INSTALLATION, USE AND MAINTENANCE

Automatic fireplace on pellets

<<EKO-LINE>>

1. EC statement of compliancy

In accordance with following guidelines:

The European directive 73/23 EEZ and later amendments 93/68, 89/336 EEC and later amendments 92/31 EEC, 93/97 EEC

„KOVAN“M.I. - ul. Branilaca grada bb, 75320 Gračanica, under our sole liability, we state that the series of Ekoline fireplaces has been designed and constructed as required by safety standards for the CE mark.

Dear user!

Thank you for choosing our "Eko-Line" fireplace. A modern, quality and highly efficient product which ensures the largest comfort of heating, on a long period of time by its reliability and safety.

The maintenance is simple and it can be performed personally and easily, as well as it can be confide to Technical service of manufacturer „Kovan", whose servicemen are trained for the maintenance of fireplaces and if necessary, they have all the needed spare parts for the fireplace.

This manual contains important information and recommendations which are needed to comply with, in order to execute simple installation and to properly use the fireplace for a long time.

Manager Ltd. «Kovan» M.I. Gračanica

2. Warranty

Our «Eko-line» fireplaces hold a SPECIFIC WARRANTY approved by the manufacturer Ltd. «Kovan» M.I. Gračanica. The manufacturer and the distributor guarantee that the product will function correctly in the warranty period at the normal use subject to compliance of this Manual and conditions of warranty.

The warranty is a part of this product, and its value is conditional by readable and filling up true data in it.

We recommend you to confide putting the fireplace into operation to a professionally trained individual or contact our Technical Service «Kovan» who will on your request put the boiler into operation in manner that is specified by this manual.

Obligatorily before undertaking any activities on the fireplace, carefully study this manual and read the condition from the warranty.

3. General warnings

You should study this Manual carefully to familiarize yourselves with the correct installation, handling, use and the maintenance of the fireplace.

This product is delivered in one package, ensured from fracture in accordance with the regulations, and in the case that contents do not match the order, please address to department of « Kovan » that sold you the fireplace or to your distributor.

All local regulations, including national and European standards must be followed while installing the device.

The fireplace must be only intended for use and purpose which is specified by the manufacturer and for which it has been constructed. « Kovan » m.i. excludes any liability contractual or non contractual for the incurred damage to people, animals or objects due to errors at the installation, regulation and the maintenance and due to the inadequate use.

Maintenance of the boiler must be performed at least once an year.

This manual is an integrated part of the fireplace and needs to be kept carefully. It should be enclosed beside the fireplace even when the fireplace is given to a second owner or being transported on an other installation. If damaged or lost, request a new one from the Technical service «Kovan» m.i.

3.1. Basic safety rules

Use of products which use fuels, electricity and water, request that we comply with some safety rules:

- Children, irresponsible and inexpert persons are prohibited of operating the fireplace.
- If felt smell of combustible substances in the accommodation room, air out the space by opening the door and windows, stop the work of the fireplace and request help of a qualified professional person or Technical services «Kovan» m.i.
- The fireplace is an electric device and in accordance with that it is prohibited to touch it barefooted or with wet body parts
- It is prohibited to interven or to clean the fireplace while it is plugged into electrical supply or before it has been shut off by setting the selector of functions on “off”.
- It is prohibited to adjust the fireplace safety appliances or regulators without instructions and permits from the manufacturer
- It is prohibited to drag, disconnect and touch electrical wirings even when the fireplace is disconnected from electrical supply
- It is prohibited to hold flammable materials in the same room with the fireplace. Do not use or leave easily flammable materials nearby the (fluent fuels, dissolver, colors, etc.)

4. Instructions for safe work

4.1. Explanation of signs

Instructions for safe work are marked with a warning triangle

Words (Caution, Warning, and Danger) mark the importance of danger which could appear if measures for the damage mitigating would not be respected.

- **Caution** indicates that minor material damages can appear
- **Warning** means that minor injuries or heavy material damage can appear
- **Danger** means that severe injuries can emerge. In particularly severe cases exists danger for life

Remarks in the text are marked with a sign like this one

Remarks contain important information in cases when there is no threat of any danger for the man or the boiler.

