



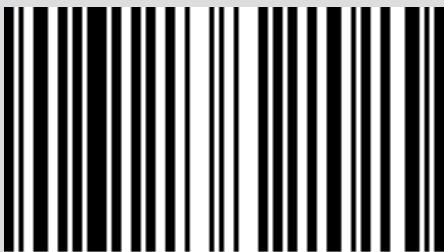
PELLET STOVE

BERG Air

- part 2 -

Instructions in English

ARCO



8901616600

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10-FIRST START-UP

PRECAUTIONS BEFORE START-UP

GENERAL PRECAUTIONS

Remove all parts that may burn from the brazier and the glass (manual, various adhesive labels or any polystyrene).

Check that the brazier is positioned correctly and rests properly on the base.



The first start-up may not be successful as the feed screw is empty and does not always manage to load the required amount of pellets in time to light the flame.



ELIMINATE THE ALARM CONDITION OF A FAILED START-UP BY POSITIONING THE OF THE EMERGENCY PANEL TO OFF FOR ABOUT 20 SECONDS AND BRINGING SELECTOR "D" BACK TO THE REMOTE POSITION. REMOVE THE PELLETS LEFT IN THE BRAZIER AND REPEAT THE START-UP. (SEE "SAFETY DEVICES/ALARMS" PARAGRAPH)

If after repeated attempts, the flame fails to ignite, despite a regular flow of pellets in the brazier, which **must rest snugly against the slots**. If no anomaly is found during this inspection, there may be a problem with the product components or installation may not be correct.



REMOVE THE PELLETS FROM THE BRAZIER AND CONTACT AN AUTHORISED TECHNICIAN.



Do not touch the boiler during the first lighting, as it is during this phase that the paint sets. If you touch the paint, you may expose the steel surface.

If necessary, touch up the paint with the spray can of the specific colour. (See "Pellet stove accessories")



It is good practice to ensure effective ventilation in the room during the initial start-up, as the boiler will emit some smoke and smell of paint.

Do not stand close to the stove and, as mentioned, air the room. The smoke and smell of paint will disappear after about an hour of operation, however, they are not harmful in any case.

The boiler will be subject to expansion and contraction during the lighting and cooling down stages, and may therefore make slight creaking noises.

This is absolutely normal as the structure is made of laminated steel and must not be considered a defect.

It is extremely important to make sure the boiler does not reach high temperatures straight away, but to increase the temperature gradually using low power at first.

This will prevent damaging the ceramic or serpentine stone tiles, the welds and the steel structure.



DO NOT EXPECT HEATING EFFICIENCY IMMEDIATELY!!!

11-REMOTE CONTROL MAX

GENERAL FEATURES OF THE LCD REMOTE CONTROL

The remote control works at a transmission frequency of 434.5 MHz. Power the product with 3 AAA batteries as follows:

Remove the battery compartment cover by sliding it downwards (according to the arrow).

Insert the batteries according to the correct polarity (+) and (-).

Close the battery compartment cover.



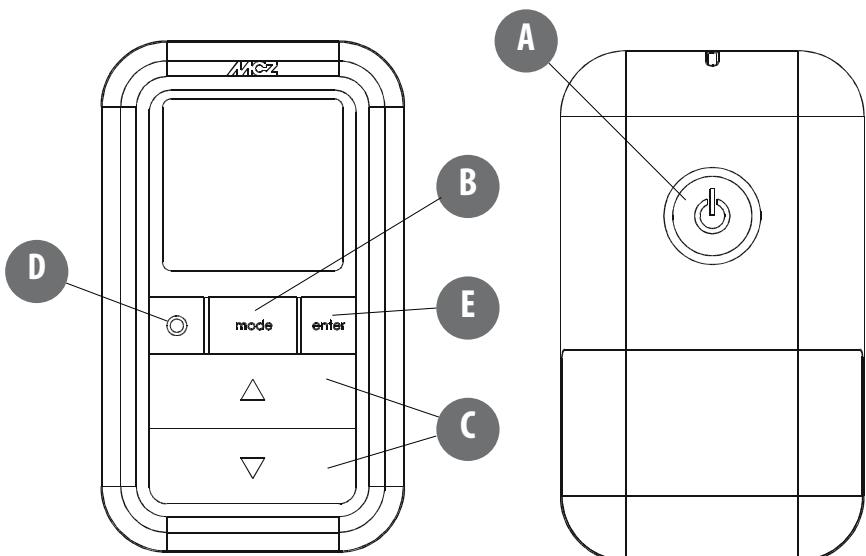
When the remote control is powered it automatically prompts to set the time.

The remote control has a special icon on the display to indicate when the batteries are almost flat. If the flat battery icon appears, the batteries are almost flat and the remote control is about to switch off.

Used batteries contain metals which are harmful to the environment, so they must be disposed of separately in appropriate containers.

GRAPHIC APPEARANCE

In the instructions we will often refer to the indications of the keys shown in the figure. Always keep it at hand for simplicity's sake.



11-REMOTE CONTROL MAX

REMOTE CONTROL OPERATION

General rules

By pressing key **A** for 1" the product is switched on and off. Key **C** is used to make all changes. Key **E** is used to confirm the changes. By pressing key **B** one selects the product operating mode. Use key **D** to browse the VENTILATION and SLEEP settings. Whichever the mode is, press key **A** briefly (or leave the keypad idle for 7") to go back to the initial display.

INITIAL SETTINGS

Setting the time

Both with the remote control on and off, by pressing keys **B+E** at the same time for 3" one accesses the time/day setting mode. The hour digits, which can be changed with key **C**, will start flashing. Press key **E** to confirm the changes. The minute digits will now start flashing.

Follow the same modify/confirm procedure, one will then go onto the time display mode (12h or 24h) and finally the day will start to flash. Confirm this data to exit the settings.

NOTE: each time the remote control is powered, the time is reset and the display automatically enters the time setting mode.

°C – °F setting

Only with the stove switched off, by pressing key **B** for 5" one changes the unit of measure of the temperature, from Celsius to Fahrenheit and vice versa.

SETTING THE OPERATING MODE

With the remote control switched on, key **B** allows to set one of the 4 product operating modes. Figure 1-2-3-4 displays the 4 basic displays, respectively: Manual, Automatic, Timer and Eco mode.

MANUAL Mode (MAN)

In this mode one can set the flame power manually (5 levels - act directly on key **C** to change). **Figure 1**

AUTOMATIC Mode (AUTO)

In this mode one can set the desired room temperature, and the stove will modulate the flame power automatically to reach the temperature. **Figure 2**

If a fan is AUTOMATICALLY set, its speed depends on the power that is running the stove:

In the case of power level 1: V=1

In the case of power level 2: V=2

In the case of power level 3: V=3

In the case of power level 4: V=3

In the case of power level 5: V=3

FIG.1



FIG.2



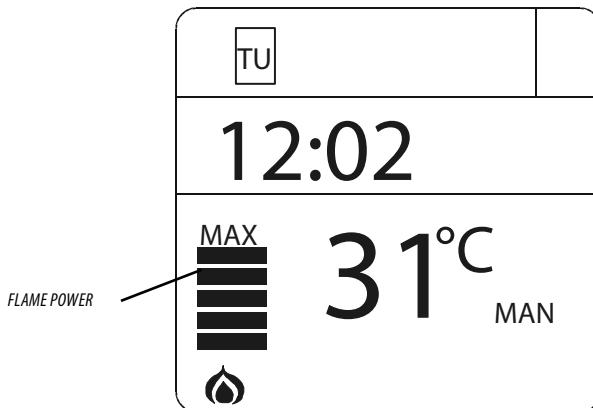
11-REMOTE CONTROL MAX

MANUAL POWER FUNCTION

this function allows you to set the power of the flame from a minimum of 1 to a maximum of 5. The power levels correspond to a different value of fuel consumption, setting 5 heats the room in less time and setting 1 can keep the room temperature stable for a longer period of time. The set flame is automatically set to a minimum when the set temperature value is reached.

if the bars are all full, the stove is on flame power 5

if only one bar is full, the stove is on flame power 1



If the ventilation is MANUALLY set, the function which limits the maximum power of the stove according to the ventilation is enabled.

Even if the power limit is enabled, the display on the remote control does not consider the power limit for ventilation effect.

11-REMOTE CONTROL MAX

TIMER Mode (TIMER)

Select this operating mode to switch the product on and off automatically, according to 6 customised time slots (P1 – P6). The following can be set for each time slot:

- Switch-on time
- Switch-off time
- Desired room temperature in the time slot
- Days of the week in which the time slot is active

When the stove is switched on (manually via key **A** or automatically via a time slot) the product works in the automatic mode described above. A time slot appears automatically when it is active (P1 in **figure 3**) and the desired temperature is changed according to the value set in the time slot. However, the user can always modify this value as desired and in real time. Refer to the relevant paragraph to learn how to set the time slots.

FIG.3

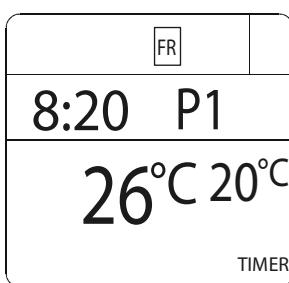


FIG.4



FIG.5



ECO Mode (ECO)

This mode is activated/disabled with the remote control switched on by pressing key **B** for 5".

ECO is an automatic mode with the only difference that if the set temperature is reached and **remains so for the following 20 minutes** (despite flame modulation), the product switches off and remains on stand-by until the room temperature **drops 2 degrees** below the desired temperature (and in any case for at least 5 minutes from the last shutdown). The product is then switched on again. **Figure 4** If the room is not sufficiently insulated, flame modulation does not allow the set temperature to stay satisfied for 20 consecutive minutes and the product will not switch off.

NOTE: It is recommended to use the ECO mode only in well-insulated rooms in order to prevent start-up and shutdown from occurring within short periods of time.

