

PELLET FIREPLACE

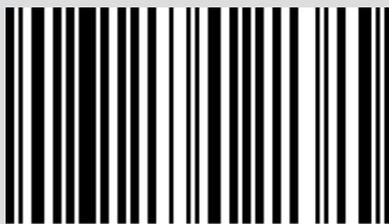
# VIVO 90 PELLET COMFORT AIR

COMFORT AIR SLIM MODEL

COMFORT AIR BASIC MODEL

Instructions in English

# MCZ



8901411700

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## INTRODUCTION

Dear Customer,

our products are designed and manufactured in compliance with European reference Standards for construction products (EN13240 wood-burning stoves, EN14785 pellet-burning appliances, EN13229 fireplaces/wood-burning inserts, EN 12815 wood-burning cookers), with high quality materials and extensive experience in the transformation processes. The products also meet the essential requirements of Directive 2006/95/EC (Low Voltage) and Directive 2004/108/EC (Electromagnetic Compatibility).

To get the best performance, we suggest you read the instructions in this manual carefully.

This installation and use manual forms an integral part of the product: ensure that the manual is always supplied with the device, even if the boiler changes owner. If the manual is lost, you can request another copy from the local technical service or download it directly from the company website.

All local regulations, including those regarding national and European regulations, must be respected when the device is installed.

In Italy, for the installation of devices with biomass lower than 35KW, refer to ministerial decree 37/08, and the qualified installation technician with the appropriate requisites must issue a certificate of compliance for the system installed. (By system one means Stove+Chimney+Air inlet).

## REVISIONS TO THE PUBLICATION

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No part of this manual may be translated into other languages, adapted or reproduced, even in part, in other mechanical or electronic forms, photocopies, recordings or other, without the prior written authorisation from MCZ Group Spa.

The company reserves the right to make changes to the product at any time without prior notice. The proprietary company reserves its rights according to the law.

## CARE OF THE MANUAL AND HOW TO CONSULT IT

- Take care of this manual and keep it in an easily accessible place.
- Should the manual be misplaced or ruined, request a copy from your retailer or directly from the authorised Technical Assistance Department. It can be downloaded from the company website.
- The "**text in bold**" must be read with particular care.
- The "*text in italics*" draws attention to other sections in this manual or clarifications.
- "NOTE" provides the reader with additional information.

## SYMBOLS USED IN THE MANUAL

	<b>ATTENTION:</b> Read the relative message with care as <b>failure to observe the information provided could result in serious damage to the product and put the persons who use it at risk.</b>
	<b>INFORMATION:</b> failure to comply with these provisions will compromise the use of the product.
	<b>OPERATING SEQUENCES:</b> sequence of buttons to be pressed to access the menus or change settings.
	<b>MANUAL</b> carefully read this manual or the relative instructions.

### SAFETY PRECAUTIONS

- **Installation, electrical connection, function test and maintenance must only be carried out by authorised and qualified personnel.**
- **Install the product in accordance with all local and national legislation and regulations in force in the region or state.**
- Only use the fuel recommended by the manufacturer. The product must not be used as an incinerator.
- It is strictly forbidden to use alcohol, petrol, liquid fuel for lanterns, diesel, bio-ethanol, fluids for lighting charcoal or similar liquids to light/rekindle the flame in these devices. Keep these flammable liquids well away from the appliance when in use.
- Do not put any fuel other than wood pellets in the hopper.
- The instructions provided in this manual must always be complied with to ensure the product and any electronic appliances connected to it are used correctly and accidents are prevented.
- **This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children must not play with the appliance. Cleaning and user maintenance shall not be carried out by children without supervision.**
- The user, or whoever is operating the product, must read and fully understand the contents of this installation guide before performing any operation. Errors or incorrect settings can cause hazardous conditions and/or poor operation.
- Do not climb on or lean on the product.

## 1-WARNINGS AND WARRANTY CONDITIONS

- Do not put linen on the product to dry. Any drying racks or similar objects must be kept at a safe distance from the product. **Fire hazard.**
- *All liability for improper use of the product is entirely borne by the user and relieves the Manufacturer from any civil and criminal liability.*
- Any type of tampering or unauthorised replacement with non-original spare parts could be hazardous for the operator's safety and relieves the company from any civil and criminal liability.
- Many of the surfaces of the product get very hot (door, handle, glass, smoke extraction pipes, etc.). **Avoid coming into contact with these parts without adequate protective clothing or suitable means, such as gloves with thermal protection** or "cold handle" operating systems.
- **It is forbidden to operate the product with the door open or the glass broken.**
- **The doors/covers on the appliance must remain closed when it is not used.**
- The product must be powered by an electrical system that is equipped with an effective earthing device.
- Switch the product off in the event of a fault or malfunction.
- Accumulated unburned pellets in the burner after each "failed start-up" must be removed before lighting again. Check that the burner is clean and positioned properly before lighting again.
- Do not wash the product with water. The water could get inside the unit and damage the electrical insulation and cause electric shocks.
- Do not stand for a long time in front of the product in operation. Do not overheat the room you are in and where the product is installed. This could cause injuries and health problems.
- Install the product in a location that does not present a fire hazard and is equipped with power and air supplies and smoke extractors.
- In the event of fire in the chimney, turn off the device, disconnect it from the mains electricity and do not open the hatch. Then contact the competent authorities.

## 1-WARNINGS AND WARRANTY CONDITIONS

- The product and the cladding must be stored in a dry place and must not be exposed to weathering.
- It is recommended not to remove the feet that support the product in order to guarantee adequate insulation, especially if the flooring is made of flammable materials.
- In the event of a malfunction with the ignition system, do not force it to light by using flammable materials.
- Special maintenance must only be performed by authorised and qualified personnel.
- Assess the static conditions of the surface on which the weight of the product will rest and provide suitable insulation if it is made of flammable material (e.g. wood, fitted carpet or plastic).
- Live electrical parts: only power the product once it has been fully assembled.
- Disconnect the product from the 230V power supply before performing any maintenance operation.
- Improper use or poor maintenance of the product can cause hazardous situations to arise.
- **It is forbidden to manually load the fuel into the brazier. Failure to follow this warning can lead to hazardous situations.**
- **Before the product is restarted, always remove any unburned pellets building up in the brazier due to failed ignition, the emptying of the tank or any situation that may cause this condition.**

# 1-WARNINGS AND WARRANTY CONDITIONS

## INFORMATION:

Please contact the retailer or qualified personnel authorised by the company to resolve a problem.

- You must only use the fuel specified by the manufacturer.
- When the product is switched on for the first time it is normal for it to emit smoke due to the paint overheating for the first time. Therefore make sure the room in which it is installed is well ventilated.
- Check and clean the smoke extraction pipes regularly (connection to the chimney).
- The product is not a cooking appliance.
- Always keep the cover of the fuel hopper closed.
- Store this installation and use manual with care as it must accompany the product for the duration of its useful life. If the product is sold or transferred to another user, ensure the manual is also handed over.

## INTENDED USE

The product only works with wood pellets and must be installed indoors.

## WARRANTY CONDITIONS

The company guarantees the product, **with the exception of elements subject to normal wear** listed below, for a period of **2 (two) years** from the date of purchase attested by:

- a document to serve as proof of purchase (invoice and/or receipt) that shows the name of the vendor and the date on which the purchase was made;
- forwarding of the completed certificate of guarantee within 8 days of purchase.

Furthermore, the product must be installed and started by specialised personnel who must, where provided, issue a declaration of conformity of the plant and of the proper functioning of the product, for the warranty to be valid and effective.

We recommend testing the product before completion with the relative finishes (claddings, painting of walls, etc.).

Installations not meeting the current standards, improper use and lack of maintenance as expected by the manufacturer, void the product warranty.

The guarantee is valid on the condition that the instructions and warnings contained in the use and maintenance manual are observed, and therefore the product is used correctly.

The replacement of the entire system or the repair of one of its components does not extend the guarantee period, and the original expiry date remains unchanged.

The guarantee covers the replacement or free repair **of parts recognised as being faulty at source due to manufacturing defects**. To benefit from the guarantee, in the event of a fault, the customer must have the guarantee certificate and present it with the proof of purchase document to the Technical Assistance Office.

# 1-WARNINGS AND WARRANTY CONDITIONS

## EXCLUSIONS

The guarantee does not cover malfunctions and/or damage to the appliance that arise due to the following causes:

- Damage caused during transportation or relocation
- all parts that develop faults due to negligence or improper use, incorrect maintenance, installation that does not comply with the manufacturer's instructions (always refer to the installation and use manual provided with the appliance)
- incorrect dimensioning with regards to the use or faults in the installation or failure to adopt the necessary devices to guarantee proper execution
- improper overheating of the equipment, use of fuels not conforming to the types and quantities indicated in the instructions provided
- further damage caused by incorrect user interventions in an attempt to fix the initial fault
- worsening of the damage due to the continued use of the equipment by the user, once the defect has been noticed
- in the presence of a boiler, any corrosions, incrustations or breaks caused by water flow, condensation, hardness or acidity of the water, improperly performed descaling treatments, lack of water, mud or limescale deposits
- inefficiency of chimneys, flues or parts of the plant affecting the equipment
- damage caused by tampering with the appliance, atmospheric agents, natural disasters, vandalism, electrical discharges, fires, faults in the electric and/or hydraulic system.

Also excluded from this guarantee are:

- parts subject to normal wear such as gaskets, glass, claddings and cast iron grids, painted, chrome-plated or gilded parts, handles and electric cables, bulbs, indicator lights, knobs, all parts which can be removed from the hearth.
- Variations in colour of the painted or ceramic/serpentine parts and craquelure ceramics as they are natural characteristics of the material and product use.
- masonry work
- plant parts (if present) not supplied by the manufacturer

Any technical interventions on the product to eliminate the above-said defects and consequent damages must be agreed upon with the Technical Assistance Centre, who reserves the right to accept the relative appointment or not. However, said interventions will not be carried out under warranty but as technical assistance to be granted at part of any eventual and specific agreed conditions and in accordance with the fee in force for the work to be carried out.

The user will also be charged for any costs incurred to remedy the incorrect technical interventions, tampering or damage to the appliance, not attributable to original faults.

Save for the legal or regulatory limits, the guarantee does not cover the containment of atmospheric and acoustic pollution.

***The company declines all liability for any damage which may be caused, directly or indirectly, to persons, animals or objects as a consequence of non compliance with any prescription specified in the manual, especially warnings regarding installation, use and maintenance of the appliance.***

## 1-WARNINGS AND WARRANTY CONDITIONS

### SPARE PARTS

In the event of a malfunction, consult the retailer who will forward the call to the Technical Assistance Service.

Use only original spare parts. The retailer or service centre can provide all necessary information regarding spare parts. We do not recommend waiting for the parts to be worn before having them replaced. It is important to perform regular maintenance.



***The company declines all liability if the product and any other accessory is used improperly or modified without authorisation.***

***All parts must be replaced with original spare parts.***

### WARNINGS FOR THE CORRECT DISPOSAL OF THE PRODUCT.

The owner is the sole party responsible for demolishing and disposing of the product. This must be performed in compliance with laws related to safety and environmental protection in force in his/her country.

At the end of its working life, the product must not be disposed of as urban waste.

It must be taken to a special differentiated waste collection centre set up by the local authorities or to a retailer that provides this service. Separating and recycling prevents potential negative effects on the environment and health (often caused by inappropriately disposing of product parts). It also allows materials to be recovered in order to obtain significant savings in energy and resources.

## 2-INSTALLATION



**The instructions in this chapter refer explicitly to the Italian installation regulation UNI 10683. In any case, always observe the domestic regulations in force.**

### PELLETS

Wood pellets are manufactured by hot-extruding compressed sawdust which is produced during the working of natural dried wood. The compactness of the material is guaranteed by the lignin contained in the wood itself and allows pellets to be produced without glue or binders.

The market offers different types of pellets with characteristics that vary according to the wood mixtures used. The most common diameter on the market is 6 mm (although 8 mm diameter is available too) with a length, on average, of between 3 and 40 mm. A good quality pellet has a density of between 600 and 750 or more kg/metres cubed and a water content that accounts for 5 to 8% of its weight. Pellets have technical advantages besides being an ecological fuel, as the wood residue is used completely, thereby achieving cleaner combustion than that of fossil fuels.

Good-quality wood has a calorific value of 4.4 kW/kg (15% moisture, after about 18 months of seasoning), whereas that of pellets is 4.9 kW/kg. To ensure good combustion, the pellets must be stored in a dry place and protected from dirt. Pellets are usually supplied in 15 kg bags, therefore, storing them is very convenient.



15 Kg BAG OF FUEL

Good quality pellets guarantee good combustion, thereby decreasing harmful emissions into the atmosphere.



***The poorer the quality of the fuel, the more often the internal parts of the brazier and combustion chamber must be cleaned.***

The main quality certifications for pellets currently available on the European market guarantee that the fuel complies with class A1/A2 according to ISO 17225-2 (ex EN 14961). These certifications include, for example, **ENPlus**, **DINplus**, **Ö-Norm M7135**, and in particular, guarantee the following characteristics:

- calorific value: 4.6 ÷ 5.3 kWh/kg.
- Moisture content: ≤ 10% of the weight.
- Percentage of ash: max 1.2% of the weight (A1 less than 0.7%).
- Diameter: 6±1/8±1 mm.
- Length: 3÷40 mm.
- Content: 100% untreated wood without the addition of binding substances (max 5% bark).
- Packaging: in sacks made from ecologically compatible or biologically decomposing material.



***The company strongly recommends using certified fuel for its products (ENplus, DINplus, Ö-Norm M7135). Poor quality pellets or others that do not comply with the characteristics specified previously may compromise the operation of your product and can therefore render the guarantee and product liability invalid.***

## 2-INSTALLATION

### FOREWORD

The installation position must be chosen according to the room, to the smoke extraction system, to the chimney flue. Check with local authorities whether there are any restrictive regulations in force regarding the combustion air inlet, the smoke outlet system, the flue or the chimney cap. The manufacturer declines all responsibility in the event of installations that do not comply with the laws in force, incorrect room air exchange, electrical connection non-compliant with the standards and inappropriate use of the appliance. The installation must be carried out by a qualified technician, who must issue a declaration of conformity of the system to the purchaser and will assume full responsibility for final installation and consequent good operation of the product.

