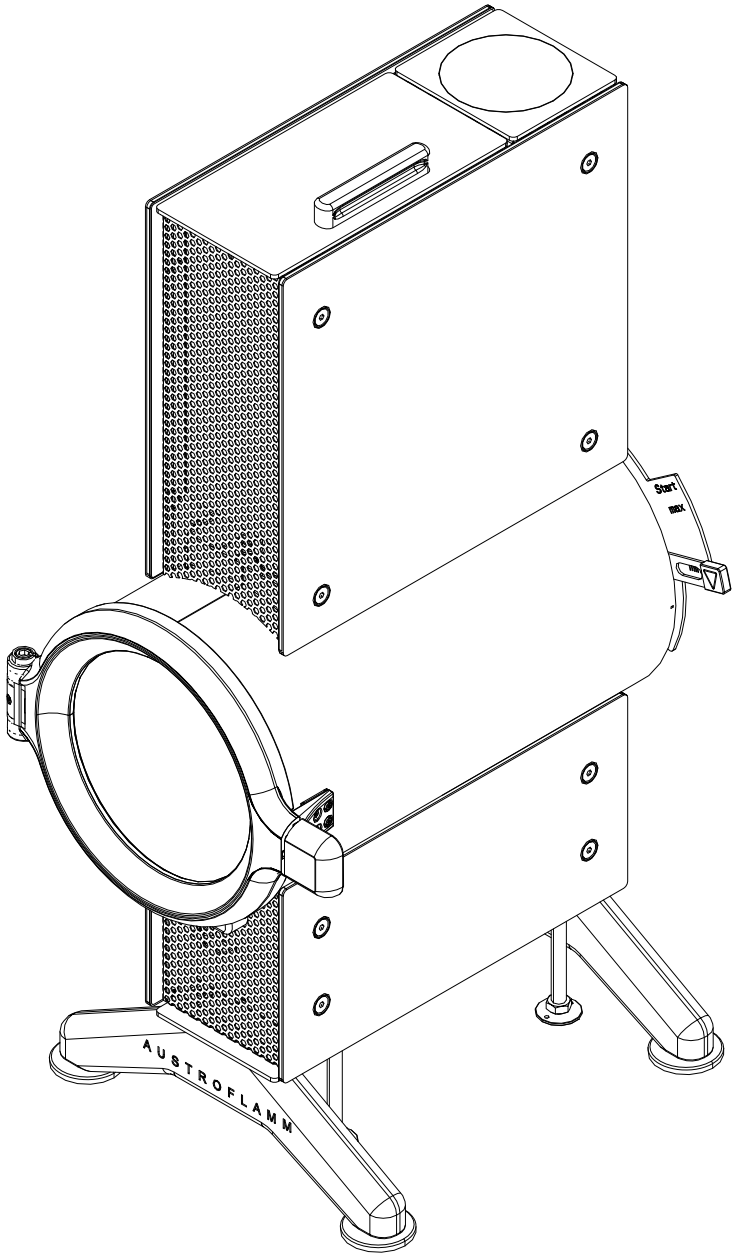

Operating manual

Rocket

AUSTROFLAMM

www.austroflamm.com

Operating manual

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LEGAL NOTICES

Owner and publisher

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1 General information

You have decided in favor of an Austroflamm pellet stove.

Congratulations on your decision and thank you for your trust.

Please read through this manual carefully before using the stove. Follow the tips and information in the individual sections of this manual.

Correct operation and care of your Rocket are essential for trouble-free operation and long service life. No liability or warranty claims apply for damage incurred by failure to follow this manual.

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.

1.1 Copyright

2 Purpose of the manual

This manual will inform you of the correct way to operate the stove. This manual is also intended to contribute to the correct installation and proper maintenance of your stove.

TIP

Read through this manual carefully before using the stove for the first time.

2.1 Storing the manual

This manual must be stored in such a way that it is readily accessible as needed. If the product is relocated, the manual must be attached to it. The latest version of the manual can be found online at our homepage www.austroflamm.com.

At the end of this manual you will find a commissioning report as well as a service report. The commissioning report documents all the important facts of the commissioning. The service report serves as proof that the stove has been properly maintained.

2.2 Structure of the manual

This manual is divided into sections. A table of contents at the start of the manual can be used as a quick overview. Illustrations that are used in this manual may differ slightly from the delivered product.

2.3 Version control

Manuals are continually updated. Updates are documented with version numbers. The current version can be found at our homepage www.austroflamm.com.

3 Safety

In this manual we give you numerous safety instructions for the safe operation of your Rocket. 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 Warning of sources of danger

3.2.1 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.
- Before operating your stove, carefully read through the entire manual and observe the instructions and warnings.
- Only approved transport aids with sufficient load-bearing capacity may be used to transport your stove.
- Your stove is not suitable for use as a ladder or a stand.
- Please note that the surfaces of this stove heat up considerably during operation. We recommend that you use the protective glove supplied to operate your stove.

- Please alert children to these dangers, and keep them away from the stove when it is operating.
- Only burn quality standard ENplus A1 pellets.
- Do not burn waste materials in the stove.
- 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 stove due to the risk of explosion.
- Please note that placing non-heat-resistant objects on, or near, the stove is forbidden.

- Do not place any items of laundry on the stove to dry. Laundry racks or the like must be placed at a sufficient distance from the stove. – (Fire hazard!)
- This pellet stove offers a limited period of combustion. In other words, continual operation is only achieved by repeatedly replenishing the fuel.
- While your stove is in operation, it is forbidden to process highly flammable or explosive substances in the same room or in adjoining rooms.
- While the ROCKET is in operation, the firebox door, the ash pan and hopper lid must be closed.
- If the appliance is not in service, if there is multiple occupancy of the chimney then the firebox door, the ash pan and the hopper lid must be closed, .

