



Operating manual

# Clou Pellet / Clou Compact Pellet







## Contents

<b>1</b>	<b>Important information for the stove operator</b>	<b>4</b>
<b>2</b>	<b>System requirements</b>	<b>5</b>
2.1	External combustion air supply	5
2.2	Connecting to the chimney	5
2.3	Fuel	6
2.4	Electrical connection	6
<b>3</b>	<b>Starting up the pellet stove</b>	<b>7</b>
3.1	Initial commissioning	7
3.1.1	Setting the date and time	7
3.1.2	Setting the fuel quality	7
3.1.3	Statistics function	7
3.1.4	Timer function (heating times)	7
3.1.5	Service due	8
3.1.6	Specifying modulation / ECO mode	8
3.2	Starting up the pellet stove for the first time	9
3.3	Important information for future starts	10
<b>4</b>	<b>Operating the stove using the dialing knob</b>	<b>11</b>
4.1	Possible operational states of your stove	11
4.2	Starting up your pellet stove	11
4.3	Setting the desired heat output or room temperature	12
4.3.1	Heat output - 5 levels	12
4.3.2	Setting the room temperature	12
4.4	Operating your stove using the smartphone Austroflam PelletControl app	13
4.5	Thermostat - SmartSpot and external thermostat	14
4.5.1	SmartSpot - advantages, Austroflam product with modulation	14
4.5.2	External thermostat	14
4.6	Function diagram	15
<b>5</b>	<b>Alarms and error messages</b>	<b>16</b>
5.1	Clearing alarm & error messages	18
5.2	Fill level indicator	19
5.3	Safety temperature limiter	19
<b>6</b>	<b>Replacing the internal controller battery</b>	<b>20</b>
<b>7</b>	<b>Cleaning and maintenance</b>	<b>21</b>
7.1	Cleaning Clou Pellet / Clou Compact Pellet	22
7.1.1	Vacuuming the firebox and the burn pot	22
7.1.2	Cleaning the flue gas passes	22
<b>8</b>	<b>Electrical Wiring Diagram</b>	<b>24</b>
8.1	Models with a permanently rotating feeder motor	24
8.2	Models with an ON/OFF feeder motor	25
8.3	Detailed electrical wiring diagram	26
8.3.1	*Power splitter	26
8.3.2	*Combustion fan	26
8.3.3	*Room temperature sensor and SmartSpot	27
8.3.4	*Model with a permanently rotating feeder motor	27
<b>9</b>	<b>Technical data</b>	<b>28</b>
9.1	Clou Pellet 8 kW / 10 kW	28
9.2	Clou Pellet 8 kW technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186	29
9.3	Clou Pellet 10 kW technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186	32
9.4	Clou Compact Pellet 6 kW	35
9.5	Clou Compact 6 kW technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186	36
<b>10</b>	<b>Accessories</b>	<b>39</b>
<b>11</b>	<b>What is included</b>	<b>39</b>
<b>12</b>	<b>Guarantee / warranty</b>	<b>40</b>
<b>13</b>	<b>Start up Log</b>	<b>41</b>

14	Service Report.....	43
----	---------------------	----

## 1 Important information for the stove operator

- The information in this manual is of a general nature. National and European standards, local and building regulations, and fire safety provisions must be observed.
- Please read this manual carefully before installing, operating, and working on the pellet stove. Keep the manual in a safe place and ensure that it is available at all times.
- Compliance with the regulations contained in this manual guarantees safety for both individuals and equipment, and economical operation and a long service life of the pellet stove. The stove has been designed according to EN 14785 and EN13240 standards.
- It is forbidden to modify any components or replace them with parts that are not original. If non-original components or spare parts are used, all warranty claims immediately become null and void and the operating licence expires.
- Before carrying out any work on the pellet stove, the power supply to the stove must be disconnected.
- All diagrams and drawings supplied with the appliance are for explanatory purposes only. The manufacturer pursues a policy of continuous improvement and is entitled to undertake updates and modifications to the respective pellet stove model without prior notice.
- All dimensions contained in this manual are indicated in mm.
- CAUTION: The initial commissioning of the appliance must be carried out by authorised Austroflamm service partners.
- Your heating appliance is not suitable for use as a ladder or stand.
- Please note that the surfaces of the stove heat up considerably during operation. Therefore, always use the protective glove to control the stove when it is in use. Make children aware of the dangers and keep them away from the stove when it is in operation.
- No waste (of any kind) or residues may be burnt in the stove. Only pellets of ENPlus quality (see section on fuel) may be burned.
- It is forbidden to place non-heat-resistant objects on or near the appliance.
- Do not place any laundry on the stove to dry. Clothes horses or similar objects must also be placed at a sufficient distance from the stove. Fire hazard!
- While your heating appliance is in operation, the use of highly flammable or explosive materials in the same or adjacent rooms is forbidden.
- It must be ensured that there is a sufficient supply of combustion air and that the flue gases are discharged safely. Therefore, always check that the chimney is not clogged in the event of poor flue gas discharge and after a longer period of inactivity.
- In the transitional period, i.e. when outdoor temperatures are higher, there may be malfunctions in the chimney draught. The heating gases are then unable to escape fully through the chimney. If this occurs, switch off the stove. (WARNING: The power supply to the stove must not be interrupted.) The convection grilles of your pellet stove must never be closed.
- Ventilation systems that are operated together with the appliance in the same room or group of rooms can cause problems.
- The stove must be cleaned and serviced regularly (see section on cleaning and maintenance).
- Repairs to your stove may only be carried out by qualified personnel trained by the manufacturer.
- Wear and tear parts must be replaced as necessary. Request an authorised Austroflamm SERVICE ENGINEER to inspect the electrical and electronic components for damage or wear as part of the ANNUAL SERVICE.
- Safety devices must not be bypassed.
- If the incorrect fuel is used, or if the fuel is too damp, the chimney may catch fire due to deposits in the chimney. Should this happen, close all air openings on the appliance immediately and inform the fire brigade. After the fire has died out, arrange for a specialist to inspect the chimney for any cracks or leaks.
- In many countries, pellet stoves are only suitable for single occupancy of the chimney. Germany allows multiple occupancy under certain conditions. Your local chimney sweep will be able to advise you.
- Please note that the installation room must have at least one door / one window leading to the outside, or be directly connected to such a room. Other heating appliances and extractor hoods may not be operated with appliances dependent on ambient air.

## 2 System requirements

### 2.1 External combustion air supply

Every combustion process requires oxygen. This is extracted from the ambient air.

In modern buildings, the outer shell (windows and doors) is very tight. This means that insufficient combustion air flows in. In such cases, the firebox must be supplied with combustion air from outside. For this purpose, your stove is equipped with a connection for external combustion air. If a house is equipped with ventilation systems, an external air connection is also necessary.

**!NOTE:** The combustion air connection is marked on the rear of the appliance with this supply air symbol.



Your pellet stove is prepared for this (see the technical data in this manual). To connect the external combustion air supply, use a pipe or hose with a minimum diameter of 80 mm. If the pipe exceeds 2 m in length, the diameter should be at least 100 mm. The maximum length of the duct should not be more than 3 m and have a maximum of three elbows.

When connecting directly to the outside wall, it is important to ensure that condensation does not form in the process. Austroflamm offers appropriate components for this purpose. Furthermore, the supply air spigot on the air inlet on the outside wall of the building must be protected against the wind.

**NOTE:** A lack of combustion air is evidenced by poor combustion, increased soot formation, blackened glass of the firebox door and increased ash accumulation.

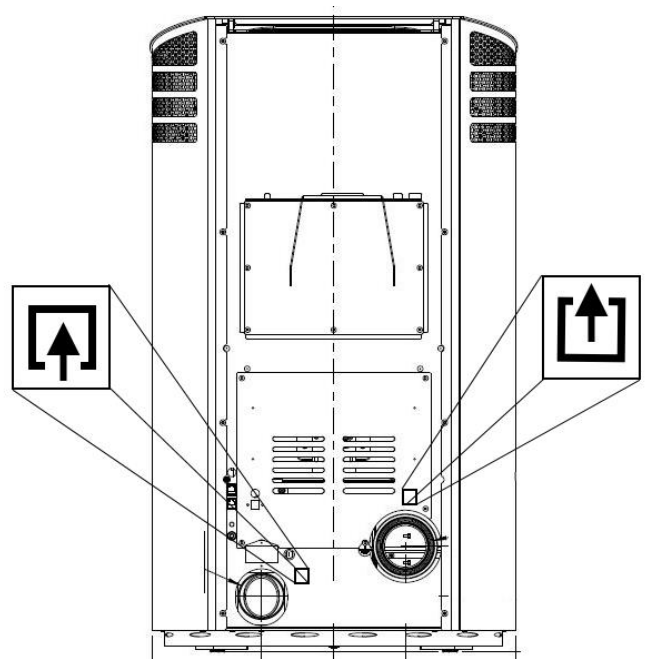
### 2.2 Connecting to the chimney

When connecting to the chimney, local and building regulations along with fire regulations must be observed in addition to national and European standards.

The stove may only be connected to a chimney approved by the chimney sweep. Condensation must be prevented from entering the stove.

See sections 10 and 11 Technical Data.

**!NOTE:** The flue pipe connection is marked on the back of the appliance with this flue gas symbol.



The flue pipe must be connected to the rear of the stove.

- The chimney must be designed according to the technical data of the stove (Technical data in this manual).
- The horizontal length of the flue pipe should not exceed 2.5 m.
- The flue pipe must have no more than three 90° elbows. Each elbow should have a tight cleaning aperture.
- The chimney must be resistant to condensation.
- To ensure your pellet stove operates correctly, a chimney draught of 3 Pa - 12 Pa is stipulated.
- Austroflamm GmbH assumes no liability neither responsibility for connecting our heating appliances to shared flue pipes/chimneys - multiple occupancy. For more information, refer to a chimney sweep and check your national, regional, and local building regulation.

## 2.3 Fuel

### Pellets

Different pellet qualities cause different residues in the burn pot of the pellet stove when burning. We therefore strongly recommend using pellets that do not contain artificial binding agents and therefore generate minimal unburnt residue.

ENplus-A1 certified pellets satisfy this requirement.

**! NOTE:** The use of inferior pellets or other material will impair the performance of your pellet stove and will invalidate the manufacturer's guarantee and warranty.



When storing the pellets, it is essential to ensure that they are stored in a dry place and free of contamination. Damp pellets result in poor combustion and clog the auger shaft.

