



Translation of copy in original language
IMPORTANT:
MUST BE READ

EN

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Installation, use and maintenance manual

PELLET STOVE



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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.

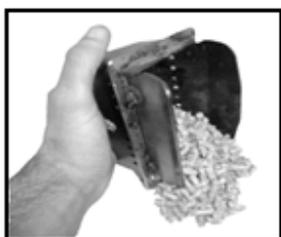
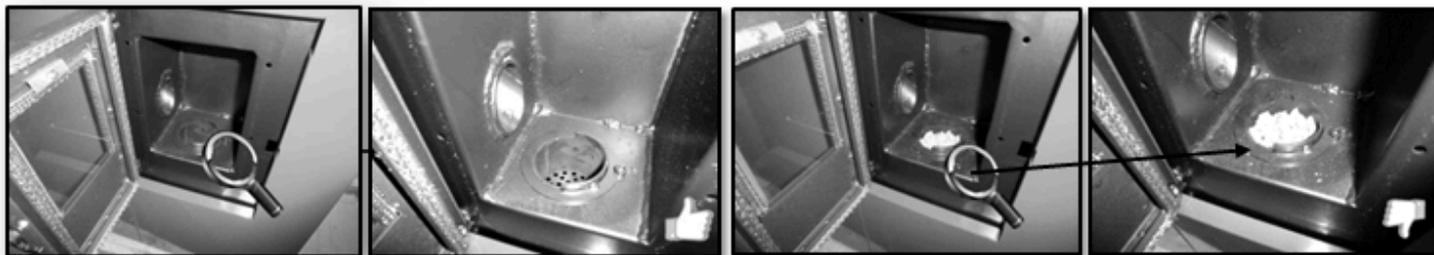


GENERAL SAFETY PRECAUTIONS

Read the manual carefully:

- 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.

PRODUCT SAFETY



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.

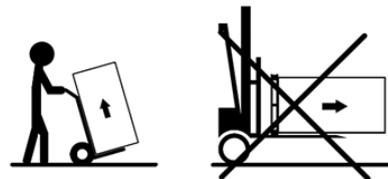
2 HANDLING AND UNPACKING



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.

i 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

	<p>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.</p>
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 cm²;
- 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.

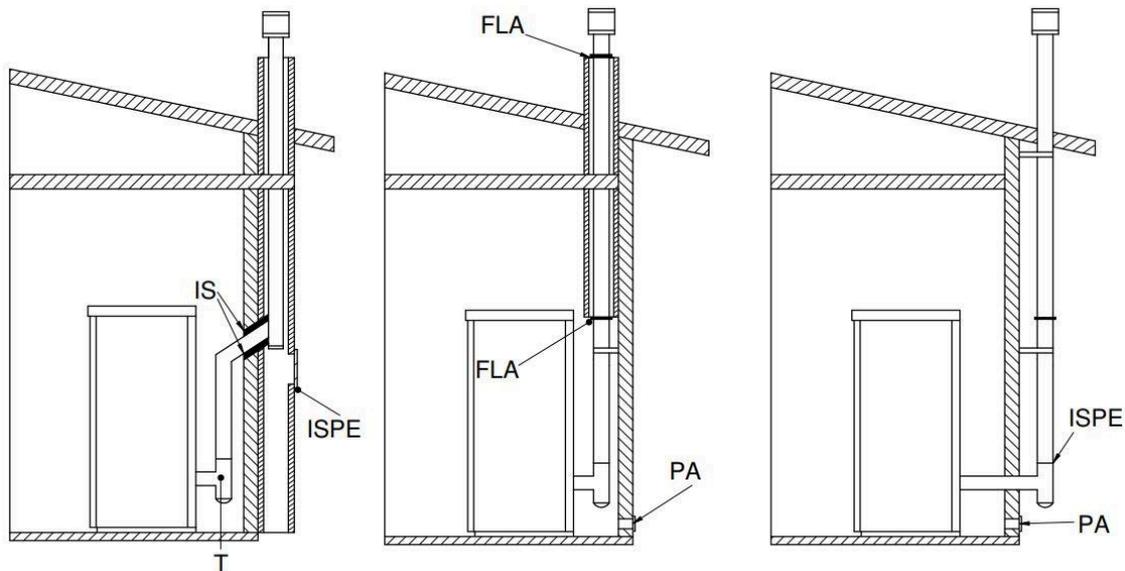
- To make fitting of the rigid steel flue pipe easier, we recommend using telescopic connectors, which will also compensate for the thermal dilation both of the fire box and the flue pipe itself.
- Seal the vent pipe joint connection with high temperature silicone sealant (1,000°C). Should the existing 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

