

# **Extraflame**®

## Riscaldamento a Pellet



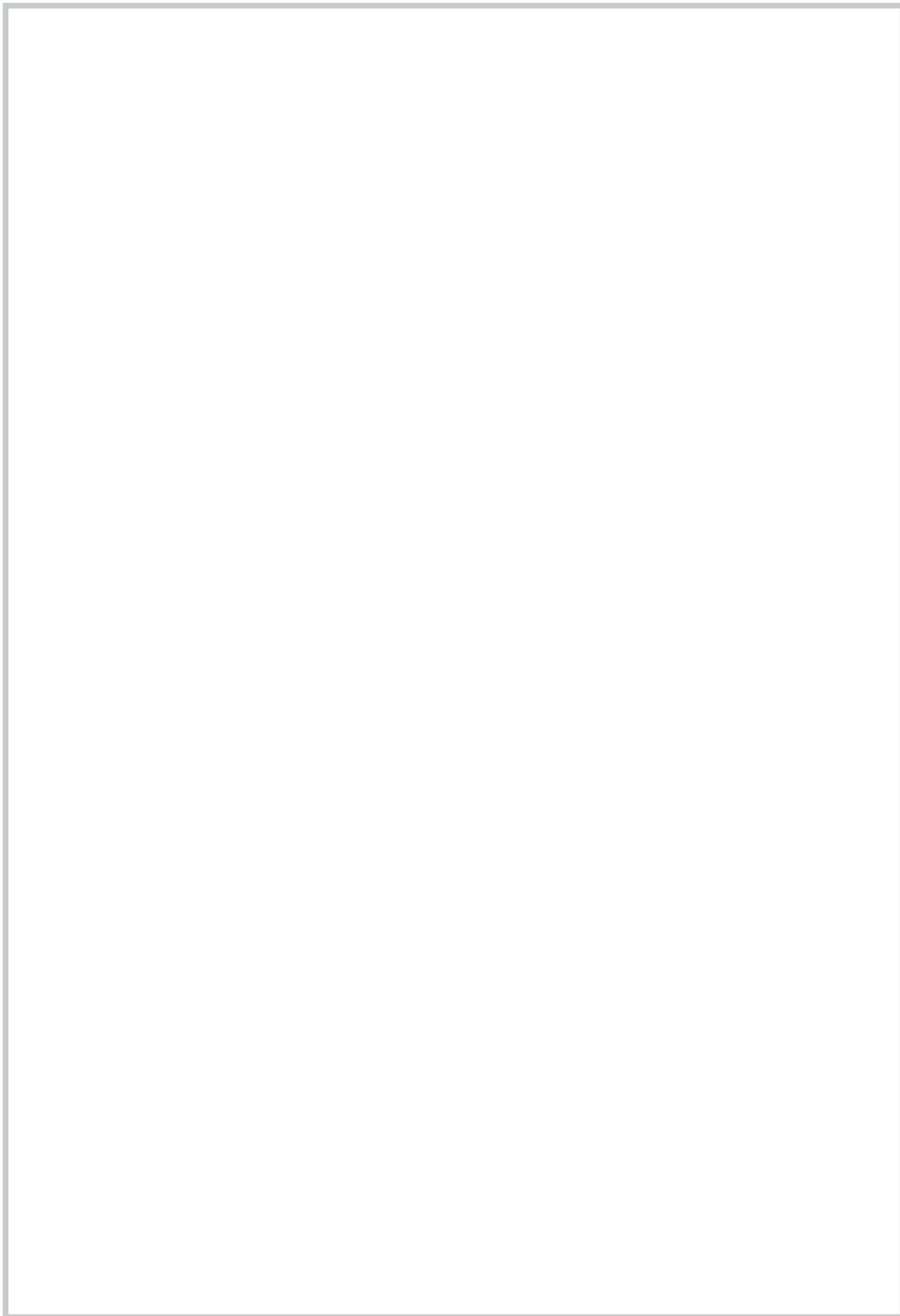
UK

**MADE IN ITALY**  
design & production

### PELLET STOVES USER MANUAL

### ELLA - MIETTA - WENDY

004276696 - Rev 005



## **ATTENTION**



**SURFACES CAN BECOME VERY HOT!  
ALWAYS USE PROTECTIVE GLOVES!**

*During combustion, thermal energy is released that significantly increases the heat of surfaces, doors, handles, controls, glass, exhaust pipes, and even the front of the appliance. Avoid contact with those elements if not wearing protective clothing (protective gloves included). Make sure children are aware of the danger and keep them away from the stove during operation.*

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**ATTENZIONE TASSATIVO  
PRIMA DI MOVIMENTARE LA STUFA TOGLIERE LE MAIOLICHE INDICATE  
PER EVITARE DANNI.**

**ATTENTION - COMPULSORY  
BEFORE MOVING THE STOVE, KINDLY TAKE THE CERAMICS OFF IN ORDER TO  
AVOID ANY DAMAGES**

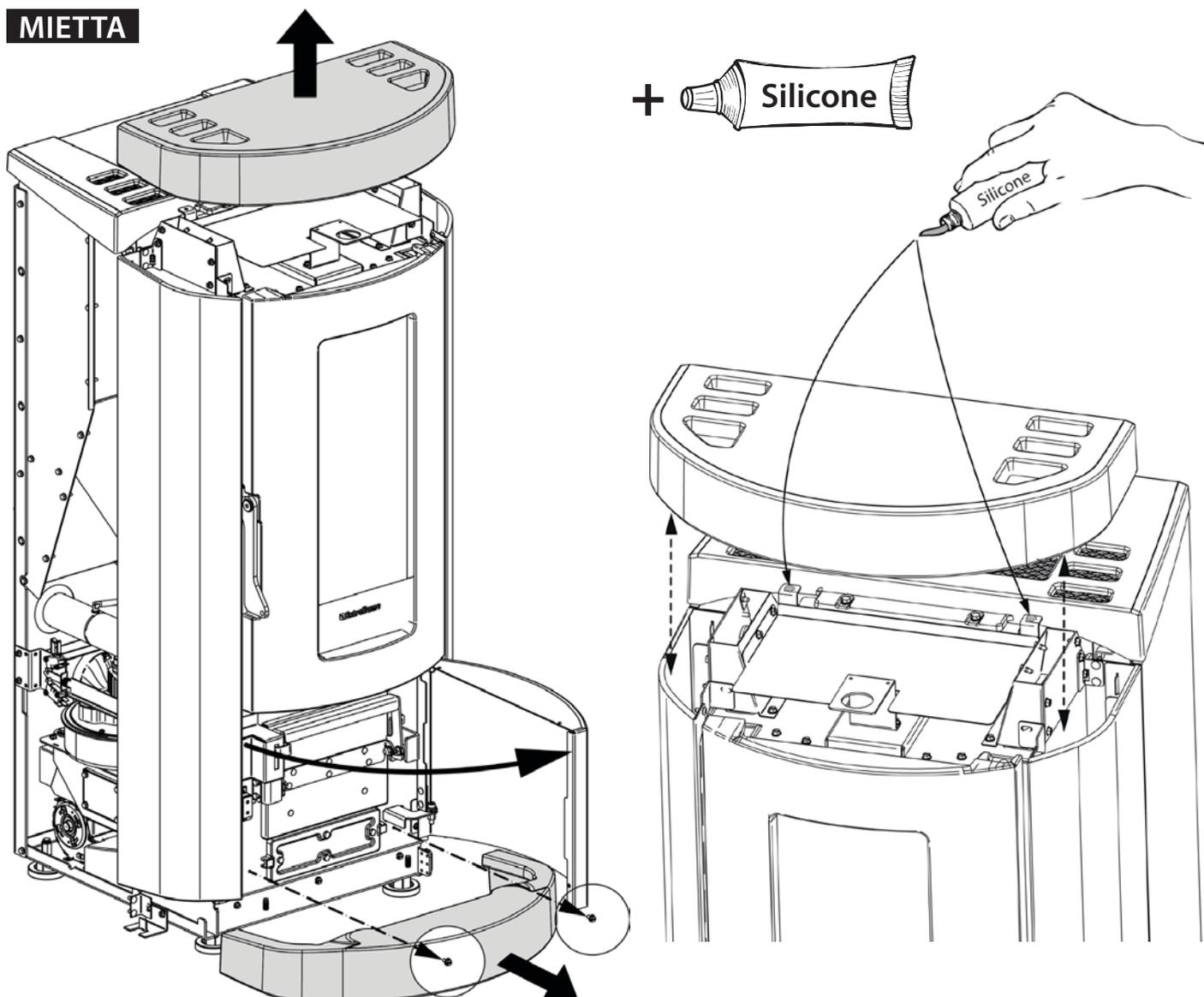
**ATTENTION - OBLIGATOIRE  
AVANT DE BOUGER LE POËLE, FAIRE ATTENTION À LEVER LES CÉRAMIQUES  
INDIQUÉES POUR ÉVITER DES DÉGÂTS**

**VORSICHT - OBLIGATORISCH  
BEVOR SIE DEN OFEN BEWEGEN, BITTE UNBEDINGT DIE BEZEICHNETE KERAMIK KA-  
CHELN ENTFERNEN UM SCHÄDEN ZU VERMEIDEN**

**ATENCIÓN - PERENTORIO  
ANTES DE MOVER LA ESTUFA SACAR LAS MAYÓLICAS INDICADAS PARA EVITAR DAÑOS.**

**LET OP! VERPLICHT  
VOORDAT DE KACHEL VERPLAATST WORDT, MOETEN DE DELEN IN MAJOLICA  
VERWIJDERD WORDEN OM BESCHADIGING TE VOORKOMEN.**

**MIETTA**



**ATTENZIONE TASSATIVO  
PRIMA DI MOVIMENTARE LA STUFA TOGLIERE LE MAIOLICHE INDICATE  
PER EVITARE DANNI.**

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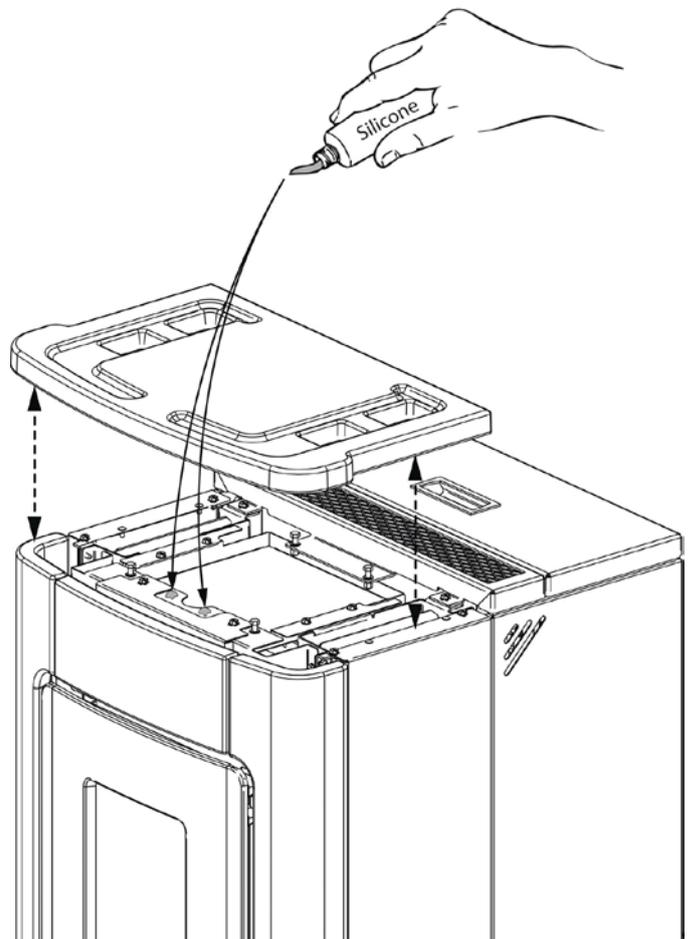
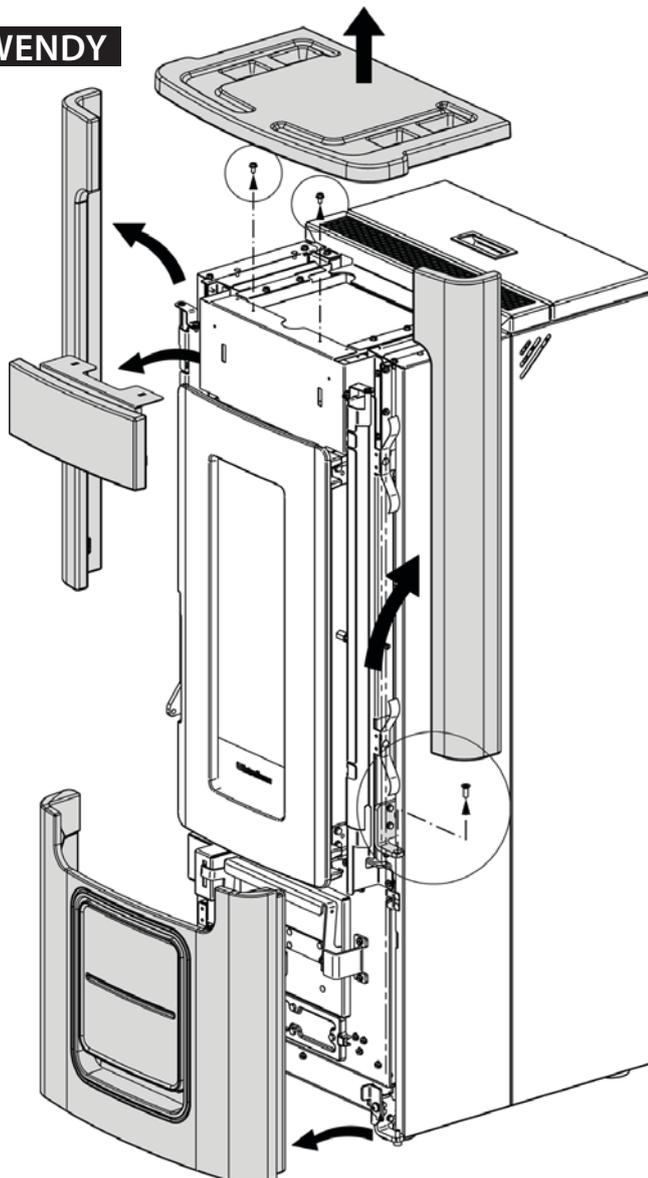
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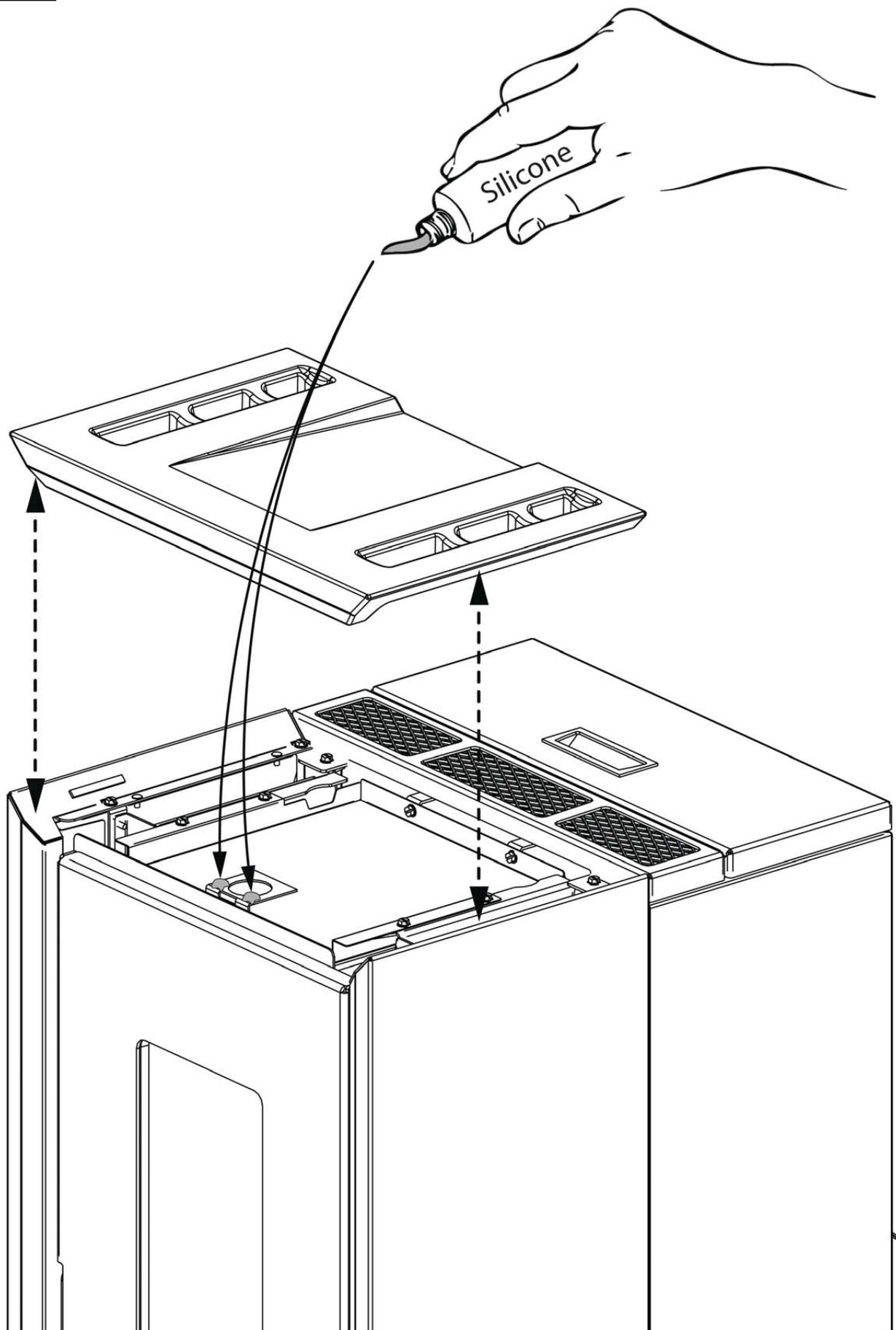
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VERWIJDERD WORDEN OM BESCHADIGING TE VOORKOMEN.**

