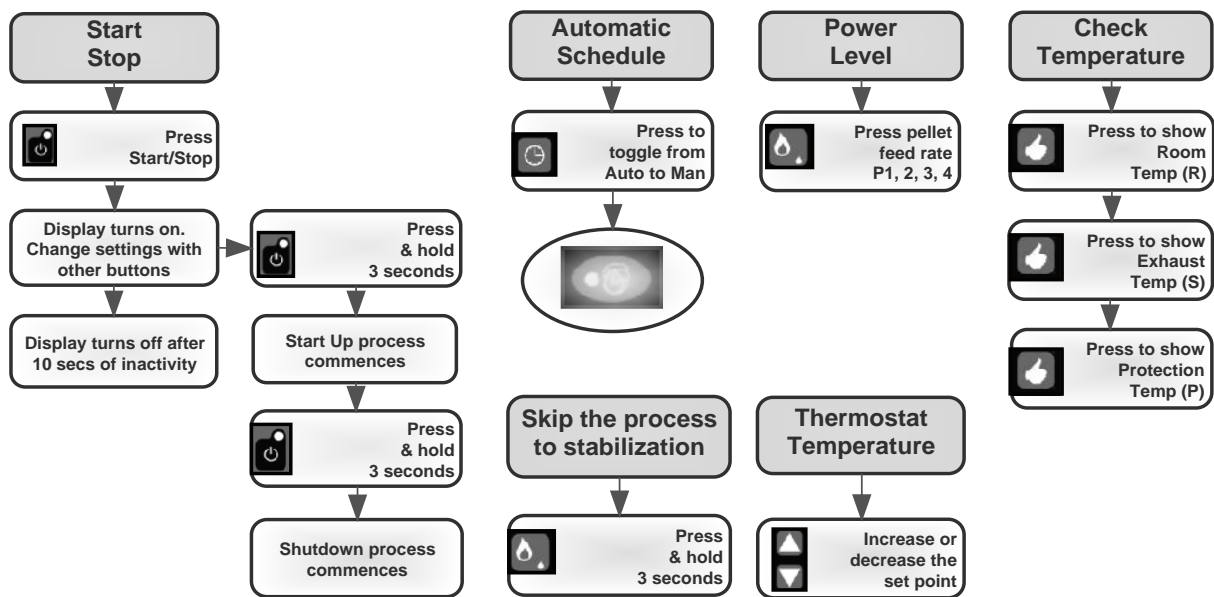


# USERS GUIDE


## 1. Operations Instructions - Quick reference guide



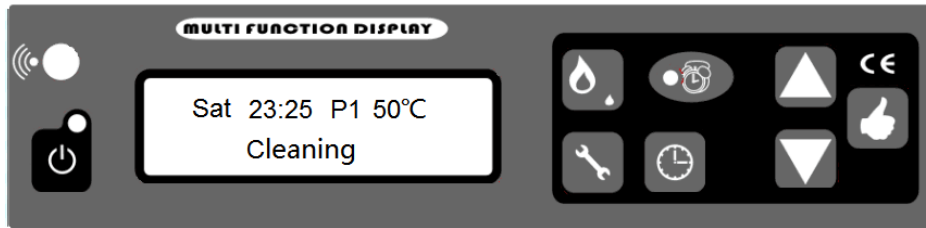
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## 2. Operating Instructions - Detailed

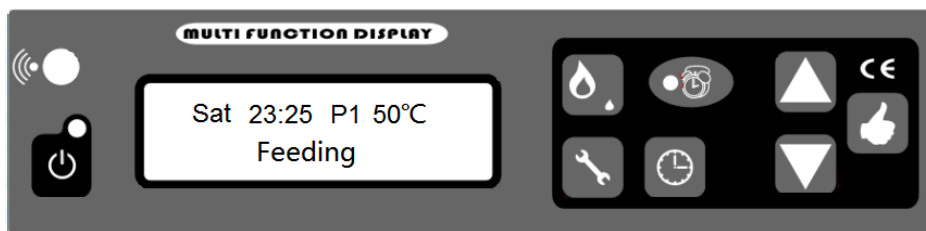
### a) Startup

- Check the hopper has pellets and the burn pot is clear of ash or clinker build up.
- Clean the burn pot, glass and ash pan if necessary.
- Press the On/Off button  once and then again but hold until you hear a beep with the second push.