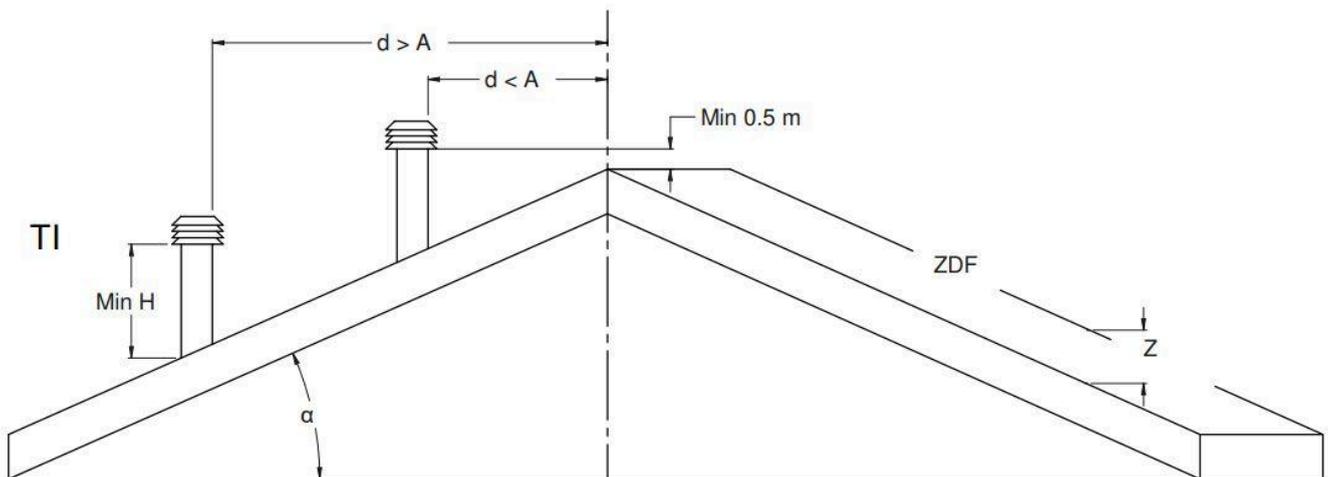
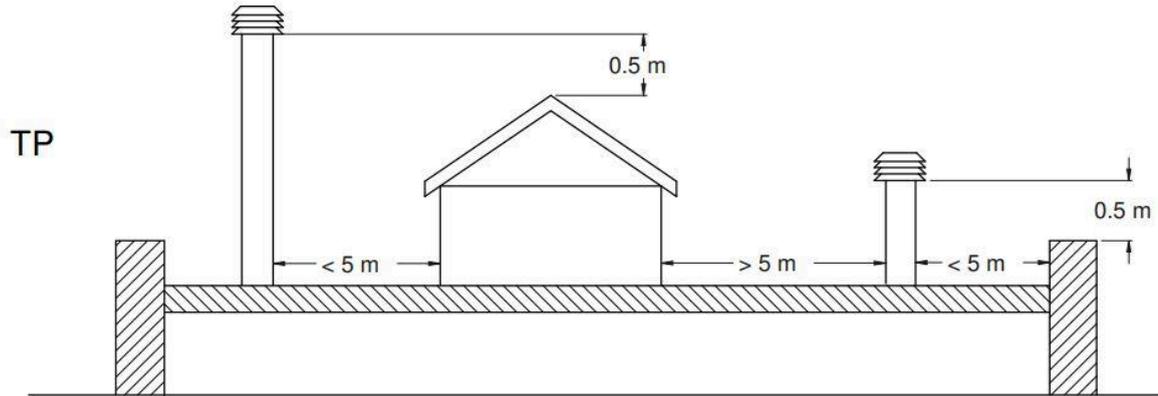
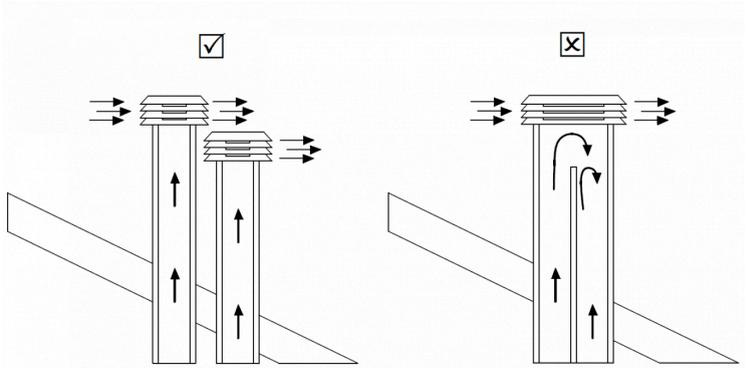
Types of vent pipe