**WENDY**



ELLA



*We thank you for having chosen our company; our product is a great heating solution developed from the most advanced technology with top quality machining and modern design, aimed at making you enjoy the fantastic sensation that the heat of a flame gives, in complete safety.*

## WARNINGS

This instructions manual is an integral part of the product: make sure that it always accompanies the appliance, even if transferred to another owner or user, or if transferred to another place. If it is damaged or lost, request another copy from the area technician. This product is intended for the use for which it has been expressly designed. The manufacturer is exempt from any liability, contractual and extracontractual, for injury/damage caused to persons/animals and objects, due to installation, adjustment and maintenance errors and improper use.

**Installation must be performed by qualified staff, which assumes complete responsibility for the definitive installation and consequent good functioning of the product installed. One must also bear in mind all laws and national, regional, provincial and town council Standards present in the country in which the appliance has been installed, as well as the instructions contained in this manual.**

**The Manufacturer cannot be held responsible for the failure to comply with such precautions.**

**After removing the packaging, ensure that the content is intact and complete. Otherwise, contact the dealer where the appliance was purchased.**

All electric components that make up the product must be replaced with original spare parts exclusively by an authorised after-sales centre, thus guaranteeing correct functioning.

## SAFETY

- ◆ THE APPLIANCE MAY BE USED BY CHILDREN 8 YEARS OF AGE OR OLDER AND INDIVIDUALS WITH REDUCED PHYSICAL, SENSORY, OR MENTAL CAPACITIES OR WITHOUT EXPERIENCE OR THE NECESSARY KNOWLEDGE, PROVIDED THAT THEY ARE SUPERVISED OR HAVE RECEIVED INSTRUCTIONS ON SAFE USE OF THE APPLIANCE AND THAT THEY UNDERSTAND THE INHERENT DANGERS.
- ◆ THE GENERATOR MUST NOT BE USED BY PERSONS (INCLUDING CHILDREN) WITH REDUCED PHYSICAL, SENSORY AND MENTAL CAPACITIES OR WHO ARE UNSKILLED PERSONS, UNLESS THEY ARE SUPERVISED AND TRAINED REGARDING USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY.
- ◆ THE CLEANING AND MAINTENANCE REQUIRED BY THE USER MUST NOT BE PERFORMED BY CHILDREN WITHOUT SUPERVISION.
- ◆ CHILDREN MUST BE CHECKED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.
- ◆ DO NOT TOUCH THE GENERATOR WHEN YOU ARE BAREFOOT OR WHEN PARTS OF THE BODY ARE WET OR DAMP.
- ◆ THE SAFETY AND ADJUSTMENT DEVICES MUST NOT BE MODIFIED WITHOUT THE AUTHORISATION OR INDICATIONS OF THE MANUFACTURER.
- ◆ DO NOT PULL, REMOVE, TWIST THE ELECTRICAL CABLES COMING OUT OF THE PRODUCT EVEN IF IT IS DISCONNECTED FROM THE MAINS.
- ◆ IT IS ADVISED TO POSITION THE POWER SUPPLY CABLE SO THAT IT DOES NOT COME INTO CONTACT WITH HOT PARTS OF THE APPLIANCE.
- ◆ THE POWER SUPPLY PLUG MUST BE ACCESSIBLE AFTER INSTALLATION.
- ◆ DO NOT CLOSE OR REDUCE THE DIMENSIONS OF THE AIRING VENTS IN THE PLACE OF INSTALLATION. THE AIRING VENTS ARE ESSENTIAL FOR CORRECT COMBUSTION.

- ◆ DO NOT LEAVE THE PACKAGING ELEMENTS WITHIN REACH OF CHILDREN OR UNASSISTED DISABLED PERSONS.
- ◆ THE HEARTH DOOR MUST ALWAYS BE CLOSED DURING NORMAL FUNCTIONING OF THE PRODUCT.
- ◆ WHEN THE APPLIANCE IS FUNCTIONING AND HOT TO THE TOUCH, ESPECIALLY ALL EXTERNAL SURFACES, ATTENTION MUST BE PAID
- ◆ CHECK FOR THE PRESENCE OF ANY OBSTRUCTIONS BEFORE SWITCHING THE APPLIANCE ON FOLLOWING A PROLONGED PERIOD OF INACTIVITY.
- ◆ THE GENERATOR HAS BEEN DESIGNED TO FUNCTION IN ANY CLIMATIC CONDITION. IN PARTICULARLY ADVERSE CONDITIONS (STRONG WIND, FREEZING) SAFETY SYSTEMS MAY INTERVENE THAT SWITCH THE GENERATOR OFF. IF THIS OCCURS, CONTACT THE TECHNICAL AFTER-SALES SERVICE AND ALWAYS DISABLE THE SAFETY SYSTEMS.
- ◆ IN THE EVENT THE FLUE CATCHES FIRE, USE SUITABLE SYSTEMS FOR SUFFOCATING THE FLAMES OR REQUEST HELP FROM THE FIRE BRIGADE.
- ◆ THIS APPLIANCE MUST NOT BE USED TO BURN WASTE
- ◆ DO NOT USE ANY FLAMMABLE LIQUIDS FOR IGNITION
- ◆ DURING THE FILLING PHASE DO NOT PUT THE BAG OF PELLETS TO INTO CONTACT WITH THE PRODUCT
- ◆ THE MAJOLICAS ARE TOP QUALITY ARTISAN PRODUCTS AND AS SUCH CAN HAVE MICRO-DOTS, CRACKLES AND CHROMATIC IMPERFECTIONS. THESE FEATURES HIGHLIGHT THEIR VALUABLE NATURE. DUE TO THEIR DIFFERENT DILATION COEFFICIENT, THEY PRODUCE CRACKLING, WHICH DEMONSTRATE THEIR EFFECTIVE AUTHENTICITY. TO CLEAN THE MAJOLICAS, IT IS RECOMMENDED TO USE A SOFT, DRY CLOTH. IF A DETERGENT OR LIQUID IS USED, THE LATTER COULD PENETRATE INSIDE THE CRACKLES, HIGHLIGHTING THEM.

## ROUTINE MAINTENANCE

Based on Decree 22 January 2008 n°37 art.2, routine maintenance means interventions aimed at reducing degradation due to normal use, as well as dealing with accidental events entailing the need of first interventions, which however do not modify the structure of the system upon which one is intervening or its intended use according to the requirements laid down by the technical standards in force and by the manufacturer's use and maintenance manual.

## INSTALLATION

### GENERAL

The flue gas exhaust and hydraulic connections must be carried out by qualified personnel who must issue installation conformity documentation compliant with national standards.

**The installer must provide the owner or person acting for him, according to the legislation in force, with the declaration of conformity, supplied with:**

- 1) the use and maintenance manual of the appliance and of the system components (such as for example, the smoke ducts, chimney, etc.);
- 2) photocopy or photograph of the chimney plaque;
- 3) system booklet (where applicable).

*The installer must ask to be issued with a receipt stating that the documentation has been provided, and must keep it with a copy of the technical documentation relating to the installation.*

For installation in a condominium, prior approval from the condominium's administrator must be requested.

Where required, check the exhaust gas emissions after installation. Should a sampling point be installed, it must be airtight.

### COMPATIBILITY

Installation in premises with fire hazards is forbidden. Installation in residential premises (except for sealed operation appliances) is also forbidden:

- ♦ in which there are liquid fuel-operated appliances with continuous or intermittent operation, which draw the combustion air in the room in which they are installed, or
- ♦ in which there are type B gas appliances intended for room heating, with or without production of domestic hot water and in adjacent and adjoining premises, or
- ♦ in which, in any case, the depression measured during installation between the internal and external environment is greater than 4 Pa

### INSTALLATIONS IN BATHROOMS, BEDROOMS AND STUDIO FLATS

Installation in bathrooms, bedrooms and studio flats is only allowed for sealed or closed hearth appliances with ducted combustion air taken from the outside.

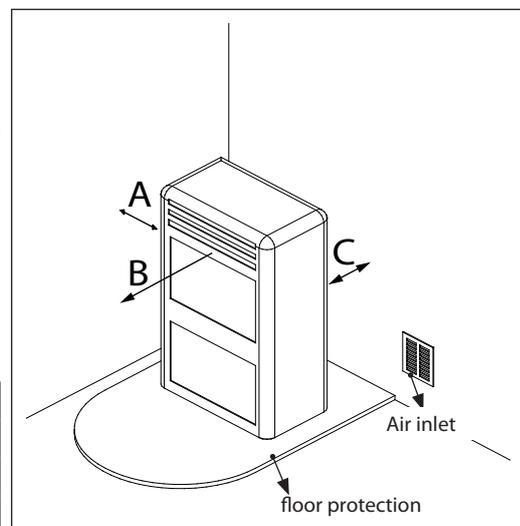
### POSITIONING AND SAFETY DISTANCES

The support surfaces and/or points must have a suitable capacity to bear the overall weight of the appliance, accessories and coverings. If the floor is made of a combustible material, we recommend using a non-combustible material to protect the front part from any burnt material which might fall during routine cleaning operations.

The generator must be level to function properly.

The adjacent, side and rear walls and the supporting surface must be made of non-combustible material. Installation adjacent to combustible or heat sensitive materials is allowed as long as there is a suitable safety distance in between, which for pellet stoves is:

REFERENCES	INFLAMMABLE OBJECTS	NON-INFLAMMABLE OBJECTS
A	200 mm	100 mm
B	1500 mm	750 mm
C	200 mm	100 mm



### INSTALLING INSERTS

When installing inserts, access must be prevented to the internal parts of the appliance and it must not be possible to access live parts during extraction operations.

Any wiring, for example the power cable or room probe, must be positioned so as not to be damaged during movement of the insert and must not come into contact with hot parts.

### VENTILATION AND AERATION OF THE INSTALLATION PREMISES

Ventilation is deemed sufficient when the room is equipped with air inlets according to the table:

Appliance categories	Reference standard	Percentage of the net opening section with respect to the appliance fumes outlet section	Minimum net opening value of the ventilation duct
Pellet stoves	UNI EN 14785	-	80 cm <sup>2</sup>
Boilers	UNI EN 303-5	50%	100 cm <sup>2</sup>

In any case ventilation is deemed sufficient when the pressure difference between the external and internal environment is equal to or less than 4 Pa.

In the presence of type B gas appliances with intermittent operation not intended for heating, they must have their own aeration and/or ventilation opening.

The air inlets must meet the following requirements:

- ♦ they must be protected with grids, metal mesh, etc., but without reducing the net useful section;
- ♦ they must be made so as to make the maintenance operations possible;
- ♦ positioned so that they cannot be obstructed;

The clean and non-contaminated air flow can also be obtained from a room adjacent to that of installation (indirect aeration and ventilation), as long as the flow takes place freely through permanent openings communicating with the outside.

The adjacent room cannot be used as a garage, or to store combustible material or for any other activity with a fire hazard, bathroom, bedroom or common room of the building.

## FLUE GAS EXHAUST

The heat generator works in depression and is equipped with an outlet fan for flue gas extraction. There must be a single exhaust system for the generator. Using a flue that is shared with other devices is not allowed.

The components of the flue gas exhaust system must be chosen in relation to the type of appliance to be installed in compliance with:

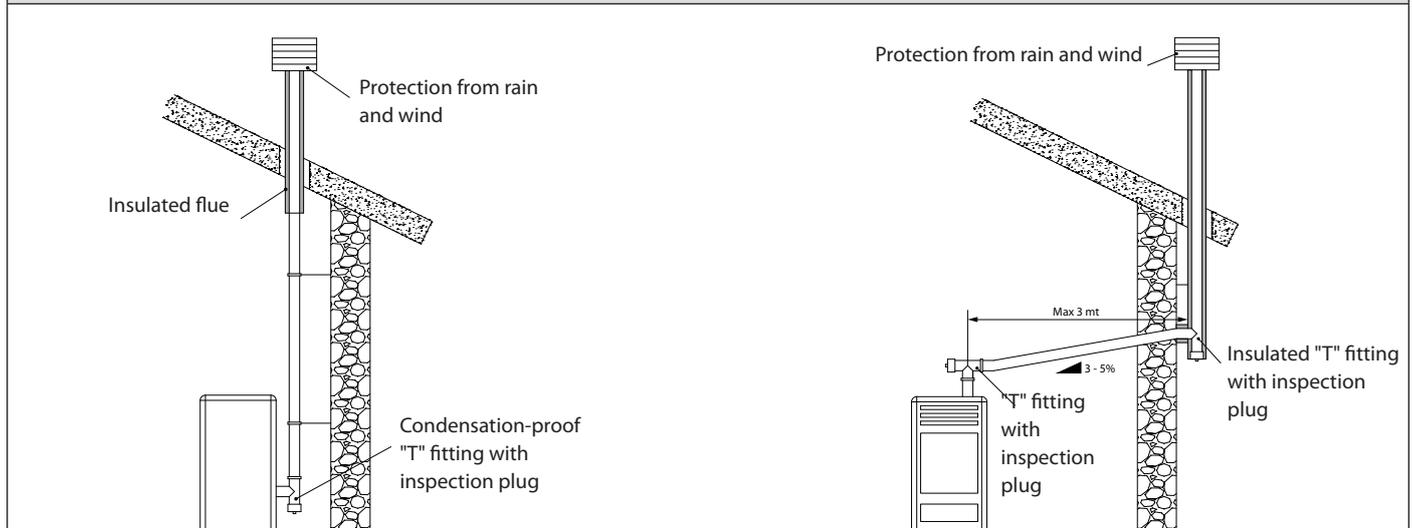
- ♦ UNI/TS 11278 in the event of metal chimneys, with particular attention to that stated in the specification;
- ♦ UNI EN 13063-1 and UNI EN 13063-2, UNI EN 1457, UNI EN 1806 in the event of non-metallic chimneys.
- ♦ The length of the horizontal section must be minimal and, in any case, no longer than 3 metres, with a minimum upward slope of 3%.
- ♦ There must not be more than 4 direction changes including the one due to the use of the "T" element.
- ♦ A "T" fitting with a condensation collection cap must be provided at the base of the vertical section.
- ♦ If the exhaust is not inserted in an existing flue, a vertical section with a windproof end piece is required (UNI 10683).
- ♦ The vertical duct can be inside or outside the building. If the smoke duct is inserted in an existing flue, it must be certified for solid fuel.
- ♦ If the smoke duct is outside the building, it must always be insulated.
- ♦ The smoke ducts must have at least one airtight inlet for flue gas sampling.
- ♦ All the sections of the flue gas duct must be accessible to inspection.
- ♦ Inspection openings must be provided for cleaning.
- ♦ If the generator has a fume temperature lower than 160°C+ ambient temperature caused by the high yield (contact technicians) it MUST be resistant to humidity.

