

# INSTRUCTION MANUAL STORAGE STOVES

**COSTANZA**

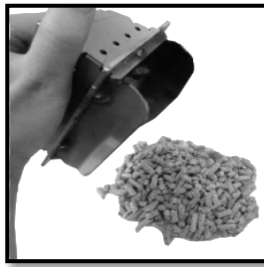
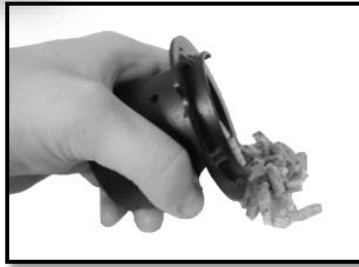
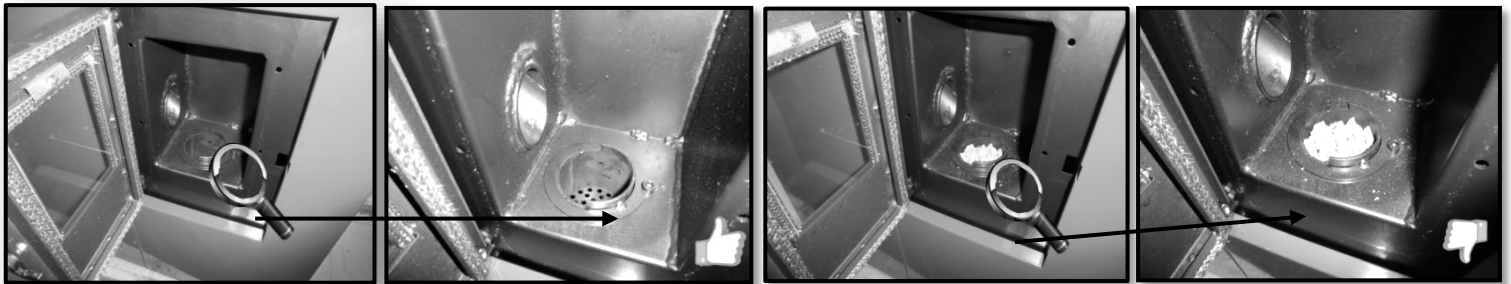




## IMPORTANT: PLEASE READ



1. Eva Stampaggi S.r.l. assumes no responsibility for injury to persons and/or damage to property or for the malfunction of the stove resulting from non-compliance with the provisions of this Instruction Manual
2. The guarantee will remain valid for 1 year for professional operators and 2 years for consumers.
3. Stove installation must be carried out by qualified staff and pursuant to the regulations in force in the relevant country.
4. In the event of ignition fault or power outage, before retrying the FIRE PIT MUST BE EMPTIED. Failure to do so may also result in the breaking of the door glass.
5. DO NOT POUR PELLETS BY HAND in the fire pit to facilitate stove's ignition.
6. Should any anomaly concerning the flame be detected or, however, in any other case, NEVER SWITCH OFF the stove by disconnecting it from the mains. Use the relevant button. Disconnecting the stove from the mains will prevent exhaust fumes from being extracted.
7. Should ignition phase take longer than expected (due to damp or poor-quality pellets) generating excessive smoke in the combustion chamber, open the door to expel it, while remaining in a position that guarantees your safety.
8. It is extremely important to use GOOD QUALITY, CERTIFIED PELLETS. The manufacturer declines any liability for any malfunctions or damage to mechanical parts as a result of the use of poor-quality pellets.
9. The fire pit and the combustion chamber MUST BE CLEANED DAILY. The manufacturer declines any liability for any malfunctioning due to a failure to do so.



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## 01. PRODUCT SAFETY

The stoves were built in compliance according to standard EN13240 (wood stoves), EN 14785 (pellet stoves) and EN 12815 (kitchens and wood-burning stoves) using high quality and non-polluting materials. To make better use of your stove it is advisable to follow the instructions in this booklet.

Read this manual carefully before use or any maintenance operation.

Eva Stampaggi aims to provide as much information as possible to ensure high levels of operational safety and the prevention of injury to persons or damage to property, or parts of the stove itself.

Each stove is subjected to internal testing before shipment and as such residues inside the appliance may be found.

KEEP THE INSTRUCTION MANUAL FOR FUTURE REFERENCE  
FOR ANY REQUIREMENT OR CLARIFICATION PLEASE CONTACT  
THE AUTHORISED DEALER

- The combustion of waste, especially of plastic materials, damages the stove and the flue pipe. Moreover, it is forbidden by the law against the emission of harmful substances.
- Do not use alcohol, petrol or other highly inflammable liquids to light the fire or poke it during operation.
- Do not introduce into the stove an amount of fuel greater than that recommended in this booklet.
- Do not modify the product.
- It is forbidden to use the appliance with the door open or the glass broken.
- Do not use the appliance as, for example, a clothes drying rack, a bearing surface or step etc.
- Do not install the stove in bedrooms or bathrooms if not certified as watertight.

### The pellets to be used are the following:

The pellet stoves operate exclusively with pellets made from various types of legislative-compliant wood. DIN plus or EN plus 14961-2 A1 or PEFC/04-31-0220 ONORM M7135, or having the following specifications:

Min. calorific heat output 4.8 kWh/kg (4180 kcal/kg)

Density 630-700 kg/m<sup>3</sup>

Maximum humidity 10% of weight

Diameter: 6 ±0.5 mm

Ash percentage: max. 1% of weight

Length: min. 6mm - max. 30mm

Composition: 100% untreated wood from the industry of wood or post-consumption without the addition of binders, bark-free and compliant with current regulations.

## 02. GENERAL SAFETY PRECAUTIONS

- Use the stove only as described in this manual. Any other use not recommended by the manufacturer may cause fires or accidents to people.
- Ensure that the electrical power available corresponds to the value indicated on the data plate (230V~/50Hz).
- This appliance is not a toy. Ensure children are not left unattended and do not use the appliance as a toy.
- This device is not intended for use by persons (including children) with reduced physical or mental capacity, or without specific experience and knowledge, unless supervised or duly instructed on the use of the appliance by a person responsible for their safety.
- Disconnect the appliance from the mains when not in use or during cleaning operations.
- To do so, turn the switch to the O position and disconnect the plug from the socket. Pull the plug, not the cable.
- Never block the combustion air inlets and fume outlets.
- Do not touch the stove with wet hands; it contains electrical components.
- **Do not use the appliance with damaged cables or plugs. The device is classified as type Y: the power supply cable may only be replaced by a qualified technician. Should the power supply cable be damaged, it can be replaced only by the manufacturer or by its technical assistance service or by a similarly qualified person.**
- Do not place any object on the cable and do not bend it.
- Avoid using extension cables as their temperature may increase excessively, posing fire hazards. Never use one single extension cable to power several appliances.
- **During normal functioning some parts of the stove may become extremely hot, such as the door, the glass or the handle. Be careful, especially with children. Do not touch any hot parts if not wearing adequate protective devices.**
- **CAUTION! DO NOT TOUCH the FIRE DOOR, the GLASS, the HANDLE or the FUME OUTLET DURING OPERATION when not wearing adequate protective clothing or devices as they become extremely hot!**
- The stove that is covered by or in direct contact with **flammable** materials, including curtains, blankets, etc., during normal operation may pose a fire hazard. **KEEP THE APPLIANCE AWAY FROM THE MATERIALS MENTIONED ABOVE.**
- Do not immerse the cable, plug or any other component of the appliance in water or other liquids.
- Do not use the stove in dusty environments or wherever inflammable gases are generated (e.g. in a workshop or garage).
- The stove is fitted with components that generate arcs and sparks. Do not install the stove in areas posing a significant fire or explosion hazard due to a high chemical substance concentration or to a high humidity level.
- Do not use the appliance close to bathtubs, showers, basins, sinks or swimming pools.
- Do not install the appliance underneath an air vent. Do not install the stove outdoors.
- Do not repair, disassemble or modify the appliance. The appliance is not fitted with components that can be repaired by users.
- Turn off the stove, disconnect it from the mains and wait until it has cooled down completely before performing any maintenance operations.
- **WARNING: REMOVE THE PLUG FROM THE MAINS WHEN CARRYING OUT MAINTENANCE**
- **CAUTION! These stoves operate exclusively with pellets or olive pomace if the stove is designed for this particular use; DO NOT USE DIFFERENT COMBUSTIBLES: any other burned material will cause the apparatus to malfunction.**
- **Keep the pellets in a fresh dry place: storing pellets in a place that is damp or excessively cold may reduce the stove potential heat output. Be careful when storing and handling pellet bags to prevent pellet crushing and consequent sawdust production.**
- The fuel consists of small 6-7mm diameter cylinders, a maximum length of 30mm with a maximum moisture content of 8%. This stove is designed to burn pellets made of compacted sawdust obtained from different types of wood, in compliance with environmental protection regulations.
- The use of different types of pellets may result in a slight, sometimes even undetectable, change in the stove efficiency. This change can be counterbalanced by increasing or decreasing the stove heat output by only one step.
- **Clean the fire pit on a regular basis upon every ignition or pellet refuelling.**
- The combustion chamber must be kept closed, except when loading or removing residues, in order to prevent smoke egress.
- Do not switch the stove on and off intermittently to prevent damaging its electrical and electronic components.
- Do not use the appliance as a waste incinerator or for any other purpose other than that for which it was designed.
- Do not use liquid fuels.

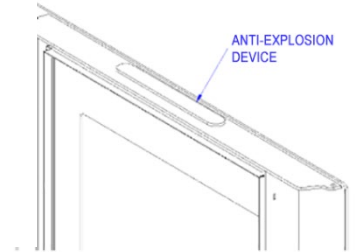
- Do not modify the appliance without prior authorisation.
- Use only original spare parts recommended by the manufacturer.
- Make sure that the stove is transported in compliance with safety regulations. Avoid any improper transfers or knocks that may damage the ceramics or the structure.
- The metal structure is coated using high temperature paints. When using the appliance for the first few times, unpleasant odours may be given off due to the paint of the metal parts that is drying: this is in no way dangerous and in such case, simply ventilate the premises. After the first heating cycles, the paint will reach its maximum adhesion and all its chemical and physical features.
- To refill the hopper, simply lift the access cover and pour the pellets in, even when the machine is on, taking care not to spill outside of the hopper. Always refuel the hopper before leaving the operating stove unattended for long periods of time.
- Whenever the hopper and the Auger tube get completely empty, the appliance will be automatically switched off. It may take two separate ignitions to resume operation at ideal working conditions since the Auger tube is very long.
- **CAUTION! If the stove is not properly installed, power outages may result in fume spillages. In some cases, it may be necessary to install an uninterruptible power supply.**
- **CAUTION! Being a heating appliance, some parts of the stove can become extremely hot. For precisely this reason, we advise that you take extreme care during operation.**

WHEN THE STOVE IS IN OPERATION:

- do not open the door;
- do not touch the door glass since it becomes extremely hot;
- keep children away from it;
- do not touch the fume outlet;
- do not pour any liquid inside the firebox;
- do not perform any maintenance operations if the stove is not cold;
- only qualified technicians are allowed to perform any operation;
- follow all the instructions contained herein.

**Anti-explosion device**

Some products are equipped with anti-explosion safety devices. Before switching on the product or, in any case, after any cleaning operation, make sure that the device is correctly positioned in its seat. The device is located on the firebox door upper edge.

