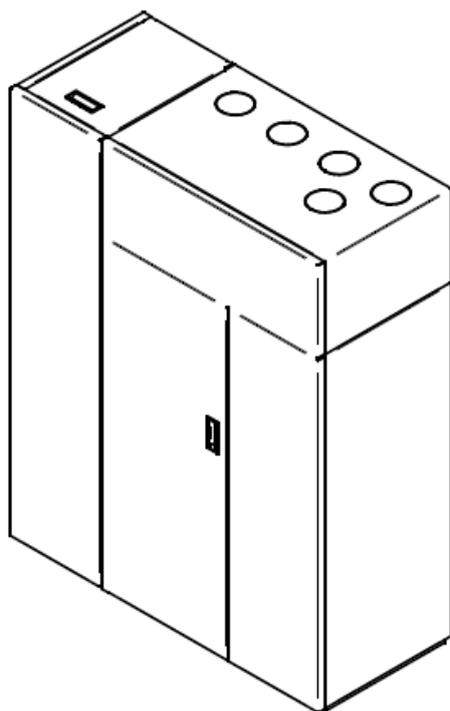


# INSTRUCTION MANUAL

## AIR STOVE



FUTURA

15 kW – 19.5 kW

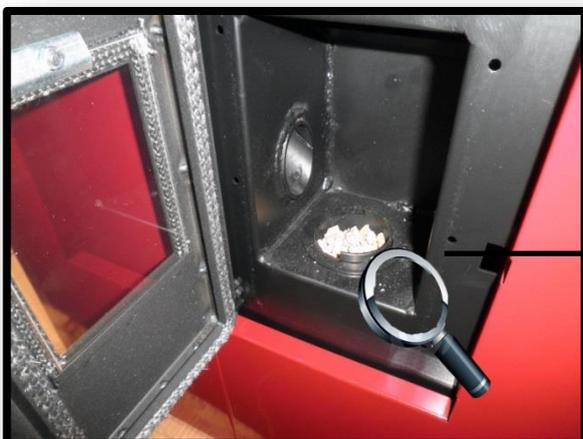
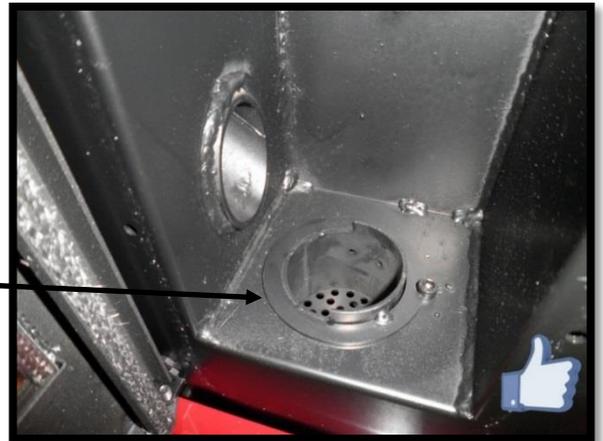




## IMPORTANT: ESSENTIAL TO READ



1. The warranty is valid only if the FIRST IGNITION is carried out 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. Should any anomaly concerning the flame be detected or, however, in any other case, NEVER SWITCH OFF the stove by disconnecting it from the mains. Use the relevant button. Disconnecting the stove from the mains will prevent exhaust fumes from being extracted.
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.

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### 01.1 SAFETY WARNINGS

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

Read this manual carefully before use or any maintenance operation.

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 forbidden by the law against the emission of harmful substances.
- Do not use alcohol, petrol or other highly inflammable liquids to light the fire or poke it during operation.
- Do not introduce into the stove an amount of fuel greater than that recommended in this booklet.
- Do not modify the product.
- It is forbidden to use the appliance with the door open or the glass broken.
- Do not use the appliance as, for example, a clothes drying rack, a bearing surface or step etc.
- Do not install the stove in bedrooms or bathrooms if not certified as watertight.

#### **The pellets to be used are the following:**

The pellet stoves operate exclusively with pellets made from various types of legislative-compliant wood.

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

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

Density 630-700 kg/m<sup>3</sup>

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 (220V~/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.
- Since 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: the 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 **inflammable** materials, including curtains, 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 is fitted with components that generate arcs and sparks. Do not install the stove in areas posing a significant fire or explosion hazard due to a high chemical substance concentration or to a high humidity level.
- Do not use the appliance close to bathtubs, showers, basins, sinks or swimming pools.
- Do not install the appliance underneath an air vent. Do not install the stove outdoors.
- Do not repair, disassemble or modify the appliance. The appliance is not fitted with components that can be repaired by users.
- Turn off the stove, disconnect it from the mains and wait until it has cooled down completely before performing any maintenance operations.
- **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 30mm. Their maximum moisture content is equal to 8%. This stove is designed to burn pellets made of compacted sawdust obtained from different types of wood, in compliance with environment protection legislation.
- The use of different types of pellets may result in a slight, sometimes even undetectable, change in the stove efficiency. This change can be counterbalanced by increasing or decreasing the stove heat output by only one step.
- **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 switch the stove on and off intermittently to avoid damaging its electrical and electronic components.

## 01. PRODUCT SAFETY

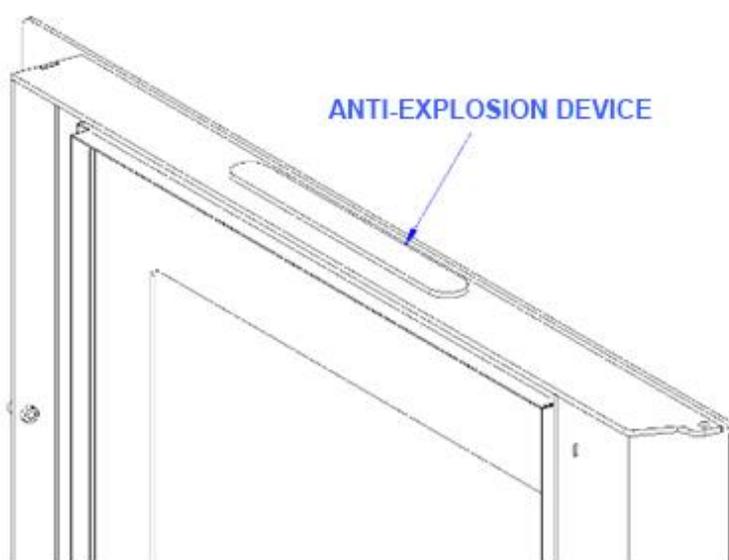
- Do not use the appliance as waste incinerator or for any other purpose other than the intended one.
- Do not use liquid fuels.
- Do not modify the appliance without prior authorisation.
- Use only original spare parts recommended by the manufacturer.
- Make sure that the stove is transported in compliance 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 become completely empty, the appliance will be automatically switched off. It may take two separate ignitions to resume operation at ideal working conditions as 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.**

### WHEN THE STOVE IS WORKING:

- 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.



# 01. PRODUCT SAFETY

## 01.3 EC CERTIFICATE OF CONFORMITY

<b>CE</b>	
EVA STAMPAGGI S.r.l. Via Cal Longa Z.I. 31028 Vazzola (TV) - ITALY 16	
Trademark: EVA CALòR	
EN 14785 :2006	
<b>Residential space heating appliances fired by wood pellet</b> <i>Apparecchi per il riscaldamento domestico alimentato a pellet di legno</i>	
<u>Type</u> : ----	
<u>Model</u> : FUTURA 15 Kw	
<u>Distance to adjacent combustible materials</u> <i>Distanza da materiali combustibile</i>	: 12 cm Rear 30 cm Sides
<u>Emission of CO in combustion products</u> <i>Emissione di CO nei prodotti di combustione</i>	: nominal heat output 0,007 % reduced heat output 0,042 %
<u>Maximum operating pressure</u> <i>Massima pressione di esercizio</i>	: -
<u>Flue gas temperature</u> <i>Temperatura dei fumi</i>	: 153 °C at nominal heat output 75 °C at reduced heat output
<u>Nominal heat output</u> <i>Potenza termica nominale</i>	: 13,5 kW
<u>Reduced heat output</u> <i>Potenza termica ridotta</i>	: 4,1 kW
<u>Efficiency</u> <i>Rendimento energetico</i>	: nominal heat output 91,5 % reduced heat output 95,0 %
<u>Fuel type</u> <i>Tipi di combustibile</i>	: Wood pellet Pellet di legno
<u>Dust emission</u> <i>Polveri</i>	: 7 mg/Nm <sup>3</sup> At 13% O <sub>2</sub> - mg/MJ At 0% O <sub>2</sub>
<u>Electrical power supply</u> <i>Potenza elettrica assorbita</i>	: 330 W
<u>Rated voltage</u> <i>Tensione nominale</i>	: 230 V
<u>Rated frequency</u> <i>Frequenza nominale</i>	: 50 Hz

