



Operating manual

**Clou Duo**

  
**AUSTROFLAMM**

[www.austroflamm.com](http://www.austroflamm.com)

Operating manual

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#### LEGAL NOTICES

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AUSTROFLAMM GMBH

Austroflamm-Platz 1

A- 4631 Krenglbach

Tel: +43 (0) 7249 / 46 443

[www.austroflamm.com](http://www.austroflamm.com)

[info@austroflamm.com](mailto:info@austroflamm.com)

Edited by: Austroflamm GmbH

Illustrations: Konstruktion

Text: Technical department (Austroflamm)

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# 1 General information

You have decided in favour of an Austroflamm hybrid stove.

## **Congratulations on your decision and thank you for your trust.**

Correct operation and care are essential for trouble-free operation and long service life.

The information in this manual is of a general nature. National and European standards, local and building regulations, together with fire regulations must also be complied with.

Read this instruction through carefully before installation and operation. No liability or warranty claims apply for damage incurred by failure to follow this manual. Please observe the instructions in the individual sections.

This manual is a component part of the hybrid stove.

In the following list we give you an overview of which sections are important for whom:

Dealer	End customer
Complete operating manual	General information
	Purpose of the manual
	Safety
	Product overview
	Technical data
	Requirements at the installation location
	Fuel material/-quantity
	Operation
	Settings
	Operation
	Maintenance
	Cleaning
	Alarms and error messages
	Accessories
	Spare parts
	Disposal
	Warranty and guarantee
	Data processing
	Service Report

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## 1.2 Information about the document

The information in this document is subject to change without prior notice and should not be construed as a commitment by Austroflamm GmbH. Austroflamm GmbH assumes no responsibility for any errors that may appear in this document.

## 2 Purpose of the manual

This manual is a component part of the hybrid stove and is intended to contribute to the hybrid stove being safely installed and maintained.

### TIP

Please read this manual before using the stove for the first time.

### 2.1 Storing the manual

Store this manual in case you need it. A current version of the manual can be found online at our homepage [www.austroflamm.com](http://www.austroflamm.com).

### 2.2 Structure of the manual

The table of contents can be found on page 3.

Illustrations in this manual may differ from the delivered product.

### 2.3 Representations used

The following representations are used in this manual:

#### Steps with mandatory adherence to the sequence

✓ Prerequisite

1) Step 1

2) Step 2

3) ....

⇒ Intermediate result / additional information

⇒ Result

#### Steps and bullet points without mandatory sequence

- ....

- ....

- ....

- ....

#### Cross-references

See Technical Data

#### Useful tips

### TIP

#### Fuel

Use only the recommended fuel!

## 2.4 Version control

We update our manuals on a continual basis. The current version can be found at our homepage [www.austroflamm.com](http://www.austroflamm.com).

This manual applies to all Clou Duo stoves with the article number 810001 and index j and newest.

## 2.5 Abbreviations

Abbreviation	Meaning
HMS	Heat Memory System
LVM	Air distribution module

## 3 Safety

In this manual we give you numerous safety instructions for the safe operation of your hybrid stove. These instructions are characterized differently as follows, depending on their importance:

### 3.1 Importance of the safety instructions

#### NOTICE

Particular behaviour and/or activities that are required for safe working. Failure to follow this can result in material damage.

#### ⚠ CAUTION

Possible dangerous situation (light or minor injuries and material damage).

#### ⚠ WARNING

Possibly imminent danger to life and health of persons (severe injuries or death).

#### ⚠ DANGER

Immediately imminent danger to life and health of persons (severe injuries or death).

### 3.2 General safety instructions

- The information in this manual represents generally applicable standards and rules. For installing/operating a stove, all local regulations including those that relate to national and European standards, as well as emergency service regulations, must be complied with.
- Please carefully store this manual and ensure that it is always available.
- Compliance with the instructions contained here will guarantee the safety of people and the appliance, economic operation and a long service life. The hybrid stove has been designed based on technical data standards. See section "Technical Data".
- Original parts must not be modified or exchanged for parts from other manufacturers. Unauthorised modifications must not be carried out. Such action will void the warranty claim.
- When working or intervening on the hybrid stove, the power supply must be switched off.
- Diagrams and drawings supplied with the stove are used only as illustrative examples; the manufacturer pursues a policy of constantly developing and updating the product and may make modifications without prior notification.
- All dimensions in this manual are given in mm.
- The initial commissioning of the hybrid stove must be carried out by an authorised Austroflamm service partner or by Austroflamm Service GmbH & Co.KG.
- Your hybrid stove is not suitable for use as a ladder or a stand.
- Please note that the surfaces of the hybrid stove heat up considerably during operation. We recommend that you use the protective glove supplied to operate the hybrid stove.



- Please alert children to these dangers, and keep them away from the hybrid stove when it is operating.

- Placing non-heat-resistant objects on the stove or in its vicinity is forbidden.
- Do not place any items of laundry on the hybrid stove to dry. Even laundry racks or the like must be placed at a sufficient distance from the hybrid stove - fire risk!
- While your hybrid stove is in operation, it is forbidden to process highly flammable or explosive substances in the same room or in adjoining rooms.
- It must be ensured that there is a sufficient supply of combustion air and safe removal of exhaust gases. Therefore, always check whether the chimney is blocked, especially after a long break in operation.
- Fire gases caused by blocked chimneys are dangerous. The chimney and the vent pipe must be free of obstructions and be swept according to instructions.
- In the transition period, i.e. during high external temperatures, a sudden temperature rise can disrupt the chimney draft so that the fuel gases are not completely drawn off. Should this be the case, switch off the hybrid stove.
- The convection air grille must never be closed, not even partially.
- Venting systems that are being operated together with the fireplace in the same room or group of rooms may cause problems.
- The hybrid stove must be regularly cleaned and maintained: see Maintenance section and Cleaning section.
- Repairs to your hybrid stove must only be carried out by technical personnel who have been trained by the manufacturer.
- Exchange spare parts depending on requirement and condition. Regularly check the electrical and electronic components for damage or wear.
- Safety features must not be bypassed.
- If fuel used is incorrect or too moist, then due to deposits in the chimney this may lead to a chimney fire. Immediately close all ventilator openings on the chimney and inform the fire service. After the chimney has burned out, have it checked by an expert for cracks and leaks.
- Under certain conditions, pellet appliances are suitable also for multiple occupancy of chimneys. Your master chimney sweep will inform you of these conditions and carry out the appropriate acceptance.
- Please note that the room in which the stove is installed must have at least one door / one window leading to the outside, or be directly connected to such a room. Other heating appliances and extractor bonnets must not be operated together with these heating appliances as part of the room air system.
- Operation is only permitted with the door closed, the ash pan (if present) locked and the hopper lid closed, except when igniting, when topping up with fuel and removing combustion deposits, in order to prevent heating gas from escaping.
- The installation surface for the hybrid stove must have an appropriate load-bearing capacity. If an existing design does not fulfil this condition, suitable measures (e.g. a plate for distribution of the load) must be taken to meet it.
- This manual must be carefully read through before the installation, use or any intervention on the hybrid stove.
- The hybrid stove is not an incinerator. Waste material (of any kind), liquid fuels, non-recommended fuels or waste products must NOT be burnt in the hybrid stove.
- Sharp edges may be created during or after the installation of accessory parts. Please use suitable grinding or cutting tools to remove these sharp edges.
- When doing anything on or with the hybrid stove, always wear protective gloves. Example: moving the stove, assembling, disassembling, repairing, attaching accessories, etc.
- Emergency operation without electricity requires a chimney draught of at least 12 Pa. When kindling, use sufficient wood and during heating insert correctly sized logs. Output and overall operation without electricity cannot be compared with operation under normal operations\* - with electricity\* (for this purpose see Section 10 - Connecting to the chimney).

- Use pellets with a diameter of 6mm.
- Never use petrol, petroleum-like lamp oils, petroleum, barbecue lighters, ethyl alcohol or similar liquids to ignite or "reignite" a fire in the hybrid stove. All such liquids are to be kept away from the space heater when it is in operation.
- Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!
- Do not disable, block up or close combustion air openings.
- For cleaning the hybrid stove, the connecting piece and the chimney, access must be provided.
- Caution - varnish is not an anti-rust protection!
- Only approved transport aids with sufficient load-bearing capacity may be used for transport.
- Burn only the fuel combustible listed and approved in the Fuel section.
- No loose or easily flammable items of clothing should be worn when laying the fire.
- It is strictly forbidden to burn or introduce highly flammable or explosive substances (empty aerosols and the like) into the firebox or to store them in the immediate vicinity of your hybrid stove. Risk of explosion!
- Warning: radiation, in particular via glass surfaces, can set combustible objects in the vicinity of the appliance on fire. Observe the specifications in the Safety distances section.
- During the first 3-4 hours at nominal heat output, odors may develop. The odors are caused by the evaporation of sheet metal greases and binding agents from the varnishing. Although unpleasant, these fumes are completely non-toxic. We therefore recommend that you well ventilate the room for the first few fires.
- During the heat up and cooling down processes your hybrid stove may expand and contract, which sometimes can cause light stretching or popping noises. This is a natural process and does not signify errors which need to be complained about.
- The door and all the hybrid stove's control devices must be closed when the hybrid stove is not in operation.
- The hybrid stove is not suitable as central or sole heating.
- The hybrid stove is intended for heating a single room.
- Installation of the hybrid stove is only allowed in living areas with normal air humidity. Installation in wet areas is not permitted.

