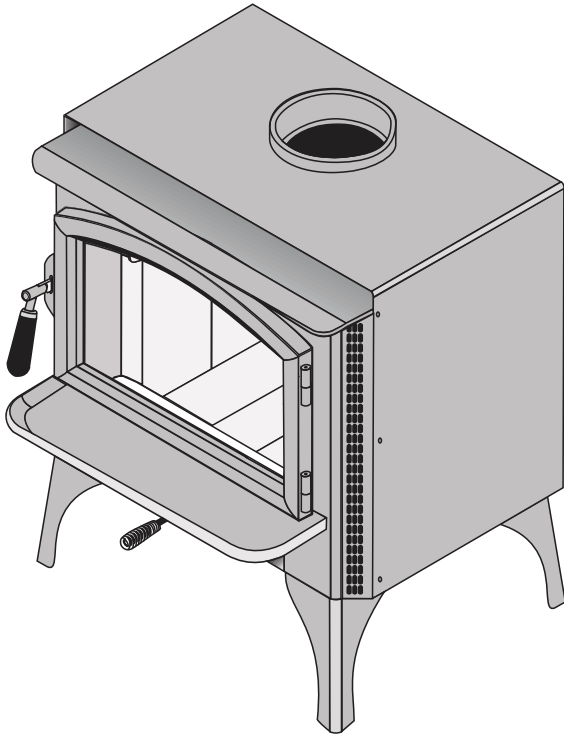




# Answer (AUST) Wood Stove

(EPA 2020 Compliant)

## Owner's Manual



- Freestanding Stove
- Hearth-Stove Approved

Save these instructions for future reference

**⚠ WARNING**



**HOT GLASS WILL  
CAUSE BURNS.  
DO NOT TOUCH GLASS  
UNTIL COOLED.  
NEVER ALLOW CHILDREN  
TO TOUCH GLASS.**

### SAFETY NOTICE:

If this appliance is not properly installed, a house fire may result. For your safety, follow the installation directions. Contact local building or fire officials about restrictions and installation inspection requirements in your area.

**Dragon Wholesaling Pty. Ltd.**  
4/16 Lexington Drive  
Bella Vista NSW 2153  
Australia

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Industries, Inc.  
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Tested By:  
**HRL Technology**  
677 Springvale Road  
Mulgrave VIC 3170  
**TESTED TO: AS/NZS 4012/4013: 2014**  
**REPORT NUMBER: HMCG-15-001**

## ***Introduction***

---

We welcome you as a new owner of a Answer wood-burning stove. In purchasing a Answer 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 Answer is one of the finest appliances the world over. This manual will explain the installation, operation, and maintenance of this appliance. Please familiarize yourself with the Owner's Manual before operating your appliance and save the manual for future reference. Included are helpful hints and suggestions which will make the installation and operation of your new appliance an easier and more enjoyable experience. We offer our continual support and guidance to help you achieve the maximum benefit and enjoyment from your appliance.

## ***Important Information***

---

No other Answer appliance has the same serial number as yours. The serial number is stamped onto the label on the back of the appliance.

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

Model: \_\_\_\_\_ Answer \_\_\_\_\_

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 appliance. 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.

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## Safety Precautions



The viewing door must be closed and latched during operation.

Never block free airflow through the air vents on this appliance.



Gasoline or other flammable liquids must never be used to start the fire or "Freshen Up" the fire. Do not store or use gasoline or other flammable liquids in the vicinity of this appliance. Do not burn garbage or flammable fluids such as gasoline, naphtha or engine oil.



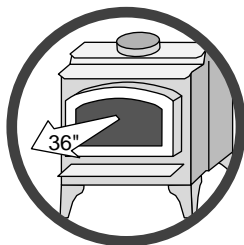
This appliance is designed and approved for the burning of cord wood only. Do not attempt to burn any other type of fuel other than cord wood in this appliance, it will void all warranties and safety listings.



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 touch the appliance while it is hot and educate all children of the danger of a high-temperature appliance. Young children should be supervised when they are in the same room as the appliance.



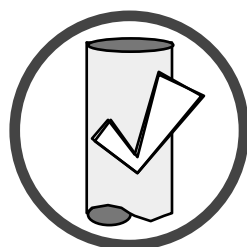
Keep furniture, drapes, curtains, wood, paper, and other combustibles a minimum of 36" (914mm) away from the front of the appliance. Do not store fuel under or around the appliance.



This appliance 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.

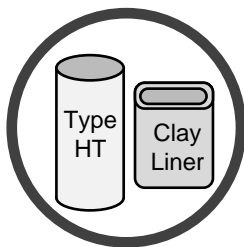


Contact your local building officials to obtain a permit and information on any installation restrictions or inspection requirements in your area. Notify your insurance company of this appliance as well.

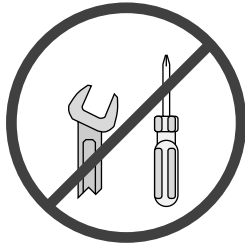


Inspect the chimney connector and chimney at least twice monthly and clean if necessary. Creosote may build up and cause a house fire.

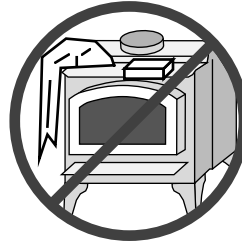
Do not connect this appliance to any chimney serving another appliance.



This appliance must be connected to a listed high temperature (UL 103 HT) residential type chimney or an approved masonry chimney with a standard clay tile, or stainless steel liner.

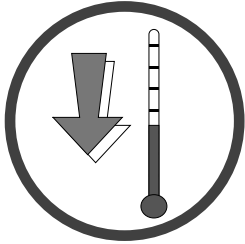


Never try to repair or replace any part of this appliance unless instructions are given in this manual. All other work must be done by a trained technician.

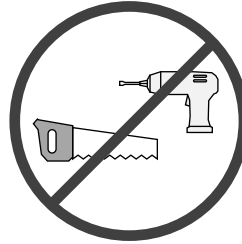


Do not place clothing or other flammable items on or near this appliance.

Hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.



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

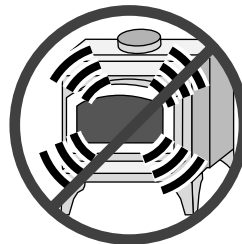


Do not make any changes or modifications to an existing masonry fireplace or chimney to install this appliance.

Do not make any changes to the appliance to increase combustion air.



Maintain the door and glass seal and keep them in good condition.

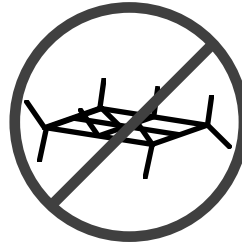


Overfiring the appliance may cause a house fire. If a unit or chimney connector glows, you are overfiring.

Avoid placing wood against the glass when loading. Do not slam the door or strike the glass.



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 use a grate or other device to elevate the fire off of the firebox floor. Burn the fire directly on the bricks.



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

### Installation Options

- Freestanding
- Freestanding Hearth Stove

### Features

- EPA Phase II Approved
- .05 Cubic Meter Firebox Volume
- Single Operating Control
- Accepts Logs Up to 457mm Long
- Steel Plate Construction 9.5mm to 6mm
- Heavy Duty Refractory Firebrick
- Optional High-Tech Blower

### Heating Specifications

Approximate Maximum Heating Capacity\*

Up to 180 sq. meters

Maximum Burn Time

Up to 8 Hours

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

### Dimensions

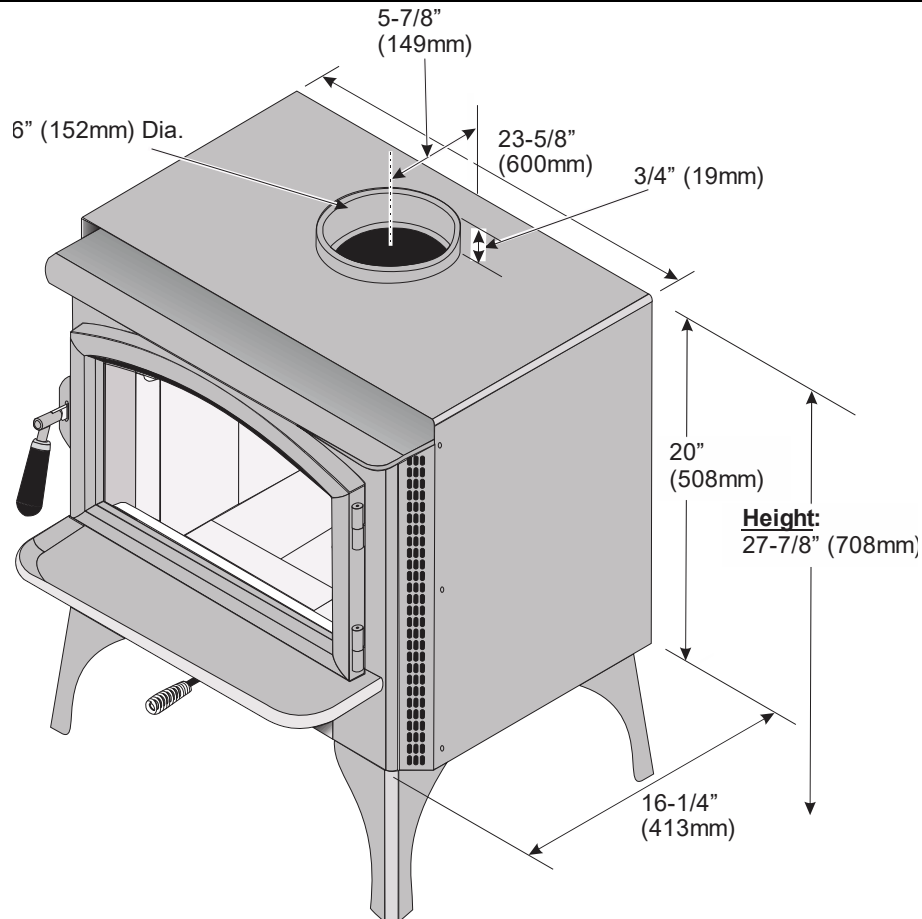


Figure 1

### Emissions

- |  |         |
|--|---------|
| • Appliance Emission Factor burning hardwood   | 1.5g/kg |
| • Overall Average Efficiency burning hardwood  | 72%     |
| • Maximum Average Heat Output burning hardwood | 10.0kw  |

**SAFETY NOTICE:**

Please read this entire manual before you install and use your new room heater. Failure to follow instructions may result in property damage, bodily injury, or even death. Contact local building or fire officials about restrictions and installation inspection requirements in your area.



Always use gloves when operating a hot stove. The door handle and other components become very hot during normal use.

***Packing List***

---

- Wood moisture meter

***Planning the Installation***

---



We suggest that you have an authorized Travis Industries dealer install your stove. If you install the stove yourself, your authorized dealer should review your installation plans.



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

**Preparation for Installation**

- Check for damage to the exterior of the stove.
- Check the interior of the firebox (replace cracked firebrick and make sure baffle is in place).
- The stove must be installed with the legs (see page 31)

**Additional Accessories Needed for Installation**

- Legs

### Floor Protection Requirements

- Stove must be placed on the Travis Industries legs or pedestal.
- Floor protection must extend to the sides, rear, and front of the stove (see “Clearances” below for minimum floor protection).  
**NOTE:** When installed with reduced-clearance connector, the clearance to the backwall may be less than the floor protection requirement. In this case the floor protection must extend to the wall.
- Floor protection must be a minimum 8mm (3/8”) thick fibre-cement sheet with a thermal conductivity of 0.25W/degree K (or equivalent).

### Stove Placement Requirements



Clearances may be reduced by methods specified in NFPA 211, listed wall shields, pipe shields, or other means approved by local building or fire officials.