The remote control remains on even when the product is off when in ECO mode, in order to indicate that this shutdown is only temporary. Obviously, if the product is switched off via key A, ECO mode is exited and the product remains off.

Up to 6 automatic start-up and shutdown time slots (E1 – E6) can also be set in ECO mode, which are independent from those of TIMER mode (P1 – P6). If they have been activated, TIMER-ECO appears on the display (**figure 5**) permanently, even if the remote control is switched off.

Refer to the relevant paragraph to learn how to set the time slots.

NOTE: If the remote control is switched off due to TIMER, ECO cannot be restarted until the user intervenes (key A) or when the next valid time slot starts. Combined use of TIMER and ECO modes requires a good knowledge of the product operating logic.

11-REMOTE CONTROL MAX

Room ventilation

Room ventilation can be adjusted as desired in all 4 operating modes described above (Manual, Automatic, Timer, Eco). Simply perform this operation: from the basic display, press key D to access the **VENTILATION adjustment mode (Fig. 6)**. Then press key C (arrows) to set the desired ventilation by selecting one of the 5 levels available, independent from the flame level.

The "auto" option can also be selected, which automatically links the room ventilation speed to the flame level.

In short:

flame set on 1 > ventilation set on 1; flame set on 3 > ventilation set on 3; flame set on 5 > ventilation remains set on 3 (for silent operation as it is in automatic mode).

NOTE: In the event a replacement remote control is purchased, if you need to change the default setting, proceed as follows: with the remote control switched on press buttons D + E at the same time for 10 seconds (until the flashing number appears). Press key C to select 1 or 2 according to the product to which the remote control is to be paired, and press E to exit.

IMPORTANT! Choosing the right number of fans can become a decisive factor to ensure the stove works correctly. Therefore

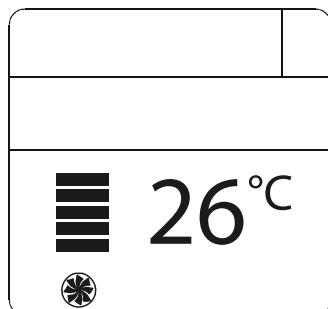


FIG.6

ensure an authorised technician conducts the settings.

The list of fans in place is shown in the table:

STOVE MODEL	NO. OF FANS
BERG AIR	1

11-REMOTE CONTROL MAX

Sleep function

The sleep mode allows to quickly set the time at which the product must switch off. This function is only available in MAN and AUTO mode. It is set as follows: from the POWER setting (by pressing key **D** - see previous paragraph), press key **D** again to access the SLEEP mode setting.

Via key **C** one can adjust the shutdown time in 10 minute intervals.

By confirming with **D** or **E** one goes back to the basic display, in which the sleep mode shutdown time is any case visible (**figure 7**).

To disable the SLEEP mode simply access the settings, decrease the time until the dashes appear and confirm.



FIG.7

NO AIR FUNCTION (SF)

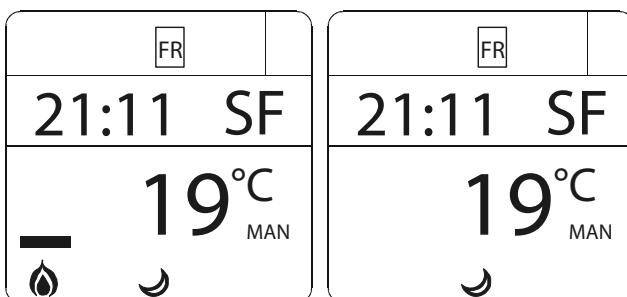
The **NO AIR** function allows the stove to operate at the minimum power throughout the night, with no room ventilation. This function is only available in **AUTO** and **MAN mode**(not in **TIMER mode**). Proceed as follows to set it:

from the **VENTILATION** setting (by pressing key **D**), press key **D** again and you will access the **SLEEP** setting mode.

From when the dashes “--” are displayed, press the lower key **C** and the **NO AIR** function is activated (**SF** appears); by confirming with **D** or **E** one goes back to the basic display in which **SF** and the moon remain visible.

Once the function is activated, the flame power goes to 1 and the ventilation switches off within about 10 minutes.

When this function is active, nothing happens when the **C** keys are pressed. To disable the **NO AIR** function, access the **SLEEP** setting, press **upper key C** to make the dashes “--” appear and confirm with keys **D** or **E**.



11-REMOTE CONTROL MAX

TIMER settings

TIMER time slot display

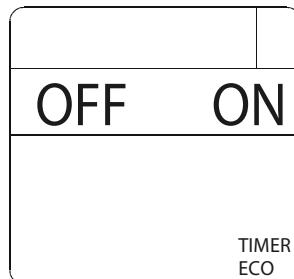
In TIMER mode, to display the time slots simply press key **D** for 2". With key **C** one can scroll the 6 time slots freely, quickly checking the saved settings (**figure 8**). By pressing key **D** or **A** one goes back to the basic display.

Modifying the TIMER time slots

FIG.8



FIG.9



To modify a time slot, display it as described in the previous paragraph and then press key **E**. The first parameter that can be set will start to flash, i.e. the room temperature. Press key **C** to modify the value and key **E** to confirm and set the next parameter. The parameters of a time slot can be set in the following sequence:

- Room temperature. Can be set between 5° and 35°C. Below 5°C or above 35°C, 2 dashes "--" appear and if this is confirmed, the program is disabled (therefore, the product will not be switched on).
- Switch-on time. The value is adjusted in 10 minute intervals (from 00:00 to 23:50)
- Switch-off time. The value is adjusted in 10 minute intervals (from 00:10:00 to 24:00).
- Days of the week in which the program is active. Monday (MO) will start to flash, followed by the other days of the week. Use key **C** to activate/disable the day. The activated days will be displayed on a dark background. When the Sunday (SU) setting is complete, press key **E** to exit the editing page and return to the time slots display.

By pressing key **D** at any time one exits the time slot editing mode, saving all variations confirmed with key **E** up to that time, and one goes back to the time slot display condition.

While by pressing key **A** (or leaving the keypad idle for 30") one goes directly to the basic display, saving all variations confirmed with key **E** up to that time.

Activating the TIMER-ECO time slots

In ECO mode one can activate up to 6 time slots, customising switch-on and switch-off (E1 – E6): by pressing key **D** for 2" the TIMER activation/disabling function will appear (**figura 9**). If the ON option is confirmed one can display/modify the 6 time slots of the TIMER-ECO with the same procedure described previously for the TIMER. By confirming the OFF option, the TIMER is disabled and the product goes back to operate in ECO mode without active time slots.

REMOTE CONTROL SYNCHRONIZATION

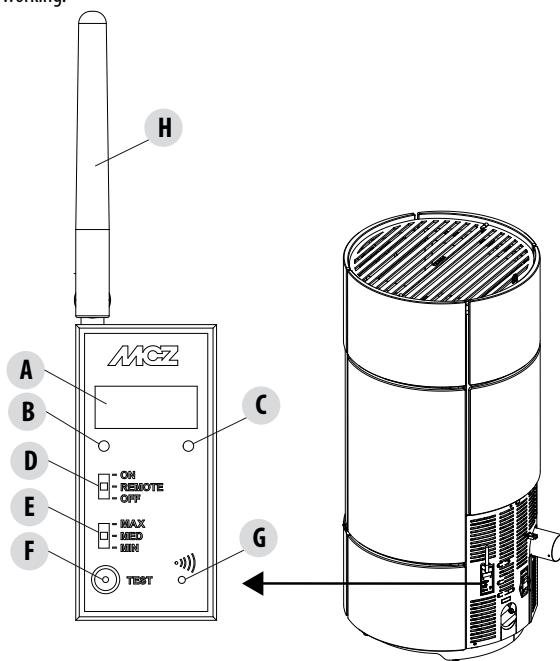
When the product is started up for the first time, it may be necessary to synchronise the new remote control with the stove. To do this, follow these simple instructions:

- connect the socket to the stove and turn on the power switch
- make sure the selector D on the emergency panel is in the REMOTE position
- when the first message appears on the emergency panel's display, use a pointed object to press the chased G button (toothpick, etc.)
- the panel's display will show 3 flashing lines "---". Press the remote control's on/off button to launch the learning process.

The three flashing lines will disappear from the display and the stove will learn the remote control's new communication address. The learning process is also confirmed by a sound signal.

12-EMERGENCY PANEL

The emergency panel can be found at the back of the stove. The panel is used to detect any malfunctions and also for product control if the remote control is not working.



KEY

A - DISPLAY; indicates a series of information on the stove, as well as the identification code of any malfunction.

B - GREEN LED that indicates:

- OFF = Stove off
- FLASHING ON = Stove in ignition stage
- FIXED ON = Stove on

C - RED LED that indicates:

- OFF = Stove on
- ON WITH SLOW FLASHING = Stove in shutdown stage
- ON WITH FAST FLASHING = Stove in alarm conditions (combined with a beep sound for the first 10 minutes)
- FIXED ON = Stove off

D - Three-position selector for the following functions

- OFF = Stove switched off manually without remote control
- REMOTE = Stove controlled **exclusively** from the remote control
- ON = Stove switched on manually without the remote control

E - Three-position selector to select the power

- MIN = Selector to make the stove work at MINIMUM power without the remote control and with selector 4 turned to ON
- MED = Selector to make the stove work at MEDIUM power without the remote control and with selector 4 turned to ON
- MAX = Selector to make the stove work at MAXIMUM power without the remote control and with selector 4 turned to ON

F - Button for diagnostic functions relating to the operating status of the stove

G - Button to put the stove in communication with a new remote control (via the procedure explained in the "Remote Control Synchronisation" paragraph)

H - Reception antenna



SELECTOR "D" MUST BE SET ON "REMOTE" TO MAKE THE STOVE OPERATE WITH THE REMOTE CONTROL.

