



Operating manual

# Polly 2.0



**AUSTROFLAMM**

[www.austroflamm.com](http://www.austroflamm.com)

Operating manual  
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# 1 General information

You have decided in favour of an Austroflamm pellet stove.

## **Congratulations on your decision and thank you for your trust.**

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

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

Read these 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.

## 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](http://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](http://www.austroflamm.com).

## 2.5 Abbreviations

Abbreviation	Meaning
HMS	Heat Memory System
BA	Basic appliance
CC	Ceramic casing
SC	Steel casing
SSC	Soapstone casing



## 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. National and European standards, local and building regulations, together with fire regulations must also 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 standards EN 14785 and EN 13240.
- Original parts must not be modified or exchanged for parts from other manufacturers. Such action will void the warranty claim.
- 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.

- No rubbish (of any kind) or residual materials may be burnt in the pellet stove. Only the recommended fuels may be burnt.
- 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.
- 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.
- Repairs to your pellet stove must only be carried out by technical personnel who have been trained by the manufacturer.
- 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 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.
- The firebox door must be kept closed when the fire is operating.
- 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.

### 3.3 Safety distances

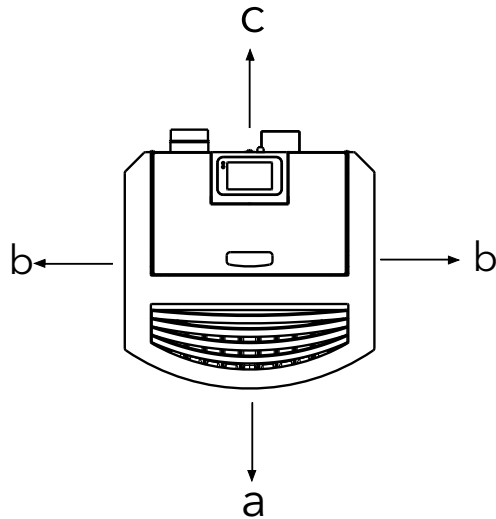


Fig. 1: Safety distances (view from above) up

When setting up in the room the following safety distances to combustible materials (minimum distances - see also nameplate) must be adhered to.

- a) 800 mm (at the front in the radiation area of the door)
- b) 100 mm (at the sides)
- c) 100 mm (rear)

**Caution:** The floor in the radiation area of the glass firebox door must be non-combustible.

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 this heating appliance as part of the room air system.

This pellet stove is positioned on the floor and aligned horizontally, observing the safety distances. The height of the adjustable feet can be altered.

## 4 Product overview

### 4.1 Intended use

The Austroflamm pellet stove described in this manual is manufactured and tested as a type A1 self-closing appliance.

#### NOTICE

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

### 4.2 Identification of the product

In the following illustrations we will inform you of dimensions and the nameplate positioning.

#### 4.2.1 Dimensions

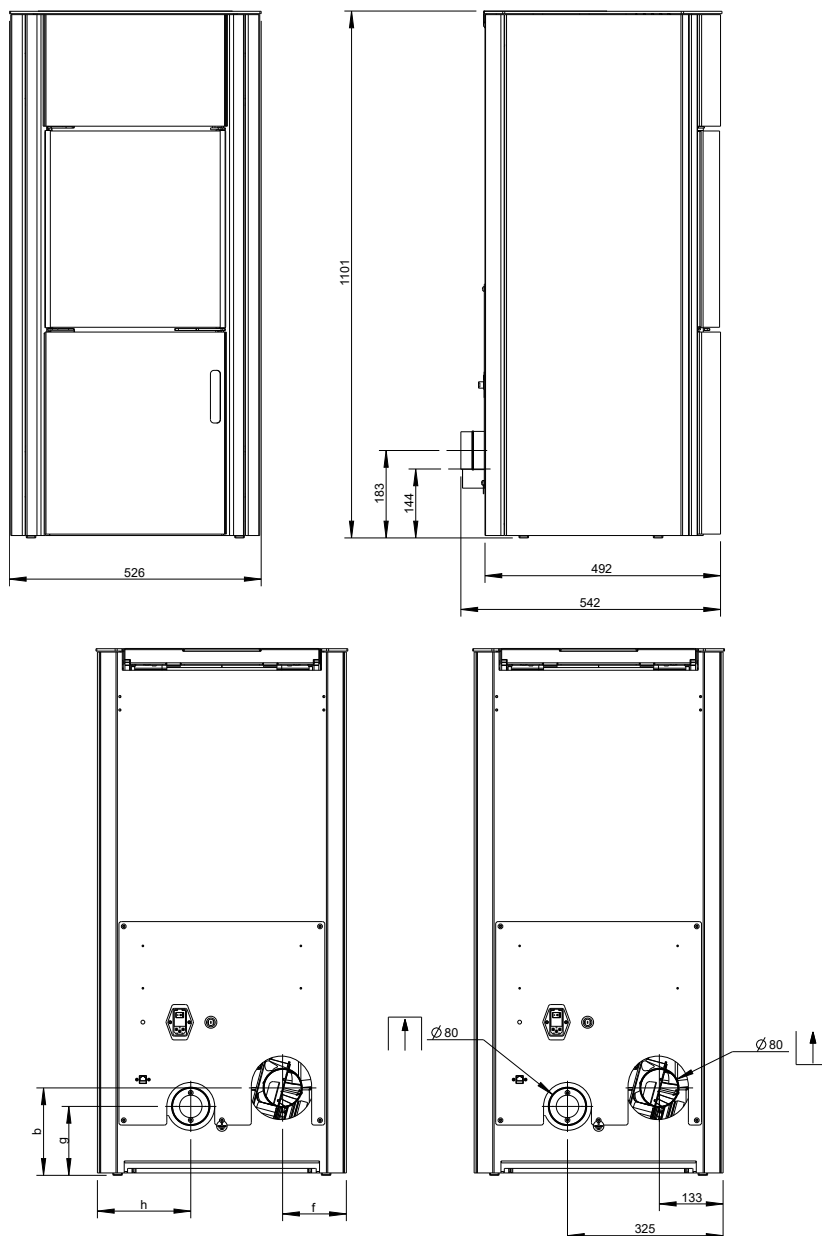
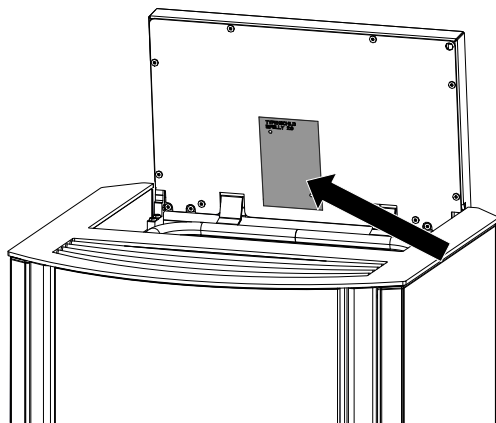


Fig. 2: Polly 2.0

### 4.2.2 Positioning of the nameplate

Here we show where you can find the nameplate. 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. 3: Nameplate

### 4.3 Energy label

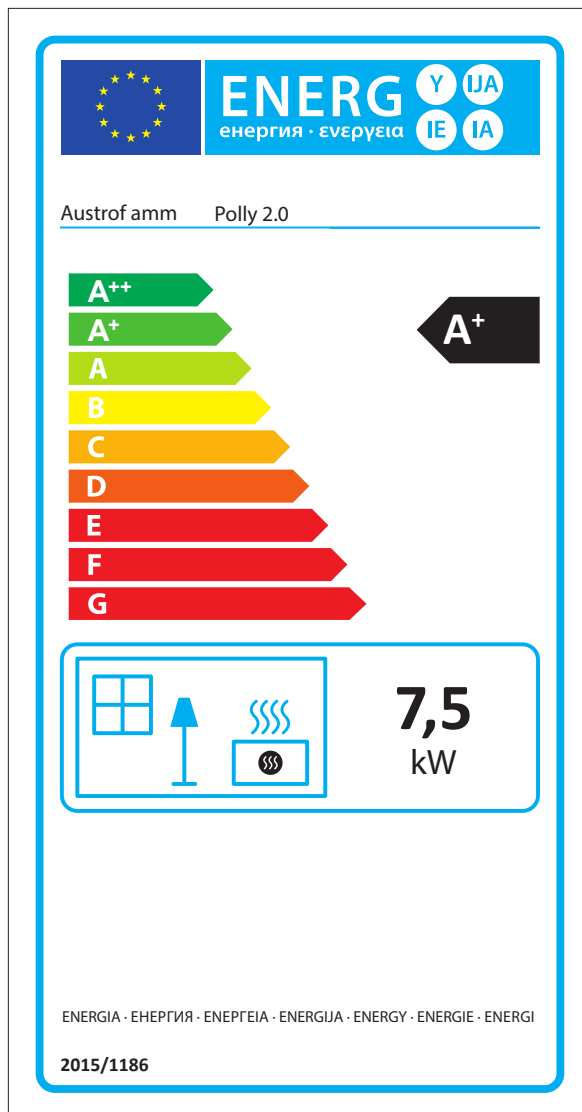


Fig. 4: Polly 2.0 energy label

## 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):	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 <sup>1</sup> :	-

#### Properties for operation with the preferred fuel

Space heating annual use efficiency $\eta_s$ :	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) <sup>2</sup> :	Other suitable fuel(s) <sup>3</sup> :	$\eta_s$ [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency <sup>4</sup> (*) (**)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>5</sup>				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>6</sup>			
Log, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	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, NOx = nitrogen oxide

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

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

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

<sup>1</sup> There is no entry for fireplaces without water-carrying components.

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

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

<sup>4</sup> Corresponds to partial load heat output as per EN 16510

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

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

<sup>7</sup> Specifications are made here for the preferred fuel only.



