

# User manual



Read the 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 IS THE PELLET?

Pellets are realised by subjecting wood shavings i.e. the rejects of pure wood (without paint) sawmill, carpenter products and products from other activities connected to working and transforming wood, to very high pressures.

This type of fuel is absolutely ecological as no glues are used to hold it together. In fact, the compactness of the pellets is guaranteed through time by a natural substance that is found in wood: lignin.

As well as being an ecological fuel, as wood residues are made the most of, the pellet also has technical advantages.

Pellet density is about 650 kg/m<sup>3</sup> and water content is equal to 8% of its weight. For this reason the pellet does not have to be seasoned in order to obtain a sufficiently adequate heat yield.

The pellet used must comply with the features described by the Standard:

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

Extraflame recommends the use of pellets with a diameter of 6mm with its products.

### ATTENTION!



### THE USE OF EXPIRED PELLETS OR ANY OTHER MATERIAL DAMAGES THE FUNCTIONS OF YOUR STOVE AND CAN DETERMINE THE INVALIDITY OF THE WARRANTY AND THE ANNEXED RESPONSIBILITY OF THE MANUFACTURER.

### **PELLET STORAGE**

To guarantee combustion without problems, the pellets must be kept in a dry place.

### **PELLET FEEDING**

To feed the pellet open the tank lid located on the upper part of the stove and empty the bag of pellets being careful they do not fall out.

### SAFETY DEVICES

### HOT AIR DISTRIBUTION FAN BREAKAGE

In case the fan stops for any reason, the stove automatically stops.

### **FLUE EXHAUST BREAKAGE**

If the suction device stops, the electronic board immediately blocks the pellet supply.

### PELLET FEED MOTOR BREAKAGE

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

### **NO IGNITION**

If a flame is not developed during the ignition phase, the appliance automatically attempts ignition again, this time without pellet feeding.

If in this case also the flame has not developed, the appliance will signal the alarm relating to no ignition; if machine re-ignition is attempted, this will show "**ATTE**" meaning "wait", on the display.

This function reminds that before performing ignition, it must be ensured that the brazier is completely free and clean.

### **TEMPORARY POWER CUT**

After a brief power cut, the appliance re-ignites automatically. When there is no electricity, the stove may give off a minimum amount of smoke inside the case for a period from 3 to 5 minutes. THIS DOES NOT REPRESENT ANY RISK WITH REGARD TO SAFETY.

### **DOOR MICRO SWITCH**

When the stove door is opened, a safety micro switch blocks fuel feeding.

### **ELECTRIC SAFETY**

The stove is protected against strong current changes by a master fuse that is found in the rear part of the stove. (2.5A 250V Delayed).

### FLUE EXHAUST SAFETY DEVICE

An electronic pressure switch blocks stove functioning and takes it to alarm conditions.

### PELLET TEMPERATURE SAFETY DEVICE

If there is overheating inside the feed-box this device blocks stove functioning; restoration is manual and must be performed by an authorised 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 realised using open elbows not higher than 45° (see figures below).



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 a 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;



REFERENCES	Inflammable objects	Non-inflammable objects
A	200	100
В	1500	750
С	200	100

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.

**Chapter 4** 

### Chapter 4





### 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.





### **SLOPING ROOF**

**FLAT ROOF** 



CHIMNEY CAPS, DISTANCES AND POSITIONING				
Roof	Distance between the	Minimum chimney height		
inclination	ridge and the chimney	(measured from outlet)		
β	A (m)	H (m)		
150	< 1,85	0.50 m over the ridge		
15	> 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		
00	> 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  $80 \text{ cm}^2$ .
- 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. (Even if the air is withdrawn from outside through a pipe, it is necessary that the air vent always communicates directly with the installation room). 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.

### **HOT AIR DUCTING**

The figure represents as an example the different hot air ducting modalities.



The different ducting modalities must be discussed with the technician who will see to the installation.

It is recommended not to exceed the 2 metres in length and to use insulating material to avoid heat losses.

### **ELISIR AIR INLET INSTALLATION**

To install the air inlet we recommend reading the attached folder.





The connection of an external thermostat will allow to separate the stove functioning from the functioning of the ducting motor.

At this point just set the desired temperature, the mechanical thermostat will control the functioning of the second motor:

with temperature to be reached the second motor will follow the progress of the stove

when the temperature is reached it will take the 2nd motor to 1st speed, making the relative luminous indicator on the control board flash.



Casing clamps for additional thermostat **ducting** 

Casing clamps for additional thermostat **room** 



figure 5.6



### **CONTROL BOARD**



figure 6.1

### 1 ⇒ ON/OFF BUTTON

By pressing button 1 it is possible to switch the stove on and off automatically.

