



# Installation and operating instructions for the MAX CADDY WOOD ADD-ON (PF01102 model)

Certified according to CSA B415.1-10, CSA B366.1

**Read these instructions carefully before installing  
and operating your Add-on.**

## **CONGRATULATIONS!**

You have purchased one of the finest wood add-on available  
on the market. We are confident that your add-on will provide years of comfort  
and safe operation.

**Please keep this document!**

Verified and tested for Canada by an  
accredited laboratory.



*This manual is available for free download on the manufacturer's web site. It is a copyrighted document. Re-sale is strictly prohibited. The manufacturer may update this manual from time to time and cannot be responsible for problems, injuries, or damages arising out of the use of information contained in any manual obtained from unauthorized sources.*

***Eco-energy at the hearth  
of your home***

**Caddy**  
250, de Copenhagen,  
St-Augustin-de-Desmaures (Quebec)  
CANADA G3A 2H3

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## **IMPORTANT NOTE:**

**THE INSTALLATION OF THIS CENTRAL HEATING SYSTEM MUST BE PERFORMED BY A QUALIFIED TECHNICIAN. CADDY RESERVES ITSELF THE RIGHT TO VOID ITS WARRANTY OR DENY TECHNICAL ADVICE IF THE ADD-ON HAS NOT BEEN SOLD OR INSTALLED BY A PROFESSIONAL.**

### **REGISTER YOUR WARRANTY ONLINE**

To receive full warranty coverage, you will need to show evidence of the date you purchased your Add-on. Keep your sales invoice.

We also recommend that you register your warranty online at <http://www.caddyfurnaces.com/en/warranty/warranty-registration>

Registering your warranty online will help us track rapidly the information we need on your add-on.

## **1. INTRODUCTION**

Take note that this add-on operates like an EPA wood burning stove. This applies to the lighting, the ember bed, and the minimum combustion air intake which was determined based on the use of good seasoned cordwood.

The Max Caddy add-on was tested and approved according to the CSA B415.1-10 Standard.

To optimize the efficiency of your add-on, here is some advice that you should follow when installing or operating your Max Caddy add-on.

- Respect the local codes (when in doubt, consult your local dealer);
- Make sure your add-on is installed according to the instructions on the certification label;
- All controls and adjustments must be performed by a qualified technician. The blower speed of the existing furnace must conform to the recommendations of local codes and should respect the static pressure ranges in the warm air plenum of the add-on.

We recommend that our wood burning hearth products be installed and serviced by professionals who are certified in Canada by WETT (Wood Energy Technical Training) or in Quebec by APC (Association des Professionnels du Chauffage).

This add-on has been developed and built for residential heat source. Commercial and industrial use is prohibited and will void the warranty.

## 2. APPLIANCE PERFORMANCE<sup>(1)</sup>

Fuel type	Dry cordwood	
Recommended heating area <sup>[†]</sup>	1,500 to 3,500 ft <sup>2</sup> (139 to 325 m <sup>2</sup> )	
Firebox volume	4.9 ft <sup>3</sup> (0.139 m <sup>3</sup> )	
Maximum burn time <sup>[†]</sup>	17 h	
Maximum input capacity (dry cordwood) <sup>(2)</sup>	421,000 BTU	
Overall heat output rate (min. to max.) <sup>(3)</sup>	18,436 BTU/h to 66,620 BTU/h (5.6 kW to 19.6 kW)	
Nominal heat output at 15lb/ft <sup>3</sup> fuel loading density	100,000 BTU/h	
Average overall efficiency <sup>(8)</sup>	78.9% (HHV) <sup>(5)</sup>	85 % (LHV) <sup>(6)</sup>
Delivered heat output rate (min. to max.) <sup>(7)</sup>	15,112 BTU/h to 51,203 BTU/h (4.7 kW to 16.0 kW)	
Average delivered efficiency <sup>(4)</sup>	64.6% (HHV) <sup>(5)</sup>	69.7 % (LHV) <sup>(6)</sup>
Optimum efficiency <sup>(9)</sup>	85.7 %	
Average particulate emissions rate <sup>(10)(11)</sup>	0.752 lb/mmBTU (0.324 g/MJ)	
Average CO <sup>(12)</sup>	12.20 lb/mmBTU (5.25 g/MJ)	

<sup>[†]</sup> 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 heating area for a given appliance is defined by the manufacturer as its capacity to maintain a minimum acceptable temperature considering that the space configuration and the presence of heat distribution systems have a significant impact in making heat circulation optimum.

<sup>(1)</sup> Values are as measured per CSA B415.1-10, except for the recommended heating area, firebox volume, maximum burn time and maximum input capacity. Performances based on a fuel load prescribed by the standard at 10 lb/ft<sup>3</sup> and with moisture content between 18% and 28%.

<sup>(2)</sup> Input value at 10lb/ft<sup>3</sup> fuel loading density and dry energy value of 8,600BTU/lb.

<sup>(3)</sup> Overall: Radiated and delivered heat together at 10lb/ft<sup>3</sup> fuel loading density over one total burn cycle.

<sup>(4)</sup> Efficiency based on delivered heat when allowing cycling from high to low burn to simulate thermostat demand.

<sup>(5)</sup> Higher Heating Value of the fuel.

<sup>(6)</sup> Lower Heating Value of the fuel.

<sup>(7)</sup> Delivered: Remotely provided to other rooms through ducting at 10 lb/ft<sup>3</sup> fuel loading density over one total burn cycle.

<sup>(8)</sup> Efficiency based on radiated and delivered heat when allowing cycling from high to low burn to simulate thermostat demand.

<sup>(9)</sup> Optimum overall efficiency at a specific burn rate (LHV).

<sup>(10)</sup> Based on delivered heat output.

<sup>(11)</sup> This appliance is officially tested and certified by an independent agency.

<sup>(12)</sup> Carbon Monoxide. Based on overall heat output at 10lb/ft<sup>3</sup> fuel loading density.

### 3. GENERAL FEATURES

Maximum log length	25 in (635 mm) / north-south*
Diameter of the flue collar	6 in (152 mm)
Recommended chimney diameter	<b>6 in (152 mm)</b>
Required type of chimney	CAN/ULC S629 (2100 °F)
Baffle material	C-Cast
Alcove installation	Not approved
Mobile home installation†	Not approved
Appliance weight (without option)	614 lb (279 kg)
Shipping weight (without option)	729 lb (331 kg)
Particulate emission standard	CSA B415.1-10
Canadian standard (safety)	CSA B366.1

\*\* East-west: through the door you see the longitudinal sides of the logs; north-south: through the door you see the tips of the logs.

† Mobile home (Canada). 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.

### 4. SPECIFICATIONS

<b>Color</b>	<b>Grey</b>
<b>Thermostatic control</b>	<b>Yes</b>
Door type	Single, glass with cast iron frame
Glass type	Ceramic glass
Hot air plenum – dimensions (Depth or Height)	<b>32 1/8 in</b>
Hot air plenum – dimension (Width)	<b>25 3/8 in</b>
<b>Ash pan – dimensions (Width x Depth x Height)</b>	<b>11 15/16 in x 19 5/8 in x 2 5/8 in</b>
Clearance – front	<b>48 in</b>
Clearance – back wall	<b>12 in</b>
Clearance – side wall	<b>6 in</b>
Clearance – opposite side wall	<b>24 in recommended service clearance</b>
Clearances – ducts	<b>6 in for the first 6 feet with heat shield and 1 in after</b>
<b>Fresh air intake adapter option</b>	<b>5 in</b>
Fresh air intake adapter – connection location	Left or right
<b>Fresh air intake adapter – connecting pipe diameter</b>	<b>6 in</b>
Tested and listed as per applicable standards	By an accredited laboratory (CAN)
Warranty	Limited lifetime

## 5. LABEL PLATE



**Intertek**

STANDARDS / NORMES D'ESSAI:

Certified to/Certifié selon CSA B366.1

Certified to/Certifié selon CSA B415.1-10

(OCT. / OCT. 2019)

Control number: 4002461

LISTED STAND ALONE WOOD ADD-ON FOR AN  
EXISTING LISTED OIL-FIRED, GAS OR ELECTRIC CENTRAL  
FURNACE

ANNEXE AU BOIS HOMOLOGUÉE POUR ADJONCTION À  
UNE FOURNAISE CENTRALE AU MAZOUT, À GAZ OU À  
L'ÉLECTRICITÉ EXISTANTE HOMOLOGUÉE

MODEL / MODÈLE : ANNEXE MAX CADDY  
MAX CADDY ADD-ON

FOR USE WITH  
WOOD ONLY

POUR UTILISATION AVEC  
BOIS SEULEMENT

CONTACT LOCAL BUILDING OFFICIALS ABOUT THE  
RESTRICTIONS AND INSTALLATION INSPECTION IN  
YOUR AREA.

COMMUNIQUER AVEC LES AUTORITÉS LOCALES DU  
BÂTIMENT ET DE LA PRÉVENTION DES INCENDIES AU  
SUIJET DES RESTRICTIONS D'INSTALLATION DANS  
VOTRE SECTEUR.

FUEL / COMBUSTIBLE : WOOD / BOIS  
AC CURRENT ONLY / COURANT CA SEULEMENT

CAUTION : Use copper wire.  
ATTENTION: Utiliser des fils de cuivre.

Options : Water Heater / Chauffe-eau

Serial Number  
No. de Série

1

INSTALL AND USE ONLY IN ACCORDANCE WITH SBI STOVE BUILDER INTERNATIONAL INSTALLATION AND OPERATION  
INSTRUCTIONS.

L'INSTALLATION ET L'OPERATION DOIT SE FAIRE SELON LES INSTRUCTIONS D'INSTALLATION ET D'UTILISATION DE  
SBI FABRICANT DE POÊLES INTERNATIONAL.

### PREVENT HOUSE FIRES

- Type of chimney: chimney suitable for use with solid fuel.
- Use with wood only. Do not use other fuels.
- Load fuel carefully, or damage may result.
- Do not use chemicals or fluids to start the fire.
- The heat exchanger, flue pipe and chimney must be cleaned regularly to remove accumulated creosote and ash. Ensure that this heat exchanger, flue pipe and chimney are cleaned during the summer months. The appliance, flue pipe and chimney must be in good condition.
- Do not use this Add-On without ducts.
- In Canada, the unit must be installed on a non-combustible floor pad extending at least 18 inches (460 mm) in front of the door opening and at least 8 inches (205 mm) at the back and on each side of the unit. The floor pad must have a thickness of at least 0.015" (0.38 mm). Consult owner's manual for more details.
- May be connected to ductwork that is still connected to another furnace.

### • Do not connect this unit to a chimney flue serving another appliance.

- Do not connect ductwork so that reverse flow is possible.
- Do not relocate or bypass any of the safety controls in the original Add-On installation.
- Caution: Maintain combustion air to the unit; air starvation is dangerous.
- The Add-On can be used during a power-loss. Remove air filter and let the damper stay in closed position. See owner's manual for optimum performance under those conditions.
- Do not attempt to light a fire when there is oil vapor present.
- See owner's manual for electrical diagram.
- For more information, refer to owner's manual.
- The transfer duct between the existing furnace and the Add-On must be at least 540 square inches (0.35 square meter) and deviations radius must be at least 6" (152 mm).
- The existing furnace must have a maximum BTU of 120,000.

### PRÉVENEZ LES INCENDIES

- Type de cheminée: cheminée appropriée pour utilisation avec combustible solide.
- Brûler du bois seulement. Ne pas utiliser d'autres combustibles.
- Charger avec soin pour éviter d'endommager l'annexe.
- N'utiliser aucun produit chimique ou liquide pour allumer le feu.
- Nettoyer l'échangeur de chaleur, le conduit de raccordement et la cheminée pour enlever la crasse et les cendres accumulées. S'assurer que l'échangeur de chaleur, le conduit de raccordement et la cheminée sont nettoyés à la fin de la saison hivernale. L'appareil, le conduit de raccordement et la cheminée doivent être en bon état.
- Ne pas utiliser cette annexe sans conduit.
- Au Canada, l'appareil doit être installé sur une plaque incombustible qui excède le devant de l'ouverture de porte d'au moins 18 pouces (460 mm) ainsi que l'arrière et chaque côté de l'appareil d'au moins 8 pouces (205 mm). La plaque incombustible doit posséder une épaisseur minimale de 0.015" (0.38 mm). Consultez le manuel d'instructions pour plus de détails.
- Peut-être raccordé à des conduits raccordés à un autre générateur d'air chaud.

### • Ne pas brancher cette unité à une cheminée servant à un autre appareil.

- Ne pas raccorder aux conduits de ventilation de façon à permettre un débit inversé.
- Ne pas relocaliser ou contourner les contrôles de sécurité originaux de l'annexe.
- Attention: Assurer l'air de combustion adéquate à l'appareil, une privation d'air est dangereuse.
- Cette annexe peut être utilisée lors d'une panne de courant. Le filtre à air doit être retiré et le registre d'entrée d'air doit être laissé fermé. Voir le manuel d'instructions pour des performances optimales dans ces conditions.
- Ne pas allumer lorsque des vapeurs d'huile sont présentes.
- Voir le manuel d'instructions pour les diagrammes électriques.
- Pour de plus amples renseignements, référez-vous au manuel d'instructions.
- Le conduit qui relie la fournaise existante à l'annexe doit avoir un minimum de 540 po carré (0.35 m carré) de surface et un rayon minimum de 6" (152 mm) pour le coude intérieur.
- La fournaise existante doit avoir un BTU maximal de 120,000.

### MINIMUM CLEARANCES TO COMBUSTIBLE MATERIALS



Ceiling (1st 5 feet of  
ductwork including plenum) :  
Ceiling (past 1st 5 feet of ductwork) :  
Back wall :  
Front Wall :  
Right Side Wall :  
Left Side Wall :  
Floor :  
Flue Pipe :

6 in  
1 in  
12 in  
48 in  
6 in  
24 in  
0 in  
18 in

### DÉGAGEMENTS MINIMUM AUX MATÉRIAUX COMBUSTIBLES

Plafond (1er 5 pieds de  
conduit incluant le bonnet) :  
Plafond (passé les 1ers 5 pieds) :  
Mur arrière :  
Mur avant :  
Mur latéral droit :  
Mur latéral gauche :  
Plancher :  
Tuyau à fumée :

150 mm  
25 mm  
305 mm  
1220 mm  
150 mm  
610 mm  
0 mm  
457 mm

Made in La Guadeloupe (Gc), Canada

20/12/2019 ( # test )



Fabricant de poêles international  
Stove Builder International

Fabriquée à La Guadeloupe (Gc), Canada

20/12/2019 ( # test )

27822





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

STANDARDS / NORMES D'ESSAI:

Certified to/Certifié selon CSA B366.1

Certified to/Certifié selon CSA B415.1-10

(OCT. / OCT. 2019)

Control number: 4002461

## PERFORMANCE TESTING OF SOLID-FUEL BURNING HEATING APPLIANCE

### RENDEMENT D'APPAREIL DE CHAUFFAGE À COMBUSTION SOLIDE

MODEL / MODÈLE :

ANNEXE MAX CADDY

MAX CADDY ADD-ON

#### PERFORMANCE TECHNICAL DATA FROM CSA B-415.1-10 /

#### DONNÉES TECHNIQUES DE PERFORMANCE RELATIVE À LA NORME CSA B-415.1-10

- The stated efficiency is based on the higher heating value of the fuel.
- The minimum and maximum delivered heat output rate are based on the tests performed in determining the average emissions rates.
- The average efficiency is based on the amount of delivered heat.
- Le rendement annoncé est basé sur le pouvoir calorifique supérieur du combustible.
- Les puissances thermiques minimales et maximales sont basées sur les essais réalisés pour la détermination du taux moyen d'émission de particules.
- Le rendement moyen est basé sur la quantité de chaleur transportée.

AVERAGE PARTICULATE EMISSION RATE / lb/mmBTU	0.753	MINIMUM DELIVERED HEAT OUTPUT RATE / PUISSANCE THERMIQUE MINIMALE:	16 109 kJ/h
TAUX MOYEN D'ÉMISSION DE PARTICULE:	0.324 g/MJ	MAXIMUM DELIVERED HEAT OUTPUT RATE / PUISSANCE THERMIQUE MAXIMALE:	54 578 kJ/h
AVERAGE EFFICIENCY / RENDEMENT MOYEN:	64.8%	MINIMUM OVERALL HEAT OUTPUT RATE / PUISSANCE THERMIQUE GLOBALE MINIMALE:	19 243 kJ/h
AVERAGE OVERALL EFFICIENCY / RENDEMENT MOYEN GLOBAL:	78.9%	MAXIMUM OVERALL HEAT OUTPUT RATE / PUISSANCE THERMIQUE GLOBALE MAXIMALE:	67 069 kJ/h

U.S. ENVIRONMENTAL PROTECTION AGENCY Certified to comply with 2015 particulate emission standards. Not approved for sale after May 15, 2020./AGENCE DE PROTECTION DE L'ENVIRONNEMENT DES É.U. (EPA). Conforme aux normes d'émission de particules de 2015. Ne peut être vendu après le 15 mai 2020.

This wood heater needs periodic inspection and repair for proper operation. Consult the owner's manual for further information./Cet appareil requiert des inspections et réparations périodiques. Consulter le manuel de l'utilisateur pour plus d'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./Opérer cet appareil de chauffage de façon inconsistente par rapport au manuel de l'utilisateur consiste une violation de la loi fédérale (USA).

#### DANGER: Risk of fire or explosion

- Do not burn garbage, gasoline, drain oil or other flammable liquids.

#### WARNING: Risk of fire

- Do not operate with flue draft exceeding 0.06" W.C. (15Pa).
- Do not operate with fuel loading or ash removal doors open.
- Do not store fuel or other combustible material within marked installation clearances.
- Inspect and clean flues and chimney regularly.

#### CAUTION: Hot surfaces

- Keep children away.
- Do not touch during operation.

#### DANGER: Risque d'incendies ou d'explosion

- Ne pas brûler d'ordures, d'essence, d'huile moteur ou tout autre liquides inflammable.

#### AVERTISSEMENT: Risque d'incendies

- Ne pas utiliser si le tirage excède 0.06" C.E. (15Pa).
- Ne pas utiliser avec les portes d'accès et/ou de chargement ouverte.
- Ne pas entreposer de combustible ou matériaux combustibles à l'intérieur des dégagements ; prescrits.



- Inspecter et nettoyer le conduit de raccordement ainsi que la cheminée fréquemment.