3.2.2 Safety distances

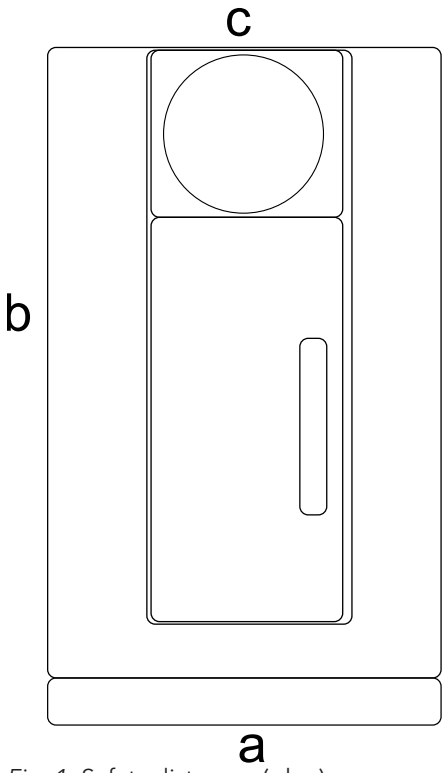

Fig. 1: Safety distances (plan)

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

- a) 700 mm (at the front in the radiation area of the door)
- b) 250 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.

3.3 Intended use

The Austroflamm stove described in this manual is manufactured and tested as a type A1 self-closing appliance under EN test EN 13240. The stove is used solely for space heating.

NOTICE

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

4 Product overview

4.1 Identification of the product

In the following illustrations we will inform you of the dimensions, the output regulator and the name-plate positioning of your Rocket.

4.1.1 Dimensions and output regulator

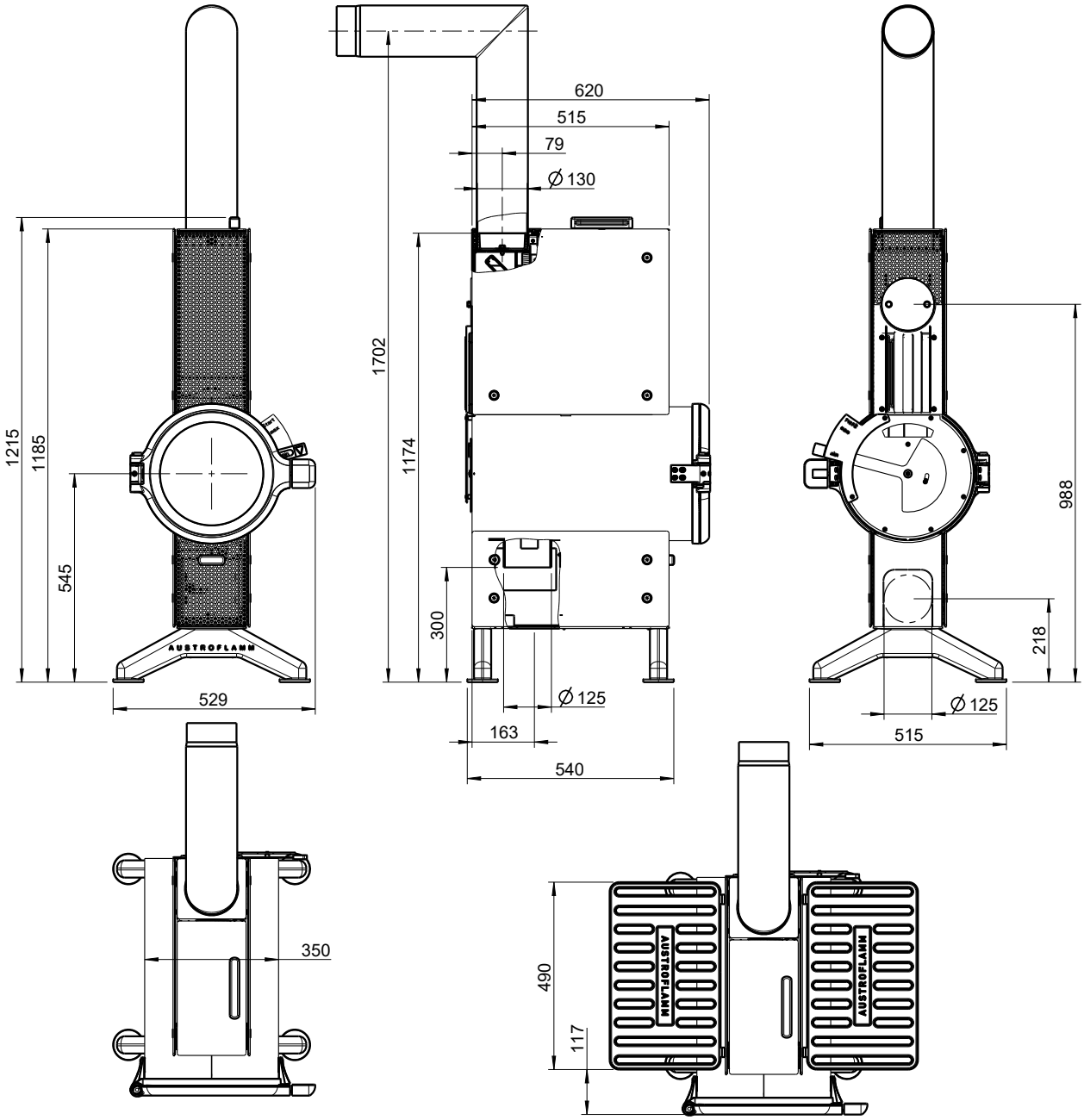

Fig. 2: Rocket dimensions

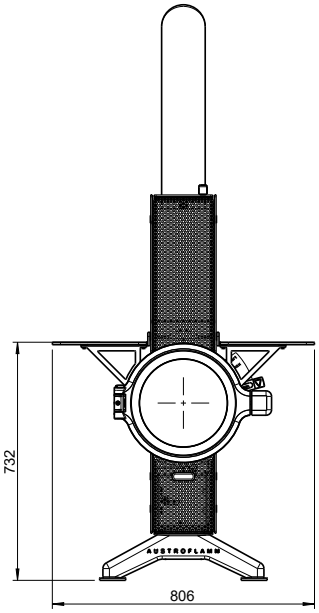

Fig. 3: Dimensions with optional cast iron tray

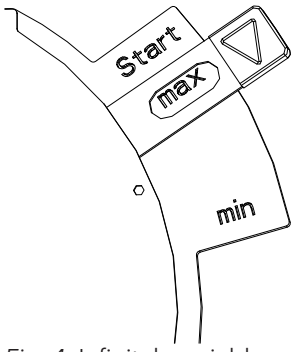

Fig. 4: Infinitely variable output regulator

Continuous output regulator for adjusting the heat output from 2.5 kW to 5 kW = MAX

4.1.2 Positioning of the nameplate

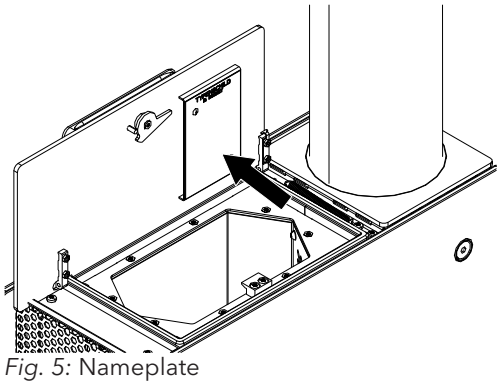

Fig. 5: Nameplate

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

You can find a copy of the nameplate on the back of this manual.