### 

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

### 4-5 ⇒ FUNCTIONING POWER

The heat power can be adjusted using buttons 4 and 5

Display D1 to view the various messages. Display D2 to view the power set.

### **FUNCTIONING CYCLE**

### **BASIC INSTRUCTIONS**

The following recommendations must be followed the first two or three times the machine is ignited:

✤ It is possible that slight odours are produced due to the drying of the paints and silicones used. Avoid long stays and air the room.

- Do not touch the surfaces as they could still be unstable.
- The hardening of the surfaces is terminated after several heating processes.
- \* This appliance must not be used to burn waste.



### **RECOMMENDATIONS BEFORE IGNITION**

Before ignition the following points must be verified:

- the feed-box must be full of pellets
- the combustion chamber must be clean
- The brazier must be completely free and clean
- check the hermetic closure of the fire door and the ash drawer
- make sure the power supply cable is connected correctly
- the bipolar switch in the rear right part must be positioned on 1

### ATTENTION!!!

Do not use any inflammable liquids for ignition

Do not allow the bag of pellets to come into contact with the boiling hot stove during the filling phase

\* In the case of continuous no ignition, contact an authorised technician

- IT IS PROHIBITED to burn non-pelletised raw materials inside our stoves.
- The failure to comply with these prescriptions voids all guarantees and could jeopardise the safety of the appliance.
  - The lid of the pellet container must always be closed. It must only be opened during the fuel loading phase.
  - It is recommended that the feed-box is always half full.
  - $\boldsymbol{\diamondsuit}$  During the filling phase do not allow the bag of pellets to come into contact with the product
  - The bags of pellets must be kept at least 1.5 metres from the stove.

### IGNITION

### A. Press key 1 for 3 seconds.

Once time for ignition has passed (which can vary depending on the model) if the machine has not ignited, the "no ignition" alarm occurs.

In the case of alarm due to no ignition, follow these points:

1. Wait a minimum of 10 minutes without pressing any button on the display, in the mean time clean the brazier.



### **ATTENTION!**

N.B. DO NOT PUT THE PELLETS BACK IN THE TANK FROM THE BRAZIER

2.Close the door 3.Press key 1 for 3 seconds.

If ignition takes place, the machine will automatically go into the third phase: start-up. The passing from ignition phase to start-up is fully automatic.

N.B. As times are variable, there are no precise or defined times.



### FUNCTIONING

In the "functioning" phase the user can set the functioning power using key 4 to decrease it and key 5 to increase it, using key 2 or 3 increase or decrease the setting of the wanted room temperature. When the product will have reached the set temperature, it automatically goes to minimum functioning mode. **The speed of the appliance in heating the room depends on multiple factors, both installation and the buildings' heat loss.** 

### SWITCH-OFF

To switch off press key 1 for 3 seconds. The machine will completely switch off only after having reached, through the switch-off process, the control parameters set by the company.

### **INITIAL INSPECTION**

The company recommends an initial ignition inspection, during which the technician will be happy to accurately, and in depth, explain the most correct use for the type of home and according to the requirements of the same customer.

### **ROOM THERMOSTAT**

### DIGITAL THERMOSTAT (AS PER STANDARD)

The appliance can control the room temperature using a digital thermostat, which can lower the heating power to minimum when a pre-set temperature is reached.

1. When the stove is started and has entered normal functioning mode, display D1 will show a number (e.g. 21°C); this value indicates the room temperature.

2. Use buttons 2 or 3 to enter the thermostat setting and the display will show a flashing word that alternates at every impulse with "**SET THERMOSTAT**" and the temperature to be set; by pressing 2 the value decreases and by pressing 3 it increases.

- 3. Let "SET" disappear from the display.
- 4. Adjust the desired heating power using buttons 4 and 5.

When the appliance reaches the temperatures set it automatically goes to a minimum functioning mode and the relative luminous indicator switches-off in display D1.

If digital thermostat functioning thermostat is to be excluded, use button 3, to take the temperature to maximum until Hot appears on display D1.

The same functions can be obtained using the remote control.

### **ADDITIONAL THERMOSTAT (OPTIONAL)**

N.B. : Installation must be performed by an authorised technician

It is possible to thermostat a room adjacent to the room where the stove is positioned: just connect a mechanical thermostat (boiler type) following the procedure described in the next point (it is recommended to position the optional mechanical thermostat at a height of 1.50m from the ground).

### **MECHANICAL THERMOSTAT INSTALLATION (OPTIONAL)**

N.B. : Installation must be performed by an authorised technician

- 1. Switch the appliance off using the master switch positioned on the rear of the stove.
- 2. Remove the plug from the socket.
- 3. Refer to the electrical layout to connect the two thermostat cables on to the relative clamps positioned

at the bottom of the machine, (the letter A arrow indicates the interested casing clamp), one is red and the other black.