#### TECHNICAL DATA DONNÉES TECHNIQUES

Max Output T°/ T° max Sortie	185 °F 85 °C
Ext. Static Pressure/ Pression Statique Ext.	0.2" - 0.5" W.C. 0.2" - 0.5" C.E.
Electrical Rating / Alimentation électrique	24VAC, 20 VA, 60Hz

#### PROCEDURE TO FOLLOW IN CASE OF RUN-AWAY FIRE

- 1) Turn down thermostat
- 2) Keep fuel door closed
- 3) Close all combustion air controls

#### EN CAS D'INCENDIE DE CHEMINÉE

- 1) Baisser le thermostat
- 2) Maintenir la porte de chargement fermée
- 3) Fermer tous les dispositifs d'admission d'air

Made in La Guadeloupe (Qc), Canada

20/12/2019 ( # test )



Fabricant de poêles International  
Stove Builder International

Fabriqué à La Guadeloupe (Qc), Canada

20/12/2019 ( # test )

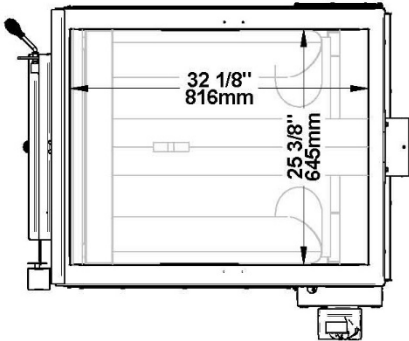
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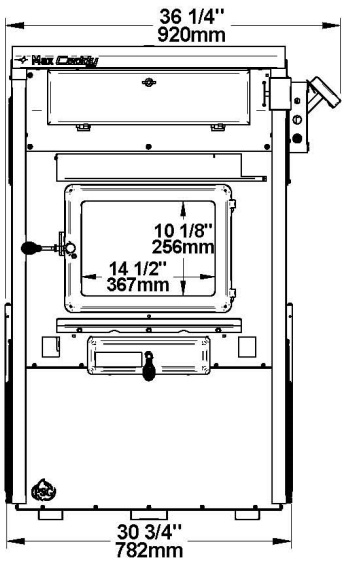
6. MAX CADDY ADD-ON TECHNICAL DATA

MODEL	TEMP VAR.	STATIC PRESSURE	
	(OF)	MIN.	MAX.
		INCH H2O	
MAX CADDY ADD-ON (SERIE)	100	0,2	0,5

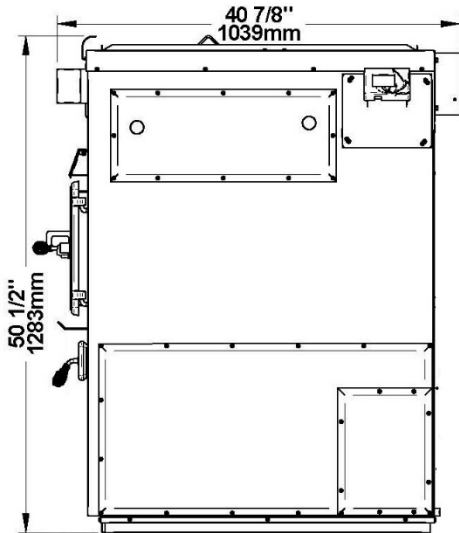
7. ADD-ON DIMENSIONS



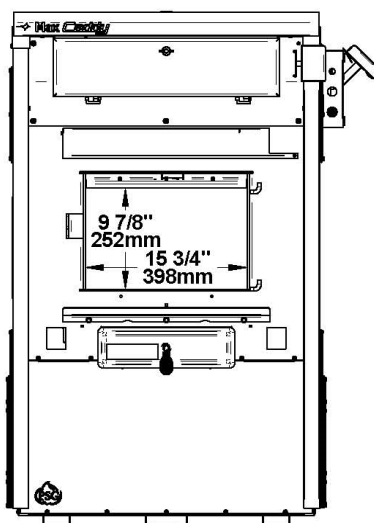
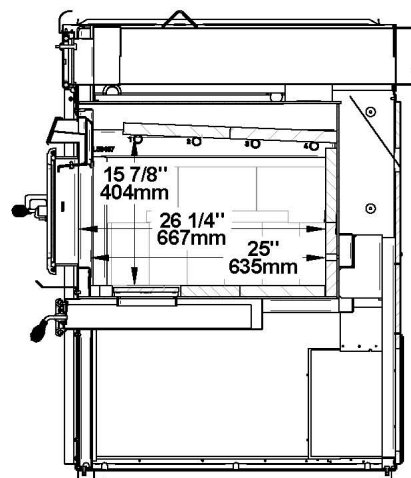
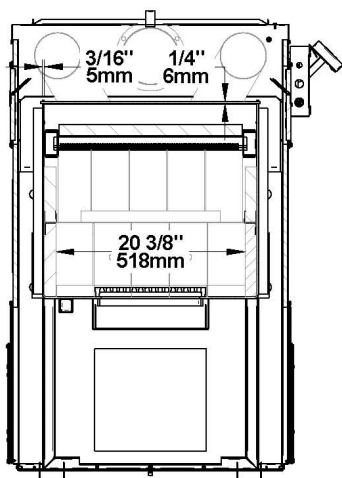
TOP VIEW



FRONT VIEW



SIDE VIEW



## 8. CHIMNEY AND DRAFT

This add-on must be connected to a chimney certified for use with wood burning heating appliances. A 6-inch chimney is recommended.

The unit is not to be connected to a chimney flue serving another appliance. If the chimney draft exceeds 0.06 IN.W.C., a barometric draft control should be installed on the smoke pipe. Never install a manual damper. The barometric control must be adjusted so that the maximum draft measured at the add-on outlet does not exceed -0.06 IN.W.C. Please note that a draft exceeding 0.06 IN.W.C. could produce an uncontrollable fire. **On the other hand, the minimum draft required is 0.04 IN.W.C. The adjustment should in no case be modified to increase combustion.**

## 9. SAFETY RULES

### **WARNING!**

**THE INFORMATION GIVEN ON THE CERTIFICATION LABEL AFFIXED TO THE APPLIANCE ALWAYS OVERRIDES THE INFORMATION PUBLISHED, IN ANY OTHER MEDIA (OWNER'S MANUAL, CATALOGUES, FLYERS, MAGAZINES AND/OR WEB SITES).**

## 9.1. GENERAL REQUIREMENTS

- Make sure the chimney outlet and the pipes are clean and in good condition.
- Do not use chemical products or liquids to light the fire.
- Do not burn wood coated with paint, glue or chemical products.
- Do not burn wastes or flammable liquids such as gasoline, naphtha, motor oil, or other unsuitable matters.
- Do not store wood in the vicinity of the add-on. Respect the required clearances between combustible materials and the source of heat.

### **WARNING!**

**THE ASH DRAWER AND EXCHANGERS ACCESS PANEL GET VERY HOT. DO NOT MANIPULATE WITH BARE HANDS.**

## 9.2. ODOUR FROM THE PAINT

It is normal that smoke and odours emanate from the unit when you first light it. It is recommended to burn it at high rate and ventilate the building until the odours disappear. The smoke is not toxic. **This should be done before the ducts are connected to the add-on to prevent smoke dispersion in the house.**

## 9.3. ASH DISPOSAL

Ashes must be placed in a metal container with a tight fitting lid. The container should be stored outdoor, well away from combustible materials. This container should not contain any other type of waste. If the ashes are meant to be buried in soil, wait until all embers have thoroughly cooled before burying.

## 9.4. CREOSOTE BUILD-UP AND REMOVAL

When wood is burned slowly, it produces tar and other organic vapours which, when combined with moisture, form creosote. The creosote vapours condensate in a relatively cool chimney flue. As a result, creosote residues accumulate inside the flue lining and the exchangers.

N.B.: To minimize the frequency of the chimney cleaning, buy your firewood at least one year before using it. Store it in a dry place in order to obtain the minimum moisture rate and optimize the efficiency. Do not store wood or combustible materials within the installation minimum clearances or the space required to reload the appliance and remove ashes.

When ignited, creosote produces an extremely hot fire inside the chimney.

In the first year of use, inspect the chimney system at regular intervals to determine a cleaning cycle. Depending on the type of wood used and its quality, a semi-annual cleaning may be required. A yearly cleaning is mandatory. **If a significant layer of creosote has accumulated, it must be removed immediately to eliminate the risk of chimney fire.**

Remember that a small, hot fire is preferable to a large smouldering one to prevent creosote build-ups within the system. Prepare an emergency procedure in case of a chimney fire. **It is recommended to clean the heat exchangers thoroughly at the end of season in order to prevent corrosion.**

## 9.5. SMOKE DETECTOR

We highly recommend the use of a smoke detector. It must be installed at least 15 feet (4,57 m) from the appliance in order to prevent undue triggering of the detector when reloading.

## 9.6. DOOR GLASS

To maintain a clean and safe installation, do not build your fire too close to the glass or allow logs to lean on the glass.

Do not operate your add-on at too low a setting. Keep the air inlet opened long enough during the fire start-up to prevent the fire from smouldering, which could stain the glass.

An intense fire will help keep the glass clean. However, in the event that your glass gets stained, which should not occur under normal operating conditions, you will have to clean it using a wet cloth and a fireplace glass cleaner. Clean the glass **ONLY** when the unit has cooled down. Do not use abrasive cleanser.

**WARNING! Avoid knocking or scratching the glass. It could crack or break.**

### 9.6.1. GLASS SPECIFICATIONS

The glass is made of 5/32" (4 mm) thick ceramic glass.

Do not operate your wood add-on with a broken glass, as this could seriously damage your add-on. You can purchase a replacement glass from your Caddy dealer.

### 9.7. ASH DRAWER

Your add-on is equipped with an ash drawer to collect ashes produced by the combustion of wood. This drawer must not be left open during combustion as this may cause over firing and serious damages to the add-on. Moreover, the additional air created could cause the dispersion of ashes in the ventilation system. **The drawer must be cleaned regularly. Use a vacuum cleaner to remove any ashes around the drawer in order to avoid the dispersion of ashes in the ventilation system.**

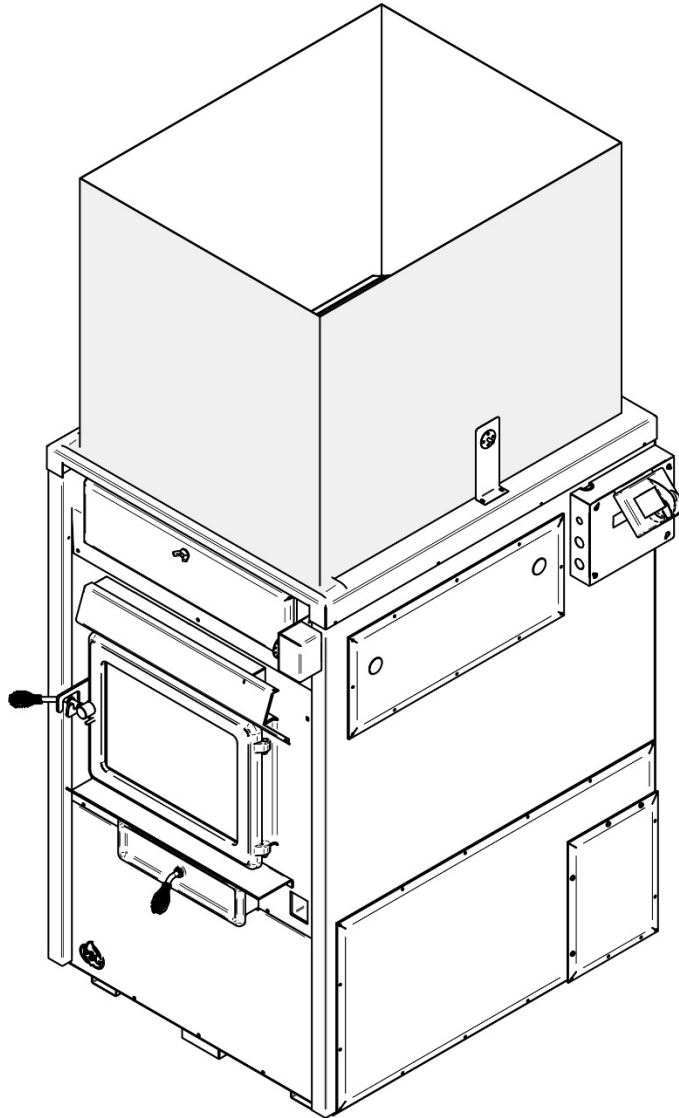
**It is important that the door and the ash drawer be kept closed while the appliance is in use. Maintain all gaskets in good condition; in case of deterioration, contact your dealer for a genuine replacement gasket.**

### 9.8. ASH GRATE

You must replace the ash grate if it is damaged and a replacement may be obtained from your dealer.

# INSTALLATION AND OPERATION INSTRUCTIONS

MAX CADDY ADD-ON **PF01102**  
(SERIAL INSTALLATION FOR CANADA ONLY)



## 10. SAFETY PRECAUTION

### **CAUTION!**

THE OPERATION OF A GAS ADD-ON MUST BE VERIFIED FOR ACCEPTABLE OPERATION BEFORE AND AFTER INSTALLATION OF THE MAX CADDY ADD-ON APPLIANCE BY A GAS FITTER WHO IS RECOGNIZED BY THE REGULATORY AUTHORITY.

### **CAUTION!**

DO NOT CONNECT TO ANY GAS ADD-ON THAT HAS NOT BEEN CERTIFIED INITIALLY AS COMPLYING WITH CGA STANDARD CAN/CGA-2.3 OR ITS PRECEDENTS.

## 11. INTRODUCTION

The wood burning MAX CADDY Add-on is approved for in-line connection to an existing oil furnace or any gas or electric furnace with a maximum heating capacity of 120,000 BTU/h. (35.17 kW)

### 11.1. BLOWER OF THE EXISTING FURNACE

The theoretical air flow of the blower from the existing furnace should be at least 2100 CFM. When the blower is under load with static pressure adjusted between 0.2-0.5" wc the blower CFM must be at least 1260 CFM.

Some adjustment on the motor and blower of the existing furnace may be necessary. In this case, the following rules apply:

- On a belt-driven system, blower pulleys and motor pulleys may be changed to do the adjustment.
- On a direct-drive system, the motor shall not be changed; however, the speed of the motor may be increased or decreased.

### **CAUTION!**

The blower of the existing furnace itself shall not be changed.

### **WARNING!**

The electrical current flowing through the blower motor shall not exceed the name plate rating.

## 12. APPLIANCE INSTALLATION

If the exiting furnace must be modified, the following standards must be respected:

### **Wood-oil**

- NFPA 31: Standard for the installation of oil-burning equipment.
- CSA B.139: Installation code for oil-burning equipment.

### **Wood-gas**

- National Fuel Gas Code, ANSI Z223.1/ NFPA 54.
- CAN/CGA-B149.1 & CAN/CGA-B149.2 : Natural Gas & Propane Installation Code et Propane Storage & Handling Code.

### 12.1. MATCHING THE TRANSFER DUCT BETWEEN THE TWO HEAT GENERATORS

This add-on is certified only for installation in configuration presented in **OPTION 1, 2, 3 and 4** of this section. Configurations presented in **Examples 1 and 2** of this section are prohibited.

Install the plenum and heating ducts in line as in **OPTION 1** of this section. Series connection (**OPTION 2**) should be considered **ONLY** if in line connection (**OPTION 1**) is not possible.

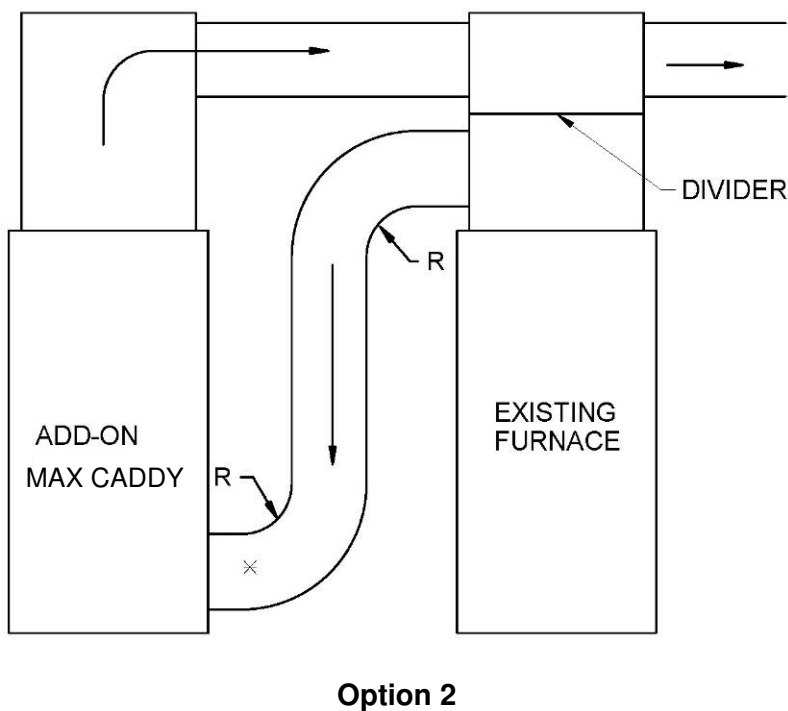
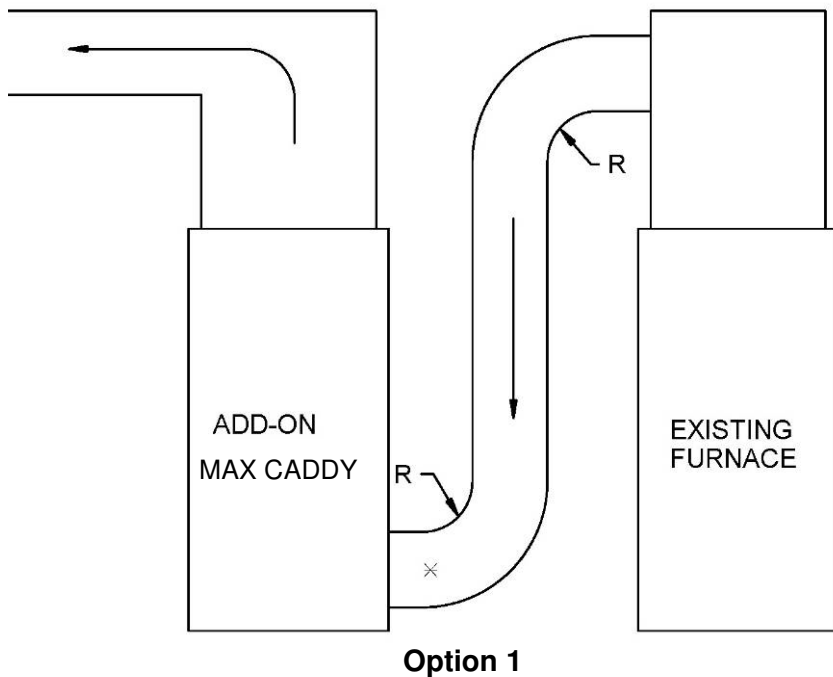
If the ducts are installed in series (**OPTION 2**) and the existing furnace's fan limit control is mounted on the plenum, the divider in the plenum must be installed at least 5" (127 mm) above the fan limit control. This divider must be air tight.



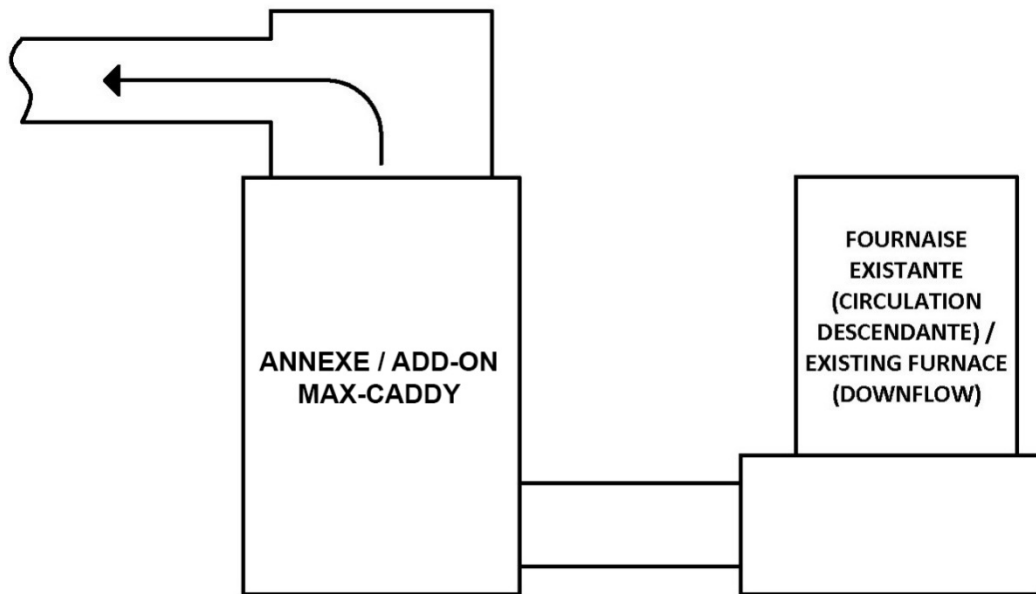
**OPTION 3** and **OPTION 4** are permitted when installing the MAX CADDY add-on with an existing furnace whose hot air plenum ducts are downwards flowing. The hot air plenum of the MAX CADDY add-on **must** be above the add-on and cannot be directed downward.

Do not install connecting ducts in a way that would allow inversion of the air flow (see **example 1 and 3**).

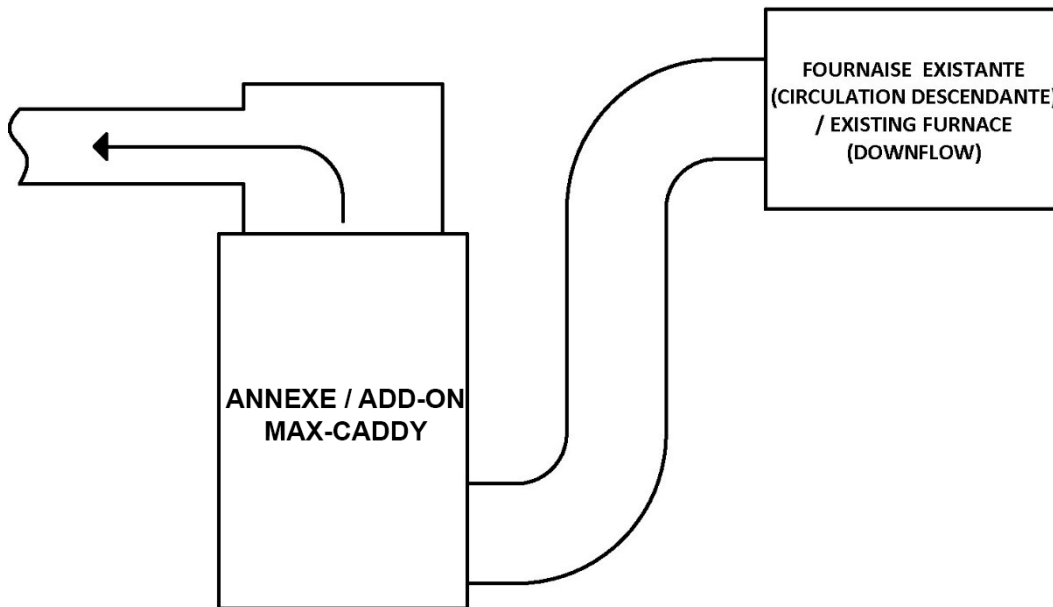
The transfer duct between the existing furnace and the add-on must be at least 540 square inches (0.35 m<sup>2</sup>) and deviations radius must be at least 6" (152 mm). (See **OPTION 1 and 2**).



