

Dear Customer,

We thank you for having chosen one of our products, the fruit of technological experience and of continual research for a superior quality product in terms of safety, dependability, and service.

In this manual you will find all the information and useful suggestions to use your product with the maximum safety and efficiency.



We highly recommend to turn to our Authorized Service Centre for the installation and the first ignition of the device as it not only carries out the installation perfectly but also verifies the regular operation of it.

- Incorrect installation, incorrectly performed maintenance, improper use of the product release the manufacturer from every eventual damage derived from the use of the pellet insert.
- The unit cannot be used as an incinerator. Do not use fuels other than pellets.
- This manual has been realized by the manufacturer and constitutes an integral part of the product and must remain with it during its entire lifetime. If the product is sold or transferred, be sure that the booklet is present since the information contained in it are addressed to the buyer, and to all those persons of various titles who complete the installation, use and maintenance.
- Carefully read the instructions and the technical information contained in this manual, before proceeding with the installation, use, and any operation on the product.
- The observance of the indications contained in the present manual guarantees the safety of people and the product, the economy of use and a longer functioning lifetime.
- Although the carefully studied design and the risk analysis done by our company has permitted the realization of a safe product, in any case, before effecting any operation on the pellet insert, it is recommended to keep said manual available and pay scrupulous attention to the instructions written therein.
- Be very careful when moving the ceramic details where present.
- Check the precise flatness of the pavement where the product will be installed
- The wall where the product will be placed must not be constructed in wood, or in any case, made of an inflammable material, and in addition it is necessary to maintain a safety distance.
- While the pellet insert is in operation, several parts of the pellet insert (door, handle, sides) can reach high temperatures. Therefore pay attention and use the proper precautions, above all in the presence of children, elderly or disabled persons, and animals.
- Assembly must be performed by authorized persons (Authorized Assistance Center).
- Diagrams and drawings are furnished for the purpose of illustration; the manufacturer, with the intent of pursuing a policy of constant development and renewal of the product can, without any notice, make any modifications that are believed opportune.
- When the pellet insert is working at its maximum speed, it is strongly suggested to wear gloves while handling with the door for pellets loading and the door handle.
- It is prohibited to install in bedrooms or in explosive environments.
- Only use replacement parts recommended by the supplier.



Never cover the body of the pellet insert in any way or obstruct the openings placed on the upper side when the device is operating. All our pellet inserts are trial lighted on the construction line.

In the event of a fire, disconnect the power supply, use an extinguisher and call the fire fighters if necessary. After that contact the Authorized Assistance Center.

This instruction booklet is an integral part of the product: make sure that it always accompanies the appliance, even in case of transfer to another owner or in the case of transfer to another place. In the event of damage or loss, request a copy from the area technician.

These symbols indicate specific messages in this booklet:

**ATTENTION:**

This warning sign indicates that the message to which it refers should be carefully read and understood, **because failure to comply with what these notices say can cause serious damage to the pellet insert and put the user's safety at risk.**

**INFORMATION:**

This symbol is used to highlight information which is important for proper pellet insert operation. Failure to comply with these provision will compromise use of the pellet insert and its operation will not be satisfactory.

Norms and declarations of conformity

Our company declares that the pellet insert conforms to the following norms for the EC European Directive labelling:

- 2014/30 UE (regulation EMCD) and following amendments;
- 2014/35UE(LowVoltageDirective)andfollowing amendments;
- 2011/65 EU (RoHS 2 directive);
- 2015/863 EU (delegated directive recently amended Annex II of the Directive 2011/65 EU);
- Ecodesign directive 2009/125/EC;
- The Rules of Construction Products (CPR-Construction Products Regulation) No. 305/2011 regarding the construction world;
- For installations in Italy, please refer to UNI 10683/98 or following changes. **While installing the unit respect the local, national and European rules;**
- EN 55014-1; EN 55014-2; EN 61000-3-2; EN 61000-3-3; EN 60335-1; EN 60335-2-102; EN 62233, EN 50581. Regulation EU 2015/1185.

Safety information

Please carefully read this use and maintenance manual before installing and operating the pellet insert!

If clarification is needed, please contact the dealer or the Authorized Assistance Center.

- The pellet pellet insert must only be operated in living environments. This pellet insert, being controlled by an electronic board, permits a completely automatic and controlled combustion; the exchange, in fact, regulates the lighting phase, 5 power levels and the shut down stage, guaranteeing the safe operation of the pellet insert.
- The basket used for combustion allows most

of the ash produced by the combustion of the pellets to fall into the collection compartment. Nevertheless, check the basket daily, given that not all pellets have high quality standards (use only quality pellets recommended by the manufacturer)

Responsibility

With the delivery of the present manual, we decline all responsibility, both civil and penal, for accidents deriving from the partial or total lack of observance of the instructions contained herein.

We decline every responsibility derived from improper use of the pellet insert, from incorrect use by the user, from unauthorized modifications and/or repairs, from the use of replacement parts that are not original for this model. The manufacturer declines every civil or penal, direct or indirect responsibility due to:

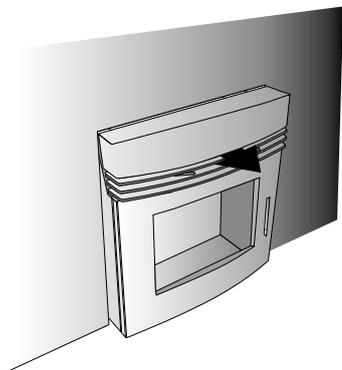
- Lack of maintenance;
- Failure to observe the instructions contained in the manual;
- Use in non-conformity with the safety directives;
- Installation in non-conformity with the norms in force in the country;
- Installation by unqualified or untrained personnel;
- Modifications and repairs not authorized by the manufacturer;
- Use of non-original replacement parts;
- Exceptional events.

Pellets' loading in the pellet tank

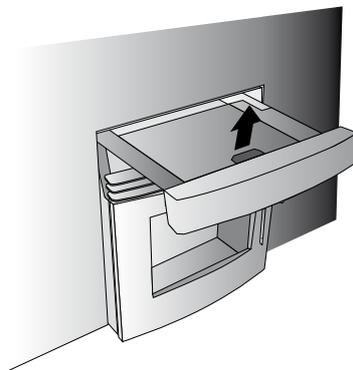
You can load the pellet in the pellet tank using the tray on the upper part of the pellet insert. You can load the pellet in two ways:

- Remove the tray (Pict. 1); lift the supplied cab apron (shovel) (Pict. 2) so that you have a chute allowing the pellet to slide into the tank (Pict. 3) . Load now the pellet (Pict. 4).

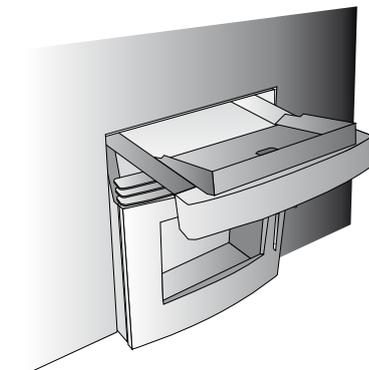
Pict. 1



Pict. 2

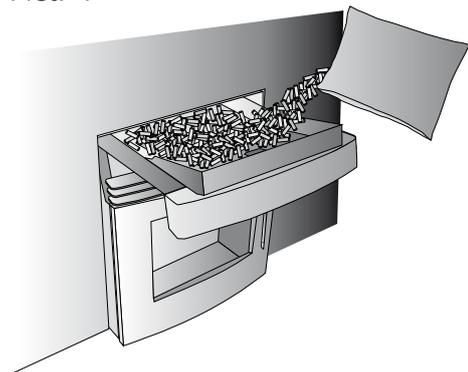


Pict. 3

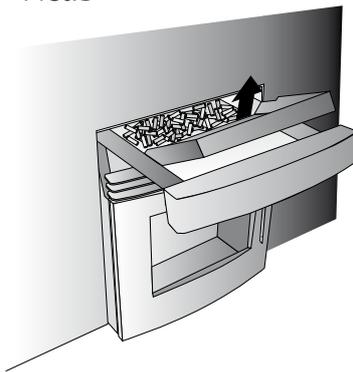


Once you have loaded the pellets, lift the tray so that all the pellets go to the pellet tank (fig. 5). Close the pellets tray (fig. 6).

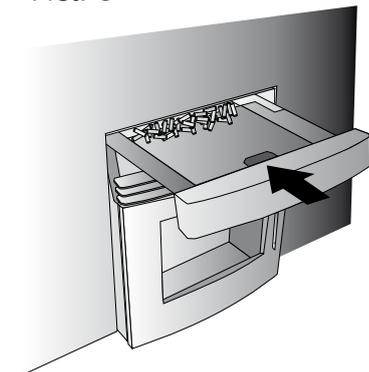
Pict. 4



Pict.5



Pict. 6



- Use only wood pellets;
- Keep / store the pellets in a cool dry place;
- Never pour pellets directly on the hearth;
- The pellet insert must only be fed with quality 6 mm diameter pellets, A1 certified according to the UNI EN ISO 17225-2 regulations;
- Before making the electrical connection of the pellet insert the discharge tubes must be connected with the flue;
- The protective grill placed inside the pellet container must never be removed;
- The environment where the pellet insert is installed must have a sufficient exchange of air;
- It is forbidden to operate the pellet insert with the door open or the glass broken;
- Do not use the pellet insert as an incinerator; the pellet insert should be used only for the intended purpose;
- Any other use is considered improper and therefore dangerous. Do not put in the hopper other than wood pellets;
- When the pellet insert is operating, the surfaces, glass, handle and tubes become very hot: during operation do not touch these parts without adequate protection;
- Keep the fuel and other inflammable materials off the pellet insert.



Never turn off the heater by removing electricity. Let always complete the shutdown cycle, otherwise you may damage the structure and have trouble lighting in the future.

Instructions for safe and efficient use

- The device can be used by children that are not less than 8 years old and people with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, provided being under supervision of someone responsible or after having received instructions relating to the safe use of the device and to the understanding of the dangers inherent to it. Children should not play with the device. Cleaning and maintenance to be performed by the user should not be made by children without supervision;
- Do not use the pellet insert as a ladder or scaffold;
- Do not put clothes to dry on the pellet insert;
- Any clothes hangers and suchlike must be kept a suitable distance from the pellet insert. - Risk of fire;
- Carefully explain that the pellet insert is made from material subjected to high temperatures for the elderly, the disabled, and in particular for all children, keeping them away from the pellet insert during operation;
- Do not touch the pellet insert with wet hands: the pellet insert has electrical components that could produce sparks if handled incorrectly;
- Never open the glass door of the pellet pellet insert while the pellet insert is in operation;
- The pellet insert must be connected to an electrical system equipped with an earthing conductor in accordance with regulations 73/23 and 93/98 EEC;
- The system must be of adequate electrical power declared the pellet insert;
- Do not wash the inside of the pellet insert with water.
- The water could damage the electrical insulation, causing electric shock;
- Do not expose your body to hot air for a long time. Do not overheat the room you are in and where the pellet insert is installed. This can damage the physical conditions and cause health problems;
- Do not expose to direct the flow of hot air plants or animals;
- The pellet pellet insert is not a cooking element;
- External surfaces during operation can become very hot. Do not touch them except with the appropriate protection;
- The plug of the device power cable must be connected only after installation and assembly of the device and must remain accessible after installation, if the unit is not provided of a double-pole switch suitable and accessible.
- Pay attention that the power cord (and any other cables external to the appliance) do not touch hot parts.
- Do not lay objects, glasses, infusers, room perfumers on the pellet insert, they could be damaged or to damage the pellet insert (in this case de warranty does not respond).
- In the event of a start-up system, do not force switch on;
- Unburnt pellet accumulation in the burner following "no switch on" must be removed before proceeding with new switch on. Before each restart, ensure the grate is well positioned and clean;
- It is forbidden to manually load the fuel in the grate. Non-compliance with this warning can generate dangerous situations;
- Evaluate the static conditions of the surface on which the weight of the product gravitates;
- Extraordinary maintenance operations must be carried out by authorised and qualified staff only;
- Disconnect the electrical power supply of the product before carrying out any maintenance operation;
- On first start-up, smoke may generate due to initial heating of the paint. Keep the premises well ventilated.



The pellet insert is equipped with a safety device to prevent operation with dangerous negative pressure in the combustion chamber caused for example by unfavourable climatic situations or blockages in the flue. If intervening on this device, do not tamper with it, clean the chimney if it is blocked and wait for the climatic situation to allow the flue to return to a negative pressure that would guarantee correct operation of the pellet insert. If the pellet insert is installed in particularly windy situations for long periods of time which would prevent daily use of the pellet insert, the smoke extractor speed can be increased to guarantee correct negative pressure in the combustion chamber.