4. Set the room temperature set on "lou" by repeatedly pressing key 2.

### MECHANICAL THERMOSTAT FUNCTIONING FOR DUCTING MOTOR CONTROL

The connection of an external thermostat will allow to separate the functioning of the stove from the functioning of the motor for the ducting, (the letter C arrow indicates the interested casing clamp). At this point just set the desired temperature, the mechanical thermostat will control the functioning of the second motor:

with temperature to be reached the second motor will follow the progress of the stove



when the temperature is reached it will take the 2nd motor to 1st speed, making the relative luminous indicator on the control board flash.



Casing clamps for additional thermostat **ducting** 

Casing clamps for additional thermostat **room** 



figure 7.2

### THE REMOTE CONTROL

The heating power, the wanted room temperature (or set water in case of thermoproduct) and the automatic appliance ignition/switch off, can be adjusted using the remote control.

S = Indicator light indicating the pressing of every key.

Display keys correspondence with remote control keys

1 = p3 + p5

2 = p2

3 = p3

4 = p4

5 = p5



figure 8.1

To switch on the stove, simultaneously press buttons 3 and 5 for 1 second; the appliance will automatically enter the ignition phase. The start phase will follow allowing the stove to develop and adjust the flame. Once start phase is completed, the appliance enters normal functioning: it is possible to adjust the heating power by using buttons 4 and 5, whereas the wanted temperature can be adjusted using buttons 2 and 3.

To switch off the stove simultaneously press buttons 3 and 5 for three seconds; display D1 will show "**OFF**".

The remote control works with a MN21 12volt type battery (like open gates remote controls).

To replace the batteries open rear part lid as shown in the figures below.



figure 8.2

Open by pressing the point indicated in the figure

### **ELISIR PRODUCT DISPLAY TABLES**

SIGNALS				
Signals	Paacon	Solution		
Display	Reason			
AVVIO	The ignition phase is in progress	-		
START	The start phase is in progress	-		
WAIT COOL-	A new ignition is attempted when the stove has just been switched off (normal switch-off or caused by an alarm).	When the stove switches off (normal or caused by an alarm) it is necessary to wait until complete fumes motor switch off and then clean the brazier. The stove can only be re-ignited when these operations have been performed		
WAIT COOL - BLACK OUT	The stove is cooling after a power cut.	Once cooling is completed the stove will automatically ignite.		
LOAD PELLET	The continuous loading of the pellet during the ignition phase is in progress	-		
нот	Set room thermostat set at maximum value.	The stove works at set start, without ever modulating. To escape this function just lower the set temperature using key 2.		
ON FIRE	The normal work phase is in progress	-		
LOU	Room thermostat set at minimum value.	In this mode the stove only works at 1st power independently from the power set. To escape this function just raise the room temperature using button 3.		
MODULAT	The stove is automatically amending the functioning relating to combustion, following the nearing of reaching the room temperature	-		
STAND BY	Stove off waiting for re-ignition.	To deactivate the STAND-BY function see the specific chapter.		
STAND BY EAST	Stove off due to an external thermostat, waiting for re-ignition	To deactivate the STAND-BY function see the specific chapter.		
START	The start phase is in progress	-		
<b>CLEAN-FIRE-POT</b> The automatic brazier cleaning is in progress.		The automatic pot cleaning is performed at pre-established intervals of continued working. The automatic cleaning does not start if the stove is in 1st power. Attention! It is however recommended to manually clean the brazier every day.		
CLEANING FINAL	The final cleaning is in progress	The stove is switched off, it performs a final cleaning. The final cleaning phase lasts approx. 10 minutes.		



