Operating manual

Perry

AUSTROFLAMM

Operating manual
02/03/2026

Version: 5.0

Contents

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

All Rights reserved. The contents of these instructions may be reproduced or distributed only with the consent of the publisher! Printing, spelling and typographical errors reserved.

1.2　Information about the document

The information in this document is subject to change without prior notice and should not be construed as a commitment by Austroflamm GmbH. Austroflamm GmbH assumes no responsibility for any errors that may appear in this document.

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 Perry pellet stoves with the article number 813101 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
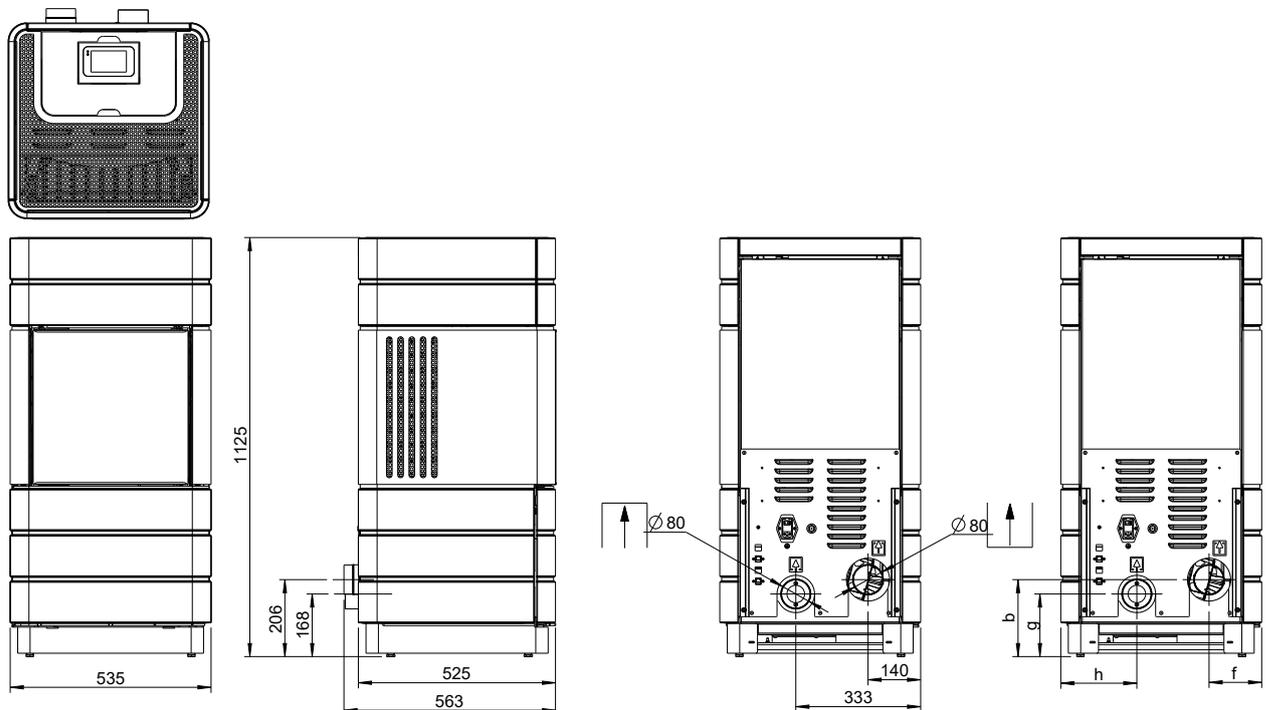
Fig. 1: Dimensions

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.
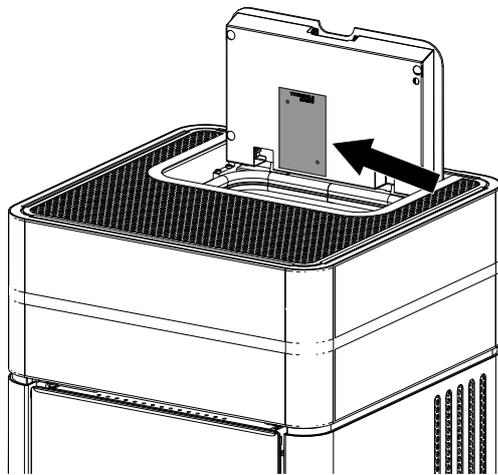
The nameplate of your pellet stove is located on the inside of the hopper lid.

Fig. 2: Nameplate

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):	Perry
Equivalent models:	-
Test reports:	1880 / 1880-CPR-068TR-20
Applied harmonized standards:	EN 16510-2-6:2022
Other standards/technical specifications. Specifications:	-
Indirect heating function:	No
Direct heat output:	7.5 kW
Indirect heat output[1]:	NPD

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s:	86.7 %
Energy efficiency index (EEI):	126

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):	ηs [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/Nm³ (13% O2)				[x] mg/Nm³ (13% O2)			
Firewood, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	86.7	≤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	Pnom	7.5	kW		thermal efficiency (fuel efficiency) at nominal heat output	ηth,nom	89	%
Minimum heat output (standard value)	Pmin	2.2	kW		Thermal efficiency (fuel efficiency) at minimum heat output (standard value)	ηth,min	88.8	%
Auxiliary power consumption					**Type of heat output/room temperature control**			
At nominal heat efficiency	elmax	0.012	kW		Single-stage heat output, no room temperature control			no
At minimum heat output	elmin	0.008	kW		two or more manually adjustable levels, no room temperature control			no
In standby condition	elSB	0.001	kW		Room temperature control with mechanical thermostat			no
Pilot flame power requirement					with electronic room temperature control			no
Pilot flame power requirement (if present)	Ppilot	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

NPD - No performance determined

5.2   General specifications

Dimensions and weight	
Height [mm]	1121
Width [mm]	535
Depth [mm]	525
Combustion chamber width [mm]	NPD
Combustion chamber height [mm]	NPD
Combustion chamber depth [mm]	NPD
Flue pipe outlet, diameter [mm]	80
Outside air connection diameter [Ø mm]	80
Weight, basic appliance [kg]	163
Weight Xtra [kg]	NPD
Weight, HMS [kg]	NPD
Total weight inc. steel case (STM) [kg]	182
Total weight inc. ceramic case (KGM) [kg]	214
Total weight inc. soapstone case (SPM) [kg]	NPD
b: Height of flue pipe connection, centre rear (as per diagram) [mm]	203
f: Flue pipe connection from right (as per diagram) [mm]	140
g: Height of external air connection, centre (as per diagram) [mm]	164
h: External air connection from left (as per diagram) [mm]	203
Minimum distance to adjacent combustible materials (e.g. furniture) dP [mm]	500
Minimum distance to combustible materials – left side dS_1 [mm]	200
Minimum distance to combustible materials - distance to rear dR [mm]	100
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]	410
Minimum distance to combustible materials – left side radiation area dL_1 [mm]	480
Minimum distance to combustible materials – right side radiation area dL_2 [mm]	480
Minimum distance to combustible materials – distance to ceiling dC [mm]	750
Minimum distance from non-flammable materials [mm]	50

HMS– Memory System

Output	
Nominal heat efficiency [kW]	7.5
Minimum heat output [kW]	2.2
Maximum heat output [kW]	7.5
Minimum room heating capacity [m³]	40
Maximum room heating capacity [m³]	214
Pellet hopper capacity [kg/l]	≈ 25/ 39
Minimum fuel throughput [kg/h]	0.5
Maximum fuel throughput [kg/h]	1.7
Burning time, minimum [h]	14
Burning time, maximum [h]	49
Power connection [V/Hz]	230/ 50
Energy efficiency index (EEI)	126
Energy efficiency class	A+
Direct heat output [kW]	7.5
Indirect heat output [kW]	NPD
Efficiency at nominal heat output [%]	89
Efficiency at at part load heat output [%]	88.8

NPD - No performance determined

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]	5.3
Flue gas temperature [°C]	211
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   Storage

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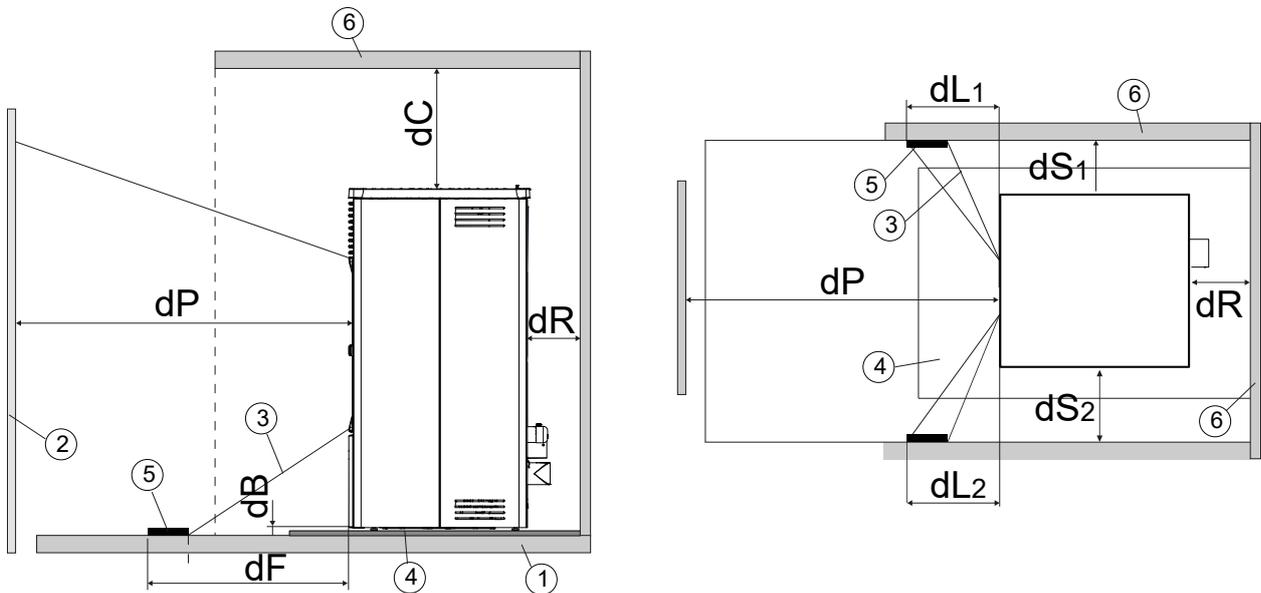
1	Floor	2	Combustible materials in front
3	Irradiated area	4	Floor protection plate
5	Irradiated area to be protected	6	Area of combustible materials area front/side/back