For proper functioning and a good temperature distribution, the pellet insert should be positioned in a location where it is able to take in the air necessary for combustion of the pellet (about 40 m³/h must be available), as laid down in the standard governing the installation and in accordance with local national standards. The volume of the room must not be less than 20 m³. It is compulsory to install an adequate outdoor air intake which would allow oxidising air input necessary for correct operation of the product. The air flow between the outside and the installation premises can take place directly, through an opening on an external wall of the premises (preferred solution, see Figure 1a); or indirectly, through air intake from the adjoining premises with air intake and permanently communicating with the installation premises (see Figure 1b). Adjoining premises excludes those used as bedrooms, bathrooms, garages, common areas of a building and, in general, premises in danger of catching fire. Consider the doors and windows present which could interfere with correct air flow to the pellet insert and maintain 1.5 metres from any smoke outlet. The air intake must have a minimum total net surface of 100 cm² protected by an external grate which must not be obstructed and/or blocked and which should be periodically cleaned: the aforementioned surface should be increased as a result if there are other active generators inside the premises (for example: electric fans for stale air extraction, kitchen hood, other pellet inserts, etc...), which could generate a negative pressure environment. A check is necessary, with all the equipment on, that the drop in pressure between the room and the outdoors does not exceed a value of 4 Pa.

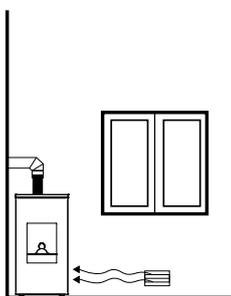


FIGURE 1a- DIRECTLY FROM OUTSIDE

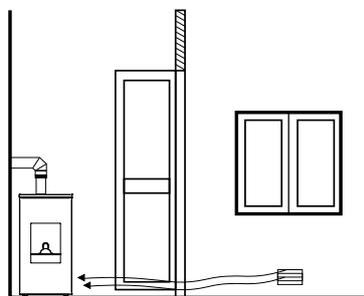
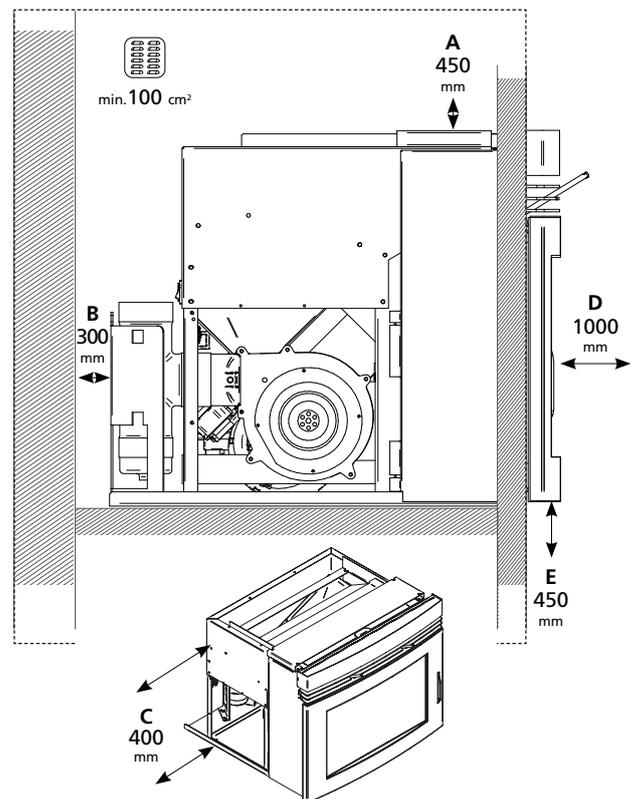


FIGURE 1b- INDIRECTLY FROM ADJACENT PREMISES

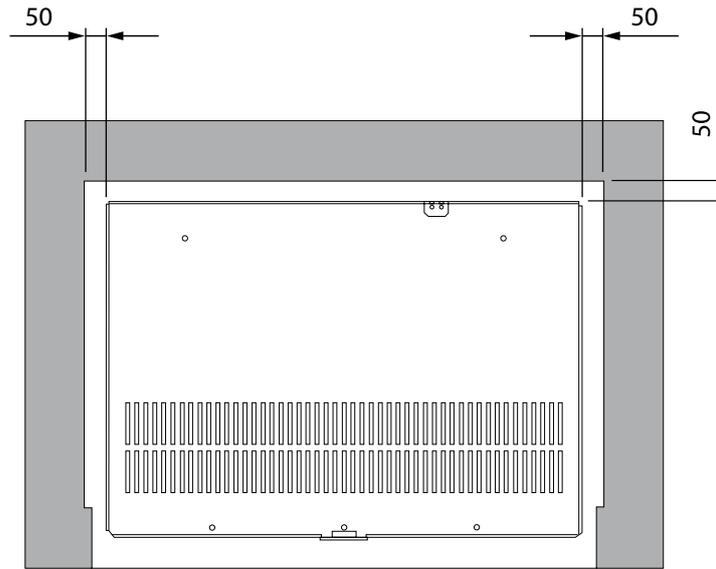


The pellet insert may not be installed in bedrooms, bathrooms and where another heating appliance without an independent air supply (pellet insert, pellet insert, etc.) is already installed. It is forbidden to install the pellet insert in rooms with an explosive atmosphere. The floor of the room in which the pellet insert is to be installed must be dimensioned appropriately to support the weight of the fireplace insert. Maintain a minimum distance of 50 mm between cladding and chimney insert. In the case of flammable walls in the vicinity of the chimney keep a minimum distance of (A) 450 mm, rear (B) 300 mm, side (C) 400 mm, front (D) 1000 mm and floor (E) 450 mm. If there are particularly delicate objects (furniture, curtains, sofas), the distance of the insert must be increased considerably. The two side walls of the pellet insert must be accessible for maintenance by authorised technicians.



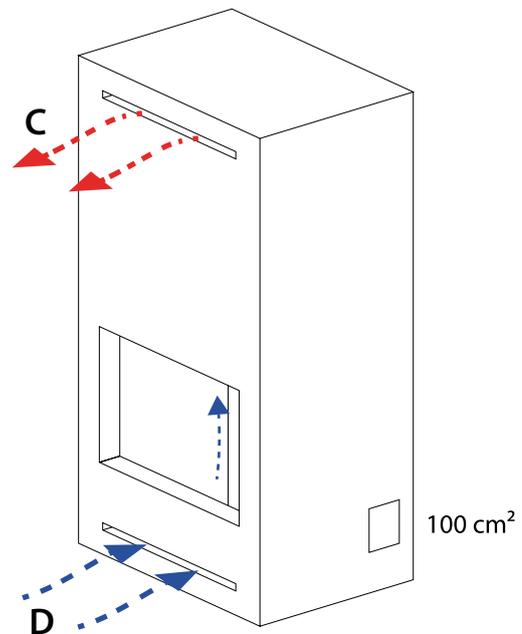
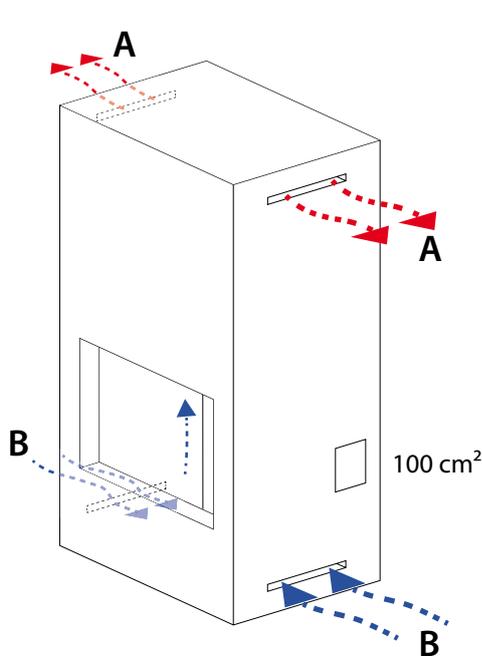
In the presence of wood floors, install a floor protection surface in compliance with the rules in force in the country

You can connect the air necessary for combustion directly to the external air intake, with a tube of at least 40mm, with a maximum length of 2 linear metres; each curve of the tube is equal to a loss of one linear metre.



A minimum lateral clearance of 50 mm must be ensured for proper functioning of the pellet insert. In addition, air intakes and outlets must be provided to ensure proper ventilation within the structure. The air inlets must have a section of 240 cm² at the entrance and 350 cm² at the exit. If a dedicated 100 cm² combustion air inlet is not provided, increase the air inlet section to 340 cm². The air flow entering from below must not be obstructed by the base or other elements placed inside the installation niche. The air flow must be free to circulate from the bottom to the top.

All openings must be protected by protective grilles that must be kept open and clean and must guarantee the minimum required cross-section.



A : Air outlet. Minimum section 175 cm².
B : Air intake. Minimum section 120 cm²

C : Air outlet. Minimum section 350 cm².
D : Air intake. Minimum section 240 cm².

The following instructions have the purpose of giving instructions on installation of a good flue, however they do not replace in any way the standards in force of which a qualified builder must be aware. The pellet insert manufacturer cannot be held in any way liable in civil or criminal terms for poor operation of the pellet insert due to a wrongly sized flue and/or non-compliance with legislation in force, which must be complied with. The flue must be built to standard and category \geq T250 or higher, with a vertical progression without choking, resistant to condensate and resistant to fire caused by soot. It must be externally insulated to avoid smoke cooling and it must have a condensate drain. If the flue is a cement shaft, it must be ducted. The flue must be inspected for cleaning and must also be distanced from flammable and/or combustible materials.

The minimum distances to comply with from any chimneys or reflux zones are outlined below.

Check the negative pressure between the flue and the environment installed comply with the instructions in the technical characteristics. The minimum height of the flue is 3.5 metres and must have an internal section that allows compliance with these requirements and however not over 100mm. Check the correct configurations using UNI EN 13384-1.

The flue must always be clean. Any soot residue reduces the section of the flue which would compromise draught and the soot could catch fire. Have a professional chimney sweep clean the flue and the chimney at least once a year and before switching on the generator after periods of inactivity. Lack of cleaning will negatively impact correct operation of the equipment.



Installation of the flue is not permitted shared with other equipment.

Installation

Please follow the following procedure in order to install the fireplace insert:

- Connect the "T" pipe to the support of the gauge (Pict. 5).
- Insert the fastening gauge (Pict. 6) on the base of the chimney. Fasten it with four screws and proper plugs. The base of the chimney must be completely flat.
- Fasten the brackets to the wall behind the chimney (Pict. 7).
- Install the smokes outlet pipe (Pict. 8).
- Install the air suction pipe.
- Lubricate the smoke outlet on the back of the insert using a brush and some copper fat (or similar fat suitable for high temperatures).

The lubrication of the smokes outlet makes the removal of the pellet insert from the chimney easier during the supplementary maintenance.

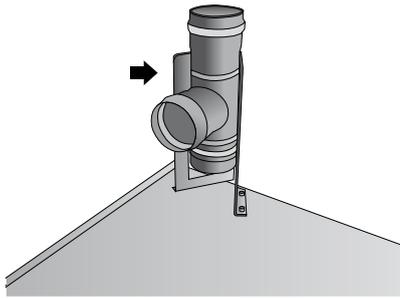
- Install the room sensor so that it is not influenced by the warmth produced by the pellet insert.
- Connect the control board to the PCB and the

plug of the power lead to the power supply.

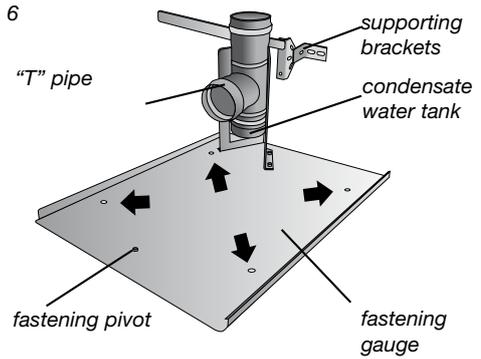
- Push the ON button in the back of the pellet insert;
- Lie the pellet insert on the gauge with caution and push it in the chimney until it reaches its correct position (Pict. 9).

According to the norm **UNI 10683/98**, the pellet insert must not be in the same environment where extractors, type B gas devices or in any case, devices that create lower atmospheric pressure in the locale are found.