In particular one must ensure that:

- there is a suitable combustion air inlet and smoke outlet in compliance with the type of product installed
- other stoves or devices installed do not cause depression in the room where the product is installed (for sealed appliances only, a maximum of 15 Pa of depression in the room is allowed)
- when the product is switched on there is no reflux of smoke in the room
- fumes extraction takes place in total safety (sizing, smoke seal, distances from flammable materials..).

**We especially recommend to check the data tags of the flue for the safety distances that must be observed in presence of combustible materials and the type of insulating material to be used. These indications must be followed strictly to prevent serious harm to people and the integrity of the home.** The installation of the appliance must ensure easy access to clean the appliance itself, the smoke outlet pipes and the flue. **It is forbidden to install the stove in rooms with a fire hazard. Installation in studio flats, bedrooms and bathrooms is only allowed with sealed or closed appliances equipped with suitable combustion air ducting directly outside. Always maintain adequate distance and protection in order to prevent the product from coming into contact with water.**

In the event there are several appliances installed, the external air inlet must be sized accordingly.

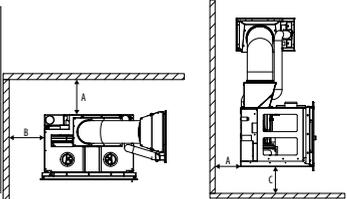
### MINIMUM DISTANCES

It is recommended to install the stove detached from any walls and/or furniture, with a minimum clearance to allow effective aeration of the appliance and a good distribution of heat in the room. Comply with the distances from flammable or heat-sensitive objects (sofas, furniture, wood panelling, etc.) as specified below. The frontal distance from flammable materials must be at least as specified in the product's technical data table.

If particularly delicate objects are present, such as furniture, curtains or sofas, increase the stove clearance accordingly.



***If the floor is made of wood, it is recommended to fit a floor protection sheet in compliance with the Standards in force in the country of installation.***

VIVO 90 PELLET	Non-flammable walls	Flammable walls	
	A = 5 cm B = 5 cm C = 5 cm	A = 5 cm B = 5 cm C = 5 cm	

If the floor is made of combustible material, it is recommended to use protection made of non-combustible material (steel, glass...) that also protects the front from falling combusted material during cleaning operations.

The appliance must be installed on a floor with adequate load capacity.

If the existing construction does not meet this requirement, one must take appropriate measures (for example a load distribution plate).

## 2-INSTALLATION

### FOREWORD

This chapter on the Smoke Flue has been produced in reference to the prescriptions of European regulations (EN13384 - EN1443 - EN1856 - EN1457).

The chapter provides indications for installing an efficient and correct smoke flue but is under no circumstances to substitute the regulations in force, which the qualified technician must be in possession of. Check with local authorities whether there are any restrictive regulations in force regarding the intake of air for combustion, the smoke extraction system, the flue or the chimney.

The company declines all liability relating to the poor functioning of the boiler if this is due to the use of an insufficiently sized flue in violation of regulations in force.

### SMOKE FLUE

The flue or chimney is of great importance for the proper operation of a solid fuel-burning heating appliance with natural draught, as modern heating appliances have high efficiency with cooler flue gasses and consequently less draught, it is therefore essential that the flue is built up to standard and always kept in perfect working order. A flue that serves a pellet/wood fuelled appliance must be at least category T400 (or greater if the appliance requires, and resistant to soot fires. Smoke must be extracted through a single flue made of insulated steel (A) or an existing flue that complies with the intended use (B).

A simple air shaft in cement must be suitably lined. In both solutions there must be an inspection cap (AT) and/or inspection hatch (AP) - FIG.1.

It is prohibited to connect more than one wood/pellet or any other type of appliance (vent cowlng...) to the same flue.

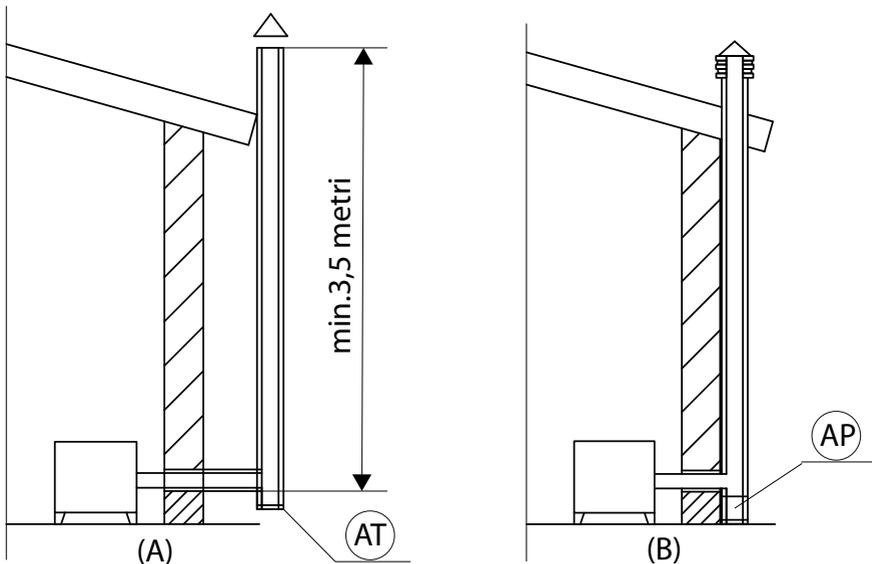


FIGURE 1 - SMOKE FLUE

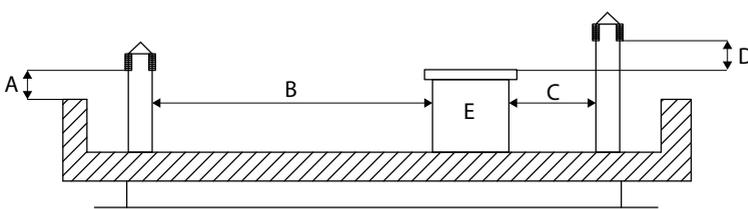
## 2-INSTALLATION

### TECHNICAL CHARACTERISTICS

Have the efficiency of the flue checked by an authorised technician.

The flue must be sealed against flue gasses, in a vertical direction without narrowing, be made with materials impermeable to smoke, condensation, thermally insulated and suitable to resist normal mechanical stress over time (we recommend fireplaces made of A/316 or refractory material with insulated round section double chamber). Be suitably insulated externally to avoid condensation and reduce smoke cooling. It should be separated from combustible or flammable materials with an air gap or insulating materials: check the distance specified by the manufacturer of the fireplace according to EN1443. The chimney opening must be in the same room as the appliance, or at most in the adjoining room, and have a soot and condensation collection chamber beneath the opening, and be accessible via a sealed metal hatch.

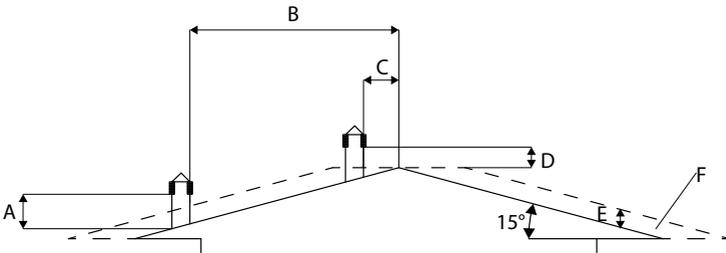
### FLAT ROOF



- A = 0.50 metres
- B = DISTANCE > 2 metres
- C = DISTANCE < 2 metres
- D = 0.50 metres
- E = TECHNICAL VOLUME

FIGURE 2

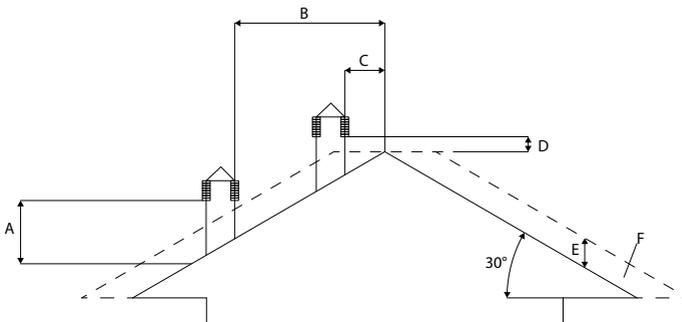
### ROOF AT 15°



- A = MIN. 1.00 metres
- B = DISTANCE > 1.85 metres
- C = DISTANCE < 1.85 metres
- D = 0.50 metres above highest point
- E = 0.50 metres
- F = REFLUX ZONE

FIGURE 3

### ROOF AT 30°



- A = MIN. 1.30 metres
- B = DISTANCE > 1.50 metres
- C = DISTANCE < 1.50 metres
- D = 0.50 metres ABOVE HIGHEST POINT
- E = 0.80 metres
- F = REFLUX ZONE

FIGURE 4

## 2-INSTALLATION

### ROOF AT 60°

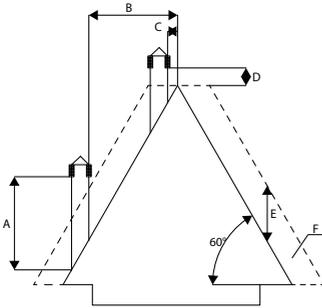


FIGURE 5

- A = MIN. 2.60 metres
- B = DISTANCE > 1.20 metres
- C = DISTANCE < 1.20 metres
- D = 0.50 metres ABOVE HIGHEST POINT
- E = 2.10 metres
- F = REFLUX ZONE

### ROOF AT 45°

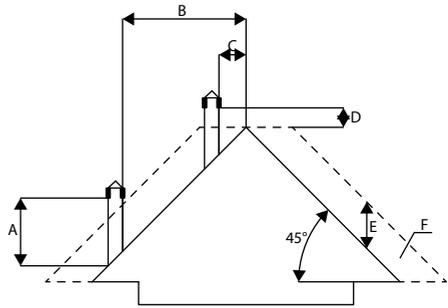


FIGURE 6

- A = MIN. 2.00 metres
- B = DISTANCE > 1.30 metres
- C = DISTANCE < 1.30 metres
- D = 0.50 metres ABOVE HIGHEST POINT
- E = 1.50 metres
- F = REFLUX ZONE

### DIMENSIONING

The drop in pressure (draft) of a flue depends on its height. Check the drop in pressure with the values indicated in the technical characteristics. The minimum height of the chimney is 3.5 metres.

The interior cross-section of the flue can be circular (best variation), square or rectangular (the ratio between the interior sides must be  $\leq 1.5$ ) with the sides joined with a minimum radius of 20 mm. The dimension of the cross-section must be **minimum  $\varnothing 100\text{mm}$** .

The cross-sections/lengths of the chimneys shown in the technical data tables are indications for correct installation. Any alternative configurations must be correctly dimensioned in accordance with the general method of calculation of UNI EN13384-1 or other proven efficiency methods.

Below is a list of some flues available on the market:

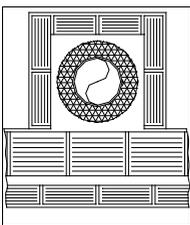
Steel chimney AISI 316 with double chamber insulated with ceramic fibre or equivalent resistant up to 400°C.

Refractory chimney with double insulated chamber and external lightweight concrete cladding with cellular material such as clay.

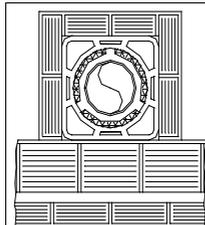
Traditional square-section clay chimney with insulating empty inserts.

Avoid products with an internal rectangular section where the larger side is 1.5 times the smaller side (e.g. 20x40 or 15x30).

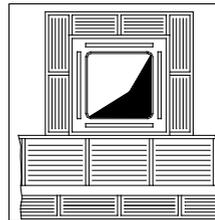
#### EXCELLENT



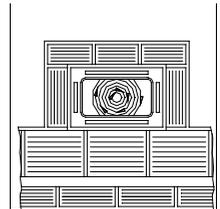
#### GOOD



#### POOR



#### VERY POOR



## 2-INSTALLATION

### MAINTENANCE

The flue must be kept clean, since the deposit of soot or unburned oils reduces the cross-section reducing the draft and thus compromising the efficient functioning of the heater and, if large build-ups accumulate, can catch fire. The flue and chimney must be cleaned and checked by a qualified chimney sweep at least once a year. Once the maintenance has been performed, request a written declaration that the device is safe.

Failure to clean the system jeopardises the safety.

### CHIMNEY

The chimney is a crucial element for the heating appliance to work properly: we recommend a wind proof chimney (A), see Figure 7.

The area of the opening for smoke extraction must be at least double the cross-section of the smoke duct/flue system, and arranged so that smoke extraction is ensured even in strong wind. The chimney must prevent rain, snow or animals from entering the chimney. The height of outflow into the atmosphere must be beyond the reflux zone created by the shape of the roof or any obstacles near the outlet (see Figures 2-3-4-5-6).