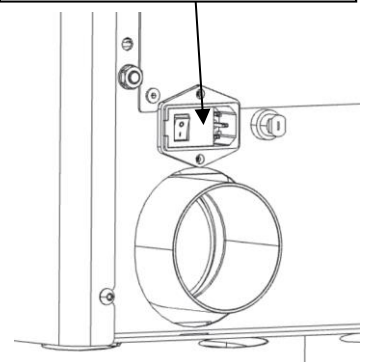
## 2.4 Electrical connection

Your stove is designed for connection to a 230 V~ 50 Hz mains supply. The connection cable for your stove is included in the accessory pack. The mains connection socket is located on the rear of the appliance. This is protected by a slow-blow T2.5 A glass tube fuse

The power consumption of your stove is:

in STAND BY: approx. 5 W  
during OPERATION: approx. 20 W  
during AUTOMATIC IGNITION: approx. 320 W

T2.5 A glass tube fuse





## 3 Starting up the pellet stove

### 3.1 Initial commissioning

An authorised Austroflamm service engineer will accompany you during the initial commissioning of your pellet stove. He will show you how to operate the appliance correctly and explain its functions. He will also inform you of the options for your stove - e.g.: optional WLAN-BOX, wireless SmartSpot for controlling the desired room temperature.

The following settings are implemented during the initial commissioning.

#### 3.1.1 Setting the date and time

The date and time are set by the service engineer using a technical display or via the optional WLAN-BOX using the Austroflamm PelletControl app. It is important to enter the current date and time. They are essential for ensuring that stored HEATING TIMES function correctly and that the control unit records the time of any malfunctions that occur in a log. In this way, the cause of the problem can be found and rectified quickly.

#### 3.1.2 Setting the fuel quality

The quality of the pellets is regulated by a European standard. The standard states that 1 kg of pellets has a heat output of at least 4.6 kWh to approx. 5.3 kWh. This wide range of heat output sometimes makes it necessary to adjust your pellet stove to the pellet quality you are using.

The service engineer will do this using a technical display or via the optional WLAN-BOX using the Austroflamm PelletControl app.

#### INFORMATION:

Fuel quality "1" represents the highest possible quality. Fuel quality "3" is the poorest quality. Your stove is set to fuel quality "2" ex works.

#### 3.1.3 Statistics function

The statistics function is activated in the control unit of your stove by entering the current time and date. If required, the statistics function provides you with all data regarding consumption, the operating period, the heat output requested and the room temperature reached when the stove is in operation.

This data is displayed for the current day of operation, the previous day, the current week, the last month, the last 3 months, the last 6 months, the last year and from the date of initial commissioning.

To retrieve this data, the optional WLAN-BOX in conjunction with the free Austroflamm PelletControl app or a technical display is required.

#### 3.1.4 Timer function (heating times)

This function can be set by the service engineer with a technical display or via the optional WLAN-BOX in conjunction with the Austroflamm PelletControl app. A maximum of 6 heating times per week and 3 heating times per day can be set and saved.

Your pellet stove is a model with a burn pot that is closed at the bottom. It therefore does not have a riddling grate. For this reason, we recommend that you only use the timer function to a limited extent: e.g. 1 timer / day.

Please remember that as soon as the bottom of the burn pot is covered with combustion residue above the height of the ignition hole, the automatic ignition will no longer work. If you wish to start your pellet stove reliably using the timer function, you must therefore empty the burn pot of residues in good time.

**IMPORTANT:**

Make sure that the burn pot is emptied and cleaned daily after operation. Special attention should be paid to cleaning the openings in the bottom of the burn pot. These must be completely cleaned of dirt at regular intervals. The combustion air flows through these holes. Only when they are unclogged will your pellet stove burn cleanly.

**! NOTE:** If the current room temperature is higher than the desired setpoint temperature when the timer "start" is set, the pellet stove will not switch on. It will only do so when the room temperature has fallen below the desired room setpoint temperature.

### 3.1.5 Service due

Your pellet stove must be serviced regularly. The need for a service is determined by an integrated operating hours counter. The operating hours can be viewed on your Austroflamm service engineer's display or via the optional WLAN-BOX with the Austroflamm PelletControl app.

After the maintenance-free operating period has expired, you will receive the alarm message A002. The stove may continue to be operated for a short time after this alarm message appears. However, please call your authorised Austroflamm service engineer as soon as possible to carry out the necessary service. During the service, your stove will be thoroughly cleaned and the operating hours counter reset to 0.

### 3.1.6 Specifying modulation / ECO mode

You can operate your pellet stove either in modulation mode or in ECO mode.

In "modulation mode" (ECO mode is deactivated), your stove gradually reduces the heat output to the lowest level when the room setpoint temperature has been reached. However, it does not switch off despite reaching the desired room temperature. If the setpoint room temperature is not reached at this reduced heat output, the stove will start to work again with the heat output that was originally set.

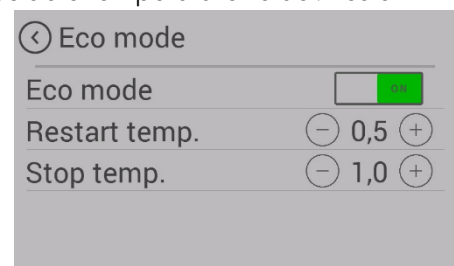
**Your stove is delivered in modulation mode as standard.**

The ECO mode can be activated by your authorised Austroflamm service engineer or by yourself via the optional WLAN-BOX and the Austroflamm PelletControl app.

When the ECO mode is activated, the stove switches off once the desired room setpoint temperature (plus a freely selectable temperature value / stop temperature value) has been reached. If the temperature falls below the room setpoint temperature (plus a freely selectable temperature value / restart temperature value), the stove switches on again automatically.

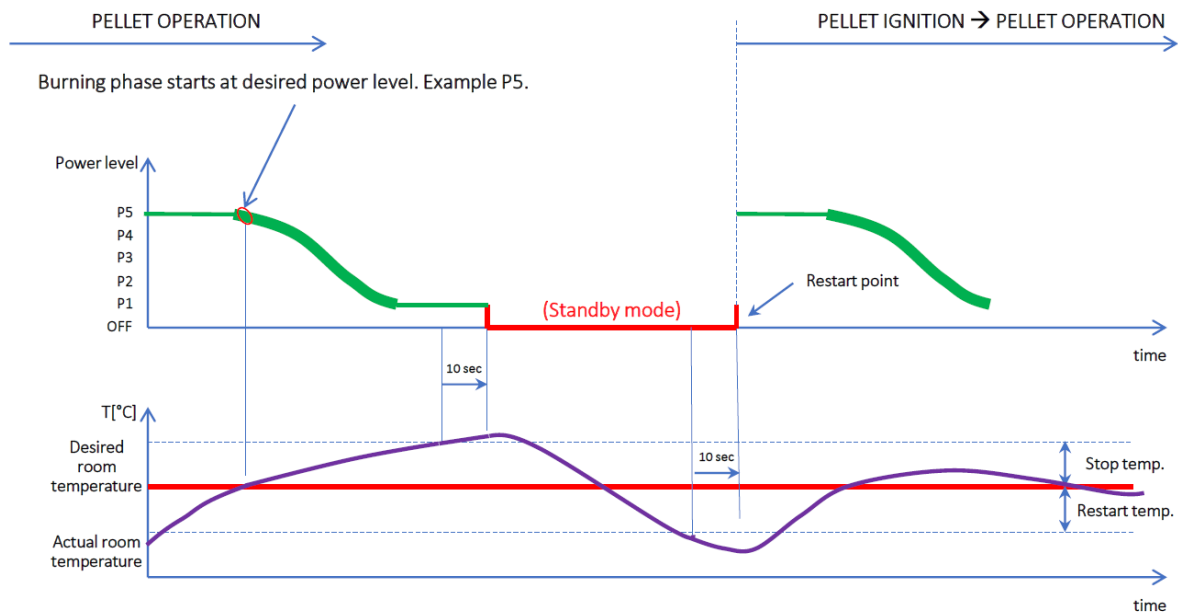
The "restart temp." value indicates the value below the setpoint temperature at which the stove switches on again.

The "stop temp." value indicates the value above the setpoint temperature at which the stove switches off.



To prevent excessive starting/stopping, the temperature limits must not be set too tightly. The stove must burn for approx. 1 hour before switching off to reach operating temperature.

We recommend a restart temperature of 1.0 °C and a switch-off temperature of 0.6 °C as standard settings.



Your authorised Austroflamm service engineer will discuss with you the settings you require during the initial commissioning stage.

### 3.2 Starting up the pellet stove for the first time

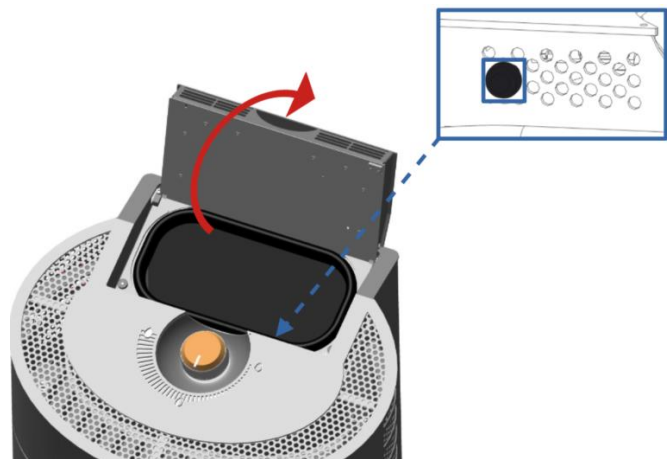
The stove body, many steel and cast iron components and the flue pipes are varnished with heat-resistant paint. When the stove is started up for the first time, the temperature causes the paint to dry and harden. This results in odours. Please avoid touching the painted surfaces during this phase and ensure that the room is well ventilated.

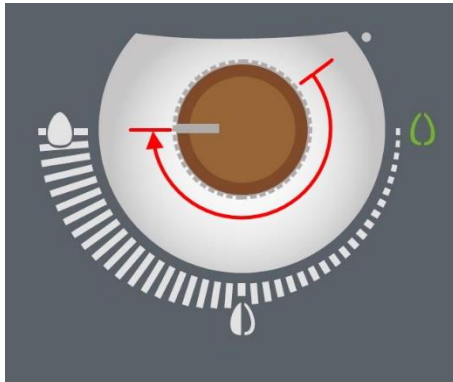
In order for the varnish to cure quickly, we recommend running the stove at the highest power setting for 3 - 4 hours when it is first put into operation.

#### FILLING THE AUGER SHAFT MANUALLY:

Before starting the appliance for the first time, the pellet auger shaft must be filled manually. To do this, press the black RESET button (see illustration on the right) continuously for more than 3 seconds. While this button is depressed, the auger continuously feeds pellets into the auger shaft. It takes about 3 minutes for the auger to fill the shaft. As soon as the first pellets fall into the burn pot, the manual filling process can be ended.

**IMPORTANT:** After manually filling the auger, be sure to empty the burn pot of any pellets that have dropped into it. You may then start your pellet stove.





### STARTING UP YOUR STOVE

To start the pellet stove, turn the dialing knob clockwise from the starting position as far as it will go. The fully automatic start-up process begins immediately afterwards. This takes about 10 minutes. After that, the stove will burn at the selected heat output.