Safety distance from the fuel	
Minimum distance to adjacent combustible materials (e.g. furniture) dP [mm]	500
Minimum distance to combustible materials – left side dS_1 [mm]	200
Minimum distance to combustible materials - distance to rear dR [mm]	100
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]	410
Minimum distance to combustible materials – left side radiation area dL_1 [mm]	480
Minimum distance to combustible materials – right side radiation area dL_2 [mm]	480
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 sotfe 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 at the rear (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. 4: Pellet

Fig. 5: 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 Austroflamm 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 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 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 ceramic cladding
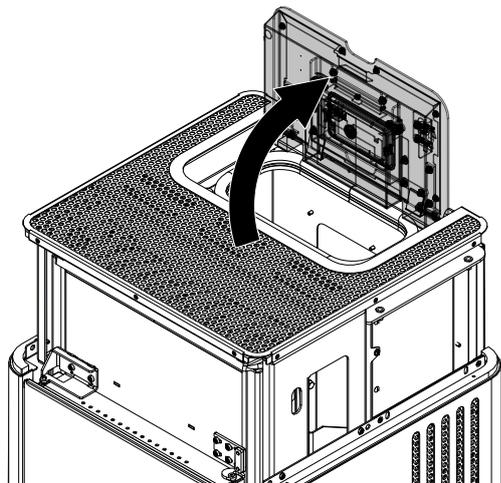

Fig. 6: Opening the hopper
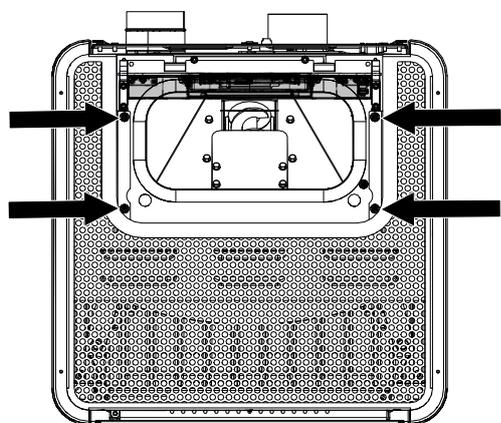
1) Open hopper lid.

Fig. 7: Undoing the screws
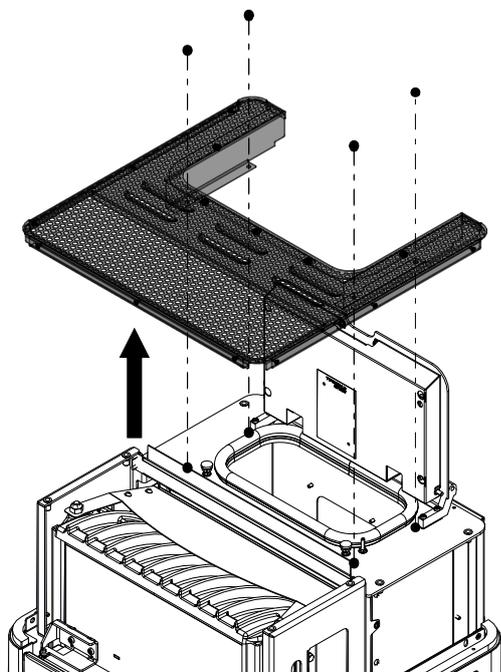
2) Undo screws.

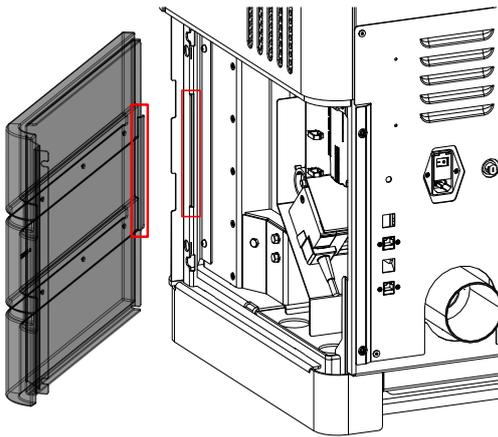*Fig. 8:* Detaching the lid

3) Detach lid.

Fig. 9: fitting the lower side parts

4) First fit the lower side parts.

Fig. 10: Fastening the side parts

5) Now bring the side part to the pellet stove and use the screws to fasten it on the back of the pellet stove.

6) Repeat the last two steps for the other side and mount the second lower side part.
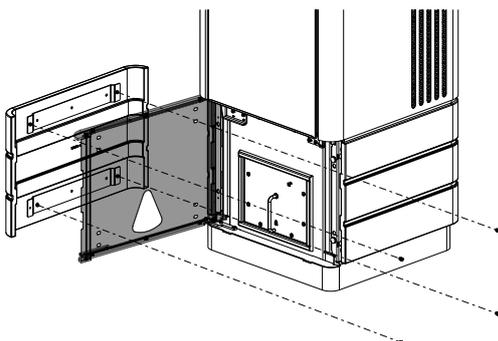
Fig. 11: mounting front ceramic cladding

7) Open cladding door.

8) Use the screws to mount the front ceramic cladding on the cladding door.

9) Close cladding door.
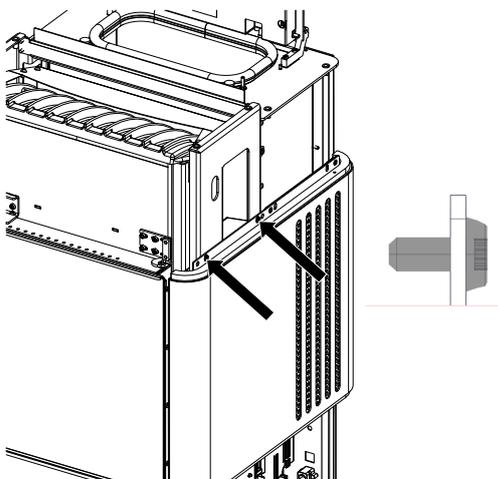
Fig. 12: screwing in side screws

10) On the sides (left and right) screw in the marked screws without any spacing.
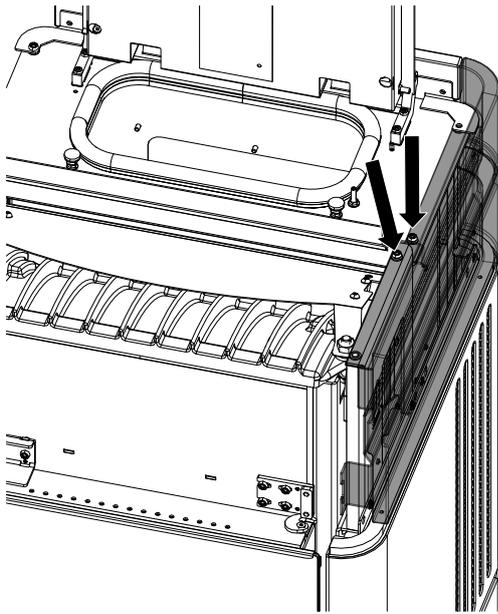
Fig. 13: fastening the upper side parts

11) Attach upper side parts as marked and fasten with the screws.

12) Repeat the last two steps to mount the other ceramic cladding.
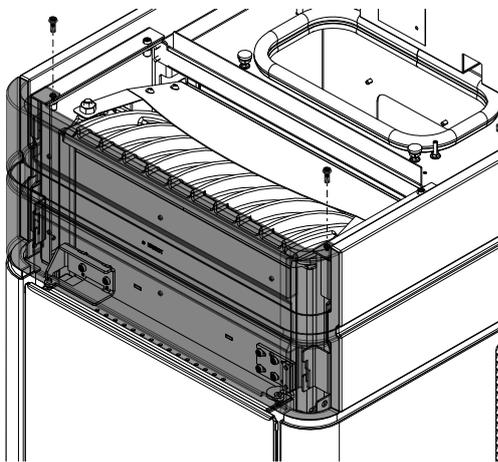
Fig. 14: attaching the front ceramic cladding

13) Attach the front upper ceramic cladding and fasten with the screws.
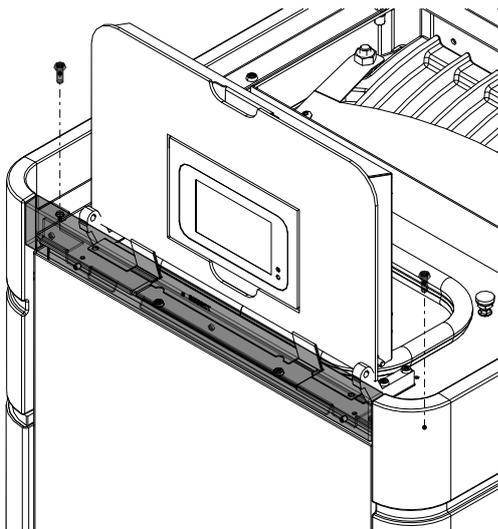
Fig. 15: attaching the rear upper ceramic cladding

14) Attach the rear upper ceramic cladding and fasten with the screws.