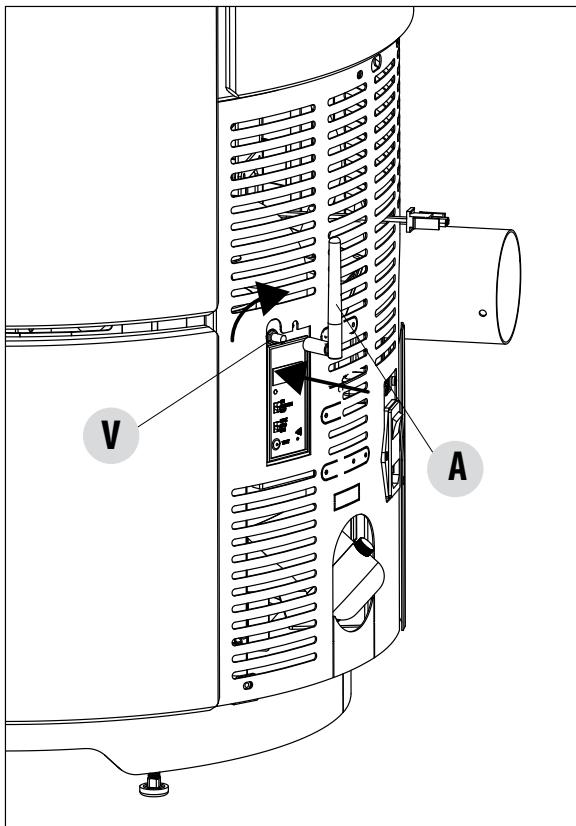
12-EMERGENCY PANEL

ASSEMBLY OF CONTROL PANEL ANTENNA

- Remove the antenna "A" from the bag containing the instructions.
- Screw the antenna "A" clockwise onto screw "V" near the control panel until the mobile part is positioned upwards.



Attention! Tighten the antenna completely without forcing it to prevent reception damage.



13-OPERATION

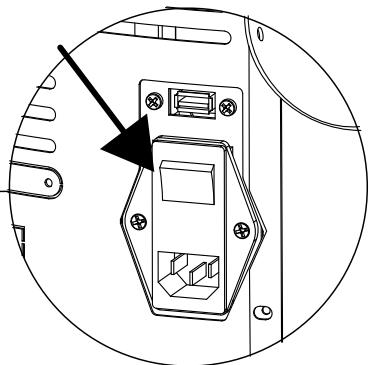
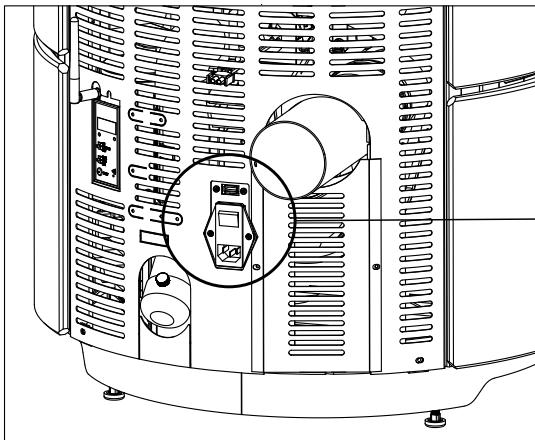
ELECTRICAL CONNECTION

First connect the power cable to the back of the stove and then to a wall socket.

The main switch must only be activated to switch the stove on; otherwise, it is advisable to keep it switched off.



It is recommended to disconnect the power cable when the stove is not used.



ELECTRICAL STOVE CONNECTION

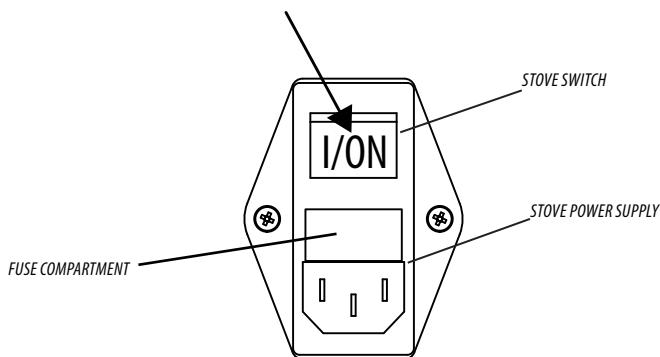


The cable must never come into contact with the smoke exhaust pipe or any other part of the stove.

STOVE POWER SUPPLY

After connecting the power cable to the back of the stove, turn the switch to (I) or ON.

The stove is then powered.



There is a fuse box also in the switch block next to the power socket. Open this compartment by simply lifting the cover, using a screwdriver as a lever from inside the power outlet compartment. Inside there are two fuses (3.15 A delayed), which may need to be replaced if the stove is not powered (e.g. the ON/OFF button does not go on or the control panel display does not light up) - operation to be implemented by an authorised and skilled technician.

13-OPERATION

Switch-on/off from the emergency panel

If the remote control is faulty or the batteries are flat, the product can be operated in safe mode via the rear emergency panel. In this configuration, the stove can only operate in manual mode and with the possibility to choose between 3 power levels.

• SWITCHING THE STOVE ON WITHOUT THE REMOTE CONTROL

To switch the stove on move selector "D" to the ON position. The RED LED goes off upon start-up, while the GREEN LED starts to flash until the start-up stage is complete. Once the product is in steady state, the GREEN LED remains on.

• CHOOSING THE POWER WITHOUT THE REMOTE CONTROL

One can choose between 3 heating powers:

MIN-MED-MAX (selector "E")

The **MINIMUM** power corresponds to the 1st power;

The **MEDIUM** power corresponds to the 3rd power;

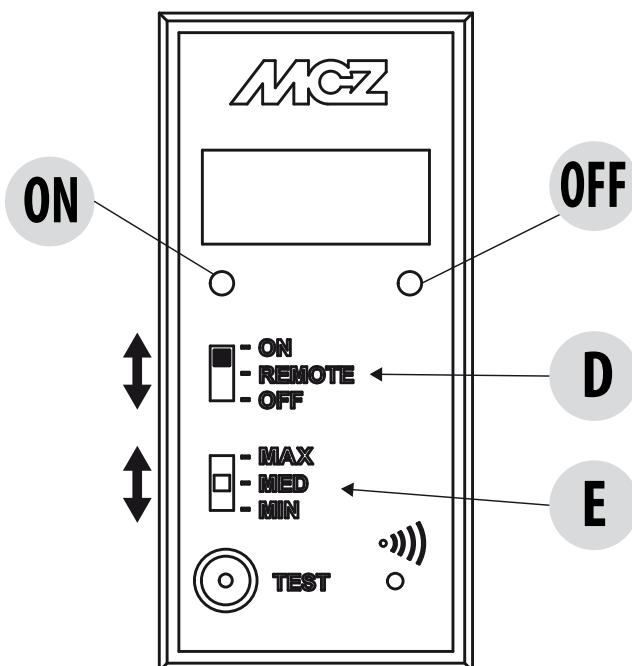
The **MAXIMUM** power corresponds to the 5th power;

• SWITCHING THE STOVE OFF WITHOUT THE REMOTE CONTROL

To switch the stove off move selector "D" to the "OFF" position.



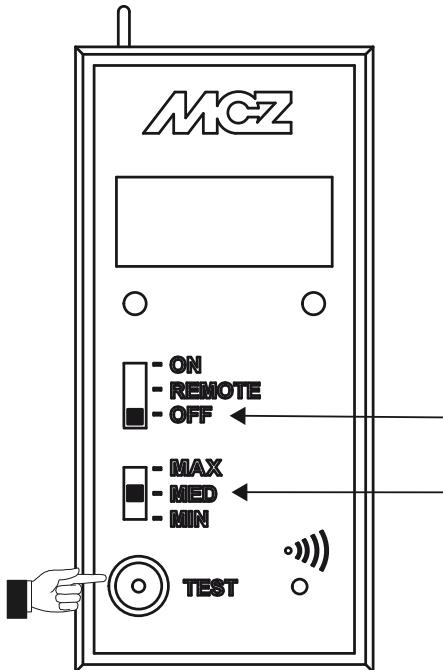
Once the remote control is restored, remember to set selector "D" back to the "REMOTE" position, otherwise the product will ignore the remote control commands.



Feed screw loading function

This function can only be activated when the stove is off and allows the pellets to be loaded into the loading system (feed screw). It can be used each time the pellets finish in the hopper (see alarm A02). It is useful to prevent failed start-ups (alarm A01) due to the hopper being empty.

Enable the function as follows:



- Set the first selector to **OFF**
- Set the second selector to **MED**
- Make sure that **OFF** appears on the display because this function can only be activated with the stove completely cold (off) and the selector set to **OFF**.
- **Press the TEST key 3 times consecutively within 2 seconds**
- The display will show “**OnPit**” in two subsequent intervals.
- Press the **TEST** key once again when the pellets begin to fall into the brazier to end the **FEED SCREW LOADING** function or wait for the function to end alone (approx. 3 minutes).
- Proceed with lighting the stove.

13-OPERATION

Modifying the pellet recipe

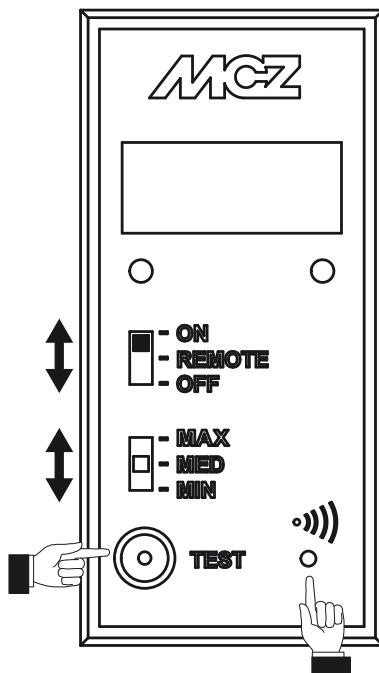
This function is for adapting the stove to the type of pellet in use. As there are many types of pellet available on the market, operation of the stove can vary considerably according to the quality of the fuel.