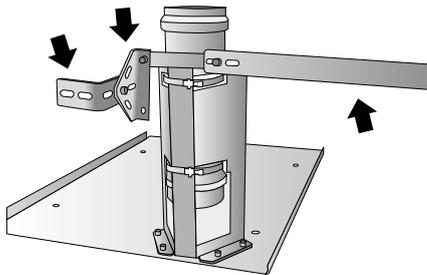
Pict. 5



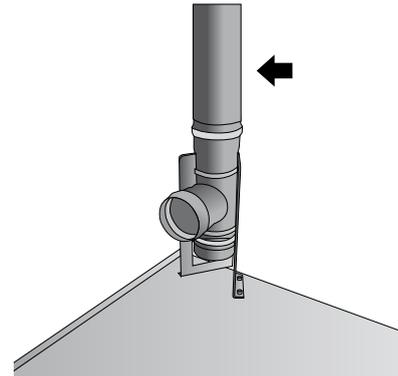
Pict. 6



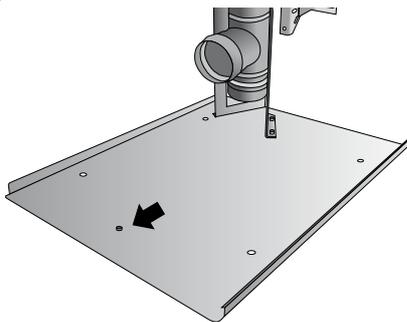
Pict. 7



Pict. 8



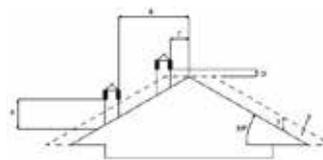
Pict. 9



Chimney

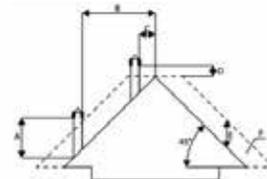
The opening area for smoke evacuation must be at least double the section of the flue and must prevent snow and animals entering. The measurement of the opening in the atmosphere must be outside the backflow zone caused by the shape of the roof and/or any obstacles found nearby. Pay attention to the presence of skylights and dormer windows.

30° ROOF



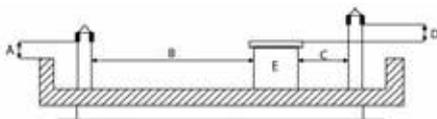
- A = MIN. 1,30 metri
- B = DISTANZA > 1,50 metri
- C = DISTANZA < 1,50 metri
- D = 0,50 metri OLTRE IL COLMO
- E = 0,80 metri
- F = BACKFLOW ZONE

45° ROOF



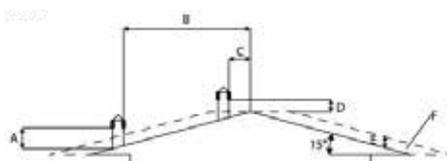
- A = MIN. 2,00 m
- B = DISTANZA > 1,30 metri
- C = DISTANZA < 1,30 metri
- D = 0,50 m OVER THE RIDGE
- E = 1,50 metri
- F = BACKFLOW ZONE

FLAT ROOF



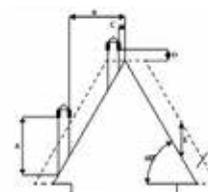
- A = MIN. 0,50 m
- B = DISTANCE > 2,00 m
- C = DISTANCE < 2,00 m
- D = 0,50 metri
- E = TECHNICAL VOLUME

15° ROOF



- A = MIN. 1,00 m
- B = DISTANCE > 1,85 m
- C = DISTANCE < 1,85 m
- D = 0,50 m OVER THE RIDGE
- E = 0,50 metri
- F = BACKFLOW ZONE

60° ROOF



- A = MIN. 2,60 m
- B = DISTANZA > 1,20 m
- C = DISTANZA < 1,20 m
- D = 0,50 m OVER THE RIDGE
- E = 2,10 m
- F = BACKFLOW ZONE

Flue connection

The joint between the pellet insert and the flue must be installed using suitable tubes (min. T250). Use is forbidden of flexible metal tubes, in cement fibre or aluminium. The slope of the smoke duct must not have horizontal sections over 2 metres and must have a minimum 3% inclination. The first change of direction must take place after at least 1.5 metres of the vertical section. Inspect the base of the smoke duct

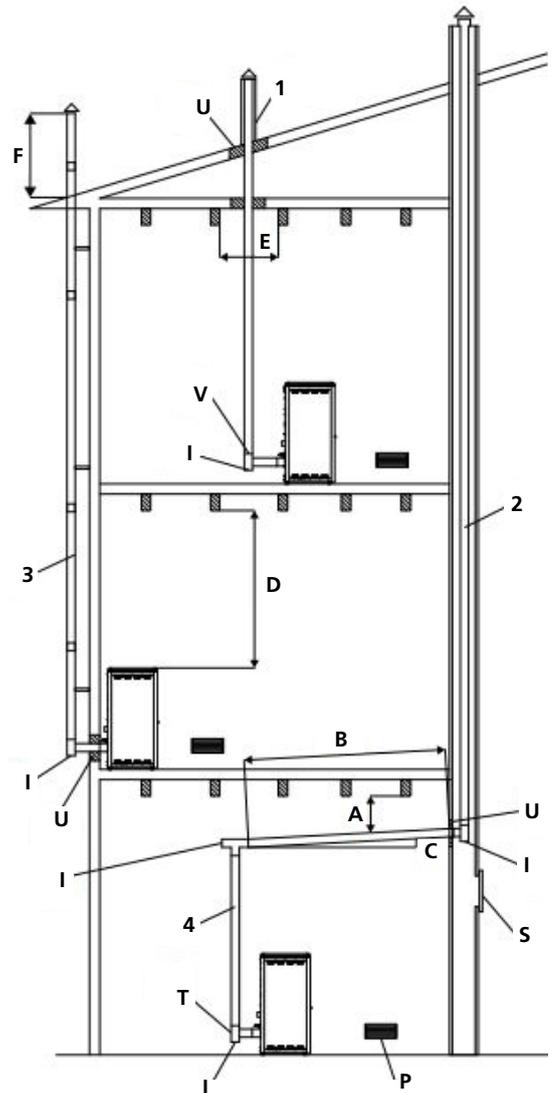
with periodic controls. It is forbidden to connect the same smoke duct on multiple equipment. Keep the smoke duct an adequate distance from any flammable parts or parts sensitive to heat. Refer to the instructions given by the manufacturer of the flue for the distances to respect.

Example of correct installation.

How to connect canalization (where present)

On the canalization outlet only, connect a tube for each duct with a diameter of 80mm with a maximum length of 8 linear metres. For each 45° curve, consider a loss of one metre of linear section (e.g. maximum distance without curves 8 metres; maximum distance with a 45° curve $8-1=7$ metres). You are advised to use tubes with a diameter of 80mm and with a smooth internal surface.

They must resist heat (you are advised to use at least a T250). Keep a distance from flammable and/or combustible objects (at least 50 cm) and from curtains and furniture.



A= MINIMUM 40 MM
B= MASSIMUM 4 M
C= MINIMUM 3°
D= MINIMUM 400 MM
E= DIAMETER OF HOLE
F= SEE FIG. 2-3-4-5-6

U= INSULATION
V= POSSIBLE REDUCTION FROM 100 TO 80 MM
I= INSPECTION PLUG
S= INSPECTION DOOR
P= AIR INTAKE
T= T JOINT WITH INSPECTION PLUG

Pellet

The pellets are cylinders of compressed wood, produced from sawdust and wood processing (chips and sawdust), generally produced by sawmills and carpenters. The binding capacity of the lignin contained in wood, allows to obtain a compact product without adding additives and foreign chemicals to the wood, is therefore obtained a natural fuel with high yield.

The use of expired pellets or any other unsuitable material can damage parts of the thermopellet insert and impair proper operation: this can lead to the termination of the guarantee, and its producer responsibility. With obvious floor capacity evaluation, in the installation premises, a maximum can be deposited of fuel, which corresponds to approx. 975kg of pellets.



For our products use pellets diameter 6 mm, length 30 mm and a maximum of 8% and A1 certified according to the UNI EN ISO 17225-2 standard. Keep the pellets away from heat sources and not in humid environments or with explosive atmosphere.

Remote Control

The remote control (Fig. 3) used to adjust water temperature power and the on/off functions for the pellet insert.

To start the pellet insert, press key  and the pellet insert will automatically enter the starting phase.

Press keys  + (1) and  - (2) to adjust temperature, and use keys  + (6) and  - (5) to adjust operating power.

To turn off the pellet insert, hold down key .

To replace the 3 volt battery located on the back of the remote control, pull the centre of the cover and the lever on the side of the same, replace the battery observing the correct polarity (Fig. 4)

