



Operation Manual

OUTDOOR WOOD PELLET HEATER

Model: Q05, Q05C, Q-Flame

IMPORTANT:

Your safety is very important, please read this manual thoroughly before you install, operate or maintain this heater. Keep this manual for future reference. If you have questions about assembly, operation, service or repair of this stove, please reach out to us directly.

WARNING:

FOR OUTDOOR USE ONLY!

**HOT SURFACE WHEN BURNING! KEEP CHILDREN AND
PETS AWAY.**

SAVE THIS MANUAL FOR FUTURE REFERENCE

Table of Contents

Important Warnings.....	2-3
Specification.....	4
Installation.....	5
Operation.....	5-6
Storage.....	6
Maintenance.....	7
How to stop the stove/heater during use/firing.....	7
Service and Warranty Information.....	7
Warranty Terms.....	7
FAQ/Best practices.....	8

IMPORTANT WARNINGS

- Fuels used in gas, wood or oil-fired appliances and the products of combustion of such fuels contain chemicals known to the State of California to cause cancer, birth defects and other reproductive harm. California Health and Safety Code Sec. 25249.6
- Improper installation, service or maintenance can cause injury or property damage from hazards of fire, explosion, burn, asphyxiation, carbon monoxide poisoning. Please be sure you understand all operating instructions before operation or service of this stove. Read the installation operation and maintenance instructions thoroughly before installing or servicing this equipment.
- Follow the correct lighting and usage procedures. Use gloves when necessary while handling metal parts with care to avoid injuries. Never allow children to operate this heater.
- Do not store or use gasoline or any other flammable vapors, liquids or solid combustibles in the vicinity of this appliance.
- Keep safe distances away from the stove, as it is extremely hot during operation.

IMPORTANT SAFETY PRECAUTIONS

To ensure safe use of your outdoor wood pellet patio heater, you are requested to pay close attention ALL safety requirements. This is a wood pellet, direct-vent heater. All combustion products leave the stove from the chimney/smokestack. Byproducts of combustion from this unit include carbon monoxide. Carbon monoxide is toxic. *Carbon Monoxide can build up in a heated space and failure to provide adequate ventilation could result in death.* Always be sure there is plenty of ventilation when the stove is in use. Always follow the rules about ventilation in these operating instructions.

Alert both children and elders to the hazard of high surface temperatures.

Children and pets should be supervised when they are in vicinity of this heater.

Do not move or touch the heater while it is hot or burning.

Always keep the stove at least 3 ft. (.914 m) radius, clearance away from other surfaces.

This Heater is to be used/installed on a flat, level surface. NEVER open the door or

ash drawer when the heater is in use.

Tap holes are provided in the feet for stabilization of the stove. It is strongly recommended that the stove be stabilized for safety precautions.

Do not spray aerosols near the heater while in use.

Do not clean heater with combustible or corrosive cleaners. Use warm, soapy water.

Do not hang clothing or flammable materials either on or near the stove.

Allow 60 or more minutes for the heater to cool down after use before attempting to move your heater.

Do not operate a damaged heater.

Warning:

When the heater is to be operated in the presence of other people, the owner/purchaser is required to inform people unfamiliar with the operation of the patio heater of the instructions, and of the hazards involved of operation. If this heater is used in a commercial or rental installation, it is the responsibility of the purchaser to check with the local codes for properly inform the user of the safety precautions and instructions. The owner's manual should always stay with the unit.

Failure to comply with the precautions and instructions provided with this heater can result in death serious bodily injury and property loss or damage from hazards of fire, explosion, burn, asphyxiation or carbon monoxide poisoning. Be sure you understand all operation instructions before attempting to operate or service this heater.

QSTOVES WILL NOT BE RESPONSIBLE FOR INJURY, DEATH OR PROPERTY DAMAGE IF INSTRUCTIONS IN THIS MANUAL ARE NOT FOLLOWED.



Specifications*

Model No.....	Q05C
Type of Fuel.....	Woodpellets 1/4" (.6cm) diameter by 1/2" (1.2 cm)
Input rating.....	106,000 BTU/HR MAX
Overall Height.....	76" (193cm)
Stove Height.....	28/19" (71/48cm) (with/without hopper)
Stove Diameter.....	12" (30cm)
Reflector Diameter.....	24" (60cm)
Chimney Diameter.....	6" (15cm)
Window.....	4 1/2 x 3 1/2" (11.4cmx8.9 cm)
Ignition	manually light with a match and alcohol gel firelighter
Electrical connection.....	Not Required
Net/Gross Weight.....	64/66LBS (29kg/30kg)

* Specifications are subject to change without prior notice.