15) Reattach and refit lid.
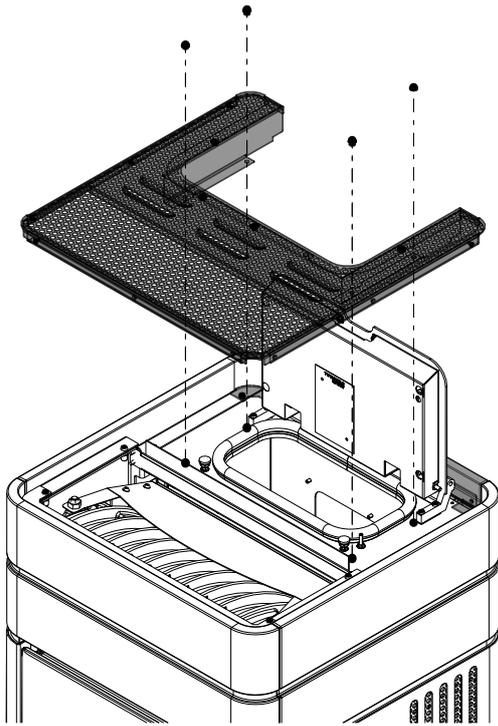
Fig. 16: Refitting the lid

9.2   Mounting complete steel side cladding

1) Open hopper lid.
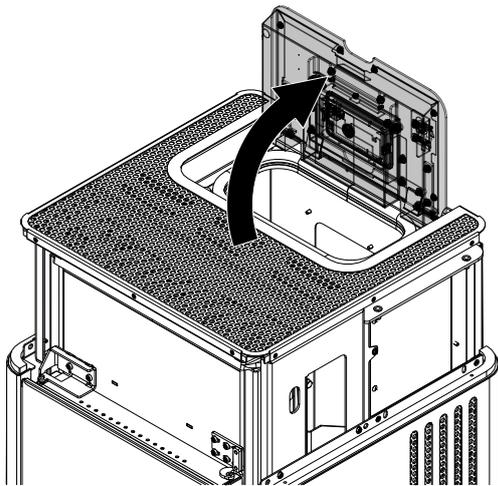
Fig. 17: Opening the hopper

2) Undo screws.
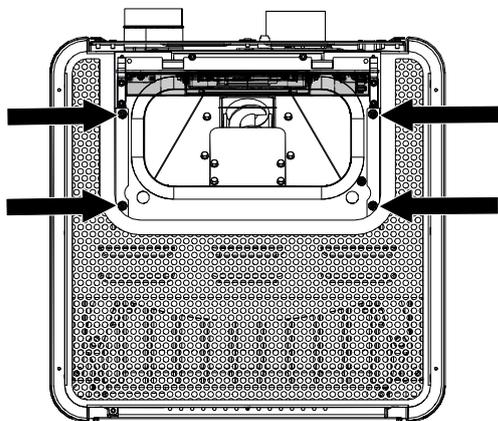
Fig. 18: Undoing the screws
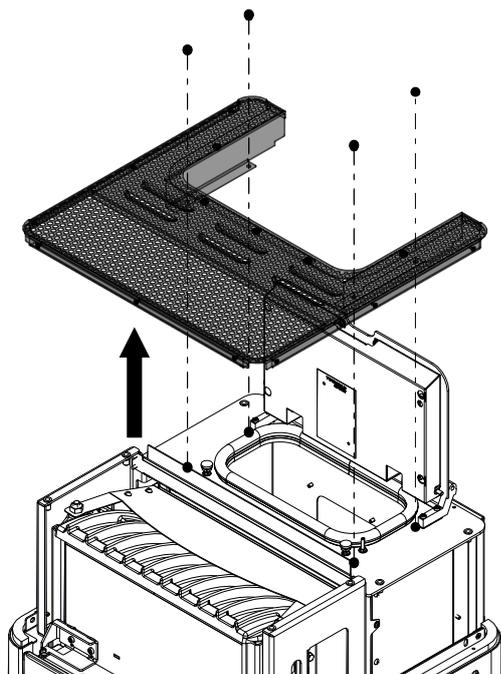
3) Detach lid.

Fig. 19: Detaching the lid
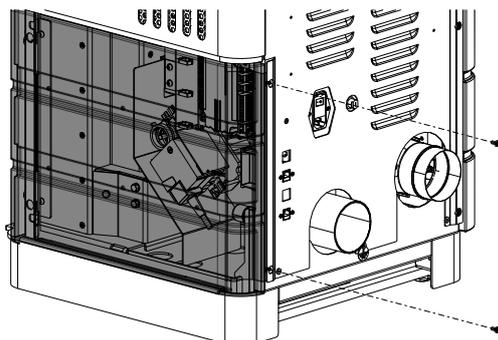
4) First fit and fasten the lower side parts.

Fig. 20: fastening the lower side parts

5) Now bring the side part to the pellet stove and use the screws to fasten it on the back of the pellet stove.

6) Repeat the last two steps for the other side and mount the second lower side part.

Fig. 21: Fastening the side parts

Fig. 22: mounting front steel cladding

7) Open cladding door.

8) Use the screws to mount the front steel cladding on the cladding door.

9) Close cladding door.

10) Attach steel cladding and mount with the screws.
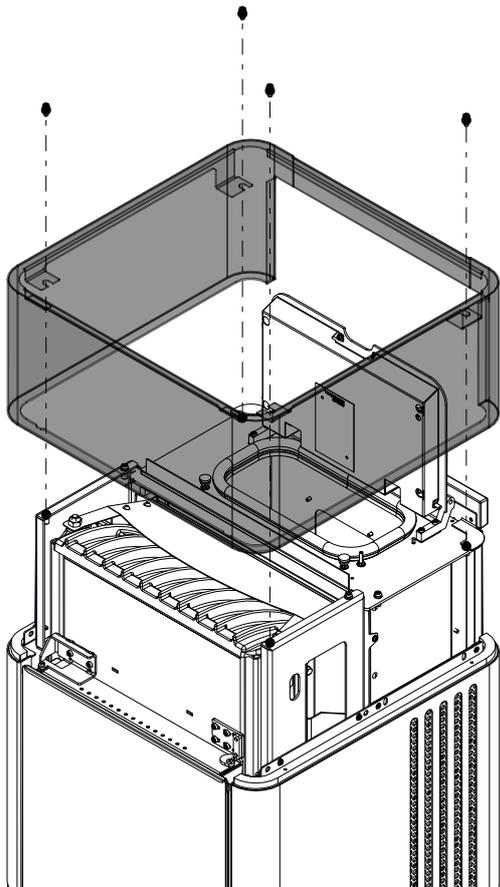
Fig. 23: mounting the upper steel cladding

11) Reattach and refit lid.
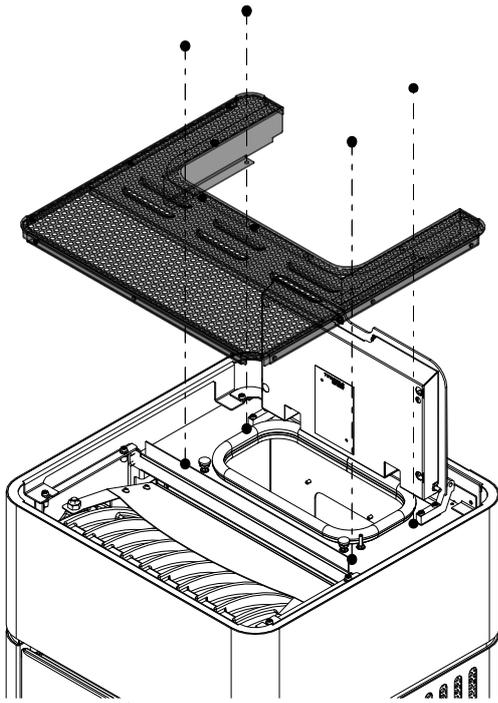
Fig. 24: Refitting the lid

9.3 Mounting the Keramott

Numbering in the round brackets = installation sequence

Fig. 25: Keramott

355.1
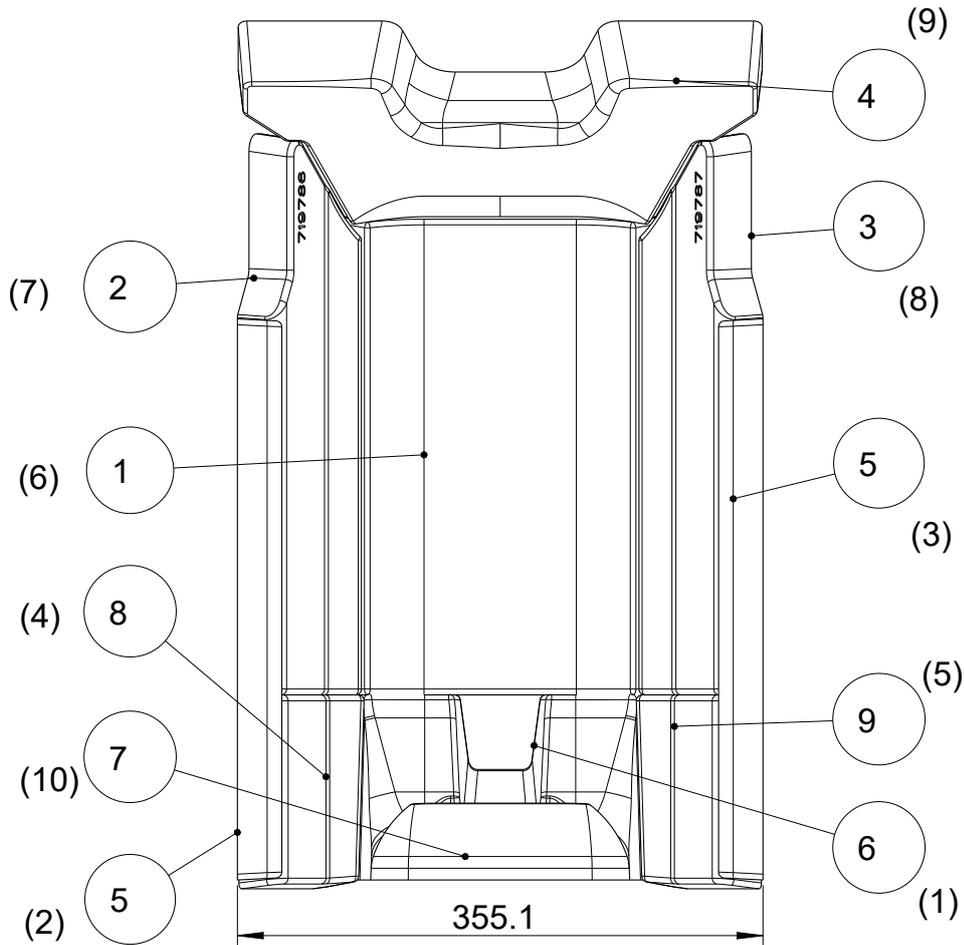
10   Installation

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.

