

Pellet insert

Please read this entire manual before installation and use of this pellet fuel-burning room heater. Failure to follow these instructions could result in property damage, bodily injury or even death.

Contact local building or fire officials about restrictions and installation inspection requirements in your area.

Contact local building authority (such as municipal building department, fire department, fire prevention, bureau. etc.) before installation to determine if a permit and/or inspection is required.

Save these Instructions.

**OPERATING INSTRUCTIONS
FIRMWARE FWRA01 - H09901380
GRF REMOTE CONTROL**

 **PIAZZETTA**

OPERATING INSTRUCTIONS

Dear Customer,

We thank you for having chosen one of our products, the fruit of extensive and continuous research for a superior product in terms of safety, reliability and performance.

In the documentation supplied, you will find all the information and advice you need to use your product as safely and efficiently as possible.



Please read the instructions and all information supplied with the product and any accessories, as well as any documentation referred to in this manual carefully, before proceeding with installation, use or any repairs.

- If any problems or doubts should arise, please contact your local dealer or the authorized T.A.C. (authorized technical assistance centre).



This manual contains information regarding appliance operation with a "GRF REMOTE CONTROL". For information on other control devices (e.g. the app), please see the relevant manual or guide.

- Please refer to the manual for further information "*PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE*".

For the restrictions, limitations and exclusions please refer to the warranty included with the product. In line with its policy of constant product improvement and renewal, the manufacturer may make changes without notice.

The images shown in this manual are for explanatory purposes and at times may not accurately depict the product.

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1 GENERAL INFORMATION

Definition: The term **system** indicates the unit consisting of the appliance and all the necessary installations which affect its operation, including air intakes, the entire system for the evacuation of the flue gases (connecting flue pipe, flue, chimney terminal) the area, other sources of heat, installations for the propagation of heat (hot air ducting or plumbing system).

Definition: The term **standards** or **regulations** indicates all applicable national legislation, local regulations, particular or conventional requirements arising from joint ownership building regulations, and easement or laws or administrative acts, in force in the place where the appliance is to be installed.


- This instruction booklet has been prepared by the manufacturer and is an integral part of the product. In the event of sale or relocation of the product make sure this booklet accompanies it, since the information contained in it is addressed to the purchaser and to anyone involved in the installation, use and maintenance of the product.
- Please read the instructions and all information supplied with the product and any accessories, as well as any documentation referred to in this manual carefully, before proceeding with installation, use or any repairs. If any problems or doubts should arise, please contact your local dealer or the authorized T.A.C. (authorized technical assistance centre).
- Gruppo Piazzetta S.p.A. cannot be held liable for situations of risk, defects, damage, product malfunctioning or for damage to objects, people or animals resulting from tampering of the appliance and installation, use and maintenance which does not respect the indications provided by regulations and the manufacturer.
- Any changes to the original parameters which determine product operation may only be carried out by authorised persons from the company and with the values set by the manufacturer. Non-authorized interventions on the product will be considered tampering.


 **All local regulations, including those referring to national standards need to be complied with when installing the appliance and when operating the appliance.**

- **Product installation, use and maintenance must be carried out in compliance with the applicable instructions provided by the manufacturer and in compliance with all relevant regulations. Failure to respect the indications provided and any incorrect interventions may create dangerous situations, cause damage to people, property or animals, or lead to health problems or operating faults.**

 **Product installation and maintenance must be carried out exclusively by qualified personnel with sufficient knowledge of the product itself.**

- **Only use original spare parts as recommended by the manufacturer.**
- **Spare/Replacement parts are to be ordered through our dealers or distributors. For more information visit www.piazzetta.com under "Support".**


 **In the event of a malfunction or fault, before carrying out any intervention and before discontinuing product use, please refer to the manual provided by the manufacturer in the sections "*FAULTS*" or "*MES-SAGES - SAFETY WARNINGS - ANOMALIES*".**


 **In the event of fire in the flue, stop using the appliance, do not open the door of the appliance, observe all safety recommendations and contact the appropriate authorities.**


- **For appliances which are powered electrically, do not disconnect the power supply if unburned smoke/gas forms inside the firebox. Move away and adopt all necessary safety precautions.**


 **Smoke coming from a blocked flue is dangerous. Keep the flue and connecting flue pipe clean. Follow the manufacturer's cleaning instructions.**


- **Only use the recommended fuel.**
- **Please read and comply with the instructions for installation, use and maintenance.**


-  Product use may cause some surfaces to become extremely hot (the glass, the external surfaces, the handles, the smoke outlet passage). Any contact between clothing or body parts and these surfaces, including where accidental, may cause burns or fires.
- Before performing work on parts of the appliance that may be hot (e.g. top surface panel, grilles, covers, door, settings devices and control devices), take the necessary precautions and use suitable protective devices (glove, firedoor opening tool or other specific devices).
 - Since the glass becomes hot, make sure that no person other than those experienced in operating the appliance remain in the area from where the heat emanates.


-  Everyone (both children and adults) should be informed of the risk of coming into contact with hot surfaces.
- Babies, young children, animals or anyone else may experience burns as a result of accidental contact. If there are any at-risk subjects in the home, a protective barrier should be installed. To limit access to the appliance, install a safety gate to keep babies, young children and other at-risk subjects out of the room and away from the hot surfaces.


-  This appliance is not for use by persons (including children) with reduced physical, sensory, mental capacity or with a lack of experience and knowledge, unless they are helped or have been instructed on how to use the appliance by the person who is responsible for their safety.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children.
 - Young children should be carefully supervised when they are in the same room as the appliance.

-  If you expect that small children or vulnerable adults may come into contact with this appliance, the following precautions are recommended:
- Install a physical barrier such as a decorative firescreen or an adjustable safety gate.
 - Install a switchlock or a wall/remote control with child protection lockout feature.
 - Keep remote controls out of reach of children.
 - Never leave children alone near a hot appliance, whether operating or cooling down.
 - Teach children to NEVER touch the appliance.
 - Consider not using the appliance when children will be present.

-  During the operation and/or cooling phase, slight creaking noises may be heard. This is not considered a defect, but is a consequence of the thermal expansion of the materials used.

-  Do not install the product too close to neighbors or in valleys that would cause unhealthy air quality or nuisance conditions.

-  It is forbidden any unauthorized modification of the appliance.

-  Do not stand or place objects which are not heat-resistant within the prescribed minimum safety distance.
- This also applies when the appliance is off. The appliance may be turned on by somebody else or, where the appliance is pre-configured, may be automatically switched on (programmed or via remote control), at any time.
 - Do not place food, drinks or other containers with liquids on parts of the appliance or the surround, except for compartments specifically designated by the manufacturer for cooking or warming up food.

- ⊖ Do not install the product near walls or objects in heat-sensitive or combustible material (wood or similar). It is important to observe and respect the distances and safety indications prescribed by regulations and indicated in the manual provided by the manufacturer in the section "*INSTALLATION*".
 - IT IS FORBIDDEN TO USE THE APPLIANCE WITHOUT SUITABLE CLADDING.

- ⊖ THIS PELLET HEATER NEEDS PERIODIC INSPECTION AND REPAIR FOR PROPER OPERATION. IT IS AGAINST FEDERAL REGULATIONS TO OPERATE THIS PELLET HEATER IN A MANNER INCONSISTENT WITH OPERATING INSTRUCTIONS IN THIS MANUAL.

- ⊖ THIS PELLET HEATER HAS A MANUFACTURER-SET MINIMUM LOW BURN RATE THAT MUST NOT BE ALTERED. IT IS AGAINST FEDERAL REGULATIONS TO ALTER THIS SETTING OR OTHERWISE OPERATE THIS PELLET HEATER IN A MANNER INCONSISTENT WITH OPERATING INSTRUCTIONS IN THIS MANUAL.

- ⊖ Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, ethyl alcohol or similar liquids to start or "reignite" a fire in this heater. Keep all such liquids well away from the heater while it is in use.
 - Only power the appliance with fuel which has the characteristics as indicated in the section "*FUEL*" in the manual provided by the manufacturer.

- ⊖ Do not overfire - If any external part starts to glow, you are overfiring. Reduce feed rate. Overfiring will void your warranty.

- ⚠ Warning against overfiring:
 - pellets must not be fed manually into the grate
 - never add additional fuel by hand
 - do not fill the hopper with any fuels other than wood pellet
 - the residual pellets in the grate after a failed ignition must be removed before starting a new ignition process

- ⊖ Do not use the appliance as an incinerator or in any way other than that for which it was designed.
 - Do not use the appliance if the glass or seals on the door are damaged.
 - Do not open the door during operation.

- ⚠ For monitoring and inspection techniques ensuring heater is operating properly, including ensuring visible emissions are minimized, consult the section "*CLEANING AND MAINTENANCE*" and "*OPERATING INSTRUCTIONS*" (consult the section "*MESSAGES - SAFETY WARNINGS - ANOMALIES*").

Before carrying out any assembly, installation or ignition procedures, the enabled installer must check that the system has been manufactured in compliance with the applicable instructions provided by the manufacturer and in compliance with all relevant regulations. In particular, check:

- suitability of the room where the appliance is to be installed as well as any restrictions
- the existence of any other appliances
- fresh air intake
- ventilation within the area where the appliance is to be installed
- sufficient clean air flow for combustion: air cannot be taken from potentially polluted areas
- smoke evacuation system comprising a connecting flue pipe, flue and chimney.

Installation may also include a series of operations to be carried out correctly by enabled personnel and for which system compatibility must be guaranteed:

- connection to the air intake
- connection to the smoke evacuation system
- ventilation
- assembly and installation
- any necessary electrical or plumbing connections
- insulation
- start-up and operating tests, and where necessary calibration and adjustment
- cladding and trims
- presentation of additional documentation as prescribed by the regulations
- end user training by the installer on how to use and maintain the appliance
- checking and maintenance.

Other requirements for compliance may be necessary in relation to specifications required by the appropriate Authorities.

2 FUEL



Under no circumstances use fuel other than pellets.



Always refer to the manual "*PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE*" in the section "*FUEL*".



DO NOT USE MAKESHIFT COMPROMISES WHEN INSTALLING THIS APPLIANCE. DAMAGE AND/OR INJURY MAY RESULT.

3 REMOTE CONTROL

i Accessory on request, only for some models.


i The appliance is set with Italian as the default language. To change the language please refer to the section "SETTING THE LANGUAGE".

! The range of the remote control device can be affected by other devices which operate on a continuous radio frequency of 915 MHz; for example radio headphones, toys, wireless mouse etc.

- The remote control unit has a range of approximately 23' (7 m) metres radius in conditions where there is no interference from other sources.
- Keep the remote control at a safety clearance distance from the hot parts of the appliance, hot air outlets and other sources of heat.

When the remote control keys are pressed an acoustic signal sounds to confirm selection (refer to the section "ENABLE ACOUSTIC SIGNAL (BEEP)"). If the unit does not receive a signal from the remote control unit, try to move closer to the appliance.

i To reduce consumption, the display switches off automatically on the basis of the DISPLAY menu settings.

- To reactivate the display, press the button .

3.1 KEY AND DISPLAY FUNCTIONS

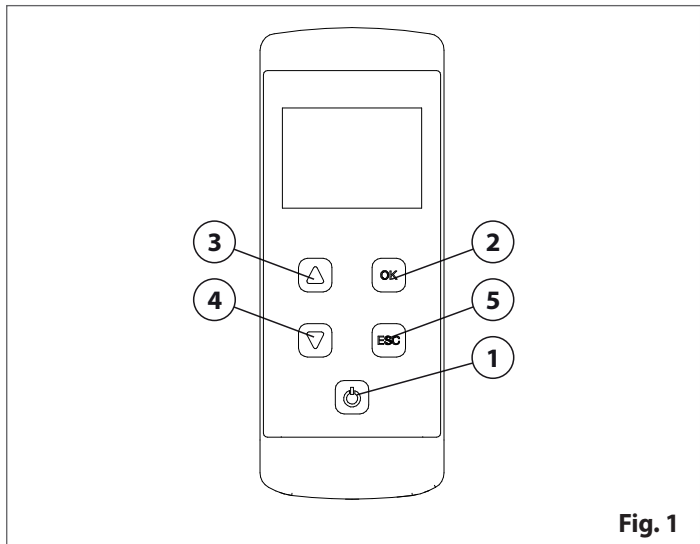


Fig. 1

i Refer to the section "DISPLAY FUNCTIONS" for the settings relating to the visibility of the display.