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 authorized representative

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

Appliance details

Model identification(s):	Rocket
Equivalent models:	-
Test reports:	1880-CPR-022-21 / at Acteco 1880
Applied harmonized standards:	EN 13240:2001/A2:2004/AC:2007
Other standards/technical specifications applied:	CEN/TS 15883:2009
Indirect heating function:	no
Direct heat output:	5.0 kW
Indirect heat output[1]:	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s:	77.0 %
Energy efficiency index (EEI):	116

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	**Preferred fuel (only 1)[2]:**	**Other suitable fuel(s)[3]:**	**ηs [x%]:**	**Space heating emissions at nominal heat output (*)**				**Space heating emissions at minimum heat output[4] (*) (**)**			
				PM	**OGC**	**CO**	**NOx**	**PM**	**OGC**	**CO**	**NOx**
				[x] mg/Nm³ (13% O2)[5]				**[x] mg/Nm³ (13% O2)[6]**			
Billet wood, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, moisture content < 12 %	yes	no	77.0	5	17	291	85	-	-	-	-
Other ligneous biomass	no	no	-	-	-	-	-	-	-	-	-
Non-ligneous biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coke	no	no	-	-	-	-	-	-	-	-	-
Low temperature carbonization coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Brown coal briquettes	no	no	-	-	-	-	-	-	-	-	-

Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made of a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made of a mixture of biomass andn fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture made of biomass and fossil 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[7]

Specification	**Symbol**	**Value**	**Unit**		**Designation**	**Symbol**	**Value**	**Unit**
Heat output					**Thermal efficiency (fuel efficiency) based on the NCV**			
Nominal heat output	Pnom	5.0	kW		thermal efficiency (fuel efficiency) at nominal heat output	ηth,nom	87.0	%
Minimum heat output (standard value)	Pmin	-	kW		thermal efficiency (fuel efficiency) at minimun heat output (standard value)	ηth,min	-	%
Auxiliary power consumption					**Type of heat output/room temperature control**			
At nominal heat output	elmax	-	kW		single-level heat output, no room temperature control			yes
At minimum heat output	elmin	-	kW		two or more manually adjustable levels, no room temperature control			no
In standby condition	elSB	-	kW		Room temperature control with mechanical thermostat			no
Power requirement of the pilot flame					with electronic room temperature control			no
Power requirement of the pilot flame (if present)	Ppilot	-	kW		With electronic room temperature control and daytime 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 16510

[5] 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 mader here for the preferred fuel only.

5.2 General specifications

Technical data	
Height [mm]	1215
Width [mm]	529
Depth [mm]	620
Weight [kg]	148
Flue pipe outlet, diameter [mm]	130
Nominal heat efficiency [kW] lt EN test EN 13240	5.0
Heat output, minimum [kW]	2.5
Maximum heat output [kW]	5.0
Space heating capacity, at least (depending on the building insulation) [m³]	48
Maximum room-heating capacity (depending on the building insulation) [m³]	124
Well capacity [kg]	7
Minimum distance from non-flammable materials [mm]	50

5.3 Data for the chimney/flue dimensioning

Flue gas values (for dimensioning the chimney as per DIN 4705-2-3)	
Flue gas mass flow [g/s]	3.3
Flue gas temperature [°C]	176
Minimum feed pressure at nominal heat output [Pa]	12
at 0.8 times nominal heat output [Pa]	10

6 Requirements at the installation location

6.1 Requirements at the room of installation

Your pellet stove must not be set up in:

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

6.2 Chimney requirements

To protect your own safety, national and local regulations exist governing the connection of flue pipes to the chimney. Rocket 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 stove dealer will be familiar with the guidelines. For your own safety the flue connection should be carried out by a specialist.

6.3 Combustion air / Outside air supply

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

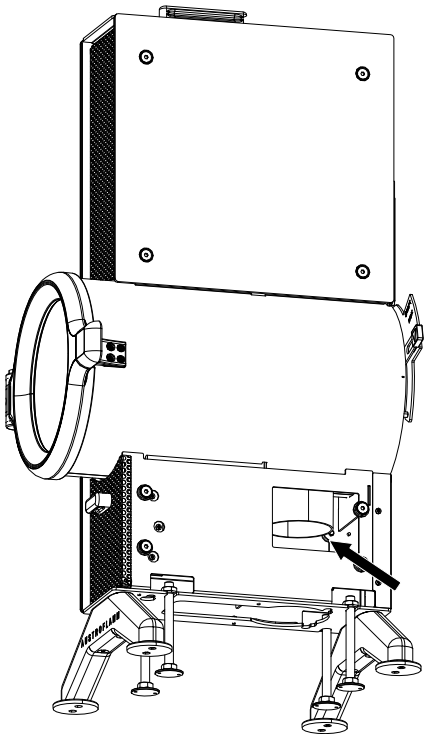

Fig. 6: Connection from rear

The connection for the external air supply features an outer diameter of 125 mm. It is located at the rear of the stove, below the combustion chamber Fig. 6: Connection from rear [▸on page 15]

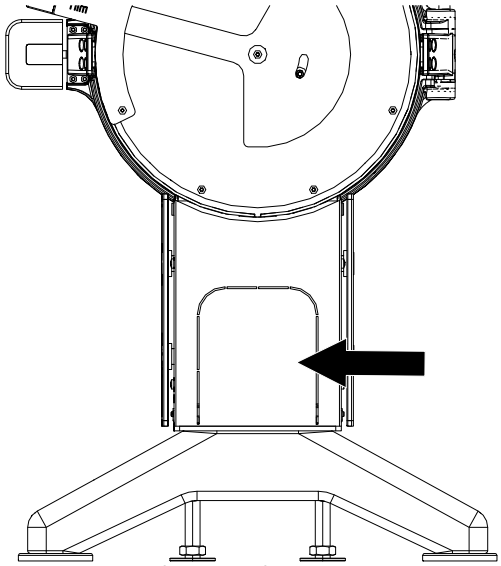

Fig. 7: External air supply connection, rear / perforated sheet metal cover

The connection for the combustion air supply is visible from the outside when the lower side panel is removed (see fig. 6).

