

Operating manual

Percy / Polly2.0/ Polly light


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1 Important Information for the Stove User

- The information in this manual is of a general nature. National and European standards, local and building regulations, and fire safety provisions must be observed.
- Please read this manual carefully before installing, operating and working on the stove. Keep the manual in a safe place, and ensure that it is available at all times.
- 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 regulations contained in this manual guarantees safety for both individuals and equipment, economical operation and a long service life. The stove has been designed according to EN 14785 and EN13240 standards.
- Original parts may not be modified or replaced with parts from other manufacturers. In doing so, the warranty is forfeited.
- When carrying out work on, or intervening in, the stove, the power supply must be disconnected.
- All diagrams and drawings supplied are for explanatory purposes only; the manufacturer pursues a policy of continuous improvement and updating of the product, and may make changes without prior notice.
- All dimensions in this manual are indicated in mm.
- Your heating appliance is not suitable for use as a ladder or stand.
- Please note that the surfaces of the stove heat up considerably during operation. Always use protective gloves to operate the stove. Make children aware of the dangers and keep them away from the fireplace during operation.
- No waste (of any kind) or other residue may be placed in the stove. Only the recommended pellets or logs (see section .. *Fuel*) may be burned.
- It is forbidden to place inflammable items on or near the heating appliance.
- Do not place any laundry on the stove to dry. Clothes horses or similar objects must also be placed at a sufficient distance from the heating appliance → Fire hazard!
- While your heating appliance is in operation, the use of highly flammable and explosive materials in the same or adjacent rooms is prohibited.
- It must be ensured that there is a sufficient supply of combustion air and that the flue gases are discharged safely. Therefore, always check whether the chimney is clogged, particularly after a longer period of inactivity.
- In the transition period, i.e. when outside temperatures are higher, a sudden rise in temperature can lead to disruptions in the chimney draught causing the heating gases to be incompletely extracted. In such a case, switch off the stove.
- The convection grille must never be closed, not even partially.
- Ventilation devices that are operated together with the fireplace in the same room, or in a group of rooms, can cause problems.
- The stove must be cleaned and serviced regularly (see section *Cleaning and Maintenance*).
- Repairs to your stove may only be carried out by qualified personnel trained by the manufacturer.
- Replace spare parts as required and subject to condition. Check all electrical and electronic components regularly for damage or wear.
- Safety devices must not be bypassed.
- CHIMNEY FIRE: If the wrong fuel is used or if the fuel is too damp, the installation/operation manual is not followed, the whole system lacks from daily/weekly/yearly maintenance, the chimney may catch fire due to deposits (creosote) in the chimney.
In such an event, close all available air openings on the fireplace immediately, shut off the stove, open your windows and inform the fire brigade. After the fire has been extinguished, have the chimney checked by a specialist for cracks or leaks.
It is recommended to perform a maintenance of the stove as well.
- If the wrong fuel is used, or if the fuel is too damp, the chimney may catch fire due to deposits in the chimney. In such an event, close all air openings on the fireplace immediately, and inform the fire brigade. After the fire has burned down, have the chimney checked by a specialist for cracks or leaks.
- Under certain conditions, pellet appliances are also suitable for multiple flues in chimneys. Your master chimney sweep will inform you of these requirements and carry out the appropriate inspection.
- Please note that the installation room must have at least one door / window leading to the outside, or be directly connected to such a room. Other fireplaces and extractor hoods may not be operated with fireplaces dependent on ambient air.

2 System Requirements

2.1 External combustion air supply

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

The exterior shell of modern buildings is very dense. As a result, insufficient fresh combustion air flows in, making an external supply of combustion air essential. This is also important if ventilation systems are used in the house.

NOTE!: The combustion air connection is marked on the back of the appliance with a supply air symbol.



Some appliance types may also be connected via the floor.

To connect the appliance, a pipe or hose with a minimum diameter of 60mm must be used. If the pipe length is more than 2m, the diameter should be at least 100mm. The maximum length of the pipe should not exceed 5m and should have a maximum of three elbows.

If there is a direct connection to the outside wall, care must be taken to prevent condensation and to ensure that the inlet is protected against the wind.

A lack of combustion air impairs combustion, and results in increased soot formation and ash accumulation.

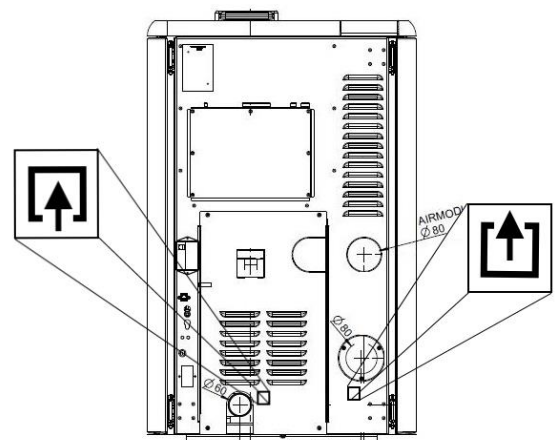
2.2 Connecting to the chimney

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

The stove must be connected to a flue approved by the chimney sweep. Care must be taken to prevent condensation from entering the stove.

NOTE!: The flue connection is marked with an exhaust gas

symbol on the back of the appliance



Symbolic image.
For dimensions, see
Technical Data.

The flue pipe must be connected in line with the technical data sheet. If you have any questions, please contact your dealer.

- The chimney must be laid out according to the technical data of the stove (see section: *Technical Data*).
- The horizontal length of the flue gas pipe should not exceed 2.5 m.
- A maximum number of 3 x 90° elbows should not be exceeded. Each elbow should be provided with a cleaning aperture.
- The chimney must be resistant to condensation.
- The chimney must provide at least 3-12 Pa draught to ensure the flue gases are sufficiently extracted, even in the event of a power failure.
- Austroflamm GmbH assumes no liability neither responsibility for connecting our heating appliances to shared flue pipes/chimneys - multiple occupancy. For more information, refer to a chimney sweep and check your national, regional, and local building regulation.

2.3 Fuel

Pellets

We recommend using ENplus-A1 approved pellets.



NOTE!: Using inferior quality pellets or other material will impair the functioning of your pellet stove and invalidate the warranty.

When storing the pellets, it is essential that they are kept in a cool, dry place and free from contamination.

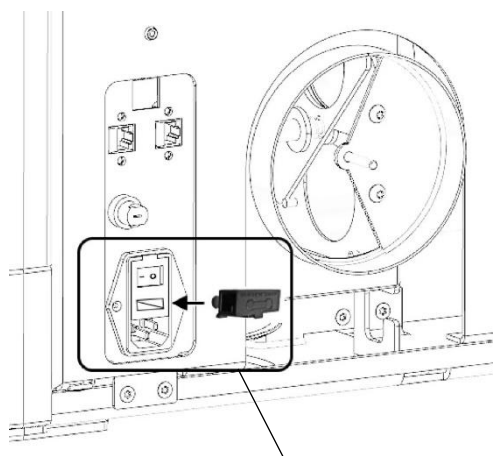
Damp pellets impair combustion and clog the screw conveyor.

2.4 Electrical connection

Your stove is designed for connection to a 230 V -50 Hz mains supply. The connection cable is included in the accessory pack.

The mains socket is located on the back of the appliance and is protected by a T2.5 A glass-tube fuse.

The power consumption of your appliance is indicated on the type plate.

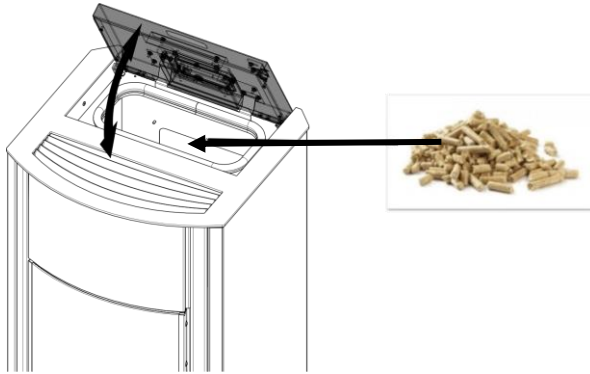


Inserting a T2.5A glass-tube fuse

3 Initial Operation, Using the Stove

First steps:

1. The stove must be connected to the flue. There must be a sufficient supply of combustion air.
2. Remove the accessories from the pellet hopper and the firebox. Fill the hopper with pellets and close the hopper lid.

