AMG S.p.A.

STUFA A PELLET AD ALTA EFFICIENZA
MODELLO 12 CANALIZZATA (10 kW)

92%

COLORE:
- Bordeaux

Telecomando

DUCTED

DATI TECNICI		Mod. 12 C
Potenza globale (max-min)	kW	10,1 - 2,84
Potenza nominale (max-min)	kW	9,05 - 2,64
Consumo orario di pellet (max-min)	kg-h	2 - 0,6
Efficienza (max-min)	%	**92,7** - 89,53
Condotto scarico fumi	ø mm	80
Capacità serbatoio pellet	Liters-kg	20 - 13
Autonomia (max-min)	h	22 - 6,5
Potenza elettrica di esercizio	W	100 - 300
Dimensioni (LxPxH)	mm	470x476x996
Peso	Kg	91

Tutti i dati e le immagini si intendono indicativi e provvisori e soggetti a variazione senza alcun preavviso.

15a B-VG
Certificazione per la salvaguardia ed il rispetto dell'ambiente

SINTEF
Ente di ricerca indipendente Scandinavo

EN-14785
Norma europea per gli apparecchi da riscaldamento

sei Sustainable Energy Ireland
agenzia nazionale Irlandese per l'energia

VKF AEAI
Associazione cantonale svizzera per la sicurezza antincendio

TÜV Rheinland®
Precisely Right
Certificazione Europea per la qualità dei prodotti

CE
Marchio CE

Dear Client,

GB

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.

Please remember that the first lighting of the stove must be handled by our Authorized Assistance Centre (Law 37/2008) who will check the installation and complete the guarantee.

- 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 Centre).
- 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.
- **Installation is not recommended in a bedroom.**

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 Authorised Assistance Centre.

1.0 Norms and declarations of conformity

Our company declares that the stove conforms to the following norms for the EC European Directive labelling:
- 89/336 CE and 2004/CE (EMC regulation) and following amendments;
- 2006/95 CE (low tension regulation) and following amendments;
- 2006/42 EC (machinery directive);
- 89/106 CE (building materials);
- 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 Europena rules;
- EN 60335-1; EN 50165; EN 50366; EN 55014-1; EN 61000-3-2; EN 61000-3-3; EN 14785.

1.1 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 Centre.
- 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).
- The glass is equipped with a special circulation of air for self-cleaning, but still, it is not possible, after several hours of operation, to keep a light grey patina from forming on the glass. This also depends on the type of pellets used. Some pellets deposit more ash than others.

1.2 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.

- ***The stove must only be fed with quality 6mm diameter pellets of 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;***
- ***Never open the door of the stove while it is operating;***

- ***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/store the pellets in a cool dry place;***
- ***Keep the fuel and other inflammable materials off the stove.***

2.0 Functions keys and display

Functions Keys

1. Raising the temperature
This key allows the temperature to be raised from minimum of 7°C to a maximum value of 40°C.

2. Lowering the temperature
This key allows the temperature to be lowered from a maximum of 40°C to a minimum value of 7°C.

3. Setting key SET
Press this key to access the programming menu of the stove.

4. ON/OFF
Press this key for 2 seconds: the stove lights or shuts down.

5. Power decreasing
This key permits lowering the power value from a maximum value of 5 to a minimum value of 1.

6. Power increasing
This key permits raising the power value from a minimum value of 1 to a maximum value of 5.

2.1 Display indications

7. Timed thermostat led time
Indicates that the weekly and/or daily programming is activated.

8. Stove in operation led "Smoke discharge"
This is lit when the stove in operating.

9-10. Upper / lower display
The various operation modes of the stove are visualized on the display, as well as the temperature and the working power set by the user.
If the stove should malfunction, the display will read the relative error messages (see "Particular cases" paragraph).

11. Remote control receiver
Sensor that receives commands from the remote control.

12. Set led "Menu"
This led flashes when setting the desired temperature value.

13. Led temperature ok

This led lights when the programmed temperature is reached. The display will read "ECO" .

14. Remote control reception led

This led flashes when the remote control is used to change the temperature and/or power settings.

15. Pellet led "Pellet"

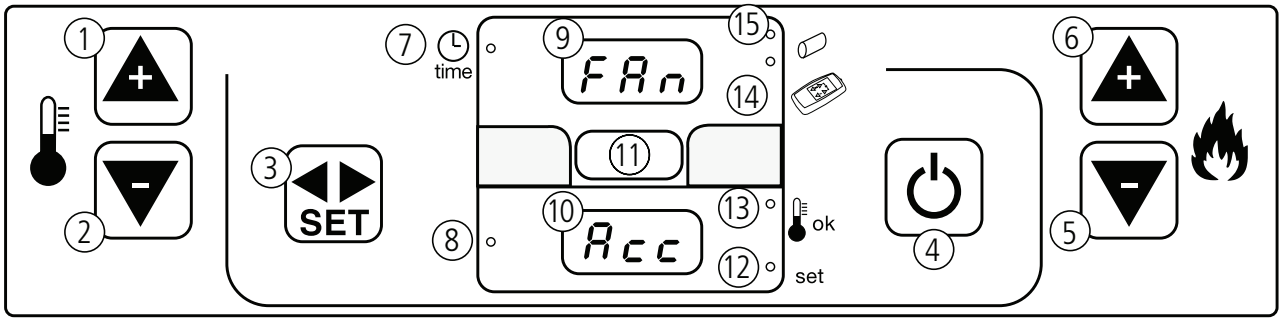
This led flashes every time the pellet loading inside the stove takes place.

Function keys

1. Raising the temperature
2. Lowering the temperature
3. Set menu
4. ON/OFF
5. Power decreasing
6. Power increasing

Display indications

7. Timed thermostat led
8. Stove in operation led
9. Upper display
10. Lower display
11. Remote control receiver
12. Set led "Menu"
13. Temperature led
14. Remote control reception led
15. Pellet led



Pict. 1

2.2 Remote control description (optional)

The remote control permits controlling the following functions:

1. Raising the temperature:

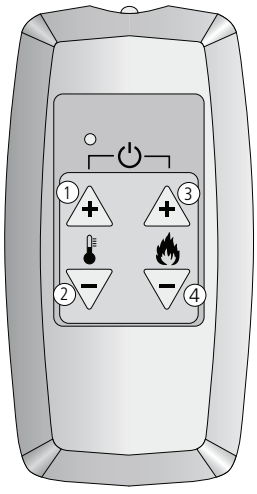
Pressing the button increases the temperature from a minimum value of 7°C to a maximum value of 40°C.

2. Lowering the temperature:

Pressing the button decreases the temperature from a maximum value of 40°C to a minimum value of 7°C.

3. Increasing power:

Pressing the button increases the power from a minimum value of 1 to a maximum value of 5.



Pict. 2

Remote Control

1. Raising temperature
2. Lowering temperature
3. Power increase
4. Power decrease

4. Decreasing power: 

Pressing the  button decreases the power from a maximum value of 5 to a minimum value of 1.

5. Lighting and shut down:

Pressing the  and  keys simultaneously lights or shuts down the stove.

Please remember that the first lighting must be performed by our certified Authorized Assistance Centre (Law 37/2008) that verifies the installation and completes the guarantee.
During the first lighting the environment should be well ventilated since during the first hours of operation unpleasant odours could develop due to the physical stabilizing of the paint and from the grease in the tubyère wrapping.

2.3 Suggestions

- Do not continuously turn the stove on and off as this could provoke sparks that could shorten the life of the electrical components.
- Do not touch the stove with wet hands: the stove has electrical components that could produce sparks if handled incorrectly. Only authorized technicians can resolve possible problems.
- Do not remove any screws from the fire chamber without first lubricating them well.
- Never open the glass door of the pellet stove while the stove is in operation.
- Be sure that the brazier basket is positioned correctly.
- The flue system must be suitable for inspecion. If it cannot be removed, it must have some holes for inspection and cleaning.

2.4 How to load pellets in the tank

You can load pellets in the tank through the door on the upper part of the stove.
Join the following procedure to load pellets:

- Open the door on the upper part of the stove;
- Load the wished pellets quantity with caution (load enough pellets to grant a sufficient functioning of the stove);
- Close the door.