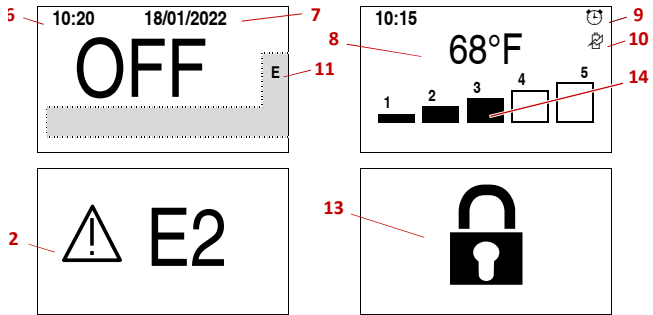
3.1.1 Functions of keys on main display



- 1 Key ON/OFF**
Manual start-up or shut-down of the product
- 2 Key OK**
Access to the programming menu
Confirm the selected menu and item
Confirm the value set
- 3 Key SELECT**
Move to room temperature setting menu and select the value. Refer to the section "CHANGE ROOM TEMPERATURE".
- 4 Key SELECT**
Move to power setting menu and select the value. Refer to the section "CHANGE THE POWER".
- 5 Key ESC**
Go back to main display

3.1.2 Functions of keys in programming menu

- 2 Key OK**
Access to the programming menu
Confirm the selected menu and item
Confirm the value set
- 3 Key SELECT**
Scroll through of the menu and items
Value selection
- 4 Key SELECT**
Scroll through of the menu and items
Value selection
- 5 Key ESC**
Operation in progress interrupted so modified value cancelled and not confirmed with OK button
Go back to previous menu

3.1.3 Display functions



- 6 TIME indicator**
Displays current time
- 7 DATE indicator**
Displays current date
- 8 TEMPERATURE indicator**
Displays the room temperature
- 9 TIMER indicator** 
Symbol showing that the timer is engaged
Is present only if at least one of the time slots is set
- 10 BATTERY indicator** 
Shows that the battery is flat or almost flat

11 MESSAGES indicator



Area designed to display messages and warnings. Refer to the section "MESSAGES - SAFETY WARNINGS - ANOMALIES".

12 SAFETY DEVICE indicator

Symbol and warning code appear when the safety system is activated. Refer to the section "MESSAGES - SAFETY WARNINGS - ANOMALIES".

13 KEYPAD LOCK indicator

When this symbol is displayed it indicates that the keypad lock is on.

Pressing the ESC key (for approximately 10 seconds) until the symbol  appears on the display will disable the keys. To unlock the keypad, press the same key once again (for approximately 10 seconds) until the symbol  appears.







The symbol also appears when a function cannot be activated because it is incompatible with another function that has already been activated.

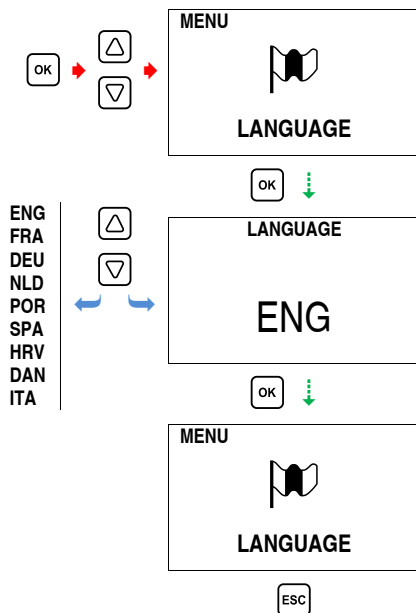
14 POWER indicator

Display of selected power setting

3.2 SETTING THE LANGUAGE

The LANGUAGE function allows the user to select one of the available languages.

- Press  to go into the MENU
- with  and  scroll through the menu until you reach the message LANGUAGE (LINGUA)
- confirm with 
- with  scroll through the menu until the message corresponding to the desired language is reached (e.g.. "LANGUAGE ENG")
- confirm with .



3.3 CHANGING THE BATTERIES OF THE REMOTE CONTROL UNIT



Only use ALKALINE batteries AAA (LR03) 1.5V.

- Rechargeable batteries are unsuitable for the remote control as they do not guarantee sufficient voltage for correct operation.
- The new batteries must be of the same type as above, failure to comply with these instructions could lead to the risk of explosion.
- The old batteries must be disposed of properly in compliance with the applicable laws in force.

- Remove the rear panel of the remote control
- replace the batteries ensuring that the (+) and (-) directions are correct
- replace the back cover on the remote control unit.

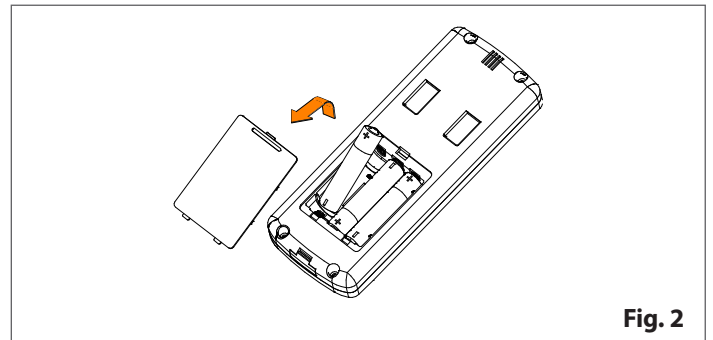
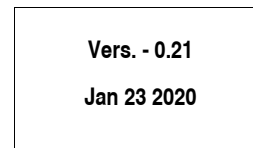


Fig. 2

- A feedback process between the remote control unit and the receiver automatically starts during which a message such as the one below is displayed:



- After a few moments, the initial display prior to changing the batteries appears and the remote control unit becomes operational once again.

4 APPLIANCE CONTROL PANEL

The product is equipped with a appliance control panel. This control panel allows just some basic commands to be controlled as described below.



Below is a list of the different types of panel. The position and type of panel with which your appliance is fitted, is indicated in the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "PART IDENTIFICATION".

4.1 2 KEY CONTROL PANEL FUNCTIONS WITH DISPLAY

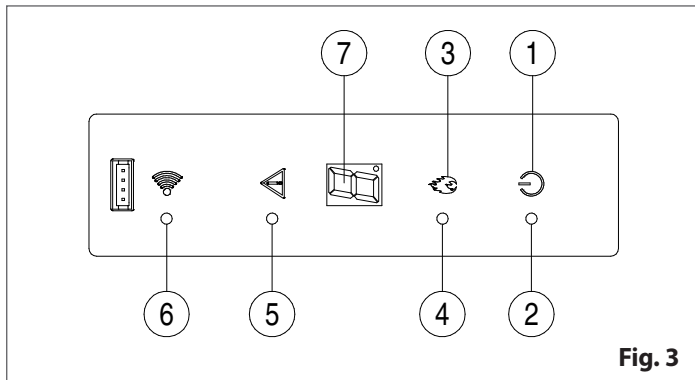


Fig. 3

- 1 Key ON/OFF**
This allow manual start-up and shut-down of the appliance. By pressing for 5 seconds, the appliance will exit from the alarm condition. Refer to the section "SAFETY WARNINGS: HOW TO ACT"
- 2 Led ON/OFF**
Led flashing: indicates appliance is in the start-up or shut-down stage
- 3 Key POWER**
This allows the user to modify the power level set in a cyclical manner: when the maximum level has been reached, the minimum will start once again
- 4 Led POWER**
Led continually illuminated: indicates that the appliance is operating normally
- 5 Led SAFETY**
Led flashing: this indicates the intervention of a safety device
- 6 Led RADIO SIGNAL EMISSION**
This indicates transmission of data from the remote control unit
- 7 Display**
Display of selected power setting. If the keypad is inactive for more than 1 minute, the display switches off until the next time it is used
The codes for any safety warnings scroll across the display

All LEDs FLASHING
Indicates the appliances is in EMPTY GRATE condition. Refer to the section "MESSAGE EMPTY GRATE"

4.2 2 KEY CONTROL PANEL FUNCTIONS WITH DISPLAY (AND DEVICE FOR REMOTE CONTROL)

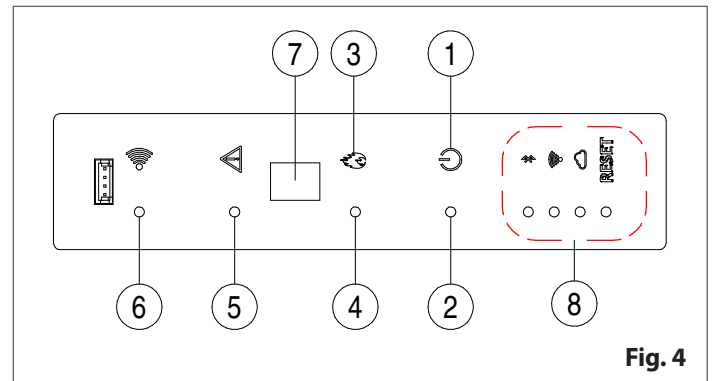


Fig. 4

- 1 Key ON/OFF**
This allow manual start-up and shut-down of the appliance. By pressing for 5 seconds, the appliance will exit from the alarm condition. Refer to the section "SAFETY WARNINGS: HOW TO ACT"
- 2 Led ON/OFF**
Led flashing: indicates appliance is in the start-up or shut-down stage
- 3 Key POWER**
This allows the user to modify the power level set in a cyclical manner: when the maximum level has been reached, the minimum will start once again
- 4 Led POWER**
Led continually illuminated: indicates that the appliance is operating normally
- 5 Led SAFETY**
Led flashing: this indicates the intervention of a safety device
- 6 Led RADIO SIGNAL EMISSION**
This indicates transmission of data from the remote control unit
- 7 Display**
Display of selected power setting. If the keypad is inactive for more than 1 minute, the display switches off until the next time it is used
The codes for any safety warnings scroll across the display

All LEDs FLASHING
Indicates the appliances is in EMPTY GRATE condition. Refer to the section "MESSAGE EMPTY GRATE"

8 Device for remote control
The main appliance functions can be managed using the Wi-Fi/Bluetooth equipment for remote control installed on the appliance and the MYPIAZZETTA app installed on a mobile device.

i For information on the Wi-Fi/Bluetooth device for remote control (warnings, requirements, adjustments, configurations, etc.), please see the instructions.

