



Wood Stove Owner's Manual

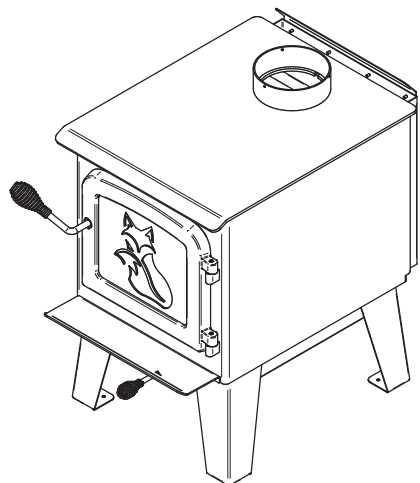
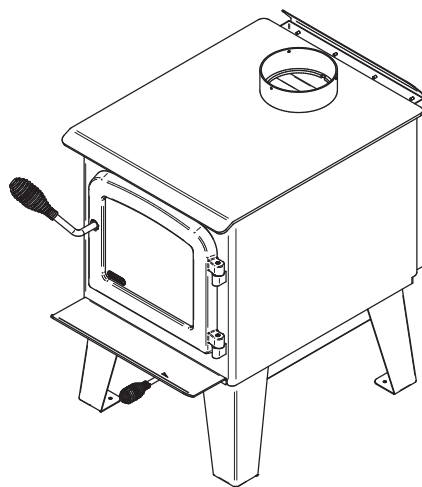
Part 2 of 2

FOX

(DB03186 model)

SPARK II

(DB03401 model)



INSTALLATION AND OPERATION REQUIREMENTS

US Environmental Protection Agency
phase II certified wood stove compliant
with 2020 cord wood standard



Safety tested according to ULC S627,
UL 1482 and UL 737 standards by an
accredited laboratory.



CONTACT LOCAL BUILDING OR FIRE OFFICIALS ABOUT RESTRICTIONS AND INSTALLATION INSPECTION REQUIREMENTS IN LOCAL AREA.

READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS WOOD STOVE. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY OR EVEN DEATH.

READ AND KEEP THIS MANUAL FOR REFERENCE

Dealer: _____

Installer: _____

Phone Number: _____

Serial Number: _____

ONLINE WARRANTY REGISTRATION

If the unit requires repairs during the warranty period, proof of purchase must be provided. The purchase invoice must be kept. The date indicated on it establishes the warranty period. If it can not be provided, the warranty period will be determined by the date of manufacture of the product. It is also highly recommended to register the warranty online at

<https://www.drolet.ca/en/warranty/warranty-registration/>

Registering the warranty will help to quickly find the information needed on the unit.




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ENGLISH

1. CERTIFICATION PLATE



Intertek
May/Mai 2021
Control number: 4002461

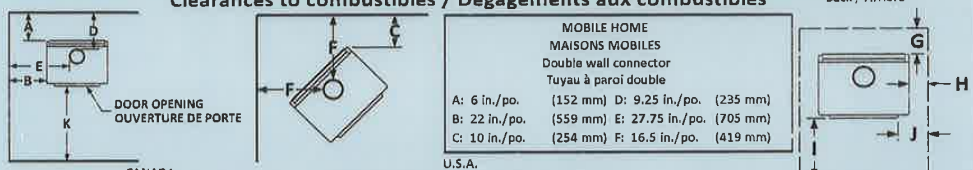
REFER TO INTERTEK'S DIRECTORY OF BUILDING PRODUCTS FOR DETAILED INFORMATION
SE RÉFÉRER AU RÉPERTOIRE DES PRODUITS HOMOLOGUÉS D'INTERTEK POUR PLUS D'INFORMATION

STANDARDS / NORMES D'ESSAI:
Certified to/Certifié selon ULC S627
Certified to/Certifié selon UL 1482
Certified to/Certifié selon UL 737
Certified to/Certifié selon CSA B415.1-10
Certified to/Certifié selon ASTM E3053-17
Certified to/Certifié selon ASTM E2515-11 (R2017)

LISTED SOLID FUEL BURNING APPLIANCE
POÊLE À COMBUSTIBLE SOLIDE HOMOLOGUÉ
MODEL / MODÈLE : FOX

Serial Number / No. de Série: **1**

Clearances to combustibles / Déagements aux combustibles



CANADA		U.S.A.		Protection de plancher/Floor protection	
Single wall connector / Tuyau à paroi simple	Double wall connector / Tuyau à paroi double	Single wall connector / Tuyau à paroi simple	Double wall connector / Tuyau à paroi double	CANADA	U.S.A.
A: 14 in./po. (356 mm)	A: 6 in./po. (152 mm)	A: 12 in./po. (305 mm)	A: 6 in./po. (152 mm)	G: 8 in./po. (203 mm)	I: 16 in./po. (406 mm)
B: 18 in./po. (457 mm)	B: 18 in./po. (457 mm)	B: 18 in./po. (457 mm)	B: 18 in./po. (457 mm)	H: 8 in./po. (203 mm)	J: 8 in./po. (203 mm)
C: 11 in./po. (279 mm)	C: 7 in./po. (178 mm)	C: 11 in./po. (279 mm)	C: 7 in./po. (178 mm)	I: 18 in./po. (457 mm)	K: 36 in./po. (914 mm)
D: 18 in./po. (457 mm)	D: 9.25 in./po. (235 mm)	D: 16 in./po. (406 mm)	D: 9.25 in./po. (235 mm)	K: 48 in./po. (1219 mm)	
E: 24.5 in./po. (622 mm)	E: 23.75 in./po. (603 mm)	E: 24.5 in./po. (622 mm)	E: 23.75 in./po. (603 mm)		
F: 18.25 in./po. (464 mm)	F: 13.5 in./po. (343 mm)	F: 18.25 in./po. (464 mm)	F: 13.5 in./po. (343 mm)		

PREVENT HOUSE FIRES / **PRÉVENEZ LES INCENDIES**


- Install and use only in accordance with the manufacturer's installation and operating instructions.
- Contacter les autorités de votre localité ayant juridiction concernant les restrictions et inspections d'installation.
- Use listed 152 mm / 6 in. diameter single or double wall connectors with prefabricated chimneys approved UL 103 HT (US) and ULC S629 (CAN) suitable for solid fuels or lined masonry chimneys.
- Utiliser des tuyaux d'évacuation à parois simple ou double homologués d'un diamètre de 6 po. (152 mm) avec une cheminée préfabriquée approuvée UL 103 HT (US) et ULC S629 (CAN) pour utilisation au bois ou une cheminée de maçonnerie gainée.
- See local building code and manufacturer's Instructions for precautions required for passing a chimney through a combustible wall or ceiling.
- Voir les codes locaux et le manuel d'installation du fabricant pour le passage de la cheminée à travers un mur ou un plafond combustible.
- Do not pass connector through combustible wall or ceiling.
- Ne pas traverser un plafond ou un mur combustible avec un tuyau d'évacuation.
- Do not connect this unit to a chimney serving another appliance.
- Ne pas raccorder cet appareil à une cheminée desservant un autre appareil.
- For use with solid fuel only. Do not use other fuels.
- Pour l'usage avec du combustible solide seulement. Ne pas utiliser d'autres combustibles.
- Operate only with door closed or door open with firescreen installed. Open door or remove firescreen to feed the stove only.
- Garder la porte fermée ou la pare-étincelle en place en tout temps. Ouvrir la porte ou retirer la pare-étincelle que lors du chargement.
- Do not obstruct the space underneath the stove.
- Ne rien entreposer sous l'appareil.
- Do not use grate or elevate fire. Build fire directly on hearth.
- Ne pas utiliser de grilles ou de chenets pour surélever le feu. Préparer le feu directement sur l'âtre.
- Do not overfire. If heater or chimney connector glows, you are over-firing.
- Ne pas surchauffer. Si l'appareil ou le tuyau rougit, il y a surchauffe.
- Inspect and clean chimney frequently. Under certain condition of use, creosote buildup may occur rapidly.
- Inspecter et nettoyer la cheminée fréquemment. Sous certaines conditions, l'accumulation de crasse peut être rapide.
- Replace glass with ceramic type only.
- Remplacer la vitre seulement avec un verre de céramique.
- Install unit on a non-combustible material extending as shown above on this label.
- Installer l'appareil sur une plaque non combustible tel qu'indiqué sur l'étiquette.
- Suitable for mobile-home installation.
- Poêle approuvé pour maison mobile.
- Combustion air openings shall not be obstructed.
- Les entrées d'air servant à la combustion ne doivent pas être obstruées.
- This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against US federal regulations to operate this wood heater in a manner inconsistent with the operating instructions in the owner's manual.
- Cet appareil de chauffage requiert des inspections et réparations périodiques. Consulter le manuel de l'utilisateur pour plus d'information. Opérer cet appareil de chauffage de façon inconsistante par rapport au manuel de l'utilisateur consiste une violation de la loi fédérale (USA).

Optional blower: (115V, 0.8A, 60Hz) / Option ventilateur: (115V, 0.8A, 60Hz)

U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with 2020 particulate emission standards using cordwood.
AGENCE DE PROTECTION DE L'ENVIRONNEMENT DES É.-U. Conforme aux normes d'émission de particules de 2020 avec bûche de bois.

Weighted average emission rate / Moyenne pondérée des émissions : 1.8 g/h
Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii)

WARNING: This product can expose you to carbon monoxide, which is known to the State of California to cause cancer, birth defects or other reproductive harm.
(For more information go to www.p65warnings.ca.gov)




CAUTION

- HOT WHILE IN OPERATION.
- DO NOT TOUCH. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY.
- CONTACT MAY CAUSE SKIN BURNS. SEE NAME-PLATE AND INSTRUCTIONS.

ATTENTION

- CHAUD EN FONCTIONNEMENT.
- NE PAS TOUCHER. GARDER LES ENFANTS, LES VÊTEMENTS ET LES MEUBLES ÉLOIGNÉS.
- UN CONTACT AVEC LA PEAU PEUT OCCASIONNER DES BRÛLURES. VOIR LES INSTRUCTIONS.

Made in St-Augustin-de-Desmaures (Qc), Canada
19/04/2021 (# test)



Fabricant de poêles international
Stove Builder International

Fabriqué à St-Augustin-de-Desmaures (Qc), Canada
19/04/2021 (# test)

27865



Intertek
May/Mai 2021

Control number: 4002461

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LISTED SOLID FUEL BURNING
APPLIANCE

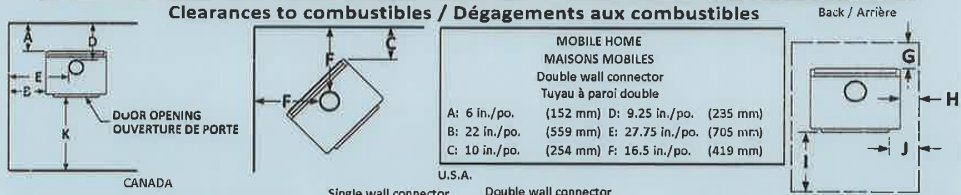
POÈLE À COMBUSTIBLE SOLIDE
HOMOLOGUÉ

MODEL / MODÈLE :

SPARK II

Serial Number
No. de Série

1



CANADA		U.S.A.		CANADA		U.S.A.	
Single wall connector Tuyau à paroi simple	Double wall connector Tuyau à paroi double	Single wall connector Tuyau à paroi simple	Double wall connector Tuyau à paroi double	Protection de plancher/Floor protection			
A: 14 in./po. (356 mm)	A: 6 in./po. (152 mm)	A: 12 in./po. (305 mm)	A: 6 in./po. (152 mm)	G: 8 in./po. (203 mm)	I: 16 in./po. (406 mm)		
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PREVENT HOUSE FIRES

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- See local building code and manufacturer's instructions for precautions required for passing a chimney through a combustible wall or ceiling.
- Do not pass connector through combustible wall or ceiling.
- Do not connect this unit to a chimney serving another appliance.
- For use with solid fuel only. Do not use other fuels.
- Operate only with door closed or door open with firescreen installed. Open door or remove firescreen to feed the stove only.
- Do not obstruct the space underneath the stove.
- Do not use grate or elevate fire. Build fire directly on hearth.
- Do not overfire. If heater or chimney connector glows, you are overfiring.
- Inspect and clean chimney frequently. Under certain condition of use, creosote buildup may occur rapidly.
- Replace glass with ceramic type only.
- Install unit on a non-combustible material extending as shown above on this label.
- Suitable for mobile-home installation.
- Combustion air openings shall not be obstructed.
- This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information. It is against US federal regulations to operate this wood heater in a manner inconsistent with the operating instructions in the owner's manual.

PRÉVENEZ LES INCENDIES

- Installer et utiliser conformément au manuel d'utilisation du fabricant.
- Contacter les autorités de votre localité ayant juridiction concernant les restrictions et inspections d'installation.
- Utiliser des tuyaux d'évacuation à parois simple ou double homologués d'un diamètre de 6 po. (152 mm) avec une cheminée préfabriquée approuvée UL 103 HT (US) et ULC S629 (CAN) pour utilisation au bois ou une cheminée de maçonnerie gainée.
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- Ne pas surchauffer. Si l'appareil ou le tuyau rougit, il y a surchauffe.
- Inspecter et nettoyer la cheminée fréquemment. Sous certaines conditions, l'accumulation de crésote peut être rapide.
- Remplacer la vitre seulement avec un verre de céramique.
- Installer l'appareil sur une plaque non combustible tel qu'indiqué sur l'étiquette.
- Poêle approuvé pour maison mobile.
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Optional blower: (115V, 0.8A, 60Hz)

Option ventilateur: (115V, 0.8A, 60Hz)

U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with 2020 particulate emission standards using cordwood.
AGENCE DE PROTECTION DE L'ENVIRONNEMENT DES É.-U. Conforme aux normes d'émission de particules de 2020 avec bûche de bois.

Weighted average emission rate / Moyenne pondérée des émissions : 1.8 g/h

Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii)



WARNING: This product can expose you to carbon monoxide, which is known to the State of California to cause cancer, birth defects or other reproductive harm. (For more information go to www.p65warnings.ca.gov)

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- UN CONTACT AVEC LA PEAU PEUT OCCASIONNER DES BRÛLURES. VOIR LES INSTRUCTIONS.

Made in St-Augustin-de-Desmaures (Qc), Canada
19/04/2021 (# test)



Fabricant de poêles International
Stove Builder International

Fab./iqué à St-Augustin-de-Desmaures (Qc), Canada
19/04/2021 (# test)

27867

ENGLISH

2. General Information

2.1 Performances

Values are as measured per test method, except for the recommended heating area, firebox volume, maximum burn time and maximum heat output.

Model	Escape 1200 (DB03182)	
Combustion type	Non-catalytic	
Fuel Type	Dry Cordwood	
Recommended heating area (sq. ft.) ¹	250 to 1,200 ft ² (23 to 111 m ²)	
Total firebox volume	1.7 ft ³ (0.0481 m ³)	
EPA loading volume	1.55 ft ³ (0.0439 m ³)	
Maximum burn time ¹	5 hours	
Maximum heat output (dry cordwood) ²	45,000 BTU/h (13.2 kW)	
Overall heat output rate (min. to max.) ^{2 3}	12,124 BTU/h to 26,700 BTU/h (3.55 kW to 7.83 kW)	
Average overall efficiency ³ (Dry cordwood)	74 % (HHV) ⁴	79 % (LVH) ⁵
Optimum efficiency ⁶	80 %	
Optimum heat transfer efficiency ⁷	79 %	
Average particulate emissions rate ⁸	1.8 g/h (EPA / CSA B415.1-10) ⁹	
Average CO ¹⁰	74 g/h	

¹ Recommended heating area and maximum burn time may vary subject to location in home, chimney draft, heat loss factors, climate, fuel type and other variables. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature in the designated area in case of a power failure.