The amount of pellets in the brazier can be increased or reduced:

- If the pellets tend to get stuck in the brazier due to an excess of fuel
- If the flame is increasingly higher even at low power values
- If the flame is always low

To modify the recipe proceed as described below:

- Set the two selectors to OFF (the stove must not be in an alarm status)
- Press the TEST button for 5/9 seconds (the stove emits 5/9 beeps)
- Release the TEST key
- The code PLt appears on the display
- Press the chased button to increase or reduce the desired amount of pellets.



Available values:

-3 = Reduction of pellet loading by 20% at all power values

-2 = Reduction of pellet loading by 13% at all power values

-1 = Reduction of pellet loading by 6% at all power values

0 = no change

1 = Increase of pellet loading by 10% at all power values

2 = Increase of pellet loading by 6% at all power values

3 = Increase of pellet loading by 3% at all power values

- Press the TEST key once to confirm

14-SAFETY DEVICES

SAFETY DEVICES

The product is fitted with the following safety devices.

SMOKE TEMPERATURE PROBE

It detects the temperature of the smoke, thereby enabling start-up or stopping the product when the temperature drops below the preset value.

PELLET HOPPER TEMPERATURE PROBE

If the temperature exceeds the preset safety value, it immediately stops the product, which must cool down before the stove is restarted.

ELECTRICAL SAFETY

The product is protected against power surges by a general fuse located in the control panel on the back. Other fuses that protect the circuit boards are located on the latter.

SMOKE FAN BREAKAGE

If the fan stops, the circuit board promptly blocks the supply of pellets and the alarm is displayed.

GEAR MOTOR BREAKAGE

If the gear motor stops, the product switches off and the relative alarm is signalled.

TEMPORARY POWER CUT

If a power cut occurs during operation, the product automatically sets itself in cooling mode when the power is restored and then it restarts.

FAILED START-UP

If no flame lights during start-up, the product will go into alarm conditions.



IT IS FORBIDDEN TO TAMPER WITH THE SAFETY DEVICES

It is possible to relight the product and therefore restore the automatic operation of the probe only after having eliminated the cause of the intervention of the safety system. This manual will help you understand which anomaly has occurred, and explain how to intervene according to the alarm message displayed on the appliance.

15-ALARMS

ALARM ALERTS

In the event an operating anomaly occurs the stove starts switching off due to the alarm and informs the user of the type of fault that has taken place via a 3 digit code which stays displayed on the rear emergency panel.

The alarm is indicated permanently by the relative 3 digit code, by a flashing red LED that lights up on the emergency panel and an intermittent sound signal for the first 10 minutes of the alarm. Read the instructions in the following 2 paragraphs to cancel the alarm status and restore the normal operating mode of the stove.

The following table describes the possible alarms indicated by the stove, associated to the respective code that appears on the emergency panel and helpful tips to solve the problem.

MESSAGE ON DISPLAY	TYPE OF PROBLEM	SOLUTION
A01	The flame does not light	Check the level of pellets in the tank. Check that the brazier is correctly positioned in its seat and has no build-up or unburned material. Make sure the ignition plug warms up. Thoroughly empty and clean the brazier before restarting.
A02	The fire goes out abnormally.	Check the level of pellets in the tank. Check that the brazier rests correctly in its seat and has no visible deposits of unburned pellets.
A03	The temperature of the pellet hopper exceeds the required safety threshold. The structure overheats due to reduced heat dissipation.	The structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the product is sufficiently cold, press button B on the control panel or OFF on the remote control to cancel alarm A03. Once the alarm is cancelled, the product can be switched on normally.
A04	The temperature of the exhaust smoke has exceeded certain preset safety limits.	The stove switches off automatically. Let the stove cool down for a few minutes and then switch it on again. Check the smoke expulsion and verify the type of pellet used according to the instructions found in Chap. 2 of this manual.
A05	Chimney flue clogged - wind - door open.	Check the smoke duct and make sure the door is closed.
	The smoke extractor fails to guarantee sufficient primary air, required for correct combustion.	Draught difficulties or brazier clogged. Check whether the brazier is clogged and clean it, if necessary. Check and if necessary clean the smoke duct and air inlet.
A08	Abnormal operation of smoke fan	Check cleanliness of the fumes fan compartment and check if dirt is blocking it. If this is not enough, the smoke fan is faulty. Contact an authorised service centre to have it replaced.
A09	The smoke probe is faulty and does not detect the exhaust smoke temperature properly.	Contact an authorised service centre to have the component replaced.
A11	Pellet supply fault	Contact an authorised service centre to have the component replaced.

A13	Electronic control unit overheating	The structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the stove is sufficiently cold, press button B on the control panel or OFF on the remote control to cancel alarm A13. Once the alarm is cancelled, the product can be switched on normally.
A14	Faulty air flow rate sensor	This alarm does not block the stove, just a warning is displayed. Contact an authorised service centre to have the component replaced.
A18 SAFETY DEVICES TRIPPED	Open stove door	Close the door
	Open fuel loading hatch	Close the hatch. Lower the fuel level in the tank.
	Air pressure switch	Draught difficulties or brazier clogged. Check whether the brazier is clogged by scaling and clean it, if necessary. Check and if necessary clean the smoke duct and air inlet.
SER	Routine maintenance alert	When this flashing message appears upon start-up it indicates that the preset operating hours before maintenance is due have elapsed and that an MCZ qualified technician must be contacted for maintenance.

Exiting the alarm conditions

Follow the procedure described below to restore normal stove operation after an alarm has been triggered:

- Put selector D on the rear emergency panel on OFF for a few seconds (about 20 seconds), until the 3 digit alarm identity code disappears. The red LED stops flashing and the sound signal is silenced by performing the steps below.
- Put selector D back in the REMOTE position, to control the operation of the stove via the remote control.
- Switch off the remote control and switch it on again if one wants to restart the stove.

15-ALARMS

Mechanical stove block

The following conditions may cause the mechanical stove block:

- Structure overheating ("A03")
- Smoke overheating ("A04")
- During stove operation air has entered the combustion chamber or there is an obstruction in the flue ("A05")

The block is signalled on the display and with a sound signal. In this situation the shutdown stage is activated automatically. When this procedure is started, any test operation to restore the system is useless. The display signals the cause of the blockage.

SOLUTIONS:

If "A03" appears: the structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the product is sufficiently cold, press button B on the control panel or **OFF** on the remote control to cancel alarm **A03**. Once the alarm is cancelled, the product can be switched on normally.

If "A04" appears: The stove switches off automatically. Let the stove cool down for a few minutes and then switch it on again. Check the smoke expulsion and verify the type of pellet used according to the instructions found in Chap. 2 of this manual.

If "A05" appears: the door has been left open for too long or a significant amount of air has entered (e.g. missing smoke fan inspection cap). If these causes are excluded, check and if necessary clean the smoke duct and flue (it is recommended for this operation to be carried out by an MCZ qualified technician).

The product can be switched on again only after having eliminated the cause permanently.

15-ALARMS

In the event that alarm A18 is triggered often, please note that:

A18 SAFETY DEVICES TRIPPED	Open stove door	Close the door
	Open fuel loading hatch	Close the hatch. Lower the fuel level in the tank.
	Air pressure switch	Draught difficulties or brazier clogged. Check whether the brazier is clogged by scaling and clean it, if necessary. Check and if necessary clean the smoke duct and air inlet.

you must check some points to verify the cause of the problem and possibly act on some adjustments and/or safety devices to restore the correct operation of the product.

However please note that all the adjustments and alterations affecting the operational safety devices, must only be performed if THE PRODUCT IS INSTALLED IN COMPLIANCE WITH THE STANDARDS AND LAWS IN FORCE AND IF IT IS SERVICED PROPERLY BY AUTHORISED AND SPECIALISED PERSONNEL. Alterations performed randomly, to ensure operation of the product even in the non-compliant conditions, can cause serious damage to property and injuries to people. If this occurs, the manufacturer declines all liability



Attention!

The adjustments must only be carried out by authorised and qualified personnel under their responsibility and by checking the conformity of the installation beforehand. The manufacturer declines all liability for damage to property or injuries to people in the event of altering the safety devices.

As mentioned alarm A18 identifies a drop in pressure inside the product that can be generated by difficulty to discharge the fumes (ash clogging the flue), to draw combustion air (clogged ducting or no air inlet) or by opening some stove compartments (fire door or pellet tank cover)

In light of the above, before acting on the safety devices or on any adjustments, you must check in this sequence if there are any potential malfunctions that may generate the alarm. Therefore check that:

- The stove door is closed
- The pellet loading hatch is closed
- The installation is compliant and the flue/smoke fitting does not generate obvious obstructions which can stop the release of smoke, such as: long horizontal sections (over 3 metres), uninsulated smoke ducts, "wall-mounted" smoke exhaust without proper terminals (installation regulated and permitted in France only [ZONE 3])
- The minimum depression in the flue is at least 5 Pa
- The pellets are of certified quality and do not cause obstructions
- There is no ash clogging the flue and the latter is serviced properly.
- There are no foreign bodies in the flue (nests, birds, grilles, leaves etc..)
- There are no foreign bodies in the combustion air ducting and/or in the room air inlet
- When installed without combustion air ducting, it is crucial to check that there is an efficient air inlet dedicated to the stove, according to the specifications referred to in chapter 2 of this manual.
- That there are no internal air extraction or recirculation systems (e.g. VMC systems) that generate internal depressions exceeding those required by law (not exceeding 4 Pa)
- That the pressure switch is not damaged or dirty (inspection to be performed by an authorised service centre)
- That the stove gasket (fire door, pellet tank, etc..) is not worn or damaged. Otherwise contact an authorised service centre for replacement/repair



Attention!

All liability for improper use of the product is entirely borne by the user and relieves the Manufacturer from any civil and criminal liability.

15-ALARMS

If all the above checks are negative, it is likely that the depression inside the stove drops due to poor performance of the flue, especially when the machine is operating at minimum speed for a long time.