ALARMS				
Signals	Reason	Solution		
Display	neason	50101011		
	Indicates the presence of an alarm.	On: indicates the presence of an alarm Off: indicates the absence of alarms Flashing: indicates the deactivation of the depression sensor. The alarm can be reset by pressing key 1 for 3 seconds only if the fumes motor has stopped and if 15 minutes have passed from displaying the same alarm.		
FAN FAILURE	Fault correlated to the flue exhaust motor.	The restoration operations must be carried out by an authorised technician.		
FLUE PROBE	Fault correlated to the flue probe.	The restoration operations must be carried out by an authorised technician.		
HIGH GAS TEMPERATURE ALARM	The flue temperature has exceeded 310°C	Check pellet flow (see " <i>Pellet feed adjustment</i> "). Check that the machine is clean, including the flue route. Avoid resting cloths on the machine. <b>Other restoration operations must be carried out by an</b> <b>authorised technician.</b>		
DEPRESS INSUFF	The door is not closed correctly. The ash drawer is not closed correctly. The depression sensor is faulty. The combustion chamber is dirty. The flue exhaust pipe is blocked. Incorrect installation	Check hermetic door closure. Check hermetic closure of the ash drawer. Check cleanliness of the fumes pipe and the combustion chamber. <b>Other restoration operations must be carried out by an</b> <b>authorised technician.</b>		
NO IGNITION	The pellet feed-box is empty. Pellet feed calibration inadequate. Incorrect installation	Check for the presence of pellets in the feed-box. Adjust pellet flow (see " <i>Pellet feed adjustment</i> "). Check the procedures described in the "Ignition" chapter. <b>Other restoration operations must be carried out by an</b> <b>authorised technician.</b>		
NO IGN BLACK OUT	No current during the ignition phase.	Take the stove to <b>OFF</b> conditions using key 1 and repeat the procedure described in the "Ignition" chapter. <b>Other restoration operations must be carried out by an authorised technician.</b>		
NO PELLET	The flame went off during work phase, by lowering the gas too much.	Check for the presence of pellets in the feed-box. Adjust pellet flow (see "Pellet feed adjustment"). Other restoration operations must be carried out by an authorised technician.		
WAIT COOL-	Attempt to release the alarm with stove still in cooling mode.	Every time the stove displays one of the alarms listed above it will switch-off automatically. The stove will block any release attempt during this phase, showing the alarm itself and <b>ATTE</b> alternately on the display. The alarm can be reset by pressing key 1 for 3 seconds only if the fumes motor has stopped and if 15 minutes have passed from displaying the same alarm.		



LUMINOUS INDICATORS			
Signals	Evalenation		
Display	Explanation		
(-)	Crono	Indicator on = Chrono on Indicator off = Chrono off	
	Room temperature	On = Room temperature lower to wanted set Off = Room temperature higher to wanted set	
*/)	stby	Off = Stby deactivated On = Stby activated	
- <u>&gt;&gt;</u> -	lgn-plug	Off = electrode active On = electrode deactivated To restore the functioning of the component, contact an authorised technician.	
Ones	fumes motor.	Off = fumes motor not working On = fumes motor working Flashing = contact an authorised technician.	
Contraction of the second seco	Pellet load motor reducer	On = working Off = not working	
SB1	tangential fan	Off = not working On = working	
<b>\$B</b> <sub>2</sub>	Ducting fan	Off = not working On = working Flashing = motor at minimum (input in additional heat board open)	
	State of input STBY	Off = contact open On = contact closed	
•	Additional thermostat state of input	Off = contact open On = contact closed	
	Feed-box probe	Off = normal functioning Flashing = anomaly	
•))))	It indicates the communication between remote control and stove.	Every time a key is pressed on the remote control the indicator must switch on. If the indicator is always on it indicates that the communication between remote control and stove is blocked. <b>To restore the functioning of the component, contact an</b> <b>authorised technician.</b>	



### Chapter 1

### ELISIR UTENTE PARAMETERS (BOARD 002272575)

There are different menus allowing to customise the functioning of the product depending on ones' own requirements. The menu is structured as follows:

	DAY
	TIME CLOCK
	MINUTES CLOCK
SETCLOCK	DAY CLOCK
	MONTH CLOCK
	YEAR CLOCK
SET CHRONO	(see following table)
SET LANGUAGE	language
	display
	PELLET
DEC LITENTE	V1-ARIA
REG. OTENTE	stand-by
	keys frozen
	v2 - air
SET TECHNIC	reserved technician

### SET CLOCK

This section allows to adjust the current DAY CLOCK and time.

### **Controls procedure**

- 1. Hold down button 5 until "**SET CLOCK**" appears on display D1.
- 2. Press button 5 to access the menu.
- 3. The following operations can be carried out from the menu:
- Adjust the selected value using buttons 2 and 3.
  - Using button 5 confirm and proceed to the following parameter.
  - Using button 4 return to the previous parameter.
  - Using button 1 confirm and return to the higher menu.

Monu	View display D1		Description	View dienley D2
Menu	Sliding text	Value	Description	view display D2
SET CLOCK	DAY	MON - SUN	Current week day	Power
	TIME	00 - 23	Current time	Power
	<b>MINUTES CLOCK</b>	00 - 59	Current MINUTES CLOCK	Power
	DAY CLOCK	00 - 31	Current MONTH CLOCK day	Power
	<b>MONTH CLOCK</b>	01 - 12	Current MONTH CLOCK	Power
	YEAR CLOCK	00 - 99	Current YEAR CLOCK	Power



It is necessary to remember to adjust at least the first 3 parameters (day, TIME CLOCK and MINUTES CLOCK) to be able to correctly use the chrono automatic function in that the programmed ignitions and switch-offs will be adjusted by these parameters.

