PIAZZETTA

UK PELLET STOVE

P960 THERMO

Robeys

A PASSION FOR QUALITY

PIAZZETTA PELLET BOILERS AND STOVES
SUPPLEMENTARY INSTALLATION INSTRUCTIONS FOR THE UK MARKET
TO BE READ IN CONJUNCTION WITH THOSE IN THE INSTRUCTION BOOKLET

READ THE INSTRUCTION BOOKLET AND THESE SUPPLEMENTARY INSTRUCTIONS CAREFULLY BEFORE INSTALLATION

These instructions together with those in the instruction booklet cover the basic principles to ensure the satisfactory installation of the stove, although detail may need slight modification to suit particular local site conditions.
In all cases the installation must comply with current Building Regulations, Local Authority Byelaws and other specifications or regulations as they affect the installation of the stove.
It should be noted that the Building Regulations requirements may be met by adopting the relevant recommendations given in British Standards BS 8303, BS EN 15287-1:2007 as an alternative means to achieve an equivalent level of performance to that obtained following the guidance given in Approved Document J.

Please note that it is a legal requirement under England and Wales Building Regulations that the installation of the stove is either carried out under Local Authority Building Control approval or is installed by a Competent Person registered with a Government approved Competent Persons Scheme. HETAS Ltd operate such a Scheme and a listing of their Registered Competent Persons can be found on their website at www.hetas.co.uk.

CO Alarms:-
Building regulations require that when ever a new or replacement fixed solid fuel or wood/biomass appliance is installed in a dwelling a carbon monoxide alarm must be fitted in the same room as the appliance. Further guidance on the installation of the carbon monoxide alarm is available in BS EN 50292:2002 and from the alarm manufacturer's instructions.
Provision of an alarm must not be considered a substitute for either installing the appliance correctly or ensuring regular servicing and maintenance of the appliance and chimney system.

HEALTH AND SAFETY PRECAUTIONS

Special care must be taken when installing the stove such that the requirements of the Health and Safety at Work Act are met.

Handling
Adequate facilities must be available for loading, unloading and site handling.

Fire Cement
Some types of fire cement are caustic and should not be allowed to come into contact with the skin. In case of contact wash immediately with plenty of water.

Asbestos
This stove contains no asbestos. If there is a possibility of disturbing any asbestos in the course of installation then please seek specialist guidance and use appropriate protective equipment.

Metal Parts
When installing or servicing this stove care should be taken to avoid the possibility of personal injury.

PREPARATORY WORK AND SAFETY CHECKS
IMPORTANT WARNING

This stove must not be installed into a chimney that serves any other heating appliance.
There must not be an extractor fan fitted in the same room as the stove as this can cause the stove to emit fumes into the room.

Chimney

Note: The flue is under a small positive pressure so all flue joints must be sealed with a suitable high temperature silicone sealant to ensure there is no flue product leakage into the room.

For the stove to perform satisfactorily the chimney height must be sufficient to ensure an adequate draught of approximately 12 Pa so as to clear the products of combustion and prevent smoke problems into the room.

NOTE: A chimney height of not less than 3.5 metres measured vertically from the outlet of the stove to the top of the chimney should be satisfactory. If using factory made metal flue pipe refer to the detailed appliance instructions. Alternatively the calculation procedure given in EN 13384-1 may be used as the basis for deciding whether a particular chimney design will provide sufficient draught.

Please Note, this appliance has been tested by the manufacturers and works on a 3.5m straight flue.

The outlet from the chimney should be above the roof of the building in accordance with the provisions of Building Regulations Approved Document J.

If installation is into an existing chimney then it is essential that it is sound and have no cracks or other faults which might allow fumes into the house. Remedial action should be taken, if required, seeking expert advice, if necessary. If it is found necessary to line the chimney then a flue liner suitable for solid fuel must be used in accordance with Building Regulations Approved Document J.

Any existing chimney must be clear of obstruction and have been swept clean immediately before installation of the stove. If the stove is fitted in place of an open fire then the chimney should be swept one month after installation to clear any soot falls which may have occurred due to the difference in combustion between the stove and the open fire.

If there is no existing chimney then either a prefabricated block chimney in accordance with Building Regulations Approved Document J or a twin walled insulated stainless steel flue to BS 4543 can be used. These chimneys must be fitted in accordance with the manufacturer's instructions and Building Regulations.

Please Note, pellet stoves have a flue outlet size of 80mm and are suitable for use with 100 and / or 125mm flues depending on site conditions.
Please refer to Robeys website, Brochure Downloads / Help & Advice for flue sizes etc.

Any bend in the chimney or connecting fluepipe should not exceed 45°. 90° bends should not be used except at the stove connection to the flue.

Combustible material should not be located where the heat dissipating through the walls of fireplaces or flues could ignite it. Therefore when installing the stove in the presence of combustible materials due account must be taken of the guidance on the separation of combustible material given in Building Regulations Approved Document J and also in these stove instructions.

Adequate provision e.g. easily accessible soot door or doors must be provided for sweeping the chimney and connecting fluepipe, also to permit visual checks on the integrity of the flue when the appliance is serviced. Ensure that all access doors in the flue can be adequately sealed after service.

Hearth

The hearth should be able to accommodate the weight of the stove and its chimney if the chimney is not independently supported. The weight of the stove is indicated in the brochure.

The stove should always be installed on a non-combustible hearth or base of a size and construction that is in accordance with the provisions of the current Building Regulations Approved Document J.

The clearance distances to combustible material beneath, surrounding or upon the hearth and walls adjacent to the hearth should comply with the guidance on the separation of combustible material given in Building Regulations Approved Document J and also in these stove instructions.

If the stove is to be installed on a combustible floor surface, it must be covered with a non-combustible material at least 12mm thick and extending in front and to the sides of the stove as shown in the detailed instructions, and in accordance with Building Regulations Approved Document J.

Combustion air supply

In order for the stove to perform efficiently and safely there should be an adequate air supply into the room in which the stove is installed to provide combustion air. This is particularly necessary if the room is double-glazed and well sealed. It may be necessary to increase the air vent size in property with low air permeability ($\leq 5.0\ m^3/(h.m^2)$).
The provision of air supply to the stove must have a total free area at least equal to the size given in the Technical Data section in the instructions and be in accordance with current Building Regulations Approved Document J. An opening window is not appropriate for this purpose.
IMPORTANT NOTE: If applicable and the appliance is being fitted within a fireplace recess, specialist advice should be sought before fitting any permanent ventilation within this area.
For inset stoves built into a fireplace or enclosure, convection air vents must be fitted at high and low level to ventilate the chamber with minimum free area as stated in the Technical Data section.

Connection to chimney

Stoves have a rear flue connector that allows connection to either a masonry chimney or a prefabricated factory made insulated metal chimney in accordance with the instructions. In some cases it will be necessary to fit an adaptor to increase the diameter of the flue to the 150 mm section of the chimney or liner. Ensure that there is access to sweep the flue completely including the internal parts of the stove.

Electrical Services

The installation of any electrical services during the installation of this appliance must be carried out by a registered competent electrician and in accordance with the requirements of the latest issue of BS 7671

Carbon Monoxide Alarm

A carbon monoxide alarm complying with BS EN 50292 must be fitted in the same room as the appliance. It should be positioned on the ceiling at least 300mm from any wall or, if it is located on a wall, as high up as possible (above any doors and windows) but not within 150mm of the ceiling. The alarm should also be between 1m and 3m horizontally from the appliance.

Commissioning and handover

Ensure loose parts are fitted in accordance with the instructions given in the instruction booklet.

On completion of the installation allow a suitable period of time for any sealants and cement to dry out. On Thermo boiler stoves ensure that the system and stove has been fully vented and that system controls are operating before lighting. When lit check to ensure that all smoke and fumes are taken from the stove up the chimney and emitted safely to atmosphere. Follow the detailed instructions in the relevant section.

On completion of the installation and commissioning ensure that the operating instructions for the stove are left with the customer. Ensure to advise the customer on the correct use of the appliance. Advise the correct pellet fuel to be used on the stove and warn them to use only the recommended fuels for the stove. It is important that the fuel is stored in a dry place, particularly once a bag is opened. If bulk fuel storage is used expert advice should be sought.

Advise the user what to do should smoke or fumes be emitted from the stove. The customer should be warned to use a fireguard to BS 8423:2002 in the presence of children, aged and/or infirm persons.

SUPPLEMENTARY OPERATING INSTRUCTIONS FOR THE UK MARKET TO BE READ IN CONJUNCTION WITH THOSE IN THE INSTRUCTION BOOKLET

READ THE INSTRUCTION BOOKLET AND THESE INSTRUCTIONS CAREFULLY BEFORE USING THE STOVE

WARNING NOTE

Properly installed, operated and maintained this stove will not emit fumes into the dwelling. Fume emission is potentially dangerous and must not be tolerated. In the event of fume emission from the appliance, then the following immediate action should be taken: -

(a) Switch off the stove immediately
(b) Open doors and windows to ventilate room and then leave the premises
(c) When safe to do so, check for flue or chimney blockage and clean if required
(d) Do not attempt to relight the stove until the cause of the fume emission has been identified and corrected. If necessary seek expert advice.

The most common cause of fume emission is flueway or chimney blockage. For your own safety these must be kept clean at all times.

IMPORTANT NOTES

General

Before lighting the stove check with the installer that the installation work and commissioning checks described in the installation instructions have been carried out correctly and that the chimney is clean, sound and free from any obstructions. As part of the stoves' commissioning and handover the installer should have shown you how to operate the stove correctly.

CO Alarm

Your installer should have fitted a CO alarm in the same room as the appliance. If the alarm sounds unexpectedly, follow the instructions given under "Warning Note" above.

Use of fireguard

When using the stove in situations where children, aged and/or infirm persons are present a fireguard must be used to prevent accidental contact with the stove. The fireguard should be manufactured in accordance with BS 8423:2002.

Chimney cleaning
The chimney should be swept at least twice a year. It is important that the flue connection and chimney are swept prior to lighting up after a prolonged shutdown period.

The installer will have provided access for flue cleaning, such as a soot door. After sweeping the chimney the stove flue outlet and the flue pipe connecting the stove to the chimney must be cleaned. It is essential that all seals are secure and effective before reusing the stove. This must only be carried out by suitably qualified personnel.

Periods of Prolonged Non-Use
If the stove is to be left unused for a prolonged period of time then it should be given a thorough clean to remove ash and unburned fuel residues.

Extractor fan
There must not be an extractor fan fitted in the same room as the stove as this can cause the stove to malfunction and emit smoke and fumes into the room.

Aerosol sprays
Do not use an aerosol spray on or near the stove when it is alight.

Chimney Fires
If the chimney/flue is thoroughly and regularly swept, chimney fires should not occur. However, in the unlikely event of a chimney fire turn off the stove immediately and isolate the mains electricity supply. Do not open the door of the stove. This should cause the chimney fire to go out. If the chimney fire does not go out when the above action is taken then the fire brigade should be called immediately. Do not relight until the stove, chimney and flueways have been cleaned and examined by a professional.

Permanent air vent
The stove requires a permanent and adequate air supply in order for it to operate safely and efficiently.
In accordance with current Building Regulations and the instructions the installer will have fitted a permanent air supply vent into the room in which the stove is installed to provide combustion air. This air vent should not under any circumstances be shut off or sealed.

USER OPERATING INSTRUCTIONS

Please read the important notices given above before referring to the main instruction book for detailed operating instructions.

Recommended fuels

The stoves are designed to burn good quality wood pellets only, no other fuel can be used. The pellets must be kept dry at all times otherwise malfunction can occur. Check the section 'Fuels' for detailed specification. Do not attempt to burn rubbish on the stove.

Door operation

Do not open the door during operation, the door and its seal are important functional components. If the door is accidentally opened whilst the stove is running it will switch off.

Lighting of fire

Ensure the grate and support are cleaned and free of any unburned pellets before use. Do not empty the grate into the hopper. Check the hopper contains sufficient fuel. On boiler stoves ensure that the water system is full, set to the correct pressure and the controls are working satisfactorily. The installer will have explained use of the controls.

The stove can be lit and programmed using the keypad on the stove or (where applicable) the remote control. See the detailed instructions. The ignition and operation of the stove is then automatically controlled and monitored by the control system. Do not be concerned if the stove appears to be inactive for several minutes during the ignition process as it goes through various self checks. Do not be tempted to open the door as this will stop the ignition process.

Refuelling

Keep the hopper well filled but do not allow fuel to spill into the top of the stove.

Cleaning and maintenance

The instructions detailed in the section "Maintenance" in the instruction booklet should be followed. The grate and glass should be cleaned daily and other items at the specified intervals as shown in the instructions.

Spare Parts

Spare parts can be obtained from Robeys Limited. Telephone 01773 820 940

Trouble shooting

The instructions detailed in the relevant section in the instruction booklet should be followed.

Dear Customer,
Thank you for having chosen one of our products, which is the result of years of experience and continuous research aimed at making a superior product in terms of safety, reliability and performance.
This booklet contains information and advice for safe and efficient use of your product.

DT2010001-01

IMPORTANT INFORMATION

DT2010208-11

- This instruction booklet has been prepared by the manufacturer and is an integral part of the product. In the event of sale or relocation of the product make sure this booklet accompanies it, since the information contained in it is intended for the purchaser and for anyone involved in the installation, use and maintenance of the product.
- Read the instructions and the technical information contained in this booklet carefully before proceeding with installation, use or any repairs.
- The observance of the instructions and technical information in this instruction booklet guarantees the safety of persons and property; it also ensures more efficient operation and an increased lifespan.
- Gruppo Piazzetta S.p.A. cannot be held responsible for damage or injury due to failure to comply with the instructions for installation, use and maintenance given in this booklet, or due to unauthorised alterations or to the use of other than original spare parts.
- Gruppo Piazzetta S.p.A. cannot be held responsible for any defects, faults, damage or injury due to alterations to or tampering with the appliance, including changes to the value of any of the appliance operating parameters. Only personnel expressly authorised by the company may make alterations, including changes to the original parameters, and always in accordance with the values established by the company.
- Appliance installation and use must conform with the manufacturer's instructions as well as with European and national legislation and local regulations.
- Installation, electrical connection, checks, maintenance and repairs are operations which must be carried out exclusively by qualified and authorised personal with specialised knowledge of the product.
- The wall against which the product is to be placed must not be of wood or any other flammable material. For correct installation it is also important to comply with the section entitled "**MINIMUM SAFETY DISTANCES**".
- Before installing the product read all instruction booklets relevant to the cladding, the ventilation kit and any other accessory.
- Check that the floor where the product is to be installed is perfectly level.
- When handling the steel parts of the cladding it is advisable to use clean cotton gloves to avoid leaving fingerprints that are difficult to remove at first time of cleaning.
- The stove must be assembled by at least two persons.
- Connect the pellet stove to the electricity supply only after it has been connected by an expert to the flueway.
- The plug at the end of the power cable must be easily accessible after installation.
- Use only recommended wood pellets in the pellet stove (refer to section entitled "**FUEL**").
- Never use liquid fuels to light the pellet stove or to relight the embers.
- Ensure that the area where the stove is installed is properly ventilated while the stove is lit.
- In the event of malfunctioning the fuel supply will be stopped. Restart the stove only after having eliminated the cause of the malfunction.
- Stop using the product in the event of fault or malfunctioning.
- Do not remove the protective grille from the pellet hopper.
- Any build-up of unused pellets in the burner left over from repeated failed ignitions must be removed before attempting to light the stove again.
- Stove operation can result in surfaces, handles, flue pipe and glass becoming extremely hot. When the stove is in operation, only touch these parts if wearing protective clothing otherwise use suitable tools.
- Because of the build-up of heat on the glass, take care that those who are unfamiliar with stove operation do not linger near the stove.
- This appliance must not be used by persons (including children) with reduced physical, sensory or mental capacities, or lack of experience or knowledge unless they are supervised or instructed on use of the appliance by the person who is responsible for its safety.
- Creaking may be heard while the stove is in operation or cooling down. This is not to be considered a defect, but is a consequence of thermal expansion of the component materials.
- The product you have purchased may different slightly from the one illustrated in this booklet since the pictures are only given as an indication and not an exact portrayal.

⚠ **In the event of difficulties or if you are unable to understand the instruction booklet, contact your local dealer.**

⛔ **Do not place objects which are not heat-resistant on top of the stove or within the recommended minimum safety area.**

⛔ **Do not open the door while the stove is in operation or operate the stove when the glass is broken.**

See the guarantee certificate enclosed with the product for the terms, limitations and exclusions.
In line with its policy of constant product improvement and renewal, the manufacturer may make changes without notice.

REFERENCE STANDARDS

DT2010295-00

D.M. 01/12/75	Italian ministerial decree
Law 5 March 1990 no. 46	Italian Law for the safety of installations
EN 14785	Residential space heating appliances fired by wood pellets. Requirements and test methods
EN 832	Thermal performance of buildings - Calculation of energy use for heating - Residential buildings
UNI 10683	Heat generators fired by wood or other solid biofuels - Installation requirements
UNI 10847	Single flue systems for liquid and solid fuel generators - Maintenance and inspection - Guidelines and procedures
UNI 7129	Gas installations for domestic use fired by mains gas supply. Design, installation and maintenance.
DIN 51731 class HP2	Fuels
ÖNORM M7135	Fuels
CEI EN 60335-1	Safety of household and similar electrical appliances. Safety. Part 1: General requirements
CEI EN 50165÷1997	Electrical equipment of non-electric appliances for household and similar purposes – Safety requirements
EN 1856-1	Chimneys - Requirements for metal chimneys - Part 1: System chimney products
EN 1856-2	Chimneys - Requirements for metal chimneys - Part 2: Metal liners and connecting flue pipes
EN 1443	Chimneys – General requirements

Laws and regulations concerning the safety of installations in force in the country where the appliance is installed.

GENERAL RULES

DT2010534-00

GENERAL RECCOMENDATIONS

DT2010532-00

⚠ After having removed the packaging, check that the contents are intact and complete. If they are not in conformity, contact the retailer/ dealer who has sold you the appliance.

⚠ The THERMO PELLET STOVE must be installed by a qualified firm in accordance with the applicable laws in force in the country of installation. Upon completion of work this firm shall issue the owner the **declaration of conformity** of installation with current regulations and standards and with the instructions provided by GRUPPO PIAZZETTA in this booklet accompanying the appliance.

⚠ These appliances have been made for heating rooms and water and must be used for this purpose in compatibility with their performance characteristics.
Under no circumstances can GRUPPO PIAZZETTA be held liable under contract or in tort for damage caused to property or injury to persons or animals due to incorrect installation, regulation and maintenance or to misuse.

⚠ This booklet is an integral part of the appliance and must therefore be carefully preserved and ALWAYS accompany it, also in the event of transfer to another owner or user or relocation into another installation. Should the booklet be damaged or lost, request another copy from the GRUPPO PIAZZETTA Area Service Centre.

⚠ Repairs or maintenance must be carried out by the GRUPPO PIAZZETTA Service Centre or by qualified persons authorised by GRUPPO PIAZZETTA. Do not alter or tamper with the appliance, since hazardous situations could be created and the manufacturer of the appliance will not be responsible for any damage or injury caused.

⚠ Every product is identified by a rating plate giving the model and specifications of the appliance as well as by a label giving the serial number.
The rating plate is located on the rear of the appliance, while the label with the serial number is located on the inside of the hopper lid. Another label with the serial number is also applied on the back page of the booklet.
In the event of requesting service or spare parts, always give the dealer or the Service Centre these details.

BASIC SAFETY RULES

DT2010533-00

Using electrically operated products implies the observance of certain basic safety rules, such as those given below:

⛔ **Do not touch the appliance when barefoot or parts of the body are wet or damp.**

⛔ **Do not carry out any work or cleaning until the appliance has been disconnected from the mains electricity supply by putting the installation on/off switch to "off".**

⛔ **Do not alter the safety or control devices without permission and instructions by the manufacturer of the appliance.**

⛔ **Do not place any object on the appliance (flammable or heat sensitive).**

⛔ **Do not spray or direct water directly onto the appliance.**

⛔ **Do not leave the packaging material within reach of children, but dispose of properly since it is a potential source of danger.**

HEATING CAPACITY

DT2010130-01

Check the heating capacity of the appliance by comparing the rated power given in the paragraph "**TECHNICAL DATA**" in the user's booklet with the power required by the environment to be heated.
The energy requirement may be calculated approximately by multiplying the square metres of area by the height of the ceiling; the result is then multiplied by a coefficient, which depends on the degree of insulation of the building, that is, on internal and external factors of the dwelling:

Internal factors: type of window and door frames, thickness of the insulation and walls, type of building materials, presence of stairwells, walls with extensive glazing, high ceilings, position of the rooms to be heated in relation to other adjacent heated or unheated rooms, ...

External factors: geographical position, average outdoor temperature, exposure, wind speed, latitude, altitude, ...

⚠ **Consult a heating technician or engineer for a correct check and calculation of the requirement of the environments to be heated (see "REFERENCE STANDARDS").**

Example of approximate calculation of the energy requirement to heat a fixed volume to 18/20° C:

The coefficient that is normally **used** is determined according to the real conditions as they occur case by case.

From 0.04 to 0.05 kW per cubic metre **in a well insulated environment.**
From 0.05 to 0.06 kW per cubic metre **in a poorly insulated environment.**

3 rooms measuring 20m² X (H ceiling) 2.7m = 162 m³ (volume)
In an environment with a good degree of insulation, an average value (coefficient) of 0.045 kW may be taken
162 (volume) X 0.045 (kW) = 7.3 kW necessary (6300 kcal/h)

Conversion 1kW = 860 kcal/h

PREPARING FOR INSTALLATION

DT2010074-06

To prevent accidents or damage to the product we recommend the following:
- unpacking and installation must be carried out by at least two people;
- every operation involving movement of the product must be carried out with the proper tools in full compliance with current safety regulations;
- the packaged product must be kept in the position according to the directions shown by the diagrams and notices on the pack;
- if ropes, straps or chains are used, ensure that they are able to take the weight of the pack and that they are in good condition;
- use slow continuous movements when moving the pack to avoid jerking the ropes, chains, etc.;
- do not tilt the package excessively to avoid toppling;
- never stand in the vicinity of loading/unloading equipment (forklift trucks, cranes etc);

⚠ **Unpack the product being careful not to damage or scratch it, take the accessories pack and any pieces of polystyrene or cardboard used to wedge moveable parts etc. out of the stove firebox.**
Keep packaging (plastic bags, polystyrene, etc.) out of reach of children, since it could be a potential source of danger, and dispose of according to local regulations.

INSTALLATION ENVIROMENT

DT2010535-02

When choosing the place to install the appliance, the following requirements must be taken into account.

- The appliance must be located where it is safe and easy to use and to maintain.