The connection must be made with a flexible hose. If the connection is made from the rear, the perforated plate at the back of the stove must be broken out (see Fig. 7).

6.4 Multiple occupancy

The ROCKET pellet stove is suitable for connection to a chimney occupied by other cookers and ranges burning solid fuels (multiple occupancy). A minimum delivery pressure (see Data for the chimney/flue dimensioning [▸on page 13]) is required to operate ROCKET.

6.5 Balanced Flue Operation

Rocket can also be operated without the need for room air.

If the combustion air is supplied directly to the fireplace from outdoors by means of a sealed pipe with a shut-off device, the stove may also be operated in utilization units with mechanical ventilation or air extraction. If, however, the stove is used in this way, multiple occupancy of a chimney is not permitted.

7 Fuel/fuel quantity

7.1 Fuel

Fig. 8: Pellet

Pellets

Poor pellet quality will cause significant residues in the pellet oven 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.

Fuel

Only burn the recommended fuel.

Fig. 9: ENplus A1

Explosive substances

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

7.2 Fuel quantity

Maximum fuel quantity

The hopper of your pellet stove has room for a maximum of 7 kg of pellets. These last for approximately 14 hours of heating operation and approximately 7 hours at nominal load.

8 Information on the operation of your Rocket

8.1 Clean combustion

Good fuel quality, the right chimney/flue draft and the correct setup and connection of your ROCKET guarantee clean combustion.

8.2 Always start in max position

The start of your Rocket is automatically controlled by BIMETALLS. In order to guarantee the automatic control of the start, the output regulator must be set to the MAX POSITION.

8.3 Combustion

After approximately 40 minutes, the automated start is completed. You will see this by the flame pattern. At the end of the start phase the output of the Rocket can be set as desired with the output regulator. Each change of the output regulator position results in a change in the output only after a noticeable delay in the combustion chamber.

NOTICE

Throttling the heat output prematurely using the output regulator will cause the windows and the combustion chamber to blacken.

8.4 Burnout

When no more flames are visible in the firebox or when there are no more pellets in the hopper, the stove is in burnout mode. The bed of embers on the grate keeps the stove warm for another 2 hours.

No more pellets may be added during Burnout! (Danger of deflagration!)

The Rocket may only be operated with the firebox door shut, the hopper closed, the ash pan locked and the grate closed.

Only open the firebox door during operation in exceptional situations!

NOTICE

Remember: It is not possible to terminate the burning process prematurely.

9 Commissioning

9.1 Initial Commissioning

During initial commissioning below nominal heat output (5 kW) there may be an odour nuisance. The reason for this is the stove varnish. This only hardens during operation. The varnish releases vapor in the process. Therefore, make sure that the room is well ventilated during the initial commissioning. Furthermore, soot formation is more pronounced during the initial commissioning due to the increased moisture content of the firebox lining generated during the production process.

Please note that there may be some slight expansion- or contraction noises when the stove heats up or cools down (soft crackling, soft clicking, etc.).

This is caused by the various materials expanding and contracting under the influence of temperature in your oven. Noise of this kind does not constitute a warranty claim.

9.2 Preparing the stove for operation

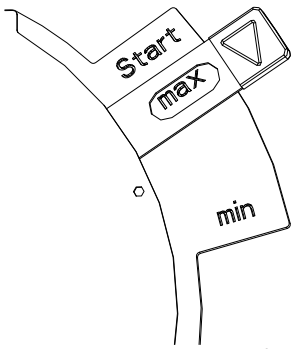

Fig. 10: Set output regulator to "max" position

1) To ensure the heating appliance operates correctly and safely, it is important that the chimney generates the required draft. When restarting the stove (e.g. after the summer season) and in adverse weather conditions (e.g. strong wind), problems may arise with the draft.

   To avoid delivery pressure problems in the chimney flue/chimney, at the start the output regulator must always be set to the "max" position.

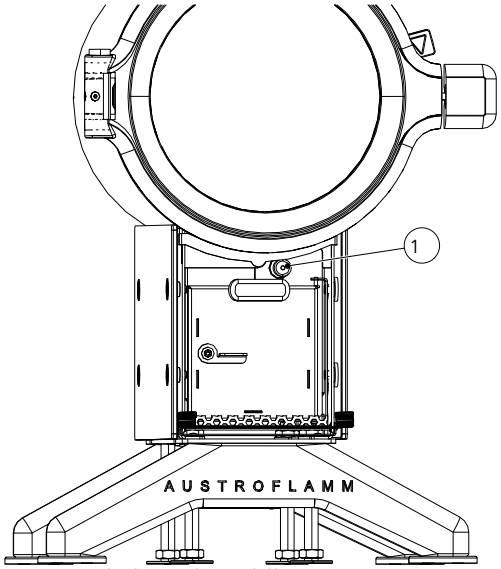

Fig. 11: Shaking the riddling grate

2) If the stove was already in operation and there is residue in the riddling grate, you can press and pull the lever (1) to shake the riddling grate up to 3 times.

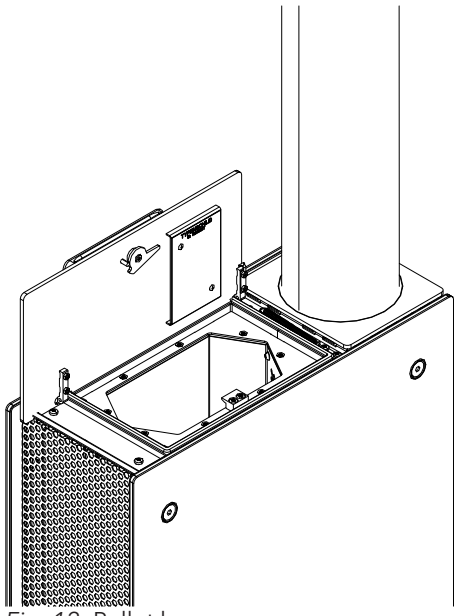

Fig. 12: Pellet hopper

Filling the pellet hopper

1) Open the hopper hatch of the stove.
2) Use a suitable container to fill the desired quantity of pellets.