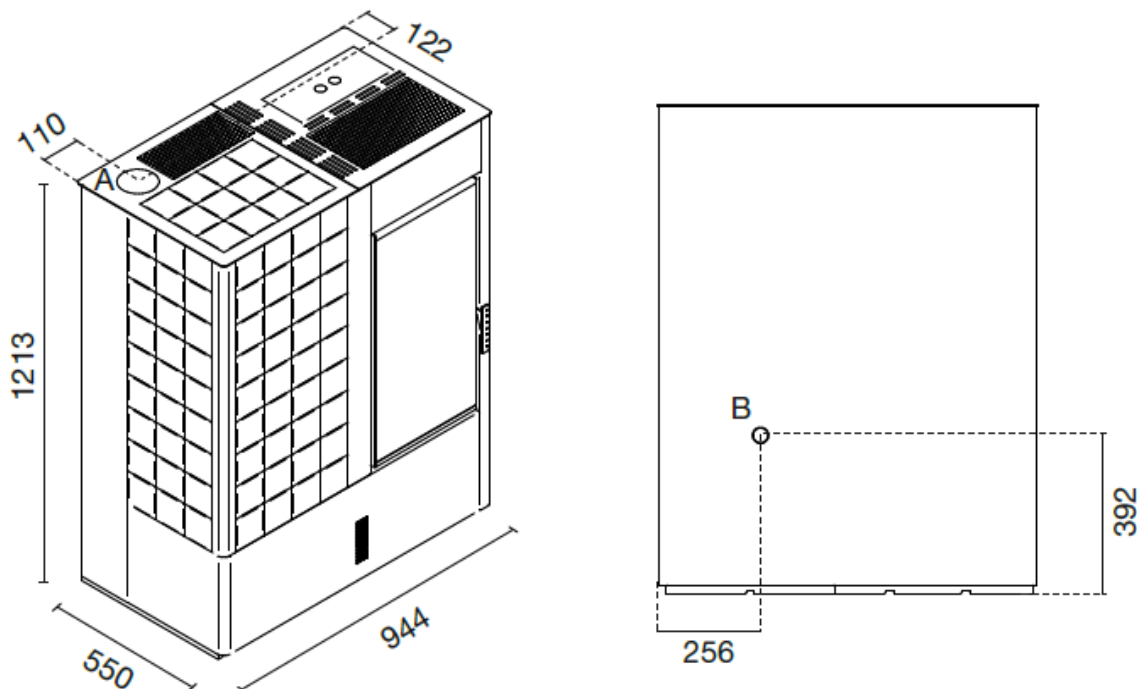


### 03. PRODUCT DESCRIPTION

#### 03.1 COSTANZA

Natural convection generates temperature variations in the environment, which naturally trigger air displacements, attracting cold flows and transforming them into hot air flows. The homogeneous temperature distribution and maximum silence in the absence of mechanical components for ventilation guarantee maximum comfort.

#### 03.2 TECHNICAL DRAWING



A = Ø 100 mm Scarico fumi superiore / Upper fume outlet / Sortie de Haut de Fumée / Top Abgasstutzen / Salida humos superior / Descarga de fumos superior  
 B = Ø 200 mm Hot air output

#### 03.3 TECHNICAL DATA

Technical data of the appliance: <i>Dati tecnici dell'apparecchio:</i>		COSTANZA	
Name: <i>Designazione:</i>		Nominal heat output <i>Potenza termica nominale</i>	Reduced heat output <i>Potenza termica ridotta</i>
Fuel throughput <i>Consumo orario</i>	Kg/h	2,620	0,911
Minimum flue draught requirements <i>Requisiti minimi del tiraggio del camino</i>	Pa	12	11
Flue gas temperature <i>Fume temperature</i>	°C	156.5	83.6
Flue gas temperature at flue spigot or socket <i>Temperatura uscita fumi</i>	°C	167.3	76.9
Flue gas mass flow <i>Flusso massico dei fumi</i>	g/s	7.7	3.7
Efficiency <i>Rendimento</i>	%	91.0	94.0
Total heat output <i>Potenza termica</i>	kW	11.0	4.0
Water heat output <i>Potenza termica resa all'acqua</i>	kW	-	-
Space heat output <i>Potenza termica resa all'ambiente</i>	kW	-	-
CO emission at 13% of O <sub>2</sub> <i>Emissioni di CO al 13% di O<sub>2</sub></i>	%	0.0060	0.0061
Maximum water operating pressure <i>Massima pressione di esercizio dell'acqua</i>	Bar	-	-
Discharge control operating temperature <i>Temperatura di intervento della valvola di scarico termico</i>	°C	-	-
Electrical power supply <i>Potenza elettrica assorbita</i>	W	350	
Rated voltage <i>Tensione nominale</i>	V	230	230
Rated frequency <i>Frequenza nominale</i>	Hz	50	50
<b>ENERGY EFFICIENCY CLASS</b> <i>Energy Efficiency Class</i>		A+	

COSTANZA ELECTRICAL CONSUMPTION	
Electrical consumption at nominal power	65 W
Electrical consumption at reduced power	35 W
Electrical consumption in Stand-By	1.6 W

## INTRODUCTION:

**INSTALLATION WITH WALL FUME OUTLET IS PROHIBITED. INSTEAD THE FUME OUTLET MUST BE ROOF-TYPE AS PROVIDED FOR BY NATIONAL REGULATIONS.**

**Eva Stampaggi S.r.l. assumes no responsibility for damage to persons and/or property caused by non-compliance with the point highlighted above for products installed in a non-compliant manner.**

**Install the stove according to the regulations in force in the country of use.**

In Italy, for example, this refers to UNI 10683: 2012, which refers to 4 areas:

**a. preliminary activities** - are under the jurisdiction and are the responsibility of the reseller/installer at the time of the pre-installation inspection. Preliminary procedures include:

- installation site suitability verification;
- fume evacuation system suitability verification;
- external air inlet suitability verification.

At this stage, the product needs to be checked in order that it can be safely operated and that the relevant technical specifications are met.

**The safety conditions must be assessed with a preventive inspection.**

**Stoves and fireplaces are heating systems and must be installed safely and comply with the manufacturer's instructions!**

**b. installation** - under the responsibility of the installer. In this phase the **installation** of the product and the smoke exhaustion system are considered as well as the handling of topics such as:

- **safety distance** from combustible materials;
- **chimney flue construction**, smoke ducts, intubated systems and chimney cowls.

**c. issuance of supplementary documentation** - the responsibility of the installer.

The release of technical documentation must include:

- manual of use and maintenance of the appliance and of the components of the system (e.g smoke ducts, chimney flue, etc.);
- Photocopy or photograph of the chimney flue plate;
- system manual: (if applicable);
- [Declaration of Conformity in relation to Ministerial Decree 37/08.](#)

**d. control and maintenance** - the responsibility of the maintenance technician who must oversee protection and maintenance of the product during its operation over time. The operator responsible for checking and maintaining the systems for winter and summer climate control carries out tasks in a **workmanlike manner** and in observance of applicable regulations. The operator, at the end of these operations, must draw up and sign a technical inspection report in accordance with the models provided by the provisions of this decree and the implementing rules, in relation to the type and capacity of the system, to be issued to the person who signs a copy thereby confirming receipt and reading thereof".

In addition to what is specifically provided for in the following paragraphs of this Instruction Manual, the Purchaser must comply with the following minimum installation requirements:

- a) Do not invert or place the stove horizontally on one side;
- b) The power of the stove must be adapted to the size of the room where it is to be installed and the room must be ventilated from the outside;
- c) The assembly of the flue pipe must be carried out in a workmanlike manner and according to European (UNI 10683) and national regulations, local regulations and the technical specifications and warnings contained in this Instruction Manual;
- d) The smoke outlet must be connected to the flue pipe by means of telescopic fittings;
- e) The diameter of the flue must be less than 150 mm.
- f) The connection to the flue pipe must be made with an inclination connection of less than 45°;
- g) The flue pipe must be suitably insulated;
- h) The minimum length of the horizontal section must be greater than 2 metres;
- i) The minimum slope of the horizontal section must be 5%;
- j) The chimney and/or flue pipe must be waterproofed;
- k) The flue shall not have more than two changes of direction;
- l) The flue gas must be discharged directly into the flue pipe;
- m) The flue gas duct must have a length of less than 6.0 m before the flue, with a maximum horizontal section of 3.0 m;
- n) The flue and flue duct must not narrow in width from the initial diameter for its entire length. The initial diameter shall be that of the exhaust outlet of the stove body;
- o) The minimum value of the ventilation duct opening must be 80 cm<sup>2</sup>;
- p) The distance of the flammable walls must be respected, as prescribed on the "stove data plate";
- q) The fire pit must be cleaned before each ignition of the stove.

The Buyer must not make any structural changes to the stove and must not make any operating changes to the electrical board.

Installation and connection must be carried out by the Purchaser and by qualified technical personnel, in compliance with European (UNI 10683) and national regulations, local regulations and assembly instructions contained in this Instruction Manual.

Eva Stampaggi S.r.l. assumes no criminal and/or civil liability, direct and/or indirect, for damage to persons or property resulting from non-compliance with the aforementioned provisions of law, assembly instructions, warnings and general safety rules indicated in this Instruction Manual.

Failure to comply with the installation requirements and/or tampering with the stove may result in: inadequate power and/or abnormal product behaviour, poor flue gas draught, clogging of the fire pit, slow combustion, tank fire, overheating and fire hazard of the stove, fire hazard of the flue gas duct, lack of oxygen in the environment where the stove is located.

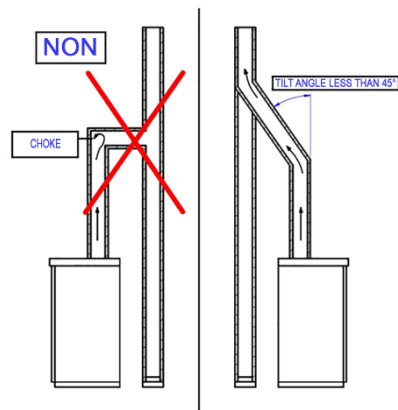
Eva Stampaggi S.r.l. assumes no criminal and/or civil liability, direct and/or indirect for the malfunction of the stove and for damage to persons or property caused by non-compliance with the requirements for installation of the stove and/or tampering with it.

The Buyer must request and retain the certification of compliance of the installation, and the connection of the stove, with the provisions of law. In the absence of such certification Eva Stampaggi S.r.l. assumes no criminal and/or civil liability, direct and/or indirect for the malfunction of the stove and for damage caused to persons or property, resulting from the use of the product.

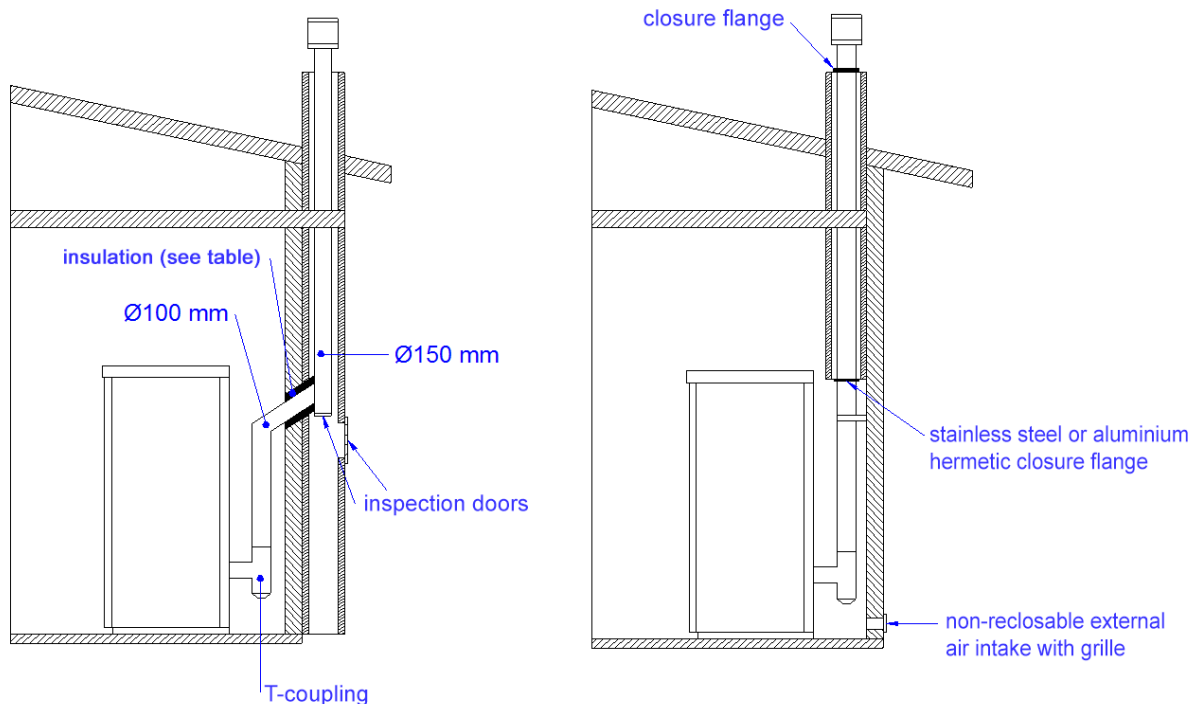
**Warning: in the event of a power failure or electrical blackout, the fire pit must be emptied before repeating the operation. Failure to follow this procedure may cause the door glass to break.**

The flue pipe is one of the key features for guaranteeing the proper functioning of the stove. Thanks to the quality of the materials, the strength, the durability, the easy cleaning and maintenance, the best flue pipes are made of steel, either stainless steel or aluminised.