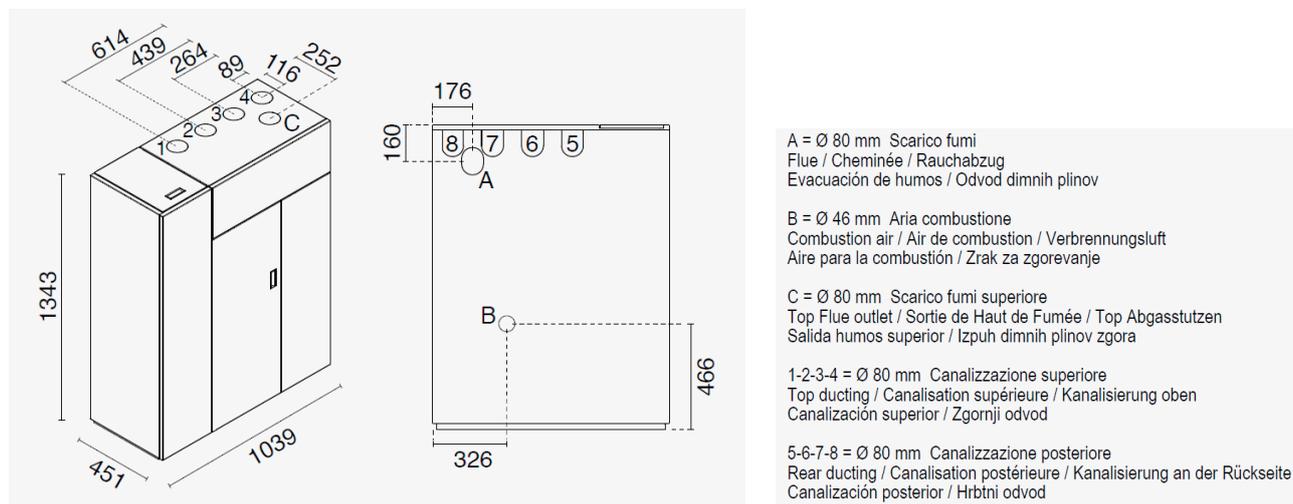
<b>CE</b>	
EVA STAMPAGGI S.r.l. Via Cal Longa Z.I. 31028 Vazzola (TV) - ITALY 16	
Trademark: EVA CALòR	
EN 14785 :2006	
<b>Residential space heating appliances fired by wood pellet</b> <i>Apparecchi per il riscaldamento domestico alimentato a pellet di legno</i>	
<u>Type</u> : ----	
<u>Model</u> : FUTURA 19,5 Kw	
<u>Distance to adjacent combustible materials</u> <i>Distanza da materiali combustibile</i>	: 12 cm Rear 30 cm Sides
<u>Emission of CO in combustion products</u> <i>Emissione di CO nei prodotti di combustione</i>	: nominal heat output 0,010 % reduced heat output 0,042 %
<u>Maximum operating pressure</u> <i>Massima pressione di esercizio</i>	: -
<u>Flue gas temperature</u> <i>Temperatura dei fumi</i>	: 188 °C at nominal heat output 75 °C at reduced heat output
<u>Nominal heat output</u> <i>Potenza termica nominale</i>	: 18 kW
<u>Reduced heat output</u> <i>Potenza termica ridotta</i>	: 4,1 kW
<u>Efficiency</u> <i>Rendimento energetico</i>	: nominal heat output 91,0 % reduced heat output 95,0 %
<u>Fuel type</u> <i>Tipi di combustibile</i>	: Wood pellet Pellet di legno
<u>Dust emission</u> <i>Polveri</i>	: 6 mg/Nm <sup>3</sup> At 13% O <sub>2</sub> - mg/MJ At 0% O <sub>2</sub>
<u>Electrical power supply</u> <i>Potenza elettrica assorbita</i>	: 330 W
<u>Rated voltage</u> <i>Tensione nominale</i>	: 230 V
<u>Rated frequency</u> <i>Frequenza nominale</i>	: 50 Hz

## 02. PRODUCT DESCRIPTION

### Ducted stove Futura 15 kW and Futura 19.5 kW

The 40 Kg pellet hopper, remote control, DFCS control system for the combustion air and the air-tight system renders it ideal for passive houses, as it does not take combustion air from the environment. It can be fitted with upper or rear couplings for the ducts and it can be connected to an already existing thermostat or can be set to start when the room temperature reaches a certain value (detected by the sensors that control the ventilation speed).

#### TECHNICAL DRAWING

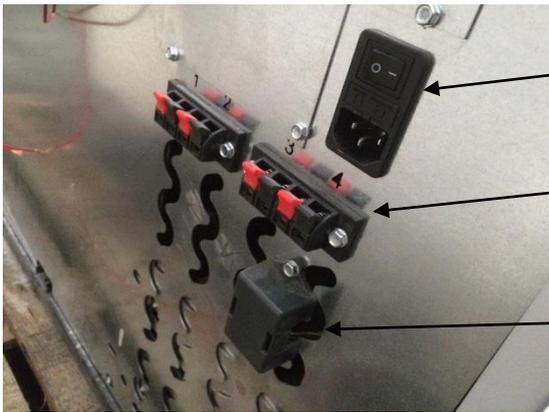


#### TECHNICAL DATA

Technical data of the appliance: <i>Dati tecnici dell'apparecchio:</i>	FUTURA 15		FUTURA 19.5	
	Nominal heat output <i>Potenza termica nominale</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>
<b>Designation:</b> <i>Designazione:</i>				
<b>Fuel throughput</b> <i>Consumo orario (kg/h)</i>	3.2	0.9	4.1	0.9
<b>Necessary flue draught</b> <i>Requisiti minimi del tiraggio del camino (Pa)</i>	11	11	11	11
<b>Flue gas temperature</b> <i>Temperatura fumi (°C)</i>	153	75	188	75
<b>Flue gas temperature at flue spigot or socket</b> <i>Temperatura uscita fumi (°C)</i>	155	74	188	74
<b>Flue gas mass flow</b> <i>Flusso massico dei fumi (g/s)</i>	8.3	3.3	8.9	3.3
<b>Efficiency</b> <i>Rendimento (%)</i>	91.5	95.0	91.0	95.0
<b>Total heating output</b> <i>Potenza termica (Kw)</i>	13.5	4.1	18.0	4.1
<b>Water heating output</b> <i>Potenza termica resa all'acqua (Kw)</i>	-	-	-	-
<b>Space heating output</b> <i>Potenza termica resa all'ambiente (Kw)</i>	-	-	-	-
<b>CO emission at 13% of O<sub>2</sub></b> <i>Emissioni di CO al 13% di O<sub>2</sub> (%)</i>	0.007	0.042	0.010	0.042
<b>Maximum water operating pressure</b> <i>Massima pressione di esercizio dell'acqua (bar)</i>	-	-	-	-
<b>Discharge control operating temperature</b> <i>Temperatura di intervento termostato sicurezza acqua (°C)</i>	-	-	-	-
<b>Electrical power supply</b> <i>Potenza elettrica assorbita (W)</i>	330	330	330	330
<b>Rated voltage</b> <i>Tensione nominale (V)</i>	230	230	230	230
<b>Rated frequency</b> <i>Frequenza nominale(Hz)</i>	50	50	50	50

## 02. PRODUCT DESCRIPTION

### 02.1 DESCRIPTION OF COMPONENTS



ON/OFF SWITCH

THERMOSTATS OR  
EXTERNAL SENSORS

REMOTE CONTROL  
RECEIVER

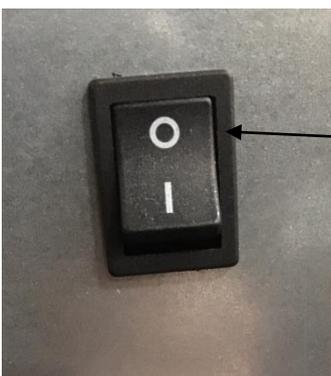


SAFETY THERMOSTAT



PELLET HOPPER LID

PELLET HOPPER LID GASKET



EMERGENCY SWITCH

## 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 the relevant 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 15 kW stoves have the following characteristics:

Chimney flue draught: 11 Pa

Fume temperature: 153 °C

Mass flow of fumes: 8.3 g/s

The 19.5 kW stoves have the following characteristics:

Chimney flue draught: 11 Pa

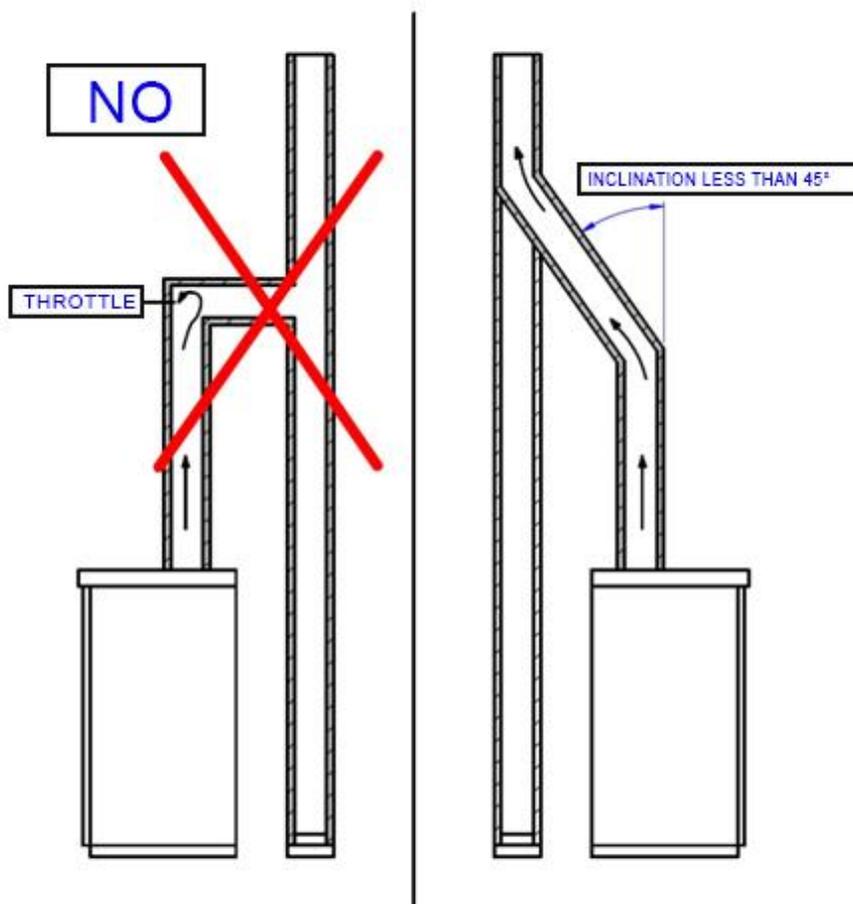
Fume temperature: 188 °C

Mass flow of fumes: 8.9 g/s

### 03 PRODUCT INSTALLATION

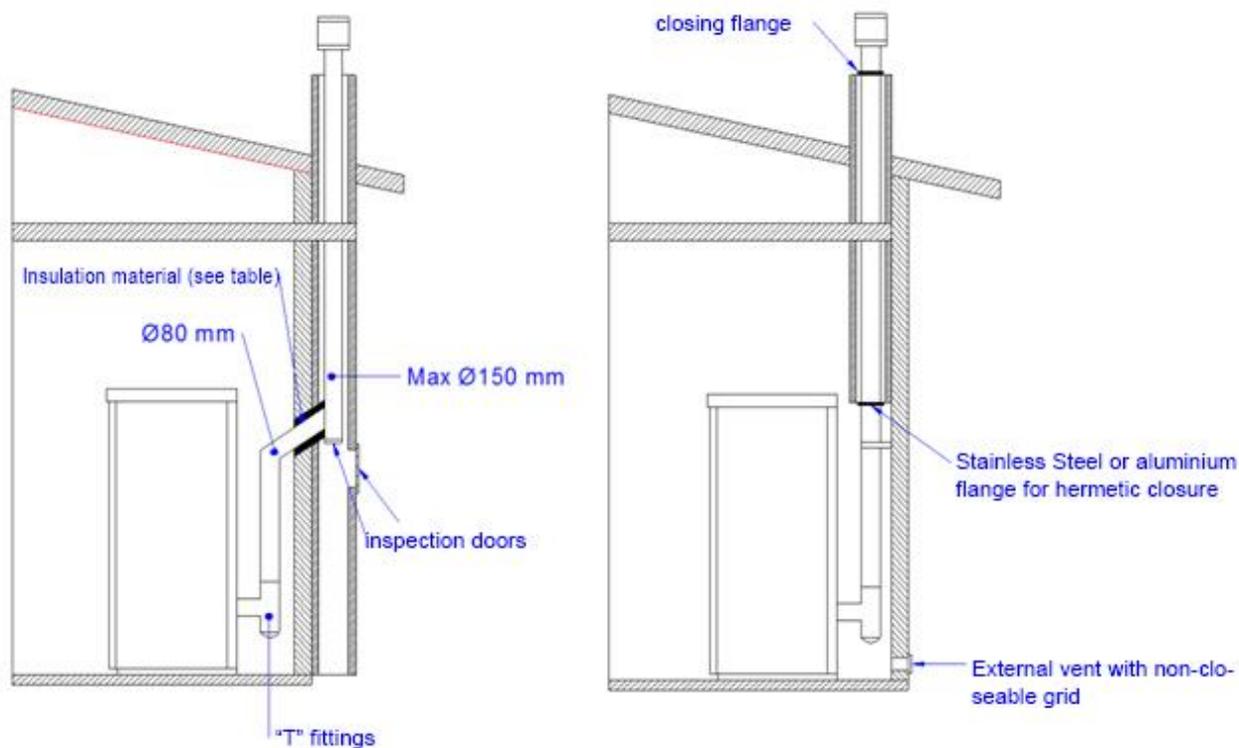
The vent pipe is one of the key features for guaranteeing the proper functioning of the stove. Thanks to the quality of the materials, the strength, the durability, the easy cleaning and maintenance, the best vent pipes are made of steel, either stainless steel or aluminised.

- The stove is fitted with a  $\Phi$  80mm rear 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 10cm-thick insulating thimbles if pipe vent passes through floors.
- The vent pipe must be insulated along its entire length. Thanks to the vent pipe, insulation fume temperature will remain high optimising draught, preventing condensation and reducing the build-up of non-ignited particles along the vent pipe walls. Use proper insulating materials (glass wool, ceramic fibre, Class A1 non-combustible materials).
- Install a vent pipe with a minimum vertical run of 2 mt 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

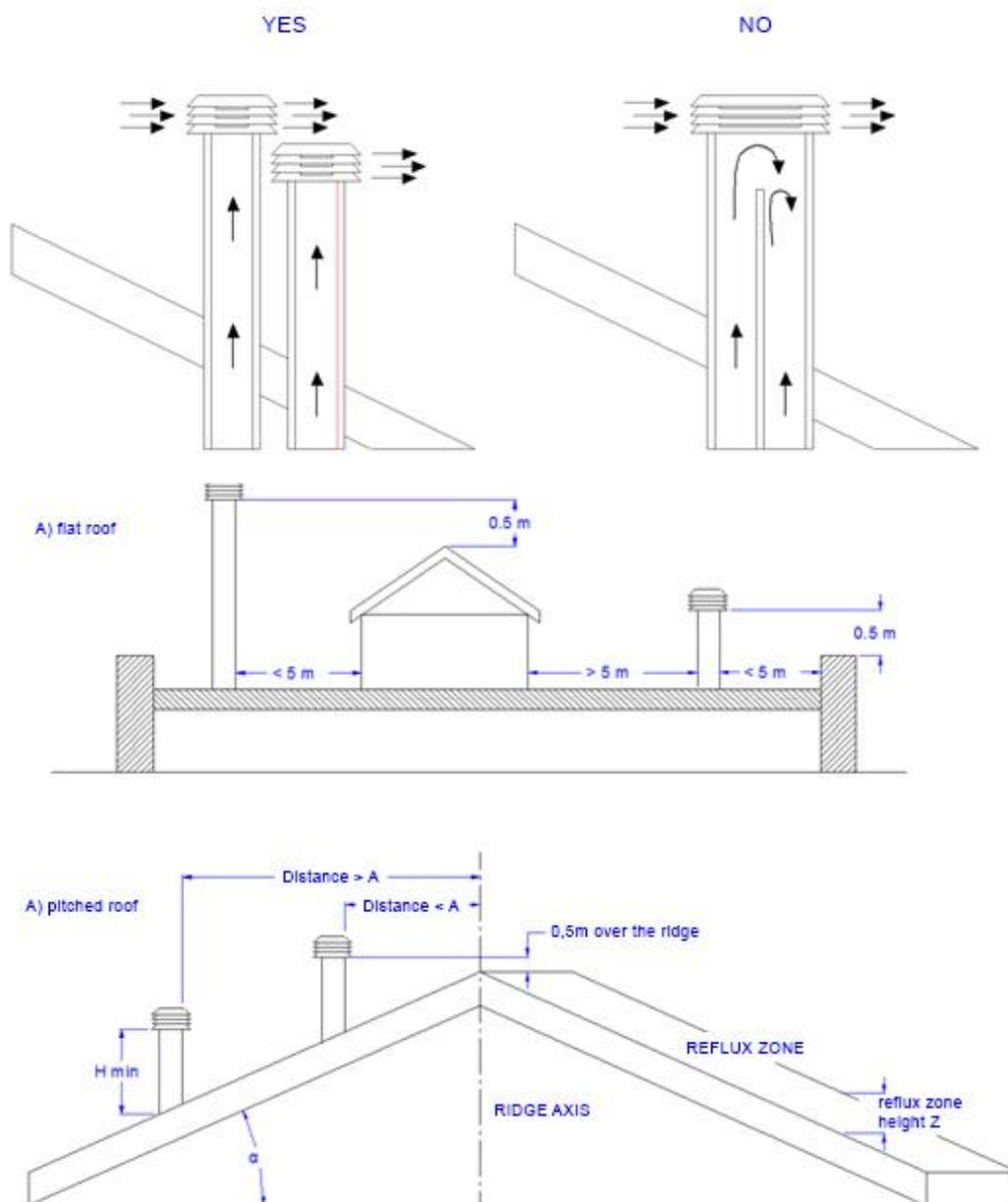
	<p>Steel vent pipe with double chamber insulated with material resistant to 400°C. Optimum efficiency.</p>		<p>Traditional clay vent pipe with cavities. Optimum efficiency.</p>
	<p>Refractory vent pipe with insulated double chamber and external coating in lightweight concrete. Optimum efficiency.</p>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

### 03.3 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 150cm 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 $\alpha$ [°]	Horizontal width of reflux zone measured from top A axis [m]	Minimum height from roof for discharging exhaust fumes $H_{\text{min}} = Z + 0.50\text{m}$	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 in stove efficiency.

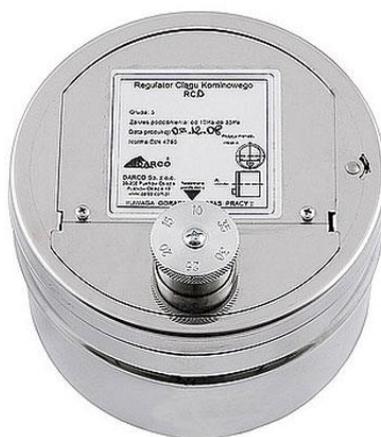
A part of the combustion fumes is drawn up through the vent pipe together with small pellet particles before combustion reducing stove efficiency, increasing fuel consumption and resulting in the emission of polluting fumes.

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.

