



# USER MANUAL

**Paola 13-13D / Chiara 15-15D - Insert Stoves**



*Instructions for the correct use and maintenance of  
your Kalor wood pellet stove*

*Distribution and warranty in Ireland by:*

**woodpelletstoves.ie**

## A note from the distributor:

Congratulations and thank you for choosing a Kalor wood pellet stove. Kalor is a leading wood pellet stove brand worldwide, offering leading combustion efficiencies and superior reliability. You have chosen well!

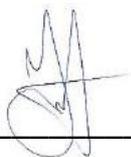
Kalor stoves are distributed in Ireland by Wood Pellet Stoves.ie, through a network of Authorised Dealers. We are a company, totally dedicated to wood pellet stoves and boilers and our priorities are quality, not just of product but also of the installation and maintenance.

We also support a nationwide network of Authorised Technicians who are specially trained on Kalor wood pellet stoves and boilers. This ensures that your stove can be correctly installed, commissioned, maintained and repaired by competent personnel and that you receive the best possible service, all the way from purchasing your stove to the end of its life-cycle.

Please refer to the notes on the inner back cover of this manual for further details regarding the installation, commissioning and warranty for your stove/boiler.

We wish you all the best with your new Kalor stove/boiler and hope it serves you well for many, many years.

Yours sincerely,



---

Fergus Mc Manamon

General Manager

Wood Pellet Stoves.ie



**wood**pelletstoves.**ie**

We thank you for having chosen one of our products, the fruit of technological experience and of continual research for a superior quality product in terms of safety, dependability, and service. In this manual you will find all the information and useful suggestions to use your product with the maximum safety and efficiency.



**We highly recommend to turn to our Authorized Service Centre for the installation and the first ignition of the device as it not only carries out the installation perfectly but also verifies the regular operation of it.**

- Incorrect installation, incorrectly performed maintenance, improper use of the product release the manufacturer from every eventual damage derived from the use of the Insert.
- The unit cannot be used as an incinerator. Do not use fuels other than pellets.
- This manual has been realized by the manufacturer and constitutes an integral part of the product and must remain with it during its entire lifetime. If the product is sold or transferred, be sure that the booklet is present since the information contained in it are addressed to the buyer, and to all those persons of various titles who complete the installation, use and maintenance.
- Carefully read the instructions and the technical information contained in this manual, before proceeding with the installation, use, and any operation on the product.
- The observance of the indications contained in the present manual guarantees the safety of people and the product, the economy of use and a longer functioning lifetime.
- Although the carefully studied design and the risk analysis done by our company has permitted the realization of a safe product, in any case, before effecting any operation on the Insert, it is recommended to keep said manual available and pay scrupulous attention to the instructions written therein.
- Be very careful when moving the ceramic details where present.
- Check the precise flatness of the pavement where the product will be installed
- The wall where the product will be placed must not be constructed in wood, or in any case, made of an inflammable material, and in addition it is necessary to maintain a safety distance.
- While the Insert is in operation, several parts of the Insert (door, handle, sides) can reach high temperatures. Therefore pay attention and use the proper precautions, above all in the presence of children, elderly or disabled persons, and animals.
- Assembly must be performed by authorized persons (Authorized Assistance Center).
- Diagrams and drawings are furnished for the purpose of illustration; the manufacturer, with the intent of pursuing a policy of constant development and renewal of the product can, without any notice, make any modifications that are believed opportune.
- When the Insert is working at its maximum speed, it is strongly suggested to wear gloves while handling with the door for pellets loading and the door handle.
- It is prohibited to install in bedrooms or in explosive environments.
- Only use replacement parts recommended by the supplier.



**Never cover the body of the Insert in any way or obstruct the openings placed on the upper side when the device is operating. All our Inserts are trial lighted on the construction line.**

**In the event of a fire, disconnect the power supply, use an extinguisher and call the fire fighters if necessary. After that contact the Authorized Assistance Center.**

This instruction booklet is an integral part of the product: make sure that it always accompanies the appliance, even in case of transfer to another owner or in the case of transfer to another place. In the event of damage or loss, request a copy from the area technician.

**These symbols indicate specific messages in this booklet:**



**ATTENTION:**

This warning sign indicates that the message to which it refers should be carefully read and understood, **because failure to comply with what these notices say can cause serious damage to the Insert and put the user's safety at risk.**



**INFORMATION:**

This symbol is used to highlight information which is important for proper Insert operation. Failure to comply with these provision will compromise use of the Insert and its operation will not be satisfactory.

## Norms and declarations of conformity

- Our company declares that the stove conforms to the following norms for the EC European Directive labelling:
  - 2014/30 UE (regulation EMCD) and following amendments;
  - 2014/35 UE (Low Voltage Directive) and following amendments;
  - 2011/65 EU (RoHS 2 directive);
  - The Rules of Construction Products (CPR- Construction Products Regulation) No. 305/2011 regarding the construction world;
  - For installations in Italy, please refer to UNI 10683/98 or following changes. For the water-thermo-sanitary equipment, let the installer give you the conformity declaration in compliance with L. 37/2008.
- While installing the unit respect the local, national and European rules;**
- EN 55014-1; EN 55014-2; EN 61000-3-2; EN 61000-3-3; EN 60335-1; EN 60335-2-102; EN 62233, EN 50581.

### Safety information

Please carefully read this use and maintenance manual before installing and operating the stove!

If clarification is needed, please contact the dealer or the Authorized Assistance Center.

- The pellet stove must only be operated in living environments. This stove, being controlled by an electronic board, permits a completely automatic and controlled combustion; the exchange, in fact, regulates the lighting phase, 5 power levels and the shut down stage, guaranteeing the safe operation of the stove.
- The basket used for combustion allows most of the ash produced by the combustion of the pellets to fall into the collection compartment. Nevertheless, check the basket daily, given that not all pellets have high quality standards (use only quality pellets recommended by the manufacturer).

## Responsibility

With the delivery of the present manual, we decline all responsibility, both civil and penal, for accidents deriving from the partial or total lack of observance of the instructions contained herein.

We decline every responsibility derived from improper use of the stove, from incorrect use by the user, from unauthorized modifications and/or repairs, from the use of replacement parts that are not original for this model.

The manufacturer declines every civil or penal, direct or indirect responsibility due to:

- Lack of maintenance;
- Failure to observe the instructions contained in the manual;
- Use in non-conformity with the safety directives;
- Installation in non-conformity with the norms in force in the country;
- Installation by unqualified or untrained personnel;
- Modifications and repairs not authorized by the manufacturer;
- Use of non-original replacement parts;
- Exceptional events.



- Use only wood pellets;
- Keep / store the pellets in a cool dry place;
- Never pour pellets directly on the hearth;
- The Insert must only be fed with quality 6 mm diameter pellets, A1 certified according to the UNI EN ISO 17225-2 regulations;
- Before making the electrical connection of the Insert the discharge tubes must be connected with the flue;
- The protective grill placed inside the pellet container must never be removed;
- The environment where the Insert is installed must have a sufficient exchange of air;
- It is forbidden to operate the Insert with the door open or the glass broken;
- Do not use the Insert as an incinerator; the Insert should be used only for the intended purpose;
- Any other use is considered improper and therefore dangerous. Do not put in the hopper other than wood pellets;
- When the Insert is operating, the surfaces, glass, handle and tubes become very hot: during operation do not touch these parts without adequate protection;
- Keep the fuel and other inflammable materials off the Insert.

## EN Charge pellet

Fuel is loaded from the upper part of the Insert by opening a door.

Pour the pellets in the hopper.

This is easier if performed in two steps:

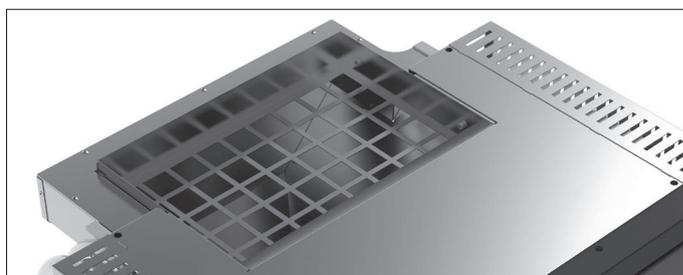
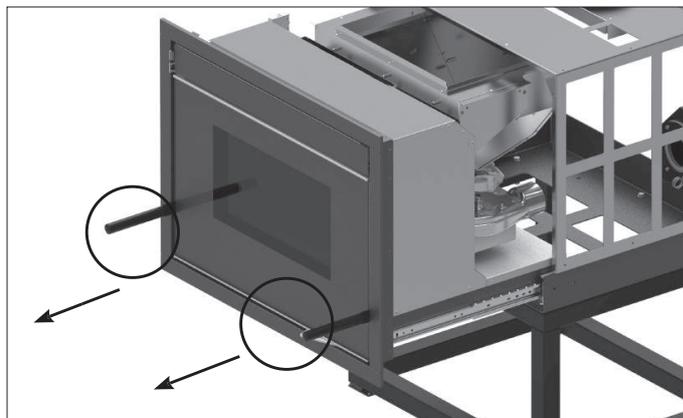
- Pour half of the contents of the bag into the hopper and wait for the fuel to settle on the bottom.
- Then pour in the second half;
- Keep the cover closed, after loading the pellets, the lid of the fuel tank;

The Insert is a product by heating, presents the external surfaces particularly hot. For this reason, we recommend extreme caution when operating in particular:

- Do not touch the Insert body and the various components, do not approach the door, it could cause burns;
- Do not touch the exhaust fumes;
- Do not perform any type of cleaning;
- Do not dump the ashes;
- Do not open the ash tray;
- Be careful that children do not come near;



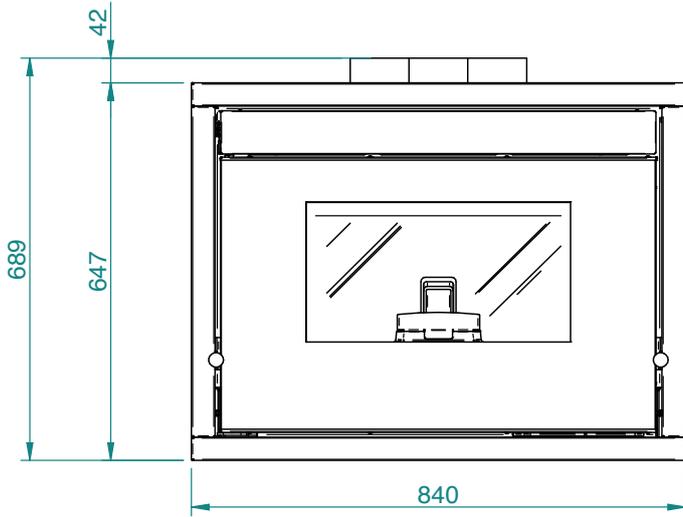
**Never remove the protection grille in the hopper. When filling, do not let the sack of pellets touch any hot surfaces.**



**It is mandatory to extract the Insert only when it is completely off and free of embers, because by extracting it, it disconnects from the flue pipe. By installing the side load (optional) you can load the pellet without turning off the Insert.**

