



Operating manual

Pellpuro



AUSTROFLAMM

www.austroflamm.com

820001

Operating manual

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LEGAL NOTICES

Owner and publisher

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1 General information

You have decided in favour of an Austroflamm pellet stove.

Congratulations on your decision and thank you for your trust.

Correct operation and care are essential for trouble-free operation and long service life.

The information in this manual is of a general nature. National and European standards, local and building regulations, together with fire regulations must also be complied with.

Read this instruction through carefully before installation and operation. No liability or warranty claims apply for damage incurred by failure to follow this manual. Please observe the instructions in the individual sections.

This manual is a component part of the pellet stove.

In the following list we give you an overview of which sections are important for whom:

Dealer	End customer
Complete operating manual	General information
	Purpose of the manual
	Safety
	Product overview
	Technical data
	Requirements at the installation location
	Fuel material/-quantity
	Operation
	Operation
	Settings
	Commissioning
	Maintenance
	Alarms and error messages
	Spare parts
	Disposal
	Warranty and guarantee
	Data processing
	Start-up log
	Service Report

1.1 Copyright

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1.2 Information about the document

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2 Purpose of the manual

This manual is a component part of the pellet stove and is intended to contribute to the pellet stove being safely installed and maintained.

TIP

Please read this manual before using the stove for the first time.

2.1 Storing the manual

Store this manual in case you need it. A current version of the manual can be found online at our homepage www.austroflamm.com.

2.2 Structure of the manual

The table of contents can be found on page 3.

Illustrations in this manual may differ from the delivered product.

2.3 Representations used

The following representations are used in this manual:

Steps with mandatory adherence to the sequence

✓ Prerequisite

1) Step 1

2) Step 2

3)

⇒ Intermediate result / additional information

⇒ Result

Steps and bullet points without mandatory sequence

-

-

-

-

Cross-references

See Technical Data

Useful tips

TIP

Fuel

Use only the recommended fuel!

2.4 Version control

We update our manuals on a continual basis. The current version can be found at our homepage www.austroflamm.com.

This manual applies to all Pellpuro pellet stoves with the article number 820001 and index b and newer.

3 Safety

In this manual we give you numerous safety instructions for the safe operation of your pellet stove. These instructions are characterized differently as follows, depending on their importance:

3.1 Importance of the safety instructions

NOTICE

Particular behaviour and/or activities that are required for safe working. Failure to follow this can result in material damage.

⚠ CAUTION

Possible dangerous situation (light or minor injuries and material damage).

⚠ WARNING

Possibly imminent danger to life and health of persons (severe injuries or death).

⚠ DANGER

Immediately imminent danger to life and health of persons (severe injuries or death).

3.2 General safety instructions

- The information in this manual represents generally applicable standards and rules. For the installation/operation of the pellet stove, all local regulations including those that relate to national and European standards, as well as emergency service regulations, must be complied with.
- Please carefully store this manual and ensure that it is always available.
- Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!
- Compliance with the instructions contained here will guarantee the safety of people and the appliance, economic operation and a long service life. The pellet stove has been designed based on technical data standards. See section "Technical Data".
- Original parts must not be modified or exchanged for parts from other manufacturers. Unauthorised modifications must not be carried out. Such action will void the warranty claim.
- Repairs to your pellet stove must only be carried out by technical personnel who have been trained by the manufacturer.
- When working or intervening on the pellet stove, the power supply must be switched off.
- Diagrams and drawings supplied with the stove are used only as illustrative examples; the manufacturer pursues a policy of constantly developing and updating the product and may make modifications without prior notification.
- All dimensions in this manual are given in mm.
- Your pellet stove is not suitable for use as a ladder or a stand.
- Please note that the surfaces of the pellet stove heat up considerably during operation. We recommend that you use the protective glove supplied to operate the pellet stove.



- Please alert children to these dangers, and keep them away from the pellet stove when it is operating.
- Placing non-heat-resistant objects on the stove or in its vicinity is forbidden.
- Do not place any items of laundry on the pellet stove to dry. Even laundry racks or the like must be placed at a sufficient distance from the hybrid stove - fire risk!
- While your pellet stove is in operation, it is forbidden to process highly flammable or explosive substances in the same room or in adjoining rooms.
- It must be ensured that there is a sufficient supply of combustion air and safe removal of exhaust gases. Therefore, always check whether the chimney is blocked, especially after a long break in operation.
- Fire gases caused by blocked chimneys are dangerous. The chimney and the vent pipe must be free of obstructions and be swept according to instructions.
- In the transition period, i.e. during high external temperatures, a sudden temperature rise can disrupt the chimney draft so that the fuel gases are not completely drawn off. Should this be the case, switch off the pellet stove.
- The convection air grille must never be closed, not even partially.
- Venting systems that are being operated together with the fireplace in the same room or group of rooms may cause problems.
- The pellet stove must be regularly cleaned and maintained: see Maintenance section and Cleaning section.
- Exchange spare parts depending on requirement and condition. Regularly check the electrical and electronic components for damage or wear.
- Safety features must not be bypassed.
- If fuel used is incorrect or too moist, then due to deposits in the chimney this may lead to a chimney fire. Immediately close all ventilator openings on the chimney and inform the fire service. After the chimney has burned out, have it checked by an expert for cracks and leaks.
- Under certain conditions, pellet stove appliances are suitable also for multiple occupancy of chimneys. Your master chimney sweep will inform you of these conditions and carry out the appropriate acceptance.
- Please note that the room in which the stove is installed 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 bonnets must not be operated together with these heating appliances as part of the room air system.
- Operation is only permitted with the door closed, the ash pan (if present) locked and the hopper lid closed, except when igniting, when topping up with fuel and removing combustion deposits, in order to prevent heating gas from escaping.
- The door and all the pellet stove's control devices must be closed when the stove is not in operation.
- The installation surface for the pellet stove must have an appropriate load-bearing capacity. If an existing design does not fulfil this condition, suitable measures (e.g. a plate for distribution of the load) must be taken to meet it.
- This manual must be carefully read through before the installation, use or any intervention on the pellet stove.
- The pellet stove is not an incinerator. Waste material (of any kind), liquid fuels, non-recommended fuels or waste products must **NOT** be burnt in the pellet stove.
- Protective gloves must always be worn when modifying or moving the appliance. Example: assembling, disassembling, repairing, attaching accessories, etc.
- Sharp edges may be created during or after the installation of accessory parts. Please use suitable grinding or cutting tools to remove these sharp edges.
- Do not disable, block up or close combustion air openings.
- For cleaning the pellet stove, the connecting piece and the chimney, access must be provided.

- Never use petrol, petroleum-like lamp oils, petroleum, barbecue lighters, ethyl alcohol or similar liquids to ignite or "reignite" a fire in the pellet stove. All such liquids are to be kept away from the space heater when it is in operation.
- Use pellets with a diameter of 6mm.
- Emergency operation without electricity requires a chimney draught of at least 12 Pa. When kindling, use sufficient wood and during heating insert correctly sized logs. Output and overall operation without electricity cannot be compared with operation under normal operations* - with electricity* (for this purpose see Section 10 - Connecting to the chimney).
- Caution - varnish is not an anti-rust protection!
- Only approved transport aids with sufficient load-bearing capacity may be used for transport.
- Burn only the fuel combustible listed and approved in the Fuel section.
- When filling, no loose or easily flammable items of clothing are to be worn.
- It is strictly forbidden to burn or introduce highly flammable or explosive substances (empty aerosols and the like) into the firebox or to store them in the immediate vicinity of your pellet stove. Risk of explosion!
- Warning: radiation, in particular via glass surfaces, can set combustible objects in the vicinity of the appliance on fire. Observe the specifications in the Safety distances section.
- During the first 3-4 hours at nominal heat output, odours may develop. The odors are caused by the evaporation of sheet metal greases and binding agents from the varnishing. Although unpleasant, these fumes are completely non-toxic. We therefore recommend that you well ventilate the room for the first few fires.
- During the heat up and cooling down processes your pellet stove may expand and contract, which sometimes can cause light stretching or popping noises. This is a natural process and does not signify errors which need to be complained about.
- The pellet stove is not suitable as central or sole heating.
- The pellet stove is intended for heating a single room.
- Installation of the pellet stove is only allowed in living areas with normal air humidity. Installation in wet areas is not permitted.

3.3 Special types of danger and personal protective equipment

For certain activities such as installation/dismantling, particular care must be taken that the following safety equipment is worn:

	Safety gloves
	Safety shoes

4 Product overview

4.1 Intended use

Compliance with the instructions contained here will guarantee the safety of people and the appliance, economic operation and a long service life. The pellet stove has been designed based on technical data standards. See section "Technical Data".

NOTICE

Operation is only permitted with the door shut, ash pan locked and hopper lid closed.

4.2 Identification of the product

4.2.1 Dimensions

820001 Pellpuro

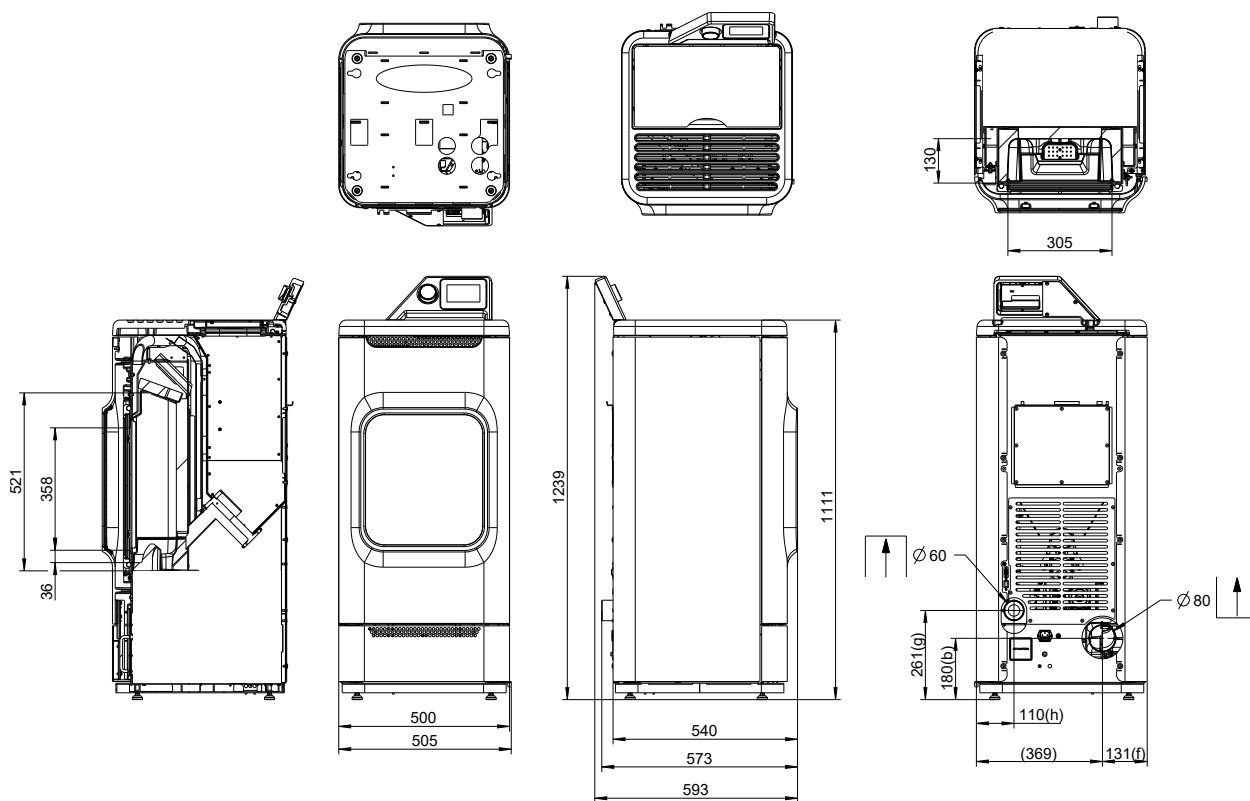


Fig. 1: Dimensions

4.2.2 Positioning of the nameplate

Here we show where you can find the type plate. You received a copy of the nameplate with the pellet stove. You can find a copy of the nameplate of your pellet stove on the back of the manual that you received with the stove.

The type plate is located on the inside of the hopper lid.

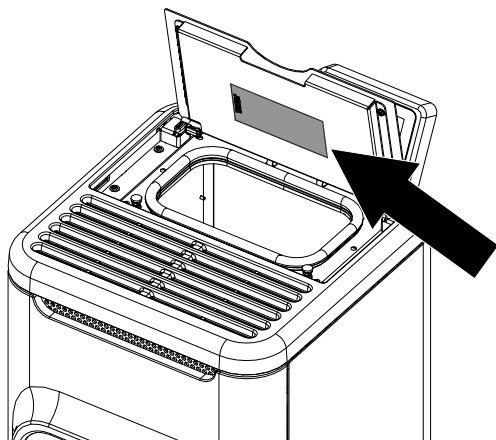


Fig. 2: Type plate

4.3 Energy label

You can find the energy label on our homepage in the download section for your stove.

5 Technical data

5.1 Technical data under Directive (EU) 2015/1185 and del. as per Regulation (EN) 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):	Pellpuro
Equivalent models:	-
Test reports:	0051/
Applied harmonized standards:	EN 16510-2-6:2022
Other standards/technical specifications. Specifications:	-
Indirect heating function:	No
Direct heat output:	7.7 kW
Indirect heat output:	NPD

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	85 %
Energy efficiency index (EEI):	125

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) :	Other suitable fuel(s) :	η_s [x%]:	Space heating emissions at nominal heating output (*)				Space heating emissions at minimum heat output (*)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm ³ (13% O ₂)				[x] mg/Nm ³ (13% O ₂)			
Firewood, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	85	≤ 20	≤ 60	≤ 300	≤ 200	≤ 20	≤ 60	≤ 300	≤ 200
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 made of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

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

Properties for exclusive operation with the preferred fuels

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	7.7	kW	thermal efficiency (fuel efficiency) at nominal heat output	$\eta_{th,nom}$	88	%
Minimum heat output (standard value)	P _{min}	3.8	kW	Thermal efficiency (fuel efficiency) at minimum heat output (standard value)	$\eta_{th,min}$	90	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	el _{max}	0.013	kW	Single-stage heat output, no room temperature control			no
At minimum heat output	el _{min}	0.009	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{SB}	0.003	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				with electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	n.A	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				Other regulation options (Multiple selections possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

5.2 General specifications

Dimensions and weight	
Height [mm]	1239
Width [mm]	505
Depth [mm]	593
Combustion chamber width [mm]	305
Combustion chamber height [mm]	521
Combustion chamber depth [mm]	130
Flue pipe outlet, diameter [mm]	80
Outside air connection diameter [Ø mm]	60
Weight, basic appliance [kg]	189
Weight Xtra [kg]	-
Weight, HMS [kg]	-
Total weight inc. steel case (STM) [kg]	-
Total weight inc. ceramic case (KGM) [kg]	-
Total weight inc. soapstone case (SPM) [kg]	-
b: Height of flue pipe connection, centre rear (as per diagram) [mm]	180
f: Flue pipe connection from right (as per diagram) [mm]	131
g: Height of external air connection, centre (as per diagram) [mm]	261
h: External air connection from left (as per diagram) [mm]	110
Minimum distance to adjacent combustible materials (e.g. furniture) dP [mm]	800
Minimum distance to combustible materials - left side dS_1 [mm]	200
Minimum distance to combustible materials - distance to rear dR [mm]	200
Minimum distance to combustible materials - right side dS_2 [mm]	200
Minimum distance to combustible materials - bottom dB [mm]	0
Minimum distance to combustible materials - floor in front dF [mm]	0
Minimum distance to combustible materials - left side radiation area dL_1 [mm]	0
Minimum distance to combustible materials - right side radiation area dL_2 [mm]	0
Minimum distance to combustible materials - distance to ceiling dC [mm]	750
Minimum distance from non-flammable materials [mm]	50

Output	
Nominal heat efficiency [kW]	7.7
Minimum heat output [kW]	3.8
Maximum heat output [kW]	7.7
Minimum room heating capacity [m³]	69
Maximum room heating capacity [m³]	220
Pellet hopper capacity [kg/l]	29.65/45.6
Minimum fuel throughput [kg/h]	0.85
Maximum fuel throughput [kg/h]	1.79
Burning time, minimum [h]	34.8
Burning time, maximum [h]	16.5
Power connection [V/Hz]	230/50
Energy efficiency index (EEI)	125
Energy efficiency class	A+
Direct heat output [kW]	7.7
Indirect heat output [kW]	NPD
Efficiency at nominal heat output [%]	88
Efficiency at at part load heat output [%]	90

HMS- Memory System

NPD - No performance determined

5.3 Data for the chimney/flue dimensioning

Exhaust gas values for the multiple occupancy of the chimney (according to DIN 18160-1) or rating of the chimney (according to DIN EN 13384-2).

