

INSTRUCTION MANUAL

PELLET STOVES

PELLET STOVE

EV 14 - EV 20 - EV 24 - EV 34



IMPORTANT: ESSENTIAL TO READ



1. The warranty is valid if INITIAL IGNITION is performed by an AUTHORISED TECHNICIAN.
2. Do not turn the product UPSIDE DOWN or LAY IT IN A HORIZONTAL POSITION DURING TRANSPORTATION AND INSTALLATION.
3. Stove installation must be carried out by qualified staff and pursuant to the regulations in force in the relevant country.
4. Empty the burn pot before trying to switch the stove back on IN CASE OF IGNITION FAILURE OR POWER OUTAGE. Failure to do so may also result in the breaking of the door glass.
5. DO NOT POUR PELLETS BY HAND in the burn pot to facilitate stove's ignition.
6. In case of any anomaly concerning the flame or 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.
7. 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.
8. It is highly important to use GOOD QUALITY CERTIFIED PELLETS. The manufacturer declines any liability for any malfunctioning or damage to mechanical parts due to the use of poor quality pellets.
9. 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.

Eva Stampaggi S.r.l. declines any liability for any damage to persons or property arising from the failure to comply with the points mentioned above and from non-compliant product installation.

TABLE OF CONTENTS

01. PRODUCT SAFETY	3
01.1 SAFETY WARNINGS	3
01.2 GENERAL SAFETY REGULATIONS	4
02. PRODUCT DESCRIPTION	6
02.1 DESCRIPTION OF COMPONENTS	9
03. PRODUCT INSTALLATION	10
03.1 INTRODUCTION.....	10
03.2 VENT PIPE	10
03.3 CHIMNEY COWL	13
03.4 DRAUGHT	14
03.5 STOVE EFFICIENCY.....	15
03.6 INSTALLATION.....	16
04. PRODUCT USE	24
04.1 ELECTRONICS WITH 6-BUTTON LCD DISPLAY.....	24
05. CLEANING AND MAINTENANCE	31
05.1 INTRODUCTION.....	31
05.2 DAILY CLEANING	31
05.3 MANUFACTURER LIABILITY.....	31
06. TROUBLESHOOTING	32
07. CERTIFICATE OF INSTALLATION AND TESTING.....	34
08. YEARLY SCHEDULED MAINTENANCE	36
09. WARRANTY CERTIFICATE.....	37

01.1 SAFETY WARNINGS

The stoves were built in compliance according to standard EN13240 (wood stoves), EN 14785 (pellet stoves), EN 12815 (wood-burning cookers and stoves) and EN 303-5:2012 (solid fuel stoves) using high quality and non-polluting materials. To make better use of your stove it is advisable to follow the instructions in this manual.

Read this manual carefully before use or any maintenance operation.

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.

Each stove is subjected to internal testing before shipment and as such residues inside the appliance may be found.

RETAIN THIS MANUAL FOR FUTURE REFERENCE
FOR ANY REQUIREMENT OR CLARIFICATION PLEASE CONTACT
THE AUTHORISED RETAILER

- Installation and connection must be carried out by qualified staff in compliance with local regulations, national and European standards (UNI 10683) and with the annexed installation instructions. Furthermore, these operations must be performed by personnel who are authorised and professionally trained for the task in question.
- The combustion of waste, especially of plastic materials, damages the stove and the vent pipe. Moreover, it is prohibited by the law governing 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 manual.
- 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.

The pellets to be used are the following:

Pellet stoves operate exclusively with pellets made from various types of legislative-compliant wood

DIN plus 51731 or EN plus 14961-2 A1 or PEFC/04-31-0220 or ONORM M7135 or having the following characteristics:

Min calorific value 4.8 kWh/kg (4180 kcal/kg)

Density 630-700 kg/m³

Maximum humidity 10% of the weight

Diameter: 6 ±0.5 mm

Percentage ash: max 1% of the weight

Length: min 6 mm- max 30 mm

Composition: 100% untreated wood from the industry of wood or post-consumption without the addition of binders, bark-free and compliant with current regulations.

01.2 GENERAL SAFETY PRECAUTIONS

- Use the stove only as described in this manual. Any other use not recommended by the manufacturer may cause fires or accidents to people.
- Make sure that the electrical power available corresponds to the value indicated on the data plate (230V~/50Hz).
- 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. Pull the plug, not the cable.
- Never block the combustion air inlets and fume outlets.
- As the stove is fitted with electrical components, do not touch it with wet hands.
- **Do not use the appliance in case of damaged cables or plugs. The device is classified as type Y: power supply cable may only be replaced by a qualified technician. Should the power supply cable be damaged, it can be replaced only by the manufacturer or by its technical assistance service or by a similarly qualified person.**
- Do not place any object on the cable and do not bend it.
- Avoid using extension cables as their temperature may increase excessively posing fire hazards. Never use one single extension cable to power several appliances.
- **During normal functioning some parts of the stove may become extremely hot, such as the door, the glass or the handle. Be careful, especially with children. Do not touch any hot parts if not wearing adequate protective devices.**
- **ATTENTION! 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.
- The stove that is covered by or in direct contact with **flammable materials**, including curtains, drapery, blankets, etc., during normal operation may result in a fire hazard. **KEEP THE APPLIANCE AWAY FROM THE MATERIALS MENTIONED ABOVE.**
- 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 contains 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 the switch off and remove the mains plug before performing maintenance and operate only when the stove is cold.
- **WARNING: DISCONNECT THE STOVE FROM THE MAINS BEFORE PERFORMING MAINTENANCE OPERATIONS.**
- **ATTENTION! These stoves operate exclusively on pellets and possibly also pits if the stove has this option; DO NOT USE OTHER FUELS: any other material that may be burnt will result in failure and malfunction of the appliance.**
- **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 30 mm. Their maximum moisture content is equal to 8%. This stove was designed and calibrated to burn pellets made of various types of pressed 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.
- **Clean the burn pot on a regular basis upon every ignition or pellet refuelling.**
- Open the firebox only upon refuelling or removal of residues to prevent fumes from escaping.
- Do not turn the stove on and off intermittently ; it is equipped with electrical and electronic components that could become damaged.

01. PRODUCT SAFETY

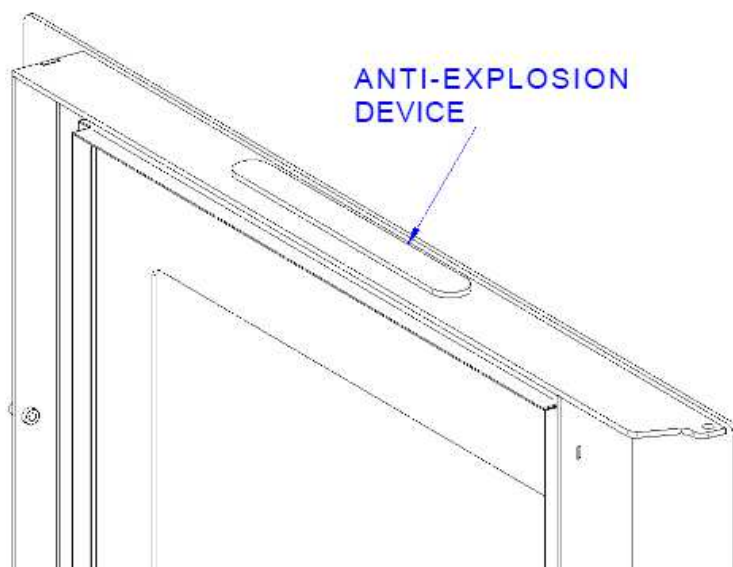
- Do not use the appliance as waste incinerator or for any other purpose other than the intended one.
- Do not use liquid fuels.
- Do not modify the appliance without prior authorisation.
- Use only original spare parts recommended by the manufacturer.
- Make sure that the stove is transported in compliance 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.
- The reload the hopper, simply open the access lid and pour in the pellets, also during normal operation, making sure that no pellets fall out of it. 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.
- **ATTENTION! If the stove is not properly installed, power outages may result in fume spillages. Under specific circumstances, an uninterrupted power supply unit must be installed.**
- **ATTENTION! Being a heating appliance, some parts of the stove can become extremely hot. We therefore recommend paying special attention during operation:**

WITH THE APPLIANCE SWITCHED ON:

- 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 fitted with a safety device to prevent explosion. 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.



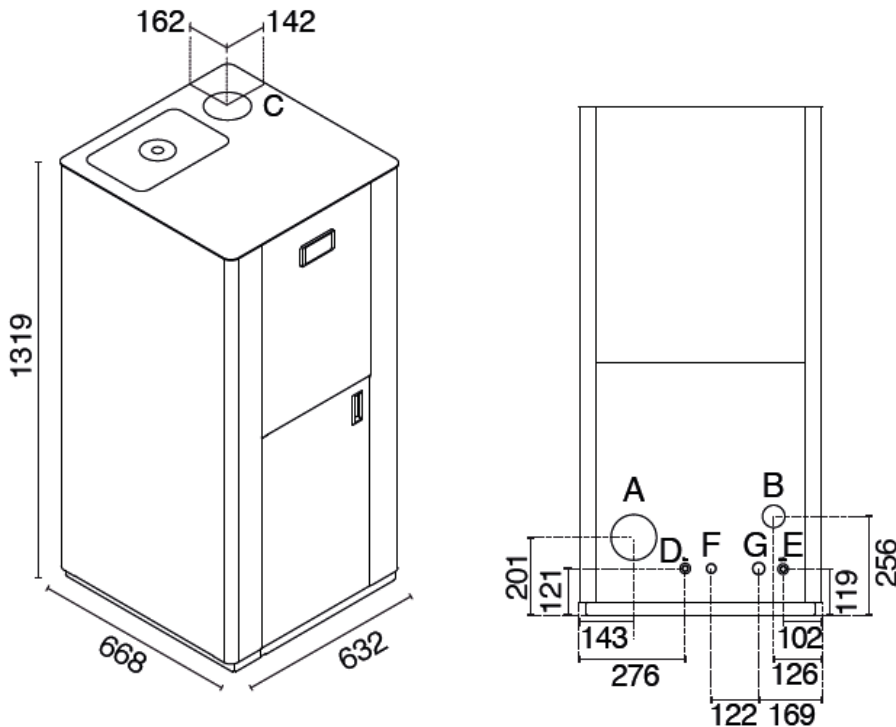
02. PRODUCT DESCRIPTION

Pellet Stoves EV 20 - EV 24

Available in the powers of 20 and 24 kW. They satisfy the most stringent demands of the energy-saving industry. They reach class 5 (EN 303-5:2012) and achieve the highest performance. The most evident characteristics include: very compact, rear or high fume exhaust, self-cleaning burn pot, convenient separate opening of the ash drawer at the bottom, unburned pellets conveyor system to optimise combustion and to reduce emissions, a recirculation pump, expansion vessel and safety valve. It was also designed to make extraordinary maintenance very easy.

TECHNICAL DRAWING

EV 20 - EV 24



- A = Ø 100 mm Scarico fumi / Flue / Cheminée / Rauchabzug / Evacuación de humos / Descarga de fumos
- B = Ø 50 mm Ingresso aria primaria / Primary air inlet / Entrée d'air primaire / Primärlufteinlass / Entrada
aire primario / Admissão de ar primário
- C = Ø 100 mm Scarico fumi superiore / Flue top / Haut de fumée / Top Abgasstutzen / Salida humos
superior / Descarga de fumos superior
- D = 3/4 Ritorno riscaldamento / Heating return / Retour chauffage / Heizungsrücklauf / Retorno
calentamiento / Retorno aquecimento
- E = 3/4 Andata riscaldamento / Heating flow / Départ chauffag / Heizungsanlauf / Ida calentamiento /
Partida do aquecimento
- F = 1/2 Entrata acqua fredda sanitaria / Incoming cold water / Entrant eau froide / Einströmende kalte
Wasser / Entrada agua fría sanitaria / Entrada de água fria sanitária
- G = 1/2 Prelievo acqua calda sanitaria / Sampling hot water / Échantillonnage de l'eau chaude / Sampling
heißem Wasser / Retirada agua caliente sanitaria / Recolha de água quente sanitária

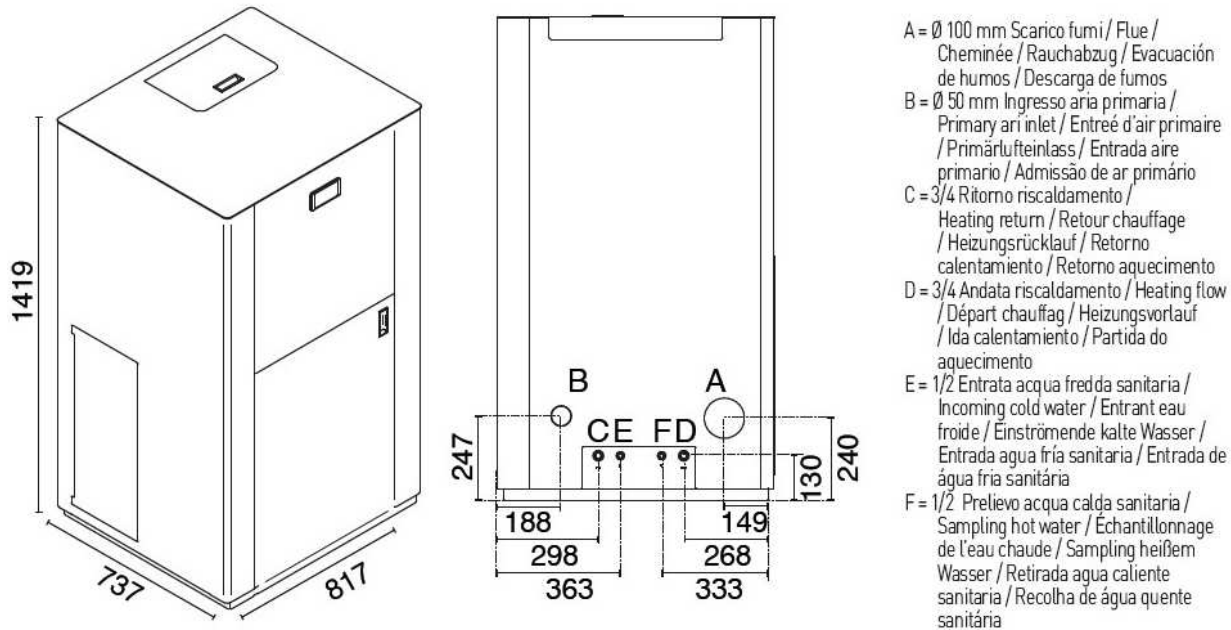
02. PRODUCT DESCRIPTION

Pellet Stoves EV 34

It reaches class 5 (EN 303-5: 2012) and achieves the highest performance. The most evident characteristics include: very compact, rear or high fume exhaust, self-cleaning burn pot, convenient separate opening of the ash drawer at the bottom, unburned pellets conveyor system to optimise combustion and to reduce emissions, a recirculation pump, expansion vessel and safety valve. It was also designed to make extraordinary maintenance very easy.