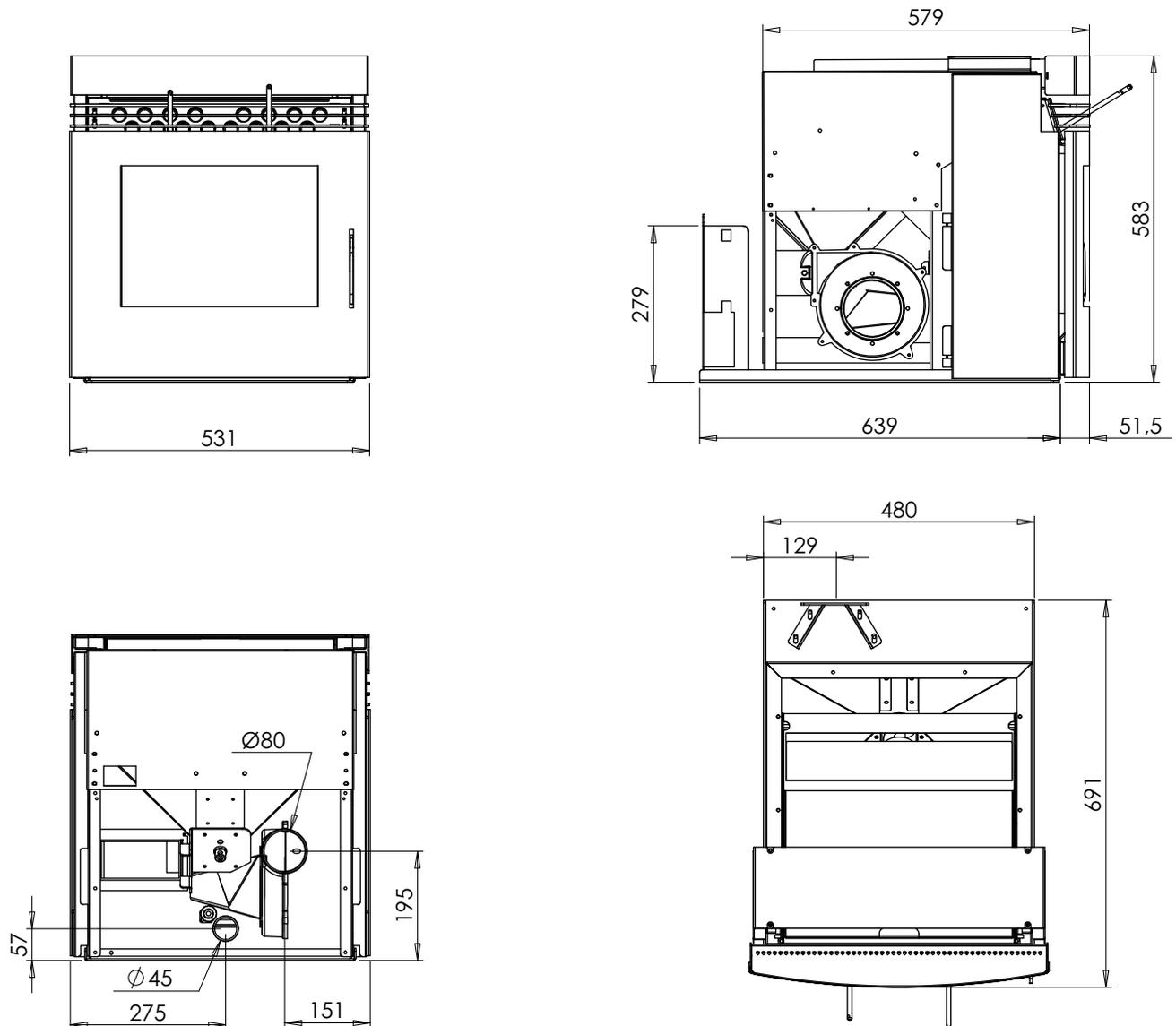


Fig. 3



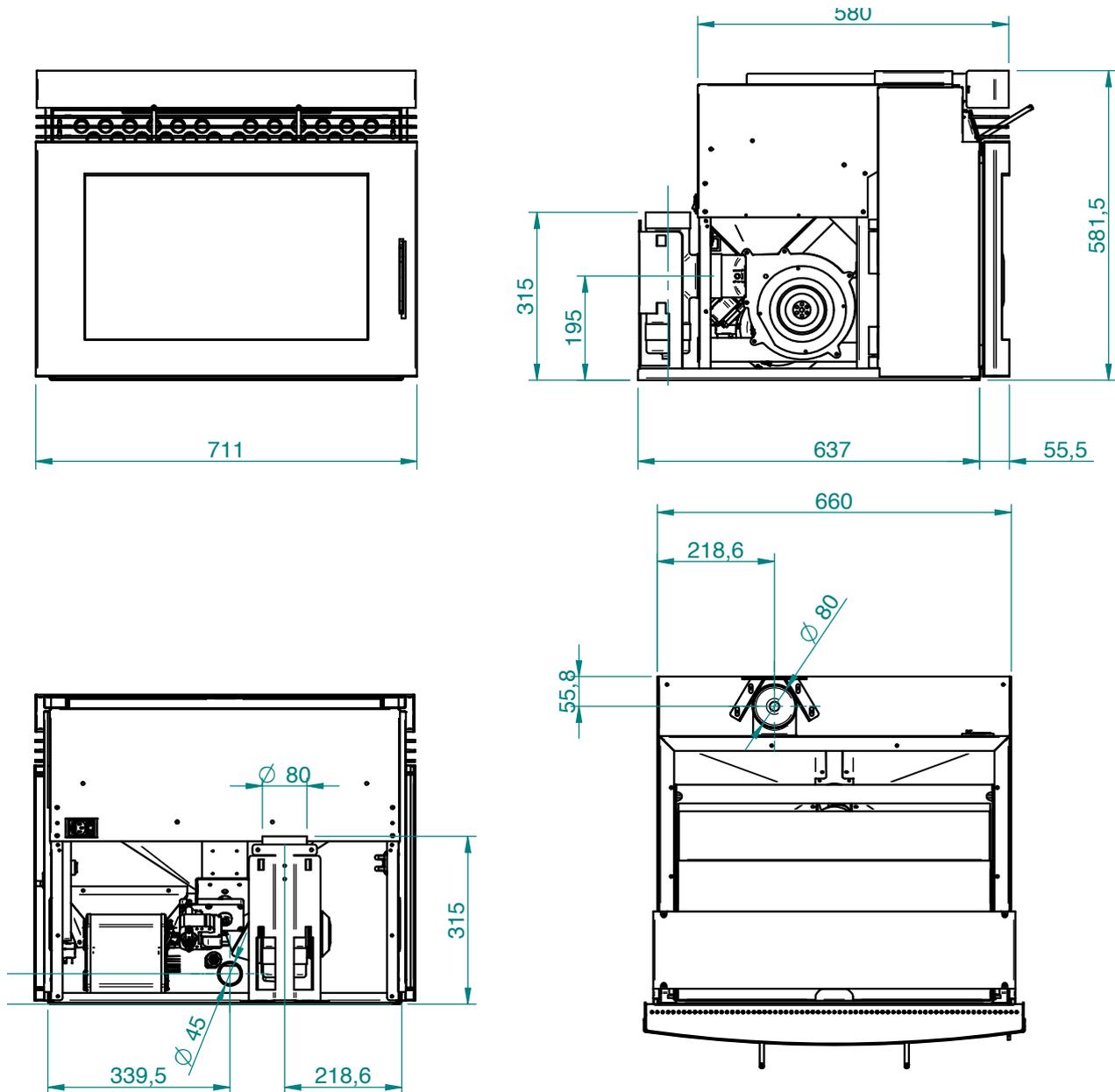
Fig. 4

Mod. NCA115-2A

**REMARKS:**

- measurements are approximate and may vary based on to the aesthetics of the pellet insert
- the positions of the tubes in the rear view are indicative and tolerance of +/- 10 mm
- measures with a tolerance of about 10 mm

Mod. NCA150

**REMARKS:**

- measurements are approximate and may vary based on to the aesthetics of the pellet insert
- the positions of the tubes in the rear view are indicative and tolerance of +/- 10 mm
- measures with a tolerance of about 10 mm

PARAMETER	UNIT OF MEASURE	NCA115-2A	NCA150
Heat input	kW	13,1	14,9
Nominal heat output	kW	11,6	13,1
Reduced heat output	kW	5,6	5,6
CO concentration at nominal reference (13% O ₂)	mg/m ³	130	120
CO concentration at reduced reference (13% O ₂)	mg/m ³	229	229
Nominal efficiency	%	88,8	88,3
Reduced efficiency	%	90	90
Average consumption	Kg/h	1,24 - 2,63	1,24 - 2,99
Heatable surface	mc	260	300
Flue gas flow rate (min-max)	g/s	5,72 - 9,69	5,72 - 10,45
Draft advised (min-max)	Pa	3 - 5	3 - 8
Flue gas temperature (min-max)	°C	123 - 164	123 - 178
Tank capacity	Kg	18	18
Diameter smoke outlet tube	mm	80	80
Diameter air intake	mm	50	50
Nominal voltage	V	230	230
Nominal frequency	Hz	50	50
Ignition power consumption	W	290	290
Electrical consumption (max-min)	W	100 - 35	105 - 35
Pellet insert weight	Kg	108	120
Powders at 13% O ₂ Ref. nominal heat output	mg/m ³	20	20
Energy Class		A +	
IEE		125	124
Environmental Certificate Decree n° 186 del 7/11/2017		★★★★☆	
N° Test Report		K 3097 2021 T1	

It is recommended that emissions are checked after installation.

To obtain the test report results, load the performance parameters in the possession of the manufacturer and the technician, who can only use them after checking that the installation is able to reproduce the laboratory conditions. These performances are only achievable after 15/20 hours of operation at rated power.

Pellet insert start up



Remove any components which might burn from the firebox and from the glass (various instructions and adhesive labels).

Charge pellet

Fuel is loaded from the upper part of the pellet insert by opening a door. Pour the pellets in the hopper. This is easier if performed in two steps:

- Pour half of the contents of the bag into the hopper and wait for the fuel to settle on the bottom.
- Then pour in the rest.



Never remove the protection grille in the hopper. When filling, do not let the sack of pellets touch any hot surfaces.



The brazier should be cleaned before each starting.

First lighting of the pellet insert

- Before switching on, make sure that the grate is clean and empty of any pellet residues from previous combustions. Otherwise make sure you empty and clean it
- Fill the container 3/4 full with the pellets recommended by the manufacturer
- Connect the pellet insert to an electrical outlet with the cable that has been supplied
- Press the lighting switch located on the back part of the pellet insert
- The upper display will read **"OFF"**
- Press the button \odot for 2 seconds. After a few moments the smoke extractor and the lighting resistor will start and the display will read **"START"**; The led resistance is switched on
- After 1 minute the display will read **"LOAD PELLETS"**, the pellet insert will load the pellets and continue lighting the resistor
- Once the appropriate temperature has been reached the display will read **"FLAME LIGHT"**: this means that the pellet insert has begun the last phase in lighting, at the end of which the pellet insert will be completely operational; The led resistance is switched off
- After some minutes the display will show the words **"WORK"** alternating room temperature and current working power. The pellet insert is now completely on
- When the pellet insert reaches the set temperature, the display will show **"MODULATION"**.



Before lighting a small amount of smoke may fill the combustion chamber.



We highly recommend to turn to our Authorized Service Centre for the installation and the first ignition of the device as it not only carries out the installation perfectly but also verifies the regular operation of it. During the first lighting the environment should be well ventilated since during the first hours of operation unpleasant odours could develop due to the physical stabilizing of the paint and from the grease in the tube bundle.



After completion of the installation, instruct the user verbally on the correct use and maintenance of the pellet insert.

Pellet insert switching off

To switch off the pellet insert, press the key  on the control board until you read **"CLEANING FINAL"** on the display. After the pellet insert has been switched off, the fan continues working for a set time in order to grant a fast smokes exhaust from the combustion chamber.

If you have a model with remote control, you just need to switch the remote control off keeping the key pressed for 2 seconds and confirming the selection pressing the key SEND.

If you try to switch on the pellet insert during this phase, the display will show **"WAITING COOLING"** (that means wait for cooling) in order to inform you a switching off phase is running. Wait until the cooling phase is completely off and the display shows **"OFF"** before starting a new light up.

REMARKS:

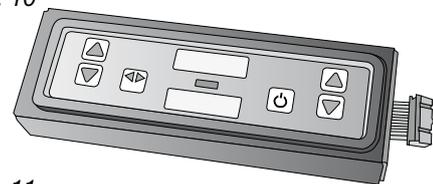
- Do not continuously turn the pellet insert on and off as this could provoke sparks that could shorten the life of the electrical components.
- Do not touch the pellet insert with wet hands: the pellet insert has electrical components that could produce sparks if handled incorrectly. Only authorized technicians can resolve possible problems.
- Do not remove any screws from the fire chamber without first lubricating them well.
- Never open the glass door of the pellet pellet insert while the pellet insert is in operation.
- Be sure that the brazier basket is positioned correctly.
- The flue system must be suitable for inspection. If it cannot be removed, it must have some holes for inspection and cleaning.

How to install the display

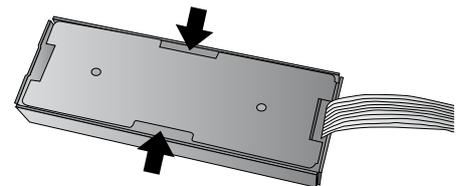
Join the following instructions to install the display of a fireplace insert:

- Remove the display from its package (Pict. 10)
- Using a screwdriver, remove the supporting bracket from the display holder on the back (Pict. 11-12)
- Fasten the supporting bracket to the wall using 2 screws (the fastening system must suit the surface where it has to be applied and could require some plugs - not provided - for a possible fastening on the wall - Pict. 13)
- If you need to invert the flat cable outlet from the standard louver of the supporting bracket, remove the whole cable and insert it in the hole on the other side of the supporting bracket (Pict. 13)
- Install the flat cable where you need it to be put (there is the possibility to insert it in a proper duct) until it reaches the proper connector on the pcb of the fireplace insert
- Insert the display in the supporting bracket (Pict. 14).

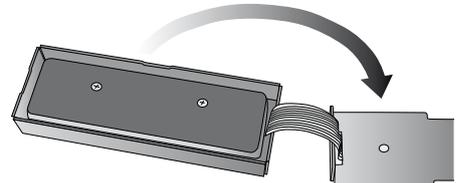
Pict. 10



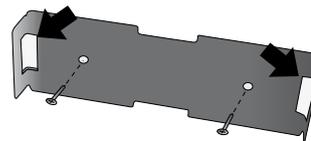
Pict. 11



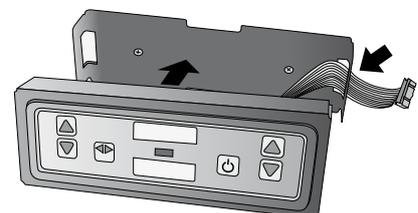
Pict. 12



Pict. 13



Pict. 14



Control board

- | | |
|-------------------------|-----------------------------|
| 1. Temperature increase | 4. Key on/off |
| 2. Temperature decrease | 5. Operating power decrease |
| 3. Key SET | 6. Operating power increase |



Functional keys

1. Temperature increase: using this key you can increase the wished temperature from a min. value of 7°C to a max. value of 40°C.

2. Temperature decrease: using this key you can reduce the wished temperature from a max. value of 40° C to a min. value of 7°C.

3. Key SET: push this button to enter the programming menu of the pellet insert.

4. Key on/off: keep this button pushed  for two seconds to switch the pellet insert on or off.

5. Operating power decrease: using this key you can reduce the working power from a max. value of 5 to a min. value of 1.

6. Operating power increase: using this key you can increase the working power from a min. value of 1 to a max. value of 5.

Function indicators

Chronothermostat

This signals that the automatic single or daily switching on or off of the pellet insert is on. The automatic programming can be set only using the remote control.

Resistance indicator

This works only when the pellet insert is lighting up to indicate that the resistance is warming the air to burn pellets.

Endless screw

This switches on every time pellets are being loaded in the pellet insert.

Smokes extractor

This signals the smokes ventilator is working.

Exchanger

This indicates the room ventilator is working.

Alarm indicator

This lights up in the event of an alarm or functioning defect. You can read the kind of signalled alarm on the display.

Remote control reception

Pellet insert setting

How to change the wished room temperature

You can change the temperature whenever you want.

Press the keys  (1) and  (2) to modify the wished value. When you stop working on the Set temperature menu for a while, the pellet insert will automatically leave the menu itself.



How to change the operating power

You can change the operating power from a min. value of 1 to a max. value of 5. You can also choose the "AUTO".

Press the key  (6) to increase or press  (5) to reduce it.

When you stop working on the power menu for a while, the pellet insert will automatically leave the menu itself.



Fan speed adjustment channeling (where present)



Menù 01 - Setting fans

1. Press the SET button. Will appear on the display MENU 01 SETTING FAN.



2. Pressing the SET key to access the menu to set the speed of your canalisation fan.



3. Set the speed using the button 1. With key 1 you set the speed of the fan.



4. To turn off the fan of the canalization, set the speed to 0.

Display informations



OFF

The pellet insert is off.