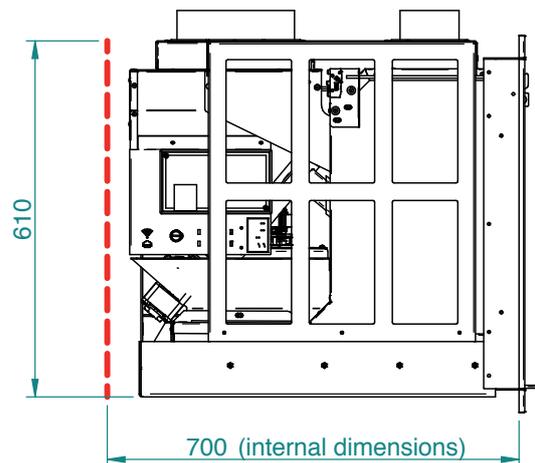
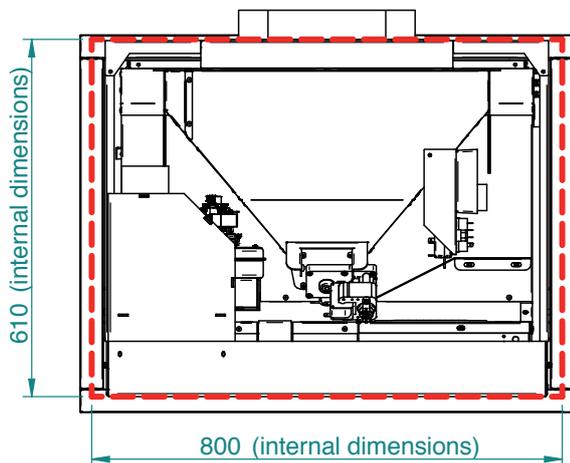
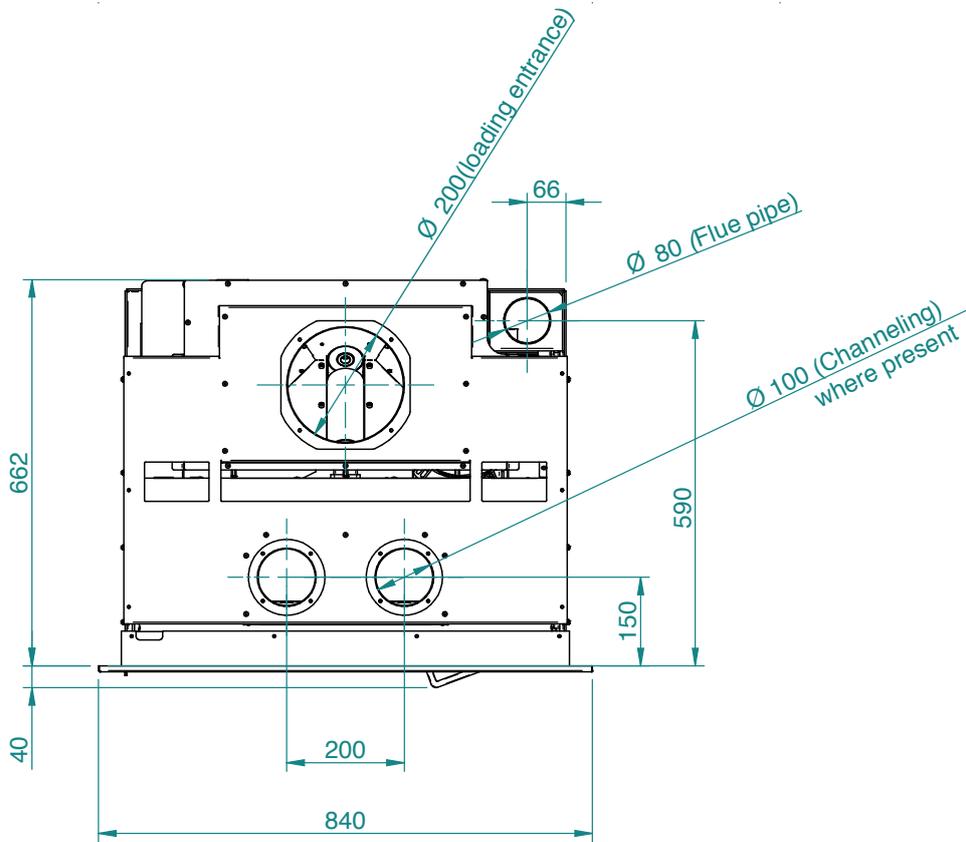
## Instructions for safe and efficient use

- The device can be used by children that are not less than 8 years old and people with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, provided being under supervision of someone responsible or after having received instructions relating to the safe use of the device and to the understanding of the dangers inherent to it. Children should not play with the device. Cleaning and maintenance to be performed by the user should not be made by children without supervision;
- Do not use the Insert as a ladder or scaffold;
- Do not put clothes to dry on the Insert. Any clothes hangers and suchlike must be kept a suitable distance from the Insert. - Risk of fire
- Carefully explain that the Insert is made from material subjected to high temperatures for the elderly, the disabled, and in particular for all children, keeping them away from the Insert during operation
- Do not touch the Insert with wet hands: the Insert has electrical components that could produce sparks if handled incorrectly.
- Never open the glass door of the pellet Insert while the Insert is in operation.
- The Insert must be connected to an electrical system equipped with an earthing conductor in accordance with regulations 73/23 and 93/98 EEC;
- The system must be of adequate electrical power declared the Insert;
- Do not wash the inside of the Insert with water. The water could damage the electrical insulation, causing electric shock;
- Do not expose your body to hot air for a long time. Do not overheat the room you are in and where the Insert is installed. This can damage the physical conditions and cause health problems;
- Do not expose to direct the flow of hot air plants or animals;
- The pellet Insert is not a cooking element;
- External surfaces during operation can become very hot. Do not touch them except with the appropriate protection.
- The plug of the device power cable must be connected only after installation and assembly of the device and must remain accessible after installation, if the unit is not provided of a double-pole switch suitable and accessible.
- Do not lay objects, glasses, infusers, room perfumers on the Insert, they could be damaged or to damage the Insert (in this case de warranty does not respond).



N.B.

- 1 - Measures with a tolerance of about 10 mm
- 2 - Measures and images are indicative and can vary depending on the aesthetic of the pellet Insert.



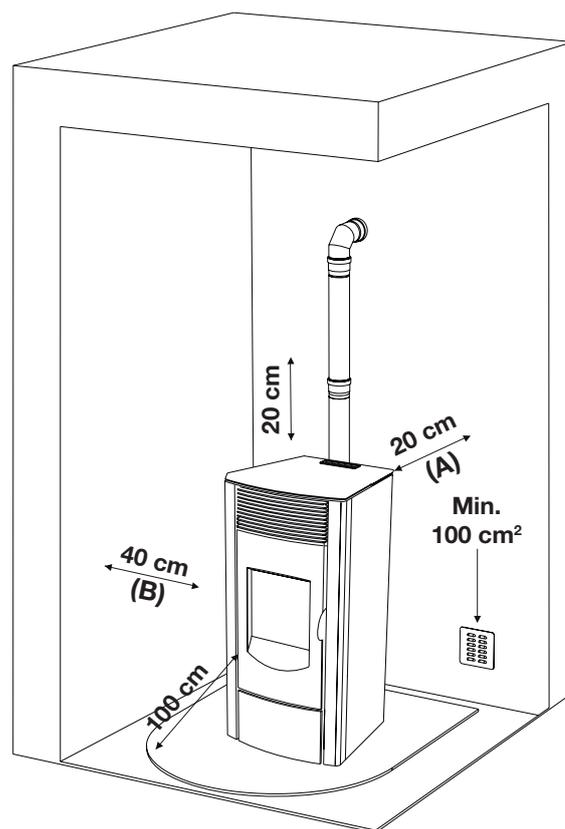
PARAMETRO	UNITÀ DI MISURA	ICP13_13C	ICP15_15C
Heat input	kW	13,3	15,1
Nominal heat output	kW	12	13,5
Reduced heat output	kW	5,1	5,1
CO concentration at nominal reference (13% O <sub>2</sub> )	mg/m <sup>3</sup>	84	83
CO concentration at reduced reference (13% O <sub>2</sub> )	mg/m <sup>3</sup>	134	134
Nominal efficiency	%	90,6	89,5
Reduced efficiency	%	94,3	94,3
Pellet consumption (min-max)	Kg/h	1,1 - 2,7	1,1 - 3
Heated surface	mc	320	350
Flue gas flow rate (min-max)	g/s	4,55 - 9,26	4,55 - 9,78
Draft advised (min-max)	Pa	3 - 10	3 - 10
Flue gas temperature (min-max)	°C	85 - 148	85 - 173
Tank capacity	Kg	22	22
Diameter smoke outlet tube	mm	80	80
Diameter air intake	mm	50	50
Nominal voltage	V	230	230
Nominal frequency	Hz	50	50
Power consumption max	W	320	320
Nominal Power consumption	W	115	120
Insert weight	Kg	108	108
Insert weight with base	Kg	145	145
EEl		128	126
N° Test Report		K 2343 2018 T1	
Energetic class		A +	
Enviromental decree n.186		★★★★☆	
Dust at 13% O <sub>2</sub> at nominal heat output	mg/m <sup>3</sup>	20	23

**It is recommended the control of emissions after installation.**

**In order to achieve the test report results, please load the performance parameters retained by the manufacturer and the qualified technician. They will use these parameters once verified that, during the installation, it is possible to reproduce the laboratory conditions.**



It is not permissible to install the Insert in bedrooms, bathrooms, or in a room where another heating appliance is installed (Insert, Insert etc.) which does not have its own independent air intake. Locating the Insert in a room with an explosive atmosphere is prohibited. The floor of the room where the Insert is to be installed must be strong enough to take its weight. Keep a minimum distance of 5 cm between the covering and the fireplace insert. If walls are flammable, maintain a minimum distance of 20 cm at the rear, of 40 cm at the side and 100 cm at the front. If the room contains objects which are believed to be particularly delicate, such as drapes, sofas and other furniture, their distance from the Insert should be considerably increased. The two side walls of the chimney insert must be accessible for maintenance by authorized technicians.



*Distances to consider for the installation of stoves, thermo-stoves, hydro and air inserts.*

### How to place the Insert

For proper functioning and a good temperature distribution, the Insert should be positioned in a location where it is able to take in the air necessary for combustion of the pellet (about 40 m<sup>3</sup>/h must be available), as laid down in the standard governing the installation and in accordance with local national standards.

The volume of the room must not be less than 30 m<sup>3</sup>.

The air must come in through permanent openings made in walls (in proximity to the Insert) which give onto the outside, with a minimum cross-section area of 100 cm<sup>2</sup>.

These openings must be made in such a way that it is not possible for them to be obstructed in any way. Alternatively, the air can be taken from rooms adjacent to the one which needs ventilating, as long as they are provided with an air intake from the outside, and are not used as bedrooms or bathrooms, and provided there is no fire risk such as there is for example in garages, woodsheds, and storerooms, with particular reference to what is laid down in current standards.

### Connection to the external air intake

It is essential that at least as much air must be able to flow into the room where the Insert is installed as is required for proper combustion in the appliance and for the ventilation of the room. This can be effected by means of permanent openings in the walls of the room to be ventilated, which give onto the outside, or by single or collective ventilation ducts.

For this purpose, on the external wall near the Insert, a hole must be made with a minimum free cross-section of 100 cm<sup>2</sup>. (equivalent to a round hole of 12 cm diameter or a square hole 10x10 cm) protected by a grille on the inside and the outside.

The air intake must also: communicate directly with the room where the Insert is installed be protected by a grille, metal mesh or suitable guard, as long as this does not reduce the area below the minimum.

Be positioned in such a way as to be impossible to obstruct.

## Connection to the flue pipe

The flue pipe must have internal dimensions not larger than 20x20 cm, or diameter 20 cm. In the event of larger dimensions, or of the flue pipe being in poor condition (for example cracks, poor insulation, etc.), it is advisable to fit a stainless steel pipe of suitable diameter inside the flue pipe throughout its length, right up to the top. Check with suitable instruments that there is a draught between 3 Pa and 10 Pa. This type of connection ensures the evacuation of the fumes even in the event of a temporary power cut. At the bottom of the flue pipe, provide an inspection cap to allow periodic checking and cleaning, which must be done annually. Make a gas-tight connection to the flue pipe, using pipes and connectors as recommended by us. You must ensure that a windproof cowl should be fitted which complies with the standards in force.

