



PELLET STOVES

User Manual

VENTILATED STOVES

Read all instructions carefully before installation, use and maintenance
The instruction book is an integral part of the product.





Congratulations! You are now the owner of an Extraflame stove!

The Extraflame pellet stove is an ideal heating solution. It utilises the most advanced technology and is manufactured to the highest standards with a contemporary design, allowing you to enjoy the ambience and warmth of a natural flame in complete safety.

This manual tells you how to use your stove correctly. Please read the entire manual carefully before using your stove.

IMPORTANT

Make sure that the dealer completes the following box with the details of the authorised specialist who will help you if you have any problems in using your new pellet stove.

AUTHORISED SPECIALIST

COMPANY _____
Full name _____
Address _____ No. _____
Postal Code _____ City _____ County. _____
TEL. _____ FAX _____

All Extraflame products are manufactured according to the following directives:

- ❖ **89/106 CEE (Construction Products)**
- ❖ **89/366 CEE (EMC Directive)**
- ❖ **2004/108 CE (EMC Directive)**
- ❖ **2006/95 CE (Low Voltage Directive)**

And the following standards:

- ❖ **EN 14785**
- ❖ **EN 60335-1**
- ❖ **EN 60335-2-102**
- ❖ **EN 61000-3-2**
- ❖ **EN 61000-3-3**
- ❖ **EN 50366**
- ❖ **EN 55014-1**
- ❖ **EN 55014-2**





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WARNINGS AND SAFETY DEVICES

The stoves produced by our establishment are built with attention to the individual components in a way to protect both the user and the installer from any accidents. It is therefore recommended that after any intervention on the product, authorised staff pay particular attention to the electric connections, especially the stripped parts of the wires. These must not escape from the terminal board in any situation, thus preventing possible contact with the live parts of the wire.

Installation must be carried out by authorised staff, who must provide the buyer with a declaration of conformity for the system and will assume full responsibility for final installation and as a consequence the correct functioning of the installed product. It is necessary to bear in mind all laws and national, regional, provincial and town council Standards present in the country the appliance has been installed.

Extraflame S.p.A. cannot be held responsible for the failure to comply with such precautions.

The instruction manual is an integral part of the product: make sure that it always accompanies the appliance, even if transferred to other owners or user or is transferred to another place. If it is damaged or lost, request another copy from the area technician.

This stove must be destined for the use for which it has been expressly realised. The manufacturer is exempt from any liability, contractual and extracontractual, for injury/damage caused to persons/animals and objects, due to installation, adjustment and maintenance errors and improper use.

After the packaging has been removed, check the integrity and completeness of the contents. If this does not comply, contact the dealer where the appliance was purchased.

All electric components that make up the stove must be replaced with original spare parts exclusively by an authorised after-sales centre, thus guaranteeing correct functioning.

The stove must be serviced at least once a year, programming it in advance with the technical after-sales service.

Nota bene: In case of thermo product or boiler, the product or system venting is not covered by the warranty.

For safety reasons, remember that:

- ❖ The stove must not be used by children or unassisted disabled persons.
- ❖ Do not touch the stove when you are barefoot or when parts of the body are wet or humid.
- ❖ The safety and adjustment devices must not be modified without the authorisation or indications of the

manufacturer.

- ❖ Do not pull, disconnect, twist electric cables leaving the stove, even if disconnected from the electric power supply mains.
- ❖ Do not close or reduce the dimensions of the airing vents in the place of installation. The airing vents are indispensable for correct combustion.
- ❖ Do not leave the packaging elements within reach of children or unassisted disabled persons.
- ❖ The hearth door must always be closed during normal functioning of the product.
- ❖ Avoid direct contact with parts of the appliance that tend to heat up during functioning.
- ❖ Check for the presence of any obstructions before switching the appliance on following a prolonged standstill period.
- ❖ The stove has been designed to function in any climatic condition (also critical). In particularly adverse conditions (strong wind, freezing) safety systems may intervene that switch the stove off. If this occurs, contact the technical after-sales service and always disable the safety system.
- ❖ If the flue should catch fire, be equipped with suitable systems for suffocating the flames or request help from the fire service.

MAJOLICAS

The company have chosen majolica tiles, which are the result of high-quality artisan work and therefore the majolica may present crackles, speckles, and shadings. These characteristics certify their precious origin.

Enamel and majolica, due to their different coefficient of dilatation, produce microcrackles, which show their authentic feature.

For the cleaning of the majolica we suggest you use a soft and dry cloth; if you use a detergent or liquid, the latter might soak in and make the crackles more visible.

WHAT ARE PELLETS?

Pellets are made by applying very high pressure to sawdust; i.e. the residue of raw timber (without paint) produced by sawmills, carpentry works and other activities involved in processing wood.

This type of fuel is completely environmentally friendly, as no binders of any kind are used to keep it compact. In fact, the compactness of the pellets over time is guaranteed by lignin, a natural substance found in the wood itself.

As well as being an environmentally friendly fuel, since wood residues are exploited to the maximum, pellets also have technical advantages.

The density of the pellet is 650kg/m³ and the water content is 8% of its weight. For this reason, pellets do not need to be seasoned to obtain a sufficient heating yield.

Pellets used must be compliant with norms:

- ❖ Ö-Norm M 7135
- ❖ DIN plus 51731
- ❖ UNI CEN/TS 14961

Extraflame recommends using 6 mm pellets.

WARNINGS!!!



THE USE OF OUT OF DATE PELLETS OR ANY OTHER MATERIAL, DAMAGES YOUR STOVES' FUNCTIONS AND CAN DETERMINE THE END OF THE WARRANTY AND THE PRODUCER'S ANNEXED RESPONSIBILITY.

PELLET STORAGE

To guarantee problem-free combustion, the pellets must be stored in a dry place.

PELLET LOAD

To load the pellets, open the tank cover positioned on the upper part of the stove and empty the bag of pellets, paying attention not to let them escape.

For the Inserto Comfort Maxi model consult the "Inserto Comfort Maxi Installation" chapter.

For Falò models consult the "Falò 1XLP, Falò 1CP and Falò 2CP" chapter".



figure 2.1



SAFETY DEVICES

WARM AIR BLOWER BREAKDOWN

If the blower stops for any reason, the stove automatically shuts down to prevent overheating.

FUME EXHAUSTER BREAKDOWN

If the exhauster stops, the electronic unit immediately prevents pellet feeding.

PELLET FEED MOTOR BREAKDOWN

If the motor stops, the stove continues to operate until the minimum cooling level is reached.

LIGHTING FAILURE

If no flame develops during the lighting stage, the stove display shows "**NO ACC**". If you attempt to light the stove again, the display shows "**ATTE**" which means "WAIT".

This function reminds you that before lighting the stove, you must be sure that the burn pot is free of dirt and debris.

TEMPORARY POWER FAILURE

The appliance will re-light automatically after a brief power failure. When the power goes off, the stove may emit a minute quantity of smoke inside the house for a period of 3 to 5 minutes.

THIS DOES NOT POSE ANY SAFETY RISK.

ELECTRICAL SAFETY

The stove is protected against violent power swings by a master fuse on the rear of the stove (2A 250V delayed).

EXHAUST FUME SAFETY

If the exhaust system fails, an electronic pressure switch stops the stove and an alarm is signalled.

PELLET OVERHEATING SAFETY

In case of overheating inside the pellet hopper, this safety device blocks stove operation; resetting is manual and must be performed by an authorized technician.



ASSEMBLY AND INSTALLATION INSTRUCTIONS

The installation must be in compliance with:

- ❖ *UNI 10683 (2005) heat generators fed with wood and other solid fuels: installation.*

The chimneys have to be in compliance with:

- ❖ *UNI 9731 (1990) chimneys: classification based on thermal resistance.*
- ❖ *EN 13384-1 (2006) chimneys thermal and fluid-dynamics calculation method.*
- ❖ *UNI 7129 point 4.3.3 Fire Department dispositions, local rules and prescriptions.*
- ❖ *UNI 1443 (2005) chimneys: general requisites.*
- ❖ *UNI 1457 (2004) chimneys: terracotta and ceramic inside pipes.*

GLOSSARY

CLOSED HEARTH APPLIANCE

Heat generator which opening is only allowed through the loading of the fuel during use.

BIOMASS

Biological material, excluding the material incorporated in geological formation and transformed in fossil.

BIOFUEL

Fuel produced directly or indirectly by biomass.

CHIMNEY

Vertical pipe with the aim to collect and expel, at a convenient height from the ground, the fuel products coming from only one appliance.

SMOKE CHANNEL OR CONNECTION

Pipe or connecting element between heat generator appliance and chimney to evacuate fuel products.

INSULATION

Together of devices and materials used to prevent the transmission of heat through a wall which separates rooms with different temperature.

CHIMNEY CAP

Device positioned at chimney peak to ease the dispersion of fuel products in the atmosphere.

CONDENSATION

Liquid products which form when the fuel gas temperature is lower or equal to the water dew point.

HEAT GENERATORS

Appliance which allows to produce thermal energy (heat) through the rapid transformation, through combustion, of the chemical energy of the same fuel.

GATE VALVE

Mechanism to amend the fuel gas dynamic resistance.



SMOKE EVACUATION SYSTEMS

Flue gas exhaust system independent from the appliance constituted by a fitting or smoke channel, chimney or individual flue and chimney cap.

FORCED DRAUGHT

Air circulation by means of the fan activated by electric motor.

NATURAL DRAUGHT

Draught which determinates in a chimney/flue for effect of the volume mass difference existing between smoke (hot) and surrounding atmosphere air, without any mechanical intake aid installed inside it or at its peak.

RADIATION AREA

Area immediately near the furnace in which the heat caused by combustion is diffused, where there must be no fuelling materials.

REFLUX AREA

Area where leaking of the fuel products is verified, from the appliance towards the installation room.

INSTALLATION

The installation must be preceded by checking the chimneys, flues or unload terminals positioning of appliances similarly to:

- ❖ No installation
- ❖ Legal distances
- ❖ Limitations disposed by local administrative regulations or particular authority prescriptions.
- ❖ Conventional limitations deriving from apartment building, constraints or contracts.

ALLOWED INSTALLATIONS

Only appliances working softly respect to the room or which do not place the room in depression respect to the external environment, can exist or be installed in the room where the heat generator will be installed. Only in rooms for kitchen use are appliances for cooking food and relative hoods without extractor.

INSTALLATIONS NOT ALLOWED

In the room where the heat generator will be installed the following must not pre-exist or be installed:

- ❖ hoods with or without extractor
- ❖ collective type ventilation pipes.

Should these appliances be in rooms adjacent, communicating with the installation room, the simultaneous use of the heat generator is forbidden, where a risk exists of one of the two rooms being placed in depression respect to the other.

CONNECTION TO THE SMOKE EVACUATION SYSTEM

SMOKE CHANNEL OR CONNECTIONS

To mount the smoke channels, non-flammable elements will have to be used, ideal for resisting fuel products and their eventual condensing.

The use of flexible metal and asbestos cement pipes to connect the appliances to the flue is forbidden, even for pre-existing smoke channels.

There must be continuity between the smoke channel and the flue so that the flue does not lean on the generator. The smoke channels must not cross rooms where the installation of the combustion appliances is not allowed.

The mounting of the smoke channels must be carried out in order to guarantee smoke seal for the appliance functioning conditions, limit the forming of condensate and avoid it being transported towards the appliance.

The mounting of horizontal routes must be avoided.

For appliances where ceiling or wall non coaxial discharges respect to the appliance smoke outlet have to be reached, the direction changes will have to be realised using open elbows not higher than 45° (see figures below).

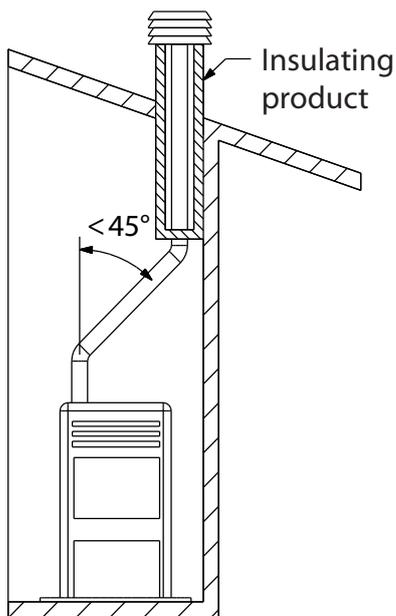


figure 4.2

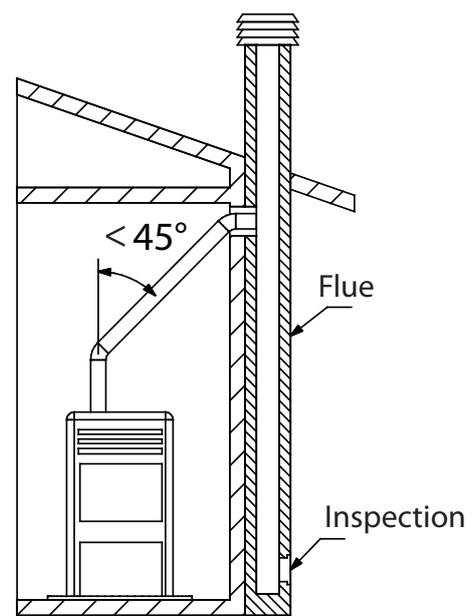


figure 4.3

For the heat generator appliances equipped with electric fan for expelling fumes, the instructions below must be followed:

- ❖ The horizontal routes will have to have a minimum upward slope of 3%
- ❖ The length of the horizontal route must be minimal and, however, not higher than 3 meters
- ❖ The number of direction changes including the one for effect of using the "T" element must not be more than 4 (if 4 bends are used, use double wall piping with an internal diameter of 120 mm).

In any case, the smoke channels must seal the fuel and condensing products and be insulated if they pass externally to the installation room.

The use of counterslope elements is forbidden.

The smoke channel must allow the recovery of soot or be brushed.

The smoke channel must be at constant section. Any section changes are only allowed at the flue coupling.