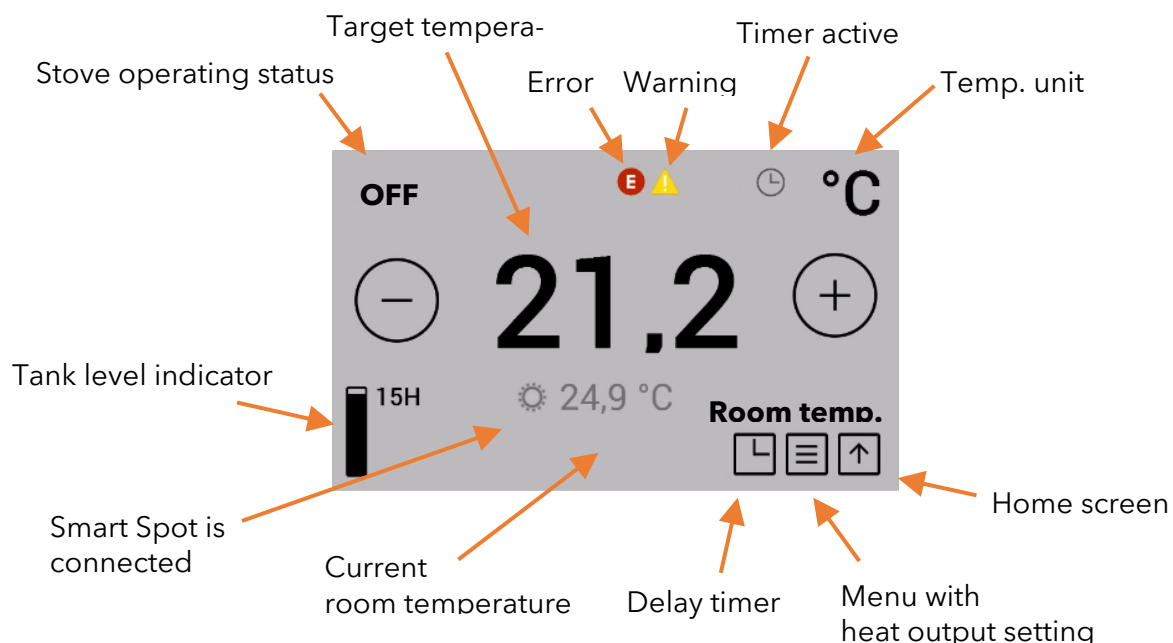


NOTE: A safety switch (in certain models) monitors the correct closure of the hopper lid and alarms the user if left open.

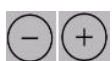
3. Plug in the power cable and set the toggle switch on the back of the stove to "I".
4. The display will now show the Austroflamm logo. This is followed by the main operating menu with temperature indicators and hopper level.
5. Before the initial start, it is necessary to fill the pellet screw conveyor. For more detailed information, see section "**Menu item: Manual pellet feed**" below. This process can take up to 5 minutes.
6. To start the stove press "Start" on the display.

3.1 Operating the stove via touch display

Display – Room temperature indicator, various functions



By pressing the appropriate symbol, it is possible to switch to the desired setting or function.



The desired temperature can be set by pressing the buttons at 0.2 °C intervals between 5 °C and 40 °C. The setting is accepted immediately. The current room temperature is measured **Standard necessary** by the black, room- temperature sensor cable on the back of the appliance.



The warning or error icons appear only when a warning or error is detected. The error is displayed in detail by touching the icon.

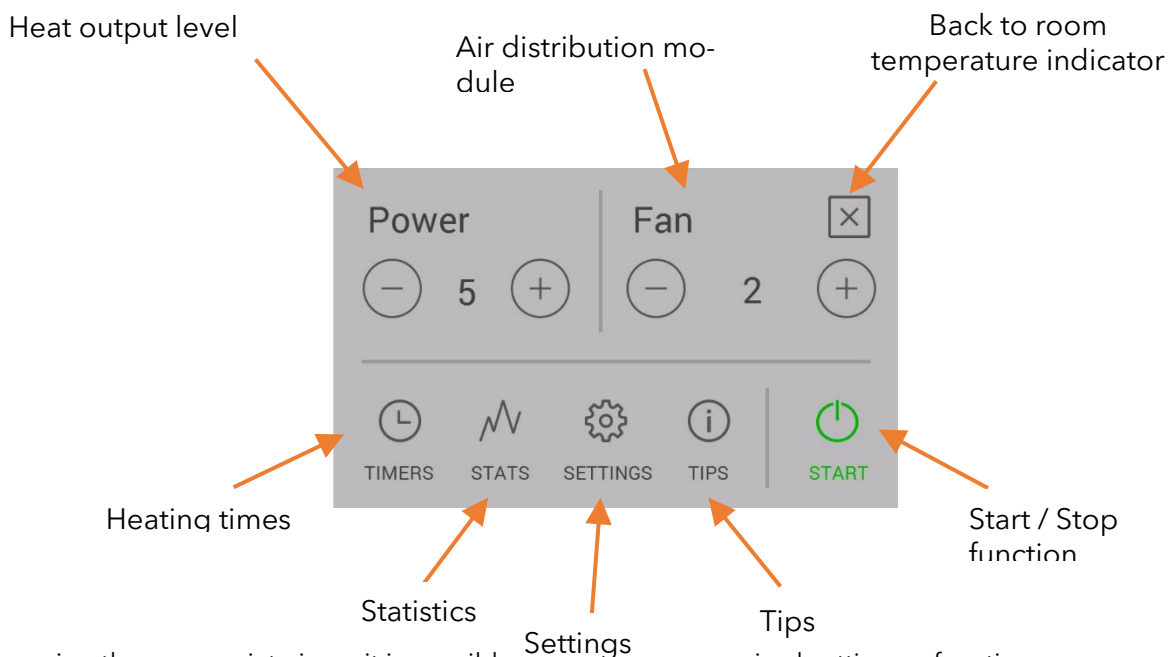


The icon "Heating time activated" is only displayed if heating times are programmed in the timer menu.



The optionally available SMART SPOT - a radio-controlled thermostat - works in the stove.

Display - Heat output indicator, further function menus

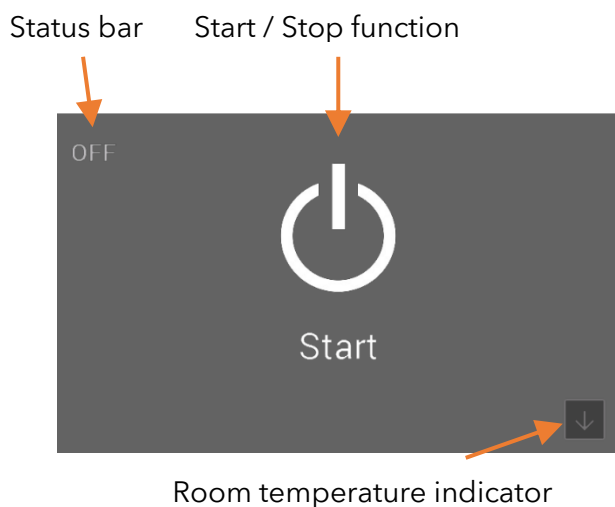


By pressing the appropriate icon, it is possible to access the desired setting or function.

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

By pressing the **Start / Stop** button for longer than 2 seconds, the stove is activated or stopped.

Display - Status indicator



By pressing the **Start / Stop** button for longer than 2 seconds, the stove is activated or stopped.

Function - Air distribution module, fan speed control

An air distribution module is available as an option for some pellet models. This allows an additional room to be heated using warm air. The warm air is extracted in front of the rear wall of the firebox. For installation and any other information, please contact your Austroflamm dealer.

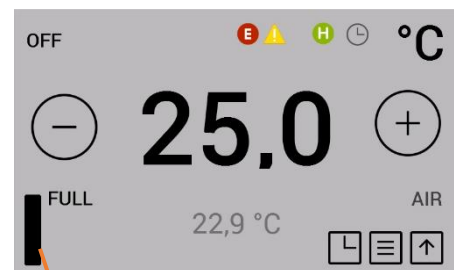
Function- Fill level indicator

The fill level indicator informs you of the fill level of your pellet hopper. If the fill level falls below a certain value, a warning is shown on the display. The fill level indicator must be updated manually each time the pellet hopper is filled.

Care should be taken to prevent the hopper from becoming completely empty, otherwise the fire will go out unintentionally and you the screw conveyor will have to be filled manually before the next pellet start.

The fill level indicator is calculated according to the size of the pellet hopper of your stove and the corresponding operating time. To ensure the stove functions correctly, always fill the tank to the top, while setting the indicator to "FULL" at the same time. Press the fill level icon in the room temperature indicator to set the display to "FULL".

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

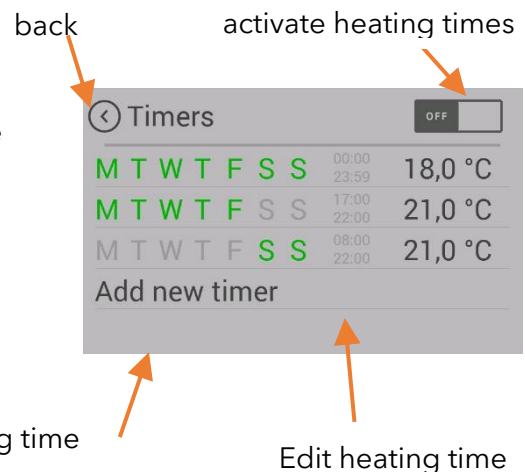


Function- Timers, setting heating times

By pressing the "TIMERS" button in the menu list, the "Heating times" menu can be accessed.

Activate the heating times by pressing "ON" at the top right of the display.

A maximum of three heating times per day can be saved.
A total of six different heating times can be saved.



Set a new heating time

Edit heating time

Setting a new heating time or editing the heating time

Set the weekdays, heating time start, heating time end and room temperature as required.

Save the heating time by pressing the "Save" icon. You will then return to the heating time list.

To delete an existing heating time, proceed as follows: Highlight the heating time and press the "Delete heating time" icon.

Back without saving

Delete heating time

Save

Timer 2

M T W T F S S

17:00 22:00 21,0 °C

Time start Time finish Temp.