### 3.3 Special types of danger and personal protective equipment

For certain activities such as installation/dismantling, particular care must be taken that the following safety equipment is worn:

	Safety gloves
	Safety shoes

## 4 Product overview

### 4.1 Intended use

Compliance with the instructions contained here will guarantee the safety of people and the appliance, economic operation and a long service life. The hybrid stove has been designed based on technical data standards. See section "Technical Data".

#### NOTICE

Operation is only permitted with the door shut, ash pan locked and hopper lid closed.

### 4.2 Identification of the product

In the following illustrations we will inform you of dimensions and the nameplate positioning.

#### 4.2.1 Dimensions

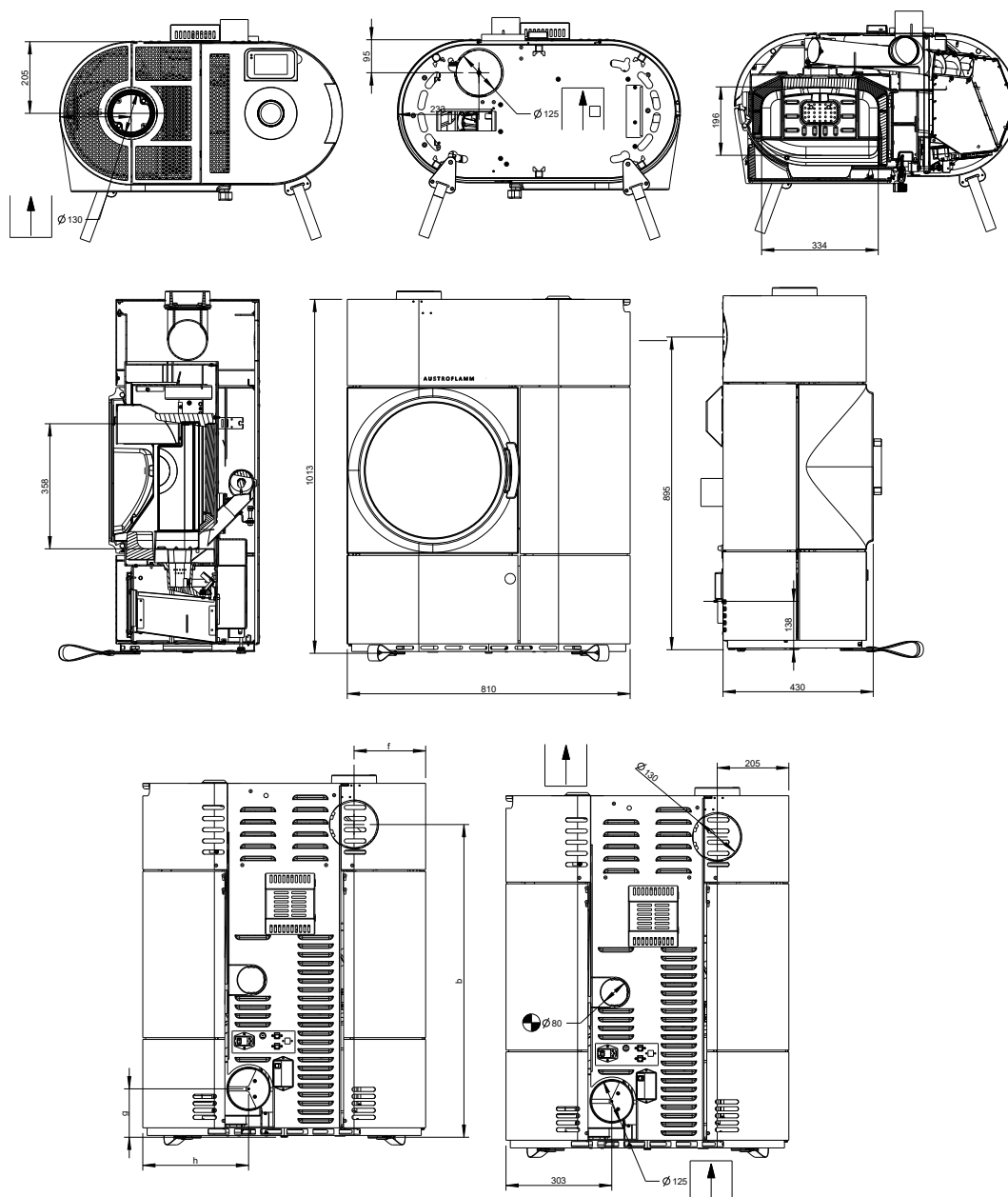
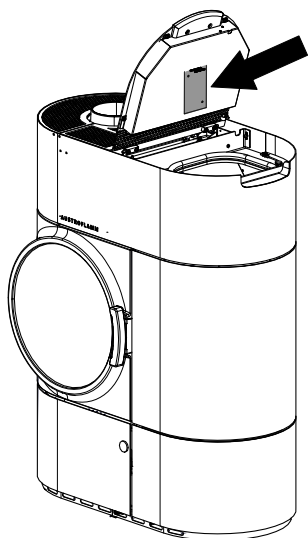


Fig. 1: Clou Duo dimensions



### 4.2.2 Positioning of the nameplate



The nameplate of your stove is located on the inside of the hopper lid.

Fig. 2: Type plate

### 4.3 Energy label

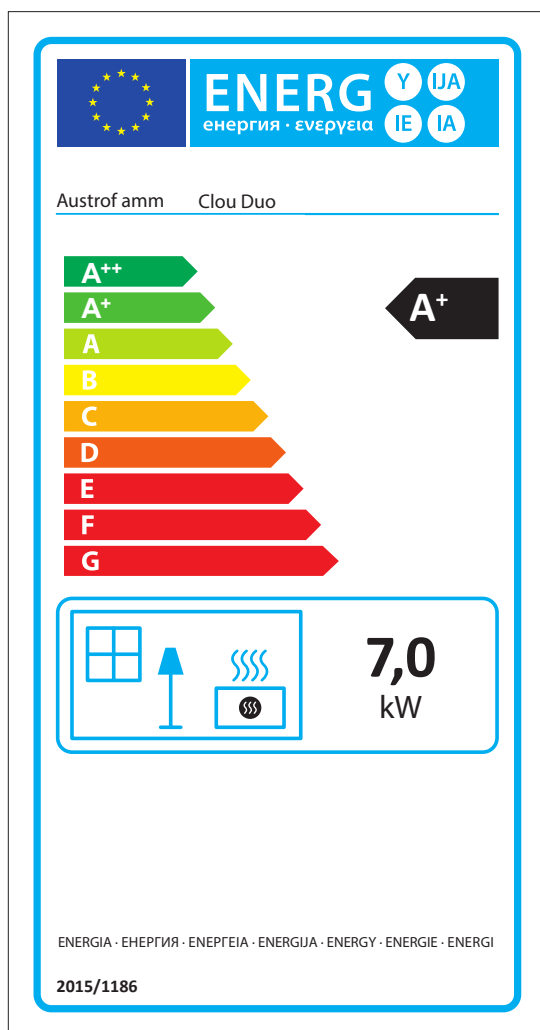


Fig. 3: Energy label

## 5 Technical data

### 5.1 Technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186

#### Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

#### Appliance details

Model identification(s):	Clou Duo (pellet-/firewood operation)
Equivalent models:	-
Test reports:	Pellet operation: 1880 / 1880-CPR-083-20- rev.02  Log operation: 1880 / 1880-CPR-084-20- rev.01
Applied harmonized standards:	EN 14785:2006
Other standards/technical specifications. Specifications:	Pellet operation: EN 14795:2006 Log operation: EN 13240:2001/A2:2004/AC:2007
Indirect heating function:	No / No
Direct heat output:	7.0 / 6.8 kW
Indirect heat output <sup>1</sup> :	- / -

#### Properties for operation with the preferred fuel

Space heating annual use efficiency $\eta_s$ :	86.2 / 76.0 %
Energy efficiency index (EEI):	126 / 114

**Particular precautions for assembly, installation or maintenance**

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) <sup>2</sup> :	Other suitable fuel(s) <sup>3</sup> :	$\eta_s$ [x%]:	Space heating emissions at nominal heating efficiency (*)				Space heating emissions at minimum heat output <sup>4</sup> (*) (**)			
				PM	OGC	CO	NOx	PM	OGC	CO	NOx
				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>5</sup>				[x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> ) <sup>6</sup>			
Log, moisture content ≤ 25 %	no	yes	76.0	23	41	1022	121	-	-	-	-
Compregnated laminated wood, moisture content < 12 %	yes	no	86.2	19	1	42	109	-	-	-	-
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture made of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(\*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NOx = nitrogen oxide

(\*\*) Only required when using correction factors F(2) or F(3).