TECHNICAL DRAWING

EV 34

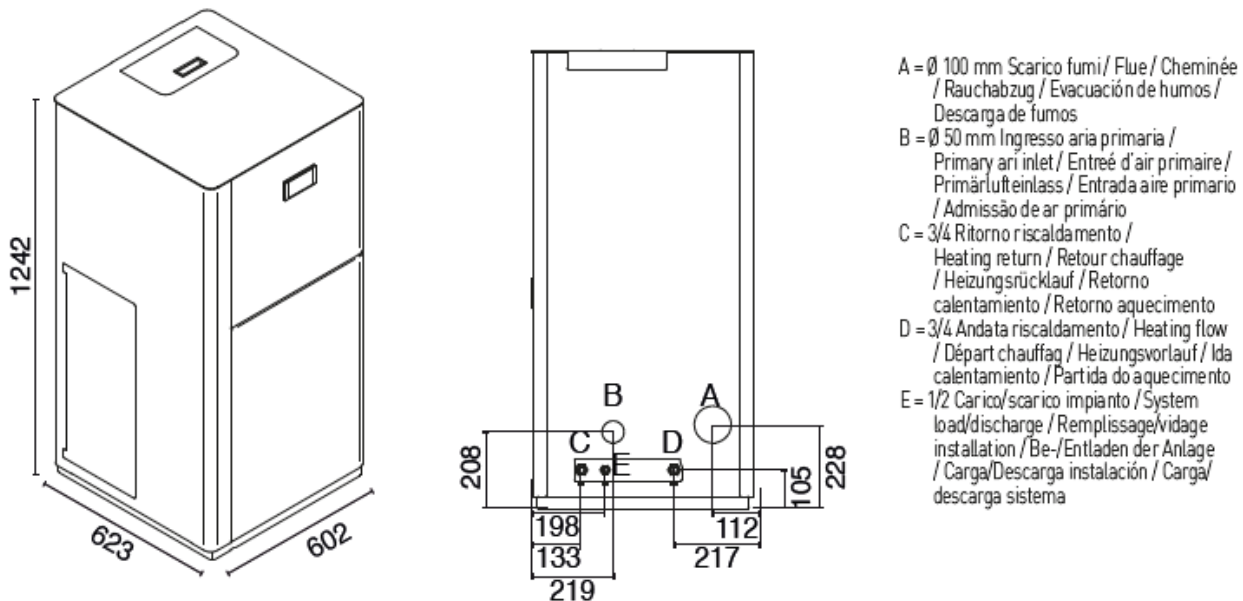


Pellet Stoves EV 14

It reaches class 5 (EN 303-5: 2012) and achieves the highest performance. The most evident characteristics include: very compact, rear or high fume exhaust, self-cleaning burn pot, convenient separate opening of the ash drawer at the bottom, unburned pellets conveyor system to optimise combustion and to reduce emissions, a recirculation pump, expansion vessel and safety valve. It was also designed to make extraordinary maintenance very easy.

TECHNICAL DRAWING

EV 14

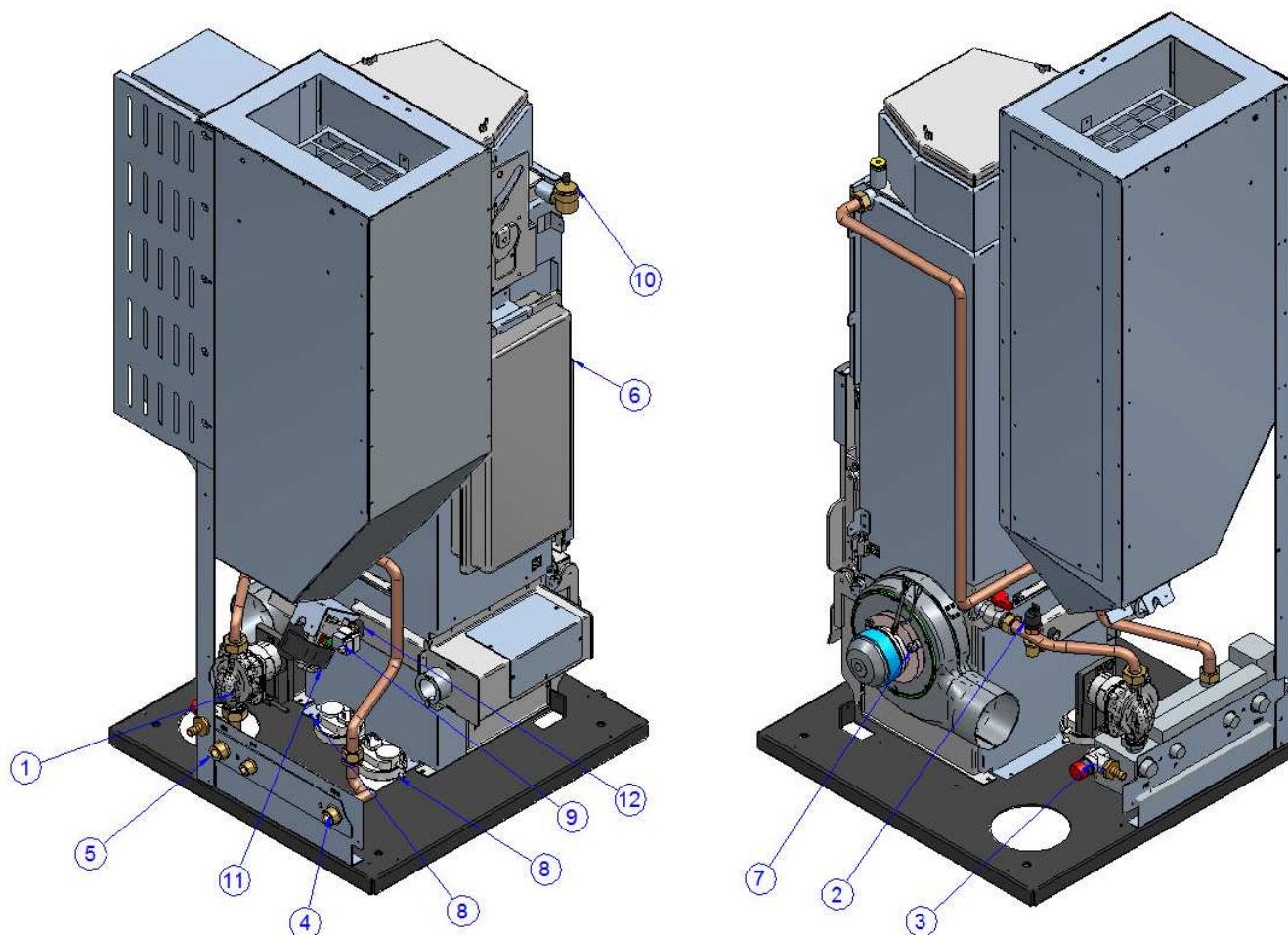


02. PRODUCT DESCRIPTION

TECHNICAL DATA

Technical data of the appliance: <i>Dati tecnici dell'apparecchio:</i>		EV 20		EV 24		EV 14		EV 34	
Designation: <i>Designazione:</i>		Nominal heat output <i>Potenza termica nominale</i>	Reduced heat output <i>Potenza termica ridotta</i>	Nominal heat output <i>Potenza termica nominale</i>	Nominal heat output <i>Potenza termica nominale</i>	Reduced heat output <i>Potenza termica ridotta</i>	Reduced heat output <i>Potenza termica ridotta</i>	Nominal heat output <i>Potenza termica nominale</i>	Reduced heat output <i>Potenza termica ridotta</i>
Fuel throughput <i>Consumo orario</i>	Kg/h	4:18	05:07	05:07	01:18	2.95	0.9	07:14	1.97
Necessary flue draught <i>Requisiti minimi del tiraggio del camino</i>	Pa	11	11	11	11	10	10	12	13
Flue gas temperature <i>Temperatura fumi</i>	°C	94.0	102	102	65	75	55	95	51
Flue gas mass flow <i>Flusso massico dei fumi</i>	g/s	11.5	14.0	14.0	4.5	9.4	3.4	19.0	7.3
Nominal heat output <i>Potenza termica nominale</i>	kW	18:50	22.3	22.3	05:40	12.7	3.8	31.8	8.5
Efficiency <i>Rendimento</i>	%	92.0	91.0	91.0	94.5	91.3	87.9	94.5	91.5
CO emission at 10% of O ₂ <i>Emissioni di CO al 10% di O₂</i>	mg/Nm ³	115	130	130	105	88	180	66	45
CO emission at 10% of O ₂ <i>Emissioni di OGC al 10% di O₂</i>	mg/Nm ³	2.0	2.0	2.0	2.0	1.5	4.0	0.5	3.0
NO _x emission at 10% of O ₂ <i>Emissioni di NO_x al 10% di O₂</i>	mg/Nm ³	240	250	250	200	116	95	169	130
CO emission at 10% of O ₂ <i>Emissioni di Particolato al 10% di O₂</i>	mg/Nm ³	19.0	20.0	20.0	24.0	13.0	16.3	11.4	7.2
Maximum water operating pressure <i>Massima pressione di esercizio dell'acqua</i>	Bar	3	3	3	3	3	3	3	3
Boiler Class <i>Classe della caldaia</i>		5	5	5	5	5	5	5	5
Accumulator storage <i>Serbatoio d'accumulo calore in eccesso</i>	lt	-----	-----	-----	-----	-----	-----	-----	-----
Electrical power supply <i>Potenza elettrica assorbita</i>	W	390	390	390	390	390	390	390	390
Rated voltage <i>Tensione nominale</i>	V	230	230	230	230	230	230	230	230
Rated frequency <i>Frequenza nominale</i>	Hz	50	50	50	50	50	50	50	50
Boiler water inventory <i>Contenuto acqua</i>	litres	25		25		35		40	
ENERGY EFFICIENCY CLASS <i>Energy Efficiency Class</i>		A+		A+		A+		A+	
ENERGY EFFICIENCY INDEX <i>Energy Efficiency Index</i>		122		122		113		119	

02.1 DESCRIPTION OF COMPONENTS



- 1 - Electronic pump
- 2 - Pressure transducer
- 3 - Safety valve 3 bar
- 4 - Heating inlet
- 5 - Heating return
- 6 - Expansion tank
- 7 - Fume motor
- 8 - Depressor
- 9 - Manual reset thermostat
- 10 - Automatic release valve
- 11 - Auger motor
- 12 - Spark plug ignition

03.1 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. declines any liability for any damage to persons or property arising from the failure to comply with the points mentioned above and from non-compliant product installation.

Install the stove according to the regulations in force in the country of use.

For example, in Italy this refers to UNI 10683: 2012, which dictates 4 points:

1. preliminary activities - for which the retailer/installer is responsible and liable for at the time of the inspection before definitive installation.

The preliminary activities include:

- installation site suitability verification;
- fume evacuation system suitability verification;
- external air inlet suitability verification.

At this stage it is necessary to check that the product can be safely operated and that it satisfies its technical characteristics.

The **safety conditions** must be ascertained by means of a prior inspection.

Stoves and fireplaces are heating systems and must be installed safely and comply with the manufacturer's instructions!

2. installation - responsibility of the installer. At this phase the aspects of **installation** of the product and of the fume evacuation system are taken into account and the following issues are addressed:

- **Safety distance** from combustible materials;
- **Chimney flue construction**, smoke ducts, intubated systems and chimney cowls.

3. issuing of additional documents - responsibility of the installer.

Issuing of the technical documentation must include:

- Manual of use and maintenance of the appliance and of the components of the system (e.g smoke ducts, chimney flue, etc.);
- Photocopy or photograph of the chimney flue plate;
- System manual (if applicable);
- Declaration of Conformity in relation to Ministerial Decree 37/08.

4. control and maintenance - responsibility of the maintenance technician who must oversee protection and maintenance of the product during its operation over time. The operator in charge of control and maintenance of the systems for winter and summer climate control performs these activities **to a professional standard** in accordance with the regulations in force. The operator, at the end of these operations, must draw up and sign a technical inspection report in accordance with the models provided by the provisions of this decree and the implementing rules, in relation to the type and capacity of the system, to be issued to the person who signs a copy thereby confirming receipt and reading thereof."