⛔ **Do not install the pellet stove in a bedroom, bath or shower room or in any room where another heating system not equipped with its own air supply (fireplace, stove etc.) has already been installed.**

⛔ **Do not take the combustion air (fresh air intake) from rooms adjoining the room where the stove is installed if they are used as a garage, a store for combustible material or for activities posing a fire hazard.**

⛔ **Do not use two fires in the same environment, e.g.; two stoves, one fireplace and one stove, one stove and a wood-fired cooking range, etc.. Do not use the stove in environments where there is a ventilation device that could cause a pressure drop, since the draught of one could affect the draught of the other. It is important for the pressure in the installation environment not to drop in comparison to the external pressure, since the contrary draught would not allow the smoke and combustion gases produced by the stove to be properly expelled.**

- Only in kitchens may devices suitable for cooking foods with relative hoods without extractor fan be used.
- Gas-fired appliances of type C are allowed (refer to the regulations and laws in force in the place of installation).

⛔ **Do not use the appliance in the presence of gas-fired appliances of type B (refer to the regulations and laws in force in the place of installation).**

⛔ **Do not install an appliance in an environment designed to be a garage, combustible material store or used for activities posing a fire hazard, even if these room are adjacent.**

⛔ **Do not use the stove or fireplace simultaneously with shared ventilation systems, whether with or without extractor fans. Similarly do not use other devices or equipment such as air-conditioning systems or other heating systems which use fans to circulate the air. These devices can cause a pressure drop in the environment of installation even if they are installed in adjacent and communicating rooms.**

- Ensure that there is a mains socket available connected to an efficient earthing system, taking into account the safety distances in relation to heat sensitive objects. Refer to the paragraph "**ELECTRICAL CONNECTIONS**".

- In the case of installation on an upper floor, check the load-bearing capacity, referring to the weight of the product given under "**TECHNICAL DATA**" in the USER'S BOOKLET.
If the load-bearing capacity of the upper floor is unsuitable, take adequate countermeasures.

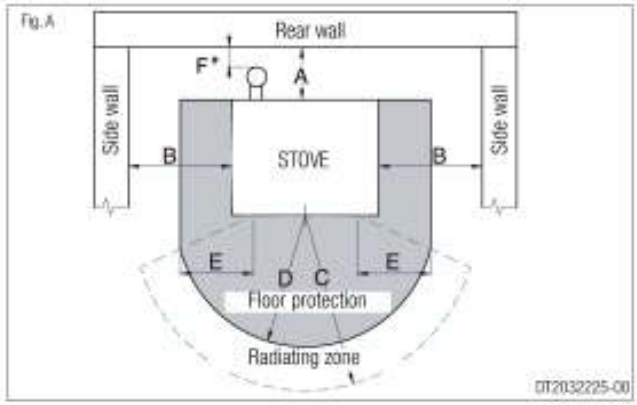
MINIMUM SAFETY DISTANCES

DT2011553-01

Install the product in compliance with the recommended safety distances from heat sensitive or inflammable materials, from load bearing and other walls and also from wooden elements, furniture, etc.
In the case of flooring that is heat sensitive or inflammable the floor must be protected with non-combustible insulating material, e.g. sheets of steel plate, marble, tiles, etc.
The minimum distances are:

A	10 cm from the wall behind the stove
B	20 cm from the side wall
C	80 cm in the heat radiation area and from the hot air fan outlet
D	50 cm floor protection
E	30 cm (measured from the inner edge of the door)
F*	5 cm from the flue gas outlet on the rear wall

Fig. A



DT2032225-00

Connection to the flue must respect minimum safety distances from heat-sensitive structural components or inflammable materials (wood panelling, beams or ceilings, etc) shown in figures B and C.
* = Values referred to the use of original Gruppo Piazzetta flue pipes; if other pipes are used, the safety fire regulations or fire codes of reference are applicable.

Keep any combustible product such as wooden furniture, curtains, carpets, combustible liquids, etc. well away from the stove when it is lit (minimum distance 80 cm).

It is recommended that greater distances than those indicated above be left all round the stove to make any necessary work on the appliance easier.

Fig. B

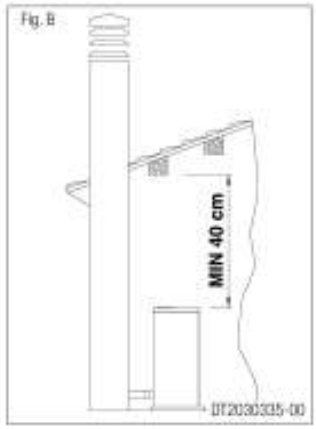


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Fig. C

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FRESH AIR INTAKE

DT2010539-03

To ensure trouble-free operation the stove/fireplace must have the necessary air available for combustion and this is provided through the fresh air intake.

The fresh air intake must:
- have a total free cross section at least equal to the size given in the paragraph "**TECHNICAL DATA**" in the "USER'S INSTRUCTIONS" booklet;
- be protected by a grille or suitable guard provided it does not reduce the minimum recommended section;
- be in a position whereby it cannot be obstructed.

The airflow necessary for the fire may be obtained in different ways:
- through a fresh air intake direct into the room of installation;
- with ducting through pipes direct to the room of installation, increasing the recommended minimum free cross section by at least 15%;
- from an adjacent room to the place of installation provided this air flows freely through permanent apertures communicating with the outside.

The adjacent room from which air is taken must not have a low pressure compared to the exterior due to a counter draught caused by the presence in that room of another appliance in use or of a suction device.
The permanent apertures in the adjacent room must comply with the requirements given above.

Combustion air must not be taken from adjacent rooms used as a garage or a combustible materials store or for activities posing a fire hazard.

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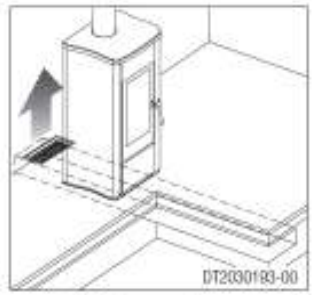

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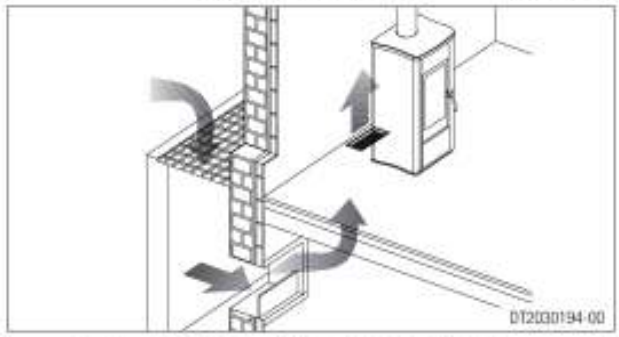

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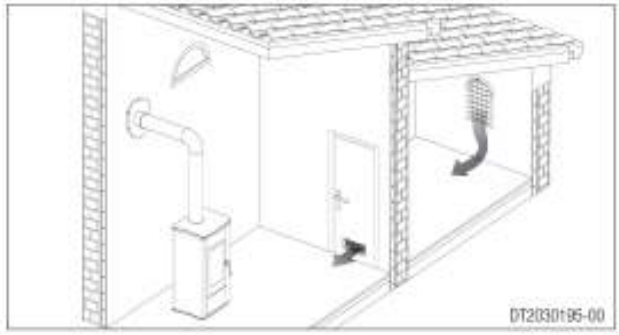
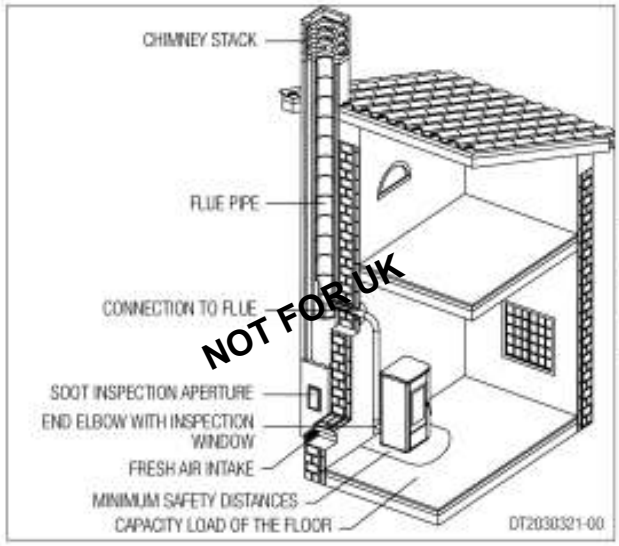


DT2030195-00

FLUEWAY

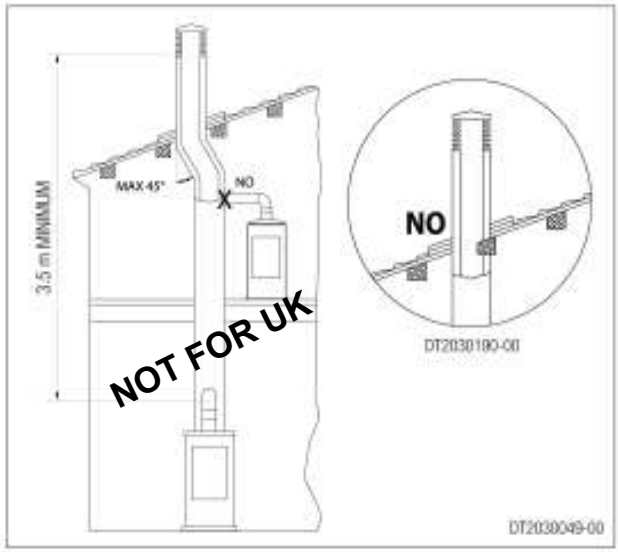
Each appliance must be connected to a flue or chimney.
The flue is a pipe installed mainly vertically with the function of discharging smoke and combustion gases to the exterior by means of natural draught.

The flueway consists of:
- Flue pipe;
- Soot inspection aperture;
- Chimney stack;
- Connection to the flue.



EXISTING FLUE IN GOOD CONDITION

To be suitable for use a flue must:
- comply with regulations in force in the place of installation;
- be tight to the products of combustion, waterproof, suitably insulated, made with materials resistant to corrosion by the gases and to stress;
- be connected to just one appliance only;
- be properly sized, with constant free internal section, equal to or greater than the diameter of the flue pipe of the stove and at least 3.5 m in length;
- be mainly in a vertical position with a deflection from the axis of no more than 45°;
- be at a suitable distance from combustible or flammable materials, ensured by an air gap or suitable insulating material;
- have bends that are regular and without discontinuity;
- be of uniform internal section, preferably round. Square or rectangular sections must have rounded corners with a radius of at least 20 mm and a maximum ratio between the sides of 1.5;
- have walls as smooth as possible without narrowing or obstacles.

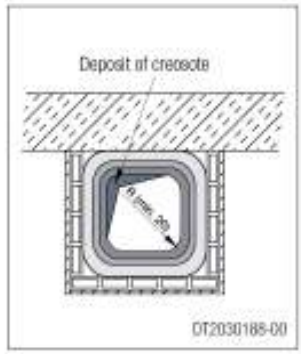


It is advisable to have a professional chimneysweep assess the conditions of the flue pipe.

It is forbidden to connect more than one device to the same flue or to make fixed or mobile apertures on the flue pipe to connect appliances other than the one to which it is already connected.

If the flue pipe is an incorrect size or installed other than in compliance with the above instructions, Gruppo Piazzetta S.p.A. cannot be held liable for malfunctioning of the product, damage to property or injury to persons or animals.

It is forbidden to pass other air ducts or service pipes inside the flue pipe, however large it is.



SOOT INSPECTION

We recommendad that the flue must have a chamber for collecting solid matter and any condensate located below the connection and which may be easily inspected by means of an airtight door.

EXISTING FLUE REQUIRING RENOVATION

If the flue is inadequate, it is advisable to contact a professional chimneysweep to check that it is airtight, otherwise smoke and combustion gases, being under slight pressure, could infiltrate any cracks in the flue and spread into the inhabited rooms.
If the inspection shows that the flue is not absolutely intact, it is advisable to line it with new material.
If the existing flueway is large enough, it is advisable to insert a pipe with maximum diameter 150 mm; it is also recommended that the smoke outlet duct be insulated.

Connection to the flue generally envisages passing through walls or partitions and the following must therefore be taken into consideration.

- If the connector has to pass through partitions or walls of inflammable or heat-sensitive materials, or through load-bearing walls, create an insulating barrier equal to or greater than 10 cm around connector using mineral-based insulating material (rock ceramic fibre) with a nominal density greater than 80kg/m3.

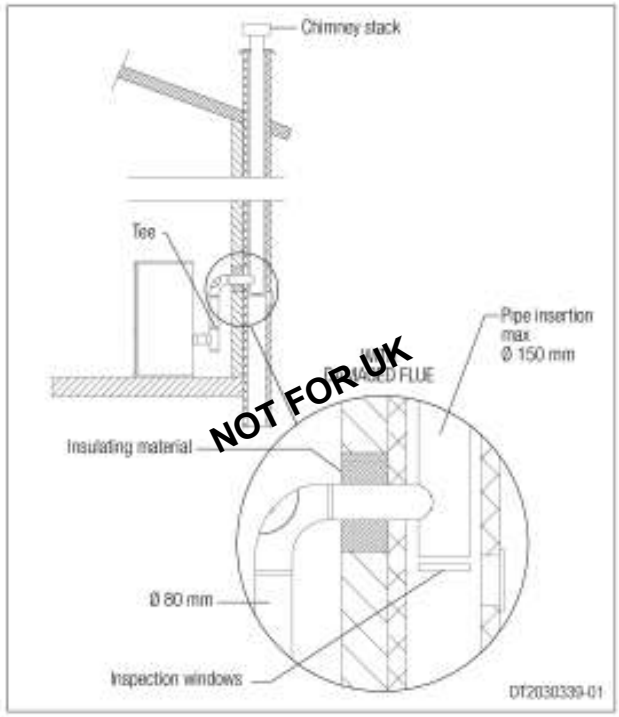
- If the connector has to pass through non-flammable partitions or walls, create an insulating barrier equal to or greater than 5cm around the connector using mineral-based insulating material (rock wool, ceramic fibre) with a nominal density greater than 80kg/m³.

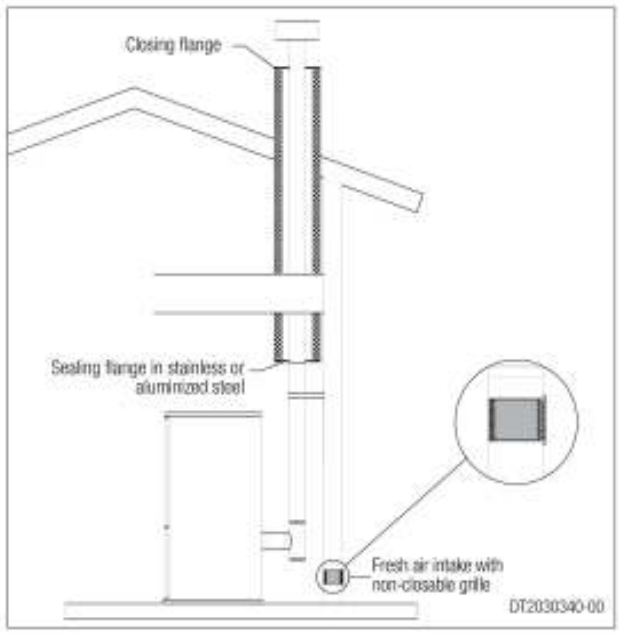
- Check that the connection to the flueway is gas/smoke-tight, since the appliance operates under slight pressure.

- Check that the pipe does not penetrate too far into the flueway, thereby choking the pipe for the passage of smoke and combustion gases.

It is forbidden to connect more than one device to the same flue or to make fixed or mobile apertures on the flue pipe to connect appliances other than the one to which it is already connected.

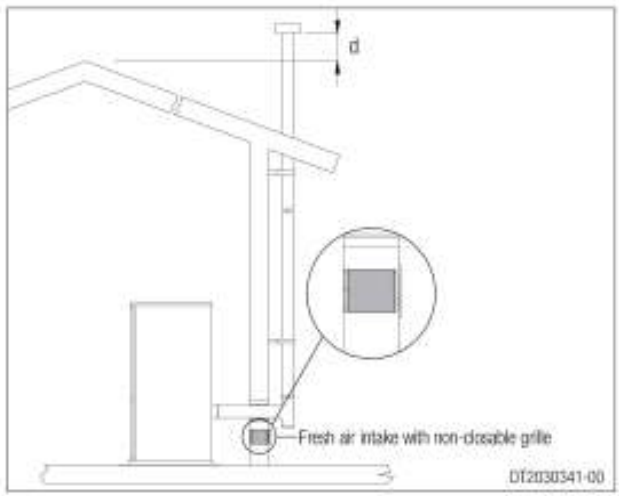
Ensure that all installation work is carried out to professional standards.





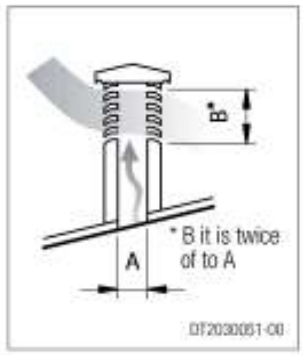
NO EXISTING FLUE

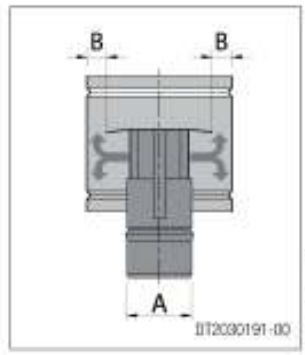
When there is no flueway or it is unusable, an external flue must be used. An external flue can be used provided it complies with the following requirements:
- use only insulated stainless steel pipes (double-lined) fixed to the outside wall of the building;
- there must be an inspection opening at the base of the flue to permit periodic checks and maintenance;
- the flue must be fitted at the top with a chimney stack with downdraught cowl, also ensuring compliance with the safety distance from the roof ridge as outlined in the section entitled "**CHIMNEY STACK**".



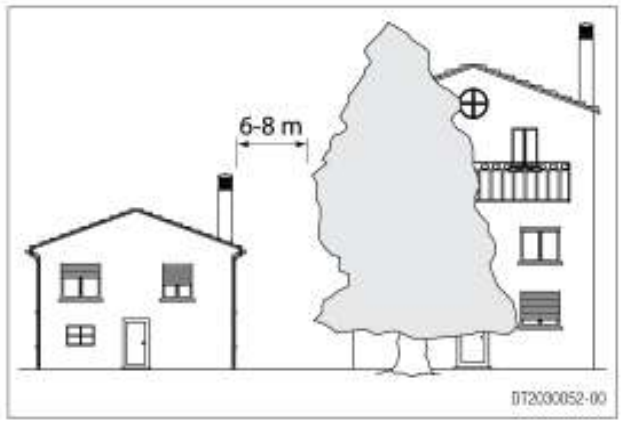
CHIMNEY STACK

The chimney stack must comply with the following requirements:
- it must have an internal section and shape the same as the flue (A);
- it must have a useful outlet section (B) of not less than twice that of the flue (A);
- the part of the chimney that emerges from the roof or remains in contact with the outside (e.g. in the case of a flat roof), must be covered with brick or tile elements and in any case well insulated;
- It must be built in such a way as to prevent the penetration of rain, snow and foreign matter into the flue and to ensure that in the event of winds from all directions and angle, discharge of the combustion products is assured (chimney stack with down-draught cowl).

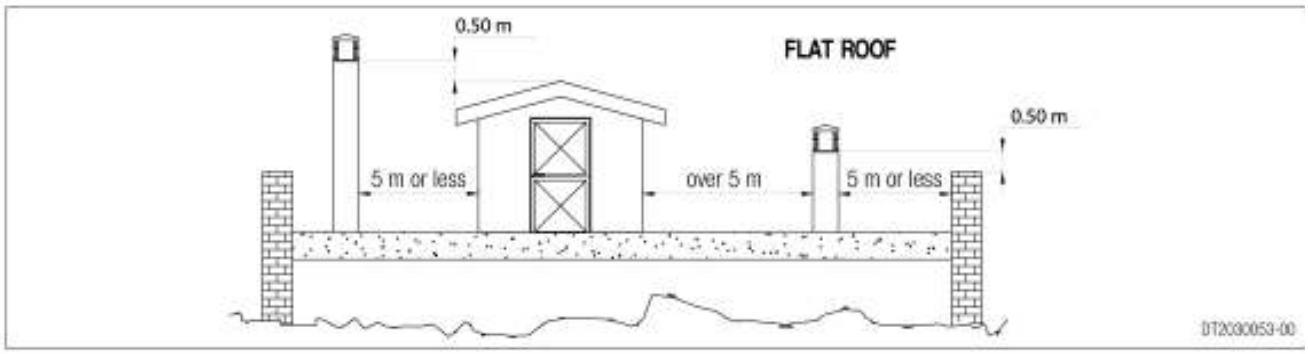


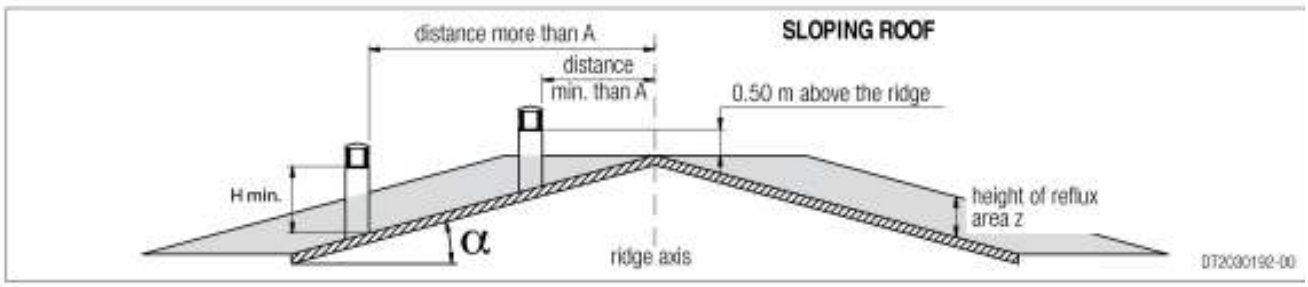


Recommended distances for correct chimney operation.
To ensure trouble-free operation of the chimney and allow correct dilution of the products of combustion in the air, the chimney stack must be installed at the distances given below:
- 6-8 metres from any buildings or other obstacles that are higher than the chimney stack;
- 50 centimetres higher than any obstacles located at a distance less than 5 metres;
- outside the reflux area. The size and shape of this area differ according to the angle of inclination of the roof and it is therefore necessary to adopt the minimum heights shown below.



Example: Check the slope of the roof (column α), and the anticipated distance of the chimney stack from the axis of the ridge (column **A**); if the distance is greater than "**A**" the height of the chimney stack may be read in column **H**; if the distance is less than "**A**" the chimney stack must rise above the ridge by 0.5 metres.





