# Pellet Heater Manual

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# Contents


1. WELCOME ..... 1
1.1. BENEFITS ..... 1
1.2. SAFETY ..... 1
2. GENERAL INFORMATION ..... 2
2.1. GENERAL SAFETY INFORMATION ..... 2
2.3. FUEL ..... 3
3. FLUE INSTALLATION ..... 3
3.1. WEATHER CONDITIONS ..... 3
3.2. FLUE DRAFT REQUIREMENTS ..... 3
3.3. FLUE CONNECTION ..... 4
3.4. ELECTRICAL CONNECTION ..... 4
3.5. FLOOR PROTECTION ..... 4
3.6. MINIMUM GAPS TO FLAMMABLE COMPONENTS ..... 5
3.7. COMBUSTION AIR SUPPLY ..... 5
3.8. OUTSIDE AIR CONNECTION ..... 5
4. CONTROLS ..... 6
5 SUITABLE FUELS ..... 6
5.1. UNSUITABLE FUELS ..... 6
6. FIRST TIME USE ..... 7
6.1. SETUP ..... 7
6.2. SETTING TARGET ROOM TEMPERATURE ..... 8
6.3. STARTING THE PELLET HEATER ..... 8
6.4. ISSUES DURING START PHASE ..... 9
7. ADDITIONAL CONTROL FUNCTIONS ..... 9
7.1. BACKLIGHTING ..... 9
7.2. ENERGY SAVING MODE ..... 9
7.3. CHILD LOCK ..... 9
8. MAIN MENU FUNCTIONS ..... 10

8.1. OPERATING MODE....10
8.2. WEEKLY PROGRAM....11
8.3. DATE & TIME....11
8.4. SET LANGUAGE....12
8.5. HEAT CURVE....12
8.6. ECO MODE....12
8.7. SERVICE....13
8.8. POWER STAGE BLOWER (IF APPLICABLE)....13
8.9. MANUAL PELLET FEED....14
8.10. ERROR LOG....14
8.11. CONTRAST BRIGHTNESS DISPLAY....14
8.12. SOFTWARE VERSION INFORMATION....14
8.13. TEST SETTING....14
9. OPERATION MODES....15
9.1. START ZONE 1-20....15
9.2. HEATING MODE....15
9.3. BURNER TEST (BURNER CLEANING)....15
9.4. COOLING DOWN....15
9.5. ECO-MODE....16
9.6. STANDBY....16
9.7. SHUT DOWN....16
9.8. COOLING....16
9.9. ERROR DISPLAY - FAULT....16
10. OVERHEATING PROTECTION....17
11. POWER CUT....17
12. CLEANING AND MAINTENANCE....17
13. FAULTS, CAUSES & CORRECTIONS....17
13.1. GENERAL FAULTS....21
14. WARRANTY....22
15. REPLACEMENT PARTS....22

# 1. WELCOME

Thank you for your purchase of the Euro Fireplaces pellet heater. Imported from one of the leading European manufacturers in pellet burning technology, a Haas+Sohn pellet burner is the peak in design, efficiency, safety, and convenience. Please retain this user manual as it contains important information in the operation and upkeep of this unit.

## 1.1. BENEFITS

**Efficiency:** A pellet burner uses precise air intake, temperature sensors, automatic fuel feed, and an intelligent control unit to ensure that the heater is always working at peak efficiency (90%). These coupled with an Eco-Mode allow for the lowest energy and fuel consumption for the maximum amount of heat.

**Environment:** A major bonus of burning pellets is the minimal environmental impact when used in a high-end pellet burner. With emission levels as low as 0.2g, you will only see smoke during the first phase of startup. Using Eco-Mode will also allow the heater to use much smaller levels of power and fuel during long term use.

**Sustainability:** Pellets are the most sustainable fuel source for heating. The sawdust that is used to make pellets is a waste product, burns hot and clean, and does no add to the carbon cycle. This results in a tiny environmental impact as compared to many other forms of heating (gas, electrical).

**Convenience:** The control unit of a Haas+Sohn Pellet burner takes all the stress away from heating your home. With temperature settings or a weekly program, the heater will operate with almost no required attention from the user. A Wi-Fi module is also available which allows for remote control of the heater from any mobile device through the Haas+Sohn app.

## 1.2. SAFETY

The Haas+Sohn pellet burners are built with many safety systems to ensure everything in the fire is working correctly. In the case of an issue in the unit or in its operation the heater will vent the system immediately and display an error code (e.g., F001) to describe the nature of the issue. This can usually be remedied by the user after following the codes instructions in this manual, or alternatively if the suggested fix does not solve the issue, please contact your local Euro Fireplaces supplier who can put you in contact with a technician.

## 2. GENERAL INFORMATION

- Please check the appliance for transport damage when unpacking it. In case of defects, please report these immediately to the place of purchase.
- The pellet stove described in these instructions has been tested according to:
    - DIN EN14785 – This European standard specifies requirements relating to the design, manufacture, construction, safety and performance (efficiency and emissions), instructions and marking together with associated test methods and test fuels for type-testing residential space heaters fired by pellets, and mechanically fed up to 50kw nominal heat output.
    - DIN EN 60335-2-102 - Household and similar electrical appliances – Safety - Part 2-102: Particular requirements for gas, oil and solid-fuel burning appliances having electrical connections.

