



Operating manual

Ella


AUSTROFLAMM

www.austroflamm.com

Operating manual

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LEGAL NOTICES

Owner and publisher

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1 General information

You have decided in favour of an Austroflamm pellet stove.

Congratulations on your decision and thank you for your trust.

Correct operation and care are essential for trouble-free operation and long service life.

The information in this manual is of a general nature. National and European standards, local and building regulations, together with fire regulations must also be complied with.

Read these instruction through carefully before installation and operation. No liability or warranty claims apply for damage incurred by failure to follow this manual. Please observe the instructions in the individual sections.

This manual is a component part of the pellet stove.

In the following list we give you an overview of which sections are important for whom:

Dealer	End customer
Complete operating manual	General information
	Purpose of the manual
	Safety
	Product overview
	Technical data
	Requirements at the installation location
	Fuel material/-quantity
	Operation
	Operation
	Settings
	Commissioning
	Maintenance
	Alarms and error messages
	Spare parts
	Disposal
	Warranty and guarantee
	Data processing
Start up log	
Service Report	

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1.2 Information about the document

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2 Purpose of the manual

This manual is a component part of the pellet stove and is intended to contribute to the pellet stove being safely installed and maintained.

TIP

Please read this manual before using the stove for the first time.

2.1 Storing the manual

Store this manual in case you need it. A current version of the manual can be found online at our homepage www.austroflamm.com.

2.2 Structure of the manual

The table of contents can be found on page 3.

Illustrations in this manual may differ from the delivered product.

2.3 Representations used

The following representations are used in this manual:

Steps with mandatory adherence to the sequence

✓ Prerequisite

1) Step 1

2) Step 2

3)

⇒ Intermediate result / additional information

⇒ Result

Steps and bullet points without mandatory sequence

•

•

-

-

Cross-references

See Technical Data

Useful tips

TIP

Fuel

Use only the recommended fuel!

2.4 Version control

We update our manuals on a continual basis. The current version can be found at our homepage www.austroflamm.com.

This manual applies to Ella with the article number 815001 and index a and newer.

3 Safety

In this manual we give you numerous safety instructions for the safe operation of your pellet stove. These instructions are characterized differently as follows, depending on their importance:

3.1 Importance of the safety instructions

NOTICE

Particular behaviour and/or activities that are required for safe working. Failure to follow this can result in material damage.

⚠ CAUTION

Possible dangerous situation (light or minor injuries and material damage).

⚠ WARNING

Possibly imminent danger to life and health of persons (severe injuries or death).

⚠ DANGER

Immediately imminent danger to life and health of persons (severe injuries or death).

3.2 General safety instructions

- The information in this manual represents generally applicable standards and rules. For the installation/operation of the pellet stove, all local regulations including those that relate to national and European standards, as well as emergency service regulations, must be complied with.
- Please carefully store this manual and ensure that it is always available.
- Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!
- Compliance with the instructions contained here will guarantee the safety of people and the appliance, economic operation and a long service life. The pellet stove has been designed based on technical data standards. See section "Technical Data".
- Original parts must not be modified or exchanged for parts from other manufacturers. Unauthorised modifications must not be carried out. Such action will void the warranty claim.
- Repairs to your pellet stove must only be carried out by technical personnel who have been trained by the manufacturer.
- When working or intervening on the pellet stove, the power supply must be switched off.
- Diagrams and drawings supplied with the stove are used only as illustrative examples; the manufacturer pursues a policy of constantly developing and updating the product and may make modifications without prior notification.
- All dimensions in this manual are given in mm.
- Your pellet stove is not suitable for use as a ladder or a stand.
- Please note that the surfaces of the pellet stove heat up considerably during operation. We recommend that you use the protective glove supplied to operate the pellet stove.





- Please alert children to these dangers, and keep them away from the pellet stove when it is operating.
- Placing non-heat-resistant objects on the stove or in its vicinity is forbidden.
- Do not place any items of laundry on the pellet stove to dry. Even laundry racks or the like must be placed at a sufficient distance from the hybrid stove - fire risk!
- While your pellet stove is in operation, it is forbidden to process highly flammable or explosive substances in the same room or in adjoining rooms.
- It must be ensured that there is a sufficient supply of combustion air and safe removal of exhaust gases. Therefore, always check whether the chimney is blocked, especially after a long break in operation.
- Fire gases caused by blocked chimneys are dangerous. The chimney and the vent pipe must be free of obstructions and be swept according to instructions.
- In the transition period, i.e. during high external temperatures, a sudden temperature rise can disrupt the chimney draft so that the fuel gases are not completely drawn off. Should this be the case, switch off the pellet stove.
- The convection air grille must never be closed, not even partially.
- Venting systems that are being operated together with the fireplace in the same room or group of rooms may cause problems.
- The pellet stove must be regularly cleaned and maintained: see Maintenance section and Cleaning section.
- Exchange spare parts depending on requirement and condition. Regularly check the electrical and electronic components for damage or wear.
- Safety features must not be bypassed.
- If fuel used is incorrect or too moist, then due to deposits in the chimney this may lead to a chimney fire. Immediately close all ventilator openings on the chimney and inform the fire service. After the chimney has burned out, have it checked by an expert for cracks and leaks.
- Under certain conditions, pellet stove appliances are suitable also for multiple occupancy of chimneys. Your master chimney sweep will inform you of these conditions and carry out the appropriate acceptance.
- Please note that the room in which the stove is installed must have at least one door / one window leading to the outside, or be directly connected to such a room. Other heating appliances and extractor bonnets must not be operated together with these heating appliances as part of the room air system.
- Operation is only permitted with the door closed, the ash pan (if present) locked and the hopper lid closed, except when igniting, when topping up with fuel and removing combustion deposits, in order to prevent heating gas from escaping.
- The door and all the pellet stove's control devices must be closed when the stove is not in operation.
- The installation surface for the pellet stove must have an appropriate load-bearing capacity. If an existing design does not fulfil this condition, suitable measures (e.g. a plate for distribution of the load) must be taken to meet it.
- This manual must be carefully read through before the installation, use or any intervention on the pellet stove.
- The pellet stove is not an incinerator. Waste material (of any kind), liquid fuels, non-recommended fuels or waste products must **NOT** be burnt in the pellet stove.
- Protective gloves must always be worn when modifying or moving the appliance. Example: assembling, disassembling, repairing, attaching accessories, etc.
- Sharp edges may be created during or after the installation of accessory parts. Please use suitable grinding or cutting tools to remove these sharp edges.
- Do not disable, block up or close combustion air openings.
- For cleaning the pellet stove, the connecting piece and the chimney, access must be provided.

- Never use petrol, petroleum-like lamp oils, petroleum, barbecue lighters, ethyl alcohol or similar liquids to ignite or "reignite" a fire in the pellet stove. All such liquids are to be kept away from the space heater when it is in operation.
- Use pellets with a diameter of 6mm.
- Caution - varnish is not an anti-rust protection!
- Only approved transport aids with sufficient load-bearing capacity may be used for transport.
- Burn only the fuel combustible listed and approved in the Fuel section.
- It is strictly forbidden to burn or introduce highly flammable or explosive substances (empty aerosols and the like) into the firebox or to store them in the immediate vicinity of your pellet stove. Risk of explosion!
- Warning: radiation, in particular via glass surfaces, can set combustible objects in the vicinity of the appliance on fire. Observe the specifications in the Safety distances section.
- During the first 3-4 hours at nominal heat output, odors may develop. The odors are caused by the evaporation of sheet metal greases and binding agents from the varnishing. Although unpleasant, these fumes are completely non-toxic. We therefore recommend that you well ventilate the room for the first few fires.
- During the heat up and cooling down processes your pellet stove may expand and contract, which sometimes can cause light stretching or popping noises. This is a natural process and does not signify errors which need to be complained about.
- The pellet stove is not suitable as central or sole heating.
- The pellet stove is intended for heating a single room.

3.3 Special types of danger and personal protective equipment

For certain activities such as installation/dismantling, particular care must be taken that the following safety equipment is worn:

	Safety gloves
	Safety shoes

4 Product overview

4.1 Intended use

Compliance with the instructions contained here will guarantee the safety of people and the appliance, economic operation and a long service life. The pellet stove has been designed based on technical data standards. See section "Technical Data".

NOTICE

Operation is only permitted with the door shut, ash pan locked and hopper lid closed.

4.2 Identification of the product

In the following illustrations we will inform you of dimensions and the nameplate positioning.

4.2.1 Dimensions

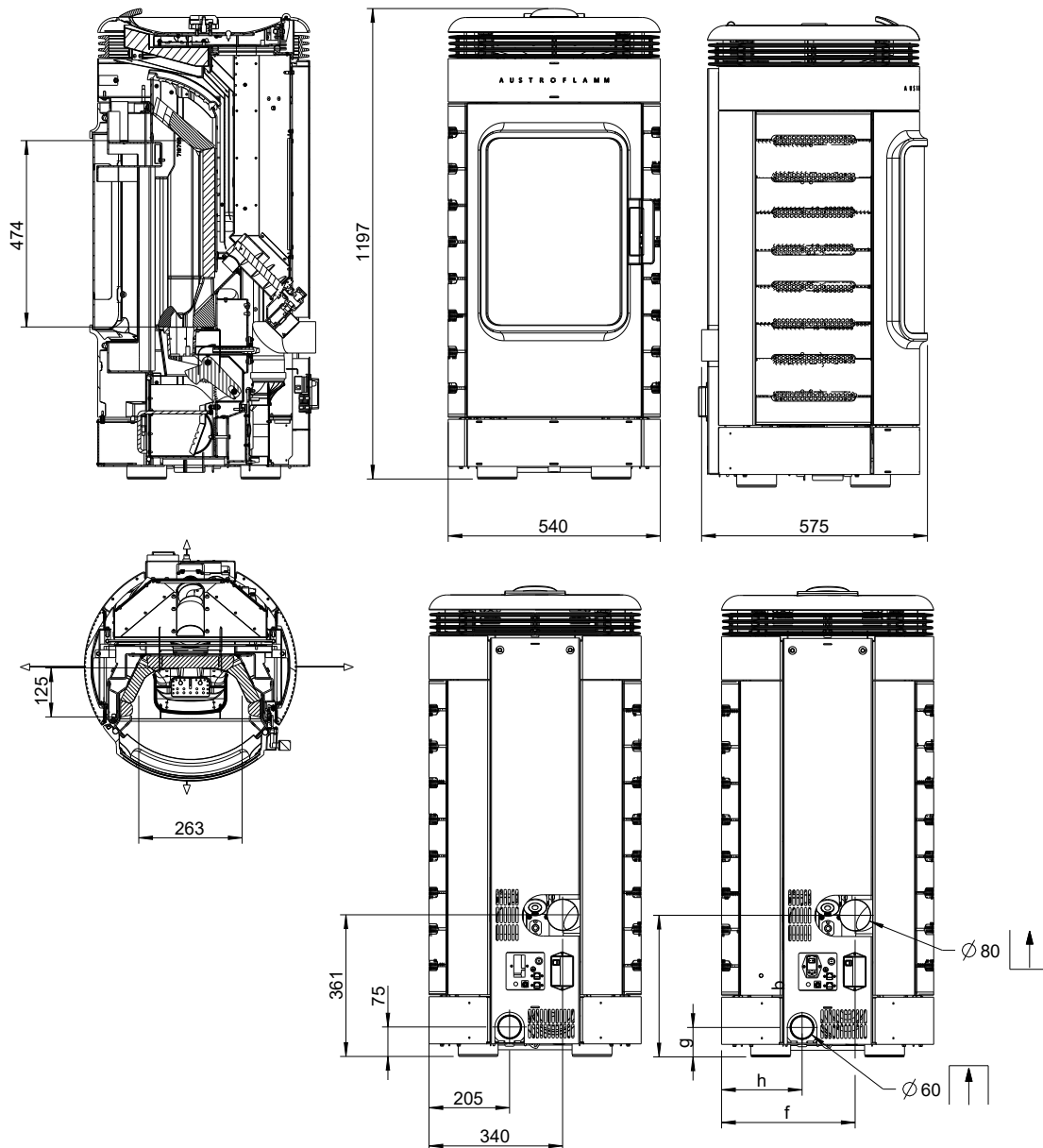


Fig. 1: Ella dimensions

4.2.2 Positioning of the nameplate

Here we show where you can find the type plate. You received a copy of the nameplate with the pellet stove. You can find a copy of the nameplate of your pellet stove on the back of the manual that you received with the stove.

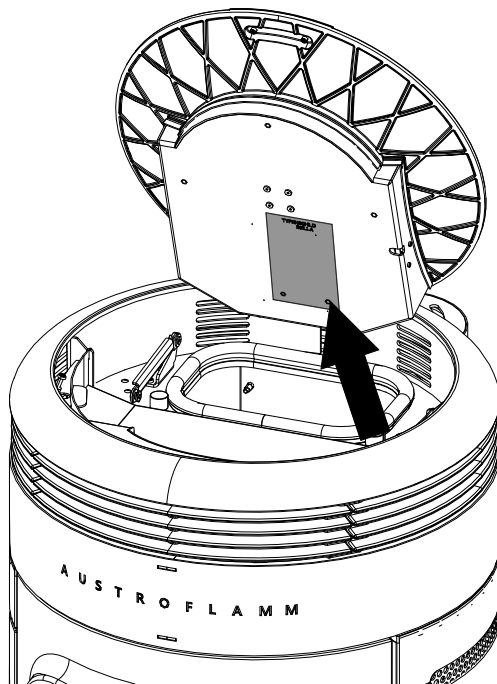


Fig. 2: Nameplate

The nameplate of your pellet stove is located on the inside of the hopper lid.

4.3 Energy label

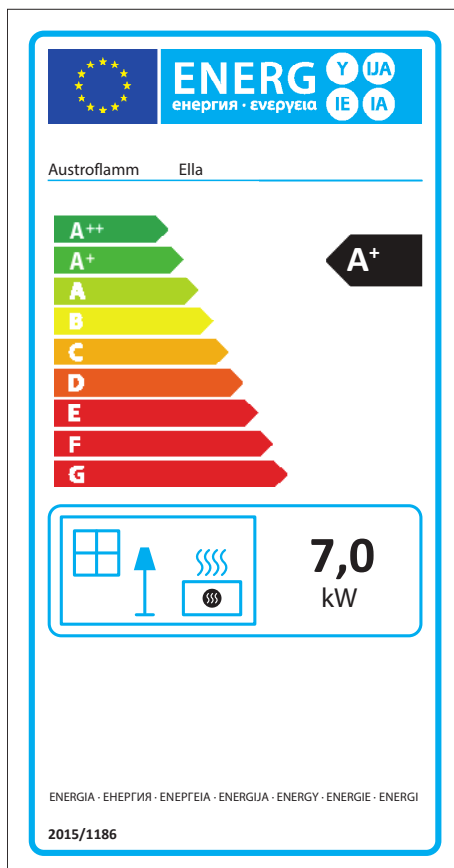


Fig. 3: Energy label Ella

5 Technical data

5.1 Technical data under Directive (EU) 2015/1185 and del. as per Regulation (EN) 2015/1186

Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

Appliance details

Model identification(s):	Ella
Equivalent models:	-
Test reports:	0051 / under examination
Applied harmonized standards:	EN 1651026: 2022
Other standards/technical specifications. Specifications:	
Indirect heating function:	No
Direct heat output:	7.0 kW
Indirect heat output ¹ :	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	88 %
Energy efficiency index (EEI):	128

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) ² :	Other suitable fuel(s) ³ :	η_s [x%]:	Space heating emissions at nominal heating efficiency (*)				Space heating emissions at minimum heat output ⁴ (*) (**)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm ³ (13% O ₂) ⁵				[x] mg/Nm ³ (13% O ₂) ⁶			
Firewood, moisture content ≤ 25 %	no	no	-	-	-	-	-	-	-	-	-
Compregnated laminated wood, moisture content < 12 %	yes	no	88	≤ 20	≤ 35	≤ 250	≤ 160				
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NOx = nitrogen oxide

(**) Only required when using correction factors F(2) or F(3).

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	7.0	kW	thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	≥ 90	%
Minimum heat output (standard value)	P _{min}	3.5	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	-	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.012	kW	single-stage heat output, no room temperature control			no
At minimum heat output	e _{lmin}	0.008	kW	two or more manually adjustable stages, no room temperature control			no
In standby condition	e _{lSB}	0.001	kW	room temperature control with mechanical thermostat			no
Pilot flame power requirement				with electronic room temperature control			
pilot flame power requirement (if present)	P _{pilot}	n.A	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				Other regulation options (multiple selections possible)			
				room temperature control with presence detection			no
				room temperature control with open window detection			no
				with remote control option			yes

¹ There is no entry for fireplaces without water-carrying components.

² Values for annual use efficiency and emissions must be given here for the preferred fuel.

³ Values for annual use efficiency and emissions must be given here for all other suitable fuels.

⁴ Corresponds to partial load heat output as per EN 16510

⁵ Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)

⁶ Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)

⁷ Specifications must be made here for the preferred fuel only.

5.2 General specifications

Dimensions and weight	
Height [mm]	1196
Width [mm]	540
Depth [mm]	575
Combustion chamber width [mm]	-
Combustion chamber height [mm]	-
Combustion chamber depth [mm]	-
Flue pipe outlet, diameter [mm]	80
Outside air connection diameter [Ø mm]	60
Weight, basic appliance [kg]	under examination
Weight Xtra [kg]	-
Total weight inc. steel case (STM) [kg]	under examination
Total weight inc. ceramic case (KGM) [kg]	-
Total weight inc. soapstone case (SPM) [kg]	-
b: Height of flue pipe connection, centre rear (as per diagram) [mm]	under examination
f: Flue pipe connection from right (as per diagram) [mm]	-
g: Height of external air connection, centre (as per diagram) [mm]	under examination
h: External air connection from left (as per diagram) [mm]	under examination
dP Radiation front [mm]	500
dS1 Distance left [mm]	200
dR Distance rear [mm]	200
dS2 Distance right [mm]	200
dB Distance bottom [mm]	0
Minimum distance from non-flammable materials [mm]	50
Output	
Nominal heat efficiency [kW]	7.0
Minimum heat output [kW]	3.5
Maximum heat output [kW]	7.0
Minimum room heating capacity [m ³]	82
Maximum room heating capacity [m ³]	210
Pellet hopper capacity [kg/l]	under examination
Minimum fuel throughput [kg/h]	0.6
Maximum fuel throughput [kg/h]	1.66
Burning time, minimum [h]	≈ 9
Burning time, maximum [h]	≈ 25
Power connection [V/Hz]	230 / 50
Data for the chimney sweep	
Exhaust gas mass flow [g/s]	5.3
Flue gas temperature [°C]	156
Minimum delivery pressure at nominal heat output [Pa]	12
Minimum delivery pressure for chimney calculation [Pa]	under examination

6 Transport, handling and storage

6.1 Transportation



Fig. 4: Crate

Every Austroflamm pellet stove is packed for protection and environmental friendliness.

The packaging consists of

- pallet,
- crate and
- protective film.

The packaging consists of untreated local wood or materials.

Use a lifting truck or forklift to transport the crate including the pellet stove.

- 1) The pellet stove is secured with cable binders to the side struts of the crate. These cable binders must be removed.
- 2) The crate is dismantled by the removal of the 4 screws which connect the bottom of the crate to the pallet.
- 3) The loose wooden crate must be removed from the pellet stove.
- 4) Undo the pellet stove from the pallet. To do so, screws must be unscrewed.
- 5) The air cushion / transport protection for the Keramott etc. in the firebox must be removed.
- 6) Immediately check the goods delivered for completeness and damage in transit.
- 7) Check the accessory kit: glove, guide, mains cable, information sheets etc. The accessory kit is in the tank container.
- 8) Before installing the pellet stove, check that all movable parts are working. Any defects must be reported before installing the pellet stove.

6.2 Transport aid

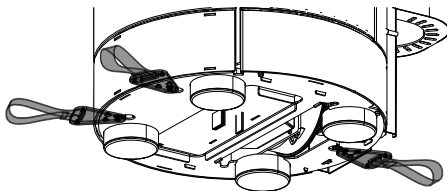


Fig. 5: Transport aid

Only approved transport aids with sufficient load-bearing capacity may be used for transport. These must be removed before installation.

6.3 Storage

The pallet stove must be stored in a dry room/warehouse. Protect against dirt, heat and moisture.

The following illustrations are attached to the crate and must be observed:



- Fragile - always place upright - protect against moisture and store dry.
- Remove and dispose of packing material in an environmentally friendly manner.
- The crate can be disposed of in the separate collection for packaging. Local disposal regulations must be observed.

