heater has the same serial number as yours. On the Pioneer Bay the serial number is on the hopper cover.

This serial number will be needed in case you require service of any type.

Model: Pioneer Bay (Heritage Bay PI)

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

Purchase Date: \_\_\_\_\_

Purchased From: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Mail your Warranty Card Today, and Save Your Bill of Sale.

To receive full warranty coverage, you will need to show evidence of the date you purchased your heater. Do not mail your Bill of Sale to us.

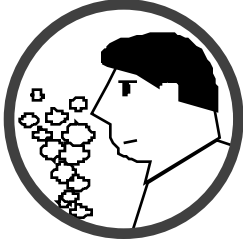
We suggest that you attach your Bill of Sale to this page so that you will have all the information you need in one place should the need for service or information occur.



We suggest that our pellet hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Pellet Specialists or who are certified in Canada by Wood Energy Technical Training (WETT).



# Safety Precautions



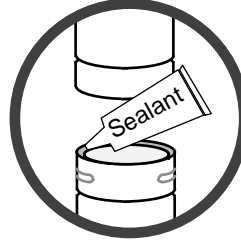
- Do not operate the heater if you smell smoke coming from the heater. Turn the **POWER** switch to "OFF", monitor your heater, and call your dealer.



- Contact your local building officials to obtain a permit and information on any installation restrictions or inspection requirements in your area. Notify your insurance company of this heater as well.



- Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or 'freshen up' a fire in this heater. Keep all such liquids well away from the heater while it is in use.



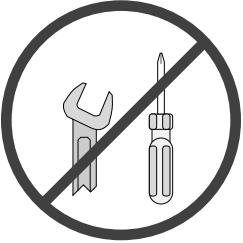
- The exhaust system **must** be completely airtight and properly installed. The pellet vent joints must be sealed with RTV 500° F. (260° C.) silicone sealant.



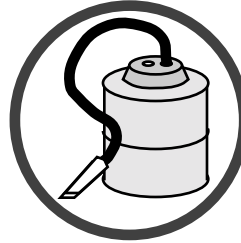
- Do not unplug the heater if you suspect a malfunction. Turn the **MODE SWITCH** to "OFF" and periodically inspect the heater.



- This unit must be properly installed to prevent the possibility of a house fire. The instructions must be strictly adhered to. Do not use makeshift methods or compromise in the installation.



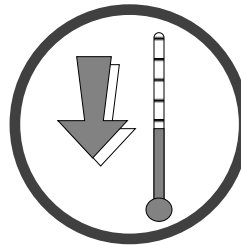
- Never try to repair or replace any part of the heater unless instructions are given in this manual. All other work should be done by a trained technician.



- Your heater requires periodic maintenance and cleaning (see "Maintaining Your Heater"). Failure to maintain your heater may lead to smoke spillage in your home.



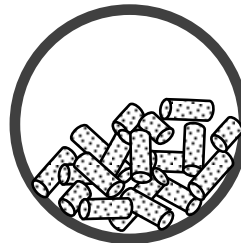
- The viewing door and ashpan must be closed and latched during operation.
- Never block free airflow through the open vents of the unit.



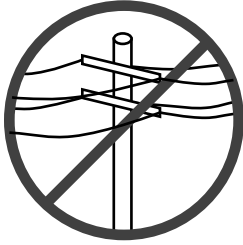
- Allow the heater to cool before carrying out any maintenance or cleaning. Ashes must be disposed in a metal container with a tight lid and placed on a non-combustible surface well away from the home or structure.



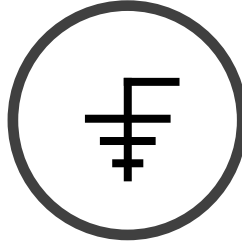
- Do not operate the heater if the flame becomes dark & sooty or if the firepot overfills with pellets. Turn the **MODE SWITCH** to "OFF" and periodically inspect the heater (see "Running Your Heater").



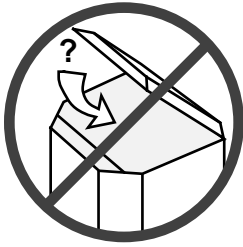
- This heater is designed and approved for pelletized wood fuel only. Any other type of fuel burned in this heater will void the warranty and safety listing.



- The heater will not operate during a power outage. If a power outage does occur, check the heater for smoke spillage and open a window if any smoke spills into the room.



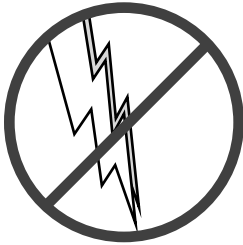
- This heater must be connected to a standard 115 V., 60 Hz grounded electrical outlet. Do not use an adapter plug or sever the grounding plug. Do not route the electrical cord underneath, in front of, or over the heater.



- Keep foreign objects out of the hopper.

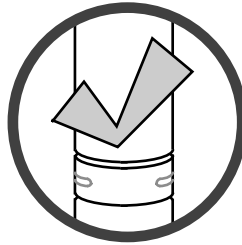


- When installed in a mobile home, the heater must be bolted to the floor, have outside air, and **NOT BE INSTALLED IN THE BEDROOM** (Per H.U.D. requirements). Check with local building officials.



- Disconnect the power cord before performing any maintenance.

**NOTE:**  
Turning the Mode Switch to "OFF" does not disconnect all power to the heater.



- The exhaust system should be checked twice a year minimum for any build-up of soot or creosote.



- Do not throw this manual away. This manual has important operating and maintenance instructions that you will need at a later time. Always follow the instructions in this manual.



- Do not touch the hot surfaces of the heater. Educate all children of the danger of a high-temperature heater. Young children should be supervised when they are in the same room as the heater.



- Do not place clothing or other flammable items on or near the heater. Because this heater can be controlled by a thermostat there is a possibility of the heater turning on and igniting any items placed on or near it.



- **Travis Industries, Inc. grants no warranty, implied or stated, for the installation or maintenance of your heater, and assumes no consequential damage(s).**

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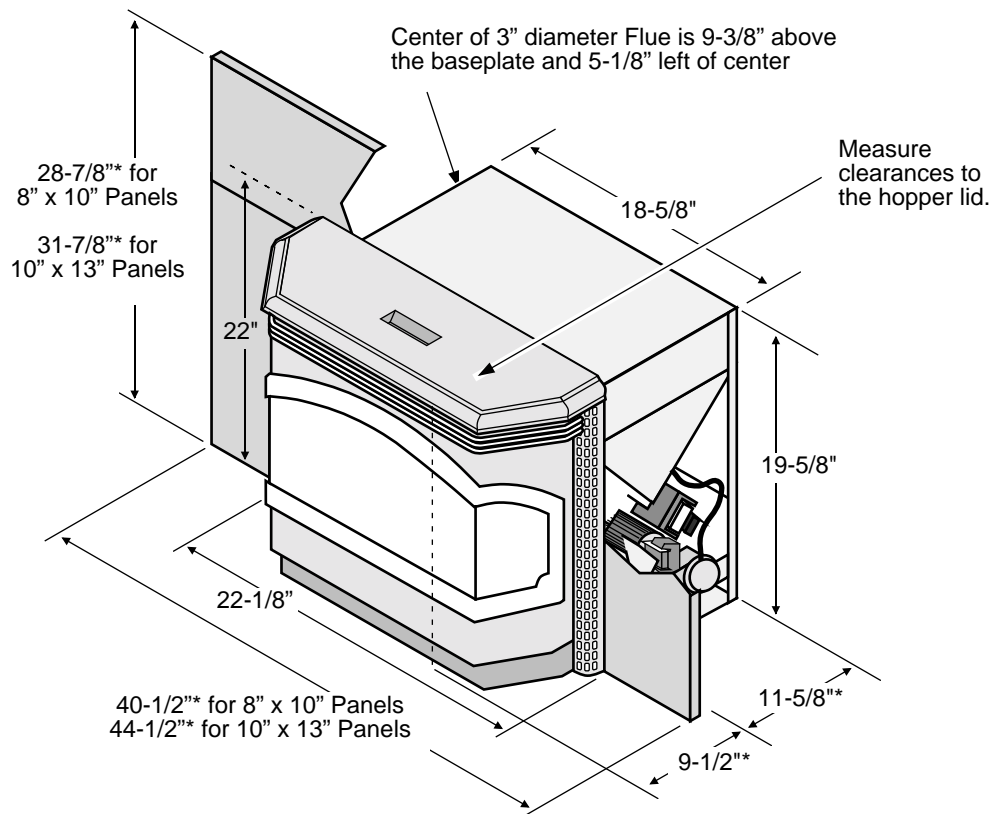
## Heating Specifications:

Approximate Maximum Heating Capacity (in square feet)* .....	800 to 1,600 Sq. Feet
Burn Rate (Pounds per Hour)** .....	1.0 to 3.5
Maximum Burn Time on Low Burn** .....	10 - 30 Hours
Hopper Capacity .....	35 Pounds

\* Heating capacity will vary depending on the home's floor plan, degree of insulation, and the outside temperature. It is also affected by the fuel size, quality, and moisture level.

\*\* Small pellets will increase or decrease the stated burn rates and burn times. Differences of plus or minus 20% depending on fuel quality may occur.

## Dimensions:



\* Includes trim and the required 3/8" gap between the surround panels and fireplace.

## Electrical Specifications:

Electrical Rating.....	115 Volts, 3.6 Amps, 60 Hz
Watts During Start-Up Sequence .....	400 (approximately)
Watts During Operation .....	180 (approximately)

## Fuel:

The unit is designed for wood pellets that comply with the standards set by the Association of Pellet Fuel Industry (density of at least 40 lbs. per cubic foot, 1/4" to 5/16" diameter, length no greater than 1-1/2", 8200 BTU's/lb., moisture under 8% by weight, ash under 1% by weight, and salt under 300 parts per million). If the fuel does not comply to this standard, the unit may not operate as designed.

## EPA Compliance:

This heater is EPA exempt from Phase II requirements, but has been tested for emissions using EPA test methods by OMNI Test Labs.

## Before You Begin

**READ THIS ENTIRE MANUAL BEFORE YOU INSTALL AND USE THIS HEATER. FAILURE TO FOLLOW THE INSTRUCTIONS MAY RESULT IN PROPERTY DAMAGE, BODILY INJURY, OR EVEN DEATH.**

Check with local building officials for any permits required for installation of this pellet heater and notify your insurance company before proceeding with installation.

## Packing List

- Avanti Insert
- Manual
- Door Latch Tool
- Fuses (2)
- Leveling Bolts (2)
- Brush

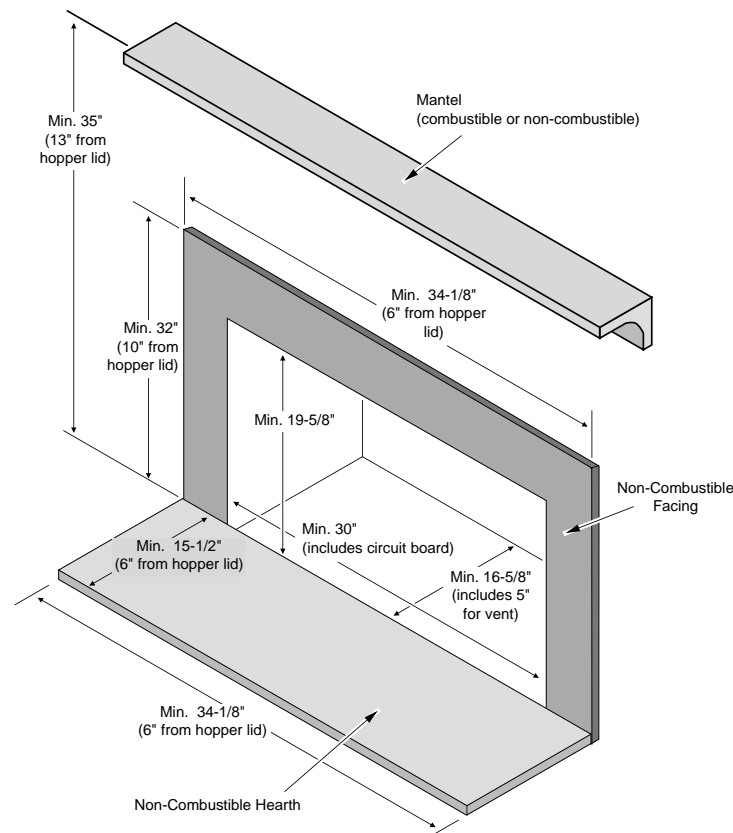
## Installation Options:

- Masonry Fireplace
- Factory Built (Metal) Fireplace
- Outside Air Compatible

## Planning The Installation

- HINT:** Have an authorized Travis Industries dealer install this heater. If you install the heater yourself, have your dealer review your installation plans.
- HINT:** Place the heater outside and load 10 pounds of pellets inside the hopper. Plug the heater in and let it run on HIGH until the pellets run out. This will cure the paint and burn off any oil on the steel, eliminating any smell inside the home.
- HINT:** Paint the interior of the fireplace with latex paint to prevent fireplace odors from entering the home (the convection blower circulates air around the insert).

## Minimum Fireplace Size



## Clearances

- Insert must be placed so that no combustibles are within, or can swing within (e.g. drapes, doors), 36" of the front of the heater.
- Insert must be placed a minimum 9" from a side wall (or combustible protruding more than 3/4").

## Mantel Requirements

- The mantel (combustible or non-combustible) must be a minimum 13" above the hopper lid (NOTE: measure clearance to the location where the mantel protrudes 3/4" or greater).

## Hearth Requirements

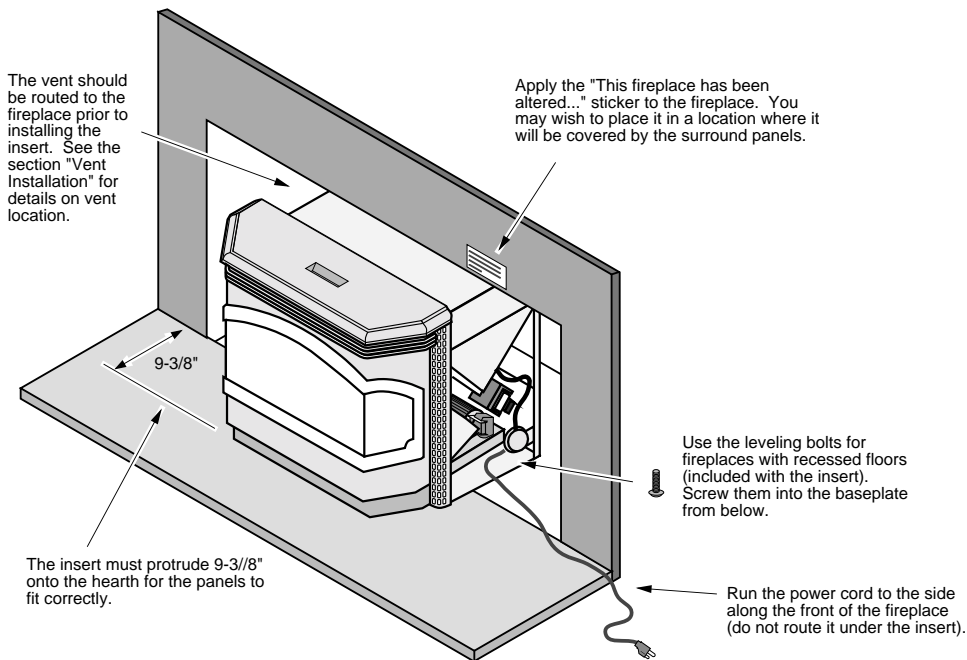
- The non-combustible hearth must extend 6" to the front and 6" to each side of the insert (measure to the hopper lid).