3.0 First Lighting of the Stove

3.1 Lighting the stove

- Fill the container 3/4 full with the pellets recommended by the manufacturer;
- Connect the stove to an electrical outlet with the cable that has been supplied;
- Press the lighting switch located on the back part of the stove;
- The upper display will read *"OFF"* and the lower display will show the current time;
- Press the button  for 2 seconds. After a few moments the smoke extractor and the lighting resistor will start and the display will read *"FAN ACC"*;
- After 1 minute the display will read *"LOAD WOOD"*, the stove will load the pellets and continue lighting the resistor;
- Once the appropriate temperature has been reached the display will read *"FIRE ON"*: this means that the stove has begun the last phase in lighting, at the end of which the stove will be completely operational;

- After several minutes of ventilation the upper display will read *"ON 1-2-3-4-5"* according to the power that has been programmed, while the lower display will show the environmental temperature;
- Once the programmed temperature is reached the upper display will read: *"ECO"* while the lower display will show the temperature revealed in the environment;
- The temperature led lights when the programmed temperature is reached;
- Before switching on the stove, be sure the brazier does not contain any pellets or residuals from previous combustion. If there are residuals, empty and clean the brazier first;

WARNING!
Before lighting a small amount of smoke may fill the combustion chamber.

3.2 Shutting down the stove

To shut down the stove press the ⏻ key until the display reads *"OFF"*. Even after the stove is shut down the smoke extractor will continue to operate for a predetermined length of time to guarantee a rapid expulsion of the smoke from the combustion chamber.

4.0 Adjustment the stove

WARNING!
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.

Modifying the power
The power setting can be varied while the stove is in operation between a minimum value of 1 and a maximum value of 5. By pressing the ▲🔥 button it is possible to increase the value, while pressing the ▼🔥 button it is possible to decrease said value. The display indicates the power value.

Modifying the temperature
The temperature setting can be varied at any time by the user. To modify the temperature, first press SET then press ▲🌡 ▼🌡 and select the desired value, said value will be shown on the lower display.

4.1 Programming the stove - timed thermostat (optional)

This function permits the stove to be programmed for two lightings and two shutdowns during the period of the day or for an entire week.
To enter into the programming:
- Press the SET key twice.
- Select the submenu (UT) by pressing the ▲🌡 and ▼🌡 keys.

UT01: Setting the current day and deactivating the timed thermostat.
If the UT01 is set with the current day for example Sunday (Day 7), select the day of the week with which to associate the lighting of PROGRAM 1 and/or PROGRAM 2.

4.2 Programming the stove

By pressing the and keys it is possible to select the desired value.

Legend	Meaning
Day 1	Monday
Day 2	Tuesday
Day 3	Wednesday
Day 4	Thursday
Day 5	Friday
Day 6	Saturday
Day 7	Sunday
OFF	Disengaged chronothermostat

WARNING!
If you use the chronothermostat function when the stove is on, the digital clock in the stove will stop until you finish working on the menu. It is better to work on the chrono-thermostat menu when the stove is in stand-by (OFF).

UT02: Setting the time.
By pressing the SET key again, the screen will read UT02 and the lower display will show the current time with the dots flashing. Regulate the hour with the and .

UT03:By pressing the SET key again the screen will read UT03 and the lower display will show the current minutes with the dots flashing. Regulate the minutes with the and .

UT04: Reserved for the Authorized Assistance Centre.
By pressing the SET gain the screen will read **UT04 Reserved for Technicians.**
It is not advisable to modify the set parameters. To rectify the modifications made during an unauthorized access the intervention of an authorized technician is required which will **NOT BE COVERED BY THE GUARANTEE.**

UT05: Indicates the start time for PROGRAM "1". It is possible to modify the time by 10 minute intervals by using the and keys.

NOTE: This parameter is activated only if UT01 has been previously set at a setting different than "OFF".

UT06: Indicates the time that PROGRAM "1" ends. It is possible to modify the time and the 10-minute intervals by using the and keys.
NOTE: This parameter is activated only if UT01 has been previously set at a setting different than "OFF".

UT07: Permits selecting the day of the week to match with PROGRAM "1".
Use the button select the day of the week. With the button, activate/deactivate the lighting of the stove. In the example, the lighting of the stove takes place at the weekend, on Saturday and Sunday.

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Monday	Tuesday	Wednesday	Thursday	Friday	Saturaday	Sunday
Off 1	Off 2	Off 3	Off 4	Off 5	On	On

UT08:
This indicates the time PROGRAM "2" starts. It is possible to modify the time at 10-minute intervals by using the and keys.

NOTE: This parameter is activated only if UT01 has been has been previously set at a setting different than "OFF".

UT09: This indicates the time PROGRAM "2" ends. It is possible to modify the time at 10-minute intervals by using the and keys.

NOTE: This parameter is activated only if UT01 has been has been previously set at a setting different than "OFF".

UT10: Permits selecting the day of the week to match with PROGRAM "2". Use the button select the day of the week. With the button activate/deactivate the lighting.

EXAMPLE
Today is Monday. I would like to light the stove automatically Monday, Tuesday, Thursday and Sunday at 8:00 am and shut it down at 4:00 pm. On Wednesday, Friday and Saturday I would like to light it at 9:00 am and shut it down at 11:00 pm.

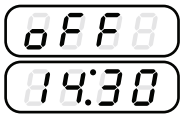
ATTENTION!
Once Program 1 and 2 are set, the Timer led lights up. If programs 1 and 2 have not been programmed, the Timer led remains unlighted. If the electrical power cuts out a series of buffers starts that leaves the settings of the programmed times unaltered.

The program will be as follows:

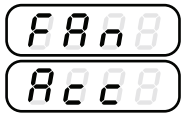
UT 01 : day 1
UT 02 : current hour
UT 03 : current minutes
UT 04 : reserved for installation technicians
UT 05 : 8:00 am
UT 06 : 4: 00 pm
UT 07: On1-On2-Off3-On4-Off5-Off6-On7
UT 08 : 9:00 am
UT 09 : 11:00 pm
UT 10 : Off1-Off2-On3-Off4-On5-On6-Off7

ATTENTION!
The stove will function during the hours of ON programming at the same temperature and the power settings as when it was last shut down.

5.0 Display information

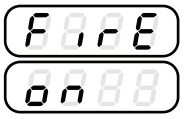


"OFF"
"OFF" : the stove is off or it is in a shutting down phase. Es: the current time is 2:30 pm.

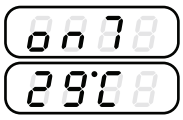


"FAN - ACC"
The stove is in the phase of preheating the resistor, preceding lighting.

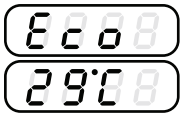
"LOAD WOOD"
Indicates that the stove is loading the pellets.



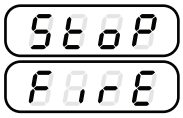
"FIRE ON"
The stove is in the flame stabilization phase (flame present).



"ON 1"
The stove is in the operational phase at minimum power. The environmental temperature revealed is 29°C.

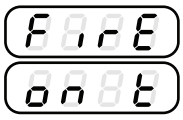


"ECO"
The stove has reached the temperature set by the user and is in the energy saving phase. In this phase it is not possible to modify the power setting.
If the temperature is set at 41°C the stove will remain in continuous operation at the programmed work power without passing to the economy mode *(ECO)*.

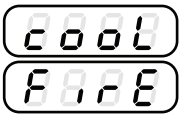


"STOP FIRE"
The stove is in a self-cleaning of the basket phase; the smoke extractor runs at the maximum speed and the pellet loader at minimum (parameter cannot be modified).

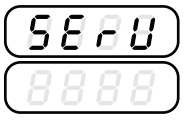
5.1 Particular cases



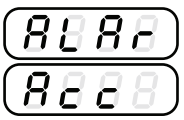
If a lower temperature than that revealed by the environmental probe is set before lighting the stove, the display will read *"ONT"*. In this case, to light the stove, set a temperature at least 4°C higher than that read on the display. If the display still reads "ON T" contact the Authorized Assistance Centre.By pressing the key ⏻ the stove will restart with the parameters previously programmed.



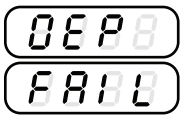
Whenever the current fails (even for a few seconds) the stove shuts down.
You will see the words *COOL FIRE* and the stove will start working after a cooling loop.



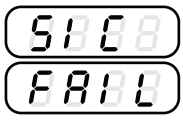
ALARME "SERV"
When the display reads *"SERV"*, the stove has reached 900 hours of operation. It is advisable to contact the Authorized Assistance Centre for maintenance.



"ALARM NO ACC" - Lighting anomaly.
This happens when the approximately 15-minute lighting period has passed and the smoke temperature is still insufficient. It could be that there was too scarce an influx of pellets for lighting.