NOTICE

The pellet stove cannot be halted during the burning phase. All the pellets loaded must be burnt. Therefore, adjust the quantity filled and the output level to suit the desired burning time.

At nominal load, the stove consumes approximately 1 kg pellets/hour. At partial load, the stove requires approximately 0.5 kg of pellets per hour.

9.3 How to start your Rocket

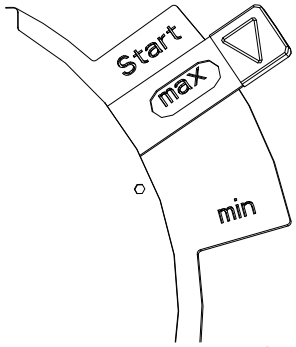

Fig. 13: Set output regulator to"max" position

1) Set output regulator to “max” position.

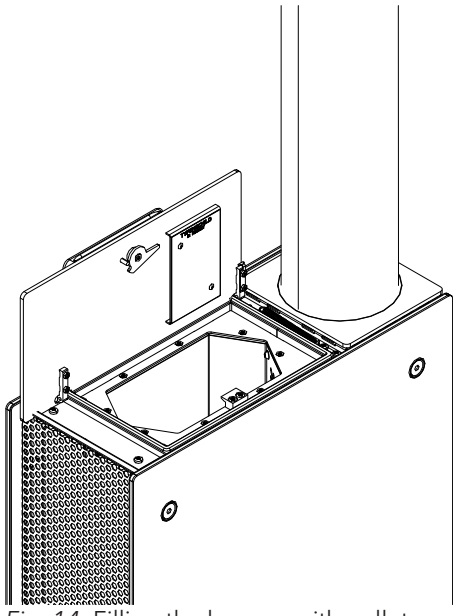

Fig. 14: Filling the hopper with pellets

2) Fill the hopper with pellets.

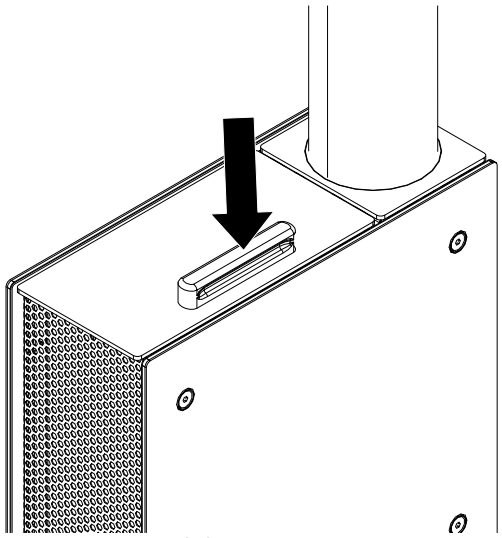

Fig. 15: Hopper lid

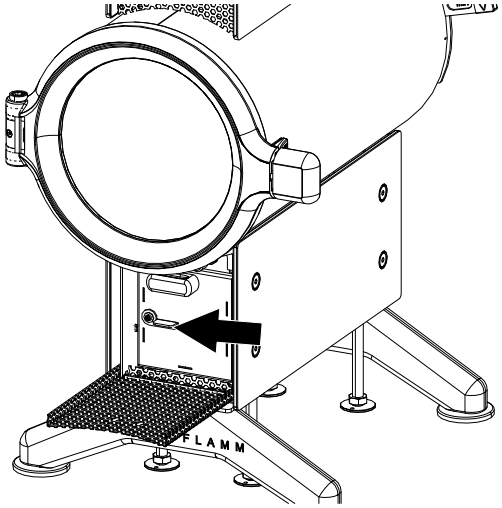

Fig. 16: Ash pan

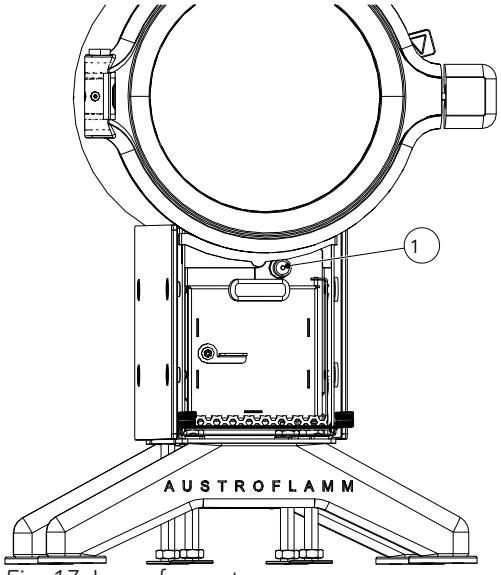

Fig. 17: Lever for grate

3) Bolt hopper lid and ash pan and close grate (1).

Fig. 18: Fire lighter

Fig. 19: Fire lighter below pile of pellets

Fig. 20: Lighting the fire lighter

Fig. 21: Fire lighter burning

⚠ DANGER

Danger of explosion from

the use of liquid or gel-like firelighters.

4) Open the firebox door.
5) Push a standard fire lighter (or two if you have a very poor chimney draft) into the pile of pellets on the grate.
6) Light the fire lighter.
7) After lighting, quickly close the firebox door.

Replenishing pellets during operation

Replenishing during operation is only allowed as long as unburnt pellets are visible in the pellet hopper or the blazing in the firebox. (DANGER OF DEFLAGRATION!)

⚠ CAUTION

Fire risk

Make sure that you do not touch any hot cladding components on the stove when replenishing.

10 Service and Cleaning

10.1 Service

Your ROCKET must be serviced at regular intervals. The flue gas ducts and flue pipes must also be cleaned in the process. Every 2 years the burner unit must also be inspected in the course of the service.

If functional problems occur, a specialist must be employed to inspect the stove.

10.2 Cleaning

10.2.1 Ash removal

Your pellet stove must only be cleaned when cold.

Your stove is fitted with a riddling grate and ash pan for removing ash.