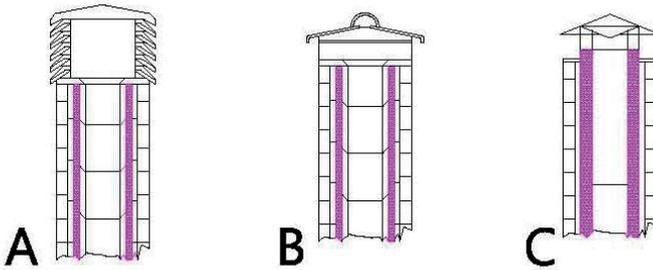
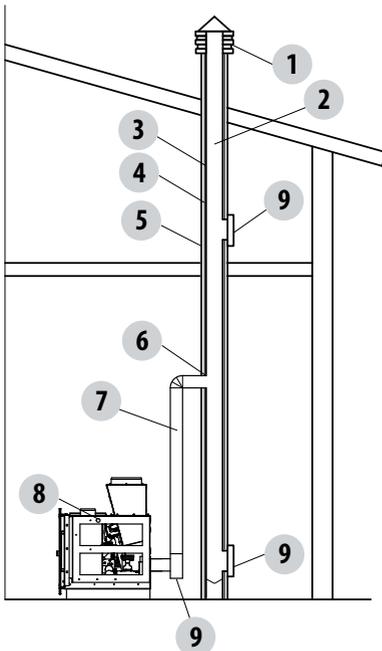


FIGURE 7

### CHIMNEY COMPONENTS



- KEY:
- (1) CHIMNEY
  - (2) REFLUX CHANNEL
  - (3) SMOKE DUCT
  - (4) THERMAL INSULATION
  - (5) OUTSIDE WALL
  - (6) CHIMNEY CONNECTION
  - (7) SMOKE CHANNEL
  - (8) HEAT GENERATOR
  - (9) INSPECTION ACCESS PANEL

FIGURE 8

## 2-INSTALLATION

### EXTERNAL AIR INLET

It is mandatory to provide an adequate external air intake that supplies the combustion air required for the product to work properly. The flow of air between the outside and the installation room may be direct, through an inlet in an external wall of the room; or indirect, via air intake from adjoining rooms and connecting permanently with the installation room (see Figure 9 b). Adjoining areas may not include sleeping areas, garages or general areas with a fire hazard. During installation one must check the minimum clearances required for air intake from outside. Take into account the presence of doors and windows that could interfere with the proper flow of air to the stove (see diagram below).

The air intake must have a minimum total net area of 80 cm<sup>2</sup>: the surface must be increased accordingly if within the room there are other active generators (for example: electric fan for stale air extraction, kitchen hood, other stoves, etc...), which could cause cause depression in the room. One must verify that, with all the equipment on, the pressure drop between the room and the outside does not exceed a value of 4 Pa. If necessary increase the intake section of the air inlet, which must be made at floor level and always protected with a bird-proof outer protection grid and in such a way that it cannot be obstructed by any object.

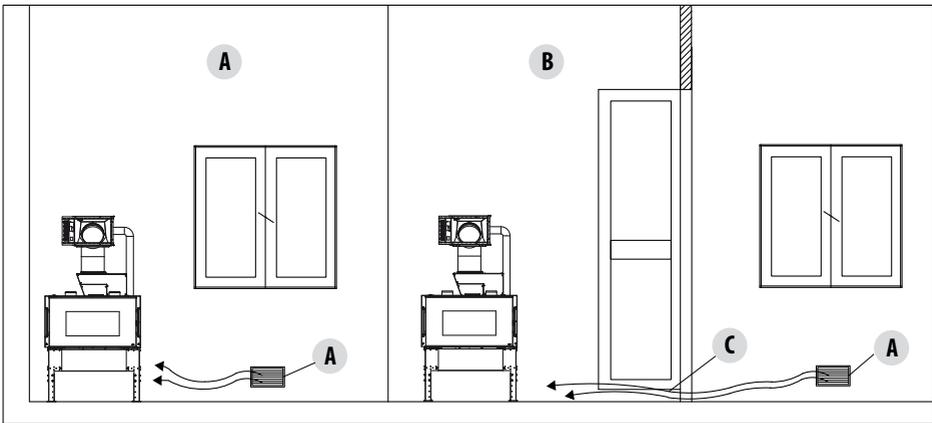
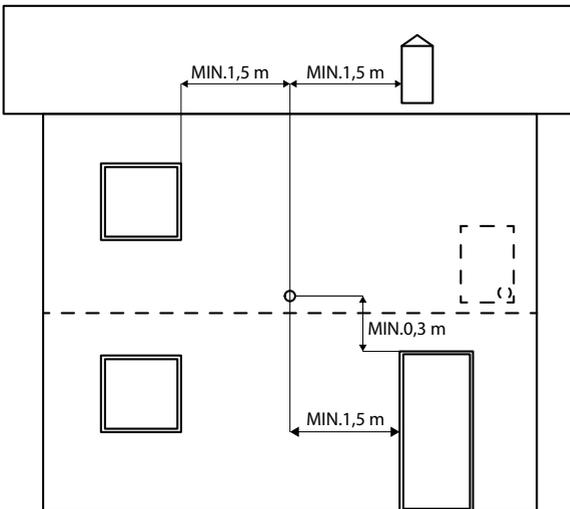


FIGURE 9 A - DIRECTLY FROM OUTSIDE

FIGURE 9 B - INDIRECTLY FROM THE ADJACENT ROOM



A=AIR INLET  
B=ROOM TO BE VENTILATED  
C=INCREASE OF THE GAP UNDER THE DOOR

It is possible to connect the air required for combustion directly to the outside air inlet, with a pipe of at least Ø50mm, with maximum length of 3linear metres; each pipe bend shall be considered equivalent to a linear metre. To attach the pipe see the back of the stove.

For stoves installed in studio flats, bedrooms and bathrooms (where allowed), it is mandatory to connect the combustion air outside. In particular for sealed stoves the connection must be sealed in order not to compromise the overall sealed characteristic of the system.

FIGURE 10

## 2-INSTALLATION

DISTANCE (metres)	The air inlet must be at a distance of:	
1.5 m	UNDER	Windows, doors, smoke outlets, cavities, ....
1.5 m	HORIZONTALLY	Windows, doors, smoke outlets, cavities, ....
0.3 m	ABOVE	Windows, doors, smoke outlets, cavities, ....
1.5 m	AWAY	from smoke outlet

### CONNECTION TO FLUE

The connection between the flue and the appliance must be via a smoke duct that conforms with EN 1856-2. The connecting section must extend no more than 4 m horizontally, with a maximum incline of 3% and containing a maximum of 3 90° bends (accessible for inspection - do not count the T joint at the appliance outlet).

The diameter of the smoke duct must be equal to or greater than that of the appliance outlet (Ø 80 mm).

TYPE OF DEVICE	SMOKE DUCT
Minimum vertical length	1.5 metres
Maximum length (with 1 accessible 90° bend)	6.5 metres
Maximum length (with 3 accessible 90° bends)	4.5 metres
Maximum number of accessible 90° bends	3
Horizontal sections (minimum incline 3%)	4 metres

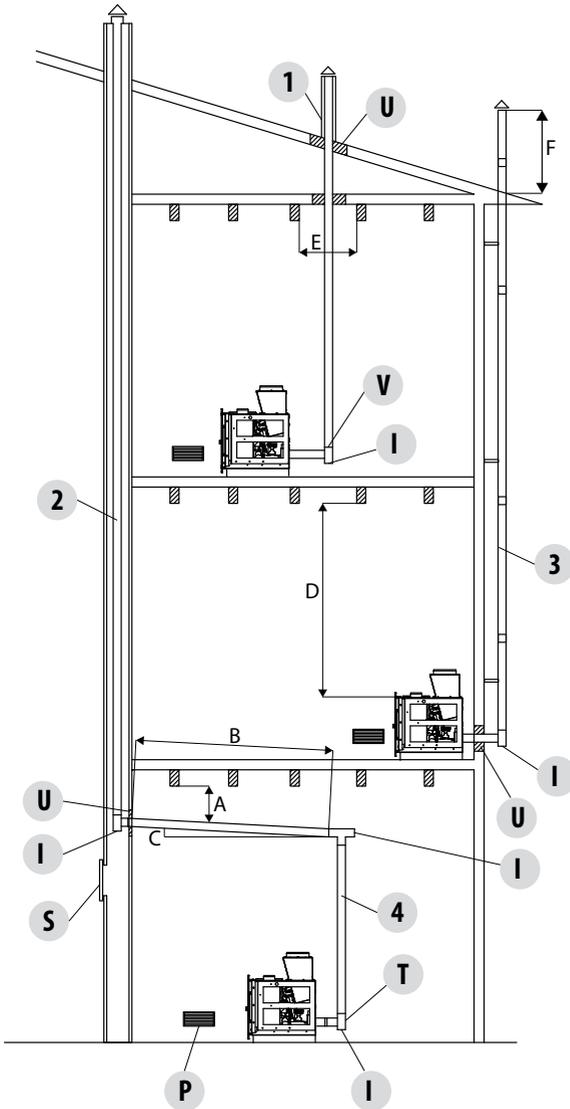
Use smoke ducts with a diameter of 80mm or 100mm depending on the type of system, with silicone gaskets or similar gaskets that can withstand the high operating temperatures of the appliance (min. T200 class P1). **The use of flexible metal tubes in fibre cement or aluminium is prohibited. For direction changes, we always recommend the use of a T joint** with an inspection cap allowing easy access for cleaning the tubes. Always ensure that the inspection cap is replaced and hermetically sealed with the seal in tact after cleaning.

It is prohibited to connect more than one appliance to the same smoke duct, or the discharge from overhead cowlings. It is prohibited to extract the products of combustion directly through the wall, whether into indoor spaces or outdoors.

The smoke duct must be a minimum distance of 400 mm from flammable or heat-sensitive structures.

## 2-INSTALLATION

### EXAMPLES OF CORRECT INSTALLATION



1. Installation of  $\varnothing 150\text{mm}$  flue with hole for the passage of the tube increased by:  
 minimum 100 mm around the tube if next to non flammable parts such as cement, brick, etc.; or  
 minimum 300 mm around the tube (or as prescribed by data tags) if next to flammable parts such as wood etc.  
 In both cases, install suitable insulation between the flue and the ceiling.

Always check and respect the data tags on the flue, in particular the minimum safety distances from combustible materials.

The previous rules also apply for holes made in walls.

2. Old flue, minimum pipe  $\varnothing 100\text{mm}$  with the inclusion of an external access door for chimney cleaning.

3. External flue made of insulated stainless steel pipes, i.e. with double walls minimum  $\varnothing 100\text{mm}$ : all securely mounted on the wall. With wind-proof chimney. See fig. 7 type A.

4. Ducting system using T joints that allow easy access for cleaning without having to remove the tubes

FIGURE 11

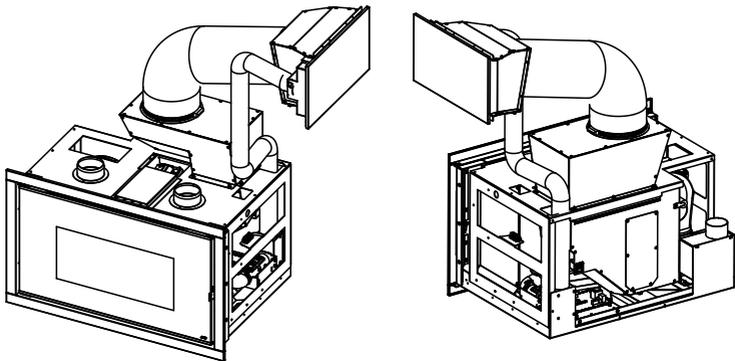
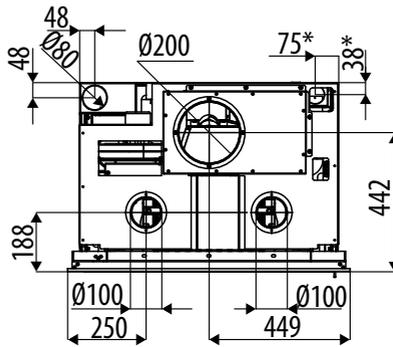
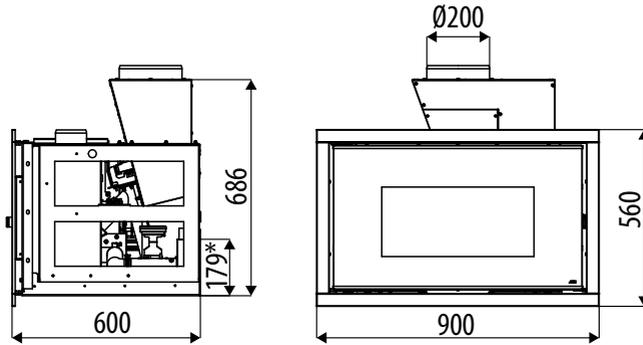
U = INSULATING  
 V = ANY REDUCTION FROM 100 TO 80 MM  
 I = INSPECTION CAP  
 S = INSPECTION ACCESS PANEL  
 P = AIR INLET  
 T = T JOINT WITH INSPECTION CAP

A = MINIMUM 40 MM  
 B = MAXIMUM 4 M  
 C = MINIMUM  $3^\circ$   
 D = MINIMUM 400 MM  
 E = HOLE DIAMETER  
 F = SEE FIG. 2-3-4-5-6

### 3-DRAWINGS AND TECHNICAL FEATURES

#### DRAWINGS AND CHARACTERISTICS

#### VIVO 90 PELLET COMFORT AIR DIMENSIONS



\*COMBUSTION AIR FITTING

### 3-DRAWINGS AND TECHNICAL FEATURES

TECHNICAL CHARACTERISTICS	VIVO 90 PELLET COMFORT AIR (SLIM-BASIC)
Nominal output power	10,5 kW (9030 kcal/h)
Minimum power output	3,5 kW (3010 kcal/h)
Efficiency at Max	93,1%
Efficiency at Min	94,4%
Temperature of exhaust smoke at Max	160 °C
Temperature of exhaust smoke at Min	85 °C
Particulate /OGC / Nox (13%O <sub>2</sub> )	12 mg/Nm <sup>3</sup> - 4 mg/Nm <sup>3</sup> - 112 mg/Nm <sup>3</sup>
CO at 13% O <sub>2</sub> at Min and at Max	0,059 – 0,012%
CO <sub>2</sub> at Min and at Max	5,7% - 8,1%
Recommended draught at Max*** power	0,10 mbar - 10 Pa***
Minimum draft allowed at minimum power	0,02 mbar - 2 Pa
Smoke mass	9 g/sec
Hopper capacity	58 litres
Type of pellet fuel	Pellet diameter 6-8 mm and size 3-40 mm
Pellet hourly consumption	Min ~ 0,8 kg/h* - Max ~ 2,2 kg/h*
Autonomy	At min ~ 48 h* - At max ~ 17 h*
Heatable volume m <sup>3</sup>	226/40 – 258/35 – 301/30 **
Combustion air inlet	Ø 50 mm
Smoke outlet	Ø 80 mm
Air inlet	80 cm <sup>2</sup>
Rated electrical power (EN 60335-1)	90 W (Max 350 W)
Supply voltage and frequency	230 Volt / 50 Hz
Net weight	180 kg
Weight with packaging	190 kg
Distance from combustible material (back/side/under)	50/50/50 mm
Distance from combustible material (ceiling/front)	800/1000 mm

\* Data that may vary depending on the type of pellets used

\*\* Volume that can be heated, according to the power requirement per m<sup>3</sup> (respectively 40-35-30 Kcal/h per m<sup>3</sup>)

\*\*\*Value recommended by the manufacturer (non-binding) for optimal product operation

**Tested according to EN 14785 in accordance with European regulation for Construction Products (EU 305/2011)**

## 4-UNPACKING

### PREPARATION AND UNPACKING

The product is supplied in a single package. Inside it are the pipe, the loading hatch and the ventilation grilles. A box is placed on top of this packing containing the comfort air Slim or Basic Kit.