## Connection to an external flue with insulated or double-wall pipe

The only type of pipe which is permissible is insulated (double-walled) stainless steel, smooth on the inside, fixed to the wall. Flexible stainless steel pipe must not be used. At the bottom of the flue pipe, provide an inspection cap to allow periodic checking and cleaning, which must be done annually. Make a gas-tight connection to the flue pipe, using pipes and connectors as recommended by us. You must ensure that a windproof cowl should be fitted which complies with the standards in force. Check with suitable instruments that there is a draught between 3 Pa and 10 Pa.

## Connection to the flue pipe

For proper functioning, the connecting pipe between the Insert and the chimney or flue duct must have a slope of not less than 3% in the horizontal stretches, the length of which must not exceed 2 metres and the vertical distance between one tee connector and another (change of direction) must not be less than 1,5 m.

Check with suitable instruments that there is a draught between 3 Pa and 10 Pa. At the bottom of the flue pipe, provide an inspection cap to allow periodic checking and cleaning, which must be done annually. Make a gas-tight connection

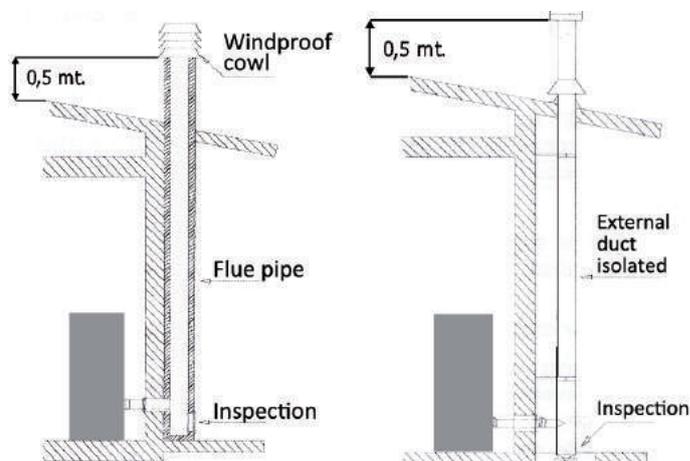
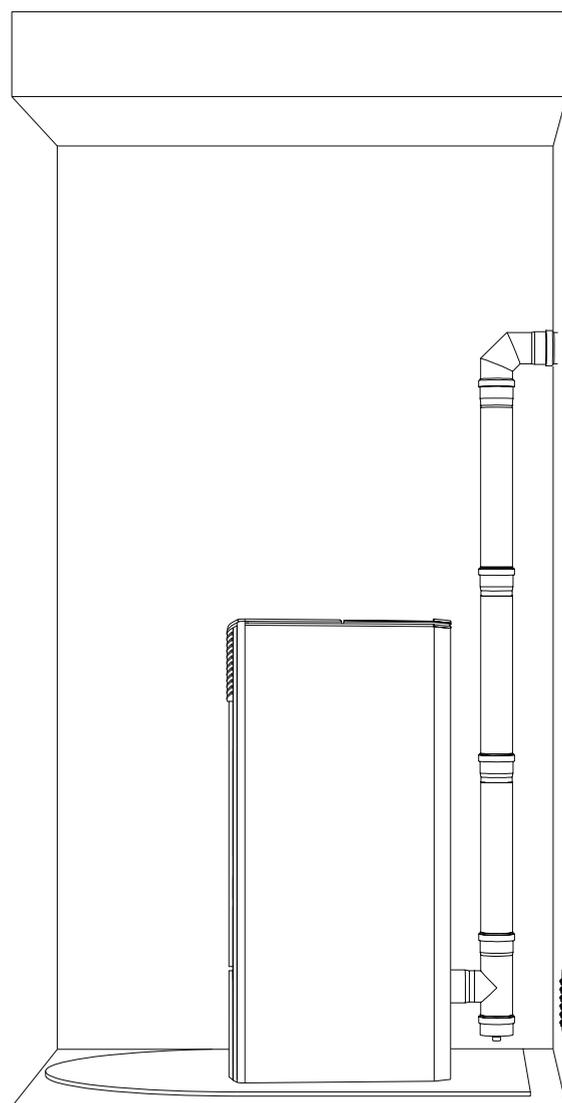


Fig. 2: connection to the flue pipe.

Fig. 3: connection to an external flue with insulated or double-wall pipe.

to the flue pipe, using pipes and connectors as recommended by us. You must ensure that a windproof cowl should be fitted which complies with the standards in force.

### Fireplace flue gas

Avoid contact with combustible materials (example: wooden beams) and in any case provide for their insulation with flame retardant material. In case of pipe penetrations through roofs or walls is recommended to use special kits crossing, certificates, are available commercially. In the event of a chimney fire, turn off the Insert, disconnect from the network and never open the door. Then call the authorities.

### The chimney cap

The chimney cap must respect the following requirements:

- It must have the equivalent diameter and internal form of the flue.
- It must have a useful outlet diameter of not less than double that of the flue.
- The chimney cap on the roof or that remains in contact with the outside (for example, in case of open lofts or attics), must be covered with elements in brick or tile and must, in any case, be well insulated.
- It must be constructed to prevent rain, snow, and extraneous bodies from entering the flue and so that the discharge of the products of combustion is not inhibited by wind from any quarter or strength (wind-proof chimney cap).
- The chimney cap must be positioned in such a way as to guarantee the adequate dispersion and dilution of the products of combustion and in any case, must be out of the reflux zone. This zone has different dimensions and forms according to the angle of inclination of the roof so it is necessary to adopt minimum heights
- The chimney cap must be a wind-proof type and must be above the ridge.
- Eventual structures or other obstacles that are higher than the chimney cap must not be too close to the chimney cap itself.

### REMARKS:

- the appliance must be installed by a qualified technician in possession of the technical and professional requirements according to the DM37/2008 that, under its responsibility, to ensure compliance with the rules of good technique.

- the Insert must be connected to a heating system and/or to a network of production of sanitary hot water, consistent with its performance and its power

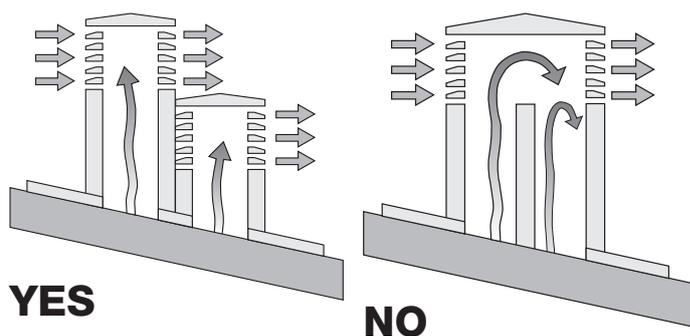
- you need to keep in mind all laws and national, regional, provincial and municipal laws of the country in which you installed the device

- check that the floor is not flammable: if necessary use a suitable platform

- in the room where the generator must be installed to heat must not pre-exist or be installed with an extractor hood or ventilation ducts of the collective type.

Should these devices be located in adjacent rooms communicating with the installation, and 'prohibited the simultaneous use of the heat generator, where there is a risk that one of the two rooms being placed in depression than the other

- it is not permissible to install in bedrooms or bathrooms



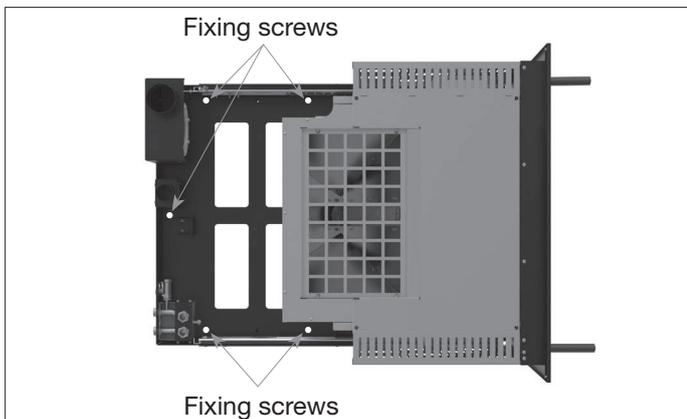
Characteristics of chimney

# Insert assembly

## Insert fixing

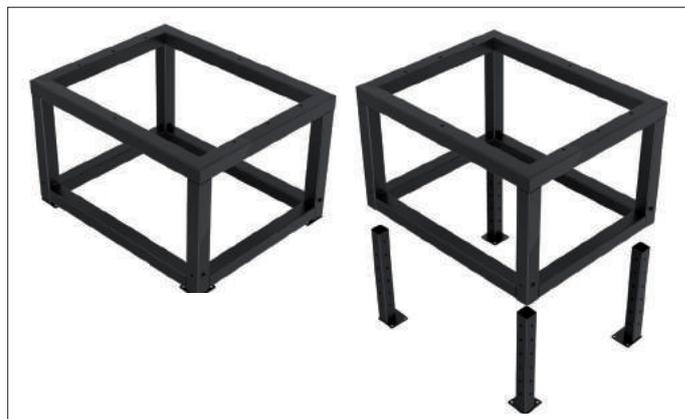
If you have purchased the fireplace insert pedestal, first you have to fix it to the floor and choose the height of the legs. Fix the fireplace insert to the base or to the pedestal using the fixing screws (not supplied).

**If the fireplace is already existing, the side openings for access must be provided.**



## Pedestal fixing (Optional)

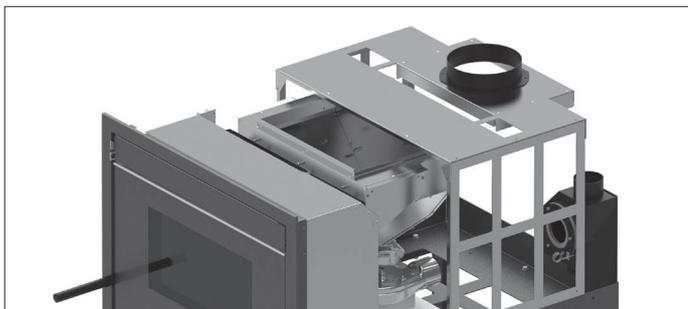
If you have bought the fireplace insert pedestal, first you have to fix it to the floor and choose the height of the legs. If you install the lateral load, it is advisable to keep the minimum size so as not to have the loading entrance too high.



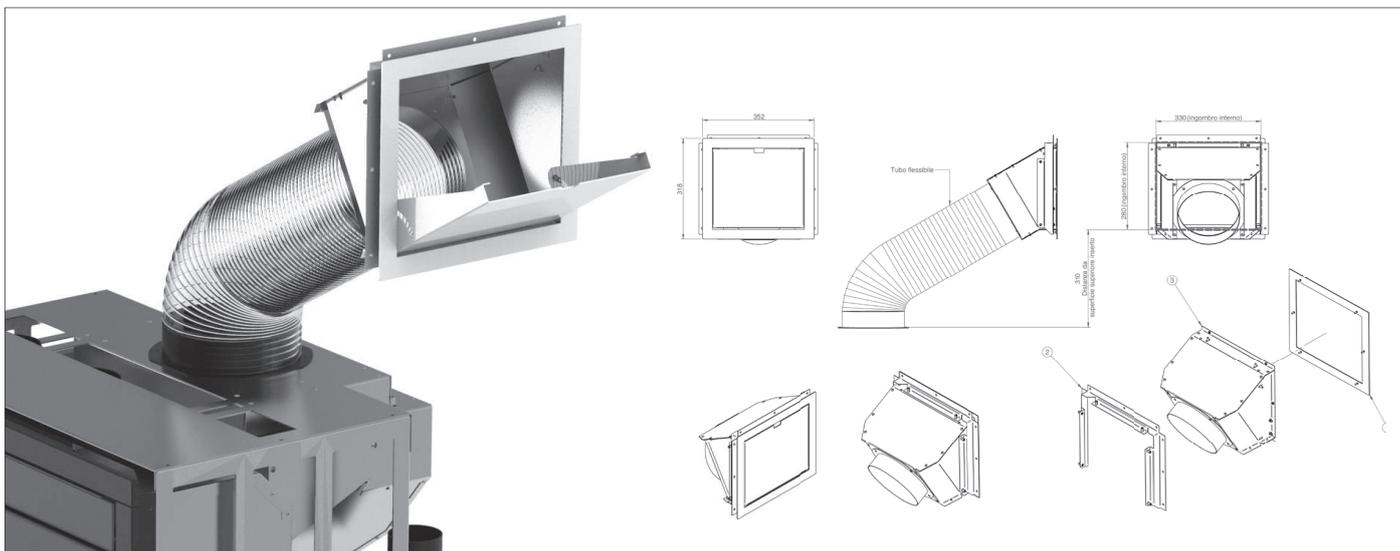
## Side loading system (Optional)

The assembly of the side loading system must be done before the construction of the fireplace insert coating.