## 5.2 General specifications

Technical data	
Height [mm]	1100
Width [mm]	526
Depth [mm]	492
Weight, basic appliance (GG) [kg]	138
Weight, HMS [kg]	73/14.7
Weight of basic appliance + steel casing (STM) [kg]	158
Weight of basic appliance + ceramic casing (KMG) [kg]	174
Weight of basic appliance + soapstone casing (SPM) [kg]	211
Nominal heat efficiency [kW]	7.8
Partial load heat output [kW] (pellet)	2.4
Space heating capacity, at least (depending on the building insulation) [m <sup>3</sup> ]	98
Maximum room-heating capacity (depending on the building insulation) [m <sup>3</sup> ]	225
Efficiency [%]	90.7
CO [mg/Nm <sup>3</sup> ] by 13% O <sub>2</sub>	47
Flue gas temperature at nominal heat output [°C]	207
Partial output flue gas temperature [°C]	94
Flue gas mass flow [g/s]	4.9
Minimum feed pressure at nominal heat output [Pa]	12
Pellet hopper capacity [kg]	25
Pellet hopper capacity [l]	39
Fuel throughput, minimum [kg/h]	0.6
Fuel throughput, maximum [kg/h]	1.9
Outside air connection in the back center [Ø]	144
Flue pipe outlet, diameter [mm]	80
Power connection [V/Hz]	230/50
Temperature limits	0-40
Relative humidity	non-condensing
Fire safety - distance from combustible materials, ceiling [mm]	-
Minimum distance from non-flammable materials [mm]	50
Safety distance to combustible materials, front [mm]	800
Safety distance to combustible materials, side [mm]	100
Safety distance to combustible materials, back [mm]	100

## 6 Transport, handling and storage

### 6.1 Transport



Fig. 5: Crate

Immediately checked the goods delivered for completeness and damage in transit.

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

Transport is with a crate. Use a lifting truck or forklift to transport the crate including the pellet stove.

Remove the crate and dispose of it appropriately.

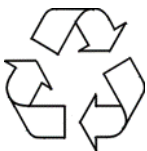
### 6.2 Transport brackets

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

### 6.3 Storage

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

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



- 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 Requirements to be met by the installation room

Your pellet stove must not be set up in:

- spaces in which the required combustion air supply is not guaranteed.
- spaces which are generally accessible, in particular emergency exits (staircases in residential building with no more than 2 apartments are not included in general accessible spaces).
- spaces in which easily flammable or potentially explosive substances or mixtures are processed, stored or manufactured.
- spaces, apartments or units from which air is extracted with the aid of ventilators, such as ventilation- or hot-air heating installations, extractor hoods or exhaust air tumble dryers. Unless the safe function of the pellet stove is ensured.

**This is ensured 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.

### 7.2 Chimney requirements

To protect your own safety, national and local regulations exist governing the connection of flue pipes to the chimney. Your pellet stove is set up at the factory for connecting to 130 mm flue diameter / top. With minor modifications on site it can also be connected at the rear. When connecting with other pipe diameters, you should obtain the prior approval of your chimney sweep. Your specialist pellet stove dealer will be familiar with the guidelines. For your own safety the flue connection should be carried out by a specialist.

### 7.3 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. a pipe clamp or airtight adhesive tape). Your dealer will advise you on the correct connection.

## 8 Fuel material/-quantity

### 8.1 Fuel material



Fig. 6: Pellet



Fig. 7: ENplus A1

#### Pellets

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

ENplus-A1 certified pellets meet this requirement.

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

#### NOTICE

The use of inferior-quality 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. Larger fuel quantities lead to overheating and damage to the 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

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.

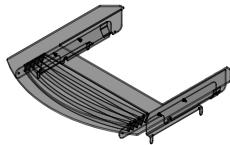
### 9.1 Risks and hazards

#### Protective equipment

	Safety gloves
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### 9.2 Procedure

#### 9.2.1 Installing the HMS (with ceramic-/soapstone casing)



- 1) Remove top cover.

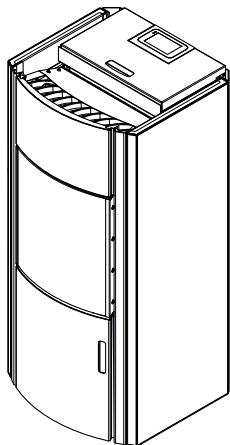


Fig. 8: Removing the top cover

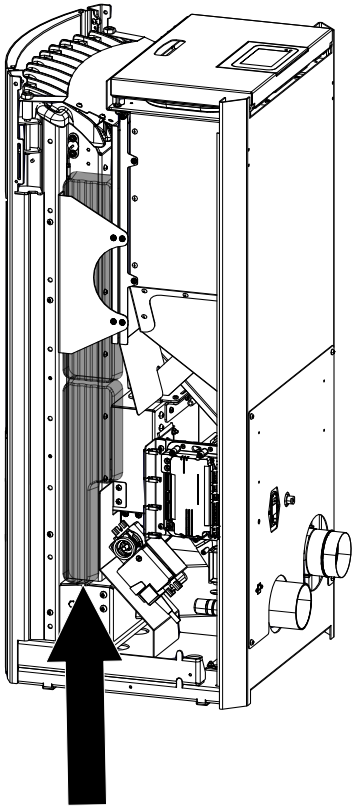


Fig. 9: Attaching the HMS bricks

- 2) Detach the side cladding.
- 3) Slide the HMS bricks into the channel provided.

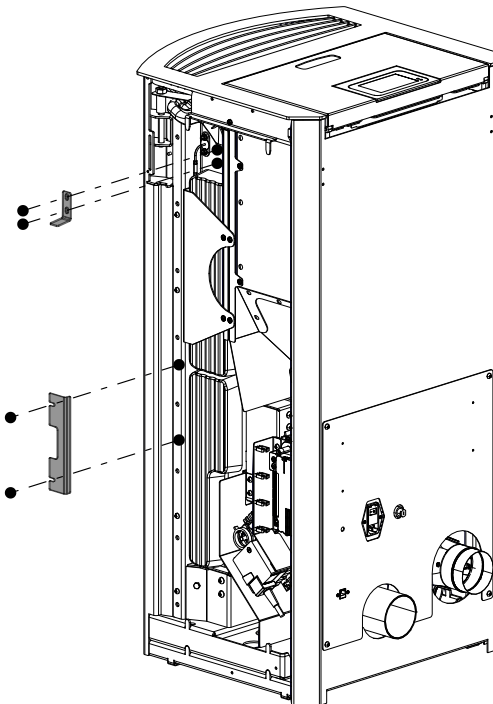
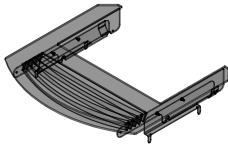


Fig. 10: Attaching the HMS mountings

- 4) Install HMS mountings and use them to secure the HMS bricks.
- 5) Repeat these steps on the other side of the pellet stove.
- 6) Reattach the cladding and the cover.

## 9.2.2 Installing the HMS (with steel casing)



- 1) Remove top cover.

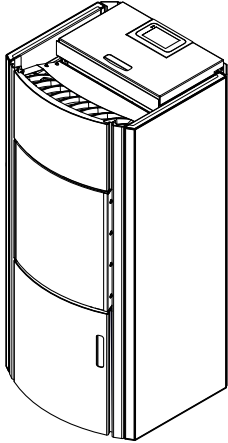
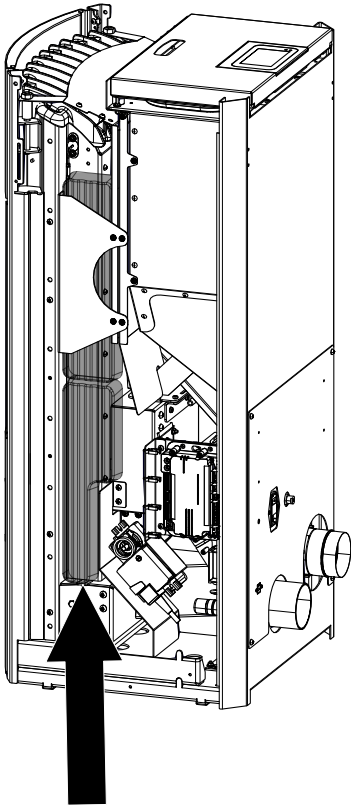


Fig. 11: Removing the top cover



- 2) Detach the side cladding.
- 3) Slide the HMS bricks into the channel provided.

Fig. 12: Attaching the HMS bricks

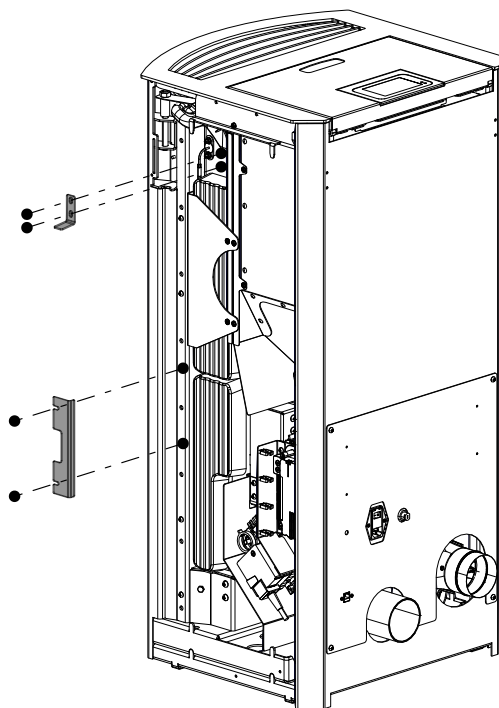


Fig. 13: Attaching the HMS mountings

- 4) Install HMS mountings and use them to secure the HMS bricks.
- 5) Repeat these steps on the other side of the pellet stove.

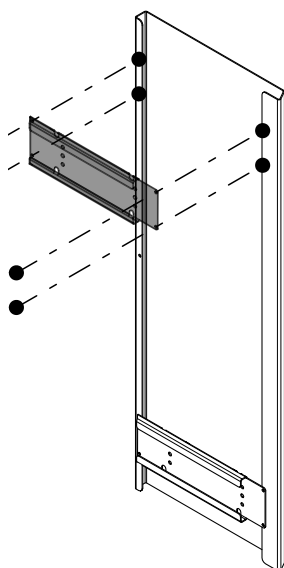


Fig. 14: Removing the side part rail

- 6) Remove the side part rail.



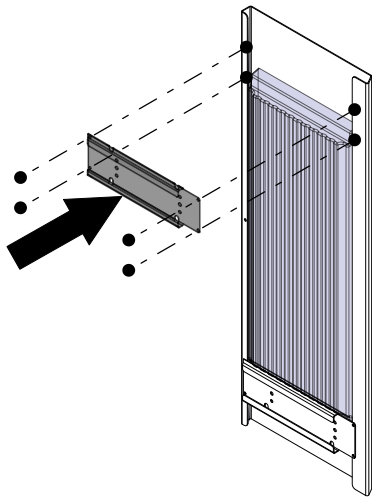


Fig. 15: Installing the HMS brick on the side part

- 7) Place the extra HMS brick on the side cladding in the lower side rail and fasten it with the previously removed side rail.