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.
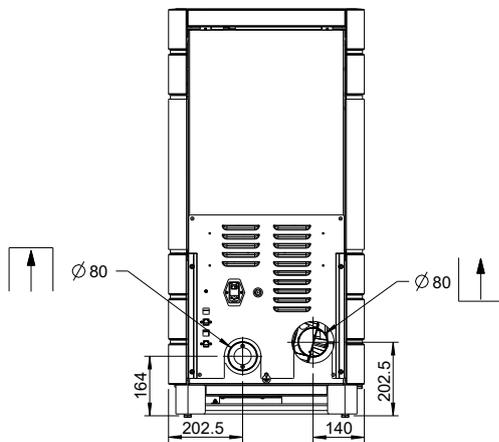
Fig. 26: Dimensions

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

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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.

11.2 Operating modes

11.2.1 Pellet operation

Fig. 27: 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 IR remote control or via the app. Ignition of the pellets is fully automatic and takes place in several phases. These phases are shown on the display

- Riddling grate placement - combustion pot filling - ignition phase 1
- Firebox temperature build-up - 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. An "E102" error message appears if ignition is cancelled.

Fig. 28: 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.

For combination appliances (dual appliances) only: If during the pellet operation the door is opened and closed again, the stove switches into hybrid start.

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 of options for your stove, e.g. WLAN OPTION, wireless SMARTSPOT for adjusting the desired room temperature.

The following settings are carried out during the initial commissioning.
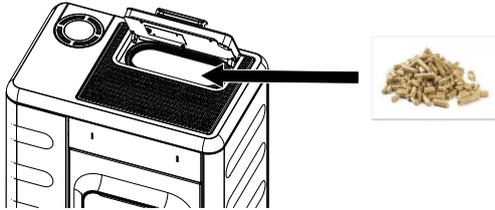
Fig. 29: Fill pellets

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

1) Remove the accessories from the pellet hopper and the firebox.

2) Fill the hopper with pellets and close the hopper lid.

NOTICE

In certain models a safety switch monitors the proper closing of the hopper lid and warns the user if it is open.
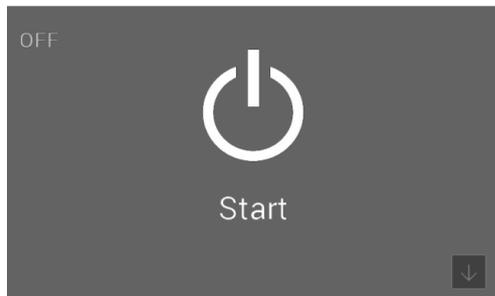
Fig. 30: Start pellet stove

3) Insert power cable and set tumbler switch on the back of the pellet stove to "I".
   ⇨ The Austroflamm logo will now appear on the display.
   ⇨ This is followed by the main operating level with temperature displays and hopper level.

4) The auger shaft must be filled before the first start-up.
   ⇨ To fill up the auger shaft, on the display, start up the pellet stove.
   ⇨ As soon as the riddling grate is closed (approx. 90 seconds) the augur shaft automatically fills up.
   ⇨ As soon as the first pellets fall into the combustion pot (approx. 6 minutes), "Start" can be manually cancelled.

5) The automatic start is cancelled by pressing the Stop button on the display.

6) This is followed by error message E102.
   ⇨ Automatic ignition has been manually cancelled.

7) Reset error E102.
   ⇨ Close the error display by tapping [X].
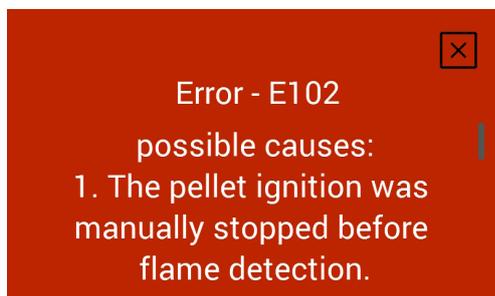
Fig. 31: Error E102

8) Check whether the riddling grate opens again.

9) After the riddling grate is completely open, the pellet stove can be started. See **Automatic Start.**

⇨ The filling up of the auger shaft is completed.

Automatic start
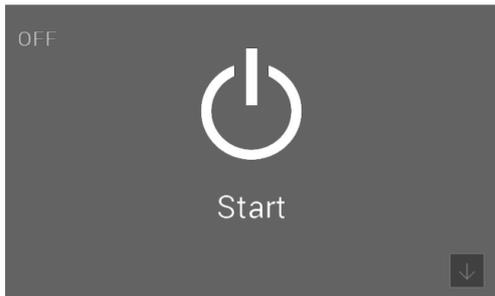
Fig. 32: Start pellet stove

1) To start the pellet stove, press "Start" on the display.

   ⇨ After the riddling grate is closed (approx. 90 seconds) the fully automated start begins. This takes around 10 minutes. After that the stove burns at the particular heat output that was set.

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

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.

12.1.2 Setting the 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.

- Fuel quality "1" corresponds to the best possible quality.
- Fuel quality "3" corresponds to the poorest quality.
- Ex factory your pellet stove is set to fuel quality "2".

12.1.3 Statistics function

Entering the current time and date activates the statistics function in your pellet stove's controls. The statistics function delivers on request all the data on consumption, operating time, heating output called up and the room temperature reached when the pellet stove is being operated.

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

The data can be accessed via the display.

12.1.4 Timer function (heating times)

This function can be set via the display or via the WLAN module in conjunction with the Austroflamm pellet control APP. A maximum of 6 heating times per week and 3 heating times per day can be set and saved.

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 Service due

Your pellet stove must be regularly maintained. The requirement to be serviced is determined by a built-in operating hours counter. The operating hours can be read via the display.

After the maintenance-free operating time has run out you will receive the alarm message **A002**. After the appearance of this alarm message the pellet 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 pellet stove is thoroughly cleaned and the operating hours counter rest 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.

12.1.6 Setting modulation / ECO mode

Eco mode	
Eco mode	ON
Restart temp.	− 0,5 +
Stop temp.	− 1,0 +
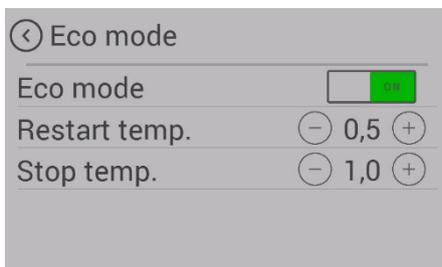
You can operate your pellet stove either in modulation mode or in ECO mode.

In "modulations mode" (ECO mode is disabled), on reaching the desired room target temperature your pellet stove reduces the heat output incrementally down to the lowest heating output stage. But despite reaching the desired room temperature it does not switch off. If the desired room target temperature is fallen below with the reduced heating output, the pellet stove begins to work again with the heating output that was originally set.

Your stove is supplied by default in modulation mode.

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 temperate 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 0.6 °C.

13 Operation

13.1 Operation using APP and Smartphone

Please refer to the manual for your WLAN module for instructions on installing and setting up the data connection, or follow the installation instructions for the Austroflamm PelletControl app.

Download the required "Austroflamm PelletControl" app here and then start:

Fig. 33: Apple iOS QR code

Fig. 34: Google Play / Android QR code
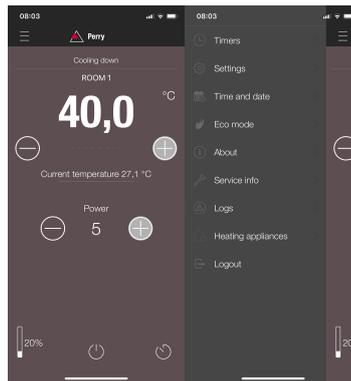
13.2   Operation using IR remote control
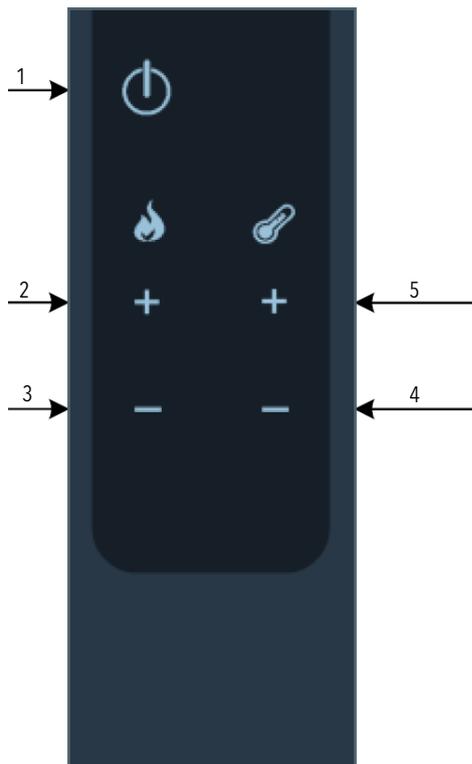
Optionally, your hybrid stove can also be operated with the IR remote control. This makes the following functions available to you:

Make sure that there is a line of sight between the remote control and the control panel.