**Properties for exclusive operation with the preferred fuels<sup>7</sup>**

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
<b>Heat output</b>				<b>Thermal efficiency (fuel efficiency) (based on the NCV)</b>			
Nominal heat efficiency	P <sub>nom</sub>	7.0 / 6.8	kW	Thermal efficiency (fuel efficiency) at nominal heat efficiency	η <sub>th,nom</sub>	89 / 86	%
Minimum heat output (standard value)	P <sub>min</sub>	-	kW	Thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η <sub>th,min</sub>	-	%
<b>Auxiliary power consumption</b>				<b>Type of heat output/room temperature control</b>			
At nominal heat efficiency	el <sub>max</sub>	0.015 / 0.015	kW	Single-stage heat output, no room temperature control			yes
At minimum heat output	el <sub>min</sub>	0.011 / -	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	el <sub>SB</sub>	0.005 / 0.005	kW	room temperature control with mechanical thermostat			no
<b>Pilot flame power requirement</b>				with electronic room temperature control			no
Pilot flame power requirement (if present)	P <sub>pilot</sub>	-	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			no
				<b>Other regulation options</b> (multiple selections possible)			
				room temperature control with presence detection			no
				room temperature control with open window detection			no
				with remote control option			no

<sup>1</sup> There is no entry for fireplaces without water-carrying components.<sup>2</sup> Values for annual use efficiency and emissions must be given here for the preferred fuel.<sup>3</sup> Values for annual use efficiency and emissions must be given here for all other suitable fuels.<sup>4</sup> Corresponds to partial load heat output as per EN 16510<sup>5</sup> Specification in mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>6</sup> Specification mg/m<sup>3</sup> for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)<sup>7</sup> Specifications must be made here for the preferred fuel only.

## 5.2 General specifications - pellet -/ wood operation

### Pellet operation

Dimensions and weight	
Height [mm]	1013
Width [mm]	810
Depth [mm]	430
Combustion chamber width [mm]	334
Combustion chamber height [mm]	358
Combustion chamber depth [mm]	196
Flue pipe outlet, diameter [mm]	130
Outside air connection diameter [Ø mm]	125
Weight, basic appliance [kg]	212
Weight Xtra [kg]	-
Weight, HMS [kg]	-
Total weight inc. steel case (STM) [kg]	212
Total weight inc. ceramic case (KGM) [kg]	-
Total weight inc. soapstone case (SPM) [kg]	-
b: Height of flue pipe connection, centre rear (as per diagram) [mm]	895
f: Flue pipe connection from right (as per diagram) [mm]	205
g: Height of external air connection, centre (as per diagram) [mm]	138
h: External air connection from left (as per diagram) [mm]	303
dP Radiation front [mm]	750
dS1 Distance left [mm]	150
dR Distance rear [mm]	100
dS2 Distance right [mm]	150
dB Distance bottom [mm]	0
Minimum distance from non-flammable materials [mm]	50
Output	
Nominal heat efficiency [kW]	7.0
Minimum heat output [kW]	2.3
Maximum heat output [kW]	7.0
Minimum room heating capacity [m³]	82
Maximum room heating capacity [m³]	210
Pellet hopper capacity [kg/l]	22 / 34
Minimum fuel throughput [kg/h]	0.6
Maximum fuel throughput [kg/h]	1.66
Burning time, minimum [h]	13
Burning time, maximum [h]	36
Power connection [V/Hz]	230 / 50
Data for the chimney sweep	
Exhaust gas mass flow [g/s]	4.8
Flue gas temperature [°C]	226
Minimum delivery pressure at nominal heat output [Pa]	12
Minimum delivery pressure for chimney calculation [Pa]	12

**Firewood operation**

Dimensions and weight	
Height [mm]	1013
Width [mm]	810
Depth [mm]	430
Combustion chamber width [mm]	334
Combustion chamber height [mm]	358
Combustion chamber depth [mm]	496
Baking compartment width [mm]	-
Baking compartment height [mm]	-
Baking compartment depth [mm]	-
Warming drawer, width [mm]	-
Warming compartment height [mm]	-
Warming drawer, depth [mm]	-
Dimensions, a (with Austroflam elbow piece) [mm]	-
Dimensions, b (with Austroflam elbow piece) [mm]	-
Dimensions, c (with Austroflam elbow piece) [mm]	-
Dimensions, d (with Austroflam elbow piece) [mm]	-
Flue pipe outlet, diameter [mm]	130
Outside air connection diameter [Ø mm]	125
Weight, basic appliance [kg]	212
Weight Xtra [kg]	-
Weight, HMS [kg]	-
Total weight inc. steel case (STM) [kg]	212
Total weight inc. ceramic case (KGM) [kg]	-
Total weight inc. soapstone case (SPM) [kg]	-
dP Radiation front [mm]	750
dS1 Distance left [mm]	150
dR Distance rear [mm]	100
dS2 Distance right [mm]	150
dB Distance bottom [mm]	0
Minimum distance from non-flammable materials [mm]	50
Output	
Nominal heat efficiency [kW]	6.8
Minimum heat output [kW]	-
Maximum heat output [kW]	6.8
Minimum room heating capacity [m³]	82
Maximum room heating capacity [m³]	210
Energy efficiency class	A+
Data for the chimney sweep	
Exhaust gas mass flow [g/s]	5.6
Flue gas temperature [°C]	209
Minimum delivery pressure at nominal heat output [Pa]	12
at 0.8 times nominal heat output [Pa]	10

## 6 Transport, handling and storage

### 6.1 Transportation



Fig. 4: Crate

Every Austroflamm hybrid stove is packed for protection and environmental friendliness.

The packaging consists of

- the pallet,
- crate and
- protective film.

The packaging consists of untreated local wood or materials.

Use a lifting truck or forklift to transport the crate including the hybrid stove.

- 1) The hybrid stove is secured with cable binders to the side struts of the crate. These cable binders must be removed.
- 2) The crate is dismantled by removing screws which connect the bottom of the crate to the pallet.
- 3) The loose wooden crate must be removed from the hybrid stove.
- 4) Undo the hybrid stove from the pallet. To do so, screws on the palette surface must be unscrewed.
- 5) The air cushion / transport protection for the Keramott and the tension plate in the firebox must be removed.
- 6) Immediately check the goods delivered for completeness and damage in transit.
- 7) Check the accessory kit: glove, guide, mains cable, information sheets etc. The accessory kit is in the tank container.
- 8) Before installing the hybrid stove, check that all movable parts are working. Any defects before the installation of the hybrid stove must be reported.

### 6.2 Transport aid

#### NOTICE

It is vital that the transport aid be removed before installing the appliance!

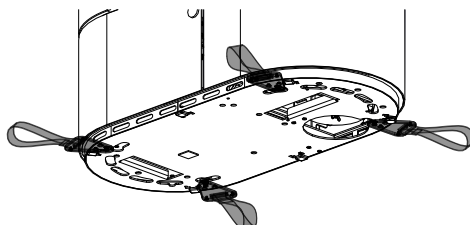


Fig. 5: Transport aid

Only approved transport aids with sufficient load-bearing capacity may be used for transport. These must be removed before installation.

### 6.3 Storage

The hybrid stove must be stored in a dry room/warehouse. Protect against dirt, heat and moisture.

The following illustrations are attached to the crate and must be observed:



- Fragile - always place upright - protect against moisture and store dry.
- Remove and dispose of packing material in an environmentally friendly manner.
- The crate can be disposed of in the separate collection for packaging. Local disposal regulations must be observed.



## 7 Requirements at the installation location

### 7.1 Safety distances to be observed

If your floor is made of a combustible material, a non-combustible material must be used as protection in the area in front of the appliance. For more detailed information, please contact an Austroflamm dealer.

Note that the room in which the stove is installed must have at least one door / one window leading to the outside, or be directly connected to such a room. Other heating appliances and extractor bonnets must not be operated together with this heating appliance as part of the room air system.

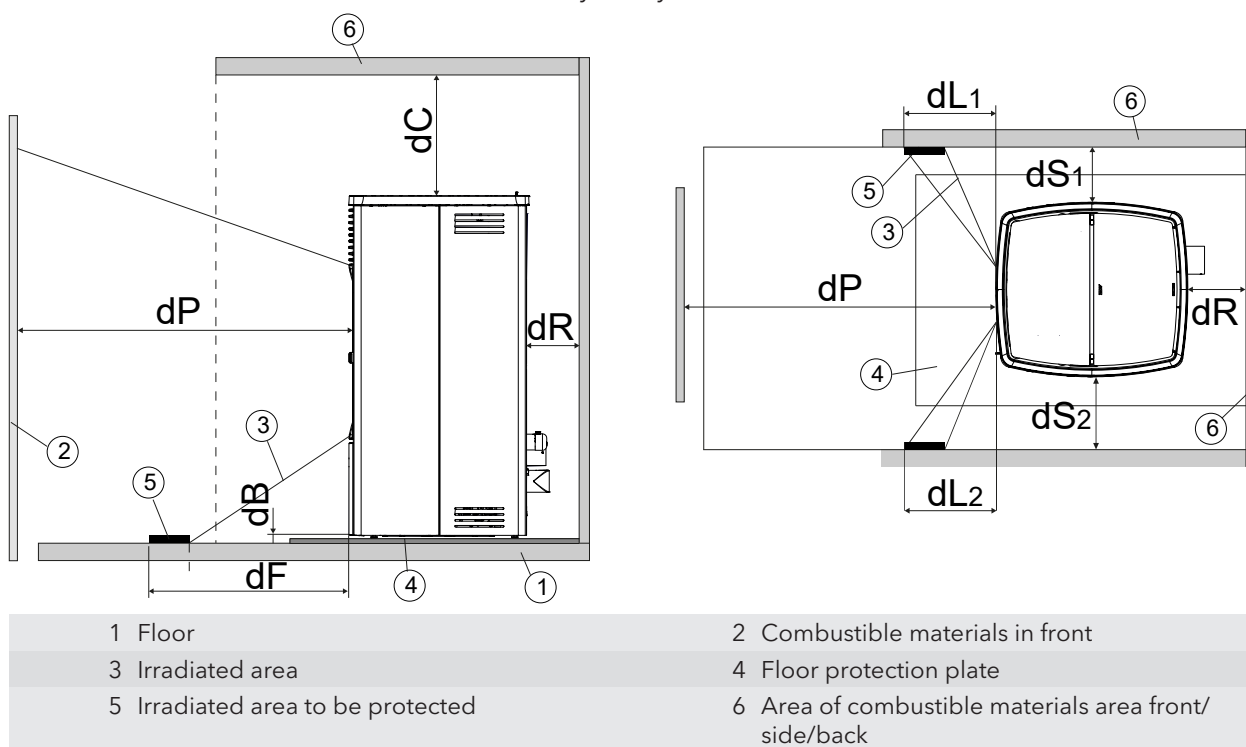
This hybrid stove is positioned on the floor and aligned horizontally, observing the safety distances. The height of the adjustable feet can be altered.