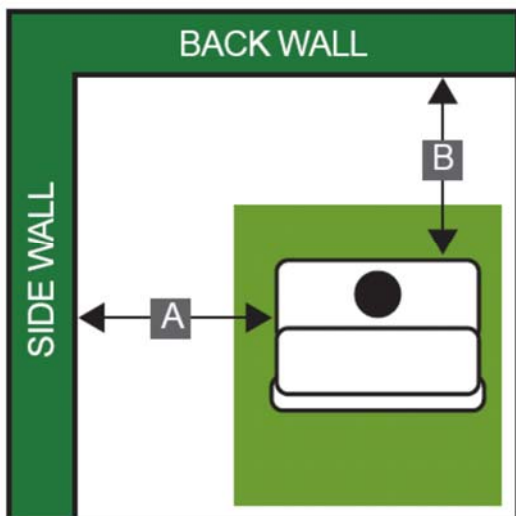
- Stove must be placed so that no combustibles are within, or can swing within (e.g., drapes, doors), 36” (914mm) of the front of the stove.
- If the stove is placed in a location where the ceiling height is less than 7’ (2134mm), additional requirements may apply (contact your local building official).
- Must maintain the clearances to combustibles listed below (drywall, furniture, etc.):

### Clearances

- The following clearances must be met (see Figure 2)

Clearance Requirements:		No Flue Shield	With Flue Shield
A*	Sidewall to stove	500mm	325mm
B*	Backwall to stove	400mm	200mm
C*	Cornerwall to stove	500mm	150mm
D	Front Hearth	300mm	300mm
E	Side Hearth	200mm	200mm
F	Back Hearth	152mm	152mm

STRAIGHT WALL INSTALLATION



CORNER WALL INSTALLATION

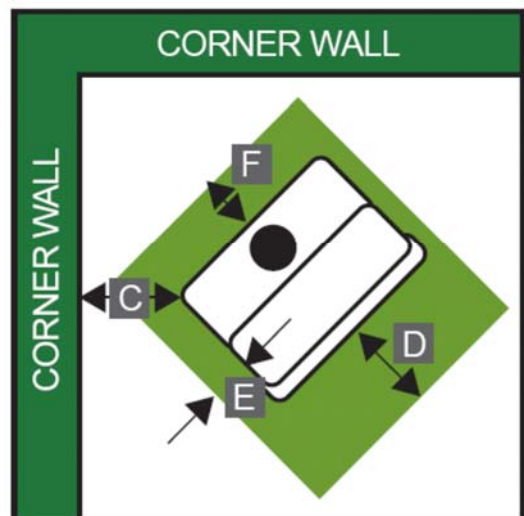


Figure 2

- \* Clearances to combustible material are according to heater test results using a standard flue kit, (AS/NZS 2918:2001) fitted with 1 length 900mm deco mesh with a heat shield or 1 length 900mm x 120° stainless steel heat shield as a minimum. Any further enquiries please contact Dragon Wholesaling Pty Ltd on 1800 064 234.



## Chimney Connector Requirements

- The chimney connector must be 6" (150mm) diameter and stainless steel.  
NOTE: Aluminum or galvanized steel is not allowed – these materials cannot withstand the flue temperatures and may give off toxic fumes when heated.
- Chimney connector is required from the flue collar of the stove to the factory-built chimney (see Figure 4) or masonry chimney (see Figures 13, 14, and 15).
- The chimney connector may not pass through a ceiling, attic, roof, closet, or any other concealed space (use listed UL 103 HT chimney – see "Chimney Requirements for details). **DO NOT USE CONNECTOR PIPE AS CHIMNEY.**
- The chimney connector should be as short and direct as possible. No more than 180° of elbows (two 90° elbows, or two 45° & one 90° elbow, etc.) may be used for the entire system (connector and chimney). Horizontal runs should slope upwards 1/4" (6mm) per foot (305mm) and be a maximum 36" long (914mm).
- The chimney connector must be installed with the crimped end pointing downwards (see Figure 3). This prevents creosote from leaking to the exterior of the pipe.

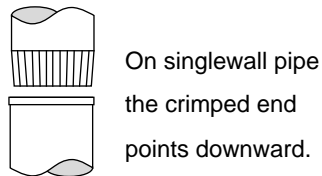


Figure 3

- The chimney connector must be fastened to the stove and each adjoining section (and chimney).

## Chimney Requirements

- DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE.
- DO NOT CONNECT TO OR USE IN CONJUNCTION WITH ANY AIR DISTRIBUTION DUCTWORK UNLESS SPECIFICALLY APPROVED FOR SUCH INSTALLATIONS.
- IN CANADA: This appliance must be connected to a factory-built chimney conforming to CAN/ULC-S629, Standard for 650°C Factory-Built Chimneys.
- UL 103 HT Chimney must be used from the first ceiling or floor penetration to the chimney cap.
- Use 6" diameter type UL 103 HT chimney from one manufacturer (do not mix brands) or code approved masonry chimney with a flue liner.
- Chimney must be fastened to each adjoining section.
- Follow the chimney manufacturer's clearances and requirements.
- Use the chimney manufacturer's fire stops, attic guards, roof supports, and flashings when passing through a ceiling.
- No more than 180° of elbows (two 90° elbows, or two 45° and one 90° elbow, etc.) may be used for the entire system (connector and chimney).

NOTE: Additional elbows may be allowed if draft is sufficient. Whenever elbows are used the draft is adversely affected. Additional chimney height may be required to boost draft.

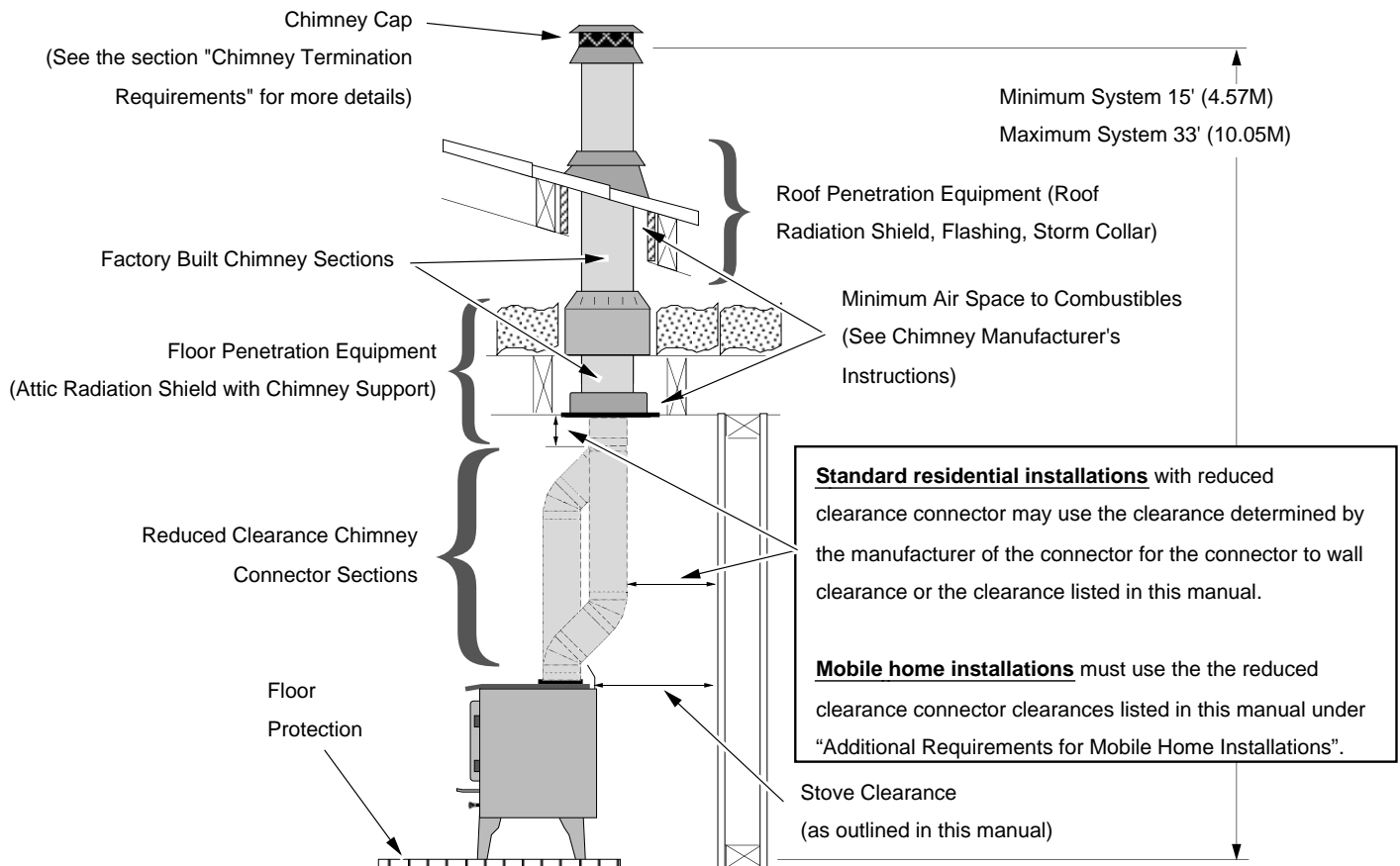


Figure 4

### Drafting Performance

This appliance relies upon natural draft to operate. External forces, such as wind, barometric pressure, topography, or factors of the home (negative pressure from exhaust fans, chimneys, air infiltration, etc.), may adversely affect draft. Travis Industries cannot be responsible for external forces leading to less than optimal performance.

## Chimney Termination Requirements

- Must have an approved cap (to prevent water from entering).
- Must not be located where it will become plugged by snow or other material.
- Must terminate at least 3' (914mm) above the roof **and** at least 2' (610mm) above any portion of the roof within 10' (3.04M) - see Figure 5.

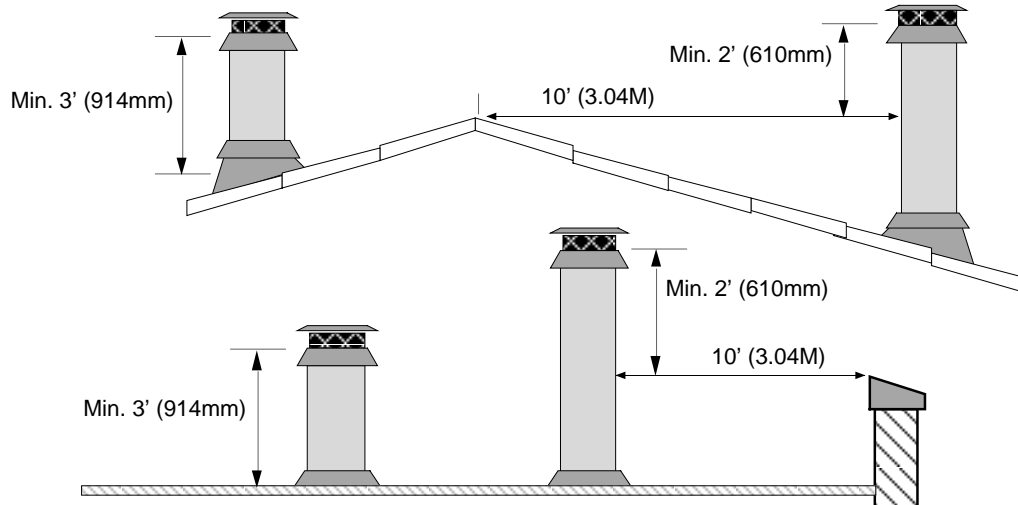


Figure 5

## Outside Air Requirements

- Required for mobile homes & in certain localities (check with building officials).
- Must not be drawn from an enclosed space (garage, unventilated crawl space). May be drawn from ventilated crawl space (a) or exterior of home (d). Must have suitable rodent/debris screen and rain protection (hood).
- Requires the optional outside air kit (sku 99200139 – see (c) below).
- Air duct maximum length is 15' (4.57M) with a minimum cross section of 16 square inches (10323mm<sup>2</sup>) or 6' (1.82M) with a minimum cross section of 7 square inches (4517mm<sup>2</sup>).