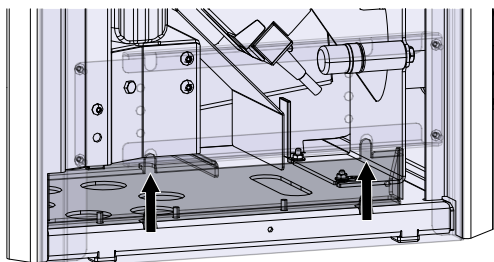


Fig. 16: Fitting the side cladding

- 8) Now fit the side cladding at top and bottom to the pellet stove as shown.
- 9) Repeat these steps for the other side as well.

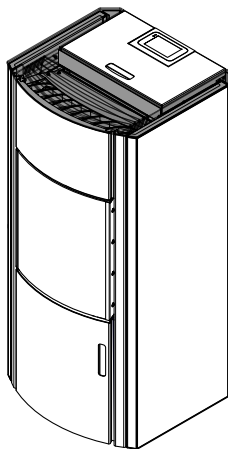


Fig. 17: Attaching the cover

- 10) Reattach cover.

### 9.2.3 Mounting the cladding

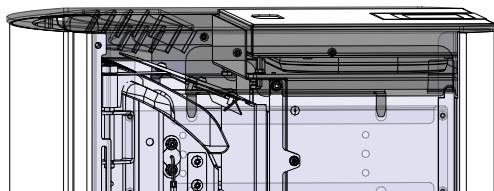


Fig. 18: CL top

All types of cladding are mounted in exactly the same way.

- 1) The claddings are positioned at the bottom with two pins which are inserted into the side part rails.
- 2) The claddings are likewise positioned at the top with two pins located on the cover.

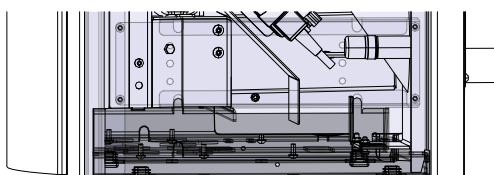


Fig. 19: CL bottom

### 9.2.4 Mounting the Keramott

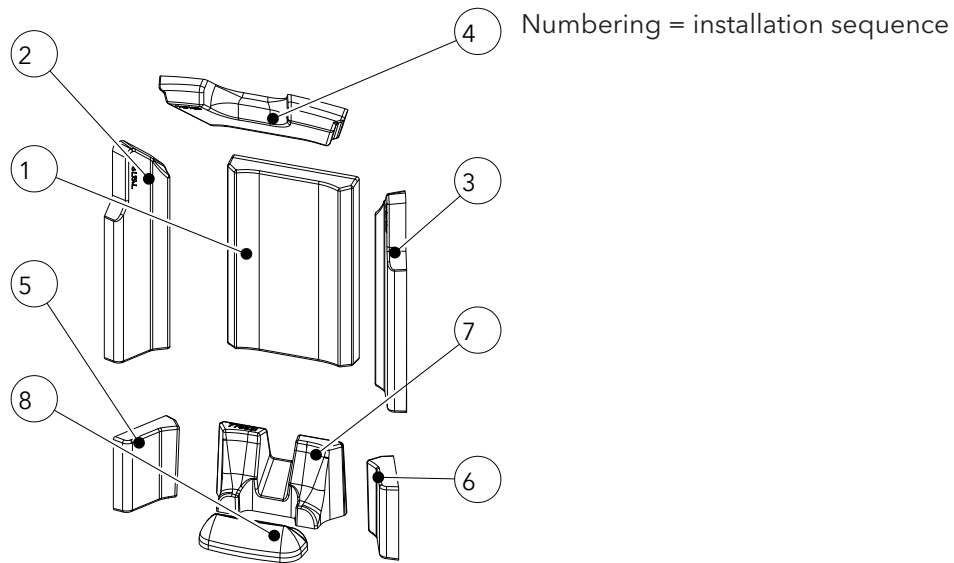


Fig. 20: Keramott

## 10 Operation


### 10.1 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 .

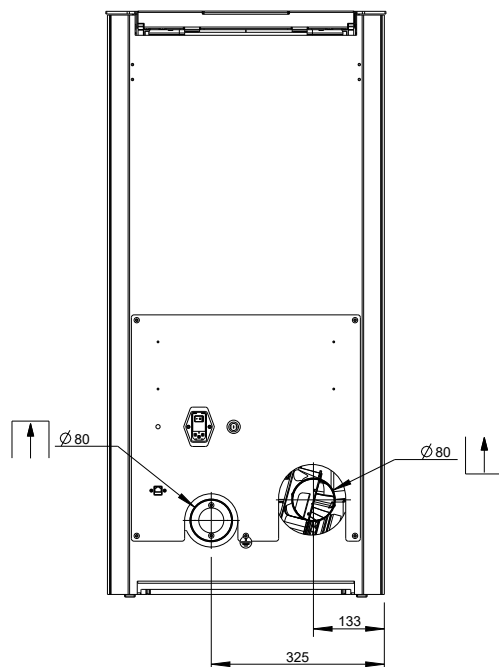


Fig. 21: Dimensions, rear

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

A pipe or hose must be used for connecting the external combustion air supply. The diameter of the hose can be found in the diagram or in the Technical Data section. 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 5 m. This supply line must have no more than three bends.

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


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

#### Connection to the chimney

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

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

#### NOTICE

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

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

- The chimney must be designed in accordance with the stove's technical data (see Technical data).

- The horizontal length of the exhaust pipe must not exceed 2.5 m.
- A maximum number of 3x90° bends must not be exceeded. Each bend must have a cleaning aperture.
- The chimney must be resistant to condensation.
- The chimney must provide at least 3-12 Pa draught in order to be able to adequately draw off exhaust gases even in the event of a power failure.
- Austroflamm GmbH accepts no liability or responsibility for the connection of our heating appliances to shared exhaust pipes/chimneys - multiple occupancy. For more information consult a chimney sweep and check your national, regional and local building regulations.

### Electrical connection

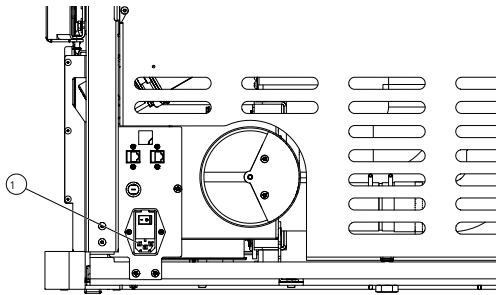


Fig. 22: Electrical connection

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

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

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

## 10.2 Operating modes

### 10.2.1 Pellet operation



Fig. 23: 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 - release and control by user - 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. 24: 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.

## 11 Commissioning

### 11.1 First start-up

- 1) The pellet stove must be connected to the chimney. Sufficient combustion air must be supplied.
- 2) Remove the accessories from the pellet hopper and the firebox.
- 3) 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 stays open.

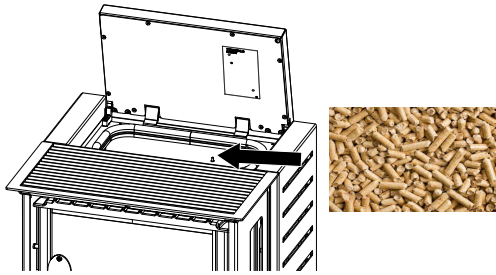


Fig. 25: Fill pellets

- 4) Insert power cable and set tumbler switch on the back of the hybrid 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.
- 5) The pellet screw conveyor must be filled before the first start-up.
  - ⇒ For more detailed information see menu item: Manual pellet feed [▶ on page 40]. This process takes approximately 5 minutes.
- 6) To start the pellet stove, press "Start" on the display.

## 12 Operation

### 12.1 Operation using APP and Smartphone



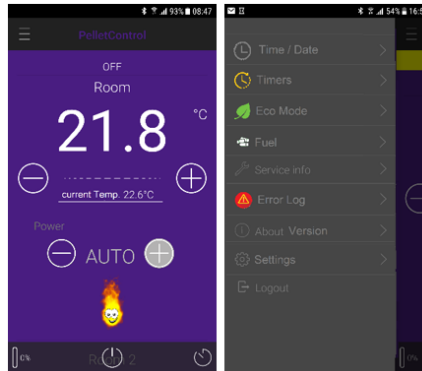
Fig. 26: Apple iOS QR code



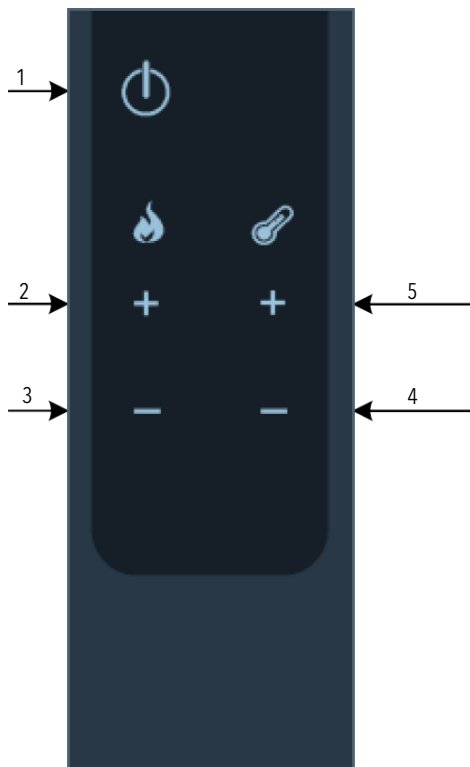
Fig. 27: Google Play / Android QR code

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:



## 12.2 Operation using IR remote control



An IR remote control is included in the delivery of your stove. 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. 28: IR remote control

1 On / off	2 Output level +
3 Output level -	4 Target temperature -
5 Target temperature +	

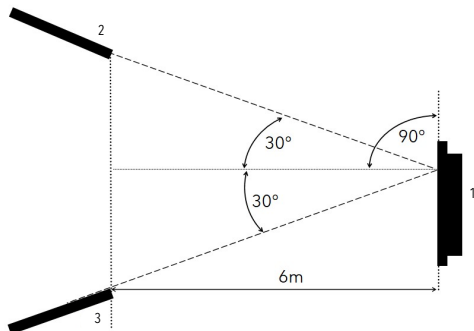


Fig. 29: Operating angle

1 Display	2 IR remote control
3 IR remote control	



## 12.3 Operation using touch display

### 12.3.1 Display - room temperature display, various functions

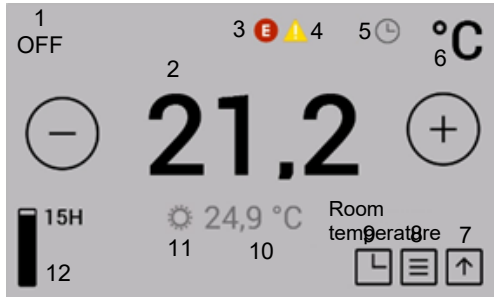


Fig. 30: Room temperature display, various functions

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 thermostat - works in the stove.