#### NOTICE

A floor protection plate must be used if your floor is made from a combustible material.

Safety distances for combustible objects, such as wooden furniture, upholstered furniture, sofas, etc. must be complied with. In the case of very heat-sensitive objects the distance from the hybrid stove must be increased in order to avoid damage from the heat.

Please refer to the table below for the necessary safety distances.



Safety distance from the fuel	
dP Radiation front [mm]	750
dS1 Distance left [mm]	150
dR Distance rear [mm]	100
dS2 Distance right [mm]	150
dB Distance bottom [mm]	0
dF Radiation to the floor [mm]	not applicable
dL 1 Radiation left [mm]	not applicable
dL 2 Radiation right [mm]	not applicable
dC Distance above [mm]	750
Minimum distance from non-flammable materials [mm]	50

## 7.2 Requirements at the room of installation

**Your hybrid stove must not be set up in:**

- spaces in which the required combustion air supply is not guaranteed.
- spaces which are generally accessible, in particular emergency exits (staircases in residential building with no more than 2 apartments are not included in general accessible spaces).
- spaces in which easily flammable or potentially explosive substances or mixtures are processed, stored or manufactured.
- spaces, apartments or units from which air is extracted with the aid of ventilators, such as ventilation- or hot-air heating installations, extractor hoods or exhaust air tumble dryers. Unless the safe function of the stove is ensured.
  - the systems only circulate air within a space.
  - the systems have safety features which autonomously and reliably prevent negative pressure in the installation space.
  - simultaneous operation of the fireplace and the air-extracting system is prevented by safety features.
  - the flue gas routing is monitored by a particular piece of safety equipment.

### Floor load-bearing capacity

Before installing, verify whether the load-bearing capacity of the substructure can withstand the weight of your hybrid stove.

- The installation surface for the hybrid stove must have an appropriate load-bearing capacity. If an existing design does not fulfil this condition, suitable measures (e.g. a plate for distribution of the load) must be taken to meet it.

## 7.3 Chimney requirements

To protect your own safety, national and local regulations exist governing the connection of flue pipes to the chimney. Your hybrid stove is set up at the factory for connecting to flue pipe diameter (see Technical Data section). With minor modifications on site it can also be connected at the rear. When connecting with other pipe diameters, you should obtain the prior approval of your chimney sweep. Your specialist hybrid stove dealer will be familiar with the guidelines. For your own safety the flue connection should be carried out by a specialist.

## **7.4 Combustion air / Outside air supply**

This hybrid stove requires sufficient combustion air to operate smoothly. With dense building envelopes, the room air is insufficient. For this reason, the combustion air required must be supplied from outside.

Your hybrid stove is prepared for this situation (balanced flue operation). The external air supply pipe must be connected tightly to the hybrid stove (e.g. pipe clamp or airtight adhesive tape). Your dealer will advise you on the correct connection.

## 8 Fuel material/-quantity

### 8.1 Fuel material



Fig. 6: Pellet



Fig. 7: ENplus A1

#### Pellets

Poor pellet quality will cause significant residues in the hybrid stove when burnt. We therefore urge the use of pellets that have no artificial binding agents. That way only a small unburnt residue is left.

ENplus-A1 certified pellets meet this requirement.

When storing the pellets, it is vital to ensure that they are stored in a cool dry place free of contamination. Damp, dirty or old pellets result in poor combustion and block the screw conveyor.

A screw conveyor blocked due to inappropriate use of pellets is excluded from the guarantee.

We recommend that when a prolonged period of the hybrid stove not being used (summertime) is imminent, the screw conveyor be allowed to run empty.

#### NOTICE

Use only pellets with a **diameter of 6mm** and no more than 1% of the pellets may be longer than 40 mm, with a maximum length of 45 mm.

#### NOTICE

**The use of inferior-quality, damp, dirty or old pellets or other material will damage the working of your hybrid stove and void the guarantee and warranty.**



Fig. 8: Firewood

#### Firewood

Use only dry untreated wood.

The wood moisture should be < 15 %.

Basically, the quantity of firewood inserted determines the heat output given off. If significantly too much wood is inserted, this can lead to overheating and damage to the stove. Damp wood causes poor combustion and poor exhaust gas values as well as contaminating the viewing window and exhaust gas pipes.

You can find the suitable quantity of firewood for your stove model in the data sheet.

**Explosive substances**

It is strictly forbidden to burn or introduce highly flammable or explosive substances (such as empty aerosols and the like) into the firebox or to store them in the immediate vicinity of your pellet stove due to the risk of explosion!

**Fuel**

Only burn the recommended fuel.

**Approved fuel**

Pellets are allowed for our hybrid stove. Dry, properly stored, unrefined firewood (preferably hard wood) is also an optional fuel for our hybrid stoves.

Round wood must be split at least once so that it lights better. The diameter of the split piece of wood must not exceed 7 cm.

## 8.2 Fuel quantity

**Maximum fuel quantity**

Every hybrid stove is designed for a maximum fuel quantity: see Technical Data section. Larger fuel quantities lead to overheating and damage to the hybrid stove!

**NOTICE**

To avoid damage, you must **NEVER** operate your hybrid stove with a greater quantity of fuel than that specified in these user instructions!

## 9 Installation

The assembly and installation must only be carried out by an authorized specialist company.

Before installing the hybrid stove, check that all movable parts are working. Any defects before the installation of the hybrid stove must be reported.

Observe regionally applicable safety and construction regulations and contact your master chimney sweep in this regard.

Use only heat-resistant sealing materials, sealing tape, heat-resistant silicon and mineral wool.

Make sure that the flue pipe is not blocking the free cross-section of the chimney.

If your hybrid stove is intended for balanced flue operation, the stove pipe connections must be connected permanently tightly. Use suitable heatproof silicon for placing the stove pipe on to the conical flue pipe brackets and for inserting into the chimney's pipe chuck.

On no account position the hybrid stove on unprotected floor. Corrugated board, cardboard or a dis-used carpet are suitable for use as an assembly aid and base. These will allow you to move the hybrid stove carefully.

For proper installation we recommend original flue pipes from our Austroflamm flue pipe range.

In the following sections we will give you information on

- the integration or attachment of appliance parts,
- other important facts relating to the installation.

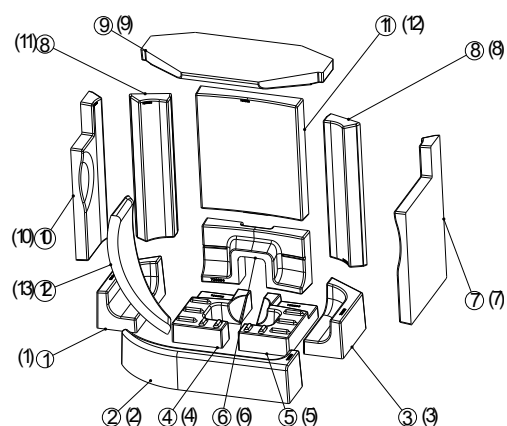
**The protective equipment and tools listed are required for the following work steps**

Type of protective equipment	
	Safety gloves
	Safety shoes

Work equipment	Activity
Insulated tools	In order not to damage or scratch the varnish, no sharp objects or tools should be used. Instead <b>insulated tools</b> are used by preference when assembling and disassembling stove parts.
Torx wrench set	various installation jobs
Allen key set	various installation jobs
Fork wrench set	various installation jobs

## 9.1 Execution

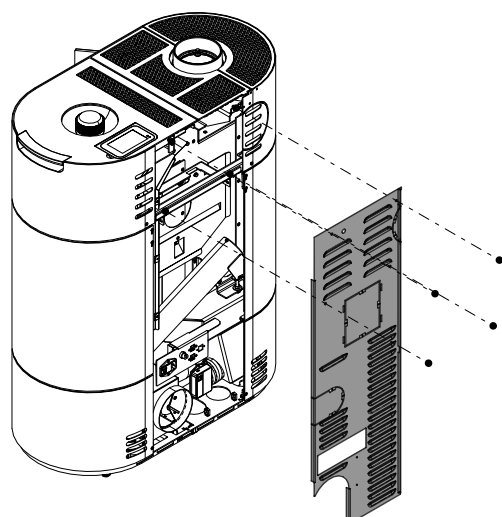
### 9.1.1 Mounting the Keramott



Numbering in the round brackets = installation sequence

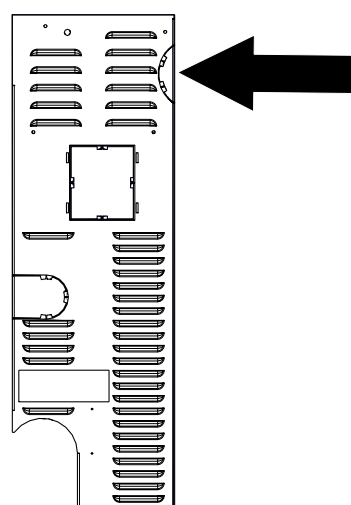
Fig. 9: Mounting the Keramott

### 9.1.2 Rearranging the flue pipe connection



- 1) Undo the screws from the rear panel and remove the rear panel.