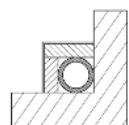
- In order to facilitate connection to the rigid steel flue, it is advisable to use telescopic fittings which, in addition to facilitating the procedure, also compensate for the thermal expansion of both the firebox and the flue itself.
- It is advisable to seal the flue pipe at the end of the appliance with silicone resistant to high temperatures (1,000°C). Should the existing flue opening not be perfectly perpendicular to the firebox fume outlet, use an elbow to connect them. The angle with respect to the vertical, must never exceed 45° (see figure to the side) and there can be no bottlenecks.
- No constrictions. Use 10cm-thick insulating thimbles if pipe vent passes through floors.
- The flue pipe must be insulated along its entire length. The insulation will make it possible to maintain a high fume temperature. To optimise the draught, avoid condensation and reduce deposits of unburnt particles on the walls of the flue. Use proper insulating materials (glass wool, ceramic fibre, Class A1 non-combustible materials).
- The flue must be weatherproof and must not make more than two changes of direction.
- Flexible and length-adjustable metal pipes may not be used.



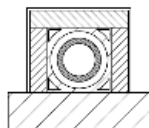
**EXISTING FLUE PIPE (TRADITIONAL)**



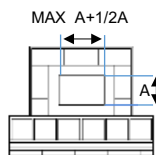
**FLUE PIPE TYPES**



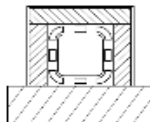
Steel flue pipe with double chamber insulated with material resistant to 400°C. Optimum efficiency.



Refractory flue pipe with insulated double chamber and external coating in lightweight concrete. Optimal efficiency.



Avoid flue pipes with internal rectangular section whose ratio between the larger and smaller side is greater than 1.5. Poor efficiency



Traditional clay flue pipe with cavities. Optimal efficiency.

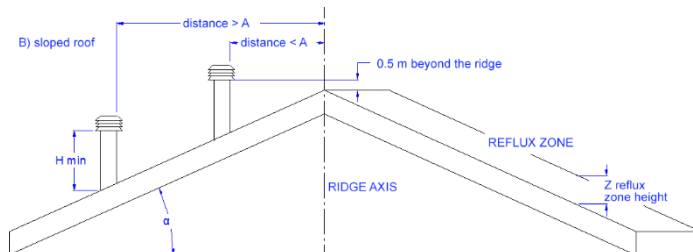
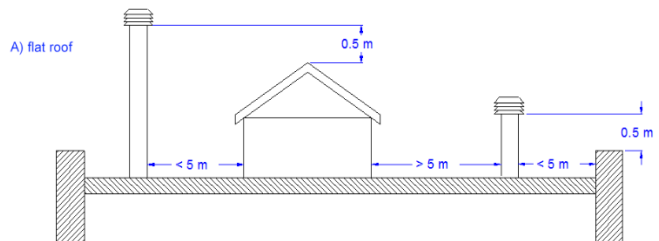
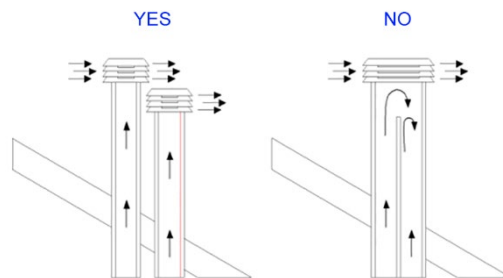


## 05.1 CHIMNEY COWL

A properly installed chimney cowl ensures optimum stove operation. The anti-downdraught chimney cowl consists of a number of components whose outlet section sum always doubles the flue pipe section. Make sure the chimney cowl is at least 150cm above the roof rise so that it is fully exposed to the wind.

The chimney cowls must:

- have useful outlet section that is at least twice that of the flue pipe.
- be made in such a way as to prevent the penetration of rain or snow.
- be constructed in such a way as to ensure, in the event of winds coming from any direction, the evacuation of combustion products.
- be free of mechanical intake auxiliaries.



Roof pitch $\alpha$ [°]	Horizontal width of reflux zone measured from rise A [m]	Minimum height from roof for discharging exhaust fumes $H_{min} = Z + 0.50m$	Height of reflux zone Z [m]
15	1.85	1.00	0.50
30	1.50	1.30	0.80
45	1.30	2.00	1.50
60	1.20	2.60	2.10

## 05.2 DRAUGHT

As they heat up, the gases formed during combustion undergo an increase in volume and, as a result, have a lower density than the cooler surrounding air. This difference in temperature between the inside and outside of the flue results in a negative pressure which increases proportionally to the flue pipe length and the temperature.

The draw of the flue pipe must be able to overcome all resistance from the fume circuit so that any smoke produced inside the stove during combustion is drawn up and dispersed into the atmosphere through the discharge conduit and the flue pipe itself. There are many meteorological factors that influence the operation of a flue pipe, rain, fog, snow, altitude, but the most important is the wind, which can cause negative thermal pressure as well as dynamic negative pressure.

The wind action varies depending on whether it is ascending, descending or horizontal.

- Ascending wind always results in an increased negative pressure and draught.
- Horizontal wind results in an increased negative pressure as long as the chimney cowl was properly installed.
- Descending wind always diminishes the negative pressure, sometimes inverting it.

Excess draught causes an increase in the combustion temperature and consequently a loss in stove efficiency.

Some of the combustion gases, as well as small particles of combustible material, are drawn into the flue pipe before being burned, reducing the stove's efficiency and increasing the consumption of pellets and causing the emission of polluting smoke.

At the same time the high fuel temperature, due to an excess amount of oxygen, wears down the combustion chamber sooner than expected.

On the other hand, poor draught slows down combustion resulting in a decrease in the stove temperature, fume spillage inside the room, a loss of stove efficiency and dangerous build-up in the flue pipe.

To avoid excessive draught it is advisable to use a draught regulator (see figure on the side).



### 05.3 STOVE EFFICIENCY

Paradoxically, highly efficient stoves may pose difficulties for fume extraction.

In order for a flue pipe to work properly its internal temperature must increase as a consequence of the fumes generated during combustion.

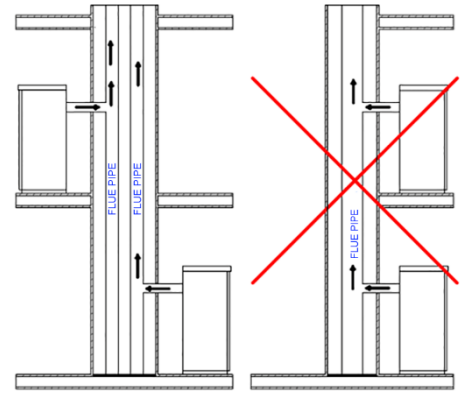
Now, the efficiency of a stove is determined by its capacity to transfer most of the heat produced into the area to be heated: the consequence of this is the greater the efficiency of the stove, the cooler the combustion smoke residues are and as a result the lesser the draught.

A traditional chimney flue, with a rough design and insulation, is more efficient if used with a traditional open fireplace or a poor-quality stove where most of the heat is lost with the fumes.

Therefore, purchasing a quality stove often entails modifying the existing chimney flue to obtain a better insulation, even when it already works properly with old appliances.

Poor draught results in the stove not operating when hot or in smoke spillage.

- Connecting the stove pipe to an existing chimney flue that has already been used with an old appliance is a common mistake. In this way two solid-fuel appliances share the same chimney flue, which is wrong and dangerous.
- If the two appliances are used simultaneously, the fume load might exceed the existing chimney flue capacity resulting in downdraught. If only one appliance is used, the fume heat will facilitate draught but the cold air coming from the other appliance not in use will cool down exhaust fume temperature again blocking the draught.
- Besides the problems described so far, if the two appliances are placed on different levels the communicating vessel principle might be interfered with, causing combustion fumes to be drawn in an irregular and unforeseeable way. Installation warnings



### 05.4 STOVE SPECIFICATIONS FOR FLUE PIPE SIZING

COSTANZA	
Chimney flue draught	12 Pa
Fume temperature	168 °C
Maximum flue gas flow rate	7.7 g/s

**IMPORTANT: THE LENGTH OF THE FUME DUCT PIPE MUST HAVE A DIAMETER EQUAL TO OR GREATER THAN THAT SPECIFIED FOR EACH APPLIANCE. EVERY 90° ELBOW OR (T) COUPLING IS THE EQUIVALENT OF 1 METER OF PIPE.**

**IN ORDER TO GUARANTEE CORRECT EFFICIENCY OF THE STOVE, ENSURE THE FOLLOWING TYPES OF INSTALLATION BEFORE CONNECTION TO THE FLUE PIPE:**

INSTALL THE PRODUCT WITH AT LEAST ONE (T) AND 1 METERS OF PIPE CERTIFIED ACCORDING TO EN 1856-2

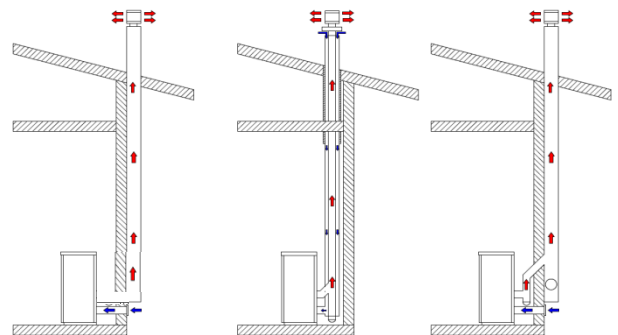
### 06. INSTALLATION WARNINGS

By using coaxial tubes, the air will be pre-warmed contributing to improved combustion and lower emissions into the atmosphere.

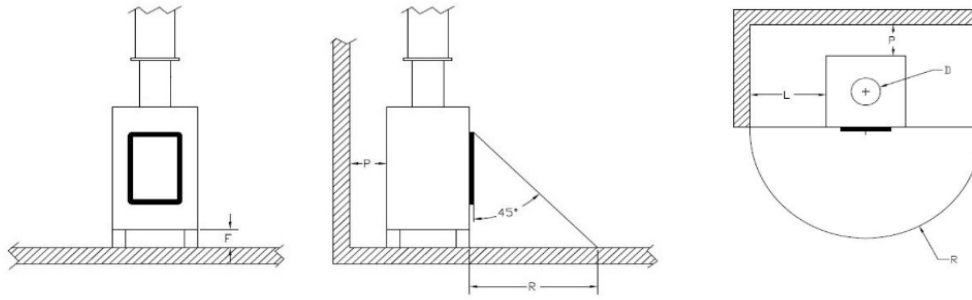
Before installing, the following indications must be met:

Select the position where the stove is to be installed and:

- Arrange the connection to the flue pipe for fume extraction.
- Arrange the external air intake (combustion air).
- Arrange the connection to the earthed mains.
- The electrical system of the room where the stove is to be installed must be earthed, otherwise the control board may not work properly.
- Place the stove on the floor in a convenient position for the connection to the flue pipe and close to the combustion air intake.
- The appliance must be installed on a floor with an adequate loading-bearing capacity.
- Should the existing floor not comply with the requirement above, proper measurements must be taken (for instance, the installation of a load distribution plate).
- All the structures which could catch fire if exposed to excessive heat must be protected. Floors made from wood or inflammable materials must be protected using non-combustible materials (e.g. 4mm-thick sheet metal or ceramic glass).
- The appliance installation must ensure easy access for cleaning the stove, exhaust pipes and flue pipe.
- This appliance is not suitable to be installed on a shared flue pipe.
- During normal operation, the stove draws air from the room where it is installed. Therefore, an external air intake must be positioned at the same height of the pipe located on the stove back. Exhaust fume pipes must be suitable for pellet stoves and must therefore be made from coated steel or stainless steel, with a diameter of 8cm and fitted with adequate gaskets.
- The "air combustion" socket must reach an external wall or a wall of an adjacent room with external ventilation, as long it is not a bedroom or bathroom, nor at risk of fire such as garages, storage rooms, combustibles stores, etc. These air vents must be made in such a way that they cannot be blocked either internally or externally and should be protected by a grille, metal net or other suitable protection without reducing the minimum dimensions.