Connect the flexible hose to the loading tank present on the tank calculating the useful length of the pipe with a minimum inclination of 50°.



Now fit the side loading tank in the coating and connect the hose.



It is mandatory to have an opening in the brick / plasterboard coating to guarantee an adequate supply of air to the chimney.

It is recommended to replicate the same opening made on the perimeter wall. Alternatively, the suction pipe (Ø 50 mm) can be connected to the outside of the home. If the suction tube is taken only outside of the brick cladding, it is mandatory to have an air intake on the perimeter wall of the house.



**Remember that it is forbidden to inhale the combustion air from bedrooms, bathrooms, garages or deposits that could have explosive atmospheres.**

## Pellet

The pellets are cylinders of compressed wood, produced from sawdust and wood processing (chips and sawdust), generally produced by sawmills and carpenters.

The binding capacity of the lignin contained in wood, allows to obtain a compact product without adding additives and foreign chemicals to the wood, is therefore obtained a natural fuel with high yield.

The use of expired pellets or any other unsuitable material can damage parts of the Insert and impair proper operation: this can lead to the termination of the guarantee, and its producer responsibility.



**For our products use pellets diameter 6 mm, length 30 mm and a maximum of 6% and A1 certified according to the UNI EN ISO 17225-2 standard. Keep the pellets away from heat sources and not in humid environments or with explosive atmosphere.**

## Remote Control

The remote control (Fig. 3) used to adjust water temperature power and the on/off functions for the pellet Insert.

To start the Insert, press key  and the Insert will automatically enter the starting phase.

Press keys  (1) and  (2) to adjust temperature, and use keys  (6) and  (5) to adjust operating power.

To turn off the Insert, hold down key .

To replace the 3 volt battery located on the back of the remote control, pull the centre of the cover and the lever on the side of the same, replace the battery observing the correct polarity (Fig. 4)



Fig. 3



Fig. 4

## Contraflow channel

It is possible to connect two pipes with  $\varnothing$  100mm and a maximum length of 3 linear meters each to allow the air to flow in other environments. For each  $45^\circ$  curve you have to calculate a 70cm loss of the linear section.

(example. maximum distance 3 meters, maximum distance with a curve  $3 - 0.7 = 2.3$  meters).

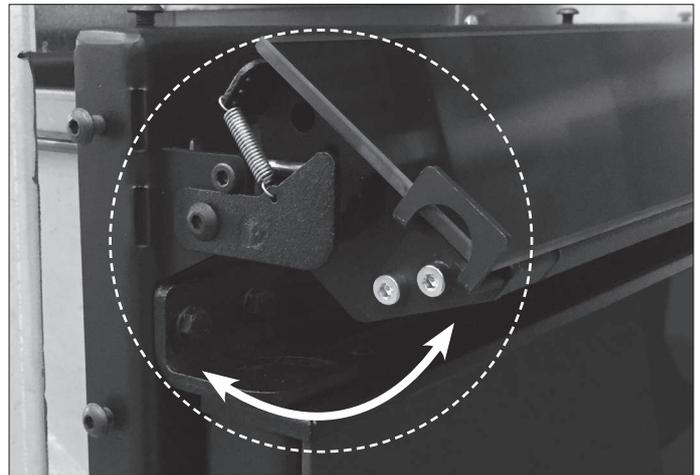


It is possible to divide the air through the front door. When the door is open the air will come out from the front, and when the door is closed the air will be pushed into the channels.



### Front door detail:

In detail, the bar to move to divide the air: when the door is open (see photo) the air will come out from the front, when the door is closed the air will be ducted.



Front door open

## Mandatory microswitch connection

### Only for not ducted Inserts

If the Insert is not ducted it is mandatory to connect the microswitch located behind the air's front door.

**This operation must be done exclusively by a specialized technician.**



**The microswitch is equipped with a shoulder strap** that must be connected in series to the other safety devices as shown below:

1. Disconnect the cables coming from the **microswitch basement** (Foto 1 / 2)



Foto 1

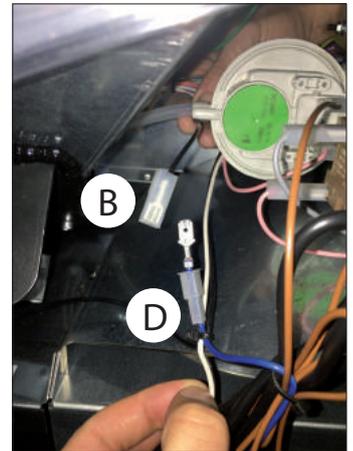


Foto 2

2. **Now connect the microswitch cables of the air's door to the cables that have just been disconnected** (Foto 3 / 4)

The male of the air door microswitch strap (A) must be connected to the female that goes to the electronic board (B). Connect the female of the strap of the air door microswitch (C) with the male of the riser coming from the base microswitch (D).

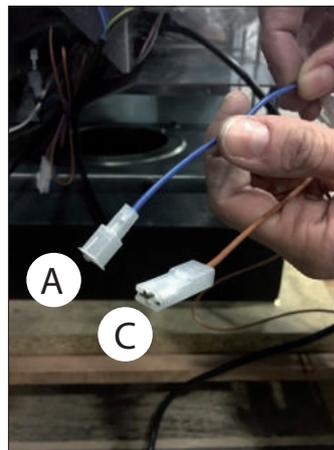


Foto 3

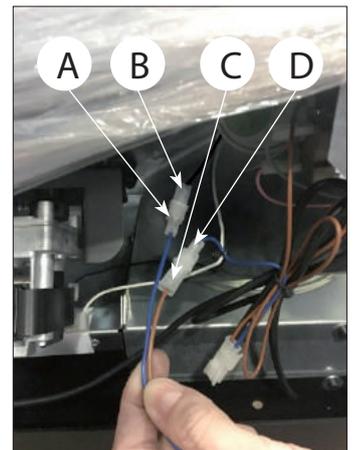


Foto 4

This connection interrupts the pellet supply when the micro switch door is closed. This is of fundamental importance because if the door is closed the hot air can not be released into the room and the fireplace insert will overheat. To avoid this, the specialized technician must check that the pellet feed functions should work only with the Insert fully inserted and with the air flap open.

**If the insert is ducted this connection is not necessary.**

## Insert ignition



**Remove any components which might burn from the firebox and from the glass (various instructions and adhesive labels)**

### Charge pellet

Fuel is loaded from the upper part of the Insert by opening a door. Pour the pellets in the hopper. When empty, this is easier if performed in two steps:

- Pour half of the contents of the bag into the hopper and wait for the fuel to settle on the bottom.
- Then pour in the rest.



**Never remove the protection grille in the hopper. When filling, do not let the sack of pellets touch any hot surfaces.**



**The brazier should be cleaned before each starting.**

### Control Panel

Button  is used to switch on and / or off the Insert and to exit programming.

Buttons  and  are used to adjust temperature, for displays and for the programming functions.

Buttons  and  are used to adjust heating power.

Button  e  is used to adjust temperature and programming functions.

The upper and lower displays are used to view different messages.

SYMBOL	DESCRIPTION
	The LED is on when the parameter UT01 on the menu is not on OFF and the weekly or daily programming are set.
	The LED starts up every time the Insert is loading pellets
SET	The LED blinks to indicate that you are entering the menu user/technician or that you are modifying the temperature set.



## Preliminary checks

Before switching on the pellet Insert, make sure that the pellet hopper is full, the combustion chamber is clean, the glass door is closed, the power supply plug is connected and the switch on the back is set to "1."

## Information on the display



### TURNED OFF

The Insert is off.



### TURNED ON

The Insert is in the first ignition phase.  
The glow plug and fume extractor are active.



### LOAD PELLET

In this phase of the ignition process the Insert starts loading the pellets into the brazier. The glow plug, the fume extractor and the cochlea engine are active.



### FIRE PRESENT

In this phase of the ignition process the Insert starts loading the pellets into the brazier. The fume extractor and the cochlea engine are active.



### WORK

The Insert is working, in this case at power 3.  
The detected room temperature is 21 ° C. During normal work, the fumes fan, the auger motor and the room fan are active.



### BRAZIER CLEANING

The Insert is cleaning the basket.  
The smoke extractor runs at maximum speed and the pellet load is at minimum.

## Alarm signals

In the event of a working defect, the system informs the user about the type of failure occurred. The following table summarises the alarms, kind of problem and possible solution:

Display		Kind of problem	Solution
<b>ALAR 1</b>	<b>BLACK OUT</b>	There is no power supply	As soon as the power supply is back, the Insert starts a cooling cycle: it will be necessary to restart it manually
<b>ALAR 2</b>	<b>PROBE EXHAUST</b>	The smokes sensor is broken or not connected to the pcb	Contact an Authorized Assistance Center
<b>ALAR 3</b>	<b>HOT EXHAUST</b>	Smokes temperature too high	Switch off the Insert, allow it to cool down and perform ordinary cleaning. If the problem persists, contact an Authorized Assistance Center for cleaning the Insert and the flue
<b>ALAR 4</b>	<b>FAN FAILURE</b>	Smokes extractor blocked or broken	Contact an Authorized Assistance Center
<b>ALAR 5</b>	<b>NO LIGHTIN</b>	The Insert cannot start up This is the first light-up	Fill in the tank with pellets Start up again
<b>ALAR 6</b>	<b>NO PELLETT</b>	The pellet Insert switched off while working	Fill in the tank with pellets
<b>ALAR 7</b>	<b>SAFETY THERMAL</b>	The water temperature exceeds 100°C.	Clean the inert and the flue. Reset the thermostat manually. If the problem persists, contact an Authorized Assistance Center
<b>ALAR 8</b>	<b>FAILURE DEPRESS</b>	Obstructed flue	Clean the flue or check there are no obstructed grids near the smokes exhaust
<b>SERV</b>		The Insert has worked for 1200 hours. Supplementary maintenance required	Contact an Authorized Assistance Center

Regular checks should be carried out by the user, who should only contact the Authorized Assistance Center if no solution is found.

