Extraflame®

Riscaldamento a Pellet



UK

# PELLET STOVES USER MANUAL

## LUCIA PLUS

MADE IN ITALY
design & production

004277561 - Rev 001

# ⚠ ATTENTION



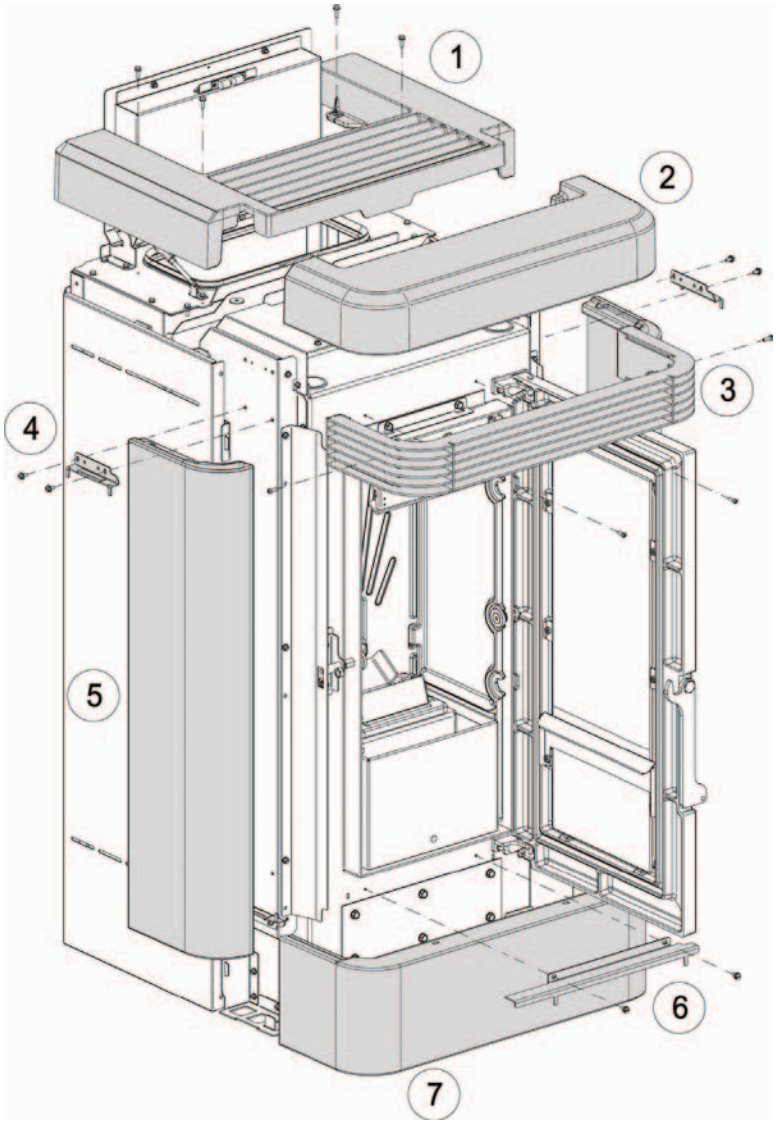

**SURFACES CAN BECOME VERY HOT!**
**ALWAYS USE PROTECTIVE GLOVES!**

***During combustion, thermal energy is released that significantly increases the heat of surfaces, doors, handles, controls, glass, exhaust pipes, and even the front of the appliance. Avoid contact with those elements if not wearing protective clothing (protective gloves included). Make sure children are aware of the danger and keep them away from the stove during operation.***

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| | |
|---|---|
| **ATTENZIONE TASSATIVO**<br>**PRIMA DI MOVIMENTARE LA STUFA TOGLIERE LE MAIOLICHE INDICATE PER EVITARE DANNI.** | **ATENÇÃO - OBRIGATÓRIO**<br>**ANTES DE MOVIMENTAR A SALAMANDRA, RETIRAR AS CERÂMICAS INDICADAS PARA EVITAR DANOS.** |
| **ATTENTION - COMPULSORY**<br>**BEFORE MOVING THE STOVE, KINDLY TAKE THE CERAMICS OFF IN ORDER TO AVOID ANY DAMAGES** | **TÄHELEPANU!**<br>**ENNE AHJU LIIGUTAMIST EEMALDAGE SELLELT NÄIDATUD KERAAMILISED OSAD, ET VÄLTIDA KAHJUSTUSI.** |
| **ATTENTION - OBLIGATOIRE**<br>**AVANT DE BOUGER LE POÊLE , FAIRE ATTENTION À LEVER LES CÉRAMIQUES INDIQUÉES POUR ÉVITER DES DÉGÂTS** | **OBVEZNA POZORNOST**<br>**PRIJE POMICANJA PEĆI, UKLONITE OZNAČENE PLOČICE KAKO BISTE IZBJEGLI OŠTEĆENJA.** |
| **VORSICHT - OBLIGATORISCH**<br>**BEVOR SIE DEN OFEN BEWEGEN, BITTE UNBEDINGT DIE BEZEICHNETE KERAMIK KACHELN ENTFERNEN UM SCHÄDEN ZU VERMEIDEN** | **POZOR OBVEZNO**<br>**PRED PREMIKANJEM PEČI ODSTRANITE OZNAČENE MAJOLIKE, DA PREPREČITE POŠKODOVANJE.** |
| **ATENCIÓN - PERENTORIO**<br>**ANTES DE MOVER LA ESTUFA SACAR LAS MAYÓLICAS INDICADAS PARA EVITAR DAÑOS.** | **ADVARSEL - OBLIGATORISK**<br>**FØR DU FLYTTER OVNEN, BØR DU TAGE KERAMIKFLISERNE AF FOR AT UNDGÅ SKADER.** |



*We thank you for having chosen our company; our product is a great heating solution developed from the most advanced technology with top quality machining and modern design, aimed at making you enjoy the fantastic sensation that the heat of a flame gives, in complete safety.*

## WARNINGS

This instructions manual is an integral part of the product: make sure that it always accompanies the appliance, even if transferred to another owner or user, or if transferred to another place. If it is damaged or lost, request another copy from the area technician. This product is intended for the use for which it has been expressly designed. The manufacturer is exempt from any liability, contractual and extracontractual, for injury/damage caused to persons/animals and objects, due to installation, adjustment and maintenance errors and improper use.

**Installation must be performed by qualified staff, which assumes complete responsibility for the definitive installation and consequent good functioning of the product installed. One must also bear in mind all laws and national, regional, provincial and town council Standards present in the country in which the appliance has been installed, as well as the instructions contained in this manual.**

**The Manufacturer cannot be held responsible for the failure to comply with such precautions.**

**After removing the packaging, ensure that the content is intact and complete. Otherwise, contact the dealer where the appliance was purchased.**

All electric components that make up the product must be replaced with original spare parts exclusively by an authorised after-sales centre, thus guaranteeing correct functioning.

## SAFETY

- **THE APPLIANCE MAY BE USED BY CHILDREN 8 YEARS OF AGE OR OLDER AND INDIVIDUALS WITH REDUCED PHYSICAL, SENSORY, OR MENTAL CAPACITIES OR WITHOUT EXPERIENCE OR THE NECESSARY KNOWLEDGE, PROVIDED THAT THEY ARE SUPERVISED OR HAVE RECEIVED INSTRUCTIONS ON SAFE USE OF THE APPLIANCE AND THAT THEY UNDERSTAND THE INHERENT DANGERS.**
- **THE GENERATOR MUST NOT BE USED BY PERSONS (INCLUDING**

CHILDREN) WITH REDUCED PHYSICAL, SENSORY AND MENTAL CAPACITIES OR WHO ARE UNSKILLED PERSONS, UNLESS THEY ARE SUPERVISED AND TRAINED REGARDING USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY.

- THE CLEANING AND MAINTENANCE REQUIRED BY THE USER MUST NOT BE PERFORMED BY CHILDREN WITHOUT SUPERVISION.
- CHILDREN MUST BE CHECKED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.
- DO NOT TOUCH THE GENERATOR WHEN YOU ARE BAREFOOT OR WHEN PARTS OF THE BODY ARE WET OR DAMP.
- THE SAFETY AND ADJUSTMENT DEVICES MUST NOT BE MODIFIED WITHOUT THE AUTHORISATION OR INDICATIONS OF THE MANUFACTURER.
- DO NOT PULL, REMOVE, TWIST THE ELECTRICAL CABLES COMING OUT OF THE PRODUCT EVEN IF IT IS DISCONNECTED FROM THE MAINS.
- IT IS ADVISED TO POSITION THE POWER SUPPLY CABLE SO THAT IT DOES NOT COME INTO CONTACT WITH HOT PARTS OF THE APPLIANCE.
- THE POWER SUPPLY PLUG MUST BE ACCESSIBLE AFTER INSTALLATION.
- DO NOT CLOSE OR REDUCE THE DIMENSIONS OF THE AIRING VENTS IN THE PLACE OF INSTALLATION. THE AIRING VENTS ARE ESSENTIAL FOR CORRECT COMBUSTION.
- DO NOT LEAVE THE PACKAGING ELEMENTS WITHIN REACH OF CHILDREN OR UNASSISTED DISABLED PERSONS.
- THE HEARTH DOOR MUST ALWAYS BE CLOSED DURING NORMAL FUNCTIONING OF THE PRODUCT.
- WHEN THE APPLIANCE IS FUNCTIONING AND HOT TO THE TOUCH, ESPECIALLY ALL EXTERNAL SURFACES, ATTENTION MUST BE PAID
- CHECK FOR THE PRESENCE OF ANY OBSTRUCTIONS BEFORE SWITCHING THE APPLIANCE ON FOLLOWING A PROLONGED PERIOD OF INACTIVITY.
- THE GENERATOR HAS BEEN DESIGNED TO FUNCTION IN ANY CLIMATIC CONDITION. IN PARTICULARLY ADVERSE CONDITIONS (STRONG WIND, FREEZING) SAFETY SYSTEMS MAY INTERVENE THAT SWITCH THE GENERATOR OFF. IF THIS OCCURS, CONTACT THE TECHNICAL AFTER-SALES SERVICE AND ALWAYS DISABLE THE SAFETY

**SYSTEMS.**

- **IN THE EVENT THE FLUE CATCHES FIRE, USE SUITABLE SYSTEMS FOR SUFFOCATING THE FLAMES OR REQUEST HELP FROM THE FIRE BRIGADE.**
- **THIS APPLIANCE MUST NOT BE USED TO BURN WASTE**
- **DO NOT USE ANY FLAMMABLE LIQUIDS FOR IGNITION**
- **DURING THE FILLING PHASE DO NOT PUT THE BAG OF PELLETS TO INTO CONTACT WITH THE PRODUCT**
- **THE MAJOLICAS ARE TOP QUALITY ARTISAN PRODUCTS AND AS SUCH CAN HAVE MICRO-DOTS, CRACKLES AND CHROMATIC IMPERFECTIONS. THESE FEATURES HIGHLIGHT THEIR VALUABLE NATURE. DUE TO THEIR DIFFERENT DILATION COEFFICIENT, THEY PRODUCE CRACKLING, WHICH DEMONSTRATE THEIR EFFECTIVE AUTHENTICITY. TO CLEAN THE MAJOLICAS, IT IS RECOMMENDED TO USE A SOFT, DRY CLOTH. IF A DETERGENT OR LIQUID IS USED, THE LATTER COULD PENETRATE INSIDE THE CRACKLES, HIGHLIGHTING THEM.**
- **SINCE THE PRODUCT CAN TURN ON AUTOMATICALLY THANKS TO THE TIMER, OR REMOTELY USING THE DEDICATED APPLICATIONS, IT IS STRICTLY FORBIDDEN TO LEAVE ANY COMBUSTIBLE OBJECT WITHIN THE SAFETY DISTANCES INDICATED ON THE TECHNICAL DATA PLATE.**

## ROUTINE MAINTENANCE

Based on Decree 22 January 2008 n°37 art.2, routine maintenance means interventions aimed at reducing degradation due to normal use, as well as dealing with accidental events entailing the need of first interventions, which however do not modify the structure of the system upon which one is intervening or its intended use according to the requirements laid down by the technical standards in force and by the manufacturer's use and maintenance manual.

# INSTALLATION

## GENERAL

The flue gas exhaust and hydraulic connections must be carried out by qualified personnel who must issue installation conformity documentation compliant with national standards.
**The installer must provide the owner or person acting for him, according to the legislation in force, with the declaration of conformity, supplied with:**

1) the use and maintenance manual of the appliance and of the system components (such as for example, the smoke ducts, chimney, etc.);
2) photocopy or photograph of the chimney plaque;
3) system booklet (where applicable).

*The installer must ask to be issued with a receipt stating that the documentation has been provided, and must keep it with a copy of the technical documentation relating to the installation.*
For installation in a condominium, prior approval from the condominium's administrator must be requested.
Where required, check the exhaust gas emissions after installation. Should a sampling point be installed, it must be airtight.

### COMPATIBILITY

Do not install in rooms with a fire hazard. It is also forbidden to install it in living areas with the following characteristics:

1. where there are liquid fuel appliances with continuous or discontinuous operation that draw the combustion air into the room in which they are installed.
2. where there are type B gas appliances intended for heating, with or without domestic hot water production and in adjacent and communicating rooms.
3. where the depression measured in situ between the external and internal environment is greater than 4 Pa.

N.B.: Watertight appliances can also be installed in the cases indicated in points 1, 2 and 3 of this paragraph.

### INSTALLATIONS IN BATHROOMS, BEDROOMS AND STUDIO FLATS

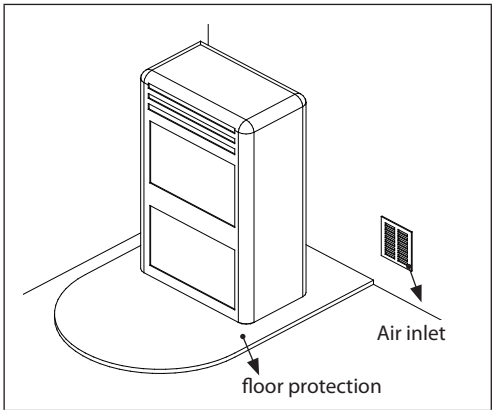
Installation in bathrooms, bedrooms and studio flats is only allowed for sealed or closed hearth appliances with ducted combustion air taken from the outside.