In this case it is possible to make small adjustments that allow you to increase the operating speed of the smoke fan to increase the depression inside the product, or make it less sensitive to the intervention of the pressure switch by changing its position mechanically. While the first adjustment has no impact on the level of safety, the second one described affects it considerably and therefore should only be performed by authorised and specialised personnel after carrying out all the inspections mentioned above.

Changing the smoke fan revolutions

In order to further improve combustion in critical conditions, you can change the percentage of the parameters for the minimum amount of incoming combustion air. These changes can be performed upwards in the event of serious difficulties in evacuating smoke and/or air intake or downwards in the event of excessive draught of the flue.

- Set the two selectors to OFF (the stove must not be in an alarm status)
- Press and hold the TEST button. The panel will produce a series of beeping sounds in sequence.
- Release the key after 20 to 24 beeping sounds.
- The code rAC appears on the display
- Press the chased button to change the values

AVAILABLE VALUES

-2 -10%

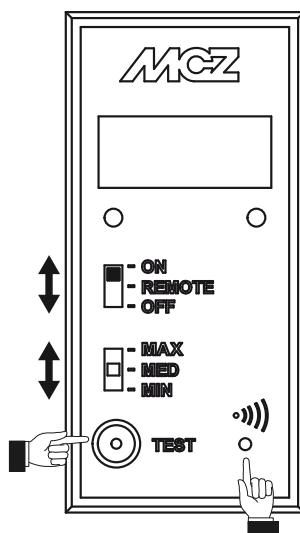
-1 -5%

0 0% (default value)

+1 +5%

+2 +10%

- Press the TEST key once to confirm



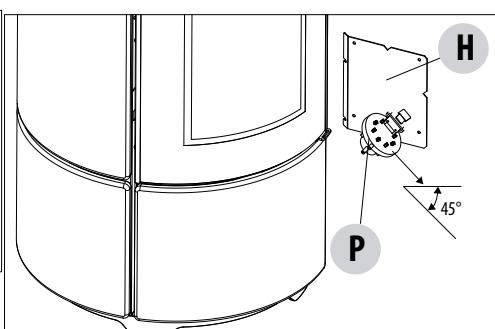
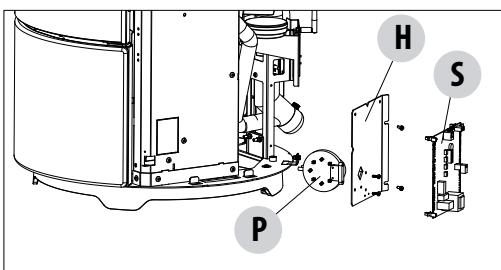
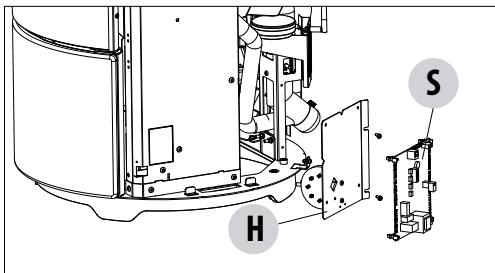
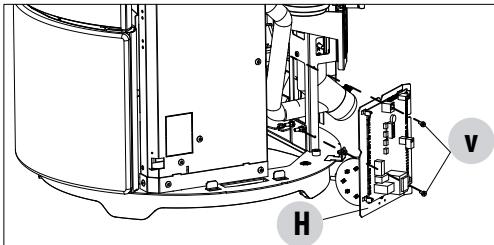
Changing the position of the pressure switch



ATTENTION!

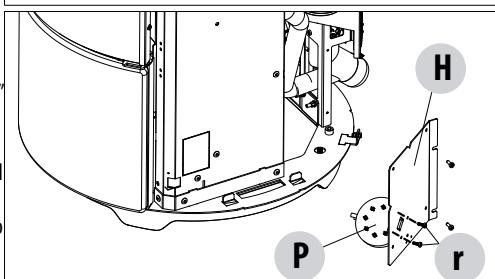
All the operations must be performed with the product completely cold and the plug disconnected.
Disconnect the product from the 230V power supply before performing any operation.

One can then act on the air pressure switch by changing the installation position. The pressure switch is fitted behind the electronic board of the stove.



To change the position of the pressure switch, which by default is in an upright position, proceed as described below:

- remove the side covering of the stove
- remove the back panel of the stove
- unscrew the two screws "v" and remove the entire block "H" consisting of a board support, board and pressure switch
- remove board "S" from the support
- remove screws "r" that block the pressure switch "P" in a vertical position
- Tilt the pressure switch by 45° and use the designated holes to secure it with screws "r"
- reassemble everything



PLEASE NOTE There are two small tubes coming out of the pressure switch, one connected to the pressure transducer and the other one to the tank. For the shift there is no need to remove this connection, also to avoid reassembly errors. There might be the need to disconnect some cables when disconnecting the electronic board.



Attention! All the adjustments must be performed solely by authorised and qualified personnel.

16-RECOMMENDATIONS FOR SAFE USE



ONLY CORRECT INSTALLATION AND APPROPRIATE MAINTENANCE AND CLEANING OF THE APPLIANCE CAN GUARANTEE CORRECT OPERATION AND SAFE USE OF THE PRODUCT.

We would like to inform you that we are aware of cases of malfunctioning of domestic pellet-fuelled heating products, mainly due to incorrect installation and use, as well as inadequate maintenance.

We would like to assure you that all of our products are extremely safe and certified according to European standards of reference. The ignition system has been tested with the utmost attention to enhance ignition efficiency and to prevent any type of problem, even in the worst operating conditions. In any case, like for any other pellet-fuelled product, our appliances must be installed correctly and undergo regular periodical cleaning and maintenance to guarantee safe operation. Our studies show us that malfunctioning is mainly due to the combination of part or all of the following factors:

- Brazier holes obstructed or brazier deformed, due to lack of maintenance and conditions which can cause delayed ignitions, generating an anomalous production of unburned gases.
- Insufficient combustion air due to a reduced or clogged air inlet duct.
- Use of smoke ducts nonconforming to regulatory installation requirements, failing to guarantee an adequate draught.
- Partially clogged chimney, due to lack of maintenance, reducing the draught and making ignition difficult.
- End chimneypot nonconforming to the indications of the instruction manual, and therefore not suitable to prevent potential inverse draught.
- This factor is crucial when the product is installed in especially windy areas, such as coastal regions.

The combination of one or more of these factors could generate important malfunctioning conditions.

To keep this from occurring, it is fundamental to guarantee that the product is installed in compliance with standards in force.

Furthermore it is of the utmost importance to respect the following simple rules:

- Every time the brazier is removed for cleaning, it must always be put back properly in the work position before using the product, completely removing any residual filth left on the support base.
- Pellets must never be loaded in the brazier manually, either before ignition or during operation.
- The accumulation of unburned pellets ensuing a failed ignition must be removed before repeating ignition. Also check that they are fed correctly and that the combustion air inlet/smoke outlet are regular.
- If ignition fails repeatedly, immediately suspend use of the product and contact a qualified technician to check its operation.

Compliance with these indications is absolutely sufficient to guarantee proper operation and to avoid any type of problems with the product.

If the above-mentioned precautions are not taken, and during ignition the brazier is overloaded with pellets thus generating anomalous smoke in the combustion chamber, carefully follow the indications below:

- Do not disconnect electrical power to the product for any reason whatsoever: this would stop the smoke extractor, releasing smoke into the environment.
- Take the precaution of opening the windows to ventilate the installation room from any smoke in the environment (the chimney might not work properly).
- Do not open the fire door: this would compromise regular operation of the smoke extraction system to the chimney.
- Just switch the stove off by acting on the on-off button on the control panel (not the rear power supply socket button!) and move away until smoke has completely evacuated.
- Before attempting re-ignition, clean the brazier and its air passage holes completely of all deposits and unburned pellets. Put the brazier back in place, removing any residue from its support base. If ignition fails repeatedly, immediately suspend use of the product and contact a qualified technician to check its operation and the chimney.

17-CLEANING



EXAMPLE OF A CLEAN BRAZIER



EXAMPLE OF A DIRTY BRAZIER

Only by properly servicing and cleaning the product is it possible to ensure its safety and correct operation.



ATTENTION!

All the cleaning operations of all parts must be performed with the product completely cold and the plug disconnected.

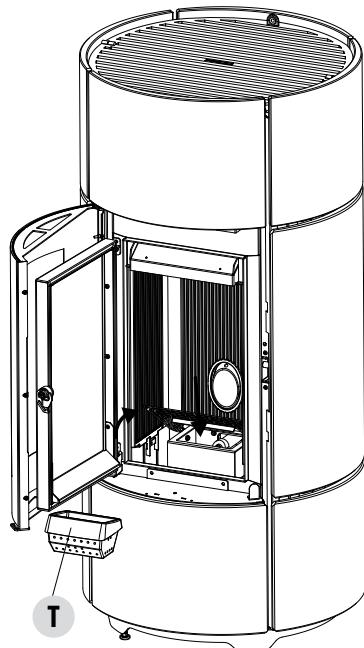
Disconnect the product from the 230V power supply before performing any maintenance operation.

The product requires little maintenance if used with certified good quality pellets.

DAILY OR WEEKLY CLEANING PERFORMED BY THE USER

Brazier cleaning

Before ignition, always clean the brazier "T" and remove any ash or incrustation from it that might obstruct the air flow holes, paying attention to hot ash. In the case of ignition failure, or if fuel in the tank runs out, unburned pellets may accumulate in the brazier. Always empty the residue in the brazier before each start-up. **Only if ash is completely cold** may a vacuum cleaner be used to remove it. In this case, use a suitable vacuum cleaner to remove small sized particles.



