

## NOTICE TO PURCHASER

**DUE TO THE SLOWER BURNING AND CATALYTIC COMBUSTION, YOUR STOVE WILL PROVIDE MORE HEAT OR USE LESS WOOD. AT THE SAME TIME SMOKE WILL BE BURNED IN THE CATALYST, REDUCING CREOSOTE, WHICH CAN CAUSE CHIMNEY FIRES. A LIFETIME PRO-RATED WARRANTY IS YOUR GUARANTEE OF YEARS OF SATISFACTION.**



**APPLIED CERAMICS**

P.O. BOX 29664 • ATLANTA, GEORGIA 30359  
770/448-6888 • FAX 770/368-8261

[www.appliedceramics.com](http://www.appliedceramics.com)

Stoves designed with a catalyst as well as those non-catalytic stoves that have been made catalytic with a retrofit require operating instructions that are different from a non-catalytic stove. We encourage all stove buyers and users to become familiar with the instructions provided by their stove manufacturer or catalytic retrofit manufacturer. The following points are some general guidelines for those customers that use a catalytic wood stove.

#1. Do not "Hot Fire" the stove. For many years retailers and installers have advised customers to build an extra hot fire to burn the creosote deposits in the flue system. This advice may be acceptable for non-cat stoves, but can be death to a catalyst. Why? Because the catalyst is reducing the particulate, or creosote buildup, therefore, the need to Hot Fire is eliminated. Also see point #2.

#2. Direct Flame contact is death to a catalyst. A catalyst burns the byproducts in the smoke. The gases such as CO, HC, and O<sub>2</sub> ignite with each other in the presence of the catalyst, (while passing through the honeycomb configuration). This is a chemical reaction. Direct flame inhibits this reaction by changing the chemical make up of the catalyst. The flame also breaks down the substrate or ceramic. This problem is called flame impingement. Today's modern stoves are designed so that flame impingement is unlikely. However a strong, fast draft can pull the flame into the catalyst. Or a "hot fire", with all the air controls and/or the ash door open can literally torch the catalyst. The remedy for this draft related flame can be a barometric damper. The remedy for the "Hot Fire" related flame is to advise the customer not to "Hot Fire" the stove. The customer will enjoy their catalyst longer and with better performance if these guidelines are followed. Fly Ash problems also can be reduced by controlling the draft.

#3. The "Glow" misconception: A catalyst can glow during certain stages of combustion. The determination that catalyst is not working simply because it does not "glow" is inaccurate. During the low burn cycle, when the catalyst is doing the bulk of its work, it usually does not glow. Also extremely dry wood (oak, ash, etc.) can burn clean enough not to produce a glow in the converter.

#4. Light off Temperature: CO conversion in the Applied Ceramics catalyst begins at a very low temperature. Usually a normal start up to produce a coal bed will produce more than sufficient temperatures to begin catalytic combustion.

#5. The catalyst is not consumed or "used up". The nature of a catalytic reaction is defined as follow, the American Heritage Dictionary, Second College Edition:

*cat \* a \* lyst n. 1. Chem. A substance, usually present in small amounts relative to the reactants, that modifies and especially increases the rate of a chemical reaction without being consumed in the process.*

We'd like to make it perfectly clear.



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This means your catalyst is always there. This also means that gases that would normally go out the flue system and pollute the environment are being burned to create more heat from less wood.

#6. Why does a catalyst stop working? Most catalyst that are returned are either destroyed by flame impingement, broken due to accidents or mishandling, or have nothing wrong with them but fly ash build-up.

A catalyst can be "saturated" with byproducts of wood burning such as potassium. This is chemical saturation. The prohibitive chemical will fill in the chemical "holes" that the gases normally use for reaction. This process of "saturation can be slowed by regular maintenance of the catalyst. "Saturation" can take several years, since there are units in use for over five years. Burning garbage, painted woods, or large amounts of colored paper can poison your unit. Poisoning however is very difficult to do. Burning colored paper causes more of a fly ash problem than a risk of poisoning. NEVER BURN RUBBER OR PLASTIC.