1. Installation

1.1 Installation warning

The installation must conform with local, state and federal codes. In absence of such codes, install in accordance with the current American National Standard (ANSI)/National Fire Protection Association (NFPA) codes.

1.2 Minimum clearances

A minimum 3ft. (.914 M) clearance from this heater and all its parts to combustible materials must be maintained at all times while the heater is in operation.

1.3 Installation

Step.1: Take out all of the contents from inside the Q-Flame. The chimney pipes and a bag of contents are inside. 4 Chimney sections both big and small, 4 feet, Pick Tool, screws, nuts, drawer handle should all be inside.

Step.2: Install the 4 feet. Take note the rod and the position of the bottom air damper. This is the main control for Q-Flame. Wide open, full heat. Closed off, low heat. Test that it opens and closes properly.

Step.3: Find 3 sections chimneys from the inside and 1 from the hopper and place them in this order from right to left: short cylinder; shortest tapered one; long section; long section with words and spark arrester nets. Install them from right to left. (You will find the first of the 5 sections is installed for you already.)

Step.4: Bend OUT the tabs on the top section of chimney that has the writing. Use 3 screws and 3 nuts to install the deflector disk to the chimney section. Install the chimney section on the top.

Step.5: Use 2 screws and 2 nuts to install the drawer handle to the ash drawer.

Check out all parts and confirm they are in place before your initial burn. Especially the **Burn grate (Burn Pot)**: it's in the central of the burn chamber and is positioned with a screw. Make sure it's in place, it should be flush with the floor and placed in the set screw. It may have shifted out of place during shipping/assembly.

2. Operation

2.1 Preparation before lighting.

2.2 Please review thoroughly and be sure you understand all of the "safety precautions and warnings.

2.3 The fire grate is already fixed into the firebox by screws. Make sure it is in its position and fixed well.

2.4 Pull out two handles in the feeding tubes, they are also the SHUT OFFS and can stop the wood pellets feeding into the burn chamber.

2.5 Pour pellets in both hoppers. About 10 cups per side. Enough to fill just the fill tubes

2.6 Push in the 2 handles. This ensures the proper amount of pellets are loaded for the first burn.

INITIAL FIRING OF THE HEATER: On initial firing only, fill the hoppers with about 5 lbs. of pellets each, make the feeding tubes full. One time initial firing needs to be done to cure the paint and burn off any oils or residue on the unit. Open the air damper on the heater door and leave it open for the entire initial burn period. Fire the unit and let it burn through all of the pellets and then let the heater cool. The unit is now fully cured. When curing, the paint gives off smoke. This will happen for about the first 15 minutes of operation. Do not breathe these fumes, they can make you sick or deliver other related symptoms.

2.7 Never attempt to relight a hot heater, always wait until the heater is cool.

2.8 Fill both hoppers evenly and completely with pellets.

LIGHTING:

2.9 Open the door and squirt about two tablespoons of lighter fluid on the mound of wood pellets in the middle of the firebox. Pellets will have funneled down from the right and left feeding tube.

2.10 Light the lighter fluid with a match or BBQ lighter and close the door.

2.11 Wide open the air damper at the bottom of the heater for the first ten minutes of a burn. Always use pick tool or hook to operate the air flow lever as the surface will be very hot.

2.12 Standard burn time for the heater on two full hoppers is about 3-4 hours. You can extend this burn time by adding pellets to the hoppers during the burn or adjusting the vents and air damper lever to slow down the intensity of the flames.

2.13 Keeping the fire: by adjusting the air damper lever, you can keep your fire burning up or down. Push-and-pull the ash dump vent handle, which is the small stainless eyelet protruding just above the ash drawer (angry button) for a few seconds to make the ash falling down to the ash pan, and new pellets onto the fire ahead of schedule, this will help keep the fire burning up. *Always use tools or hook because the surface of the heater is very hot.*

2.14 If you are getting extreme heat out of the Q-Flame it will be necessary to stir the pellets inside the hoppers from time to time. Open the center lids of the hopper (around the chimney) to let that area breathe. They are isolated from the heat as best as possible but they may scorch if not stirred. This will ensure the pellets remain as combustible as possible before entering the burn chamber. Failure to do this will cause smoke from the hoppers and possible ignition of the pellets in the hopper causing fire and/or damage to the Q-Flame and surroundings.

3. Storage

3.1 When you are finished using the heater you should make sure that the fire is completely out. Allow at least 30-45 minutes for the heater to cool down.

3.2 All unused wood pellets need to be moved out from the hoppers, feeding tunnels and combustion chamber. Pellets collect moisture when exposed to the air making them less flammable and will swell and stick to metal surfaces.

3.3 Store the heater upright in a sheltered area away from weather such as rain, snow and dust.

3.4 This unit is manufactured as an "Outdoor Unit" from steel. If you leave it in the weather it will accumulate rust. This is normal and can be treated by using high temp spray paint not included with the heater.