## CHIMNEY CAP

The chimney caps must meet the following requirements:

- ♦ they must have a useful outlet section no less than double that of the chimney/ducted system on which it is installed;
- ♦ they must be adapted in order to prevent the penetration of rain and snow in the chimney/ducted system;
- ♦ they must be built so that, in the event of winds coming from all directions and from any angle, the expulsion of combustion products is in any case ensured;

### EXAMPLES OF CORRECT CONNECTION TO THE CHIMNEY



## CONNECTION TO THE MAINS ELECTRIC SUPPLY

The generator is supplied with an electric power cable to be plugged into a 230V 50 Hz socket, possibly with a circuit breaker switch. The socket must be easily accessible.

The electrical system must be compliant with standards. The efficiency of the earthing circuit must be checked. Unsuitable earthing of the system can cause malfunctioning for which the manufacturer will not be held liable.

Power supply variations beyond 10% can cause faulty operation of the product.

## HERMETIC INSTALLATION

Ella/ Mietta/ Wendy is a completely sealed product with respect to the installation environment, which makes it ideal for passive houses, as it does not take air from inside the homes.

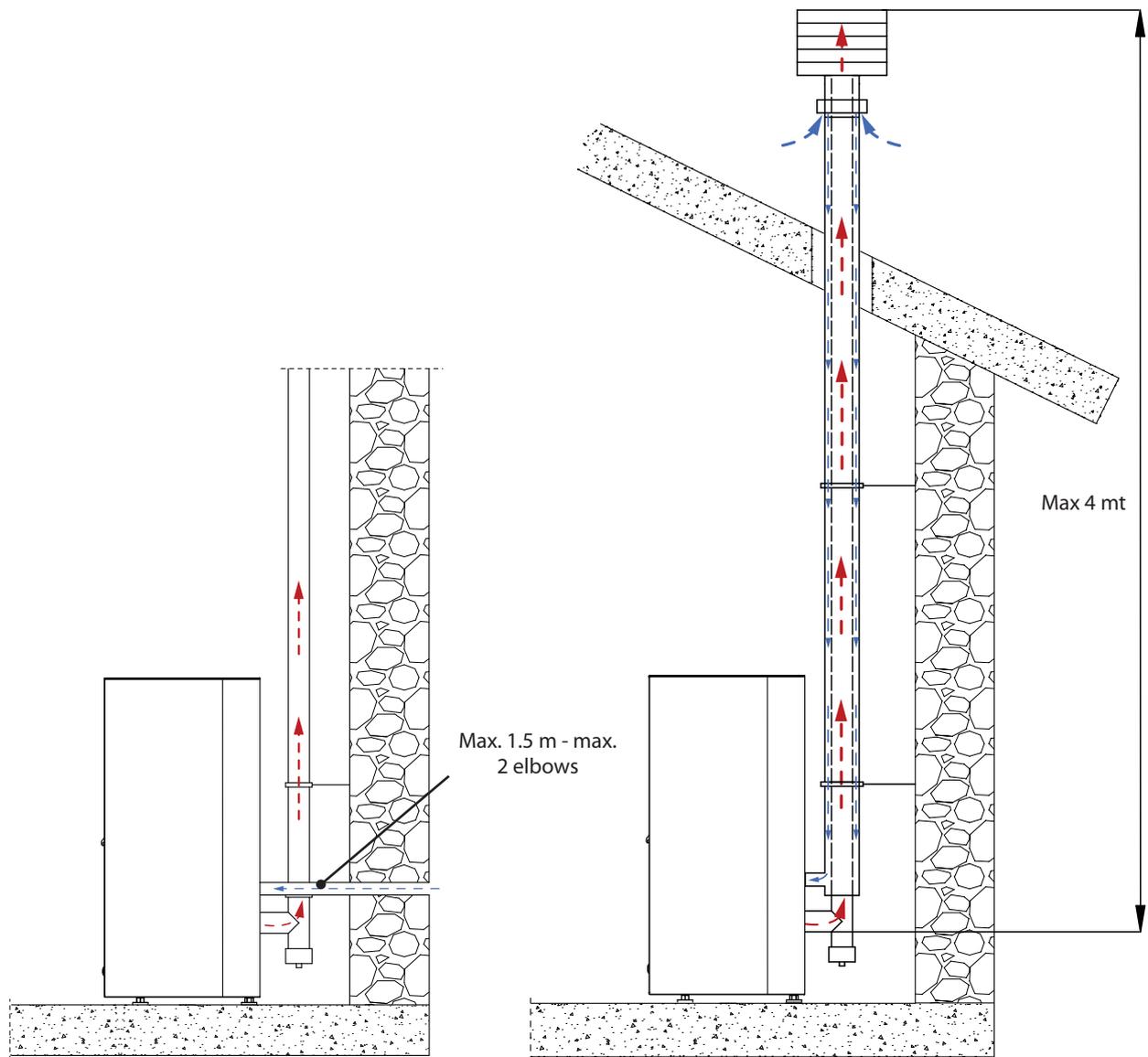
### COMBUSTION AIR

To respect the air-tight seal of the stove, the combustion air connection pipe must be directly connected to the outside using specific sealed fittings and pipes.

### FUMES EXHAUST SYSTEM

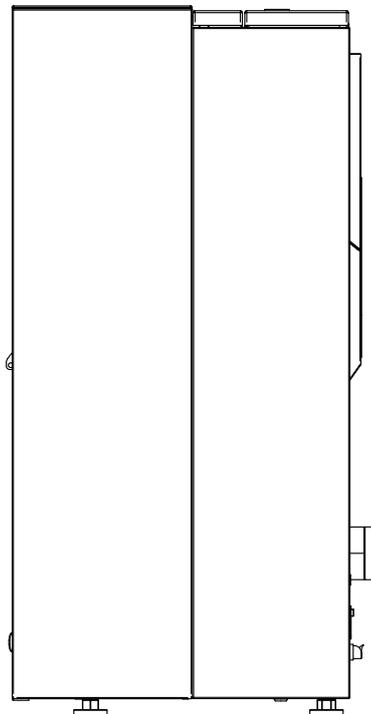
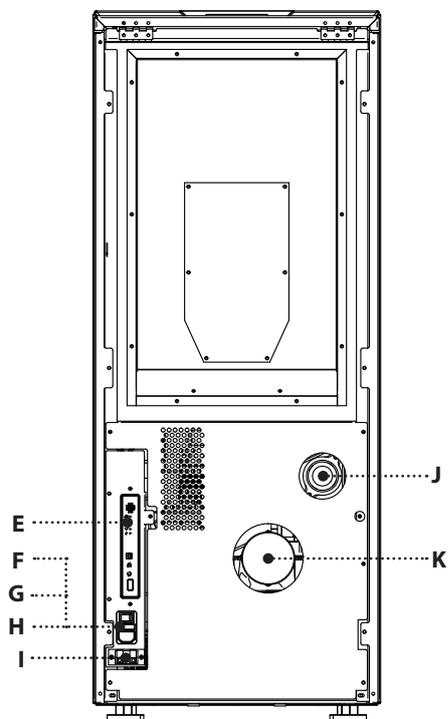
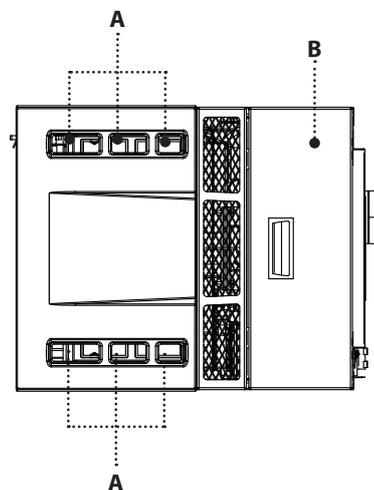
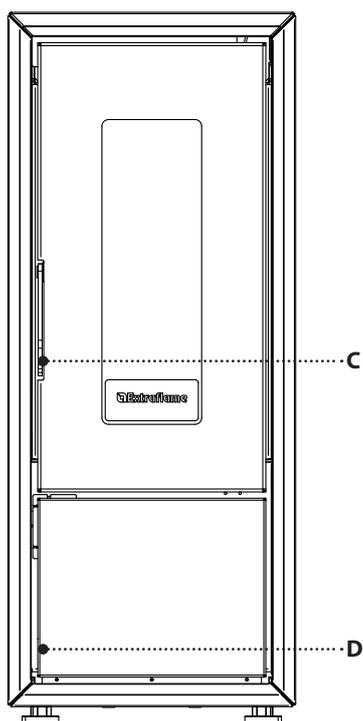
- If the generator has a fume temperature below 160°C+ (ambient temperature due to high efficiency, see technical data), the fumes exhaust system must be resistant to humidity.
- Should there be a possibility of the fumes condensating, provide an inspection "T" outside the stove.

### INSTALLATION EXAMPLE



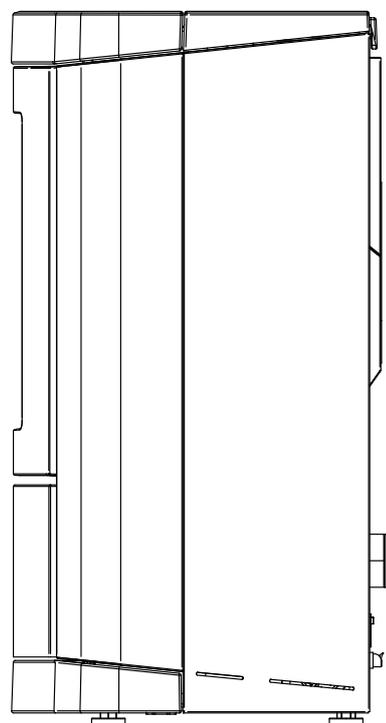
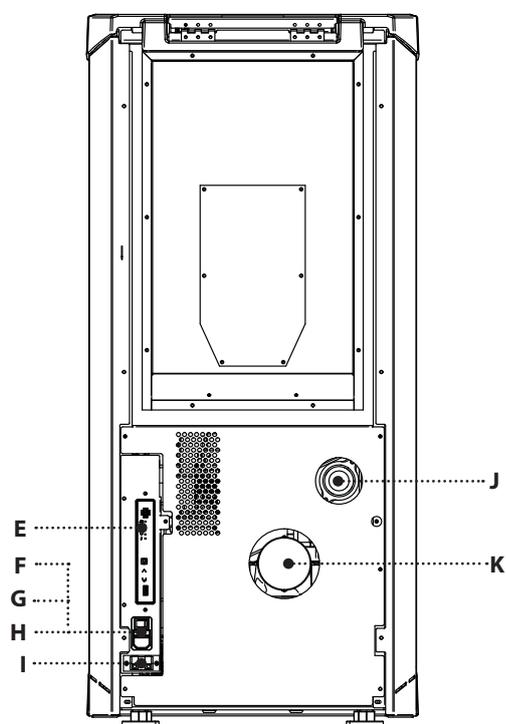
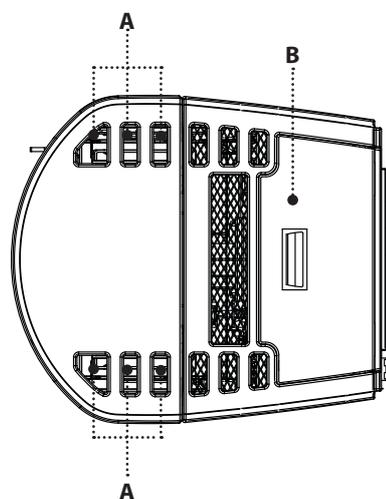
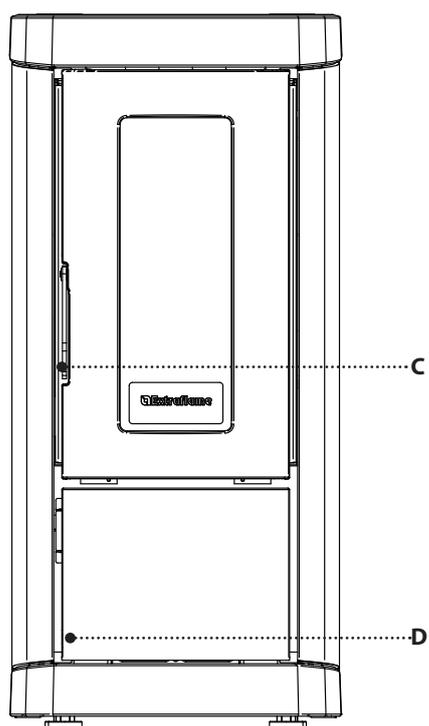
One must also bear in mind all laws and national, regional, provincial and town council regulations in force in the country in which the appliance has been installed, as well as the instructions contained in this manual.

