



# USER MANUAL

## QUADRA 12D



wood**pellet**stoves.**ie** 

## **Important information – new wood pellet stove**

Thank you for choosing a new Kalor wood pellet stove from your Authorised Kalor Dealer. We want you to get the full benefits of your new Kalor stove, to enjoy its many advantages and to always be safe. Please thoroughly read this document as well as your stove's manual and any other documents/manuals provided to you.

## **User Manual**

You have been provided with a User Manual for your stove. You should read this and ensure that you understand how to operate your new stove. The manual contains a lot of information regarding the use and maintenance of your stove as well as how to read and fix faults if they occur. If there is anything you don't understand, please ask your supplier or installer for a full explanation.



## **Maintenance**

Your stove should be regularly maintained – there are daily tasks. Regularity will depend on usage, please read your manual to understand maintenance requirements for your model. Please also read our separate sheet regarding the procedures for regular maintenance.

## **Ventilation**

Vents have been installed for your safety and for optimal combustion and the correct operation of the stove. It is essential that these vents are maintained and not blocked. For any low level vents, please ensure that no obstructions are placed close the vent, either inside or outside.

## **Carbon Monoxide Alarms**

Carbon Monoxide is a poisonous gas, created from combustion of many fuels, including wood pellets. A carbon monoxide alarm has been installed and tested for your safety in accordance with Building Regulations Part J. It is very important that you regularly test your carbon monoxide alarm and replace batteries as necessary to ensure its correct operation.

## **Commissioning**

All Kalor stoves & boilers MUST be commissioned for safety and to activate products warranty. Contact us on 083 123 6445 or [office@woodpelletstoves.ie](mailto:office@woodpelletstoves.ie) to schedule your free commission today.

## Dear Customer,

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 stove.
- 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 stove, 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 stove is in operation, several parts of the stove (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 stove 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 stove in any way or obstruct the openings placed on the upper side when the device is operating. All our stoves 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 stove and put the user's safety at risk.



**INFORMATION:**

This symbol is used to highlight information which is important for proper stove operation. Failure to comply with these provision will compromise use of the stove 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 New 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. **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 stove must be fueled only with quality pellets with a diameter of 6 mm and a maximum length of 30 mm, A1 certified according to the UNI EN ISO 17225-2 standard, the type recommended by the manufacturer.**
- **Before making the electrical connection of the stove 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 stove is installed must have a sufficient exchange of air;**
- **It is forbidden to operate the stove with the door open or the glass broken;**
- **Do not use the stove as an incinerator; the stove 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 stove 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 stove.**

## Charge pellet

Fuel is loaded from the upper part of the stove by opening a door. Pour the pellets in the hopper.

This is easier if performed in two steps:

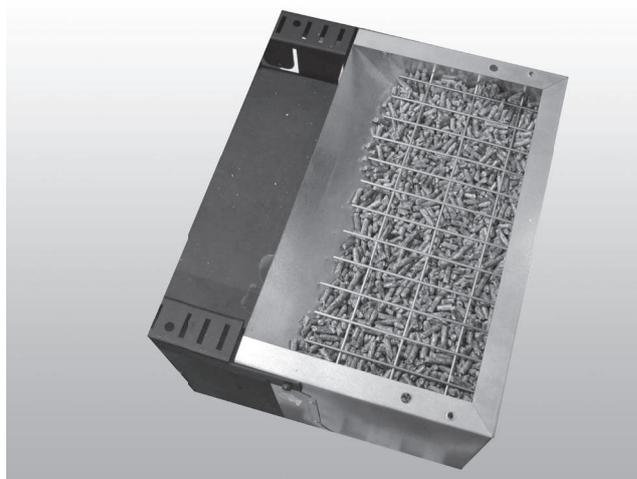
- Pour half of the contents of the bag into the hopper and wait for the fuel to settle on the bottom.
- Then pour in the second half;
- Keep the cover closed, after loading the pellets, the lid of the fuel tank;

The stove 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 stove 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.**



## 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 stove as a ladder or scaffold;
- Do not put clothes to dry on the stove. Any clothes hangers and suchlike must be kept a suitable distance from the stove. - Risk of fire
- Carefully explain that the stove is made from material subjected to high temperatures for the elderly, the disabled, and in particular for all children, keeping them away from the stove during operation
- Do not touch the stove with wet hands: the stove has electrical components that could produce sparks if handled incorrectly.
- Never open the glass door of the pellet stove while the stove is in operation.
- The stove 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 stove;
- Do not wash the inside of the stove 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 stove 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 stove 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 stove, they could be damaged or to damage the stove (in this case de warranty does not respond).

## 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 thermostove 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 stove.

To start the stove, press key  $\text{⏻}$  and the stove will automatically enter the starting phase.

Press keys  $\text{⬆}+$  (1) and  $\text{⬆}-$  (2) to adjust temperature, and use keys  $\text{⬆}+$  (6) and  $\text{⬆}-$  (5) to adjust operating power.

To turn off the stove, hold down key  $\text{⏻}$ .

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)

