



## **USE AND MAINTENANCE INSTRUCTIONS**

# **HERMETIC PELLET STOVE WITH NATURAL DRAFT**

## **Jessica Natural SN Veronica Natural SN**

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

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*Dear Customer, Thank you for choosing one of our products, which is a result of technological expertise and our continuous quest for superior products in terms of safety, reliability and performance. This manual contains all the information and helpful tips for using your product with maximum safety and efficiency.*

## **IMPORTANT INFORMATION**

This manual has been prepared by the manufacturer and is an integral and essential part of the product. In the event of sale or transfer of the product, always ensure the presence of the manual as the information it contains is addressed to the purchaser and to all those various people involved in the installation, use and maintenance of the product. Carefully read the instructions and information contained in this manual before installation, operation and maintenance of the product. The instructions contained in this instruction manual guarantee the safety of persons and property and ensure efficient operation and a longer service life. The manufacturer declines all responsibility for damage caused by failure to observe instructions regarding installation, use and maintenance listed in the instruction manual, for unauthorized modifications or non-original replacement parts. Product installation and use must be carried out in accordance with the manufacturer's instructions and in compliance with European, national and local regulations. Installation, electrical connection, functional testing, maintenance and repairs are operations that must be performed by qualified and licensed personnel who must have appropriate knowledge of the product. Product installation must not be carried out close to walls made of wood or combustible material. For proper installation, you must observe the following "Safety distances" section. Verify the exact flatness of the floor where you will install the product. When handling the steel parts of the cladding, use clean cotton gloves to avoid leaving difficult to remove fingerprints for the first cleaning. Stove installation must be performed by at least two people. Connect the stove to the mains only after proper professional connection to the chimney flue. The power cable plug must remain accessible after installation of the stove. Only operate the stove with regulation wood pellets (refer to the "FUEL" chapter). Never use liquid fuels to operate the pellet stove or to stoke the embers present. Provide adequate ventilation in the installation area throughout the year. In the presence of operation failures, fuel supply will be interrupted. Re-start the unit after removing the cause of the failure. Discontinue use of the product in the event of failure or malfunction. Do not remove the safety guard located in the pellet tank. Any accumulated unburned pellets in the burner as a result of repeated "failed ignitions must be removed prior to ignition." Pellet stove operation can cause very hot heating of the handles, the chimney flue and glass surfaces. Only touch these parts during operation when wearing protective clothing or with adequate aids. Because of the creation of heat on the glass, make sure that no persons unfamiliar with stove operation stand in the installation area. Inform children of the precautions to be observed during product operation and of possible dangers. In the event of problems or misunderstanding of the instruction manual, contact your dealer. Placing objects which cannot withstand heat on the stove or within the minimum required safety range is prohibited. Do not open the door during operation or operate the stove with its glass broken. For product terms, limitations and exclusions, please refer to the warranty included with the product. In order to pursue a policy of constant product development and renewal, the manufacturer may make changes to it as deems appropriate without notice. This document is the property of the manufacturer and cannot be disclosed in whole or in part to any third party without the written consent of the company, which reserves all rights to the rigor of the law.

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# 1 GENERAL STANDARDS

## 1.1 Fireplace or Chimney flue

Each device must have a vertical duct, called a chimney flue, for outside release of combustion fumes produced by a natural draft.

The chimney flue must meet the following requirements:

- It should not be connected to any other fireplace, stove, boiler, or hood of any kind (Fig. 1).
- It must be properly spaced from combustible or flammable materials through an air gap or suitable insulating material.
- The internal section must be uniform, preferably circular: the square or rectangular sections must have rounded corners, curves must be regular and seamless, deviations from the axis no greater than 45° (Fig-2).
- Each device must have its own chimney flue with a section equal to or greater than the diameter of the fume exhaust pipe of the stove and a height no less than the one stated (see table 2).
- Never use two stoves, a fireplace and a stove, a stove and a wood stove, etc. in the same room since the draft of one could damage the draft of the other. In addition, collective ventilation ducts that can cause a vacuum in the installation environment are not permitted, even if installed in adjacent rooms and communicating with the installation room.
- Creating fixed or mobile apertures on the chimney flue to connect equipment other than auxiliary devices is prohibited.
- Passing other air supply channels and piping for utilities through the chimney flue, however large, is prohibited.
- The chimney flue should be equipped with a collection chamber for solid materials and any condensate, located below the mouth of the flue, so as to be easily opened and inspected from an airtight door.
- Whenever using parallel output chimneys, it is advisable to raise a bracing element. (Fig.3)

