



NC-30 Pellet Stove Owner's Manual

SAVE THESE INSTRUCTIONS

Contact your building or fire officials about restrictions and installation inspection requirements in your area.

Mobile Home Use:

This freestanding pellet unit is approved for mobile home installation with outside combustion air hook-up.

WARNING: DO NOT INSTALL IN SLEEPING ROOM.

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

PLEASE READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS PELLET BURNING ROOM HEATER. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY, OR EVEN DEATH.

The use of smoke and carbon monoxide detectors is highly recommended with any hearth product, including this unit. Follow all manufacturers' instructions when using smoke or carbon monoxide detectors.

**WARNING: USE OF OUTSIDE AIR IS MANDATORY WHEN INSTALLING THIS UNIT IN AN AIR TIGHT OR MANUFACTURED/MOBILE HOME.
DO NOT OPERATE UNIT WITH HOPPER OPEN. LID MUST BE SHUT AND TIGHTLY SECURED.
DO NOT OPERATE WITH FRONT COVER OPEN**

Contact your dealer with any questions or warranty issues.
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Important Safety Information

PLEASE READ THIS ENTIRE MANUAL BEFORE OPERATING YOUR PELLET STOVE. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY, OR EVEN DEATH. DO NOT USE ANY MAKESHIFT COMPROMISES DURING INSTALLATION.

1. Contact your local building or fire official to determine if a permit is needed and for any information on installation restrictions and inspection requirements for your area.
2. To prevent the possibility of a fire, ensure that the appliance is properly installed by adhering to the installation instructions. Ask your dealer to assist you in obtaining information with regards to your local building codes and installation restrictions.
3. Be sure to maintain the structural integrity of the home when passing a vent through walls, ceilings, or roofs and use only listed type “L” or “PL”.
4. The stove’s exhaust system works with negative combustion chamber pressure and a slightly positive chimney pressure. It is very important to ensure that the exhaust system be sealed and airtight.
5. Do not burn with insufficient combustion air. A periodic check is recommended to ensure proper combustion air is getting to the combustion chamber. Setting the proper combustion air is achieved by adjusting the slider damper located inside the stove where the air intake pipe meets the combustion chamber. The adjustment range of the damper must not be altered for any reason. See also page 5.
6. When installing the stove in a mobile home, it must be electrically grounded to the steel chassis of the home and bolted to the floor. Secure by removing back cover, drilling holes through the rear of the stove base and fastening with screws or bolts. Ensure the structural integrity of the home is maintained and all construction meets local building codes.

If you have any questions with regard to your stove or any information in this manual, contact your local dealer.

SAFETY WARNINGS AND RECOMMENDATIONS:

1. Be sure to read the entire owner's manual prior to installing and operating this pellet fuel burning heater. Failure to follow these instructions could result in property damage, bodily injury or even death. Always keep a fire extinguisher nearby.
2. The use of grates or other methods of supporting the fuel is not permitted.
3. This unit is designed to burn pellet wood fuel only. Do not use any other type of fuel; this will void any warranties stated in this manual. **THE USE OF CORDWOOD IS PROHIBITED BY LAW.**
4. This appliance is designed for residential installation according to current national and local building codes.
5. It is recommended that exhaust venting be cleaned bi-annually or after every two tons of pellets.
6. Soot or creosote may accumulate when the stove is operated under incorrect conditions such as an extremely rich burn (black tipped lazy orange flames). Do not operate the stove if the flame becomes dark or sooty or if the burn pot overfills with pellets. Use a better quality pellet if soot or creosote becomes a problem. Turn the stove off and call your dealer to discuss your installation and the fuel you are using if needed. Check the venting system at least twice a year for creosote buildup and clean to reduce the risk of a chimney fire if a layer of 3mm or more is present.
7. The grounded electrical cord should be connected to a standard 120 volt, 15A or 20A, 60 hertz electrical outlet. Ensure that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges.
8. Be sure that the structural integrity of the home is maintained when passing venting through walls, ceilings or roofs. Use only listed type "L" or "PL" pipe and fittings.
9. The ash pan and viewing door must be locked securely for proper and safe operation of the pellet stove. Do not operate with door open. Maintain gaskets and seals in good condition.
10. This appliance will not operate using natural draft or without power for the blowers.
11. **DO NOT PLACE UNBURNED OR NEW PELLETT FUEL IN ASH PAN.** A fire in the ash pan may occur.
12. Do not abuse the glass by striking or slamming the door. Do not attempt to operate the unit with broken glass. Do not attempt to clean the glass while unit is hot. To clean the glass, use soft cotton cloth and mild window cleaner, glass or woodstove cleaner. Do not use abrasive cleaners.
13. Do not operate your stove if you smell smoke coming from it. Turn the unit off using the control panel, monitor the stove and call your dealer. **DO NOT UNPLUG THE UNIT.**
14. Repair and servicing of your stove may only be done by a qualified technician. Disconnect the power cord before performing any maintenance or repair only after properly shutting down stove and allowing to cool.

15. NOTE: Turning the stove to "off" does not disconnect all power from the unit.
16. The stove will not operate during a power outage. If this occurs, check for smoke spillage and open a house window if necessary. When power returns, turn the stove back on.
17. Keep foreign objects out of the hopper.
18. Contact your local building officials to obtain a permit and information on any installation restrictions or inspection requirements in your area.
19. Notify your insurance company of your new stove.
20. Allow the stove to cool before performing any maintenance.
21. Ashes must be disposed of in a metal container with a tight lid and placed on a non-combustible surface well away from your home.
22. The use of smoke and carbon monoxide detectors is highly recommended with any hearth product, including this unit. If possible, install the smoke detector in a hallway adjacent to the room (to reduce the possibility of occasional false activation from the heat produced by the stove). If your local codes require the smoke detectors to be in the same room, you must follow those requirements. Check with your local building department for requirements in your area.
23. The stove cannot be used without foot screws installed for maintaining a 1" gap from the floor to the bottom of the stove base. This is required to keep temperatures cool enough underneath the unit.
24. Recommended Vent Configuration: Any configuration listed in this manual is ok, but for best performance we recommend a vertical vent run design. This will allow natural draft and improve the flow of flue gases.
25. Type and Size of Pipe: Use only listed type "L" vent pipe (also referred to as "PL" pellet vent pipe). Connect the vent pipe or the "Tee" to the flue collar. Secure all vent joint connections with 3 screws. Seal the exhaust vent joint connections with high temperature silicone sealant. This unit is approved for use with a 3" (75mm) standard or 4" (100mm) vent size (requires reducer).
26. This unit requires floor protection if installed on a combustible surface. USA: The minimum floor protector should give at least one inch (1") of protection at the rear, six inches (6") on each side, and six inches (6") in the front of the unit. Canada: The minimum floor protector should give at least one inch (1") of protection at the rear, eight inches (8") on each side, and eighteen inches (18") in the front of the unit.
27. Maintain proper ventilation. It is important that adequate oxygen be supplied to the fire for the combustion process. Modern houses are often so well insulated that it may become necessary to open a window slightly or install an outside air intake pipe to provide sufficient combustion air.

CAUTION: DO NOT CONNECT TO ANY AIR DISTRIBUTION DUCT OR SYSTEM. NEVER USE GASOLINE, GASOLINE TYPE LANTERN FUEL, KEROSENE, CHARCOAL LIGHTER FLUID, OR SIMILAR LIQUIDS TO START OR FRESHEN UP A FIRE IN THE HEATER. KEEP ALL SUCH LIQUIDS WELL AWAY FROM THE HEATER WHILE IT IS IN USE. DO NOT BURN GARBAGE OR FLAMMABLE LIQUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL.

HOT WHILE IN OPERATION! KEEP CHILDREN, CLOTHING AND FURNITURE AWAY FROM THE HEATER. CONTACT MAY CAUSE SKIN BURNS. YOUNG CHILDREN SHOULD BE SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE STOVE.

Introduction

PELLET QUALITY:

Pellet quality is important, please read the following:

Your pellet stove has been designed to burn wood pellets only. Do not use any other type of fuel, as this will void any warranties stated in this manual. The performance of your pellet stove is greatly affected by the type and quality of wood pellets being burned. As the heat output of various quality wood pellets differs, so will the performance and heat output of the pellet stove.

CAUTION: It is important to select and use only pellets that are dry and free of dirt or any impurities such as high salt content. Dirty fuel will adversely affect the operation and performance of the unit and will void the warranty. The Pellet Fuel Institute (P.F.I.) has established standards for wood pellet manufacturers. We recommend the use of pellets that meet or exceed these standards. Please use a recommended pellet type.

P.F.I. PELLET STANDARDS:

Fines (fine particles).....by weight: no more than 0.5% maximum through a 1/8" screen

Bulk Density.....40 pounds per cubic foot, minimum size: 1/4" to 5/16" diameter 1/2" to 1-1/2" long maximum

Ash Content.....1% maximum (Premium grade).....3% maximum (Standard grade)

Moisture Content.....8% maximum

Heat Content.....approximately 7,500-9,000 BTU per pound

PELLET FEED RATES: Due to different fuel densities and sizes, pellet feed rates may vary. This may require the air intake damper setting (located where the intake air pipe meets the combustion chamber) to be adjusted.

To access, remove left panel by removing allen screw behind plastic plug in the upper center of the left panel.

Open more to increase airflow if the flame is orange and lazy, and close more to decrease airflow if pellets are "jumping" around or out of the burn pot. DO NOT OVER FIRE. The adjustment range of the damper must not be altered for any reason. Since stove supplier has no control over the quality of pellets that you use or installation and heating demands, we assume no liability for your choice in wood pellets or the stove's performance. Store pellets at least 36" (1 m) away from the pellet stove in a dry place.

ASHES:

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

The ash content of the fuel and operation of your stove will directly determine the frequency of cleaning. The use of high ash fuels may result in the stove needing to be cleaned daily. A low ash fuel may allow longer intervals between cleaning.

CLINKER CLEANING:

Clinkers are silica (sand) or other impurities in the fuel that will form a hard mass during the burning process. This hard mass will block the airflow through the burn pot and affect the performance of the stove. Any fuel, even approved types, may tend to clinker. Check the burn pot daily to ensure that the holes are not blocked with clinkers. If they become blocked, remove the burn pot (when the unit is cold) and clean/scrape the clinkers out. Clean the holes with a small pointed object if required.