03.2 VENT PIPE

STOVE CHARACTERISTICS FOR SIZING OF THE VENT PIPE

The EV 20 pellets stoves have the following characteristics:

Chimney flue draught: 11 Pa

Fume temperature: 94 °C

Mass flow of fumes: 11.5 g/s

The EV 24 pellets stoves have the following characteristics:

Chimney flue draught: 11 Pa

Fume temperature: 102 °C

Mass flow of fumes: 14.0 g/s

The EV 14 pellets stoves have the following characteristics:

Chimney flue draught: 10 Pa

Fume temperature: 75 °C

Mass flow of fumes: 9.5 g/s

The EV 34 pellets stoves have the following characteristics:

Chimney flue draught: 12 Pa

Fume temperature: 95 °C

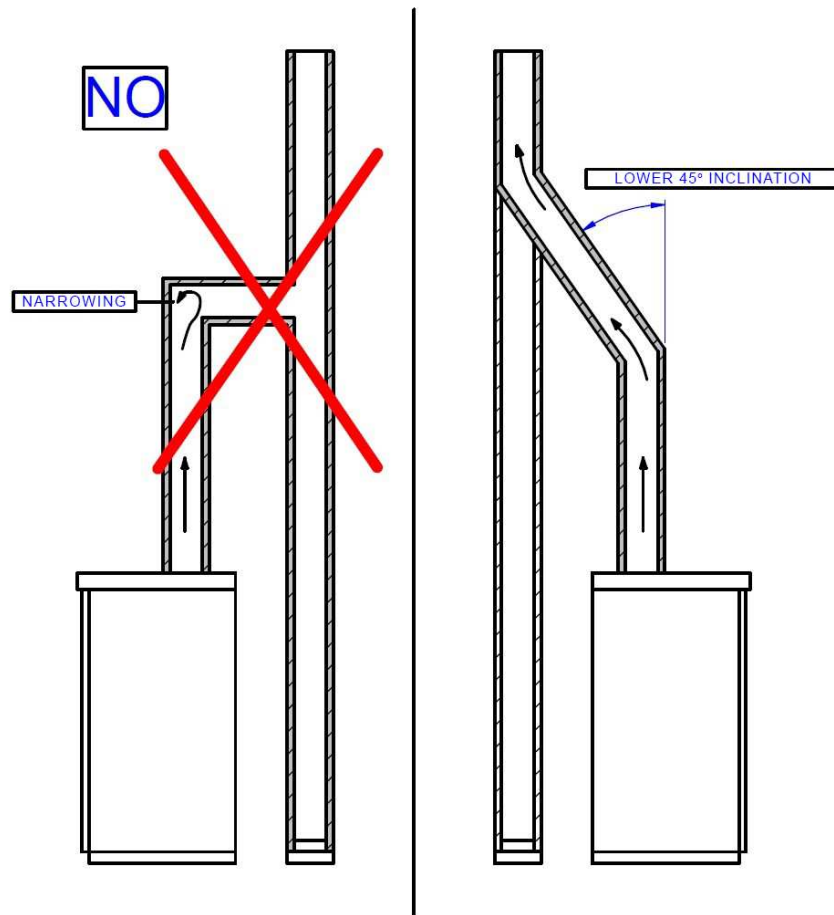
Mass flow of fumes: 19.0 g/s

Use a vent pipe and an anti-corrosion fume connection to the vent pipe. The temperature of the pellet stove fumes is very low. It could create condensation and corrode the fume exhaust.

03 PRODUCT INSTALLATION

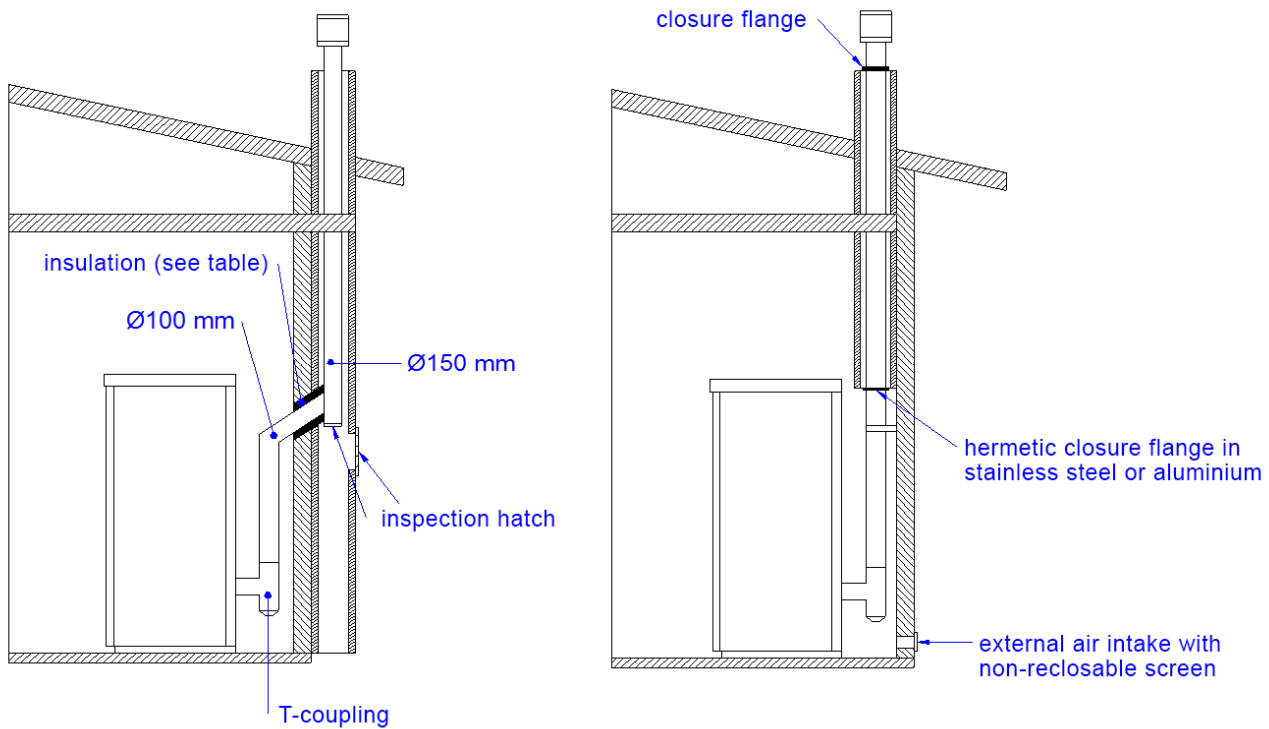
The vent pipe is one of the key features to guarantee correct functioning of the stove. Thanks to the quality of the materials, the strength, the durability, the easy cleaning and maintenance, the best vent pipes are made of steel, either stainless steel or aluminised.

- The stove is fitted with a round fume outlet and a joint connection to be connected to the vent pipe.
- Use telescopic joint connections to facilitate connection to the steel rigid vent pipe and counterbalance the thermal expansion of both the firebox and the vent pipe.
- 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. Inclination must never exceed 45°, with respect to the vertical axis.
- No constrictions. Use 10 cm-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).
- Install a vent pipe with a minimum vertical run of 2 m to guarantee proper draught.
- The vent pipe must be weather-proof and as linear as possible.
- Flexible and length-adjustable metal pipes may not be used.



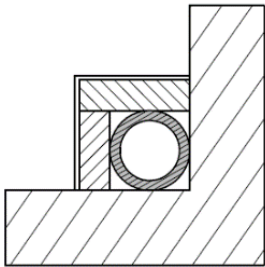
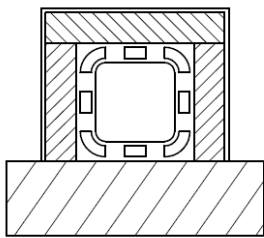
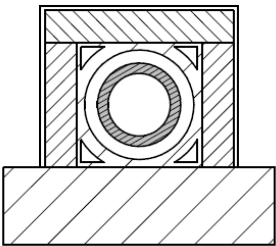
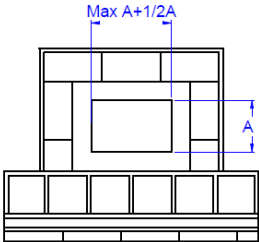
03. INSTALLING THE PRODUCT

EXISTING VENT PIPE (TRADITIONAL)



Types of vent pipe

Examples 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>Avoid vent pipes with internal rectangular section whose ratio between the larger and smaller side is greater than 1.5. Poor efficiency</p>

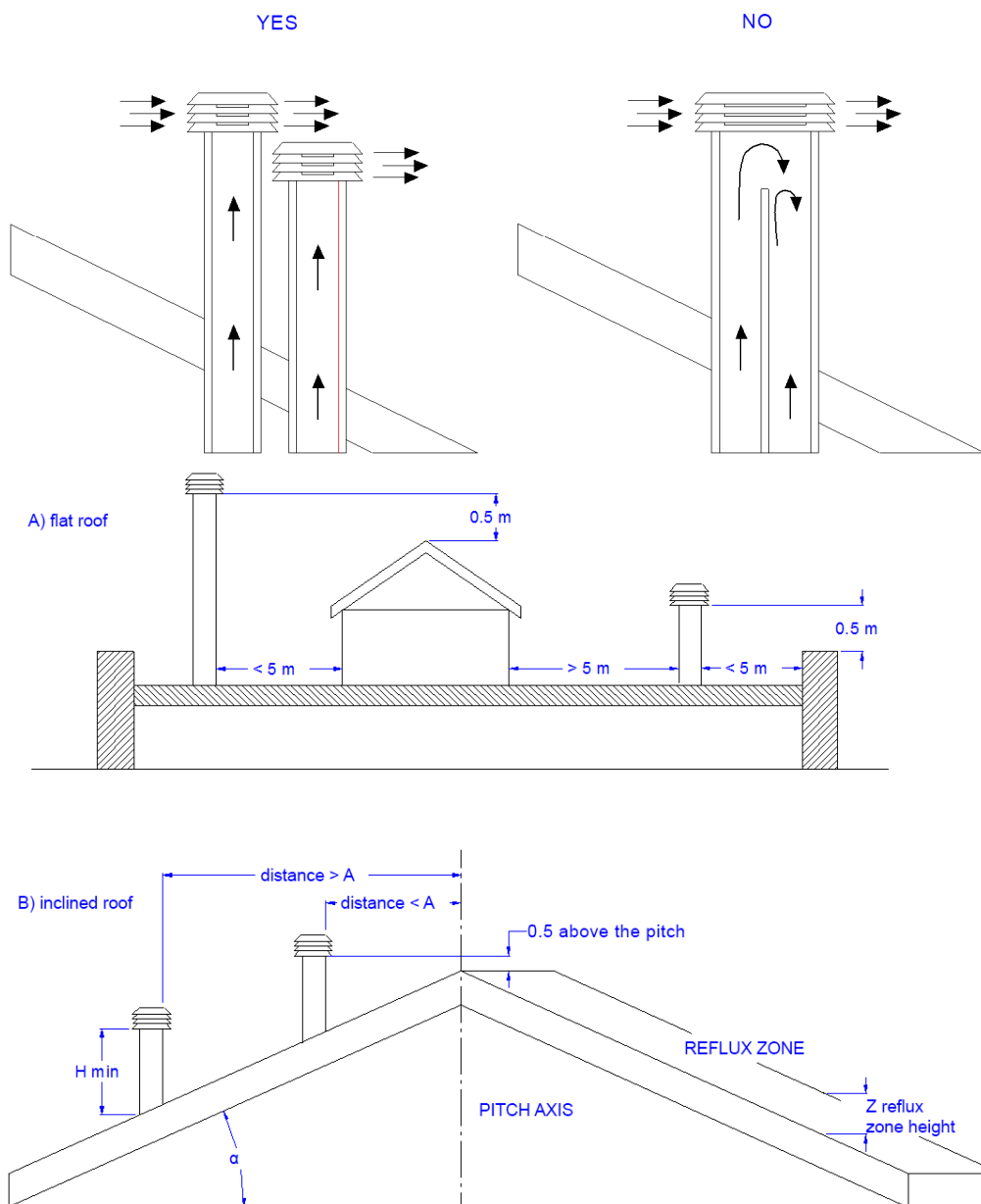
03. INSTALLING THE PRODUCT

03.3 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 vent pipe section. Make sure the chimney cowl is at least 150 cm above the roof top so that it is fully exposed to the wind.

The chimney cowl 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.



Roof pitch α [°]	Horizontal width of reflux zone measured from top A axis [m]	Minimum height from roof for discharging exhaust fumes $H_{min} = Z + 0.50m$	Height of reflux zone Z [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

03.4 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 draught must be stronger than the fume circulation resistance so that all exhaust fumes generated during combustion inside the stove are drawn upwards through the outlet and the vent pipe. Many weather conditions affect the vent pipe functioning, such as rain, fog, snow, altitude, and wind being the most important as it can create both negative pressure and dynamic loading.

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 of stove efficiency.

Part of the combustion fumes is drawn up through the vent pipe together with small pellet particles before combustion reducing stove efficiency, increasing fuel consumption and resulting in the emission of polluting fumes.

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.

In order to avoid excessive draught it is appropriate to use:

Draught regulator



03.5 STOVE EFFICIENCY

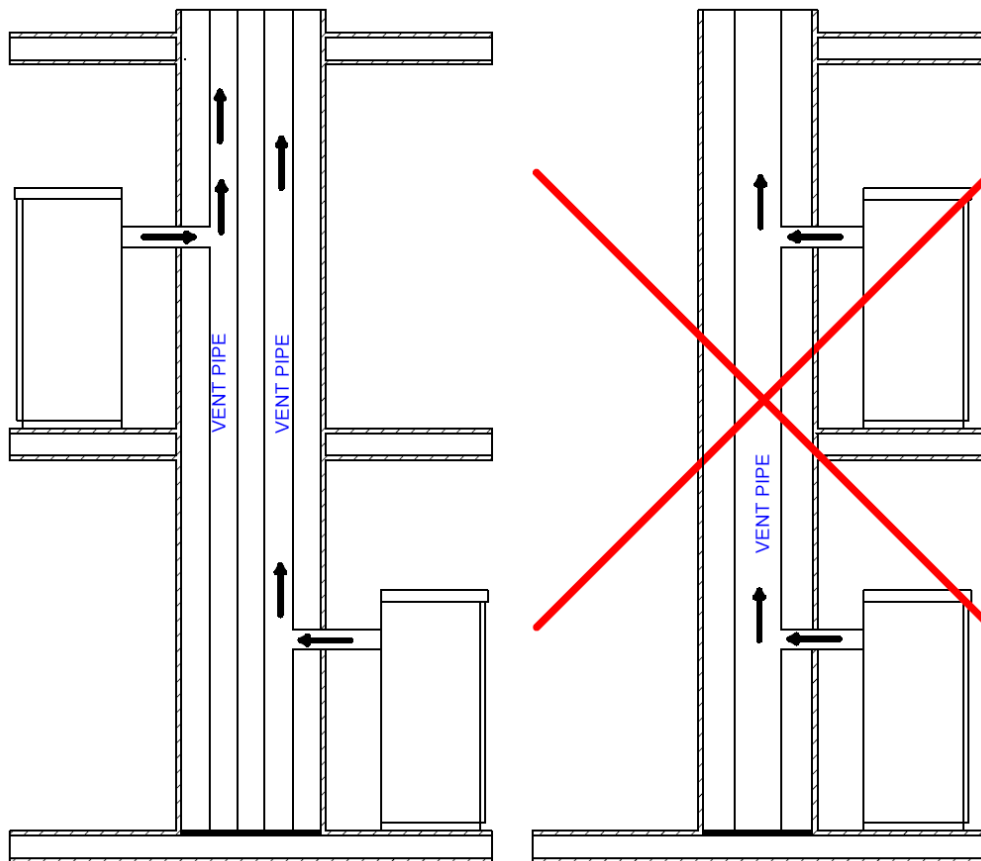
Highly efficient stoves may pose difficulties for fume extraction.