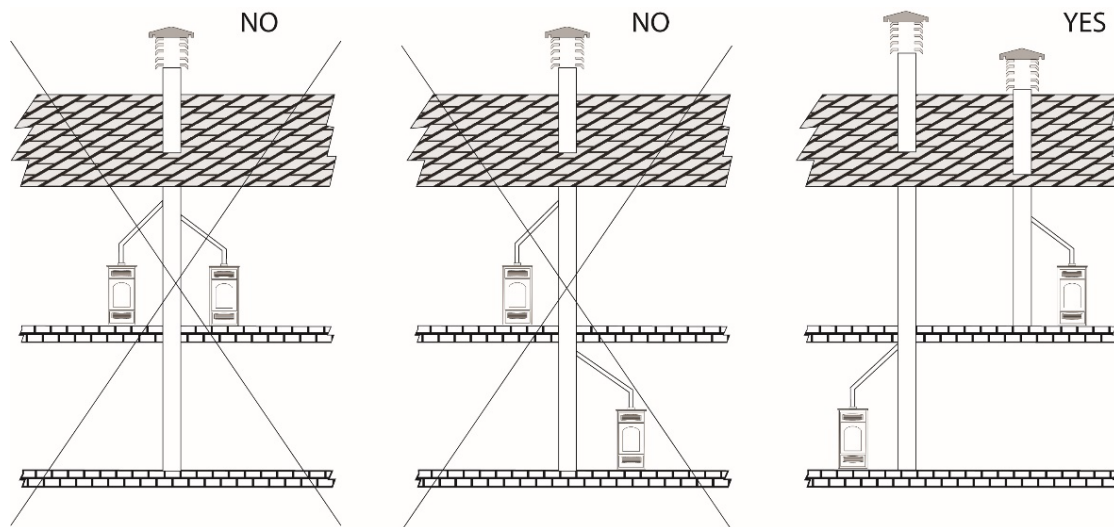


Fig 1

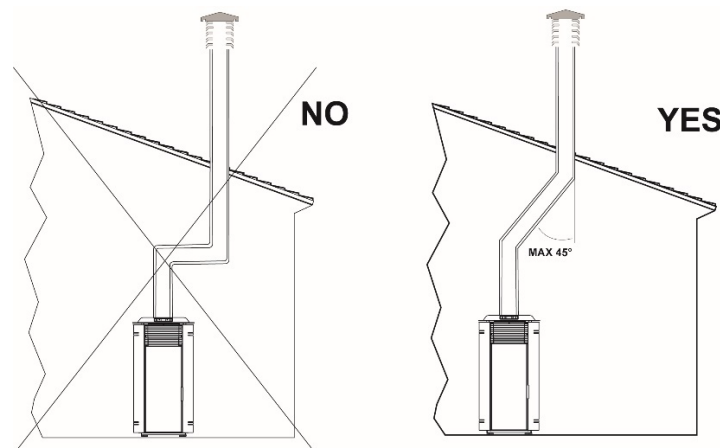


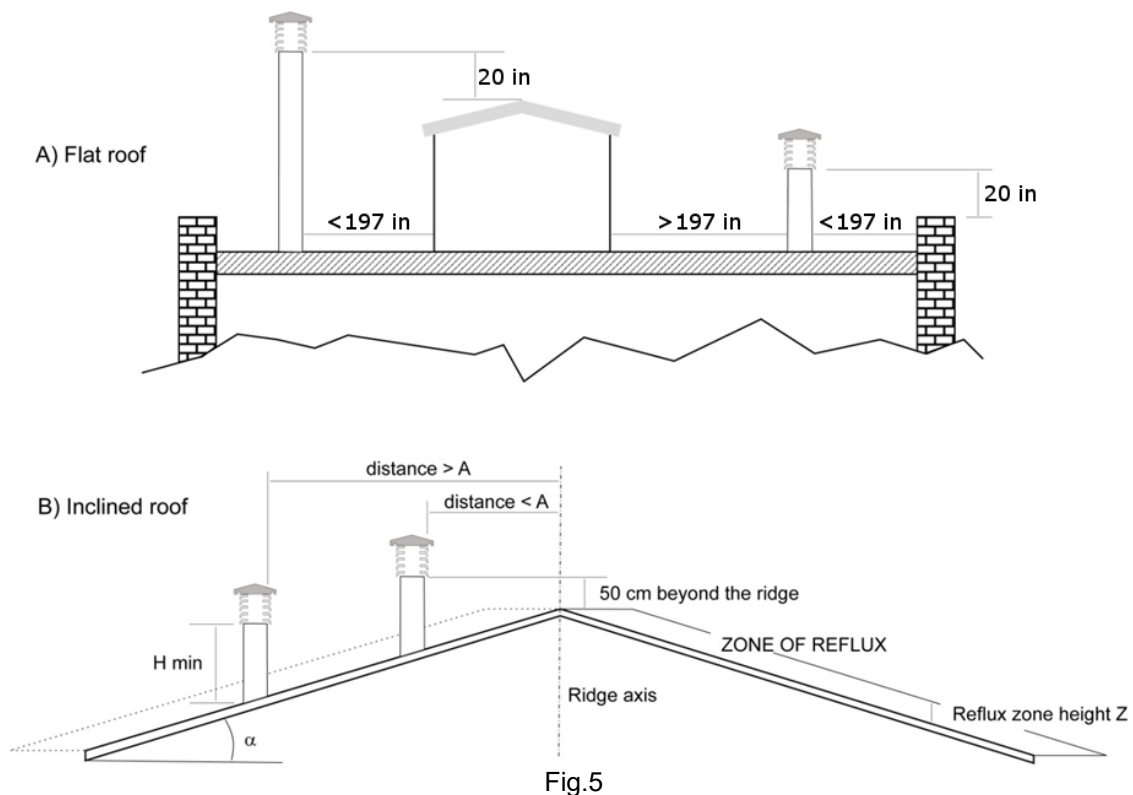
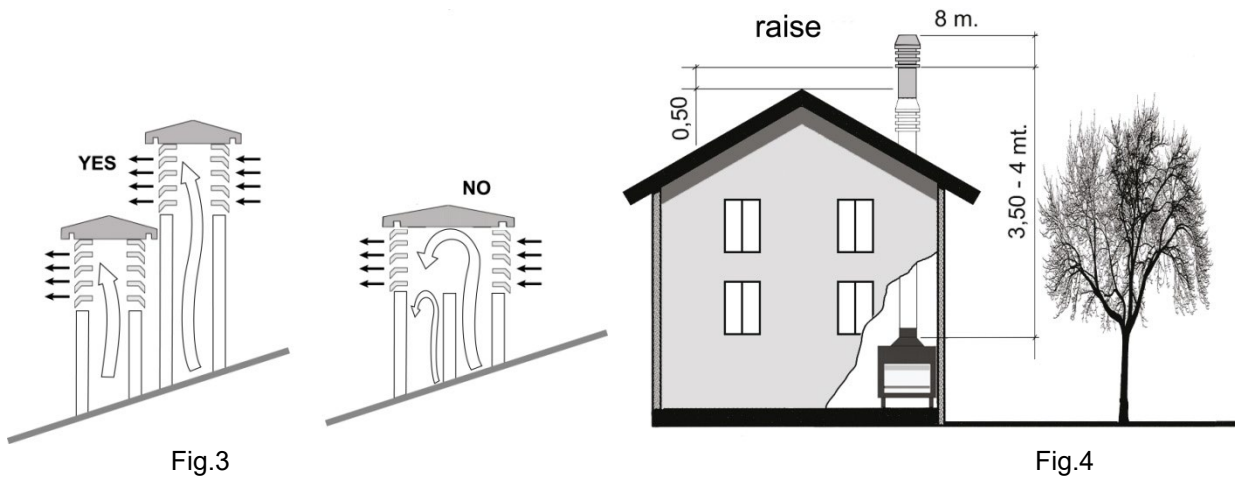
Fig 2

## 1.2 Chimney pot

The top of the chimney flue must be equipped with a device, called a chimney cap, which facilitates dispersion into the atmosphere of combustion products.

The chimney cap must meet the following requirements:

- Its internal section and shape must be equivalent to that of the chimney flue.
- Have a useful outlet section no less than double that of the chimney flue.
- Chimney caps that emerges from the roof or which remain in contact with the outside (for example in the case of an open loft), must be covered with brick elements and well isolated. It must be constructed so as to prevent penetration into the flue of rain, snow, or foreign bodies and so that, in the event of winds in any direction and at any angle, it assures the discharge of combustion products (windproof chimney cap).
- The chimney cap must be positioned so as to guarantee an adequate dispersion and dilution of combustion products and, in any case, outside the zone of reflux. This zone can be different sizes and shapes depending on the angle of slope of the roof, so it is necessary to adopt the minimum heights shown in Fig.3 and Fig.4.
- The chimney cap must be of windproof and exceed the height of the ridge, Fig.3 and Fig.4.
- Any buildings or other obstacles that exceed the height of the chimney cap must not be close to the chimney cap itself (Fig.3).



Roof pitch ? [°]	Horizontal width of the zone of reflux from the axis of the ridge A	Minimum height of the outlet from the roof	Height of the reflux zone Z
15	1.85m	1.00m	0.50m
30	1.50m	1.30m	0.80m
45	1.30m	2.00m	1.50m
60	1.20m	2.60m	2.10m

Table 2

### **1.3 External air intake vent (Non-hermetic installation)**

- The stove must have the air necessary to ensure smooth combustion operation and good environmental well-being.
- Make sure that the room where the stove is installed offers sufficient ventilation and install an air supply duct from the outside with the recommended minimum section of 15 in<sup>2</sup>.
- The air intake vent must communicate directly with the installation room of the stove, positioned so as to prevent it from being blocked and protected with a permanent non-lockable grid or other suitable protection provided that it does not reduce the minimum section.
- Air flow can also be obtained from a room adjacent to the installation room, provided that this flow can be carried out freely through permanent, non-closable openings communicating with the outside.
- With respect to the installation room, the adjacent room should not be put under vacuum with respect to the external environment as a result of a reverse draft caused by the presence in this space of another utility device or suction device. The room adjacent to the permanent openings must meet the requirements set out in the paragraphs above. The adjacent room cannot be used as a garage, for storage of combustible material or for activities involving a risk of fire.

### **1.4 External air intake vent (Hermetic installation)**

In the case of a hermetic installation, the traditional external air intake is not required (see previous paragraph) and the combustion air must be conveyed directly from outside the house

### **1.5 Connection to the chimney flue**

(see paragraph 4.5)

### **1.6 Preventing house fires**

Installation and use of the stove must be in accordance with the manufacturer's instructions and with local habitability regulations.

CAUTION: when a fume exhaust pipe passes through a wall or ceiling, particular installation methods must be applied (protection, thermal insulation, distances from heat sensitive materials, etc.).

- The fireplace connecting tube must never pass through a combustible surface.
- Do not connect this unit to a chimney flue already being used by another device.
- It is also advisable to maintain all combustible elements or flammable material such as beams, wooden furniture, curtains, flammable liquids, etc. outside the radiation area of the furnace and at a distance of at least 3 feet from the heating block.
- In the event that the surrounding space has coverings in combustible or heat-sensitive material, a protective membrane made of non-combustible insulating material must be interposed. If the flooring is made of combustible material, a non-combustible protective material must be provided at the mouth of the furnace.
- For further information, refer to local requirements.