FLAME LIGHT

The pellet insert starts loading pellets in the brazier. Smokes extractor and gear motor are on.



START

The pellet insert is switching on.

Resistance and smokes extractor are on.



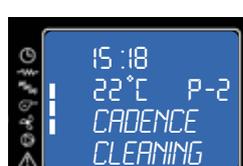
WORK

The pellet insert is working, in this case with working power 3. Detected room temperature is 21°C. Smokes ventilator, gear motor and room ventilator are on during this phase.



LOAD PELLET

The pellet insert starts loading pellets in the brazier. Resistance, smokes extractor and gear motor are on.



CADENCE CLEANING

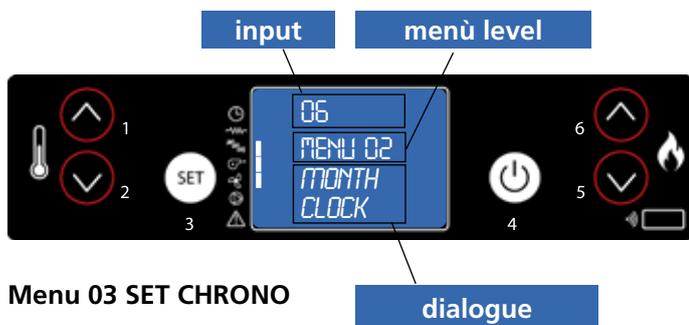
The pellet insert is cleaning the brazier. The smokes extractor is working at its max. speed and the pellets loading is minimal.

Menu 02 SET CLOCK

To access the set clock option, press the "SET" button (3), with the button - (5) scroll through the submenus until MENU 02 - SET CLOCK and with buttons 1 and 2 select the current day. Press the "SET" button (3) to confirm.

Then use buttons 1 and 2 to set the time and press "SET" (3) to advance to the minutes setting by pressing buttons 1 and 2. By pressing set again it's possible to access various submenus in order to set the date, day, month, and year. To do so, repeat the steps indicated above, using buttons 1, 2, and 3. The following table briefly describes the structure of the menu, focusing only on those selections which are available to the user.

level 1	level 2	level 3	level 4	value
02 - set clock				
	01 - day			day of the week
	02 - hour			hour
	03 - minutes			minutes
	04 - day			day of the month
	05 - month			month
	06 - year			year



Set the current time and date. The device comes equipped with a lithium battery that allows the internal clock to operate autonomously for over 3-5 years.

Menu 03 SET CHRONO

dialogue

Press the "SET" button (3) and then button 5 to arrive at the desired menu; press "SET" (3) to enter. Enter menu M-3-1 and with buttons 1 and 2 select whether or not to activate the thermostat (on/off), which allows you to program the automatic ignition of the pellet insert. Once the thermostat is activated/deactivated, press button "4" (OFF) and continue scrolling through the submenus using button 5. Select which submenu you wish to enter in order to access the daily, weekly, and weekend programmes.

To set the ignition times and days repeat the previous steps:

- access the submenu using "SET" (3)
- adjust the days, times, and activation status (on/off) with buttons 1 and 2
- confirm by pressing the "SET" button (3)
- exit from the submenu/menu with button 4 to turn it off

The following table briefly describes the structure of the menu, focusing only on those selections which are available to the user.

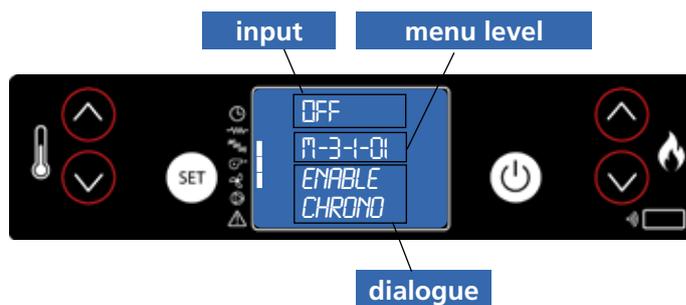
level 1	level 2	level 3	level 4	value
03 - set thermostat				
	01 - activate thermos.			
		01 - activate thermos.		on/off
	02 - day programme			
		01 - daily thermostat		on/off
		02 - start 1 day		hour
		03 - stop 1 day		hour
		04 - start 2 day		hour
		05 - stop 2 day		hour

level 1	level 2	level 3	level 4	value
03 - set thermostat				
	03 - week program.			
		01 - week thermostat		on/off
		02 - start program. 1		hour
		03 - stop program. 1		hour
		04 - monday progr. 1		on/off
		05 - tuesday progr. 1		on/off
		06 - wednesday prog. 1		on/off
		07 - thursday prog 1		on/off
		08 - friday prog 1		on/off
		09 - saturday prog 1		on/off
		10 - sunday prog 1		on/off
		11 - start program. 2		hour
		12 - stop program. 2		hour
		13 - monday progr. 2		on/off
		14 - tuesday progr. 2		on/off
		15 - wednesday prog. 2		on/off
		16 - thursday prog 2		on/off
		17 - friday prog 2		on/off
		18 - saturday prog 2		on/off
		19 - sunday prog 2		on/off
		20 - start program. 3		hour
		21 - stop program. 3		hour
		22 - monday progr. 3		on/off
		23 - tuesday progr. 3		on/off
		24 - wednesday prog. 3		on/off
		25 - thursday prog 3		on/off
		26 - friday prog 3		on/off
		27 - saturday prog 3		on/off
		28 - sunday prog 3		on/off
		29 - start program. 4		hour
		30 - stop program. 4		hour
		31 - monday progr. 4		on/off
		32 - tuesday progr. 4		on/off
		33 - wednesday prog. 4		on/off
		34 - thursday prog. 4		on/off
		35 - friday prog. 4		on/off
		36 - saturday prog. 4		on/off
		37 - sunday prog. 4		on/off
	04 - week-end program.			
		01 - therm. week-end		
		02 - start 1		
		03 - stop 1		
		04 - start 2		
		05 - stop 2		

Menù 03 SET CHRONO

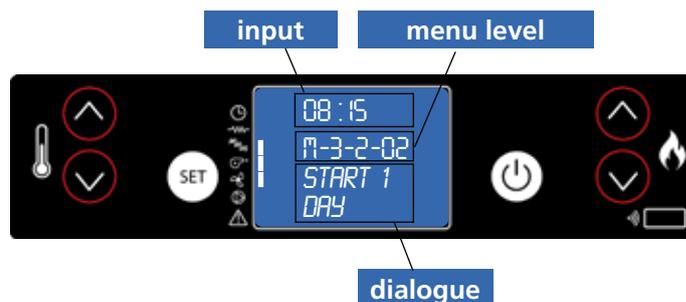
Submenu 03 - 01 - activate thermostat

This allows you to activate and deactivate all of the functions of the thermostat



Submenu 03 - 02 - daily programme

This allows you to enable, disable, and set the daily functions of the thermostat.

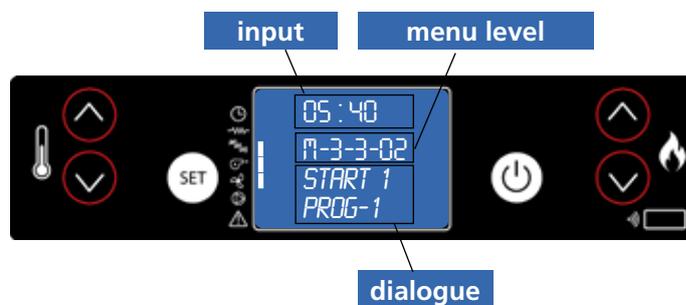


It's possible to set two operating ranges delimited by the times set according to the following table where the OFF setting tells the clock to ignore the command:

selection	meaning	possible values
START 1	activation time	hour - OFF
STOP 1	activation time	hour - OFF
START 2	activation time	hour - OFF
STOP 2	activation time	hour - OFF

Submenu 03 - 03 - weekly programme

This allows you to enable, disable, and set the weekly functions of the thermostat.



The weekly programmer has 4 independent programmes whose final effect is composed of the combination of the 4 individual programmes. The weekly programmer can be activated or deactivated. Additionally, by setting OFF in the time field, the clock ignores the corresponding command.



Plan programming carefully in order to avoid overlapping activation/deactivation times in a single day in different programmes.

PROGRAMME 1			
menu level	selection	meaning	possible values
02-03-02	START PROGRAM 1	activation time	time - OFF
02-03-03	STOP PROGRAM 1	shut-off time	time - OFF
02-03-04	MONDAY PROGRAM 1	reference day	on/off
02-03-05	TUESDAY PROG 1		on/off
02-03-06	WEDNESDAY PROG 1		on/off
02-03-07	THURSDAY PROGR 1		on/off
02-03-08	FRIDAY PROGRAM 1		on/off
02-03-09	SATURDAY PROGR 1		on/off
02-03-10	SUNDAY PROGR 1		on/off

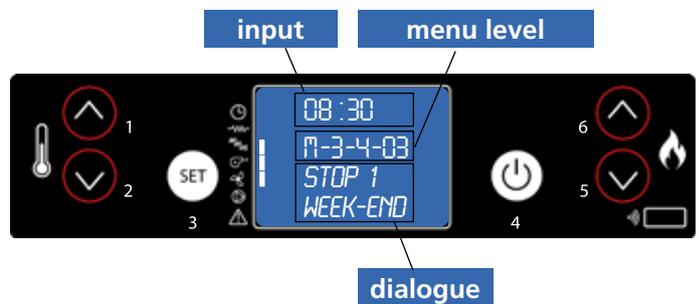
PROGRAMME 2			
menu level	selection	meaning	possible values
03-03-11	START PROGRAM 2	activation time	time - OFF
03-03-12	STOP PROGRAM 2	shut-off time	time - OFF
03-03-13	MONDAY PROGRAM 2	reference day	on/off
03-03-14	TUESDAY PROG 2		on/off
03-03-15	WEDNESDAY PROG 2		on/off
03-03-16	THURSDAY PROGR 2		on/off
03-03-17	FRIDAY PROGRAM 2		on/off
03-03-18	SATURDAY PROGR 2		on/off
03-03-19	SUNDAY PROGR 2		on/off

PROGRAMME 3			
menu level	selection	meaning	possible values
03-03-20	START PROGRAM 3	activation time	time - OFF
03-03-21	STOP PROGRAM 3	shut-off time	time - OFF
03-03-22	MONDAY PROGRAM 3	reference day	on/off
03-03-23	TUESDAY PROG 3		on/off
03-03-24	WEDNESDAY PROG 3		on/off
03-03-25	THURSDAY PROGR 3		on/off
03-03-26	FRIDAY PROGRAM 3		on/off
03-03-27	SATURDAY PROGR 3		on/off
03-03-28	SUNDAY PROGR 3		on/off

PROGRAMME 4			
menu level	selection	meaning	possible values
03-03-29	START PROGRAM 4	activation time	time - OFF
03-03-30	STOP PROGRAM 4	shut-off time	time - OFF
03-03-31	MONDAY PROGRAM 4	reference day	on/off
03-03-32	TUESDAY PROG 4		on/off
03-03-33	WEDNESDAY PROG 4		on/off
03-03-34	THURSDAY PROGR 4		on/off
03-03-35	FRIDAY PROGRAM 4		on/off
03-03-36	SATURDAY PROGR 4		on/off
03-03-37	SUNDAY PROGR 4		on/off

Submenu 03 - 04 - program week-end

This allows you to enable, disable, and set the weekend functions of the thermostat (days 5 and 6, or Saturday and Sunday).



REMARKS:

- in order to avoid confusion and unwanted start-ups or shutdowns, activate only one programme at a time unless you know exactly what you'd like to achieve
- deactivate the daily program if you want to use the weekly program
- always leave the weekend programme deactivated if you use weekly programmes 1, 2, 3, and 4.
- activate the weekend programme only after you have deactivated the weekly programme.

Menù 04 - select language

Press the SET button to access the menu and press  (5) fup to the MENU 04 - SELECT LANGUAGE. Then press the SET button to access the menu. Select the desired language using the keys  (1) e  (2)

Stand-by Mode

This mode allows the automatic shutdown of the pellet insert once it reaches the temperature set on SET.

When this happens, the pellet insert will wait a few minutes (factory setting), after which will turn off automatically if the temperature of the room in the meantime has always maintained above the set.

Once turned off as a result of this condition, the pellet insert will automatically turn on only when the ambient temperature will drop to 2 °C below the set temperature in the oven (example: SET=24 °C and ambient temperature = 21 °C).

If the pellet insert is turned off for the sleep-mode, although there is an ignition programmed this will be ignored and the heater will turn back on only to lower the temperature as explained above.