² The maximum heat output (dry cordwood) is based on a loading density varying between 15 lb/ft³ and 20 lb/ft³ and reloading intervals ranging from 60 to 120 minutes. Other performances are based on a fuel load prescribed by the standard without any reloading between start and finish. The specified loading density varies between 7 lb/ft³ and 12 lb/ft³. The moisture content is between 19% and 25%.

³ As measured per CSA B415.1-10 stack loss method.

⁴ Higher Heating Value of the fuel.

⁵ Lower Heating Value of the fuel.

⁶ Optimum overall efficiency at a specific burn rate (LHV).

⁷ The optimum heat transfer efficiency is for the low burn rate and represents the appliance's ability to convert the energy contained in the wood logs into energy transferred to the room in the form of heat and does not take into account the chemical losses during combustion.

⁸ This appliance is officially tested and certified by an independent agency.

⁹ Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii) and ASTM E3053-17 based on the ALT-125 sent by EPA on February 28th, 2018.

¹⁰ Carbon monoxide.

2.2 Specifications

Maximum log length ¹¹	17 in (432 mm) north-south
Flue outlet diameter	6 in (150 mm)
Recommended connector pipe diameter	6 in (150 mm)
Type of chimney	ULC-S629, UL 103 HT (2100 °F)
Minimum chimney height	12 feet
Baffle material	Vermiculite
Approved for alcove installation	Yes
Approved for mobile home installation ¹²	Yes
Type of door	Simple, glazed or not, with cast iron frame
Type of glass	Ceramic glass
Blower	Optional (up to 100 CFM)
Particulate emission standard ¹³	EPA / CSA B415.1-10
USA standard (Safety)	UL 1482, UL 737
Canada standard (Safety)	ULC-S627

¹¹ North-south: ends of the logs visible, East-west: sides of the logs visible.

¹² Mobile homes (Canada) or manufactured homes (USA): The US Department of Housing and Urban Development describes “manufactured homes” better known as “mobile homes” as follows; buildings built on fixed wheels and those transported on temporary wheels/axles and set on a permanent foundation. In Canada, a mobile home is a dwelling for which the manufacture and assembly of each component is completed or substantially completed prior to being moved to a site for installation on a foundation and connection to service facilities and which conforms to the CAN/CSA-Z240 MH standard.

¹³ Tested and certified in compliance with CFR 40 part 60, subpart AAA, section 60.534(a)(1)(ii) and ASTM E3053-17 based on the ALT-125 sent by EPA on February 28th, 2018.

2.3 Dimensions

2.3.1 Stove Dimensions

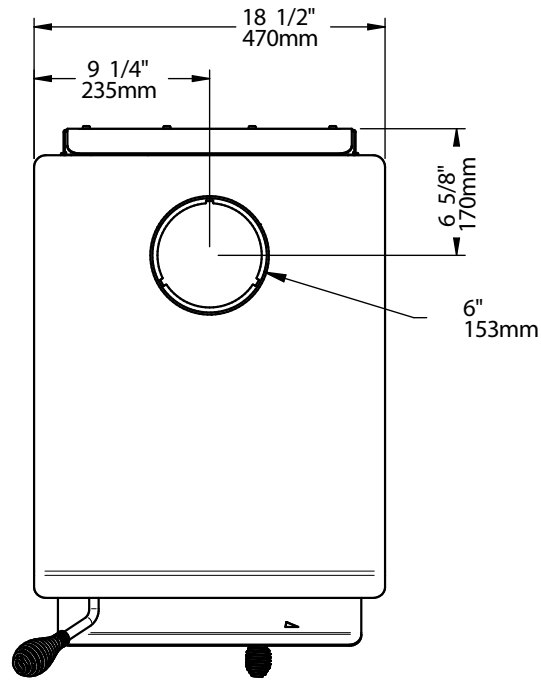


Figure 1: Top View

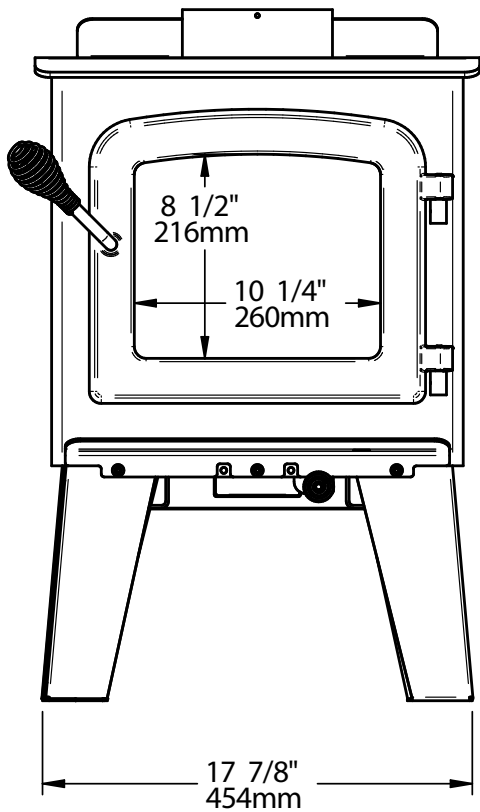


Figure 2: Front View

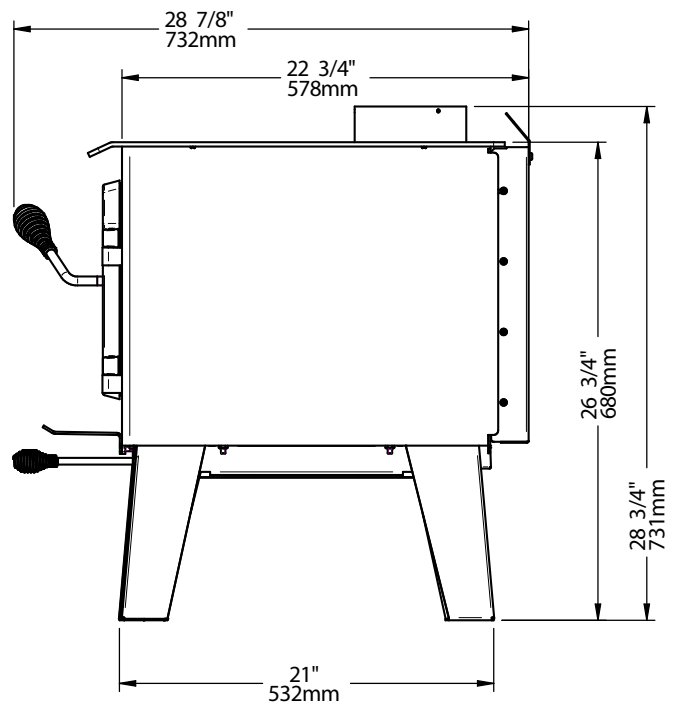


Figure 3: Side View

2.3.2 Combustion Chamber Dimensions

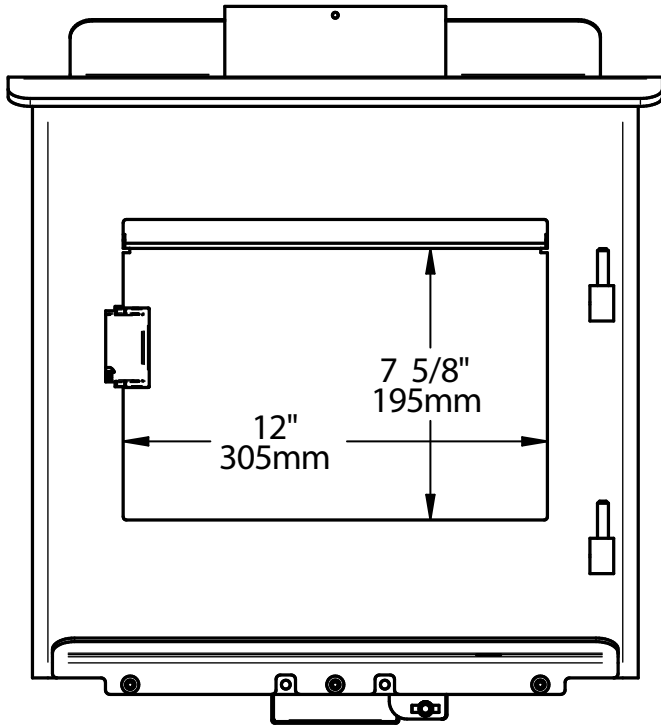


Figure 4: Door Opening

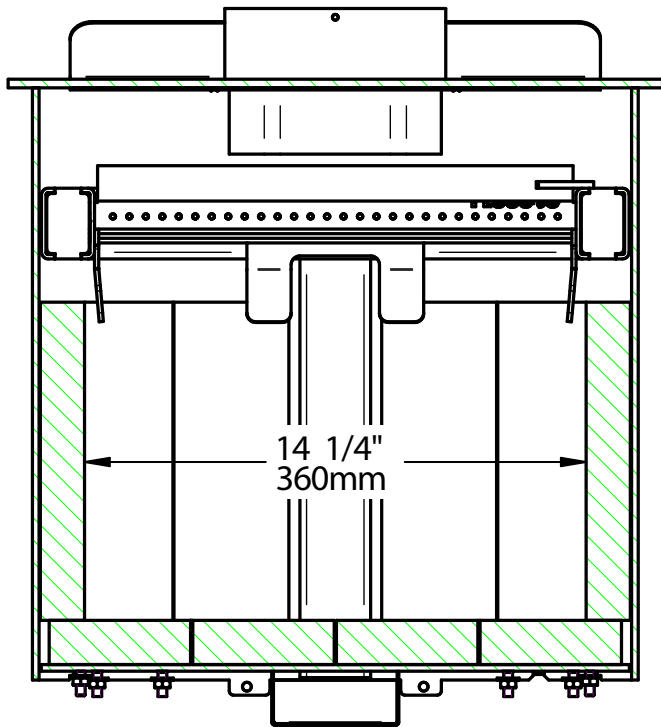


Figure 5: Front View - Combustion Chamber

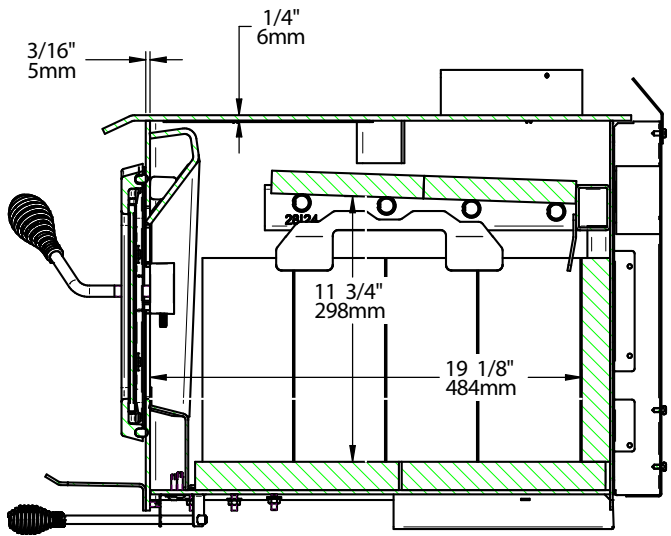


Figure 6: Side View - Combustion Chamber

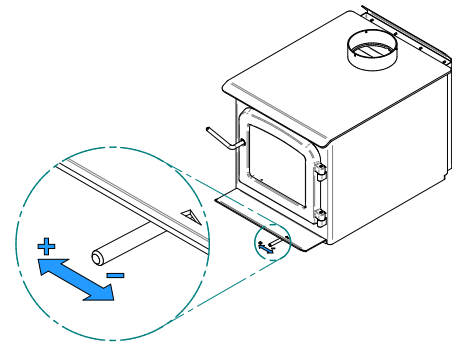
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2.4 EPA loading

The charging methods shown below are those that were used during emissions certification.

2.4.1 Air control

The air control is located underneath the ash shelf. To open the air control, push the air control handle completely to the left (High). This will increase the burn rate. To close the air control, push the air control handle completely to the right (Low). This will decrease the burn rate.



2.4.2 High burn rate (primary air control open)

Open the air control completely. Place six small pieces (2"x2") of wood in the firebox crossing them at the greatest possible angle. Criss cross fifteen kindling wood pieces on the small pieces of wood in three layers at the greatest possible angle. Tie knot with five sheets of paper and place them on top of the kindling wood. Light up the paper and let the door ajar at 90° until all the kindling wood is on fire and the first row of small pieces of wood is on fire too. Close the door.

When there is no more fire in the front of the firebox and there are only faint flames on the wood in the back of the firebox, break ashes, level the coal bed and put four logs in the firebox. Place the biggest log (about 5"x5") and a medium log (about 4"x4") on the coal bed with a north-south orientation. Place two other medium logs on the first two with the greatest possible angle. Their should be air space between each logs and between the logs and the bricks. Let the door ajar at 90° for approximately two minutes and then close the door.

2.4.3 Medium and low burn rate

On a 2" coal bed that is still slightly red, place five logs of approximately 4"x4" or 3"x3" with a north-south orientation. Place three logs on the coal bed and the other two on top with the greatest possible angle. Their should be air space between each logs and between the logs and the bricks. Let the door ajar at 90° for approximately 5 min. Then, close the door with the primary air control open. Leave to burn with the primary air control open for approximately 10 minutes and then close the primary air control completely for the low burn rate and halfway for the medium burn rate.

3. Clearances to Combustible Material

The clearances shown in this section have been determined by tests according to procedures set out in safety standards ULC S627 (Canada), UL 1482 (U.S.A.) and UL 737 (U.S.A.). When the stove is installed so that its surfaces are at or beyond the minimum clearances specified, combustible surfaces will not overheat under normal and even abnormal operating conditions.

No part of the stove or flue pipe may be located closer to combustibles than the minimum clearance figures given.

The clearances to combustible walls may be slightly different in Canada and the U.S.A. and may also differ depending on whether single or double wall flue pipe is used. Make sure to choose the correct clearance for the stove location and type of flue pipe.

The clearances of the appliance and the flue pipes must be met individually, meaning the appliance cannot be installed closer to the combustible materials than the single or double wall pipe allows. For a safe way to reduce clearances refer to section "5. Reducing Wall and Ceiling Clearances Safely"

3.1 Clearances

	APPLIANCE CLEARANCES WITH SINGLE WALL PIPE CONNECTOR	
	Canada	USA
A	14" (356 mm)	12" (305 mm)
B	18" (457 mm)	18" (457 mm)
C	11" (279 mm)	11" (279 mm)

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	6" (152 mm)	6" (152 mm)
B	18" (457 mm)	18" (457 mm)
C	7" (178 mm)	7" (178 mm)

If the above clearances are met, then the distances measured from the flue outlet will be:

	DISTANCES ¹⁴ FROM PIPE CONNECTOR WITH SINGLE WALL PIPE CONNECTOR	
	Canada	USA
D	18" (457 mm)	16" (406 mm)
E	24 ½" (622 mm)	24 ½" (622 mm)
F	18 ¼" (464 mm)	18 ¼" (464 mm)

	DISTANCES ¹⁴ FROM PIPE CONNECTOR WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	9 ¼" (235 mm)	9 ¼" (235 mm)
E	23 ¾" (603 mm)	23 ¾" (603 mm)
F	13 ½" (343 mm)	13 ½" (343 mm)

ENGLISH

¹⁴ The pipe distances listed in this table refer to the distances obtained when the stove is installed in accordance with the appliance clearances above mentioned.