## 2 SPECIFICATIONS AND TECHNICAL DATA

### 2.1 Specifications

Stoves and pellet stoves are devices built to work with good quality wood pellets only (see par. 3 fuel).

### 2.2 Technical data

Model or type	<i>Sofia Natural SN</i>
Global thermal power	<i>7,9 kW</i>
Pellet hourly consumption (min/max)	<i>0,5-1,6 Kg/h</i>
Rated thermal power	<i>7,0 kW</i>
Reduced thermal power	<i>2,4 kW</i>
Efficiency	<i>88.5%</i>
Recommended draft	<i>3-6 Pa</i>
Hopper capacity	<i>15 Kg</i>
Smoke outlet ø	<i>120 mm</i>
Weight	<i>114 Kg</i>
Dimension (LxPxH)	<i>572 x 553 x 1151 mm</i>

### 2.3 Product identification data

The technical label shows device data and performance. Tampering with, removing or lack of a technical label makes installation and maintenance operations difficult, due to the lack of product identification. In the event of damage, request a duplicate from our service centre. Given the importance of the data label, we recommend installing the stove at a distance at which it is always visible.

## 3 FUEL

### 3.1 General notes

**The pellet stove is designed to burn wood pellets only.**

*Wood pellets are a fuel obtained from the pressing of sawdust timber, extracted from the processing and transformation residues of dried wood material. The compactness of the product over time is guaranteed by a natural origin substance contained in the wood: lignin. The typical small cylinder form is obtained by extrusion.*

*Various types of pellets with quality and characteristics that vary depending on the processing and type of wood species used are available on the market.*

**CAUTION: Always use certified quality wood pellets: i.e. DIN, DIN PLUS, ÖM 7135, Pellet Gold, Catas etc. The company does not guarantee proper stove functioning with the use of low quality pellets.**

Stoves and heating stoves are tested and programmed to ensure good performance and perfect quality operation with specific characteristic pellets:

components:	wood
length:	< 30 mm
diameter:	6-6.5 mm
lower calorific value:	≥ 4.8 kWh/kg (≥7500 BTU/lb)
humidity rate:	< 8 %
residual ash:	< 0.5 %

GOOD QUALITY pellets are smooth, shiny, slightly dusty and with regular length.

LOW QUALITY pellets are of varied lengths, dusty with vertical and horizontal splits.

**Since pellet characteristics and quality greatly influence the autonomy, efficiency and proper operation of the stove, we recommend:**

AVOID using pellets with dimensions different from that described by the manufacturer.

AVOID using low quality pellets or pellets containing dispersed sawdust powder, resins or chemicals, additives or adhesives.

AVOID using moist pellets.

The use of unsuitable pellets causes:

- clogging of the brazier and fume discharge ducts
- increased consumption of fuel
- decreased efficiency
- no guarantee of normal stove operation
- dirtying of glass
- production of unburned granules and heavy ash

The presence of moisture in pellets increases the volume of the capsules and crumbles, causing

- feeding system malfunctions
- poor combustion

Pellets should be stored in a dry and sheltered place. Particular attention should be given to the handling of the bags to prevent their crushing, resulting in the formation of sawdust.

Stove operation parameters may have to be altered when using quality pellets with dimensional and calorific characteristics different from those indicated. Contact an authorised service centre if necessary.

**THE USE OF POOR QUALITY PELLETS NOT IN ACCORDANCE WITH MANUFACTURER'S INSTRUCTIONS NOT ONLY DAMAGE THE STOVE AND COMPROMISE PERFORMANCE BUT MAY RESULT IN FORFEITURE OF THE WARRANTY AND COMPANY LIABILITY.**



## 4 INSTALLATION

### 4.1 General notes

The heating system or appliance must be installed in order not to damage the building and other systems. The installer must strictly comply with standard UNI 10683:2012.

#### 4.1.1 Installation in the presence of several appliances.

The presence of several appliances powered with different fuels, as well as hoods with or without extractor, must be evaluated during preventive checks and during the startup test in order to detect any variation compared to the design conditions or any aspect that cannot be detected during the design phase. The room must be well-ventilated according to the instructions of every single device. The external air intake vent must meet the requirements of paragraphs 1.3 and 4.4

#### 4.1.2 Suitability of the installation rooms

- Installing the device inside rooms at risk of fire is prohibited.
- Outdoor installation in locations exported to weathering or humid areas **is prohibited**.
- Boilers must be installed in a technical room. **It is forbidden to install them in open verandas or outdoors.**
- Installation in rooms containing other generators that collect air from the environment is prohibited (*par 6.4 UNI 10683:2012*).
- In bathrooms bedrooms and studio is allowed only the sealed installation of closed hearth appliances with ducted combustion air from the outside
- The minimum volume of the installation room must be greater than 15 m<sup>3</sup>.

#### 4.1.3 Fume discharge system

Every device must be connected to a fume discharge system, which ensures dispersion of combustion products into the atmosphere.

The combustion products must be discharged from the roofs. Direct wall discharge or towards closed spaces, even in open air, is prohibited.

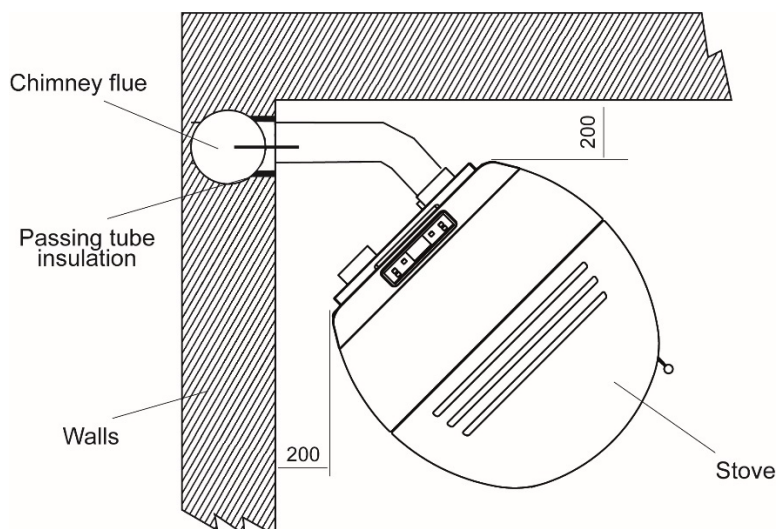
The components must be made of material with A1 fire reaction class. In particular, the use of metal extendible and flexible hoses is prohibited.

**CAUTION: ensure that the plug for electrical connection remains accessible after the stove installation.**

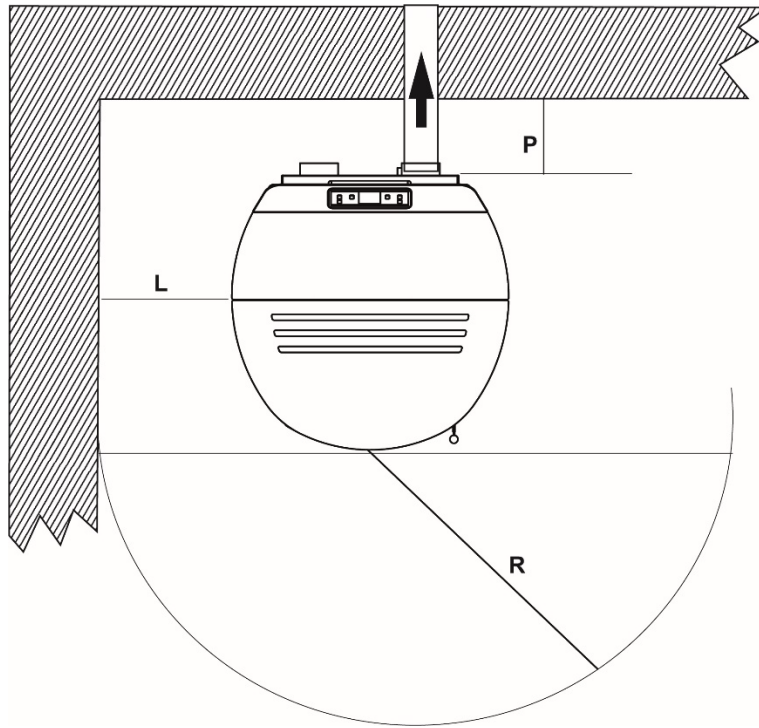
### 4.2 Minimum safety distances

The following figures show the minimum safety distances, which must always be guaranteed.