### POSITIONING AND SAFETY DISTANCES

The support surfaces and/or points must have a suitable capacity to bear the overall weight of the appliance, accessories and coverings. If the floor is made of a combustible material, we recommend using a non-combustible material to protect the front part from any burnt material which might fall during routine cleaning operations. The generator must be level to function properly. The side walls, the rear walls and the floor support surface should be made of non-combustible material.

## MINIMUM DISTANCES

Installation next to flammable or heat-sensitive materials is permitted **only if the special safety distances specified on the label at the beginning of the manual (pag.2) are observed**. If the materials are not flammable, you must keep a side and rear distance of at least 100 mm (without the inserts). For products equipped with rear spacers, wall-mounting installation is permitted exclusively for the rear side.




One must also bear in mind all laws and national, regional, provincial and town council regulations in force in the country in which the appliance has been installed, as well as the instructions contained in this manual.

## PREPARATIONS FOR MAINTENANCE

To carry out extraordinary maintenance operations on the product, it may be necessary to move it away from the adjacent walls. This must be done by a technician authorised to disconnect the combustion product evacuation ducts and then reconnect them. For heaters connected to the hydraulic system, the connection between the system itself and the product must be made in such a way that, when an authorised technician is about to carry out extraordinary maintenance operations, it is possible to move the heater at least 1 metre away from the adjacent walls.

### INSTALLING INSERTS

When installing inserts, access must be prevented to the internal parts of the appliance and it must not be possible to access live parts during extraction operations.
Any wiring, for example the power cable or room probe, must be positioned so as not to be damaged during movement of the insert and must not come into contact with hot parts. If a cavity made of combustible material is installed, we recommend taking all the safety precautions indicated by the installation standards.

### VENTILATION AND AERATION OF INSTALLATION ROOMS

Ventilation in the event of a non-hermetic generator and/or of non-sealed installation must take place respecting the minimum area indicated below:

| Appliance categories | Reference standard | Percentage of the net opening section with respect to the appliance fumes outlet section | Minimum net opening value of the ventilation duct |
|---|---|---|---|
| Pellet stoves | UNI EN 14785 | - | 80 $cm^2$ |
| Boilers | UNI EN 303-5 | 50% | 100 $cm^2$ |

**Under any condition, including in the presence of extractor hoods and/or of controlled forced ventilation systems, the pressure difference between the generator installation rooms and the outside must always be equal to or less than 4 Pa.**

In the presence of type B gas appliances with intermittent operation not intended for heating, they must have their own aeration and/or ventilation opening.

The air inlets must meet the following requirements:
- they must be protected with grids, metal mesh, etc., but without reducing the net useful section;
- they must be made so as to make the maintenance operations possible;
- positioned so that they cannot be obstructed;

The clean and non-contaminated air flow can also be obtained from a room adjacent to that of installation (indirect aeration and ventilation), as long as the flow takes place freely through permanent openings communicating with the outside.
The adjacent room cannot be used as a garage, or to store combustible material or for any other activity with a fire hazard, bathroom, bedroom or common room of the building.

**FLUE GAS EXHAUST**

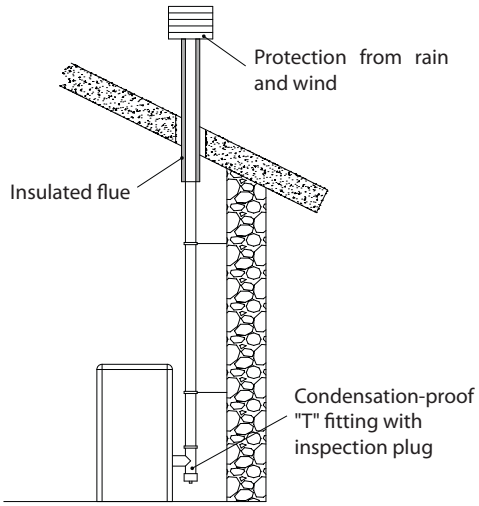
The heat generator works in depression and is equipped with an outlet fan for flue gas extraction. There must be a single exhaust system for the generator. Using a flue that is shared with other devices is not allowed.

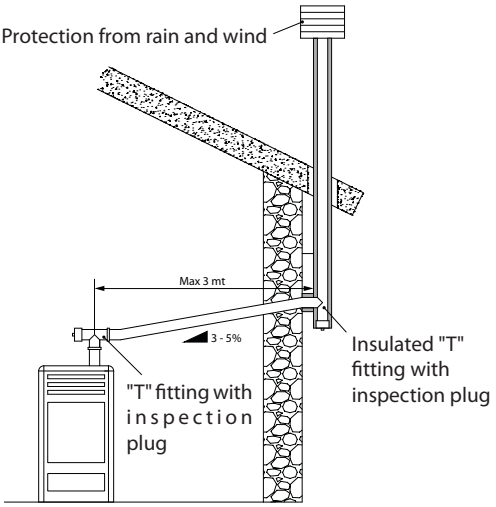
The components of the flue gas exhaust system must be chosen in relation to the type of appliance to be installed in compliance with:
- UNI/ TS 11278 in the event of metal chimneys, with particular attention to that stated in the specification;
- UNI EN 13063-1 and UNI EN 13063-2, UNI EN 1457, UNI EN 1806 in the event of non-metallic chimneys.
- The length of the horizontal section must be minimal and, in any case, no longer than 3 metres, with a minimum upward slope of 3%
- There must not be more than 4 direction changes including the one due to the use of the "T" element.
- A "T" fitting with a condensation collection cap must be provided at the base of the vertical section.
- If the exhaust is not inserted in an existing flue, a vertical section with a windproof end piece is required (UNI 10683).
- The vertical duct can be inside or outside the building. If the smoke duct is inserted in an existing flue, it must be certified for solid fuel.
- If the smoke duct is outside the building, it must always be insulated.
- The smoke ducts must have at least one airtight inlet for flue gas sampling.
- All the sections of the flue gas duct must be accessible to inspection.
- Inspection openings must be provided for cleaning.
- If the generator has a fume temperature lower than 160°C+ ambient temperature caused by the high yield (contact technicians) it MUST be resistant to humidity.
- A flue system that does not respect the previous points or, in general, that does not comply with the regulations, may cause condensation phenomena inside it.

**CHIMNEY CAP**

The chimney caps must meet the following requirements:
- they must have a useful outlet section no less than double that of the chimney/ducted system on which it is installed;
- they must be adapted in order to prevent the penetration of rain and snow in the chimney/ducted system;
- they must be built so that, in the event of winds coming from all directions and from any angle, the expulsion of combustion products is in any case ensured;

**EXAMPLES OF CORRECT CONNECTION TO THE CHIMNEY**

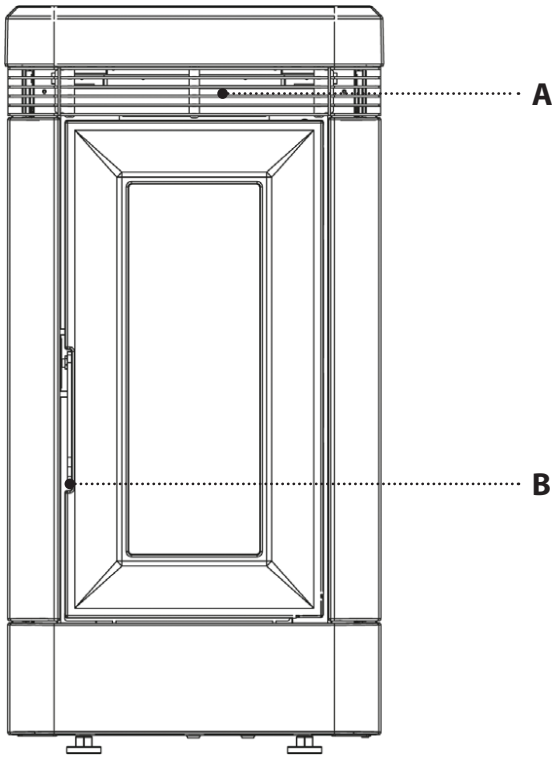


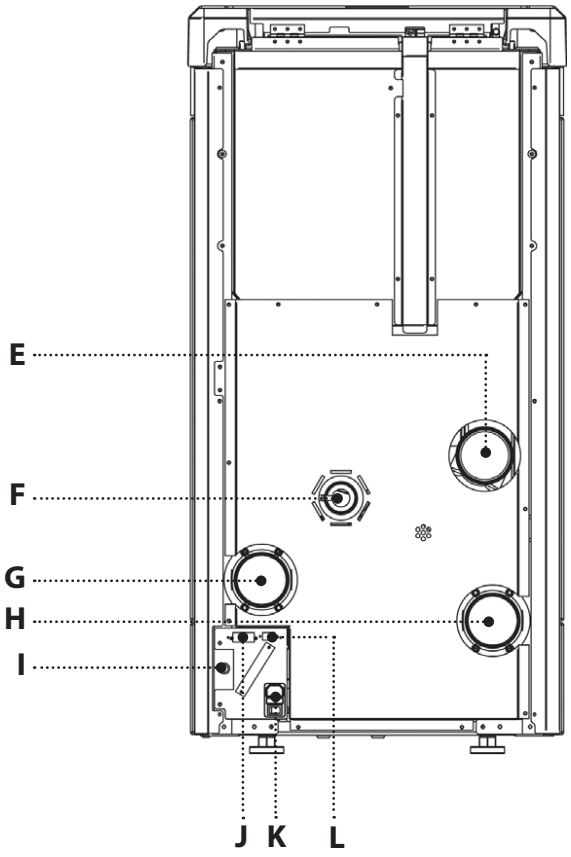



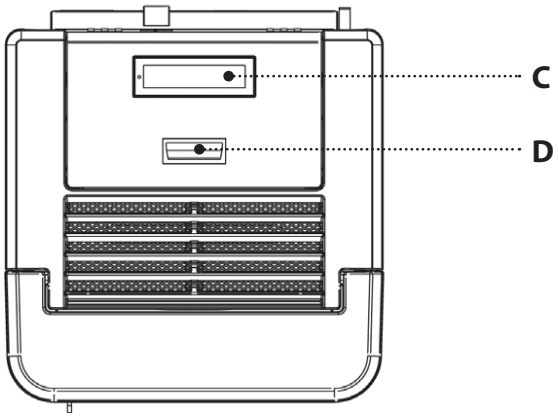

**CONNECTION TO THE MAINS ELECTRIC SUPPLY**

The generator is supplied with an electric power cable to be plugged into a 230V 50 Hz socket, possibly with a circuit breaker switch. The socket must be easily accessible.
The electrical system must be compliant with standards. The efficiency of the earthing circuit must be checked. Unsuitable earthing of the system can cause malfunctioning for which the manufacturer will not be held liable.
Power supply variations beyond 10% can cause faulty operation of the product.

# DETAILS OF LUCIA PLUS

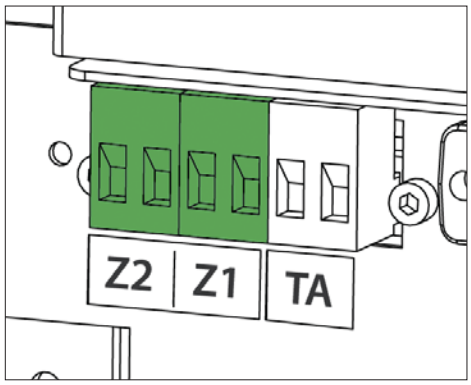



| | | | | | |
|---|---|---|---|---|---|
| **A** | Ambient air outlet | **F** | Combustion air inlet | **J** | Air Ducting Z2 inlets |
| **B** | Access to combustion chamber and ash drawer | **G** | Air ducting Z2 outlet | | Air ducting Z1 inlets |
| **C** | Touch screen display | **H** | Air ducting Z1 outlet | | TA additional thermostat input |
| **D** | Pellet hopper pressurised closure | **I** | Ambient probe | **K** | On/Off |
| **E** | Fumes outlet | | | | Fuse |
| | | | | | 230 V power supply |
| | | | | **L** | Serial input |

## AIR DUCTING FEATURES




The stove has 2 independent outlets for air ducting.
**Air ducting 1 - 2 are enabled by factory default.**

Features:

- diameter of air ducting outlet: 2x80 mm
- maximum recommended air ducting length 8 m
- temperature controlled air ducting
- Speed regulation can be set in 3 modes: OFF, AUTO, COMFORT
- independent air ducting with option for enabling/disabling (ON-OFF)

### FACTORY DEFAULT OPERATION IN AIR DUCTING MODE

Air ducting 1 and 2 are always in request by factory default (jumpers on 1 and 2 present), and follow the stove settings.

- No settings necessary.

### OPERATION IN AIR DUCTING WITH THERMOSTAT OR PROBE (OPTIONAL)

The stove is fitted with two independent motors for air ducting. The connection of an external thermostat or temperature probe (NTC 10K) in inputs 1 and 2, located in the rear part of the stove, makes it possible to control the air ducting motor independently of the stove.
Suffice it to connect the thermostat/temperature probe and set the desired temperature.
For information on air ducting settings see chapter:" ***MENU - AIR DUCTING***"

### WITH AMBIENT THERMOSTAT (OPTIONAL)

Remove the jumper on 1 and connect the ambient thermostat in the room that needs to be temperature-controlled through air ducting 1.