Open the packing, remove the product from the pallet and place it in the selected position, ensuring it complies with the specifications. To remove the product from the pallet the two brackets "C" must be removed (one on the right and the other on the left of the product) by unscrewing the two flanged nuts and the two screws.

The packaging consists of a recyclable cardboard box in line with RESY standards and a wooden pallet. All packaging materials can be reused for similar use or disposed of as urban solid waste, in accordance with current regulations.

After having removed the packaging make sure the product is intact.



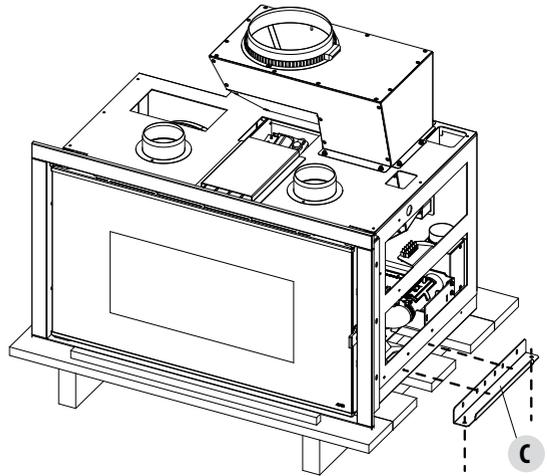
Handle the product with suitable means paying attention to the applicable safety regulations in force. Do not turn the packaging over and handle the ceramic parts with care.

The stove body or unit must always be kept in a vertical position when handled, and handled using carts only. Pay particular attention to the door and its glass, protecting them from mechanical knocks that would compromise their integrity.

The product must always be moved with care. If possible, unwrap the stove near the chosen area of installation.

Therefore, the end user is responsible for product storage, disposal or possible recycling in compliance with the relative applicable laws in force. Do not store the stove unit or its cladding without their packaging.

Position the stove and connect it to the flue pipe.



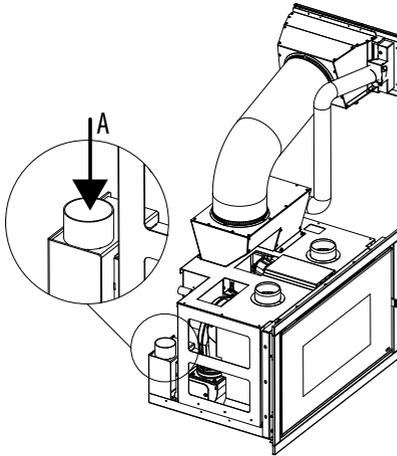
If the stove needs to be connected to an outlet pipe which goes through the rear wall (to connect to the flue), take utmost care to make sure that the joint is not forced.



*If the stove smoke outlet is forced or used improperly to lift it or position it, the operation of the stove can be damaged irreparably.*

## 5-INSTALLATION AND ASSEMBLY

### SMOKE EXHAUST CONNECTION

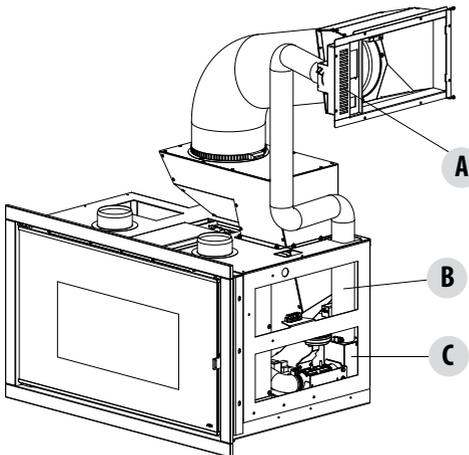


### COMBUSTION AIR

During operation a certain amount of air is drawn from the room in which the product is installed and this air must be supplemented through an external air inlet.

In this product the input of combustion air is directly from the grille, placed on the pellet loading hatch, in an autonomous manner. It is necessary to connect the pipe diam. 65 mm the product is equipped with and the hatch as shown in the figure.

The user may decide to draw combustion air from the outside, in which case the pipe must be connected to the product and to an external air inlet.



- A - AIR INLET FROM PELLET LOADING HATCH
- B - FLEXIBLE HOSE
- C - PIPE CONNECTION TO THE PRODUCT

## 5-INSTALLATION AND ASSEMBLY

### HOT AIR OUTLET DUCTING

The product has the option of distributing hot air according to the **Forced Convection** method using a forced ventilation kit (supplied). The product can be supplied with two types of kit:

- Comfort Air Slim.
- Comfort Air Basic.

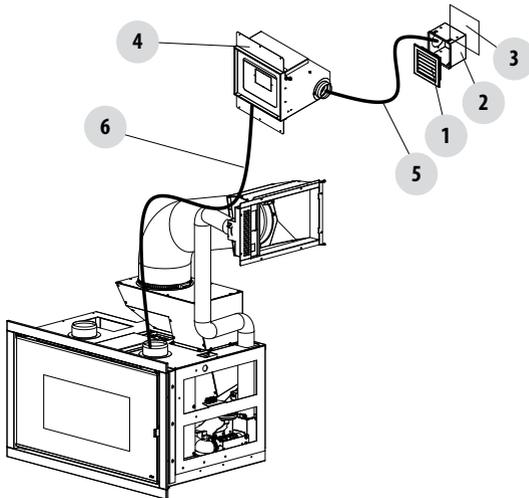
The main features of the two kits are:

- Comfort Air Slim Kit - multi 12 diffuser, diam.60 mm ducting and motor between insert and diffuser.
- Comfort Air Basic Kit - multi 20 diffuser, diam.100 mm ducting and motor located behind the diffuser.

Depending on the selected kit other types of optional diffusers may be applied.

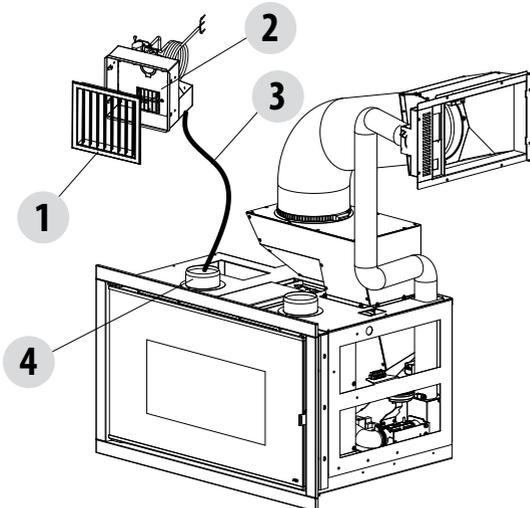
Please refer to the special manual inside the kit for installation.

An air inlet should be provided in the installation premises in order to assure combustion air.



EXAMPLE OF COMFORT AIR SLIM KIT  
INSTALLATION

- 1 - MULTI-DIRECTIONAL DIFFUSER
- 2 - DIFFUSER FRAME
- 3 - WALL HOLE 103\*103
- 4 - FAN KIT
- 5 - D.60 PIPE
- 6 - D.100 PIPE



EXAMPLE OF COMFORT AIR BASIC KIT  
INSTALLATION

- 1 - MULTI-DIRECTIONAL DIFFUSER
- 2 - FAN UNIT
- 3 - D.100 PIPE
- 4 - D.100 PIPE CONNECTION FLANGES

## 5-INSTALLATION AND ASSEMBLY

### ELECTRIC FAN CONNECTION

The kit supplied includes 2 silicone cables, 2.5 metre long for wiring the fans. Start by wiring as follows:

In position 2 connect the yellow/green wire while in position 1 connect the remaining two wires (the colour sequence does not matter as the fans have no polarisation) (fig.7).

The terminal board where the fan wires are to be connected is screwed into the structure upright, at the top (fig.8).

Connect the two earthing cables of the fans in the first terminal on the left (T). Connect the remaining two cables from the LEFT fan with the terminals wired with the white cables (B). Connect the remaining two cables from the RIGHT fan with the terminals wired with the purple cables (V).



#### IMPORTANT!

*The cable for connecting the fan is in silicone material to withstand high temperatures. In the event of cable extension (over 2.5 m) and at every opportunity, ensure the cable does go in contact with hot parts of the monoblock, and with the air connecting pipes inside the cladding or structure.*

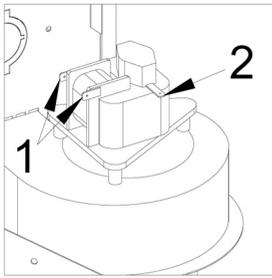


FIGURE 7— POSITION OF FAN TERMINALS

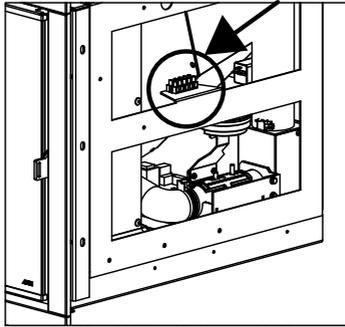


FIGURE 7— POSITION OF TERMINAL BOARD

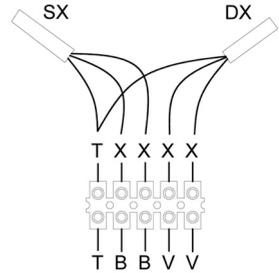


FIGURE 8— POSITION OF CABLES ON THE TERMINAL BOARD

## 5-INSTALLATION AND ASSEMBLY

### POSITIONING

Before placing the product, assess optimal positioning condition.

The product can be installed in an already existing traditional fireplace or as new installation.

Furthermore, to raise the product, an iron support may be purchased separately (see special accessory price list - optional) or a platform may be constructed on site as long as stability and safety of the Vivo 90 insert is assured.

The optional support raises the product by min. 50 cm to 65 cm maximum. This product may also be installed close to the floor without using the optional pad. However, MCZ recommends complying with the safety measurements.

In any case, during installation the following factors should be taken into consideration to decide the height at which the insert is to be placed:

- the dimensions of any cladding
- annual cleaning (see special section) since the inspection caps are underneath the product, therefore if it is placed too close to the floor (see minimum measurements set out in this manual) the product will have to be completely extracted from its housing.

### INSTALLATION ON AN EXISTING FIREPLACE

Evaluate the following elements:

The product's support plane must have the following features:

- withstand the weight of the product and any accessories
- it should be strong enough to allow anchoring with dowels for securing
- perfectly level
- the shoulders as perpendicular as possible to the plane

the housing compartment must be sufficiently wide to house the product.

After ascertaining the required conditions for correct installation, proceed with assembling the product:

- fasten the base of the the product to the support
- perform the various connections to the flue complying with all regulations in force.

Any space between the walls of the cladding and the product may be closed with a compensation frame which must be easily detachable in case of insert maintenance.

**It is obligatory to fasten the product to the support, as it might tip over during product extraction.**

**It is required to ensure all connections (hydraulic and electric) allow for the product to be extracted.**

### NEW INSTALLATION

Evaluate the following elements:

The product's support plane must have the following features:

- withstand the weight of the product and any accessories
- it should be strong enough to allow anchoring with dowels for securing
- perfectly level

After ascertaining the required conditions for correct installation, proceed with assembling the product:

- fasten the base of the the product to the support
- perform the various connections to the flue complying with all regulations in force.

**It is obligatory to fasten the product to the support, as it might tip over during product extraction.**

**It is required to ensure all connections allow for the product to be extracted.**

- Proceed with installing the cladding.

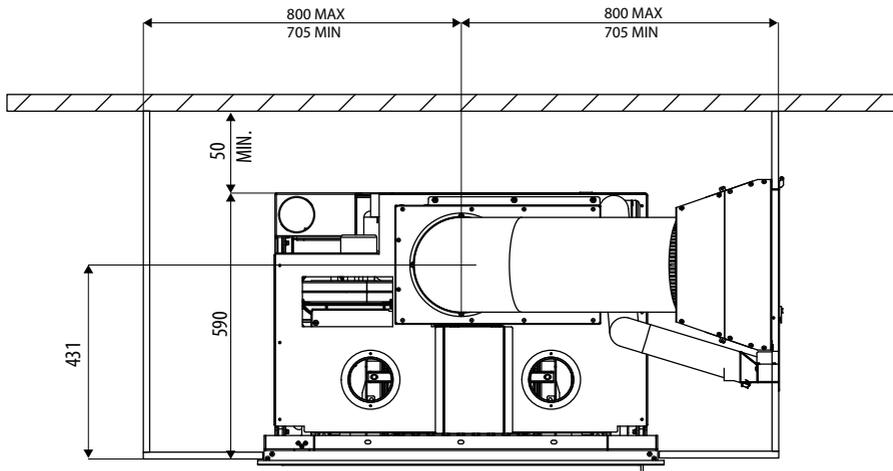
## 5-INSTALLATION AND ASSEMBLY

### FASTENING TO THE BASE OF THE INSERT

It is **obligatory** to anchor the product to a plane during annual maintenance operations by the authorised technician, the combustion chamber may be extracted from its seat with the aid of two retractable guides.