Data for the chimney sweep	
Flue gas mass flow at nominal heat output [g/s]	6.7
Flue gas temperature [°C]	197
Minimum delivery pressure at nominal heat output [Pa]	12
Minimum delivery pressure for chimney calculation [Pa]	3

6 Transport, handling and storage

6.1 Transportation



Fig. 3: Crate

Every Austroflamm pellet stove is packed for protection and environmental friendliness.

The packaging consists of

- pallet,
 - crate and
 - protective film.
- 1) The packaging consists of untreated local wood or materials.
 - 2) Use a lifting truck or forklift to transport the crate including the pellet stove.
 - 3) The pellet stove is secured with cable binders to the side struts of the crate. These cable binders must be removed.
 - 4) The crate is dismantled by removing screws which connect the bottom of the crate to the pallet.
 - 5) The loose wooden crate must be removed from the pellet stove.
 - 6) Undo the pellet stove from the pallet. To do so, screws must be unscrewed.
 - 7) The air cushion / transport protection for the Keramott etc. in the firebox must be removed.
 - 8) Immediately check the goods delivered for completeness and damage in transit.
 - 9) Check the accessory kit: Start up Box, user instructions, mains cable, information sheets etc. the accessory kit is in the tank container.
 - 10) Before installing the pellet stove, check that all movable parts are working. Any defects must be reported before installing the pellet stove.

6.2 Transport brackets

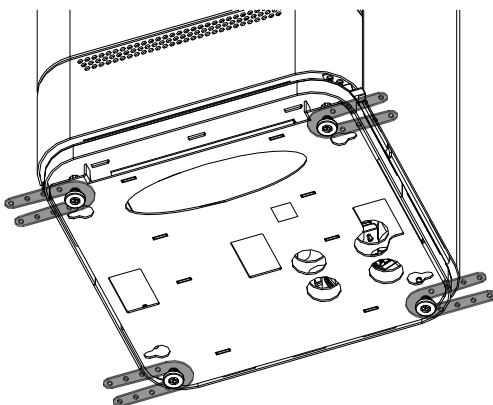
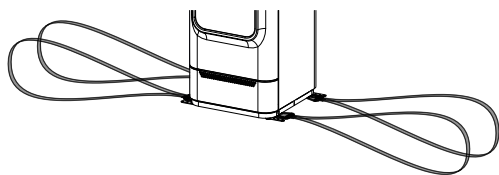


Fig. 4: Transport brackets

In order to ensure safe transport of the pellet stoves, they are delivered with transport brackets. Please make sure to remove the transport brackets before installing the pellet stove. The brackets are located on the bottom of the pellet stove.

6.3 Transport aid



Only approved transport aids with sufficient load-bearing capacity may be used for transport. These must be removed before installation.

Fig. 5: Transport aid

6.4 Storage

The pallet stove must be stored in a dry room/warehouse. Protect against dirt, heat and moisture.

The following illustrations are attached to the crate and must be observed:



- Fragile - always place upright - protect against moisture and store dry.
- Remove and dispose of packing material in an environmentally friendly manner.
- The crate can be disposed of in the separate collection for packaging. Local disposal regulations must be observed.

7 Requirements at the installation location

7.1 Safety distances to be observed

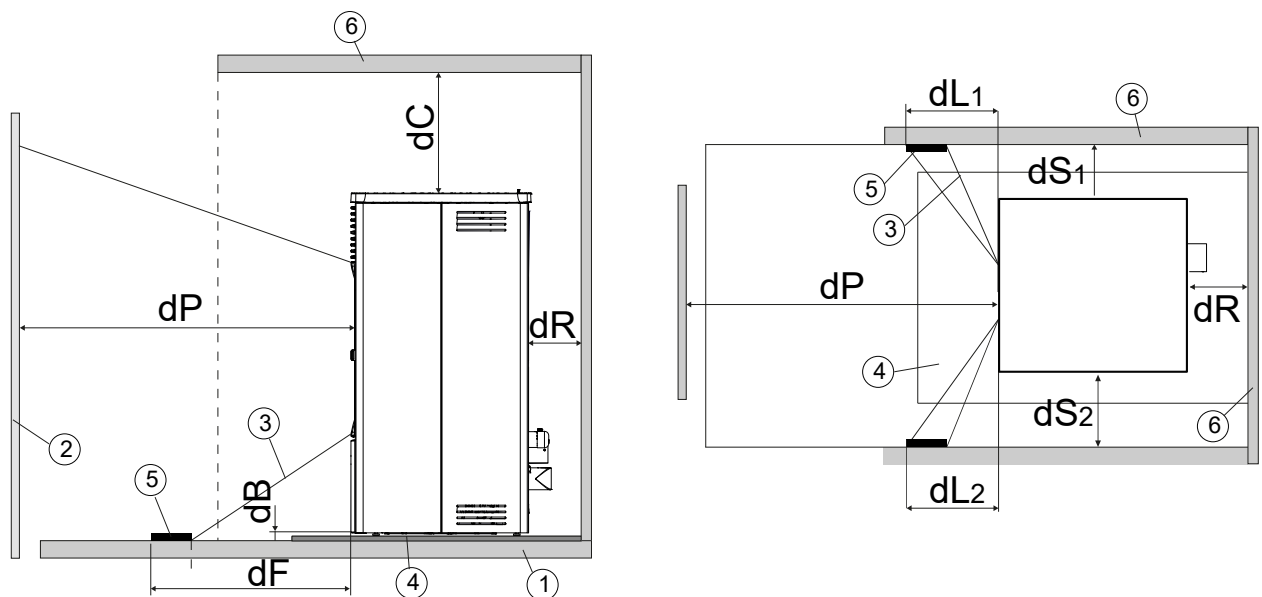
If your floor is made of a combustible material, a non-combustible material must be used as protection in the area in front of the appliance. For more detailed information, please contact an Austroflamm dealer.

NOTICE

A floor protection plate must be used if your floor is made from a combustible material.

Safety distances for combustible objects, such as wooden furniture, upholstered furniture, sofas, etc. must be complied with. In the case of very heat-sensitive objects the distance from the pellet stove must be increased in order to avoid damage from the heat.

Please refer to the table below for the necessary safety distances.



1 Floor	2 Combustible materials in front
3 Irradiated area	4 Floor protection plate
5 Irradiated area to be protected	6 Area of combustible materials area front/ side/back

Safety distance from the fuel	
Minimum distance to adjacent combustible materials (e.g. furniture) dP [mm]	800
Minimum distance to combustible materials - left side dS_1 [mm]	200
Minimum distance to combustible materials - distance to rear dR [mm]	200
Minimum distance to combustible materials - right side dS_2 [mm]	200
Minimum distance to combustible materials - bottom dB [mm]	0
Minimum distance to combustible materials - floor in front dF [mm]	0
Minimum distance to combustible materials - left side radiation area dL_1 [mm]	0
Minimum distance to combustible materials - right side radiation area dL_2 [mm]	0
Minimum distance to combustible materials - distance to ceiling dC [mm]	750
Minimum distance from non-flammable materials [mm]	50

7.2 Requirements at the room of installation

Your pellet stove must not be set up in:

- spaces in which the required combustion air supply is not guaranteed.
- spaces which are generally accessible, in particular emergency exits (staircases in residential building with no more than 2 apartments are not included in general accessible spaces).
- spaces in which easily flammable or potentially explosive substances or mixtures are processed, stored or manufactured.
- spaces, apartments or units from which air is extracted with the aid of ventilators, such as ventilation- or hot-air heating installations, extractor hoods or exhaust air tumble dryers. Unless the safe function of the pellet stove is ensured. This is guaranteed if:
 - the systems only circulate air within a space.
 - the systems have safety features which autonomously and reliably prevent negative pressure in the installation space.
 - simultaneous operation of the fireplace and the air-extracting system is prevented by safety features.
 - the flue gas routing is monitored by a particular piece of safety equipment.

Floor load-bearing capacity

Before installing, verify whether the load-bearing capacity of the substructure can withstand the weight of your pellet stove.

- The installation surface for the pellet stove must have an appropriate load-bearing capacity. If an existing design does not fulfil this condition, suitable measures (e.g. a plate for distribution of the load) must be taken to meet it.

7.3 Chimney requirements

When connecting the flue pipes to the chimney, national and/or local safety regulations must be complied with. Your Austroflamm pellet stove is fitted at the factory with a flue pipe outlet (see chapter Technical data). When connecting with other pipe diameters the approval of your responsible chimney sweep is required. The flue pipe connection and flue pipe transitions must be sealed accordingly. Your Austroflamm specialist dealer knows the guidelines and will be happy to advise you. For your own safety the connection of the flue pipe must be carried out by a technically competent person.

7.4 Combustion air / Outside air supply

This pellet stove requires sufficient combustion air to operate smoothly. With dense building envelopes, the room air is insufficient. For this reason, the combustion air required must be supplied from outside.

Your pellet stove is prepared for this situation (balanced flue operation). The external air supply pipe must be connected tightly to the pellet stove (e.g. pipe clamp or airtight adhesive tape). Your dealer will advise you on the correct connection.

8 Fuel material/-quantity

8.1 Fuel material



Fig. 6: Pellet



Fig. 7: ENplus A1

Pellets

Poor pellet quality will cause significant residues in the pellet stove when burnt. We therefore urge the use of pellets that have no artificial binding agents. That way only a small unburnt residue is left.

ENplus-A1 certified pellets meet this requirement.

When storing the pellets, it is vital to ensure that they are stored in a cool dry place free of contamination. Damp, dirty or old pellets result in poor combustion and block the screw conveyor.

A screw conveyor blocked due to inappropriate use of pellets is excluded from the guarantee.

We recommend that when a prolonged period of the pellet stove not being used (summertime) is imminent, the screw conveyor be allowed to run empty.

NOTICE

Use only pellets with a **diameter of 6mm** and no more than 1% of the pellets may be longer than 40 mm, with a maximum length of 45 mm.

NOTICE

The use of inferior-quality, damp, dirty or old pellets or other material will damage the working of your pellet stove and void the guarantee and warranty.

Explosive substances

It is strictly forbidden to burn or introduce highly flammable or explosive substances (such as empty aerosols and the like) into the firebox or to store them in the immediate vicinity of your pellet stove due to the risk of explosion!

Fuel

Only burn the recommended fuel.

8.2 Fuel quantity

Maximum fuel quantity

Every pellet stove is designed for a maximum fuel quantity, see Technical Data section. An excessive amount of fuel can cause overheating and damage to your Austroflam pellet stove!

NOTICE

To avoid damage you must **NEVER** operate your pellet stove with a greater quantity of fuel than that specified in these user instructions!

9 Installation

The assembly and installation must only be carried out by an authorized specialist company.

Before installing the pellet stove, check that all movable parts are working. Any defects must be reported before installing the pellet stove.

Observe regionally applicable safety and construction regulations and contact your master chimney sweep in this regard.

Use only heat-resistant sealing materials, sealing tape, heat-resistant silicon and mineral wool.

Make sure that the flue pipe is not blocking the free cross-section of the chimney.

If your pellet stove is provided for balanced flue operation, the stove pipe connections must be connected permanently tightly. Use suitable heatproof silicon for placing the stove pipe on to the conical flue pipe brackets and for inserting into the chimney's pipe chuck.

On no account position the pellet stove on unprotected floor. Corrugated board, cardboard or a dis-used carpet are suitable for use as an assembly aid and base. These allow you to move the pellet stove carefully.

For proper installation we recommend original flue pipes from our Austroflamm flue pipe range.

In the following sections we will give you information on

- the integration or attachment of appliance parts,
- other important facts relating to the installation.

The protective equipment and tools listed are required for the following work steps

Type of protective equipment	
	Safety gloves
	Safety shoes

Work equipment	Activity
Insulated tools	In order not to damage or scratch the varnish, no sharp objects or tools should be used. Instead insulated tools are used by preference when assembling and disassembling stove parts.
Torx wrench set	various installation jobs
Allen key set	various installation jobs
Fork wrench set	various installation jobs

9.1 Mounting the steel cladding

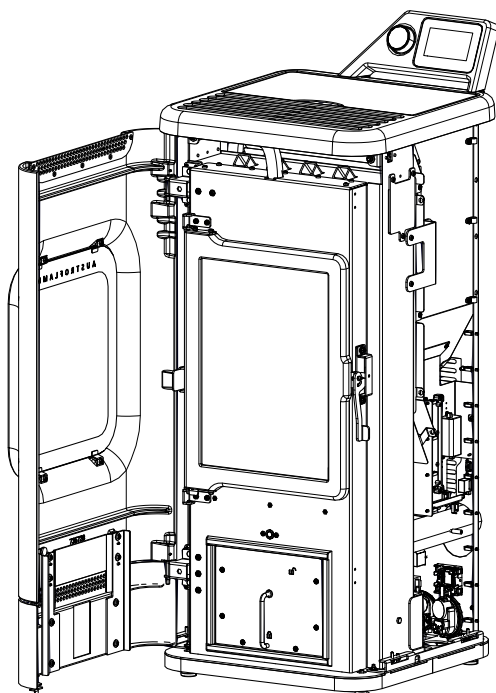
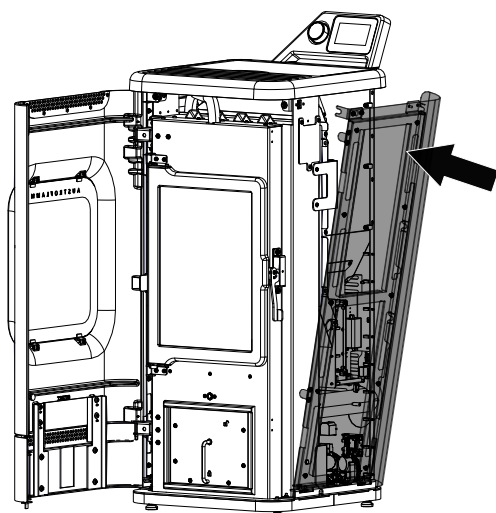


Fig. 8: Opening the firebox door

1) Open firebox door.



2) Mounting the steel cladding and tighten the screws at the front.

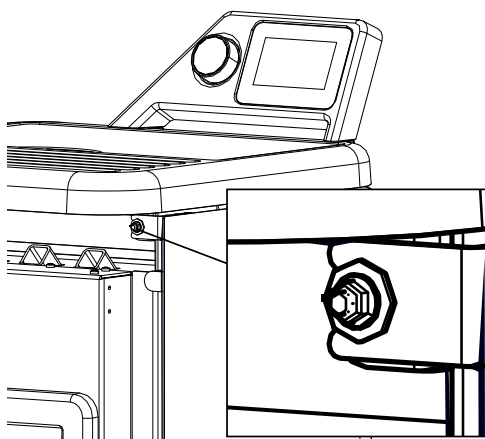
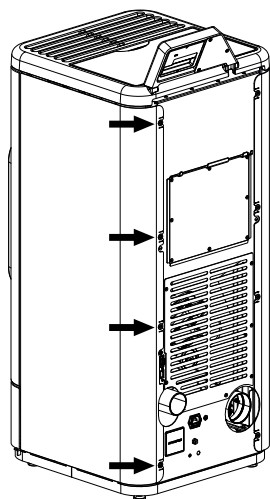


Fig. 9: Mounting the steel cladding



- 3) Tighten the screws (4 pcs.) at the rear of the side panel.

Fig. 10: Tighten the side panel screws at the rear.

- 4) Repeat the process for the second side panel.