These international standards are accepted in for Pellet Heater sales and installation in Australia.

## 2.1. GENERAL SAFETY INFORMATION

- Like wood heaters, pellet heaters get hot, use caution when near the heater while its in operation.
- Air extraction equipment such as ventilation systems, extractor hoods, vented tumble dryers etc. or other fireplaces must not have a disruptive influence on the air supply for the stove.
- During operation, the combustion air opening provided must not be closed, throttled, constricted, covered or shut off.
- On stoves with an outdoor air connection, the opening must not be shut or closed during operation.
- This appliance can be used by children with 8 years of age and over, as well as by persons with reduced physical, sensory or mental abilities or lack of experience and knowledge when supervised or instructed regarding the safe use of the equipment and the resulting dangers. Children may not play with the device. Make children aware of these dangers and keep them away from the fireplace when it is in heating mode.
- The combustion chamber door must only be opened for cleaning and maintenance purposes when in “Off” mode.
- The pellet stove may only be connected to the mains after being properly connected to the fireplace.
- The protective grille in the pellet container must not be removed.
- The pellet stove must only be operated when the tank cap is closed.
- Never use liquid fuels to ignite the pellet stove or to revive existing embers.
- Do not place any laundry items on the stove to dry.
- When operating your heating appliance, do not work with highly combustible and explosive materials in the same or adjoining rooms.
- If the mains supply cord of this appliance is damaged, it must be replaced by the manufacturer or by a similarly qualified person to avoid hazards.

## 2.3. FUEL

This unit has been designed specifically to burn wood pellets. Do not use any other fuel source in this unit as this will void all warranty.

Recommended pellets are 6mm in diameter, and preferably not entirely hardwood. Hardwood pellets will result in a banging sound as the pellet feed tries to break the pellets into the burning pot.

The pellets need to be designated for use in pellet burners and of high quality. The use of dirty pellets will bring many impurities into the burner and drastically increase the amount of cleaning required to maintain the fire. Impurities will not burn but instead collect in the burner pot. This can block the igniter and sensors, and inevitability result in the heater automatically shutting down frequently.

# 3. FLUE INSTALLATION

The flue must be installed and sealed by a qualified installer; this qualification varies from state to state.

## 3.1. WEATHER CONDITIONS

For the safe operation of the fireplace, it must be ensured that the chimney is able to build up the necessary flue draft. Particular attention needs to be paid to this during the transition period (e.g., autumn and spring) or during poor weather conditions (e.g. strong wind, fog etc.).

## 3.2. FLUE DRAFT REQUIREMENTS

| | | |
|---|---|---|
| min. flue draft | 6 Pa | If the minimum flue draft is not reached, then it is not possible to operate the fireplace properly and it will lead to increased contamination of the burner and inspection window. |
| max. flue draft | 15 Pa | If the maximum permitted flue draft is exceeded, this leads to increased fuel consumption. |

## 3.3. FLUE CONNECTION

The flue connection is 80mm at the heater which is then adapted to 4” stainless steel flue.

## 3.4. ELECTRICAL CONNECTION

The stove is operated with a mains voltage of 230V 50Hz. The average power consumption is 50-60 Watts. During the ignition phase, the power consumption can increase to 400 Watts.

Only use the original mains cable supplied with the appliance. The socket

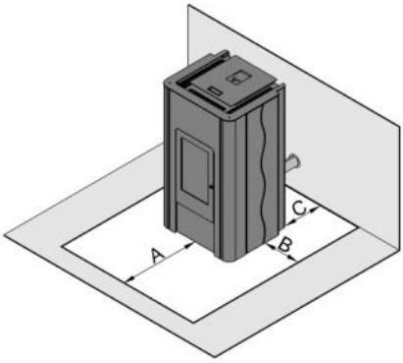
must be easily accessible.

## 3.5. FLOOR PROTECTION

In case of flammable or temperature-sensitive floor coverings, the appliance must be placed on a non-flammable base (see drawing).

The hearth requirements vary from model to model. See the Euro Fireplaces spec sheet for your model of heater hearth measurements.

Do not put down or to install things which are not fireproof upon the stove or its vicinity.



## 3.6. MINIMUM GAPS TO FLAMMABLE COMPONENTS

When installing the stove, it is essential to observe the official fire protection regulations. Please observe the national regulations to this effect.

As the minimum distances from flammable or temperature-sensitive materials (e.g., furniture, wallpaper, wooden cladding) and from load-bearing walls, the specified clearances must be observed.

Safety clearance to combustible components at for Euro Fireplaces Pellet Heaters vary from model to model, see the Euro Fireplaces spec sheet for your model of heater for clearance requirements.

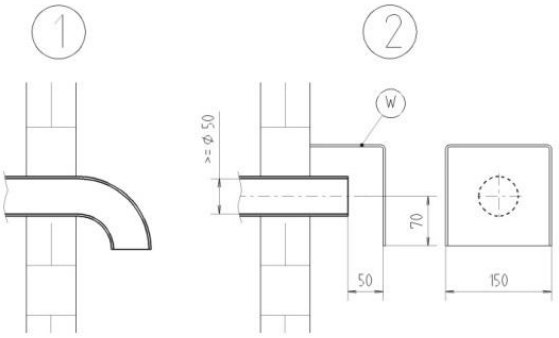
## 3.7. COMBUSTION AIR SUPPLY

It must be ensured that there is sufficient fresh air at the place of installation.