If the stove is to be installed in rooms where it is surrounded by flammable materials (e.g. furniture, wood cladding, etc.), **the following minimum clearances must be complied with:**



**FLAMMABLE**

**NON FLAMMABLE**

**COSTANZA**

REAR WALL P =	200 mm
SIDE WALL L =	400 mm
FLOOR F =	- mm
FRONT R =	1000 mm

**COSTANZA**

REAR WALL P =	100 mm
SIDE WALL L =	200 mm
FLOOR F =	- mm
FRONT R =	1000 mm

It is in any case advisable, as well as respecting minimum distances, to install the fireproof heat-resistant insulating panels (mineral wool, aerated concrete, etc.). The following is recommend:

**Promasil 1000**

Classification temperature: 1000 °C

Density: 245 kg/m<sup>3</sup>

Shrinkage at reference temperature, 12 h: 1.3/1000°C %

Cold crushing strength: 1.4 MPa

Bending strength: 0.5 MPa

Reversible thermal expansion: 5.4x10<sup>-6</sup> m/mK

Specific heat capacity: 1.03 kJ/kg K

Thermal conductivity λ:

200 °C → 0.07 W/mK

400 °C → 0.10 W/mK

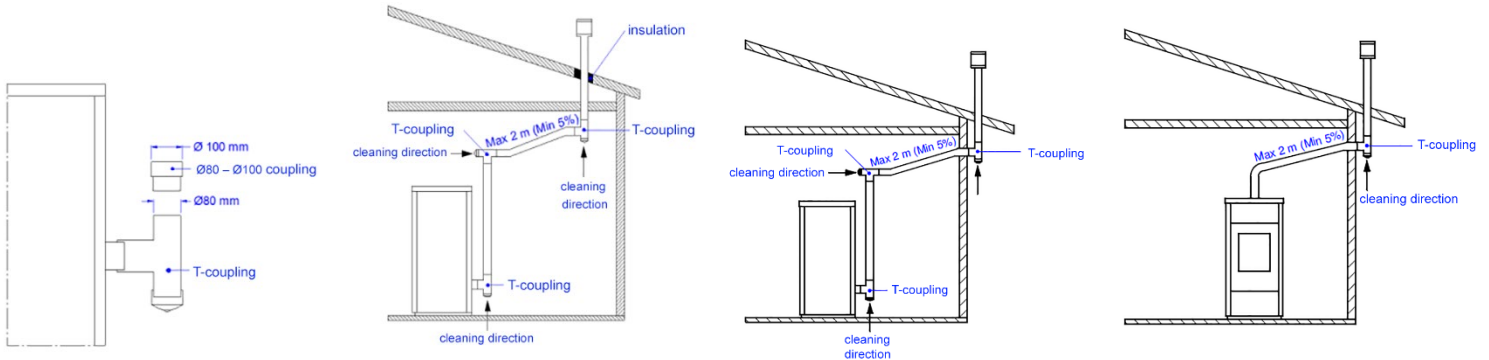
600 °C → 0.14 W/mK

800 °C → 0.17 W/mK

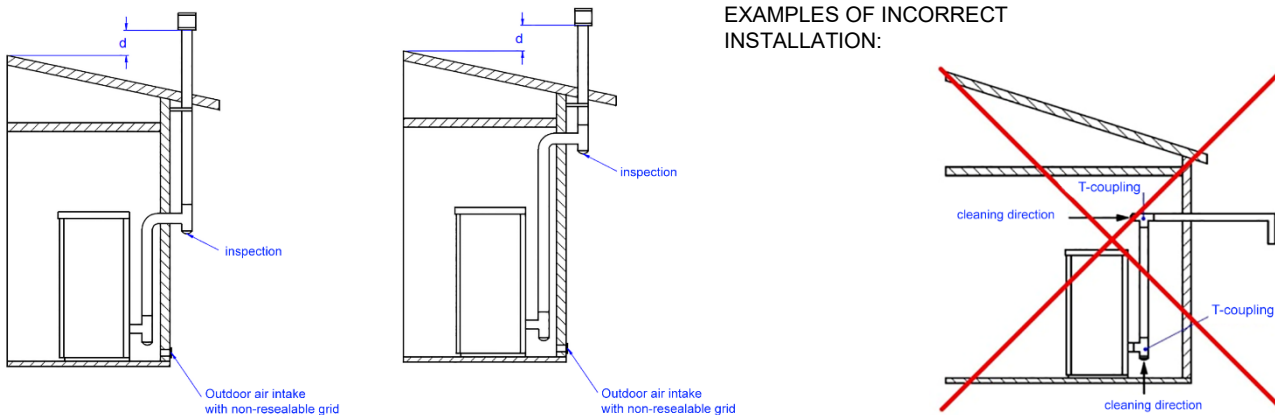
Thickness: 40 mm

- When the stove is on, it can create a depression in the room where it is installed, therefore there must not be any open flame apparatus in the same room, with the exception of type C boilers (airtight).
- Make sure that the stove can draw the necessary quantity of combustion air: this must be from an open space (i.e. a space without exhaust blowers or providing adequate ventilation) or directly from outside.
- Do not install the stove in bedrooms or bathrooms.
- Unpack the stove: be careful not to damage the product at the time of unpacking.
- Check the stove's legs and adjust them so that the stove is stable.
- Place the stove so that the door and any window openings are not against the walls.
- After connecting the stove to the combustion air inlet join the coupling device to the flue pipe.

**EXAMPLES OF INSTALLATION:**



**EXAMPLES OF INCORRECT INSTALLATION:**

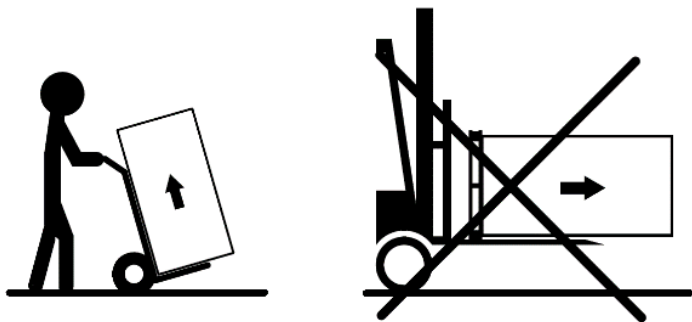


**Exhaust pipes must never be fitted pointing downwards or horizontally so that fumes are discharged directly through the external wall.**

**HANDLING AND UNPACKING**

When transporting do not position the product horizontally. Unloading of the product must be performed using lifting means that are suitable and that have characteristics that are consistent with the weight of the stove. The operator must make sure that during offloading and lifting of the stove there are no persons or objects nearby. When unpacking, avoid damaging the product with cutters or blunt tools. Keep the packaging out of the reach of children. Remove the screws of the brackets holding the product to the pallet and put it in position taking care to avoid anything that may block installation or damage the product. Use a lifter or pallet truck to separate the apparatus from the transport pallet using the appropriate opening on its base.

Pay attention to the balance of the product given its size and weight. Turn the fixing brackets to the pallet under the product. They do not need to be removed.

**PLACE OF INSTALLATION**

Observe the safety distances described above.

**CAUTION: THE PRODUCT WEIGHT IS 450 kg. Bear in mind this data should it be necessary to install the stove in attics or on second floors.**

In compliance with current regulations for installation, the pellet stove must be placed in a ventilated area where sufficient air flows to ensure correct combustion and therefore efficient operation. The room must have a volume of no less than 100 m<sup>3</sup> and, in order to ensure good combustion.

(40 m<sup>3</sup>/h of air) a "combustion air intake" is required, which must reach an external wall or a wall of an adjacent room with external ventilation, provided they are equipped with an outside air intake and are not bedrooms or bathrooms or, where there is a fire hazard such as sheds, garages, storerooms for combustible materials, etc. These air intakes must be created in such a way that they cannot be obstructed neither from the inside nor from the outside and must be protected with grilles, wire mesh or suitable guards, provided that they do not reduce the minimum cross section.

When in operation, pellet stoves can create negative pressures in the rooms where they are installed. Other naked flame equipment must, therefore, not be present in the same room (except only type C (watertight) boilers, unless they have their own air supply).

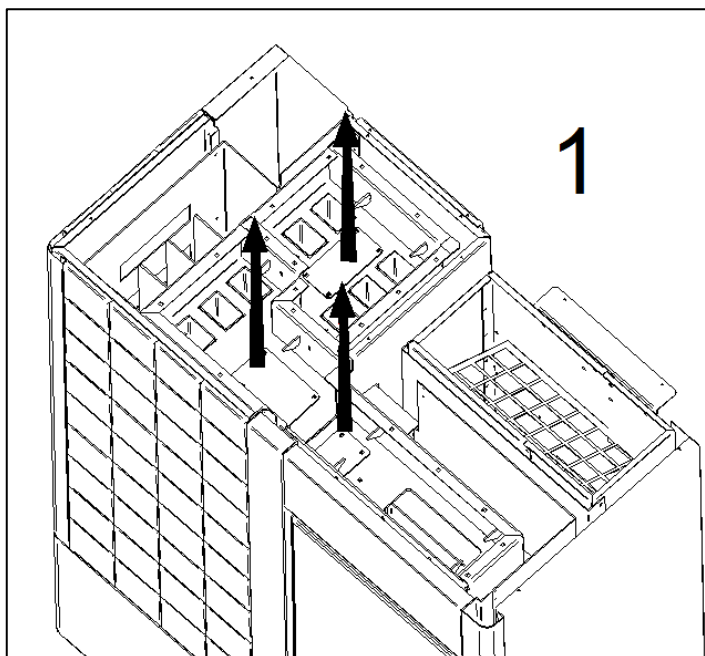
They must not be positioned close to curtains, armchairs, furniture or to other flammable materials.

They must not be installed in explosive or potentially explosive environments which may become explosive due to the presence of machinery, materials or dust that can cause greenhouse gas emissions or which can easily ignite with sparks. Before starting to install the pellet stove, bear in mind that all the finishes or any beams in flammable material must be positioned at a safe distance and outside the area of irradiation of the product itself. Also bear in mind that to avoid compromising correct operation of the appliance it is essential to create a recirculation of air inside its housing, which prevents overheating. This is possible by observing minimum distances and by creating ventilation holes.

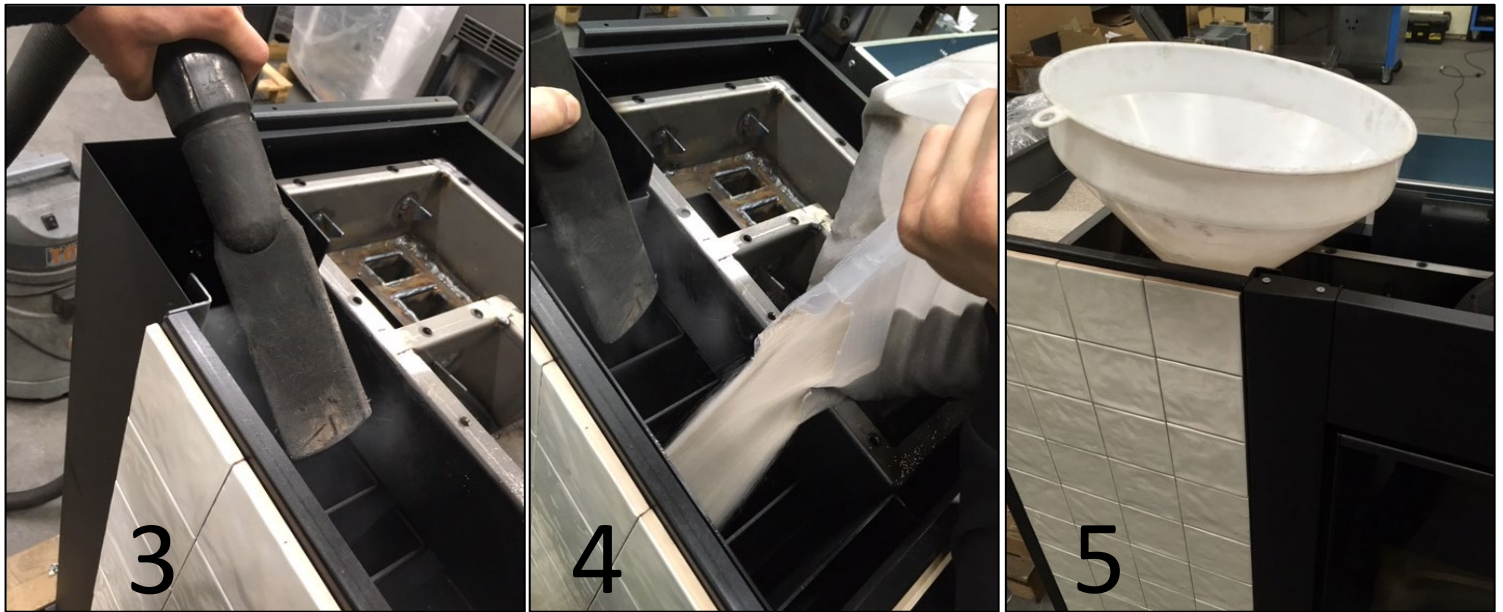
**07.1 PROCEDURE FOR CORRECT PRODUCT INSTALLATION**

Once the product has been positioned, follow the instructions below:

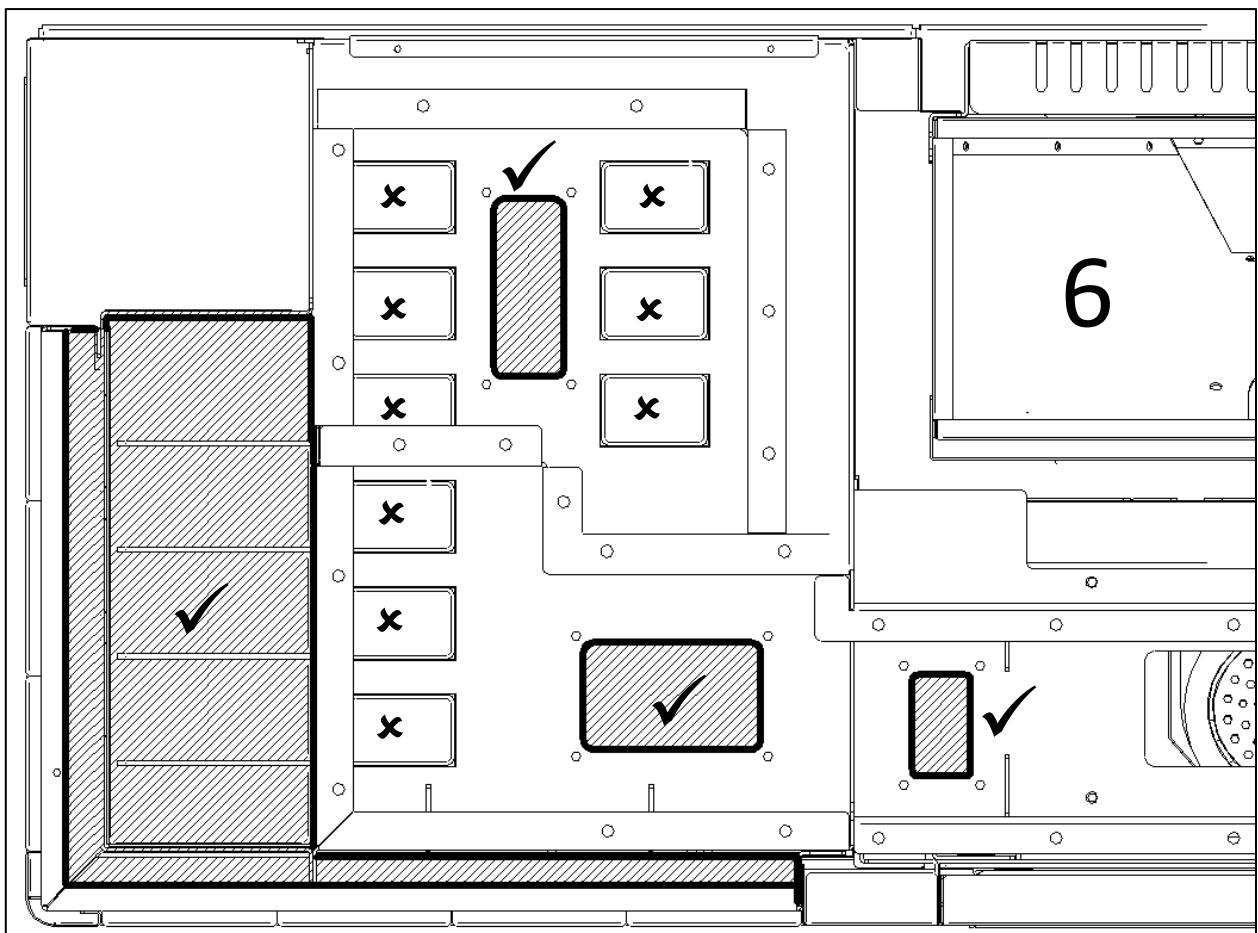
- Remove the upper Top and the relative deflectors found below. Also remove the galvanised covers on your left.
- Loosen all the hexagonal screws that keep the flue gas closed. Remove the vermiculite pieces found below.
- Remove the 3 caps that you find in the fume fan. They are used to fill the tank with sand. (FIG.1).
- Open a small portion of the sandbag by cutting the corner using a pair of scissors (FIG.2).



- Use a vacuum cleaner to collect the finest dust produced when emptying the bags (FIG.3).
- Empty the sandbags slowly in order to allow a homogeneous distribution of the product.
- With a funnel, insert the sand inside the cavities where the caps had previously been removed. (FIG.4 FIG.5).



- Fill the following areas to the top (FIG.6)
- In order to improve the distribution of the material, shake and wiggle the machine during the filling phase to fill every single gap.
- There are 8 sandbags at your disposal. Correct filling guarantees the use of all the bags supplied.



- Vacuum the excess sand left in the fume fan
- Screw the caps back into the initial position, paying attention to the fibreglass tape.
- Reassemble the vermiculite and the fume fan cap always paying attention to the fibreglass tape, and the galvanised ones previously removed.
- Connect the fume duct to the stove. Reassemble the main top.

## 07.2 ELECTRICAL CONNECTION

The electrical connection must be performed by qualified personnel who install circuit breakers upstream of the appliance. Avoid installations with electric cables that run close to fume pipes or hot components that are suitably insulated. The voltage is 230V while the frequency is 50Hz. The electrical system, at the connection point, must include an earth connection as required by EEC Regulation 73/23 and EEC 93/98.

## 07.3 EXTERNAL THERMOSTAT

In this product it is possible to install an external thermostat. This operation may only be performed by authorised personnel. Use a 2-pole cable with everyday double insulation. Connect the two poles to the connector of the electronic board to the TERM connector. Enable the external thermostat by bringing the room temperature with the P2 key up to 7°C. In the event that the thermostat is closed, the appliance works at the set power. If the thermostat is activated, the appliance will work in the MODULAT- state until it is switched off; if it is on STAND-BY, it is activated.

## 07.4 IGNITION

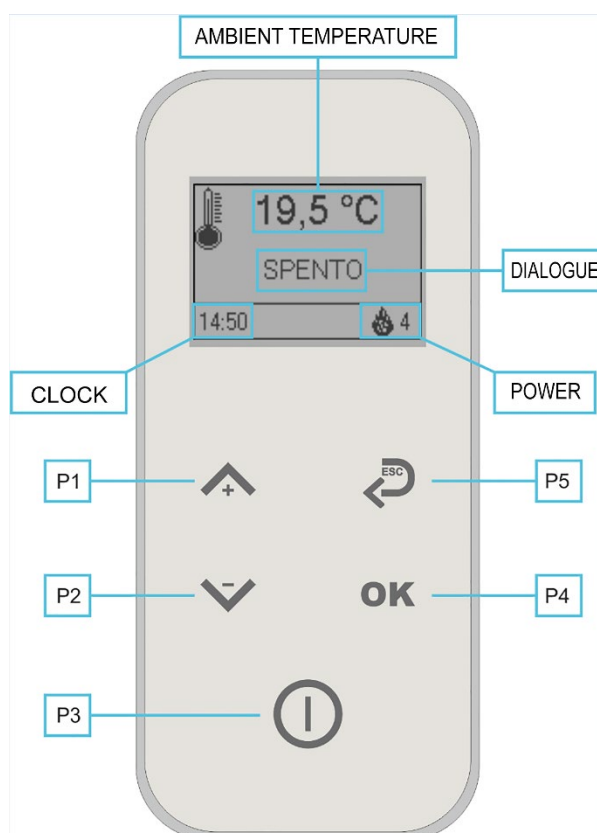
The first procedure to be carried out is to connect the plug of the product to the mains; fill the pellet hopper (pay special care not to empty the entire bag at once, but to carry out the procedure slowly so as not to introduce any pellet powder present in the bag into the hopper). If applicable, be careful not to damage the pellet hopper door gasket and keep the support surface of the hopper clean.

Do not use pellets of poor quality. The use of substandard pellets can prevent the stove from reaching its maximum yield due to poor combustion and degradation of the stove itself. Check that the door of the pellet hopper is fully and correctly closed otherwise the stove will not work properly. Load the pellets then from the main menu perform the INITIAL LOAD, and then turn on the stove.

## 08. PRODUCT USE

### 08.1 REMOTE CONTROL

Proper functioning and control adjustment devices  
Console



The remote control shows the information concerning the stove operating status. A variety of data can be displayed and settings carried out according to the level of access by using the menu. Depending on the selected mode and on their position on the display, the data visualised may acquire different meanings.

#### PANEL DESCRIPTION

Button P1 – Increase:

When in programming mode, use this button to modify/increase the selected menu value. When in working/switched off mode, instead use this button to increase the room thermostat temperature value or stove heat output.

Button P2 – Decrease:

The button in programming mode modifies / decreases the selected menu value, in working / off mode it decreases the value of the room thermostat temperature or stove heat output or the storage temperature.

Button P3 – ON/OFF release:

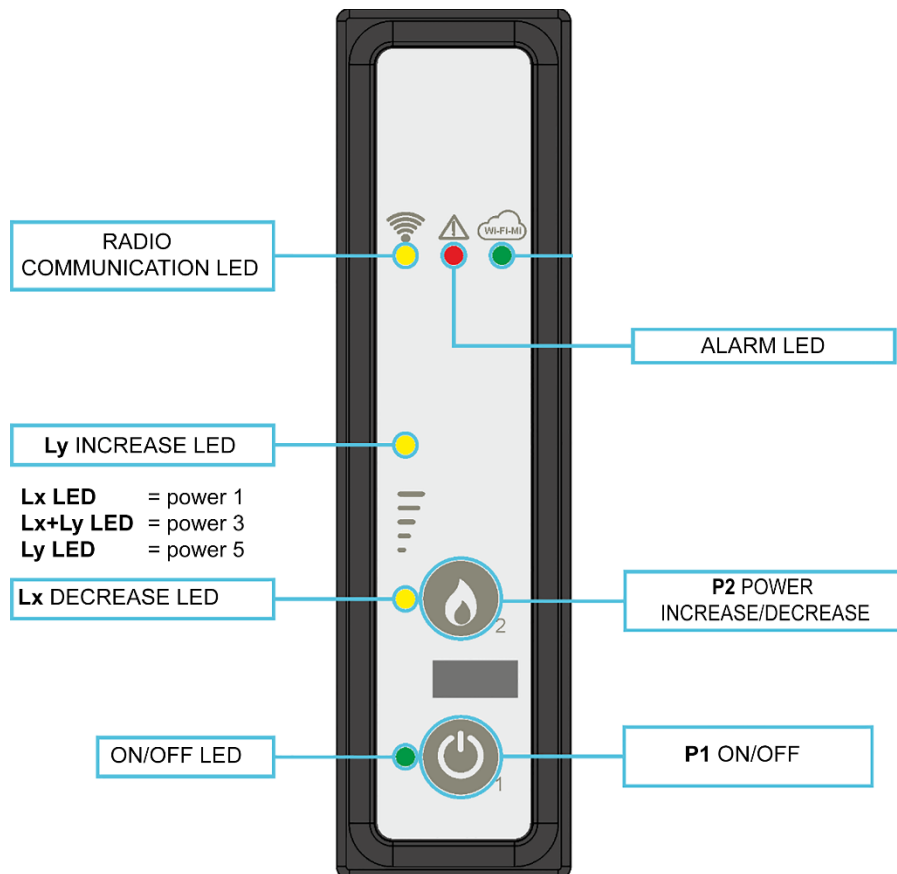
Hold this button down for two seconds to manually switch the stove on or off respectively depending on its initial status (switched on or off).

By simply pressing, the remote control display comes on. Should any alarm have blocked the stove, press this button to unlock it and subsequently switch it off.

Button P4 – Confirm / Menu.

Button P5 – Back / Ventilation ON - OFF

## 08.2 EMERGENCY CONSOLE



The emergency console is used when the remote control does not work or in case of loss of the latter.

Button P1 – ON/OFF:

Keeping this button pressed, the stove will switch on or off according to the last settings recorded by the remote control.

Button P2 – heat output increase / decrease:

With this button it is possible to select the stove heat output manually.