4.3 2 KEY CONTROL PANEL FUNCTIONS

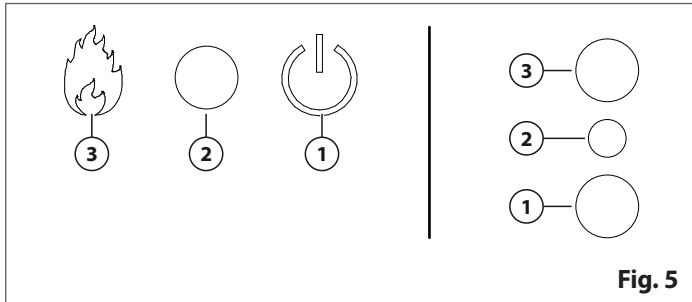


Fig. 5

1 **Key ON/OFF**

This allow manual start-up and shut-down of the appliance. By pressing for 5 seconds, the appliance will exit from the alarm condition. Refer to the section "*SAFETY WARNINGS: HOW TO ACT*"

2 **LED**

GREEN LED continually illuminated: appliance is off but powered

GREEN LED flashing: appliance is in the start-up stage. It is activated when button 1 is pressed for a few moments (from 3 to 5 seconds). Once the start-up cycle phases have finished, the appliance moves into operating mode (Blue LED continually illuminated)

BLUE LED continually illuminated: appliance is in operational stage

BLUE LED flashing: appliance is in the power modification stage. It is activated by pressing button 3. The number of flashes indicates the set power level (e.g. 2 flashes represent power level 2). The appliance reverts to the operational stage (BLUE LED continually illuminated) once the power level is set

RED LED continually illuminated: appliance is in the shut-down stage. It is activated when button 1 is pressed for 5 seconds. When the appliance has been shut down, it reverts to the off status although it is still powered (GREEN LED continually illuminated)

RED LED flashing: appliance is in the emergency stage

Flashing GREEN-BLUE-RED: Indicates the appliance is in EMPTY GRATE situation. Refer to the section "*MESSAGE EMPTY GRATE*"

3 **Key POWER**

This allows the user to modify the power level set in a cyclical manner: when the maximum level has been reached, the minimum will start once again

4.4 "FILL AUGER" FUNCTION FROM THE CONTROL PANEL

To run the FILL AUGER function from the control panel:

- press the POWER 3 button and hold for 5 seconds
- wait as long as is necessary for the operation to be completed (all LEDs flashing)
- empty the grate (Refer to the section "*MESSAGE EMPTY GRATE*")
- press the ON/OFF button 1 to return to OFF
- only then will it be possible to start-up the appliance.

You can interrupt the operation by pressing 1.



The FILL AUGER function is only possible when the appliance is in the OFF state and cold.

5 BEFORE STARTING-UP THE APPLIANCE

Before commissioning the appliance:

- read the instructions and the information, supplied in all forms together with the product and any accessories, as well as the documentation referred to in this manual carefully
- ensure that all indications provided by regulations and the manufacturer are strictly observed
- ensure that all cleaning and maintenance interventions necessary for the appliance and the system have been carried out.



A protective grill is provided inside the tank in some models. Removing this grille is strictly forbidden.



Before proceeding with start-up:

- the residual pellets in the grate must be removed
- check that the grate is positioned correctly in its seat and pushed towards the start-up hole
- check that the firebox door is closed and that the pellet tank is full or at least contains sufficient fuel to ensure appliance operation for the required time.



Failure to empty the grate of unburnt pellets can cause the formation of a significant amount of uncombusted fumes/gas inside the firebox the next time the appliance is ignited which, if there is no flame present, can compromise safety.

- Refer to the section "*MESSAGE EMPTY GRATE*".



During operation:

- some parts of the appliance (door, handle, controls, ceramic parts) may become extremely hot. Take great care and all necessary precautions, and make use of suitable protective devices, especially in the presence of children, the elderly, people with disabilities, and animals
- keep any combustible or heat-sensitive products away from the appliance (for example wooden furniture, carpets, curtains, fabric, clothes, ornaments, flammable liquids, etc.)
- the door must remain closed and the glass must not be broken in any way.

5.1 INFORMATION REGARDING THE FIRST START-UP



Before the first start-up, fill the auger following the indications given in the section "*FILL AUGER*".

- This operation may be necessary even if the tank empties.
- When the auger is empty, even partially, it is likely that the first start-up attempt will fail since the auger will require time to refill.



During the first few start-ups, odours will be released due to the evaporation of the greases or oily liquids used during production and present in the paint. During this stage, ensure that there is proper ventilation of the installation premises and avoid spending any prolonged time in the room since the vapours may be harmful to people or animals.

The first start-ups must be done so as to allow the appliance body to settle and the greases or oily liquids used during production and present in the paint to evaporate completely.

Therefore:

- run the product on an average power setting for the first 5-6 hours after start-up (during this phase, the expansion caused by the heat will allow the appliance body to settle)
- the stove must then be used at maximum power for between 6 and 10 hours, depending on the quantity of paint on the body that has to evaporate. This period of operation at full power must not necessarily be carried out continuously but can be divided during two time bands interrupted by at least 3-4 hours of appliance inactivity.

At the end of this period, greases or oily liquids will have evaporated and the paint stabilised, and the appliance should be used with appropriate settings for normal use.

If necessary, a new operating cycle at full power can be carried out in order to disperse any substances causing odours.

5.2 CHECK NETWORK FREQUENCY


Some appliances when turned on are able to automatically recognise the frequency of the electrical network voltage. If messages like those below appear:

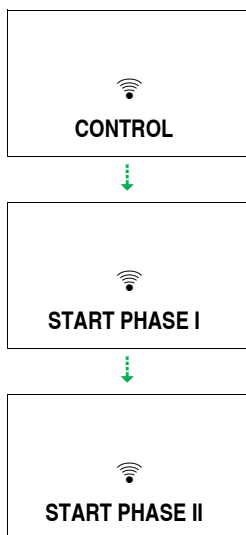
50HZ KO

60HZ KO

contact an authorised technician to modify the appliance settings. Only then will it be possible to start-up the appliance.

6 STARTING THE APPLIANCE

Press and briefly hold down the ON/OFF key . Before accessing the normal operating mode, begin a start-up cycle as shown:







The appliance goes into steady normal functioning if the start cycle was successful.

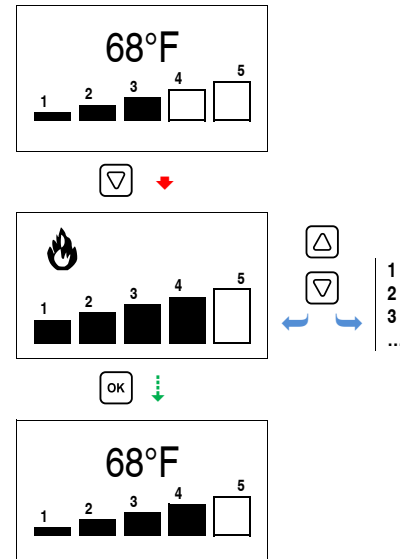


If combustion does not commence correctly during this start-up phase (within approximately 12-15 minutes), a warning message will be displayed. Refer to the section "MESSAGES - SAFETY WARNINGS - ANOMALIES".

7 CHANGE THE POWER

To change the power:

- press  to move from the initial display to the power setting function
- choose the desired value with  or 
- press  to confirm the value set and go back to the initial display.



8 CHANGE THE VENTILATION

The speed of the hot air extractor fan installed as standard is modulated automatically based on the power. For safety reasons, it cannot be modified by the user.

9 CHANGE ROOM TEMPERATURE

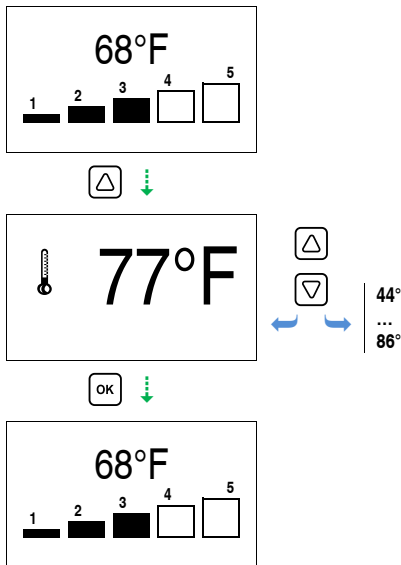
This parameter allows the user to set the appliance to minimum power when the set temperature has been reached.

i The room temperature can be set to between 7°C and 30°C (44°F / 86°F).

- The temperature can be detected via:
 - the remote control unit (refer to the section "MULTI-COMFORT")
 - the probe on the appliance (refer to the section "MULTICOMFORT")
 - an external thermostat (refer to the section "OPERATION WITH AN EXTERNAL THERMOSTAT").
- When the set temperature has been reached, the value on the display appears on a black background and the product goes to minimum power even if the display continues to show the original set power level.

To change the set temperature:

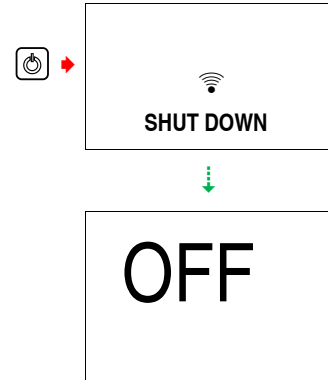
- press to move from the initial display to the temperature setting function
- choose the desired value with or
- press to confirm the value set and go back to the initial display.



10 SHUTTING-DOWN THE APPLIANCE

To shut-down the product:

- press and briefly hold down the ON/OFF key
- pellet loading is interrupted, while the smoke extractor fan continues to run until the appliance has cooled
- when the appliance is off, the message OFF will be displayed.



! Never disconnect the power supply at this stage. To do so could cause problems to the structure, damage the appliance and affect operation.

11 PARTICULAR SITUATIONS

11.1 REMOTE CONTROL INTERFERENCE

If there are transmission problems between the remote control unit and the appliance due to interference created by other units installed nearby, follow the indications below to change the transmission unit so that each appliance is controlled only by its own remote control unit.

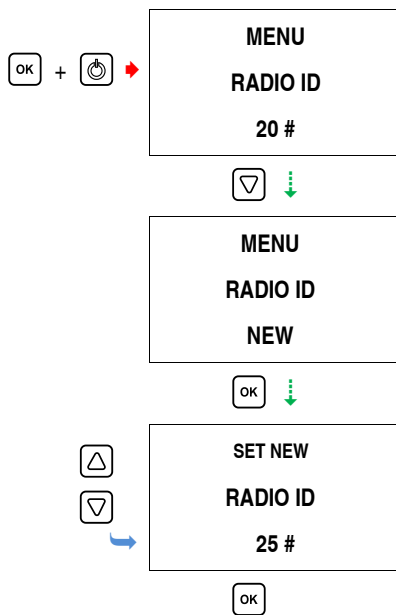
i This modification is to be carried out on each individual product with the appliance off.

- The transmission unit will be stored even if there are no batteries.
- The factory setting is on unit 0.

Proceed as follows:


- press and at the same time for 5 seconds
- the MENU RADIO ID message appears
- press
- the message NEW appears
- press
- with and choose a new transmission unit
- disconnect the power cable
- reconnect the power cable
- press

If the problem persists with values between 0 and 31 (radio frequency 916.5 MHz), try setting values between 32 and 63 (radio frequency 915 MHz).



11.2 RESTARTING DURING THE SHUT DOWN PHASE

The appliance will have finished the shut-down phase and the message "OFF" will have appeared on the display or it will still be in the shut-down phase and the message "SHUT DOWN" will be displayed.

If the user decides to restart the appliance by pressing ON/OFF  the following message appears on the display:



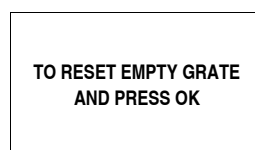
this indicates that the appliance is still hot and the user must wait for the necessary cooling period. When it has cooled down, the message "OFF" appears on the display.

To restart the appliance, press ON/OFF  once again.

11.3 SHUT DOWN DURING THE START-UP PHASE

The appliance has been turned off during start-up, on purpose or because of power failure.

Before turning the appliance off, some messages shown below might appear:




 Refer to the section "MESSAGE EMPTY GRATE".

11.4 SAFETY WARNINGS: HOW TO ACT

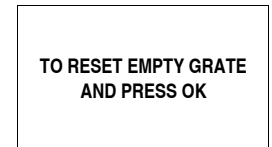
Before interrupting a safety warning:

- refer to the section "MESSAGES - SAFETY WARNINGS - ANOMALIES"
- identify the causes which have led to the alarm
- identify how best to intervene.


At that point:

- deactivate the appliance by pressing ON/OFF 
- The beep stops

Before turning the appliance off, some messages shown below might appear:




 Refer to the section "MESSAGE EMPTY GRATE".

 It is only possible to restart the appliance after having identified and removed the cause and restored the safety conditions (refer to the section "STARTING THE APPLIANCE"). Otherwise the appliance will continue to signal warnings and will not permit the start-up.

 If necessary contact the T.A.C. (authorized technical assistance centre).



