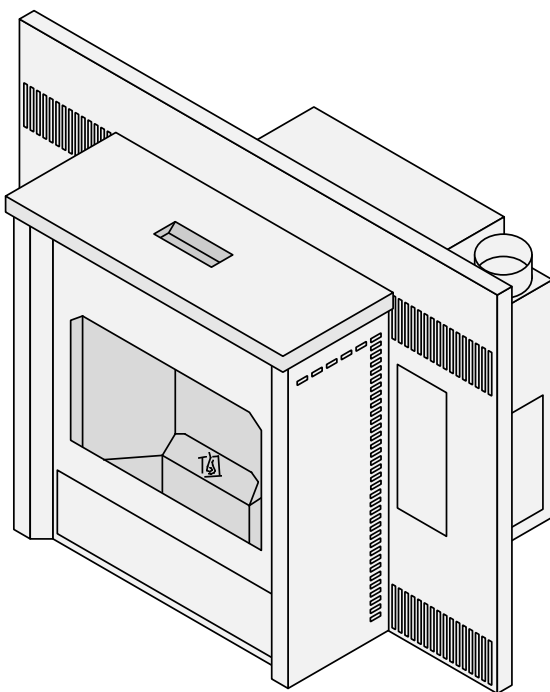


AGP Pellet Insert



- **Masonry Fireplace**
- **Factory-Built (Metal) Fireplace (US Installations Only)**
- **Mobile Home (US), Transportable Building (CA) Approved**



Listed by

Omni-Test Laboratories, Inc.
Report #0028PN108S & 0028PN108E
Certified to ASTM E1509-22, ASTM E2515-11,
ASTM E2779 ULC-S628

- **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.**



French language manuals at lopistoves.com.
Manuels de langue Française à lopistoves.com

Installer: After installation, give this manual to the homeowner and explain the operation of this insert.

Consumer: Retain this manual for future reference.

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Part # 100-01567 9/11/25

Travis Industries, Inc.

www.travisproducts.com
12521 Harbour Reach Drive
Mukilteo, WA 98275

Introduction

We welcome you as a new owner of an AGP pellet insert. In purchasing an AGP pellet insert 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 AGP pellet insert 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 this 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 AGP pellet insert has the same serial number as yours. The serial number is on the safety label on the back of the appliance.

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

Model: AGP Pellet Insert

Serial Number: _____

Purchase Date: _____

Purchased From: _____

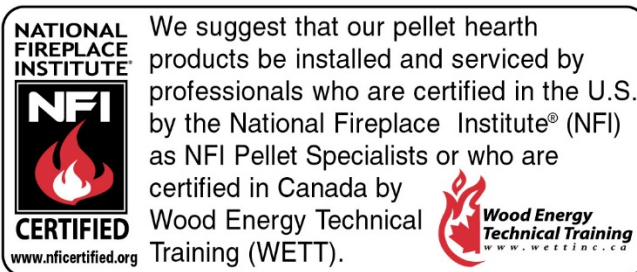
Register your warranty online at:

traviswarranty.com

Save Your Bill of Sale.

To receive full warranty coverage, you will need to show evidence of the date you purchased your heater.

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.



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Installation (For Qualified Installers Only)



**HOT WHILE IN OPERATION.
KEEP CHILDREN, CLOTHING,
AND FURNITURE AWAY.
CONTACT MAY CAUSE SKIN
BURNS.**

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.



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 appliance as well.



Do not operate the heater if you smell smoke coming from the heater. Press the "STOP" button, monitor your heater, and call your dealer.



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.



Do not unplug the heater if you suspect a malfunction. Press the "STOP" button and periodically inspect the heater.



Do not store solid fuel or place such fuel within heater installation clearances or within the space required for charging and ash removal.

Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a noncombustible 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.



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.

Do not alter this appliance in any way.



The viewing door and ash pan must be closed and latched during operation.



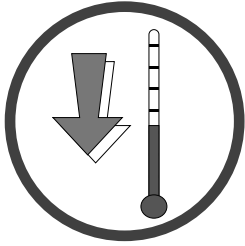
This unit must be properly installed to prevent the possibility of a house fire. The instructions must be strictly adhered to. Do not use makeshift methods or compromise in the installation.



This heater is designed and approved for pelletized wood fuel only. Poor fuel quality with high moisture or ash content will lower the heat output of this appliance and require more frequent maintenance and cleaning. Travis Industries Inc. recommends only using fuel that is certified by the Pellet Fuels Institute (PFI). The use of any fuel other than pelletized wood is prohibited and could result in property damage, bodily injury and the release of carbon monoxide.

Installation (For Qualified Installers Only)

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Allow the appliance to cool completely before carrying out any maintenance or cleaning.

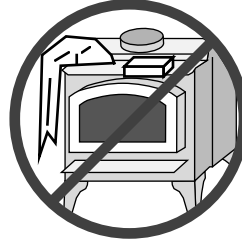


Maintain the door and glass seal and keep them in good condition. Do not operate this heater with broken or missing glass. Do not slam the door or strike the glass.

Notify your dealer to replace the glass if glass on this appliance is broken or damaged.



Do not operate the heater if the flame becomes dark and sooty or if the fire platform overfills with pellets. Press the "STOP" button and periodically inspect the heater.



Do not place clothing or other flammable items on or near this appliance.



The heater will not operate during a power outage.



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.



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.



Your heater requires periodic maintenance and cleaning (see "Insert Maintenance"). Failure to maintain your heater may lead to accumulation of soot, creosote, and ash, and smoke spillage or fire in your home.



When installed in a mobile home (US), Transportable Building (CA), 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.

Installation (For Qualified Installers Only)



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.



Disconnect the power before performing any maintenance.



The chimney and the chimney connector must be in good condition and kept clean. The exhaust system should be checked at least twice a year for any build-up of soot or creosote.



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

DO NOT CONNECT TO OR USE IN CONJUNCTION WITH ANY AIR DISTRIBUTION DUCTWORK UNLESS SPECIFICALLY APPROVED FOR SUCH INSTALLATIONS

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.

DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE.

INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.

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 twice every year to determine if cleaning is necessary.

NEVER USE SUBSTITUTE MATERIALS FOR ANY PURPOSE ON THIS APPLIANCE.

Establish a routine for the fuel, wood burner and firing technique. Check for creosote build-up daily until you know how often to clean the appliance for safe operation. Be aware that the hotter the fire, the less creosote is deposited, and weekly cleaning may be necessary in mild weather even though monthly cleaning may be enough in the coldest months. Contact your municipal or provincial fire authority for information on how to handle a chimney fire. Have a clearly understood plan in place for how to handle a chimney fire.

Do not burn this insert if unburned pellets are in the ashpan. These should be removed as they may ignite.

This appliance draws air for combustion. If an outside air kit is not used adequate ventilation must be provided within the structure for proper operation of the appliance and to prevent room air starvation.

Smoke and CO Detectors: Make sure your home has a working smoke detector, especially near any bedrooms. We recommend having a smoke and/or CO detector in the same room as the wood heater for additional safety.

Proposition 65 Warning: Fuels used in gas, woodburning or oil fired appliances, and the products of combustion of such fuels, contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm. California Health & Safety Code Sec. 25249.6

This wood heater has a manufacturer-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting otherwise operate this wood heater in a manner inconsistent with operating instructions in this Manual.

U.S. and Foreign Patents Pending.

Canada Only

Installation shall be in accordance with CSA B365, Installation Code for Solid-Fuel-Burning Appliances and Equipment, building codes, and standards that apply to the structure where the space heater is installed. May not be installed into a factory-built fireplace.

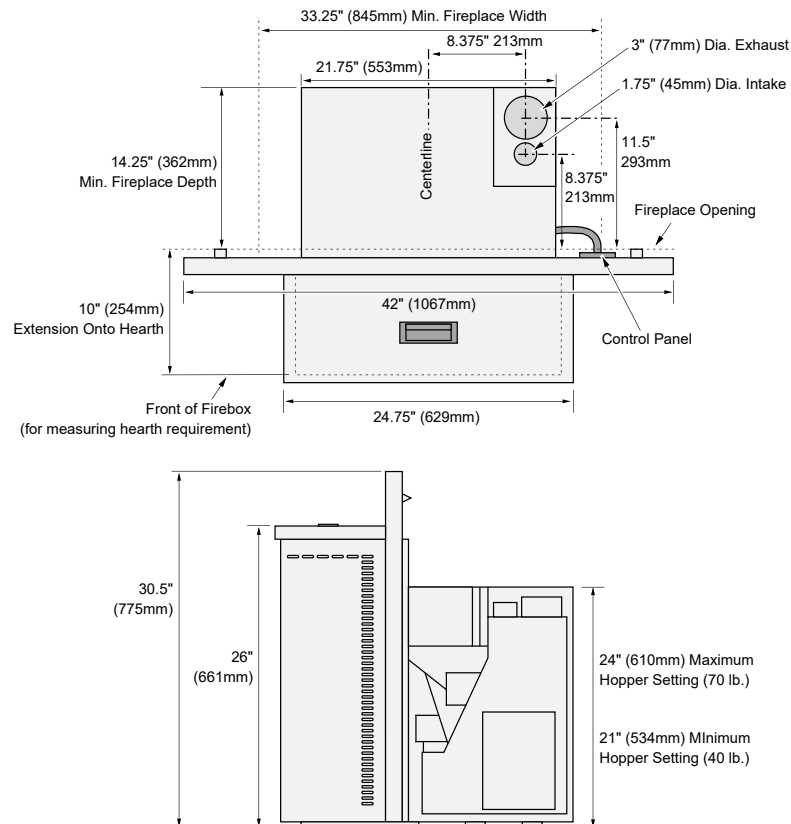
Heating Specifications

Approximate Maximum Heating Capacity (in square feet)*	800 to 2,000 Sq. Feet
BTUs Per Hour (net input)	12,138 to 41,758
BTUs Per Hour (net output)	8,320 to 33,686
Overall Efficiency (LHV)	80.8%
Overall Efficiency (HHV)	75.6%
Burn Rate (Pounds per Hour)**	1.4 to 5
Maximum Burn Time on Low Burn**	28 to 50 Hours
Hopper Capacity	40 to 70 Pounds
Turn-Down Ratio	71%

* 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 pellet size will decrease the stated burn rates and burn times. Differences of plus or minus 20% depending on fuel quality may occur.

Dimensions



Electrical Specifications

Electrical Rating	115 Volts, 3 Amps, 60 Hz
Watts during Start-Up Sequence	350 (approximately)
Watts during Operation	250 (approximately)

Fuel

This heater is designed and approved for pelletized wood fuel only (all grades). Travis Industries Inc. recommends using only fuel that is certified by the Pellet Fuels Institute (PFI).

Emissions

This heater meets the 2020 U.S. EPA's emission limits for pellet stoves.  Report# 0028PN108E Tested to ASTM E2779-10, ASTM 2515-11, CSA B415.1-10 this heater has been shown to deliver heat at rates ranging from 8,320 to 33,686 BTU/hr and an emission value of 0.98g/h.BTU/hr

Efficiency

This model was tested for efficiency using method B415.1-10 and was determined to have a weighted average higher heating Value (HHV) Overall Heating Efficiency (OHE) of 75.6%. Overall efficiency of the heater may be lower if the heater is operated with the heat exchange blower on low.

8

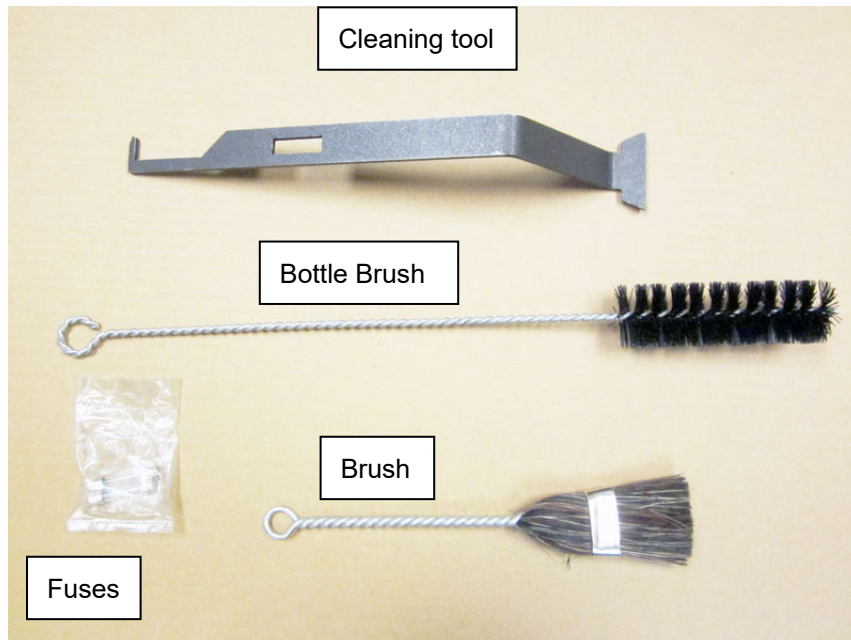
Installation (For Qualified Installers Only)

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 the installation.

Packing List



- (9) Screws for Hopper Lid

Items Required

- Pellet Vent chimney liner materials
- AGP Pellet Insert surround Panel (sku 96100711)

Installation Options

This insert must be installed into a clean undamaged fireplace. The fireplace must be:

- Masonry Fireplace (Code-Conforming UBC Masonry Fireplace)
- or -
- Factory Built (Metal) Fireplace (USA Installations Only)

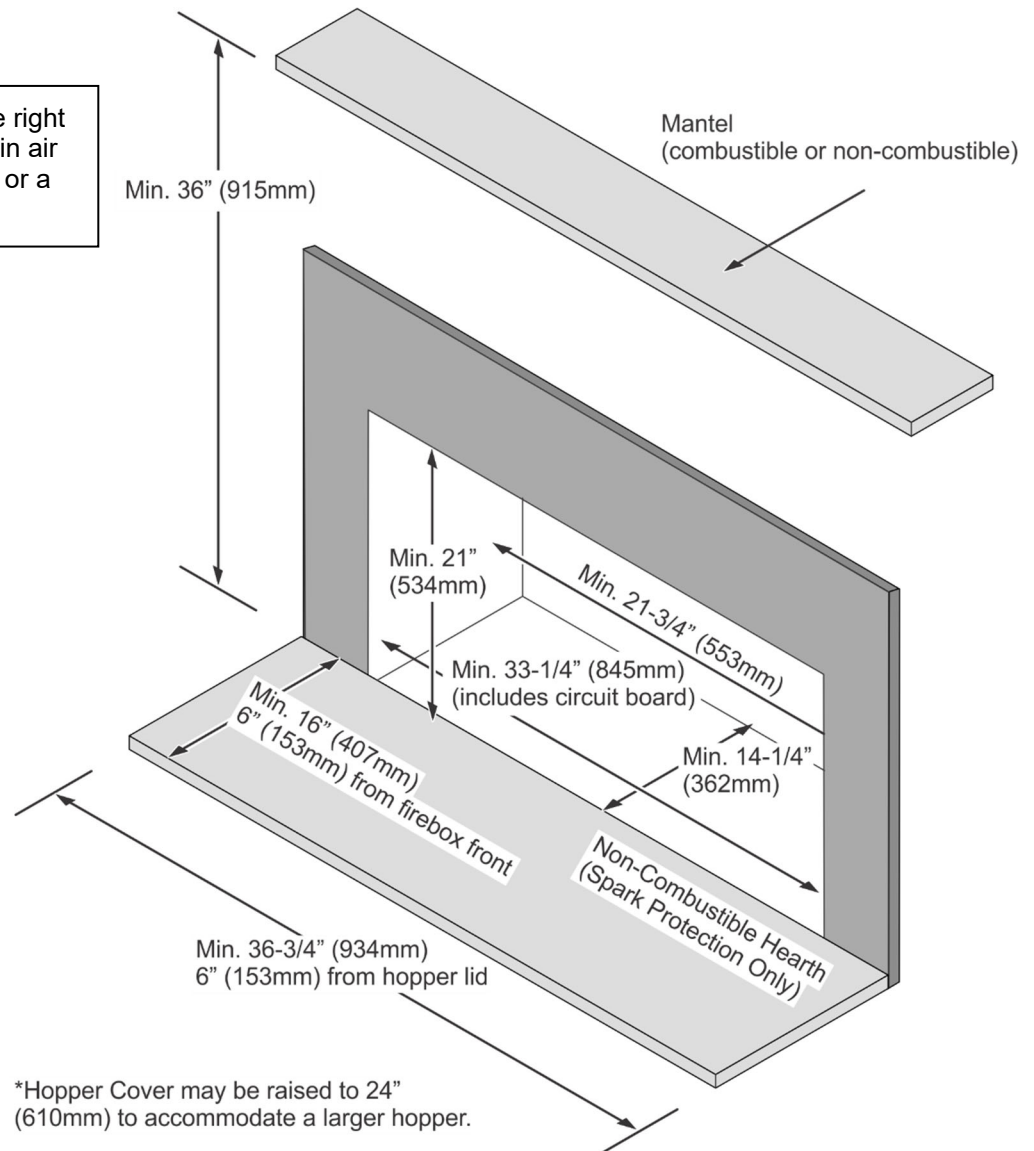
Planning the Installation

- HINT: Have an authorized Travis Industries dealer install this heater. If you install the heater yourself, have your dealer review your installation plans.
- HINT: Inspect the chimney and clean as necessary before installing the heater. NOTE: The convection blower is open to the fireplace cavity and may circulate odors from the fireplace. You may wish to paint the interior of the fireplace with latex paint to prevent odors from entering the home.