## 08.3 REMOTE CONTROL ASSOCIATION

First ignition and association of the radio remote control to the stove: it is necessary to interface the radio remote control to the emergency display. There are 2 possibilities:

- 1) With the board off, press the two remote control keys (ok+on-off) until the radio id menu appears. At this point press the "-" key and the word "NEW" appears. Press the "OK" key and select the desired channel number ("+" and "-" keys). Turn on the board and press the "OK" key on the remote control to confirm.
- 2) With the board on, press the two keys of the remote control (ok+on-off) until the radio id menu appears. At this point, press the "-" key and the word "NEW" appears. Press the "OK" key and select the desired channel number ("+" and "-" keys). Press the two buttons on the emergency console until all the LEDs flash. At this point, press "OK" on the remote control to confirm.

## 08.4 MENU

Press the P4 button to access the menu.

It includes several items and levels to access settings and control board programming.

### USER MENU

The table below briefly describes the menu structure, focusing in particular on the functions available to users.

### OPERATING MODE menu

In this menu it is possible to choose the operation of our stove. There are 3 operating modes:

- PWR (POWER): operation based on the storage temperature with the air fan off: the stove adjusts its power to bring the storage to the pre-set temperature (the power of the stove cannot be adjusted. It is possible to increase or decrease the storage temperature by a pre-set percentage by pressing the P2 button.
- CLAS (CLASSIC): operation based on the ambient temperature with the air fan on: the stove adjusts its power based on the ambient temperature. Ventilation can be activated or deactivated by pressing the P5 key.
- HIBR (HYBRID, di default): operation based on room temperature but in power mode. If the ambient temperature is not satisfied when the storage temperature is reached, the air fan is also activated. Once the set temperature is reached, the stove switches off.

### DISPLAY ADJUSTMENT menu

In this menu it is possible to adjust the settings of the remote control display. You will find:

BACKLIGHT ON: duration of the remote control lighting

POWER ON: duration of the display on

BRIGHTNESS: on or off

CONTRAST: to adjust the display contrast

KEY TONES: to deactivate or activate the remote control keys beep

### menu SET CLOCK

Use this function to set current time and date. The control board is equipped with a lithium battery guaranteeing the time clock 3/5 year-long autonomy. Set the current date by pressing OK and the respective arrows to increase or decrease the selected values.

### menu CHRONO

#### Submenu – ENABLE CHRONO:

The menu shown on the "ENABLE CHRONO" display allows overall enabling and disabling of all the chronothermostat functions. To enable, press the P1 button. Press P3 button to confirm.

#### Submenu – DAILY CHRONO:

Once the "DAILY CHRONO" menu has been selected, the daily chrono is enabled using the P1 and P2 buttons. With the P4 button, the possible items can be scrolled through, including: switch-on time, switch-off time, set stove heat output, room temperature. It is possible to set two operating ranges. The OFF setting tells the clock to ignore the command. To change use the keys P1 and P2 while to confirm press P3.

#### Submenu – WEEKLY CHRONO:

The "WEEKLY CHRONO" menu allows enabling/disabling and setting of the weekly chronothermostat functions. The weekly programming function features 4 independent programmes. Moreover, if the time is set to OFF, the time clock ignores the corresponding control. To change use the keys P1 and P2 while to confirm press P3.

In each program you will find: Switch-on time, Switch-off time, Set stove heat output, Room temperature, Days of the week for which the programme is to be active. Monday is 1 and Sunday is 7.

#### Submenu – CHRONO WEEK-END

It is used to enable/disable and to set the chronothermostat functions on weekends (days 6 and 7, i.e. Saturday and Sunday). To enable, press the P1 and P2 buttons. Setting the times **Start 1** and **Stop 1** sets the operating period for **Saturday**, while **Start 2** and **Stop 2** are used to set the stove operation for **Sunday**. In each program you will find: Switch-on time, Switch-off time, Set stove heat output, Room temperature.

### menu SELECT LANGUAGE

Use this command to select one of the languages available. To move to the next language press P1 (increase) to go back, press P2 (decrease) and to confirm press P4.

### menu MODE BUZZER

It is used to enable or disable the buzzer board.

### menu INITIAL LOAD

This function is only available when the stove is OFF and is used to load the auger when the stove is started for the first time when the pellet hopper is empty. After selecting the menu, press P1. The exhaust blower switches on at the maximum speed and the auger tube (auger tube LED on) starts working. They will switch off once the period of time indicated on the display has elapsed or after pressing the P3 button.

### menu STOVE STATUS

Enter the STOVE STATUS menu, after pressing the P4 button, the display scrolls the status of a number of variables during operation of the stove at work.

### menu TECHNICAL

This menu item is reserved for the stove installer.

### menu STAND-BY

In this menu it is possible to activate or deactivate the automatic stand-by of the stove. When selected, if the conditions have all been met, the stove will enter MODULAT – OK STDBY. This state lasts for 10 minutes. Once this time has elapsed, the stove will switch off and then switch on again when required.

## USER FUNCTIONS

Standard functioning of a control board properly installed on an air stove is described below with reference to the functions available to users.

### Stove ignition

Hold P3 button down for a few seconds to switch on the stove. Successful ignition is indicated on the display with the word "START". During this phase, the stove goes into pre-heating status; both the glow plug (as indicated by the corresponding glow plug LED) and the exhaust blower switch on.

Any problem detected during the switching-on phase is indicated on the display and the stove goes into alarm status.

### Loading with Pellets

After approximately 1 minute the pellet loading phase begins and the message "LOAD PELLETS" appears on the display. During the initial phase, the auger tube loads the pellets into the fire pit for a fixed time. In the second phase the auger tube turns off, while the speed of the fumes and the glow plug remain in the previous state. If ignition does not occur after this phase, the auger tube is switched on again and the glow plug remains on.

### Fire present

Once fume temperature has reached and exceeded a pre-set threshold, the stove goes into the ignition mode and the message "FLAME LIGHT" appears on the display. The speed of the fumes is fixed, the auger tube turns on for a fixed time and the glow plug is turned off. Any problem during this phase will cause the control board to stop and the stove to go into error state.

### Stove operational

After the temperature of the fumes has reached and exceeded a given value and has maintained it for at least a predetermined time, the stove goes into work mode which is the normal working mode. The upper display shows the time and the room temperature and the lower one the set power and the power in which the stove is found. The heat output can be set by pressing the P2 key and the room temperature can be set by pressing the P1 button. If the fume temperature reaches a certain set threshold, the air exchanger fan turns on. After this phase, the stove cleans the fire pit. The word "CLEANING FIRE-POT" scrolls on the display, the auger is on and the fume fan is on. Once the set period of time has elapsed, the stove goes back to the working mode.



## Summary digram of OPERATING MODES

	SETTABLE POWER	SETTABLE ACCUMULATION CHOSEN	SETTABLE AMBIENT TEMPERATURE	VENTILATION SET (ON/OFF)	STAND-BY	CONDITIONS FOR STAND BY
<b>PWR (POWER)</b>	NO	YES	NO	NO	Always active	Accumulation satisfied
<b>CLAS (CLASSIC)</b>	YES	NO	YES	YES	Settable	Ambient temperature satisfied
<b>HYBR (HYBRID)</b>	NO	YES	YES	NO	Settable	Accumulation and ambient temperature satisfied

### Changing set heat output

During stove normal operation (WORK), the heat output can be changed by using the P2 button. Press the P2 button again to increase the heat output and the P1 button to decrease it. The display will show the set heat output. To exit the set, wait 5 seconds without performing keyboard operations, or press P3 or P4.

### Changing set room temperature

Press P1 button to change the set room temperature. The display shows the set room temperature (SET temperature value). Press P1 and P2 buttons to increase or decrease, respectively, the temperature value. The value is saved after approx. 5 seconds and the display goes back to normal. Otherwise, press P3 or P4 to exit.

### The room temperature / storage temperature reaches the set temperature (SET temperature)

When the room and storage temperature have reached the set value, the heat output of the stove is automatically brought to the minimum value. During this phase the display shows the message "MODULAT-". If room temperature falls below the set value (Set temperature value), the stove will go back to the "Work" mode and to the previously set heat output (Set heat output). If there is an external thermostat and the room temperature has been set to T-e, if the thermostat is open it will begin modulation and if closed, it will return to the heat output set.

### Stand-by

When enabled in the menu, the Stand-by function allows the stove to be switched off after complying with the following conditions. It is enabled if, for a certain time, the room temperature is higher than the set temperature (Room set) plus a pre-set temperature delta. The display will show the wording "OK-STDBY". At the end of the given time, the message "WAIT COOLING" appears on the display. In this state, the stove has an auger tube closed (auger tube off) and the heat exchanger switches off. When the flue gas temperature reaches a given threshold, the stove enters stand-by mode and scrolls the message "HOLD REQUEST". The auger (auger LED off), exchanger and the fumes fan are off.

The stove switches on again if the room temperature drops below the set temperature minus the threshold given by the temperature delta.

### Stove switch off

Hold P3 button down to switch off the stove. The message "SWITCH OFF" appears on the display. The auger tube motor stops (the auger tube LED is off) and the exhaust blower speed is pre-set. The fan of the exchanger (exchanger LED on) remains active until the fume temperature falls below a pre-set value. After a certain time, if the temperature of the fumes is below a given threshold, the stove switches off, displaying the message "OFF".

## 08.5 ALARMS

In the event that an operating fault occurs, the board intervenes and signals the occurrence of an irregularity, switching on the alarm LED (alarm LED on) and emitting acoustic signals.

The possible alarm messages are listed below:

Display shows	No.	Cause
<b>BLACK OUT</b>	(1)	Absence of mains voltage
<b>PROBE EXHAUST</b>	(2)	Fume probe faulty
<b>HOT EXHAUST</b>	(3)	Fume overheating
<b>FAN FAILURE</b>	(4)	Exhaust blower fault, not working
<b>NO LIGHTIN-</b>	(5)	Stove does not ignite
<b>NO PELLETT</b>	(6)	Shutting down due to insufficient pellets
<b>THERMAL SAFETY</b>	(7)	Safety thermostat activated
<b>NO DEPRESSURE</b>	(8)	Depressor activated
<b>TRIAC COC FAILURE</b>	(-)	The auger tube turns continuously

**In case of alarm, the stove is immediately switched off.**

**EXCEPT FOR BLACK OUT**, the alarm status is reached at the end of the period of a time set by and can be cleared by holding P3 button down. Every time an alarm is cleared, for safety, a stove shutdown phase is started. The alarm LED (alarm LED on) will remain on and the buzzer, if enabled, will sound intermittently during the entire alarm phase. Should the alarm not be cleared, the stove will in any case be switched off and the alarm message will remain on the display.

**In case of alarm, the stove is immediately switched off.**

Alarm status can be reset by pressing the P3 button.

### Safety thermostat

In the event that the general safety thermostat detects a water temperature above the threshold, the same intervenes to disconnect the auger (whose power supply is in series). The **THERMAL SAFETY** message is displayed and the system is shut down. Unscrew the black cap on the back of the stove and press the button to reset the contact.



### Negative pressure alarm

This alarm occurs if:

- The flue pipe is non-compliant: the pipe must minimise the pressure in Pascals required by the manufacturer (see TECHNICAL DATA) at both low and maximum heat output;
- The flue pipe or combustion air intake is obstructed;
- Excessive dirt inside fume circulation area: empty the ash that is deposited in the part adjacent to the ash drawer compartment.

### Damage exhaust blower alarm

In the event the fume extraction fan is damaged, the stove switches off and the message FAN FAILURE is displayed.

