

Question

WHAT IS THE DIFFERENCE BETWEEN A YELLOW FLAME AND A BLUE FLAME BURNER?

Answer

There is no significant difference between a blue and a yellow flame burner. No matter what color the flame is, your stove will provide you with heat and comfort. The emphasis should rather be put on the technical data of the stove. Chose the model that best suites your needs based on capacity, style, price, and size.

Question

CAN I CONVERT MY STOVE FROM A BLUE FLAME BURNER TO A YELLOW FLAME BURNER AND VICE-VERSA?

Answer

Your stove has been tested and certified according to North-American standards with a specific burner, which produces a yellow or blue flame effect. It is therefore strictly forbidden to bring any modification to your stove. Otherwise, your insurance coverage could cease and your warranty would be automatically nullified.

Question

CAN MY STOVE FUNCTION WITHOUT ELECTRICITY?

Answer

Absolutely. Since the stove is gravity fed, no electricity is required.

Exception #1: If the oil tank is lower than the stove and that an electric pump is needed to bring the oil to the burner, you will not be able to operate the stove without electricity, unless you use a generator to activate the pump.

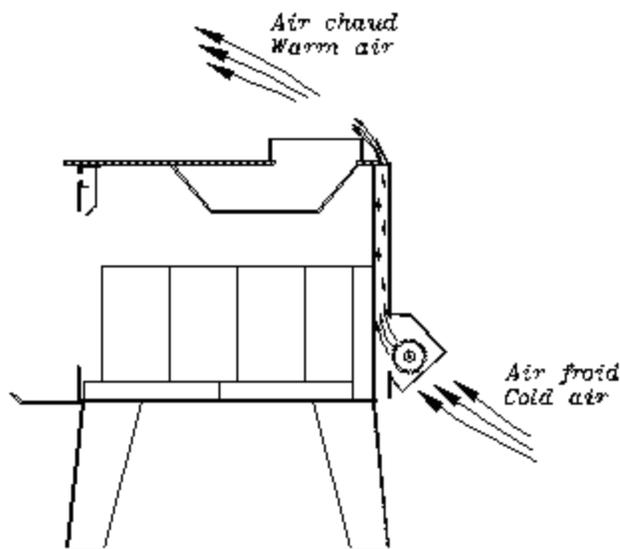
Exception #2: The optional blower and the wall thermostat kit both possess components that run on electricity. You will not be able to use these options without electricity.

Question

WHY SHOULD I INSTALL A BLOWER?

Answer

A blower can be installed at the back of your DROLET stove. This option enables you to redistribute into a room the heat trapped at the back of your stove. By forcing hot air toward the front, the blower enables you to extend the radiation power of your stove. If you do not have a blower and would like to purchase one, please consult our "[accessories](#)" section.



Question

DO I NEED A FLOOR PROTECTION?

Answer

You do not need a floor protection if your stove already sits on a non-combustible surface. Furthermore, it is not necessary to install a floor protection if your stove sits on a wood floor. However, any floor that is made of combustible synthetic material (ex: carpet) needs to be covered with a floor protection. In all cases, your best bet is prudence. Everywhere there is fire, there is a risk.

Question

IS IT POSSIBLE TO REDUCE THE MINIMUM CLEARANCES TO COMBUSTIBLE MATERIALS?

Answer

Before you read this section, please take note that the information supplied in the table below is based on Canadian standards and may not apply to other countries.

The minimum clearances can be reduced by installing a protective shield. The shield can be made of various non-combustible materials, such as ceramic, brick or metal. After installing a heat shield, the minimum clearances indicated on the stove's certification plate can be reduced, as summarized in the table below:

TYPE OF PROTECTION	Percentage of clearance reduction using shielding	
	SIDES AND BACK	TOP
Sheet metal, with minimum thickness of 0,013" (0,33mm), spaced out by at least 1" (25.4mm) by non-combustible spacers.	67%	50%
Ceramic tiles, or an equivalent non-combustible material installed on a non-combustible support, spaced out by at least 1" (25.4mm) by non-combustible spacers.	50%	33%
Ceramic tiles, or an equivalent non-combustible material installed on non-combustible supports with a minimum of 0,013" (0,33mm) sheet metal backing spaced out by at least 1" (25.4mm) by non-combustible spacers.	67%	50%
Brick, spaced out by at least 1" (25.4mm) by non-combustible spacers.	50%	N / A
Brick, with a minimum of 0,013" (0,33 mm) sheet metal backing spaced out by at least 1" (25.4mm) by non-combustible spacers.	67%	N / A

Source: CSA Standard B365-1991, Table 4, Page 27.

Question

WHAT TYPE OF EXHAUST SYSTEM DO I NEED?

Answer

Your exhaust system should be comprised of two main elements: a chimney and a connector (commonly called stove pipe). There exists two types of chimneys for oil stoves: type A and type L chimneys. The chimney is hooked up to the stove using the connector, which is made of steel with a minimum thickness of 24 ga. The connector cannot go through ceilings, closets, floors, or any other combustible material. Only type A insulated chimney can go through combustible material and out to the exterior of the house, as per the manufacturer's specifications

Question

WHAT IS THE DIFFERENCE BETWEEN A TYPE "A" AND A TYPE "L" CHIMNEY?

Answer

Type A chimneys have insulation. Type L chimneys have a double wall. It is the air “cushion” that creates the insulation on a Type L chimney. Drolet recommends the use of a Type A chimney for its oil stoves.

Question

CAN I INSTALL MY OIL STOVE USING THE EXISTING MASONRY CHIMNEY?

Answer

It is possible to install you oil stove using the existing masonry chimney. However, our oil stoves are approved for installation with an exhaust system that has a diameter of 5 inches (127mm). Masonry chimneys usually have a much larger diameter. You will therefore need to install a stainless steel liner with a diameter of 5 inches in your existing masonry chimney. If this is not done, you will probably end up with draft problems.

Question

HOW CAN I DETERMINE WHAT SIZE OF STOVE I NEED?

Answer

Before answering this question, it is very important that you clearly identify what your needs are. Some people will buy a stove simply to enhance the ambiance of a room, while others will buy a stove as their main source of heat. There is no good or bad reason for buying an oil stove. If you simply want to enhance the ambiance of a room, most small to medium stoves will suit your needs. Simply choose the style you like best, and put the stove in the room where you spend the most time. The heat will create an atmosphere of warmth and well-being.

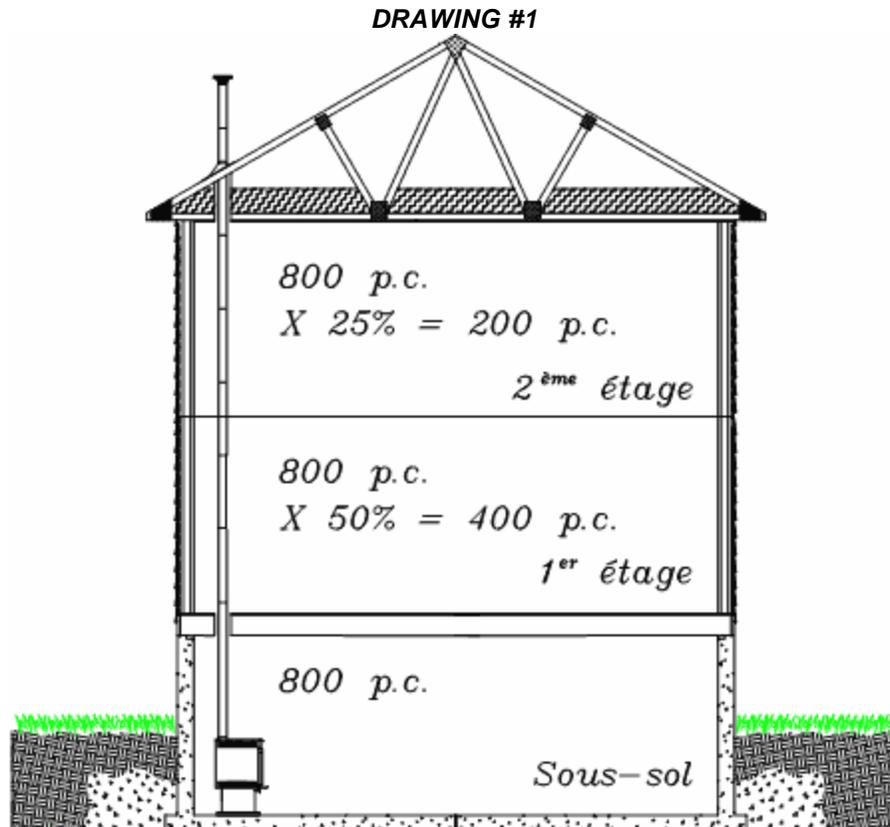
If your primary need is heat, you must verify the heating capacity of your stove based on the technical data provided by the manufacturer. For instance, if you want to heat a 800² area, you need to buy a stove with a minimum capacity of 800².