ELECTRICAL:

The use of a surge protector is recommended and the stove must be grounded. The electrical cord should be connected to a standard 115 volt, 15A or 20A, 60 hertz electrical outlet. Do not run cord under the appliance, keep accessible and clear of any hot surfaces or sharp edges. If the power cord should become damaged, a replacement power cord must be purchased from the manufacture or a qualified dealer. The stove's maximum power requirement is 520 watts (4.5 amps).

GLASS:

Do not abuse the glass by striking or slamming the door. Do not attempt to operate the stove with broken glass. The stove uses ceramic glass. Replacement glass must be purchased from a qualified dealer. We are not liable for glass purchased independently. Keep glass clean for better viewing and heat radiation.

FLAMMABLE LIQUIDS:

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

SMOKE DETECTOR:

Smoke detectors should be installed and maintained in the structure (home) when installing and operating a pellet burning appliance.

OPERATION: The ash pan and door must be closed securely for proper and safe operation of the pellet stove. Also ensure all gaskets on the door are checked and replaced when necessary.

KEEP ASH PAN FREE OF RAW FUEL. DO NOT PLACE UNBURNED OR NEW PELLET FUEL IN ASH PAN AS A FIRE IN THE ASH PAN MAY OCCUR.

INSTALLATION

Be sure to maintain the structural integrity of your home when passing a vent through walls, ceilings, or roofs and use only listed type "L" or "PL" pipe and fittings. It is recommended that the unit be secured into its position in order to avoid any displacement. Do not use makeshift compromises during installation.

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.

FRESH AIR INTAKE:

An outside fresh intake air supply is optional but must be used for all units installed in mobile and air tight homes or where required by local codes. Consider all large air moving devices when installing your unit and provide room air accordingly. Limited air for combustion may result in poor performance, smoking and other side effects of poor combustion.

If you have any questions with regards to your stove or the above-mentioned information, contact your dealer for further clarification.

SINCE STOVE SUPPLIER HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, STOVE SUPPLIER GRANTS NO WARRANTY IMPLIED OR STATED FOR THE INSTALLATION, MAINTENANCE OR PERFORMANCE OF YOUR STOVE AND THEREFORE ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S).

AUTOMATIC SAFETY FEATURES:

Your pellet stove has the following safety features:

- A.** The exhaust blower will shut down once exhaust temperatures drop below 125°F (52°C).
- B.** The stove has a high temperature safety switch near the hopper. If the temperature reaches 200°F (93°C), the auger will automatically stop and will stay shut down. Once the blowers shut down, toggle the rear power switch to reset.
- C.** If the hopper lid or the front cover is opened when the unit is running, the hopper or vacuum switch will cause the auger to automatically stop.
- D.** If the power goes out, the unit will stop running. When the power comes back on, the stove will not restart and the exhaust blower will run until the temperature is below 125°F (52 °C).

PRODUCT INFORMATION:

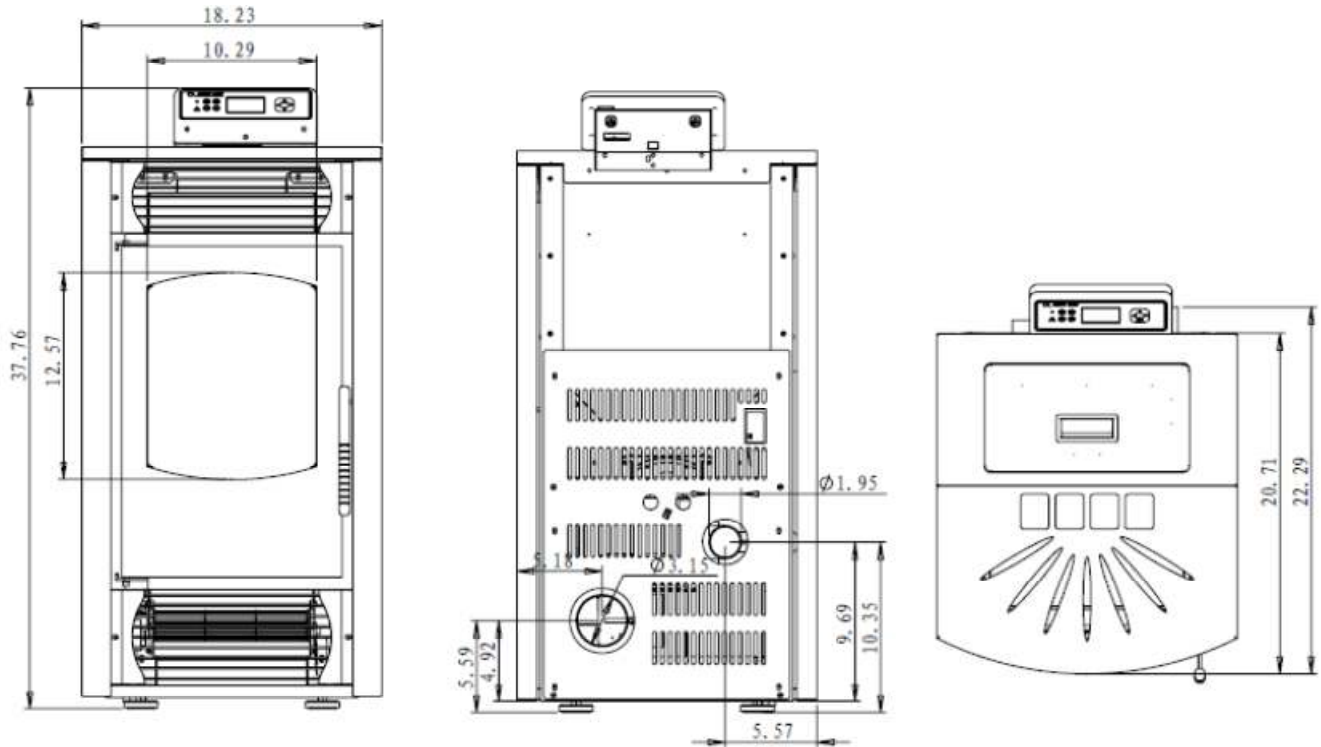
The NC-30 Pellet stove is an advanced design that utilizes individual fresh air intake and venting pipes. Negative pressure burning technology creates high efficiency burning with very little ash in the exhaust. State of the art controls shut off the unit automatically if operated incorrectly or if out of pellets.

Model		NC-30
Rated input	BTU/h	8,200-30,000
Rated fuel consumption		Up to 3.5lb/h +/-5%
Heating area	Feet ²	~1500
Rating voltage	Volts	115
Rating frequency	Hz	60
Rating power	Watts/Amps	<=375/4.5
Hopper Capacity	pounds	40
Venting pipe diameter	Inch	3
Air input pipe diameter	Inch	2
Unit size (wide x depth x height)	Inch	18.23 x 22.3 x 37.75

Wood pellets

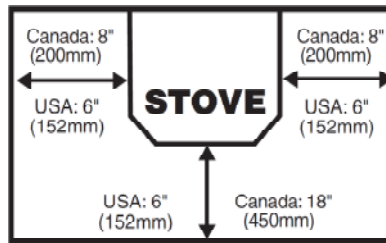
This stove uses wood pellet fuel only which is usually 0.2-0.3 inches in diameter with a length of 0.5-1.5 inches. The moisture content must be 10% or lower and the ash content no more than 3%. Use proper care with pellet fuel. Do not moisten or crush the pellets as this will affect the efficiency and dust will collect on the door glass. Store pellets outside of clearance to combustible requirements and in a dry place.

Stove Dimensions



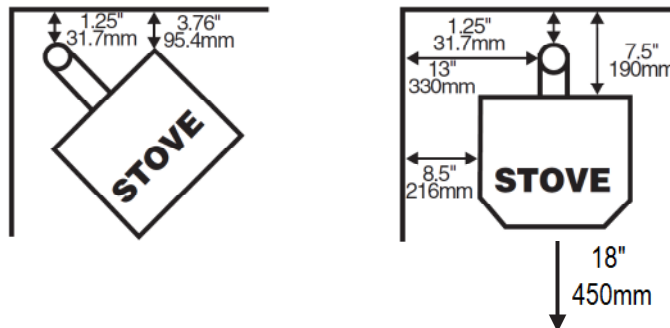
Floor Protection

This unit must be installed with floor protection of a non-combustible protective floor pad of a minimum 3/8" (10mm) thickness material or a masonry hearth. Follow the below diagram for sizing.



Min. Installation Clearance to Combustibles

Minimum clearances to combustible surfaces must be maintained. See diagrams below and on pages 11-16. Keep all combustibles outside of these clearance areas. INSTALL VENTING AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER. Clearances may only be reduced by means approved by the regulatory authority.



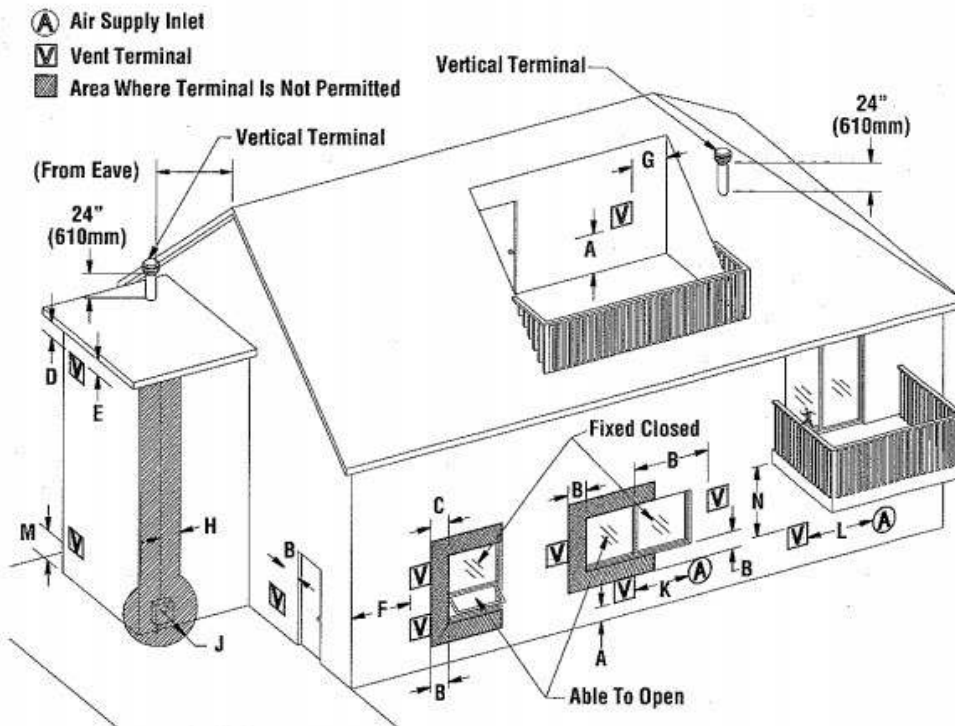
Alcove Clearances

Maximum Alcove depth: 36"

Minimum Alcove height: 84"

Minimum Alcove Width: 30"

VENT TERMINATION LOCATIONS



- A = Clearance above grade, veranda, porch, deck, or balcony (min. 12"/30cm).
- B = Clearance to window or door that may be opened (min. 12"/30cm above - 48"/1.2m below and to the side).
- C = Clearance to permanently closed window *(min. 12"/30cm).
- D = Vertical clearance to ventilated soffit located above the terminal within a horizontal distance of *(min. 24"/60cm) from the centerline of the terminal (min. 22"/55cm) check with local code.
- E = Clearance to unventilated soffit *(min. 12"/30cm).
- F = Clearance to outside corner *(min. 12"/30cm).
- G = Clearance to inside corner *(min. 12"/30cm).
- H = Not to be installed above a meter/regulator assembly within *(min. 36"/90cm) horizontally from the centerline of the regulator.
- J = Clearance to service regulator vent outlet *(min. 72"/1.8m).
- K = Clearance to non-mechanical air supply inlet to building or the combustion air inlet to any other appliance *(min. 48"/1.2m).