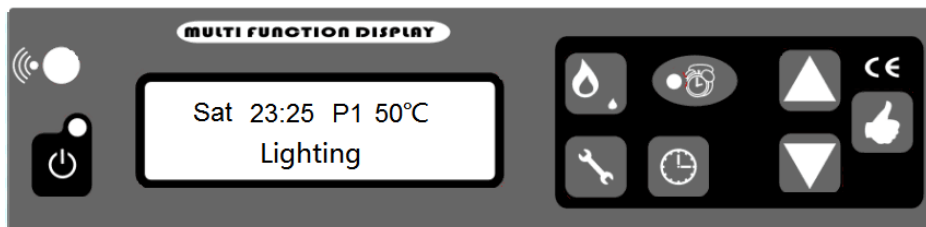
Message, CLEANING will be shown first, (The exhaust system is flushed with air)



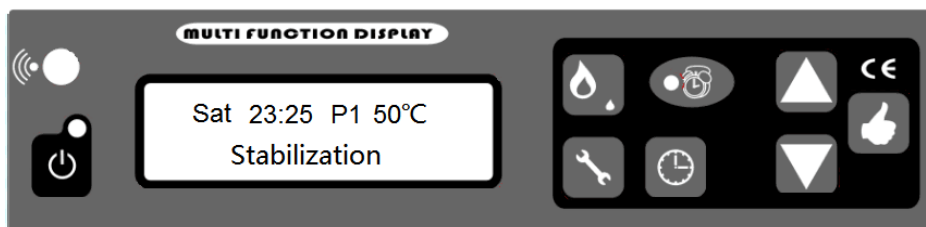
Message, FEEDING will be shown next, (Pellets are feed into the burn pot)



Message, LIGHTING will be shown next, (Electric igniter heats up and lights the pellets)



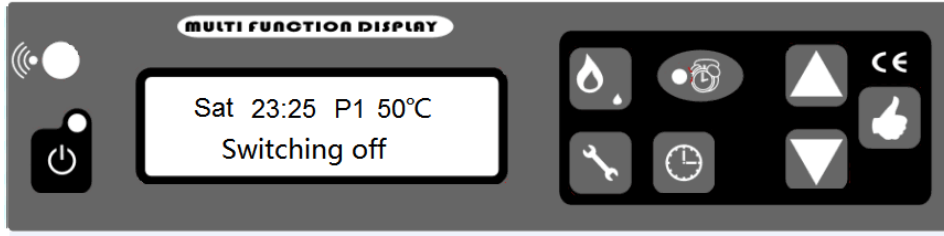
Message, STABILIZATION will be shown next (Normal operation, pellets are fed as per the power setting and the room fan turns on once the heater reaches operating temperature.)



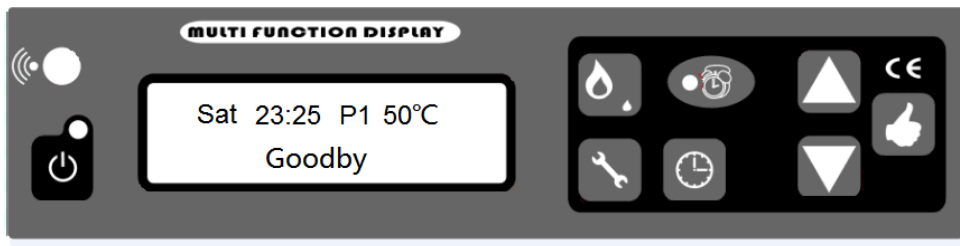
### b) Shutdown

Press the On/Off button and hold panel button until you hear a beep.