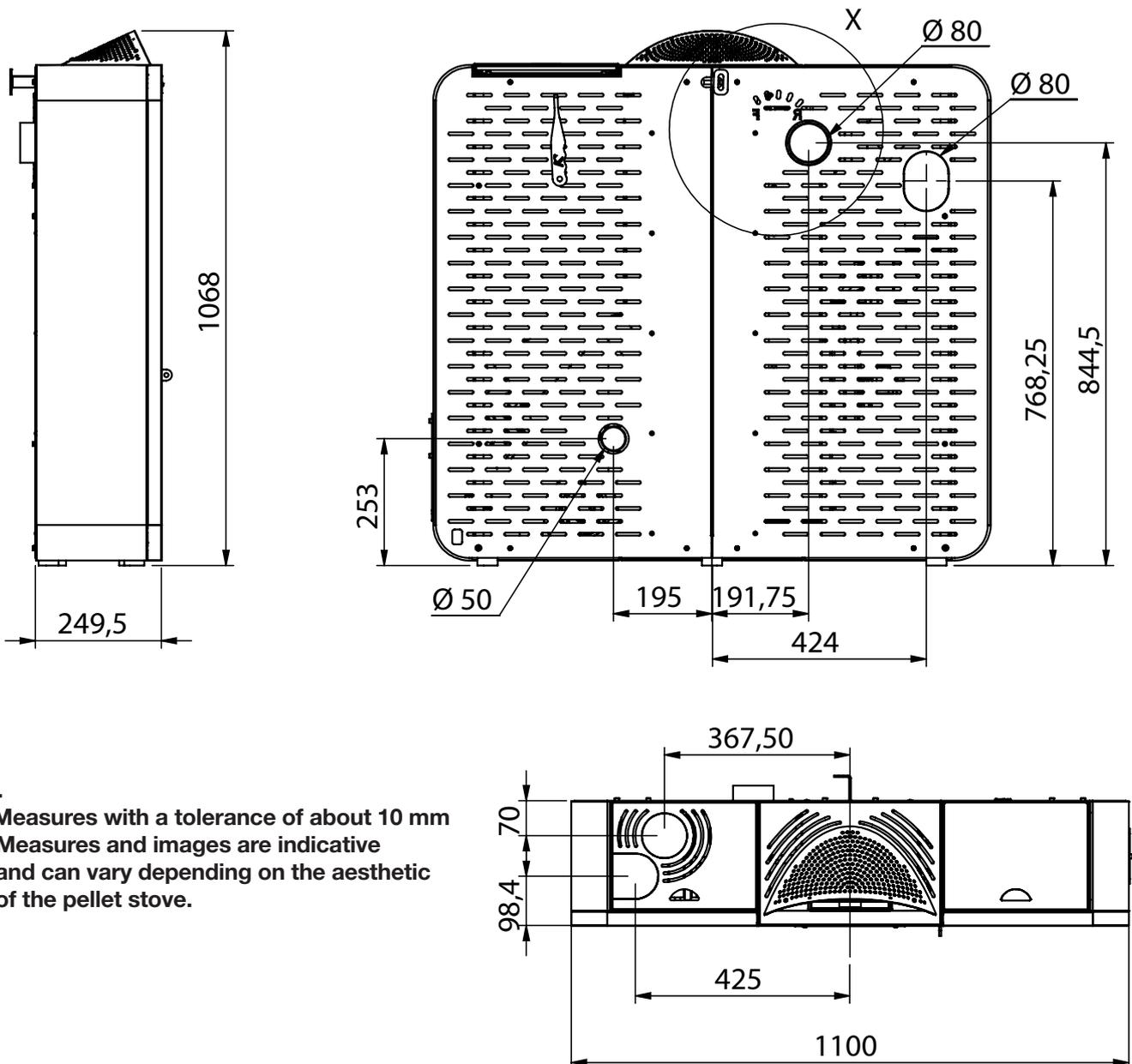


Fig. 3



Fig. 4

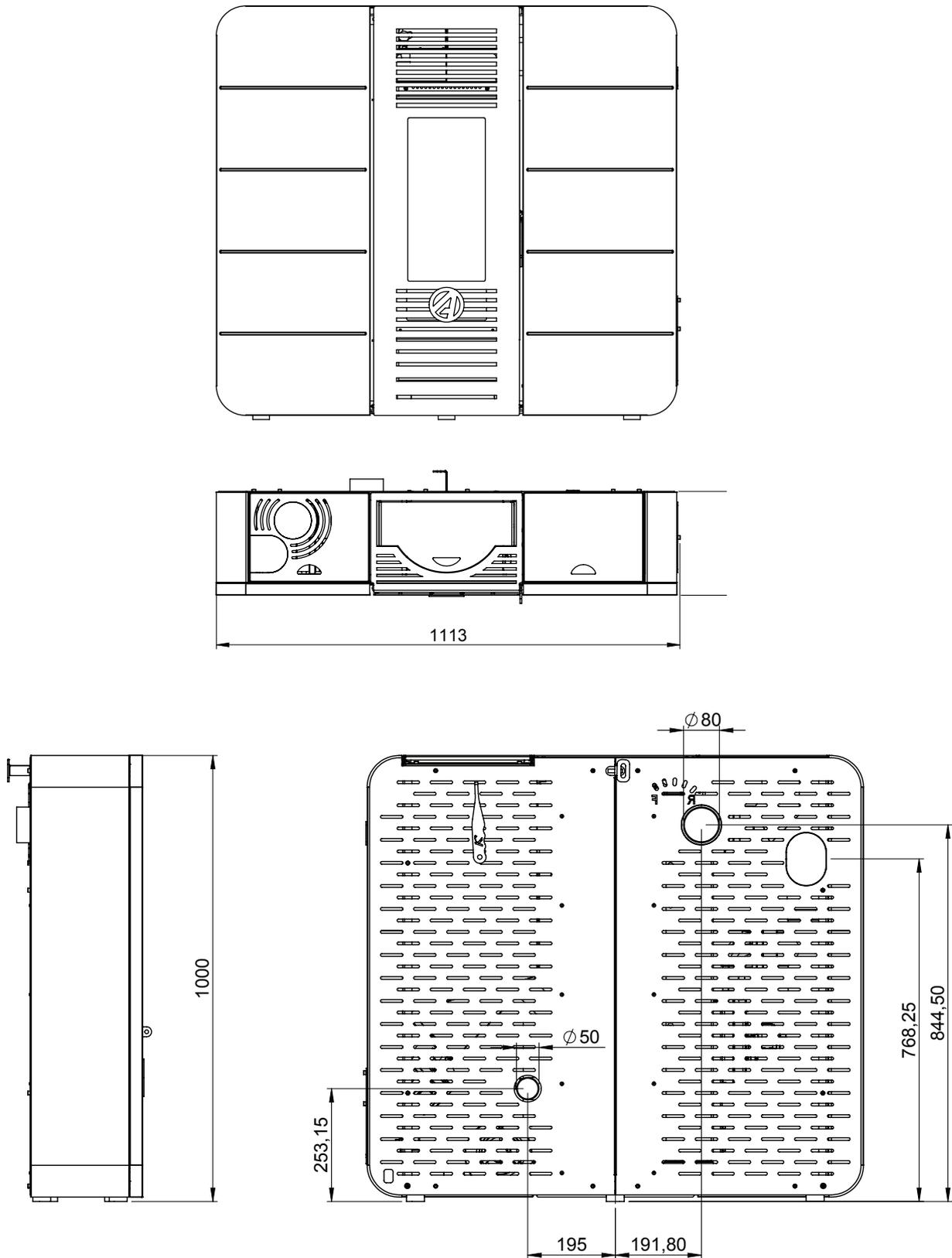
## Technical Specification



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 stove.

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.



PARAMETER	M. UNITS	QUADRA 12C
Heat input	kW	12,01
Nominal heat output	kW	11,14
Reduced heat output	kW	2,92
CO concentration at nominal reference (13% O <sub>2</sub> )	mg/m <sup>3</sup>	75,7
CO concentration at reduced reference (13% O <sub>2</sub> )	mg/m <sup>3</sup>	137,1
Nominal efficiency	%	92,74
Reduced efficiency	%	95,93
Pellet consumption (min-max)	Kg/h	0,62 - 2,448
Heated surface	mc	270
Flue gas flow rate (min-max)	g/s	10,6
Draft (min-max)	Pa	10 - 12
Flue gas temperature (min-max)	°C	55,2 - 132,5
Tank capacity	Kg	19
Recommended Pellet	(Ø x H) mm	6 x 30
Smoke outlet tube	mm	80
Diameter air intake	mm	50
Nominal voltage	V	230
Nominal frequency	Hz	50
Power consumption max	W	300
Stove weight	Kg	120
Ambiental decree n.186		★★★★☆
Energetic class		A+
“Aria Pulita” Certification code		H20-P-006
IEE		125
N° Test Report	K19412016Z1	

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

## Operating area

For proper functioning and a good temperature distribution, the stove 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 stove) 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.

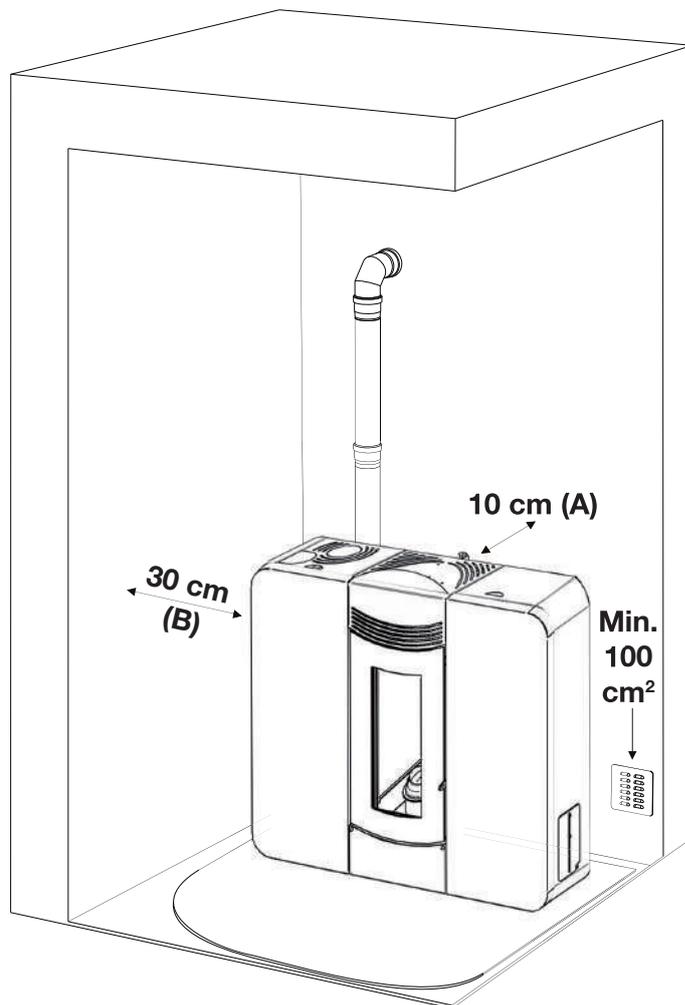


**It is not permissible to install the stove in bedrooms, bathrooms, or in a room where another heating appliance is installed (fireplace, stove etc.) which does not have its own independent air intake.**