4.2. In case of fuel gas smell appearance

- Turn off the fireplace
- Open windows and doors
- Seek instructions or help from a qualified person or your serviceman

In case that the chimney has caught fire (which can be diagnosed by some of the following ways: visually - there can be seen glittering sparks or flame on the upper output side of the chimney, by hearing – muffled roar, blare or rumble inside the chimney, and by touching only if it is possible because of a danger of burn – unusually high temperature of the chimney flue) stop the fireplace operation. All openings on the fireplace (burner's door) must be closed and sealed. Possible additional openings on the chimney (door for cleaning and possible spare openings) should also be closed and made sure they will not self-open because of the increased pressure of the gases in the chimney. During burning and later after self quenching and cooling the chimney should be constantly monitored and all noticed critical spots should be controlled. It is strictly forbidden to cool the chimney directly by water in order to put it out since by doing that we will certainly cause a chimney explosion and fire in the building. It is allowed, in case of need, to cool endangered objects in the vicinity of the burning chimney if you think that they can be caught by fire. Beside all these safety measures you should also inform a fireman on duty of the competent fire station by dialling number 123.

4.3. Transfer to another type of fuel

Installment of additional devices and using other type of fuel is not allowed as well as any kind of changes or alternations on the fireplace itself.

4.4. Maintenance

The user is responsible for the safety and the environmental acceptability of the installation.

Use only original spare parts recommended by the manufacturer!

4.5. Combustion air/air in the premise

Do not close nor reduce the air hole and ventilation. If the premise has airtight windows, ensure the supplying of combustion air.

Combustion air / air in the premise maintain without aggressive substances (e.g. halogenic hydrocarbons which contains compounds of chlorines or fluorines). In that manner you will avoid corrosion.

5. Information about the fireplace

5.1. Quality statement

The construction of the fireplace is in accordance with the European Directive CEE 73/23 and amendments 93/68 CEE, CEE 89/336 and amendments 93/68 CEE; 92/31CEE; 93/97 CEE and European norms. Our product complies with the standards of burning tests, electric tests in accordance with the standards EN 60335 and EN 60366.

All necessary mechanical tests in conjunction with the materials of which the fireplaces were built, were carried out in a specialized laboratory for testing materials and structures - "Rudarski institut" d.d. – Tuzla.

About all this we have the correct documentation and quality reports.

Ensuring product quality guarantees our implementation of the approved quality system for production, final inspection and testing TÜV cert 15 100 7505 4 in accordance with the reference standard EN 9001:2000.
Within the approved quality system, every boiler is checked and carried out to appropriate tests. Our production is also under the regular supervision of the control house, which has conducted the tests.

5.2. Fireplace type

EKO-1-7.5	7,5 kW

Explanation of simbols:

EKO – ecological fireplace (fulfills all requirements of European Directives)

1 – number of production version

7.5 – heating power

5.3. Technical information

Parameters	**MU**	**7,5** kW
Fireplace type	-	EKO-1-7.5
Width, depth, height	cm	75/59/131
Weight	kg	105
Tube / air entrance	mm	60
Tube / fume exit	mm	80
Heating capacity	m^2	70
Operation autonomy	sat	10
Nominal thermal power	kW	7,5
Fuel type	Wood pellet Φ6mm	
Fuel consumption (min/max)	kg/sat	0,75-2,4
Percentage of efficiency	%	90
Storage capacity	kg	16
Consumption of electrical energy	W	60
Voltage	V/Hz/faza	AC 230/50/1
Driving voltage	V	DC 12
Installed power	W	450
Colour options	Yellow, beige, red, gray, white	

5.4. Fireplace description

The fireplace is constructed so as to operate with pellet. The construction of the fireplace is made of steel, carried out by plate welding. It consists of an inner ardent and outer protective mantle, a circuit of the torch and pellet storage. The ardent mantle is made of cooper plates 4 /W4/HII / DIN 17155.

The fireplace is equipped with a ventilator for equal distribution of warm air, with the fluidity of ca 60m^3/h. In this way the warmth is equally distributed in the room where the fireplace is installed.

The motion of flue gases from the torch rises up in the space chamber where they cool down exchanging the temperature with the mantle, and then pressed by another wave of flue gas move to another space: exchange chamber. The mantle of the chamber is a barrier around which the flue gases move, exchanging their temperature, which is at the other side taken by the ventilator and spread around the room. This enables the warmth to be most efficiently used before it is vacuumed into the funnel.

The furnace is constructed as a compact module. An electric heater is used as an igniter that turns on and off automatically. The heater is placed close to the electric turbine. Controlled air supply is carried out by the electric turbine by regulating the number of rotations of the turbine.