If you need to heat more than one floor, keep in mind that heat rises. Therefore, a stove located in your basement will help you heat the main floor as well. However, the contrary is not true; a stove located on the main floor (ground floor) will not heat the basement.

If you need to heat two floors, calculate the surface of the lower floor. Then, add 50% of the surface of the upper floor. For instance, if you install a stove in the basement and you have 800², you will need a stove with a minimum capacity of 1,200².

If you need to heat more than two floors, calculate the surface of the lower floor (where the stove is located). Then, add 50% of the surface of the middle floor, and 25% of the surface of the upper floor. For instance, if you install a stove in the basement and you have 800², you will need a stove with a minimum capacity of 1,400² (800+400+200= 1,400).

WARNING: Oil stoves are designed for “zone” heating and work by radiation. They are not central heating systems. The room where the stove is located and the rooms directly above the stove will always reach higher temperatures than the rooms distant from the stove. If you want an even temperature throughout the house, you need to consider a central heating system, such as an oil furnace. Furthermore, you must keep in mind that the size of the stove you need may vary based on the insulation of your house, its exposition to wind, and its number of windows. It will always prudent to buy a stove with a capacity that is slightly higher than the minimum capacity that you need. For instance, if you need a minimum capacity of 1,400f², it will be more prudent to buy a stove with a capacity of 1,500 or 1,600f².



Drawing #1 gives an example of the minimum heating capacity required for a stove to be installed in a house with three floors of 800f² each. We take for assumptions that the house is well insulated and that air can circulate between each floor through an open stairway and/or floor traps.

Question

CAN I BURN WOOD OR PAPER IN MY OIL STOVE?

Answer

Your stove has been designed to burn oil only. Wood burning is impossible and dangerous. By trying to burn wood, you will damage your stove and expose yourself to risks that will not be covered by your warranty, nor your insurer.

Burning paper as a mean of pre-heating the chimney must be avoided. Paper residues cans plug the holes in the burner, which can stop the oil flow and cause the stove to cease working properly. In order to pre-heat the chimney, use a lighting gel specifically designed for this purpose.

Question

WHERE CAN I FIND AN INSTALLER FOR MY OIL STOVE?

Answer

There are many companies specializing in the installation of heating equipment, including oil burning stoves. You dealer may have its own installation service or may be able to refer a qualified installer for your region. If your dealer cannot put you in contact with a an installer, consult your local directories and look for companies specializing in “plumbing, heating, and ventilation”. Companies that provide installation and maintenance services for fuel oil furnaces can often install all king of oil burning equipment, including oil stoves.

Question

WHAT DO THE WORDS “DRAFT” AND “NEGATIVE PRESSURE” MEAN?

Answer

The word “**draft**” refers to the hot air movement that circulates in your stove’s exhaust system, going from the stove to the outside of the house, and carrying with it the combustion residues. The draft is a natural phenomenon. Hot air weights less than cold air, causing it to rise. This is why the higher the temperature in the exhaust system, the stronger the draft. It is also important to say that the “**tunnel effect**” created by the exhaust system contributes to increasing the draft effect. This is why chimneys that are excessively long often create excessive draft, while chimneys that are abnormally short will have an excessively low draft.

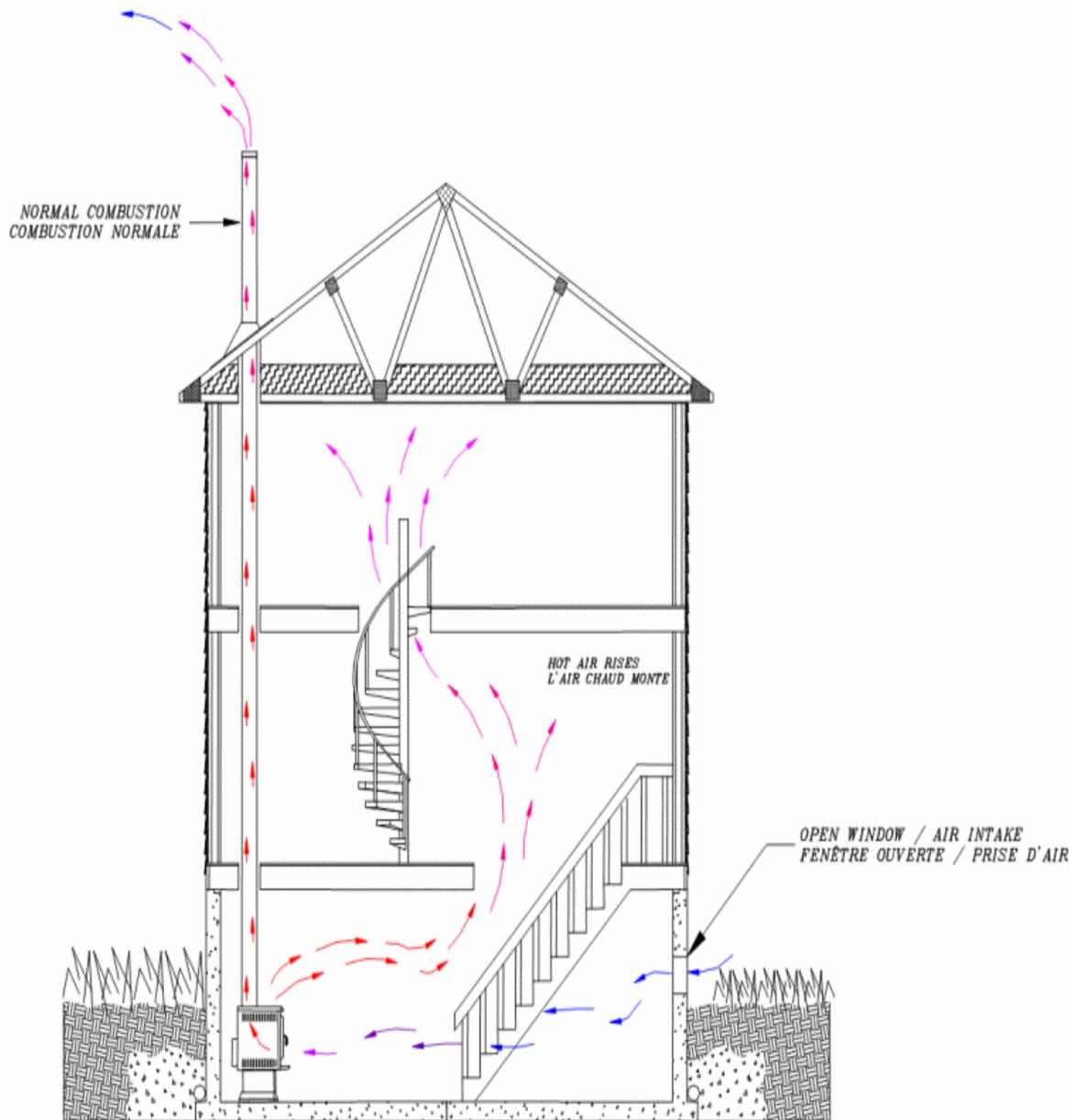
“**Negative pressure**” can be seen as a “**reverse draft**”. That is, air will circulate from the chimney toward the interior of the house. Negative pressure is often what causes smoking problems. In general, negative pressure is the result of either one or a combination of the three factors explained below:

1. A cold chimney. Cold air, which is heavier that hot air, has a tendency to go down the chimney and create the effect of a “clog”. This explains why a stove that has not worked for a long time and which chimney is very cold will sometimes be hard light.
2. Negative pressure can also occur as a result of a “vacuum effect” in the room or the house. The air in a house is constantly moving. Hot air rises, cold air moves down. Air can also be expelled outside of the house with the use of air-moving equipment, such as a range hood, a air exchanger, a bathroom fan, a dryer, etc. Furthermore, air goes in and

out of the house through cracks, doors, windows, etc. If air leaves a room without being replaced, a “vacuum effect” is created. Therefore, if a house is well insulated and all windows are closed, the room will source its air through the easiest alternative route, which is often your stove’s exhaust system. This creates a negative pressure in your exhaust system. You now understand why it is often suggested that a window be slightly open in the room where the stove is located. This enables the room to easily source its air outside the house without searching for an alternative route. The vacuum effect can be amplified when your stove is located in the basement. This is due to the fact that your house itself acts like a chimney. Since hot air will rise to upper floors in the house, it will “draw” air from the basement of the house. This is called the “chimney stack effect”.