- L = Clearance to a mechanical air supply inlet *(min. 120"/3.1m).
- M = **Clearance above paved sidewalk or a paved driveway located on public property *(min. 84"/2.1m).
- N = ***Clearance under veranda, porch, deck, or balcony (min. 12"/30cm).

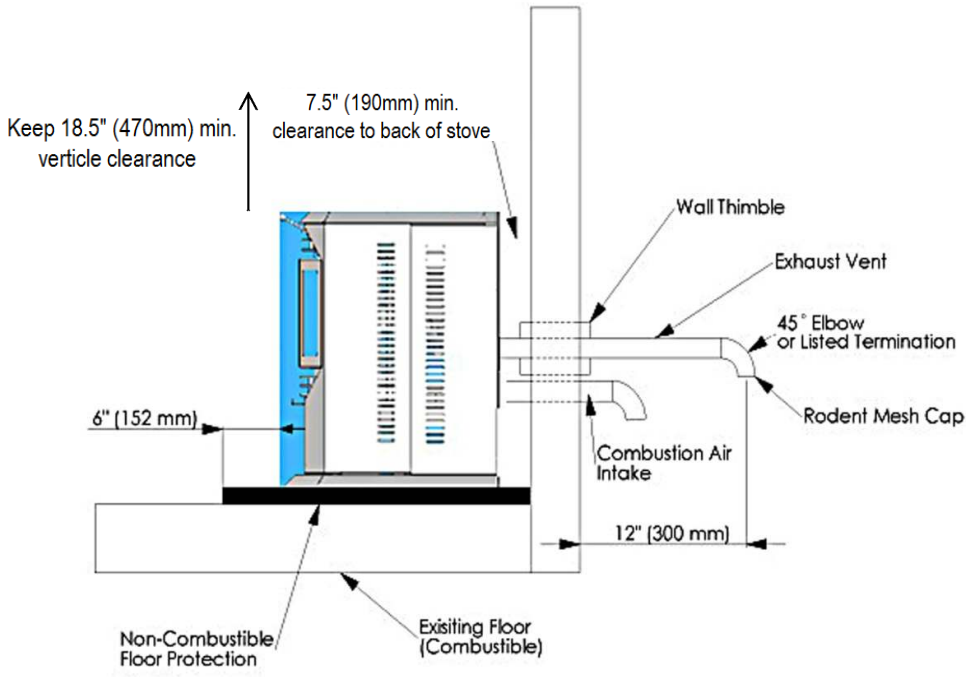
Notes:

- * Local codes or regulations may require different clearances.
- ** A vent shall not terminate directly above a sidewalk or paved driveway which is located between two single family dwellings and serves both dwellings.
- *** Only permitted if veranda, porch, deck, or balcony is fully open on a minimum of two sides beneath the floor.

**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.
NOTE: WHERE PASSAGE THROUGH A WALL OR PARTITION OF COMBUSTIBLE CONSTRUCTION IS
DESIRED THE INSTALLATION SHALL CONFORM TO CANADA /CSA-B365.**

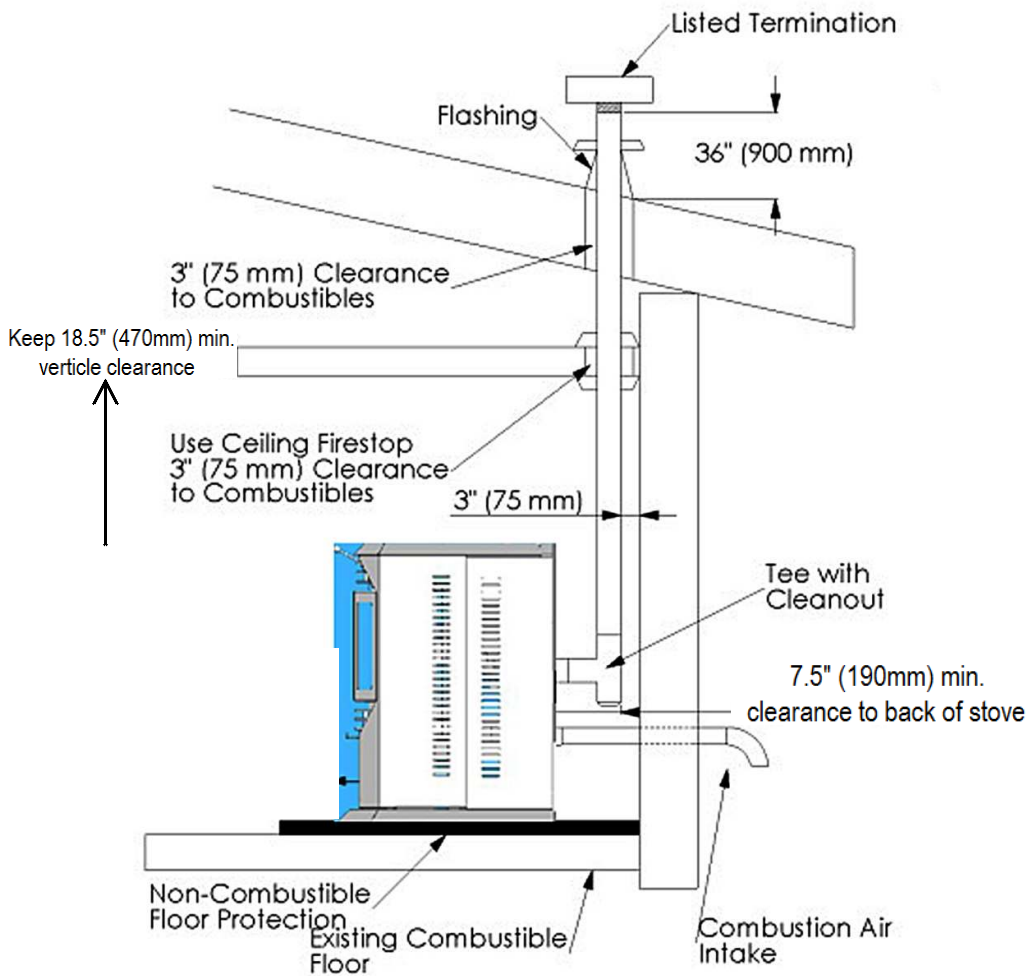
HORIZONTAL EXHAUST VENT INSTALLATION (See figures on next page)

1. Place your appliance in a location which meets the requirements of this manual and where it does not interfere with the house framing, wiring, etc.
2. Install the non-combustible hearth pad. Temporarily place the stove approximately 15" (381 mm) away from the interior wall.
3. Locate the center of the exhaust pipe of your unit. This point should then be extended to the interior wall of your house. Once you have located the center point on the interior wall, cut the appropriate sized hole through the wall for thimble being used.
4. Install wall thimble. Refer to the instructions which come with the wall thimble purchased.
5. Install the appropriate length of exhaust vent pipe into the wall thimble. Consider step 11 when determining the correct length of exhaust vent to purchase.
6. Install an optional combustion air intake pipe. Be sure that the outside air intake vent has a proper cap on it to prevent rodents from entering; also be sure it is installed where it won't become blocked with snow, etc.
7. Connect the exhaust vent pipe to the exhaust outlet of your appliance.
8. Secure all vent joint connections with 3 screws. Seal the exhaust vent joint connections with high temperature silicone sealant.
9. Push the unit straight back to the interior wall but make sure to maintain the minimum clearances to combustibles – 7.5" (152 mm) to the back of the unit. Seal the annular space of the wall thimble and around the vent pipe with high temperature silicone sealant.
10. The exhaust vent pipe must extend at least 12" (300 mm) out past the exterior wall. Seal the annular space of the wall thimble and around the vent pipe with high temperature silicone sealant.
11. Install a listed horizontal termination cap or if necessary install a 90° elbow and appropriate length of vertical venting. A listed vertical vent cap is recommended however (if local codes allow) when the vent terminates several feet above ground level and there are no trees, plants, etc. within several feet, a 90° and 45° elbow can be used as a termination. The 45° elbow must be turned down to prevent rain from entering.