**Locating the stove in a room with an explosive atmosphere is prohibited.**

**The floor of the room where the stove is to be installed must be strong enough to take its weight. If walls are flammable, maintain a minimum distance of 10 cm at the rear (A), of 30 cm at the side (B) 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 stove should be considerably increased. The two side walls of the stove must be accessible for maintenance by authorized technicians.**



### 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 stove 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 stove, 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 stove 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



**In the presence of wood floors, install a floor protection surface in compliance with the rules in force in the country**



**It is not compulsory to connect the air intake directly with the stove (so that it draws air directly from outside), but it is essential at all events to ensure an airflow of 40 cubic metres per hour by the use of a hole of the dimensions given. See standard UNI 10683.**

**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 10 Pa and 12 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 10 Pa and 12 Pa.

**Connection to the flue pipe**

For proper functioning, the connecting pipe between the stove 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 10 Pa and 12 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 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 stove, disconnect from the network and never open the door. Then call the authorities.

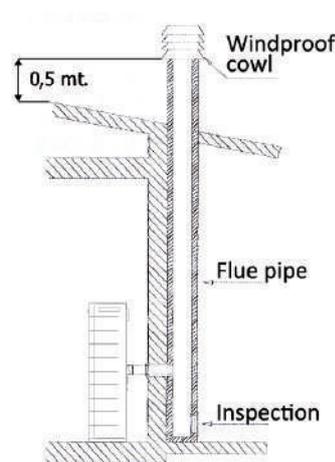
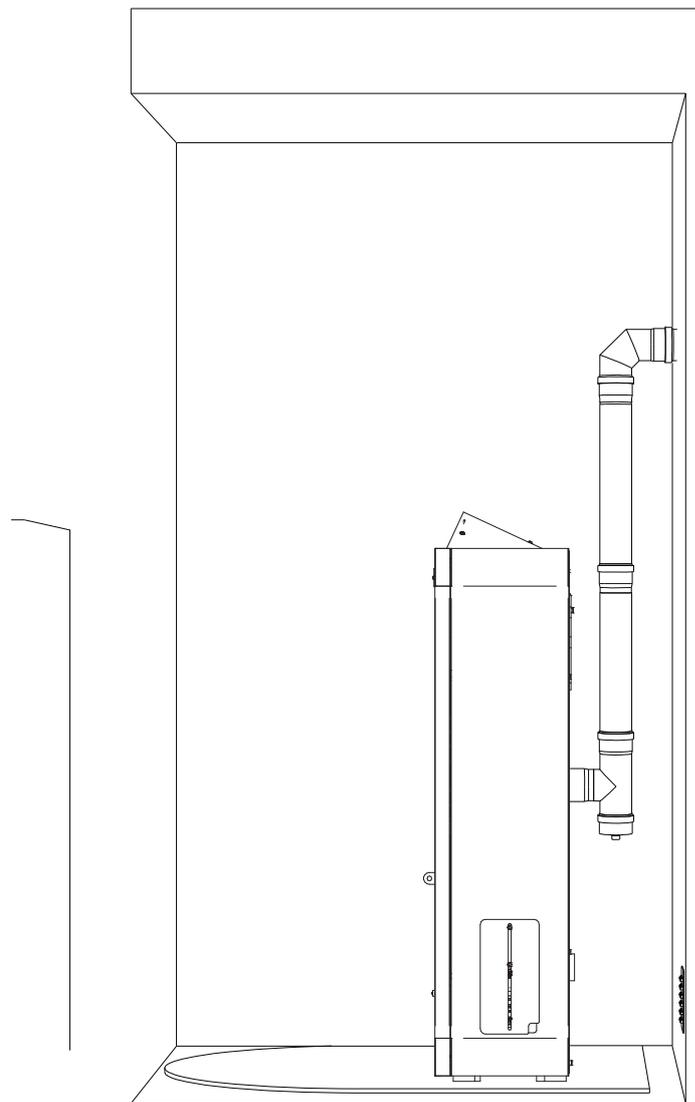


Fig. 2: connection to the flue pipe.

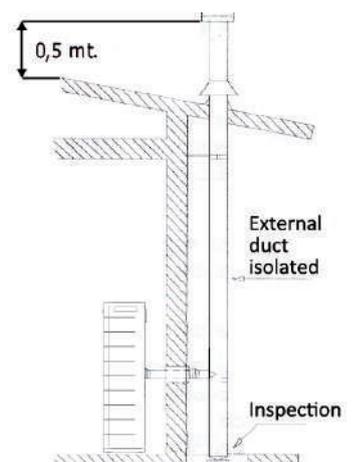


Fig. 3: connection to an external flue with insulated or double-wall pipe.

## Smoke discharge

The discharge system must be for the stove only (it is not permissible to discharge into flues in common with other devices). The smoke discharge takes place through the 8 cm. A "T" with a condensation collection cap should be provided. The smoke discharge of the stove must be connected with the outside using a steel or black tube (resistant up to 450°C) without obstructions.

The tube must be hermetically sealed. To make the tubes airtight and for their eventual insulation, it is necessary to use material resistant up to at least 300°C (silicone or putty for high temperatures).

The horizontal sections can be up to 2 m long. It is possible to have up to three 90° curves. If the discharge tube does not insert in the flue, an opportunely fastened vertical section of at least 1.5 m is necessary (except for evident safety contraindications) and a windproof termination (Fig.3). The vertical duct can be inside or outside. If the smoke duct is outside it must be insulated (Fig.4). If the smoke duct is inserted in a flue, this must be certified for solid combustibles and if it is larger than 150 mm in diameter, modification is necessary by inserting a tube and sealing the discharge with respect to the parts in brickwork.

It must be possible to inspect all the sections of the smoke duct. If it is a fixed duct it must have openings for inspection and cleaning.

## External air intake

The stove must be furnished with the air necessary to guarantee the regular functioning of the combustion and an environmental well being.

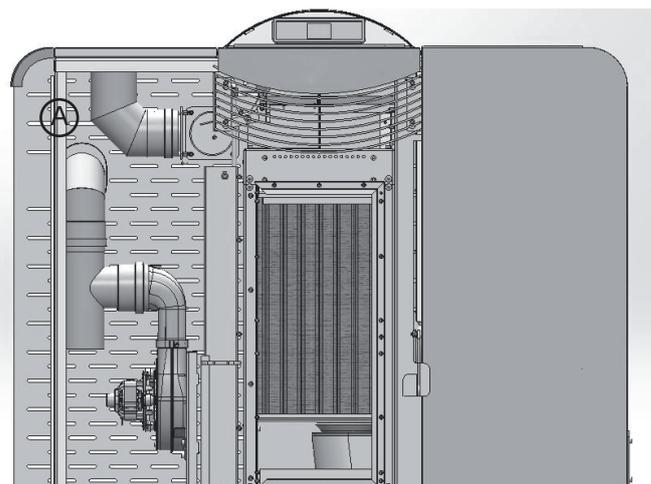
- Be sure that the room where the stove is installed has sufficient aeration and, if necessary, install an air intake duct with a minimum recommended diameter of 50 mm to bring in air from the outside.