## Facing Requirements

- The non-combustible facing must extend 6" to the side and 10" above the hopper lid.

## Placing the Insert

- The insert must be placed within an undamaged masonry or factory built (metal) fireplace. Loose bricks or other damage must be fixed. Clean the fireplace before installing.
- A 3/8" gap must be allowed between the surround panels and the face of the fireplace.





## Venting the Pellet Stove

- **INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.**
- **DO NOT CONNECT THE PELLET VENT TO A VENT SERVING ANY OTHER APPLIANCE OR STOVE.**
- **DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.**

### Maximum Venting Distance:

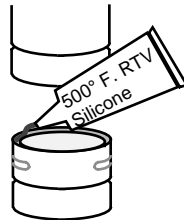
- Maximum venting height is 33' (maximum horizontal offset is 10')
- Use no more than 180° of elbows (two 90° elbows, or two 45° & one 90° elbow, etc.).

### Pellet Vent Type

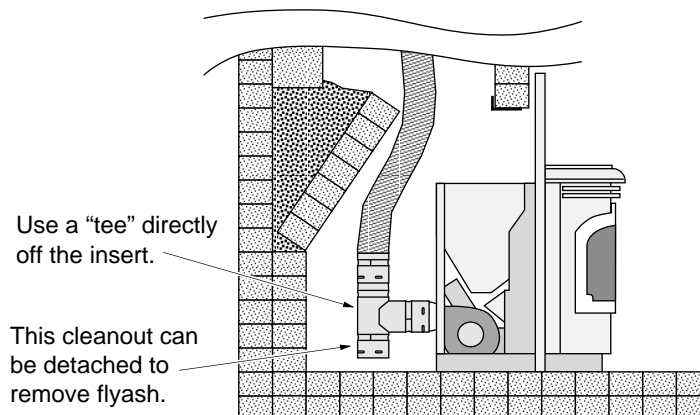
- Must be Type "L" vent and/or Type "L" chimney liner.
- Use 4" dia. vent if vent height is over 15' or if installation is over 4,000' above sea level.

### Installing the Pellet Vent

- Pellet vent connections must be sealed airtight with 500° F. RTV silicone and screwed together with at least three sheet metal screws.
- Use a "tee" directly off of the insert - this allows for an easy "cleanout" for flyash.



Seal each vent section by injecting a liberal amount of 500° F. RTV silicone into the gap between sections.



### Pellet Vent Termination

- Termination must be a minimum 6" above the top of the chimney (NOTE: the chimney must meet local codes for height above the roof or other obstructions).
- Must have an approved cap (to prevent water from entering).
- Must not be located where it will become plugged by snow or other material.

## Mobile Home Requirements

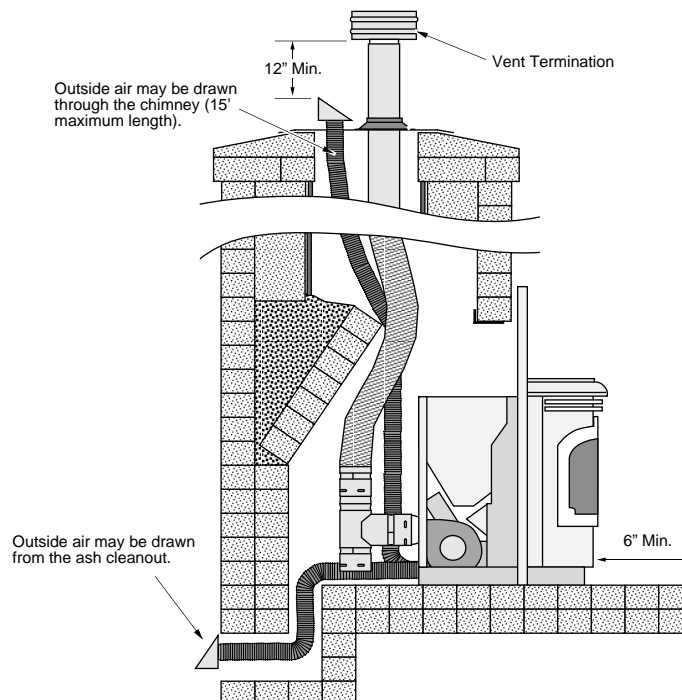
- Outside air is required (used for combustion) - see the directions below.
- The heater must be bolted to the floor (Some states do not require this; check with your local building department).
- The heater must be grounded to the steel chassis of the mobile home (Some states do not require this; check with your local building department).

**WARNING: DO NOT INSTALL IN SLEEPING ROOM.**

**CAUTION: THE STRUCTURAL INTEGRITY OF THE MANUFACTURED HOME FLOOR, WALL, AND CEILING/ROOF MUST BE MAINTAINED.**

## Outside Air (used for combustion)

- Outside air is optional (except in mobile homes or when required by local building codes).
- Must not be drawn from an enclosed space (garage, unventilated crawl space).
- Must not be over 15' long.
- Must be made with 1 3/4" diameter or larger metal or aluminum duct with a metal screen attached to the end to keep out rodents (P.V.C. or other combustible materials may not be used). Use the Travis Industries Outside Air Kit (part # 99200136).
- Must not terminate above or within 1' of the chimney termination.
- Must have a rain cap or down-turned elbow to prevent water from entering.
- Must be located so that it will not become plugged by snow or other material.



## ***Restrictor Adjustment***

The restrictor is used to adjust airflow to the firepot. It should be adjusted to match the heat output setting and burn the pellets at the appropriate rate. This keeps the firepot as clean as possible.

**For low heat output settings** the restrictor will need to be closed or near closed to limit the amount of air. This prevents the stove from burning the pellet fuel faster than it is fed.

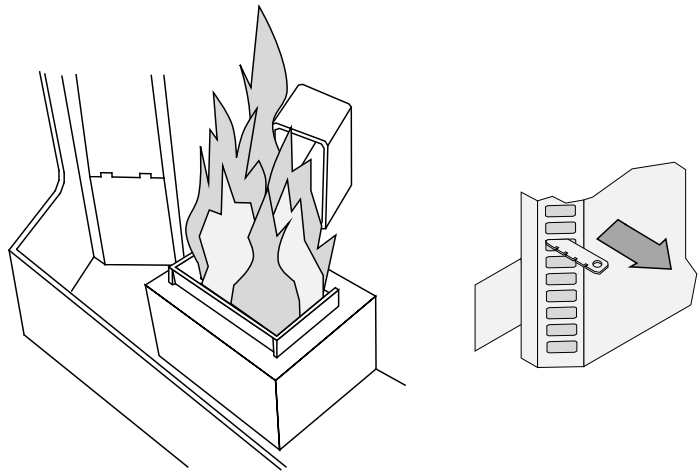
**For medium heat output settings** the restrictor will need to be opened to a medium position.

**For high heat output settings** the restrictor will need to be opened to a high position. This prevents the firepot from over-filling with pellets and becoming clogged with ash clumps.

Keeping your firepot clean is the most important step to maintaining a safe and efficient stove. Check and clean your firepot daily until you find the correct restrictor settings and appropriate firepot cleaning interval.

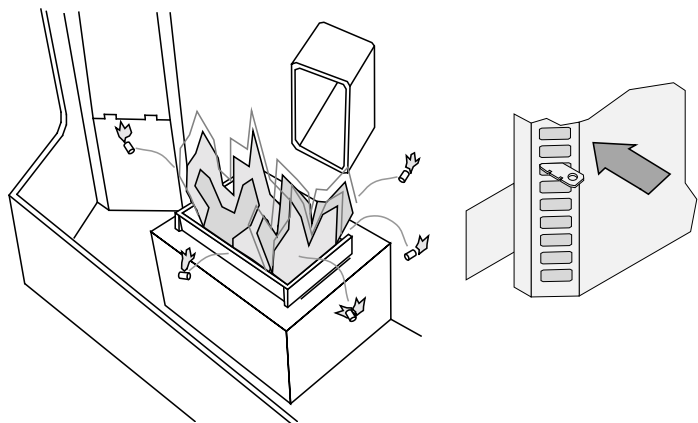
### **Not Enough Air**

If clinkers (ashes that solidify into a clump) develop or the flame appears lazy and slow to blow the ash out of the firepot, pull the restrictor outward until the flame becomes active and the firepot holes remain clean. NOTE: If the restrictor is fully out, yet the firepot does not remain clean, the stove needs to be cleaned and checked for air leaks (see "Maintenance" section of this manual).



### **Too Much Air**

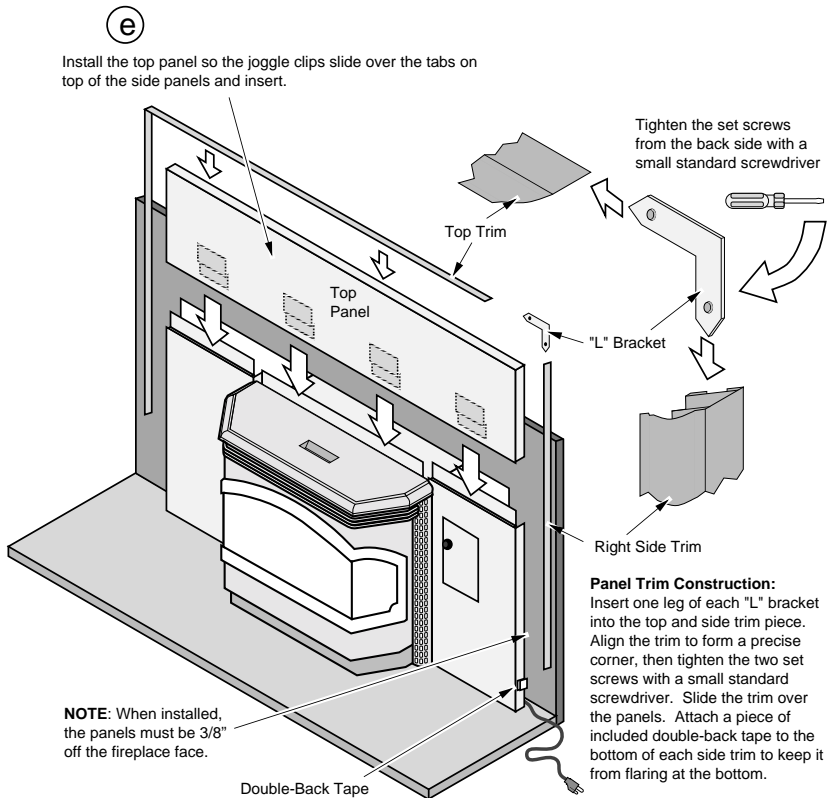
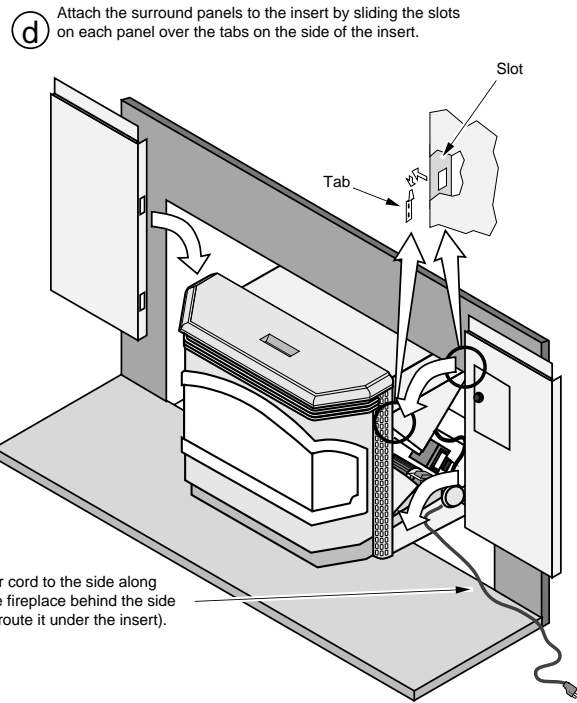
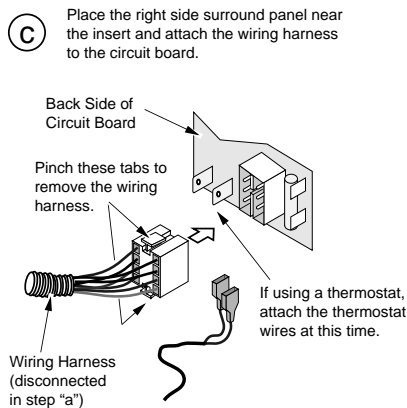
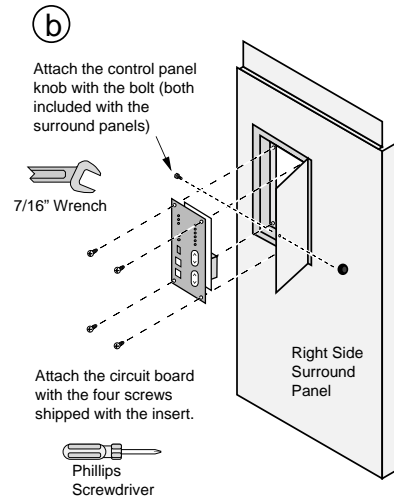
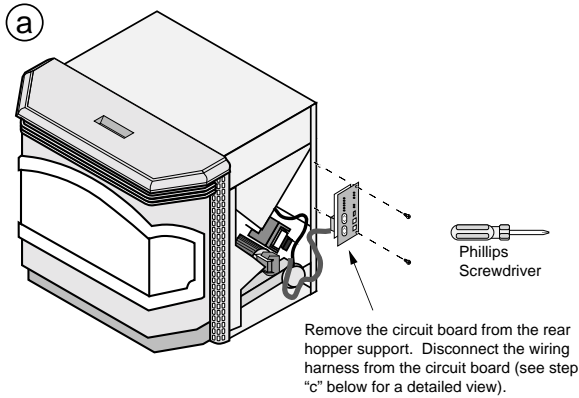
If the flames are too active (small, flickering flames) or if burning pellets are expelled from the firepot, move the restrictor rod inwards until the flame slows down and no burning pellets are expelled (note: it is okay to have "glowing embers" jump out of the firepot). Another symptom of too much air is the heater "blowing the fire out" – a condition in which the pellets burn faster than they are fed (this is most common on low).