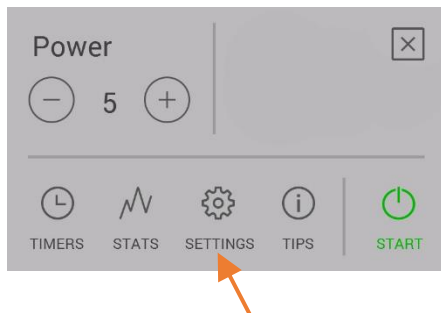
If individual heating times overlap, the temperature is activated with different temperature settings.

Example of heating times for an Weekdays

	Weekday	Time start	Time finish	Temp.
TIMER 1				
TIMER 2	Monday - Friday	17:00 - 22:00	22 °C	
TIMER 3	Monday - Friday	17:00 - 22:00	22 °C	
TIMER 4	Saturday - Sunday	07:00 - 22:00	22 °C	

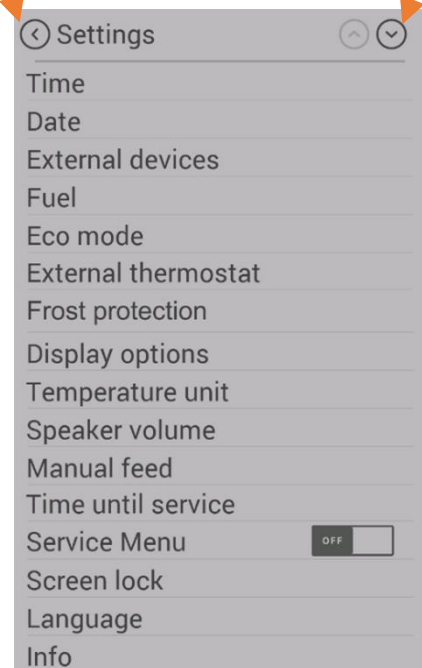
	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	2	2	2	2		
	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	1	2	3		
Mon	18°C						22°C		18°C										22°C				18°C			
Tue	18°C						22°C		18°C										22°C				18°C			
We d	18°C						22°C		18°C										22°C				18°C			
Thu	18°C						22°C		18°C										22°C				18°C			
Fri	18°C						22°C		18°C										22°C				18°C			
Sat	18°C						22°C																		18°C	
Son	18°C						22°C																		18°C	


Display - Settings



Back

Scroll list



By pressing the "SETTINGS" button in the menu list , the "Settings" menu can be accessed.

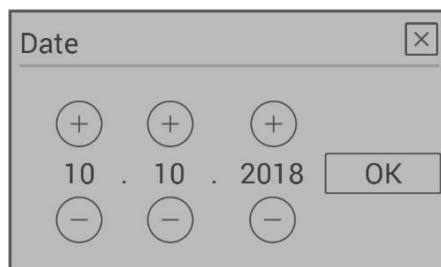
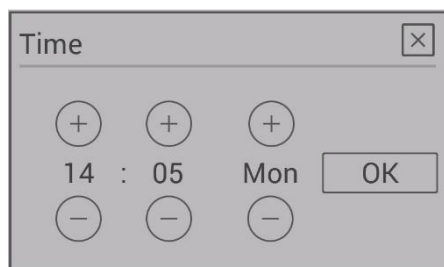
It is now possible to scroll up or down the list.

By pressing the desired menu item, the function is activated.

Menu item: Time / Date

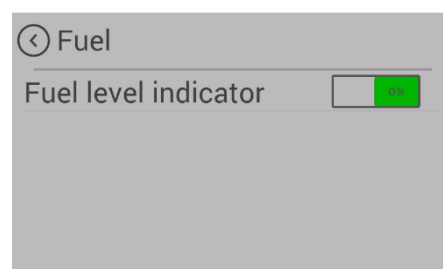
Setting the time of day is necessary for the correct heating time, the statistics function and for logging errors.

Set the hours, minutes, day of the week, month and year, and confirm the setting with OK.



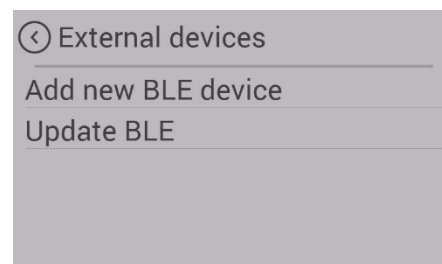
Menu item: Fuel

In this submenu, the "**fill level indicator**" can be deactivated. When deactivated, the bar on the display disappears. The low fill level warning no longer applies.



Menu item: Bluetooth devices

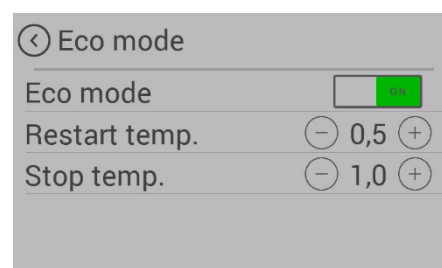
The "SMART SPOT" radio-controlled room thermostat is available for your pellet stove. This SMART SPOT works via Bluetooth technology. When used, it must be activated once by selecting this menu item.



Menu item: Eco mode

The ECO MODE allows the stove to be switched ON and OFF automatically at certain temperature settings specified by you.

The cut-off and restart temperatures can be set in the ECO-MODE menu item.



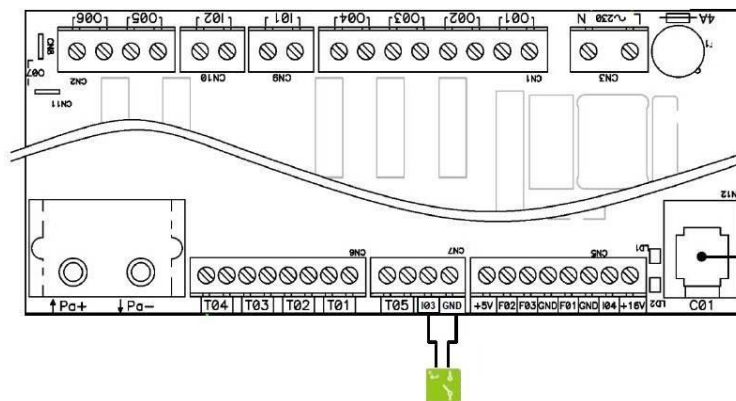
In order to avoid starting / stopping the appliance too frequently, the temperature limits should not be set too tightly. The stove should burn for at least one hour to reach the operating temperature. As standard setting, we recommend a restart temperature of 0.5°C and a cut-off temperature of 1.0°C.

Menu item: External thermostat

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

Connect the potential-free contact of the thermostat at input "I03" & "GND" on the main control unit.

A 2-pin plug is available as an option.
(Art.No. 728151)



The function must then be activated in the Settings/ External thermostat menu.

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

The stove starts / stops after a slight delay.

The external thermostat must be connected to the slots "I03" & "GND" (direct current series) on the control unit.

It applies the temperature control after being activated in the menu item "External thermostat".

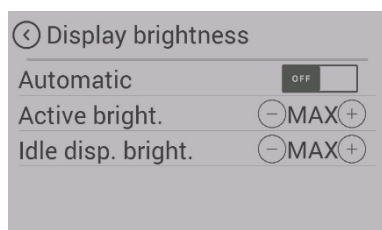
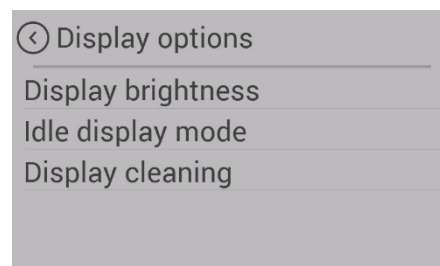
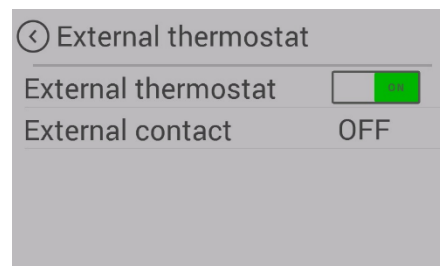
CAUTION: To activate the external thermostat, the stove must be started once manually after the thermostat has been installed.

Menu item: Frost protection

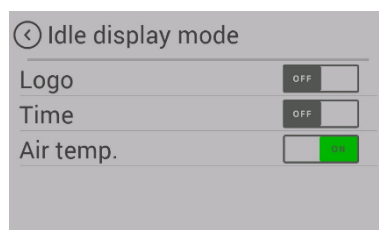
The frost protection menu is used to start the stove automatically at a preset temperature. The menu only works when the timer function has been activated.

Menu item: Display options

The following display options can be selected:



Adjusts the display brightness during operation and sleep mode.



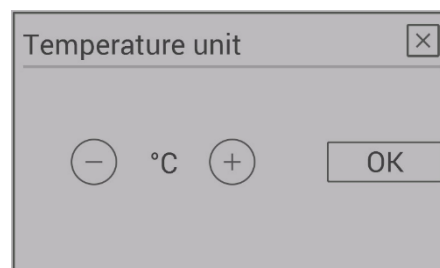
If nothing is pressed on the display for 30 seconds, the display changes to the set sleep mode. If multiple selections are made, these are displayed alternately.



To make sure that no function is started unintentionally when cleaning the display, press "Start". The display is locked for 30 seconds.