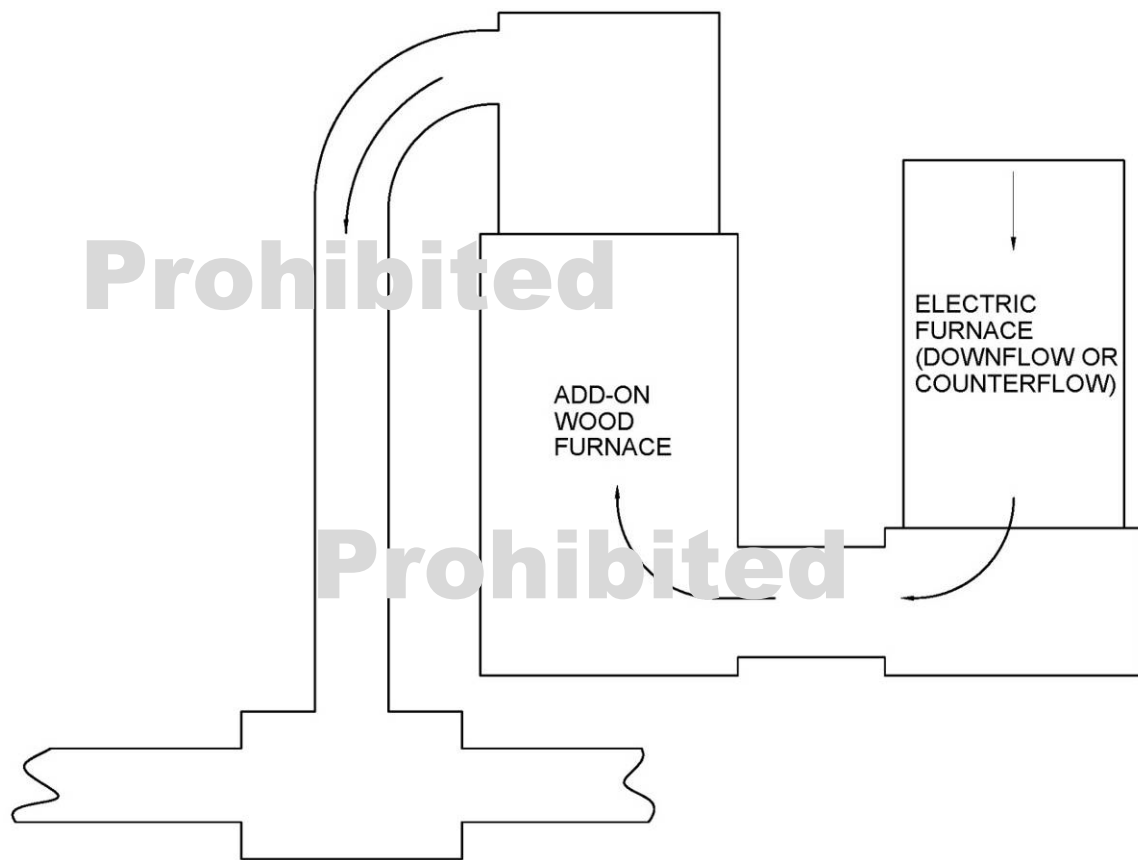
\*Minimum duct size 540 square inches (0.35 m<sup>2</sup>)  
 \*R = Minimum radius 6 inches



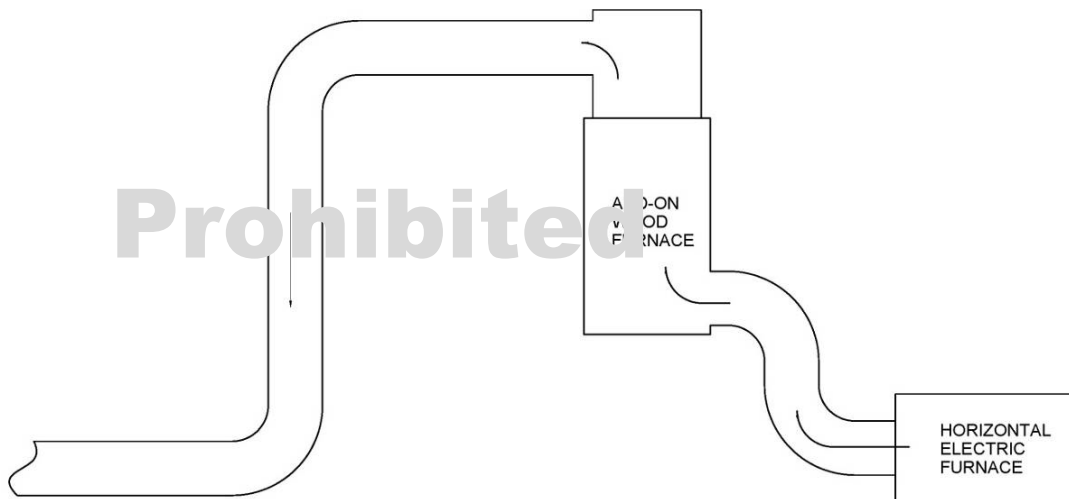
Option 3



Option 4



**EXAMPLE 1**



**EXAMPLE 2**

**WARNING!** Do not remove, relocate or bypass any of the safety controls in the original furnace installation.

You must determine the air flow through the existing furnace before installing the MAX CADDY add-on:

1. Run the add-on to which the MAX CADDY add-on is connected until it reaches its regular heating temperature.
2. With a thermometer, measure the temperature of the fresh air entering the furnace and that of the air exiting the add-on in the hot air plenum.

**Note:** There can be a large lag in the readings of many commercially available thermometers. Give them adequate time to stabilize when taking temperatures.

The temperature rise is obtained by subtracting the cold air return temperature from that of the air exiting in the hot air plenum. The result ( $t$ ) will be needed for next step.

3. Make the following verifications:

**Existing oil, electric or gas furnace:**

$$Q = \frac{q}{1.08 \times (T2 - T1)}$$

**Q = Flow in cubic feet/min**

**q = Heat flow in BTU/h**

**T1= Fresh air return temperature °F**

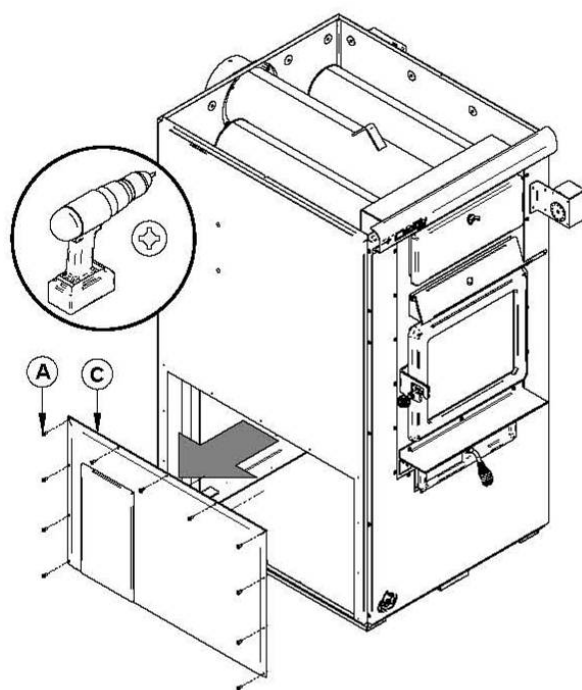
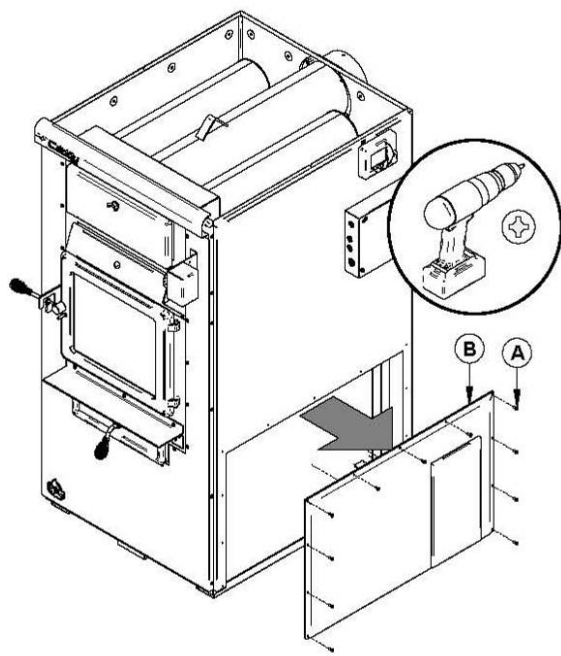
**T2= Hot air outlet temperature °F**

## 12.2. MINIMUM CLEARANCES TO COMBUSTIBLE MATERIALS AND FLOOR PROTECTION

N.B.: This appliance must be installed in accordance with the instructions on the certification plate applied on the unit.

## 12.3. INSTALLING THE CONNECTING DUCT FROM THE EXISTING FURNACE

To install the connecting duct from the existing furnace on the left or right side of your Max Caddy Add-on, remove the screws (A) securing the large panel (B or C) of the add-on. Connect the ducts.



## 12.4. PIPE CONNECTOR AND DAMPER

The Max Caddy Add-on must be connected to a duct system and chimney that are in good condition and suitable for wood burning. the use of a 6" connecting pipe and chimney is recommended. **It is strictly forbidden to connect a solid fuel burning appliance to a chimney already connected to a propane or natural gas appliance. Regulation CAN/CSA B365.1**

## 12.5. ELECTRICAL CONNECTIONS

See Section 15.8 - ELECTRICAL CONNECTIONS

## 12.6. SERVOMOTOR INSTALLATION

See Section 14.5 SERVOMOTOR INSTALLATION AND CONNECTION THERMOSTAT INSTALLATION

## 12.7. OPERATING INSTRUCTIONS

Operate the existing furnace periodically to ensure that it will operate satisfactorily when needed.

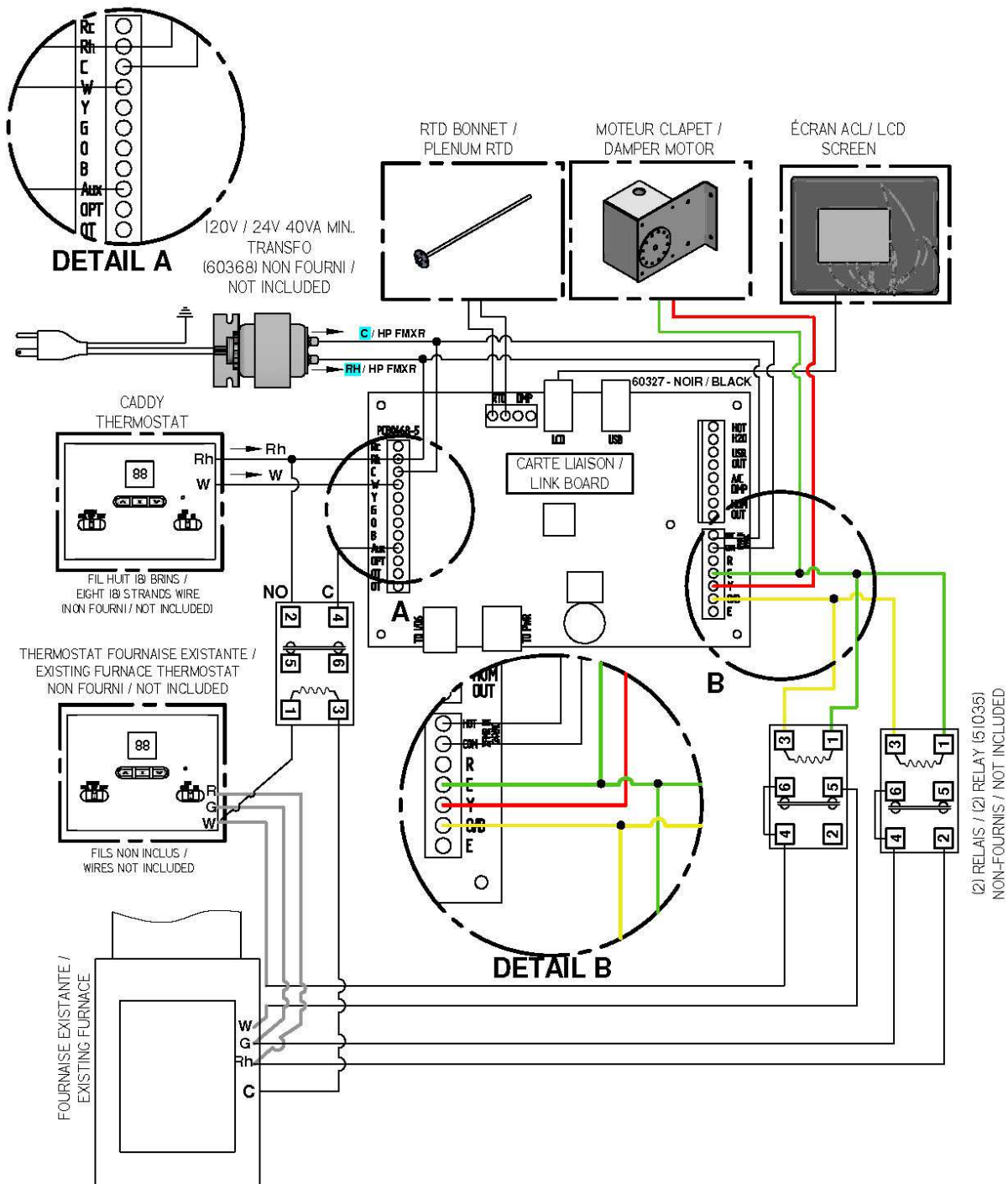
On the wood add-on, the thermostat controls the air inlet damper. When the thermostat calls for heat, the damper opens and the combustion is stirred up. When the add-on gets hot enough, the RTD probe activates the blower motor of the existing furnace at the speed selected for wood heating.

When there is no call for heat, the air inlet damper must be completely closed and the chain must be affixed to the damper motor at the "8 o'clock" position.

### 13. ELECTRICAL DIAGRAM FOR SERIAL ADD-ON (VIA CONTROL)

#### **Important Note:**

It is essential to use the three (3) SBI # 51035 relays to make the connection as in 3-relay diagrams. It is possible to use only two relay White Rodger (SPNC / SPNO # 90-380) for the two-relay diagram. The use of another brand or model of relay is not recommended since very limited technical support may be provided.



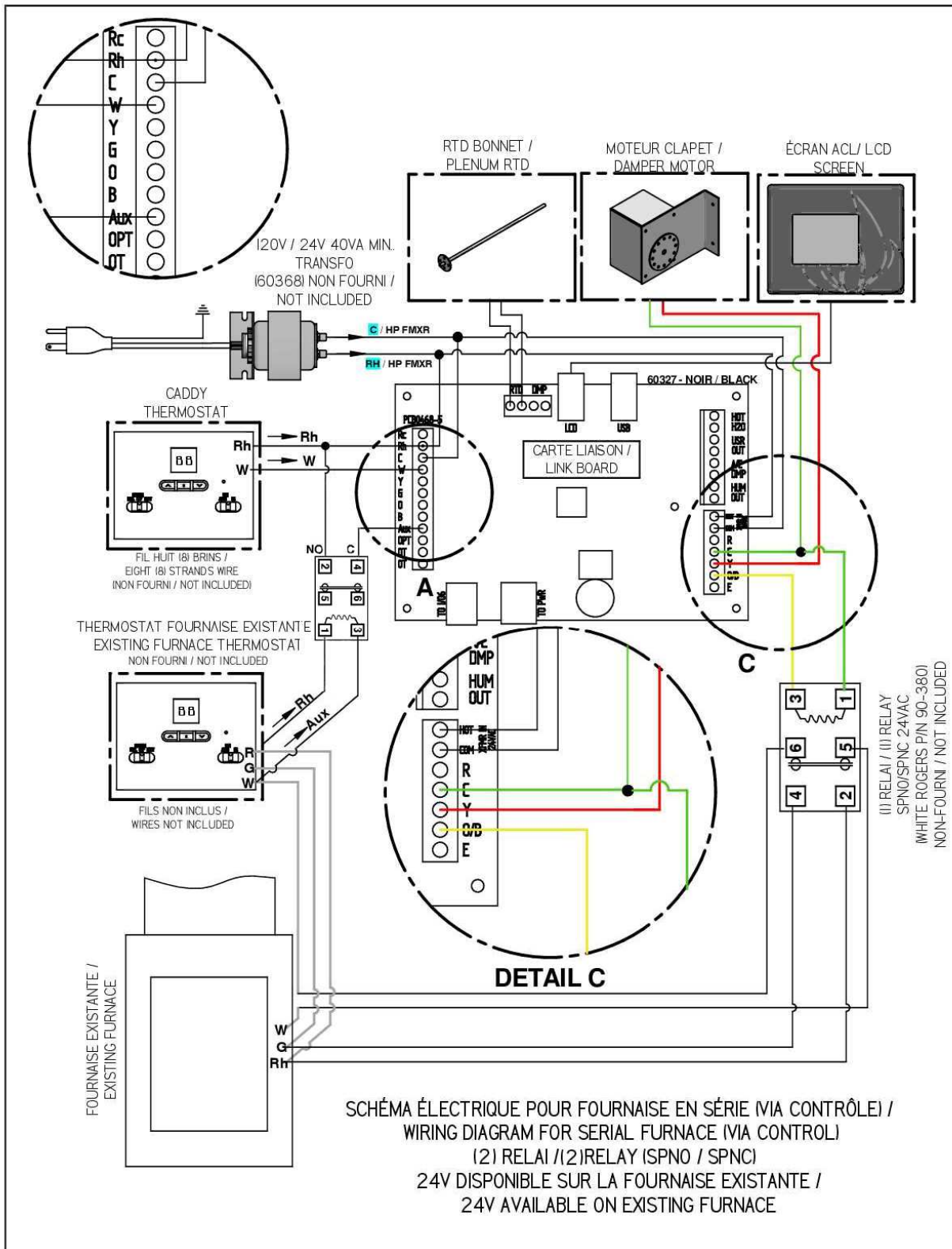
SCHEMA ÉLECTRIQUE POUR FOURNAISE EN SÉRIE (VIA CONTRÔLE) /

WIRING DIAGRAM FOR SERIAL FURNACE (VIA CONTROL)

(3) RELAIS / (3) RELAY (51035)