**3 control modes:**

| OPERATION IN AIR DUCTING WITH AMBIENT THERMOSTAT (OPTIONAL) | |
|---|---|
| SET configured to OFF<br>(the temperature setting is not visible) | The air ducting motor will remain off unless the fumes temperature exceeds the normal operating temperatures |
| SET configured to AUTO<br>(the temperature setting is not visible) | Once the specific activation threshold has been reached and exceeded, at temperature to be satisfied (CLOSED CONTACT) the air ducting motor will follow the stove settings. When the temperature set on the thermostat is reached (OPEN CONTACT), the air ducting motor will switch OFF and switch on again when there is a new request. |
| SET configured to COMFORT<br>(the temperature setting is not visible) | Once the specific activation threshold has been reached and exceeded, at temperature to be satisfied (CLOSED CONTACT) the air ducting motor will follow the stove settings but at a lower speed than in SET AUTO for increased acoustic/ambient comfort.<br>When the temperature set on the thermostat is reached (OPEN CONTACT), the ducting motor will switch off and switch on again when there is a new request. |
| *SAME OPERATING SETTINGS FOR AIR DUCTING 2 MOTOR* | |

### WITH PROBE (NTC 10K)

**Remove the jumper on 1 and connect the NTC probe in the room that needs to be temperature-controlled through air ducting 1.**

**3 control modes:**

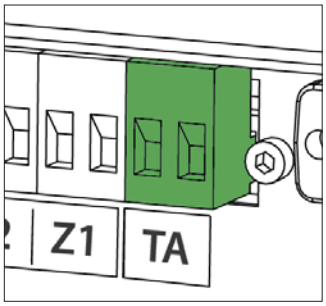
| OPERATION IN AIR DUCTING WITH NTC PROBE 10KΩ (OPTIONAL) | |
|---|---|
| SET configured to OFF<br>Set the desired temperature ( from 7 to 37 °C) | The air ducting motor will remain off unless the fumes temperature exceeds the normal operating temperatures |
| SET configured to AUTO<br>Set the desired temperature ( from 7 to 37 °C) | Once the specific activation threshold has been reached and exceeded, at temperature to be satisfied the air ducting motor will follow the stove settings.<br>When the temperature set in TEMPERATURE is reached, the air ducting motor will switch OFF and switch on again when there is a new request. |
| SET configured to COMFORT<br>Set the desired temperature ( from 7 to 37 °C) | Once the specific activation threshold has been reached and exceeded, at temperature to be satisfied the air ducting motor will follow the stove settings but at a lower speed than in SET AUTO for increased acoustic/ambient comfort.<br>When the temperature set in TEMPERATURE is reached, the air ducting motor will switch off and switch on again when there is a new request. |
| *SAME OPERATING SETTINGS FOR AIR DUCTING 2 MOTOR* | |

## TA ADDITIONAL THERMOSTAT (OPTIONAL)

The appliance is able to control the room temperature through an additional thermostat (optional).
After ignition (by pressing key 1 or in chrono mode), the stove will work to reach the set value on the thermostat, displaying WORK (closed contact) on the screen. The on-board ambient probe will automatically be ignored.

TO INSTALL AND ACTIVATE:

- A mechanical or digital thermostat is required.
- Remove the plug from the socket.
- Using the image to the side as a guide, connect the two thermostat wires (clean contact - no 230 V!) to the respective terminals at the back of the machine, one red and the other black.
- Connect the power to the stove again.



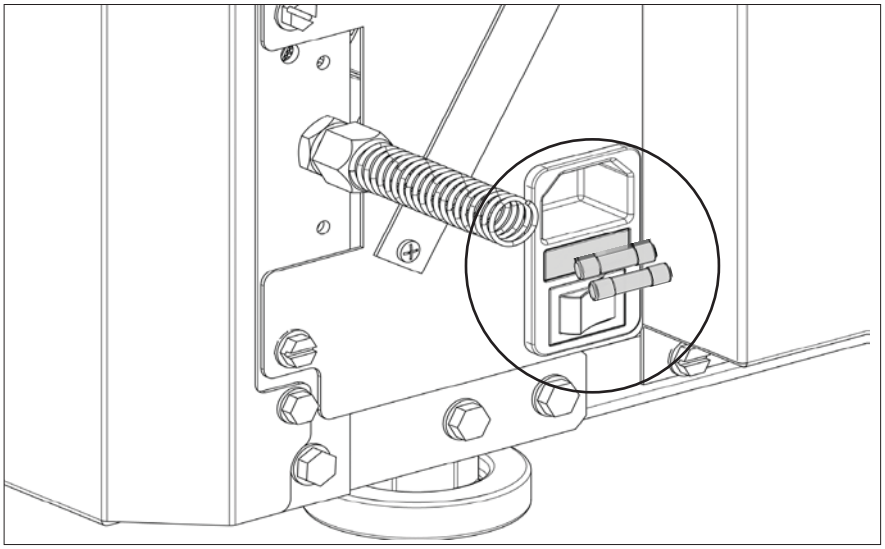

The stove is now correctly configured.
It will work by checking the external additional thermostat based on the TA function.

**FOR CORRECT OPERATION SET**
**THE AMBIENT** SET THERMOSTAT **TO** LOW-TA

**INSTALLATION MUST BE PERFORMED BY QUALIFIED STAFF AND/OR THE MANUFACTURER'S SERVICE TECHNICIANS**

## FUSE

If there is no power supply to the stove, check the state of the fuse located in the box between the stove switch and the power cord connection.



## STOVE POSITIONING

To ensure the stove works correctly, it should always be positioned so that it is perfectly level, using a spirit level.

## NOTE FOR CORRECT OPERATION

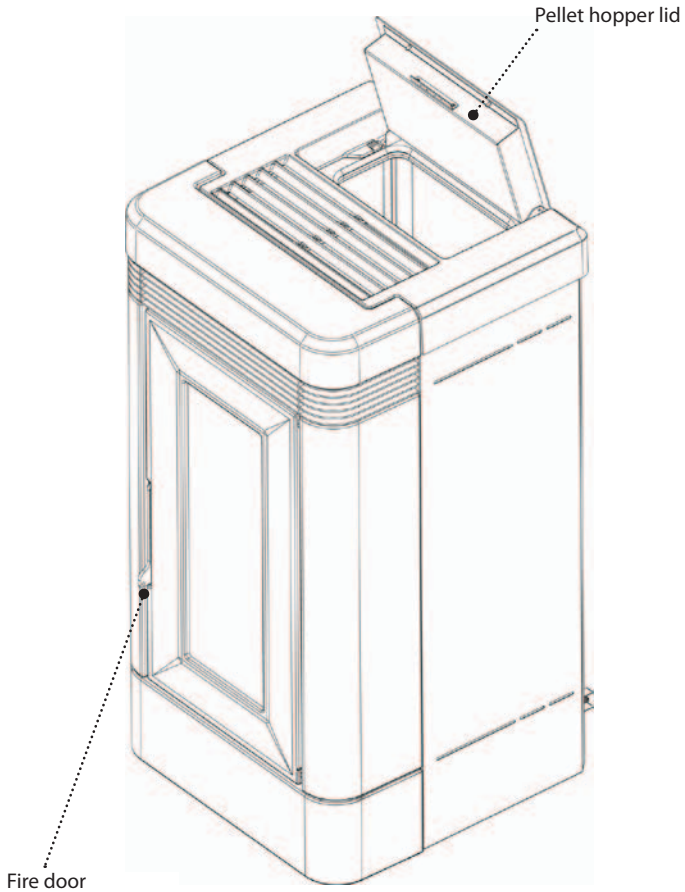
The following indications must be respected for correct pellet stove operation:

During stove operation, both the pellet hopper lid and the door must always be closed.
Failure to comply with the above during operation will cause the display to show the following:

"CLOSE HOPPER - STOVE DOOR"

This indication means that you have 60 seconds to close the hatch/door and the pellet lid.

Once 60 seconds have passed, during ignition the stove will go into "DEPR ALARM" mode, while during normal operation the stove will go into "COOLING STAND BY" mode before automatically resuming operation once the conditions are satisfied (cold stove, etc.).



# PELLETS AND LOADING

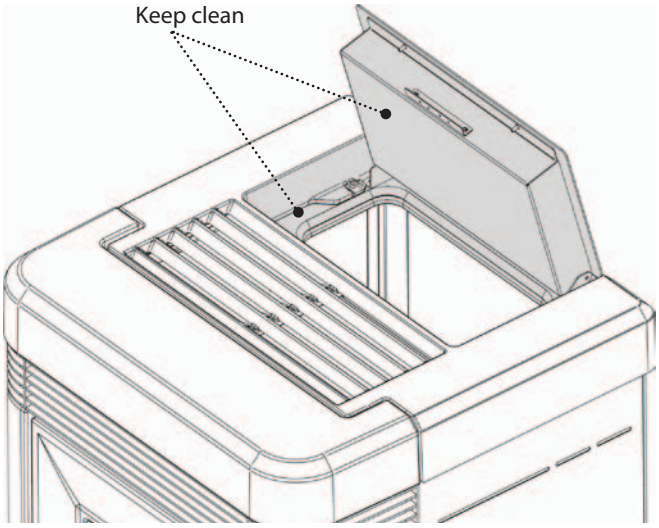
Pellets are made by subjecting wood shavings i.e. the rejects of pure unpainted wood from sawmills, carpentry products and products from other activities connected to wood working and transformation, to very high pressures.
This type of fuel is fully ecological as no glues are used for its compaction. In fact, pellet compactness is guaranteed over time by a natural substance found in wood: lignite.
In addition to being an ecological fuel, making best use of wood residue, pellets also have a series of technical advantages.
While wood has a calorific value of 4.4 kWh/kg (with 15% moisture, therefore after approximately 18 months of curing), that of pellets is 5 kWh/kg.
Pellet density is about 650 kg/m$^3$ and water content is equal to 8% of its weight. For this reason pellets do not need to be cured to obtain a sufficient heat yield.

The pellets used must comply with the characteristics described by the following standards:

**EN PLUS class A1, ISO 17225-2 class A1**
and
**UNI EN 303-5** with the following characteristics: water content ≤ 12%, ash content ≤ 0.5% and lower calorific value >17 MJ/kg (in the case of boilers).

The manufacturer always recommended using pellets with a diameter of 6 mm with its products.

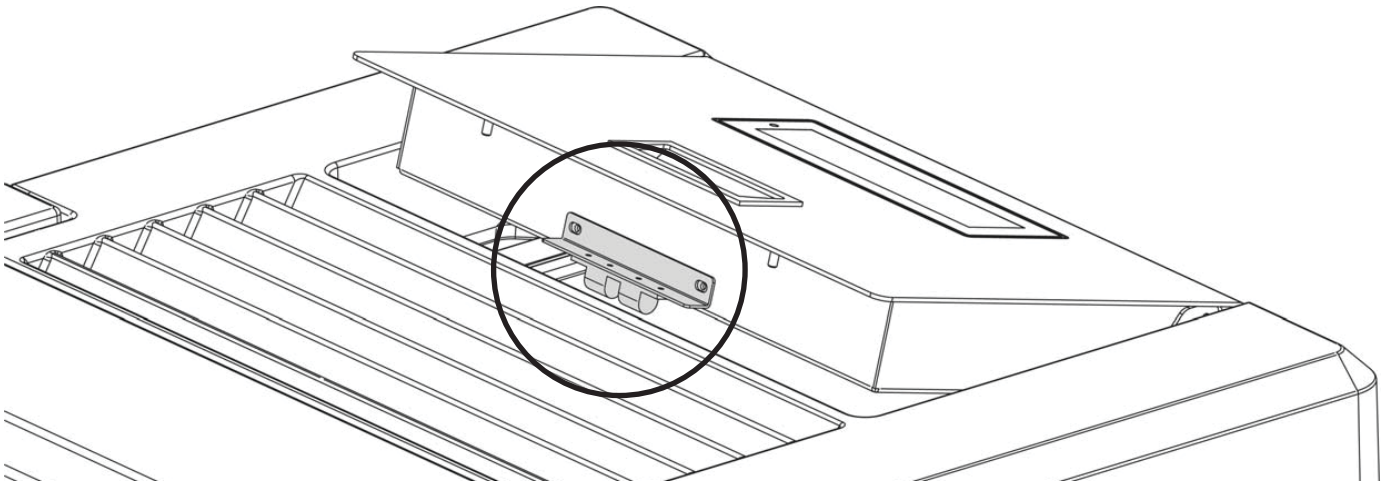
**PELLET STORAGE**
In order to ensure problem-free combustion pellets must be stored in a dry place.
Open the tank lid and load the pellets using a scoop.




**THE USE OF POOR QUALITY PELLETS OR ANY OTHER MATERIAL WILL COMPROMISE STOVE FUNCTIONS, VOIDING THE WARRANTY AND RELEASING THE MANUFACTURER OF LIABILITY.**

# PELLET HOPPER - PRESSURISED CLOSURE.

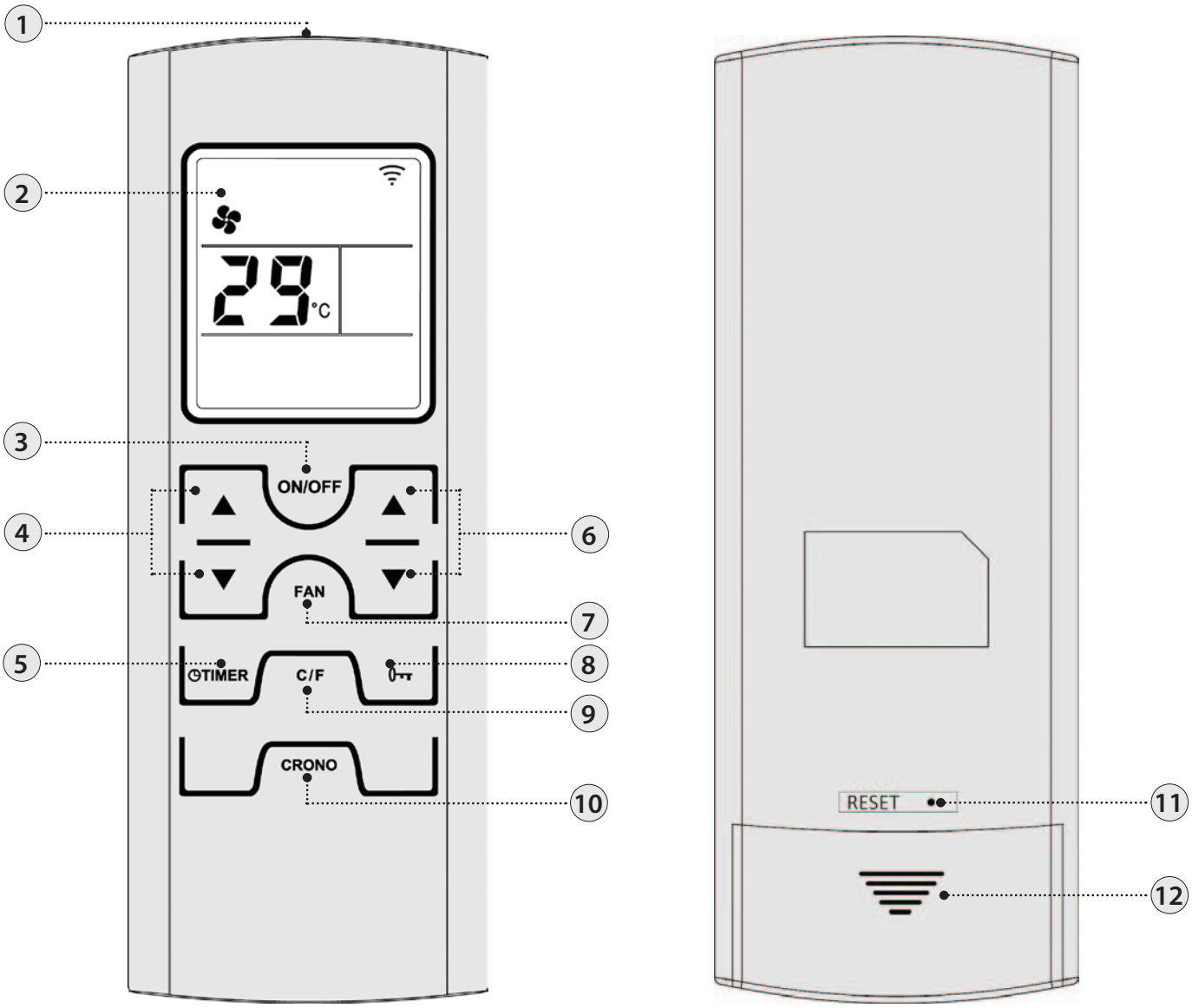
During stove operation, the pellet hopper lid must always be closed.