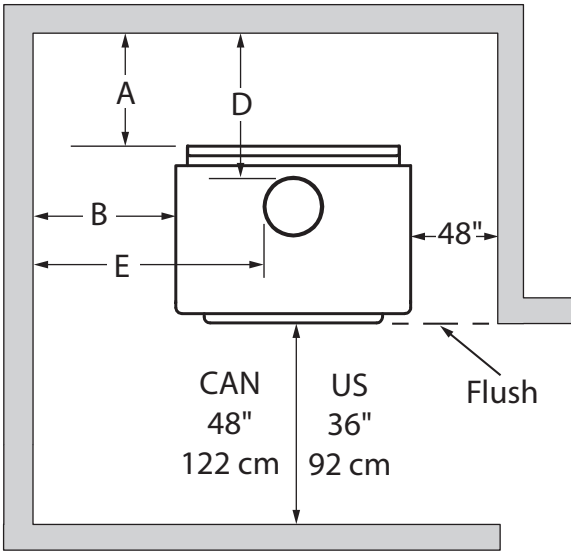


Figure 7: Clearances - Top

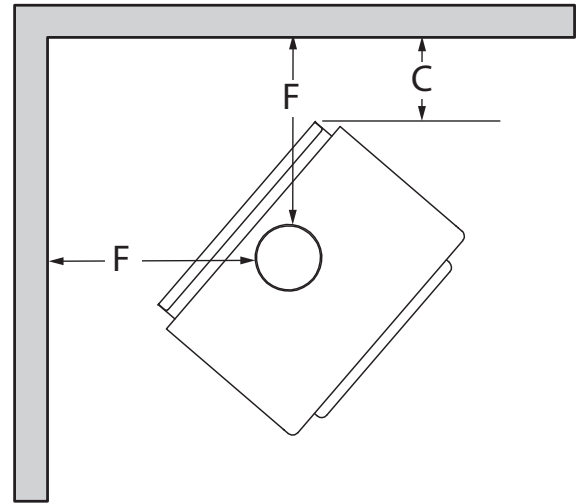


Figure 8: Clearances - Corner

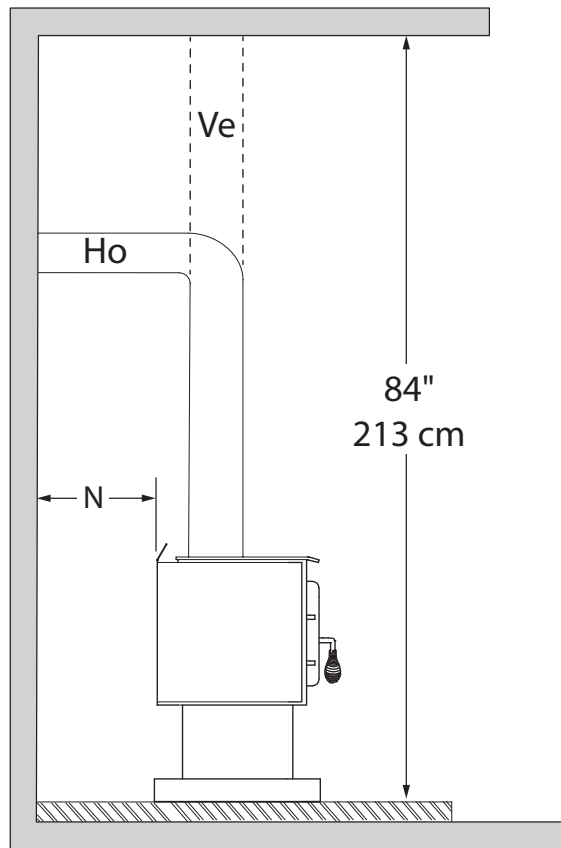


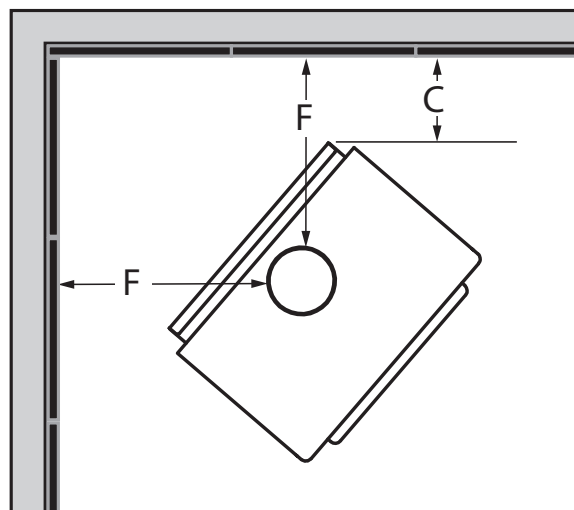
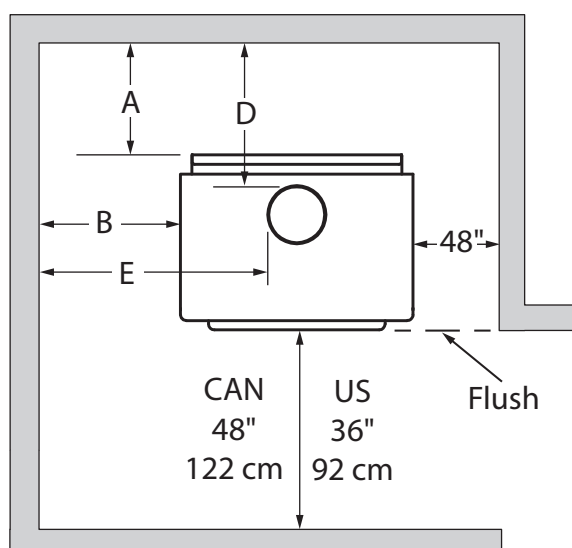
Figure 9: Clearances - Side

3.1.1 With Heat Shield AC02762¹⁵

To reduce the clearances of an appliance using a single wall pipe connector, the use of a heat shield certified with the single wall pipe connector to be used as close as 6" from combustible materials must be used. Only in this case, the same clearances as a certified double wall pipe connector can be used. Refer to the booklet present in the screen options to obtain the dimensions to be respected.

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	2 ½" (64 mm)	2 ½" (64 mm)
B	2 ½" (64 mm)	2 ½" (64 mm)
C	2 ½" (64 mm)	2 ½" (64 mm)

	DISTANCES ¹⁶ FROM DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	5 ¾" (146 mm)	5 ¾" (146 mm)
E	8 ¼" (210 mm)	8 ¼" (210 mm)
F	9" (229 mm)	9" (229 mm)



If the clearance reduction is on the same side as the door handle, position the stove at a minimum of 6 inches from the side wall (clearance B), otherwise it may be located at the clearance shown in the table above.

ENGLISH

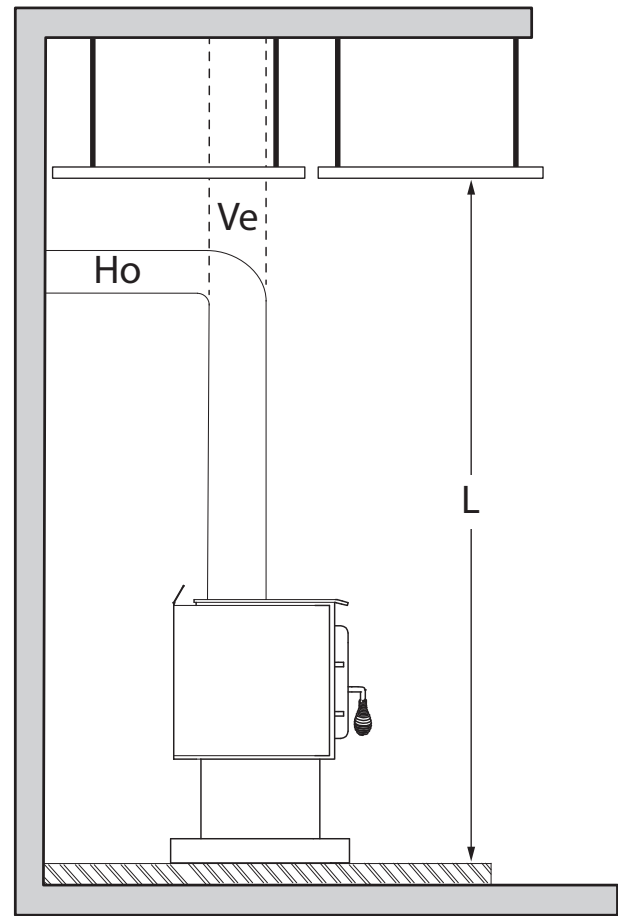
¹⁵ Note that to reduce the clearances of an appliance using a single wall pipe connector, the use of a heat shield certified with the single wall pipe connector to be used as close as 6" from combustible materials must be used. Only in this case, the same clearances as a certified double wall pipe connector can be used.

¹⁶ The pipe distances listed in this table refer to the distances obtained when the stove is installed in accordance with the appliance clearances above mentioned.

3.1.2 With Lowered Ceiling

	APPLIANCE CLEARANCES WITH SINGLE WALL PIPE CONNECTOR	
	Canada	USA
A	14" (356 mm)	14" (356 mm)
B	20" (508 mm)	20" (508 mm)
C	11" (279 mm)	11" (279 mm)
L	72" (1829 mm)	72" (1829 mm)

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	6" (152 mm)	6" (152 mm)
B	18" (457 mm)	18" (457 mm)
C	8" (203 mm)	8" (203 mm)
L	72" (1829 mm)	72" (1829 mm)



If the above clearances are met, then the distances measured from the flue outlet will be:

	DISTANCES ¹⁷ FROM PIPE CONNECTOR WITH SINGLE WALL PIPE CONNECTOR	
	Canada	USA
D	18" (457 mm)	18" (457 mm)
E	26 ½" (673 mm)	26 ½" (673 mm)
F	18 ¼" (464 mm)	18 ¼" (464 mm)

	DISTANCES ¹⁷ FROM PIPE CONNECTOR WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	9 ¼" (235 mm)	9 ¼" (235 mm)
E	23 ¾" (603 mm)	23 ¾" (603 mm)
F	14 ½" (368 mm)	14 ½" (368 mm)

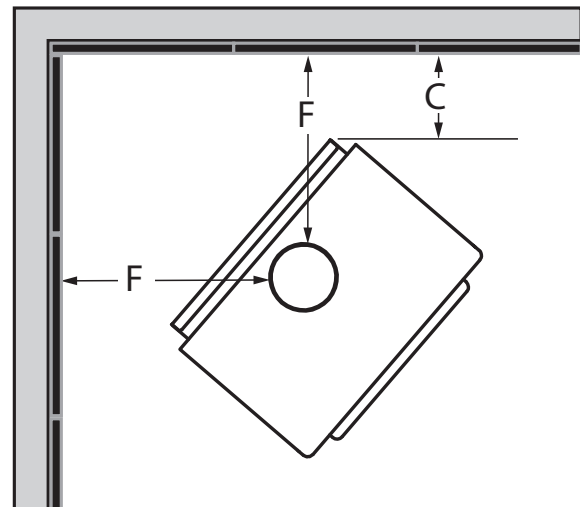
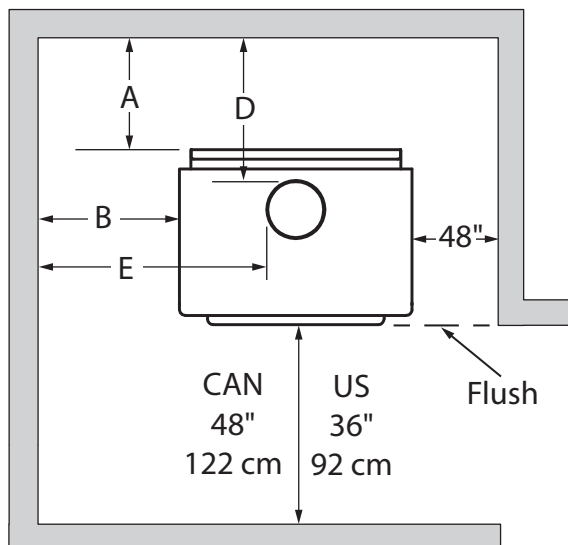
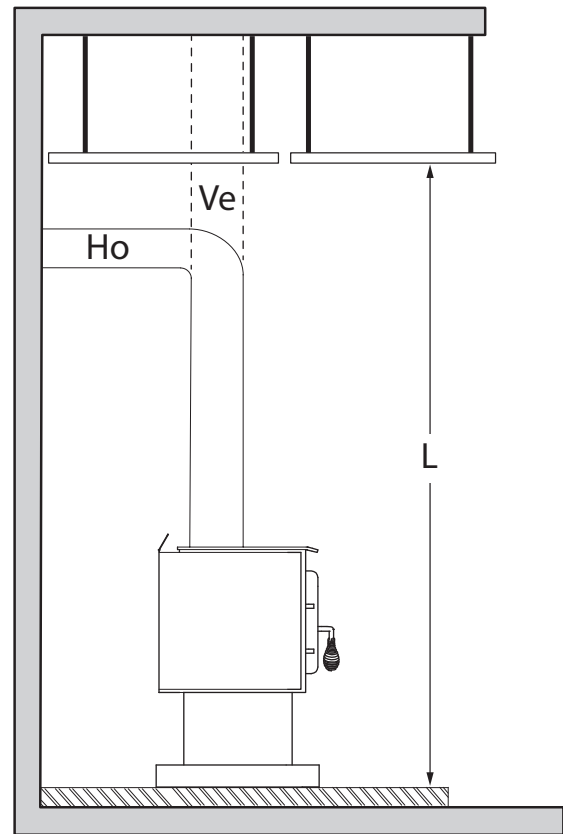
¹⁷ The pipe distances listed in this table refer to the distances obtained when the stove is installed in accordance with the appliance clearances above mentioned.

3.1.3 With Heat Shield AC02762 and Lowered Ceiling

To reduce the clearances of an appliance using a single wall pipe connector, the use of a heat shield certified with the single wall pipe connector to be used as close as 6" from combustible materials must be used. Only in this case, the same clearances as a certified double wall pipe connector can be used. Refer to the booklet present in the screen options to obtain the dimensions to be respected.

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	2 ½" (64 mm)	2 ½" (64 mm)
B	2 ½" (64 mm)	2 ½" (64 mm)
C	2 ½" (64 mm)	2 ½" (64 mm)
L	72" (1829 mm)	72" (1829 mm)

	DISTANCES ¹⁸ FROM PIPE CONNECTOR WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	5 ¾" (146 mm)	5 ¾" (146 mm)
E	8 ¼" (210 mm)	8 ¼" (210 mm)
F	9" (229 mm)	9" (229 mm)



If the clearance reduction is on the same side as the door handle, position the stove at a minimum of 6 inches from the side wall (clearance B), otherwise it may be located at the clearance shown in the table above.