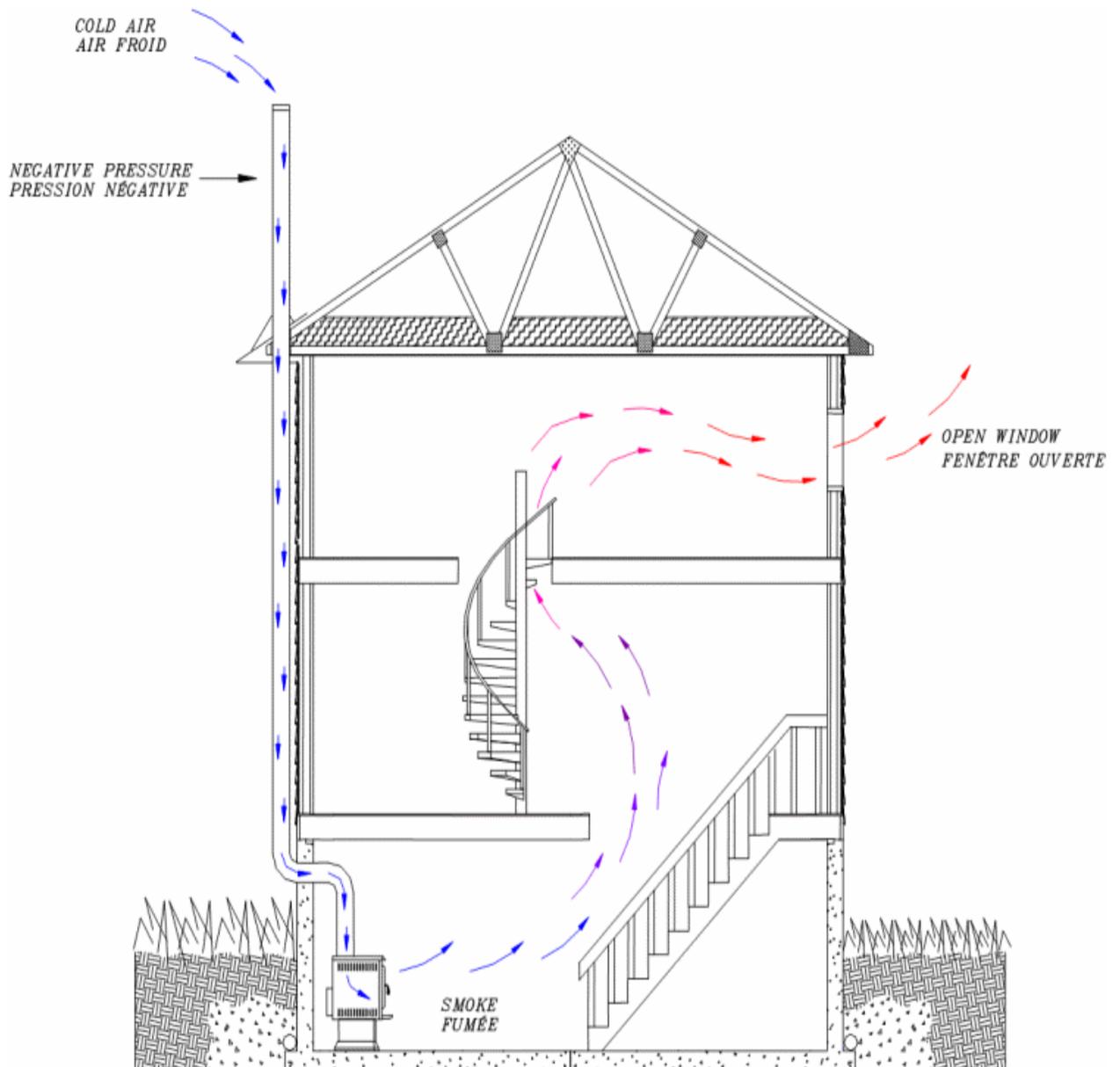
3. Wind can also be a third cause of negative pressure. When your house is located near a structure which height is superior to your chimney’s, wind currents can create an interference with your chimney, leading to negative pressure problems.

DRAWING #1B



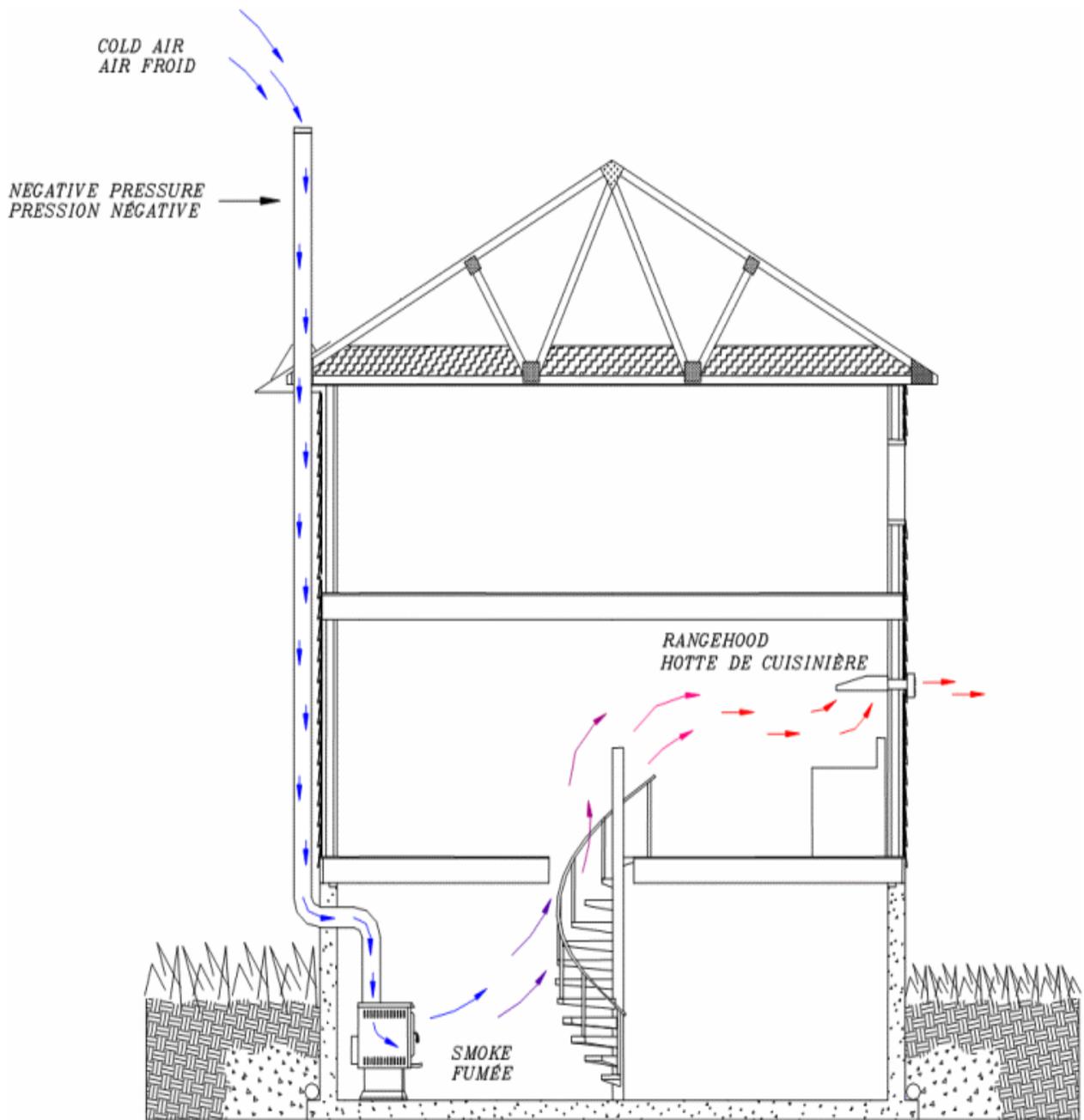
DRAWING #1B shows a stove functioning under normal and adequate conditions. Heat rises to the upper floors and the room where the stove is located has an adequate supply of oxygen. The chimney draft is sufficient and the combustion gases are evacuated normally through the exhaust system.