**DO NOT PLACE THE BAG DIRECTLY ON THE STOVE TO LOAD THE TANK.**
**ALWAYS USE A SCOOP TO LOAD THE TANK. DO NOT RUB OR PLACE WEIGHTS ON THE TANK SEAL. KEEP THE TANK COVER SEAL SUPPORTING SURFACE CLEAN AT ALL TIMES. CHECK THE CONDITIONS OF THE SEAL FREQUENTLY. IF DAMAGED, CONTACT YOUR LOCAL AUTHORISED TECHNICIAN.**

# REMOTE CONTROL

The remote control can be used to adjust the main stove functions.




| | | | |
|---|---|---|---|
| **1** | Transmitter | **7** | Select air mode |
| **2** | Display | **8** | Lock keyboard |
| **3** | On/off stove (hold for 3 seconds) | **9** | Degrees Celsius / Fahrenheit |
| **4** | Set power | **10** | Press the button once to enable or disable the chrono |
| **5** | Set switch-off delay: The button allows to set the switch-off delay.<br>For example, if you set it to one hour, the stove will automatically switch off after the set time * | **11** | Reset* |
| **6** | Set room temperature | **12** | Battery compartment |

* not available in this model

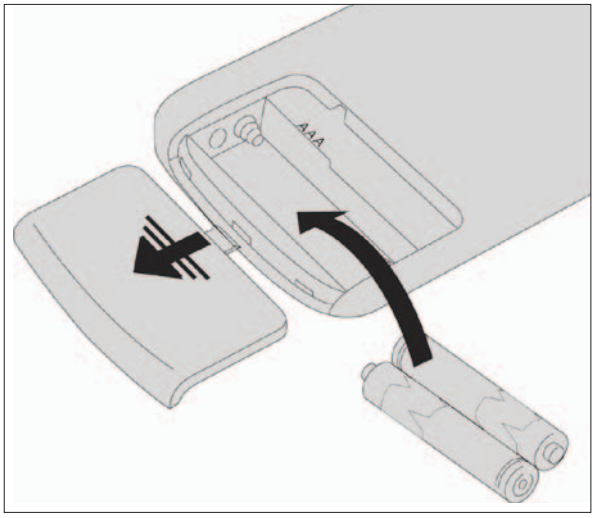
## REMOTE CONTROL ICONS

| | | | |
|---|---|---|---|
|  | Air mode selected:<br>Flashing COMFORT<br>On AUTO |  | Enable chrono<br>Light on = activated<br>Light off = deactivated |
|  | Set switch-off delay |  | Indicates the transmission of the radio signal<br>On = during all radio communication<br>Off = radio communication absent |
|  | Battery low |  | Keys locked |
|  | Set power level.<br>The power level is displayed, instead of the set room temperature, for 3 seconds when one of the set power buttons is pressed (4). | | |

## INSERTING THE BATTERIES

Remove the battery compartment cover by sliding it down. Insert 2 AAA batteries.
Insert the batteries respecting the correct polarity (+) and (-).
Close the cover of the battery compartment.

**IF THE REMOTE CONTROL IS SWITCHED OFF DUE TO NO BATTERY INSTALLED, THE STOVE CAN BE CONTROLLED FROM THE COMMAND PANEL LOCATED ON THE UPPER PART OF THE STOVE. WHEN CHANGING THE BATTERIES, MAKE SURE YOU FOLLOW THE SYMBOLS PRINTED INSIDE THE REMOTE CONTROL.**

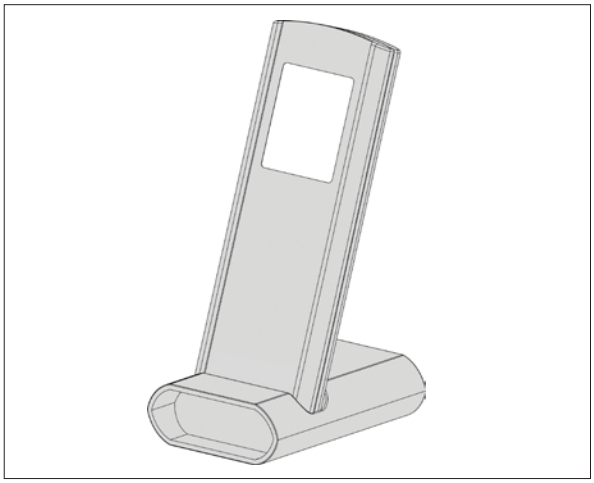





**Respect the environment!**
Used batteries contain metals that are harmful to the environment, and therefore must be disposed of separately in special containers.

## ADVICE AND PRECAUTIONS FOR THE USE OF THE REMOTE CONTROL

- Remove the batteries if it is not used for a long time.
- When being used, direct it towards the stove's signal receiver.
- Handle the remote control with care. When it is not being used, place it on the special base supplied.
- The remote control must not be left in a place where it is exposed to direct sunlight or near a source of heat.
- The quality of the signal may be affected by other IR sources.



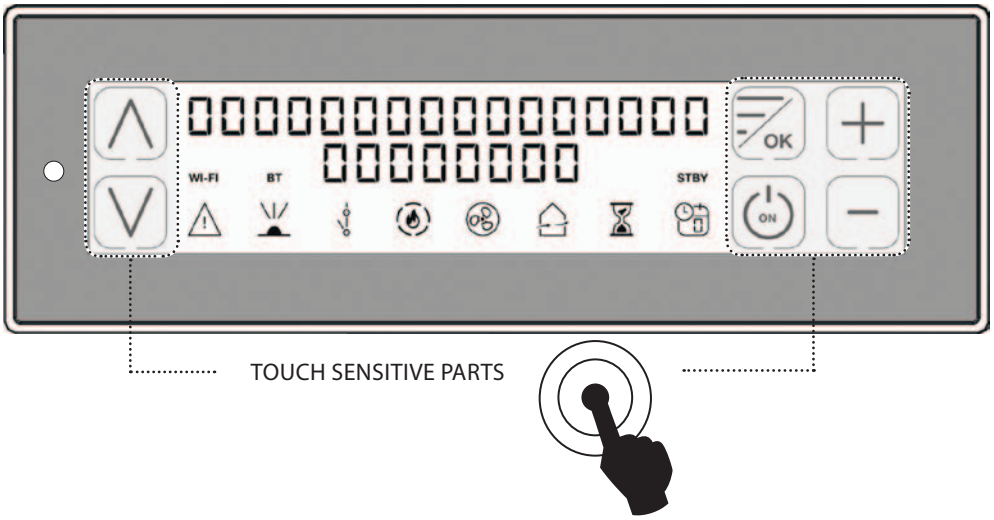
**THE REMOTE CONTROL IS FITTED WITH AN LCD BACKLIT DISPLAY. THE BACKLIGHTING LASTS 20 SECONDS FROM THE LAST PRESS OF A BUTTON. AFTER A CERTAIN TIME, TO SAVE BATTERY POWER, THE DISPLAY TURNS OFF (ENERGY SAVING MODE).**
**THE CONTROL FUNCTIONS ARE REACTIVATED WHEN THE REMOTE IS REMOVED FROM ITS UNIT OR BY A LONG PRESS OF THE BUTTON.**

# TOUCH SCREEN DISPLAY

The stove is equipped with a modern touch screen display with Wi-Fi technology that allows for the individual functions of the unit to be adjusted by the user in an easy and intuitive manner.
Touch the buttons (icons) on the display to activate the actions. The touch screen display reacts with the touch of your fingers.

**CAUTION!**

- Do not use screen protectors: the display might not work properly
- Do not place the touch screen display in direct or indirect contact with water. The touch screen display may not work properly in the presence of humidity or if it is exposed to water.
- To avoid damaging the touch screen display, do not touch it with sharp objects and do not press it too hard with your fingers.
- During opening and closure, press only on the outer frame of the Display.

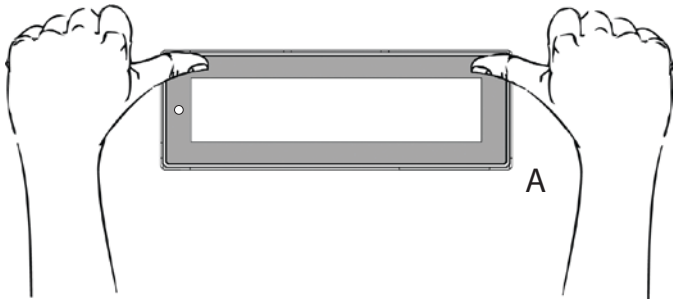


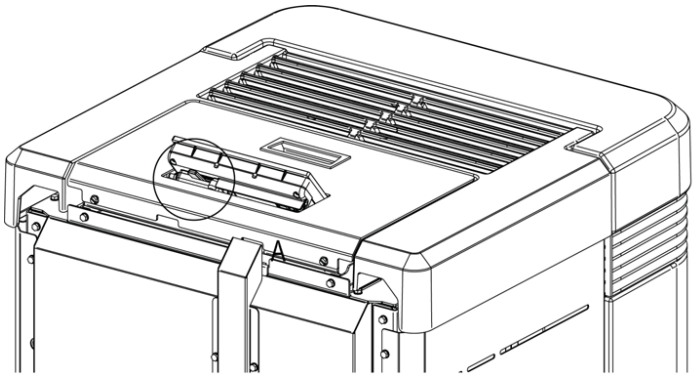

## OPENING THE DISPLAY

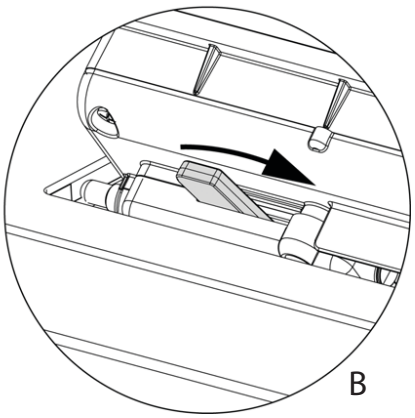
Unlock the display by pressing on the edges of the display (A).
Lift the display until you hear a "click".

## CLOSING THE DISPLAY

Unlock the display by moving the lever on the back of the display (B).
Lower the display as shown in figure (A) until it is completely closed.

