

**IMPORTANT:**

KEEP THESE INSTRUCTIONS FOR  
FUTURE REFERENCE.



# NEO 2.5 Insert

## INSTALLATION AND OPERATING INSTRUCTIONS - AUSTRALIA

**AUSTRALIA**

SERIAL #



### SAFETY NOTICE

If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions. Contact local building or fire officials about restrictions and installation inspection requirements in your area.

## MODEL: NEO2.5 INSERT

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**WE STRONGLY RECOMMEND THAT SMOKE and CARBON MONOXIDE DETECTORS BE INSTALLED IN THE ROOM WHERE THE UNIT IS INSTALLED.**

**SAFETY NOTICE:**

**If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions. Contact local building or fire officials about restrictions and installation inspection requirements in your area.**

Please read this entire manual before you install and use your new room heater. Failure to follow instructions may result in property damage, bodily injury, or even death.

# General Safety

1. Burn wood only, dry and well seasoned. The denser or heavier the wood when dry, the greater its heat value. This is why hardwoods are generally preferred. Green or wet wood will cause a rapid buildup of creosote. Do not attempt to burn overnight using green or wet wood. Wet wood can cause up to 25% drop in heater output, as well as contributing significantly to creosote buildup.
2. Remove excess ashes as needed. Excessive ash level could cause embers to roll out the door and create a fire hazard. Maintain a 25mm minimum ash base to support proper burning.
3. If glass becomes darkened from slow burning or poor wood, it can readily be cleaned with any fireplace ceramic glass cleaner when stove is cold. Never scrape with an object that might scratch the glass. The type and amount of deposit on the glass is a good indication of flue pipe and chimney buildup. A light brown, dusty deposit that is easily wiped off usually indicates good combustion and dry, well-seasoned wood and, therefore, relatively clean pipes and chimney. On the other hand, a black, greasy deposit that is difficult to remove is a result of wet or green wood and too slow a burning rate. This will also create heavy deposit build-up in the chimney.
4. DOOR GASKET - The gasket used by Pacific Energy (22mm medium density fiberglass rope) requires only light pressure to seal. This will prolong seal life. It is important that the door seal be maintained in good condition. Periodically inspect seals and replace if necessary.
5. DOOR GLASS - Do not slam loading door or otherwise impact glass. When closing the door, make sure that no logs protrude to contact the glass. If the glass gets cracked or broken, **it must be replaced before using the stove.** Replacement glass can be obtained from your Dealer. **Use only Ceramic glass. Do not substitute with any other type.**

GLASS SIZE: 450mm x 260mm x 5 mm thick.

To remove broken glass, undo the four retaining screws and remove the clamps, noting position for re-assembly. Remove all particles of glass. Be careful, as they are very sharp. Install new glass complete with gasket. Replace clamps and screws.

6. Do not store wood within heater installation clearances, or within the space required for fuel loading and ash removal. Keep the area around the heater clean and free of all combustibles, furniture, newspapers, etc.
7. If the heater requires cleaning, use mild soap and water only. Use of abrasive cleaners will void warranty.
8. Establish a routine for the fuel, wood burning and firing technique. Check daily for creosote buildup until experience shows how often you need to clean to be safe.
9. Be aware that the hotter the fire, the less creosote is deposited. Weekly cleaning may be necessary in mild weather, even though monthly cleaning is usually enough in the coldest months when burning rates are higher.
10. Instruct all members of your family on the safe operation of the heater. Ensure they have enough knowledge of the entire system if they are expected to operate it. Stress the section on chimney fires and the importance of following the steps outlined in "In Case of Chimney Fire".

## WARNING:

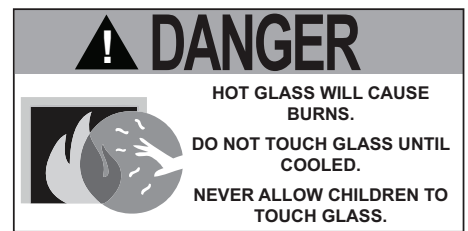
**Never use chemicals or any other volatile liquid to start a fire. Do not burn garbage, or flammable fluids such as gasoline, naphtha, or engine oil. We strongly recommend that smoke detectors be installed.**

## WARNING:

**Only use materials supplied by the manufacturer when doing maintenance or replacements.**

## CAUTION

- Tighten screws very carefully.  
Do not overtighten
- Do not clean glass when hot
- Do not use abrasive cleaners on glass



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# Maintenance Checks

Check the following parts for damage such as cracks, excessive corrosion, burned out sections and excessive warping: (See website for descriptions and more detail)

## Weekly:

- Firebrick - Visual, for cracking.
- Door Gasket - sagging, placement, damage.

## Monthly

- Brick rail tabs and brick rails.
- Air riser tube in the back of the firebox.
- Back side of airwash chamber.
- Baffle locking pin.
- Boost tube cover.

## When Cleaning the Chimney System:

- Top baffle board/blanket.
- Baffle.
- Top heat shield and mounting bolt.
- Baffle Gasket.
- Brick Rails.
- Manifold.

\*\* - Some warping of the baffle is normal(up to 1 cm).

- Replace if the baffle has permanent warping greater than this or has cracking or breakage.
- Please contact your Dealer if you experience any of the damage listed above. Continuing to operate your stove with broken parts may accelerate damage to other parts and may void your warranty

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# Creosote

## Formation and Need for Removal

When wood is burned slowly, it produces tar and other organic vapours, which combine with expelled moisture to form creosote. The creosote vapours condense in the relatively cool chimney flue of a slow burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote makes an extremely hot fire. The chimney connector and chimney should be inspected at least once every two months during the heating season to determine if a creosote buildup has occurred. If creosote has accumulated, it should be removed to reduce the risk of a chimney fire.

1. Highest smoke levels and densities occur when a large amount of wood is added to a bed of hot coals and the air inlet is closed. The heated wood generates smoke, but without ample air, the smoke cannot burn. Smoke-free, clean burning requires small fuel loads, two or three logs at a time or 1/4 to 1/2 of a fuel load and leaving the air inlet relatively wide open, especially during the first 10 to 30 minutes after each loading, when most of the smoke generating reactions are occurring. After 30 minutes or so, the air inlet can be turned down substantially without excessive smoke generation. Wood coals create very little creosote-producing smoke.
2. The cooler the surface over which wood smoke is passing, the more creosote will be condensed. Wet or green wood contributes significantly to creosote formation as the excess moisture that is boiled off cools the fire, making it difficult for the tars and gasses to ignite, thus creating dense smoke and poor combustion. This moisture-laden smoke cools the chimney, compounding the problem by offering the smoke the ideal place to condense.

In summary, a certain amount of creosote is inevitable and must be lived with. Regular inspection and cleaning is the solution. The use of dry, seasoned wood and ample combustion air will help to minimize the buildup.