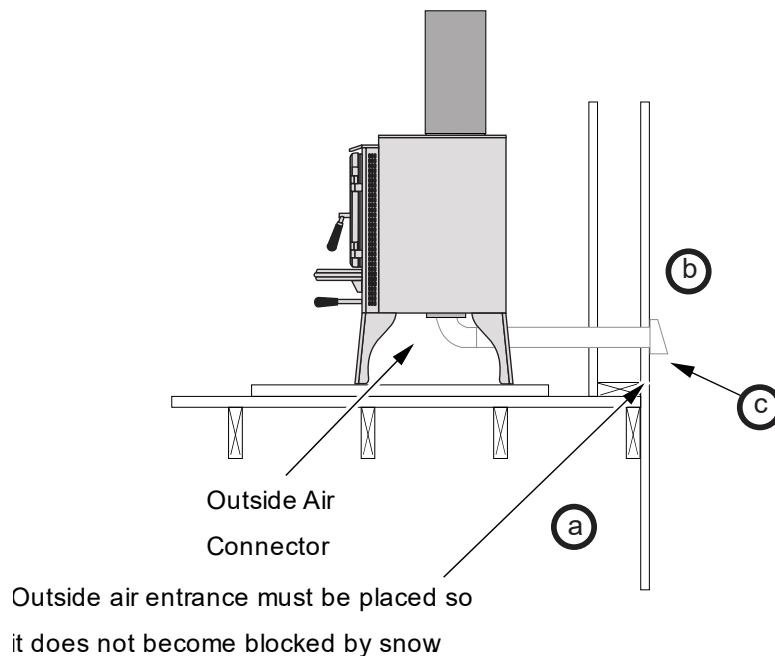


Figure 6

**Standard Ceiling with a Factory Built Chimney**

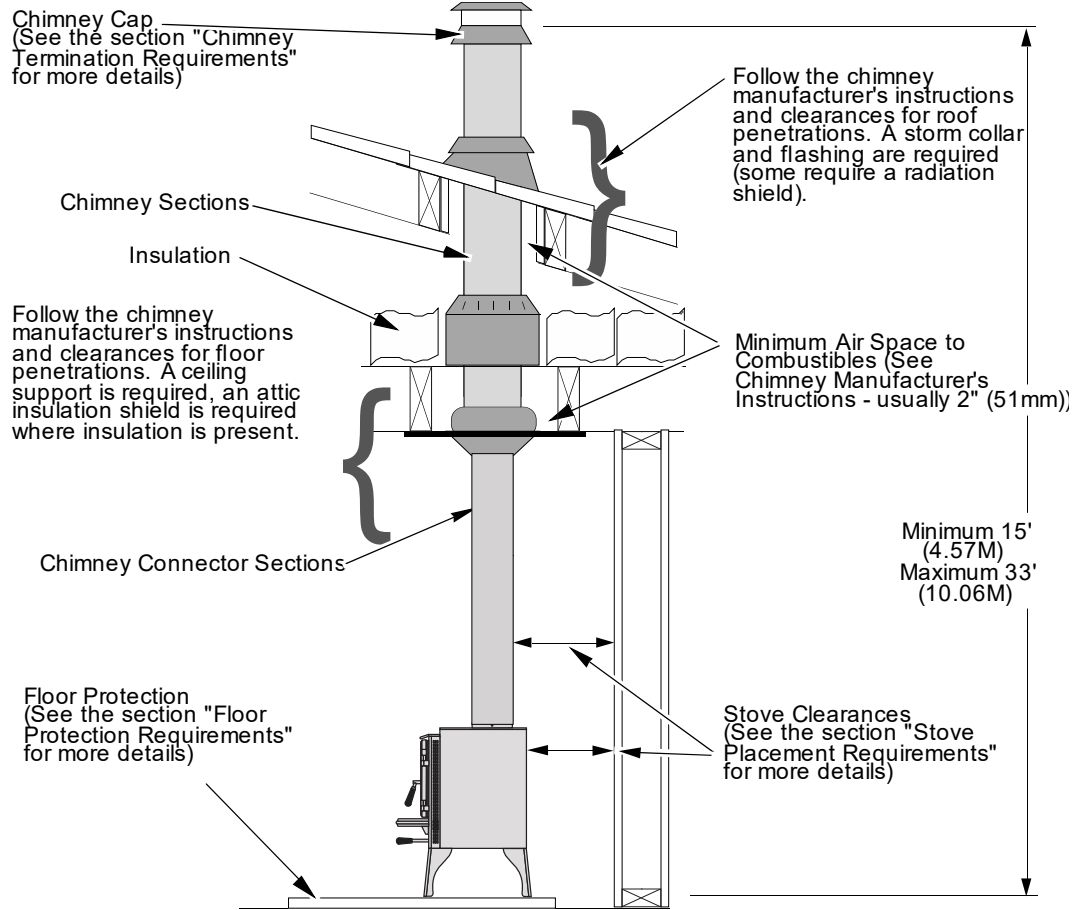


Figure 7

**Cathedral Ceiling with a Factory Built Chimney**

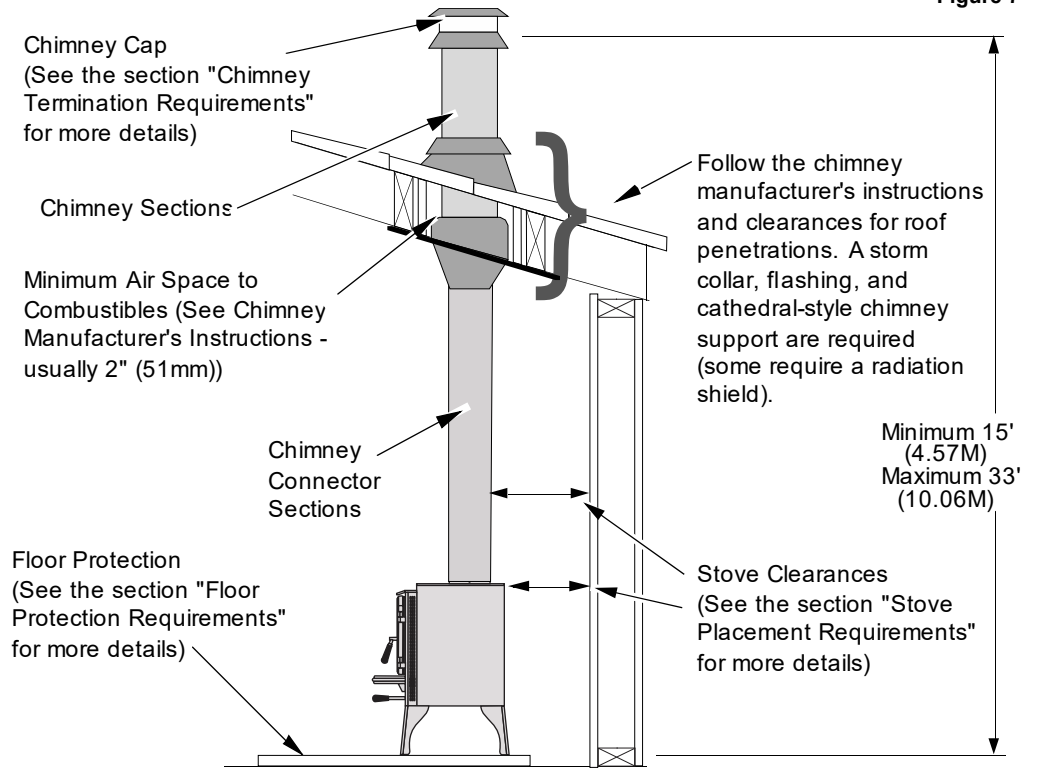


Figure 8

**Exterior Factory Built Chimney**

**NOTE:**

Exterior chimneys are subject to greater moisture and creosote accumulation due to the lower temperatures. An insulated chase will reduce these accumulations (the proper clearances to the chimney must be maintained).

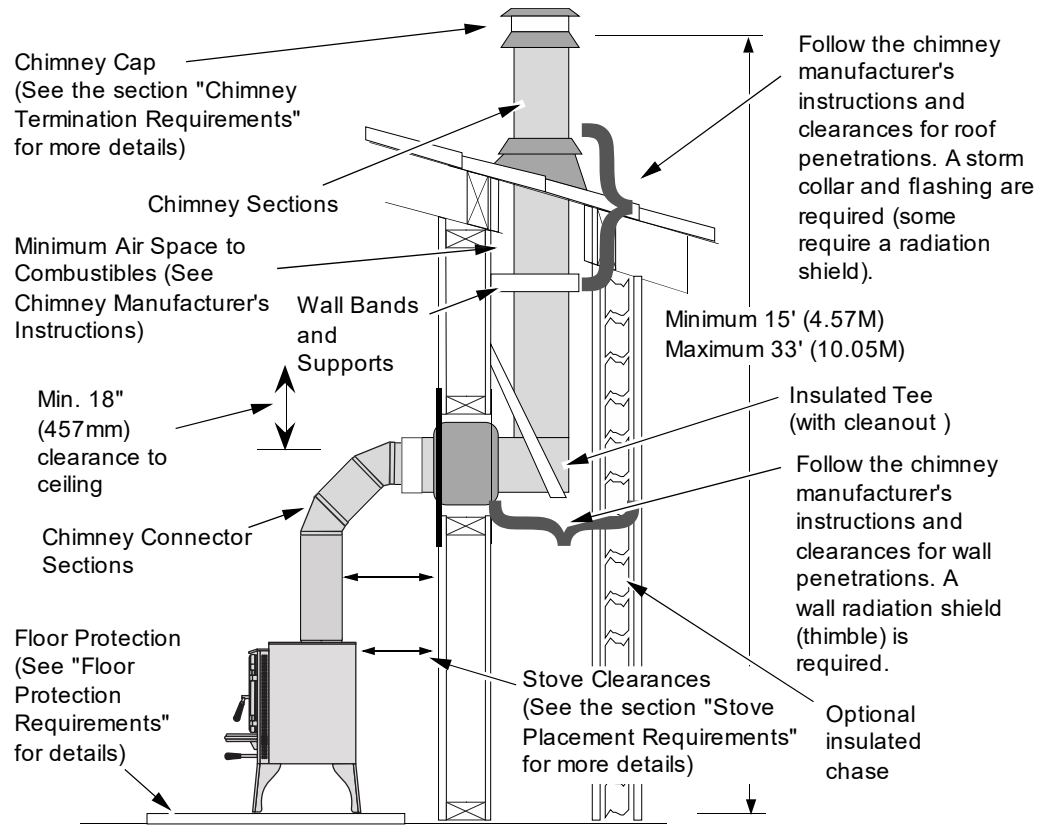


Figure 9

**Hearth Stove Positive Connection**

**NOTE:**

Most factory-built chimney manufacturers make stainless steel chimney liners, either flexible or rigid. This provides a wide variety of installation options. Make sure to follow the manufacturer's instructions for installation and support.

NOTE: The entire fireplace and chimney must be clean, undamaged, and meet all local building codes (UBC, etc.). Damage must be repaired prior to installation. The chimney must be 15' (4.57M) to 33' (10.05M) tall.