DRAWING #2B

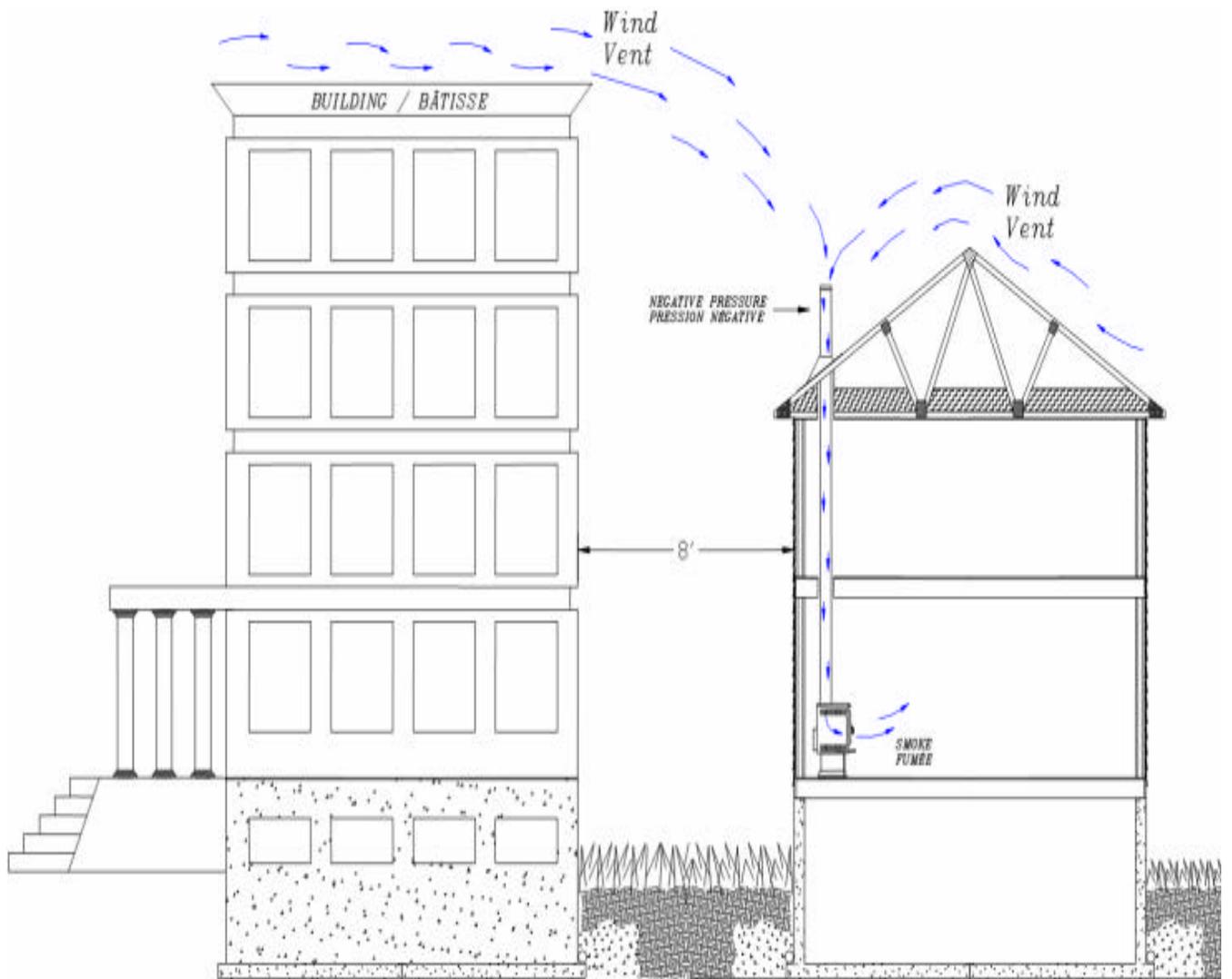


DRAWING #2B shows the effect of a cold chimney. Cold air creates a reverse draft (negative pressure), which causes smoking problems. This phenomenon is amplified by the fact that heat rises, which creates a draft from the basement of the house to the upper floors ("chimney stack effect").

DRAWING #3B

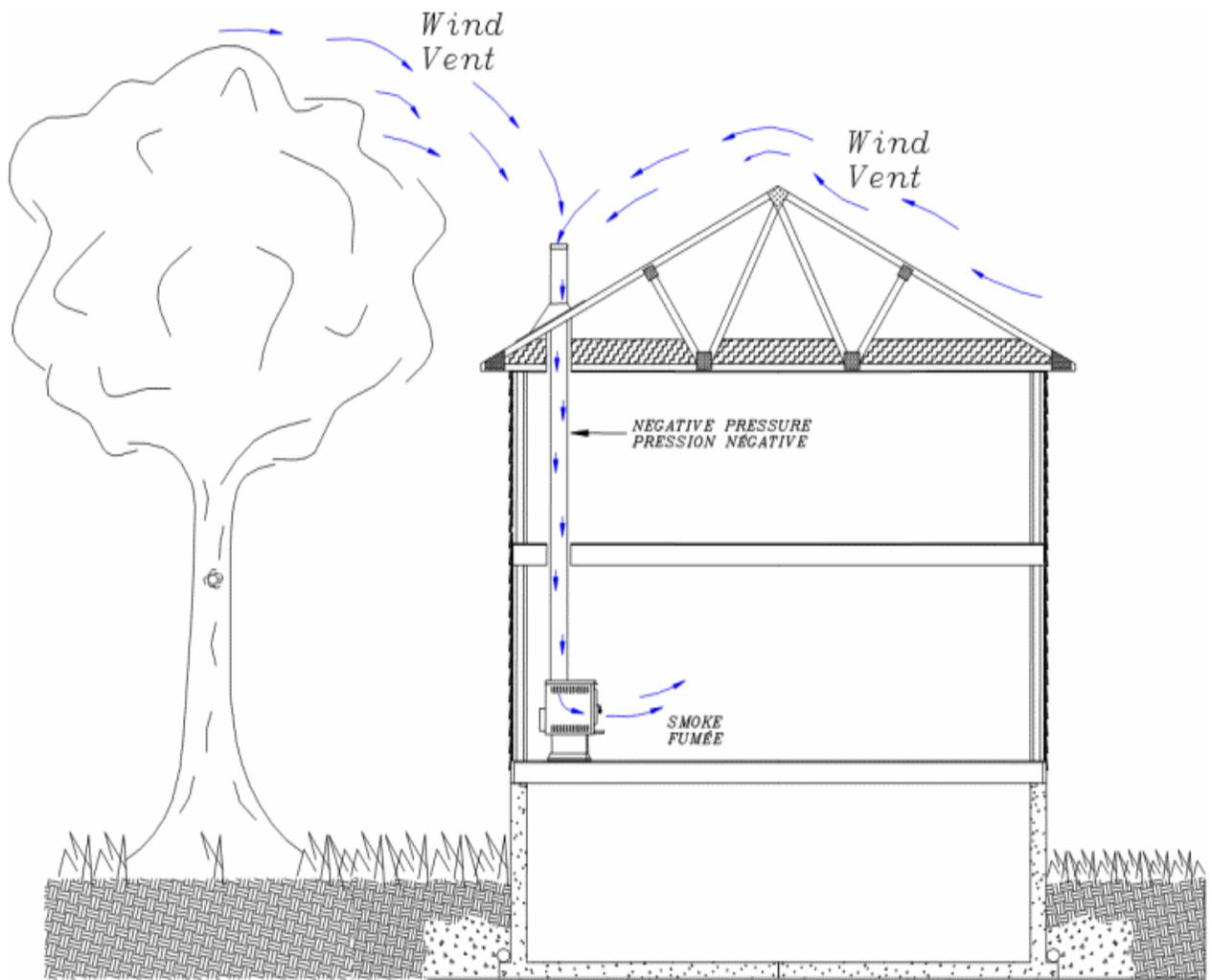


DRAWING #3B shows the effect of negative pressure caused by an air-moving device inside the house. In the example above, the range hood draws air from inside the house, which is replaced by air coming from the chimney. The result is a smoking problem.
DRAWING #4B