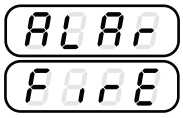


"DEP FAIL": obstruction in the smoke discharge ducts
Check that the there are no obstructions in the flue and that it's interior is not excessively dirty.



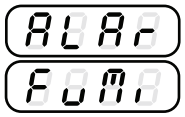
"SIC FAIL": stove overheating

When the display reads *"SIC FAIL"* the pellet gear motor locks up and the stove enters the shut down phase.
It is possible to restart the stove by resetting the thermostat as shown in the pict 3.
The reset button is located at the rear of the stove (5).
Unscrew the protective cap and press down the button that appears below.
In case of further blockages due to the same problem, do not attempt to reset the stove and contact the Authorized Assistance Centre.



SHUTDOWN ALARM WHILE WORKING

You will see this alarm if the stove switches off while working (for example if it has run out with pellet). You will see the words *NO FIRE* on the display. Press the button ⏻ to reset the alarm.
Drain the brazier and start a new lighting.

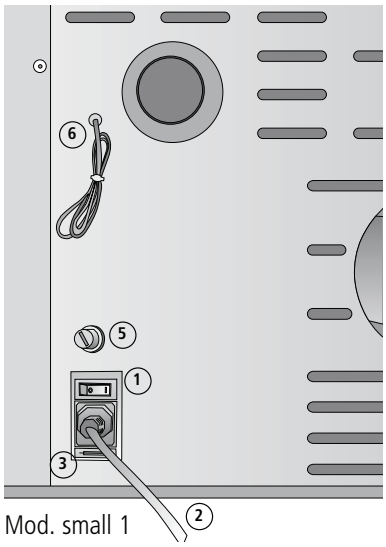


SMOKES SENSOR ALARM

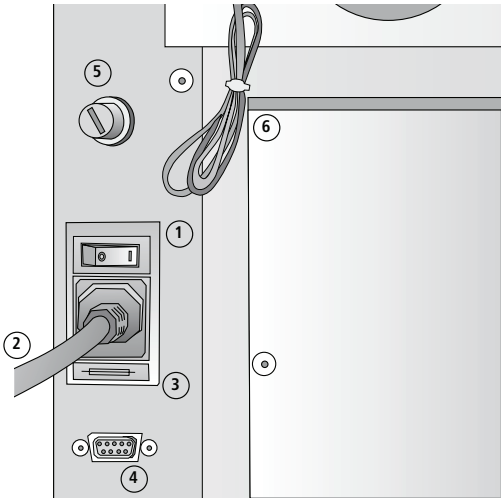
This alarm appears if the pipe sensor is broken or not connected. You will see the words sond fumi on the display. Please contact an Authorised Assistance Centre.

Pict. 3: Manual thermostat reset with protective cap

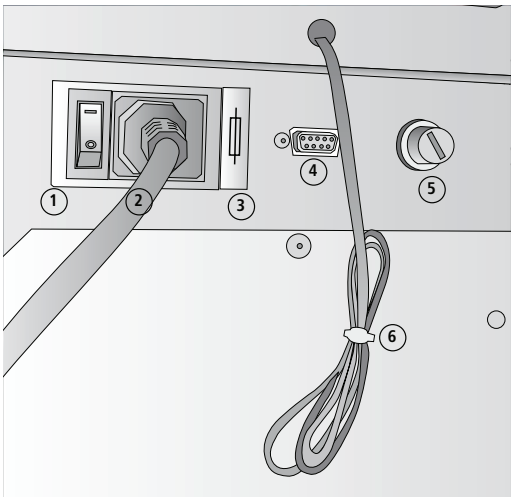
1. Lighting button
2. Electrical feed cable
3. Fuse F4AL250V
4. PC connection (optional)
5. Thermostat reset button
6. Environmental probe



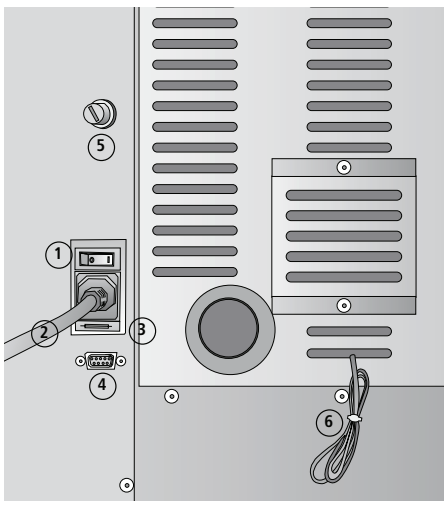
Mod. small 1



Mod. small 2



Mod. medium



Mod. large

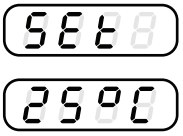
6.0 Channeling (if provided)

The stoves offering a channeling to heat a room which is different from the one where the stove has been installed need a second fan for warm air.
Please join the following procedure to switch on / off the fan:

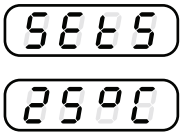
- Press the key SET once.
- On the upper display you will read the words SET. On the lower display you will see the set temperature. In this case, the second fan is switched off.
- Press the key to increase the speed of the second fan. There are five possible speeds. The number near the word SET blinks.

N.B: the speed of the duct fan should not exceed the speed of the ambient fan

Examples:



In this case the second fan for warm air is switched off.



In this case the second fan is working at speed 5, the highest possible speed.

ATTENTION!
if you want to switch off the second fan, press the key more than once while the unit is in SET temperature mode and until the number near the word SET disappears.

7.0 Cleaning and maintenance

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

- Be sure that all parts of the stove 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).

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

7.1. How to clean the combustion chamber (once a month)

When the stove is cold, please join the following procedure:

Remove the scraper while the door is closed.
Continue pulling and pushing the scraper for 5 or 6 times in order to clean the pipes.
Once you have cleaned the pipes, leave the scraper removed so that the removal of the indoor walls of the combustion chamber will be easier.

Pict. 1

- Open the door and remove the brazier and the ash tray (Pict. 1).
- Remove the upper hit fire joining the procedure described in paragraph 6.8.

Pict. 2

Pict. 3

Pict. 4

Pict. 5

Remove the outside fireproof bulkheads. Just move them out without rotating. If required, use a screwdiver or a similar tool. (Pict. 2-3-4). Remove the central bulkhead of the combustion chamber. (Pict. 5).

Pict. 6

Pict. 6.1

Pict. 6.2

Dismantle the inside lateral bulkheads levering with a screwdiver on the point indicated in the picture 6 - 6.1- 6.2.

Remove the bottom of the combustion chamber using a screwdiver and starting definitively from the right side.(Pict.7-8-9.

Pict. 7

Pict. 8

Pict. 9

Use a vacuum cleaner to clean the inner part of the combustion chamber from the residual ash (Pict. 10).

Pict. 10

7.3 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.

7.4 Cleaning the metal parts

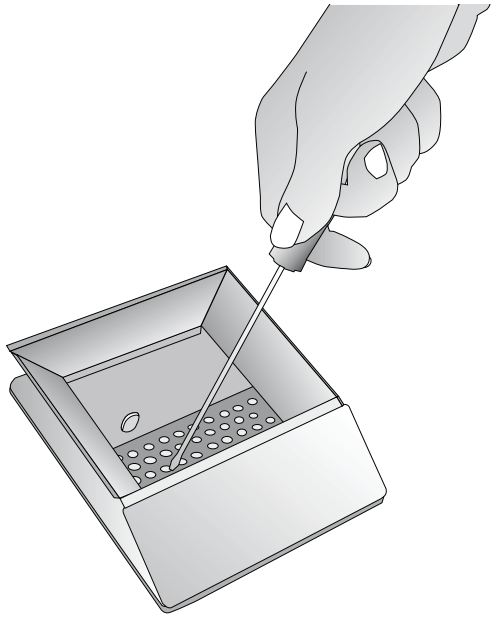
To clean the metal parts of the stove, use a soft cloth dampened with water.
Never clean the metal parts with alcohol, thinners, petrol, acetone or other degreasing substances. If such substances are used, our company declines any responsibility.

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

WARNING!
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.

7.5 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. 11). 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.