The location of your wood heater in your home will decide how effectively the heat produced will spread throughout your house. Attention to the home design with consideration of natural convection and air circulation should be taken into account when choosing the placement of your heater within the home.

Minimum Fireplace Size

The clearances shown to the right must be kept clear to maintain air circulation around appliance or a fire hazard may result.

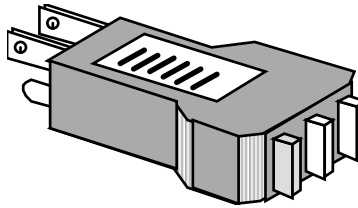


Fireplace Damper

Any existing damper must be removed or locked in the open position.

Electrical Requirements

- This heater **requires** a standard 120 volt, 60 Hz **grounded** electrical outlet. Do not use an adapter plug or sever the grounding plug.
- This heater **requires correct polarity**. The line (hot) is on the right and has a smaller plug. The neutral (common) is on the left and has a larger plug. Use a circuit tester (available at hardware stores) or contact an electrician to verify correct polarity and grounding.



WARNING: CONNECTION TO A REVERSE POLARITY OR UN-GROUNDED CIRCUIT MAY DAMAGE YOUR HEATER'S CIRCUIT BOARD. THIS MAY CAUSE A SAFETY HAZARD, IMPROPER OPERATION, AND VOID YOUR WARRANTY.

- Do not route the electrical cord underneath, in front of, or over the heater.

HINT: Travis Industries manufactures an Insert Wiring Kit (97200315) that allows the power cord to be routed through the fireplace, concealing the power cord.

Hopper Extension Set-up

This pellet insert has a variable-height hopper. On large fireplaces (24" or greater height) the hopper may be extended to the upper position, increasing hopper capacity. On smaller fireplaces (under 24" fireplace height) the hopper top may be placed in a lower position.

Use the chart below to determine the hopper extension position.

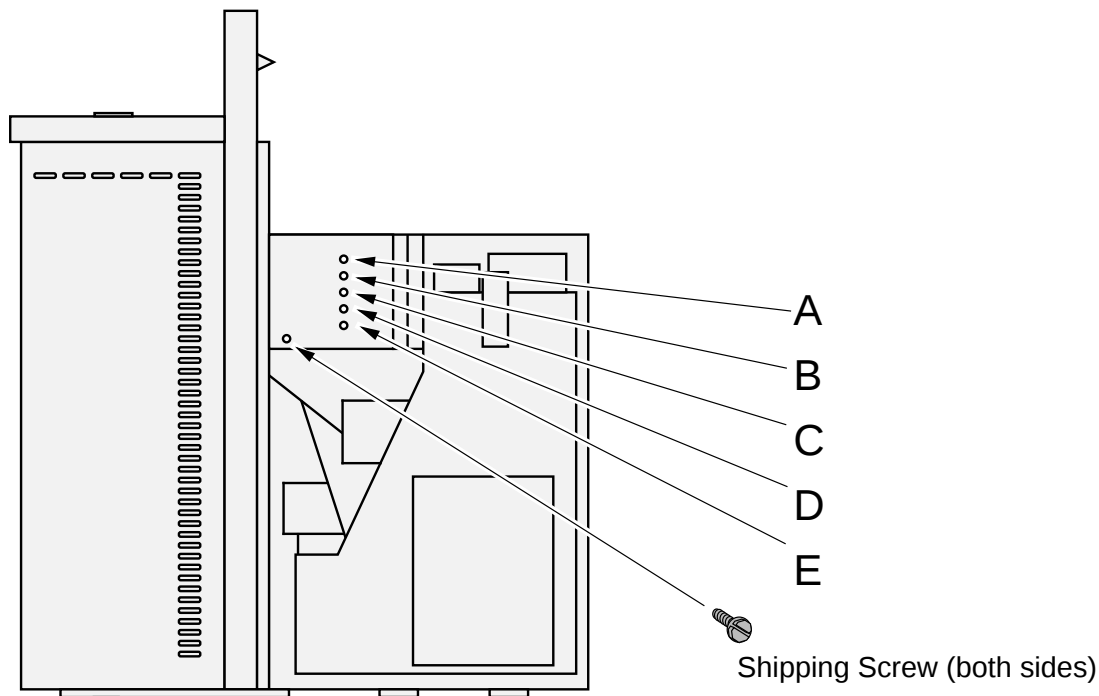
Hopper Extension Position		Hopper Height
A	Lowest Position	21"
B	Mid-Low	21-3/4"
C	Middle Position	22-1/2"
D	Mid-High	23-1/4"
E	Highest	24"



The hopper extends 14-1/4" into the fireplace. For determining the maximum hopper extension, measure the fireplace 14-1/4" into the fireplace.

The hopper top is shipped attached to the hopper assembly with shipping screws. Follow the instructions below to attach the hopper top to the hopper assembly using the screws included in the owner's pack.

Determine the correct hopper extension based on the table below.



12 Installation (For Qualified Installers Only)

Hopper Extension Setup

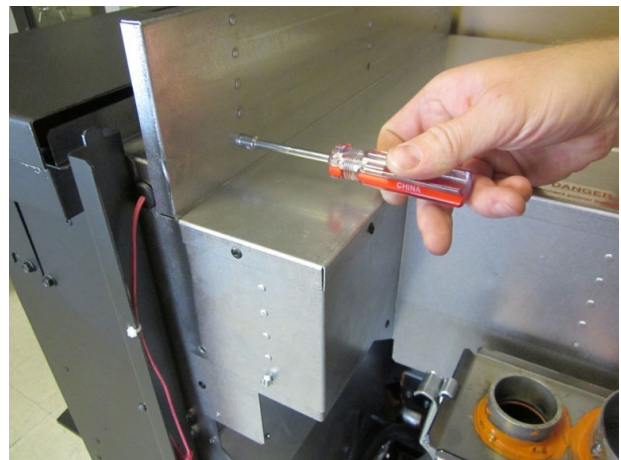
- 1 Remove the two shipping screws on each side of the insert (see illustration on previous page).
- 2 Remove the hopper top.



- 3 Use a center-punch to remove the appropriate knock-outs from the hopper walls (9 total). The holes are punched out from the inside. Make sure to support the hopper walls while removing the knock-outs. In the example below the "A" position is used (tallest hopper position).



- 4 Place the hopper top over the hopper assembly. Line up the holes in the hopper top with the holes on the hopper assembly. Use the 9 screws included in the owner's pack to secure the hopper top to the hopper assembly.



Clearances

- Insert must be placed so that no combustibles are within, or can swing within (e.g. drapes, doors), 36" (915mm) of the front of the heater.
- Insert must be placed a minimum of 9" (229mm) from a side wall (or combustible protruding more than 3/4" (20mm)).

Mantel Requirements

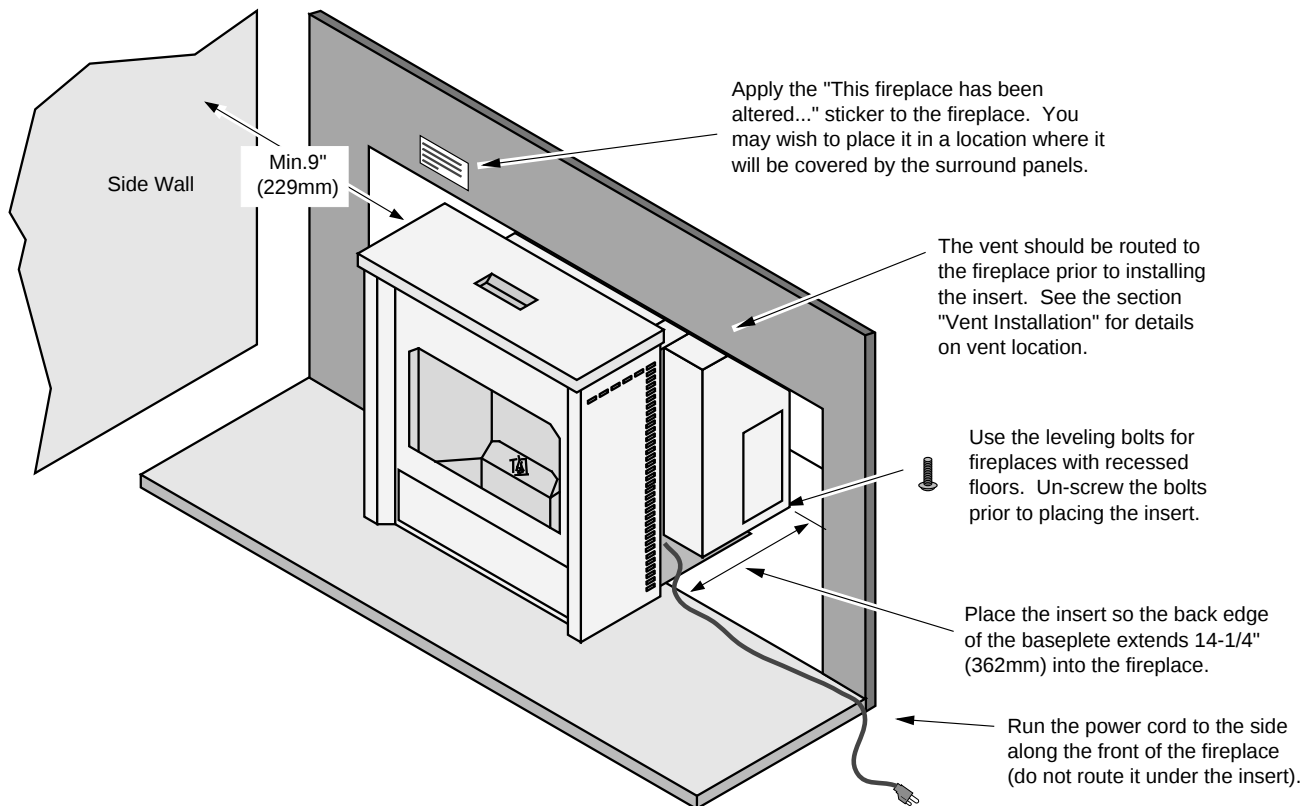
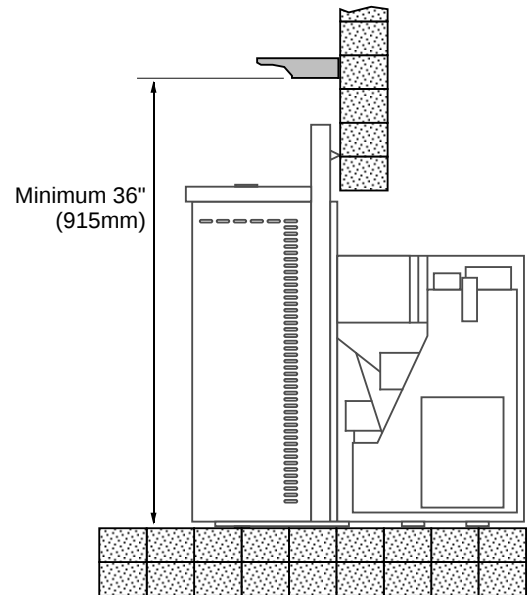
- The mantel must meet the requirements shown in the illustration to the right.

Hearth Requirements

- The non-combustible hearth must extend 6" to the front and sides of the firebox opening or ash pan door (you must open the door to measure).

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.



14 Installation (For Qualified Installers Only)

Venting the Pellet Insert

- INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.
- DO NOT CONNECT THE PELLET VENT TO A VENT SERVING ANY OTHER APPLIANCE OR INSERT.
- DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.
- USE AN APPROVED WALL THIMBLE WHEN PASSING THE VENT THROUGH WALLS AND A CEILING SUPPORT/FIRE-STOP SPACER WHEN PASSING THE VENT THROUGH CEILINGS (MAKE SURE TO MAINTAIN CLEARANCE TO ANY COMBUSTIBLES).

Maximum Venting Distance:

- Maximum venting height is 35' (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

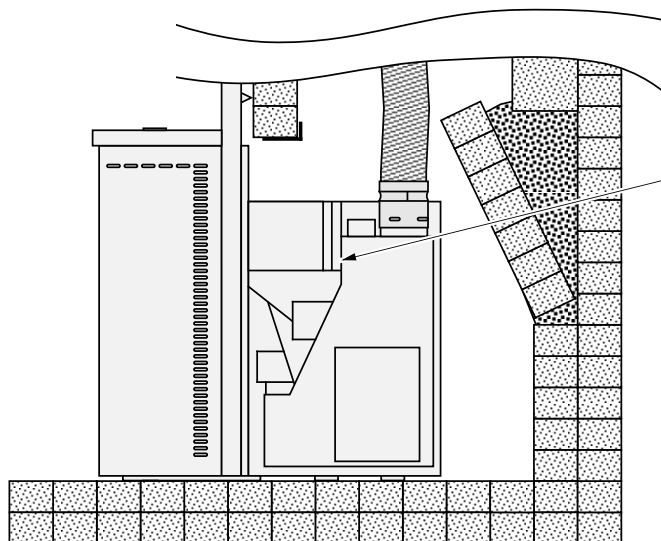
- Must be Type "L" vent and/or Type "L" chimney liner.
- 3" diameter vent may be used if vent is 20' or less.
- 4" diameter vent is required if vent height is over 20'.

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.



Seal each vent section (including adapters, elbows, etc...) by injecting a liberal amount of 500° F. RTV silicone into the gap between sections.



The exhaust quick-connect can be removed to allow for installation and cleaning.

Pellet Vent Termination

- Termination must be a minimum of 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.
- This fireplace insert must be installed with a continuous chimney liner of 3" or 4" diameter extending from the fireplace insert to the top of the chimney. The chimney liner must conform to the Class 3 requirements of CAN/ULC-S636, Standard for Lining Systems for Existing Masonry or Factory-Built Chimneys and Vents, or CAN/ULC-S640, Standard for Lining Systems for New Masonry Chimneys.
- Minimum 4' (1220mm) clearance below or beside any door or window that opens. (This clearance may be reduced to 18" if using outside air (see page 13) - we recommend the door or window be kept closed during operation.
- Minimum 1' (458mm) clearance below or beside any window that does not open.
- Minimum 1' (458mm) clearance above any door or window that opens
- Minimum 2' (610mm) clearance from any adjacent building
- Minimum 7' (2.134 M) clearance above any grade when adjacent to public walkways
NOTE: Vent may not terminate in covered walkway or breezeway.
- Minimum 2' (610mm) clearance above any grass, plants, or other combustible materials
- Minimum 3' (915mm) clearance from any forced air intake of any other appliance
- Minimum 2' (610mm) clearance below eaves or overhangs
- Minimum 1' (458mm) clearance horizontally from a combustible wall
- Must be a minimum of 2' (610mm) above the roof

Mobile Home (US), Transportable Building (CAN) Requirements

- Outside air is required (used for combustion) - see the directions below.



DO NOT INSTALL IN SLEEPING ROOM.