7 Requirements at the installation location

7.1 Safety distances to be observed

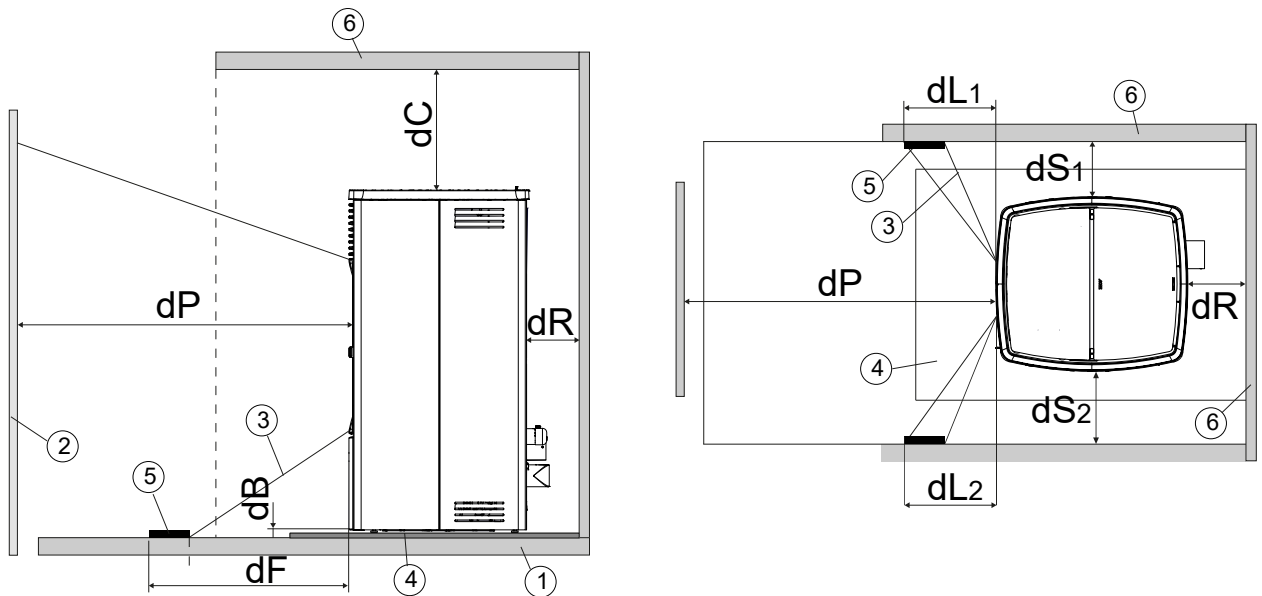
If your floor is made of a combustible material, a non-combustible material must be used as protection in the area in front of the appliance. For more detailed information, please contact an Austroflamm dealer.

NOTICE

A floor protection plate must be used if your floor is made from a combustible material.

Safety distances for combustible objects, such as wooden furniture, upholstered furniture, sofas, etc. must be complied with. In the case of very heat-sensitive objects the distance from the pellet stove must be increased in order to avoid damage from the heat.

Please refer to the table below for the necessary safety distances.



- 1 Floor
- 3 Irradiated area
- 5 Irradiated area to be protected

- 2 Combustible materials in front
- 4 Floor protection plate
- 6 Area of combustible materials area front/ side/back

dP Radiation front [mm]	500
dS1 Distance left [mm]	200
dR Distance rear [mm]	200
dS2 Distance right [mm]	200
dB Distance bottom [mm]	0
dF Radiation to the floor [mm]	750
dL 1 Radiation left [mm]	750
dL 2 Radiation right [mm]	750
dC Distance above [mm]	750
Minimum distance from non-flammable materials [mm]	50

7.2 Requirements at the room of installation

Your pellet stove must not be set up in:

- spaces in which the required combustion air supply is not guaranteed.
- spaces which are generally accessible, in particular emergency exits (staircases in residential building with no more than 2 apartments are not included in general accessible spaces).
- spaces in which easily flammable or potentially explosive substances or mixtures are processed, stored or manufactured.
- spaces, apartments or units from which air is extracted with the aid of ventilators, such as ventilation- or hot-air heating installations, extractor hoods or exhaust air tumble dryers. Unless the safe function of the pellet stove is ensured.

This is ensured if:

- the systems only circulate air within a space.
- the systems have safety features which autonomously and reliably prevent negative pressure in the installation space.
- simultaneous operation of the fireplace and the air-extracting system is prevented by safety features.
- the flue gas routing is monitored by a particular piece of safety equipment.

Floor load-bearing capacity

Before installing, verify whether the load-bearing capacity of the substructure can withstand the weight of your pellet stove.

- The installation surface for the pellet stove must have an appropriate load-bearing capacity. If an existing design does not fulfil this condition, suitable measures (e.g. a plate for distribution of the load) must be taken to meet it.

7.3 Chimney requirements

When connecting the flue pipes to the chimney, national and/or local safety regulations must be complied with. Your Austroflamm pellet stove is fitted at the factory with a flue pipe outlet at the rear (see chapter Technical data). When connecting with other pipe diameters the approval of your responsible chimney sweep is required. The flue pipe connection and flue pipe transitions must be sealed accordingly. Your Austroflamm specialist dealer knows the guidelines and will be happy to advise you. For your own safety the connection of the flue pipe must be carried out by a technically competent person.

7.4 Combustion air / Outside air supply

This pellet stove requires sufficient combustion air to operate smoothly. With dense building envelopes, the room air is insufficient. For this reason, the combustion air required must be supplied from outside.

Your pellet stove is prepared for this situation (balanced flue operation). The external air supply pipe must be connected tightly to the pellet stove (e.g. pipe clamp or airtight adhesive tape). Your dealer will advise you on the correct connection.

8 Fuel material/-quantity

8.1 Fuel material



Fig. 6: Pellet



Fig. 7: ENplus A1

Pellets

Poor pellet quality will cause significant residues in the pellet stove when burnt. We therefore urge the use of pellets that have no artificial binding agents. That way only a small unburnt residue is left.

ENplus-A1 certified pellets meet this requirement.

When storing the pellets, it is vital to ensure that they are stored in a cool dry place free of contamination. Damp and dirty pellets result in poor combustion and block the screw conveyor.

NOTICE

Use only pellets with a **diameter of 6mm**.

NOTICE

The use of inferior-quality pellets or other material will damage the working of your pellet stove and void the guarantee and warranty.

Explosive substances

It is strictly forbidden to burn or introduce highly flammable or explosive substances (such as empty aerosols and the like) into the firebox or to store them in the immediate vicinity of your pellet stove due to the risk of explosion!

Fuel

Only burn the recommended fuel.

8.2 Fuel quantity

Maximum fuel quantity

Every pellet stove is designed for a maximum fuel quantity: see Technical Data section. Larger fuel quantities lead to overheating and damage to the pellet stove!

NOTICE

To avoid damage you must **NEVER** operate your pellet stove with a greater quantity of fuel than that specified in these user instructions!

9 Installation

Installation must only be carried out by an authorized specialist company.

Before installing the pellet stove, check that all movable parts are working. Any defects must be reported before installing the pellet stove.

Observe regionally applicable safety and construction regulations and contact your master chimney sweep in this regard.

Use only heat-resistant sealing materials, sealing tape, heat-resistant silicon and mineral wool.

Make sure that the flue pipe is not blocking the free cross-section of the chimney.

If your pellet stove is provided for balanced flue operation, the stove pipe connections must be connected permanently tightly. Use suitable heatproof silicon for placing the stove pipe on to the conical flue pipe brackets and for inserting into the chimney's pipe chuck.

On no account position the pellet stove on unprotected floor. Corrugated board, cardboard or a dis-used carpet are suitable for use as an assembly aid and base. These allow you to move the pellet stove carefully.

For proper installation we recommend original flue pipes from our Austroflamm flue pipe range.

In the following sections we will give you information on

- the integration or attachment of appliance parts,
- other important facts relating to the installation.

The protective equipment and tools listed are required for the following work steps

Type of protective equipment	
	Safety gloves
	Safety shoes

Work equipment	Activity
Insulated tools	In order not to damage or scratch the varnish, no sharp objects or tools should be used. Instead insulated tools are used by preference when assembling and disassembling stove parts.
Torx wrench set	various installation jobs
Allen key set	various installation jobs
Fork wrench set	various installation jobs

9.1 Procedure

9.1.1 Mounting the steel- or ceramic cladding

All types of cladding are mounted in exactly the same way.

- 1) First the side cladding (left and right) must be removed. Proceed as described in the section Removing the side cladding [▶ on page 91].
- 2) Attach the steel- or ceramic cladding to the two pressure plates.

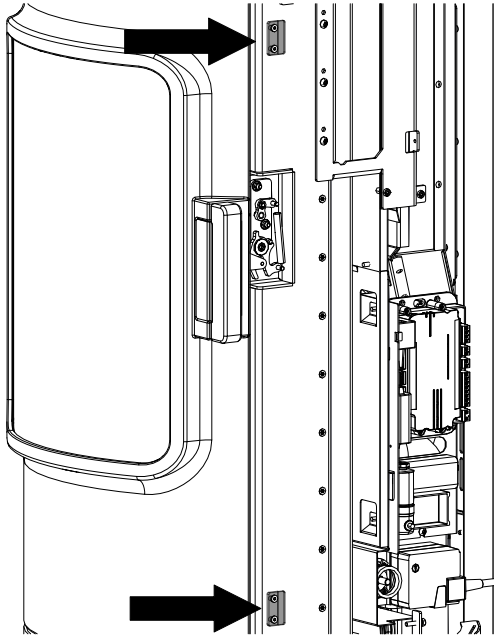


Fig. 8: Pressure plates

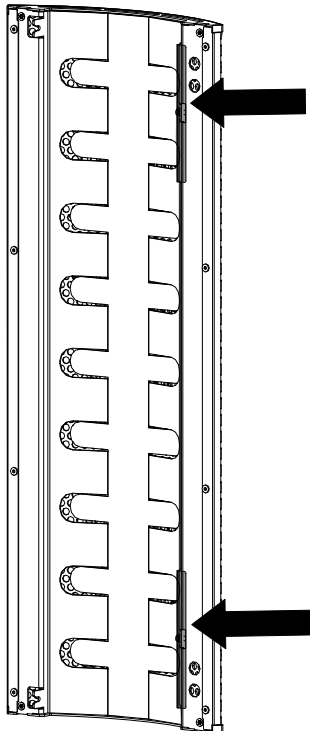


Fig. 9: Attaching the steel-/ceramic cladding

- 3) The sheets are used to attach the steel- or ceramic cladding to the pressure plates.

Fasten the steel- or ceramic cladding to the rear of the stove in two places.

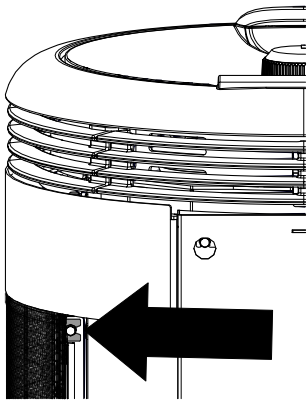


Fig. 10: top

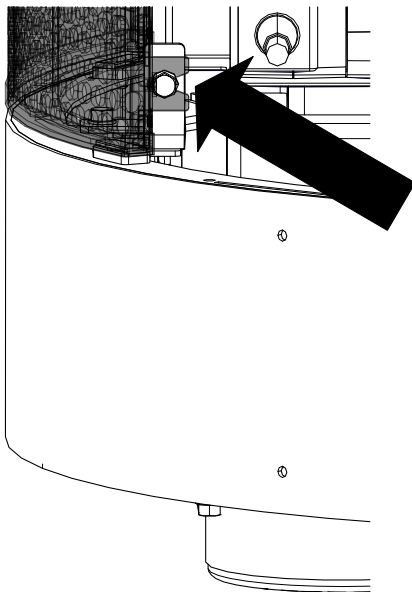


Fig. 11: below

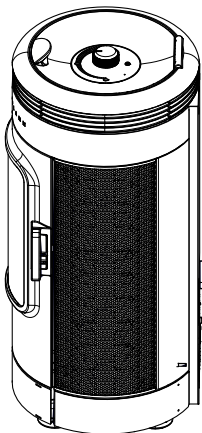


Fig. 12: Steel-/ceramic and side cladding installed

4) Reattach and refasten the side cladding.

9.1.2 Installing Keramott

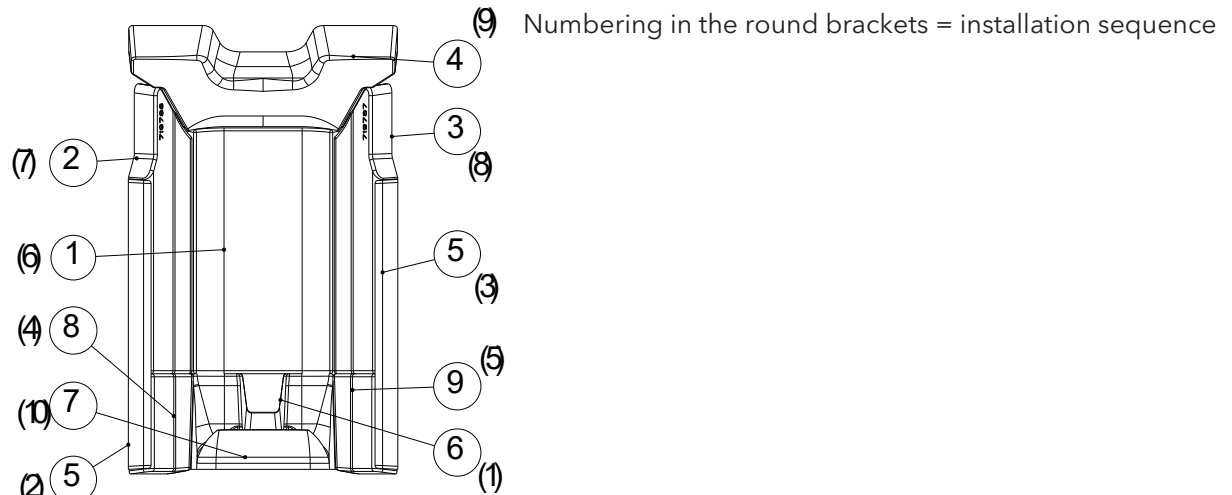


Fig. 13: Installing Keramott

9.1.3 Mounting the WiRCU-BOX (WLAN)

9.1.3.1 WLAN module OPTION scope of delivery



WLAN BOX



1.5 m data cable



Information card with MAC address and PIN number

⚠ WARNING

The WLAN Box must not come into contact with water, cleaning agents, solvents or other liquids. These will damage the box's electronics and cause malfunctions.

Technical characteristics:

- Temperature range for storage and operation: -20°C to +60°C
- Permissible air humidity for storage and operation: max. 95 %, non-condensing
- Wireless type: 802.11 b/g/n 2.4 GHz
- Host controller link: proprietary protocol
- Dimensions: 76 x 51 x 23 mm
- Mounting on stove: 2 screws (hexagon socket M4x8)
- Connections: Micro USB connection for firmware update, RJ11 connection for communication and power supply
- Protection class: IP20 - when mounted in recommended position

Technical requirements for the WLAN network:

- Wireless type: 802.11 b/g/n 2.4 GHz
- Security encryption: WPA2 or clear/unencrypted
- No MAC address filtering
- **TCP ports 5001 & 5101** must be activated

For the correct configuration of your WLAN router please contact your IT administrator or IT specialist.

9.1.3.2 How to attach the WLAN Box to the stove



- 1) On the right-hand side of the rear panel of the stove there are 2 boreholes with hexagon socket M4 x 8 screws prepared for the mounting of the WLAN Box. These screws must be unscrewed with a 2 mm Allen key before mounting.



- 2) Now mount the WLAN Box on the rear panel in the position illustrated. The connection for the data cable should be located on the top of the WLAN Box. In this position the MAC address and the PIN number on the visible side of the WLAN Box can always be seen.



- 3) Now connect the data cable to the WLAN Box. Connect the 2nd end to the free 6-pin socket below the WLAN. This creates the connection between the controls of your stove and the WLAN Box. As soon as the heating appliance is supplied with power, the "CONT" LED on the WLAN Box will be constantly lit and the "WI-FI" LED will flash as follows: 0.5 sec. ON / 0.5 sec. OFF.

9.1.3.3 Downloading and integrating the Austroflamm PelletControl APP

To incorporate the WLAN Box into your WLAN network you will need the Austroflamm PelletControl app on your SmartDevice.

The WLAN Box can only be operated with the Austroflamm PelletControl APP. The current version of the Austroflamm PelletControl APP is available for download in the App Store (for iOS operating systems) and at Google Play (for Android operating systems). You can download the APP by scanning the relevant QR code:



iOS PelletControl



Android PelletControl

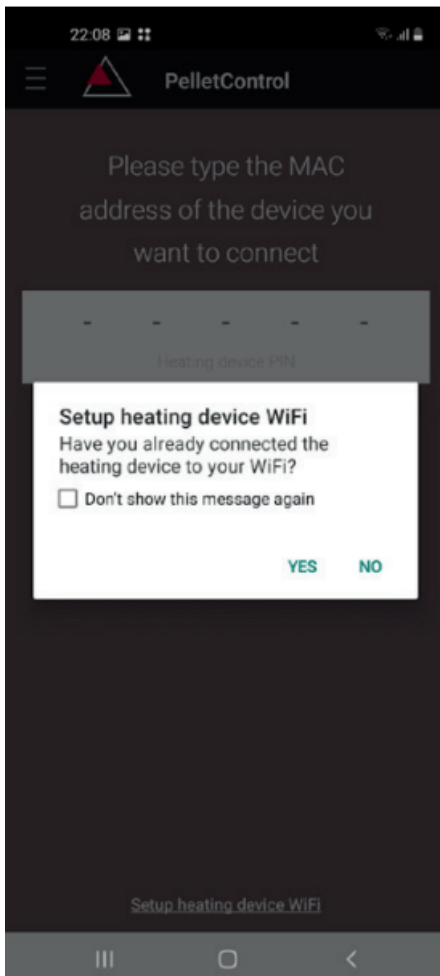
Working with your SMART DEVICE (telephone, Tablet, etc.), and the AUSTROFLAMM PELLET CONTROL APP, the WLAN Box enables remote access to your heating appliance.

How remote access works:

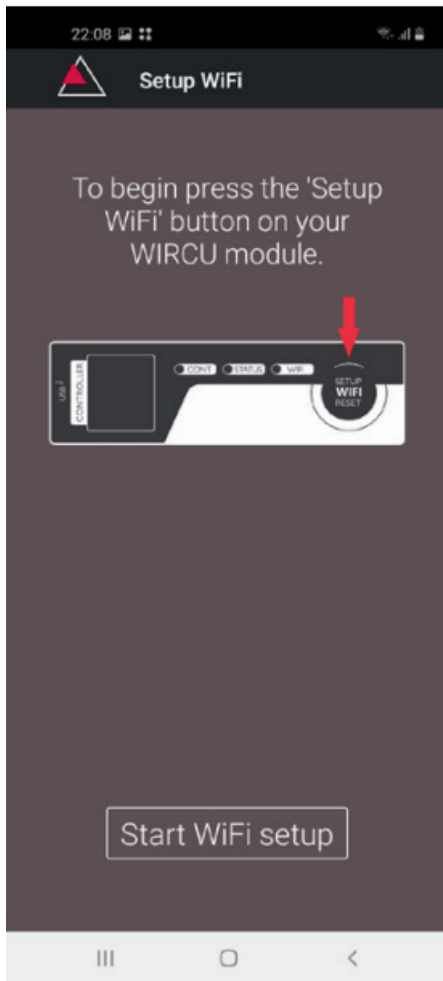
- Commands are conveyed via the Austroflamm PelletControl APP, the Internet and the Cloud server to the controls and the operating system (display or control knob). Please be aware: There is a time delay between inputting the command and its execution.
- For the stoves with rotary control, the rotary control must be positioned at 3 o'clock for the WLAN Box to work.
- If you connect the WLAN Box to a **WLAN modem/router/Smartphone** that is operated with **mobile data**, please bear in mind the additional costs for data transmission.

9.1.3.3.1 How to create the connection to your WLAN network using an Android device

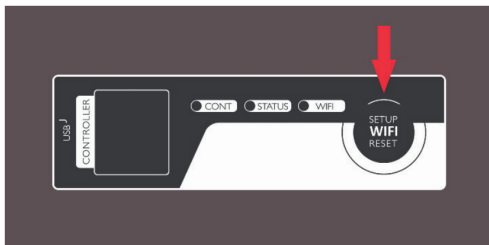
- Enable WLAN on your Smartphone.
- Launch the Austroflamm PelletControl APP.
- The instructions for setting up the WiRCU Box are displayed in the language set for your SMART DEVICE (see Section Changing the APP language displayed [▶on page 50]).
- Read and confirm the end user licence agreement.
- **Carefully carry out the following steps.**



- 1) Launch the AUSTROFLAMM PELLET CONTROL APP. On launching, the APP displays the menu page shown.
- 2) Press "No" unless your WLAN Box is already connected to your WLAN network.