## Avoiding a Chimney Fire

Excessive creosote build-up can cause a chimney fire. During a fire the inside temperatures in a chimney can exceed 1100 degrees C. This causes much higher than normal temperatures in the chimney and on its exterior surfaces thus ignition of nearby or touching combustible material is more likely during a chimney fire.

### Signs of a chimney fire may be one or more of the following:

- Flames and sparks shooting out of the top of the chimney
  - A roaring sound
  - Vibration of the chimney
1. Keep your chimney clear of creosote build-up by cleaning your chimney before each burn season, and as necessary (accumulations of 3 mm or more) during the season.
  2. Burn clean, well-seasoned wood only (seasoned at least one year). Avoid wet or green wood.
  3. Do not use the heater as an incinerator or over-fire as it may ignite chimney fires. These are hot fires, such as when burning household trash, cardboard, Christmas tree limbs, or even ordinary fuel wood; (eg. with a full load on a hot bed of coals and with the air inlet wide open)

## In the event of a Chimney Fire

1. Prepare to evacuate to ensure everyone's safety. Have a place outside where everyone is to meet.
2. Close down the damper on stove.
3. Call local fire department. Have a fire extinguisher handy. Contact your local fire authority for further information on how to handle a chimney fire. It is most important that you have a clearly understood plan on how to handle a chimney fire.
4. After the chimney fire is out, the chimney must be cleaned and checked for stress and cracking before starting another fire. Also check combustibles around chimney and the roof. This should be done by a certified inspector/chimney sweep.

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# Operation

**WARNING: No alteration or modification of the combustion air control assembly is permitted. Any tampering will void warranty and could be very hazardous.**

## Wood Selection

This heater is designed to burn natural wood only. Higher efficiency and lower emissions generally result when burning air-dried seasoned hardwoods, as compared to softwoods or too green or freshly cut hardwoods. Wood should be properly air dried (seasoned) for six months or more. Wet or undried wood will cause the fire to smoulder and produce large amounts of creosote. Wet wood also produces very little heat and tends to go out often.

### DO NOT BURN:

- |                    |                    |
|--------------------|--------------------|
| -*Salt water wood  | -Coal/charcoal     |
| -Treated wood      | -*Garbage/Plastics |
| -Wet or green wood | -Solvents          |

\* These materials contain chlorides which will rapidly destroy metal surfaces and void warranty.

Do not burn anything but wood. Other fuel, e.g. charcoal, can produce large amounts of carbon monoxide, a tasteless, odourless gas that can kill. Under no circumstances should you attempt to barbecue in this heater.

## How to Test Your Wood

**Do not store/place wood or other combustibles within the required clearances surrounding the unit.**

Add a large piece of wood to the stove when it has a good, large bed of coals. It is dry if it is burning on more than one side within one minute. It is damp if it turns black and lights within three minutes. If it sizzles, hisses and blackens without igniting in five minutes it is soaked and should not be burnt.

## Lighting the Fire

**WARNING: Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or 'freshen up' a fire in this heater. Keep all such liquids well away from the heater while in use.**

- 1) Adjust air control, located under the Ash Shelf, to "H" (high) position (pushed to the far left) and open door.
- 2) Place crumpled newspaper in the centre of the heater and criss-cross with several pieces of dry kindling. Add a few small pieces of dry wood on top.
- 3) Ignite the paper and close the door.
- 4) After the fire has established itself, open the door and add a few small logs. Close door.
- 5) Begin normal operation after a good coal base exists and wood has charred.

**WARNING: Do not use grates or andirons to elevate the fuel. Burn directly on the firebricks. Replace broken or missing bricks. Failure to do so may create a hazardous condition.**

Your Pacific Energy heater is designed for maximum overall efficiency at a moderate firing rate. Overfiring is hazardous and a waste of fuel. Too slow a burn contributes to creosote buildup and lowers combustion efficiency.

## Curing of the New Paint Finish

When burning your stove for the first 2-3 times it is very important that the room be well ventilated. Open all windows and doors. Smoke and fumes caused by the curing process may cause discomfort to some individuals.

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## Normal Operation

- 1) To refuel, adjust air control to “H” (high) position (pushed to the far left) and give the fire time to brighten. Open door slowly, this will prevent smoke from rolling out.
- 2) Use wood of different shape, diameter and length (up to 450mm”). Load your wood endwise and try to place the logs so that air can flow between them. Always use dry wood.
- 3) Do not load fuel to a height or in such a manner that would be hazardous when opening the door..
- 4) Set air control to desired setting. If smoke pours down across the glass (waterfall effect), this indicates you have shut the control down too soon or you are using too low a setting. As every home’s heating needs vary (i.e. insulation, windows, climate, etc.), the proper setting can only be found by trial and error and should be noted for future burns.
- 5) For extended or overnight burns, unsplit logs are preferred. Remember to char the wood completely on “H” (high) setting before adjusting air control for overnight burn.

Experience will give you the right settings for proper combustion and efficient burning. Remember, the air inlet setting is affected by variables such as type of wood, outside temperature, chimney size and weather conditions. With practice, you will become proficient in operating your heater and will obtain the performance for which it was designed.

## Restarting after Overnight Burn

- 1) Open door and rake hot embers towards the front of the heater. Add a couple of dry, split logs on top of embers, close door.
- 2) Adjust air control to “H” (high) position (pushed to the far left) and in just a few minutes, logs should begin burning.
- 3) After wood has charred, reset air control to desired setting.
- 4) When burning at a slow rate for extended periods, occasionally maintain a strong fire under supervision for a couple of hours to remove firebox and chimney deposits as well as any of the deposits on the glass.

## Proper Draft

- 1) Draft is the force which moves air from the appliance up through the chimney. The amount of draft in your chimney depends on the length of the chimney, local geography, nearby obstructions and other factors.
- 2) Too much draft may cause excessive temperatures in the appliance. An uncontrollable burn or a glowing red stove part or chimney indicates excessive draft.
- 3) Inadequate draft may cause backpuffing into the room and plugging of the chimney. Smoke leaking into the room through appliance and chimney connector joints indicates inadequate draft.

