CE

Translation of copy in original language
IMPORTANT:
MUST BE READ

EN

831011800 rev. 1.0 12/04/2022

Installation, use and maintenance manual

HEATERS, INSERTS, PELLET BOILERS

EVA STAMPAGGI

TABLE OF CONTENTS

TABLE OF CONTENTS

1 PRODUCT SAFETY

The stoves were built in compliance according to EU 305/2011 (Construction Products Regulation), EN13240 (wood stoves), EN 14785 (pellet stoves) and EN 303-5:2012 (Pellet boilers) using high quality and non-polluting materials. To make better use of your stove it is advisable to follow the instructions in this booklet.
Read this manual carefully before use or any maintenance operation.
Each stove is subjected to internal testing before shipment and as such residues inside the appliance may be found.
Eva Stampaggi aims to provide as much information as possible to ensure safer use and to avoid damage to persons, property or parts of the stove itself.

MANUAL SYMBOLOGY

	ATTENTION	Indicates operations that are dangerous for the user and the product.
	INFORMATIONS	Indicates important information that the user must heed for the proper functioning of the product.

ATTENTION

KEEP THE INSTRUCTION MANUAL FOR FUTURE REFERENCE, IF ANY CLARIFICATIONS ARE REQUIRED CONTACT YOUR AUTHORISED

INFORMATIONS

The pellets to be used are the following: PRODUCT SAFETY

Pellet stoves operate exclusively with pellets (tablets) of various wood essences that comply with DIN plus or EN plus 14961-2 A1 (UNI EN ISO 127225-02:2014) or PEFC/04-31-0220 ONORM M7135 or that have the following characteristics:
Calorific value min. 4.8 kWh/kg (4180 kcal/kg)
Density 630-700 kg/m3
Maximum humidity 10% of weight
Diameter: 6 ±0.5 mm
Ash percentage: max. 1% of weight
Length: min. 6mm - max. 30mm
Composition: 100% untreated wood from the industry of wood or post-consumption without the addition of binders, bark-free and compliant with current regulations.

WARNING

Keep the pellets in a fresh dry place: storing pellets in a place that is damp or excessively cold may reduce the stove potential heat output. Be careful when storing and handling pellet bags to prevent pellet crushing and consequent sawdust production.

The fuel consists of small cylinders with 6-7mm diameter and a maximum length of 30mm. Their maximum moisture content is equal to 8%. This stove is designed to burn pellets made of compacted sawdust obtained from different types of wood, in compliance with environment protection legislation.

The use of different types of pellets may result in a slight, sometimes even undetectable, change in the stove efficiency. This change can be counterbalanced by increasing or decreasing the stove heat output by only one step.

SAFETY WARNINGS

Read the manual carefully:

- Read the manual carefully:
- Eva Stampaggi S.r.l. assumes no responsibility for damage to persons and/or property or for the malfunction of the stove resulting from non-compliance with the provisions of this Instruction Manual
- The guarantee will remain valid for 1 year for professional operators and 2 years for consumers
- Stove installation must be carried out by qualified staff and pursuant to the regulations in force in the relevant country.
- In the event of failed ignition or a power cut, before retrying the burn pot MUST be emptied. Failure to do so may also result in the breaking of the door glass.
- DO NOT POUR PELLETS BY HAND in the burn pot to facilitate stove's ignition.
- Should any anomaly concerning the flame be detected or, however, in any other case, NEVER SWITCH OFF the stove by disconnecting it from the mains. Use the relevant button. Disconnecting the stove from the mains will prevent exhaust fumes from being extracted.
- Should ignition phase take longer than expected (due to damp or poor quality pellets) generating excessive smoke in the combustion chamber, open the door to expel it, while remaining in a position that guarantees your safety.
- **Good quality, certified pellets must always be used. The manufacturer declines any liability for any malfunctions or damage to mechanical parts as a result of the use of poor quality pellets.**
- **The burn pot and the combustion chamber must be cleaned daily. The manufacturer declines any liability for any malfunctioning due to a failure to do so.**
- The combustion of waste, especially of plastic materials, damages the stove or boiler and the vent pipe. Moreover, it is forbidden by the law against the emission of harmful substances.
- Do not use alcohol, petrol or other highly inflammable liquids to light the fire or poke it during operation.
- Do not introduce into the stove an amount of fuel greater than that recommended in this booklet.
- Do not modify the product.
- It is forbidden to use the appliance with the door open or the glass broken.
- Do not use the appliance as, for example, a clothes drying rack, a bearing surface or step etc.
- Do not install the stove in bedrooms or bathrooms if not certified as watertight.

GENERAL SAFETY PRECAUTIONS

Read the manual carefully: PRODUCT SAFETY

- Use the stove only as described in this manual. Any other use not recommended by the manufacturer may cause fires or accidents to people.
- This appliance is not a toy. Make sure children are not left unattended and do not use the appliance as a toy.
- This device is not intended for use by persons (including children) with reduced physical or mental capacity, or without specific experience and knowledge, unless supervised or duly instructed on the use of the appliance by a person responsible for their safety.
- Disconnect the appliance from the mains when not in use or during cleaning operations.
- To do so, turn the switch to the O position and disconnect the plug from the socket. Remove from the plug.
- Never block the combustion air inlets and fume outlets.
- Do not touch the stove with wet hands; it contains electrical components.
- **Do not use the appliance in case of damaged cables or plugs. The device is classified as type Y: power supply cable may only be replaced by a qualified technician. Should the power supply cable be damaged, it can be replaced only by the manufacturer or by its technical assistance service or by a similarly qualified person.**
- Do not place any object on the cable and do not bend it.
- Avoid using extension cables as their temperature may increase excessively posing fire hazards. Never use one single extension cable to power several appliances.
- During normal functioning some parts of the stove may become extremely hot, such as the door, the glass or the handle. Be careful, especially with children. Do not touch any hot parts if not wearing adequate protective devices.

ATTENTION

ATTENTION! DO NOT TOUCH the FIRE DOOR, the GLASS, the HANDLE or the FUME OUTLET DURING FUNCTIONING if not wearing adequate protective devices since they become extremely hot!

- Keep inflammable materials, such as furniture, cushions, pillows, blankets, paper, clothing, curtains, etc., at least 1.5 m away from the stove front and 30 cm from the stove sides and back.
- During operation, there is a risk of fire if the stove is covered or if it comes into contact with flammable material including curtains, draperies, covers, etc. KEEP THE PRODUCT AWAY FROM SUCH MATERIAL.
- Do not immerse the cable, plug or any other appliance component in water or other liquids.
- Do not use the stove in dusty environments or wherever inflammable vapours are generated (e.g. in a workshop or garage).
- The stove is fitted with components that generate arcs and sparks. Do not install the stove in areas posing a significant fire or explosion hazard due to a high chemical substance concentration or to a high humidity level.
- Do not use the appliance close to bathtubs, showers, basins, sinks or swimming pools.
- Do not install the appliance underneath an air vent. Do not install the stove outdoors.
- Do not repair, disassemble or modify the appliance. The appliance is not fitted with components that can be repaired by users.
- Turn off the stove, disconnect it from the mains and wait until it has cooled down completely before performing any maintenance operations.
- DISCONNECT THE STOVE FROM THE MAINS BEFORE PERFORMING ANY MAINTENANCE.

ATTENTION

These stoves operate exclusively with pellets and olive pomace if the stove is designed for it; DO NOT USE DIFFERENT COMBUSTIBLES: any other material burned will cause the apparatus to malfunction.

ATTENTION

Clean the burn pot on a regular basis upon every ignition or pellet refuelling.

- The combustion chamber must be kept closed, except when loading or removing residues, in order to prevent smoke egress.
- Do not switch the stove on and off intermittently to avoid damaging its electrical and electronic components.
- Do not use the appliance as waste incinerator or for any other purpose other than the intended one.
- Do not use liquid fuels.
- Do not modify the appliance without prior authorisation.
- Use only original spare parts recommended by the manufacturer.
- Make sure that the stove is transported in compliance with safety regulations. Avoid any improper transfers or knocks that may damage the ceramics or the structure.
- The metal structure is coated using high temperature paints. When using the appliance for the first few times, unpleasant odours may be given off due to the paint of the metal parts that is drying: this is in no way dangerous and in such case, simply ventilate the premises. After the first heating cycles, the paint will reach its maximum adhesion and all its chemical and physical features.
- To refill the tank, simply lift the access cover and pour the pellets in, even when the machine is on, taking care not to spill outside of the tank. Always refuel the hopper before leaving the operating stove unattended for long periods of time.
- Whenever the hopper and the Auger tube get completely empty, the appliance will be automatically switched off. It may take two separate ignitions to resume operation at ideal working conditions since the Auger tube is very long.
- In case of glass breakage after an accidental collision, do not use the product.
- It is also possible that the product may undergo slight deformations, as the structure is made of steel, and therefore slight noises or crunches may be heard. This is absolutely normal and should not be considered a defect.

ATTENTION

If the stove is not properly installed, power outages may result in fume spillages. In some cases, it may be necessary to install an uninterruptible power supply.

ATTENTION

Being a heating appliance, some parts of the stove can become extremely hot. For precisely this reason, we advise that you take extreme care during operation.

WHEN THE STOVE IS OPERATING:

- **do not open the door;**
- **do not touch the door glass since it becomes extremely hot;**
- **keep children away from it;**
- **do not touch the fume outlet;**
- **do not pour any liquid inside the firebox;**
- **do not perform any maintenance operations if the stove is not cold;**
- **only qualified technicians are allowed to perform any operation;**
- **follow all the instructions contained herein.**

Anti-explosion

Some products are equipped with anti-explosion safety devices. Before switching on the product or, in any case, after any cleaning operation, make sure that the device is correctly positioned in its seat. The device is located on the firebox door upper edge.

ATTENTION

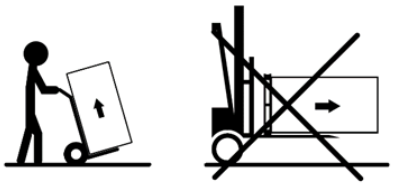
In the event that the device is not correctly positioned, the combustion and the efficiency of the product will be compromised.

2 HANDLING AND UNPACKING

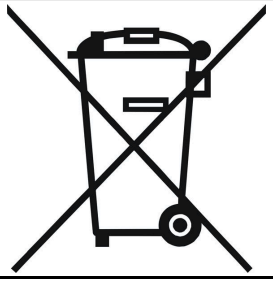
ATTENTION

Unloading of the product must be performed using lifting means that are suitable and that have characteristics that are consistent with the weight of the stove. The operator must make sure that during offloading and lifting of the stove there are no persons or objects nearby. When unpacking, avoid damaging the product with cutters or blunt tools. Keep the packaging out of the reach of children. Pay attention to the balance of the product given its size and weight.

When transporting do not position the product horizontally. Unloading of the product must be performed using lifting means that are suitable and that have characteristics that are consistent with the weight of the stove. Unscrew the screws that secure it to the pallet from below and place the stove in the dedicated position paying attention to any obstructions that may hinder installation or damage the item.



INSTRUCTIONS FOR DISPOSAL OF THE PRODUCT AND PACKAGING

	The presence of this symbol applied to the product determines that it is NOT a refusal to be considered generic, but must be demolished and disposed of in compliance with the rules in force in your country, making sure that the collection centers are in accordance with the law and respectful of the environment. The responsibility for such disposal is to be borne by the owner and to not incur sanctions or adverse effects on the environment and health, we recommend you contact the local administration, the local waste disposal center or the retailer directly to get more information about places and ways of collecting. Proper waste disposal is important not only for the environment and the health of citizens, but also because this operation leads to a recovery of materials that have significant energy and resource savings.
METALLIC PARTIES	Transfer to a special collection centre in the Metal sector.
METALLIC PARTIES	For proper disposal of waste electrical and electronic equipment (WEEE) consult WEEE Directive 2012/19/EU.
OTHER PARTIES	If it is non-recyclable waste, transfer it to a collection centre.
STRAP	Separate collection (DRY) or transfer to a special collection centre.
PACKAGING PALLET	Transfer to a special collection centre in the wood sector.
PLASTIC BAG and PACKAGES	Separate collection (PLASTIC) or transfer to a special collection centre.
POLYSTYROL	Separate collection (DRY) or transfer to a special collection centre.

3 MINIMUM INSTALLATION REQUIREMENTS

INTRODUCTION:

INSTALLATION WITH WALL FUME OUTLET IS PROHIBITED. INSTEAD THE FUME OUTLET MUST BE ROOF-TYPE AS PROVIDED FOR BY NATIONAL REGULATIONS.

Eva Stampaggi S.r.l. assumes no responsibility for damage to persons and/or property caused by non-compliance with the point highlighted above for products installed in a non-compliant manner.
Install the stove according to the regulations in force in the country of use.

For example, in Italy the UNI 10683 standard is in force, which includes 4 points:

1 preliminary activities - the duty and responsibility of the dealer/installer at the time of the inspection before the final installation. Preliminary procedures include:

- installation site suitability verification;
- fume evacuation system suitability verification;
- checking of the suitability of the external air intakes;
- At this stage, the product needs to be checked in order that it can be safely operated and that the relevant technical specifications are met. The safety conditions must be assessed with a preventive inspection. Stoves and fireplaces are heating systems and as such must be installed safely and according to the manufacturer's instructions!

2 installation - the installer's responsibility. In this phase, the installation of the product and of the smoke evacuation system are considered and the following issues are addressed:

- safety distance from combustible materials;
- construction of chimney flues, smoke channels, intubated systems and chimney cowls.

3 issuing of additional documentation - the installer's responsibility. The release of technical documentation must include:
- use and maintenance manual for the appliance and the components of the system (e.g. smoke channels, chimney flue, etc.);
- photocopy or photograph of the chimney flue plate;
- system manual: (if applicable);

4 control and maintenance - the responsibility of the maintenance technician who must ensure care and maintenance of the product during its use over time. The operator assigned to the control and maintenance of the systems for winter and summer air conditioning, performs these activities to a professional standard, in compliance with the current legislation. The operator, at the end of the same operations, must prepare and sign a technical control report in accordance with the models provided for by the rules of this decree and by the implementing rules, in relation to the types and potential of the system, to be issued to the person who signs a copy for receipt and acknowledgement.