## 3.3 Important information for future starts

Every Austroflamm pellet stove is equipped with high-quality Keramott in the firebox. In addition to being extremely durable, the Keramott always whitens and remains white when the temperature in the firebox is sufficiently high. To achieve the necessary high temperatures in the firebox for the Keramott to burn cleanly, you must operate the pellet stove - e.g.: after the automatic start, when the Keramott is heavily sooted and black - for approx. 1 hour at the heating power setting (5 /AUTO).

Depending on the quality of the pellets used and the heating power setting, the glass of the firebox door will become soiled during operation. The dirt that accumulates on the glass can simply be wiped away with soft paper when the stove has cooled down. We also recommend cleaning with Austroflamm glass cleaner from time to time.

#### IMPORTANT:

The firebox, the burn pot and the glass of the firebox door must always be cleaned after burning the contents of the pellet hopper.

## 4 Operating the stove using the dialing knob

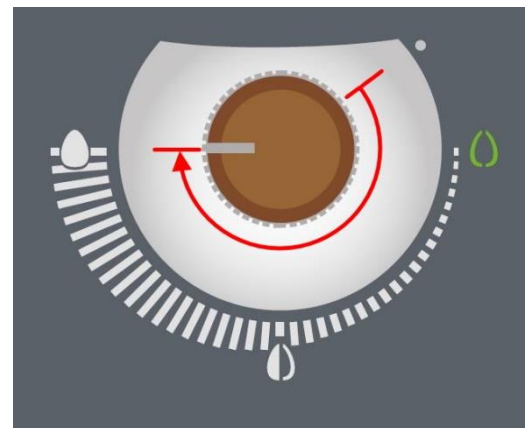
### 4.1 Possible operational states of your stove



### 4.2 Starting up your pellet stove

To start your stove using the dialing knob:

Turn the dialing knob clockwise from the starting position as far as it will go. (= 9 o'clock position)  
 Your stove starts: The flame in the top right-hand corner begins to flash green, the display panel then lights up completely white. This means that your stove is now in the automatic start phase. This is a fully automatic process. The pellets are ignited and the firebox is brought to operating temperature. The automatic start takes approximately 10 minutes.



The stove indicates the completion of the start phase by means of a permanently lit green flame. Your pellet stove is now ready for your desired power setting.

You can also start your pellet stove with the optional WLAN-BOX (smartphone and Austroflamm PelletControl app). To do this, however, you must first position the dialing knob at least in the 3 o'clock position.

**! NOTE:** We recommend that you heat the stove for at least 1 hour at setting 5 after the start-up phase. The lining in the firebox - the Keramott - needs around 400 °C in the firebox to burn off soot and deposits. At this temperature, the Keramott remains white.

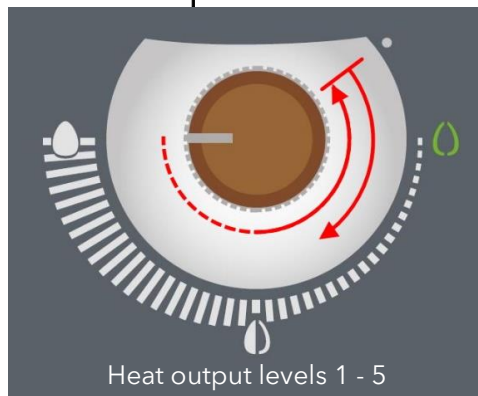
### 4.3 Setting the desired heat output or room temperature

To switch between the setting for "heat output" and "room temperature", turn the dialing knob anti-clockwise to the "OFF" position while the stove is in operation, then immediately turn it clockwise again to the desired position.

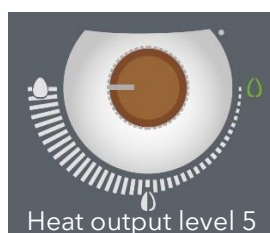
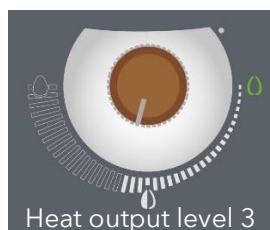
The display changes colour from "white" – heat output display to "magenta" – room setpoint temperature display.

**CAUTION:** These functions are only possible while the stove is in operation.

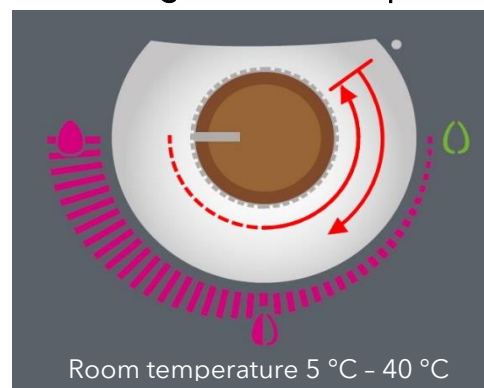
#### 4.3.1 Heat output – 5 levels



The heat output can be set from 30 % to 100 % of the nominal heat output in 5 levels. Simply turn the dialing knob to the desired power level. The illuminated field shows the set power level. After setting the power level, your selection will be confirmed after approx. 5 seconds with a short flash.

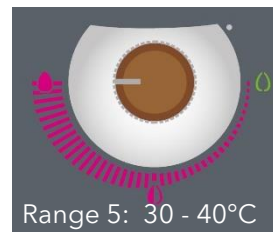


#### 4.3.2 Setting the room temperature



The room temperature can be set in the range of +5 °C (frost protection) to +40 °C. After setting the desired room temperature, your selection will be confirmed with a short flash after approx. 5 seconds.

It is impossible to display an exact temperature on the stove. Set the temperature as you see best.

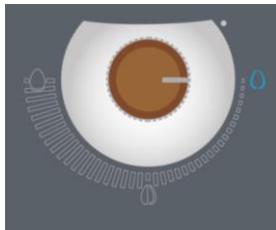


The room temperature can also be measured with the optional wireless SmartSpot from Austroflamm or an external thermostat. Your Austroflamm dealer will be happy to inform you about both products (advantages and disadvantages).

## 4.4 Operating your stove using the smartphone Austroflamm PelletControl app

### IMPORTANT:

To be able to operate your pellet stove using the optional WLAN-BOX, the dialing knob must first be set to the 3 o'clock position. Only after, you can operate your pellet stove remotely.



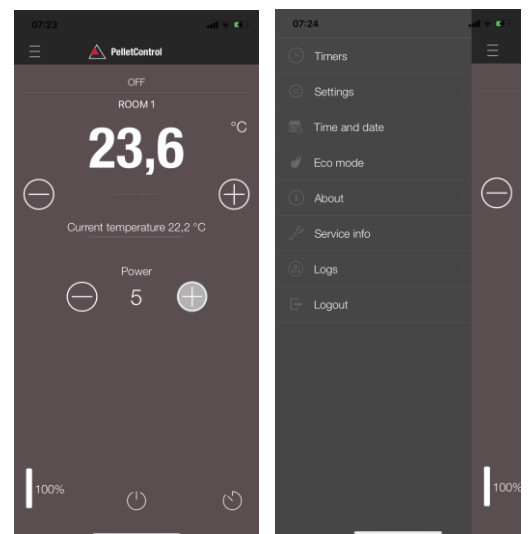
For installing and setting up the WLAN connection, please refer to the instructions for your optional WLAN-BOX or follow the installation instructions on the app.

The free Austroflamm PelletControl app can be downloaded here:

Apple iOS



Google Play / Android



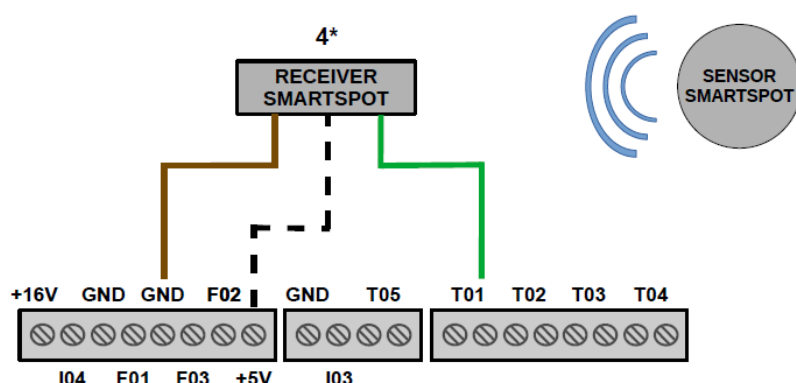


## 4.5 Thermostat - SmartSpot and external thermostat

### 4.5.1 SmartSpot – advantages, Austroflamm product with modulation

The SmartSpot, available as an option, is a wireless room thermostat developed by Austroflamm. Your stove model can work with this SmartSpot in combination with a RECEIVER. The SmartSpot is a room thermostat. It can be positioned at a distance of 10 m from your stove. It measures the room temperature at the place of installation and regulates the stove output according to the ROOM SETPOINT TEMPERATURE. Unlike external thermostats, the SmartSpot works with the MODULATION and ECO MODE functions. This is a considerable advantage when operating the stove. We therefore recommend this product for controlling the heat output.

The SmartSpot is available in neutral white and in a high-quality wood /aluminium finish. It is important that the SmartSpot is installed by an authorised Austroflamm technician.



### 4.5.2 External thermostat

The stove can also be controlled by an external thermostat if desired.

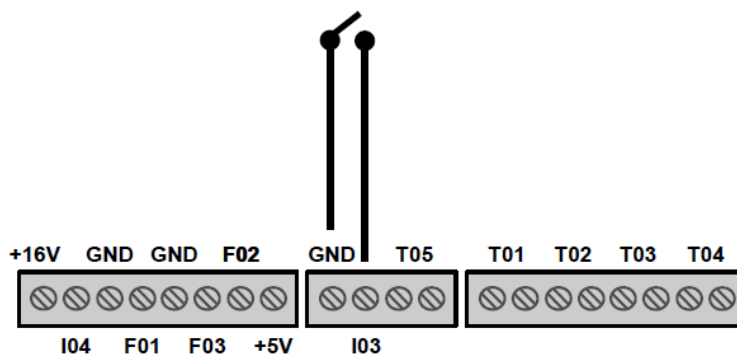
The external thermostat is connected to the main control unit at input "I03" & "GND".

The 2-pole plug required for this purpose is available from your Austroflamm dealer as an option under Art. No. 728 151.

The external thermostat must be connected by an authorised Austroflamm service engineer. Only potential-free thermostats may be connected.