17-CLEANING

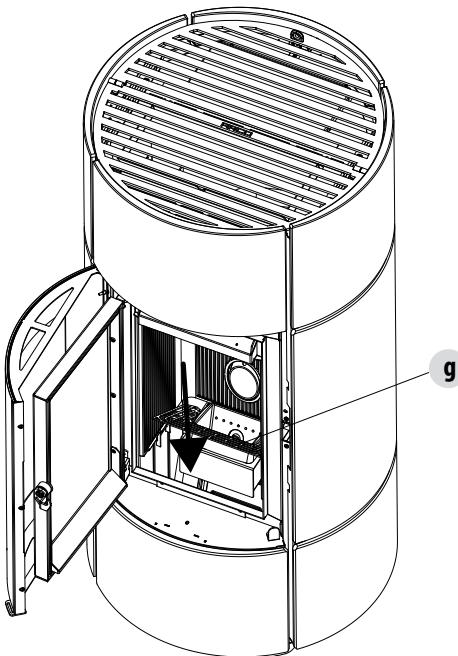


REMEMBER THAT ONLY A CORRECTLY POSITIONED AND CLEAN BRAZIER CAN GUARANTEE SAFE IGNITION AND OPTIMAL OPERATION OF YOUR PELLET PRODUCT. IN CASE OF FAILED IGNITION AND AFTER ANY OTHER LOCK STATE OF THE PRODUCT, IT IS ESSENTIAL TO EMPTY THE BRAZIER BEFORE EVERY RESTART

For the brazier to be cleaned properly, remove it from its housing completely and thoroughly clean all the holes and the grate on the bottom. If good quality pellets are used, you will normally only need to use a brush to restore the optimal operating conditions of the component.

Cleaning the ash box

To clean the ash box, lift the grid "g" simply by turning it until it rests against the stove firebox. Wipe away any residual ash before lowering the grid "g". The quality of the pellets used and user experience will determine the cleaning frequency required. **However, it is recommended not to exceed 2 or 3 days.**



CLEANING THE GLASS

It is recommended to clean the ceramic glass with a dry brush, or if it is very dirty, spray a little specific detergent and clean with a cloth.



ATTENTION!

Do not use abrasive products and do not spray the glass cleaning product on the painted parts and on the door gaskets (ceramic fibre cord).

17-CLEANING

CLEANING THE AIR FILTER

A wire mesh air filter is found at the back of the stove, whose purpose is to prevent dirt entering the motor body and the internal sensor. It is recommended to check that the filter is clean every 15/20 days. If needed remove fluff or the material that has deposited on it. Inspection and cleaning are required more frequently if there are pets in the house.

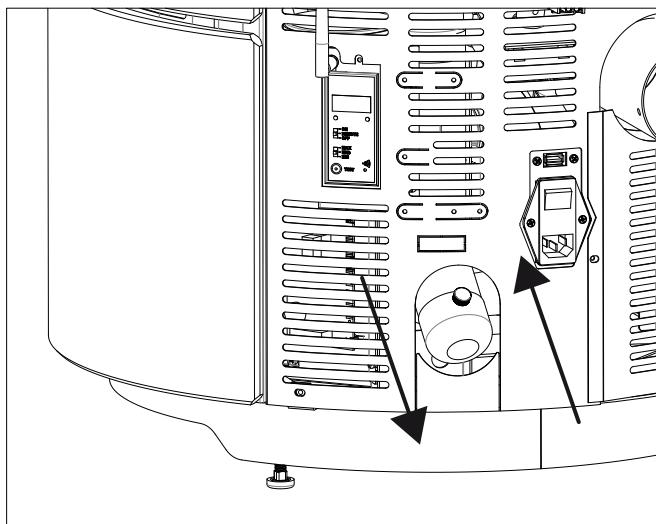
Simply remove the filter to clean. To clean it use a brush or a damp cloth or compressed air. Set it back in place by simply pressing it (interlocks).

The filter is made of metallic mesh and is soft and flexible therefore, when cleaning, be careful not to crush or damage it. In the event of breakage it must be replaced.



ATTENTION!

Never let the stove work without the air filter fitted. MCZ cannot be held liable for any damage caused to the internal components if this requirement is not complied with.



17-CLEANING

PERIODIC CLEANING PERFORMED BY A QUALIFIED TECHNICIAN

CLEANING THE HEAT EXCHANGER AND THE LOWER COMPARTMENT

Half-way through the winter season, but especially at the end, the compartment through which the exhaust smoke passes will need to be cleaned.

This cleaning process is mandatory in order to facilitate the general removal of all combustion residue, before it becomes very difficult to remove it due to the humidity compacting it over time.

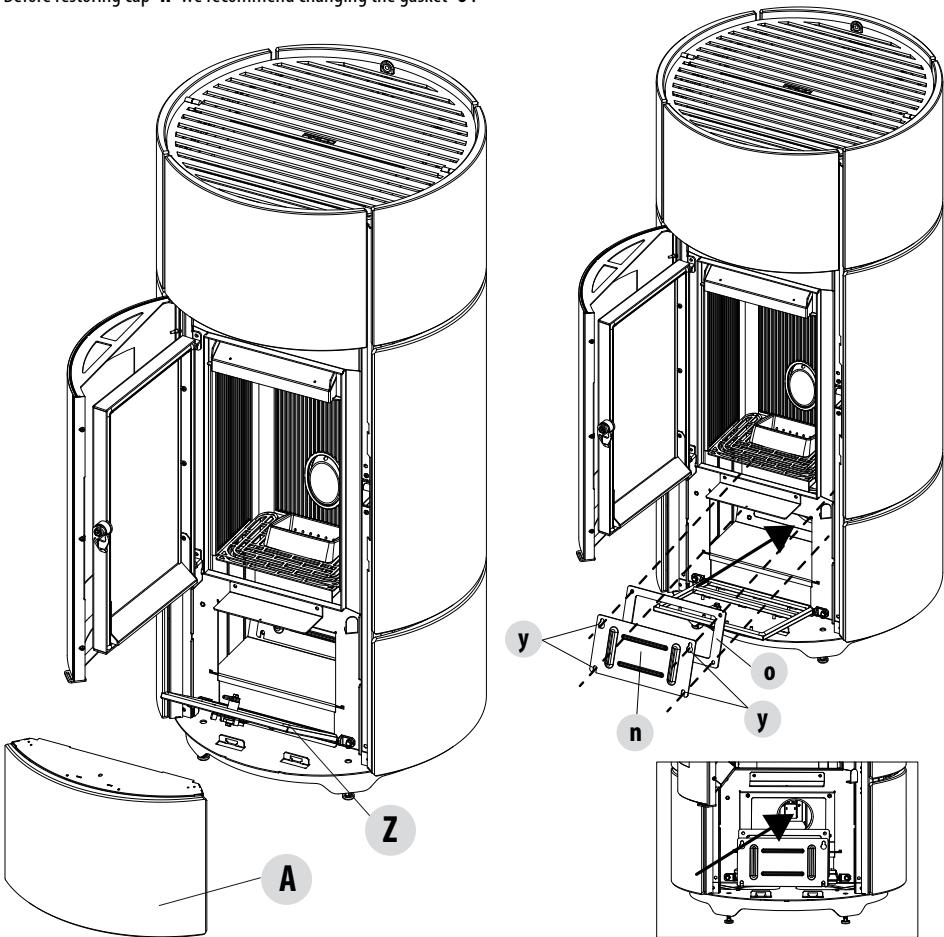


ATTENTION:

Cleaning is mandatory to be performed at the end of the season by an authorised and skilled technician so that even the seals can be replaced.

CLEANING THE LOWER COMPARTMENT

To clean the lower ash compartment, open the doors of the stove and remove bottom panel "A", as per instructions in the dedicated chapter, open the door "Z" by turning the closure. Now loosen the four screws "y", remove the plate "n" and the gasket "o". Use the nozzle of a vacuum cleaner to remove any ash and soot that may have built up in the lower exchanger (smoke extractor) indicated by the arrow. Before restoring cap "n" we recommend changing the gasket "o".

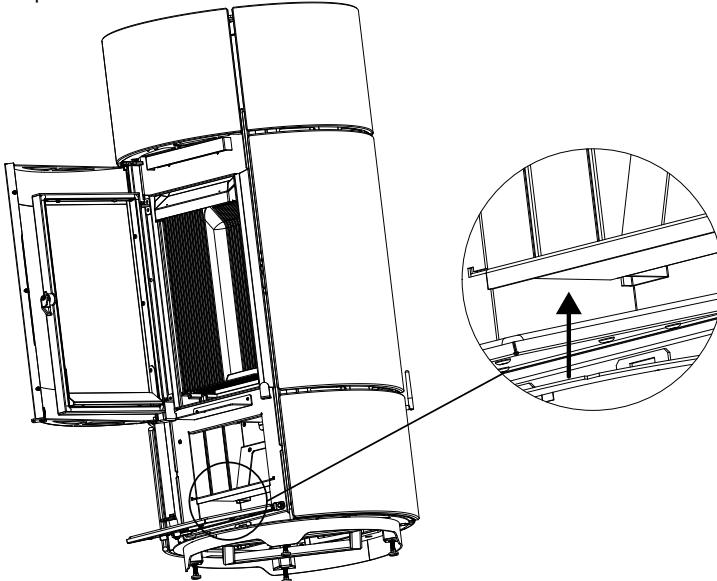


17-CLEANING

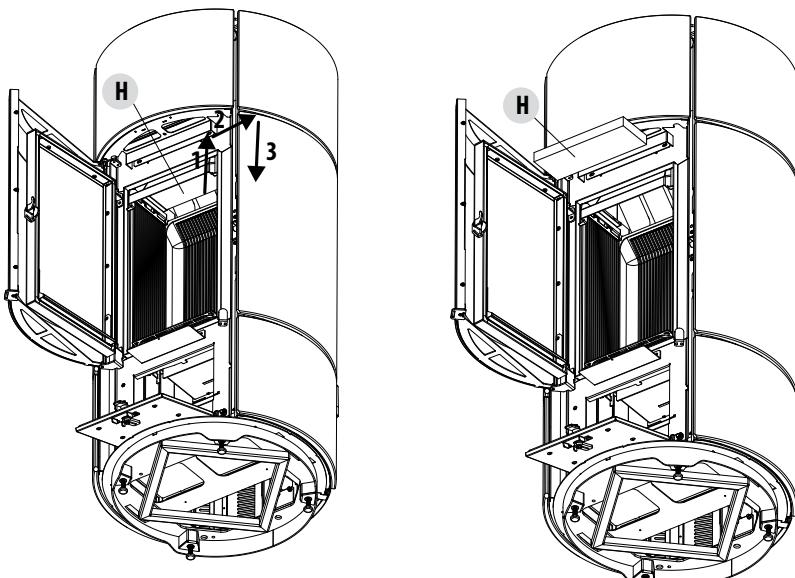
CLEANING THE EXCHANGER

CLEANING THE UPPER COMPARTMENT

Clean the upper exchanger when the stove is cold and without the cladding in question. After removing the cap for lower cleaning "N" (see previous paragraph), use a stiff rod or a bottle brush to scrape the firebox walls (see arrow) so that the ash falls into the lower compartment.