The sleep timer is instead always respected if the pellet insert is in STAND-BY and is turned off manually by pressing the OFF button; doing so the pellet insert will shut down permanently rekindling not more, less than expected from the ignition weekly programming.

Enabling stand-by mode

Press the SET (3) to access the menu and with the button  (5) reach the MENU 05 ("STAN-BY MODE"). Then press SET (3) to access it; STAND-BY function is set by default to OFF. To activate this feature, press  (1), on the display you will see "STAN-BY MODE ON". Press SET (3) to confirm and then OFF (4) to leave. The STAND-BY mode is now active.

External thermostat

The pellet insert has the possibility to interface with an external thermostat for controlling the switching on and switching off of the heater based on the room temperature. The thermostat must be of the open / closed type with a clean contact.

If the thermostat carries voltage to the card causing faults, the warranty will expire.

To configure the thermostat, simply remove the jumper on the Therm clamp and connect the room thermostat.

OPERATION BY A SPECIALIZED TECHNICIAN

Once switched on, the pellet insert will remain in operation until the temperature set in the thermostat is reached.

When the contact is opened the pellet insert will remain in modulation and the display will show ECO THERM for 5 minutes, after which it will go to Stand-by ECO + OFF.

At the moment of a new heat request in the room (and therefore re-closing of a contact), the pellet insert will remain in ECO ATT mode for 10 minutes. If during this time the contact remains closed, the pellet insert will switch on.

REMARKS:

At the moment when the pellet insert will be switched off manually or by programming, it will no longer be connected by the thermostat.

Alarm signals

In the event of a working defect, the system informs the user about the type of failure occurred. The following table summarises the alarms, kind of problem and possible solution:

Display		Kind of problem	Solution
ALAR 1	BLACK OUT	There is no power supply	As soon as the power supply is back, the Pellet insert starts a cooling cycle. After completing the cycle it starts working automatically
ALAR 2	PROBE EXHAUST	The smokes sensor is broken or not connected to the pcb	Contact an Authorized Assistance Center
ALAR 3	HOT EXHAUST	Smokes temperature too high	Switch off the Pellet insert, allow it to cool down and perform ordinary cleaning. If the problem persists, contact an Authorized Assistance Center for cleaning the Pellet insert and the flue
ALAR 4	FAN FAILURE	Smokes extractor blocked or broken	Contact an Authorized Assistance Center
ALAR 5	NO LIGHTIN	The Pellet insert cannot start up This is the first light-up	Fill in the tank with pellets Start up again
ALAR 6	NO PELLETT	The pellet Pellet insert switched off while working	Fill in the tank with pellets
ALAR 7	SAFETY THERMAL	The pellet insert is overheated	Reset the thermostat manually. If the problem persists, contact an Authorized Assistance Center.
ALAR 8	FAILURE DEPRESS	Obstructed flue	Clean the flue or check there are no obstructed grids near the smokes exhaust
SERV		The Pellet insert has worked for 1300 hours. Supplementary maintenance required	Contact an Authorized Assistance Center

Regular checks should be carried out by the user, who should only contact the Authorized Assistance Center if no solution is found.

Maintenance and cleaning of the pellet insert

Before effecting any maintenance operation or cleaning on the pellet insert, take the following precautions:

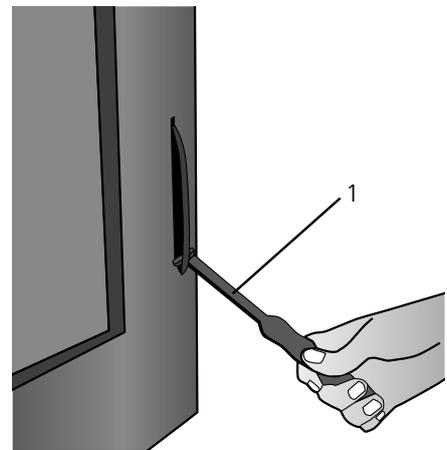
- be sure that all parts of the pellet insert are cold.
- be sure that the ashes are completely cold.
- be sure that the general switch is in the "OFF" position.
- be sure that the plug is pulled out of the socket to avoid accidental contact.
- once the maintenance phase is completed check that everything is in order as per before the intervention (the brazier is placed correctly).



Follow carefully the following cleaning instructions. Failure to follow these instructions could create problems with the operation of the pellet insert.

How to open the door of your fireplace insert

Open the door only when the fireplace insert is switched off and cold. Use the provided dedicated tool (detail 1, Pict. 7) to open the door: assemble the hook at the one end of the detail 1 in the hole of the handle and pull the door.



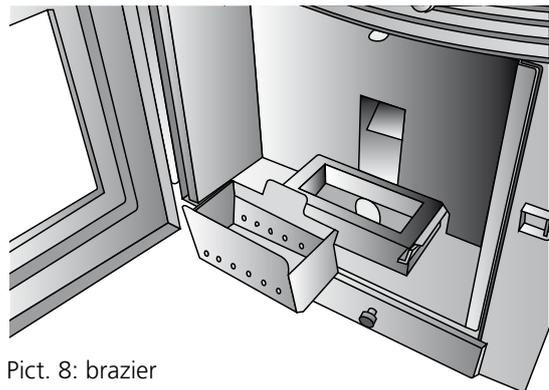
Pict. 7: opening door

Cleaning the brazier and brazier support

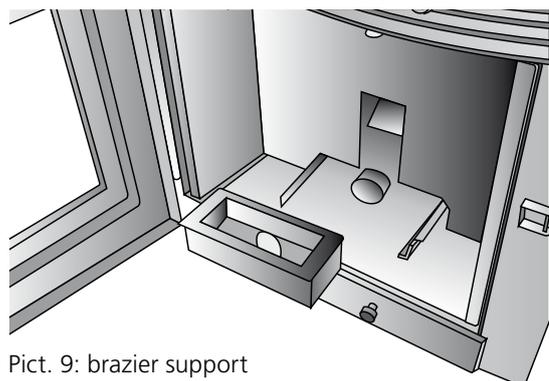
When the flame assumes a red colour or seems weak, and is accompanied by black smoke, this means that there are ash deposits or incrustations that do not permit the correct functioning of the pellet insert and that must be removed. Remove the brazier every day by simply raising it from its slot (Pict. 8); then clean out the ashes and eventual incrustations that may have formed, paying particular attention to liberating the holes by using a pointed tool (not included with the pellet insert).

This operation is made particularly necessary before every lighting the first several times and above all if using pellets that differ from those supplied by our company. The frequency of this operation is determined by how frequently the pellet insert is used and the choice of pellets.

It is suggested to check the brazier support too. Remove it from its base and clean eventual ash rests with an aspirator (Pict. 9).

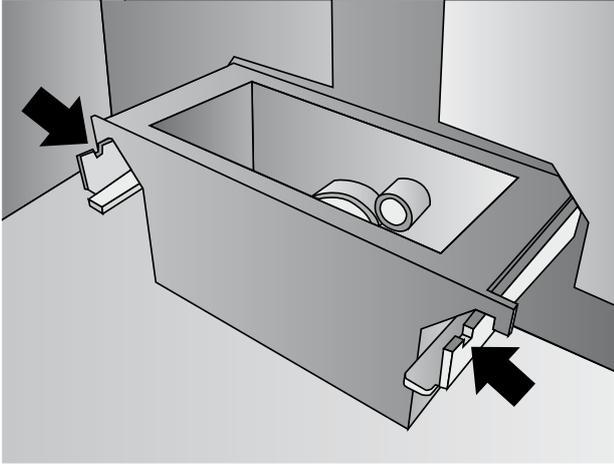


Pict. 8: brazier

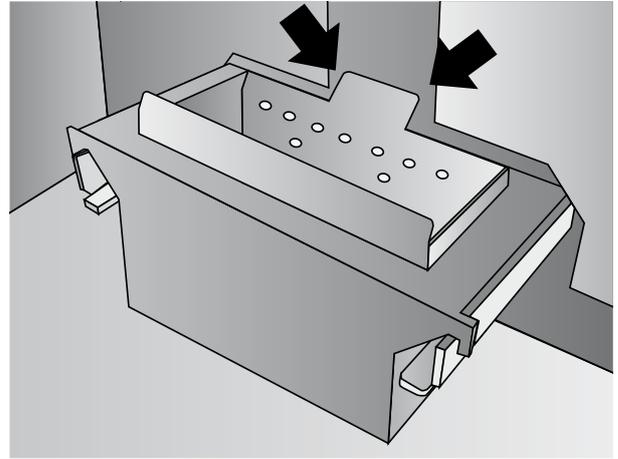


Pict. 9: brazier support

NOTE: when you insert the brazier support, be sure you install it on the stopping device on the support brackets (Pict. 10). The brazier flap for pellets fall (Pict. 11) must be addressed to the inner part of the combustion chamber.



Pict. 10: how to insert the brazier support

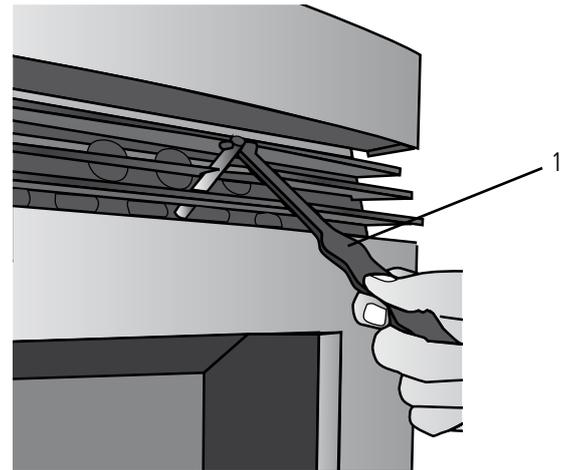


Pict. 11: how to insert the brazier

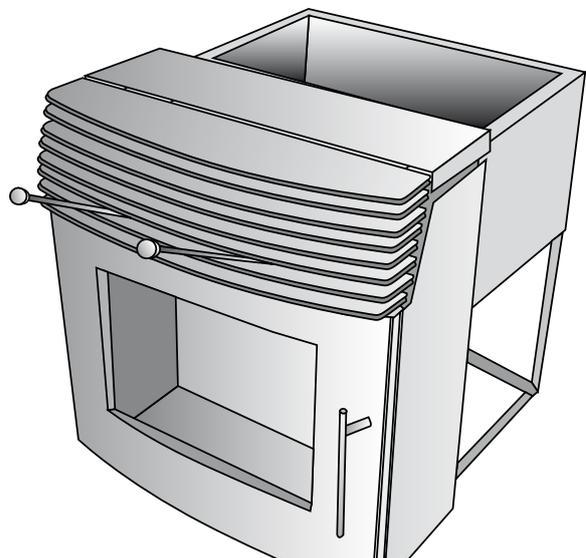
Daily cleaning with a scraper

When the pellet insert is switched off and cold, start up the scrapers of the pipe for heat exchange 5-6 times. You need to pull and push the two control levers set between the front grids through which the air flows outdoor. Use the provided dedicated tool (detail 1, pict. 12) to activate the scraper: assemble the hook at the one end of the detail 1 in the hole on the scraper and pull the scraper several times.

- Push the scrapers toward the pellet insert with the door closed (Pict. 13).
- Pull the scrapers toward themselves with the door closed (Pict. 13).



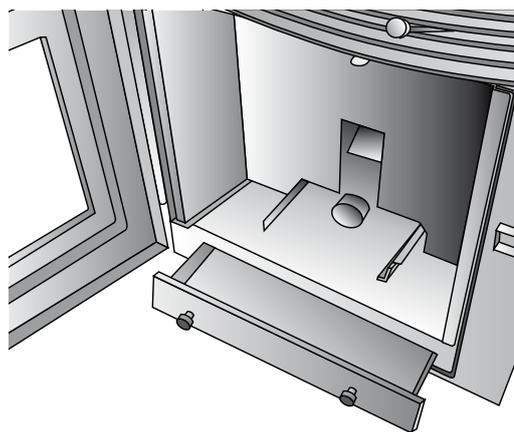
Pict. 12 dedicated tool to activate the scraper



Pict. 13: activated scraper

Ash box

Open the door, turn the two fastening knobs and remove the tray. Remove all the ash fallen into the tray using a fan. You can clean the tray more or less frequently according to the quantity of pellets you use (Pict. 14).



Pict. 14: cleaning the ash box

Cleaning the glass

The glass is a self cleaning type, therefore, while the pellet insert is working, a veil of air is blown across its surface to remove ash and dirt; nevertheless over a period of several hours, a greyish patina tends to form which should be cleaned when the pellet insert is next shut down. How dirty the glass becomes also depends on the quality and quantity of pellets used.

Cleaning the glass should be done when the pellet insert is cold with products recommended and tested by our company.

When performing this operation, always check that the grey seal around the glass is in a good state; failure to check the efficiency of this gasket can compromise the function of the pellet insert.