Pict. 11: cleaning the brazier

7.6 Cleaning the ceramic covering (if supplied)

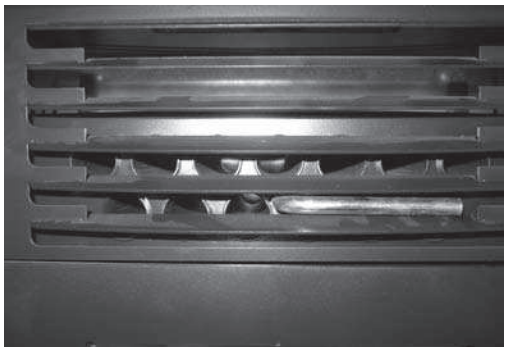
The ceramic tiling must be cleaned with a soft dry cloth before using a damp cloth. Use only neutral and delicate detergents. Do not wet and never clean the ceramic tiling with cold water while **it is hot** as the thermal shock could cause breakage!

WARNING: The ceramics is very hot!!!

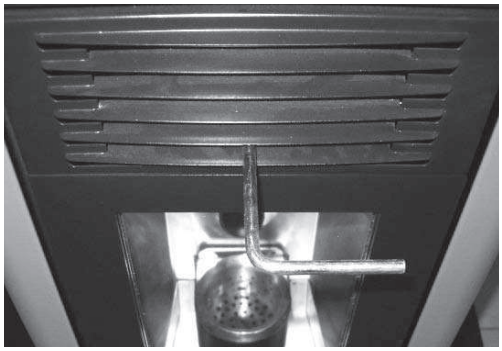
7.7 Daily cleaning with a scraper (if supplied)

With the stove shut down and chill, activate the scraper in the heat exchange ducts by pushing and pulling the lever, located between the frontal grates where the environmental air exits, backwards and forwards 5 or 6 times.

- Push the scraper towards the stove with the door closed (Pict. 12).
- Pull the scraper outwards with the door closed (Pict. 13).



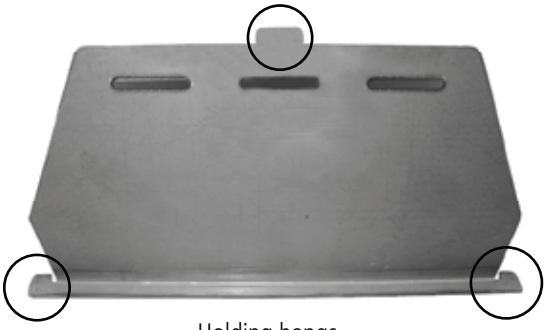
Pict. 12: deactivated scraper



Pict. 13: activated scraper

7.8 Cleaning of the hit fire

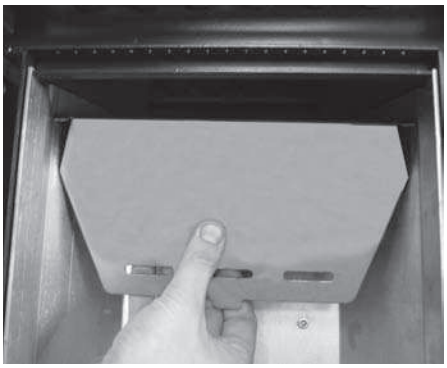
Remove the fire shield following the instructions indicated in the pictures. (Pict. 14-15-16-17).
Use a vacuum cleaner to clean the upper part from the residual ash. Once finished, install the fire shield being sure the 3 support hooks have been placed correctly.



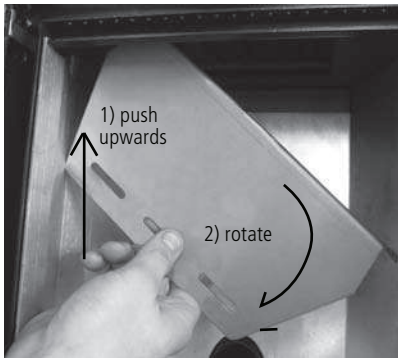
Holding hangs

Pict. 14: Lift the fire shield

Pict. 15: Lift the fire shield



Pict. 16: Rotate the fire shield



Pict. 17:Remove the fire shield

7.9 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 (Pict. 18-19).

Pict. 18-19: cleaning the ash box

7.10 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.

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

7.11 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.

7.12 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.

7.13 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.

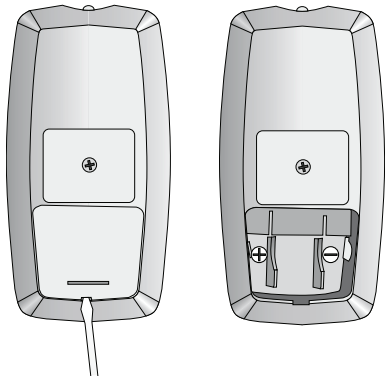
8.0 Replacing elements

8.1 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.

8.2 Replacing the batteries in the remote control (if supplied)

To replace the batteries (not furnished), use a small flathead screwdriver to remove the cover on the rear of the remote control (Pict. 20).
At this point replace the battery with a new type "N" (12V) battery, being careful not to invert the polarity (the type of battery and polarity are, in any case, indicated on the plastic parts of the remote control). Then, close the remote control and dispose of the old battery in one of the appropriate containers. If the problem persists contact the Authorized Assistance Centre.



Pict. 20: Replacing batteries in the remote control (if supplied).

9.0 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.

9.1 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.

NOTE

Carefully read the precautions and follow the procedures correctly.

WARNING!

Do not try to install the stove;
always contact authorized and trained personnel.

- **In case of breakage or poor functioning always contact the Authorized Assistance Centre;** any attempt to remove parts or perform maintenance on the device can expose the user to electrical shock danger. The stove contains parts whose maintenance must be done by the Authorized Assistance Centre.
- **The stove is a heating device;** its parts reach extreme temperatures and contact without adequate protection can provoke burns of various degrees. Pay particular attention to children.
- **In case of a transfer, contact the Authorized Assistance Centre for the removal and new installation.**
- **Do not insert fingers or other objects in the air flow exit slits.** Inside the device there is a high speed fan that could cause grave personal injury. Pay particular attention to children.
- **Do not remain for long periods directly exposed to the flow of hot air.** Direct and prolonged exposition to the cold air could be hazardous to health. Pay particular attention in rooms where there are children, the elderly or the ill.
- **In case the stove functions poorly, shut down the device immediately, unhook the appropriate automatic switch and contact the Authorized Assistance Centre.** The continued use of the device in said conditions can cause fires or flashes.
- If you do not use the auxiliary air outlet (only for models with canalisation), check that the fan speed is set on zero (deactivated).

WARNING!

- **During the stove installation operation, keep children out of the work area** to avoid unforeseen accidents.
- **Do not block or cover in any way the body of the stove or obstruct the slits placed on the upper side.** Obstructing said slits can cause fires.
- **Do not use the stove in areas containing precision devices or works of art.** The quality of the conserved objects may deteriorate.
- **Do not expose animals or plants to direct air flow from the unit.** Prolonged direct exposition to the flow of air from the stove can have negative effects on plants and animals.
- **Occasionally ventilate the room during the use of the device.** Insufficient ventilation can be the origin of insufficient oxygen in the room.
- **Do not expose the stove to contact with water.** The electrical insulation could be damaged, with the consequent possibilities of electrocution and breakage due to the thermal extremes.
- **Verify the installation conditions to locate eventual damage.** After the stove has completed 900 hours of operation (the lower screen will read “SErV”), contact the Authorized Assistance Centre for cleaning and ordinary maintenance.
- **Do not use inflammable gas near the stove.**
- **Unhook the automatic switch if the device will not be used for long periods of time.**
- We check the start up of all our stoves.

Norms and conformity declarations

Legislation

- Our company declares that the stove conforms to the following norms for EC European Directive marking.
- 89/336 EC and 2004/108 EC (EMC directive) and successive amendments.
- 2006/95 EC (low voltage directive) and successive amendments.
- 2006/42 EC (machinery directive).
- 89/106 EC (construction products).
- For installation in Italy refer to the UNI 10683/98 or successive modifications; the technician installing the hydrothermal sanitary system will issue the declaration of conformity according to L. 37/2008. The installation of appliance has to be in accordance with local and national laws and with European norms.
- EN 60335-1 - EN 50165 - EN 50366 - EN 55014-1 - EN 61000-3-2 - EN 61000-3-3 - EN 14785.

Responsibility

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

- Poor maintenance.
- Failure to observe the instructions contained in the manuals.
- 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 of pellets not approved by the manufacturer.