Room temperature - Pressing the Room temperature takes you to "Firebox temperature"

### 12.3.2 Display - heat output display, other function menus

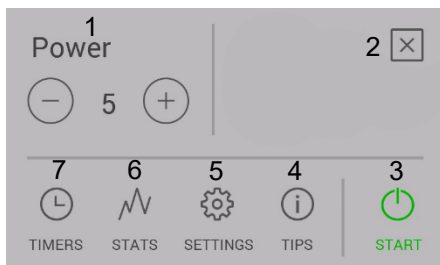


Fig. 31: Heat output display

1 Heat output level	2 Back to the room temperature
3 Start / stop function	4 Tips
5 Settings	6 Statistics
7 Heating times	

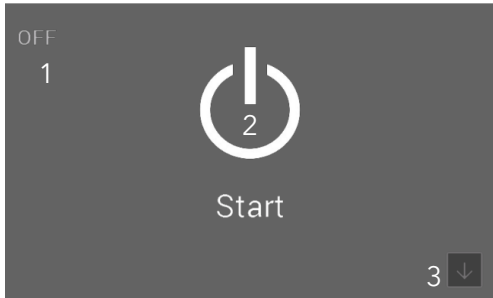
You can switch to the relevant setting or function by pressing the corresponding symbol.



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.

### 12.3.3 Display - status display



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

Fig. 32: Status display

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

## 12.4 Functions

### 12.4.1 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.

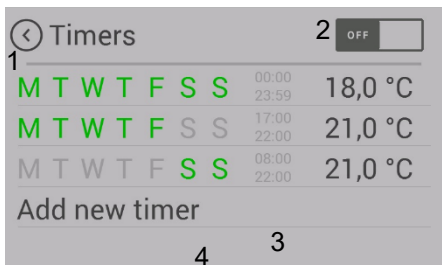
Completely emptying the hopper should be avoided, since the flame will otherwise go out unintentionally and you will have to manually fill the screw conveyor before the next pellet start.

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.

### 12.4.2 Function - setting timers and heating times



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.

Fig. 33: Heating times

1 Back	2 Enable heating times
3 Edit heating time	4 Create new heating time

Set heating times can overlap one another.

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

Example of heating times for a whole week:

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

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

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

### 12.5 Setting / editing new heating times

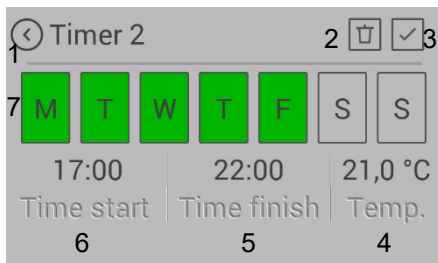


Fig. 34: Creating heating times

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.

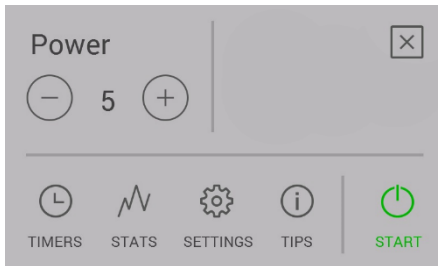
When setting heating times, please note the following: The timing must be in the future.

#### EDITING:

- 4) Disable timer.
- 5) Set new heating times
- 6) Enable timer.

## 13 Adjustments

### 13.1 Display - settings



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.

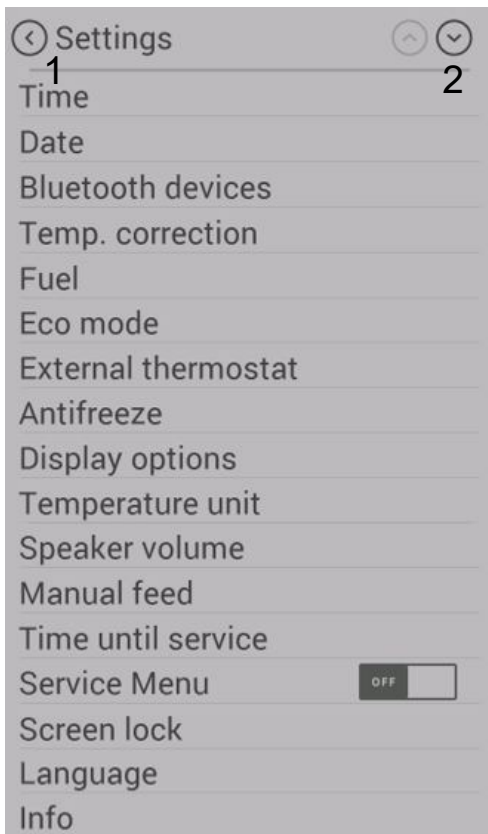


Fig. 35: Settings

1 Back

2 Scroll list

### 13.2 Menu item - time/date



Fig. 36: Setting the time

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.

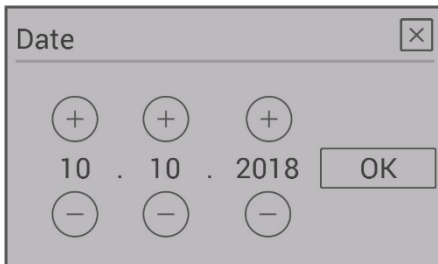


Fig. 37: Setting the date

### 13.3 Menu item - fuel

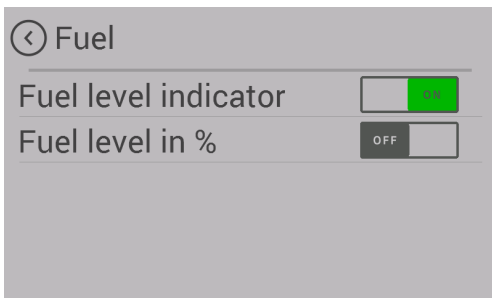


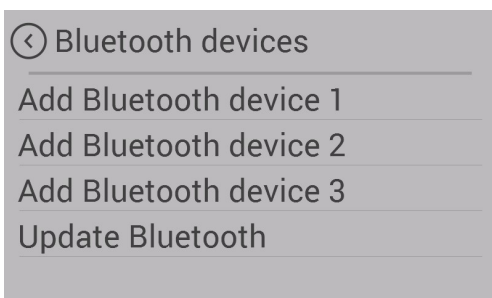
Fig. 38: Fuel

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.

### 13.4 Menu item: Bluetooth devices



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

### 13.5 Menu item - eco-mode

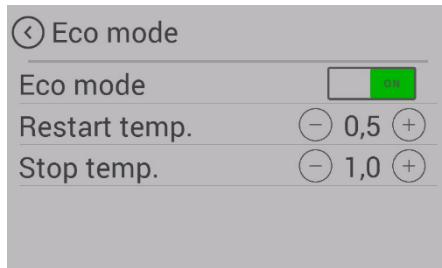


Fig. 39: Eco-mode

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 temperature limits should not be set too narrowly. The stove must burn for at least an hour in order to come to operating temperature.

As a standard setting we recommend a restart temperature of 0.5 °C and a switch-off temperature of 1 °C.

### 13.6 Menu item - external thermostat

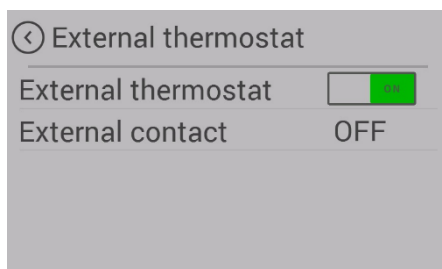
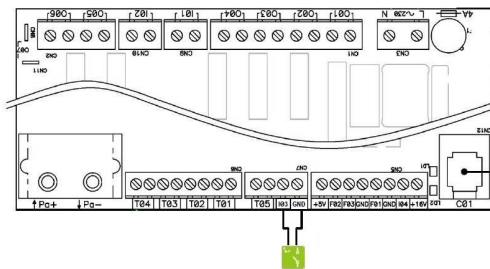


Fig. 40: External thermostat

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.

### 13.7 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.

### 13.8 Menu item - display options

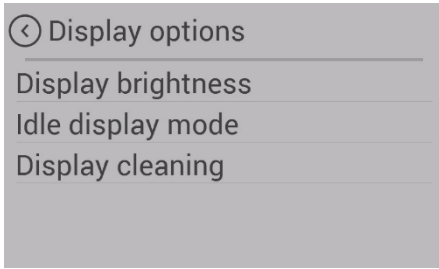


Fig. 41: Display options

The following display options are available.

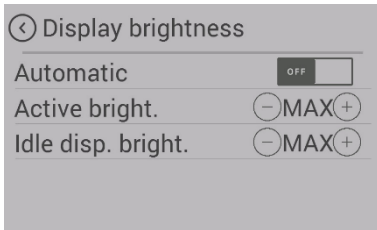


Fig. 42: Display brightness

#### Display brightness

Determines the display brightness during operation and during idle mode.