In order for a vent pipe to work properly its internal temperature must increase as a consequence of the fumes generated during combustion. Importantly, the efficiency of a heater is determined by its ability to transfer most of the heat produced to the environment to be heated: consequently, the greater the efficiency of the stove, the "colder" the residual fumes of combustion, and consequently, the lower the "draft". 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 better insulation, even when it already works properly with old appliances.

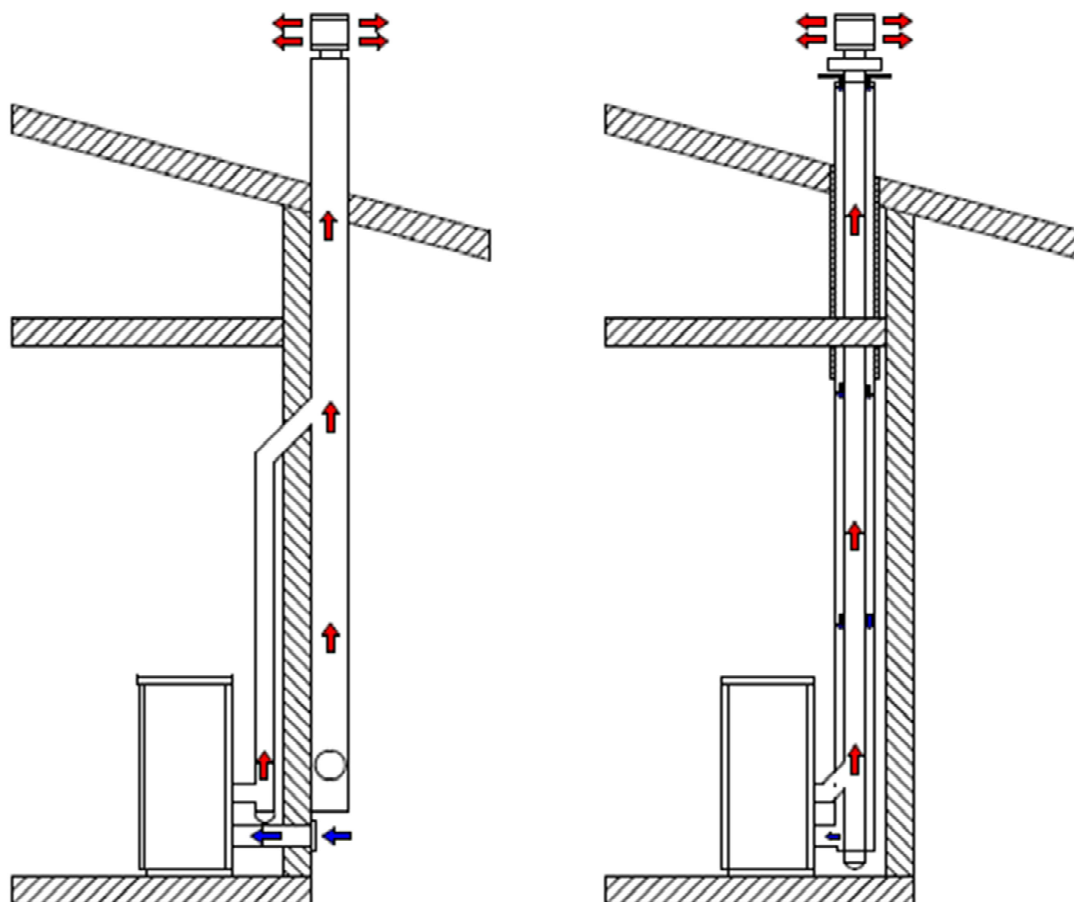
Poor draught results in the stove not operating when hot or in smoke spillage.

- 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.



03.6 INSTALLATION

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



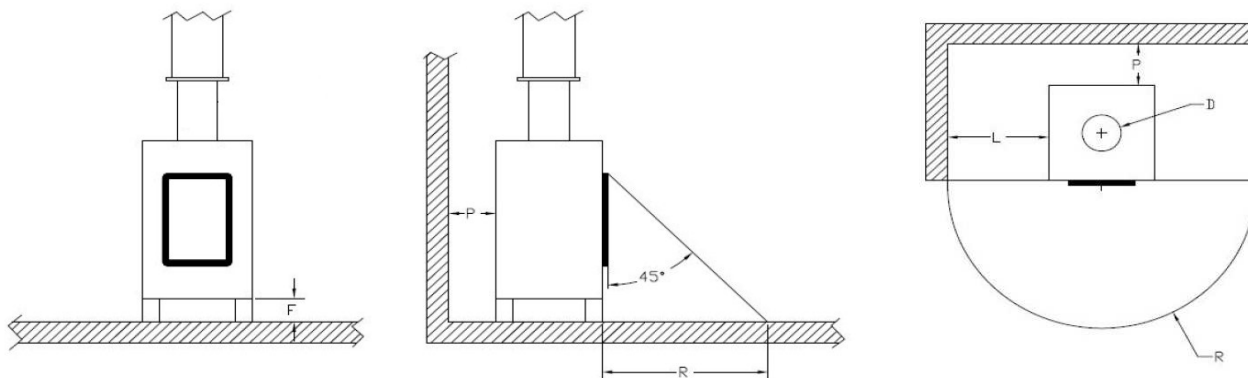
Follow the instructions before installing your stove:

Select the position where the stove is to be installed and then:

- 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. 4 mm-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 8 cm and fitted with adequate gaskets.

03. INSTALLING THE PRODUCT

- The combustion air intake must be connected directly to the outside or to adjacent rooms provided they are fitted with external air supply vents and are not used as bedrooms or bathrooms or, whenever a fire hazard exists, as storage rooms, garages, combustible material warehouses, etc. The air vents must be placed in such a way that they cannot be clogged either from the outside or inside and must be protected using a grille, a metal mesh or other suitable means provided they do not reduce the minimum section.
- If the stove is to be installed in rooms where it is surrounded by combustible materials (e.g. furniture, wood cladding, etc.), the following minimum clearances must be complied with:



SAFETY DISTANCE FROM COMBUSTIBLE MATERIALS:	SAFETY DISTANCE FROM NON-FLAMMABLE MATERIALS:
REAR WALL P = 200 mm SIDE WALL = 200 mm FLOORING F = 30 mm FRONT R = 1500 mm	REAR WALL P = 100 mm SIDE WALL = 100 mm FLOORING F = 5 mm FRONT R = 1000 mm

- Besides complying with the minimum clearances set above, we also recommend installing heat-resistant fireproof insulating panels (rock wool, cellular concrete, etc.)
The following is recommend:

Promasil 1000

Classification temperature: 1000 °C

Density: 245 kg/m³

Shrinkage at reference temperature, 12 h: 1.3/1000°C %

Cold crushing strength: 1.4 MPa

Bending strength: 0.5 MPa

Reversible thermal expansion: 5.4x10⁻⁶ m/mK

Specific heat capacity: 1.03 KJ/kg K

Thermal conductivity λ:

200 °C → 0.07 W/mK

400 °C → 0.10 W/mK

600 °C → 0.14 W/mK

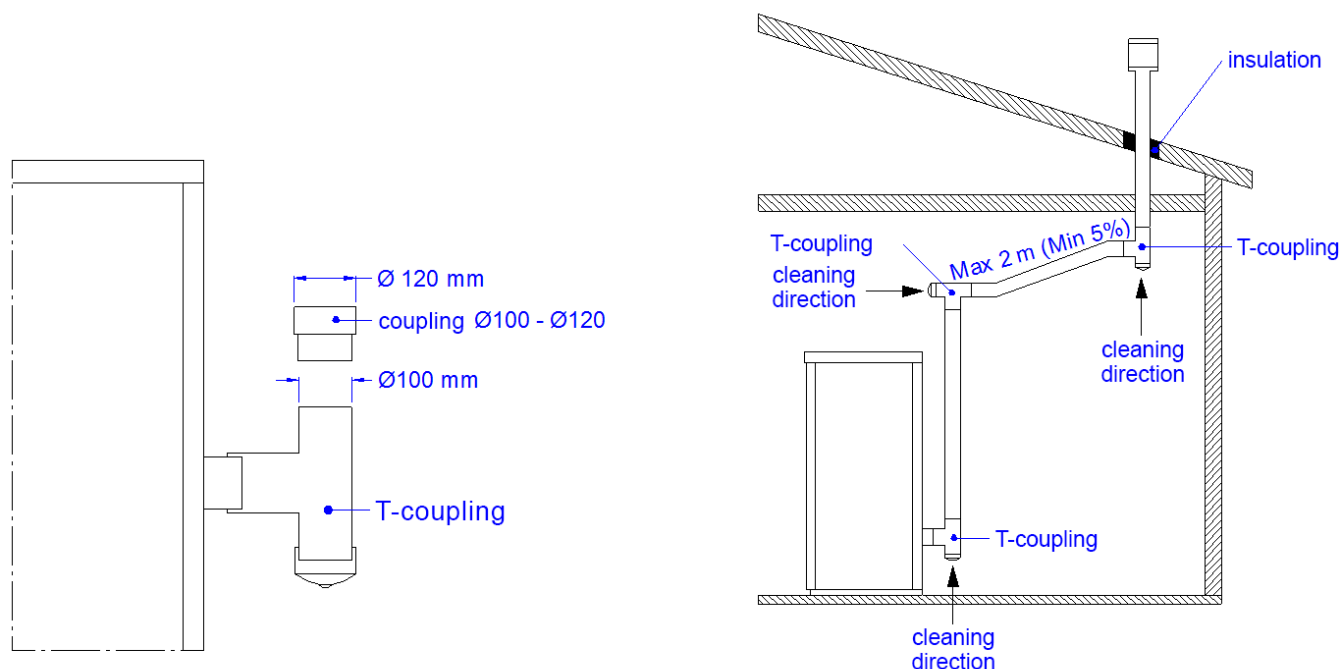
800 °C → 0.17 W/mK

Thickness: 40 mm

- When it is operational, the stove can cause a negative pressure in the room where it is installed. Therefore there should not be in the same room other naked flame devices, with the exception only of type c stoves (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.

03. INSTALLING THE PRODUCT

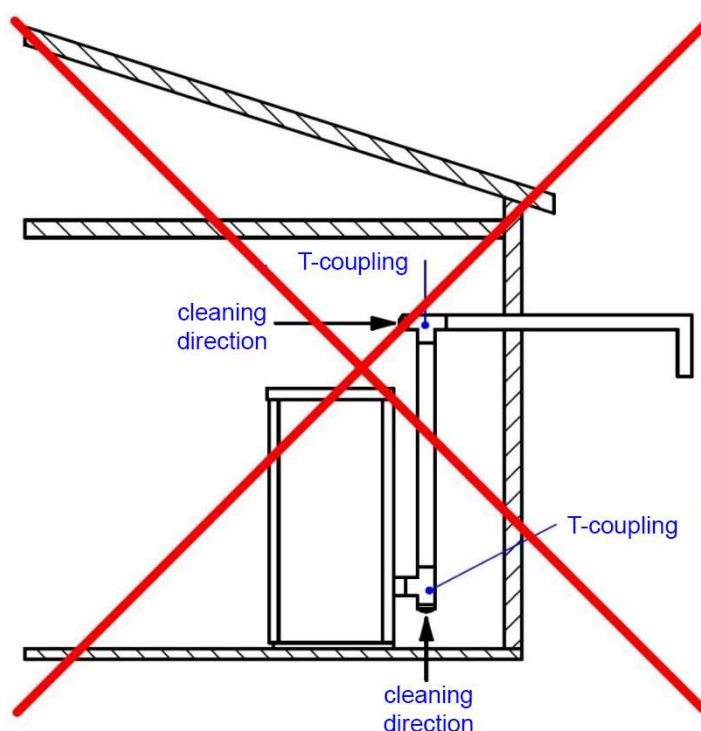
INSTALLATION EXAMPLE:



ATTENTION (ONLY EV20 – EV24 MODELS) the measurement between the centre of the fume outlet and the base of the stove is 170 mm. Check that the T-coupling has appropriate measurements in order to ensure extraction of the lid for collecting of the ashes.

