



Reminder: Servicing Large Pellet Stoves & Inserts

Routine Door Maintenance & Adjustment

Field Tune-Up Kit For Sluggish Burning Large Pellet Stoves & Inserts

Convection Air Deflector Retrofit

I want to be sure you all are aware of this door adjustment procedure and the field tune-up kit for Astoria pellet stoves and Astoria Bay pellet inserts. Some dealers have asked for advice on how to service sluggish burning large pellet units. We developed this service bulletin and field tune-up kit to help them. You will want to read this as it may help you handle service calls on large pellet units, now or in the future.

The attached service bulletin for large pellet stoves & inserts explains how to determine if the door seal is tight enough for normal performance. The door can shift position, and door gaskets can shrink and wear thinner with use. These factors cause air leaks around the door which dilute the air velocity coming through the burn pot, resulting in degraded combustion performance. Follow the attached instructions and adjust the door as necessary to tighten the seal to improve combustion. Proper door adjustment is the single most important step in proper pellet stove maintenance.

We also want you to know about several field upgrades now available that will help improve stove performance. If an Astoria pellet stove or an Astoria Bay pellet insert shows signs of sluggish burning (pellets build up and the fire frequently goes out) consider installing the following upgrades as well as adjusting the door.

The Large Pellet Tune-Up Kit, SKU# 93007342, provides several easy-to-install parts which will restrict air flow through the air wash on the door. Also included is adhesive-back foam tape to help seal the hopper lid. Installation of these parts has the effect of increasing the velocity of air flowing through the burn pot to create a more vigorous flame. Please note: The air wash restrictor parts will not fit Astoria stoves before serial number 2303-927118 or Astoria Bay Inserts before serial number 2304-07021. An easy-to-install sheet metal strip, included with the tune-up kit, concentrates convection air flow for a hotter air stream. There is no charge for this upgrade kit, and the standard labor allowance applies to its installation.

Attention Service Managers



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Hot Flash #1513-2

If you encounter sluggish burning large pellet units, the door adjustment and the simple upgrades included with the tune-up kit will markedly improve performance.

We are applying the above upgrades to all Astoria and Astoria Bay units in inventory, so any new stock you receive will have the benefit of these changes. The following list of our warehouses shows when work on all units in stock will be complete and stock will be available to ship.

Mukilteo (Northwest)	Complete 2/11/05
Continental (Sacramento)	Complete 2/11/05
Burgess (Riverside)	Complete 2/16/05
Shippers (Dallas)	Complete 2/17/05
Columbian (Michigan)	Complete 2/17/05
Northeast Logistics	Complete 2/18/05*
Lansdale (PA)	Complete 2/24/05**
Triangle (Minnesota)	Complete 1/16/05
Certified Logistics (GA)	N/A - No Large Pellet Units Here

* Some inventory available to ship 1/16/05

** Some inventory available to ship after 2/21/05

Sincerely,

John J. Beiermann
Technical Services Manager
Travis Industries, Inc.



SERVICE BULLETIN: Pellet Heater Door Adjustment

Overview

Travis Industries recommends the door on our pellet stoves and inserts be inspected upon installation and once per year. The door seal must be air-tight for the heater to work correctly.

Symptoms of an Improperly-Adjusted Door

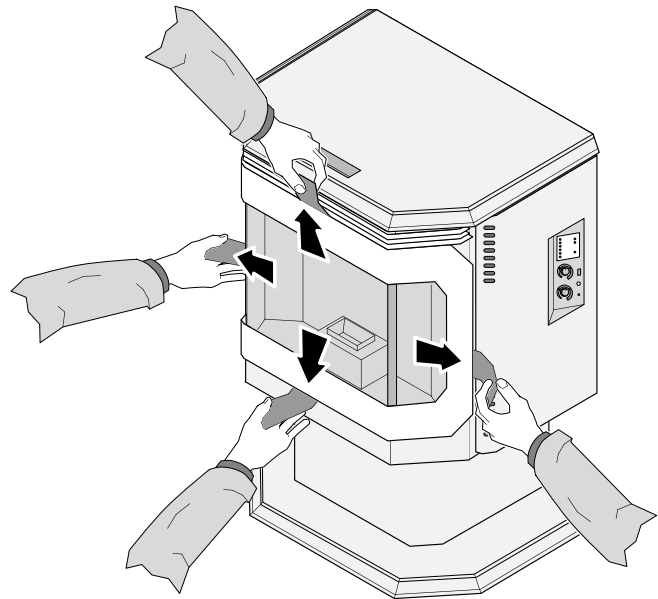
Air-leaks in the door seal will lead to:

- Lazy or sooty burn
- Excessive flyash or soot build-up inside the firebox
- Poor heat output

Important Warning: Unplug the appliance and make sure it is cool prior to conducting service.