**WARNING: Always keep loading door closed when burning, except as instructed during start-up. This heater is not designed for open door burning**

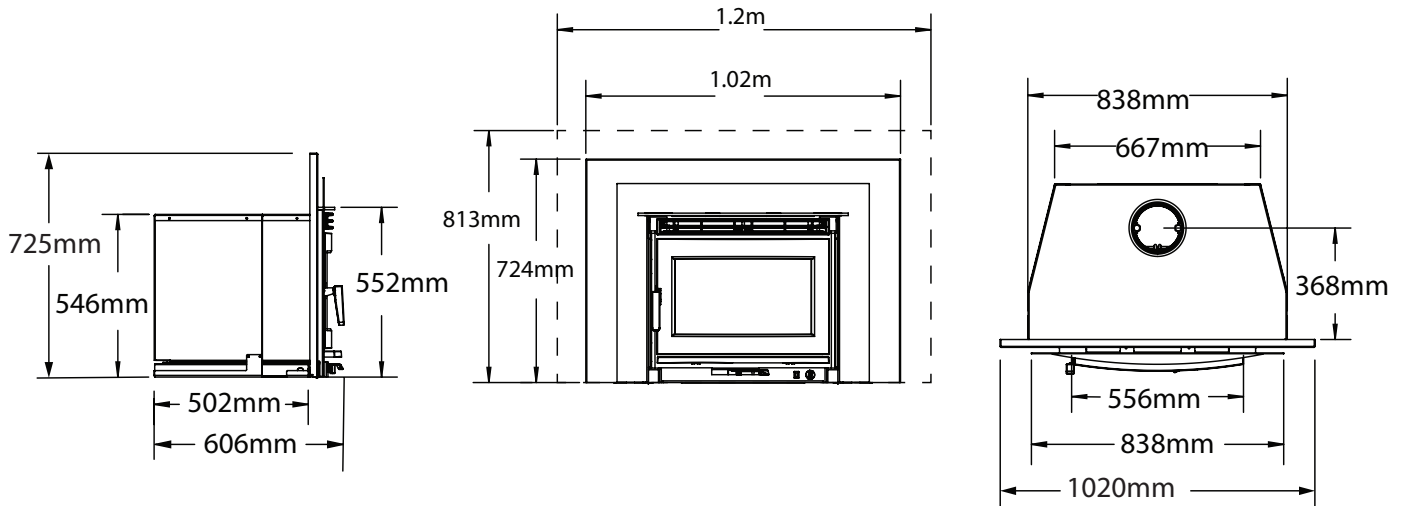
**DO NOT OVERFIRE THIS HEATER: Attempts to achieve heat output rates that exceed heater design specifications can result in permanent damage to the heater and chimney.**

**WARNING: No alteration or modification of the combustion air control assembly is permitted. Any tampering will void warranty and could be very hazardous.**

**CAUTION: Unit hot while in operation. Parts of the appliance, especially the external surfaces, will be hot to touch when in operation. Keep children, clothing and furniture away. Contact may cause skins burns.**

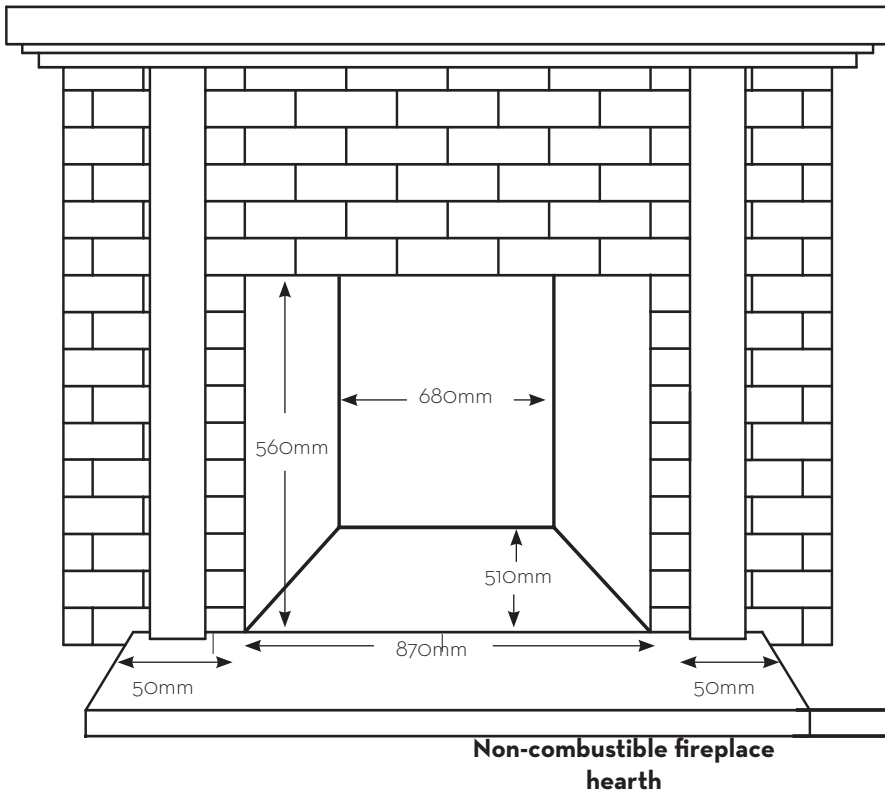
# Dimensions

fig# 1



MINIMUM FIREPLACE  
OPENING AND HEARTH  
DIMENSIONS

fig#2

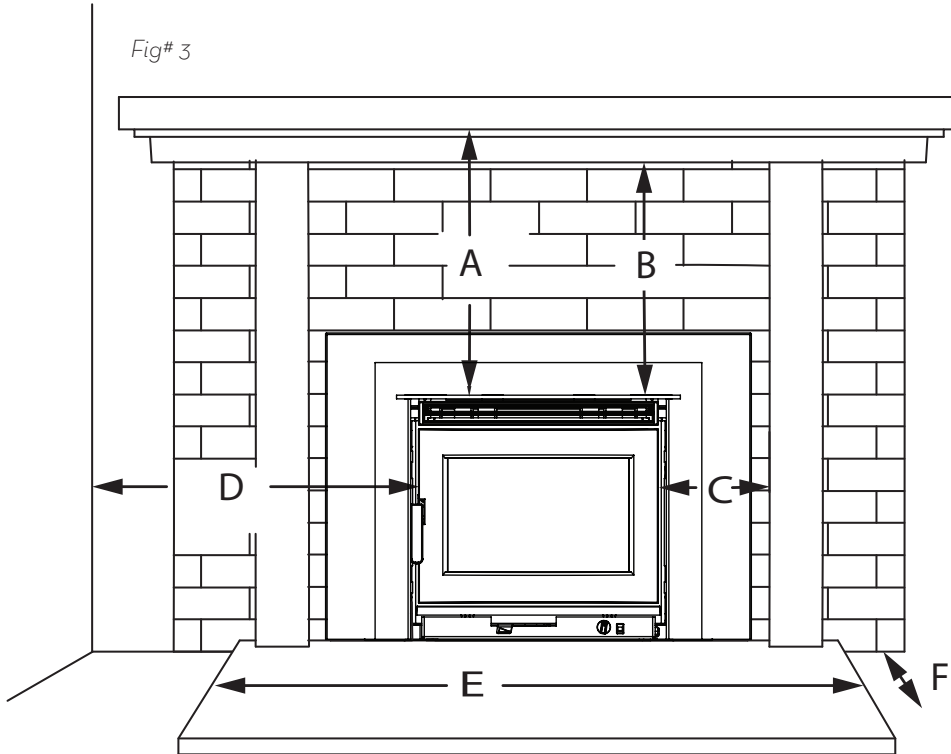


NON COMBUSTIBLE HEARTH  
MUST EXTEND OUT 500MM  
FROM THE LOADING DOOR  
OPENING.