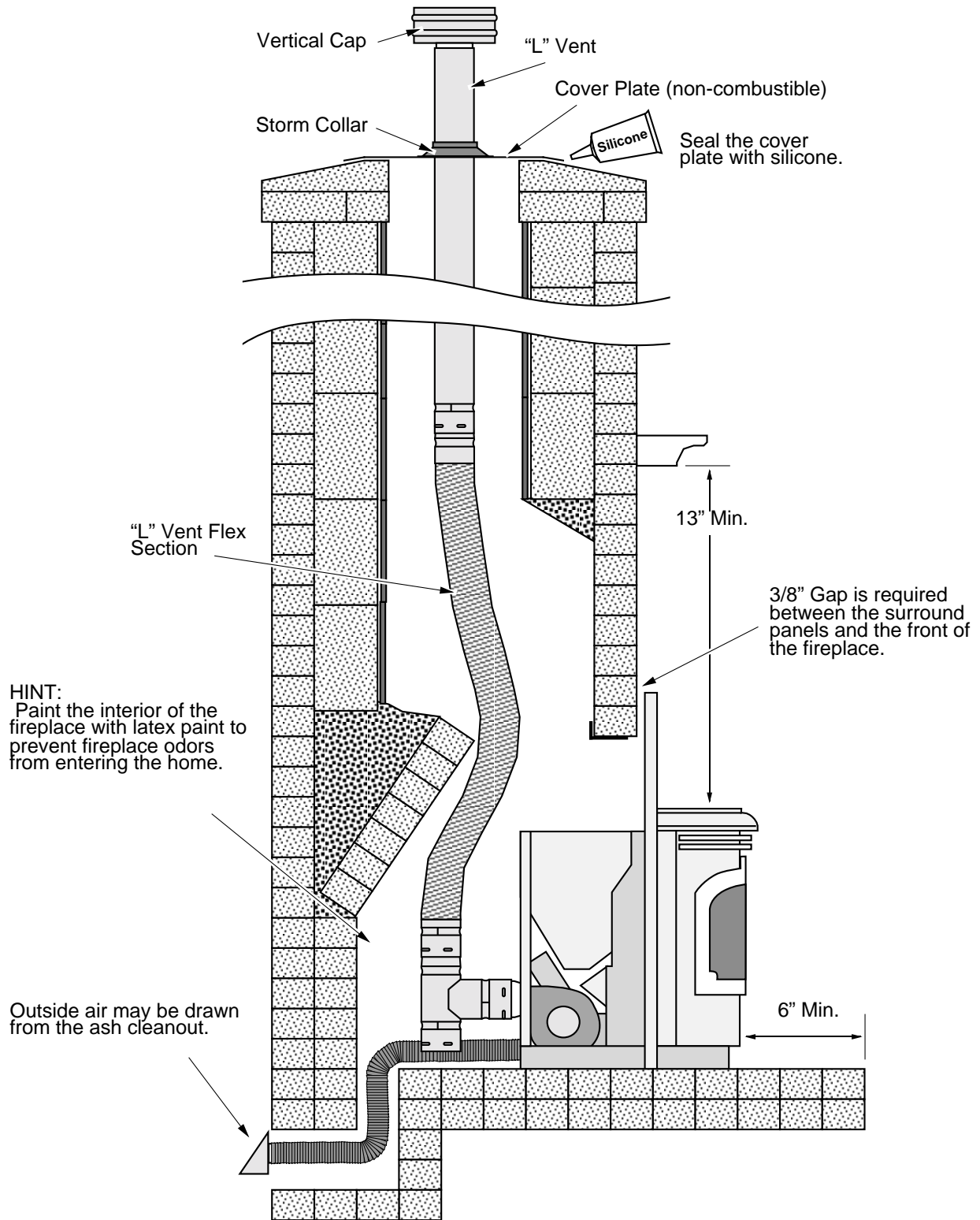
## Surround Panel & Circuit Board Installation

- **NOTE:** Attach the vent prior to installing the surround panels (& circuit board).
- The panels are offered in the two sizes shown below:

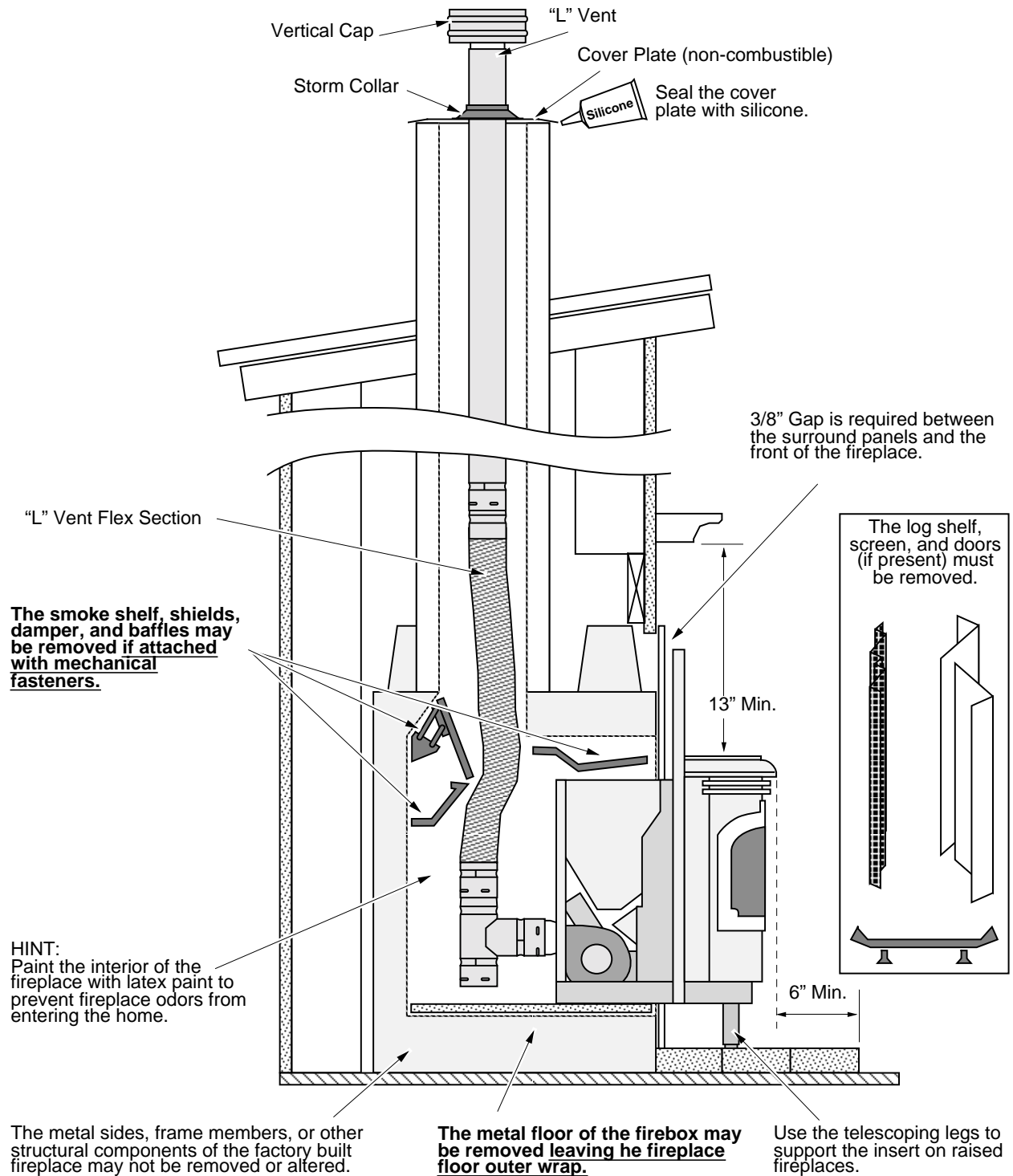
Size	Brass Trim #	Black Trim #	Width	Height
8 x 10 Panels	99300703	99300709	40-1/2"	28-7/8"
10 x 13 Panels	99300704	99300710	44-1/2"	31-7/8"



## Installation into a Masonry Fireplace



## Installation into a Factory Built (Metal) Fireplace

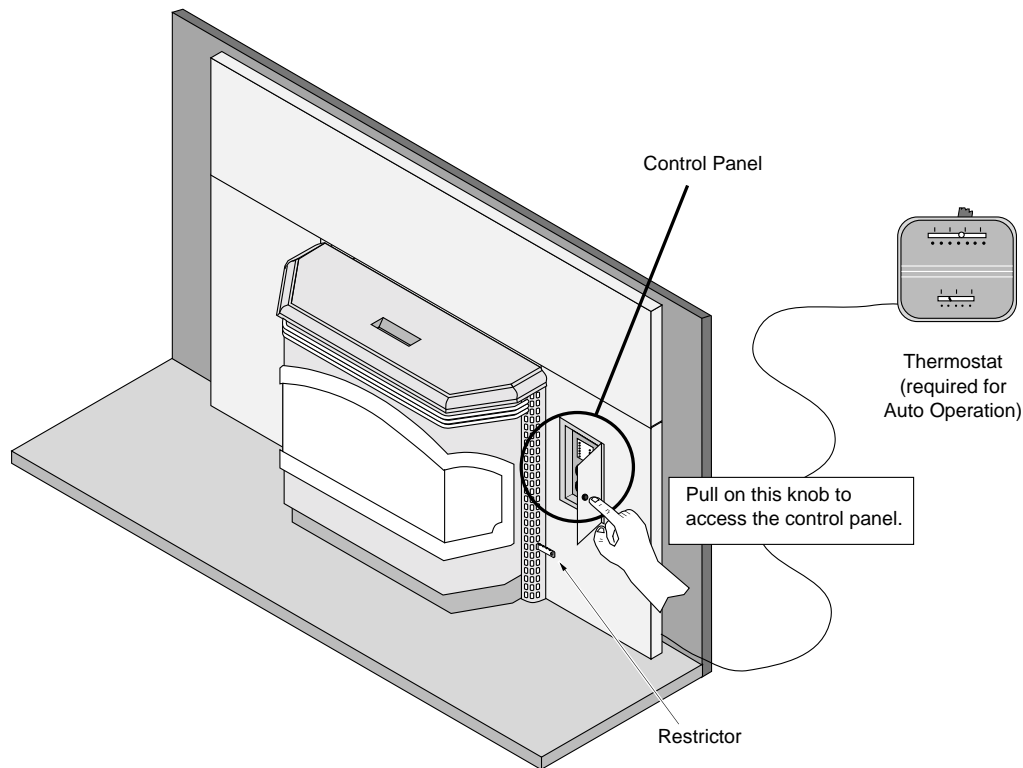


## Safety Notice

Read this entire manual (especially the "Safety Precautions" on pages 2 and 3) before using this heater. Failure to follow the instructions may result in property damage, bodily injury, or even death.

- ! Do not unplug the heater to turn it off. This heater relies upon electricity to push the flue gases out the pellet vent – unplugging it may lead to smoke entering your room.
- ! Failure to maintain your heater will lead to a restricted combustion air system, leading to poor performance and in some cases, smoke spillage into the room. See the "Maintenance" section for details.

## Location of Controls



## Starting the Heater for the First Time

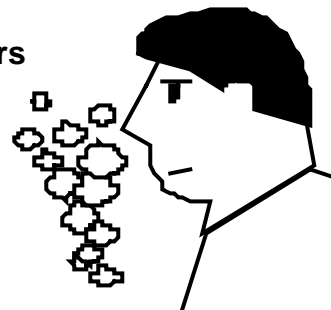
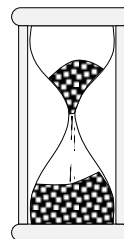
### Curing the Paint

This heater uses a heat-activated paint that will emit some fumes while starting the first fire. Open doors and windows to the room to vent these fumes. You may also notice oil burning off of the interior of the heater. This rust-stopping agent will soon dissipate.

### Priming the Auger

Because of its electronic control panel, this heater does not require priming. If you run out of pellets you may notice it will take approximately 5 minutes longer for the heater to start.

2 to 4 hours

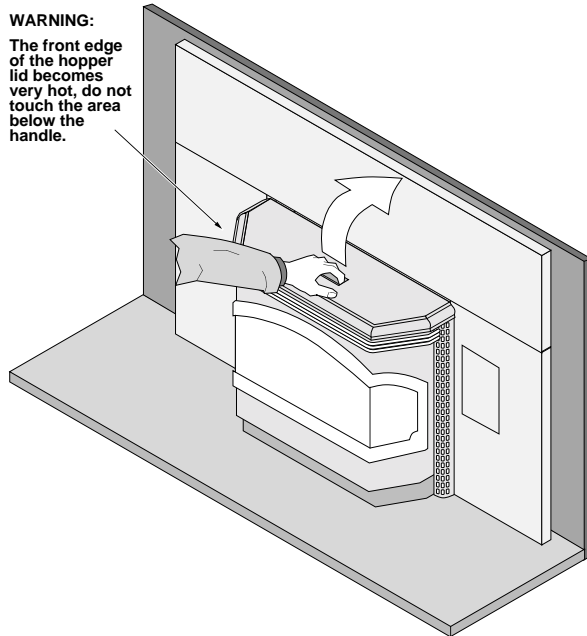


## Loading Pellets

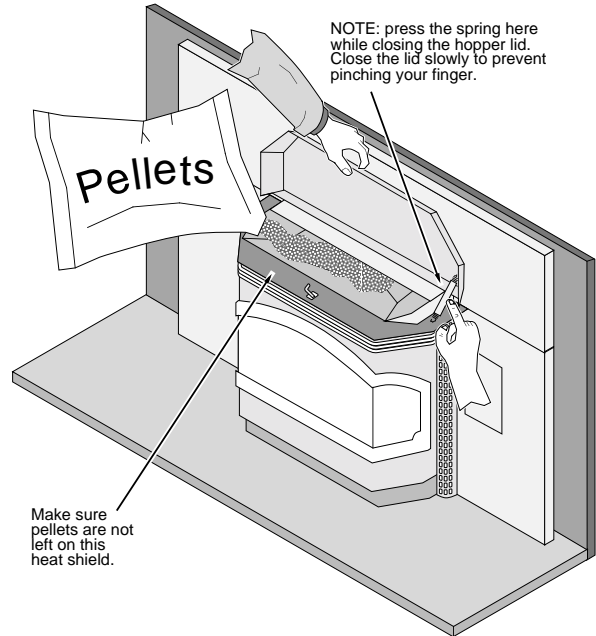
Lift the hopper lid to its vertical position. Pour pellets into the hopper until full. NOTE: The hopper holds approximately 35 pounds of pellets.

**WARNING:**

The front edge of the hopper lid becomes very hot, do not touch the area below the handle.



NOTE: press the spring here while closing the hopper lid. Close the lid slowly to prevent pinching your finger.



Make sure pellets are not left on this heat shield.

## The Two Modes of Operation:

### Manual

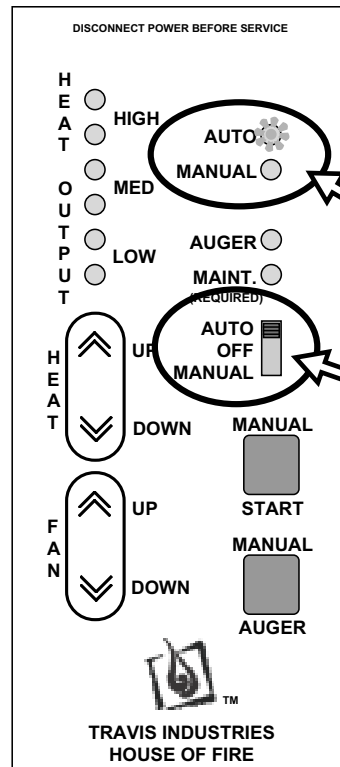
Manual mode requires the user to turn the heater on and off manually.