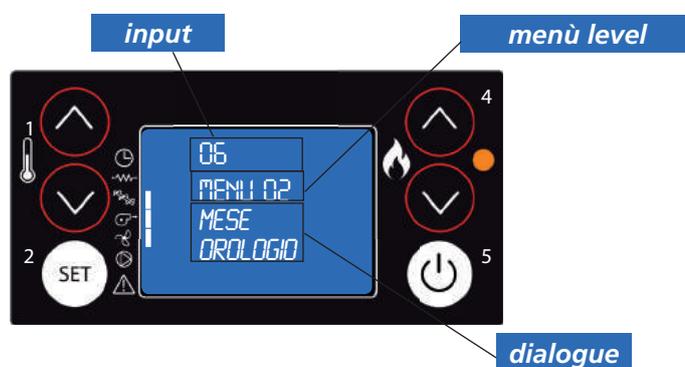
## Programming menu

### Menu 02 SET CLOCK

To access the set clock option, press the “SET” button (3), with the button - (5) scroll through the submenus until MENU 02 - SET CLOCK and with buttons 1 and 2 select the current day. Press the “SET” button (3) to confirm. Then use buttons 1 and 2 to set the time and press “SET” (3) to advance to the minutes setting by pressing buttons 1 and 2. By pressing set again it's possible to access various submenus in order to set the date, day, month, and year. To do so, repeat the steps indicated above, using buttons 1, 2, and 3. The following table briefly describes the structure of the menu, focusing only on those selections which are available to the user.

level 1	level 2	level 3	level 4	value
02 - set clock				
	01 - day			day of the week
	02 - hour			hour
	03 - minutes			minutes
	04 - day			day of the month
	05 - month			month
	06 - year			year

Set the current time and date. The device comes equipped with a lithium battery that allows the internal clock to operate autonomously for over 3-5 years.



### Menu 03 SET CHRONO

Press the “SET” button (3) and then button 5 to arrive at the desired menu; press “SET” (3) to enter. Enter menu M-3-1 and with buttons 1 and 2 select whether or not to activate the thermostat (on/off), which allows you to program the automatic ignition of the Insert.

Once the thermostat is activated/deactivated, press button “4” (OFF) and continue scrolling through the submenus using button 5. Select which submenu you wish to enter in order to access the daily, weekly, and weekend programmes.

To set the ignition times and days repeat the previous steps:

- access the submenu using “SET” (3)
- adjust the days, times, and activation status (on/off) with buttons 1 and 2
- confirm by pressing the “SET” button (3)
- exit from the submenu/menu with button 4 to turn it off

The following table briefly describes the structure of the menu, focusing only on those selections which are available to the user.

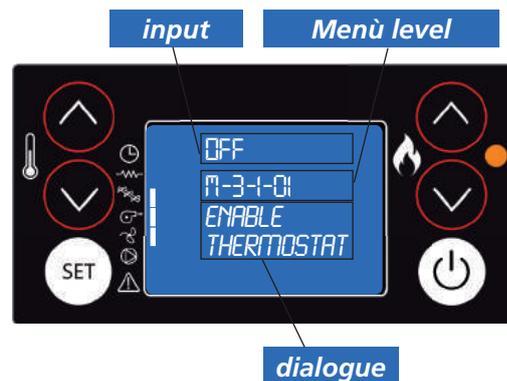
level 1	level 2	level 3	level 4	value
03 - set thermostat				
	01 - activate thermos.			
		01 - activate thermos.		on/off
	02 - day programme			
		01 - daily thermostat		on/off
		02 - start 1 day		hour
		03 - stop 1 day		hour
		04 - start 2 day		hour
		05 - stop 2 day		hour

level 1	level 2	level 3	level 4	value
	03 - week program.			
		01 - week thermostat		on/off
		02 - start program. 1		hour
		03 - stop program. 1		hour
		04 - monday progr. 1		on/off
		05 - tuesday progr. 1		on/off
		06 - wednesday prog. 1		on/off
		07 - thursday prog 1		on/off
		08 - friday prog 1		on/off
		09 - saturday prog 1		on/off
		10 - sunday prog 1		on/off
		11 - start program. 2		hour
		12 - stop program. 2		hour
		13 - monday progr. 2		on/off
		14 - tuesday progr. 2		on/off
		15 - wednesday prog. 2		on/off
		16 - thursday prog 2		on/off
		17 - friday prog 2		on/off
		18 - saturday prog 2		on/off
		19 - sunday prog 2		on/off
		20 - start program. 3		hour
		21 - stop program. 3		hour
		22 - monday progr. 3		on/off
		23 - tuesday progr. 3		on/off
		24 - wednesday prog. 3		on/off
		25 - thursday prog 3		on/off
		26 - friday prog 3		on/off
		27 - saturday prog 3		on/off
		28 - sunday prog 3		on/off
		29 - start program. 4		hour
		30 - stop program. 4		hour
		31 - monday progr. 4		on/off
		32 - tuesday progr. 4		on/off
		33 - wednesday prog. 4		on/off
		34 - thursday prog. 4		on/off
		35 - friday prog. 4		on/off
		36 - saturday prog. 4		on/off
		37 - sunday prog. 4		on/off
	04 - week-end program.			
		01 - therm. week-end		
		02 - start 1		
		03 - stop 1		
		04 - start 2		
		05 - stop 2		

## Menu 03 SET CHRONO

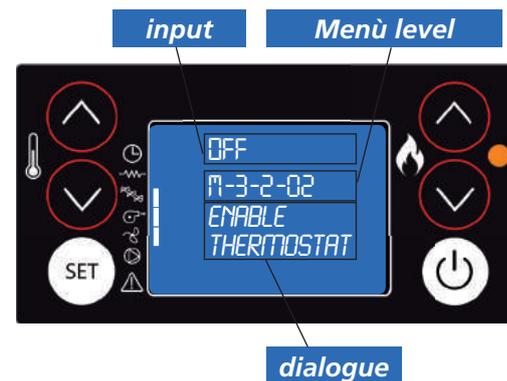
### Submenu 03 - 01 - activate thermostat

This allows you to activate and deactivate all of the functions of the thermostat



### Submenu 03 - 02 - daily programme

This allows you to enable, disable, and set the daily functions of the thermostat.

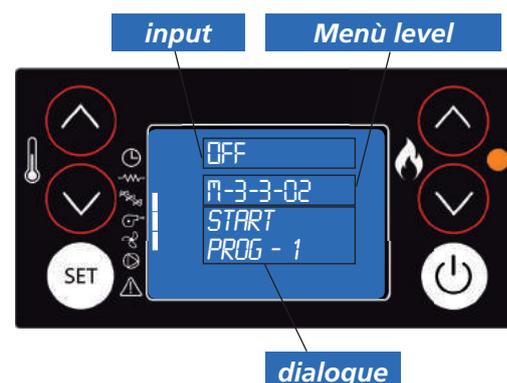


It's possible to set two operating ranges delimited by the times set according to the following table where the OFF setting tells the clock to ignore the command:

selezione	significato	valori possibili
START 1	ora di attivazione	ora - OFF
STOP 1	ora di disattivazione	ora - OFF
START 2	ora di attivazione	ora - OFF
STOP 2	ora di disattivazione	ora - OFF

### Submenu 03 - 03 - weekly programme

This allows you to enable, disable, and set the weekly functions of the thermostat.



The weekly programmer has 4 independent programmes whose final effect is composed of the combination of the 4 individual programmes. The weekly programmer can be activated or deactivated. Additionally, by setting OFF in the time field, the clock ignores the corresponding command.



**Plan programming carefully in order to avoid overlapping activation/deactivation times in a single day in different programmes.**

PROGRAMME 1			
menu level	selection	meaning	possible values
02-03-02	START PROGRAM 1	activation time	time - OFF
02-03-03	STOP PROGRAM 1	shut-off time	time - OFF
02-03-04	MONDAY PROGRAM 1	reference day	on/off
02-03-05	TUESDAY PROG 1		on/off
02-03-06	WEDNESDAY PROG 1		on/off
02-03-07	THURSDAY PROGR 1		on/off
02-03-08	FRIDAY PROGRAM 1		on/off
02-03-09	SATURDAY PROGR 1		on/off
02-03-10	SUNDAY PROGR 1		on/off

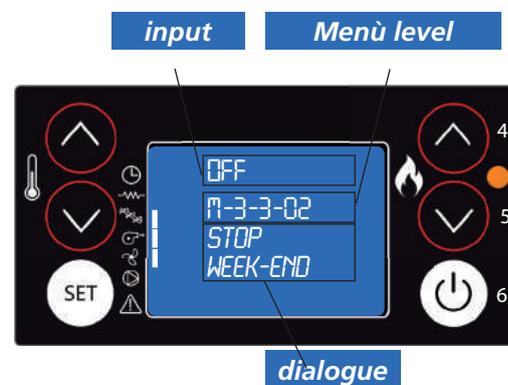
PROGRAMME 2			
menu level	selection	meaning	possible values
03-03-11	START PROGRAM 2	activation time	time - OFF
03-03-12	STOP PROGRAM 2	shut-off time	time - OFF
03-03-13	MONDAY PROGRAM 2	reference day	on/off
03-03-14	TUESDAY PROG 2		on/off
03-03-15	WEDNESDAY PROG 2		on/off
03-03-16	THURSDAY PROGR 2		on/off
03-03-17	FRIDAY PROGRAM 2		on/off
03-03-18	SATURDAY PROGR 2		on/off
03-03-19	SUNDAY PROGR 2		on/off

PROGRAMME 3			
menu level	selection	meaning	possible values
03-03-20	START PROGRAM 3	activation time	time - OFF
03-03-21	STOP PROGRAM 3	shut-off time	time - OFF
03-03-22	MONDAY PROGRAM 3	reference day	on/off
03-03-23	TUESDAY PROG 3		on/off
03-03-24	WEDNESDAY PROG 3		on/off
03-03-25	THURSDAY PROGR 3		on/off
03-03-26	FRIDAY PROGRAM 3		on/off
03-03-27	SATURDAY PROGR 3		on/off
03-03-28	SUNDAY PROGR 3		on/off

PROGRAMME 4			
menu level	selection	meaning	possible values
03-03-29	START PROGRAM 4	activation time	time - OFF
03-03-30	STOP PROGRAM 4	shut-off time	time - OFF
03-03-31	MONDAY PROGRAM 4	reference day	on/off
03-03-32	TUESDAY PROG 4		on/off
03-03-33	WEDNESDAY PROG 4		on/off
03-03-34	THURSDAY PROGR 4		on/off
03-03-35	FRIDAY PROGRAM 4		on/off
03-03-36	SATURDAY PROGR 4		on/off
03-03-37	SUNDAY PROGR 4		on/off

### Submenu 03 - 04 - program week-end

This allows you to enable, disable, and set the weekend functions of the thermostat (days 5 and 6, or Saturday and Sunday).



### REMARKS:

- in order to avoid confusion and unwanted start-ups or shutdowns, activate only one programme at a time unless you know exactly what you'd like to achieve
- deactivate the daily program if you want to use the weekly program
- always leave the weekend programme deactivated if you use weekly programmes 1, 2, 3, and 4.
- activate the weekend programme only after you have deactivated the weekly programme.

### Menu 04 - select language

Press the SET button to access the menu and press  (5) up to the MENU 04 - SELECT LANGUAGE. Then press the SET button to access the menu. Select the desired language using the keys  (1) e  (2)

## Stand-by mode

This mode allows the automatic shutdown of the stove once it reaches the temperature set on SET. When this happens, the stove will wait a few minutes (factory setting), after which will turn off automatically if the temperature of the room in the meantime has always maintained above the set. Once turned off as a result of this condition, the stove will automatically turn on only when the ambient temperature will drop to 2 °C below the set temperature in the oven (example: SET=24 °C and ambient temperature = 21 °C).

If the stove is turned off for the sleep-mode, although there is an ignition programmed this will be ignored and the heater will turn back on only to lower the temperature as explained above.

The sleep timer is instead always respected if the stove is in STAND-BY and is turned off manually by pressing the OFF button; doing so the stove will shut down permanently rekindling not more, less than expected from the ignition weekly programming.

## Enabling stand-by mode

Press the SET (3) to access the menu and with the button  (5) reach the *MENU 05 (STAN-BY MODE)*. Then press SET (3) to access it; STAND-BY function is set by default to OFF.