Message, Switching Off will be shown first, (Fuel feed stops, pellets burn away)




After the temperature in the heater has cooled down, 'GOODBYE' is displayed. (STOPPED)



### c) Power Level - Pellet Feed rate

#### FLAME POWER VARIATION

Pellet feed rate can be changed from a Maximum P1 (100%) to a Minimum P4 (ECO)

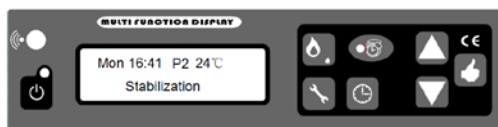
Pressing the key  the feed quantity can be changed; the display shows the selected power.



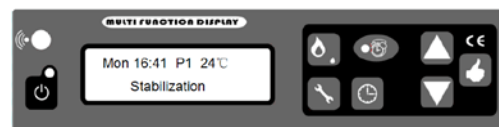
**MINIMUM POWER P4**



**LOW POWER P3**



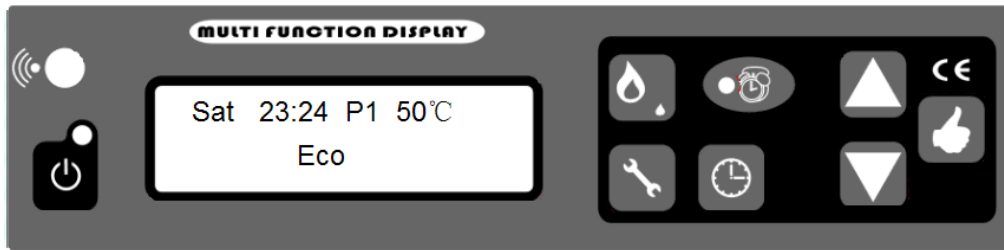
**MEDIUM POWER P2**



**MAXIMUM POWER P1**



#### d) ECO Stage

If the room temperature exceeds the set room temperature the stove is stopped automatically if ECO1 is selected or turns to minimum power in order to save energy if ECO2 is selected:



After the room temperature drops down, and below the set room temperature (3degrees), it automatically switches on again or goes back to the previous Power level.



#### e) Set the Thermostat Temperature

Press the keys   to adjust the room temperature set point.


The pellet heater will either operate at the set pellet feed rate (P1,P2,P3 or P4) until the actual room temperature exceeds the set point at which time the heater will automatically switch to the selected ECO Mode. (Turn off or run at minimum power).

#### f) Automatic or Manual

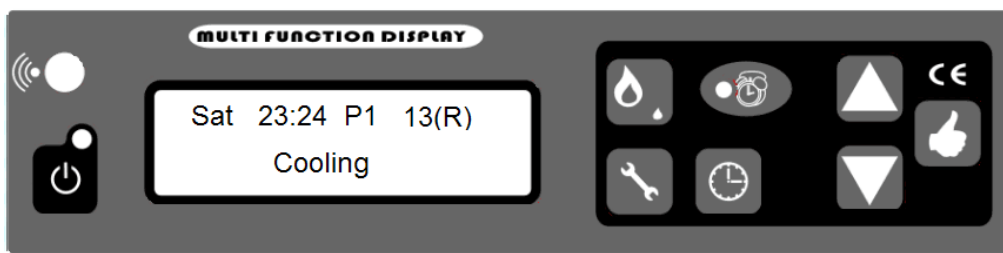
Automatic mode turns the heater on and or off as determined by the programmed timer schedule.

Press the Auto button  to switch between Auto or Manual. If the light is on,  the automatic program is selected. Otherwise it is manual.