Pitch of the floor	Horizontal width of reflux area from ridge axis	Minimum height of outlet from root	Height of relux area
α	A	H minimum	Z
15°	1.85 m	1.00 m	0.50 m
30°	1.50 m	1.30 m	0.80 m
45°	1.30 m	2.00 m	1.50 m
60°	1.20 m	2.60 m	2.10 m

CONNECTION TO THE FLUE

Pipes of painted aluminized steel (minimum thickness 1.5mm), stainless steel (AISI 316) or enamelled steel (minimum thickness 0.5mm) with a nominal diameter of 80 or 100 mm (for pipes which run inside the flue maximum diameter 150 mm) can be used.
The male-female connectors must have a minimum length of 50 mm.
The diameter of the pipes depends on the type of installation. The stove was designed to take 80 mm diameter pipes but, as shown in Table 1, in some cases the use of double-lined 100 mm diameter pipes is recommended.

⚠ **Losses in pressure associated with a 90° bend can be compared to those incurred by one metre of pipe. An inspectable union-tee can be considered equivalent to a 90° bend.**

EXAMPLE: if installing a section greater than 4.5 m in length with 80 mm diameter pipe, calculate the maximum usable length in the following ways:
- If a maximum of three 90° bends are used, the maximum length of the section will be 4.5 m.
- If a maximum of two 90° bends are used and bearing in mind that a 90° bend can be replaced by one metre of pipe, the maximum length of the section will be 4.5 m + 1 m = 5.5 m.
- If a maximum of one 90° bend is used and bearing in mind that a 90° bend can be replaced by one metre of pipe, the maximum length of the section will be 4.5 m + 1 m + 1 m = 6.5 m.

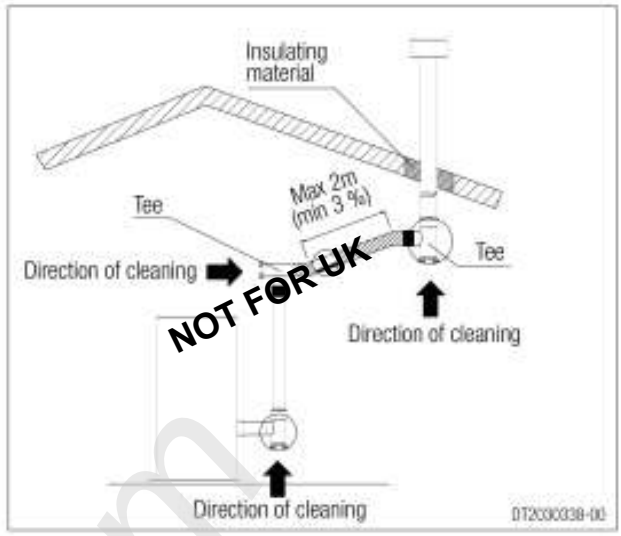


TABLE 1 – LENGTH PIPES

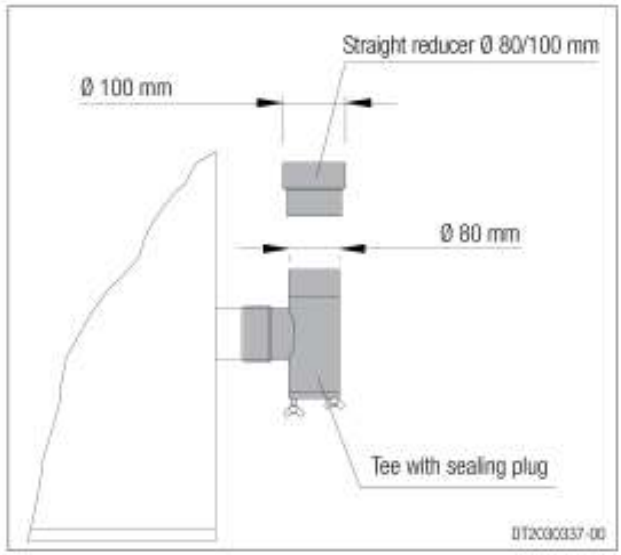
TYPE OF INSTALLATION	With 80 mm Ø pipe	With Double-walled 100 mm Ø pipe
Maximum length (with three 90° bends)	4.5 m	8 m
For installations more than 1200m above sea level	-	Required
Maximum number of bends	3 m	4 m
Length of horizontal sections with minimum 3% gradient	2 m	2 m

UNION-TEE

The use of this type of fitting must allow for the collection of condensate mixed with soot, which builds up inside the pipe. It must also permit periodic cleaning of the flue without the need to disassemble the pipes.
This type of fitting can be bought at Piazzetta retail outlets together with the pipes.
An example is given below of a flueway connection, which allows complete cleaning without having to disassemble the pipes.

⚠ **If ø100 mm pipes have to be used for connection to the ø80 mm appliance outlet (or to the Tee), use a reducing coupler ø100 to ø80. This straight reducer cannot be provided by Gruppo Piazzetta.**

⚠ **Ensure that all installation work is carried out to professional standards.**



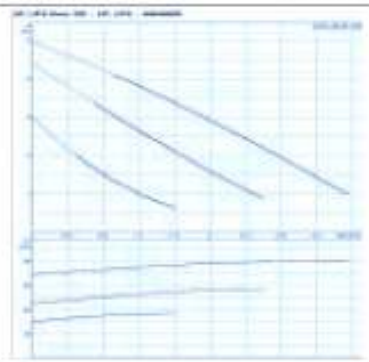
WATER CIRCUIT ARRANGEMENT

DT2010541-00

A typical water circuit arrangement with auxiliary wall-mounted boiler envisages the installation of:
- a tank with a capacity of at least 150-200 l, fitted with a double heat exchanger designed for storage and for separating the water flow between the heating system with boiler and the appliance. The tank exchangers must ensure transmission of heat outputs that are greater than/equal to the max. heat output of the appliance and the boiler. A tank with these characteristics can easily be found on the market because it is generally used in solar energy systems supplemented by traditional energy. The container itself allows any excess of heat to be dispersed and it acts as thermal flywheel;
- A control unit must be installed for safe management of the combined operation of the appliance and the wall-mounted boiler or other heating system.

A typical flow chart is given below to help make the heating system safe.
- Special attention must be paid to the operating times of the electric pumps and solenoid valve control. In other words there must not be an instant on-off changeover, but a delayed activation of approx. 1-2 minutes (tests on the spot will give a more precise value).
- The pairs of valves **V1**, **V2** and **V3** allow the water circuit to be cut off whenever maintenance has to be carried out on the heating system.
- The solenoid valve **VM** controls operation and safety of the appliance in relation to the temperature levels of the heating system, the tank and the actual appliance.

Characteristic curves of provided circulation pump UPS.25-50 180. Rating plate data without boiler loss of pressure.



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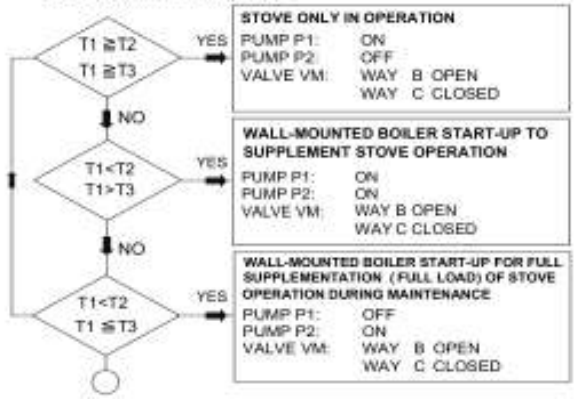
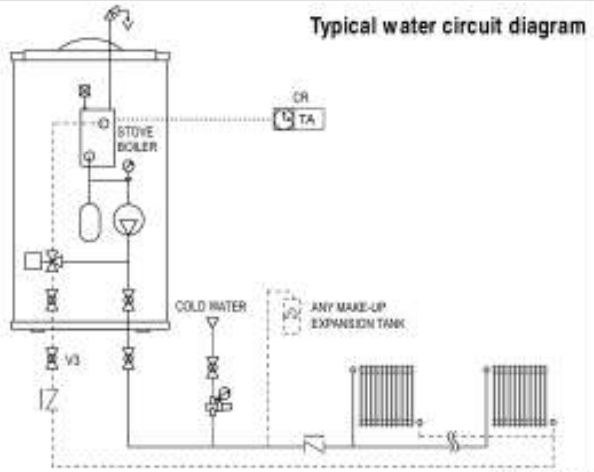
Typical flow chart

Key: T1 = stove boiler water temperature
T2 = storage tank water temperature
T3 = circuit return water temperature



Typical water circuit diagram



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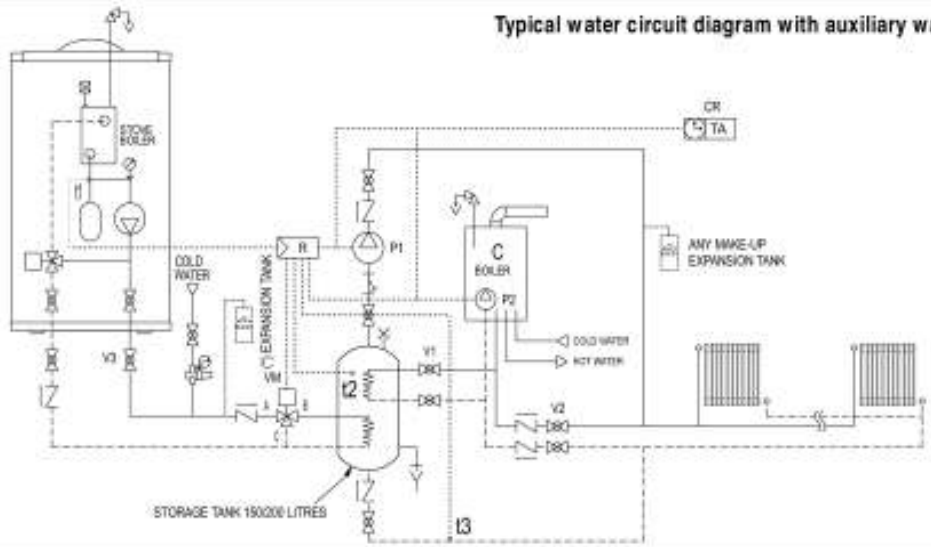
KEY

- (bal) - Ball valve.
- Temperature/pressure relief valve.
- Pressure gauge.
- Filter.
- Check valve.
- Heating delivery (outlet).
- Heating return (inlet).
- Electrical connections.
- CR TA - Timer thermostat.
- Pump for water.
- Automatic air valve.
- Automatically controlled 3-way valve.
- Temperature sensor.
- Water supply with pressure gauge.
- Differential thermostat.
- Expansion tank.

(*) The total length of the delivery and return pipes from the stove to the storage tank or the cut-off device must not be more than 25 m with diameter 3/4", otherwise install another expansion tank.

Typical water circuit diagram with auxiliary wall-mounted boiler



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WATER CONNECTIONS

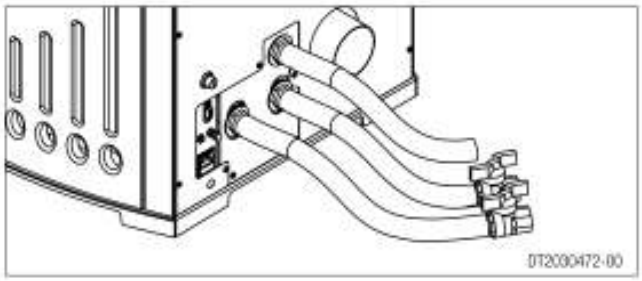
This appliance has been designed to heat not only the immediate surrounding environment, but also water for a hot-water type heating system.
When the appliance is operating regularly it produces hot water at a temperature that is necessarily below boiling point and a heating system must therefore be designed that is suited to the characteristics of the appliance.

⚠ **A qualified heating plumber must be called in to:**
- check an existing installation;
- design, install and check a new installation;

⚠ **The water heating system must be sized in relation to the average power of the appliance and the heating requirements of the environment (see Technical Data in the User's Instructions).**

The fittings for connecting the stove to the system are to be found in the rear part of the stove.

Connections.
- Connect the appliance to the heating plumbing system "**R**"-"**M**" using pipe unions, hoses and stop valves, thereby facilitating any future maintenance or emptying of the heating system.
- Connect the temperature/pressure relief valve "**S**" of the appliance to a suitable outlet hopper without on-off valves. Should the temperature/pressure relief valve activate, the water must be free to flow away without causing injury to persons or damage to property.



⚠ **Ensure the stove is standing level. If necessary use the adjustable feet to compensate for any irregularities in the floor.**

⚠ **Take care not to reverse the connections.**

⚠ **It is advisable to insert stop valves when connecting to the appliance to facilitate future maintenance.**

⚠ **Do not narrow the diameter of the pipework.**

⚠ **Avoid using elbows or bends with a small radius.**

⚠ **Install suitable automatic deaerators to eliminate any air in the system and thereby avoid bothersome vibrations.**

⚠ **Before the first time the appliance is put into operation, it is advisable to flush the water system through with hot water to eliminate impurities created during installation of the pipes and radiators (oil, grease, swarf, etc.), which could otherwise damage the circulation pump and the valves.**

⚠ **Do not install thermostats on all the radiators.**

⚠ **Make sure that the water pressure measured after any reducing valve is not higher than the appliance working pressure (see Technical Data in the User's Instructions).**

⚠ **During operation the pressure of the water in the heating system increases. Make sure that its value corresponds to the appliance working pressure and that its maximum value does not exceed the limit value given under Technical Data in the User's Instructions.**

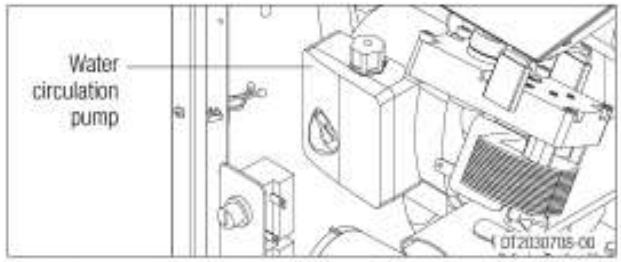
⚠ **Install an automatic filling unit with easily accessible pressure gauge on the mains water supply connection.**

⚠ **During installation and operation, take into account that dispersal of the minimum output delivered by the appliance must be guaranteed.**

⚠ **Ensure that the water heating system is fitted with another suitable closed expansion tank of an adequate size.**

⚠ **It is strongly recommended not to carry out installations in which boiler pumps or circuit pumps are connected in series with the pump provided with the appliance.**

⚠ **The expansion tank inserted inside the appliance and pre-filled at the pressure indicated on the rating plate is only sufficient to compensate the water in the boiler of the stove. Adjust the pre-filling pressure of the expansion tanks to the working pressure of the heating system. There are three settings for the water flow rate of the circulation pump, which should be selected according to the size of the water heating system. The diagrams below give some functional indications as suggestions for adapting the water heating system.**



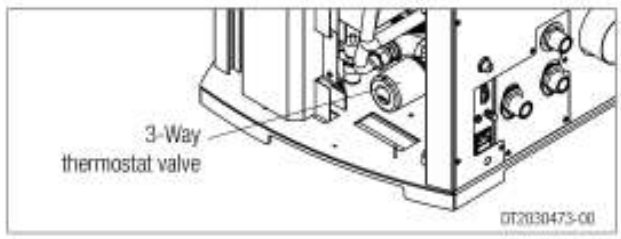
⚠ **The water-filled appliance also operates in combination with a common wall-mounted boiler. It is important to know that the appliance does not work instantaneously like a common boiler and the boiler must therefore always be considered solely as an auxiliary element to supplement appliance output. The boiler remains in standby for heating domestic hot water.**

⚠ **It should be noted that when the manufacturer provides diagrams or functional suggestions, they are always given purely as an indication, even though correctly designed and functional system solutions are proposed, since the feasibility of an installation must always be assessed by the installer taking into account all the specific elements of the system on which he will be working.**

Gruppo Piazzetta S.p.A. cannot be held liable for any damage to property or injury to persons caused by an incorrectly installed water system.

⛔ **Do not use the appliance for the instant heating of domestic water unless used with a storage tank.**

⛔ **To not tamper with the thermostat of the three-way valve on the appliance. Calibration is carried out by Gruppo Piazzetta.**



ELECTRICAL CONNECTIONS AND CONTROLS

All connections to the appliance are on the rear.
The following external connections to the appliance are possible.

Power cable (7)
The appliance is supplied with a power cable that must be connected to a 230V 50Hz mains socket.

⚠ **The appliance must be efficiently earthed.**

⚠ **Ensure that when the power cable is in its final position it does not come into contact with hot parts.**

⚠ **Ensure that the plug connecting to the mains supply is also accessible after the appliance has been installed.**

External socket for connection to the room sensor (6)
Upon installing the appliance, connect the provided room sensor to the relative socket (1). The room sensor may also be positioned as shown in the figure.

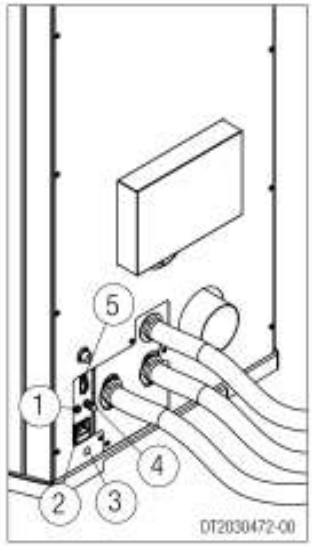
Installation of external thermostat (8).
The thermostat is connected using a cable 2x0.5mm^2 secured with a gland PG7 (11) to be inserted in the hole provided in the rear panel of the appliance (3).

Any type of room thermostat may be installed.
A PG7 cable gland similar to the one shown in the figure must be used. For the connection of the room thermostat to the electronic board, see the wiring diagram.

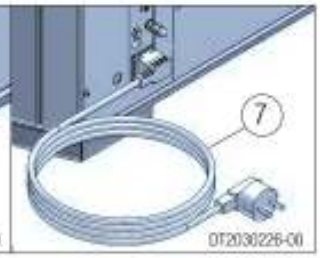
To install, proceed as follows:
- Disconnect the power cable;
- remove the protective cover from the electronic board;
- insert the thermostat cable (9) into the PG7 gland (11) and insert it into the hole provided in the rear panel of the appliance (3);
- remove the 2-pin terminal (10) from the electronic board;
- connect the room thermostat cable leads to the 2-pin terminal (10), thereby replacing the jumper;
- insert the 2-pin terminal (10) in position No. 32 and 33 on the electronic board;

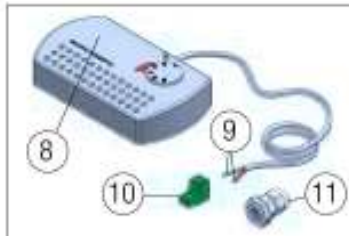
Appliance pressure tap (4)
The appliance has an external socket for measuring the pressure (vacuum) inside the appliance. This control and verification should be carried out by authorised personnel at the time of installation.

Connection to the DB9 serial socket (5)
The appliance has a DB9 serial socket, which is used to check proper operation of the appliance at the end of installation in conformity with the Gruppo Piazzetta S.p.A. quality system.

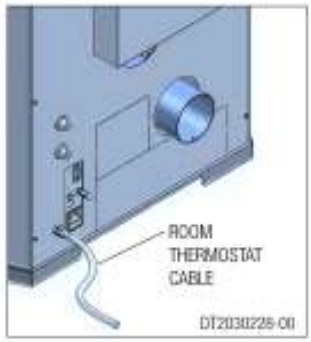


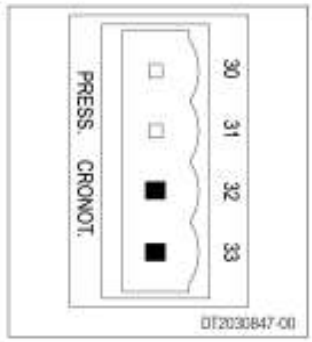
1 External socket for connection to the room sensor
2 Power cable socket
3 Hole for insertion of PG7 cable gland for external thermostat installation
4 Appliance pressure tap
5 Connection to DB9 serial socket
6 Room sensor
7 Power cable

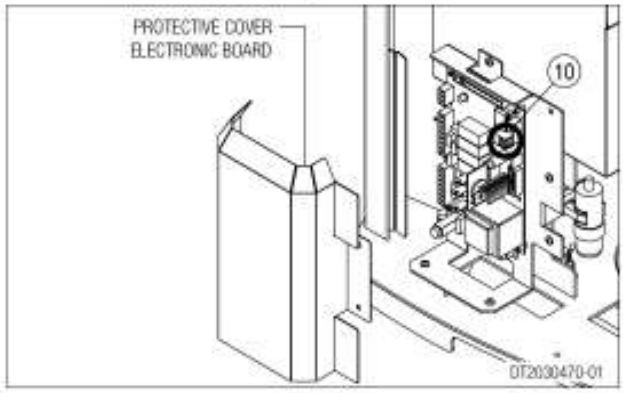




8 Room thermostat
9 Thermostat cable leads
10 Electronic board 2-pin terminals
11 PG7 cable gland





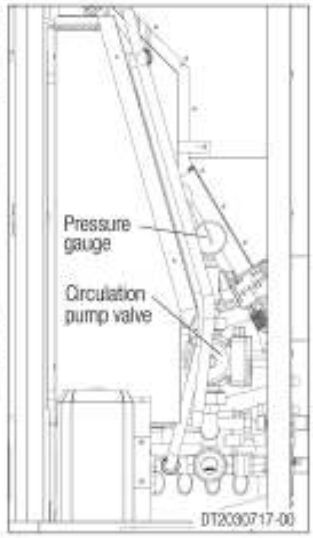


FILLING THE SYSTEM

DT2010544-00

Fill the water heating system with cold water.
Take the following steps every time the heating system is drained/filled.

Sequence for filling the system:
- open the air valves of the radiators;
- loosen the screw of the automatic air or bleeder valve of the appliance and leave it loose;
- open the appliance ball valves "**R**"-"**M**" and then gradually open the relative tap located on the water heating system for filling with water from the mains supply;
- bleed the system through the air valves installed in the system, on the radiators and in the appliance, checking that they are working correctly;
- also bleed the water circulation pump installed in the appliance;
- close the radiator air valves as soon as water starts to come out (the screw of the automatic air valve of the appliance must remain loosened);
- bring the installation up to working pressure (see technical data);
- close the mains water filling tap and then bleed the system again through the air valves;
- check that the water heating system pressure is stable.



Characteristics of the mains water supply:
- The pressure of the mains water supply to the heating system must be between 1-2 bar (in the case of higher pressure, install a pressure reducer).
- The hardness of the supply water affects heat exchanger operation. In the case of excessive hardness (above 20° F) install a water-softening device between the mains outlet and the appliance.
Every municipality provides water analyses free of charge.

Combination with another heat source:
- In the case of combination with another heating appliance, for example a gas-fired wall boiler, to work in all safety it is advisable to separate the circuits by installing a storage tank and a water cut-off device (see the typical water circuit arrangement with auxiliary wall-mounted boiler).

LIGHTING FOR THE FIRST TIME

DT2010545-02

Cladding
After having installed the appliance, completed the water and electrical connections and fitted any external room thermostat, proceed with installing the cladding. See the "cladding instruction booklet" provided in the kit.