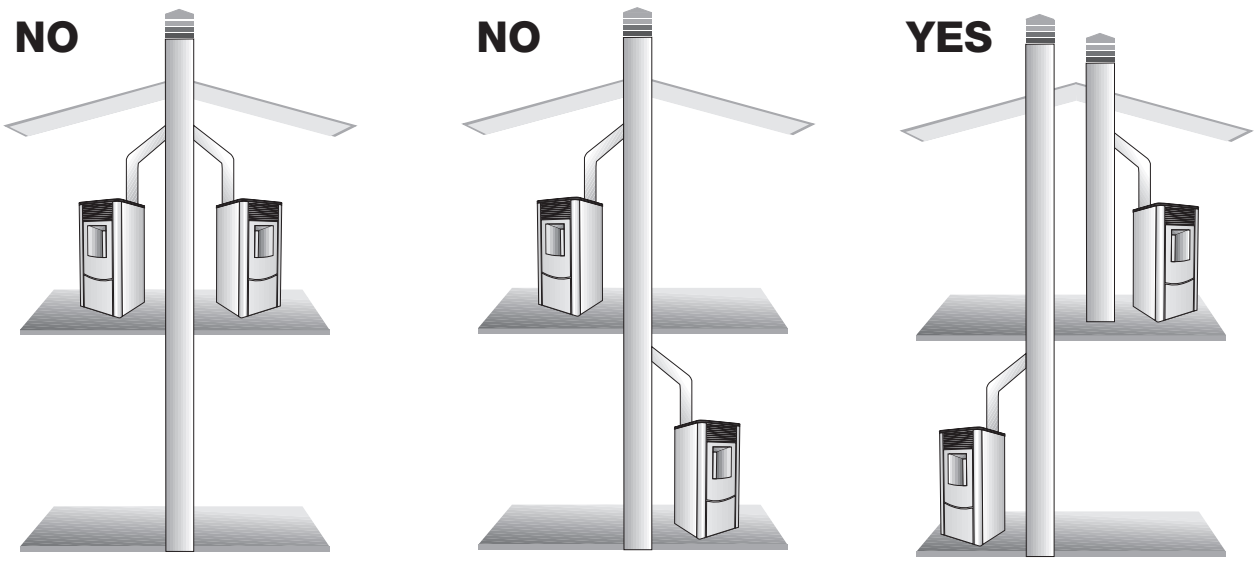
Installation

Flue

The flue must meet the following requirements:

- No other type of chimney, stove, boiler or hood vent must be connected (Pict.1).
- It must be adequately distanced from combustible or inflammable material by means of an air cavity or opportune insulation.
- The internal section must be uniform, preferably circular: the square or rectangular sections must have rounded corners with a radius of no less than 20 mm, a maximum relationship between the sides of 1.5; the walls as smooth as possible with no narrowed sections, regular curves and no discontinuities, with deviations from the axis not more than 45°.

Pict.1: methods for installing the flue



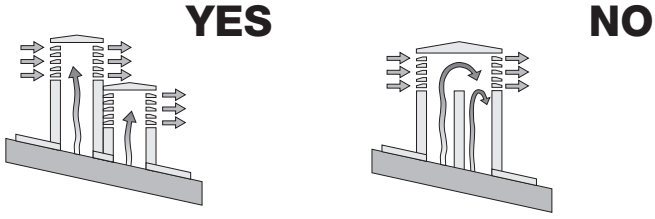
- Every device must have its own flue with a diameter equal to or larger than the stove's smoke clearing tube and a height not less than that declared.
- Never use two stoves, a chimney and a stove, a stove and a wood kitchen, etc in the same environment, since the draught of one could damage the draught of the other.
- Collective type ventilation ducts that can lower the atmospheric pressure in the installation environment are not permitted, even if installed in environments that are adjacent to and communicating with the locale of the installation.
- It is forbidden to make fixed or mobile openings in the flue to connect devices different from that for which it is originally intended.
- It is forbidden to pass other air feeding channels or tubes for electrical system usage through the flue, even if oversized.
- It is advisable that the flue be furnished with a chamber which collects solid material and eventual condensation situated below the vertical entrance to the flue so that it is easily opened and inspected through the air-tight door.
- Whenever flues with parallel exits are used it is advisable to raise the upwind chamber by one element.
- The chimney tube must never pass across a combustible surface.

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 (Pict. 2).
- 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.

Pict.2: characteristics of the chimney cap

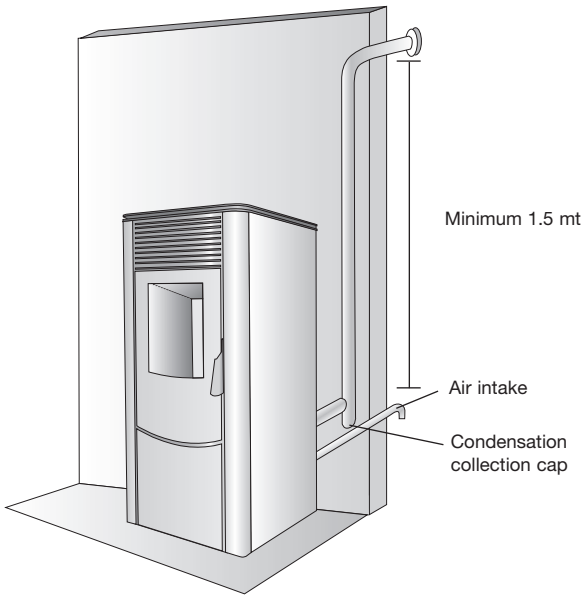


Sizing

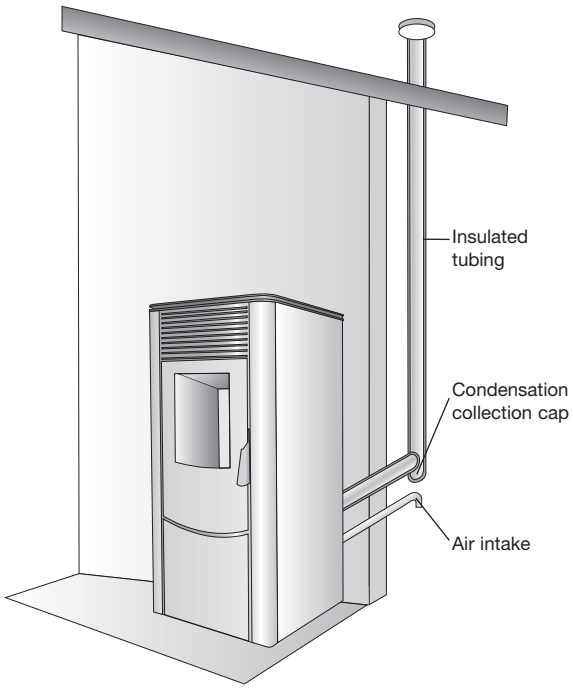
Smoke discharge

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 diameter tube placed at the back.
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 (Pict.3). The vertical duct can be inside or outside. If the smoke duct is outside it must be insulated (Pict.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.

Pict.3: internal flue installation to do according to norms



Pict.4: external flue installation



The adjacent locale must not be used as a garage or be a space without ventilation or air exchange, a storage area for combustible material or used for an activity that has a fire hazard.

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.

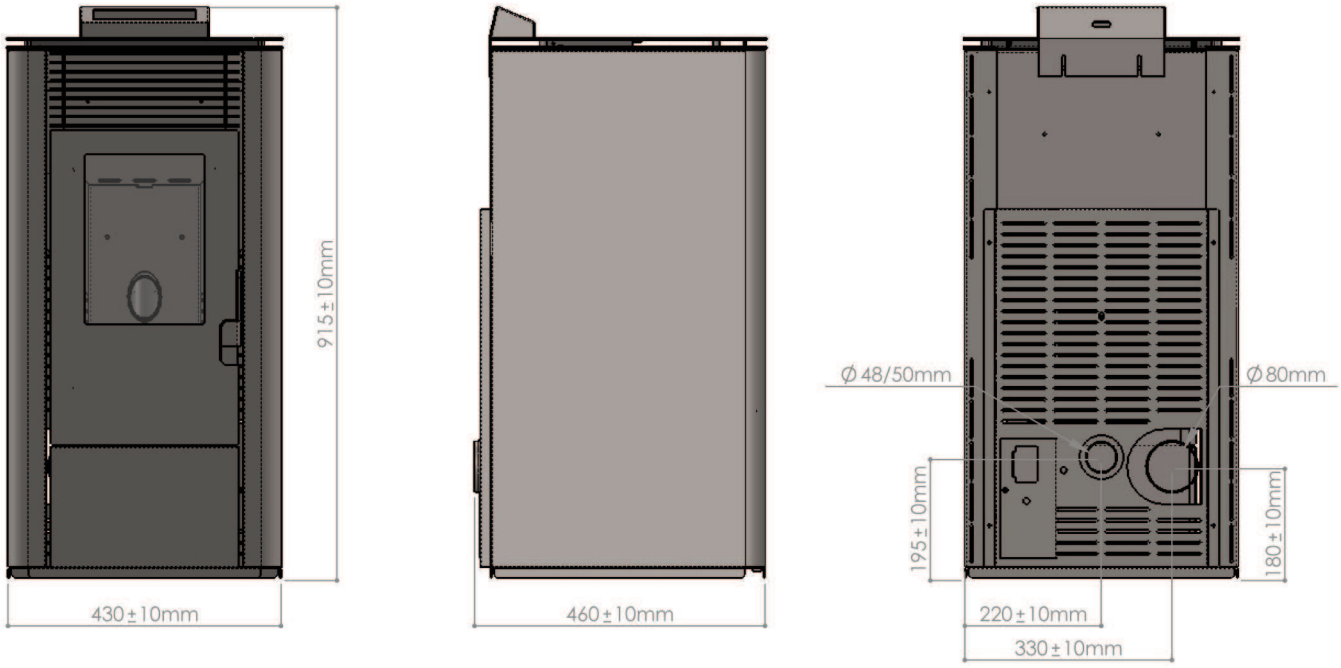
Sizing

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.