## 3.8. OUTSIDE AIR CONNECTION

We recommend using the outside air connection for the supply of combustion air in order not to use up the valuable indoor air when heating.

- To do this, connect the air intake elbow located on the back to a hose or a similar, suitable air duct or to a chimney system designed for this purpose. The diameter of the air duct must be at least the diameter of the outdoor air connection on the stove.
- The end of the air duct must be located outside or in a well ventilated area (basement).
- It is not recommended to feed the cold air into the room from outside via a direct duct, as this can lead to the build-up of condensation.
- To guarantee a sufficient supply of air, the duct should not be longer than approx. 3 m and not have too many bends.
- If the duct leads outside, it must end with a 90° bend facing down or a wind protection device (see image).




| Duct diameter | Maximum length | Max. Number of 90° Bends |
|---|---|---|
| 50mm | 0.5 m | 1 |
| 100mm | 3 m | 3 |

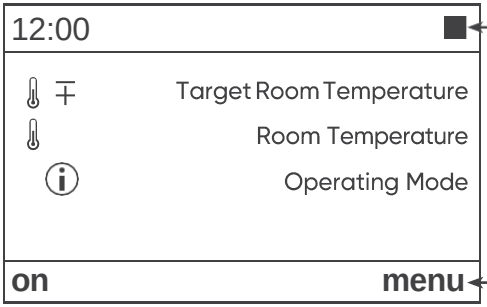
## 4. CONTROLS

On/Off Button

OK Button

Plus Button

Minus Button




Stove is WLAN capable

Function of 'on/off' and 'OK'

## 5 SUITABLE FUELS

- 6mm diameter pellets

## 5.1. UNSUITABLE FUELS

- The use of lower-quality or unauthorised fuel adversely affects the operation of your pellet stove and may lead to the lapse of the guarantee.
- Burning wood pellets of a poor quality leads to cleaning intervals becoming shorter and more fuel being consumed.

Unauthorised fuels are, for example:

- wood chips
- straw
- maize
- firewood
- etc.

## 6. FIRST TIME USE

Before using for the first time

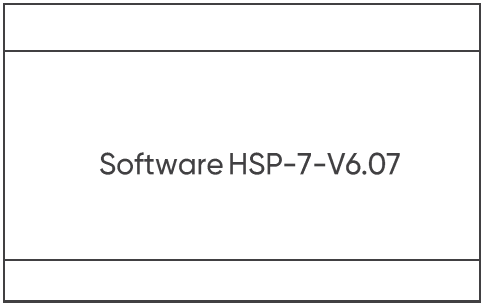
- Remove any stickers.
- Remove all accessories from the pellet tank, combustion chamber and ash drawer if applicable.
- Check whether the combustion chamber cladding is attached to its fastenings. This may have slipped out of its position during transportation or installation.
- Check that the burner fits perfectly in its mounting.
- Close the combustion chamber door.
- Fill the storage container with pellets.
- Plug in mains cable.

Only when using for the first time, place approximately 30 pellets in the burner.

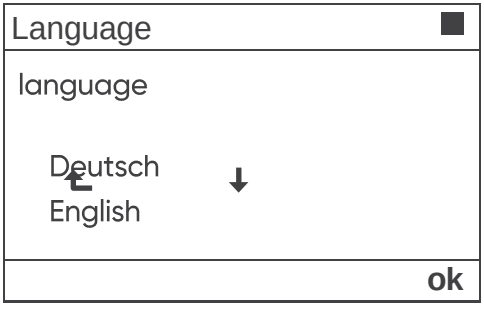
Please note that your new Euro Fireplaces Pellet Heater is coated in environmentally friendly high temp paint which cures during the first few burns. Do not be alarmed by visible fumes, just ventilate the area. Once the paint is finished curing this will not happen again unless the heater or flue are repainted.

### 6.1. SETUP

As soon as the mains plug is connected the software version will appear on the display for approx. 7 seconds. e.g.:




After that you can select the desired language. The required language is selected with the '**Plus**' and '**Minus**' buttons and confirmed with the '**OK**' button.

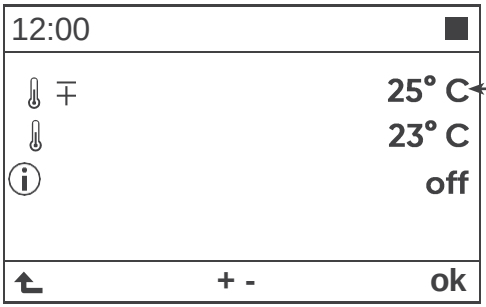


## 6.2. SETTING TARGET ROOM TEMPERATURE

Target room temperature is set with the '**Plus**' and '**Minus**' buttons and confirmed with the '**OK**' button.

The target room temperature can be change anytime during operation with the '**Plus**' and '**Minus**' buttons and confirmed with the '**OK**' button.