- The external air intake must communicate with the stove and positioned so that it is not obstructed. It must be protected with a permanent non-closable grill or other suitable protection provided that the minimum diameter is not reduced.

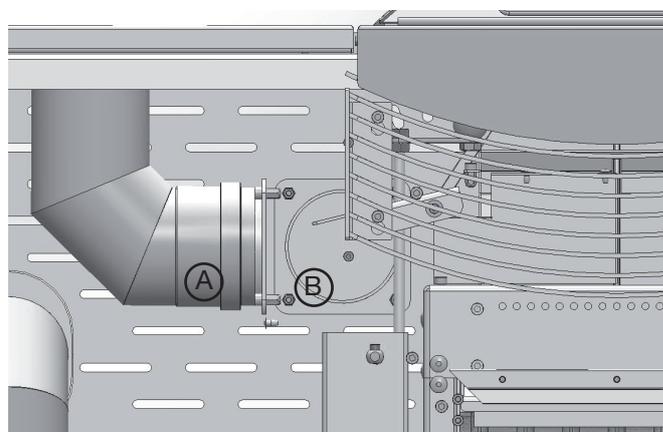
- The air flow can also be acquired from a locale adjacent to where the stove is installed as long as that flow can freely cross the permanent non-closable openings that communicate with the outside.

- The presence in the local adjacent to where the stove is installed, of other devices in use or of suction devices that cause a contrary draught effect must not create a lower air pressure in the locale than in the outside environment.

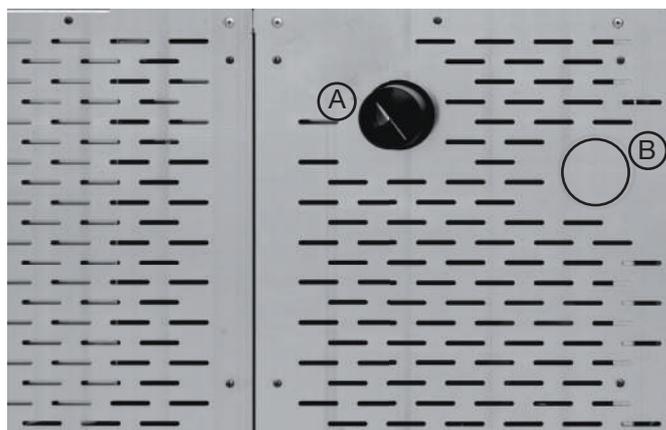
- In the adjacent locale the permanent openings must respond to the requisites which are listed in the points above.



A. Smoke discharge



A. Horizontal air duct  
B. Vertical air duct



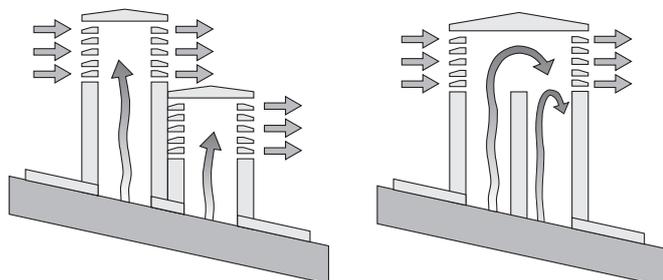
A. Horizontal air duct  
B. Discharge of smoke

**i** According to the norm UNI 10683/98, the stove must not be in the same environment where extractors, type B gas devices or in any case, devices that create lower atmospheric pressure in the locale are found.

### 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.
- The device should not be installed in the flue shared.



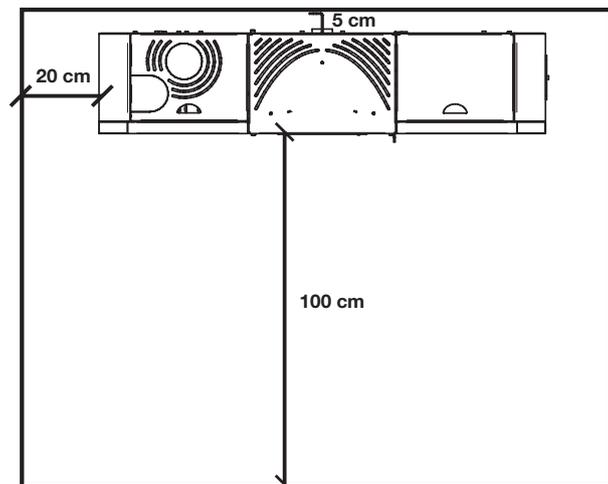
**YES**

**NO**

Caratteristiche del comignolo

### Distance to objects

It is also recommended to keep the pellets and all flammable materials at a suitable distance from the stove.



### Minimum aeration for comburant air intake

The combustion air must be taken from the outdoor ambience absolutely.

For a correct and safe placement of the air intake all the measures and prescriptions must be respected. There are distances to respect to prevent the comburant air from being subtracted from another source: for example the opening of a window could cause eddies in the outside air subtracting it from the stove.

### Installation of wall plug and fixing the bracket onto the wall



**For safety reasons, it is mandatory to anchor the heater with the special guide directly to the supporting wall.**

To ensure the installation at the right distance from the wall, it has been inserted, in series, an aluminium guide, having an end key and the other an end ring. The end key is inserted into the special slot provided on the heater rear. The end ring is instead fixed to the wall. In this way, the heater will be perfectly fixed to the closest surface to ensure a perfect stability and the right anchoring at the safety distance.



### 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.
  - 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.

## Sliding top cover (where present)

The display for the programming of the heater is mounted on the stoves side.

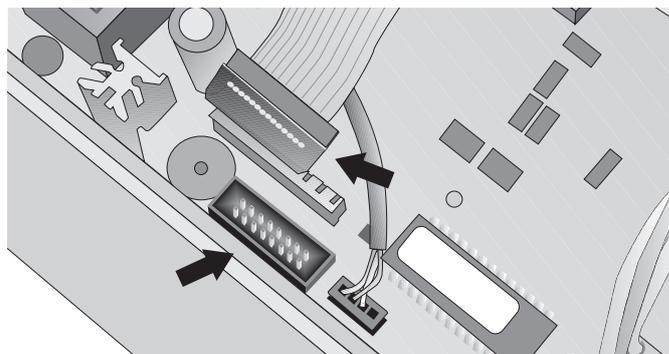
Under the door are positioned:

- a knob for cleaning the tube bundle;
- a handgrip for the manual adjustment of air.

The numbering allows distribution of air only frontally or towards the vertical or horizontal ducting.