9.2 Mounting the Keramott

Numbering in the round brackets = installation sequence

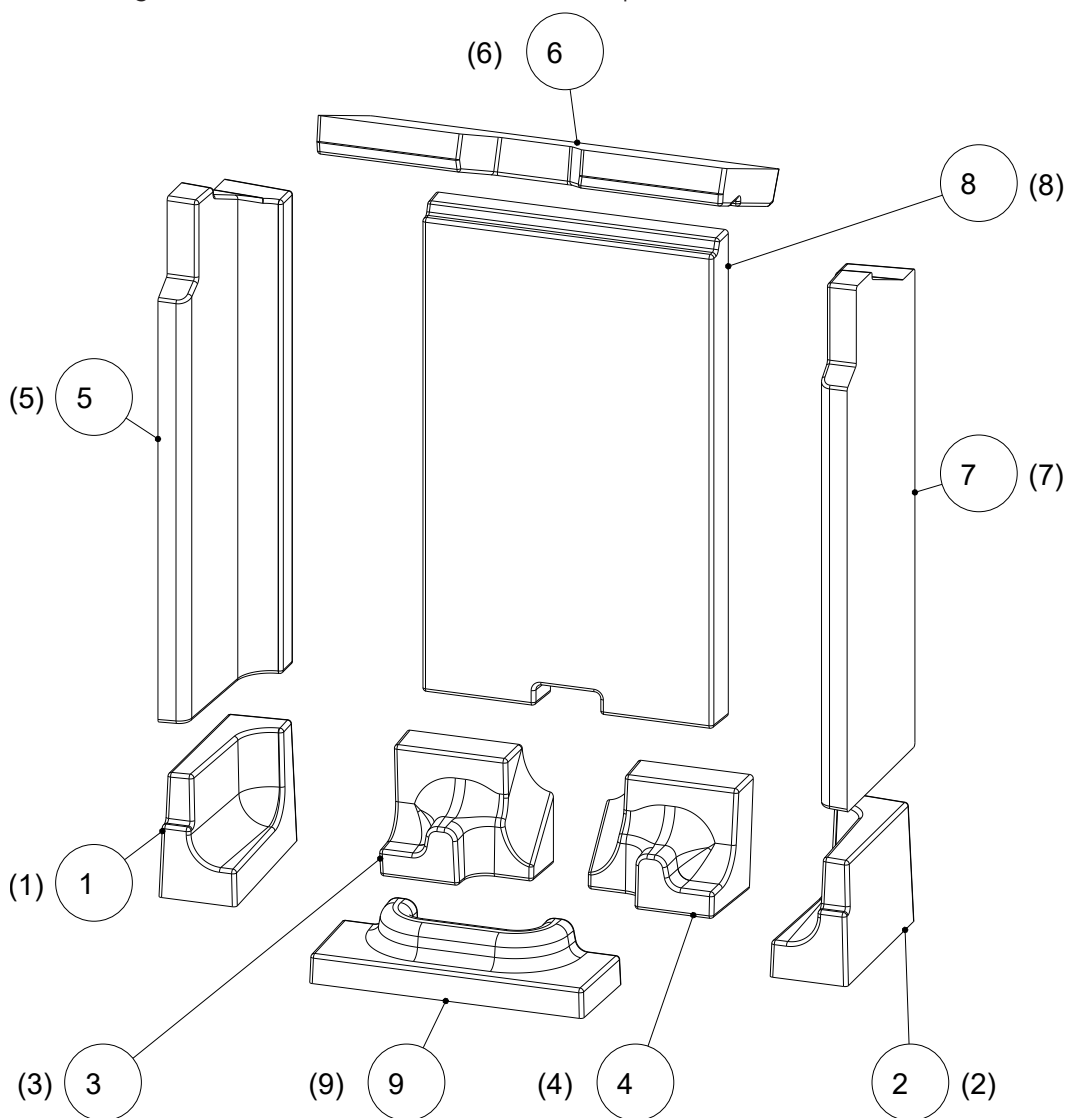


Fig. 11: Keramott

10 Installation

Installation should only be carried out by an Austroflamm service engineer or an authorised specialist company.

Please observe the regionally applicable safety and construction regulations and contact your master chimney sweep in this regard.

Use only heat-resistant sealing materials, sealing tape, heat-resistant silicon and mineral wool.

Make sure that the flue pipe is not blocking the free cross-section of the chimney.

If your pellet stove is intended for balanced flue operation, the pellet stove pipe connections must be connected permanently tightly. Use suitable heatproof silicon for placing the pipe on to the conical flue pipe brackets and for inserting into the chimney's pipe chuck.

The pellet stove should on no account be positioned on unprotected floor. Corrugated board, cardboard or a disused carpet are suitable for use as an assembly aid and base. These allow you to move the pellet stove carefully.

For proper installation we recommend using original flue pipes from our Austroflamm flue pipe range.

10.1 Connection to the chimney (fireplace)

- The appliance must be connected to a moisture-resistant chimney for solid fuels. An exception for the moisture resistance is possible if the chimney calculation results in dry operation.
- The chimney must have a diameter as specified in the Technical data section, depending on the stove model.
- Avoid excessively long flue gas paths to the chimney and restrict the horizontal length of an exhaust pipe to a maximum of 1.5 metres.
- Restrict the number of changes in direction of the exhaust gas flow to the chimney to a maximum of 3 bends in the exhaust pipe.
- Use a joint adapter with cleaning aperture and make sure that the connecting pieces are made of metal and meet the requirements of the standard.
- Before installation a chimney calculation must be carried out in compliance with EN13384-1 for single occupancy and EN13384-2 for multiple occupancy.
- The maximum delivery pressure (draught) must not exceed 15 Pa.
- Make sure that the dissipation of the flue gases is guaranteed even in the event of a temporary power cut.
- When connecting to multiple-occupancy chimneys, additional safety features will be required in compliance with the relevant state or national regulations.
- To prevent the penetration of condensation water via the chimney connection, condensation collecting pipes must be used for hybrid stoves with cover connection or flue pipe connection. Damage from condensation water is excluded from the warranty and guarantee.
- Connecting a pellet stove to a chimney or stainless steel chimney (fireplace) requires certain steps and materials in order to guarantee safe and efficient installation. Here is a general guide for the connection.
- It is important to follow precisely the manufacturer's instructions both for the pellet stove and for the stainless steel chimney and if necessary to call upon professional help in order to ensure that the installation fulfils the applicable regulations and is safe.

- 1) Checking compatibility:
 - ⇒ Make sure that the pellet stove and the chimney for the connection are compatible with each other. Check the specifications and requirements of both components.
- 2) Preparing the chimney:
 - ⇒ Clean the chimney thoroughly to remove deposits or obstacles that could affect smooth operation.
- 3) Installing the joint adapter:
 - ⇒ Use a special joint adapter for pellet stove flue pipes that has a cleaning aperture. Fasten the joint adapter securely to the opening of the chimney.
- 4) Using sealing material:
 - ⇒ To guarantee an airtight connection, use a heat-resistant sealing material such as heat-resistant silicon or special gaskets for pellet stove connections.
- 5) Installing the flue pipe:
 - ⇒ Slide the pellet stove's flue pipe into the joint adapter on the chimney. Make sure that the connection is firm and secure.
- 6) Checking the installation:
 - ⇒ Carefully check the entire installation to make sure that all the connections are correct and tight. Make sure that the flue pipe is not bent or blocked and that there are no leakages.
- 7) Completing the installation:
 - ⇒ Connect the pellet stove to the power supply and if necessary carry out a commissioning in order to make sure that everything is functioning properly.

11 Operation

11.1 Requirements for operation

External combustion air supply

Every combustion requires oxygen. This is drawn from the environment of the heating appliance.

In modern buildings the outside covering is very thick. Therefore there is an insufficient flow of fresh combustion air. In such cases the supply of external combustion air is necessary. This is required even with the use of aeration and ventilation systems in the home.

NOTICE

The combustion air connection is marked on the rear of the appliance with a supply air symbol .

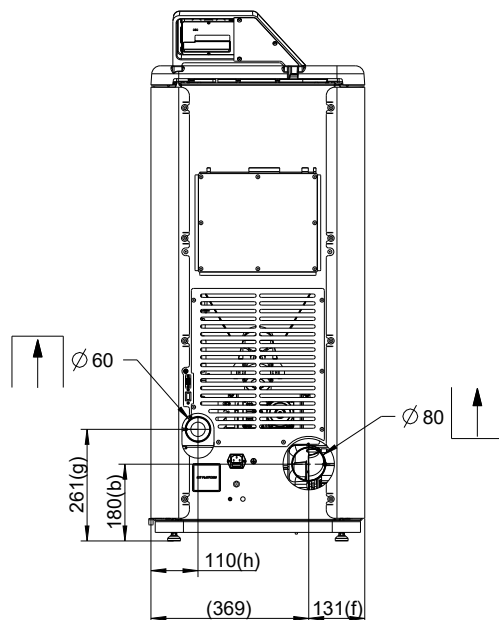


Fig. 12: Dimensions

On some appliance models, connection via the floor is also possible.

A pipe or hose of Ø 80 mm must be used for connecting the external combustion air supply. If the length of the pipe is more than 2 m, the diameter should be at least 100 mm. The length of the pipe or hose should be no longer than 3 m. This supply line must have no more than three bends.

When directly connecting to the outer wall, attention must be paid to formation of condensation and protection from the wind at the inlet.

Lack of combustion air causes poor combustion, and increased soot formation and volume of ash.

Connection to the chimney

The information in this manual is of a general nature. National and European standards, local and building regulations, together with fire regulations must also be complied with.

The stove must be connected to a chimney approved by the chimney sweep. Penetration of condensation into the stove must be avoided.

NOTICE

The flue pipe connection is marked on the rear of the appliance with an exhaust gas symbol .

The flue pipe connection must be executed in accordance with the technical data sheet. For any questions please contact your dealer.

- The chimney must be designed in accordance with the stove's technical data (see Technical data).
- The horizontal length of the exhaust pipe must not exceed 2.5 m.

- A maximum number of 3x90° bends must not be exceeded. Each bend must have a cleaning aperture.
- The chimney must be resistant to condensation.
- The chimney must provide at least 3-12 Pa draught in order to be able to adequately draw off exhaust gases even in the event of a power failure.
- Austroflamm GmbH accepts no liability or responsibility for the connection of our heating appliances to shared exhaust pipes/chimneys - multiple occupancy. For more information consult a chimney sweep and check your national, regional and local building regulations.

Electrical connection

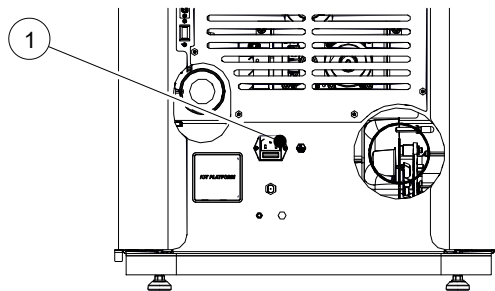


Fig. 13: Electrical connection

Your stove is designed for connection to a 230 V / 50 Hz mains. The connection cable is included.

The mains socket connection (1) is located on the rear of the appliance and is protected with a T2.5 A glass tube fuse.

The power consumption of your appliance is visible on the nameplate.

11.2 Operating modes

11.2.1 Pellet operation



Fig. 14: Automatic ignition

Automatic ignition

The stove can be started with the start/stop button on the status display or heat output display.

As an option it can be started via the app. Ignition of the pellets is fully automatic and takes place in several phases. These phases are shown on the display

- Rotating grate position - combustion pot filling - ignition phase 1
- Exhaust gas temperature - ignition phase 2
- Ignition control - ignition phase 3
- Pellet operation - full fire phase

Ignition is cancelled by pressing the start/stop button during the ignition phase.



Fig. 15: Pellet operation

Pellet operation

In pellet operation, pellet quantity and combustion air are supplied according to the set heat output.

The desired room temperature must be set in the room temperature display. If this is reached, the stove automatically regulates to the lowest output level or switches OFF if the ECO function is enabled (see Settings/ECO mode).

Pressing the stop button switches the stove into burnout phase.

The current room temperature is measured using a cable-attached temperature sensor on the back of the appliance.

In pellet operation, a fluctuating chimney draught or increasing contamination of the exhaust gas pipes is automatically balanced by the exhaust gas fan.

12 Commissioning

12.1 First start-up

For the initial commissioning of your pellet stove you will be assisted by an authorised Austroflamm service engineer. In the process he will show you the correct operation and the functions of the appliance. He will also inform you about options for your stove, e.g. wireless Wi-Fi room temperature sensor for controlling the desired room temperature.

The following settings are carried out during the initial commissioning.

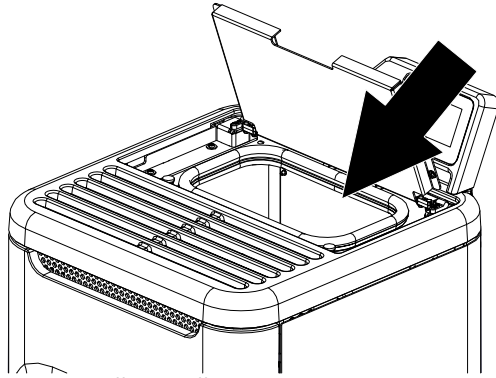


Fig. 16: Filling pellets

✓ The pellet stove must already be connected to the chimney. Sufficient combustion air must be supplied.

- 1) Remove the accessories from the pellet tank and the combustion chamber.
- 2) Fill pellets into the tank and close the tank lid.

DANGER

Mandatory inspection before commissioning the stove

Before every startup or activation of the stove, you must ensure that all fuel (wood pellets) is contained strictly within the designated storage hopper.

If any pellets have spilled outside the hopper opening, onto the inner components, or around the stove housing during filling, do not turn on the stove under any circumstances! Pellets spilled outside the hopper will come into direct contact with extremely hot internal parts, causing immediate ignition, severe fire hazard, and irreversible destruction of the appliance.

Mandatory action required before turning the stove on:

Abort startup: If the stove is scheduled for an automatic startup, immediately disconnect it from the power supply.

Thorough cleaning: Use a vacuum cleaner (preferably an ash vacuum) to carefully remove all spilled pellets, broken pieces, and sawdust from all surfaces around the hopper and underneath the top cover.

Final inspection: Only turn the stove back on once the entire area is completely clean and you have verified that not a single pellet remains trapped inside the body of the stove.

Failure to comply with this safety warning voids the manufacturer's warranty and poses a severe threat of fire to your property.

NOTICE

In this model, a negative pressure switch monitors the proper closing of the tank lid.

NOTICE

Before lighting the stove, the empty pellet feed auger must be filled. Lighting a stove with an empty feed auger can cause ignition failures.

3) Plug in the power cable.

⇒ The Austroflamm logo will now appear on the display.



⇒ This is followed by the main operating level with temperature displays and hopper level.

Manual pellet feed

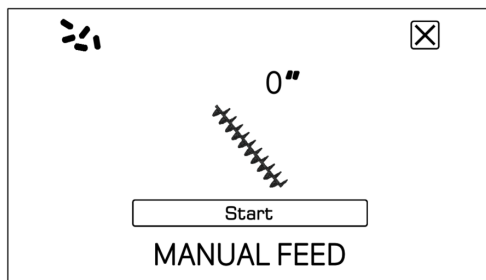


Fig. 17: Pellet feed



Settings



manual pellet feed

Manual
feed

1) Activate manual pellet feed with "Start".

⇒ A preset time will then elapse.

⇒ If pellets already fall into the burn pot before the time expires, end the process with "Stop".

The filling up of the auger shaft is completed.

WARNING

Risk of explosion

Never manually fill pellets into the combustion chamber. Manually filled pellets cause uncontrolled fuel accumulation in the combustion chamber.

This produces explosive gases that cause

- a) ignition failures,
- b) flash flames,
- c) or explosions.

⇒ **Possible consequences:** Severe personal injury and property damage.

Automatic start

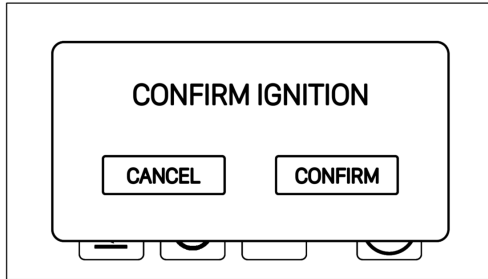
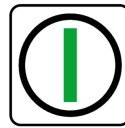


Fig. 18: Confirm ignition

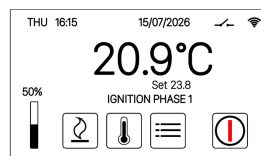


Press "Start" on the display and confirm ignition to start the pellet stove.

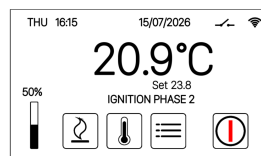
1) Confirm "Ignition".

2) The rotating grate moves to a horizontal position and the automated start begins. The automatic start up lasts about 10 minutes.

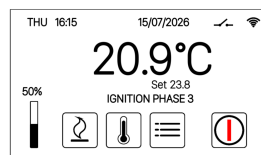
3) During start-up, the stove goes through various ignition phases, which are shown on the display.



Ignition phase 1



Ignition phase 2



Ignition phase 3

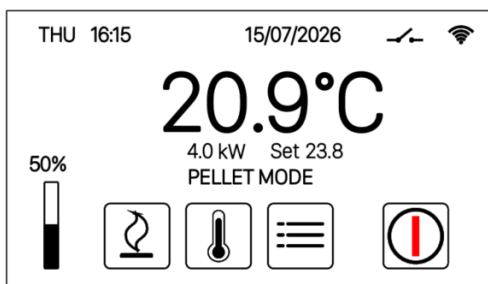


Fig. 19: Pellet operation

4) After that the stove burns at the particular heat output that was set.

⇒ The display shows "Pellet operation".

Switch off the stove

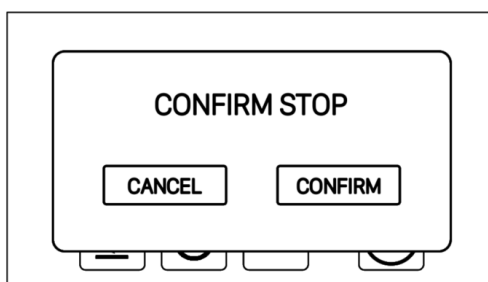


Fig. 20: Confirm switch off



Press "Stop" on the display to switch off the stove.

1) Confirm "Switch off".

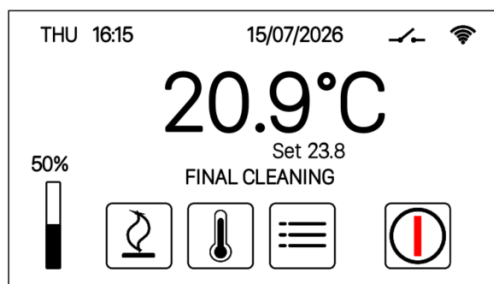


Fig. 21: Final cleaning

2) The stove enters the "Final cleaning" phase.