The supply of electrical energy is in accordance with all safety regulations. The device is supplied with electrical energy per plug device, that is in the case of fireplace supplied over a inseparable cable (directly connected to voltage) per breaker.

The conductor wire is ensured with a protective cable, sections 3x1.5mm^2.

All components of the fireplace that are exposed to high temperatures are protected with fire proofed colors that resist temperatures up to 700 degrees of Celsius. All other parts are protected with an anticorrosive color in two mantles. The outer mantle is protected with plastificaition. There is no emission of gases into the room the fireplace is placed in.

5.5. Applied regulations

During designing and construction of the fireplace, following directives and regulations are applied:

- Construction of the fireplace is harmonized in compliance with European directives 98/37/EC, 97/23/EC and European standards EN 292-1:1991, EN 292-2:1991, EN 12952-2, EN 12952-3, EN 12952-4, EN 12952-5, EN 60335-2
    - BS EN 292-1:1991 - Safety of machinery. Basic concepts, general principles for design. Basic terminology, methodology
    - BS EN 292-2:1991 - Safety of machinery. Basic concepts, general principles for design. Tech. principles and specifications
    - BS EN 60335-2-88:2002 - Specification for safety of household and similar electrical appliances. Particular requirements. Particular requirements for humidifiers intended for use with heating, ventilation, or air-conditioning systems

5.6. Scope of delivery

- Fireplace
- Instructions for handling and use
- Warranty card

5. Fireplace installation

Note: Installation, connection to voltage and activation should be done after reading the user manual

6.1. Important instructions

Before the first commissioning, carefully study the technical manual. For possibly not understanding the instructions, and other uncertainties contact a qualified service person or the manufacturer.

Make sure that the pellets you are using have the required quality standards.

It is strictly prohibited burning and incineration of waste and any other combustible materials in the fireplace.
It is strictly forbidden to add fuel in liquid form.

Never open the door while the fireplace is in operation.

During the operation the glass and other parts become hot.

6.2. Selection of the mounting location

It is recommended to install the fireplace into a big centred room in the house in order to ensure equal distribution of warm air.
It is important to ensure enough air in the fireplaces room.

Before you install the fireplace into an apartment or flat, ask for the approval of the authorised official first.
It is important to move any flammable materials, such as wood furniture, carpets and liquids at least one meter away from the fireplace.
The fireplace should be placed on a flat and incombustible surface.
You should leave the installation to a competent person.
While setting and installing the device it is important to follow certain standards and international norms. In cases when rules or regulations collide, please follow the national norms.
Safe and economic operation of the fireplace will be ensured if the installer follows the given instructions and regulations.

6.3. Chimney connection

The complex effects of the chimney to the fireplace are eliminated by a fan, installed at the exit of the fireplace as its integral part. Controlling the number of revelations of the fan there's always achieved the needed Vacuum to overcome resistance in the flues and to realize the need Vacuum in the

burner. Before letting the fireplace in operation, check the patency of the chimney, flue pipe, as well as any devices for protection from the wind.

6.4. Preparing for installation

The fireplace is supplied wrapped in protective foil. Beneath the sheet, on top of the fireplace, you can find the corresponding instructions and the guarantee card.

Place the fireplace on the planned installation location.

Connect the fireplace to the chimney so that there's allowed a slight drop to the fireplace or a horizontal position.

Connect the fireplace to electrical supply.

6.5. Electrical connection

DANGER OF ELECTRIC STRIKE
Before work on electrical parts, the boiler must always be turned off from the electrc power supply by physical separation of the socket device from the source of electric power

All regulatory, controlling and safety appliances of boiler have been wired and tested in the factory.

On an accessible place of the boiler ensure a connecting place with a 1-phase outlet.

The place of the outlet should be properly selected so that the socket device is always easily accessible.

Danger: In case of damage to the power cable it is necessary to replace it with a correct cable. Cable replacement should be delegated to a competent person or to the producers service.

Note:

- Electrical connection must match the current regulations for electrical installations in households
- You must have a protective conductor
- In the case of a direct power cable connect, it is necessary to install a switching device that provides a reliable turning off of the fireplace. The distance between the contacts of the device should allow the exclusion of the overvoltage category III conditions, in accordance with the norms Installation

Electric circuits of the fireplace are secured by an electric safety fuse with a melting string of 2A. In case of fuse failure, a professional qualified person needs to check the causes and then carries out the fuse replacement with genuine fuse for the same nominal electricity. Improvisation and „ patching “of the fuse is strictly forbidden.