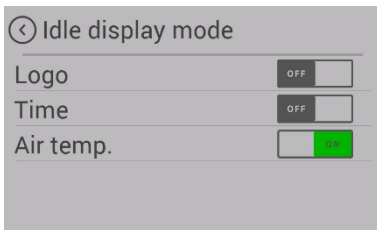


Fig. 43: Display Idle mode

#### 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.

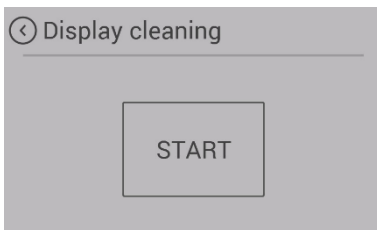


Fig. 44: Display clean

#### 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.

### 13.9 Menu item - temperature unit

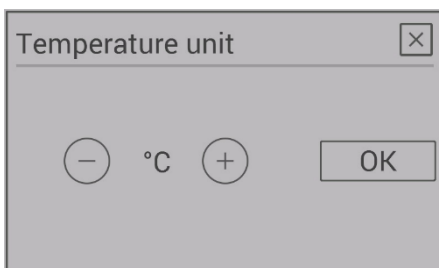


Fig. 45: Temperature unit

This menu item allows you to switch between displaying the temperature in °C and Fahrenheit.

### 13.10 Menu item - volume



Fig. 46: 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.

### 13.11 Menu item - manual pellet feed

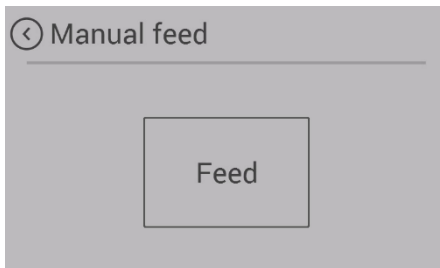


Fig. 47: Manual pellet feed

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 5 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.

### 13.12 Menu item - service due

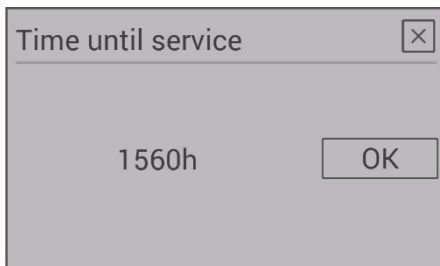


Fig. 48: Service due

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

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

### 13.13 Menu item - service menu

This menu is reserved for the Austroflamm service engineer.

### 13.14 Menu item - display lock

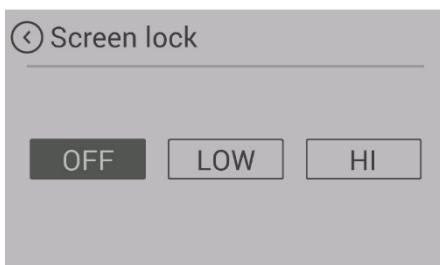


Fig. 49: Display lock

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.



### 13.15 Menu item - Language

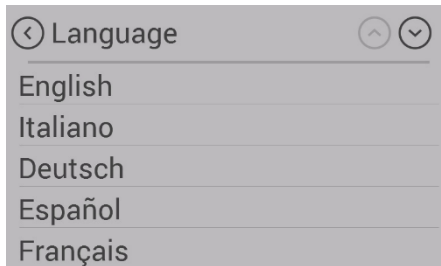


Fig. 50: Language

Choose the desired language on your control panel.

### 13.16 Menu item - Info

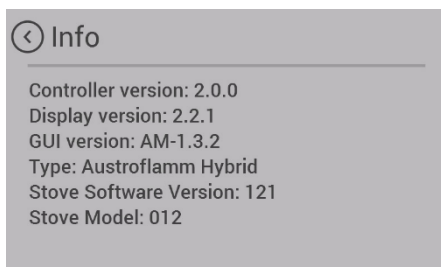


Fig. 51: Info

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.

### 13.17 Menu item - Heating statistics

 A screenshot of a control panel menu titled "Today" (representing heating statistics). The menu is displayed in a grey box with a back arrow on the left. The data shown is:
 

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

Fig. 52: Heating statistics

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

### 13.18 Menu item - tips

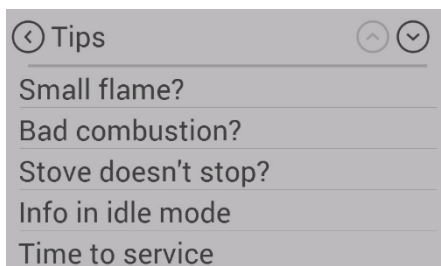
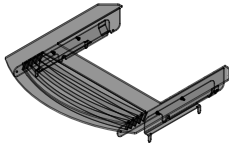


Fig. 53: Tips

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

### 13.19 Adjusting the firebox door



1) Remove top cover.

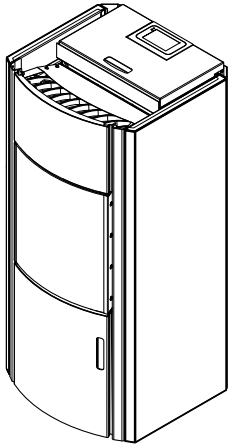
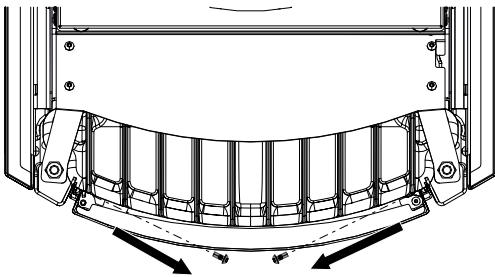
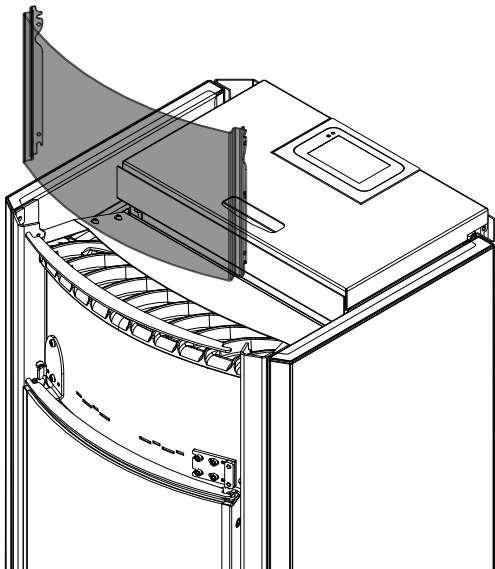


Fig. 54: Removing the top cover



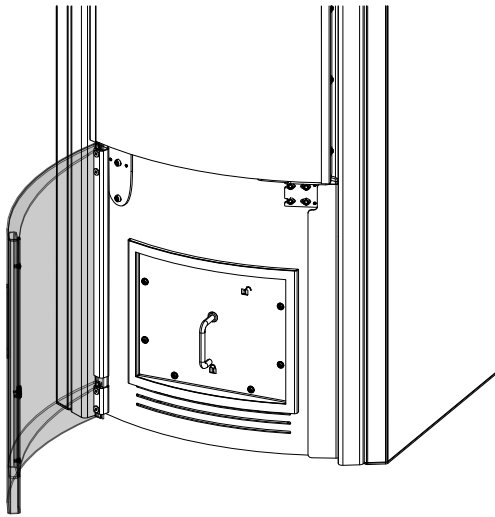
2) Undo the screws from the front cladding.

Fig. 55: Undoing the screws from the cladding



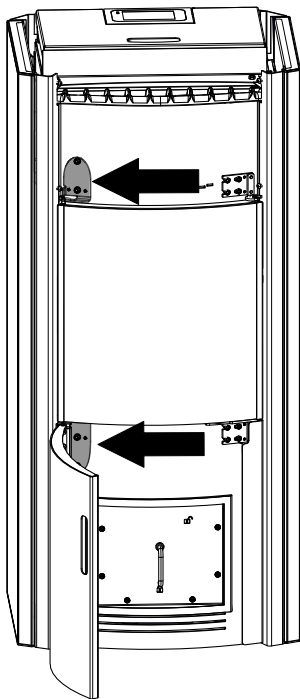
3) Lift off front cladding.

Fig. 56: Lifting off the cladding at the front



4) Open lower door.

Fig. 57: opening lower door



5) The door hinges can be adjusted using the 2 grub screws (B) and the elongated holes (A). The further the grub screw (B) is turned in, the further the door will move away from the firebox. The grub screws (B) can be adjusted to adjust the door to the left and right.

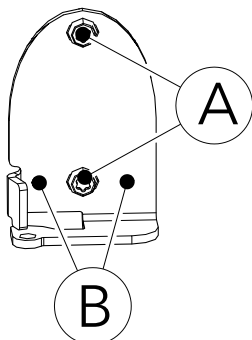
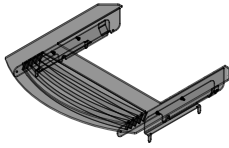


Fig. 58: Door adjusting screws

## 13.20 Adjusting the closing force of the fire door



1) Remove top cover.

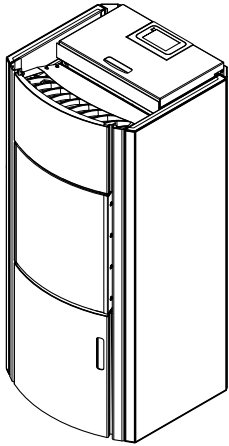
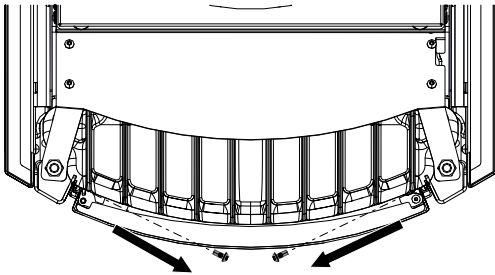
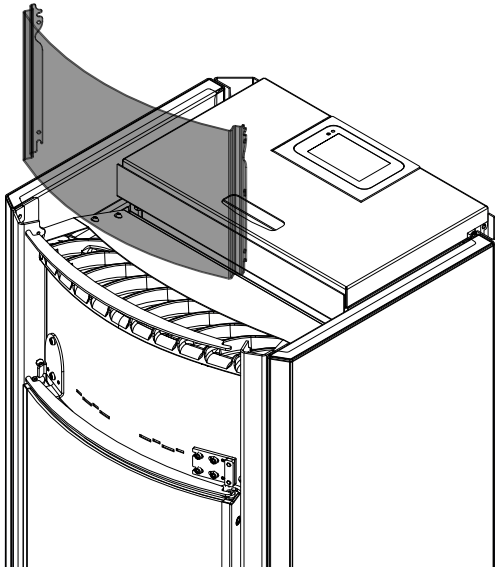


Fig. 59: Removing the top cover



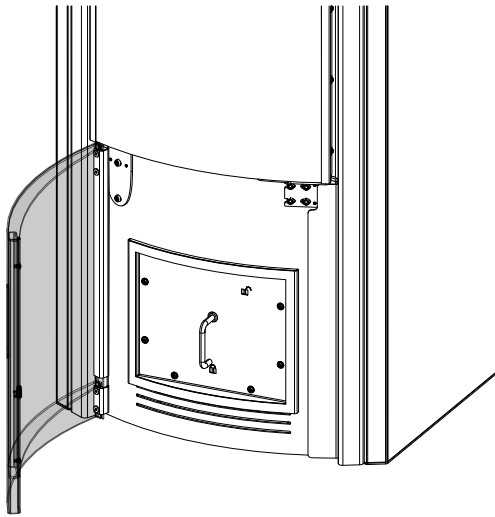
2) Undo the screws from the front cladding.