## ELLA FEATURES



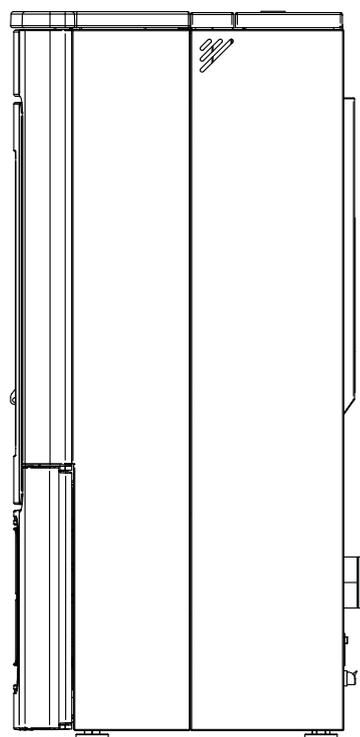
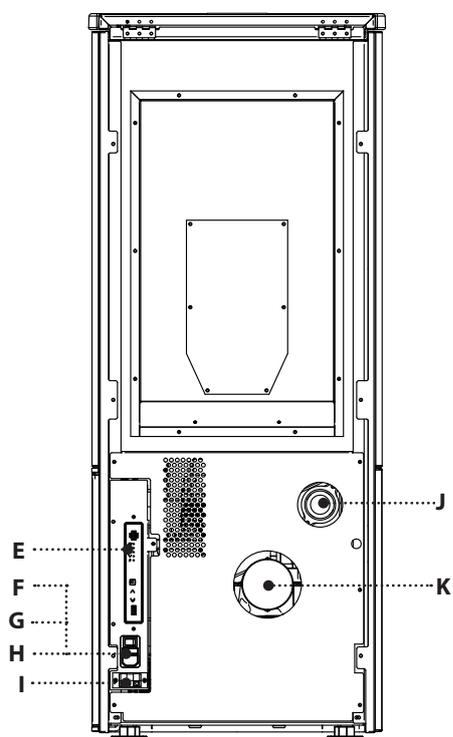
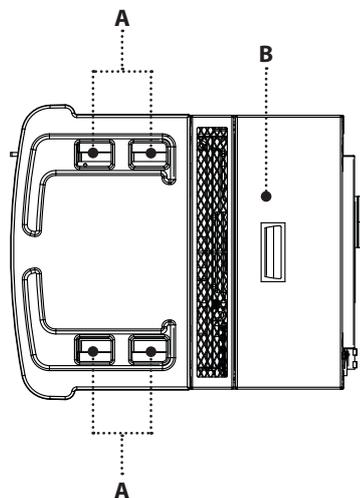
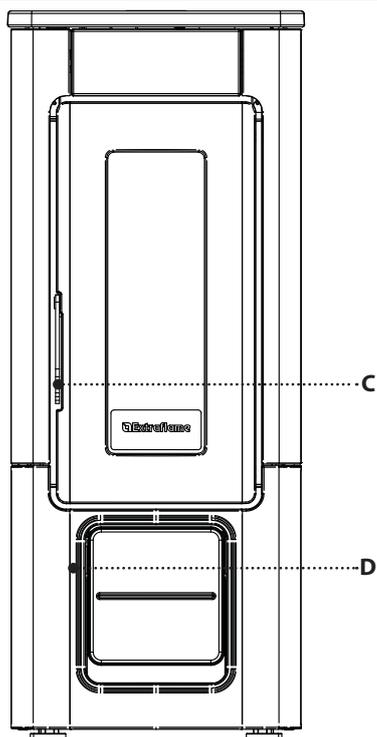
<b>A</b>	Room air outlet	<b>E</b>	Radio/emergency card	<b>I</b>	Additional thermostat input
<b>B</b>	Pellet hopper pressurised closure	<b>F</b>	ON/OFF	<b>j</b>	Combustive air input
<b>C</b>	Combustion chamber access	<b>G</b>	Fuse	<b>K</b>	Fume output
<b>D</b>	Access to the ash drawer	<b>H</b>	Power supply 230V		

## MIETTA FEATURES



<b>A</b>	Room air outlet	<b>E</b>	Radio/emergency card	<b>I</b>	Additional thermostat input
<b>B</b>	Pellet hopper pressurised closure	<b>F</b>	ON/OFF	<b>j</b>	Combustive air input
<b>C</b>	Combustion chamber access	<b>G</b>	Fuse	<b>K</b>	Fume output
<b>D</b>	Access to the ash drawer	<b>H</b>	Power supply 230V		

## WENDY FEATURES



<b>A</b>	Room air outlet	<b>E</b>	Radio/emergency card	<b>I</b>	Additional thermostat input
<b>B</b>	Pellet hopper pressurised closure	<b>F</b>	ON/OFF	<b>j</b>	Combustive air input
<b>C</b>	Combustion chamber access	<b>G</b>	Fuse	<b>K</b>	Fume output
<b>D</b>	Access to the ash drawer	<b>H</b>	Power supply 230V		

## STOVE POSITIONING

For the correct operation of the product, it is recommended to position it in a way that it is perfectly level, with the aid of a spirit level.

## NOTES FOR CORRECT OPERATION

For the correct operation of the pellet stove, the following indications must be respected:

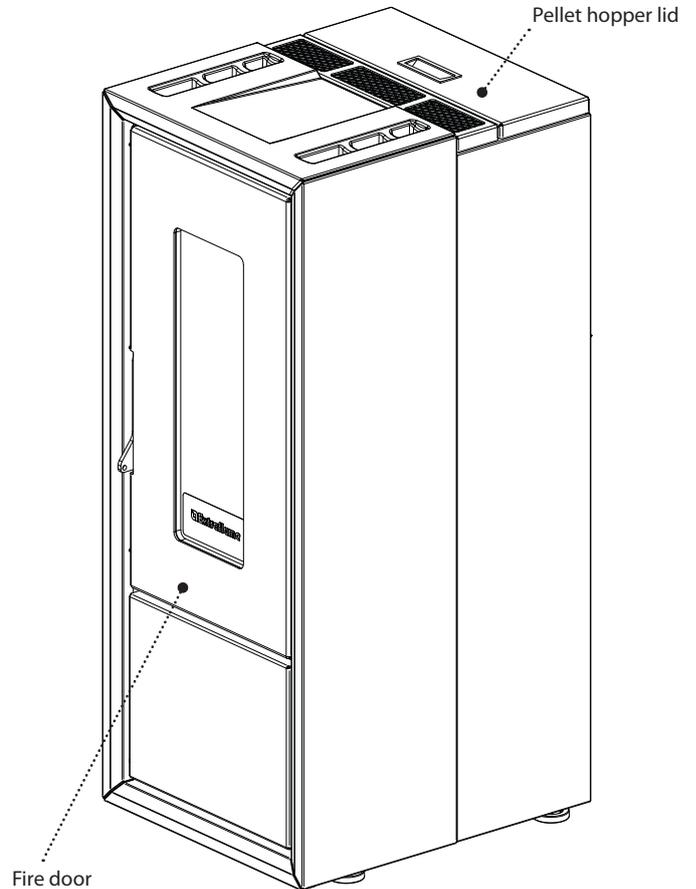
During the operation of the stove, the pellet hopper lid and the door must always be closed.

Failure to comply with the above during operation will cause the display to show the following:

"CLOSE HOPPER-DOOR"

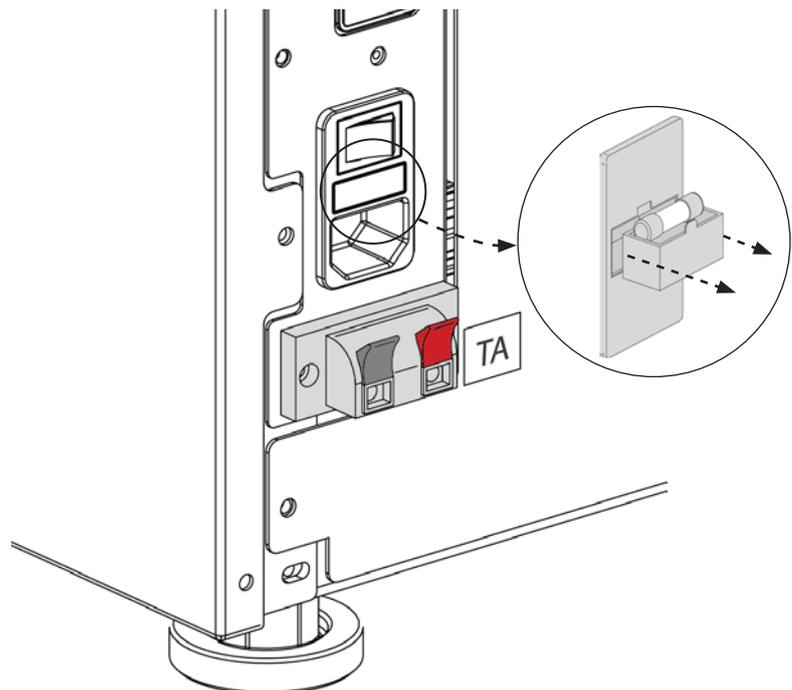
This indication means that you have 60 seconds to close the hatch/door and the pellet lid.

After the 60 seconds the stove, during the ignition phase, will go to "DEPRESSION ALARM" mode, while during normal operation the stove will go to "COOLING WAIT" mode and then re-start automatically when the correct conditions are present (stove cold, etc.).



### FUSE

If there is no power supply to the stove, check the state of the fuse located in the box between the stove switch and the power cable connection.



## PELLETS AND FEEDING

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

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

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

While the wood has a calorific value of 4.4 kWh/kg. (with 15% humidity, then after about 18 months of seasoning), that of the pellet is 5 kWh/kg. Pellet density is about 650 kg/m<sup>3</sup> and water content is equal to 8% of its weight. For this reason the pellets do not need to be seasoned in order to obtain a sufficiently adequate heat yield.

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

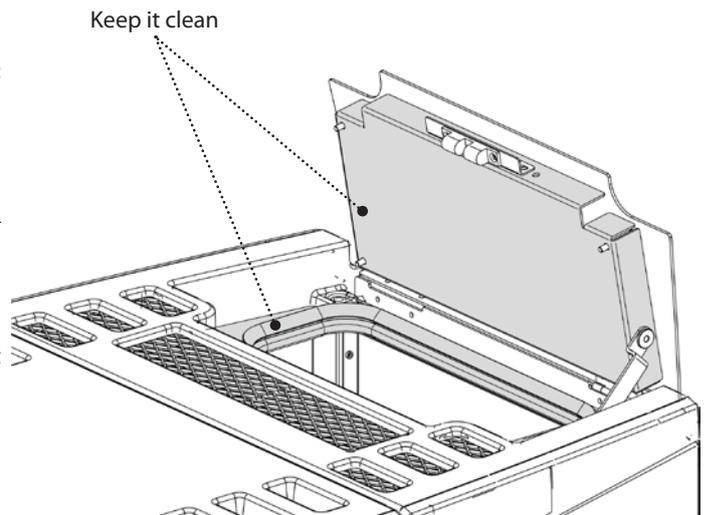
- ◆ **EN PLUS - UNI EN 14961 - 2 (UNI EN ISO 17225-2) class A1 - A2**

The Manufacturer recommends using pellets with a diameter of 6mm with its products.

### PELLET STORAGE

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

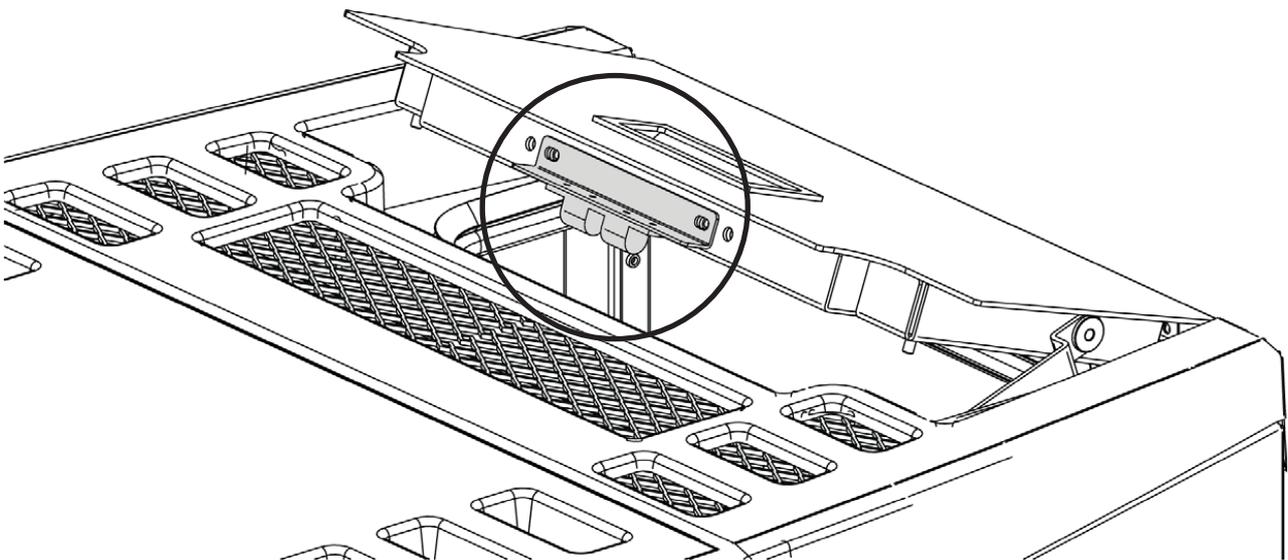
Open the tank lid and load the pellets using a scoop.



**THE USE OF POOR QUALITY PELLETS OR ANY OTHER MATERIAL DAMAGES THE FUNCTIONS OF THE GENERATOR AND CAN VOID THE WARRANTY AND THE ANNEXED RESPONSIBILITY OF THE MANUFACTURER.**

## PELLET TANK - PRESSURE CLOSURE.

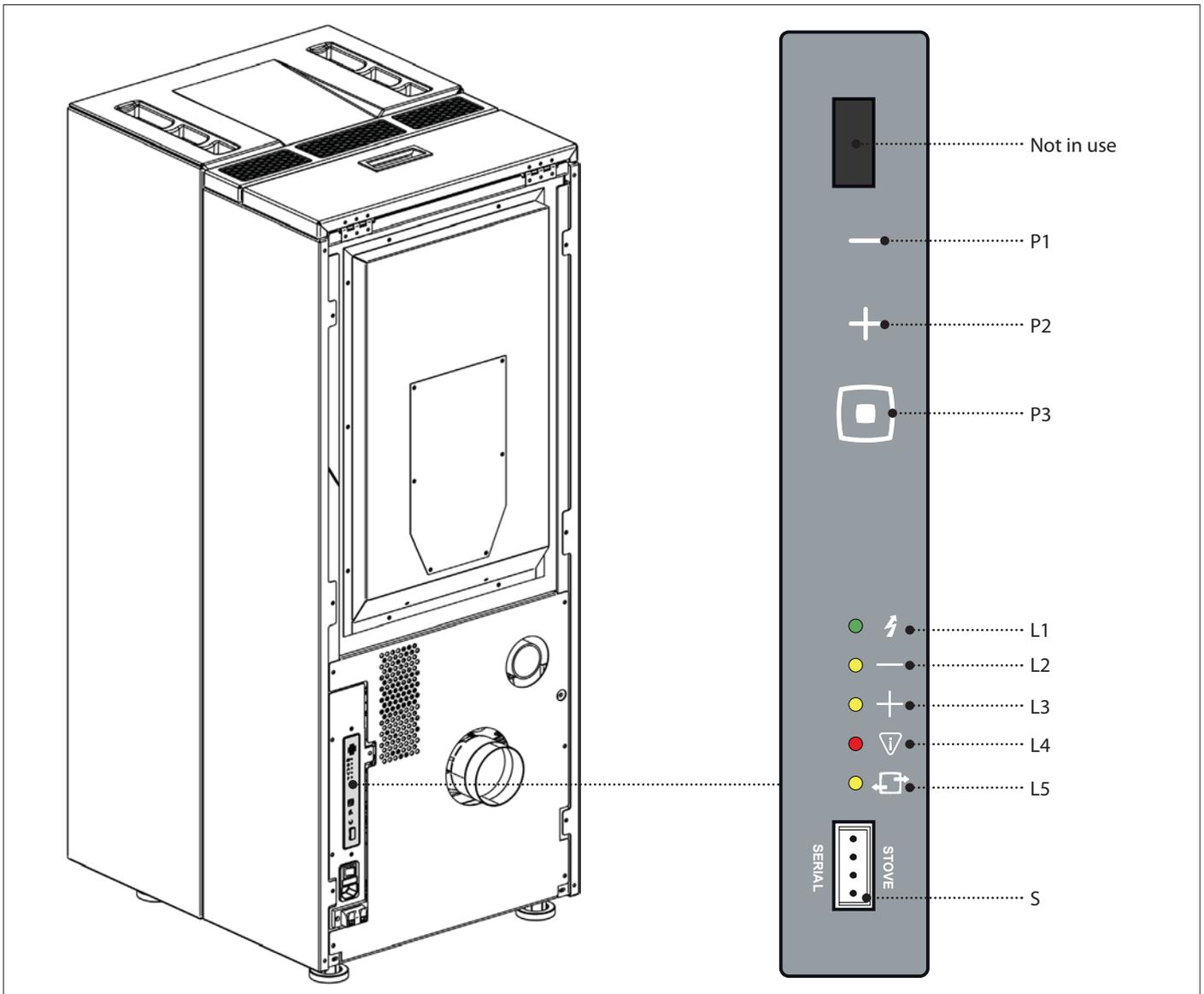
During the operation of the stove, the pellet tank cover must always remain closed.