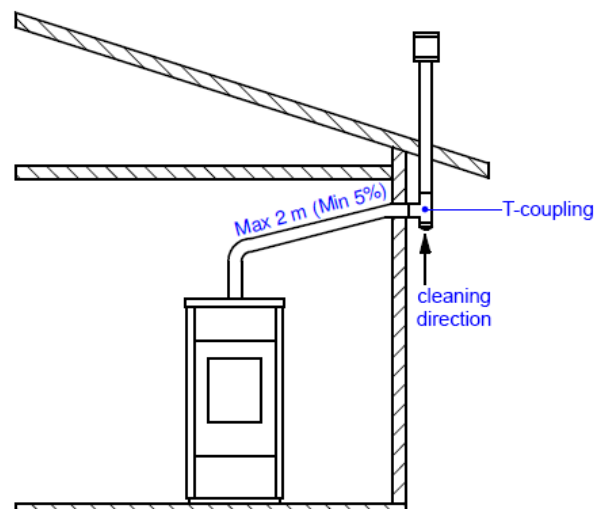
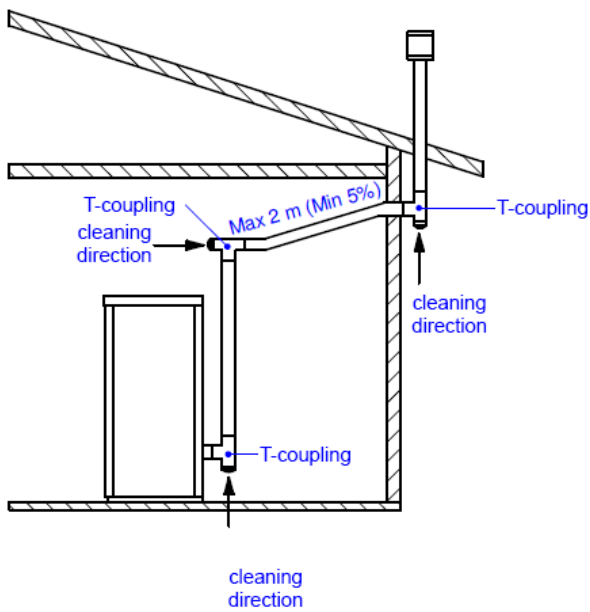
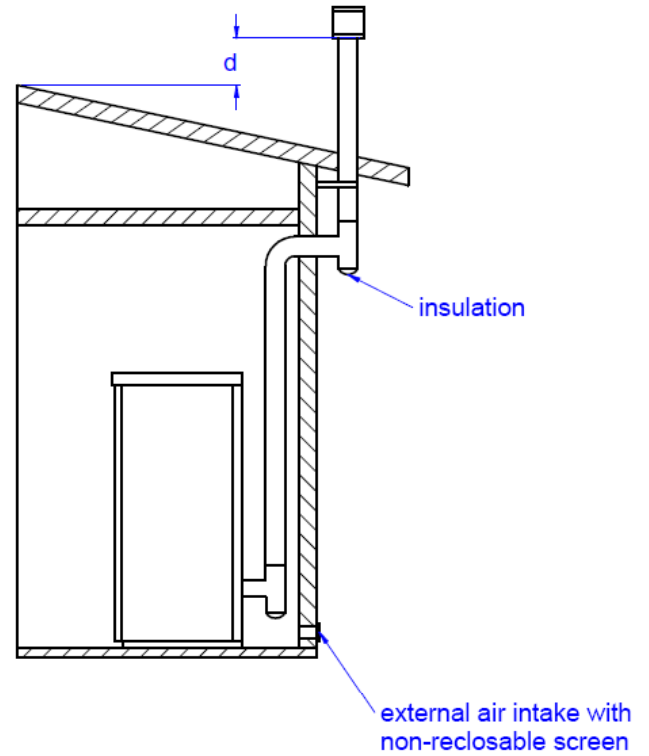
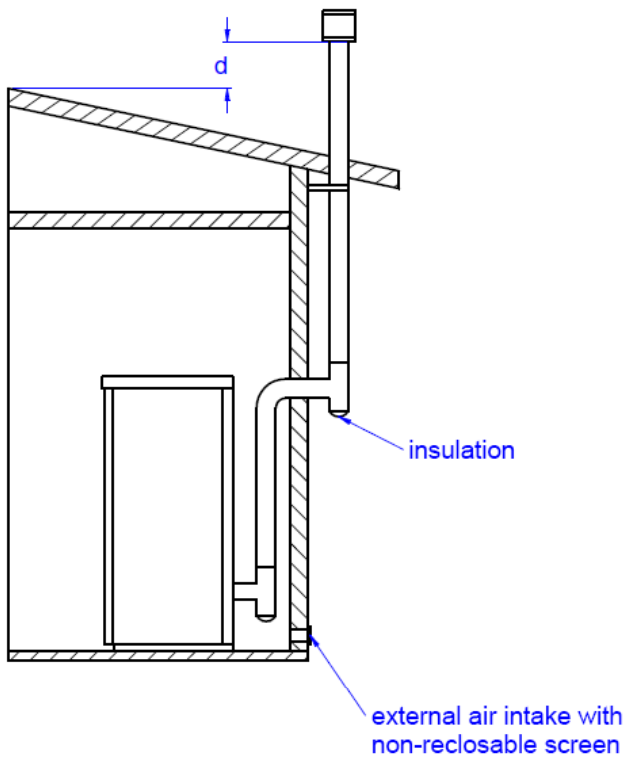
EXAMPLE OF INCORRECT INSTALLATION:

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



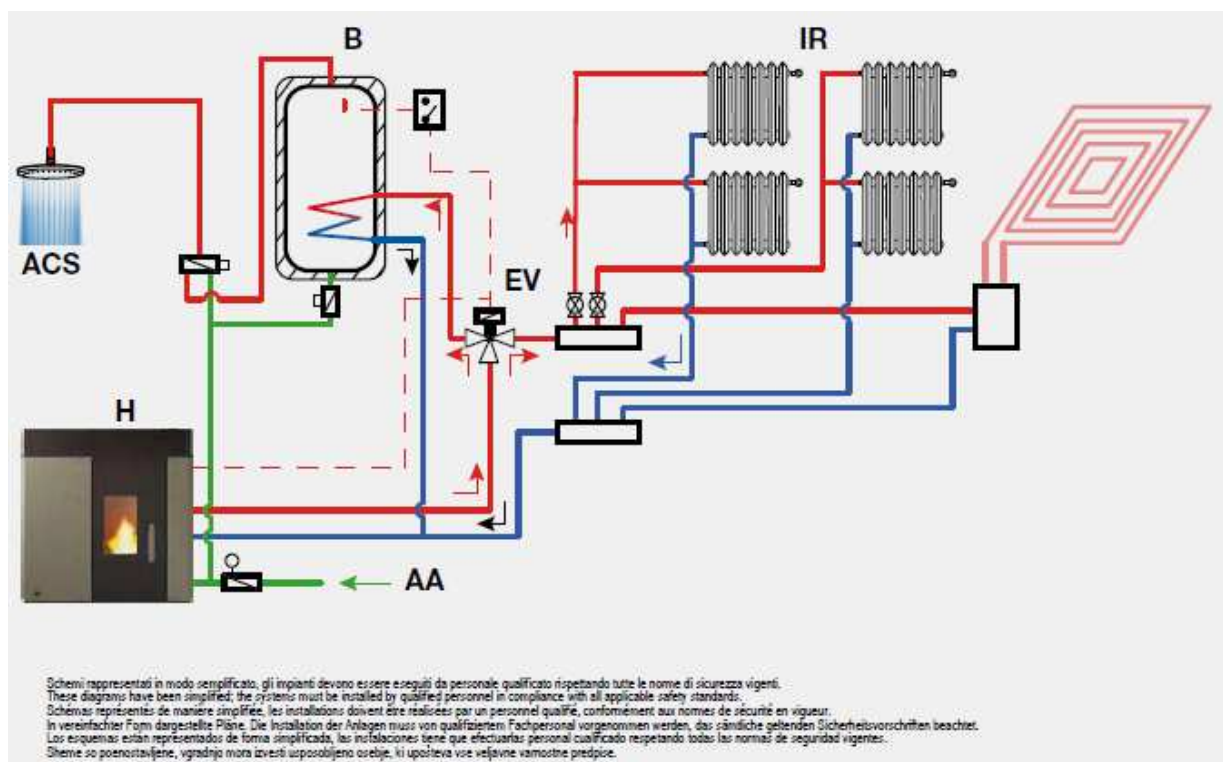
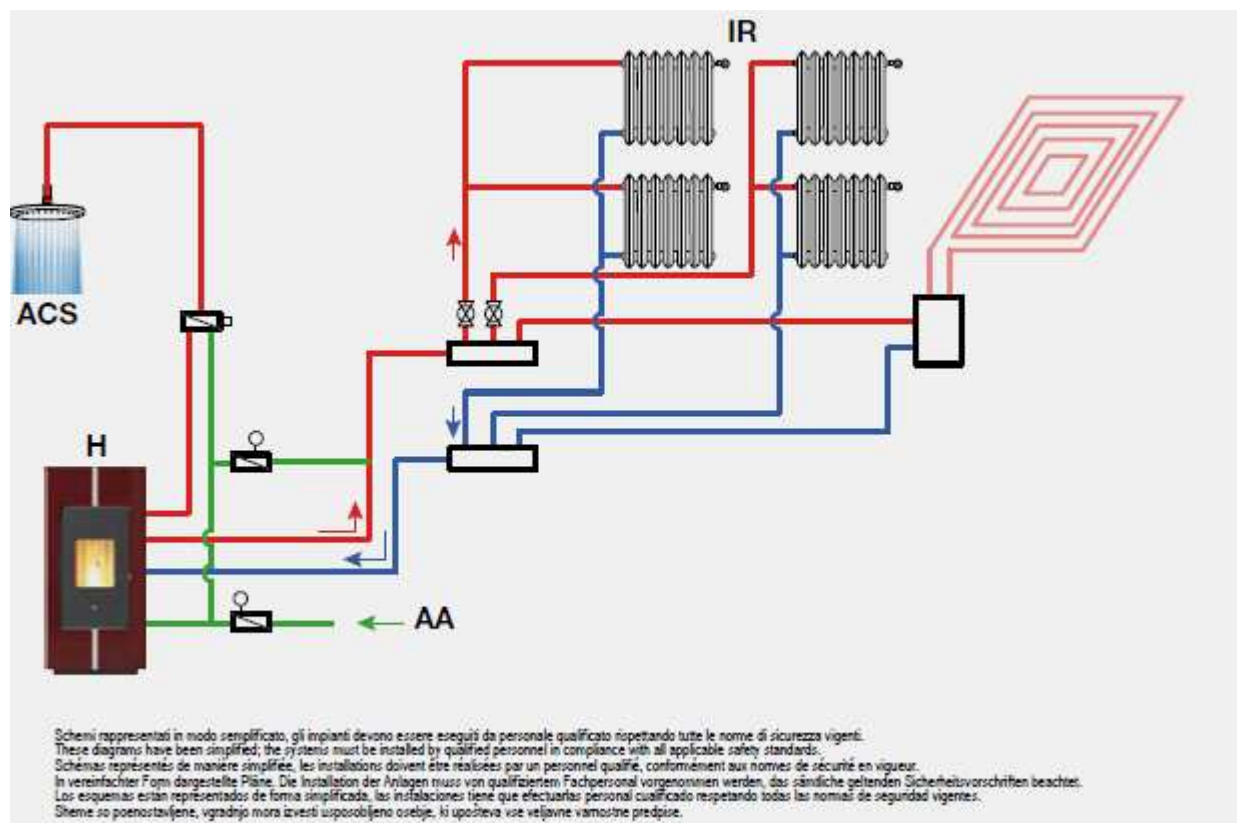
03. INSTALLING THE PRODUCT

EXAMPLE OF INCORRECT INSTALLATION:

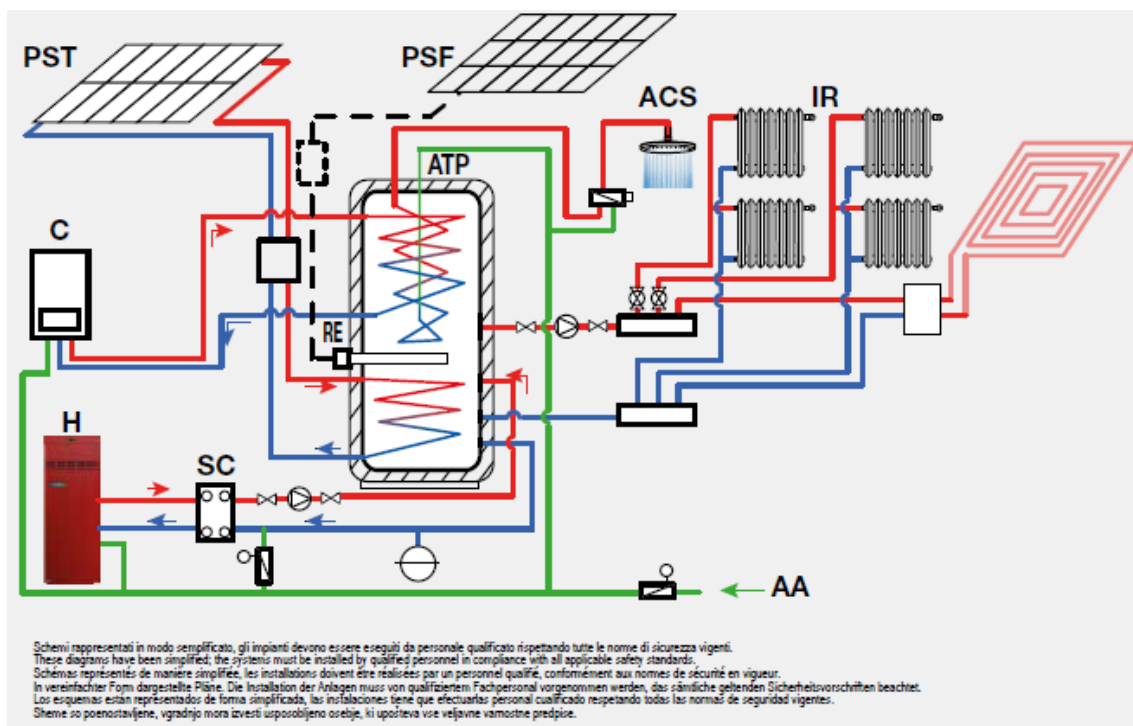
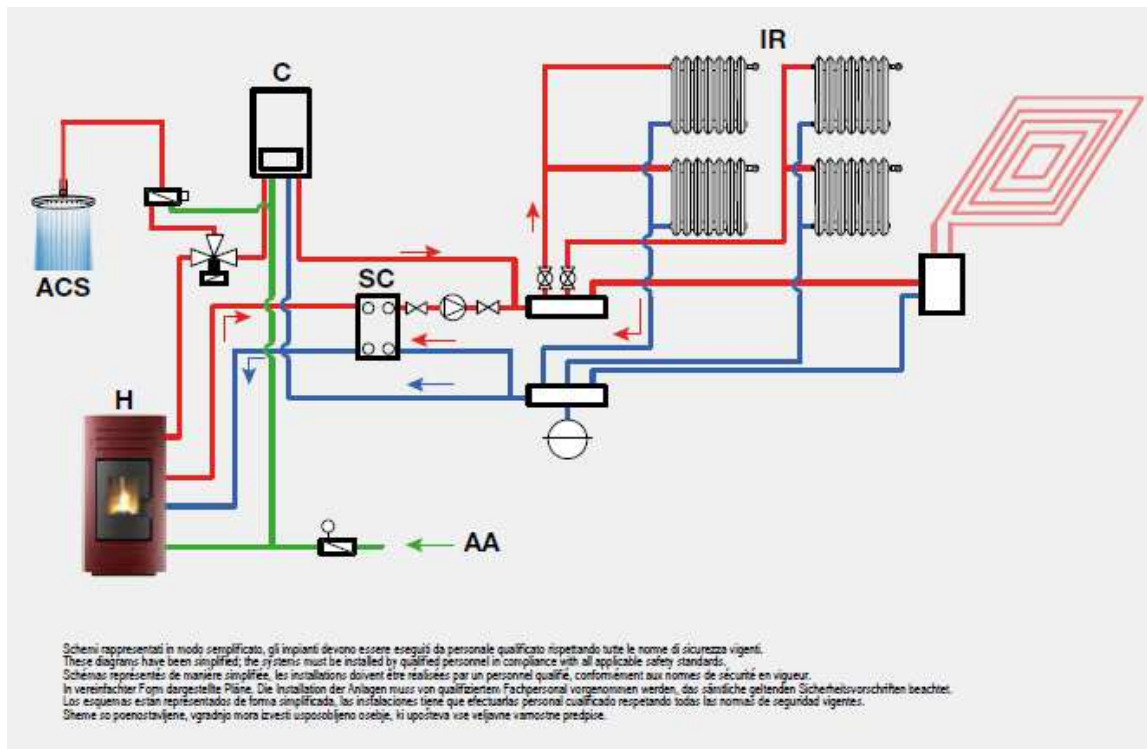