11.5 OPERATION IN ADVERSE CLIMATIC CONDITIONS

Adverse climatic conditions (sudden changes in climate, wind, frost, etc.) may cause the appliance to malfunction and trip safety devices and the related warning messages.

 Check the operation of the appliance and, if necessary, see "SAFETY WARNINGS: HOW TO ACT".

12 SIMPLIFIED OPERATION

To enable or disable the simplified operation, press the buttons

 and  at the same time for approximately 10 seconds.

With this mode it is not possible to enter and use the various MENU functions.

Only the basic functions are available:

Button 

Manual start-up or shut-down of the product

Button 

This allows the power to be increased

Button 

This allows the power to be decreased

Button 

Confirm the value set

Button 

Go back to main display

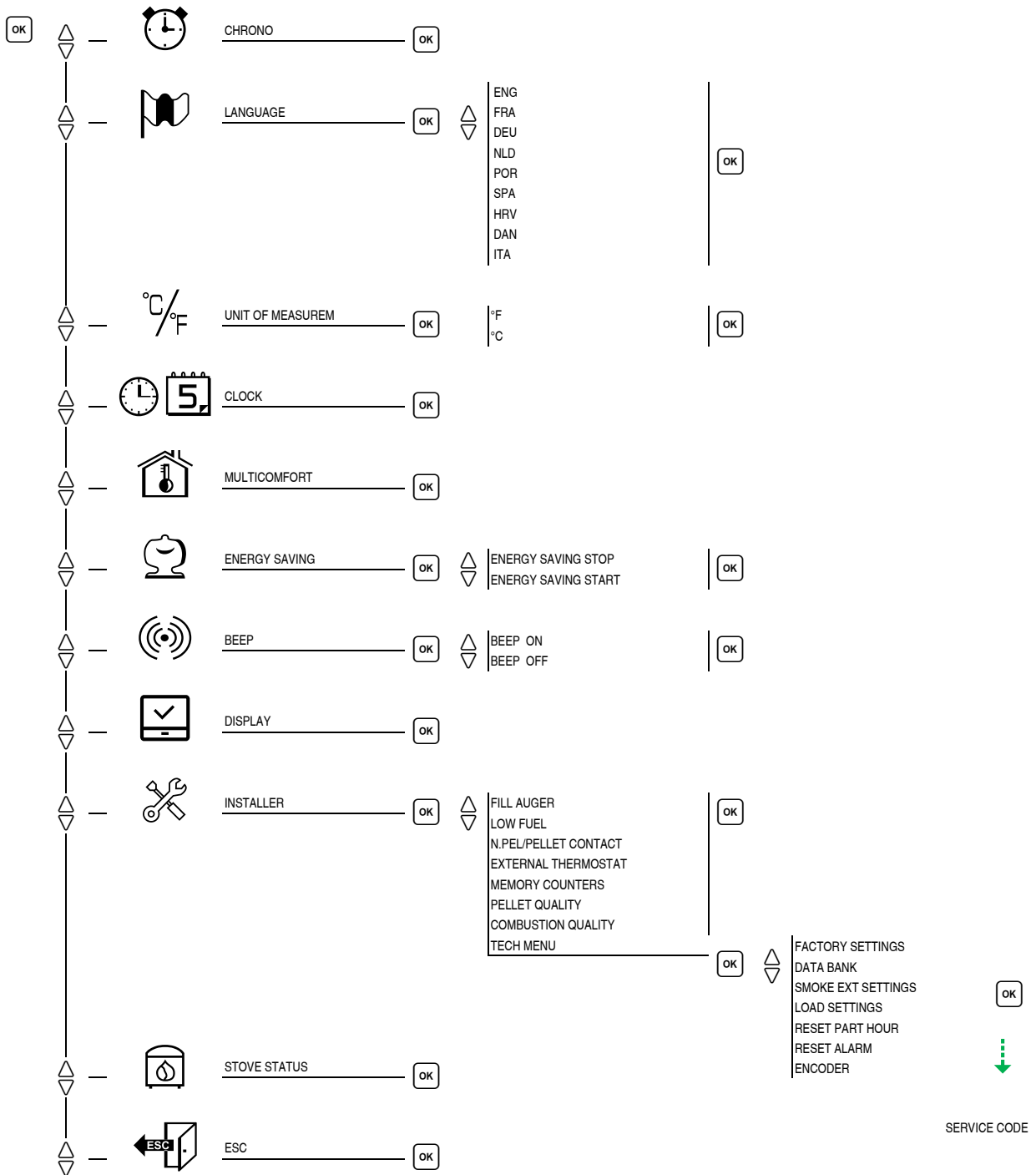
Message "S"

Indicates that simplified operation is enabled.

13 REMOTE CONTROL UNIT MENU

i Refer to the section "REMOTE CONTROL" for the functionality of the keys in the programming stage.

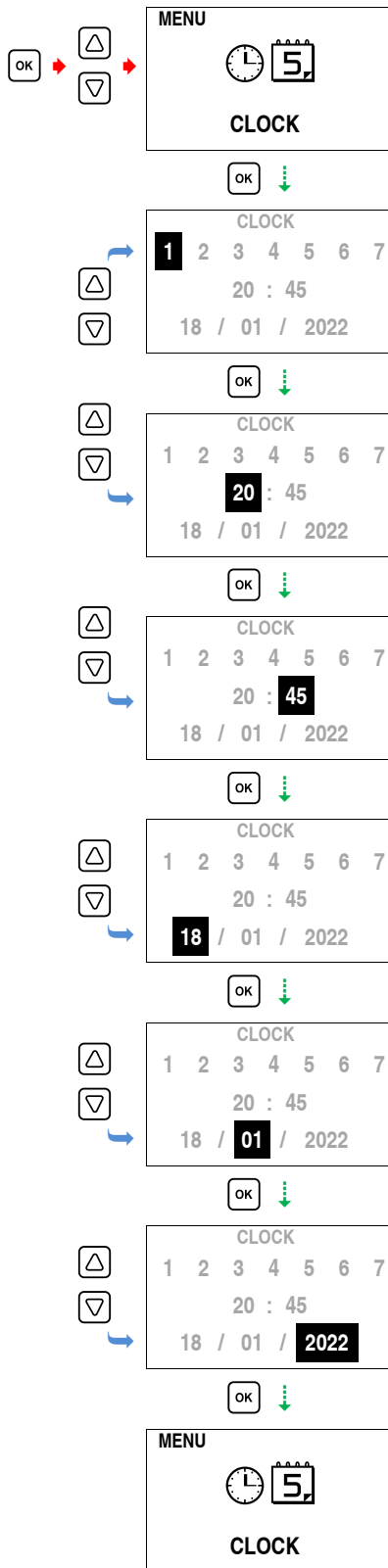
13.1 MAIN MENU FUNCTIONS



i Depending on the model, some functions in the MENU are not displayed.

14 SET DATE AND TIME (CLOCK)

The CLOCK function allows the user to set the current day of the week, hour, minute, day, month, year on the appliance.



i The appliance leaves the factory with the clock set, therefore simply check that the clock is giving the correct time or adjust for the current time. The correct time setting is required for the use of all time-dependant functions.

14.1 UNIT OF MEASUREMENT

The UNIT OF MEASUREMENT function allows you to change the unit of measurement for the temperature to either °F or °C.

15 PROGRAMME CHRONO (CHRONO)

The CHRONO function allows the appliance to start up and shut down automatically on the basis of the times and days which have been set by the user and without the user needing to intervene manually.

This type of timer enables a maximum of 6 programs to be stored, and a single operating cycle per program. Operating cycle indicates a period between a start time and a stop time during which the appliance operates. For each program the days on which to activate it can be selected.

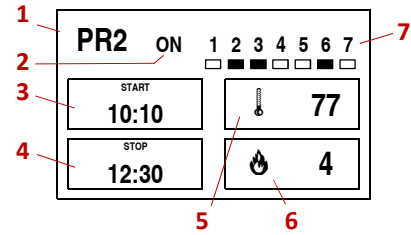
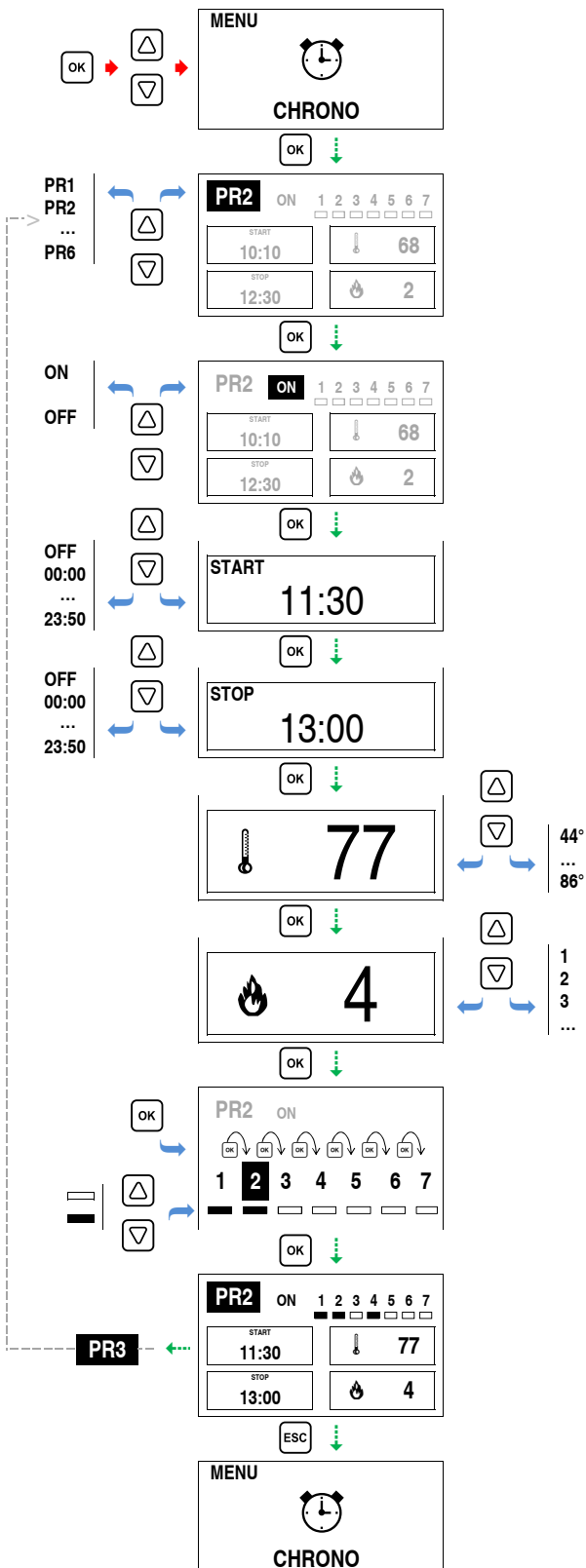
*For example, to set the following start-up times:
from 06.00 to 09.00, from 11.30 to 13.00 and from 20.30 to 23.00 only on Monday, Tuesday and Thursday*

- enable program PR1 from 06.00 to 09.00 on the days 1, 2, 4
- enable program PR2 from 11.30 to 13.00 on the days 1, 2, 4
- enable program PR3 from 20.30 to 23.00 on the days 1, 2, 4 from 06.00 to 08.30 and from 16:00 to 20:00 only on Friday and Saturday
- enable program PR4 from 06.00 to 08.30 on the days 5, 6
- enable program PR5 from 16.00 to 20.00 on the days 5, 6 from 08.00 to 13.00 only on Sunday
- enable program PR6 from 08.00 to 13.00 on the days 7

If the appliance is already in operation when a CHRONO program becomes active, the appliance temperature, power and ventilation values change according to the CHRONO program settings.

! If the ENERGY SAVING mode is set, CHRONO mode manages the appliance start-up and shut-down within the programmed time bands, while operation, start-up and shut-down according to the temperature are managed by the ENERGY SAVING mode.

Example CHRONO function and sequence



- 1 Program number
- 2 programme on (ON) or off (OFF)
- 3 START switch on time
- 4 STOP switch off time
- 5 Temperature
- 6 Power
- 7 Days of the week: 1=Monday ... 7=Sunday

! We recommend having only one program active in order to avoid program overlap.