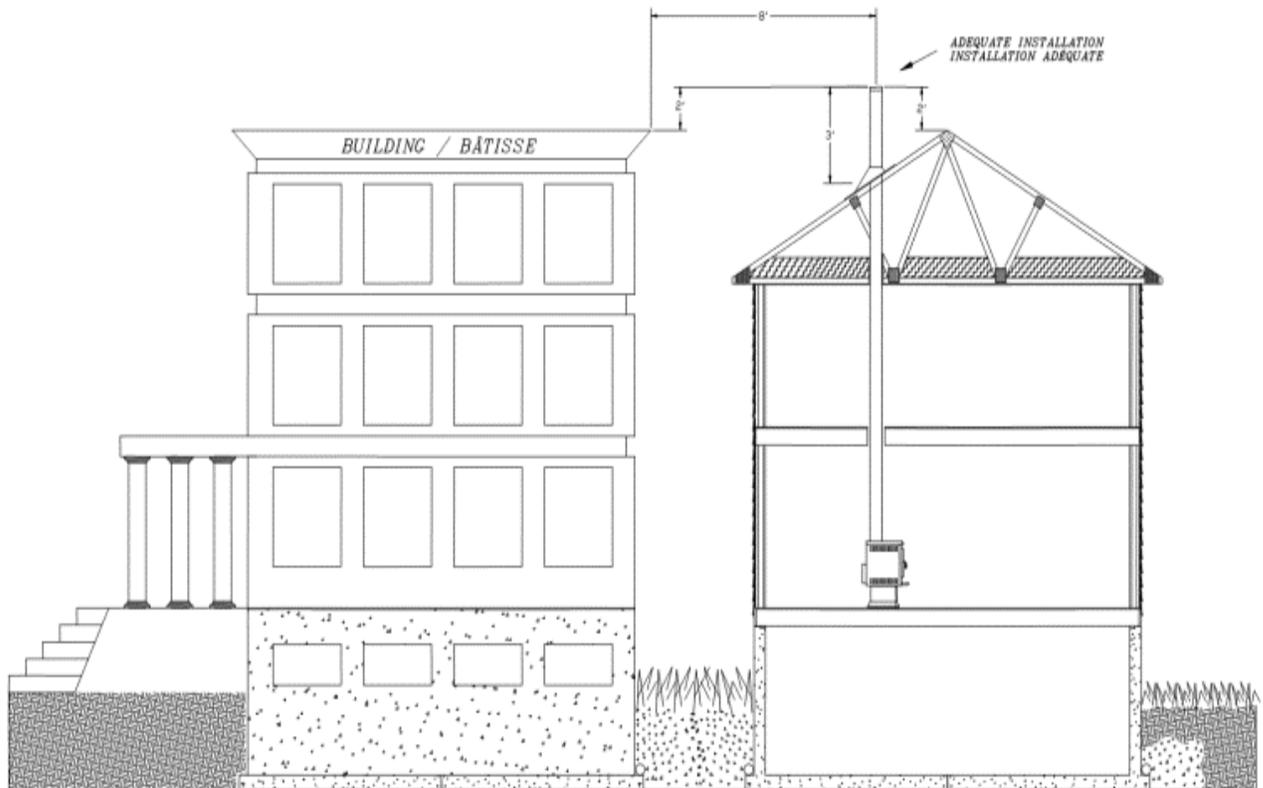


DRAWING #4B shows the negative pressure effect caused by wind, influenced by nearby structures such as a building.

DRAWING #5B



DRAWING #5B shows the negative pressure effect that can be caused by wind, influenced by nearby structures such as a tree.
DRAWING #6B



DRAWING #6B shows the minimum height that the chimney should have, considering adjacent structures located within a horizontal distance of 10 feet.

Question

WHY DOES THE GLASS GET SO DIRTY?

Answer

Possible causes and solutions :

1. The door is not properly closed or there is a gap between one of the glass lamellas. The door gasket could also be too old. The air that goes into your stove through openings (other than the openings in the burner) can cause a instability in the combustion process, resulting in sooth deposits on the glass.

Solution : The door must be closed at all times. Make sure that the glass lamellas are tightly in place. Furthermore, if the door gasket is too old and does not seal the door properly, replace it.

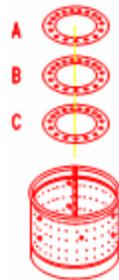
2. The burst disc located on the top of the stove is not put in place properly. The air that goes into your stove through openings (other than the openings in the burner) can cause instability in the combustion process, resulting in sooth deposits on the

glass.

Solution : Make sure that the burst disc is put in place properly. It should be even with the top of the stove.

3. **The catalytic rings are not in the right position, causing instability in the combustion process.**

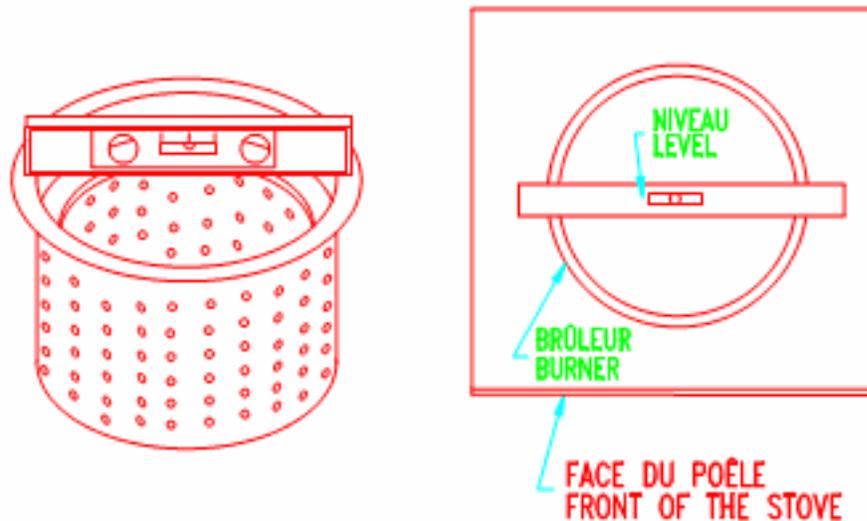
Solution : Each ring is stamped with the letters "A", "B", or "C". The location of each ring is very important. Ring "A" is always the top ring, "B" is the middle one, and "C" is the bottom one.



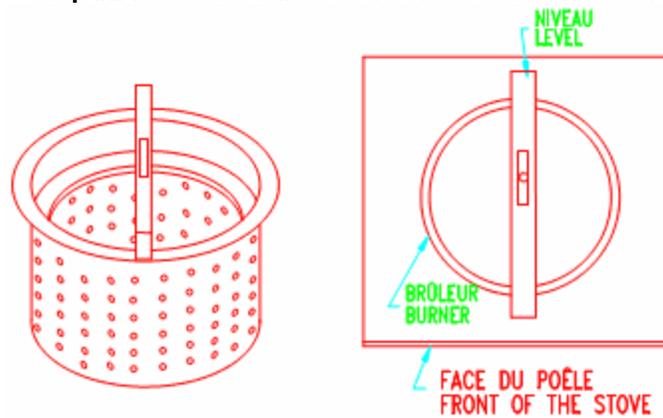
4. **The burner is not level. This prevents an even dispersion of the oil on the burner surface. When too much oil is accumulated in one spot, there is not enough air to allow for a complete combustion, which creates soot deposits on the glass.**

Solution : Make sure the burner is level. Put a level on top of the burner. Then, adjust the stove's threaded legs accordingly.

Step #1 : level the burner in the east/west direction.



Step #2 : level the burner in the north/south direction.



- 5. The burner is dirty. A burner that has not been cleaned on a regular basis will accumulate residues, which will end up clogging the burner holes. This causes instability in the combustion process, resulting in soot deposits on the stove's glass.**

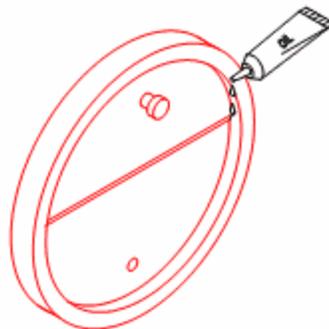
Solution : Visually inspect the burner on a weekly basis. Remove residues by scrubbing the burner with a steel wool. Use an industrial vacuum cleaner (ex: "Shop Vac") to collect the remaining dirt.

- 6. The oil flow has been increased to rapidly.**

Solution : Decrease the oil flow back to position #1. Allow a few minutes for the combustion to become stable. Increase the oil flow by one position every 10 minutes until you reach the desired intensity.

- 7. The draft regulator at the back of the stove needs lubrication. If the draft regulator does not open freely, the stove may not get the air it needs to complete the combustion process and reach the appropriate draft, causing soot deposits on the glass.**

Solution : Make sure that the draft regulator at back of the stove opens and closes freely. Apply a lubricant (ex: WD40) on moving parts.



8. The chimney draft is too weak. As a result, combustion residues are not properly evacuated, causing soot deposits on the glass.