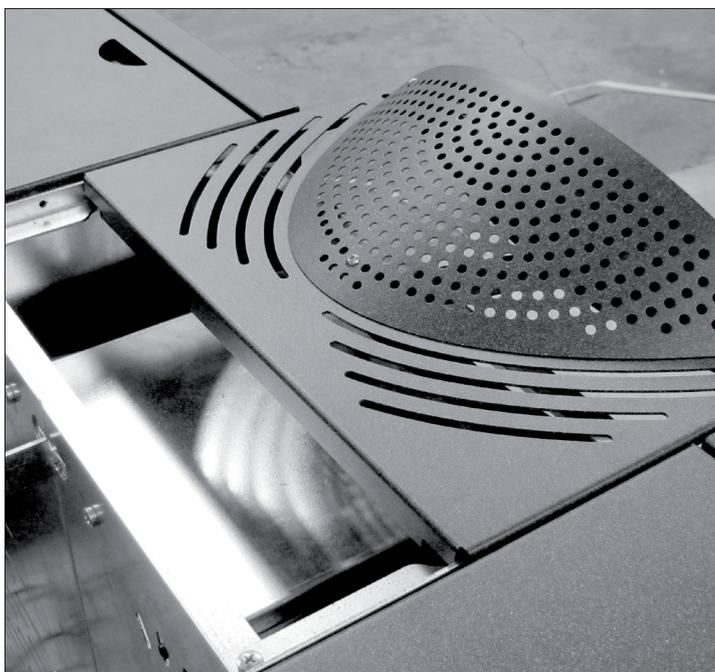
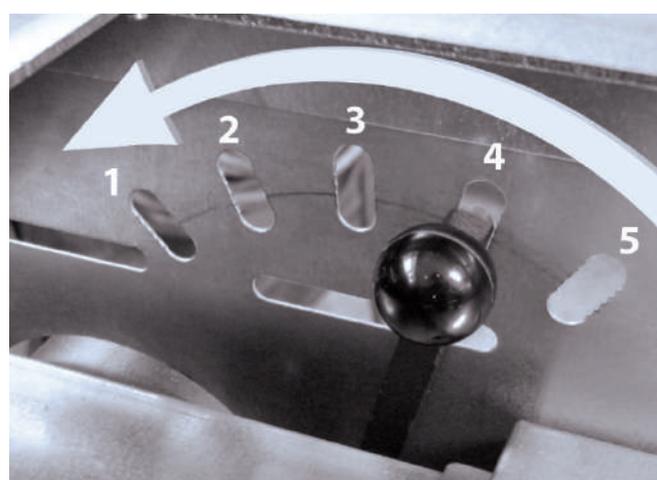
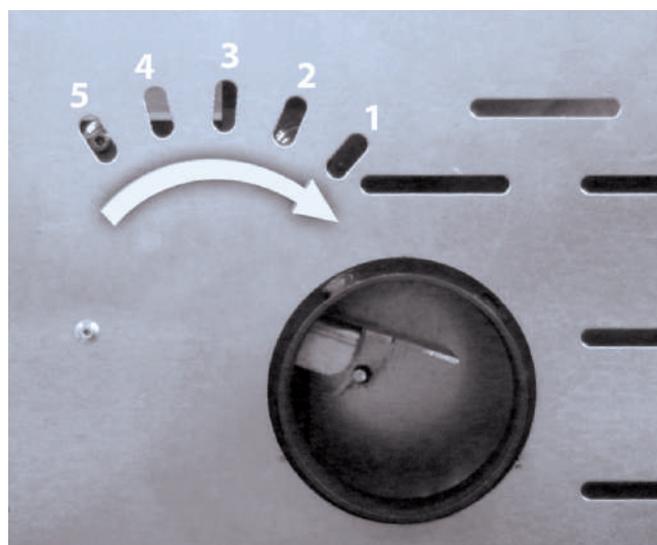
to the bottom side: fastening the flat cable to the board



## Canalization

### Air distribution frontal-canalization

It is possible to manually adjust the distribution of air between frontal and ducted. To adjust the outgoing air, it will be necessary to open the upper door and move the lever inside of the stove from right to left. The more the lever is moved to the right, the more the air is directed to the front of the stove. The manual setting will act on the gate valve of air distribution.



## Stove 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 Stove 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 (Fig. 2)

Button  is used to switch on and / or off the Stove 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.

LED	SYMBOL	DESCRIPTION
1		The LED is on when the parameter UT01 on the menu is not on OFF and the weekly or daily programming are set.
2		The LED starts up every time the Stove is loading pellets
3		The LED blinks when the board signalises a change in temperature or power set by the infrared remote control.
4		The LED is on when the room temperature reaches the value set on the menu SET Water.
5	SET	The LED blinks to indicate that you are entering the menu user/technician or that you are modifying the temperature set.
6		The LED switches on when the water circulator is working.

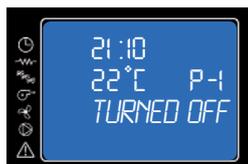


**It is advisable to use dry wood pellets, up to 6 mm in diameter.**

## Preliminary checks

Before switching on the pellet Stove, 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 Stove is off.



### TURNED ON

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



### LOAD PELLETT

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



### WORK

The Stove 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 Stove 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
ALAR 1	BLACK OUT	There is no power supply	As soon as the power supply is back, the Stove starts a cooling cycle. After completing the cycle it starts working automatically
ALAR 2	PROBE EXHAUST	The smokes sensor is broken or not connected to the pcb	Contact an Authorized Assistance Center
ALAR 3	HOT EXHAUST	Smokes temperature too high	Switch off the Stove, allow it to cool down and perform ordinary cleaning. If the problem persists, contact an Authorized Assistance Center for cleaning the Stove and the flue
ALAR 4	FAN FAILURE	Smokes extractor blocked or broken	Contact an Authorized Assistance Center
ALAR 5	NO LIGHTIN	The Stove cannot start up This is the first light-up	Fill in the tank with pellets Start up again
ALAR 6	NO PELLET	The pellet Stove switched off while working	Fill in the tank with pellets
ALAR 7	SAFETY THERMAL	The water temperature exceeds 90°C. The circulating pump is blocked or there is no water in the hydraulic system	Check the power supply on the pump. Check limestone does not block the pump impeller
ALAR 8	FAILURE DEPRESS	Obstructed flue	Clean the flue or check there are no obstructed grids near the smokes exhaust
ALAR B	ERROR TRIAC COCLEA	The cochlea loads too much pellet	Contact an Authorized Assistance Center
ALAR C	PROBE WATER	Water probe faulty	Contact an Authorized Assistance Center
ALAR D	HOT WATER	Water temperature too high	Allow the Stove to cool down. If the problem persists, contact an Authorized Assistance Center and have the hydraulic system checked
ALAR E	PRESS WATER	Water pressure too high	Allow the Stove to cool down. If the problem persists, contact an Authorized Assistance Center and have the hydraulic system checked
SERV		The Stove has worked for 1300 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

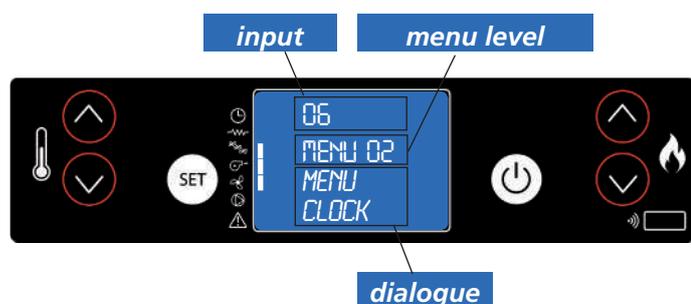
## Menu 02 SET CLOCK

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 Stove.

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 crono				
	01 - abilita crono			
		01 - abilita crono		on/off
	02 - program. giorno			
		01 - crono giorno		on/off
		02 - start 1 giorno		ora
		03 - stop 1 giorno		ora
		04 - start 2 giorno		ora
		05 - stop 2 giorno		ora

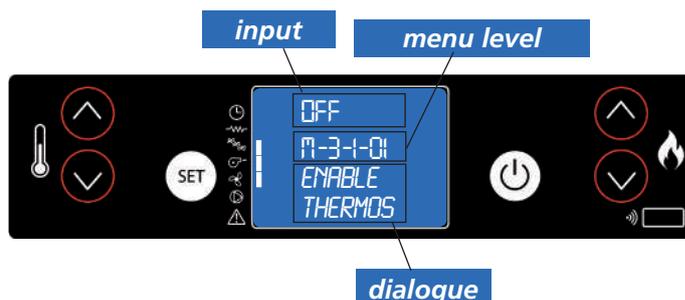
level 1	level 2	level 3	level 4	value
03 - set thermostat				
	01 - activate thermos.			
		01 - activate thermos.		on/off
	02 - day programme			
		01 - daily thermostat		on/off
		02 - start 1 day		hour
		03 - stop 1 day		hour
		04 - start 2 day		hour
		05 - stop 2 day		hour
	03 - week program.			
		01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

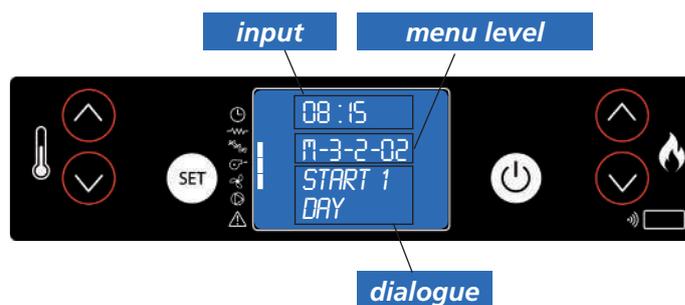
#### Submenu 03 - 01 - activate thermostat

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.