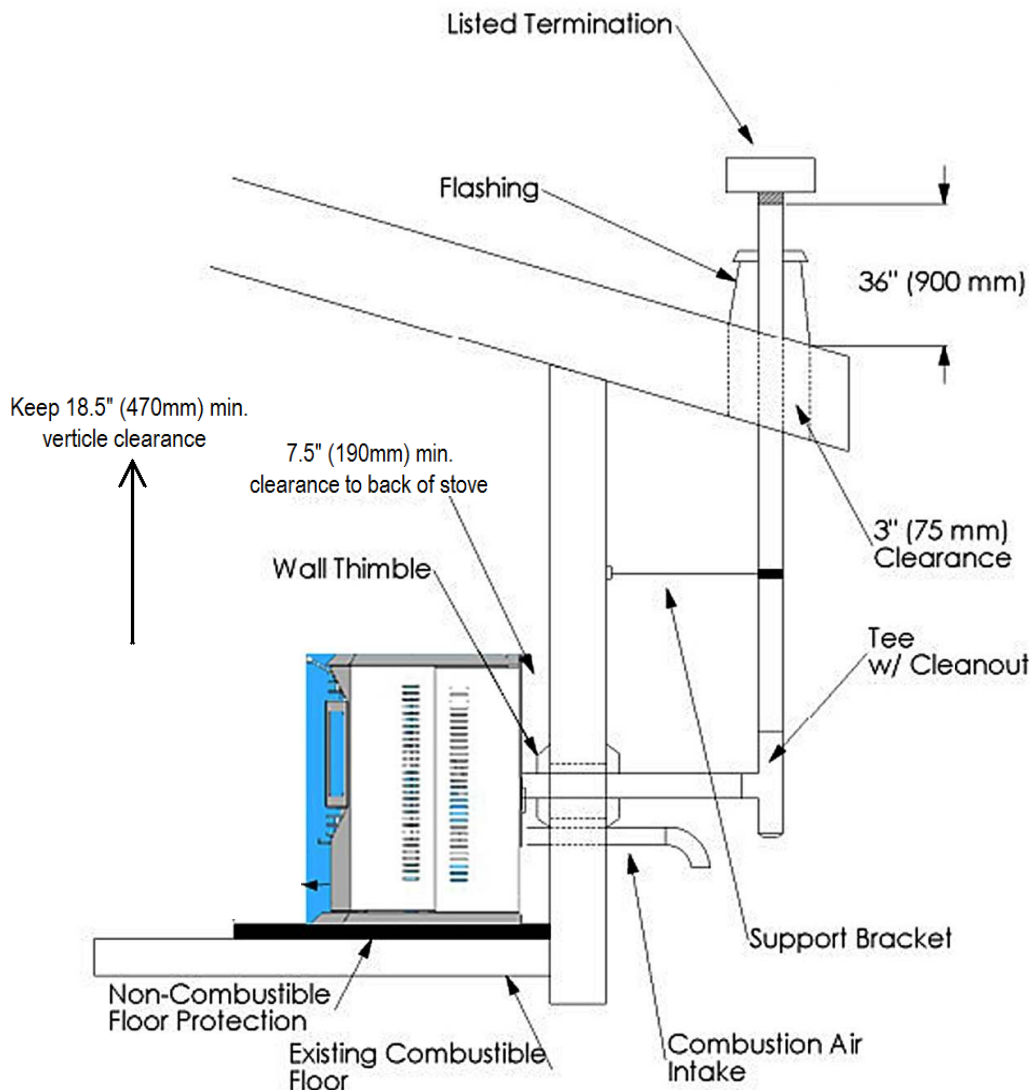
FREESTANDING INTERIOR VERTICAL INSTALLATION

1. Choose the location for your pellet stove, see item 1 of the Horizontal Exhaust Vent Installation (page 10) for help in determining the correct location.
2. Note: The stove cannot be used without foot screws installed for maintaining a 1" gap from the floor to the bottom of the stove base. This is required to keep temperatures cool enough underneath the unit.
3. Install the non-combustible hearth pad in a location so when the stove is placed it will leave the exhaust vent with a minimum of 3" (75 mm) clearance to any combustible wall.
4. If installing the optional air intake, locate the center of the combustion air intake pipe at the back of your unit. Line up the center with the same spot on your exterior wall and cut the appropriate sized hole through the wall for pipe size being used.
5. Secure all vent joint connections with 3 screws. Seal the exhaust vent joint connections with high temperature silicone sealant.
6. Install the combustion air intake pipe.
7. Install a tee with a cleanout on the exhaust pipe found at the rear of your unit.
8. Install vent (use listed type only) upward through the ceiling. When you pass through the combustible framing ensure that the appropriate ceiling firestop is used. You must maintain a minimum 3" (75 mm) clearance to combustibles and keep any insulation away from the exhaust vent.
9. Extend the exhaust vent through the roof flashing and ensure that the vertical cap is at least 36" (900 mm) above the roof.



FREESTANDING EXTERIOR VERTICAL INSTALLATION

1. Follow steps 1 – 5 from previous page.
2. Locate the center of the exhaust pipe, at the back of the unit. Line up the center with the same spot on the exterior wall and cut the appropriate sized hole through the wall for thimble being used.
3. Install the wall thimble (refer to the instructions which come with the wall thimble for this step).
4. Install a listed exhaust vent through the wall; make sure that 3" (75mm) clearances to combustibles are maintained.
5. Secure all vent joint connections with 3 screws. Seal the exhaust vent joint connections with high temperature silicone sealant.
6. Install a "T" with a cleanout on the end of the exhaust pipe, then install listed venting upward. Be sure to install support brackets every 5' (1500 mm) to keep the venting straight and secure.
7. Extend the exhaust vent through the roof flashing and ensure that the vertical cap is at least 36" (900 mm) above the roof.



MOBILE HOME REQUIREMENTS:

IT IS MANDATORY TO TAKE THE COMBUSTION AIR FROM THE OUTSIDE WHEN INSTALLING THIS UNIT IN AN AIR TIGHT OR MANUFACTURED/MOBILE HOME.

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

WARNING: DO NOT INSTALL IN SLEEPING ROOM

In addition to the details above, mobile home installations must meet the following requirements:

- The stove must be permanently attached to the floor. Remove the back cover, drill 2 holes through the rear of the base and secure with bolts or screws.
- The stove must be electrically grounded to the steel chassis of the mobile home with 8 AWG copper wire using an appropriate termination and a serrated or star washer to penetrate paint or protective coating to ensure proper grounding.
- The vent must be a factory-built 3 or 4 inch listed type “L” or “PL” vent conforming to “CAN/ULC-S629, Standard For 650C Factory-Built Chimneys” and must extend a minimum of 36” above the roofline of the mobile home and must be installed using a listed ceiling fire stop and rain cap.
- When moving your mobile home, all exterior venting must be removed while the home is being relocated. After relocation, all venting must be reinstalled and securely fastened.
- All joints for connector pipe are required to be fastened with at least three screws and sealed with high temperature silicone sealant. An effective vapor barrier must be maintained wherever a chimney or other component (e.g. thimble) penetrates to the exterior of the home.
- CAUTION: OUTSIDE AIR IS MANDATORY FOR MOBILE HOME USE. ADEQUATE VENTILATION IS REQUIRED. FAILURE TO KEEP STOVE VIEWING DOOR AND ASH PAN SECURELY CLOSED OR EXCESSIVE HOME EXHAUST FAN OPERATION MAY CAUSE ROOM AIR STARVATION LEADING TO POSSIBLE AFFIXIATION. ENSURE OUTSIDE AIR INTAKE STAYS FREE FROM BLOCKAGE SUCH AS ICE, LEAVES, ETC.
- Only specified components may be used with this stove. Do not use any components that are not specified for use with this stove.
- Check with your local building officials as other codes may apply.

Determining Equivalent Pipe Lengths

Below is a chart for determining equivalent feet for if a maximum limit must be observed for an installation.

Type of Pipe		# of Elbows or Feet of pipe	Equivalent Feet	Total Equivalent Feet
90	Elbows		5(1.5m)	
45	Elbows		3(1m)	
Horizontal	Pipe		1(.3m)	
Vertical	Pipe		5(1.5m)	

OUTSIDE AIR SUPPLY (optional, unless installing in a mobile home)

Depending on your location and home construction, outside air may be necessary for optimal performance.

Metal pipe must be used for the outside air intake installation. **PVC pipe is not approved and may never be used.**

-A screen with holes no smaller than 1/4" must cover the intake to prevent debris and critters from entering and damaging the unit.

-A wind hood (rain shield) over the termination of the outside air intake pipe or a 90-degree elbow or a bend away from the prevailing winds **MUST** be used when an outside air intake pipe is installed through the side of a building.

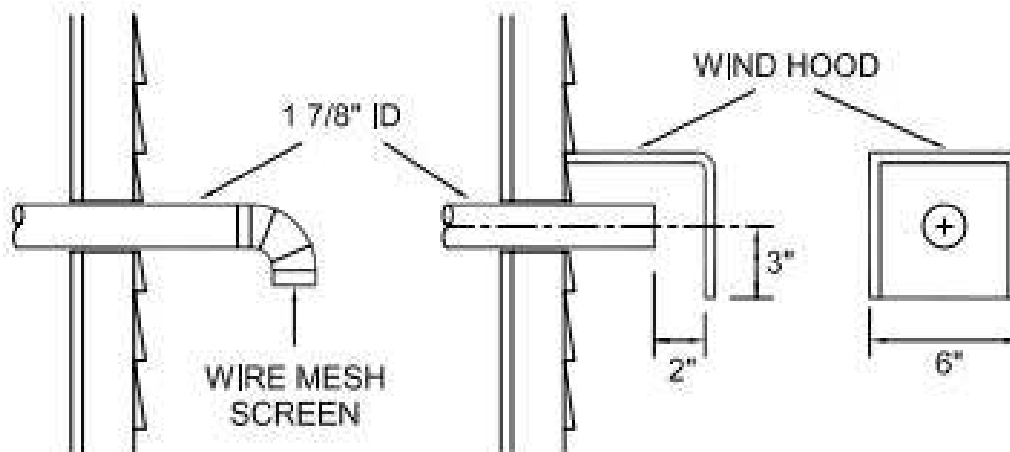
-The outside air termination **MUST** be at least 1-foot away from the exhaust system termination.

-The outside air intake port on your NC-30 stove is 2" OD.

-The outside air connecting pipe must be 2" ID.

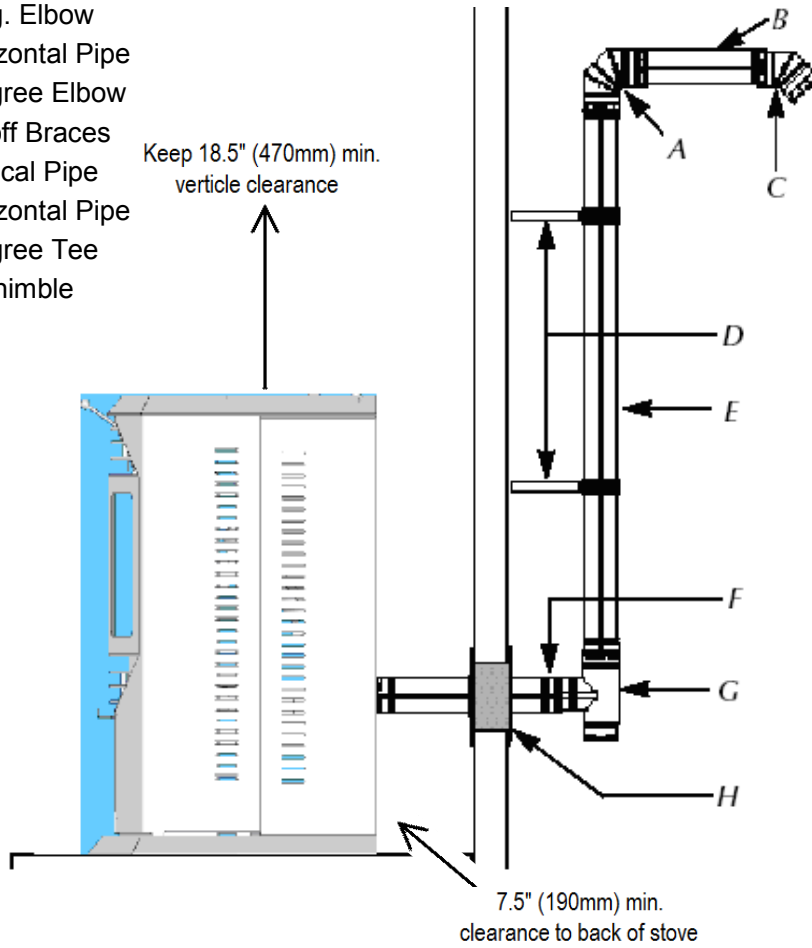
-The outside air connection used **MUST NOT** restrict the amount of air flow available to your stove.