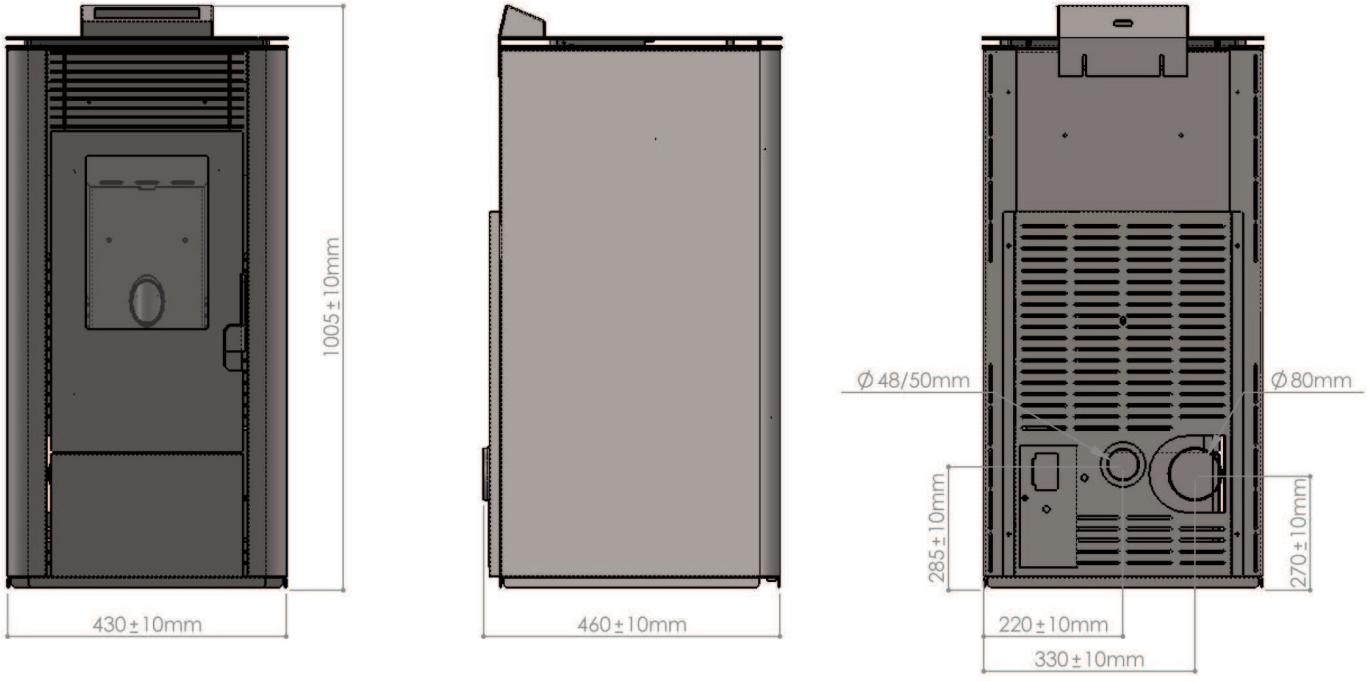
- Be sure that the room where the stove is installed has sufficient aeration and, if necessary, install an air intake duct with a minimum recommended diameter of 50 mm to bring in air from the outside.
- The external air intake must communicate with the stove and positioned so that it is not obstructed. 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.

Sizing of the pellet stove mod. small

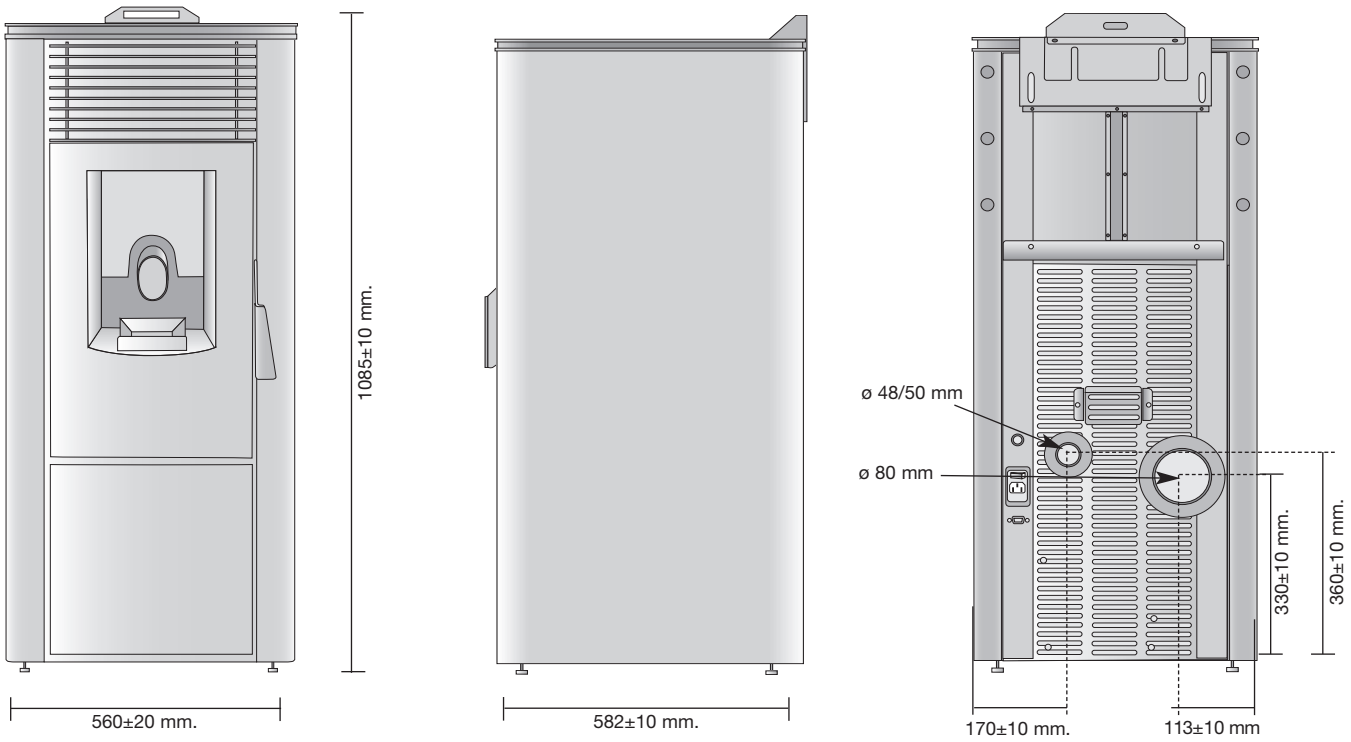


Sizing

Sizing of the pellet stove mod. medium



Sizing of the pellet stove mod. large

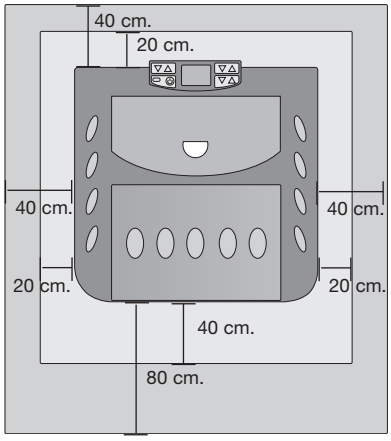


Positioning

The stove is furnished with an electrical cable to connect to a 230V 50Hz socket, preferably with a thermal-magnetic switch. Variations in tension of more than 10% can compromise the stove (if not already present, an adequate differential switch should be provided).
The electrical system must comply with the norms; verify in particular the efficiency of the ground circuit. The electrical feed cable must be of a diameter adequate to the power of the device.
The stove must be completely level. Verify the weight bearing capacity of the flooring.
The placement of the stove within the living environment is determined so that the environment is heated in a uniform manner. Before deciding where to place the stove, keep in mind that:

- The air used for combustion must not come from a garage or a space without ventilation or air exchange, but from a free space or the outside;
- The stove should not be installed in a bedroom;
- Rather it is preferable to install the stove in a large, central room of the house to insure the maximum heat circulation;

Pict. 8: minimum distance of objects



- A grounded electrical connection is obligatory (if the cable issued with the stove is not long enough to reach the closet socket, use an extension cable along the floor).