### **CLOCK ADJUSTMENT RAPID MODE**

	DAY
	TIME CLOCK
	MINUTES CLOCK
SET CLOCK	DAY CLOCK
	MONTH CLOCK
	YEAR CLOCK
SET CHRONO	(SEE FOLLOWING TABLE)
SET LANGUAGE	LANGUAGE
	DISPLAY
	PELLET
	V1-ARIA
REG. UTENTE	STAND-BY
	KEYS FROZEN
	V2-ARIA
SET TECHNIC	RESERVED TECHNICIAN





### **SET CHRONO**

The chronothermostat function allows to set up to 4 time periods within one day to be used for all days of the week and decide the wanted temperature for every period.

### **Controls procedure**

- 1. Press button 5 until "SET CLOCK" appears on display D1.
- 2. Using buttons 2 and 3 select "SET CHRONO".
- 3. Press button 5 to access the menu.
- 4. The following operations can be carried out from the menu:
  - ✤ Adjust the selected value using buttons 2 and 3.
  - Using button 5 confirm and proceed to the following parameter.
  - Using button 4 return to the previous parameter.
  - Using button 1 twice confirm and return to the higher menu.



### **RAPID ACCESS MODE TO CHRONO**



### **CHRONO MENU DISPLAY**

	View display D1			View
Menu	Sliding text	Value	Description	display
				D2
	ENABLES DAY	ON / OFF	Enables/disables chronothermostat	Power
	START PRG1	OFF - 00:00	Time start 1st time period	Power
	STOP PRG1	OFF - 00:00	Time end 1st time period	Power
	MONDAY PRG1	ON / OFF	Enables/disables 1st time period for monday	Power
	TUESDAY PRG1	ON / OFF	Enables/disables 1st time period for tuesday	Power
	WEDNESDAY PRGT	ON / OFF	Enables/disables 1st time period for wednesday	Power
	THURSDAY PRG1		Enables/disables 1st time period for thursday	Power
	FRIDAY PRG1	ON / OFF	Enables/disables 1st time period for friday	Power
	SATURDAY PRG1	ON / OFF	Enables/disables 1st time period for saturday	Power
	SUNDAY PRG1	ON / OFF	Enables/disables 1st time period for sunday	Power
	SET PRG1	07 - 35	Maximum temperature for 1st time period	Power
	START PRG2	OFF - 00:00	Time start 2nd time period	Power
SET	STOP PRG2	OFF - 00:00	Time end 2nd time period	Power
CHRONO	MONDAY PRG2	ON / OFF	Enables/disables 2nd time period for monday	Power
	TUESDAY PRG2	ON / OFF	Enables/disables 2nd time period for tuesday	Power
	WEDNESDAY PRG2	ON / OFF	Enables/disables 2nd time period for wednesday	Power
	THURSDAY PRG2	ON / OFF	Enables/disables 2nd time period for thursday	Power
	FRIDAY PRG2	ON / OFF	Enables/disables 2nd time period for friday	Power
	SATURDAY PRG2	ON / OFF	Enables/disables 2nd time period for saturday	Power
	SUNDAY PRG2	ON / OFF	Enables/disables 2nd time period for sunday	Power
	SET PRG2	07 - 35	Maximum temperature for 2nd time period	Power
	START PRG3	OFF - 00:00	Time start 3rd time period	Power
	STOP PRG3	OFF - 00:00	Time end 3rd time period	Power
	MONDAY PRG3	ON / OFF	Enables/disables 3rd time period for monday	Power
	TUESDAY PRG3	ON / OFF	Enables/disables 3rd time period for tuesday	Power
	WEDNESDAY PRG3	ON / OFF	Enables/disables 3rd time period for wednesday	Power
	THURSDAY PRG3	ON / OFF	Enables/disables 3rd time period for thursday	Power
	FRIDAY PRG3	ON / OFF	Enables/disables 3rd time period for friday	Power
	SATURDAY PRG3	ON / OFF	Enables/disables 3rd time period for saturday	Power
	SUNDAY PRG3	ON / OFF	Enables/disables 3rd time period for sunday	Power
	SET PRG3	07 - 35	Maximum temperature for 3rd time period	Power
	START PRG4	OFF - 00:00	Time start 4th time period	Power
SET	STOP PRG4	OFF - 00:00	Time end 4th time period	Power
CHRONO	MONDAY PRG4	ON / OFF	Enables/disables 4th time period for monday	Power
	<b>TUESDAY PRG4</b>	ON / OFF	Enables/disables 4th time period for tuesday	Power
	WEDNESDAY PRG4	ON / OFF	Enables/disables 4th time period for wednesday	Power
	THURSDAY PRG4	ON / OFF	Enables/disables 4th time period for thursday	Power
	FRIDAY PRG4	ON / OFF	Enables/disables 4th time period for friday	Power
	SATURDAY PRG4	ON / OFF	Enables/disables 4th time period for saturday	Power
	SUNDAY PRG4	ON / OFF	Enables/disables 4th time period for sunday	Power
	SET PRG4	07 - 35	Maximum temperature for 4th time period	Power

### LANGUAGE SETTING

This section allows to select the desired language amongst those available: ITALIAN - ENGLISH - GERMAN - FRENCH - SPANISH.