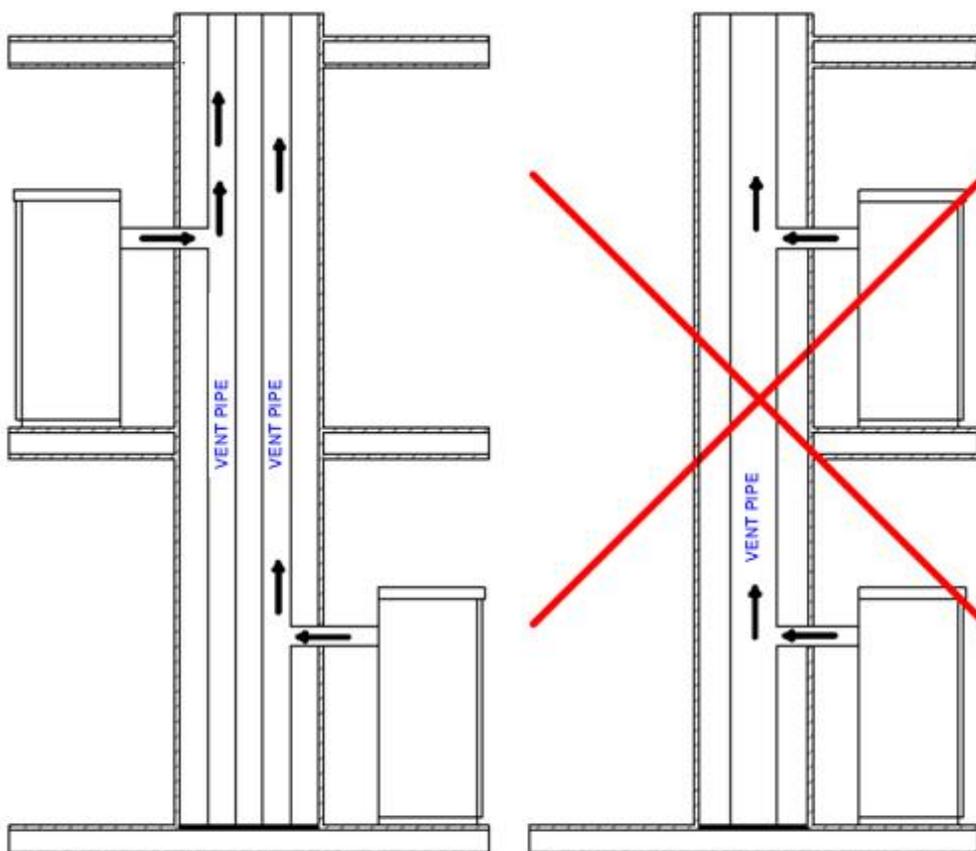
Importantly, the efficiency of a heater is determined by its ability to transfer most of the heat produced to the environment to be heated: consequently, the greater the efficiency of the stove, the "colder" the residual fumes of combustion, and consequently, the lower the "draft".

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 a better insulation, even when it already works properly with old appliances.

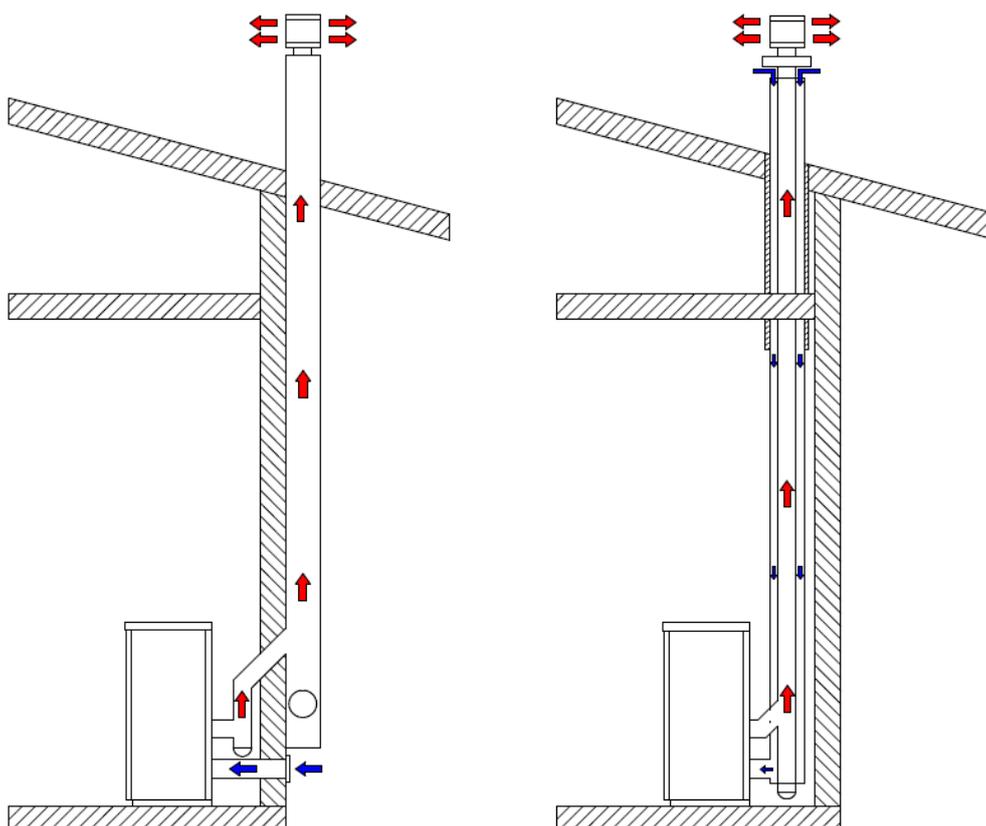
Poor draught results in the stove not operating when hot or in smoke spillage.

- Connecting the stove pipe to an existing chimney flue that has already been used with an old appliance is a common mistake. In this way two solid-fuel appliances share the same chimney flue, which is wrong and dangerous.
- If the two appliances are used simultaneously, the fume load might exceed the existing chimney flue capacity resulting in downdraught. If only one appliance is used, the fume heat will facilitate draught but the cold air coming from the other appliance not in use will cool down exhaust fume temperature again blocking the draught.
- Besides the problems described so far, if the two appliances are placed on different levels the communicating vessel principle might be interfered with, causing combustion fumes to be drawn in an irregular and unforeseeable way.



### 03.6 INSTALLATION

This stove is an air-tight stove. If properly connected by means of a suction tube, these stoves draw the combustion air and the air necessary for glass cleaning directly from outside and not from the room where they are installed, preserving the oxygen in the room. Using coaxial tubes the air will be pre-warmed contributing to improved combustion and lower emissions into the atmosphere. Ideal for passive houses, they offer best comfort at the lowest cost. The stove works even if not connected to the external air intake.



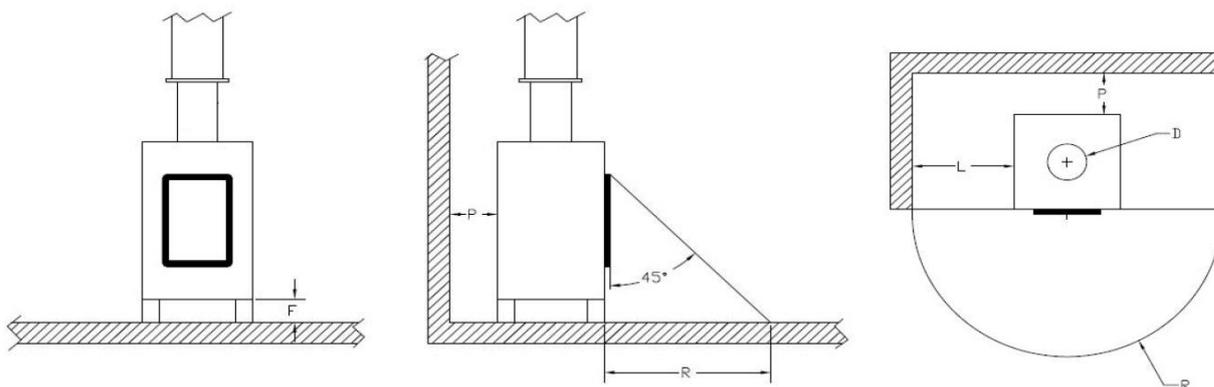
Follow the instructions before installing your stove.

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

- Arrange the connection to the vent pipe for fume extraction
- Arrange the external air intake (combustion air)
- Arrange the connection to the earthed mains
- The electrical system of the room where the stove is to be installed must be earthed, otherwise the control board may not work properly.
- Place the stove on the floor in a convenient position for the connection to the vent pipe and close to the combustion air intake.
- The appliance must be installed on a floor with an adequate load-bearing capacity.
- Should the existing floor not comply with the requirement above, proper measurements must be taken (for instance, the installation of a load distribution plate).
- All the structures which could catch fire if exposed to excessive heat must be protected. Floors made from wood or inflammable materials must be protected using non-combustible materials (e.g. 4mm-thick sheet metal or ceramic glass).
- The appliance installation must ensure easy access for cleaning the stove, exhaust pipes and vent pipe.
- This appliance is not suitable to be installed on a shared vent pipe.

### 03. INSTALLING THE PRODUCT

- During normal operation, the stove draws air from the room where it is installed. Therefore, an external air intake must be positioned at the same height of the pipe located on the stove back. Exhaust fume pipes must be suitable for pellet stoves and must therefore be made from coated steel or stainless steel, with a diameter of 8cm and fitted with adequate gaskets.
- The combustion air intake ( $\Phi$  50mm) must be connected directly to the outside or to adjacent rooms provided they are fitted with external air supply vents ( $\Phi$  50mm) 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 COMBUSTABLE MATERIALS:	SAFETY DISTANCE FROM <b>NON-FLAMMABLE</b> MATERIALS:
REAR WALL P = 120 mm SIDE WALL = 300 mm FLOORING F = 0 mm FRONT R = 100 mm	REAR WALL P = 120 mm SIDE WALL L = 150 mm FLOORING F = 0 mm FRONT R = 100 mm

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

We recommend using the following model:

*Promasil 1000*

Classification temperature: 1000 °C

Density: 245 kg/m<sup>3</sup>

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<sup>-6</sup> m/mK

Specific heat capacity: 1.03 Kj/kgK

Thermal conductivity  $\lambda$ :