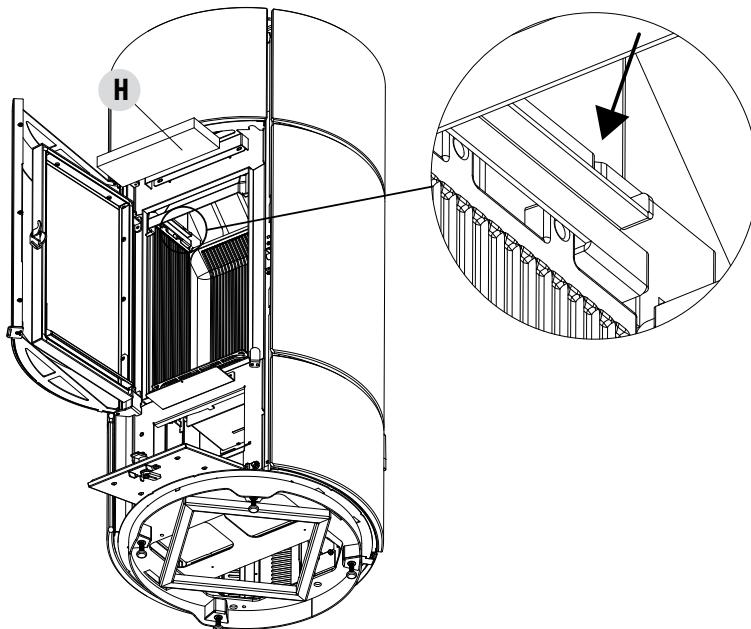


Then remove the upper calorite plate "H"; to do this open the firebox door, hold the top of the calorite plate "H" and lift it upwards, tilt it to the right or to the left in order to release it from the supports and remove it.

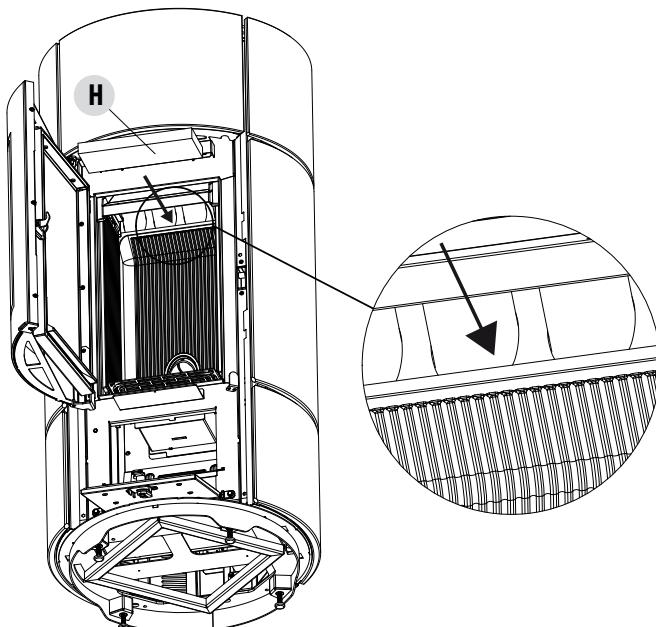


17-CLEANING

Use a stiff rod or a bottle brush to scrape the firebox walls (see arrow - at the right and left of the firebox respectively) so that the ash falls into the lower compartment.

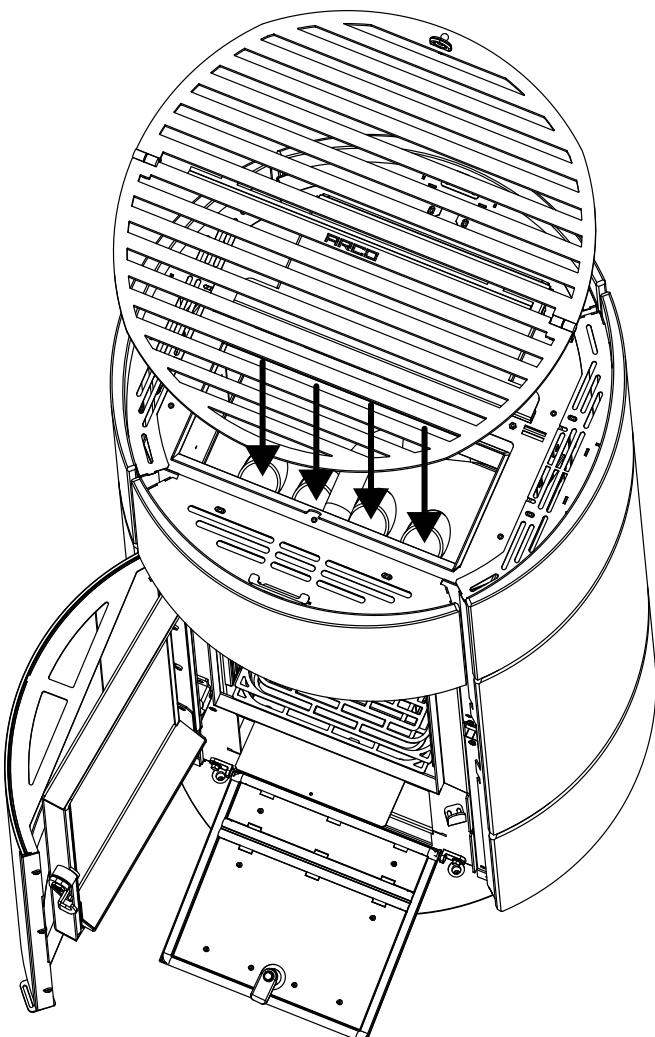


Use a vacuum cleaner nozzle to vacuum up any remaining ash and dust on the exchanger (see arrow).



17-CLEANING

Even in the upper part, under the cover (top), use the nozzle of a vacuum cleaner to remove any dust that may have built up.



Then thoroughly clean the lower exchanger, replace any gaskets if needed, and reassemble.

17-CLEANING

CLEANING THE SMOKE EXHAUST SYSTEM AND GENERAL CHECKS

Clean the smoke extractor system, especially around the "T" joints, elbows and any horizontal sections of the smoke duct. For information on periodically cleaning the flue, contact a skilled chimney sweep.

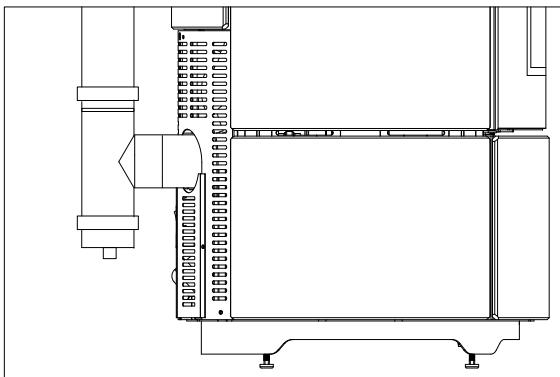
Check the seal of the ceramic fibre gaskets on the door of the stove. If necessary, order new replacement gaskets from the retailer or contact an authorised service centre to carry out the operation.



ATTENTION:

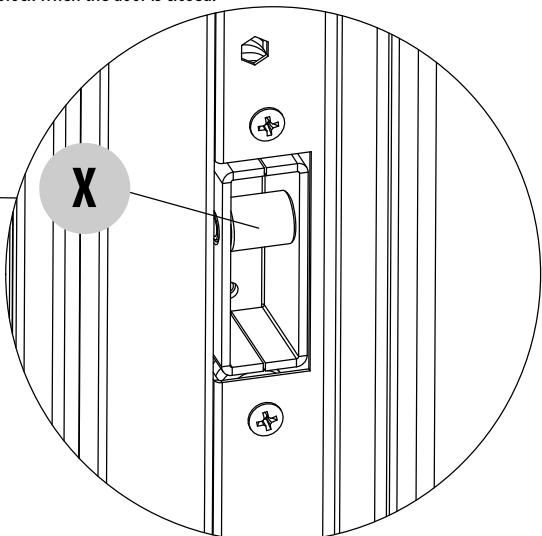
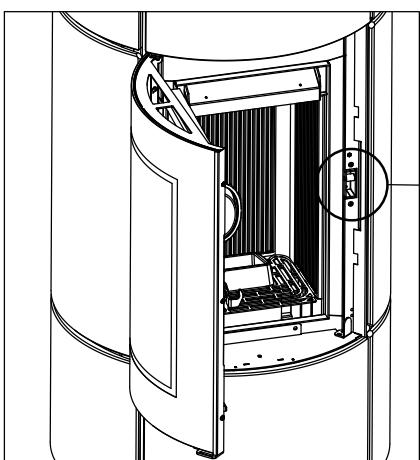
The frequency with which the smoke outlet system is cleaned depends on the use of the boiler and the type of installation.

We recommend relying on an authorised service centre for end-of-season cleaning and maintenance, as they will carry out all of the previously mentioned work and inspect the stove components.