CAUTION:

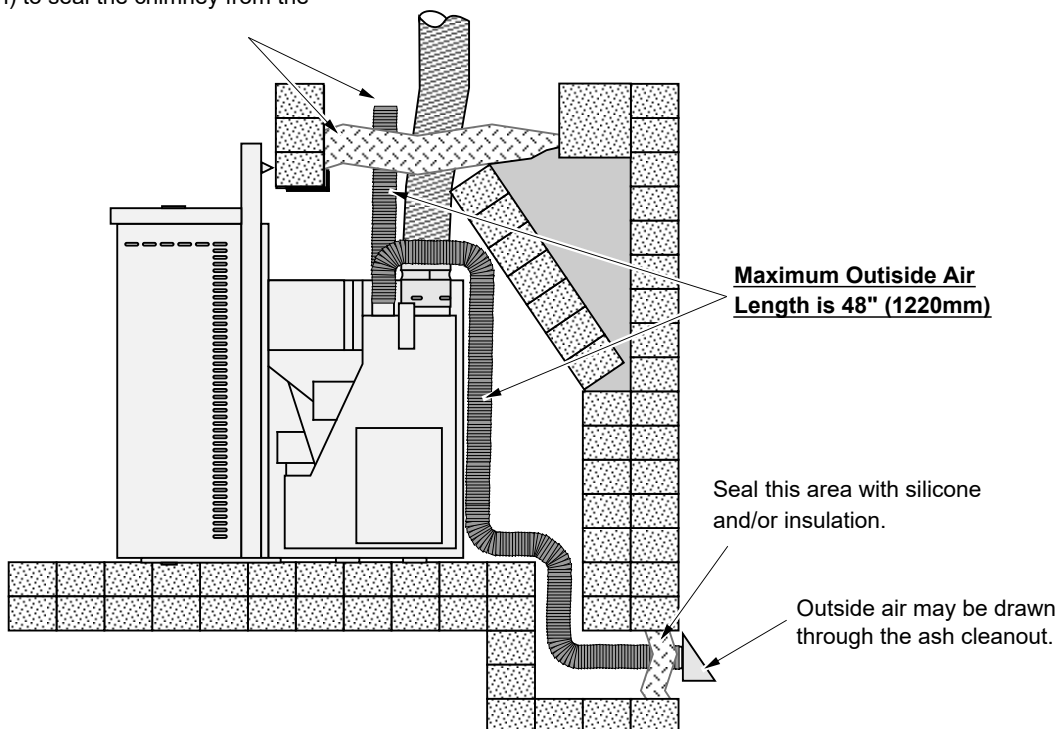
THE STRUCTURAL INTEGRITY OF THE MOBILE HOME (US), TRANSPORTABLE BUILDING (CAN) FLOOR, WALL, AND CEILING/ROOF MUST BE MAINTAINED. Continuity of air tightness must be maintained where the vent system or outside air kit penetrates the barrier system. Follow the vent manufactures instructions to seal the vent penetration. Use a silicone sealant when installing the outside air kit to seal the barrier penetration.

Outside Air (Used for Combustion – Use Part #99200136)

Travis Industries strongly recommends outside air for all installations, especially for those with relatively air-tight homes.

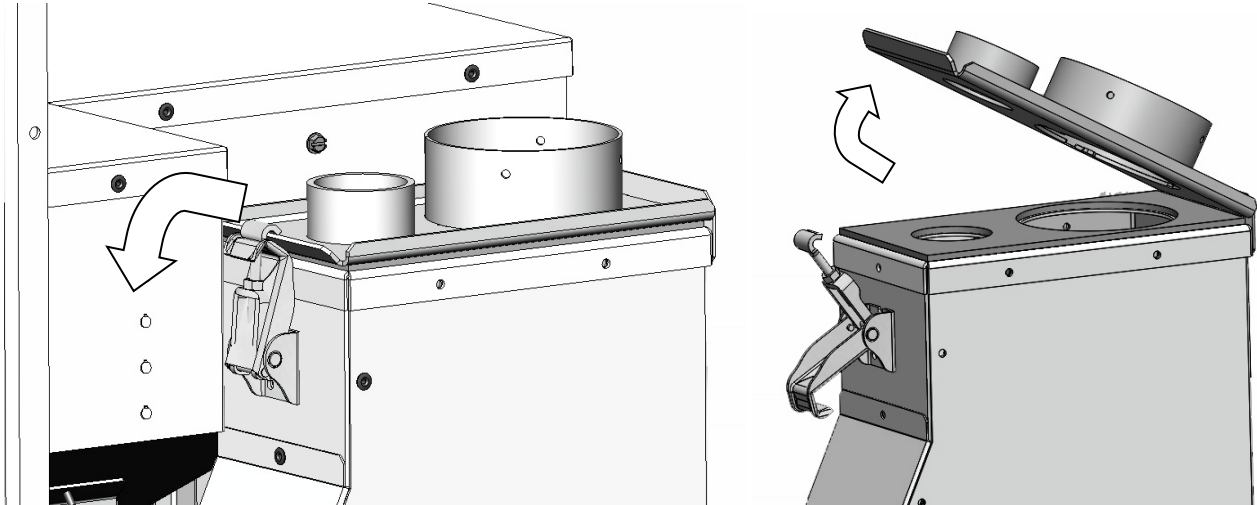
- Must not be drawn from an enclosed space (garage, unventilated crawl space).
- Must not be over 48" (1220mm) long
- Must be made with 1-3/4" (45mm) diameter or larger metal or aluminum duct with a metal screen attached to the end to keep out rodents (P.V.C. or other combustible materials may not be used). We recommend the Travis Industries Outside Air Kit (part # 99200136 – additional duct may be required).
- 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.

Outside air may be drawn from the chimney cavity. Make sure to include an air opening at the top of the chimney. Use a non-combustible block-off plate or barrier (insulation) to seal the chimney from the fireplace.



Detachable Vent Connector

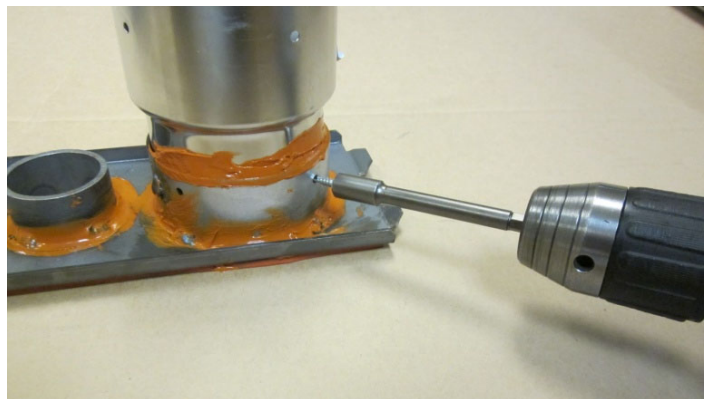
This insert includes a detachable vent connector (also attaches to the air intake). This allows the installer to attach the chimney liner to the vent connector, slide the insert into place, then connect the vent connector to the appliance. See the illustration below for using the vent latch on the vent connector.



Connecting the Vent to the Vent Connector

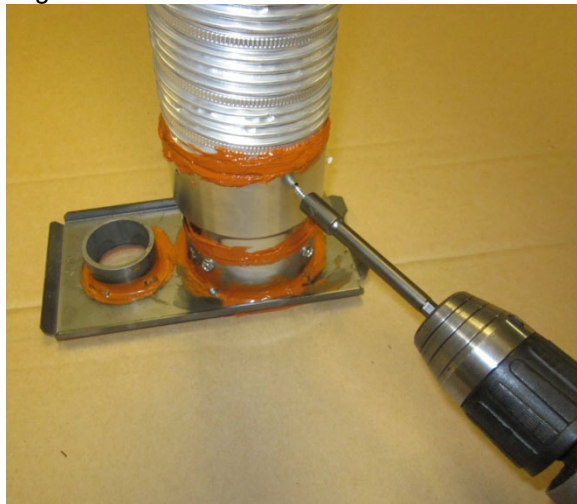
- 1 Remove the vent connector from the appliance.
- 2 Apply a bead of high-temperature RTV silicone to the slip connector for the chimney liner. Insert the slip connector into the vent connector and secure using (4) sheet metal screws. Apply additional RTV silicone to the area around the connection to ensure an air-tight seal.

NOTE: All vent connections should be made with the tapered section facing downwards (see photos below).

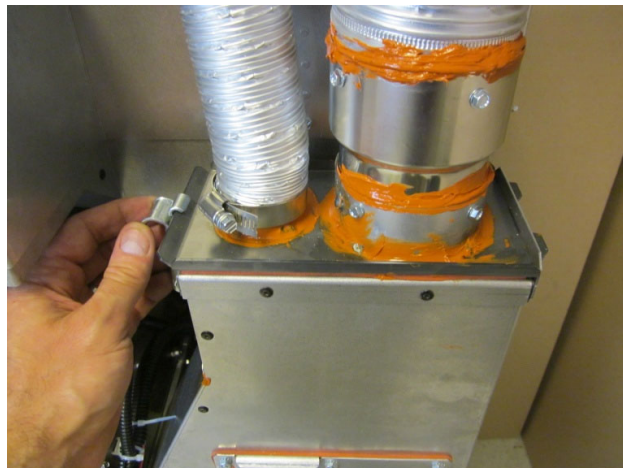


Installation (For Qualified Installers Only)

- 3 Apply a bead of high-temperature RTV silicone to the chimney liner. Insert the chimney liner into the slip connector and secure using (4) sheet metal screws. Apply additional RTV silicone to the area around the connection to ensure an air-tight seal.



- 4 If using outside air, attach to the vent connector using a hose clamp.
- 5 Attach the vent connector to the insert. Make sure the silicone gasket attached to the bottom of the vent connector is intact and remains in place.

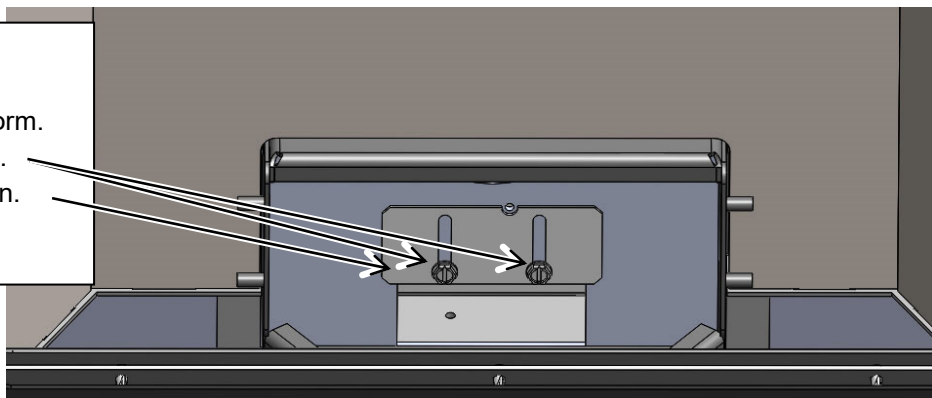


Restrictor Adjustment

In certain installations with excessive draft, the restrictor will require adjustment to the closed position (heater goes out on low or vent heights above 30'). Contact your dealer for details if you believe your pellet insert is encountering excessive draft. Follow the directions below to adjust the restrictor to the closed position.

To adjust the restrictor to closed position:

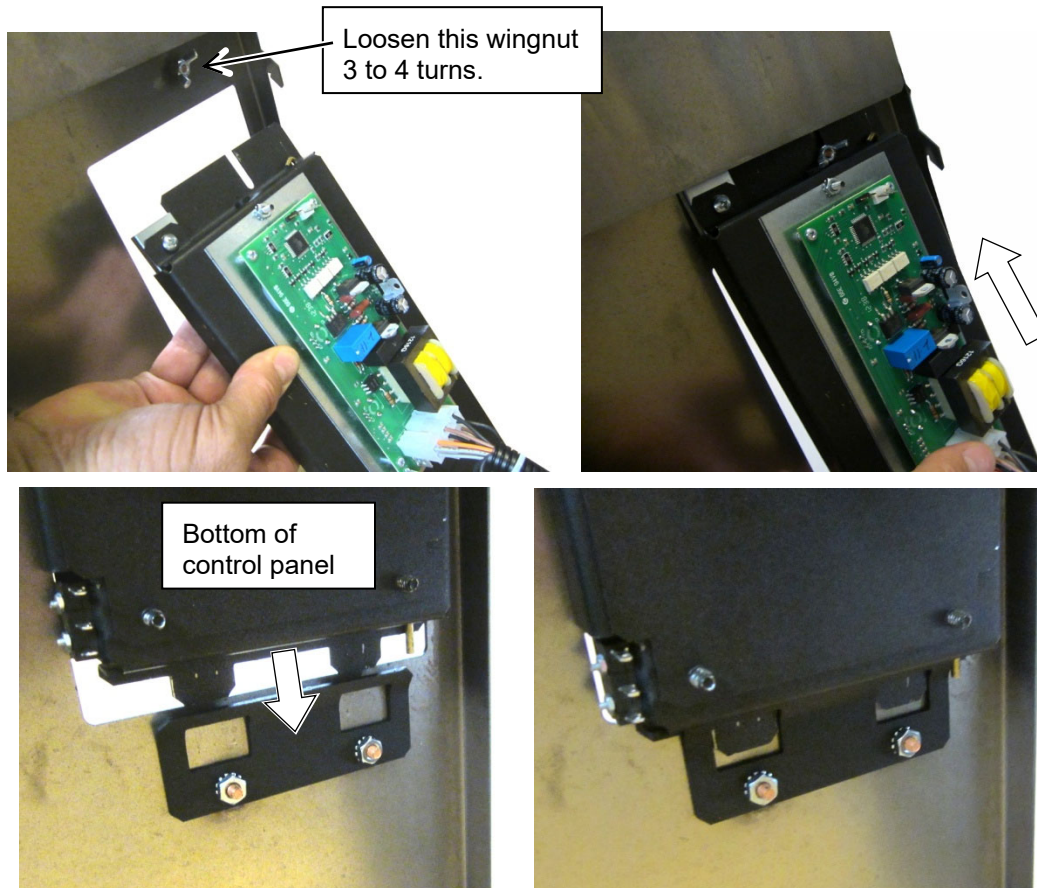
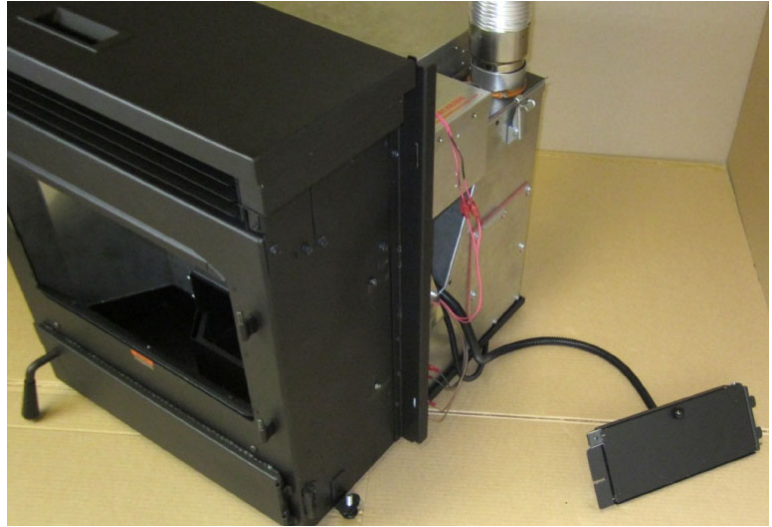
- a) Remove the burn platform.
- b) Loosen the two screws.
- c) Slide the restrictor down.
- d) Tighten the screws.



Surround Panel & Control Panel Installation & Removal

NOTE: Attach the vent prior to installing the surround panels (and circuit board).

1. Position the insert so the front of the insert is approximately 14" to 16" from the fireplace opening.
2. The control panel is shipped inside a box, attached to the top of the insert. Remove it from the box and place it near the insert.
3. Place the surround panel in front of the insert. Make sure the wingnut on the surround panel is loosened 3 to 4 turns. Slide the control panel under the wingnut, push it in, and then slide it down into place. Tighten the wingnut to secure the control panel in place.