#### g) Check Temperatures

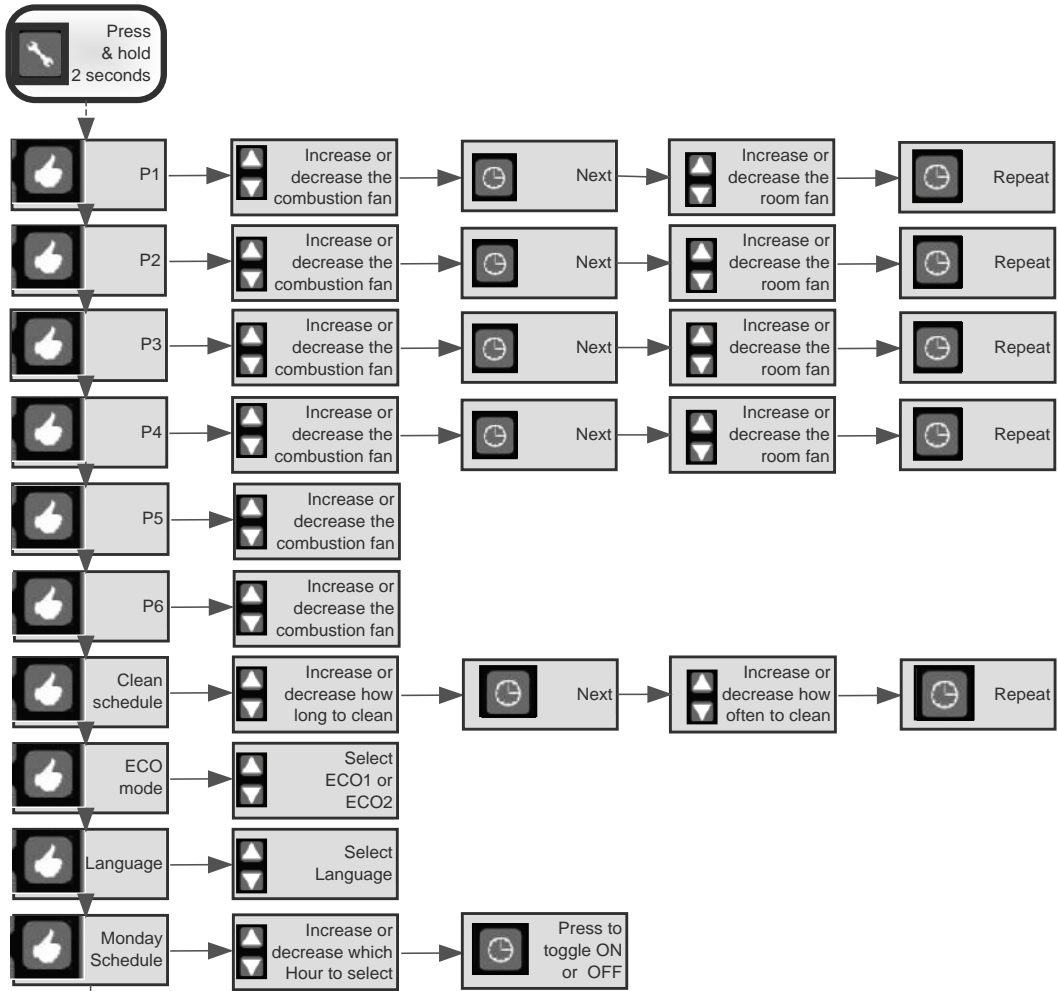
How to Check the Room temperature, Exhaust (Smoke) Temperature, Safety (Protection) Temperature which is located under the hopper. Push button 

- The number with "R" is the temperature for room.
- The number with "S" is the temperature for the Smoke
- The number with "P" is the temperature for the Protection.
  - For example: The room temperature is 13 degrees.

