



TechNet

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Issue 4

The newsletter for Technical and Warranty issues

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Service Goals:

Never leave a Technical Support call unanswered.

Handle all Warranty Claims efficiently and accurately.

Keep Customer Satisfaction at a high level.

Inside this issue:

Cover Story

Corn Stove Maintenance Up-

Digital Control Board

Blinking ON/OFF light

Technical & Warranty
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Sales Tip

The thermostat feature on the St. Croix Corn Stoves is a great opportunity to offer a remote wireless programmable thermostat as an upgrade. **Convenience** for the customer **and** no wires to run to the standard thermostat.

St. Croix Technical and Warranty Department

Corn Stove Maintenance Update

We have started receiving some calls this year from our Dealers with complaints that they are finding stoves that have been in use for 1 or 2 heating seasons that appear to be



plugged. After trying to address this issue over the phone, we decided to take a look at some of the stoves in question. We have discovered that some stoves that are used continuously on the low setting are getting plugged in an area that is hard to reach without a lot of effort. We have developed a quick remedy for this issue, that can be applied in the field to access this area of the stove. There are several items needed and about 5 minutes of your time. See the picture in the previous column. A 7/16" drill bit is needed to drill two holes on each side of the Drop Chute. Two metal Snap-in Covers and a stiff Flexible Cable to clean out the Exhaust Duct. As

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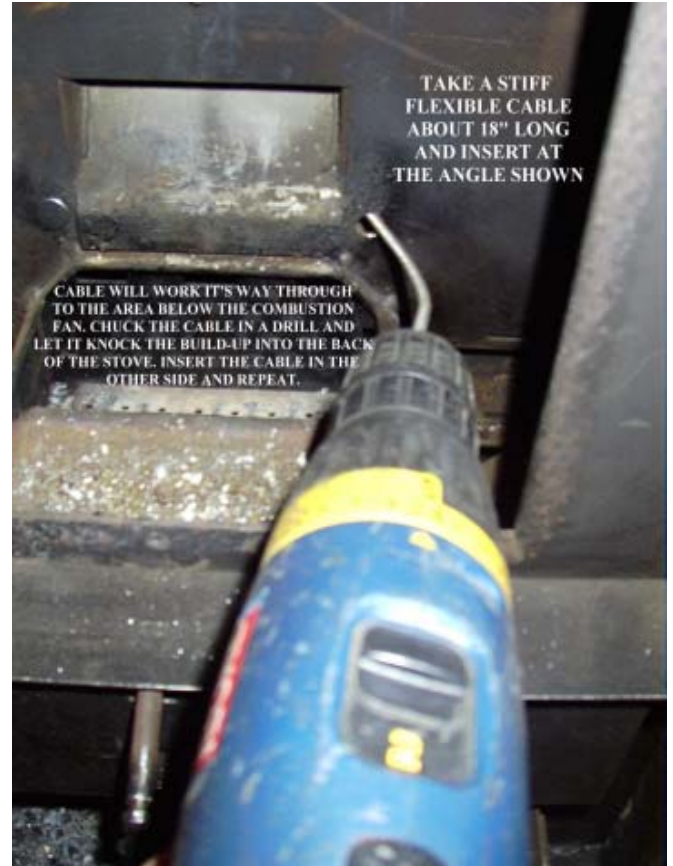
When should the ON/OFF light be blinking?

The ON/OFF light indicates more than the fact that the stove is running. The light blinks when first turning the stove on until the room fan starts blowing warm air into the room. This means the "PROOF OF FIRE" switch has sensed a fire in the stove by monitoring the Exhaust temperatures. **When running the stove on a Thermostat the light remains ON when the thermostat is calling for heat and starts blinking when the heat demand has been met.** Once the heat demand has been met the stove drops to the #1 setting and pilots.

shown in the figure below, to prepare the stove for the modification, go ahead and remove the Ash Lip from the front of the stove. This will allow more room for the drill. Then remove the corn pot from the stove. The next figure in this



column shows the dimensions as to where to locate the new access ports. It is recommended that you drill a smaller pilot hole to accurately locate the holes. The Snap-in Covers will finish off the holes once the cleaning is complete. As shown in the picture in the column to the right the Flexible cable can be chucked into a drill for "Heavy Duty" cleaning action. To complete the cleaning of the stove the Combustion Fan will need to be removed to vacuum up the ash residue cleaned out using the Flex cable.



We recommend adding these Clean-Out Ports whenever you are called in to perform the Yearly Maintenance as called out in the Manual. These ports should be added whether the stove is plugged or not for future use by the owner of the stove if needed. We are sorry for the difficulties some have encountered while we figured out the cause of this.

St. Croix Corn Stoves have shown to be a reliable and user friendly product. This is an issue that may crop up if a stove is not operated properly, either because of poor fuel characteristics, such as, too high of a moisture content, excessively dirty fuel, burning moldy corn, etc. We do not consider this a Warranty Issue.

The parts will be made available at a minimal charge to accommodate Dealers having problems finding items needed to do the job.