


From: Nathan [REDACTED] 
Subject: RE: Fire Chief FC1000 EPA Furnace
Date: April 17, 2018 at 3:44 PM
To: Chris [REDACTED]



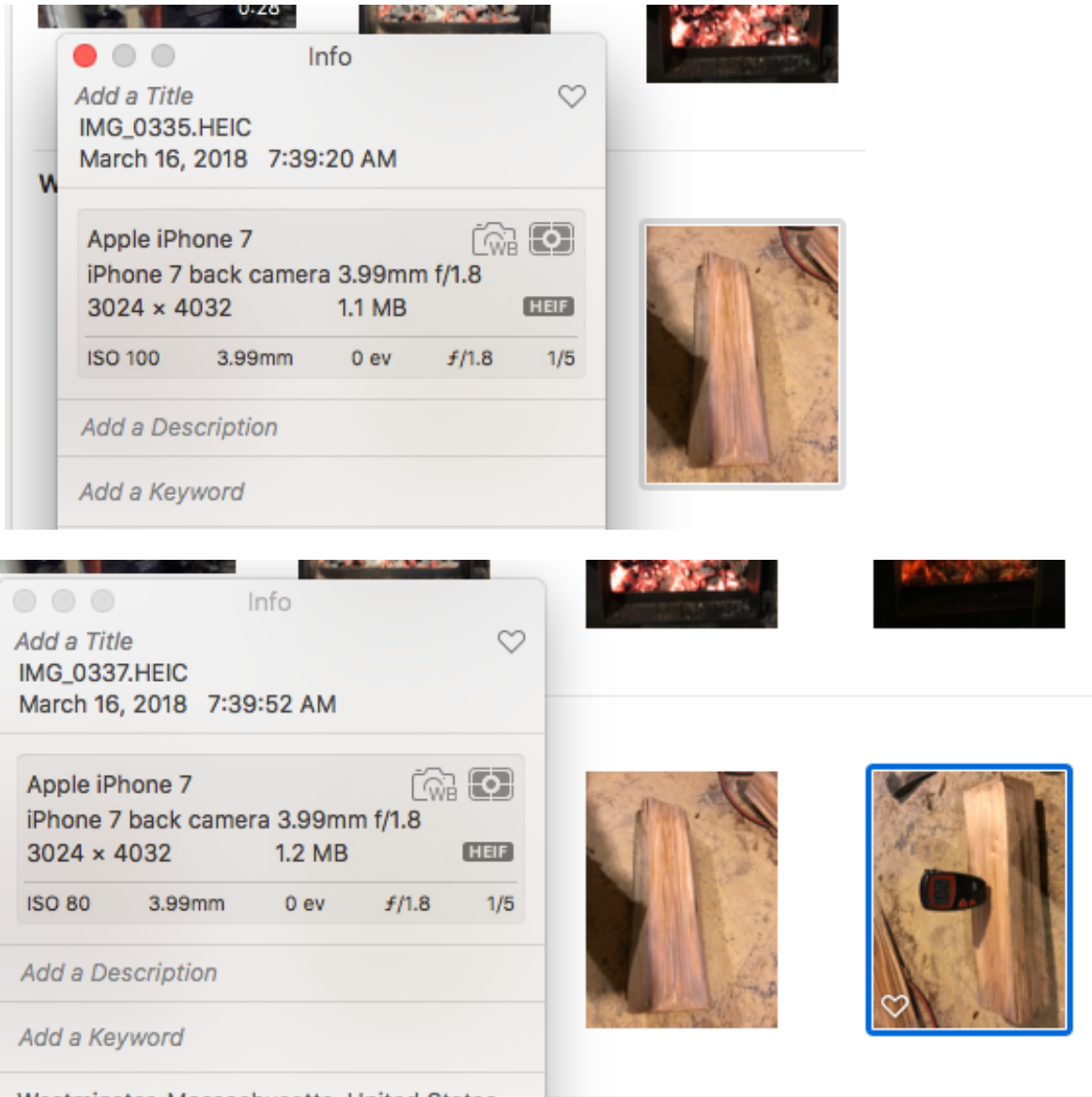
Meta data is way too space-age for me.
I am still looking for you to oblige my request for photos following my procedure.
Not a good start to our partnership, brother.
I am wanting to spend our money setting your furnace right. A little compliancy will be appreciated.
-Nathan [REDACTED]

From: Chris [REDACTED] chris_danish@comcast.net
Sent: Tuesday, April 17, 2018 2:38 PM
To: Nathan [REDACTED]
Subject: Re: Fire Chief FC1000 EPA Furnace

Nathan,

I can assure you that I had split that right before taking a reading. Attached is the meta data of when the photos were taken, 30 seconds between photos.