Fig. 60: Undoing the screws from the cladding



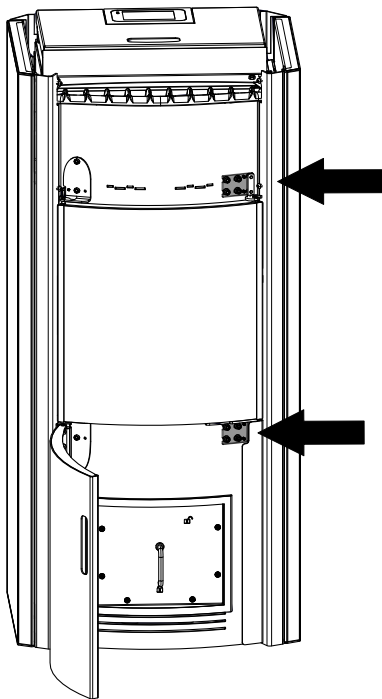
3) Lift off front cladding.

Fig. 61: Lifting off the cladding at the front



4) Open lower door.

Fig. 62: opening lower door



5) The door hinges can be adjusted using the 2 grub screws (B) and the elongated holes (A). The further the grub screw (B) is turned in, the further the door will move away from the firebox. The grub screws (B) can be adjusted to adjust the door to the left and right.

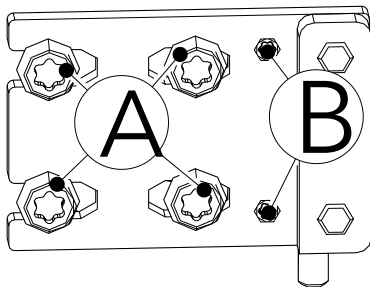


Fig. 63: Door closing force adjusting screws

## 14 Maintenance

### 14.1 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!

#### 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 x annually

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

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

### 14.2 Stove models with automatic riddling grate

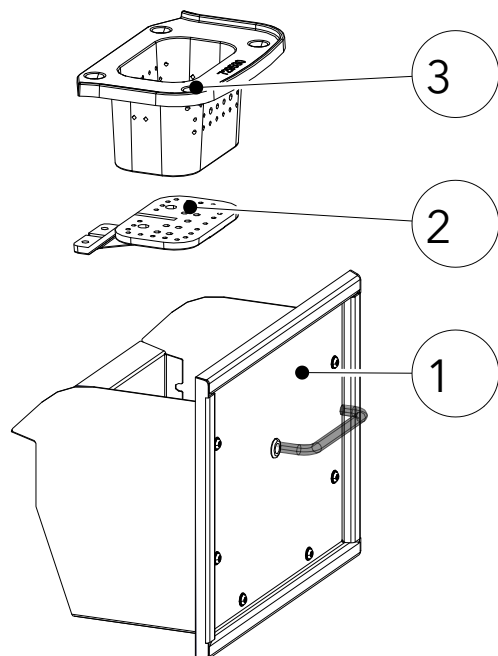


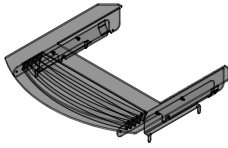
Fig. 64: Cleaning the riddling grate

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.

## 14.3 Cleaning the exhaust gas pipes



- 1) Remove top cover.

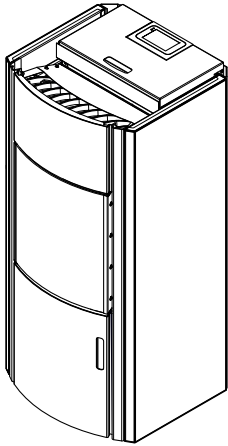


Fig. 65: Removing the top cover

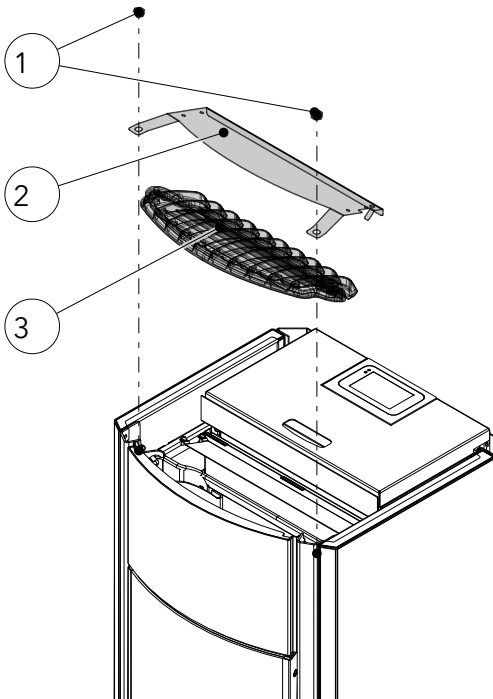


Fig. 66: Removing sheet metal heat deflector and cast iron top plate

- 2) Loosen hexagon nuts (1).
- 3) First remove the sheet metal heat deflector (2).
- 4) Then remove the cast iron top plate (3).

### NOTICE

Do not damage the seals.

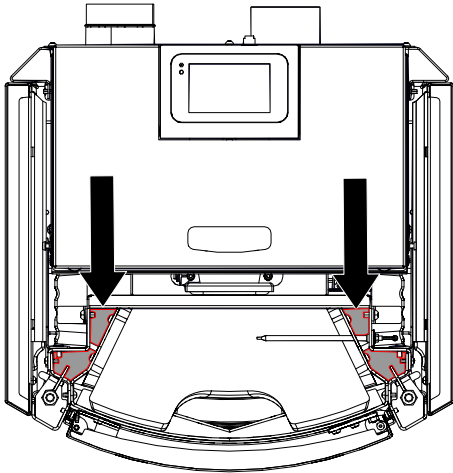


Fig. 67: Cleaning the cavity

5) Clean the coloured cavity with a brush.

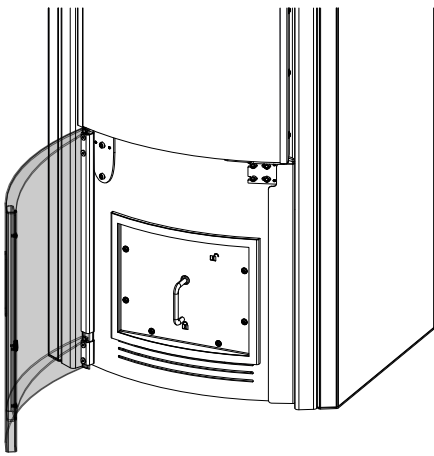


Fig. 68: opening lower door

6) Open lower door.

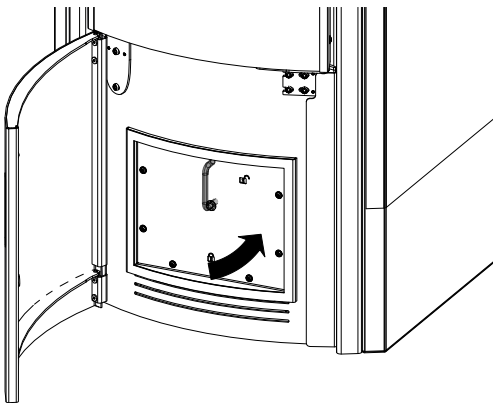


Fig. 69: Turning lever upwards

7) Turn lever upwards and take out the ash box.

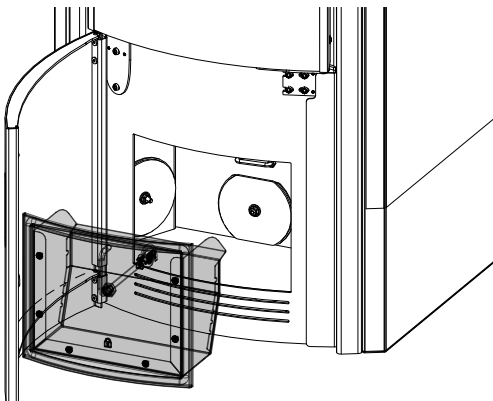


Fig. 70: Taking out the ash box



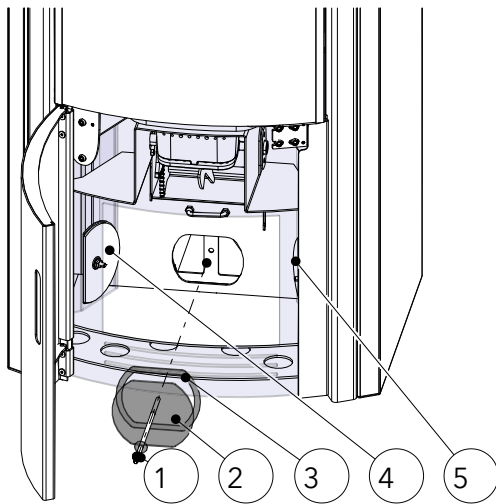


Fig. 71: Taking out inspection blank

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

#### 14.4 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.

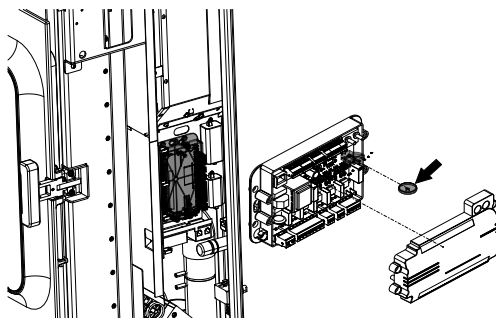


Fig. 72: Changing the storage battery

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. Then remove the cover of the control unit.
- 3) Use insulated pliers or a similar tool to remove the old battery from the holder.
- 4) Insert the new battery, taking note of the correct polarity.