### Controls procedure

- 1. Press button 5 until "SET CLOCK" appears on display D1.
- 2. Using buttons 2 and 3 select "LANGUAGE".
- 3. Press button 5 to access the menu.
- 4. The following operations can be carried out from the menu:
  - Select the desired language using buttons 2 and 3.
  - Using button 1 confirm and return to the higher menu.

Language	Display
ITALIAN	ITAL
ENGLISH	ENGL
GERMAN	DEUT
FRENCH	FRAN
SPANISH	ESPA

### LANGUAGE SETTING RAPID MODE



### UTENTE

Display dispaly D1		paly D1	Description
Sliding text	Sliding text	Value	Description
	DISPLAY	0 - 20 Display brighteness adjustment	
	PELLET	-20% / +20%	% pellet feed adjustment
LITENTE	V1-ARIA	-10% / +10%	Room 1 fan % adjustment
STAND-BY	ON / OFF	Enables/disables the STBY function	
KEYS FROZEN		ON / OFF	Enables/disables the keys frozen function
	V2-ARIA	-10% / +10%	Room 2 fan % adjustment

This menu contains different adjustments compared to the normal functioning of the product.

### DISPLAY

This parameter allows to adjust the brightness of the display

### Controls procedure

- 1. Press button 5 until "SET CLOCK" appears on display D1.
- 2. Using buttons 2 and 3 select "UTENTE".
- 3. Press button 5 to access the menu.
- 4. Using buttons 2 and 3 select "DISPLAY".
- 5. Press button 5 to access the menu.
- 6. The following operations can be carried out from the menu:
  - Select the desired brightness using buttons 2 and 3.
  - Using button 1 confirm and return to the higher menu SET CLOCK.

### **DISPLAY SETTING RAPID MODE**





### PELLETS (-20% +20%)

If the stove has functioning problems owing to the quantity of fuel, adjust pellet feeding directly from the control board.

The problems correlated to the amount of fuel can be divided into 2 categories:

### LACK OF FUEL

The stove can never develop a suitable flame, tending to remain very low even at high powers.

At minimum power the stove tends to almost switch off taking the stove into no pellet alarm conditions.

When the stove displays the no pellet alarm, there may be non-burned pellets inside the brazier.

### EXCESS FUEL

The stove develops a very high flame even at low power.

The panoramic glass is very dirty, obscuring it almost totally.

The brazier tends to become encrusted, blocking the holes for air intake due to the excessive pellet feed, as it is only burned partially.



### If the problem occurs after only a few MONTH CLOCKs ON FIRE, check that routine cleaning, has been carried out correctly.

### **Controls procedure**

- 1. Press button 5 until "SET CLOCK" appears on display D1.
- 2. Using buttons 2 and 3 select "UTENTE".
- 3. Press button 5 to access the menu.
- 4. Using buttons 2 and 3 select "PELLET".
- 5. Press button 5 to access the menu.
- 6. The following operations can be carried out from the menu:
  - Using buttons 2 and 3 increase/decrease as wanted.
  - Using button 1 confirm and return to the higher menu.

The regulation to be performed is a percentage. Therefore a modification of this parameter will lead to a proportional variation of all stove feeding speeds: the increase/decrease varies by 5 points per time. <u>ADJUSTMENT TABLE</u>

LACK OF FUEL	Increase the percentage value by 5 points and try the stove with the new calibration for at least half an hour. If the problem is attenuated, but not solved, increase by another 5 points. Repeat the operation until the problem is solved. If the problem cannot be resolved, contact the after-sales service.
EXCESS FUEL	Decrease the percentage value by 5 points and try the stove with the new calibration for at least half an hour. If the problem is attenuated, but not solved, decrease by another 5 points. Repeat the operation until the problem is solved. If the problem cannot be resolved, contact the after-sales service.

### PELLET ADJUSTMENT RAPID MODE



THE ADJUSTMENTS FOR THE CALIBRATION OF THE PELLET ARE NOT COVERED BY WARRANTY INTERVENTIONS.



### V1-ARIA

This parameter allows to adjust the speed of the first motor dedicated to the hot air ventilation in the room.