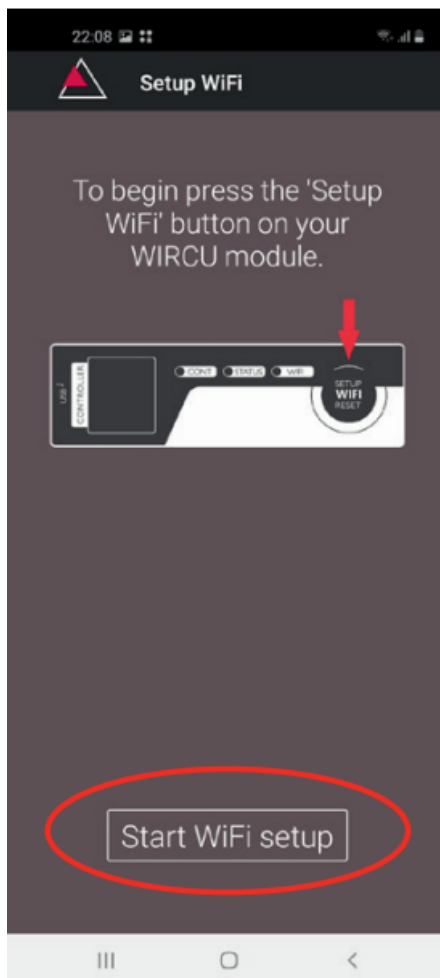


- 3) The APP will guide you step by step with instructions through the connection process. Follow these instructions.

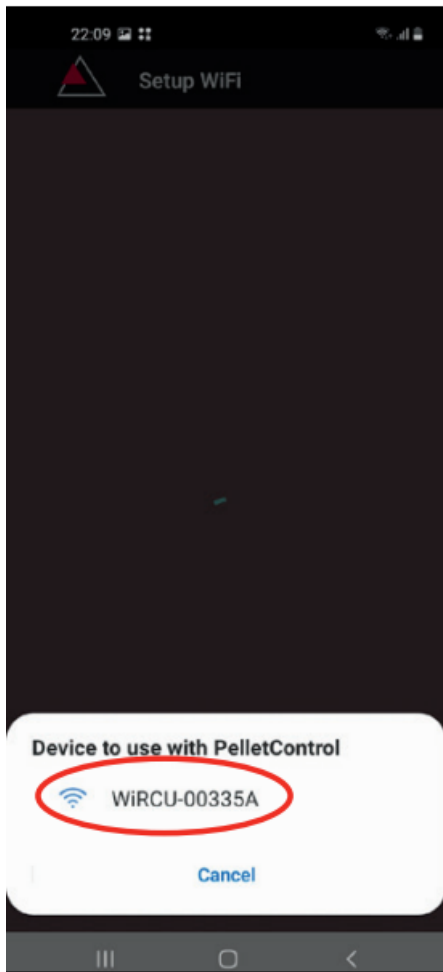


- 4) Press the "SETUP WiFi RESET" button on the WLAN Box. After the button is pressed, the WLAN LED will flash rapidly (see Section LED display/function information [▶on page 49]).
- 5) With that, the WLAN BOX activates your own "WiRCU-XXXXXX" WLAN network.

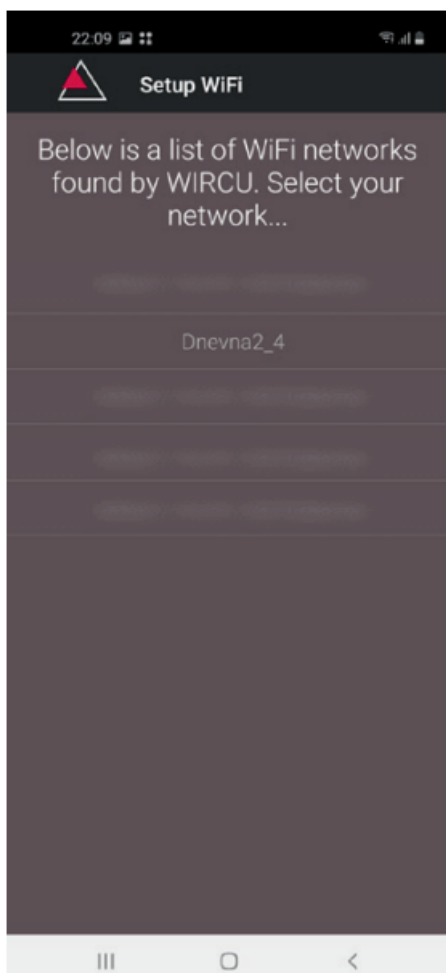
After this process starts you have **approx. 3 minutes time to create the connection between the WLAN Box and your WLAN network.** (If you exceed this period, you will have to repeat the connection process.)



6) On the APP screen, press "Start WLAN set-up".



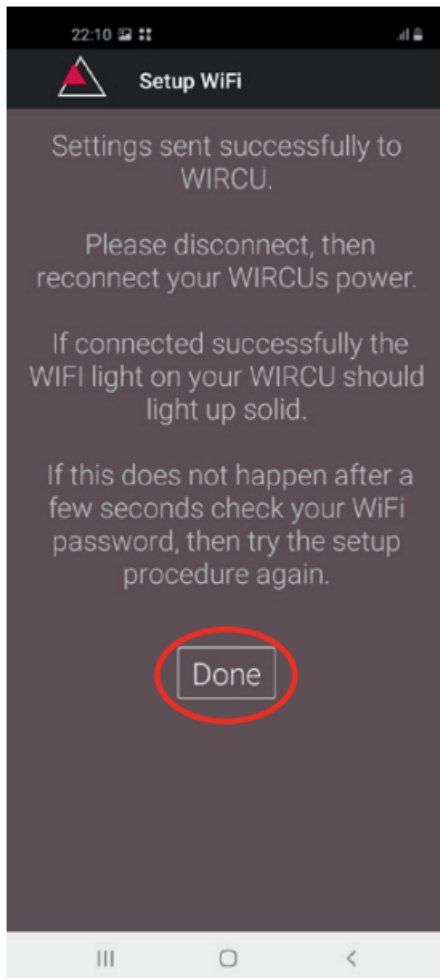
- 7) Now your Smart device will be shown looking for the "WiRCU-XXXXXX" WLAN network. The search will last a few seconds.
- 8) As soon as the WLAN network of the WiRCUBOX is found, "WiRCUXXXXXX" will appear.
- 9) Select the suggested WLAN network.



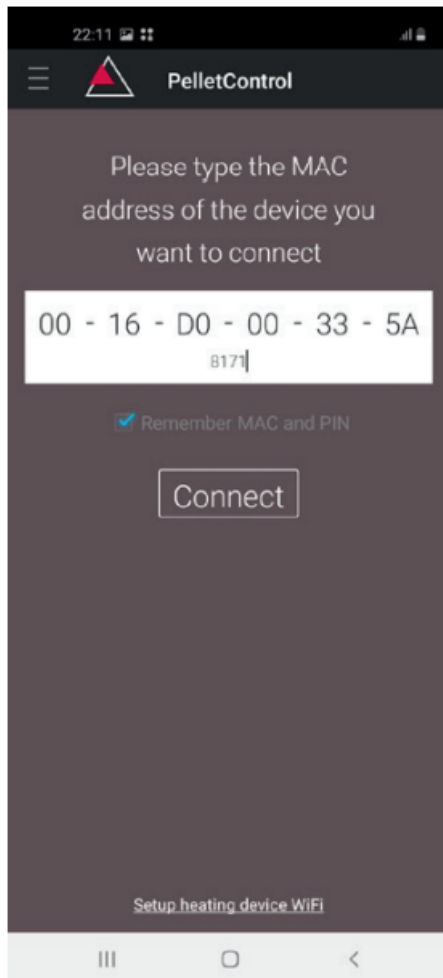
- 10) After the WLAN network "WiRCUXXXXXX" has been selected, the APP will list all available WLAN networks. From this list, select the WLAN network to which your WLAN Box should be connected in future.



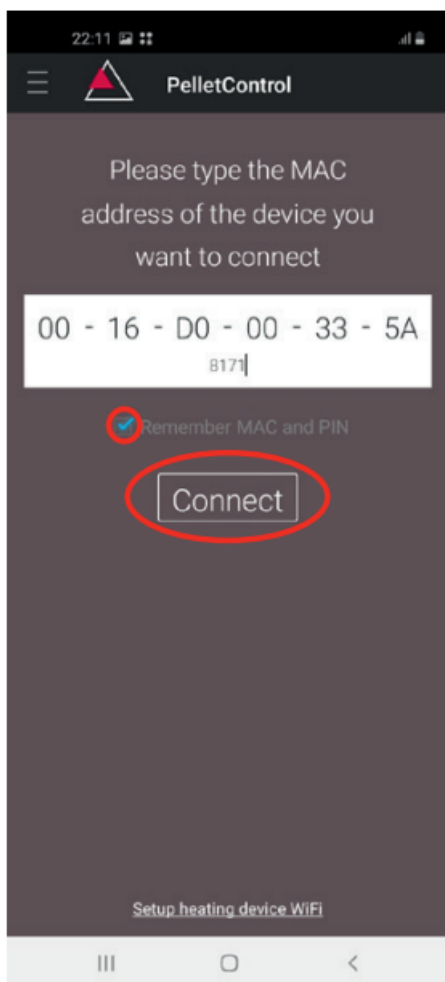
- 11) After selecting the network, you will be asked to enter your password. Enter the password for your WLAN network and then press "Finished".
ATTENTION: If your WLAN network is not password protected, press "Finished" without entering a password.



- 12) Wait until the message "Settings successfully transmitted to WiRCU" appears. Then press "Finished".
- 13) Now disconnect the data cable from the WLAN Box. Then shortly after, reconnect the cable.
- 14) Now wait until all 3 LEDs on the top of your WLAN Box are permanently lit. (If this is not the case, repeat the process according to the chapter: How to create the connection to your WLAN network using an Android device [▶ on page 28] and/or follow the chapter The WLAN network "WiRCU-XXXXXX" is not found [▶ on page 48]).



- 15) In the window displayed, now enter the MAC address and PIN number of your WLAN Box. You can find this data on the WLAN Box or on the information card supplied with it.



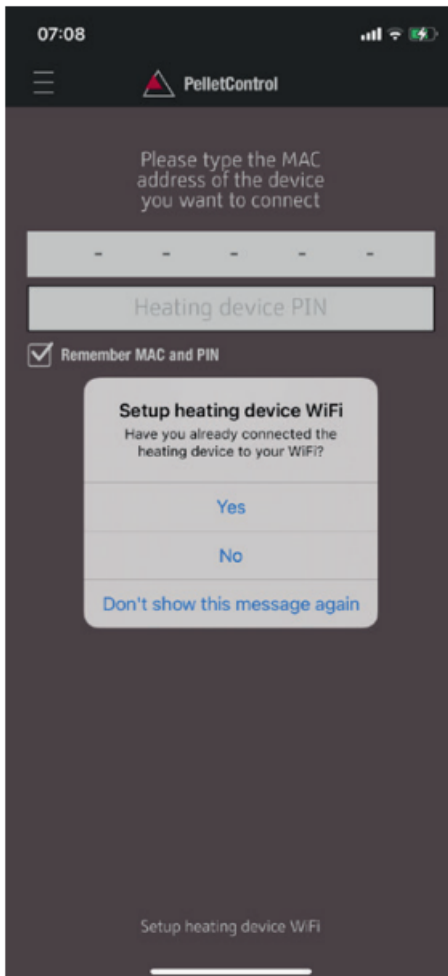
- 16) Select the "Save MAC address and PIN number" function. This saves your input until it is changed.
- 17) Press "Connect".



- 18) Your stove can now be operated via the APP.
- 19) You can read in Functions and operations of the Austroflamm PelletControl APP [▶on page 49] about the options that the APP offers you.

9.1.3.3.2 How to create the connection to your WLAN network using an iOS device

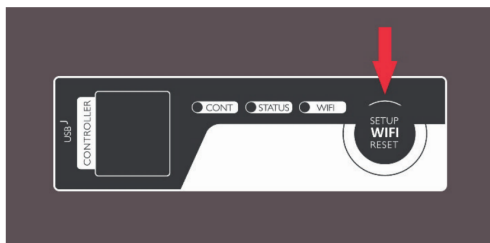
- In the SMART DEVICE MENU, activate the “WLAN” function.
- Open the Austroflamm PelletControl APP.
- You will now receive instructions for connecting the WLAN Box to the WLAN router. These will appear in the language that your Smartphone has activated as standard (if not, see Section Changing the APP language displayed [▶on page 50]).
- Read and confirm the displayed end user licence agreement.
- Then carry out the following steps shown on the screen:



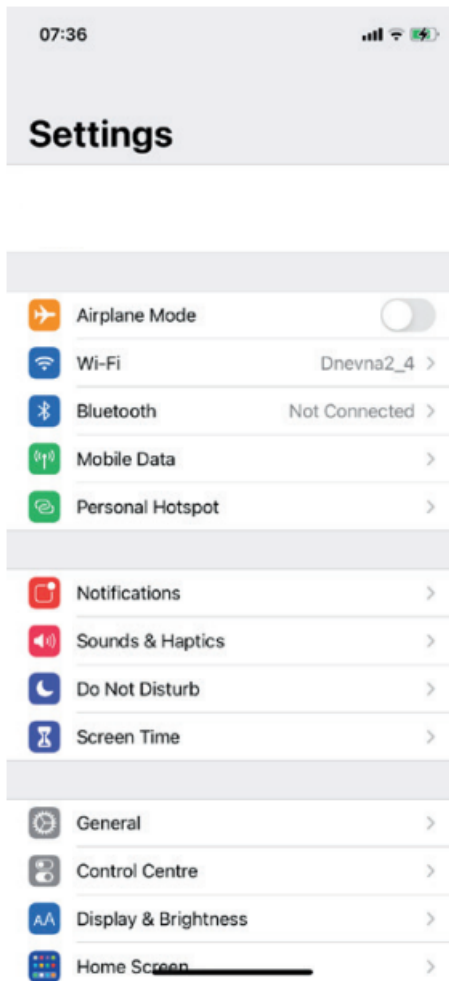
- 1) Launch the AUSTROFLAMM PELLETT CONTROL APP. On launching, the APP displays the menu page shown.
- 2) Press “No” unless your WLAN Box is already connected to your WLAN network.



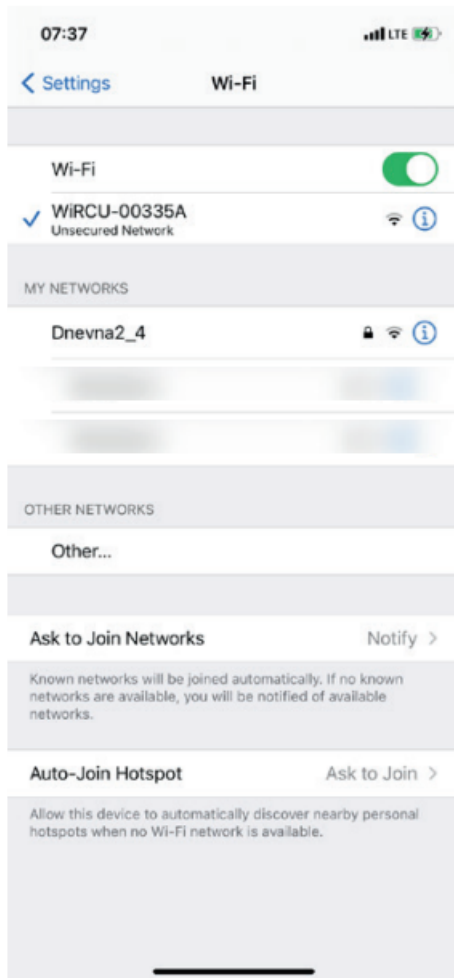
- 3) The APP will guide you step by step with instructions through the connection process. Follow these instructions.



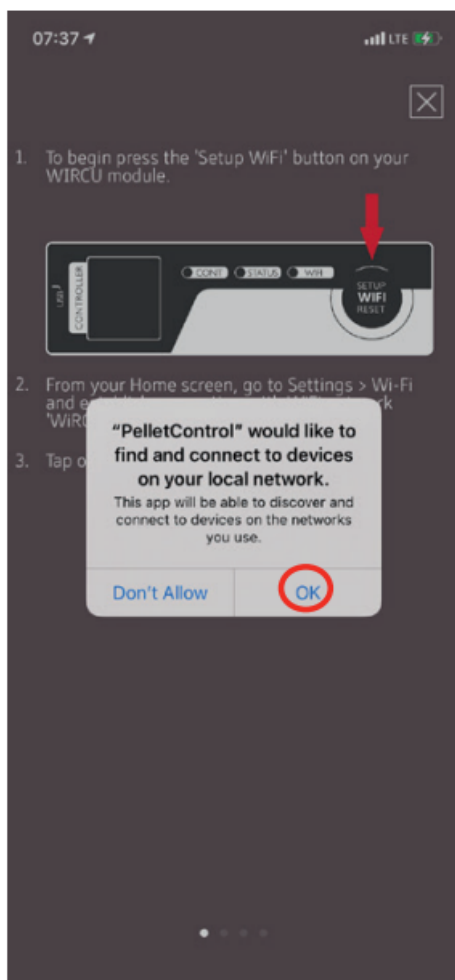
- 4) Press the "SETUP WiFi RESET" button on the WLAN Box. After the BUTTON is pressed, the WLAN LED will flash rapidly (see Section LED display/function information [▶ on page 49]).
- 5) With that, the WLAN Box activates your own "WiRCU-XXXXXX" WLAN network. After this process starts you have approx. 3 minutes time to create the connection between the WLAN Box and your WLAN network. (If you exceed this period, please repeat the process.)



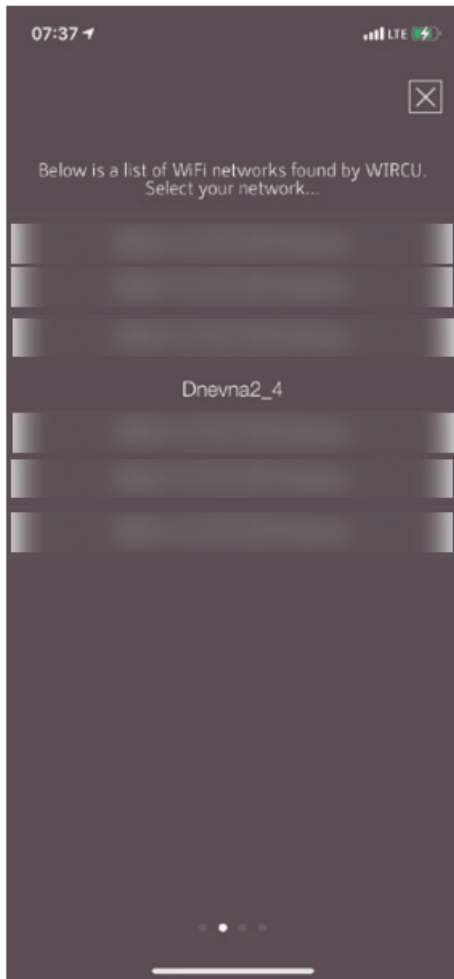
- 6) Now switch from the APP into the settings menu of your Smart device and activate the WLAN menu.



- 7) Wait until your Smartdevice has refreshed the list of WLAN networks in the WLAN menu. Then select the WLAN network "WiRCUXXXXXX".



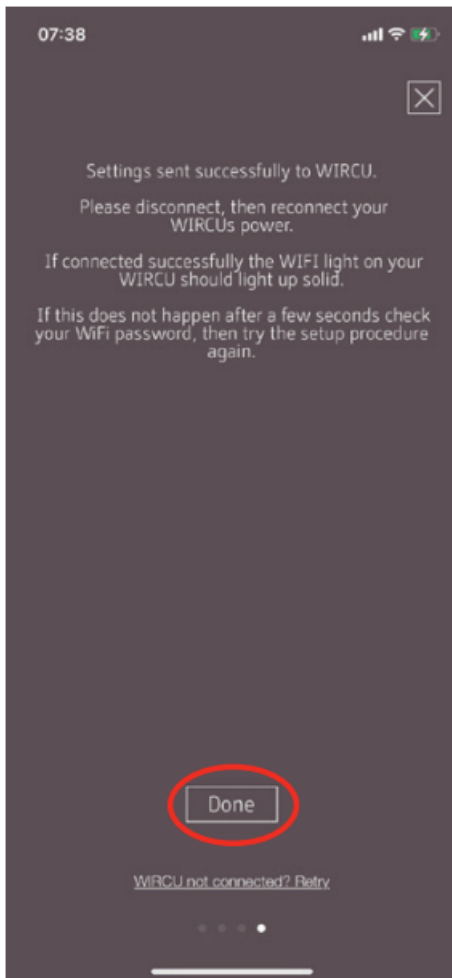
- 8) Now go back to the AUSTROFLAMM PelletControl App. Here, you will be asked to select the WLAN network "WiRCUXXXXXX".