### Auto (requires a thermostat)

Auto mode allows you to use a thermostat to control room temperature. The stove automatically turns on when the temperature drops below the thermostat setting. Once the stove reaches operating temperature, the stove then runs at the heat output setting selected.

### Switching Modes While in Operation

Whenever the stove is switched from one mode to another while in operation, the stove will enter the "start-up" sequence for a minimum of 20 minutes.



These indicator lights are used to determine which mode you are in.

Use the mode switch to determine the mode.



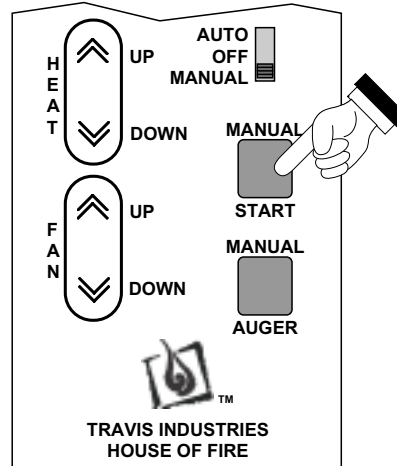
## Manual Mode

Manual mode requires the user to turn the heater on and off manually.

### To Start

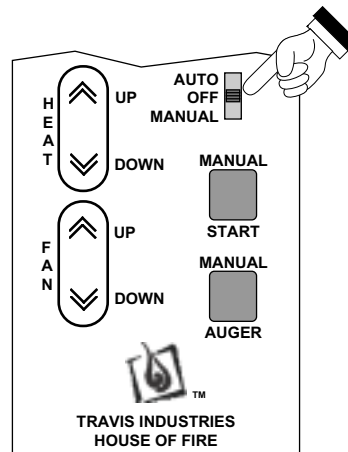
Press the "Manual Start" button. That's it. The stove automatically goes to a medium burn rate and high fan while the igniter starts the fire burning within 10 minutes. During this period the lowest "HEAT OUTPUT" light will flash. If the stove does not start in 30 minutes, the stove turns off.

Once up to temperature, the stove will then run at the heat output setting selected on the control panel (see "To Adjust the Heat" below).



### To Shut Down

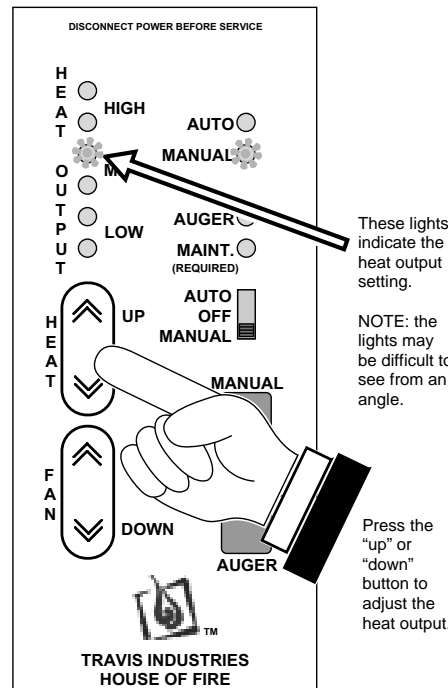
Move the mode switch to "OFF". The exhaust blower will still run until the heater cools down.



### To Adjust the Heat

Press the "Heat" buttons to adjust the heat output.

NOTE: During start-up you may adjust the heat setting. This heat setting will take effect once the start-up sequence is complete.

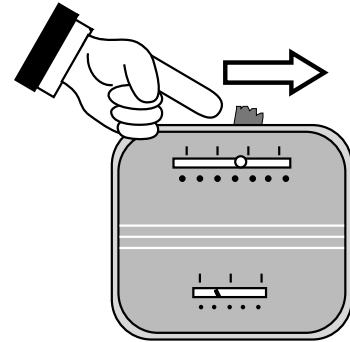


## Auto Mode

Auto mode allows you to use a thermostat to control room temperature. The stove automatically turns on when the temperature drops below the thermostat setting. Once the stove reaches operating temperature, the stove then runs at the heat output setting selected.

### To Adjust Room Temperature (or Start the Stove)

Move the thermostat to the heat setting desired. If the room is cooler than the setting, the stove will go through the start-up sequence for approximately 10 minutes. During this period the lowest "HEAT OUTPUT" light will flash. Once up to temperature, the stove will then run at the heat output setting selected on the control panel. If the room is too hot, move the thermostat to a lesser setting.



### To Adjust the Heat

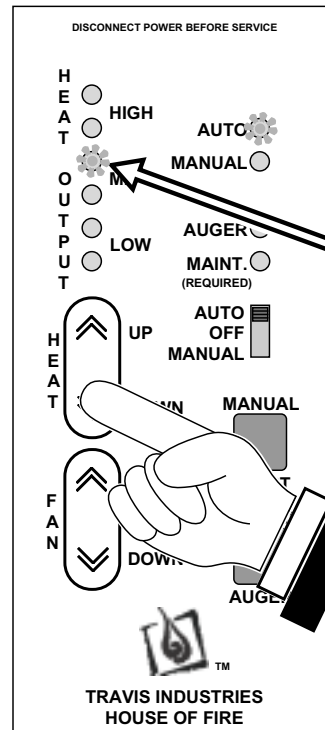
Press the "Heat" buttons to adjust the heat output.

#### HINT:

If you find that the stove turns on and off repeatedly, you may wish to turn the heat output to a lesser setting. The lower setting will provide a more consistent heat output over time, eliminating the need for the thermostat to repeatedly turn the stove off.

#### NOTE:

If the thermostat calls for heat while the stove is still cooling down, the stove will go through the start-up sequence (for a minimum of 20 minutes).



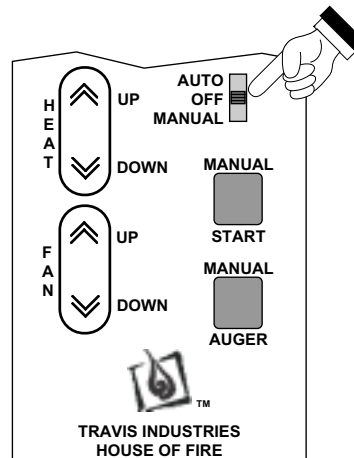
These lights indicate the heat output setting.

NOTE: the lights may be difficult to see from an angle.

Press the "up" or "down" button to adjust the heat output.

### To Shut Down

Move the mode switch to "OFF". The exhaust blower will still run until the heater cools down.



## ***Restrictor Adjustment***

The restrictor is used to adjust airflow to the firepot. It should be adjusted to match the heat output setting and burn the pellets at the appropriate rate. This keeps the firepot as clean as possible.

**For low heat output settings** the restrictor will need to be closed or near closed to limit the amount of air. This prevents the stove from burning the pellet fuel faster than it is fed.

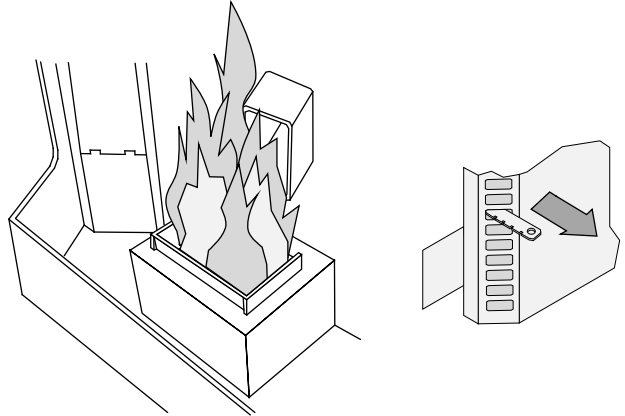
**For medium heat output settings** the restrictor will need to be opened to a medium position.

**For high heat output settings** the restrictor will need to be opened to a high position. This prevents the firepot from over-filling with pellets and becoming clogged with ash clumps.

Keeping your firepot clean is the most important step to maintaining a safe and efficient stove. Check and clean your firepot daily until you find the correct restrictor settings and appropriate firepot cleaning interval.

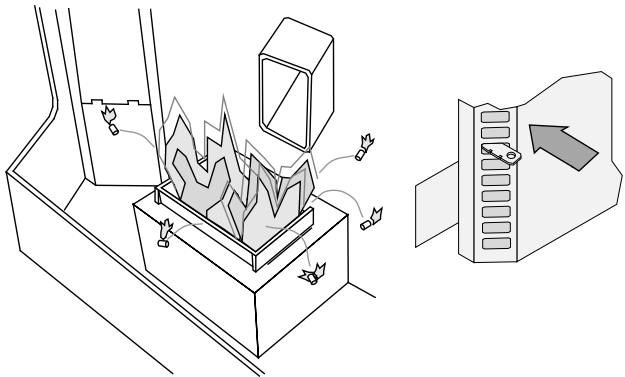
### Not Enough Air

If clinkers (ashes that solidify into a clump) develop or the flame appears lazy and slow to blow the ash out of the firepot, pull the restrictor outward until the flame becomes active and the firepot holes remain clean. NOTE: If the restrictor is fully out, yet the firepot does not remain clean, the stove needs to be cleaned and checked for air leaks (see "Maintenance" section of this manual).

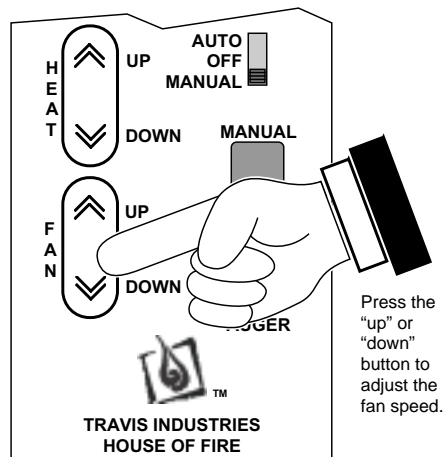


### Too Much Air

If the flames are too active (small, flickering flames) or if burning pellets are expelled from the firepot, move the restrictor rod inwards until the flame slows down and no burning pellets are expelled (note: it is okay to have "glowing embers" jump out of the firepot). Another symptom of too much air is the heater "blowing the fire out" – a condition in which the pellets burn faster than they are fed (this is most common on low).



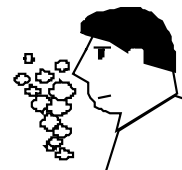
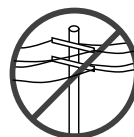
## ***Adjusting the Fan Speed***



## ***Power Outages***

If a sustained power outage occurs while in "Manual", the stove will go to a "cool down" mode to vacate smoke once power returns. If the power outage was short, the heater will go to the start-up sequence. If in "Auto", the stove will re-start (if the room is cool).

! Because this stove relies upon a blower to evacuate the smoke, some smoke may enter the home during a power outage. To keep to a minimum, leave the door closed.



## Start-Up Sequence

This stove utilizes a start-up sequence whenever the mode switch is changed or the heater is started when cold. This is to ensure proper operation through all possible settings and operational states (hot or cold, pellets burning or not burning, etc.). This sequence over-rides all user settings (except the "OFF" position) to set the auger feed rate to medium, the exhaust blower to high, and the igniter on. During this period the lowest "HEAT OUTPUT" light will flash.

## "MANUAL AUGER" Button

This button turns the auger on. It is used to "prime" the auger after the hopper has run out of pellets.

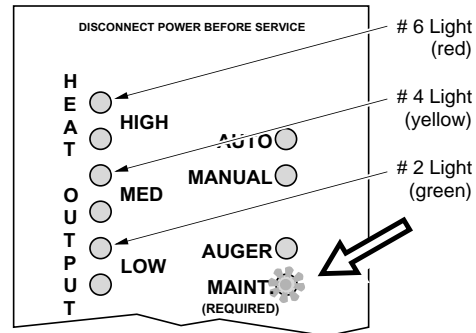
## "AUGER ON" Light

This light comes on when the auger is turning. This allows the operator to determine when the auger is turning.

## "MAINTENANCE REQUIRED" Light

**NOTE:** If the "MAINTENACE REQUIRED" light comes on, check the items below before calling for service.

The "MAINTENACE REQUIRED" light is used to indicate maintenance is required on the heater. It will turn on due to various operating circumstances. When it turns on, a second light will turn on near "HEAT OUTPUT" (see the illustration to the right). Determine the maintenance code (2, 4, or 6), then use the chart below to diagnose and remedy the situation.



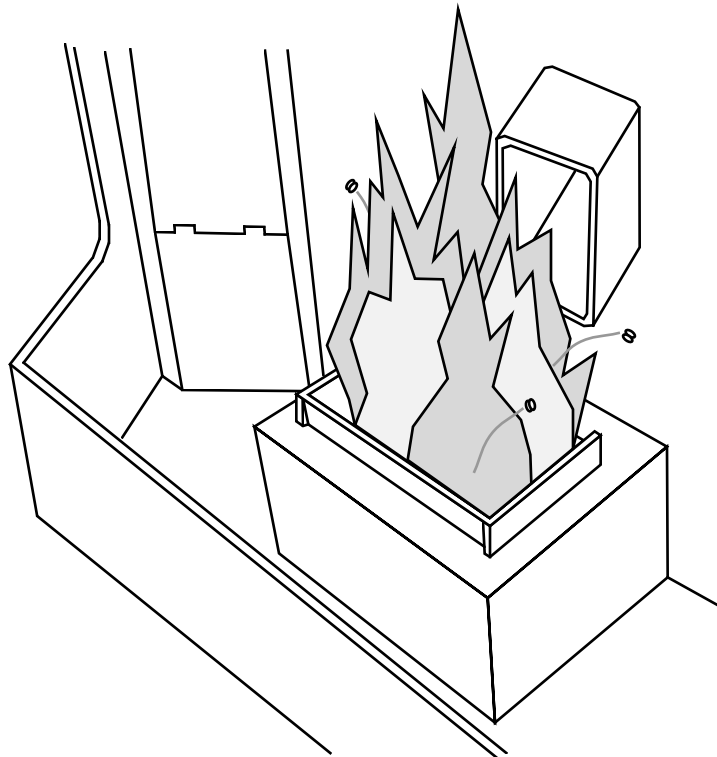
Light	Likely Cause	Remedy
2 (green)	<ul style="list-style-type: none"> <li>• Heavy Ash Build-Up in Exhaust Duct</li> <li>• Heavy Ash Build-Up in Exhaust Housing or Plugged Tubing</li> <li>• Heavy Ash Build-Up in Vent</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the Firebox (see page 26)</li> <li>• Clean the Exhaust Housing and Tubing (see page 27)</li> <li>• Clean the Vent (see page 27)</li> </ul>
4 (yellow)	<ul style="list-style-type: none"> <li>• Heater Ran Out of Pellets</li> <li>• Heater Did Not Start-Up Correctly</li> <li>• Power Outage</li> <li>• Restrictor Not Set Properly</li> <li>• Burnpot Clogged</li> <li>• Air Leak</li> <li>• Heavy Ash Build-Up</li> </ul>	<ul style="list-style-type: none"> <li>• Refill the Hopper (see page 15)</li> <li>• Re-Start the Heater and Verify the Pellets Ignite after 10 Minutes</li> <li>• Re-Start the Heater</li> <li>• Re-Start the Heater and Monitor Restrictor Setting (see page 18)</li> <li>• Clean Burnpot (see page 21)</li> <li>• Verify Door, Glass, and Ashpan Seal Correctly</li> <li>• Clean the Firebox (see page 26), Exhaust Housing (see page 27), and Vent (see page 27)</li> </ul>
6 (red)	<ul style="list-style-type: none"> <li>• Electrical Input Error (voltage or mhz fluctuation, amp deficiency, etc.)</li> <li>• Components Over-Heated</li> <li>• Faulty Wiring / System Fault</li> </ul>	<ul style="list-style-type: none"> <li>• Unplug the Heater then Plug it Back In (this re-starts the circuit board)</li> <li>• Clean the Heater and Vent (a plugged heater will slow exhaust flow, increasing temperatures – see pages 26-27)</li> <li>• If this Fault Persists, Contact Your Dealer</li> </ul>

### ***Daily Maintenance (whenever using the heater)***

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#### **Inspect the Burn**

When burning, the flames should be bright orange with an occasional ember jumping from the firepot.