Poor quality pellets can, in any case, cause the glass to become dirty.



If the glass is broken, do not attempt to light the pellet insert.

Cleaning the surfaces

To clean the surfaces, use a rag dampened with water or with water and a neutral detergent.



The use of aggressive detergents or thinners can damage the surfaces of the pellet insert. Before using any detergent it is advisable to try it on a small section out of sight or contact the Authorized Assistance Centre for information regarding the product.

Cleaning the metal parts

To clean the metal parts of the pellet insert, use a soft cloth dampened with water.

Never clean the metal parts with alcohol, thinners, petrol, acetone or other degreasing substances. If such substances are used, our company declines any responsibility.

Eventual variations in the colour of the metal parts can be caused by an incorrect use of the pellet insert.



It is necessary to daily clean the brazier and often clean the ash box. The lack of cleanliness can prevent the starting of the pellet insert, causing damages to the pellet insert itself and to the environment (possible emission of unbrunt material and soot). Do not re-use the pellet possibly remained in the brazier due to no starting-up.

Cleaning the clearing system

Until a reasonable experience is acquired regarding the operating conditions, it is advisable to perform this maintenance on at least a monthly basis.

- Remove the electrical feed cable;
- Remove the cap from the T-joint and proceed with the cleaning of the ducts. If necessary, at least for the first few times, call in qualified personnel;
- Carefully clean the smoke discharge system: for this, contact a professional chimney sweep;
- Once a year clean the dust, cobwebs, etc. from the zone behind the internal covering panels, paying particular attention to the fans.

Cleaning the fans

The pellet insert is furnished with fans (environmental and smoke) positioned at the rear and below the pellet insert. Eventual deposits of dust or ash on the blades of the fan can cause an imbalance in the fans leading to noisy performance. It is, therefore, necessary to clean the fans at least once a year.

Since said operation requires dismantling several parts of the pellet insert, have the fans cleaned only by our Technical Assistance Centre.

Supplementary maintenance

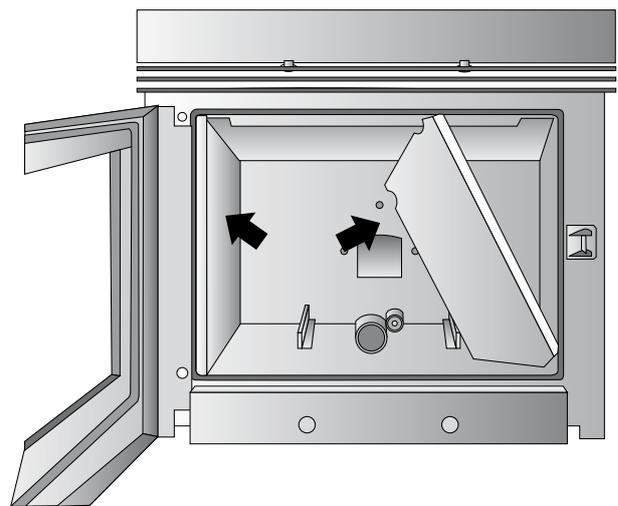
(to be done every 6 months or after 1000 kg burnt pellets)

Cleaning of the combustion chamber

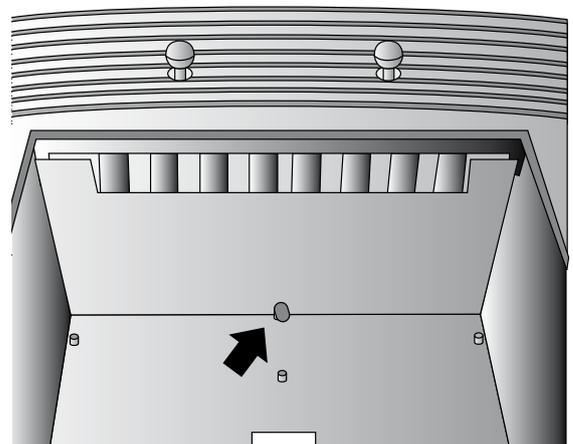
- Open the door and remove the hearth, the brazier and the ash box;
- Remove the flap holding the inner wall and pull this and the two side walls out with due caution (Pict. 15);
- Remove the flame shield. Let it run towards the door, remove the support flaps and lower it until you can pull it out (Pict. 16);
- Spray some suitable loosening product on the screws fastening the upper and lower panels of the combustion chamber. Wait until the screws are loosened and remove them using a suitable tool. Remove the panels;
- Use a paddle or an aspirator to remove any eventual ash rests or incrustations. Remove in correct order all the removed parts. Remember to lubricate the screws fastening the panels.

Pellet insert back side

- With due caution lift the pellet insert a bit and remove it from the check pin of 5 mm.;
- Pull the pellet insert out of the fireplace. You need four of you at the four sides of the pellet insert. Lift it by hand and put it on a level surface;
- Using a brush or an aspirator remove any eventual ash or dust rests. Install the pellet insert again: Place it on the support and push it slowly until it reaches the apposite check pin;
- Check that the flue system lies perfectly in the T pipe.



Pict. 15: how to remove the sides



Pict. 16: how to remove the flame protection

Cleaning the clearing system

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Season end cleaning

At the end of the season, when the pellet insert will not be used for some time, it is advisable to perform a thorough and general cleaning:

- Remove all the pellets from the container and the screw feeder;
- Carefully clean the brazier, the brazier support, the combustion chamber and the ash box.

Once the preceding points have been observed, it only means that the state of the pellet insert has been verified. It is necessary to thoroughly clean the smoke discharge tube or flue and check the condition of the basket. If necessary, order a new one from our Authorized Assistance Centre. If necessary, lubricate the hinges of the door and the handle. Also check the ceramic fibre cord near the glass, on the internal wall of the door; if it is worn or too dry, order a new one from the Authorized Assistance Centre.

Maintenance and cleaning



All cleaning of all parts must be carried out with the pellet insert completely cold and unplugged to avoid burns and thermal shock. The pellet insert does not need much maintenance if used with certified quality pellet. The need for maintenance varies depending on the conditions of use (switching on and off repeatedly) and depending on the performance required.

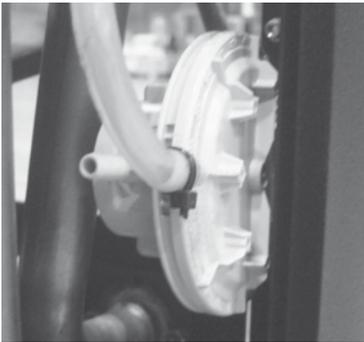
Parts	Everyday	Every 2-3 days	Every week	Every 15 days	Every 30 days	Every 60-90 days	Every year / 1200-1400 h
Brazier	◇						
Pulizia raschiatore (ove presente)		◇					
Cleaning ash collection compartment		◇					
Cleaning ash tray		◇					
Cleaning the door and glass		◇					
Cleaning the interior heat exchanger / smoke fan compartment						•	
Cleaning complete exchanger							•
Clean "T" to exhaust						•	
Flue							•
Door gasket ash						•	
Internal parts							•
Flue pipe							•
Electromechanical components							•

◇ by the user

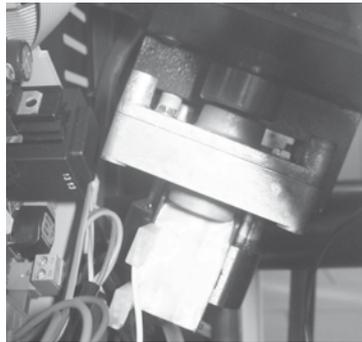
• by the authorised qualified technical assistance



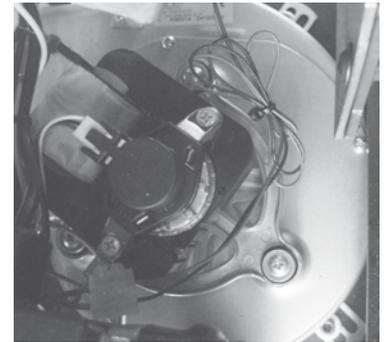
Every 1200 hours of work the electronic board sends a warning signal and the display will show "SERVICE". This indicates the need for a thorough cleaning of the pellet insert by a CAT. The lack of such cleaning could result in failure of the pellet insert and poor combustion, thereby resulting in a lower yield.



Pressure switch: monitors depression in the smoke duct. It is designed to shut down the pellet feed screw in the event of an obstructed flue or significant back-pressure in the presence of wind. At the time of the pressure switch will show **"ALAR-DEP-FAIL"**.



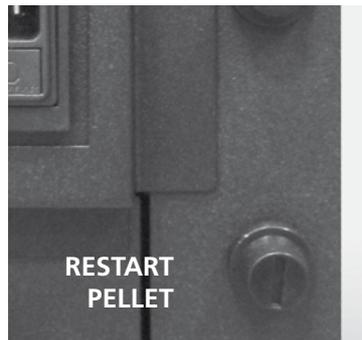
Reduction motor: if the motor stops, the pellet insert continues to function until the flame goes out for lack of fuel, and until it has cooled down to the minimum level.



Flue gas temperature sensor: thermocouple that measures the temperature of the fumes while keeping the operation or shuts the pellet insert when the flue gas temperature drops below the preset value.



Electrical safety: the pellet insert is protected against violent surges of current (ex. lightnings) by the main fuse 4 A which is located on the control panel at the rear of the pellet insert. Other fuses to protect the electronic boards are to be found on the boards themselves.



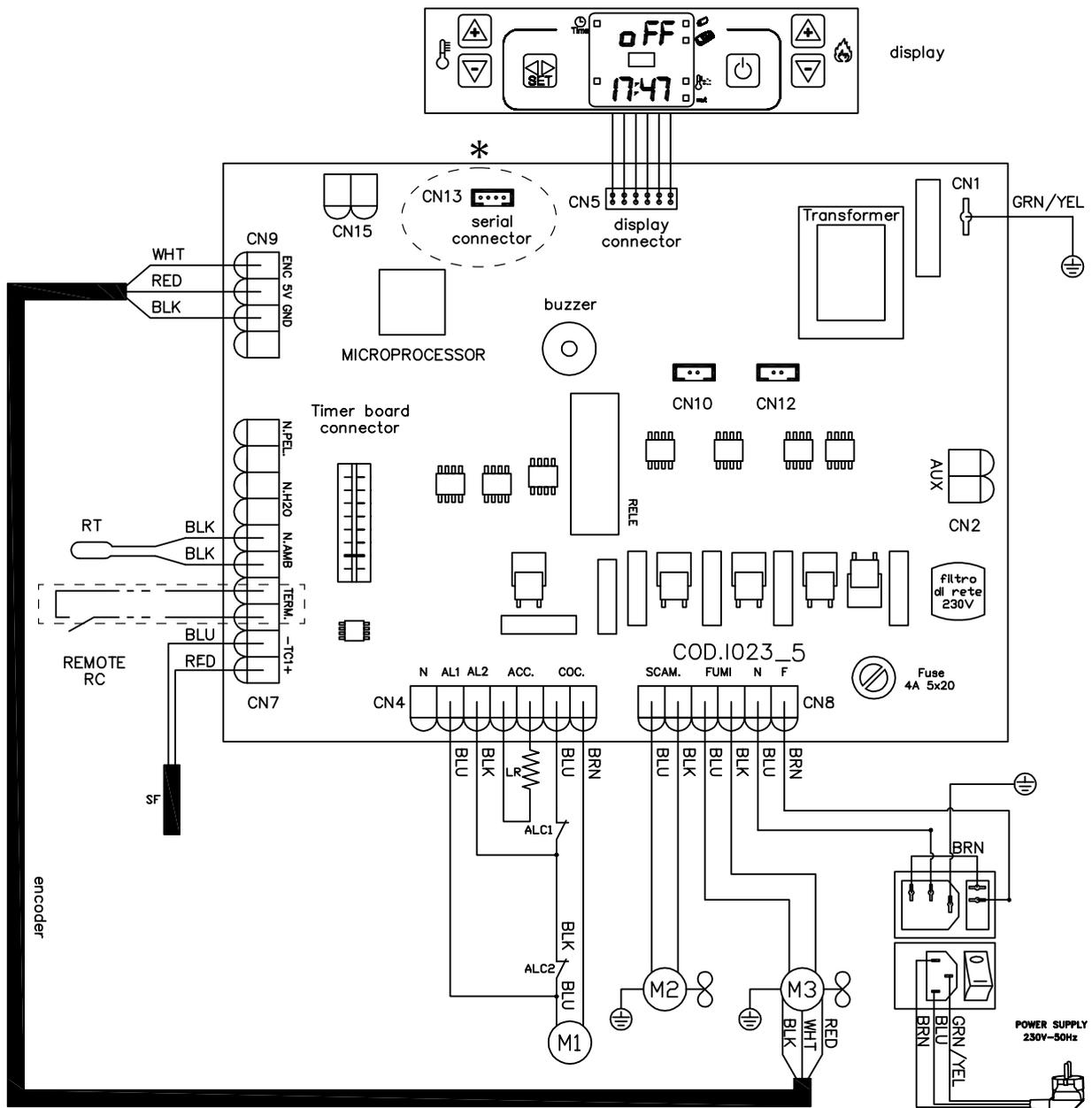
Pellets temperature safety: In the rare event there is a too high temperature in the tank, the thermostat for pellets safety with manual reset creates an alarm **"ALAR-SIC-FAIL"** stopping the pellet pellet insert. You need to reset the system working on the device placed on the back of the pellet insert.