The rotating grate begins to turn and completes three cleaning cycles. Ash and combustion residues are thrown into the ash drawer below. Once the final cleaning is complete, the stove switches to the "OFF" state and the rotating grate is in a nearly vertical position.

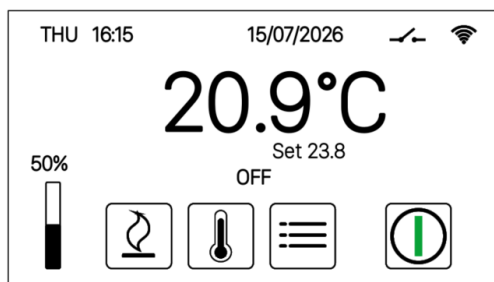


Fig. 22: Stove switched off

The stove body, many steel and cast-iron parts and the flue pipes are painted with heat-resistant paint. During the 1st start-up the paint is dried up by the ensuing temperature and in the process dries. This leads to the development of an odour. During this phase, please avoid touching the painted surfaces and ensure that the room is well aired.

For a rapid hardening of the paint we recommend operating the stove on its initial commissioning for 3-4 hours at the highest output level.

12.1.1 Setting time and date

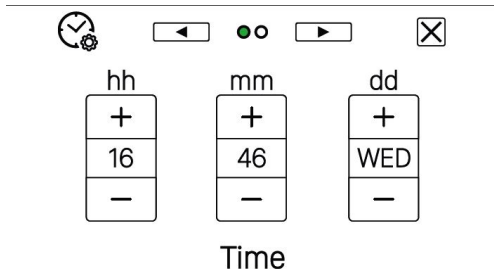


Fig. 23: Time

The time and date are set via the display in the **Settings** menu - under the **Time** or **Date** sub-item. Entry of the current time and date is important. They are requirements for the saved HEATING TIMES working properly and the controls saving in a log the time of any malfunctions that occur. This means that in the event of an error the cause of a problem can be found and resolved.

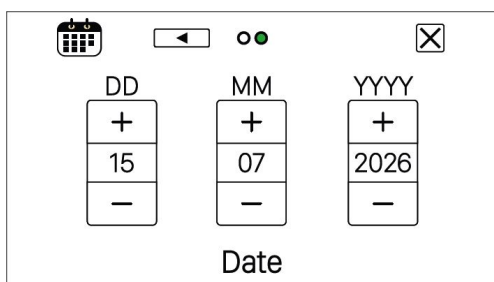


Fig. 24: Date

12.1.2 Set fuel quality

The quality of the pellets is governed by a European standard. This standard means that 1 kg of pellets possesses a heat output of min. 4.6 kWh to approx. 5.3 kWh. The wide range of heating output makes it sometimes necessary for your pellet stove to be adjusted to the pellet quality that you use.

This is set via the display. The settings are made by an Austroflamm service technician.

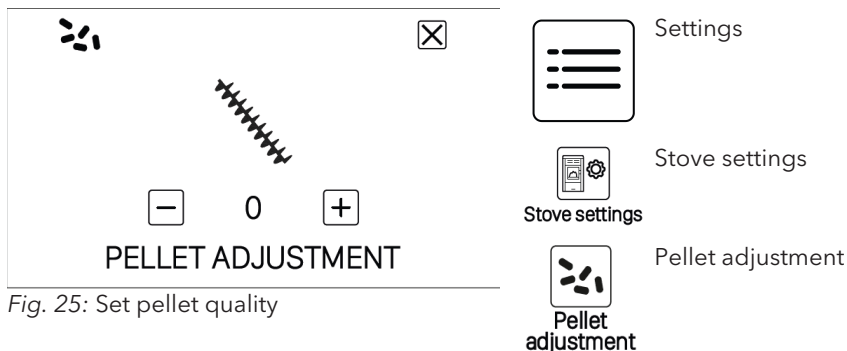


Fig. 25: Set pellet quality

Fuel quality adjustable from -5 to +5. Factory setting is 0

12.1.3 Menu item - Fan adjustment

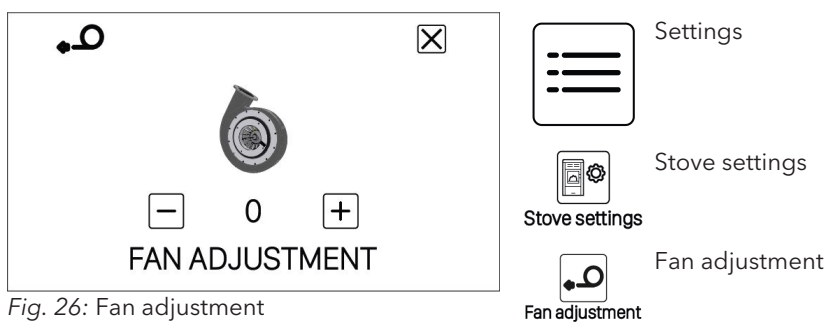


Fig. 26: Fan adjustment

The fan adjustment allows the chimney draught to be adjusted or supported.

Fan adjustment adjustable from "-5" to "+5". Factory setting is 0

12.1.4 Timer function (heating times)

This function can optionally be set via the display or via the Wi-Fi module. A maximum of 6 heating times per week and 3 heating times per day can be set and saved.

For further information see Funktion, Timers, Heizzeiten festlegen [► on page 42].

NOTICE

If at the point of the set timer "Start" the currently recorded room temperature is higher than the set room target temperature, the pellet stove will not switch on. It will only switch on when the room temperature has fallen below the desired room target temperature value.

12.1.5 Setting modulation / ECO mode

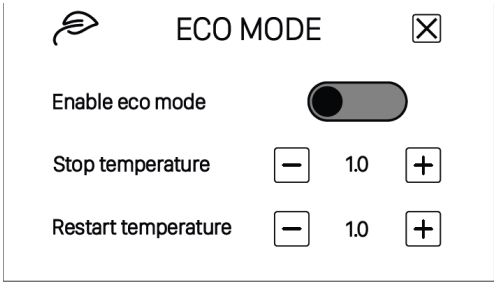


Fig. 27: Modulation mode.

The stove can be operated in modulation mode or in ECO mode.

In "Modulation mode" (ECO mode is deactivated), the stove gradually reduces the heating output to the lowest heating level when the desired room target temperature is reached. The stove does not switch off despite reaching the desired room temperature. If the desired room target temperature drops below with the reduced heating output, the stove begins to operate again at the originally set heating output.

The "Restart temperature" value indicates at which value below the set target temperature the pellet stove switches back on.

The "Shutdown temperature" value indicates at which value above the set target temperature the pellet stove switches off.



Settings



Stove settings

Stove settings



Eco-mode

Eco mode

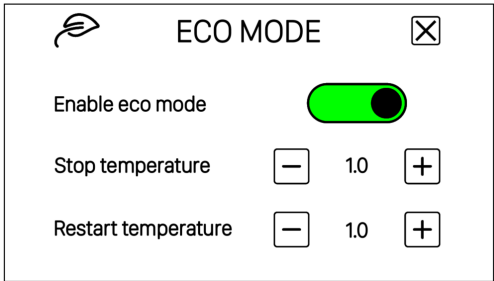


Fig. 28: Eco-mode

Stove is in Eco mode

- 1) By pressing "Activate Eco mode", the Eco mode is active.

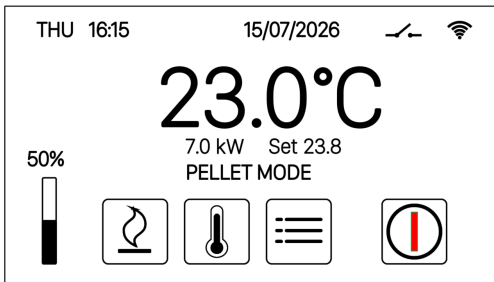


Fig. 29: Stove is in Eco mode

Here is an example of how the Eco mode works:

- The stove is in Eco mode at a target temperature of 23.8°C + shutdown temperature and a current room temperature of 23.0°C.
- The stove heats at full power (7kW).

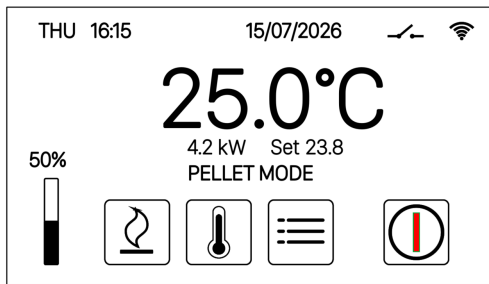


Fig. 30: Target temperature reached

Stove has reached target temperature

- The stove has reached its target temperature + shut-down temperature and reduces its heating output (4.2kW).

Eco-mode enables the stove to be automatically turned off and on at certain temperature settings specified by you.

You can set the switch-off and restart temperature in the eco-mode menu item.

To prevent starting / stopping too frequently, the temperature limits must not be set too narrowly. The pellet stove needs to burn for about 1 hour before switching off in order to come to the operating temperature.

As a standard setting we recommend a restart temperature of 1.0 °C and a switch-off temperature of 1.0 °C.

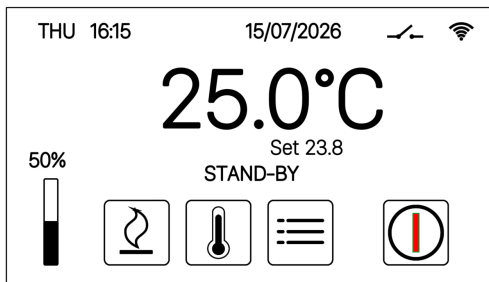


Fig. 31: Standby mode

Stove switches to standby mode

- The stove switches to standby mode.

13 Operation

13.1 Operation using touch display

13.1.1 Display - room temperature display, various functions

You can switch to the relevant setting or function by pressing the corresponding symbol.

The desired target temperature can be set between 5°C and 40 °C by pressing the buttons in 0.2°C increments. The setting is immediately applied. The current room temperature is by default measured at the black room temperature sensor on the back of the appliance.

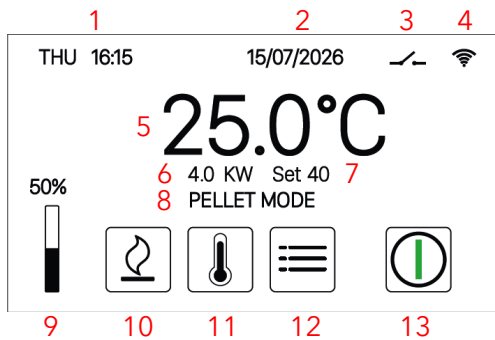


Fig. 32: Main menu

1 Wochentag/ Uhrzeit	2 Datum
3 Externes Ther- mostat geöffnet/ geschlossen	4 WIFI-Ver- bindung
5 Aktuelle Raumtemper- atur	6 Aktuelle Heizleistung
7 Zieltemperatur	8 Betriebszustand
9 Füllstandan- zeige	10 Einstellung Leis- tungsstufe
11 Einstellung Ziel- temperatur	12 Einstellung/ Hauptmenü
13 Start-Taste	

13.1.2 Display - heat output display, other function menus

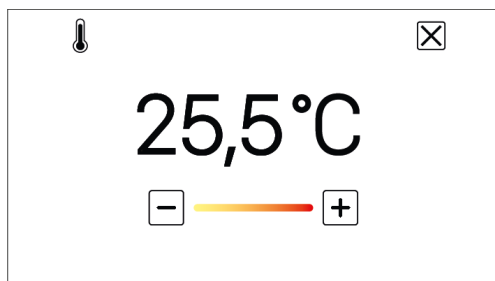


Fig. 33: Set temperature

Set temperature



By tapping the thermometer icon, the desired target temperature can be set using the + and - buttons.

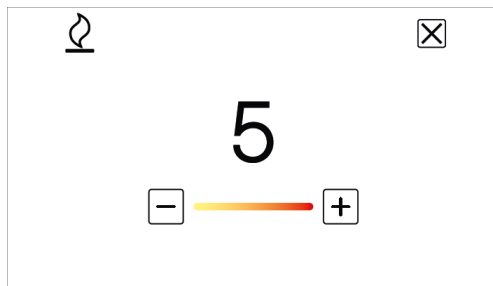


Fig. 34: Set power level

Set power level



By tapping the flame icon, the desired power level can be set using the + and - buttons.



Fig. 35: Rotary knob

Set temperature and power level via rotary knob

The temperature or the power level can also be set via the rotary knob next to the display.

- 1) By pressing the rotary knob, the temperature menu opens.
- 2) By turning left and right, the temperature can be increased or decreased.
- 3) By pressing the rotary knob again, the power level menu opens.
- 4) By turning left and right, the power level can be increased or decreased.
- 5) By pressing the rotary knob again, the menu can be exited and the main display screen is shown.
- 6) By pressing the rotary knob for more than 3 seconds, the stove is started or stopped.

13.2 Functions

External combustion air supply

Every combustion requires oxygen. This is drawn from the environment of the heating appliance.

In modern buildings the outside covering is very thick. Therefore there is an insufficient flow of fresh combustion air. In such cases the supply of external combustion air is necessary. This is required even with the use of aeration and ventilation systems in the home.

NOTICE

The combustion air connection is marked on the rear of the appliance with a supply air symbol .

13.2.1 Function - filling level indicator

The filling level indicator keeps you informed of the filling level of your pellet hopper. If the filling level falls below a certain level, a warning is shown on the display. Each time that the hopper is filled, the filling level must be manually updated.

Completely emptying the hopper should be avoided, since the flame will otherwise go out unintentionally and you will have to manually fill the screw conveyor before the next pellet start.

The filling level indicator is calculated on the basis of the size of your stove's pellet hopper and the particular operating time. Correct function can only be guaranteed if the container is always filled completely and the indicator is reset at the same time.

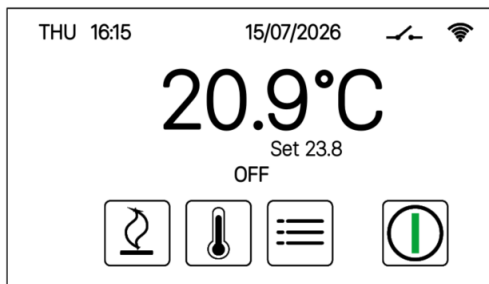


Fig. 36: Fill level indicator deactivated

- 1) In the factory default state, the "Fill level indicator" function is deactivated and is not shown on the display.

Activate fill level indicator

- 1) To activate the fill level indicator, press the following icons:



"Settings"



Stove settings



Fuel level indicator

"Fill level indicator"

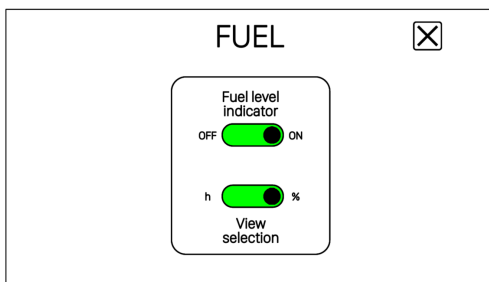


Fig. 37: Fill level indicator activated

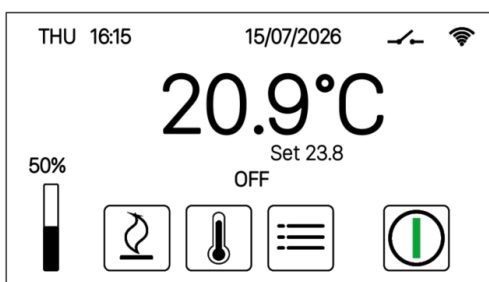


Fig. 38: Fill level indicator 50%

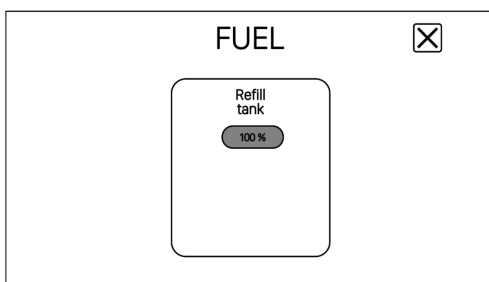


Fig. 39: Refill pellet tank

- 2) To reset the fill level indicator, press the fill level icon on the main display.

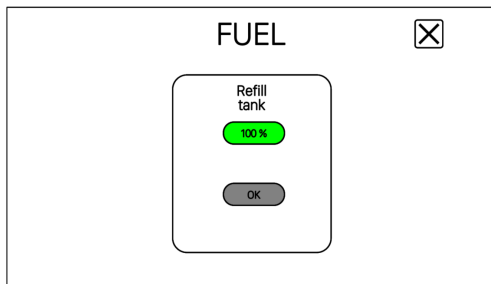


Fig. 40: Confirm OK

3) Confirm with "OK".