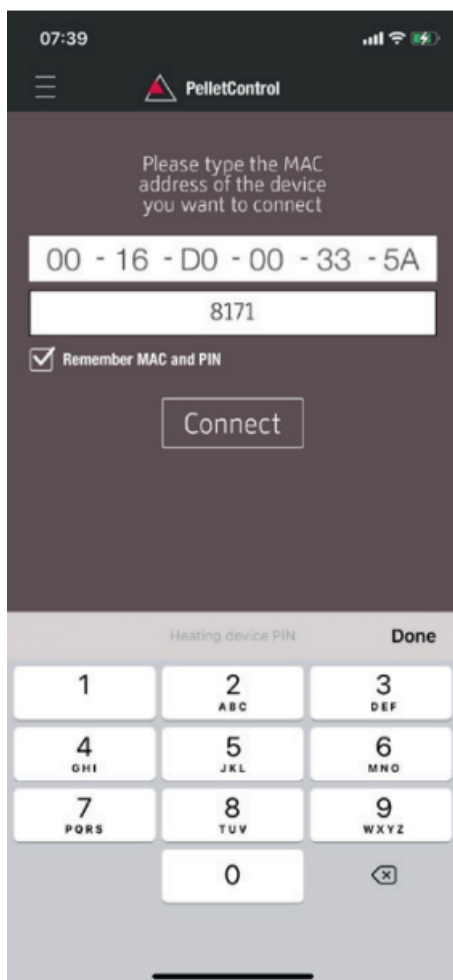
- 9) Now the "CONTINUE" prompt will appear. Press it. A list of all available WLAN networks will be displayed. From this list, select the WLAN network to which your Box should be connected in future.



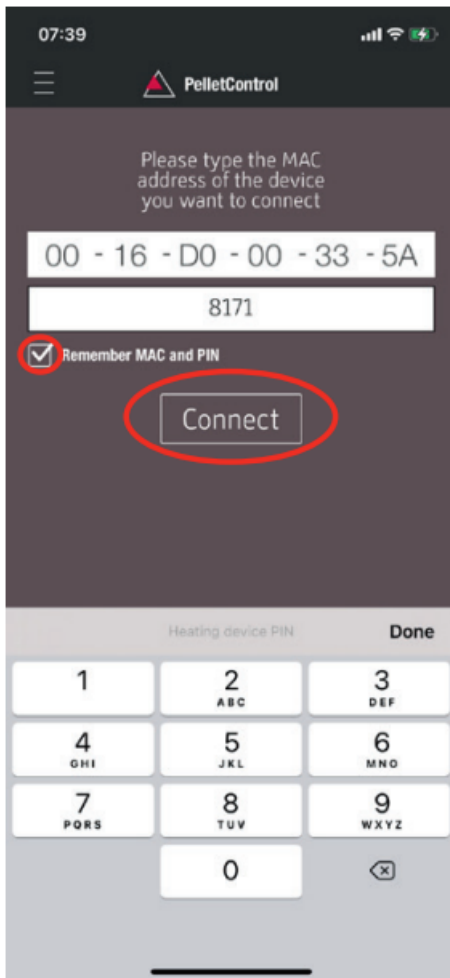
- 10) After this you will be prompted to enter the password. Enter the password of your WLAN network. Then press "Continue". (If your WLAN network is not password protected, press "Continue" without entering a)



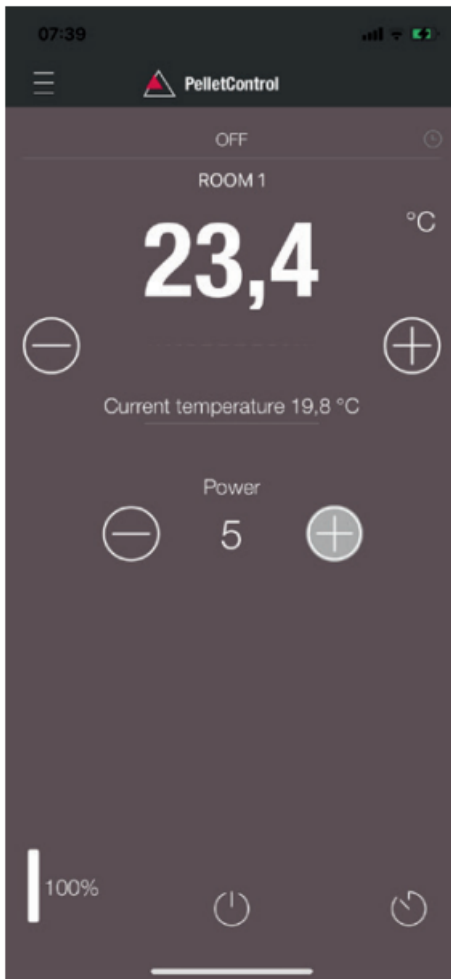
- 11) Wait until the message "Settings successfully transmitted to WiRCU" appears. Then press "Finished".
- 12) Now disconnect the FUMIS adapter from the WLAN Box. Then shortly after, reconnect it to the WLAN Box.
- 13) Now wait until all 3 LEDs on the top of your WLAN Box are permanently lit. (If this is not the case, repeat the process according to the chapter
 - ⇒ How to create the connection to your WLAN network using an iOS device [▶on page 38] and/or follow the chapter
 - ⇒ The WLAN network "WiRCU-XXXXXX" is not found [▶on page 48]).



- 14) In the window displayed, now enter the MAC address and PIN number of your WLAN Box.
You can find this data on the side of the WLAN Box or on the information card supplied with it.



- 15) Select the "Save MAC address and PIN number" function. This saves your input until it is changed.
- 16) Press "Connect".



- 17) Your stove can now be operated via the APP. You can read in Functions and operations of the Austroflamm PelletControl APP [▶ on page 49] about the options that the APP offers you.

9.1.3.3.3 The WLAN network "WiRCU-XXXXXX" is not found

- Contact your AUSTROFLAMM dealer or carry out the connection process using a PC with the WiRCU HOME PROGRAMMER software.
- This software is available free of charge as a download on the FUMIS HOMEPAGE <https://www.fumis.si/en/wircu-connection-guide>. You are also shown here how to correctly manage the software.

9.1.3.4 How to reset the WLAN Box settings

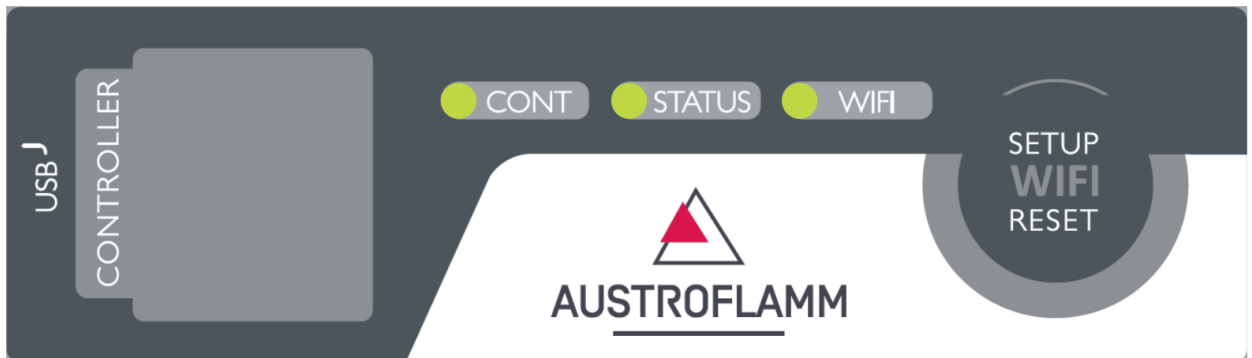
Press the "SETUP WiFi RESET" button on the WLAN Box until all 3 LEDs on the top of the WLAN Box are lit up together and then go out in sequence. This process requires approximately 10 Seconds.

Now you have deleted all the WLAN networks previously saved on the WLAN Box.

9.1.3.5 LED display/function information

The WLAN Box informs you of the current functional status via LEDs on the top of the box. (Knowing the particular functional status is vital for resolving problems.)

The following functional status are displayed on the WLAN Box via LEDs:



LED "CONT"

- 1) Blinking (0.5 sec. ON/0.5 sec. OFF): Establishing communication with the heating appliance.
- 2) Continuously ON: Communication established with the heating appliance.

LED "STATUS"

- 1) Blinking (0.5 sec. ON/0.5 sec. OFF): Establishing connection to the server.
- 2) Slow blinking (1 sec. ON/1 sec. OFF): Setting up cloud functionalities (after successfully connecting the appliance to the cloud server).
- 3) Continuously ON: ready for operation by remote access via App.

LED "SETUP WIFI RESET"

- 1) Rapid blinking (0.25 sec. ON/0.25 sec. OFF): Pressing the "SETUP WIFI RESET" button switches the WLAN Box into "WLAN network mode". In this mode the WLAN Box looks for available WLAN networks and enables connection to a network.
- 2) Blinking (0.5 sec. ON/0.5 sec. OFF): Creating connection to the Access Point.
- 3) Slow blinking (1 sec. ON/1 sec. OFF): Acquiring the IP address (after creating the connection to the Access Point).
- 4) Continuously lit: Communication with the WLAN router has been created.

9.1.3.6 Functions and operations of the Austroflamm PelletControl APP

NOTICE

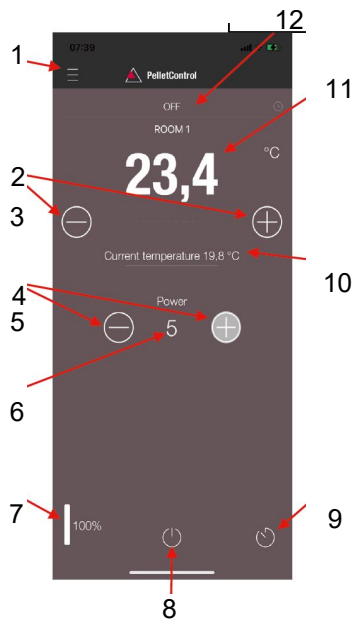
You will only have all the functions of the WLAN Box and the Austroflamm PelletControl APP if the WLAN Box has the current software and the current AUSTRORFLAMM PELLETT CONTROL APP-VERSION is loaded on your Smart device.

9.1.3.6.1 Changing the APP language displayed



9.1.3.6.2 The APP - the main menu screen/available functions

Numerous shortcuts and settings can be directly called up on the MAIN MENU SCREEN of the APP.



1 Menu function	2 increase desired room temperature
3 reduce the desired room temperature	4 increase heat output
5 reduce heat output	6 current heat output
7 fuel level display	8 ON/OFF button
9 delay timer	10 current room temperature
11 desired room temperature	12 stove status

Stove status

This will inform you about the current operating state - e.g., Off, pellet operation, firewood operation, timer operation, etc. - of your stove. The scope of the operating states depends on the model of the stove.

Desired room temperature

This value displays the desired room temperature value. The desired value can be changed with the (-) and (+) button. The desired room temperature can be set within the limits 0°C - 40°C.

Reduce/increased the desired room temperature

Pressing the (-) button reduces the desired room temperature. Pressing this (+) button increases the desired room temperature. The temperature is reduced or increased by 0,2 °C increments.

Current room temperature

This function displays the current room temperature. On any Austroflamm pellet stove, this is recorded by a wired sensor on the right-hand side of the back of the stove near the floor. When using the optional wireless temperature sensor / AUSTROFLAMM SMART SPOT, the current room temperature is measured from the location of this sensor.

Reduce/increase heat output

The set heat output is displayed with the numbers between the (-) and (+) button. The output can be set in the range of 1 (minimum output) to 5 (maximum output).

The output changes by one level at a time when the buttons are pressed. Pressing the (-) button reduces the desired output level. Pressing the (+) button increases the desired output level. The higher the output level, the higher the heat output and with it the fuel consumption as well.

The nominal heat output is dependent on the model.

Fuel filling level indicator

The indicator shows the current filling level of the pellet container. This indicator will inform you in good time when the pellets need topping up.

ON/OFF button

To START or STOP the stove, press the ON/OFF button.

NOTICE

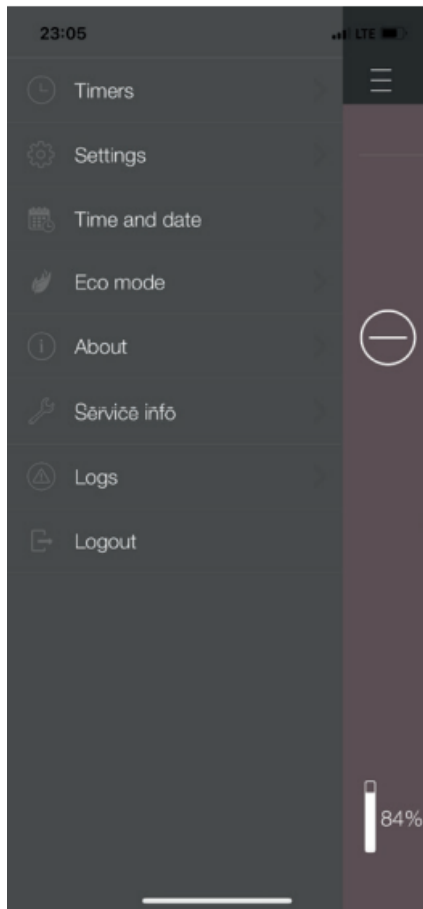
The ON/OFF button cannot reset errors and warning messages. Errors and warning messages can only be reset on the heating appliance itself ABOUT the display or the control knob.

IMPORTANT: In order to be able to use the APP to start a stove fitted with rotary control and LED display, the rotary control must be set to at least 3 o'clock.

Delay timer

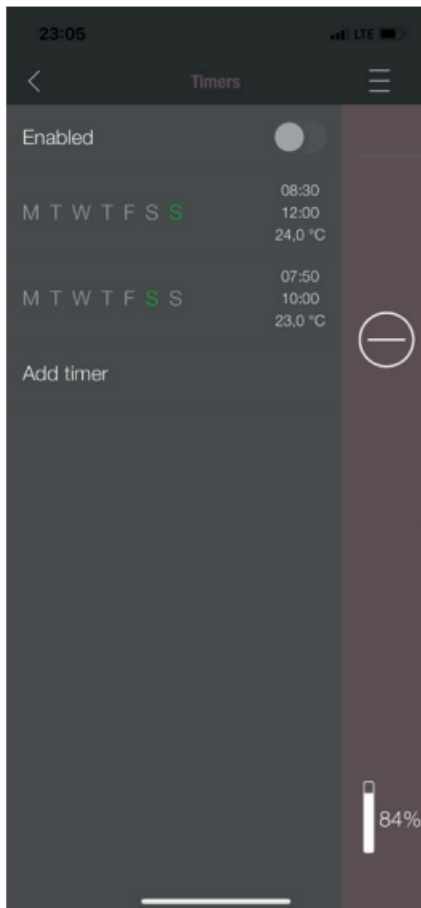
The delay timer is a "one-shot timer". This means the stove is only started or stopped once when this delay timer is activated. The stove can be started or stopped either after the desired set time or at a specific point and on a specific date in the future.

9.1.3.6.3 Other APP menus



The following submenus are available in MENU settings:

- Timers
- Settings
- Time and date
- Eco-mode
- About
- Service Information
- Logs
- Logout

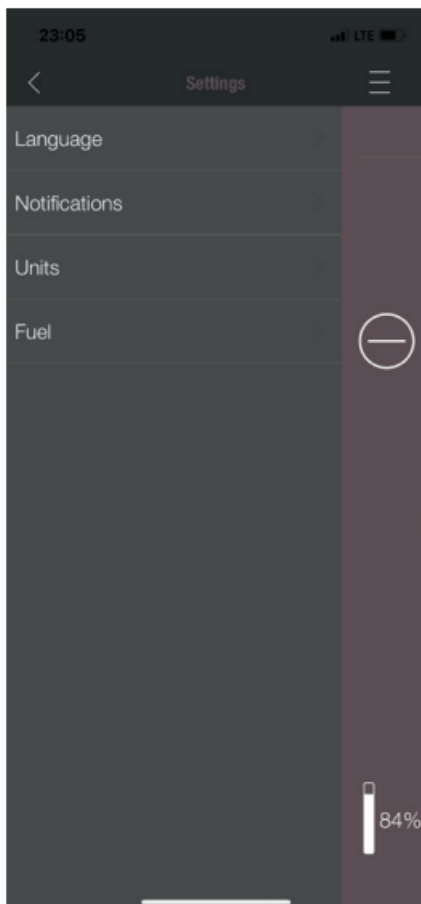


TIMERS MENU

This can be used to set daily- and weekly programmes for the heating appliance. The specified heating times are easy to activate and deactivate. Entirely as required. The saved heating times can be easily changed and new heating time requests can be easily added.

NOTICE

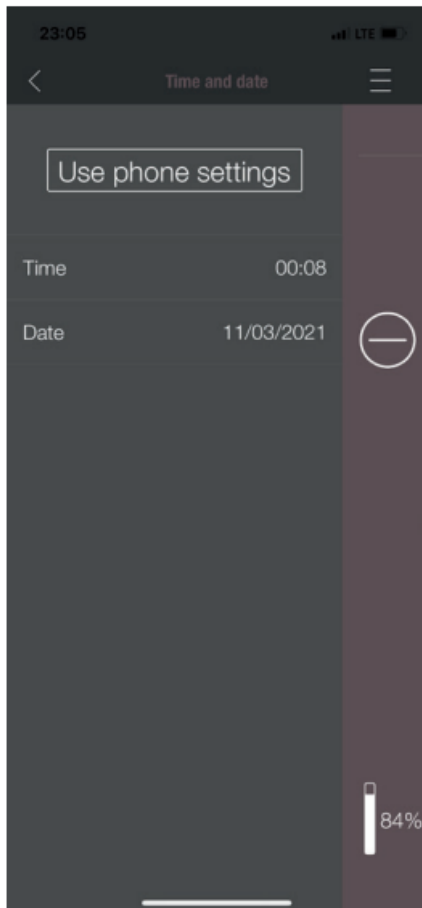
The current operating software on your stove has a "frost protection mode". This is only active when the TIMERS MODE is activated



SETTINGS

This menu allows the following settings to be made:

- **LANGUAGE:** The language displayed can be changed.
- **MESSAGES:** The display of error- and warning messages during the stove's operation can be activated or deactivated.
- **UNITS:** On iOS SMART DEVICES the temperature display can be set in °C or °F.
- **FUEL:** The fuel level display can be activated or deactivated here. On some models the stove output can also be adjusted here for variable pellet quality.



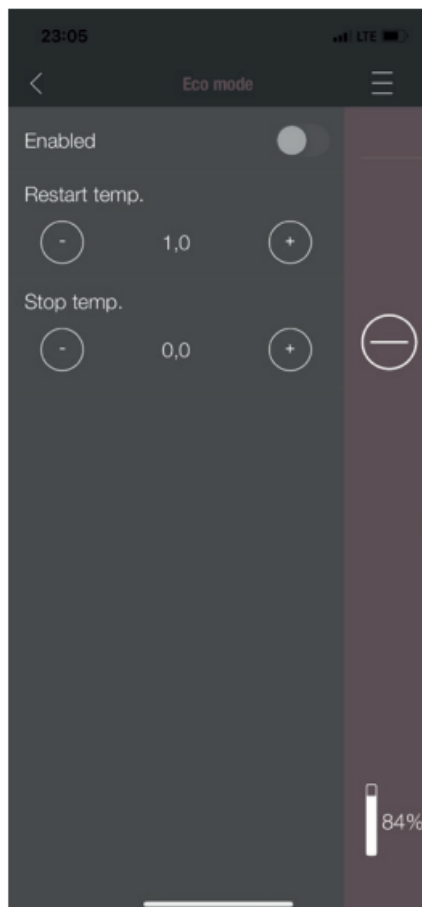
TIME AND DATE

The correct entry of time and date is vital for the TIMER FUNCTION and the STATISTICS DISPLAY.

The time and date can be

- stored either
- manually or automatically

via the telephone settings.



ECO-MODE

When ECO-MODE is activated, the heating appliance starts and stops automatically as soon as the specified temperature limit values are reached.

Example:

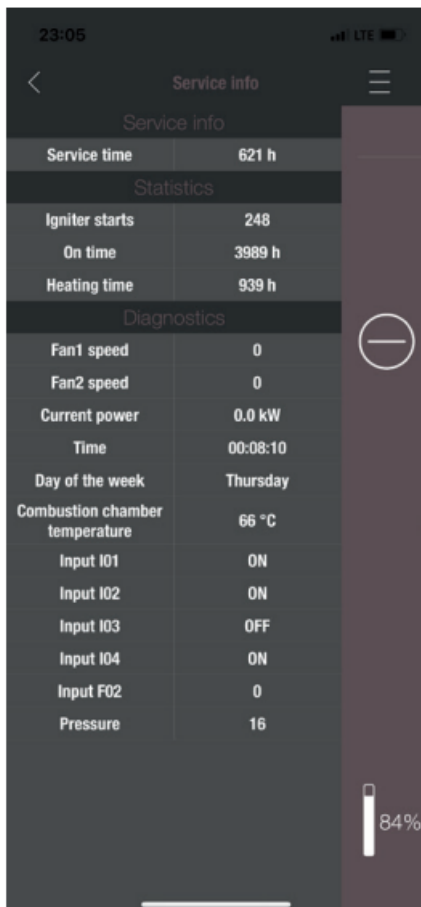
- The desired room temperature is 23 °C.
- The shut-off temperature is set at 0.6 °C.
- The restart temperature is 1.0 °C.