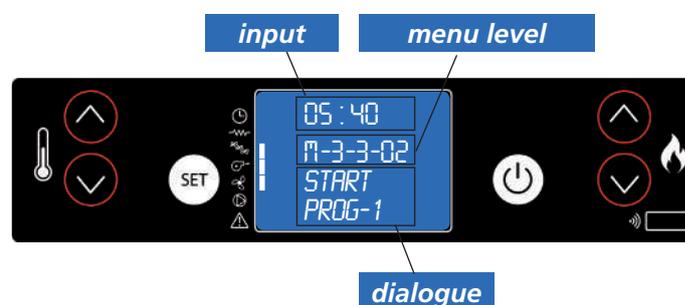


It's possible to set two operating ranges delimited by the times set according to the following table where the OFF setting tells the clock to ignore the command:

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

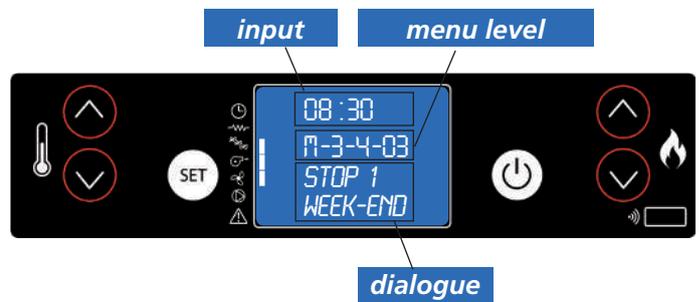
PROGRAMME 2			
menu level	selection	meaning	possible values
03-03-11	START PROGRAM 2	activation time	time - OFF
03-03-12	STOP PROGRAM 2	shut-off time	time - OFF
03-03-13	MONDAY PROGRAM 2	reference day	on/off
03-03-14	TUESDAY PROG 2		on/off
03-03-15	WEDNESDAY PROG 2		on/off
03-03-16	THURSDAY PROGR 2	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

## Failure on electrical devices

### Mancata accensione

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 Stove 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 Stove 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 Stove continues working until the pellets left in the brazier ends. You will then read the words **"NO PELLETT"** 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 Stove.**

### There is no power supply

In the event of a power drop longer than one minute, the Stove can exhaust some smoke in the room: this causes no risks. As soon as you have the power supply again, the Stove will have the words **"BLACK OUT"** on the display. After completing the cooling phase, the Stove will start up again automatically according to the previous settings. o precedente all'assenza di elettricità.



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



***The power socket where the Stove 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



## Maintenance and cleaning



*All cleaning of all parts must be carried out with the stove completely cold and unplugged to avoid burns and thermal shock. The stove 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.*

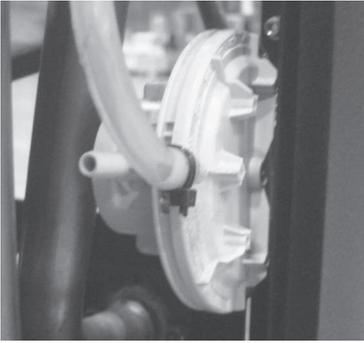
Parts	Everyday	Every 2-3 days	Every week	Every 15 days	Every 30 days	Every 60-90 days	Every year / 1200-1400 h
Brazier	◇						
Cleaning the scraper (where present)		◇					
Cleaning ash collection compartment		◇					
Cleaning ash tray		◇					
Cleaning the door and glass		◇					
Flame-shell cleaning (where present)		◇					
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

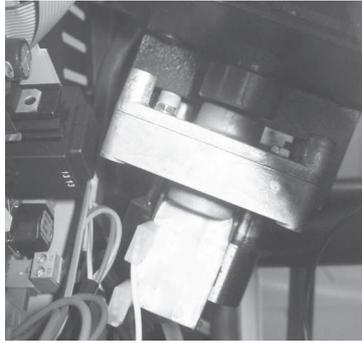


*Every 1200 hours of work the electronic board sends a warning signal and the display will show "SERVICE". This indicates the need for a thorough cleaning of the stove by a CAT. The lack of such cleaning could result in failure of the stove and poor combustion, thereby resulting in a lower yield.*

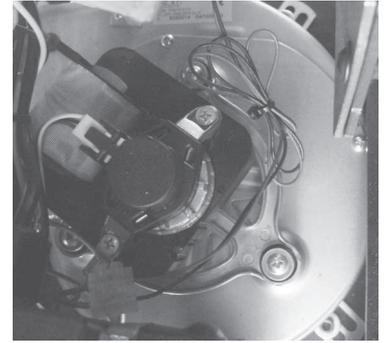
## Safety devices



**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 Stove 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 Stove when the flue gas temperature drops below the preset value.



**Electrical safety:** the stove 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 Stove. Other fuses to protect the electronic boards are to be found on the boards themselves.



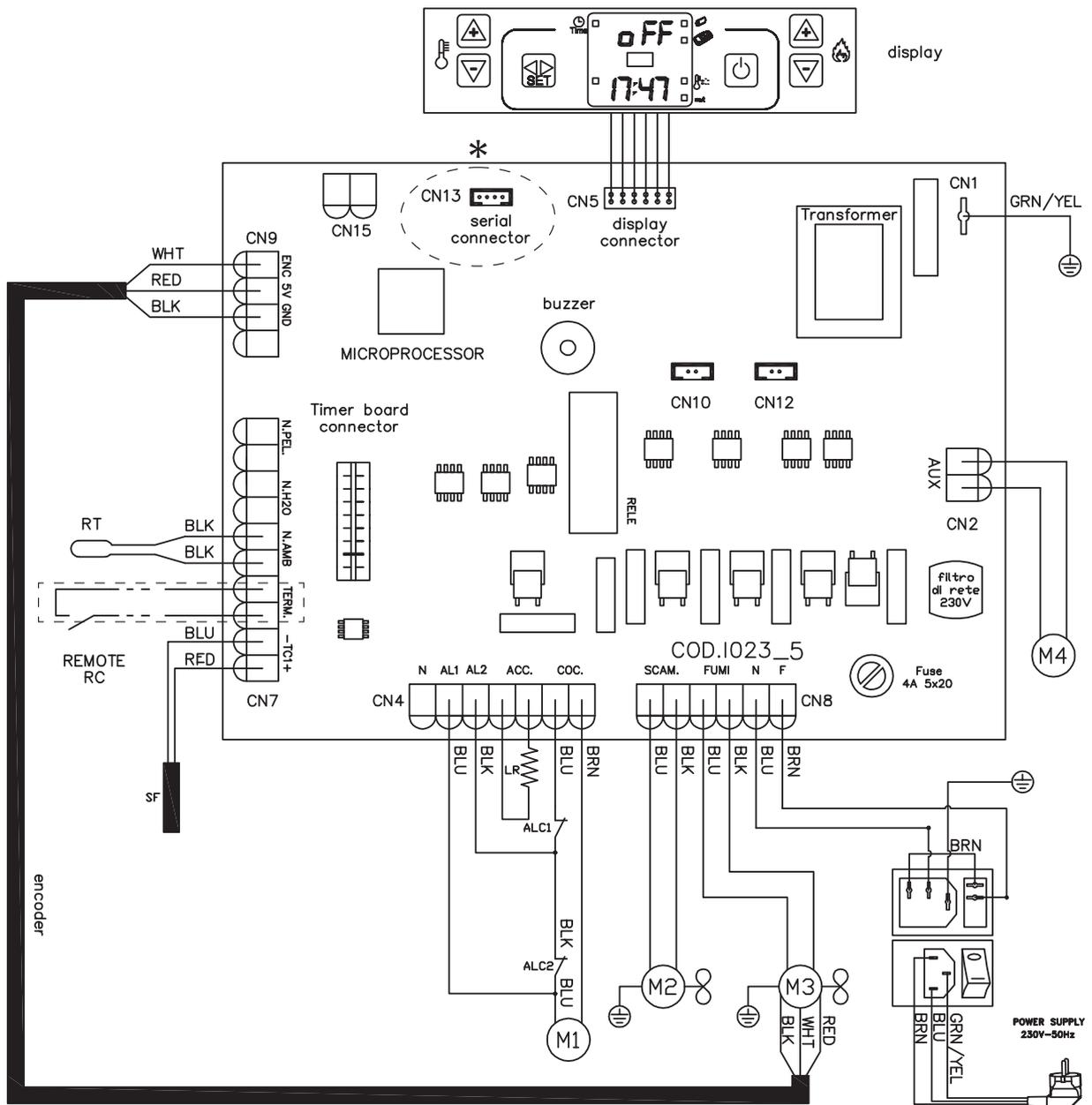
**Pellets temperature safety:** In the rare event there is a too high temperature in the tank, the thermostat for pellets safety with manual reset creates an alarm **"ALAR-SIC-FAIL"** stopping the pellet boiler stove. You need to reset the system working on the device placed on the back of the Stove.