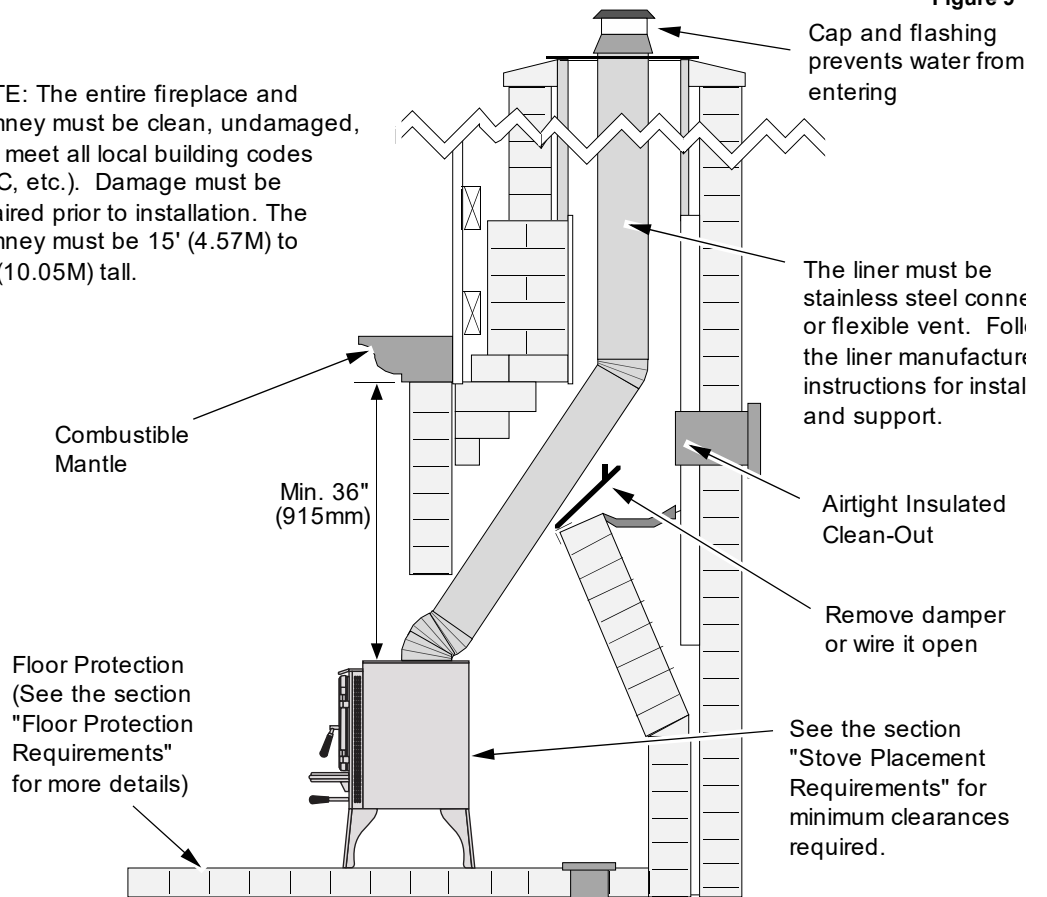


Figure 10

**Interior or Exterior Masonry Chimney**

**NOTE:**  
This type of installation is not allowed in Canada.

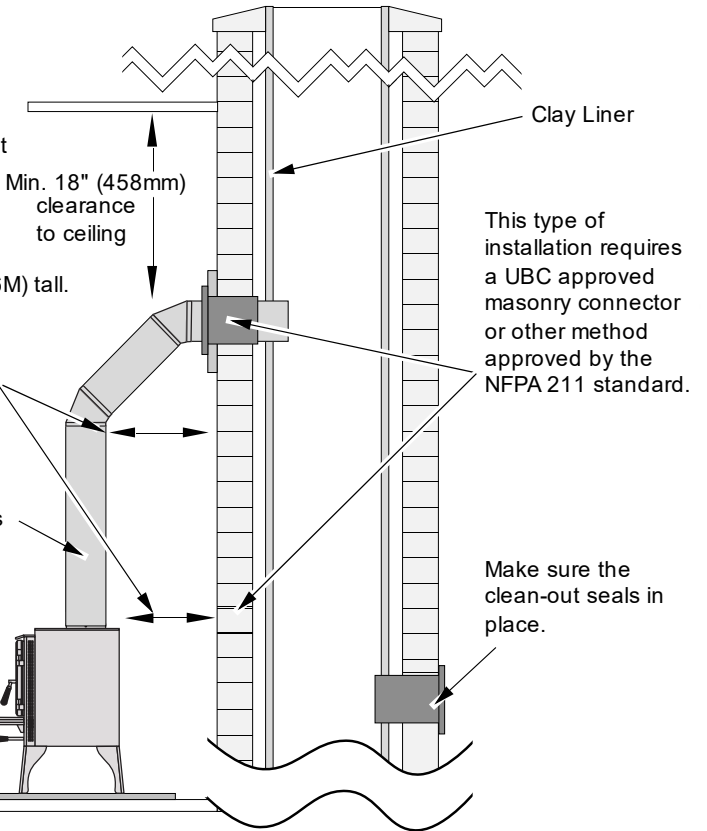
**NOTE:**  
This type of installation requires a UBC approved masonry connector or a factory built (U.L. Listed) wall thimble.

**NOTE:** The chimney must have a clay tile liner. If it does not, the installation must use a positive connection (full reline). The entire fireplace and chimney must be clean, undamaged, and meet all local building codes (UBC, etc.). Damage must be repaired prior to installation. The chimney must be 15' (4.57M) to 33' (10.06M) tall.

See the section "Stove Placement Requirements" for minimum clearances required.

Chimney connector sections

See the section "Floor Protection Requirements"



This type of installation requires a UBC approved masonry connector or other method approved by the NFPA 211 standard.

Make sure the clean-out seals in place.

Figure 11

## Safety Notice



If this appliance is not properly installed, a house fire may result. For your safety, follow the installation directions. Contact local building or fire officials about restrictions and installation inspection requirements in your area.



Read and follow all of the warnings on pages 4 and 5 of this manual.

## Before Your First Fire

### Verifying the Installation

Before starting the stove, verify that the stove is properly installed and all of the requirements in this manual have been followed.



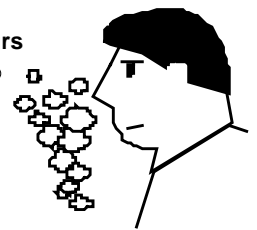
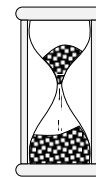
Keep all flammable materials 910mm away from the front of the stove (drapes, furniture, clothing, etc.).

### 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. This typically lasts two to four hours. You may also notice oil burning off of the interior of the heater. This rust-stopping agent will soon dissipate.

**Door Gasket** - The door gasket might adhere to the paint on the front of the heater. Leave the door slightly ajar for the first fire and be careful when opening the door after the first fire.

2 to 4 hours



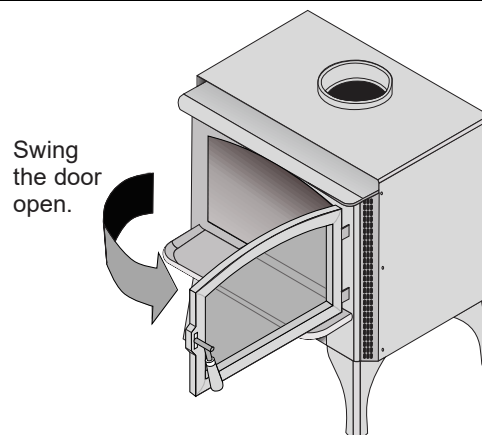
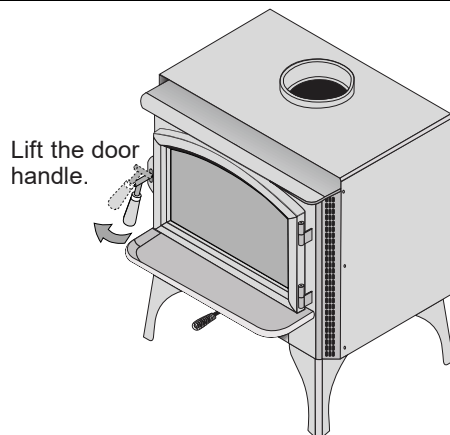
### Over-Firing the Stove

This stove was designed to operate at a high temperature. But due to differences in vent configuration, fuel, and draft, this appliance can be operated at an excessive temperature. If the stovetop or other area starts to glow red, you are over-firing the stove. Shut the air control down to low and allow the stove to cool before proceeding.



Over-firing may lead to damage of plated surfaces. If you are uncertain of over-firing conditions, we suggest placing a stove thermometer (e.g., Rutland® Model 710) directly over the door on the stovetop - temperatures exceeding 800° are generally considered over-firing and will void the warranty.

## Opening the Door



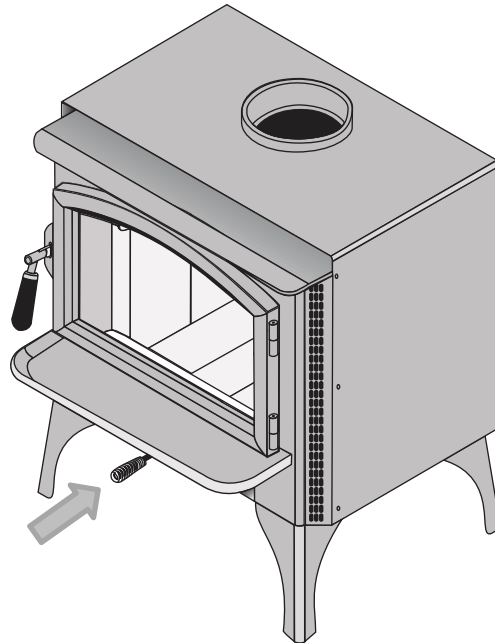
The door becomes hot during use. Use a glove to open the door if the handle is hot.



To prevent smoke from entering the room, open the air control before opening the door. You can also open the door a small amount and let air enter the firebox.

### Starting a Fire

- Make sure the air control is pushed in. If additional air is needed, open the doors 1/4" during the first five minutes of start-up.



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



**DO NOT USE CHEMICALS OR FLUIDS TO START THE FIRE. DO NOT BURN GARBAGE OR FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL.** Do not place such fuel within space heater installation clearances or within the space required for charging and ash removal.



If using a fire-starter, use only products specifically designed for stoves - follow the manufacturer's instructions carefully.



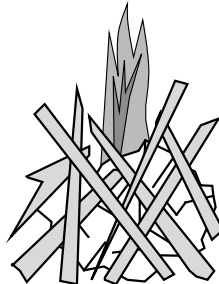
**HOT WHILE IN OPERATION. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS.**



If the smoke does not pass up the chimney, ball up one sheet of newspaper, place it in the center of the firebox and light it. This should start the chimney drafting (this eliminates "cold air blockage").



Use plenty of kindling to ensure the stove reaches a proper temperature. Once the kindling is burning rapidly, place a few larger pieces of wood onto the fire.