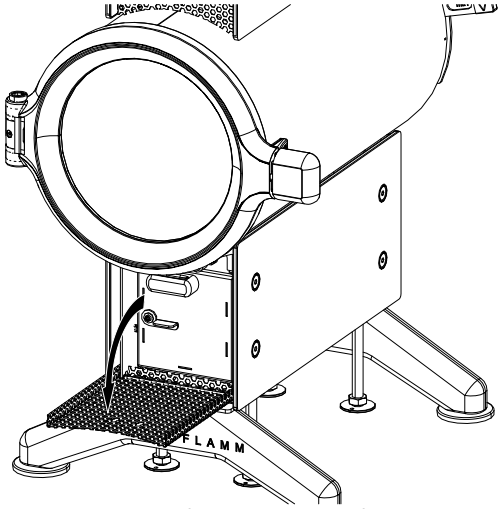

Fig. 22: Putting down aperture plate

To remove ash from the riddling grate, proceed as follows:

1) Put down aperture plate (see Fig. 22).

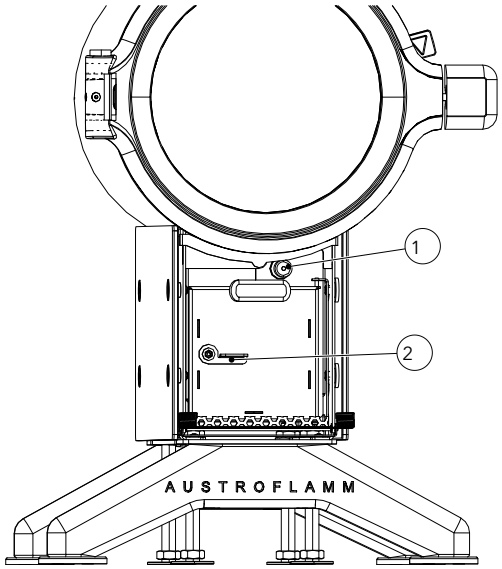

Fig. 23: Operating lever / release lever

2) Pull and press the operating lever of the riddling grate several times to lightly clean the grate of combustion residues. The grate must not be completely cleaned of ash.
   - ⇨ 1: shows the operating lever for the riddling grate
   - ⇨ 2: shows the ash pan release lever

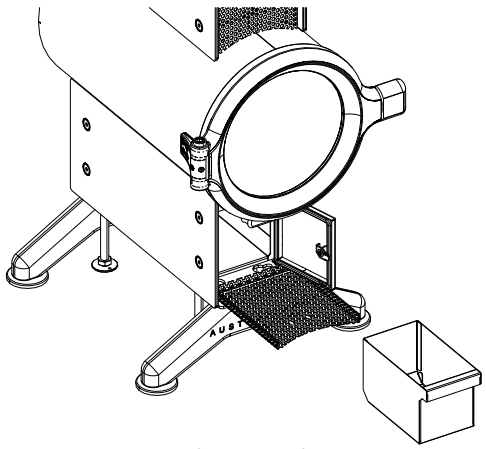

Fig. 24: Remove ash pan and empty it

To empty the ash pan, proceed as follows: (see Fig. 24)

1) Unlock the ash pan.
2) Pull the ash pan out.
3) Empty the ash pan at a permissible place.
   - Before emptying, check that there are no embers in the ash pan.

10.2.2 Cleaning the firebox door glass

Fig. 25: Clean firebox door glass

1) To clean the firebox door glass, open the firebox door.
   ⇨ We recommend cleaning the glass with our Austroflamm glass cleaner or a commercially available window cleaner.

10.2.3 Cleaning the stove surfaces

Varnished surfaces may only be cleaned with a cloth (if necessary damp).

10.3 Visual inspection

Carry out a regular visual inspection of your stove.

1) In doing so, check the firebox door, the ash pan, the pellet hopper hatch and the combustion chamber for defects and damage.
2) Inspect the firebox door seals for wear or breakage.
   ⇨ Only intact parts and seals ensure that your stove functions flawlessly.

11 Equipment

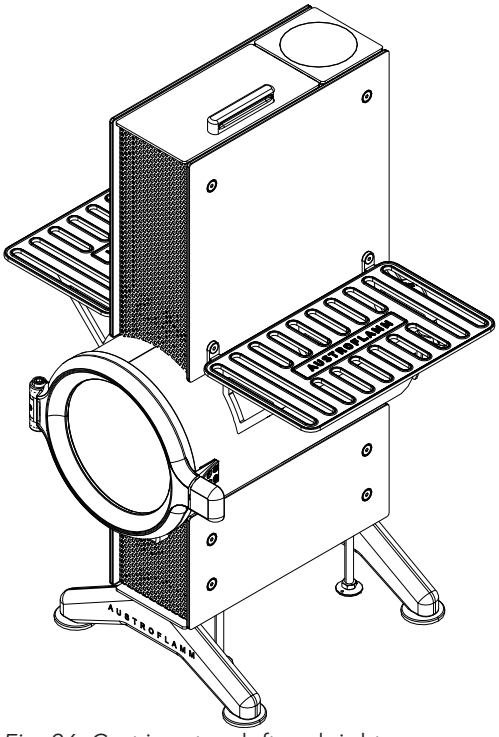

Fig. 26: Cast iron tray left and right

Cast iron tray

Cast iron trays are available separately for your Rocket. These are mounted on the stove by means of two ISK M10x30 countersunk screws. The screws are included in the scope of delivery.

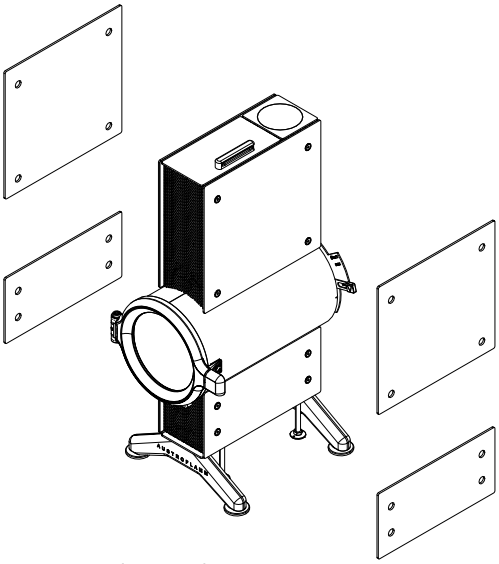

Fig. 27: Side panel

Side panel

A steel panel or ceramic panel is available for your Rocket as desired.

The side cladding is very easy to fit. Each side panel is screwed to the body of the stove by means of 4 ISK M 10x20 countersunk screws. The screws are included in the scope of delivery of the panel.