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

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 $H_{\min} = Z + 0.50\text{m}$	Minimum height from roof for discharging exhaust fumes $H_{\min} = Z + 0.50\text{m}$
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 heat 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.

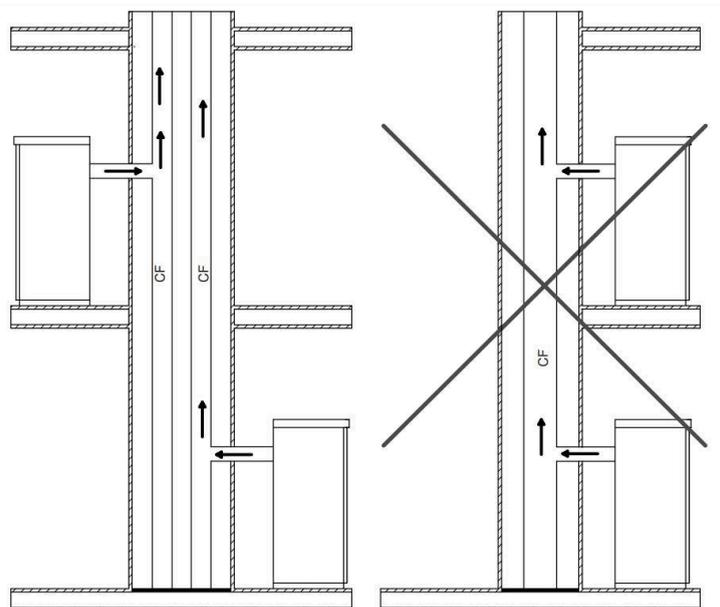
Poor draught results in the stove not operating when hot or in smoke spillage.

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, a metal net or other suitable protection without reducing the minimum dimensions.