200 °C → 0.07 W/mK

400 °C → 0.10 W/mK

600 °C → 0.14 W/mK

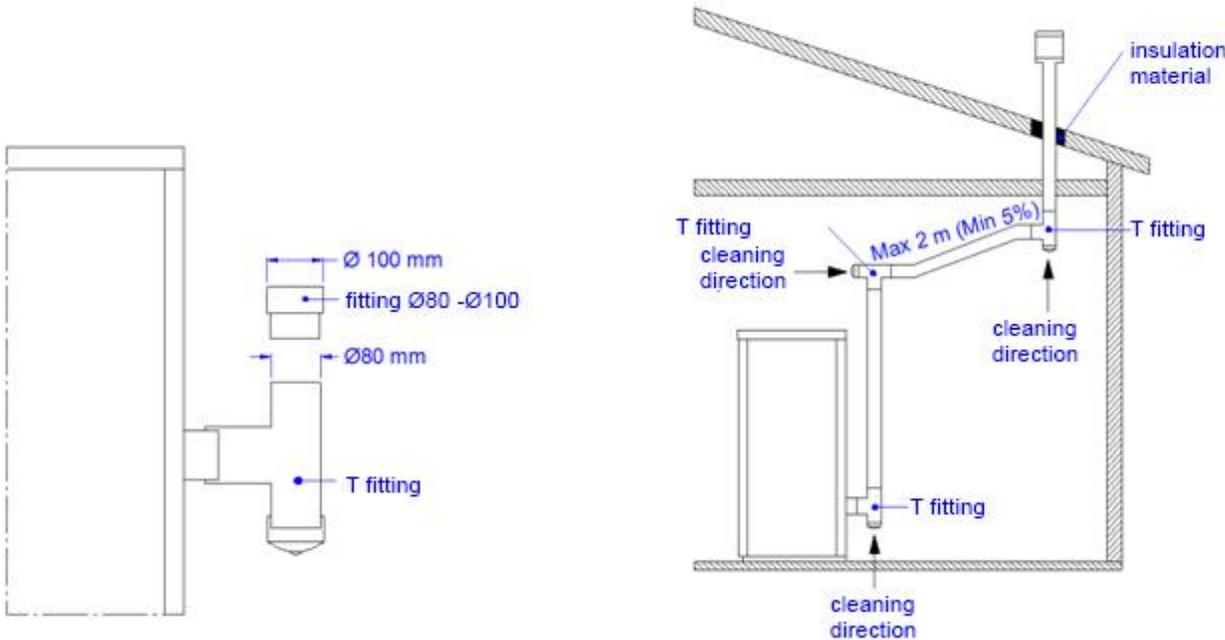
800 °C → 0.17 W/mK

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.

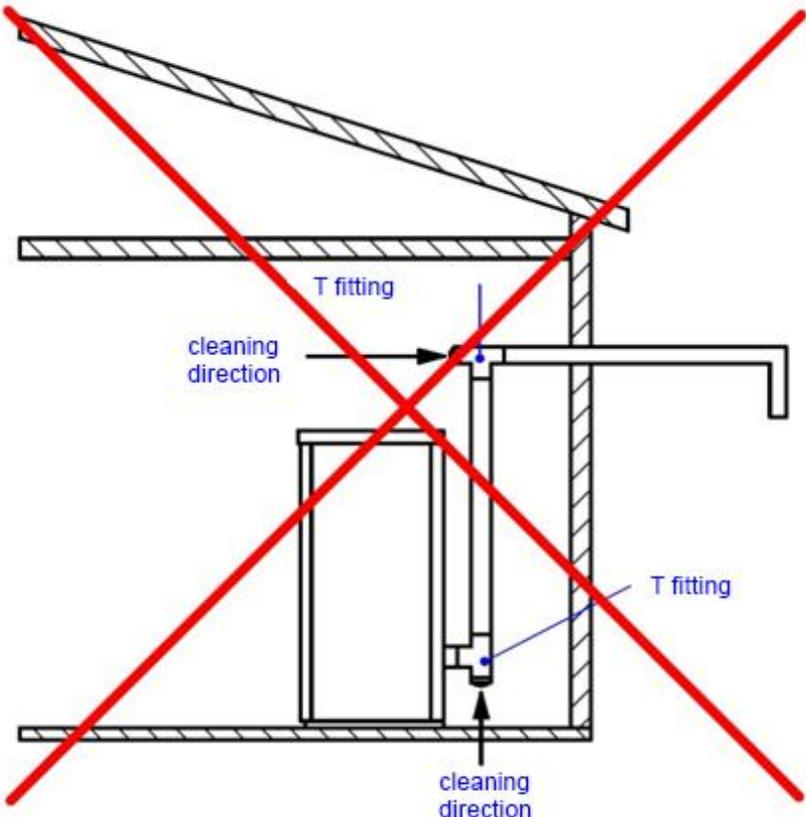
03. INSTALLING THE PRODUCT

INSTALLATION EXAMPLE:



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

### INSTALLATION EXAMPLE



### STOVE INSTALLATION

In compliance with the current regulations for installation, the stove must be installed in a ventilated place with air that is sufficient to ensure correct combustion and therefore good operation. The room must have a volumetry of no less than 20 m<sup>3</sup> and to ensure good combustion (40 m<sup>3</sup>/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.

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

The stove must not be installed in explosive or potentially explosive environments which may become explosive due to the presence of machinery, materials or dust that can cause greenhouse gas emissions or which can easily ignite with sparks. Before 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.

The fittings of the ducted air pipes have a diameter of 80 mm. For long distances, or if you need to pass through walls made of flammable material, we recommend that you use insulated pipes. The insulation consists of a 50 mm thick insulating wall and therefore, the hole through which the pipes will pass should have a diameter of at least 140 mm. We recommend that you use gaskets so as to prevent any air leaks; the use of flexible tubes is not recommended as they might break during the connection and also, the smooth ones are susceptible to pressure drops. However, you can install 100 mm diameter pipes.

The fume outlet can be located on the upper side or on the rear side of the stove. You can decide between the rear and the top fume outlet based on the location of the vent pipe. If you opt for a rear fume outlet, you need to cut a piece of pipe so as to determine the exact distance at which you have to make the connection to the curve that reaches the rear outlet.



The air motor of room number 1, is the furthest to the left, as you look from the tank side.

The air motor of room number 4, is the furthest to the right.

Connect the 4 ducted air pipes as described above and then install the sensors or the thermostats. You can connect 4 sensors (included in the supply) or 4 thermostats (not included in the supply). You can connect the sensors or the thermostats using any 2-pole cable with double insulation available on the market. The spring clamps on the back of the stove are numbered and correspond to the numbers of the ducting outlets.

## 03. INSTALLING THE PRODUCT

### ATTENTION (limitations on installing sensors or thermostats):

- Room number 1 can be connected to a sensor but not to an actual thermostat: the remote control will act as a thermostat. Therefore, if you want a thermostat in room number 1, you will need to install the remote control system. However, install a sensor on input 1.
- If you install a thermostat in room 2, you must install one in room 3 too.
- If you install the sensor in room 2 you can freely install the thermostat in room 3.

Below you will find a table reporting the available configurations for the installation of the rmostats or sensors:

	Possible configurations					
ROOM 1	Sensor / remote control					
ROOM 2	Sensor	Sensor	Thermostat	Sensor	Sensor	Thermostat
ROOM 3	Sensor	Thermostat	Thermostat	Sensor	Thermostat	Thermostat
ROOM 4	Sensor	Sensor	Sensor	Thermostat	Thermostat	Thermostat

If you want to install thermostats you also have to contact the qualified technician who will change the settings of the parameters.

### ATTENTION (limitations concerning the ventilation):

- As you will see in the following pages of this manual, the settings made on blower 3 are identical with those made on blower 4: by changing the setting on blower 3 you will automatically change the settings of blower 4.

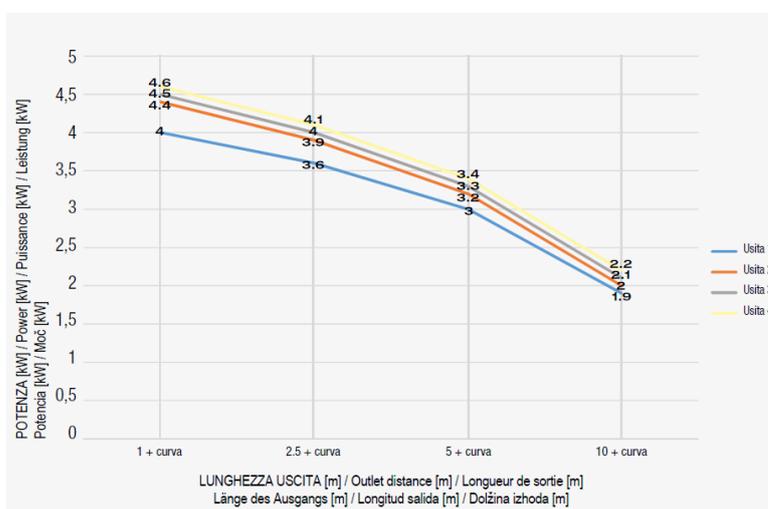
PAY UTMOST ATTENTION WHEN CHOOSING THE ROOMS AND TAKE INTO CONSIDERATION THE SENSOR/THERMOSTAT LIMITATIONS, MAKING SURE THAT THE SPEED SETTINGS ON BLOWERS 3 AND 4 ARE THE SAME.

THE STOVE DOES NOT WORK IF THE LID OF THE PELLET HOPPER IS OPEN.

The picture shows the power trend based on the length of the duct pipe.