⚠ **In conformity with current laws and regulations concerning the safety of electrical equipment, a pellet stove without cladding may not be lit in order to avoid contact with electrical or moving parts.**

Lighting for the first time
When the appliance is connected to the electric installation but is not working, on the display appears the sign "OFF" and the actual time.
Before proceeding with lighting the stove, check that:

⚠ **The first time of lighting must be at low power.**

⚠ **The plug is inserted properly into the electricity socket.**

⚠ **The brazier, the baffle plates, the grate and all the hearth components are properly positioned (see the USER'S INSTRUCTIONS BOOKLET).**

⚠ **There are no packaging pieces or foreign parts of some kind inside the hearth.**

⚠ **The door of the hearth is properly closed.**

⚠ **The pellet hopper is full or contains sufficient pellets for the appliance to operate for the required time.**

⚠ **The water circuit is at working pressure (see technical data under "Working pressure").**

⚠ **Check the heating system pressure also after the first few hours of operation.**

⚠ **The valves and gate valves of the appliance, radiators and the system in general are open.**

⚠ **The appliance air or bleeder valve is left open by at least half a turn.**

⚠ **Fully vent the water system and check correct operation.**

⚠ **Turn on the appliance following the instructions "Lighting for the first time" in the USER'S INSTRUCTIONS BOOKLET.**

⚠ **Do not leave the appliance unlit in environments in which the temperature could drop to around 0° C to avoid freezing of the system and the actual appliance.**

⛔ **Never light the appliance if the water heating circuit is not completely filled.**

SCHEDULED MAINTENANCE

DT2010548-00

⚠ **The scheduled maintenance work listed below must be carried out ONCE A YEAR and prior to starting up the appliance or after a long period of inactivity. This work is necessary to ensure that the appliance remains efficient and safe.**

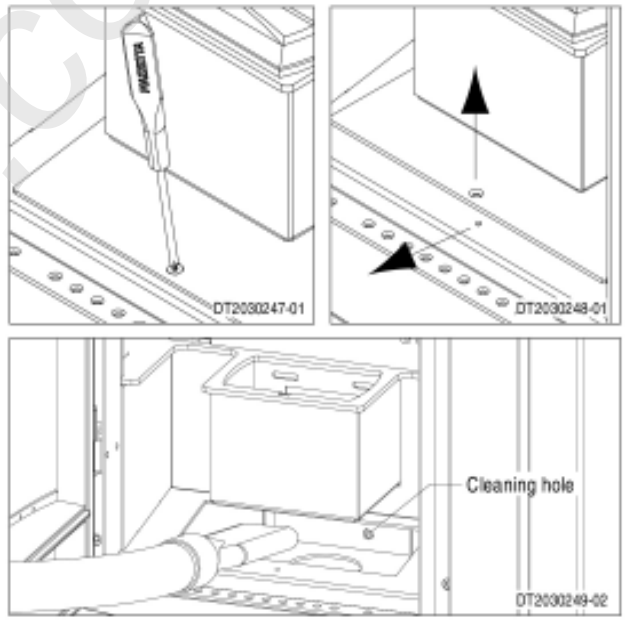
- Thorough cleaning of the smoke chamber (see paragraph "**CLEANING THE SMOKE CHAMBER**" in the USER'S INSTRUCTION BOOKLET).
- Check and clean the smoke outlet and flue system.
- Clean away dust and cobwebs from the area inside the cladding.
- Clean moving parts and mechanisms (motors and circulation pump) (see paragraph "**CLEANING THE FAN**").
- Check the electrical part as well as the connected electronic and water circuit components.
- Check the water level and pressure of the water system, resetting the values, and if necessary bleed the valves and radiators.
- If the circulation pump impeller is locked, unscrew the plug from the circulation pump and release the impeller with a screwdriver.
- Check the tightness and state of the gaskets/seals of the glass door, the water system and all the elements subject to wear and if necessary replace.
- Check the seal and tightness of the joints and connecting pipes.
- Check the state of the temperature/pressure relief and safety valves and if they have been activated. Check that they are in proper working order and if necessary replace.
- Carry out all maintenance and checks required for correct operation and adaptation to safety regulations.
- Light the stove in accordance with instructions given in the paragraph "**LIGHTING FOR THE FIRST TIME**".

⚠ **All cleaning and maintenance must be carried out with the power cable disconnected from the power supply.**

CLEANING THE SMOKE CHAMBER

DT2010159-00

Once a year clean the smoke chamber as follows:
- Remove the screw which secures the smoke chamber closing element, then lift the element slightly and remove it by pulling it towards you.
- Use a vacuum cleaner to remove any ash and carbon deposits which can accumulate in the chamber, taking care not to damage the blades of the fan.
- After thorough cleaning, change the gasket and replace the smoke chamber closing element.



CLEANING THE FAN

DT2011017-00

The appliance is fitted with a fan for extracting smoke and combustion gases; it may be reached from the smoke chamber.
Any build-up of dust or ash on the fan blades results in an unbalance that causes noise during operation.
Disconnect the power cable and clean the fan, taking care not to damage the blades.

REPLACING THE GLASS

DT2010093-03

The stove is fitted with a 4mm thick glass panel, resistant to thermal shock up to 750°C; the glass can only be broken by heavy impact or misuse.
Do not slam the door or hit the window.
In case of breakage replace only with a Gruppo Piazzetta spare part.
To replace, proceed as follows:
- wear protective gloves;
- loosen the screws visible on the inside of the door;
- remove the frame and glass carefully;
- change the fibreglass seal under the glass and the glazing bead around the edge of the door;
- change the glass panel then replace the frame, carefully tightening the screws;

If necessary consult your nearest retailer.

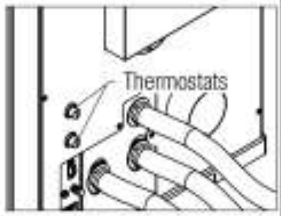
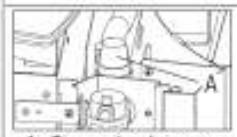
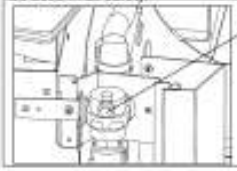
⚠ **Some of the problems indicated below may be resolved by following the instructions. All work must be carried out when the appliance is cold and disconnected from the electricity supply (pull out the plug).**

⚠ **Authorised qualified persons must be contacted, in accordance with current regulations, whenever it is necessary to work on parts inside the cladding or the firebox in order to resolve the problem.**
It is therefore recommended that only "Gruppo Piazzetta S.p.A." authorised Service Centres be contacted.
Whenever authorised Service Centre personnel carry out work, they must show an identity card issued by Gruppo Piazzetta S.p.A. on which the following are printed: name of the Service Centre, stamp and signature of the company and the period of validity of the actual document.

⚠ **Unauthorised tampering with the appliance or the use of other than original spare parts not only creates situations of risk for operator safety, but invalidates the warranty and relieves the manufacturer from all liability.**

PROBLEM	CAUSE	SOLUTION
NO ACC (Failure to light)	The pellets do not ignite. The smoke outlet temperature does not increase.	Turn the stove off. Keep the "**on/off**" button pressed for a few seconds; check the causes that have made the safety device activate. Always remove all the fuel from the grate. Start up the stove. Start another three-stage cycle that brings the stove to normal operating conditions in approx. 15/25 minutes. If the appliance does not light regularly, the cause could be mainly due to insufficient maintenance (see the "**MAINTENANCE**" section) or poor pellet quality (see the "**FUEL**" section in the User's Instructions booklet). *After the second consecutive failure lighting, check for other problems.*
	Empty hopper	Fill the hopper
	The three-way valve remains locked in the open position.	Clean away encrustation and impurities from the valve or replace.
	Smoke sensor.	The poles have been reversed.
	Clogged pellet-charging system.	Empty the hopper, check and clean the auger and chute.
	Grate requires cleaning.	Clean the grate (see paragraph "**CLEANING THE GRATE**" in the User's Instructions booklet).
	Operating temperature not reached.	Empty the grate and relight.
	Faulty glow plug (igniter)	Replace glow plug
	Faulty electronic board	Replace the electronic board
	Smoke fan does not work.	Check smoke fan operation and if necessary replace.
NO CONN (Smoke sensor disconnected)	Faulty connection of the smoke sensor or the room sensor to the electronic board.	Check correct connection/position of the connector (see wiring diagram).
	Faulty smoke sensor	Replace the smoke sensor.
	Faulty electronic board	Replace the electronic board.
PULL (Power failure)	Power failure for a few minutes.	The appliance starts up again automatically. Upon starting it continues to operate at power setting 2 "**ON 2**".
ON 1 FUMI (Smoke temperature sensor)	**1st SAFETY WARNING** Overheating of the stove. Room too warm.	This is a safety warning indicating that the smoke temperature maximum limit has been exceeded. It activates by putting the stove to minimum power "**ON 1**"; if the temperature continues to exceed the limit, a second safety device "**MASS TEMP**" activates.
MASS TEMP (Appliance smoke thermal cutout)	**2nd SAFETY WARNING** Blocked flue or flue gas outlet	Clean the flue and the outlet
	Faulty electronic board	Replace the electronic board
	Faulty smoke temperature control sensor.	Replace the control sensor.
STOP FIRE (Water temperature sensor)	**SAFETY WARNING** Overheating of the stove. Incorrect setting of parameters: water temperature set point. Room too warm.	This is a safety warning indicating that the maximum limit of the water temperature SET point has been exceeded. E.g.: if the water temperature set point has been set at 60°C and the heat produced is not regularly dissipated, when the temperature has suddenly increased by 15°C the STOP FIRE safety device activates. Check regular dissipation of heat and check the set limit under the heading "setting the operating water temperature". In this stage the appliance automatically starts the extinguishing and cooling process. The water relief valve could activate. Wait and make sure that the pellets in the grate have finished burning. Wait for the appliance to cool and for the water temperature to drop. The thermostats could have activated; check and reset.

PROBLEM	CAUSE	SOLUTION
MASS H2O **(Water temperature sensor)**	**SAFETY WARNING** The water temperature exceeds the maximum safety limit set at 90°C. Problem in the water circuit.	In this stage the appliance automatically starts the extinguishing and cooling process. The water relief valve could activate. Wait and make sure that the pellets in the grate have finished burning. Wait for the appliance to cool and for the water temperature to drop. Check and remove the causes that have made the safety device activate. Check operation of the temperature/ pressure relief valve, since it probably activated to discharge water. Check if the water pressure requires making up and if necessary bleed the water heating system. Check the water system (e.g. closed gate valves, closed thermostats, incorrect water connections, air in the system, partial or total lack of water, etc.). Start the stove.
	Faulty electronic board	Replace the electronic board
	Faulty water temperature control sensor.	Replace the water temperature control sensor.
The control panel display is not lit	The appliance is not powered	Check that the power cable is plugged into the wall socket and connected to the appliance.
	Faulty power cable	Replace the power cable
	Fuses blown	Check the fuses in both the plug at the rear of the appliance and in the electronic board, replacing them if necessary (see paragraph "**REPLACING THE FUSES**"). Check the causes.
	Faulty control panel	Replace the control panel.
	Faulty flat cable	Replace the flat cable.
	Disconnected wiring.	Check the electrical connections.
	Faulty electronic board	Replace the electronic board.
Appliance runs for 9-10 minutes and then goes out	Heat sensor locked. Combustion gases have not reached the required ignition temperature	Repeat ignition procedure.
	Heat sensor badly connected.	Check the wiring and connections.
	Blocked flue	Clean flue system
	Failed ignition	See "**NO ACC**"
	Faulty electronic board	Replace the electronic board
	Pellet-charging system blocked	Empty the pellet hopper; check and clean the auger and chute.
ON 3 40° C **(Room sensor)**	 The room sensor is not connected.	Connect the room sensor to the appliance.
Circulation pump does not work	Air in the circulation pump	Bleed the circulation pump and system.
	Locked circulation pump impeller.	Check for encrustation on the circulation pump. Replace the pump.
	Faulty electronic board	Replace the electronic board
Incorrect system pressure.	Leaks in the water circuit.	Check the water circuit for leaks.
	Anomaly in the system.	Make a general check of the water system.
	Damaged safety valves.	Replace the valves.
	Leaps in pressure of mains water supply.	Install a pressure reducer at the mains water supply outlet.
	Failed operation of the expansion tank.	Check operation of the expansion tank. If necessary replace.

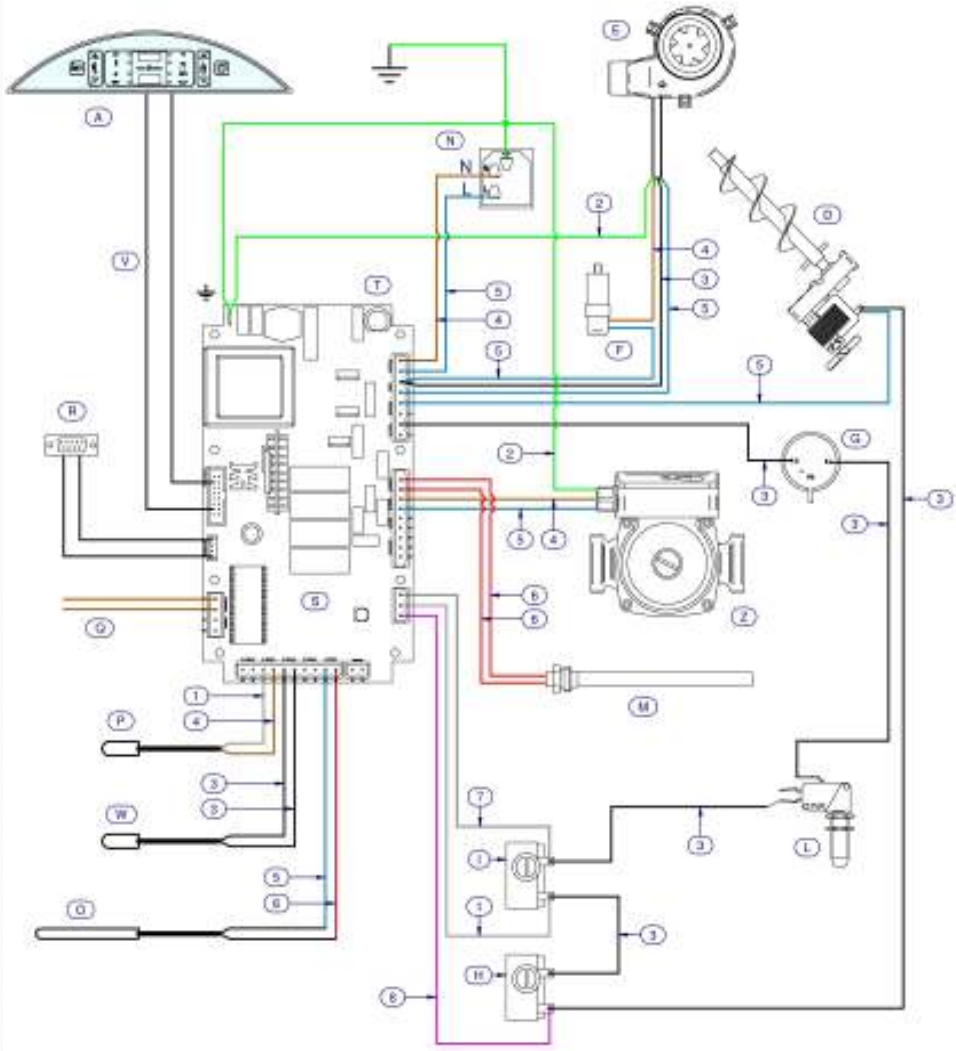
PROBLEM	CAUSE	SOLUTION
ON 1 ECO **(Water temperature sensor)**	Set water temperature has been reached. Room too warm.	If the temperature of the water to the heating system exceeds the set value, the stove power regulating system automatically activates and an intermittent warning consisting of the writing "**ECO**" appears on the display, while the stove power is put to 1 "**ON 1**".
ALAR NO WOOD	Empty hopper	Fill the hopper
AL 1 **NO DEPR** **(Appliance smoke discharge safety device)** **Door microswitch**	Blocked flue or flue gas outlet	Check and clean the flue and the outlet
	Broken smoke extractor	Replace the motor
	Flue system too long	Check correct installation (See section **INSTALLATION**).
	Damaged door sealing gaskets	Check all the gaskets and seals of the door
	Hose connection blocked	Dismantle and clean the hose connection for the vacuum gauge
	Silicone piping blocked or broken	Check and if necessary replace piping
	Faulty pressure switch	Replace the pressure switch
	Disconnected wiring.	Check electrical connections.
	Faulty electronic board	Replace the electronic board
	The door is not properly closed	Check that the door and the handle are properly closed
	Defective microswitch	Contact your nearest Service Centre
AL 2 **HOT TEMP** **(Hopper thermal cutout)**	Blocked flue	Check and clean the flue
	Grate requires cleaning.	Clean the grate (see paragraph "**CLEANING THE GRATE**" in the User's Instructions booklet).
	Faulty thermostat	Replace hopper thermostat
	Faulty electronic board	Replace the electronic board
	Momentary power failure during operation.	Reset the thermostat (see section **HOT H2O**)
	Anomaly in the water circuit.	Check the water system (heat not dispersed due to closed gate valves, incorrect water connections, incorrect sizing, etc.)
AL 3 **HOT H2O** **(Water circuit thermal cutout)**	 Momentary power failure during operation.	Press the "**ON/OFF**" button thereby stopping the acoustic alarm if activated. Wait and make sure that the pellets in the grate have finished burning. Wait for the appliance to cool. Reset the thermostat as follows: - unscrew the cap located on the rear of the appliance; - one at a time press the pushbutton, if necessary using a pointed screwdriver; - screw the previously removed cap back on. Check and remove the causes that have made the safety device activate. Clean the grate. Start the stove. The writing and the indicator light "**AL**" should go out; if they do not, repeat manual reset.
	Blocked flue	Check and clean the flue
	Faulty thermostat	Replace hopper thermostat
	Faulty electronic board	Replace the electronic board
	The circulation pump does not work.	Check operation of the circulation pump and if necessary replace.
	Anomaly in the water circuit.	Check the water system (heat not dispersed due to closed gate valves, incorrect water connections, incorrect sizing, etc.)
	Air in the water circuit.	Bleed the circuit correctly.
AL 7 H2O **(Water temperature sensor)**	Malfunctioning water temperature sensor.	Check correct connection of the water temperature sensor. If the problem persists, replace.
	Temperature of water inside boiler below 5°C	Increase the room temperature using another source of heat. During the coldest periods of the year it is advisable to leave the heating system on at minimum to avoid freezing of the appliance.
 **A - Temperature/pressure relief valve** The valve measures the water pressure and temperature in the boiler so that the appliance can be used in all safety.	If the boiler temperature exceeds 90°C or the system pressure exceeds 3 bar, the valve discharges water through the vent and expansion pipe. When ideal operating conditions have been restored, the valve returns to the closed position.	⚠ **Wait and make sure that the pellets in the grate have finished burning.** ⚠ **Wait for the appliance to cool, the water temperature to drop and the relief valve to close.** Check and remove the causes that have made the safety device activate. Check operation of the temperature/pressure relief valve and if necessary replace. Check if the water pressure needs making up and if necessary bleed the water system of the appliance and the heating system. Clean the grate. Start the appliance.
 **Air valve. Automatic valve for bleeding the boiler.**		A faint whistling noise may be heard occasionally during appliance operation, since any air pockets that form are automatically discharged by the valve. ⚠ **When the appliance is installed, the bleed screw must be opened and remain open by half a turn so that it can work properly.**

ELECTRICAL DIAGRAM

DT2032279-01

Key to parts	
A	Display of control
B	-
C	-
D	Pellet-loading auger
E	Flue gas fan
F	Capacitor
G	N.O. Pressure switch (normally open)
H	N.C. 85° thermostat (normally closed)
I	N.C. 80° thermostat (normally closed)
L	Microswitch
M	Ignition glow plug
N	Power supply with fuse (5X20 4AH250V)
O	Smoke sensor
P	Room sensor
Q	External thermostat
R	Serial port DB9
S	Motherboard
T	Fuse 5X20 4AL250V
U	-
V	Flat cable
Z	Circulation pump
W	Water sensor

N.	Key to colours
1	White
2	Yellow-green
3	Black
4	Brown
5	Blue
6	Red
7	Grey
8	Violet



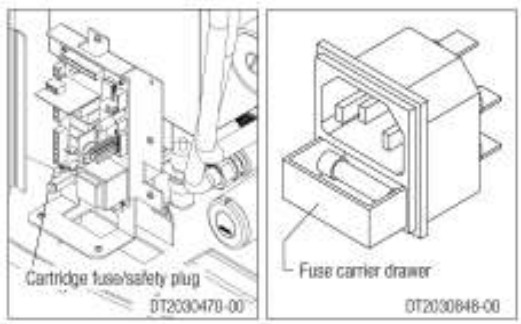
English

REPLACING THE FUSES

DT2010649-00

Electronic board fuse.
Unscrew the cartridge fuse or safety plug from the electronic board and replace with a similar one.
Motherboard fuse type: F4AL250V

Fuse on the IEC power socket.
Draw out the fuse carrier and replace the fuse with the spare to be found inside the small drawer.
Type: F4AH250V



PIAZZETTA

Pellet Stove
P960 THERMO

Instructions for the user

The instruction booklet is an integral part of the product.

1.0 GENERAL RULES

DT2010493-02

1.1 GENERAL RECOMMENDATIONS

DT2010491-04

⚠ Use only regulation wood pellets (refer to section entitled "Fuel").

⚠ Ensure that there is sufficient ventilation in the room of installation when the stove is lit.

⚠ In the event of technical faults, the appliance commences the automatic shutdown procedure. Restart the stove only after having eliminated the cause of the fault.

⚠ Stop using the product in the event of fault or malfunctioning.

⚠ Any build-up of unused pellets in the burner left over from repeated failed ignitions must be removed before attempting to light the stove again.

⚠ Stove operation can result in surfaces, handles, flue pipe and glass becoming extremely hot. When the stove is in operation, only touch these parts if wearing protective clothing otherwise use suitable tools.
In other words, be extremely careful and take due precautions, especially in the presence of children and elderly or disabled persons.

⚠ Any noise such as tapping or creaking does not denote a defect but is due to normal expansion of the materials as they heat up.

⚠ Because of the build-up of heat on the glass, take care that those who are unfamiliar with stove operation do not linger near the stove.

⚠ This appliance must not be used by persons (including children) with reduced physical, sensory or mental capacities, or lack of experience or knowledge unless they are supervised or instructed on use of the appliance by the person who is responsible for its safety.

⚠ Keep all elements made of combustible or flammable material such as: wooden beams, wood furniture, curtains, flammable liquids, etc. outside the hearth area of radiation and in any case at least 1 m from the heating block.

⚠ The smoke outlet pipe, chimney stack, flueway and fresh air intake must always be clear of obstructions, clean and periodically checked (at least twice) during the seasonal period when in use. When the appliance has not been used for some time, it is advisable to check the above. For other information, consult a chimney sweep.