# Minimum Clearances

Fig# 3



## Minimum Clearances to Combustibles

### (Measured From Top of Brow)

A: Mantel .....	405mm
B: Mantel Key .....	390mm

### (Measured from Side of Door)

C: Mantel Upright.....	150mm
D: Adjacent Sidewall.....	380mm

E: Hearth Width.....	872mm
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### (Measured from Front of Appliance Base)

F: Hearth Depth.....	500mm
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### ZERO CLEARANCE Ember protection:

Combustible floor beneath and in front of the fireplace insert must be protected from hot embers by non-combustible material (18mm thick Cement Fibre Board or similar) extending 500mm from the Front Base of the unit. The floor protector must be a minimum of 872mm Wide x 1075mm Deep x 18 mm Thick with a thermal resistance of 0.19m<sup>2</sup>kW

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# Masonry Fireplace Installation

**WARNING: UNDER NO CIRCUMSTANCES IS THIS HEATER TO BE INSTALLED IN A MAKESHIFT OR “TEMPORARY” MANNER. IT MAY BE FIRED ONLY AFTER THE STOVE IS INSTALLED PROPERLY.**

**WARNING: THE APPLIANCE AND FLUE-SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH AS/NZS 2918 AND THE APPROPRIATE REQUIREMENTS OF THE RELEVANT BUILDING CODE OR CODES**

**WARNING: APPLIANCES INSTALLED IN ACCORDANCE WITH THIS STANDARD SHALL COMPLY WITH THE REQUIREMENTS OF AS/NZS 4013 WHERE REQUIRED BY THE REGULATORY AUTHORITY, I.E. THE APPLIANCE SHALL BE IDENTIFIABLE BY A COMPLIANCE PLATE WITH THE MARKING ‘TESTED TO AS/NZS 4013’.**

**ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED TO BE IN BREACH OF THE APPROVAL GRANTED FOR COMPLIANCE WITH AS/NZS 4013.**

**CAUTION: MIXING OF APPLIANCE OR FLUE-SYSTEM COMPONENTS FROM DIFFERENT SOURCES OR MODIFYING THE DIMENSIONAL SPECIFICATION OF COMPONENTS MAY RESULT IN HAZARDOUS CONDITIONS. WHERE SUCH ACTION IS CONSIDERED, THE MANUFACTURER SHOULD BE CONSULTED IN THE FIRST INSTANCE.**

**CAUTION: CRACKED OR BROKEN COMPONENTS, e.g. GLASS PANELS OR FIRE BRICKS, MAY RENDER THE INSTALLATION UNSAFE.**

**CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.**

**CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.**

**CAUTION: THE USE OF SOME TYPES OF PRESEVATIVE-TREATED WOOD AS A FUEL CAN BE HAZARDOUS.**

**DO NOT ATTEMPT TO CONNECT THIS HEATER TO ANY AIR DISTRIBUTION DUCT.**

**DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVICING ANOTHER APPLIANCE.**

**Outside combustion air or fresh air into the room may be required in your area, consult local building codes (see Combustion Air section).**

## **Minimum Chimney height 4.5m**

Inspect your fireplace for cracks, loose mortar or other physical defects. If repairs are required, they should be completed before installing your insert.

Have the chimney swept. The fireplace chimney must be suitable for wood burning use. Check for creosote build up or other obstructions, especially if it has not been in use for some time.

The existing fireplace damper is to be locked open or removed completely.

**WARNING:** Do not remove bricks or mortar from your existing fireplace. With the following

Exception: Masonry or steel, including the damper plate, may be removed from the smoke shelf and adjacent damper frame if necessary to accommodate a chimney liner, provided that their removal will not weaken the structure of the fireplace and chimney, and will not reduce protection for combustible materials to less than that required by Code.

The Insert must be installed in accordance with local, and or AS/NZS 2918:2001

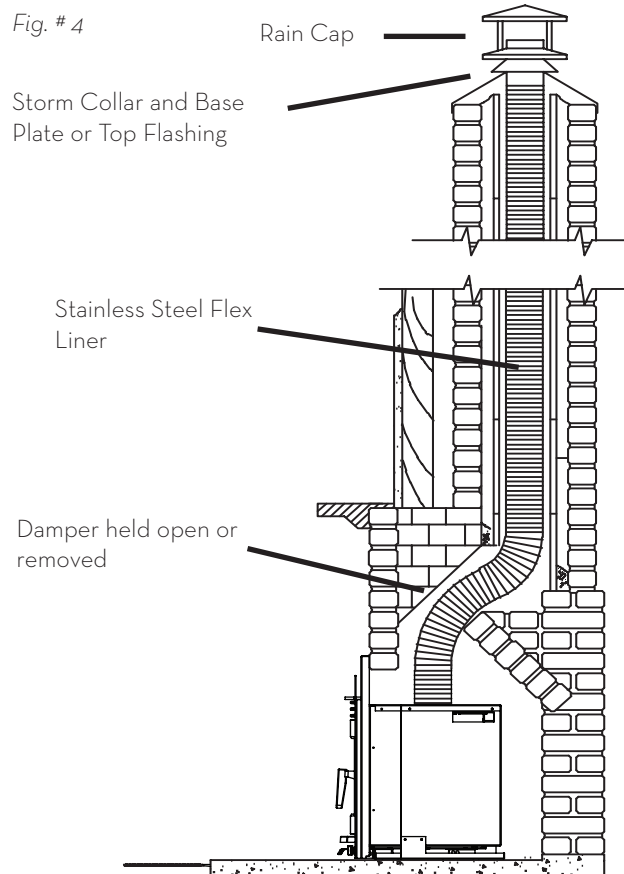
# Full Flue Liner

This fireplace insert must be installed with a continuous liner of 150mm diameter extending from the fireplace insert to the top of the chimney.

- 1) Measure the chimney height from the top of the existing flue to the floor of the hearth. This will allow extra length of liner for flashing and rain cap.
- 2) Feed the stainless steel liner from top of the chimney, through the damper area and into the fireplace cavity.
- 3) Attach a stove connector to the bottom of the liner. Attach the NEO 1.6 Insert removable flue collar to the chimney connector.  
Note: To get access to the connector/and removable flue collar through the flue outlet of the Insert, the baffle must be removed (see Baffle Removal section page)
- 4) Push the Insert into position inside the fireplace and use the rear adjusting legs to level the Insert.
- 5) Attach the flue collar to the opening in the top of the insert firebox. Make sure the ceramic gasket is in place before securing collar. Tighten the anchoring nuts to secure the collar to the stove.
- 6) Measure, trim and shape a top flashing to fit the existing chimney flue. Plan for a 30mm overlap on each side. Place flashing over top of the liner and seat firmly over the chimney.
- 6) Screw flashing collar to liner. Caulk gap around flashing with RTV silicone.
- 7) Attach a rain cap to the end of the liner. A storm collar may be used if desired.