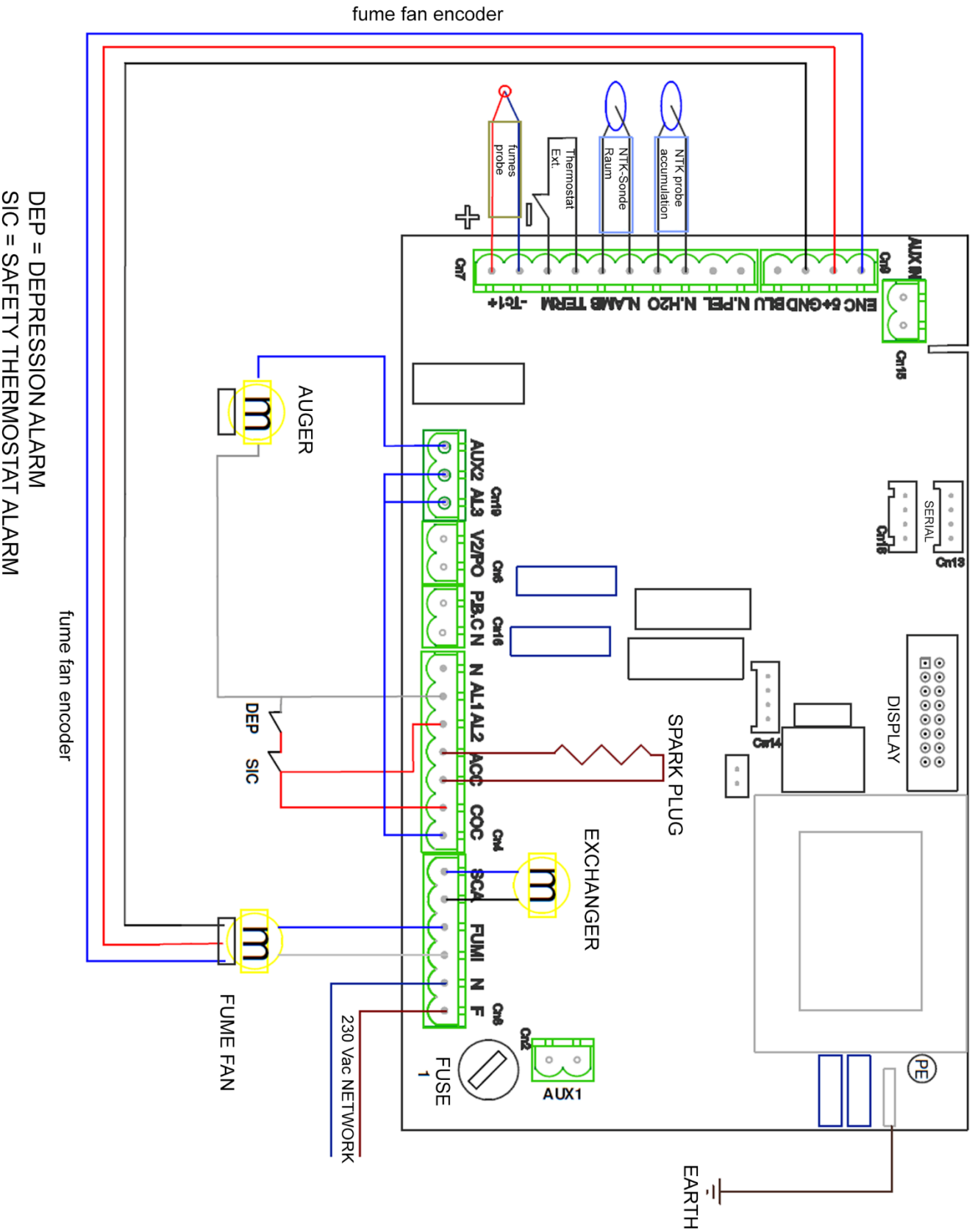
### Power outage alarm

In the event of a power cut for a certain period of time, the device goes into BLACK OUT alarm when the voltage returns. Wait for the stove to cool and then switch it back on.

### SERVICE MESSAGE

The stove will display the message SERVICE (or SER) during operation depending on the number of hours of operation. The wording does not lock operation of the stove, but non-routine maintenance will be required by an authorised technician, who will reset the service hours.

# ELECTRICAL CONNECTIONS DIAGRAM



## 10. CLEANING AND ROUTINE MAINTENANCE

The stove requires simple and frequent cleaning to guarantee maximum efficiency and correct operation.

The Buyer must carry out regular cleaning of the stove following the instructions contained in this Instruction Manual, and in particular must carry out daily cleaning before each ignition or refilling of pellets, the ash drawer, the fire pit and the combustion chamber.

Failure to clean and/or routinely maintain the stove can cause: malfunctions, obstruction of the fire pit and pipes, poor or slow combustion, or overheating of the stove and fire in the hopper.

Eva Stampaggi S.r.l. assumes no direct and/or indirect criminal and/or civil liability for the malfunction of the stove and for injury to persons or damage to property caused by failure to clean/incorrect cleaning or routine maintenance of the stove.

Carry out daily cleaning with a cold boiler as follows:

- Vacuum the base of the fire pit inside the combustion chamber

Carry out weekly cleaning with a cold boiler as follows:

- Vacuum the combustion chamber, ensuring that there are no burning embers remaining. If embers are still burning, the vacuum cleaner will catch fire;
- Remove the ash that collects inside the firebox and on the door.
- Clean the glass with a damp cloth or with a ball of damp newspaper dipped in ash. If the operation is performed with the stove hot there is a risk of the glass exploding.
- Empty the ash drawer, by vacuuming it or throwing the ash out with the rubbish.
- Vacuum the ash drawer compartment and the adjacent inspection window.



Carry out monthly cleaning with a cold boiler as follows:

- Vacuum the T lid of the fume connection. Open the side inspection window and remove the T lid.

Caution: Only use a dry cloth to clean the stove. Do not use abrasive material or products that could corrode or bleach surfaces. At the end of the season, with the last ignition, the pellet remaining in the auger must be consumed completely. The auger must remain empty to avoid clogging due to solidified sawdust residue created by moisture.

## 11. NON-ROUTINE CLEANING AND MAINTENANCE

The purchaser must have the flue pipe and ducting cleaned annually, before winter, by qualified technical personnel with the documentation to be shown in the event of activation of the warranty.

Before performing maintenance it is recommended to turn the stove off using the power button, and remove the plug.

Cleaning must also be carried out before resuming use of the stove, as during the summer there may have been impediments to the regular flow of exhaust gases (e.g. nesting, fouling or obstruction).

Not carrying out non-routine maintenance may cause: negative pressures with poor draught and slow flame, obstruction of the fire pit and pipes, overheating of the stove and fire in the fume ducting.

Eva Stampaggi S.r.l. assumes no criminal and/or civil liability, direct and/or indirect for the malfunction and those resulting from people or things caused by the failure/incorrect extraordinary maintenance of the stove.

It is not uncommon, at the first cold spell and with wind for fires to ignite in the chimney due to the residue build up; some advice in the unfortunate event of this happening is:

- Block air access to the flue pipe immediately;
- Use large handfuls of sand or salt, not water, to extinguish the fire;
- Move objects and furniture away from the hot chimney.

Caution: Only use a dry cloth for cleaning the outside of the stove. At the end of the season, with the last ignition, the pellet remaining in the auger must be consumed completely. The auger must remain empty to prevent obstruction due to solidified sawdust residue created by moisture.

**12. TROUBLESHOOTING**

<b>PROBLEM</b>	<b>CAUSE</b>	<b>SOLUTION</b>
<b>FIRST START-UP</b>	<b>IT MAY BE NECESSARY TO REPEAT THE FIRST LOAD PHASE A FEW TIMES TO FACILITATE THE APPLIANCE INITIAL START-UP AS THE AUGER TUBE IS COMPLETELY EMPTY AND IT MAY TAKE A SPECIFIC PERIOD OF TIME TO FILL.</b>	
<b>DISPLAY SWITCHED OFF</b>	POWER OUTAGE	CHECK PLUG AND POWER SUPPLY.
	FAULTY ELECTRICAL CABLE	CALL TECHNICAL SUPPORT.
	INTERRUPTED FUSE IN CONTROL BOARD	CALL TECHNICAL SUPPORT.
	FAULTY CONTROL BOARD	CALL TECHNICAL SUPPORT.
	FAULTY DISPLAY	CALL TECHNICAL SUPPORT.
<b>ALAR COOL FIRE</b> <b>ACTIVE ALARM MISSING PELLETS</b> <b>ACTIVE ALARM IGNITION FAULT</b> <b>AL6 MISSING PELLETS</b> <b>AL6 NO FLAME</b> <b>NO FLAME</b>	POWER OUTAGE	CHECK PLUG AND POWER SUPPLY.
	NO PELLETS	CHECK HOPPER.
	AUGER TUBE BLOCKED BY FOREIGN BODY	DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC.
	POOR-QUALITY PELLETS	CHANGE PELLET TYPE.
	INSUFFICIENT PELLET SET VALUE AT MINIMUM HEAT OUTPUT	CALL TECHNICAL SUPPORT.
	POWER OUTAGE	SWITCH STOVE ON AND OFF, CHECK PLUG.
<b>ALAR NO IGN</b> <b>ACTIVE ALARM IGNITION FAULT</b> <b>AL5 IGNITION FAULT</b> <b>NO STAB</b>	NO PELLETS	CHECK HOPPER.
	SAFETY THERMOSTAT TRIGGERED	RESET THE MANUAL THERMOSTAT AT THE REAR OF THE STOVE
	FAULTY FUME SENSOR	CALL TECHNICAL SUPPORT.
	AUGER TUBE BLOCKED BY FOREIGN BODY	DISCONNECT PLUG, EMPTY HOPPER, REMOVE ANY FOREIGN BODY, SUCH AS NAILS, ETC.
	FAULTY AUGER TUBE MOTOR	CALL TECHNICAL SUPPORT.
	FAULTY CONTROL BOARD	CALL TECHNICAL SUPPORT.
	FAULTY EXHAUST BLOWER	CALL TECHNICAL SUPPORT.
	DIRTY FIRE PIT	CLEAN FIRE PIT.
	TEMPERATURE TOO COLD	REPEAT SWITCHING-ON PHASE SEVERAL TIMES, EMPTYING THE FIRE PIT UPON EACH TIME.
	DAMP PELLETS	CHECK PELLET STORAGE LOCATION.
FAULTY GLOW PLUG	CALL TECHNICAL SUPPORT.	
<b>ALAR COOL FIRE</b> <b>AL1 POWER OUTAGE</b>	DURING OPERATION THE ELECTRICITY SUPPLY WAS CUT OFF	IF FOR MORE THAN 20 SECONDS THE STOVE GOES OUT/FIRE PIT CLEANING IF FOR LESS THAN 20 SECONDS THE STOVE RESTARTS IN WORKING MODE
<b>FIRE PIT CLEANING</b>	WARNING APPEARS AFTER 8 HOURS OF STOVE OPERATION (4/5 KW MODELS ONLY) 8 HOURS ARE CUMULATIVE	TO CLEAR THE WARNING, PRESS ALL 3 BUTTONS ON THE DISPLAY FOR 4-5 SECONDS
<b>IRREGULAR SLOW FLAME</b>	ANTI-EXPLOSION DEVICE PLUG MISSING OR NOT CORRECTLY POSITIONED.	
	PARTIALLY CLOGGED FLUE PIPE	CLEAN FLUE PIPE IMMEDIATELY.
	COMBUSTION AIR NOT SUFFICIENT	SUCTION PIPE CLOGGED.
	CLOGGED STOVE	CLEAN FIRE PIT AND ASH DRAWER.
	FAULTY / DIRTY EXHAUST BLOWER	GET IT CLEANED BY A SPECIALISED TECHNICIAN CALL TECHNICAL SUPPORT.
INADEQUATE COMBUSTION AIR SET VALUE	CALL TECHNICAL SUPPORT.	
<b>ALAR FAN FAIL</b> <b>EXTRACTION FAULT ACTIVE ALARM</b> <b>AL4 EXTRACTION FAULT</b> <b>AL. FAN</b>	FAULTY OR DEFECTIVE EXHAUST BLOWER	CALL TECHNICAL SUPPORT.
	THE BOARD DOES NOT HEAR THE MOTOR RUNNING (DEFECTIVE BOARD)	CALL TECHNICAL SUPPORT.
<b>ECO/MODULE</b>	SET ROOM TEMPERATURE REACHED / CORRECT OPERATION, THE STOVE WORKS AT HEAT OUTPUT LEVEL 1. INCREASE SET ROOM TEMPERATURE SO THAT APPLIANCE GOES BACK TO "WORKING" MODE.	
<b>STOP FIRE</b> <b>CLN-FIRE PIT</b> <b>CLEAN FIRE PIT</b> <b>FIRE PIT CLEANING</b>	PERIODIC CYCLE OF FIRE PIT CLEANING	CORRECT OPERATION.
<b>STAND-BY / ECO STOP / PAUSE</b>	SET ROOM TEMPERATURE REACHED / CORRECT OPERATION.	
<b>ALAR NEG. PRESS. FAIL</b> <b>ACTIVE ALARM MISSING DEPRESS-</b> <b>AL8 NO NEG. PRESS.</b> <b>AL. PRESS. SWITCH – NEG. PRESS AL</b>	EXCESSIVE OR INADEQUATE FLUE PIPE LENGTH	FIREPLACE NOT COMPLIANT, MAX 6 METRES OF TUBE WITH Ø 80mm AT EACH 90° BEND OR T-CONNECTOR AS 1 METRE OF TUBE.
	CLOGGED OUTLET	CLEAN FLUE PIPE / CALL AUTHORISED TECHNICIAN.
	BAD WEATHER CONDITIONS	STRONG WIND.
<b>ALARM ACTIVE FLOW ALARM</b> <b>AL FLOW</b>	SENSOR DIRTY, FLUE CLOGGED OR DOOR OPEN.	CALL TECHNICAL SUPPORT.
<b>ALAR SAF FAIL</b> <b>THERMAL-SAFETY ACTIVE ALARM</b> <b>AL7 THERMAL-SAFETY</b> <b>AL. SAF.</b>	BOILER TEMPERATURE TOO HIGH	LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK. IF THE PROBLEM REMAINS UNSOLVED, CONTACT A SPECIALISED TECHNICIAN.
	TEMPORARY POWER OUTAGE	LET STOVE COOL DOWN, MANUALLY RESET THERMOSTAT ON BACK. SWITCH STOVE ON AGAIN.
	FAULTY EXCHANGER BLOWER	CALL TECHNICAL SUPPORT.
	FAULTY THERMOSTAT WITH RESET	CALL TECHNICAL SUPPORT.