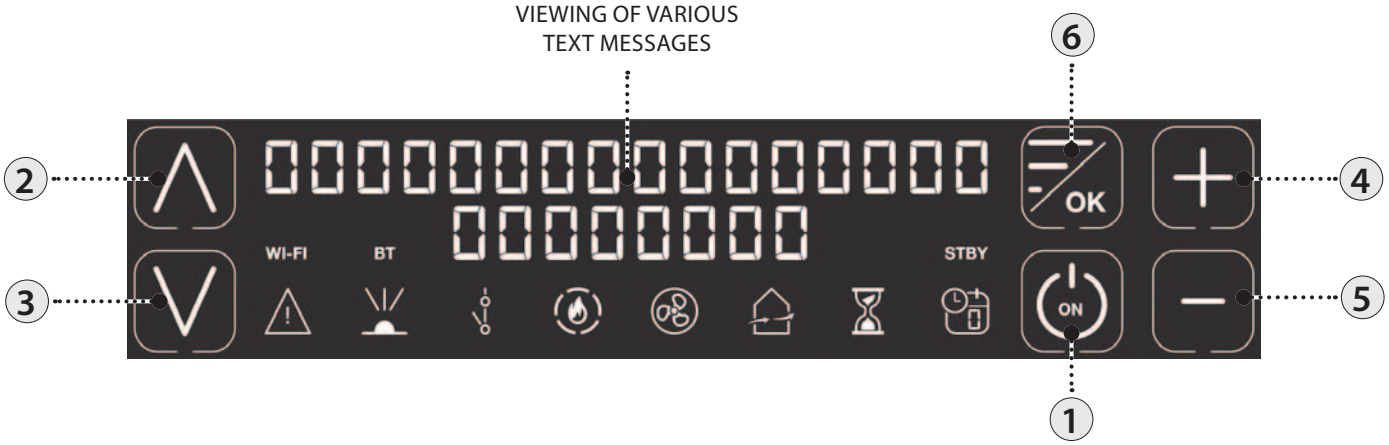



| FREQUENCY BANDS | MAXIMUM POWER TRANSMITTED |
|---|---|
| Wi-Fi | 20.0 DBM |
| BLUETOOTH | Class-3 |

# CONTROL BOARD




| | |
|---|---|
| 1 | On/off stove. |
| 2 | Increase operating power / scroll through the menus. |
| 3 | Decrease operating power / scroll through the menus. |
| 4 | Increase operating set thermostat / scroll through the menus. |
| 5 | Decrease operating set thermostat / scroll through the menus. |
| 6 | To access the menu / confirm key. |

| ICON KEY | | | |
|---|---|---|---|
|  | Indicates the presence of an alarm.<br>Off: indicates there are no alarms<br>On: indicates the presence of an alarm |  | Delayed switch-off icon.<br>Off: deactivated.<br>On: activated. |
|  | Indicates the reception of the IR signal<br>On = IR command received<br>Off = IR communication absent |  | Indicates the weekly programming status<br>Off: deactivated.<br>On: activated.<br>The number indicates the current reference time frame. |
|  | Indicates contact of the external additional thermostat<br>Closed contact: the contact of the external additional thermostat is closed.<br>Open contact: the contact of the external additional thermostat is open. | WI-FI | Wi-Fi icon<br>Off: deactivated.<br>On: activated and connected to the home network.<br>Flashing: activated but not connected to the home network. |
|  | Indicates the stove power.<br>Flame on: stable power.<br>Flame flashing: the power is changing.<br>The dashes indicate the actual power of the machine. | STBY | STAND-BY function icon<br>Off: deactivated.<br>On: activated. |
|  | It indicates the operation of the tangential fan.<br>Off = ventilation not active.<br>On = ventilation active.<br>Flashing: ventilation at reduced speed for compensation. |  | Not in use |

## GENERAL MENU




1 Go back - exit

2 3 Scroll parameters: next (3); previous (2)

4 5 Modify data settings: increase (4); decrease (5)

6 Confirm - access menu

- FRONT AIR → SET
- AIR DUCTING 1 → SET / TEMPERATURE*
- AIR DUCTING 2 → SET / TEMPERATURE*
- EASY SETUP → SET
- CHRONO → ENABLING / PRG1 / PRG2 / PRG3 / PRG4
- SETTINGS → DATE-TIME / LANGUAGE / DISPLAY / STAND-BY / DELTA-T / FIRST LOAD / DEGREES / WI-FI / RESET
- **STOVE STATUS
- **MENU TECHNICIAN

*IF A TEMPERATURE PROBE IS CONNECTED
**TECHNICIANS ONLY

## BASIC INSTRUCTIONS

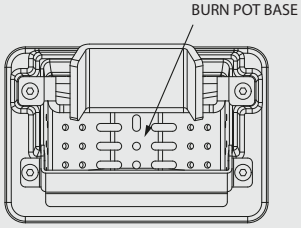
**The following recommendations must be followed the first few times the stove is lit:**

- Slight odours may be produced due to the drying of the paints and silicone used. Do not remain in the room for long periods.
- Do not touch the surfaces as they may still be unstable.
- Properly air out the room several times.
- The hardening of surfaces will stop after several heating cycles.
- This appliance must not be used to burn waste.

**Before lighting the stove, the following points must be checked:**

- The hydraulic system must be developed in compliance with regulatory guidelines and the instructions in the manual.
- The hopper must be loaded with pellets.
- The combustion chamber must be clean.
- The burn pot must be completely free and clean.
- Check the hermetic closure of the fire door and ash drawer.
- Check that the power cord is properly connected.
- The bipolar switch at the back on the right, must be positioned on 1.

**MAKE SURE THAT THE BOTTOM OF THE BURN POT IS FREE FROM RESIDUE AND DEPOSITS. THE HOLES AT THE BOTTOM MUST BE COMPLETELY FREE TO GUARANTEE PROPER COMBUSTION. THE "EASY SETUP" FUNCTION CAN BE USED TO ADAPT COMBUSTION BASED ON THE DESCRIBED NEEDS.**



# FIRST IGNITION SETTINGS

**Once the power cord at the back of the stove has been connected, move the switch, also located on the back, to (I).**
**The switch at the back of the stove powers the stove board.**
**The stove remains off and a first screen appears on the panel reading OFF .**

## MAINS POWER FREQUENCY 50/ 60HZ

If the stove is installed in a country with a frequency of 60Hz, the display will show "POWER FREQ. ERROR ".
Change the frequency as described below.

CONTROLS PROCEDURE
- Press key 6,
- Select the required frequency using keys 4 or 5.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

## DATE-TIME

This menu allows the date and time to be set.

CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Confirm **DATE-TIME** by pressing key 6 and using keys 4 and 5 to set the day.
- Continue by pressing key 6.
- Use keys 4 or 5 to set and key 6 to advance, to regulate the day, hour, minutes, date, month, year.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

## LANGUAGE

This menu allows the preferred language to be selected.
The available languages are: Italian - English - German - French - Spanish - Portuguese - Danish - Estonian - Croatian - Slovenian.

CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Press key 3 until **LANGUAGE** appears and confirm by pressing key 6.
- Select the language using keys 4 or 5.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

## DEGREES

This menu allows you to set the unit of measure for the temperature. The predefined value is °C.

CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Press key 3 until **DEGREES** appears and confirm by pressing key 6.
- Use keys 4 -5 to select Celsius or Fahrenheit.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

**NO IGNITION**

**THE APPLIANCE MAY FAIL TO LIGHT BECAUSE THE AUGER IS EMPTY AND NOT ALWAYS ABLE TO LOAD THE BURN POT FAST ENOUGH WITH THE PELLETS NEEDED FOR NORMAL IGNITION. IF THE PROBLEM OCCURS AFTER ONLY A FEW MONTHS OF OPERATION, CHECK THAT THE ROUTINE CLEANING DESCRIBED IN THE STOVE HANDBOOK HAS BEEN CARRIED OUT CORRECTLY**

# OPERATION AND LOGIC

**IGNITION**
Once the previously listed points have been checked, press key 1 for three seconds to ignite the stove. During ignition, the stove will check for a flame for a period of 15 minutes. When the right temperature is reached, the stove will switch from ignition to PREPARATION.

**PREPARATION**
During the preparation phase, the stove stabilises combustion, increasing it progressively, to then start ventilation and switch to WORK

**WORK**
In the work phase, the stove switches to the Set Power defined by the user, heating the room until Set Thermostat is achieved. See next heading.

**SET THERMOSTAT**
The ambient Set thermostat can be set using keys 4 and 5, from LOW-TA - 7°C - 37°C - **HOT**. If the value is between 07°C-37°C, the stove checks the ambient temperature by means of an on-board probe. Once the set temperature has been reached, the stove automatically reduces the power, guaranteeing best comfort and reducing pellet consumption: this process is called "modulation".

**LOW-TA / HOT**
If the Set Thermostat is " LOW-TA " (set under the 7° threshold), temperature checking is entrusted to the additional thermostat contact, thus bypassing the on-board temperature probe.
If the contact is open (fulfilled), the stove works at minimum power.
If the contact is closed (request), the stove works at the set power.
If the setting is on "HOT" (set above 37°C), the stove only works at the set power, thus bypassing the external contact and the temperature probe.

**SET POWER**
Set Power has 5 operating levels. The power can be changed with keys 2 or 3.
Power 1 = minimum level - Power 5 = maximum level.
Press key 6 to exit and save the change.

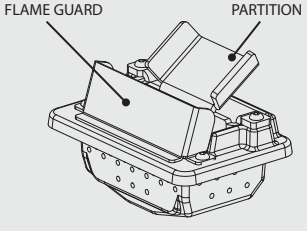
**BLOW**
During the work phase, the stove cleans the burn pot at regular intervals, called "BLOW".
When this procedure starts, a message is displayed. During the "BLOW" procedure, the pellet feed slows down and the fumes motor speeds up.
After cleaning, the stove resumes operation in normal conditions.

**SWITCH-OFF**
Press key 1 for three seconds.
Once this operation has been performed, the appliance automatically enters the switch-off phase, blocking the supply of pellets.
The flue gas exhaust motor and the hot air flow motor will remain on until the stove temperature has dropped below the safety settings.

**REIGNITION**
The stove can only be re-ignited if the temperature of the exhaust fumes is lower than the preset threshold and the minimum safety time has passed.

**DO NOT USE ANY FLAMMABLE LIQUIDS FOR IGNITION!**
**DO NOT ALLOW THE BAG OF PELLETS TO COME INTO CONTACT WITH THE BOILING HOT STOVE DURING THE FILLING PHASE!**
**IN THE EVENT OF CONTINUED FAILURE TO LIGHT, CONTACT AN AUTHORISED TECHNICIAN.**

**IT IS PROHIBITED TO USE THE APPLIANCE WITHOUT THE PARTITION AND/ OR FLAME GUARD (SEE FIGURE ON SIDE). REMOVAL WILL COMPROMISE THE SAFETY OF THE PRODUCT AND RESULT IN THE IMMEDIATE NULLIFICATION OF THE WARRANTY PERIOD. IN THE CASE OF WEAR OR DETERIORATION, REQUEST AFTER-SALES ASSISTANCE TO REPLACE THE PART (REPLACEMENT IS NOT COVERED BY THE WARRANTY AS THE COMPONENT IS SUBJECT TO WEAR).**



## FRONT AIR

This menu allows the front ventilation motor speed to be set. Range: (**COMFORT**, **AUTO**).
If comfort mode is selected, the front air speed is reduced.
To guarantee efficient combustion, front air is excluded when the appliance is running at minimum power.

CONTROLS PROCEDURE
- Press key 6.
- Confirm **FRONT AIR** by pressing key 6.
- Use keys 4-5 to set the desired mode.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

## AIR DUCTING 1

This menu allows a choice of three operating modes for air ducting 1, and the regulation of the set temperature if an NTC probe is connected in input: **OFF** - **AUTO** - **COMFORT**

Controls procedure to configure **SET**
- Press key 6.
- Press key 3 until **AIR DUCTING 1** appears and confirm by pressing key 6.
- Press key 3 until **SET** appears and confirm by pressing key 6*.
- Use keys 4-5 to set the desired mode.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

Controls procedure to set **TEMPERATURE**
- Press key 6.
- Press key 3 until **AIR DUCTING 1** appears and confirm by pressing key 6.
- Press key 3 until **TEMPERATURE** appears and confirm by pressing key 6.
- Use keys 4-5 to set the desired mode.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

## AIR DUCTING 2

This menu allows a choice of three operating modes for air ducting 1, and the regulation of the set temperature if an NTC probe is connected in input: **OFF** - **AUTO** - **COMFORT**

Controls procedure to configure **SET**
- Press key 6.
- Press key 3 until **AIR DUCTING 2** appears and confirm by pressing key 6.
- Press key 3 until **SET** appears and confirm by pressing key 6*.
- Use keys 4-5 to set the desired mode.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

Controls procedure to set **TEMPERATURE**
- Press key 6.
- Press key 3 until **AIR DUCTING 2** appears and confirm by pressing key 6.
- Press key 3 until **TEMPERATURE** appears and confirm by pressing key 6.
- Use keys 4-5 to set the desired mode.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

*IF A TEMPERATURE PROBE IS CONNECTED

# EASY SETUP

The volumetric weight of the pellet is the ratio between the weight and the volume of the pellet. This ratio may change without altering pellet quality. By using the EASY SETUP function, it is possible to change the calibration of the volumetric weight by increasing or decreasing the preset values.
In the stove program, the available values range from "– 3" to "+ 3"; all stoves are calibrated during production with the optimal value, which is 0.
If there is an excessive deposit on the burn pot, access the EASY SETUP program and lower the value to "- 1"; then wait until the next day and if there is no improvement, lower it again down to a limit value of "- 3".

Instead, if it is necessary to increase the calibration of the volumetric weight of the pellet, change the factory value from "0" to "+ 1, + 2, + 3" as required.

| EXCESSIVE PELLET DEPOSIT IN BURN POT | | | NORMAL OPERATION | MINIMUM PELLET DEPOSIT IN BURN POT | | |
|---|---|---|---|---|---|---|
| -3 | -2 | -1 | 0 | +1 | +2 | +3 |
| THIRD DECREASE RANGE IF THE FIRST TWO ARE INSUFFICIENT | SECOND DECREASE RANGE IF THE FIRST IS INSUFFICIENT | FIRST DECREASE RANGE (TEST FOR 1 DAY) | OPTIMAL FACTORY VALUE | FIRST INCREASE RANGE | SECOND INCREASE RANGE IF THE FIRST IS INSUFFICIENT | THIRD INCREASE RANGE IF THE FIRST TWO ARE INSUFFICIENT |

CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **EASY SETUP** appears and confirm by pressing key 6.
- Use keys 4 -5 to set the range.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

**N.B.: IF THESE ADJUSTMENTS DO NOT SOLVE THE PROBLEM OF PELLET DEPOSITS IN THE BURN POT, PLEASE CONTACT YOUR LOCAL SERVICE CENTRE.**

# CHRONO

This function allows stove ignition and switch-off to be automatically programmed.
The factory setting for **CHRONO** is off.
The chrono allows the programming of 4 time slots per day, which can be used every day of the week.
**For each time slot, it is possible to set ignition and switch-off times, specific days of application, desired temperature and set power. Current day and time settings are essential for the correct operation of the Chrono.**

**Recommendations**
**Before using the chrono function, it is necessary to set the current day and time. Therefore, check that the points in the sub-chapter "DATE-TIME" have been followed. To use the chrono function correctly, it must not only be programmed, but also enabled. The 4 time slots can be overlapped using the ignition and switch-off time settings. In this way, it is possible to create a combination of time slots with different temperatures and power levels, without changing the status of the stove.**

**N.B.: in the case of overlapping time slots, the stove will remain on until the last switch-off time.**

## ENABLING/DISABLING THE CHRONO

CONTROLS PROCEDURE
- Press key 6.
- Press 3 until **CHRONO** appears and confirm by pressing key 6.
- Confirm **ENABLING** by pressing 6.
- Use keys 4 -5 to enable (**ON**) or disable (**OFF**)
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