**The services of a competent or certified installer are strongly recommended to install or commission this installation.**

**Consult your local Dealer about relining your fireplace chimney.**

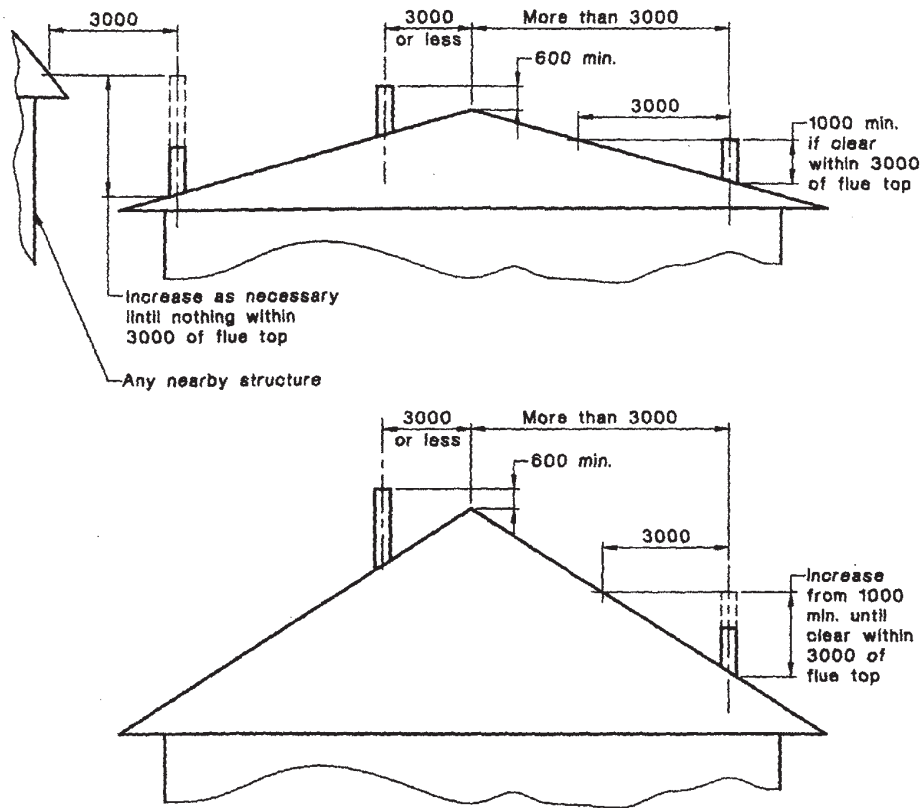


# Chimney and Connector

**WARNING: INSTALL CHIMNEY AND ALL COMPONENTS OF CHIMNEY SYSTEM ACCORDING TO CHIMNEY MANUFACTURER'S INSTRUCTIONS.**

Connect to a listed chimney complying with the requirements of AS/NZS2918/2001 and a chimney suitable for use with solid fuel that is lined and in good condition and meets local building codes. The chimney flue size should be the same as the stove outlet for optimal performance. Reducing or increasing the flue size may adversely affect stove performance. Chimney flue exit is to be minimum 1000mm above roof and 600mm above highest projection within 3000mm. The installation must meet all local codes. Do not connect this unit to a chimney flue serving another appliance. Minimum system height is 4600mm (measured from base of appliance).

Fig. # 5

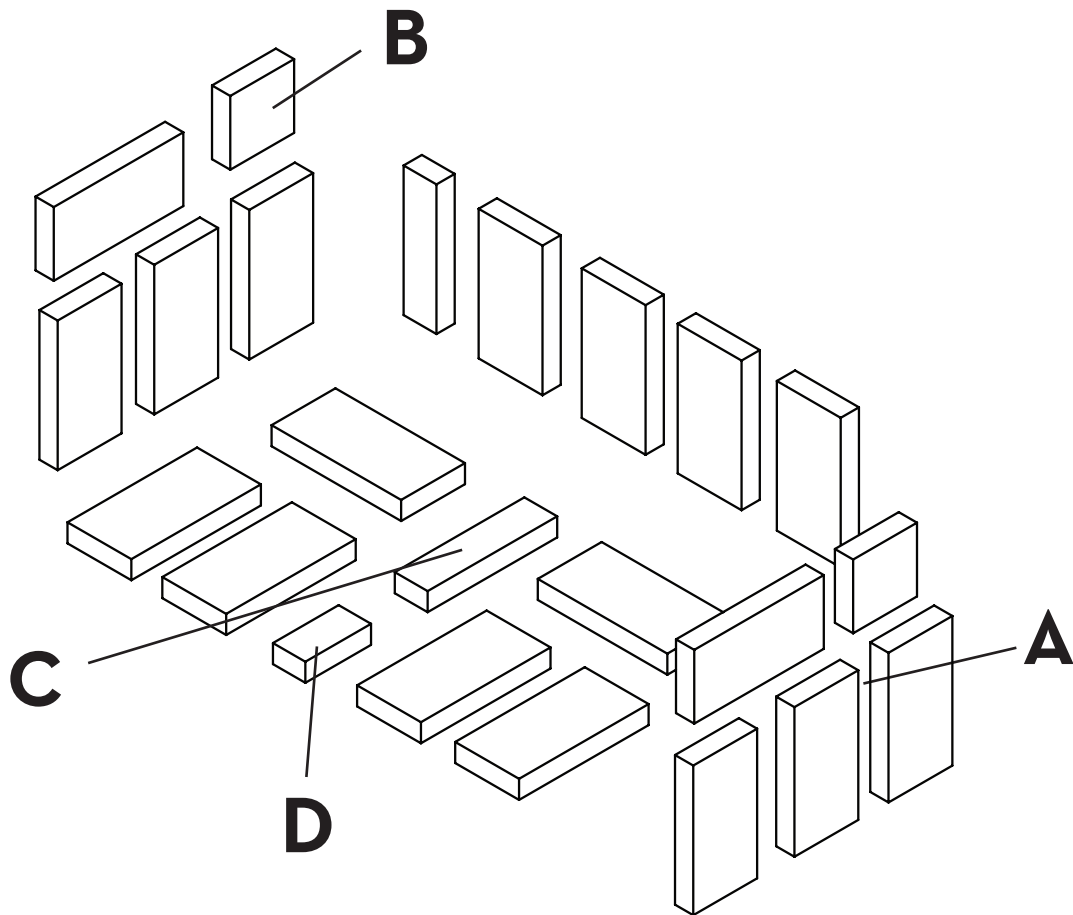


# Firebrick Installation

This package contains 14 full-size firebricks.