#### 4.2.1 Corner installation



#### 4.2.2 Wall installation



#### Safety distances from flammable material:

Minimum distance in air from the flammable rear wall

**P** = 200 mm

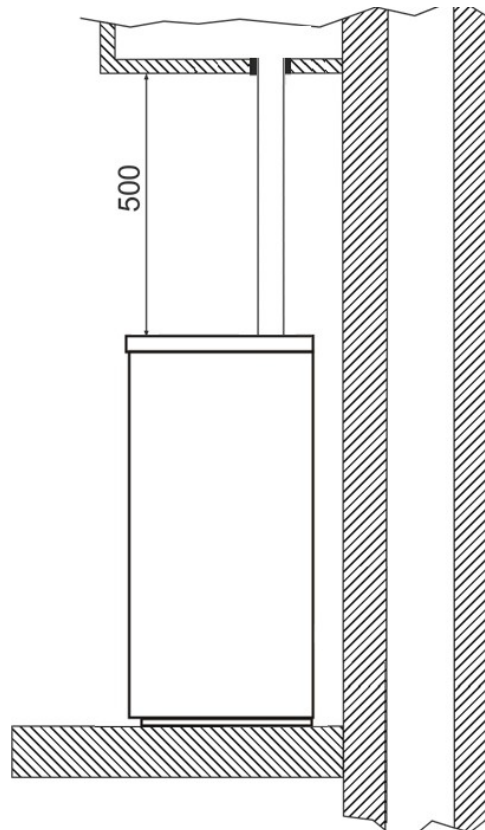
Minimum distance in air from the flammable side wall

**P** = 200 mm

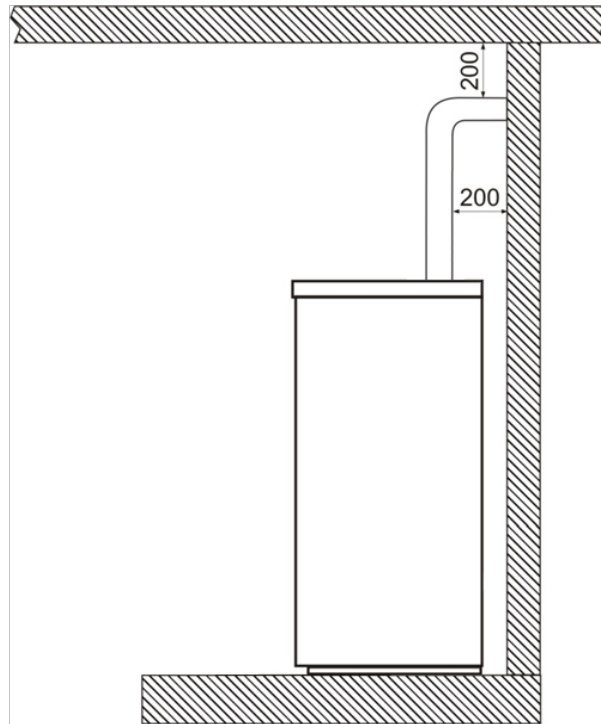
Frontal distance from flammable material

**R** = 1000 mm

#### 4.2.3 Distance from flammable ceilings and false ceilings



#### 4.2.4 Distance of fume exhaust system from flammable walls



#### 4.3 Flooring protection

In the event of flooring that is sensitive to heat or flammable, a floor protection must be used (e.g., sheet steel, marble or tile slabs).

Whichever type of protection selected, it must protrude at least 300 mm from the front, at least 150 mm from the sides of the stove, must withstand the weight of the stove and have a thickness of at least 2 mm (Fig. 5 and 6).

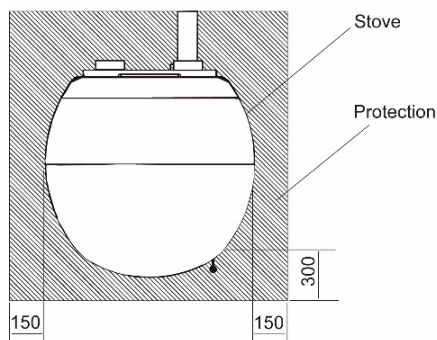


Fig. 5

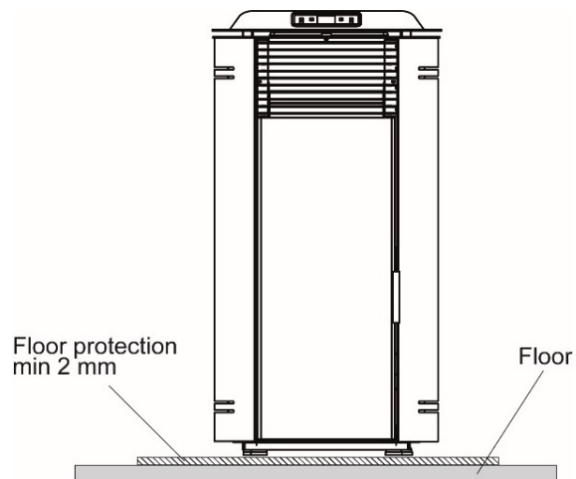


Fig. 6

#### 4.4 Minimum distances for positioning air intake vents (Non-hermetic installation)

**Pellet stove combustion air intake vents cannot be connected to an air distribution system or directly to a wall-mounted air intake vent.**

Correct and safe positioning of the air intake vent must comply with the measures and requirements described in paragraph 1.3.

There are distances to be respected in order to avoid that combustion air be removed by another source; for example, a window opening can suck the air outside, making it miss the stove.

<b>The air intake vent must be located at least:</b>		
<b>1.5 m</b>	<b>Under</b>	<b>Doors, windows, fume exhaust outlets, air gaps, etc.</b>
<b>1.5 m</b>	<b>Horizontally away</b>	
<b>0.3 m</b>	<b>Over</b>	<b>Fume output</b>
<b>1.5 m</b>	<b>Away from</b>	

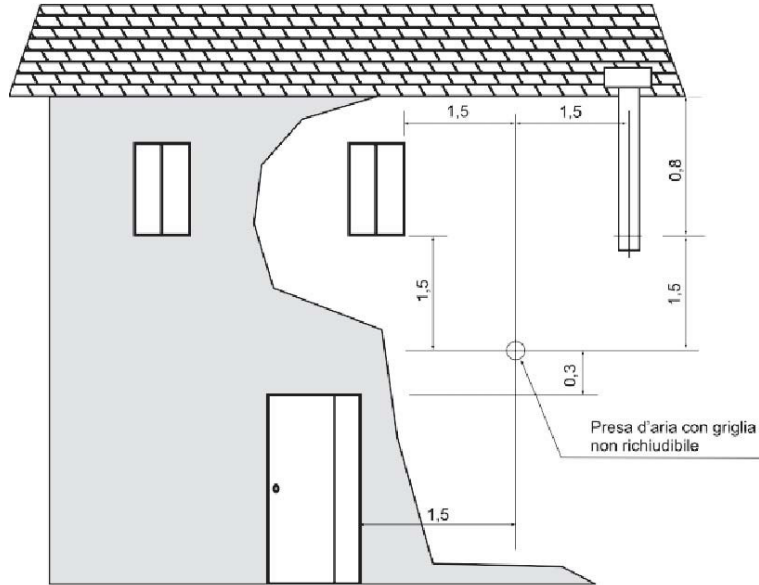


Fig. 8

## 4.5 Fume exhaust duct

### 4.5.1 General notes

Construction of the exhaust duct must be done by specialised personnel or companies, as reported in the following manual. Always create the exhaust system so that periodic cleaning is assured without having to dismantle any parts.