Menu item: Temperature unit

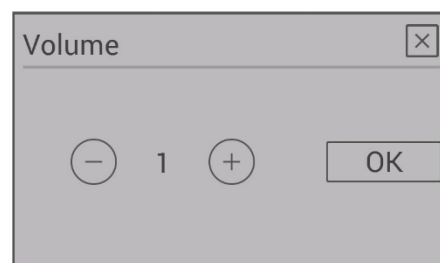
This menu item makes it possible to switch between the temperature indicator in °C and Fahrenheit.



Menu item: Volume

Select the volume for the button sound, or the beep for warnings and error messages.

Your appliance is delivered with a default volume of 3.



Menu item: Manual pellet feed

A MANUAL PELLET FEED option is available to fill the worm conveyor with pellets during initial operation, or after the worm conveyor has run out of fuel.

If the worm conveyor is empty, the filling process can take up to 5 minutes.

MANUAL PELLET FEED can be activated at any time on appliances equipped with a BURN POT.

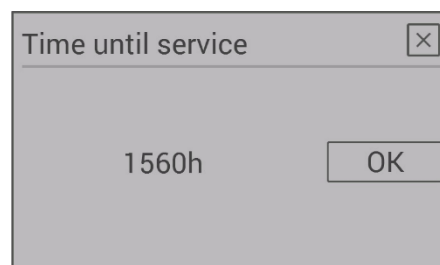
On appliances with a riddling grate, this function is only available after the stove has been started in IGNITION PHASE 2.



Menu item: Service due

Here you can see how many maintenance-free hours of operation your stove still has until a service is necessary.

The service must be carried out by an approved Austroflamm technician.



Menu item: Service menu

This menu is reserved for the Austroflamm service technician.

Menu item: Display lock

This provides you with the option of restricting functions on the display. ("Child safety").

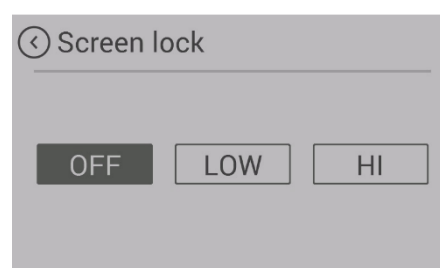
LOW

Low locking level. Menu functions are deactivated. The heat output can no longer be changed. However, the stove can still be started / stopped.

HIGH

The entire stove is locked. Starting / stopping is no longer possible.

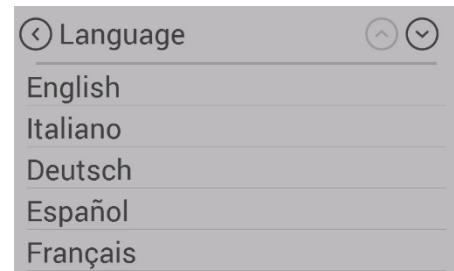
To cancel the lock, switch back to the setting "Display lock" and deactivate the function.



Menu item: Language

Select the language you require on your control panel.

With the small touch display (Ben, Polly light), the display closes and is restarted.

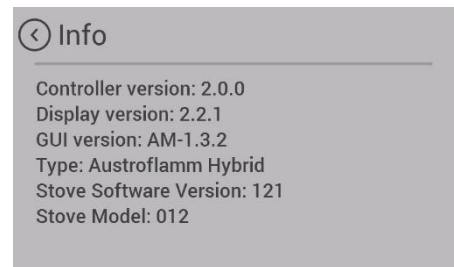


Menu item: Info

Here the hardware and software status of the individual components are displayed.

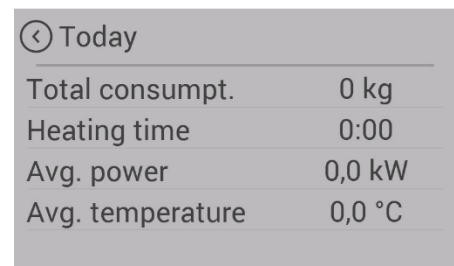
When servicing, please have the

- "Stove software version" and the
- "Stove model number" at the ready.



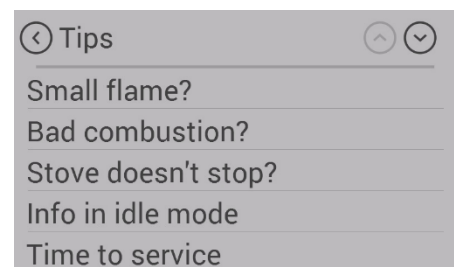
Menu item: Heating statistics

In the heating statistics, the usage data are displayed. These can be displayed for different periods of time.



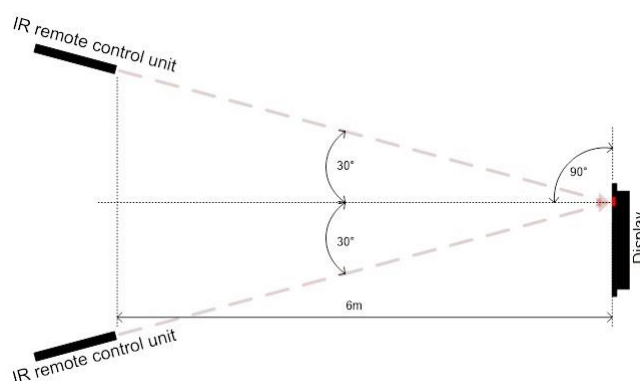
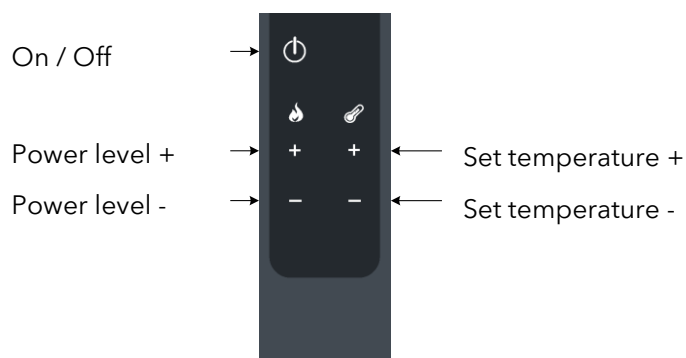
Menu item: Tips

Here you will find important "tips" for operating your stove correctly, and answers to questions relating to possible problems.



3.2 Operating the stove using the IR remote control

Stove models with an upright display are supplied with an IR remote control. This can be used to perform the functions illustrated below. Make sure there is "visual contact" between the remote control and the control panel.



Operating angle

3.3 Operating the stove using the APP and smart phone

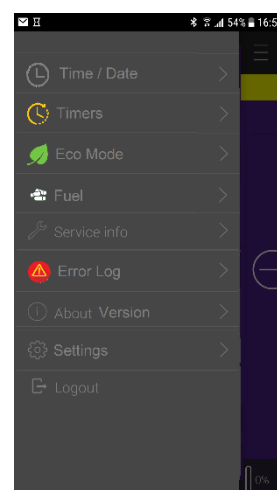
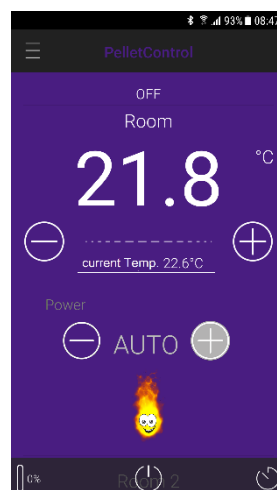
To install or set up the data connection, please refer to the instructions for your WLAN module, or follow the installation instructions of the Austroflamm PelletControl app.

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

Apple iOS



Google Play / Android




4 Alarms and Error Messages

Alarms are displayed in yellow on the control panel. The pellet stove can continue to be used when an alarm is indicated. Alarms are displayed in red. The pellet stove is inoperable when an error is displayed.

Warning code, Error code	Description	Solution
Alarm - A001	Fuel fill level low	Refill pellets; reset the fill level indicator to "FULL".
Alarm - A002	Service due	Maintenance by a service technician is necessary.
Alarm - A003	Flue gas temperature	Flue gas temperature too high; service technician required.
Alarm - A004	Weak battery	Replace the storage battery (CR2032) of the control unit. The battery must be replaced every 2 years as part of the service.
Error- E002	IR communication error	Infrared sensor malfunction; contact service technician.
Error- E004	Communication error	Communication error between the control unit and the display; check data cable plug connections.
Error- E101	Failed ignition	Restart.
Error- E102	Negative pressure too low or too high	Possible causes: 1. The automatic start process was terminated manually. 2. Supply air pipe, burner pot, flue gas outlets, flue gas fan or flue pipe clogged. 3. Chimney stack dirty. 4. Chimney draught too strong.
Error- E107	Firebox sensor	Firebox temperature sensor cable defective; call customer service.
Error- E108	Safety switch IO1 error	RESET the safety temperature limiter (STB)! Caution: STB can only be reset after cooling below 105°C.
Error- E109	Safety switch IO2 error	1. Pellet hopper lid is open. 2. Riddling grate not closed. 3. Jumper on IO2 not correctly plugged in. If the fault persists, contact the service technician.
Error- E110	Defective room temperature sensor	Room temperature sensor defective. Replace sensor. Contact service technician.
Error- E113	Excessive flue gas temperature	Chimney fan and flue gas ducts are clogged; cleaning is required.
Error- E114	Firebox temperature too low	Possible causes: 1. Failed ignition. (Empty the burner pot and restart the appliance). 2. The hopper is empty (refill the fuel hopper). 3. DC side of the control unit must be earthed. ((The furnace body has generated millivolts).
Error- E115	System shut down	Software must be reloaded. Contact a service technician.