It is forbidden to have other air supply channels and pipes for plant engineering, especially if over-sized, transit inside the smoke channels. The mounting of manual draught adjustment devices on forced draught appliances is forbidden.

CHIMNEY OR INDIVIDUAL FLUE

The chimney or individual flue must respond to the following requisites:

- ❖ seal the fuel products, waterproof and adequately insulated similarly to the use conditions;
- ❖ be realised with materials which resist the normal mechanical stresses, heat, action of the fuel products and any condensing;
- ❖ have mainly vertical progress with deviations from the axis not higher than 45°;
- ❖ be adequately distanced from fuel or flammable materials through air space or opportune insulation;

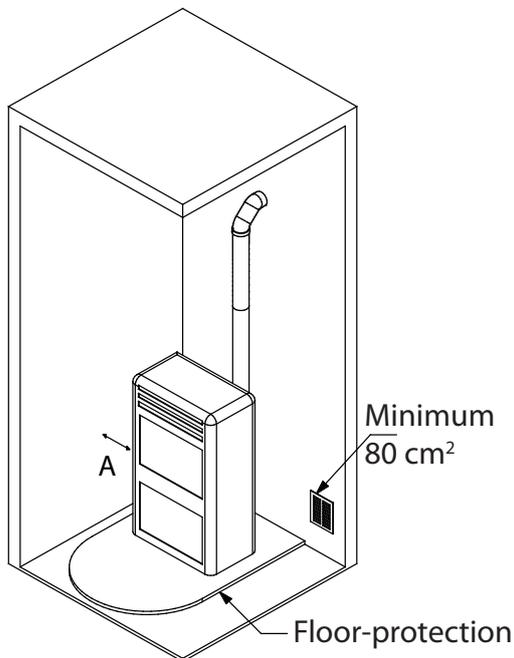


figure 4.4

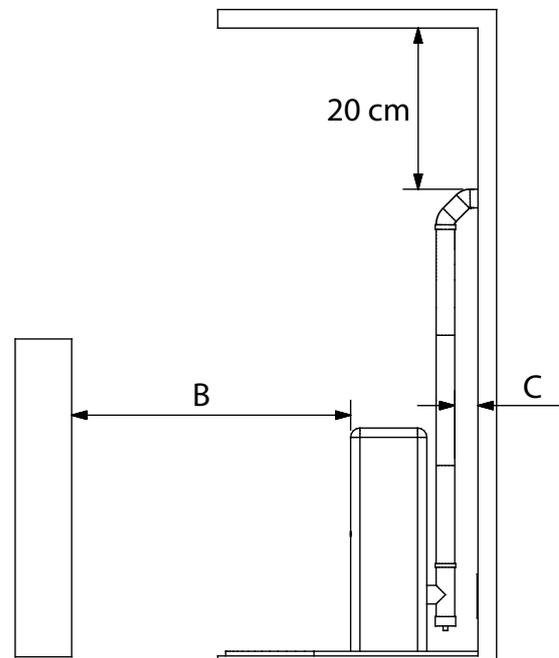


figure 4.5

REFERENCES	Abbildung 4.1 flamm- objects	Non-inflammable objects
A	200 mm	100 mm
B	1500 mm	750 mm
C	200 mm	100 mm

- ❖ have preferably circular internal section: the square or rectangular sections must have round corners with a radius not lower than 20 mm;
- ❖ have constant internal section, free and independent;
- ❖ have rectangular section with max. ratio between the sides of 1.5.

It is recommended that the smoke pipe be equipped with a collection chamber for solid materials and any condensing situated under the smoke channel inlet, so that it can be easily opened and inspected from airtight door.

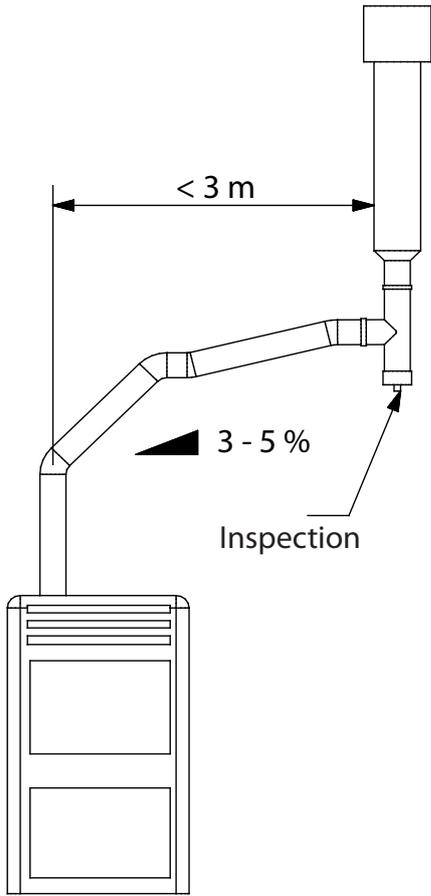


figure 4.6

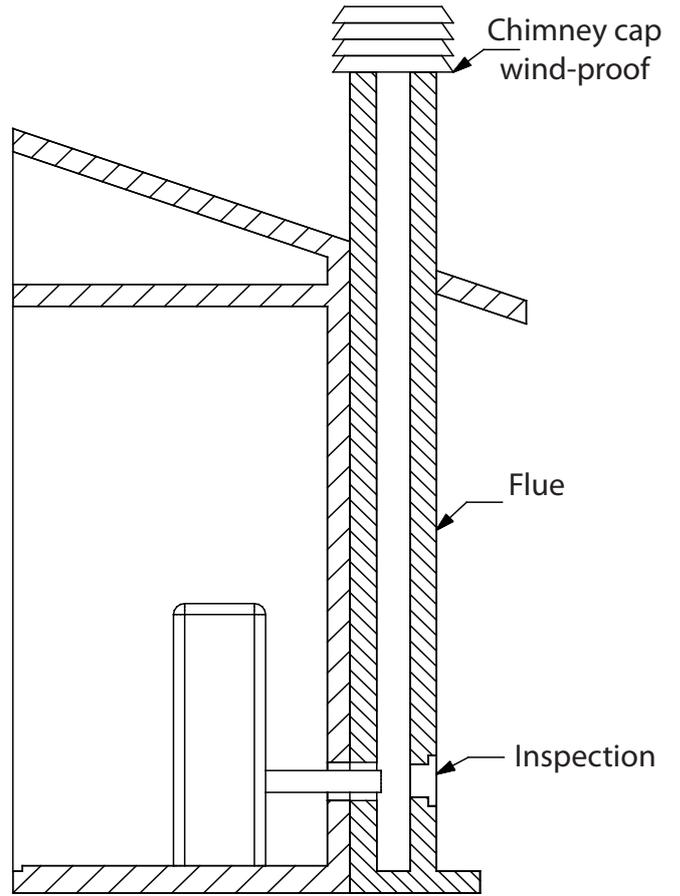


figure 4.7

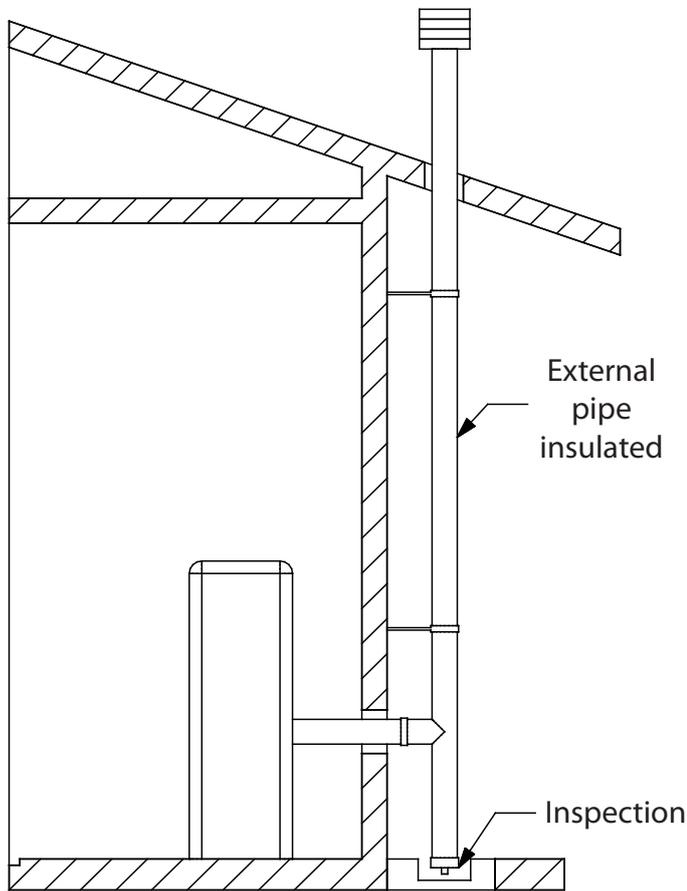


figure 4.8

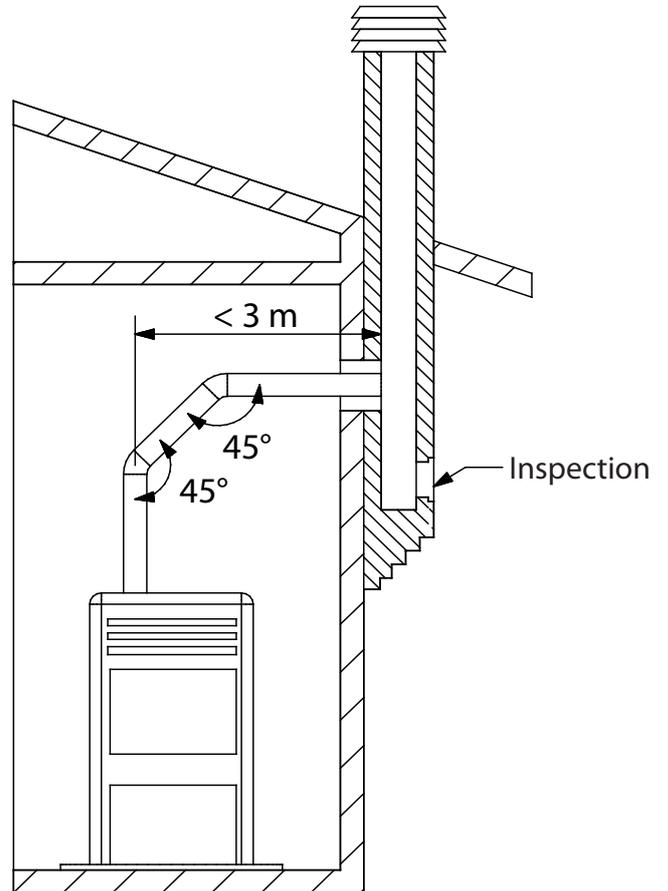


figure 4.9

APPLIANCE CONNECTION TO THE FLUE AND FUEL PRODUCTS EVACUATION

The flue must receive the discharge from only one heat generator.

The direct discharge towards closed spaces is forbidden, even with clear sky.

The direct discharge of the fuel products must be at roof and the smoke pipe must have the features provided in the "Chimney or individual flue" section.

CHIMNEY CAP

The chimney cap must comply with the following requisites:

- ❖ have an internal section equivalent to that of the chimney;
- ❖ have useful outlet section not lower than double the chimney internal section;
- ❖ be built in order to avoid rain, snow, foreign bodies penetrating the chimney and in order that, in case of winds in any direction and inclination, the discharge of the fuel products is assured.
- ❖ be positioned in a way to guarantee an adequate dispersion and dilution of the fuel products and, however, outside the reflux area in which the formation of counterpressures occurs. Such area has different dimensions and configuration depending on the covering inclination angle, it is therefore necessary to adopt the minimum heights indicated in the figure layouts below.
- ❖ The chimney cap must not have mechanical intake means.

FLAT ROOF

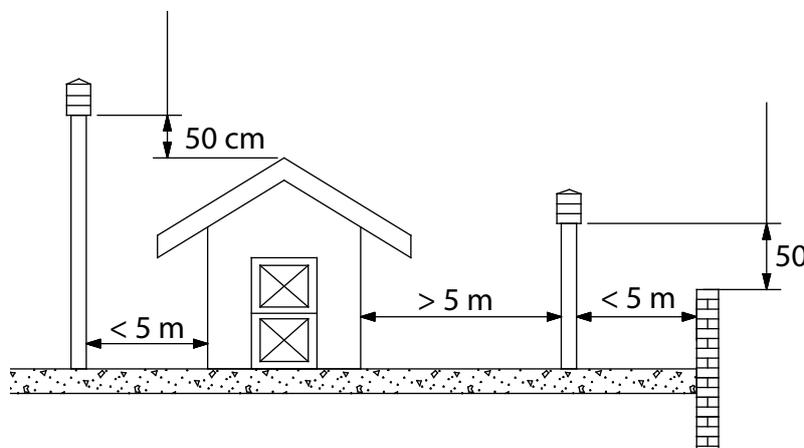


figure 4.10

SLOPING ROOF

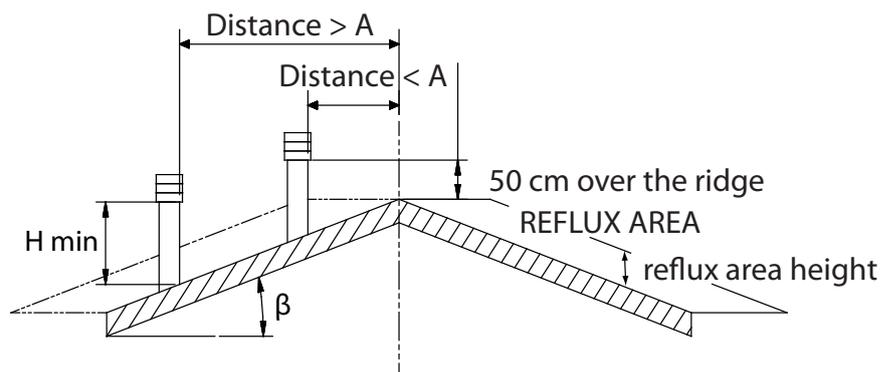


figure 4.11

CHIMNEY CAPS, DISTANCES AND POSITIONING		
Roof inclination	Distance between the ridge and the chimney	Minimum chimney height (measured from outlet)
β	A (m)	H (m)
15°	< 1,85	0,50 m over the ridge
	> 1,85	1,00 m from roof
30°	< 1,50	0,50 m over the ridge
	> 1,50	1,30 m from roof
45°	< 1,30	0,50 m over the ridge
	> 1,30	2,00 m from roof
60°	< 1,20	0,50 m over the ridge
	> 1,20	2,60 m from roof

CONNECTION TO EXTERNAL AIR INLETS

The appliance must be able to use the necessary air to guarantee regular functioning through external air inlet. The air inlets must comply with the following requisites:

1. have a total free section of at least 80 cm².
2. must be protected by grates, metal net or suitable protections as long as they do not reduce the minimum section stated in point 1 and positioned in order to avoid them being obstructed.