Solution #1 : The lack of adequate draft may simply be caused by a lack of heat inside the chimney. Start the fire by pouring 2 ounces (50ml) of fire-lighting gel into the burner. Do not turn the oil on right away (leave the oil flow control knob at zero). The burning gel will allow the chimney to heat up until it reaches a temperature that will generate an adequate draft. When the burning gel's intensity starts to diminish, turn the oil flow control knob to position #1. Increase the oil flow by one position every 10 minutes until you reach the desired intensity.

Solution #2 : The lack of adequate draft may be due to an improper adjustment of the draft regulator located at the back of the stove. The draft regulator should have been adjusted by a qualified technician when the stove was installed. If this has not been done, have a qualified technician take a draft reading and adjust the draft regulator. Your qualified technician must use a manometer to obtain a draft reading. During this procedure, the oil flow control knob must be set at position #1 and all air-moving equipment inside the house (range hood, heat exchanger, bathroom fan, etc.) must be in operation. The reading on the manometer must correspond to the minimum prescribed draft indicated on the certification plate located at the back of the stove. The prescribed draft is set at 0,05 INWC for most oil stoves. If the adjustment of the draft regulator does not increase the chimney draft, go to solutions #3 to #6.

Solution #3 : Your stove may be located in an area where the volume of oxygen is not sufficient to allow for a complete combustion. If there is a window in the room where the stove is located, open it by at least 2 inches. If this solves the problem, it may indicate that your house is over-insulated or the room is too small. Without an additional supply of oxygen, your stove will not function normally. The ideal solution is to install a permanent fresh air intake located at a distance of 6 to 12 inches from the stove.

Solutions #4 : Your exhaust system may be too short. In order to obtain a sufficient draft, your exhaust system must have a minimum height. A minimum height of 15 feet (from the connector at the back of the stove to the chimney cap outside the house) will be adequate in most cases. HOWEVER: remember that longer is not always better. An exhaust system that is excessively high may be difficult to pre-heat and control. If your exhaust system is too short, add some chimney sections.

Solution #5 : Your exhaust system may be too tortuous or may not have the minimum slope required to allow for a proper draft. Your exhaust system should never have more than two 90° elbows. Furthermore, the horizontal sections of your exhaust system should be as short as possible (maximum 8') and must have a minimum upward slope of ¼" per foot.

Solution #6 : Your chimney may be oversized. The effect of an oversized chimney is generally the reduction of the temperatures inside the chimney, due to the larger volume that needs to be heated. This weakens the chimney draft. Our oil stoves are tested to be installed on a chimney with an interior diameter of 5 inches (127mm). If you do not have a 5" chimney, you can insert a stainless steel liner inside the existing chimney in order to reduce its interior diameter to 5 inches. This will help keep chimney temperatures higher, therefore increasing the chimney draft.

Question

WHY ARE THERE ODORS OR OCCASIONAL SMOKING PROBLEMS?

Answer

Possible causes and solutions :

1. **The room where the stove is located is under a negative pressure effect.**

Solution #1 : If this situation occurs when you light-up the stove, it is probably due to the fact that the chimney is very cold. Start your stove by pouring approximately 2 ounces (50ml) of fire-lighting gel in to the burner. Do not turn the oil on right away (leave the oil flow control knob at zero). The burning gel will allow the chimney to heat up until it reaches a temperature that will generate an adequate draft. When the burning gel's intensity starts to diminish, turn the oil flow control knob to position #1. Increase the oil flow by one position every 10 minutes until you reach the desired intensity.

Solution #2 : Check if this situation occurs when air-moving devices are working (range hood, heat exchanger, bathroom fan, etc.). If so, make sure you turn those systems off when you operate the stove. If this is not possible, you will need to install a permanent fresh air intake near to stove in order to replace the air that is sucked out of the house by your ventilation systems. The fresh air intake should be install at a distance of 6 to 12 inches from the stove.

Solution #3 : The negative pressure effect may be caused by the wind blowing into your chimney. This is often caused by the interference of nearby structures. In order to avoid such interference, your chimney should be higher (by at least two feet) than any structure located in a horizontal distance of 10 feet. Most houses located in residential areas do not have structures located within a 10 foot distance of the chimney, other that the house's own roof top. It this is your case, you must make sure that the chimney exceeds the highest roof point by at least 2 feet.

Question

WHY DOES THE FIRE GO OUT?

Answer

Possible causes and solutions :

1. **The oil tank is empty and/or the taps are closed.**

Solution : Verify that there is oil in the tank and that the taps are open. If the tank is empty, fill-it up. Then, verify that the oil reaches the burner by leaving the stove's oil flow control knob at position #1 for a few seconds. You should be able to see and touch a thin layer of oil inside the burner.

2. The carburetor's small float compartment is full of oil and activates the safety mechanism. This generally occurs when the oil is injected too rapidly in a new or empty carburetor. If this situation has occurred, you will not be able to operate the stove properly until all the oil is removed from the small float compartment.

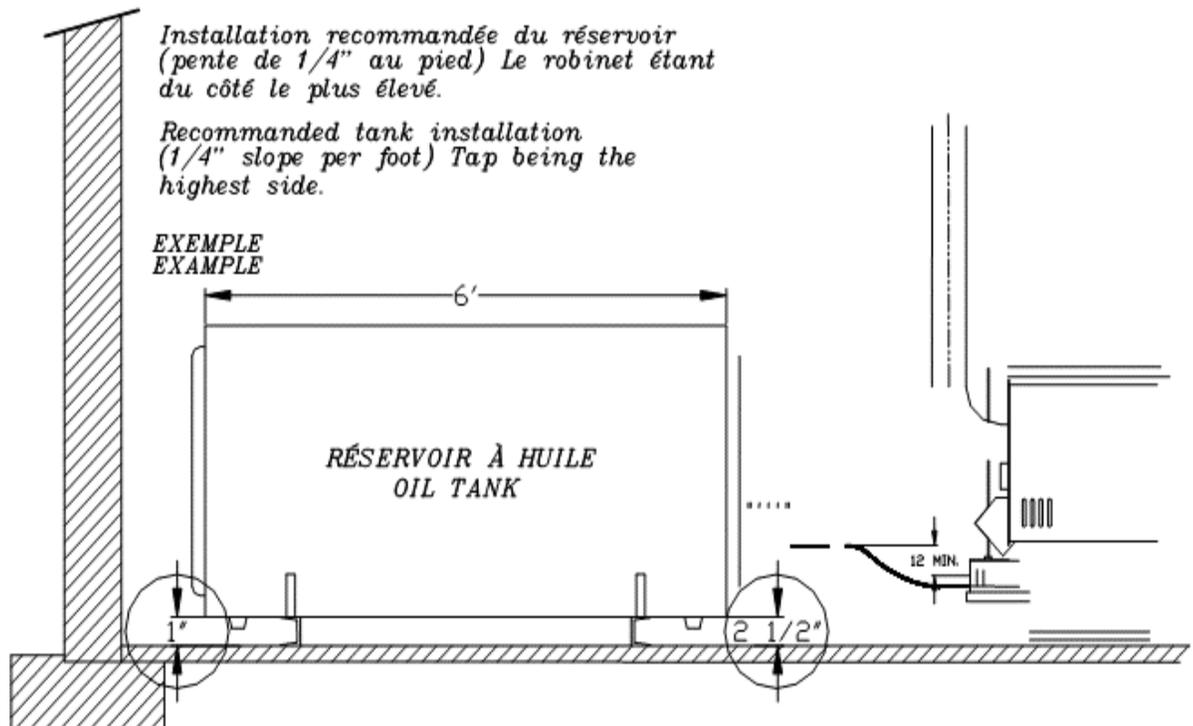
Solution : Remove the 4 screws on the silver data plate located on top of the carburetor. Then, remove the 3 screws that retain the top portion of the carburetor. With a needle, grab the little float located in the small compartment. Remove the oil with a sponge. **BE CAREFULL:** if you are not sure about what you are doing, consult a qualified technician. If you remove the wrong screws, you may disarrange the carburetor, which will need to be replaced.

3. The oil tank is located outside the house and you are burning oil #2. When the outside temperature is very cold, the flow of oil #2 can be greatly reduced. Therefore, your stove may not have the oil flow necessary to operate at its full capacity.

Solution : Always use oil #1 when your oil tank is located outside. Furthermore, we recommend that you use a copper pipe with a 1" diameter to link the oil tank to the house. The copper pipe must however keep a 3/8" diameter when it is inside the house.