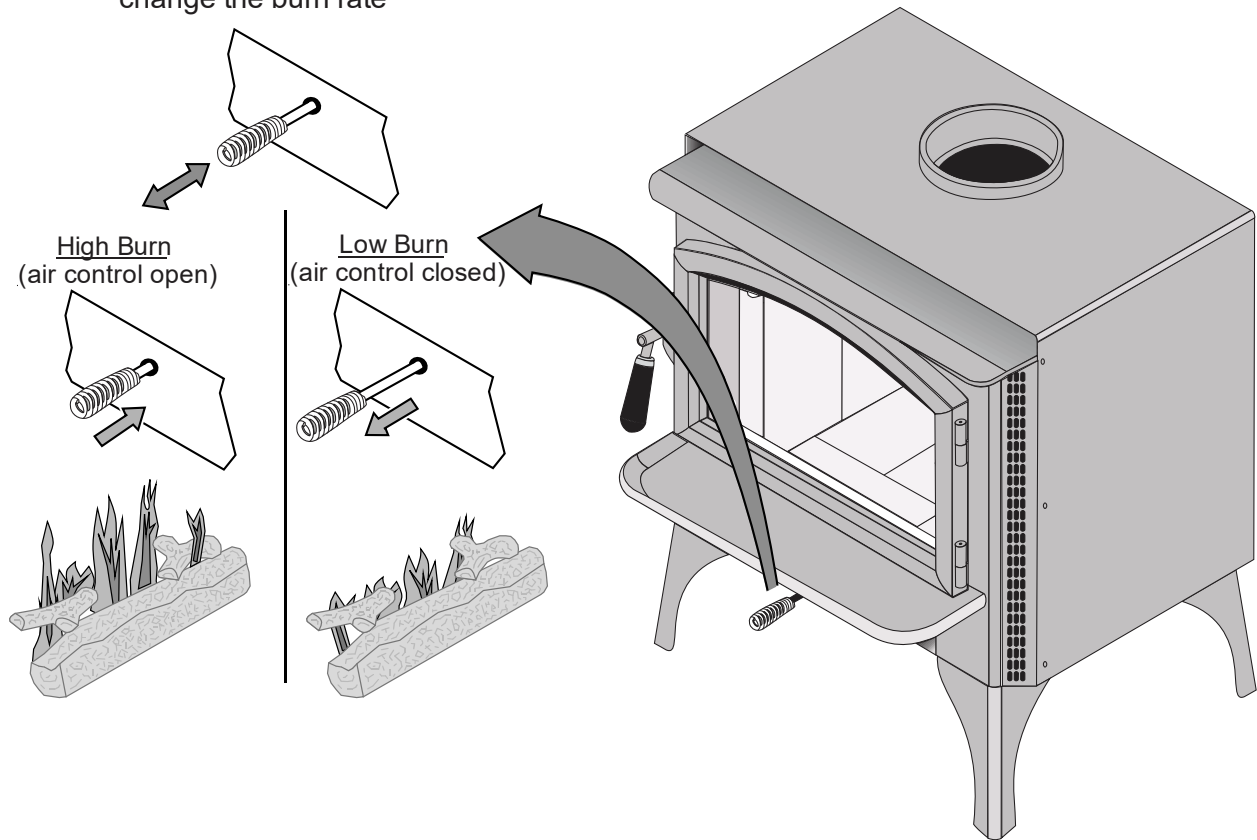




## Adjusting the Burn Rate

Use the air control slider to control the burn rate of the stove. See the illustration below for details.

Use the air control to change the burn rate



### Approximate Air Control Settings

Overnight Burn	Fully out to 7.1mm open
Medium Burn	7.1mm to 7.9mm open
Medium High Burn	7.9mm to 11.1mm open
High Burn	11.1mm open top pushed fully in



The air control becomes hot during operation - use gloves or a tool to prevent burns.



The air control may take several minutes to influence the burn rate. When making adjustments, you may wish to let the stove burn for 10 minutes to gauge performance.

## Ash Removal



Ashes should be placed in a metal container with a tight fitting lid. Other waste is not placed in this container. The closed container of ashes should be placed on a non-combustible floor or on the ground, 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 thoroughly cooled.

### Optional Blower Operation

The blower is available to assist the convection chamber in distributing heat to your home. The directions below detail the options you have with the blower and the best method for operation.

#### OFF

Turn the dial all the way counter-clockwise until it clicks off



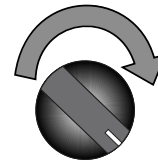
#### HIGH

The high position is all the way counter-clockwise, **without** clicking off



#### LOW

Turn the dial all the way clockwise.



The blower may be used to affect heat output (i.e., to reduce heat output, turn the blower down).



Route the power cord in a location where it will not come in contact with the appliance or become hot.

### Re-Loading the Stove

Follow the directions below to minimize smoke spillage while re-loading the stove.

- 1 Open the air control all the way (push it in). Open the bypass (if applicable).
- 2 Open the door slightly. Let the airflow inside the firebox to stabilize before opening the doors fully.
- 3 Load wood onto the fire.

### Overnight Burn

This stove is large enough to accommodate burn times up to eight hours. Follow the steps below to achieve an overnight burn.

- 1 Move the air control to high burn and let the stove become hot (burn for approximately 15 minutes).
- 2 Load as much wood as possible. Use large pieces if possible.
- 3 Let the stove burn on high for 15 minutes to keep the stove hot, then turn the air control to low.
- 4 In the morning the stove should still be hot, with embers in the coal bed. Stir the coals and load small pieces of wood to re-ignite the fire, if desired.



Differences in chimney height and draft may lower overall burn times.

### Normal Operating Sounds

#### Creaks and Clicks

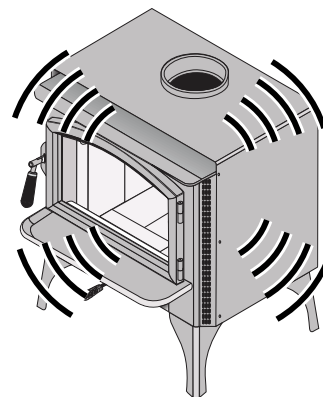
The steel may creak or click when the stove heats up and cools down - this is normal.

#### Blower Sounds:

The blower will make a slight "hum" as it pushes air through the stove.

#### Hint:

Make sure the leveling bolts on legs are extended - preventing the hearth from amplifying any vibrations.



## Hints for Burning

### Get the appliance hot before adjusting to low burn

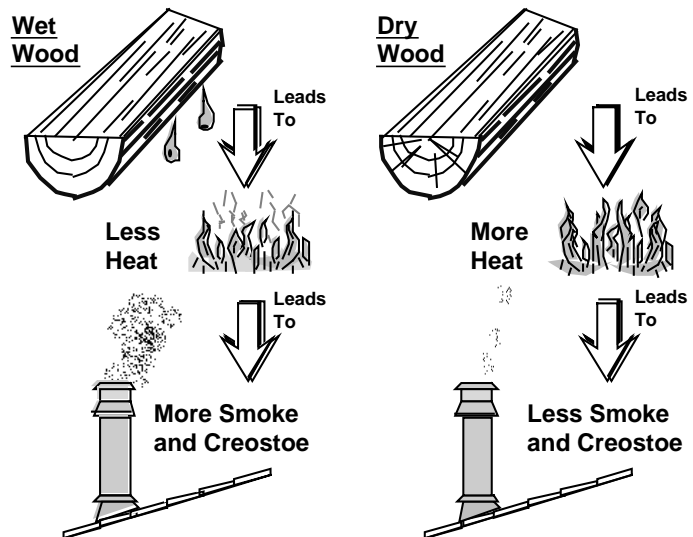
- Use smaller pieces of wood during start-up and high burns to increase temperature
- Use larger pieces of wood for overnight or sustained burns
- Stack the wood tightly together to establish a longer burn
- Leave a bed of ashes (13mm deep) to allow for longer burns
- Be considerate of neighbors & the environment: burn dry wood only
- Burn small, intense fires instead of large, slow burning fires when possible
- Learn your appliance's operating characteristics to obtain optimum performance

## Selecting Wood



**Burn only untreated wood. Burning other materials such as wood preservatives, metal foils, coal, plastic, sulfur, or oil will damage the catalytic combustor.**

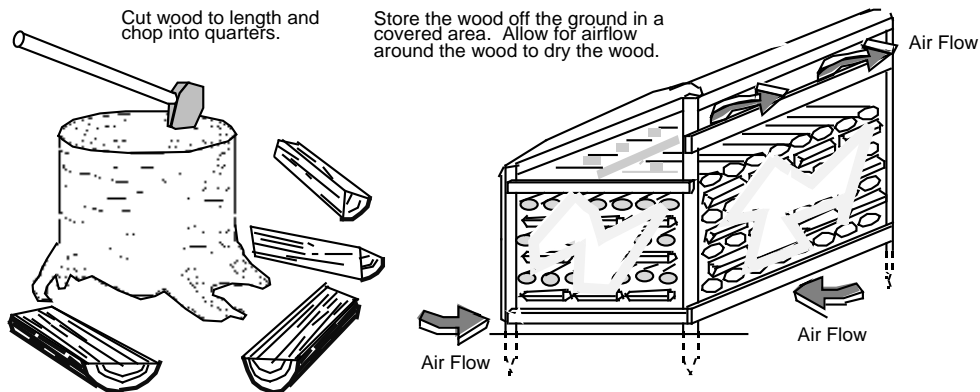
- Dry Wood is Key – 15-20% moisture content
- Dry wood burns hot, emits less smoke and creates less creosote.
- Split wood stored in a dry area will be fully dry within a year. This insures dry wood. If purchasing wood for immediate use, test the wood with a moisture meter. Some experienced wood burners can measure wood moisture by knocking pieces together and listening for a clear "knock" and not a "thud".
- Testing Wood Moisture – Split a piece of wood down the middle and test the center using a wood moisture meter.



## Why Dry Wood is Key

Wet wood, when burned, must release water stored within the wood. This cools the fire, creates creosote, and hampers a complete burn. Ask any experienced wood burner and he or she will agree: dry wood is crucial to good performance.

## Wood Cutting and Storage



**Troubleshooting**

<b>Problem</b>	<b>Possible Cause</b>
<b>Smoke Enters Room During Start-Up</b>	<ul style="list-style-type: none"> <li>• Open the air control (pg. 17).</li> <li>• Cold Air Blockage - burn a piece of newspaper to establish a draft.</li> <li>• If the flame is not getting enough air, a small crack in the door is all that is needed.</li> </ul>
<b>Kindling Does Not Start - Fire Smolders</b>	<ul style="list-style-type: none"> <li>• Open the air control (pg. 17).</li> <li>• Not enough starter paper - use additional newspaper if necessary.</li> <li>• If the flame is not getting enough air, a small crack in the door is all that is needed.</li> </ul>
<b>Smoke Enters Room While Re-Loading</b>	<ul style="list-style-type: none"> <li>• Open the air control before opening the door (pg. 17).</li> <li>• Let the air stabilize before fully opening the door. Then open the door approximately 1 inch. Let air go into the firebox for a few seconds. Once the smoke appears to be flowing up the chimney consistently, open the door.</li> <li>• Insufficient Draft - Chimney height and outside conditions can negatively affect draft. In these cases a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help.</li> </ul>
<b>Stove Does Not Burn Hot Enough</b>	<ul style="list-style-type: none"> <li>• Wood is Wet - see the section "Selecting Wood" on page 19 for details on wood.</li> <li>• Make sure the air control is all the way open. Slide the control back and forth to insure the control is not stuck.</li> <li>• Insufficient Draft - Chimney height and outside conditions can negatively affect draft. In these cases the fire may burn slowly. Adding more pipe or a draft-inducing cap may help.</li> </ul>
<b>Blower Does Not Run</b>	<ul style="list-style-type: none"> <li>• Stove is Not Up to Temperature - This is normal. The blower will come on when the stove is hot - usually 15 to 30 minutes.</li> <li>• Electricity is Cut to the Blower - Check the household breaker or fuse to make sure it is operable.</li> </ul>
<b>Stove Does Not Burn Long Enough</b>	<ul style="list-style-type: none"> <li>• Depending upon wood, draft, and other factors, the burn time may be shorter than stated. Make sure the doors are sealing and not allowing air into the firebox - See the section "Door and Glass Inspection" on page 22 for details.</li> <li>• Check the ash bed for coals. Often, coals are still glowing under a slight bed of flyash. By raking these into a pile you can re-start your stove quickly.</li> </ul>



Failure to properly maintain and inspect your appliance may reduce the performance and life of the appliance, void your warranty, and create a fire hazard.



Establish a routine for the fuel, wood burner and firing technique. Check daily for creosote build-up until experience shows how often you need to clean to be safe. 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 local municipal or provincial fire authority for information on how to handle a chimney fire. Have a clearly understood plan to handle a chimney fire.

## Daily Maintenance (while stove is in use)

### Remove Ash (if necessary)

- Ash removal is **not** required once it builds up. A layer of ash 13mm to 25mm may be desirable because it will slow the burn rate. Generally, remove ash once it has built up over 25mm. Follow the directions below to remove ash.

- Let the stove cool completely (at least two hours after the last coal has extinguished).
- Place a cloth or cardboard protector over the hearth to catch ash and protect against scratching.
- Open the doors and scoop the ash into a metal container with a tight fitting lid. The closed container of ashes should be placed on a noncombustible floor or on the ground, away from all combustible materials, pending final disposal.