-The outside air connecting pipe must be as short and free of bends as possible, and it must fit over, not inside the outside air port on the stove.

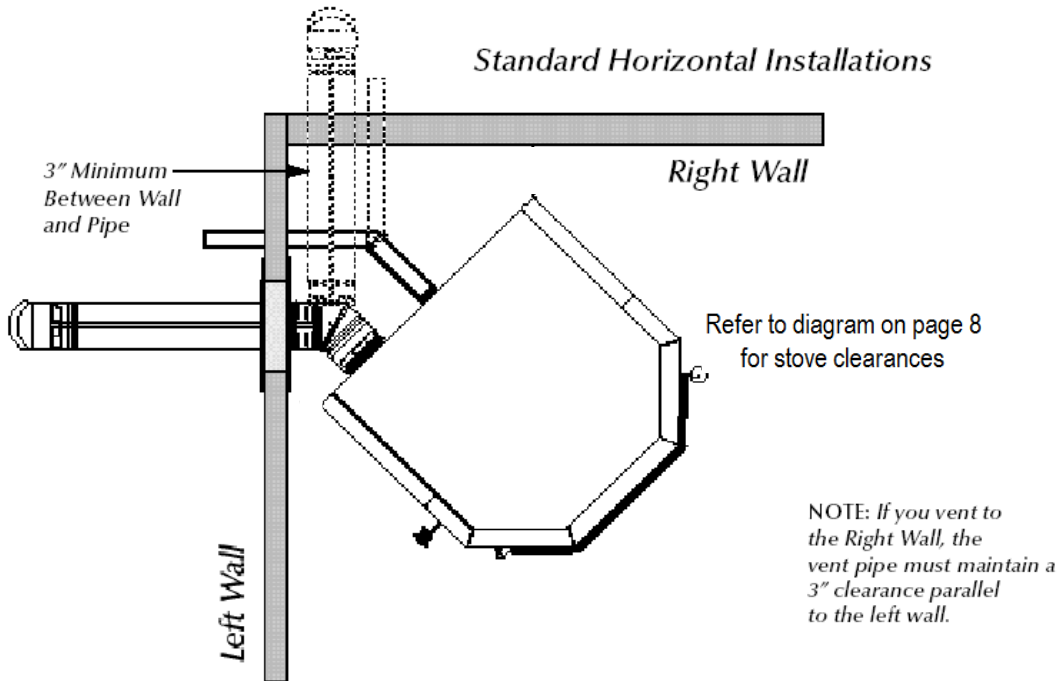


Typical Exhaust Termination Configurations

- A-** 90 Deg. Elbow
- B-** 1' Horizontal Pipe
- C-** 45 Degree Elbow
- D-** Standoff Braces
- E-** 8' Vertical Pipe
- F-** 2' Horizontal Pipe
- G-** 90 Degree Tee
- H-** Wall Thimble



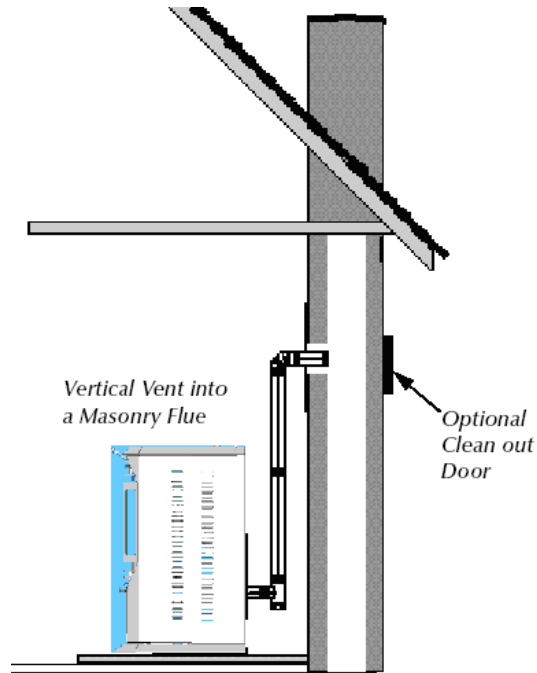
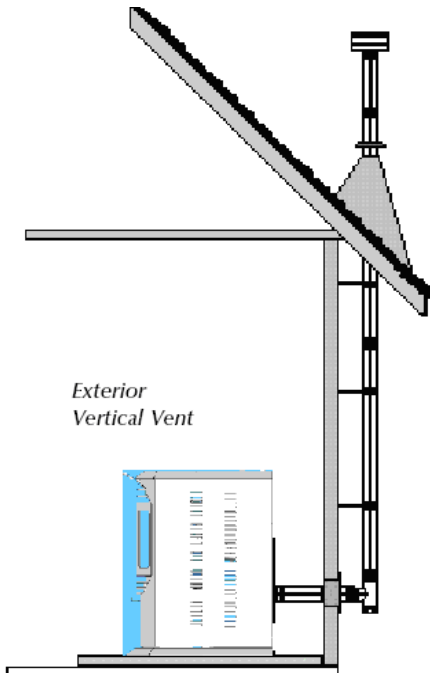
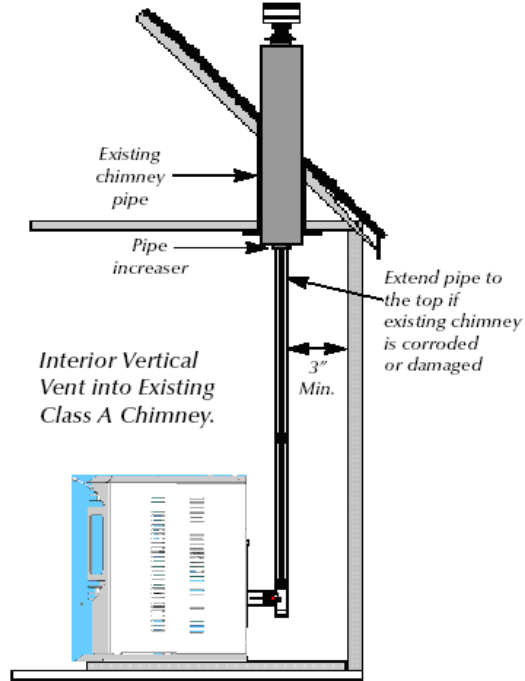
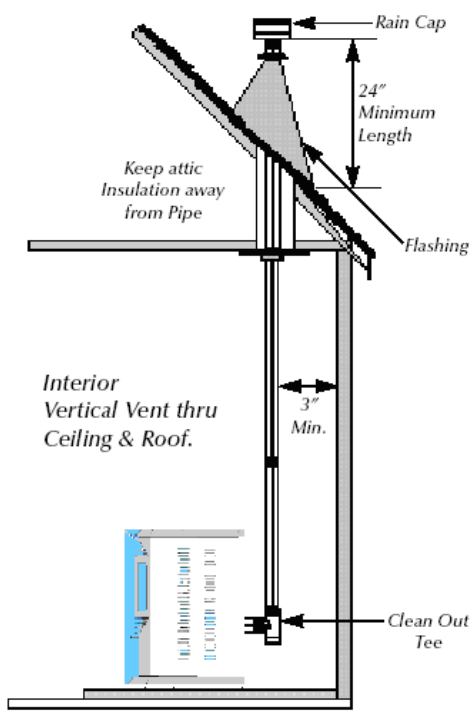
Standard Horizontal Installations



INSTALL VENT AT CLEARANCES SPECIFIED BY THE VENT MANUFACTURER.