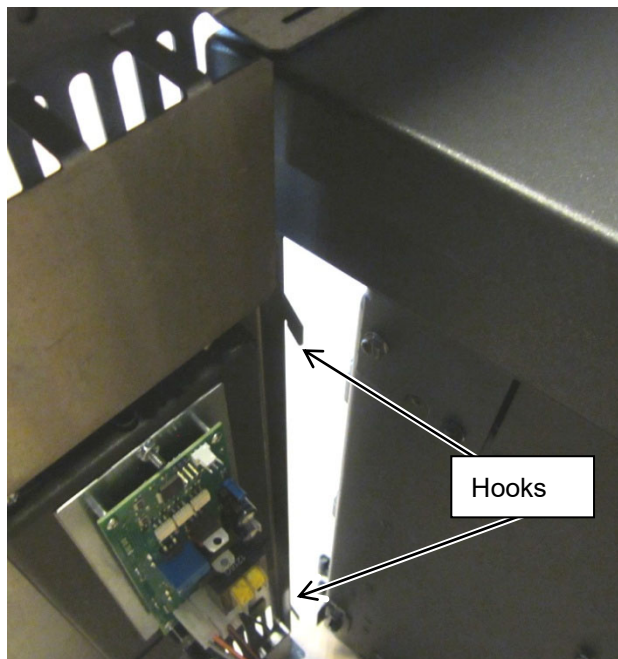


Installation (For Qualified Installers Only)

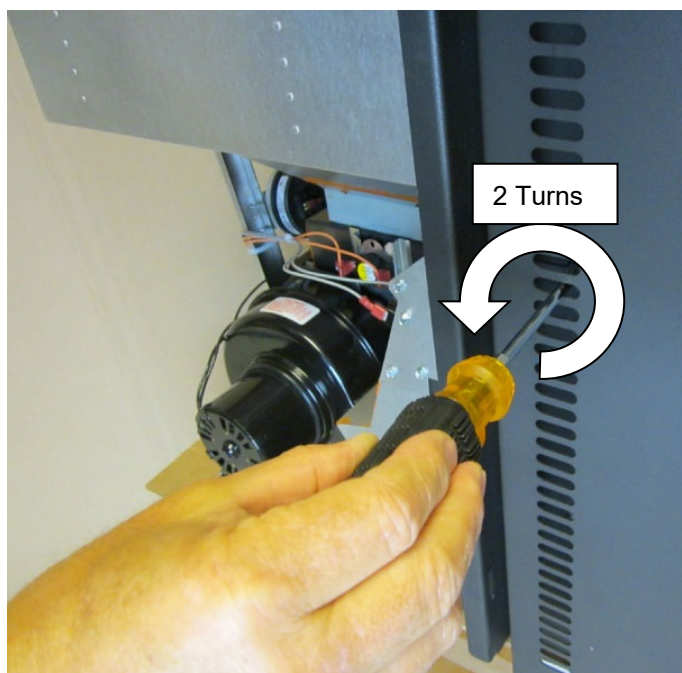
4. Carefully slide the surround panel over the hopper lid, taking care to prevent scratching. When sliding the panel into place, lift up on the panel to prevent scratching (use plastic from the stove packaging to prevent scratching).



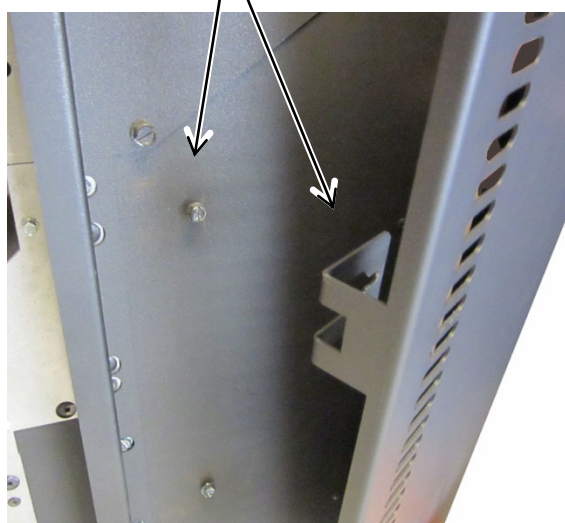
5. The panel has hooks on the sides that fit over slots on the insert. Grasp the panels with both hands, lift slightly, then push forward until all four hooks (and tabs on top of insert) engage the slots on the insert. Double-check panel alignment to verify all hooks have engaged.



- Each side panel is held in place with two screws (see photo below, to the left). Use a Philips screwdriver to loosen these screws 2 turns.

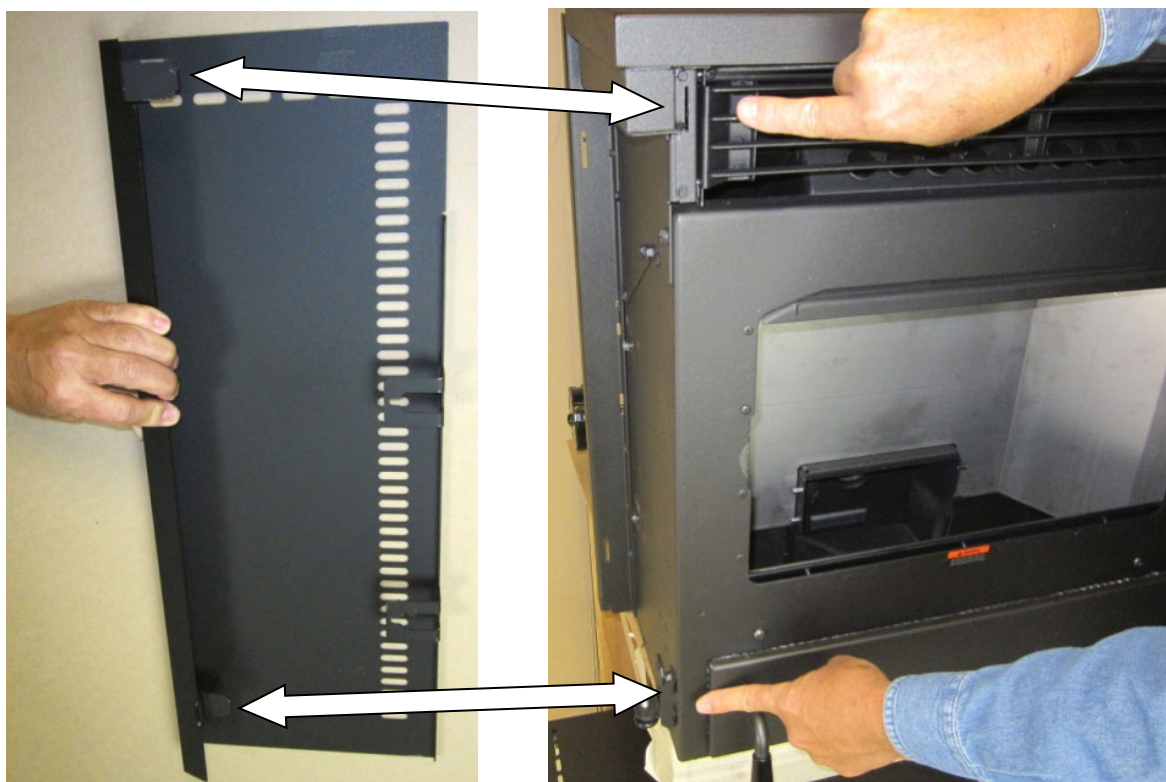


- Slide each side panel forward and place it aside. The side panels have slots that fit over the screws.



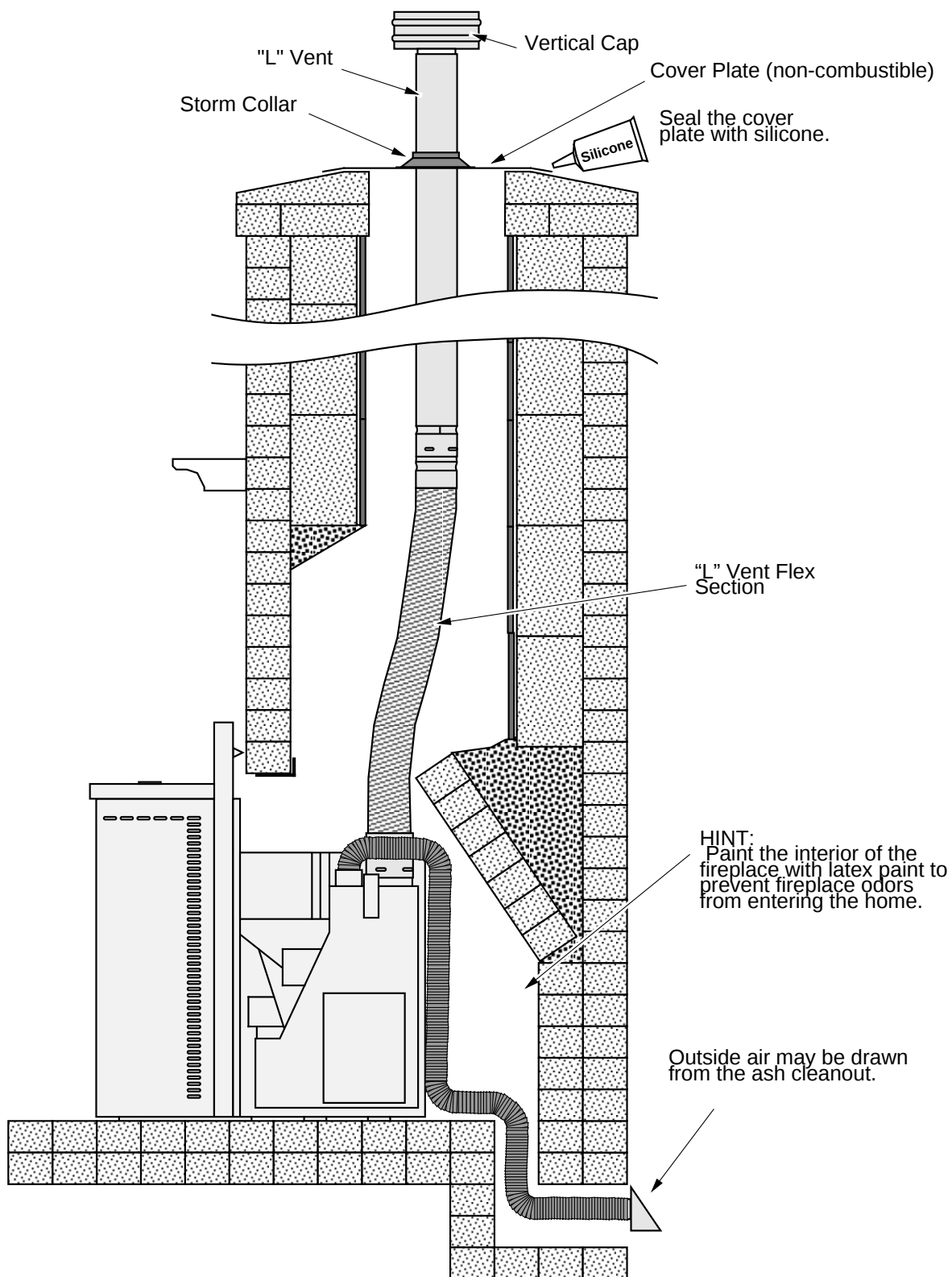
Installation (For Qualified Installers Only)

NOTE: When re-installing the side panel, make sure the tabs on the panel insert into the slots on the front of the insert

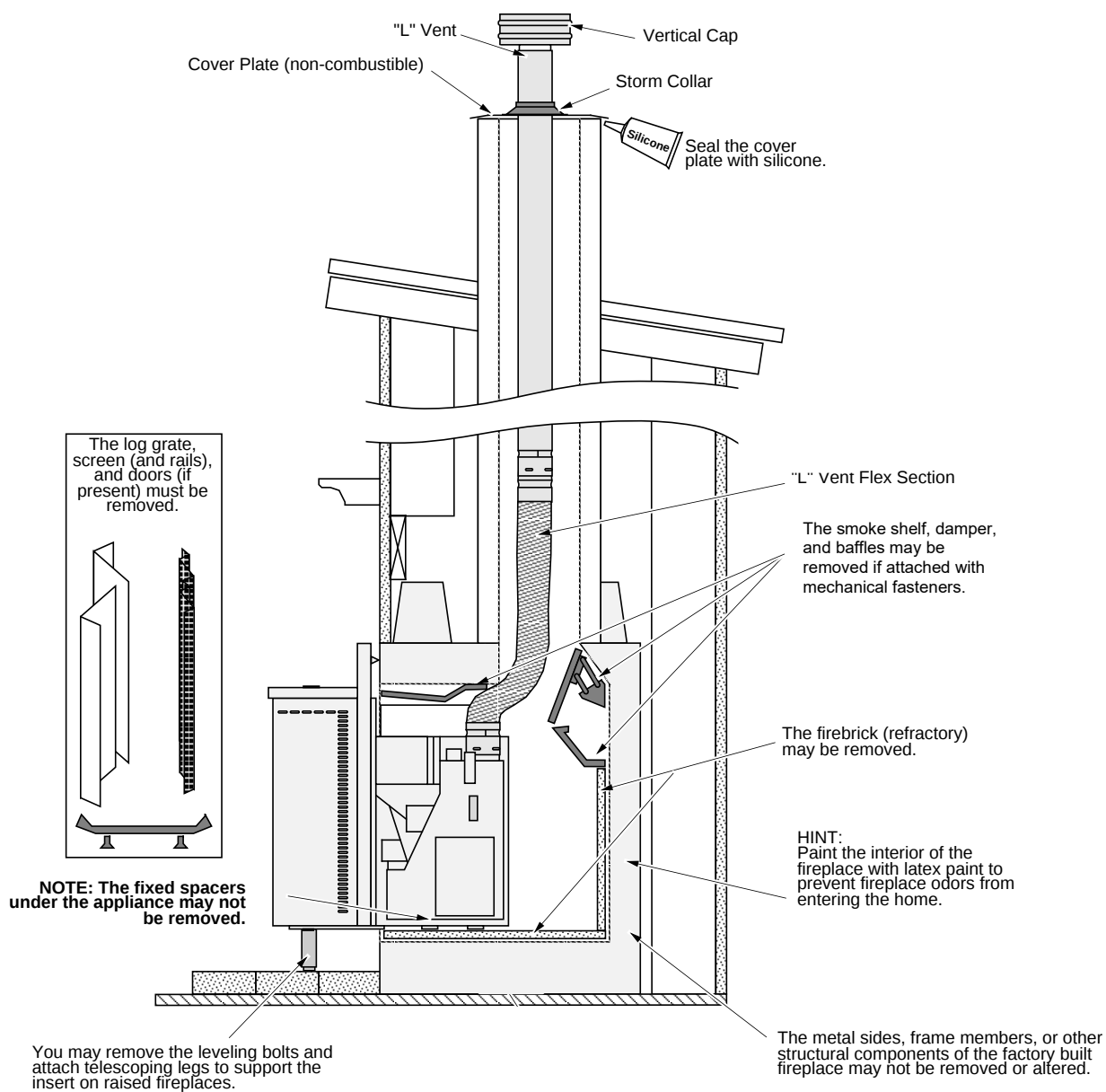


8. Slide the insert into place, making sure to protect the hearth.
9. Attach the side panels (see steps 3 and 4).

Installation into a Masonry Fireplace



Installation into a Factory-Built (Metal) Fireplace (USA Installations Only)



Safety Notice

READ THIS ENTIRE MANUAL (ESPECIALLY THE "SAFETY PRECAUTIONS" ON PAGES 4 AND 5) BEFORE USING THIS INSERT. 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.



DO NOT USE CHEMICALS OR FLAMMABLE FLUIDS TO START THIS HEATER.



DO NOT OVERFIRE THIS HEATER: Attempts to achieve heat output rates that exceed heater design specifications can result in a house fire or permanent damage to the heater.



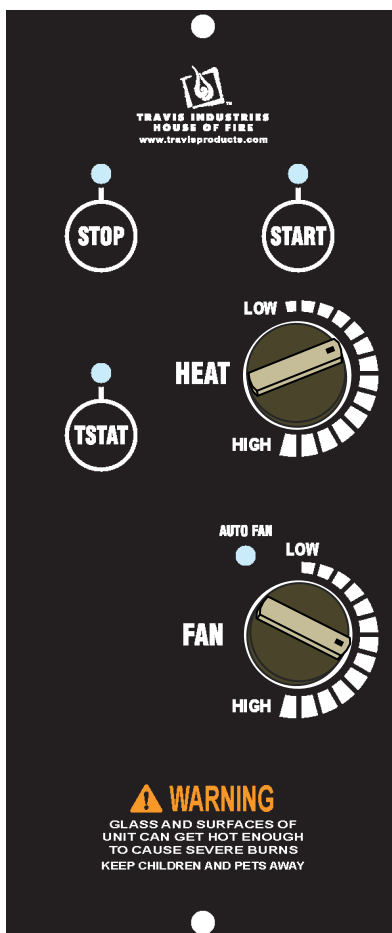
DO NOT OPEN FIRE CHAMBER DOOR WHILE IN OPERATION.



Do not elevate fuel or use a grate. Do not modify or alter the fire platform on this heater.

Location of Controls

The control panel is located on the right panel, behind an access door. Open the access door to access the controls.