Fire Safety Distance

The stove must be installed respecting the following safety conditions:

- Minimum distance from the sides and the back must be 20 cm from not inflammable material;
- Minimum distance from the sides and the back must be 40 cm from moderately inflammable material;
- Easily inflammable material must not be place closer than 80 cm in front of the stove;
- If the stove is installed on an inflammable pavement the stove must be placed on a slab of material that insulates it from the heat that is wider at the sides by 20 cm and in the front by 40 cm;
- Do not place objects in inflammable material or any material that can compromise the operation of the stove on the stove or within the safety distance;
- In addition, it is advisable to keep all elements of combustible or inflammable material such as beams, wooden furniture, drapes, inflammable liquids, etc. outside the radiance area of the stove, and in any case at least 1 m from the heating block (Pict. 8);
- In case of connection to wooden walls or other inflammable material, it is necessary to insulate the smoke discharge tube with ceramic fibre or another material with the same characteristics.

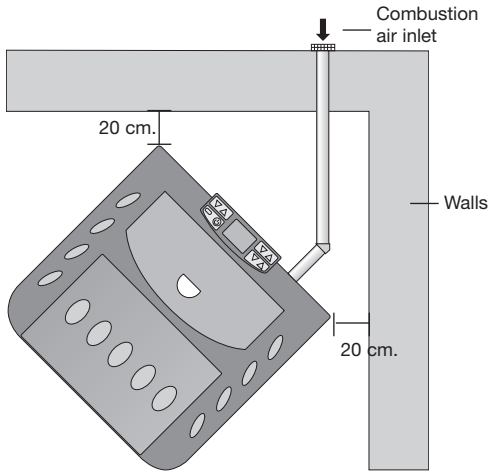
Positioning

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 (Pict. 9) 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.

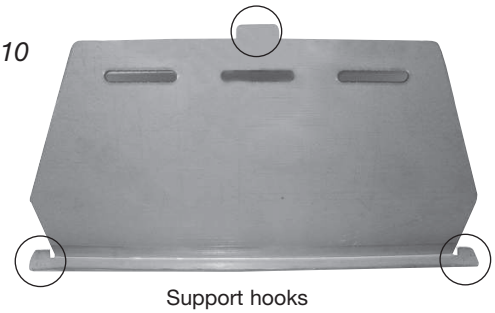
Pict. 9: distance from walls

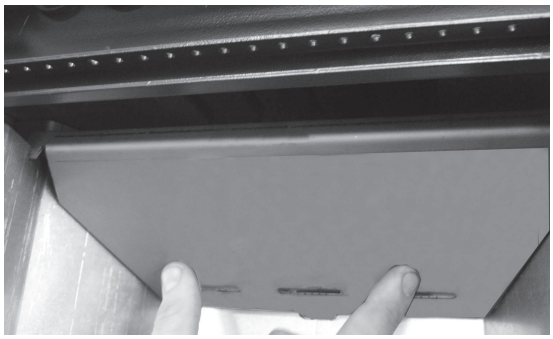


Instructions to install the flame protection

Remove the fire shield following the instructions indicated in the pictures. (Pict. 11-12-13-14).
Use a vacuum cleaner to clean the upper part from the residual ash. Once finished, install the fire shield being sure the 3 support hooks have been placed correctly.

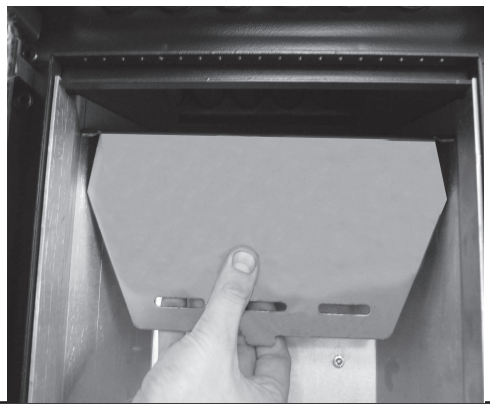
Pict. 10



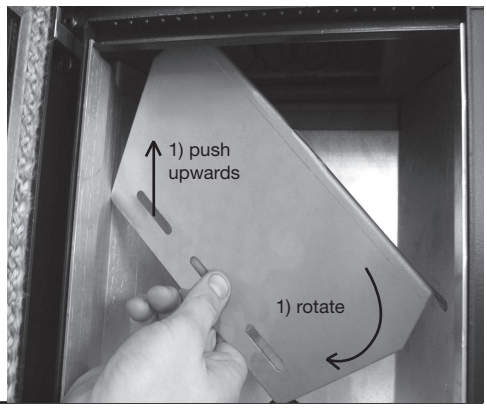


Pict. 11: Lift the fire shield

Pict. 12:Lift the fire shield



Pict. 13: Rotate the fire shield



Pict. 14: Remove the fire shield

Majolica mountings (where present)

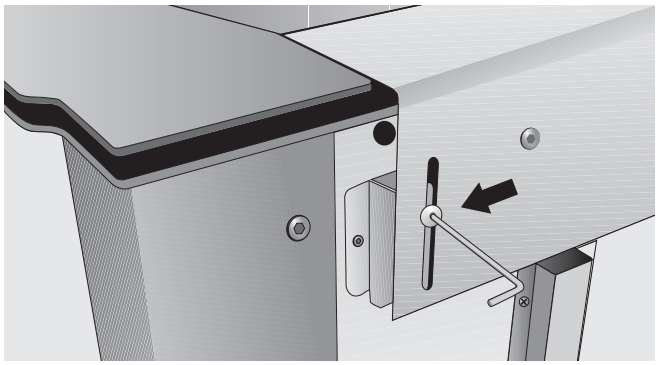
WARNING!
The stove is covered in semi-refractory majolica (not to be confused, however, with other materials such as porcelain). The quibbles and points or air holes are characteristic of this hand-made majolica, and therefore are not considered defects and do not even minimally influence the life of the product.

To insert the majolica pieces proceed in as follows:

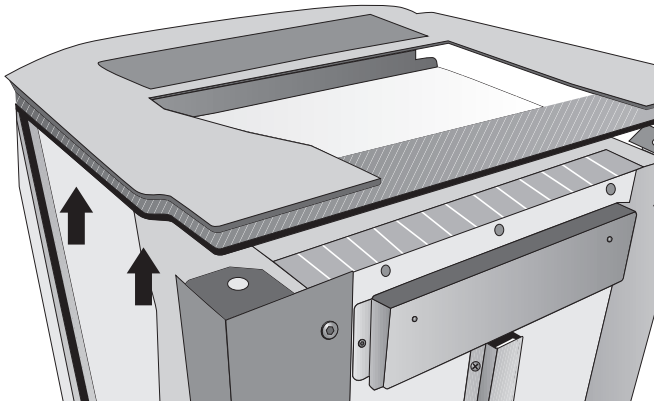
1. Remove the cover (Pict.15).
2. Delicately remove the majolica pieces from the packaging.
3. Stick the vibration-proof seal (provided) to the upper and lower side, inside the right and left side of the majolica and cut to size (Pict. 15-16).
4. Insert the majolica pieces (Pict. 17).
5. Check that the inserted majolica pieces are even with the tracks on the stove. If they are not even, carefully recheck the positioning and eventually reinsert.
6. Apply the cover previously removed and proceed to fasten it to the rear of the stove (Pict. 18).
7. Proceed with the mounting of the display.

WARNING!
The vibration-proof seal is to be sticked only on upper and lower side and inside right and left side of the majolica.