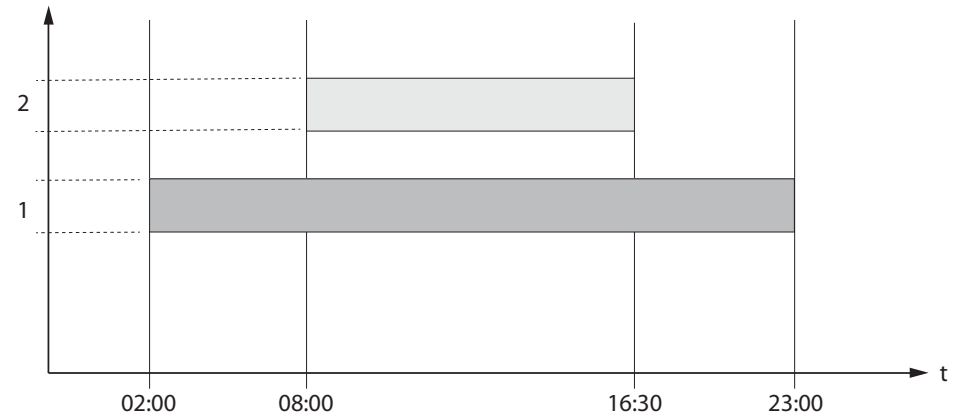
| | | | | |
|---|---|---|---|---|
| **CHRONO** > | **ENABLING** > | **PRG1** | *On/off* | *Enable/disable PRG 1* |
| | v | **PRG2** | *On/off* | *Enable/disable PRG 2* |
| | v | **PRG3** | *On/off* | *Enable/disable PRG 3* |
| | v | **PRG4** | *On/off* | *Enable/disable PRG 4* |
| | **PRG1** > | **START PRG1** | *OFF-00:00* | *PRG1 ignition time* |
| | v | **STOP PRG1** | *OFF-00:00* | *PRG1 switch-off time* |
| | v | **MONDAY...SUNDAY** | *On/off* | *Enable/disable days PRG1* |
| | v | **SET PRG1** | *LOW-TA - 07- 37 °C - HOT* | *Set thermostat PRG1* |
| | v | **POWER PRG1** | *1-5* | *Set power PRG1* |
| | **PRG2** > | **START PRG2** | *OFF-00:00* | *Ignition time PRG2* |
| | v | **STOP PRG2** | *OFF-00:00* | *Switch-off time PRG2* |
| | v | **MONDAY...SUNDAY** | *On/off* | *Enable/disable days PRG2* |
| | v | **SET PRG2** | *LOW-TA - 07- 37 °C - HOT* | *Set thermostat PRG2* |
| | v | **POWER PRG2** | *1-5* | *Set power PRG2* |
| | **PRG3** > | **START PRG3** | *OFF-00:00* | *Ignition time PRG3* |
| | v | **STOP PRG3** | *OFF-00:00* | *Switch-off time PRG3* |
| | v | **MONDAY...SUNDAY** | *On/off* | *Enable/disable days PRG3* |
| | v | **SET PRG3** | *LOW-TA - 07- 37 °C - HOT* | *Set thermostat PRG3* |
| | v | **POWER PRG3** | *1-5* | *Set power PRG3* |
| | **PRG4** > | **START PRG4** | *OFF-00:00* | *Ignition time PRG4* |
| | | **STOP PRG4** | *OFF-00:00* | *Switch-off time PRG4* |
| | | **MONDAY...SUNDAY** | *On/off* | *Enable/disable days PRG4* |
| | | **SET PRG4** | *LOW-TA - 07- 37 °C - HOT* | *Set thermostat PRG4* |
| | | **POWER PRG4** | *1-5* | *Set power PRG4* |

**IF THE WEEKLY CHRONO IS ENABLED ON THE CONTROL BOARD, THE ICON IS VISIBLE ON THE SIDE.**

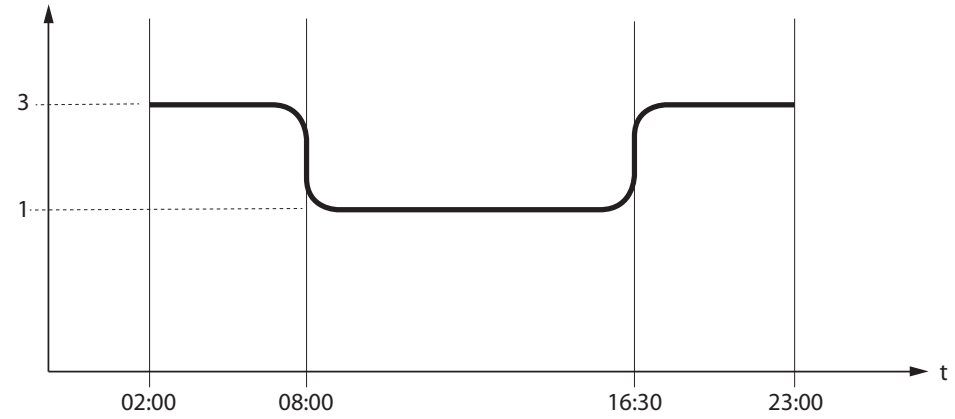


**EXAMPLE OF CHRONO OVERLAPPING TIMES/SLOTS**

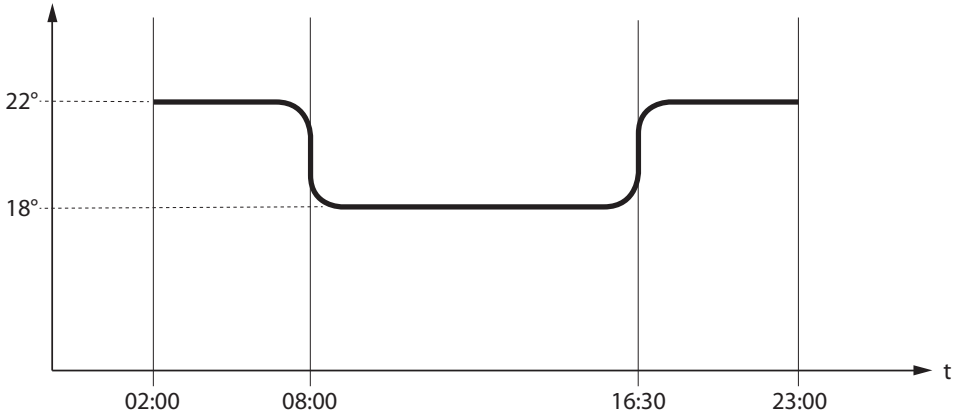
**TIME SLOT**




**SET POWER**




**SET THERMOSTAT**




| | | | |
|---|---|---|---|
| | Time slot 1 | start 02:00<br>stop 23:00 | power 3 - SET THERMOSTAT 22°C |
| | Time slot 2 | start 08:00<br>stop 16:30 | power 1 - SET THERMOSTAT 18°C |
| | stove operation | | |

# SETTINGS

- **DATE-TIME**
- **LANGUAGE**
- **DEGREES**

*SEE CHAPTER: FIRST IGNITION SETTINGS*

## UPDATE

This menu allows you to adjust the brightness of the display. The values range from OFF, 1 to 20. If set to OFF, the display backlighting is set to maximum brightness and turns off after a 60 second delay.
The backlighting can be turned on again by pressing any key or if the stove is in alarm status.

CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Keep pressing key 3 until **DISPLAY** appears and confirm by pressing key 6.
- Use keys 4-5 to set the desired intensity.
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

## STAND - BY

The **STAND-BY** function, if enabled, is used when stove switch-off is to be controlled by means of an additional thermostat.

CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Keep pressing key 3 until **STAND-BY** appears and confirm by pressing key 6.
- Use keys 4-5 to enable (ON) / disable (OFF).
- Press key 6 to confirm and key 1 to scroll back through the menus until the initial page.

**STAND-BY FUNCTION SET TO ON**

If the STAND-BY function is enabled (ON), if the ambient temperature exceeds the **SET THERMOSTAT + DELTA-T** value, the stove switches off after a preset factory delay, and **STAND-BY** will be displayed on the screen.
When the ambient temperature is less than **SET THERMOSTAT - DELTA-T** and after a certain cooling time, the stove ignites again.

**STAND-BY FUNCTION SET TO OFF (FACTORY SETTING)**

When the STAND-BY function is not enabled (OFF), if the stove exceeds the set ambient temperature, it will switch to the minimum power level, modulating and displaying **MODULATION** on the screen. When the ambient temperature is lower than the **SET THERMOSTAT** the stove will resume operation at the set power and **WORK** will be displayed on the screen.

## OPERATION WITH ADDITIONAL THERMOSTAT (OPTIONAL)

**STAND-BY FUNCTION SET TO OFF** (FACTORY SETTING)

If the Stand-by function is not enabled (OFF), when the stove reaches the ambient temperature set on the additional thermostat (open contact), it will switch to the minimum power level and MODULATION will be displayed on the screen. When the ambient temperature is lower than the set value on the additional thermostat (closed contact), the stove will resume operation at the set power, and WORK will be displayed on the screen.

**STAND-BY FUNCTION SET TO ON**

If the STAND-BY function is enabled (ON), when the ambient temperature set on the additional thermostat is reached (open contact), the stove will switch off after a preset factory delay period, and **STAND BY** will be displayed on the screen.
When the ambient temperature is less than the set temperature on the additional thermostat (closed contact), and after a certain cooling time, the stove ignites again.

**FOR CORRECT OPERATION, THE SET THERMOSTAT MUST BE SET TO LOW-TA.**
**> SEE CHAPTER ON ADDITIONAL THERMOSTAT SETTINGS**

## ADDITIONAL THERMOSTAT

**N.B. : INSTALLATION MUST BE PERFORMED BY AN AUTHORISED TECHNICIAN**

It is possible to control the temperature of a room adjacent to the room where the stove is positioned (it is advisable to place the optional mechanical thermostat at a height off the ground equal to 1.50 m). Stove operation with the external thermostat connected in the TA clamp may differ depending on whether or not the STAND-BY function is enabled.

## DELTA T

This function allows you to set the hysteresis to switch the stove on and off *DELTA T*, used as a room temperature adjustment interval if not managed by an external thermostat. The exact temperature for ignition is *SET THERMOSTAT - DELTA T*.The temperature for switch-off is *SET THERMOSTAT + DELTA T*.
The possible values for *DELTA T* go from: *0.5 - 5°C*

CONTROLS PROCEDURE
- Press 6.
- press 3 until **SETTINGS** appears and confirm by pressing 6
- Press 3 until **DELTA T** appears and confirm by pressing 6.
- Use keys 4 -5 to set the desired value.
- Press 6 to confirm or 1 to return to the previous menus to the initial state.

## FIRST LOAD

This function allows the auger to be filled, thus facilitating first stove ignition phases, or in the event the pellet hopper is empty. With the stove cold and "OFF", make sure the pellets have been introduced inside the hopper and activate the **FIRST LOAD** function, confirming by pressing OK.
**To interrupt continuous loading, simply press key 1 for 3 seconds.**

CONTROLS PROCEDURE
- Press key 6.
- press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Keep pressing key 3 until **FIRST LOAD** appears and confirm by pressing key 6.
- Use keys 4-5 for enabling "ON" or disabling "OFF".
- Press key 1 several times to confirm and exit the menu.

## WI-FI

The display allows internet connection using Wi-Fi technology.
This allows remote management and control of the stove using the dedicated APP for Smartphones, "**TotalControl 2.0**" (Apple Store / Play Store).

**ATTENTION DOWNLOAD: "TOTAL CONTROL 2.0" APP**

The **Wi-Fi** network can be configured directly from the display using the following procedure (Home network configuration).

WI-FI ENABLING CONTROLS PROCEDURE
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Keep pressing key 3 until **Wi-Fi** appears and confirm by pressing key 6.
- Press key 6 to access **ENABLING**.
- Use keys 4-5 to select enabling "ON"/ disabling "OFF" and press key 6 to confirm.
- Press key 1 several times to exit the menu.

CONTROLS PROCEDURE TO RESET WI-FI CONFIGURATION AND ENABLE ACCESS POINT
- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Press key 3 until Wi-Fi appears and confirm by pressing key 6.
- Press key 3 until **RESET** appears and the press key 6.
- Use keys 4-5 to select start reset "ON" / "OFF" and press key 6 to confirm.
- Press key 1 several times to exit the menu.

## RESET

Allows the user to reset all editable values to the default values.

CONTROLS PROCEDURE

- Press key 6.
- Press key 3 until **SETTINGS** appears and confirm by pressing key 6.
- Press key 3 until **RESET** appears and confirm by pressing key 6.
- Use keys 4-5 to select enable "ON" / disable "OFF" and confirm by pressing key 6.
- Press key 1 several times to confirm and exit the menu.

**TO FIND OUT WHERE YOUR NEAREST SERVICE CENTRE IS, CONTACT YOUR DEALER OR VISIT THE WEBSITE:**
**WWW.LANORDICA-EXTRAFLAME.COM**

# CLEANING AND MAINTENANCE

**ALWAYS FOLLOW THE INSTRUCTIONS IN COMPLETE SAFETY!**

- Make sure that the power cord is unplugged because the generator may have been programmed to switch on.
- That the generator is cold all over.
- The ashes are completely cold.
- Ensure efficient air exchange in the room during product cleaning operations.
- Poor cleaning will compromise correct operation and safety!

# MAINTENANCE

For correct operation, the generator must undergo routine maintenance by a qualified technician, at least once a year.
The periodic inspection and maintenance operations must always be performed by specialised, qualified technicians, who operate in accordance with the laws in force and the instructions given in this use and maintenance manual.

**EVERY YEAR, HAVE THE FUME EXTRACTION SYSTEM, FLUE PIPES AND "T" FITTINGS, INCLUDING THE INSPECTION CAPS CLEANED. IF PRESENT, ALSO CLEAN THE ELBOWS AND HORIZONTAL SECTIONS!**
**THE GENERATOR CLEANING FREQUENCY IS INDICATIVE! IT DEPENDS ON THE QUALITY OF THE PELLETS AND FREQUENCY OF USE.**
**THESE OPERATIONS MAY SOMETIMES NEED TO BE PERFORMED MORE OFTEN**

# PERIODIC CLEANING UNDER USER'S RESPONSIBILITY

The periodic cleaning operations, as indicated in this use and maintenance manual, must be performed with the utmost care after reading the instructions, procedures and frequency described in this use and maintenance manual.