Electric switch on/switch off the boiler

Switching on: Switch on the fireplace by plugging the electrical cable into an accessible 1-phase outlet on the wall. The illuminated display shows that the fireplace is under voltage. Wait for a few seconds that the system needs to set up. Afterwards, by the function keys you pass through the access menu and perform any necessary adjustments.

Switching off: By pressing the button for switching off, the fireplace goes in the switcing off process. That is the procedure which, depending on the fireplaces working mode lasts for a few minutes. After the switcing off process, when displaying OFF on the display, the fireplace can also be physicall separated from the electrical power source.

6.6. Putting into operation

Check if the type of pellet described in this manual matches the type of pellet in your storage. The storage can be filled to the top with pellet. Refill the storage with pellet when needed.

Ignition and heating

The fireplace needs to be cleaned of ash and slug.
If an additional temperature regulator has been installed set the wanted room temperature. All customers who have an additional temperature regulator should activate it in the fireplaces menu.

Warning : Never open the fireplaces door while it is still in function.

7. Configuration of the fireplace

7.1. Function description

1. Switch on/Switch off/Back
2. Confirm
3. Up
4. Down
5. Room temperature
6. Status
7. Set temperature
8. Time

The Eko line fireplace has electronics which supports three operating modes, P1, P2, P3. These three operating modes enable easy set up of the fire to the needs of users.

Settings on the operating mode P1, P2, P3 are set up so that there are three levels of fire size and thus determines the speed with which the space heating up.

7.2. Ignition of the fireplace

Hold the button until on the display appears „ignition“ .
The fireplace has an automatic ignition process.

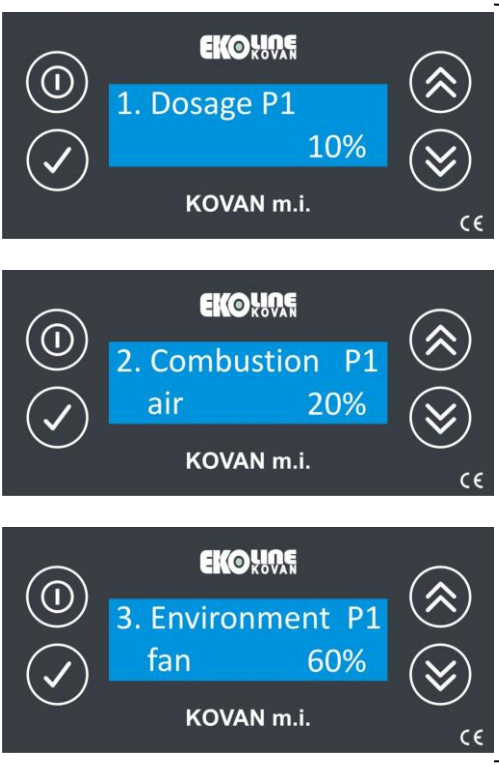
The burner needs to be cleaned before every start of the fireplace.

In cases of first ignition or ignition after the disappearance of pellets is necessary to put a handful of pellets into the burner.

After the ignition process the fireplace switches to ON.

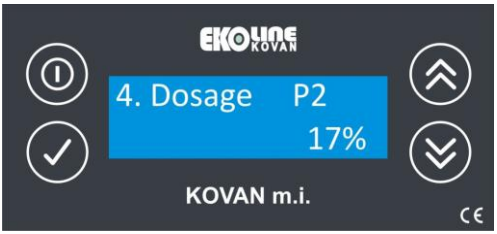
The display shows the active mode:

Parameters that are needed to be changed for P1 mode are:



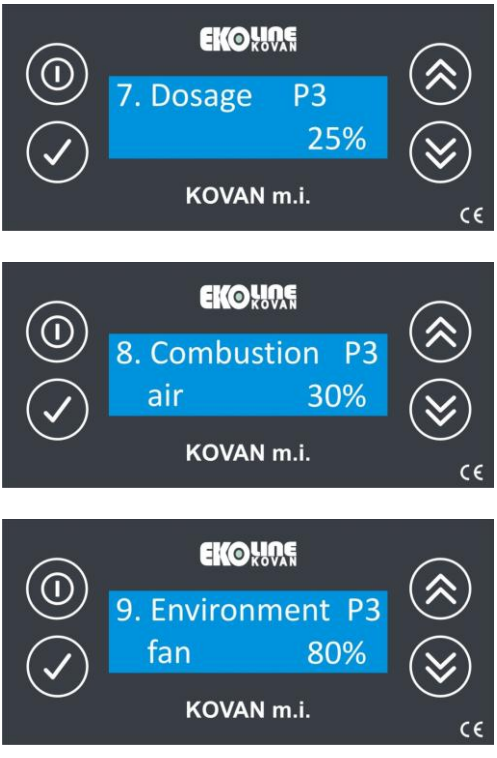
To change the value press the ⊘ button and change it with the ⊛ and ⊛ buttons

Parameters that are needed to be changed for P2 mode are:



To change the value press the ✓ button and change it with the ⏫ and ⏬ buttons

Parameters that are needed to be changed for P3 mode are:



To change the value press the ⊘ button and change it with the ⊛ and ⊛ buttons

7.3. Regulation

Enter the menu by pressing the  button.

If you want to change the value, press the  button. By pressing the **Up** or **Down** button you can change the value. After setting the wanted value, press the  button to confirm.

Regulation of fuel ammount and air needs to be set up for every pellet individually.

By the visual control of the flame you can add or subtract air in the burning . If the flame has black smoke, and/or the glass of the fireplace turns black, then its necessary to increase air. If the flame is white and/or the glass of the fireplace turns white there is a need to reduce the air.

This needs to be done for each mode separately.

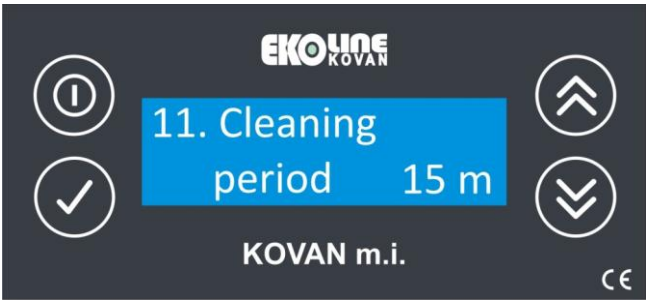
7.4. Other functions

7.4.1. Hysteresis

Difference between the current and wanted temperature before re-firing.

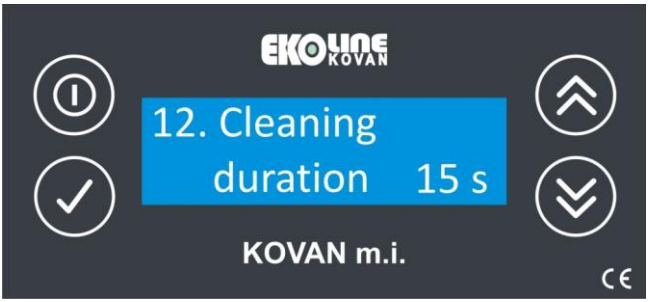
7.4.2. Cleaning period

The period of cleaning the burner of the fireplace depends on the quality of pellets. This period is on average 15 minutes.



7.4.3. Cleaning duration

Duration of burner cleaning. The duration is on average 15 seconds.



7.4.4. Language

Languages that can be used:

- English
- Bosnian
- German
- Slovenian

7.4.5. Input - phone

Enables to switch on the fireplace via telephone. If you don't have installed this device you must set its value to „disabled“.

7.4.6. Clock

Is used to set up the current day and time.

7.4.7. Timer

This item allows you to configure a lightning and extinguishing of the fire on a set time. If you do not want to use this function, then set it to "Off".

If you want to use the timer, then you have the choice of the following options:

- Election of the day:
  - **Mon,...,Sun** – Adjustment is made for each day separately
  - **Mon-Sun** – Adjustment is made for a whole week
  - **Mon-Fri** – Adjustment is made for Monday, Tuesday, Wednesday, Thursday, Friday
  - **Sat-Sun** – Adjustment is made for Saturday and Sunday
- First start of the fireplace (1. START):
  - Sets the time to start the fireplace
- First stop of the fireplace (1. STOP):

- Sets the time to stop the fireplace

- Second start of the fireplace (2. START):
  - Sets the time to start the fireplace for a second time (if you don't want to use this feature, then set it to 24:00)
- Second stop of the fireplace (2. STOP):
  - Sets the time to stop the fireplace for a second time (if you don't want to use this feature, then set it to 24:00)

8. Cleaning and maintenance

During the burning process in the burner remain fireproof substances, like sand which can be find in the pellet. Since the pellet burns down on high temperature, sand melts and unites in larger pieces of scoria. Scoria fulfills the space in the burner and obstructs the process of burning and the fireplace starts to smoke, which is a sign to clean it.