On Apr 17, 2018, at 3:15 PM, Nathan [REDACTED] <Nathan.Falkowski@hy-c.com> wrote:

The wood in the moisture meter photo appears to not be immediately split before metering. I'm claiming that based on one photo - - I certainly could be incorrect about that.

I will ask you again to do it according to the steps I requested.

I drive down to the current facts. Statistics. I know you appreciate that!!

-Nathan

From: Christopher [REDACTED] <[\[REDACTED\]@gmail.com](mailto:[REDACTED]@gmail.com)>

Sent: Tuesday, April 17, 2018 2:05 PM

To: Nathan [REDACTED] <Nathan.Falkowski@hy-c.com>

Subject: Re: Fire Chief FC1000 EPA Furnace

Nathan,

Ned had me do this exercise back in March. I don't have any round splits as the wood delivered is de-barked and split.

Didn't expect that on April 17th we would still have fire up the wood stove to stay warm. Therefore I have been bringing in wood on a "as need basis" so I am not storing wood in the basement over the summer.

<image001.jpg><image002.jpg><image003.jpg><image004.jpg>

Chris

On Apr 17, 2018, at 2:46 PM, Nathan ██████████
██████████@hy-c.com> wrote:

Chris,

Sounds great; thank you!

I will make arrangements with a firm local to you to do the work. In the meantime, while I haven't read through your digital diary online, I heard some details that immediate brought your wood to question.

I would love to see photos of a few wood moisture tests.

To remind you how to properly use a moisture meter:

- Elect one of the larger pieces of wood from your woodpile – preferably a "round" (unsplit) piece. Photograph the wood pre-split.
- Bring it to room temperature indoors
- Split it with an axe or pneumatic splitter
- Spike the heart of the newly split side of the wood with your moisture meter
- Take photographs of your meter readings
- Email the photographs to me.

Your wood may be model citizen cord wood, and I hope that it is! I find value in knowing what your wood moisture percentage is. It is important for both of us to know!

Thank you,

-Nathan ██████████

From: Christopher Dombek [mailto:chrisdombek@gmail.com]>
Sent: Monday, April 16, 2018 5:25 PM
To: Nathan [mailto:Nathan@hy-c.com]>
Cc: info@woodstovepro.com
Subject: Re: Fire Chief FC1000 EPA Furnace

Nathan,

I was under the impression that I had provided a green light, when I responded with my address. I simply do not have anyone I would suggest for the install.

I appreciate your continued support throughout this process. To be completely honest, it has been a very frustrating process, and one that I was not prepared for. So many hours and money spent on tweaking a system that was built to be easily accessible to the common homeowner. For example, yesterday the only way to get the stove fired up and at the same time avoid a basement smoke show, was to keep both doors cracked open for 1/2hr. After shutting both doors, I had to open the draft slider 1/2 way open for another 15-20mins. Once the stove achieved a good secondary burn, I was able to close the draft slider to 3/8" and the stove operated without issue.

It is the initial start up and re-loading that has proven to be a very time consuming process that has to be closely monitored (first 1 - 4hrs).

Look forward to hearing from you.

- Chris

On Apr 16, 2018, at 5:18 PM, Nathan [mailto:Nathan@hy-c.com]> wrote:

Chris,
I am still looking to an agreement to my offer. Please don't think we are ignoring you. Quite the contrary; I provided you a unique opportunity for extra care & partnership - - waiting for your green light.
Please keep in touch!
Thank you,

-Nathan [mailto:Nathan@hy-c.com]

From: Chris [REDACTED]
<[chris\[REDACTED\]@hy-c.com](mailto:chris[REDACTED]@hy-c.com)>
Sent: Monday, April 9, 2018 10:44 AM
To: Nathan [REDACTED] <[nf\[REDACTED\]@hy-c.com](mailto:nf[REDACTED]@hy-c.com)>
Subject: Re: Fire Chief FC1000 EPA Furnace

I don't have anyone I would suggest.