**BE SURE TO KEEP THE TANK LID GASKET SURFACE CLEAN AT ALL TIMES. FREQUENTLY CHECK THE CONDITION OF THE GASKET. IF IT IS FOUND TO BE DETERIORATED, CONTACT YOUR LOCAL SPECIALISED TECHNICIAN.**

## RADIO/EMERGENCY CARD

The stove is fitted with an emergency radio card located in the side, allowing the basic operation of the stove in the event that the handheld device is damaged or malfunctions.



The functions that can be managed from the emergency card are:

<b>L1</b>	Powered	<b>P1</b>	Decrease power
<b>L2</b>	LED off: stove off. LED on: stove in P1-2-3 and operating LED flashing: stove in P1-2-3 and off/in alarm/on stand-by	<b>P2</b>	Increase power
<b>L3</b>	LED off: stove off. LED on: stove in P3-4-5 and operating LED flashing: stove in P3-4-5 and off/in alarm/on stand-by	<b>P3</b>	On/off stove.
<b>L4</b>	Led off: normal operation. Led on: alarm present.		
<b>L5</b>	Led off: radio communication not available. Led on: radio communication available.		
<b>S</b>	-		

## HANDHELD CONFIGURATION

### HANDHELD CODING PROCEDURE:

1. Disconnect the power supply to the stove.
2. Press keys  and **OK** at the same time until the UNIT selection screen appears.
3. Using keys  and  select the new UNIT.
4. Power the stove. Confirm the selected unit within 10 seconds (all LEDs flash on the radio/emergency card) by pressing the OK key on the handheld.
5. All LEDs on the radio/emergency card will remain on for 2 seconds to confirm the new configuration.
6. If the configuration was unsuccessful, the display will read "APPLIANCE NOT FOUND". In this case, repeat the procedure.



THE HANDHELD IS ALREADY CONFIGURED WITH "UNIT 0", IN THE EVENT THERE IS ANOTHER STOVE. TO AVOID INTERFERENCES, A NEW CONFIGURATION MUST BE PERFORMED, MODIFYING ONE OF THE TWO STOVES.



SOME RADIO FREQUENCY DEVICES (E.G. MOBILE PHONES, ETC...) MAY CAUSE INTERFERENCE WITH COMMUNICATION BETWEEN THE HANDHELD AND THE STOVE.

## HANDHELD AMBIENT PROBE CALIBRATION

This mode allows to calibrate the ambient temperature detected by the handheld (only with ventilation activated). For correct calibration, it is advisable to place the handheld in an environment with a constant temperature and to wait at least a couple of hours.

The procedure for calibration is the following:

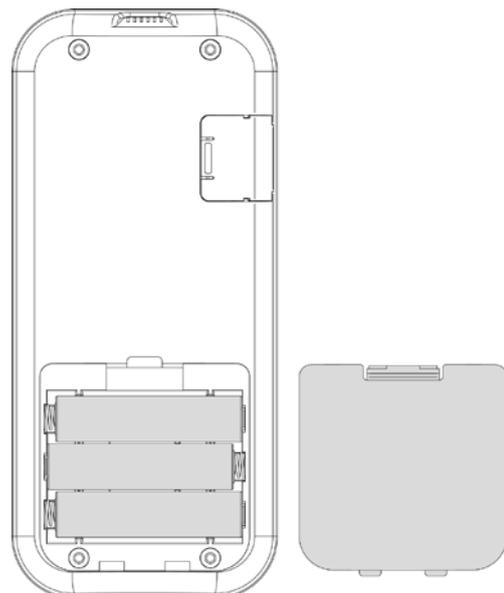
- ♦ Access the menu and reach "TECHNICAL MENU".
- ♦ Set the access key "F4". - "ADJ REMOTE PROBE"
- ♦ Using the keys  or  adjust the desired ambient calibration.
- ♦ Save and exit with the key .

## BATTERY TYPE AND REPLACEMENT

To insert/replace the batteries, suffice it to remove the battery protection cover at the back of the handheld (figure 1).

Insert the batteries in accordance with the symbols imprinted on the handheld and on the battery itself.

Three AAA batteries are required for the handheld to function.



(figure 1)



### Respect the environment!

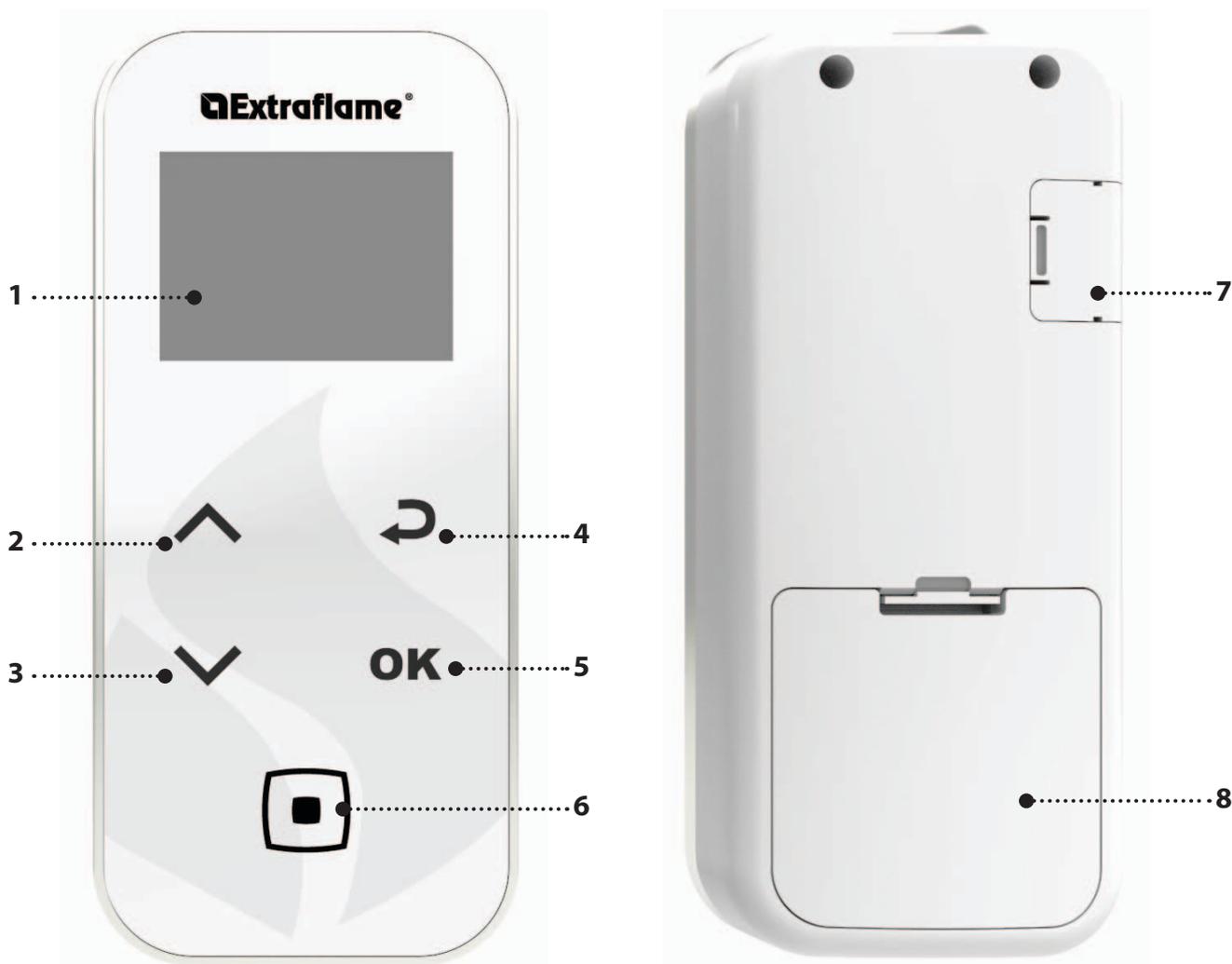
Used batteries contain metals that are harmful to the environment, and therefore must be disposed of separately in special containers.

## HANDHELD FEATURES

The handheld is fitted with an LCD backlit display. The display remains lit for 5 seconds. After a certain period of time, in order to minimise battery consumption, the display turns off (sleep mode). It turns on again after pressing the ON/OFF key (6).

### CAUTION!

♦ Do not place the handheld in direct or indirect contact with water. The handheld may not work properly in the presence of humidity or if exposed to water.

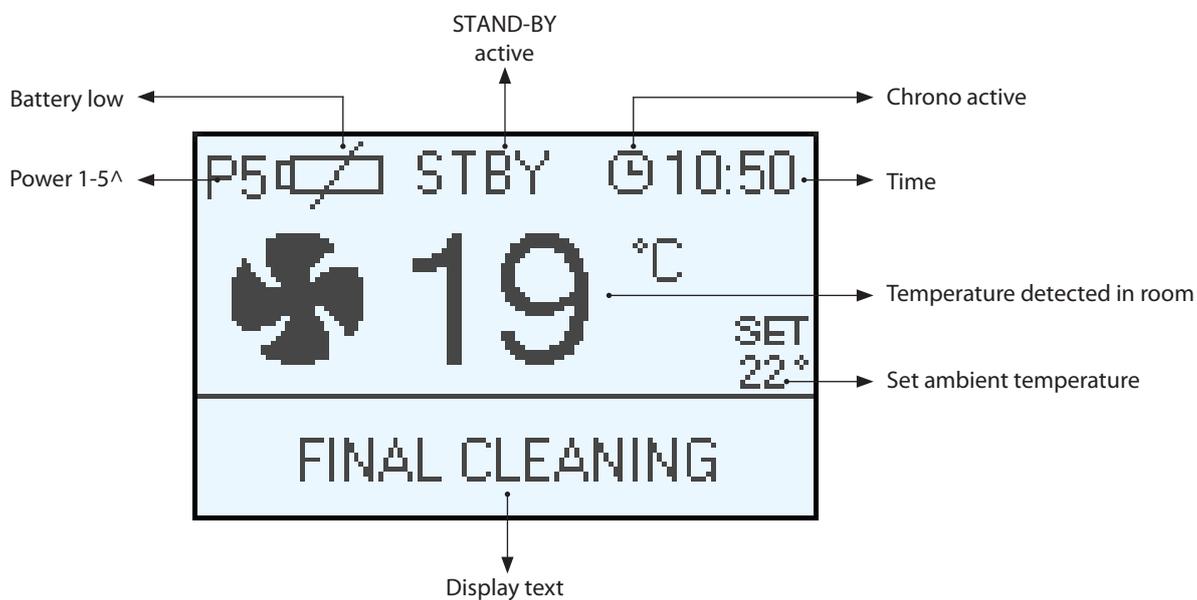


1.	Display
2.	Set power / scroll across in menus / increase - select a setting
3.	Set room temperature / scroll across in menus / reduce - deselect a setting
4.	Back key
5.	Key to access MENU and CONFIRM
6.	On/off stove or restore from sleep mode.
7.	-
8.	Battery compartment

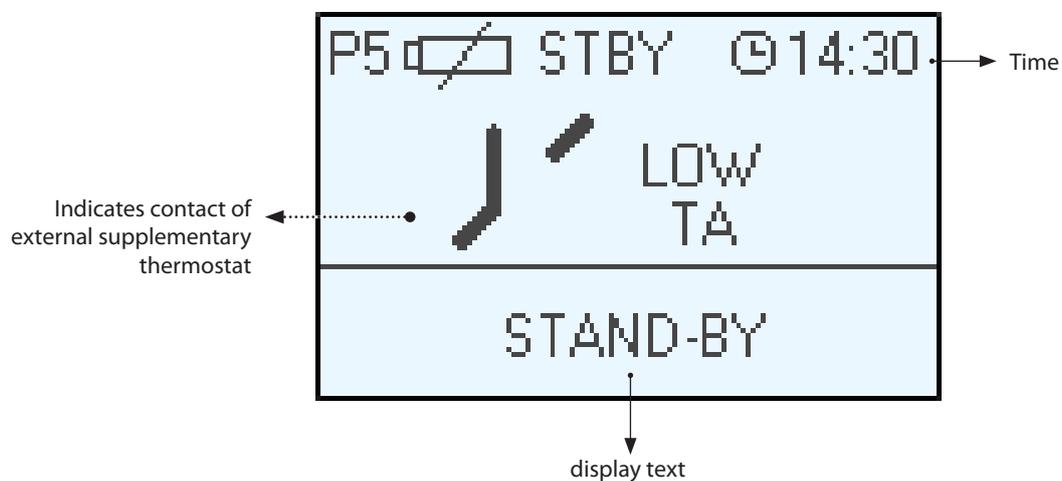
FREQUENCY BANDS	MAXIMUM POWER TRANSMITTED
868,3 MHZ	4 mW ERP
869,85MHZ	4 mW ERP

## DISPLAY

### SCREEN IN OPERATION



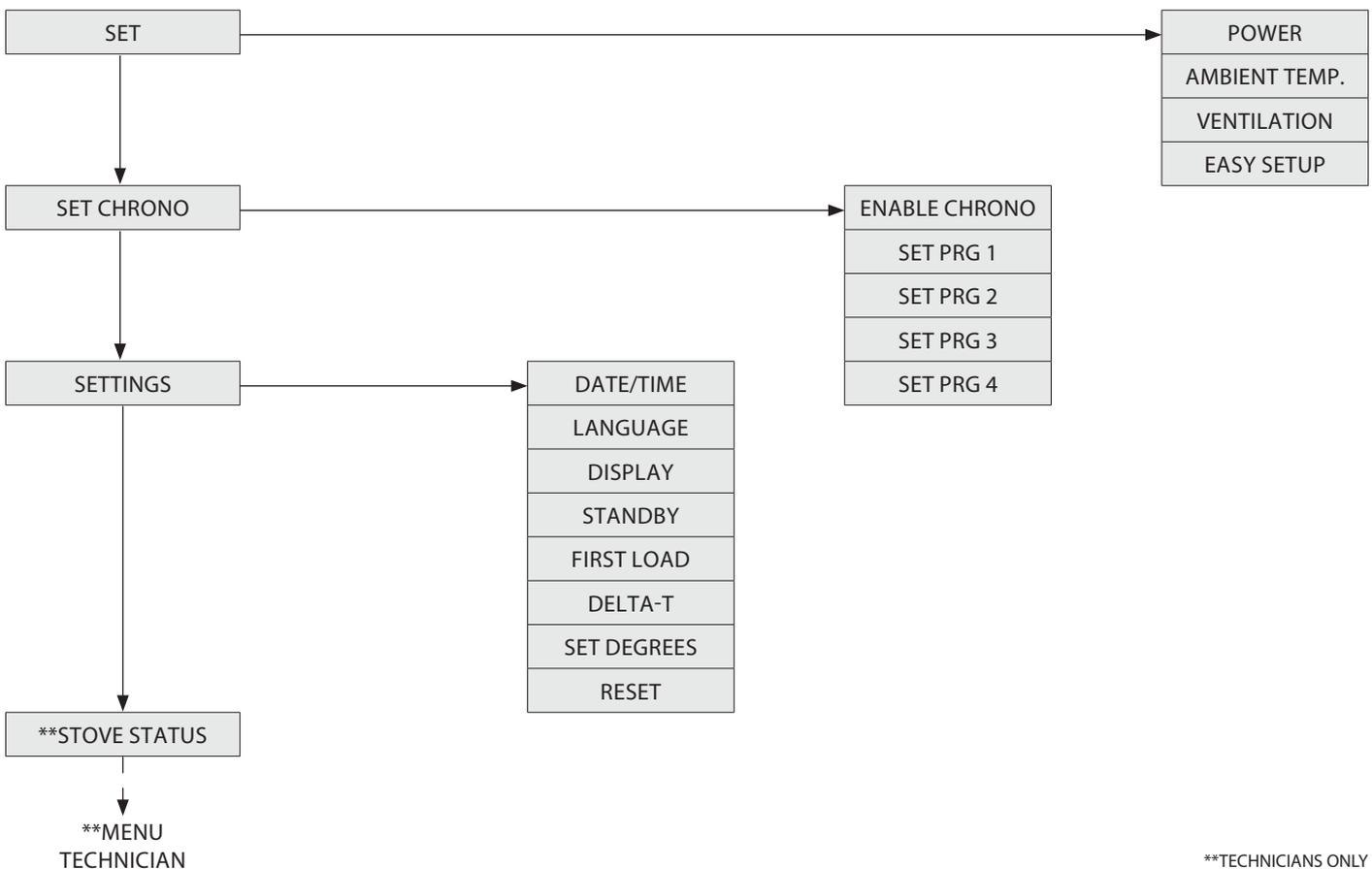
### SCREEN WITH EXTERNAL THERMOSTAT CONNECTED TO THE TERMINAL "TA"