If the combustion agent air is withdrawn directly from outside through a pipe, a downward bend must be mounted outside or a protection against the wind and no grids or similar must be positioned. (it is recommended that the air vent always communicates directly with the installation room even if the air is withdrawn from outside through a pipe). The air flow can also be obtained from an adjacent room to the installation one, as long as the flow can happen freely through permanent openings communicating with the outside.

The adjacent room, respect to the installation one, must not be put in depression respect to the external environment by means of reverse draught caused by the presence of another used appliance or intake device in such room. The permanent openings in the adjacent room must comply with the above-described requisites. The adjacent room cannot be set up as garage, storage for fuelling material or activity with danger of fire.

INSULATION, FINISHINGS, COVERING AND SAFETY RECOMMENDATIONS

The coverings, independently from the materials with which they are made, must constitute a self-supporting construction respect to the heating block and not be in contact with it.

The wooden or fuelling materials beam and finishings must be positioned outside the hearth radiation area or adequately insulated.

In case coverings in fuelling material or sensible to heat exist in the space above the generator, an insulating and non fuelling protection diaphragm must be inserted.

Elements in fuelling or inflammable material like wooden furniture, curtains, etc., directly exposed to the hearth radiation, must be positioned at a safe distance. The appliance installation must guarantee easy access for cleaning the same appliance, discharge gas pipe and flue.

NATIONAL, REGIONAL, PROVINCIAL AND TOWN COUNCIL REGULATIONS

It is necessary to bear in mind all laws and national, regional, provincial and town council Standards present in the country the appliance has been installed.

DIVINA PLUS DISTRIBUTED HEATING

DIVINA PLUS

The DIVINA PLUS model is equipped with two pipe outlets situated on the back of the stove that allow the heat produced by the stove to be distributed to other rooms. For this purpose, as you can see in the photo below, we recommend using pipes with the following characteristics:

- ❖ Internal diameter 80 mm
- ❖ Insulated pipes (thermal insulation)
- ❖ The pipe length connected to each opening must not be longer than 2 m.

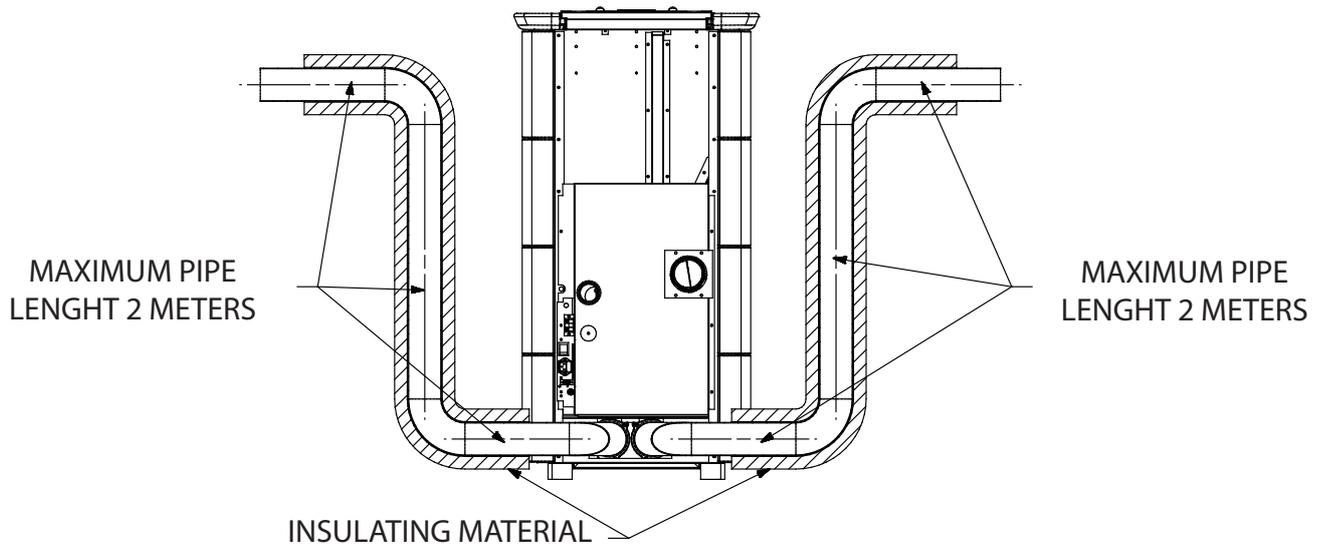


figure 5.1

TOSCA PLUS

The Tosca Plus model also has 2 tubes for channelling hot air placed at the rear. Unlike the Divina plus model, the tubes escape from the top of the product.

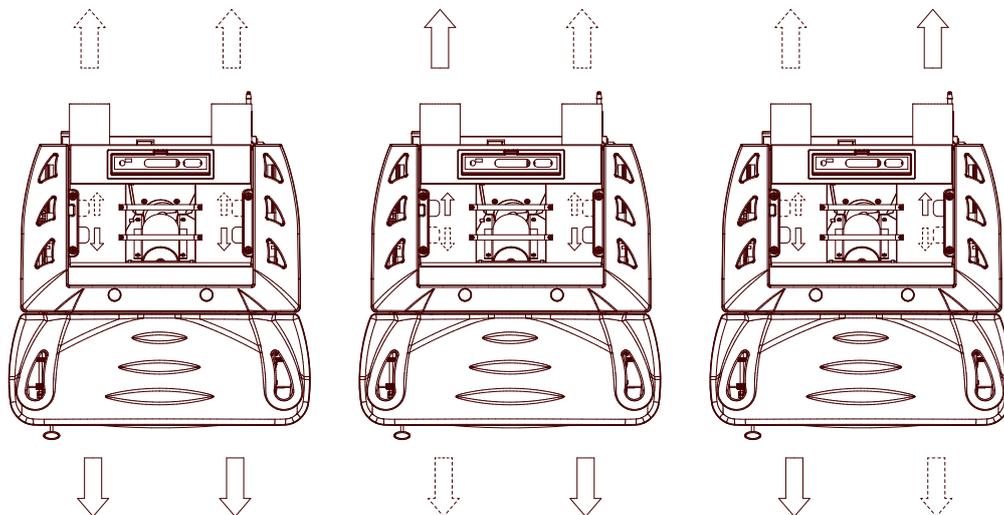


figure 5.2

Thanks to 2 shutters moved by 2 levers placed inside the pellet tank, which will have to be moved with the poker supplied, (see illustration above), the Tosca Plus model, also offers the possibility to decide which way to direct the hot air.

COMFORT MAXI INSTALLATION

The Maxi Comfort model is supplied with a metal sliding base that enables it to be installed in an existing fireplace.

The base allows you to slide out the insert easily for maintenance and cleaning at the end of the year. If you do not already have a fireplace, you can build one using the insert support pedestal (optional kit), which is designed to secure the insert to the floor.

Description of the components:

- ❖ Sliding base
- ❖ Guide rails
- ❖ Exhaust pipe
- ❖ Primary air intake pipe
- ❖ Power outlet
- ❖ Adapter frame

MOUNTING ON EXISTING BASE

Firstly, verify the presence of a power socket at the back of the insert so that once installation is complete, the plug is accessible.

Once the correct position has been evaluated, it is necessary to unhook the machine body in order to proceed with fixing the sliding base:

Using the Allen wrench supplied, rotate the lock bolt clockwise.

Take out the insert.

Tilt it to free it from the rails (illustration 7.2).

Using a piece of chalk, mark the blocking points on the base; make the holes for the 8 mm. stainless steel expansion inserts.

Make a 60 mm. hole in correspondence with the air intake.



The air intake must be made outside the fireplace, because it must not draw in overheated air.

Fix the base using the attachment screws.

Join the conveyor to the fumes evacuation pipes and the air intake box to the respective intake pipe.

Reposition the machine body repeating the above operations, but in reverse order.

Finally, using the Allen wrench, rotate the lock bolt anticlockwise to block the movement.

To understand if the insert has been correctly hooked

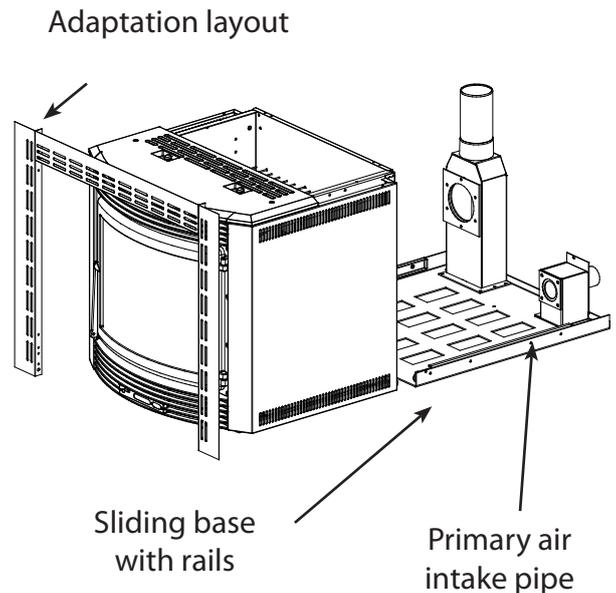


figure 6.1

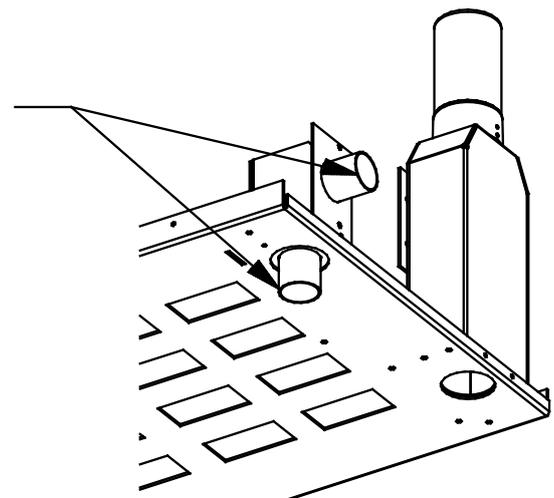


figure 6.2

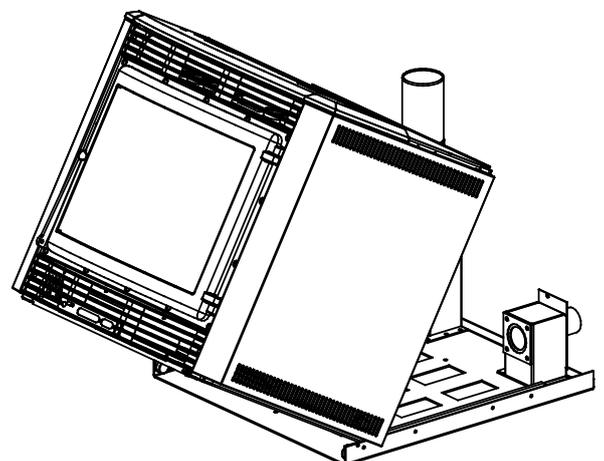


figure 6.3

up to the base, connect the plug to the power socket and set the master switch on position 1: the display should come on.



The bottom grill of the insert must stand at least 1 cm above the marble fire top of the facing.

INSTALLATION WITH PEDESTAL (OPTIONAL)

Description of components:

- ❖ Comfort Maxi
- ❖ Pedestal adjustable in height
- ❖ Side feeding hopper
- ❖ Adjustable hopper support

Position the base in the desired point and adjust to the desired height using the feet (the bolts are located on the four outer edges of the pedestal at the bottom).

Provide a power outlet on the rear of the pedestal that will be easy to reach once the installation is complete.

Fix the pedestal to the floor using strong steel screw anchors 8 mm diameter.

Fix the sliding base to the frame using the bolts.

Connect the exhaust outlet and air intake as described in the previous section.

Then tilt the insert so that the wheels fit into the guide rails, slide it until the exhaust auger coupling is completely inserted in the exhaust conveyor box.

Then use the socket wrench provided to turn the screw anticlockwise.

To check that the insert is correctly coupled with the base, connect the plug to the power outlet: the display should light up.

Mount the hopper support for the pellet and insert it in the appropriate coupling.



The hopper support can be fitted on either side of the insert.

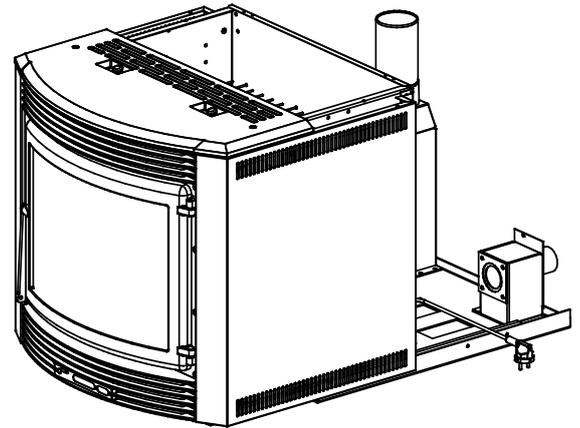


figure 6.4

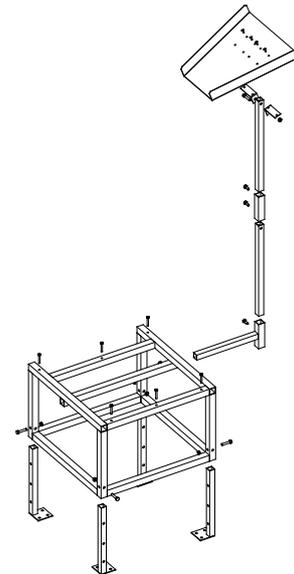


figure 6.5



figure 6.6

Adjust the height and angle of the hopper according to the fireplace to be built



The bottom grill of the insert must stand at least 1 cm above the marble fire top of the facing.