Improperly disposed ashes lead to fires. Hot ashes placed in cardboard boxes, dumped in back yards, or stored in garages, are recipes for disaster.



Wood-burning stoves are inherently dirty. During cleaning have a vacuum ready to catch spilled ash (make sure ash is entirely extinguished).



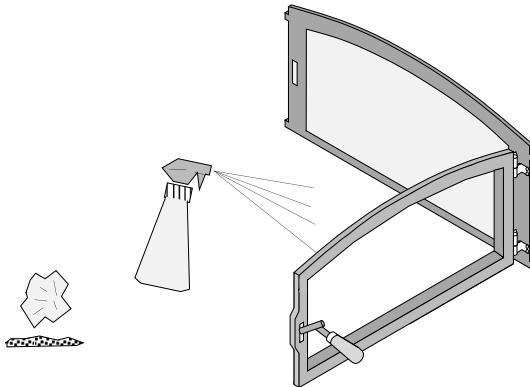
There are vacuum cleaners specifically made to remove ash (even if the ash is warm). Contact your dealer for details.

### Clean the Glass (if necessary)

This appliance has an air wash to keep the glass clean. However, burning un-seasoned wood or burning on lower burn rates leads to dirtier glass (especially on the sides). Clean the glass by following the directions below. Do not clean glass with abrasive cleaners.

- Allow the stove to fully cool.
- Apply glass cleaner or soapy water to the inside of the glass.
- Wipe with newspaper or a paper towel.

**NOTE:** for stubborn Creosote, dip newspaper or a paper towel in cool ashes and wipe it on the glass. The ash acts as a light abrasive.



The glass will develop a very slight haze over time. This is normal and will not affect viewing of the fire.

**Monthly Maintenance (while appliance is in use)**

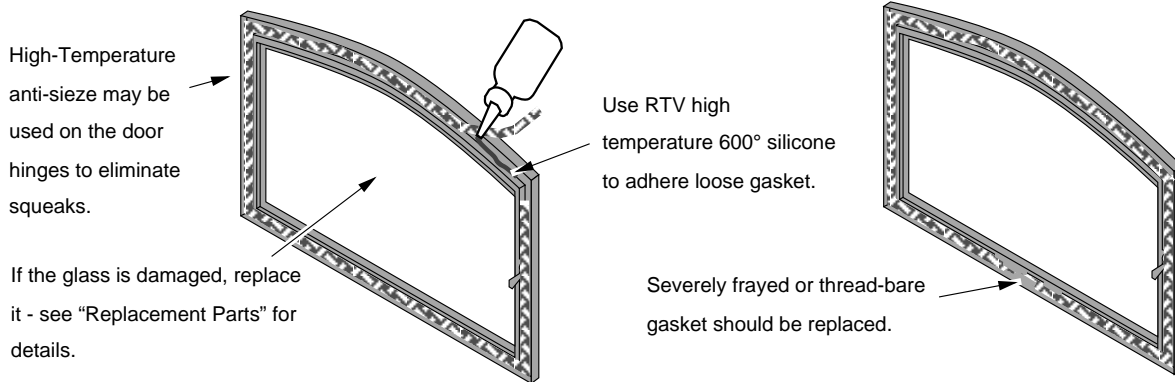
Make sure the appliance has fully cooled prior to conducting service.

**Door and Glass Inspection**

The door must form an air-tight seal to the firebox for the stove to work correctly. Inspect the door gasket to make sure it forms an air-tight seal to the firebox.

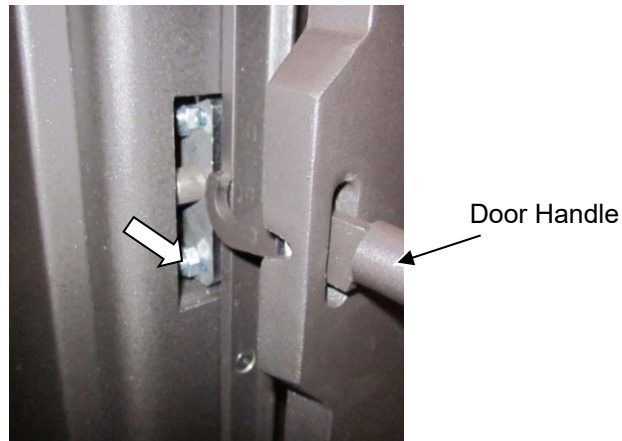


The door can be lifted off the hinges if extensive repairs are conducted.



The door latch should hold the door tightly against the stove, while allowing the handle to rotate fully. If the latch requires adjusting, follow the directions below.

Loosen the bottom nut with a 7/16" wrench (see arrow to the right). Tap the bottom nut inwards, moving the door catch inwards. Tighten the nut and test operation. You may need to repeat this process, either moving the nut inwards or outwards, until the door catch is in the correct position.

**Creosote - Formation and Need for Removal**

When wood is burned slowly, it produces tar and other organic vapors, which combine with expelled moisture to form creosote. The creosote vapors condense in the relatively cool chimney flue of a slow-burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote makes an extremely hot fire. The chimney and chimney connector should be inspected at least once every two months during the heating season to determine if a creosote buildup has occurred. If creosote has accumulated, it should be removed to reduce the risk of a chimney fire.



If you are not certain of creosote inspection, contact your dealer or local chimney sweep for a full inspection. Excess creosote buildup may cause a chimney fire that may result in property damage, injury, or death.

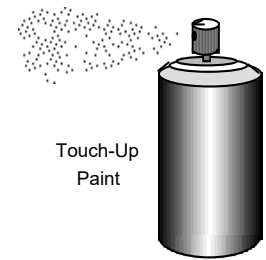
## Yearly Maintenance



Make sure the appliance has fully cooled prior to conducting service.

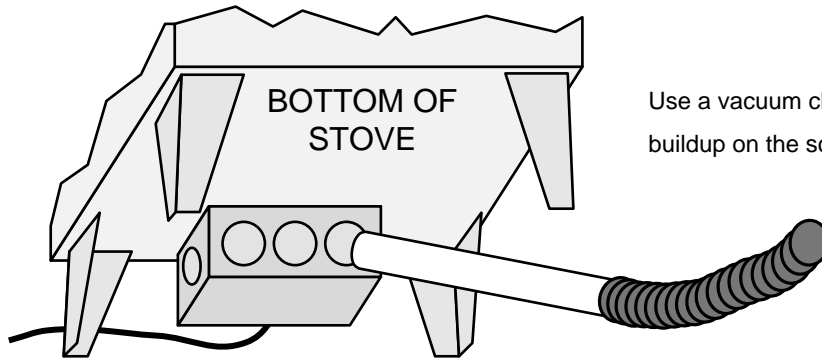
### Touch-Up Paint

Included with the owner's pack of this appliance is a can of Stove-Brite® paint. To touch up nicks or dulled paint, apply the paint while the appliance is cool. Sand rusted or damaged areas before preparation (use 120-grit sandpaper). Clean and dry the area to prepare the surface. Wait at least one hour before starting the appliance. The touched up area will appear darker than the surrounding paint until it cures from heat. Curing will give off some fumes while curing – open windows to ventilate.



### Cleaning the Air Duct and Blower (if applicable)

Use a vacuum to clean the air ducts (channels). This prevents dust from burning and creating odors. The optional blower should be vacuumed every year to remove any buildup of dust, lint, etc.



Use a vacuum cleaner to remove any buildup on the screens of the blower.

### Firebrick and Baffle Inspection

Use the illustration on page 25 as a reference for checking the following items. Make sure the appliance is cool before proceeding.

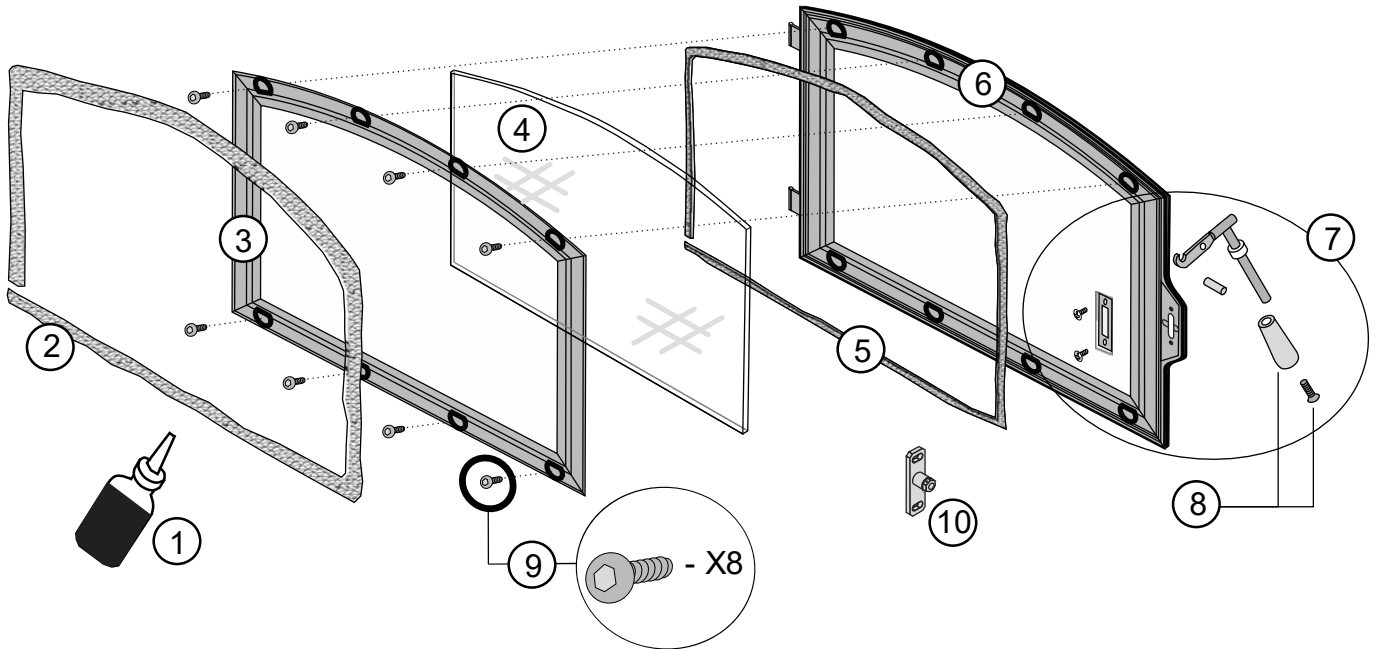
Baffle Firebricks - check the bricks along the ceiling of the firebox to make sure they are intact and have no gaps between them. Slide the bricks to eliminate any gaps.

Baffle Supports - make sure the front and back baffle supports in are place and not degraded. Slight scaling or rusting of the metal is normal.

Secondary Air Tubes - Check the air tubes and collars to make sure they are intact and not severely deteriorated. Slight scaling or rusting of the metal is normal. Make sure the pins hold the air tubes in place.

Floor and Wall Firebricks - replace any severely damaged firebrick along the side or floor of the firebox.

Door Parts



ID #	Description	Qty	Part #
1	Gasket Cement	1	250-04477
3	Glass Retainer	1	250-05123
5	Glass Gasket	1	99900405
7	Door Handle Assembly	1	250-03606
9	Glass Retainer Screws	8	250-03656

ID #	Description	Qty	Part #
2	Door Gasket	1	250-02832
4	Door Glass w/Gasket	1	250-05121
6	Door Shell	1	250-05122
8	Door Handle (Wood) & Screw	1	250-01305
10	Door Latch Bracket	1	250-05115

Replacing the Glass



The glass must not contact the door shell or retainer directly. The glass gasket wraps around the edge of the glass and isolates it from the metal surfaces to prevent cracking. Do not over-tighten the glass retainer screws.