## GENERAL MENU

KEY	FUNCTION
	Scroll parameters Modify settings
	On - off key

KEY	FUNCTION
	Back - exit key
<b>OK</b>	Access menu key



\*\*TECHNICIANS ONLY

## BASIC INSTRUCTIONS

The following recommendations must be followed the first times the stove is ignited:

- ♦ It is possible that slight odours are produced due to the drying of the paints and silicone used. Do not remain in the room for long periods.
- ♦ Do not touch the surfaces as they could still be unstable.
- ♦ Ventilate the room well several times.
- ♦ The hardening of surfaces will stop after several heating cycles.
- ♦ This appliance must not be used to burn waste.

Before lighting the stove, the following points must be checked:

- ♦ The hydraulic system must be completed in compliance with regulatory guidelines and the instructions in the manual.
- ♦ The tank must be full of pellets
- ♦ The combustion chamber must be clean
- ♦ The burn pot must be completely free and clean
- ♦ Check the hermetic closure of the fire door and the ash drawer
- ♦ Check that the power cable is properly connected
- ♦ The bipolar switch in the rear right part must be positioned on 1.

## COMMISSIONING SETTINGS

Once the power cable at the back of the generator has been connected, move the switch, also located on the back, to (I).

The switch at the back of the generator powers the generator board.  
The generator remains off and a first screen appears on the panel reading OFF.

### LINE FREQUENCY 50/ 60HZ

If the generator is installed in a country with a frequency of 60Hz, the generator will display "incorrect line frequency". In this case, adjust the frequency to 60Hz.

### DATE AND TIME

This menu allows the date and time to be set.

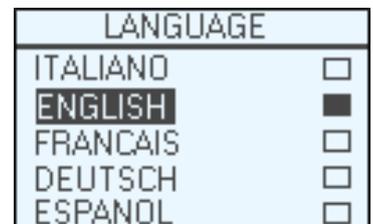
To set: OK > *SETTINGS* > *DATE /TIME*.



### LANGUAGE

This menu allows the preferred language to be selected.

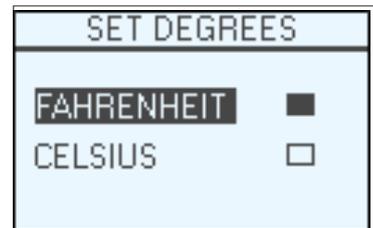
To set: OK > *SETTINGS* > *LANGUAGE*.



### SET DEGREES

This menu allows to set the desired unit of measurement.

To set: OK > *SETTINGS* > *SET DEGREES*



**DO NOT USE ANY TYPE OF FLAMMABLE LIQUIDS FOR IGNITION!**  
**DO NOT ALLOW THE BAG OF PELLETS TO COME INTO CONTACT WITH THE BOILING HOT STOVE DURING THE FILLING PHASE!**  
**IN THE EVENT OF CONTINUED FAILURE TO LIGHT, CONTACT AN AUTHORISED TECHNICIAN.**

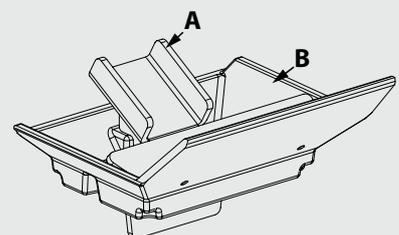


#### NO IGNITION

**THE APPLIANCE MAY FAIL TO LIGHT BECAUSE THE AUGER IS EMPTY AND NOT ALWAYS ABLE TO LOAD THE BURN POT WITH THE NECESSARY QUANTITY OF PELLETS IN TIME TO REGULARLY IGNITE THE FLAME.**  
**IF THE PROBLEM OCCURS AFTER ONLY A FEW MONTHS OF OPERATION, CHECK THAT THE ROUTINE CLEANING DESCRIBED IN THE STOVE BOOKLET HAS BEEN CARRIED OUT CORRECTLY.**



**IT IS FORBIDDEN TO USE THE DEVICE WITHOUT A PARTITION/RESISTOR (A) AND PELLET SLIDE ASSEMBLY (B).**  
**REMOVAL WILL COMPROMISE THE SAFETY OF THE PRODUCT AND RESULT IN THE IMMEDIATE NULLIFICATION OF THE WARRANTY PERIOD.**  
**IN THE EVENT OF WEAR OR DETERIORATION, REQUEST THE PART'S REPLACEMENT FROM THE AFTER-SALES SERVICE.**  
**(REPLACEMENT DOES NOT FALL WITHIN THE PRODUCT WARRANTY AS THE PART IS SUBJECT TO WEAR).**



## OPERATION AND LOGIC

### IGNITION

Once the previously listed points have been checked, press key  for three seconds to ignite the stove. 15 minutes are available for the ignition phase. After ignition and after reaching the control temperature, the stove interrupts the ignition phase and switches to PREPARATION.

### PREPARATION

During the preparation phase, the stove stabilises combustion, increasing it progressively, to then start ventilation and switch to WORK.

### WORK

During the work phase, the stove will function at the set power and work to reach the set room temperature. See next heading.

### REGULATION OF SET THERMOSTAT

When the key  is pressed, the set temperature is viewed; it can be changed using keys  or  from **LOW-TA** 07°C to 40°C - **HOT**. The change must be confirmed by pressing the key **OK**.

### LOW-TA - HOT

If the temperature is set at "**LOW-TA**" (set below the limit of 7°C), the stove will always run at minimum.  
If the setting is on "**HOT**" (set above the limit of 40°C) the stove will not modulate, running only and always at the set power.

### REGULATION OF SET POWER

The set power has 5 operating levels, When key  is pressed, the set power is displayed; it can be changed using keys  or . Power 1 = minimum level - Power 5 = maximum level. The change must be confirmed by pressing the key **OK**.

### WORKING WITH ROOM SENSOR (STANDARD)

The appliance monitors the room temperature using a sensor incorporated into the handheld.  
Once the set temperature has been reached, it will automatically switch to the minimum power level or turn off, activating the **STAND-BY**, function, reducing pellet consumption to a minimum.

By factory default, the STAND-BY function is always set to **OFF**.  
For information on its activation and logic, follow the instructions on the next page, chapter: **STAND-BY**.

### BURN POT CLEANING

During the working phase, the stove has an internal timer, which after a pre-set period of time cleans the burn pot. This phase is shown on the display, it interrupts the pellet loading and increases the speed of the flue gas exhaust motor for a programmed period of time. When the cleaning phase is finished, the stove will re-start automatically and continue the working phase, returning to the selected power level.

### SWITCH-OFF

Press the key  for three seconds.  
Once this operation has been performed, the appliance automatically enters the switch-off phase, blocking the supply of pellets.  
**The flue gas exhaust motor and the hot air flow motor will remain on until the stove temperature has dropped below the default parameters.**

### RE-IGNITION

- *The stove can be re-ignited only if the flue gas temperature has lowered, and if the pre-set timer has been reset.*

## SET

### POWER

The menu allows the generator power to be set Minimum power 1, maximum power 5.

To set: *OK > SET > POWER.*



### ROOM TEMPERATURE

The menu allows to set the room temperature to reach. (front ventilation must be active). Range: LOW-TA - 07 - 40 - HOT

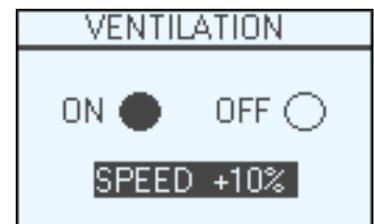
To set: *OK > SET > ROOM TEMP..*



### VENTILATION

This menu allows to enable or disable the operation of the motor and to adjust the fan speed.

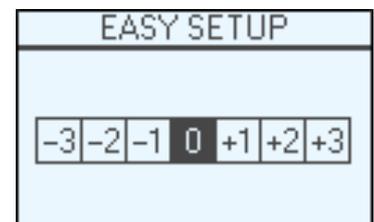
To set: *OK > SET > VENTILATION.*



### EASY SETUP

The volumetric weight of the pellet is the ratio between the weight and the volume of the pellet. This ratio may change while keeping the quality of the pellet unchanged. By using the EASY SETUP function, it is possible to change the calibration of the volumetric weight by increasing or decreasing the pre-set values.

In the stove program, the available values go from "- 3" to "+ 3"; all stoves are calibrated during production with the optimal value which is 0



If you notice an excessive deposit on the burning pot, access the EASY SETUP program and lower the value of one unit to "- 1"; then wait until the next day and if there is no improvement, decrease again, to a maximum of "- 3". Instead, if it is required to increase the calibration of the volumetric weight of the pellet, go from the factory value "0" to "+ 1, + 2, + 3" as required.

To set: *OK > SET > EASY SETUP.*

EXCESSIVE DEPOSIT OF PELLETT IN THE BURNING POT			NORMAL OPERATION	LITTLE DEPOSIT OF PELLETT IN THE BURNING POT		
-3	-2	-1	0	+1	+2	+3
THIRD DECREASE RANGE IF THE FIRST TWO ARE NOT ENOUGH	SECOND DECREASE RANGE IF THE FIRST IS NOT ENOUGH	FIRST DECREASE RANGE (TEST FOR 1 DAY)	OPTIMAL FACTORY VALUE	FIRST INCREASE RANGE	SECOND INCREASE RANGE IF THE FIRST IS NOT ENOUGH	THIRD INCREASE RANGE IF THE FIRST TWO ARE NOT ENOUGH

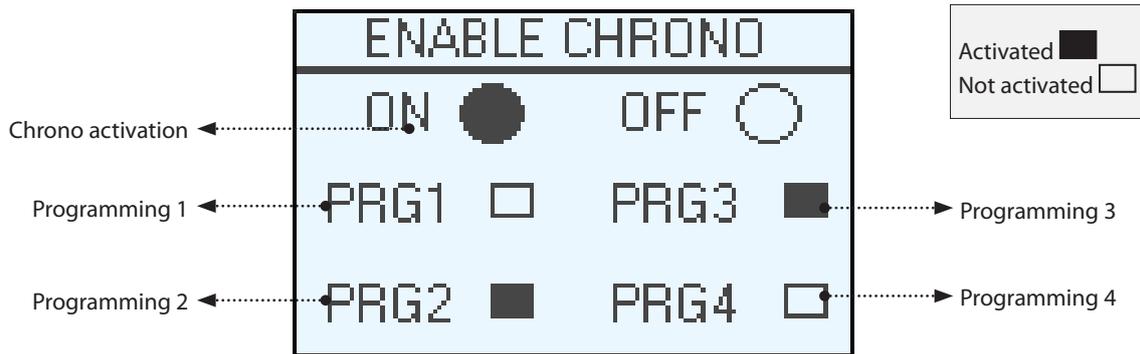
**N.B.:** If these settings do not solve the deposits of pellets present in the burning pot, please contact the service centre of your area.

## SET CHRONO

This function allows the generator's ignition and switch-off to be automatically programmed. By factory default, the SET CHRONO is disabled. The chrono allows the programming of 4 time slots within a day, which can be used every day of the week. Ignition and switch-off times can be set for each time slot, along with the specific days of application for the programmed time slot and the desired temperature. Current day and time settings are essential for the correct operation of the Chrono.

### ENABLE CHRONO

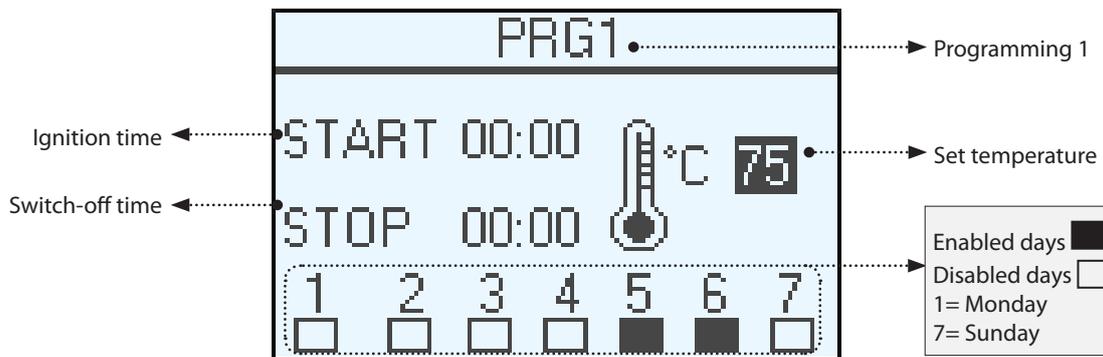
Allows the chrono and the different stove time slots to be enabled/disabled.



### PRG 1-4

Allows to set the on/off time, the days of use of the scheduled time slot and the desired temperature (low - 7° - 40° - hot). Current day and time settings are essential for the correct operation of the Chrono.

To set: OK > SET CHRONO > SET PRG1-4.



#### RECOMMENDATIONS

The ignition and switch-off times must be within the space of one day, from 0 to 24 and not over several days.  
Before using the chrono function, set the current day and time.  
Then check that the points listed in the "DATE/TIME" sub-chapter have been followed, so that the chrono function works. Aside from programming it, activate it as well.

#### EXAMPLE

Ignition time 07:00  
Switch-off time 18:00 **CORRECT**

Ignition time 22:00  
Switch-off time 05:00 **INCORRECT**



**WHEN THE WEEKLY PROGRAMMER IS ACTIVE, THE RELATIVE ICON WILL BE SHOWN ON THE HANDHELD DISPLAY.**



## SETTINGS

- ◆ DATE/TIME
- ◆ LANGUAGE
- ◆ SET DEGREES

SEE CHAPTER: COMMISSIONING SETTINGS.

### DISPLAY

The "DISPLAY" menu allows:

- ◆ Regulation of Display contrast
- ◆ Activation/Deactivation of backlight.
- ◆ Enabling/disabling of acoustic signal.
- ◆ Set the timer to turn off the Display backlight.
- ◆ Set the timer to turn off the Display (sleep mode).