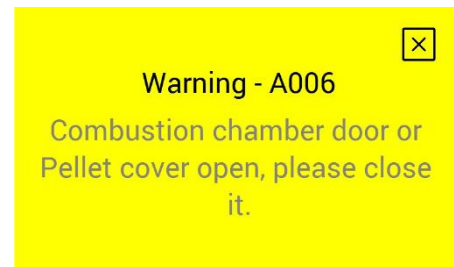
4.1 Resetting alarms and errors


In the event of an alarm or error, a yellow or red message is displayed giving details.

To close the alarm display, press .
Closing the display does not clear the alarm.

To clear the alarm, a solution to the problem must be found.

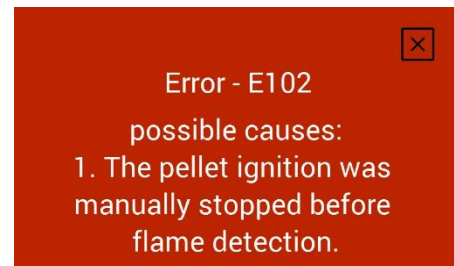
However, the stove can still be operated in spite of the fact that the alarm indicator is still displayed.



Close the error display by pressing .
Closing the display does not cancel the error.

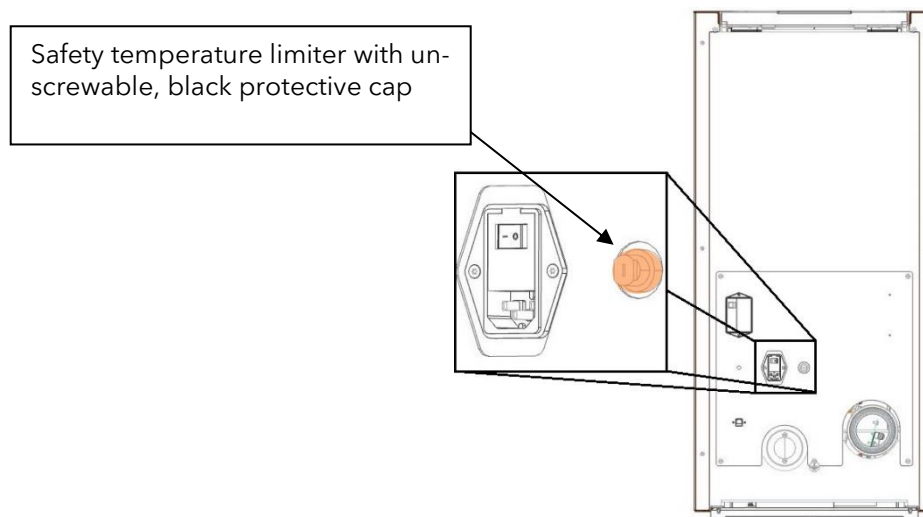
To clear the error, the problem must be solved.

The stove is not operable when an error is detected.



4.2 Safety temperature limiter

Your stove is equipped with a safety temperature limiter on the back.
This switches off automatically if the stove overheats (temp. $\leq 105^{\circ}\text{C}$). If the stove shuts down, the cause must be determined. To make the stove operable again, push the green reset button once the safety temperature limiter has cooled down.



5 Cleaning and Maintenance

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!

The cleaning and maintenance intervals depend on the number of operating hours and the connection situation.

Cleaning the glass panel	As required
Visual inspection of the riddling grate, remove any adhering deposits	Every 2 - 3 days of operation.
Emptying the ash box and cleaning the combustion chamber	As required.
Cleaning the flue gas outlets	1 x per year, or when the service due date is displayed.
Cleaning the worm conveyor tube, pellet hopper	At least once a year, or when the pellet feed is visibly reduced and the STB switches off the heater.
Replacing the battery	Recommendation: every 2 years.
Inspect all seals (door, heat exchanger cover, ash box, hopper lid,); replace if necessary.	1 x per year.

The stove and its components must be cleaned according to the above table.

Arrange for your pellet stove to be inspected and serviced annually by an Austroflamm technician before the start of the heating season.

5.1 Stove models with burner pot

The burner pot of your pellet stove must be emptied before each use. Only a cleaned fuel pot guarantees safe ignition at start-up and clean combustion during operation. By using the lifting tool supplied (see illustration), the fuel pot can be removed easily and safely, and carried to the emptying point.



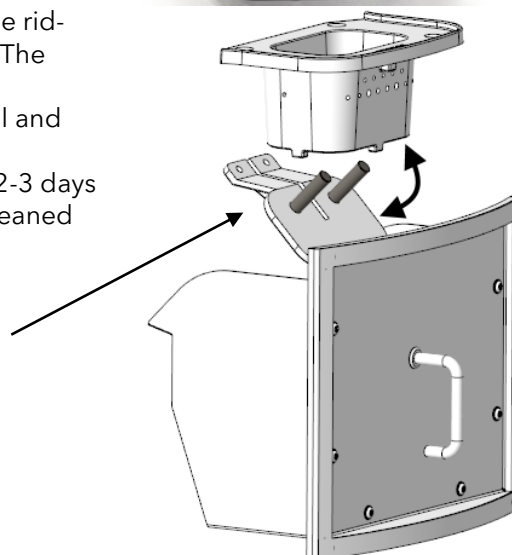
5.2 Stove models with automatic riddling grate

On stove models with an automatic riddling grate, the ashes on the riddling grate are tipped into the ash pan each time the stove stops. The ash pan can be emptied as required.

The accumulation of flue ash in the combustion chamber is normal and should be removed once a week, if the stove is in operation.

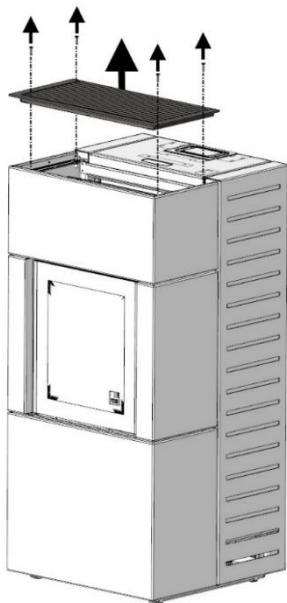
The burner pot and the riddling grate should be inspected every 2-3 days of operation to ensure that there are no adhering deposits, and cleaned with a wire brush.

"Bridge breaker"

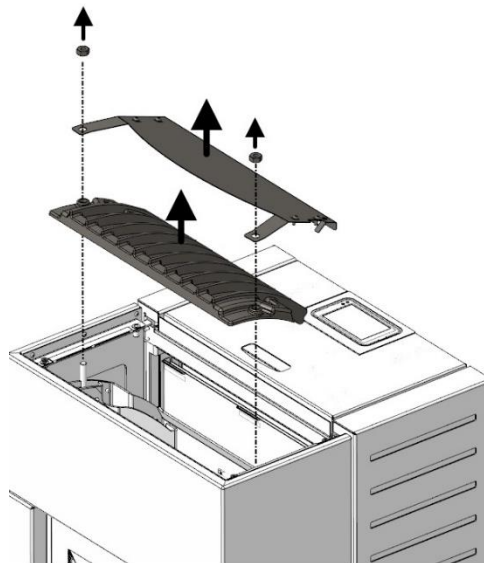


5.3 Cleaning the flue gas outlets - Percy

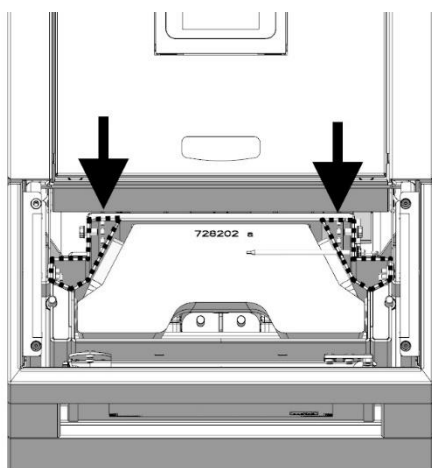
a)



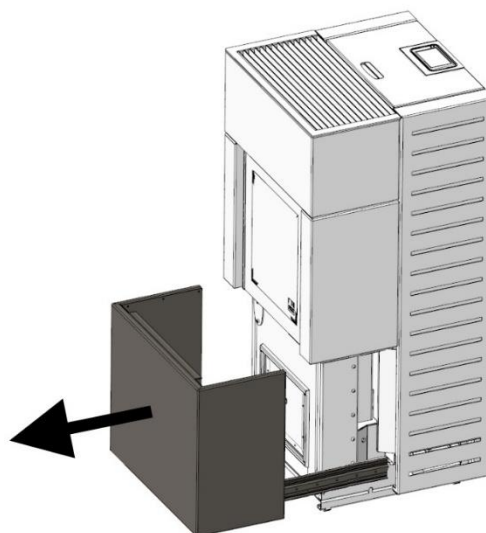
b)