Fig. 35: IR remote control

1	On / off	2	Output level +
3	Output level -	4	Target temperature -
5	Target temperature +		
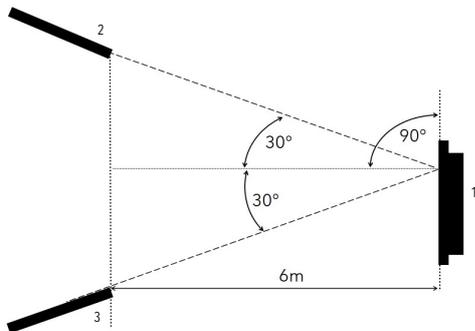
Fig. 36: Operating angle

1	Display	2	IR remote control
3	IR remote control		

13.3 Operation using touch display

13.3.1 Display - room temperature display, various functions

Fig. 37: Room temperature display, various functions

1	Stove operating condition	2	Target temperature
3	Error	4	Warning
5	Timer enabled	6	Temperature unit
7	to start screen	8	Menu with heat output settings
9	Delay timer	10	current room temperature
11	SmartSpot is connected	12	filling level indicator

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.

The error- and warning symbols are only displayed when there is an error or a warning. The error is displayed in detail by tapping the symbol.

The "Heating time enabled" symbol is only displayed if heating times are programmed in the timer menu.

The optionally available SmartSpot - a wireless Wireless room temperature sensor - (Bluetooth) - works in the stove.

Room temperature — By pressing the room temperature, you can access "Firebox temperature"

13.3.2 Display - heat output display, other function menus
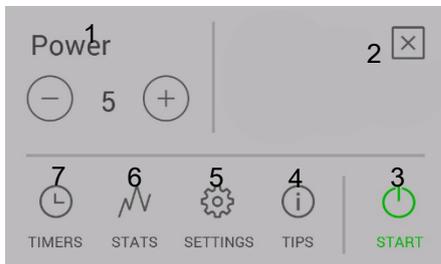
Fig. 38: Heat output display

1	Heat output level	2	back to main screen
3	Start / stop function	4	Tips
5	Settings	6	Statistics
7	Heating times		

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

The desired heat output can be set by pressing the buttons. This setting is immediately applied.

The stove is started or stopped by pressing the start / stop button for longer than 2 seconds.

13.3.3 Display - status display

Fig. 39: Status display

1	Status line	2	Start / stop function
3	Room temperature display		

The stove is started or stopped by pressing the start / stop button for longer than 2 seconds.

13.4 Functions

13.4.1 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 functioning can only be guaranteed when the hopper is always completely filled and the display is set at the same time to "FULL".

Press the filling level symbol in the room temperature display to set the display to "FULL".

This function can be disabled in the "Menu item: Fuel" setting.

13.4.2 Function - setting timers and heating times

Fig. 40: Heating times

1	Back	2	Enable heating times
3	Edit heating time	4	Create new heating time
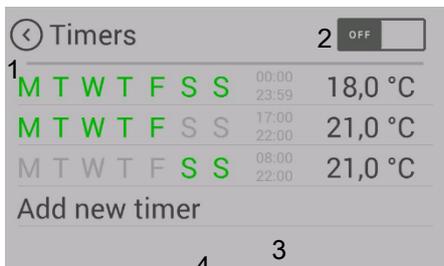
Switch to "OFF" (2) in the "Heating times" menu.

Pressing the "TIMERS" button in the heating output display takes you into the "Heating times" menu.

Enable heating times by pressing "ON" in the top right corner of the display.

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
Mon	18°C						22°C		18°C									22°C					18°C	
Tue	18°C						22°C		18°C									22°C					18°C	
Wed	18°C						22°C		18°C									22°C					18°C	
Thu	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	
Sun	18°C						22°C																18°C	

13.5 Setting / editing new heating times

Fig. 41: Creating heating times

1	Back without saving	2	Delete heating time
3	Save	4	Target temperature
5	End of heating time	6	Start of heating time
7	Weekdays		

SETTING:

1) Set the weekdays, the start and end of the heating time and the room temperature accordingly.

2) Save the heating time by pressing the "Save" symbol.
   ⇨ You will then be automatically taken back to the heating times list.

You can delete an existing heating time as follows:

3) Highlight the heating time and press the "Delete heating time" symbol.
   ⇨ The timer function may only be enabled after the desired heating time has been set.

When setting heating times, please note the following: The timing must be in the future.

EDITING:

4) "Heating times" menu to "OFF" (2).

5) Set new heating times.

6) Switch "Heating times" menu to "ON" (2).

14   Adjustments

14.1   Display - settings

Fig. 42: Settings

1 Back	2 Scroll list

Pressing the "SET" button on the menu list takes you to the "Settings" menu.

You can now scroll up and down with the arrow keys.

Pressing the desired menu item switches you to that function.

14.2   Menu item - time/date
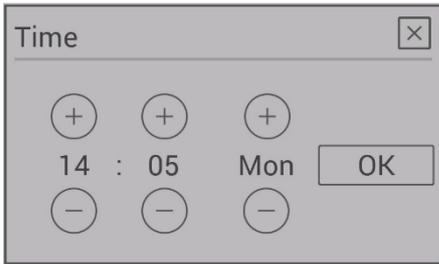
Fig. 43: Setting the time

Fig. 44: Setting the date

Setting the time of day is necessary for the correct heating time, the statistics function and the logging of errors.

Set the hour, minutes, weekday, month and year and confirm the setting with OK.

14.3   Menu item - fuel

Fig. 45: Fuel

This submenu can be used to disable "filling level indicator".

When deactivated the bar on the display disappears.

There will be no warning when the filling level is low.

Set fuel quality.

- Ex factory your pellet stove is set to fuel quality "2".

14.4   Menu item - Bluetooth devices

The SMART SPOT wireless room temperature sensor is available as an option for your pellet stove. SMART SPOT works via Bluetooth technology. When used it must be enabled once with this menu item.

14.5   Menu item - eco-mode
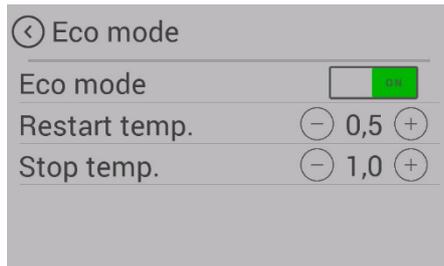
Fig. 46: Eco-mode

Activation of ECO mode can be set on the display or via the optional WLAN module using the Austroflamm Pelletcontrol APP.

When ECO mode is activated, the pellet stove switches off on reaching the desired room target temperature (plus a freely selectable temperature value/switch-off temperature value). When the room target temperature is fallen below (plus a freely selectable temperature value/restart temperature value) the pellet stove automatically switches back on again.

The "Restart temp." value specifies from what value below the set target temperature the pellet stove switches on again.

The "Switch off temp." value specifies from what value above the set target temperature the pellet stove switches off.

As a standard setting we recommend a restart temperature of 0.6 °C and a switch-off temperature of 1 °C.

14.6   Menu item - external thermostat
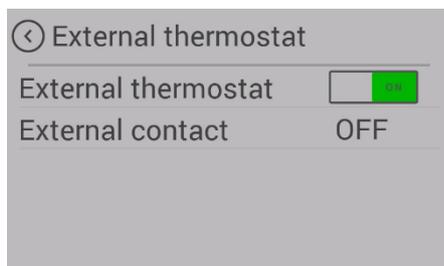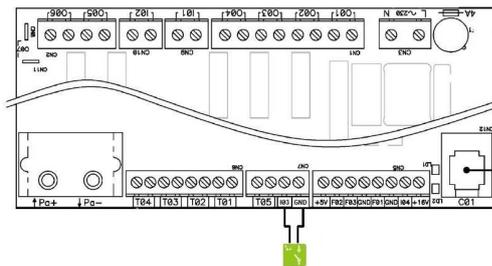
Fig. 47: External thermostat

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 "I03" & "GND".

   ⇨ The 2-pin plug is optionally available (item no. 728151).

2) Then the function must be enabled in the menu Settings/External thermostat.

   ⇨ The "External contact" display shows whether the external thermostat is switched ON or OFF.

   ⇨ The stove will start/stop with a slight delay.

3) The external thermostat must be connected to the controls at the slots "I03" & "GND" (DC series).

   ⇨ It applies the temperature control after enabling in the "External thermostat" menu item.

TIP

To enable the external thermostat, the stove must be manually started once after the thermostat has been installed.

14.7 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 (set in the timer menu).

• Timers OFF → ON.

If the room temperature falls below the anti-freezing set value (PAR102), the appliance starts up automatically.

For example:

• If the anti-freezing temperature is set to 7 °C (PAR102), the stove starts up automatically when the room temperature reaches 6.9 °C.

The stove switches off automatically when the room temperature climbs above the anti-freezing temperature (PAR102) + offset (0.5 °C or PAR53).

• If PAR53=0, the stove switches off automatically when the room temperature reaches 7.6 °C (>7 °C + 0.5 °C). 0.5 °C is a default value that is set in the software and which cannot be altered.

• If PAR53=20, the stove switches off automatically when the room temperature reaches 9.1 °C (>7 °C + 2.0 °C).

The stove will not modulate but will work at the previously set output level.

14.8 Menu item - display options

Fig. 48: Display options

The following display options are available.
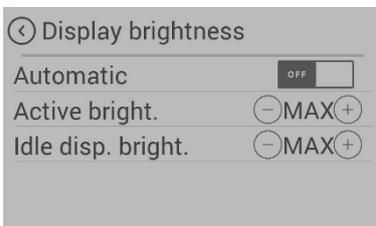
Fig. 49: Display brightness

Display brightness

Determines the display brightness during operation and during idle mode.