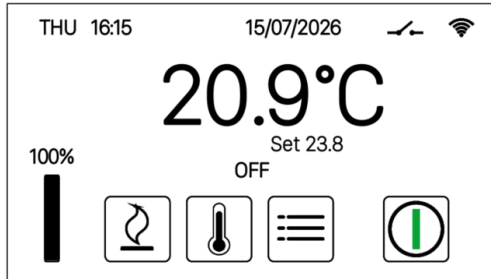


Fig. 41: Pellet tank 100%

13.2.2 Function - setting timers and heating times

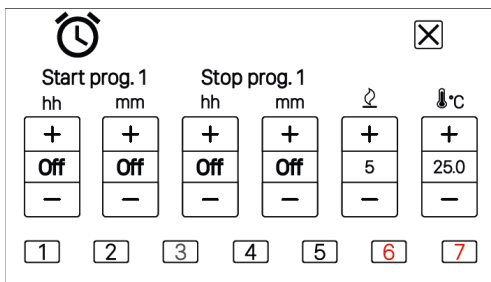


Fig. 42: Set timer

Set timer

- 1) Open the timer menu via the "TIMER" button in the settings.
- 2) Press "SET" and set the days of the week, the start and end of the heating period, the room temperature and the desired power level accordingly.
- 3) By closing the window with the "x" icon, the heating times are saved.

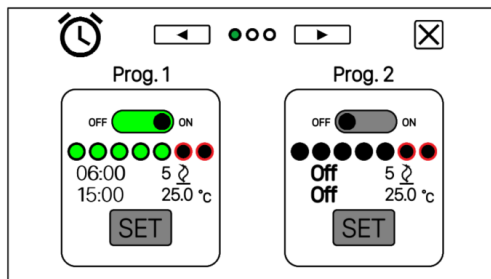


Fig. 43: Heating times

By pressing the desired program field "On", the heating times can be activated.

A maximum of 3 heating times per day can be saved. A total of 6 different heating times can be saved.

Set heating times can overlap one another.

If individual heating times overlap, if different temperatures are specified then the heating time with the higher target temperature is enabled.

Example of heating times for a whole week:

	Weekday	Times	Temp.
TIMER 1	Monday - Sunday	00:00 - 23:59	18°C
TIMER 2	Monday - Friday	06:00 - 08:00	22°C
TIMER 3	Monday - Friday	17:00 - 22:00	22°C
TIMER 4	Saturday - Sunday	07:00 - 22:00	22°C

Please note: Only 3 heating times may be set per weekday.

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Mo n	18°C						22°C		18°C								22°C					18°C			
Tu e	18°C						22°C		18°C								22°C					18°C			
We d	18°C						22°C		18°C								22°C					18°C			
Th u	18°C						22°C		18°C								22°C					18°C			
Fri	18°C						22°C		18°C								22°C					18°C			
Sat	18°C							22°C																18°C	
Su n	18°C							22°C																18°C	

13.2.3 Setting / editing new heating times

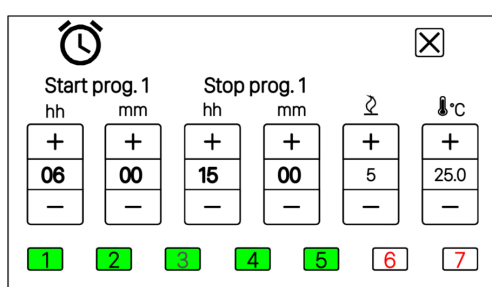


Fig. 44: Creating heating times

SETTING:

- 1) Press "SET" and set the days of the week, the start and end of the heating period, the room temperature and the desired power level accordingly.
- 2) By closing the window with the "x" icon, the heating times are saved.
⇒ The heating times list then opens automatically.

Delete an existing heating time:

- 3) By changing the setting from "ON" to "OFF", the timer is deactivated.
⇒ The timer function may only be enabled after the desired heating time has been set.

Note the following when setting heating times: The timing must be in the future.

EDITING:

- 4) Menu "TIMER" to "OFF" (2).
- 5) Set new heating times.
- 6) Activate menu "TIMER" to "ON" (2).

13.3 Operation via rotary knob

The rotary knob offers various operating functions.

- 1) If it is pressed and held for three seconds, the stove switches on or off.
- 2) If the knob is pressed once, the desired room temperature can be set. By pressing again, the desired power level is selected.

The stove exits this menu automatically after some time or by pressing the rotary knob again.



Fig. 45: Rotary knob

13.4 Start the stove

The stove can also be started with the Wi-Fi OPTION.

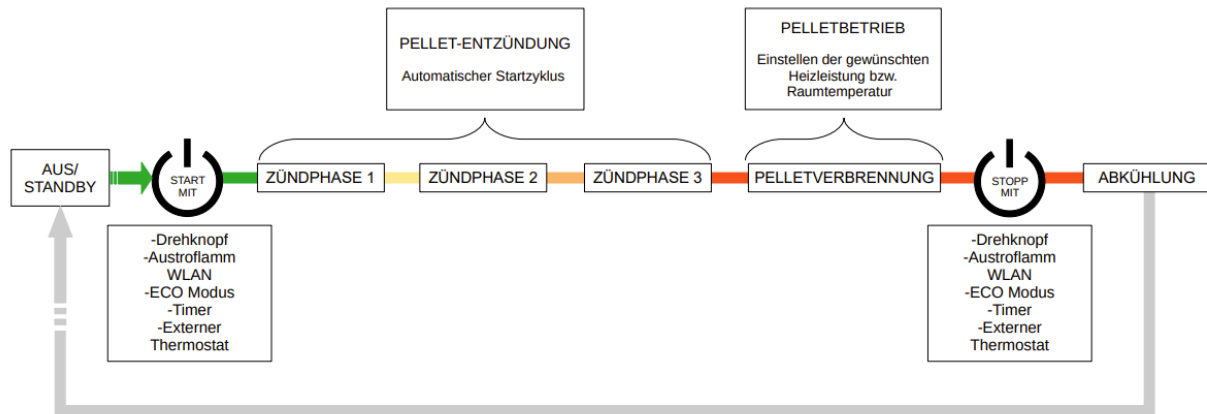


Fig. 46: Functional diagram

NOTICE

We recommend heating the stove for at least 1 hour at stage 5 after the start up phase. For burning off soot and deposits, the lining in the firebox - the Keramott - requires about 400 °C in the firebox. At this firebox temperature the Keramott remains white.

13.5 External thermostat

The stove can optionally be controlled by an external thermostat.

The external thermostat is connected to the main control at outputs "TERM".

NOTICE! The required 2-pin plug is optionally available from your Austroflamm dealer.

Connection of the external thermostat must be carried out by an authorised Austroflamm service engineer. Only potential-free contacts may be connected. The polarity does not matter in this case.

The external thermostat starts / stops the stove when the desired room target temperature is reached or drops below it, with a delay of 10 seconds.



Fig. 47: External thermostat connection

The table shows the function of an external thermostat in connection with set timers.

innerhalb	außerhalb	ext. Thermostat	ext. Thermostat	Start	
Timerfenster	Timerfenster	geschlossen	geöffnet	ja	nein
x		x		x	
x			x		x
	x	x			x
	x		x		x

Fig. 48: External thermostat table

14 Adjustments

14.1 Display - settings

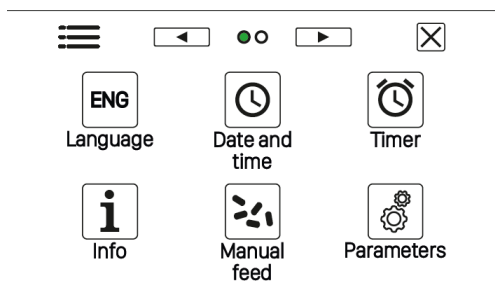


Fig. 49: Main menu



"Settings"



Use the arrow keys left or right to switch to the next menu page.

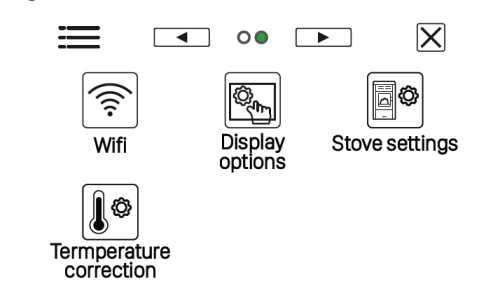


Fig. 50: Main menu page 2

14.2 Menu item - time/date

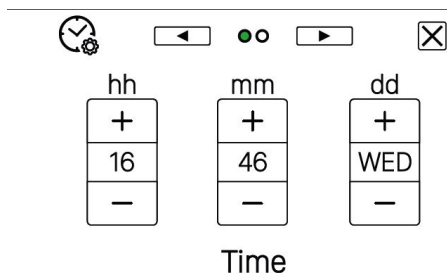


Fig. 51: Setting the time

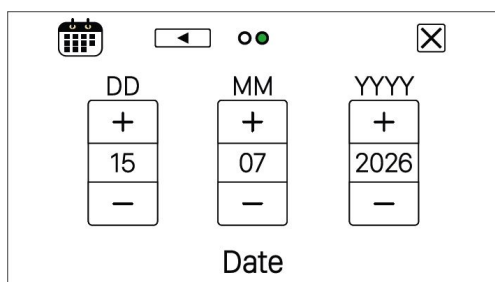


Fig. 52: Setting the date

For correct heating times and error logging, it is necessary to set the time of day and date.

- 1) Set the hours, minutes, day of the week, month and year.
- 2) By closing this window, the settings are saved.

14.3 Menu item - external thermostat

The stove can optionally be controlled by an external thermostat.

- 1) For this purpose, connect the potential-free contact of the thermostat to the main control at input "TERM".
 - ⇒ The external thermostat is activated as soon as it is connected to the control unit.
 - ⇒ As soon as the stove is switched on via the external thermostat, the "Switching contact" icon on the display changes its state from "open" to "closed".
- 2) The external thermostat is activated as soon as it is connected to the control unit.
- 3) The external thermostat must be connected to the controls at the slots "TERM" (DC series).
 - ⇒ It takes over the temperature control of the stove. Temperature changes are no longer possible on the device itself.

NOTICE! To operate the stove via an external thermostat, both ECO mode and frost protection must be switched off!

14.4 Menu item - anti-frost

The anti-frost menu is used to automatically start the stove at a specified temperature. The menu only functions when the timer function is enabled.

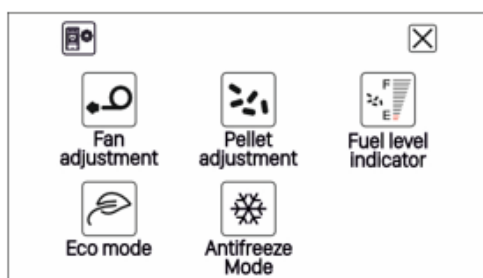


"Settings"



"Stove settings"

Stove settings

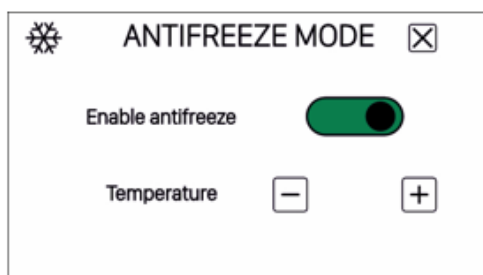


Use the + and - buttons to set the temperature at which the device switches on automatically.

- Timers OFF → ON.

If the room temperature falls below the anti-freezing set value, the appliance starts up automatically.

Fig. 53: Frost protection



14.5 Menu item - display options

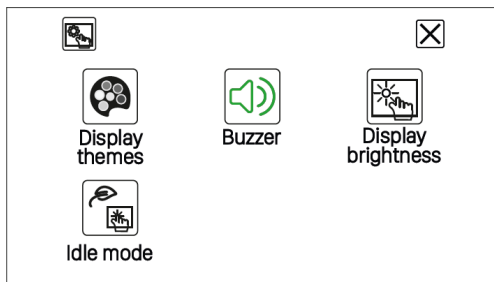


Fig. 54: Display options

The following display options are available:

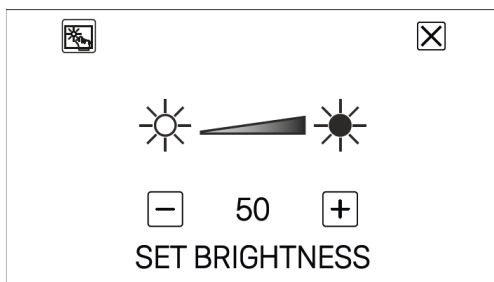
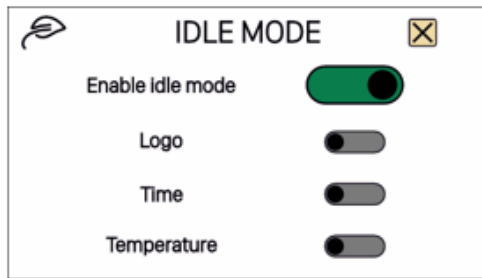


Fig. 55: Display brightness

Display brightness

Determines the display brightness during operation.



Idle-mode

If the display is not touched for 5 minutes, the screen switches to the set idle mode. If more than one choice is possible, the selection is displayed alternately.

Starting from the "Austroflamm logo", it is possible to select the temperature, current time and date. If no option is selected, the display remains dark in idle mode.

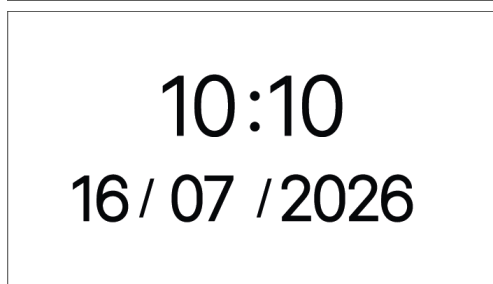
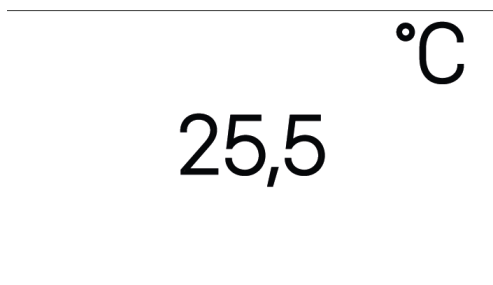


Fig. 56: Display idle-mode

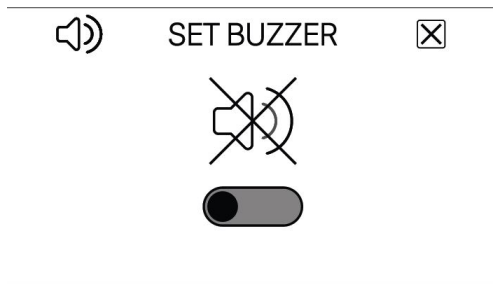


Set display background colour

A light or dark background colour can be selected.

Fig. 57: Set display background colour

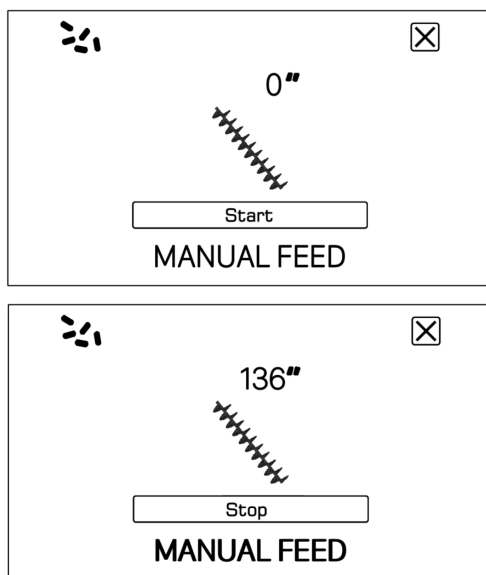
14.6 Menu item - Signal tone



Activate or deactivate the signal tone when pressing buttons on the display.

Fig. 58: Set signal tone

14.7 Menu item - manual pellet feed

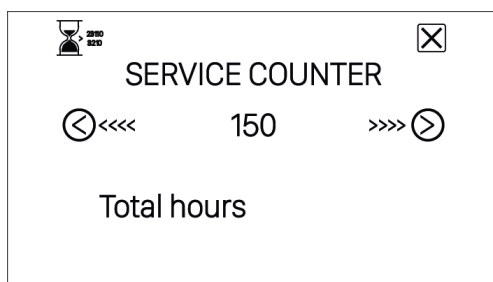


For filling the auger with pellets during initial commissioning or after the auger has run empty, manual pellet feed is available.

If the auger is empty, the filling process may take several minutes.

When "Manual pellet feed" is activated, a preset time, the duration of the feed, elapses. The process is then complete. The process can be ended manually with the "Stop" button if pellets already fall into the burn pot before the preset time elapses.

14.8 Menu item - service due



Here you can see how many maintenance-free operating hours your stove still has before a service is required.

The service must be carried out by an authorised Austroflamm service engineer.



This shows how many maintenance-free operating hours the stove has left until the next required service.

Fig. 59: Service due

14.9 Menu item - Parameters

This menu is reserved for the Austroflamm service engineer.

14.10 Menu item - Language



Fig. 60: Language

The service counter is located in the menu item "Info".