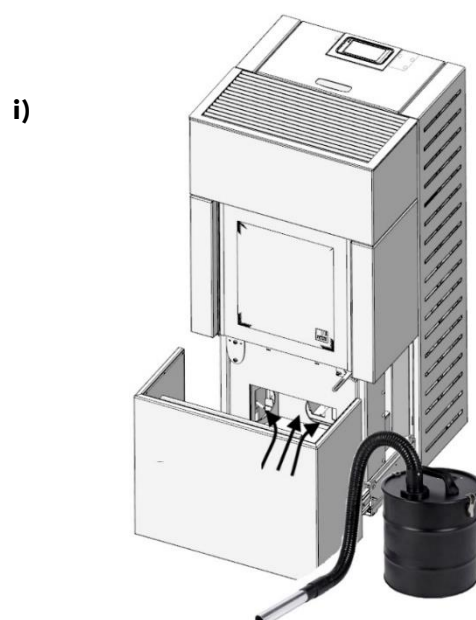
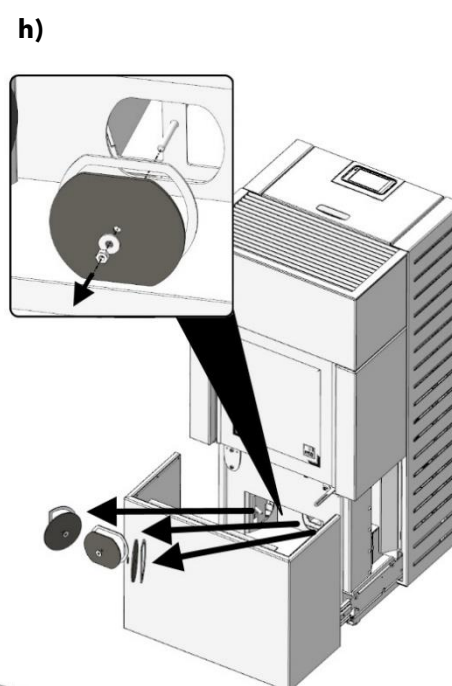
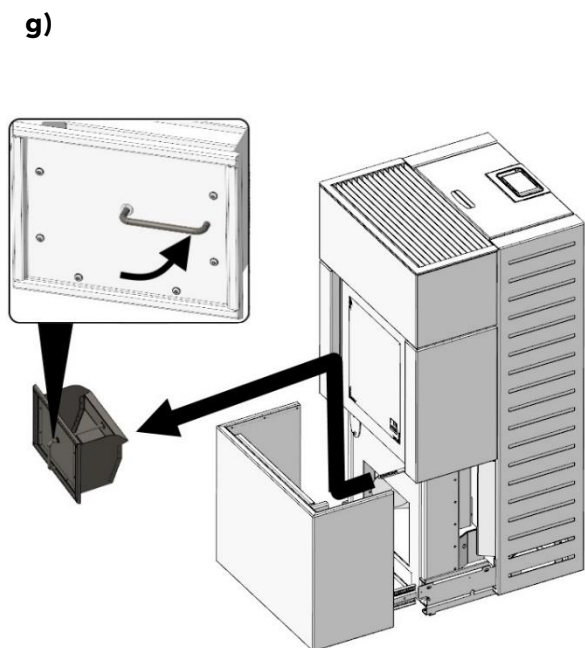
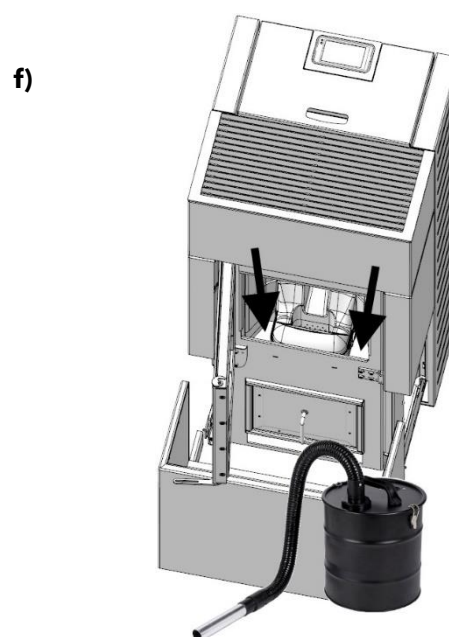
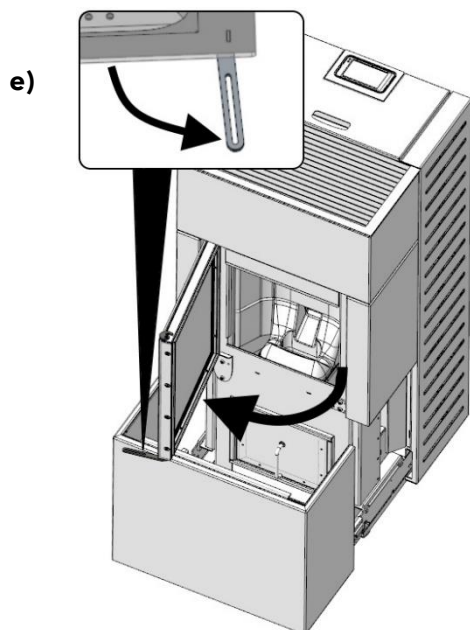


c)



d)



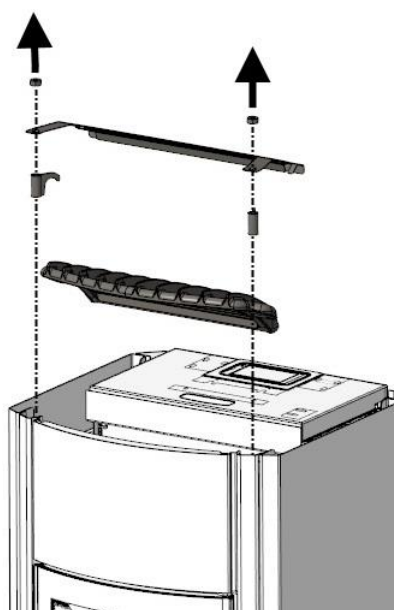


5.4 Cleaning the flue gas outlets - Polly 2.0 / Polly light

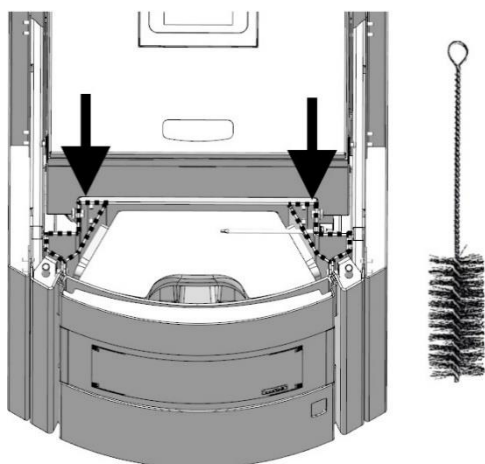
a)



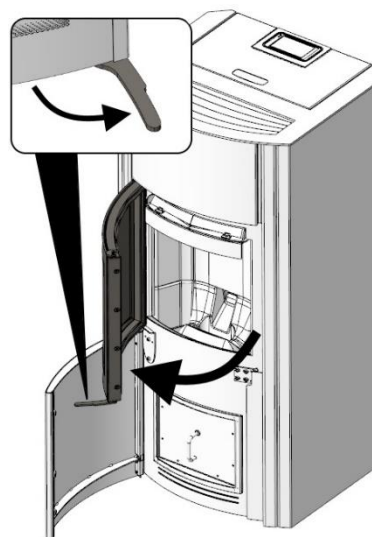
b)



c)



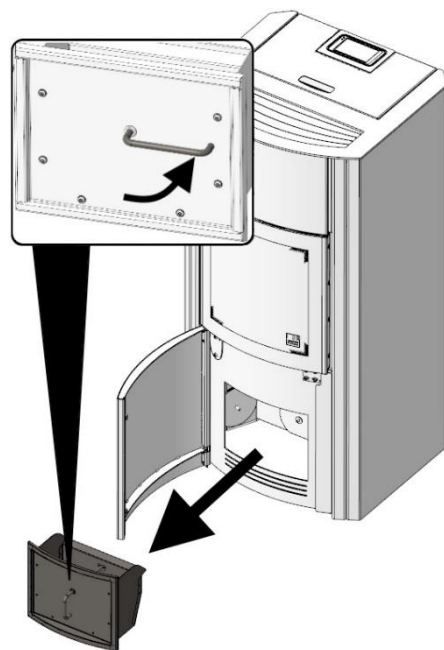
d)



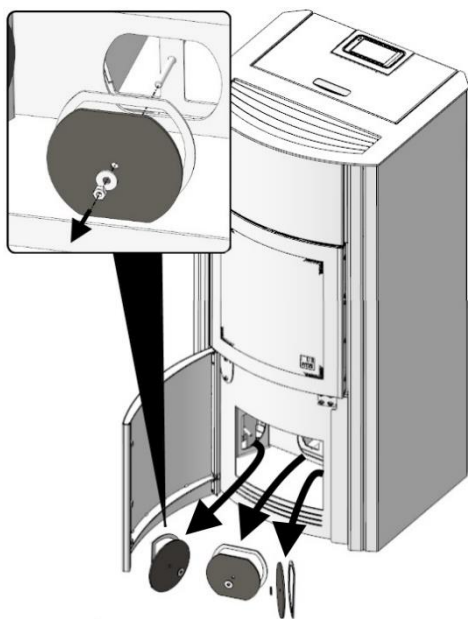
e)