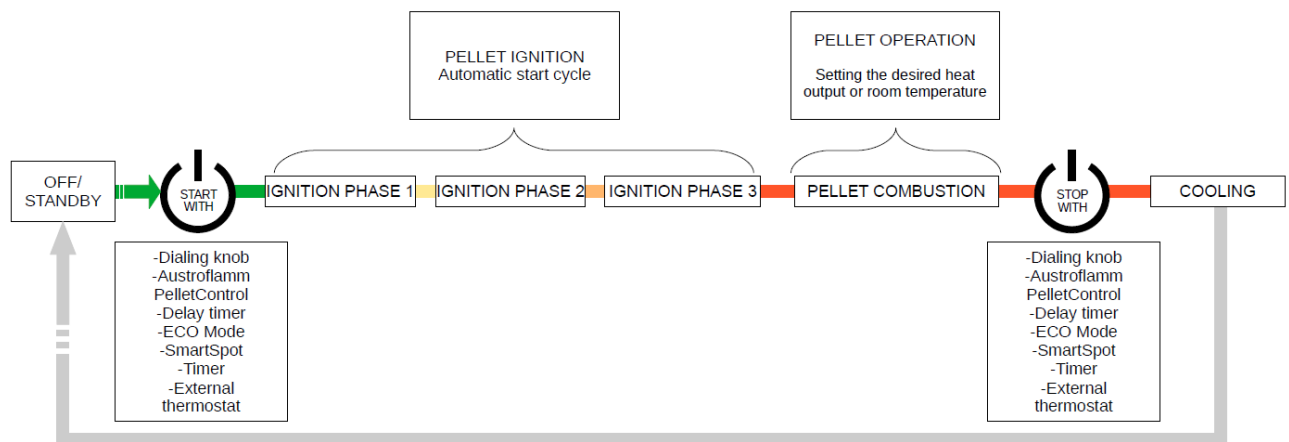
**IMPORTANT:** After installing the EXTERNAL THERMOSTAT, set the desired temperature and start the stove manually to activate the "EXTERNAL THERMOSTAT" FUNCTION.

The external thermostat starts / stops your pellet stove 10 seconds after the desired room setpoint temperature has been reached, or the temperature has fallen below this value.





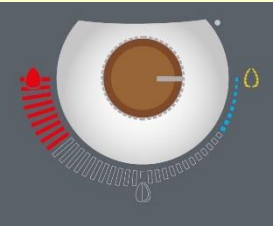
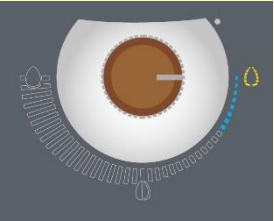


## 4.6 Function diagram




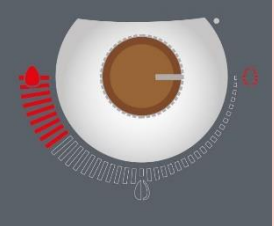




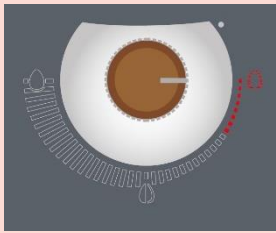
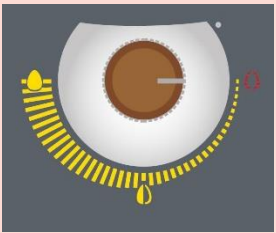
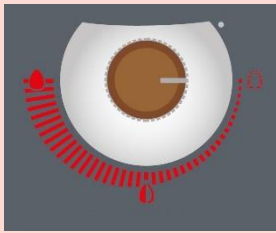
## 5 Alarms and error messages

ALARMS are displayed in yellow on the control panel. If an alarm is displayed, your pellet stove may still be used. See section 5.1 Resetting alarms & error messages.

Alarm code	Description	Solution
<b>Alarm - A001</b> 	Fuel level low	Refill pellets, then the alarm must be cleared by briefly pressing the "reset button" several times. See section "Fuel level indicator"
<b>Alarm - A002</b> 	Service is due	<p>A maintenance-free period of approximately 1,700 operating hours is specified for the stove. After this period has elapsed, the stove signals via ALARM that a service is due.</p> <p>Maintenance of the stove must be carried out by an authorised Austroflamm service engineer or by Austroflamm.</p>
<b>Alarm - A004</b> 	Battery is empty	<p>The storage battery (model CR2032) of the control unit is weak and must be replaced.</p> <p>The battery should be replaced every 2 years as part of a service. Section 6 shows you how to replace the battery.</p>
<b>Alarm - A006</b> 	Hopper lid is open	<p>If the hopper lid remains open for more than 60 seconds, the stove will stop and display this alarm. Close the hopper lid. The stove is then ready to start up again. If the alarm is still displayed, call your Austroflamm service engineer.</p>

ERRORS are displayed in red on the control panel. The pellet stove can now only be operated to a limited extent or not at all. See section 5.1 Resetting alarm & error messages.

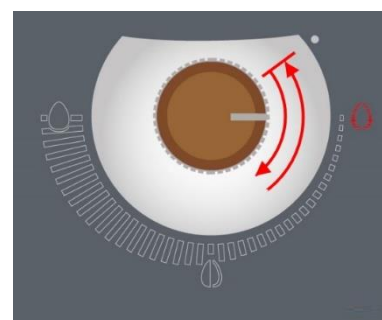
Error code	Description	Solution
<b>Error- E004</b> 	Data - communication error	Communication error between the control unit and the dialing knob or optional WLAN-BOX. Check the communication cables and their plug connections. If the error is still displayed, call your Austroflamm service engineer.
<b>Error- E101</b> 	The automatic start has failed in ignition phase 3.	Clean the burn pot, clear the error and restart the stove. If the error persists, contact your Austroflamm service engineer.
<b>Error- E102</b> 	Negative pressure is too low	<p>The automatic start has failed.</p> <p>Possible causes:</p> <ol style="list-style-type: none"> <li>1. The start process was terminated manually.</li> <li>2. Supply air pipe, burn pot, flue gas passes or flue pipe are dirty.</li> <li>3. The flue gas fan is damaged, obstructed or dirty.</li> </ol> <p>Clear the ERROR. Restart your stove. If the error persists, contact your Austroflamm service engineer.</p>
<b>Error- E107</b> 	Firebox sensor is defective	The temperature sensor in the firebox is defective or the connection has been interrupted. Contact your Austroflamm service engineer for a solution.
<b>Error- E108</b> 	Safety temperature limiter has been activated	The safety temperature limiter (STL) has been activated. The permissible temperature in the area of the feeder shaft has been exceeded. Search for the cause of the error. Reset the STL. (The STL is attached to the rear of the appliance). Restart your stove. If the error persists, contact your Austroflamm service engineer.
<b>Error- E110</b> 	<p>Defect in the room temperature sensor</p> <p>If using the SmartSpot option: SmartSpot receiver is defective</p>	<p>The room temperature sensor is defective or the plug is disconnected. Check the plug connection and the sensor cable. If no fault is found, contact your Austroflamm service engineer to rectify the problem.</p> <p>If a SmartSpot is used on your stove, the corresponding RECEIVER must be checked by the service engineer.</p>

Error code	Description	Solution
<b>Error- E113</b> 	The temperature in the flue gas ducts is too high	The flame temperature sensor measures excessively high flue gas temperatures. The stove switches off for safety reasons. Contact your Austroflamm service engineer for a solution.
<b>Error- E114</b> 	The temperature in the firebox is too low.	Possible causes for this message are: 1. The pellet hopper is empty. Check the level in the fuel tank. Refill the tank. 2. The automatic start process has failed. Empty the burn pot. Clear the ERROR and restart the appliance.  If steps 1 and 2 do not help, contact your Austroflamm service engineer.
 <b>Error- E115</b>	SYSTEM ERROR	The control unit has failed. Contact your Austroflamm service engineer for a solution.

## 5.1 Clearing alarm & error messages

### Error message

If an error occurs, the stove stops and the flame at the top right glows red. In addition, one or more power zones light up in different colours depending on the error. You can quickly identify the cause of the error by looking at the luminous image. Displayed errors can be deleted with the dialing knob after the source of the error has been eliminated. To do this, move the dialing knob clockwise from the "OFF" position to any power level and immediately back to the "OFF" position.



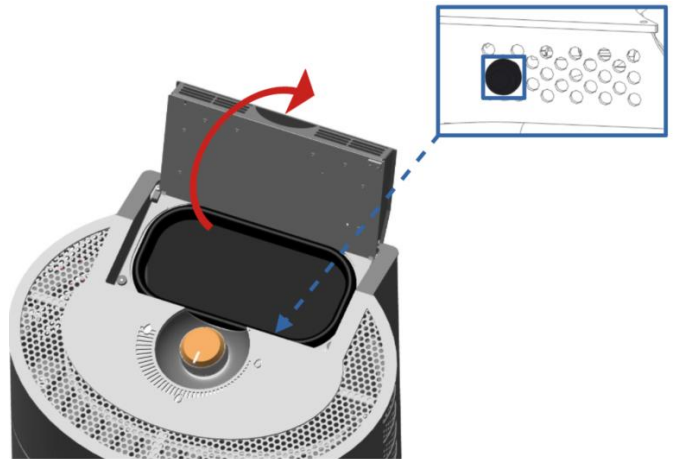
### Alarm message

In the event of an alarm message, the flame at the top right lights up / flashes yellow. The alarm message must be investigated, and the cause must be rectified. To cancel the fuel level alarm, there is a RESET button (see picture). The reset button can be accessed underneath the tank cap.

## Reset button

The reset button is accessible at the front right after opening the tank cap. The fuel level alarm can be acknowledged using the reset button. The reset button must be pressed 3 - 4 times in quick succession.

This button is also needed to fill the auger shaft during initial operation and after the auger shaft has been cleaned. For this function, press the button continuously while the auger is operating.



## 5.2 Fill level indicator

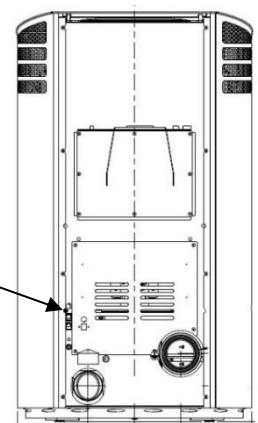
The fill level indication is calculated by the control unit software on the basis of the pellet hopper size and the burning time. It will only function correctly if the hopper is always filled to capacity when refilling and the fill level counter is reset at the same time.

To set the fill level counter to "FULL", press the "reset button" several times in quick succession. This function can be deactivated by your service engineer using the TECHNICAL DISPLAY or in the "Settings/ Fuel" of the Austroflam PelletControl app.

## 5.3 Safety temperature limiter

Your stove is equipped with a safety temperature limiter on the back. This automatically switches off the stove if the auger shaft overheats. Should this happen, the cause of the overheating must be determined and remedied. Afterwards, the stove can be made ready for operation again by pressing the green reset pin in the safety temperature limiter. The green pin is located under a black cylindrical protective cap, which must be unscrewed beforehand.