In addition to what is specifically provided for in the following paragraphs of this Instruction Manual, the Purchaser must comply with the following minimum installation requirements:
a) Do not invert or place the stove horizontally on one side;
b) The power of the stove must be adapted to the size of the room where it is to be installed and the room must be ventilated from the outside;
c) The assembly of the flue pipe must be carried out in a workmanlike manner and according to European (UNI 10683) and national regulations, local regulations and the technical specifications and warnings contained in this Instruction Manual;
d) The smoke outlet must be connected to the flue pipe by means of telescopic fittings;
e) The diameter of the flue must be less than 150 mm.
f) The connection to the flue pipe must be made with an inclination connection of less than 45°;
g) The flue pipe must be suitably insulated;
h) The minimum slope of the horizontal section must be 5%
i) The chimney and/or flue pipe must be waterproofed;
j) The flue shall not have more than two changes of direction;
k) The flue gas must be discharged directly into the flue pipe;
l) The flue gas duct must have a length of less than 6.0 m before the flue, with a maximum horizontal section of 3.0 m;
m) The flue and flue duct must not narrow in width from the initial diameter for its entire length. The initial diameter shall be that of the exhaust outlet of the stove body;
n) The minimum value of the ventilation duct opening must be 80 cm^2;
o) The distance of the flammable walls must be respected, as prescribed on the “stove data plate”;
p) The burn pot must be cleaned before each ignition of the stove.

ATTENTION

The Buyer must not carry out any structural modifications to the stove and must not make any operational changes to the electrical board.
Installation and connection must be carried out by the Purchaser and by qualified technical personnel, in compliance with European (UNI 10683) and national regulations, local regulations and the assembly instructions contained in this Instruction Manual.
does not assume any direct and/or indirect criminal and/or civil liability for damage to people or things resulting from failure to comply with the aforementioned legal provisions, the assembly instructions, the warnings and general safety regulations indicated in this Instruction Manual.
Failure to comply with the installation requirements and/or tampering with the stove can cause: inadequate power and/or anomalous behavior of the product, poor smoke draft, clogging of the brazier, slow combustion, fire in the tank, overheating and risk of fire of the stove , fire hazard in the fume duct, lack of oxygen in the environment where the stove is positioned.
does not assume any criminal and/or civil liability, direct and/or indirect for the malfunctioning of the stove and for damage resulting to people or property caused by failure to comply with the stove installation requirements and/or tampering with the itself.
The Buyer must request and keep the certification of conformity of the installation and connection of the stove with the provisions of the law. In the absence of this certification does not assume any criminal and/or civil liability, direct and/or indirect for the malfunction of the stove and for damage caused to people or things, deriving from the use of the product.

ATTENTION

Warning: in the event of a power failure or electrical blackout, the burn pot must be emptied before repeating the operation. Failure to follow this procedure may cause the door glass to break.

4 INSTALLATION

4.1 FLUE PIPE

THE PRODUCTION OF STOVES WITH HIGHER PERFORMANCE IS INCREASINGLY REQUIRED SO IT IS BECOMES ESSENTIAL TO ENSURE THAT INSTALLATIONS COMPLY WITH THE LAW. IF THE VENT PIPE PASSES THROUGH NON-HEATED ENVIRONMENTS, IT MUST BE INSULATED FOR CORRECT COMBUSTION.

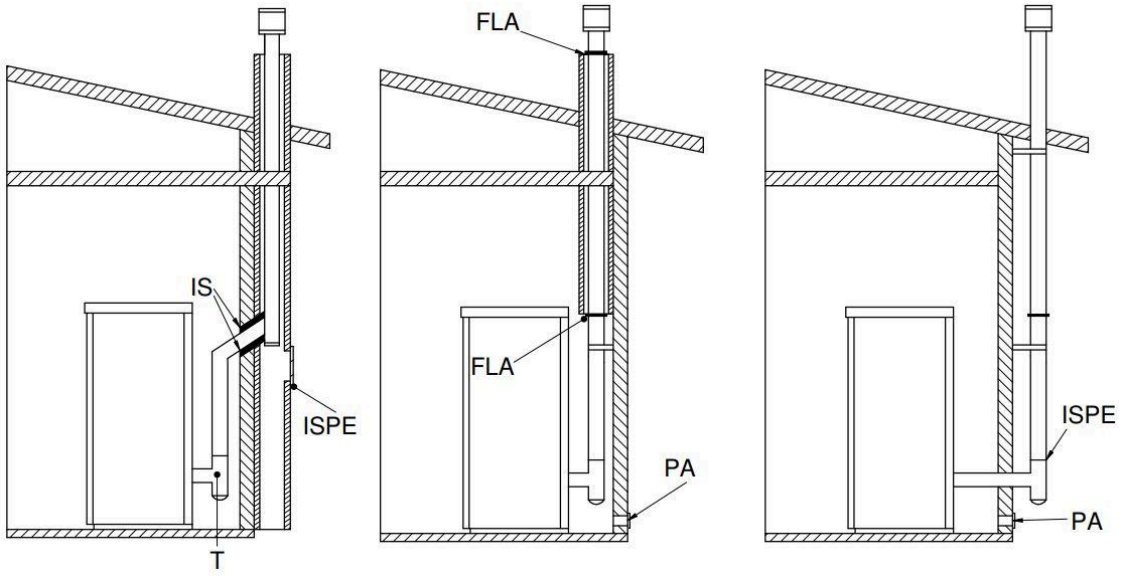
The vent pipe is one of the key features for guaranteeing the proper functioning of the stove. Thanks to the quality of the materials, the strength, the durability, the easy cleaning and maintenance, the best vent pipes are made of steel, either stainless steel or aluminised.

- To make fitting of the rigid steel flue pipe easier, we recommend using telescopic connectors, which will also compensate for the thermal dilation both of the fire box and the flue pipe itself.
- Seal the vent pipe joint connection with high temperature silicone sealant (1,000°C). Should the existing flue opening not be perfectly perpendicular to the firebox fume outlet, use an elbow to connect them. The inclination, with respect to the vertical, must never exceed 45° (see figure to the side) and there must be no bottlenecks.
- No constrictions. Use 10cm-thick insulating thimbles if pipe vent passes through floors.
- The vent pipe must be insulated along its entire length. Thanks to the vent pipe, insulation fume temperature will remain high optimising draught, preventing condensation and reducing the build-up of non-ignited particles along the vent pipe walls. Use proper insulating materials (glass wool, ceramic fibre, Class A1 non-combustible materials).
- The flue must be waterproof and must not make more than two changes of direction.
- The use of double-walled metal hoses in certified steel is permitted if installation with a rigid tube is not possible. The use of flexible metal and extensible aluminium pipes is not allowed.

ATTENTION

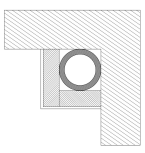
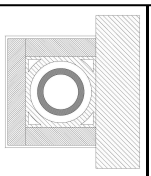
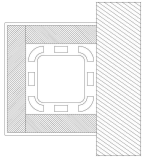
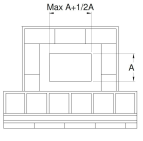
The flexible system can only be used inside the chimney for the vertical section and must be fixed to a rigid T-coupling, do not use for the fume duct pipe.

EXISTING VENT PIPE AND EXTERNAL VENT PIPE



Key: IS - Insulator; ISPE - Inspection; T - T fitting; FLA - Hermetic closure flange; PA - External air intake

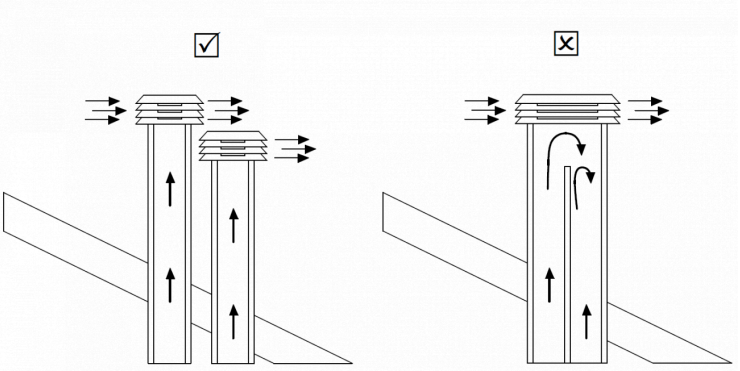
Types of vent pipe

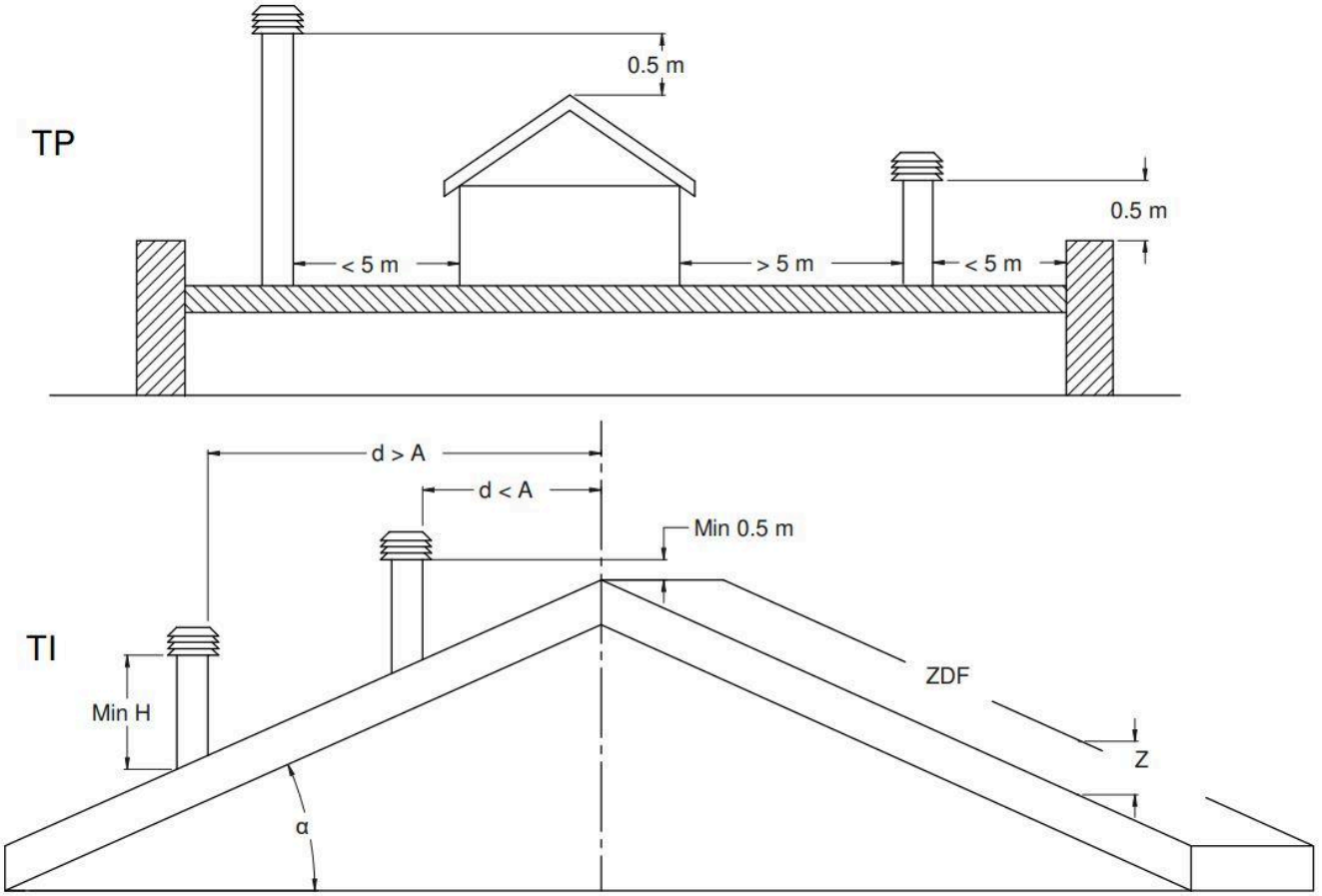
	Steel vent pipe with double chamber insulated with material resistant to 400°C. Optimum efficiency.		Refractory vent pipe with insulated double chamber and external coating in lightweight concrete. Optimal efficiency.
	Refractory vent pipe with insulated double chamber and external coating in lightweight concrete. Optimal efficiency.		Avoid vent pipes with internal rectangular section whose ratio between the larger and smaller side is greater than 1.5. Poor efficiency

4.2 CHIMNEY COWL

A properly installed chimney cowl ensures optimum stove functioning. The anti-downdraught chimney cowl consists of a number of components whose outlet section sum always doubles the flue pipe section. Make sure the chimney cowl is at least 150cm above the roof rise so that it is fully exposed to the wind. The chimney cowls must:

- have useful outlet section that is at least twice that of the vent pipe.
- be made in such a way as to prevent the penetration of rain or snow.
- be constructed in such a way as to ensure, in the event of winds coming from any direction, the evacuation of combustion products.
- be free of mechanical intake auxiliaries.





Key: TP - flat roof; TI - sloping roof; d - distance; ZDF - reflux zone

Roof pitch α [°]	Horizontal width of reflux zone measured from top A axis [m]	Minimum height from roof for discharging exhaust fumes H min =Z+0.50m	Minimum height from roof for discharging exhaust fumes H min =Z+0.50m
15	1,85	1,00	0,50
30	1,50	1,30	0,80
45	1,30	2,00	1,50
60	1,20	2,60	2,10

4.3 DRAUGHT

Fumes heat up during combustion, increasing their volume. Their density is therefore lower than the one of the surrounding colder air.
This difference between the inside and outside temperatures of the chimney results in a negative pressure which increases proportionally to the vent pipe length and the temperature.
The draw of the vent pipe must be able to overcome all resistance from the smoke circuit so that any smoke produced inside the stove during combustion is drawn up and dispersed in the atmosphere through the discharge conduit and the vent pipe itself.. There are many meteorological factors that influence the operation of the vent pipe, rain, fog, snow, altitude, but most of all is of course the wind, which can cause thermal depression as well as dynamic depression.
The wind action varies depending on whether it is ascending, descending or horizontal.

- Ascending wind always results in an increased negative pressure and draught.
- Horizontal wind results in an increased negative pressure as long as the chimney cowl was properly installed.
- Descending wind always diminishes the negative pressure, sometimes inverting it.

Excess draught causes an increase in the combustion temperature and consequently a loss in stove efficiency.
Some of the combustion gas as well as small particles of combustible are drawn into the vent pipe before being burned, reducing the stove's efficiency and increasing the consumption of pellets and causing the emission of polluting smoke.
At the same time the high fuel temperature, due to an excess amount of oxygen, wears down the combustion chamber sooner than expected.

On the other hand, poor draught slows down combustion resulting in a decrease in the stove temperature, fume spillage inside the room, a loss of stove efficiency and dangerous build-up in the vent pipe.

To avoid excessive draught it is advisable to use a draught regulator (see figure on the side).