- If the programmes are combined, it is necessary to set at least two hours between the interruption and the start-up time to avoid any overlapping. This means that the appliance cooling period which is necessary for correct operation can be respected.
- In the case of multiple active programs with overlapping time slots the unit will start with the first programmed start-up time and will always shut down at the first programmed shut-down time regardless of the program.

i THE CLOCK MUST BE SYNCHRONISED BY SETTING CURRENT DAY, HOURS AND MINUTES THE FIRST TIME THE PROGRAM IS ACTIVATED, similar to buying a new watch and setting the current time.

- To set the current time, refer to the section "SET DATE AND TIME (CLOCK)". This operation is necessary only the first time that the clock is activated.

i Each individual programme is active if set to ON while it is deactivated if set to OFF.

- Programming on the clock advances in periods of ten-minutes.

i Holding down the key progressively increases the speed with which the time is changed.

- When programming some functions, the value to be changed is shown on a black background.
- The solid black rectangle under the days indicates which days the program is set for.

START - OFF

If the START function is set to OFF, the appliance will not start the start-up phase.

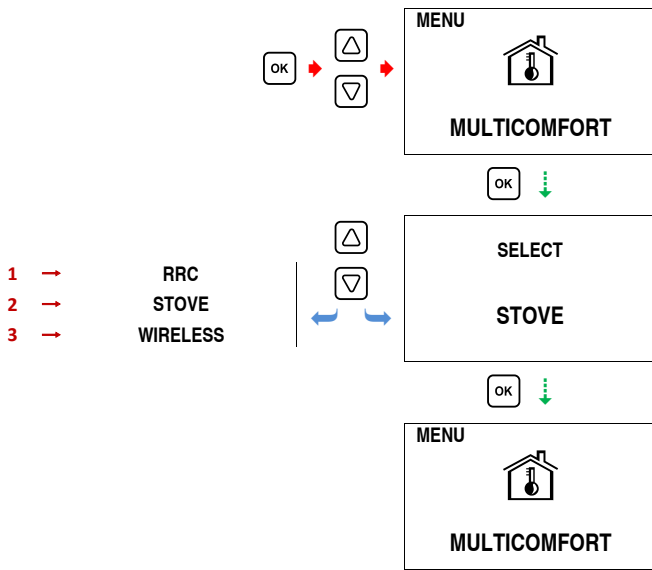
STOP - OFF

If the STOP function is set to OFF, the appliance will not start the shut down phase.

16 MULTICOMFORT

MULTICOMFORT allows the user to select from which probe the room temperature will be detected.

- 1 The room temperature is detected by the remote control unit.
- 2 The room temperature is detected by the appliance.



The remote control unit automatically goes back to the initial display at the end of this operation.

! If the MULTICOMFORT function is set on the remote control unit and for some reason there is no communication between the remote control unit and the appliance, after approximately 4 minutes the reference probe will automatically change to become the one installed on the appliance. Remember that if the appliance status is OK (power 1) as a result of the room temperature reading by the remote control unit, it may not be OK according to the temperature reading from the actual appliance which will consequently go to the power level set by the user.

17 ENERGY SAVING

The ENERGY SAVING function allows the appliance to start-up and shut down automatically on the basis of the room temperature detected by the remote control unit or by the appliance.

! If the EXTERNAL THERMOSTAT STOP function is enabled, it is not possible to activate the ENERGY SAVING mode and vice-versa.

! If the ENERGY SAVING mode is set, CHRONO mode manages the appliance start-up and shut-down within the programmed time bands, while operation, start-up and shut-down according to the temperature are managed by the ENERGY SAVING mode.

The work principle is as follows:

- when the temperature reaches the temperature which was set by the user (refer to the section "CHANGE ROOM TEMPERATURE"), the product automatically goes to power 1
- if operating at power 1 the room temperature continues to rise until it reaches the value set on the STOP function (for example +2°C / +4°F in relation to the programmed temperature) the product shuts down and goes into stand-by
- when the room temperature detected by the remote control unit or by the appliance falls to the temperature set by the user on the START function (for example -3°C / -6°F in relation to the programmed temperature), the appliance begins a new start-up phase and goes back to the power setting which was previously set by the user.

To use the appliance in ENERGY SAVING mode correctly, as regards the rooms to be heated and their thermal dispersion, it is recommended that you set the temperature thresholds and START/STOP values such as to avoid the appliance switching on and off continuously.

Where the time period between the appliance switch-off and switch-on procedures is less than 90 minutes, set the appliance to the minimum instead, turning off ENERGY SAVING (set ENERGY STOP to OFF).

ENERGY STOP

This defines the variance in relation to the room temperature to activate shut down.

If the STOP function is OFF, upon reaching the set room temperature, the appliance will operate in the traditional way modulating power 1 without shutting down.

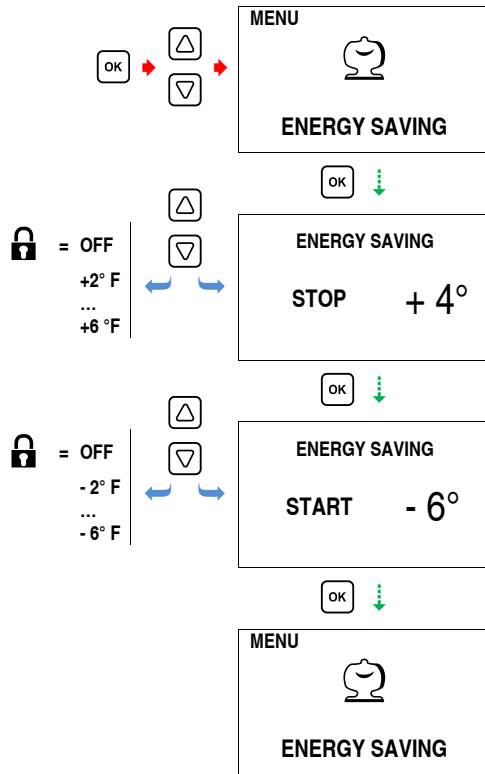
i Value to be set between +1 and +3°C (+2 / +6 °F).

ENERGY START

This defines the variance in relation to the room temperature to activate re-ignition.

If the START function is OFF, the appliance will not initiate the start-up phase after automatic shut down and will remain off.

i Value to be set between -1 and -3°C (-2 / -6 °F).



Message "ENERGY OK"

This indicates that the set temperature has been reached as set in the STOP function, the appliance begins the shut down phase and goes into stand-by.

Message "E"

This indicates that the ENERGY SAVING function is active.

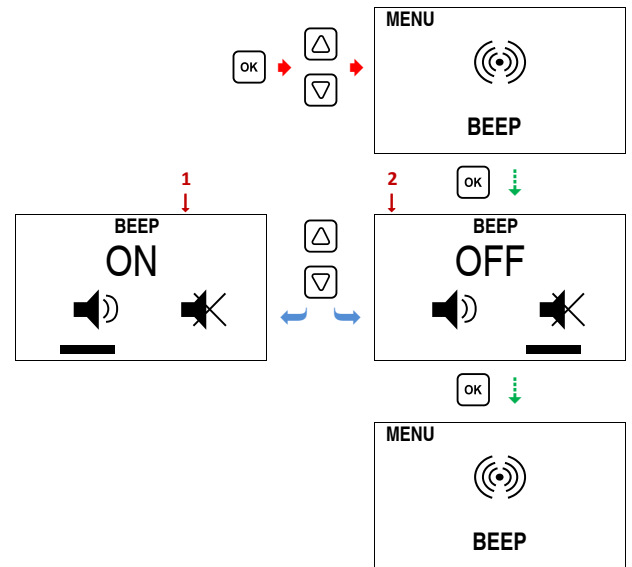
i If the appliance is turned off manually, the programming has no effect and the appliance will not turn on again automatically.
 ■ In this case if the product is to be restarted, this must be done manually.

18 ENABLE ACOUSTIC SIGNAL (BEEP)

The BEEP function lets you manage the operation of the acoustic signal emitted by the device to signal messages-warnings.

- 1 The acoustic signal is enabled
- 2 The acoustic signal is disabled

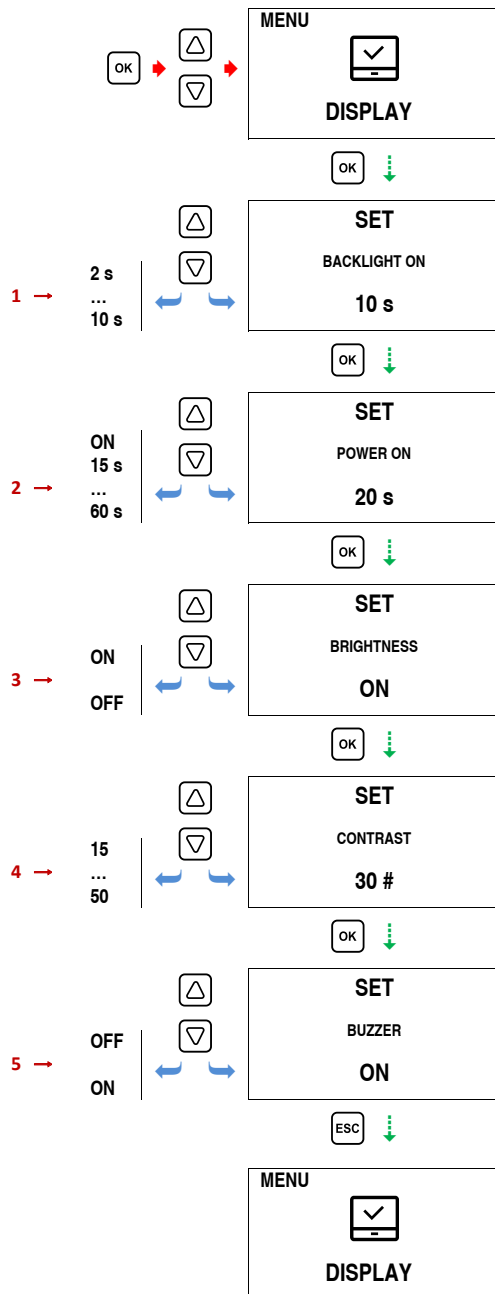
i Even if the beep is set to OFF, it will still be active should a safety warning activate.
 ■ Refer to the section "DISPLAY" to manage the sound heard when the remote control keys are pressed.



19 DISPLAY

The DISPLAY function lets you set the following parameters relating to the operation of the display:

- 1 Duration of back-lighting
- 2 Length of time on with display at rest (ON=always on)
- 3 Activation or deactivation of brightness
- 4 Contrast
- 5 Activation (ON) or deactivation (OFF) of sound when remote control buttons are pressed



20 INSTALLER

Within the INSTALLER function, only the parameters indicated below can be changed freely. The other parameters can only be used by a T.A.C. (authorized technical assistance centre) and require an access code. Depending on the appliance, some parameters may not be visible.

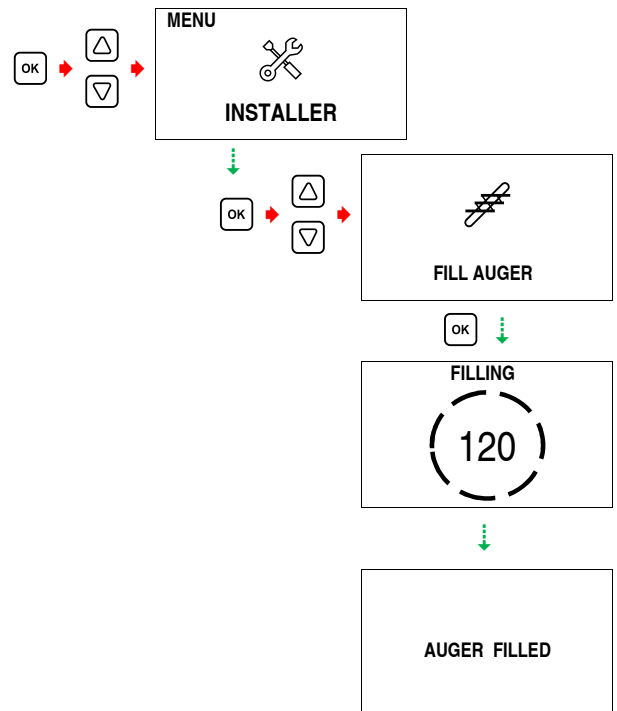
20.1 FILL AUGER

The FILL AUGER function allows the auger to be refilled with pellets and discharge the pellets into the grate so as to facilitate appliance start-up.