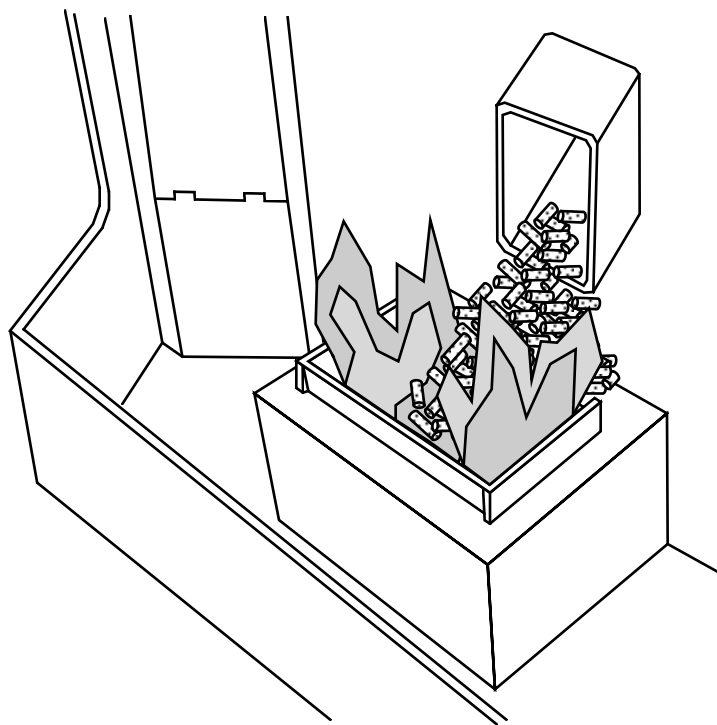


#### **Make Sure Pellets are Not Piling Up**

If the pellets pile up over the burn pot, turn the mode switch to "OFF".

The most likely causes are:

- The door, glass, or ashpan is open or has an air leak
- The firepot requires cleaning
- The exhaust system requires cleaning
- The heater requires adjustment



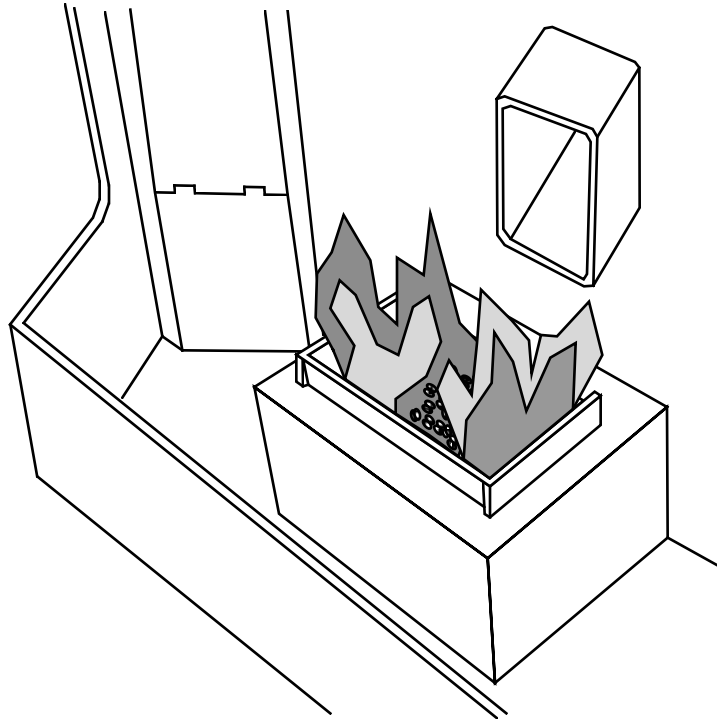
## Daily Maintenance (whenever using the heater) - Continued

### Check Firepot for Clinkers

If the flames seem to be coming only from the sides, or are orange/black, turn the heater off and check for clinkers.

The most likely causes are:

- Poor pellet quality
- The door or glass has an air leak
- The exhaust system requires cleaning
- The heater requires adjustment

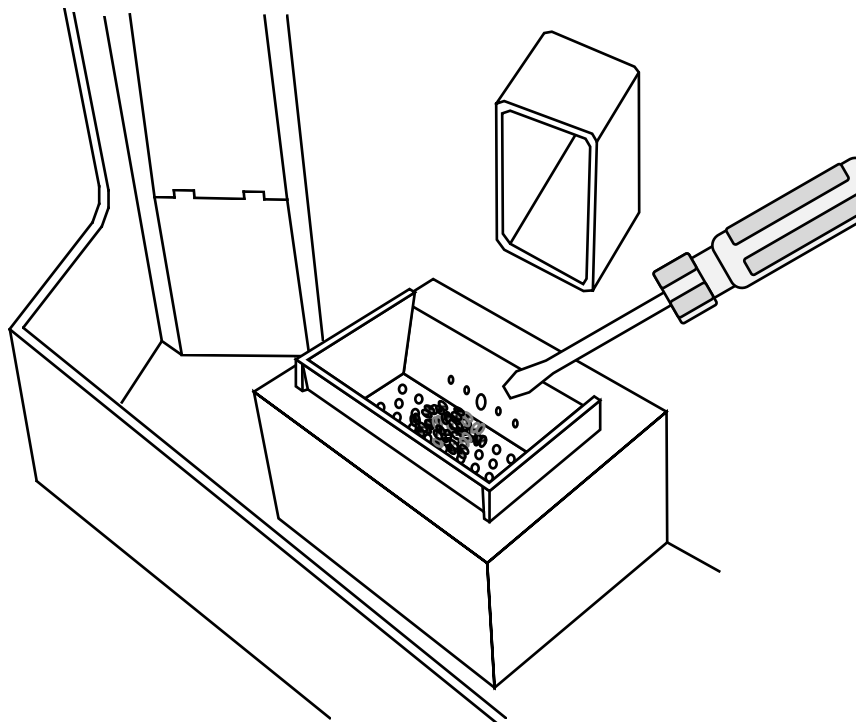


### Cleaning the Firepot

#### WARNING:

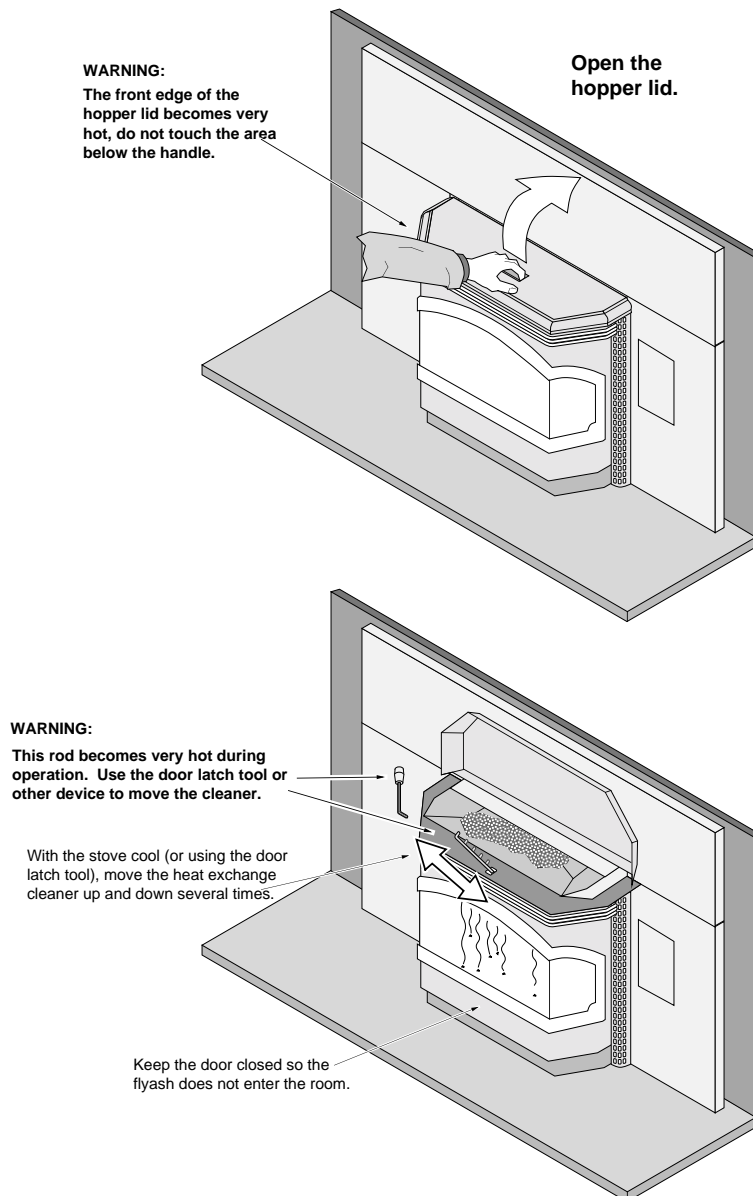
**Make sure the heater has fully cooled (approximately 25 minutes) before opening the door and conducting service.**

To clean the firepot, open the door (see page 23) and knock away any debris on the firepot with a screwdriver. If severely clogged, remove the firepot to gain better access.



### ***Weekly Maintenance (or every 5 bags of pellets)***

#### **Clean the Heat Exchange Tubes**



#### **Vacuum Hopper**

Run the heater until the pellets run out. Open the hopper and vacuum out the entire hopper. The dust and any other debris near the bottom should be removed to prevent excessive build-up.

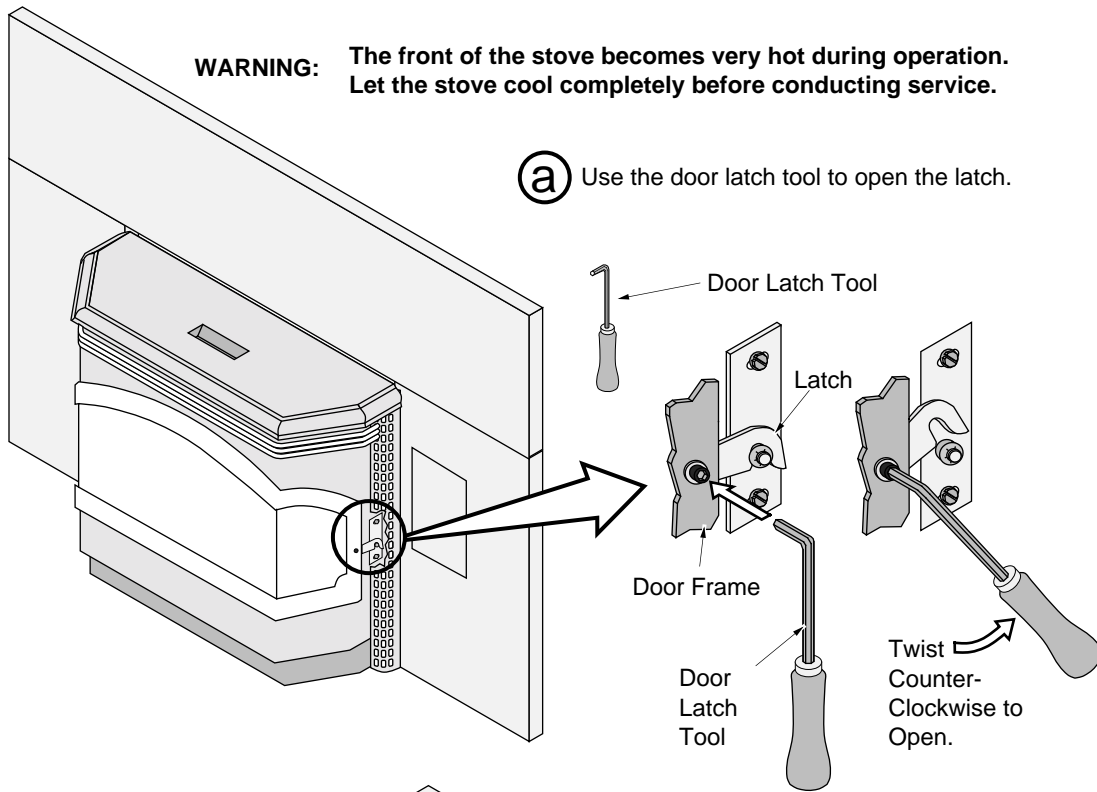
#### **Cleaning the Optional Gold Surfaces (Door and optional Grill)**

Fingerprints or other marks left on gold surfaces may become etched in place if they are not wiped clean prior to turning the stove on. Clean the gold with denatured alcohol and a soft cloth (make sure the heater is cool). Other cleaners may leave a film that may become etched into the gold.

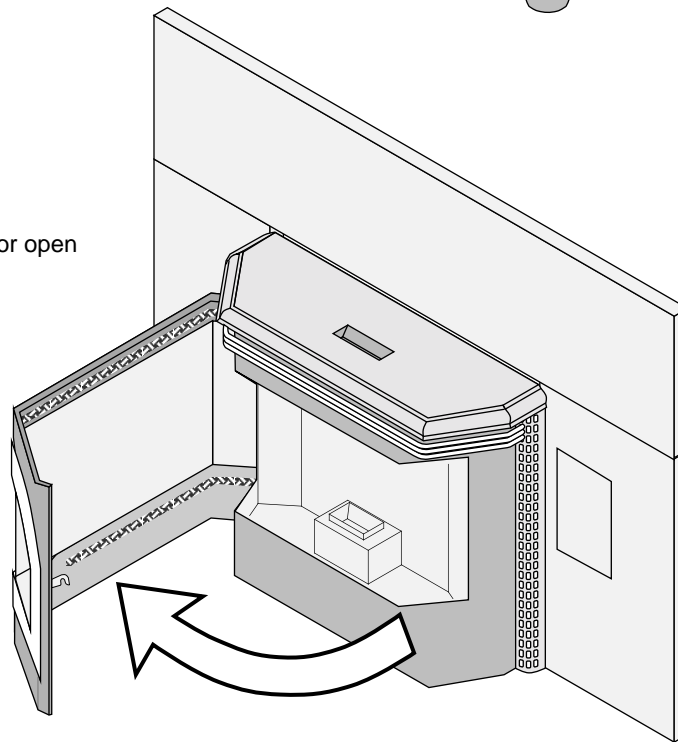
## Weekly Maintenance (or every 5 bags of pellets) - Continued

### Opening The Door

**WARNING:** The front of the stove becomes very hot during operation. Let the stove cool completely before conducting service.