ANDAMENTO DELLA POTENZA IN BASE ALLA LUNGHEZZA USCITA  
POWER AS A FUNCTION OF OUTLET DISTANCE  
RÉGLAGE DE LA PUISSANCE EN FONCTION DE LA LONGUEUR DE SORTIE  
LEISTUNGSVERLAUF JE NACH LÄNGE DES AUSGANGS  
EVOLUCIÓN DE LA POTENCIA DE ACUERDO CON LA LONGITUD DE LA SALIDA  
TREND MOĆI NA OSNOVI DOLŽINE IZHODA

Uscita Outlet Sortie Ausgang Salida Izhod	Diametro uscita Outlet diameter Diamètre de sortie Durchmesser des Ausgangs Diámetro salida Premer izhoda	Lunghezza uscita Outlet distance Longueur de sortie Länge des Ausgangs Longitud salida Dolžina izhoda	Portata Flow Portée Durchsatz Caudal Prehod dimnih plinov	Potenza Power Puissance Leistung Potencia Moć
	mm	m	m <sup>3</sup> /h	kW
Uscita 1	Ø 80	1 + curva	145	4
		2.5 + curva	140	3.6
		5 + curva	135	3
		10 + curva	125	1.9
Uscita 2	Ø 80	1 + curva	165	4.4
		2.5 + curva	160	3.9
		5 + curva	155	3.2
		10 + curva	145	2
Uscita 3	Ø 80	1 + curva	165	4.5
		2.5 + curva	160	4
		5 + curva	155	3.3
		10 + curva	145	2.1
Uscita 4	Ø 80	1 + curva	165	4.6
		2.5 + curva	160	4.1
		5 + curva	155	3.4
		10 + curva	145	2.2



### 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 parts 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.

## 04.1 REMOTE CONTROL WITH LCD DISPLAY

### Remote control description

The remote control system replaces the classic display of the traditional pellet stoves. It comes with charger, rechargeable batteries, support and plugs with screws for wall mounting. It can also work with alkaline batteries.

Installing the remote control system on the stove:

- cut off the power supply to the stove.
- enable the power supply and after the “beep” press any free key on the handheld remote control (that is not associated with another stove within the operating field of the remote control).

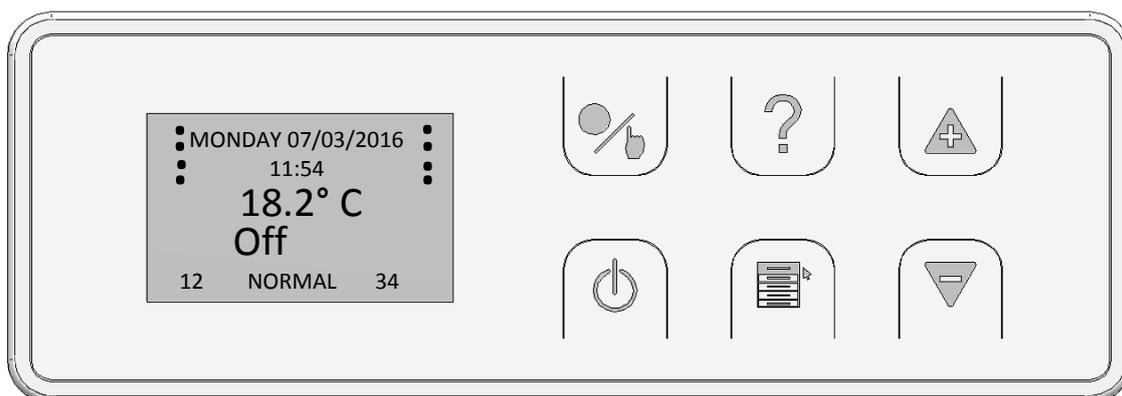
Stand-by and recharge:

The remote control goes automatically into stand-by if not used for more than 30. " Press any key or simply move the remote control to wake up from stand-by. The handheld remote control has a battery life of about 3 days. After this period, it no longer responds and it is therefore necessary to recharge it using the battery charger supplied with the product; we recommend that you charge it for at least 60 minutes (the time necessary for reaching the minimum battery level that will allow the device to work properly). We generally recommend that you place it in the appropriate support when not using it.

Emergency switch:

If the handheld remote control is the **ONLY** control device available, you need to provide an emergency switch in case the handheld remote control loses its efficiency (e.g. gets lost). The stove can be switched on and off from the emergency switch. The stove memorises the last settings made.

### List of controls



BUTTONS DESCRIPTION:



P1. Programmable thermostat access key.



P2. On/off key.



P3. Hold the P3 key to view useful information



P4. Press the P4 key until the ROOM TEMPERATURE MENU appears on the display and then change the value using the P5 and P6 keys.



P5. Up key. You can also use it to scroll through the menus.



P6. Down key. You can also use it to scroll through the menus.

### Display

The information below is displayed in order:

1. **MONDAY 07/03/2016** current day and date
2. current hour and minute
3. room temperature
4. **Off** stove status
5. operating mode (NORMAL or CHRONO)
6. **12 NORMAL 34** The numbers on the sides indicate whether the 4 rooms require heating or not.

### Quick menu

The P4 key (SET/menu) allows you to open the menu functions. Press it for several times to browse through the pages below:

**Maximum heat output setting:** Use the P5 and P6 keys to increase and respectively decrease the maximum heat output SET. Press P4 again to go to the next page.

**ROOM 1 Temperature setting:** Use the P5 and P6 keys to increase and respectively decrease ROOM 1 SET temperature. Press P4 again to go to the next page.

**ROOM 2 Temperature setting:** Use the P5 and P6 keys to increase and respectively decrease ROOM 2 SET temperature. Press P4 again to go to the next page.

**ROOM 3 Temperature setting:** Use the P5 and P6 keys to increase and respectively decrease ROOM 3 SET temperature. Press P4 again to go to the main page.

**ROOM 4 Temperature setting:** Go to general settings menu.

### User menu

Open the main page and then hold the P4 key:

- EXIT: returns to main page.
- PRELOAD: opens the pre-load function.
- SYSTEM STATUS: displays the page that contains information on the current status of the system.
- SET PELLETT: allows the user to adapt the functionality of the system to the quality of the pellets used.
- SET VENTILATION: allows the user to adapt the power of the blowers.
- GENERAL SETTINGS: open the "general settings" submenu.

**PRELOAD:** (available only when the stove is off), There are two pre-load methods available:

**NORMAL:** hold the P5 key (up) as long as you want the auger tube to work. Press P3 to exit.

**AUTOMATIC:** carries out a pre-load at a time set. Press P3 to exit.

**SYSTEM STATUS:** it displays in order:

- the status of the stove
- the fume temperature in °C
- the speed of the fume fan in revolutions/minute
- the current heat output level
- room 1 temperature in °C
- auger tube motor speed in rpm
- room 2 temperature in °C
- room 3 temperature in °C
- the speed of the exchanger fan 1 expressed as a percent
- the speed of the exchanger fan 2 expressed as a percent
- the speed of the exchanger fan 3 expressed as a percent
- the speed of the exchanger fan 4 expressed as a percent
- flow rate error

Use the P5, P6 keys to scroll through the pages. Press p4 to exit.

## 04. PRODUCT USE

**SET PELLETT:** Use the P5 and P6 keys to select the desired load settings and confirm by pressing P4.

Pellet type settings correction table

setting	fume exhaustion correction	pellet load correction
0	10% increase	10% decrease
1	8% increase	8% decrease
2	6% increase	6% decrease
3	4% increase	4% decrease
4	2% increase	2% decrease
5	no correction	no correction
6	2% decrease	2% increase
7	4% decrease	4% increase
8	6% decrease	6% increase
9	8% decrease	8% increase
10	10% decrease	10% increase

### SET VENTILATION:

Use the P5 and P6 keys to select the blower area on which you want to make the changes. Select using the P4 key. To view the settings for the selected ventilation area. Use the P4 key to switch from MODE field to VALUE field. After selecting the desired field, use the increase/decrease (P5/P6) keys to select the desired mode. In AUTO mode the fans will operate at maximum 90%. The system will decrease the maximum speed of the blower once you switch to bars. When all the bars will be empty, the blowers will have a maximum speed of 70%. Blower 3 and blower 4 are connected together. Therefore, if you change the speed on blower 3 you will also change it on blower 4.

**BLOWER 3 SET SPEED = BLOWER 4 SET SPEED**

**GENERAL SETTINGS:** the display shows in order:

- EXIT: returns to main page.
- SET CLOCK: open the time and date settings page. Switch between fields using the P4 (SET) key. Use the P5 and P6 keys to select the desired values. Note that, thanks to the system calendar, you do not need to set the day of the week. Press P4 to exit.
- ROOM 4 TEMPERATURE: ROOM 4 temperature setting and display of the current temperature.
- DISPLAY OFF: enables/disables programmed shut-down of the display . Enables/disables display shut-down mode after 300" of inactivity. Press P4 to exit.
- ECO STOP: enables/disables the stand-by mode. Use the P5 and P6 keys to enable/disable the stand-by function. Press P4 to exit.
- SET LANGUAGE: allows you to select the desired language.
- LOG: it displays the events (alarms) log.
- SERVICE: it displays information on the stove status.
- FLOW CONTROL: enables/disables flow control Use the P5 and P6 key to toggle between flow control operating mode (default) or traditional operating mode. The flow control operating mode ensures best performance. Press P4 to exit.

## Programmable thermostat

The programmable thermostat function allows for the programming of the stove automatic switching on and off and of the SET temperature and SET heat output enabling during the week. To this purpose, you can either opt for the predefined settings or you can make your own ones. You can open the PROGRAMMABLE THERMOSTAT menu by holding the P1 key. From the programmable thermostat menu you can make all necessary settings for proper system operation.