PERIODICAL CHECK OF THE DOOR CLOSURE

Make sure the door closure ensures a correct sealing action (with the "paper sheet" test) and that when the door is closed, the closing block (X in the figure) does not protrude from the sheet metal to which it is secured. For some products it will be necessary to disassemble the cladding to be able to assess the anomalous protrusion of the block when the door is closed.



17-CLEANING

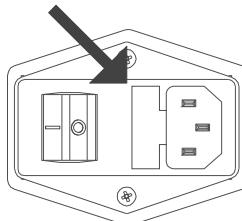
SHUTDOWN (end of season)

At the end of each season, before switching the product off, it is recommended to remove all the pellets from the tank with a vacuum cleaner with a long pipe.

We recommend removing the unused pellet from the tank because it can retain humidity. Disconnect any combustion air ducting that can lead humidity inside the combustion chamber but, above all, ask the specialised technician to refresh the paint inside the combustion chamber with the special silicone spray paints (available at any store or CAT) during the necessary annual end of season scheduled maintenance operations. This way the paint will protect the inner parts of the combustion chamber, blocking any type of oxidative process.

When not in use the appliance must be disconnected from the mains power supply. It is recommended to remove the power cable for additional safety, especially in the presence of children.

The service fuse may have to be replaced if the control panel display does not switch on when the product is switched on again by pressing the main switch on its side.



There is a fusebox on the side of the product, near the power socket. Open the fusebox cover with a screwdriver and replace the fuses if necessary (3.15 A delayed) - seek assistance from an authorised and qualified technician.

CHECKING THE INTERNAL COMPONENTS



ATTENTION!

The internal electromechanical components must only be checked by qualified personnel whose technical expertise includes combustion and electricity.

We recommend that an annual maintenance service is carried out (with a scheduled service contract). This service is essentially a visual and functional inspection of the internal components. The following is a summary of the checks and/or maintenance that are essential for the correct operation of the product.

PARTS/INTERVAL	1 DAY	2-3 DAYS	15/20 DAYS	1 YEAR
Brazier	•			
Ash compartment		•		
Glass		•		
Upper exchanger				•
Lower exchanger				•
Smoke duct				•
Gaskets				•
Air filter			•	
Remote control battery				•
Door closure operation				•

18-FAULTS/CAUSES/SOLUTIONS



ATTENTION!

All repairs must only be carried out by a specialised technician, with the product switched off and the plug disconnected.

ANOMALY	POSSIBLE CAUSES	SOLUTIONS
The pellets are not fed into the combustion chamber.	The pellet hopper is empty.	Fill the hopper with pellets.
	Sawdust has blocked the feed screw.	Empty the hopper and remove the sawdust from the feed screw by hand.
	Faulty gear motor.	Replace the gear motor.
	Faulty circuit board.	Replace the circuit board.
The fire goes out or the boiler stops automatically.	The pellet hopper is empty.	Fill the hopper with pellets.
	The pellets are not fed.	See the previous anomaly.
	The pellet temperature safety probe has been triggered.	Let the product cool down, restore the thermostat until the lockout is off and switch the appliance back on. If the problem persists contact Technical Assistance.
	Chrono active.	Check if the chrono setting is active.
	The door is not closed properly or the gaskets are worn.	Close the door and replace the gaskets with original ones.
	Unsuitable pellets.	Change the type of pellets with those recommended by the manufacturer.
	Low pellet supply.	Check the flow of fuel following the instructions in the manual.
	The combustion chamber is dirty.	Clean the combustion chamber, following the instructions in the manual.
	Clogged outlet.	Clean the smoke duct.
	Faulty smoke extraction motor.	Check the motor and replace it, if necessary.

18-FAULTS/CAUSES/SOLUTIONS

ANOMALY	POSSIBLE CAUSES	SOLUTIONS
The product works for a few minutes and then switches off.	Start-up phase is not completed.	Repeat start-up.
	Temporary power cut.	Switch it back on.
	Clogged smoke duct.	Clean the smoke duct.
	Faulty or malfunctioning temperature probes.	Check and replace the probes.
Pellets accumulate in the brazier, the glass of the door gets dirty and the flame is weak.	Insufficient combustion air.	Make sure that the air inlet in the room is fitted and clear. Clean the brazier and check that all the holes are clear. Perform a general cleaning of the combustion chamber and the smoke duct. Check the condition of the door gaskets.
	Damp or unsuitable pellets.	Change the type of pellets.
	Faulty smoke evacuation motor.	Check the motor and replace it, if necessary.
The smoke evacuation motor does not work.	No electrical supply to the stove.	Check the mains voltage and the protection fuse.
	The motor is faulty.	Check the motor and capacitor and replace them, if necessary.
	Defective circuit board.	Replace the circuit board.
	The control panel is broken.	Replace the control panel.
The convection air fan never stops.	Thermal probe defective or faulty.	Check the probe and replace it, if necessary.
	Fan faulty.	Wait a few minutes and check motor operation, replace it if necessary.
	The product has not reached the shutdown temperature yet.	Wait.

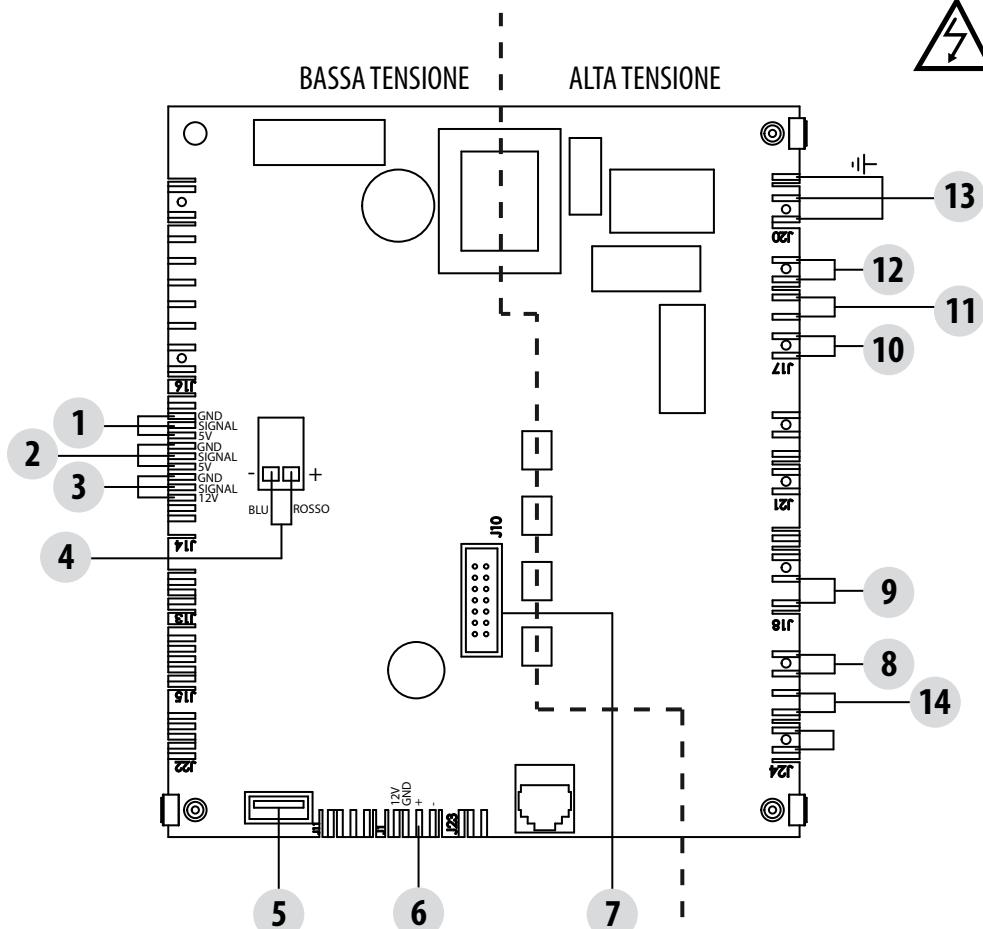
18-FAULTS/CAUSES/SOLUTIONS

ANOMALY	POSSIBLE CAUSES	SOLUTIONS
The air fan does not switch on.	The product has not reached the temperature.	Wait.
The remote control does not work.	The remote control battery is flat.	Replace the battery.
	Remote control faulty.	Replace the remote control.
The product always runs at maximum power when in automatic mode.	The room thermostat is in the maximum position.	Reset the temperature of the remote control.
	Malfunctioning temperature probe.	Check the probe and replace it if necessary.
	Faulty or malfunctioning control panel.	Check the panel and replace if necessary.
The product does not switch on.	No power supply.	Check that the plug is inserted and the main switch is in the "I/ON" position.
	Fuse tripped due to a fault.	Replace the fuse with one of the same characteristics (5x20 mm T 3.15A).
	Check the brazier.	Clean the brazier and remove any deposits or residues of non-burned pellets.
	Check the position of the brazier.	Put the brazier back in its place.
	Check that the ignition plug warms up.	Check and if necessary, replace.
	Clogged smoke outlet or smoke duct.	Clean the smoke outlet and/or the smoke duct.
	Faulty ignition plug.	Replace the ignition plug.

19-CIRCUIT BOARD

LIVE ELECTRICAL CABLES

DISCONNECT THE POWER SUPPLY CABLE 230V BEFORE CARRYING OUT ANY OPERATIONS ON THE ELECTRICAL BOARDS



AIR STOVE WIRING KEY

1. SMOKE FAN ENCODER 2. GEAR MOTOR ENCODER 3. PRESSURE TRANSDUCER 4. SMOKE TEMPERATURE PROBE 5. SOFTWARE UPDATE (USB) 6. MODBUS COMMUNICATION FOR MODEM, WI-FI, ETC. 7. EMERGENCY PANEL 8. HOPPER OVERLOAD CUT-OUT	9. AIR FAN 1 10. GEAR MOTOR 11. SMOKE FAN 12. SPARK PLUG 13. SWITCH 14. PRESSURE SWITCH
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PLEASE NOTE The electrical wiring of individual components is fitted with pre-wired connectors of different sizes.

ARCO

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