Proceed as follows to fasten the insert:

- The depth of the insert from the inside of the frame is 590 mm.
- The safety distance from combustible material is 50 mm
- If you wish to install the product with front pellet loading, just leave min. 50 mm at the rear of the product (safety distance in case of flammable material), whereas if you install side pellet loading it is still possible to leave 50 mm at the rear, but in this case both the combustion air and loading pipes must be tilted. This is because the hatch cannot be fixed to the wall otherwise.



Proceed as follows regardless of the loading option (front or side):

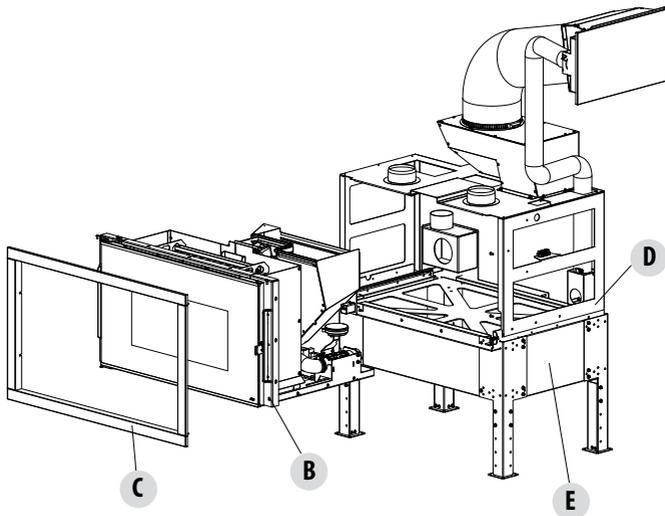
- Remove the compensation frame C (see special paragraph).
- Unscrew the screws at the bottom (B) under the frame.
- At this stage extract the machine and separate it from its support.
- Position support (D) at a distance of 50 mm MIN. from the wall.
- With the screws supplied fasten the support (D) to the base (E) ensuring the support anchoring plane (D) and the wall are perpendicular.
- Reposition the machine on the support (D), reinsert the screws (B) ensuring the machine and the support are properly fastened in order to assure proper operation of the product.

**It is very important to ensure you have complied with the positioning measurements of the product's platform, paying the utmost attention to ensure the support anchoring plane and the wall are perpendicular. Also ensure the screws secure the machine to the support.**

## 5-INSTALLATION AND ASSEMBLY

The product may be installed at the desired height, building a suitable platform on site. This support must be constructed in non-flammable material.

**The company disclaims all liability for any damage to objects and persons should the above-mentioned precautions not be complied with.**



D = SUPPORT  
E = OPTIONAL PLATFORM OR BUILT ON SITE  
B = SCREW  
C = FRAME

### PELLET LOADING CHUTE ASSEMBLY

Another choice to be made before placing the product is to define the side where to install the chute for loading the fuel. VIVO 90 PELLET is delivered with two clamps, the connection pipe and the chute with hatch.

The chute may be mounted on the right side, on the left side or at the front. The connection pipe is 1 metre long.



***It is obligatory to shorten the connection pipe, depending on positioning (side or front), so that it is properly taut and at a minimum angle with respect to the horizontal. This operation is required for pellet descent. Before installing the cladding perform a fuel loading test to ensure it descends correctly towards the hopper. It is obligatory to provide for correct insulation of the pipe in case it is fitted on the left side where the smoke exhaust is.***

***The manufacturer disclaims all liability in the event of failure to comply with the above warning.  
Fire hazard!!***

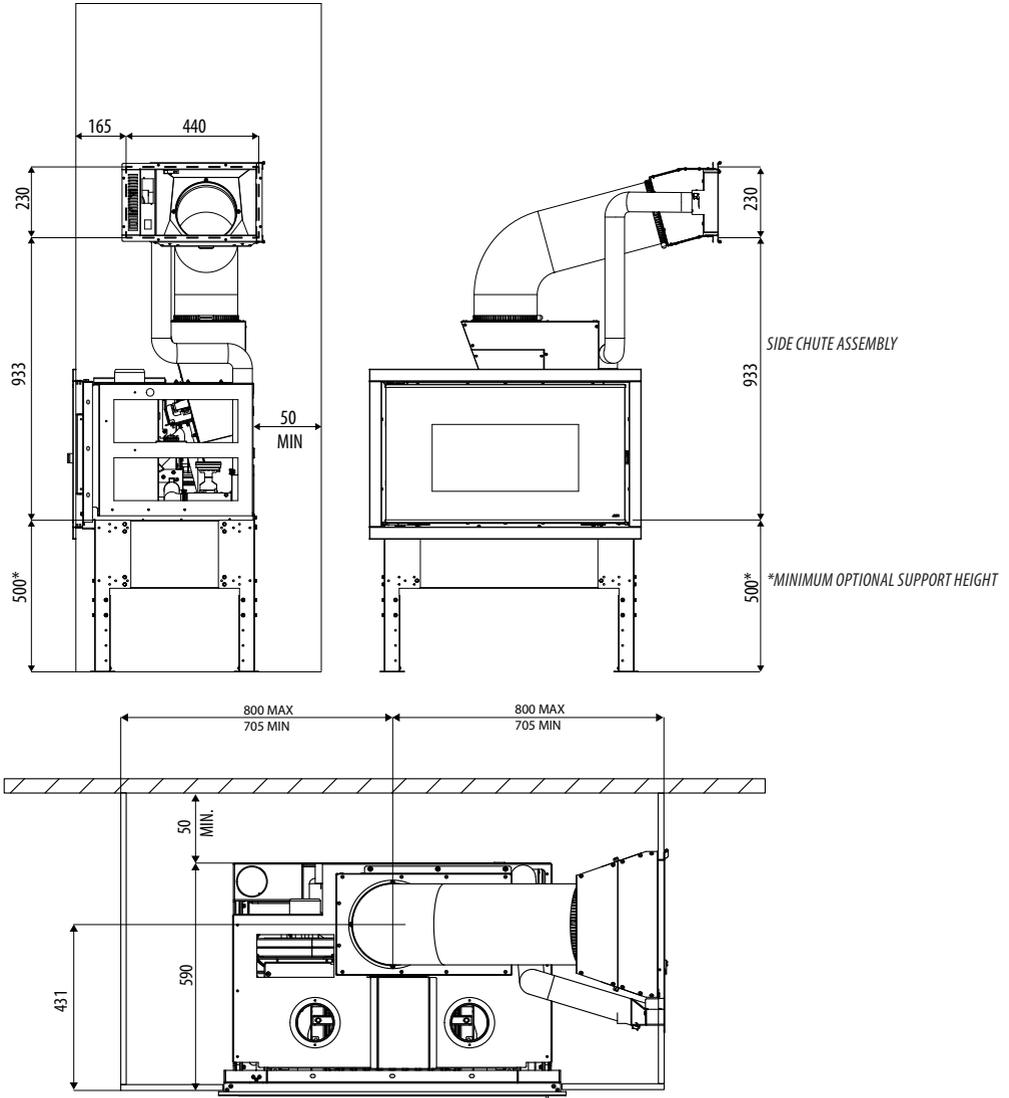
## 5-INSTALLATION AND ASSEMBLY

### SIDE CHUTE ASSEMBLY

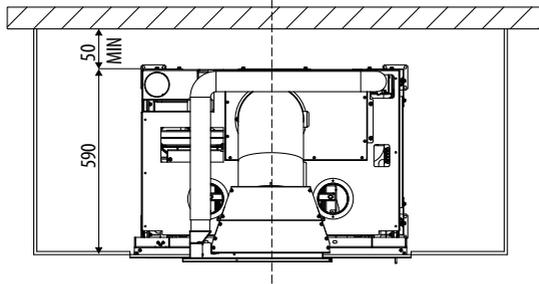
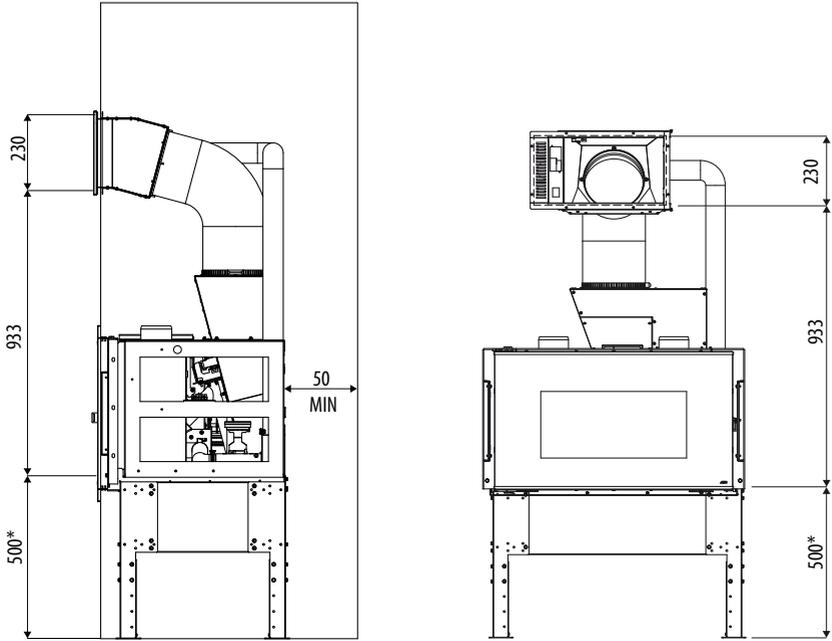
In the event of opting for side chute installation, the distance from the machine axis to the wall must be 80 cm maximum (picture on the side).

To position the chute, proceed as follows:

- Connect the pipe supplied to Vivo 80 Pellet ensuring it is rotated to the side, and fasten it with the clamp.
- Connect the pipe (in the top section) to the mouth of the hatch structure by means of the clamps supplied.
- Position the pipe with the hatch structure so that, when cladding is completed, it may be screwed and fixed to the wall of the cladding at the hole made to insert it.
- To mount the outer hatch refer to the suitable paragraph, since this operation is to be performed with completed cladding.



# 5-INSTALLATION AND ASSEMBLY



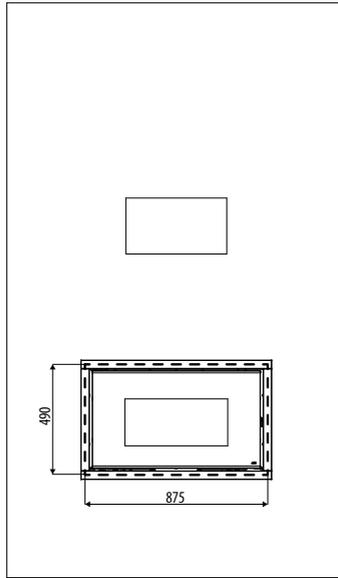
\*MINIMUM OPTIONAL SUPPORT HEIGHT

FRONT CHUTE ASSEMBLY

## 5-INSTALLATION AND ASSEMBLY

### PRODUCT HOUSING HOLE

The hole to be made on the wall is 875\*490 mm. These measurements allow the frame to cover the gap that remains between the product and the hole and also allow the product to be removed if maintenance is to be performed and/or parts are to be replaced.



### FRONT CHUTE ASSEMBLY

Should you opt for positioning the pipe at the front act as follows:

- Connect the pipe supplied to the product ensuring it is rotated to the front, and fasten it with the clamp.
- Connect the pipe to the mouth of the hatch structure by means of the clamps supplied.
- Position the piping in order to make it accessible when cladding is completed and in order to be able to fix the hatch structure, to the hole arranged on the wall of the cladding.
- To mount the outer hatch, which should only be done when cladding is completed, refer to the suitable paragraph.

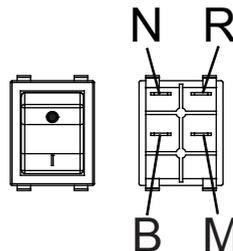
### CONNECTION OF SWITCH AND CONTROL PANEL

The control panel and the switch are already fitted onto the pellet loading hatch and are already connected to the relevant cables by the manufacturer. Take the switch cable and connect it to the socket at the rear of the product.

The panel cable instead must be connected to the electrical board in position 1.

To fasten the switch to the pellet loading hatch the cables must temporarily be disconnected. reconnect the cables to the relevant terminals as shown in the figure.

*N = BLACK*  
*R = RED*  
*B = BLUE*  
*M = BROWN*



## 5-INSTALLATION AND ASSEMBLY



*Pay the utmost attention when handling panels connected to the relevant cables.*

*The cables must remain in areas away from heat or in areas where they cannot be damaged by possible product extraction.*

*For correct operation, run the flat cable and the switch cable away from each other, on different routes.*

*Do not in any case force insertion of the connector.*

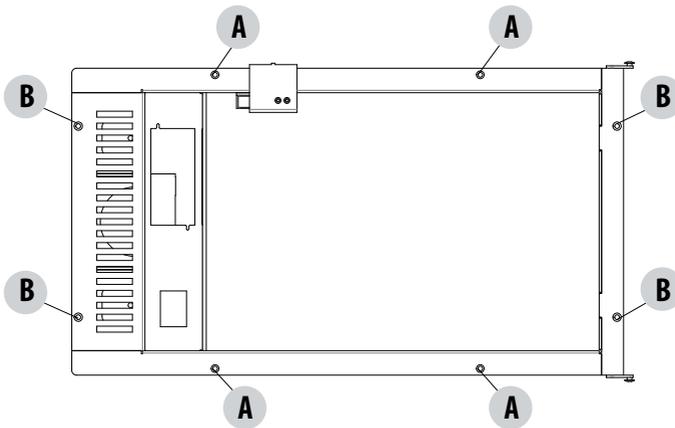
*Do not bend and/or twist the cables.*

*Do not modify connectors or wiring or panel supports.*

### HATCH ASSEMBLY

After performing wiring, before permanently fastening the hatch to the hood, carry out an operation test.