4.5 AIRTIGHT STOVE ONLY

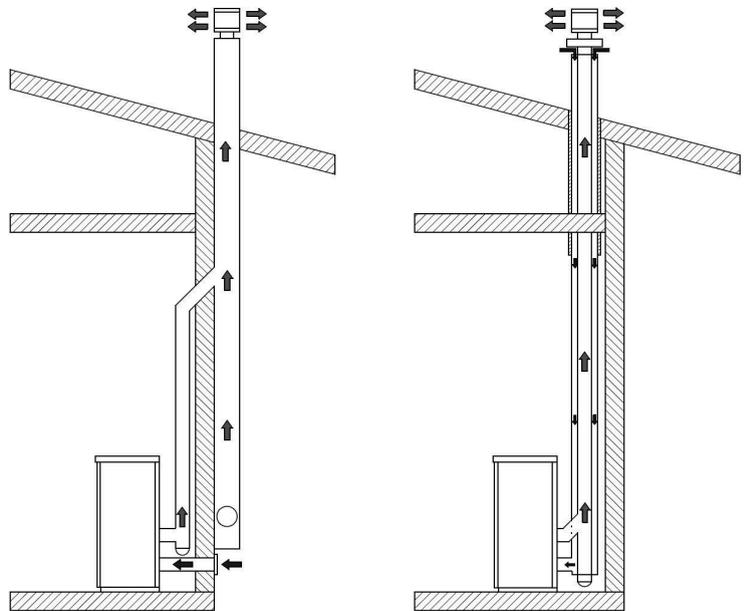


Hermetic stove information:

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/m ³	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

i 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.

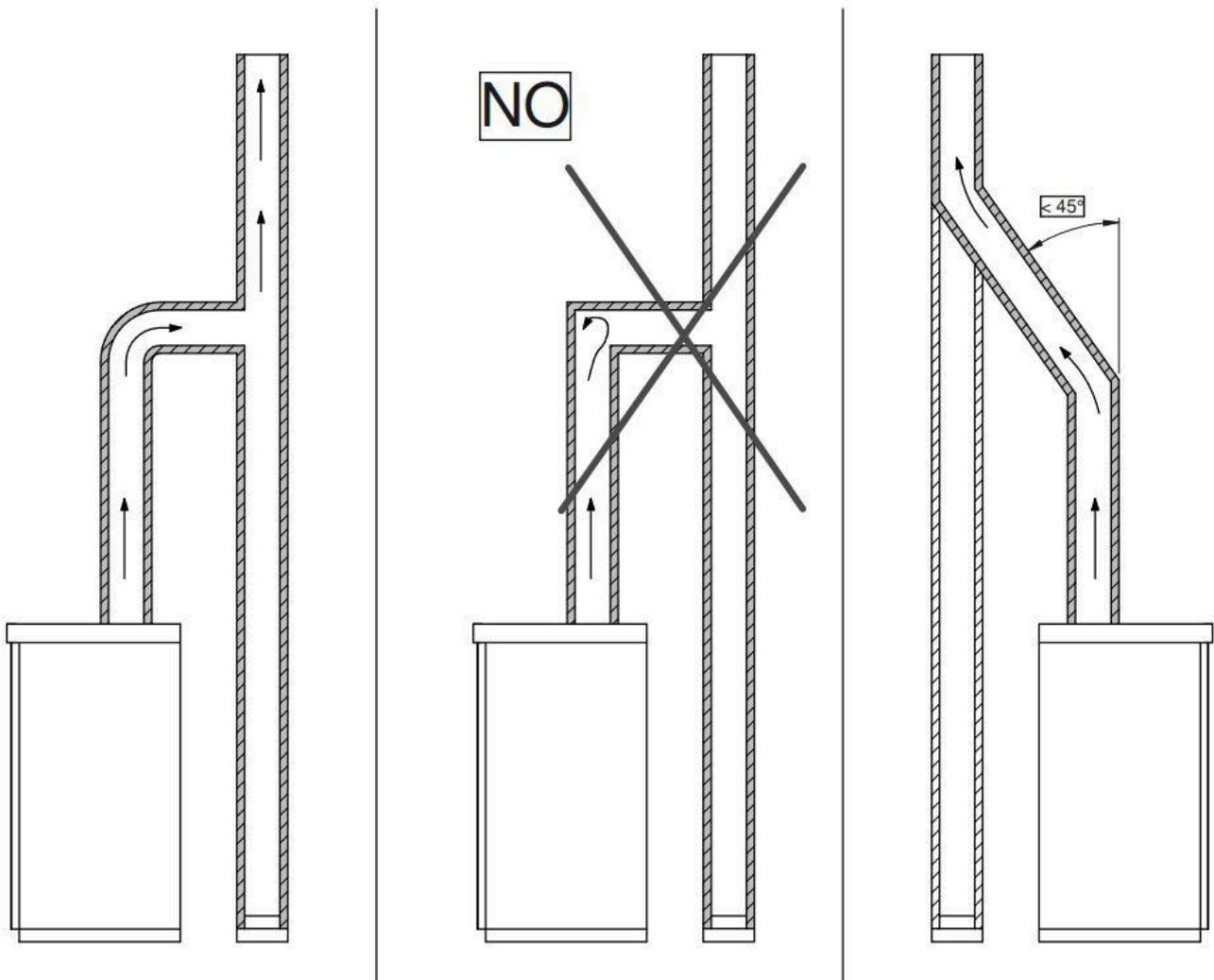
IN ORDER TO GUARANTEE CORRECT EFFICIENCY OF THE STOVE, ENSURE THE FOLLOWING TYPES OF INSTALLATION BEFORE CONNECTION TO THE FLUE PIPE:

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

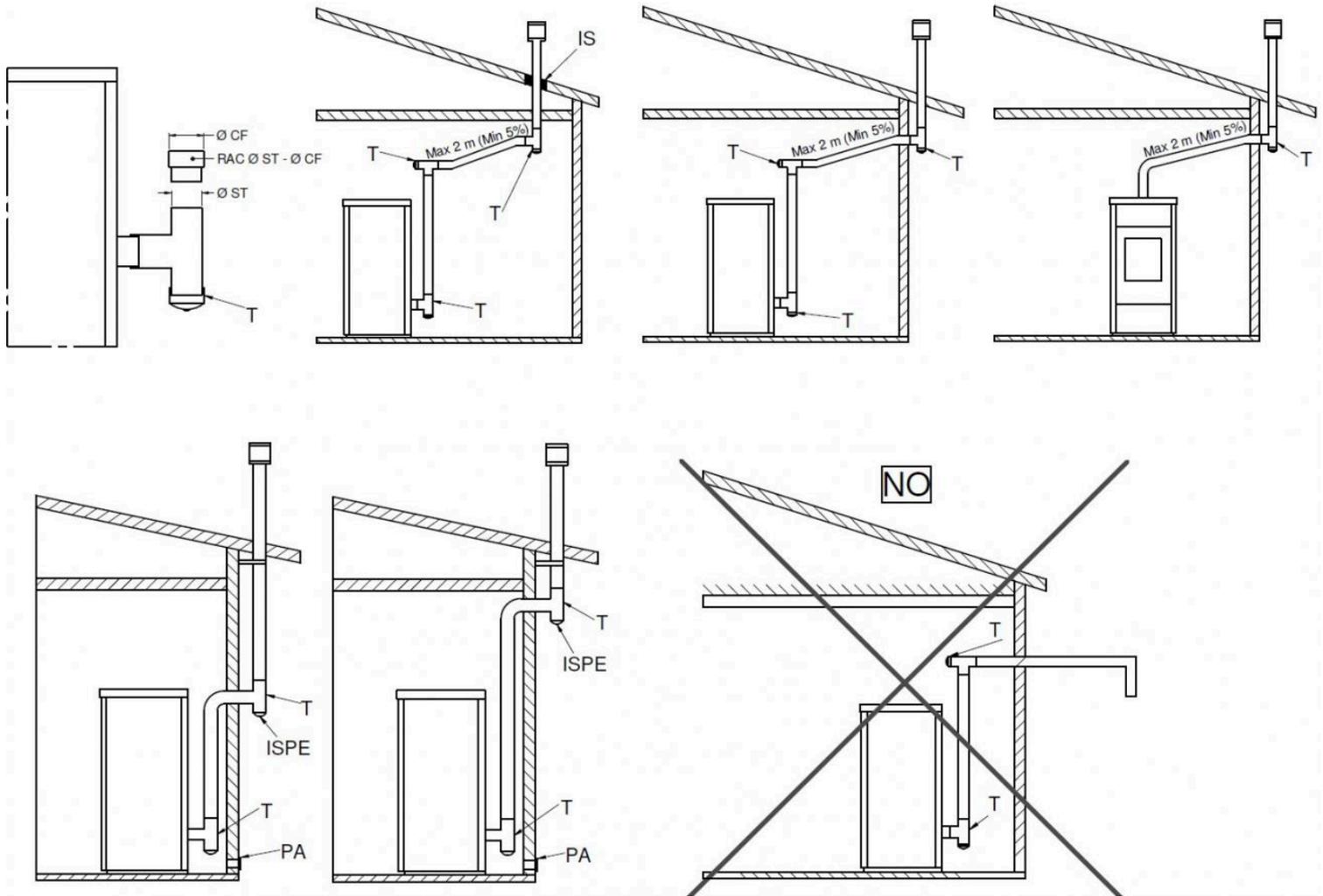
i PASSAGE OF FLAMMABLE WALLS

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/m²K).

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; \varnothing ST - Stove diameter T; RAC \varnothing ST \varnothing CF - Stove and smoke duct connection; \varnothing 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 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 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 personnel 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.

6 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 FAULTY ELECTRICAL CABLE INTERRUPTED FUSE IN CONTROL BOARD FAULTY CONTROL BOARD FAULTY DISPLAY	CHECK PLUG AND POWER SUPPLY OR ON/OFF SWITCH CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE.
ALAR COOL FIRE ACTIVE ALARM MISSING PELLETS AL6 MISSING PELLETS NO FLAME	POWER OUTAGE NO PELLETS AUGER TUBE BLOCKED BY FOREIGN BODY POOR QUALITY PELLETS INSUFFICIENT PELLET SET VALUE AT MINIMUM HEAT OUTPUT POWER OUTAGE	CHECK PLUG AND POWER SUPPLY. CHECK TANK. DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC. CHANGE PELLET TYPE. CALL TECHNICAL ASSISTANCE. SWITCH STOVE ON AND OFF, CHECK PLUG.
ALAR NOT ON ACTIVE ALARM NOT ON - AL5 FAILURE TO TURN ON NO STAB	NO PELLETS SAFETY THERMOSTAT TRIGGERED FAULTY FUME SENSOR AUGER TUBE BLOCKED BY FOREIGN BODY FAULTY AUGER TUBE MOTOR FAULTY CONTROL BOARD FAULTY EXHAUST BLOWER DIRTY BURN POT TEMPERATURE TOO COLD DAMP PELLETS FAULTY IGNITION PLUG	CHECK TANK. MANUALLY RESET THE THERMOSTAT LOCATED ON STOVE BACK CALL TECHNICAL