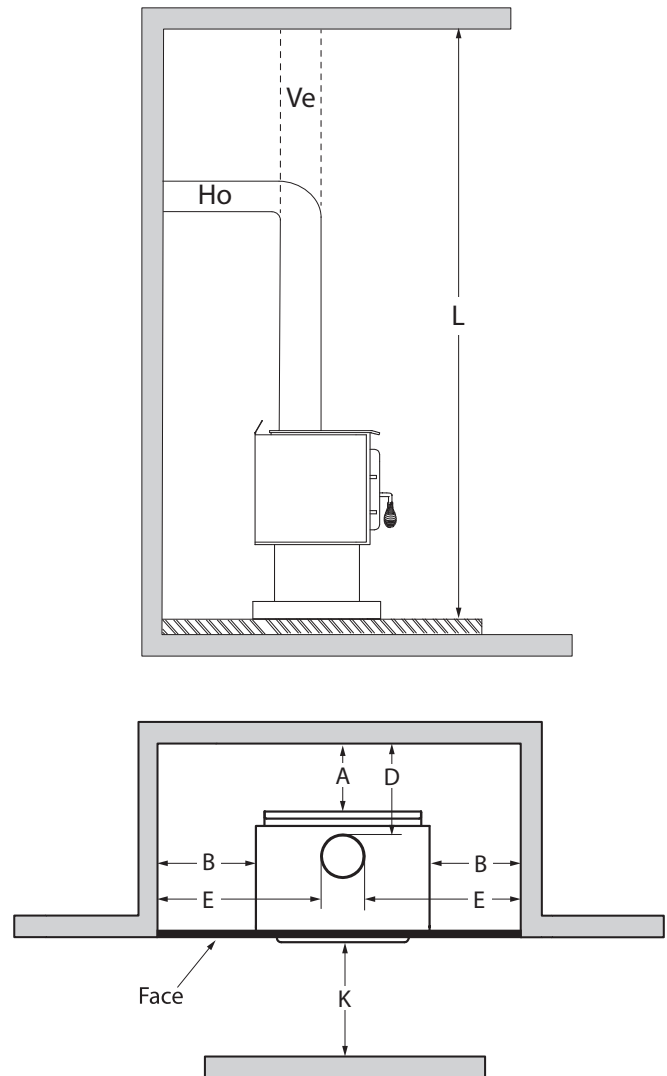
¹⁸ The pipe distances listed in this table refer to the distances obtained when the stove is installed in accordance with the appliance clearances above mentioned.

3.1.4 Inside a Combustible Alcove

See section 3.1 for single wall pipe installation.

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	6" (152 mm)	6" (152 mm)
B	20" (508 mm)	20" (508 mm)
K	48" (1219 mm)	36" (914 mm)
L	72" (1829 mm)	72" (1829 mm)

	DISTANCES ¹⁹ FROM PIPE CONNECTOR WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	9 ¼" (235 mm)	9 ¼" (235 mm)
E	25 ¾" (654 mm)	25 ¾" (654 mm)



3.1.5 Mobile Home

It is strictly **forbidden** to install a unit with a **single wall pipe** in a **mobile home**.

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	6" (152 mm)	6" (152 mm)
B	22" (559 mm)	22" (559 mm)
C	10" (254 mm)	10" (254 mm)

	DISTANCES ¹⁹ FROM PIPE CONNECTOR WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	9 ¼" (235 mm)	9 ¼" (235 mm)
E	27 ¾" (705 mm)	27 ¾" (705 mm)
F	16 ½" (419 mm)	16 ½" (419 mm)

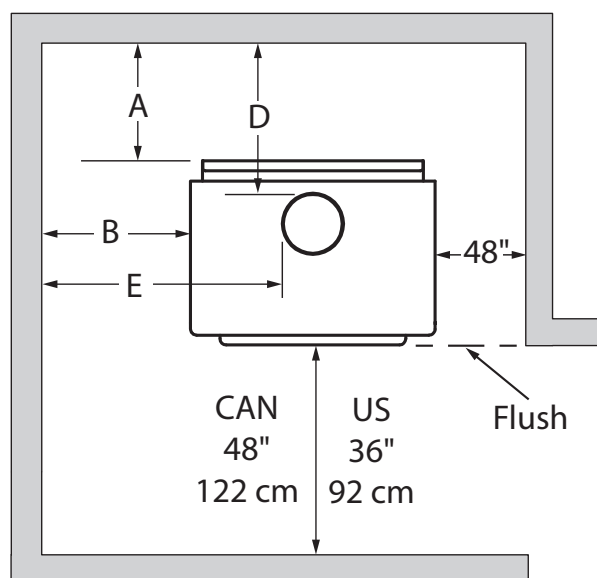
¹⁹ The pipe distances listed in this table refer to the distances obtained when the stove is installed in accordance with the appliance clearances above mentioned.

3.1.6 Mobile Home With Heat Shield AC02762

It is strictly **forbidden** to install a unit with a **single wall pipe** in a **mobile home**.

	APPLIANCE CLEARANCES WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
A	3" (76 mm)	3" (76 mm)
B	3" (76 mm)	3" (76 mm)
C	3" (76 mm)	3" (76 mm)

	DISTANCES ²⁰ FROM PIPE CONNECTOR WITH DOUBLE WALL PIPE CONNECTOR	
	Canada	USA
D	6 ¼" (159 mm)	6 ¼" (159 mm)
E	8 ¾" (222 mm)	8 ¾" (222 mm)
F	9 ½" (241 mm)	9 ½" (241 mm)



If the clearance reduction is on the same side as the door handle, position the stove at a minimum of 6 inches from the side wall (clearance B), otherwise it may be located at the clearance shown in the table above.

ENGLISH

²⁰ Les distances de tuyau listées dans ce tableau se réfèrent aux distances obtenues lorsque le poêle est installé en accord avec les dégagements de l'appareil mentionnés ci-dessus.

4. Floor Protection

This stove is designed to prevent the floor from overheating. However, it must be placed on a non-flammable surface to protect the floor from hot embers that may fall during loading.

The floor protection must be a continuous, non combustible material, such as steel with a minimum thickness of 0.015" (0.38 mm) or ceramic tiles sealed together with grout. Cement board, brick, or any other approved or listed material suited for floor protection. No R factor required.

Any type of tile will require a continuous non combustible sheet beneath to prevent the possibility of embers falling through to the combustible floor if cracks or separation should occur in the finished surface. Check local codes for approved alternatives.

No protection is required if the unit is installed on a non-combustible floor (ex: concrete).

	FLOOR PROTECTION	
	Canada	USA
G²¹	8" (203 mm)	N/A
H	8" (203 mm)	N/A
I	18" (457 mm) From door opening	16" (203 mm) From door opening
J	N/A	8" (203 mm)
K	34 ½" (876 mm)	31 ¼" (794 mm)
N²²	N/A	See note 22
S	48 ¾" (1238 mm)	38 ¾" (984 mm)
T	34 ½" (876 mm)	27 ½" (698 mm)
U	34 ½" (876 mm)	31 ¼" (794 mm)
V	66" (1676 mm)	54 3/8" (1381 mm)

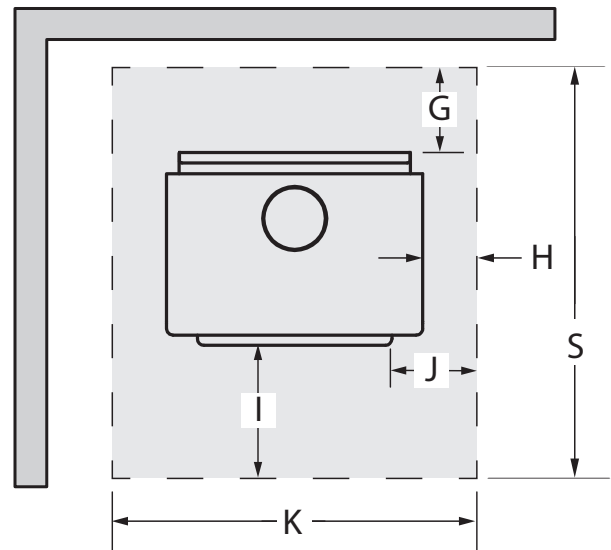
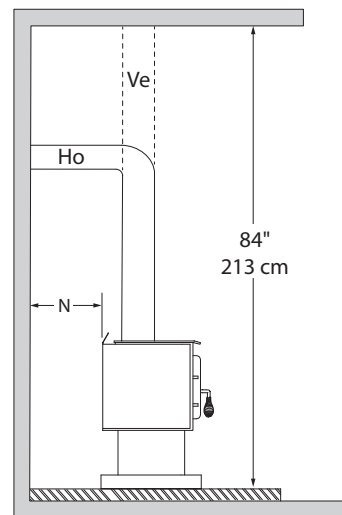
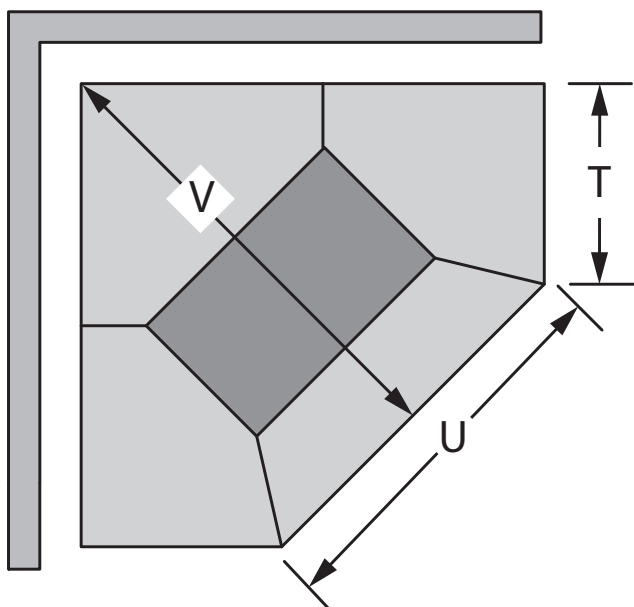


Figure 10: Floor Protection



ENGLISH

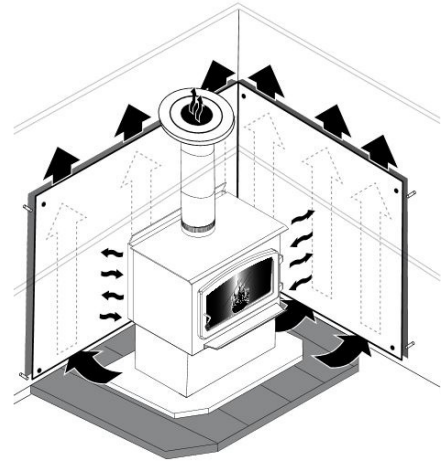
²¹ The floor protection at the back of the stove is limited to the stove's required clearance if such clearance is smaller than 8 inches (203 mm).

²² Only required under the horizontal section (Ho) of the connector. Must exceed each side of the connector by at least 2 inches (51 mm).

5. Reducing Wall and Ceiling Clearances Safely

It is often desired to use as little space as possible when installing a wood stove. To do this, it is possible to reduce the clearances safely and install the stove closer to the walls by permanently installing a heat shield between the stove and the flammable material.

The rules for heat shields are sometimes complicated. Read and apply the instructions carefully. Some regions may have different regulations. Consult the local building code or contact the fire department for restrictions, inspection and installation requirements in the area.



5.1 Shield Construction Rules

- Adhesives used in shield construction must not ignite or lose adhesive qualities at temperatures likely to be encountered.
 - Mounting hardware which extends from the shield surface into combustibles may be used only at the edges of the shield.
 - Mounting hardware must allow full vertical ventilation.
- A) Minimum clearance between the appliance top and an unshielded combustible ceiling (for a ceiling 72" from the floor): 45 ¼" (1149 mm)
- B) Shield extension above the appliance: 20" (500 mm)
- C) Minimum space behind the shield: 1" (25 mm). In Canada 7/8" (21 mm)
- D) Clearance along the bottom of the shield: minimum 1" (25 mm) and maximum 3" (75 mm)
- E) Minimum clearance along the top of the shield: 3" (75 mm)
- F) Mounting hardware must not be located closer than 8" (200 mm) from the vertical centre line of the appliance.
- G) Edge clearance for ceiling shields to side and back walls: 3" (75 mm)
- H) Shield extension beyond each side of the appliance: 18" (450 mm).

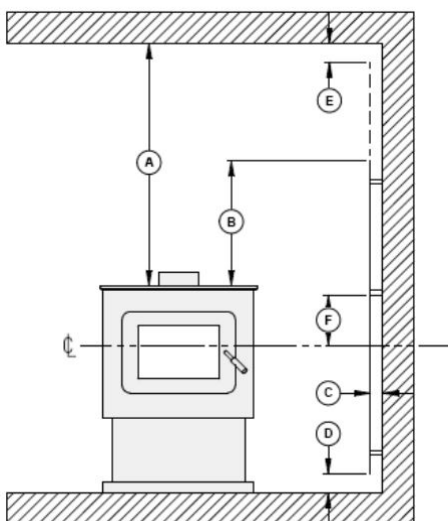


Figure 11: Heat shield clearances

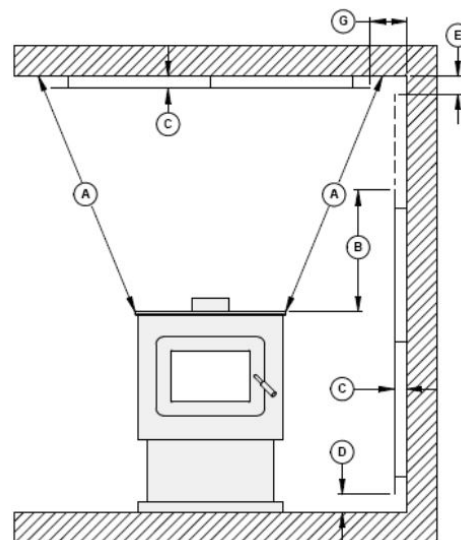


Figure 12: Heat shield clearances

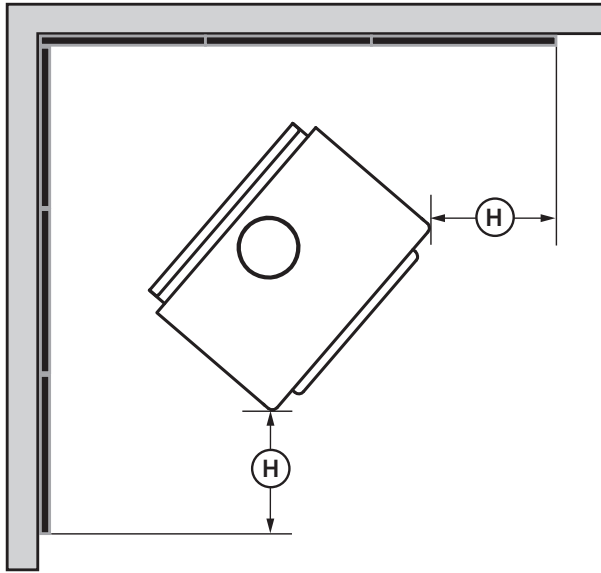


Figure 13: Heat shield clearances

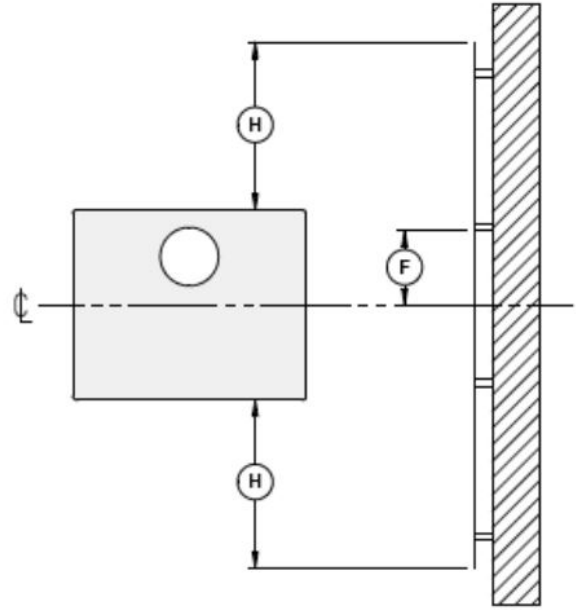
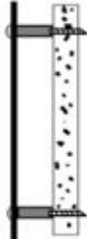
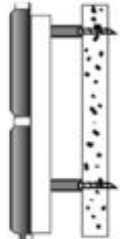
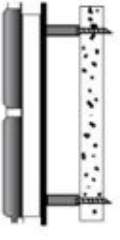
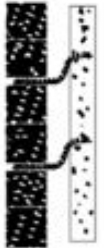
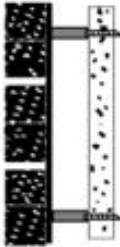