! When first used and whenever the hopper has been completely emptied of pellets, before pressing the appliance's start-up button, the "LOADING AUGER" function must be carried out to fill the loading system with pellets.

To carry out the FILL AUGER function:

- press **OK** to go into the MENU
- with **▲** and **▼** scroll through the menu until you reach the message INSTALLER
- confirm with **OK**
- with **▲** and **▼** scroll through the menu until you reach the message FILL AUGER
- confirm with **OK**
- wait as long as is necessary for the operation to be completed. You can interrupt the operation by pressing OK.



There will then be the request to empty the pellets from the grate. Refer to the section "MESSAGE EMPTY GRATE". Only then will it be possible to start-up the appliance.

Message "NOT ALLOWED"

Indicates that it is not possible to carry out the function.

! The FILL AUGER function is only possible when the appliance is in the OFF state and cold.

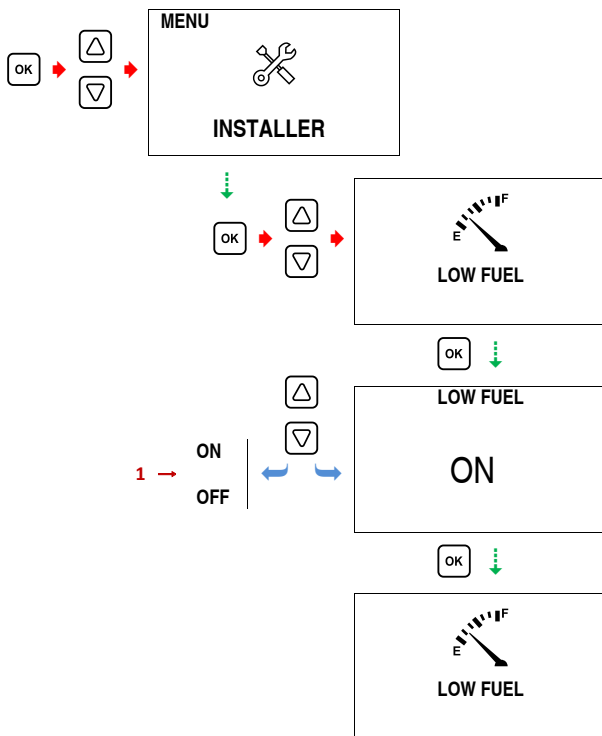
20.2 LOW FUEL

This indicates insufficient fuel in the tank. When the amount of fuel reaches the minimum level, the unit works at minimum power and the message "LOW FUEL" appears on the screen in addition to the time in minutes until they will be depleted replacing the usual display. An audible beep is also heard, 3 "beeps" sounding every 5 minutes. After a set time has passed, a "beep" lasting 3 seconds is heard, indicating that the appliance has turned itself off.

i When the appliance is off the message "EMPTY HOPPER" appears and future start-ups will be denied until the pellets are restored.

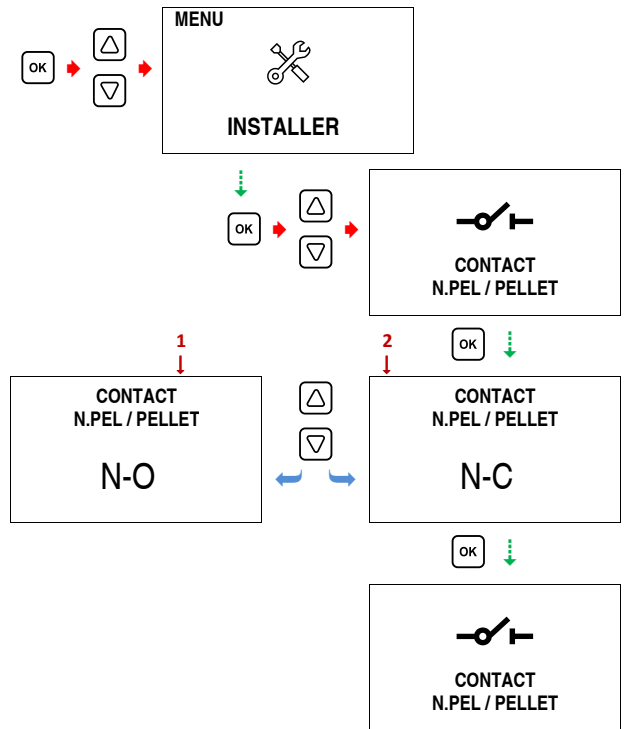
i This function is only present on some appliances.

1 Activating (ON) or deactivating (OFF) the function



i Please refer to the manual for indications regarding the electrical connection "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "ELECTRICAL CONNECTIONS".

- The external contact can be normally open or normally closed in type: choose the correct setting from the menu.



- 1 Select if the appliance is connected to a contact that is normally open. When the contact is open, the appliance operates normally. When the contact closes the electrical circuit, the appliance launches the shutdown procedure.
- 2 Select if the appliance is connected to a contact that is normally closed. When the contact is closed, the appliance operates normally. When the contact opens the electrical circuit, the appliance launches the shutdown procedure.

20.3 N.PEL / PELLETT CONTACT

i This function is only present on some appliances.

The N.PEL / PELLETT connection is used to connect up an external safety device, that may be required by local law to stop the appliance from functioning in case of a fault.

20.4 OPERATION WITH AN EXTERNAL THERMOSTAT

The EXTERNAL THERMOSTAT function allows the user to adjust appliance operation via an external contact, such as an external room thermostat.

i Please refer to the manual for indications regarding the electrical connection "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "ELECTRICAL CONNECTIONS".

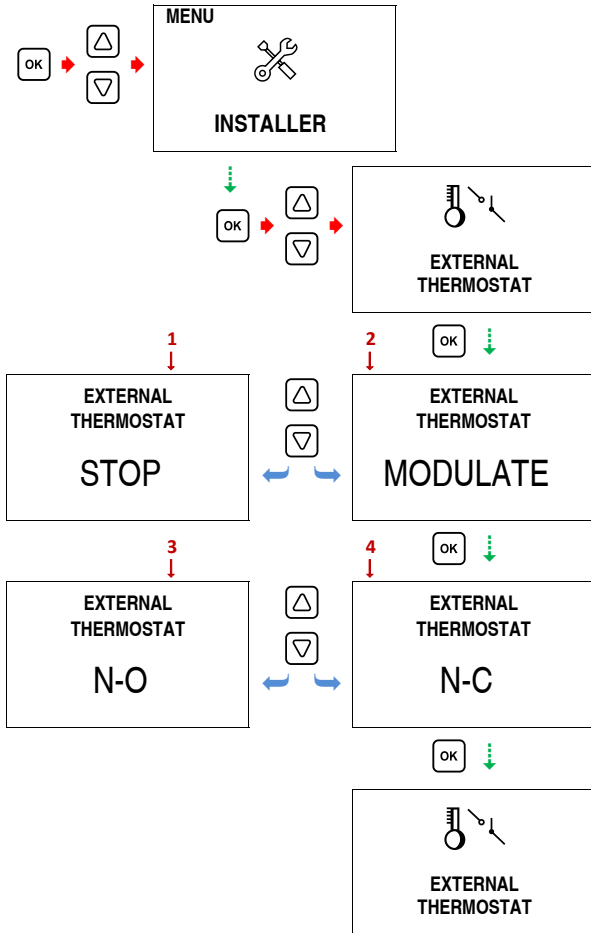
- The external contact can be normally open or normally closed in type: choose the correct setting from the menu.

! If the EXTERNAL THERMOSTAT STOP function is enabled, it is not possible to activate the ENERGY SAVING mode and vice-versa.

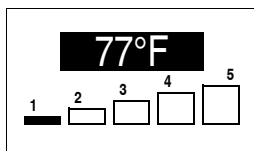
Operation of the external thermostat is conditioned by the set temperature of the appliance.

To enable the external thermostat:

- set the desired room temperature on the external thermostat
- set a maximum value of 30 °C (86 °F) on the stove.



- 1 When the temperature set on the thermostat is reached, the appliance power switches to the minimum.



- 2 When the temperature set is reached on the thermostat, the shut-down procedure begins and the appliance goes into stand-by. When the temperature falls below the value set on the thermostat, the appliance will start up again.

i The appliance will only re-start when the temperatures detected by the appliance allow safe operation.

- 3 Select if the appliance is connected to a contact that is normally open. When the contact is open, the appliance operates normally. When the contact closes the electrical circuit, the appliance goes into MODULATE or STOP mode.
- 4 Select if the appliance is connected to a contact that is normally closed. When the contact is closed, the appliance operates normally. When the contact opens the electrical circuit, the appliance goes into MODULATE or STOP mode.

Message "T"

Indicates that the EXTERNAL THERMOSTAT STOP function is active.

Message "EXT THERM OK"

This indicates that the set temperature has been reached as set in the STOP function, the appliance begins the shut down phase and goes into stand-by.

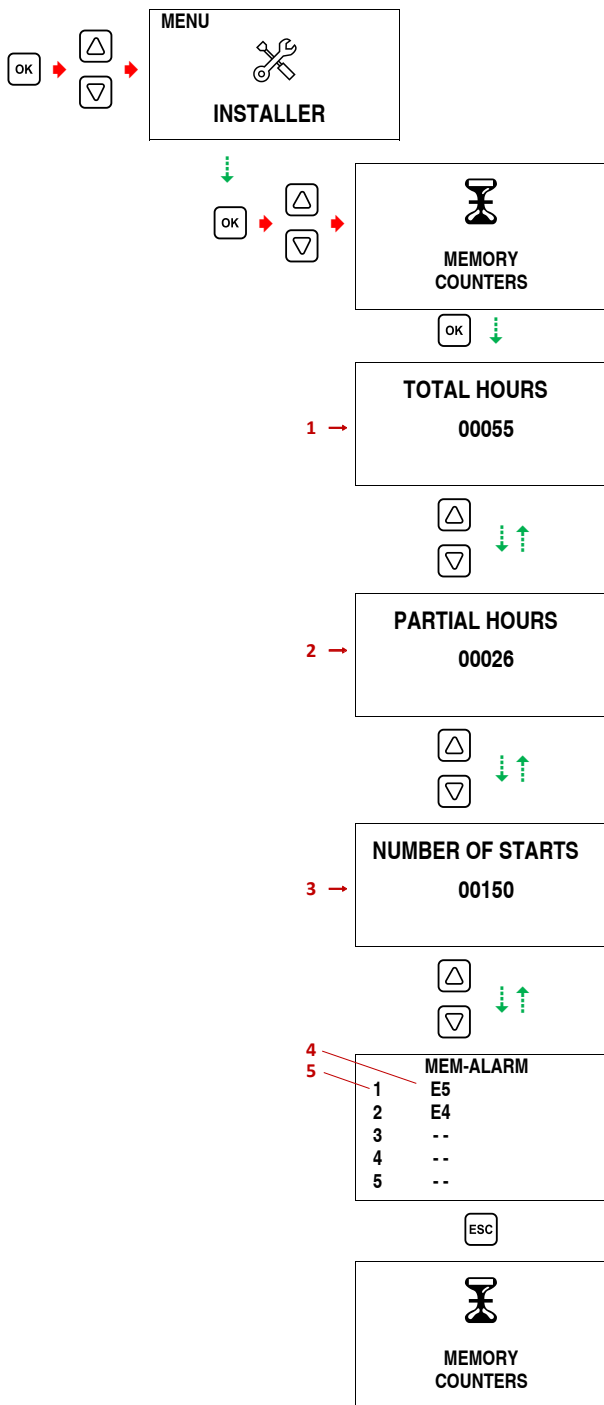
i If the appliance is turned off manually, the programming has no effect and the appliance will not turn on again automatically.