**Prerequisite:** The main display must show to change the temperature




The target temperature will blink while temperature is being set

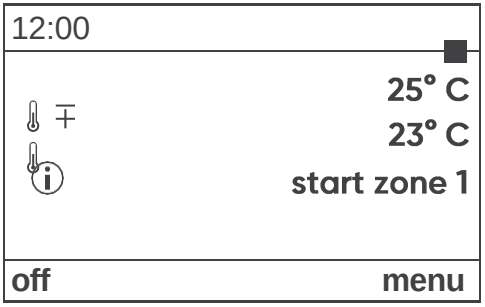
## 6.3. STARTING THE PELLET HEATER

On the main display, press the '**On/Off**' button for 1 second to get the stove started.

'**Start Zone 1**' will now appear as the '**Operating Status**'. The heater will work through several start zones until the target combustion temperature is reached.

By pressing the '**On/Off**' button again for 1 second the heater will be switched back off.

'**OFF**' then appears as the '**Operating Status**', however the heater will need to complete the ENTIRE start phase until target combustion temperature is reached (not the target room temperature) before the heater will then enter the '**cooling'** phase, and then off.




During first use, odours may occur for a short time as the paint cures, ensure there is adequate ventilation the installation room during this time and avoid inhaling the fumes directly. This may last for the first couple of burns.

## 6.4. ISSUES DURING START PHASE

If the start phase could not be successfully completed i.e., no flame generation or the required temperature could not be reached at the flue gas temperature sensor, then a safety shutdown is initiated and an error message will be displayed as the '**Operating Status**' (e.g. F0002).

Before starting again, remove the burner pot and clean the ash from the firebox. Also ensure that there is fuel inside the hopper. You may need to put a handful in.

Due to the different expansion of the materials used, cracking, or ticking noises can occur during the heating and cooling phases. These noises are determined by various factors that cannot be influenced and are therefore not regarded as grounds for complaint.

If you are experiencing further issues with the start phase please refer to the error code list. If further remedies do not solve the issue contact your local stockist.

# 7. ADDITIONAL CONTROL FUNCTIONS

## 7.1. BACKLIGHTING

The backlighting of the display is switched off 5 minutes after the operator console was last operated and switches to energy saving mode.

The backlighting is switched on by pressing '**On/Off**' button. The function buttons are only active once the backlighting has been activated. The backlighting is also activated by an error message being triggered.

## 7.2. ENERGY SAVING MODE

The display energy saving mode is automatically activated after a few minutes. The display shows ACTUAL room temperature.

Pressing any button makes the welcome page appear again on the display after approx. 3 seconds.

## 7.3. CHILD LOCK

### Activation

Hold the Menu button down for approx. 10 seconds until "Keypad Locked" appears on the display.

### Deactivation

Hold the Menu button down for approx. 10 seconds until "Keypad Locked" no longer appears on the display.

# 8. MAIN MENU FUNCTIONS

The **Menu** page appears by pressing the "**OK**" button. This

menu is shown as a scroll down menu.

The following functions are found in the main menu:

- Operating mode
- Date/Time
- Language
- Heating curve
- ECO mode
- Power Stage Blower
- Network (can only be seen as an option when WLAN module is connected)
- Error logs
- Contrast
- Info software
- Test Setup

**Procedure:**

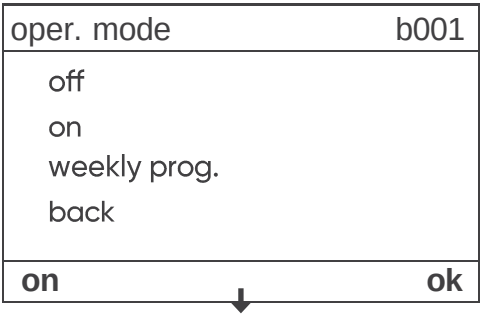
The functions can be selected with the '**Plus**' or '**Minus**' buttons and confirmed with the '**OK**' button.

**Please note that these options are subject to change depending on software version and model.**

## 8.1. OPERATING MODE

This menu displays the current operating mode and a manual selection of the desired mode.

This menu is also where the weekly program for the heater is selected and set.



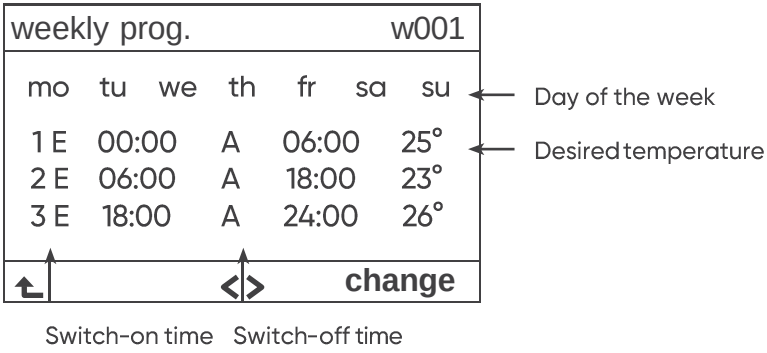
## 8.2. WEEKLY PROGRAM

**Procedure:**

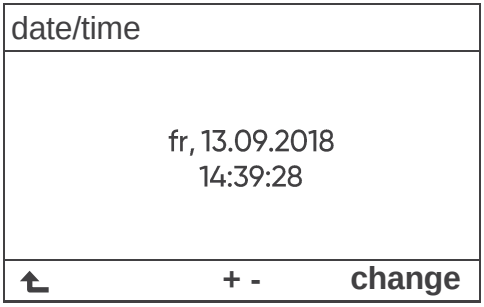
- The respective weekday can be selected with the '**Plus**' or '**Minus**' buttons.
- The day is chosen by pressing the '**OK**' button.
- The required **switch-on time** can now be set with the '**Plus**' or '**Minus**' buttons.
- The **switch-off time** on the respective weekday can be programmed by pressing the '**right-hand arrow'** button.
- The required **room temperature** is selected by pressing the **right-hand arrow** button again.
- This procedure can be used to set 3 heating zones for each day with the respective room temperature.
- Week program symbol will be displayed next to the **operating mode**.
- To exit weekly program, select either '**On**' or '**Off**' in the **oper. mode** menu.