In this example the heating appliance will stop operating at a room air temperature 23.6 °C and start again at a room air temperature of under 22.0 °C.



ABOUT

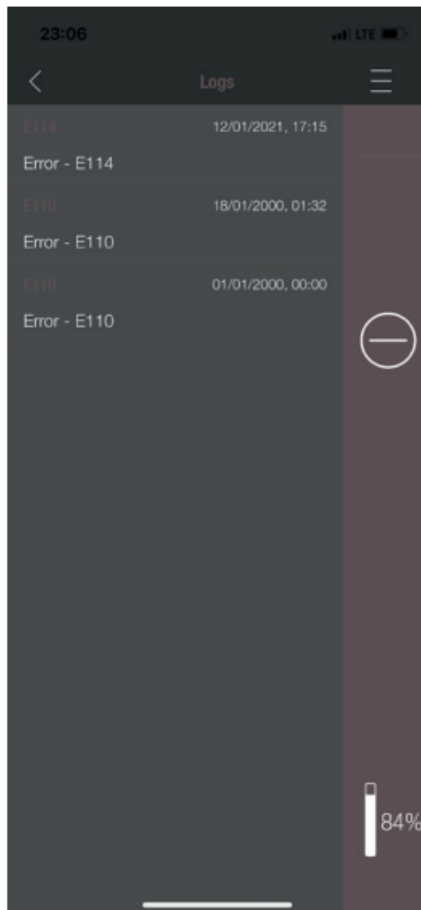
The ABOUT MENU shows the APP-, the WLAN Box-, the CONTROLLER software version and the operating software version of the heating appliance. The MAC address and strength of the WLAN signal can also be read. For optimum operation of the WiRCU box, it is important that the value is between -10 dBm and -80 dBm. To achieve the best possible signal reception, position the WLAN router close to the WLAN Box.



SERVICE INFO

This menu gives you the following information:

- SERVICE INFO displays the time remaining until the annual service.
- STATISTICS displays the number of stove ignitions, the network hours and the operating hours.
- The operating status of the heating appliance can be viewed under DIAGNOSIS. The current operational status of all control outputs (e.g., motors,), all control inputs (e.g.: temperature control devices, etc.) are displayed here. The information displayed is extremely useful for the AUSTROFLAMM SERVICE ENGINEER in the event of malfunctions.



LOGS

Errors occurring are logged here in chronological order. This information is extremely valuable for the AUSTRO-FLAMM SERVICE ENGINEER when resolving malfunctions.

9.1.4 Installing the PGI (available only for France)

- 1) First the rear cladding must be removed.

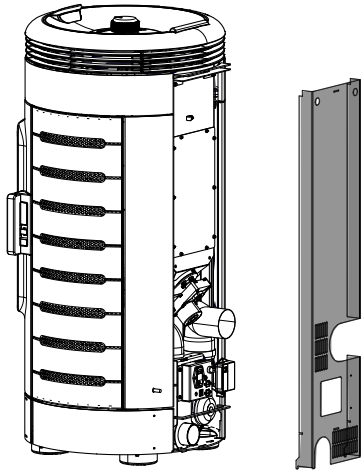


Fig. 14: Removing the rear cladding

- 2) Remove the cover marked.

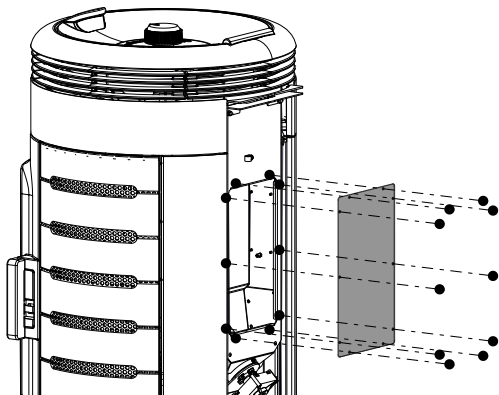


Fig. 15: Detaching the cover

- 3) Mount the installation cover of the PGI (1) here.

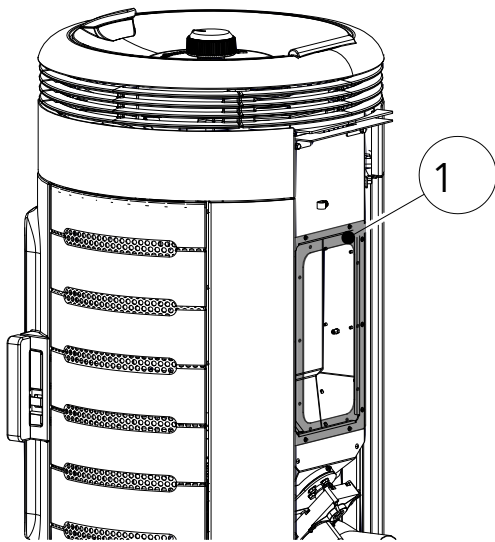


Fig. 16: Mounting the PGI's installation cover

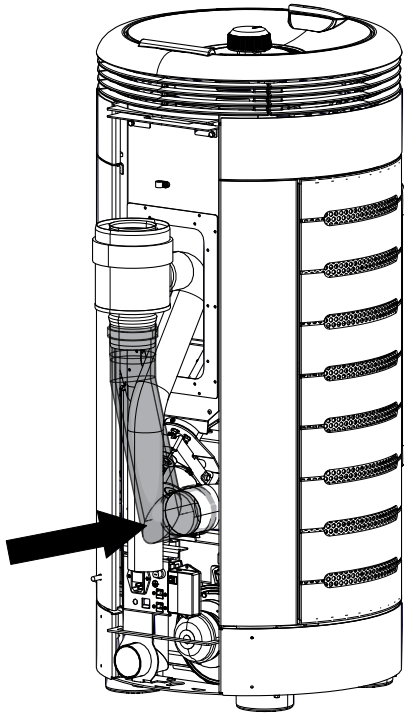


Fig. 17: Connecting the pipe to the flue pipe

- 4) Take the PGI and below connect the pipe from the PGI to the flue pipe.

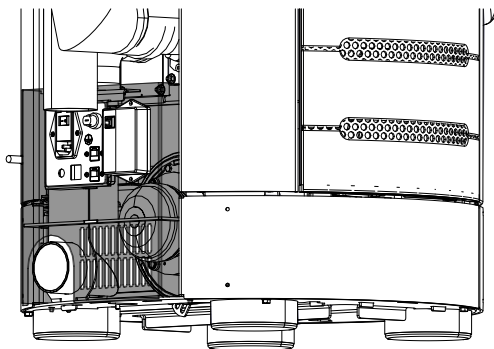


Fig. 18: Fitting the rear panel below

- 5) Fit the lower rear panel of the PGI.

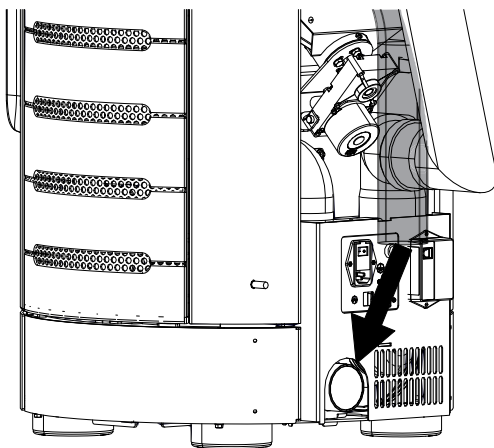
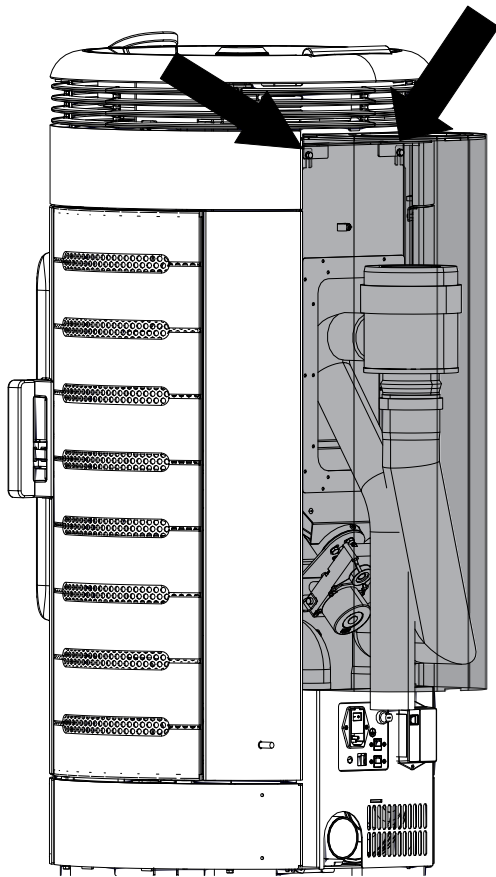


Fig. 19: Attaching hose to supply air

- 6) Then below attach the hose from the PGI to the supply air.



- 7) Finally hang and fix the PGI's rear panel at the top on the screws.

Fig. 20: Fitting the PGI's rear panel

10 Installation

Installation should only be carried out by an Austroflamm service engineer or an authorised specialist company.

Please observe the regionally applicable safety and construction regulations and contact your master chimney sweep in this regard.

For proper installation we recommend using original flue pipes from our Austroflamm flue pipe range.

11 Operation


11.1 Requirements for operation

External combustion air supply

Every combustion requires oxygen. This is drawn from the environment of the heating appliance.

In modern buildings the outside covering is very thick. Therefore there is an insufficient flow of fresh combustion air. In such cases the supply of external combustion air is necessary. This is required even with the use of aeration and ventilation systems in the home.

NOTICE

The combustion air connection is marked on the rear of the appliance with a supply air symbol .

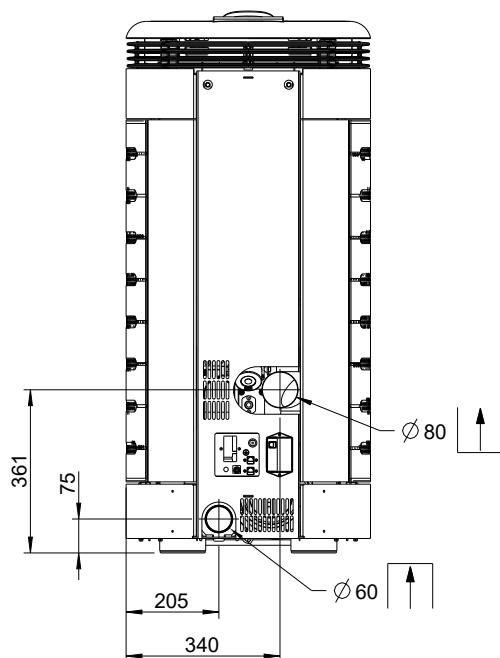


Fig. 21: Dimensions

On some appliance models, connection via the floor is also possible.

A pipe or hose of $\varnothing 80$ mm must be used for connecting the external combustion air supply. If the length of the pipe is more than 2 m, the diameter should be at least 100 mm. The length of the pipe or hose should be no longer than 3 m and include no more than three bends.

When directly connecting to the outer wall, attention must be paid to formation of condensation and protection from the wind at the inlet.


Lack of combustion air causes poor combustion, and increased soot formation and volume of ash.

Connection to the chimney

The information in this manual is of a general nature. National and European standards, local and building regulations, together with fire regulations must also be complied with.

The stove must be connected to a chimney approved by the chimney sweep. Penetration of condensation into the stove must be avoided.

NOTICE

The flue pipe connection is marked on the rear of the appliance with an exhaust gas symbol .

The flue pipe connection must be executed in accordance with the technical data sheet. For any questions please contact your dealer.

- The chimney must be designed in accordance with the stove's technical data (see Technical data).
- The horizontal length of the exhaust pipe must not exceed 2.5 m.
- A maximum number of 3x90° bends must not be exceeded. Each bend must have a cleaning aperture.
- The chimney must be resistant to condensation.
- The chimney must provide at least 3-12 Pa draught in order to be able to adequately draw off exhaust gases even in the event of a power failure.
- Austroflamm GmbH accepts no liability or responsibility for the connection of our heating appliances to shared exhaust pipes/chimneys - multiple occupancy. For more information consult a chimney sweep and check your national, regional and local building regulations.

12 Commissioning

12.1 Initial Commissioning

For the initial commissioning of your pellet stove you will be assisted by an authorised Austroflamm service engineer. In the process he will show you the correct operation and the functions of the appliance. He will also inform you of options for your stove, e.g. WLAN OPTION, wireless SMARTSPOT for adjusting the desired room temperature.

The following settings are carried out during the initial commissioning.

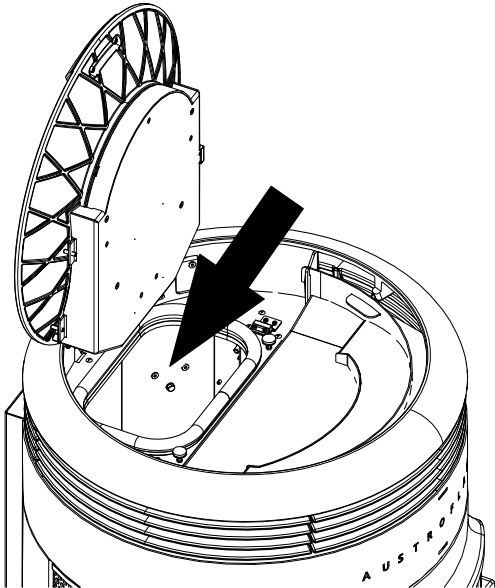


Fig. 22: Fill pellets

Set filling level indicator to Full.

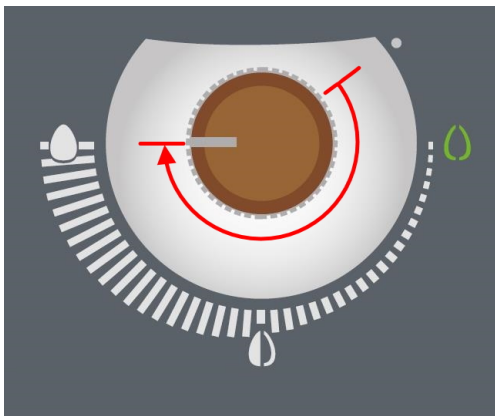


Fig. 23: Starting PE

- 1) The pellet stove must be connected to the chimney. Sufficient combustion air must be supplied.
- 2) Remove the accessories from the pellet hopper and the firebox.
- 3) Fill the hopper with pellets and close the hopper lid.

NOTICE

In certain models a safety switch monitors the proper closing of the hopper lid and warns the user if it is open.

- 4) Set filling level indicator to full.

- ✓ The auger shaft must be manually filled before the 1st start-up.
- 5) To fill up the auger shaft, turn the rotary controller clockwise from the initial position to the stop.
 - ⇒ As soon as the riddling grate is closed (approx. 90 seconds) the auger shaft automatically fills up.
 - ⇒ As soon as the first pellets fall into the combustion pot (approx. 3 minutes), "Start" can be manually cancelled.



Fig. 24: "OFF"

- 6) The automatic start is manually cancelled by turning the rotary controller back to the "OFF" position.

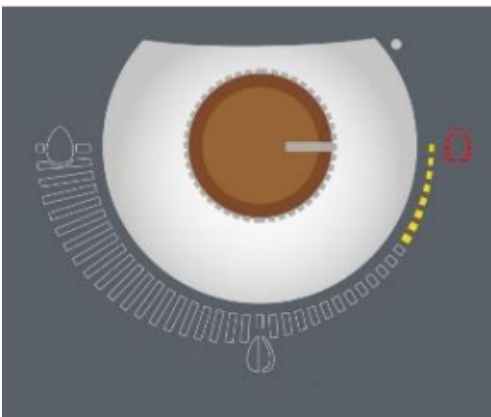


Fig. 25: Error E102

- 7) This is followed by error message E102.
 ⇒ Automatic ignition has been manually cancelled.

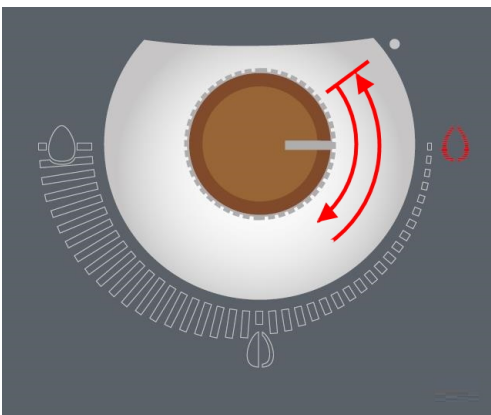


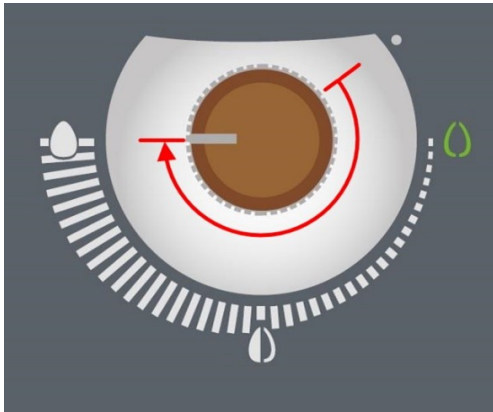
Fig. 26: Error reset rotary controller

- ✓ Reset error E102.

- 8) To do so the rotary controller must be moved clockwise from the OFF position to an output level and immediately back to the OFF position.

- 9) Check whether the riddling grate opens again.
 10) After the riddling grate is completely open, the pellet stove can be started. See **Automatic Start**.
 ⇒ The filling up of the auger shaft is completed.

Automatic start



- 1) To start up the pellet stove, now turn the rotary controller clockwise from the initial position to the stop.
 - ⇒ After the riddling grate is closed (approx. 90 seconds) the fully automated start begins. This takes around 10 minutes. After that the stove burns at the particular heat output that was set.

The stove body, many steel and cast-iron parts and the flue pipes are painted with heat-resistant paint. During the 1st start-up the paint is dried up by the ensuing temperature and in the process dries. This leads to the development of an odour. During this phase, please avoid touching the painted surfaces and ensure that the room is well aired.

For a rapid hardening of the paint we recommend operating the stove on its initial commissioning for 3-4 hours at the highest output level.

Important information for future start ups

Every Austroflamm pellet stove is fitted in the firebox with high-quality Keramott. Besides its high resistance, this Keramott has the quality of always becoming white again and also remaining white at a correspondingly high firebox temperature. In order to reach the necessary high firebox temperature for the clean combustion of the Keramott, you must operate the pellet stove (e.g. after automatic start up, or when the Keramott is in a heavily fouled and black state) for about 1 hour at the heating output stage (5/AUTO).

Depending on the quality of the pellets being used and the heating output stage used, the window of the firebox door becomes dirty during operation. The dirt that attaches to the window can be easily wiped away with soft paper when the stove has cooled down. In addition, we recommend occasionally cleaning with Austroflamm glass cleaner.

NOTICE

The firebox, riddling grate and firebox door glass must be cleaned at set intervals. To do so, see the section Maintenance [▶ on page 78].

12.1.1 Setting time and date

The time and date are set by the service engineer using an engineer display or via the optional WLAN module with the AUSTROFLAMM pellet control APP. Entry of the current time and date is important. They are requirements for the saved HEATING TIMES working properly and the controls saving in a log the time of any malfunctions that occur. This means that in the event the cause of a problem can be quickly found and resolved.

12.1.2 Setting the fuel quality

The quality of the pellets is governed by a European standard. This standard means that 1 kg of pellets possesses a heat output of min. 4.6 kWh to approx. 5.3 kWh. The wide range of heating output makes it sometimes necessary for your pellet stove to be adjusted to the pellet quality that you use.

This is carried out by the service engineer using an engineer display or via the optional WLAN module with the pellet control APP.

- Fuel quality "1" corresponds to the best possible quality.
- Fuel quality "3" corresponds to the poorest quality.
- Ex factory your stove is set to fuel quality "2".

12.1.3 Statistics function

Entering the current time and date activates the statistics function in your pellet stove's controls. The statistics function delivers on request all the data on consumption, operating time, heating output called up and the room temperature reached when the pellet stove is being operated.

This data is displayed for the current day of operation, the past day, the current week, the previous month, the previous 3 months, the previous 6 months, the previous year and from the date of the initial commissioning.

To retrieve the data, the WLAN option in conjunction with the free Austroflamm pellet control APP or an engineer display is required.

12.1.4 Timer function (heating times)

This function can be set by the service engineer using an engineer display or via the optional WLAN module in conjunction with the pellet control APP. A maximum of 6 heating times per week and 3 heating times per day can be set and saved.

NOTICE

Make absolutely sure that the combustion pot is daily emptied and cleaned after operation. In doing so, special attention must be paid to cleaning the holes in the riddling grate. These must be periodically completely cleaned of dirt. The air for combustion flows through these holes. Your pellet stove will only burn cleanly if these holes are clear.