4.4 STOVE EFFICIENCY

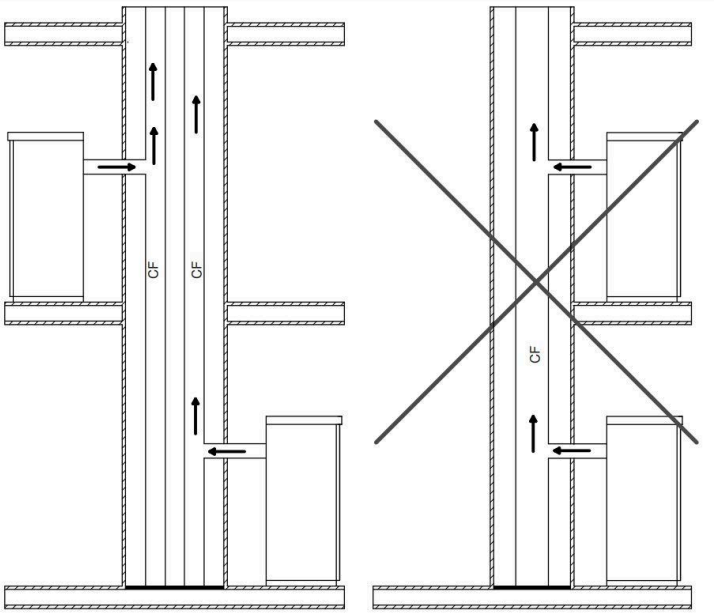
Highly efficient stoves may pose difficulties for fume extraction.
In order for a vent pipe to work properly its internal temperature must increase as a consequence of the fumes generated during combustion.
Now, the efficiency of a stove is determined by its capacity to transfer most of the head produced into the area to be heated: the consequence of this is the greater the efficiency of the stove, the cooler the combustion smoke residues are and as a result the lesser the draught.
A traditional chimney flue, with a rough design and insulation, is more efficient if used with a traditional open fireplace or a poor quality stove where most of the heat is lost with the fumes.
Therefore, purchasing a quality stove often entails modifying the existing chimney flue to obtain a better insulation, even when it already works properly with old appliances.
Poor draught results in the stove not operating when hot or in smoke spillage.

Connecting the stove pipe to an existing chimney flue that has already been used with an old appliance is a common mistake. In this way two solid-fuel appliances share the same chimney flue, which is wrong and dangerous.

If the two appliances are used simultaneously, the fume load might exceed the existing chimney flue capacity resulting in downdraught. If only one appliance is used, the fume heat will facilitate draught but the cold air coming from the other appliance not in use will cool down exhaust fume temperature again blocking the draught.

Besides the problems described so far, if the two appliances are placed on different levels the communicating vessel principle might be interfered with, causing combustion fumes to be drawn in an irregular and unforeseeable way.

Key: CF - Flue Pipe



ATTENTION

Read the manual carefully:

Before installing, the following indications must be met:
Select the position where the stove is to be installed and:

- Arrange the connection to the vent pipe for fume extraction.
- Arrange the external air intake (combustion air).
- Arrange the connection to the earthed mains.
- The electrical system of the room where the stove is to be installed must be earthed, otherwise the control board may not work properly.
- Place the stove on the floor in a convenient position for the connection to the vent pipe and close to the combustion air intake.
- The appliance must be installed on a floor with an adequate loading-bearing capacity. • Should the existing floor not comply with the requirement above, proper measurements must be taken (for instance, the installation of a load distribution plate).
- All the structures which could catch fire if exposed to excessive heat must be protected. Floors made from wood or inflammable materials must be protected using non-combustible materials (e.g. 4mm-thick sheet metal or ceramic glass).
- The appliance installation must ensure easy access for cleaning the stove, exhaust pipes and vent pipe.
- **This appliance is not suitable to be installed on a shared vent pipe.**
- During normal operation, the stove draws air from the room where it is installed. Therefore, an external air intake must be positioned at the same height of the pipe located on the stove back. Exhaust fume pipes must be suitable for pellet stoves and must therefore be made from coated steel or stainless steel, with a diameter of 8cm and fitted with adequate gaskets.
- The "air combustion" socket must reach an external wall or a wall of an adjacent room with external ventilation, as long it is not a bedroom or bathroom, nor at risk of fire such as garages, storage rooms, combustibles stores, etc. These air vents must be made in such a way that they cannot be blocked either internally or externally and should be protected by a grille, e metal net or other suitable protection without reducing the minimum dimensions.

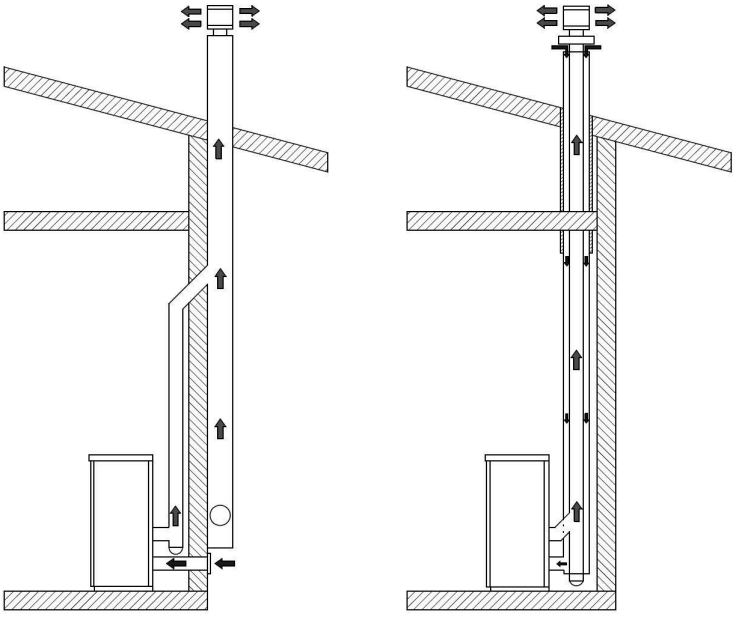
4.5 AIRTIGHT STOVE ONLY

Hermetic stove information:

Airtight stoves take combustion and glass cleaning air directly from outside, not from the room where they are situated, if correctly attached by a suction tube. In this way, no oxygen is consumed from the immediate environment. Using coaxial tubes the air will be pre-warmed contributing to improved combustion and lower emissions into the atmosphere. Ideal for passive houses, they offer best comfort at the lowest cost. The stove works even if not connected to the external air intake.

Using coaxial tubes the air will be pre-warmed contributing to improved combustion and lower emissions into the atmosphere.

In any case, comply with the National provisions for installation with coaxial pipes.



4.6 INSTALLATION PLACE

ATTENTION

Read the manual carefully:

- When the stove is on, it can create a depression in the room where it is installed, therefore there must not be any open flame apparatus in the same room, with the exception of type C boilers (airtight).
- Make sure that the stove can draw the necessary quantity of combustion air: this must be from an open space (i.e. a space without exhaust blowers or providing adequate ventilation) or directly from outside.
- Do not install the stove in bedrooms or bathrooms.
- Unpack the stove: be careful not to damage the product at the time of unpacking.
- Check the stove's legs and adjust them so that the stove is stable.
- Place the stove so that the door and any window openings are not against the walls.
- After connecting the stove to the combustion air inlet join the coupling device to the vent pipe.

PRIMARY AIR INTAKE

In compliance with the current regulations for installation, the stove must be installed in a ventilated place with air that is sufficient to ensure correct combustion and therefore good operation.
The room must have a volume no less than 20 m³. In order to ensure good combustion (40 m³/h of air) there must be a "combustion air intake" that reaches an external wall or a wall of an adjacent room with an external air intake. The adjacent room must not be a bedroom, bathroom, or contain any fire risks, such as storerooms, garages, combustible materials stores, etc. These air intakes must be made in such a way as to avoid being blocked internally or externally, and should be covered with a grille, metal net or suitable protection, as long as the minimum diameter is not reduced.

ATTENTION

Read the manual carefully:

- When the stove is on, it can create a depression in the room where it is installed, therefore there must not be any open flame apparatus in the same room (with the exception of type C boilers (airtight), unless there is a suitable influx of air).
- The stove must not be positioned close to curtains, armchairs, furniture or to other flammable materials.
- The stove must not be installed in explosive or potentially explosive environments which may become explosive due to the presence of machinery, materials or dust that can cause greenhouse gas emissions or which can easily ignite with sparks.
- Before installing the pellet stove, it must be borne in mind that all finishes or any beams made of combustible material must be positioned at a suitable distance and outside the irradiation area of the stove itself; furthermore, it must be borne in mind that in order not to compromise the correct operation of the appliance air must be allowed to circulate inside its housing to prevent overheating, this is possible by respecting the minimum distances and making ventilation holes with a surface area of 80 cm2.

ATTENTION

Observe the safety distances on the product label.

It is in any case advisable, as well as respecting minimum distances, to install the fireproof heat-resistant insulating panels (mineral wool, aerated concrete, etc.)
The following is recommend: Promasil 1000

Classification temperature: 1000 °C	Specific heat capacity: 1.03 Kj/kg K
Density: 245 kg/m3	Thickness: 40 mm
Shrinkage at reference temperature, 12 h: 1.3/1000°C %	Thermal conductivity λ:
Cold crushing strength: 1.4 Mpa	400 °C à 0.10 W/mK
Bending strength: 0.5 MPa	600 °C à 0.14 W/mK
Reversible thermal expansion: 5.4x10-6 m/mK	800 °C à 0.17 W/mK

4.7 CONNECTION TO THE FLUE PIPE

THE LENGTH OF THE FUME DUCT PIPE MUST HAVE A DIAMETER EQUAL TO OR GREATER THAN THAT SPECIFIED FOR EACH APPLIANCE. EVERY 90° ELBOW OR (T) COUPLING IS THE EQUIVALENT OF 1 METRE OF PIPE.

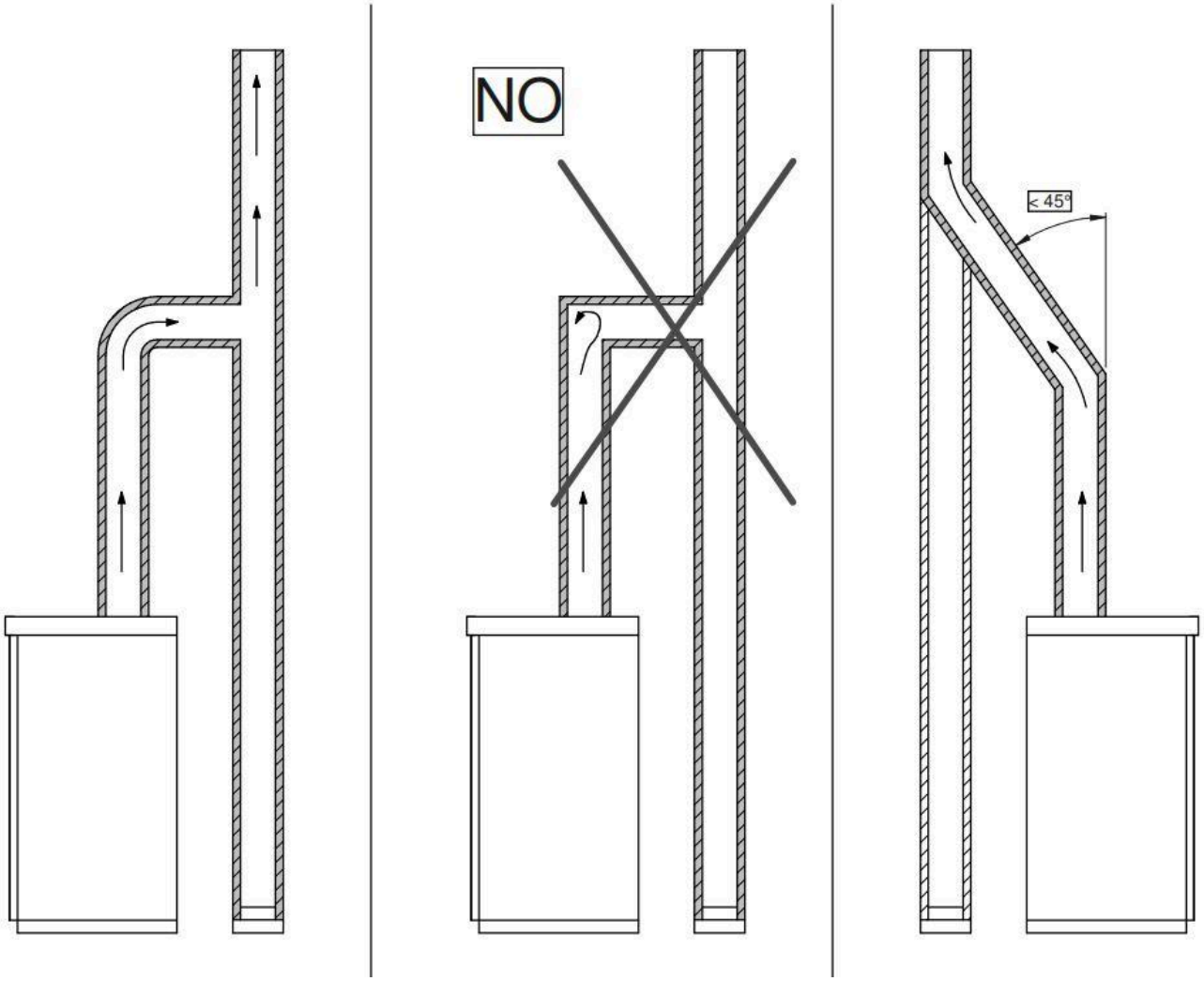
IN ORDER TO GUARANTEE CORRECT EFFICIENCY OF THE STOVE, ENSURE THE FOLLOWING TYPES OF INSTALLATION BEFORE CONNECTION TO THE FLUE PIPE:

INSTALL THE PRODUCT WITH AT LEAST 1 (T) COUPLING OR 1 METRE OF CERTIFIED PIPE ACCORDING TO EN 1856-2

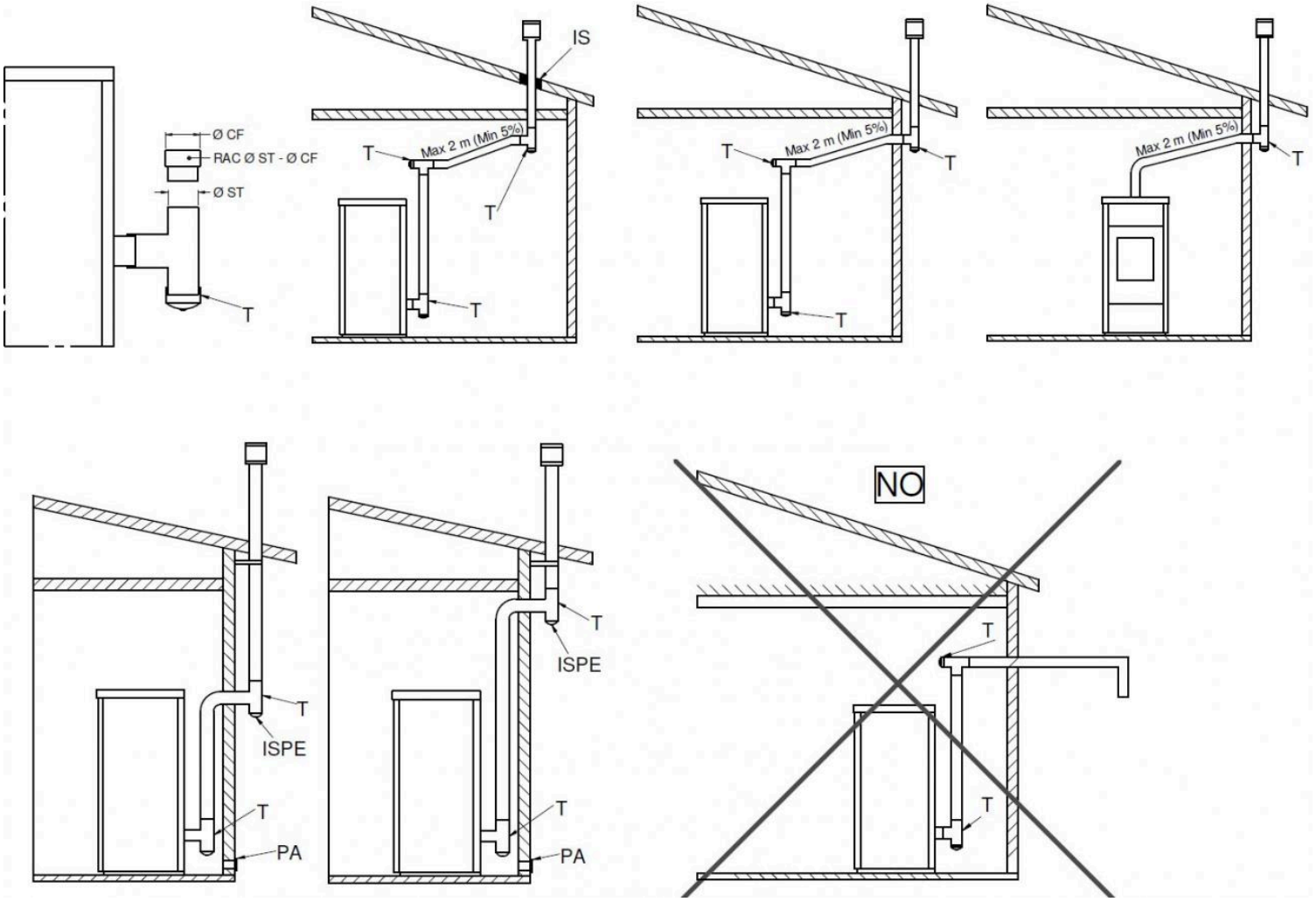
PASSAGE OF FLAMMABLE WALLS

When drilling the hole for the passage of the exhaust pipe it is necessary to take into account the possible presence of flammable materials. If the hole must pass through a wooden wall or in any case a wall made of thermolabile material, the installer must use a wall connection and adequately insulate the pipe of the product that passes through it using suitable insulating materials (1.3 - 5 cm thick with a minimum thermal conductivity of 0.07 W/m°K).

The same minimum distance must be respected even if the exhaust pipe has to pass through vertical or horizontal sections near the flammable wall.



4.8 INSTALLATION EXAMPLES



Key: T - T fitting; Ø ST - Stove diameter T; RAC Ø ST Ø CF - Stove and smoke duct connection; Ø CF - Smoke duct diameter; IS - Insulator; ISPE - Inspection; PA - External air intake

ATTENTION

Exhaust pipes must never be fitted pointing downwards or horizontally so that fumes are discharged directly through the external wall.

4.9 ELECTRICAL CONNECTION

The electrical connection must be performed by qualified personnel who install circuit breakers upstream of the appliance.
Special attention should be paid when the operation is a supplementary action and all equipment must operate as planned.
Avoid installations with electric cables that run close to fume pipes or hot components that are suitably insulated.
The voltage is 230 V while the frequency is 50 Hz.
The electrical system, at the connection point, must be have a ground connection as required by EEC Regulation 73/23 and EEC 93/98.
MANCA DA TRADURRE ULTIMA FRASE

4.10 HYDRAULIC CONNECTION

Internally, the stove is equipped with all the components for safety: automatic ventilating valve, 3-bar safety valve, expansion vessel, stove safety thermostat and water pressure sensor.
It is nonetheless MANDATORY to install an anti-condensate valve and a manometer for pressure reading. Remember to discharge the hydraulic system before switching on the appliance.

The use of hosing is recommended that connects the appliance to the hydraulic system as, in the case of ordinary or extraordinary maintenance, this makes it easy to move. It is also recommended to install a dirt separator as the electronic pump could capture the dirt of the system and become jammed.

See the PRODUCT DESCRIPTION chapter regarding the distance between the connections and also the size.
The system pressure must range from 0.5 to 2.5 bar. If these thresholds are exceeded, this will trigger the WATER PRESSURE alarm that will cause shutdown of the product. The recommended pressure is 1.5 bar.

4.11 CANALIZATION CONNECTION

Some products are equipped with one or more adjustable channels and in some cases can be excluded from the display. The ducts should be connected to allow the hot air to escape even in the installation environment to avoid overheating of the product. They can be connected with flexible aluminium or steel pipes or rigid pipes.

ATTENTION

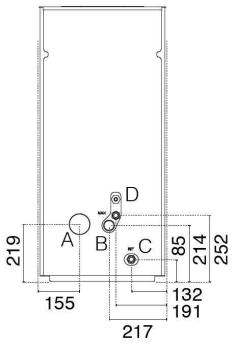
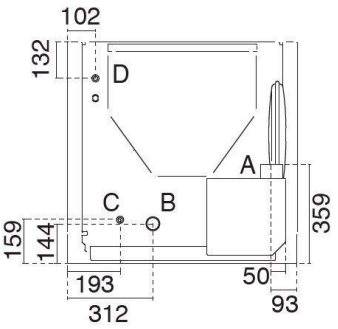
Temperatures in some cases are high, provide the necessary insulation in case of flammable walls.

4.12 FILET TANK FILLING

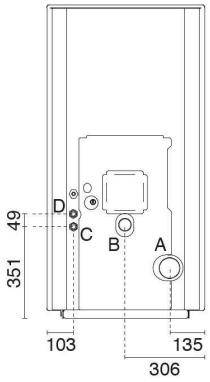
The pellet bag must be opened with a scissor and not torn so that there are no plastic pieces of the bag that can be inserted into the tank. It is recommended to use a paddle to refill the pellet tank. If the pellets contain a lot of residual powder, it is good practice to sift them so that the powder does not create a plug in the mouth of the auger.
It is also necessary to keep clean and vacuumed the part where the gasket is installed that makes the tank airtight (where present) so as to always have an efficient closure.

5 PRODUCT DESCRIPTION

5.1 HEATERS AND INSERTS

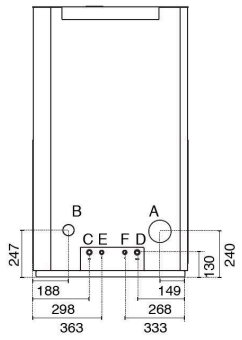
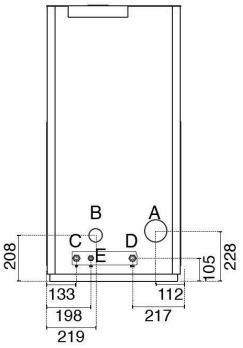
Heaters	Inserts	
		Fumes Exhaust (A) = 80 mm Primary Air (B) = 42 mm Heating return (C) = 3/4 inch Heating output (D) = 3/4 inch

	Hydro 13		Hydro 17		Insert 18		Insert 24	
	Max	Min	Max	Min	Max	Min	Max	Min
Hourly consumption (kg/h)	2.6	0.72	3.7	0.9	3.7	0.9	5.2	1.5
Chimney draught (Pa)	12	11	10	11	11	11	11	10
Fumes temperature (°C)	146	76	163	72	160	81	177	80
Fumes mass flow (g/s)	8.4	4.3	9.6	3.9	11.3	6.6	17.5	5.3
Burned power (kW)	12.5	3.5	17.5	4.5	18.2	4.5	24.5	7.0
Power output in heating (kW)	11.3	3.2	16.3	4.1	16.5	4.2	22.0	6.6
Thermal power to the water (kW)	9.0	2.2	13.0	2.5	11.0	2.4	18.0	5.2
Output (%)	91.0	93.0	91.9	95.5	90.5	92.0	90.5	95.0
CO emissions at 13% of O2 (mg/Nm3)	41	209	97	81	235	525	167	113
OGC emissions at 13% of O2 (mg/Nm3)	1	3	3	3	7	14	34	6
NOx emissions at 13% of O2 (mg/Nm3)	149	144	140	134	99		128	
DUST emissions at 13% of O2 (mg/Nm3)	10.8	24.3	9.6	19	15		13	
Maximum/minimum working water pressure (bar)	2.5 / 0.5		2.5 / 0.5		2.5 / 0.5		2.5 / 0.5	
Maximum water pressure (safety valve) (bar)	3.0		3.0		3.0		3.0	
Max electrical power absorbed (W)	380		380		340		340	
Pump power (W)	45		45		45		45	
Electrical power absorbed (W)	Max: 78 Min: 50 Standby: 3		Max: 87 Min: 50 Standby: 3		Max: 95 Min: 70 Standby: 3		Max: 100 Min: 70 Standby: 3	
Rated voltage (V)	230		230		230		230	
Rated frequency (Hz)	50		50		50		50	
Water content (L)	11		11		12		12	
Energy efficiency class	A+		A+		A+		A+	
Energy efficiency index	120		126		120		120	
Fuel type (Ø mm)	6		6		6		6	
Maximum fuel humidity (%)	6.5		6.5		6.5		6.5	
Tank capacity (kg)	20		23		28		28	
Expansion tank (L)	6		6		6		6	
Maximum allowable temperature (°C)	90		90		90		90	

Heater	
	Fumes Exhaust (A) = 80 mm Primary Air (B) = 42 mm Heating return (C) = 3/4 inch Heating output (D) = 3/4 inch Upper fumes exhaust (Hydro kantina only) = 80 mm

	Hydro 20		Hydro 24		Hydro kantina 20		Hydro kantina 24	
	Max	Min	Max	Min	Max	Min	Max	Min
Hourly consumption (kg/h)	4.3	1.1	5.4	1.1	4.3	1.1	5.4	1.1
Chimney draught (Pa)	12	10	13	10	13	10	12	10
Fumes temperature (°C)	154	77	179	77	145	77	191	77
Fumes mass flow (g/s)	10.8	4.8	14.3	4.8	10.9	4.8	14.1	4.8
Burned power (kW)	20.0	5.3	25.5	5.3	20.0	5.3	26.0	5.0
Power output in heating (kW)	18.5	5.0	23.0	5.0	18.5	5.0	23.0	5.0
Thermal power to the water (kW)	16.0	3.5	20.5	3.5	16.0	3.5	20.5	3.5
Output (%)	91.5	94.5	90.0	94.5	92.0	94.5	90.0	94.0
CO emissions at 13% of O2 (mg/Nm3)	247	251	196	251	127	251	188	251
OGC emissions at 13% of O2 (mg/Nm3)	2	7	3	7	3	7	4	7
NOx emissions at 13% of O2 (mg/Nm3)	68	90	140	90	149	90	124	90
DUST emissions at 13% of O2 (mg/Nm3)	12	17	12	17	12	17	11	17
Maximum/minimum working water pressure (bar)	2.5 / 0.5		2.5 / 0.5		2.5 / 0.5		2.5 / 0.5	
Maximum water pressure (safety valve) (bar)	3.0		3.0		3.0		3.0	
Max electrical power absorbed (W)	380		380		380		380	
Pump power (W)	45		45		45		45	
Electrical power absorbed (W)	Max: 95 Min: 70 Standby: 3		Max: 95 Min: 70 Standby: 3		Max: 95 Min: 70 Standby: 3		Max: 95 Min: 70 Standby: 3	
Rated voltage (V)	230		230		230		230	
Rated frequency (Hz)	50		50		50		50	
Water content (L)	15		15		15		15	
Energy efficiency class	A+		A+		A+		A+	
Energy efficiency index	125		123		126		123	
Fuel type (Ø mm)	6		6		6		6	
Maximum fuel humidity (%)	6.5		6.5		6.5		6.5	
Tank capacity (kg)	25		25		25		25	
Expansion tank (L)	8		8		8		8	
Maximum allowable temperature (°C)	90		90		90		90	

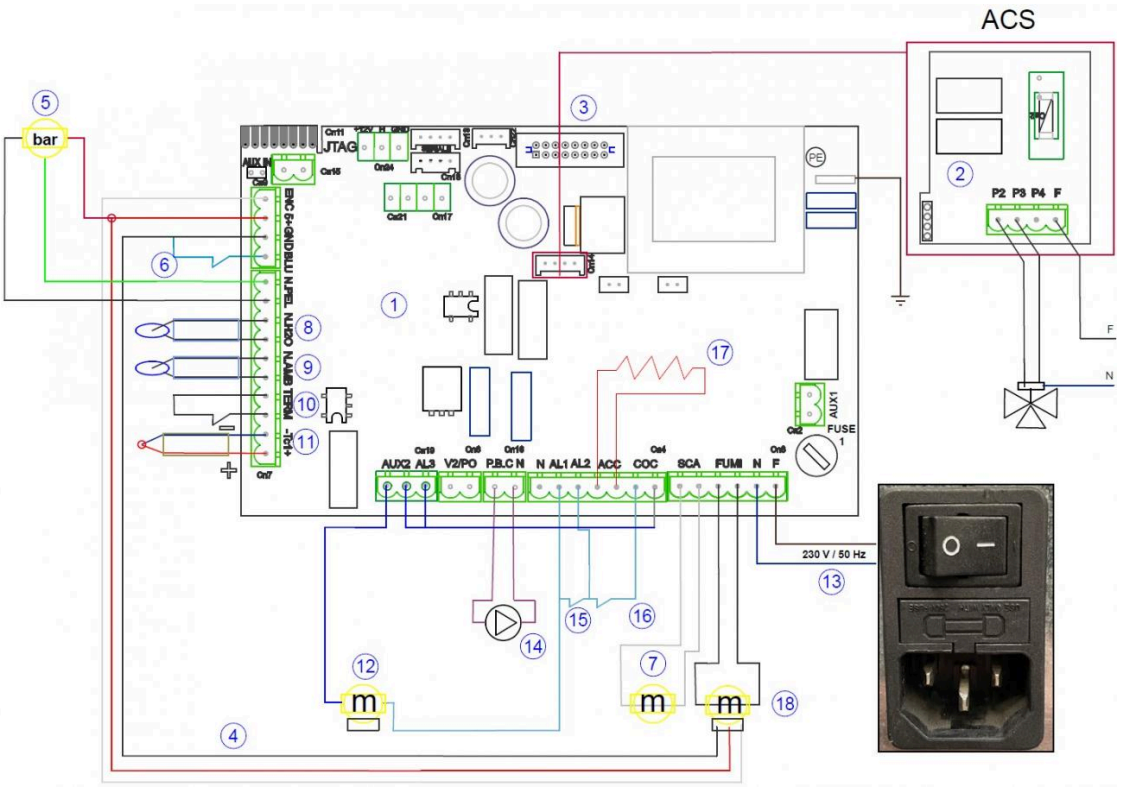
5.2 BOILERS

EV 34 / EV 50		PRO 20 / PRO 24	
	Fumes Exhaust (A) = 100 mm Primary Air (B) = 50 mm Heating return (C) = 1 inch Heating output (D) = 1 inch Domestic cold water inlet (E) = 1/2 inch Domestic hot water outlet (F) = 1/2 inch		Fumes Exhaust (A) = 100 mm Primary Air (B) = 50 mm Heating return (C) = 3/4 inch Heating output (D) = 3/4 inch