**Early start:** If the stove is on standby between heating zones, it is possible to start the stove early by pressing the '**On/Off**' button. The next heating zone is selected directly for this.

**Early stop:** It is also possible to activate an early stop in the week program heating mode by pressing the '**On/Off**' button, to end this one heating zone before time. The next heating zone will start again as previously determined.




## 8.3. DATE & TIME




**Procedure:**

- The required date and time are set with the '**Plus**' and '**Minus**' buttons.
- The '**Ok**' button is used to switch from the date to the time setting.
- The setting is saved by pressing the '**OK**' button.
- To exit the function, press the '**On/Off**' button.

## 8.4. SET LANGUAGE

Repeat process from initial setup, using the '**Plus**' and '**Minus**' buttons to set the desired language and confirming with the '**Ok**' button.

## 8.5. HEAT CURVE

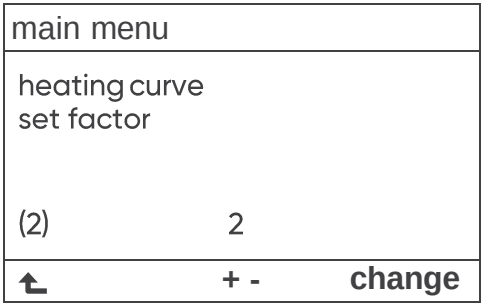
Setting range of the heating curve from 1 to 4. Factory setting: 2 The value to

be set is based on the size of the room being heated. Recommended values:

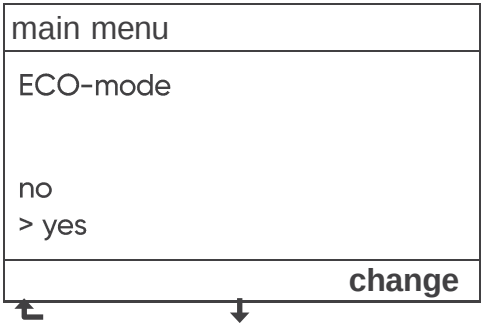
- Room size 20m² – Value 1
- Room 25m² - Value 2
- Room 30m² - Value 3
- Room bigger than 30m² - Value 4

A bigger value (bigger than 3) should also be set with older chimneys – this prevents excess build-up of condensation in the chimney.

The desired heating curve can be set by using the '**Plus**' and '**Minus**' buttons to set and confirming with the '**Ok**' button.




## 8.6. ECO MODE

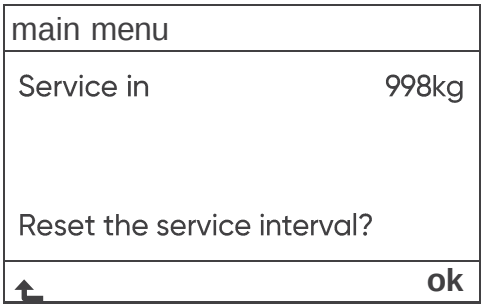


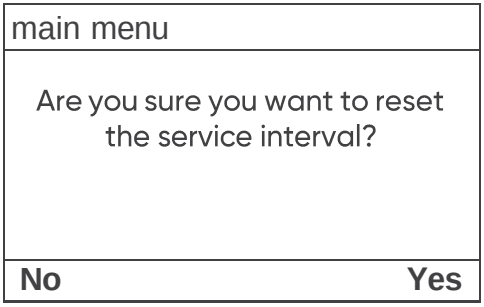

Eco mode allows the heater to run in an idle mode once target temperature is met, instead of shutting down completely and entering standby.

This reduces the power and fuel consumption, and helps the heater maintain a consistent temperature in an environment.

## 8.7. SERVICE

The unit requires a service every 1000kg of fuel, or once a year. This involves thoroughly cleaning the combustion chamber, and the heat exchanger and may include replacement of some wearable parts. Please contact your local dealer for further information as each model is serviced differently.




The service interval can only be reset after a minimum of 1kg of fuel is consumed.

**Procedure:**

By Pressing the **'ok'** button you will be asked whether you really want to reset the service interval.

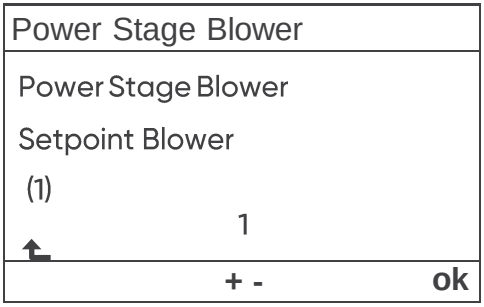
By Pressing the **'Yes'** button the service interval will be reset to 1000kg and an error code W0042 will be logged in the error log.