If the test has been successful fasten the hatch to the hood with four screws, using the four holes on the hatch frame marked with letter (B).



The holes marked on the hatch horizontal profiles (A) are used instead to fix the hatch frame to the chute frame, to permanently secure the two elements and close the hood wall in between.

Prior to that, a rectangular hole must be drilled into the hood at a height established by how the optional support has been installed or by how the masonry platform has been made.

### PELLET HATCH OPENING/CLOSING

The hatch is fitted with pressure closure and therefore completely lacks any handles or handgrips.

To open or close the hatch, press it in the top left hand corner. It will hook on or unhook from the closure device on the side of the hatch by simple pressure.

## 5-INSTALLATION AND ASSEMBLY

### HOOD VENTILATION GRILLES

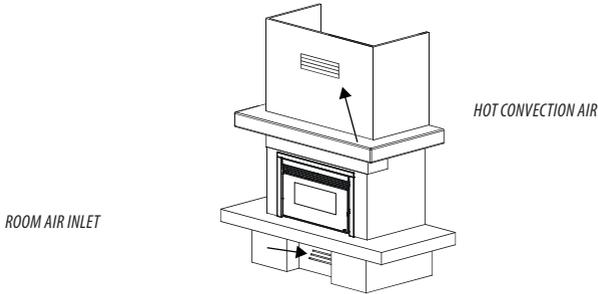
#### Foreword

Ventilation grilles must be provided depending on how the product is placed.

In the event it is inserted on existing cladding, the existing ventilation grilles of the cladding will be used.

If used as a new installation, the company recommends installing the ventilation grilles as described in the following paragraph.

It is in any case important to arrange for two openings, one at the top and the other at the bottom of the cladding.



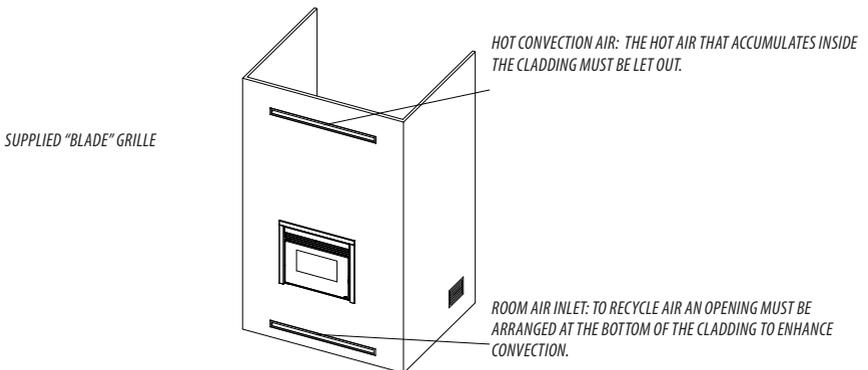
### HOOD VENTILATION GRILLES FOR NEW CLADDING

**It is obligatory to install the manufacturer's hood ventilation grilles or grilles that assure the same features and the same air passage section.**

**The company is not liable for any damage to the structure or to the electric components caused by failure to comply with this warning.**

The structure reaches high temperatures and it is **indispensable** to always assure continuous and efficient ventilation inside the cladding. This practice - as well as assuring perfect operation of the product - makes it possible to recover some of the structure's heat, which would be lost if it remained inside the cladding.

2 "Blade" nozzles are supplied by the company, to be installed one at the top and one at the bottom of the cladding.



## 5-INSTALLATION AND ASSEMBLY

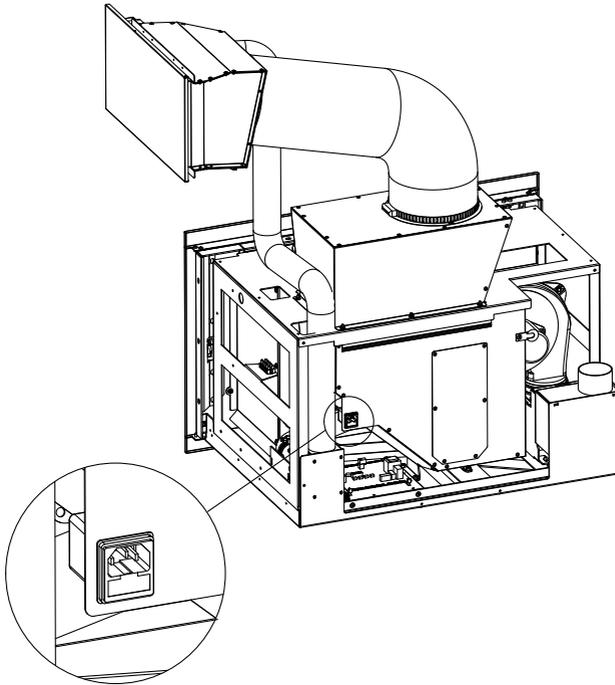
### ELECTRICAL CONNECTION

First connect the power cable to the rear of the product and then to a wall socket, which must always remain accessible.

Should this not be possible, during installation insert suitable devices for disconnection from the power mains, in compliance with national electrical installation standards.

On the rear of the stove there is a fusebox which is located near the power socket. Open the fusebox cover with a screwdriver and replace the fuse if necessary (3.15 A delayed) - seek assistance from an authorised and qualified technician.

**It is recommended to disconnect the power cable when the product is not in use.**



## 5-INSTALLATION AND ASSEMBLY

### SETTING UP THE CLADDING

All product functionalities must be tested before being clad. The company cannot be held liable for any damage to the cladding should operating anomalies arise, which were not ascertained before the cladding was applied to the product. IT IS OBLIGATORY to check seal of all piping the smoke goes through (smoke fitting, gaskets and insert in the flue) before installing the cladding.

**READ THE "OPERATION TEST" CHAPTER BEFORE STARTING ANY PRODUCT CLADDING OPERATION.**

The product and parts of the cladding must be fastened to each other **WITHOUT COMING IN CONTACT WITH THE STEEL STRUCTURE** to avoid transmitting heat to the marble and/or stone and to allow for normal thermal dilation; pay attention to wood finishes like beams or shelves.

It is recommended to construct the counter-hood in fire-retardant plasterboard, 15 to 20 mm thick with self-supported galvanized profile frame in order not to bear on the cladding components (wooden beams or marble architraves) which do not have a load bearing structure and **to be able to operate easily in the event of faults and/or future maintenance**. Dry-assemble the hearth of the **cladding leaving a 1 cm gap** between insert and hearth to perform insulation.

### WOODEN BEAM INSULATION

If you wish to mount a wooden beam, it must be protected with adequate insulation from hot parts in order to prevent the risk of fire or damage to the cladding.

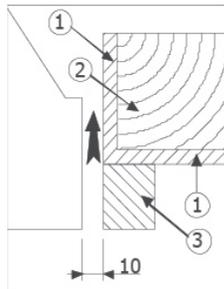


FIGURE 8 - BEAM INSULATION

1. APPLIED INSULATING AGENT OR TO BE APPLIED
2. WOODEN BEAM
3. MARBLE OR OTHER MATERIAL

### INSTALLATION OF STANDARD CLADDING

The use and installation manual found in each specific cladding must be referred to for setting up product specific claddings.

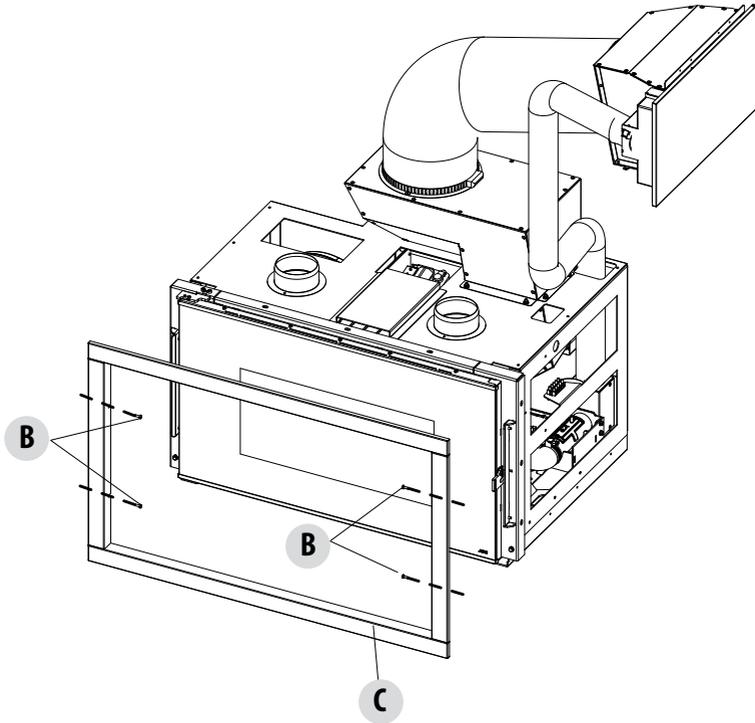
## 5-INSTALLATION AND ASSEMBLY

### ASSEMBLING THE COMPENSATION FRAME

After completing the cladding and/or the plasterboard section, fit the shimming frame.

This frame has the purpose of finishing and covering the gap that is created between the product's metal structure and the cladding.

The frame "C" is assembled simply by opening the door of the product, fitting in the frame as shown in the figure and fastening it to the side uprights of the structure, inside the door profile, with the four screws "B" supplied.



C = FRAME

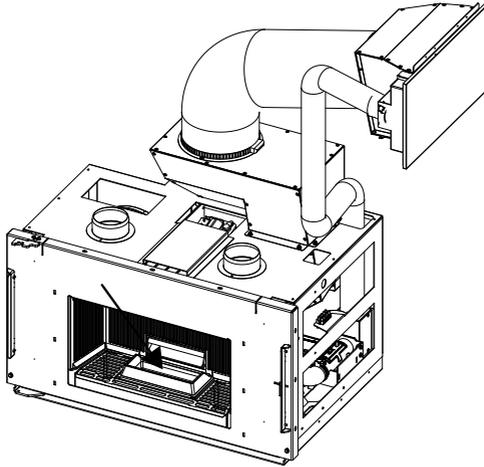
B = SCREW

## 6-PRECAUTIONS BEFORE START-UP

### GENERAL PRECAUTIONS

Remove any objects that may burn from the brazier (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.*



*CANCEL THE FAILED IGNITION ALARM BY PRESSING AND HOLDING THE ON/OFF KEY FOR A FEW SECONDS. REMOVE THE PELLET 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 and be clean without any ash incrustations**. 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.

## 7-LOADING THE PELLETS

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!!!**

### LOADING THE PELLETS

The fuel is loaded through the side or front hatch to be mounted onto the cladding, which allows access to the fuel loading chute.

The loading procedure is facilitated if performed in a number of steps as described below:

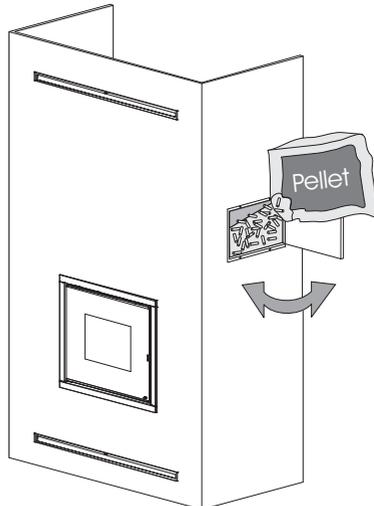
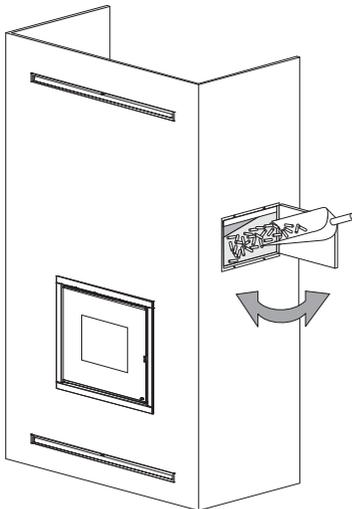
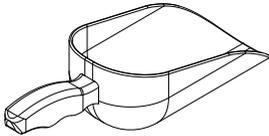
- Open the hatch and pour onto the chute half the content directly from the sack or using the scoop supplied (A)
- With tool (B) supplied push any accumulated pellet in the chute towards the hopper, and spread it evenly inside it.
- Complete the operation by pouring the second half of the sack with the same procedure



**No other type of fuel other than pellets, in compliance with above-mentioned specifications, is to be inserted into the hopper.**

**Store the spare fuel at an adequate safe distance.**

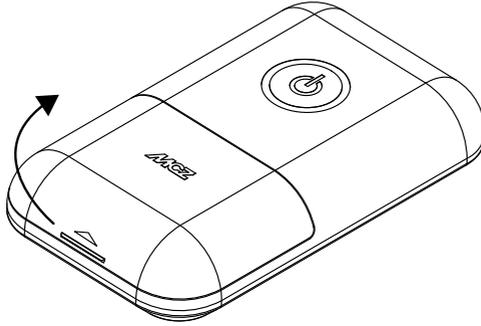
**Do not pour pellets directly onto the brazier but only into the hopper.**



## 8-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 pressing and lifting according to the arrow  
Insert the batteries observing the correct polarity (+) and (-)  
Close the battery compartment cover.