Room thermostat: the room thermostat detects the present temperature in the room. When it detects the set temperature on the display, the pellet insert will go into operation in ECO ie hold function to save fuel. The room thermostat should be spread so as not to be conditioned by the temperature of the body pellet insert.



Tampering with the safety devices is prohibited. It is only after eliminating the cause which gave rise to the intervention of the safety system, that it is possible to relight the pellet insert and thus reset the automatic operation of the sensor. To understand which anomaly has occurred, consult this manual at paragraph relating to alarms which explains what to do based on the alarm message the pellet insert display.



ENG

M1	coclea motor
M2	ambient fan motor
M3	smoke extractor
ALC1	pellet tank thermostat
ALC2	pressure switch
*	Wi-Fi module connector

ITA

M1	coclea
M2	motore ambiente
M3	estrattore fumi
ALC1	termostato
ALC2	pressostato
*	connettore modulo Wi-fi

Problems and solutions



All repairs must be carried out exclusively by a specialised technician, with the pellet insert completely cold and the electric plug pulled out. Is prohibited from any unauthorized modification to the device and the replacement of parts with other non-original. The operations marked in bold type must be carried out by specialised personnel.

Any inconvenience and solutions

Given that all pellet inserts are tested in their parts handling and work and therefore are delivered in perfect physical condition and operation, it should be remembered that the transport, unloading, handling, misuse or poor maintenance, can be causes of drawbacks.

The main problems may be solved by reading the table below.

If after doing as hereinafter described the problem is not resolved, contact your authorized service center.

PROBLEM	POSSIBLE CAUSE	REMEDY
Display off and buttons are not working	<ol style="list-style-type: none"> 1. Power failure in the network 2. Switch back off 3. Display defective 4. Fault in the connection of the display with the card 5. Fuse board interrupted 6. Card defective 	<ol style="list-style-type: none"> 1. Check that the power cord is connected 2. Use the switch back to operate it 3. Unplug the pellet insert from the power outlet for about one minute and then turn on. If the problem persists, contact an authorized service center 4. Check that the display and board are properly connected. Contact your authorized service center 5. Contact an authorized service center 6. Contact an authorized service center
Remote inefficient	<ol style="list-style-type: none"> 1. Too far from the pellet insert 2. No batteries in the remote 3. The remote control is broken 	<ol style="list-style-type: none"> 1. Move closer to the pellet insert 2. Check and change the batteries 3. Replace the remote control
Failure to ignite the pellet insert	<ol style="list-style-type: none"> 1. Excessive accumulation of ash in the grate 2. Incorrect ignition procedure 	<ol style="list-style-type: none"> 1. Clean the grate 2. Repeat the ignition procedure. If the problem persists, contact your authorized service center
Smoke comes from the grill	<ol style="list-style-type: none"> 1. Accidental electrical black-out 	<ol style="list-style-type: none"> 1. In case of ignition phase interrupted and momentary interruption of the fan, can occur slight amount of smoke
Hot air fan is not working	<ol style="list-style-type: none"> 1. The pellet insert has not yet been heated 	<ol style="list-style-type: none"> 1. Wait until the conclusion of the ignition cycle. Arrived in temperature, the fan will start automatically. If the problem persists, contact your authorized service center.

<p>The pellet insert does not turn on automatically</p>	<ol style="list-style-type: none"> 1. The tank is empty. 2. The resistance does not reach the temperature 3. Resistance damaged 4. The pellet drops 5. Screw motor defective 6. The grate is not in place or is dirty 7. Obstruction of nests or foreign bodies in the chimney or fireplace 8. Check operation of the glow plug 9. The ash drawer is not closed properly 10. Clogged flue and chimney 11. Smoke extractor not working 12. Temperature sensor defective 13. Pellet wet 	<ol style="list-style-type: none"> 1. Fill the tank with pellets 2. Check the electrical wiring and fuses, replace if the resistance is broken 3. Replace the resistance 4. It is recommended to unplug the power supply before: <ul style="list-style-type: none"> - check that the pellet is not caught in the chute - check that the cochlea is not blocked by dirt - check the seal of the pellet-door 5. Contact an authorized service center 6. Check that the hole in the brazier matches the glow plug, clean brazier 7. Remove any foreign body from the chimney or flue pipe 8. Make sure that there is power. Replace the spark plug if burned 9. Close the drawer ashtray 10. Perform periodic cleaning 11. Check the operation of the extractor flue 12. Contact an authorized service center 13. Make sure the place of stowage pellet and replace it with a handful of dry pellets
<p>Lock the pellet insert. Pellets not being fed into the combustion chamber</p>	<ol style="list-style-type: none"> 1. The tank is empty 2. The cochlea is no pellet 3. Technical problem of the cochlea 4. Reduction motor failure 5. Electronic board faulty 	<ol style="list-style-type: none"> 1. Load the pellets in the tank. 2. Fill the tank and proceed as instructed before ignition pellet insert 3. IT IS RECOMMENDED to unplug the power supply before: <ul style="list-style-type: none"> - empty the tank and manually free the auger from obstructions (sawdust) - release the slide from obstructions - remove the dust accumulation of pellets in the bottom of the tank 4. Replace the reduction motor 5. Replace the electronic board
<p>The pellet insert runs for a few minutes and then turn off</p>	<ol style="list-style-type: none"> 1. Lighting cycle not completed 2. Temporary failure of electricity 3. Probes fumes defective or broken or not inserted 	<ol style="list-style-type: none"> 1. Re-run power 2. Re-run power 3. Check and replace sensors
<p>Fume extraction fan does not stop</p>	<ol style="list-style-type: none"> 1. The pellet insert has not yet cooled 	<ol style="list-style-type: none"> 1. Allow the pellet insert to cool. Only after cooling fan will stop. If the problem persists, contact your authorized service center

<p>The pellet insert is clogged early in the brazier with burning irregular, door glass gets dirty, the flame is long, red-dish and weak</p>	<ol style="list-style-type: none"> 1. Flue with presence of stretches too long or clogged 2. Too pellet 3. Excessive pellet or ash deposits in the brazier 4. The brazier is not found in its slot 5. Wind contrary to the exhaust flow 6. Insufficient combustion air 7. You changed the type of pellets used 8. Smoke extractor motor broken 9. Door closed incorrectly 	<ol style="list-style-type: none"> 1. Perform periodic cleaning. See paragraph pellet insert installation in the user manual. Check chimney cleaning 2. Decrease in the parameters the charge level of the pellets 3. Clean the brazier after waiting for the total shutdown of the pellet insert. If you repeat contact your Authorized Service Center 4. Check that the hole in the brazier matches the glow plug 5. Check the chimney cap windproof and / or possibly install it 6. Check the correct position of the brazier, its cleanliness and check that the air intake in both free environment, verify the status of the door seal, increase the level in the parameter relative to the speed of the fan exhaust fumes. Contact your Authorized Service Center 7. Check the quality of the pellets. Contact your Authorized Service Center 8. Increase the level in the parameters relating to the speed of the fan exhaust fumes. Check and eventually replace motor 9. Check that the glass is sealed and the seal guarantees tightness
<p>Smell of smoke in the environment. Turning off the pellet insert.</p>	<ol style="list-style-type: none"> 1. Poor combustion 2. Malfunction of fan fumes 3. Installation of the flue performed incorrectly 4. Clogged chimney 	<p style="text-align: center;">Contact your Authorized Service Center</p>
<p>In the automatic position the pellet insert always runs at full power</p>	<ol style="list-style-type: none"> 1. Room thermostat set to maximum 2. Significant temperature sensor failure 3. Control panel defective or broken 	<ol style="list-style-type: none"> 1. Reset the thermostat temperature 2. Check the operation of the sensor and replace if necessary 3. Check the control panel and replace if necessary
<p>The engine smoke extraction does not work</p>	<ol style="list-style-type: none"> 1. The pellet insert has no voltage 2. The motor is broken 3. The board is defective 4. The control panel has failed 	<ol style="list-style-type: none"> 1. Check the supply voltage and the protection fuse. 2. Check the motor and capacitor and replace if necessary. 3. Replace the circuit board. 4. Replace the control panel.

<p>The fire goes out or the pellet insert stops automatically</p>	<ol style="list-style-type: none"> 1. The pellet tank is empty 2. No power 3. Pellets not being fed 4. Excessive deposit of ashes in the grate 5. Intervention probe temperature safety of the pellet 6. Cochlea blocked by dirt 7. The door is not closed properly or gaskets worn 8. Pellet inadequate 9. Low pellet 10. Chimney or drain clogged with nests or foreign bodies 11. Pressure switch cuts 12. Smoke extraction motor failure 13. Alarm active 	<ol style="list-style-type: none"> 1. Fill the tank with pellets 2. Check plug and presence electricity 3. Fill the tank with pellets 4. Clean the brazier 5. Let the pellet insert cool down completely, reset the manual reset and restart the pellet insert. If the problem persists, contact your authorized service representative 6. Pull the plug, empty the tank, remove any foreign objects 7. Close the door or replace the gaskets with original 8. Change the type of pellet recommended by the manufacturer. Sometimes, depending on the type, the stage of adjustment of the parameters need to vary the level relating to the loading of pellets 9. Increase the level in the parameter for the pellet feed. To check the flow of fuel from technical authorized 10. Eliminate all foreign matter from the chimney Clean the smoke duct. Perform periodic cleaning. 11. Verify potential smoke duct is blocked and if the pressure switch is working properly 12. Check and replace the motor if necessary 13. See paragraph alarms
<p>The air fan convention (ambient air) never stops</p>	<ol style="list-style-type: none"> 1. Temperature sensor temperature control defective or broken 2. Smoke probe fails 	<ol style="list-style-type: none"> 1. Check the operation of the sensor and replace if necessary 2. Replace smoke probe
<p>The pellet insert does not light.</p>	<ol style="list-style-type: none"> 1. Lack of electricity 2. Probe pellets in bulk 3. Fuse blown 4. Pressure switch broken (lockout indicated) 5. Smoke outlet or duct clogged 	<ol style="list-style-type: none"> 1. Check that the electrical outlet is plugged in and the power switch to "I" 2. Lockout by resetting the rear thermostat, replace the thermostat if it happens again 3. Replace the fuse 4. Replace the pressure 5. Clean the smoke outlet and / or smoke duct



Never turn off the heater by removing electricity. Let always complete the shutdown cycle, otherwise you may damage the structure and have trouble lighting in the future.



The manufacturer of the pellet insert any liability and will void the warranty terms of the product for any inconvenience caused by not following the rules described above. Any work of service center will be borne by the applicant if they are not complied with these instructions.

GENERAL GUARANTEE

All products are subject to accurate testing and are covered by warranty for 24 months from the date of purchase, documented by invoice or purchase receipt that will be presented to authorized technicians. If the document does not show up, it will be invalidate the right of the owner of the appliance. Warranty means the replacement or repair of parts of the appliance that are defective at source due to manufacturing faults.

1. Warranty covering manufacturing defects and defects in material declines:
 - for unauthorized personnel work;
 - for damage caused by transport or for causes not attributable to the manufacturer;
 - for incorrect installation;
 - for incorrect electrical connection;
 - for periodic maintenance not performed;
 - for outdoor accidents (lightning, floods, etc ...);
 - for incorrect use and maintenance.
2. Complete replacement of the machine can only take place following the unquestionable decision by the manufacturer in special cases
3. The Company declares no responsibility for any damage that may, directly or indirectly, result in persons, things or animals as a result of non-observance of the instructions in the Instructions book and in particular concerning the installation, use and maintenance of the appliance.

GUARANTEE LIMITATIONS

Limited Warranty covers manufacturing defects, provided that the product has not been damaged by improper use, improper handling, incorrect connection, tampering, and installation errors. The following components are covered by a twelve months warranty:

- combustion burners;
- resistance.

They are not covered by warranty:

- the glass of the door;
- general gasket and fiber door;
- painting;
- tiles;
- the remote control
- Internal sides
- Any damage caused by inadequate installation and / or shortages of the consumer.

The images are purely indicative and may not match the reality of the product. Pictures are only exemplary and they are needed to understand how the product works.