To cancel the operation, press the **'No'** button.

**IMPORTANT:** The heat must **never** be operated if the service limit is exceeded without cleaning. Doing so may cause damage to the heater's components.

## 8.8. POWER STAGE BLOWER (IF APPLICABLE)

Some units will come with an internal fan. This can help move hot air faster through the space. Though the primary method of heat transfer is still convection, a fan can increase the air flow speed, though not necessarily how much heat is transferred out of the heater.




**Procedure:**

The desired fan speed can be set using the **'plus'** or **'minus'** buttons.

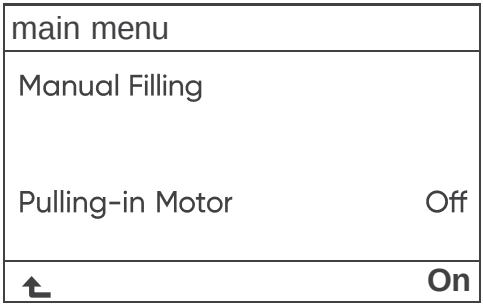
The higher the selected value the higher the fan speed

Pressing the **'ok'** button saves the fan set speed.

To exit the function, press the **'on/ off'** button.

## 8.9.MANUAL PELLET FEED

Filling manually is used for **first time use** and to **empty the pellet feed augur.**




**Procedure:**

The required line can be selected with the **'Plus'** or **'Minus'** buttons.

Press the **'OK'** button on the right to switch on.

The screw conveyor then turns, thus feeding the pellets.

The feed process is stopped by pressing the **'OK'** button.

## 8.10. ERROR LOG

The error log will list the previous 64 error messages displayed on the unit. This is vital for conveying any issues the heater may be having to a service representative.

## 8.11. CONTRAST BRIGHTNESS DISPLAY

Used to set the display screen visibility. Set with the **'Plus'** or **'Minus'** Buttons and confirmed with the **'OK'** button.

## 8.12. SOFTWARE VERSION INFORMATION

Display showing the current software version of the unit and the time of the most recent update.

## 8.13. TEST SETTING

Locked menu for use only by specialists at various testing laboratories.

**DO NOT ATTEMPT TO ACCESS**

# 9. OPERATION MODES

## 9.1. START ZONE 1-20

The start zone begins if:

- The current room temperature falls below the set target temperature by 1 °C.
- The stove is cooled down to a temperature below 70 °C

The whole 'start zone' can go through up to 20 zones. It finishes after reaching a precisely defined temperature at the 'flame temperature sensor' and the control system puts the stove into **'Heating mode'**.

The duration of the 'start zone' can therefore vary.

If, during the start zone, no flame generation can be achieved or the required temperature at the 'flame temperature sensor' cannot be reached, a shutdown process is initiated.

## 9.2. HEATING MODE

After the positive conclusion of the **'start zone'**, the stove automatically switches to **'Heating mode'**.

In **'Heating mode'**, the heat output of the stove is adjusted in modular fashion to the room temperature or to the difference between the Actual and Target room temperatures.

If the difference between the Actual and Target room temperatures is large, then the stove heats with a bigger heat output.

The nearer the Actual and Target room temperatures get to each other, the more the stove's heat output is reduced.

## 9.3. BURNER TEST (BURNER CLEANING)

During the **'Heating mode'** operating status, an automatic burner cleaning process is carried out at regular time intervals (e.g. 30 minutes).

This process takes approx. 2 minutes.

## 9.4. COOLING DOWN

If the set temperature is reached or the **'On/Off'** button is pressed, then the operating status switches to **'cooling down'**. The cooling down phase is restricted by timing control (duration about 15 minutes).

After the end of the **'cooling down'** operating status, the appliance switches to '**standby'** operating status (if the unit is in **'ECO-Mode'**) or **'Off'**.

## 9.5. ECO-MODE

If **'ECO-Mode'** mode is activated, the stove will not turn off when the **'Target room temperature'** is reached.

The stove will continue to burn with a smaller flame.

If the **'Target room temperature'** is exceeded by more than **3 °C**, then the stove enters the **'cooling down'** operating mode. This is commonly caused by the **'Heating Curve'** being set too high.

If the **'Actual room temperature'** exceeds 30 °C in the **'ECO-Mode'**, the stove enters the **'Cooling down'** operating mode.

**'ECO-Mode'** remains active in both cases and will wait in **'Standby'** mode. It will reactivate when temperatures fall below the '**Target room temperature'**.

## 9.6. STANDBY

The stove is in waiting condition. Before it can be switched over from the operating setting **'standby'** to the operating setting **'Start zones 1 – 20'**, two conditions need to be fulfilled:

- The **'Actual room temperature'** must drop under the **'Target room temperature'.** by 1 °C at least
- The temperature of the combustion products measured by temperature sensor must be lower than 70 °C

## 9.7. SHUT DOWN

If a fault occurs, then a shutdown is initiated. The components are switched on or off as follows:

- Induced draught fan – ON and Screw conveyor – OFF and Ignition – OFF

## 9.8. COOLING

The end of the shutdown process depends on time and temperature. The heater will run the **'induced draught fan'** until the heater has reached a safe temperature.

## 9.9. ERROR DISPLAY - FAULT

The stove can no longer be automatically started up. The

operator can see the fault on the display.