### Controls procedure

- 1. Press button 5 until "SET CLOCK" appears on display D1.
- 2. Using buttons 2 and 3 select "UTENTE".
- 3. Press button 5 to access the menu.
- 4. Using buttons 2 and 3 select "V1-ARIA ".
- 5. Press button 5 to access the menu.
- 6. The following operations can be carried out from the menu:
  - Using buttons 2 and 3 select the increase/decrease as wanted.
  - Using button 1 confirm and return to the higher menu.

The regulation to be performed is a percentage. Therefore a modification of this parameter will lead to a proportional variation on all motor speeds: the increase/decrease varies by 5 points per time.

### FRONT AIR ADJUSTMENT RAPID MODE (V1-ARIA )



### **STAND-BY: EXPLANATION**

With the use of this mode, the stove automatically switches off if the room temperature is higher to that adjusted by the customer on the display.

The temperature difference between room and the adjustment made must be higher by 2°C.

Example of automatic switch off:

Room temperature	ex.23
Set set by customer	ex.20

When the stove is switched off, the room temperature will start to decrease due to the heat loss of the home.

The moment the room temperature is lower than the adjustment made by the customer on the display, the stove will automatically re-ignite.

The difference between the room temperature and that adjusted by the customer must be higher by 2°C.

Example of automatic re-ignition:

Room temperature	ex.17
Set set by customer	ex.20

### STAND-BY USE WITH EXTERNAL ADDITIONAL THERMOSTAT

If the customer wants to use an external thermostat the set temperature must be set at minimum from the display by repeatedly pressing key "2" until **LOU** appears, alternatively until **SET ROOM** appears. At this point, after having connected the external room thermostat to the stove, the room temperature will be read exclusively by the same thermostat. Therefore, the customer will no longer have to decide the set temperature from the stove display, but from the external thermostat.

If the STAND-BY mode has been activated the following situation will occur:

External thermostat under request	contact closed	Stove ignition	ON FIRE
Satisfied external thermostat	contact open	Stove switch-off	STBTY EST

### STAND-BY RAPID MODE



SET CLOCK	DAY
	TIME CLOCK
	MINUTES CLOCK
	DAY CLOCK
	MONTH CLOCK
	YEAR CLOCK
SET CHRONO	(SEE FOLLOWING TABLE)
SET LANGUAGE	LANGUAGE
	DISPLAY
	PELLET
	V1-ARIA
REG. UTENTE	STAND-BY
	KEYS FROZEN
	V2-ARIA
SET TECHNIC	RESERVED TECHNICIAN

## ACTIVATION OR DEACTIVATION OF STAND-BY MODE

### Controls procedure

- 1. Press button 5 until "**SET CLOCK**" appears on display D1.
- 2. Using buttons 2 and 3 select "**UTENTE**".
- 3. Press button 5 to access the menu.



- 5. Press button 5 to access the menu.
- 6. The following operations can be carried out from the menu:
  - Using buttons 2 and 3 select "ON / OFF" to enable/disable the function.
    Using button 1 confirm and return to the higher menu.







### **KEYS FROZEN**

### **KEYS FROZEN RAPID MODE**

This function allows to freeze the keys, (as, for example, with mobile phones).

### **Controls procedure**

1. Press button 5 until "**SET CLOCK**" appears on display D1.

2. Using buttons 2 and 3 select "UTENTE".

3. Press button 5 to access the menu.

4. Using buttons 2 and 3 select "**KEYS FROZEN**".

5. Press button 5 to access the menu.

6. The following operations can be carried out from the menu:

Using buttons 2 and 3 select "ON / OFF" to enable/disable the function.
Using button 1 confirm and return to the higher menu.

Once the function has been enabled, to freeze the keys exit the menu and wait for the display to stop flashing: now simultaneously press buttons 1 and 5 for 2 seconds.

To release the buttons repeat the same operation.



SET CLOCK	DAY	
	TIME CLOCK	
	MINUTES CLOCK	
	DAY CLOCK	
	MONTH CLOCK	
	YEAR CLOCK	
SET CHRONO	(SEE FOLLOWING TABLE)	
SET LANGUAGE	LANGUAGE	
REG. UTENTE	DISPLAY	
	PELLET	
	V1-ARIA	
	STAND-BY	
	KEYS FROZEN	
	V2-ARIA	
SET TECHNIC	RESERVED TECHNICIAN	

### AIR DUCTING RAPID MODE (V2-ARIA)



SET CLOCK	DAY
	TIME CLOCK
	MINUTES CLOCK
	DAY CLOCK
	MONTH CLOCK
	YEAR CLOCK
SET CHRONO	(SEE FOLLOWING TABLE)
SET LANGUAGE	LANGUAGE
	DISPLAY
	PELLET
REG. UTENTE	V1-ARIA
	STAND-BY
	KEYS FROZEN
	V2-ARIA
SET TECHNIC	RESERVED TECHNICIAN

### **AIR DUCTING (V2-ARIA)**

This parameter allows to adjust the speed of the second motor dedicated to the hot air ventilation in the room.