With the heater in the upright position, install firebricks as follows:

- First, install 4 firebricks against the rear wall.
- Next, install the side firebricks, 3 each side.
- Lastly, place 4 firebricks on the bottom of the heater.



ITEM/ ARTICLE	DIMENSIONS		PART NUMBER/ NUMÉRO DE PIÈCE
A	9" X 4 1/2" X 1 1/4"	(230 mm x 115 mm x 32 mm)	5096.99
B	4 1/2" X 4 1/2" X 1 1/4"	(115 mm x 115 mm x 32 mm)	7847
C	2 1/4" X 9" X 1 1/4"	(57 mm x 230 mm x 32 mm)	7847.3
D	2 1/4" X 4 1/2" X 1 1/4"	(57 mm x 115mm x 32 mm)	7847.1

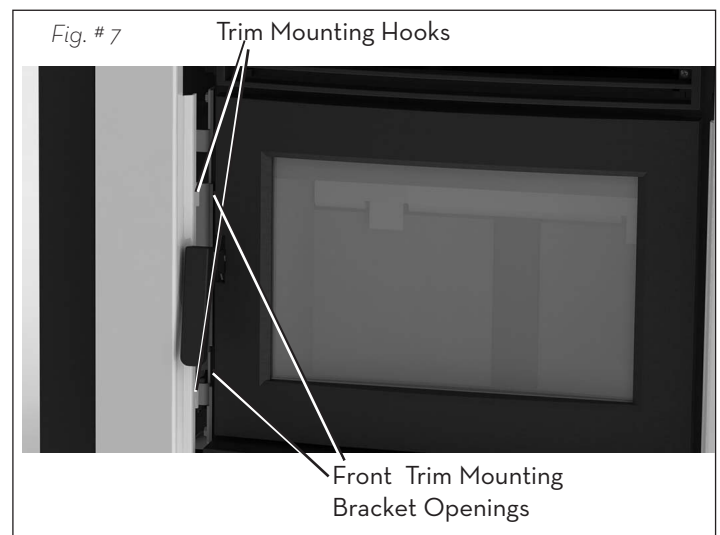
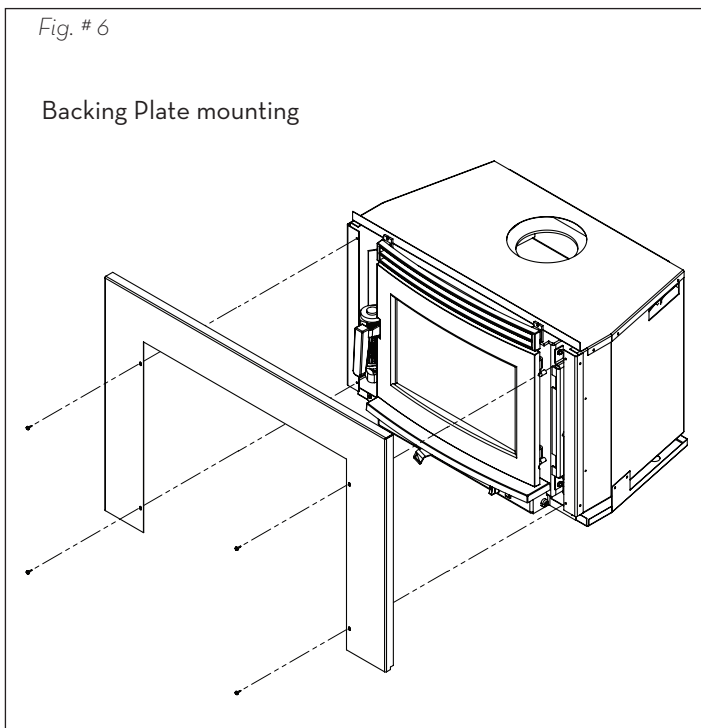
# Combustion Air

Consult local building codes regarding combustion air supply. Intake or combustion air can be supplied to the Insert in one of two ways:

- 1) Outside air supply: Remove cover from ash clean out in existing fireplace. Place a rodent screen in place of the cover. Install the Insert as described in the "Installation" section, making sure not to cover the opening of the air inlet. When installation is complete, seal the back surround to fireplace. This will ensure combustion air is drawn from outside the house and under the unit.
- 2) Room air supply: The unit must have adequate air for combustion provided in the room the unit is installed in. This may involve providing make up air from outside the house.

## Surround Assembly and Installation

- 1) Attach the backing Plate to the mounting brackets on the unit with the four screws provided. Fig. #6
- 2) Push the entire appliance back until the surround assembly is in contact with the fireplace.
- 3) Attach the front trim by inserting the hooks into the slots between the blower bracket and the firebox, on both sides and sliding down to engage the hooks fully onto the brackets. Fig. #7



# Blower Operation

The Insert comes equipped with circulating air blowers. The blower system is thermostatically controlled for automatic operation, as well manually with a convenient bypass switch.

**Automatic:** To operate the blower automatically, push the rocker switch to the “0” or AUTO position and set the fan speed control to a desired setting.

**For your protection against shock hazard, use only a properly grounded outlet that will accept a grounded plug**

This will allow the blower to turn on automatically once the Insert has come up to operating temperature. It will also shut the blower off after the fire has gone out and the appliance cooled to below a useful heat output range. On and Off times will vary with installation and usage of appliance.

**Manual:** To manually operate the blower, push the rocker switch to the “1” or MANUAL position and set the fan speed control to a desired setting.

This will bypass the temperature switch and allow full control of the blower.

Suggested settings:

- Combustion air control setting of "Low"(all the way to the right), operate blower speed control on "Low".
- Combustion air control greater than "Low", operate blower speed control at desired setting. o "High"

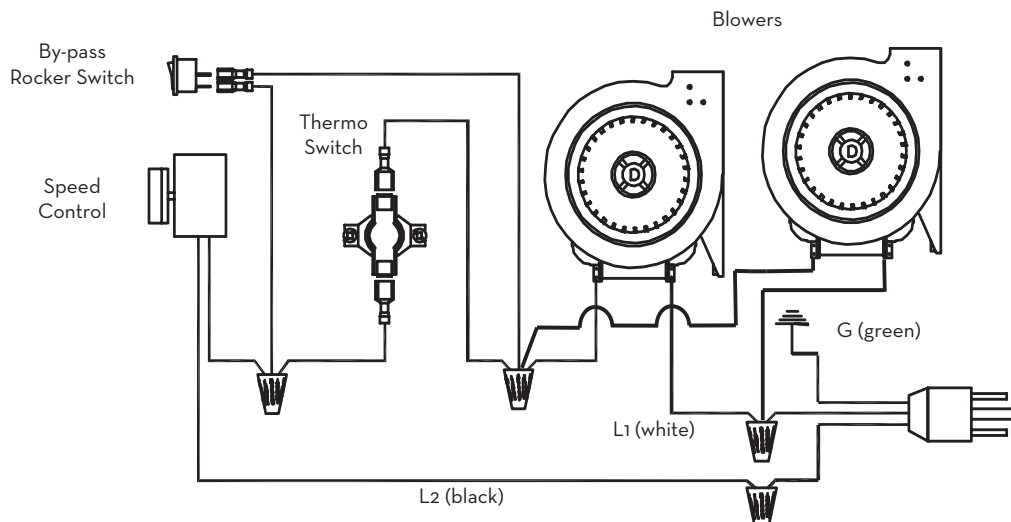
## Electrical Supply

Circulating air blower electrical rating: 230V, 50 Hz. 1A.