Fig. 10: Removing the rear panel



- 2) Use side cutters to remove the perforated cut-out in the rear panel.

Fig. 11: Removing the perforated cut-out

- 3) Remove the top cladding. Proceed as described in the section Removing upper cladding [► on page 106].

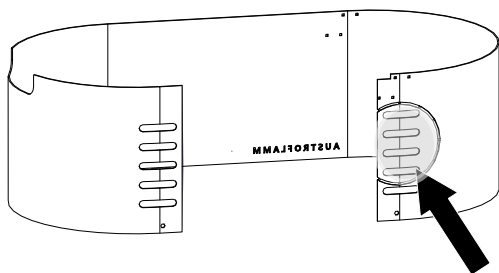


Fig. 12: Removing the perforated cut-out

- 4) Use side cutters to remove the perforated cut-out in the back of the top cladding.

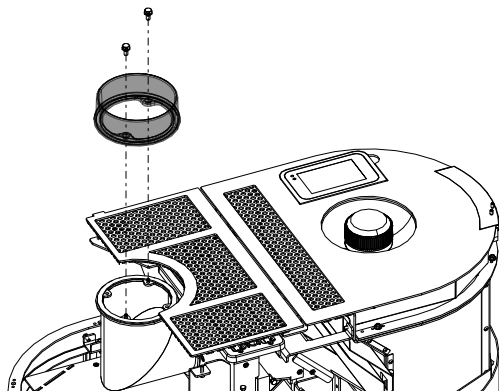


Fig. 13: Removing the flue pipe bracket

- 5) Remove flue pipe bracket.

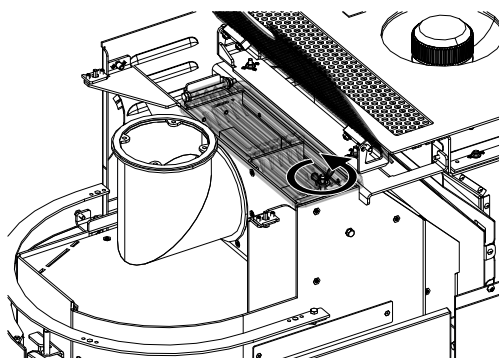


Fig. 14: Opening the flush-mounting cover

- 6) Open cover and turn and open the flush-mounting cover.

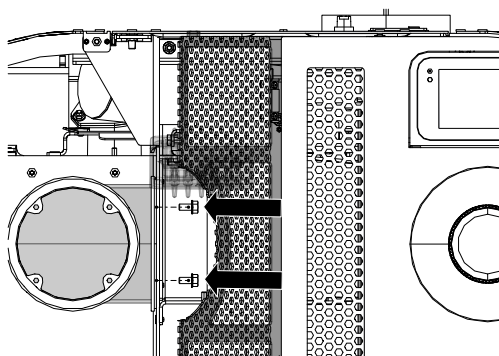


Fig. 15: Removing the FP bend

- 7) Remove flue pipe bend.



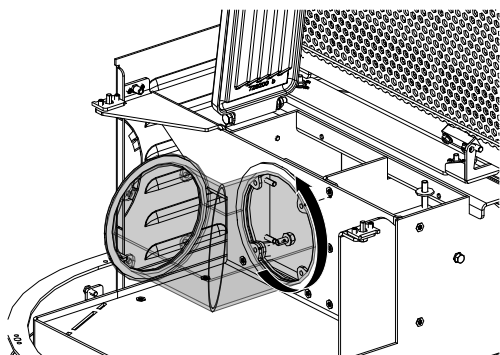


Fig. 16: Turning the FP bend

- 8) Turn flue pipe bend 90° and refasten it with the two screws.

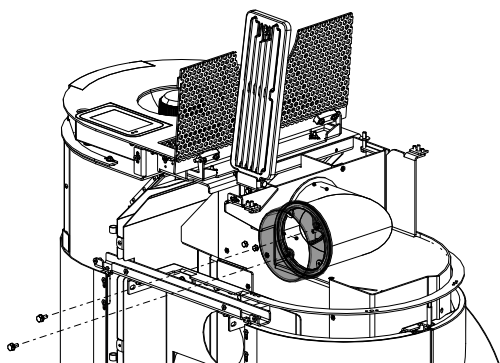
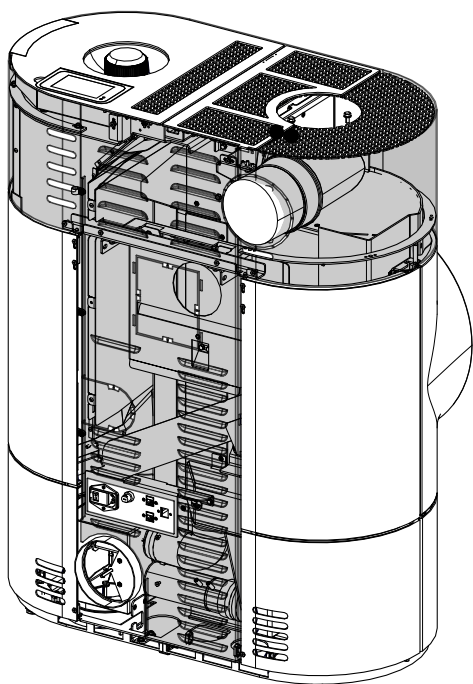


Fig. 17: Mounting the flue pipe bracket

- 9) Mount flue pipe bracket at the back on the flue pipe bend.



- 10) Reattach side cladding in reverse sequence.  
11) Install the rear panel.

Mounting side cladding and rear panel

### 9.1.3 Fitting the air distribution module

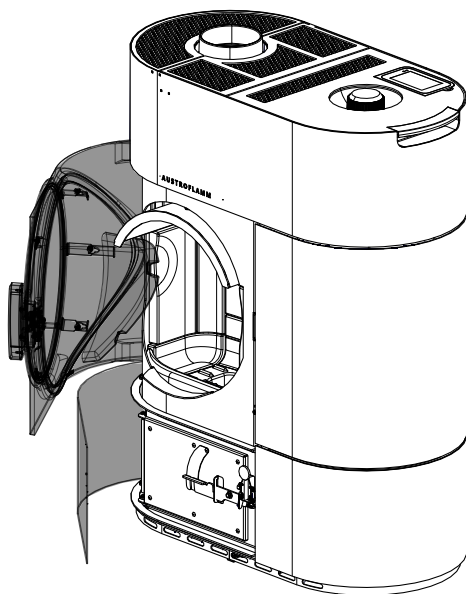


Fig. 18: Opening the doors

1) Open both doors.

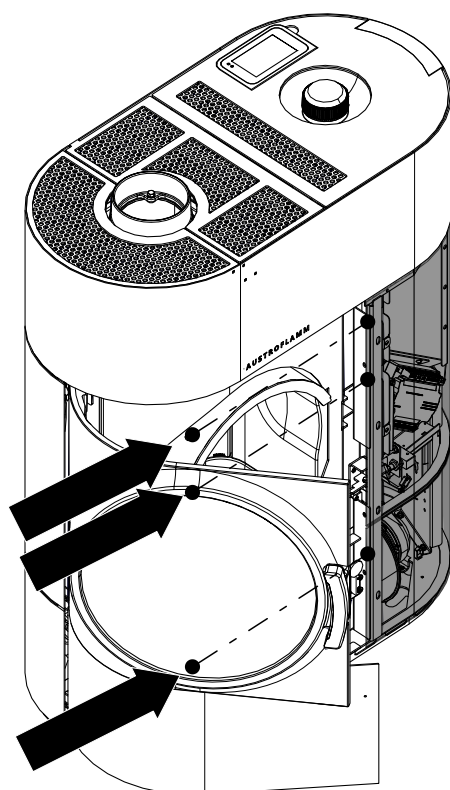


Fig. 19: Undoing the screws

2) Undo the screws of the right-hand side cladding from inside.