Safety temperature limiter with detachable black protective



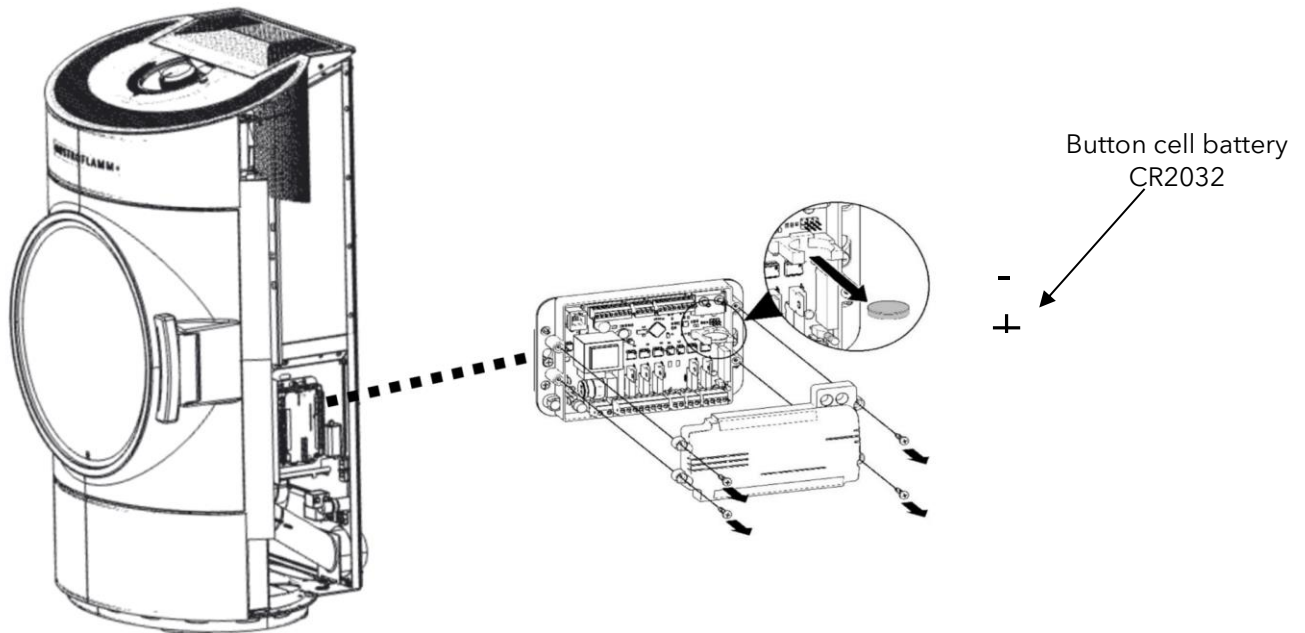
## 6 Replacing the internal controller battery

The control unit switches to internal battery power during a power failure or when disconnected from the mains power supply. A STAND-BY BATTERY then supplies power to the internal clock and memory.

Please bear in mind: If the battery is flat, the control unit will function normally as long as it is connected to the mains power supply. However, in the event of a power failure, the internal clock will stop, and the operating phase is not saved. When the power is restored, the clock is reset to 00:00 and the control unit leaves your stove in the OFF phase.

Replacing the battery (recommendation: every 2 years):

1. The battery is located on the central control unit. To access the control unit, open the inspection lid and remove the right-hand cladding on the side of the stove.
2. Then remove the black panel on the control unit by unscrewing 4 crosshead screws.
3. Remove the old storage battery from the retainer.
4. Insert the new battery, paying attention to the correct polarity.
5. Screw the panel of the control unit back on.
6. Refit the right-hand side cladding.
7. Close the inspection lid and screw it firmly back into place.



## 7 Cleaning and maintenance

The combustion pot of your pellet stove must be emptied each time before starting the appliance. Only a cleaned burn pot guarantees safe ignition when starting-up, and clean combustion. With the lifting tool supplied (see illustrations below), the combustion pot can be easily and safely removed, and taken away for emptying.



Since the cleaning intervals depend greatly on the place of installation and the operating hours of the stove, the times given in the following table are only guidelines. Basically, the components listed below must be cleaned in line with their degree of soiling.

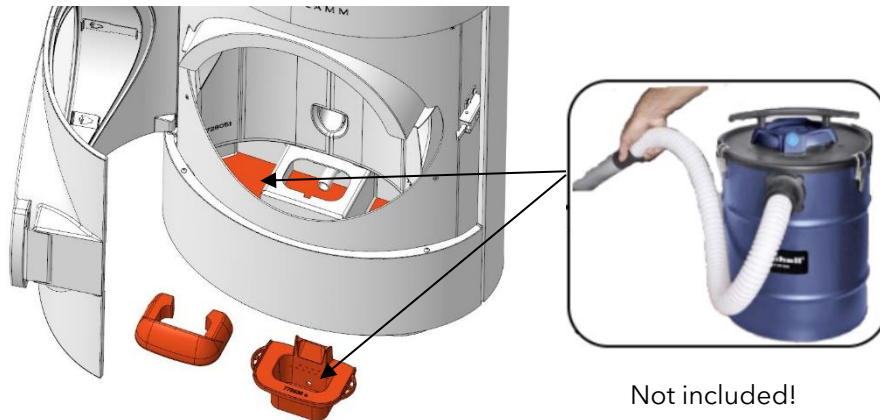
Maintenance work at the end of the service-free operating hours must be carried out by an authorised service engineer. Maintenance is essential after the service due date (service counter) has expired.

Cleaning the viewing window	as required, but after 15 operating hours at the latest
Removing any deposits adhering to the burn pot	before each start up
Cleaning the combustion chamber	weekly, as required
Cleaning the flue gas passes	when the display indicates that a service is due
Cleaning the augur shaft, pellet tank	once a year or when the pellet in-feed is visibly reduced
Replacing the stand-by battery CR2032 located in the control unit	every 2 years
Checking all seals (door, heat exchanger cover, ash box, tank cap, etc.); replacing them if necessary.	once a year
Cleaning the chimney in accordance with the chimney sweep	as specified by local regulations



## 7.1 Cleaning Clou Pellet / Clou Compact Pellet

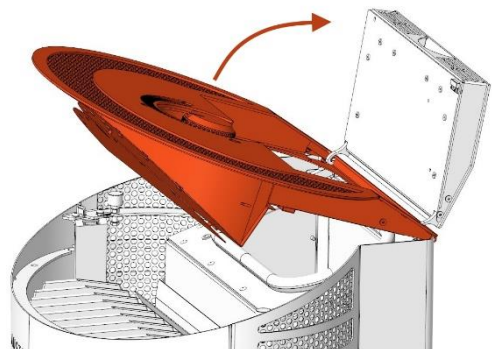
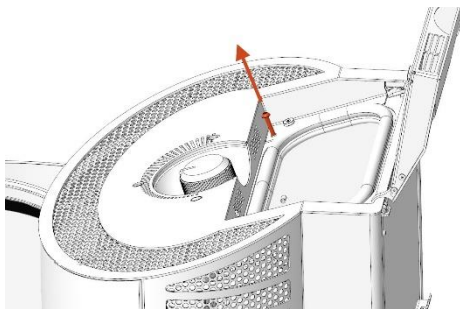
### 7.1.1 Vacuuming the firebox and the burn pot



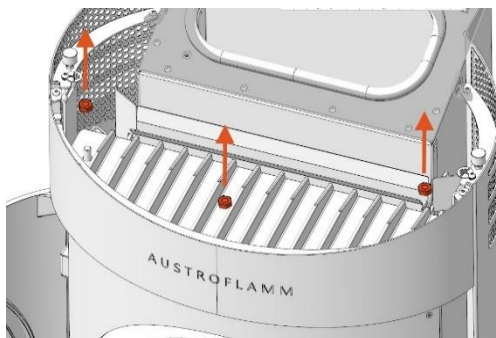
The following CLEANING OPERATIONS may only be carried out by an authorised service engineer.

### 7.1.2 Cleaning the flue gas passes

Lift up the inspection lid



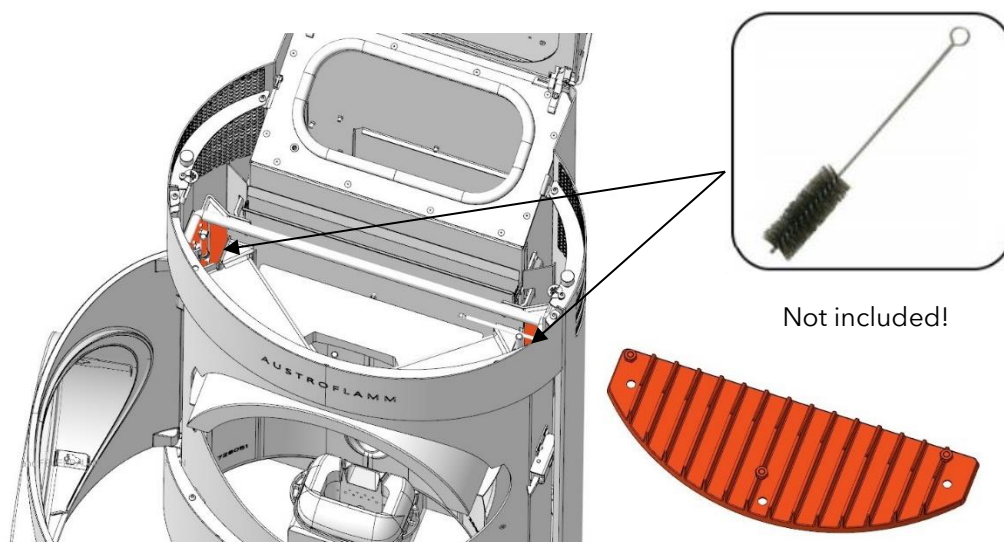
Remove the fastening screws of the firebox lid



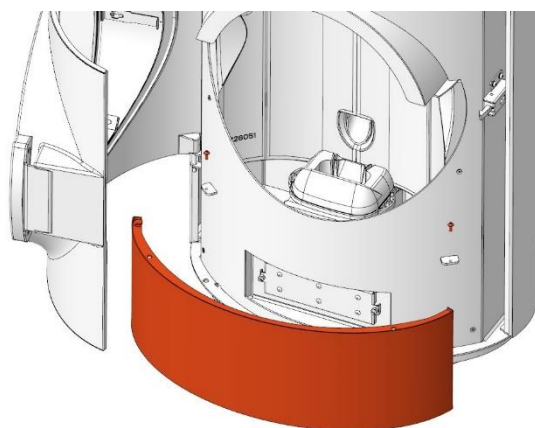
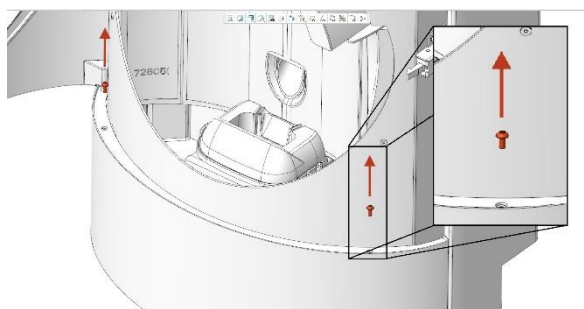
The seal of the cast iron lid must be renewed each time it is dismantled.