ASSISTANCE. DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CLEAN BURN POT. REPEAT SWITCHING-ON PHASE SEVERAL TIMES, EMPTYING THE BURN POT UPON EACH TIME. CHECK PELLET STORAGE LOCATION 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 COMBUSTION AIR NOT SUFFICIENT CLOGGED STOVE FAULTY / DIRTY EXHAUST BLOWER INADEQUATE COMBUSTION AIR SET VALUE POOR QUALITY PELLETS	Immediately clean the fireplace. PARTIALLY CLOGGED VENT PIPE CLEAN BURN POT AND ASH DRAWER. GET IT CLEANED BY A SPECIALISED TECHNICIAN CALL TECHNICAL ASSISTANCE. CALL TECHNICAL ASSISTANCE. CHANGE PELLET TYPE
ALAR FAN FAIL AL4 ASPIRAT-FAULT	FAULTY OR DEFECTIVE FUME FAN THE BOARD DOES NOT HEAR THE MOTOR RUNNING (DEFECTIVE BOARD)	CALL TECHNICAL ASSISTANCE 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	SCREW FEEDER MOTOR FAULTY OR BLOCKED	CALL TECHNICAL ASSISTANCE.

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

7 YEARLY SCHEDULED MAINTENANCE

Date 1st maintenance	(Technical Assistance Centre stamp)
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Date 2nd maintenance	(Technical Assistance Centre stamp)
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Date 3rd maintenance	(Technical Assistance Centre stamp)
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8 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

9 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@evacolor.it

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

If the problem cannot be resolved over the phone, our 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.

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Made in Italy