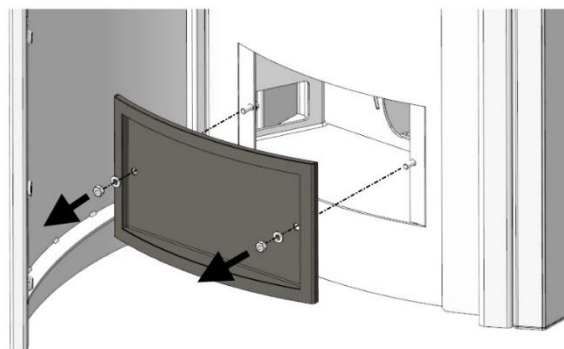
f) Polly 2.0



g)



h) Polly light



i)



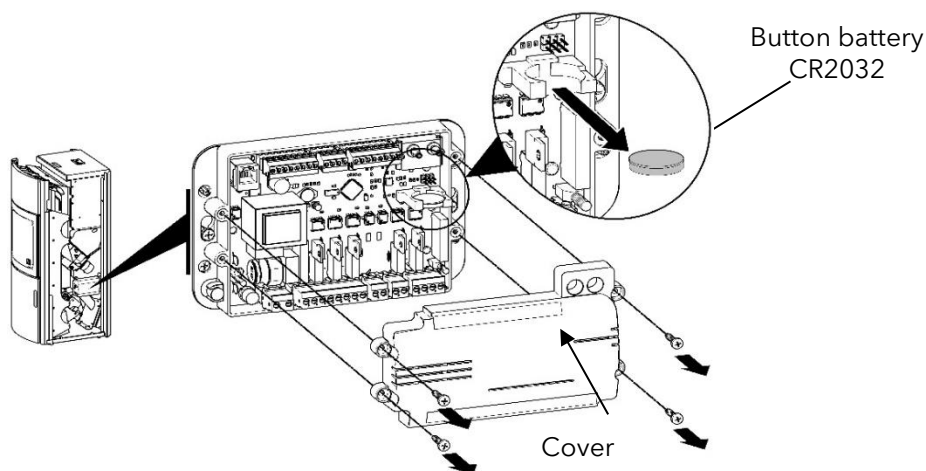
6 Replacing the Storage Battery

A CR2032 storage battery is located in the control unit. This storage 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.

Replace the battery every 2 years as follows:

1. The battery is located on the central control unit. To replace it, first remove the side panel on the right of the stove. Then detach the control unit cover.
2. Remove the old battery from the retainer using a pair of insulated pliers or a similar tool.
3. Insert the new battery, observing the correct polarity.



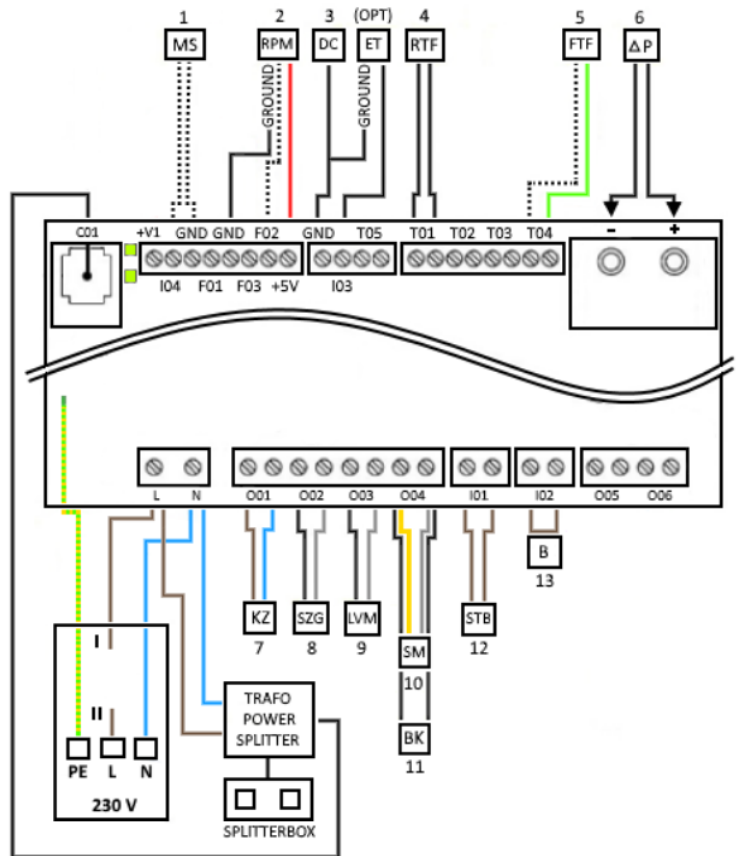
Replacing the battery

7 Wiring Diagram

Note: Repairs to your pellet stove must only be carried out by approved Austroflamm technicians.

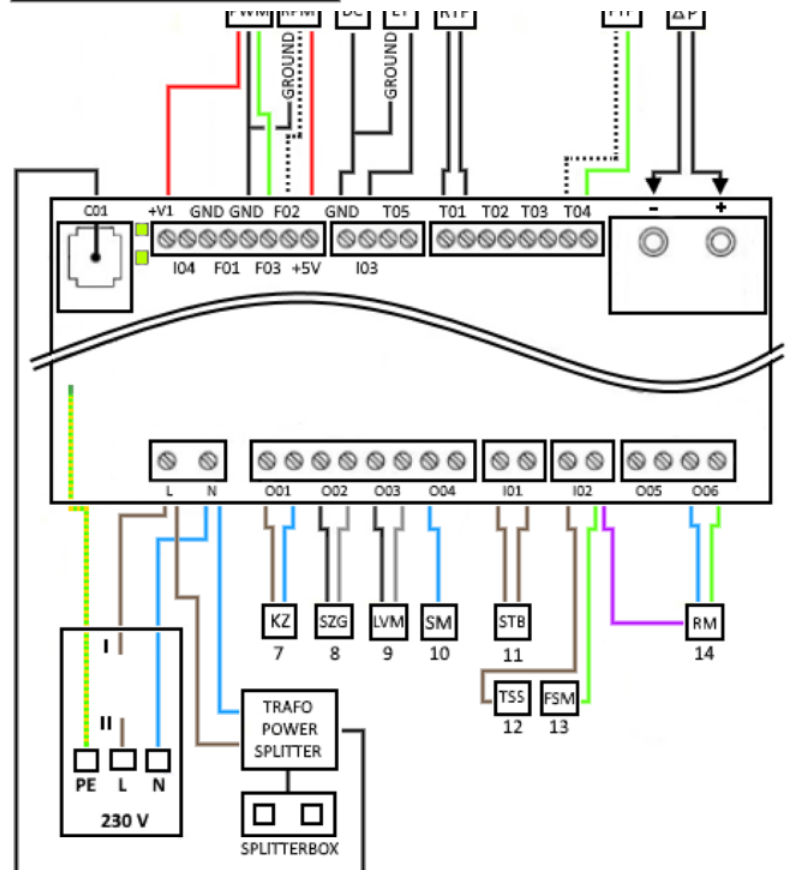
7.1 For models with ON/OFF worm gear motor

1.	Magnetic switch (hopper lid)
2.	RPM / HAL-IC Earthing - ID fan
3.	Earthing - DC control side
4.	Room temperature sensor
5.	Firebox temperature sensor
6.	Differential pressure measurement P1, P2
7.	Ceramic ignition
8.	ID fan
9.	Air distribution module (optional)
10.	ON / OFF - worm gear motor
11.	Blank capacitor
12.	Safety temperature limiter
13.	Jumper "I02"
(OPT)	External thermostat



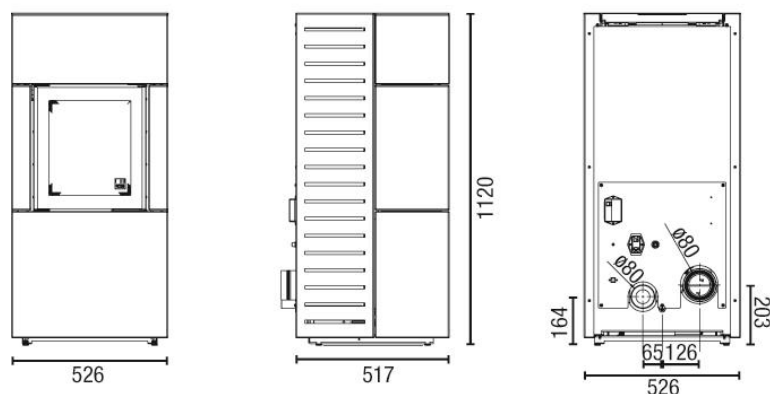
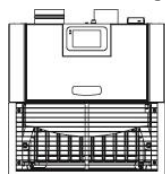
7.2 For models with a permanently rotating worm gear motor

1.	Phase converter
2.	RPM / HAL-IC Earthing - ID fan
3.	Earthing - DC control side
4.	Room temperature sensor
5.	Firebox temperature sensor
6.	Differential pressure measurement P1, P2
7.	Ceramic ignition
8.	ID fan
9.	Air distribution module (optional)
10.	Current signal - permanently rotating worm gear motor
11.	Safety temperature limiter
12.	Hopper lid / Safety switch
13.	Grate motor, current release for worm gear motor
14.	Grate motor
(OPT)	External thermostat