Replacing the Door Gasket

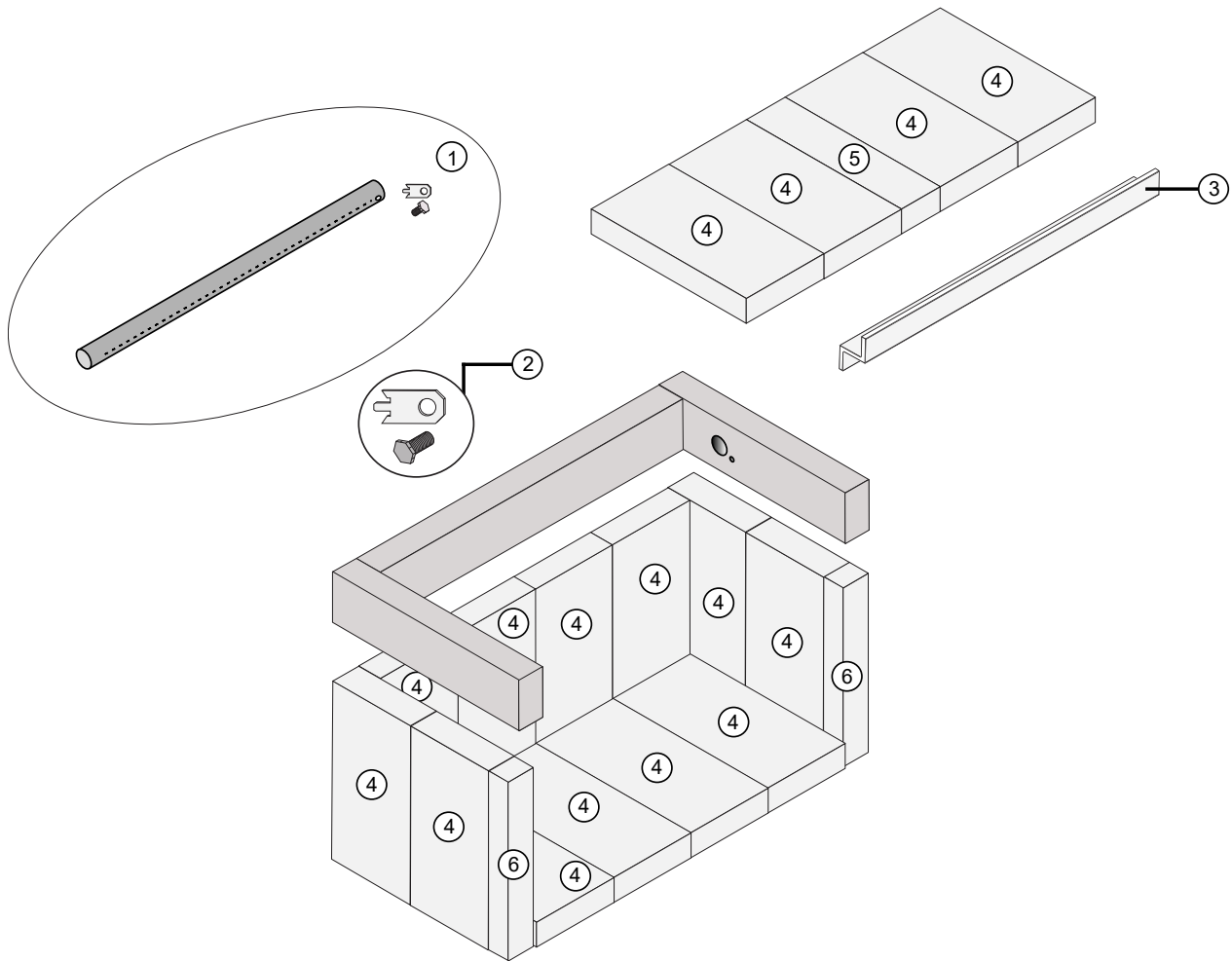
The door gasket inserts into the outer groove of the door retainer. Stove gasket cement holds it in place. Before installing, remove any residual cement. Lay the gasket in place (start at the lower left corner) and cut off any excess gasket (do not stretch the gasket. The cement fully cures with heat from the stove. You may need to open and close the door repeatedly to get the gasket to seat fully.

Replacing the Door Handle

See the illustration above for a component list (see pg. 22 for details on adjusting the door).



Firebox Parts



ID #	Description	Qty	Part #
1	Air Tube kit w/ Clip and Bolt	1	98900256
2	Air Tube Clips and Bolts	4	250-02186
3	Front Baffle Support	1	99900294

ID #	Description	Qty	Part #
4	Brick-Whole 9"x4-1/2"x1-1/4"	16	251-00000
5	Brick, Cut - 9" x 2-1/2"	1	251-00019
6	Brick, Cut - 9" x 1-3/8"	2	251-00018

**Floor and Side Firebrick Removal & Replacement**

**Do not pry firebrick - they chip and crack easily.** Remove the floor firebricks first. The side firebricks are removed later because they are pinned in place by the floor firebrick. Clean the firebox prior to replacing the firebrick.

### ***Baffle Removal & Replacement***

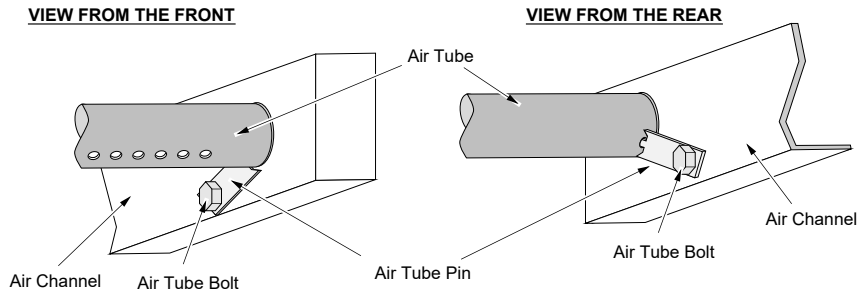
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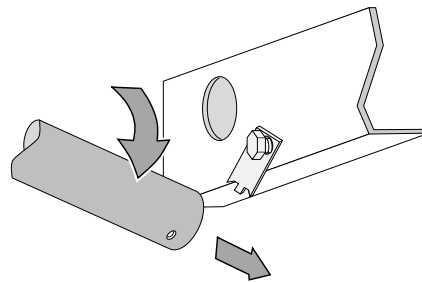
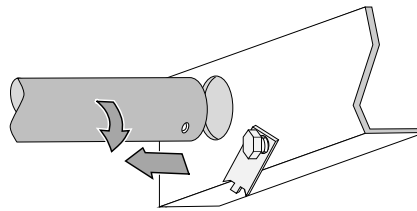
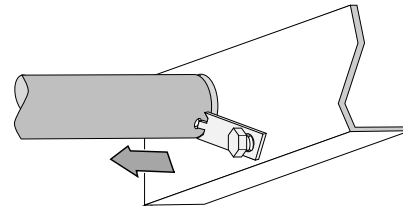
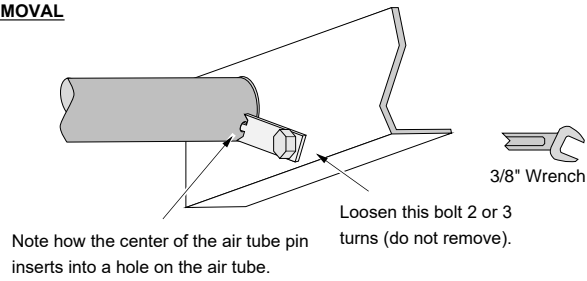
The baffle is held up by the front air tube. Make sure to support the baffle after removing the air tubes.

- Remove the middle air tube
- Remove the stainless steel baffle cap by lifting up the front of the baffle ½" and slide the steel cap forward until it is disengaged from the baffle.
- Unfasten the front air tube and support the front of the baffle while you remove the air tube.
- Gently tip the baffle down and remove the flat steel plate from the top of the baffle blanket. This plate adds protection to the baffle under the flue collar.
- Gently slide the baffle and blanket forward off of the rear tube. Fold the sides of the blanket edges over towards the center of the baffle and remove from the unit all together. You may need to tip it at an angle to get it through the door opening.

## Air Tube Removal & Replacement



### AIR TUBE REMOVAL



## Warranty

To register your Warranty, complete the enclosed warranty card and mail it within ten (10) days of the appliance purchase date to: **Dragon Wholesaling Pty. Ltd., 4/16 Lexington Drive, Bella Vista NSW 2153, Australia.** DRAGON WHOLESALING 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:

**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:**  
Firebox, Baffle Supports, Air Tubes, Air Channels, Convection Chamber
- **Door Assembly:**  
Cast Door, Latch Assembly, Glass Retainers  
Slider Plate, Pressure Plate
- **Ceramic Glass**  
Glass (breakage from thermal shock)
- **Firebrick**  
Breakage from thermal shock
- **Accessories**  
Legs, Pedestal, Blower
- **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

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

- **Firebox Assembly:**  
Firebox, Baffle Supports, Air Tubes, Air Channels, Convection Chamber
- **Air Control Assembly**  
Slider Plate, Pressure Plate
- **Door Assembly:**  
Cast Door, Latch Assembly, Glass Retainers
- **One-Way Freight Allowance**  
One-way freight allowance on pre-authorized repair done at factory is covered.

**Exclusions:** Paint, Gasketing, Accessories (Legs, Pedestal, Panels, Blower), Glass, Firebrick, Re-Installation Allowance

### Years 6 THROUGH 7 - COVERAGE: PARTS

- **Firebox Assembly:**  
Firebox, Baffle Supports, Air Tubes, Air Channels, Convection Chamber
- **Air Control Assembly**  
Slider Plate, Pressure Plate
- **Door Assembly:**  
Cast Door, Latch Assembly, Glass Retainers

**Exclusions:** Paint, Gasketing, Accessories (Legs, Pedestal, Panels, Blower), Glass, Firebrick, Re-Installation Allowance, One-Way Freight Allowance, Labor Charges

## CONDITIONS & EXCLUSIONS

1. 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.
2. This warranty is nontransferable, and is made to the ORIGINAL purchaser, provided that the purchase was made through an authorized Travis dealer.
3. 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.
4. This warranty does not cover misuse of the stove. Misuse includes over-firing (operation where the connector or stove may glow red) of this appliance can cause serious damage and will nullify this warranty. Misuse includes use of salt saturated wood, chemically treated wood, or any fuel not recommended in the manual.
5. Damage to the stove due to improper break-in procedures (see manual for proper break in).
6. The salt air environment of coastal areas or a high humidity environment can be corrosive to the castings. These conditions can be corrosive and can cause the cast iron to rust. This warranty does not cover any damage caused by a salt air or high humidity environment.
7. Damage to the appliance while it is in transit is not covered by this warranty, but is subject to a claim against the common carrier.
8. 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.
9. 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.
10. This Warranty is void if:
  - a. The appliance has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
  - b. The appliance is subject to submersion in water or prolonged periods of dampness or condensation.
  - c. Any damage to the appliance, 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.
11. 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.
12. 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 appliance caused by abuse, improper installation, modification of the appliance, or the use of fuel other than that for which the appliance is configured (use cord wood only).
13. Damage to brass or plated surfaces caused by fingerprints, scratches, melted items, or other external sources left on the surfaces from the use of abrasive cleaners is not covered in this warranty. Damage to the surfaces from over-firing (operation where the steel may glow red) is not covered in this warranty.
14. 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.
15. 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. This warranty does not cover a stove repaired by someone other than a Travis Industries authorized dealer.
16. 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.
17. 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.
18. 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.
19. Travis Industries will not cover the cost of the removal or re-installation of hearths, facing, mantels, venting or other components.
20. 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.
21. 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:

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 DRAGON WHOLESALING, 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 DRAGON WHOLESALING. DRAGON WHOLESALING, 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. DRAGON WHOLESALING will return your appliance, freight charges (years 1 to 3) prepaid by DRAGON WHOLESALING, 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.
5. Any appliance or part thereof that is repaired or replaced during the limited warranty period will be warranted under the terms of the limited warranty for a period not to exceed the remaining term of the original limited warranty or six(6) months, whichever is longer.