Loading Pellets

Lift the hopper lid to its vertical position. Pour pellets into the hopper.

NOTE: If the hopper lid is opened for more than 1 minute, the stove will enter a shutdown cycle. If this happens, simply restart the stove.

WARNING: The top of the insert becomes hot during operation. Make sure to keep any flammable items (bag of pellets) away from the top while reloading.

WARNING: Do not store pellet fuel within the heater installation clearances or within the space required to fill or clean the heater.

NOTE: Pull this knob to release the hopper lid.



NOTE: The insert will not run when the lid is open.



Starting the Heater for the First Time

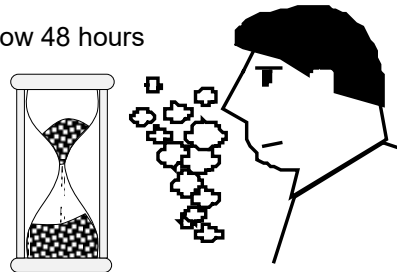
Start the Heater - Let it Burn for 1 Hour - THEN OPEN THE DOOR.

The insert paint is cured through heat. To prevent it from bonding to the door gasket, you must burn the heater for approximately 1 hour, then open and close the door to break any bonding.

Curing the Paint

This insert 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 insert. This rust-stopping agent will soon dissipate. Allow 48 hours for the paint to cure.

Allow 48 hours

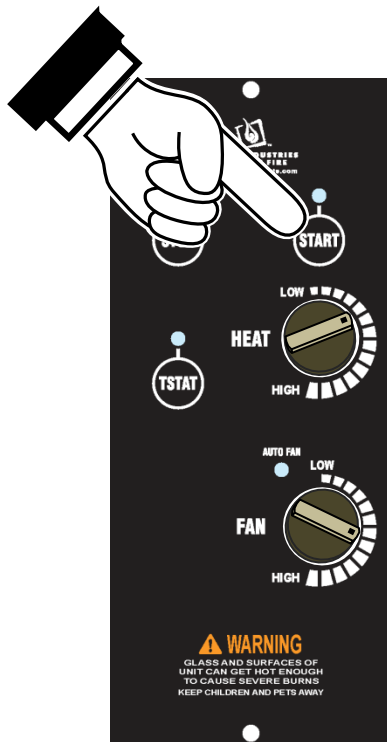


Manual Mode

Manual mode requires the user to turn the heater on and off manually and select the heat output setting.

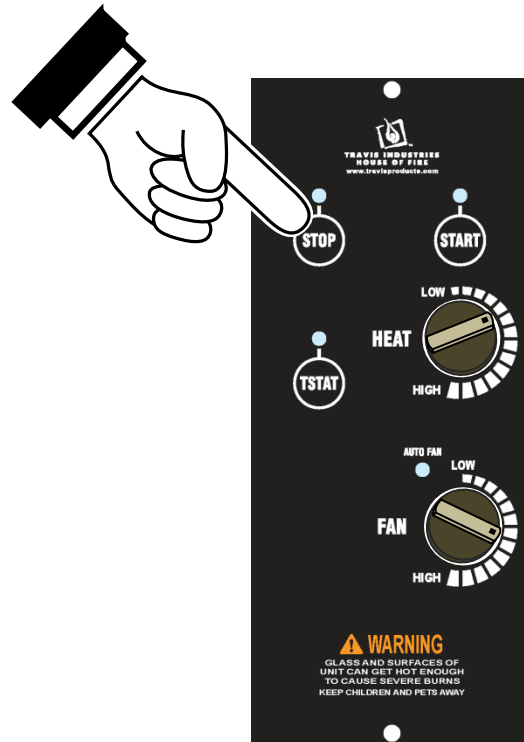
To Start

Press the START button on the control panel. The insert will enter the start-up sequence for approximately 22 minutes.



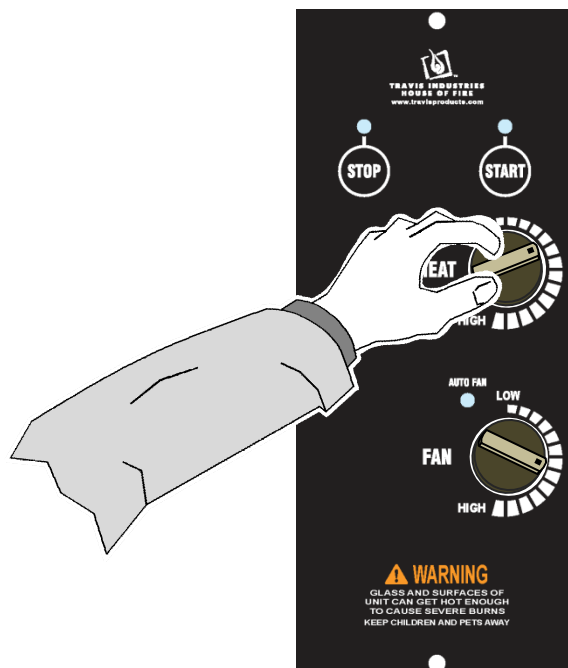
To Shut Down

Press the STOP button on the control panel. The insert will begin the shut-down process, which takes approximately 45 minutes.



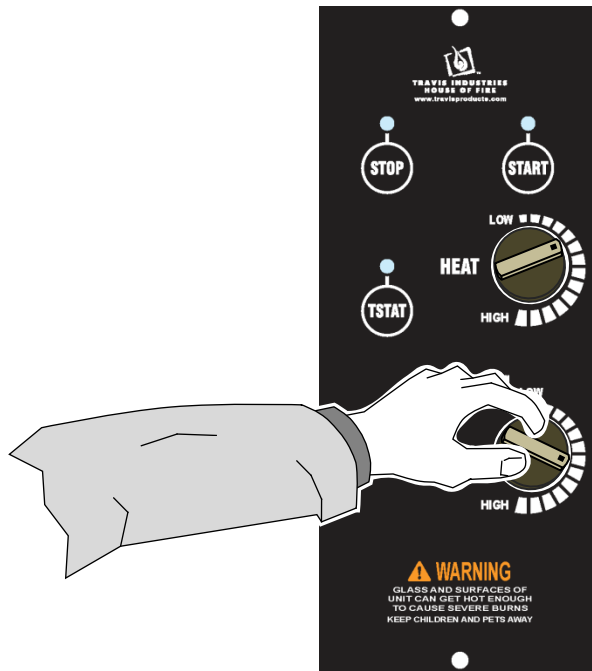
To Adjust the Heat

Turn the HEAT knob on the control panel to the left (lower heat) or right (higher heat). The HEAT knob adjusts the rate of pellets feeding into the insert.



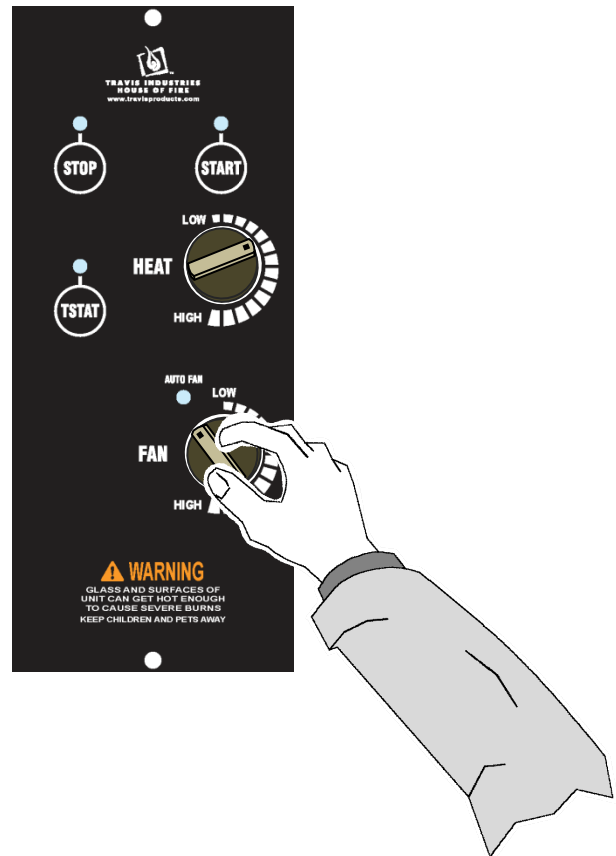
To Adjust the Fan

Turn the FAN knob on the control panel to the left (lower fan) or right (higher fan). The FAN knob adjusts the speed of the insert's blower to move more heat out into the room.



Auto-Fan

Turn the FAN knob to the AUTO-FAN setting on the control panel to automatically adjust the fan speed based on the feed rate into the hopper. This allows for more efficient operation.

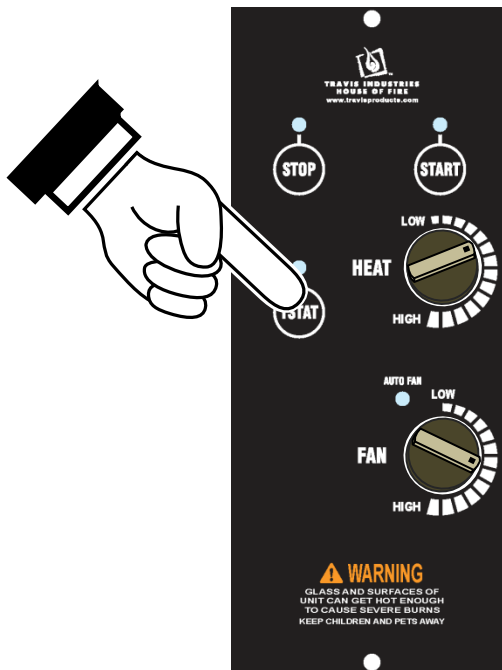


TSTAT (Thermostat) Mode

TSTAT mode allows you to use a thermostat to control room temperature. The insert automatically turns on when the temperature drops below the thermostat setting and turns off (or too low) once the thermostat setting is met.

To Start the Insert in TSTAT Mode

Press the TSTAT button on the control panel. If there is a call for heat from the thermostat, the insert will enter the start-up sequence for approximately 22 minutes.



To Adjust the Heat Output

Use the HEAT knob on the control panel to adjust the heat output.

NOTE:

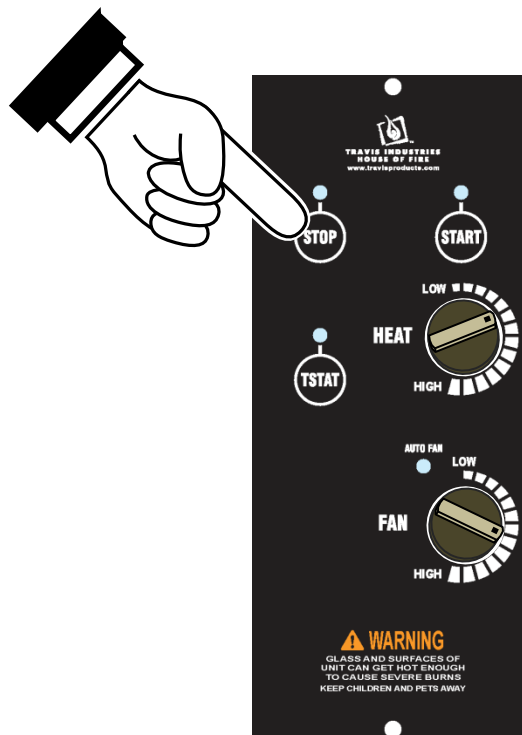
Depending upon which TSTAT Program you are in (1, 2, or 3), the heat output may vary once the target temperature is reached. For details, see "Changing the TSTAT Program" on page 30.

TIP:

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

To Shut Down

Press the STOP button on the control panel. The insert will begin the shut-down process, which takes approximately 45 minutes.



Changing the TSTAT Program

This heater comes with three TSTAT programs built in. Each program is unique and allows you to modify your thermostat setting to your preference. The stove is shipped pre-programmed in TSTAT program 1.

How to Tell Which TSTAT Program You Are In

When the heater is placed in thermostat mode (TSTAT button pressed), the BLUE light will flash once, twice, or three times. This will let the operator know which thermostat program the heater is in. One blue flash indicates thermostat program 1. Two blue flashes indicate program 2. Three blue flashes indicate program 3.

Switching Between Program 1, 2, and 3

Each time you press the "STOP" and "TSTAT" buttons simultaneously while the unit is cold, the TSTAT program will toggle to the next program. Continue to press these two buttons until the blue Auto-Fan LED light flashes the program you wish to use.

Thermostat Program 1

When the thermostat stops calling for heat (the thermostat is open) the thermostat "steps down" to a lower heat setting. The heater will stay at this setting for 15 minutes. If the thermostat does not call for heat, the thermostat will "step down" again to a lower setting (or off). At any time if the thermostat calls for heat (thermostat is closed) during this cycle, the heater will resume at the HEAT output setting set at the control board.

Heater Set at <u>HIGH</u>	If thermostat calls for heat (<u>thermostat closed</u>) Heater runs at setting set on control panel dial.	If thermostat stops calling for heat (<u>thermostat open</u>) Heater goes to MEDIUM. If after 15 minutes thermostat still open, heater goes to MEDIUM-LOW. If after 15 minutes thermostat still open, heater goes to LOW. If after 15 minutes thermostat still open, heater turns off.
Heater Set at <u>MEDIUM</u>	If thermostat calls for heat (<u>thermostat closed</u>) Heater runs at setting set on control panel dial.	If thermostat stops calling for heat (<u>thermostat open</u>) Heater goes to MEDIUM-LOW. If after 15 minutes thermostat still open, heater goes to LOW. If after 15 minutes thermostat still open, heater turns off.
Heater Set at <u>MEDIUM-LOW</u>	If thermostat calls for heat (<u>thermostat closed</u>) Heater runs at setting set on control panel dial.	If thermostat stops calling for heat (<u>thermostat open</u>) Heater goes to LOW. If after 15 minutes thermostat still open, heater turns off.
Heater Set at <u>LOW</u>	If thermostat calls for heat (<u>thermostat closed</u>) Heater runs at setting set on control panel dial.	If thermostat stops calling for heat (<u>thermostat open</u>) Heater will run for 15 minutes. If thermostat still open, heater turns off.

NOTE: This program is not recommended for areas with little heating requirements (mild climates, small rooms, etc.).

Thermostat Program 2

In Thermostat Mode Program 2 when the thermostat stops calling for heat (the thermostat is open) the following happens:

- The burn rate decreases to Level 1 (low) for 15 minutes. If there is no call for heat during that time...
- The unit turns off.

If there is a call for heat by the thermostat (the thermostat is closed) at any point during this cool-down period then the burn rate resumes corresponding with the setting on the control panel.

Thermostat Program 3

In Thermostat Mode Program 3 when the thermostat stops calling for heat (the thermostat is open) the following happens:

- The burn rate decreases to Level 1 (low) and remains at this level until there is a call for heat by the thermostat (the thermostat is closed), then resumes corresponding with the setting on the control panel.

Start-Up Sequence (Igniter)

The heater enters a start-up sequence whenever there is a call for heat and the heater isn't hot (on). This ensures proper operation through all settings and operational states (hot or cold, pellets burning or not burning, etc.), and overrides all user settings (except the OFF position). During this period the START light will flash. The insert will not enter start-up if you are loading pellets into the hopper.

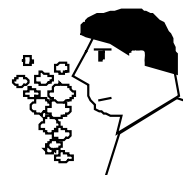
During the start-up sequence, the pellets will load into the fire platform, the flame will ignite, and the room air blower will come on when the heater comes up to the selected temperature.

NOTE: If the heater doesn't light 2 times in a row, both the START and STOP lights will turn on. The combustion blower will run for about an hour before shutting off. Check to make sure there are pellets in the hopper. We recommend cleaning the burn pot and making sure all air ports are clear of debris. Reset the unit by unplugging it and then plugging it back in.

Power Outages



Because this stove relies upon a blower to evacuate smoke, some smoke may enter the home during a power outage. Leave the door closed to keep the possibility of smoke spillage to a minimum.



NOTE: Travis Industries recommends a minimum vertical vent of 5' to ensure adequate draft during a power outage.



After a power outage (or when plugging the heater in) the exhaust blower will run for approx. 15 minutes. This is a safety feature used to vacate smoke in case of a power outage.

Manual Mode

If a power outage occurs when the unit is hot, it will enter the start-up sequence. If the unit has cooled it will enter a cool-down phase (exhaust blower will run up to 20 minutes to ensure smoke evacuation).