Brush the flue gas passes downwards.

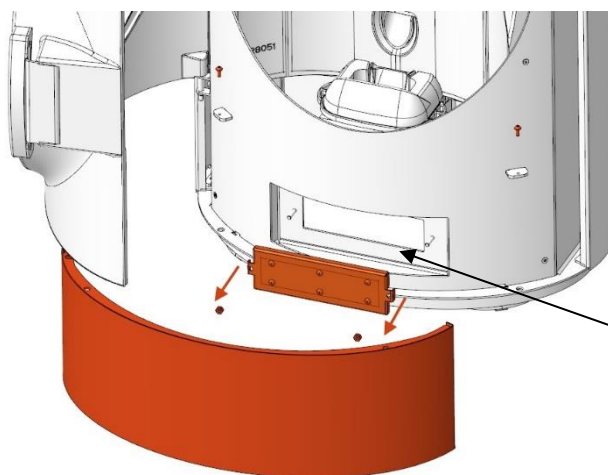




Remove the lower panel



Remove the cleaning cover and vacuum the flue gas area.



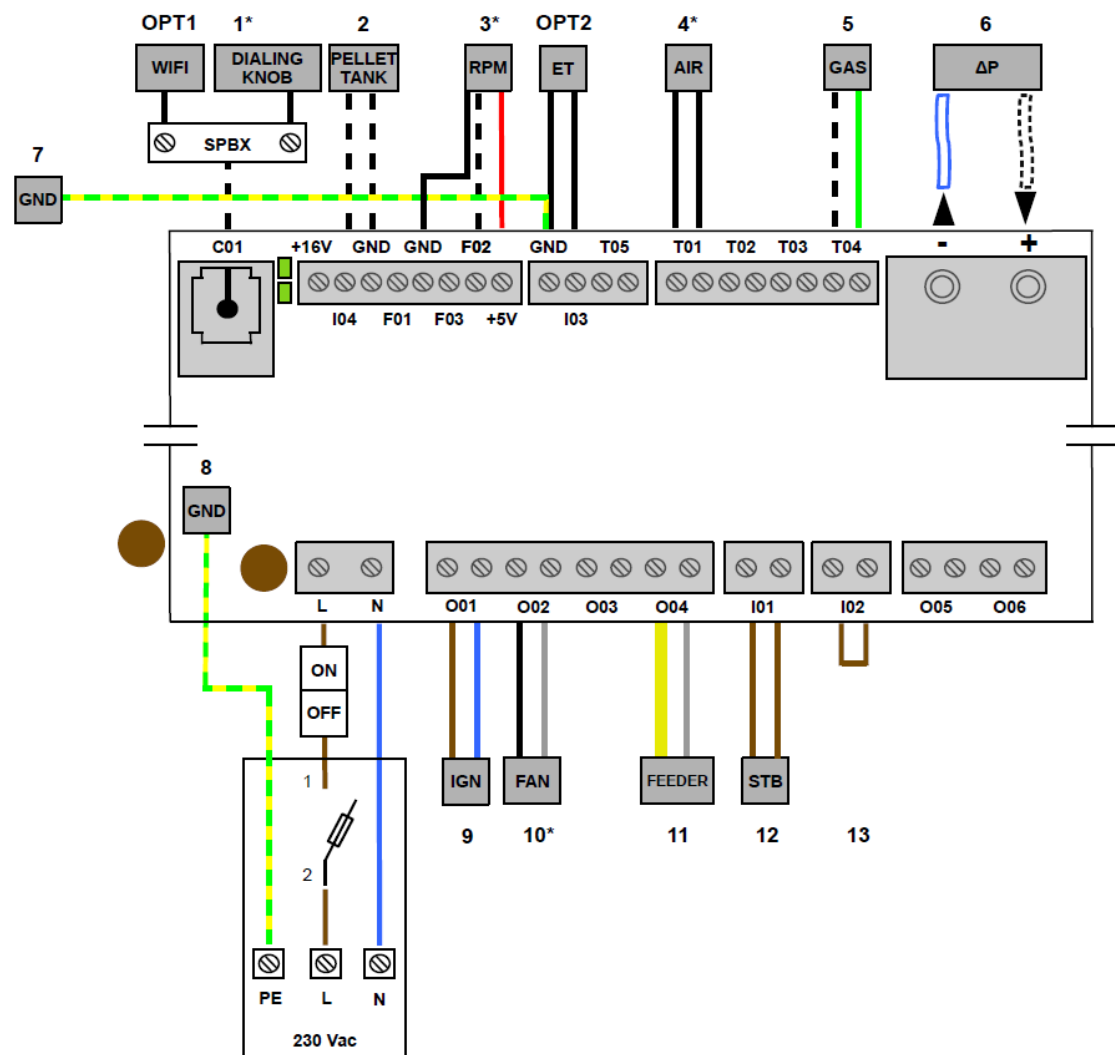
Not included!

Dismantle and clean the flue gas fan.  
After cleaning, the SERVICE ENGINEER will RESET the OPERATING HOUR COUNTER, which is essential.

This is followed by a TEST RUN to check whether your stove is working properly after the SERVICE.