EXTRACTING THE INSERT

Maxi Comfort has to be extracted to carry out routine maintenance (cleaning the ash pipe at the end of the year) or special servicing (replacing mechanical parts in the event of damage).



These operations must be carried out by an authorized technician, with the stove switched off and the plug disconnected.

To extract the insert, proceed as follows:

- ❖ Insert the socket wrench provided on the screw at bottom right.
- ❖ Turn the wrench clockwise.
- ❖ Using the pokers provided, pull the insert towards you until it blocks automatically.



figure 6.7

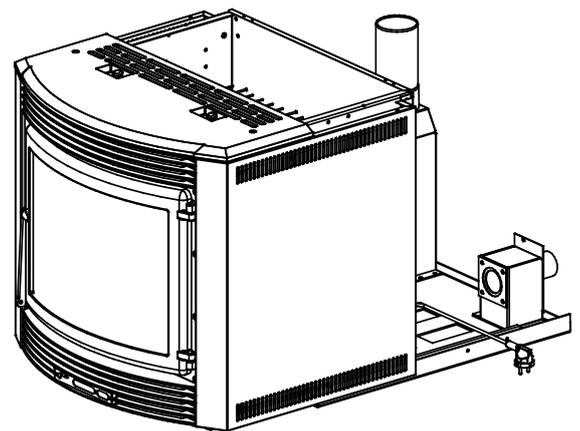


figure 6.8

FITTING THE FRAMES

- ❖ Front frame
- ❖ Side frames

Attach the front frame to the two side frames.
Fix the frames to the insert using self-tapping screws



Any wooden beams situated above the insert must be protected using fireproofing material.

Frame assembly is important, as it allows correct air circulation in the insert and consequently the most efficient stove operation.

RECIRCULATION AIR PIPES

For the correct functioning, and so as to avoid any possible overheating to the apparatus, it is necessary to create a recirculation of air inside the structure which covers the insert.

To guarantee this, it is sufficient to create one or more openings, both in the lower and upper parts of the covering.

The measurements to be used are the following:

- ❖ **Lower part (cold air entrance) ⇒ total minimum surface 550 cm².**
- ❖ **Upper part (hot air exit) ⇒ total minimum surface 500 cm².**



This airing system is totally separate from the combustion air intake!!!!

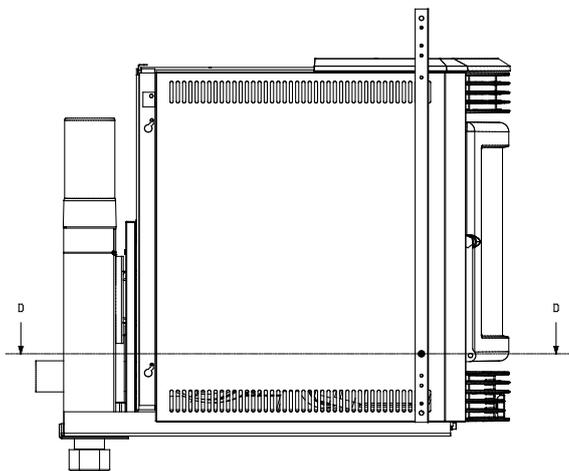


figure 6.9

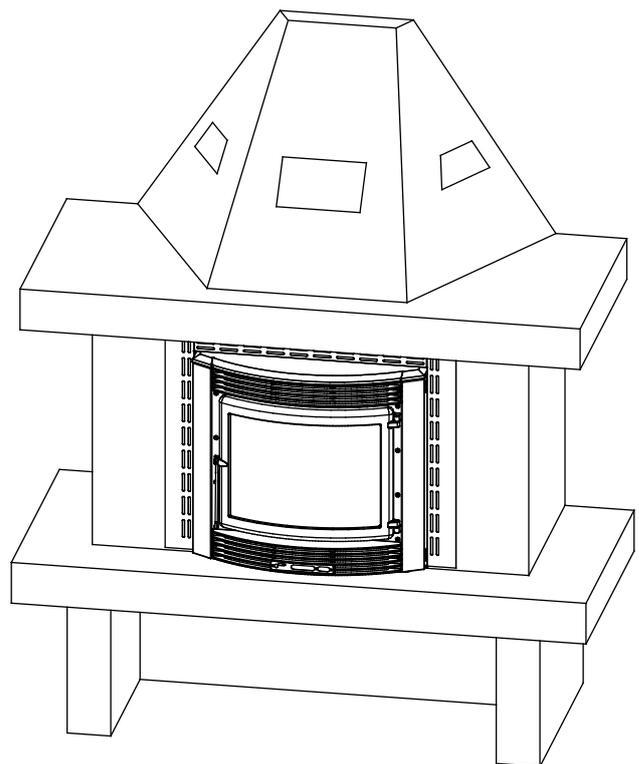


figure 6.11

fixing side surrounds with top surround by means of two screws per side.

use these holes for fixing the side surrounds onto the sides.

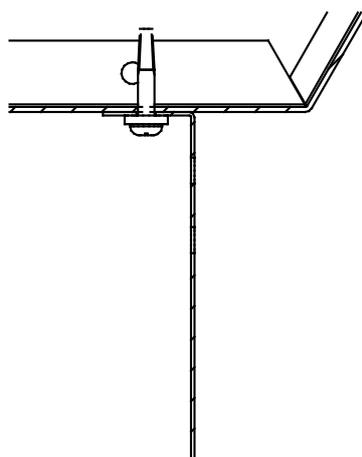


figure 6.10

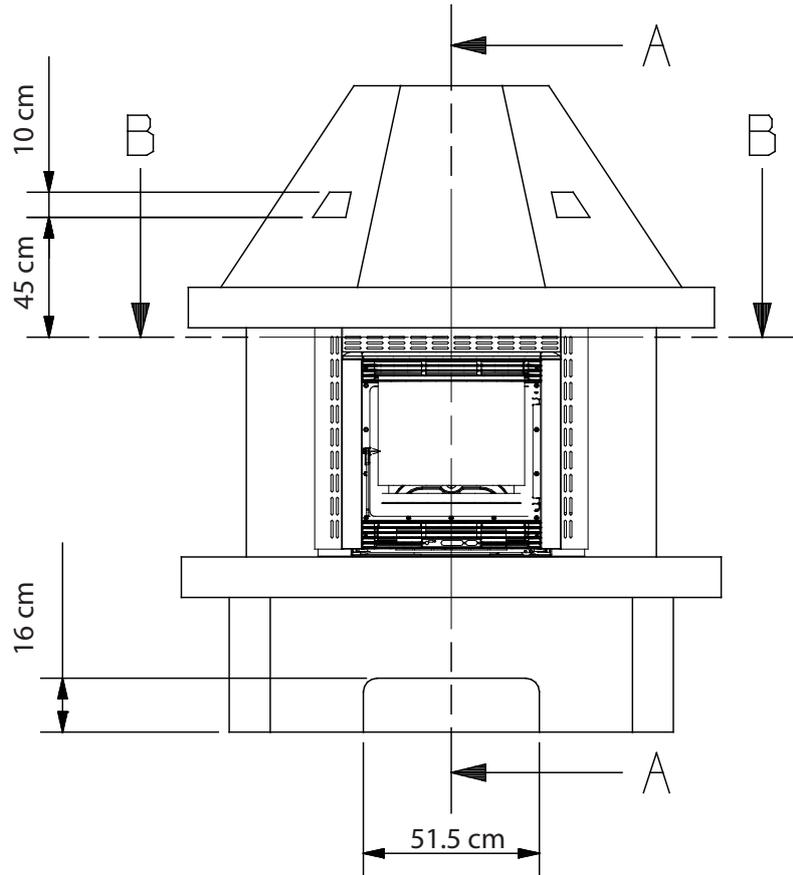


figure 6.12

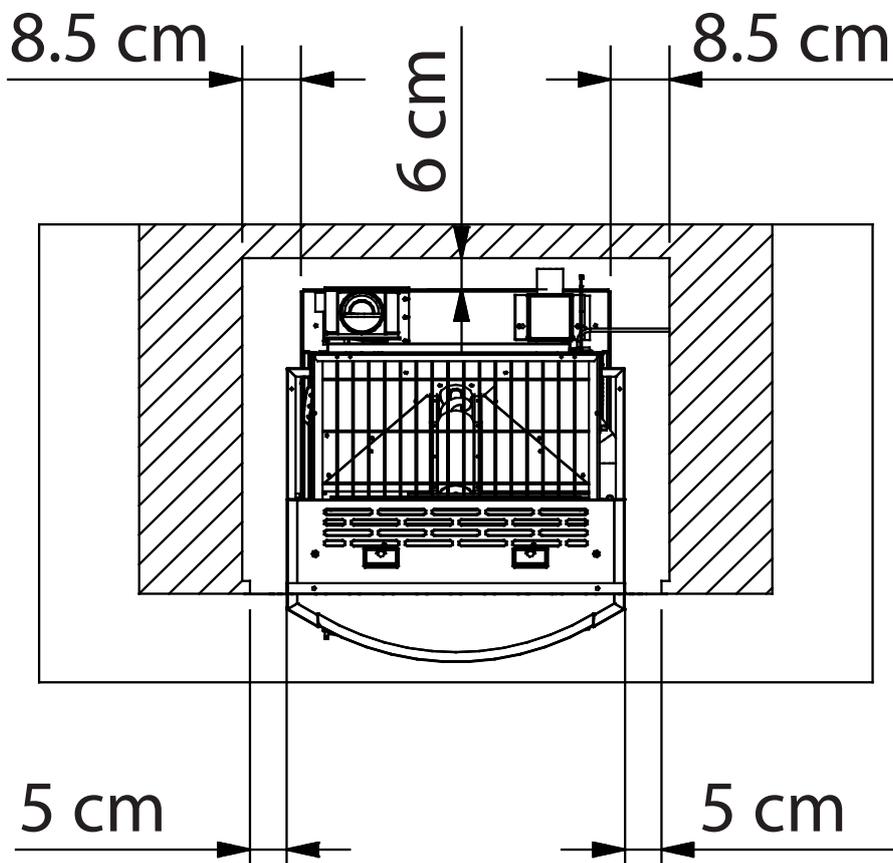


figure 6.13

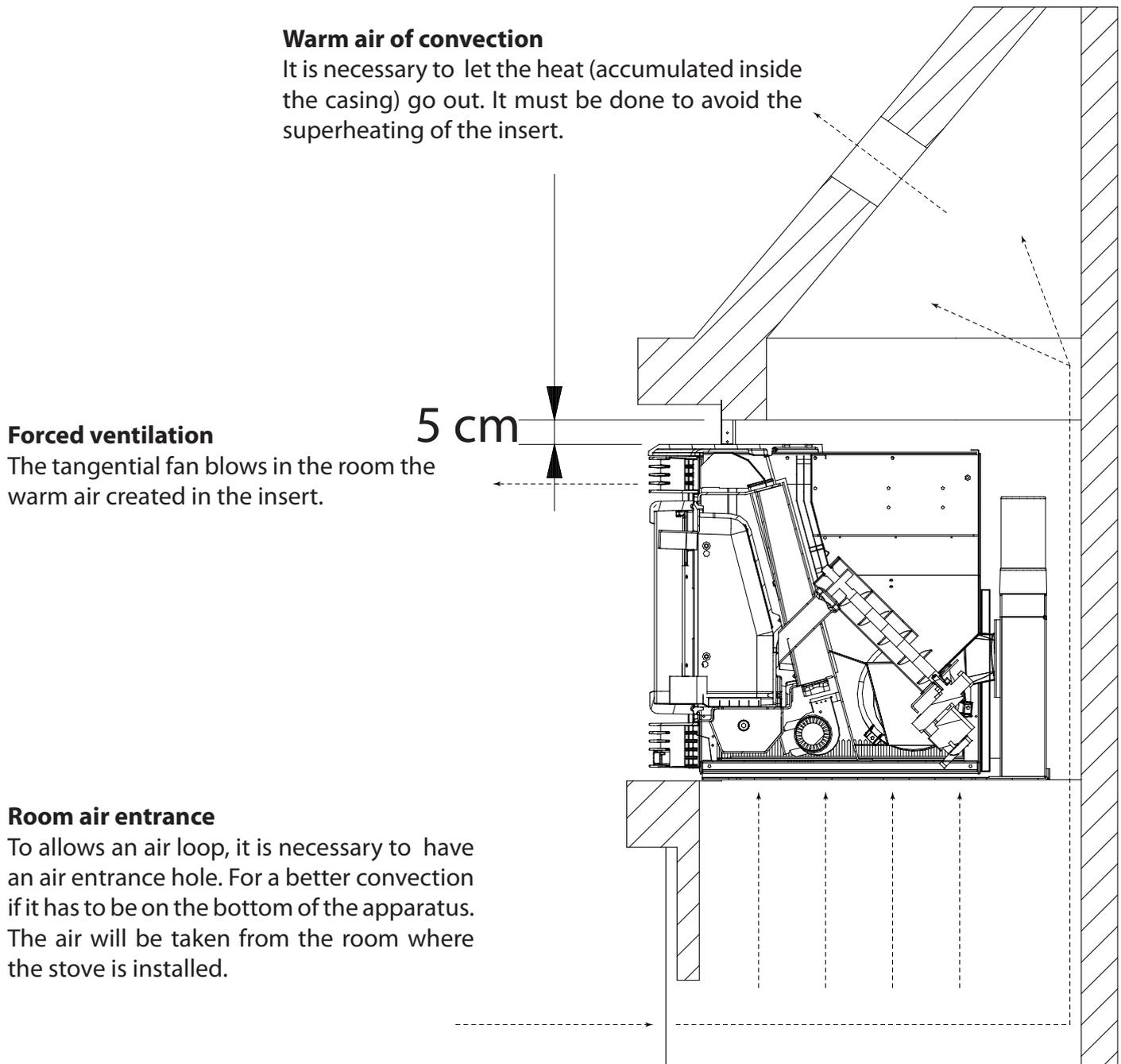


figure 6.14

To ensure the correct and safe operation of the Comfort insert, when building the fireplace it is necessary to respect the clearances between the insert and the inner walls of the fireplace. Considering the measurements given in the technical specifications, you need to account for at least 50 mm of air space in the upper part and on the two sides.