TSTAT Mode

If a power outage occurs while in TSTAT mode, the unit will continue to operate. If the thermostat calls for heat, the unit will enter the start-up sequence and restart. If the thermostat does not call for heat it will enter a cool-down phase (exhaust blower will run up to 20 minutes to ensure smoke evacuation).

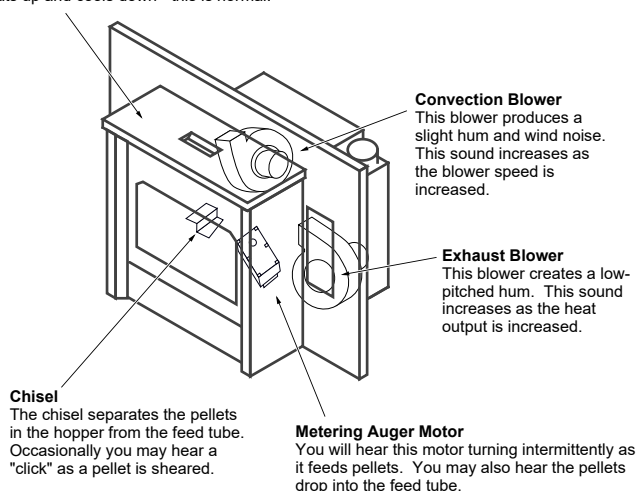
Normal Operating Sounds



After a power outage (or when plugging the heater in) the exhaust blower will run for approx. 15 minutes. This is a safety feature used to vacate smoke in case of a power outage.

Creaks and Clicks

The steel may creak or click when the stove heats up and cools down - this is normal.



Chisel
The chisel separates the pellets in the hopper from the feed tube. Occasionally you may hear a "click" as a pellet is sheared.

Metering Auger Motor
You will hear this motor turning intermittently as it feeds pellets. You may also hear the pellets drop into the feed tube.

Convection Blower
This blower produces a slight hum and wind noise. This sound increases as the blower speed is increased.

Exhaust Blower
This blower creates a low-pitched hum. This sound increases as the heat output is increased.

Insert Maintenance

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.

NOTE: Pellet quality may vary by region. The maintenance schedule may need to be revised to accommodate pellet quality with excessive ash.



DISCONNECT THE POWER CORD AND MAKE SURE THE HEATER HAS FULLY COOLED (APPROXIMATELY 45 MINUTES) PRIOR TO CONDUCTING SERVICE.

Maintenance Schedule

Weekly Maintenance (or every 5 bags of fuel):

- Inspect Burn
- Clean the fire platform
- Clean the heat exchange tubes

Monthly Maintenance (or every 20 bags of fuel):

- Empty the ashpan
- Clean vertical exhaust ducts
- Clean the glass

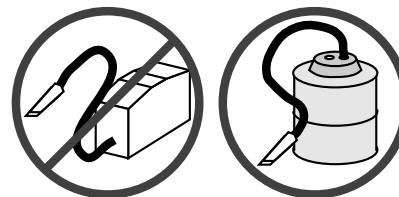
Yearly Maintenance (or every ton of fuel):

- Clean firebox liners
- Clean lower exhaust duct
- Clean convection blower
- Clean negative pressure tube
- Clean the vent
- Clean under fire platform
- Adjust door hinge and latch
- Check for air leaks
- Access and Clean Components
- Inspect Fireplace and Chimney

Removing Flyash

This heater was designed to allow for easy flyash removal with the included tools. However, to ease maintenance, several pellet insert owners have purchased vacuums specifically made to remove flyash. Furthermore, some of these vacuums are heat-resistant to allow for flyash removal while it is still warm. **DO NOT USE A STANDARD VACUUM ON THIS APPLIANCE** (except to clean the pellet dust out of the hopper). Standard vacuums may spread the fine particles inside the flyash into the home and are not heat-resistant (hot flyash may cause the internal portion of vacuums to ignite).

NOTE: Ask your authorized Travis dealer for a recommended ash vacuum.



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 noncombustible 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.

Insert Maintenance Tools

Included with the insert are three tools for maintenance: a bottle brush, brush, and cleaning tool.

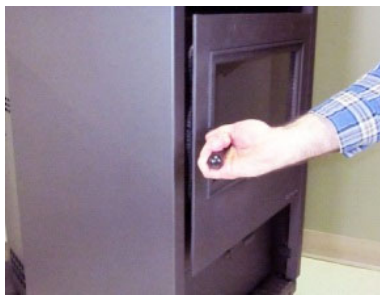


Opening the Door



MAKE SURE THE HEATER HAS FULLY COOLED (APPROXIMATELY 45 MINUTES) BEFORE OPENING THE DOOR AND CONDUCTING SERVICE.

Turn the handle clockwise and pull to open the door, as shown below.



Inspect the Burn

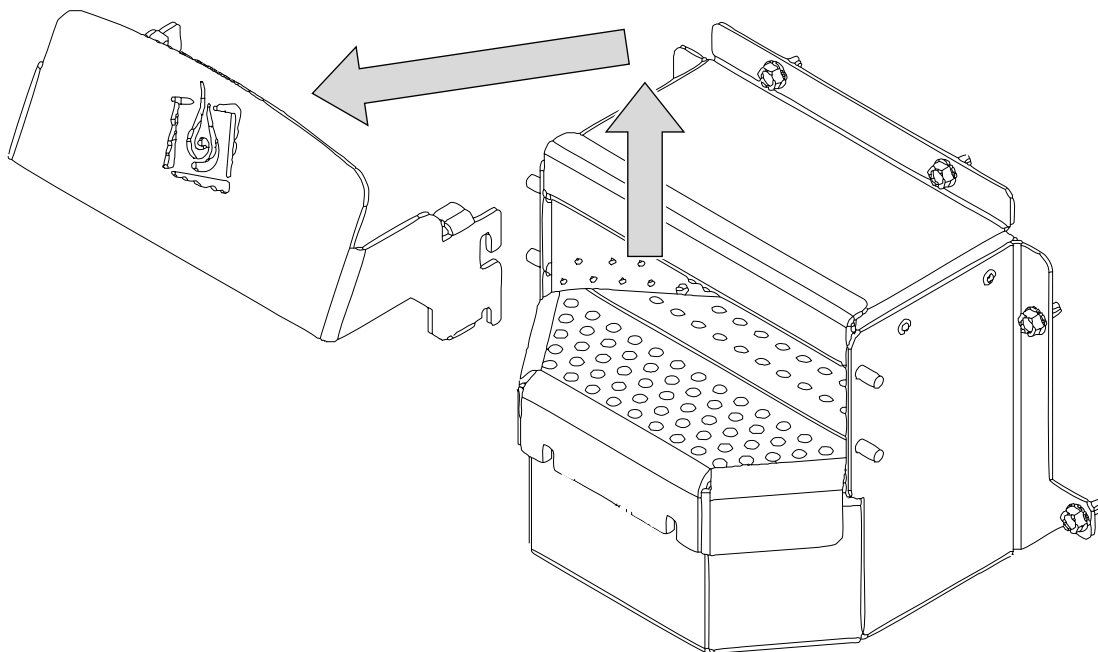
Once a week you should inspect the flame quality inside your appliance. When burning on high, the flames should be bright orange. If the flames seem to be coming only from the sides or are orange/black, turn the heater off and check for clinkers (ashes that solidify into a clump). The most likely causes of clinkers are:

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

Cleaning the Fire Platform

Once a week you should clean and inspect the fire platform. The following steps outline this process.

1. Open the door.
2. Remove the visual deflector. Note how the deflector has two hooks on each side that fit over pins to the side of the burn platform.



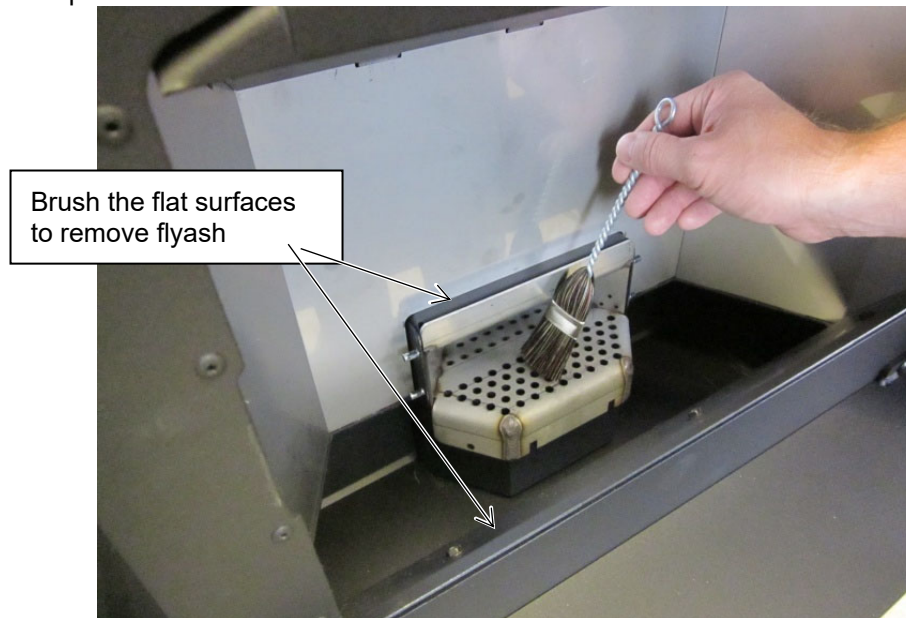
NOTES ON REPLACING THE VISUAL DEFLECTOR

When in place, make sure the visual deflector is pressed down fully on both sides. If it is not fully seated, airflow to the burn platform may be displaced and the appliance may burn poorly.

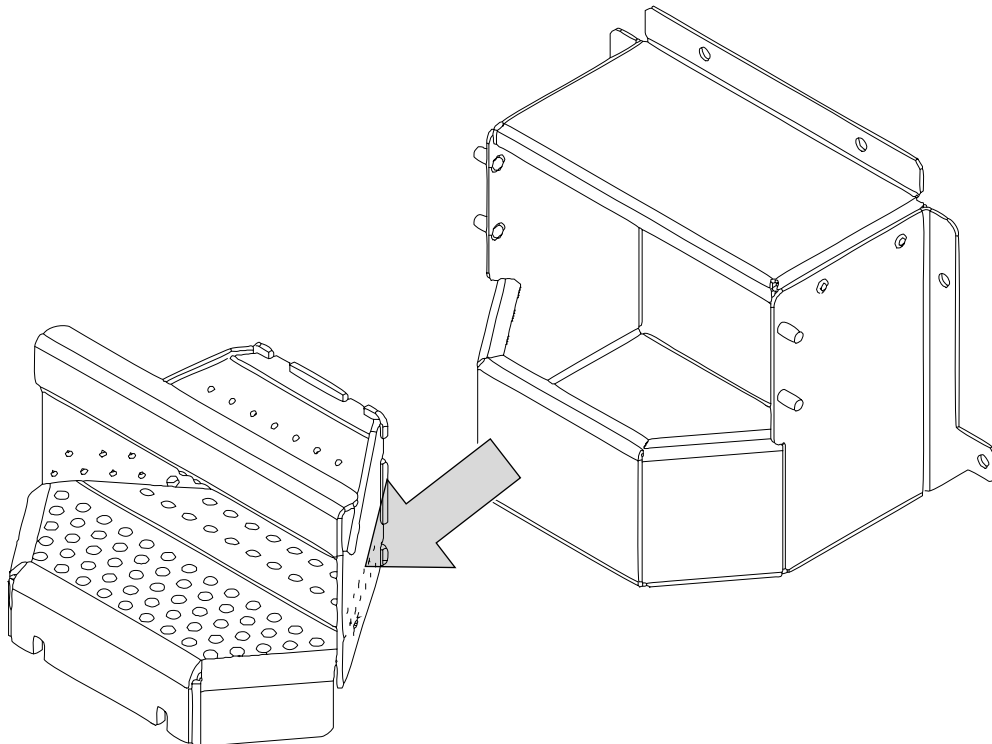
3. Use the cleaning tool to scrape away hardened clinkers or buildup on the fire platform. Use the narrow tip to clear any plugged holes. The fire platform must be free from buildup for the pellets to burn completely.



4. Brush away flyash around the fire platform using the brush included with the insert. The flyash will fall into the ashpan below.



- 5 Remove the burn platform from the platform holder.



- 6 Clean the inside of the burnpot holder.



Cleaning the Heat Exchange Tubes

The heat exchange tubes may accumulate ash when the appliance is in use. To clean, follow the directions below.

1. With the hopper lid open and the door closed, pull the insert grill up and forward as shown below.

NOTE: Use both hands on the grill. Using one hand in the middle of the grill may cause it to warp.



2. Hook the cleaning tool onto the heat exchange scraper rod as shown below.



3. Move the scraper rod back and forth a few times to clean the heat exchange tubes. (
NOTE: Door must be shut while cleaning the heat exchange tubes.



Cleaning the Glass

Open the doors and clean the glass with a non-abrasive glass cleaner and rag. Do not clean while hot.

Emptying the Ashpan



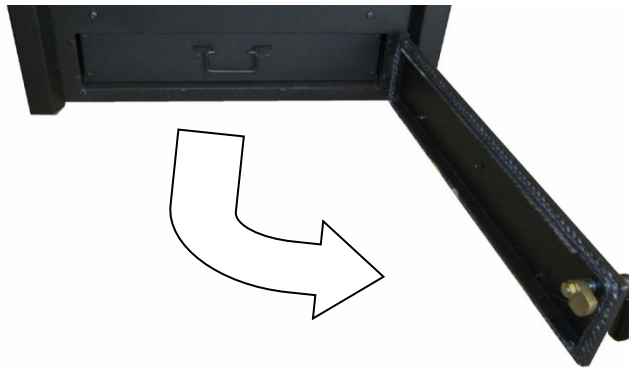
MAKE SURE THE HEATER HAS FULLY COOLED (APPROXIMATELY 45 MINUTES) BEFORE CONDUCTING SERVICE.



THE ASHPAN MUST BE IN PLACE WHILE THE HEATER IS IN USE.

The ashpan will accumulate ash as you use the appliance. See the steps below to empty the ashpan.

1. Rotate the ashpan door handle clockwise and swing the door open.



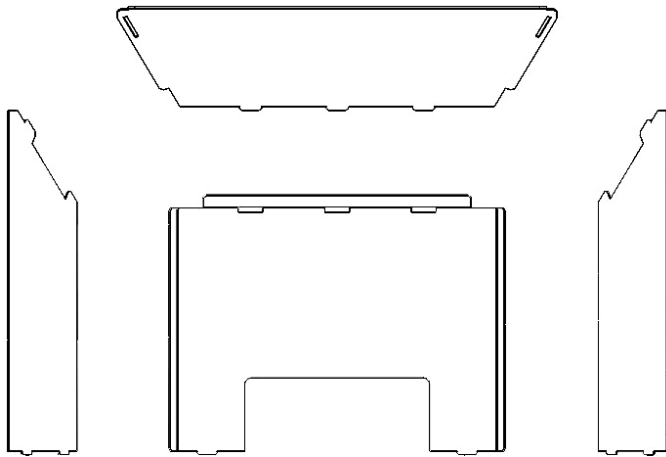
2. Remove the ashpan from the appliance and properly dispose of the ashes (see "Disposal of Ashes" on page 32 for details).



NOTE: Make sure the ashpan is pushed in 100% when replaced (this allows for full flyash coverage).

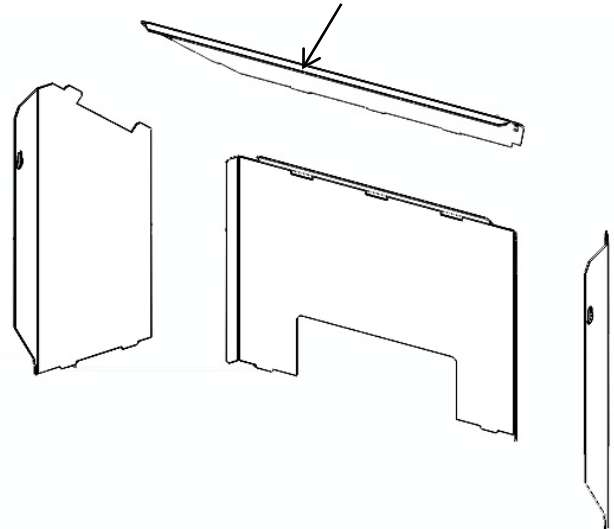
Cleaning Behind the Firebox Liners

Front View of Firebox Liners



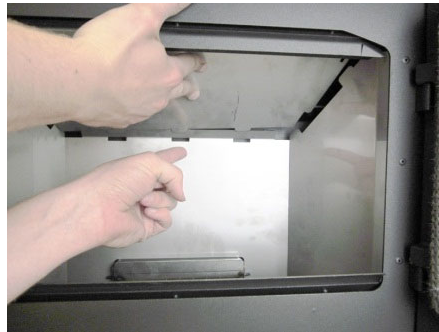
Isometric View

(note how the top liner has a flange that bends down)



The firebox liners help trap flyash before it enters the exhaust blower. Remove the liners and clean the area behind them following the directions below.