Tubes must **ALWAYS** be sealed with silicone (**no cementing**) that maintains resistance and elasticity characteristics at high temperature (250°C) and are to be secured with a Ø3.9mm self-tapping screw.

- The installation of dampers or valves which may obstruct the passage of exhaust fumes **is prohibited**.
- Installation in a chimney flue where exhausted fumes or vapours from other equipment (boilers, hoods, etc.) **is prohibited**.

### 4.5.2 Tubes and maximum usable lengths

Painted aluminized steel tubes, stainless steel tubes (Aisi 316) or porcelain tubes.

Flexible hoses are permitted if they fall within the limits prescribed by law (in stainless steel with smooth inner wall).

TYPE OF SYSTEM	WITH DOUBLE-WALL TUBE
Minimum length	3 m
Maximum length (with 3 90° curves)	8 m
Maximum number of curves	2

NOTE: load losses of a 90° curve can be equated with those of 1 metre of tube; the serviceable T-connection is to be considered as a 90° curve.

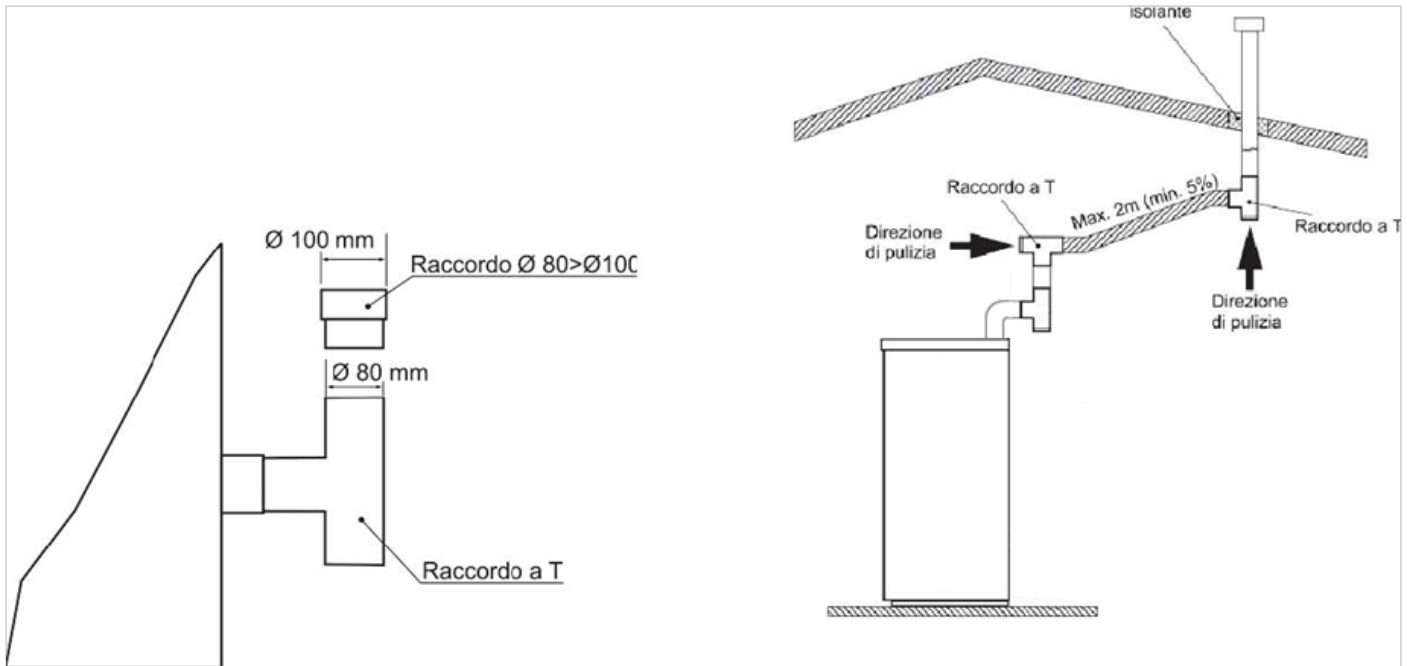


Fig.9

Fig. 10

#### 4.5.3 Holes for exhaust tube passage on walls or roof

Once the location of the stove has been decided (section 4.1), you will have to drill the hole for passage of the fume exhaust tube. This varies depending on the type of installation (therefore on the exhaust tube diameter, see 4.5.2) and on the type of wall or roof to be crossed (table 3).

The insulator must be of mineral origin (rock wool, ceramic fibre) with a nominal density greater than 80 kg/m<sup>3</sup>.

	Insulation thickness [mm]	Fume exhaust tube diameter [mm]
		Ø120
		Diameter of holes to be created [mm]
Wooden wall, or wall which is flammable or has flammable parts	100	320
Concrete wall or roof	50	220
Brick wall or roof	30	180

#### 4.5.4 Using a traditional type chimney flue

If you wish to use an already existing chimney flue, it is advisable to have it checked by a professional chimney sweep to ensure that it is watertight. This is because fumes, being slightly pressurised, could infiltrate cracks in the chimney flue and invade living spaces. If an inspection finds that the chimney flue is not perfectly intact, it is advisable to intubate it with new material. If the existing chimney is large, we recommend inserting a tube with a maximum diameter of 6 in.

It is also advisable to insulate the vent exhaust duct. Figs. 11 and 12 demonstrate the solutions to adopt if you want to use an existing chimney flue.

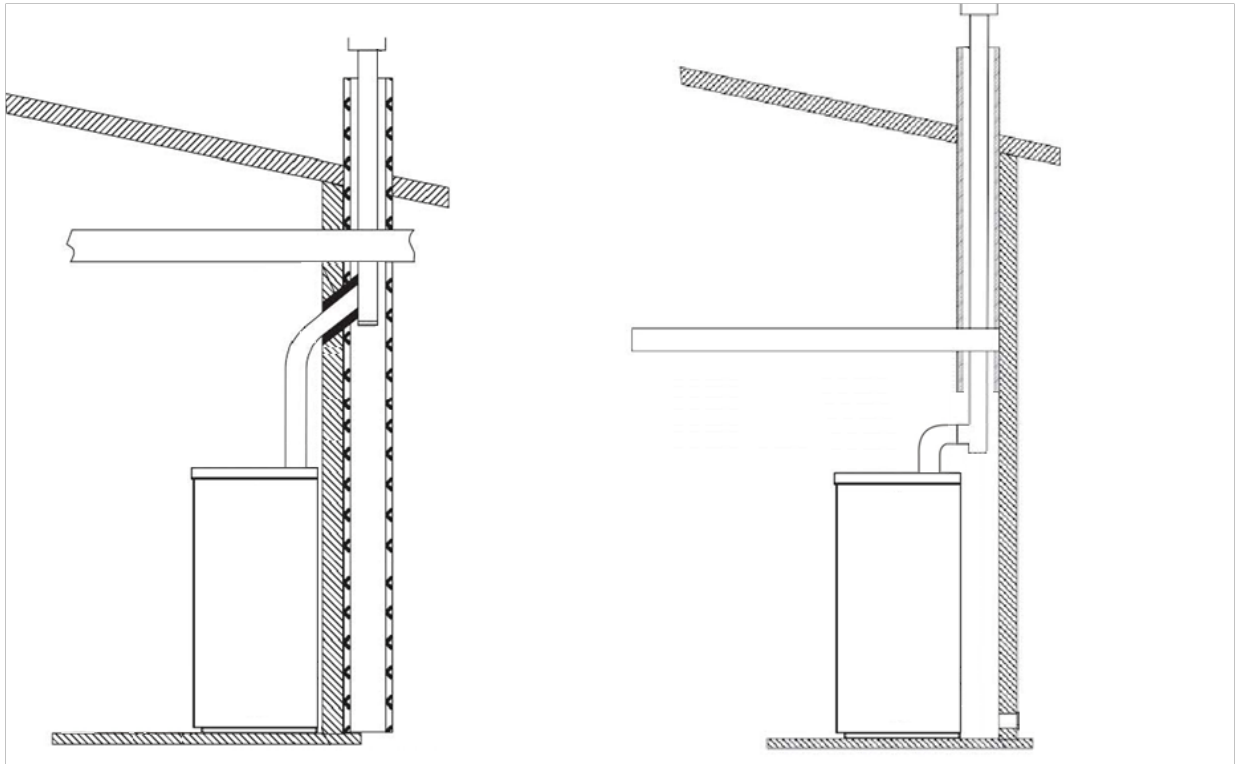


Fig. 11

Fig. 12

#### 4.6 Using an external fume duct

An external fume duct can be used only if it meets the following requirements:

- Only insulated tubes (double wall) in stainless steel, secured to the building (Fig.9) should be used.
- An inspection area should be created at the base of the duct for performing periodic checks and maintenance.
- It should be equipped with a windproof chimney cap and observe the distance "d" from the ridge of the building as described in par. 1.2.
- Fig. 9 shows the solution to be utilised when using external fume ducts.