Figure 14: Heat shield clearances

TYPE OF SHIELD	CLEARANCES MAY BE REDUCED BY THESE PERCENTAGES				
	SIDES AND REAR		TOP (CEILING)		
	CAN / USA (%)	USA MIN.	CAN / USA (%)	USA MIN.	
Sheet metal, a minimum of 24 gauge (0.61 mm) in thickness , spaced out at least 1" (25 mm)* by non-combustible spacers	67	12" (305 mm)	50	18" (457 mm)	
Ceramic tiles, or equivalent non-combustible material, on non-combustible board spaced out at least 1" (25 mm)* by non-combustible spacers	50	18" (457 mm)	33	24" (610 mm)	
Ceramic tiles, or equivalent non-combustible material, on non-combustible board, with a minimum of 24 gauge (0.61 mm) sheet metal backing spaced out at least 1" (25 mm)* by non-combustible spacers	67	12" (305 mm)	50	24" (610 mm)	
Brick, spaced out at least 1" (25 mm)* by non-combustible spacers	50	18" (457 mm)	N/A	N/A	
Brick, with a minimum of 24 gauge (0.61 mm) sheet metal backing, spaced out at least 1" (25 mm)* by non-combustible spacers	67	12" (305 mm)	N/A	N/A	

* In Canada this space can be 7/8" (21 mm)

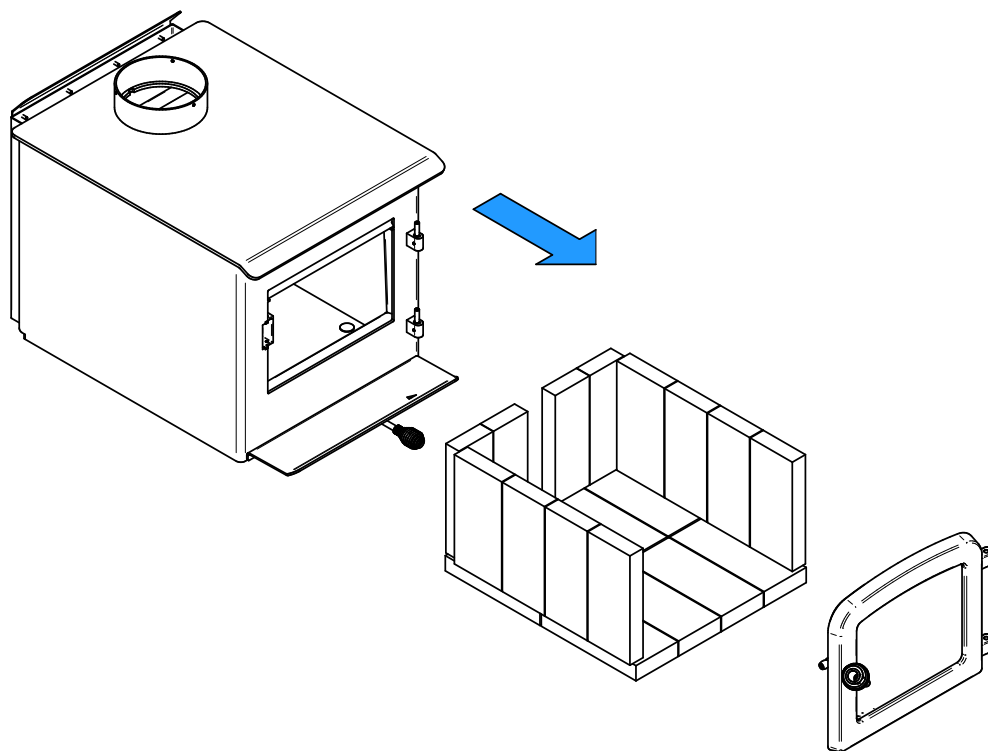
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6. OPTIONS INSTALLATION ON YOUR PRODUCT

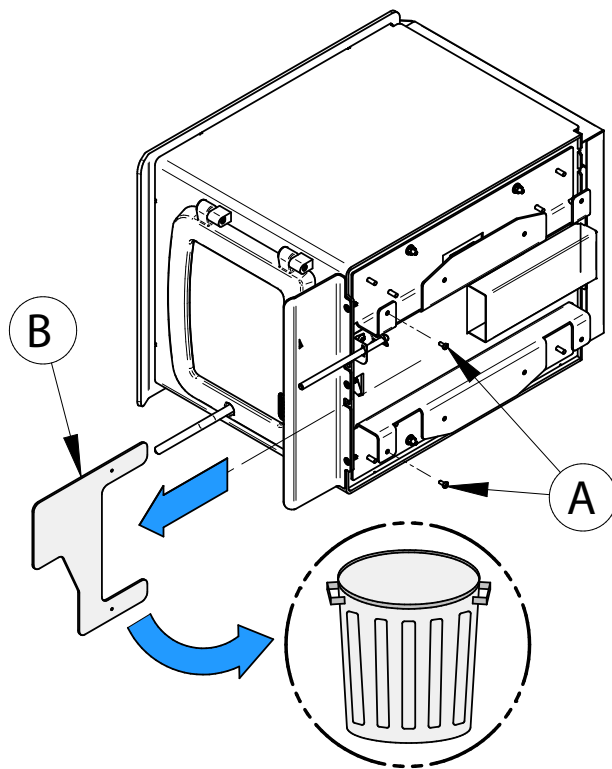
6.1 Legs Installation

THE IMAGES SHOWN ARE INDICATIVE ONLY AND MAY DIFFER OF YOUR PRODUCT, BUT THE ASSEMBLY REMAINS THE SAME.

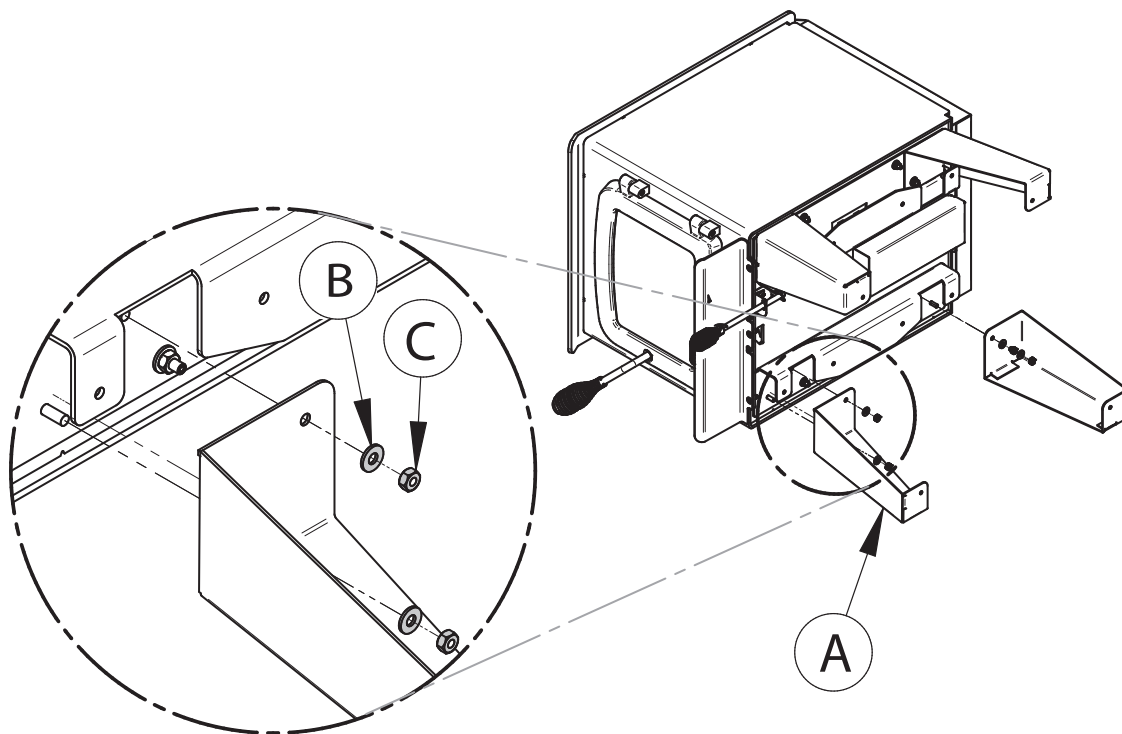
1. Remove the door and the firebricks from the stove.



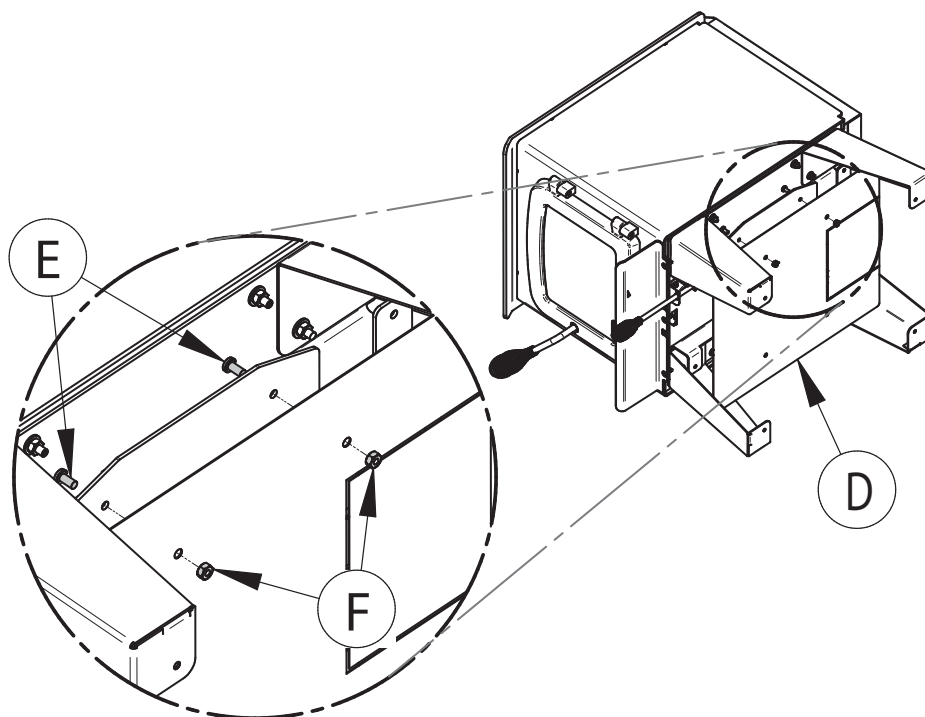
2. Put the stove on its side. Unscrew and discard the metal plate (B) located under the fireplace.



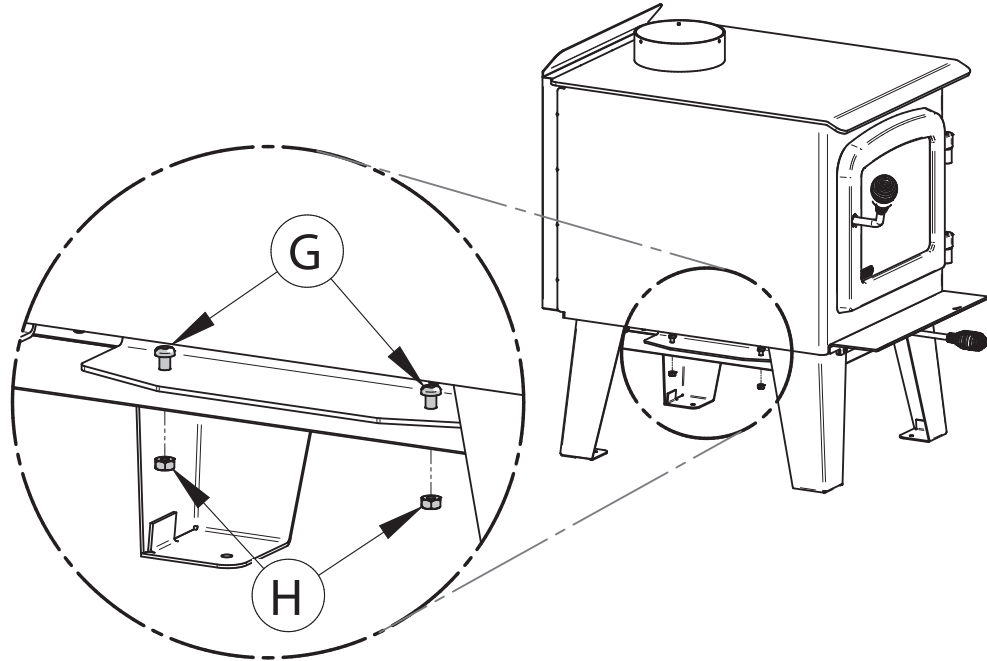
3. Put the stove on its side. Install the legs **(A)** on the stove and secure them with the washers **(B)** and nuts **(C)**.



4. Install the heat shield plate **(D)** under the stove and secure it with screws **(E)** and nuts **(F)** from the top only.



- Put the stove on its legs and install two screws **(G)** on the other side of the heat shield plate and screw with the nuts **(H)**.