**Room thermostat:** the room thermostat detects the present temperature in the room. When it detects the set temperature on the display, the stove will go into operation in ECO ie hold function to save fuel. The room thermostat should be spread so as not to be conditioned by the temperature of the body stove.



***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 stove 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 stove display.***



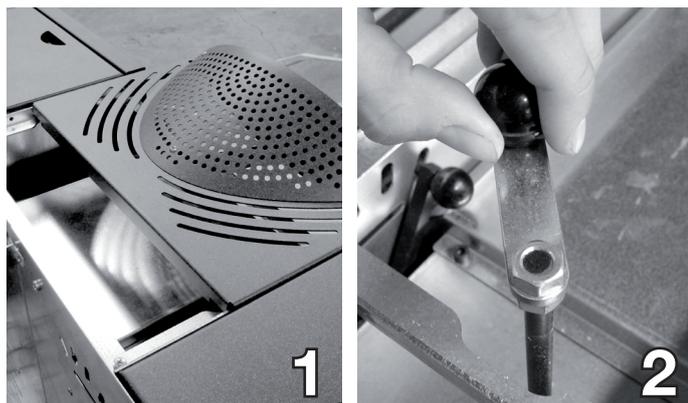
ENG

M1	coclea mothor
M2	ambient fan motor
M3	smoke extractor
M4	second ambient fan (where present)
ALC1	pellet tank thermostat
ALC2	pressure switch
*	Wi-Fi module connector

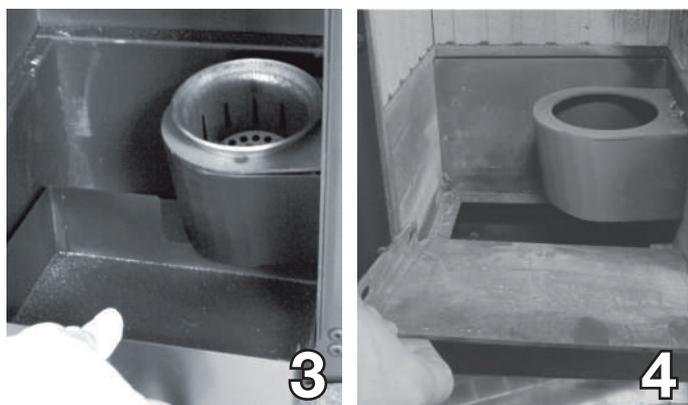
ITA

M1	coclea
M2	motore ambiente
M3	estrattore fumi
M4	secondo ventilatore (dove presente)
ALC1	termostato
ALC2	pressostato
*	connettore modulo Wi-fi

### Cleaning of the combustion chamber (once a month)



To access the scraper is necessary to slide the door on the top of the stove. (foto 1)  
Extract the scraper by lifting the black knob. Activate 5/6 times the scraper by raising and lowering the knob to make sure on the cleanliness of the heat exchange pipes.

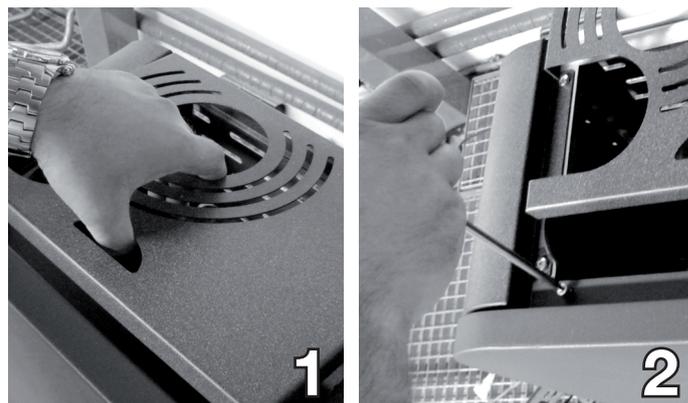


Open the door and extract the ash tray. Remove with an aspirator all the ash deposited within it. This operation can be carried out more or less frequently depending on the amount of pellets used. (foto 3)  
Remove the brazier and to clean it from any residue. (foto 4)



Remove the combustion chamber floor with the aid of a screwdriver and with a vacuum cleaner, clean under the plate. (foto 5)  
Remove the upper flame beater by pulling it with an open hand towards you and aspirate the upper and bottom of the flame-shell. (foto 6)

### Cleaning of the "T" fitting (every 60/90 days)



Raise the cover to the left of the combustion chamber. (foto 1) Unscrew the two retaining screws of the stove front. (foto 2)



Raise the stove front to release the "T" fitting containing compartment. (foto 3)  
Turn the ash collection glass. (foto 4)



Clean up the glass from the residues accumulated during the stove operation (foto 5)

### Cleaning the surfaces

To clean the surfaces, use a rag dampened with water or with water and a neutral detergent.



**The use of aggressive detergents or thinners can damage the surfaces of the stove. Before using any detergent it is advisable to try it on a small section out of sight or contact the Authorized Assistance Centre for information regarding the product.**

## Cleaning the metal parts

To clean the metal parts of the stove, use a soft cloth dampened with water. Never clean the metal parts with alcohol, thinners, petrol, acetone or other degreasing substances. If such substances are used, our company declines any responsibility.

Eventual variations in the colour of the metal parts can be caused by an incorrect use of the stove.



**It is necessary to daily clean the brazier and often clean the ash box. The lack of cleanliness can prevent the starting of the stove, causing damages to the stove itself and to the environment (possible emission of unbrunt material and soot). Do not re-use the pellet possibly remained in the brazier due to no starting-up.**

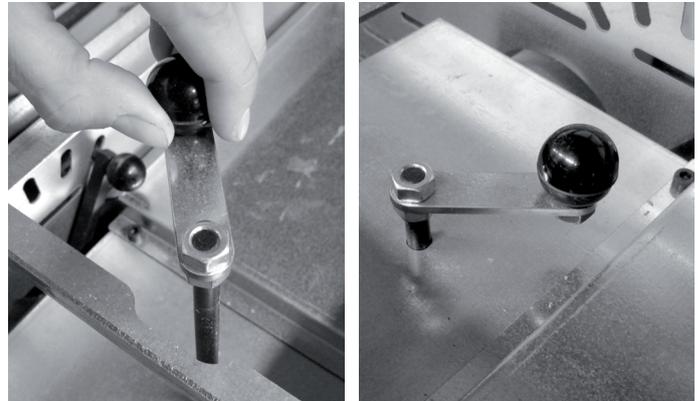
## Cleaning the brazier and brazier support

When the flame assumes a red colour or seems weak, and is accompanied by black smoke, this means that there are ash deposits or incrustations that do not permit the correct functioning of the stove and that must be removed (Pict. 5). Remove the brazier every day by simply raising it from its slot; then clean out the ashes and eventual incrustations that may have formed, paying particular attention to liberating the holes by using a pointed tool (not included with the stove). This operation is made particularly necessary before every lighting the first several times and above all if using pellets that differ from those supplied by our company. The frequency of this operation is determined by how frequently the stove is used and the choice of pellets. It is also a good idea to check the brazier support, vacuuming the eventual ash present.