NOTICE

If at the point of the set timer "Start" the currently recorded room temperature is higher than the set room target temperature, the pellet stove will not switch on. It will only switch on when the room temperature has fallen below the desired room target temperature value.

13 Operation

13.1 Operation using APP and Smartphone



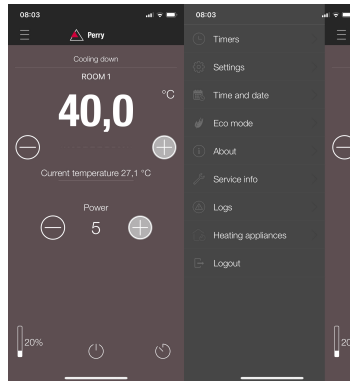
Fig. 27: Apple iOS QR code



Fig. 28: Google Play / Android QR code

Please refer to the manual for your WLAN module for instructions on installing and setting up the data connection, or follow the installation instructions for the Austroflamm PelletControl app.

Download the required "Austroflamm PelletControl" app here and then start:



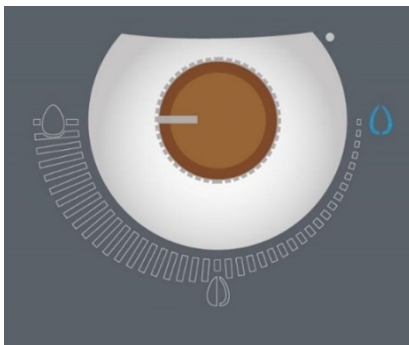
13.2 Operation using the rotary controller



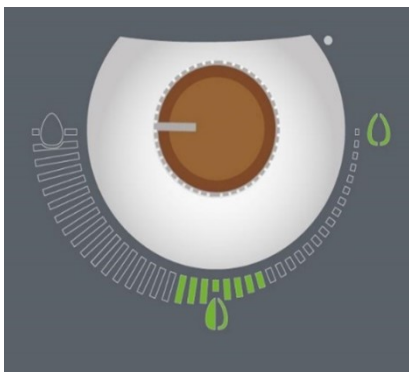
Pellet stove is turned off



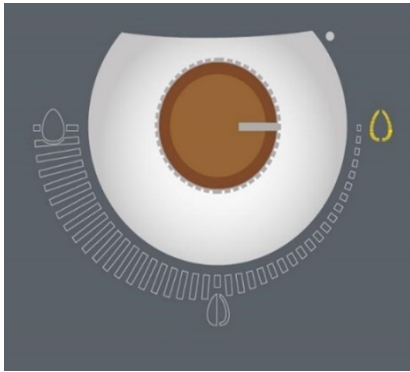
Start phase / flame on the right flashes green



Cool down & standby / flame on the right lights up blue



ECO mode standby / flame on the right and output field below flash green

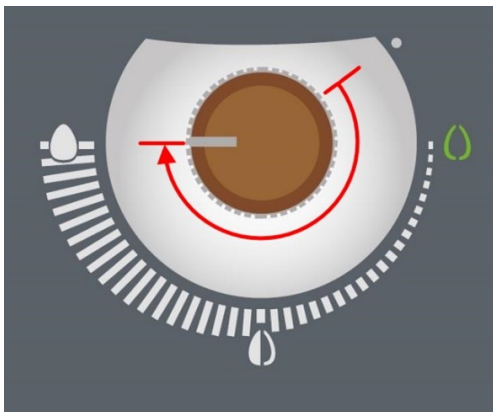


Alarm notification / flame on the right flashes yellow



Error notification / flame on the right lights up red

13.3 Starting up the pellet stove



How to start up your stove using the CONTROL KNOB:
Turn the control knob clockwise from the initial position to the stop (= 9 o'clock position).

Fig. 29: start PE

Your pellet stove starts up: The flame on the top right begins to flash green, the display field lights up completely white. This means that your pellet stove is now in the automatic start up phase. This runs fully automatically. In the process the pellets are ignited and the firebox brought to operating temperature. The automatic start up lasts about 10 minutes.

The pellet stove shows the completion of the start up phase with a permanently green-lit flame. With this your pellet stove is ready for your desired output setting.

You can also start up your pellet stove using the **WLAN OPTION** (SMARTPHONE and AUSTROFLAMM PELLETS CONTROL APP). To do so however you must position the rotary controller beforehand at least in the 3 o'clock position.

NOTICE

We recommend heating the pellet stove for at least 1 hour at stage 5 after the start up phase. For burning off soot and deposits, the lining in the firebox - the Keramott - requires about 400 °C in the firebox. At this firebox temperature the Keramott remains white.

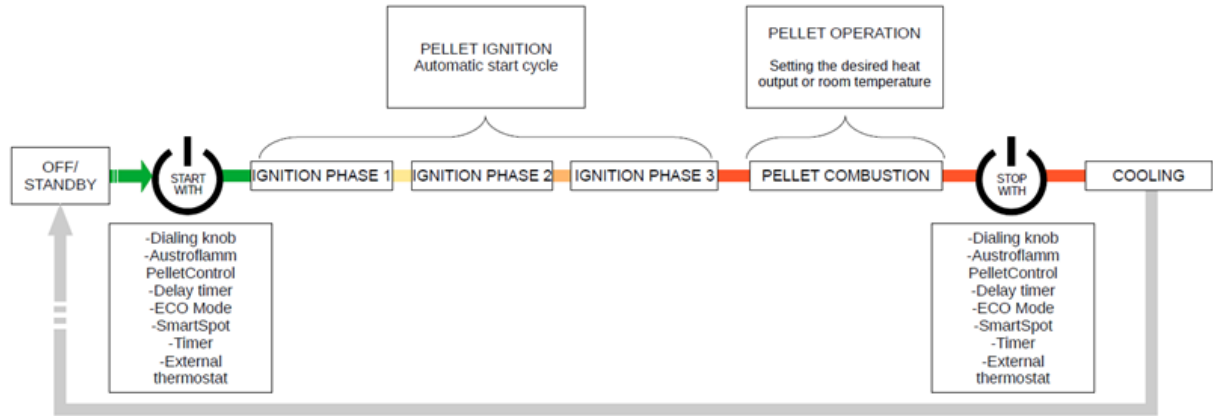


Fig. 30: Functional diagram

13.4 Wireless room temperature sensor - SMART SPOT

The optionally available SMART SPOT is a wireless room temperature sensor developed by Austroflamm. Your pellet stove can operate with this SMART SPOT in combination with a receiver. It can be positioned at a distance of maximum 10 m (Bluetooth) from your pellet stove. It measures the room temperature at its place of installation and controls the pellet stove output according to the room target temperature that was set. In contrast to external thermostats, the SMART SPOT product works with the modulation and ECO mode functions. This is a big advantage when operating the pellet stove. We therefore recommend this product for controlling the heat output.

SMART SPOT is optional, and available in neutral white and a high-quality wood- or aluminium design.

Installation of the SMART SPOT must be carried out by an authorised Austroflamm service engineer.

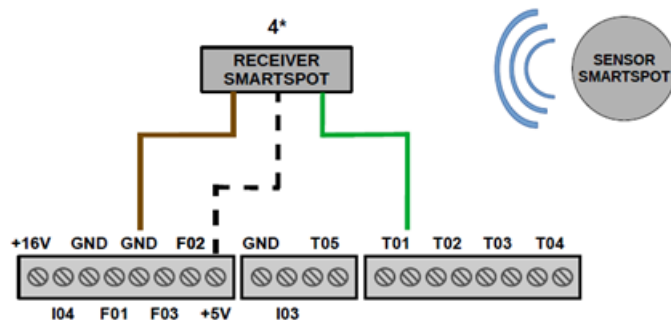


Fig. 31: Smart Spot receiver

13.5 External thermostat

The pellet stove can optionally also be controlled by an external thermostat.

The external thermostat is connected to the main control at outputs "I03" and "GND".

The 2-pin plug required for this is optionally available from your Austroflamm dealer.

Connection of the external thermostat must be carried out by an authorised Austroflamm service engineer. Only potential-free contacts may be connected.

Activation is exclusively via the Service Technician Display.

IMPORTANT: After installation of the external thermostat the pellet stove must be manually started up in order to enable the "External thermostat" function.

The external thermostat starts up / stops your pellet stove after reaching and falling below the desired room target temperature with a delay of 10 seconds.

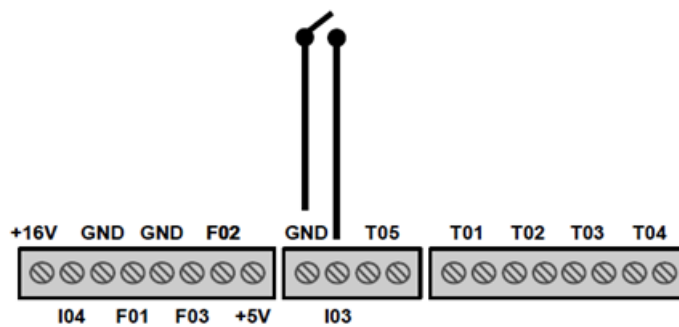


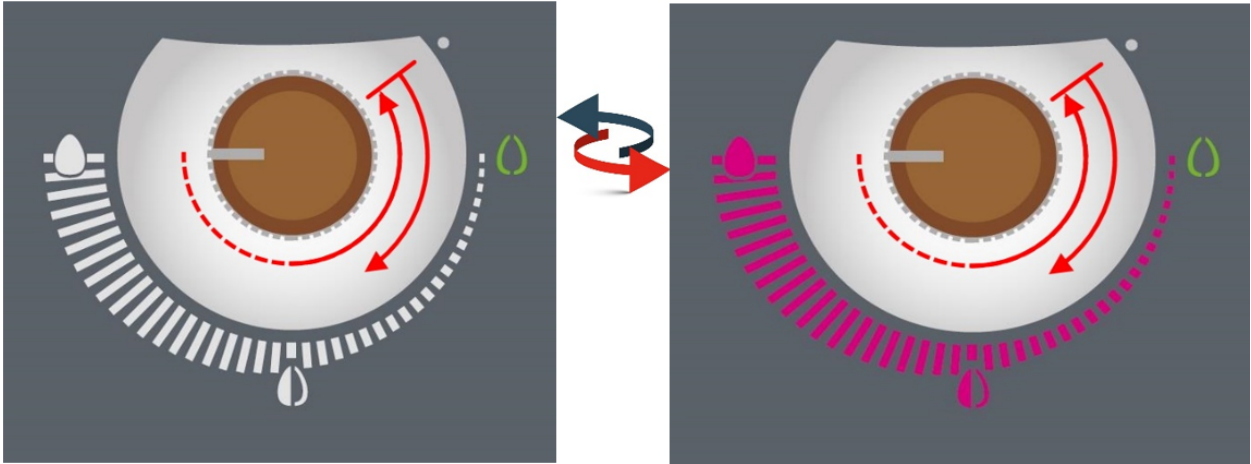
Fig. 32: External thermostat

14 Adjustments

14.1 Setting the desired heat output and room temperature

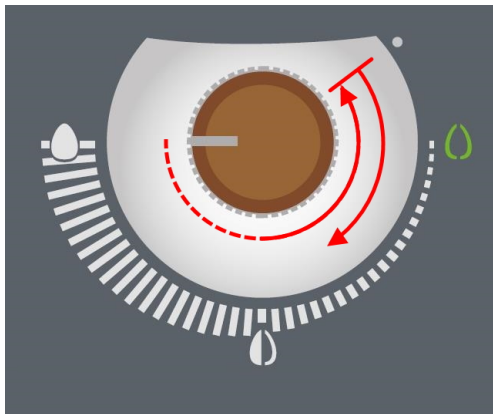
In order to switch between the setting for "Heat output" and "Room temperature", during stove operation turn the control knob anticlockwise as far as the "OFF" position and immediately again clockwise to the desired position.

The display switches the colour from "white" - heating output display - to "Magenta" - room target temperature display.



ATTENTION: This function is only possible during stove operation.

14.2 Setting the heat output - 5 stages



The heat output can be set at 5 stages.

To do so, simply turn the control knob to the desired output stage. The indicator field shows the desired output stage. After the output stage has been set, your selection is confirmed after approx. 5 seconds with a short flashing.

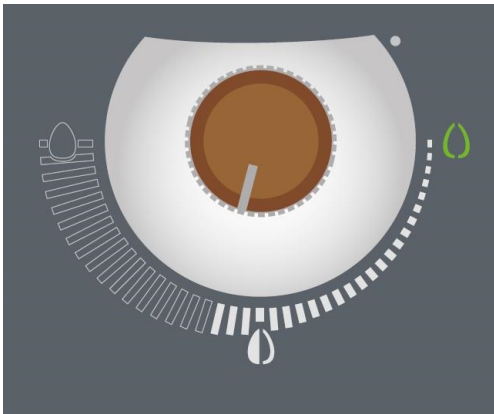
Heat output stage 1-5



Heat output stage 1



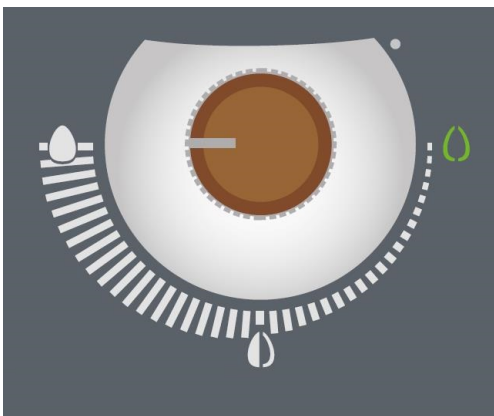
Heat output stage 2



Heat output stage 3

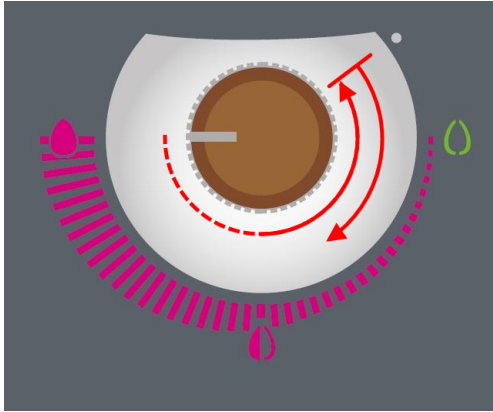


Heat output stage 4



Heat output stage 5

14.3 Setting the room temperature



Setting the room temperature is possible in a range from +5 °C (anti-frost) to +40 °C. After the desired room temperature has been set, your selection is confirmed after approx. 5 seconds with a short flashing.

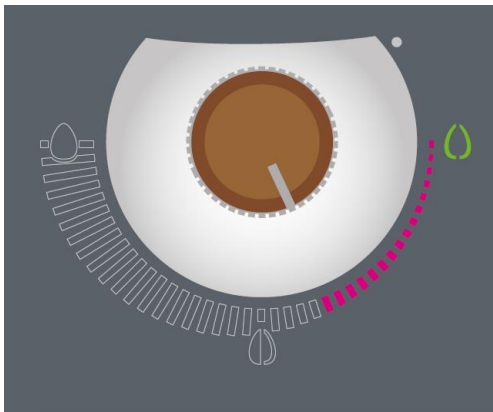
An accurate display of the temperature is not possible on the stove. Set the temperature as you think best.

The room temperature measurement can also be measured with an optional wireless **SMART SPOT** from AUSTRO-FLAMM or an external thermostat. Your AUSTROFLAMM SPECIALIST DEALER will be happy to talk to you about both products.

Room temperature 5 °C - 40 C



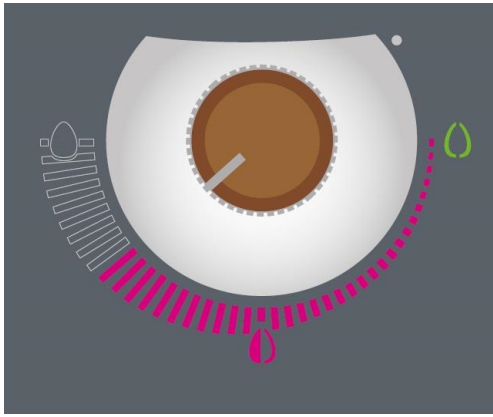
Range 1: 5°C



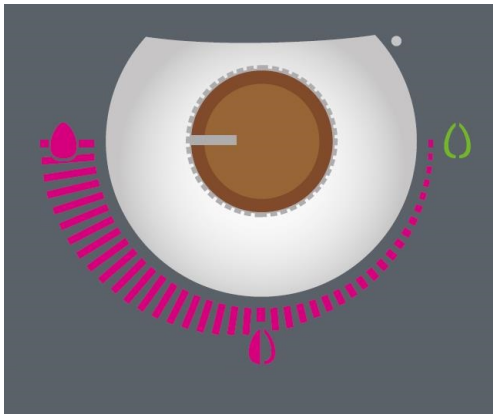
Range 2: 16 - 19 °C



Range 3: 20 - 23 °C



Range 4: 24 - 27 °C



Range 5: 30 - 40 °C

14.4 Adjusting the firebox door

- 1) First the side cladding (right side only) must be removed. Proceed as described in the section Removing the side cladding [▶ on page 91].
- 2) Loosen and detach the steel- or ceramic cladding at the rear of the stove at the two screws.

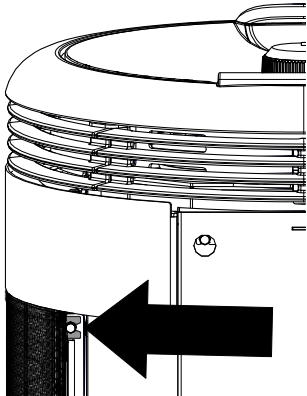


Fig. 33: top

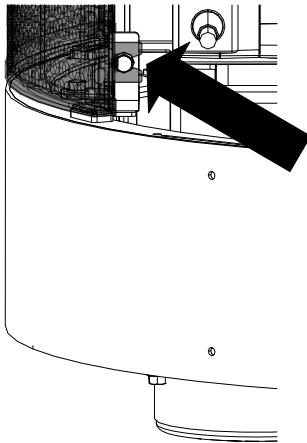


Fig. 34: below

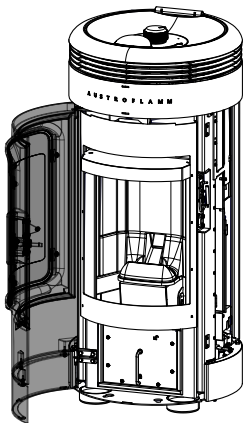
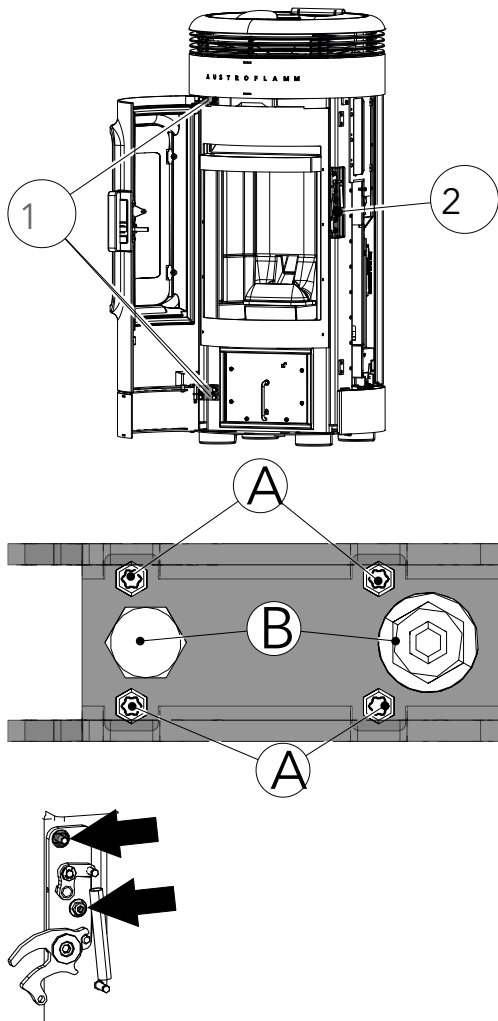


Fig. 35: Open the door

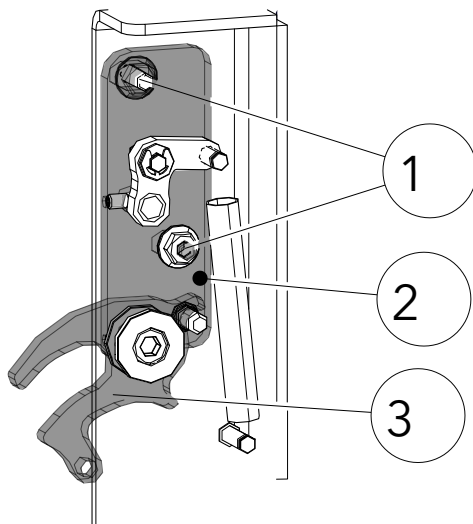
- 3) Open the door.