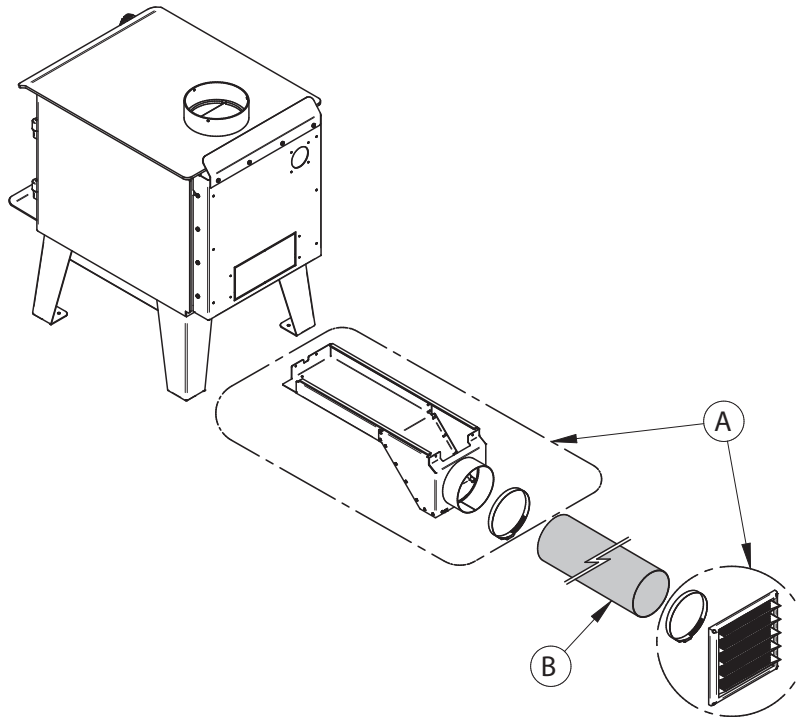
- Put back the firebricks, the ash plug and the door on the stove. (See step 1)

The baffle and the bricks must be put back in the right place after the final positioning of the stove.

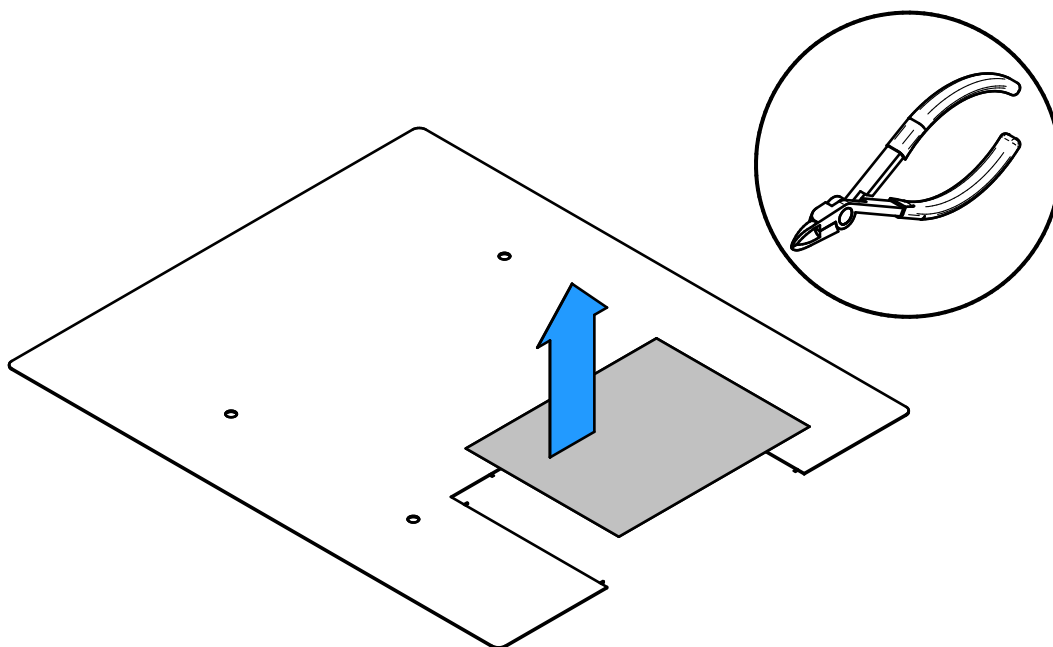
6.2 Optional Fresh Air Intake Kit Installation

THE IMAGES SHOWN ARE INDICATIVE ONLY AND MAY DIFFER OF YOUR PRODUCT, BUT THE ASSEMBLY REMAINS THE SAME.

This mobile home approved stove requires the installation of a fresh air intake kit **(A)** and an insulated fresh air intake pipe (HVAC type, must meet ULC S110 or UL 181 class 0 or class 1) **(B)**, sold separately. Refer to air intake kit installation instructions for more details.



After installing the fresh air intake, before screwing the heat shield plate (D) under the stove, remove the metal rectangle cut in the heat shield plate by cutting the micro-joints with pliers.



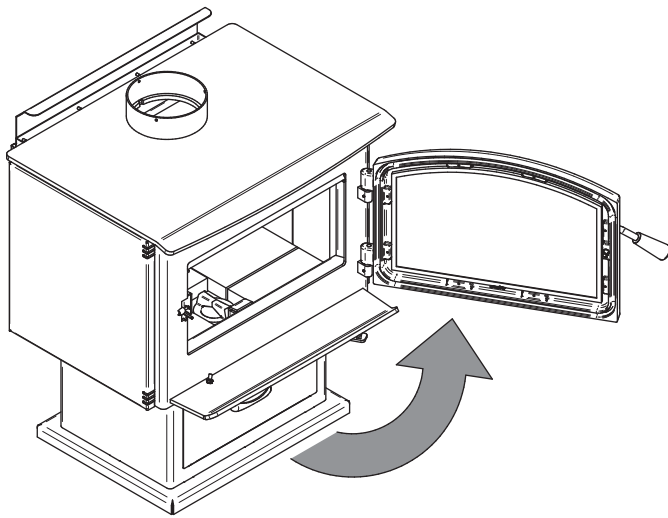
6.3 Optional Fire Screen Installation

THE IMAGES SHOWN ARE INDICATIVE ONLY AND MAY DIFFER OF YOUR PRODUCT, BUT THE ASSEMBLY REMAINS THE SAME.

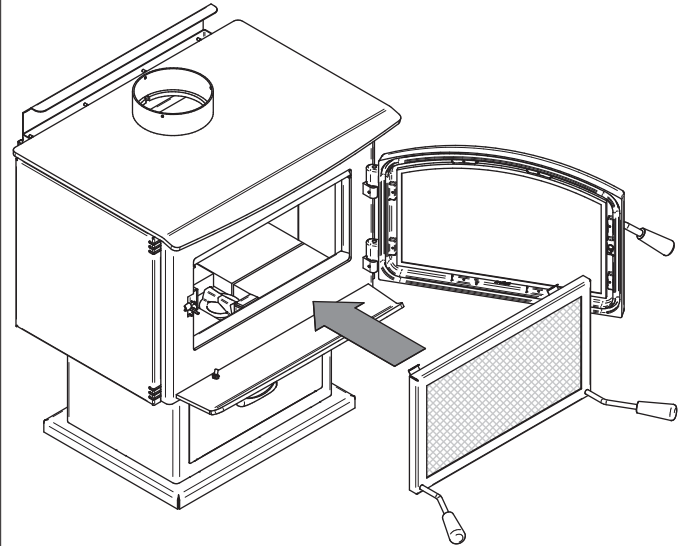
In the United States or in provinces with a particulate emission limit (eg US EPA), the use of wood stoves with open door with and fire screen is prohibited.

It is prohibited to use this wood stove with a fire screen in a mobile home.

1. Open the door.



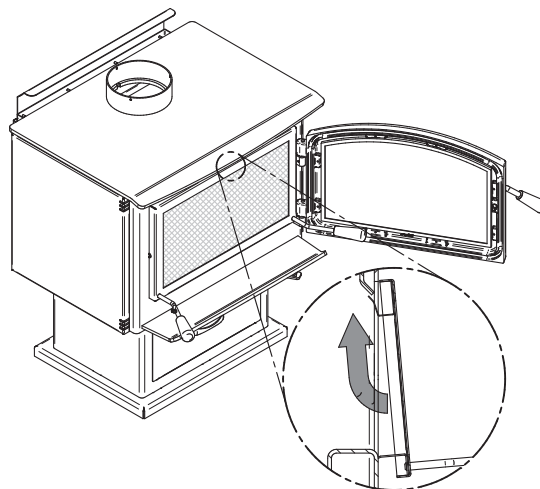
2. Hold the fire screen by the two handles and bring it close to the door opening.



3. Lean the upper part of the fire screen against the top door opening making sure to position the top fire screen brackets behind the primary air deflector.

4. Lift the fire screen upwards and push the bottom part towards the stove then let the fire screen rest on the bottom of the door opening.

Warning: Never leave the stove unattended while in use with the fire screen.

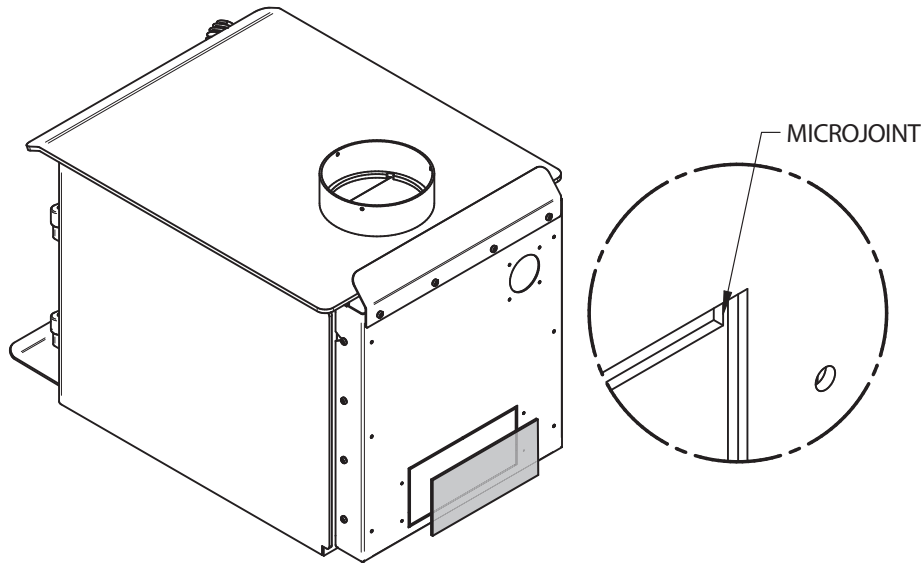


6.4 Optional Blower And Thermodisc Installation

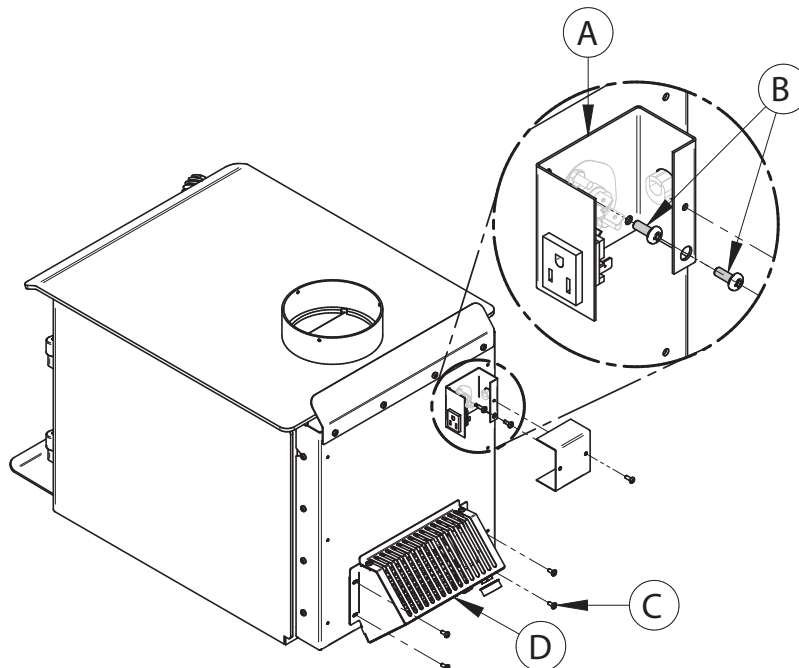
THE IMAGES SHOWN ARE INDICATIVE ONLY AND MAY DIFFER OF YOUR PRODUCT, BUT THE ASSEMBLY REMAINS THE SAME.

A blower and a thermodisc, sold separately, can be installed on the stove. The installation of the blower is identical for a stove on legs or pedestal. Thermodisc allows the blower to operate only when the stove is hot enough. See the instructions provided with the thermodisc for more details.

1. Remove the backplate by cutting the knockouts with pliers.

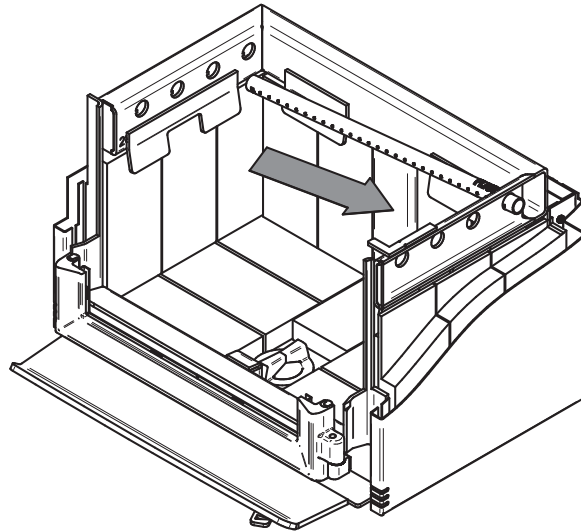


2. Screw the blower **(D)** in place using the screws **(C)** included in the installation manual. Screw the thermodisc **(A)** with the screws **(B)** supplied with the thermodisc on the back of the stove. **Ensure that the blower's power cord is not in contact with any surface of the stove to prevent electrical shock or fire damage. Do not run the power cord beneath the stove.**