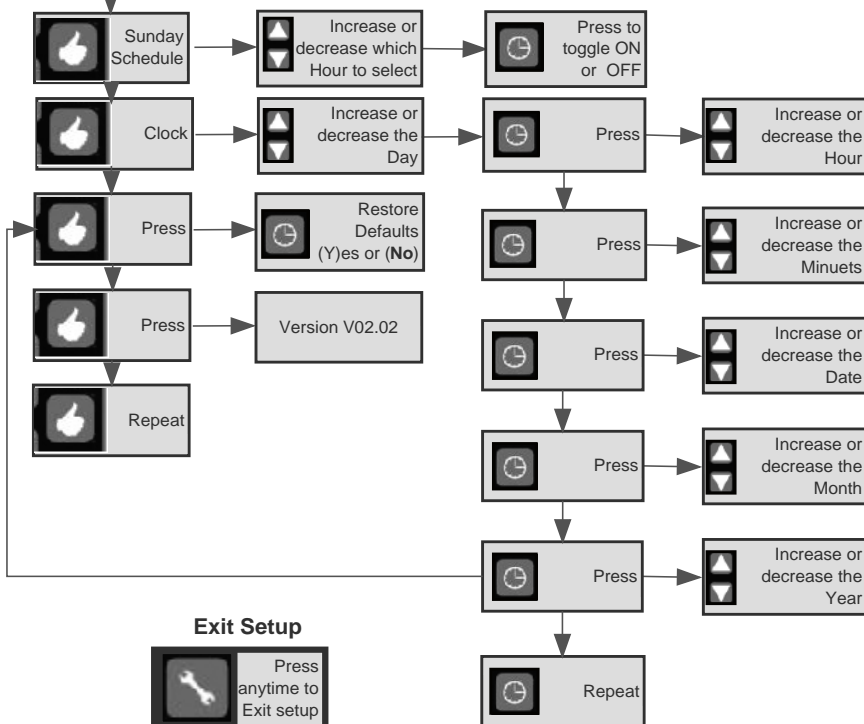


### 3. Setup - reference guide

#### Start Setup



Step through each day Monday to Sunday



#### Exit Setup



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## 4. Setup Instructions - Explained

To enter the setup mode, press and hold the Spanner button DOWN **until you hear a beep**.

Please refer to the Setup reference guide for the correct button sequence; the following is an explanation of each feature.

**\*Warning\*** Incorrect settings could result in poor performance and or operating failure. Please contact Pellet Fires Tasmania for advice if required.

### a) User control of the Combustion Fan (Smoke fan) and Room Fan speeds

Individual fan speeds can be set for each of the four power settings (P1-P4). Each power level has settings of plus or minus 20% for each of fan ((S)moke fan and Room (F)an.

Normally the heater would be set to P1 and ECO2 which means that when the room temperature is lower than what is set on the thermostat, the heater will run in Stabilization Mode using the P1 feed rate, Combustion fan and room Fan settings. When the thermostat temperature is met, the heater will run in ECO2 mode which is the P4 setting.

The Combustion fan (Smoke fan) controls the amount of air that is drawn through the burn pot.

- If the amount of air on P4 is too high, the pellet fuel will burn away too quickly, and you risk the possibility of the fire going out.
- If the amount of air is too low, then you will see poor combustion characterized by a lazy flame. The glass will go black faster than normal and the heater will require more cleaning. Pellets could also build up in the burn pot.
- Adjust the Combustion fan to achieve a bright flame without black sooty tips and without pellets being blown out of the burn pot.

The Room (F)an should be adjusted to provide sufficient convection air flow.

- The higher the air volume the louder the fan becomes but better air circulation is achieved.
- Too low a fan setting will result in poor heat circulation and the possibility of the heater over heating and automatically shutting down.

### b) Cleaning

The heater automatically cleans ash from the burn pot on a regular basis by reducing the fire to a very low burn and then introducing a brief blast of air. You can choose how often you want the cleaning process to occur and for how long it should take. The default settings should be adequate for the type of pellet fuel available and need not be changed.

### c) ECO Mode

When selected, the ECO1 option turns the heater OFF when the room temperature is above the thermostat setting. ECO1 is NOT recommended for Tasmanian conditions and homes. The ECO2 option reduces the power (heat output) level to the lowest power setting (P4). This is like an overnight burn setting and is the recommended option for medium and larger areas because it does not cause the heater to go through the startup and shutdown sequences.