The exhaust outlet pipe must always be at a minimum distance of 5 cm from inflammable parts.

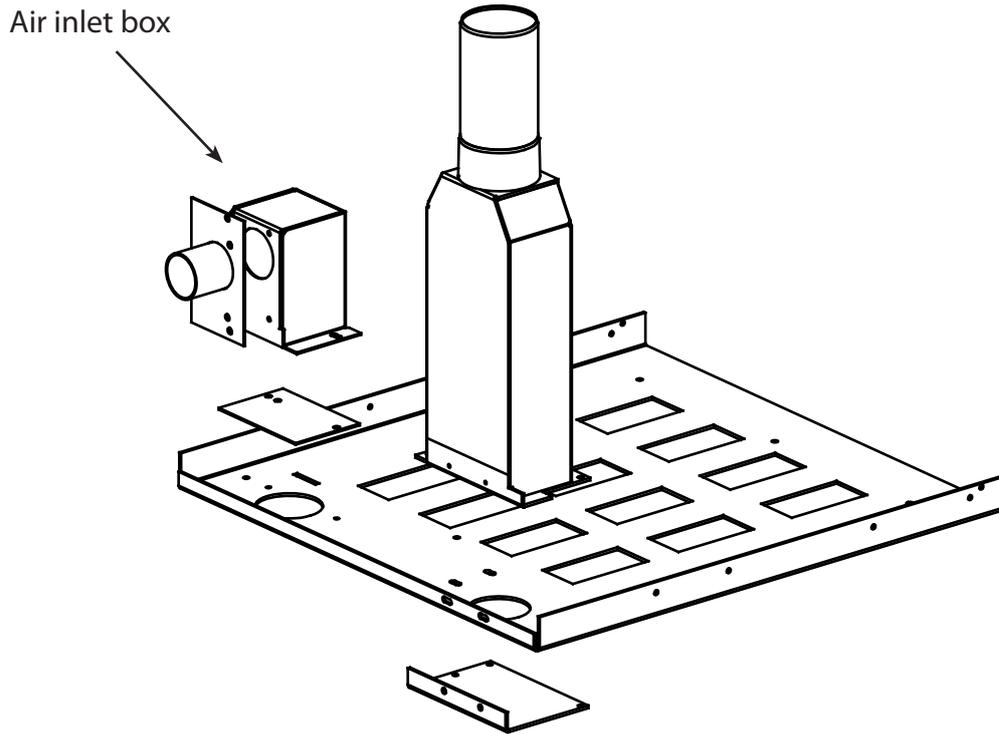


figure 6.15

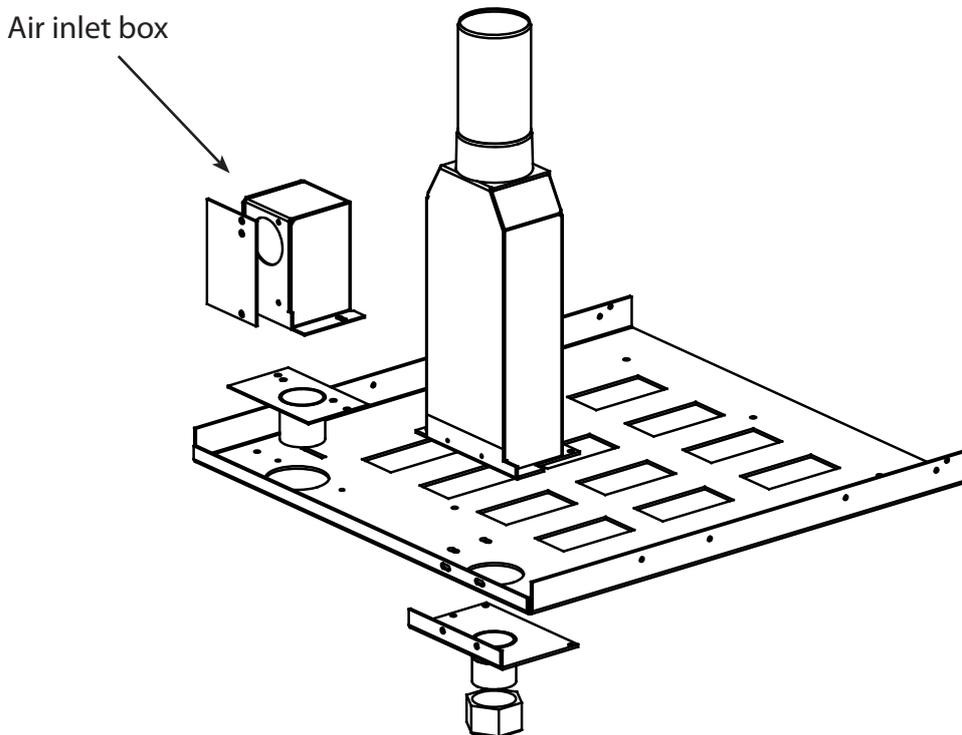


figure 6.16

As far as the air inlet box is concerned, there is the possibility to connect the air inlet pipe above the sliding base (see picture above) or under it (see picture below) depending on the needs.



All these operations must be carried out by a specialized technician.

FALO' 1XLP, FALO' 1CP AND FALO' 2CP

As you can see in the photograph below, our FALO' 1XLP, FALO' 1CP and FALO' 2CP models are provided with a convenient drawer for pellet feeding, so there is no need to disassemble any part of the stove to refill the pellets.



figure 7.1

In the FALO' 1XLP, FALO' 1CP and FALO' 2CP models the position of certain parts has been changed to make access easier. As you can see from the illustration below, the position of the following details has been modified:

1. bipolar switch
2. thermostat 85°C
3. DB9 connector for serial interface

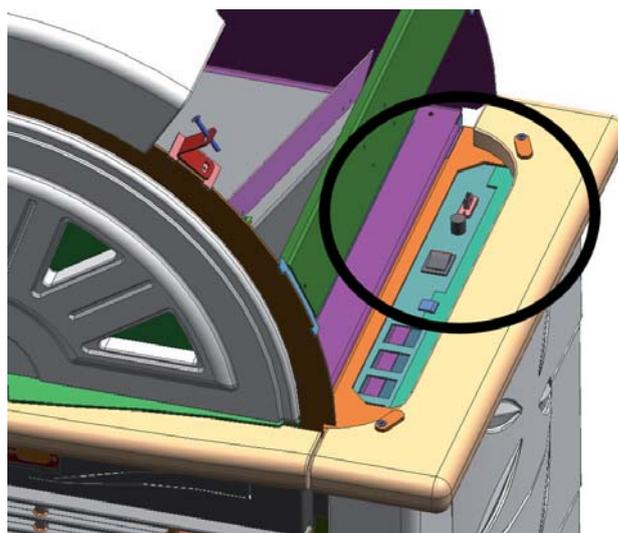


figure 7.2

To access, it is sufficient to open the pellet loading drawer and the 3 components will result visible on the internal right side.

REMOTE CONTROL (OPTIONAL "ROSY")

The heat setting, the room temperature, and automatic start/stop of the stove can be remote controlled.

S = Luminous warning light that indicates which keys have been pressed.

Correspondence of display keys with remote control keys

- 1 = p3+p5
- 2 = p2
- 3 = p3
- 4 = p4
- 5 = p5

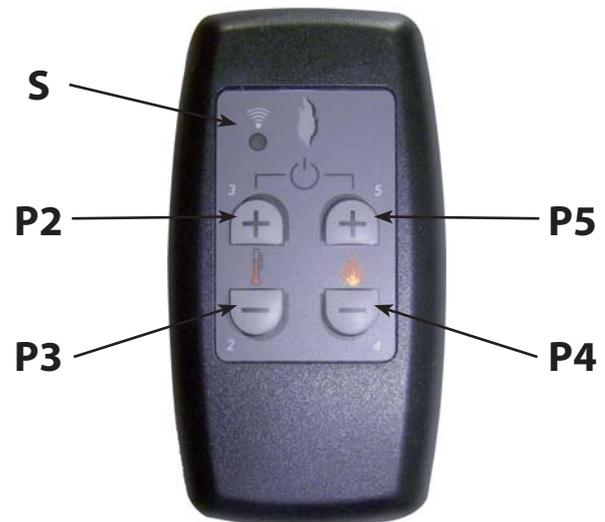


figure 9.1

To light the stove, press buttons 3 and 5 at the same time and hold for three seconds (Fig. 21); the stove automatically enters the lighting stage. This is followed by the start-up phase, which allows the stove to develop and settle the flame. When the lighting stage is complete, the stove goes into normal operation. The heat setting can be adjusted using the buttons 5 and 4, and the room temperature setting can be adjusted using buttons 2 and 3.

To switch off the stove, press buttons 3 and 5 at the same time and hold for three seconds. Display D1 will show the message "OFF".

The remote control operates with an MN21 12V battery (the kind used for gate openers).

To replace the batteries, open the cover in the rear part as illustrated below.



figure 9.2



figure 9.3

Open by pressing the part circled in the figure

ROOM THERMOSTAT

DIGITAL THERMOSTAT (INCLUDED)

The stove can control the room temperature by means of a digital thermostat whose function is to lower the heating power to the minimum when a pre-set temperature is reached.

1. When the stove has been started and has entered normal operating mode, a number (e.g. 21°C) appears on display D1 indicating the room temperature.
2. The thermostat can be set using button 2 or 3. A message appears on the display which alternates the word **"SET"** with the temperature set each time one of the buttons is pressed. Pressing 2 decreases the value and pressing 3 increases it.
3. Wait until the message **"SET"** disappears from the display.
4. Use buttons 4 and 5 to adjust the heat setting as desired.

When the stove reaches the set temperature, it automatically goes to the minimum operating condition and LED 1 on display D1 goes off.

If you wish to exclude the digital thermostat, use button 3 to set the temperature to the maximum until **"HOT"** appears on display D1.

The same functions can be obtained by remote control.

MECHANICAL THERMOSTAT (OPTIONAL)

N.B.: Installation must be carried out by an authorized technician.

A thermostat can be placed in a room adjacent to the one in which the stove is installed. Just connect a mechanical thermostat (like those used for boilers) following the procedure described below. (We recommend positioning the optional thermostat at a height of 1.50 m above floor level.)

INSTALLING A MECHANICAL THERMOSTAT (OPTIONAL)

N.B.: Installation must be carried out by an authorized technician.

1. Switch off the appliance using the master switch on the back of the stove.
2. Disconnect the plug from the power outlet.
3. Referring to the electrical wiring diagram, connect the two thermostat wires to the respective terminals on the back side of the stove, one red and one black.

MECHANICAL THERMOSTAT WITH STANDBY FUNCTION (CAN BE USED WITH TELEPHONE ACTUATOR)

The Standby function is used to further reduce pellet consumption by switching off the stove when the desired temperature has been reached.

As the temperature drops, the stove will automatically switch on again.

1. Set the desired temperature using buttons 4 and 5.
2. Press button 2, set the room temperature at the minimum position until display D1 shows **"LOU"** with **"SET"** blinking.
3. While **"LOU"** and **"SET"** are blinking, press button 1 for three seconds; the display shows **"STBY"**, which means that the energy saving function is on.

At this point the thermostat will control the stove as described below:

- ❖ Thermostat with closed contact ⇒ the stove switches on and operates at the power set. Display D1 shows **"T ON"**.

- ❖ Thermostat with open contact ⇒ the stove switches off or stays off, and display D1 shows “**STBY**”. This function can also be suspended temporarily by pressing button 1 for three seconds:
 - ❖ If the stove is in “**STBY**” ⇒ phase, the stove remains off. Display D1 shows “**STBY**”, “**OFF**” and the current time.
 - ❖ If the stove is in “**T ON**” ⇒ phase, the stove switches off. Display D1 shows “**T ON**”, “**OFF**” and the current time.
- To return to using this function, press button 1 again.
To exclude this function altogether, just raise the stove thermostat temperature using button 3.

MECHANICAL THERMOSTAT OPERATION FOR HEAT DISTRIBUTION MOTOR (DIVINA PLUS ONLY)

The connection of an external thermostat makes it possible to separate stove operation from the heat distribution motor operation.

At this point you just have to set the desired temperature; the mechanical thermostat will control the operation of the second motor:

- ❖ If the temperature has not been reached yet, the second motor follows the operation of the stove.
- ❖ Once the temperature has been reached, the stove takes the second motor to the 1st speed, and the related indicator light on the control panel blinks.

ATTENTION!!!



Using an external environment thermostat in its various modalities, the day-night temperature function is automatically disabled.