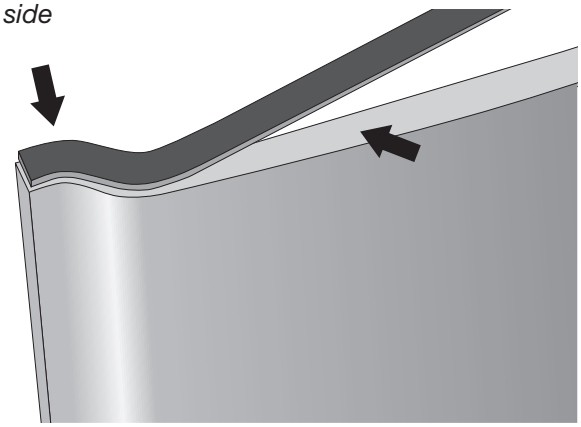
Pict. 18: fastening the cover



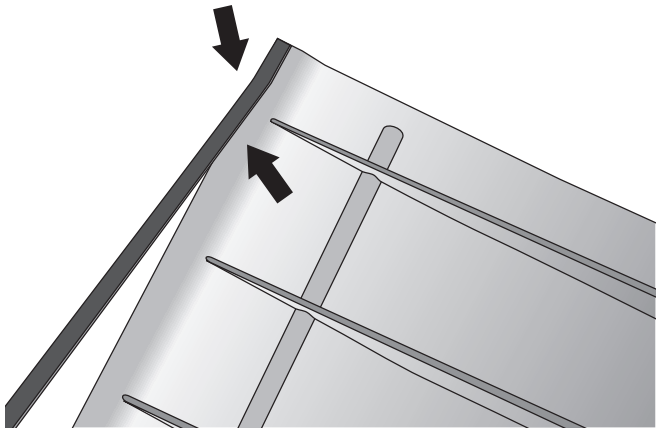
Pict. 15: removing the cover



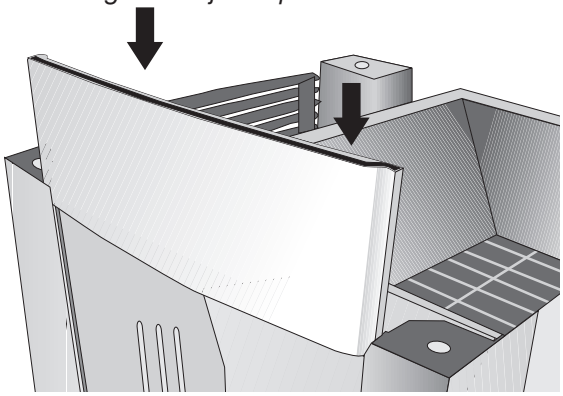
Pict. 16: Stiking the vibration proof seal upper and lower side



Pict. 16: Stiking the vibration proof seal inside right and left side



Pict. 17: inserting the majolica pieces

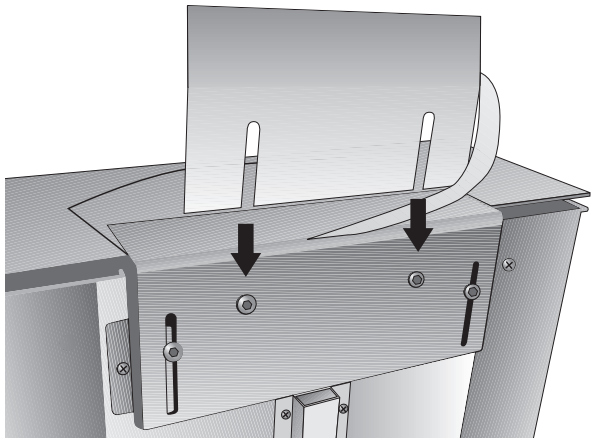


Mounting the display (unless already installed)

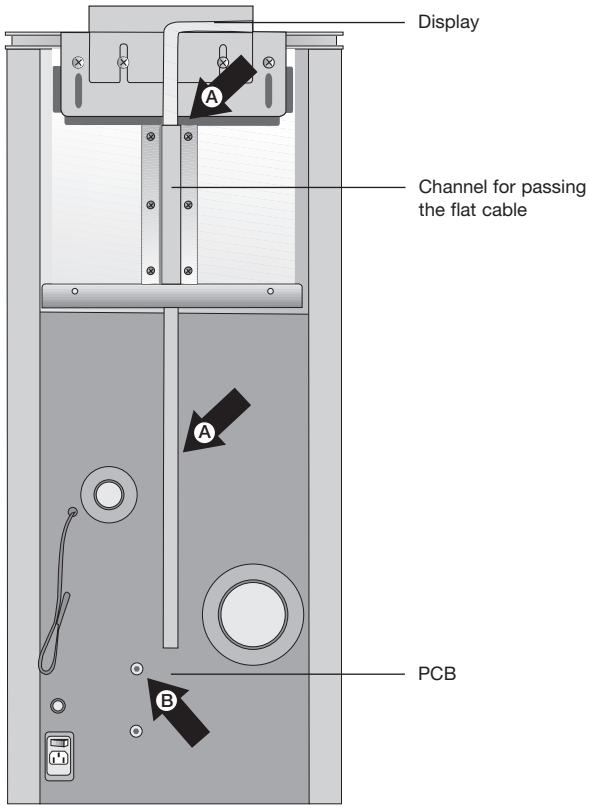
Mounting the display is performed after having inserted the majolica pieces (where present) and is performed as follows:

1. Lightly unscrew the two central screws on the rear of the stove in order to insert the display (Pict. 19). Slide the display down until it stops and then tighten the two screws previously loosened.
2. Slide the whole length of the flat cable through the appropriate channel on the rear of the stove (Pict. 19 - A).
3. Connect the flat cable to the board dedicated connector (Pict. 20).

Pict. 19: fastening the display



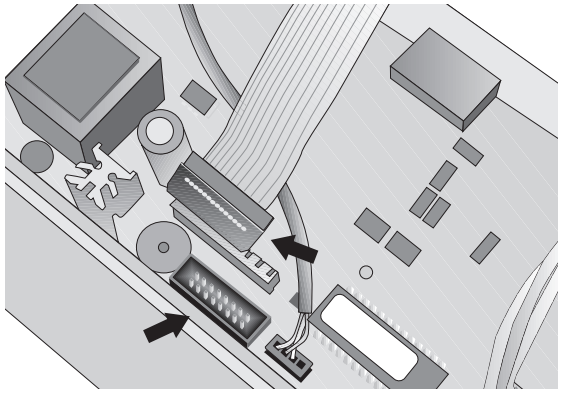
Pict. 19: passing the flat cable



Lighting

- Before lighting the stove, carefully read the use and maintenance manual.
- Remove from the tank all the tools that were inserted during packaging and be sure that the tank is free of eventual extraneous bodies.
- Unroll the environmental probe placed on the rear of the stove, without placing it on the heated parts of the stove.
- Correctly connect the pellet stove to the flue.
- Fill the tank with 6mm diameter pellets.
- Open the door and check that the basket is properly inserted in its slot and that the flame trap is located in the upper part of the combustion chamber.
- Close the door. Never open the door while the pellet stove is operating.
- Connect the stove to an outlet with the appropriate cable received with the stove.
- Place the switch on the rear of the stove at the “1” position.
- Press the ⏻ key for 2 seconds and the gearcase will begin its lighting cycle.

Pict. 20: fastening the flat cable to the board



Maintenance performed by the A.A.C.

ATTENTION:
During the first lighting it is necessary to ventilate the environment well, since during the first hours of operation unpleasant odours could develop due to fumes from the paint and the grease in the tuyère wrapping.

If during the normal operation of the stove, the temperature of the smoke reaches 220°C (parameter which can be modified by a technician) the smoke is modulated as follows:
- Smoke removal motor set at the maximum speed;
- Pellet loading gear motor at the minimum speed;
- Tangential heat exchange fan at the maximum speed.

This procedure functions to lower the temperature of the smoke. When this returns below the level of 220°C the stove will restore the speed of the three motors returning them to the settings before the level was passed.
If the electrical current cuts out, once it is restored, the display will indicate a state of anomaly and will read “Fire cool” (flame present). The suction will be increased to expel the residual smoke.

Operations to be performed by the Authorized Assistance Centre every season before the 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 pressure switch, sostitute silicone tube.
- Check the probe.
- Replace the batteries in the clock on the electronic board.
- Clean, inspect and disincrust the lighting resistor compartment, 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.
- Test functions, loading the screw feeder, lighting, 10 minutes of operation and shut down.
- Check the electrical parts and the electronic components.
- Check and possible cleaning of the canalisation.

Pictures are indicative and can differ from the original product.
Pictures are an example to understand how the product works

Notes

Cod. 001152