1. Open the door.
2. Remove the top liner. It is held in place with 3 tabs at the bottom and one large tab (and slot) on the sides. To remove, lift it up and slide it out.



3. Remove the side liners. They have keyhole slots that fit over screws on the side of the firebox. Lift them up, tilt them inwards, then remove.



4. Remove the rear liner. Lift it up and remove it from the firebox.



5. With the liners removed, clean all flyash and debris from the firebox. Clean the liners before replacing them.

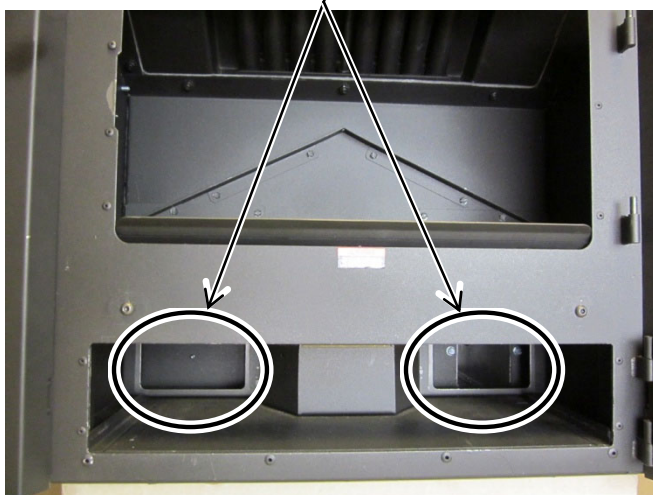
Cleaning the Exhaust Duct

The exhaust duct directs air to the exhaust blower. Follow the directions below to clean.

1. Open the door.
2. Remove the ashpan.
3. Remove the two exhaust duct covers as shown below.



4. Use a brush or vacuum cleaner to clean out the exhaust ducts and the area inside the firebox.



Access and Clean Components

The insert may be removed to inspect and access the components. Follow the directions below to remove the insert from the fireplace.



DISCONNECT THE POWER CORD (OR DISABLE THE BREAKER) AND MAKE SURE THE HEATER HAS FULLY COOLED (APPROXIMATELY 45 MINUTES) PRIOR TO CONDUCTING SERVICE.

1. Remove the surround panel (and control panel) and place them aside.
2. Use the latch to disconnect the flue assembly from the insert.
3. Place protection on top of the hearth to protect it against scratches.
4. Slide the insert forward 4" to 12" to gain access to the components (if necessary).
5. Use a vacuum/compressed air to clean the internal components (cooling fan, auger motor, etc.).

Clean the Exhaust Blower



MAKE SURE THE HEATER HAS FULLY COOLED (APPROXIMATELY 45 MINUTES) BEFORE CONDUCTING SERVICE.



THE ASHPAN MUST BE IN PLACE WHILE THE HEATER IS IN USE.

1. Remove the insert from the fireplace (see above).
2. Loosen the 8 screws holding the intake duct cover in place (11/32" nut driver). Remove the intake duct cover by sliding it up and off the studs (the gasket will remain in place).



3. Loosen the 8 screws holding the exhaust duct cover in place (11/32" nut driver). Remove the exhaust duct cover by sliding it up and off the studs (the gasket will remain in place).

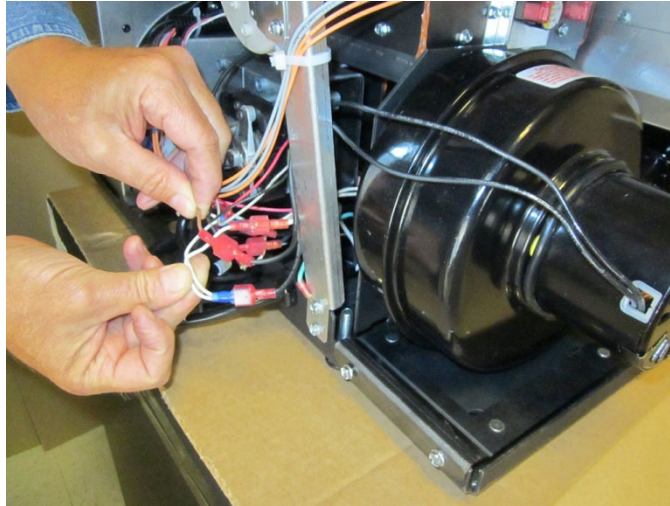


4. Clean the exhaust blower with a bottle brush or vacuum.
NOTE: Take care to prevent damaging the combustion blower impellers.

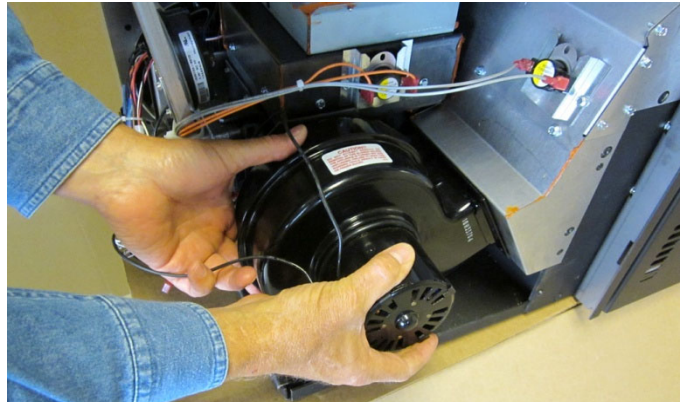
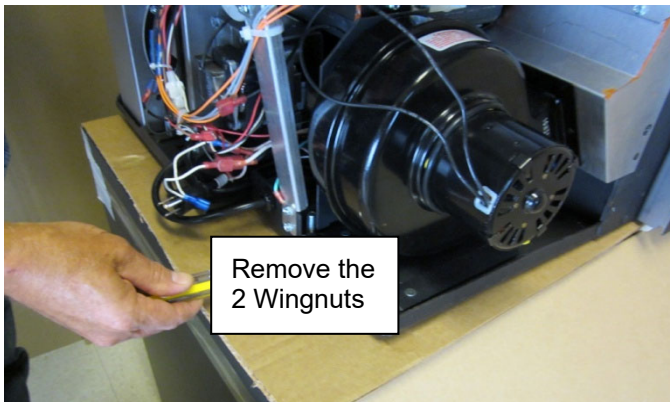


Cleaning the Convection Blower

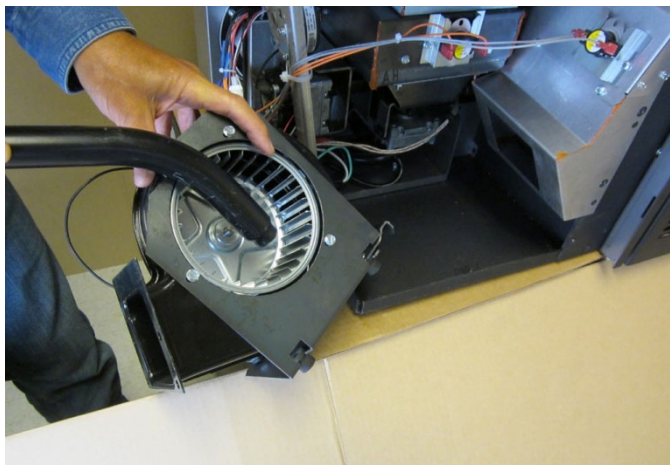
- 1 Remove the insert from the fireplace (see page 41).
- 2 Disconnect the wires leading to the convection blower.



- 3 Remove the 2 wingnuts securing the blower assembly (disregard photo below). Lift out and remove the convection blower from the insert as shown below.
NOTE: Do not over-tighten the wingnuts when replacing (the rubber grommets must flex to absorb vibrations).

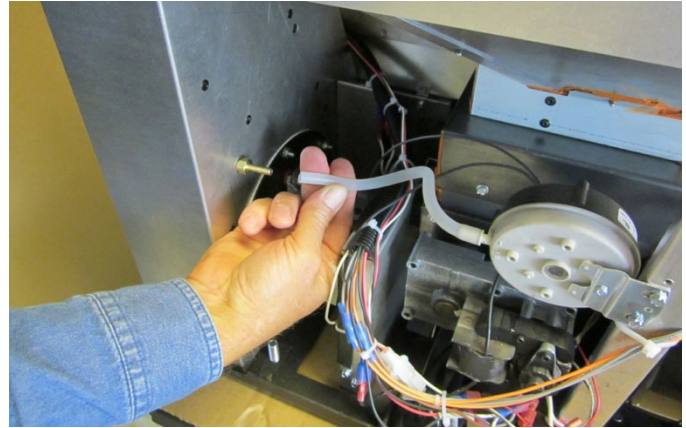


- 4 Remove all dust and debris from the convection blower.
NOTE: Take care to prevent damaging the impellers.

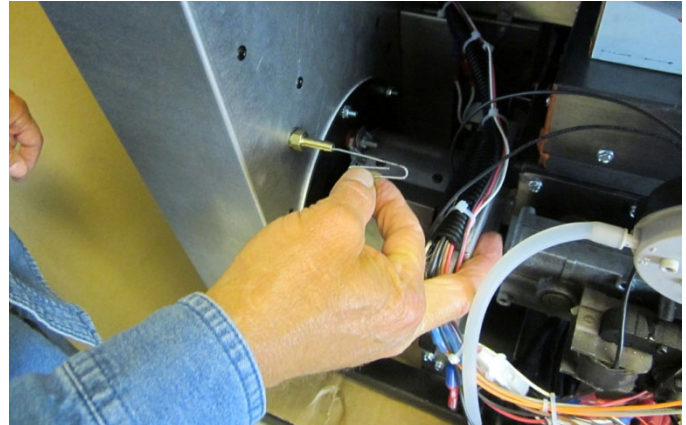
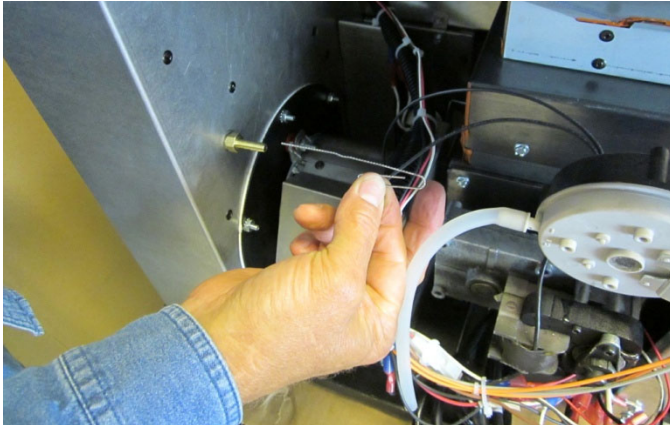


Cleaning the Negative Pressure Tube

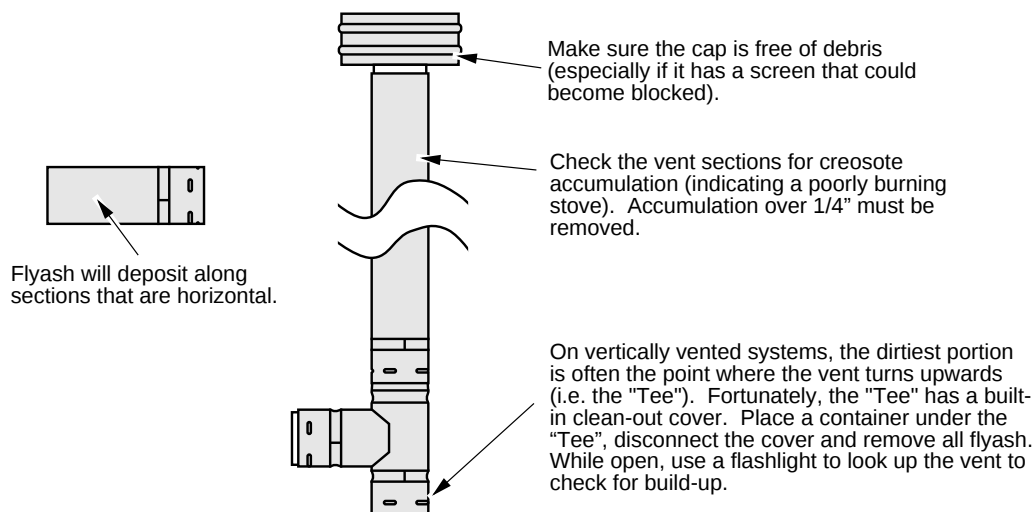
1. Disconnect the end of the tube from the combustion blower.



2. Clean the nozzle (use a paper clip, pipe cleaner, etc.).



Cleaning the Vent

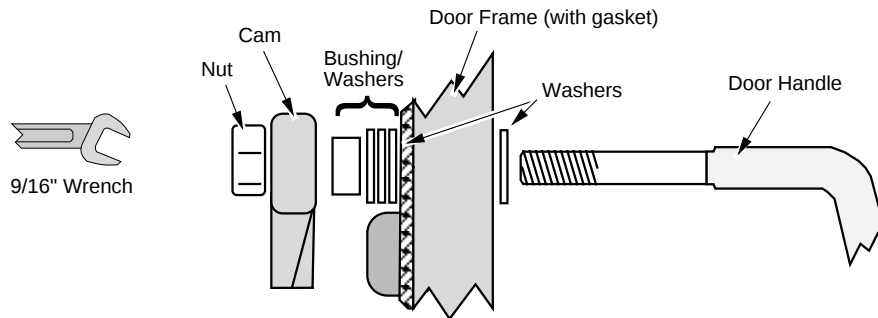


WHENEVER ANY PORTION OF THE PELLET VENT IS DISCONNECTED, THE JOINTS MUST BE SEALED WITH RTV 500° F. SILICONE SEALANT, UNLESS OTHERWISE SPECIFIED BY THE VENT MANUFACTURER.

Adjusting the Door Cam

The door cam should be tight enough to pull the door against the face of the stove yet not so tight as to not allow full handle rotation. To tighten the door cam, remove the door handle and remove one of the washers between the door frame and cam (the washer may be stored for future use by placing it between the cam and nut). To loosen the door cam, add a washer between the door frame and cam.

NOTE: Older models use 7 washers between the door & cam. Newer models use 1 bushing & 3 washers.



Checking for Air Leaks



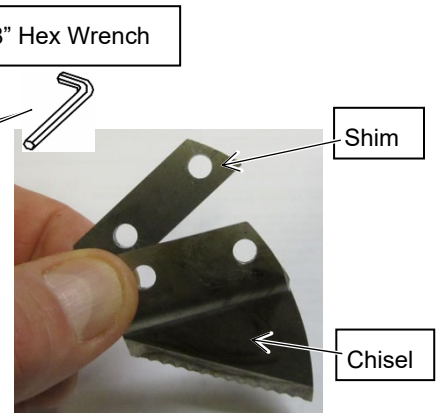
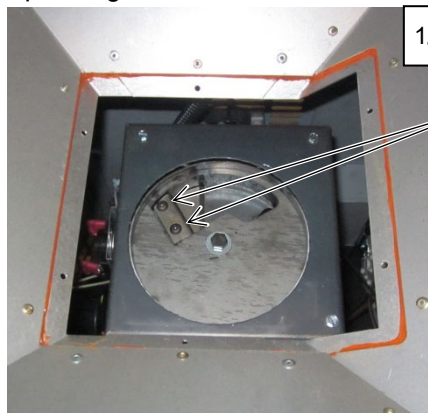
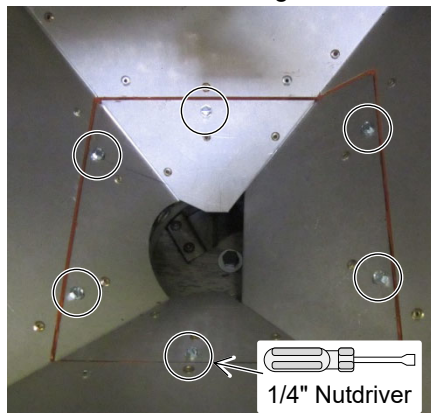
Air leaks into the firebox will decrease the stove's performance greatly, leading to excessive sooting, inefficient burning, and perhaps a malfunction.