PRODUCT FUNCTIONING

CONTROL PANEL

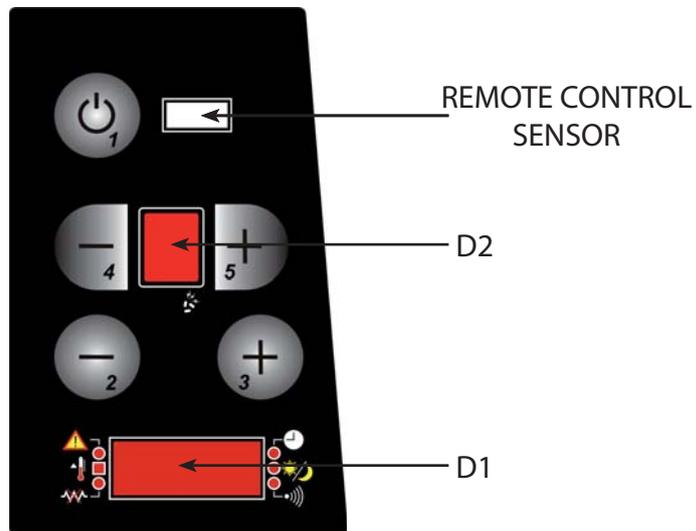


figure 8.1

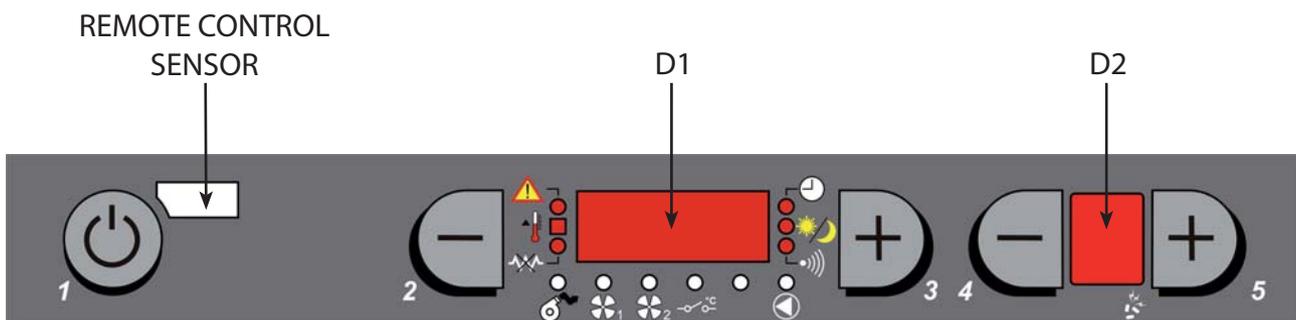


figure 8.2

1 ⇒ ON/OFF BUTTON

The stove can be turned on and off automatically by pressing button 1.

2-3 ⇒ AIR TEMPERATURE SETTING

Buttons 2 and 3 are used to adjust the room temperature inside the house.

4-5 ⇒ OPERATING POWER

Buttons 4 and 5 are used to adjust the heating power and warm air ventilation

D1 Display for showing the various messages

D2 Display for showing the heat setting.

CURRENT TIME AND DAY SETTINGS



Commands procedure

1. Switch the stove off and on again using the master switch on the back of the stove.
2. The following messages are shown: first, the microchip version (**EXTRA_43** or later), then **"TIME"**, **"LI 3"**, and **"OFF"**.
3. Press button 5 when **"TIME"** is being shown to enter the setting mode.
4. The day of the week (from DAY1 to DAY7) is shown on display D1. Enter the current day using buttons 2 and 3 and confirm with button 5.

Display D1	Meaning
DAY 1	Monday
DAY 2	Tuesday
DAY 3	Wednesday
DAY 4	Thursday
DAY 5	Friday
DAY 6	Saturday
DAY 7	Sunday

5. On display D1, the hour is blinking, whereas the minutes are stable. Enter the current hour using buttons 2 and 3. Confirm with button 5.
 6. On display D1, the hours are now stable and the minutes are blinking. Enter the current minutes using buttons 2 and 3.
- To go back to hour setting, press button 4; otherwise confirm and exit with button 1.

FUNCTIONING CYCLE

BASIC INSTRUCTIONS

The stove you have purchased uses pellets as fuel. This type of material is produced from natural waste from woodworking. By means of a special process, which does not require the use of any binders or additives, the shavings are compressed in industrial machines under high pressure and become solid wooden pellets. IT IS STRICTLY FORBIDDEN to burn any other material besides pellets in our stove.

Failure to respect these instructions will void all warranties and may jeopardise the safety of the appliance.

The first two or three times the stove is lit, the following recommendations should be observed:

- ❖ It is possible that slight odours are produced due to the drying of the paint and silicon used. Avoid prolonged stay.
- ❖ Do not touch the surfaces, as they could still be unstable.
- ❖ Air the premises several times.
- ❖ The hardening of the surfaces is completed after several heating processes.
- ❖ This stove must not be used as a waste incinerator.

LIGHTING

1. Before proceeding, check to make sure that:
 - ❖ the hopper is loaded
 - ❖ the combustion chamber is clean
 - ❖ the burn pot is clean
 - ❖ the front door and the pellet drawer are closed
 - ❖ the power outlet is connected
 - ❖ the switch on the back of the stove is in position 1
2. Press button 1 for three seconds; display D1 will show the message “**AT08**”, with the numbers decreasing every second. During this stage, the stove carries out an automatic check on the efficiency of each single electrical component. When this cycle is completed, display D1 shows the message “**AC 15**” (the number of minutes for which the stove attempts the lighting stage, decreasing by 1 every minute that passes).



During the products' first use, even if the tank is full of pellets, it is possible that for the first 15 minutes the pellets are not distributed to the heating chamber, as the worm screw that loads the pellets is empty.

*If at the end of the 15 minutes the stove has not yet produced a flame, “**NO ACC**” will appear on the display.*

3. If steps 1 and 2 are carried out correctly, as soon as the flame develops the stove enters the start-up phase (“**AU 07**”).
4. After the start-up phase, the stove goes into normal operation: display D1 shows the room temperature and D2 shows the heat setting.

WARNING!!!



1. NEVER USE FLAMMABLE LIQUIDS FOR LIGHTING
2. WHEN FILLING, DO NOT BRING THE SACK OF PELLETS INTO CONTACT WITH THE HOT STOVE
3. IN CASE OF CONTINUOUS UNSUCCESSFUL IGNITION, CONTACT AN AUTHORISED TECHNICIAN

NORMAL OPERATION

Once the stove is lit, you can adjust the heat setting using buttons 4 and 5. Pressing button 4 decreases the heat setting and hourly pellet consumption; pressing 5 increases them. In addition to the feed rate, the room temperature can be set directly from the control panel. The stove adjusts itself automatically in relation to the warm air ventilation.

The functioning of the Divina Plus model is similar to that of the other models, with the addition of a 2nd motor for the channelling. During the stoves' normal functioning, the second fan will follow the course of the first fan. It will be possible to enable/disable the functioning of the 2nd motor and gradually increase/decrease the ventilation of the same as a percentage.

The contents of the hopper should be monitored to prevent the stove going out due to a lack of fuel.

ATTENTION!!!

1. The cover of the pellet container must always be kept closed except when loading fuel
2. The sacks of pellets must be kept at least 1.5 metres away from the stove.
3. The hopper should always be kept at least half full.
4. Before refilling, make sure that the appliance is switched off.

SHUTDOWN

Press button 1 for three seconds.

When the three seconds have elapsed, the stove automatically starts the shutdown stage, cutting off the pellet feed. Display D1 shows the message "**OFF**", the current time, and the room temperature in alternation.

The fumes suction motor will stay on until the stoves' temperature has sufficiently decreased.



Parameter	Function	Adjustment buttons	Display D1	Button to confirm
Display D2			Indication	
0	Enable/disable weekly programmer	2 o 3	ON/OFF	5
1	Time of 1st switch-on	2 o 3	OFF or from 00:00 to 23:50	5
2	Time of 1st switch-off	2 o 3	OFF or from 00:00 to 23:50	5
3	Consents 1st switch-on/off for the various days	2 o 3	ON/OFF 1, ON/OFF 2, ... ON/OFF 7	5
4	Installer parameter	2 o 3	00	5
5	Time of 2nd switch-on	2 o 3	OFF or from 00:00 to 23:50	5
6	Time of 2nd switch-off	2 o 3	OFF or from 00:00 to 23:50	5
7	Consents 2nd switch-on/off for the various days	2 o 3	ON/OFF 1, ON/OFF 2, ... ON/OFF 7	5
8	Time of 3rd switch-on	2 o 3	OFF or from 00:00 to 23:50	5
9	Time of 3rd switch-off	2 o 3	OFF or from 00:00 to 23:50	5
A	Consents 3rd switch-on/off for the various days	2 o 3	ON/OFF 1, ON/OFF 2, ... ON/OFF 7	1

For example, let's suppose we want to use the weekly programmer function with the three heating periods as follows:

1st period: from 8.00 to 12.00 every day of the week except Saturday and Sunday

2nd period: from 15.00 to 22.00 only Saturday and Sunday

3rd period: not used

We can now proceed to setting the weekly programmer.

Parameter 0 (D2 = 0 (blinking) , D1 = ON)

Use button 2 or 3 to activate the weekly programmer, setting the value to ON.

Parameter 1 (D2 = 1 (blinking), D1 =Ex. "08.00")

Press button 2 or 3 to set "8.00", which corresponds to the switch-on time of the 1st period. Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Parameter 2 (D2 = 2 (blinking), D1 =Ex. "12.00")

Press button 2 or 3 to set "12.00", which corresponds to the switch-off time of the 1st period. Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Parameter 3 (D2 = 3 (blinking), D1 = "OFF 1")

Enable the first period for every day of the week except Saturday and Sunday, using buttons 2 and 3 as follows:

- a. button 3 – to scroll the days
- b. button 2 – to enable/disable (**ON/OFF**) the first period for that day

Example:

Day	Initial data	Function of button 2	Final data	Function of button 3
MONDAY	OFF 1	OFF 1 ON 1 and vice versa	ON 1 (enable period)	Go to following day
TUESDAY	OFF 2	OFF 2 ON 2 and vice versa	ON 2 (enable period)	Go to following day
WEDNESDAY	OFF 3	OFF 3 ON 3 and vice versa	ON 3 (enable period)	Go to following day
THURSDAY	OFF 4	OFF 4 ON 4 and vice versa	ON 4 (enable period)	Go to following day
FRIDAY	OFF 5	OFF 5 ON 5 and vice versa	ON 5 (enable period)	Go to following day
SATURDAY	OFF 6	OFF 6 ON 6 and vice versa	OFF 6 (disable period)	Go to following day
SUNDAY	OFF 7	OFF 7 ON 7 and vice versa	OFF 7 (disable period)	Go to following day



Press button 5 to confirm and go to the next parameter.
Press button 4 to go back to the previous one.

Parameter 4 (D2 = 5, D1 = "00")

N.B. This parameter is reserved to the installer and must not be modified.

Parameter 5 (D2 = 5 (blinking), D1 = Ex. "15.00")

Press button 2 or 3 to set "15.00", which corresponds to the switch-on time of the 2nd period. Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Parameter 6 (D2 = 6 (blinking), D1 = Ex. "22.00")

Press button 2 or 3 to set "22.00", which corresponds to the switch-off time of the 2nd period. Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Parameter 7 (D2 = 7 (blinking), D1 = "OFF1")

Enable the 2nd period for Saturday and Sunday only, using buttons 2 and 3 as follows:

- a. button 3 – to scroll the days
- b. button 2 – to enable/disable (ON/OFF) the 2nd period for that day

Example:

Day	Initial data	Function of button 2	Final data	Function of button 3
MONDAY	OFF 1	OFF 1 ON 1 and vice versa	OFF 1(disable period)	Go to following day
TUESDAY	OFF 2	OFF 2 ON 2 and vice versa	OFF 2(disable period)	Go to following day
WEDNESDAY	OFF 3	OFF 3 ON 3 and vice versa	OFF 3(disable period)	Go to following day
THURSDAY	OFF 4	OFF 4 ON 4 and vice versa	OFF 4(disable period)	Go to following day
FRIDAY	OFF 5	OFF 5 ON 5 and vice versa	OFF 5(disable period)	Go to following day
SATURDAY	OFF 6	OFF 6 ON 6 and vice versa	ON 6(enable period)	Go to following day
SUNDAY	OFF 7	OFF 7 ON 7 and vice versa	ON 7(enable period)	Go to following day

Press button 5 to confirm and go to the next parameter.
Press button 4 to go back to the previous one.

Parameter 8 (D2 = 8 (blinking), D1 = Ex. "OFF")

Press button 2 or 3 to set "OFF", which is situated before "00.00", to disable the third period. Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Parameter 9 (D2 = 9 (blinking), D1 = Ex. "OFF")

Press button 2 or 3 to set "OFF", which is situated before "00.00" to disable the third period. Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Parameter A (D2 = A (blinking), D1 = Ex. "OFF 1")

At this point, the data in this parameter no longer has any value, as the switch-on/off of the third period have been disabled.

Press button 5 to confirm and go to the next parameter.

Press button 4 to go back to the previous one.

Press button 1 to confirm and exit.



Note: When the weekly programmer is on, the corresponding LED indicator on the control panel is on (see description of indicator lights).

TO DISACTIVATE THE WEEKLY PROGRAMMER, enter the User Parameters by pressing button 3 and holding it, then pressing button 5. Display D2 shows a blinking "0". Use button 2 or 3 to set "OFF" mode on display D1. Press button 1 to confirm and exit.

Manual controls via the front panel or remote control take precedence over any programmed settings.

DAY/NIGHT TEMPERATURE FUNCTION

The day/night temperature function makes it possible to switch the stove on/off automatically based on two selected temperatures. This function is particularly useful when the stove heat exceeds the setting of the room thermostat (e.g. due to mid-season temperatures or a stove that is oversized with respect to the space).

This system enables you to select one temperature for daytime and one for night.

Firstly, it is necessary to set the current time using the current time regulation sequence in order to give a time reference to the function itself.

To access the parameters of the day/night temperature function, press button 3 and hold it down, then press button 5 and release both buttons at the same time. When you have entered the function, press button 5 to move to parameter b (D2=**B**).

Parameter b (D2 = B, D1 =Ex. "06.00")

Press button 2 or 3 to set the day period beginning/night period end.

Press button 5 to confirm and go to the next parameter.