⚠ The working pressure of the water system must be 1.5 bar to ensure trouble-free operation. If the pressure is lower then it must be raised.

⚠ If replenishing with pellets while the stove is lit, ensure that the bag does not come into contact with any hot surfaces.

⚠ In the event of faults or malfunction of the product or for controls of the whole installation, use the services of a heating technician or qualified person.

⚠ For operation together with other heating or ventilating appliances, refer to the paragraph "Installation environment" in the installer's booklet.

⚠ The temperature of the room or rooms to which the THERMO appliance is connected must never fall below 5°C

1.2 ELECTRICAL CONNECTION

DT2010495-00

⚠ Prior to connecting the appliance to the mains electricity supply, ensure that the system is fitted with a suitable earth circuit and a residual current circuit breaker in conformity with standards **73/23 EEC, 93/98 EEC.**

It has been noted that voltage changes in the mains electricity supply **exceeding 10%** of the nominal value may affect appliance operation, causing malfunction or faults to the electrical system of the stove.

⚠ Make sure that the plug connecting the stove to the mains electricity supply is also accessible after installation of the appliance and that it cannot be heated by radiation or by contact with hot parts.

⚠ The mains electricity supply to which the appliance is connected must guarantee the necessary input; in any case the mains cables must have a diameter of at least 1.5 mm2 and carry 230 V at 50Hz (Consult a qualified electrician).

1.3 BASIC SAFETY RULES

DT2010492-00

⛔ Under no circumstances use fuels other than pellets.

⛔ Do not use the appliance as an incinerator or use liquid fuels to operate the stove or to revive any embers.

⛔ Do not place objects that are flammable or not heat resistant on the stove or within the recommended minimum safety radius. Do not leave pellet residues on top of the stove.

⛔ Do not open the stove door during operation or light the stove if the glass of the door is broken.

⛔ Do not use the stove or fireplace simultaneously with shared ventilation systems, whether with or without extractor fans. Similarly do not use other devices or equipment such as air-conditioning systems or other heating systems which use fans to circulate the air. Do not obstruct the fresh air intake.

⛔ Do not use the stove as a cooking appliance.

⛔ Do not touch the appliance if you are barefoot and some parts of your body are wet.

⛔ Do not clean or repair the appliance without having previously disconnected it from the power supply net.

⛔ Do not alterate the safety or the regulation devices of the appliance.

⛔ Do not sprinkle or pour water directly on the appliance.

⛔ Under no circumstances remove the protective grille inside the pellet hopper.

⛔ Do not light the appliance unless the water circuit is completely filled with water.

⛔ During operation do not close the valves on any the radiators; check for closed valves or gate valves that would close off the water circuit.

⛔ Do not carry out any procedure that prevents a normal flow of the hot water produced by the boiler.

⛔ Do not let the appliance operate at a higher temperature than the room temperature requirements.

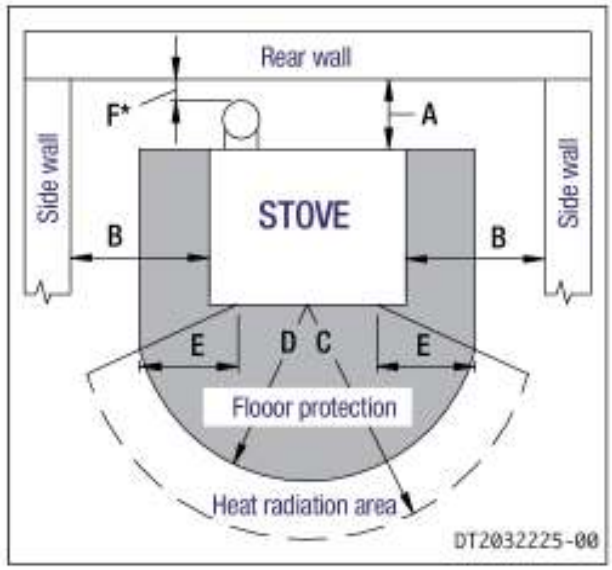
⛔ **Under no circumstances shutdown the appliance rapidly;** the cooling time takes between thirty and fifty minutes and is controlled automatically by the appliance. **To shutdown the appliance, follow the instructions given under "SHUTDOWN".**

1.4 SAFETY DISTANCES

DT2010494-04

Check that the product has been installed in compliance with the minimum safety distances described here:

A	10 cm from the wall to the rear
B	20 cm from the walls to the side
C	80 cm in the heat radiation area and hot air fan outlet
D	50 cm floor protection
E	30 cm (measured from the inner corner of the hearth opening)
F *	5 cm from the flue gas outlet on the rear wall



⚠ In the case of flooring that is heat-sensitive or flammable, check that non-combustible insulating material has been laid in the safety area, e.g. steel sheet, marble slab, tile, etc. of a suitable size to comply with the safety distances: D, E.

⚠ **Keep any flammable product, such as wood furniture, curtains, carpets, flammable liquids, etc. far from the stove when it is in operation (minimum 80 cm).**

Connection to the flue must respect **minimum safety distances** from heat-sensitive structural components or inflammable materials (wood panelling, beams or ceilings, etc) shown in figures.

* = Values referred to the use of original Piazzetta flue pipes; if other pipes are used, the safety fire regulations or fire codes of reference are applicable.

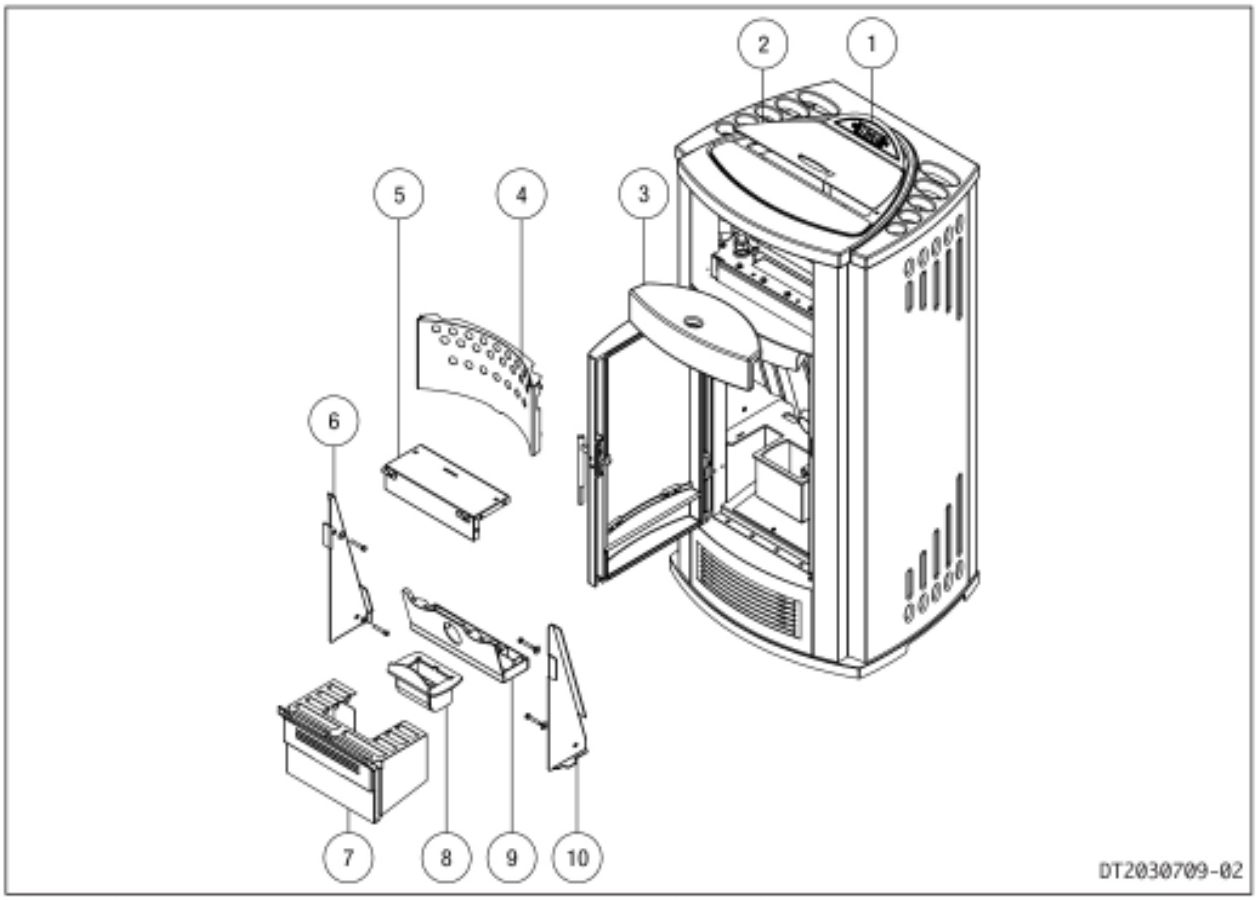
2.0 TECHNICAL DATA AND SPECIFICATIONS

DT2011141-01

2.1 DESCRIPTION OF THE APPLIANCE

DT2010497-02

The pellet stove **P960 THERMO** with majolica cladding offers excellent heat output, leading the manufacturer to think of this product as a boiler for the heating circuit water. The pellet stove **P960 THERMO** operates automatically, modulating the flame according to the required heating needs. The working range in relation to the hot water boiler is between **50°C** and **80°C**.



Nr	Description
1	Digital control display
2	Pellet hopper lid
3	Food-warmer plate
4	Metal upper front panel
5	Boiler cover
6	Left side baffle plate
7	Ash tray
8	Grate
9	Boiler protective bottom plate
10	Right side baffle plate

2.2 ACCESSORIES AND EQUIPMENT

DT2011620-00

Description	
Room sensor NTC 10K	Provided
Cable L=200 Schuko IEC	Provided
* Grey silicone paint spray can	Provided
Boiler tube-cleaning brush	Provided
Hexagon wrench 3 mm	Provided
Pipes and elbows for connection to the flueway	Optional
Floor protection	Optional

* The grey silicone paint spray should only be used to paint the grate and the metal parts inside the hearth when they are clean and before the season when the appliance is not used.

2.3 FEATURES

DT2010527-01

- Cladding: in hand-made majolica
- Front: in grey enamelled steel
- Interior: in steel
- Hearth and boiler: in steel
- Grate: in steel
- Door: in cast-iron with ceramic glass heat resistant up to 750°C
- Handle: in steel with nickel-plated finish
- Control panel: display with digital controls
- Timer thermostat: with programming mode divided into two daily time bands
- Power setting: 5 settings
- Ash drawer: can be removed
- Fuel: natural wood pellets (refer to the section "FUEL")
- Heating: heat exchange by water, with boiler water temperature setting or room temperature

2.4 TECHNICAL DATA

DT2010296-03

	U.M.	P960 TH	
		(at rated power)	(at minimum power)
Rated / minimum thermal power	kW	12 / 3,6	
Thermal power to the fluid (water) rated / minimum	kW	8 / 2,9	
Hourly fuel consumption	kg/h	2,8	0,8
Efficiency	%	90,2	89,1
CO content (with 13% O2)	%	0,02	0,01
Maximum power rating	W	385	
Power rating at work	W	105	
Electrical power supply	V	230	
Frequency	Hz	50	
Fuel tank capacity	kg / (l)	35 / (54)	
Boiler capacity	l	5	
Working pressure	bar	1,5	
Maximum working pressure (peak)	bar	2,5	
Heating circuit water temperature control (max/min)	°C	80 / 50	
Exhaust outlet diameter	cm	ø8	
Fresh air intake with minimum useful section	cm^2	100	
Weight with cladding	kg	181	
Packing sizes (DxWxH)	cm	79x68x142	

- Data obtained under laboratory conditions with pellet calorific value of 5kWh/kg
- **N.B. The above data may vary according to the characteristics of the pellets being used. (See section "FUEL")**

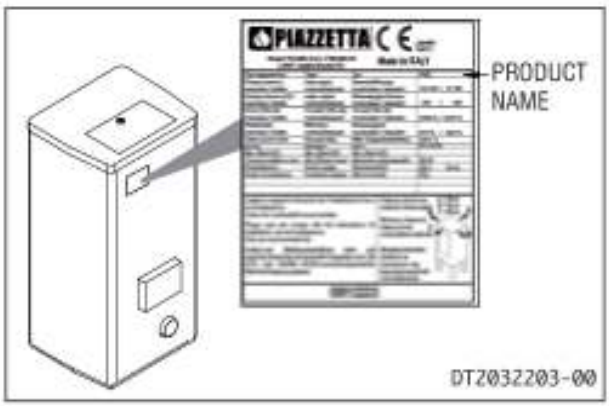
Technical data for flue calculations

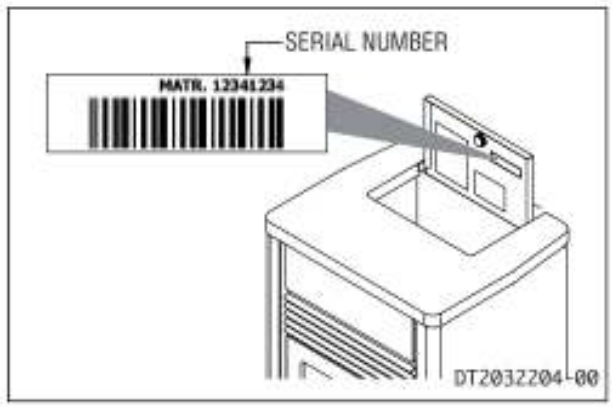
	U.M.	P960 TH	
		(at rated power)	(at minimum power)
Rated / minimum thermal power	kW	12 / 3,6	
Smoke flow rate	g/s	7,6	3,3
Average temp. of smoke at exhaust outlet	°C	230	190
Minimum draught	Pa	12	

2.5 PRODUCT IDENTIFICATION DATA

DTZ011541-00

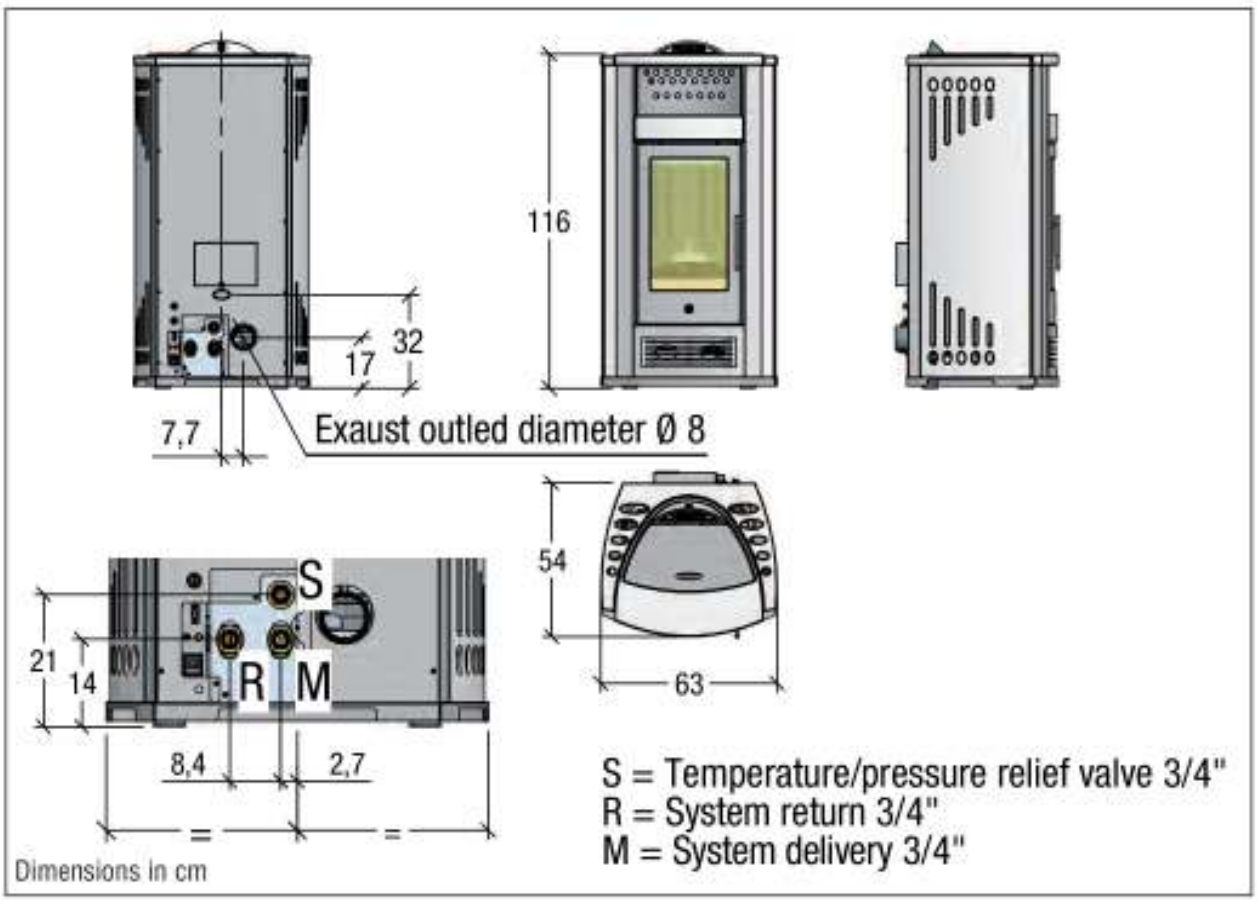
Every product is identified by a rating plate showing the model and the performance of the appliance as well as a plate giving the serial number.
The rating plate is located on the rear panel of the stove, while the plate with the serial number is located on the underside of the hopper lid.
A label bearing the serial number is also applied on the cover last page of the "Installation, operation and maintenance" booklet.
Always give the information shown on these plates to the dealer or the Service Centre when requesting service or spare parts.





2.6 DIMENSIONAL DIAGRAM

DTZ030485-01



3.0 FUEL

DT2010233-04

The wood pellet is obtained by pressing wood sawdust left over from the working of natural dried wood. The typical small, cylindrical form is obtained by passing the material through a die. Thanks to lignin, a natural element which is released during the pressing of the raw material, the pellets acquire a good consistency and compactness without requiring treatment with additives or caking agents.
There are various types of pellet on the market with qualities and characteristics that vary depending on the processes they have undergone and the type of wood used in their production.
Since the characteristics and quality of the pellet considerably affect stove performance, efficiency and proper operation, we recommend that you use high-quality pellets.
Gruppo Piazzetta S.p.A has tested and programmed its stoves and can ensure best performance and trouble-free operation using pellets with the following specific characteristics:

Pellet characteristics	
Components	natural pure wood pellet
Length, approx.	10 – 30 mm
Diameter, approx.	6 – 6,5 mm
Apparent density, approx.	650 kg/m³
Specific weight, approx.	> 1,0 kg/dm³
Net heat value, approx.	5 kWh/kg
Moisture content, approx.	<8%
Residual ash, approx.	<0,5%
N.B. the above data refer to beech/fir wood pellets	

To ensure trouble-free operation:
- **DO NOT** use pellets with dimensions other than those recommended by the manufacturer
- **DO NOT** use poor quality pellets containing sawdust, bark, maize, resins or chemical substances, additives or adhesives.
- **DO NOT** use damp pellets.

Choosing other and unsuitable pellets:
- obstructs the grate and flue gas pipes
- increases fuel consumption
- reduces efficiency
- means that proper stove operation cannot be guaranteed
- causes dirt to build up on the glass
- leaves particles which have failed to burn and heavy cinders

The presence of moisture in the pellets increases their volume and causes them to split which in turn causes:
- malfunction of the fuel-loading system
- inefficient combustion

Pellets should be stored in a sheltered, dry place.

To use good quality pellets with dimensions and heat-producing properties other than those recommended above, it will be necessary to change the stove operating parameters.

⚠ This "customisation" of stove settings must be carried out at a Gruppo Piazzetta S.p.A. Service Centre or by specially qualified personnel authorised by Gruppo Piazzetta S.p.A.

⚠ **Using pellets that are out of date or not in conformity with the manufacturer's recommendations not only damages the stove and jeopardises its performance, but can render the guarantee null and void and relieves the manufacturer of all liability.**

3.1 LOADING THE PELLETS

DT2010730-00

To load the pellets into the hopper it is advisable to tear off the edge of the sack and empty the sack directly into the hopper. This makes filling easier and avoids pouring pellets on top of the stove.

⚠ Do not allow sawdust to accumulate on the bottom of the hopper.

⚠ Do NOT leave the leftover pellets on top of the appliance - they could catch fire.


DT2030459-00


DT2010460-00

4.0 USE

DT2010498-01

4.1 CONTROL PANEL

DT2010302-01

SET button
Used to select the functions:
- water temperature setting
- parameter change confirmation
- access to timer thermostat programming.

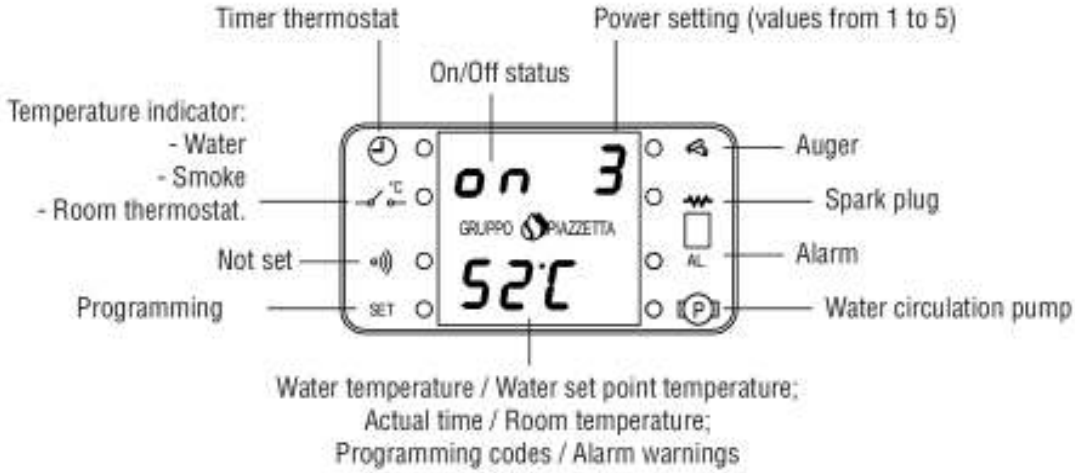
Digital control display

ON-OFF button
Used to:
- ignite and shutdown
- exit from programming.

Setting the temperature
The ▲ and ▼ buttons are used to increase and decrease the values for the following settings:
- water temperature (values between 50°C and 80°C)
- date and time, in the functions that require such values

Power level / Water temperature
Smoke temperature / Time

Setting the power
The ▲ and ▼ buttons are used to increase and decrease the values for the following settings:
- flame size (values from 1 to 5)
- minutes, in the functions that require such value.