14.11 Menu item - Info

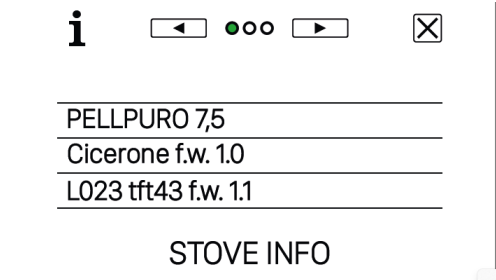


Fig. 61: Info

Hardware and software versions of the individual components are displayed here.

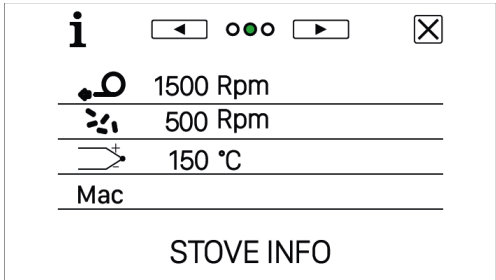


Fig. 62: Info

On the **second** menu page "Info", the current values are displayed, such as:

- Flue gas fan speed
- Auger speed
- Flue gas temperature

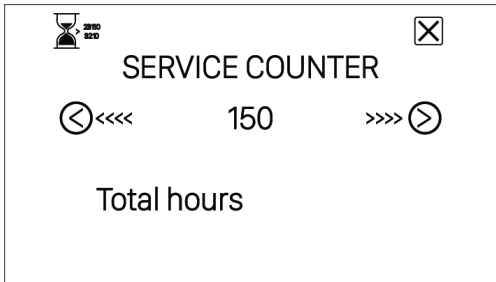


Fig. 63: Service counter

On the **third** menu page, the remaining operating hours until the next service due date of the stove are displayed.

14.12 Adjusting the firebox door

14.12.1 Adjusting the firebox door

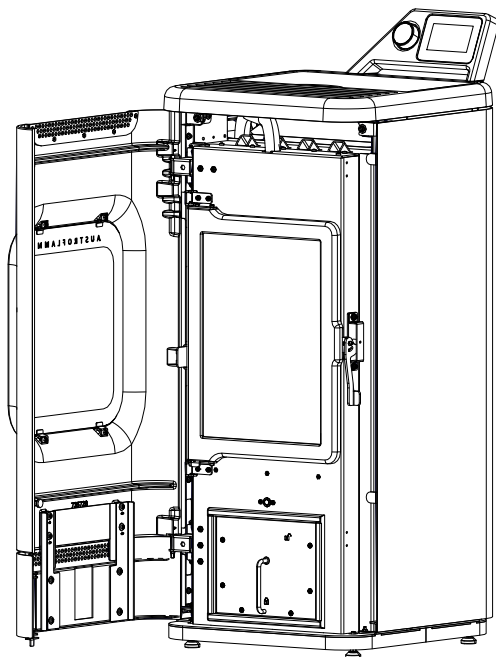


Fig. 64: Opening the firebox door

1) Open firebox door.

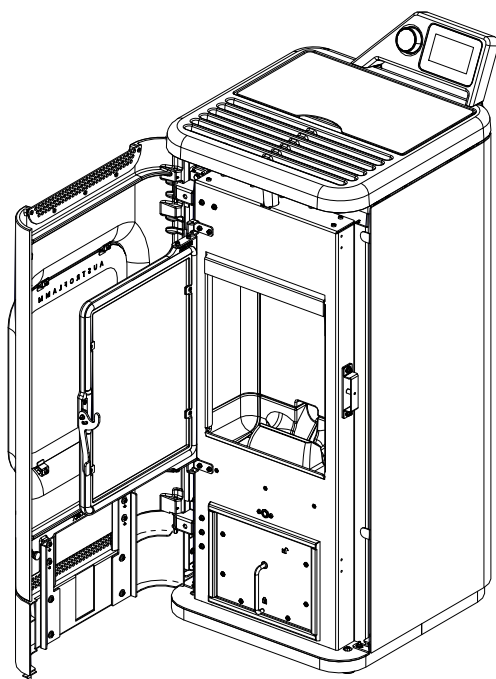


Fig. 65: Open the cast iron door

2) Open the cast iron door.

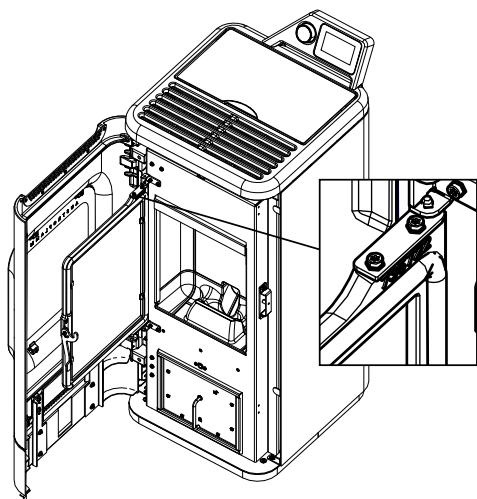


Fig. 66: Adjusting the firebox door

- 3) Adjust the firebox door using the two upper screws (2 pcs.).

14.12.2 Setting the lock

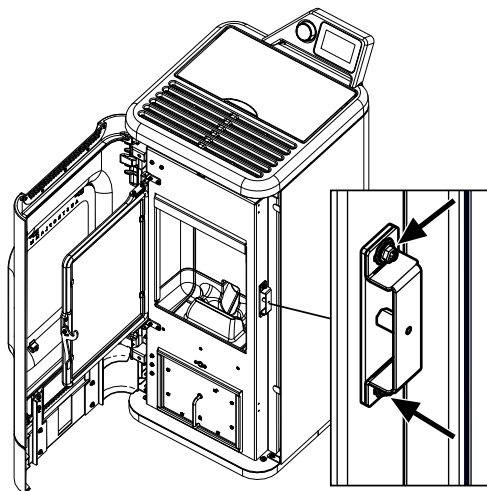


Fig. 67: Setting the firebox door latch

- 1) Loosen the two nuts, align the latch, and retighten the two nuts.

14.13 Adjust the cast iron door

14.13.1 Adjust the cast iron door

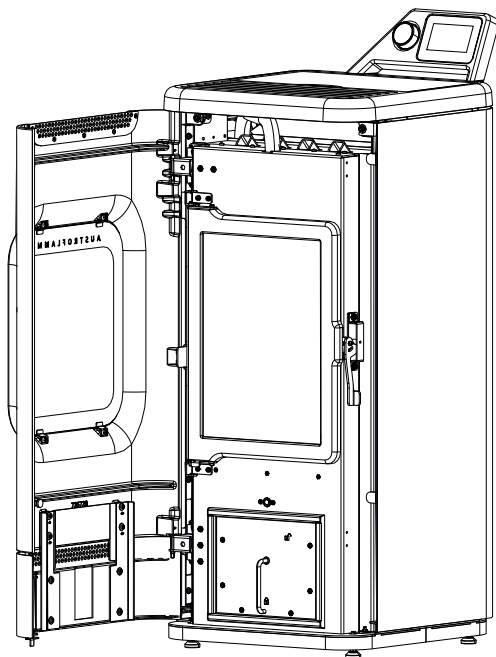


Fig. 68: Opening the firebox door

- 1) Open firebox door.

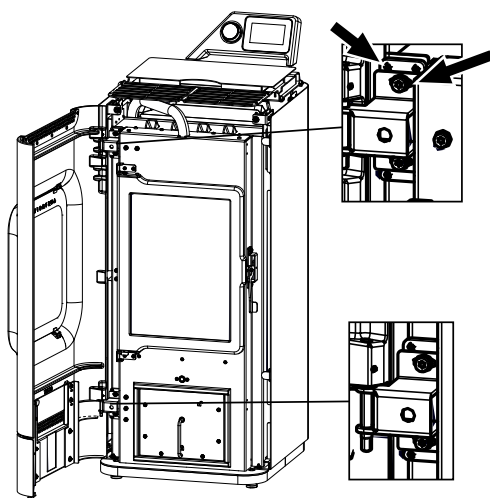


Fig. 69: Adjust the cast iron door left/right

- 2) The cast iron door can be adjusted **left/right/forward/backward** using the nut.

14.14 Adjust the cast iron cover

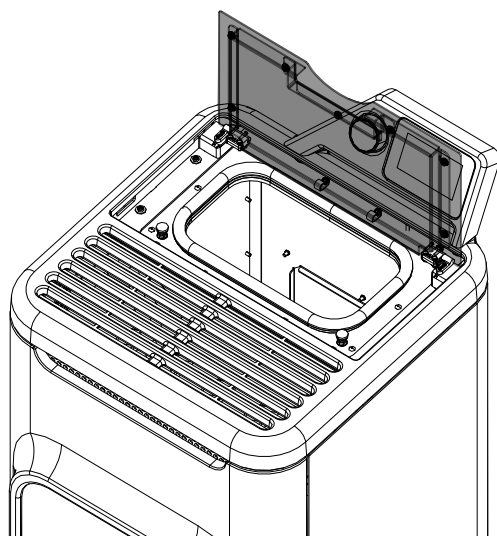


Fig. 70: Open the pellet tank

1) Open the pellet tank.

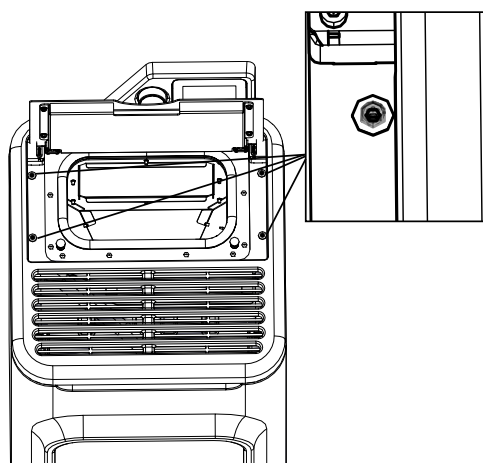


Fig. 71: Loosen the cast iron cover screws

2) Loosen the screws (4 pcs.)

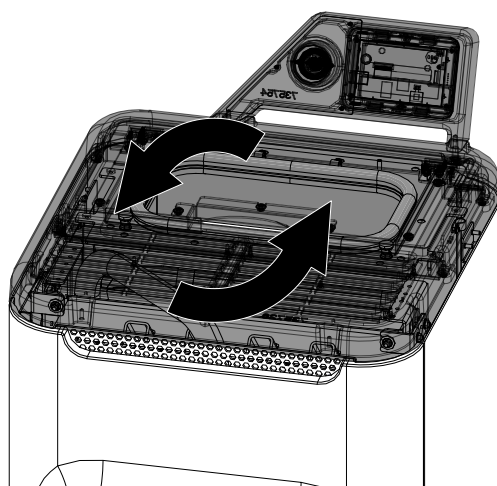


Fig. 72: Align the cast iron cover

3) Align the cast iron cover as desired.

4) Retighten the screws (4 pcs.) and close the pellet tank.

15 Maintenance

15.1 Intervals

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY, otherwise, the warranty claim will be void.

NOTICE

Only carry out maintenance when the pellet stove is cold and currentless.

Cleaning- and maintenance intervals depend on the operating hours and connection situation.

Cleaning the viewing window	as necessary
Visual inspection of rotating grate, remove adhering deposits	every 2-3 operating days
Empty the ash box and clean the firebox	as necessary
Clean the exhaust gas pipes	1 x annually or when display shows due for service
Cleaning screw shaft, pellet hopper	min. 1 x annually or when the pellet supply is visibly reduced and the STB turns off the heating appliance.
Replace the battery	Recommendation: every 2 years
Check all seals (door, heat exchanger lid, ash box, hopper lid); replace as necessary.	1 x annually

The pellet stove and its parts must be cleaned in compliance with the above overview.

Have your pellet stove inspected and maintained annually before the start of the cold season by an Austroflamm engineer.

15.2 Changing the storage battery

A CR2032 battery is located in the control unit. This battery enables the control unit to save certain data - e.g. time, date, heating times etc. even during a power failure, or when the mains power supply is disconnected.

If the battery is flat, the control unit will continue to function normally. However, in the event of a power failure, the above-mentioned data will be lost. These data must then be saved afresh.

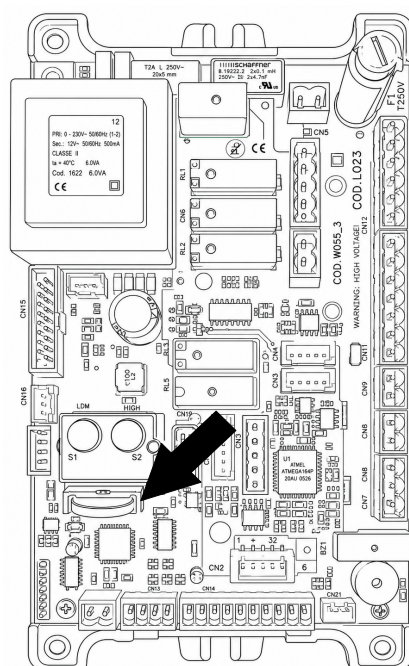


Fig. 73: Replace the battery

Change the battery every 2 years, as follows:

- 1) Control systems must remain switched on, as otherwise the data will be lost.
- 2) The battery is located on the central control unit. To replace it, the right-hand side cladding must first be removed.
- 3) Use insulated pliers or a similar tool to remove the old battery from the holder.
- 4) Insert the new battery, taking note of the correct polarity.
- 5) Remounting the cladding stone.

15.3 Service due

Your stove must be regularly maintained. The requirement to be serviced is determined by a built-in operating hours counter. The hours of operation performed can be read off via the display or via the optional WLAN module.

After the maintenance-free operating period has expired, you will receive an alarm message. After the appearance of this alarm message the stove may continue to be operated for a short time. However, call your authorised Austroflamm service engineer promptly for the purpose of carrying out the required service. As part of the service the stove is thoroughly cleaned and the operating hours counter reset to 0.

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY, otherwise, the warranty claim will be void.

16 Cleaning

16.1 Cleaning the pellet stove, flue gas paths and flue pipe

The pellet stove, the flue gas paths and flue pipes should be annually if not even more often, e.g.

- after the chimney has been cleaned,
- checked for deposits and
- cleaned as necessary.

To clean the inner compartment, ash and soot residues must first be removed. Coarse dirt and ash residues must be manually removed with a shovel and a brush or an ash vacuum cleaner. A dedicated ash vacuum cleaner is particularly suitable for removing ash residues.

Alternatively, there is the option of sucking up the ash using an ash filter that can be connected to a standard vacuum cleaner.

TIP

The chimney must likewise be regularly cleaned by the chimney sweeper. Your master chimney sweep will inform you of the necessary intervals. The pellet stove should be inspected annually by a specialist

NOTICE

Carry out any cleaning work while the pellet stove is in the cold state.

16.2 Stove models with automatic rotating grate

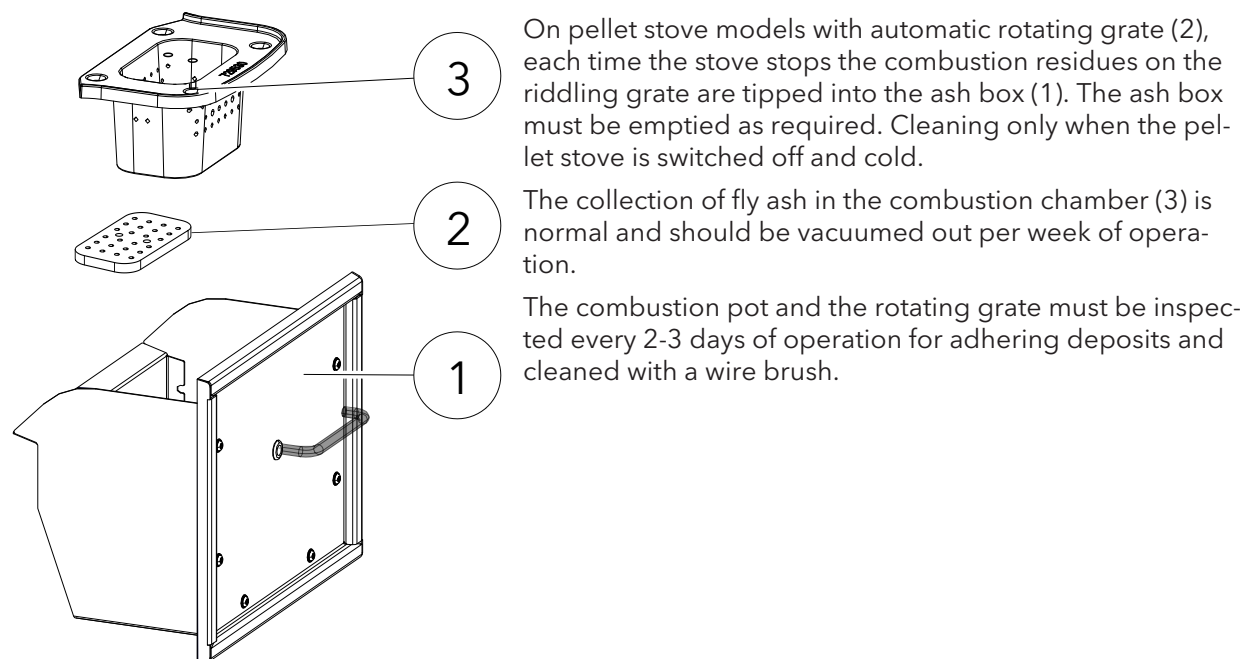


Fig. 74: Cleaning the rotating grate

16.3 Cleaning the exhaust gas pipes

- 1) Open the pellet tank.