**CLEANING THE SURFACES AND COVERING**
**Never use abrasive or chemically aggressive detergents for cleaning!**
The surfaces must be cleaned when the generator and covering are completely cold. For the maintenance of the surfaces and metal parts, simply use a cloth dampened with water or water and neutral soap.
Failure to comply with these instructions may damage the surfaces of the generator and cause the invalidation of the warranty.

**CLEANING THE CERAMIC GLASS**
**Never use abrasive or chemically aggressive detergents for cleaning!**
The ceramic glass must be cleaned when the glass is completely cold.
To clean the ceramic glass, simply use a dry brush and some damp newspaper dipped in ash. If the glass is very dirty, use a specific cleaning agent for ceramic glass. Spray a small amount on a cloth and use it on the ceramic glass. Do not spray the cleaning agent or any other liquid directly on the glass or seals!

Failure to comply with these instructions may damage the surfaces of the ceramic glass and cause the invalidation of the warranty.

**CLEANING THE PELLET HOPPER**
When the hopper is completely empty, disconnect the power cord of the generator, remove the residue (dust, chippings, etc.) from the empty hopper and then fill it up.

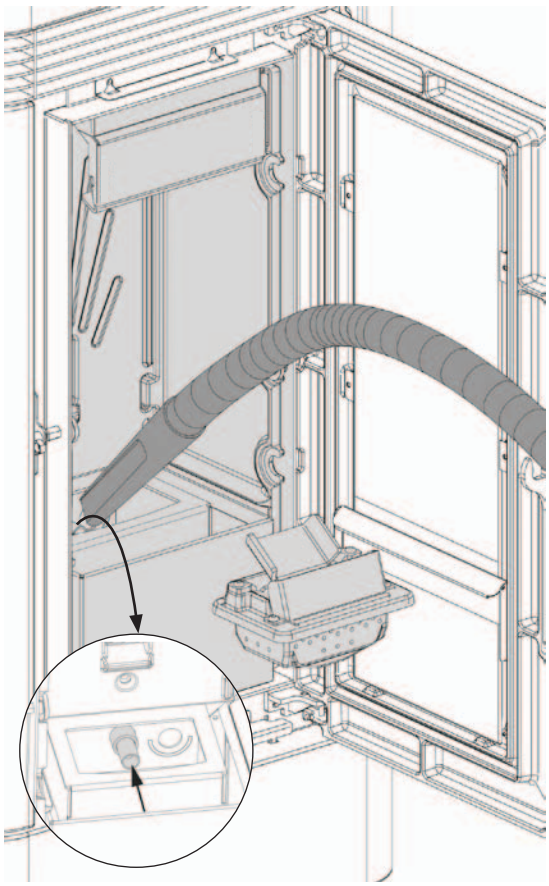
**THE PELLET HOPPER GASKETS, BURN POT AND FIRE DOOR GUARANTEE CORRECT STOVE OPERATION. THESE NEED TO BE PERIODICALLY CHECKED BY THE USER. IF THEY ARE WORN OR DAMAGED, IMMEDIATELY REPLACE THEM.**
**THESE OPERATIONS MUST BE CARRIED OUT BY A QUALIFIED TECHNICIAN.**

**IF THE POWER CORD IS DAMAGED, IT MUST BE REPLACED BY THE SERVICE CENTRE OR BY A SIMILARLY QUALIFIED PERSON, SO AS TO AVOID ALL RISKS.**

## BURN POT AND COMBUSTION COMBUSTION CHAMBER:

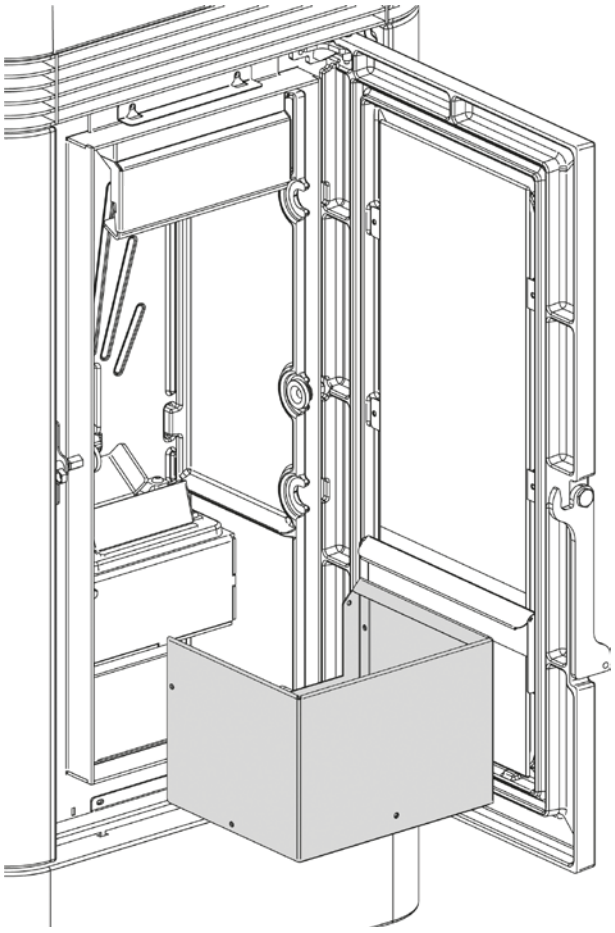
- Vacuum the residue in the burn pot
- Remove the burn pot completely from the relevant compartment;
- Vacuum the ash from the burn pot slot, ignition plug pipe holder and combustion chamber.
- Unblock all the holes in the burn pot using the supplied poker.
- Re-position the burn pot in its slot and push it towards the fire wall.

***NOTE: Use a suitable ash vacuum cleaner with a special separate container for the collected ashes.***



## REMOVABLE ASH PAN:

- Remove the ash pan and empty it in a dedicated container.

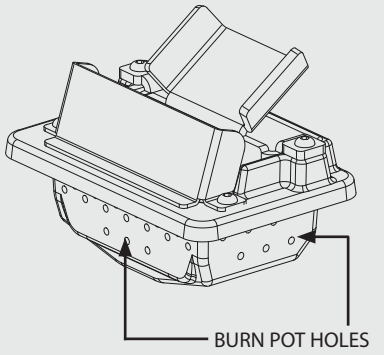


| PARTS/FREQUENCY | EVERY 2 DAYS | EVERY YEAR |
|---|---|---|
| BURN POT | X | |
| SHELL AND TUBE HEAT EXCHANGER | | X |
| COMBUSTION CHAMBER | X | |
| REMOVABLE ASH PAN | X | |
| T-SHAPED FITTING/ FLUE PIPE | | X |

**A CLEAN BURN POT GUARANTEES CORRECT OPERATION!**

**BY KEEPING THE BURN POT AND ITS HOLES CONSTANTLY CLEAN AND FREE OF COMBUSTION RESIDUE, EXCELLENT COMBUSTION IS GUARANTEED OVER TIME, THUS PREVENTING ANY GENERATOR MALFUNCTIONS THAT MAY REQUIRE TECHNICAL ASSISTANCE.**

**THE "EASY SETUP" FUNCTION IN THE USER MENU CAN BE USED TO ADAPT COMBUSTION ON THE BASIS OF THE NEEDS DESCRIBED.**




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# ROUTINE MAINTENANCE PERFORMED BY QUALIFIED TECHNICIANS

**Routine maintenance must be performed at least once a year.**
Given the generator uses pellets as solid fuel, it requires annual routine maintenance, which must be performed by a **Qualified technician, using only original spare parts.**
Failure to comply may jeopardise safety of the appliance and invalidate the warranty conditions.
By observing the cleaning schedule reserved to the user described in the use and maintenance manual, the generator will be guaranteed correct combustion over time, thus preventing any faults and/or malfunctions which may require subsequent technical assistance. Requests for routine maintenance are not covered by the warranty.

#### GASKETS: PELLET HOPPER LID, DOOR, ASH DRAWER AND BURN POT

The gaskets ensure the proper sealing of the stove and therefore its proper operation.
They must be periodically checked and immediately replaced if worn or damaged.
These operations must be carried out by a qualified technician.

#### CONNECTION TO THE FLUE

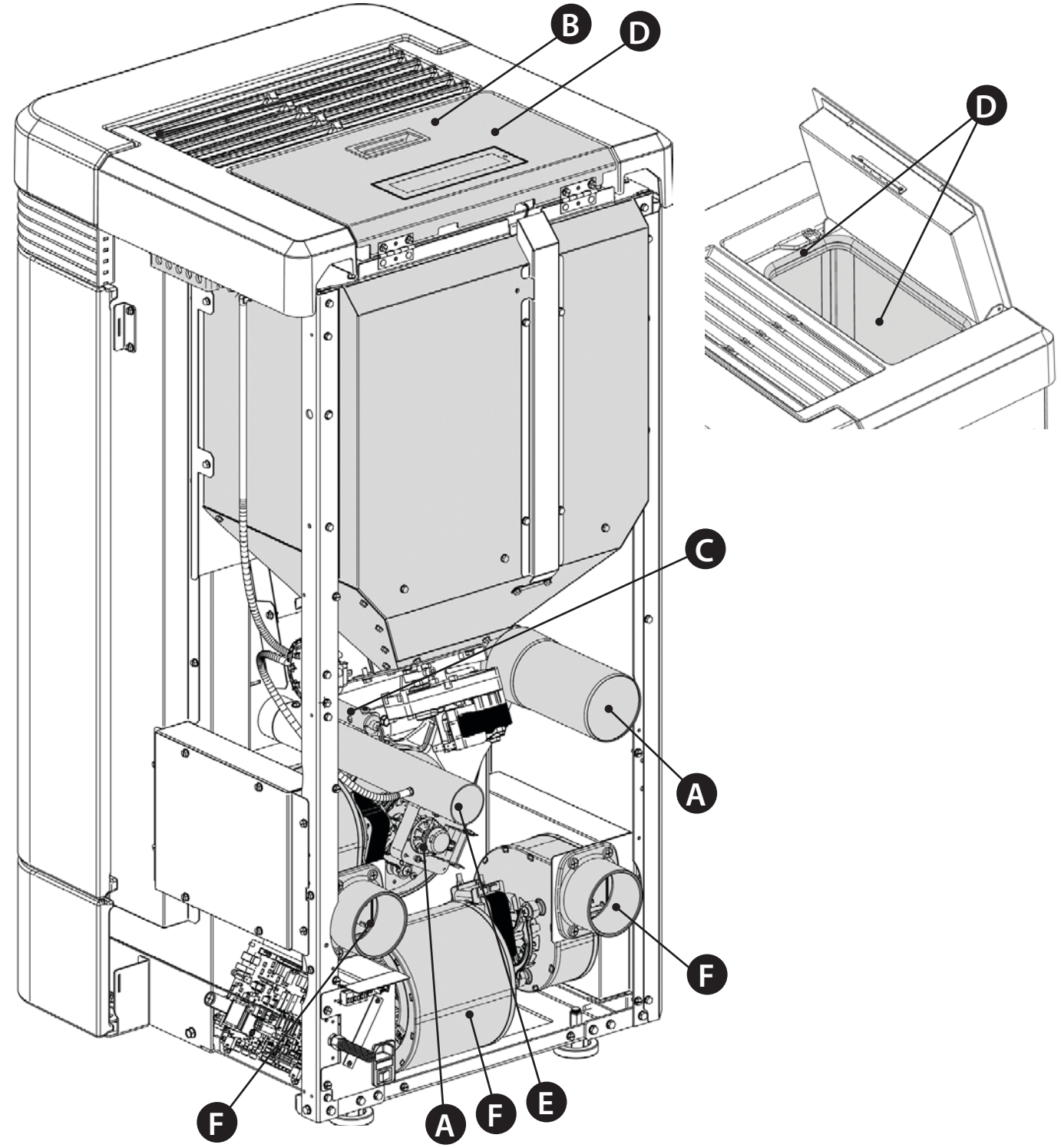
Annually, or in any case each time the flue pipe needs to be vacuumed and cleaned. If there are horizontal sections, the residue must be removed to prevent it from obstructing the flow of fumes.

## SHUT-DOWN (END OF SEASON)

At the end of each season, before turning the stove off, it is advisable to completely empty the pellet hopper, removing any pellet residue and dust with a vacuum cleaner.
**Furthermore, please disconnect the generator from the mains electricity and, for greater safety especially in the presence of children, remove the power cord.**

Routine maintenance must be performed at least once a year.