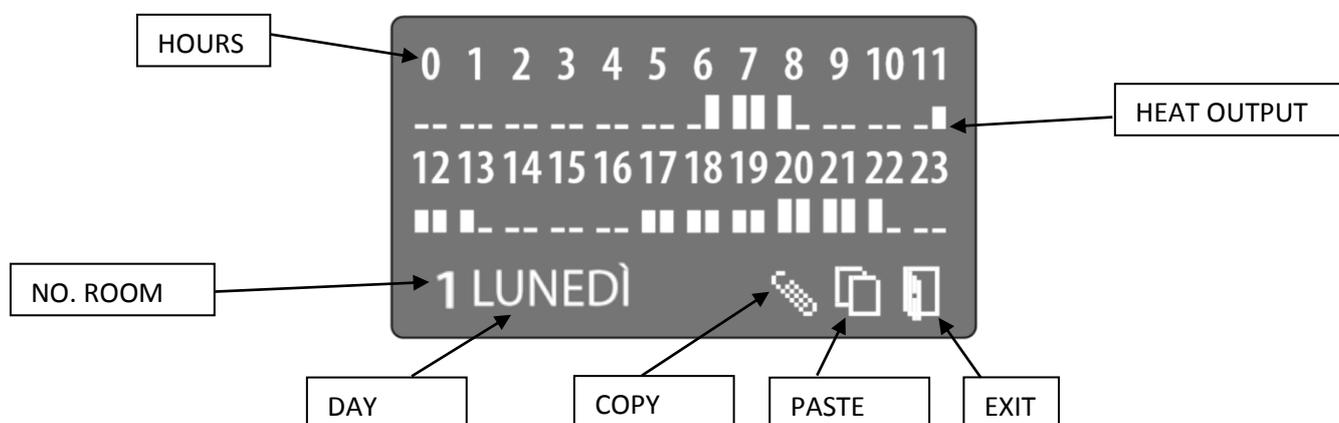
### ENABLING THE PROGRAMMABLE THERMOSTAT

After finding the corresponding menu item, use the P4 (SET) key to open the selection menu. Use the P5 and P6 to enable/disable the option. Press P4 to save and exit. After enabling the programmable thermostat, you need to switch the stove on by holding the P2 key; it will enter the state previously defined by you for that particular period of time. If you enable the programmable thermostat when the stove is already running, it will enter the programmed state and level after half an hour. The stove will carry out the scheduled programme only if switched on. The programmable thermostat is automatically disabled if the stove enters an alarm condition to prevent the stove from switching on before removing the causes of the alarm. After removing the alarm causes, you will have to enable CHRONO once again.

### MAXIMUM HEAT OUTPUT LEVEL SETTING

From this menu you can set 3 heat output levels: COMFORT, NORMAL, ECONOMY. To each of them is assigned a maximum heat output level. Each of them has a settings page

### SET TIMES



The SET TIMES page displays each day of the week, identified by the field DAY, each of them divided into 24-hour periods (0, 1, 2, ... 24). Each period is then divided into two half-hours highlighted in this example by the message TIME SETTING PER HOUR.

Selecting the functions and the times.

Use the P5 and P6 to scroll through all the hours, days of the week and programming symbols (copy, paste, exit). Press the P4 (SET) key repeatedly until the notch reaches the desired height. Press the P4 key several times more to set the desired level (OFF, ECONOMY, NORMAL and COMFORT). Switch to other periods of time using the P5 and P6 keys.



Changing the day of the week.

Use the P5 and P6 keys to select the day of the week. Press P4 (SET) to change the day. All the days of the week are available for selection. After selecting the desired day, use the P5 and P6 buttons to select the desired period of time and make the desired settings as previously described. Please note that for each day of the week you can set a significant number of start-ups, shut-downs and temperature level changes.

## 04. PRODUCT USE

To copy the settings made for one of the days of the week, proceed as follows:

- use the P5 (next) and P6 (back) keys to scroll through all periods of time until reaching the copy symbol; then, press P4 (SET).
- use the P6 (back) key to selected the day of the week and the P4 key to scroll through the days until reaching the day on which you want to paste the previously copied settings.
- press the P5 (next) key until reaching the paste symbol and then press the P4 (SET) key.

Carry out these operations for all the days in which you want to obtain similar results. To exit, use the P5 (next) and P6 (back) keys until you reach the exit symbol and then press P4 (SET).

### Ignition

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

Be careful not to empty the entire bag at once. Perform this operation slowly. The combustion chamber and the burn pot must be cleaned, removing any combustion residue. Verify that the pellet hopper lid and the door are closed. Failure to do so could cause a malfunction of the stove and subsequent related alarms.

Upon initial start-up ensure that in the burn pot there are no components that will burn (feet bag, instructions, etc.).

Press the P2 key for about 2 seconds (ON/OFF). The following modes are activated in sequence:

CHECK MODE, the system checks if the sensors are correctly installed and functional. If the flow control function is enabled, the system also check the flow rate sensor. If the calibration procedure has not been carried out, the system reports a relevant error condition.

INITIAL CLEANING MODE, PREHEATING MODE, the ignition plug and the exhaust blower turn on.

PRELOAD MODE, The exhaust blower and the auger tube run continuously.

WAITING MODE pellet loading is interrupted while the exhaust blower remains on together with the ignition plug to facilitate the ignition of the pellet, STABILISATION MODE, the ignition plug is off and the system checks if the flame is stable enough to generate an increase in the fume temperature of at least 1.5°C/minute. If the abovementioned condition is met, the stove enters the heat output mode. Otherwise, the system enters the alarm condition due to lack of stability.

START-UP 1 MODE, the system switches to the next mode once the fume temperature reaches a set value. If this does not happen within the set time, the system repeats the mode without loading the pellets. If the conditions for passing to the next mode are still not met, the system enters the start-up failed alarm condition.

START-UP 2 MODE, the system switches to the next mode when the set temperature is exceeded. If this does not happen within the set time, the system enters the start-up failed alarm condition. After reaching the pre-set fume temperature, the blowers start.

STABILISATION MODE. After correctly completing all these phases, the ignition plug switches off and the system checks whether the flame is stable enough to generate an increase in the fume temperature of at least 1.5° C/min.

If the abovementioned condition is met, the stove enters the heat output mode. Otherwise, the system enters the alarm condition due to lack of stability.

### Heat output operation

The stove starts operating at the corresponding times and heat output level so as to reach the set temperature. You can set the maximum operating power to prevent the system from reaching any unwanted heat output levels. In practice, the system increases the operating power gradually, based on the difference between the room temperature and the SET TEMPERATURE.

As soon as the room temperature approaches the SET temperature, the system decreases the heat output gradually over longer periods of time so as to ensure that the SET temperature is reached gradually and not exceeded. In this case, the blowers start modulating the heat output until they switch off.

#### SET TEMPERATURE REACHED

The stove will automatically adjust its heat output level so as to keep the set temperature constant, guaranteeing greater benefits to the user; once the SET temperature is reached, the heat output automatically decreases to a minimum.

#### MODULATE

The "MODULATE" mode indicates that the system is in one of the following operating modes:

Set reached: The room temperature reached the SET temperature (or exceeded it). In a well balanced system, the "MODULATE" message is usually alternated with the "NORMAL" message and the stove heat output tends to stay constant. The stove switches to heat output 1 ("MODULATE" mode). The stove remains in this state indefinitely until the normal conditions are restored.

#### ECO STOP (STAND-BY)

If the room temperature continues to rise after reaching or exceeding the SET temperature although the stove is running at heat output 1, due to particular reasons, for example because the room in which the stove is installed is too small, or the sensors are all met, if the STAND-BY option is enabled from the user menu, the stove proceeds as follows:

If the room temperature exceeds the SET temperature by more than 2°C for a pre-set time, the stove enters the switching off mode, passing through the intended modes. The activation of the STAND-BY mode is indicated by the corresponding STAND BY message. The stove restarts once the room temperature drops below the SET room temperature by more than 2° C and remains so at least for the relevant pre-set time.

#### STOVE SWITCH OFF

You can switch the stove off at any time by pressing the P2 (ON/OFF) key.

SWITCH OFF PHASES. After pressing the P2 (ON/OFF) key, the stove enters the SWITCH OFF mode and then switches to COOL DOWN mode in the manner set out below.

SWITCH OFF PHASE. The fume fan (PA21) is enabled at an appropriate speed to facilitate the combustion of the residual pellet inside the burn pot. The system can pass to the next mode only if the fume temperature drops below the set threshold.

CLEANING PHASE (final). The fume fan remain on until the fume temperature drops below the pre-set threshold.

#### NO ELECTRICAL SUPPLY

If there is a power outage for less than 30" while the stove is running, once the electrical supply is restored, the stove will resume its operation from where it left off. If the power outage takes place when the stove is in STAND-BY mode, the stove will return to this mode regardless of how long the outage period is. In all other cases, the stove switches off after the power supply is restored. The stove can also enter a safety alarm condition. In this case you need to reset the safety thermostat placed on the back of the stove.

#### INSUFFICIENT PELLETT LEVEL

The stove is equipped with a sensor that controls the level of pellet. The stove does not start if the pellet level is too low. During the work phase the stove will operate at minimum heat output.

## Alarms

To each event corresponds an alarm that is activated after the delay time indicated when the event occurs.

If the cause of the alarm is not removed within this period of time, the stove enters the alarm condition, shuts down immediately and enables the fume fan and the exchanger fan at maximum speed. The devices are then switched off once the fume temperature reaches the lowest set value. Each alarm condition, except for "no flame" is recorded in the alarm history.

ALARM	DESCRIPTION
ignition failure	the fume temperature does not meet the necessary conditions for ignition
irregular flame	the fume temperature does not meet the necessary conditions for stabilisation
high fume temperature	the fume temperature reached and exceeded the maximum set threshold
no flame	the fume temperature dropped below the minimum set threshold
no negative pressure	the vacuum switch signalled an anomalous pressure/vacuum
safety alarm	the thermostat detected an excessive temperature (exceeding the relevant threshold)
room sensor alarm 1,2,3,4	the room sensor is connected, not working properly (short circuit or stopped)
fume sensor alarm	the fume thermocouple is connected, not working properly (short circuit or stopped)
fume fan alarm	the fume fan is blocked or rotates at a speed lower than 300 rpm.
flow sensor alarm	the value detected by the flow sensor indicates a malfunction
flow alarm	the flow control is enabled but the flow rate cannot be adjusted automatically.
board temperature alarm	the temperature inside the stove and therefore of the electronic board exceeded the maximum threshold of 70° c.