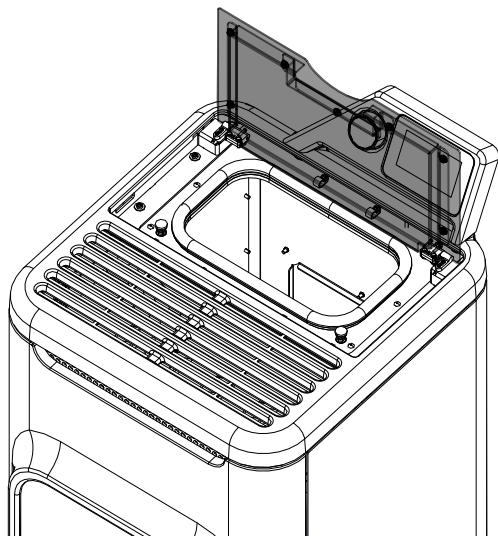


Fig. 75: Open the pellet tank

- 2) Open door and clean the firebox with a vacuum cleaner.

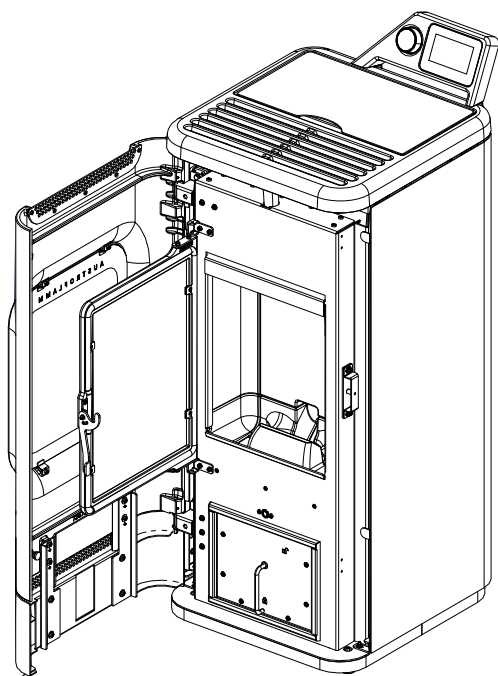


Fig. 76: Cleaning the firebox

- 3) Turn lever upwards and take out the ash box.
- 4) Empty the ash box as necessary.

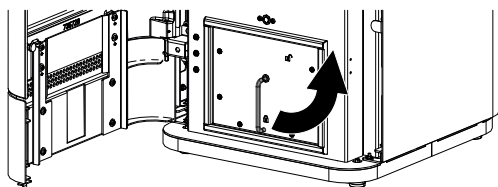


Fig. 77: Taking out the ash box

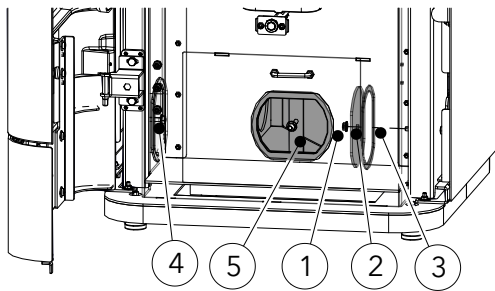


Fig. 78: Taking out inspection blank

- 5) Loosen nuts (1).
- 6) Take out inspection blank (2) and gasket (3).
- 7) Clean interior space with a vacuum cleaner.
- 8) Repeat these steps for the other two inspection blanks (4+5).
- 9) After cleaning, attach and install all parts again.

16.4 Emptying the ash box

- On a regular basis and in good time (at least 1 x per week), remove the ashes from the firebox and empty the ash pan.
 - If the firebox is not regularly cleaned of ash then there is a danger that the combustion air openings become blocked and the appliance suffers damage.

To empty the ash pan, proceed as follows:

NOTICE

Be aware when emptying the ash pan that there might be embers in the ash pan. Only remove the ash pan when the stove is in the cold state.

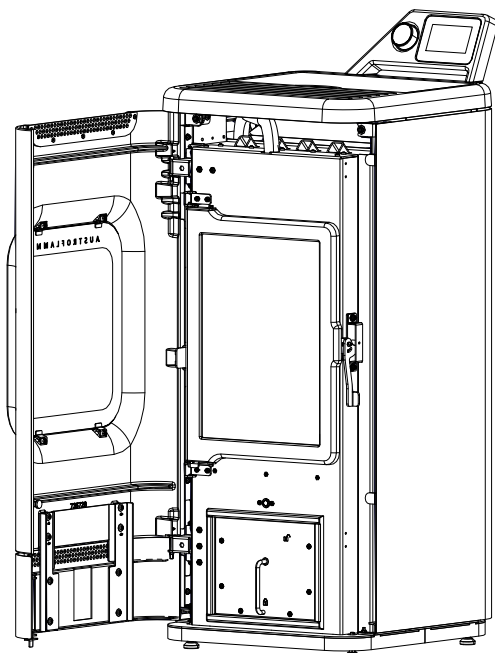


Fig. 79: Opening the firebox door

- 1) Open firebox door.

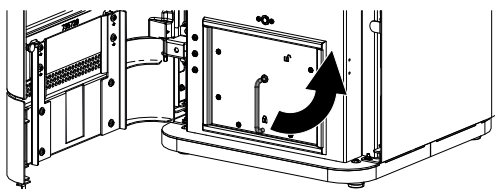


Fig. 80: Taking out the ash box

- 2) Turn lever upwards and take out the ash box.
- 3) Empty the ash box as necessary.

16.5 Cleaning the door window

The door glass should be cleaned. If the door glass is not cleaned regularly, soot particles can become burned in. This makes regular cleaning and maintenance all the more important.

- We recommend cleaning the door glass with our Austroflamm glass cleaner or a commercially available window glass cleaner.
- Spray the door glass with glass cleaner and leave it for a moment to take effect.
- Wipe the door glass with a cloth or household paper.
- Contact of door- or glass seals with water or cleaning agents should be avoided, as this can cause hardening and loss of function. Proper operation of the stove is only guaranteed with undamaged seals.

This will damage the glass

Abrasive cleaning agents or coarse cloths are unsuitable for cleaning the door glass, as they can cause scratches. This not only affects the appearance, but also promotes the accumulation of dust and dirt in the scratches.

16.6 Cleaning the surfaces/body

Body

- The body can be cleaned with a dry or slightly damp cloth.
- Use of alcohol- or solvent-based cleaning products is to be avoided. The body is sealed with a special varnish and can be damaged by these.

Various surfaces

- Varnished surfaces may only be cleaned with a soft cloth (damp if necessary).
- For stainless steel surfaces there are special cleaners.
- Soak up dissolved dirt with absorbent cloths or household paper.

Ceramic cladding

For cleaning ceramic cladding, only a cleaning agent with a pH value between 5.0 and 9.0 may be used. Cleaning must be carried out with a soft cloth. Scrubbing sponges can damage the varnish.

- Weakly acidic cleaning agents (pH value below 7.0) are suitable for removing limescale deposits.
- For regular cleaning use neutral cleaning agents (pH value 7.0).
- Weakly alkaline cleaning agents (pH value above 7.0) are effective against grease- and dirt deposits.

17 Help

17.1 List of alarms

Alarms are displayed on the control panel. When alarm indicators appear, the pellet stove is no longer operational and shuts down.

Alarm	Description	Possible cause	Solution	ATTENTION
Alarm 1	Power outage duration exceeded maximum limit.	There was a power loss during pellet operation. 1) If the power is restored in 60 seconds, the stove continues with the previous operation. 2) If the power is not restored in 60 seconds, the stove triggers and alarm and turns OFF.	"Reset the alarm and restart the stove. Should the error persist: 1) Check and replace the backup battery (CR2032). 2) Please contact your Austroflamm dealer.	Alarms are triggered and shown only in working phases!
Alarm 2	Exhaust temperature sensor readings are out of range.	The exhaust temperature sensor might be broken, faulty or incorrectly connected.	The exhaust temperature sensor must be checked, replaced and correctly connected. Should the error persist, please contact your Austroflamm dealer.	The maintenance should be carried out when the stove is cold!
Alarm 3	Stove overheating.	1) Too less air circulation around the stove. 2) Wrong mixture of combustion air and fuel. 3) Failed electrical components (exhaust blower, feeder motor, controller, exhaust temperature sensor, etc.). 4) Clogged exhaust channels or chimney.	1) Move the stove or allow more convection air circulation around the stove. 2) Check air intake and exhaust channels. 3) Check the proper operation of electrical components. 4) Check and clean the stove and chimney. Should the error persist, please contact your Austroflamm dealer.	
Alarm 4	Exhaust blower hall sensor detects no rotation (0 RPM).	1) There might be an electrical or physical failure on the exhaust blower. 2) There might be an electrical or physical failure on the exhaust blower wiring and connections. 3) The exhaust blower might be blocked.	1) Check the exhaust blower. 2) Check the exhaust blower wiring and connections. 3) Check the exhaust blower for physical blockages. Should the error persist, please contact your Austroflamm dealer.	

Alarm	Description	Possible cause	Solution	ATTENTION
Alarm 5	Ignition phase 2 exceeded maximum limit. Exhaust temperature stayed below threshold.	1) The pellet tank or the auger might be empty. 2) Pellets might be clogged, old or low-quality. 3) The exhaust temperature sensor might be broken, faulty or incorrectly connected. 4) The burning pot might not be properly aligned. 5) The igniter might be broken, faulty or incorrectly connected. 6) The stove might need maintenance.	1) Check whether there are pellets in the pellet tank and auger. Top up pellets if necessary. 2. Inspect the auger and replace pellets if necessary. 3) The exhaust temperature sensor must be checked, replaced and correctly connected. 4) Check the burning pot alignment and the cleaning motor operation. 5) The igniter must be checked, replaced and correctly connected. 6) Inspect the combustion chamber, air intake, exhaust, etc. and perform the yearly maintenance if necessary. Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.	
Alarm 6	Pellet mode interrupted. Exhaust temperature dropped below threshold.	1) The pellet tank or the auger might be empty. 2) Pellets might be clogged, old or low-quality. 3) The exhaust temperature sensor might be broken, faulty or incorrectly connected. 4) The burning pot might not be properly aligned. 5) The igniter might be broken, faulty or incorrectly connected. 6) The stove might need maintenance.	1) Check whether there are pellets in the pellet tank and auger. Top up pellets if necessary. 2. Inspect the auger and replace pellets if necessary. 3) The exhaust temperature sensor must be checked, replaced and correctly connected. 4) Check the burning pot alignment and the cleaning motor operation. 5) The igniter must be checked, replaced and correctly connected. 6) Inspect the combustion chamber, air intake, exhaust, etc. and perform the yearly maintenance if necessary. Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.	

Alarm	Description	Possible cause	Solution	ATTENTION
Alarm 7	The pressure exceeds the maximum limit.	1) There might be a problem on the security input AL1. 2) The overpressure switch might be broken, faulty or incorrectly connected. 3) The blue hose connecting the exhaust blower and overpressure switch might got loose or damaged. 4) Exhaust pipes or chimney might be blocked.	1) Check the connector on the security input AL1 and wiring. 2) The overpressure switch must be checked, replaced and correctly connected. 3) The blue hose must be checked, replaced and correctly connected. 4) Inspect the exhaust pipes, chimney and perform the yearly maintenance if necessary. Should the error persist, please contact your Austroflamm dealer.	
Alarm 8	The temperature exceeds the maximum limit.	1) There might be a problem on the security input AL2. 2) The overtemperature switch might be broken, faulty or incorrectly connected. 3) The overtemperature sensing element might be loose or damaged.	1) Check the connector on the security input AL2 and wiring. 2) The overtemperature switch must be checked, replaced and correctly connected. 3) The overtemperature sensing element must be checked, replaced and correctly connected. Should the error persist, please contact your Austroflamm dealer.	
Alarm 9	The pressure is below the minimum limit.	1) There might be a problem on the security input AL3. 2) The underpressure switch might be broken, faulty or incorrectly connected. 3) The white hose connecting the pellet tank and underpressure switch might be loose or damaged. 4) The combustion chamber door, ash box door or pellet tank lid might be open. 5) There might be a problem with gaskets or leaking. 6) Exhaust pipes or chimney might be blocked. 7) There might be a problem with the exhaust blower. 8) The stove might need maintenance. 9) The air intake tube might be obstructed. 10) The altitude and weather conditions might be the cause.	1) Check the connector on the security input AL3 and wiring. 2) The underpressure switch must be checked, replaced and correctly connected. 3) The white hose must be checked, replaced and correctly connected. 4) Make sure the combustion chamber door, ash box door and pellet tank lid are properly closed. 5) Verify all gaskets and possible leakages. 6) It might be necessary to perform a complete exhaust and chimney cleaning. 7) Check the exhaust blower and wiring. 8) Perform the yearly maintenance if necessary. 9) Inspect the air intake tube. Should the error persist, please contact your Austroflamm dealer.	

Alarm	Description	Possible cause	Solution	ATTENTION
Alarm 10	Feeder motor hall sensor detects no rotation (0 RPM).	1) There might be an electrical or physical failure on the feeder motor. 2) There might be an electrical or physical failure on the feeder motor wiring and connections. 3) The feeder motor or auger might be blocked.	1) Check the feeder motor. 2) Check the feeder motor wiring and connections. 3) Check the feeder motor and auger for physical blockages. Should the error persist, please contact your Austroflamm dealer.	
Alarm 11	Room temperature sensor readings are out of range.	The room temperature sensor might be broken, faulty or incorrectly connected.	The room temperature sensor must be checked, replaced or correctly connected. Should the error persist, please contact your Austroflamm dealer.	
Alarm 12	Differential pressure exceeds the set threshold.	1) The white and/or blue hoses connecting the air intake tube and controller might be loose, damaged or inverted. 2) The chimney might be overdimensioned. 3) There might be an electrical or physical failure on the exhaust blower or controller. 4) The altitude and weather conditions might be the cause.	1) The white and/or blue hoses must be checked, replaced and correctly connected. 2) Verify the installation with a professional. 3) The exhaust blower and controller must be checked, replaced and correctly connected. Should the error persist, please contact your Austroflamm dealer.	
Alarm 13	Differential pressure is below the set threshold.	1) The white and/or blue hoses connecting the air intake tube and controller might be loose, damaged or inverted. 2) The chimney might be underdimensioned. 3) The air intake tube might be obstructed. 4) There might be an electrical or physical failure on the exhaust blower or controller. 5) The combustion chamber door, ash box door or pellet tank lid might be open. 6) There might be a problem with gaskets or leaking. 7) Exhaust pipes or chimney might be blocked. 8) The stove might need maintenance. 9) The altitude and weather conditions might be the cause.	1) The white and/or blue hoses must be checked, replaced and correctly connected. 2) Verify the installation with a professional. 3) Inspect the air intake tube. 4) The exhaust blower and controller must be checked, replaced and correctly connected. 5) Make sure the combustion chamber door, ash box door and pellet tank lid are properly closed. 6) Verify all gaskets and possible leakages. 7) It might be necessary to perform a complete exhaust and chimney cleaning. 8) Perform the yearly maintenance if necessary. Should the error persist, please contact your Austroflamm dealer.	

Alarm	Description	Possible cause	Solution	ATTENTION
Alarm 14	Cleaning grate system malfunction.	1) There might be an electrical or physical failure on the exhaust blower. 2) There might be an electrical or physical failure on the exhaust blower wiring and connections. 3) The exhaust blower might be blocked.	1) There might be an electrical or physical failure on the cleaning motor, grate, position switch and holders. 2) There might be an electrical or physical failure on the cleaning motor or position switch wiring and connections. 3) The cleaning motor, grate and position switch might be blocked.	

17.2 Resetting alarms

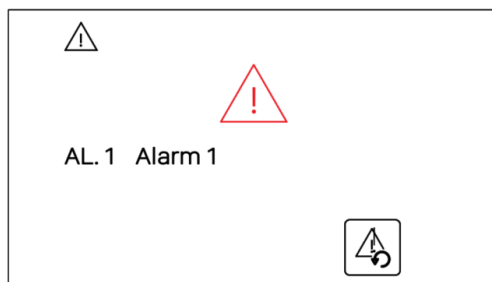


Fig. 81: Alarm

If a warning occurs, it will be shown on the display.

The alarm can be easily reset by tapping "Acknowledge alarm".

NOTICE! If the alarm occurs again, please contact **Austro-flamm Service**.