03. INSTALLING THE PRODUCT

CONNECTION EXAMPLES, SYSTEM DRAWINGS



03. INSTALLING THE PRODUCT



TYPE OF SYSTEM

Inside the electronic control unit is the SYSTEM TYPE function (consult the installer technician). This function offers the choice of 2 types of system:

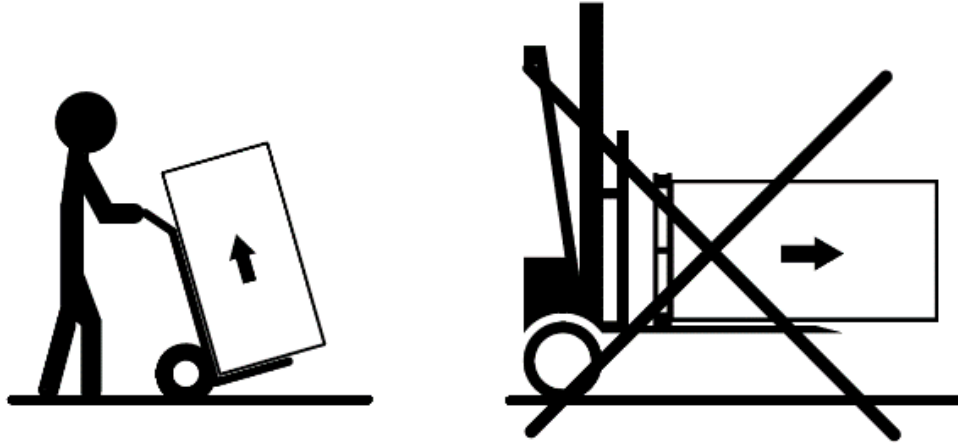
No. 0: the stove works according to the stove temperature, ambient temperature or thermostat.

No. 1: the stove works according to a probe for the PUFFER. A probe that controls the temperature of the external PUFFER can be installed in the AMB position (wiring diagram).

03. INSTALLING THE PRODUCT

HANDLING AND UNPACKING

At the time of transportation 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. The operator must make sure that during offloading and lifting of the stove there are no persons or objects nearby. At the time of unpacking avoid damaging the product with cutters or blunt tools. Keep the packaging out of the reach of children. Unscrew from under the pallet the screws that secure it to the latter and using a regular cart position the stove at the dedicated point paying attention to any impediments that could prevent installation or damage the product.



PLACE OF INSTALLATION

The pellet stove must be installed in a TECHNICAL ROOM. The technical room must have characteristics that are adequate to installation of the stove: the support surface must sustain the weight of the stove; it must not be flammable and must be levelled. The same applies for the walls of the room: they must not be made of flammable materials and must be able to support the weight of any hydraulic components. Observe the safety distances described above.

In compliance with the current regulations for installation, the pellet stove must be installed in a ventilated place with an air flow that is sufficient to ensure correct combustion and therefore efficient operation. The room must have a volumetry of no less than 20 m³ and to ensure good combustion (40 m³/h of air), there must be a "combustion air intake" that must reach a wall that connects to the outside or to adjacent rooms provided they are fitted with external air supply vents (Ø80mm) and are not used as bedrooms or bathrooms or, whenever a fire hazard exists, as storage rooms, garages, combustible material warehouses, etc. These air vents must be placed in such a way that they cannot be clogged either from the outside or inside and must be protected using a grille, a metal mesh or other suitable means provided they do not reduce the minimum section.

When it is operational, the pellet stove can cause a negative pressure in the room where it is installed. Therefore there should not be in the same room other naked flame devices, with the exception only of type c stoves (watertight) unless they are fitted with their own air flow.

They must not be positioned close to curtains, armchairs, furniture or to other flammable materials.

They 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 attempting to install the pellet stove, bear in mind that all fixtures or any beams made of combustible material must be placed at a safe distance and outside the radiation area of the stove itself. Also consider that in order not to compromise the correct operation of the appliance, it is essential to create air circulation inside its casing. This helps prevent overheating and can be achieved by respecting the minimum distances and by creating a number of ventilation holes.

HYDRAULIC CONNECTION

Internally, the stove is equipped with all the components for safety: automatic ventilating valve, 3-bar safety valve, expansion tank, 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.

DOMESTIC HOT WATER KIT.

If you have purchased the stove with a domestic hot water kit, you must also ensure the domestic cold water inlet and hot water outlet. Inside the stove there is already a three-way valve and a flow switch that automatically comes into operation when there is a demand for domestic hot water.

03. INSTALLING THE PRODUCT

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 stove is part of the system and all equipment must operate as planned.

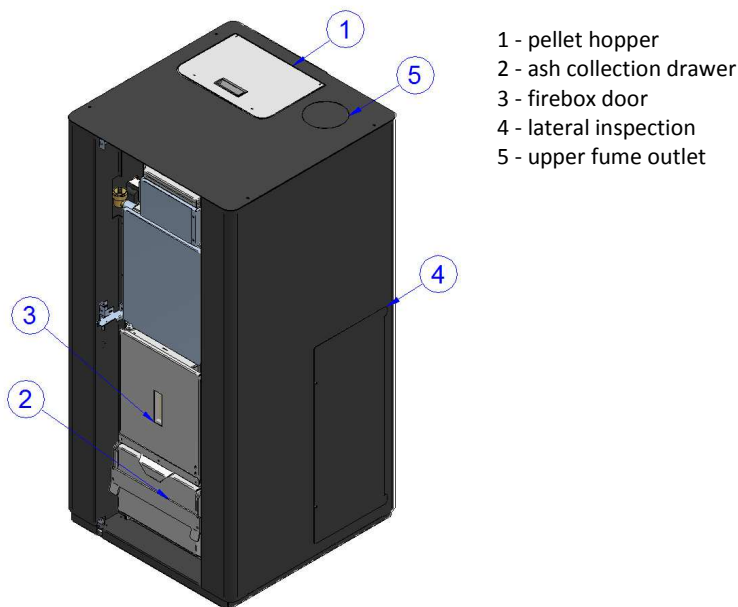
Avoid installations with electric cables that run close to fume pipes or hot components that are suitably insulated.

The voltage is 230 V while the frequency is 50 Hz.

The electrical system where it is connected must be fitted with a conductor as required by the Regulations 73/23 EEC and 93/98 EEC.

EXTERNAL THERMOSTAT

In these stoves it is possible to install an external thermostat. This operation may only be performed by authorised personnel. Use a 2-pole cable with everyday double insulation. Connect the two poles to the 7 connector of the electronic board. In the event that the thermostat is closed, the stove functions at the power set. If the thermostat opened, the stove would work in MODULATE mode until the thermostat closed.



POWER ON

First connect the stove plug to the mains and load the pellet hopper.

For this operation it is very important not to empty the entire bag in one go but to perform the operation slowly to avoid pouring the powder of the pellets present in the bag into the hopper. Be careful not to damage the gasket in the lid of the pellet hopper and keep the support surface of the latter clean.

The pellets must not be of a cheap quality. The characteristics are listed in the PRODUCT SAFETY chapter. The use of substandard pellets can prevent the stove from reaching maximum yield due to poor combustion and degradation of the stove itself. Check that the door of the pellet hopper is fully and correctly closed otherwise the stove will not work properly.

The ash collection drawer must be closed before closing the firebox door otherwise the latter would not close.

There is an end of stroke contact in the door that in case it is not closed correctly removes the power supply to the auger tube and would send the stove into DEP alarm.

Press and hold the P5 button to display the system pressure. Having checked the latter, vented the system, loaded the pellets and performed INITIAL LOAD, switch on the stove.

The stove contains the cleaning mechanism of the burn pot and of the turbulators. Before loading the pellets, the stove activates these cleaning devices so that the burn pot and the exchanger pipes are always clean to obtain the highest yield possible. This cleaning phase lasts on average 4 minutes. After cleaning, if all the mechanisms have successfully concluded their cycle then PELLET LOADING will take place otherwise there will be an alarm that will interrupt the ignition phase.

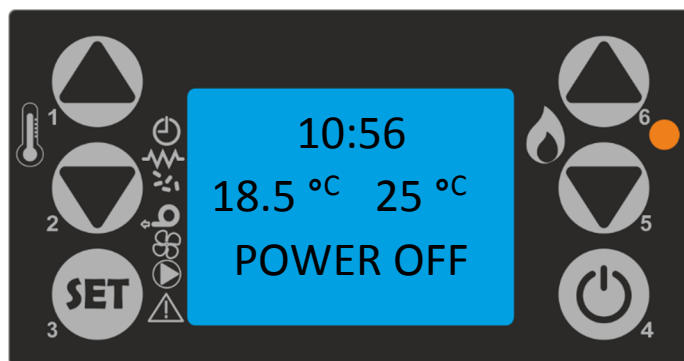
04.1 ELECTRONICS WITH 6-BUTTON LCD DISPLAY

Proper functioning and control adjustment devices

Control panel

The control panel shows the information concerning the stove operation status. Several types of data can be displayed and the settings available according to the access level can be modified by entering the menu.

Depending on the selected mode and on their position on the display, the data visualised may acquire different meanings.



The meaning of the status indicators on the left side of the display.

	Active chronothermostat
	Active ignition spark plug
	Active auger tube
	Active fume fan
	Active ambient ventilation
	Active pump
	Alarm

Activation in the display of one of the segments in the "status" area indicates activation of the corresponding device.

Description of Panel

BUTTON 1 (P1) - Temperature increase:

When in programming mode, use this button to modify/increase the selected menu value. When in working mode/switched off, use instead this button to increase the stove temperature value.

Holding down Button P1 displays the seconds for pellet loading and the actual power of the stove.

BUTTON 2 (P2) - Temperature decrease:

When in programming mode, use this button to modify/decrease the selected menu value. When in working mode/switched off, use instead this button to decrease the room thermostat temperature value.

Holding Button P2 displays the fume temperature and the fume motor revolutions

BUTTON 3 (P3) - Set/menu:

Use this button to access temperature setting and user and technician parameter menu. After entering the menu, use this button to access the next sub-menu or set the value and move to the next menu item when in programming mode.

BUTTON 4 (P4) - ON/OFF Unlocking:

Hold this button down for two seconds to manually switch the stove on or off depending on whether it is respectively in on or off status.

Should there be any alarms that have blocked the stove, press this button to release it and subsequently to switch it off. After entering the menu or during the programming phase, use this button to access the upper menu level. Any change is automatically saved.

BUTTON 5 (P5) - Heat output decrease:

When in working mode, use this button to decrease the heat output value. In menu mode, use this button to move to the next menu item or, in programming mode, to go back to the subsequent sub-menu item. Any change is automatically saved.

Hold the Button P5 to display the temperature of the card and the water pressure.

BUTTON 6 (P6) - Heat output increase:

When in working mode, use this button to modify the exchanger speed. In menu mode, use this button to go back to the previous menu item or, in programming mode, to go back to the previous sub-menu item. Any change is automatically saved.

The menu

Press P3 (MENU) button to access the menu.

It includes several items and levels to access settings and control board programming.

The menu items providing access to the technical setting are protected by access code.

User menu

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

Menu 01 - time clock setting

Use this function to set current time and date. The control board is equipped with a lithium battery guaranteeing the internal time clock a 3/5 year-long life.

Menu 02 – chrono setting

Sub-menu 02 - 01 – enabling chrono

The programmable thermostat functions can be disabled and enabled.

Sub-menu 02 - 02 – daily program

The daily programmable thermostat functions can be enabled, disabled and set.