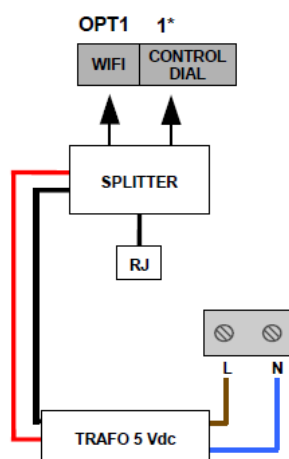


## 8.2 Models with an ON/OFF feeder motor

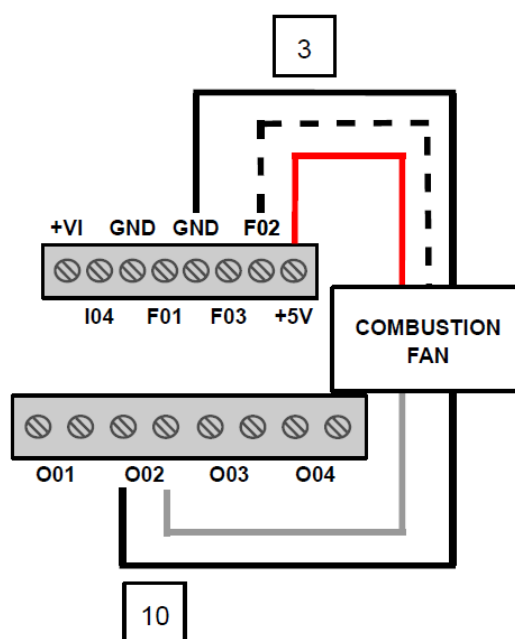


## 8.3 Detailed electrical wiring diagram

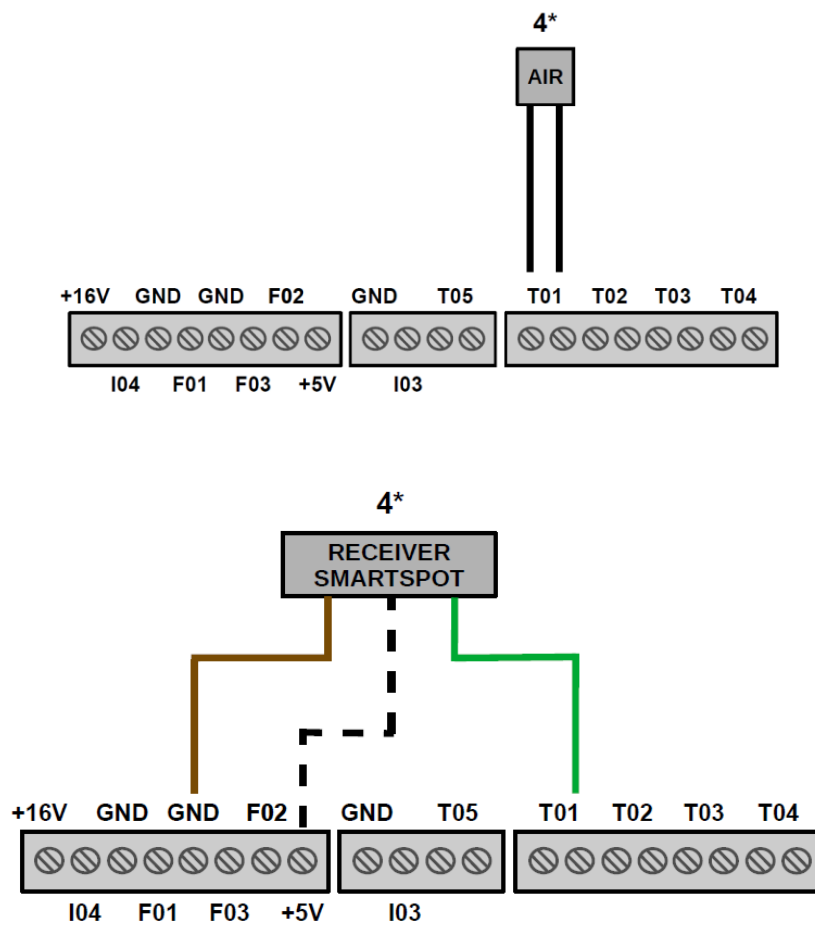
### 8.3.1 \*Power splitter



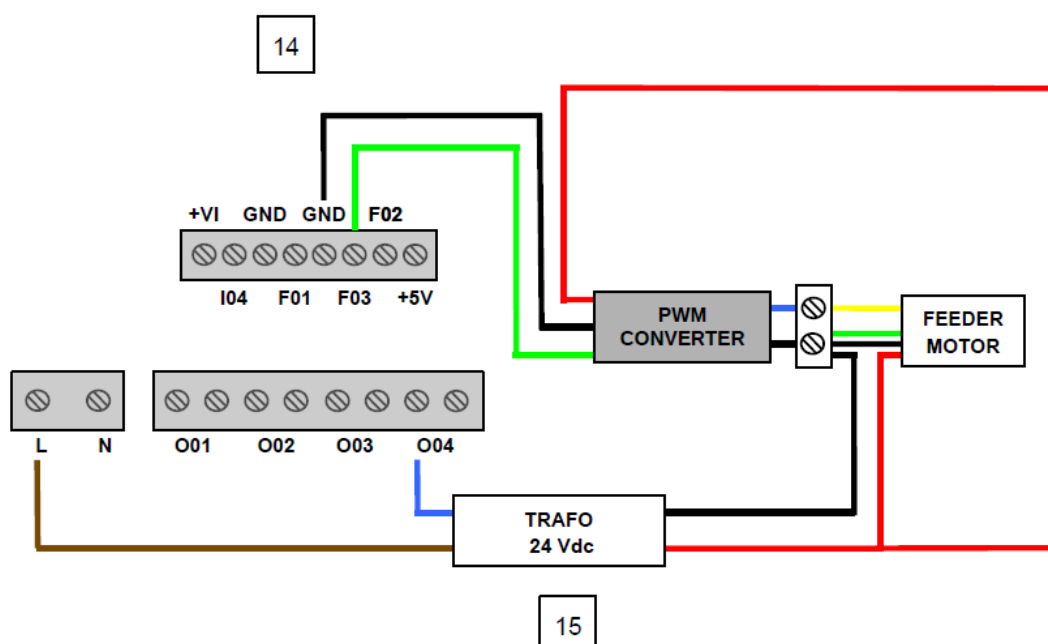
### 8.3.2 \*Combustion fan



### 8.3.3 \*Room temperature sensor and SmartSpot

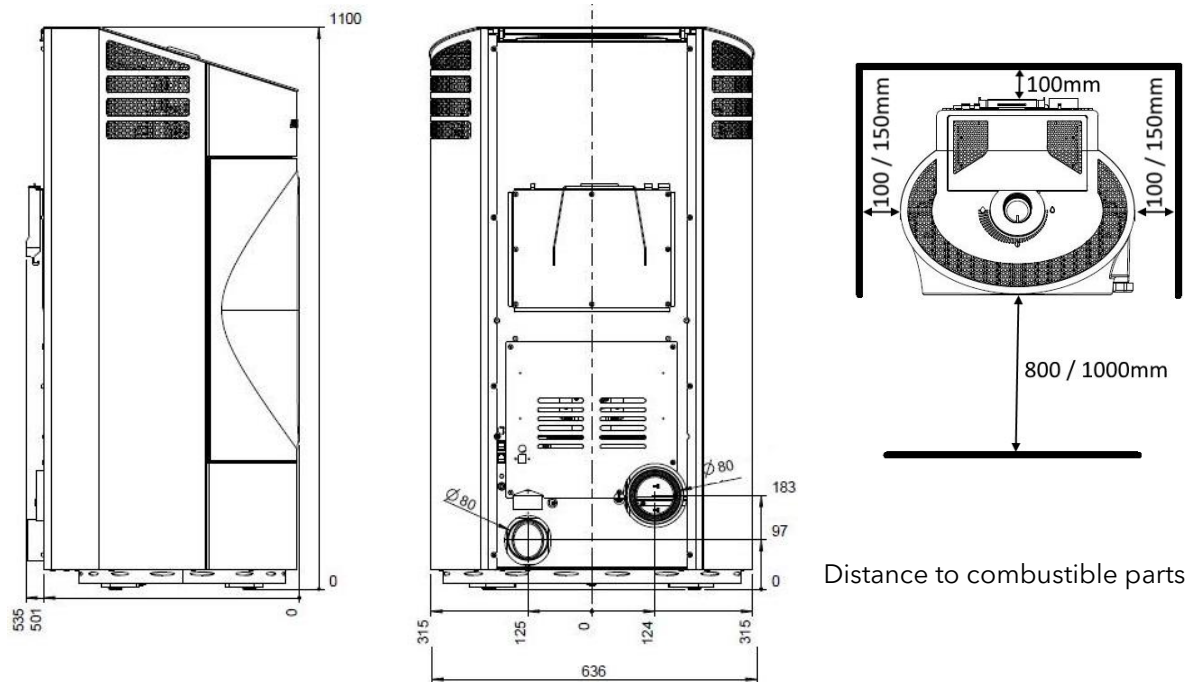


### 8.3.4 \*Model with a permanently rotating feeder motor



## 9 Technical data

### 9.1 Clou Pellet 8 kW / 10 kW



Nominal heat efficiency (NHE)	8 / 10 kW
Heat output at partial load (PL)	2,4 / 2,4 kW
Room-heating capacity	98 - 255 / 128 - 350 m <sup>3</sup>
Efficiency	≥90 %
CO content at NHE	<250 mg/Nm <sup>3</sup>
Flue gas temperature at NHE	200 / 229 °C
Flue gas temperature at PL	106 / 106 °C
Exhaust gas mass flow at nominal heat efficiency	5,51 / 6,18 g/s
Chimney draught	3-12 Pa
Filling tank capacity	36 kg / 56 l
Pellet consumption min./max.	0,6 - 1,87 / 0,71 - 2,36 kg/h
Burning time min./max.	≈19 - 60 / ≈15-50 h
Air inlet nozzle Ø	80 mm
Flue gas outlet Ø	80 mm
Electrical power consumption when switching on	300 W
Electrical power consumption during operation	<20 W
Voltage / current frequency	230 V / 50 Hz
Dimensions	H x W x D
	1100 x 630 x 510 mm
Weight	173 kg
Minimum clearance	at the side (wall)
	100 / 150 mm
	rear
	100 / 100 mm
	front
	800 / 1000 mm
Temperature limits	5 - 40 °C
Relative humidity	non-condensing

## 9.2 Clou Pellet 8 kW technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186

### Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

### Appliance details

Model identification(s):	Clou Pellet 8 kW
Equivalent models:	-
Test reports:	DBI F 19/04/0656 by 1721 DBI
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	-
Indirect heating function:	no
Direct heat output:	8.0 kW
Indirect heat output <sup>1</sup> :	-

### Properties for operation with the preferred fuel

Space heating annual use efficiency $\eta_s$ :	87.6 %
Energy efficiency index (EEI):	128

## Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) <sup>2</sup> :	Other suitable fuel(s) <sup>3</sup> :	$\eta_s$ [%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency <sup>4</sup> (*) (**)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>5</sup>				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>6</sup>			
Log, moisture content $\leq$ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	87.6	15	1	24	108	12	6	117	115
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(\*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NOx = nitrogen oxide

(\*\*) Only required when using correction factors F(2) or F(3).



Properties for exclusive operation with the preferred fuels<sup>7</sup>

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
<b>Heat output</b>				<b>Thermal efficiency (fuel efficiency) (based on the NCV)</b>			
Nominal heat efficiency	P <sub>nom</sub>	8.0	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η <sub>th,nom</sub>	90.0	%
Minimum heat output (standard value)	P <sub>min</sub>	2.4	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η <sub>th,min</sub>	90.0	%
<b>Auxiliary power consumption</b>				<b>Type of heat output/room temperature control</b>			
At nominal heat efficiency	e <sub>lmax</sub>	0.012	kW	single-level heat output, no room temperature control			no
At minimum heat output	e <sub>lmin</sub>	0.008	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e <sub>lSB</sub>	0.001	kW	Room temperature control with mechanical thermostat			no
<b>Pilot flame power requirement</b>				With electronic room temperature control			no
Pilot flame power requirement (if present)	P <sub>pilot</sub>	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				<b>Other regulation options</b> (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

<sup>1</sup> There is no entry for fireplaces without water-carrying components.<sup>2</sup> Values for annual use efficiency and emissions must be given here for the preferred fuel.<sup>3</sup> Values for annual use efficiency and emissions must be given here for all other suitable fuels.<sup>4</sup> Corresponds to partial load heat output as per EN 16510<sup>5</sup> Specification in mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>6</sup> Specification mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>7</sup> Specifications are made here for the preferred fuel only.

### 9.3 Clou Pellet 10 kW technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186

#### Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

#### Appliance details

Model identification(s):	Clou Pellet 10 kW
Equivalent models:	-
Test reports:	DBI F 19/04/0656 by 1721 DBI
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	CEN/TS 15883:2009
Indirect heating function:	no
Direct heat output:	10.0 kW
Indirect heat output <sup>1</sup> :	-

#### Properties for operation with the preferred fuel

Space heating annual use efficiency $\eta_s$ :	87.6 %
Energy efficiency index (EEI):	128

## Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) <sup>2</sup> :	Other suitable fuel(s) <sup>3</sup> :	$\eta_s$ [%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency <sup>4</sup> (*) (**)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>5</sup>				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>6</sup>			
Log, moisture content $\leq$ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	87.6	19	1	41	112	12	6	117	115
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(\*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NOx = nitrogen oxide

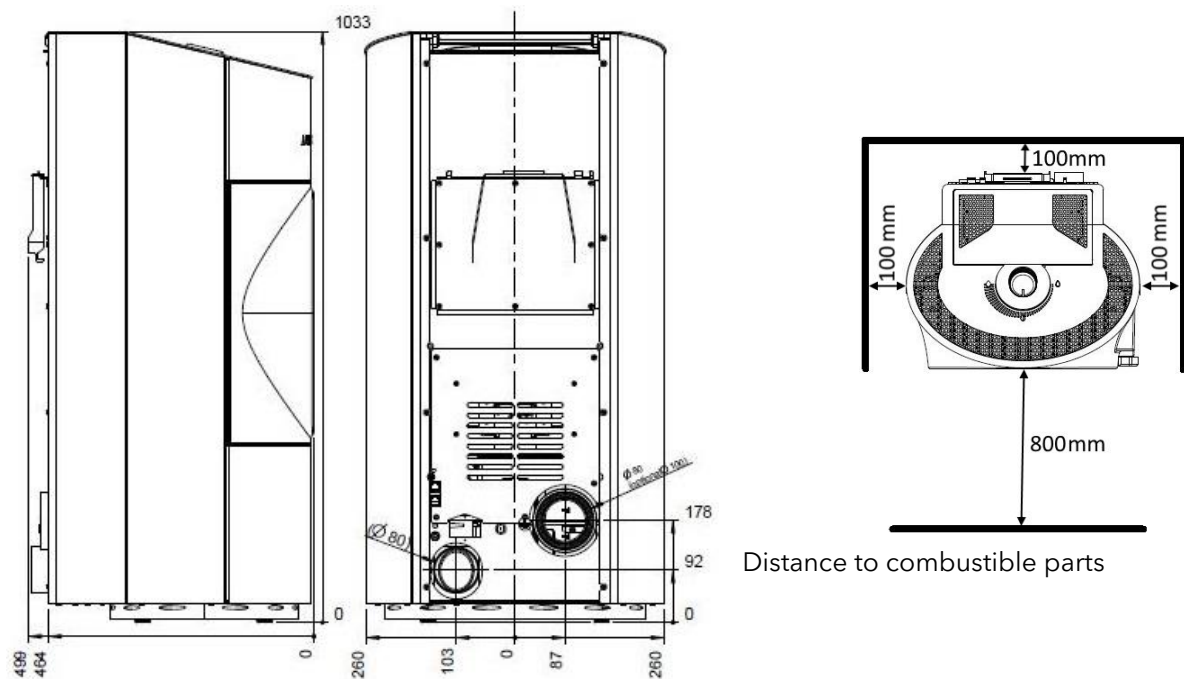
(\*\*) Only required when using correction factors F(2) or F(3).