17.3 Safety temperature limiter

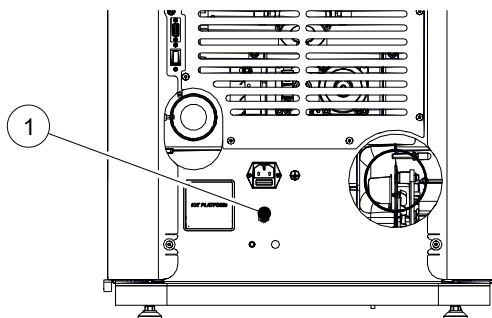


Fig. 82: Safety temperature limiter

The stove is equipped with a safety temperature limiter (1) on the rear side.

It switches off automatically in case of overheating (temp. $\geq 100\text{ }^{\circ}\text{C}$ (+/-5°C)). In the event of a switch-off the cause must be determined. To make the stove operational again, press the green reset button on the safety temperature limiter after it has cooled down.

Safety temperature limiter (1) with removable black protective cap.

17.4 Filling level indicator

The filling level indicator is calculated by the control system software on the basis of the size of the pellet hopper and the burning time. The correct function is only given if when topping up the hopper is always filled up and the level counter is reset at the same time.

Reset the filling level indicator:

- 1) Select the filling level indicator on the display.
 - 2) Press "Refill tank" and "OK".
- ⇒ The display will then show a completely filled indicator bar.

This function can be deactivated in the settings under "Stove settings" -> "Filling level indicator".

17.5 Temperature correction

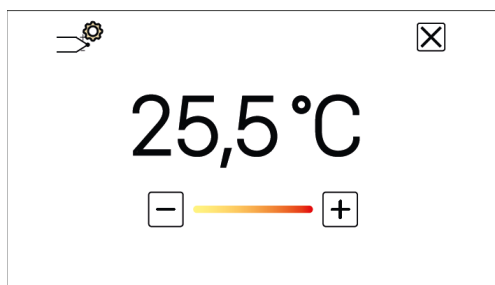


Fig. 83: Room temperature sensor

It is possible to calibrate the value of the room temperature sensor with other available measuring devices (e.g. weather station).



Open the menu item "Temperature correction" and change the displayed value using the + and - buttons.

17.6 Firebox lining

The lining of your pellet stove consists of Keramott, a high-quality material with special combustion properties and an attractive appearance. During or after operation this lining may have superficial hair-line cracks, which do not however affect functioning. Replacement of such parts is not required!

17.7 What to do in the event of a chimney fire

If fuel used is incorrect or too moist, then due to deposits in the chimney this may lead to a chimney fire.

- 1) Call the fire department and the district master chimney sweep!
- 2) Turn off the pellet stove as normal.
- 3) Enable access to the cleaning openings (e.g. basement and attic).
- 4) Remove all flammable material from the chimney.
- 5) Inform your district master chimney sweeper before recommissioning your pellet stove and have your chimney checked for any damage.

17.8 What to do in the event of faults

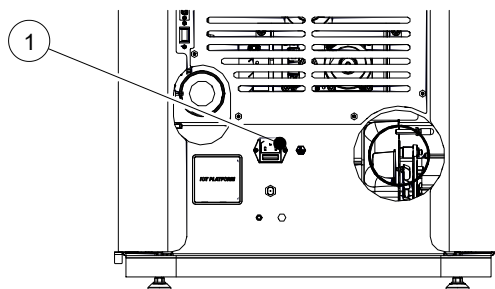
Should faults occur, your dealer will require the following details:

- Serial number and appliance model as per the type plate
- Original invoice (date of sale)
- Start-up log

18 Electrical connection

NOTICE

Repairs to your pellet stove must only be carried out by authorised Austroflamm engineers.



Your stove is designed for connection to a 230 V / 50 Hz mains. The connection cable is included.

The mains socket connection (1) is located on the rear of the appliance and is protected with a T2.5 A glass tube fuse.

The power consumption of your stove is visible on the type plate.

Fig. 84: Mains socket

Electrical diagrams can be found directly on the homepage in the download section of each pellet stove.

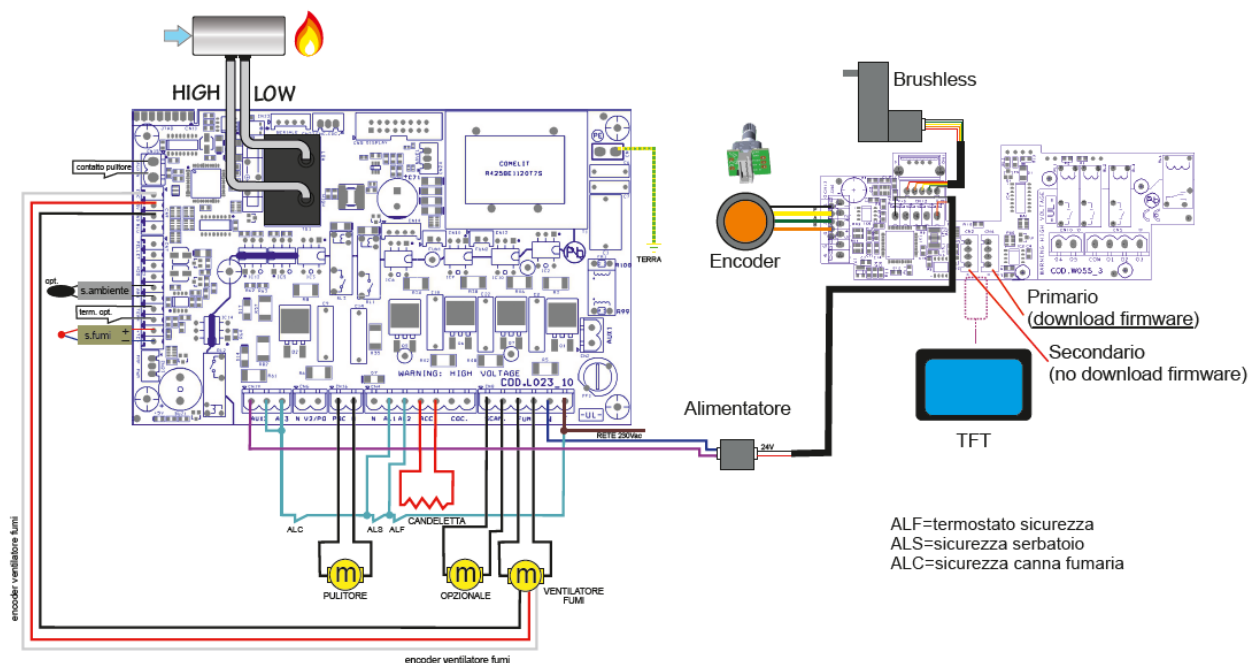
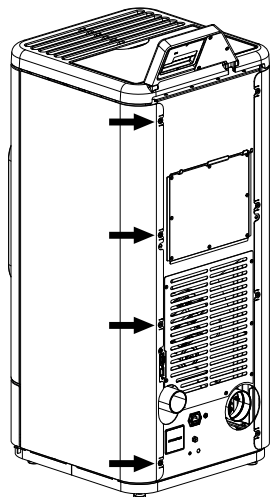


Fig. 85: Electrical diagram

19 Dismantling

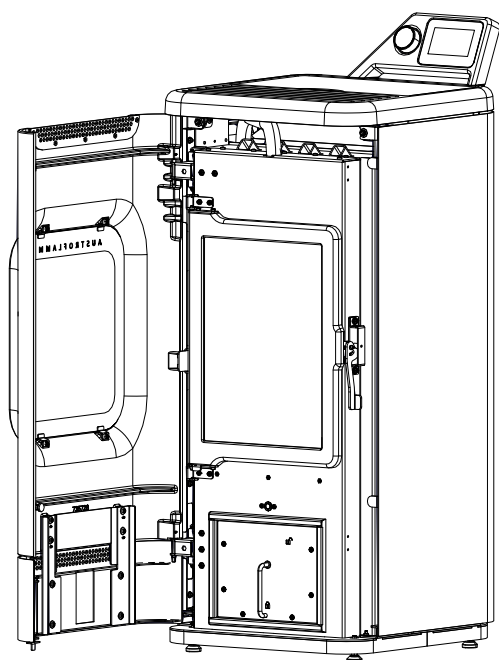
For correct uninstallation and dismantling of the pellet stove, contact your Austroflamm specialist dealer.

19.1 Removing side cladding



- 1) Loosen the screws (4 pcs.) at the rear of the side panel.

Fig. 86: Loosen the side panel screws at the rear.



- 2) Open firebox door.

Fig. 87: Opening the firebox door

- 3) Loosen the screw on the side panel (front).

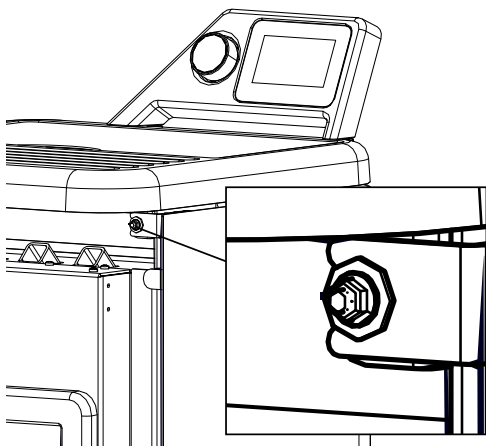


Fig. 88: Loosen the front screw

- 4) Slightly lift and remove the side panel.

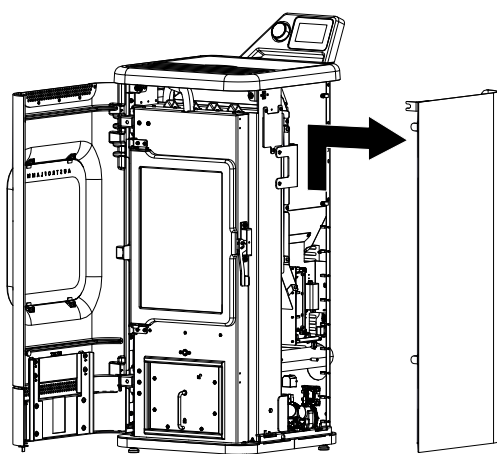
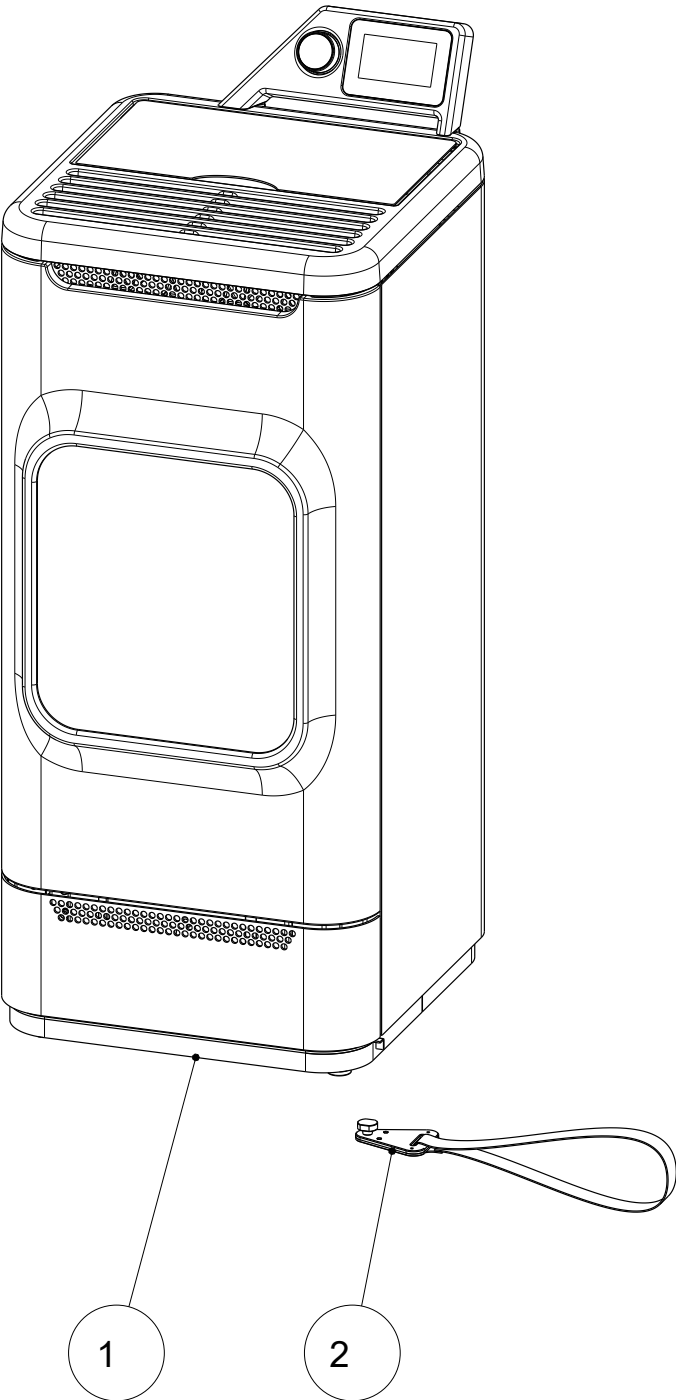


Fig. 89: Remove the side panel

- 5) Repeat the process for the second side panel.

20 Accessories

Have defective parts (accessories, spare parts) replaced by your specialist pellet stove dealer. This guarantees that your pellet stove is and remains safe and functional.



Item no.	Quantity	Article	Article no.
1	1	Pellpuro	820001
2	4	Transport aid	361224

NOTICE! The installation and removal of the accessories are described in the respective installation instructions and can be found on our website in the download section "Accessory assembly instructions"

21 Spare parts

Spare parts can be ordered through our dealers.

For ordering spare parts, it is necessary to provide the type plate picture or data from the type plate of your pellet stove. This guarantees proper spare parts for your specific pellet stove.

22 Disposal

NOTICE

To dispose of the pellet stove properly, get in touch with the local (possibly municipal) waste disposal company.

NOTICE

We recommend that you remove those components of the pellet stove which have been in contact with fire such as window, combustion chamber, cast iron components, grates, firebox lining (Keramott), ceramic, sensors and baffle plates and dispose of them in the household waste.

NOTICE

For correct uninstallation and dismantling of the pellet stove, contact your Austroflam specialist dealer.

Electric and electronic components

Remove the electric and electronic components from the appliance by dismounting them. These components must not be disposed of via non-recyclable waste. Disposal should be carried out professionally via the electrical and electronic waste return system.

Keramott

Remove Keramott components. If present, fastening elements must be removed beforehand. Keramott components that have been in contact with fire or flue gas must be disposed of. Reuse or recycling is not possible. Local disposal options must be observed.

Steel sheet

Disassemble steel-sheet components of the appliance by mechanical crushing. If present, remove seals beforehand. Dispose of steel sheet parts as metal scrap. Local disposal options must be observed.

Cast iron

Disassemble cast-iron components of the appliance by unscrewing or flexing them from one another, or alternatively by mechanical crushing. If present, remove seals beforehand. Dispose of the cast-iron parts as metal scrap. Local disposal options must be observed.

Natural stone

Mechanically remove any natural stone present from the appliance and dispose of it as construction waste. Local disposal options must be observed.

Fittings etc. (for water-carrying appliances)

Disassemble the components for carrying water by unscrewing and removing them and dispose of them as metal scrap. Local disposal options must be observed.

Seals (glass fibre)

Mechanically remove the seals from the appliance. These components must not be disposed of via non-recyclable waste, as glass fibre waste cannot be destroyed through burning. Dispose of seals as glass- and ceramic fibre waste (artificial mineral fibres (AMF)). Local disposal options must be observed.

Handles and decorative elements made of metal

If present, disassemble or remove handles and decorative elements made of metal and dispose of as metal scrap. Local disposal options must be observed.

23 Warranty and guarantee

1. Warranty statement

For your AUSTROFLAMM hybrid 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 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+ 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 as well as natural stones. In the case of such defects no warranty case has occurred.

When heating up, during operation and when cooling down, your hybrid stove may produce some noise (crackling, soft clicking, etc.). 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 or directly by Austroflamm Service, 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 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.

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY, otherwise, the warranty claim will be void.

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.

24 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 ☐ yes ☐ 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: ☐ brick ☐ stainless steel ☐ firebrick	Flue pipes in plug-in system ☐ with seal lip ☐ without seal lip
Chimney diameter: _____ chimney flue height: _____	Sea level:
Chimney flue - Approved by chimney sweep: ☐ yes ☐ no	Chimney flue-/draught: Actual value: _____ Target value: 3-12 Pa
Controlled living space ventilation ☐ yes ☐ 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-(rotary) grate function tested		Ignition cartridge function checked	
Keramott "burnt white" after trial		Partial load test carried out	
Firebox door seal checked ☐ yes ☐ 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 the current status of the "stove installation"-	
☐ wire brush ☐ glove ☐ Start up Box ☐ user instructions		(Start, combustion and burnout phases carried out.)	
☐ Maintenance contract requested through Austroflam		☐ Maintenance contract requested through specialist dealer	

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

25 Service Report

Date	Technicians	Notes	Work carried out, replacement parts installed

Date	Technicians	Notes	Work carried out, replacement parts installed

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