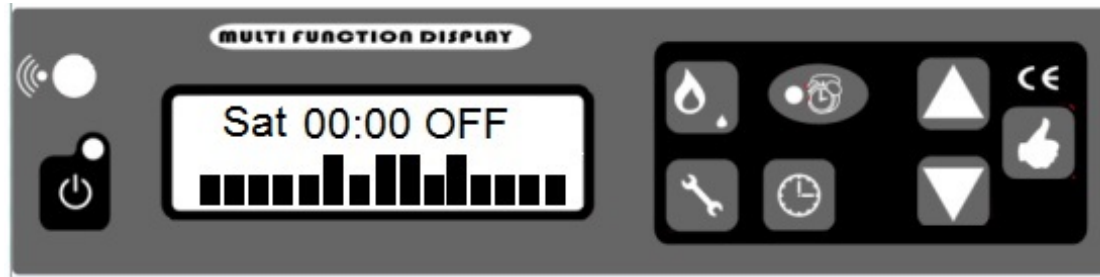
### d) Language

Select the language of choice. Default is English.

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**e) Setting the program schedule**

Each hour of each day of the week can be set to be ON or OFF allowing simple or complex schedules to be programmed which operate when the Auto setting is activated. *EG - Automatically turn ON and stay on between 6am and 8am then again from 4pm to 10pm Monday to Friday and OFF Saturday and Sunday so that MANUAL operation is used as required on those days.*



**f) Setting the clock**

The hour, minutes, day, month and year can be set to local time. Please adjust as required for day light savings time.

**g) Restore defaults**

Select **NO** to use the changes you have just made or select YES to return to the previous defaults.

**h) Display Version**

The Firmware and Software versions are displayed for the Controller and Display modules.

**i) Exit setup**

Press the spanner button at any time to exit the setup programming mode.


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## MAINTENANCE GUIDE

### 1. Error codes

- Fire Error = protection was activated due to over temperature or a component failure. Contact customer support.
- E1 = Fire went out. Refill the hopper and attempt to start again.
- E2 = Failure to light. Check ash in the burn pot, clean and attempt to start again. If the heater fails to light after several attempts, contact customer support.
- E3 = Earthquake if a detector is fitted (only applicable in earthquake areas like Japan).
- E4 = Temperature sensor error.
- E5 = Vacuum problem. Check that the door is closed, or a service may be required due to a buildup of ash or a blockage in the exhaust system or a failed vacuum switch.
- E6 = Hopper protection sensor over temperature. Check room fan speed.
- E7 = Power failure. Clear error code and resume operation.
- E8 = Blocked exhaust passages. Heater needs to be serviced.
  
- ESC1 = Temperature sensor 1 is short circuited. Contact customer support.
- ESO1 = Temperature sensor 1 is open circuited. Contact customer support.
- ESC2 = Temperature sensor 2 is short circuited. Contact customer support.
- ESO2 = Temperature sensor 2 is open circuited. Contact customer support.
- ESC3 = Temperature sensor 3 is short circuited. Contact customer support.
- ESO3 = Temperature sensor 3 is open circuited. Contact customer support.
  - *Temperature sensor 1 is the room thermostat*
  - *Temperature sensor 2 is the exhaust sensor.*
  - *Temperature sensor 3 is the protection sensor.*



To clear an error code, Press and hold the  key until you hear a beep. In the event of multiple error messages (eg E1 and E5), it may be necessary to power off the heater at the power point and then clear the error code.



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## 2. Maintenance

### Before carrying out any maintenance take the following precautions:

- Make sure that the fire has been turned off, and that the power supply has been disconnected (Ensure that the plug is disconnected from the socket, thus avoiding accidental electric shocks).
- Make sure that all parts of the pellet heater are cold.
- Make sure that the ashes have cooled completely.
- Always use appropriate tools for maintenance.
- When you have finished re-install all safety guards before using the pellet heater again.

The pellet heater requires little maintenance if quality wood pellets are used which is why we recommend pellet fuel that is manufactured to the AS/NZS4014.6.