- In this case if the product is to be restarted, this must be done manually.

20.5 MEMORY COUNTERS

The MEMORY COUNTERS function displays information regarding:

- 1 total number of hours of the appliance
- 2 partial number of hours of the appliance: as of the last reset carried out by specialized personnel in the event of technical maintenance interventions. They cannot be reset by the user
- 3 number of start-ups
- 4 last 5 safety warnings
- 5 progressive number of the safety warning signal.

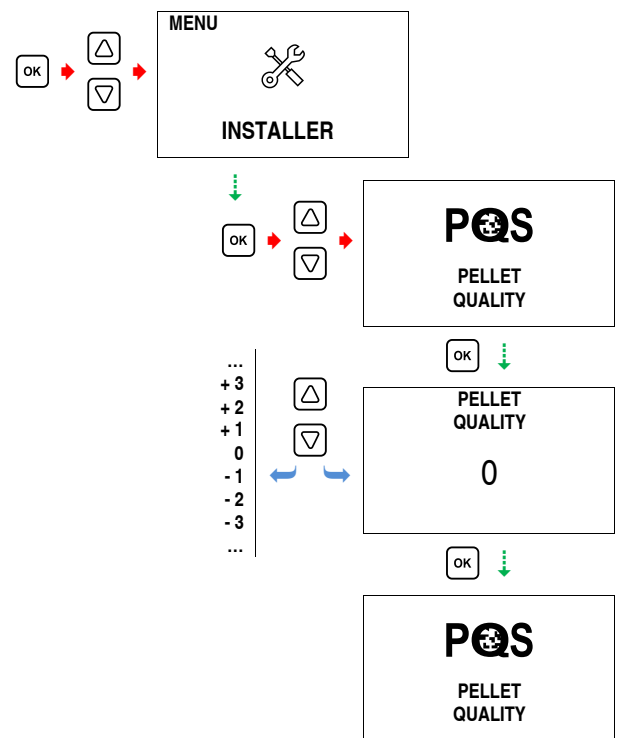


This function interacts, albeit to a limited extent, with the appliance parameters to adapt operation to the operating conditions.

It is recommended to:

- do not modify PELLET QUALITY and COMBUSTION QUALITY simultaneously
 - apply only one change at a time and check the effect on combustion
 - if necessary, wait until the next day before making further changes: it takes time to evaluate the changes in combustion
- For more major changes and to personalise the appliance operating settings, please contact the T.A.C. (Technical Assistance Centre).

Value	Conditions of use
0	Factory settings
> 0 (+)	Flame always low at maximum power, pellets longer than those used for the factory settings, hourly pellet consumption lower than stated
< 0 (-)	Excessive ash deposits in the grate, hourly pellet consumption higher than stated



20.6 PELLET QUALITY

i Refer to the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "PELLET SPECIFICATIONS".

Even high-quality pellets with the required characteristics may have a different weight-to-volume ratio than the one used for the factory settings and may affect pellet consumption.

i The values that can be set depend on the appliance.

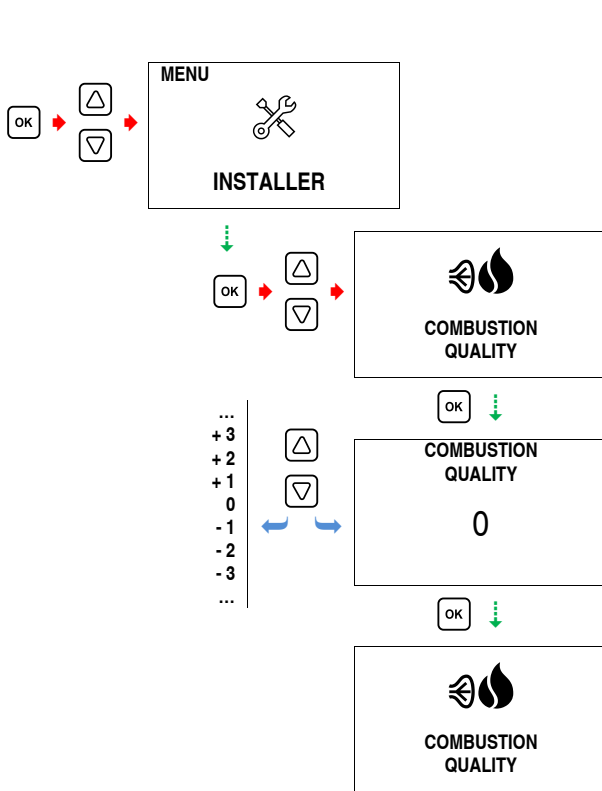
20.7 COMBUSTION QUALITY

In some types of installation, a different inflow of combustion air may be needed with respect to the factory settings. This function interacts, albeit to a limited extent, with the appliance parameters to adapt operation to the operating conditions.

It is recommended to:

- do not modify PELLET QUALITY and COMBUSTION QUALITY simultaneously
 - apply only one change at a time and check the effect on combustion
 - if necessary, wait until the next day before making further changes: it takes time to evaluate the changes in combustion
- For more major changes and to personalise the appliance operating settings, please contact the T.A.C. (Technical Assistance Centre).

Value	Conditions of use
0	Factory settings
> 0 (+)	Glass excessively dirty, excessive pellet deposits in the grate, long combustion air ducting, use of a coaxial flue pipe
< 0 (-)	Flame too low due to excessive draught



i The values that can be set depend on the appliance.

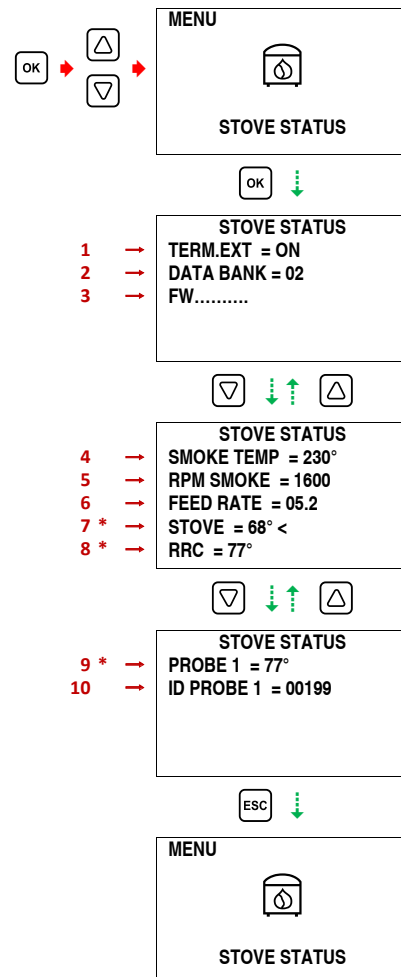
20.8 SETTINGS (TECH MENU)

The functions in the SETTINGS menu (TECH MENU) can only be used by the T.A.C. (authorised technical support centre) and require an access code.

21 STOVE STATUS

The STOVE STATUS function displays information (intended for specialist technicians) on:

- 1 external thermostat status ON/OFF
 - 2 data base installed
 - 3 firmware version installed
 - 4 temperature identified by the smoke probe
 - 5 smoke extractor fan rotation speed
 - 6 auger loading speed
 - 7 room temperature detected by the appliance sensor (*)
 - 8 room temperature detected by the remote control sensor (*)
 - 9 temperature detected by the wireless temperature sensor (where present) (*)
 - 10 wireless temperature sensor ID (where present)
- (*) The "<" symbol next to the temperature indicates which probe is set to MULTICOMFORT.



22 MESSAGES - SAFETY WARNINGS - ANOMALIES

22.1 MESSAGES

i Below is a description of the warnings which may be displayed while the appliance is in operation and the interventions, if any, which should be carried out.

- Some of the warnings listed may not be relevant to your product.

Message "CLEANING GRATE"

Activation times vary depending on the appliance operation. This operation is necessary in order to eliminate ash deposits or incrustations which do not allow the correct operation of the appliance and must be removed.

This indicates that automatic cleaning of the grate is active.

i No other intervention by the user is necessary.

Message "EMPTY GRATE"

TO RESET EMPTY GRATE
AND PRESS OK

This indicates that the user needs to clean the grate. It appears if for example the appliance has shut down, through the user's choice or due to a power failure during the start-up phase.

! Do not empty the grate inside the hopper as it may still contain unburnt pellets.

- Check that the grate is positioned correctly in its seat and pushed towards the start-up hole.

! If the grate is not emptied of uncombusted pellets, the next time the appliance is started up, a significant amount of uncombusted gas/smoke can form inside the firebox which will compromise safety if there is no flame present.

- A significant amount of unburned gas/smoke inside the firebox can cause the flame to ignite suddenly and in some cases, can cause the glass to explode.
- For appliances which are powered electrically, do not disconnect the power supply if unburned smoke/gas forms inside the firebox.

i When the smoke extractor fan shuts down:

- wait and make sure that the combustion of the pellets in the grate is complete and that the smoke extractor fan is off
- open the door, access the grate and remove any unburnt pellets
- replace the grate in its seat and close the door.

Via the menu, the user has to confirm that the operation has been carried out.

TO RESET EMPTY GRATE
AND PRESS OK

OK ↓

OFF

i If the message "EMPTY HOPPER" appears when the ON/OFF button is pressed, it is possible to continue with the command but only after the pellets in the hopper have been restored. Refer to "EMPTY HOPPER".

i If any problems arise during this phase regarding operation or remote control reception thus making it impossible to send commands to the appliance, turn the appliance off by pressing and holding the ON/OFF key on the control panel on the appliance for 15 seconds (until the led lights stop flashing). The appliance shuts off.


Message "LOW FUEL"

i Refer to the section "LOW FUEL".

i The pellet tank needs to be refilled.

Message "EMPTY HOPPER"

This indicates an insufficient quantity of pellets in the hopper.


 The pellet tank needs to be refilled. *FURTHER COMMANDS OR START-UPS WILL BE DENIED IF THE QUANTITY OF PELLETS IN THE HOPPER IS NOT RESTORED.*

Message "SERVICE TIME"

This indicates that the time has come for scheduled maintenance of the appliance.

When appliance operation has reached 2000 hours the message "SERVICE TIME" will appear on the screen when the appliance is switched off.

Maintenance interventions by a technical assistance centre must be carried out regarding cleaning and careful maintenance so as to ensure continued safe and reliable appliance operation.

 The appliance may be used but an intervention from the T.A.C. (authorized technical assistance centre) is required.

Message "DEVICE NOT FOUND"

Indicates no communication with device.

Check that the appliance is connected to the supply and that there is no interference with other appliances, and try to approach the appliance.

Message "EXT THERM OK"

 Refer to the section "*OPERATION WITH AN EXTERNAL THERMOSTAT*".

Message "T"

 Refer to the section "*OPERATION WITH AN EXTERNAL THERMOSTAT*".

Message "ENERGY OK"

 Refer to the section "*ENERGY SAVING*".

Message "E"

 Refer to the section "*ENERGY SAVING*".

Message "WAIT FOR OFF"

 Refer to the section "*RESTARTING DURING THE SHUT DOWN PHASE*".

Message "RESTART POWER FAILURE"

 Refer to the section "*OTHER ANOMALIES - POWER SUPPLY FAILURE*".

Message "NOT ALLOWED"


 Refer to the section "*FILL AUGER*".


Message "S"

 Refer to the section "*SIMPLIFIED REMOTE CONTROL OPERATION*".

22.2 SAFETY WARNINGS

Below are the warnings which appear together with the acoustic signals which may be activated in the case of malfunctions.