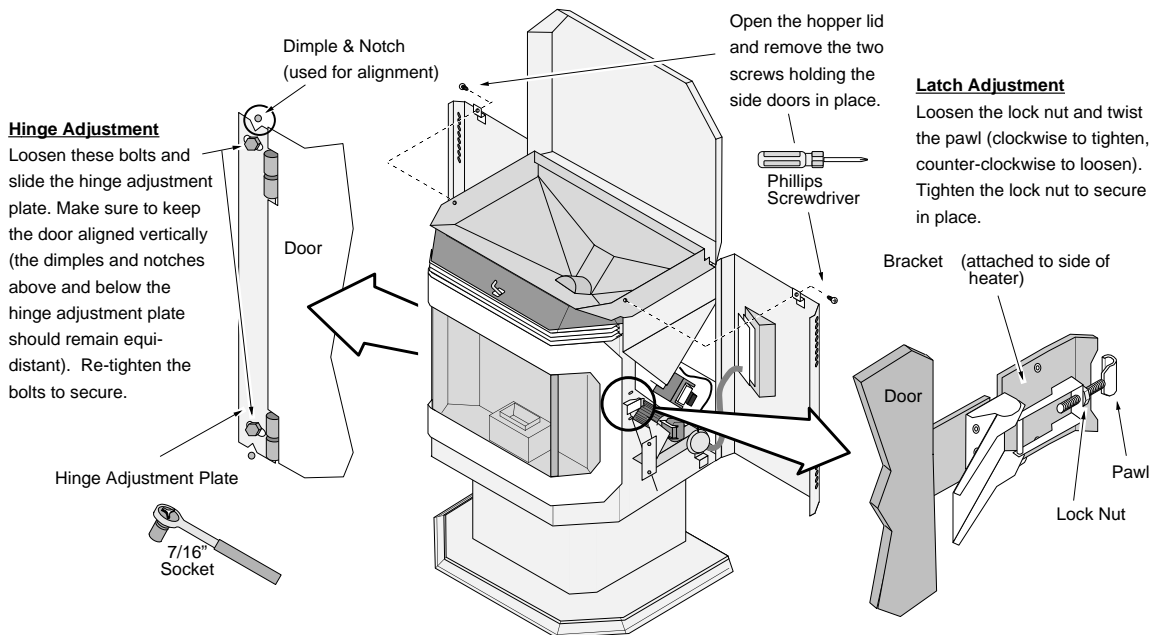
Checking the Door Seal

The door gasket must contact the entire perimeter of the door and create an air-tight seal. To verify this, open the door, hold a dollar bill against the body of the heater and close the door. The dollar bill should be held firmly in place. If it is loose or falls out, the door should be adjusted.



Adjusting the Door Hinge and Latch

The door hinge and door latch can be adjusted to pull the door closer to the body. The illustration below details how to adjust these components. NOTE: Make sure to read the section "Door Alignment" on the following page before adjusting the door hinge and latch.





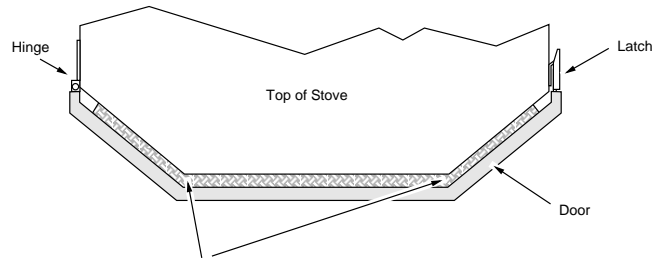
SERVICE BULLETIN: Pellet Heater Door Adjustment

Door Alignment

Because the door is three-sided, it is crucial the door is aligned correctly. We recommend that you open the hopper lid and look down upon the door and body of the heater. Use the illustration below to determine the correct door alignment.

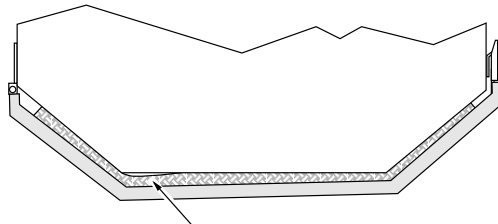
Correctly Aligned Door

When properly adjusted, the door should be evenly spaced from the front of the stove (and shut tight, compressing the gasket).



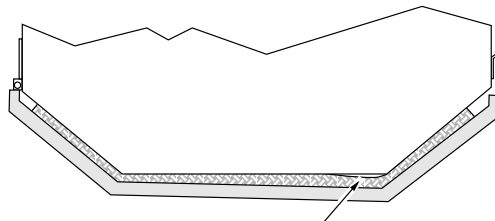
Note how both corners are evenly spaced.

Latch Too Tight - In the illustration below, the latch is too tight (this is the most common mis-alignment). Loosen the latch and tighten the hinge.



Note how the gasket separates from the body.

Hinge Too Tight - In the illustration below, the hinge is too tight. Loosen the hinge and tighten the latch.



Note how the gasket separates from the body.