#### a) Cleaning the surfaces

To clean the surfaces on the painted metal parts, use a damp cloth.

Important: the use of aggressive detergents or abrasive cleaners can damage the surfaces of the stove. Do not clean with paint thinners or solvents.

#### b) Cleaning the fire pot before and after each lighting

You must check that the fire pot before and after each lighting. Ensure it is clean and that no waste or residue blocks the holes, in order to always guarantee excellent combustion of the stove. This will help avoid possible overheating, which could cause changes in the colour of the paint, as well as failure to light the stove.

Only a clean fire pot can guarantee that the pellet stove will function without problems. During operation, deposits may be formed, which have to be immediately eliminated. It is easy to see when the fire pot has to be cleaned! It only needs a glimpse, each day, before switching on. For minor cleaning, it can be left in the stove, but if the residue is difficult to remove, it has to be extracted from its housing and the waste scraped out.



The residue of ash depends on the quality of pellets used. Important: even with a new batch of pellets, although using the same brand, there may be differences during combustion and therefore they may burn more or less cleanly.

Correct daily cleaning will allow the pellet heater to burn properly with high performance avoiding problems in the long term which could require the intervention of a technician to repair the pellet heater.

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**c) Cleaning the combustion chamber**

The fire requires simple but frequent cleaning to guarantee correct functioning. Therefore, clean the combustion chamber frequently by using a drum-type vacuum cleaner, making sure that the ashes are cold first.

**d) Cleaning the flue**

The flue will require cleaning only once each season providing the correct fuel is used. You should arrange for this when booking your annual service.

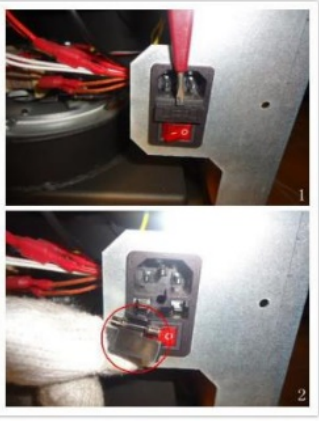
**e) Frequency of Component Cleaning**

Parts/Frequency	Daily	2-3 Days	30 Days	Annually	Performed By
Burn pot	•				Owner
Burn pot grill		•			Owner
Glass		•			Owner
Flu				•	Technician
Door gasket				•	Technician
Combustion chamber		•			Owner
Vacuum Hopper			•		Owner
Clean T discharge				•	Technician

**f) Cleaning the Ash Drawer**

The ash drawer must be cleaned every 2 days, depending on the length of time the stove is used and the type of pellet used. To access the drawer, open the door and extract the ashes drawer.

### 3. Troubleshooting

Problems	Reason	Solution
1. No panel display	No power.	Check the power outlet and heater plug at the back of the heater. Check the fuse – 
2. The blower doesn't work after pressing the start button.  If after 15 minutes, it still does not work, there must be a failure.	It is normal. It will start automatically when the temperature is below 30 degrees on the venting pipe.  Electronic component failure	Please wait  Contact customer service.
3. No pellet feed. There are three feeding process stages.		
A. During start up, FEEDING is displayed.	Feed unit is blocked.	Clear the blockage.
	No auger drive.	Contact customer support.
	No fuel in the hopper.	Fill the hopper.
B. Second stage ignites the pellets. LIGHTING is displayed.	It is normal	Please be patient
	Igniter failure	Contact customer support.
C. Normal operating stage STABILIZATION is displayed.	Feed unit is blocked.	Clear the blockage.
	No auger drive.	Contact customer support.
	No fuel in the hopper.	Fill the fuel into the hopper.
4. Burn pot overflows. Orange or lazy fire.	Lack of air for burning.	Clean the exhaust air way path.
5. The fire goes out.	The level of feeding speed is too low or too much air flow.	Contact customer support.
6. Heater switches off after 15 minutes.	Heater has not reached operating temperature.	Clean out the burn pot and start again. If fails a second time contact customer support.