	PRO 20		PRO 24		EV 34		EV 50	
	Max	Min	Max	Min	Max	Min	Max	Min
Hourly consumption (kg/h)	4.2	1.1	5.1	1.1	7.2	2.0	9.4	2.5
Chimney draught (Pa)	14 / 0,14	11 / 0,11	14 / 0,14	11 / 0,11	12 / 0,12	13 / 0,13	14 / 0,14	13 / 0,13
Fumes temperature (°C)	108	55	120	55	95	50	137	69
Fumes mass flow (g/s)	0,0117	0,0045	0,0133	0,0045	0,019	0,0073	0,0257	0,0096
Burned power (kW)	20.1	5.2	24.5	5.2	34.0	9.5	45.5	12.0
Power output in heating (kW)								
Thermal power to the water (kW)	18.5	4.6	22.5	4.6	31.8	8.5	41.8	11.4
Output (%)	92.0	88.9	92.0	88.9	94.5	91.9	92.0	95.3
CO emissions at 10% of O2 (mg/Nm3)	20	160	12	160	66	45	118	464
OGC emissions at 10% of O2 (mg/Nm3)	1	3	1	3	0.5	3	1.5	5
NOx emissions at 10% of O2 (mg/Nm3)	144	96	149	96	169	130	178	118
DUST emissions at 10% of O2 (mg/Nm3)	10.7	7.0	11.2	7.0	11.4	7.2	15.1	9.2
Combustion autonomy (h)	10	39	8	39	11	42	9	34
Maximum/minimum water operating pressure (bar)	2.5 / 0.5		2.5 / 0.5		2.5 / 0.5		2.5 / 0.5	
Maximum water pressure (safety valve) (bar)	3.0		3.0		3.0		3.0	
Max electrical power absorbed (W)	400		400		400		400	
Pump power (W)	45		45		45		45	
Electrical power absorbed (W)	Max: 92_x000D_ Min: 62_x000D_ Standby: 3		Max: 95_x000D_ Min: 62_x000D_ Standby: 3		Max: 85_x000D_ Min: 66_x000D_ Standby: 3		Max: 130_x000D_ Min: 73_x000D_ Standby: 3	
Rated voltage (V)	230		230		230		230	
Rated frequency (hZ)	50		50		50		50	
Water content (L)	30		30		40		40	
Water side resistance at Δ20K (mbar)	600		580		180		250	
Water side resistance at Δ10K (mbar)	150		30		-670		-200	
Energy efficiency class	A+		A+		A+		A+	
Energy efficiency index	115		115		119		122	
Boiler class (EN 303-5:2012)	5		5		5		5	
Fuel type: Wood pellets (Ømm)	6		6		6		6	

Maximum fuel humidity (%)	6.5	6.5	6.5	6.5
Tank capacity (kg)	43	43	85	85
Expansion tank (L)	8	8	8	8
Maximum allowable temperature (°C)	90	90	90	90
Boiler water thermostat adjustment values (°C)	30-80	30-80	30-80	30-80
Minimum return temperature (°C)	55	55	55	55
Boiler type	Not condensing	Not condensing	Not condensing	Not condensing
Operation with respect to smoke exhaust	Depression	Depression	Depression	Depression
Noise level (dB)	50	50	50	50
Combustion chamber volume (m3)	0.0247	0.0247	0.0206	0.0206
Combustion chamber opening dimensions (mm)	220 x 210	220 x 210	300 x 346	300 x 346
Minimum content of excess energy storage (L)	370	450	620	840

ELECTRICAL DIAGRAM OF PRO 20 PRO 24 BOILER

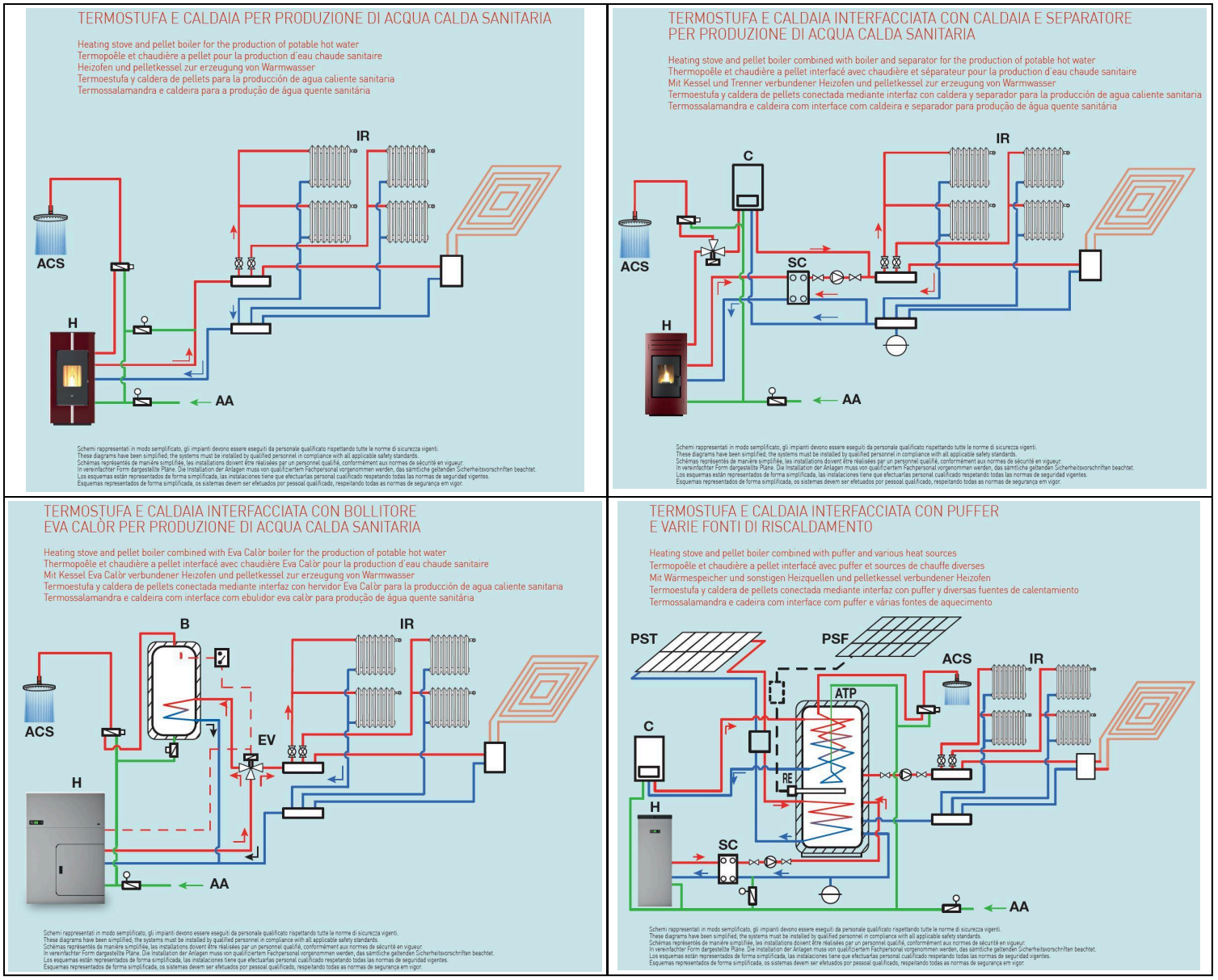


LEGEND

1	Electronic control unit for boiler	10	External thermostat
2	DHW management expansion card (DHW mod only)	11	Smoke probe
3	Display cable	12	Auger motor
4	Smoke encoder	13	Power supply 230 V / 50 Hz
5	Pressure transducer	14	Internal pump
6	Sanitary flow switch	15	Depressor
7	Turbulator engine	16	Safety thermostat
8	Boiler probe	17	Glow plug
9	Ambient probe	18	Engine smoke

6 PARTICULARS OF INSTALLATION

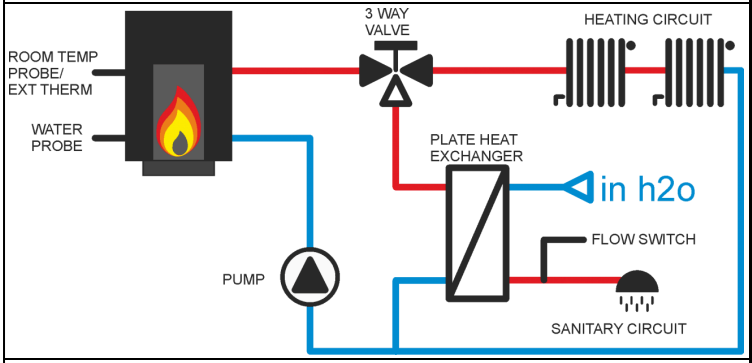
6.1 EXAMPLES OF PLANT DIAGRAMS



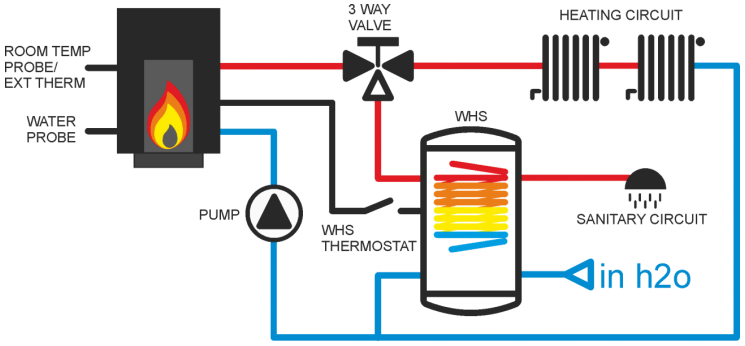
SELECTION OF THE TYPE OF PLANT

Inside the electronic control unit there is a PLANT TYPE function. This function offers the choice of 2 types of system:

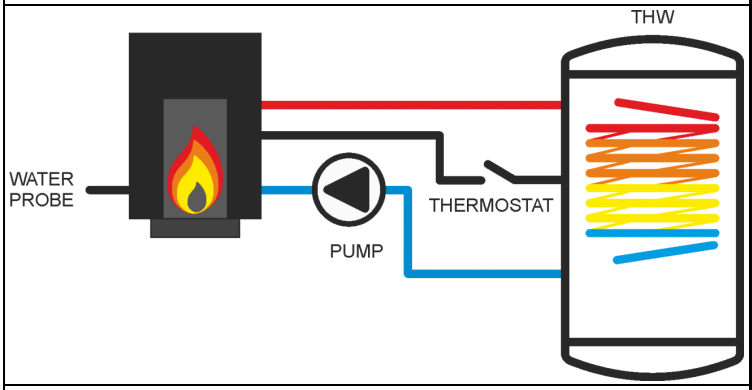
Type 1: plate heat exchanger (Si boilers)



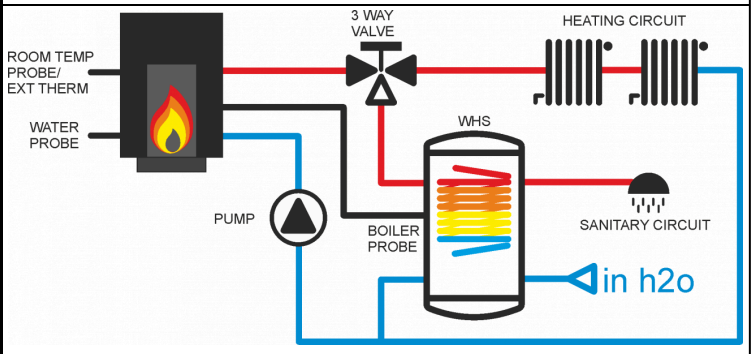
Type 2: Thermostat Boiler (No Boilers)



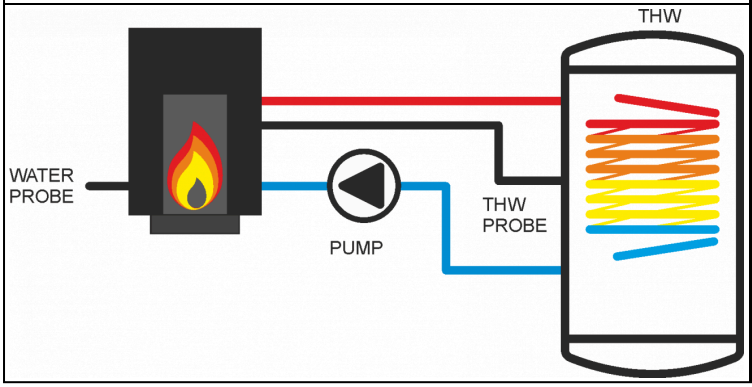
Type 3: thermostat buffer (No boilers)



Type 4: probe boiler (No boilers)



Type 5: probe puffer (Si boilers)



Legend:

- Room temp probe / ext therm: room probe or external thermostat (AMb Display).
- Water Probe: Water Probe (H2o Display).
- 3 Way Valve: 3 way valve.
- Pump: Pump inside the product.
- Heating circuit: heating.
- Sanitary circuit: sanitary water.
- Plate heat exchanger: plate heat exchanger.
- WHS: sanitary boiler.
- THW: puffer.
- WHS thermostat, Thermostat: external thermostats.
- Boiler probe, THW probe: boiler or puffer probe.