Properties for exclusive operation with the preferred fuels<sup>7</sup>

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
<b>Heat output</b>				<b>Thermal efficiency (fuel efficiency) (based on the NCV)</b>			
Nominal heat efficiency	P <sub>nom</sub>	10.0	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η <sub>th,nom</sub>	89.0	%
Minimum heat output (standard value)	P <sub>min</sub>	2.4	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η <sub>th,min</sub>	88.8	%
<b>Auxiliary power consumption</b>				<b>Type of heat output/room temperature control</b>			
At nominal heat efficiency	e <sub>lmax</sub>	0.018	kW	single-level heat output, no room temperature control			no
At minimum heat output	e <sub>lmin</sub>	0.009	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e <sub>lSB</sub>	0.003	kW	Room temperature control with mechanical thermostat			no
<b>Pilot flame power requirement</b>				With electronic room temperature control			no
Pilot flame power requirement (if present)	P <sub>pilot</sub>	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				<b>Other regulation options</b> (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

<sup>1</sup> There is no entry for fireplaces without water-carrying components.<sup>2</sup> Values for annual use efficiency and emissions must be given here for the preferred fuel.<sup>3</sup> Values for annual use efficiency and emissions must be given here for all other suitable fuels.<sup>4</sup> Corresponds to partial load heat output as per EN 16510<sup>5</sup> Specification in mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>6</sup> Specification mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>7</sup> Specifications are made here for the preferred fuel only.

## 9.4 Clou Compact Pellet 6 kW



Nominal heat efficiency (NHE)	6 kW
Heat output at partial load (PL)	1,5 kW
Room-heating capacity	65 - 165 m <sup>3</sup>
Efficiency	≥90 %
CO content at NHE	<250 mg/Nm <sup>3</sup>
Flue gas temperature at NHE	170 °C
Flue gas temperature at PL	85 / 85 °C
Exhaust gas mass flow at nominal heat efficiency	4,78 g/s
Chimney draught	3-12 Pa
Filling tank capacity	26 kg / 40 l
Pellet consumption min./max.	0,5 - 1,55 kg/h
Burning time min./max.	≈16 - 52 h
Air inlet nozzle Ø	80 mm
Flue gas outlet Ø	80 mm
Electrical power consumption when switching on	300 W
Electrical power consumption during operation	<20 W
Voltage / current frequency	230 V / 50 Hz
Dimensions	H x W x D 1033 x 520 x 499 mm
Weight	150 kg
Minimum clearance	at the side (wall) 100 mm
	rear 100 mm
	front 800 mm
Temperature limits	6 kW
Relative humidity	non-condensing

## 9.5 Clou Compact 6 kW technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186

Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

### Appliance details

Model identification(s):	Clou compact Pellet
Equivalent models:	-
Test reports:	1880-CPR-049-21 at 1880 Acteco
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	CEN/TS 15883:2009
Indirect heating function:	no
Direct heat output:	6.0 kW
Indirect heat output <sup>1</sup> :	-

### Properties for operation with the preferred fuel

Space heating annual use efficiency $\eta_s$ :	84.8 %
Energy efficiency index (EEI):	124

## Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) <sup>2</sup> :	Other suitable fuel(s) <sup>3</sup> :	ηs [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency <sup>4</sup> (*) (**)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>5</sup>				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>6</sup>			
Log, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	84.8	12	7	8	121	12	7	109	105
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(\*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NOx = nitrogen oxide

(\*\*) Only required when using correction factors F(2) or F(3).

Properties for exclusive operation with the preferred fuels<sup>7</sup>

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
<b>Heat output</b>				<b>Thermal efficiency (fuel efficiency) (based on the NCV)</b>			
Nominal heat efficiency	P <sub>nom</sub>	6.0	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η <sub>th,nom</sub>	87.2	%
Minimum heat output (standard value)	P <sub>min</sub>	2.1	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η <sub>th,min</sub>	84.4	%
<b>Auxiliary power consumption</b>				<b>Type of heat output/room temperature control</b>			
At nominal heat efficiency	e <sub>lmax</sub>	0.012	kW	single-level heat output, no room temperature control			no
At minimum heat output	e <sub>lmin</sub>	0.007	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e <sub>lSB</sub>	0.002	kW	Room temperature control with mechanical thermostat			no
<b>Pilot flame power requirement</b>				With electronic room temperature control			no
Pilot flame power requirement (if present)	P <sub>pilot</sub>	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				<b>Other regulation options</b> (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

<sup>1</sup> There is no entry for fireplaces without water-carrying components.<sup>2</sup> Values for annual use efficiency and emissions must be given here for the preferred fuel.<sup>3</sup> Values for annual use efficiency and emissions must be given here for all other suitable fuels.<sup>4</sup> Corresponds to partial load heat output as per EN 16510<sup>5</sup> Specification in mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>6</sup> Specification mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>7</sup> Specifications are made here for the preferred fuel only.



## 10 Accessories

Art. No.	Equipment
805002	SmartSpot sensor white
805004	SmartSpot receiver
805005	SmartSpot sensor premium
800012	optional WLAN-BOX
640170	Cleaning brush pellet stove Ø 40 x 1000 mm
059008	Adjustable plastic feet 20x20 complete (6 pieces)

## 11 What is included

Art. No.	Equipment	Quantity
803001/803002/803003	Pellet stove	1
778813	Lifting tool	1
728096	Operating instructions	1
640084	Glove with logo	1
779501	Power cord 2.5 m	1

## 12 Guarantee / warranty

- 1) **Warranty statement:** For your AUSTROFLAMM pellet stove, we guarantee the flawless performance of the body for six years, and of all other steel and cast iron components for two years from the date of first sale.

Steel and cast-iron parts and electrical and electronic components that manifest material- and or processing defects during the guarantee period (warranty case) will be replaced for new parts provided that the warranty case has been asserted to the best of the holder's knowledge within the statutory warranty period. Functional problems with electronic accessories (e.g. WLAN BOX, SmartSpot) shall only justify a warranty claim for the particular accessory.

Our warranty only covers the free delivery of the new parts: work- and travel times are not recorded.

- 2) **Exceptions:** We do not provide a guarantee on wear parts (e.g. Keramott, seals and grate or combustion cavity, ignition cartridge, temperature sensor, flange bearing), surface coatings, varnish, glass and ceramics. In the case of such defects no warranty case has occurred.

When heating up, during operation and when cooling down, your pellet stove may produce some noise (crackling, soft clicking). This is caused by the various materials expanding and contracting under the influence of temperature in your pellet stove. Noise of this kind does not constitute a warranty claim and do not constitute a warranty claim.

The territorial scope of validity of our guarantee covers Austria and Germany. In all other countries, separate conditions of the importer apply to the respective country.

No warranty case occurs if your Austroflamm pellet stove is not located within the territorial scope of validity, which does not change if it is transported or dispatched by Austroflamm."

- 3) **Requirements:** A warranty case shall only then be replaceable if your Austroflamm pellet stove has been operated, maintained, installed and commissioned by a specialist authorized by Austroflamm, all in compliance with the user handbook. For the replaceability of the warranty case the start-up log must be received by Austroflamm within one month at the latest of the initial commissioning. In order to make a claim on the warranty, repairs to your pellet stove insert must only be carried out by a service engineer authorized by Austroflamm.

The warranty claim is asserted with the invoice and serial number with the Austroflamm specialist dealer via whom the purchase was made. An unjustified warranty claim will be charged back to you.

- 4) **Guarantee:** This guarantee does not affect your statutory warranty rights towards us. Should your Austroflamm pellet stove already be defective at the point of handover, you can always connect us within the framework of the statutory warrant regardless of whether there is a warranty claim or the guarantee is claimed.

## 13 Start up Log

Operator / Customer	Dealer / Engineer
Name	Company
Street	Street
Town and postal code	Town and postal code
Telephone	Telephone
Email	Email

Pellet stove	
Model	Control software version
Serial number	Control panel software version
Technical defects	WLAN Box software version
Visual defects	WLAN module <input type="checkbox"/> yes <input type="checkbox"/> no
Accessories / defects (SmartSpot, air distribution module, etc.)	

On-site conditions	
Socket earthed (see electric installation test certificate)	Number of elbows:
	Total length of flue pipes:
Type of chimney: Type of chimney <input type="checkbox"/> brick <input type="checkbox"/> stainless steel <input type="checkbox"/> firebrick	Flue pipes in plug-in system <input type="checkbox"/> with seal lip <input type="checkbox"/> without seal lip
Chimney diameter:: ____ Chimney height: ____	Sea level:
Chimney flue - Approved by chimney sweep: <input type="checkbox"/> yes <input type="checkbox"/> no	Chimney flue-/draught: Actual value:____ Target value:____ 3-12 Pa
Controlled living space ventilation <input type="checkbox"/> yes <input type="checkbox"/> no	Flue pipe diameter:
Other:	Outside temperature for draft measurement:

Appliance - Preparation for Start, Functional Check			
Pellet hopper loaded		Induced draught fan function tested	
Pellet quality: e.g. OE standard, DIN plus, ENplus A1		Screw motor function tested	
Riddle grate function tested		Ignition cartridge function checked	
Keramott "burnt white" after trial		Partial load test carried out	
Firebox door seal checked <input type="checkbox"/> yes <input type="checkbox"/> no			

Instructions for Operator / Customer			
Instructions for handling the appliance explained clearly and comprehensibly		Cleaning and maintenance interval explained	
Terms of the guarantee and warranty explained.		Photographic documentation of actual condition - hybrid stove installation (Please be sure to obtain the customer's consent beforehand)	
<input type="checkbox"/> wire brush <input type="checkbox"/> glove <input type="checkbox"/> user instructions		(Start, combustion and burnout phases carried out.)	

The end customer confirms that they can now put the stove into operation unassisted. They further confirm that the stove is in a fully functional state and free of defects.

\_\_\_\_\_  
Place, date

\_\_\_\_\_  
Signature Operator / Customer

\_\_\_\_\_  
Signature Technician



### Endkontrolle

Final inspection  
Controllo finale  
Contrôle final

- ☐ Technische Funktion  
technical function / funzione tecnica / fonction technique
- ☐ Lackierung / paint / vernice / peinture
- ☐ Sauberkeit / cleanliness / pulizia / propreté
- ☐ Vollständigkeit / completeness / completo / complet

Geprüft von / checked by / controlled da / contrôlé par

Datum / date / data / date



Typenschild (Duplikat)  
Type plate (duplicate)  
Targhetta (duplicato)  
Plaque signalétique (duplicata)

AUSTROFLAMM GMBH  
Austroflam-Platz 1  
A-4631 Krenglbach

Tel: +43 (0) 7249 / 46 443  
[www.austroflamm.com](http://www.austroflamm.com)  
[info@austroflamm.com](mailto:info@austroflamm.com)

940302  
Stand 01/2023