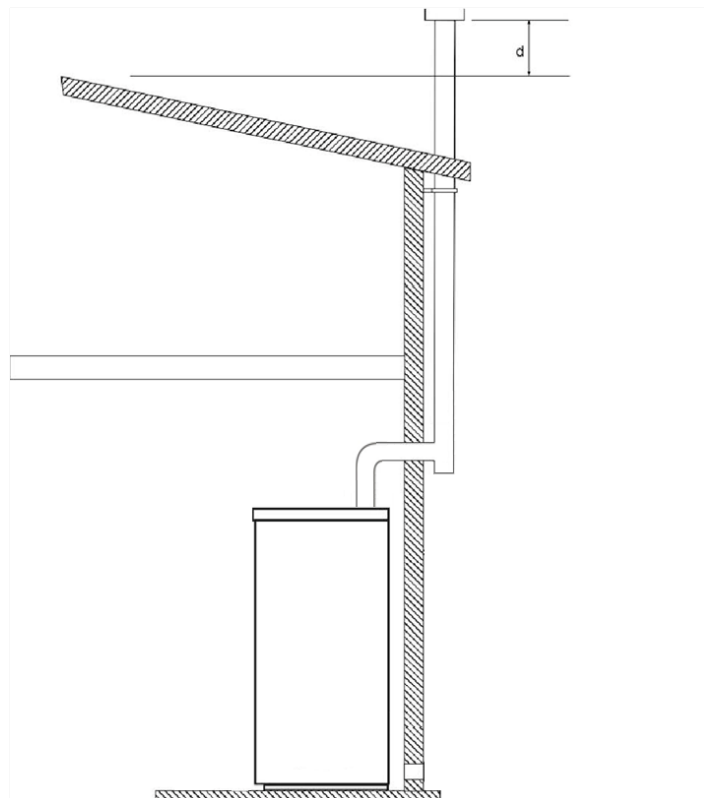


Fig. 13

## 5 ASSEMBLY

### 5.1 General notes

Here are some general recommendations to follow in order to prevent accidents or damage to the product:

- Unpacking and installation must be performed by at least two people.
- **All handling operations must be carried out using appropriate means and in full compliance with safety regulations.**
- The positioning of the packed product must be maintained in accordance with the guidelines supplied by pictograms and written on the packaging.
- If using ropes, straps, chains, etc., make sure they are suitable for the weight to be unloaded and are in good condition.
- When moving the package, move with slow and continuous movements to avoid tearing the ropes, chains, etc.
- Do not tilt excessively in order to avoid overturning.
- Do not stand within range of the loading/unloading means (forklifts, cranes, etc.).

### 5.2 Unpacking

Unpack the product being careful not to damage or scratch it. Remove the accessory package and any pieces of polystyrene or cardboard used to block removable parts, etc. from the stove furnace. Also remember not to leave packaging components (plastic bags, polystyrene, etc.) within the reach of children, as they could be potential sources of danger. Dispose of them according to regulations.

## 6 USE

All local regulations, including those relating to national and European regulations, must be observed when installing the unit.

Do not use the unit as an incinerator or in any other way other than that for which it was designed. No other fuel besides wood pellets must be used.

Do not use liquid fuels.

When the stove is turned on, it can reach extremely high temperatures to the touch, especially its outer surfaces. Operate carefully to avoid burns.

Do not make any unauthorized modifications to the device.

Only use original replacement parts recommended by the manufacturer.

### In general

- Make sure that the room where the stove is to be installed offers sufficient ventilation (see section "1.3 External air intake vent").
- Make sure that all exhaust system joints are hermetically sealed with silicone (no cementing), are resistant to heat (250 °C) and are not damaged.
- Periodically check (or have someone check) the cleanliness of exhaust fumes.
- **CAUTION: keep all flammable products well away from the stove when it is operating (MINIMUM: 100 cm from the front wall).**
- **CAUTION: to prevent the escape of fumes, the combustion chamber must be kept closed except during cleaning operations, to be carried out with the stove off.**
- **CAUTION: removing the safety guard inside the tank is strictly prohibited.**
- **CAUTION: in the event of pellet supply while the stove is on, make sure that pellets are not finished and that the flame remains present in the brazier. Also avoid the fuel sack from coming into contact with hot surfaces.**
- **CAUTION: remove any residue of unburned pellets caused by failed ignitions before you start the stove again.**
- **CAUTION: if during the ignition phase, the stove does not start and you notice a lot of smoke in the combustion chamber, immediately turn off the stove and replace the pellets being used, as**

these may be too high in moisture. Forcing ignition could make your stove a hazard.

- **CAUTION:** if during cleaning, you find traces of spongy or hard (though not ash) pellets, replace the pellets being used, as this residue may come from scraps of low quality sawdust not usable in this type of stove. Forcing ignition can cause a fire or strong production of fumes in the chimney.
- monitor proper combustion of the pellets in the brazier. Should you detect accumulations of unburned pellets, **IMMEDIATELY TURN OFF** the stove and contact the service centre.
- **CAUTION:** pay the utmost attention when children are present to prevent them from standing in front of the stove.