User settable sets:

Plant type	Button	View Display	Description
Type 1	P1	WATER TEMP SET (H2o display)	BOILER WATER TEMPERATURE SET
Type 1	P2	SET AMBIENT TEMP	ROOM TEMPERATURE SET
Type 2	P1	WATER TEMP SET (H2o display)	BOILER WATER TEMPERATURE SET
Type 2	P2	SET AMBIENT TEMP (Amb display)	ROOM TEMPERATURE SET
Type 3	P1	WATER TEMP SET (H2o display)	BOILER WATER TEMPERATURE SET
Type 3	P2	WATER TEMP SET (H2o display)	BOILER WATER TEMPERATURE SET
Type 4	P1	WATER TEMP SET (H2o display)	BOILER WATER TEMPERATURE SET
Type 4	P2	SET BOILER TEMP (uHS display)	BOILER WATER TEMPERATURE SET
Type 4	P1 and then P3	SET AMBIENT TEMP (AMb display)	ROOM TEMPERATURE SET
Type 5	P1	SET TEMP PUFFER (tHu display)	PUFFER TEMPERATURE SET
Type 5	P2	SET TEMP PUFFER (tHu display)	PUFFER TEMPERATURE SET

6.2 HYDRO INSERT

INSTALLATION

PROCEDURE FOR THE CORRECT INSTALLATION OF THE PRODUCT

INTRODUCTION:

The minimum product dimensions and openings for correct air circulation must be taken into account when installing to prevent the item from overheating. Minimum area measurements for natural air convection must be observed.

Air movement can also take place at the side or from the rear of the cladding. Openings must be protected by grilles or protective devices so as to prevent access to the electrical parts of the chimney or moving parts. At the right, the distances from flammable walls.

The product can be used in two different ways:

- as insertion on an existing cladding.
- as a new installation.

If it is placed on an existing cladding, the ventilation grilles on the cladding will be used. In the event that it is used as a new installation, the company recommends installing ventilation grilles (convective air) S1 and S2.

The company is not liable for any damage to the structure or electrical components caused by failure to comply with this warning.

The structure reaches high temperatures and it is essential to always ensure continuous and efficient ventilation inside the cladding. This practice, in addition to ensuring a perfect functioning of the product, makes it possible to recover part of the heat of the structure that would be lost if it remained inside the cladding.

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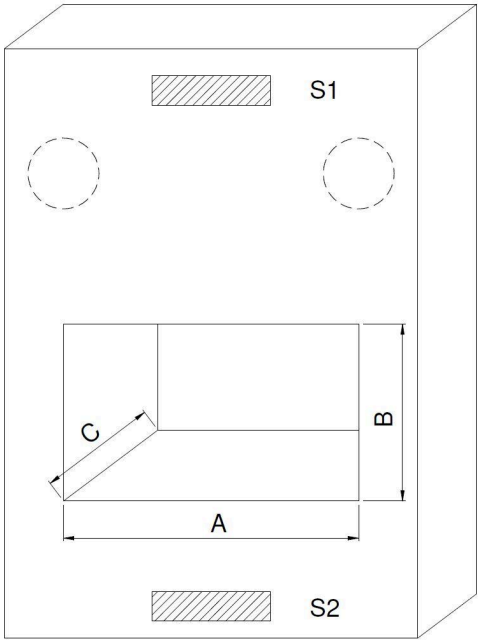
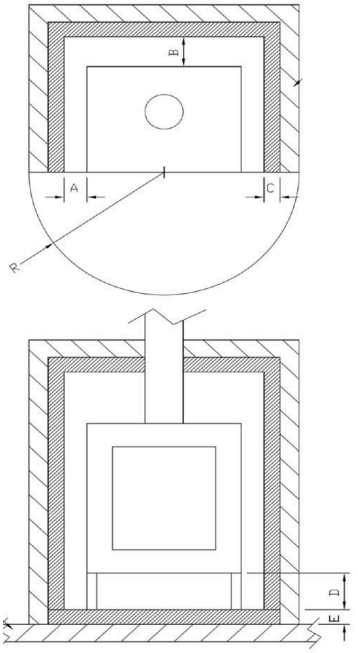
<td> 
</td>
<td> 
</td>
</tr>
<tr>
<td>A= 775 mm
B= 795 mm
C= 660 mm
S1= 500 cm2
S2= 500 cm2</td>
<td>A= 300 mm
B= 250 mm
C= 80 mm (insulating material)
D= 100 mm
R= 1000 mm</td>
</tr>
</table>

The product can be installed at the desired height, using the appropriate adjustable structure (optional), or by building non-flammable supports and supports capable of supporting the weight of the product. The company declines all responsibility for any damage to property and people if the above warnings are not complied with.

If you want to install the product on a different structure or on a wall base, proceed as follows:

- Remove the two front retaining screws.
- Remove the base from the product by sliding it on the guides until it is completely extracted.
- Place the base on the structure or on the wall support that has been prepared leaving 17 mm from the front wall, fix the base by means of 5 wall plugs or screws.
- Before repositioning the product on the guides, make all the fumes, hydraulic and electrical connections that follow. Close the chimney making sure that it has reached the end of the stroke, the presence of the position sensor does not allow ignition if the installation is not correct. Replace the retaining screws.

6.3 PELLET STOVES

INSTALLATION

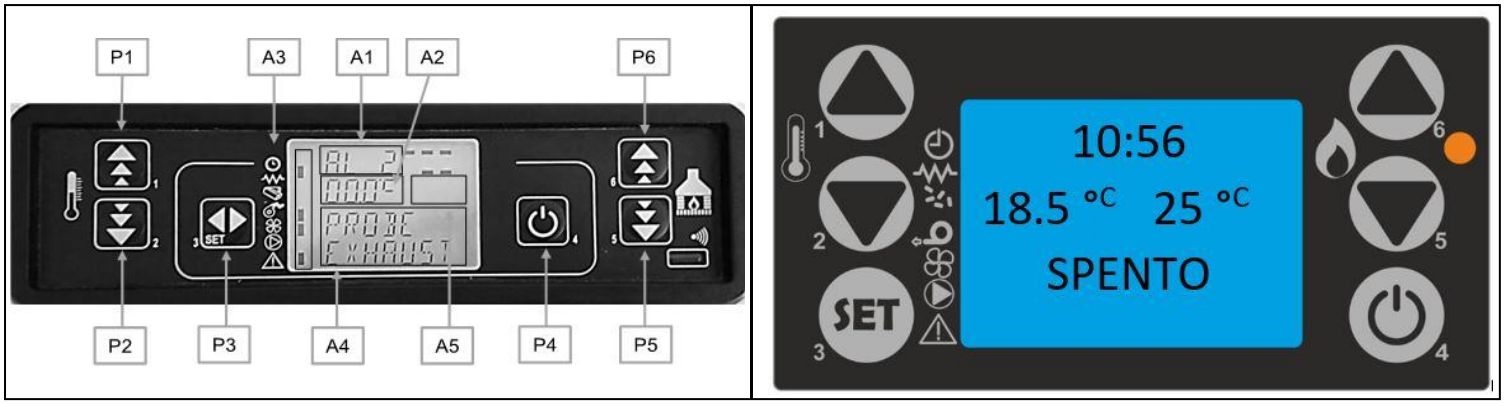
It is necessary to follow all the instructions described above. Attention to the installation of the flue material and the smoke channel: the fumes are very low so the possibility of condensation is very high. Use condensate resistant components.

DOMESTIC WATER KIT

If the stove with DOMESTIC WATER KIT was purchased, the entry of domestic cold water and the outlet of domestic hot water must also be provided. Inside the stove there is already a three-way valve and a flow switch that automatically comes into operation when there is a demand for domestic hot water. See the PRODUCT DESCRIPTION chapter regarding the distance between the connections and also the size.

7 PRODUCT USE

7.1 LCD DISPLAY



PANEL DESCRIPTION

Button P1 – Increase: The button in programming mode modifies/increases the selected menu value, in working/off mode increases the boiler thermostat temperature or heat output value.
Button P2 – Decrease: The button in programming mode modifies/decreases the selected menu value, in work/off mode it decreases the temperature value of the room thermostat or heat output.
Button P3 – Set/Menu: This button allows access to the user and technical parameters menu. After entering the menu, use this button to access the next sub-menu or set the value and move to the next menu item when in programming mode
Button P4 – ON/OFF: Hold this button down for two seconds to manually switch the stove on or off respectively depending on its initial on or off status. Should there by any alarms that have blocked the stove, press this button to release it and subsequently to switch it off. After accessing the menu or during the programming phase, use this button to access the upper menu level. Any changes are automatically saved.
Button P5 – Decrease heat output: When in working mode, use this button to decrease the heat output value. In menu mode, use this button to move to the next menu item or, in programming mode, to go back to the subsequent sub-menu item. Any change is automatically saved. Fan speed setting: by pressing button 5 it is possible to adjust the room ventilation speed (IF PRESENT).
Button P6 – Increase heat output: When in working mode, use this button to modify the exchanger speed. In menu mode, use this button to go back to the previous menu item or, in programming mode, to go back to the previous sub-menu item. Any change is automatically saved.

MENU

Pressing the P3 button accesses the menu.
It includes several items and levels to access settings and control board programming.
The menu items providing access to the technical setting are protected by access code. Menus may vary depending on the type of product.

USER MENU

The table below briefly describes the menu structure, focusing in particular on the functions available to users.

SET CLOCK menu

Use this function to set current time and date. The control board is equipped with a lithium battery guaranteeing the time clock 3/5 year-long autonomy. Set the current date by pressing OK and the respective arrows to increase or decrease the selected values.

SET CRONO MENU
Submenu – Enable chrono:
Allows every chrono-thermostat function to be enabled or disabled.
Sub-menu – Daily chrono:
The daily programmable chrono-thermostat functions can be enabled, disabled and set. In each program you will find: Switch-on time, Switch-off time, Set stove heat output, Room temperature, Days of the week for which the programme is to be active.

Sub-menu – Weekly chrono:
The weekly programmable chrono-thermostat functions can be enabled, disabled and set. The weekly programmer has 4 independent programs whose final effect involves the combination of the 4 individual programs. The weekly programmer can be enabled or disabled. Moreover, if the time is set to OFF, the time clock ignores the corresponding control. In each program you will find: Switch-on time, Switch-off time, Set stove heat output, Room temperature, Days of the week for which the programme is to be active. Monday is 1 and Sunday is 7.
Attention: perform the programming carefully avoiding generally overlapping of the activation and/or deactivation hours on the same day in different programs.
Sub-menu M3 – 4 – Chrono week-end
It is used to enable/disable and to set the chronothermostat functions on weekends (days 6 and 7, i.e. Saturday and Sunday).
SUGGESTION: if you still do not know exactly the result you want to obtain, enable only one programme at a time to avoid confusion and unwanted stove switching on and off.
Disable the daily programme if you want to use the weekly programme. If you use the weekly programme for 1, 2, 3 and 4 programmes, never enable the week-end programme.
Always disable the weekly programme before enabling the week-end programme.

LANGUAGE
Use this command to select one of the languages available. To move to the next language press P1 (increase) to go back, press P2 (decrease), and to confirm press P3.

STAND-BY menu
In this menu it is possible to activate or deactivate the automatic stand-by of the stove. When selected, if the conditions have all been met, the stove will enter MODULATE – OK STDBY. This state lasts for 10 minutes. Once this time has elapsed, the stove will switch off and then switch on again when required.
FOR THE INSTALLER:
There are 3 STAND-BY modes (ACTIVATE DEFAULT MODE 2):

- Mode 1: WITH RESPECT TO THE AMBIENT PROBE AND THE WATER TEMPERATURE:
  Having set the water temperature, commence operation of the product.
  1 - With the ambient set reached, the stove goes into stand-by.
  2- With the air set not reached, the stove is working.
  Nearing Set Water, the stove goes into modulation and remains in modulation. It goes into STAND-BY only when the air set is reached. It comes back on when the stove falls beneath the air set.
  The AMBIENT PROBE has priority
- Mode 2: WITH RESPECT ONLY TO THE WATER TEMPERATURE:
  Having set the water temperature, commence operation of the stove. Approaching the water set, the stove goes into modulation and when the set is passed, the stove goes into modulation and then stand-by. Below water set the stove comes on again and resumes operation. The stove in no way considers the temperature measured by the ambient sensor of the same stove.
  The WATER PROBE has priority.
- Mode 3: WITH RESPECT TO THE THERMOSTAT AND TO THE WATER TEMPERATURE:
  WITH RESPECT TO THERMOSTAT and WATER TEMPERATURE
  Having set the water temperature, commence operation of the stove.
  1 - With thermostat open the stove goes into modulation and then stand-by.
  2 - With thermostat closed the stove is operational.
  Nearing Set Water, the stove goes into modulation and remains in modulation. It only goes into stand by mode when the thermostat opens the contact. It turns on when the thermostat closes the contact. The stove in no way considers the temperature measured by the ambient sensor of the same stove.
  The THERMOSTAT has priority.

BUZZER MODE menu
It is used to enable or disable the buzzer board.

ENABLE FAN menu
The heating stoves with built-in room fan have this menu. With this menu it is possible to enable or disable the room fan. The fan power is pre-set according to the operating power of the stove.

INITIAL LOAD
This function is only available when the stove is OFF and is used to load the auger when the stove is started for the first time when the pellet hopper is empty. After selecting the menu, press P1. The exhaust blower switches on at the maximum speed and the auger tube (auger tube LED on) starts working. They will switch off once the period of time indicated on the display has elapsed or after pressing the P4 button.
INITIAL IGNITION MUST BE PERFORMED BY AUTHORISED PERSONNEL ONLY, NOT BY THE PURCHASER. CONTACT THE SERVICE CENTRE THAT WILL SEND OUT A SPECIALIST TECHNICIAN.

STATE STOVE
Enter the STOVE STATUS menu, after pressing the P3 button, the display scrolls the status of a number of variables during operation of the stove in working mode.

TECHNICAL MENU
This menu item is reserved for the stove installer.

CHOOSE SEASON menu
In this menu you can choose between SUMMER and WINTER. In summer the boiler is turned on only for domestic hot water.

TIMER HEATING ELEMENT menu
In this menu you can activate the electrical heating element depending on the periods of greater exposure to the sun for photovoltaics. The default times are ON= 12:00 and OFF= 16:00. If the Heating Element Kit is not present, the menu is blocked.