It is possible to set two on/off times defined by the times set according to the table below. If the value is set to OFF, the time clock ignores the control:

Selection	Meaning	Available values
START 1	switching-on time	time - OFF
STOP 1	switching-off time	time - OFF
START 2	switching-on time	time - OFF
STOP 2	switching-off time	time - OFF

Sub-menu 02 - 03 – weekly programme

The weekly programmable thermostat functions can be enabled, disabled and set.

The weekly programmer has 4 independent programs whose final effect involves the combination of the 4 individual programs.

The weekly programmer can be enabled or disabled.

Moreover, if the time is set to OFF, the time clock ignores the corresponding control.

Attention: set the programming carefully in order to avoid overlapping of switching on and/or off times of different programmes on the same day.

Sub-menu 02 - 04 - week-end program

The programmable thermostat functions can be enabled, disabled and set for the week-end (days 5 and 6, or Saturday and Sunday).

SUGGESTION: if you still do not know exactly the result you want to obtain, enable only one programme at a time to avoid confusion and unwanted stove switching on and off.

Disable the daily programme if you want to use the weekly programme. If you use the weekly programme for 1, 2, 3 and 4 programmes, never enable the week-end programme.

Always disable the weekly programme before enabling the week-end programme.

Menu 03 – select language

Use this function to select one of the languages available.

Menu 04 - stand-by-mode - activate mode 2

If you select the "STAND-BY" mode, the stove switches off after a period of time, set by Pr44, during which the room temperature remains at a value higher than the SET temperature.

Only if the following condition occurs it is then possible to switch the stove back on: $TSET < (T_{stove} - Pr43)$

FOR THE INSTALLER:

There are 3 standby modes:

Mode 1

WITH RESPECT TO THE AMBIENT SENSOR AND THE TEMPERATURE OF THE WATER

Having set the water temperature, commence operation of the stove.

1 - With the Set Environment reached the stove goes into stand by.

2 - With the Set Air not reached the stove is operational.

Nearing Set Water, the stove goes into modulation and remains in modulation.

It only goes into stand by when the Set Air has been reached.

It comes on again with a value below air Set.

The ambient sensor takes priority.

In this case, the pump will shut off to maintain the temperature in the stove.

Mode 2:

WITH RESPECT ONLY TO THE WATER TEMPERATURE

Having set the water temperature, commence operation of the stove.

Nearing the Water Set, the stove goes into modulation and when the Set is exceeded, modulation and then stand by.

Below Set the stove comes on again and resumes operation.

The stove in no way considers the temperature measured by the ambient sensor of the same stove.

The WATER TAKES PRIORITY

Mode 3:

WITH RESPECT TO THE THERMOSTAT AND TO THE TEMPERATURE OF THE WATER

Having set the water temperature, commence operation of the stove.

1 - With thermostat open the stove goes into modulation and then stand by

2 - With thermostat closed the stove is operational

Nearing Set Water, the stove goes into modulation and remains in modulation. It only goes into stand by mode when the thermostat opens the contact. It turns on when the thermostat closes the contact.

The stove in no way considers the temperature measured by the ambient sensor of the same stove.

The THERMOSTAT TAKES PRIORITY

In this case, the pump will shut off to maintain the temperature in the stove.

Menu 05 - buzzer mode

Set it to "OFF" to disable the buzzer.

Menu 06 – initial load

This function is important if the stove is new or if the stove is off due to the absence of pellets in the hopper.

INITIAL IGNITION MUST BE PERFORMED BY AUTHORISED PERSONNEL ONLY, NOT BY THE PURCHASER.

CONTACT THE SERVICE CENTER THAT WILL SEND OUT A SPECIALIST TECHNICIAN TO YOU.

Use this function to load pellets for a pre-defined period when the stove is switched off and cold. Press P1 button to start and P4 button to stop. Initial loading is only enabled if the stove is turned off.

Menu 07 – stove status

This function displays the current status of the stove showing the status of all the devices connected to it. A few examples are included in the following pages. You will see: Status times, including power on, power off, work, etc., the loading of pellets and power, the fume temperature and the fume motor revolutions, the card temperature and the water pressure.

Menu 08 – Technical Calibration

Menu only for technicians and installers.

User functions

Standard functioning of a control board properly installed on a stove is described below with reference to the functions available to users. The indications listed below refer to a control board fitted with programmable thermostat.

Stove ignition

Make sure that there are pellets in the hopper, that the burn pot is correctly positioned and clean from any combustion residues and then close the door.

Hold down P4 for a few seconds to switch on the stove. The display shows that the stove is on.

Start-up phase

The stove performs all the steps of the start-up phase according to the parameters concerning its levels and times. The display will show the wording ON, as there is no pellet loading but the fume fan is operating. PELLET LOADING state will occur where the pellets are being loaded into the burn pot. Once the pellets have started to burn and the fume temperature is increased, the display will show FIRE ON, a transition phase between ignition and operating power.

Ignition failure

The alarm is triggered when, after the period of time set, the fume temperature has not reached the minimum value permitted with a gradient equal to 2°C/min. The stove is placed in alarm status.

If there are unburned pellets inside the burn pot, it is necessary to empty the burn pot before switching on the stove again. This will avoid wasted pellets and possible spillage within the combustion chamber.

If the pellets have begun to burn but the alarm state persists, wait until all the pellets are burning and then switch on again.

Check that there are pellets inside the hopper.

Stove operational.

At the end of the start-up phase, if no problems occurred, the stove enters its normal working mode.

If the temperature of the stove is the same as that set, the pump will come on, in this case at 55°C.

Upon reaching the set temperature of the stove, the stove will move into MODULATION and will work automatically at minimum power level.

Every 8 hours of continuous work, the stove performs automatic shutdown in order to guarantee cleaning of the burn pot and turbulators.

Changing set room temperature

Press the P2 button to change the set room temperature. The display shows the current SET temperature value.

Changing set stove temperature

Press P1 button to change the set room temperature. The display shows the current SET temperature value.

External thermostat/chronothermostat use

If you want to use an external programmable thermostat, connect it to the TERM clamps (connector CN7 pin 7-8).

- **external thermostat:**
- **external chronothermostat:**

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

Room temperature reaches the set value (SET temperature)

When the set room temperature value is reached or the fume temperature has reached the safely value, the stove heat output is set automatically to the minimum value, MODULATION mode.

If the stove is in the STAND-BY mode, it switches off with a delay equal to a pre-set time after reaching the SET temperature. Restart takes place after occurring of the condition in which the ambient temperature lowered.

The same situation is achieved and the stove temperature reaches that set. The modulation status is evident and, if enabled, STANDBY status.

Cleaning of the burn pot.

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

Power off of the stove

Hold down P4 button for approx. 2 seconds to switch off the stove. The Auger tube stops immediately and the exhaust blower reaches its maximum speed value. The FINAL CLEANING phase is performed.

04. PRODUCT USE

At the end of the period of time set when the fume temperature has fallen below the set value, the fume extractor stops.

Stove switched off

The display will show the wording OFF. The fume fan stops working.

Stove re-ignition

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

Domestic hot water kit

If the product has been purchased with a domestic hot water kit, having created the connection of water inlet and outlet, turn on the stove. When the stove is operational and a domestic hot water tap is opened, the display will show DOMESTIC HOT WATER. The stove, if it is in the modulation state, will move to maximum power to obtain all the thermal power available to the domestic hot water system. Once there is no more demand for domestic hot water the stove will return to the thermal power determined based on the temperature of the water in the stove.

PUFFER probe installation

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

What happens in case of...

Pellet ignition failure

In case of non-ignition, the display shows the alarm message "NO ACC".

black-out

Pr48 = 0

When the power is resumed after an outage, the stove enters the FINAL CLEANING phase and waits until the fume temperature reaches a value below Pr13.

Pr48 = T seconds

After a power outage, one of the following conditions may occur depending on the stove previous status:

<i>previous status</i>	<i>black-out duration</i>	<i>new status</i>
switched off	any	switched off
ignition	< T	ignition
pellet loading without pre-load	< T	pellet loading
pellet loading with pre-load	any	switching off
waiting for flame	< T	waiting for flame
working mode	< T	working mode
burn pot cleaning	< T	burn pot cleaning
switching off	< T	switching off

If the power outage duration is longer than T, the stove switches off.

Alarms

In case of malfunctioning the control board reports the problem and activates various procedures depending on the type of alarm. Possible alarm messages are listed below.

Display shows	No.	Cause
WATER SENSOR ALARM	(AL C)	Water sensor broken or shorted
HOT WATER ALARM	(AL D)	Stove water maximum threshold exceeded
WATER PRESS ALARM	(AL E)	Water pressure too low or too high
FUME SENSOR ALARM	(2)	Fume temperature sensor fault
HOT FUME ALARM	(3)	Fume overheating
ALARM EXTRACTION - FAULT	(4)	Fume fan fault, not working
IGNITION FAILURE ALARM-	(5)	Stove does not ignite
NO PELLET ALARM	(6)	Shutting down due to insufficient pellets
ALARM THERMAL SAFETY	(7)	Safety thermostat activated
ALARM NO DEPRESS-	(8)	Depressor activated
AUGER TUBE ENCODER ALARM	(AL G)	Faulty auger tube encoder
ALARM ERROR AUGER TUBE TRIAC	(AL B)	The auger tube turns continuously
ALARM CLEANER FAULT	(AL E)	The burn pot cleaner is blocked
ALARM TURBULATOR FAULT	(AL F)	Turbulator cleaning is blocked
ALARM BLACK-OUT	(1)	Absence of mains voltage

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

The alarm status is resettable by pressing button P4.

Safety thermostat

If the general safety thermostat detects a water value exceeding the trigger threshold, it immediately switches off the auger tube (to which it is connected in series), while acquiring this change in status through the AL1 terminal in CN4. The message **THERMAL SAFETY ALARM** appears on the display and the system is switched off. Unscrew the black cap on the back of the stove and press the button to reset the contact.



Negative Pressure Alarm

This alarm occurs if:

- The vent pipe is non-compliant: the pipe must minimise the Pascals required by the manufacturer (see TECHNICAL DATA) at both low and maximum power.
- Vent pipe or combustion air outlet obstructed.
- Combustion chamber door and/or pellet hopper door open.
- Excessive dirt inside the fume fan: it is necessary to empty the ash that settles in the area adjacent to the ash drawer compartment.

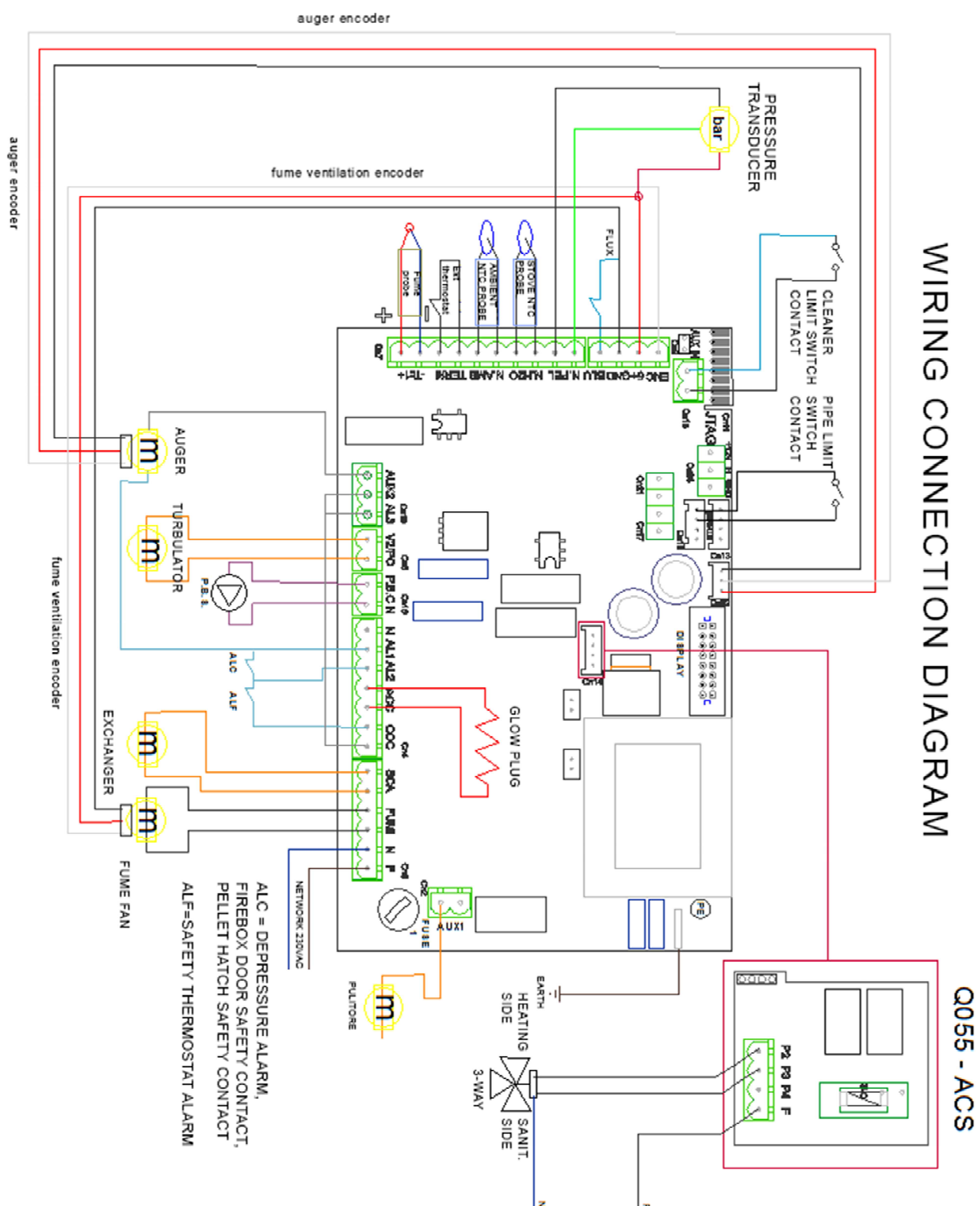
Damage exhaust blower alarm

In case the fume extraction fan breaks, the stove switches off and the message **EXTRACTION FAULT ALARM** is displayed

Black-out Alarm

In the event that there is an electrical power failure for a given time, the stove, with restoring of the electricity, will change to **BLACK-OUT** alarm. It is necessary to wait for the stove to cool down and then turn it back on.