To activate this feature, press  (1), on the display you will see "*STAN-BY MODE ON*". Press SET (3) to confirm and then OFF (4) to leave. The STAND-BY mode is now active.

## External thermostat

The stove has the possibility to interface with an external thermostat to control the ignition and switch off of the stove according to the room temperature. The thermostat must be of open / closed type with a clean contact.

If the thermostat carries voltage to the card causing faults, the warranty will expire.

To configure the thermostat, simply remove the jumper on the Therm clamp (see the tab on page 30) and connect the room thermostat

## OPERATION BY A SPECIALIZED TECHNICIAN

Once switched on, the stove will remain in operation until the temperature set in the thermostat is reached.

When the contact is opened the stove will remain in modulation and the display will show ECO THERM for 5 minutes, after which it will go to Stand-by ECO + OFF.

At the moment of a new heat request in the room (and therefore re-closing), the stove will remain in ECO ATT mode for 10 minutes. If during this time the contact remains closed, the stove will switch on.

## NOTE:

At the moment when the stove will be switched off manually  or by programming, it will no longer be connected by the thermostat.

## Failure on electrical devices

### Ignition failure

If the flame does not light up during the switching on or if the smokes temperature does not reach a suitable value in the foreseen time gap, the Insert switches off and you will read the words **"NO LIGHTIN"**.

on the display. Press the key "On/Off" to reset the alarm. Wait until the cooling phase is completed, clean the brazier and start a new light-up.

### Switching off while working

The Insert suddenly switches off while working (for example because it has run out of pellets in the tank or because the motor reducer for pellets loading got broken). The Insert continues working until the pellets left in the brazier ends. You will then read the words **"NO PELLET"** on the display and the stove switches off. Press the key "On/Off" to reset the alarm. Wait until the cooling phase is completed. Clean the brazier and start a new light-up.

**These alarms remind you that the brazier must be cleaned and installed correctly before switching on the Insert.**

### There is no power supply

In the event of a power drop longer than one minute, the Insert can exhaust some smoke in the room: this causes no risks. As soon as you have the power supply again, the Insert will have the words **"BLACK OUT"** on the display.



***Do not attempt to start the Insert before the required time or it may get blocked. If this occurs, switch off the switch on the back of the pellet Insert stove for 1 minute, set it on again and wait 10 minutes before starting the Insert again.***



***The power socket where the Insert is connected should be fitted with "earth connection complying with regulations in force." The Manufacturer shall not be held responsible for damage to things or people resulting from negligent installation.***

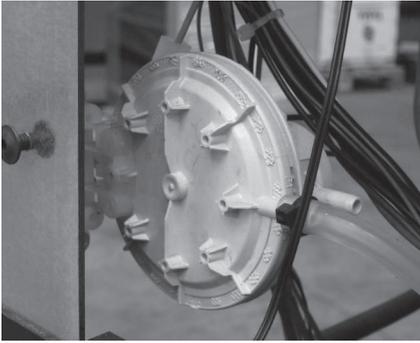
### Manual restart thermostat

#### Intervention in case of danger

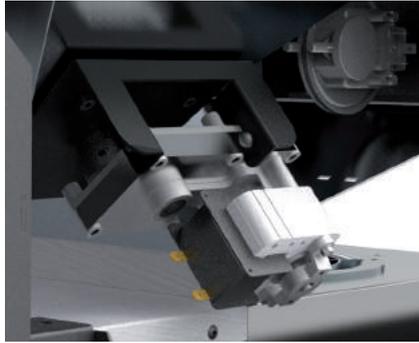
In case of fire, disconnect the power supply, use a fire extinguisher in accordance with, and if necessary, call the fire department and then contact an authorised qualified technical assistance



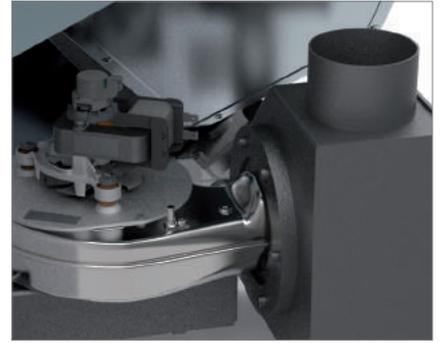
## Safety devices



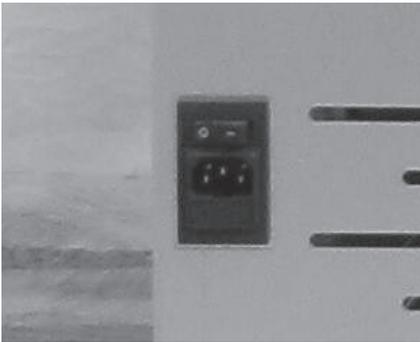
**Pressure switch:** monitors depression in the smoke duct. It is designed to shut down the pellet feed screw in the event of an obstructed flue or significant back-pressure in the presence of wind. At the time of the pressure switch will show **"ALAR-DEP-FAIL"**.



**Reduction motor:** if the motor stops, the Insert continues to function until the flame goes out for lack of fuel, and until it has cooled down to the minimum level.



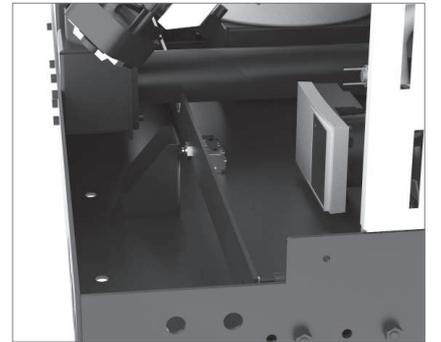
**Flue gas temperature sensor:** thermocouple that measures the temperature of the fumes while keeping the operation or shuts the Insert when the flue gas temperature drops below the preset value.



**Electrical safety:** the Insert is protected against violent surges of current (ex. lightnings) by the main fuse 4 A which is located on the control panel at the rear of the Insert. Other fuses to protect the electronic boards are to be found on the boards themselves.



**Pellet temperature safety:** in the rare cases where excessive temperature occurs inside the tank, the manual reset pellets safety thermostat generates an alarm **"ALAR-SIC-FAIL"** interrupting the operation of the chimney insert; the restoration must be performed by the customer manually.



The chimney insert is equipped of a **micro switch** that stops the pellet load when it is extracted.

**Anti-freeze function:** if the probe in the Insert detects a water temperature of less than 5°C, the circulation pump is automatically activated to keep the system from freezing.

**Pump anti-seizure function:** if the pump is not used for prolonged periods, it is activated periodically for 10 seconds, to prevent it blocks.



**Tampering with the safety devices is prohibited.** It is only after eliminating the cause which gave rise to the intervention of the safety system, that it is possible to relight the Insert and thus reset the automatic operation of the sensor. To understand which anomaly has occurred, consult this manual at paragraph relating to alarms which explains what to do based on the alarm message the Insert display.

# Maintenance and cleaning



All cleaning of all parts must be carried out with the Insert completely cold and unplugged to avoid burns and thermal shock. The Insert does not need much maintenance if used with certified quality pellet. The need for maintenance varies depending on the conditions of use (switching on and off repeatedly) and depending on the performance required. It is recommended periodic monitoring of the Insert to check its condition.

Parts	Everyday	Every 2-3 days	Every week	Every 15 days	Every 30 days	Every 60-90 days	Every 1 year
Brazier	◇						
Cleaning the ash collection compartment with suction device		◇					
Cleaning ash tray		◇					
Cleaning the interior heat exchanger / smoke fan compartment						•	
Cleaning complete exchanger							•
Clean "T" to exhaust						•	
Flue							•
Door gasket ash						•	
Internal parts							•
Flue pipe							•
Electromechanical components							•

◇ by the user / • by the authorised qualified technical assistance

## BY THE USER

### Daily control

The Insert requires a simple and thorough cleaning in order to ensure a more efficient performance and smooth operation. While cleaning the inside of the Insert, to prevent the escape of ashes, you can start the fan flue exhaust. Clean the grate from the ash and any incrustation which could obstruct the passage of air. In the case of depletion of pellets in the tank, the burn pot may accumulate unburned pellet. Always empty the residuals from the grate before each start. Remember that only a brazier located and clean properly can ensure ignition and optimal operation of your Insert. When positioning the crucible, carefully check that the edges of the crucible adhere completely to their place and that the hole coincides with the tube dedicated to the passage of the resistance. There must be no combustion residue in the contact zone between the edges of the crucible and the support surface on the sink-holder.



**Check every 2-3 days**

**Cleaning the ash collection compartment**

Clean and empty the ash tray being careful with hot ash. The ash must be completely cold for a vacuum cleaner to be used to remove it. Only if the ash is completely cold, you can also use a canister vacuum cleaner suitable for picking up particles of a certain size.

Cleaning ash and combustion chamber including the spark plug lead.



**Flame-shell cleaning**

**Cleaning of stainless steel and satin-finish surfaces**

Normally these surfaces do not need to be treated, but if they do, avoid cleaning them with abrasive materials. For surfaces in stainless and satin brushed steel we recommend cleaning with a paper towel or a clean dry cloth moistened with a detergent based on non-ionic surfactants (<5%). A spray glass cleaner may be used.

 ***Avoid contact with skin cleanser and eyes. In case this happens, sprinkle with plenty of water and contact the nearest medial center.***

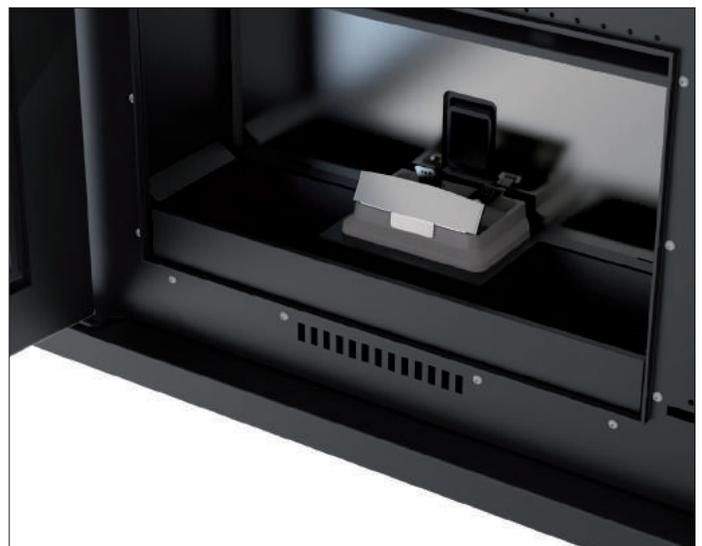
**Cleaning of painted parts**

Do not clean the painted parts with wet rags when the unit is in operation or hot to prevent thermal shock to the paint which may cause it to detach. Do not use abrasive or aggressive products or materials. Clean with damp cotton or paper towels. The silicon paints used by manufacturer possess technical characteristics that make them resistant to very high temperatures. There is however a physical limit (380° C - 400° C) beyond which the paint begins to fade or (over 450°) to vitrify; it may then flake and detach from the steel surface. If this happens, it means that temperatures have been reached that are far above those at which the unit should operate properly.