1. Existing Flue Exhaust Options

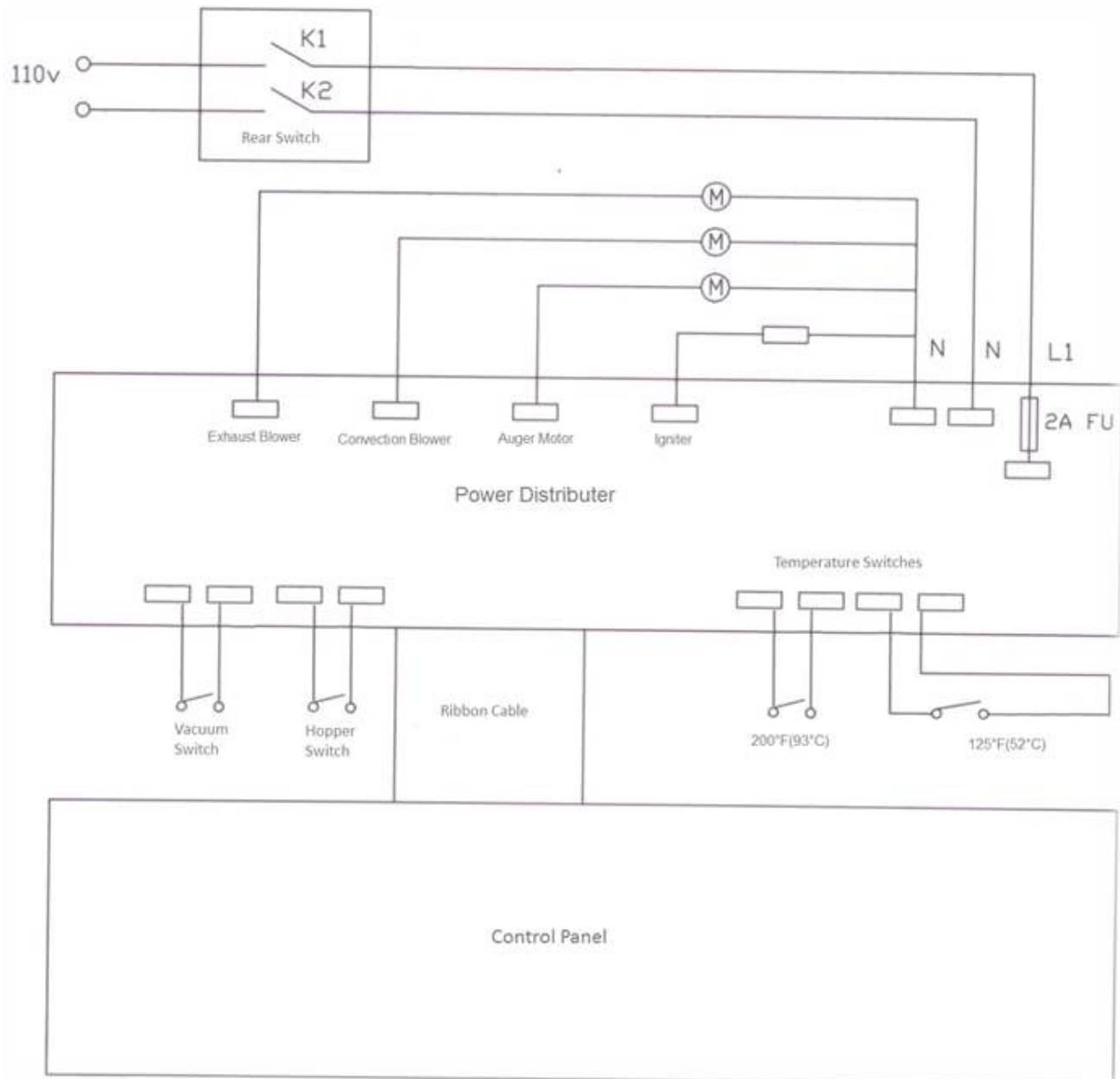
The pellet stove may also be connected to an existing unused flue. Wherever new vent pipe enters or exits an existing chimney or flue it should be secured with a connector or steel plate and sealed with high temperature silicone sealant. Start a vertical run with a tee at the back of the stove. Other options are illustrated below.



Electrical:

The unit must be grounded. The electrical cord plugs into a standard 115V, 15amp, 60Hz electrical outlet. Be careful that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges and also must be accessible. If the power cord should become damaged, a replacement power cord must be purchased from the manufacturer or a qualified dealer.

Electrical figure



Operation Instructions

Start-Up Procedure

Please follow the following instructions carefully. Be sure the hopper is clean and free from foreign materials before filling. Be sure there is power at the electrical outlet that will be used (a surge protector is recommended).

Make sure the ash pan is tightly closed, the burn pot and fireboard is in place. Adjust to proper position if needed. Fill the hopper with pellets. Maximum capacity is 40lbs. If empty, place pellets into the burn pot by hand, making sure the pellets cover the igniter hole. Never attempt to support pellets by use of a grate or other methods.

Controller Instructions for the NC-30

Quick Start Guide

1. Plug in the electrical cord to a properly grounded 15A, 110VAC outlet.
2. Turn the rear switch on. The controller will display the welcome screen, then the default display.
3. Press and hold "set" to set the time & date
4. Fill the hopper with pellets
5. Press "Control Mode" to cycle to the mode desired:
 - a. **"Manual"** (constant heat output, adjustable level 1-5)
 - b. **"Temperature"** (maintain an adjustable temperature setpoint, idles @ level 1 and heats @ 5)
 - c. **"Weekly"** (4 programmable setpoints for each day of the week, idles @ level 1 and heats @ 5)
6. Press "On/Off" to start the ignition sequence. Flames will start to appear in 1-5 minutes with heat coming from the stove shortly after that.

Note: The "Vacuum Switch" icon will turn on when the exhaust blower ramps up to speed as long as the front door is closed and the proper amount of vacuum is achieved & the "Lid Switch" icon will be on when the lid is closed.

Instructions for the 3 individual Control Modes

Manual Mode

Adjust "Heat Output Level" from 1-5 by pressing the up and down arrows while on or off.

Temperature Mode

Adjust the temperature setpoint from 45 to 80 degrees by pressing the up and down arrows while on or off.

Weekly Mode

You can set 4 different options for each day of the week with each option able to turn the stove on with variable temperature setpoints or turn the stove off automatically. Combinations of pressing "Set" along with the up and down arrows accomplishes this.

Hold Temp

Pressing "Hold Temp" while in heating status in "Weekly" mode will hold the current temperature setpoint and ignore the weekly programming until pressed again or "On/Off" is pressed to shut the stove down.

Temporarily Override a Programmed Setpoint

You can override a programmed setpoint by pressing the up or down arrows to obtain a setpoint that the stove will run at until the next programmed setpoint.

Fireoff (Shutdown)

If there is ever a problem with the stove, "ON/OFF" is pressed to shutdown the stove or you cycle through the controls modes and stay on "Weekly" for more than 5 seconds (only at a time of day where the stove is at a programmed point of "sleep phase" – all 28 program points by default are this way), the stove will display "Fireoff" in the status area of the display. This will start a 30 minute shutdown in which the blower and exhaust fan will continue to run and the stove will cease to feed pellets until the exhaust temperature has dropped below 125F to ensure there is no burning pellets left. The 30 minutes (time left is displayed) must expire before being allowed to run again in any mode.

You can override the "Fireoff" phase by pressing "Hold" for 3 seconds. **WARNING! Only perform this if the fire has gone completely out or the Fireoff phase was started by accident and you wish to keep the stove running. Doing so while there is still pellets burning or smoldering will create smoke that may fill your home and possibly cause a fire!**

Shutdown Timer

Only available in Manual or Temperature mode, press "Shutdown Timer", adjust between a 1-7 hour delay and press "Set". The stove will automatically go into "Fireoff" mode and shutdown after the time has expired.

Child Lock

Press the up & down arrows together for 3 seconds to lock and unlock the controller.

WARNING: TURNING THE STOVE OFF DOES NOT DISCONNECT ALL POWER FROM THE UNIT.

DO NOT TURN OFF THE UNIT BY DISCONNECTING THE ELECTRICAL POWER TO THE UNIT. THIS WILL CAUSE THE UNIT TO MISS THE PROPER SHUTDOWN CYCLE, CAUSING THE RELEASE OF SMOKE INTO THE HOUSE AND OVERHEATING OF THE STOVE.

Refueling the Unit

To refuel, open the hopper and add desired amount of pellets. The auger motor will automatically stop when the hopper is opened. **WARNING:** The hopper lid and other surfaces may be hot. Be careful and wear hand protection. **NEVER** place your hand near the auger while the stove is operating.

Power Outage

-In the event of a power outage, the stove will have to be restarted.

-Important! Do not open the hopper lid or the door to the unit during power outage. If needed, open the closest outside door and a window to eliminate the home's natural draft.

-The use of a surge protector with your unit is highly recommended as power surges and failures can affect the operation of any electrical appliance.

- The stove should not be left on the medium or high setting when leaving your home. It is recommended that the stove be left on the low setting.

WARNING: DO NOT OVERFIRE THE STOVE. THIS MAY CAUSE SERIOUS DAMAGE TO YOUR STOVE AND VOID YOUR WARRANTY. IT MAY ALSO CREATE A FIRE HAZARD IN YOUR HOME.

IF ANY EXTERNAL PART OF THE UNIT BEGINS TO GLOW, YOU ARE OVERFIRING. IMMEDIATELY PRESS THE POWER BUTON. DO NOT UNPLUG THE STOVE OR TURN OFF THE REAR POWER SWITCH. THE EXHAUST BLOWER MUST CONTINUE TO RUN TO COOL THE UNIT DOWN.

Safety Instructions

1. It is important to select and use only pellets that are dry and free of dirt or any impurities such as high salt content. Dirty fuel will adversely affect the operation and performance of the unit and will void the warranty. The Pellet Fuel Industries (P.F.I.) has established standards for wood pellet manufacturers. We recommend the use of pellets that meet or exceed these standards. Ask your dealer for a recommended pellet type.
2. Keep the door closed and sealed during burning for safety and to preventing hot ash from flying out.
3. Do not overload the pellet hopper.
4. Venting pipe and air input pipe should remain unblocked. Please do regular maintenance checks. (See maintenance section.)
5. The power outlet used must be grounded.
6. Do not keep any combustible or explosive items around the stove when it is operating.
7. When installing this unit on a combustible floor (linoleum, hardwood flooring, carpet), the unit must be installed with floor protection of a non-combustible protective floor pad of a minimum 3/8" (10mm) thickness material or a masonry hearth.
8. Do not open the stove door while in operation. This will prevent smoke, fire, and fly ash from escaping.
9. Do not touch the surface of the unit while the stove is operating. The high temperature of the stove glass door and venting pipe will cause burns.
10. CAUTION - Never use gasoline, lantern fuel, charcoal lighter fluid, diesel fuel, or any other flammable liquid to start or freshen the fire. Keep all such liquids well away from stove while it is in use.

Maintenance

MAINTENANCE MUST ONLY BE DONE WHEN THE STOVE IS COLD AND THE POWER IS OFF AND UNPLUGGED.

Ash Removal and Disposal

IMPORTANT: While the amount of ash generated by this unit is very small compared to log-burning woodstoves, keeping the unit clean and free of ash is essential for peak performance. Too much ash build-up can hamper airflow and reduce the unit's efficiency.

Smoke or fire outside of stove

If you see smoke coming out of your unit into the room **and the power has not failed**, DO NOT UNPLUG THE CORD. DO NOT TURN OFF THE REAR SWITCH. DO NOT OPEN THE HOPPER OR DOOR TO YOUR UNIT. Immediately press the power button to initiate the off cycle, open the nearest outside door and windows and wait for all signs of smoke to clear (at least one hour, although the smoke should dissipate quickly once the door and windows are opened). Stand by with a fire extinguisher just in case. If there is a soot or creosote fire, follow the above instructions for shutting down the unit and extinguish fire if possible or call fire department and get all persons out of the house.

Daily Ash Maintenance: Remove material that has accumulated in the burn pot using a metal scraper and a poker for material that is clogging the burn pot's holes. Dispose of the scraped ashes from the burn pot and from inside the frame the burn pot sits on into the ash pan to ensure proper air flow through the burn pot.