SMART START menu
A smart start menu has been implemented. It is a matter of being able to turn on the boiler by timer, so as to have hot water at that time of the day. For example, if one has the habit of taking a shower at 7 pm, it is possible, by setting the time, to turn on the boiler and have hot water. The boiler turns on at the pre-set time and will turn off when the set temperature is reached. The Classic timer is disabled and Stand-By will be enabled.

7.2 USER FUNCTIONS

Stove ignition
Check that there are pellets in the hopper, that the brazier is correctly positioned and clean of any combustion residue and then close the door. To light the stove, press P4 for a few seconds. Successful ignition is signaled on the display with the writing “START or CHECK UP” In these conditions, the stove goes into the preheating state, the glow plug (visible from the glow plug LED) and the smoke suction fan turn on._x000D_
Any anomalies during the ignition phase are signaled on the display and the stove goes into the alarm state.

Loading with Pellets
After about 1 minute, the pellet loading phase begins, the message "Carica Pellet" scrolls on the display. In a first phase, the auger loads the pellets into the brazier for a fixed time. In the second phase, the auger switches off, while the speed of the fumes and the glow plug remain in the previous state. If ignition does not take place after this phase, the auger turns on again and the spark plug stays on.

Ignition fault
After a predefined time, if the flue gas temperature has not reached the minimum value allowed, the boiler goes into an alarm state. If there are unburned pellets inside the brazier, the brazier must be emptied before relighting the stove. In this way, waste of pellets and possible explosions inside the combustion chamber will be avoided. If the pellets have started to burn but the ignition failure alarm still occurs, it is necessary to wait for all the pellets to burn and then re-ignite. In any case, check that there is pellet inside the tank.

Fire present
After the fume temperature has reached and exceeded a pre-set threshold, the system goes into ignition mode showing the words "FIRE PRESENT or STABILIZATION" on the display. The fume speed is fixed, the auger turns on for a fixed time and the glow plug is off Any anomalies stop the board and signal the error status.

Stove operational
After the fumes temperature has reached and exceeded a given value and has maintained it for at least a pre-set time, the stove switches to work mode which is the normal operating mode. If the boiler temperature is equal to that of the set power, the pump turns on. During this phase, the stove cleans the brazier. The message "BURN POT CLEANING" scrolls on the display, the auger is on and the smoke fan is on. After a given time, the stove returns to working status.

Changing set heat output
During stove normal operation (Work), the heat output can be changed by using, the F5, F6 buttons. Press the P5 button again to increase the heat output and the F6 button to decrease it. The display will show the set heat output. To exit the set, wait 5 seconds without performing keyboard operations, or press P3 or P4.

Changing set room temperature
Press the P2 button to change the set room temperature. The display shows the set room temperature (SET temperature value). Press P1 (increase) and P2 (decrease) buttons to modify the temperature. The value is saved after approx. 5 seconds and the display goes back to normal. Otherwise, press P3 or P4 to exit.

Changing the boiler temperature setting
To change the boiler temperature, simply press the P1 key. The display shows the set water temperature. Press P1 (increase) and P2 (decrease) buttons to modify the temperature. The value is saved after approx. 5 seconds and the display goes back to normal. Otherwise, press P3 or P4 to exit.

External thermostat/chrono-thermostat use
If an external room thermostat is to be used, make the connection to the TERM terminals.
- External thermostat
- External chrono-thermostat

The stove external thermostat is enabled when the contact is closed with stove on.

Room temperature reaches the set value (SET temperature)
When the set room temperature value is reached, the stove heat output is automatically set to the minimum value. During this phase, “MODULAT-” appears on the display. If room temperature falls below the set value (Set temperature), the stove will return to “WORK” mode and to the previously set heat output (Set heat output). If there is an external thermostat and the room temperature has been set to T-e, if the thermostat is open it will begin modulation and if closed, it will return to the heat output set.

Cleaning the burn pot
When the stove is in the working mode, the “BURN POT CLEANING” mode is activated for the period determined by a pre-set parameter at certain intervals.

Stand-by
When enabled in the menu, the Stand-by function allows the stove to be switched off after complying with the following conditions. It is enabled if, for a certain time, the room temperature is higher than the set temperature (Room set) plus a pre-set temperature delta. “OK STBY” appears on the display. At the end of the set time, the message “COOLING WAIT” appears on the display. In this state, the stove has an auger tube closed (auger tube off) and the heat exchanger switches off. When the fume temperature reaches a given threshold, the stove enters stand-by mode and the wording “STAND-BY” scrolls across the display. The auger, heat exchanger and exhaust blower are all switched off.
The stove restarts if the room temperature falls below the set temperature (Room set) minus the threshold given by the temperature delta.

PUFFER probe installation
Once the probe is installed, choose the type of system from the Technical Menu. When you have chosen type 1, keys 1 and 2 of the initial screen offer the possibility to set the temperature for the PUFFER. The stove water is automatically calculated at 10°C higher than the SET PUFFER. Once the SET PUFFER plus the pre-set Delta have been reached, the stove will move into modulation and then Stand-by. Starts again from Stand-by when PUFFER water is less than the SET PUFFER minus Delta pre-set.

Domestic hot water kit
If the product was purchased with a domestic Kit, after connecting the water inlet and outlet, turn on the stove. When the stove is working and a sanitary hot water valve is opened, the display will show DOMESTIC WATER. The stove, if it is in the modulation state, will move to maximum power to obtain all the thermal power available to the domestic hot water system. Once there is no more demand for domestic hot water the stove will return to the thermal power determined based on the temperature of the water in the stove.

Stove switch off
Hold P4 button down to switch off the stove. The message "SWITCH OFF" appears on the display. The auger tube motor stops (the auger tube LED is off) and the exhaust blower speed is pre-set. The fan of the exchanger (exchanger LED on) remains active until the fume temperature falls below a pre-set value. After a certain time, if the temperature of the fumes is below a given threshold, the stove switches off, displaying the message “SPENTO/OFF”.

Product Off
The display will show the wording OFF. The exhaust blower stops.

Re-ignition of the product
It will be possible to switch the stove back on only at the end of the safety period of time set and if the fume temperature has not cooled.

7.3 ALARMS

In the event that an operating fault occurs, the board intervenes and signals the occurrence of an irregularity, switching on the alarm LED (alarm LED on) and emitting acoustic signals. The possible alarm messages are listed below:

Display shows	Cause
POWER OUTAGE ALARM	Absence of mains voltage
FUME PROBE ALARM	Fume probe faulty
HOT FUMES / FUMES TEMP. ALARM	Fume overheating
ALARM NO ENCODER / EXTRACT.-FAULTY / FUME EXTRACT.	Exhaust blower fault, not working
ALARM IGNITION FAILED / FAILED IGNIT. / NO IGNIT.	Stove does not ignite
PELLET VERIFICATION ALARM / NO PELLETS / PELLETS DEPLETED	Shutting down due to insufficient pellets
THERMAL SAFETY ALARM/ THERMOSTAT	Safety thermostat activated
NO DEPRESSION ALARM / PRESSURE SWITCH	Depressor activated
AUGER SAFETY ALARM	The auger tube turns continuously
INSUFFICIENT DRAW ALARM	Burn pot or air extraction pipe obstructed
CLEANER FAULT ALARM	Burn pot cleaner is blocked/Firebox door not shut correctly
AUGER TUBE ENCODER ALARM	The board does not read the auger tube encoder. No connection
AUGER TRIAC ALARM	The auger tube turns continuously
WATER PROBE ALARM	Water probe broken or short-circuited
HOT WATER ALARM	Stove water maximum threshold exceeded
WATER PRESSURE ALARM	Water pressure too low or too high
AIR PROBE ALARM	Air probe broken or short-circuited
TURBULATOR FAULT ALARM	The mechanism of the Turbulators is blocked

In case of alarm, the stove is immediately switched off.

Alarm status is reached after a given time, EXCEPT BLACK-OUT ALARM, and can be reset by prolonged pressure on ON/OFF. Whenever an alarm is cleared, the stove starts a switching-off phase for safety reasons. The alarm LED (alarm LED on) will remain on and the buzzer, if enabled, will sound intermittently during the entire alarm phase. Should the alarm not be cleared, the stove will in any case be switched off and the alarm message will remain on the display.

Black-out Alarm

If a power failure occurs for a certain period of time, the device will go into a BLACK-OUT alarm when the power comes back on. It is necessary to wait for the stove to cool down and then turn it back on.

Ignition Failed Alarm The alarm is triggered in the event of ignition phase fault. This happens if after a pre-set time, the temperature of the fumes does not exceed the threshold set by parameters.	⚠ **ATTENTION** Clean the brazier of the unburnt pellets.

Safety thermostat

If the general safety thermostat detects a water temperature exceeding the trigger threshold, it immediately switches off the auger tube (to which it is connected in series), while the controller acquires this change in status. The THERMIC SEC. message is displayed and the system is shut down. Unscrew the black cap on the back of the stove and press the button to reset the contact.

Negative pressure alarm

This alarm occurs if:

- The flue pipe is non-compliant: the pipe must keep the minimum pressure in Pascals as required by the manufacturer (see TECHNICAL DATA) at both minimum and maximum heat output.
- The flue pipe or combustion air intake is obstructed.
- The combustion chamber door and/or pallet hopper door are open.
- Excessive dirt inside fume circulation area: empty the ash that is deposited in the part adjacent to the ash drawer compartment.

SERVICE MESSAGE

The stove will display the message SERVICE (or SER) during operation depending on the number of hours of operation. The wording does not lock operation of the stove, but non-routine maintenance will be required by an authorised technician, who will reset the service hours.

8 CLEANING AND MAINTENANCE

The stove requires simple and frequent cleaning to guarantee maximum efficiency and correct operation.
The Buyer must carry out regular cleaning of the stove following the instructions contained in this Instruction Manual, and in particular must carry out daily cleaning before each ignition or refilling of pellets, the ash drawer, the fire pit and the combustion chamber.
Failure to clean and/or routinely maintain the stove can cause: malfunctions, clogging of the burn pot and pipes, poor or slow combustion, overheating of the stove and fire in the tank.

ATTENTION

Eva Stampaggi S.r.l. assumes no criminal and/or civil liability, direct and/or indirect for the malfunction of the stove and for damage to persons or property caused by the failure/incorrect cleaning and routine maintenance of the stove.

daily cleaning

Vacuum the base of the fire pit inside the combustion chamber

ATTENTION

Once the ordinary maintenance has been carried out, check the position of the brazier. Check that the hole and the glow plug tube are in the same position and that the top of the brazier is in contact with the top where it is to be placed. Lack of this caution could lead to the stove to alarm of failure to turn on or even burst in the room due to lack of heat from the glow plug.

weekly cleaning

Vacuum the combustion chamber, ensuring that there are no burning embers remaining. If embers are still burning, the vacuum cleaner will catch fire;
Remove the ash that collects inside the fire box and on the door.
Clean the glass with a damp cloth or with a ball of damp newspaper dipped in ash. If the operation is performed with the stove hot there is a risk of the glass exploding.
Empty the ash drawer, by vacuuming it or throwing the ash out with the rubbish.
Vacuum the ash drawer compartment and the adjacent inspection window.

monthly cleaning

Vacuum the T lid of the fume connection. Open the side inspection window and remove the T lid.

External cleaning of the stove

Only use a dry cloth to clean the stove. Do not use abrasive material or products that could corrode or bleach surfaces. At the end of the season, with the last ignition, the pellet remaining in the auger must be consumed completely. The auger must remain empty to avoid clogging due to solidified sawdust residue created by moisture.

EXTRAORDINARY MAINTENANCE/YEARLY

The Buyer must have the flue and flue pipe cleaned annually, before winter, by qualified technical personnal and retaining the documentation to be shown in the event of activation of the warranty.
Before performing maintenance it is recommended to turn the stove off using the power button, and remove the plug.
Cleaning must also be carried out before resuming use of the stove, as during the summer there may have been impediments to the regular flow of exhaust gases (e.g. nesting, fouling or obstruction).
The lack of extraordinary maintenance can cause: depression with poor draught and a slow flame, clogging of the burn pot and pipes, overheating of the stove and fire in the smoke pipe.
At the end of the season, with the last ignition, the pellets remaining in the auger must be consumed completely. The auger must remain empty to avoid clogging due to solidified sawdust residue created by moisture.

ATTENTION

Eva Stampaggi S.r.l. assumes no criminal and/or civil liability, direct and/or indirect for the malfunction and those resulting from people or things caused by the failure/incorrect extraordinary maintenance of the stove.

It is not uncommon, at the first cold spell and with wind for fires to ignite in the chimney due to the residue build up; some advice in the unfortunate event of this happening is:

- Block air supply to the pipe immediately;
- Use large handfuls of sand or salt, not water, to extinguish the fire;
- Move objects and furniture away from the hot chimney.

ATTENTION

IN CASE OF FIRE:

- Close the fire box door and the ash drawer.
- Close the comburent air adjustment devices.
- Use sand or coarse salt in handfuls, and not water, to extinguish the fire; use powder CO2 extinguisher.
- Remove objects and furniture.
- Call the fire-fighter service.

9 TROUBLESHOOTING

FIRST START-UP

FIRST START-UP IT MAY BE NECESSARY TO REPEAT THE FIRST LOAD PHASE A FEW TIMES TO FACILITATE THE APPLIANCE INITIAL START-UP AS THE AUGER TUBE IS COMPLETELY EMPTY AND IT MAY TAKE A SPECIFIC PERIOD OF TIME TO FILL.