 ***Do not use abrasive materials or harsh. Clean with damp cotton or paper towels.***

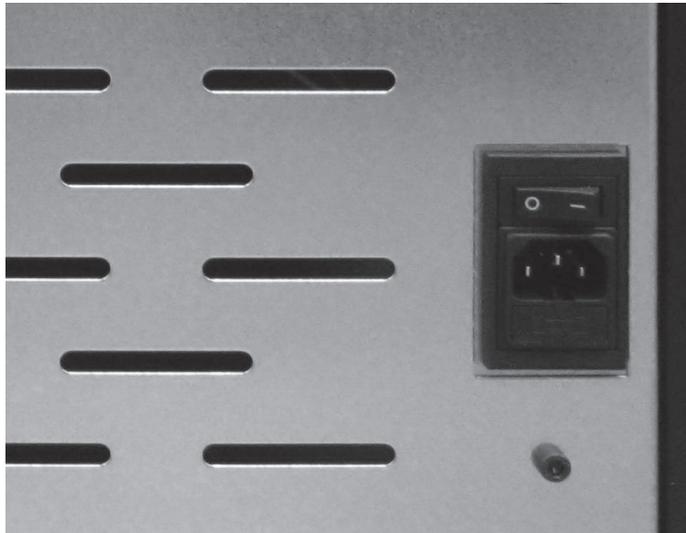
**Lower ash drawer cleaning**

It is recommended to clean the ash pan from residues that have fallen during operation. Remove the grid, take out the tray, empty and clean the edges with a suction device.



## Shutting the Insert down

In the period when the Thermostove is out of use it must be disconnected from the electricity mains. For greater safety, especially if there are children around, we recommend removing the power cable from the rear of the Insert.



Before placing the Insert in storage, you should remove all pellets from the hopper with a vacuum cleaner with a long extension. If the fuel is left in the hopper, it may get damp, stick together, and be difficult to light at the beginning of the next season. If pressing the main switch (located on the back of the Insert) does not make the control panel display light up, it could mean that the service fuse needs replacing. On the rear of the Insert there is a fuse holding compartment which is located underneath the supply socket. With a screwdriver open the cover of the fuse holding compartment, and re place the fuse if necessary (3,15 AT delayed type). Plug the unit back in and press the main switch.

## CLEANING BY THE TECHNICAL

### Check every year

#### Compartment ventilation flue gas cleaning

Remove the fixing screws and remove the smoke fan for cleaning of the same. Perform the task with the greatest care not to bend the fan blades.

## Clean flue

Clean the flue system especially near the fittings to "T", curves and any horizontal sections. Is necessary to check and remove any deposit of ash and soot before the same clogging the passage of smoke.

## CLEANING BY THE TECHNICAL

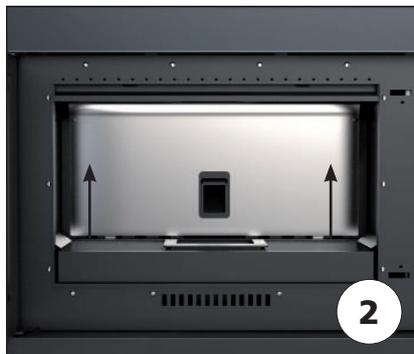
Check every year

### Cleaning of combustion chamber and lower compartment

With cold and inactive insert proceed as follows:



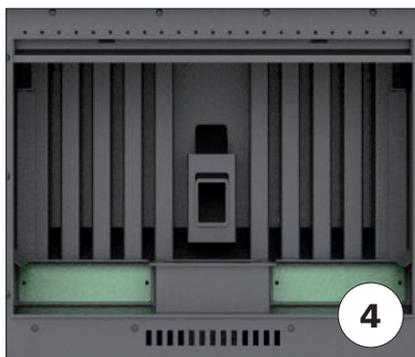
Open the door and remove the brazier.



Push the back plate up.



Rotate the plate towards the front of the insert.



Use a vacuum cleaner to clean the walls of the combustion chamber. Use a tool to clean the exchange pipes by removing all the combustion residues.



Once the combustion chamber has been cleaned, remove the ash drawer.



To reposition the back plate, lightly press the upper partition until the back plate is completely inserted.



**For your safety, the frequency of cleaning the smoke discharge system must be determined on the basis of how the Insert is used.**



**Follow carefully the following cleaning instructions. Failure to follow these instructions could create problems with the operation of the Insert.**

In case of failure or inadequate cleaning of the heater may have function problems such as:

- poor combustion
- blackening of the glass
- clogging of grate with accumulation of ash and pellets
- ash deposit and excessive deposits on the heat exchanger resulting in poor performance.

The check of electromechanical components must be performed only by qualified personnel with technical knowledge of electricity and combustion. Once the cleaning operations have been completed, reassemble and fix the parts.

### **Warnings for cleaning**

All cleaning of all parts must be carried out with the Insert completely cold and the plug disconnected.

Before effecting any maintenance operation or cleaning on the Insert, take the following precautions:

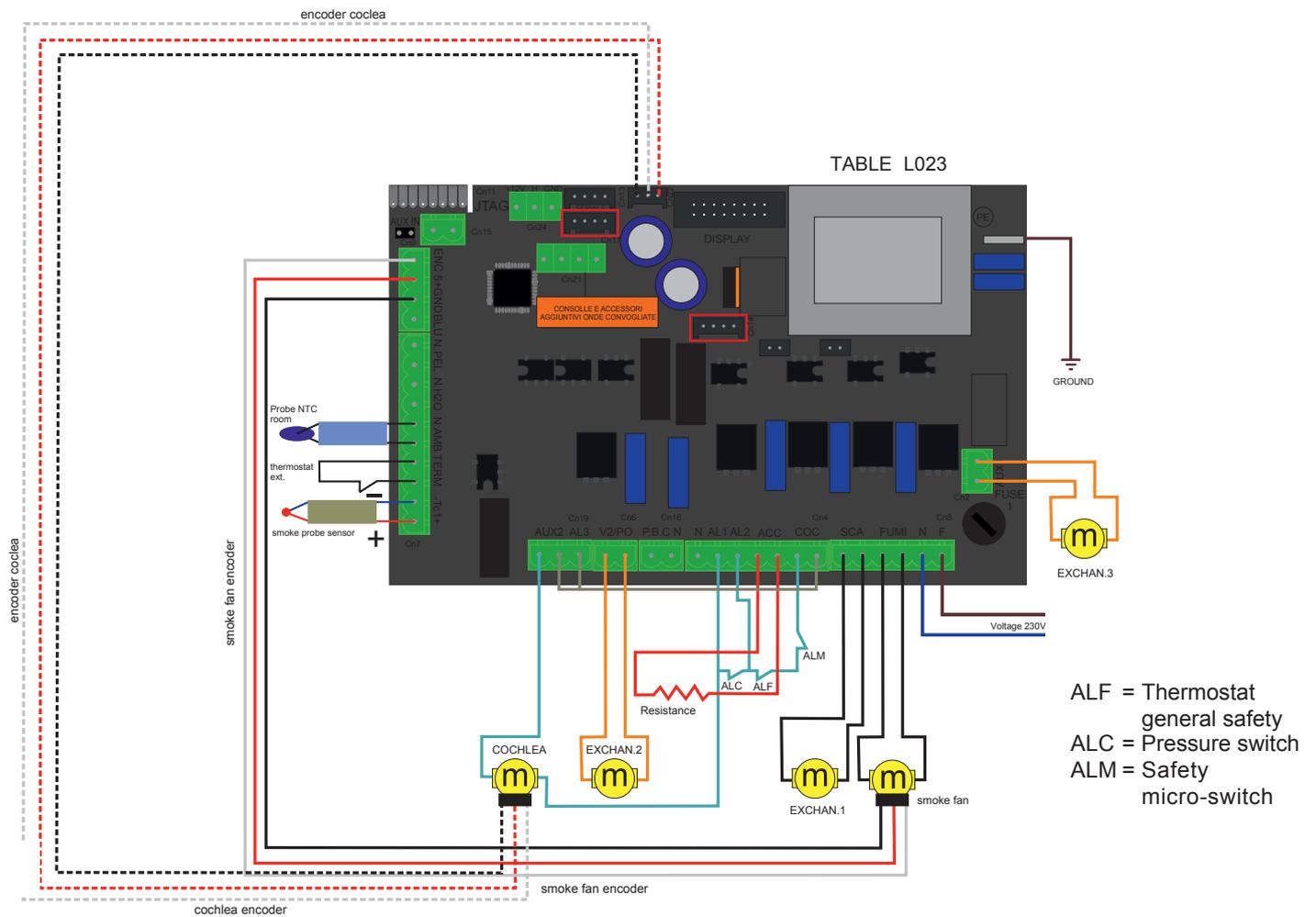
- be sure that all parts of the Insert are cold
- be sure that the ashes are completely cold;
- be sure that the general switch is in the “OFF” position;
- be sure that the plug is pulled out of the socket to avoid accidental contact;
- Once the maintenance phase is completed check that everything is in order as per before the intervention (the brazier is placed correctly).

Any kind of tampering or unauthorized substitution of non-original of the Insert can be hazardous to the safety of the operator and relieves the manufacturer from any civil or criminal liability. Use only original spare parts. Replace a worn before failure promotes the prevention of injuries resulting from accidents caused by the sudden failure of the components.



**After 1200 hours of operation of the heater will appear on the lower display the word “SERV”, please contact your Authorized Service Center for cleaning and routine maintenance.**

## UNIVERSAL AIR CONNECTION DIAGRAM



## Problems and solutions



All repairs must be carried out exclusively by a specialised technician, with the stove completely cold and the electric plug pulled out. Is prohibited from any unauthorized modification to the device and the replacement of parts with other non-original. The operations marked in bold type must be carried out by specialised personnel.

### Any inconvenience and solutions

Given that all stoves are tested in their parts handling and work and therefore are delivered in perfect physical condition and operation, it should be remembered that the transport, unloading, handling, misuse or poor maintenance, can be causes of drawbacks. The main problems may be solved by reading the table below. If after doing as hereinafter described the problem is not resolved, contact your authorized service center.

PROBLEM	POSSIBLE CAUSE	REMEDY
Display off and buttons are not working	<ol style="list-style-type: none"> <li>1. Power failure in the network</li> <li>2. Switch back off</li> <li>3. Display defective</li> <li>4. Fault in the connection of the display with the card</li> <li>5. Fuse board interrupted</li> <li>6. Card defective</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that the power cord is connected</li> <li>2. Use the switch back to operate it</li> <li>3. Unplug the stove from the power outlet for about one minute and then turn on. If the problem persists, contact an authorized service center</li> <li>4. Check that the display and board are properly connected. Contact your authorized service center</li> <li><b>5. Contact an authorized service center</b></li> <li><b>6. Contact an authorized service center</b></li> </ol>
Remote inefficient	<ol style="list-style-type: none"> <li>1. Too far from the stove</li> <li>2. No batteries in the remote</li> <li>3. The remote control is broken</li> </ol>	<ol style="list-style-type: none"> <li>1. Move closer to the stove</li> <li>2. Check and change the batteries</li> <li>3. Replace the remote control</li> </ol>
Failure to ignite the stove	<ol style="list-style-type: none"> <li>1. Excessive accumulation of ash in the grate</li> <li>2. Incorrect ignition procedure</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the grate</li> <li>2. Repeat the ignition procedure. <b>If the problem persists, contact your authorized service center</b></li> </ol>
Smoke comes from the grill	<ol style="list-style-type: none"> <li>1. Accidental electrical blackout</li> </ol>	<ol style="list-style-type: none"> <li>1. In case of ignition phase interrupted and momentary interruption of the fan, can occur slight amount of smoke</li> </ol>
Hot air fan is not working	<ol style="list-style-type: none"> <li>1. The stove has not yet been heated</li> </ol>	<ol style="list-style-type: none"> <li>1. Wait until the conclusion of the ignition cycle. Arrived in temperature, the fan will start automatically. If the problem persists, contact your authorized service center.</li> </ol>