(b) Swing the door open





## Weekly Maintenance (or every 5 bags of pellets) - Continued

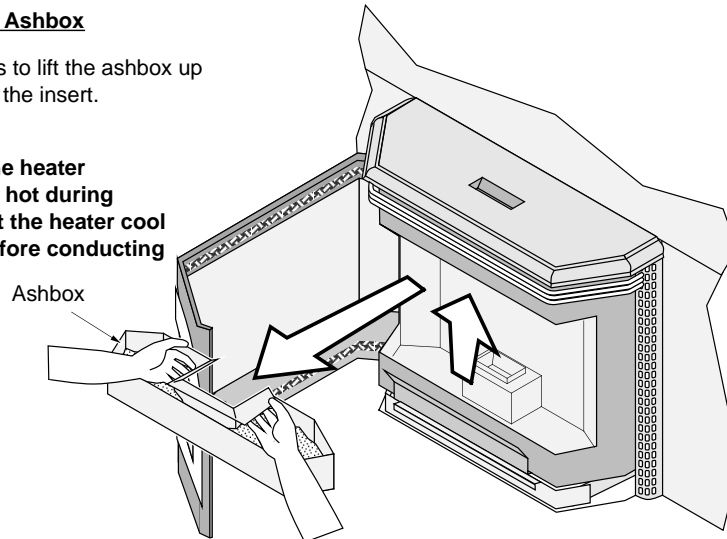
### Check Ashbox, Ashpan, Dispose Ash If Necessary

#### Removing the Ashbox

Use both hands to lift the ashbox up and away from the insert.

#### **WARNING:**

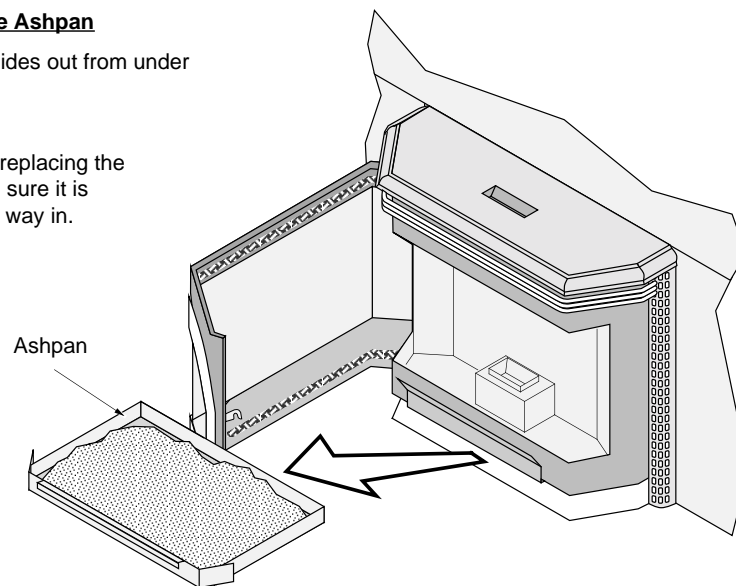
The front of the heater becomes very hot during operation. Let the heater cool completely before conducting service.



#### Removing the Ashpan

The ashpan slides out from under the firebox.

**NOTE:** When replacing the ash pan make sure it is pushed all the way in.



**Disposal of Ashes** – Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have been thoroughly cooled.

### Clean the Glass

Open the door and clean the glass with a non-abrasive glass cleaner and rag. This will increase the amount of light and heat given off by the heater.

## Weekly Maintenance (or every 5 bags of pellets) - Continued

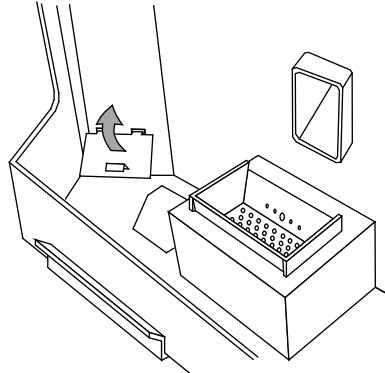
### Sweep Ash Into Ashpan

HINT: The more often you clean out the flyash, the more efficient your heater will burn.

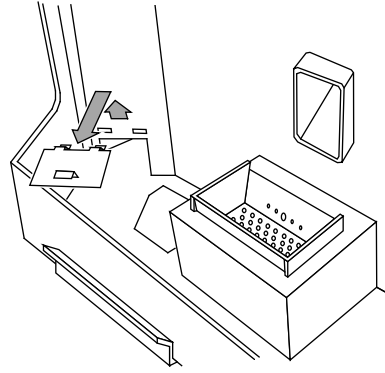
**WARNING: The firebox becomes very hot during operation. Let the stove cool completely before conducting service.**

**a** Remove the Ashbox by following the instructions on the previous page.

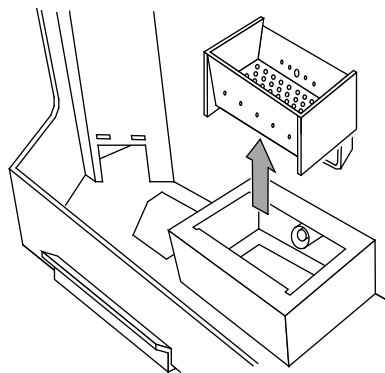
**b** Swing the side ash trap door up.



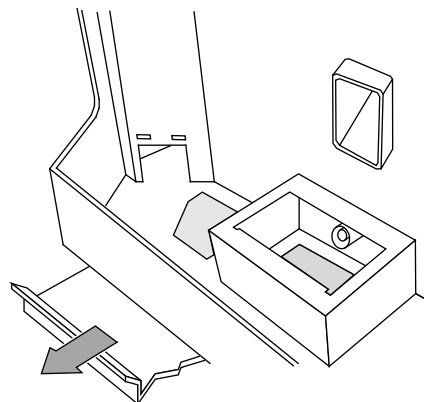
**c** Lift it up and away from the firebox. Repeat for the opposite side.



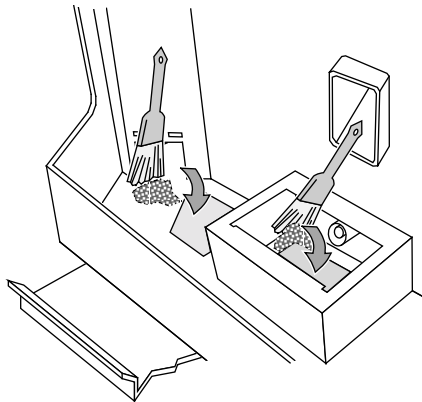
**d** Lift the firepot out of its holder.



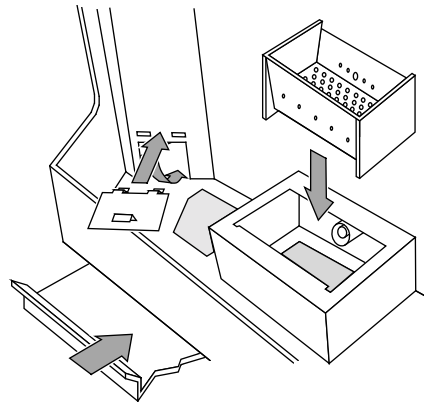
**e** Slide the ash pan trap door forward to expose the ash dumps.



**f** Brush all flyash into the ash dumps, including the flyash inside the firepot holder.



**g** Replace the ash trap doors and firepot. Slide the ash pan trap door forward.



HINT: To empty the ashpan, see the instructions on the previous page.

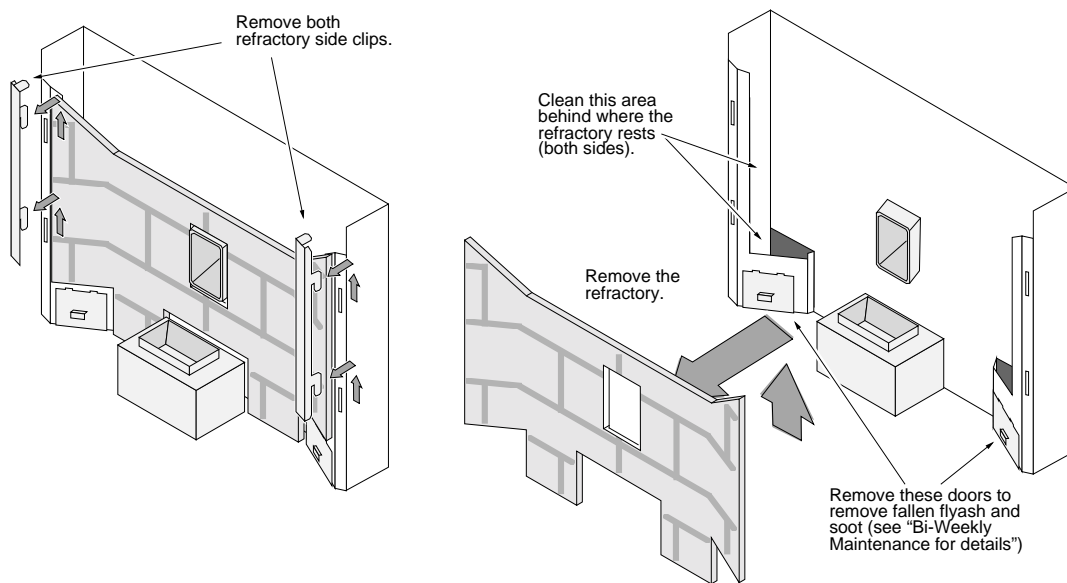
## Yearly Maintenance (or every ton)

**WARNING:** Disconnect the power cord prior to conducting service.

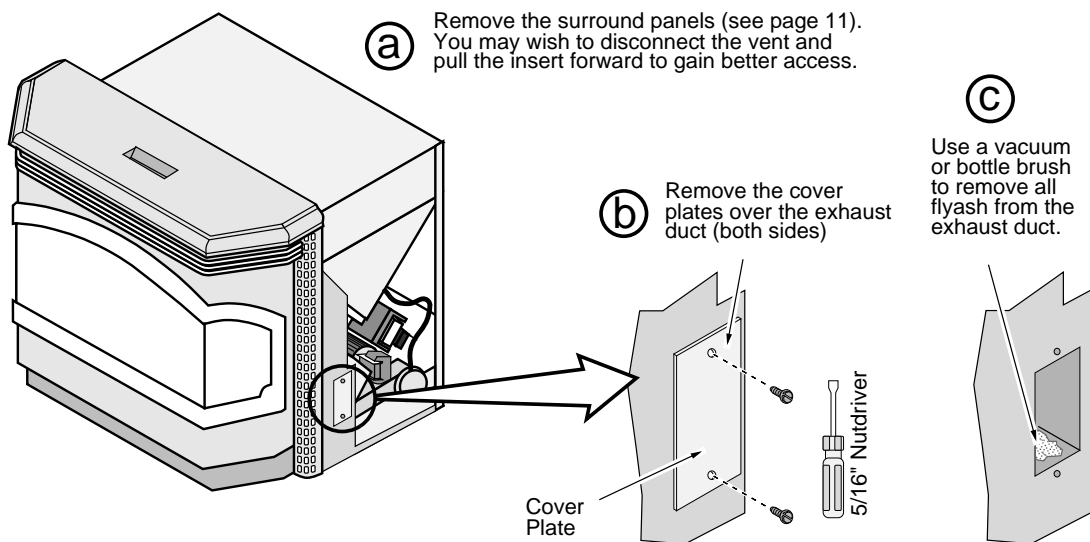
The following section details extensive maintenance procedures. We strongly suggest these items be carried out by a trained service technician, possibly by a service agreement set up with your dealer.

**Soot and Flyash: Formation and Need for Removal** – The products of combustion will contain small particles of flyash. The flyash will collect in the exhaust venting system and restrict the flow of the flue gases. Incomplete combustion, such as occurs during startup, shutdown, or incorrect operation of the room heater will lead to some soot formation which will collect in the exhaust venting system. The exhaust venting system should be inspected at least once every year to determine if cleaning is necessary.

### Clean the Vertical Exhaust Duct (the stove must be cool and unplugged)



### Clean the Exhaust Duct (make sure the heater is cool and unplugged)

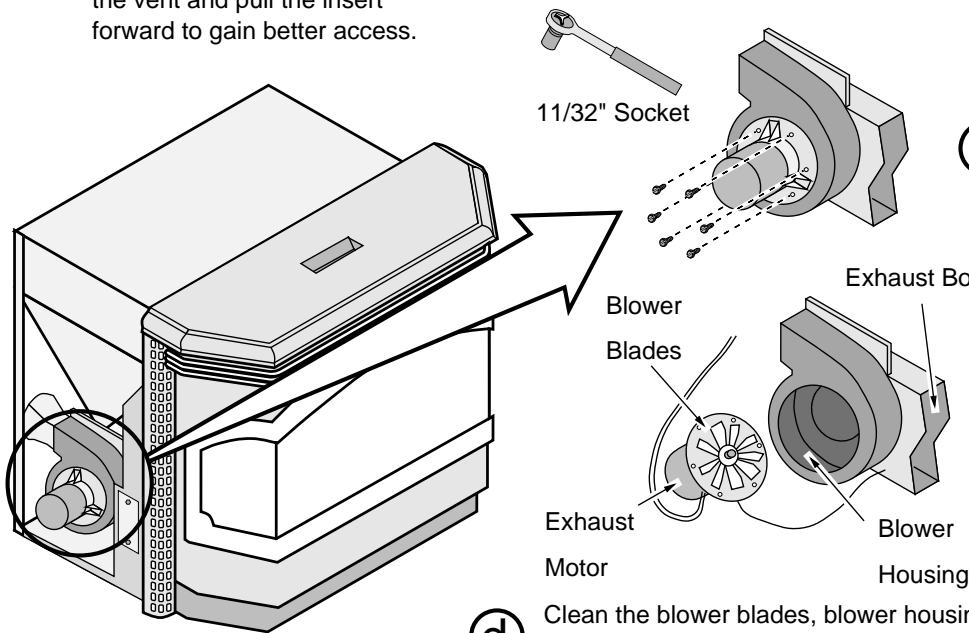


## Yearly Maintenance (or every ton) - Continued

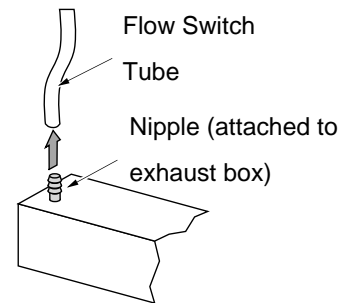
### Clean the Exhaust Blower (make sure the heater is cool and unplugged)