Weekly Ash Removal: Clean the burn pot weekly. Shut the unit down and allow it to completely cool. Take out burn pot, remove ashes and clean holes. Vacuum any ashes that have accumulated in box underneath burn pot.

Monthly Ash Cleaning: Shut the unit down and allow it to completely cool down and empty the ash drawer. Use a scoop to reduce mess. Anytime ashes are removed from the stove they should be placed in a non-combustible container with an airtight lid and should always be placed on a non-combustible surface or on the ground until completely cooled and free of hot cinders before being disposed of.

Glass:

Clean the door glass and doorframe with a soft, wet cloth and mild cleanser daily. Do not use abrasive cleaners or attempt to open the door and clean the glass while the unit is in operation or if glass is hot. Allow to cool, use a soft cotton cloth and mild window cleaner, wood stove glass cleaner, or take a damp paper towel and dip into the fly ash. This is a very mild abrasive and will not damage the glass. Surface scratches are acceptable and normal. If the glass becomes cracked in any area, the unit must be shut down and the glass replaced. Replacement parts must be purchased from your dealer or Nature's Comfort.

To replace glass, refer to the viewing door parts list on page 25 and diagram on page 26 for the following:

1. Wear leather gloves (or any other gloves suitable for handling broken glass). Carefully remove any loose pieces of glass from the door frame. Open door and remove gasket by pulling firmly with pliers.
2. Remove all fasteners that were under gasket, take off gasket frame and glass retainers and remove remaining glass pieces. Dispose of all broken glass properly.
3. Inspect door gasket and glass gaskets that are between door frame and glass. Replace if necessary. Glass dimensions are: (1) 13.86" x 11.06" (352mm x 281mm) high temperature ceramic glass that is 0.2" (5mm) thick. Glass part number is NC-30-05-4. DO NOT USE SUBSTITUTE MATERIALS FOR ANY PART OF THIS STOVE.
4. In the following order, install glass gaskets, glass, retainers. Secure with fasteners previously removed. Do not over tighten as too much stress can crack glass.
5. Install door gasket with high temperature silicone sealant.

See viewing door detail on page 26 for the order in which the parts are to be re-installed after removing.

Gaskets:

Check that the gasket is complete and in the correct position to seal properly.

IMPORTANT: IMPROPER GASKET MAINTENANCE, INCLUDING FAILURE TO REPLACE DAMAGED OR WORN GASKETS CAN CAUSE AIR LEAKS RESULTING IN SMOKE LEAKAGE.

The rope gasket around the front door may require replacing every two years.

Annual Cleaning:

When not using the unit for a long period of time, it should be cleaned completely. It is especially important to clean the fire board, convection blower, exhaust blower and intake underneath and venting pipe.

Remove the side fire boards first by lifting the clips off the top, lift slightly and pull the bottom out of the holder and then slide down. The back piece can now also be removed. Clean with a brush and re-install.

Remove the convection and exhaust blowers and clean thoroughly with a brush. Remove exhaust intake covers and

Take off the venting pipe, clean dust from inside the pipes and elbows. Re-install and ensure all joints are sealed.

Flue System: The stove and the flue system should be given a complete cleaning at the end of the heating season.

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

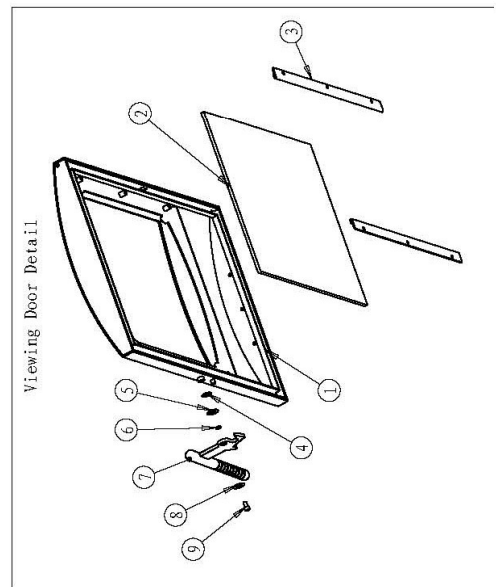
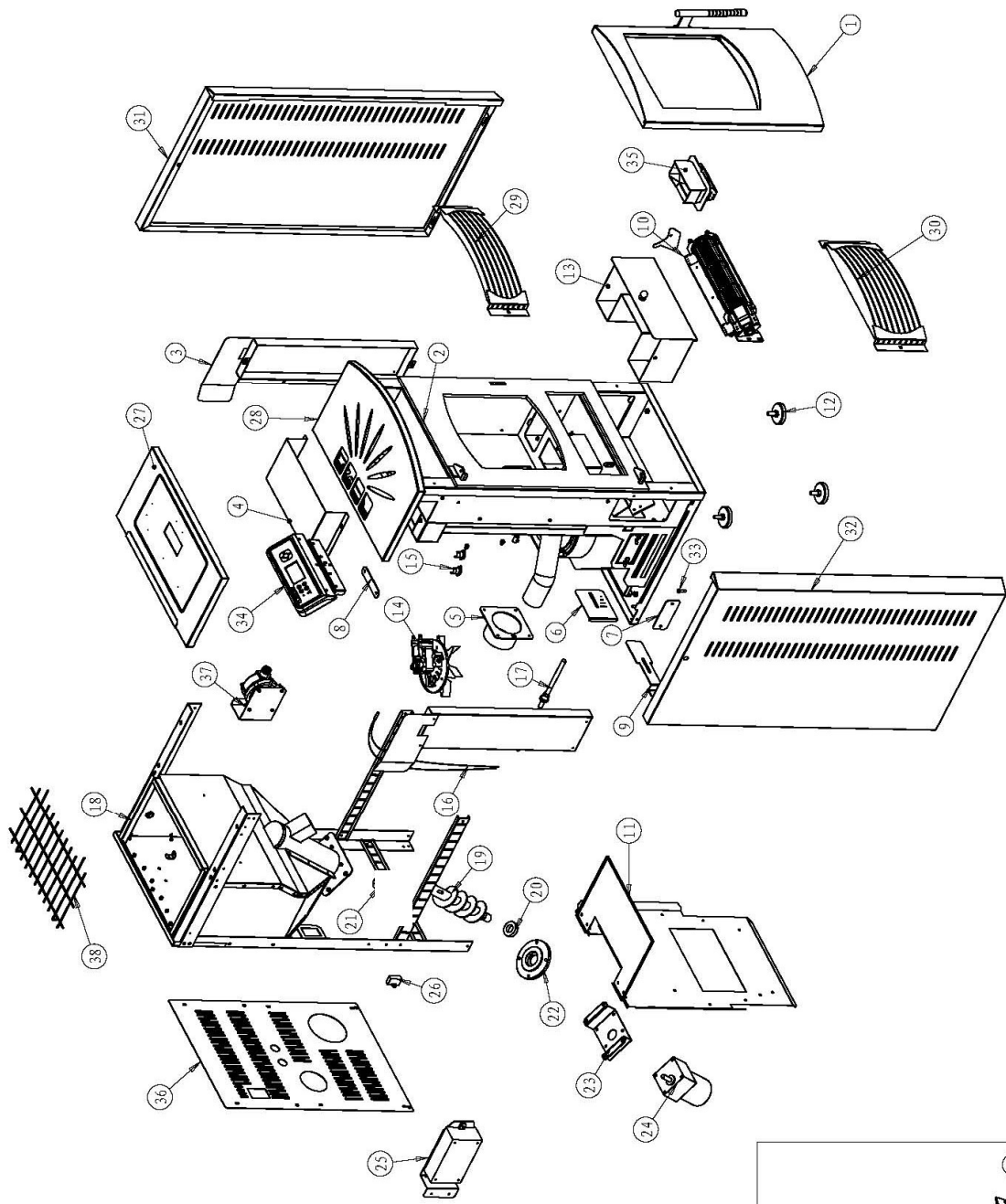
Carbon Removal: During normal operation carbon from the combustion of pellet fuel will tend to build up on the tip of the auger, on the wear plate and sides of the burn pot, and at the end of the mouth of the feed tube. It is essential that this residue be removed to ensure trouble free operation of the unit. To remove this carbon, simply scrape it off using the blade of a flat tipped screwdriver or similar instrument.

PARTS LIST:

NC-30 Parts List			
Item	Title	Part No.	Qty.
1	NC-30-05-00	Door Frame Assy.	1
2	NC-30-01-01-00	Stove Body	1
3	NC-30G-01-00	Heat shield	1
4	NC-30-01-07	Heat Diverter	1
5	NC-30G-01-09-00	Exhaust Pipe Flange Adapter	1
6	NC-30G-10-05	Exhaust Damper	1
7	NC-30-01-16-01	Ash Cleaning Cover1.	1
8	NC-30-01-17	Ash Cleaning Cover2.	1
9	NC-30-01-18	Air Intake Damper	1
10	NC-30-01-20	Convection Blower Assy.	1
11	NC-30G-01	Heat shield Assy.	1
12	NC-30-02	Foot Screws	4
13	NC-30-01-02	Ash Pan	1
14	NC-30-01-03	Exhaust Blower Assy.	1
15	NC-30-09	125°F(52°C) Sensor	2
16	NC-30-09-03	200°F(93°C) Sensor	1
17	NC-30-10	Igniter	1
18	NC-30-02-00	Hopper Frame	1
19	NC-30-02-01	Auger	1
20	NC-30-02-02	Large Auger Bearing	1
21	NC-30-02-03	Small Auger Bearing	1
22	NC-30-02-04	Bearing Mount	1
23	NC-30-02-02-01-09	Auger Motor Mount	1
24	NC-30-02-05	Auger Motor	1
25	NC-30-02-02-01-10	Power Distributer	1
26	NC-30-02-02-01-12	Capacitor	1
27	NC-30--04	Hopper Lid Assy.	1
28	NC-30G-05	Top Front Panel Assy.	1
29	NC-30-06-00	Upper Grid	1
30	NC-30-07-00	Lower Grid	1
31	NC-30-09	Left Wall Panel	1
32	NC-30-10	Right Wall Panel	1
33	NC-30-09-06-01	Front Door Stop Pin	1
34	NC-30-11	Control Panel	1
35	NC-30-12	Burn Pot	1
36	NC-30-13	Back Panel	1
37	NC-30-02-02-01-12	Pressure Switch	1
38	NC-30-G-01-003	Hopper Screen	1

Viewing Door Detail

Item	Title	Part No	Qty.
1	NC-30-05-01-00	Door Frame	1
2	NC-30-05-4	Glass	1
3	NC-30-05-03	Glass Retainer	2
4	NC-30-05-01-03	Mat 1.	1
5	NC-30-05-01-04	Mat 2.	1
6	NC-30-05-01-05	M5 Spring Mat	1
7	NC-30-05-01-06	Handle	1
8	NC-30-05-01-07	M5 Big Mat	1
9	NC-30-05-01-08	M5*10 Screw	1



Troubleshooting

If your stove has trouble, check the control panel for an error message. When the sensors detect an abnormal temperature condition (below 125°F or over 200°F), the control panel will shut off the fuel feed system automatically to prevent the pellets from piling up or overheating the system. After solving a problem, restart the unit. Servicing should only be done by a qualified technician.