<p>The stove does not turn on automatically</p>	<ol style="list-style-type: none"> <li>1. The tank is empty.</li> <li>2. The resistance does not reach the temperature</li> <li>3. Resistance damaged</li> <li>4. The pellet drops</li> <li>5. Screw motor defective</li> <li>6. The grate is not in place or is dirty</li> <li>7. Obstruction of nests or foreign bodies in the chimney or fireplace</li> <li>8. Check operation of the glow plug</li> <li>9. The ash drawer is not closed properly</li> <li>10. Clogged flue and chimney</li> <li>11. Smoke extractor not working</li> <li>12. Temperature sensor defective</li> <li>13. Pellet wet</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the tank with pellets</li> <li>2. Check the electrical wiring and fuses, replace if the resistance is broken</li> <li>3. Replace the resistance</li> <li>4. It is recommended to unplug the power supply before: <ul style="list-style-type: none"> <li>- check that the pellet is not caught in the chute</li> <li>- check that the cochlea is not blocked by dirt</li> <li>- check the seal of the pellet-door</li> </ul> </li> <li><b>5. Contact an authorized service center</b></li> <li>6. Check that the hole in the brazier matches the glow plug, clean brazier</li> <li>7. Remove any foreign body from the chimney or flue pipe</li> <li>8. Make sure that there is power. Replace the spark plug if burned</li> <li>9. Close the drawer ashtray</li> <li>10. Perform periodic cleaning</li> <li><b>11. Check the operation of the extractor flue</b></li> <li><b>12. Contact an authorized service center</b></li> <li>13. Make sure the place of stowage pellet and replace it with a handful of dry pellets</li> </ol>
<p>Lock the stove. Pellets not being fed into the combustion chamber</p>	<ol style="list-style-type: none"> <li>1. The tank is empty</li> <li>2. The cochlea is no pellet</li> <li>3. Technical problem of the cochlea</li> <li>4. Reduction motor failure</li> <li>5. Electronic board faulty</li> </ol>	<ol style="list-style-type: none"> <li>1. Load the pellets in the tank.</li> <li>2. Fill the tank and proceed as instructed before ignition stove</li> <li>3. IT IS RECOMMENDED to unplug the power supply before: <ul style="list-style-type: none"> <li>- empty the tank and manually free the auger from obstructions (sawdust)</li> <li>- release the slide from obstructions</li> <li>- remove the dust accumulation of pellets in the bottom of the tank</li> </ul> </li> <li><b>4. Replace the reduction motor</b></li> <li><b>5. Replace the electronic board</b></li> </ol>
<p>The stove runs for a few minutes and then turn off</p>	<ol style="list-style-type: none"> <li>1. Lighting cycle not completed</li> <li>2. Temporary failure of electricity</li> <li>3. Probes fumes defective or broken or not inserted</li> </ol>	<ol style="list-style-type: none"> <li>1. Re-run power</li> <li>2. Re-run power</li> <li>3. Check and replace sensors</li> </ol>
<p>Fume extraction fan does not stop</p>	<ol style="list-style-type: none"> <li>1. The stove has not yet cooled</li> </ol>	<ol style="list-style-type: none"> <li>1. Allow the stove to cool. Only after cooling fan will stop.</li> </ol> <p><b>If the problem persists, contact your authorized service center</b></p>

<p>The stove is clogged early in the brazier with burning irregular, door glass gets dirty, the flame is long, reddish and weak</p>	<ol style="list-style-type: none"> <li>1. Flue with presence of stretches too long or clogged</li> <li>2. Too pellet</li> <li>3. Excessive pellet or ash deposits in the brazier</li> <li>4. The brazier is not found in its slot</li> <li>5. Wind contrary to the exhaust flow</li> <li>6. Insufficient combustion air</li> <li>7. You changed the type of pellets used</li> <li>8. Smoke extractor motor broken</li> <li>9. Door closed incorrectly</li> </ol>	<ol style="list-style-type: none"> <li>1. Perform periodic cleaning. See paragraph stove installation in the user manual. Check chimney cleaning</li> <li>2. Decrease in the parameters the charge level of the pellets</li> <li>3. Clean the brazier after waiting for the total shutdown of the stove. If you repeat contact your Authorized Service Center</li> <li>4. Check that the hole in the brazier matches the glow plug</li> <li>5. Check the chimney cap windproof and / or possibly install it</li> <li>6. Check the correct position of the brazier, its cleanliness and check that the air intake in both free environment, verify the status of the door seal, increase the level in the parameter relative to the speed of the fan exhaust fumes. <b>Contact your Authorized Service Center</b></li> <li>7. Check the quality of the pellets. <b>Contact your Authorized Service Center</b></li> <li>8. Increase the level in the parameters relating to the speed of the fan exhaust fumes. Check and eventually replace motor</li> <li>9. Check that the glass is sealed and the seal guarantees tightness</li> </ol>
<p>Smell of smoke in the environment. Turning off the stove.</p>	<ol style="list-style-type: none"> <li>1. Poor combustion</li> <li>2. Malfunction of fan fumes</li> <li>3. Installation of the flue performed incorrectly</li> <li>4. Clogged chimney</li> </ol>	<p><b>Contact your Authorized Service Center</b></p>
<p>In the automatic position the stove always runs at full power</p>	<ol style="list-style-type: none"> <li>1. Room thermostat set to maximum</li> <li>2. Significant temperature sensor failure</li> <li>3. Control panel defective or broken</li> </ol>	<ol style="list-style-type: none"> <li>1. Reset the thermostat temperature</li> <li>2. Check the operation of the sensor and replace if necessary</li> <li>3. Check the control panel and replace if necessary</li> </ol>
<p>The engine smoke extraction does not work</p>	<ol style="list-style-type: none"> <li>1. The stove has no voltage</li> <li>2. The motor is broken</li> <li>3. The board is defective</li> <li>4. The control panel has failed</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the supply voltage and the protection fuse.</li> <li>2. Check the motor and capacitor and replace if necessary.</li> <li>3. Replace the circuit board.</li> <li>4. Replace the control panel.</li> </ol>

<p>The fire goes out or the stove stops automatically</p>	<ol style="list-style-type: none"> <li>1. The pellet tank is empty</li> <li>2. No power</li> <li>3. Pellets not being fed</li> <li>4. Excessive deposit of ashes in the grate</li> <li>5. Intervention probe temperature safety of the pellet</li> <li>6. Cochlea blocked by dirt</li> <li>7. The door is not closed properly or gaskets worn</li> <li>8. Pellet inadequate</li> <li>9. Low pellet</li> <li>10. Chimney or drain clogged with nests or foreign bodies</li> <li>11. Pressure switch cuts</li> <li>12. Smoke extraction motor failure</li> <li>13. Alarm active</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the tank with pellets</li> <li>2. Check plug and presence electricity</li> <li>3. Fill the tank with pellets</li> <li>4. Clean the brazier</li> <li>5. Let the stove cool down completely, reset the manual reset and restart the stove.</li> </ol> <p><b>If the problem persists, contact your authorized service representative</b></p> <ol style="list-style-type: none"> <li>6. Pull the plug, empty the tank, remove any foreign objects</li> <li>7. Close the door or <b>replace the gaskets with original</b></li> <li>8. Change the type of pellet recommended by the manufacturer.</li> </ol> <p><b>Sometimes, depending on the type, the stage of adjustment of the parameters need to vary the level relating to the loading of pellets</b></p> <ol style="list-style-type: none"> <li>9. Increase the level in the parameter for the pellet feed. <b>To check the flow of fuel from technical authorized</b></li> <li>10. Eliminate all foreign matter from the chimney Clean the smoke duct. Perform periodic cleaning.</li> <li>11. <b>Verify potential smoke duct is blocked and if the pressure switch is working properly</b></li> <li>12. <b>Check and replace the motor if necessary</b></li> <li>13. See paragraph alarms</li> </ol>
<p>The air fan convention (ambient air) never stops</p>	<ol style="list-style-type: none"> <li>1. Temperature sensor temperature control defective or broken</li> <li>2. Smoke probe fails</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the operation of the sensor and replace if necessary</li> <li>2. Replace smoke probe</li> </ol>
<p>The stove does not light.</p>	<ol style="list-style-type: none"> <li>1. Lack of electricity</li> <li>2. Probe pellets in bulk</li> <li>3. Fuse blown</li> <li>4. Pressure switch broken (lockout indicated)</li> <li>5. Smoke outlet or duct clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that the electrical outlet is plugged in and the power switch to "I"</li> <li>2. Lockout by resetting the rear thermostat, <b>replace the thermostat</b> if it happens again</li> <li>3. Replace the fuse</li> <li>4. <b>Replace the pressure</b></li> <li>5. Clean the smoke outlet and / or smoke duct</li> </ol>



**The manufacturer of the stove any liability and will void the warranty terms of the product for any inconvenience caused by not following the rules described above. Any work of service center will be borne by the applicant if they are not complied with these instructions.**

## GENERAL GUARANTEE

All products are subject to accurate testing and are covered by warranty for 24 months from the date of purchase, documented by invoice or purchase receipt that will be presented to authorized technicians. If the document does not show up, it will be invalidate the right of the owner of the appliance. Warranty means the replacement or repair of parts of the appliance that are defective at source due to manufacturing faults.

1. Warranty covering manufacturing defects and defects in material declines:

- for unauthorized personnel work;
- for damage caused by transport or for causes not attributable to the manufacturer;
- for incorrect installation;
- for incorrect electrical connection;
- for periodic maintenance not performed;
- for outdoor accidents (lightning, floods, etc ...);
- for incorrect use and maintenance.

2. Complete replacement of the machine can only take place following the unquestionable decision by the manufacturer in special cases

3. The Company declares no responsibility for any damage that may, directly or indirectly, result in persons, things or animals as a result of non-observance of the instructions in the Instructions book and in particular concerning the installation, use and maintenance of the appliance.

## GUARANTEE LIMITATIONS

Limited Warranty covers manufacturing defects, provided that the product has not been damaged by improper use, improper handling, incorrect connection, tampering, and installation errors. The following components are covered by a twelve months warranty:

- combustion burners;
- resistance.

They are not covered by warranty:

- the glass of the door;
- general gasket and fiber door;
- painting;
- tiles;
- the remote control
- Internal sides
- Any damage caused by inadequate installation and / or shortages of the consumer.

The images are purely indicative and may not match the reality of the product. Pictures are only exemplary and they are needed to understand how the product works.



## Installation:

Your new Kalor stove/boiler stove should be installed by correctly qualified and experienced personnel only. As with any heating appliance, incorrect installation can be extremely dangerous and may lead to personal injury or even death. We recommend that your installer is fully qualified and appropriately experienced in the installation of stoves and boilers and is also a competent plumber if appropriate (boilers and boiler stoves).

## Stove Warranty

Your new Kalor appliance warranty is valid for two years (subject to limitations, please see above) provided it is installed, commissioned and maintained as recommended by the manufacturer. It is very important to understand that any and all warranty claims may be rejected should your stove/boiler not be commissioned by one of our Authorised Technicians. See below for further details.

Your first point of contact for warranty issues is your Authorised Kalor Dealer (where you purchased your stove). They can assist you with any issue that you may have.

### PLEASE NOTE:

Commissioning of your stove/boiler **MUST** be carried out by an Authorised Kalor Technician.

Signed Commissioning Sheet must be returned to us, within 30 days of stove installation to validate your stove warranty. Please return completed forms to:

Email: [accounts@woodpelletstoves.ie](mailto:accounts@woodpelletstoves.ie)

Post: Wood Pellet Stoves.ie, Shandrum, Newport Co. Mayo

**If stove is not commissioned by an Authorised Kalor Technician within 30 days of installation, warranty is immediately voided.**

**Wood Pellet Stoves.ie**

Newport, Co. Mayo, Ireland

**Tel:** 086 012 7744 **Email:** [info@woodpelletstoves.ie](mailto:info@woodpelletstoves.ie)

**Web:** [www.woodpelletstoves.ie](http://www.woodpelletstoves.ie)



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