Once the fault has been properly corrected and the error message on the operator console has been cleared, the stove can be started up again.

**Procedure:**

The error is cleared by pressing the **'OK'** button.

## 10. OVERHEATING PROTECTION

A safety temperature limiter (STL) automatically switches the stove off if it overheats. The error **F001** is shown on the console display under operating status.

In this case, the appliance must be inspected by a qualified technician.

## 11. POWER CUT

The control unit has a backup battery so that data is retained during a power cut. A distinction is made between a short power cut and a long power cut.

**Short power cut** – lasts for less than about 30 seconds:

- Once the electricity supply has been restored, the stove continues its operation.

**Long power cut** – lasts for more than about 30 seconds:

- Once the electricity supply is restored, the stove switches to the Shutd own operating status and subsequently to **'OFF'**.

## 12. CLEANING AND MAINTENANCE

Please refer to the European maintenance sheet supplied with the heater for detailed guides on performing the yearly service on your unit. Otherwise contact your specialist dealer for further information and assistance.

## 13. FAULTS, CAUSES & CORRECTIONS

Many of the error messages displayed on the unit relate to simple issues or warnings in relation to the cleanliness or maintenance or the unit. Rarely are messages displayed due to a faulty part, and are commonly caused by the following:

- Dirty combustion chamber/sensors
- Incorrect fuel, commonly either dirty or wet
- Environmental or Installation issues
- Exceeding the recommended service period
- Misuse or the unit, including rough handling or tampering with parameters.

Continued operation while frequent error messages are displayed can result damage to the components of the unit and will require a specialist technician to inspect the unit, and possibly replace damaged components.

You can correct simple operating faults yourself with the following guide. For further information please consult your specialist dealer.

**In the event of a fault, do not pull the mains plug out straight away, so that the internal safety functions can continue to operate fully. Only in this way can the flue gases present be extracted via the chimney using the fan. Only pull out the mains plug before starting work on the cold appliance.**

| Code | Cause | Correction |
|---|---|---|
| F0001 | A. STL triggered due to overheating<br>B. Fuse (F1) in the central unit is defective<br>C. Ignition short circuit | A. If STB has triggered - contact service department<br>B. Fuse F1(3.15 A) defective - contact service department<br>C. Ignition defective - contact service department |
| F0002 | A. Burner dirty<br>B. Pellet tank empty<br>C. Ignition defective<br>D. Burner not lying flush<br>E. Flame temperature sensor defective<br>F. Downpipe / screw conveyor blocked<br>G. Screw motor defective | A. Clean burner<br>B. Clean burner - fill pellet tank<br>C. Ignition defective - contact service department<br>D. Clean burner - position burner correctly<br>E. Flame temperature sensor defective - contact service department<br>F. Clean the intake on the screw conveyor housing with a vacuum cleaner - clean burner<br>G. Screw motor defective - contact service department |
| F0003 | A. Heat exchanger / smoke flues dirty<br>B. Heating curve set too low<br>C. Room temperature sensor is lying on the floor or wall | A. Cleaning the smoke flues - clean burner<br>B. Clean burner - Adjust heating curve as described<br>C. Clean burner - suspend room temperature sensor freely |
| F0005 | A. Burner dirty<br>B. Pellet tank empty<br>C. Downpipe / screw conveyor blocked<br>D. Room too airtight – required combustion air cannot flow into the room<br>E. Flue gas temperature sensor defective<br>F. Screw motor defective<br>G. Pellet fuel has too low a calorific value | A. Clean burner<br>B. Clean burner - fill pellet tank<br>C. Clean the intake on the screw conveyor housing with a vacuum cleaner. – Clean burner<br>D. Clean burner - Ensure adequate combustion air<br>E. Flue gas temperature sensor defective - contact service department<br>F. Screw motor defective - contact service department<br>G. Clean burner - switch to high quality pellet type |

| | | |
|---|---|---|
| F0006 | A. Combustion chamber door open during operation<br>B. Damper in front of the door contact switch not in the right position<br>C. Cable broken in the electric wiring to the door contact switch<br>D. The connector has come out on the door contact switch or on the central unit | A. Clean burner - close door<br>B. Clean burner - Adjust damper in front of the door contact switch<br>C. Cable broken on door contact switch - contact service department<br>D. Contact service department |
| F0007 | A. Flue gas temperature sensor defective or not connected | A. Contact service department |
| F0008 | A. Flue gas temperature sensor defective | A. Contact service department |
| F0009 | A. Note: Combustion chamber door open during "Off or standby" | A. No correction necessary - Close door - Error is automatically cleared |
| F0011 | A. Room temperature sensor defective or not connected | A. Contact service department |
| F0012 | A. Room temperature sensor defective | A. Contact service department |
| F0015 | A. Induced draught fan defective<br>B. Power supply to the fan motor interrupted | A. Contact service department<br>B. Check cable - contact service department |
| F0018 | A. Power cut | A. Clean burner - Clear error 018 |
| F0021 | A. Burner dirty<br>B. Pellet tank empty<br>C. Downpipe / screw conveyor blocked<br>D. Room too airtight – required combustion air cannot flow into the room<br>E. Flue gas temperature sensor defective<br>F. Screw motor defective<br>G. Pellet fuel has too low a calorific value | A. Clean burner<br>B. Clean burner - fill pellet tank<br>C. Clean the intake on the screw conveyor housing with a vacuum cleaner. – Clean burner<br>D. Clean burner - Ensure adequate combustion air<br>E. Flue gas temperature sensor defective - contact service department<br>F. Screw motor defective - contact service department<br>G. Clean burner - switch to high quality pellet type |