## 6.1 Components

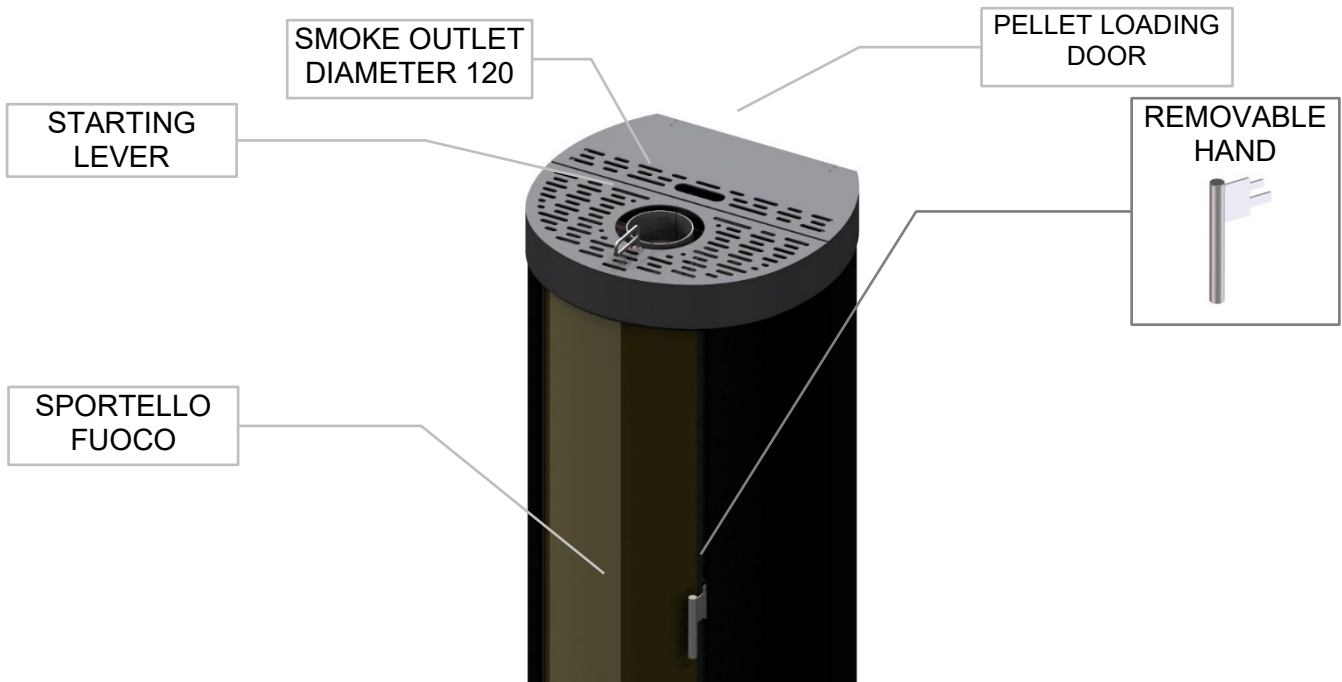


Fig. 14

## 6.2 Filling up the tank

Raise the lid **A** and move the pellet loading lever to position 1 (fig.11); move lid **B**, using the handle, towards position open (fig.12); raise the lid **B** and put the pellet in the tank (fig.13). Lower the lid **B** and move the handle towards the “closed” position (fig.14).

*You can load pellet also when the stove is working.*

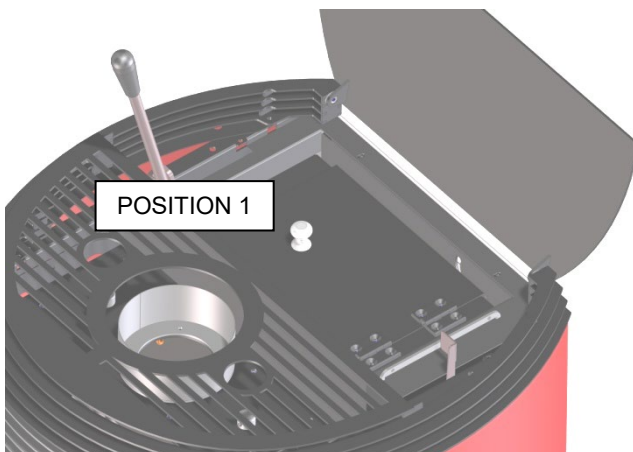


Fig. 11

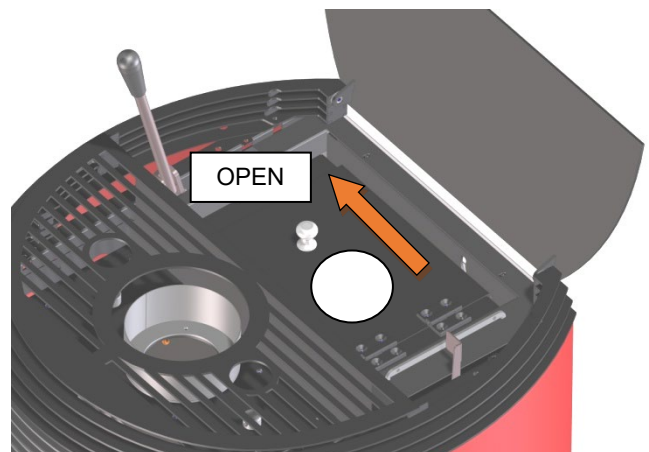


Fig. 12



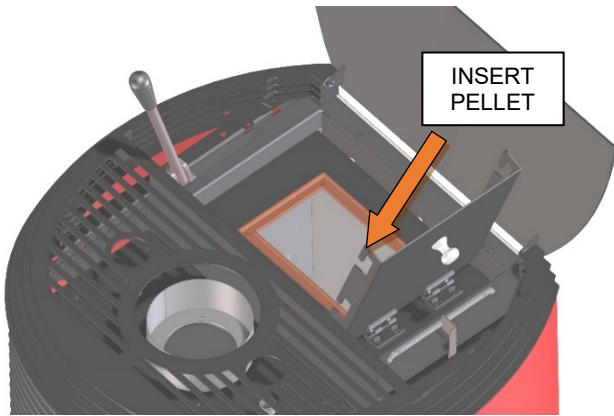


Fig. 13

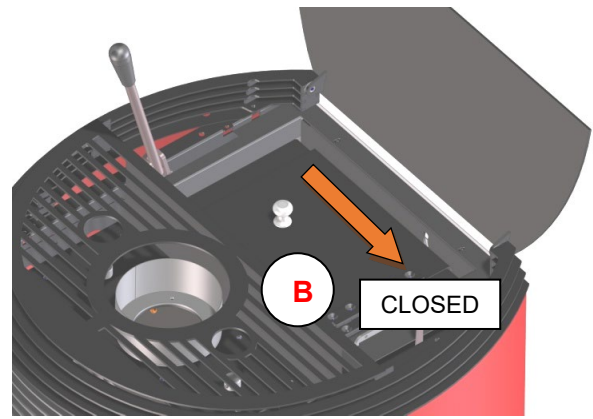


Fig. 14

### 6.3 Ignition

Once the tank has been filled up, the stove is ready to be turned on.

**CAUTION:** *always clean the brazier prior to each ignition to avoid false starts, if there is little ash residue, clean it by means of the shaker; in case of hard-to-clean ash residue, take out the brazier and manually shake it.*

**CAUTION:** *always carry out this operation with the stove switched off and cooled down. RISK OF BURNS.*

#### Ignition procedure:

- 1 Put the loading lever in the “Go” position and lower it to the rest position (Fig.19). The pellets will descend until the brazier is filled
- 2 Lift the pin located on the top of the stove using the starting lever provided and turn it to the locked position (Fig 21-22)

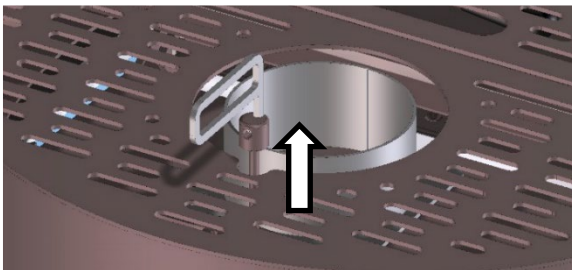


Fig. 21

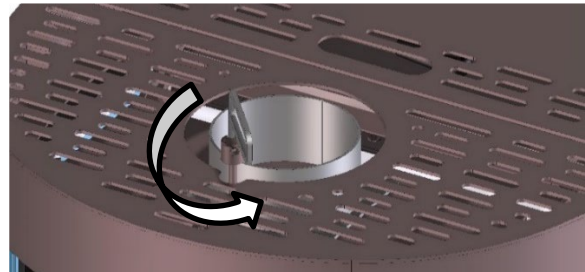


Fig.22

**CAUTION:** *Always remove the starting lever to avoid overheating*

**CAUTION:** *always carry out this operation with the stove switched off and cooled down. Risk of Burns*

- 3 open the main door and position a solid or gel-like ignited on top of the pellets in the brazier and light it using a flame (*fig. 23*); leave the door ajar for a couple of minutes or even longer (this depends on the room temperature and on the chimney flue). Close the door only when the flame reaches a minimum height of about 3 inches, so as to lick the holes located in the rear wall



Fig. 23

Now the stove is turned on and the main door can be closed

After 15-20 minutes from switching on, turn the pin using the starting lever and put it in the unlock position (Fig. 24)

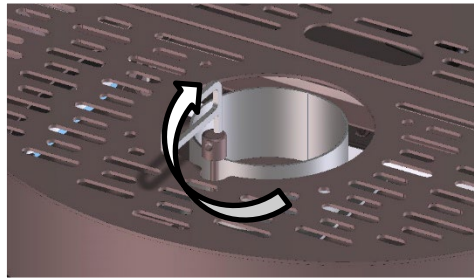


Fig. 24

**CAUTION:** *Always remove the starting lever to avoid overheating*

**Caution:** *Be careful not to touch the chimney flue, risk of Burns*

## 6.4 Combustion mode

You can choose between 2 types of power Maximum and Minimum

Maximum power position **Max**

Minimum power position **Min**

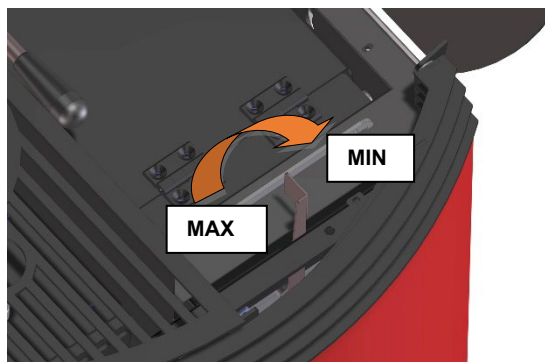


Fig. 25

## 6.5 Shutdown

By moving the lever in position 1 (fig. 21), the fall of pellet into the brazier will stop; combustion will continue for about 20 minutes, after which the stove will switch off.