 $10 \xrightarrow{\text{key 3}} \text{etc}$ 

### **Controls procedure**

1. Press button 5 until "**SET CLOCK**" appears on display D1.

- 2. Using buttons 2 and 3 select "UTENTE".
- 3. Press button 5 to access the menu.
- 4. Using buttons 2 and 3 select "V2-ARIA".
- 5. Press button 5 to access the menu.

6. The following operations can be carried out from the menu:

Using buttons 2 and 3 select the increase/ decrease as wanted.

✤ Using button 1 confirm and return to the higher menu.

The regulation to be performed is a percentage. Therefore a modification of this parameter will lead to a proportional variation on all motor speeds: the increase/decrease varies by 5 points per time. Maintenance operations guarantee correct functioning of the product through time. Failure to comply with these operations can jeopardise the safety of the product.

### **1. BRAZIER CLEANING**

The brazier must be cleaned every day.

 remove the brazier from the relevant compartment and free the holes using the appropriate supplied fire irons (figure 11.2)

remove the ash from the pot using a suction device

suck the ash deposited in the pot compartment

### 2. USING THE SCRAPERS

Cleaning of the heat exchangers allows to guarantee constant heat output through time. This type of maintenance must be performed at least once a day. To do this, just use the relevant scrapers positioned in the upper part of the stove, making upward movements and vice versa several times.

### 3. CLEANING THE ASH COLLECTOR TRAYS

The ash collection trays must be emptied when necessary by removing the ash drawer in the lower part.



figure 2.1





figure 2.3

figure 2.4



### 4. CLEANING THE HEAT EXCHANGER (Monthly)

The heat exchangers chamber must be cleaned every month as the soot deposited on the rear of the cast iron hearth wall blocks the regular flow of fumes.

To remove the left side cast iron and clean the exchanger, loosen the screw using the provided Allen wrench. Once access is gained to the compartment, use the supplied fire irons to remove and scrape the deposited soot. Only afterwards use a specific vacuum cleaner for the complete removal of the ashes. When cleaning has been completed, re-position the extractable cast iron with the opposite movement used to remove it.



figure 2.6

figure 2.5



figure 2.7



### 5. DOOR, ASH DRAWER AND BRAZIER GASKETS

The gaskets guarantee the tightness of the stove and its consequent good functioning. These must be checked regularly: if they should be worn or damages they must be replaced immediately. These operations must be carried out by an authorised technician.



### For correct functioning, the stove must undergo routine maintenance by an authorised technician, at least once a year.

If the power supply cable is damaged, it must be replaced by the after-sales service or by a qualified person.



figure 2.9



figure 2.10

### **RAPID MENUS**





Ignition/Switch-off	Key 1 pressed for 3
Exit from user menu	seconds



Room temperature	Key 2 or key 3
User menu parameters amendment	

(	
4	5

Power change	Key 5 increases power
	Key 4 decreases power
Go to user menu subsequent parameter	Key 5 proceed
	Key 4 return

### **STOVE IGNITION**





### FUNCTIONING POWER CHANGE



### **ROOM TEMPERATURE**





### **CLOCK ADJUSTMENT**





### **CHRONO**





### LANGUAGE SETTING



### **DISPLAY SETTING**





### **PELLET SETTING**



### **FRONT AIR (V1-AIR)**





### **STAND - BY**



### **KEYS FROZEN**



### AIR DUCTING (V2 - ARIA)





### WARRANTY CONDITIONS

EXTRAFLAME S.p.A., with offices in via dell'Artigiananto 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.



MODELLO :0 MATRICOLA: 74362 DATA 126-89-2889 LOTTO 都能是你在中学中事事来会不能是你学生不多 CONTINUITA' CIRCUTO PROTEZIONE EQUIPOTENZ Corrente IAI = 17:9 Tempo [sec] = 2.8 Resist. [chm] = 9.06 \* TENSIONE APPLICATA Tensione EV] = 1965 Tempo [sec] = 2 A Correcte [mA] = A AA 常来来在我们的一种法律学生也是不是 1000年来 RESISTENZA ISOLAMENTO Tensione EV1 = 588 Teneo [sec] = 2.8Resist [Mohm] > 20 中非非常不是不是我的问题的是这些是是我的问题。 COLLEUDO POSITIVO 

# **DExtrafigme** Stufe a Pellet

**EXTRAFLAME S.p.A.** 

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