Possible problems, reasons and solutions:

Problem	Reason	Solution
1. Blower doesn't work after pressing the start button.	No power to stove or in the control panel.	Make sure cord is plugged in securely, make sure rear switch is on, check power to the outlet.
2. No feed after igniting.	Feed unit is blocked. Auger motor doesn't work.	Check if auger motor is jammed or if wires are loose, check if screw between auger and motor is loose or replace auger motor
B.	No pellets in hopper. Control panel has failed.	Fill hopper with pellets. Replace control panel.
C. High Temp Alarm.	The high temp switch (200°F/93°C) was activated. The high temp switch (200°F/93°C) is disconnected or has failed.	Allow unit to shutdown properly and cool. Check to make sure all blowers, components and venting are ok. Check switch connection Replace the high temperature switch.
D. All lights are off.	No 115V power, rear switch is off, fuse is blown in power distributor box, control panel has failed	Check the 115V power, rear switch, replace fuse, or replace control panel
3. Igniter stays on for too long (3-15min).	Auger motor failed or pellet size is too little. The exhaust temp switch (125°F/52°C) has failed or connection wires are loose.	Check auger motor, replace if needed, use proper pellets Check wire connections or change the failed temperature switch.
4. Orange and lazy fire, pellets piled in burn pot, carbon on the glass.	Lack of intake air for burning.	Clean the area inside the burn pot frame. Adjust damper to increase the air intake. Ensure door and window glass gaskets are sealed. Check if the air intake pipe and venting pipe are blocked, clean if needed. Change to larger exhaust pipes (too long of run affects combustion).

<p>5. The fire is out but the unit is running</p>	<p>The hopper is empty. No pellet feed. High temperature switch (200°F/93°C) has tripped or failed.</p>	<p>Fill hopper with pellets. Refer to (2). Cool the stove at least 1 hour then restart or replace high temperature switch.</p>
<p>6. The blower still runs after the stove is cool and fuel feed stops.</p>	<p>One of the exhaust temperature switches (125°F/52°C) has failed.</p>	<p>Replace switch.</p>
<p>7. Stove not producing enough heat.</p>	<p>Poor quality fuel. Heat exchanger tubes are dirty.</p>	<p>Use proper pellets. Operate ash cleaner rod to clean the heat exchanger tubes (6" of travel).</p>
<p>8. Ash and smoke are in the room.</p>	<p>Leak between the connection of convection motor and venting pipe. Door seal leaks</p>	<p>Use high temp silicon to seal piping. Adjust door or replace seal</p>

5 Year Limited Warranty

Nature's Comfort LLC, of Shipshewana, IN warrants any defects in material and workmanship on the pellet stove for a period of 5 years for the body of the stove, 2 years for electrical components and various parts and 1 year for labor (see explanation table below). The warranty starts from the purchase date and applies to the original owner only and is non-transferrable. If there is a problem with your properly delivered, installed and maintained Nature's Comfort pellet stove, the defective portion will be repaired or replaced according to the warranty period.

This warranty is limited to defective parts and excludes any incidental and consequential damages connected therewith. Damage caused by abuse, neglect, accidents, improper installation, customer or dealer modification will not be covered under warranty. Damage caused by burning flammable materials (example: petroleum products) or any other non-approved material will not be covered under warranty. Nature's Comfort does not warranty its pellet stoves against environmental conditions it cannot control. Nature's Comfort does not warranty or guarantee against your areas governing laws or changes to them that will affect the use or non-use of the unit. There is no written or implied performance warranty on the stove as Nature's Comfort has no control over the installation, daily operations, insulation value of a structure, maintenance or what is burned in the stove. Nature's Comfort will not cover or be held responsible for any cost of pellet fuel burned in excess of what is expected or considered normal as installation, structure size and insulation conditions are out of its control.

Nature's Comfort is not responsible for shipping charges. On-sight non-warranty service work will be determined at the discretion of your dealer. Please contact your dealer for their current non-warranty rates. Labor for repairing or replacing parts under warranty will be covered by your dealer for the first year. If your dealer no longer exists, please contact Nature's Comfort via email: warranty@naturescomfortllc.com. If you do not have email you may call 877-251-7740.

A Nature's Comfort's pellet stove is not meant to be your sole source of heat and a backup system should be in place. If you do not have a backup source of heat you are at risk of damage due to lack of heat. Nature's Comfort will not warranty or be responsible for any damage that is caused by lack of heat at your premises.

Nature's Comfort Warranty Timeline Description:

Year 1 Coverage: Stove Body, Electrical & Other Components and Labor (Labor to be provided by your dealer)

<u>Stove Body</u> Main Body, Exterior Metals, Burn Pot, Door Assembly	<u>Electrical Components</u> Control Panel, Power Distributer, Hopper Lid Switch, Vacuum Switch, Convection Blower, Exhaust Blower, Auger Motor, Temperature Sensors, Igniter <u>Other Components</u> Vermiculite Board Exclusions: Glass, Gaskets
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Year 2 Coverage: Stove Body, Electrical Parts

<u>Stove Body</u> Main Body, Exterior Metals, Burn Pot, Door Assembly	<u>Electrical Components</u> Control Panel, Power Distributer, Hopper Lid Switch, Vacuum Switch, Convection Blower, Vent Blower, Auger Motor, Temperature Sensors, Electrical Igniter Exclusions: Glass, Gaskets, Vermiculite Board, Labor
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Years 3-5 Coverage: Stove Body

<u>Stove Body</u> Main Body, Exterior Metals, Burn Pot, Door Assembly	Exclusions: Glass, Gaskets, Vermiculite Board, Electrical Components, Labor
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Conditions & Exclusions

1. The appliance must be installed by a qualified technician. It must be installed, operated and maintained in strict accordance with the instructions in the owner's manual. Any alteration, abuse, neglect, or misuse of the product shall nullify this warranty.
2. This warranty is not transferable and is made to the original purchaser only, provided that the purchase was made through an authorized Nature's Comfort dealer.
3. Paint discoloration, minor expansion, contraction, or movement of certain parts and resulting noise is normal and not a defect and is not covered under warranty.
4. The warranty, as outlined within this document, does not apply to external chimney components or other accessories used in conjunction with the installation of this appliance.
5. This warranty is void if:
 - a. The unit is subject to submersion in water or prolonged periods of dampness, wetness or condensation.
 - b. There is any damage to the unit, combustion chamber, heat exchanger or other components due to water or weather damage which is a result of but not limited to, improper chimney/venting installation.
6. Exclusions of this warranty include: injury, loss of use, damage, failure to function due to accident, negligence, misuse, improper installation, alteration or adjustment of the manufacturers settings of components, lack of proper and regular maintenance, damage incurred while the appliance is in transit for repair, alterations or acts of God.
7. This warranty excludes damage caused by normal wear and tear, such as paint discoloration or chipping, worn or torn gasketing, etc. Also excluded is damage caused by abuse, improper installation, modification of the unit or use of fuel other than that for which the unit is configured and approved for use with.
8. This warranty is the only warranty supplied by Natures Comfort LLC. All other warranties, whether expressed or implied, are hereby expressly disclaimed and purchaser's recourse is expressly limited to the warranties set forth herein.
9. The manufacturer's total responsibilities and liabilities shall be to repair or replace the defective part(s). All costs of removal, shipment to and from the dealer or Nature's Comfort, losses during shipment, reinstallation and any other losses or expenses due to the stove being removed shall be covered by the owner of the stove.

Warranty Procedure

All claims under this warranty must be made through the dealer where the stove was purchased. If you discover a problem that you believe is covered by this warranty, you must contact your Nature's Comfort dealer, giving them proof of purchase including stove purchase date, model and serial number.

If an inspection by the dealer indicates that a warranty claim is justified and that all conditions of this warranty have been met, Nature's Comfort has the option of having the defective part either repaired or replaced by your dealer according to the above warranty. If unable to repair or replace your appliance's defect on-site, you may be required to ship your appliance with return freight charges prepaid to Natures Comfort. Natures Comfort will at its option repair or replace your appliance free of charge if it is found to be defective in materials or workmanship within the time frames stated within this warranty. Claims made after warranty expiration will not be honored even if a part had failed during the warranty period.

This warranty is subject to change without notification. Please visit www.naturescomfortllc.com for the most up to date warranty and installation information.

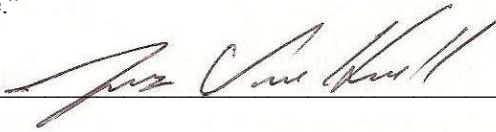


Certification Statement From Nature's Comfort, LLC

The NC-30 Indoor Pellet Stove is confirmed and certified by Nature's Comfort, LLC of Shipshewana, IN to be an indoor heater that uses the burning of biomass fuel to heat a dwelling unit or to heat water for use in such a dwelling unit, and has a thermal efficiency rating of at least 75 percent as measured using a lower heating value. Therefore the NC-30 Indoor Pellet Stove complies with the standards required by the Energy Improvement and Extension Act (EIEA) of 2008 to be identified as "qualified energy property" and is thus eligible for tax credits under the American Recovery and Reinvestment Act of 2009.

"Under penalties of perjury, I declare that I have examined this certification statement, and to the best of my knowledge and belief, the facts are true, correct, and complete."

James Van Harn II, Business Administrator



NC-30 Owner's Information

The NC-30 Indoor Pellet Stove below has been installed at the following address, which is the current principal dwelling of the named taxpayer:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Serial #: _____

Date Installed: _____

It is not required to present this certificate with your tax returns, but this certificate must be kept with your tax records. A professional tax consultant should be contacted for questions by taxpayers claiming a tax credit. **DISCLAIMER:** Nature's Comfort, LLC does not hold itself responsible or liable for a taxpayer's ability to receive a tax credit. Nature's Comfort, LLC is not a tax advisor.