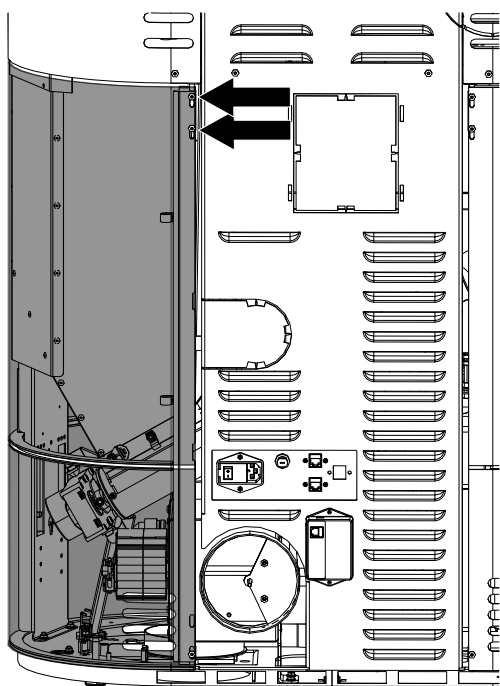


Fig. 20: Undoing the screws

- 3) On the back at the top undo the screws of the side cladding and push the pin down.
- 4) Remove side cladding.

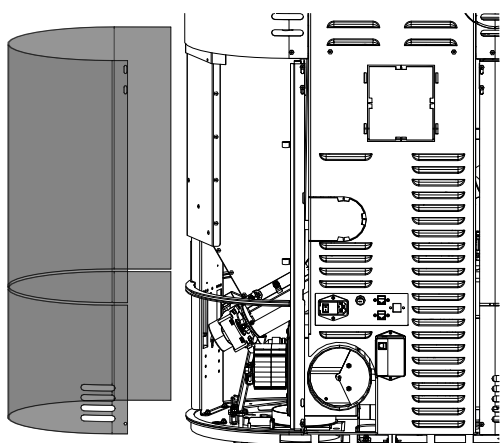


Fig. 21: Removing the side cladding

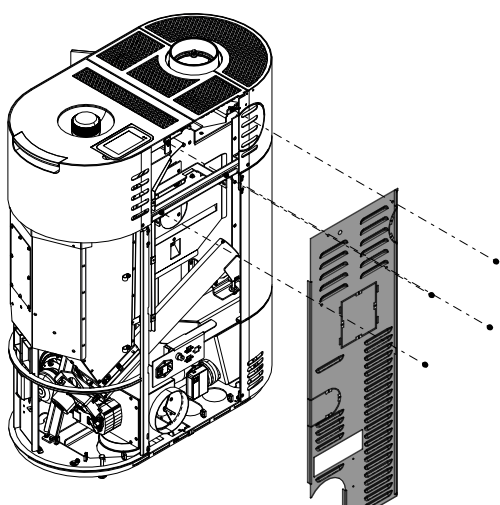


Fig. 22: Removing the rear panel

- 5) Undo the screws from the rear panel and remove the rear panel.

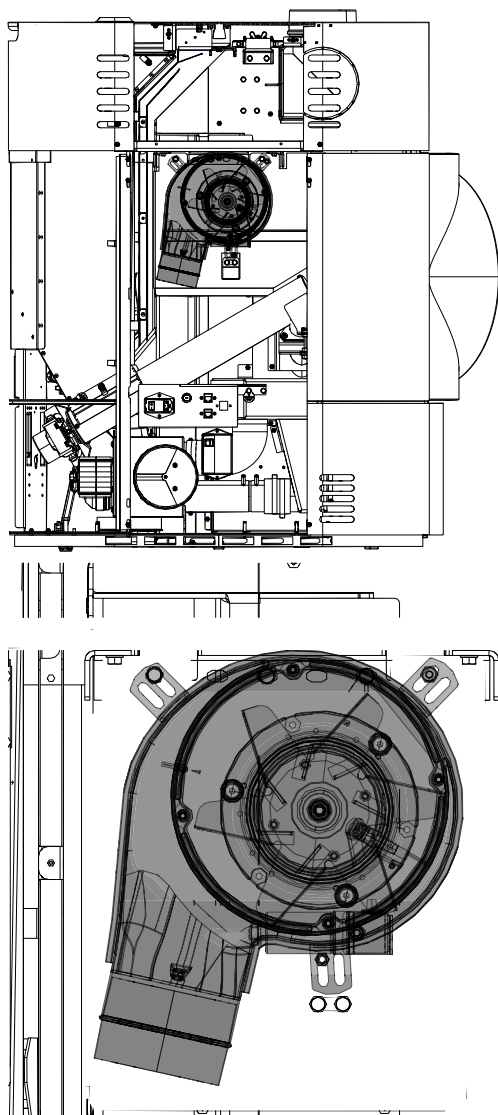


Fig. 23: Attaching the air module

- 6) Attach air distribution module to the stove and fasten it.

⇒ When doing so, follow the correct installation as shown below.



Fig. 24: Connecting the cables

- 7) Connect to one another the cable from the air distribution module and the cable which leads to the control unit.

⇒ Only one plug needs to be connected to the fan. The second is not used.

- 8) Secure the upper part of the cable with a cable tie.

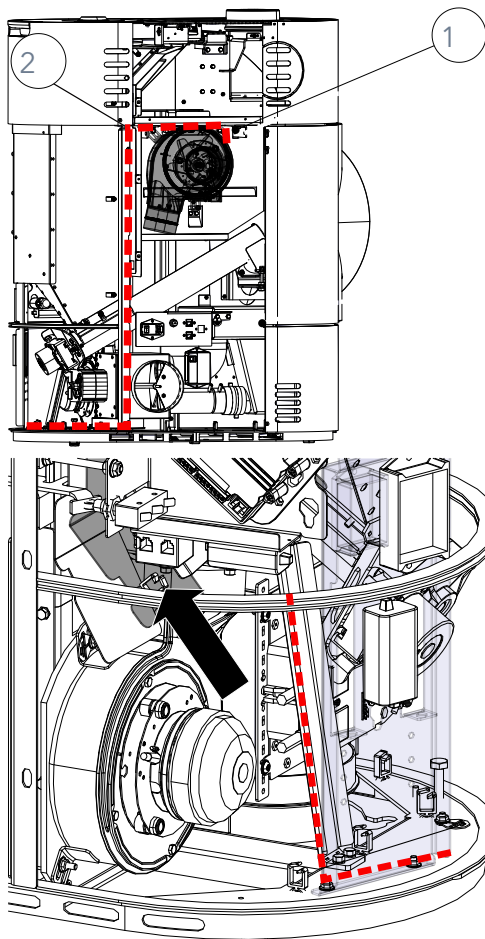
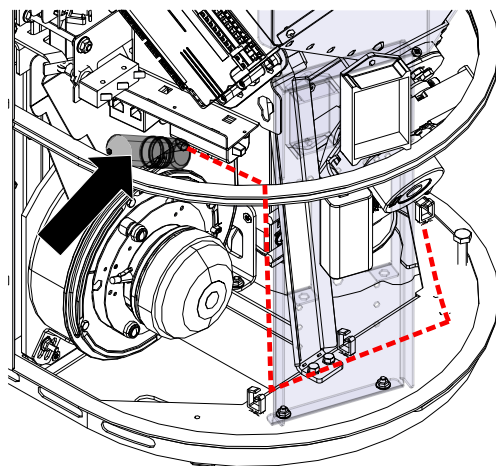


Fig. 25: Laying the cable and attaching the capacitor



- 9) Lay the cable in the stove as shown and fix to points 1 + 2 with a cable tie.
- 10) As an option a cable clip may be attached at the point shown by the arrow. Remove this cable clip. There may only be a small hole there.
- 11) Rebore this hole so that the capacitor can be attached here.

- 12) Connect cable to the capacitor.  
⇒ When doing so it is not important which cable is connected to which connection.
- 13) Attach the capacitor at this point.



Fig. 26: Connecting the cable to the capacitor

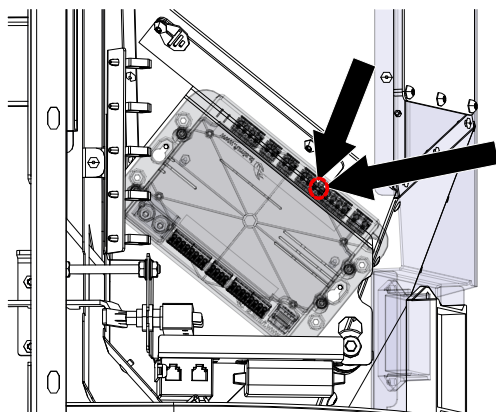


Fig. 27: Clipping on to the air distribution module

- 14) Clip air distribution cable on to the control unit.
- ⇒ There are two cables (grey and brown) to be plugged in. It does not matter which cable is connected to which connection.
  - ⇒ Connection to position 5+6.

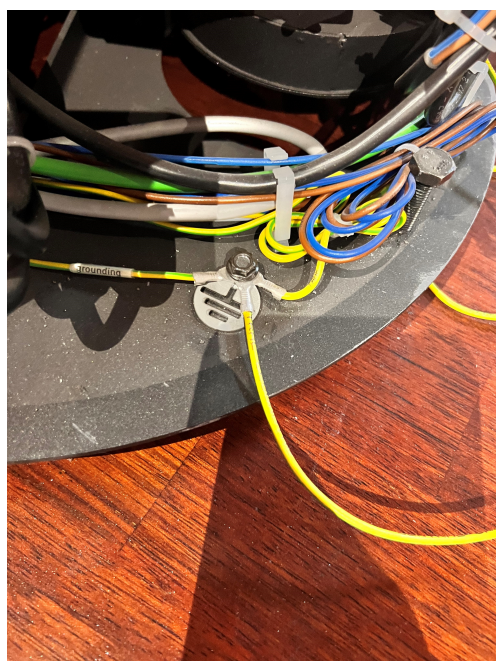


Fig. 28: Connecting the central earth

- 15) Connect central earth.