### RESET

Press the P2 (ON/OFF) key to silence the alarm, then hold the P2 (ON/OFF) button to switch off the stove.

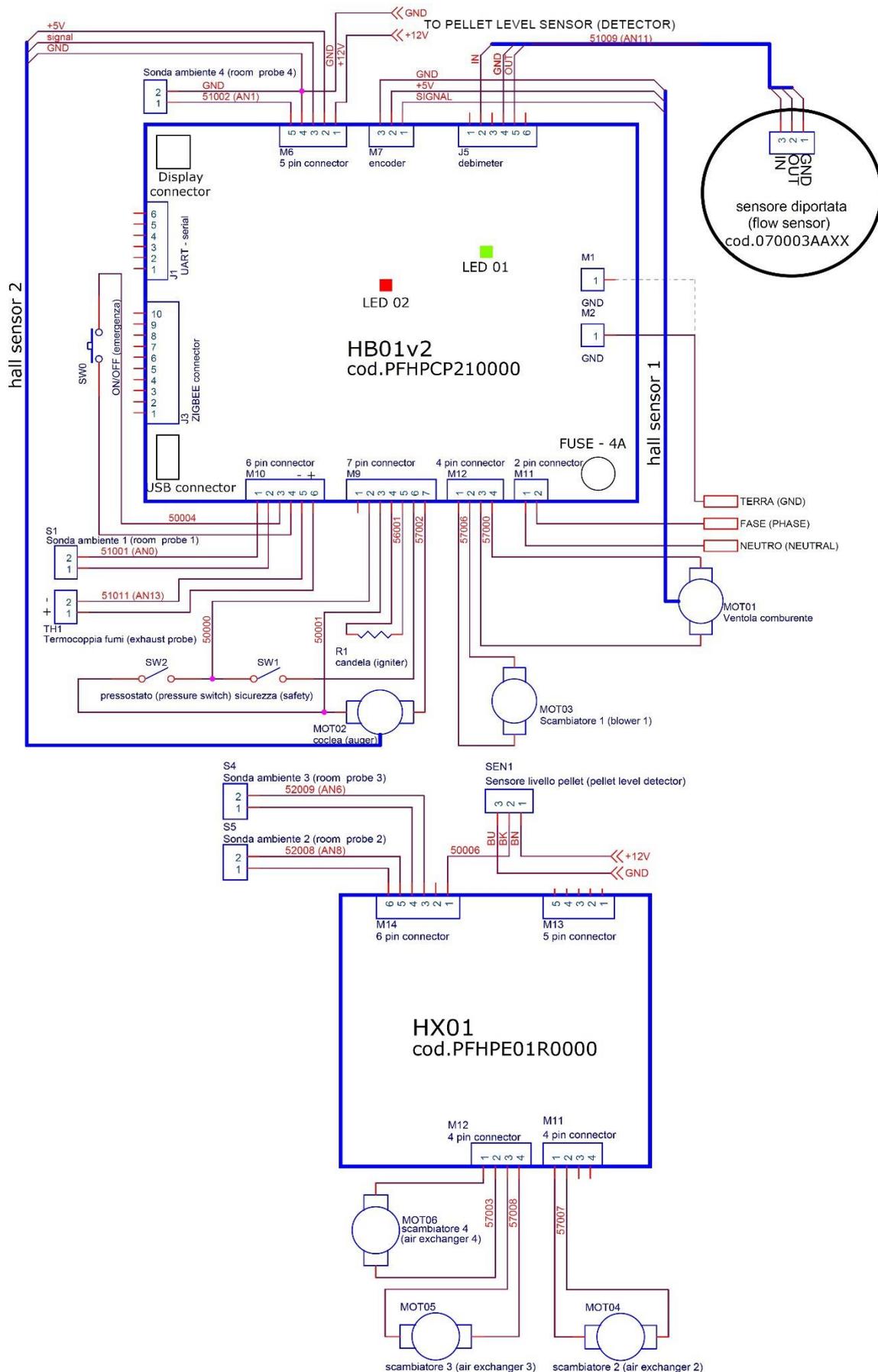
If the stove does not switch off, contact technical assistance. Avoid disconnecting the stove from the mains if the flame did not disappear completely.

### Period of inactivity

During the periods of inactivity we recommend that you remove any remaining pellet from the hopper and disconnect the stove from power supply by pulling out the power cord or by using the relevant ON/OFF switch.

# 04. PRODUCT USE

## Connections



### 05.1 INTRODUCTION

The stove requires a simple yet constant cleaning to guarantee top 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:**

- **USE A DRY CLOTH TO CLEAN THE STOVE EXTERNALLY**
- **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 DAILY CLEANING

Any cleaning operation must be performed when the stove is completely cold:

- Empty the ash drawer: vacuum it out or dispose of the ashes in a waste bin.
- Vacuum the combustion chamber: check that there are no embers that may still be lit. In this case your ash 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.



**ATTENTION: USE A DRY CLOTH TO CLEAN THE STOVE EXTERNALLY DO NOT USE ABRASIVE MATERIALS OR PRODUCTS THAT MAY CORRODE OR LIGHTEN 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 model.

### Period of inactivity

During the periods of inactivity we recommend that you remove any remaining pellet from the hopper and disconnect the stove from power supply by pulling out the power cord or by using the relevant ON/OFF switch.

## 06. TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION	
<b>FIRST START-UP</b>	<b>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.</b>		
<b>DISPLAY SWITCHED OFF</b>	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.	
<b>IGNITION FAILURE ALARM</b>	<b>PELLETS NOT FED TO BURN POT</b>	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.
	<b>PELLETS FALL BUT NOT LIT</b>	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.
	<b>STOVE SWITCHES OFF DURING NORMAL FUNCTIONING</b>	FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
		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.
<b>POOR FLAME</b>	INSUFFICIENT PELLET SET VALUE AT MINIMUM HEAT OUTPUT	CALL TECHNICAL ASSISTANCE.	
	ACTIVE ALARM	SEE ALARM SECTION.	
	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.	
<b>STAND.BY</b>	FAULTY / DIRTY EXHAUST BLOWER	GET IT CLEANED BY A SPECIALISED TECHNICIAN CALL TECHNICAL ASSISTANCE	
	INADEQUATE COMBUSTION AIR SET VALUE	CALL TECHNICAL ASSISTANCE.	
<b>STAND.BY</b>	SET ROOM TEMPERATURE REACHED / STOVE WORKS PROPERLY		
<b>DISPLAY DOES NOT WORK</b>	SET ROOM TEMPERATURE REACHED	INCREASE SET ROOM TEMPERATURE SO THAT APPLIANCE GOES BACK TO "WORKING" MODE.	
<b>BURN POT CLEANING</b>	PERIODIC CYCLE OF BURN POT CLEANING	STOVE WORKS PROPERLY	
<b>NEGATIVE PRESSURE ALARM</b>	EXCESSIVE OR INADEQUATE VENT PIPE LENGTH	NON-COMPLIANT VENT PIPE	
	CLOGGED OUTLET	CLEAN VENT PIPE / CALL AUTHORISED TECHNICIAN.	
	BAD WEATHER CONDITIONS	STRONG WIND.	

## 06. TROUBLESHOOTING

<b>SAFETY ALARM</b>	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.
<b>FUME SENSOR ALARM</b>	FAULTY FUME SENSOR	CALL TECHNICAL ASSISTANCE.
	FUME SENSOR DISCONNECTED	CALL TECHNICAL ASSISTANCE.
<b>HIGH FUME TEMPERATURE ALARM</b>	FAULTY FUME SENSOR	CALL TECHNICAL ASSISTANCE.
	FAULTY CONTROL BOARD	CALL TECHNICAL ASSISTANCE.
	FAULTY EXCHANGER BLOWER	CALL TECHNICAL ASSISTANCE.
	EXCESSIVE PELLET SET VALUE AT MAXIMUM HEAT OUTPUT	CALL TECHNICAL ASSISTANCE.
<b>REMOTE CONTROL NOT CONNECTING (FIELD SEATCH)</b>	POSSIBLE INTERFERENCE	TRY DISCONNECTING FROM THE MAINS SUPPLY ANY HOUSEHOLD APPLIANCE OR ANY OTHER APPLIANCE THAT MAY GENERATE ELECTROMAGNETIC FIELDS.
<b>REMOTE CONTROL DOES NOT SWITCH ON</b>	DISPLAY SWITCHED OFF	CHECK BATTERY / FAULTY REMOTE CONTROL.

07. YEARLY SCHEDULED MAINTENANCE

Date 1st maintenance \_\_\_\_\_ / \_\_\_\_\_ /

(Technical Assistance Centre stamp)

Date 2nd maintenance \_\_\_\_\_ / \_\_\_\_\_ /

(Technical Assistance Centre stamp)

Date 3rd maintenance \_\_\_\_\_ / \_\_\_\_\_ /

(Technical Assistance Centre stamp)

**CERTIFICATE OF INSTALLATION AND TESTING**

CUSTOMER: \_\_\_\_\_  
 ROAD: \_\_\_\_\_  
 CITY: \_\_\_\_\_  
 POSTAL CODE: \_\_\_\_\_  
 PROVINCE: \_\_\_\_\_  
 TEL: \_\_\_\_\_  
 Delivery date: \_\_\_\_\_  
 Delivery note: : \_\_\_\_\_  
 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 note: : \_\_\_\_\_  
 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



**Congratulations! Thank you for purchasing an Eva Stampaggi product.**

### **Warranty**

The warranty period is **two** years if the product was purchased by a private customer (Legislative Decree no. 24, February 2 2002) and **one** year if it was purchased by a company or by a professional (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](mailto: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.**

Eva Stampaggi S.r.l.  
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Fax +39.0438.740821  
E-Mail: [info@evacalor.it](mailto:info@evacalor.it)

Retailer Stamp and Signature