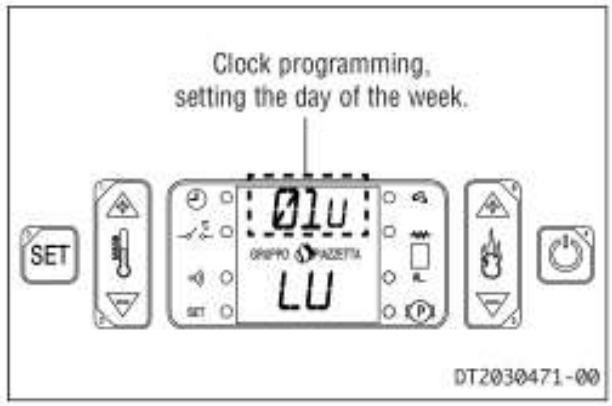
Indicator light table (when on)

●	Timer thermostat activated
●	Temperature reached by water. High smoke temperature. Temperature reached by room thermostat.
●	Not set
SET●	Programming in progress
●	Auger in operation
●	Spark plug lit
● AL.	Activated alarm
●	Water circulation pump in operation

4.2 PROGRAMMING THE TIMER THERMOSTAT

DT2010499-00

Codes appear in the upper part of the display during timer thermostat programming, which indicate the function being programmed. To help the User recognise the various codes, the functions are listed below with a description of the type of setting that must be programmed.



Code	Function	Setting
01u	Clock setting	Weekday - displayed writing: Lu (Monday), Ma (Tuesday), Me (Wednesday),... Do (Sunday)
02u		Hour and minutes
04u	Display	Values displayable during operation
05u	Manual or timer thermostat use	Enable or disable use of the timer thermostat
06u	1st cycle of operation	Switching on time
07u		Switching off time
08u		Weekdays - Displayed writing: Lu (Monday), Ma (Tuesday), Me (Wednesday),... Do (Sunday). In which the 1st cycle of operation will be activated - ON or deactivated - OFF
09u		Required water temperature
10u	2nd cycle of operation	Switching on time
11u		Switching off time
12u		Weekdays - Displayed writing: Lu (Monday), Ma (Tuesday), Me (Wednesday),... Do (Sunday). In which the 2nd cycle of operation will be activated - ON or deactivated - OFF
13u		Required water temperature

⚠ **Just press the ON/OFF button at any time to exit from programming.**

The settings saved at the last time of pressing the SET button remain confirmed.

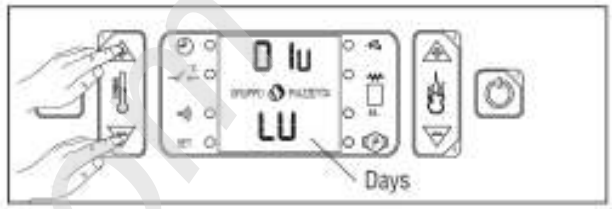
⚠ **For safety reasons connected with unfinished or accidental programming, when in the programming mode if no button is pressed for one minute the control software makes the starting display page reappear.**
The settings saved at the last time of pressing the SET button remain confirmed.

4.3 PROGRAMMING THE CLOCK

DT2010500-00

The stove leaves the factory with the clock already set. All that needs to be done, therefore, is to check that the time is precise or if any change is needed because of summer time. Correct time setting is necessary to be able to use all the functions where time is involved.
Setting the clock entails programming the following values: day, hour and minutes.

To set, proceed as follows:
To access programming, press the **SET** (SET) and **6** buttons one after the other



To set the day, press the **1** or **2** button

Confirm by pressing the button **SET** (SET)

The programme automatically enters the hour and minutes programming stage.
The hour and the minutes are set separately

To set the hour, press buttons **1**, **2**

To set the minutes, press buttons **6**, **5**

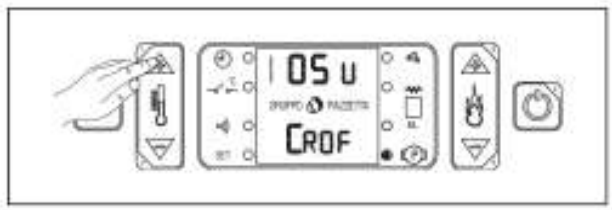
Confirm and exit from programming by pressing the **SET** (SET) button.

4.4 USING THE STOVE IN THE MANUAL MODE

DT2010501-00

⚠ The settings may be made with the appliance switched on or off.

MANUAL MODE OF OPERATION



Activate as follows:

- To enable settings, keep the **SET** (SET) button pressed for more than five seconds
- Press button **1** to activate or deactivate the timer thermostat

The following should appear on the display: CROF = **deactivated**

- Press the **SET** (SET) button to confirm and exit.

⚠ The factory setting is CROF = **deactivated**

4.5 USING THE STOVE WITH THE TIMER THERMOSTAT

AUTOMATIC MODE OF OPERATION

Operation in the automatic mode is obtained by using the timer thermostat.
The timer thermostat offers the possibility of programming two daily time cycles with two different water temperature settings per time band

For example: 1st cycle: from 06.00 to 09.00 a.m.
2nd cycle: from 20.30 to 23.00 p.m.

⚠ **The two time cycles** may be activated or deactivated in the seven days of the week (e.g.: operation desired from 6.00 a.m. to 9.00 a.m. Monday and Tuesday, but not Wednesday,...and so on).

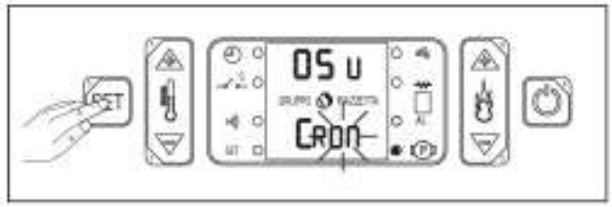
Example:
Setting of 2 weekly cycles with different water temperature and different daily activation.

1st cycle: 18.00-22.00				Water temp.: 65°			
Day	LU	MA	ME	GI	VE	SA	do
Status	on	on	on	on	on	on	on

2nd cycle: 14.00-18.00				Water temp.: 75°			
Day	LU	MA	ME	GI	VE	SA	do
Status	off	off	off	off	off	on	on

1st CYCLE
Activate as follows:

- To enable the setting, keep the **SET** button pressed for more than five seconds
- Press button **1** to activate or deactivate the timer thermostat



The following should appear on the display: CRON = **activated**.

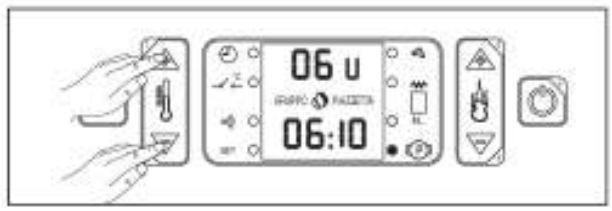
⚠ The factory setting is CROF = **deactivated**.

- Press the **SET** button to confirm

The time cycle programming is automatically enabled

Setting the time band of the 1st cycle

- To set the switching on time press buttons **1**, **2**
- Press the **SET** button to confirm
- To set the switching off time press buttons **1**, **2**



Each time a button is pressed the figure changes by 10 minutes; for fast change, keep the relevant button pressed down

- Press the **SET** button to confirm

The operating days programming is automatically enabled.

Setting the day
Activate as follows:

- To set the day of the week press button **2**
- To activate (..ON) or deactivate (...OFF) the set day operation status, press button **1**

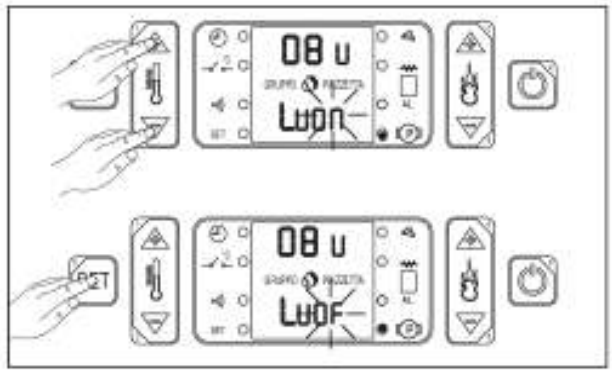
Proceed step by step from Monday to Sunday

- Press the **SET** button to confirm

The operating water temperature setting is automatically enabled.

⚠ If you realise that you have made a mistake in the settings for a day:

- complete the programming and press the **SET** button, then re-enter or press the **ON/OFF** button to force an exit and re-enter in programming at the point where the **SET** button was last pressed.



Explanation of **Day Setting**

Programming of the day setting entails programming all the weekdays.
The display automatically shows Monday (Lu..., on the display) and must be completed through to Sunday (Do.., on the display).

The day is set using buttons **1**, **2**

Button **2** selects the day for which operation is to be set

Button **1** sets the on/off status:
on activated
oF deactivated

Programming is done in a consecutive and sequential way, first pressing the day button **2** *and then the operation status button* **1**.

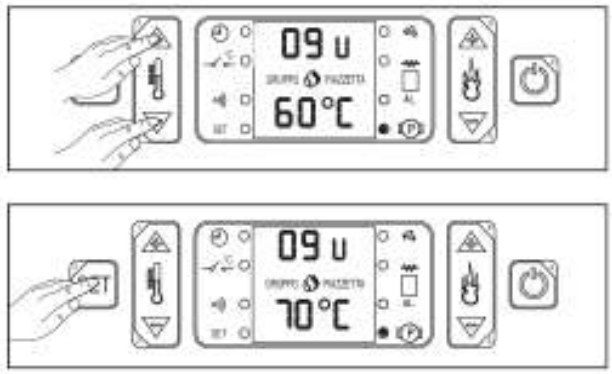
Setting the water temperature
To set:

- Press buttons **1**, **2**

⚠ Refer to the paragraph "Setting the water temperature" to set the temperature.

- Press the **SET** button to confirm

Programming of the **2nd cycle** *is automatically enabled.*



2nd CYCLE

If you do not want to continue with programming the **2nd cycle**

- Press the **ON/OFF** button to exit from programming

Otherwise repeat the procedure of the **1st cycle** starting from: Setting the time band of the 1st cycle (see page 14).

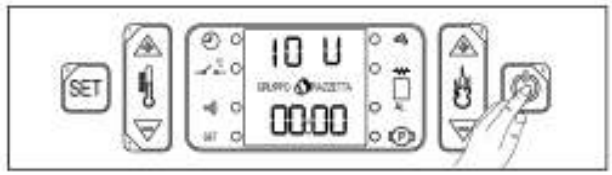


Table of codes and functions

Code	Function	Setting
10	2nd cycle of operation	Switching on time
11		Switching off time
12		Weekdays: Displayed writing: Mon, Tue, Wed,...Sun in which the 2nd cycle of operation will be activated - **ON** or deactivated - **OFF**
13		Required water temperature

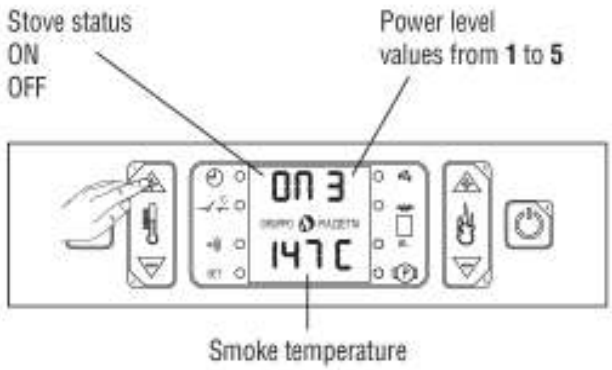
DT2010503-02

4.6 SETTING – DISPLAY

With the stove on or off, it is possible to know:

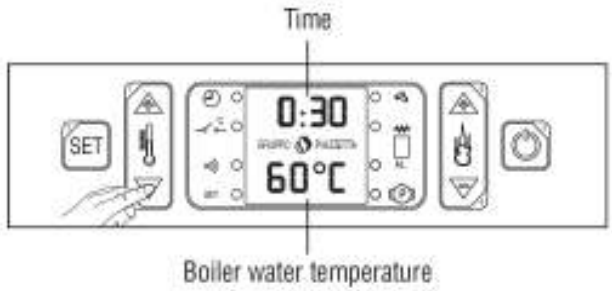
- the smoke temperature

- Keep button **1** pressed for a few seconds



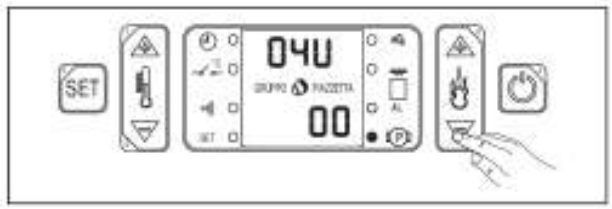
- the water temperature

- Keep button **2** pressed for a few seconds



The display of certain data during operation may be set on the bottom row:

11	Room temperature "**A**" blinking
12	Actual time
13	Boiler water temperature "**H**" blinking
14	Water temperature set point "**S**" blinking

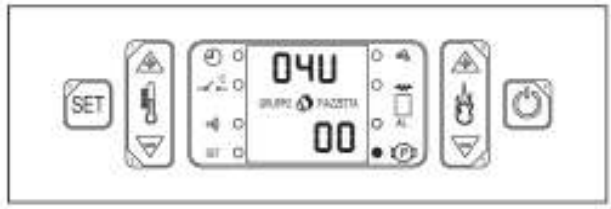


Activate as follows:

- Keep button **5** pressed for more than five seconds until the writing 04U appears

Select the function as follows:

- To go forward or back in the code sequence, press button **1** or **2**
- Press the **SET** button to confirm



DT2010504-00

4.7 SETTING THE WATER TEMPERATURE

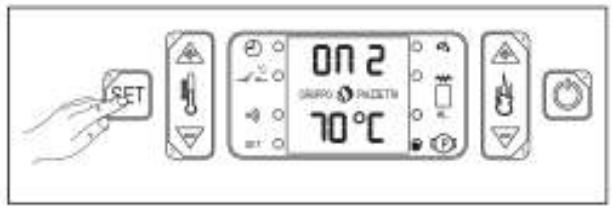
Setting the water temperature (Water thermostat)

The **"water thermostat"** measures the temperature of the water in the heating system and provides information for modulating the heat output (Flame) of the stove in relation to the set temperature.

⚠ **The temperature may be set anywhere between 50° and 80° C.**

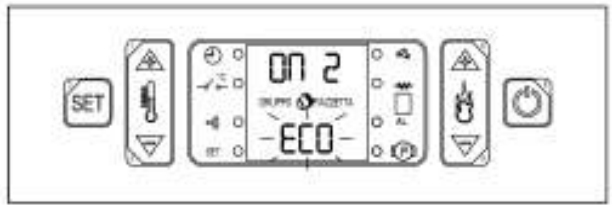
To set the boiler water temperature, proceed as follows:

- Press the **SET** button
- Press button **1** to increase the temperature or button **2** to decrease it.



For best operation of the stove with radiators, it is advisable to set the minimum water temperature at 65°C. Setting the water temperature to more than 65°C does not affect stove operation or safety, nor does it increase fuel consumption.

When the set temperature has been reached, the "water thermostat" indicator light on the display comes on. When the set water temperature has been reached, the stove will start the hold function, modulating the heat output of the flame to lower values than the set ones.



⚠ **During modulation the heat output value that appears on the display could be different from the real value used by the stove. The displayed value corresponds to the value set by the user.**

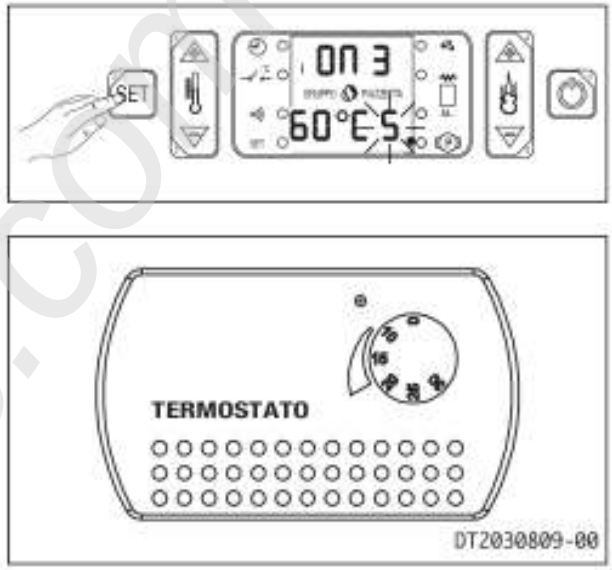
Setting the room thermostat

If the **"room thermostat"** is installed, it measures the room temperature and provides information for modulating the heat output (Flame) of the stove in relation to the set temperature.

If a higher temperature than room temperature is set on the external thermostat, the stove operates at the set power **(Example ON 3).**

If a lower temperature than the room temperature is set on the external thermostat, the signal appears on the display alternating with the writing "T OFF", indicating that the stove is starting to modulate the flame and is passing to power 1 **(ON 1)**, which is lower than the set power.

⚠ **The external thermostat takes priority over the water thermostat.**



4.8 IGNITION

Lighting for the first time

Before lighting, remember to check that:

⚠ **The mains plug is properly inserted into the socket.**

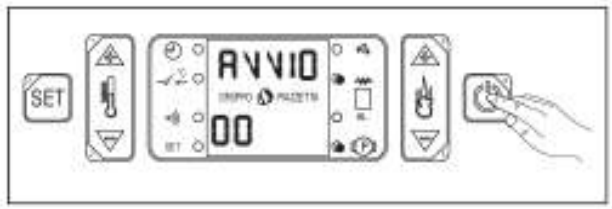
⚠ **The grate is pushed to the rear against the baffle plate and that the grate baffle plate is placed over it.**

⚠ **The stove door is tightly shut.**

⚠ **The pellet hopper is full or contains sufficient pellets for the stove to operate for the required time.**

⚠ **The water circuit, when the stove is in normal operating conditions, is at correct working pressure (see installer's instruction booklet).**

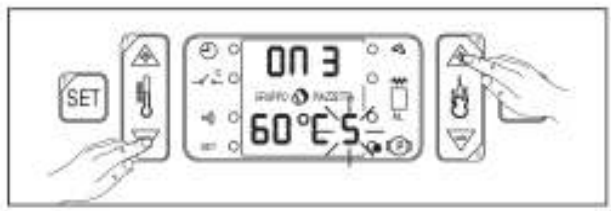
⚠ **The valves and gate valves of the stove, radiators and system in general are open.**



To light:

- Keep the **ON/OFF** ⏻ button pressed for a few seconds

  A three-stage cycle starts that brings the stove to the normal operating mode in **approx. 20/30 minutes.**



Normal operation

During normal operation, it is possible to adjust:

- The power between **1 and 5;**
- The water temperature between 50°C and 80°C. Refer to the section "SETTING THE WATER TEMPERATURE"

⚠ **When the hopper is being loaded for the first time the loading auger needs time to fill up; during this stage the pellets are not distributed inside the firebox and it is highly probable that the first attempt at ignition fails. If the alarm is activated, shut down the stove by pressing the ON/OFF ⏻ key for a few moments, remove the fuel in the grate and then set the stove for a new ignition process.**

⚠ **There will be odours when lighting the first few times due to the evaporation of paints and oils used during the manufacturing process.**

During this stage, air the room well where the stove is installed and avoid staying there any length of time since the fumes being given off could be harmful to persons or pets.
The stove body should have settled down and the paints fully evaporated after having lit the stove a few times.
To this end, follow the instructions given below when using the stove.

- Operate at medium power for the first 5-6 hours after igniting the fuel (the expansion caused by the heat during this stage will allow the stove body to settle).
- After the settling-down stage the stove must be set to operate at maximum power for a period between 6 and 10 hours, depending on the amount of paint on the stove body that must be evaporated off.

The time indicated for operation at maximum power does not necessarily have to be continuous, but may be divided up into two periods separated by an interval of at least 3-4 hours with the stove shut down.

At the end of the recommended period the paint will have evaporated and the stove should be used at the suitable power for normal use.
If necessary the stove may be used for a further period at maximum power to ensure complete and final disappearance of all paint residue.

Ignition after long periods of inactivity (seasonal)

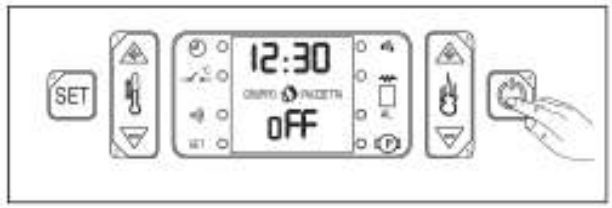
⚠ **Check that all the extraordinary maintenance procedures have been carried out, see the section "Extraordinary Maintenance".**

⚠ **Check that the connected electrical and water circuit accessories are in proper working order.**

When lighting after long periods of inactivity, read the warnings and the procedure described under "Lighting for the first time".

4.9 SHUTDOWN

DT2010506-00



Temporary shutdown (daily)
To shutdown the stove

- Keep the **ON/OFF** button pressed for several seconds
  When the stove is fully shutdown the actual time and the writing "OFF" appear on the display.

⚠ The automatic shutdown state requires a cooling time of **approx. 30 ÷ 50 minutes.**

⛔ Never shutdown the stove by disconnecting from the mains electricity supply, as this could cause problems with the appliance and affect subsequent ignition.

Shutdown for long periods (seasonal)
To shutdown for long periods, read the warnings and procedure described under "Temporary shutdown".

- Disconnect the power supply cable by pulling out the plug from the mains socket.

⚠ Carry out the extraordinary maintenance described in the section "Scheduled Maintenance".

4.10 DISPOSAL OF ASHES

DT2010049-04

Ash from natural (non-treated) wood burned in stoves or open fireplaces is composed mainly of calcium, silicon, potassium and magnesium oxides. The ashes can therefore be used as a fertiliser for plants or in the garden, albeit not exceeding 2.6 kg per 10m² annually.

⚠ **The ashes should be placed in a metal container with a sealed cover. The sealed container should be placed on a non-combustible surface at a safe distance from combustible materials until the cinders have been completely extinguished.**

⛔ **Only when they have been fully extinguished can the ashes be thrown away with organic waste, assuming that nails or other non-organic material are not present.**

5.0 MAINTENANCE

DT2011142-00

5.1 ROUTINE MAINTENANCE

DT2010057-02

⚠ Maintenance is to be considered compulsory for correct and efficient stove operation. If maintenance is not carried out with the recommended frequency, stove performance could suffer. The manufacturer will not be responsible for stove deterioration or malfunction if due to poor maintenance.
All maintenance work (cleaning, any replacements, etc.) must be carried out when the stove is shutdown and cold.
The frequency of cleaning depends on how much the stove is used and the quality of the fuel.

⚠ Pursuant to current regulations on the safety of electrical equipment, you must contact a Piazzetta After-Sales Service Centre or a qualified electrician for all and any work connected with installation, maintenance or servicing that involves access to electrical parts.

⛔ Do not use materials that could scratch or damage the glass, since scratches could become cracks. Under no circumstances use abrasive substances abrasives.