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

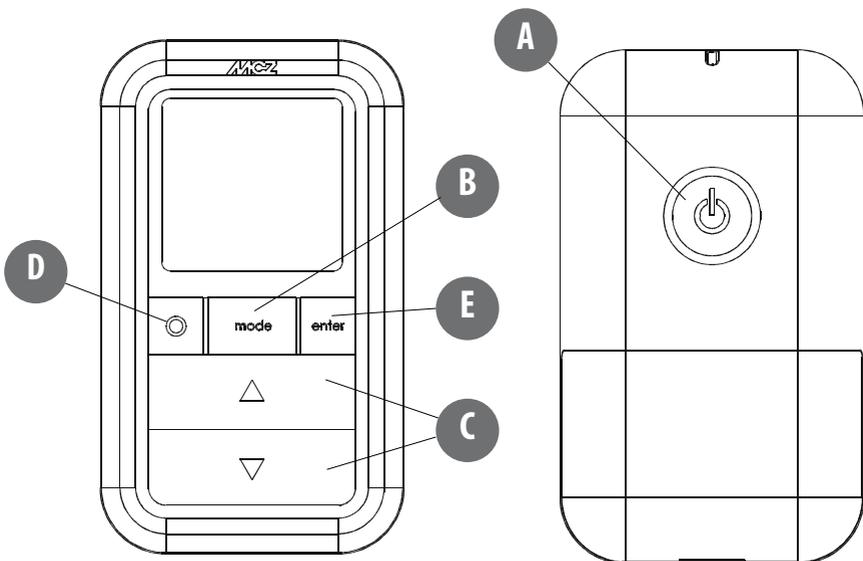
The remote control has a special icon on the display to indicate when the batteries are almost flat. If the flat battery icon appears, the batteries are almost flat and the remote control is about to switch off.



*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.



## 8-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. Via key **D** one browses the FAN and SLEEP setting.

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 will start to flash; they can be changed with key **C**. By pressing key **E** the changes are confirmed. At this point the minutes digits will start to flash.

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) and the ventilation power on 5 levels + auto. **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. Ventilation can be adjusted on 5 levels + auto. **Figure 2**

FIG.1



FIG.2



## 8-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.**

## 8-REMOTE CONTROL MAX

### SUNDRY SETTINGS

#### Room ventilation

Room ventilation can be adjusted as desired in all 4 operating modes described above. Simply perform this operation: from the basic display, press key **D** to access the VENTILATION adjustment mode (**figure 6**). Then press key **C** 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 (to make operation more silent as it is in automatic mode).

In products with 2 room fans (comfort air models) via key **D** one can scroll and set the speed of the individual fans (identified with 1 or 2 above the level bars).

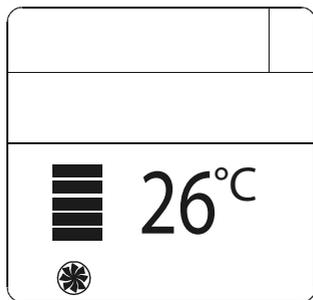


FIG.6

**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.**

#### 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 VENTILATION 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

## 8-REMOTE CONTROL MAX

### NO AIR FUNCTION (SF)

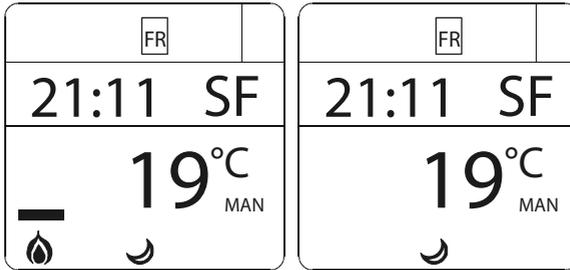
The **NO AIR** function allows the stove to operate at the minimum power throughout the night, with no room ventilation. This function is only available in **AUTO** and **MAN mode**(not in **TIMER mode**). Proceed as follows to set it:

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 after about 5 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**.

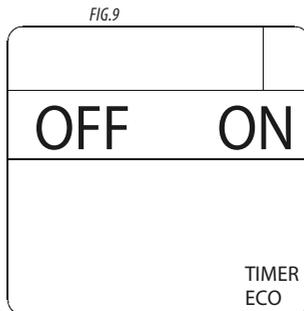
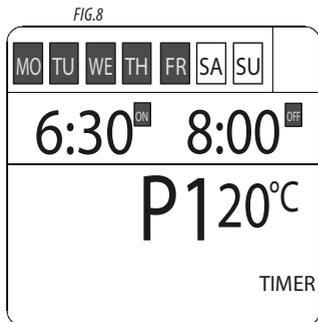


## 8-REMOTE CONTROL MAX

### 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

To modify a time slot, display it as described in the previous paragraph and then press key **E**. The first parameter to be set will start to flash, i.e. 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. 2 dashes "--" appear if set below 5°C or above 35°C, and if this is confirmed, the programme 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 programme 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

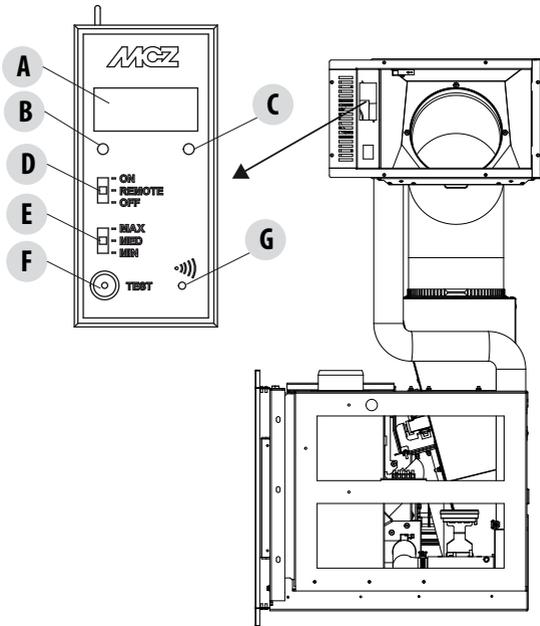
When the product is started up for the first time, it may be necessary to synchronize the new remote control with the stove. To do this, follow these simple instructions:

- 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 4 audio signals.

## 9-EMERGENCY PANEL

There is an emergency panel on the side-rear part of the stove, designed 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 on ON
- MED = Selector to make the stove work at MEDIUM power without the remote control and with selector 4 on ON
- MAX = Selector to make the stove work at MAXIMUM power without the remote control and with selector 4 on 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 below)



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

## 10-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 1<sup>st</sup> power;

The **MEDIUM** power corresponds to the 3<sup>rd</sup> power;

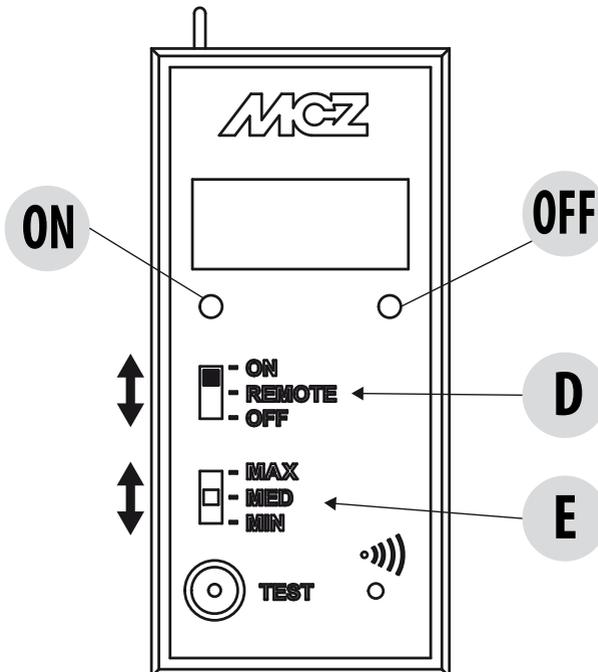
The **MAXIMUM** power corresponds to the 5<sup>th</sup> power;

- **SWITCHING THE STOVE OFF WITHOUT THE REMOTE CONTROL**

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



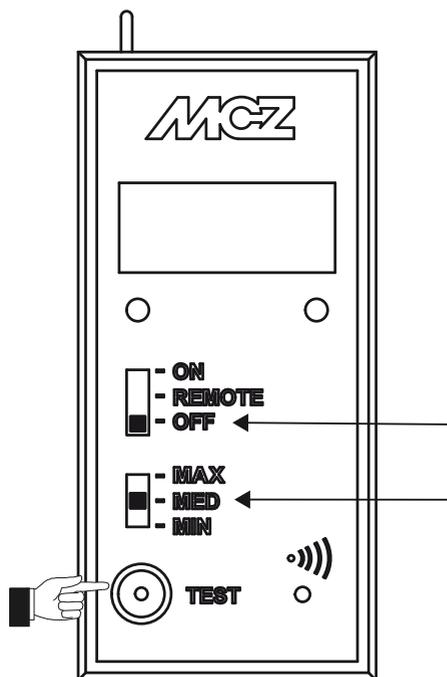
*Once the remote control is restored, remember to set selector "D" back to the "REMOTE" position, otherwise the product will ignore the remote control commands.*



## 10-OPERATION

### 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**
- **FEED SCREW** will appear on the display 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 on its own
- Proceed with lighting the stove.

## 11-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 electronic boards are found 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 failure occurs during operation, the product automatically sets itself in cooling mode when the power is restored and then it stays off.

#### FAILED START-UP

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



**TAMPERING WITH THE SAFETY DEVICES IS PROHIBITED.**

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.

## 12-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
<b>A01</b>	The fire does not ignite	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. Check whether the ignition plug heats up.
<b>A02</b>	The flame is goes out unexpectedly	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.
<b>A03</b>	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 due to poor ventilation or because the air fans are faulty. 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.
<b>A04</b>	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 the type of pellets used.
<b>A05</b>	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.
<b>A08</b>	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.
<b>A09</b>	The smoke probe is faulty and does not detect the exhaust smoke temperature properly.	Contact an authorised service centre to have the component replaced.
<b>A11</b>	Pellet supply fault	Contact an authorised service centre to have the component replaced.

## 12-ALARMS

<b>A12</b>	The remote control has been out of the reception range of the stove for over three hours (or the batteries are flat). NOTE: only in this case, the stove does not enter the shutdown stage due to an alarm, and continues to work in the mode set by the remote control via the last command.	Move the remote control within the reception range of the stove (or change the remote control batteries in the event they are flat). The alarm alerts will disappear as soon as the appliance receives a new signal from the remote control. A simple way of forcing signal transmission to the stove is by pressing button B (which changes the operating mode from manual to automatic and vice versa).
<b>A13</b>	Electronic control unit overheating	The structure is too hot because the product has been used for too long at the maximum power or due to poor ventilation or because the air fans are faulty. 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.
<b>A14</b>	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.
<b>SER</b>	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, 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.



*Only if alarm A12 is triggered (no communication between the remote control and the stove), the stove stay on according to the last mode set and automatically exits the alarm mode when the first signal is received from the remote control.*

## 12-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 chimney 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 due to poor ventilation or because the air fans are faulty.

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 the type of pellets used.

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 that this operation is carried out by an MCZ qualified technician).

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

## 13-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 inappropriate 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 chimney pot 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.

## 14-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 "L" 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. **You may only use a vacuum cleaner to remove ash when it is completely cold.** In this case, use a suitable vacuum cleaner to remove small sized particles.

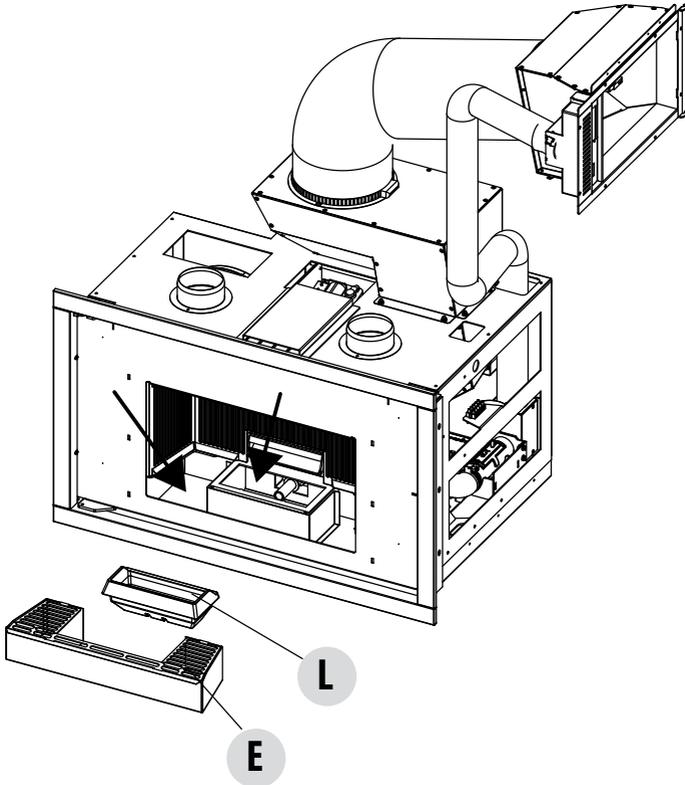


**REMEMBER THAT ONLY A CORRECTLY POSITIONED AND CLEAN BRAZIER CAN GUARANTEE IGNITION AND OPTIMAL OPERATION OF YOUR PELLET PRODUCT. IN CASE OF FAILED IGNITION AND AFTER ANY OTHER LOCK STATE OF THE PRODUCT, IT IS ESSENTIAL TO EMPTY THE BRAZIER BEFORE EVERY RESTART**

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.

### **Ash tray cleaning**

Remove and empty the ash tray "E". Wipe away any residual ash before reinserting the tray. Your experience and the quality of the pellets will determine the ash tray cleaning frequency. **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).*

## 14-CLEANING

### PERIODIC CLEANING PERFORMED BY A QUALIFIED TECHNICIAN PULLING THE PRODUCT OUT

To perform maintenance of some devices and cleaning of certain parts, it is required to extract a part of the product from its housing. The movable part is fitted on sliding guides, which facilitate the handling process. The compensation frame must be removed by following the instructions in this manual before pulling the product out in order to prevent any damage during maintenance. The two lower front screws must be removed from the product in order to pull it out.