4. The oil tank filter is clogged. This can occur when the filter is not periodically replaced.

Solution : Ideally, replace the oil tank filter at the beginning of each heating season. Furthermore, in order to avoid the risk of blocking the filter with oil tank residues, it is recommended that your oil tank be installed with a horizontal slope of at least 1/4" per foot. This will help concentrate the accumulation of residues at the back of the oil tank instead of near the tap entry.



5. The carburator's filter is clogged.

Solution : Clean the carburator's filter. Start by closing all taps. Remove the two screws on the small silver plate on the side of the carburator. Then, remove the rubber joint and the nylon filter. Clean the filter with hot water. Put everything back into place.

6. The chimney draft is too weak. This causes the fire to slowly go out.

Solution #1 : The lack of adequate draft may simply be caused by a lack of heat inside the chimney. Start the fire by pouring 2 ounces (50ml) of fire-lighting gel into the burner. Do not turn the oil on right away (leave the oil flow control knob at zero). The burning gel will allow the chimney to heat up until it reaches a temperature that will generate an adequate draft. When the burning gel's intensity starts to diminish, turn the oil flow control knob to position #1. Increase the oil flow by one position every 10 minutes until you reach the desired intensity.

Solution #2 : The lack of adequate draft may be due to an improper adjustment of the draft regulator located at the back of the stove. The draft regulator should have been adjusted by a qualified technician when the stove was installed. If this has not been done, have a qualified technician take a draft reading and adjust the draft regulator. Your qualified technician must use a manometer to obtain a draft reading. During this procedure, the oil flow control knob must be set at position #1 and all air-moving equipment inside the house (range hood, heat exchanger, bathroom fan, etc.) must be in operation. The reading on the manometer must correspond to the minimum prescribed draft indicated on the certification plate located at the back of the stove. The prescribed draft is set at 0,05 INWC for most oil stoves. If the adjustment of the draft regulator does not increase the chimney draft, go to solutions #3 to #6.

Solution #3 : Your stove may be located in an area where the volume of oxygen is not sufficient to allow for a complete combustion. If there is a window in the room where the stove is located, open it by at least 2 inches. If this solves the problem, it may indicate that your house is over-insulated or the room is too small. Without an additional supply of oxygen, your stove will not function normally. The ideal solution is to install a permanent fresh air intake located at a distance of 6 to 12 inches from the stove.

Solutions #4 : Your exhaust system may be too short. In order to obtain a sufficient draft, your exhaust system must have a minimum height. A minimum height of 15 feet (from the connector at the back of the stove to the chimney cap outside the house) will be adequate in most cases. **HOWEVER:** remember that longer is not always better. An exhaust system that is excessively high may be difficult to pre-heat and control. If your exhaust system is too short, add some chimney sections.

Solution #5 : Your exhaust system may be too tortuous or may not have the minimum slope required to allow for a proper draft. Your exhaust system should never have more than two 90° elbows. Furthermore, the horizontal sections of your exhaust system should be as short as possible (maximum 8') and must have a minimum upward slope of ¼" per foot.

Solution #6 : Your chimney may be oversized. The effect of an oversized chimney is generally the reduction of the temperatures inside the chimney, due to the larger volume that needs to be heated. This weakens the chimney draft. Our oil stoves are tested to be installed on a chimney with an interior diameter of 5 inches (127mm). If you do not have a 5" chimney, you can insert a stainless steel liner inside the existing chimney in order to

reduce its interior diameter to 5 inches. This will help keep chimney temperatures higher, therefore increasing the chimney draft.

Question

WHY IS THE FLAME PATTERN UNSTABLE?

Answer

Possible causes and solutions :

1. **The chimney is oversized. The effect of an oversized chimney is generally the reduction of the temperatures inside the chimney, due to the larger air volume that needs to be heated. This weakens the chimney draft, which can cause instability in the flame pattern.**

Solution : Our oil stoves are tested to be installed on a chimney with an interior diameter of 5 inches (127mm). If you do not have a 5" chimney, you can insert a stainless steel liner inside the existing chimney in order to reduce its interior diameter to 5 inches. This will help keep chimney temperatures higher, therefore increasing the chimney draft and stabilizing the flame pattern.

2. **The chimney is too long. The longer the chimney, the longer it takes to reach the adequate draft and stabilize the flame pattern.**

Solution : Start the fire by pouring 4 ounces (100ml) of fire-lighting gel into the burner. Do not turn the oil on right away (leave the oil flow control knob at zero). The burning gel will allow the chimney to heat up until it reaches a temperature that will generate an adequate draft. When the burning gel's intensity starts to diminish, turn the oil flow control knob to position #1. Increase the oil flow by one position every 10 minutes until you reach the desired intensity. This lighting procedure should allow the chimney to heat up until it reaches a temperature that will generate an adequate draft and stabilize the flame pattern.

3. **The flame pattern may be disturbed by the wind blowing into your chimney. This is often caused by the interference of nearby structures.**

Solution : In order to avoid the interference of nearby structures, your chimney should be higher (by at least two feet) than any structure located in a horizontal distance of 10 feet. Most houses located in residential areas do not have structures located within a 10 foot distance of the chimney, other than the house's own roof top. If this is your case, you must make sure that the chimney exceeds the highest roof point by at least 2 feet. You can also use a chimney cap that is specifically designed to reduce the effects of wind. Your retailer will be able to provide you with the part you need.

Question

WHY DOESN'T MY STOVE PRODUCE ENOUGH HEAT?

Answer

Possible causes and solutions :

1. **The oil flow control knob is set too low.**

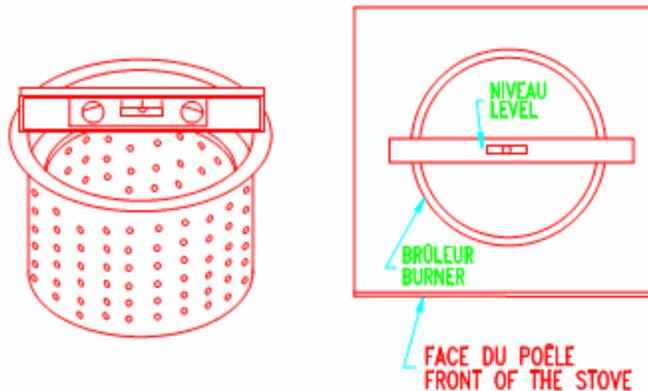
Solution #1 : Increase the oil flow control knob by one position every 10 minutes until the desired intensity is reached. **DO NOT MODIFY THE ADJUSTMENTS ON THE CARBURATOR.** The adjustments on the carburator are done at the factory level, using specialized equipment. By trying to adjust the carburator yourself, you will worsen the problem.

Solution #2 : Verify that the cleaning tee rod is completely pulled out toward the exterior of the burner. If the cleaning tee rod extends too far into the burner, it can overheat. This can cause the small orange rubber joint to melt and partially block the oil entry into the burner.

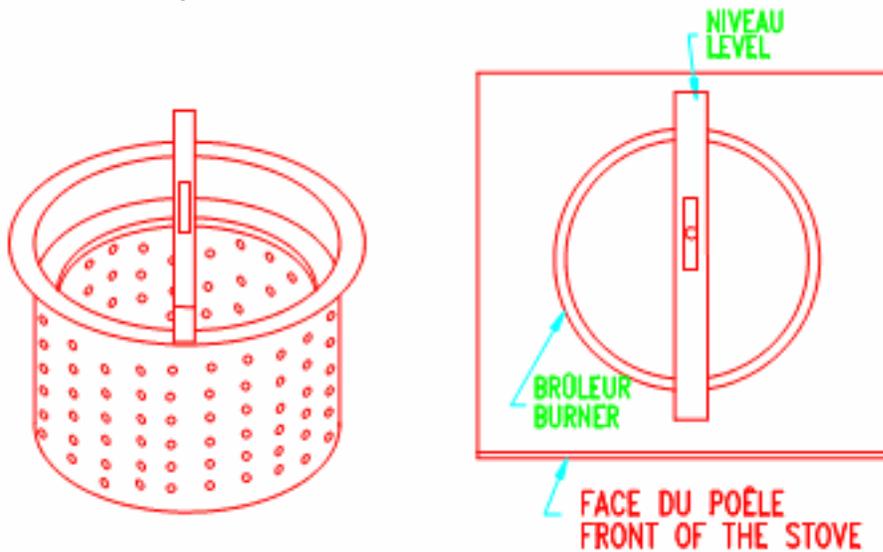
2. **The stove is not level and the carburator is sitting lower than the burner. Since your stove is gravity fed, it is essential that the oil be able to flow from the carburator to the burner. For this to occur, the carburator must be sitting at a higher level than the burner. The burner must also be level in order to allow for a uniform dispersion of the oil.**

Solution : Make sure that the carburator is sitting higher than the burner. Then, make sure that the burner is level. Put a level on top of the burner and adjust the stove's threaded legs accordingly.