**(a)** Remove the surround panels (see page 11). Disconnect the vent and pull the insert forward to gain better access.

**(b)** Remove the six screws holding the exhaust blower motor in place.

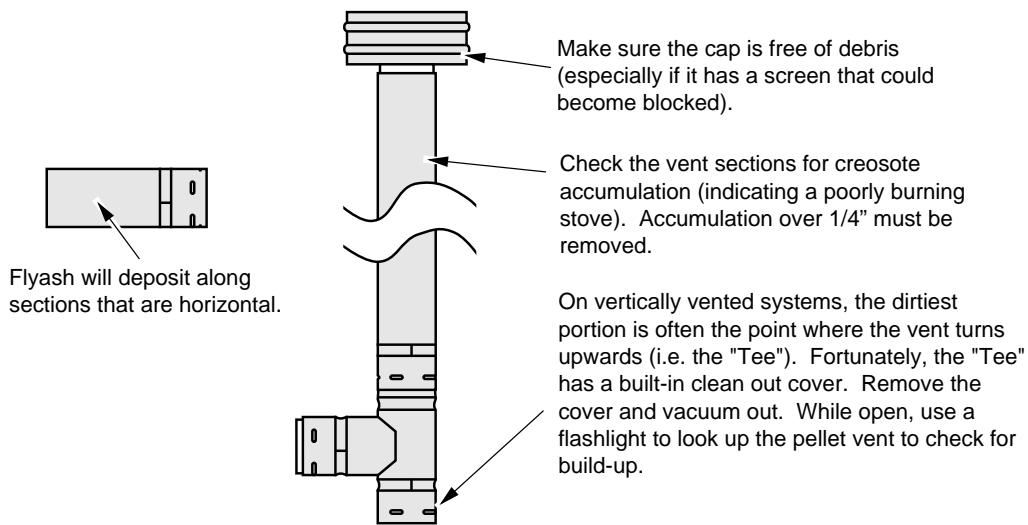


**(c)** Pull the motor out (be careful not to damage the wiring).



**(d)** Clean the blower blades, blower housing, and exhaust box. You may wish to use a vacuum to pull ash out of the vent system. When replacing the motor, take care to align the gasket (if it is damaged, replace). Check the nipple and flow switch tube. Insert a pipe cleaner through the nipple to dislodge any flyash. **NOTE:** The flow switch will shut off the auger if the tube becomes

### Clean the Vent (make sure the heater and vent is cool)

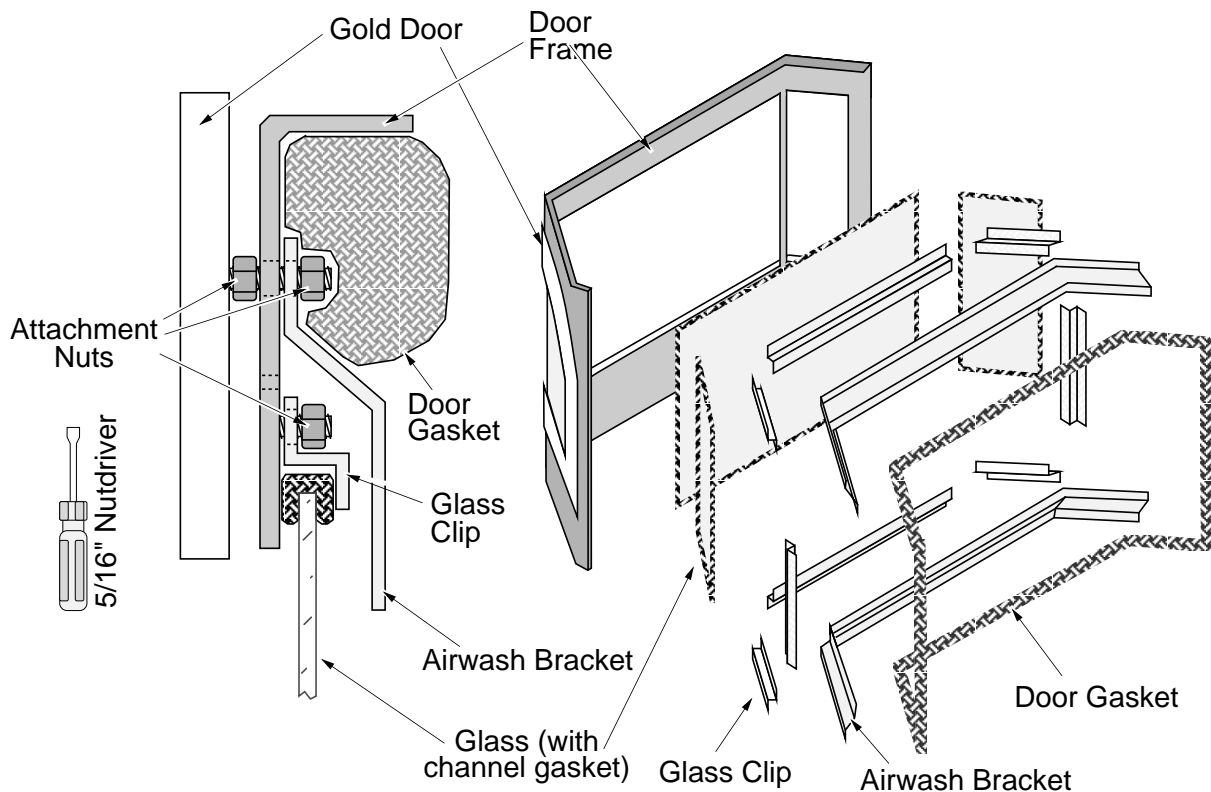


**Warning:** Whenever any portion of the pellet vent is disconnected, the joints must be sealed with RTV 500° F. silicone sealant.

### ***Yearly Maintenance (or every ton) - Continued***

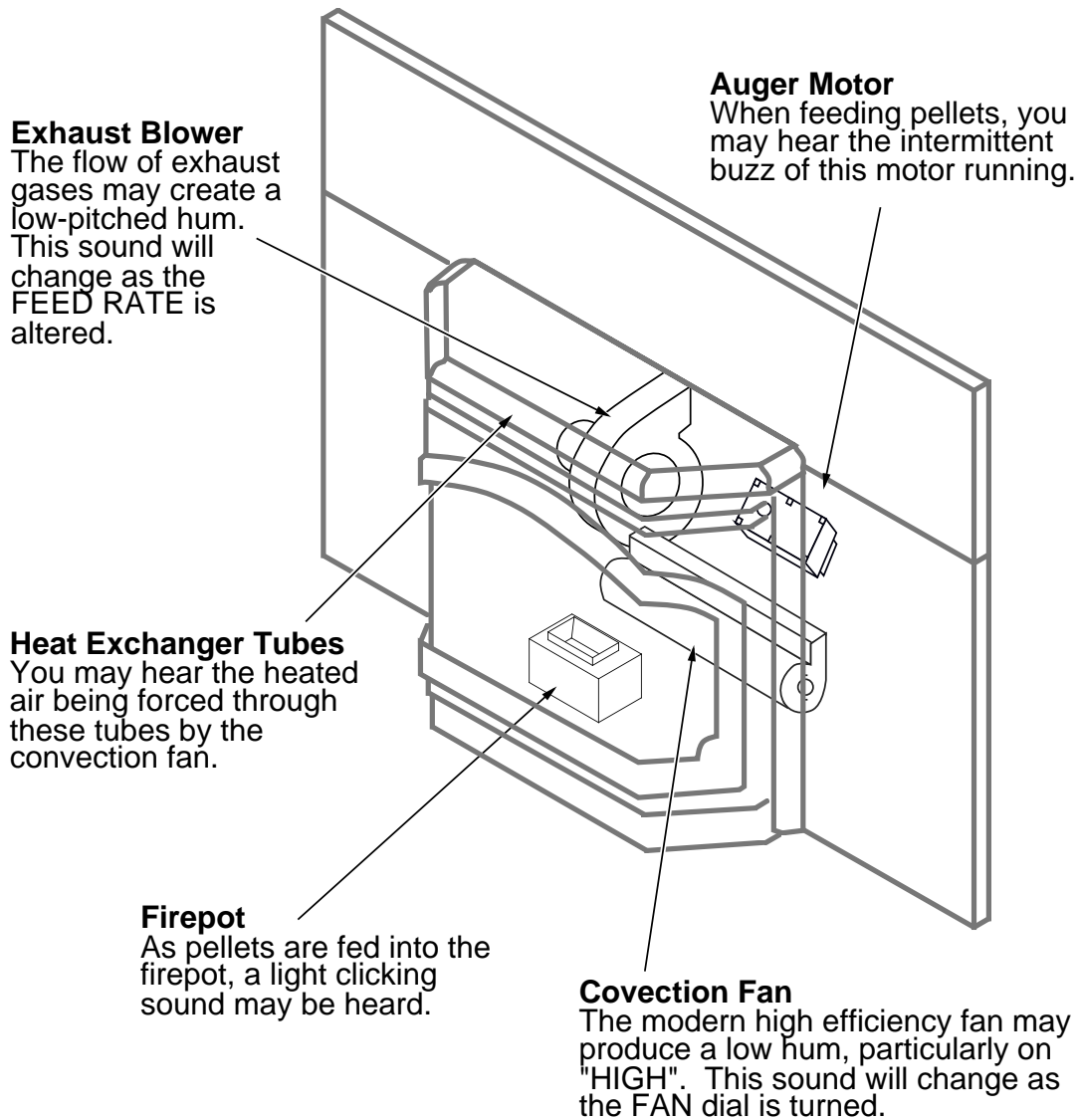
#### **Check for Air Leaks Around the Door, Glass, and Ashpan**

- ! Air leaks into the firebox will decrease the stove's performance greatly, leading to excessive sooting, inefficient burning, and perhaps a malfunction.
- Test the door seal by shutting the door on a dollar bill in various locations. If the bill can be easily slid out, air may be leaking around the door seal – inspect the door gasket and door catch carefully.
- Inspect the door gasket to make sure it is fully attached. Use heater gasket cement to re-attach if necessary. If the door gasket is worn or flattened, replace.
- Check the door to make sure it latches correctly. Slight adjustments can be made to the door catch if necessary (do not over-tighten this catch, an over-tightened catch will damage the door). The latch should engage with a slight amount of resistance, yet not be difficult to engage.
- If the glass is cracked, replace. The glass is held in place by glass clips that are underneath the airwash brackets. See the illustration below for details.
- Remove the ashpan and inspect the gasket around the perimeter of the ashpan. Re-attach, or replace the gasket if necessary.



## *Replacement Parts List*

Air Control Restrictor	93005061
Ash Door, Dump Plate	93005051
Ash Dump Seal Plate	93005052
Ashbox	93005055
Ashpan, Pellet, 1997, Insert	93005053
Ashtrap Clean Out Doors	93005054
Auger Assembly, Complete	93005092
Auger Bushing, Lower, With Plate	93005094
Auger Bushing, Upper, With Plate	93005093
Auger, Flight Only	93005091
Auger Motor	90-0191
Blower, Convection	98900755a
Blower Convection, Mounting Grommets	93005017
Blower, Convection, Mounting Plate	93005016
Blower, Exhaust	90-0391
Brush, Pellet Stove, Bottle Brush Style	93005531
Brush, Pellet Stove, Broom Style	93005530
Burn Pot, Pellet, Removable	99300170
Control Board, Pellet, Electronic	250-00011
Door Gasket, Pellet	93005085
Door, Pioneer Bay (Heritage Bay PI), Complete	99300208
Door Key	93005010
Door Roller Plate Assembly	93005012
Draft Flow Switch	93005060
Draft Flow Tubing, 1/4" Dia, High Heat	99300164
Exhaust Blower Gasket (Between Blower & Stove)	90-0392
Fireback, Cast Steel, Brick Pattern, 1998 Pellet	93005057
Fuse Holder, Pellet	99300570
Fuses, Pellet, 5-Amp, Pkg Of 5	93-0695
Gasket, Exhaust Blower (Between Motor & Housing)	99300135
Glass, Pellet, Front	93005080
Glass, Pellet, Side	93005081
Grill, Pellet, Black	93005035
Grill, Pellet, Gold	93005034
Handle, Hopper Lid	93005040
Hinge Plate Assembly, Pellet	93005082
Igniter, Pellet	99300148
Leveling Bolts	93005500
Manual, Her. Bay PI	93508051
Motor Stop	93005095
Outside Air Kit	99200136
Snap Disk, 120 Degree - 2 Prong	98900720
Snap Disk, Ceramic, 120 Degree, 2 Prong	100-00232
Snap Disk, Pellet, Hopper, 200 Deg.	91-1791
Thermostat, Wall Mounted	99300650
Wiring, Electric Power Cord	93005015
Wiring Harness	250-00017



**WARNING - DO NOT REMOVE OR COVER THIS LABEL**  
 Listed Pelletized Solid Fuel Burning Appliance  
 For use in masonry or factory built (ZC) fireplaces.

**Warnock Hersey**



Travis Industries, Inc.  
 10850 117th Pl. NE  
 Kirkland, WA 98033

Serial No. [REDACTED]

Model: Heritage Bay PI                      Electrical Rating : 115 V., 60 Hz., 3 Amp  
 Report Date: June, 1997

Tested to: UL 1482/ULC S627/CSA B366.2/ASTM E1509-95

Maximum Input Rating: 3.5 lbs (1.60 kg)/hr

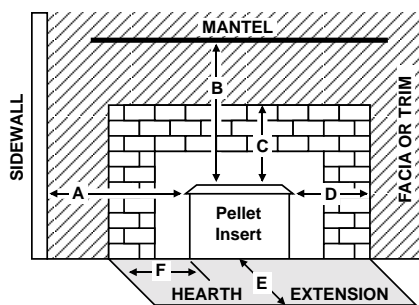
This pellet appliance has been tested and listed for use in manufactured homes in accordance with Oregon Administrative Rules 814-23-900 through 814-23-909.

Install and use only in accordance with the installation and operating instructions. Contact local building or fire officials about restrictions and installation inspection in your area. Do not remove bricks or mortar from masonry fireplace or alter factory built fireplace.

Combustible floor beyond hearth extension must be protected by a non-combustible material, extending 6 in/150 mm (E) to the front and 6 in/150 mm (F) to the sides of door opening. Do Not Connect This Unit to a Chimney Flue Serving Another Appliance. Components Required for Masonry Fireplace and Factory Built Fireplace Installation: Listed 3 in/75 mm or 4 in/100 mm diameter flue liner.

For use with 1/4 in/6 mm to 5/16 in/7 mm diameter pelletized wood fuels only. Replace glass only with 5 mm ceramic glass. Do not route power cord beneath heater. The space beneath the heater must not be obstructed. Do not obstruct combustion air openings. Operate only with viewing door closed and ash tray in place. Keep all furnishings well away from heater. Do Not Overfire - If Heater or Chimney Connector Glows, You Are Overfiring. Inspect And Clean Chimney Frequently - Under Certain Conditions of Use, Creosote Buildup May Occur Rapidly.

**INSERT CLEARANCE DIAGRAM**



Minimum Clearance to Combustible Materials  
 (Measured from insert top)

Adjacent Sidewall	A	9 in/230 mm
Mantel	B	13 in/330 mm
Top Facing	C	10 in/255 mm
Side Facing	D	6 in/150 mm



**CAUTION**

- HOT WHILE IN OPERATION.
- DO NOT TOUCH, KEEP CHILDREN, CLOTHING AND FURNITURE AWAY.
- CONTACT MAY CAUSE SKIN BURNS. SEE THE OWNER'S MANUAL.