-  All work is to be carried out when the fire is out, the appliance has cooled down completely and with the power cable of the product itself and/or any other accessories disconnected.
- Unauthorized tampering of the appliance and / or the use of non-original parts, inefficient or failure to carry out maintenance, use and installation which does not respect the indications provided by regulations and the manufacturer, aside from creating a hazardous situation for the operator's safety, will void the warranty and release the manufacturer from any liability.
 - In the above cases, the intervention of a T.A.C. (authorized technical assistance centre) is not to be considered covered by guarantee as it is not due to product defect.

-  Some of the interventions described may be carried out by the user while for others, it is necessary to contact the T.A.C. (authorized technical assistance centre).
- As pursuant to law, qualified personnel must resolve anomalies or make repairs that require work to be performed on the components inside the covering or combustion chamber. It is therefore recommended that only T.A.C. (authorized technical assistance centre) are used
 - Only contact the T.A.C. (authorized technical assistance centre) after having consulted the instructions supplied together with the appliance and any accessories.

-  Refer to the section "**SAFETY WARNINGS: HOW TO ACT**".

Warning "E1"

One of the following devices has been triggered: pressure switch, door open sensor (if present), hopper cover open sensor (if present). Electrical power to the auger is interrupted, thus stopping pellet feed to the grate, followed by the appliance shut down phase beginning.

POSSIBLE CAUSES	ACTION
Interventions which may be carried out by the user	
No cleaning grate	Make sure that the grate is not obstructed with pellets of combustion residuals. Refer to the manual " <i>PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE</i> " in the section " <i>CLEANING THE GRATE AND GRATE SUPPORT</i> "
Air entering the firebox	Check that the firebox door and the external ash drawer (if present) are closed
Pellet hopper cover open (beyond maximum pre-set time)	Check the pellet load in the hopper, fill it if necessary and then close the cover
Operations which require the intervention of the T.A.C.	
Smoke evacuation system obstructed - no draught	Check and clean the smoke evacuation system
Smoke flue too long	Check that the appliance and system have been installed correctly
Door and smoke flue sealing gaskets are deteriorated	Check and replace if necessary with an original spare part
Hose connection of the depressiometer is clogged	Disconnect and clean the hose connection of the depressiometer.
Silicone pipe for the depressiometer clogged or broken	Disconnect and clean the silicone pipe and replace if necessary with an original spare part
Smoke aspirator is faulty	Check and replace if necessary with an original spare part
Faulty electronic board	Check and replace if necessary with an original spare part
Auger motor faulty	Check and replace if necessary with an original spare part
The hopper sensor is faulty or has been incorrectly connected (if present)	Check and inspect that connections are in accordance with the wiring diagram and replace if necessary with original spare parts

Warning "E2"

On appliance start-up, a malfunction in the pressure switch has been detected. The shut down phase begins.

POSSIBLE CAUSES

ACTION

Operations which require the intervention of the T.A.C.

Pressure switch faulty	Check and replace if necessary with an original spare part
Excessive draught of the flue or adverse weather conditions	Check and inspect the flue
Auger motor faulty	Check and inspect that connections are in accordance with the wiring diagram and replace if necessary with original spare parts

Warning "E3"

The temperature in the pellet hopper has exceeded the limit set and the thermostat triggers in order to prevent an excessive difference in the temperature. Electrical power to the auger is interrupted, thus stopping pellet feed to the grate, followed by the appliance shut down phase beginning.

POSSIBLE CAUSES

ACTION

Interventions which may be carried out by the user

The use of non compliant pellets (type, composition, size etc.)	Refer to the section "FUEL"
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Operations which require the intervention of the T.A.C.

Smoke evacuation system obstructed - no draught	Check and clean the smoke evacuation system
Problems with ventilation or heat dispersion	Check that the appliance has been installed correctly (safety distances, aeration, parameters, smoke evacuation duct too long)
Faulty thermostat or incorrect connection	Check and inspect that connections are in accordance with the wiring diagram and replace if necessary with original spare parts
Faulty electronic board	Check and replace if necessary with an original spare part

i If the appliance is equipped with a manually rearmed thermostat, this thermostat must be rearmed manually. Refer to the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "SAFETY DEVICES" and "CLEANING AND MAINTENANCE".

Warning "E4"

The temperature detected by the smoke probe has exceeded the set safety limit. Electrical power to the auger is interrupted, thus stopping pellet feed to the grate, followed by the appliance shut down phase beginning.

POSSIBLE CAUSES

ACTION

Interventions which may be carried out by the user

Non compliant pellets are being used (type, composition, size etc.)	Refer to the section "FUEL"
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Operations which require the intervention of the T.A.C.

Smoke evacuation system obstructed - no draught	Check and clean the smoke evacuation system
Problems with ventilation or heat dispersion	Check that the appliance has been installed correctly (safety distances, aeration, parameters, smoke evacuation duct too long)
Faulty electronic board	Check and replace if necessary with an original spare part
Smoke temperature control probe is faulty or connected incorrectly	Check and inspect that connections are in accordance with the wiring diagram and replace if necessary with original spare parts
Incorrect parameter settings	Check that the parameters have been calibrated correctly

Warning "E6"

During operation an anomaly has been detected on the auger with continuous pellet feed. The shut down phase begins.

POSSIBLE CAUSES

ACTION

Operations which require the intervention of the T.A.C.

Auger fault	Check and replace if necessary with an original spare part
Faulty electronic board	Check and replace if necessary with an original spare part
Incorrect parameter settings	Check that the parameters have been calibrated correctly

Warning "E7"

The temperature detected by the smoke probe is below the minimum operating temperature. The appliance shut down phase begins.

POSSIBLE CAUSES	ACTION
Interventions which may be carried out by the user	
Tank empty or irregular evacuation	Check the pellet load in the hopper and fill it if necessary. Refer to the section "FUEL"
Non compliant pellets are being used (type, composition, size etc.)	Refer to the section "FUEL"
No cleaning grate	Make sure that the grate is not obstructed with pellets of combustion residuals. Refer to the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "CLEANING THE GRATE AND GRATE SUPPORT"

Operations which require the intervention of the T.A.C.

Faulty electronic board	Check and replace if necessary with an original spare part
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Warning "E8"

A malfunction has been detected in the smoke probe.

POSSIBLE CAUSES	ACTION
Operations which require the intervention of the T.A.C.	
Faulty electronic board	Check and replace if necessary with an original spare part
Smoke temperature control probe is faulty, has accidentally been disconnected or connected incorrectly	Check and inspect that connections are in accordance with the wiring diagram and replace if necessary with original spare parts

Warning "E9"

During start-up, the appliance does not reach the start-up temperature threshold within the set time.

POSSIBLE CAUSES	ACTION
Interventions which may be carried out by the user	
Tank empty or irregular evacuation	Check the pellet load in the hopper and fill it if necessary. Refer to the section "FUEL"
Non compliant pellets are being used (type, composition, size etc.)	Refer to the section "FUEL"
Auger has not fully loaded	Refer to the section "FILL AUGER"
No cleaning grate	Make sure that the grate is not obstructed with pellets of combustion residuals. Refer to the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "CLEANING THE GRATE AND GRATE SUPPORT"

Operations which require the intervention of the T.A.C.

Lighter faulty or disconnected	Check and replace if necessary with an original spare part
Faulty electronic board	Check and replace if necessary with an original spare part

Warning "E10"

A malfunction has been detected when reading the room temperature. No acoustic signal is emitted. The setback does not shut down the stove that continues to function normally according to power level set. However, the room temperature set by the user is not taken into account.

POSSIBLE CAUSES	ACTION
Interventions which may be carried out by the user	
Room temperature probe disconnected	Check whether the room probe is connected and re-insert it if necessary. Refer to the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "ELECTRICAL CONNECTIONS"
Operations which require the intervention of the T.A.C.	
Room temperature probe faulty	Check and replace if necessary with an original spare part
Faulty electronic board	Check and replace if necessary with an original spare part

Warning "E12"

A malfunction has been detected in the smoke extractor fan. The appliance shut down phase begins.

POSSIBLE CAUSES	ACTION
Operations which require the intervention of the T.A.C.	
Encoder faulty or disconnected	Check and inspect that connections are in accordance with the wiring diagram and replace if necessary with original spare parts
Faulty electronic board	Check and replace if necessary with an original spare part
Protection fuses	Check and replace if necessary with an original spare part

Warning "E14"


The appliance has not reached the start-up temperature threshold within the set time.

POSSIBLE CAUSES	ACTION
Interventions which may be carried out by the user	
Tank empty or irregular evacuation	Check the pellet load in the hopper and fill it if necessary. Refer to the section "FUEL"
Non compliant pellets are being used (type, composition, size etc.)	Refer to the section "FUEL"
No cleaning grate	Make sure that the grate is not obstructed with pellets of combustion residuals. Refer to the manual "PRODUCT INFORMATION, INSTALLATION AND MAINTENANCE" in the section "CLEANING THE GRATE AND GRATE SUPPORT"
Operations which require the intervention of the T.A.C.	
Faulty electronic board	Check and replace if necessary with an original spare part

Warning "E19"

An external safety device connected to the N.PEL / PELLET contact has been tripped. The appliance launches the shutdown procedure. Please seek assistance from the T.A.C. (authorized technical assistance centre).

22.3 OTHER ANOMALIES




If any part of the appliance or the connecting flue pipe leaks smoke while the appliance is in use, shut down the appliance immediately and air the room(s). Once cooled try to look for the cause of the leak and contact the T.A.C. (authorized technical assistance centre).

Occasional failure to start-up

Any occasional start-up failure of the appliance may be caused by:

- pellet composition or size which does not correspond to the specifications given in this manual (refer to the section "FUEL")
- insufficient electrical power.



In the above cases, the intervention of a T.A.C. (authorized technical assistance centre) is not to be considered covered by guarantee as it is not due to product defect.

The control panel does not switch on

POSSIBLE CAUSES	ACTION
Interventions which may be carried out by the user	
Power supply failure from the building	Check the electrical system of the building
The appliance is not powered	Check that the plugs are connected to the network and the appliance and that any system switches are active
Blown fuse in the power supply plug (if located on the outside of the product without needing to remove parts of the cladding)	Check and replace if necessary with an original spare part. Refer to the manual "INFORMATION ON THE APPLIANCE, INSTALLATION AND MAINTENANCE" in the section "REPLACING THE FUSES"
Operations which require the intervention of the T.A.C.	
Protection fuses	Check and replace if necessary with an original spare part
Faulty power cable	Check and replace if necessary with an original spare part
Faulty control panel	Check and replace if necessary with an original spare part
Faulty connection cable to control panel	Check and replace if necessary with an original spare part
Faulty electronic board	Check and replace if necessary with an original spare part

The stove runs for 10 minutes then shuts down

This situation is also signalled by a safety warning, therefore please refer to the relevant explanation of the warnings which appear.

The appliance does not immediately start the shut-down phase

The appliance may not immediately start the shut-down phase as requested for some functions (e.g. EXTERNAL THERMOSTAT, ENERGY SAVING mode etc.).

This may be caused by an overlap with other functions or for safety reasons.

As compatible with the functions set, the appliance will start up the requested procedure as soon as the operating conditions allow it to do so.

Power supply failure (power failure)

During operation, it is possible that there may be a power supply failure (power failure). This is what can be expected depending on the situation:

During start-up

- when power is restored, the appliance is reactivated and the shut down procedure begins.

During operation:**for less than 30 seconds**

- the appliance continues to function as normal when power is restored.

for more than 30 seconds

- when power is restored, the appliance switches off and when the conditions permit, it starts-up again.

With CHRONO settings:**power failure around the start time**

- command non executed
- the appliance does not re-start when power is restored.

power failure around the stop time

- command non executed
- the appliance performs as described for normal operation.

power failure during the programmed operation time slot

- the appliance performs as described for normal operation.

A menu on the remote control unit is not visible

POSSIBLE CAUSES	ACTION
The remote control unit is not receiving a signal	Check and replace if necessary with an original spare part
The function requires an access code	The function is only for a technical assistance centre with an access key
The function cannot be accessed since it is incompatible with other settings	Refer to the instructions in the section corresponding to the function

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