Step #1 : level the burner in the east/west direction.



Step #2 : level the burner in the north/south direction.

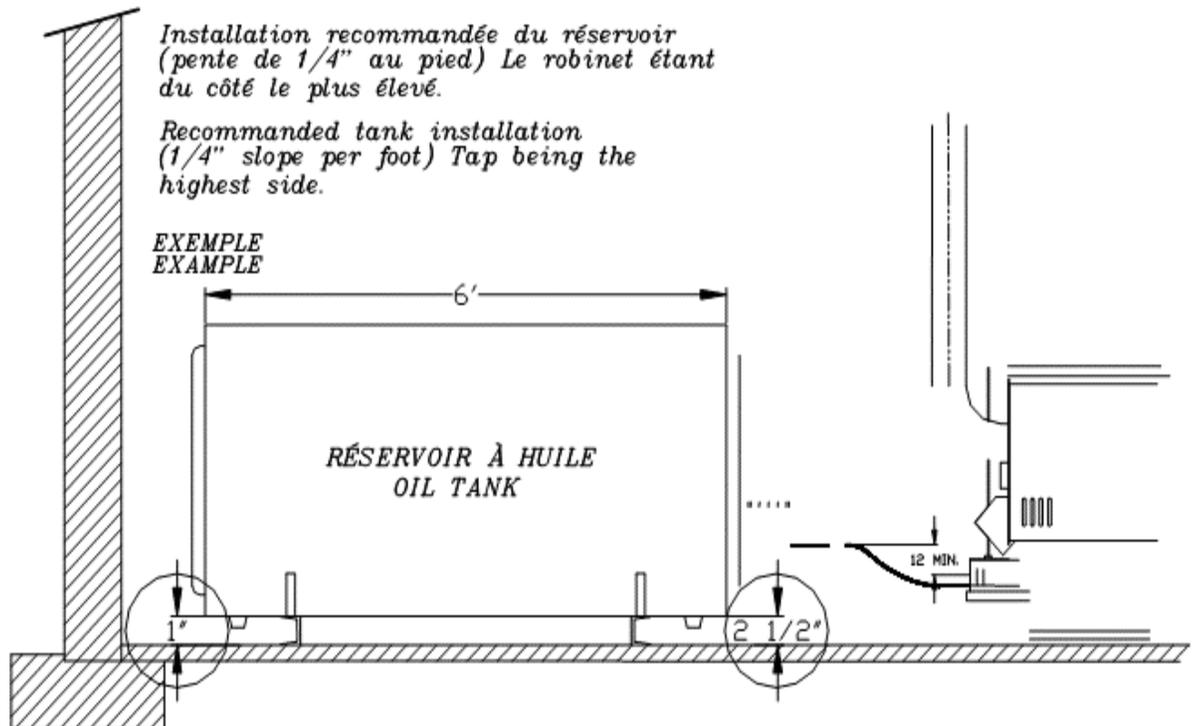


3. **The oil tank is located outside the house and you are burning oil #2. When the outside temperature is very cold, the flow of oil #2 can be greatly reduced. Therefore, your stove may not have the oil flow necessary to operate at its full capacity.**

Solution : Always use oil #1 when your oil tank is located outside. Furthermore, we recommend that you use a copper pipe with a 1" diameter to link the oil tank to the house. The copper pipe must however keep a 3/8" diameter when it is inside the house.

4. **The oil tank filter is clogged. This can occur when the filter is not periodically replaced.**

Solution : Ideally, replace the oil tank filter at the beginning of each heating season. Furthermore, in order to avoid the risk of blocking the filter with the oil tank residues, it is recommended that your oil tank be installed with a horizontal slope of at least 1/4" per foot. This will help concentrate the accumulation of residues at the back of the oil tank instead of near the tap entry.



5. The carburator's filter is clogged, which reduces the oil flow.

Solution : Clean the carburator's filter. Start by closing all taps. Remove the two screws on the small silver plate on the side of the carburator. Then, remove the rubber joint and the nylon filter. Clean the filter with hot water. Put everything back into place.

6. The chimney draft is too weak or too strong.

Solution #1 : In the case of a chimney draft that is too weak, the problem may simply be caused by a lack of heat inside the chimney as a result of an inadequate lighting procedure. Start the fire by pouring 2 ounces (50ml) of fire-lighting gel into the burner. Do not turn the oil on right away (leave the oil flow control knob at zero). The burning gel will allow the chimney to heat up until it reaches a temperature that will generate an adequate draft. When the burning gel's intensity starts to diminish, turn the oil flow control knob to position #1. Increase the oil flow by one position every 10 minutes until you reach the desired intensity.

Solution #2 : A draft that is too strong or too weak may be the result of an improper adjustment of the draft regulator located at the back of the stove. The draft regulator should have been adjusted by a qualified technician when the stove was installed. If this has not been done, have a qualified technician take a draft reading and adjust the draft regulator. Your qualified technician must use a manometer to obtain a draft reading. During this procedure, the oil flow control knob must be set at position #1 and all air-moving equipment inside the house (range hood, heat exchanger, bathroom fan, etc.) must be in operation. The reading on the manometer must correspond to the minimum prescribed draft indicated on the certification plate located at the back of the stove. The

prescribed draft is set at 0,05 INWC for most oil stoves.

Solution #3 : If the chimney draft remains too weak, Your stove may be located in an area where the volume of oxygen is not sufficient to allow for a complete combustion. If there is a window in the room where the stove is located, open it by at least 2 inches. If this solves the problem, it may indicate that your house is over-insulated or the room is too small. Without an additional supply of oxygen, your stove will not function normally. The ideal solution is to install a permanent fresh air intake located at a distance of 6 to 12 inches from the stove.

Solution #4 : Your exhaust system may be too short. In order to obtain a sufficient draft, your exhaust system must have a minimum height. A minimum height of 15 feet (from the connector at the back of the stove to the chimney cap outside the house) will be adequate in most cases. HOWEVER: remember that longer is not always better. An exhaust system that is excessively high may be difficult to pre-heat and control. If your exhaust system is too short, add some chimney sections.

Solution #5 : Your exhaust system may be too tortuous or may not have the minimum slope required to allow for a proper draft. Your exhaust system should never have more than two 90° elbows. Furthermore, the horizontal sections of your exhaust system should be as short as possible (maximum 8') and must have a minimum upward slope of ¼" per foot.

Solution #6 : Your chimney may be oversized. The effect of an oversized chimney is generally the reduction of the temperatures inside the chimney, due to the larger volume that needs to be heated. This weakens the chimney draft. Our oil stoves are tested to be installed on a chimney with an interior diameter of 5 inches (127mm). If you do not have a 5" chimney, you can insert a stainless steel liner inside the existing chimney in order to reduce its interior diameter to 5 inches. This will help keep chimney temperatures higher, therefore increasing the chimney draft.

Solution #7 : In the case of excessive draft, it is possible to install a second draft regulator located within the first 18 inches on the stove connector. Your dealer will be able to supply the appropriate part.

Question

WHEN DO I NEED TO REPLACE MY DOOR GASKET AND WHAT TYPE OF GASKET DO I NEED TO BUY?

Answer

The gasket is there to insure that your stove remains air tight, which is necessary for your stove to function properly. How frequently you replace the gasket really depends on how often you fire your stove. When the gasket becomes really hard and that you notice an gap between the door and the stove, it is time to replace it. If you fire your stove on a regular basis during all winter, you may need to replace the gasket before every heating season. We strongly suggest that you use the genuine gasket supplied by the manufacturer. The genuine gasket has a better density and comes with a special adhesive. It will last much longer. Avoid liquid glue and low density gasket,

with large and flabby knits. To obtain the genuine gasket replacement kit for your stove, please consult our "[**accessories**](#)" section.

Question

WHY DID THE STAINLESS STEEL DEFLECTOR INSIDE MY STOVE TARNISH?

Answer

The tarnishing of the stainless steel deflector is absolutely normal. The role of this deflector is to reflect heat, as well as protect the firebox. It is not a decorative accessory. We use stainless steel because it is an extremely heat resistant material that will provide the best protection for the long term durability of your stove's firebox. The only inconvenient of stainless steel is its tendency to tarnish when it is exposed to intense heat.