**DATE OF MANUFACTURE**

■ 1997	■ Jan.	■ May	■ Sep.
■ 1998	■ Feb.	■ Jun.	■ Oct.
■ 1999	■ Mar.	■ Jul.	■ Nov.
■ 2000	■ Apr.	■ Aug.	■ Dec.



To register your TRAVIS INDUSTRIES, INC. 7 Year Warranty, complete the enclosed warranty card and mail it within **ten (10)** days of the appliance purchase date to: TRAVIS INDUSTRIES, INC., 10850 117th Place N.E., Kirkland, Washington 98033. TRAVIS INDUSTRIES, INC. warrants this appliance (appliance is defined as the equipment manufactured by Travis Industries, Inc.) to be defect-free in material and workmanship to the original purchaser from the date of purchase as follows:

## Years 1 & 2 - COVERAGE: PARTS & LABOR

### Firebox Assembly:

Firepot, Firepot Holder, Ash Cleanout Doors, Ashbox or Ash Dump, Cast Fireback, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

### Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

### Auger Assembly

Auger Flight, Auger Tube, Auger Bushings

**Exclusions:** Paint, Gasketing

### Ceramic Glass

Glass (breakage from thermal shock)

### Igniter System

Igniter, Igniter Leads

### Electrical System

Auger Motor, Convection Blower, Exhaust Blower, Circuit Board, Snap Disks, Wiring Harness, Vacuum Switch

### Accessories

Panels, Legs, Pedestal, Gold Trim, Ceramic Log with Log Shelf, Gold Door (See # 9 below)

### Re-Installation Allowance

In cases where heater must be removed from home for repairs, a partial cost of re-installation is covered (pre-authorization required)

### One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

## Years 3 Through 5 - COVERAGE: PARTS & LABOR

### Firebox Assembly:

Firepot, Firepot Holder, Ash Cleanout Doors, Ashbox or Ash Dump, Cast Fireback, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

### Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

### Auger Assembly

Auger Flight, Auger Tube, Auger Bushings

**Exclusions:** Paint, Gasketing, Ceramic Glass, Igniter System, Electrical System, Accessories (panels, legs, pedestal, gold trim, ceramic log, gold door), Re-Installation Allowance

### One-Way Freight Allowance

One-way freight allowance on pre-authorized repair done at factory is covered.

## Years 6 & 7 - COVERAGE: PARTS ONLY

### Firebox Assembly:

Firepot, Firepot Holder, Ash Cleanout Doors, Ashbox or Ash Dump, Cast Fireback, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

### Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

**Exclusions:** Paint, Gasketing, Ceramic Glass, Igniter System, Electrical System, Accessories (panels, legs, pedestal, gold trim, ceramic log, gold door), Auger Assembly, Re-Installation Allowance, One-Way Freight Allowance, Labor

## CONDITIONS & EXCLUSIONS

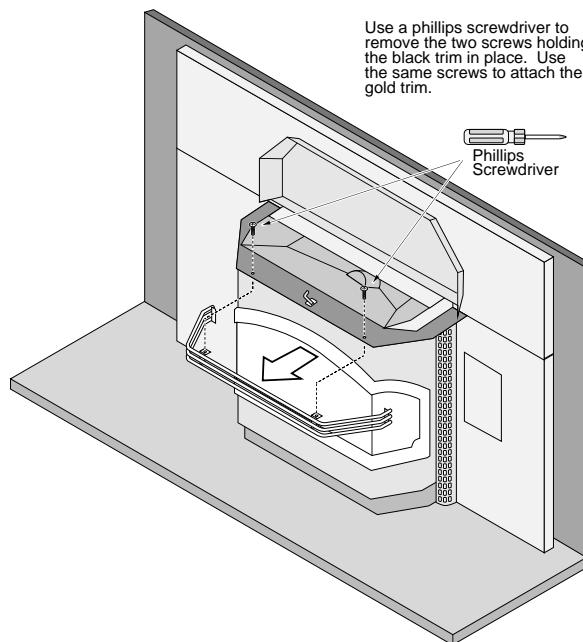
- This new appliance must be installed by a qualified installer. It must be installed, operated, and maintained at all times in accordance with the instructions in the Owner's Manual. Any alteration, willful abuse, accident, neglect, or misuse of the product shall nullify this warranty.
- This warranty is nontransferable, and is made to the ORIGINAL purchaser, provided that the purchase was made through an authorized Travis dealer.
- Discoloration and some minor expansion, contraction, or movement of certain parts and resulting noise, is normal and not a defect and, therefore, not covered under warranty.
- The warranty, as outlined within this document, does not apply to the chimney components or other Non-Travis accessories used in conjunction with the installation of this product. If in doubt as to the extent of this warranty, contact your authorized Travis retailer before installation.
- Travis Industries will not be responsible for inadequate performance caused by environmental conditions such as nearby trees, buildings, roof tops, wind, hills or mountains or negative pressure or other influences from mechanical systems such as furnaces, fans, clothes dryers, etc.
- This Warranty is void if:
  - The unit has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
  - The unit is subject to submersion in water or prolonged periods of dampness or condensation.
  - Any damage to the unit, combustion chamber, heat exchanger or other components due to water, or weather damage which is the result of, but not limited to, improper chimney/venting installation.
- Exclusions to this 7 Year Warranty include: injury, loss of use, damage, failure to function due to accident, negligence, misuse, improper installation, alteration or adjustment of the manufacturer's settings of components, lack of proper and regular maintenance, damage incurred while the appliance is in transit, alteration, or act of God.
- This 7 Year warranty excludes damage caused by normal wear and tear, such as paint discoloration or chipping, worn or torn gasketing, chipped or cracked firebrick, etc. Also excluded is damage to the unit caused by abuse, improper installation, modification of the unit, or the use of fuel other than that for which the unit is configured.
- Damage to gold or nickel surfaces caused by fingerprints, scratches, melted items, or other external sources left on the gold or nickel from the use of cleaners other than denatured alcohol is not covered in this warranty.
- TRAVIS INDUSTRIES, INC. is free of liability for any damages caused by the appliance, as well as inconvenience expenses and materials. Incidental or consequential damages are not covered by this warranty. In some states, the exclusion of incidental or consequential damage may not apply.
- This warranty does not cover any loss or damage incurred by the use or removal of any component or apparatus to or from the Travis appliance without the express written permission of TRAVIS INDUSTRIES, INC. and bearing a TRAVIS INDUSTRIES, INC. label of approval.
- Any statement or representation of Travis products and their performance contained in Travis advertising, packaging literature, or printed material is not part of this 7 year warranty.
- This warranty is automatically voided if the appliance's serial number has been removed or altered in any way. If the appliance is used for commercial purposes, it is excluded from this warranty.
- No dealer, distributor, or similar person has the authority to represent or warrant Travis products beyond the terms contained within this warranty. TRAVIS INDUSTRIES, INC. assumes no liability for such warranties or representations.
- Travis Industries will not cover the cost of the removal or re-installation of hearths, facing, mantels, venting or other components.
- If for any reason any section of this warranty is declared invalid, the balance of the warranty remains in effect and all other clauses shall remain in effect.
- This 7 year warranty is the only warranty supplied by Travis Industries, Inc., the manufacturer of the appliance. All other warranties, whether express or implied, are hereby expressly disclaimed and purchaser's recourse is expressly limited to the warranties set forth herein.

## IF WARRANTY SERVICE IS NEEDED:

- If you discover a problem that you believe is covered by this warranty, you MUST REPORT it to your Travis dealer WITHIN 30 DAYS, giving them proof of purchase, the purchase date, and the model name and serial number.
- Travis Industries has the option of either repairing or replacing the defective component.
- If your dealer is unable to repair your appliance's defect, he may process a warranty claim through TRAVIS INDUSTRIES, INC., including the name of the dealership where you purchased the appliance, a copy of your receipt showing the date of the appliance's purchase, and the serial number on your appliance. At that time, you may be asked to ship your appliance, freight charges prepaid, to TRAVIS INDUSTRIES, INC. TRAVIS INDUSTRIES, INC., at its option, will repair or replace, free of charge, your appliance if it is found to be defective in material or workmanship within the time frame stated within this 7 year warranty. TRAVIS INDUSTRIES, INC. will return your appliance, freight charges (years 1 to 5) prepaid by TRAVIS INDUSTRIES, INC., to your regional distributor, or dealership.
- Check with your dealer in advance for any costs to you when arranging a warranty call. Dealers may require you to pay a service or trip charges for any warranty work. This charge can vary from store to store.

## Gold Grill (Part # 93005034)

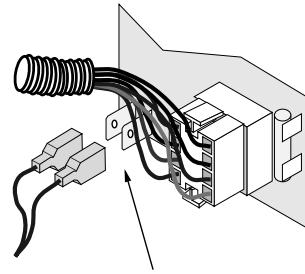
The decorative gold grill replaces the black grill, accenting the shape of the insert. Follow the directions below to install.



**Thermostat (Part # 99300650)**

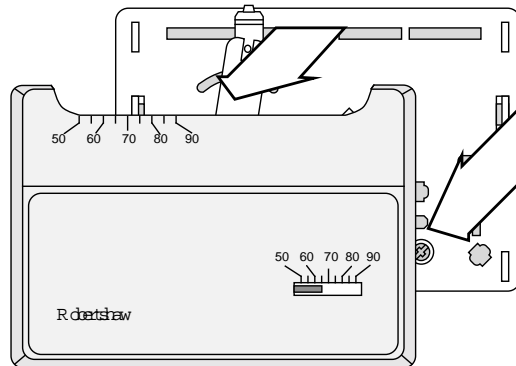
**!** Do not connect 120 VAC to the thermostat circuit of this heater (do not use a household thermostat used for a wall-board or other electrical heater).

1 Attach the thermostat wire to the circuit board (see the illustration to the right). Route the wire through the back of the heater (away from any hot or moving components).



Attach the quick-connects to the two posts near the molex connector on the circuit board (orientation does not matter).

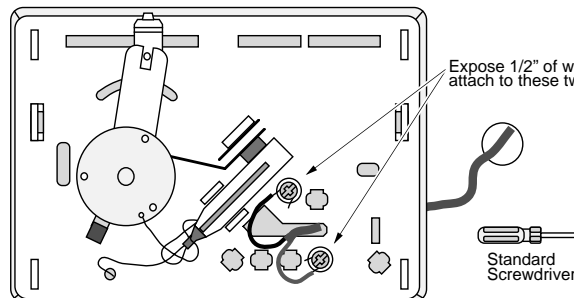
2 Determine a location for the thermostat that is within range of the 20' length of thermostat wire. It should be centralized in the room and away from the heater. The wire may be routed externally on the wall or behind the wall (preferred).



Pull the cover off the thermostat

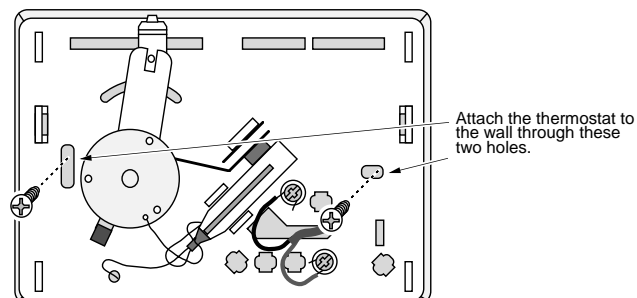
Run the thermostat wires through the wall (cut off excess wire, leaving 6" of slack).

3 Follow the directions to the right to attach the thermostat and thermostat wires.



Expose 1/2" of wire and attach to these two posts.

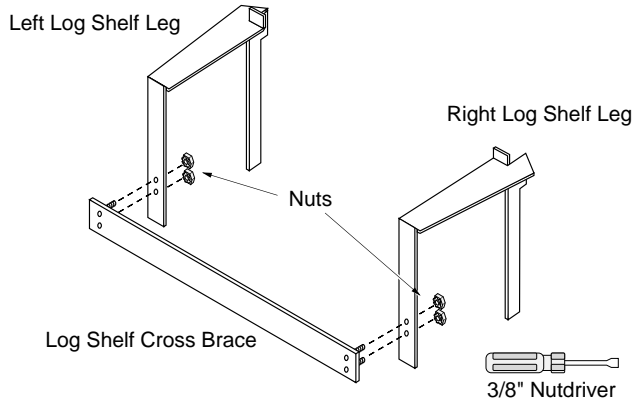
Standard Screwdriver



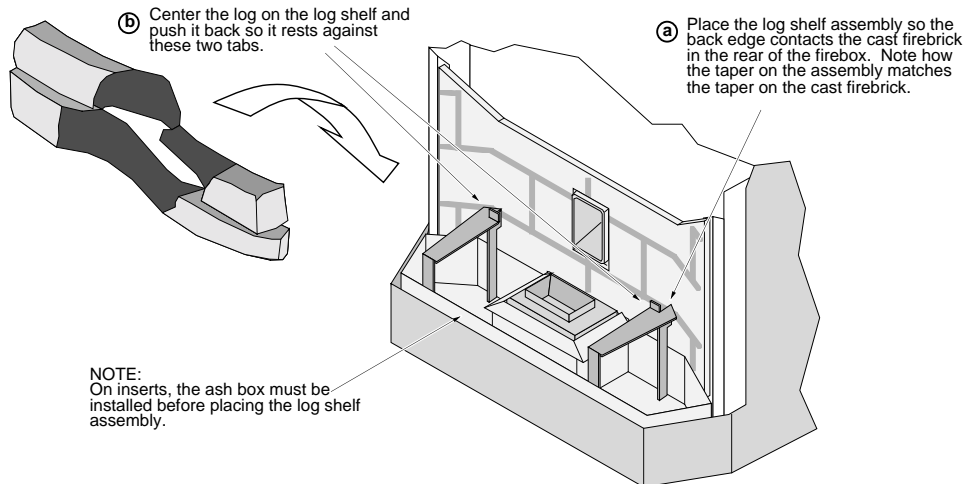
Attach the thermostat to the wall through these two holes.

## Optional Log (Part # 98900126)

- ! Make sure the heater has fully cooled before installation.
- 1 Assemble the log shelf following the directions below.



- 2 Remove the firepot from the pellet stove. Center the log shelf assembly (with extender attached) over the burnpot holder. Replace the burnpot. Place the log on the log shelf extender. When in place, the log should appear as shown in the photograph to the right.

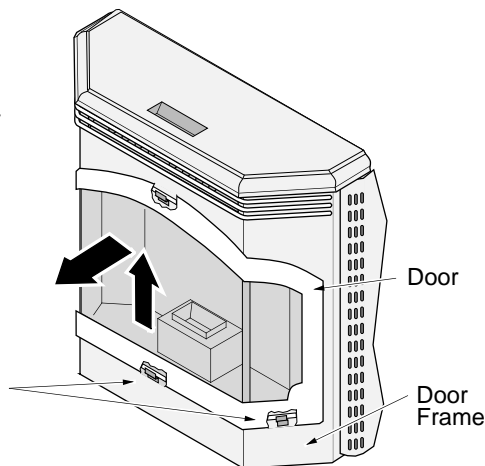


## Optional Gold Door (part # 99300219)

Remove the door by sliding it up and off the door frame.

Slide the new door onto the door frame.

**HINT:** align the bottom joggle clips over the brackets on the door and slide into place. Then lift up slightly on the door to attach the upper clip. The door is held in place with 4 joggle clips.



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