Parameter c (D2 = C, D1 =Ex. "22.00")

Press button 2 or 3 to set the day period end/night period beginning.

Press button 5 to confirm and go to the next parameter.

Parameter d (D2 = D, D1 =Ex. "25°C")

Press button 2 or 3 to set the maximum temperature for the day period.

Press button 5 to confirm and go to the next parameter.

Parameter E (D2 = E, D1 =Ex. "20°C")

Press button 2 or 3 to set the maximum temperature for the night period.

Press button 1 to confirm and exit.

When you have exited from the programming, to activate/disactivate the function, press button 4 and hold it down, press button 5, then release both buttons at the same time.

The corresponding LED on the control panel will light up/go off (see description in the table of indicator lights).



The various parameters must be set with the stove switched off!

Summary table

Display D1	Display D2	Function
06:00	B	Start day phase/end night phase
22:00	C	Start night phase/end day phase
25°C	D	Day phase max. temperature
20°C	E	Night phase max. temperature

Once this function is active, it is still necessary to light the stove using button 1. When the stove switches off because the maximum temperature has been reached, the message “**DOFF**” appears on D1. The stove will switch on again automatically when the room temperature is 3°C lower than the maximum temperature set.

Es. Status of the stove – **DOFF**
Max. temperature set - 25°C

When the room temperature goes below 22°C ($25 - 3 = 22^\circ\text{C}$), the stove will automatically start again.



This only occurs if the stove is in “DOFF” status, not in “OFF” status.

Manual controls via the front panel or remote control take precedence over any programmed settings.

PELLET FEED ADJUSTMENT

If the stove has operating problems due to the quantity of pellets, you can adjust the pellet feed directly from the remote control.

Problems related to the quantity of pellets fall into one of two categories:

LACK OF PELLETS:

- ❖ The stove cannot develop a suitable flame, tending to burn very poorly even at high speeds.
- ❖ At the lowest speed, the stove tends to almost burn out, causing the stove to go into “**NO PELL**” alarm status.
- ❖ When “**NO PELL**” is displayed, there may still be some unburned pellets in the burn pot.

EXCESS PELLETS:

- ❖ The stove develops a very high flame even at low speeds.
- ❖ The flame tends to soil the stove window, darkening it almost completely.
- ❖ The burn pot tends to get incrustated, blocking the air intake holes, due to the excessive pellet load that is only partially burned.



If this problem occurs just a few months after installation, check to make sure that the user is correctly carrying out the regular cleaning schedule described in the instruction manual.

The adjustment is made on a percentage basis, and therefore any change of this parameter leads to a proportional variation on all loading speeds of the stove.

To access the percentage adjustment of pellet feeding, you have to enter the user programming by pressing button 3, and while keeping it pressed, press button 5.

At this point use button 5 to move through the menu until you see “**F**” blinking on D2.

If you go beyond this parameter unintentionally, exit by pressing button 1 and repeat the procedure.

The value “**00**” will be shown on D1: using buttons 2 and 3, you can set an increased/decreased percentage at 5 point intervals (the parameter can be modified with a maximum scale from -50 to +50).

Adjustment Table

LACK OF PELLETS	Increase the percentage by 5 percent and try the stove with this new setting for at least half an hour. If the problem is reduced but not resolved, increase by a further 5 percent. Repeat this process until the problem is resolved. If the problem cannot be resolved, contact the service centre.
EXCESS PELLETS	Decrease the value by 5 percent and try the stove with this new setting for at least half an hour. If the problem is reduced but not resolved, decrease by a further 5 percent. Repeat this process until the problem is resolved. If the problem cannot be resolved, contact the service centre.

When the final adjustment has been made, press button 1 to confirm and exit the program.

HEAT DISTRIBUTION MOTOR PARAMETERS

These parameters enable you to carry out some operations regarding the heat distribution motor of the Divina Plus stove.

To access these parameters, press button 3 and hold it down, then press button 5. Move through the menu by pressing button 5 until a blinking “**G**” appears on D2.

Parameter Table

OFF	G	Distribution motor start/stop
00	H	% setting of distribution motor

The parameter “**G**” is for enabling/disabling operation of the distribution motor. Simply use buttons 2 and 3 on D1 to set “on” to enable or “**OFF**” to disenable the motor. To confirm and exit, press button 1. To continue with programming, press button 5.

The parameter “**H**” enables you to make a percentage modification (therefore proportional on all the power levels) of the speed of the distribution motor on the Divina Plus model.

Display D1 will show “**00**”: using buttons 2 and 3, you can increase/decrease the value at 5 point intervals (the parameter can be modified with a maximum scale from -50 to +30). When the final adjustment has been made, press button 1 or 5 to confirm and exit.

STOVE CLEANING

ECOLOGICA – COMFORT MAXI

Maintenance is necessary to ensure the correct operation of your stove over time. Failure to do so may make the stove unsafe.

1. CLEANING THE BURN POT

The burn pot must be cleaned every day. To do so:

- ❖ Remove the burn pot from its compartment and clean the holes using the poker provided (figure 13.1)
- ❖ Remove the ash from the burn pot using a vacuum cleaner.
- ❖ Vacuum the ash deposited in the burn pot compartment

2. USING THE SCRAPERS

Cleaning the heat exchangers allows you to maintain a constant heat yield over time. This type of maintenance must be carried out at least once a day. For this purpose, use the special scrapers located in the upper part of the stove, moving them up and down several times (figure 13.2).

3. CLEANING THE ASH PANS

The ash pans should be emptied as needed, either using a vacuum cleaner or, for the Ecologica model, by pulling out the ash drawer at the bottom. To remove the drawer, proceed as follows:

- ❖ Press the bottom door downwards and rotate it outwards (figure 13.3)
- ❖ Turn the handle 90° in order to release the drawer from the fixed body of the stove (figure 13.4)
- ❖ Pull out the ash drawer and empty the ashes (figure 13.5)

Work in inverse order to reassemble.



figure 12.1



figure 12.2



figure 12.3



figure 12.4



figure 12.5

4. CLEANING THE HEAT EXCHANGER (monthly)

The heat exchangers chamber has to be cleaned once a month because the ash residue doesn't let the stove work properly. To do this, it is necessary to remove the firewall:

- ❖ Remove the brazier from his frame
- ❖ Rotate the door latch of 180° like in (figure 13.7).
- ❖ Take the cast iron and rotate it down.
- ❖ Remove it from the combustion chamber by pulling it. Pay attention to the two lateral cast iron levers.

Once the heat exchangers chamber is accessible, scrape with the ash hook to remove the deposited residues and scrape off any encrustation. Finally use vacuum cleaner to complete the cleaning (figure 13.9). After that proceed in the inverse order to reassemble and rotate the door latch of 180° to have it in the original position.



figure 12.6



figure 12.7



figure 12.8



figure 12.9

5. DOOR, ASH DRAWER AND BURN POT SEALS

The seals ensure that the stove is hermetically sealed and consequently that it operates correctly. The seals should be checked periodically and replaced immediately if worn or damaged.

These operations must be carried out by an authorized technician.



To ensure correct operation, the stove should have general maintenance performed at least once a year by an authorized technician.

If the power cable is damaged, it must only be replaced by the service centre or by a qualified technician, in order to avoid any risks.

BELLA – BELLA LUX – DUCHESSA – DUCHESSA STEEL – CONTESSA – CLEMENTINA – DIVINA – DIVINA STEEL – DIVINA PLUS – TOSCA PLUS CLEANING

Maintenance is necessary to ensure the correct operation of your stove over time. Failure to do so may make the stove unsafe.

1. BURN POT CLEANING

The burn pot must be cleaned every day. To do so:

- ❖ Remove the burn pot from its compartment and clean the holes using the poker provided (figure 13.10)
- ❖ Remove the ash from the burn pot using a vacuum cleaner
- ❖ Vacuum the ash deposited in the burn pot compartment



figure 12.10

2. USING THE SCRAPERS

Cleaning the heat exchangers allows you to maintain a constant heat yield over time. This type of maintenance must be carried out at least once a day. For this purpose, use the special scrapers located in the upper part of the stove, moving them from the bottom upwards and vice versa several times.



figure 12.11

3. CLEANING THE ASH DRAWER

The ash pans should be emptied as needed by removing the ash drawer located at the bottom. To remove the drawer, proceed as follows:

- ❖ Press the bottom door downwards and rotate it outwards (figure 13.12)
- ❖ Turn the handle 90° in order to release the drawer from the fixed body of the stove (figure 13.13)
- ❖ Pull out the ash drawer and empty the ashes (figure 13.14)

Work in inverse order to reassemble.



figure 12.12



figure 12.13



figure 12.14

4. CLEANING THE HEAT EXCHANGER (monthly)

The heat exchangers chamber has to be cleaned once a month because the ash residue doesn't let the stove work properly. To do this, it is necessary to remove the firewall:

- ❖ Remove the brazier from his frame
- ❖ Rotate the door latch of 180° like in picture (figure 13.16).
- ❖ Take the cast iron and rotate it down.
- ❖ Remove it from the combustion chamber by pulling it. Pay attention to the two lateral cast iron levers.

Once the heat exchangers chamber is accessible, scrape with the ash hook to remove the deposited residues and scrape off any encrustation. Finally use vacuum cleaner to complete the cleaning (figure 13.18). After that proceed in the inverse order to reassemble and rotate the door latch of 180° to have it in the original position.



figure 12.15



figure 12.16



figure 12.17



figure 12.18

5. DOOR, ASH DRAWER AND BURN POT SEALS

The seals ensure that the stove is hermetically sealed and consequently that it operates correctly. The seals should be checked periodically and replaced immediately if worn or damaged. These operations must be carried out by an authorized technician.



To ensure correct operation, the stove should have general maintenance performed at least once a year by an authorized technician.

If the power cable is damaged, it must only be replaced by the service centre or by a qualified technician, in order to avoid any risks.

PULIZIA BABYFIAMMA – PREZIOSA – KAROLINA – ISABELLA – GRAZIOSA – ROSY

Maintenance is necessary to ensure the correct operation of your stove over time. Failure to do so may make the stove unsafe.

1. BURN POT CLEANING

The burn pot must be cleaned every day. To do so:

- ❖ Remove the burn pot from its compartment and clean the holes using the poker provided (figure 13.19)
- ❖ Remove the ash from the burn pot using a vacuum cleaner
- ❖ Vacuum the ash deposited in the burn pot compartment.



figure 12.19

2. SCRAPERS (excluded Isabella)

Cleaning the heat exchangers allows you to maintain a constant heat yield over time. This type of maintenance must be carried out at least once a day. For this purpose, use the special scrapers located in the upper part of the stove, moving them back and forth several times, moving several times horizontally.



figure 12.20

3. CLEANING THE ASH PANS

The ash pans should be emptied as needed by pulling out the ash drawer at the bottom. To remove the drawer, proceed as follows:

- ❖ Press the bottom door downwards and rotate it outwards (figure 13.21)
- ❖ Turn the handle 90° in order to release the drawer from the fixed body of the stove (figure 13.22)
- ❖ Pull out the ash drawer and empty the ashes (figure 13.23)

Work in inverse order to reassemble.



figure 12.21



figure 12.22



figure 12.23

4. CLEANING THE HEAT EXCHANGER (monthly)

The heat exchangers chamber has to be cleaned once a month because the ash residue doesn't let the stove work properly. To do this, it is necessary to remove the firewall:

- ❖ Remove the brazier from his frame
- ❖ Rotate the door latch of 180° like in (figure 13.24).
- ❖ Take the cast iron and rotate it down.
- ❖ Remove it from the combustion chamber by pulling it. Pay attention to the two lateral cast iron levers.

Once the heat exchangers chamber is accessible, scrape with the ash hook to remove the deposited residues and scrape off any encrustation. Finally use vacuum cleaner to complete the cleaning (figure 13.26). After that proceed in the inverse order to reassemble and rotate the door latch of 180° to have it in the original position.



figure 12.24



figure 12.25



figure 12.26

5. DOOR, ASH DRAWER AND BURN POT SEALS

The seals ensure that the stove is hermetically sealed and consequently that it operates correctly. The seals should be checked periodically and replaced immediately if worn or damaged. These operations must be carried out by an authorized technician.



To ensure correct operation, the stove should have general maintenance performed at least once a year by an authorized technician.

If the power cable is damaged, it must only be replaced by the service centre or by a qualified technician, in order to avoid any risks.

FALÒ 1XLP – FALÒ 1CP – FALÒ 2CP – ESMERALDA CLEANING

Maintenance is necessary to ensure the correct function of your stove over time. Failure to do so may make the device unsafe.

1. CLEANING THE BURN POT

The burn pot must be cleaned every day. To do so.

- ❖ Remove the burn pot from its compartment and clean the holes using the poker provided
- ❖ Remove the ash from the burn pot using a vacuum cleaner
- ❖ Vacuum the ash deposited in the burn pot compartment



figure 12.27

2. USING THE SCRAPERS

Cleaning the heat exchangers allows you to maintain a constant heat yield over time. This type of maintenance must be carried out at least once a day. For this purpose, use the special scrapers located in the upper part of the stove, moving them up and down several times, moving several times horizontally (figure 13.28).



figure 12.28

3. CLEANING THE ASH PANS

The ash pans should be emptied as needed using a vacuum cleaner (figure 13.29).

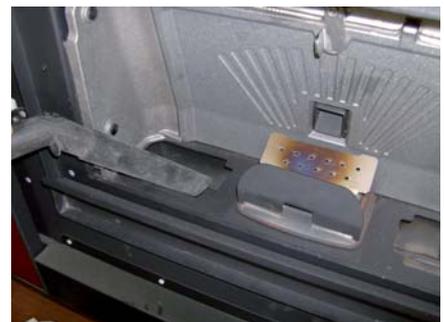


figure 12.29

4. CLEANING THE HEAT EXCHANGER (monthly)

The heat exchangers chamber has to be cleaned once a month because the ash residue doesn't let the stove work properly. To do this, it is necessary to remove the firewall:

- ❖ Remove the brazier from his frame
- ❖ Rotate the door latch of 180° like in picture (figure 13.30).
- ❖ Take the cast iron and rotate it down.
- ❖ Remove it from the combustion chamber by pulling it.