For your protection against shock hazard, use only a properly grounded outlet that will accept a three-pronged plug. Do not cut or remove the grounding.

All electrical connections to and within an appliance shall be in accordance with the requirements of AS/NZS 3000, AS/NZS 3100 or ER 93 and the regulatory authority as appropriate.

Fig. # 8



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# Cleaning/Maintenance

## Ash Removal

Whenever ashes get above 75mm deep in your firebox, and when the fire has burned down and cooled, remove excess ashes. Leave an ash bed approximately 30mm deep on the firebox bottom to help maintain a hot charcoal bed.

## Disposal of Ashes

Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal.

If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled. Other waste should not be placed in this container!

## Baffle Assembly Removal

Remove retaining pin at the back top of the firebox, just under the baffle. Lift baffle up slightly and lift one of the Side Brick Rails up off its retaining pins and remove the Rail. Lift the baffle up and pull forward to disconnect it from the supply tube. Tilt baffle sideways to drop down and remove from firebox.

Re-install baffle assembly and insulation by reversing the order.

## Chimney Liner

It is recommended to inspect the liner and connector monthly and to have the liner cleaned annually or more frequently if required.

**WARNING:** DO NOT use a vacuum to clean above the baffle while installed. you may accidentally damage or remove the Ceramic Baffle Insulation.

Sweep/Clean chimney with baffle installed or be sure to plug the top of the baffle tube in the back of the firebox before sweeping or cleaning. Failure to prevent ash or soot from falling into the baffle tube will cause incorrect operation and will lead to premature burn out of the tube or baffle. The baffle should be removed from the fireplace to fully inspect the chimney liner.

## Blower Maintenance

The blower requires occasional cleaning to prevent buildup of dust and hair. More frequent cleaning may be required if conditions are dusty or pets are present. This service is best performed by a qualified service technician.

The blowers use sealed bearings and do not require service lubrication.

**WARNING: DO NOT OPERATE WITH BAFFLE ASSEMBLY OR INSULATION REMOVED.**

**WARNING: Cover the opening in the top of the rear upflow tube when cleaning the chimney liner. If debris gets into the tube it can cause the tube to prematurely burn out.**



# Blower Replacement

1. Remove the front trim by lifting and pulling away from the unit. Remove the four screws securing the back plate to the brackets and set them aside carefully to avoid damage.
2. Remove the Back plate mounting bracket by removing the two screws securing the bracket to the side casing of the unit. Fig. #9 (may require the unit to be pulled out slightly.)

Fig# 9



3. With a 3/8" wrench, loosen the two bolts securing the blower mounting bracket to the unit. Fig. #10

Fig#10

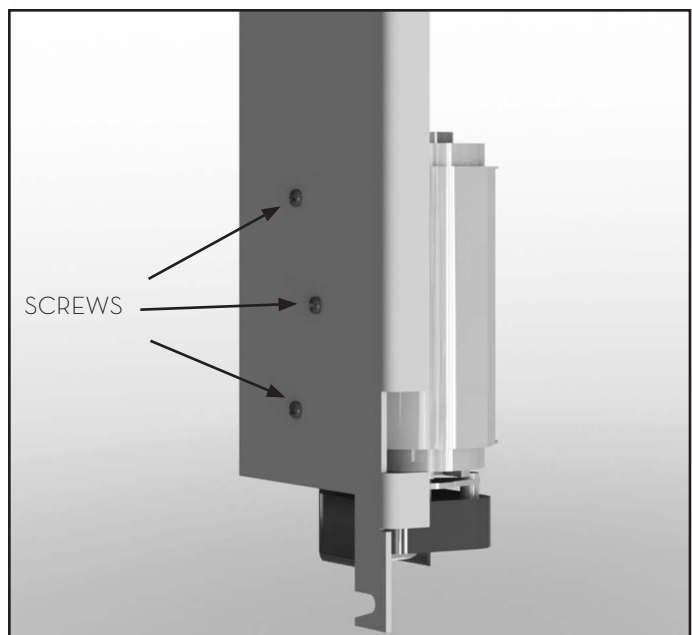


4. Disconnect the two wires leading to the blower motor.
5. Pull the blower mounting bracket bottom out first and then lift the blower up and back to remove from the bolts. If replacing the right side blower, then disconnect the two wires leading to the thermo-switch at this time as well..