	FAULTY CONTROL BOARD	CALL TECHNICAL SUPPORT.
ALARM FUME PROBE FUME PROBE ACTIVE ALARM AL2 FUME PROBE AL. FUME P.	FAULTY FUME SENSOR	CALL TECHNICAL SUPPORT.
	FUME SENSOR DISCONNECTED	CALL TECHNICAL SUPPORT.
ALARM HOT TEMP HOT SMOKE ACTIVE ALARM AL3 HOT FUMES AL. T. FUMES	FAULTY FUME SENSOR	CALL TECHNICAL SUPPORT.
	FAULTY CONTROL BOARD	CALL TECHNICAL SUPPORT.
	FAULTY EXCHANGER BLOWER	CALL TECHNICAL SUPPORT.
	EXCESSIVE PELLET SET VALUE AT MAXIMUM HEAT OUTPUT	CALL TECHNICAL SUPPORT.
CLEANER/DOOR ALARM	FIRE PIT CLEANING MECHANISM BLOCKED OR FIRE DOOR OPEN/CLOSED INCORRECTLY	-CHECK THAT THE FIRE DOOR IS CLOSED CORRECTLY -CHECK THAT THERE ARE NO FOREIGN BODIES BLOCKING THE FIRE PIT CLEANING MECHANISM - CALL TECHNICAL SUPPORT
TURBULATOR/DOOR ALARM	TURBULATOR CLEANING MECHANISM BLOCKED OR FIRE DOOR OPEN/CLOSED INCORRECTLY	- CHECK THAT THE FIRE DOOR IS CLOSED CORRECTLY - CALL TECHNICAL SUPPORT
THERM/DOOR SAFETY ALARM	THERMAL SAFETY THERMOSTAT OR FIRE DOOR OPEN/CLOSED INCORRECTLY	- LET THE STOVE COOL, RE-ARM THE MANUAL THERMOSTAT AT THE REAR. - RESTART THE STOVE - . - CHECK THAT THE FIRE DOOR IS CLOSED CORRECTLY
ALARM AUGER TUBE TRIAC	THE BOARD DETECTS INCORRECT OPERATION OF THE PELLET LOADING MOTOR	-SWITCH THE STOVE OFF AND BACK ON - CALL TECHNICAL SUPPORT
T. card (°C)	THE TEMPERATURE OF THE BOARD HAS EXCEEDED 70°C	ALLOW THE STOVE TO COOL AND THEN TURN THE STOVE BACK ON. IF THE ALARM REAPPEARS, CONTACT TECHNICAL SUPPORT.
(FIELD SEARCH) REMOTE CONTROL DOES NOT CONNECT	REMOTE CONTROL HAS LOST THE UNIT	PRESS THE KEYS 1 AND 2 SIMULTANEOUSLY FOR ABOUT 3-4 SECONDS UNTIL THE "CHOOSE UNIT" APPEARS (FACTORY OUTPUT UNIT 0 DEFAULT)
	POSSIBLE INTERFERENCE	TRY DISCONNECTING FROM THE MAINS SUPPLY ANY HOUSEHOLD APPLIANCE OR ANY OTHER APPLIANCE THAT MAY GENERATE ELECTROMAGNETIC FIELDS.
REMOTE CONTROL DOES NOT SWITCH ON	DISPLAY SWITCHED OFF	CHECK BATTERY / FAULTY REMOTE CONTROL.

Date 1st maintenance \_\_\_\_\_ / \_\_\_\_\_ /

(Technical Assistance Centre stamp)

Date 2nd maintenance \_\_\_\_\_ / \_\_\_\_\_ /

(Technical Assistance Centre stamp)

Date 3rd maintenance \_\_\_\_\_ / \_\_\_\_\_ /

(Technical Assistance Centre stamp)

## CERTIFICATE OF INSTALLATION AND TESTING

CUSTOMER: \_\_\_\_\_

Dealer Stamp:

STREET/ROAD: \_\_\_\_\_

CITY: \_\_\_\_\_

POSTAL CODE: \_\_\_\_\_

Installer stamp:

PROVINCE: \_\_\_\_\_

TEL: \_\_\_\_\_

Delivery date: \_\_\_\_\_

First name: \_\_\_\_\_

Delivery date: \_\_\_\_\_

Last Name: \_\_\_\_\_

Equipment mod.: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Serial number: \_\_\_\_\_ Year: \_\_\_\_\_

Location: \_\_\_\_\_

Tel.: \_\_\_\_\_

The customer acknowledges that, upon completion of the installation of the device, the works were carried out professionally and in accordance with the instructions in this user manual. The same also states that they acknowledge perfect functioning and are aware of the information needed to correctly use, operate and perform maintenance on the appliance.

CUSTOMER Signature    DEALER / INSTALLER Signature



**Warranty**

Eva Stampaggi S.r.l. guarantees construction of the stove in compliance with, and according to, EN 13240 (wood-burning stoves) EN 14785 (pellet stoves) and EN 12815 (wood-burning residential range cookers).

Eva Stampaggi S.r.l. guarantees that the stove is free from defects that make it unsuitable for its intended use or significantly reduce its value. The rules of the Italian Civil Code or applicable national law governing the guarantee in the sales contract, or applicable national law ex D. Int.

Any non-compliance may be upheld with the warranties and procedures provided for in Legislative Decree 206/2005, provided that the purchaser was aware of the defect, or was not able to ignore it with ordinary due diligence, or if the non-compliance derives from instructions or materials supplied by the same.

The warranty excludes malfunctions, defects and/or faults and consequent damages, resulting from property and/or persons, attributable to an abnormal and/or improper use of the product and/or not in compliance with the safety regulations and/or with the "Instruction Manual", or resulting from an installation that does not comply (to which the absence of documents certifying such compliance is also equated) with current regulations and safety directives, or performed by unqualified personnel (UNI10683 and UNIEN 1443), or when, by way of example, there is a direct discharge to the wall.

Likewise, any non-conformity that may be randomly attributed to a use or installation of the product that does not comply with applicable laws and regulations and/or the instructions contained in this "Instruction Manual" will not be covered by warranty.

The aforementioned warranty is also excluded for defects in conformity, malfunction, defects and/or faults and the consequent damage, caused to property and/or persons, resulting from the use of the stove in a manner that does not comply with safety directives.

The warranty for malfunction, defects and/or defects and/or faults does not work and Eva Stampaggi S.r.l. assumes no responsibility for damages caused to property or persons resulting from: the lack of first ignition carried out by a specialised technician, to which the absence of such documents, proving said operation, is equated; from the violation and/or non-compliance with the provisions of this Instruction Manual; from the tampering and/or alteration of the stove and its electrical board; from the non-compliance with lights and alarms; from the failure to clean and routine maintenance; from the failure to clean and extraordinary maintenance carried out by specialised technical personnel, to which the absence of documents proving said maintenance is equated; from the improper use of the stove; from the lack of installation requirements; from the non-compliance with the procedures for reporting conformity defects provided for in Legislative Decree no. 206/2005; from the use of unsuitable or poor-quality fuel; from modifications and/or repairs carried out without prior notification and corresponding authorisation by Eva Stampaggi S.r.l.; from the use of non-original and/or non-specific spare parts for the stove.

The above list must be considered as non-exhaustive and, therefore, cases not explicitly indicated but which, by virtue of interpretation, may be equated with the cases listed must also be considered as included among the cases of exclusion in the warranty.

All the following differences related to the natural characteristics of the coating materials are excluded from the warranty: the grains of the stones that are the main characteristic and that guarantee their uniqueness; any small cracks or cracks that could be highlighted in ceramic/majolica coatings; any differences in shades and shades on ceramic/majolica coatings; door glass; gaskets; masonry works.

Eva Stampaggi S.r.l. assumes no responsibility for: damage to chrome finished and/or anodised metal parts and/or painted or otherwise with treated surfaces, whether due to rubbing or impact with other metals; damage to chrome finished and/or anodised metal parts and/or painted or with treated surfaces, whether due to improper maintenance and/or cleaning with products or chemical agents (said parts must be cleaned using only water); damage to mechanical components and mechanical parts due to improper use or installation by non-specialist personnel or for installation not in compliance with the instructions contained in the packaging; damage to electrical or electronic components and parts due to improper use or installation by non-specialist personnel or for installation not in compliance with the instructions contained in the packaging.

Ignition resistors are materials subject to wear and tear, the duration of which depends on the use of the stove; the corresponding warranty is, therefore, limited to the first 6 months of use of the product.

**Warning: after purchase, keep the warranty certificate together with the original packaging of the product, the installation and testing certificate and the receipt issued by the seller. The date of the sales tax document will determine the actual duration of the warranty.**

**The warranty provided shall be subject to the following terms and conditions:**

The after-sales service is managed by our staff who may be contacted on 0438 35469 or by e-mail at [assistenza@evacolor.it](mailto:assistenza@evacolor.it).

Our qualified staff will provide you with information concerning technical, installation or maintenance problems.

Should it not prove possible to solve the issue over the phone, our staff will forward it to the Technical Support Service closest to you, which will guarantee support by a technician within 5 working days.

Any parts replaced during the warranty period shall be covered for the remaining period of the purchased product warranty.

The manufacturer shall not pay the customer any indemnities for the inconvenience of not being able to use the product during the period required for repairing.

Should it be necessary to replace the product, the manufacturer will deliver it to the dealer who will then deliver it to the end user following the same procedure as for the product purchase.

The warranty is valid in Italy; in the event of sale or installation carried out elsewhere, the guarantee must be recognised by the distributor in that region.

The warranty is carried out with the repair or replacement of defective parts, or the entire item, at the discretion of the company.

**When requesting assistance, you must have the following to hand:**

- Serial number
- Stove model
- Purchase date
- Purchase location
- Warranty goodwill certificate completed by specialist Technical Support Centre

**IMPORTANT:**

**EVA STAMPAGGI ADVISES TO CONSULT WITH ITS AUTHORIZED DEALERS AND SERVICE CENTERS.**

**AN INSTALLATION ACCORDING TO THE LAW IS MANDATORY, EVA STAMPAGGI STRONGLY RECOMMENDS A FIRST IGNITION OF ITS PRODUCTS WITH A QUALIFIED TECHNICIAN.**

**EVA STAMPAGGI HAS NO LIABILITY OF ONLINE SALES AND RELATED OFFERS, BECAUSE IT DOES NOT MAKE DIRECT SALES TO THE GENERAL PUBLIC.**

**FOR ANY TECHNICAL PROBLEM DURING THE PERIOD OF THE LEGAL WARRANTY, THE PROCEDURE REQUIRES TO CONTACT THE DEALER OR DIRECTLY OUR AFTER SALE SERVICE.**

**WARNING for proper waste disposal of electrical and electronic equipment (WEEE), according to the European Directive 2002/96 / EC and the subsequent amendment 2003/108 / EC.**



The presence of this symbol applied to the product determines that it is NOT a refusal to be considered generic, but must be demolished and disposed of in compliance with the rules in force in your country, making sure that the collection centers are in accordance with the law and respectful of the environment. The responsibility for such disposal is to be borne by the owner and to not incur sanctions or adverse effects on the environment and health, we recommend you contact the local administration, the local waste disposal center or the retailer directly to get more information about places and ways of collecting.

Proper waste disposal is important not only for the environment and the health of citizens, but also because this operation leads to a recovery of materials that have significant energy and resource savings.

**Eva Stampaggi S.r.l.**  
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**Tel. +39.0438.740433 rollover lines**  
**Fax +39.0438.740821**  
**Email: [info@evacolor.it](mailto:info@evacolor.it)**

**Dealer Stamp and Signature**



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