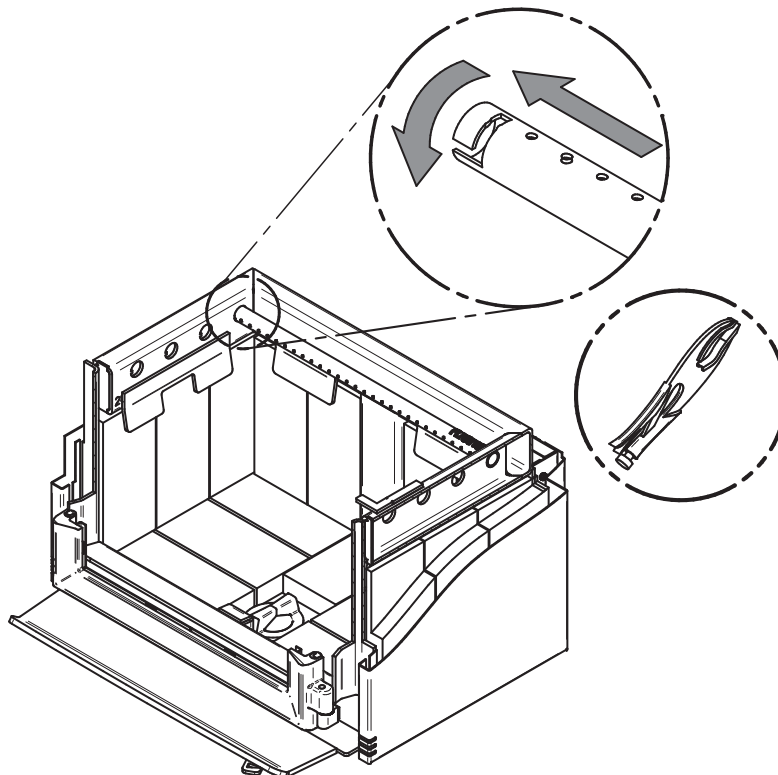


6.5 Air Tubes And Baffle Installation

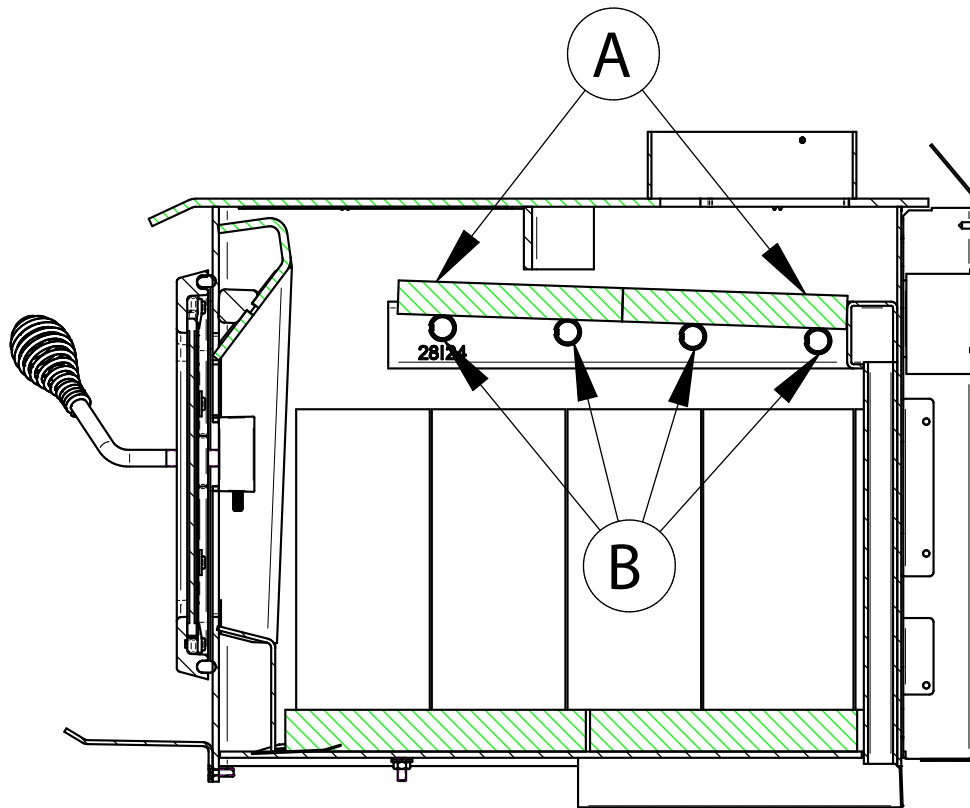
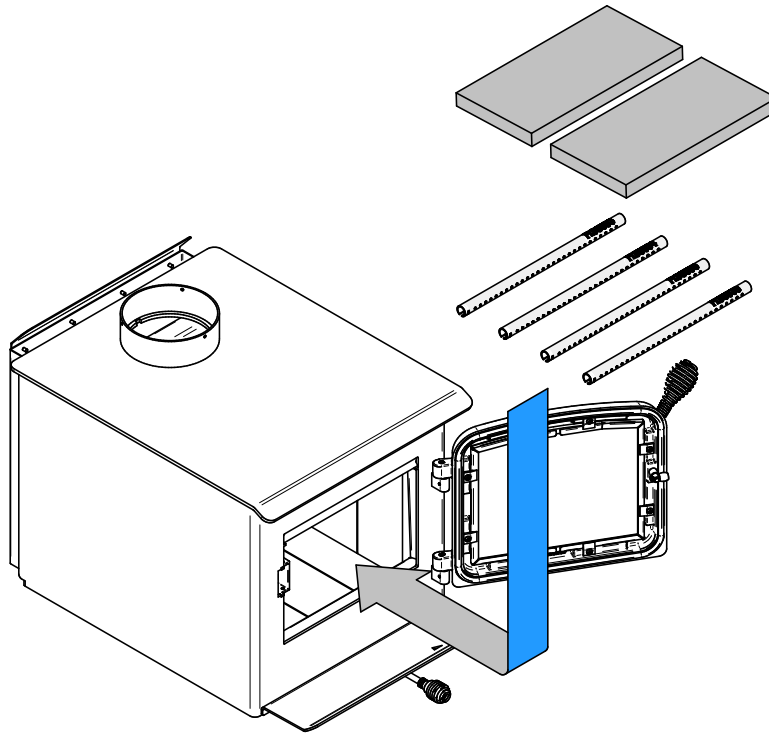
1. Starting with the rear tube, lean and insert the right end of the secondary air tube into the rear right channel hole. Then lift and insert the left end of the tube into the rear left channel.



2. Align the notch in the left end of the tube with the key of the left air channel hole. Using a Vise grip hold the tube and lock it in place by turning the tube as shown. Make sure the notch reaches the end of the key way.
3. Put the baffle in place.
4. Repeat steps 1 and 2 for the three other tubes.
5. To remove the tubes use the above steps in reverse order.



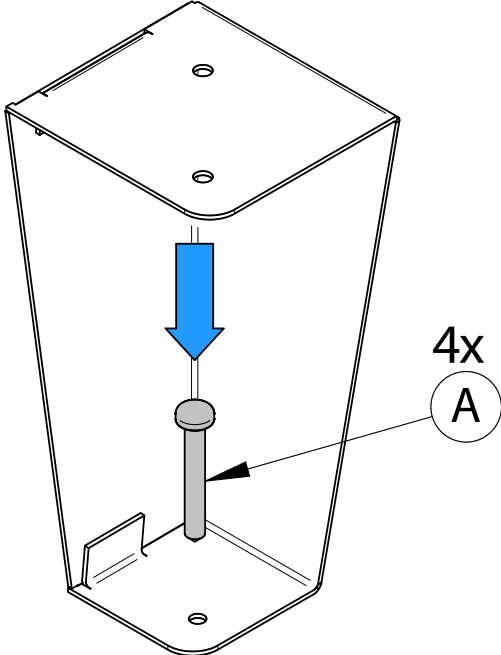
Note that secondary air tubes (B) can be replaced without removing the baffle board (A) and that all tube are not necessarily identical (look at the part number on the tube).



6.6 Mobile Home Installation

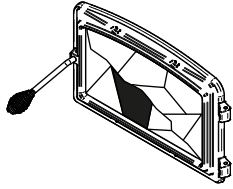
THE IMAGES SHOWN ARE INDICATIVE ONLY AND MAY DIFFER OF YOUR PRODUCT, BUT THE ASSEMBLY REMAINS THE SAME.

Screw the legs in place with the proper hardware **(A)**.



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7. Maintenance/Parts Replacement



Do not clean the glass when the stove is hot.

Do not abuse the glass door by striking or slamming shut.

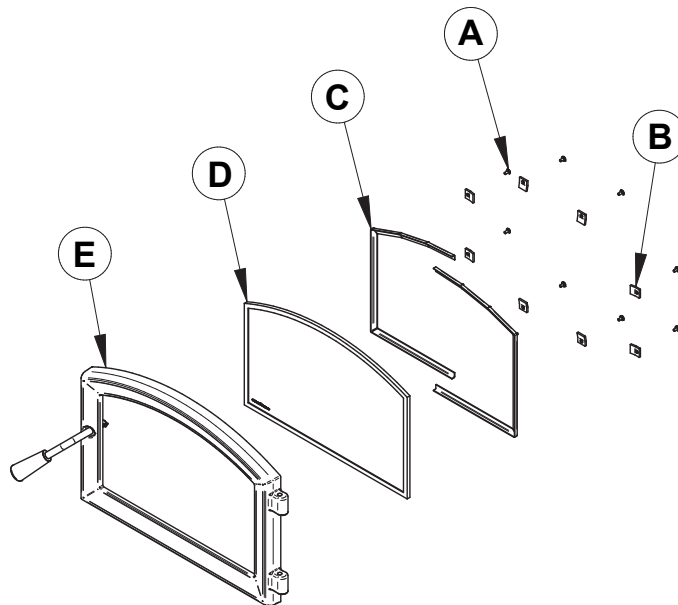
Do not use the stove if the glass is broken.

7.1 Replacement

The glass used is a ceramic glass, 5/32" (4 mm) thick, tested to reach temperatures up to 1400° F. If the glass breaks, it must be replaced with one having the same specification.

To remove or replace the glass (D):

THE IMAGES SHOWN ARE INDICATIVE ONLY AND MAY DIFFER OF YOUR PRODUCT, BUT THE ASSEMBLY REMAINS THE SAME.



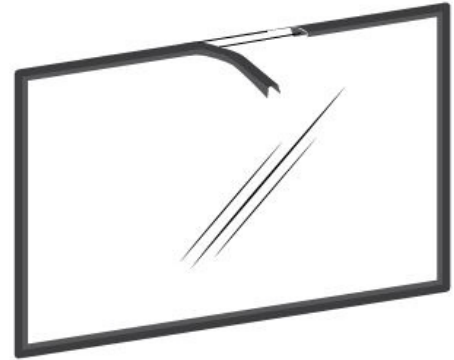
1. Remove the door **(E)** from its hinges and lay it on a soft, flat surface.
2. Remove the eight screws **(A)**, the eight glass retainers **(B)**, and the metal frames **(C)**.
3. Remove the glass **(D)**. If it is damaged install a new one in place. The replacement glass must have a gasket all around (see procedure below).
4. Reinstall the glass, being careful to centre the glass in the door and not to over-tightening the retaining screw.

The two main causes of broken door glass are uneven placement in the door and over-tightening the retaining screws.

7.2 Gasket

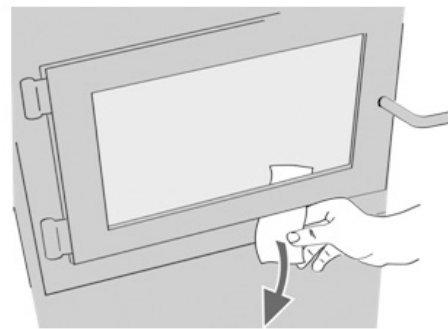
The glass gasket is flat, adhesive-backed, woven fibreglass. The gasket must be centred on the edge of the glass.

1. Follow the steps of the previous section to remove the glass.
2. Remove the old gasket and clean the glass thoroughly.
3. Peel back a section of the paper covering the adhesive and place the gasket on a table with the adhesive side up.
4. Stick the end of the gasket to the middle of one edge, then press the edge of the glass down onto the gasket, taking care that it is perfectly centred on the gasket.
5. Peel off more of the backing and rotate the glass. The gasket must not be stretched during installation.
6. Cut the gasket to the required length.
7. Pinch the gasket onto the glass in a U shape, all around the glass.



7.3 Door

In order for the stove to burn at its best efficiency, the door must provide a perfect seal with the firebox. The tightness of the door seal can be verified by closing and latching the door on a strip of paper. The test must be performed all around the door. If the paper slips out easily anywhere, either adjust the door or replace the gasket.



7.3.1 Adjustment

In order for the stove to burn at its best efficiency, the door must provide a perfect seal with the firebox. Therefore, the gasket should be inspected periodically to check for a good seal. The gasket seal may be improved with a simple latch mechanism adjustment:

1. Remove the split pin by pulling and turning it using pliers.
2. Turn the handle one counterclockwise turn to increase pressure.
3. Reinstall the split pin with a small hammer.

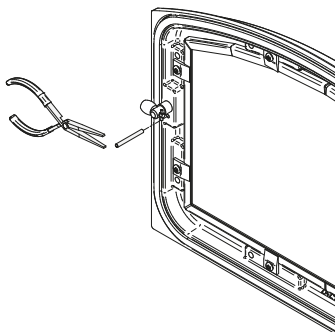


Figure 15: Removing the split pin

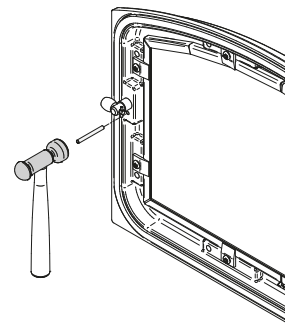
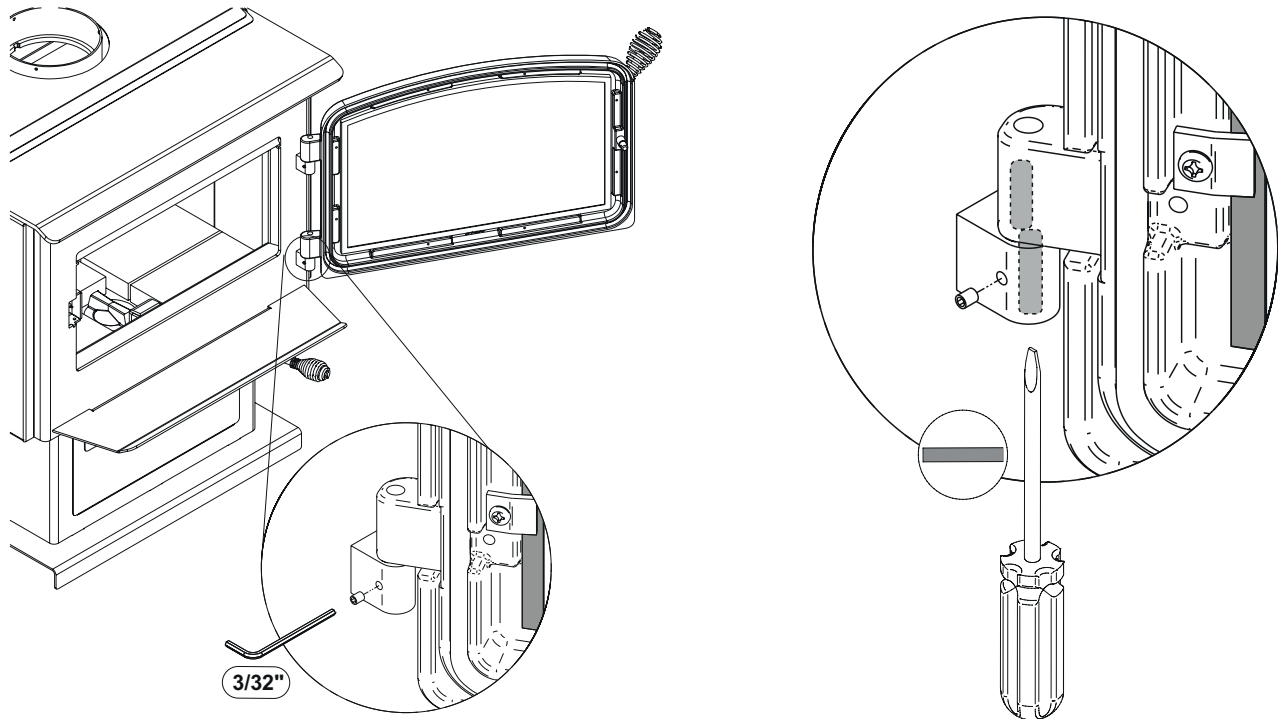


Figure 16: Installing the split pin

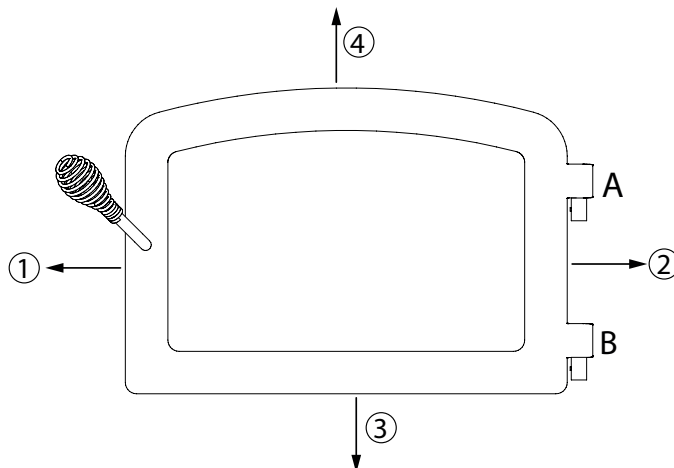
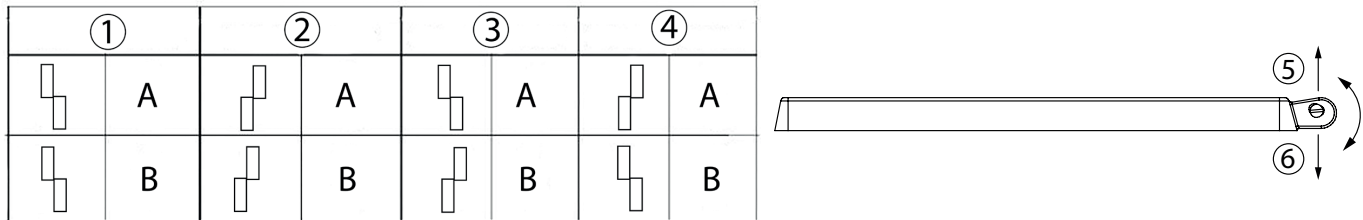
7.3.2 Door Alignment

Door alignment should be checked before lighting the wood stove for the first time, as it may not be properly aligned.