## Daily cleaning by scraper (where present)

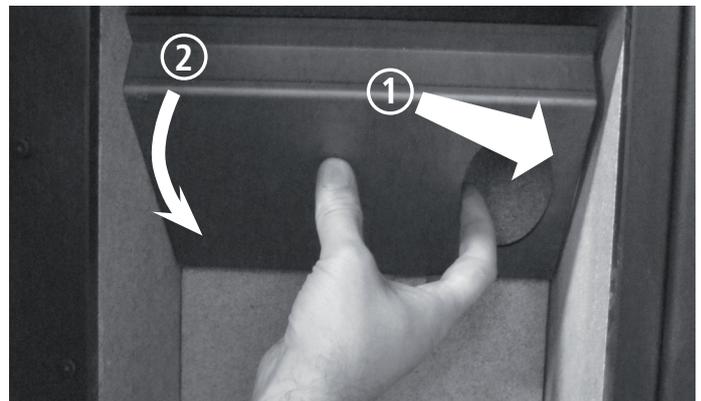
With stove off and cold, activate 5-6 times the duct scraper of the heat exchange by raising and lowering the knob placed in the compartment under the door of the top.



## Cleaning of the flame-shell

Remove the flame beater from its seat and proceed with cleaning according to the following procedure:

- Pull a few centimetres towards you the flame beater until it is released completely (1).
- Turn the flame beater by about 30° and extract it from the combustion chamber (2).
- Remove with an aspirator all the ash deposited on top of the flame beater.
- Replace the flame beater in its original position and make sure that it is securely inserted.



## Cleaning ash box

Open the door and extract the ash box. Use a vacuum to remove all the ash deposited within.

This operation must be performed more or less frequently depending on the quality of the pellets used.



## Cleaning the glass

The glass is a self cleaning type, therefore, while the stove is working, a veil of air is blown across its surface to remove ash and dirt; nevertheless over a period of several hours, a greyish patina tends to form which should be cleaned when the stove is next shut down. How dirty the glass becomes also depends on the quality and quantity of pellets used.

Cleaning the glass should be done when the stove is cold with products recommended and tested by our company. When performing this operation, always check that the grey seal around the glass is in a good state; failure to check the efficiency of this gasket can compromise the function of the stove. Poor quality pellets can, in any case, cause the glass to become dirty.



**If the glass is broken, do not attempt to light the stove.**

## Cleaning the clearing system

Until a reasonable experience is acquired regarding the operating conditions, it is advisable to perform this maintenance on at least a monthly basis.

- Remove the electrical feed cable;
- Remove the cap from the T-joint and proceed with the cleaning of the ducts. If necessary, at least for the first few times, call in qualified personnel;
- Carefully clean the smoke discharge system: for this, contact a professional chimney sweep;
- Once a year clean the dust, cobwebs, etc. from the zone behind the internal covering panels, paying particular attention to the fans.

## Cleaning the fans

The stove is furnished with fans (environmental and smoke) positioned at the rear and below the stove. Eventual deposits of dust or ash on the blades of the fan can cause an imbalance in the fans leading to noisy performance. It is, therefore, necessary to clean the fans at least once a year. Since said operation requires dismantling several parts of the stove, have the fans cleaned only by our Technical Assistance Centre.

## Season end cleaning

At the end of the season, when the stove will not be used for some time, it is advisable to perform a thorough and general cleaning:

- Remove all the pellets from the container and the screw feeder;
- Carefully clean the brazier, the brazier support, the combustion chamber and the ash box.

Once the preceding points have been observed, it only means that the state of the stove has been verified. It is necessary to thoroughly clean the smoke discharge tube or flue and check the condition of the basket. If necessary, order a new one from our Authorized Assistance Centre. If necessary, lubricate the hinges of the door and the handle. Also check the ceramic fibre cord near the glass, on the internal wall of the door; if it is worn or too dry, order a new one from the Authorized Assistance Centre.

## Replacing the glass

The stove is furnished with a 4 mm thick ceramic glass that is resistant to a thermal shock of 750°C; the glass can break only from a strong impact or from improper use. Do not slam the door or hit the glass.

In case of breakage, replace the glass only with an original replacement furnished by the Authorized Assistance Centre.

## Annual maintenance by the Authorized Assistance Centre

The following operations are to be programmed annually by the Authorized Assistance Centre and are necessary to insure that the product remains efficient and guarantee safe operation.

- Careful cleaning of the combustion chamber;
- Cleaning and inspection of the smoke clearing ducts;
- Checking the seal of the gaskets;
- Cleaning the mechanisms and moving parts (motors and fans);
- Checking the electrical parts and the electronic components.

## Operations to perform every season before the first lighting

- A general cleaning inside and outside;
- A careful cleaning of the exchange tubes;
- A careful cleaning and disincrustation of the crucible and the relative cavity;
- Clean the motors, checking the play and fastenings of the mechanisms;
- Clean the smoke channel (substitute the tube gaskets) and smoke extractor fan cavity;
- Clean silicone tube connected to the pressure switch;
- Clean, inspect and disincrust the lighting resistor cavity, replacing it if necessary;
- Clean/check the synoptic panel;
- Visually inspect the electrical cables, the connections and the electrical power cable;
- Clean the pellet container and verify the play with the screw feeder gear motor;
- Replace the door seals;
- Functional assessment, loading the screw feeder, lighting, 10 minutes of operation and shut down.



*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><b>4. Check that the display and board are properly connected. Contact your authorized service center</b></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><b>3. Check and replace sensors</b></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. <b>If the problem persists, contact your authorized service center</b></li> </ol>

<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 shut-down of the stove. <b>If you repeat contact your Authorized Service Center</b></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. <b>Check and eventually replace motor</b></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>	<ol style="list-style-type: none"> <li><b>1. Contact your Authorized Service Center</b></li> <li><b>2. Contact your Authorized Service Center</b></li> <li><b>3. Contact your Authorized Service Center</b></li> <li><b>4. Contact your Authorized Service Center</b></li> </ol>
<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. If the problem persists, contact your authorized service representative</li> <li>6. Pull the plug, empty the tank, remove any foreign objects</li> <li>7. Close the door or replace the gaskets with original</li> <li>8. Change the type of pellet recommended by the manufacturer. <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></li> <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><b>11. Verify potential smoke duct is blocked and if the pressure switch is working properly</b></li> <li><b>12. 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><b>4. 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 six month 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 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).

## **Kalor Warranty**

Your new Kalor appliance warranty is valid for two years (one year on electrical components) 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.

## **Your Warranty does not cover the following:**

1. The glass of the door
2. General Gasket and fibre door
3. Painting
4. Tiles
5. Remote Control
6. Internal Sides
7. Any damage caused by inadequate installation and or shortages of the consumer.

## **Commissioning**

Every Kalor stove/boiler sold by WoodPelletStove.ie MUST be commissioned by and Authorised Kalor Technician for safety and to activate product warranty. Contact us on 083 123 6445 or email [office@woodpelletstoves.ie](mailto:office@woodpelletstoves.ie) to book your commission today.

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



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