

F.A.Q.

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Q. Do your heaters smoke and smell of diesel?

A. *No, we have a patented vaporizing burner design that burns diesel vapors and not raw diesel which results in a much better and cleaner combustion.*

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Q. Why is a Pioneer heater safer than other non powered diesel heaters?

A. *Our patented burner cannot flood and there is never a large amount of fuel in the burner base. If the flame should go out the diesel fuel stops flowing into the burner.*

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Q. Can I use my Pioneer heater inside my home?

A. Yes, the Pioneer heaters have been certified to CSA and UL standards, just make sure that the local building codes are followed.

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Q. What size heater do I need?

Floor Size Heating Ability	Room with poor insulation, temperate/mild weather	Room with poor insulation, cold weather	Room with avg. insulation, temperate/mild weather	Room with avg. insulation, cold weather	Tent with no insulation, cold weather
Trekker	144-400 sqft	100-300 sqft	160-440 sqft	144-400 sqft	64-100 sqft
Expedition	300 - 900 sqft	240-800 sqft	340-1200 sqft	300-900 sqft	100-240 sqft
Prospector	700-1800 sqft	600-1400 sqft	800-2400 sqft	700-1800 sqft	240-400 sqft

**General guideline for portable structure/building with an 8 foot ceiling only. When calculating requirements for BTUs for a defined space, factors such as altitude, structure's heat retention, insulation, and quantity and size of windows all can radically affect the amount of BTUs required.*

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Q. Can I burn biodiesel or other fuels with my heater?

A. Yes but the heaters are CSA/UL certified for diesel only. Please check with your dealer or ITR before using any other fuels. ITR accepts no responsibility or liability for any damage caused by unauthorized fuels, regardless of the type or extent of the damage. Any unauthorized fuels also void the warranty.

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Q. Can I burn waste oil with my heater?

A. No, as this causes a safety hazard and the heater will not burn properly.

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Q. Can the heater run unattended?

A. *Yes, the Pioneer heaters can run unattended. However all heaters regardless of the type or make can malfunction and all manufacturers recommend that heaters are not left running unattended. DO NOT leave the heater running unattended. If there is a malfunction, ITR accepts no responsibility or liability for any damage caused, regardless of the type or extent of the damage*

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Q. Do I have to vent the heater outside?

A. *Yes even though the Pioneer heaters do burn very clean, do exhaust all gases outdoors. During operation, the heater produces harmful carbon monoxide (CO) and other gases. To prevent CO poisoning, ensure that the exhaust stack sections fit together snugly and that the exhaust gases are properly vented through the roof or side of the structure and follow the recommended exhaust guidelines.*

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Q. Why does my heater smell and smoke when it is first lit?

A. *The heater will require a break in period of 1 – 2 hours where residual oils from the paint and manufacturing process will burn off. During this period, some smoke and fumes may be generated from the outside burner case; make sure there is enough ventilation for the smoke and fumes to escape the inside living or operating areas.*

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Q. How much exhaust stack and draft do I need for the heater to burn properly?

A. *The recommended draft for the Trekker is between .030 -.045 inches water column. This is measured 18" (45cm) up the stack and before the draft regulator. The minimum flue stack height is 6 to 9 feet (1.8 – 2.7m). The recommended draft for the Expedition and Prospector is between .040 -.060 inches water column. The minimum flue stack height of both is 9 to 12 feet (2.7 - 3,6m).*

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Q. Can the diameter size of the exhaust be changed on the heaters?

A. *The diameter size of the exhaust can be changed on the heaters as long as there is a minimum of three feet of the original size of the exhaust from the heaters' exhaust*

outlet. If you are going to change the diameter size of the exhaust it is preferred to increase the diameter than decrease it. The diameter of the exhaust should be decreased only on a temporary basis.

Q. What is the required clearance around the heater?

A. The minimum standard clearance between the Trekker and any building construction other than the floor is 16 inches (40 cm). The minimum standard clearance between the exhaust vent pipe and any building construction is 16 inches (40 cm). The minimum standard clearance between the Expedition heater and any building construction other than the floor is 24 inches (60 cm). The minimum standard clearance between the Prospector and any building construction other than the floor is 36 inches (91 cm). The minimum standard clearance between the exhaust vent pipe of both the Expedition and the Prospector and any building construction is 18 inches (45 cm).

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Q. How long will a 5 gallon tank of diesel last on the average?

A.

	Low Setting	High Setting
Trekker	80 Hours	40 Hours
Expedition	26 Hours	15 Hours
Prospector	15 Hours	9 Hours

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Q. Will strong wind blow my heater out or cause smoke inside?

A. This answer depends on the scenario. In some cases wind deflectors may be required.

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Q. How do I light my heater?

A. See the instructions for each specific heater in the manual or under this website's lighting section. The heater is lit with some starting diesel fuel in the burner base, tissue paper and matches.

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Q. My unit burns low or won't burn for very long, why is this?

A. Please check the troubleshooting section. This may be a result from blockages in the fuel or carbon and soot build up.

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Q. Why do I get an orange flame and black smoke?

A. Please check the troubleshooting section. There is probably too much draft on low or not enough draft on high fire.

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Q. What does the heater warranty cover and how long is it?

A. ITR warranty covers parts and labour for a period of one year.

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Q. How much fresh air must I provide in order to safely use my heater?

A. The heaters consume about 4000 ft³ of air per 1 US gallon of oil. This air enters the heater through the air inlets and exits the chimney as combustion gas. They should be installed in a well ventilated area that allows the entrance of outside fresh air.

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Q. What sort of regular maintenance or service can I anticipate with a Pioneer

A. heater?

See the maintenance section in the manual or this website's maintenance section. The heaters should be serviced every 750 to 1000 hours of operation depending on the usage or; if the output of the heater appears to have decreased from the same valve setting or; if the exhaust exhibits smoke.

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Q. Can I use a Pioneer heater in my boat?

A. No, the Pioneer heaters must be used in a stationary application. The heater's oil control valve has a safety feature and when tilted it will stop the flow of fuel

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the first time and you will be provided our E-Mail address at that time,

Thank you.

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