Fig. 50: Display Idle mode

Idle mode

If for 30 seconds nothing is pressed on the display, the display switches to the set Idle mode. If more than one choice is possible, the selection is displayed alternately.

Fig. 51: Display clean

Display clean

To ensure that when the display is being cleaned no function is unintentionally started, press "Start". The display is locked for 30 seconds. Works only when the pellet stove is off.

14.9 Menu item - temperature unit
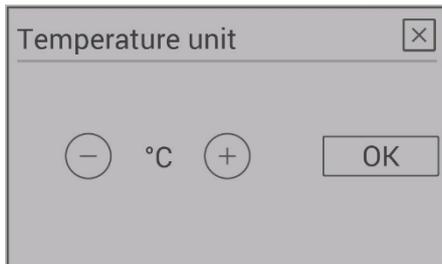
Fig. 52: Temperature unit

This menu item allows you to switch between displaying the temperature in "°C" (Celsius) and "°F" (Fahrenheit).

14.10 Menu item - volume

Fig. 53: Volume

Choose the volume for the key sound and for the signal sound of warnings and error messages.

Your appliance is supplied with standard volume 3.

14.11 Menu item - manual pellet feed

Fig. 54: Manual pellet feed

For filling the screw with pellets for the initial commissioning or after the spiral has run empty, you have the option of manual pellet feed.

If the screw conveyor is empty, the filling process can take up to 8 minutes.

On appliances with the combustion pot design, manual pellet feed can be enabled at any time.

On appliances with the riddling grate this function is only available after the START of the stove in ignition phase 2.

14.12 Menu item - service due
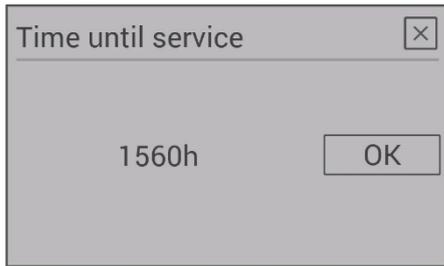
Fig. 55: Service due

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 Austro-flamm service engineer.

14.13 Menu item - service menu

This menu is reserved for the Austroflamm service engineer.

14.14 Menu item - display lock

Fig. 56: Display lock

You have the option to restrict functions on the display ("Child safety").

LOW

Low lock level. Menu functions are disabled. The heat output can no longer be changed. The stove can however continue to started / stopped.

HIGH

The entire stove is locked. Starting and stopping are no longer possible.

In order to unlock again, switch back to the "Display lock" setting and disable the function.

14.15 Menu item - Language
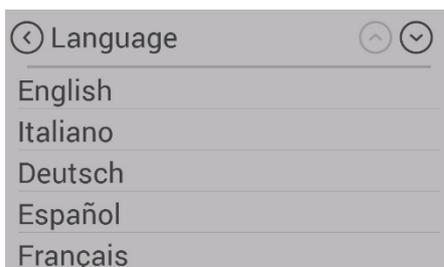
Fig. 57: Language

Choose the desired language on your control panel.

14.16 Menu item - Info

Fig. 58: Info

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

In case of servicing, please have the

- "Stove software version:" and the
- "Stove model no.:" ready.

14.17 Menu item - Heating statistics

Today	
Total consumpt.	0 kg
Heating time	0:00
Avg. power	0,0 kW
Avg. temperature	0,0 °C

Fig. 59: Heating statistics

Usage data is displayed in the heating statistics. This can be shown for different time periods.

14.18 Menu item - tips

Tips		
Small flame?		
Bad combustion?		
Stove doesn't stop?		
Info in idle mode		
Time to service		

Fig. 60: Tips

Here you can find important "tips" for the correct operation of your stove and answers to queries for possible problems.

14.19 Adjusting the firebox door
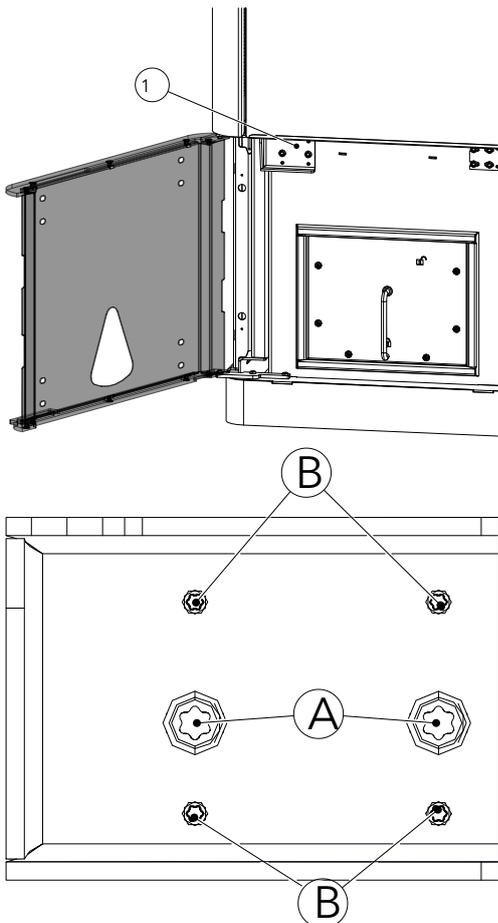
1) The hinges (1) can be adjusted with the marked screws A + B.
   ⇨ A: left/right
   ⇨ B: forwards/backwards

Fig. 61: Adjusting screws for door

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 riddling 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 × 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.
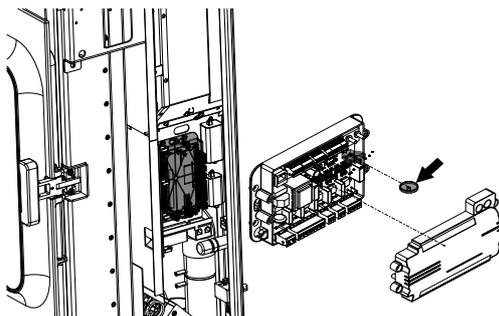
Fig. 62: Changing the storage battery

Change the battery every 2 years, as follows:

Changing the battery:

1) "ON" switch. 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 of the pellet stove must first be removed.

3) Then remove the cover of the control unit.

4) Use insulated pliers or a similar tool to remove the old battery from the holder.

5) Insert the new battery, taking note of the correct polarity.

6) Reattach all covers.

15.3 Service due

Your pellet 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 engineer display of your Austroflamm service engineer or via the optional WLAN module with the pellet control APP.

After the maintenance-free operating time has run out you will receive the alarm message **A002**. After the appearance of this alarm message the pellet 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 hybrid stove is thoroughly cleaned and the operating hours counter rest to 0.

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 riddling grate
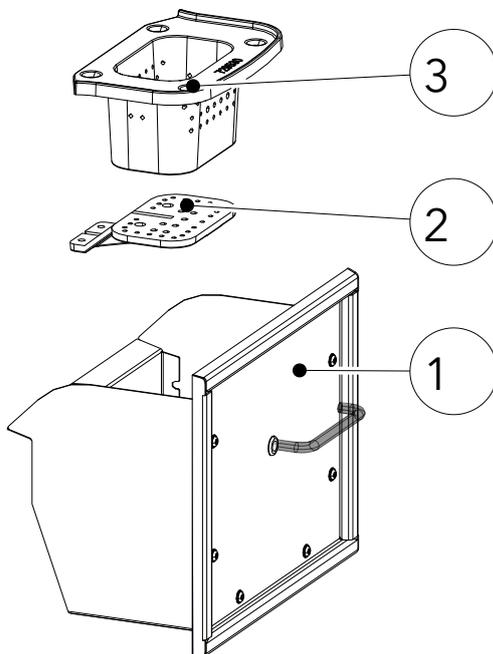
On pellet stove models with automatic riddling grate (2), each time the stove stops the combustion residues on the riddling grate are tipped into the ash box (1). The ash box must be emptied as required. Cleaning only when the pellet stove is switched off and cold.

The collection of fly ash in the combustion chamber (3) is normal and should be vacuumed out per week of operation.

The combustion pot and the riddling grate must be inspected every 2-3 days of operation for adhering deposits and cleaned with a wire brush.

Fig. 63: Cleaning the riddling grate

16.3 Cleaning the exhaust gas pipes
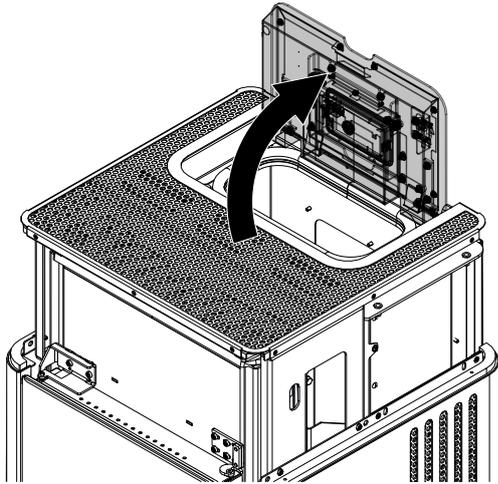
1) Open hopper lid.

Fig. 64: Opening the hopper
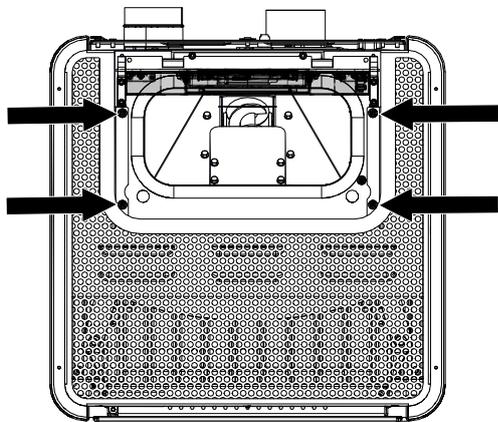
2) Undo screws.