4. Maintenance

4.1 To obtain the best performance from your heater make sure you perform the following maintenance procedures on a regular basis.

4.2 After a burn and once the heater is completely cooled, clean out any remaining ashes from on top of the fire grate and in the ash pan. Do not dump an ash pan with hot embers or pellets into a garbage can or any other combustible area. It will start a fire.

4.3 Keep exterior surfaces clean. Use warm soapy water for cleaning.

4.4 Never use flammable or corrosive cleaning agents on or near this stove.

4.5 Brush out dampers and clean out the spark arrestor to keep it unobstructed.

4.6 A garden hose can be used to clean out the entire unit.

Caution:

Never burn stick wood or plastic or other combustibles in this stove. Burn only 1/4" (0.6cm) diameter wood pellets. Never spray any cleaning product on or into any of the doors, air intakes, or dampers.

5. To Stop the Unit during a Firing.

To stop the flow of pellets, pull out on the handles located on each side of the base. It will take 15 to 30 minutes for the pellets left in the chutes and in the chamber to burn off.

6. Service and Warranty Information

To learn how to service and procure parts that are worn out, defective or damaged, please call us directly or contact us through our website for assistance. Warning: Use our original equipment replaced parts only.

7. Warranty Terms-One Year Limited Warranty

Subject to the conditions set out below, this product is warranted to the original purchaser to be free from defects in workmanship and materials for one year from the date of purchase. This warranty does not include the paint and/or finish on the heater.

7.1 Satisfactory proof of the purchase date must be furnished at the time of notification of the defect for any claim under the warranty to be enforceable.

7.2 This warranty covers all parts found defective in workmanship and/or materials during the warranty period and can be repaired or replaced at the discretion of the manufacturer at no cost to the original purchaser.

7.3 This warranty will be void and accordingly no claim of any nature will be enforceable if the product has not been assembled, installed or operated according to the instructions, subjected to abuse, improperly treated, neglected, rusted by exposure to the elements, misused and/or if any repairs.

7.4 Return must be properly packaged and freight prepaid to us.

7.5 Each of the manufacturer, distributor and retailer will not be liable for any incidental or consequential loss or damage arising from the installation or operation for the product and/or the failure of any part for any reason.

7.6 There are no other expressed or implied warranties, except for those stipulated herein. This warranty gives specific rights to the original purchaser and may have additional rights and remedies under the law.

7.7 This warranty does not cover commercial or rental use.

7.8 Rust and oxidation is a normally occurring process for any metal exposed to the elements and is expressly not covered under our warranty.

FAQ / Best Practices

Q: Why is my stove not getting as hot as it says it can? How do I reach maximum heat output?

A: Using the pick tool provided, insert into the chromed eyelet just beneath the door and mildly shake the shaft, thus causing the wood pellets to level out and burn extremely hot. You must make sure the **lower air intake damper** (this has a chrome eyelet too) is **wide open** (adjusted to the middle from left to right). Use the pick tool handle all metal parts.

You should start to see a jet/rocket style flame. You can also reach through the door vents to stir the embers to agitate the fire. It is highly advised that you use soft wood pellets (Douglas Fir or Pine); they have the highest heat output. Hard wood pellets do work but are best for cooking and do not always reach the maximum potential that soft wood pellets can. Remember that fire is a living element that requires attention

***HOWEVER**, if you only have hardwood pellets, you can achieve a high burn temp with more human attention. Make sure to shake the grate well, while in use, so that the heavy ash content of the hardwood will drop into the lower tray. This will open the airway for the stove to breathe well.

****Make sure your air intake damper is properly installed at the base of the stove. This means the chrome rod needs to be installed to the left of the stop at the base under the stove!**

Q: I feed both hoppers in full at same time, but pellets in one hopper burn faster than another. Why?

A: The Q-Flame is designed symmetrically, so theoretically the two hoppers will feed pellets evenly. But because wind/airflow is from different direction, sometimes wood pellets burn fast in one hopper than another. So please keep an eye on the unit and make sure to add pellets when the hopper is in low position.

Q: How do I stabilize my Q-Flame more?

A: We understand that high wind or a heavy nudge can destabilize the balance of the stove. We suggest using the holes in the feet to screw down to the surface you are using it on. Another suggestion is to get a 2' x 2' piece of plywood and center the stove on it and screw the tap holes of the feet into it.

Q: My pellets got wet, can I still use them?

A: This is a big "no"; wet pellets can jam the chamber and the feed will stop. Always store your pellets in a dry place.

Q: Do you ship overseas and to Post Office boxes?