- 4) The hinges (1) can be adjusted with the marked screws A + B.
 - ⇒ A: left/right
 - ⇒ B: forwards/backwards
- 5) The softlock (2) can be adjusted forwards and backwards at the springs.
- 6) Reattach all cladding after the adjustment.

Fig. 36: Adjusting the firebox door

14.5 Adjusting the closing pressure of the door



- 1) Open the door.
- 2) The closing force can be adjusted by loosening the fastening screws (1) and sliding the softlock (2) further back.
- 3) Then tighten the screws again.
- 4) Ensure that the latch bolt (3) is always in the position shown.

Fig. 37: Adjusting the closing pressure of the door

15 Maintenance

15.1 Intervals

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!

NOTICE

Only carry out maintenance when the pellet stove is cold and currentless.

Cleaning- and maintenance intervals depend on the operating hours and connection situation.

Cleaning the viewing window	as necessary
Visual inspection of riddling grate, remove adhering deposits	every 2-3 operating days
Empty the ash box and clean the firebox	as necessary
Clean the exhaust gas pipes	1 x annually or when display shows due for service
Cleaning screw shaft, pellet hopper	min. 1 x annually or when the pellet supply is visibly reduced and the STB turns off the heating appliance.
Replace the battery	Recommendation: every 2 years
Check all seals (door, heat exchanger lid, ash box, hopper lid); replace as necessary.	1 x annually

The pellet stove and its parts must be cleaned in compliance with the above overview.

Have your pellet stove inspected and maintained annually before the start of the cold season by an Austroflamm engineer.

15.2 Changing the storage battery

A CR2032 battery is located in the control unit. This battery enables the control unit to save certain data - e.g. time, date, heating times etc. even during a power failure, or when the mains power supply is disconnected.

If the battery is flat, the control unit will continue to function normally. However, in the event of a power failure, the above-mentioned data will be lost. These data must then be saved afresh.

Change the battery every 2 years, as follows:

Changing the battery:

- 1) "ON" switch. Control systems must remain switched on, as otherwise the data will be lost.
 - ⇒ The battery is located on the central control unit. To replace it, the right-hand side cladding of the pellet stove must first be removed.

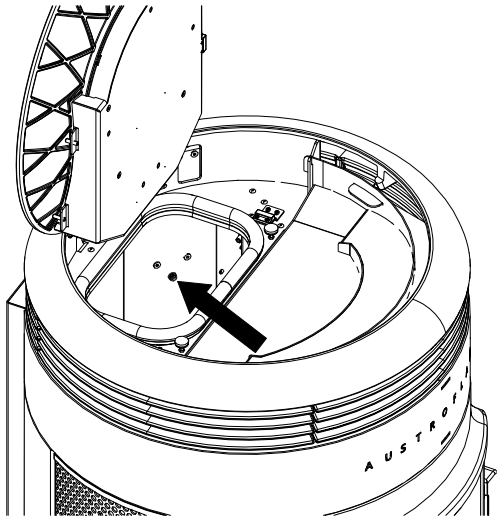


Fig. 38: Undoing the screw

- 2) To detach the right-hand side cladding, this screw in the pellet hopper needs to be undone.
- 3) Then remove the cover of the control unit.
- 4) Use insulated pliers or a similar tool to remove the old battery from the holder.
- 5) Insert the new battery, taking note of the correct polarity.
- 6) Screw the cover of the control unit back on.
- 7) Remount the right-hand side cladding.

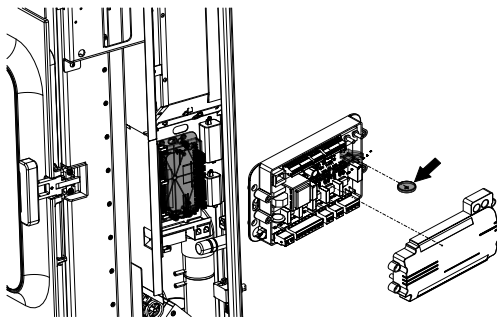


Fig. 39: Changing the storage battery

15.3 Service due

Your pellet stove must be regularly maintained. The requirement to be serviced is determined by a built-in operating hours counter. The hours of operation performed can be read off via the engineer display of your Austroflamm service engineer or via the optional WLAN module with the pellet control APP.

After the maintenance-free operating time has run out you will receive the alarm message **A002**. After the appearance of this alarm message the pellet stove may continue to be operated for a short time. However, call your authorised Austroflamm service engineer promptly for the purpose of carrying out the required service. As part of the service the pellet stove is thoroughly cleaned and the operating hours counter rest to 0.

16 Cleaning

16.1 Cleaning the pellet stove, flue gas paths and flue pipe

The pellet stove, the flue gas paths and flue pipes should be annually if not even more often, e.g.

- after the chimney has been cleaned,
- checked for deposits and
- cleaned as necessary.

To clean the inner compartment, ash and soot residues must first be removed. Coarse dirt and ash residues must be manually removed with a shovel and a brush or an ash vacuum cleaner. A dedicated ash vacuum cleaner is particularly suitable for removing ash residues.

Alternatively, there is the option of sucking up the ash using an ash filter that can be connected to a standard vacuum cleaner.

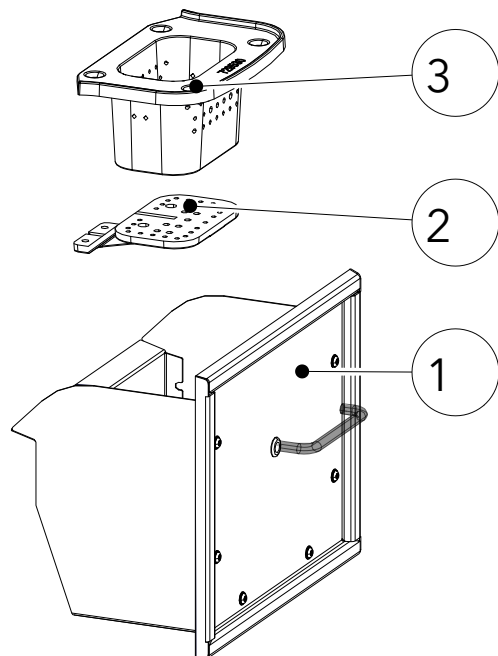
TIP

The chimney must likewise be regularly cleaned by the chimney sweeper. Your master chimney sweep will inform you of the necessary intervals. The pellet stove should be inspected annually by a specialist

NOTICE

Carry out any cleaning work while the pellet stove is in the cold state.

16.2 Stove models with automatic riddling grate



On pellet stove models with automatic riddling grate (2), each time the stove stops the combustion residues on the riddling grate are tipped into the ash box (1). The ash box must be emptied as required. Cleaning only when the pellet stove is switched off and cold.

The collection of fly ash in the combustion chamber (3) is normal and should be vacuumed out per week of operation.

The combustion pot and the riddling grate must be inspected every 2-3 days of operation for adhering deposits and cleaned with a wire brush.

Fig. 40: Cleaning the riddling grate

16.3 Cleaning flue gas paths

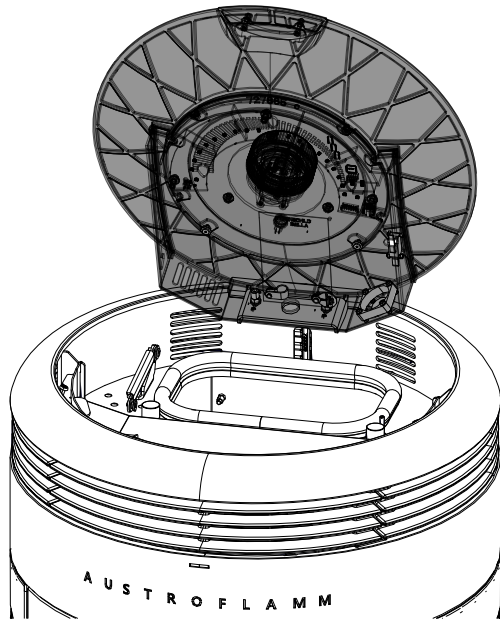


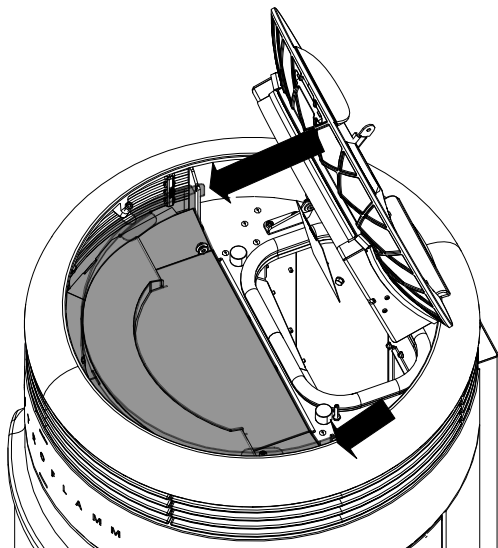
Fig. 41: Opening the hopper lid

- 1) Open hopper lid.

WARNING

Risk of crushing injury

Be aware that the hopper lid may fall shut.



- 2) The insulation box is fitted on the left and right. First take it off its hinges here and then take out the complete insulation box.

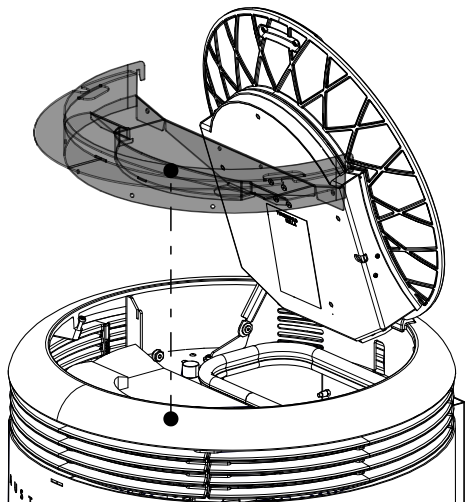


Fig. 42: Taking out the insulation box

- 3) Then take out the radiation protection plate.

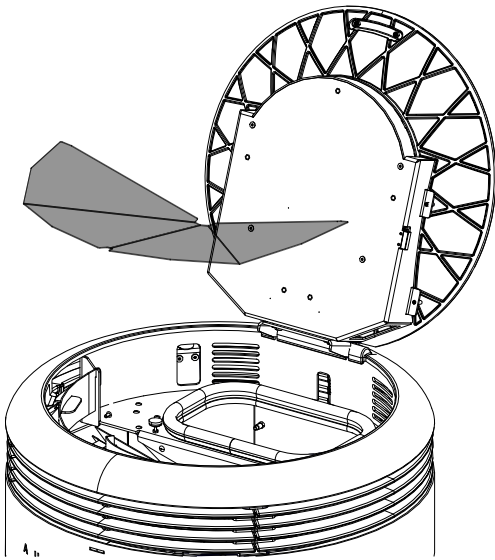


Fig. 43: Taking out the radiation protection plate

- 4) Remove the cast-iron firebox cover

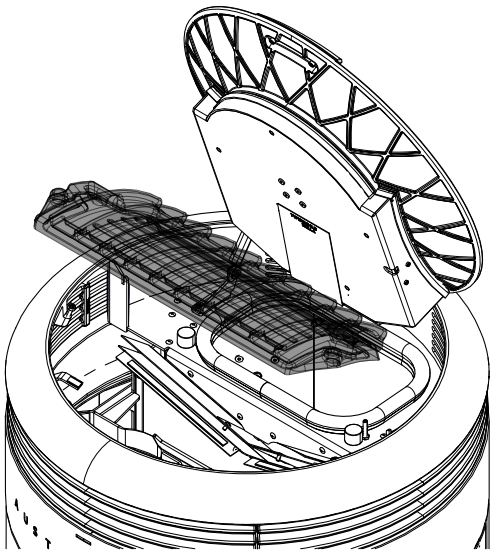


Fig. 44: Removing the cast-iron firebox cover

- 5) Now the upper Keramott can be taken out.

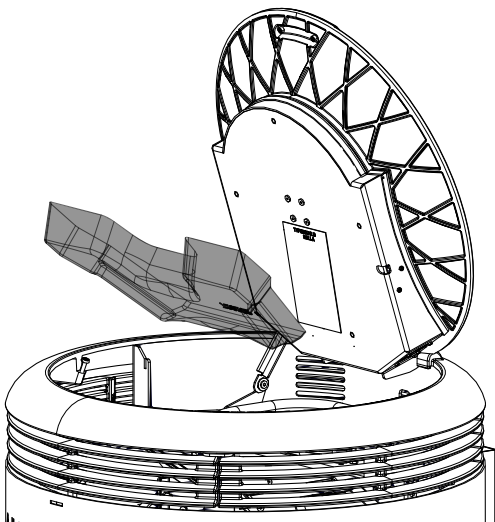


Fig. 45: Taking out the Keramott

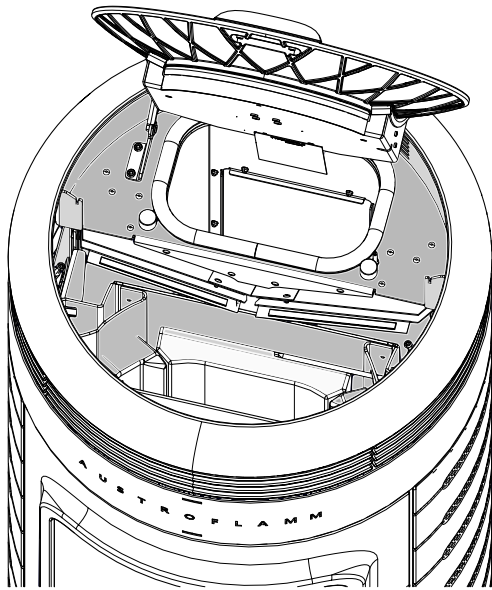


Fig. 46: Cleaning the cavity

- 6) Clean the coloured cavity with a brush with a vacuum cleaner.

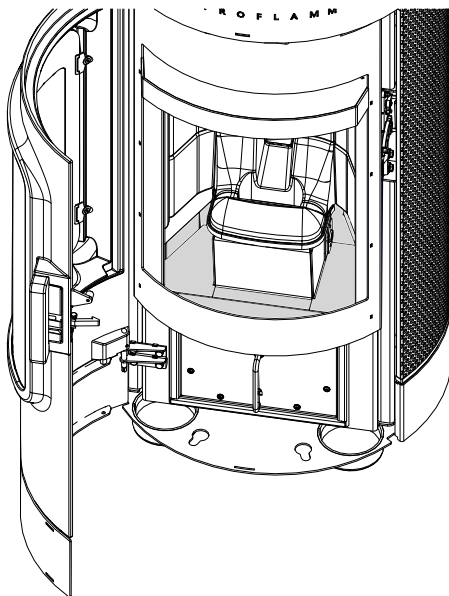


Fig. 47: Cleaning the firebox

- 7) Open door and clean the firebox with a vacuum cleaner.

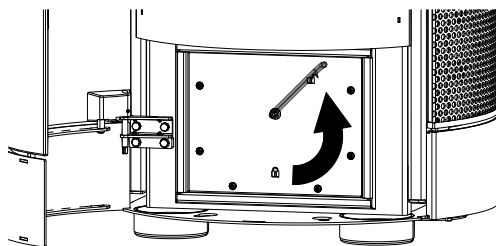


Fig. 48: Taking out the ash box

- 8) Turn lever upwards and take out the ash box.
- 9) Empty the ash box as necessary.

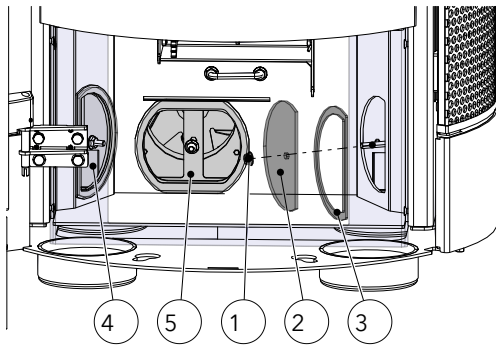


Fig. 49: Taking out inspection blank

- 10) Loosen nuts (1).
- 11) Take out inspection blank (2) and gasket (3).
- 12) Clean interior space with a vacuum cleaner.
- 13) Repeat these steps for the other two inspection blanks (4+5).
- 14) After cleaning, attach and install all parts again.

16.4 Cleaning the door window

During cleaning and maintenance, the glass must also be cleaned. If it is not regularly cleaned then the soot particles may end up being burned in. This makes regular maintenance all the more important.

- We recommend cleaning the glass with our Austroflamm glass cleaner or a commercially available window cleaner.
- Spray window with glass cleaner and leave it for a moment to take effect.
- Use a cloth or kitchen paper to wipe off.
- Prevent door- or window seals from coming into contact with water or cleaner, since these will otherwise harden and in doing so lose their function. Only intact seals ensure that your pellet stove functions flawlessly.

This will damage the pane

Abrasive cleaning agents or coarse scouring cloths should not be used for cleaning as the glass as they can cause scratching. This does not only affect the appearance, but at the same time light dust and dirt can also accumulate in the scratches.

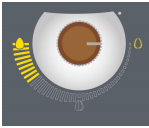
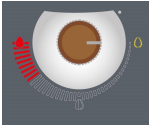


16.5 Cleaning the surfaces/body

- The body can be cleaned with a dry or slightly damp cloth.
- Use of alcohol- or solvent-based cleaning products is to be avoided. The body is sealed with a special varnish and can be damaged by these.
- Varnished surfaces may only be cleaned with a soft cloth (if necessary damp).
- Soak up dissolved dirt with absorbent cloths or household paper.
- For stainless steel surfaces there are also special cleaners.


17 Help

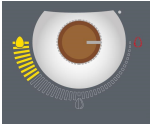



17.1 List of alarms and errors


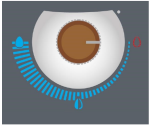
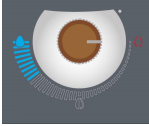



Alarms are displayed on the control panel in yellow. Flame on the right glows yellow. When an alarm is displayed the pellet stove can continue to be used.

Warning code	Description	Possible cause	Solution
Alarm - A001 	Fuel level low	1. The fuel level is low. 2. The filling level indicator was not reset to "FULL" after topping up.	Top up pellets, after which the alarm must be reset by quickly pressing the "Reset button" several times.
Alarm - A002 	Maintenance required		Maintenance by service engineer required.
Alarm - A004 	Storage battery dead	The storage battery has been used for more than 2 years and not replaced.	Change control storage battery (CR2032). The battery must be changed every 2 years as part of a service.
Alarm- A006 	Pellet hopper lid open		Close pellet hopper lid.

Errors are displayed in red. Flame on the right glows red. When errors are displayed, the pellet stove is not ready for operation.

Error code	Description	Possible cause	Solution
Error - E004 	Communication error	Communication error between controls and rotary controller	Check data cable plug connections on the rear of the stove.

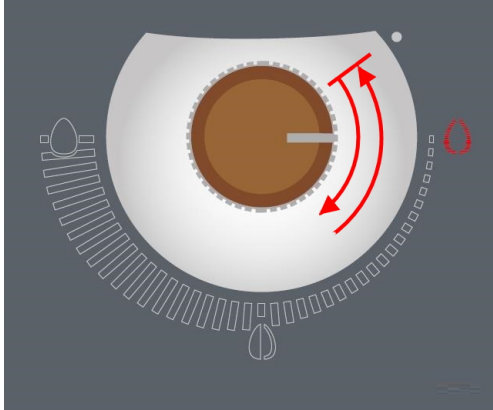
Error code	Description	Possible cause	Solution
Error - E101 	Ignition phase 3 failed	<ol style="list-style-type: none"> 1. The pellet hopper is empty. 2. Lower-quality or old pellets. 3. The screw conveyor is blocked. 4. Firebox temperature sensor faulty or incorrectly connected. 	<p>ATTENTION: Only carry out when stove is cold!</p> <ol style="list-style-type: none"> 1. Check whether there are pellets in the pellet hopper and in the screw conveyor, and top up pellets if necessary. 2. Replace the pellets. 3. Please contact your Austroflamm dealer. The screw conveyor needs cleaning. 4. Please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected. <p>Empty the combustion pot, reset the error and restart the stove.</p> <p>Should the error persist, please contact your Austroflamm dealer</p>
Error - E102 	Automatic ignition failed Negative pressure too low	<ol style="list-style-type: none"> 1. The automatic Ignition has been manually cancelled. 2. Leakage on the pellet stove. 3. Supply air pipe, combustion pot, riddling grate, exhaust gas pipes or flue pipe contaminated. 4. Negative pressure too low. 5. The exhaust gas fan is defective, disabled or contaminated. 	<p>ATTENTION: Only carry out when stove is cold!</p> <ol style="list-style-type: none"> 1. Empty the combustion pot, reset the error and restart the stove. 2. Check whether the firebox door and ash box door are properly locked, whether the pellet hopper lid is closed and whether the seals are worn or damaged. 3. The affected components must be cleaned. 4. Please contact your Austroflamm dealer. 5. Please contact your Austroflamm dealer. <p>Empty the combustion pot, reset the error and restart the stove.</p> <p>Should the error persist, please contact your Austroflamm dealer.</p>
Error - E105 	Software error		Please contact your Austroflamm dealer. The software must be reinstalled.
Error - E107 	Firebox temperature sensor defective	Firebox temperature sensor faulty or incorrectly connected.	Should the error persist, please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected.
Error - E108	Safety temperature limiter triggered or defective		Please contact your Austroflamm dealer to find out why the STL has been activated.