- Inspect the door gasket to make sure it is fully attached. If the door gasket is worn or flattened, replace it.
- If the glass is cracked, replace it. The glass is held in place with clips.
- Open the ashpan access door and inspect the gasket around the door. Re-attach or replace the gasket if necessary. Re-attach, or replace the gasket if necessary.

NOTE: Ask your authorized Travis dealer to demonstrate how to check a door seal.

Every Two Years (or Every 4 to 6 Tons of Pellets) Chisel Replacement

- The chisel is designed to shear pellets during operation. As the chisel becomes dull over time it will make it harder for the appliance to shear pellets and could shorten the life of the feed motor. We recommend that the chisel be replaced every two years or 4 to 6 tons of pellets to help ensure proper operation of the appliance.
- To remove the chisel, first, remove all pellets from the hopper. Turn the appliance on and turn the heat rate to "HIGH". The hopper lid switch will need to be held in the closed position (AGP appliances) or the hopper lid will need to be closed and you can look through the glass lid (Deerfield & Foxfire stoves) for the feed system to turn. The chisel will rotate into view (it is the serrated component held in place with two screws). Once the chisel is in the proper position, unplug the heater and remove the cover plate at the bottom of the hopper (6 screws hold it in place). The chisel is held in place with two cap head screws (use a 1/8" hex wrench to remove). Remove the chisel and replace it with a new chisel (available from your dealer). **NOTE: There is a shim (2 shims on older units) under the chisel – make sure to replace the shim when installing the chisel.** When replacing the cover plate, make sure to place the gasket between the cover plate and the hopper (use silicone if a gasket is not used). This prevents pellet dust from falling below. Return the heater to the correct configuration before operating.



Troubleshooting Table

Lights on the control panel will flash when a fault has occurred. Follow the steps below to diagnose.

Diagnostic Code:	Possible Cause:	Don't Call for Service Until You:
RED LIGHT FLASHING	Inadequate draft, plugged pressure switch, or push auger error.	• Press the STOP button to clear the error code. • Press the START button to re-ignite the appliance.
RED & GREEN LIGHTS FLASH SIMULTANEOUSLY	Ignition startup has failed. NOTE: The 2nd time this happens consecutively, the lights will be solid and appliance will lock out for 1 hour.	• Press the STOP button to clear the error code. • Verify the appliance has pellets, clean the burn platform, then restart the appliance.
BLUE LIGHT FLASHING	Appliance is over-temperature and has entered safety shutdown mode. The appliance will no longer feed pellets and both blowers will remain on until the appliance has cooled sufficiently.	• Press the STOP button to clear the error code. • Verify the appliance is clean (free of ash and debris) and the room blower operates (clean if necessary). • Clean the burn platform then restart the appliance.
RED & GREEN LIGHTS FLASH ALTERNATELY	Appliance ran out of fuel or hopper lid not fully closed. In rare cases, the metering motor or system disc may have malfunctioned.	• Press the STOP button to clear the error code. • Verify the appliance has pellets, the hopper is fully closed, clean the burn platform, then restart the appliance.

Replacement Parts

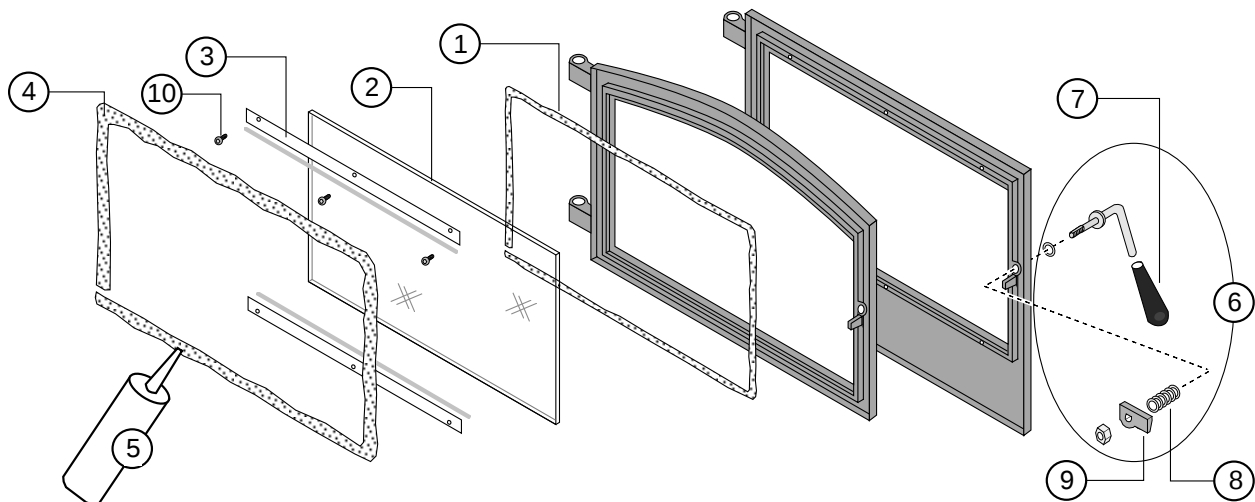
Contract your Travis Industries Dealer for replacement parts. Use only replacement parts from Travis Industries designed specifically for this heater.

Glass Removal and installation

Remove the door from the appliance by opening and lifting it straight up off of the hinge pins. Place the door on a flat surface, remove and set aside the 6 screws (#10 below) and the 2 glass clips (#3 below). The glass can now be removed from the door assembly. After the glass is removed inspect and replace the glass gasket (#1 below) if any damage is evident.

When installing the glass it is critical to maintain the supplied edge clearance between the edge of the glass and door casting. Place the glass into the door assembly on top of the glass gasket and center the glass in its recess ensuring the gap between the glass edges and door are uniform all the way around. Reinstall the glass clips and screws. The door can now be reinstalled on the appliance.

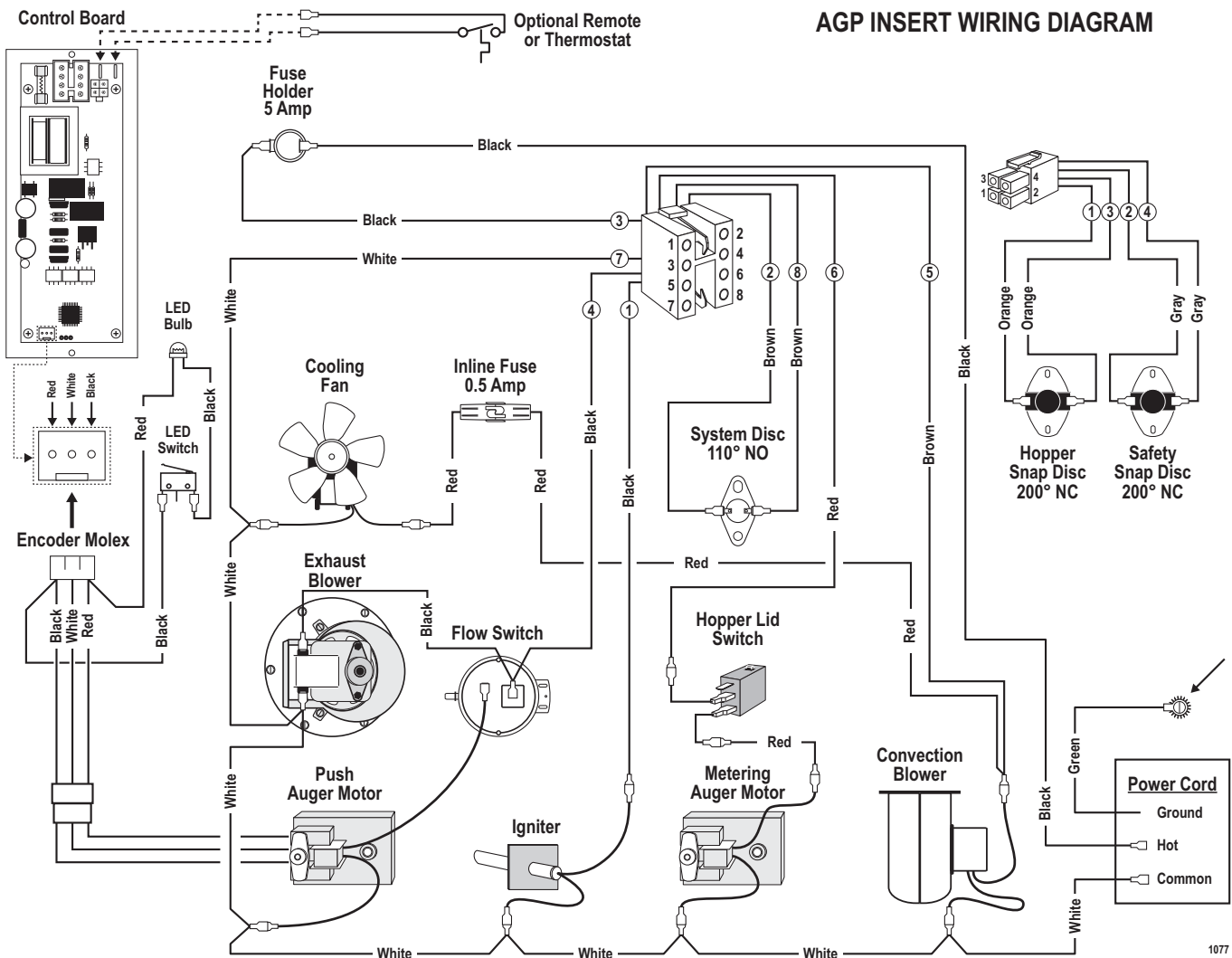
Door Parts



ID #	Description	Qty	Part #
1	Glass Gasket (3/8" Diameter)	1	250-02801
3	Glass Clips w Gasket	1	250-00174
5	RTV High Temp. 600° Silicone		
7	Door Knob	1	250-02964
9	Door Cam	1	250-00598

ID #	Description	Qty	Part #
2	Glass (5mm Ceramic) – Rectangular Glass (5mm Ceramic) – Arched	1 1	250-02073 250-02678
4	Door Gasket (7/8" Diameter)	1	250-00178
6	Door Handle Assembly	1	250-02074
8	Door Washer	1	250-00364
10	Screws (8) 8-32 x 1/2" Torx	1	250-01478

Wiring Diagram





WARNING - DO NOT REMOVE OR COVER THIS LABEL

SERIAL NO:

MODEL: AGP INSERT

Listed Pelletized Solid Fuel Burning Appliance
Also for use in Mobile homes US, Transportable Buildings CAN
Certified for US and Canada

Certified to ASTM E1509-22, Room Heater Pellet Burning Type (UM) 84 HUD; Certified to CAN/ULC 628-22
Electrical Rating: 120 VAC, 60 Hz, 3 Amp: Start 3 Amps, Run 2.9 Amps with blower on High
Maximum Input Rating: 5.0 lbs/hr

This pellet fired appliance has been tested and listed for use in manufactured Mobile homes US, Transportable Buildings CAN in accordance with OAR 814-23-900 through 814-23-909. Refer to the Intertek Directory of Building Products (<https://bpdirectory.intertek.com>) for detailed information.

WARNING - for Mobile homes US, Transportable Buildings CAN: Must utilize outside combustion air inlet (part #99200136) or equivalent. Structural integrity of the Mobile homes US, Transportable Buildings CAN floor, ceiling and walls must be maintained.

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 only 3 in. / 77 mm or 4 in. / 102 mm diameter listed type "L" or "PL" venting system. See manufacturer's installation instructions and local codes for precautions required for passing chimney through a combustible wall or ceiling. Do not connect this unit to a chimney flue serving another appliance. Inspect and clean exhaust venting system frequently in accordance with manufacturer's instructions.

This pellet heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against federal regulations to operate this wood heater in a manner inconsistent with the operating instructions in the owner's manual.

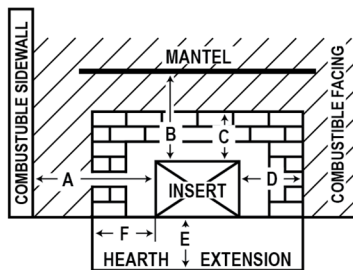
For use with 1/4 in. / 6 mm to 5/16 in. / 7 mm diameter pelletized wood fuels only.

Replace glass only with 5 mm ceramic glass available from your dealer.

DANGER: Risk of electrical shock. Disconnect power supply before servicing. Route power cord away from unit. Do not route power cord beneath heater.

Operate only with viewing door and ash removal tray tightly closed. Do not obstruct combustion air openings. The space beneath heater must not be obstructed. Keep all furnishings away from heater.

Minimum Clearance to Combustible Materials (Measured to Stove Top)



ADJACENT WALL	A	9 in. / 229 mm
MANTEL	B	9.25 in. / 235 mm
TOP FACING	C	0 in. / 0 mm
SIDE FACING	D	0 in. / 0 mm
HEARTH FRONT *	E	6 in. / 153 mm
HEARTH SIDE *	F	6 in. / 153 mm

* Combustible floor must be protected by a non-combustible material underneath appliance.

Manufactured by:



**TRAVIS INDUSTRIES
HOUSE OF FIRE**
12521 Harbour Reach Drive
Mukilteo, WA 98275
www.travisproducts.com

U.S. ENVIRONMENTAL PROTECTION AGENCY

Certified to comply with 2020 particulate emission standards using wood pellet fuel.

0.98 g/h, ASTM E2279-10, ASTM 2515-11, CSA B415.1-10

DATE OF MANUFACTURE:

Made in U.S.A. 2025 2026 2027 Jan. Feb. Mar. Apr. May June July Aug. Sep. Oct. Nov. Dec. XXXX

Limited 7 Year Warranty

Register your TRAVIS INDUSTRIES, INC. Limited 7 Year Warranty online at traviswarranty.com. TRAVIS INDUSTRIES, INC. warrants this appliance (appliance is defined as the equipment manufactured by Travis Industries, Inc.) to be defect-free in materials and workmanship to the original purchaser from the date of purchase as follows:

Check with your dealer in advance for any costs to you when arranging a warranty call.
Mileage or service charges are not covered by this warranty. This charge can vary from store to store.

Years 1 & 2 - COVERAGE: PARTS & LABOR

Firebox Assembly:

Fire platform, Fire platform Holder, Ash Cleanout Doors, Ash box or Ash Dump, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

Door Assembly:

Door Frame, Latch Assembly, Glass Retainers

Auger Assembly: Auger Flight, Auger Tube, Auger Bushings, HRD

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

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.

Exclusions: Paint, Gasketing, Chisel

Years 3 through 5 - COVERAGE: PARTS & LABOR

Firebox Assembly:

Fire platform, Fire platform Holder, Ash Cleanout Doors, Ash box 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, HRD

One-Way Freight Allowance

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

Exclusions: Paint, Gasketing, Chisel, Ceramic Glass, Igniter System, Electrical System, Cast Iron Parts, Accessories, Re-Installation Allowance

Years 6 & 7 - COVERAGE: PARTS ONLY

Firebox Assembly: Fire platform, Fire platform Holder, Ash Cleanout Doors, Ash box or Ash Dump, Heat Exchanger Tubes, Exhaust Manifold, Exhaust Box

Door Assembly: Door Frame, Latch Assembly, Glass Retainers

Exclusions: Paint, Gasketing, Chisel, Ceramic Glass, Igniter System, Electrical System, Auger Assembly, HRD, 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 non-transferable 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, rooftops, 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 the purchaser's recourse is expressly limited to the warranties set forth herein.

IF WARRANTY SERVICE IS NEEDED:

1. 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.
2. Travis Industries has the option of either repairing or replacing the defective component.
3. 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.
4. Check with your dealer in advance for any costs to you when arranging a warranty call. Mileage or service charges are not covered by this warranty. This charge can vary from store to store.

Thermostat Installation



DO NOT CONNECT 120 VAC OR 24V TO THE THERMOSTAT CIRCUIT OF THIS HEATER (DO NOT USE A HOUSEHOLD THERMOSTAT USED FOR A WALL-BOARD OR OTHER ELECTRICAL HEATER). USE A LOW VOLTAGE COMPATIBLE THERMOSTAT.

Wired or wireless thermostats may be attached to this appliance. Route the thermostat wires to the control panel and attach them to two tabs shown below (orientation does not matter). Make sure the wires do not contact hot or moving components. See the instructions included with the thermostat for further details.



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