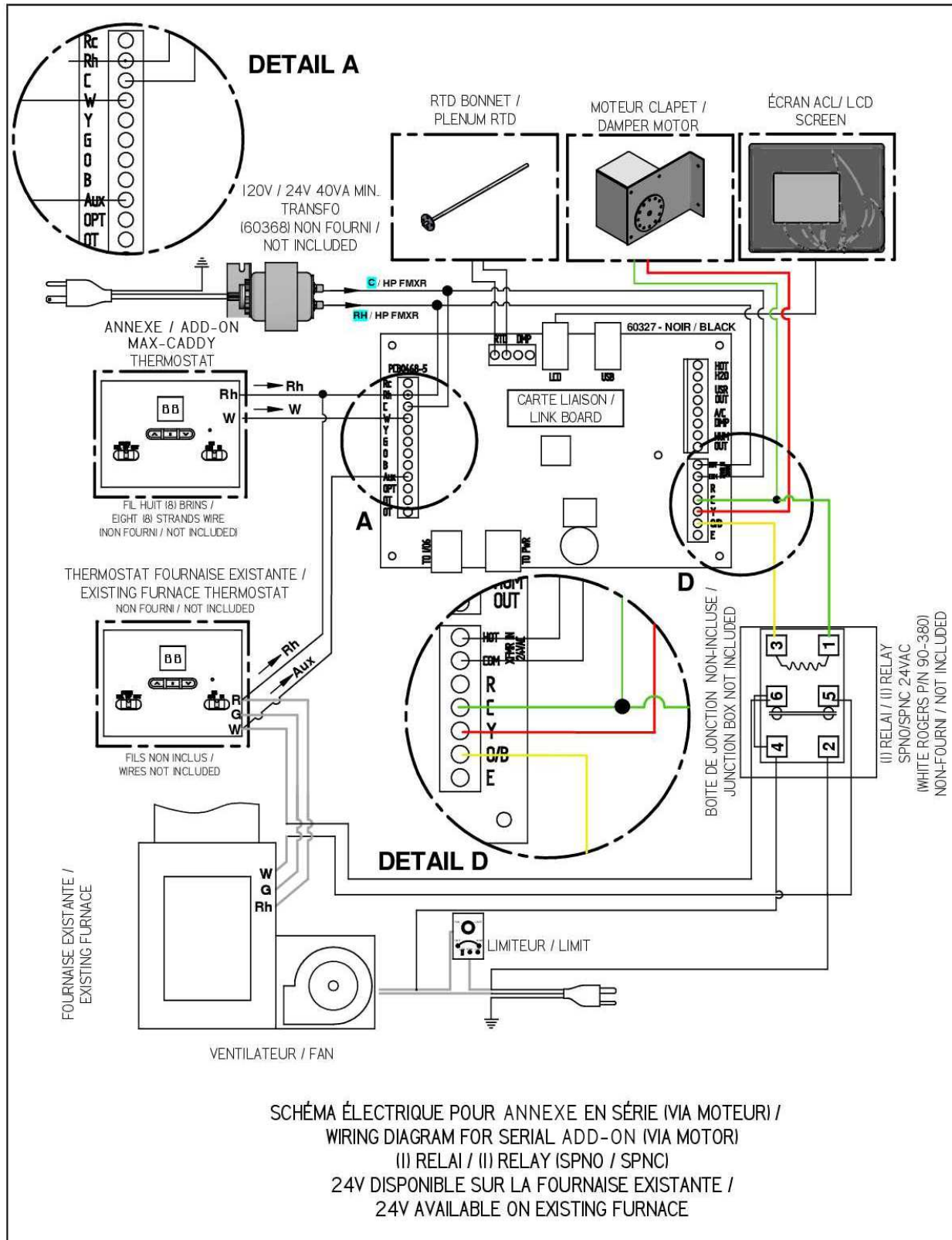
**REQUIRES 3 RELAYS (51035) (NOT INCLUDED).**



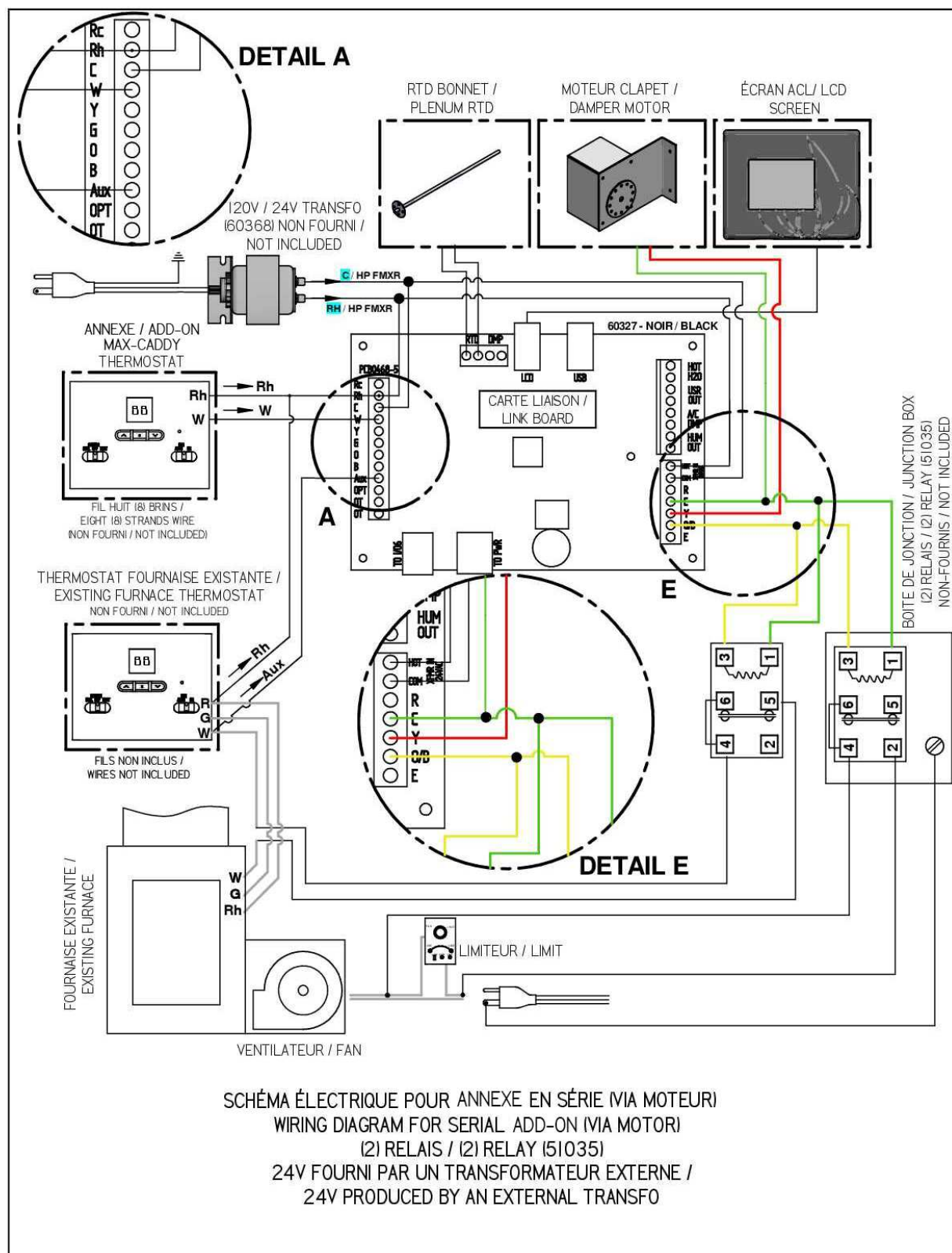


**REQUIRES 2 RELAY SPNO/SPNC (WHITE ROGERS P/N 90-380) (NOT INCLUDED)  
AND 24V AVAILABLE ON EXISTING FURNACE.**

## 14. ELECTRICAL DIAGRAM FOR SERIAL ADD-ON (VIA MOTOR)



**REQUIRES 1 RELAY (51035) WITH 1 JUNCTION BOX (NOT INCLUDED).**



**REQUIRES 2 RELAY SPNO/SPNC (WHITE ROGERS P/N 90-380) WITH 1 JUNCTION BOX (NOT INCLUDED) AND 24V AVAILABLE ON EXISTING FURNACE.**

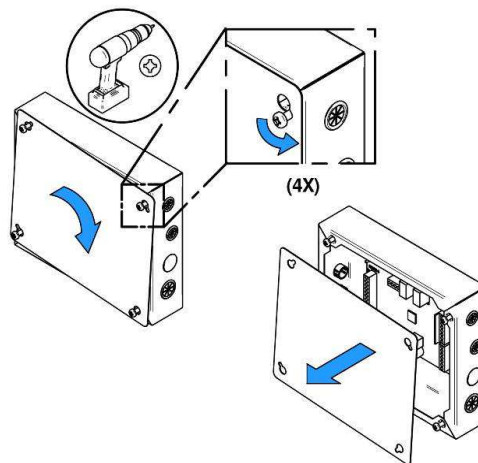
## 15. INSTALLATION INSTRUCTIONS

### 15.1. LINK BOARD INSTALLATION AND CONNECTION

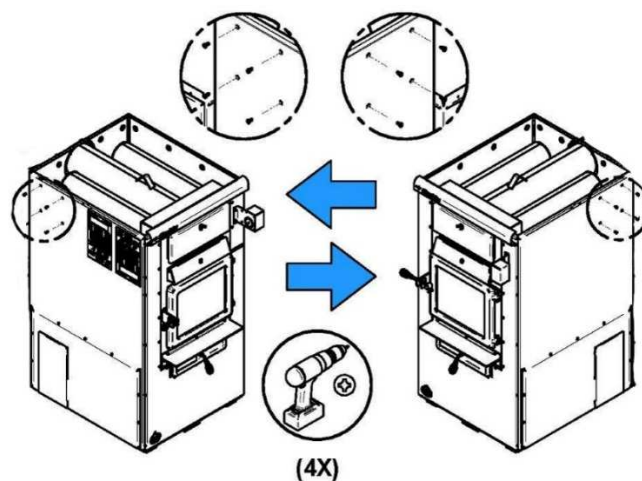
The following installation instructions are identical whether the add-on controls are located on the left or on the right of the add-on. The most accessible side is preferred to facilitate the connection of auxiliary heating sources or for servicing.

The components to be installed are in the combustion chamber of the add-on.

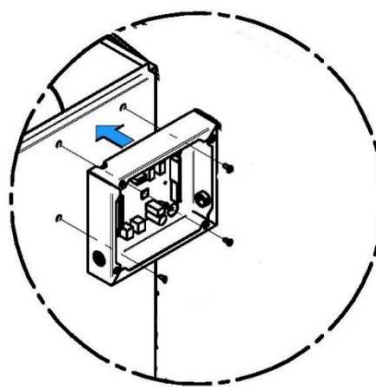
1. Remove the link board housing cover.



2. Remove the four screws on the add-on, located on the side of the desired installation.

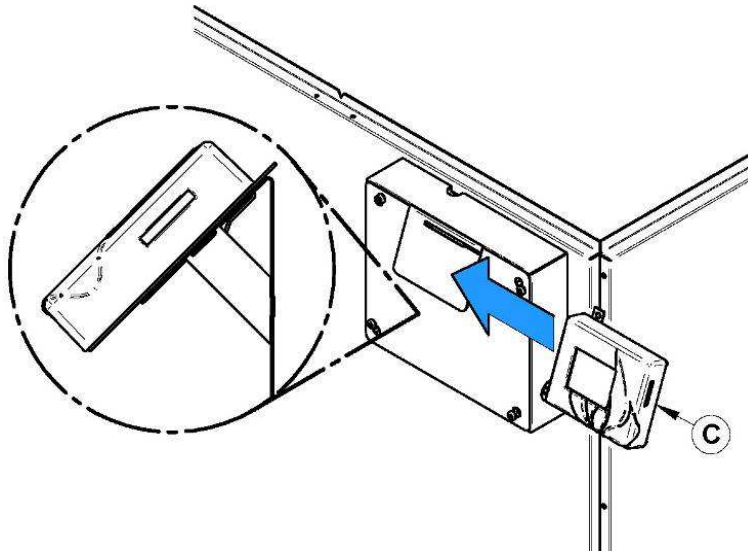


3. Align the holes of the board housing the holes on the side of the add-on. Use the screws removed in the previous step to secure the housing to the add-on.

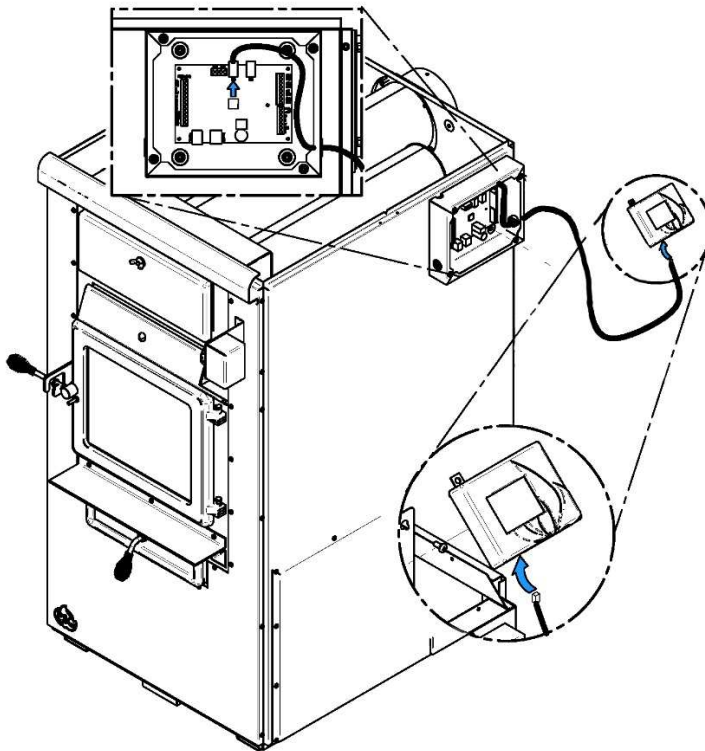


## 15.2. TOUCHSCREEN INSTALLATION AND CONNECTION

The touch screen is used to operate the system. It must be installed on the support provided at the back of the add-on, on the same side as the link board housing.



Connect link board with the touch screen using the telecommunication wire provided with the user manual. Plug the telecommunication wire in connector labeled LCD and pull it out of the board housing through the top grommet. Simply run the wire on the side of the add-on using the plastic ties supplied with the user manual. Replace the access panel of the link board. Note that the touch screen is removable if access is restricted.





### 15.3. HOT AIR PLENUM TEMPERATURE PROBE INSTALLATION AND CONNECTION (RTD)

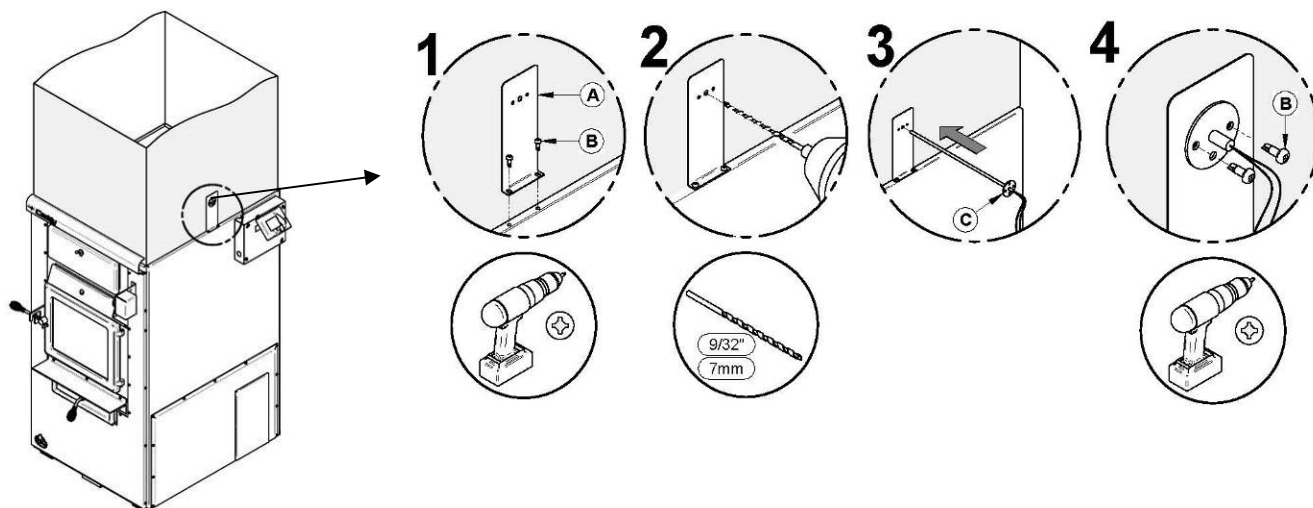
On the Max Caddy add-on, a RTD has to be installed on the side of the add-on using the support provided with the unit. The RTD is a sensor that reads the temperature inside the hot air plenum. It is critical to the good operation of the add-on. Refer to electric diagram for connection details. It is important that the RTD and the RTD support be properly fixed onto the hot air plenum.

**WARNING: USE WIRING SUITABLE FOR 75 °C (not included).**

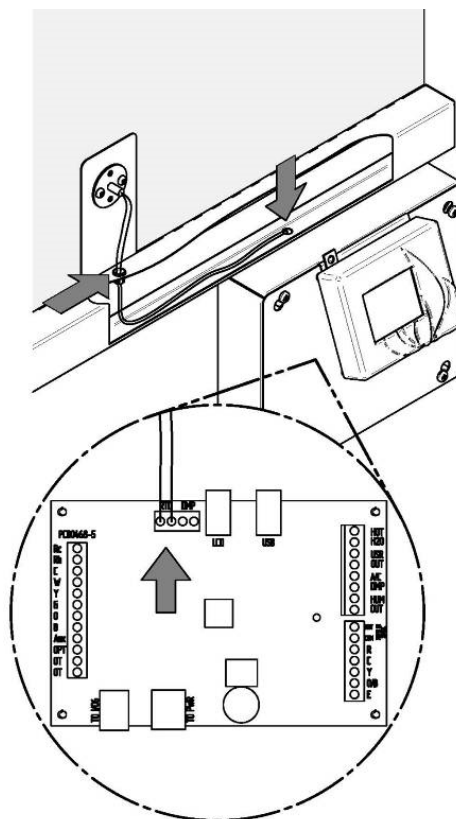
STEP 1: Remove the two screws already secured to the add-on (B) on the side where you have chosen to install the link board. Then, secure the RTD support (A) using the two screws you previously removed.

STEP 2: Using a drill and a 9/32" bit, drill a hole in the hot air plenum so that the RTD rod can pass into it.

STEP 3 and 4: Secure the RTD in place on the hot air plenum using the two self-tapping screws provided with the owner's manual.



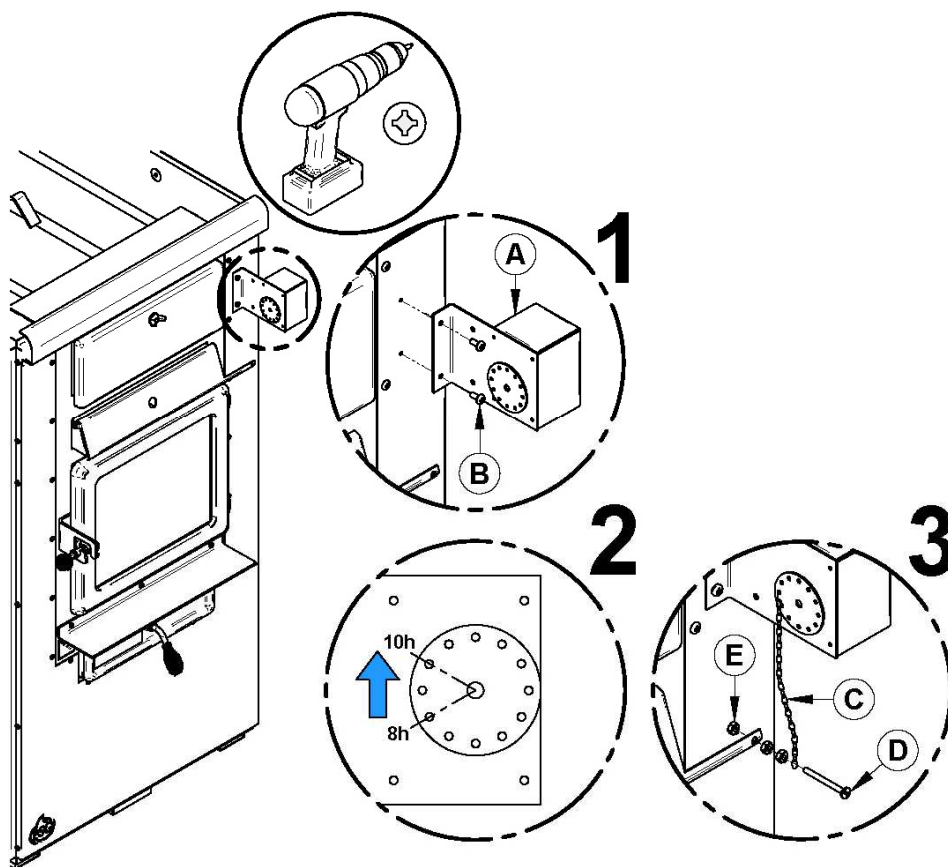
Once the RTD is installed on the support, proceed to its connection to the link board. Pass the RTD wires in the grommet and exit them close to the link board. For board connections, refer to the wiring diagram.





## 15.4. SERVOMOTOR INSTALLATION AND CONNECTION

Your Max Caddy add-on is equipped with a servomotor. To install it, simply screw it in place in the two pre-drilled holes in the front of the add-on using two screws as shown below.