Fig. 65: Undoing the screws
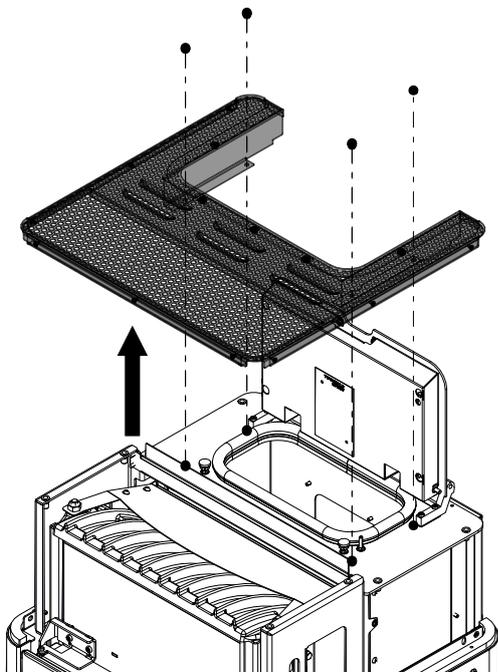
3) Detach lid.

Fig. 66: Detaching the lid

4) First remove the sheet metal heat deflector (1) then the cast iron top plate (2).
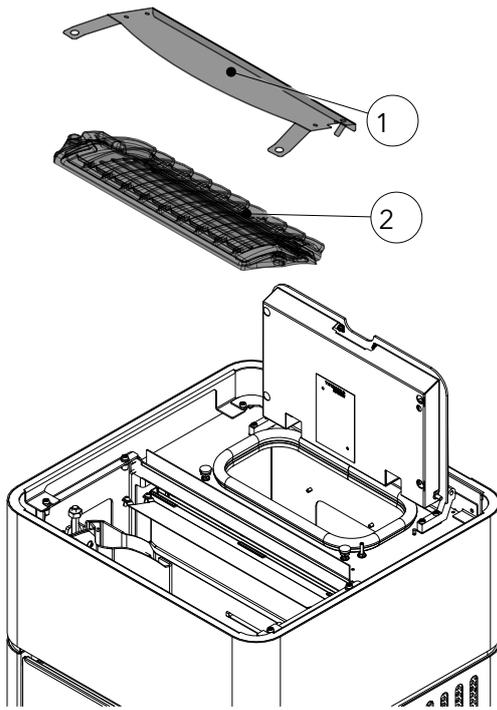
Fig. 67: Removing sheet metal heat deflector and cast iron top plate

5) Clean the coloured cavity with a brush.
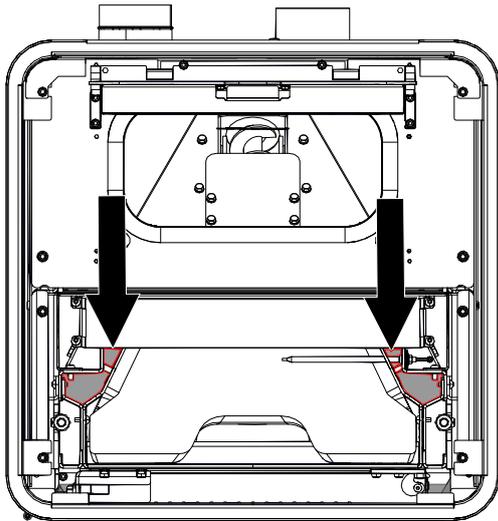
Fig. 68: Cleaning the cavity

Fig. 69: Cleaning the firebox
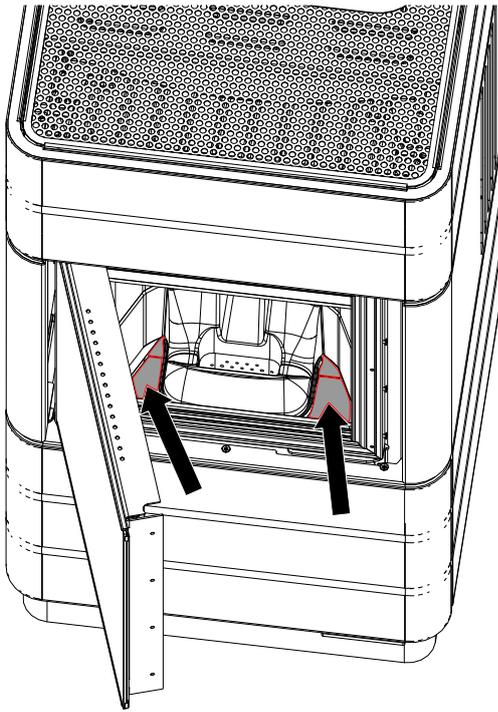
6) Open door and clean the firebox with a vacuum cleaner.

Fig. 70: Turning lever upwards
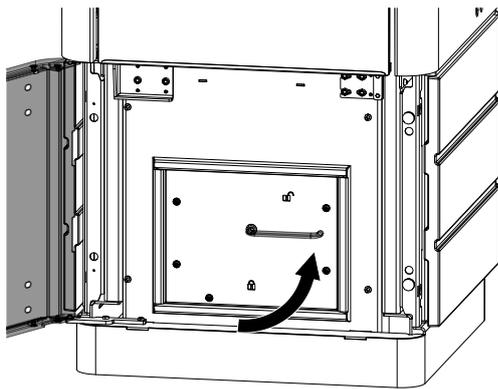
7) Turn lever upwards and take out the ash box.
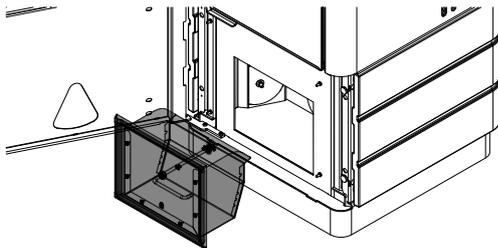
Fig. 71: Taking out the ash box
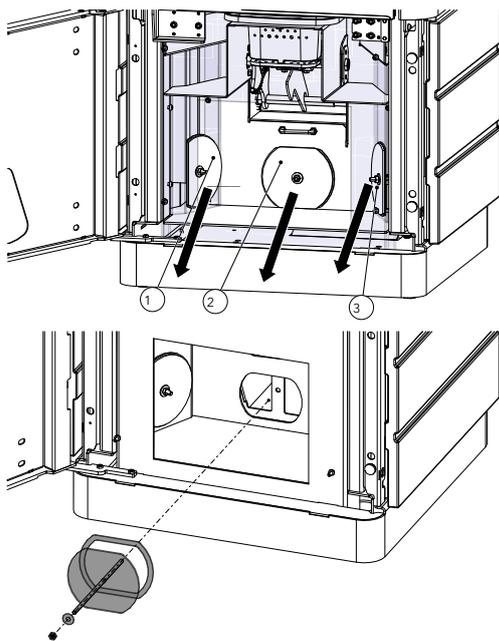
Fig. 72: Taking out inspection blank
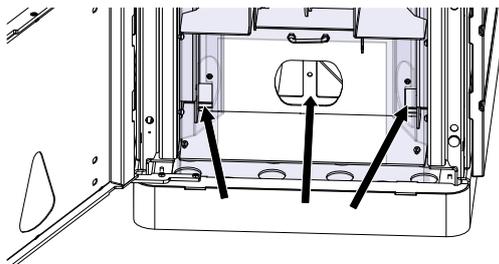
✓ Take out inspection blank (1, 2, 3). To do so, please proceed as follows:

8) Undo nuts.

9) Take out inspection blank and gasket.

Fig. 73: Clean interior space

10) Clean interior space with a vacuum cleaner.

11) After cleaning, attach and install all parts again.

16.4 Cleaning the door window

During cleaning and maintenance, the glass must also be cleaned. If it is not regularly cleaned then the soot particles may end up being burned in. This makes regular maintenance all the more important.

- We recommend cleaning the glass with our Austroflamm glass cleaner or a commercially available window cleaner.
- Spray window with glass cleaner and leave it for a moment to take effect.
- Use a cloth or kitchen paper to wipe off.
- Prevent door- or window seals from coming into contact with water or cleaner, since these will otherwise harden and in doing so lose their function. Only intact seals ensure that your fireplace insert functions flawlessly.

This will damage the pane
Abrasive cleaning agents or coarse scouring cloths should not be used for cleaning as the glass as they can cause scratching. This does not only affect the appearance, but at the same time light dust and dirt can also accumulate in the scratches.

16.5   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 and errors

Alarms are displayed on the control panel in yellow. When an alarm is displayed the pellet stove can continue to be used.

Errors are displayed in red. When errors are displayed, the pellet stove is not ready for operation.

Warning code / Error code	Description	Possible cause	Solution
Alarm - A001	Fuel level low	1. The fuel level is low. 2. The filling level indicator was not reset to "FULL" after topping up.	1. Top up pellets and reset the filling level indicator to "FULL". 2. Set filling level indicator to "FULL".
Alarm - A002	Maintenance required		Maintenance by service engineer required.
Alarm - A004	Storage battery dead	The storage battery has been used for more than 2 years and not replaced.	Change control storage battery (CR2032). The battery must be changed every 2 years as part of a service.
Error - E004	Communication error	Communication error between controls and display.	Check data cable plug connections on the rear of the stove.
Error - E101	Ignition phase 3 failed	1. The pellet hopper is empty. 2. Lower-quality or old pellets. 3. The screw conveyor is blocked. 4. Firebox temperature sensor faulty or incorrectly connected.	**ATTENTION**: Only carry out when stove is cold! 1. Check whether there are pellets in the pellet hopper and in the screw conveyor, and top up pellets if necessary. 2. Replace the pellets. 3. Please contact your Austroflamm dealer. The screw conveyor needs cleaning. 4. Please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected. Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.