To switch it back on, move the lever in position 2, place a solid or gel-like igniter on top of the pellets and light it up with a flame

**CAUTION:** *to prevent burns wait at least 15 minutes before switching the stove back on.*

**CAUTION:** *RISK OF BURNS.*

**CAUTION:** *do not touch the brazier after switching off the stove.*

**CAUTION:** *do not touch the door with bare hands while the stove is working.*

## 7 WARNINGS AND MAINTENANCE

All maintenance operations (cleaning, replacements, etc.) should be carried out when the fire is out and the stove is cold. In addition, do not use any abrasive substances.

### CAUTION: FAILURE TO CLEAN AFFECTS SAFETY

#### 7.1 *Opening the door*

The door must remain closed during operation. The door should be opened only with the stove off and cooled down to perform maintenance and routine cleaning.

#### 7.2 *Ashes cleaning and disposal*

Check the ash drawer every two days to see if it needs emptying

The ash collection compartment must be emptied regularly so as to impede combustion residue from arriving at the brazier support

Ashes should be placed in a metal container with a tight fitting lid.

The closed container of ashes should be placed on a noncombustible floor on the ground, well away from all combustible materials, pending final disposal.

If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all conders have been thoroughly cooled

**.CAUTION: ashes keep embers on for a long time!!!**

#### 7.3 *Brazier cleaning*

When the flame becomes a red colour or is weak accompanied by black smoke, it may mean that there are ash deposits or incrustations which are not allowing correct stove operation and which must be removed.

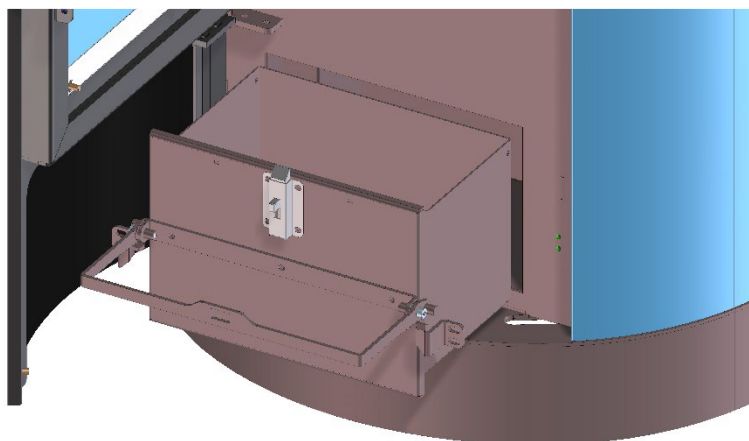
Every two days, remove the brazier by simply lifting it from its housing, then clean it of ash and any incrustations which could have formed, with particular attention to freeing clogged holes using a pointed tool.

This operation is necessary in particular the first few ignitions, especially when using different quality pellets. The timing of this operation is determined by the frequency of use and the choice of fuel. It is advisable to also check the brazier support, emptying it of any ashes.

**CAUTION: before igniting the stove, check that the brazier is properly inserted and pushed back toward**

#### 7.4 *Ash drawer cleaning*

**CAUTION: The drawer can be hot, use protective gloves or wait until the stove has cooled down**



Check the ash drawer every two days to see if it needs emptying. For ash disposal see paragraph 7.2

### **7.5 Combustion chamber cleaning**

Clean the combustion chamber weekly, removing ashes accumulated in the chamber using a vacuum cleaner.

**Note: Use a vacuum cleaner designed for the suction of ashes for this type of cleaning.**

Once a week, open the front grille and pull the cleaner rod knob towards you at least 3 times.

### **7.6 Smoke chamber cleaning**

Generally, clean the smoke chamber once a year (preferably at the beginning of the season) for best stove operation. The frequency of this operation depends on the type of pellet used and the frequency of use. Contact a Technical Assistance Centre for this type of cleaning.

### **7.7 Exhaust system cleaning**

Until you are reasonably experienced regarding operating conditions, it is advisable to perform this service at least monthly. Remove the T-fitting cap and proceed with duct cleaning. If necessary, at least the first few times, request assistance from a qualified technician.

### **7.8 Cleaning metal and ceramic parts**

Use a soft cloth moistened with water to clean metal stove parts.

Never clean metal or ceramic parts with alcohol, thinners, petrol, ketones or other degreasers.

Use of these substances frees the company from all liability. Discolouration of metal parts can be the result of improper use of the stove.

### **7.9 Pellet slide cleaning**

With the scraper A (Fig. 29), clean the pellet slide B (Fig. 30) from any incrustations that can slow down or block the pellets' descent to the brazier.

It is recommended to do out this operation every 10 days in order to maintain the correct functioning.



Fig. 29

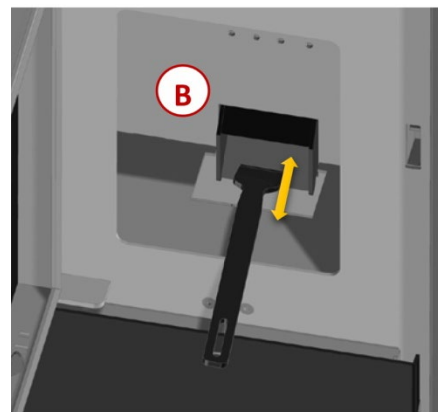


Fig.30

### **7.10 Cleaning glass**

Door glass must be clean (cold) with ammonia-based and non-corrosive degreasers as a diluent. Prevent corrosive substances from coming into contact with the paint on the stove as these can cause damage. If glass is hot, before proceeding with cleaning, keep the door open as long as necessary until it cools down. Do not use any material that can scratch or damage the glass.

### **7.11 Broken glass**

The stove is equipped with ceramic glass that is resistant to a thermal shock of 1350°F. This glass can break only due to a strong impact or misuse. Do not slam the door or hit the glass. In case of breakage, replace with an original replacement part only. Contact a Technical Assistance Centre to replace.

## **7.12 Stove inactivity**

At the end of the season, perform the following operations:

- Remove all pellets from the tank and from the feed screw.
- Thoroughly clean the brazier, the support brazier, the combustion chamber and the ashdrawer.
- Thoroughly clean the smoke exhaust system: contact a professional chimney sweep for this purpose.
- Clean all dust, spider webs, etc. from the area behind the panels of the inner cladding once a year.
- Clean fans thoroughly.

## **7.13 Routine and special maintenance**

These operations should be programmed ANNUALLY with a Technical Assistance Centre and are necessary to ensure the maintenance of product efficiency and ensure safe operation.

- Thoroughly clean the combustion chamber and the heat exchanger.
- Smoke motor, dismantling and cleaning of the smoke exhaust duct, new silicone where required.
- Inspection and verification of gaskets, springs and replacement and application of the silicone where required.
- Tank, emptying and cleaning.
- Check and replacement, if necessary, of components that are subject to wear: brazier, ash drawers, etc.







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