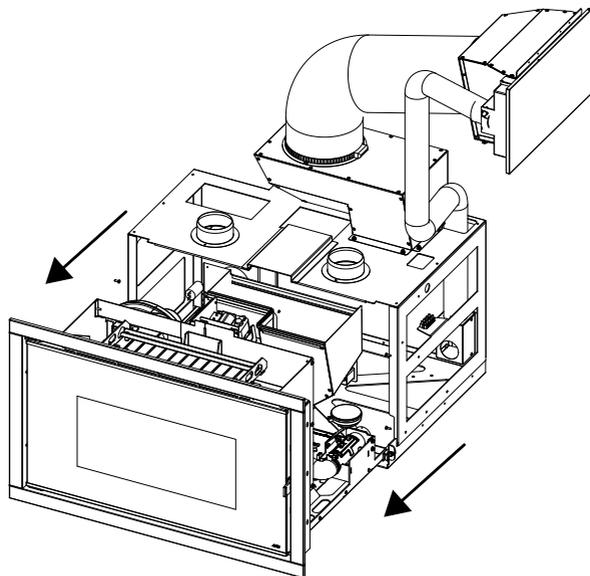
Once the screws are removed, simply pull slightly towards you to extract the movable part like a standard drawer. The guides are fitted with end-of-travel devices that block the movable part when extracted completely.



**CAUTION: THE PRODUCT MUST ONLY BE PULLED OUT WHEN THE STRUCTURE IS COLD AND THE POWER SUPPLY MUST BE DISCONNECTED IN ADVANCE.**

**ALSO CHECK PELLET LEVEL IN THE HOPPER (IT MUST BE EMPTY!)**

**When repositioning the movable part, ensure the two screws that were previously removed are screwed back in and tightened. Forgetting to do so may result in the product not working, due to no power supply or leaking soot.**



### CLEANING THE HEAT EXCHANGER

**The compartment through which the exhaust smoke passes must be cleaned at the end of the winter season.**

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.

If necessary, clean it more often.



**It is good practice to guarantee effective ventilation in the room while cleaning the product.**

As first operation, with cold stove, clean the inside of the hearth removing the three cast iron plates "F"/"G"/"H".

Proceed as follows for extraction:

- Lift the side plates "F" and "H" so that the lower hooks come out of the structure holes.
- Tilt the plate towards the inside of the hearth so the upper hooks can come out of their seat.
- Proceed in the same way with the back "G".

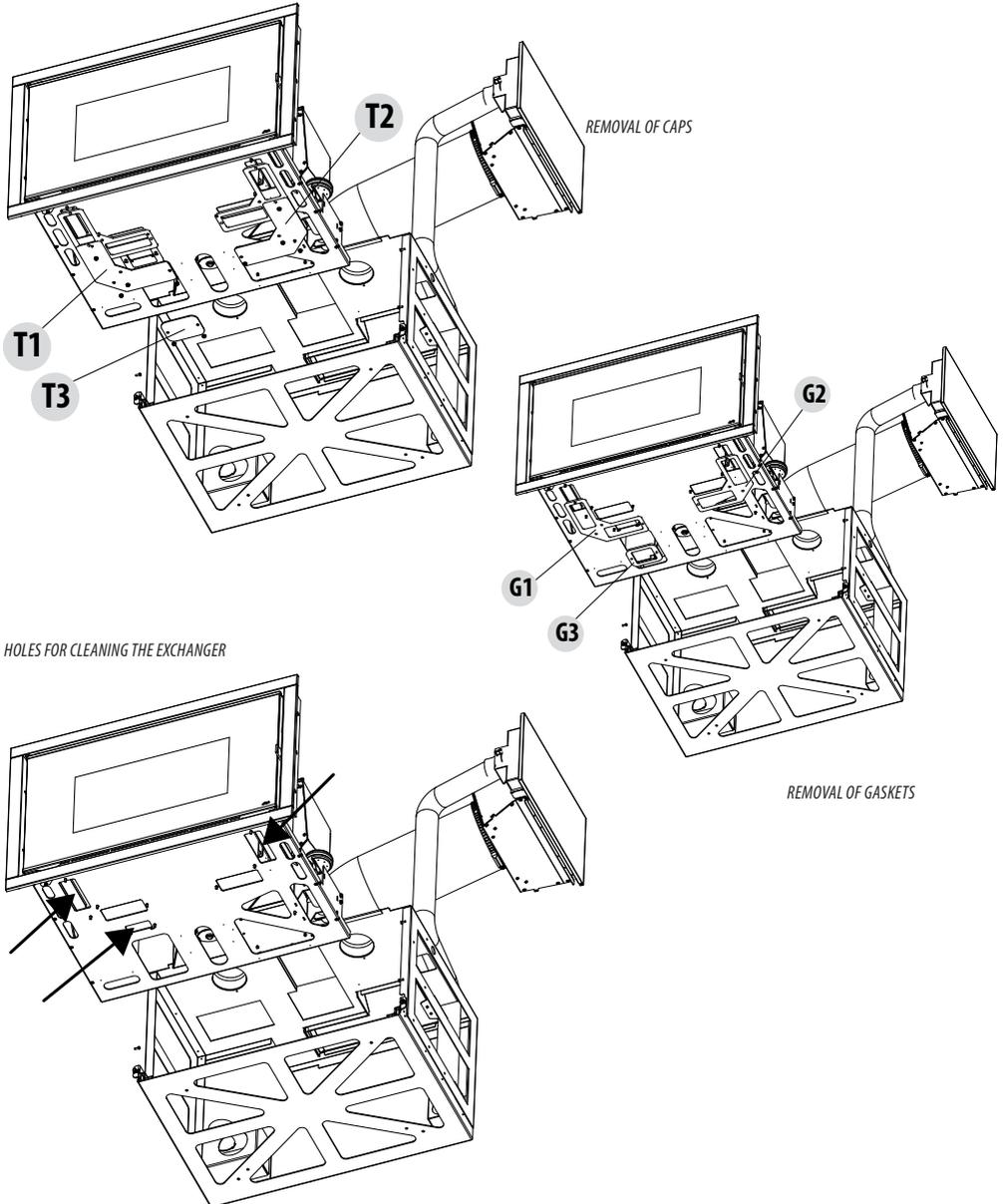


## 14-CLEANING

After cleaning inside the hearth, extract the movable part of the insert and remove the three plates "T1"/"T2"/"T3". Remove the ash and soot accumulated inside the heat exchanger with the aid of the brush. If necessary also replace gaskets "G1"/"G2"/"G3" which are underneath caps "T1"/"T2"/"T3".



**Attention!!!! Place a container to collect combustion residues on the floor or near the caps.**



## 14-CLEANING

### CLEANING OF SMOKE DUCT AND FITTING

When the product has been extracted, it is possible to operate on the left side to clean and maintain the smoke fan. To perform this maintenance proceed as follows:

- remove the two screws "t"
- remove the plate "V1"
- remove the gasket "V2"

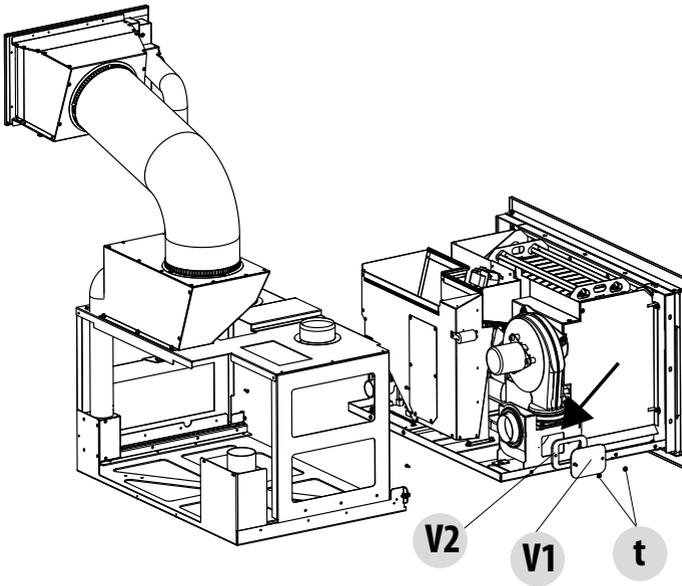
Always ensure this gasket is intact and if necessary, replace it.

Clean this compartment with a vacuum cleaner by inserting the nozzle on the hole near plate "V1".

Then clean the smoke exhaust system, especially around the fittings, curves and any horizontal sections. For information on cleaning the flue, contact a chimney sweeper.



**CAUTION!** The frequency with which the smoke exhaust system is cleaned depends on the use of the product and the type of installation.



### OTHER CHECKS

All gaskets fitted on components subject to maintenance (smoke extraction fan, inspection panels, etc.) must be replaced upon maintenance. Check the tightness of the seals on the fire door.

The company recommends 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 also a general check of the components.

## 14-CLEANING

### END-OF-SEASON SHUTDOWN

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

**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 following components: The following is a summary of the checks and/or maintenance that are indispensable for the correct operation of the product.

PARTS/INTERVAL	1 DAY	2-3 DAYS	1 YEAR
Brazier	•		
Ash pan	•		
Glass		•	
Smoke fan inspection cap			•
Inspection cap (with smoke duct cleaning)			•
Cast iron walls inside the hearth			•
Smoke duct			•
Gaskets			•
Remote control battery			•

## 15-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
<b>The pellets are not fed into the combustion chamber.</b>	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.
<b>The fire goes out or the boiler stops automatically.</b>	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.

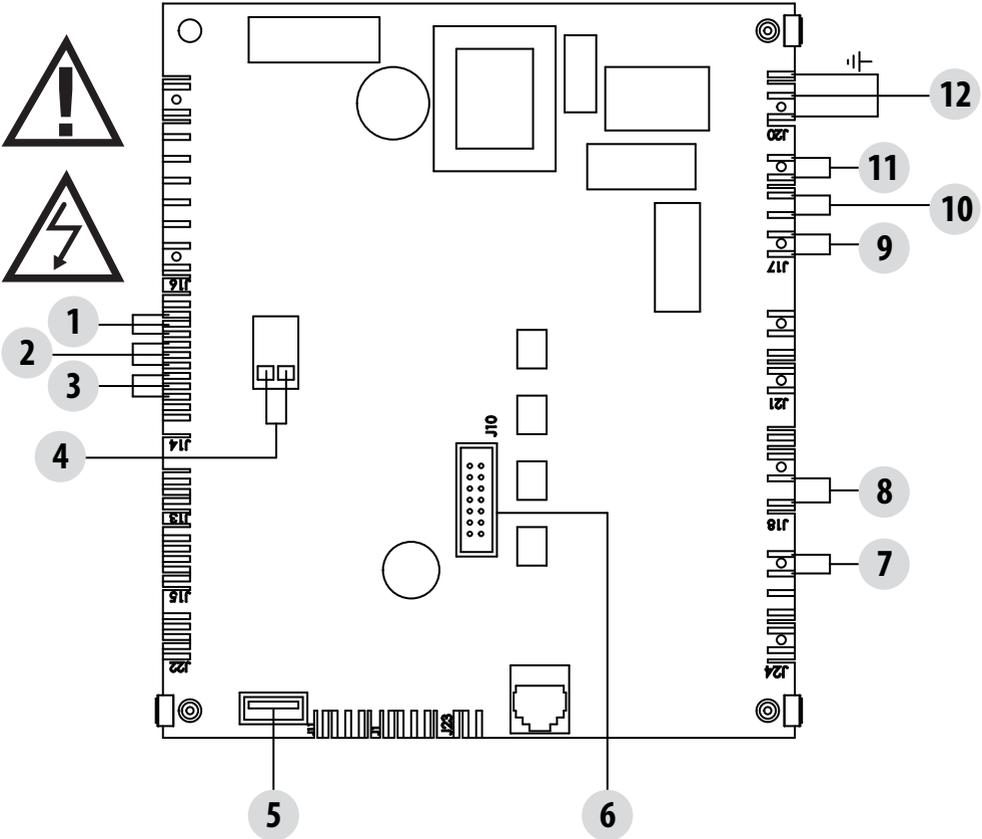
## 15-FAULTS/CAUSES/SOLUTIONS

ANOMALY	POSSIBLE CAUSES	SOLUTIONS
<b>The product works for a few minutes and then switches off.</b>	Start-up phase is not completed.	Repeat start-up.
	Temporary power cut.	Wait for the automatic restart.
	Clogged smoke duct.	Clean the smoke duct.
	Faulty or malfunctioning temperature probes.	Check and replace the probes.
<b>Pellets accumulate in the brazier, the glass of the door gets dirty and the flame is weak.</b>	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.
<b>The smoke evacuation motor does not work.</b>	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.
<b>The convection air fan never stops.</b>	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.

## 15-FAULTS/CAUSES/SOLUTIONS

ANOMALY	POSSIBLE CAUSES	SOLUTIONS
<b>The air fan does not switch on.</b>	The product has not reached the temperature.	Wait.
<b>The remote control does not work.</b>	The remote control battery is flat.	Replace the battery.
	Remote control faulty.	Replace the remote control.
<b>The product always runs at maximum power when in automatic mode.</b>	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.
<b>The product does not switch on.</b>	No power supply.	Check that the plug is inserted and the main switch is in the "I" position.
	Fuse tripped due to a fault.	Replace the fuse with one with same characteristics (5x20 mm F 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 exhaust and/or the smoke duct.
	Faulty ignition plug.	Replace the ignition plug.

# 16-CIRCUIT BOARD



## MOTHERBOARD WIRING KEY

1. SMOKE FAN ENCODER	8. AIR FAN
2. GEAR MOTOR ENCODER	9. GEAR MOTOR
3. PRESSURE TRANSDUCER	10. SMOKE FAN
4. SMOKE TEMPERATURE PROBE	11. SPARK PLUG
5. SOFTWARE UPDATE	12. SWITCH
6. EMERGENCY PANEL	
7. HOPPER OVERLOAD CUT-OUT	

**PLEASE NOTE** The electrical wiring of individual components is fitted with pre-wired connectors of different sizes.





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