PROBLEM	CAUSE	SOLUTION
DISPLAY SWITCHED OFF	POWER OUTAGE	CHECK PLUG AND POWER SUPPLY OR ON/OFF SWITCH
	FAULTY ELECTRICAL CABLE	CALL TECHNICAL ASSISTANCE.
	INTERRUPTED FUSE IN CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
	FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
	FAULTY DISPLAY	CALL TECHNICAL ASSISTANCE.
ALAR COOL FIRE ACTIVE ALARM MISSING PELLETS AL6 MISSING PELLETS NO FLAME	POWER OUTAGE	CHECK PLUG AND POWER SUPPLY.
	NO PELLETS	CHECK TANK.
	AUGER TUBE BLOCKED BY FOREIGN BODY	DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC.
	POOR QUALITY PELLETS	CHANGE PELLET TYPE. CALL TECHNICAL ASSISTANCE.
	INSUFFICIENT PELLET SET VALUE AT MINIMUM HEAT OUTPUT	SWITCH STOVE ON AND OFF, CHECK PLUG.
	POWER OUTAGE	
ALAR NOT ON ACTIVE ALARM NOT ON - AL5 FAILURE TO TURN ON NO STAB	NO PELLETS	CHECK TANK.
	SAFETY THERMOSTAT TRIGGERED	MANUALLY RESET THE THERMOSTAT LOCATED ON STOVE BACK
	FAULTY FUME SENSOR	CALL TECHNICAL ASSISTANCE.
	AUGER TUBE BLOCKED BY FOREIGN BODY	DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC.
	FAULTY AUGER TUBE MOTOR	CALL TECHNICAL ASSISTANCE.
	FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
	FAULTY EXHAUST BLOWER	CALL TECHNICAL ASSISTANCE.
	DIRTY BURN POT	CLEAN BURN POT.
	TEMPERATURE TOO COLD	REPEAT SWITCHING-ON PHASE SEVERAL TIMES, EMPTYING THE BURN POT UPON EACH TIME.
	DAMP PELLETS	CHECK PELLET STORAGE LOCATION
	FAULTY IGNITION PLUG	CALL TECHNICAL ASSISTANCE.
ALAR COOL FIRE AL1 BLAC-OUT	DURING OPERATION THE ELECTRICITY SUPPLY WAS CUT OFF	IF FOR MORE THAN 20 SECONDS THE STOVE GOES OFF/BURN POT CLEANING IF FOR LESS THAN 20 SECONDS THE STOVE RESTARTS IN OPERATING MODE
BURN POT CLEANING Clean-brazier	WARNING THAT APPEARS AFTER 8 HOURS OF STOVE OPERATION (4/5 KW MODELS ONLY) 8 HOURS ARE CUMULATIVE	TO CLEAR THE WARNING, PRESS ALL 3 BUTTONS ON THE DISPLAY FOR 4-5 SECONDS
IRREGULAR SLOW FLAME DIRTY GLASS	ANTI-EXPLOSION DEVICE PLUG MISSING OR NOT CORRECTLY POSITIONED.	Reposition the anti-explosion device
IRREGULAR SLOW FLAME DIRTY GLASS	PARTIALLY CLOGGED VENT PIPE	Immediately clean the fireplace.
	COMBUSTION AIR NOT SUFFICIENT	PARTIALLY CLOGGED VENT PIPE
	CLOGGED STOVE	CLEAN BURN POT AND ASH DRAWER.
	FAULTY / DIRTY EXHAUST BLOWER	GET IT CLEANED BY A SPECIALISED TECHNICIAN CALL TECHNICAL ASSISTANCE.
	INADEQUATE COMBUSTION AIR SET VALUE	CALL TECHNICAL ASSISTANCE.
	POOR QUALITY PELLETS	CHANGE PELLET TYPE
ALAR FAN FAIL AL4 ASPIRAT-FAULT	FAULTY OR DEFECTIVE FUME FAN	CALL TECHNICAL ASSISTANCE
	THE BOARD DOES NOT HEAR THE MOTOR RUNNING (DEFECTIVE BOARD)	CALL TECHNICAL ASSISTANCE

PROBLEM	CAUSE	SOLUTION
STOP FIRE CLN-BURN POT CLEAN BURN POT CLEAN BURN POT	PERIODIC CYCLE OF BURN POT CLEANING	CORRECT OPERATION.
ALAR DEP FAIL ACTIVE ALARM MISSING DEPRESS- AL8 MISSING DEPRESS- AL. VACUOST – AL DEPR.	EXCESSIVE OR INADEQUATE VENT PIPE LENGTH CLOGGED OUTLET BAD WEATHER CONDITIONS	FIREPLACE NOT COMPLIANT, MAX 6 METRES OF TUBE WITH Ø 80mm AT EACH 90° BEND OR T-CONNECTOR AS 1 METRE OF TUBE. CLEAN VENT PIPE / CALL AUTHORISED TECHNICIAN. STRONG WIND.
ALARM ACTIVE FLOW ALARM AL FLUX	SENSOR DIRTY, BARREL CLOGGED OR DOOR OPEN.	CALL TECHNICAL ASSISTANCE.
ALAR SIC FAIL THERMAL-SAFETY ACTIVE ALARM AL7 THERMAL-SAFETY	BOILER TEMPERATURE TOO HIGH TEMPORARY POWER OUTAGE FAULTY EXCHANGER BLOWER OR BLOCKED Defective reset thermostat FAULTY CONTROL BOARD	Let the stove cool down, reset the manual thermostat in the back. Restart the stove, if necessary, decrease the power of the stove. If the problem persists call a specialised technician. LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK. SWITCH STOVE ON AGAIN. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE.
ALAR SMOKE PROBE SMOKE PROBE ACTIVE ALARM AL2 SMOKE PROBE	FUME SENSOR DISCONNECTED FUME SENSOR DISCONNECTED	CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE.
ALAR HOT TEMP HOT SMOKE ACTIVE ALARM AL3 HOT FUMES	FUME SENSOR DISCONNECTED FAULTY CONTROL BOARD FAULTY EXCHANGER BLOWER EXCESSIVE PELLET SET VALUE AT MAXIMUM HEAT OUTPUT	CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE.
WATER PROBE ALARM	WATER SENSOR FAULT	CALL TECHNICAL ASSISTANCE.
HOT WATER ALARM	MAXIMUM WATER THRESHOLD EXCEEDED	WAIT UNTIL THE STOVE COOLS.
WATER PRESS ALARM	HIGH OR LOW SYSTEM PRESSURE, AIR IN THE CIRCUIT	LOAD THE HYDRAULIC SYSTEM OR EMPTY IT.
Cleaner / door alarm	Brazier cleaning mechanism blocked or fire door open / closed badly	CHECK THAT THE FIRE DOOR IS CLOSED CORRECTLY Check that there are no foreign bodies blocking the brazier cleaning mechanism. CALL TECHNICAL ASSISTANCE.
Turbulator / door alarm	Turbulator cleaning mechanism blocked or fire door open / closed badly	CHECK THAT THE FIRE DOOR IS CLOSED CORRECTLY CALL TECHNICAL ASSISTANCE.
TERM/DOOR SAFETY ALARM	THERMAL SAFETY THERMOSTAT OR FIRE DOOR OPEN/CLOSED INCORRECTLY	LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK. SWITCH STOVE ON AGAIN. CHECK THAT THE FIRE DOOR IS CLOSED CORRECTLY
ALARM AUGER TUBE TRIAC	THE BOARD DETECTS INCORRECT OPERATION OF THE PELLET LOADING MOTOR	SWITCH THE STOVE OFF AND BACK ON CALL TECHNICAL ASSISTANCE.
ALARM ENCODER COC	SCREW FEEDER MOTOR FAULTY OR BLOCKED	CALL TECHNICAL ASSISTANCE.
T. card (°C)	THE TEMPERATURE OF THE BOARD HAS EXCEEDED 70°C	

PROBLEM	CAUSE	SOLUTION
(FIELD SEARCH) REMOTE CONTROL DOES NOT CONNECT	REMOTE CONTROL HAS LOST THE UNIT POSSIBLE INTERFERENCE	PRESS THE KEYS 1 AND 2 SIMULTANEOUSLY FOR ABOUT 3-4 SECONDS UNTIL THE "CHOOSE UNIT" APPEARS (FACTORY OUTPUT UNIT 0 DEFAULT) TRY DISCONNECTING FROM THE MAINS SUPPLY ANY HOUSEHOLD APPLIANCE OR ANY OTHER APPLIANCE THAT MAY GENERATE ELECTROMAGNETIC FIELDS.
REMOTE CONTROL DOES NOT SWITCH ON	DISPLAY SWITCHED OFF	CHECK BATTERY / FAULTY REMOTE CONTROL.
ECO/MODULE	CHECK BATTERY / FAULTY REMOTE CONTROL.	
STAND-BY / ECO STOP / PAUSE	REACHING SET AMBIENT TEMPERATURE / CORRECT OPERATION	

TROUBLESHOOTING

10 YEARLY SCHEDULED MAINTENANCE

Date 1st maintenance	(Technical Assistance Centre stamp)

Date 2nd maintenance	(Technical Assistance Centre stamp)

Date 3rd maintenance	(Technical Assistance Centre stamp)

11 INSTALLATION AND TEST CERTIFICATE

CERTIFICATE OF INSTALLATION AND TESTING	
CUSTOMER	
STREET/ROAD:	
CITY:	
POSTAL CODE:	
PROVINCE	
TEL:	
Delivery date:	
Delivery document:	
Equipment mod.:	
Serial number:	
Year:	

DEALER and INSTALLER DATA

First name:		
Last Name:		
Address:		
Location		
Tel.:		

INSTALLER Signature	RETAILER Signature

The customer acknowledges that, upon completion of the installation of the device, the works were carried out professionally and in accordance with the instructions in this user manual. The same also states that they acknowledge perfect functioning and are aware of the information needed to correctly use, operate and perform maintenance on the appliance.

CUSTOMER Signature

12 WARRANTY

WARRANTY

Eva Stampaggi S.r.l. guarantees that the stove is built in accordance with EN 13240 (wood-burning stoves) EN 14785 (pellet stoves) and EN 303-5:2012 (pellet boilers)

Eva Stampaggi S.r.l. guarantees that the stove is free from defects that make it unsuitable for its intended use or significantly reduce its value. The rules of the Italian Civil Code or applicable national law governing the guarantee in the sales contract, or applicable national law ex D. Int.

Any non-conformity can be claimed under the guarantees and procedures provided for in Legislative Decree 206/2005, provided that the Buyer was aware of the defect, or could not ignore it with ordinary diligence, or if the lack of conformity derives from instructions or materials provided by the same.

The warranty excludes malfunctions, defects and/or faults and consequent damages, resulting from property and/or persons, attributable to an abnormal and/or improper use of the product and/or not in compliance with safety regulations and/or the “Pellet Stove Instruction Manual”, or resulting from an installation that does not comply (to which the absence of documents certifying such compliance is also equated) with current regulations and safety directives, or performed by unqualified personnel (UNI10683 and UNIEN 1443), or when, by way of example, there is a direct discharge to the wall.

Likewise, any non-conformity that may be randomly attributed to a use or installation of the product that does not comply with applicable laws and regulations and/or the instructions contained in this "Pellet Stove Instruction Manual” will not be covered by warranty.

The aforementioned warranty is also excluded for defects in conformity, malfunction, defects and/or faults and the consequent damage, caused to property and/or persons, resulting from the use of the stove in a manner that does not comply with safety directives.

The warranty for malfunction, defects and/or defects and/or faults does not work and Eva Stampaggi S.r.l. assumes no responsibility for damages caused to property or persons resulting from: the lack of first ignition carried out by a specialised technician, to which the absence of such documents, proving said operation, is equated; from the violation and/or non-compliance with the provisions of this Instruction Manual; from the tampering and/or alteration of the stove and its electrical board; from the non-compliance with lights and alarms; from the failure to clean and routine maintenance; from the failure to clean and extraordinary maintenance carried out by specialised technical personnel, to which the absence of documents proving said maintenance is equated; from the improper use of the stove; from the lack of installation requirements; from the non-compliance with the procedures for reporting conformity defects provided for in Legislative Decree no. 206/2005; from the use of unsuitable or poor fuel; from modifications and/or repairs carried out without prior communication and relative authorization of Eva Stampaggi S.r.l.; from the use of non-original and/or non-specific spare parts for the stove.

The above list must be considered non-exhaustive and therefore the cases not expressly indicated but which, by virtue of analogical interpretation, can be equated with the cases listed must also be considered included among the cases of exclusion of the guarantee.

All the following differences related to the natural characteristics of the coating materials are excluded from the warranty: the grains of the stones that are the main characteristic and that guarantee their uniqueness; any small cracks or cracks that could be highlighted in ceramic/majolica coatings; any differences in shades and shades on ceramic/majolica coatings; door glass; gaskets; masonry works.

Eva Stampaggi S.r.l. assumes no responsibility for: damage to chromed and/or anodised metal parts and/or painted or otherwise with treated surfaces, if due to rubbing or impact with other metals; damage to chromed and/or anodised metal parts and/or painted or in any case with treated surfaces, if due to improper maintenance and/or cleaning with products or chemical agents (said parts must be cleaned using only water); damage to mechanical components and mechanical parts due to their improper use or installation by non-specialist personnel or, in any case, for installation that did not comply with the instructions contained in the packaging; damage to electrical or electronic components and parts due to improper use or installation by non-specialist personnel or, in any case, for installation that did not comply with the instructions contained in the packaging.

Ignition resistors are material subject to wear and tear, the duration of which depends on the use of the stove; the relative warranty is therefore limited to the first 6 months of use of the product.

Warning: after purchase, keep the warranty certificate together with the original packaging of the product, the installation and testing certificate and the receipt issued by the seller. The date of the sales tax document will determine the actual duration of the warranty.

The warranty provided shall be subject to the following terms and conditions:

The aftersales procedure is managed by our staff, who may be contacted on +39 0438 35469 or by sending an e-mail to assistenza@evacalor.it

Our qualified staff will provide you with information concerning technical, installation or maintenance problems.

If the problem cannot be resolved over the phone, out staff will forward the issue on to the user's Technical Assistance Centre, who will guarantee service within five working days

Any parts replaced during the warranty period shall be covered for the remaining period of the purchased product warranty.
The manufacturer shall not pay the customer any indemnities for the inconvenience of not being able to use the product during the period required for repairing.
Should it be necessary to replace the product, the manufacturer will deliver it to the retailer who will then deliver it to the end user following the same procedure as for the product purchase.
This guarantee is valid within Italy; in the event of sale or installation carried out elsewhere, the guarantee must be recognised by the distributor in that territory.
The warranty is carried out with the repair or replacement of defective parts, or defective parts or the entire product, at the discretion of the company
When requesting assistance, you must have the following to hand:

- Serial number
- Stove model
- Purchase date
- Purchase location
- Warranty goodwill certificate completed by specialised C.A.T.

EVA STAMPAGGI ADVISES TO CONSULT WITH ITS AUTHORIZED DEALERS AND SERVICE CENTERS.

AN INSTALLATION ACCORDING TO THE LAW IS MANDATORY, EVA STAMPAGGI STRONGLY RECOMMENDS A FIRST IGNITION OF ITS PRODUCTS WITH A QUALIFIED TECHNICIAN.

EVA STAMPAGGI HAS NO LIABILITY OF ONLINE SALES AND RELATED OFFERS, BECAUSE IT DOES NOT MAKE DIRECT SALES TO THE GENERAL PUBLIC.

FOR ANY TECHNICAL PROBLEM DURING THE PERIOD OF THE LEGAL WARRANTY, THE PROCEDURE REQUIRES TO CONTACT THE DEALER OR DIRECTLY OUR AFTER SALE SERVICE.

EVA STAMPAGGI SRL reserves the right to make technical changes to this manual without notice.

The data and characteristics indicated do not bind , which reserves the right to make any changes deemed appropriate without obligation of notice or replacement.

EVA STAMPAGGI SRL

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Made in Italy