Pay attention to the two lateral cast iron levers.

Once the heat exchangers chamber is accessible, scrape with the ash hook to remove the deposited residues and scrape off any encrustation. Finally use vacuum cleaner to complete the cleaning. After that proceed in the inverse order to reassemble and rotate the door latch of 180° to have it in the original position.



figure 12.30

5. DOOR, ASH DRAWER AND BURN POT SEALS

The seals ensure that the stove is hermetically sealed and consequently that it operates correctly.

The seals should be checked periodically and replaced immediately if worn or damaged.

These operations must be carried out by an authorized technician.

The seals ensure that the stove is hermetically sealed and consequently that it operates correctly.



The seals should be checked periodically and replaced immediately if worn or damaged.

These operations must be carried out by an authorized technician.

If the power cable is damaged, it must only be replaced by the service centre or by a qualified technician, in order to avoid any risks.



figure 12.31



figure 12.32

BURN POT PARTITION

Some Extraflame products have a partition fixed to the burn pot by a screw, which reduces the amount of carbon monoxide produced by the stove.

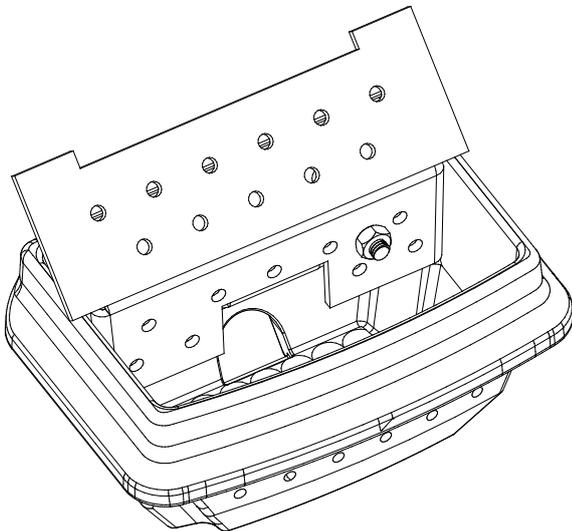


figure 12.33

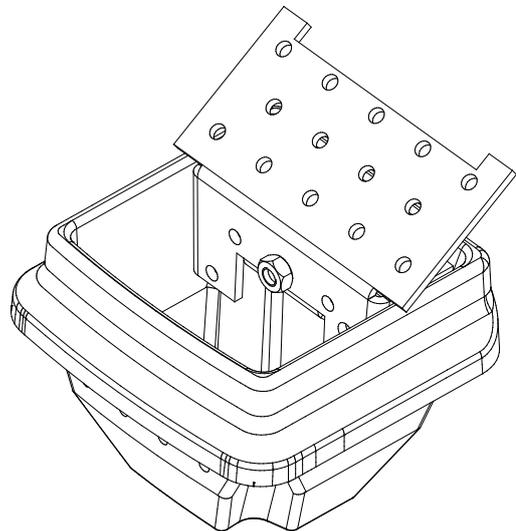


figure 12.34

Burn pot of: Bella – Bella Lux – Contessa – Duchessa – Divina –
Divina Plus – Falò 1CP – Falò 2CP – Falò 1XLP – Irina

Burn pot of: Babyfiamma – Preziosa – Karolina – Isabella –
Graziosa – Rosy



Removing the burn pot partition can jeopardise stove safety and immediately voids the warranty. In case of wear or damage, contact the assistance service for a replacement (not covered by warranty as the part involved is subject to wear).

CHIMNEY CONNECTION

Once a year, or whenever needed, vacuum and clean the duct that leads to the chimney.
If there are horizontal sections, remove any ash residues before they can obstruct passage of the smoke.
FAILURE TO CLEAN jeopardises safety.

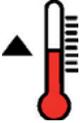
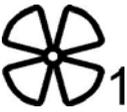
TABLE OF DISPLAY MESSAGES

INDICATIONS		
Message Display	Cause	Solution
ATTE	An attempt is made to switch on a stove again when it has just been shut down (normal shutdown or caused by an alarm situation).	When the stove has just been shut down (normal shutdown or caused by an alarm situation), you have to wait until it is completely cold and then clean the burn pot. It is possible to re-start the stove only after having carried out this operation.
HOT	Room thermostat set at maximum value.	In this operating mode the stove no longer has a temperature level but is working manually with all 5 power levels. To exit this function, simply lower the room temperature by pressing button 2.
LOU	Room thermostat set at minimum value.	In this operating mode, the stove works only at the 1st power level no matter what power is set. To exit this function, simply raise the room temperature by pressing button 3.
T ON	An external thermostat has been connected. The room thermostat probe is disconnected. The room thermostat probe is interrupted.	To exclude an external thermostat, just disconnect it. Other resetting operations must be carried out by an authorised technician.
STBY	The stove is off and on standby to be re-started.	In this mode, the stove can be switched on/off by means of a supplementary thermostat (see " <i>Mechanical thermostat with energy saving</i> "). To exclude this function, simply raise the room temperature by pressing button 3.
DOFF	The stove is off due to the " <i>Day/Night Temperature Function</i> " and on standby to be re-started.	To stop the stove from starting again due to the " <i>Day/Night Temperature Function</i> ", press button 1 and hold for three seconds, which switches the stove OFF . To disable this function completely, press button 4 and hold it down, then press button 5.
RAF / BLAC OUT	No power.	When the shutdown cycle is completed, the stove will light again automatically.
PUL	The automatic cleaning of the burn pot is in progress.	The automatic cleaning of the burn pot takes place at regular intervals of continuous operation. The automatic cleaning is not carried out when the stove is in power level 1 position.

ALARMS

Message Display	Cause	Solution
	Indicates the presence of an alarm.	This indicator lights up when one of the alarms described below is in progress and is accompanied by the corresponding indication on display D1. To reset the alarm, press button 1 and hold for three seconds when the stove is completely cold.
FUM FAIL	Breakdown correlated to the fumes exhaust motor.	All restore operations must be carried out by an authorised technician.
FUMI TC	Breakdown correlated to the fumes probe.	All restore operations must be carried out by an authorised technician.
HIGH TEMP	Overloading of pellets.	Adjust the flow of pellets (see "Pellet Feed Adjustment"). Other restore operations must be carried out by an authorised technician.
DEPR FAIL	The door is not properly closed. The ash drawer is not properly closed. The depression sensor is faulty. The heating chamber is dirty. The fume exhaust pipe is blocked.	Verify the hermetic closure of the door. Verify the hermetic closure of the ash drawer. Verify exhaust pipe and heating chamber are clean. Other resetting operations must be carried out by an authorised technician.
NO ACC	The pellet tank is empty. Pellet load calibration inadequate.	Check the level in the pellet hopper. Check the procedures described in "Lighting". Adjust the flow of pellets (see "Pellet Feed Adjustment") Other restore operations must be carried out by an authorised technician.
NO ACC BLAC OUT	No electricity during the lighting phase.	Place the stove in OFF using key 1 and repeat the procedures described in the "Lighting" chapter. Other restore operations must be carried out by an authorised technician.
NO PELL	The pellet tank is empty. No pellet load. The geared motor does not load pellets.	Check the level in the pellet hopper. Adjust the flow of pellets (see "Pellet Feed Adjustment"). Other restore operations must be carried out by an authorised technician.
ATTE + ALLARME	An attempt is made to reset an alarm while the stove is still cooling.	Whenever one of the alarms described above is tripped, the stove automatically shuts down. During this phase, any attempt to reset the alarm will be blocked, and the display will show the alarm and "ATTE" in alternation. Resetting the alarm by pressing button 1 is only possible after the stove has completely shut down.

INDICATOR LIGHTS

LED indicator light	Meaning	Description
	Weekly Programmer function.	It is switched on when the weekly programmer is active. For all settings relating to the following function, see “Weekly programmer” paragraph.
	“Room Thermostat” function.	This LED is on/off when the room temperature is lower/higher than the temperature set. To modify the temperature setting, use buttons 2 and 3 during normal operation.
	“Day/Night Temperature” function.	It is switched on when “Day-night temperature function” is active. To enable/disable the “Day/Night Temperature function”, press button 4 and hold it down, then press button 5. For all settings related to this function, see the section Day/Night Temperature Function.
	Spark plug disactivation.	This LED is on/off when the spark plug is active/inactive. To reactivate the spark plug, contact an authorised technician.
	Exhaust motor operation.	It is switched on when fume exhaust motor is active. If flashing contact an authorised technician.
	Pellet feed motor operation.	It is switched on when the pellet loading motor is active. During the normal functioning, the following light switches on intermittently.
	Blower operation.	It is switched on when the tangential fan is active.
	DIVINA PLUS model only - Heat distribution motor operation.	It is switched on when the channelling motor is active. If flashing, verify “Mechanical thermostat function for commanding channelling motor” paragraph”.
	DIVINA PLUS model only - Status of supplementary thermostat.	Normally this LED is ALWAYS on. When you connect an external thermostat to control the distribution motor, this LED is on/off when the external contact is open/closed.
	Does not indicate any functioning.	This light must be off at all times.
	Communication established between remote control and stove.	Each time you press a button on the remote control, this LED should light up. If it stays on, it means that communication between the remote control and the stove is blocked. To reset remote control operation, contact an authorised technician.

WARRANTY CONDITIONS

EXTRAFLAME S.p.A., with offices in via dell'Artigianato 10 Montecchio Precalcino (VI), warrants this product for 2 (two) YEARS from purchase date for manufacturer and material faults. The warranty becomes void in case the defect of conformity is not filed with the dealer within two months from date of its finding.

The responsibility of EXTRAFLAME S.p.A. is limited to the supply of the appliance, which must be perfectly installed, following the indications contained in the appropriate manuals and books provided with the purchased product and in compliance with the laws in force. **Installation must be performed by qualified staff, under the responsibility of the person entrusting him, who will assume complete responsibility for the definitive installation and consequent good functioning of the product installed. EXTRAFLAME S.p.A. cannot be held responsible for the failure to comply with such precautions.**

WARNING

It is essential to carry out the functioning inspection of the product before its completion with the relative masonry finishings (hood, external coating, pilasters, wall painting, etc). EXTRAFLAME S.p.A. does not assume any responsibility for any damages and consequent restore expenses of the above finishings even if the same occur following the replacement of malfunctioning particulars.

EXTRAFLAME S.p.A. assures that all its products are manufactured with excellent quality materials and with manufacturing techniques which guarantee total effectiveness. If during normal use of the product defective or badly working particulars should be detected, the replacement of such particulars will be free of charge, ex dealer who made the sale.

TERRITORIAL EXTENSION OF THE WARRANTY

Italian territory

VALIDITY

The warranty is considered valid on the condition that:

1. The purchaser sends the attached coupon within 8 days from the purchase date, filled-in in its every part. The purchase date must be validated with the possession of a valid fiscal document issued by the dealer.
2. The appliance is installed in compliance with the Standards in force on this subject, the prescriptions contained in the provided manual and by professionally qualified staff.
3. The appliance is used as prescribed in the instructions manual provided with all products.
4. The warranty certificate has been filled-in and signed by the customer, validated by the dealer.
5. The warranty document, filled-in and accompanied by the purchase fiscal document issued by the dealer, must be kept and shown to staff of the EXTRAFLAME S.p.A. Technical After-sales Service in the case of intervention.

The warranty is not considered valid in the following cases:

6. The warranty conditions described above have not been respected.
7. Installation has not been performed with respect to the Standards in force regarding the provisions described in the manual/book provided with the appliance.
8. Negligence of the customer due to lack of or incorrect maintenance of the product.
9. Presence of electric and/or hydraulic plants that do not comply with the standards in force.
10. Damages deriving from atmospheric, chemical, electro-chemical agents, improper use of the product, modifications and tampering with the product, inefficacy and/or unsuitability of the flue and/or other causes not deriving from the manufacture of the product.
11. Fuelling of materials not compliant with the types and quantities indicated in the provided manual/book
12. All damages caused by transport. It is therefore recommended to carefully check the goods on receipt, immediately informing the dealer of any damage, making a note on the transport document and on the carrier's copy.

EXTRAFLAME S.p.A. is not liable for any damages that can, directly or indirectly, affect persons, objects and pets as a consequence of failure to comply with the prescriptions indicated in this manual/book.



All particulars subject to normal wear are not covered by warranty:

This category includes:

- The gaskets, all ceramic or toughened glass, coverings and cast iron or Ironker grids, the painted, chrome or gold-plated details, the majolica, the handles and the electric cables.
- Colour variations, crackles and slight size differences of the majolica parts are not a reason for claims, as they are natural features of the materials themselves.
- Parts in refractory material
- Masonry work
- The plant particulars for the production of domestic water not supplied by EXTRAFLAME S.p.A. (water products only).
- The heat exchanger is excluded from the warranty unless an adequate anti-condensate circuit which guarantees a minimum return temperature of the appliance of at least 55°C (only water products).

Further clauses:

The warranty also excludes any calibration or regulation interventions of the product in relation to the type of fuel or the type of installation.

In case of replacing particulars, the warranty is not extended.

No compensation will be paid for the time the product is inefficient.

This warranty is valid only for the purchaser and cannot be transferred.

Recommended inspection (with payment):

EXTRAFLAME S.p.A. recommends that the functional inspection of the product is performed by a Technical After-Sales Centre, which will supply all information for correct use.

WARRANTY INTERVENTIONS

The request for information must be sent to the dealer.

The warranty intervention envisions the repair of the appliance without any charge, as provided by the law in force.

LIABILITY

EXTRAFLAME S.p.A. does not grant any compensation for direct or indirect damages caused or dependant by the product.

LAW COURT

The Vicenza Law Court is elected as the competent court for any disputes.



Extraflame

Stufe a Pellet

EXTRAFLAME S.p.A.

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This document is available at www.extraflame.it/support

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