To align, open the door and loosen the pressures screws located on the lower and upper hinges of the door using a 3/32" Allen key to free the adjustable hinge rods.



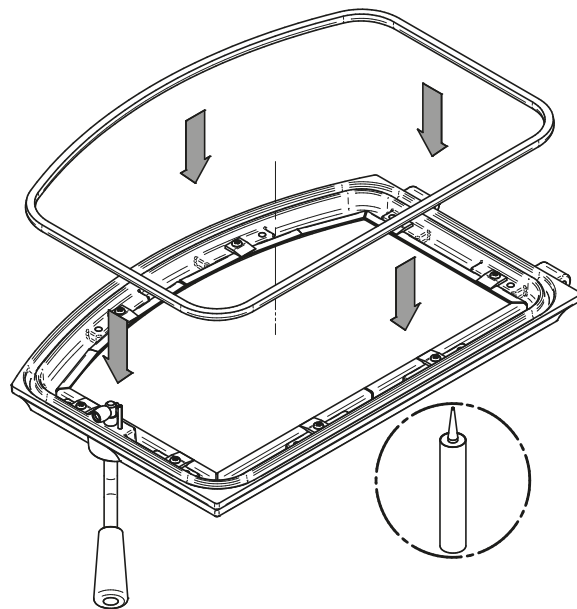
Using a flat screwdriver, turn the adjustable hinge rods in the direction shown to adjust the doors. Tighten all door hinge pressure screws when they are at the desired positions. Configurations 1-2-3-4-5-6, show in which direction these act on the adjustment of the door.



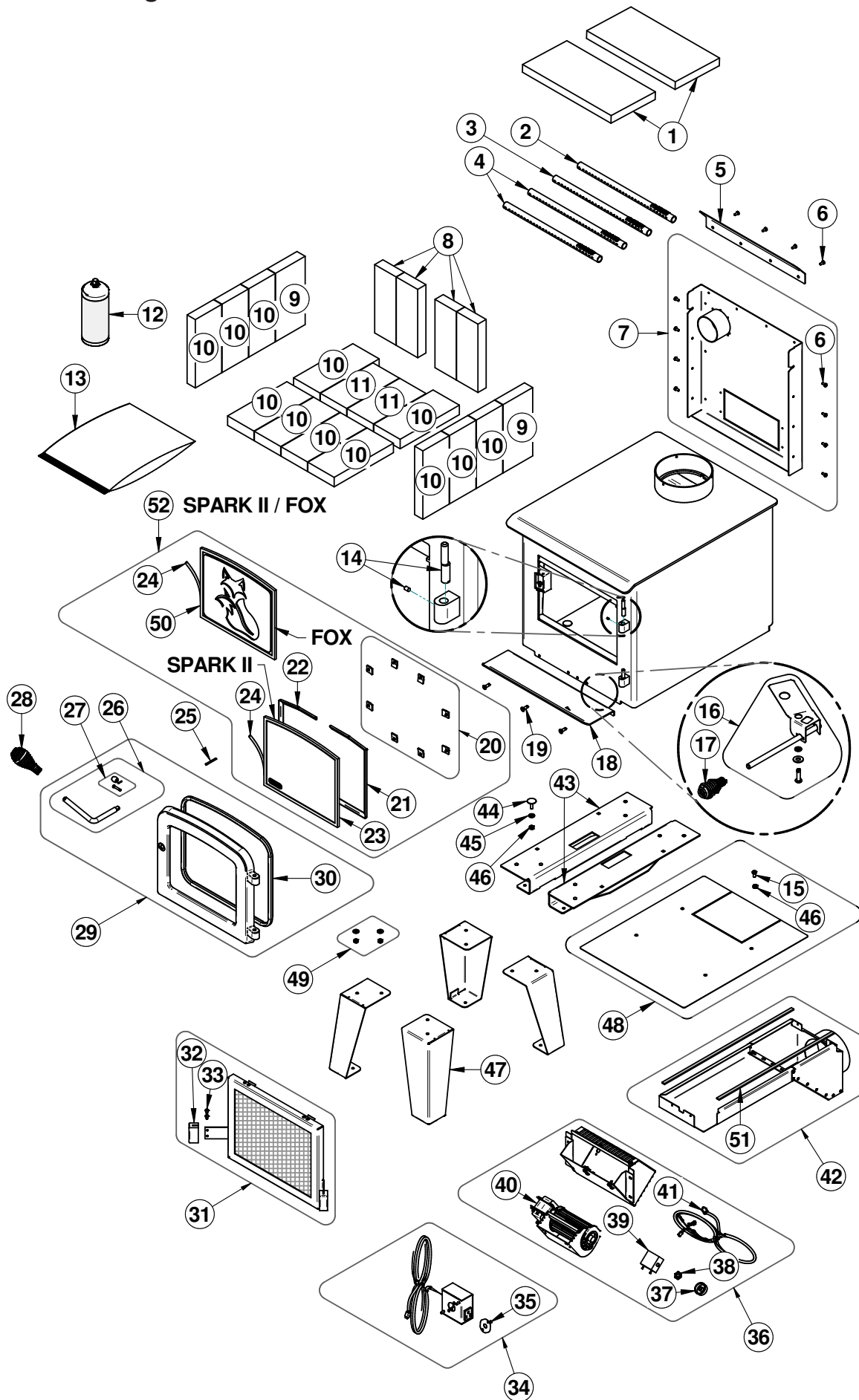
7.3.3 Gasket

It is important to replace the gasket with another having the same diameter and density to maintain a good seal.

1. Remove the door and place it face-down on something soft like a cushion of rags or a piece of carpet.
2. Remove the old gasket from the door. Use a screwdriver to scrape the old gasket adhesive from the door gasket groove.
3. Apply a bead of approximately 3/16" (5 mm) of high temperature silicone in the door gasket groove. Starting from the middle, hinges side, press the gasket into the groove. The gasket must not be stretched during installation.
4. Leave about 1/2" long of the gasket when cutting and press the end into the groove. Tuck any loose fibers under the gasket and into the silicone.
5. Close the door. Do not use the stove for 24 hours.



8. Exploded Diagram and Parts List



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IMPORTANT: THIS IS DATED INFORMATION. When requesting service or replacement parts for your stove, please provide the model number and serial number. We reserve the right to change parts due to technology upgrade or availability. Contact an authorized dealer to obtain one of these parts. Never use substitute materials. The use of unapproved parts can cause poor performance and risk to your safety.

#	Item	Description	Qty
1	21622	13 7/16" X 6 3/4" X 1" VERMICULITE BAFFLE	2
2	PL66833	REAR SECONDARY AIR TUBE	1
3	PL66834	REAR CENTER SECONDARY AIR TUBE	1
4	PL66835	FRONT AND CENTER SECONDARY AIR TUBE	2
5	PL74262	EXHAUST DEFLECTOR	1
6	30154	BLACK SCREW #10 X 5/8" QUADREX #2 TYPE A	12
7	SE74262	BACK HEAT SHIELD ASSEMBLY	1
8	29007	3 1/4" X 9" X 1 1/4" REFRACTORY BRICK	4
9	29010	4 1/2" X 9" X 1 1/4" REFRACTORY BRICK	2
10	29015	4" X 9" X 1 1/4" REFRACTORY BRICK	12
11	29000	4" X 8" X 1 1/4" REFRACTORY BRICK	2
12	AC05959	METALLIC BLACK STOVE PAINT - 342 g (12oz) AEROSOL	1
13	SE46259	FOX AND SPARK INSTRUCTION MANUAL KIT	1
14	SE74167	DOOR HINGE REPLACEMENT KIT	1
15	30025	1/4-20 X 1/2" PAN-HEAD QUADREX BLACK SCREW	4
16	SE74355	ASSEMBLY AIR CONTROL HATCH KIT	1
17	30429	3/8" NICKEL COIL HANDLE	1
18	PL74265	ASH TRAY	1
19	30507	BLACK TORX SCREW WITH FLAT HEAD TYPE F 1/4-20 X 3/4"	3
20	SE53585	GLASS RETAINER KIT WITH SCREWS (12 PER KIT)	1
21	PL74317	RIGHT GLASS FRAME	1
22	PL74318	LEFT GLASS FRAME	1
23	SE74251	GLASS WITH GASKET 11 3/8" L X 9 1/2" H	1
24	AC06400	3/4" X 6' FLAT BLACK SELF-ADHESIVE GLASS GASKET	1
25	30101	SPRING TENSION PIN 5/32"Ø X 1 1/2"L	1
26	SE70697	REPLACEMENT HANDLE WITH LATCH KIT	1
27	AC09185	DOOR LATCH KIT	1
28	AC07867	1/2" CHROME PLATED COIL HANDLE	1
29	SE24349	ESCAPE 1200 CAST IRON DOOR ASSEMBLY	1
30	AC06500	SILICONE AND 5/8" X 8' BLACK DOOR GASKET KIT	1
31	AC01420	RIGID FIRESCREEN	1
32	PL06728	PAINTED AIR CONTROL HANDLE	2
33	30129	METAL SCREW #10 X 1/2" PAN QUADREX ZINC "A" TYPE	4

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#	Item	Description	Qty
34	AC02055	QUICK CONNECT THERMODISC	1
35	44028	CERAMIC THERMODISC F110-20F	1
36	AC02050	BLOWER ASSEMBLY WITH VARIABLE SPEED CONTROL (UP TO 100 CFM)	1
37	44085	RHEOSTAT KNOB	1
38	44087	RHEOSTAT NUT	1
39	44080	RHEOSTAT WITHOUT NUT (MODEL KBMS-13BV)	1
40	44073	CROSSFLOW BLOWER 115V-60Hz-39W 100 CFM	1
41	60013	POWER CORD 96" X 18-3 type SJT (50 pcs per carton)	1
42	AC01421	5"Ø FRESH AIR INTAKE KIT FOR WOOD STOVE ON LEGS	1
43	PL74323	LEG SUPPORT	2
44	30536	LEVELING BOLT 1/4 - 20 X 1"	4
45	30185	17/64" AA TYPE WASHER BLACK	4
46	30100	BLACK HEX NUT 1/4 - 20	8
47	PL74328	LEG	4
48	SE74357	BOTTOM HEAT SHIELD KIT	1
49	30141	LEG KIT HARDWARE BAG	1
50	SE74358	FOX DOOR PLATE ASSEMBLY	1
51	AC06810	SELF ADHESIVE BLACK GASKET KIT 1/8" X 3/8" X 6'	1
52	SE74364	SPARK II GLASS AND MOLDING KIT	1

DROLET LIMITED LIFETIME WARRANTY

The warranty of the manufacturer extends only to the original retail purchaser and is not transferable. This warranty covers brand new products only, which have not been altered, modified nor repaired since shipment from the factory. Proof of purchase (dated bill of sale), model name and serial number must be supplied when making any warranty claim to the DROLET dealer.

This warranty applies to normal residential use only. This warranty is void if the unit is used to burn material other than cordwood (for which the unit is not certified by EPA) and void if not operated according to the owner's manual. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, venting problems or underestimated heating area are not covered by this warranty. The recommended heated area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature in the designated area in case of a power failure.

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized or other than the original parts voids this warranty. An authorized qualified technician must perform the installation in accordance with the instructions supplied with this product and all local and national building codes. Any service call related to an improper installation is not covered by this warranty.

The manufacturer may require that defective products be returned or that digital pictures be provided to support the claim. Returned products are to be shipped prepaid to the manufacturer for investigation. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. Repair work covered by the warranty, executed at the purchaser's domicile by an authorized qualified technician requires the prior approval of the manufacturer. All parts and labour costs covered by this warranty are limited according to the table below.

The manufacturer, at its discretion, may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of any warranted but defective parts. The manufacturer shall, in no event, be responsible for any uncommon, indirect, consequential damages of any nature, which are in excess of the original purchase price of the product. A one-time replacement limit applies to all parts benefiting from lifetime coverage. This warranty applies to products purchased after March 1st 2019.

DESCRIPTION	WARRANTY APPLICATION*	
	PARTS	LABOUR
Combustion chamber (welds only) and cast iron door frame.	Lifetime	3 years
Surrounds, heat shields, ash drawer, steel legs, pedestal, trims (aluminum extrusions), plating (defective manufacture**), and convector air-mate.	5 years	3 years
Removable stainless steel combustion chamber components, secondary air tubes**, deflectors, and supports.	5 years	N/A
Glass retainers, handle assembly, and air control mechanism.	3 years	1 year
Carbon steel combustion chamber components, vermiculite baffle**, and C-Cast baffle**.	2 years	N/A
Standard blower, heat sensors, switches, rheostat, wiring, and other controls.	1 year	1 year
Optional blower, paint (peeling**), ceramic glass (thermal breakage only**), ceramic fibre blankets, gaskets, insulation, and other options.	1 year	N/A
Firebricks.	N/A	N/A
All parts replaced under the warranty.	90 days	N/A

*Subject to limitations above. **Picture required.

Labour cost and repair work to the account of the manufacturer are based on a predetermined rate schedule and must not exceed the wholesale price of the replacement parts. Shall your unit or a component be defective, contact immediately your DROLET dealer. To accelerate processing of your warranty claim, make sure to have on hand the following information when calling:

- Your name, address and telephone number;
- Bill of sale and dealer's name;
- Installation configuration;
- Serial number and model name as indicated on the nameplate fixed to the back of your unit;
- Nature of the defect and any relevant information.

Before shipping your unit or defective component to our plant, you must obtain an Authorization Number from your DROLET dealer. Any merchandise shipped to our plant without authorization will be refused automatically and returned to the sender.

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