## 15 Alarms and error messages

### 15.1 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	Description	Solution
<b>Error code</b>		
Alarm - A001	Fuel level low	Replenish pellets, Set filling level to "FULL" again.
Alarm - A002	Service due	Maintenance by service technician required.
Alarm - A003	Flue gas temperature	Exhaust gas temperature too high: service technician required.
Alarm - A004	Low battery	Change control storage battery (CR2032). The battery must be changed every 2 years as part of a service.
Error - E001	IR communication error	Infra-red sensor malfunction, contact service engineer.
Error - E004	Communication error	Communication error between controls and display, check data cable - plug connections.
Error - E101	Ignition failed	Restart.
Error - E102	Vacuum too low or too high	Possible causes: 1. The automatic start procedure has been manually cancelled. 2. Supply air pipe, combustion pot, exhaust gas pipes, exhaust gas fan or flue pipe contaminated. 3. Chimney draught contaminated. 4. Chimney draught too strong.
Error - E107	Firebox sensor	Firebox temperature sensor cable faulty. Call Service.
Error - E108	Safety switch I01 error	RESET safety temperature limiter (STB)! Caution: STB can only be reset after cooling down to below 105 °C.
Error - E109	Safety switch I02 error	1. Pellet hopper lid open. 2. Riddling grate not closed.
Error - E110	faulty room temperature sensor	Room temperature sensor faulty. Replace sensor. Contact service engineer.
Error - E113	Exhaust gas excess temperature	Exhaust extractor and flues are blocked. Cleaning required.
Error - E114	Firebox temperature too low	Possible causes: 1. Ignition failed (empty combustion pot and restart the appliance). 2. Fuel tank empty (fill up fuel tank).
Error - E115	System shut-down	Software must be reloaded. Contact service engineer.

## 15.2 Resetting warnings and errors

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

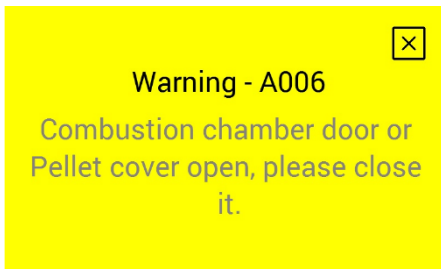


Fig. 73: Warning



- 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. 74: 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.

## 15.3 Safety temperature limiter

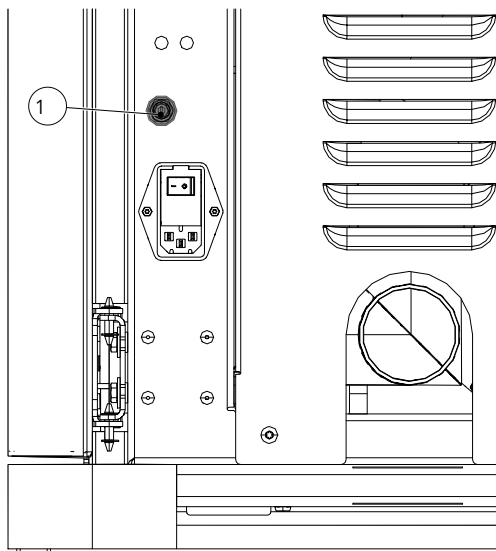


Fig. 75: Safety temperature limiter

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

This automatically switches off in the event of overheating (temp.  $\geq 105$  °C). In the event of a switch-off the cause must be determined. To make the 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.

## 16 Electrical connection diagram

### 16.1 Electrical connection

#### NOTICE

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

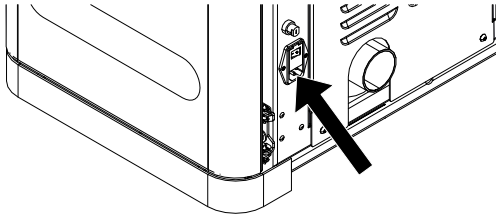


Fig. 76: Fuse holder with T2.5A glass tube fuses

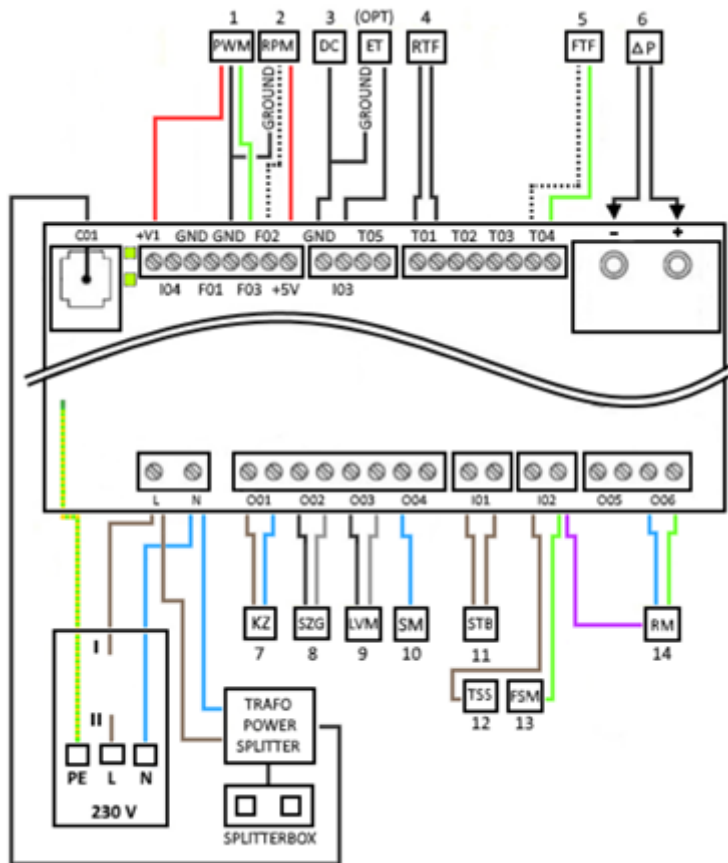
Your pellet stove is designed for connection to a 230 V / 50 Hz mains. The connection cable is included.

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.

### 16.2 Model with permanently running screw motor

1.	Phase converter
2.	RPM / HAL-IC Earth - induced-draft fan
3.	Earth - DC control side
4.	Room temperature sensor
5.	Firebox temperature sensor
6.	Differential pressure measurement P1, P2
7.	Ceramic ignition
8.	Induced-draught fan
9.	Air distribution module (optional)
10.	Control - permanently running screw motor
11.	Safety temperature limiter
12.	Hopper lid switch
13.	Grate motor, power release for auger motor
14.	Grate motor
(OPT)	External thermostat