Only when the fireplace has cooled down you can open the door, empty and clean the furnace, return it at its place, close the door and reactivate the fireplace.

Warning : Before you clean the fireplace disconnect it from voltage. Unplug the supply cable or turn of the breaker if the fireplace is equipped with an inseparable cable, i.e. if it is directly connected.

The slug is removed from the furnace by digging or with a special vacuum cleaner for slug.

Alert : The vacuum cleaner is meant for a special purpose. The inner part of the cleaner is made of metal and clean ash of high temperature, which is not the case with regular vacuum cleaners.

It is necessary to clean the fireplace recurrently in order to ensure normal and undisturbed functioning.

8.1. Cleaning of metal components

To clean the metal components of the fireplace, use a wet cloth or proven products for cleaning of metal components.

Alert: The use of aggressive chemicals or detergent can damage the surface of the chimney.

8.2. Cleaning of outer mantle

To clean the outer mantle of the fireplace use a soft, wet cloth and nonaggressive detergents. Do not clean the surface with cold water, especially not if the surface is extremely hot. In this way you will avoid a thermal shock and colour damage.

8.3. Cleaning of the furnace

If the fireplace door is extremely red and hot and the flame seems to be too small or is accompanied by dark smoke, this means that there is an increased amount of slug in the furnace which hinders fresh air circulation which can lead to extinction of fire in the fireplace.

If the fire extinct every day, the furnace has to be cleaned with the right equipment. This needs to be done especially during the few first times the fireplace is activated or if pellets of bad quality are used.

8.4. Cleaning of the glass

The glass has a self-cleaning function, which means when the fireplace is activated, air flows over its surface in order to prevent the storage of ash and slug on it. Despite this fact, after a few hours of heating the glass becomes darker. It is necessary to remove the dark mantle off the glass before you activate the fireplace again. While you clean the glass you should check if the sealing joint at the borders of the glass is in good condition. A bad condition of the sealing joint could cause problems connected with the functioning of the fireplace.

8.5. Exchange of door glass

The fireplace is equipped with ceramic glass, 4 mm of thickness, that resists a thermal shock of 750 degrees of Celsius. It could only be broken by a hard beat or inadequate handling of the fireplace.

Do not slam the fireplace door or hit it. In case of broken glass contact our service or your distributor.

8.6. Annual maintenance/cleaning

Following steps need to be done during annual cleaning of the fireplace:

- Careful cleaning of the furnace
- Examination and cleaning of smoke pipes
- Examination and possible exchange of silicon joints on the fireplace door
- Examination and cleaning of mechanical components (motor and ventilator)
- Exchange of igniters

8.7. Period when the fireplace is not in use

At the end of each season, when the fireplace is no longer in use, it is recommended to clean the fireplace in detail.

Note: We advise you to have the fireplace checked before each heating season by a competent person. For safety reasons it is important to regularly maintain the fireplace.

9. Device errors

9.1. Smoke pipe system error

In case that the ventilator for air circulation is damaged, the input of pellet into the furnace will be stopped and an error will be displayed, blocking the fireplace activity.

9.2. Error of motor for pellet input

In case that the motor is not in function, the fireplace continues to work until all pellets in the storage are spent. After that, the fireplace stops its activity.

9.3. Activation error

In case there is no flame during the activation process an activation error will be displayed.

9.4. Break in supply of electrical energy

In case that there is no supply of electrical energy, all devices stop working and in the next three to five minutes a minimal dosage of fume could get out of the fireplace. This consequence has no impact on safety. When the fireplace gets supplied with electrical energy again, an error will be

displayed. When the fireplace has cooled down (after ten minutes), clean the furnace and reactivate it.

Note: In cases of increased voltage supply the fireplace is ensured with a breaker. The electrical connection has to be grounded. The producer hedges against all damage due to incompetent handling or embedding of electric supply.