A: Yes, we'll ship your package anywhere that can accept deliveries. Please include phone number and full address. Shipping can be higher for remote deliveries. We will give you an accurate quote prior to purchase.

Q: Do you have customer service?

A: Of course! Our friendly and knowledgeable customer services reps are available to answer your questions. Email us at service@qstoves.com or call (425) 689-1328.

Q: Is the Q-FLAME safe to use on my deck?

A: Yes, the QSTOVE is safe to use on most any deck because heat is not generated at the base. We sell silicone mat if you want to maintain a clean surface.

Q: How hot does the Q-FLAME get?

A: The max peak temperature can reach as high as 1400 degrees Fahrenheit on the body of the stove.

Q: Can I use the Q-FLAME if it's raining?

A: Yes, it works well and keeps most of the area around it dry because of its convective heat radius. Water will evaporate quickly of its surface. Make sure to not let any water into the hoppers.

Q: Can the Q-FLAME oxidize/rust?

A: Like any product made of metal, there is always the ability to oxidize. We recommend covering or storing the unit out of the weather when not in use. We offer very high quality, attractive, formal fit covers for just this reason. The good news is that high temp black paint can be sprayed over the rusty surface. Allow to cure again, just like the first burn.

Q: Why is there smoke coming from the hoppers?

A: Congratulations, you got the stove really hot and it's doing its job. Now you need to cool the hoppers off. Best thing to do is open the inner lids that touch the chimney. This will allow the hoppers to get cool air to them. You might also want to stir the pellets in the hoppers with the pick tool. The pellets that are in contact with that inside wall are getting too hot.

Q: How far away should items be from the Q-FLAME?

A: Minimum distance should be at least 3 feet; according to code. We advise that folks use good judgment and keep all dangerous or flammable items away period.

Q: I have a low hanging fabric awning, can the chimney be lowered to use underneath?

A: Yes, the chimney is adaptable to most any height and works best if in full extension of pieces given in the kit. However, you can adjust accordingly to the height of your awning. Again, use good judgment and follow the code of minimum distance of 3 feet from the top of the reflector disc to the bottom of the lowest part of the awning.

Q: How do I clean the Q-FLAME?

A: You can clean easily with a standard garden hose, then high pressure air hose and/or whisk broom. The Q-FLAME also has the built in ash collector drawer for easy dispensing of the minimal ash content (good for your garden). Annually, you can also add mild soap to clean, just remember to thoroughly dry to prevent oxidization. If metal is exposed, you can always use high temp black paint to cover.

Q: Will the Q-FLAME work in a screened in patio?

A: Yes, exceptionally well. Since it is an open screened patio, it is safe and has the air needed to breathe and diffuse the exhaust cleanly and efficiently.

Q: Upon completion of the use of the pellets, why does it smoke a little at the end?

A: During the end phase/smoldering (when pellets turn out), there is not enough air draw and this will create a less efficient burn and smoke will appear. It is minimal and will stop once burned out. This is especially evident if you are using HARDWOOD pellets

Q: Does the Q-FLAME keep bugs away?

A: Yes, simply add a citronella candle and/or spent coffee ground and dried bay leaves inside the unit and pests stay away.

Q: Where are QSTOVES made?

A: The Q-Flame is designed and engineered in the WA USA with manufacturing processes done in China.

Q: Does the Q-FLAME work indoors?

A: At this time, we do not recommend this to be used indoors where it is completely enclosed. We are developing a unit specifically for indoor home use. Stay tuned!

Q: Can I burn regular wood in it?

A: The Q-FLAME can burn most any fuel, however it is designed to burn best with soft wood pellets for best results. In case of emergency and no pellets are available, simply use the wood you have and break it down as small as possible to feed through the front door. Do not put into hoppers as they may clog. You can also install a 3 way "T" in the lower sections of the chimney. Drop small pieces of wood and pinecones into the front port of the 3 way T, for best results, put a cover over the open port.

Q: Can I burn rice or corn pellets in it?

A: Again, you can burn many fuels in it, but these tend to leave sticky residue build up. Do you really want to clean that?

Q: Can I use this in a burn ban?

A: Always check with your local fire station and follow the rules. We really don't want you to get in trouble. In most cases you can use during a ban. Use common sense.

Q: What's your return policy?

A: Return any of our products—no questions asked—within 30 days of purchase. Buyer is responsible for returned merchandise shipping. Please contact us directly at (425) 698-1328 so we may assist.

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VERSION OWNER'S MANUAL AND INSTALLATION VIDEO, PLEASE VISIT:

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WWW.QSTOVES.COM

CAUTION!
WEAR PROTECTIVE GLOVES WHEN ASSEMBLING.

BLACK PAINT IS EXTREMELY FRAGILE PRIOR TO CURING.



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