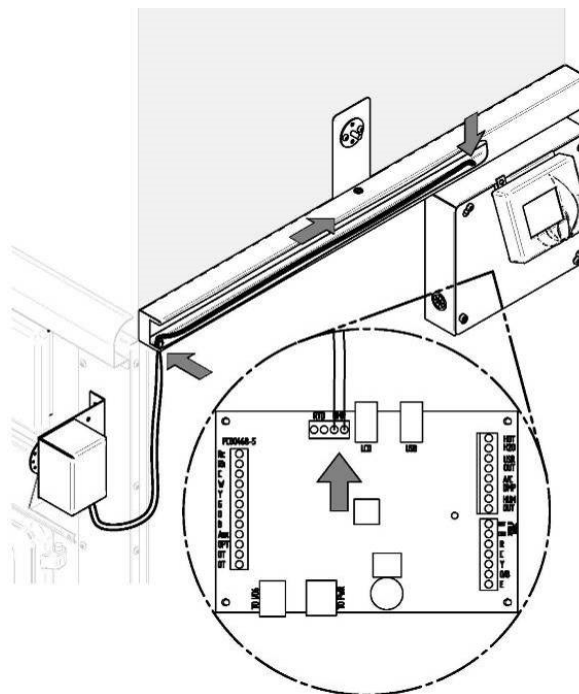


Once installed, install the chain linking the servomotor with the air inlet damper as shown above. The chain must have a set of 1/8". When there is no call for heat, the air inlet damper must be completely closed and the chain must be hooked to the servomotor at the "8 o'clock" position.

Then, you must connect the servomotor and the link board. Take the wires out of the servomotor and enter the wires in the wire cover through the grommet. Pull them out through the grommet next to the link board housing.

For connection, refer to wiring diagram.

**WARNING! USE WIRING SUITABLE FOR 75 °C (not included).**



## 15.5. UNIT LOCATION

For a safe and quiet operation, the add-on must be leveled in both directions and supported evenly to ensure stability.

The add-on must be installed where outside air supply will be sufficient for proper combustion. In airtight houses, it might be necessary to install an outside air inlet (See Section 15.10 - COMBUSTION AIR AND FRESH AIR INTAKE ADAPTER INSTALLATION (OPTIONAL))

The add-on must be positioned so that the connector is as short as possible. Minimize the use of 90° elbows.

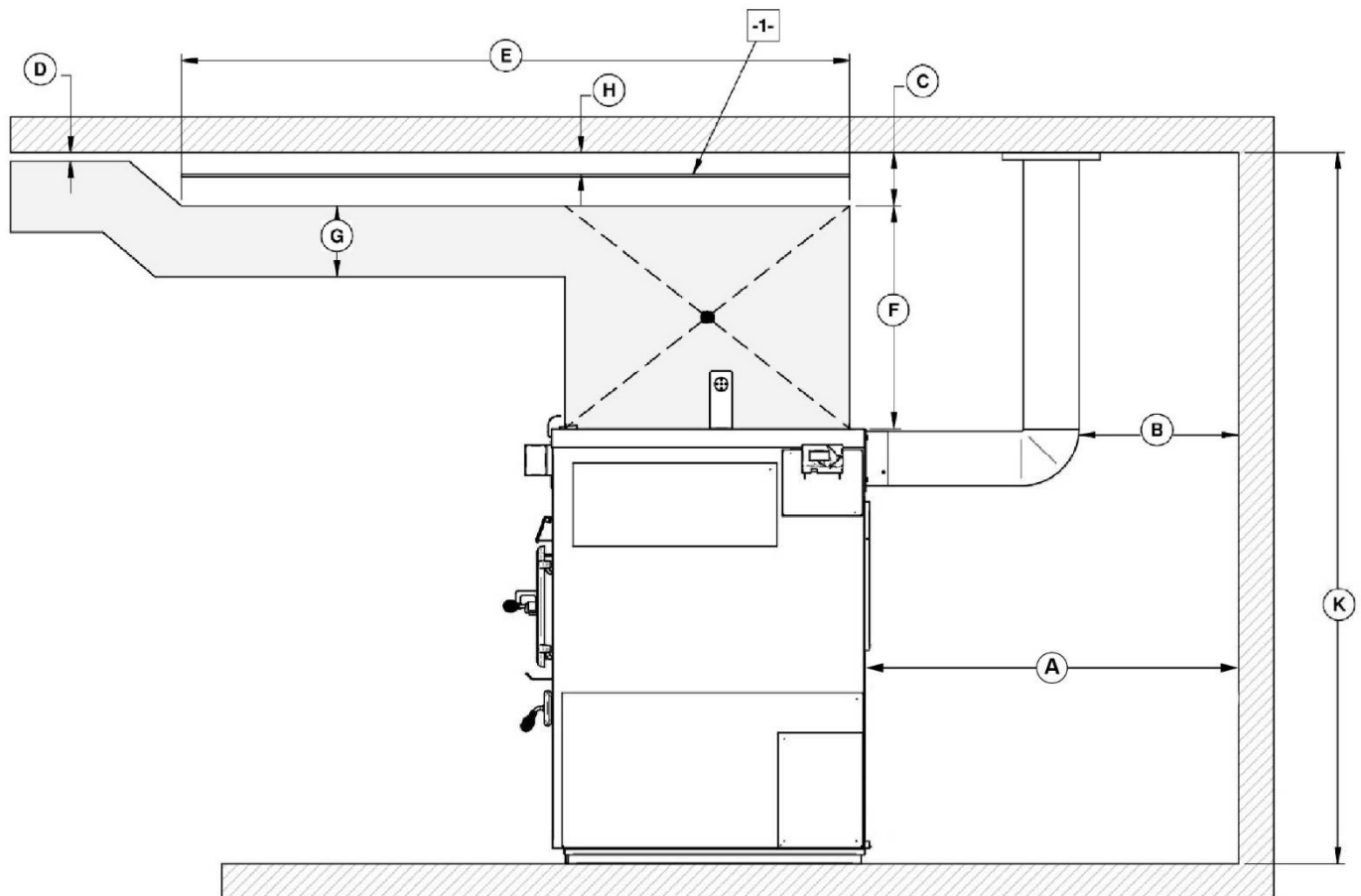
**The owner must ensure a proper installation to allow a safe operation of the appliance.**

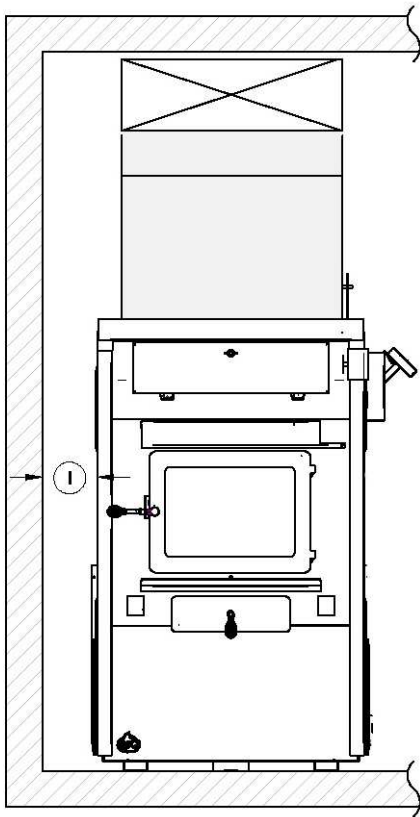
## 15.6. MINIMUM CLEARANCES TO COMBUSTIBLE MATERIALS AND FLOOR PROTECTION

N.B.: This appliance must be installed in accordance with the instructions on the certification plate applied on the unit.

**THE INSTALLATION OF THE HEAT SHIELD (-1-) PROVIDED WITH THE ADD-ON IS MANDATORY.**

### 15.6.1. MINIMUM CLEARANCES TO COMBUSTIBLE MATERIALS





MINIMUM CLEARANCES			
<b>A</b>	12" (305 mm)	<b>G</b>	8" (203 mm)
<b>B</b>	18" (457 mm)	<b>H</b>	1 1/2" (38 mm)
<b>C</b>	6" (152 mm)	<b>I</b>	6" (152 mm)
<b>D</b>	1" (25mm)	<b>K</b>	79" (2 007 mm)
<b>E</b>	72" (1 829 mm)		
<b>F</b>	24" (610 mm)		
<b>-1-</b>	HEAT SHIELD		

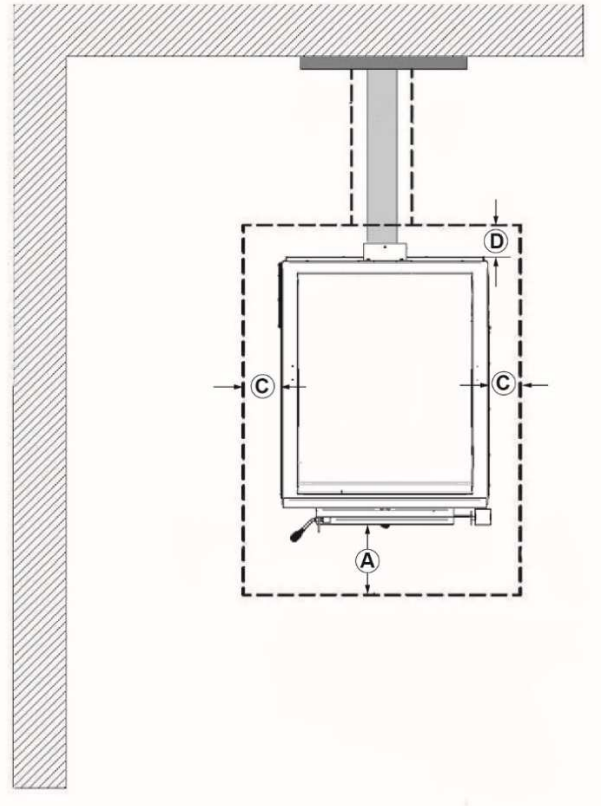
### 15.6.2. MINIMUM CLEARANCES TO COMBUSTIBLES MATERIALS FOR HOT AIR PLENUM

Plenums installed on the add-on must be made of metal in accordance with CSA B365. The hot air duct can be passed through the side wall with a clearance of six (6) inches around thereof.

### 15.6.3. FLOOR PROTECTION

If the floor is made of non-combustible material, no floor protector is required.

If the floor is made of combustible material, a non-combustible material floor protector is required (see table below).



	FLOOR PROTECTION*
	CANADA
A	18" (457 mm) From door opening
C	8" (203 mm)
D	8" (203 mm) – Note 1

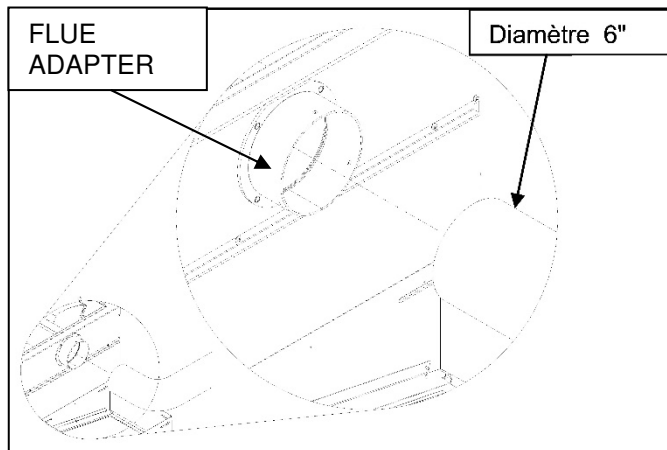
*\*Steel with a minimum thickness of 0.015" (0.38 mm) or ceramic tiles sealed together with grout. No protection is required if the unit is installed on a non-combustible floor (ex: concrete).*

**Note 1:** The floor protection at the back of the add-on is limited to the add-on required clearance (A) if such clearance is smaller than 8 inches (203 mm).

## 15.7. FLUE AND BAROMETRIC DRAFT CONTROL CONNECTION

***Before connecting the stove pipe, make sure you have removed any accessory from the flue pipe such as the scraper, shovel, and the poker.***

The flue outlet on the Max Caddy add-on is 6" in diameter must be installed with a 6" chimney approved for use with wood burning heating appliances (2100°F). If the draft exceeds 0.06 IN.W.C., a barometric control must installed. **Never install a manual damper.** Secure the exhaust pipe to the flue adapter with three screws.



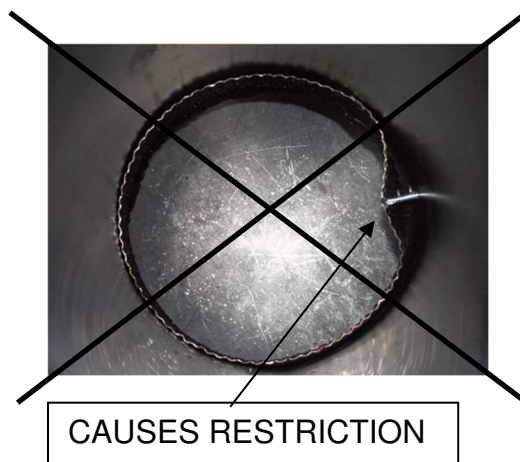
For a proper installation, follow the advice below:

- All the exhaust pipe joints must be secured with three screws.
- Make sure that each screw goes through the inner wall of both connectors (male and female). See pictures below showing a male-female coupling.
- A minimum rise of 1/4" per horizontal foot must be respected.

PROPER INSTALLATION



IMPROPER INSTALLATION



## 15.8. ELECTRICAL CONNECTIONS

The following instructions do not replace those of the local code.

**Installation and verification of this appliance must be done by a qualified service man.**

All wiring from the service panel to the heating unit must comply with the electrical code in force and all local regulations. It is recommended to feed the add-on with its own electrical circuit of 15 amps at 120 volts with a breaker (see wiring diagram).

## 15.9. DAMPER

If the draft exceeds 0.06 IN.W.C., a barometric damper must be installed. The barometric damper must be adjusted so that the maximum draft measured at the add-on outlet is limited to 0.06 IN.W.C. Please note that a draft higher than 0.06 IN.W.C. will reduce efficiency and could result in an uncontrollable fire. **On the other hand, the minimum draft to be respected is 0.04 IN.W.C.**

## 15.10. COMBUSTION AIR AND FRESH AIR INTAKE ADAPTER INSTALLATION (OPTIONAL)

When the add-on and the chimney are completely cold, it may be necessary to provide fresh air by opening a door or a window for a few minutes while lighting the fire. Take note that a house constructed or renovated in order to be airtight may lack the volume of fresh air necessary for the proper combustion of a solid-fuel heating appliance.

In such a case, when starting up the fire, do not operate appliances that evacuate air outside the house, such as:

- Range hood
- Air exchanger
- Clothes dryer
- Bathroom fan
- Ventilated central vacuum system

A fresh air supply may be necessary to prevent solid fuel units from rejecting products of combustion into the house. The indications used to determine if an additional fresh air supply is necessary are not appropriate for all the situations. When in doubt, it is recommended to install a fresh air supply.

### **A fresh air supply may be needed if:**

- Solid fuel units present anomalies, such as irregular draft, smoke return, bad combustion, and/or reversed draft (whether there is combustion or not);
- Existing solid fuel units such as a stove or fireplace release odours, heat badly, cause smoke returns, or reversed draft (whether there is combustion or not);
- The opening of a window, even slightly, in calm weather (windless), eliminates every problem mentioned above;
- The house is equipped with a tight vapour barrier and adjusted windows, and/or is equipped with an interior air mechanical evacuation device;
- There is excessive condensation on the windows in winter; and
- The house is equipped with a ventilation system.

If, according to these symptoms or other similar ones, there is insufficient combustion air, it is necessary to ensure an additional combustion air supply.

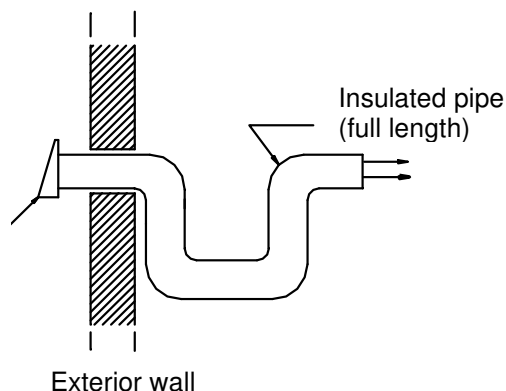
Additional combustion air can be provided with the following methods, provided that they satisfy chapter 5 of the CSA B365 standard for Canada:

- Direct connection: solid fuel units can be connected directly to a source of new combustion air only if they are certified for this kind of installation, which must respect the manufacturer's instructions. The Max Caddy add-on can be installed with an optional sealed fresh air kit that has been tested with the unit. Consult your dealer.
- Indirect method: new combustion air can be brought into a pipe located within approximately 305mm (12 inches) of the unit. If the pipe is too close to the add-on, it may interfere with its operation.
- Mechanical ventilation system: if the house is equipped with a ventilation system (air exchanger or heat recovery), the ventilation system may provide sufficient auxiliary air to the solid fuel unit. Otherwise, the owner should be informed that the ventilation system may have to be rebalanced by a ventilation technician after the installation of the solid fuel unit.

**NOTE:**

It is recommended to install an outside air inlet with a diameter of at least 4" in the room where the heating appliance is installed (see drawing below).

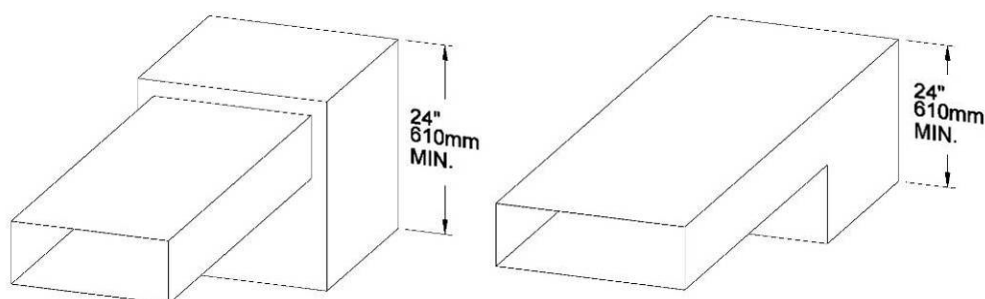
It is preferable to choose a wall which is not exposed to dominant winds, depending on the conditions surrounding your house.



N.B. The owner of the add-on is responsible for the room's air quality in case of negative pressure or temporary negative pressure.

If there is a fan in the wood storage room, make sure it does not create a depression in the room where the add-on is installed.

For more information regarding the installation of fresh air intake adapter, refer to the option's manual.

**15.11. HOT AIR PLENUM**

The hot air plenum coming out of the add-on is to have a minimum height of 24" (610 mm). These dimensions for all hot air add-on are in accordance with the standards CSA B140.4.

**NOTE:** TO ENSURE ADEQUATE STATIC PRESSURE, THE SYSTEM SHOULD BE BUILT IN A WAY THAT THE VOLUME OF COLD AIR RETURN IS AT LEAST EQUAL OR SLIGHTLY HIGHER THAN THE VOLUME OF THE HOT AIR DISTRIBUTION.