**Listing Label**

The listing label (safety label) is attached to the back of the stove. A copy is shown below.

**LOPI ANSWER FREESTANDING**

TESTED BY: HRL TECHNOLOGY  
Tramway Road, Morwell 3840  
Victoria

- MAXIMUM AVERAGE HEAT OUTPUT BURNING HARDWOOD = 10.0 KW
- OVERALL AVERAGE EFFICIENCY BURNING HARDWOOD = 72%  
WHEN TESTED IN ACCORDANCE WITH AS/NZS 4012/4013
- APPLIANCE EMISSION FACTOR BURNING HARDWOOD = 1.5 g/Kg

TESTED TO: AS/NZS 4012/4013: 2014

REPORT NUMBER: HCMG-15-001

Date Tested: 19/01/2015

Manufactured Exclusively for:  
DRAGON WHOLESALING PTY. LTD., INC.  
UNIT 4, 16 Lexington Drive  
Bella Vista NSW 2153  
Australia

By:  
TRAVIS INDUSTRIES, INC.  
Mukilteo, WA USA



U.S. Environmental Protection Agency Export Stove.  
May not be operated within the United States

DATE OF MANUFACTURE

2019	2020	2021	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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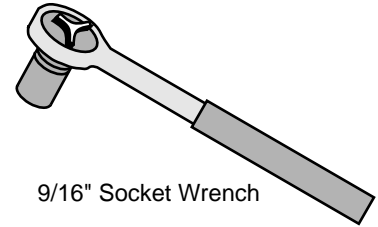
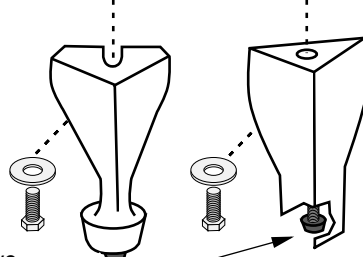
0460

## Stove Leg Installation

Part Numbers: Brass # 99200500, Cast Black # 99200800, Sculptured Steel # 99200105

- Raise the stove 8" (use lumber). Attach each leg following the instructions below.

Attach each leg to the stove by inserting a bolt and washer through the hole or slot in the leg and into the threaded hole on the stove.



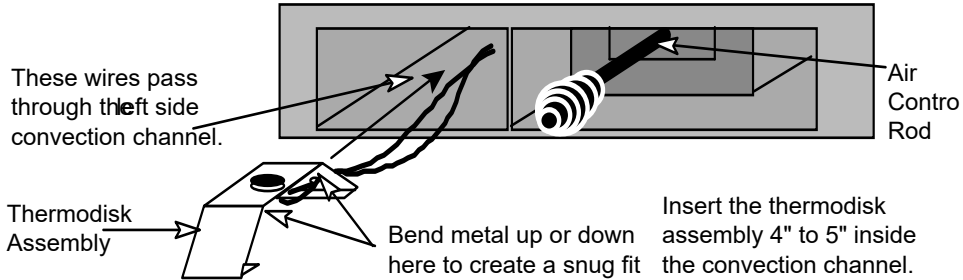
9/16" Socket Wrench

These rubber-tipped bolts are for leveling the stove. Make sure they contact the floor. Do not adjust with weight on the legs, the rubber tips may tear.

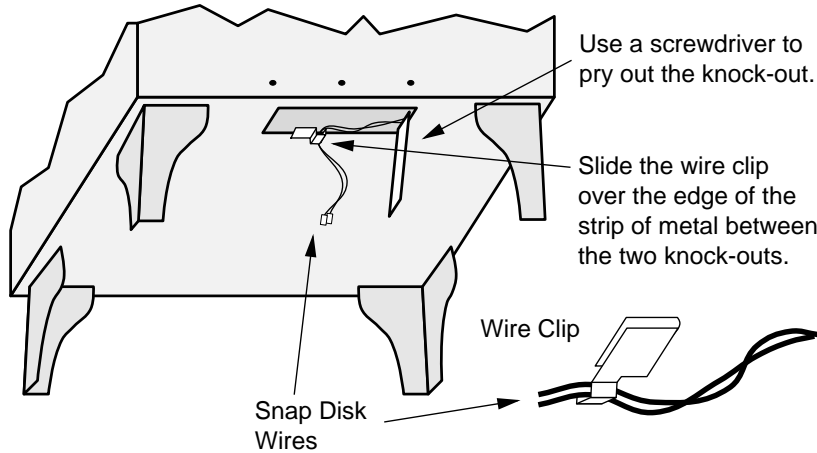
**Rear Blower Installation (Part # 99000138)**

The rear blower improves heat transfer by pushing heated air through the convection channel. Operating instructions are described in the section "Blower Operation".

- 1 The stove should be in place with the legs installed prior to installing the rear blower.
- 2 Follow the directions below to install the thermodisk.



- 3 Install the wire clip following the directions below.

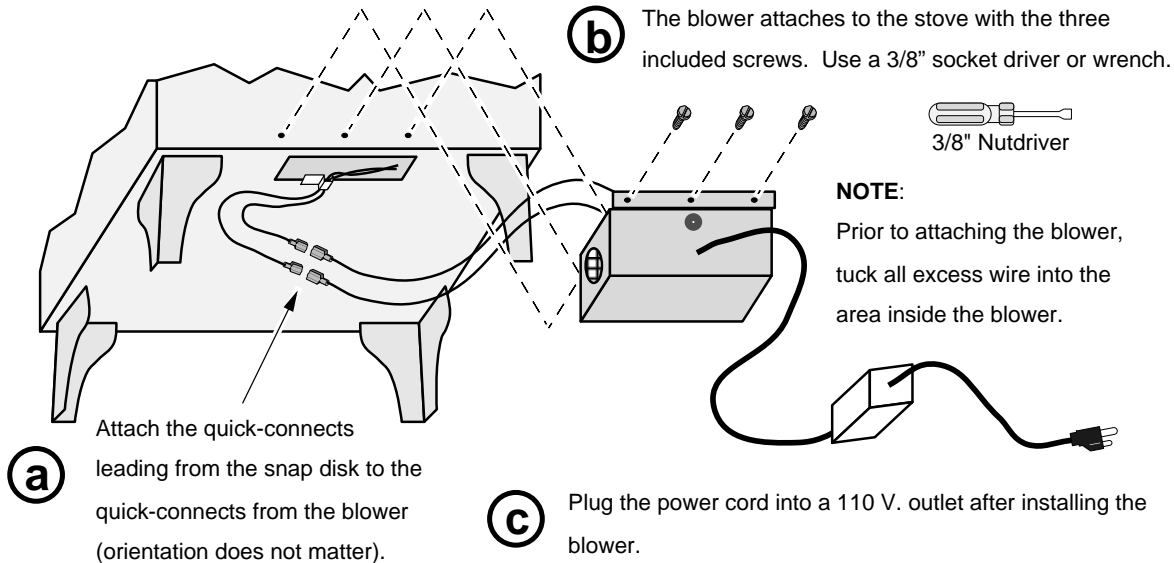


Feed the two snap disk wires into the eye of the wire clip. Remove all slack from the wire, making sure not to dislodge the snap disk. Pinch the eye of the wire clip to secure the wires.

**WARNING:**

To prevent electrical shock, the wires must be secured so they do not contact the firebox above the convection channel.

- 4 Attach the blower following the directions below.



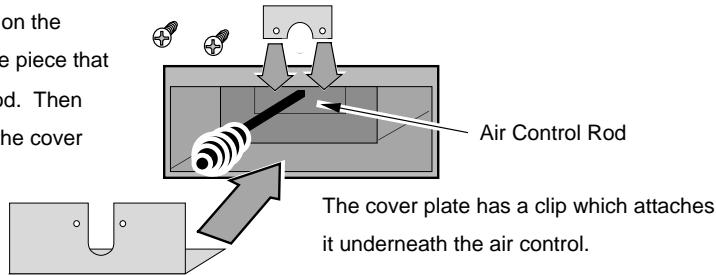


## Outside Air Boot Installation (Part number 99200134)

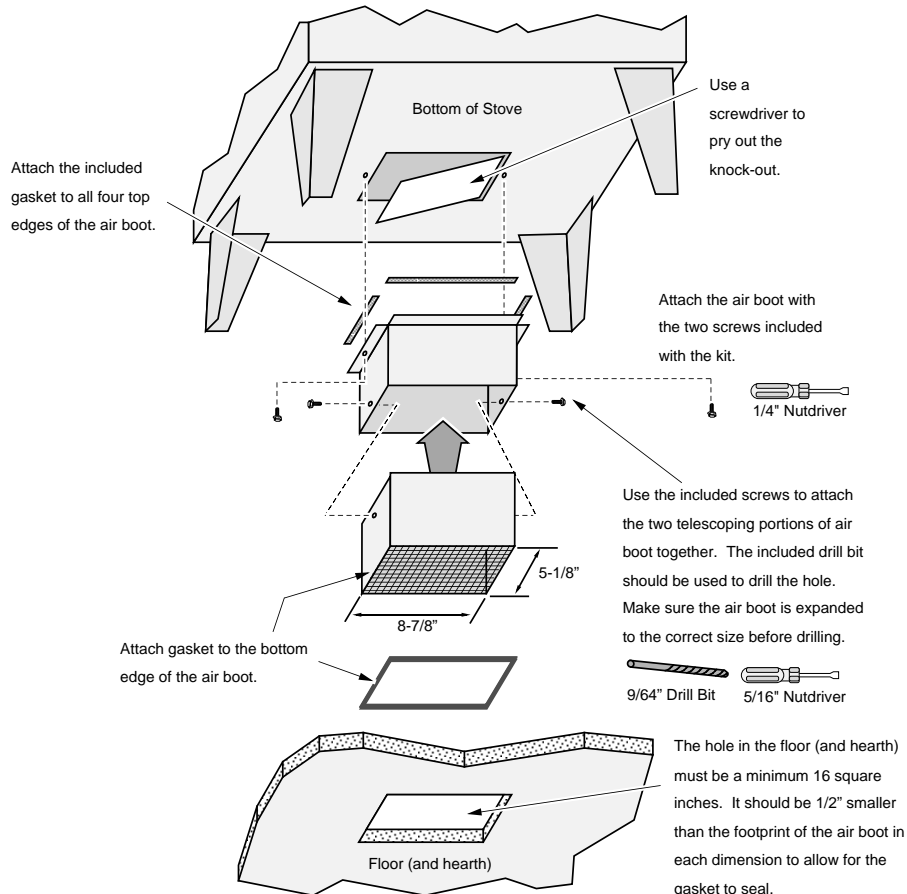
The outside air boot routes outside air to the stove for combustion. Refer to the section "Outside Air Requirements" for installation concerns. The directions below detail installation.

- 1 Install the cover plate following the directions below (use the cover plate that is 6-1/2" wide). The cover plate prevents combustion air from entering the front of the stove.

Remove the two screws on the cover plate to remove the piece that fits over the air control rod. Then replace the piece when the cover plate is in place.



- 2 Refer to the illustration below to determine the location and size of the hole penetrating the floor and hearth. The knock-out (which is pre-removed) is 6-3/8" behind the face of the stove - it is 8" wide and 4-1/4" deep. Cut the hole prior to locating the stove.
- 3 Attach gasket to the bottom edge of the lower air boot section (near the screen). Attach gasket on top of the flanges on the upper air boot section. Slide the two sections together with both seams facing the rear (do not attach the two sections at this time).
- 4 Follow the directions below for attaching the upper section of the air boot (with gasket) to the stove.
- 5 Slide the lower section down until it contacts the hearth. Attach the two sections together following the directions below



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