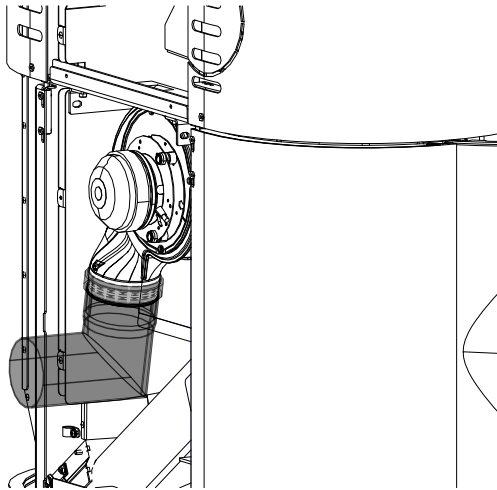


Fig. 29: Placing the pipe

- 16) Place the L-pipe section on to the air distribution module.

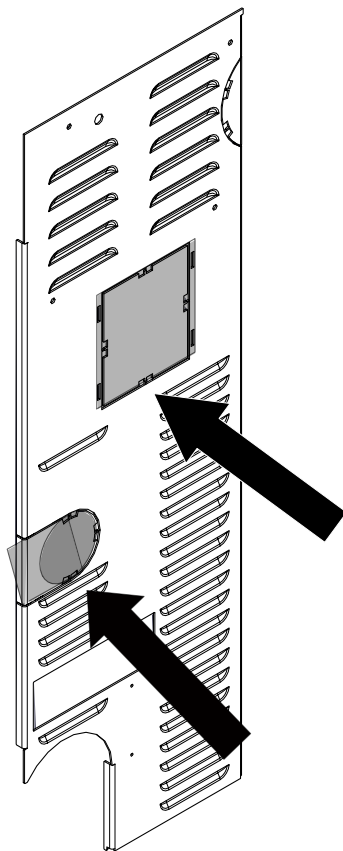


Fig. 30: removing the perforated cut-outs

- 17) Using side cutters, remove perforated cut-outs on the rear panel.

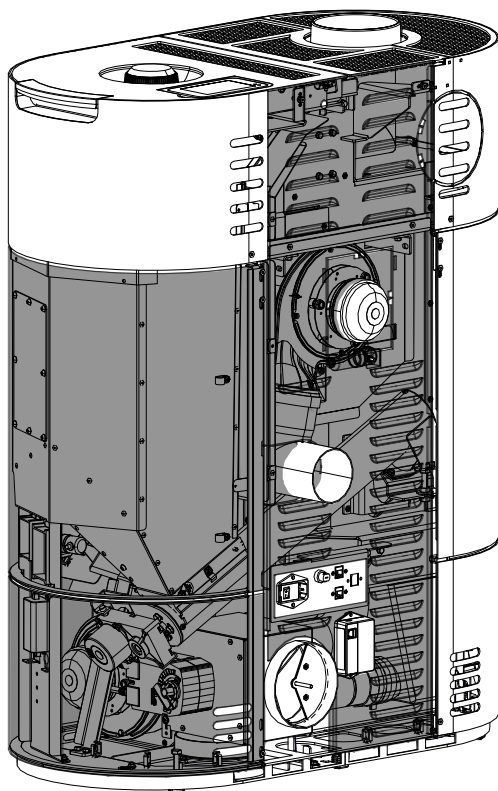


Fig. 31: Reattaching everything

- 18) First attach the rear panel and all right-hand side cladding in reverse order.

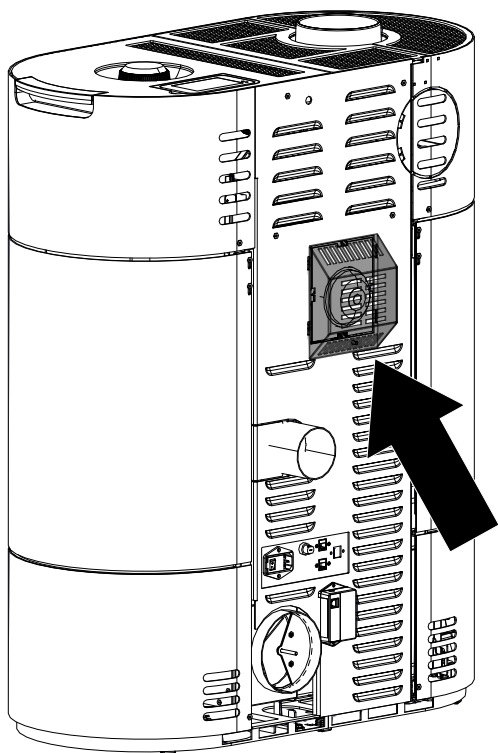
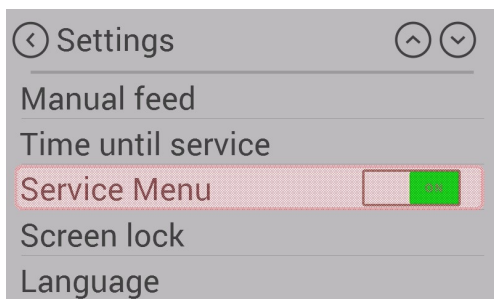


Fig. 32: Attaching the cover on the rear panel

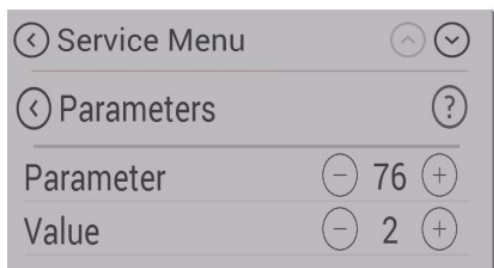
- 19) Attach cover at the back on the rear panel.



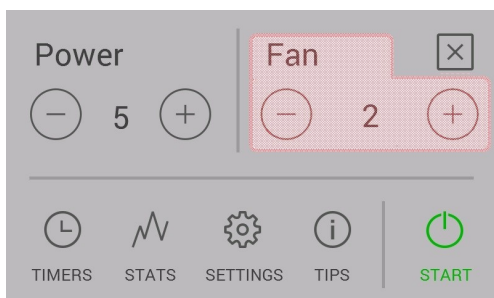


20) To enable the "Air Module" option, select the service menu in the settings.

21) Dealers or Austroflamm only: to get into the service menu, please enter the service CODE.



22) In the service menu, select "Parameters" and in Parameter no. "76" change the value from 1 to 2.



23) Now disconnect the stove from the power supply and start it up again.

24) After the stove has been restarted the fan speed can now be selected from the main menu. The fan will only start to turn at a firebox temperature of 200°C.

## 9.1.4 Mounting the WiRCU-BOX (WLAN)

### 9.1.4.1 WLAN module OPTION scope of delivery



WLAN BOX



1.5 m data cable



Information card with MAC address and PIN number

#### **WARNING**

The WLAN Box must not come into contact with water, cleaning agents, solvents or other liquids. These will damage the box's electronics and cause malfunctions.

#### Technical characteristics:

- Temperature range for storage and operation: -20°C to +60°C
- Permissible air humidity for storage and operation: max. 95 %, non-condensing
- Wireless type: 802.11 b/g/n 2.4 GHz
- Host controller link: proprietary protocol
- Dimensions: 76 x 51 x 23 mm
- Mounting on stove: 2 screws (hexagon socket M4x8)
- Connections: Micro USB connection for firmware update, RJ11 connection for communication and power supply
- Protection class: IP20 - when mounted in recommended position

#### Technical requirements for the WLAN network:

- Wireless type: 802.11 b/g/n 2.4 GHz
- Security encryption: WPA2 or clear/unencrypted
- No MAC address filtering
- **TCP ports 5001 & 5101** must be activated

For the correct configuration of your WLAN router please contact your IT administrator or IT specialist.

#### 9.1.4.2 How to attach the WLAN Box to the stove



- 1) On the right-hand side of the rear panel of the stove there are 2 boreholes with hexagon socket M4 x 8 screws prepared for the mounting of the WLAN Box. These screws must be unscrewed with a 2 mm Allen key before mounting.



- 2) Now mount the WLAN Box on the rear panel in the position illustrated. The connection for the data cable should be located on the top of the WLAN Box. In this position the MAC address and the PIN number on the visible side of the WLAN Box can always be seen.



- 3) Now connect the data cable to the WLAN Box. Connect the 2nd end to the free 6-pin socket below the WLAN. This creates the connection between the controls of your stove and the WLAN Box. As soon as the heating appliance is supplied with power, the "CONT" LED on the WLAN Box will be constantly lit and the "WI-FI" LED will flash as follows: 0.5 sec. ON / 0.5 sec. OFF.

#### 9.1.4.3 Downloading and integrating the Austroflamm PelletControl APP

To incorporate the WLAN Box into your WLAN network you will need the Austroflamm PelletControl app on your SmartDevice.