Connections



05.1 INTRODUCTION

The stove requires simple yet constant cleaning to guarantee maximum efficiency and proper functioning. Constant maintenance by a qualified technician is recommended.

The stove should be cleaned before the cold season because it can sometimes get clogged during the summer (by nests for example) preventing exhaust fumes to flow regularly.

At the beginning of the season and in case of wind, a build-up of residue in the pipe may lead to fires. Should this happen, find below a few pieces of advice to follow:

- **Block air supply to the pipe immediately;**
- **Throw sand or kitchen salt, and not water, to extinguish fire and coals;**
- **Keep objects and furniture away from the burning pipe.**

ALSO TO PREVENT THIS TYPE OF FAULT YEARLY CLEANING OF THE VENT PIPE IS ESSENTIAL, REMOVING DEPOSITS OR ANY POCKETS OR OBSTRUCTIONS.

ATTENTION:

- **THE AUGER TUBE MUST BE COMPLETELY EMPTIED FROM PELLETS WHEN USING THE STOVE FOR THE LAST TIME AT THE END OF THE SEASON. THE AUGER TUBE MUST REMAIN EMPTY TO PREVENT IT FROM BECOMING CLOGGED BY SAWDUST RESIDUES THAT HAVE SOLIDIFIED DUE TO MOISTURE.**

05.2 PERIODIC CLEANING OF THE STOVE

Daily cleaning

This operation must be performed when the stove is completely cold:

- Aspirate the bottom of the burn pot inside the combustion chamber.

Weekly cleaning

This operation must be performed when the stove is completely cold:

- Vacuum the combustion chamber: check that there are no embers that may still be lit. In this case your dust vacuum cleaner will catch fire.
- Remove the ash inside firebox and on door.
- Wipe the glass with a damp cloth or a damp ball of newspaper dipped into the ash. If the operation is performed with the stove hot there is a risk of the glass exploding.
- Empty the ash drawer: vacuum it out or dispose of the ashes in a waste bin.
- Aspirate the ash drawer compartment and the inspection window adjacent to the same.



Monthly cleaning

This operation must be performed when the stove is completely cold:

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

ATTENTION: USE A DRY CLOTH TO CLEAN THE STOVE EXTERNALLY. DO NOT USE ABRASIVE MATERIALS OR PRODUCTS THAT COULD CORRODE OR WHITEN THE SURFACES.

05.3 MANUFACTURER LIABILITY

The manufacturer shall not be held liable against any direct and/or indirect, criminal and/or third party liability arising from:

- failure to abide by the instructions contained herein.
- non authorised repair operations or changes.
- use not compliant with safety rules.
- installation not compliant with national current regulations and safety rules.
- insufficient maintenance.
- the use of spare parts that are not original or which are not specific to the stove model.

06. TROUBLESHOOTING

PROBLEM		CAUSE	SOLUTION
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.	
WATER SENSOR 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.
AUGER TUBE TRIAC ALARM		THE AUGER TUBE MOTOR TURNS CONTINUOUSLY	ONCE THE PRODUCT HAS COOLED UNPLUG THE POWER SUPPLY AND CONTACT TECHNICAL ASSISTANCE.
AUGER TUBE ENCODER ALARM		FAULTY AUGER TUBE MOTOR	CALL TECHNICAL ASSISTANCE.
DISPLAY SWITCHED OFF		POWER OUTAGE	CHECK PLUG AND POWER SUPPLY.
		FAULTY ELECTRICAL CABLE	CALL TECHNICAL ASSISTANCE.
		INTERRUPTED FUSE IN CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
		FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
		FAULTY DISPLAY	CALL TECHNICAL ASSISTANCE.
ALARM NO FIRE	PELLETS NOT FED TO BURN POT	NO PELLETS	CHECK HOPPER.
		SAFETY THERMOSTAT TRIGGERED	MANUALLY RESET THE THERMOSTAT LOCATED ON STOVE BACK
		AUGER TUBE BLOCKED BY FOREIGN BODY	DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC.
		FAULTY AUGER TUBE MOTOR	CALL TECHNICAL ASSISTANCE.
		ACTIVE ALARM	SEE ALARM SECTION.
	PELLETS FALL BUT NOT LIT	DIRTY BURN POT	CLEAN BURN POT.
		TEMPERATURE TOO COLD	REPEAT SWITCHING-ON PHASE SEVERAL TIMES, EMPTYING THE BURN POT UPON EACH TIME.
		DAMP PELLETS	CHECK PELLET STORAGE LOCATION.
		FAULTY IGNITION PLUG	CALL TECHNICAL ASSISTANCE.
		FAULTY FUME SENSOR	CALL TECHNICAL ASSISTANCE.
		FAULTY EXHAUST BLOWER	CALL TECHNICAL ASSISTANCE.
		FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
	STOVE SWITCHES OFF DURING NORMAL FUNCTIONING	POWER OUTAGE	CHECK PLUG AND POWER SUPPLY.
		NO PELLETS	CHECK HOPPER.
		AUGER TUBE BLOCKED BY FOREIGN BODY	DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC.
		POOR QUALITY PELLETS	CHANGE PELLET TYPE.
		INSUFFICIENT PELLET SET VALUE AT MINIMUM HEAT OUTPUT	CALL TECHNICAL ASSISTANCE.
		ACTIVE ALARM	SEE ALARM SECTION.
POOR FLAME	ANTI-EXPLOSION DEVICE PLUG MISSING OR NOT CORRECTLY POSITIONED.		
	PARTIALLY CLOGGED VENT PIPE	CLEAN VENT PIPE IMMEDIATELY.	
	COMBUSTION AIR NOT SUFFICIENT	CLOGGED AIR INTAKE.	
	CLOGGED STOVE	CLEAN BURN POT AND ASH DRAWER.	
	FAULTY / DIRTY EXHAUST BLOWER	GET IT CLEANED BY A SPECIALISED TECHNICIAN CALL TECHNICAL ASSISTANCE.	
	INADEQUATE COMBUSTION AIR SET VALUE	CALL TECHNICAL ASSISTANCE.	
ALARM BLACK-OUT		POWER OUTAGE	SWITCH STOVE ON AND OFF, CHECK PLUG.

06. TROUBLESHOOTING

MODULATE	SET ROOM TEMPERATURE REACHED / STOVE WORKS PROPERLY.	
DISPLAY DOES NOT WORK	SET ROOM TEMPERATURE REACHED	INCREASE SET ROOM TEMPERATURE SO THAT APPLIANCE GOES BACK TO "WORKING" MODE.
BURN POT CLEANING	PERIODIC CYCLE OF BURN POT CLEANING	STOVE WORKS PROPERLY
ALARM DEP	EXCESSIVE OR INADEQUATE VENT PIPE LENGTH	NON-COMPLIANT VENT PIPE.
	CLOGGED OUTLET	CLEAN VENT PIPE / CALL AUTHORISED TECHNICIAN.
	BAD WEATHER CONDITIONS	STRONG WIND.
	FUME FAN BLOCKED	ASPIRATE ASHES, CALL TECHNICAL ASSISTANCE.

ALARM SIC FIREBOX OVERHEATING	LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK	LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK. IF THE PROBLEM REMAINS UNSOLVED, CONTACT A SPECIALISED TECHNICIAN.
	TEMPORARY POWER OUTAGE	LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK. SWITCH STOVE ON AGAIN.
	FAULTY EXCHANGER BLOWER	CALL TECHNICAL ASSISTANCE.
	FAULTY THERMOSTAT WITH RESET	CALL TECHNICAL ASSISTANCE.
	FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
FUME SENSOR ALARM	FAULTY FUME SENSOR	CALL TECHNICAL ASSISTANCE.
	FUME SENSOR DISCONNECTED	CALL TECHNICAL ASSISTANCE.
HOT FUME ALARM	FAULTY FUME SENSOR	CALL TECHNICAL ASSISTANCE.
	FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
	EXCESSIVE PELLET SET VALUE AT MAXIMUM HEAT OUTPUT	CALL TECHNICAL ASSISTANCE.
REMOTE CONTROL NOT CONNECTING (FIELD SEARCH)	POSSIBLE INTERFERENCE	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.

07. CERTIFICATE OF INSTALLATION AND TESTING

CERTIFICATE OF INSTALLATION AND TESTING

CUSTOMER: _____
ROAD: _____
CITY: _____
POSTAL CODE: _____
PROVINCE: _____
TEL: _____
Delivery date: _____
Delivery date: _____
Equipment mod.: _____
Serial number: _____ Year: _____
Retailer's Stamp: _____

Installer's stamp: _____

First name: _____
Last Name: _____
Address: _____ Postal code.: _____
Location: _____
Tel: _____

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.

Signature of the CUSTOMER

Signature of the RETAILER / INSTALLER

Copy of the retailer or installer



CERTIFICATE OF INSTALLATION AND TESTING

CUSTOMER: _____
ROAD: _____
CITY: _____
POSTAL CODE: _____
PROVINCE: _____
TEL: _____
Delivery date: _____
Delivery date: _____
Equipment mod.: _____
Serial number: _____ Year: _____
Retailer's Stamp: _____

Installer's stamp: _____

First name: _____
Last Name: _____
Address: _____ Postal code.: _____
Location: _____
Tel: _____

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.

Signature of the CUSTOMER

Signature of the RETAILER / INSTALLER

08. YEARLY SCHEDULED MAINTENANCE

Date 1st maintenance _____ / _____ / _____

(Technical Assistance Centre stamp)

Date 2nd maintenance _____ / _____ / _____

(Technical Assistance Centre stamp)

Date 3rd maintenance _____ / _____ / _____

(Technical Assistance Centre stamp)

Congratulations! Thank you for purchasing an Eva Stampaggi product.

Warranty

The warranty period is **two** years if fiscally described as sold to an individual (Legislative Decree no. 24 of 02.02.2002) and **one** year if sold to a company or profession (subject to VAT).

The tax document referred to the product purchase gives validity to the warranty and the date on it shall be used to calculate the warranty period.

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

You can contact the staff in charge of the **after-sale** procedure by calling **0438.35469** or by sending an email to info@evacalor.it

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

Should it prove impossible to solve the issue over the phone, our staff will forward it to the **Technical Support Service** closest to you, which will guarantee assistance from a technician within 5 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 warranty is valid within Italy. Should the product be sold or installed abroad the warranty shall be recognised by the distributor in charge of the relevant territory.

This warranty covers the repair or replacement of faulty parts or components or of the entire product at our sole discretion.

Whenever you require assistance, you may be asked to provide:

- Serial number
- Stove model
- Purchase date
- Purchase location
- Warranty activation certificate filled in by an authorised Technical Assistance Centre

The warranty shall not cover:

- **Non-compliant installation or installation carried out by non-qualified staff (UNI10683 and UNI EN 1443);**
- **Initial ignition not carried out by an authorised technician**
- **Improper use, such as keeping the stove switched on for too long at maximum heat output;**
- **Annual stove maintenance carried out by someone other than one of our authorised Technical Assistance Centres;**
- **Vent pipe cleaning not carried out;**

The warranty will not cover the following differences due to the natural features of the covering materials:

- Veining is a main feature of stone guaranteeing its uniqueness;
- Any small cracks or cracking in ceramic or majolica surrounds;
- Any shade or tone differences in ceramic or majolica surrounds;
- Door glass;
- Gaskets;
- Ignition plug heating elements (warranty period: 1 year);
- The warranty does not cover masonry works;
- Damage to chromed and/or anodised and/or painted metal parts or on any other treated surfaces due to rubbing or bumping with other metal parts;
- Damage to chromed and/or anodised and/or painted metal parts or on any other treated surfaces due to improper maintenance and/or cleaning using chemical products or agents (said parts must be cleaned using only water);
- Damage to mechanical components or parts due to improper use or to installation carried out by non-qualified staff or not in compliance with the instructions provided with the product;
- Damage to electrical or electronic parts or components due to improper use or to installation carried out by non-qualified staff or not in compliance with the instructions provided with the product;

Attention: after purchase, please keep this warranty certificate together with the original package, installation and testing certificate and the retailer receipt.

IMPORTANT:

EVA STAMPAGGI SRL RECOMMENDS CONTACTING ITS RETAILERS AND AUTHORISED ASSISTANCE CENTRES. INSTALLATION IS OBLIGATORY BY LAW, EVA STAMPAGGI STRONGLY RECOMMENDS THE INITIAL IGNITION OF PRODUCTS BY QUALIFIED TECHNICIANS. EVA STAMPAGGI IS NOT RESPONSIBLE FOR ONLINE SALES AND FOR RELATED OFFERS AS IT DOES NOT OFFER DIRECT SALES TO THE PUBLIC. FOR ANY TECHNICAL ISSUES DURING THE PERIOD OF LEGAL WARRANTY, THE PROCEDURE REQUIRES CONTACTING OF THE RETAILER OR DIRECTLY OF OUR AFTER SALES.

WARNINGS for correct disposal of waste electrical and electronic equipment (WEEE) in accordance with EC Directive 2002/96/EC and subsequent amendment 2003/108/CE.



Application of this symbol on the product determines that it is NOT waste that can be considered generic but should be demolished and disposed of in compliance with the regulations in force in the country of use, making sure that the special collection centres are legally compliant both in relation to safety and in terms of respecting and protecting the environment. Responsibility for such disposal is borne by the owner and to avoid incurring penalties or negative consequences for the environment and health, we advise directly contacting the municipal authorities, the local authority for waste disposal or the retailer, to learn more about the places and ways of collection.

The correct disposal of waste is important not only for the environment and for the health of citizens but also because this operation involves the recovery of materials with consequent important savings of energy and resources.

Eva Stampaggi S.r.l.
Via Cal Longa Z.I.
I - 31028 Vazzola (Treviso - Italy)
Tel. +39.0438.740433 rollover lines
Fax +39.0438.740821
E-Mail: info@evacolor.it

Retailer Stamp and Signature