12 Problem solutions

Problem	Cause	Solution
The glass panel is sooty.	• The chimney is not working properly. The required negative pressure of at least 12 Pa is not present.	• Ask your chimney sweep to carry out a draught measurement.
	• The setting of the output regulator in the start phase is incorrect.	• Position the output regulator in the start phase as specified in the instructions.
	• The firebox is not reaching the required operating temperature of at least 400°C.	• Load sufficient fuel for a minimum of at least 1 hour.
	• Pellets were reloaded during burnout.	• Pellets may only be reloaded while the stove is burning. Flames must be visible in the combustion chamber when replenishing. Do not reload if there are only embers in the firebox.
The fuel is burning badly.	• The chimney is not working properly.	• Ask your chimney sweep to carry out a draught measurement. • Have the flue gas ducts and flue pipes of the pellet stove checked by a specialist.
The stove is delivering very little heat output.	• The combustion air supply is insufficient.	• Check the air inlet opening on the stove. • If the stove is connected to the outside air, check the air inlet duct.
The stove smells unpleasant when operating	• Curing phase of the varnish.	• During the first heating cycles the varnish is hardening. An unpleasant odor can occur in the process.
The surface is smoking.	• The stove surface is dusty/ soiled.	• Keep the surfaces of the stove free from dust and dirt.

13 Spare parts

Spare part	Order number
Operating manual	940284
Glove with logo	640084
Wooden plinth, front	775096
Wooden plinth, rear	775110
Combustion chamber cladding, complete	775687
Lid handle, complete	775100
Combustion chamber bottom block, front	702176
Door window	775032
Door handle	775041

Other spare parts

Spare part	Order number

Spare parts combustion chamber cladding (Keramott)

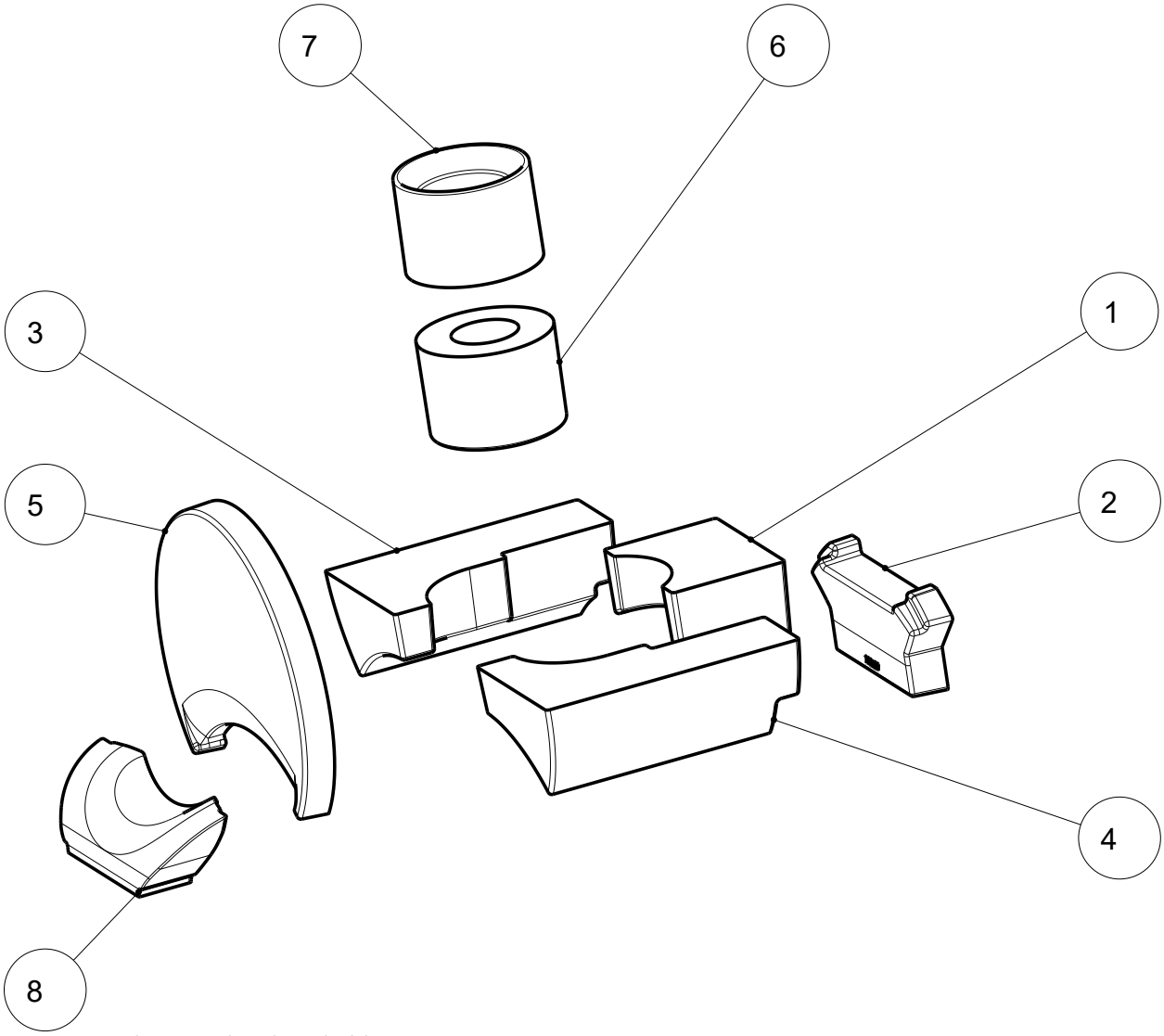

Fig. 28: Combustion chamber cladding (Keramott)

Item no.	Qty	Item	Item no.
1	1	CC cladding, rear, top	702198
2	1	CC cladding, rear, bottom	775657
3	1	CC cladding, left	775655
4	1	CC cladding, right	702174
5	1	CC front block	775029
6	1	Quarl block socket, bottom	702195
7	1	Quarl block socket, top	702197
8	1	CC bottom block, front	702176