#7. BURN ONLY SEASON DRIED WOOD. Wood should be dried for at least 12 months prior to burning. The wood should be free of any moisture such as snow or rain. Wet wood creates water vapor which can drop the temperature of the catalyst. The results can be plugging, clogging, and thermal shock to the catalyst.

When a catalyst has ceased to be effective, you will notice increased fuel usage and your chimney sweep will notice increased creosote in your system. Before you replace the unit, review this sheet. If you find that your catalyst should be replaced, follow the instructions for warranty replacement that were provided when your unit was purchased.

Cleaning the catalyst with plain water can reduce build up of the catalyst - retarding chemicals. Nothing but a soft brush, low pressured air or plain water should be used to clean a catalyst. The ceramic unit is fragile in comparison to the rest of the stove - so it should be handled with care. A soak in warm or hot (not boiling water) for 20 minutes is ideal. Then allow the unit to cool at room temperature and rise under medium pressure under a faucet. Allow the unit to thoroughly dry before reinstalling it or you will damage it. Then reinstall the unit according to the stove maker's or retrofit manufacturer's instructions. A cleaning once every year is sufficient for most users. Clean it when you have your flue system cleaned.

For additional information or comments mail inquires to:



Applied Ceramics, Inc.  
P.O. Box 29664  
Atlanta, GA 30359

Or call (770) 448-6888



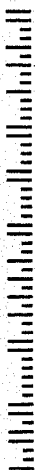
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# IMPORTANT

Please keep this portion of the card for future reference, and customer identification. Refer to registration number on opposite side when filing for Warranty Claim.

Place Stamp Here

**APPLIED CERAMICS**  
**P.O. BOX 29664**  
**ATLANTA, GA 30359-0664**



## LIMITED LIFETIME WARRANTY

APPLIED CERAMICS warrants to the consumer who purchases a VERSAGRID CATALYTIC CONVERTER as a component in an E.P.A. certified solid fuel appliance, to replace at no charge to the consumer the VERSAGRID CATALYTIC CONVERTER that ceases to function within three (3) years from the date of purchase by the original consumer, provided that the following conditions are met:

- (1) A copy of the original bill of sale that includes place and date of purchase must be submitted with the warranty claim.
- (2) The original VERSAGRID CATALYTIC CONVERTER must be returned to APPLIED CERAMICS.
- (3) The VERSAGRID CATALYTIC CONVERTER must not have been mechanically abused, nor must the wrong fuels have been used in the appliance.

If after three years the VERSAGRID CATALYTIC CONVERTER fails to function, the prorated warranty will allow replacement at the following special price schedule:

Year 4	\$85.00
Year 5	\$95.00
Year 6	105.00
Year 7 and after	at current retail price.

Conditions 1, 2 and 3 also apply to the Prorated portion of the warranty.

Any E.P.A. certified solid fuel appliance will receive one replacement catalyst for each defective catalyst returned during the three year period. The consumer will be responsible for removal, any servicing and return of any items required for filing the warranty claim. This warranty is APPLIED CERAMICS exclusive warranty and APPLIED CERAMICS disclaims any other express or implied warranty for the VERSAGRID CATALYTIC CONVERTER, including any warranty or merchantability of fitness for a particular use.

All warranty claims must include \$8.50 for postage and handling. Please allow 2-3 weeks for delivery. Order online at [www.appliedceramics.com](http://www.appliedceramics.com) and save 10%.

**UPS Address:**  
 Applied Ceramics  
 Customer Service Department  
 5555 Pleasantdale Road  
 Doraville, GA 30340

**Mail Address:**  
 Applied Ceramics  
 Customer Service Department  
 P.O. Box 29664  
 Atlanta, GA 30359

CUT	CUT
<b>Warranty Registration Card</b>	
Name _____	_____
Address _____	_____
City _____	State _____ Zip _____
Telephone No. _____	_____
Date of Purchase _____	_____
Place of Purchase _____	_____
Address _____	_____
City _____	State _____ Zip _____
Stove Mfg. _____	_____
Stove Model _____	_____
Return within 30 days to:	<b>Applied Ceramics</b> P.O. Box 29664 Atlanta, GA 30359 (770) 448-6888