BOLTS

6. Remove the three screws securing the blower to the mounting bracket and replace the blower. Fig. #11

Fig#11



SCREWS

7. Reverse all previous steps to reinstall the new blower.

Fig. # 12

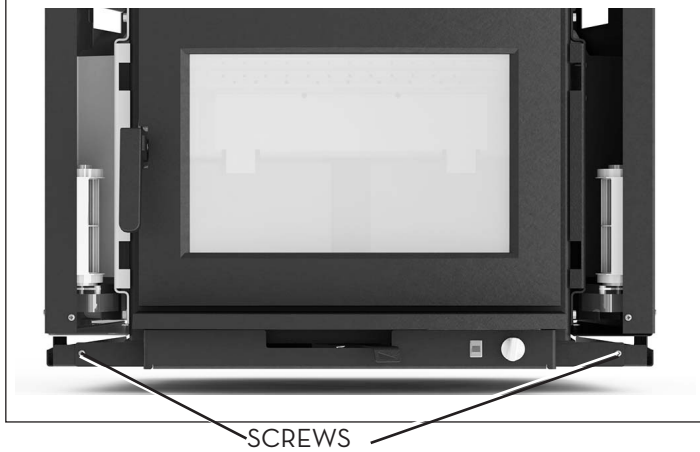


Fig. # 13

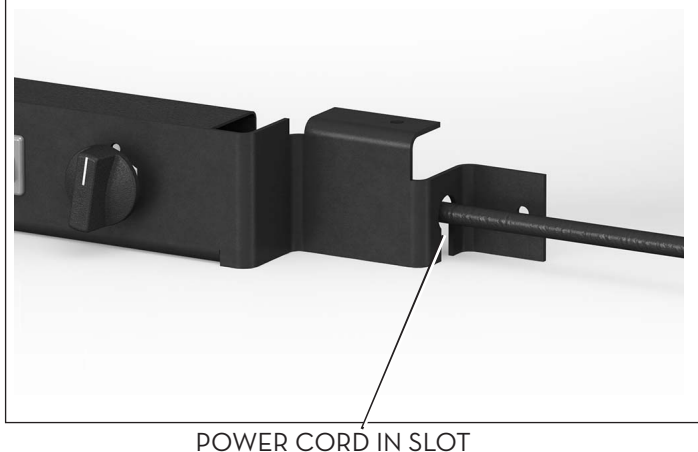
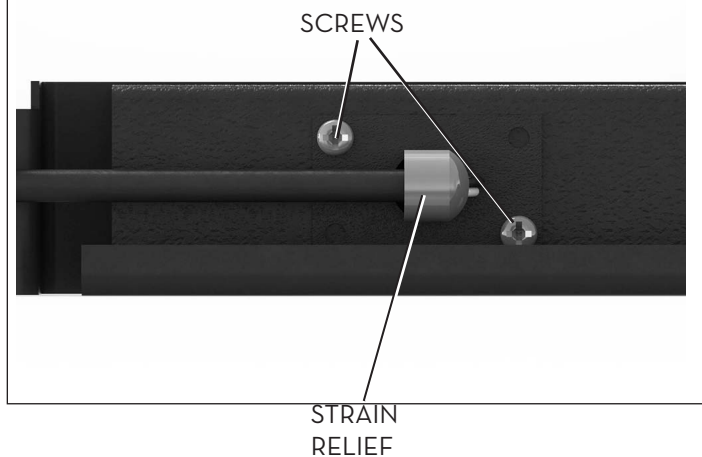


Fig. # 14



## Power Cord Position

The power cord for the NEO 2.5 Insert comes factory set to exit the right side of the unit. If you desire, the cord can be switched to exit to the left of the unit. The cord will lose approximately 12" of length when exiting the left side of the unit.

Follow these instructions to switch the cord direction.

1. Remove the two screws securing the control assembly to the unit and then disconnect the wires leading to the right side blower. Fig. #12
2. Remove the power cord from the slot in the right side end of the control assembly. Fig. #13
3. Remove the two screws securing the backing plate (Fig#14) with the strain relief in it and rotate 180 degrees.
4. Engage the power cord in the slot on the left side end of the control assembly.
5. Reconnect the wires to the right side blower and reinstall the control assembly on the unit.



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# Troubleshooting

<b>Problem</b>	<b>Cause</b>	<b>Cure</b>
<b>Excessive Creosote Buildup</b>	1) Wood is too wet	- Use dry wood
	2) Turning down air control too soon	- Do not turn down until: a) there is a good bed of coals b) the wood is charred
	3) Draft too low	- Improper chimney height and/or diameter - Chimney plugged or restricted, check flue - Provide outside air for combustion
<b>Glass is Dirty</b>	1) See 1, 2, and 3 above	
	2) Door Gasket leakage	- Replace gasket - Check latch
<b>Low Heat Output</b>	1) Wood is wet	- Use dry wood
	2) Fire too small	- Build a larger fire
	3) Area too large	
	4) Poor insulation or exposed concrete	
<b>Won't Burn Overnight</b>	1) Air control set too high	- Set control lower
	2) Not enough wood	- Unsplit wood is preferred for overnight burns
	3) Possible air leak	- Door gasket needs changing
<b>Stove Won't Burn</b>	1) Combustion air supply is blocked or restricted	- Check outside air supply for obstructions (see Combustion Air section)
	2) Draft too low	- Chimney plugged or restricted inspect and clean - Chimney oversized or otherwise unsuitable Consult Dealer
	3) Negatively pressurized home.	- Resolve issue in household.

# Parts List

ITEM	DESCRIPTION	PART NO.		
1.....	Top Casing.....	7863.5		
2.....	Side Casing, LHS.....	7861		
3.....	Side Casing, RHS.....	7861.5		
4.....	Blower Assembly, LHS.....	NE25.502453	Blower Assembly, RHS	NE25.502454
6.....	Gasket Guide/Glass Retainer set.....	NE25.7840		
7.....	Door Glass, c/w gasket.....	NE25.5034900		
8.....	Door Gasket.....	WODC.NEODGKIT		
9.....	Door Casting, Black.....	5037.900		
10....	Door Handle Assembly.....	NE16.7817		
11.....	Brick Rail Set.....	NE25.RAILSET		
12....	Baffle.....	NE25.7864		
13.....	Door Catch Assembly.....	NE16.7825		
14.....	Outlet Grill.....	NE25.5037902		
15.....	Air Shutter Assembly.....	NE16.7826		
16.....	Casing Bottom.....	NE25.7863		
17.....	Blower Control Assembly.....	NE25.7833		
18.....	Ashlip.....	NE25.5037901		
19.....	Brick set.....	NE25.BRIC		



# Rating Label



PACIFIC ENERGY FIREPLACE PRODUCTS LTD.  
2975 ALLENBY RD., DUNCAN, BC V9L 6V8

Model: **NEO 2.5**

Series: **A**

Type: **INSERT**

Tested by: **HRL TECHNOLOGY PTY LTD**  
**TRAMWAY ROAD, MORWELL, VICTORIA**

Test report no: **HCMG/15/007 24/FEB/2015**

**WHEN TESTED IN ACCORDANCE WITH:**

**AS/NZS 4012:2014 & AS/NZS4013:2014**

**MAXIMUM AVERAGE HEAT OUTPUT BURNING HARDWOOD**

**9.2 kW**

**OVERALL AVERAGE EFFICIENCY BURNING HARDWOOD**

**72%**

**PARTICULATE EMISSIONS FACTOR - 1.0g/kg**

**CATALYTIC COMBUSTOR - NO**

Distributed by: **PIVOT STOVES AND HEATING CO**  
**234-238 MOORABOOL STREET, GEELONG, VIC 3220**  
[pivotstove.com.au](http://pivotstove.com.au)

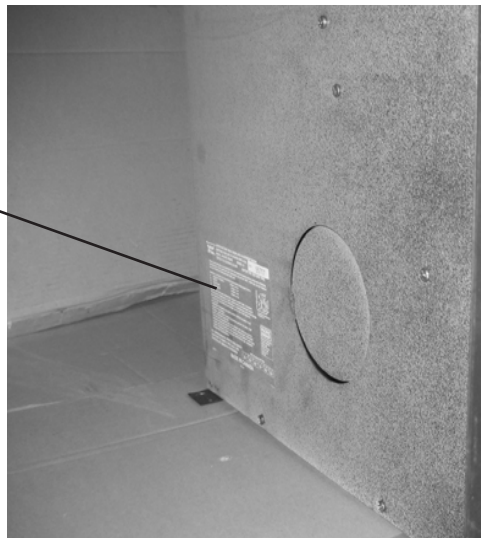
28/04/15

**MADE IN CANADA**

5050.4255AS

The certification label is located on the left side casing of the insert.

CERTIFICATION  
LABEL



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Printed in Canada