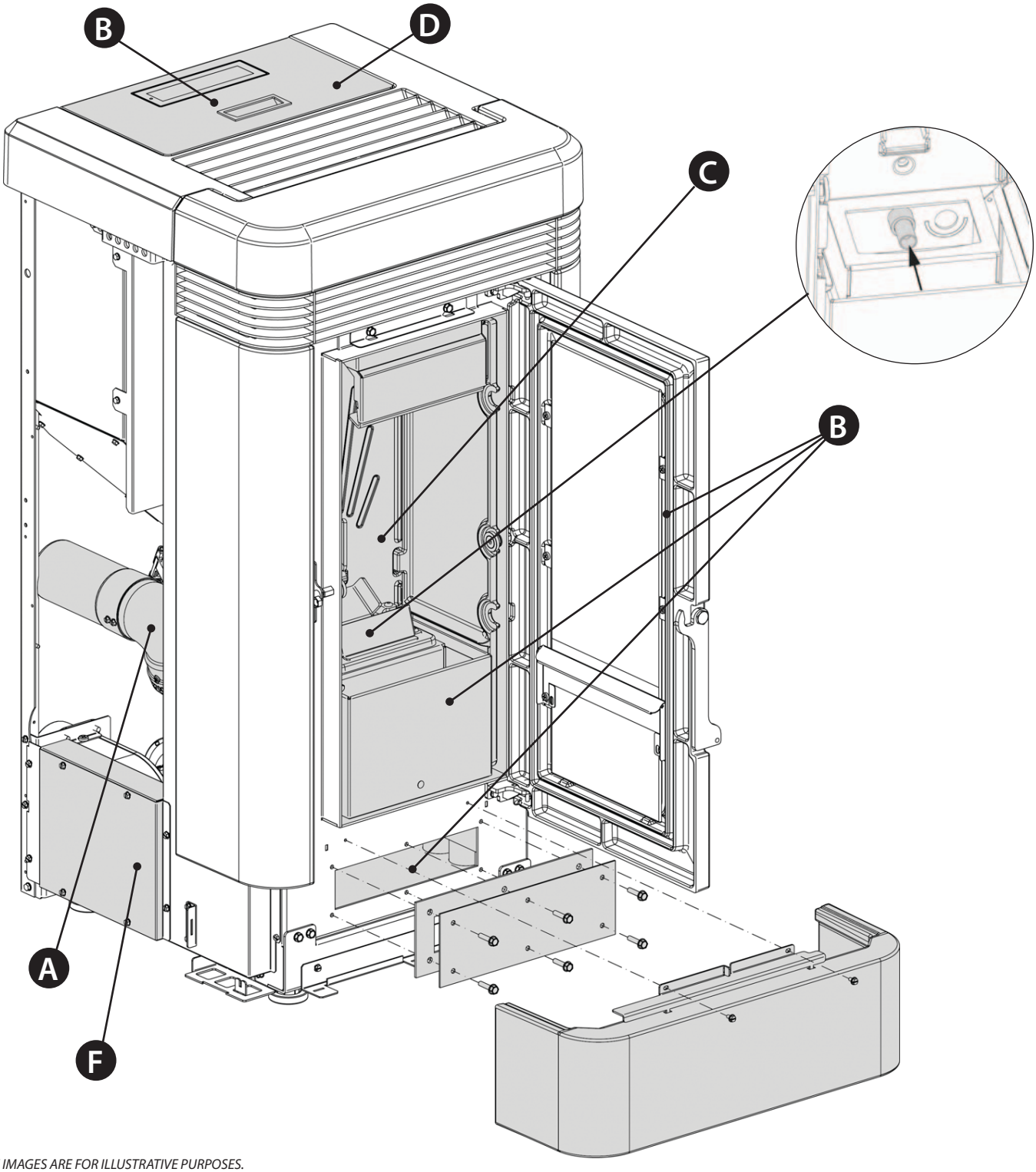
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*THE IMAGES ARE FOR ILLUSTRATIVE PURPOSES.*

| | |
|---|---|
| **A** | Fumes motor (dismantling and cleaning, flue pipe and "T" fitting), new seal where required |
| **B** | Gaskets, pellet hopper, inspections, ash drawer and door (replace and apply silicone where indicated) |
| **C** | Combustion chamber and heat exchanger (full cleaning) including ignition plug pipe |
| **D** | Hopper (complete emptying and cleaning) and check gasket. |
| **E** | Check the air intake pipe and check/clean the mechanical pressure switch |
| **F** | Dismantling of ambient air fan and removal of dust and pellet residue. |

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| **F** | Dismantling of ambient air fan and removal of dust and pellet residue. |

## DISPLAYS

| DISPLAY | REASON |
|---|---|
| **OFF** | Generator off |
| **START** | The START phase is in progress |
| **PELLET LOADING** | Continuous pellet loading is in progress during the ignition phase |
| **ON** | The ignition phase is in progress |
| **PREPARATION** | The preparation phase is in progress |
| **WORK** | The normal work phase is in progress |
| **MODULATION** | The generator is operating at the minimum speed |
| **FINAL CLEANING** | The final cleaning is in progress |
| **STAND-BY** | Generator off waiting to turn back on due to the thermostat. |
| **COOLING STAND BY** | A new ignition is attempted when the generator has just be switched off. When the generator is switched off, it is necessary to wait for the fumes motor to switch off completely, then clean the burn pot. Only after performing these operations will it be possible to switch the generator on again. |
| **BLACK OUT STAND BY** | The generator is cooling down after a power failure.<br>After the cooling phase, it will turn back on automatically |
| **BLOW** | The automatic blow is active |
| **CLOSE HOPPER - STOVE DOOR** | This indication means that you have 60 seconds to close the hatch/door and the pellet lid.<br>Once 60 seconds have passed, during ignition the stove will go into "DEPR ALARM" mode, while during normal operation the stove will go into "COOLING STAND-BY" mode before automatically restarting when the conditions are satisfied (cold stove, etc.). |

## ALARMS

| DISPLAY | EXPLANATION | SOLUTION |
|---|---|---|
|  | Indicates the presence of an alarm. | On: indicates the presence of an alarm<br>The alarm can be reset only if the fumes motor has stopped and 15 minutes have passed since the alarm was displayed, by pressing key 1 for 3 seconds. |
| **FUMES MOTOR FAULT** | Fumes motor failure | Contact the service centre |
| **FUMES PROBE** | Fumes probe fault. | Contact the service centre |
| **HOT FUMES** | High exhaust temperature | Check pellet loading (see "Easy setup"); if the problem is not solved, contact a qualified technician. |
| **NO IGNITION** | The pellet hopper is empty.<br>Unsuitable pellet loading calibration.<br>Thermostat bulbs tripped. | Check for the presence of pellets in the hopper.<br>Adjust the pellet flow (see "Easy setup").<br>Check the procedures described in the "Ignition" chapter.<br>Check the thermostats with bulbs (see chapter on Resetting) |
| **NO FLAME** | The pellet hopper is empty.<br>Pellets not loading.<br>The gear motor is not loading pellets. | Check for the presence of pellets in the hopper.<br>Adjust the pellet flow (see "Easy setup"). |
| **DEPR ALARM** | The door is not closed properly.<br>The ash drawer is not closed properly.<br>The combustion chamber is dirty.<br>The fumes exhaust pipe is blocked/dirty | Check that the door closes hermetically.<br>Check that the ash drawer closes hermetically.<br>Make sure that the fumes pipe and the combustion chamber are clean. |
| **NO IGNITION - BLACK OUT** | No power during the ignition phase. | Turn the stove off by pressing key 1 and repeat the procedures described in the "Ignition" chapter.<br>Other restoration operations must be performed by an authorised technician. |
| **ALARM COMMAND AUGER** | Abnormal operation of pellet loading. | Contact the service centre |

# GUARANTEE TERMS

**1.** Extraflame S.p.A. products are guaranteed, within the European community, for 24 months from the date of purchase.
Purchase has to be proved by means of a valid fiscal document issued by the seller (receipt, invoice or shipment document) identifying the purchased product and its purchase and/or delivery date.

***WARNING: This conventional guarantee does not replace the guarantee regulated by the European legislation on consumer rights.***

The conventional guarantee is only applicable to the Italian region and to those areas, within the European Community, where the Authorised Technical Assistance Centres are active (see the www.lanordica-extraflame.com website)
It is also limited to the state of residence of the consumer, which must coincide with the premises and/or registered office of the seller of the Extraflame S.p.A. product
These regulations do not apply if the product is purchased within commercial, entrepreneurial, or professional circumstances. In these cases the product guarantee will be limited to a period of 12 months from the date of purchase.

**ITALIAN GUARANTEE**
What must be done if there is a product malfunction:
Consult the instructions manual to make sure the malfunction cannot be solved by using the product correctly. Make sure the malfunction is included in those covered by the guarantee; otherwise the cost of the intervention will be borne entirely by the consumer. When requesting the intervention of the Assistance service at the Authorised Assistance Centre, always specify: - type of malfunction - model of the appliance - complete address - phone number

**EUROPEAN GUARANTEE**
What must be done if there is a product malfunction:
Consult the instructions manual to make sure the malfunction cannot be solved by using the product correctly. Make sure the malfunction is included in those covered by the guarantee; otherwise the cost of the intervention will be borne entirely by the consumer. Request the intervention of the Assistance service or the address of the Authorised Technical Assistance Centre to the seller; always specify: type of malfunction, model of the appliance, complete address and phone number

***If the malfunction arises in the first 6 months of the product's life, the consumer has the right to have the product repaired with no expense. From the seventh to the twenty-fourth month, if a malfunction arises, the consumer will bear the cost of the call, while the seller will pay for the manpower and for any spare parts used.***

**2.** If the malfunction is linked to external events and/or conditions such as, including but not limited to, insufficient capacity of the systems; wrong installation and/or maintenance by the personnel which hasn't got the skills prescribed by the laws of the country of residence of the consumer; negligence; inability to use the product and wrong maintenance by the consumer, with respect to what is reported and recommended by the instructions manual of the product, which is part of the sales contract, this guarantee will be void.
Damage to the product that cannot be related to manufacturing defects are also not included in this guarantee. Similarly are excluded defects related to incorrect operation of the flue, according to the legislation in force in the country at the moment of purchase. Other exclusions include all product defects due to carelessness, accidental breakdown, tampering and/or damage during transport (scratches, dents, etc.), interventions carried out by unauthorised personnel and further damage caused by incorrect interventions by the consumer trying to arrange the initial malfunction.
The following consumables are excluded by the guarantee: gaskets, ceramic or tempered glasses, cast iron grilles or coatings, refractory materials (e.g. Nordiker or others), painted, chrome-plated or golden parts, majolica ware, handles, the brazier and its related components. For Idro products the heat exchanger is not covered by the guarantee if a suitable condensation-proof circuit is not set up to ensure a return temperature of the device of at least 55°C. The guarantee excludes all the external components on which the consumer can directly operate during use and/or maintenance or that can be subject to wear and/or rust and stains on steel due to aggressive detergents.
If malfunctions are signalled which are not later confirmed during check by an authorised technician, the cost of the intervention will be borne entirely by the consumer.

**3.** If it is not possible to restore product conformity by repairing it, the product/component will be replaced, the guarantee expiration date and conditions will remain the same established when the product/component to be replaced has been purchased.

**4.** Extraflame S.p.A. cannot be held liable for injury or damage which may - either directly or indirectly - be caused to persons, animals and property ensuing from failure to observe all the instructions provided in the relevant instruction manual and the warnings regarding installation, use and maintenance of the product, that can also be downloaded on the website.

**5.** Interventions for adjusting and/or regulating the product for the type of fuel or other reasons are excluded by the guarantee.

**6.** If the product is repaired in one of the Authorised Technical Assistance Centres indicated by Extraflame S.p.A. and if the product is replaced, transport will be free of charge. If the technician can repair the product at the user's place of residence and they refuse, transport to the workshop and redelivery will be paid by the consumer.

**7.** After the 24 months of the guarantee have elapsed any repair intervention cost will be completely borne by the consumer.

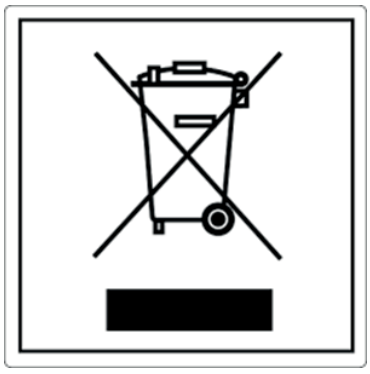
**8.** In the case of disputes the only competent court is that of the Extraflame S.p.A. registered office - (Vicenza-Italy)

### ADDITIONAL WARNINGS

- Only use the fuel recommended by the manufacturer. The product must not be used as an incinerator.
- Do not use the product as a ladder or supporting structure.
- Do not place laundry on the product to dry it. Any clothes-horse or similar objects must be kept at due distance from the product. Danger of fire or damage to the coating.
- The user is fully liable for any incorrect use of the product. The manufacturer bears no civil or criminal liability for incorrect use.
- Unauthorised tampering of any nature or replacement of spare parts of the product with non-original parts may endanger the operator and the manufacturer bears no civil or criminal liability for this.
- Large parts of the surface of the product can get very hot (door, handle, glass, smoke outlet pipes, etc.). Please therefore avoid coming into contact with these parts without wearing suitable protective clothing or using appropriate measures, such as heat protective gloves.
- DO NOT use the product with the door open or if the glass is broken.
- The product must be electrically connected to a system equipped with an operational earthing system.
- Turn off the product in the event of a failure or malfunctioning.
- Unburned pellets that build up in the burner following each failed start-up must be removed before attempting to start up the product again. Make sure that the burner is clean and correctly positioned before starting it up again.
- Do not wash the product with water. Water may penetrate into the unit and cause faults in the electrical insulation. This can cause electric shocks.
- Installations not complying with the regulations in force, as well as incorrect use and failure to comply with the maintenance scheduled by the manufacturer, will invalidate the guarantee.

# DISPOSAL

### INFORMATION FOR MANAGEMENT OF ELECTRIC AND ELECTRONIC APPLIANCE WASTE CONTAINING BATTERIES OR ACCUMULATORS



This symbol, which is used on the product, batteries, accumulators or on the packaging or documents, means that at the end of its useful life, this product, the batteries and the accumulators included must not be collected, recycled or disposed of together with domestic waste. Improper management of electric or electronic waste or batteries or accumulators can lead to the leakage of hazardous substances contained in the product. For the purpose of preventing damage to health or the environment, users are kindly asked to separate this equipment and/or batteries or accumulators included from other types of waste and to arrange for disposal by the municipal waste service It is possible to ask your local dealer to collect the waste electric or electronic appliance under the conditions and following the methods provided by national laws transposing the Directive 2012/19/EU.

Separate waste collection and recycling of unused electric and electronic equipment, batteries and accumulators helps to save natural resources and to guarantee that this waste is processed in a manner that is safe for health and the environment.
For more information about how to collect electric and electronic equipment and appliances, batteries and accumulators, please contact your local Council or Public Authority competent to issue the relevant permits.

Extraflame®

Riscaldamento a Pellet

**Extraflame S.p.A.** Via Dell'Artigianato, 12 36030 - MONTECCHIO PRECALCINO (VI) - ITALY
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MADE IN ITALY
design & production

***TO FIND THE SERVICE CENTRE NEAREST TO YOU CONTACT YOUR DEALER OR CONSULT THE SITE WWW.LANORDICA-EXTRAFLAME.COM***

The manufacturer reserves the right to vary the characteristics and the data reported in this pamphlet at any moment and without notice, in order to improve its products.
This manual, therefore, cannot be regarded as a contract towards other parties.