8 Technical Data

8.1 Percy



Nominal heat output (NHO)	8.6 kW
Partial load heat output	2.4 kW
Room heating capacity	114 - 305 m ³
Efficiency	90.20%
CO content at NHO	36.7 mg/Nm ³
CO content at partial load (PL)	338 mg/Nm ³
Flue gas temperature at NHO	208 °C
Flue gas temperature at PL	90 °C
Flue gas mass flow at NHO	6.13 g/s
Flue gas mass flow at PL	3.17 g/s
Minimum discharge pressure at NHO	12 Pa
Minimum discharge pressure at PL	9 Pa
Minimum draught for chimney calculation	3 Pa
Filling capacity of hopper	25 kg / 39 l
Min./max. pellet consumption	0.6 - 2.1 kg/h
Min./max. autonomy	approx. 12 - 42 hrs
Air inlet nozzle Ø	80 mm
Flue gas outlet Ø	80 mm
Electrical power consumption when switching on	325 W
Electrical power consumption during operation	25 W
Voltage / current frequency	230 V / 50 Hz
Dimensions	H x W x D
	1120 x 526 x 517 mm
Weight	181 kg
Minimum distance	at the side
	100 mm
	at the rear
	100 mm
	at the front
	800 mm
Temperature limits	0 - 40°C
Relative humidity	non-condensing

Technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186**Contact details for the manufacturer or their authorised representative**

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

Appliance details

Model identification(s):	Percy
Equivalent models:	-
Test reports:	DBI F 16/11/0421 bei 1721 DBI
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	
Indirect heating function:	no
Direct heat output:	8 kW
Indirect heat output ¹ :	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	79.2 %
Energy efficiency index (EEI):	119

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) ² :	Other suitable fuel(s) ³ :	η_s [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency ⁴ (*) (**)			
				PM	OGC	CO	NO _x	PM	OGC	CO	NO _x
				[x] mg/Nm ³ (13% O ₂) ⁵				[x] mg/Nm ³ (13% O ₂) ⁶			
Log, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	79.2	20	2	37	145	-	-	-	-
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

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

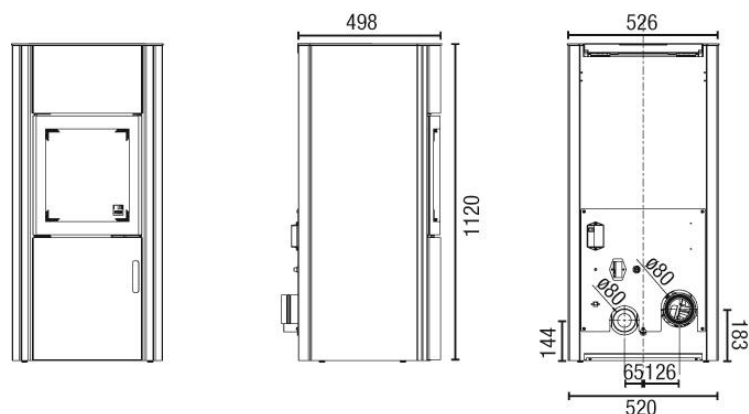
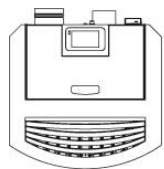
(**) Only required when using correction factors F(2) or F(3).

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	8.0	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	90.0	%
Minimum heat output (standard value)	P _{min}	N.A.	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	N.A.	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.025	kW	single-level heat output, no room temperature control			yes
At minimum heat output	e _{lmin}	0.019	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{lSB}	0.003	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				with electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	N.A.	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			no
				Other regulation options (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			no

¹ There is no entry for fireplaces without water-carrying components.² Values for annual use efficiency and emissions must be given here for the preferred fuel.³ Values for annual use efficiency and emissions must be given here for all other suitable fuels.⁴ Corresponds to partial load heat output as per EN 16510⁵ Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁶ Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁷ Specifications are made here for the preferred fuel only.

8.2 Polly 2.0 / Polly light



Nominal heat output (NHO)	7.8 / 9 kW
Partial load heat output	2.4 / 2.7 kW
Room heating capacity	98 - 255 / 114 - 305 m ³
Efficiency	90.7 / 90 %
CO content at NHO	47 / 29 mg/Nm ³
CO content at partial load (PL)	173 / 251.8 mg/Nm ³
Flue gas temperature at NHO	206 / 204 °C
Flue gas temperature at PL	115 / 105 °C
Flue gas mass flow at NHO	4.9 / 5.98 g/s
Flue gas mass flow at PL	3.0 / 4.16 g/s
Minimum discharge pressure at NHO	12 Pa
Minimum discharge pressure at PL	9 Pa
Minimum draught for chimney calculation	3Pa
Filling capacity of hopper	25 kg / 39 l
Min./max. pellet consumption	0.6 - 1.9 kg/h / 0.7 - 2.2 kg/h
Min./max. autonomy	approx. 13 - 42 hrs / 11 - 39 hrs
Air inlet nozzle Ø	80 mm
Flue gas outlet Ø	80 mm
Electrical power consumption when switching on	325 W
Electrical power consumption during operation	29.9 W
Voltage / current frequency	230 V / 50 Hz
Dimensions	H x W x D
	1100 x 520 x 498 mm
Weight	158 kg
Minimum distance	at the side (niche)
	100 mm
	at the side (wall)
	200 mm
	at the rear
	100 mm
	at the front
	800 mm
Temperature limits	0 - 40°C
Relative humidity	non-condensing

Polly 2.0 technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186**Contact details for the manufacturer or their authorised representative**

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

Appliance details

Model identification(s):	Polly 2.0
Equivalent models:	-
Test reports:	PL-15057-P by 1746 TU
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	-
Indirect heating function:	no
Direct heat output:	7.5 kW
Indirect heat output ¹ :	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	87.9 %
Energy efficiency index (EEI):	128

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) ² :	Other suitable fuel(s) ³ :	η_s [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency ⁴ (*) (**)			
				PM	OGC	CO	NO _x	PM	OGC	CO	NO _x
				[x] mg/Nm ³ (13% O ₂) ⁵				[x] mg/Nm ³ (13% O ₂) ⁶			
Log, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	87.9	15	3	47	138	18	3	173	138
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

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

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

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	7.5	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	90.7	%
Minimum heat output (standard value)	P _{min}	2.6	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	90.7	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.020	kW	single-level heat output, no room temperature control			no
At minimum heat output	e _{lmin}	0.020	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{lSB}	0.004	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				With electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				Other regulation options (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

¹ There is no entry for fireplaces without water-carrying components.² Values for annual use efficiency and emissions must be given here for the preferred fuel.³ Values for annual use efficiency and emissions must be given here for all other suitable fuels.⁴ Corresponds to partial load heat output as per EN 16510⁵ Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁶ Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁷ Specifications are made here for the preferred fuel only.

Polly Light technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186**Contact details for the manufacturer or their authorised representative**

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

Appliance details

Model identification(s):	Polly light
Equivalent models:	-
Test reports:	DBI F 16/11/0420 by 1721 DBI
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	-
Indirect heating function:	no
Direct heat output:	9.0 kW
Indirect heat output ¹ :	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	79.2 %
Energy efficiency index (EEI):	119

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) ² :	Other suitable fuel(s) ³ :	η_s [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency ⁴ (*) (**)			
				PM	OGC	CO	NO _x	PM	OGC	CO	NO _x
				[x] mg/Nm ³ (13% O ₂) ⁵				[x] mg/Nm ³ (13% O ₂) ⁶			
Log, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	79.2	19	3	29	146	-	-	-	-
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

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

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

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	9.0	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	90.0	%
Minimum heat output (standard value)	P _{min}	N.A.	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	N.A.	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.030	kW	single-level heat output, no room temperature control			yes
At minimum heat output	e _{lmin}	0.025	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{lSB}	0.003	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				With electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			no
				Other regulation options (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			no

¹ There is no entry for fireplaces without water-carrying components.² Values for annual use efficiency and emissions must be given here for the preferred fuel.³ Values for annual use efficiency and emissions must be given here for all other suitable fuels.⁴ Corresponds to partial load heat output as per EN 16510⁵ Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁶ Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁷ Specifications are made here for the preferred fuel only.

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	8.0	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	90.0	%
Minimum heat output (standard value)	P _{min}	2.3	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	90.0	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.013	kW	single-level heat output, no room temperature control			no
At minimum heat output	e _{lmin}	0.010	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{lSB}	0.002	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				with electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				Other regulation options (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

¹There is no entry for fireplaces without water-carrying components.

²Values for annual use efficiency and emissions must be given here for the preferred fuel.

³Values for annual use efficiency and emissions must be given here for all other suitable fuels.

⁴Corresponds to partial load heat output as per EN 16510

⁵Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)

⁶Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)

⁷Specifications are made here for the preferred fuel only.

9 Warranty

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

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

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

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

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

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

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

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

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

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!

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.

10 Start up log

Name	Company
Street	Street
Town and postal code	Town and postal code
Telephone	Telephone
Email	Email

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

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

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

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

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

Place, date

Signature Operator / Customer

Signature Technician

Endkontrolle

Final inspection
Controllo finale
Contrôle final

☐ Technische Funktion
technical function / funzione tecnica / fonction technique

☐ Lackierung / paint / vernice / peinture

☐ Sauberkeit / cleanliness / pulizia / propreté

☐ Vollständigkeit / completeness / completo / complet

Geprüft von / checked by / controlled da / contrôlé par

Datum / date / data / date



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

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