[REDACTED]

[REDACTED]

On Apr 9, 2018, at 11:42 AM, Nathan
[REDACTED] <[nf\[REDACTED\]@hy-c.com](mailto:nf[REDACTED]@hy-c.com)>
wrote:

Good morning Chris,

Thank you for the reply.
We appreciate all of your attention to
your Fire Chief!

I want to get the return air system
installed ASAP. Warm weather is
getting closer each day, and I want this
done before we lose the heating
season.

Send me your home street address. I
will find an HVAC professional for the
install. Let me know if you have a
candidate to suggest.

Thank you,

Nathan [REDACTED]

HY-C Company
10950 Linpage Place
St. Louis, MO 63132
(800) 325-7076 (Office)
[nf\[REDACTED\]@hy-c.com](mailto:nf[REDACTED]@hy-c.com)
www.hyccompany.com
www.firechiefwoodfurnace.com
<image001.png>

 Please consider the environment

before printing this email.

From: Chris [REDACTED]
[REDACTED]@gmail.com>
Sent: Monday, April 9, 2018 8:42 AM
To: Nathan [REDACTED]@hy-c.com>
Cc: Ted [REDACTED]@hy-c.com>
Subject: Re: Fire Chief FC1000 EPA
Furnace

Nathan,

Operated the stove for a couple days without an issue (Friday to Sunday), stove ran good. Last night, I re-loaded the stove at 7:12pm. The upper left door surface temp measured 308F (remember I have a thermal couple attached to the surface) and the inner fire box had ~2" of warm ambers. Because the fire box was not what I would consider really hot, I decided to re-load in 2 steps, this avoids waiting 2+ hours for the fire to catch again. I loaded ½ a load and left both doors slightly cracked opened for 10-15 mins, which allows the wood to really char (flue temp 1k and stove surface 528F). At this time I filled the box to the top, making sure I didn't move any top bricks. Then at 9:41 pm the stove had a massive "puff" of smoke. At the time of the "puff", the dryer was not running, draft blower was not running, no bathroom fan running and the basement door was wide opened. Does this eliminate a return air problem?

Find myself very frustrated that this keeps happening. Becomes very difficult to fall asleep as you are thinking, will the stove puff again or will the smoke alarms go off?

Top reading is the flue temp
Bottom reading is stove temp (surface)

Video of puff

<https://youtu.be/B1cJ4wlyafQ>

Video of reloading at 7:12pm till 9:27pm

<https://youtu.be/FVpCFdBDm1Q>

Time lapse video 7:28pm till 9:41pm

<https://youtu.be/CP4PfCmVX8>

Thoughts?

Chris

(prior last reload was at 5:40am stove was idle most of the day) and the fr with the stove temp 308F (measured in the upper left corner of the door). Because there was only ~2.5 inches of hot ambers, I decided to , then last night, we

On Apr 6, 2018, at 9:01 PM, Nathan [REDACTED] [REDACTED]@hy-c.com> wrote:

Greetings Chris,

We are beyond thankful to call you a Fire Chief furnace customer. Thank you.

You are welcome to email or call me while I continue to dig into your case. My personal phone line is [REDACTED] [REDACTED] I wholeheartedly believe in our furnace line, and I stand behind it with confidence.

Your enthusiasm,
dedication and testing
standards are second to no
other consumer. We dig
that.

Fire Chief Industries will
pay for a HVAC
professional to install a
return air duct system on
your FC1000.

We are determined to see
your Fire Chief FC1000
deliver the performance
that you expected.

I am excited to see what
we can do!

Thank you,

Nathan F. [REDACTED]

HY-C Company
10950 Linpage Place
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(800) 325-7076 (Office)

www.hyccompany.com
www.firechiefwoodfurnace.com

<image002.png>



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