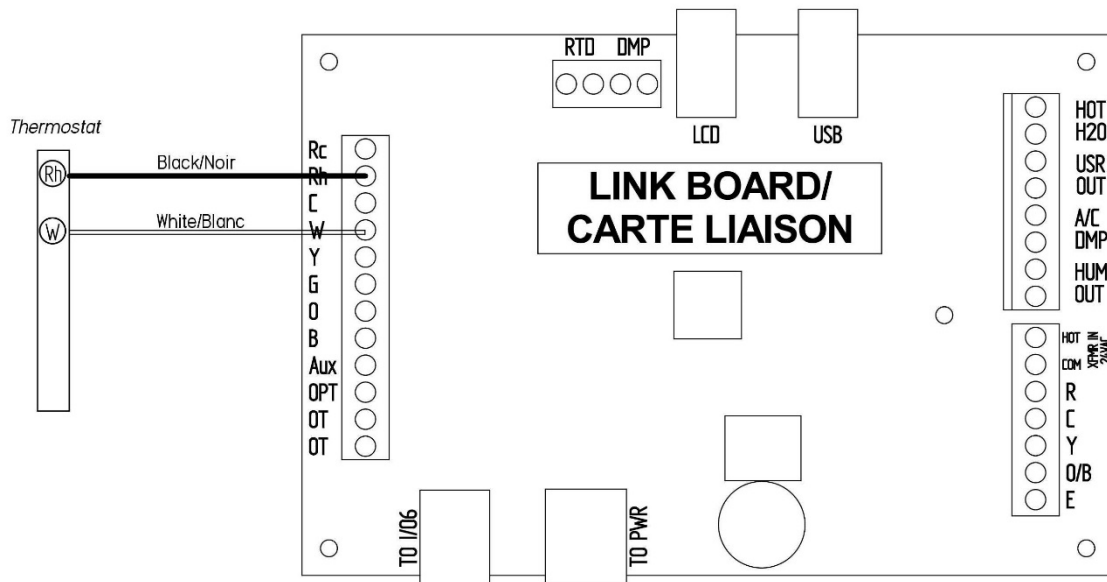
## 16. THERMOSTAT INSTALLATION

### 16.1. WOOD ADD-ON ONLY

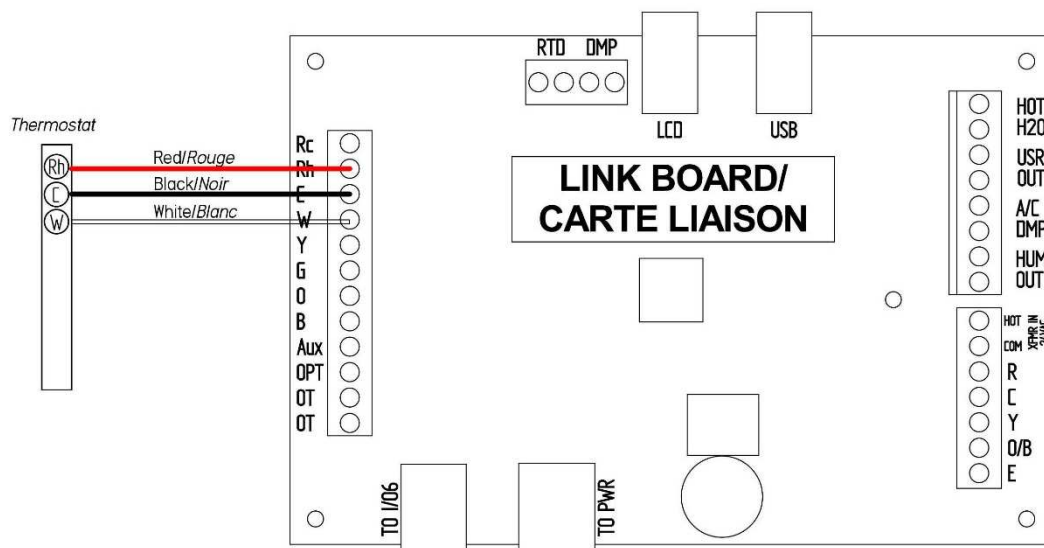
The add-on must be connected to a thermostat. You can use the one provided with the unit or use one that is already installed in your home. The thermostat must be installed on an inside wall and located where it is not likely to be affected by the draft coming from an air outlet. It must be installed at a minimum of 55 inches (140cm) above the floor.

It is recommended to connect the thermostat to the add-on with a seven or eight threads wire connecting terminals Rc, Rh C, W, Y, G, O and B.

If the thermostat is using a dry contact (powered by batteries), it is not necessary to connect the C (common) terminal to the thermostat. Refer to the electrical diagram.



If you want to provide power to the thermostat, note that the connections may differ depending on the thermostat: Some thermostats need Rc and C while others require Rh and C (in this case, verify the need for a jumper between Rc and Rh in the thermostat user manual). No jumper is required with the thermostat supplied with the add-on as the Rc and Rh are already connected together. Also, some thermostats have only the letter R. In this case, R refers to Rh. (Connect only one of the two terminals R if there is a jumper between Rc and Rh on the thermostat). Refer to the wiring diagram.





## 16.2. INSTALLATION OF A DOMESTIC WATER PRE-HEATING SYSTEM

A water heating loop option is also available to pre-heat domestic water using the energy produced by the Max Caddy wood add-on. This water loop kit will be inserted between the wood combustion chamber and the heat exchangers. When heating with wood, the heat from the add-on will pre-heat domestic water that will be stored in a feed tank before entering your existing water heater. Removable panels are installed on both sides of the add-on for quick and easy installation of the loop. A 24 volts solenoid valve must be installed at the inlet of the loop and must be connected to the HOT H<sub>2</sub>O terminal on the PC board; when the plenum temperature reaches 120°F, the valve opens to allow water circulation. It closes when the temperature drops below 100°F to prevent overcooling the combustion chamber during low firing rates. See section **Erreur ! Source du renvoi introuvable.** - **Erreur ! Source du renvoi introuvable.** for electrical connection. Complete installation and operation instructions for the hot water loop kit are supplied with the kit.

## 17. CONFIGURATION AND OPERATING INSTRUCTIONS

### 17.1. CONTROLS SYSTEM

The Max Caddy add-on has a sophisticated electronic control. This system is more versatile. All connections are made from the control panel. Terminal blocks are provided for all components and options.

Before you configure your system and learn how to operate it, make sure that your wall thermostat is wired correctly to your add-on, that the temperature probe (RTD) is well installed in the hot air plenum and connected to the link board and that your air distribution system is complete.

The add-on uses a touch screen, the latest technology in control devices. Options are controlled from this screen.

It is important to note that your add-on is equipped with two main electronic components: the link board and the touch screen.

The link board is used more precisely for:

- Connecting the hot air plenum's temperature probe (RTD type);
- Connecting the wall thermostat;
- Connecting complementary equipment;

The LCD touch screen is used to operate the system. More precisely for:

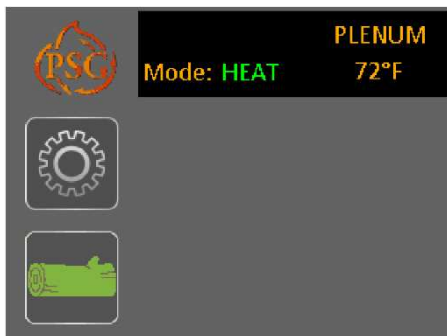
- Choosing the combustion parameters;
- Selecting the options used;
- Show the temperature in the hot air plenum;
- Selecting heating priority;
- Selecting language and units displayed;
- Viewing statistics;
- Troubleshooting to detect problems with the appliance.

### 17.2. SYSTEM CONFIGURATION

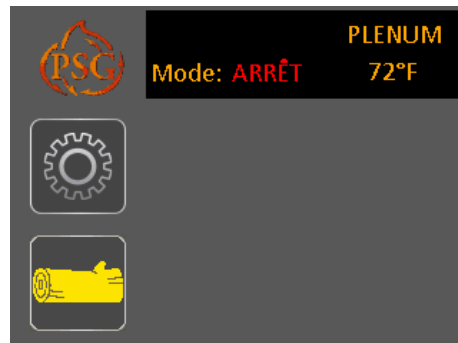
Once the installation is complete and before using the unit, the add-on should be configured to activate all applicable functions depending on options chosen. To do this, it is important to know which options are installed on your add-on.

### 17.3. TOUCH SCREEN

The LCD control is an electronic visual display as well as a touch screen that will light-up as you touch any location on the display area. The main status page will then display different icons layout depending if the add-on is on or not.







Home page – Add-on in function



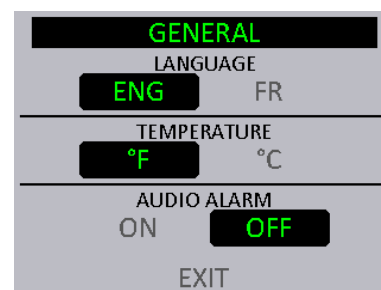
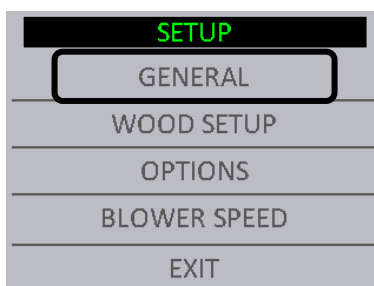
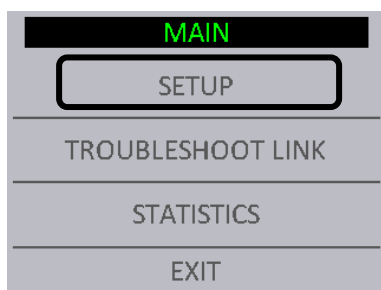
Home page – Add-on off

### 17.3.1. ICONS DESCRIPTION

Icons	Description	Icons	Description
	Wood heating Green: Heating mode Yellow: Auxiliary heating mode		Settings
	Temperature in the hot air plenum		Possible states of the add-on: HEAT: When the word HEAT is green, the add-on is in heating mode. If the add-on is waiting for a demand for heating, the word HEAT is written in yellow. OFF: The add-on is stopped.

### 17.3.2. LANGUAGE SELECTION, TEMPERATURE UNIT AND ALARM SOUND

To choose the language, the temperature unit and activate the alarm when the add-on is out of fire, press the "Settings" button. In the "Main" menu, choose "SETUP" and then "GENERAL". Choose the preferred language, the temperature unit and the alarm activation.



## 17.4. SYSTEM BALANCING

It is important to call upon a professional installer for the installation of the add-on and the ducting system configuration. Certain check-ups must be performed and certain rules must be respected in order not to damage the blower of the existing furnace.

When all components are installed on the add-on and the ducting system is connected to the various rooms of the house, you must balance the ducting system. In order to do so, start the distribution blower of the existing furnace select speed.

It is important to respect the velocity in the main duct, the secondary ducts, as well as the velocity at the room outlets. The static pressure of your system must be adjusted to at least 0.2 IN.W.C. and must not exceed 0.5 IN.W.C. Finally, make sure that you never exceed the maximum blower current of the existing furnace.

## 17.5. WOOD HEATING

### 17.5.1. LIGHTING

1. Open the add-on door

**Note: If there is already a bed of coals in the firebox, go to pre-heating.**

2. Place one or two dry kindlings at the front of the add-on.
3. Place newspaper strips on top of the kindlings.
4. Cover the newspaper with more kindlings and small pieces of dry wood.
5. Add newspaper strips, then light the fire as low as possible and leave the door ½" (13 mm) opened. If you fail lighting the fire, you might experience a back draft through the air inlets.

### 17.5.2. PREHEATING

1. Once the kindling is well ignited or the coals revived, put 2 or 3 fire logs in such a way that the flames can interlace between the logs. Then, close the door. It is important to respect these loading sequences so that the wood will burn from the front to the back of the add-on.
2. Wait 15 to 20 minutes, then proceed with loading the add-on.

### 17.5.3. HEATING

1. When loading the add-on, lower the kindled pieces of wood and place them at the center of the combustion chamber before adding new logs.
2. Do not overload. Air must circulate freely in the upper part of the combustion chamber in order to obtain an efficient operation of the appliance (secondary burn). Please note that a small hot fire will produce much less residues than a large, smouldering one.

IMPORTANT: DURING THE HEATING PROCESS, REMOVE THE ASHES AND WOOD THAT COULD OBSTRUCT THE 1/4" (6.4 mm) HOLE (PILOT) LOCATED BELOW THE DOOR, INSIDE THE ADD-ON COMBUSTION CHAMBER.

#### **PROCEDURE TO OPEN THE LOADING DOOR**

TO MINIMIZE THE RISK OF SMOKE SPILLAGE, OPEN THE DOOR 1" AND WAIT ABOUT 10 SECONDS BEFORE OPENING IT COMPLETELY. THE PURPOSE IS TO STABILIZE THE PRESSURE INSIDE THE ADD-ON.

### 17.5.4. EARLY SIGNS OF AN OVERFIRED ADD-ON:

- Roaring fire.
- Chimney connector is glowing red.
- Extreme heat coming from the add-on. If this occurs, **DO NOT OPEN THE DOOR**. Shut-off the air inlet opening completely and wait until the glow has completely subsided.

**ALWAYS KEEP THE DOOR AND THE ASH DRAWER CLOSED**  
(except for lighting and maintenance).

## 17.5.5. WOOD AS HEATING FUEL

### **WARNING!**

**NEVER BURN WASTE, GASOLINE, NAPHTA, MOTOR OIL OR ANY OTHER SIMILAR PRODUCT.**

**We recommend that you burn dry hard wood only.**

There are two important factors to be considered when choosing a type of wood: the moisture content and the wood density. Hardwood, oak and beech for example, will provide better results because of the high density and minimal tar produced during combustion. It is highly recommended to use wood that has been dried for at least six months.

**DO NOT USE COAL AS HEATING FUEL IN THIS APPLIANCE.**

Whenever a high rate of smoke is noticed in the room, you must:

1. Open doors and windows.
2. Make sure the add-on door is closed as well as the damper (if necessary, lower the thermostat starting point or unhook the damper chain and close the barometric draft control manually).
3. When the add-on has cooled down, inspect the chimney to detect obstructions and consult a specialist to determine the cause of the smoke spillage.

## 17.5.6. PROLONGED POWER FAILURE

In case of prolonged power failure (over 10 minutes), to reduce the risk of overheating, it is recommended to heat moderately and to open the Add-on filter compartment in order to facilitate air circulation by natural gravity around the firebox of the Max Caddy wood add-on.

## 17.5.7. CHIMNEY FIRES

This might occur when the fire gets extremely hot. Burning cardboard, branches, or small pieces of wood can ignite the creosote residue accumulated in the evacuation flue system. The usual signs are:

1. Rumbling.
2. The flue gets extremely hot (red).
3. Flames or sparks are coming out of the chimney.
4. In case of a chimney fire, call your local fire department immediately and sprinkle the roof around the chimney with water.

Make sure that the add-on door is closed as well as the damper (if necessary, lower the thermostat starting point or release the chain from the damper and close the barometric draft control manually).

If the fire gets uncontrollable due to an improper use or because the draft is too strong, follow the same procedure as in a chimney fire except that you will have to **OPEN** the barometric draft control manually.

## 17.5.8. LOCAL FIRE DEPARTMENT

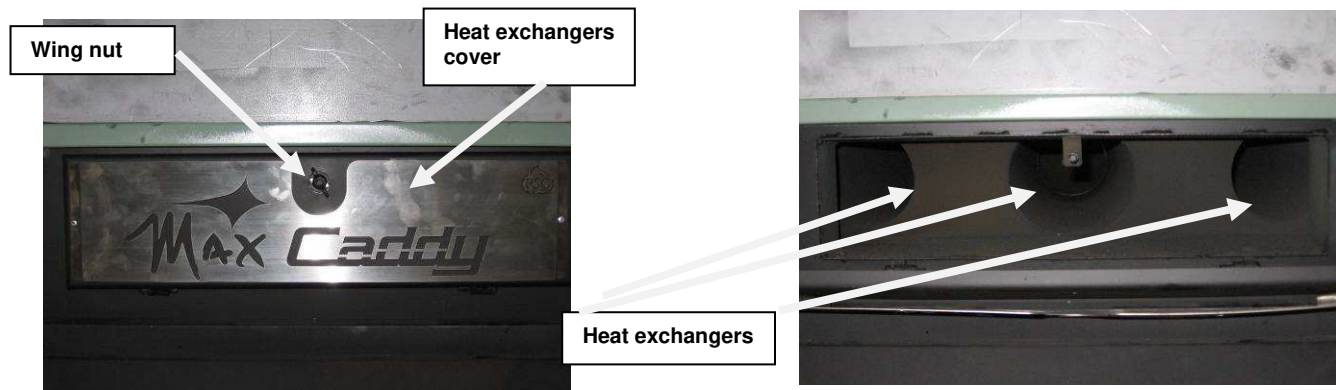
Phone number: \_\_\_\_\_

## 18. MAINTENANCE

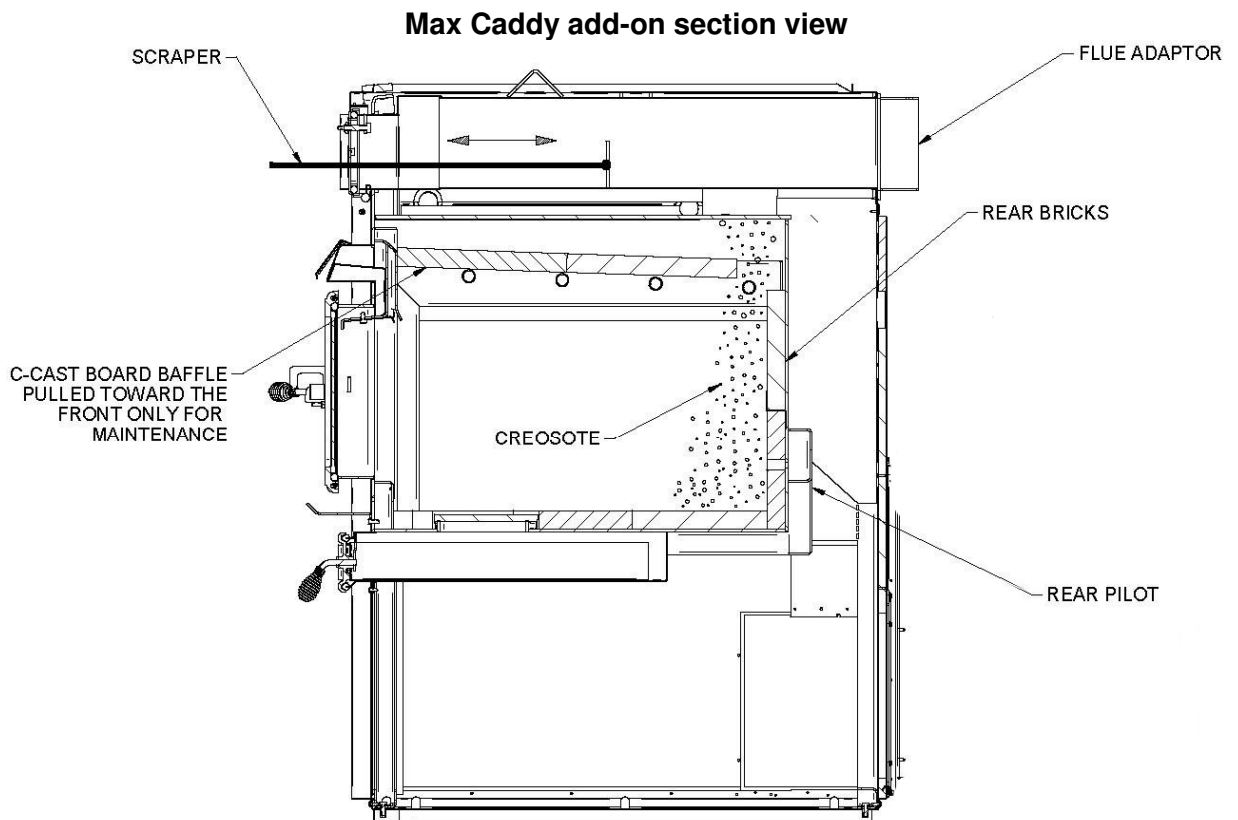
### 18.1. MAINTENANCE OF THE EXCHANGERS

Heat exchangers must be cleaned thoroughly at the end of every heating season. During summer, the air in basements is damper and with minimal air circulation within the add-on, it can mix with creosote and/or soot deposits in the exchangers to form an acid that could accelerate the corrosion process and induce premature decay of the steel. Corrosion damages are not covered under warranty.

Smoke pipe and exchangers must be inspected regularly during the heating season. Access to the exchangers is easy and does not require tools; just remove the decorative facing by just lifting it, remove the wing nut that keeps the hinged access panel closed. (See pictures below)



Before cleaning the three exchanger pipes, move the upper c-cast baffle board of the combustion chamber forward (see drawing on next page). Using the scraper, clean the three exchanger pipes. The accumulated dirt in the lateral exchangers will fall into the combustion chamber; the dirt in the central exchanger will have to be removed from the front or the back of the add-on. Then, ensure that the upper baffle board is free of ashes. **Do not forget to push the upper baffle board back to its original position.** Finally, close the exchanger access door.



## 18.2. CHIMNEY MAINTENANCE

The most efficient way to sweep a chimney is to run a hard chimney sweeping brush. Brush from the top down so soot and creosote deposits will detach from the chimney liner and fall down to the bottom of the chimney where it can be easily removed.

The chimney must be inspected regularly and any creosote build-up must be removed without delay. Monthly cleaning should be sufficient during cold winter months while more frequent cleaning could be required during milder periods.

## 18.3. SMOKE PIPE INSPECTION

- The smoke pipe must be inspected regularly during the heating season.
- The pipe must be examined carefully to detect any defect or damage.
- The pipe can be reassembled if no defect is detected and defective pipe must be replaced immediately.
- Burn wood only in this add-on.
- As a combustible, well seasoned hardwood in 18" to 22" logs works best
- Regularly, examine the flue pipes, the joints, and the sealing trims to ensure that the smoke and the combustion gases are not transported into the air ducting system.