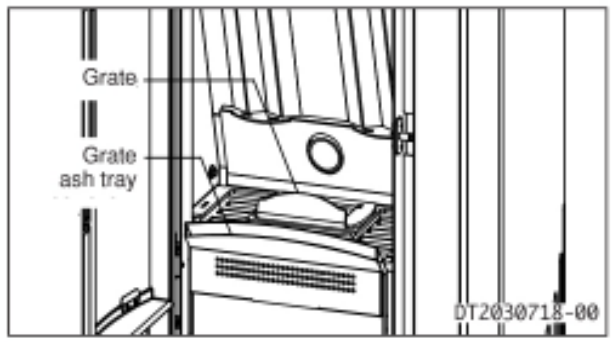
5.2 CLEANING THE GRATE AND GRATE SUPPORT (DAILY)

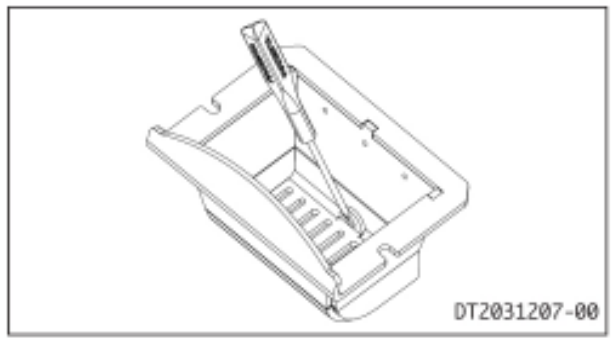
DT2010809-00

Once a day and every time before lighting, clean the grate area as follows:

- draw out the grate from its seat;
- remove the ash and any encrustation that may have formed, taking particular care to clear any clogged slits, which can be done using a sharp pointed tool;
- keep the "ignition hole",located to the rear of the grate, clean;
- Check the grate support and remove any ash.

⚠ **When replacing the grate and before lighting the appliance, check that the grate has been fitted correctly and pushed back towards the rear of the stove.**





5.3 CLEANING THE GLASS (DAILY)

DT2010062-04

If the appliance is very slow to heat up in the ignition phase due to fuel that isn't completely dry, this is likely to cause a build-up of tar on the glass. This will eventually burn off when the appliance is operating at full capacity. If the tar is left to build up over a long period it will require more effort to remove. We therefore recommend that the glass be cleaned daily before lighting the stove.

⚠ **The glass should be cleaned when cold using ammonia-based degreasing agents and not corrosive substances such as solvents.**

IN CASE OF BREAKAGE: every one of our hearths comes with a door fitted with a 4 mm thick pyroceram panel resistant to thermal shock up to 750°C. This can only be broken by heavy impact, such as banging the door too hard. In the event of breakage replace with original Gruppo Piazzetta S.p.A. parts only.

5.4 CLEANING THE ASH TRAY

DTZ010100-03

Every two days, check the ash drawer to see if it needs emptying.

To dispose of the ashes, refer to the paragraph "DISPOSAL OF ASHES".

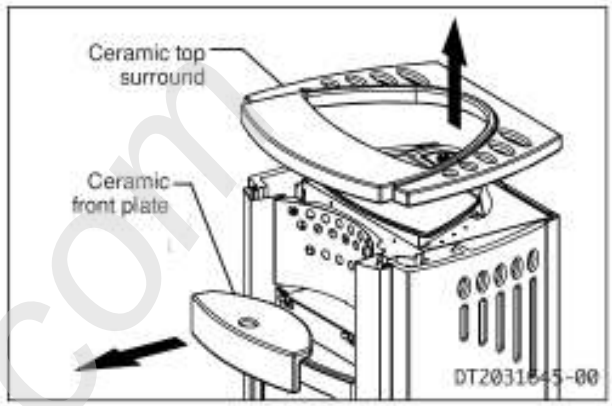
5.5 CLEANING THE FIREBOX AND THE BOILER

DTZ011140-01

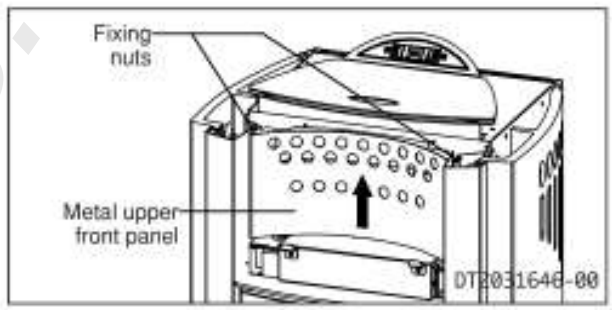
Once a month cleaning the firebox and the boiler.

- Remove the grate and empty the ash drawer.
- Clean the boiler, proceeding as follows:

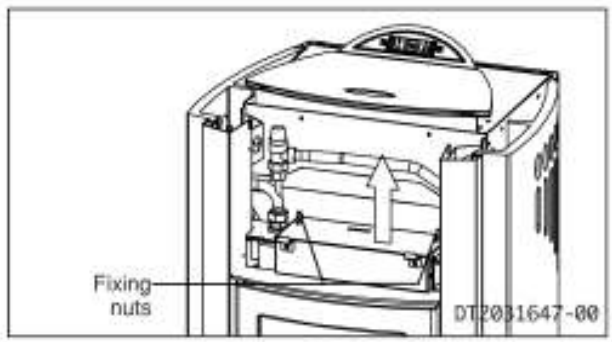
- remove the ceramic front plate and the ceramic top surround.



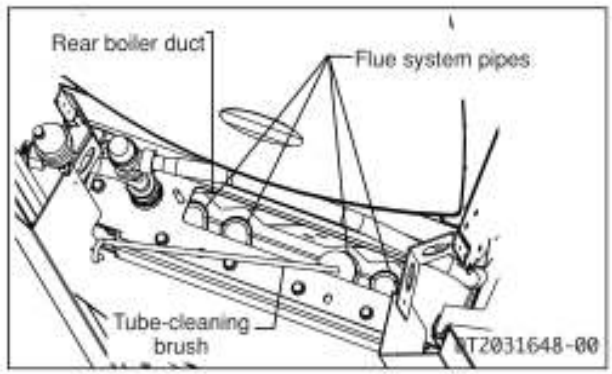
- Remove the metal upper front panel by loosening the fixing nuts and pulling the panel upwards.



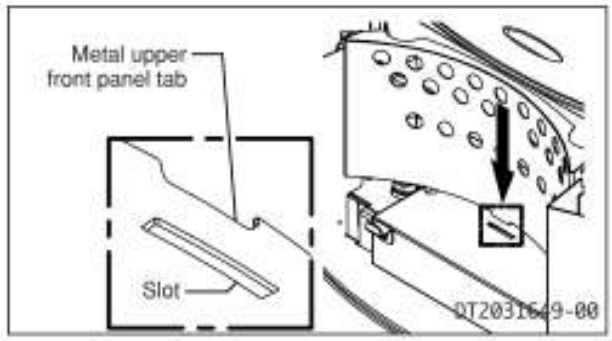
- Remove the boiler cover by fully removing the relative fixing nuts.



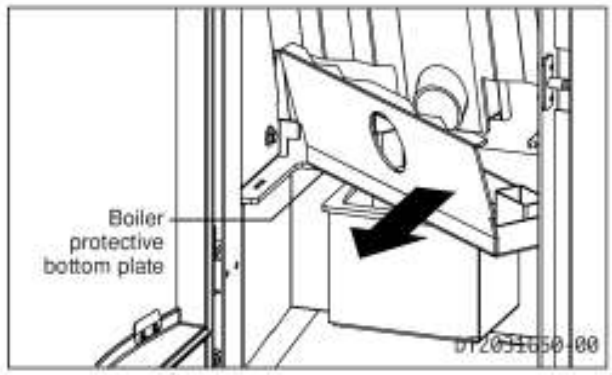
- Clean the smoke pipes and ducts using the tube-cleaning brush provided. Thoroughly clean the pipes through which the smoke passes as well as the rear part of the boiler. Remove any residues that have built up in the top part of the exchanger and at tube inlets.



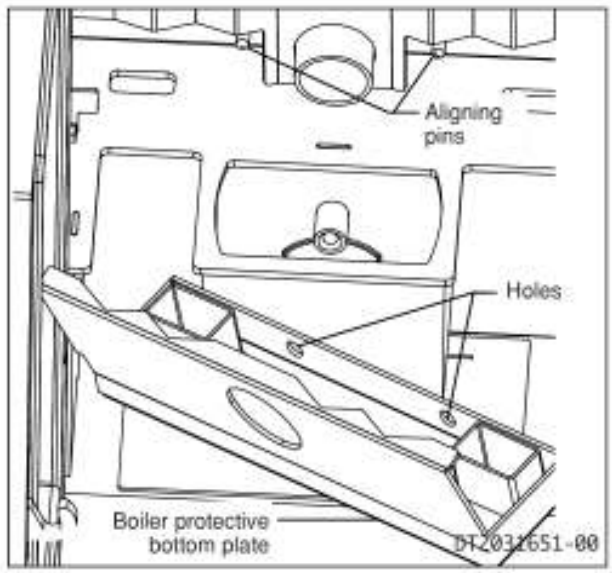
- Refit all the previously removed parts, taking particular care to fix the boiler cover properly and if necessary to change the gasket.
- A badly fitting cover that does not seal off the interior could allow smoke to escape.
- Refit the upper front panel, inserting the bottom tab into the relative slot.



- Open the door, remove the boiler protective bottom plate by drawing it forwards. Empty out the ash and remove any build-up of carbon residues.



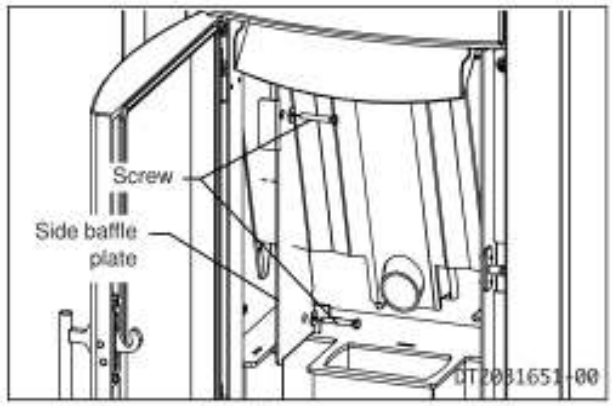
- Refit the boiler protective bottom plate, ensuring that the aligning pins are properly inserted.
- Finish cleaning the bottom part of the boiler.
- Clean the firebox using a vacuum cleaner to remove ash and any carbon residues (a suitable vacuum cleaner for holding ash must be used).



5.6 CLEANING THE SIDE BAFFLE PLATES

DT2010572-00

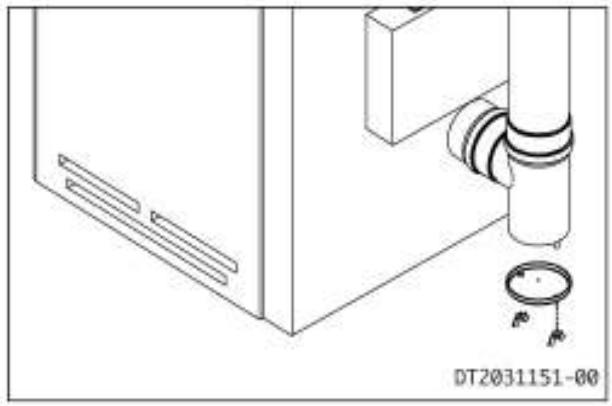
Once a month: Cleaning the side baffle plates
After having cleaned the firebox and the boiler, before refitting the parts, remove the two side baffle plates by removing the relative securing screws and clean the rear area with the aid of a vacuum cleaner.



5.7 CLEANING THE FLUE SYSTEM

DT2010092-03

Until you have got reasonably used to the operating conditions of the stove, we recommend that this maintenance be carried out on a monthly basis.
Remove the plug from the Tee and clean the pipes.
If necessary, particularly on the first few occasions, we recommend calling in a qualified technician.



5.8 CLEANING THE CERAMIC CLADDING

DT2010059-03

The ceramic cladding must first be cleaned with a soft dry cloth before using any detergent (even mild detergent).
Products are available on the market which are suitable for cleaning ceramics as well as concentrated products for cleaning porcelain. These will remove oil, ink, coffee and wine stains, etc.

Never soak the ceramic cladding or clean it with cold water when it is still hot as the thermal shock could cause it to crack.

5.9 CLEANING THE ENAMELLED METAL PARTS

DT2010061-03

When cleaning the enamelled metal parts of the product use a soft cloth moistened with water.

Never clean metal parts using alcohol, solvents, petroleum-based products, acetones or other de-greasing or abrasive substances.

In the event of such substances being used the manufacturer cannot be held responsible for any damage caused.
Discolouration of metal parts may be the result of misuse.

5.10 SCHEDULED MAINTENANCE

DT2010511-00

A scheduled maintenance service at fixed intervals is provided by the entire Gruppo Piazzetta Service network. Such maintenance is charged to the customer and the Service Centre operator must record all work on the product sheet inserted in the installation and maintenance instruction booklet accompanying the product.

It should be noted that the WARRANTY for your appliance is invalidated if the defect or malfunction is caused, either in full or in part, by failure to carry out the recommended maintenance work.

The following maintenance must be carried out after a long period of inactivity of the appliance and prior to ignition at the beginning of the cold season. It is necessary to ensure efficiency and safe operation of the stove.

Pursuant to current regulations on the safety of electrical equipment and of the systems in general, you must contact a Piazzetta After-Sales Service Centre or a qualified electrician for all and any work connected with installation, maintenance or servicing that involves access to electrical parts.

DT2010512-00

CLEANING THE SMOKE CHAMBER AND THE FLUE SYSTEM

- Once a year clean the smoke chamber as described in the installer's instruction booklet and have a professional chimney sweep make a thorough check of the flue system.

CLEANING THE STOVE

- Remove all the pellets from the hopper and the auger and remove any dust on the bottom using a vacuum cleaner.
- Thoroughly clean the grate, the grate support, the firebox and the ash tray.
- Remove dust, cobwebs, etc. from the area behind the inner lining panels once a year and in particular from the fan units.
- Check the electrical part and the electronic components.
- Check the glass door gaskets for wear and for tightness.

MAINTENANCE OF THE WATER SYSTEM

- Check the level of water in the system and if necessary also bleed the system.
- Check that the circulation pump impeller is in proper working order. If it is jammed, unscrew the plug on the circulation pump and release the impeller using a screwdriver.
- Check the water system seals and all the wear elements for leaks and for wear and if necessary replace them.
- Clean the moving parts and mechanisms (motors and circulation pump).
- Use the pressure gauge provided with the stove to check the working pressure of the water in the heating circuit (see technical data).
- Check the joints and connecting pipes for leaks.
- Check the state of the temperature/pressure relief valve and the safety valve. If they have activated to release hot water, it must be checked that they are in proper working order and if they are not, they must be replaced.

Under no circumstances tamper with or remove these accessories.

6.0 TROUBLESHOOTING

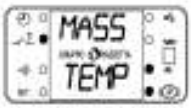
DT2010516-02

⚠ **Some of the problems indicated below may be resolved by following the instructions. All work must be carried out when the appliance is cold and disconnected from the electricity supply (pull out the plug).**

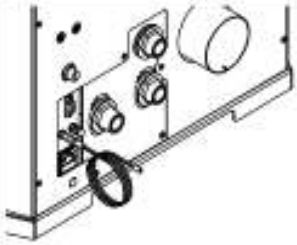
⚠ **Authorised qualified persons must be contacted, in accordance with current regulations, whenever it is necessary to work on parts inside the cladding or the firebox in order to resolve the problem.**
It is therefore recommended that only "Gruppo Piazzetta S.p.A." authorised Service Centres be contacted.
N.B. Whenever authorised Service Centre personnel carry out work, they must show an identity card issued by Gruppo Piazzetta S.p.A. on which the following are printed: stamp and signature of the company and the period of validity of the actual document.

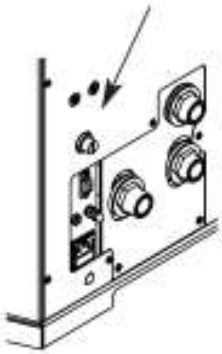
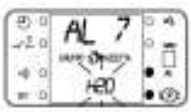
⚠ **Unauthorised tampering with the appliance or the use of other than original spare parts not only creates situations of risk for operator safety, but invalidates the warranty and relieves the manufacturer from all liability.**

PROBLEM	CAUSE	REMEDY
 **Failed ignition**	The pellets do not catch fire. The smoke outlet temperature does not increase.	Shutdown the stove. Keep the **"ON-OFF"** button pressed for a few seconds; check the causes that have made the safety switch activate. Always remove all the fuel from the grate. Start up the stove. Start another three-stage cycle that should bring the stove to normal operating conditions within approx. 15/25 minutes. If the appliance does not light regularly, the cause could be mainly due to insufficient maintenance (see the section **"Maintenance"**) or poor pellet quality (see the section **"Fuel"**). After the second consecutive failed ignition, check for other problems.
	The pellet hopper is empty	Fill the hopper.
	The three-way valve is locked in the open position	Contact your nearest Service Centre.
	Obstructed pellet-charging system.	Empty the hopper, check and clean the auger and chute.
	Grate not clean.	Clean the grate (see paragraph "Cleaning the grate").
	Failure to reach operating temperature.	Empty the grate and re-light.
	For any other cause or other work, contact your nearest Service Centre.	
 **Problems with the smoke sensor**	Problems with the smoke sensor electronic board.	Contact your nearest Service Centre.

PROBLEM	CAUSE	REMEDY
 **Power failure**	Power failure.	The appliance automatically restarts, carrying out cleaning of the grate, with the writing **"PUL"** shown on the display; Upon restarting, it will continue to operate at power level 2 **"ON 2".**
 **Smoke temperature sensor**	1st SAFETY WARNING Overheated stove. Room too warm.	This is a safety warning indicating that the maximum smoke temperature limit has been exceeded. It activates putting the stove to minimum power **"ON 1"**; if the temperature continues to exceed the maximum limit, a second safety device **"MASS TEMP"** activates.
 **Appliance smoke safety cutout**	2nd SAFETY WARNING Flue system obstructed. Faulty electronic board. Faulty smoke temperature control sensor	Clean the flue system. Contact your nearest Service Centre.
 **Water temperature sensor**	SAFETY WARNING Overheated stove. Incorrect setting of the water temperature set point parameters. Room too warm.	This is a safety warning indicating that the maximum water temperature SET POINT limit has been exceeded. Example: if the water temperature set point has been set at 60°C and the heat that is produced is not properly dispersed, upon a sharp increase of 15°C in temperature, the safety device STOP FIRE activates. Check that heat dissipation is normal and check the set limit, as described under the heading "setting the operating water temperature". *During this stage the appliance automatically starts the shutdown and cooling process. The temperature/pressure relief valve could activate.* *Wait and make sure that the remaining pellets in the grate have finished burning. Wait for the appliance to cool and the water temperature to drop.* *The thermostats could have tripped; check and reset.* *In accordance with the standard EN 60335-1, it is compulsory to contact a Gruppo Piazzetta Service Centre or authorised technicians after two resets.*

PROBLEM	CAUSE	REMEDY
 **Water temperature sensor**	SAFETY WARNING	Contact your nearest Service Centre. Check the water system (e.g. closed gate valves, incorrect water connections, closed thermostats, air in the system, partial or total lack of water, etc.). This is a safety warning indicating that the maximum water temperature limit has been exceeded. *During this stage the appliance automatically starts the shutdown and cooling process. The temperature/pressure relief valve could activate.* *Wait and make sure that the remaining pellets in the grate have finished burning. Wait for the appliance to cool and the water temperature to drop.* *The thermostats could have tripped; check and reset.* *In accordance with the standard EN 60335-1, it is compulsory to contact a Gruppo Piazzetta Service Centre or authorised technicians after two resets.*
	The water temperature has exceeded the maximum safety limit set at 90°C. Water circuit problem.	
	Faulty electronic board.	Contact your nearest Service Centre.
	Faulty water temperature control sensor.	
The control panel display is not lit	The appliance is not powered.	Check that the plug is properly inserted into the mains electricity socket.
	Faulty power cable.	Replace the power cable.
	Blown fuses.	Contact your nearest Service Centre.
	Faulty control panel.	
	Faulty flat cable.	
	Loose wiring.	
	Faulty electronic board.	
The appliance operates for 9-10 minutes and then goes out.	The smoke sensor is jammed.	Repeat the ignition procedure and if the problem persists, call an authorised technician.
	The flue gases/smoke have not reached the required ignition temperature.	
	The smoke sensor could be badly connected.	Check the connection.
	Blocked flue.	Clean the flue system.
	Failed ignition.	See **"NO ACC".**
	Faulty electronic board.	Contact your nearest Service Centre.
	Obstructed pellet-charging system.	Empty the pellet hopper; check and clean the auger and chute.

PROBLEM	CAUSE	REMEDY
 **On the display**	 The room sensor is not connected.	Connect the room sensor to the stove.
Incorrect system pressure	Leaks in the water circuit.	Contact your nearest Service Centre or a qualified technician.
	System malfunction.	
	Damaged safety valves.	
	Leaps in pressure of the mains water supply.	
	Failed operation of the expansion tank.	
 **Water temperature sensor**	Set water temperature has been reached. Room too hot.	If the temperature of the water flowing into the heating system exceeds the set value, the stove power modulating system automatically activates, indicated by the intermittent display of the writing **"ECO"**, and puts the stove to power 1 **"ON 1"**.
	Empty pellet hopper	Add pellets.
	Obstructed pellet-charging system	Empty the pellet hopper. Check and clean the auger and chute
 **Appliance smoke discharge safety device**	Door open	Control if the door is closed.
	Obstructed grate or smoke chamber discharge system	Check and clean.
	Broken smoke extractor.	Contact your nearest Service Centre.
	Very long flue system.	Check correct installation of the appliance (section **"Installation"** in the installer's booklet).
	Worn or damaged door sealing gaskets.	Contact your nearest Service Centre.
	Clogged hose connection.	
	Broken or obstructed silicone	
	tube.	
	Faulty pressure switch.	
	Loose wiring.	
	Faulty electronic board.	