Spare parts, door

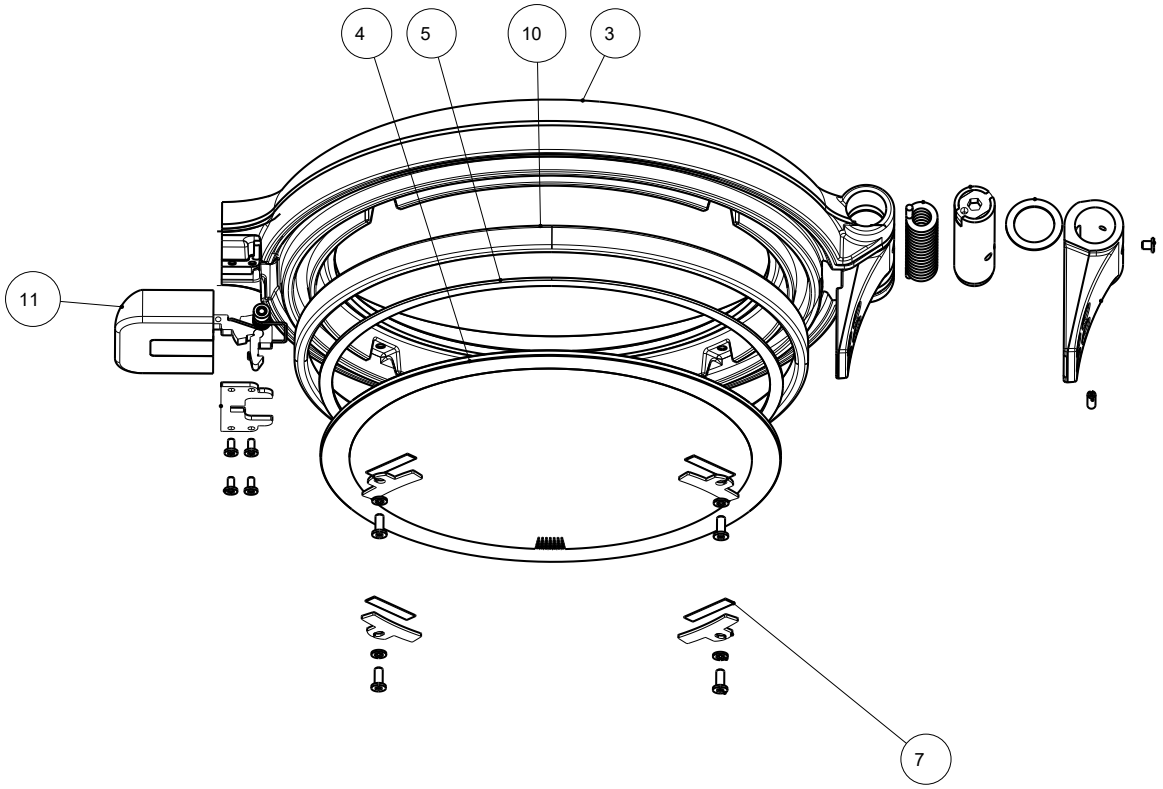

Fig. 29: Door

Item no.	Qty	Item	Item no.
3	1	FR door	775033-29
4	1	Door window	775032
5	1	Gasket 8x2x L [mm]= 881.2	710096
7	4	Gasket	718767
10	1	Oval seal 16x8; L=980	718763
11	1	Door handle, complete	775041

14 Warranty and guarantee

For your AUSTROFLAMM pellet stove, we guarantee the flawless performance of the body for 6 years, and of all other steel and cast iron components for 2 years from the date of first sale. Steel and cast iron parts that exhibit material and/or processing defects during the warranty period will be replaced with new parts.

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

We do not provide a guarantee on wear parts (e.g. Keramott, seals and grate), surface coatings, varnish, glass and ceramics.

Eligibility for our warranty service is subject to the following conditions:

1) Your Austroflamm pellet stove has been operated in accordance with the manual and installed, commissioned and maintained by a specialist dealer/service engineer.
2) Your Austroflamm pellet stove has been serviced and proof of this can be provided. (See Service Report, section 16)
3) The warranty claim must be made at an Austroflamm specialist dealer by presenting the purchase invoice and quoting the serial number.

Our warranty service includes the free delivery of new parts. Working- and travel times are not covered by this. An unjustified warranty claim will be charged back to the operator.

The heating appliance must not be modified. Any structural modifications to the stove, or improper use, will invalidate the warranty claim and the guarantee!

15 Data processing

Additional commissioning report in respect of data processing

(please forward together with start up log and this page to info@austroflamm.com)

The personal data given in the start up log, in particular name, address, telephone number, which are solely necessary and required for the purpose of executing the start up of the product, are collected on the basis of legal authorizations.

Any use of the personal data beyond this and the collection of additional information usually requires the consent of the data subject. You may voluntarily grant such consent in the following section.

If you consent to the appropriate handling of your personal data for the following purposes, please tick this box.

o I hereby agree that Austroflamm GmbH and AUSTROFLAMM Service GmbH & Co KG may send me service reminders and offers on other products from Austroflamm GmbH for the purposes of advertising via E-Mail/ SMS/ telephone.

_____

Signature

_____

Date

The legal instruction can be accessed on the Austroflamm GmbH home page at the following address: https://www.austroflamm.com/de/datenschutz.

16 Start up log

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

	OKAY	DEFECTS
Model		
Serial number		
Technology	[ ]	
Visuals	[ ]	
Accessories (ceramic panel, cast iron tray, etc.)	[ ]	

On-site conditions	
Chimney flue/chimney construction [ ] brickwork [ ] stainless steel [ ] fireclay	Number of elbows: Total length of flue pipes:
Chimney flue/chimney diameter:	Flue pipes in plug-in system [ ] with seal lip [ ] without seal lip
Chimney/chimney flue – Approved by chimney sweep [ ] yes [ ] no	Chimney flue-/draught Actual value:_____ Target value:_____
Outside temperature for draft measurement:	Sea level
Controlled living space ventilation [ ] yes [ ] no	Flue pipe diameter:
Other:	

Appliance – Preparation for Start, Functional Check			
Firebox door seal checked [ ] yes [ ] no		Riddling grate function tested	
Pellet hopper loaded		Ash pan lock checked	
Pellet quality: e.g. ENplus A1		Keramott “burnt white” after trial	

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 “Stove installation” (Please be sure to obtain the customer’s consent beforehand)	
[ ] glove [ ] operating manual handed over		(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 Technicia

17 Service Report

Date	Technicians	Notes	Work carried out, replacement parts installed

Date	Technicians	Notes	Work carried out, replacement parts installed

Notizen / notes / appunti / remarques

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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