## 18.4. DOOR GASKET MAINTENANCE

It is important to maintain the door gasket in good condition. After a while, the gasket might sag; a door adjustment may then be required. If the door adjustment is not sufficient, replace the door gasket with a genuine one.

### 18.4.1. DOOR ADJUSTMENT PROCEDURE

1. Unscrew completely the locking pin (see picture below).



**Locking pin**

2. To increase the pressure of the door on the gasket, turn the handle counter clockwise; to decrease the pressure of the door on the gasket, turn the handle clockwise until desired pressure is attained.
3. Then, screw back the locking pin about 1/4" deep and make sure you lock it in place with the nut.

## 19. REPLACEMENT PARTS

Your Caddy add-on is designed to burn clean and requires little maintenance. It is recommended to conduct a visual inspection at least once a month to uncover any damage to the unit. Any defect must be repaired without delay using genuine Caddy replacement parts. You can find a complete list of replacement parts in section 29 - EXPLODED VIEW AND PART LIST or on our website at [www.caddyfurnaces.com](http://www.caddyfurnaces.com).

### 19.1. DOOR GLASS

- Inspect the glass regularly to detect any glass failure. If you find any defect, stop using the wood add-on immediately. Never operate a wood add-on with a broken glass.
- If you have to change your door glass, you must use Pyroceram 5/32" (4mm) thick. Use genuine parts sold by a Caddy authorized dealer.
- To replace the glass, remove the screws that hold the glass retainers in place. Remove these retainers and replace the defective glass; the glass gasket should be replaced at the same time. To put back in place, reverse the procedure.
- Do not use abrasive cleanser. Special cleansers for wood fireplaces glass are available in any good hardware store or specialty hearth retailer.
- Clean glass **ONLY** when the unit has cooled down.

## 19.2. GASKET

We recommend replacing the gasket that seals the door once a year, in order to maintain a good control of the combustion for maximum efficiency and security. To replace your door gasket, remove the old gasket and adhesive. Clean the surface thoroughly, apply a high-temp adhesive/silicone (650 °F) sold for that particular use, and put the new gasket onto the door. Wait for at least 4 hours before lighting your add-on.

## 20. TROUBLESHOOTING

When you have issues with your add-on, your first reaction may be to call technical support. This section will help you save time and money by enabling you to solve simple problems by yourself. Most common problems are generally caused by the following five factors:

1. Wrong operation or lack of maintenance;
2. Bad installation;
3. Poor quality combustible;
4. Component failure;
5. Factory defect.

The add-on is equipped with a pc board that allows the add-on to diagnose itself. It is thus important not to unplug the add-on if there is an issue with it. First, because unplugging the add-on will disable all the security features of the add-on, and second, because you will not be able to see the error code given by the add-on to understand what is the problem. It is thus important to read carefully this section before calling technical support.

The following sections will help you test each component individually and will also give you many tips in how to solve any problems related to a specific error code.

**NOTE: IF YOU NEED TO CONTACT YOUR DEALER OR TECHNICAL SUPPORT, MAKE SURE TO HAVE THE MODEL OF YOUR APPLIANCE AND THE SERIAL NUMBER ON HAND. (THEY CAN BE FOUND ON THE CERTIFICATION LABEL ON THE SIDE OF THE ADD-ON).**

**WARNING! RISK OF ELECTRIC SHOCK. IF YOU NEED TO MANUALLY TEST, HANDLE OR REPLACE A COMPONENT, THE ADD-ON MUST BE DISCONNECTED FROM ITS POWER SUPPLY.**

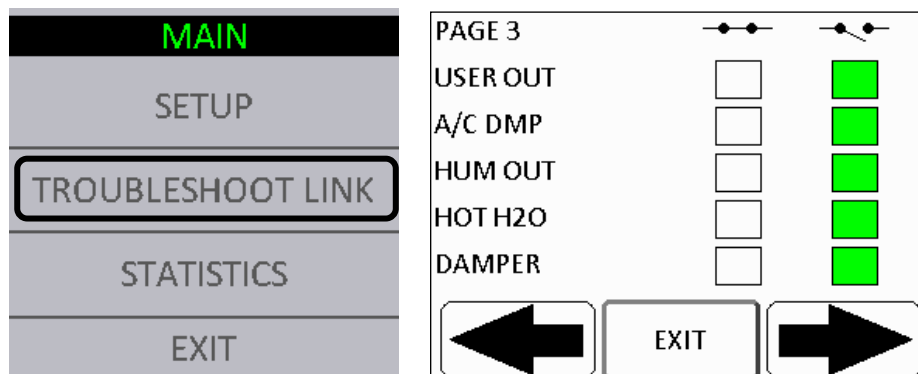
### 20.1. VALIDATING STATUS OF A COMPONENT

When using your add-on, you can validate at any time, the status of any of the following components:

- Air damper
- Temperature probe (RTD)
- Hot water system

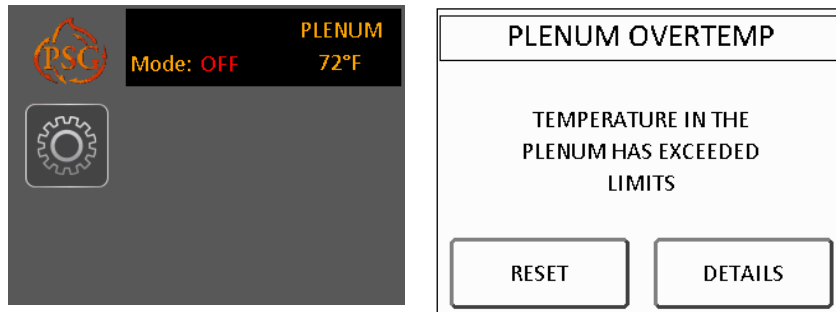
#### 20.1.1. AIR DAMPER AND HOT WATER

To check the status of the air damper or hot water, go to the main menu under "TROUBLESHOOT LINK" then go to page 3. When the add-on is in wood heating, the damper is open. The green square next to "DAMPER" should be on the left, (closed circuit). When another heating mode is on, the damper is closed, so the circuit is open and the green square is on the right. Same logic goes for the hot water.




### 20.1.2. TEMPERATURE PROBE (RTD)

The temperature probe continuously reads the temperature in the plenum and displays it on the main page in the upper right corner. If the probe fails, the error message "PLENUM OVERTEMP" will appear. See section 20.2 - MAIN ERROR CODES, POSSIBLE CAUSES AND SOLUTIONS for more information.



### 20.2. MAIN ERROR CODES, POSSIBLE CAUSES AND SOLUTIONS

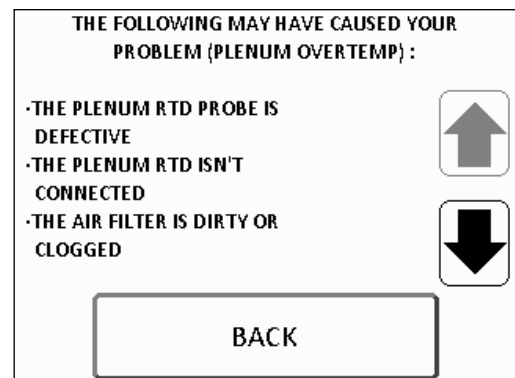
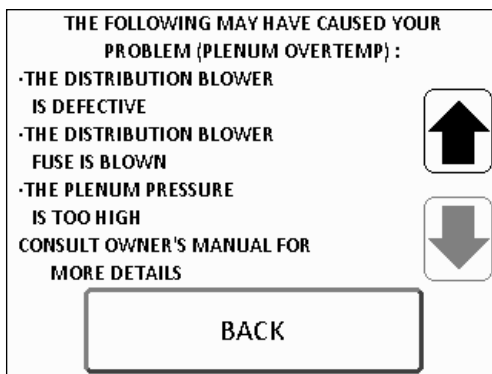
This section contains main error codes, possible causes and many suggestions to guide you in resolving them. To go

back to the main menu, press the  button.

**NOTE:** IF, AFTER PERFORMING ALL THE POSSIBLE SOLUTIONS MENTIONED IN THE FOLLOWING SECTION, YOU ARE STILL EXPERIENCING PROBLEMS WITH YOUR ADD-ON, CALL YOUR LOCAL DEALER OR AFTER-SALE SERVICE.

**NOTE:** IF YOU NEED TO CONTACT YOUR DEALER OR TECHNICAL SUPPORT, MAKE SURE TO HAVE THE MODEL OF YOUR ADD-ON AND THE SERIAL NUMBER ON HAND. (THEY CAN BE FOUND ON THE CERTIFICATION LABEL ON THE SIDE OF THE ADD-ON).

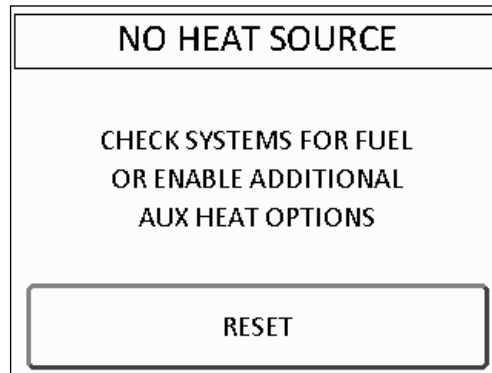
#### 20.2.1. UNIT OVERHEAT



**The temperature probe (RTD) is disconnected or defective:** If the displayed plenum temperature on the touch screen is 0°F or 1140°F, the temperature probe is either disconnected or defective. Check the probe connection (see Section 15.3 - HOT AIR PLENUM TEMPERATURE PROBE INSTALLATION AND CONNECTION (RTD) or replace if necessary.



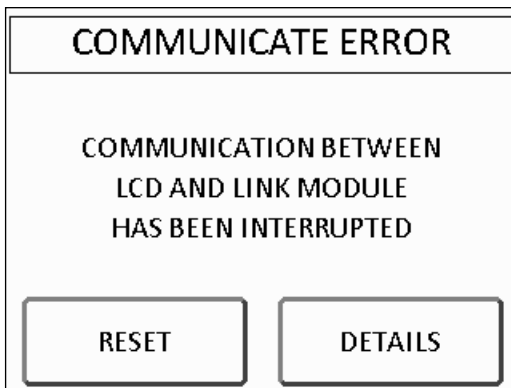
### 20.2.2. NO HEAT



This message appears:

- When the wood add-on failed to raise the temperature in the plenum enough to start the blower of the existing furnace. Make sure there is a fire in the add-on.

### 20.2.3. COMMUNICATION ERROR



#### **Communication error:**

The information from the touch screen cannot be read by the link board. It is possible that the telecommunication wire is not plugged in. Make sure each end of the wire makes good contact in the connector. It is also possible that the wire is damaged. In this case, replace it.

### 20.2.4. SMOKE SMELL

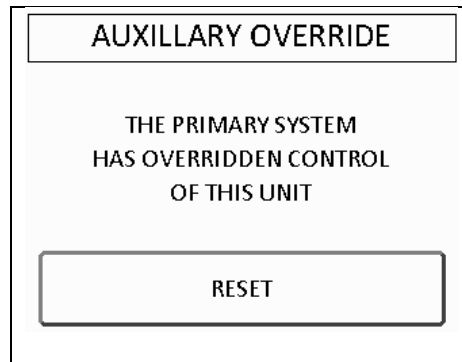
- **Venting system leaks.** Inspect all vent connections. All vent connector joints must be sealed and fastened in accordance with the vent manufacturer's instructions to ensure consistent performance and avoid smoke and ash spillage.
- **Worn gaskets.** Gaskets may be allowing smoke spillage (doors, clean out traps, etc). Make sure that all gaskets are in good condition and replace them with original parts if necessary. Make sure the door is well adjusted.
- **Negative pressure.** A faint wood-burning odor during ignition or shut down is normal. Although, if this increases beyond what is considered normal or if you notice an unusual soot build-up on walls or furniture, check your venting system carefully for leaks and make sure all gaskets are in good condition. Also, make sure the recommended maintenance schedule has been followed.

### 20.2.5. THE LCD TOUCH SCREEN DOES NOT LIGHTUP.

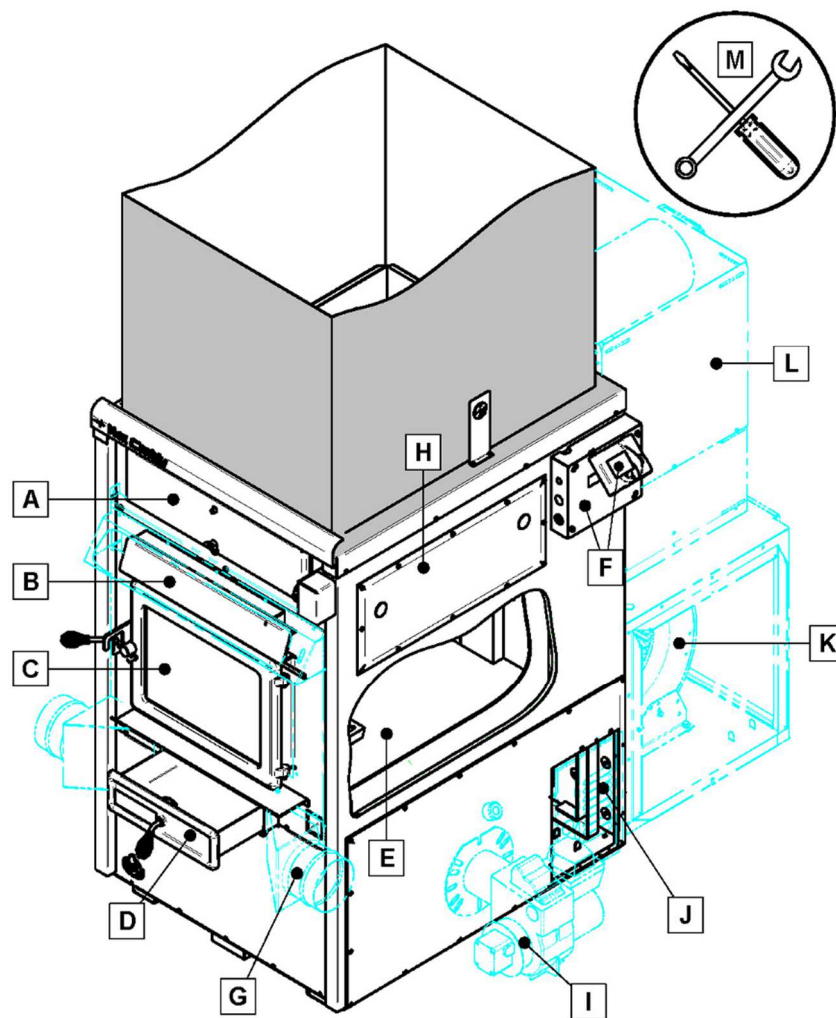
- **There is no electrical current going to the add-on.** Check if the add-on is connected and if there is current in the wall outlet.
- **TELCO wire is defective or not connected properly.**

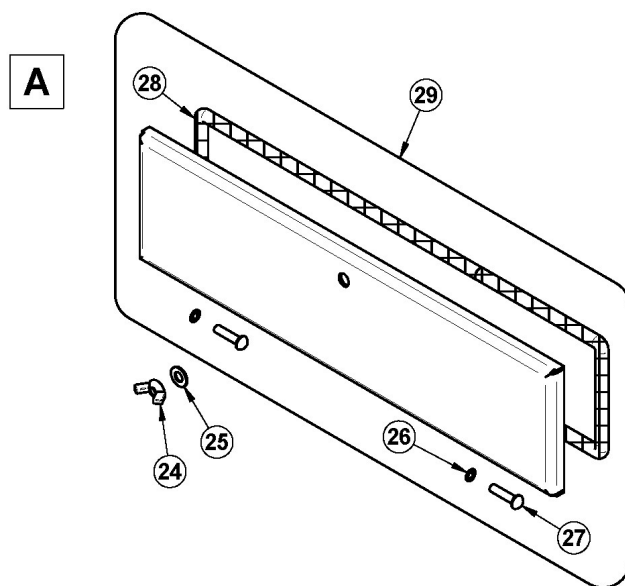
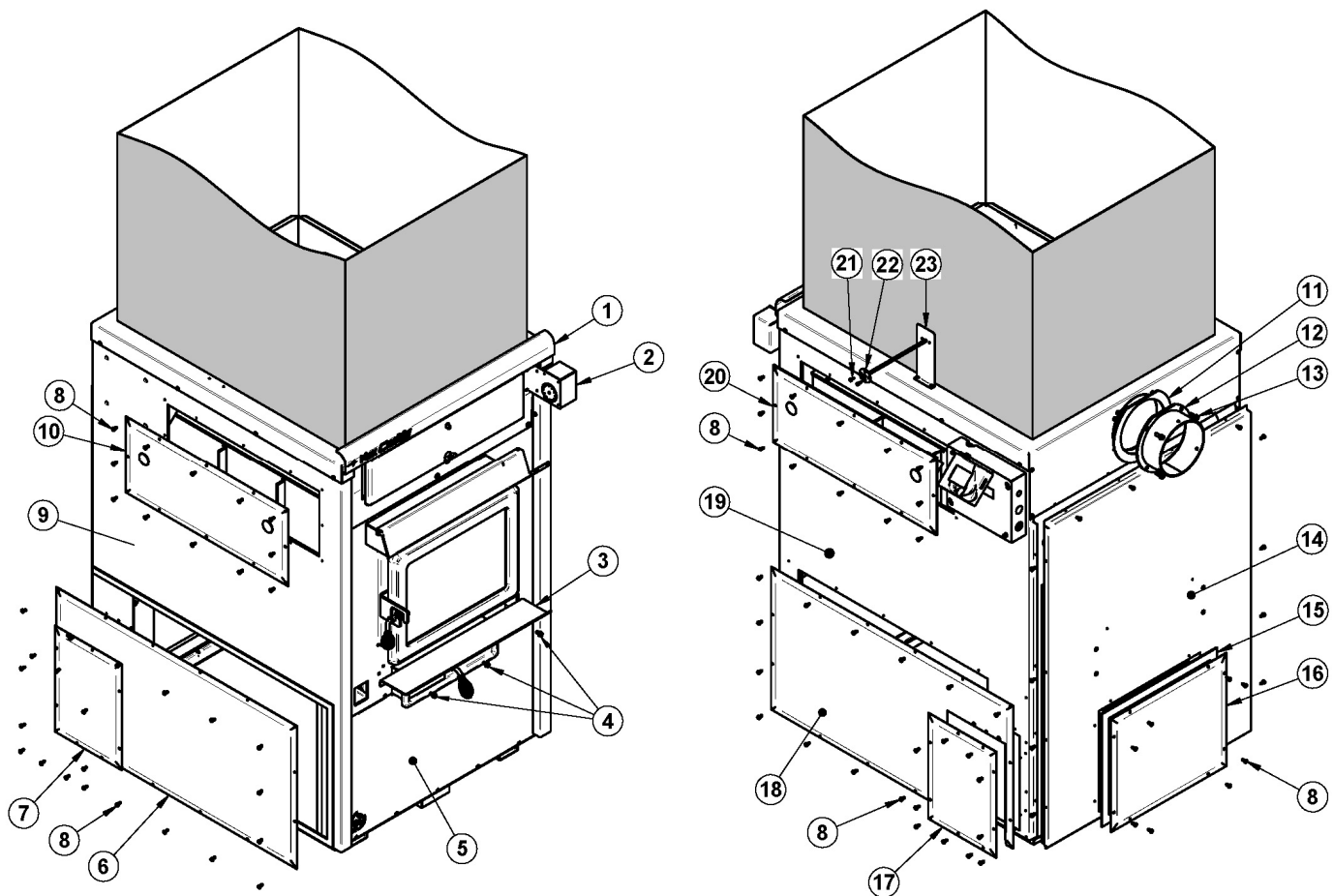
## 20.2.6. AUXILIARY OVERRIDE

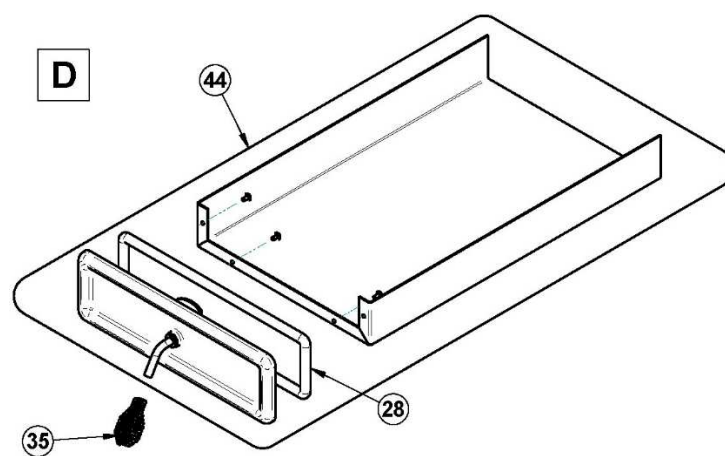
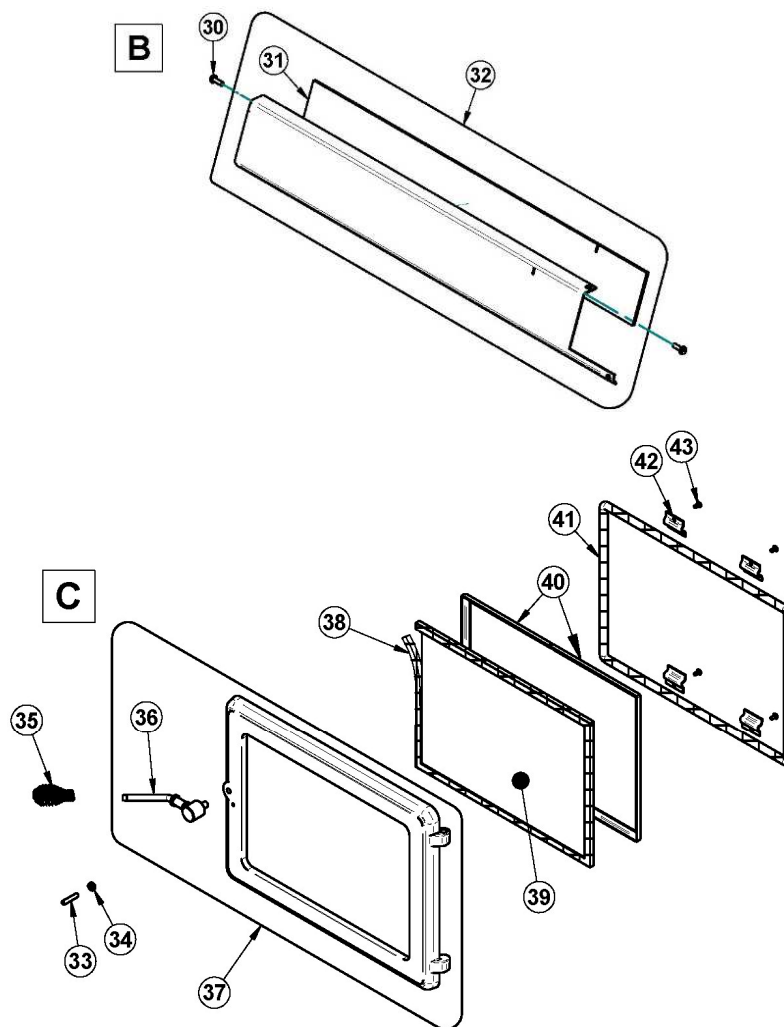
This message appears when a heat signal from the existing furnace's thermostat is sent and the Max Caddy add-on shuts itself down.