Warning code Error code	Description	Possible cause	Solution
Error - E102	Automatic ignition failed. Negative pressure too low	1. The automatic Ignition has been manually cancelled. 2. Pellet stove leaking. 3. Supply air pipe, combustion pot, riddling grate, flue gas paths or flue pipe contaminated. 4. Negative pressure too low. 5. The exhaust gas fan is defective, disabled or contaminated.	**ATTENTION**: Only carry out when stove is cold! 1. Empty the combustion pot, reset the error and restart the stove. 2. Check whether the firebox door and ash box door are properly locked, whether the pellet hopper lid is closed and whether the seals are worn or damaged. 3. The affected components must be cleaned. 4. Please contact your Austroflamm dealer. 5. Please contact your Austroflamm dealer. Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer
Error - E105	Software error		Please contact your Austroflamm dealer. The software must be reinstalled.
Error - E106	Software error		Please contact your Austroflamm dealer. The software must be reinstalled.
Error - E107	Firebox temperature sensor defective	Firebox temperature sensor faulty or incorrectly connected.	Should the error persist, please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected.
Error - E108	Safety temperature limiter (STL) triggered or defective		Please contact your Austroflamm dealer to find out why the STL has been activated.
	Broko triggered (mandatory for multiple occupancy)		In this case contact the Broko manufacturer (www.broko.de) or your authorised specialist dealer.
Error - E109	Hopper lid open riddling grate not closed		Close hopper lid. Check and clean the riddling grate. Should the error persist, please contact your Austroflamm dealer.
Error - E110	Room temperature sensor defective	Room temperature sensor faulty or incorrectly connected.	Should the error persist, please contact your Austroflamm dealer. The room temperature sensor must be replaced or correctly connected.
Error - E113	Firebox temperature too high	Exhaust gas fan and flues are blocked.	**ATTENTION**: Only carry out when stove is cold!

Warning code / Error code	Description	Possible cause	Solution
Error - E114	Ignition phase 2 failed firebox temperature too low (pellet operation)	1. The pellet hopper is empty. 2. Lower-quality or old pellets. 3. The screw conveyor is blocked. 4. Firebox temperature sensor faulty or incorrectly connected.	**ATTENTION**: Only carry out when stove is cold! 1. Check whether there are pellets in the pellet hopper and in the screw conveyor, and top up pellets if necessary. 2. Replace the pellets. 3. Please contact your Austroflamm dealer. The screw conveyor needs cleaning. 4. Please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected. Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.
Error - E115	Software error or controls defective		Please contact your Austroflamm dealer. The software must be reinstalled or the controls must be replaced.

17.2   Resetting alarm and error messages

In the event of a warning or error a yellow or red message with the description is displayed.
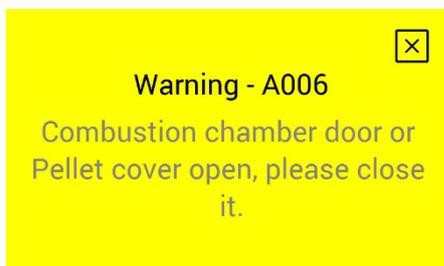
Fig. 74: Warning

1) To close the warning display, tap ⊠.
   - ⇨ Closing the display does not reset the warning.
   - ⇨ To reset the warning, the problem must be resolved.
   - ⇨ However, the stove can continue to be operated despite the warning display being active.
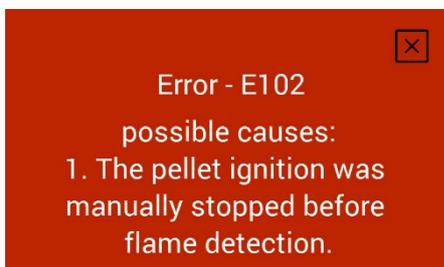
Fig. 75: Error

2) Close the error display by tapping ⊠.
   - ⇨ Closing the display does not reset the error.
   - ⇨ To reset the error, the problem must be resolved.
   - ⇨ When an error occurs, the stove cannot be operated.

17.3 Safety temperature limiter
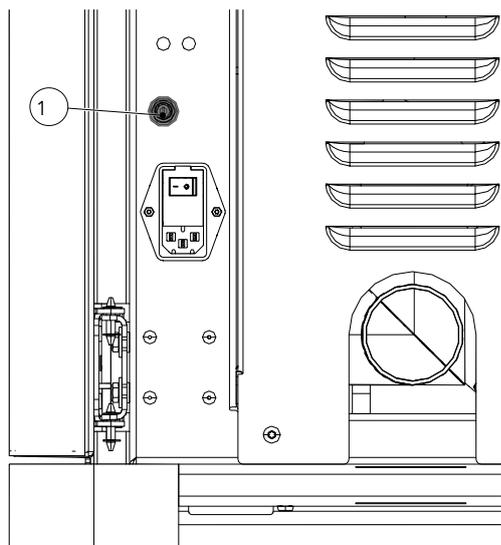
Your pellet stove is fitted on the back with a safety temperature limiter (1).

This automatically switches off in the event of overheating (temp. ≥ 105 °C). In the event of a switch-off the cause must be determined. To make the pallet stove operable again, after cooling down, press in the green reset button on the safety temperature limiter.

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

Fig. 76: Safety temperature limiter

17.4 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 hairline cracks, which do not however affect functioning. Replacement of such parts is not required!

17.5 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 via the rotary controller.

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.

17.6 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
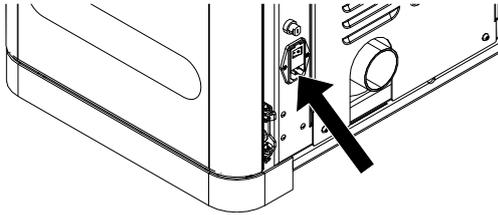
Fig. 77: Fuse holder with T2.5A glass tube fuses

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

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

The power consumption of your pellet stove is visible on the nameplate.

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

19　Dismantling

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

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.
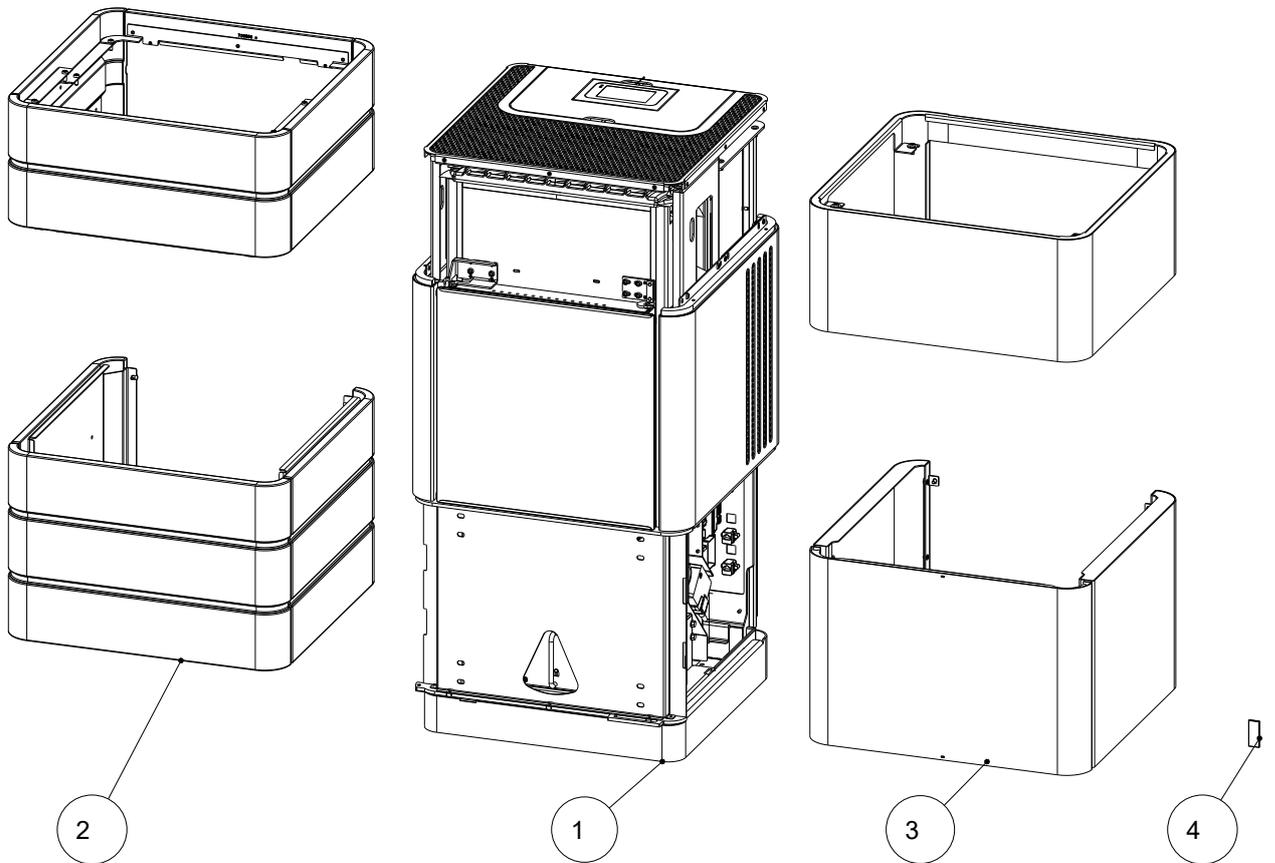
Item	Qty	Article	Article no.
1	1	PERRY 2.0 basic appliance	813101
2	1	Cladding, ceramic, complete	813002-xx
3	1	Cladding, steel, complete	813003-29
4	1	IR remote control	778753

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 Austroflamm 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 Serivce, 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 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 Austroflamm		[ ] 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

Notizen / notes / appunti / remarques