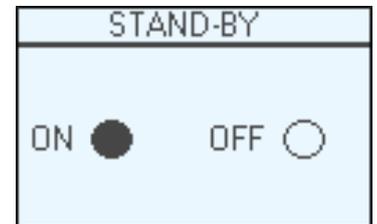
To set: *OK > SETTINGS > DISPLAY.*



### STAND-BY

The STAND-BY function is used if the stove needs to be turned off immediately or the modulation via an additional thermostat is required. The display will feature the word STAND-BY which indicates the active function.

To set: *OK > SETTINGS > STANDBY.*



#### STAND-BY FUNCTION SET TO ON

When the STAND - BY. function is active (ON), if the room temperature exceeds the set value plus *DELTA T OFF*, the stove will switch off after a pre-set (default) delay period, and STAND - BY will be displayed on the screen.

When the room temperature is lower than the set value less *DELTA T ON* and the stove has cooled, it will start to work again at the set power, and work will be displayed on the screen.

#### STAND-BY FUNCTION SET TO OFF (FACTORY SETTING)

When the STAND-BY function is not activated (OFF), if the stove reaches the set room temperature, it will switch to the minimum power level, modulating and displaying modulation on the screen. When the room temperature is lower than the set value, the stove will start to work again at the set power, and work will be displayed on the screen.

### STAND-BY WITH ADDITIONAL THERMOSTAT (OPTIONAL)

#### STAND-BY FUNCTION SET TO OFF (FACTORY SETTING)

When the STAND-BY function is not activated (OFF), if the stove reaches the room temperature set on the supplementary thermostat (open contact), it will switch to the minimum power level and display **MODULATION** on the screen. When the room temperature is lower than the set value on the supplementary thermostat (closed contact), the stove will start to work again at the set power, and **WORK** will be displayed on the screen.

#### STAND-BY FUNCTION SET TO ON

If the STAND-BY function is activated (ON), when the room temperature set on the supplementary thermostat is reached (open contact), the stove will switch off after a pre-set (default) delay period, and STAND - BY will be displayed on the screen.

When the room temperature is lower than the value set on the supplementary thermostat (closed contact), the stove will start to work again at the set power, and **WORK** will be displayed on the screen



**FOR CORRECT OPERATION, SET THE ROOM TEMPERATURE TO LOW-TA**



**THIS FUNCTION IS NOT RECOMMENDED FOR ENVIRONMENTS WITH SCARCE THERMAL INSULATION OR WHERE THERE MAY BE SHARP FLUCTUATIONS IN TEMPERATURE: DOORS OR WINDOWS CONSTANTLY OPENED.**

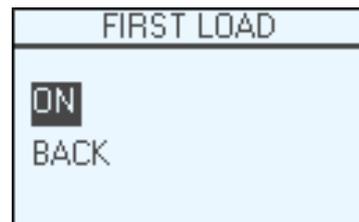
## FIRST LOAD

This function allows to fill the auger, facilitating the phases of the first start-up of the stove, or in the event that the pellet tank is empty.

With the stove cold and "OFF", make sure the pellet has been introduced inside the tank and activate the *FIRST LOAD* function, confirming with OK.

To interrupt the loading in continuous, simply press the key  for 3 seconds.

To set: *OK > SETTINGS > FIRST LOAD*.



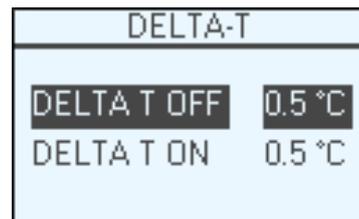
**ALWAYS REMEMBER TO EMPTY THE BURNING POT COMPLETELY BEFORE TURNING ON AND THAT THE HOLES OF THE BURNING POT ARE ALL FREE. NEVER EMPTY THE BURNING POT INTO THE PELLET TANK, RISK OF FIRE!**

## DELTA-T

This function allows to set the hysteresis for the shut-down of the stove *DELTA T OFF* (set temperature + hysteresis Delta T OFF) and to turn the stove back on (set temperature - hysteresis Delta T ON), if it is not managed by an external thermostat.

The *Delta T ON/OFF* range is: 0.5 - 5°C

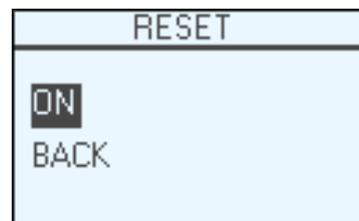
To set: *OK > SETTINGS > DELTA-T*



## RESET

Allows the user to reset all modifiable values to the default values.

To set: *OK > SETTINGS > RESET*.



## ADDITIONAL FUNCTIONS

### AUX

If conveyor accessories of the manufacturer are used, the connection must be made by a qualified technician.

Contact the dealer for further details

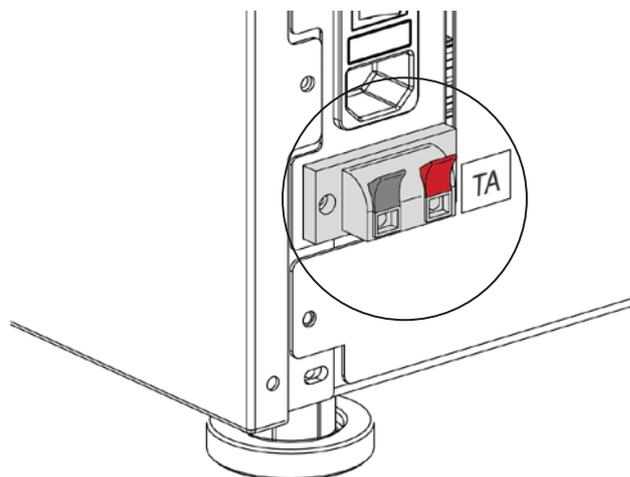
### ADDITIONAL THERMOSTAT

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

There is a possibility to thermostat a room adjacent to the room where the stove has been placed; simply connect a thermostat following the procedure described in the following section (it is advisable to place the optional mechanical thermostat at a height from the ground equal to 1.50m). The operation of the stove with the external thermostat connected to the terminal TA can be different depending on the activation or deactivation of the *STAND-BY* function.

#### **ADDITIONAL THERMOSTAT INSTALLATION**

- ◆ Switch the appliance off using the master switch positioned on the rear of the stove.
- ◆ Remove the plug from the socket.
- ◆ Connect the two cables of the thermostat on the terminal (TA) behind the machine.



**FOR CORRECT OPERATION, SET THE ROOM TEMPERATURE TO LOW-TA**

TO FIND OUT WHERE YOUR NEAREST SERVICE CENTRE IS, CONTACT YOUR DEALER OR GO TO THE WEBSITE:  
[WWW.LANORDICA-EXTRAFLAME.COM](http://WWW.LANORDICA-EXTRAFLAME.COM)

## CLEANING AND MAINTENANCE

### FOLLOW THE INSTRUCTIONS ALWAYS IN COMPLETE SAFETY!

- ♦ Make sure that the power cord is unplugged because the generator may have been programmed to turn on.
- ♦ That the generator is cold all over.
- ♦ The ashes are completely cold.
- ♦ Ensure efficient air exchange in the room during the product cleaning operations.
- ♦ Poor cleaning will compromise correct operation and safety!

## MAINTENANCE

For correct operation, the generator must undergo routine maintenance by a qualified technician, at least once a year. The periodic inspection and maintenance operations must always be performed by specialised, qualified technicians, who operate in accordance with the laws in force and the instructions given in this use and maintenance manual.



**EVERY YEAR, GET THE FUME DISCHARGE SYSTEM, THE FLUE PIPES AND THE "T" FITTINGS AND INSPECTION CAPS CLEANED - IF PRESENT, ALSO THE ELBOWS AND HORIZONTAL SECTIONS!  
THE GENERATOR CLEANING FREQUENCY IS INDICATIVE! IT DEPENDS ON THE QUALITY OF THE PELLETS USED AND ON THE FREQUENCY OF USE.  
SOMETIMES THESE OPERATIONS MUST BE PERFORMED MORE OFTEN.**

## PERIODIC CLEANING UNDER USER'S RESPONSIBILITY

The periodic cleaning operations, as indicated in this use and maintenance manual, must be performed with the utmost care after reading the instructions, procedures and frequency described in this use and maintenance manual.

### CLEANING THE SURFACES AND COATING

#### **Never use abrasive or chemically aggressive cleaning agents for cleaning!**

The surfaces must be cleaned when the generator and covering are completely cold. For the maintenance of the surfaces and metal parts, simply use a cloth dampened with water or water and neutral soap.

Failure to comply with these instruction may damage the surfaces of the generator and cause the invalidation of the warranty.

### CLEANING THE CERAMIC GLASS

#### **Never use abrasive or chemically aggressive cleaning agents for cleaning!**

The ceramic glass must be cleaned when the glass is completely cold.

To clean the ceramic glass, simply use a dry brush and some damp newspaper dipped in ash. If the glass is very dirty, use a specific cleaning agent for ceramic glass. Spray a small amount on a cloth and use it on the ceramic glass. Do not spray the cleaning agent or any other liquid directly on the glass or seals!

Failure to comply with these instructions may damage the surfaces of the ceramic glass and cause the invalidation of the warranty.

### CLEANING THE PELLET TANK

When the tank is completely empty, disconnect the power cable of the generator and remove the residues first (dust, chippings, etc.) from the empty tank, and then fill it.



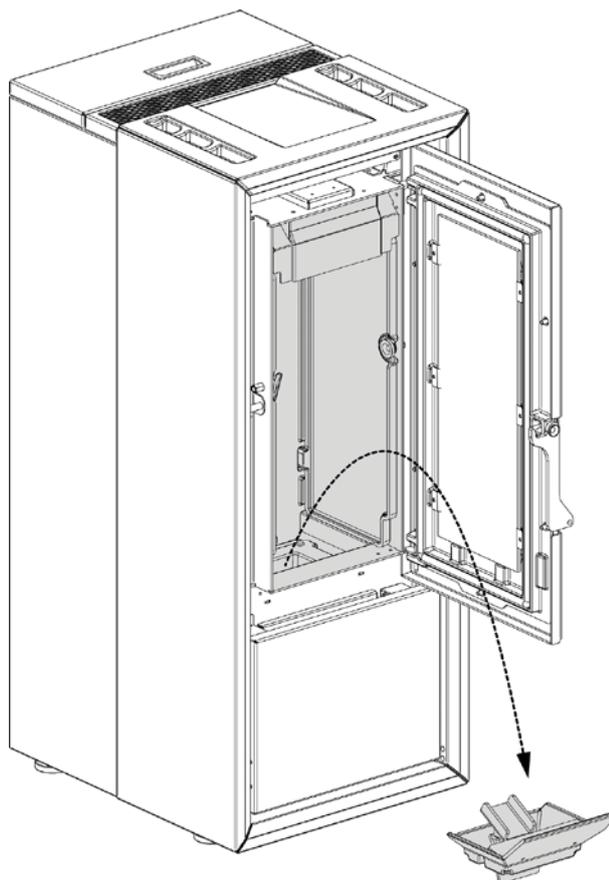
**IF THE POWER SUPPLY CABLE IS DAMAGED, IT MUST BE REPLACED BY THE AFTER-SALES SERVICE OR BY A SIMILARLY QUALIFIED PERSON, SO AS TO AVOID AL RISKS.**

## EVERY 7 DAYS

### BURNING POT AND COMBUSTION CHAMBER:

The burn pot is cleaned via a mechanical system at pre-fixed intervals automatically by the boiler. It is recommended to remove any residues using a suction device.

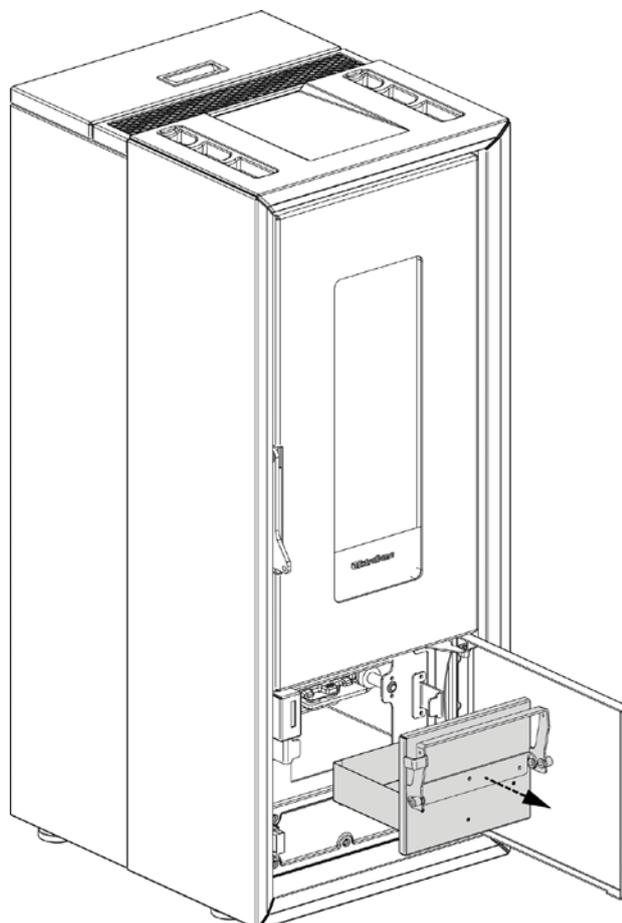
- ◆ Suck up the ash deposited between separator and fire door.
- ◆ Remove separator and pellet chute assembly.
- ◆ Use a suction device to thoroughly clean the combustion chamber and the bottom of the burn pot.



## EVERY 7-30 DAYS\*

### ASH DRAWER:

- ◆ Remove the ash drawer and empty it into a suitable container.



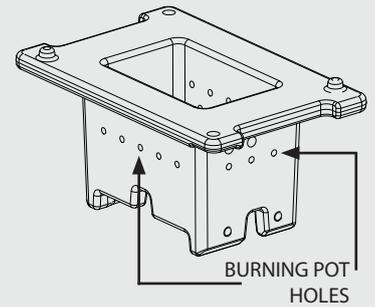
\* How often the ash drawer is emptied depends on a number of factors: the type of pellets, the stove output, the use of the stove and the type of installation.

## A CLEAN BURNING POT GUARANTEES CORRECT OPERATION!



BY KEEPING THE BURNING POT AND ITS HOLES CLEAN FROM ANY COMBUSTION RESIDUES AT ALL TIMES, EXCELLENT COMBUSTION OVER TIME WILL BE ENSURED, PREVENTING ANY MALFUNCTIONS THAT MAY REQUIRE THE INTERVENTION OF A TECHNICIAN.

IT IS POSSIBLE TO USE THE FUNCTION IN THE USER MENU "EASY SETUP" TO ADAPT COMBUSTION TO THE REQUIREMENTS DESCRIBED.



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## ROUTINE MAINTENANCE PERFORMED BY QUALIFIED TECHNICIANS

### **Routine maintenance must be performed at least once a year.**

Using pellets as a solid fuel, the generator requires routine maintenance once a year, which must be performed by a **qualified technician, using only original spare parts.**

Failure to comply with this may compromise the safety of the device which may invalidate the warranty conditions.

By observing the cleaning schedule reserved to the user described in the use and maintenance manual, the generator will be guaranteed correct combustion over time, preventing any faults and/or malfunctions which may require further interventions by the technician. Requests for routine maintenance are not covered by the warranty.

### **DOOR, ASH GASKETS: PELLET TANK LID, DOOR, ASH DRAWER AND BURNING POT AND BURN POT GASKETS**

The gaskets guarantee the tightness of the stove and its consequent good functioning.