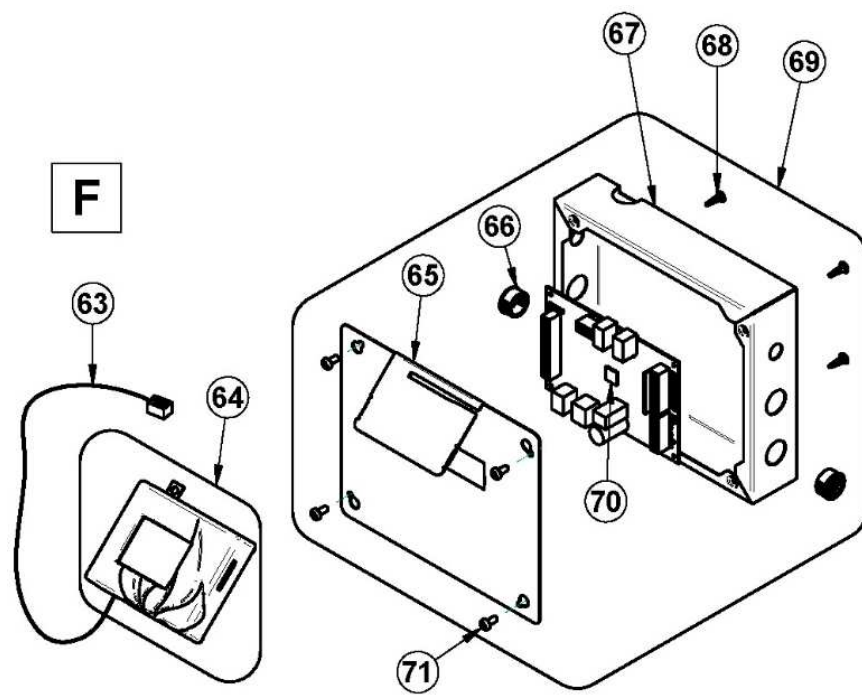
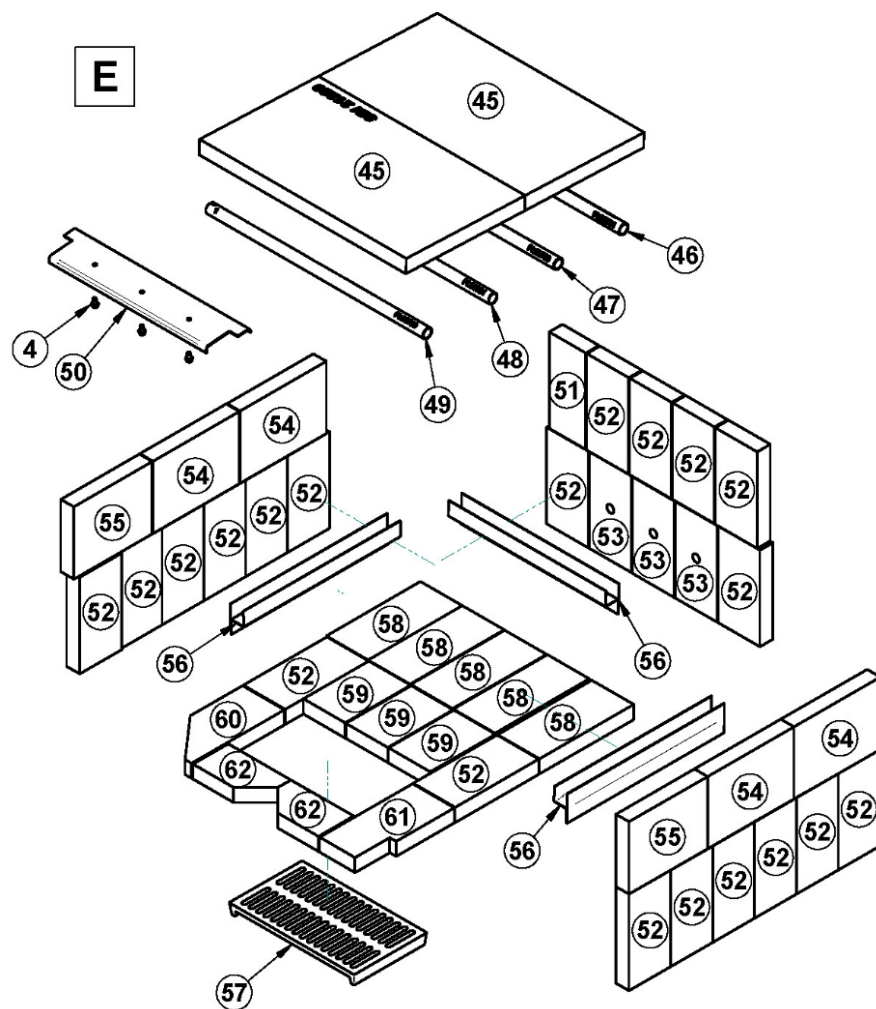


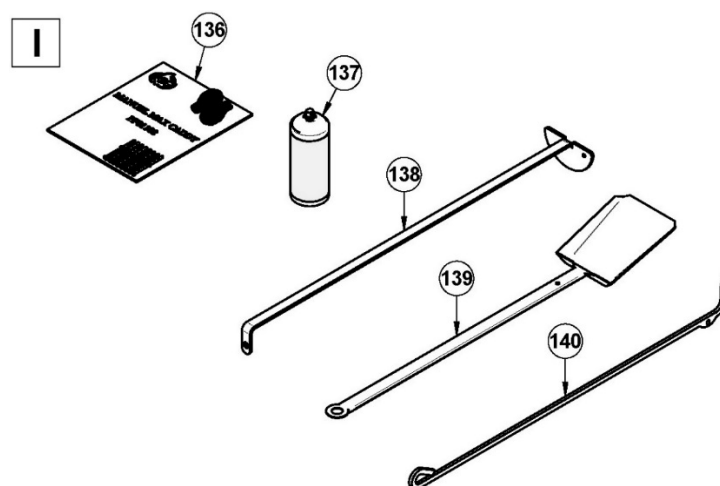
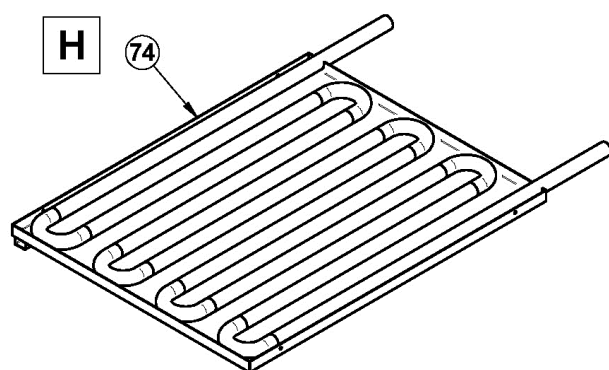
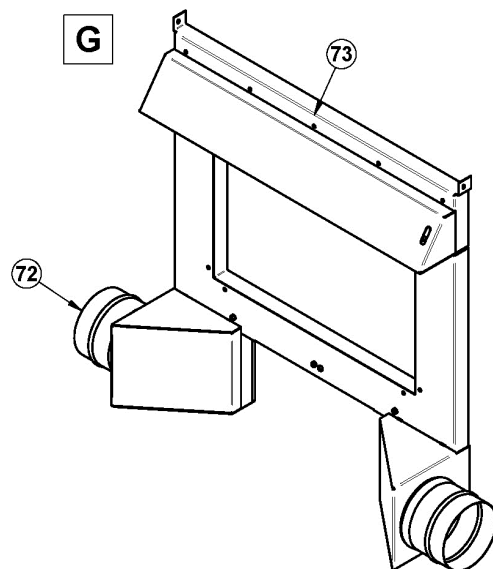
## 21. EXPLODED VIEW AND PART LIST











**IMPORTANT:** THIS IS DATED INFORMATION. When requesting service or replacement parts for your add-on, please provide the model number and the serial number. We reserve the right to change parts due to technology upgrade or availability. Contact an authorized dealer to obtain any of these parts. Never use substitute materials. Use of non-approved parts can result in poor performance and safety hazards.

#	Item	Description	Qty
1	PL56400	DECORATIVE MOULDING	1
2	51000	HONEYWELL 24V DAMPER MOTOR	1
3	PL56276	ASH SHELF	1
4	30060	THREAD-CUTTING SCREW 1/4-20 x 1/2" F HEX STEEL SLOT WASHER C102 ZINC	3
5	PL56403	AIR JACKET FRONT BOTTOM PANEL	1
8	30131	BLACK METAL SCREW #10 X 1/2" TYPE "A" PAN QUADREX	1
9	SE56406	AIR JACKET LEFT PANEL WITH INSULATION	1
10	SE56415	LEFT PANEL WITH INSULATION WATER LOOP OPTION	1
11	21221	CHIMNEY ADAPTER GASKET	1
12	SE56352	FLUE COLLAR ASSEMBLY	1
13	30094	HEX SCREW WASHER HEAD 1/4-20 X 3/4" F ZINC TYPE	3
14	SE56408	REAR AIR JACKET PANEL	1
15	21342	REAR COVER GASKET	1
16	PL56480	REAR CABINET COVER	1
19	SE56407	RIGHT AIR JACKET PANEL WITH ISULATION	1
20	SE56414	RIGHT PANEL WITH INSULATION WATER LOOP OPTION	1
21	30153	METAL SCREW #8 X 1/2" PAN SQUARE TEK BLACK SELF DRILLING	2
22	SE44096	100 OHM RTD PROBE 38" WIRE WITH CONNECTOR	1
23	PL56343	RTD SUPPORT BRACKET	1
24	30416	WING NUT 3/8"-16	1
25	30205	ZINC WASHER ID 13/32" X OD 13/16"	4
26	30055	HINGE PIN RETAINING RING 5/16" ID X 0.512" OD	2
27	30168	HINGE PIN 5/16 DIA. X 1 1/4" L	2
28	AC06900	BLACK 1/2" ROUND X 9' GASKET KIT WITH ADHESIVE	1
29	SE56405	HEAT EXCHANGER ACCESS DOOR	1
30	30502	SELF TAPING SCREW #8 - 32 X 1/2" TYPE F X 3/4 HEX FLAT HEAD	2
31	21341	AIR CONTROL PLATE INSULATION	1
32	SE56322	PRIMARY AIR DAMPER ASSEMBLY	1
33	30128	SOCKET SET SCREW 1/4"-20 X 1 1/4"	1
34	30100	BLACK HEX NUT 1/4 - 20	1
35	30429	3/8" NICKEL COIL HANDLE	1
36	AC09151	REPLACEMENT HANDLE KIT	1
37	SE24027	MAX CADDY CAST IRON DOOR WITH HANDLE	1
38	AC06400	3/4" (FLAT) X 6' BLACK SELF-ADHESIVE GLASS GASKET	1
39	SE56287	REPLACEMENT GLASS WITH GASKET 10 7/8" X 15 1/8"	1
40	PL56285	GLASS RETAINER	2
41	OA11400	SILICONE AND 3/4" X 8' GASKET KIT	1
42	PL51351	GLASS RETAINER FRAME BRACKET	4
43	30124	SCREW #8 - 32 X 5/16" TRUSS QUADREX ZINC	4
44	SE56274	ASH DRAWER	1
45	21220	C-CAST BAFFLE 19 3/4" X 11 3/8" X 1 1/4"	2

#	Item	Description	Qty
46	PL56764	REAR SECONDARY AIR TUBE	1
47	PL56763	MIDDLE REAR SECONDARY AIR TUBE	1
48	PL56761	MIDDLE FRONT SECONDARY AIR TUBE	1
49	PL56760	FRONT SECONDARY AIR TUBE	1
50	PL56356	PRIMARY AIR DEFLECTOR HEAT SHIELD	1
51	PL36119	3 1/2" X 8" X 1 1/4" REFRACTORY BRICK	1
52	29001	4" X 8 1/8" X 1 1/4" REFRACTORY BRICK HD	20
53	21343	4" X 8" X 1 1/4" REFRACTORY BRICK WITH HOLE	3
54	29005	6" X 8 1/4" X 1 1/4" REFRACTORY BRICK HD	4
55	PL36231	6" X 7 1/2" X 1 1/4" REFRACTORY BRICK	2
56	PL56286	BRICK RETAINER	3
57	24099	CAST IRON ASH GRATE 12" X 7"	1
58	29011	4" X 9" X 1 1/4" REFRACTORY BRICK HD	5
59	PL36234	4" X 6 1/4" X 1 1/4" REFRACTORY BRICK	3
60	PL36059	CUT BRICK 4" X 8 7/8" X 3 3/8" X 3 7/8"	1
61	PL36232	4" X 8 3/4" X 1 1/4" X 1/2" X 3 1/4" REFRACTORY BRICK	1
62	PL36233	3 1/2" X 6" X 1 1/4" REFRACTORY BRICK	2
63	60363	8" COMMUNICATION WIRE - 4 CONDUCTOR	1
64	SE56777	MAX CADDY TOUCH SCREEN BOARD (LCD) WITH HOUSING	1
65	PL48251	PC BOARD HOUSING COVER	1
66	30412	BLACK UNIVERSAL SNAP-IN BUSHING	1
67	PL48250	PC BOARD HOUSING	1
68	30408	ELECTRONIC BOARD CLIP	9
69	SE56823	POWER BOARD HOUSING ASSEMBLY	1
70	PL56823	LIMIT MAIN CONTROL BOARD WITH PROGRAM	1
71	30154	BLACK SCREW #10 X 5/8" ROBERTSON TYPE A	4
72	49068	ADAPTER 5" FOR FRESH AIR INTAKE KIT	2
73	PA08560	5" FRESH AIR INTAKE ADAPTER	1
74	PA08550	HOT WATER LOOP KIT FOR PRE-HEATING OF DOMESTIC WATER	1
136	SE45833	MAX CADDY ADD-ON INSTRUCTION MANUAL KIT	1
137	AC05961	CADDY GREY 424C SPRAY PAINT	1
137	AC05963	METALLIC BLACK STOVE PAINT - 85 g (3oz) AEROSOL	1
138	PL48170	HEAT EXCHANGER SCRAPER	1
139	PL48171	ASH SHOVEL	1
140	PL48173	POKER	1

## WHY PURCHASE THROUGH AN AUTHORIZED CADDY DEALER?

To make sure your Caddy add-on provides comfort and energy savings in your home for many years, your choice of installer is extremely important. An authorized Caddy dealer will ensure that the system is optimized and installed according to standards. Given the importance of the installation, Caddy recommends that it is carried out by a professional certified in the Building Code so that the add-on delivers its full potential. This is why Caddy offers an additional warranty that covers the cost of labor if your add-on has been purchased through an authorized Caddy dealer.

If you want to enjoy the best service on the market and substantial savings on heating costs, there is really only one choice: an **Authorized Caddy Dealer**.



## 22. CADDY LIMITED LIFETIME WARRANTY (REGULAR)

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

**This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.**

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized parts or others than original parts void 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. If a product is found to be defective, the manufacturer will repair or replace such defect. Transportation fees to ship the product back to the purchaser will be paid by the manufacturer. All parts 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 special, 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 a lifetime coverage. This warranty applies to products purchased after April 1<sup>st</sup>, 2013.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Castings, combustion chamber (welds only), castings, and heat exchanger (welds only).	Lifetime	n/a
Stainless steel firebox components, secondary air tubes*, surrounds and heat shields, ash drawer, and plating* (defective manufacture).	5 years	n/a
Carbon steel firebox components, glass retainers, handle assembly, C-Cast or equivalent, or vermiculite baffle*.	3 years	n/a
Heat sensors, switches, relays, damper motor, PC board, wiring, and other controls.	2 years	n/a
Ceramic glass (thermal breakage only*), paint (peeling), gaskets, insulation, and ceramic fibre blankets.	1 year	n/a
Firebrick	n/a	n/a

*\*Pictures required*

Shall your unit or a component be defective, contact immediately your Caddy dealer. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- 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 from your Caddy dealer an Authorization Number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.**

## 23. CADDY LIMITED LIFETIME WARRANTY (PRIVILEGE)

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

**This warranty applies to normal residential use only. Damages caused by misuse, abuse, improper installation, lack of maintenance, over firing, negligence or accident during transportation, power failures, downdrafts, or venting problems are not covered by this warranty.**

This warranty does not cover any scratch, corrosion, distortion, or discoloration. Any defect or damage caused by the use of unauthorized parts or others than original parts void 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. If a product is found to be defective, the manufacturer will repair or replace such defect. 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. Labour cost and repair work to the account of the manufacturer are based on predetermined rate schedule and must not exceed the wholesale price of the replacement part. 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 special, 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 a lifetime coverage. This warranty applies to products purchased after April 1<sup>st</sup>, 2013.

DESCRIPTION	WARRANTY APPLICATION	
	PARTS	LABOUR
Castings, combustion chamber (welds only), castings, and heat exchanger (welds only).	Lifetime	3 years
Stainless steel firebox components, secondary air tubes*, surrounds and heat shields, ash drawer, and plating* (defective manufacture).	5 years	3 years
Carbon steel firebox components, glass retainers, handle assembly, C-Cast or equivalent, or vermiculite baffle*.	3 years	1 year
Heat sensors, switches, relays, damper motor, PC board, wiring, and other controls.	2 years	1 year
Ceramic glass (thermal breakage only*), paint (peeling), gaskets, insulation, and ceramic fibre blankets.	1 year	n/a
Firebrick	n/a	n/a

*\*Pictures required*

Shall your unit or a components be defective, contact immediately your Caddy dealer. Prior to your call make sure you have the following information necessary to your warranty claim treatment:

- 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 from your Caddy dealer an Authorization Number. Any merchandise shipped to our plant without authorization will be refused automatically and returned to sender.**