| | | |
|---|---|---|
| F0022 | A. Flue draught too low<br>B. Flue draught too high<br>C. Burner dirty<br>D. Flue tube pipeline too long (horizontal)<br>E. Flue gas temperature sensor defective | A. Measure flue draught - contact service department<br>B. Measure flue draught - contact service department<br>C. Clean burner<br>D. Change flue tube pipeline- contact service department<br>E. Flue gas temperature sensor defective - contact service engineer |
| F0023 | A. Flame temperature sensor defective or not connected | A. Contact service department |
| F0024 | A. Flame temperature sensor at bottom defective or not connected | A. Contact service department |
| F0026 | A. Pellet tank empty<br>B. Burner not lying flush<br>C. Burner dirty<br>D. Pellet fuel has too low a calorific value<br>E. Downpipe / screw conveyor blocked<br>F. Room too airtight – required combustion air cannot flow into the room<br>G. Flame temperature sensor defective<br>H. Screw motor defective | A. Fill pellet tank<br>B. Position burner correctly<br>C. Check burner/ clean burner<br>D. Switch to high quality pellet type<br>E. Clean the intake on the screw conveyor housing with a vacuum cleaner.<br>F. Ensure adequate combustion air - Connect stove with outside air<br>G. Flame temperature sensor defective - contact service department<br>H. Screw motor defective - contact service department |
| F0027 | A. Burner dirty<br>B. Burner not lying flush<br>C. Door not sealed properly | A. Clean burner<br>B. Position burner correctly<br>C. Check seal on door |
| F0028 | A. Burner / combustion chamber dirty<br>B. Flame temperature sensor at bottom defective | A. Clean burner<br>B. Contact service department |
| F0033 | A. No WLAN connection<br>B. WLAN code is incorrect<br>C. No IP address received | A. Check WLAN reception<br>B. Check WLAN code<br>C. Check DHCP settings on the router |
| F0034 | A. No internet connection available | A. Check internet connection |

| | | |
|---|---|---|
| F0040 | A. Combustion chamber not cleaned in specified time interval | A. Clean burner and combustion chamber – the combustion chamber door must be opened in "OFF" operating status. The burner and combustion chamber are carefully cleaned using an ash vacuum cleaner. The combustion chamber door must be opened for longer than 60 seconds here so that the error message is automatically cleared. |
| F0041 | A. Maintenance interval exceeded | A. Clean the flues |
| F0050 | A. The spare battery empty | A. Replace the battery of the control system (CR 2032) |
| F1000/ W1000 | A. Restart of the hardware | A. The device is without to power supply - error message in the Record of defects |
| W0042 | Information – Service interval has been reset | |

## 13.1. GENERAL FAULTS

| Fault | Cause | Correction |
|---|---|---|
| Pellet stove does not start | 1. The set Target room temperature is lower than the current Actual room temperature<br>2. The temperature of the fumes is too high<br>3. An error has occurred there is no allocated time zone in the week program | 1. Increase Target room temperature<br>2. Let the instrument cool down<br>4. Adjust week programming |
| No display | 1. Loose or defective connection cable between operator console and control unit<br>2. Contrast shifted | 1. Contact service department<br>2. Reset contrast |
| Noise in the (induced) draught fan | Ashes in the body of the draught fan | Remove the ashes using an ash exhauster |
| Ticking or banging | 1. During heating or cooling due to different expansion of the used materials<br>2. Noise during burner test | Keep in mind that these sounds are due to factors that cannot be eliminated. |

## 14. WARRANTY

Euro Fireplaces offers a limited two-year warranty on pellet heaters as per manufacturers direction. Proof of purchase is required. For full warranty information please contact Euro Fireplaces directly.

## 15. REPLACEMENT PARTS

Replacement parts for your pellet heater can be ordered through Euro Fireplaces. Some parts are model specific so ensure that you include your model name (or a photo of the heaters European compliance plate) in any enquiries.

## 16. PROCEDURE FOR END-OF-LIFE DISPOSAL OF THE HEATER

- Disassemble the central unit including the connected electrical components and hand them over for recycling.
- Disassemble the control unit and hand it over for recycling.
- Disassemble the electrical cables and hand them over for recycling as non-ferrous waste – it is not an electronic waste.
- Remove the lining of the combustion chamber and dispose of as construction debris.
- Remove the concrete parts of the fireplace kit and dispose of as construction debris.
- Remove the sealing and silicone residues and dispose of them with household waste.
- The heater body and any steel or cast-iron parts are to be recycled as metal waste.
- Disassemble the temperature sensors and hand them over for recycling as metal waste.
- Disassemble the door glass and dispose of with household waste (not to be sorted with glass waste)

## 17. NOTES

AUSTRALIAN
HOME HEATING
ASSOCIATION INC.

Euro Fireplaces is a proud member of the Australian Home Heating Association, and as such abide by their standards. If further information is required, as well as tips for running your heater efficiently, we recommend visiting their website at

www.homeheat.com.au