Error code	Description	Possible cause	Solution
	Broko triggered (mandatory for multiple occupancy)		In this case contact the Broko manufacturer (www.broko.de) or your authorised specialist dealer.
Error - E109 	Riddling grate not closed		Check and clean the riddling grate. Should the error persist, please contact your Austroflamm dealer
Error - E110 	Room temperature sensor defective	Room temperature sensor faulty or incorrectly connected.	Should the error persist, please contact your Austroflamm dealer.
Error - E113 	Firebox temperature too high	Exhaust gas fan and flues are blocked.	ATTENTION: Only carry out when stove is cold! The affected components must be cleaned.
Error - E114 	Ignition phase 2 failed Firebox temperature too low	<ol style="list-style-type: none"> 1. The pellet hopper is empty. 2. Lower-quality or old pellets. 3. The screw conveyor is blocked. 4. Firebox temperature sensor faulty or incorrectly connected. 	<p>ATTENTION: Only carry out when stove is cold!</p> <ol style="list-style-type: none"> 1. Check whether there are pellets in the pellet hopper and in the screw conveyor, and top up pellets if necessary. 2. Replace the pellets. 3. Please contact your Austroflamm dealer. The screw conveyor needs cleaning. 4. Please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected. <p>Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.</p>
Error - E115 	Software error or controls defective		Please contact your Austroflamm dealer. The software must be reinstalled or the controls must be replaced.

17.2 Resetting the alarm and error messages

Alarm message

On alarm messages the flame on the top right lights up / flashes yellow. The alarm message must be traced and the cause resolved. For deleting a filling level alarm there is a RESET button (see illustration).



Error message

When an error occurs the pellet stove will stop. And the flame at the top right lights up red. In addition, one or more output fields will light up in different colours, depending on the error. By using the image, you can quickly identify the error. Errors displayed can be deleted with the rotary controller after the source of the error has been resolved. To do so the rotary controller must be moved clockwise from the OFF position to any output stage and immediately back to the OFF position.

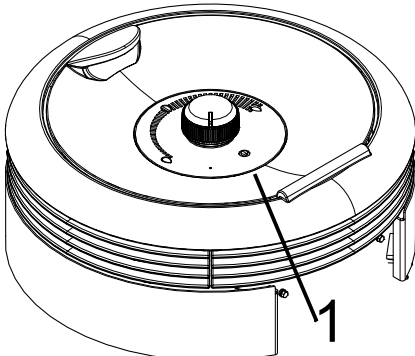


Fig. 50: Reset button

Reset button

The reset button (1) is visible underneath the hopper lid.

The reset button allows the filling level alarm to be acknowledged. To do so the reset button must be quickly be pressed 3-4x in succession

You can also use this button to fill the combustion pot during operation. You can use this to compensate for any pellet deficiencies.

There can be various reasons for pellet deficiencies, e.g. Pellet quality below that recommended or pellets not meeting the recommended pellet quality due to age.

For this function, keep the button held down for as long as the screw is required to work.

17.3 Filling level indicator

The filling level indicator is calculated by the control system software on the basis of the size of the pellet hopper and the burning time. The correct function is only given if when topping up the hopper is always filled up and the level counter is reset at the same time.

To set the level counter to FULL, press the reset button several times quickly in succession.

This function can be disabled by the service engineer using the ENGINEER DISPLAY or in "Settings/Fuel" on the Austroflamm PelletControl APP.

17.4 Safety temperature limiter

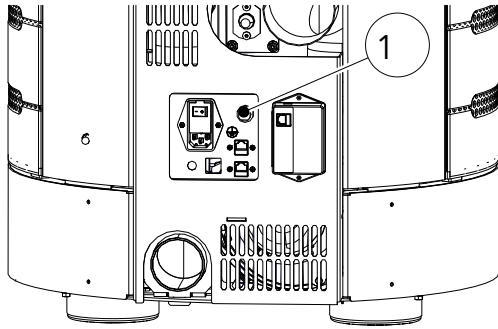


Fig. 51: Safety temperature limiter

Your pellet stove is fitted on the back with a safety temperature limiter (1).

This automatically switches off in the event of overheating (temp. ≥ 105 °C). In the event of a switch-off the cause must be determined. To make the pellet stove operable again, after cooling down, press in the green reset button on the safety temperature limiter.

Safety temperature limiter (1) with removable black protective cap.

17.5 Firebox lining

The lining of your pellet stove consists of Keramott, a high-quality material with special combustion properties and an attractive appearance. During or after operation this lining may have superficial hair-line cracks, which do not however affect functioning. Replacement of such parts is not required!

17.6 What to do in the event of a chimney fire

If fuel used is incorrect or too moist, then due to deposits in the chimney this may lead to a chimney fire.

- 1) Call the fire department and the district master chimney sweep!
- 2) Turn off the pellet stove as normal via the rotary controller.
- 3) Enable access to the cleaning openings (e.g. basement and attic).
- 4) Remove all flammable material from the chimney.
- 5) Inform your district master chimney sweeper before recommissioning your pellet stove and have your chimney checked for any damage.

17.7 What to do in the event of faults

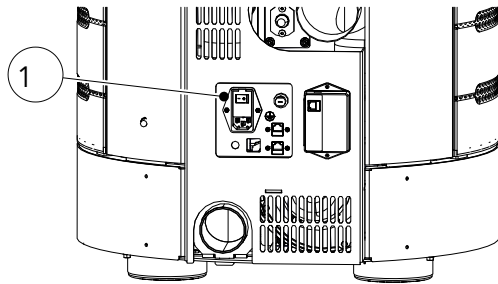
Should faults occur, your dealer will require the following details:

- Serial number and appliance model as per the type plate
- Original invoice (date of sale)
- Start up log

18 Electrical connection

NOTICE

Repairs to your pellet stove must only be carried out by authorised Austroflamm engineers.



Your pellet stove is designed for connection to a 230 V / 50 Hz mains. The connection cable is included.

The mains socket connection is located on the rear of the appliance and is protected with a T2.5 A glass tube fuse.

The power consumption of your pellet stove is visible on the nameplate.

Fig. 52: Fuse holder with T2.5A glass tube fuses

Electrical diagrams can be found directly on the homepage in the download section of each pellet stove.

19 Dismantling

For correct uninstallation and dismantling of the pellet stove, contact your Austroflamm specialist dealer.

19.1 Removing side cladding

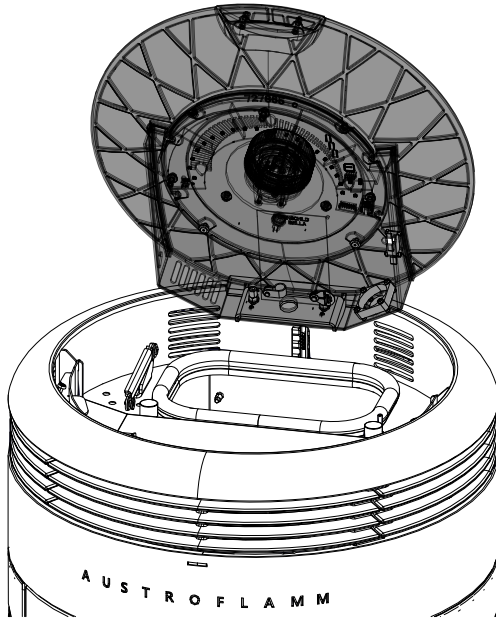


Fig. 53: Opening the hopper lid

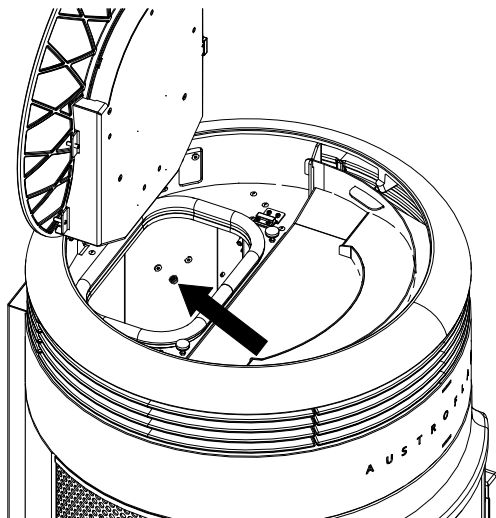


Fig. 54: Undoing the screw

- 1) Open hopper lid.

WARNING

Risk of crushing injury

Be aware that the hopper lid may fall shut.

- 2) To detach the right-hand side cladding, this screw in the pellet hopper needs to be undone.
- 3) To detach the left-hand side cladding, this screw in the pellet hopper needs to be undone on the other side.

4) Detach side cladding.

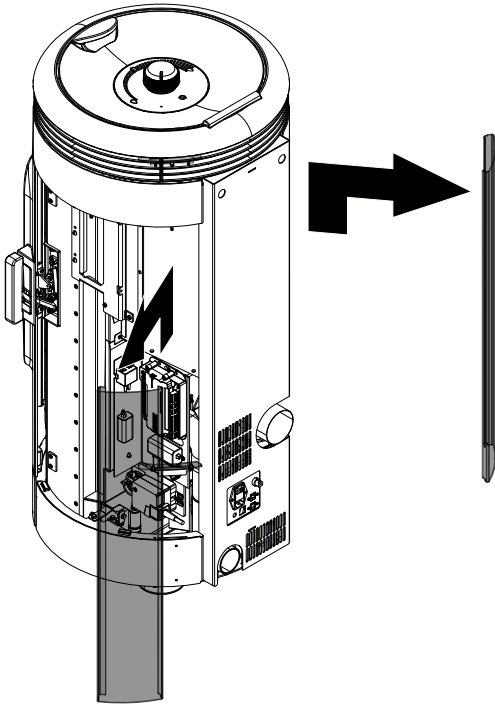


Fig. 55: Detaching the side cladding

20 Accessories

Have defective parts (accessories, spare parts) replaced by your specialist pellet stove dealer. This guarantees that your pellet stove is and remains safe and functional.

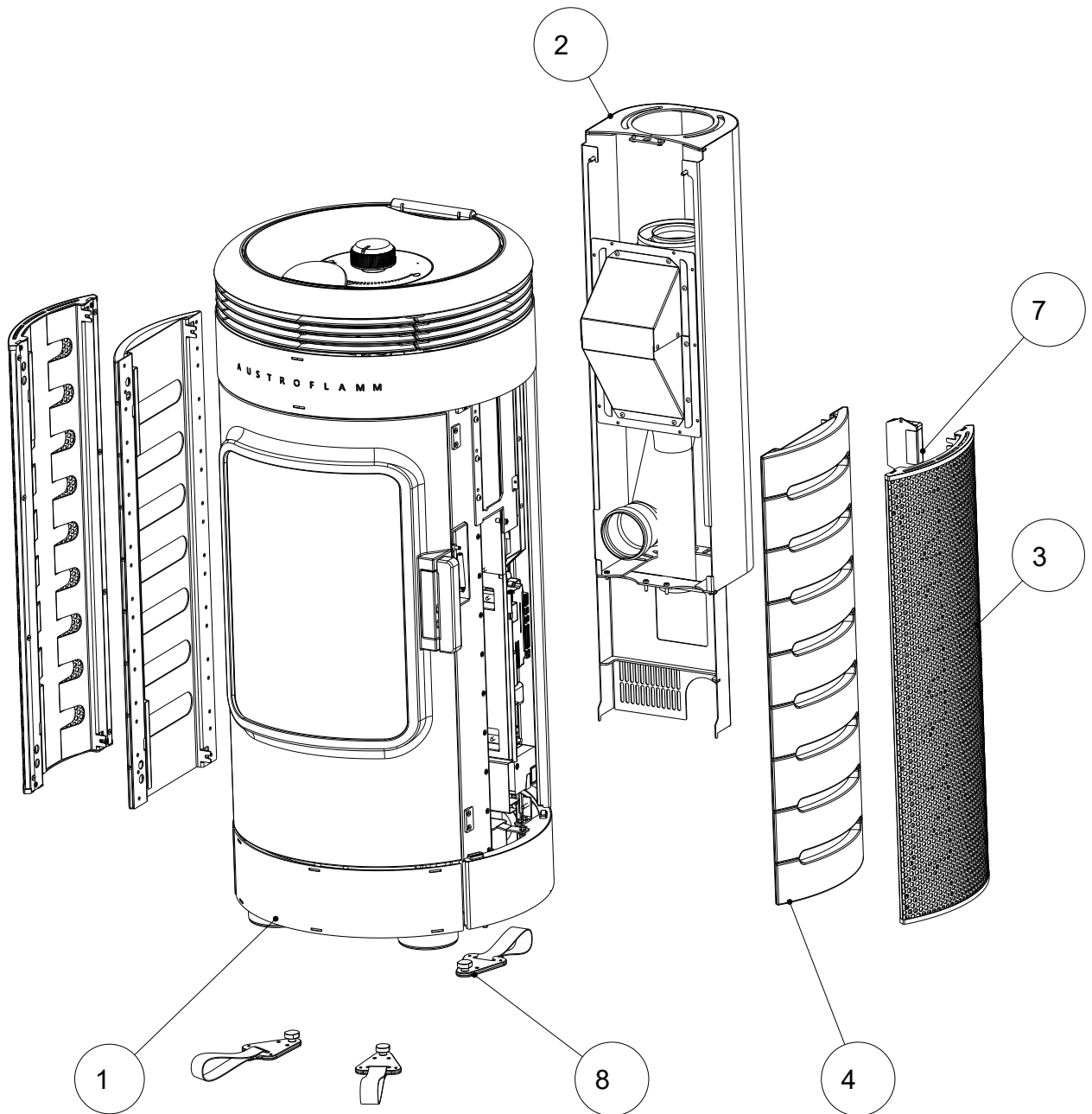


Fig. 56: Ella accessories

Item	Quantity	Description	Article Number
1	1	Ella	815001
2	1	PGI, complete (available only for France)	815002
3	1	side cladding, steel, complete	815003-29
4	1	side cladding, ceramic, complete	815004-xx
7	1	WiRCU box, complete	800012
8	3	transport aid, complete	361224

21 Spare parts

Spare parts can be ordered through our dealers.

For ordering spare parts, it is necessary to provide the type plate picture or data from the type plate of your pellet stove. This guarantees proper spare parts for your specific pellet stove.

22 Disposal

NOTICE

To dispose of the pellet stove properly, get in touch with the local (possibly municipal) waste disposal company.

NOTICE

We recommend that you remove those components of the pellet stove which have been in contact with fire such as window, combustion chamber, cast iron components, grates, firebox lining (Keramott), ceramic, sensors and baffle plates and dispose of them in the household waste.

NOTICE

For correct uninstallation and dismantling of the pellet stove, contact your Austroflamm specialist dealer.

Electric and electronic components

Remove the electric and electronic components from the appliance by dismantling them. These components must not be disposed of via non-recyclable waste. Disposal should be carried out professionally via the electrical and electronic waste return system.

Keramott

Remove Keramott components. If present, fastening elements must be removed beforehand. Keramott components that have been in contact with fire or flue gas must be disposed of. Reuse or recycling is not possible. Local disposal options must be observed.

Steel sheet

Disassemble steel-sheet components of the appliance by mechanical crushing. If present, remove seals beforehand. Dispose of steel sheet parts as metal scrap. Local disposal options must be observed.

Cast iron

Disassemble cast-iron components of the appliance by unscrewing or flexing them from one another, or alternatively by mechanical crushing. If present, remove seals beforehand. Dispose of the cast-iron parts as metal scrap. Local disposal options must be observed.

Natural stone

Mechanically remove any natural stone present from the appliance and dispose of it as construction waste. Local disposal options must be observed.

Fittings etc. (for water-carrying appliances)

Disassemble the components for carrying water by unscrewing and removing them and dispose of them as metal scrap. Local disposal options must be observed.

Seals (glass fibre)

Mechanically remove the seals from the appliance. These components must not be disposed of via non-recyclable waste, as glass fibre waste cannot be destroyed through burning. Dispose of seals as glass- and ceramic fibre waste (artificial mineral fibres (AMF)). Local disposal options must be observed.

Handles and decorative elements made of metal

If present, disassemble or remove handles and decorative elements made of metal and dispose of as metal scrap. Local disposal options must be observed.

23 Warranty and guarantee

1. Warranty statement

For your AUSTROFLAMM pellet stove, we guarantee the flawless performance of the body for six years, and of all other steel and cast iron components for two years from the date of first sale.

Steel and cast-iron parts and electrical and electronic components that manifest material- and or processing defects during the guarantee period (warranty case) will be replaced for new parts provided that the warranty case has been asserted to the best of the holder's knowledge within the statutory warranty period. Functional problems with electronic accessories (e.g. WLAN BOX, SmartSpot) shall only justify a warranty claim for the particular accessory.

Our warranty only covers the free delivery of the new parts: work- and travel times are not recorded.

2. Exceptions

We do not provide a guarantee on wear parts (e.g. Keramott, seals and grate or combustion cavity, ignition cartridge, temperature sensor, flange bearing), surface coatings, varnish, glass and ceramics. In the case of such defects no warranty case has occurred .

When heating up, during operation and when cooling down, your pellet stove may produce some noise (crackling, soft clicking). This is caused by the various materials expanding and contracting under the influence of temperature in your pellet stove. Noise of this kind does not constitute a warranty claim and do not constitute a warranty claim.

The territorial scope of validity of our guarantee covers Austria and Germany. In all other countries, separate conditions of the importer apply to the respective country.

No warranty case occurs if your Austroflamm pellet stove is not located within the territorial scope of validity, which does not change if it is transported or dispatched by Austroflamm."

3. Requirements

A warranty case shall only then be replaceable if your Austroflamm pellet stove has been operated, maintained, installed and commissioned by a specialist authorized by Austroflamm, all in compliance with the user handbook. For the replaceability of the warranty case the start-up log must be received by Austroflamm within one month at the latest of the initial commissioning. In order to make a claim on the warranty, repairs to your pellet stove insert must only be carried out by a service engineer authorized by Austroflamm.

The warranty claim is asserted with the invoice and serial number with the Austroflamm specialist dealer via whom the purchase was made. An unjustified warranty claim will be charged back to you.

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!

4. Guarantee

This guarantee does not affect your statutory warranty rights towards us. Should your Austroflamm pellet stove already be defective at the point of handover, you can always connect us within the framework of the statutory warrant regardless of whether there is a warranty claim or the guarantee is claimed.

24 Start up log

Operator / Customer		Dealer / Engineer	
Name		Company	
Street		Street	
Town and postal code		Town and postal code	
Telephone		Telephone	
Email		Email	

Pellet stove		
Model	Control software version	
Serial number	Control panel software version	
Technical defects	WLAN Box software version	
Visual defects	WLAN module <input type="checkbox"/> yes <input type="checkbox"/> no	
Accessories / defects (SmartSpot, air distribution module, etc.)		

On-site conditions	
Socket earthed (see electric installation test certificate)	Number of elbows:
	Total length of flue pipes:
Type of chimney: <input type="checkbox"/> brick <input type="checkbox"/> stainless steel <input type="checkbox"/> firebrick	Flue pipes in plug-in system <input type="checkbox"/> with seal lip <input type="checkbox"/> without seal lip
Chimney diameter: _____chimney flue height: _____	Sea level:
Chimney flue - Approved by chimney sweep: <input type="checkbox"/> yes <input type="checkbox"/> no	Chimney flue-/draught: Actual value: _____ Target value: 3-12 Pa
Controlled living space ventilation <input type="checkbox"/> yes <input type="checkbox"/> no	Flue pipe diameter:
Other:	Outside temperature for draft measurement:

Appliance - Preparation for Start, Functional Check			
Pellet hopper loaded		Induced draught fan function tested	
Pellet quality: e.g. OE standard, DIN plus, ENplus A1		Screw motor function tested	
Riddle grate function tested		Ignition cartridge function checked	
Keramott "burnt white" after trial		Partial load test carried out	
Firebox door seal checked <input type="checkbox"/> yes <input type="checkbox"/> no			

Instructions for Operator / Customer			
Instructions for handling the appliance explained clearly and comprehensibly		Cleaning and maintenance interval explained	
Terms of the guarantee and warranty explained		Photographic documentation of actual condition - hybrid stove installation (Please be sure to obtain the customer's consent beforehand)	
<input type="checkbox"/> wire brush <input type="checkbox"/> glove <input type="checkbox"/> user instructions		(Start, combustion and burnout phases carried out.)	

The end customer confirms that they can now put the stove into operation unassisted. They further confirm, that the stove is in a fully functional state and free of defects.

Place, date

Signature Operator / Customer

Signature Technician

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