PROBLEM	CAUSE	REMEDY
 **Hopper thermal cutout**	Obstructed flue system.	Check and clean the flue system.
	Grate not clean.	Clean the grate.
	Faulty thermostat.	Contact your nearest Service Centre.
	Faulty electronic board.	
	The circulation pump does not work.	
	Temporary power failure during operation.	Manually reset the thermostat; (see **"AL3 – Hot H2O"**).
	Water circuit malfunction.	Check the water system. The appliance does not manage to disperse excess heat. Check that the gate valves of the heating system water circuit are open.
 **Water circuit thermal cutout Thermostats** 	Obstructed discharge system.	Check and clean the smoke discharge system.
	Grate not clean.	Clean the grate.
	Faulty thermostat.	Contact your nearest Service Centre.
	Faulty electronic board.	
	The circulation pump does not work.	
	Temporary power failure during operation.	Press the button **"ON-OFF"** to stop the acoustic alarm if activated. Wait and make sure that the remaining pellets in the grate have finished burning. Wait for the appliance to cool. Reset the thermostat as follows: - Unscrew the cap located on the rear of the appliance. - Press the button, if necessary, with the help of a pointed screwdriver. - Screw on the previously removed cap. Check and remove the causes that have made the safety device activate. Clean the grate. Start up the stove. The writings and the indicator light **"AL"** should go out, otherwise it is necessary to repeat the manual reset procedure. The thermostats could have tripped; check and reset. In accordance with the standard EN 60335-1, it is compulsory to contact a Gruppo Piazzetta Service Centre or authorised technicians after two resets.
	Water circuit malfunction.	Check the water circuit. The appliance does not manage to disperse excess heat. Check that the gate valves of the heating system water circuit are open.
	Air in the water circuit.	Bleed the circuit correctly.
 **Water temperature sensor**	Water sensor malfunction	Contact your nearest Service Centre.
	Temperature of water inside the boiler below 5°C	Raise the room temperature using another heating source. In the coldest periods of the year it is advisable to leave the heating system operating at minimum level to avoid freezing of the appliance.

PIAZZETTA

P960 - P160 CLADDING

INSTRUCTIONS FOR THE INSTALLER

Dear Customer,
Thank you for having chosen one of our products, which is the result of years of experience and continuous research aimed at making a superior product in terms of safety, reliability and performance.
This booklet contains information and advice for safe and efficient use of your product.

DT2010001-01

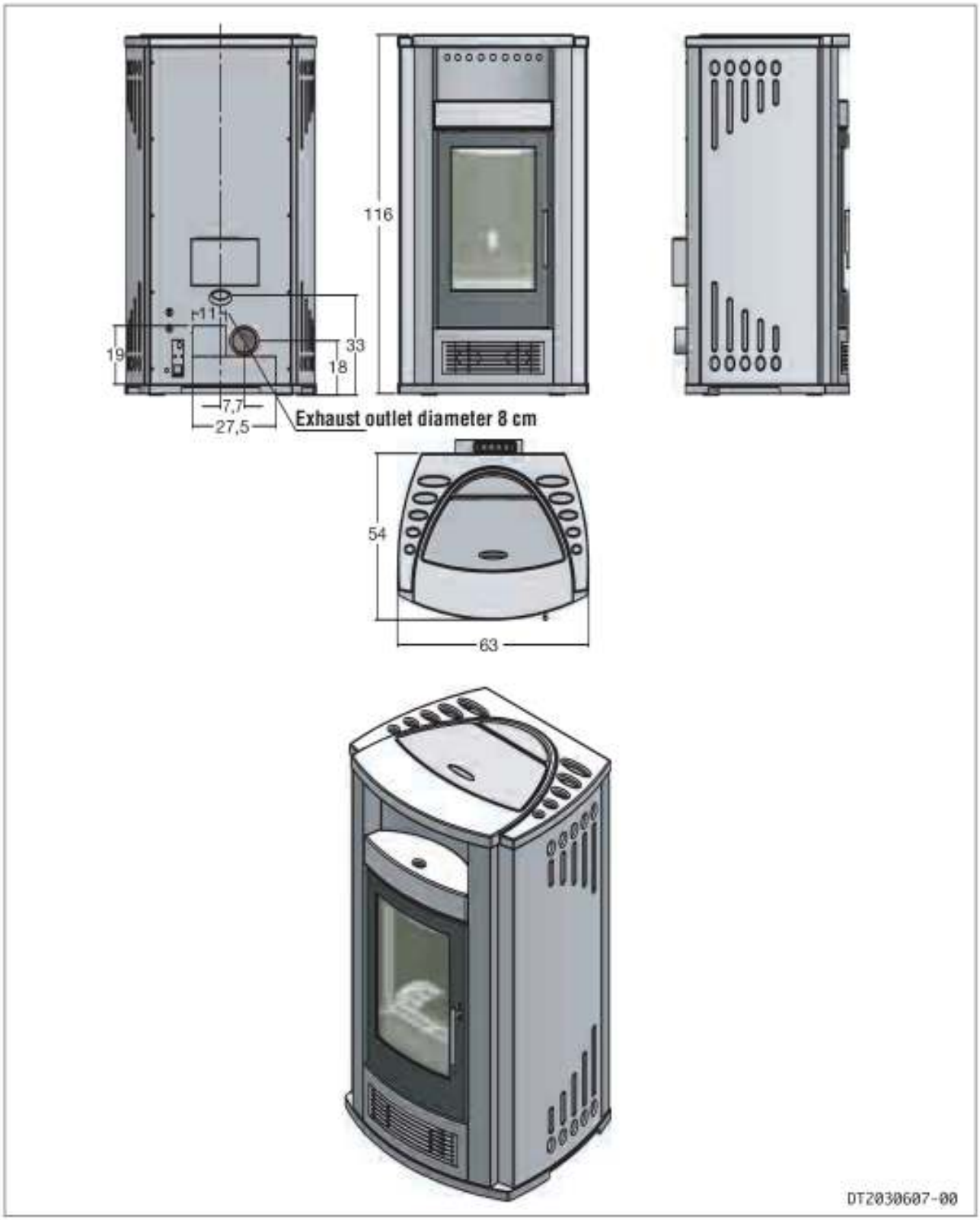
DT2010002-01

IMPORTANT INSTRUCTIONS

- Pursuant to current regulations regarding the safety of electrical appliances, a Gruppo Piazzetta After-Sales Service Centre or qualified persons must be called in for installing the cladding.
- This booklet has been prepared by the manufacturer and must always accompany the product. The information it contains is for the buyer and all those persons who are concerned with installing, using and maintaining the product.
- Carefully read the instructions and the technical information contained in this booklet before installing or using the product or carrying out any work on it.
- Meticulous design and risk analysis by Gruppo Piazzetta S.p.A. have resulted in the manufacture of a safe product. It is, however, strongly recommended that when carrying out any operation on the product you scrupulously comply with the instructions given in the following booklet and keep it in a handy place for reference.
- Check that the floor where the product will be installed is perfectly level.
- Take great care in handling the ceramic parts.
- When handling the steel parts of the cladding or the ceramic parts it is advisable to wear clean cotton gloves to avoid leaving fingerprints that are difficult to remove at first time of cleaning.
- The cladding must be assembled by two persons.
- To compensate for any errors in levelness and unevenness, adhesive fibreglass tape is provided with the product.

Manufacturer's note:
The stove has semi-refractory majolica cladding (not to be confused with other materials such as porcelain).
"Crazing", "dimples" or "blisters" on the glazed surface are aesthetic features of the material and in no way affect the functionality and durability of the product.
The ceramic cladding is the result of exclusive craftsmanship; each ceramic piece is unique and any discrepancy in fit or alignment is due to much of the product being hand made.

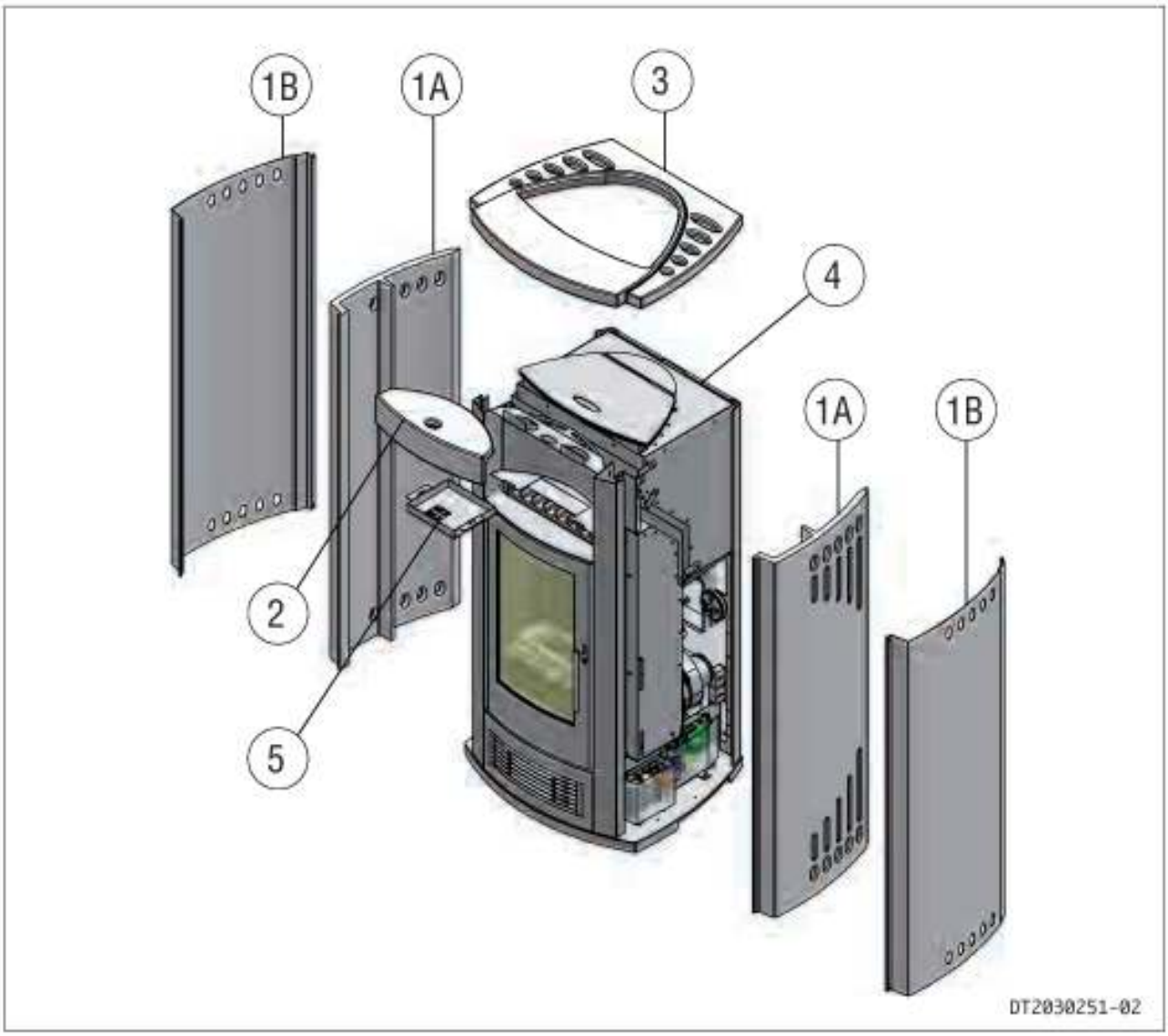
See the guarantee certificate enclosed with the product for the terms, limitations and exclusions.
In line with its policy of constant product improvement and renewal, the manufacturer may make changes without notice.



Measurements in cm
Standard picture

2.0 EXPLODED VIEW KEY

DT2010164-01



No.	Description	Qty
1A	P960 ceramic side panel 01	2
1B	P160 enamelled steel side panel	2
2	P960 cooking plate 02	1
3	P960 top cover 03	1
4	P960 pellet stove	1
5	Humidifier tray P960	1

DT2010108-03

3.0 PREPARATIONS FOR INSTALLATION

- Unpack the cladding with all its relevant parts.
- Unpack the stove with all its relevant parts.

Before proceeding with installation ensure that you have the correct tools to assemble the product.

When locating the stove, comply with the distances and positions of the flue as advised in the enclosed instruction booklet.

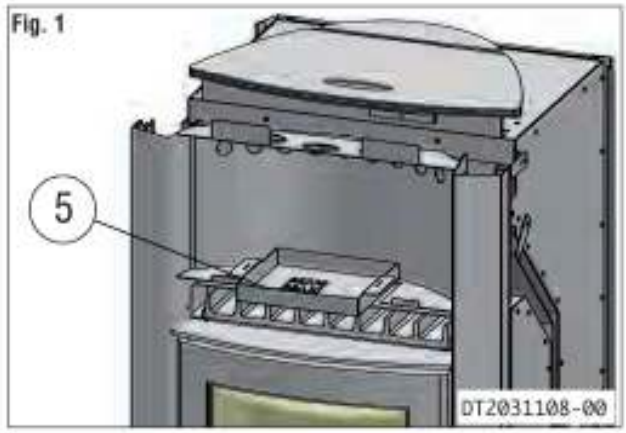
If carrying out installation for the first time, we advise that you complete the installation without permanently fixing the parts in order to check the complete feasibility of the operation. Once this has been checked satisfactorily, dismantle then reassemble everything scrupulously following the instructions in this installation booklet.

⚠ **We advise that unpacking and installation be carried out by at least two people.**

1. Humidifier (5)

- Place the humidifier tray (5) in its seat on the stove.

Fig. 1

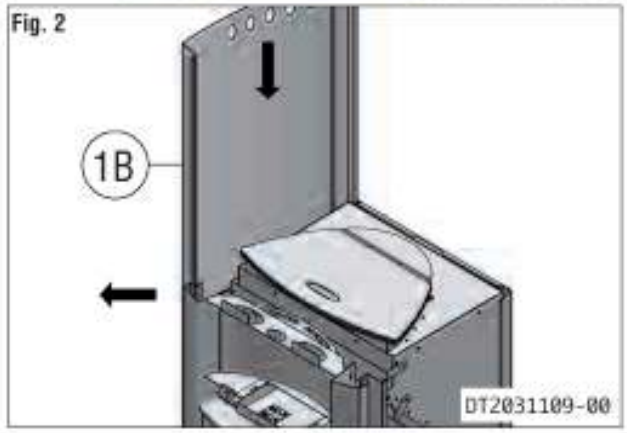


2. Side panels in enamelled steel (1B)

⚠ **The enamelled steel side panels are reversible!!**

- Take the enamelled steel side panel (1B), lift it and insert it into the relative guides on the left side of the stove, then let it slide vertically downwards while at the same time gently pulling it outwards.

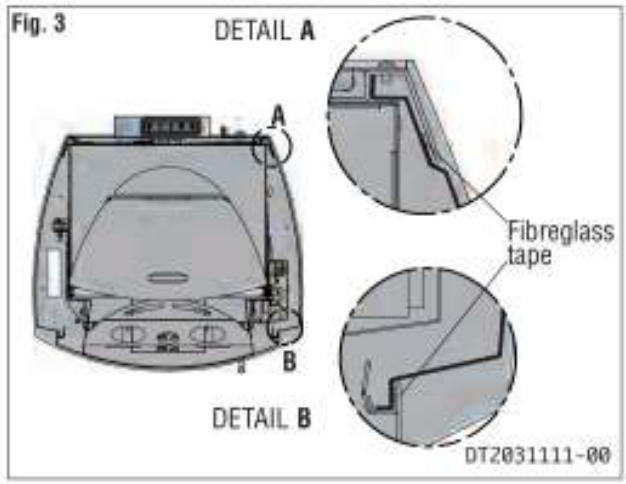
Fig. 2



⚠ **The side panels should be inserted as shown in DETAIL A and B!!**

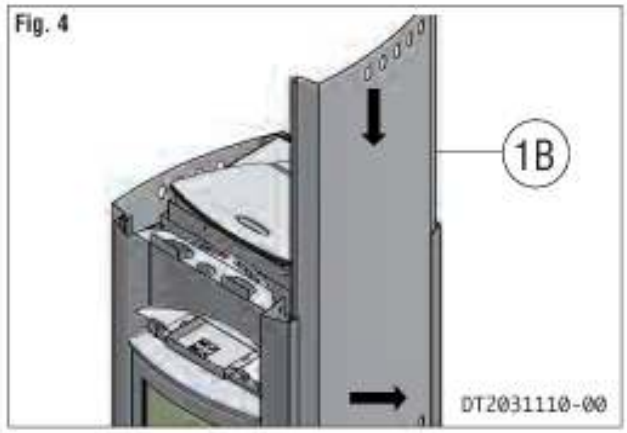
- Check the enamelled steel side panel (1B) for excessive play and if necessary use the fibreglass tape provided in the kit to act as a shim.

Fig. 3



- Take the second enamelled steel side panel (1B), lift it and insert it into the relative guides on the right side of the stove repeating the same procedure as described for the left side.

Fig. 4



⚠ **Protect the electric wires and electronic cards of the stove from impact and damage.**

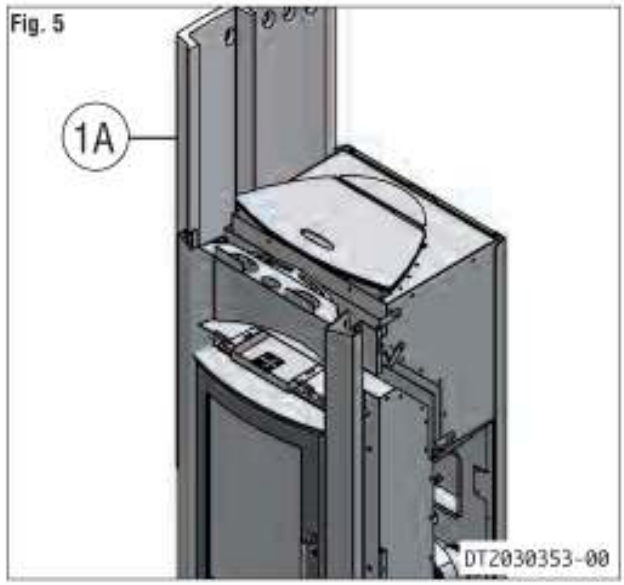
3. Ceramic side panels (1A)

⚠ **The ceramic side panels are reversible!!**

- Take the ceramic side panel (1A), lift it and insert it into the relative guides on the left side of the stove, then let it slide vertically downwards taking care not to chip or scratch the glaze.

⚠ **The side panels should be inserted as shown in DETAIL A and B!!**

Fig. 5



- Check that the side panel is level and if necessary use the fibreglass tape provided in the kit to adjust.
- Take the second ceramic side panel (1A), lift it and insert it into the relative guides on the right side of the stove repeating the same procedure as described for the left side.

⚠ **Protect the electric wires and electronic cards of the stove from impact and damage.**

Fig. 6

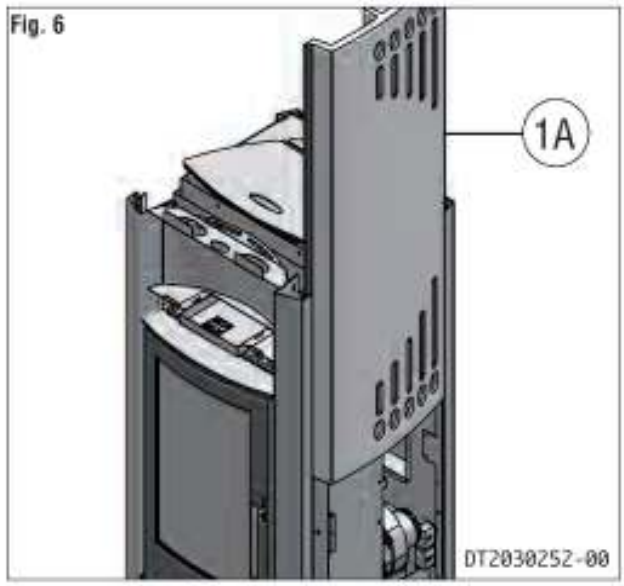
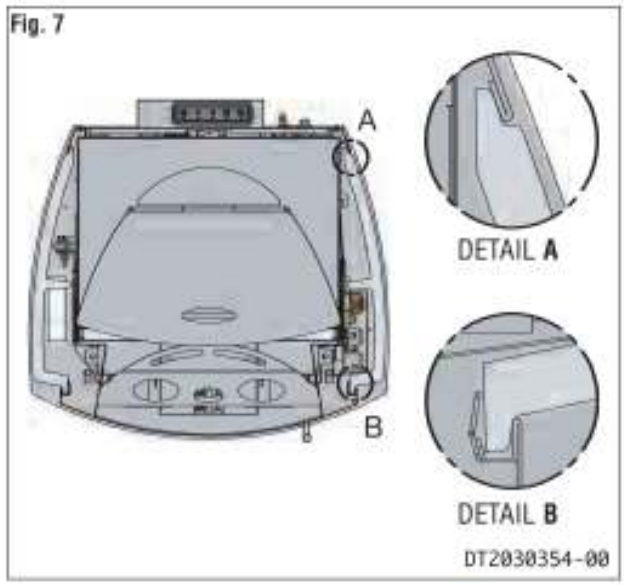


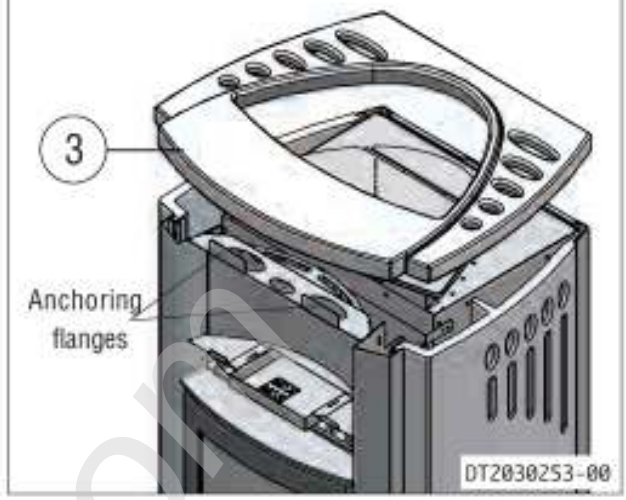
Fig. 7



4. Top ceramic cover (3)

- Place the top ceramic cover (3) on the stove, securing it on the relative flanges located on the front edge of the stove.
- Check that the top surface is level, adjusting if necessary with the fibreglass tape provided in the kit so that it is aligned with the pellet hopper cover.

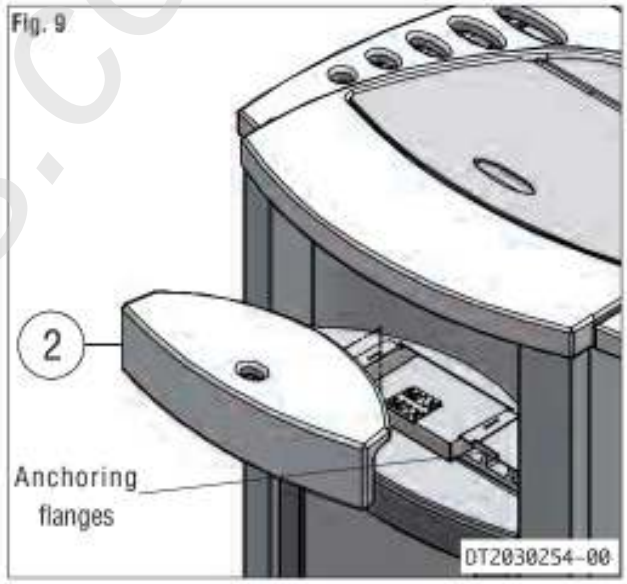
Fig. 8



5. Ceramic cooking plate (2)

- Place the ceramic cooking plate (2) in the relative space in the stove, securing it on the relative flanges located on the front edge of the stove

Fig. 9



6. Positioning

- Complete the installation by connecting to the flue.

Fig. 10

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