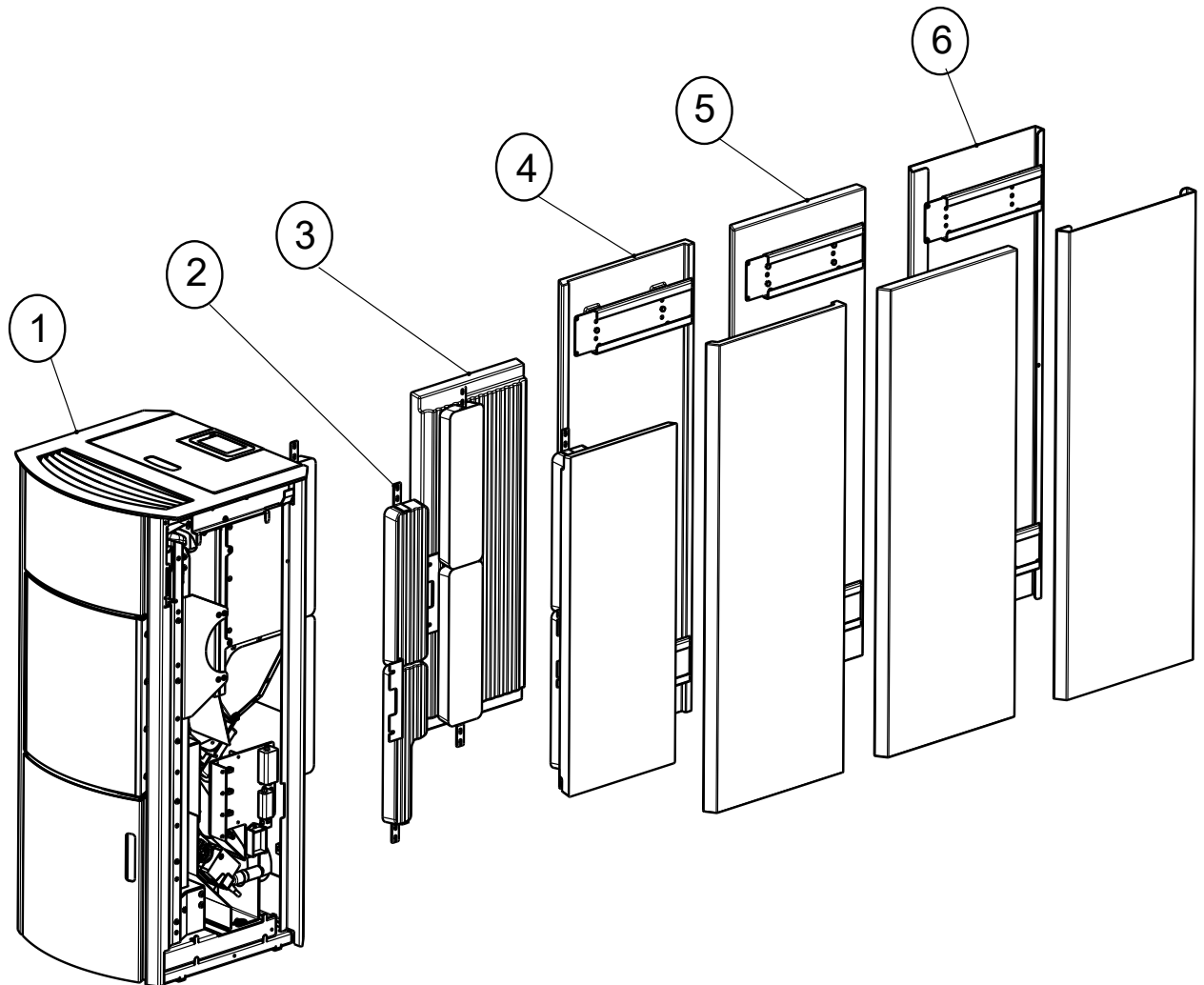


## 17 Dismantling

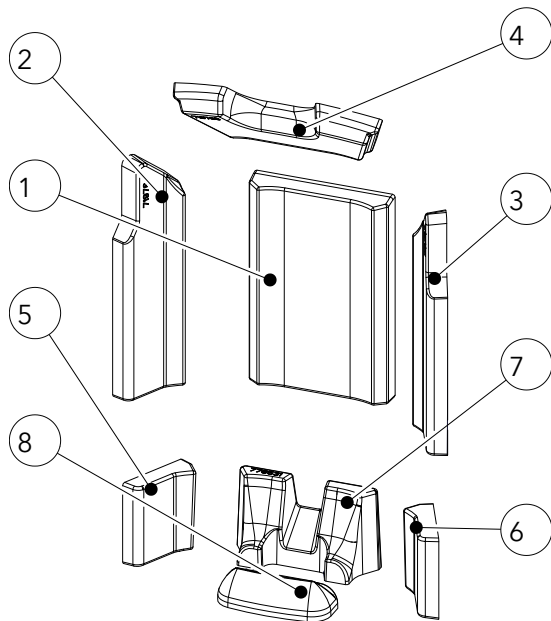
For correct uninstallation and dismantling of the pellet stove, contact your Austroflamm specialist dealer.

## 18 Spare parts

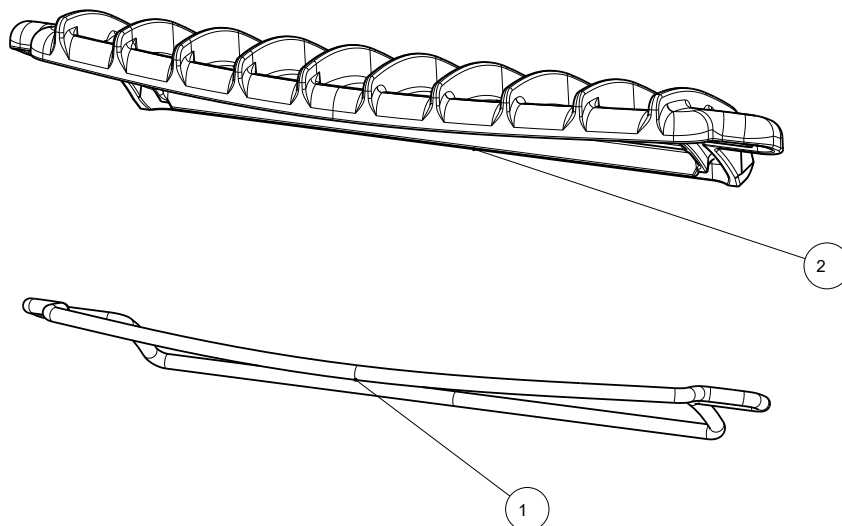
### Accessories



Item	Qty	Article	Article no.
1	1	POLLY 2.0 basic appliance	800009
2	1	HMS, complete (ceramic/soapst)	800008
3	1	HMS, complete (steel)	800005
4	1	Ceramic, complete	800003
5	1	Soapstone, complete	800004
6	1	Steel cladding, complete	800002

**Keramott**

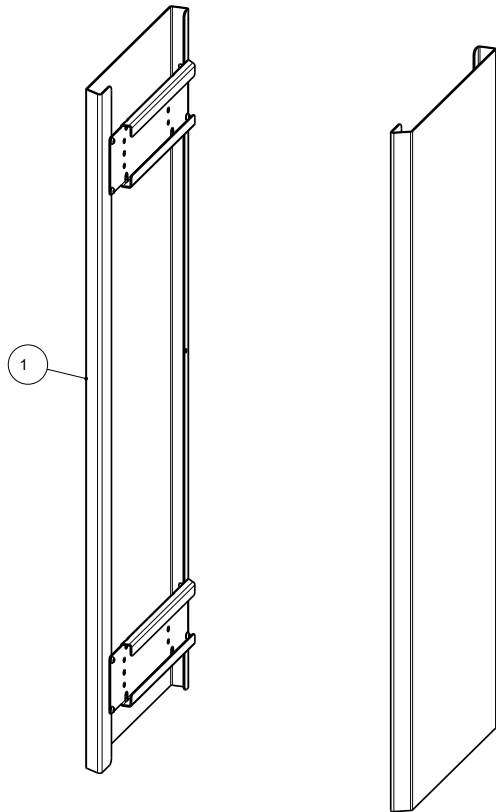
Item	Qty	Article	Article no.
1	1	Keramott panel rear	719785
2	1	Keramott panel left	719786
3	1	Keramott panel right	719787
4	1	Keramott tension plate	719788
5	1	Keramott floor left	778533
6	1	Keramott floor right	778534
7	1	Keramott floor rear	778531
8	1	Keramott floor front	778532

**Cast-iron top plate**

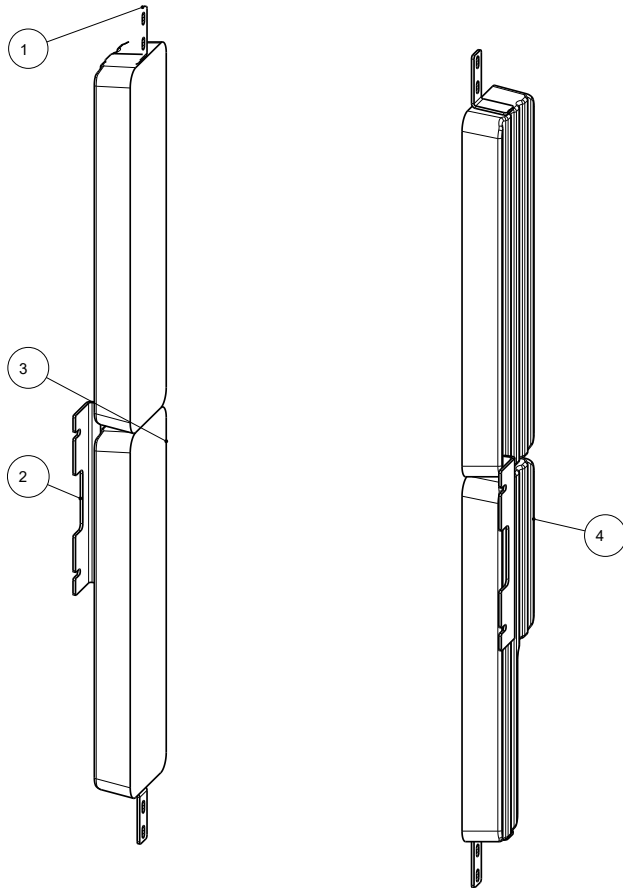
Item	Qty	Article	Article no.
1	1	O-seal 14x1200	714223
2	1	Cast-iron top plate	778034-29



**Steel cladding**

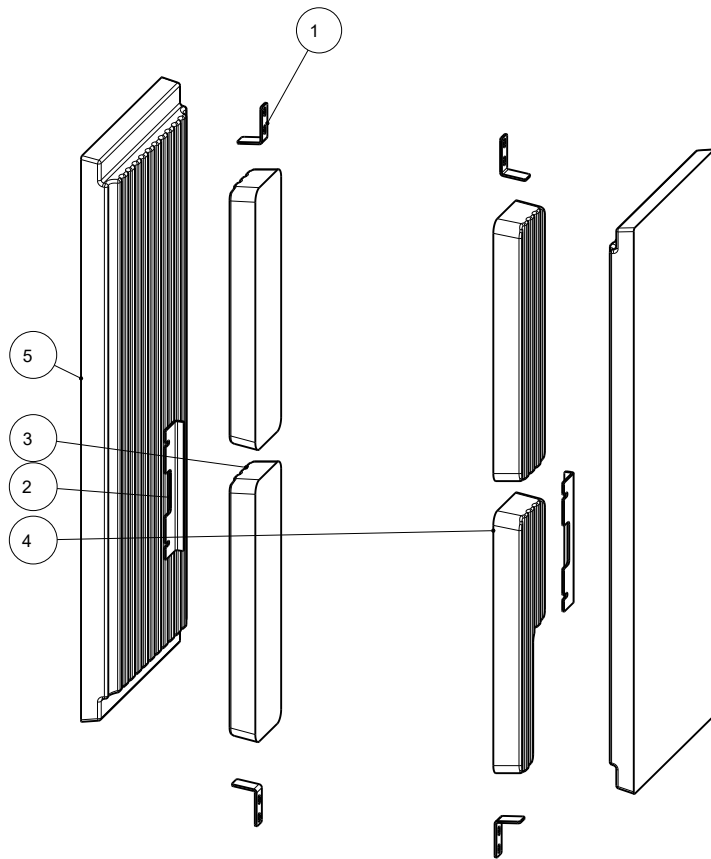


Item	Qty	Article	Article no.
1	2	Steel cladding	778040

**HMS (ceramic/soapstone)**

Item	Qty	Article	Article no.
1	4	HMS mounting, top/bottom	728018
2	2	HMS mounting, side	728019
3	3	HMS, side	728028
4	1	HMS, side	728281

**HMS (steel)**



Item	Qty	Article	Article no.
1	4	HMS mounting, top/bottom	728018
2	2	HMS mounting, side	728019
3	3	HMS, side	728028
4	1	HMS, side	728281
5	2	HMS side panel	778218

## 19 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, 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 dismantling 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.

## 20 Warranty and guarantee

### 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.

## 21 Start up log

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

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

On-site conditions	
Socket earthed (see electric installation test certificate)	Number of elbows:
	Total length of flue pipes:
Type of chimney: <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 flue height: _____	Sea level:
Chimney flue - Approved by chimney sweep: <input type="checkbox"/> yes <input type="checkbox"/> no	Chimney flue-/draught: Actual value:_____ Target value: 3-12 Pa
Controlled living space ventilation <input type="checkbox"/> yes <input type="checkbox"/> no	Flue pipe diameter:
Other:	Outside temperature for draft measurement:

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

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

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

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

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

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





Date	Technicians	Notes	Work carried out, replacement parts installed





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