10. List of disorders, their causes and instructions for their elimination

DISORDER	CAUSE	HANDLING
Alarm: **Fume sonde**	**1**. Faulty smoke probe **2**. Break in the communication (disconnected cable)	**1**. Request assistance from authorized person **2**. Request assistance from authorized person

DISORDER	CAUSE	HANDLING
Alarm: **Ignition error** The fireplace has received the signal for ignition, but cannot light the fire	**1**.There is no pellets **2**.Burner is blocked by ash and scoria **3**.Smoked flue tubes **4**.Due to bad quality, the pellets don't fall on the worm spindle **5**.Faulty electrical lighter (indication – cold burner) **6**.Bad pellets (all previously mentioned causes excluded and there's still no ignition)	**1**.Fill up the pellets tank **2**.Clean the burner **3**.Clean the flue tubes **4**.Shake up the pellets, reset the alarm and start the fireplace again **5**.Request assistance from authorized service **6**.It is necessary to adjust the function of burning and dosing **7**.In case you are not able to remove the error, request assistance from authorized service

DISORDER	CAUSE	HANDLING
Alarm: **Fireplace turned off**	**1**. There is no pellets **2**. Burner is blocked by ash and scoria **3**. Smoked flue tubes **4**. Blocked input of pellets **4.1** Due to bad quality, the pellets don't fall on the worm spindle **4.2** Bad pellets (all previously mentioned causes excluded and there's still no ignition) **4.3** Changed parameters of service functions or they're adjusted over the limitation **5**.The door is not closed	**1**. Fill up the pellets tank **2**. Clean the burner **3**. Clean the flue tubes **4.1** Shake up the pellets, reset the alarm and start the fireplace again **4.2** Replace the pellets with pellets of appropriate quality **4.3** Check the settings and if necessary rerun the adjustings **5**. Close the door **6**. In case you're not able to remove the error request assistance from authorized service

DISORDER	CAUSE	HANDLING
Alarm: **System error**	**1**. Damaged controller	**1**. Request assistance from authorized service

DISORDER	CAUSE	HANDLING
The fireplace cannot reach the set temperature	**1**. Dirty burner and flue tubes **2**. Bad pellets quality	**1**. Clean the burner and the flue tubes **2**. Check the pellets and correct the delivery of pellets through the service function „dosing the burning“ **3**. Consult the manufacturer about possible solutions
Smoke comes out of the pellets tank	**1**. Dirty flue **2**. Bad pellets quality **3**. Chimney doesn't have necessary buoyancy	**1**. Clean the flue **2**. Correct the amount of air in the function menu **3**. Close possible redundant openings and repair possible damages

DISORDER	CAUSE	HANDLING
Frequent griminess of the fireplace	**1**. Bad pellets quality (causes the deficit of air of burning)	**1**. Increase „air of burning“ 1% - 3% in relation to the already set up adjustment
A certain quantity of non burned pellets can be found in the ash	**1.** Surplus air of burning	**1.** Adjust „air of burning“
The fireplae stopped working and the display is turned off	**1.** Error in power supply **2.** Burned fuse on the electronic module	**1.** Provjeriti napajanje **2.** Exchange the fuse with an original one **2.1.** In the case of re-burning the fuse ask for help from an authorized service
Problems due work because of the increased accumulation of scoria in the burner	**1.** Very bad pellets	**1**. Contact the supplier of manufacturer of pellets
Problems due work because of increased amount of ash	**1.** Very bad pellets	**1.** Contact the supplier of manufacturer of pellets

DISORDER	CAUSE	HANDLING
Enormously increased consumption of pellets (no change of outside temperature)	**1**. Very bad pellets with weak caloric power **2**. Large amount of dust in the pellets	**1**. Contact the supplier of manufacturer of pellets

11. Instructions for quality evaluation of pellets during the purchase

When buying pellets from the distributors (or manufacturers), require the declaration of testing and proving quality.

The form of pellets must be compact, uniform sizes by diameter (ϕ 6 mm). It is important to know that wet pellets can easily crush between your fingers.

The colour of pellets should be approximately equal to the colour of the wood from which it is made.

One pack of pellets may not contain more than 1% dust or sawdust in the total content of the package.

Ask the dealer for warranty from the pellet manufacturers in terms of absence of foreign impurities in the pellet. Impurities that get into the pellet during the production as a result of errors in the processing, cause a large part of the previously mentioned problems during burning (acceptable ash content ≤ 1%).

Before buying, check the weight of packaging in relation to the declared weight (on sale are bags of 15 kg).