They must be controlled periodically. They must be replaced immediately if they are worn or damaged.

These operations must be carried out by a qualified technician.

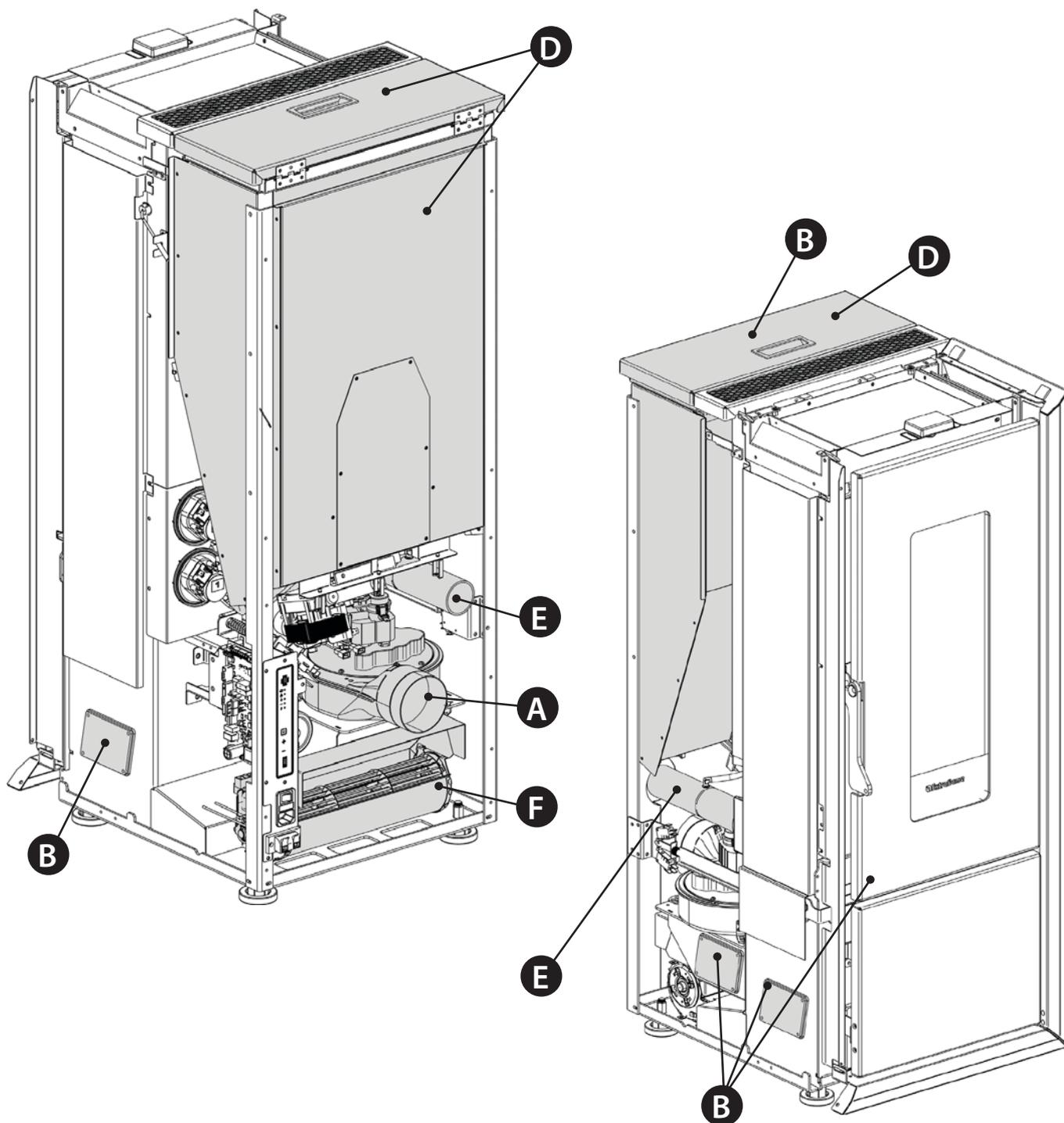
### **CONNECTION TO THE FLUE**

Suck and clean the pipe that leads to the flue yearly or any time that it is necessary. If there are horizontal tracts the residues must be removed before they can obstruct flue passage.

### **DECOMMISSIONING (END OF SEASON)**

At the end of each season, before turning the stove off, it is advisable to empty the pellet tank out completely, removing any residues of pellets and dust with a vacuum cleaner. We also recommend disconnecting the generator from the mains and, for added safety especially when children are present, remove the power cable. Routine maintenance must be performed at least once a year.

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IMAGES ARE FOR ILLUSTRATIVE PURPOSES.

<b>A</b>	Fumes motor (disassembly and cleaning and fumes pipe and "T"), new silicone in the provided points
<b>B</b>	Gaskets, pellet tank, inspections, ash drawer and door (replace and apply silicone where required)
<b>C</b>	Combustion chamber and heat exchanger (full cleaning) including ignition-plug pipe
<b>D</b>	Feed box (complete emptying and cleaning).
<b>E</b>	Check air intake pipe and cleaning of the flow sensor
<b>F</b>	Removal of ambient air fan and removal of dust and pellet residues.

<b>DISPLAYS</b>	
<b>DISPLAY</b>	<b>REASON</b>
<b>OFF</b>	Generator off
<b>START</b>	The start-up phase is in progress
<b>PELLET FEEDING</b>	Continuous pellet feeding is in progress during the ignition phase
<b>IGNITION</b>	The ignition phase is in progress
<b>PREPARATION</b>	The preparation phase is in progress
<b>WORK</b>	The normal work phase is in progress
<b>MODULATION</b>	The generator is working at minimum
<b>BURN POT CLEANING</b>	Automatic burn pot cleaning is in progress
<b>FINAL CLEANING</b>	The final cleaning is in progress
<b>STAND-BY</b>	Generator off waiting for re-ignition due to an external thermostat
<b>WAITING COOLING</b>	A new ignition is attempted when the generator has just been switched off. When the generator switches off, one must wait for the complete shutdown of the fumes motor, then clean the burn pot. The generator can only be re-ignited when these operations have been performed.
<b>*T-AMB</b>	Display the ambient temperature (in models with this function)
<b>WAITING BLACK OUT</b>	The generator is cooling after a power cut. Once cooling is completed it will re-start automatically
<b>AUTO BLOW</b>	The automatic blow is active
<b>SERVICE</b>	When this message appears, contact the technician authorised to perform routine maintenance on the device. If the cleaning is not performed, the message will appear at every start-up but without interrupting the normal operation of the stove.

\* on models with this function.

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## ALARMS

DISPLAY	EXPLANATION	SOLUTION
	Indicates the presence of an alarm.	On: indicates the presence of an alarm. Flashing: indicates the deactivation of the depression sensor The alarm can be reset only if the fumes motor has stopped and 15 minutes have passed since the alarm was displayed, by pressing the key 1/  for 3 seconds.
<b>ASPIRATOR FAULT</b>	Fumes motor fault	Contact after-sales centre
<b>FUMES PROBE</b>	Fumes probe failure.	Contact after-sales centre
<b>HOT FUMES</b>	High flue gas temperature	Check pellet feed (see "Easy setup"). If the problem cannot be solved, contact an authorised technician.
<b>NO IGNITION</b>	The pellet feed-box is empty. Pellet feed calibration inadequate.	Check for the presence of pellets in the feed-box. Adjust the pellet flow (see "Easy setup"). Check the procedures described in the "Ignition" chapter.
<b>NO FLAME</b>	The pellet feed-box is empty. No pellet feed. The motor reducer does not feed pellets.	Check for the presence of pellets in the feed-box. Adjust the pellet flow (see "Easy setup").
<b>ALL DEPR</b>	The door is not closed correctly. The ash drawer is not closed correctly. The combustion chamber is dirty. The flue exhaust pipe is blocked/dirty	Check hermetic door closure. Check hermetic closure of the ash drawer. Check cleanliness of the fumes pipe and the combustion chamber.
<b>* TRAPDOOR FAULTY</b>	The automatic cleaning of the burn pot is blocked. Burn pot dirty/clogged The door is not closed correctly.	Check that the door closes correctly. Check that the burn pot is free and clean The automatic cleaning of the burn pot is blocked. If the problem persists, contact the service centre
<b>* PRESSURE SENSOR FAULTY</b>	Differential pressure sensor faulty, disconnected or broken.	Contact after-sales centre
<b>* AUGER CONTROL</b>	Abnormal pellet loading.	Contact after-sales centre
<b>* AUGER BLOCK</b>	Abnormal operation of pellet motor.	Contact after-sales centre
<b>* TANK EMPTY</b>	The pellet feed-box is empty. The door is not closed correctly. The ash drawer is not closed correctly. The combustion chamber is dirty. The flue exhaust pipe is blocked.	Check for the presence of pellets in the feed-box. Check hermetic door closure. Check hermetic closure of the ash drawer. Check cleanliness of the fumes pipe, of the sensor in the primary air channel and the combustion chamber. Contact after-sales centre
<b>MAX CURRENT</b>	The automatic cleaning of the burn pot is blocked. Burn pot dirty/clogged The door is not closed correctly.	Check that the door closes correctly. Check that the burn pot is free and clean The automatic cleaning of the burn pot is blocked. If the problem persists, contact the service centre
<b>CLOSE TANK - DOOR</b>	Pellet tank open. Door open. Air inlet clogged or dirty.	Make sure that the pellet tank, door and ash drawer close properly. Check air inlet.

\* on models with this function.

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# GUARANTEE TERMS

**1.** Extraflame S.p.A. products are guaranteed, within the European community, for 24 months from the date of purchase. Purchase has to be proved by means of a valid fiscal document issued by the seller (receipt, invoice or shipment document) identifying the purchased product and its purchase and/or delivery date.

**WARNING:** *This conventional guarantee does not replace the guarantee regulated by the European legislation on consumer rights.*

The conventional guarantee is only applicable to the Italian region and to those areas, within the European Community, where the Authorised Technical Assistance Centres are active (see the [www.lanordica-extraflame.com](http://www.lanordica-extraflame.com) website)

It is also limited to the state of residence of the consumer, which must coincide with the premises and/or registered office of the seller of the Extraflame S.p.A. product

These regulations do not apply if the product is purchased within commercial, entrepreneurial, or professional circumstances. In these cases the product guarantee will be limited to a period of 12 months from the date of purchase.

## ITALIAN GUARANTEE

What must be done if there is a product malfunction:

Consult the instructions manual to make sure the malfunction cannot be solved by using the product correctly. Make sure the malfunction is included in those covered by the guarantee; otherwise the cost of the intervention will be borne entirely by the consumer. When requesting the intervention of the Assistance service at the Authorised Assistance Centre, always specify: - type of malfunction - model of the appliance - complete address - phone number

## EUROPEAN GUARANTEE

What must be done if there is a product malfunction:

Consult the instructions manual to make sure the malfunction cannot be solved by using the product correctly. Make sure the malfunction is included in those covered by the guarantee; otherwise the cost of the intervention will be borne entirely by the consumer. Request the intervention of the Assistance service or the address of the Authorised Technical Assistance Centre to the seller; always specify: type of malfunction, model of the appliance, complete address and phone number

*If the malfunction arises in the first 6 months of the product's life, the consumer has the right to have the product repaired with no expense. From the seventh to the twenty-fourth month, if a malfunction arises, the consumer will bear the cost of the call, while the seller will pay for the manpower and for any spare parts used.*

**2.** If the malfunction is linked to external events and/or conditions such as, including but not limited to, insufficient capacity of the systems; wrong installation and/or maintenance by the personnel which hasn't got the skills prescribed by the laws of the country of residence of the consumer; negligence; inability to use the product and wrong maintenance by the consumer, with respect to what is reported and recommended by the instructions manual of the product, which is part of the sales contract, this guarantee will be void.

Damage to the product that cannot be related to manufacturing defects are also not included in this guarantee. Similarly are excluded defects related to incorrect operation of the flue, according to the legislation in force in the country at the moment of purchase. Other exclusions include all product defects due to carelessness, accidental breakdown, tampering and/or damage during transport (scratches, dents, etc.), interventions carried out by unauthorised personnel and further damage caused by incorrect interventions by the consumer trying to arrange the initial malfunction.

The following consumables are excluded by the guarantee: gaskets, ceramic or tempered glasses, cast iron grilles or coatings, refractory materials (e.g. Nordiker or others), painted, chrome-plated or golden parts, majolica ware, handles, the brazier and its related components. For Idro products the heat exchanger is not covered by the guarantee if a suitable condensation-proof circuit is not set up to ensure a return temperature of the device of at least 55°C. The guarantee excludes all the external components on which the consumer can directly operate during use and/or maintenance or that can be subject to wear and/or rust and stains on steel due to aggressive detergents.

If malfunctions are signalled which are not later confirmed during check by an authorised technician, the cost of the intervention will be borne entirely by the consumer.

**3.** If it is not possible to restore product conformity by repairing it, the product/component will be replaced, the guarantee expiration date and conditions will remain the same established when the product/component to be replaced has been purchased.

**4.** Extraflame S.p.A. cannot be held liable for injury or damage which may - either directly or indirectly - be caused to persons, animals and property ensuing from failure to observe all the instructions provided in the relevant instruction manual and the warnings regarding installation, use and maintenance of the product, that can also be downloaded on the website.

**5.** Interventions for adjusting and/or regulating the product for the type of fuel or other reasons are excluded by the guarantee.

**6.** If the product is repaired in one of the Authorised Technical Assistance Centres indicated by Extraflame S.p.A. and if the product is replaced, transport will be free of charge. If the technician can repair the product at the user's place of residence and they refuse, transport to the workshop and redelivery will be paid by the consumer.

**7.** After the 24 months of the guarantee have elapsed any repair intervention cost will be completely borne by the consumer.

**8.** In the case of disputes the only competent court is that of the Extraflame S.p.A. registered office - (Vicenza-Italy)

## ADDITIONAL WARNINGS

- ◆ Only use the fuel recommended by the manufacturer. The product must not be used as an incinerator.
  - ◆ Do not use the product as a ladder or supporting structure.
  - ◆ Do not place laundry on the product to dry it. Any clothes-horse or similar objects must be kept at due distance from the product.
- Danger of fire or damage to the coating.
- ◆ The user is fully liable for any incorrect use of the product. The manufacturer bears no civil or criminal liability for incorrect use.
  - ◆ Unauthorised tampering of any nature or replacement of spare parts of the product with non-original parts may endanger the operator and the manufacturer bears no civil or criminal liability for this.
  - ◆ Large parts of the surface of the product can get very hot (door, handle, glass, smoke outlet pipes, etc.). Please therefore avoid coming into contact with these parts without wearing suitable protective clothing or using appropriate measures, such as heat protective gloves.
  - ◆ DO NOT use the product with the door open or if the glass is broken.
  - ◆ The product must be electrically connected to a system equipped with an operational earthing system.
  - ◆ Turn off the product in the event of a failure or malfunctioning.
  - ◆ Unburned pellets that build up in the burner following each failed start-up must be removed before attempting to start up the product again. Make sure that the burner is clean and correctly positioned before starting it up again.
  - ◆ Do not wash the product with water. Water may penetrate into the unit and cause faults in the electrical insulation. This can cause electric shocks.
  - ◆ Installations not complying with the regulations in force, as well as incorrect use and failure to comply with the maintenance scheduled by the manufacturer, will invalidate the guarantee.

# Extraflame®

## Riscaldamento a Pellet

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**MADE IN ITALY**  
design & production

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The manufacturer reserves the right to vary the characteristics and the data reported in this pamphlet at any moment and without notice, in order to improve its products.  
This manual, therefore, cannot be regarded as a contract towards other parties.