The WLAN Box can only be operated with the Austroflamm PelletControl APP. The current version of the Austroflamm PelletControl APP is available for download in the App Store (for iOS operating systems) and at Google Play (for Android operating systems). You can download the APP by scanning the relevant QR code:



iOS PelletControl



Android PelletControl

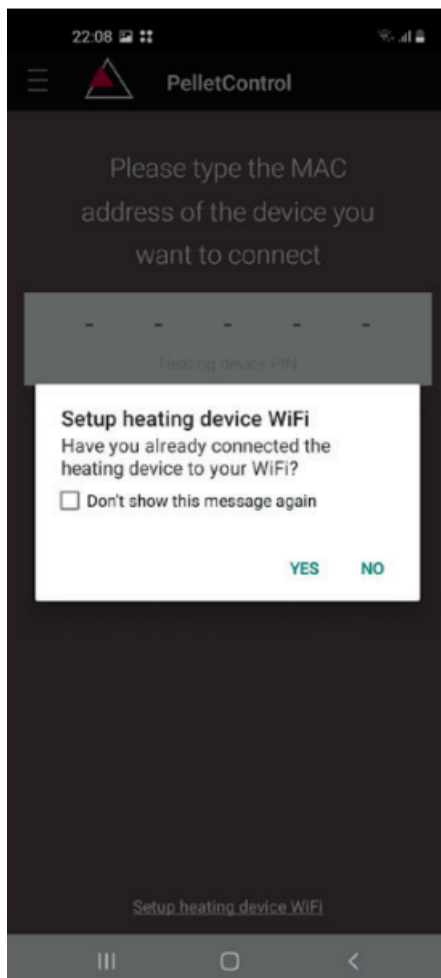
Working with your SMART DEVICE (telephone, Tablet, etc.), and the AUSTROFLAMM PELLET CONTROL APP, the WLAN Box enables remote access to your heating appliance.

#### How remote access works:

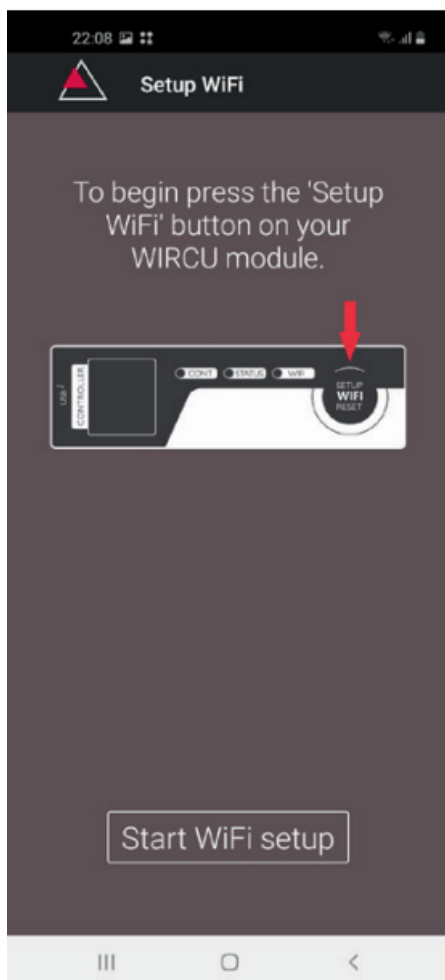
- Commands are conveyed via the Austroflamm PelletControl APP, the Internet and the Cloud server to the controls and the operating system (display or control knob). Please be aware: There is a time delay between inputting the command and its execution.
- For the stoves with rotary control, the rotary control must be positioned at 3 o'clock for the WLAN Box to work.
- If you connect the WLAN Box to a **WLAN modem/router/Smartphone** that is operated with **mobile data**, please bear in mind the additional costs for data transmission.

#### 9.1.4.3.1 How to create the connection to your WLAN network using an Android device

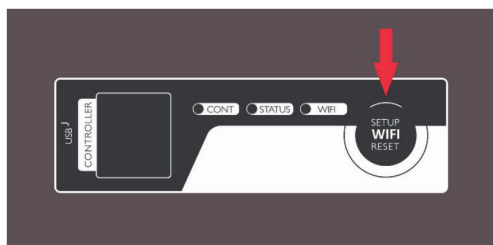
- Enable WLAN on your Smartphone.
- Launch the Austroflamm PelletControl APP.
- The instructions for setting up the WiRCU Box are displayed in the language set for your SMART DEVICE (see Section Changing the APP language displayed [► on page 63]).
- Read and confirm the end user licence agreement.
- **Carefully carry out the following steps.**



- 1) Launch the AUSTROFLAMM PELLET CONTROL APP. On launching, the APP displays the menu page shown.
- 2) Press "No" unless your WLAN Box is already connected to your WLAN network.

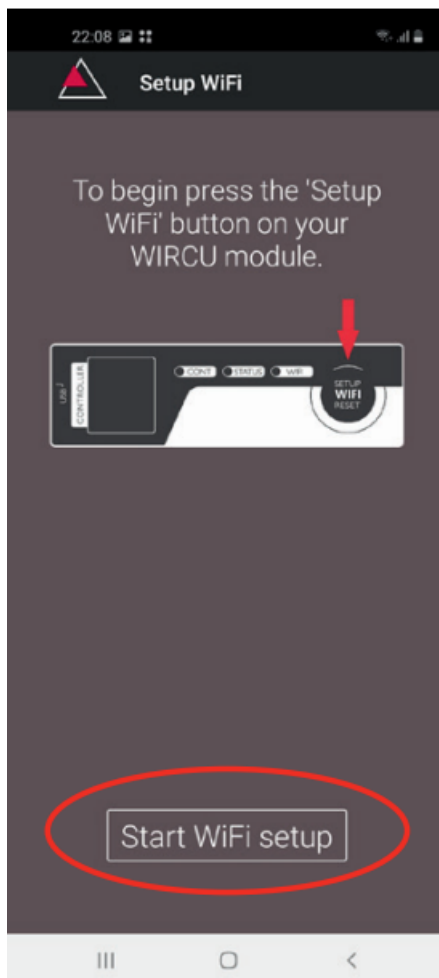


- 3) The APP will guide you step by step with instructions through the connection process. Follow these instructions.

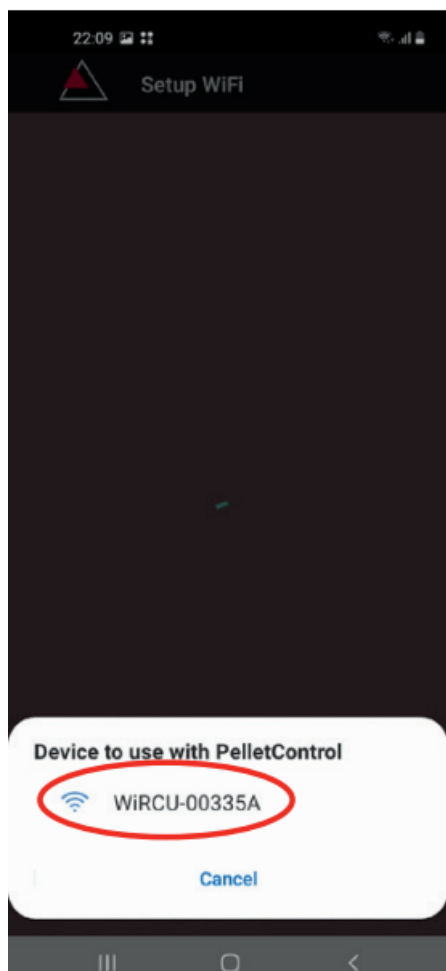


- 4) Press the "SETUP WiFi RESET" button on the WLAN Box. After the button is pressed, the WLAN LED will flash rapidly (see Section LED display/function information [▶ on page 62]).
- 5) The WLAN box then switches on its own WLAN network "WiRCU-XXXXXX".

After starting this process, you have about 3 minutes to establish the connection between the WLAN box and your WLAN network. (If you exceed this period, you will have to repeat the connection process.)

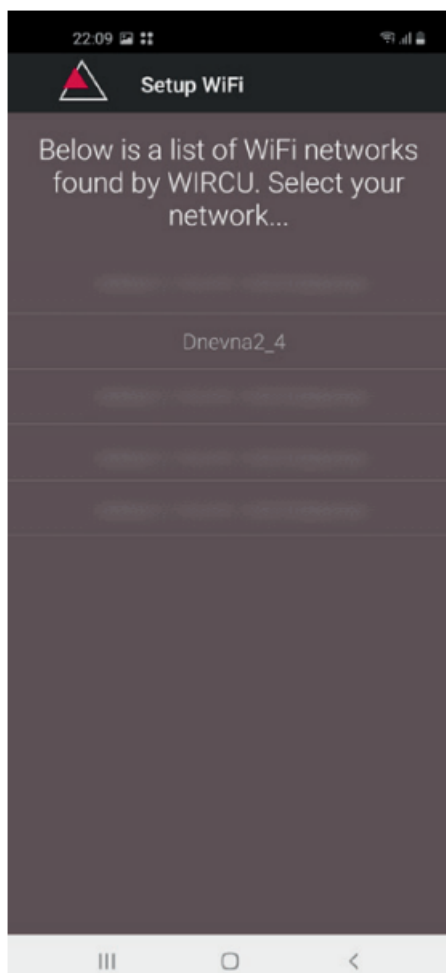


6) On the APP screen, press "Start WLAN set-up".

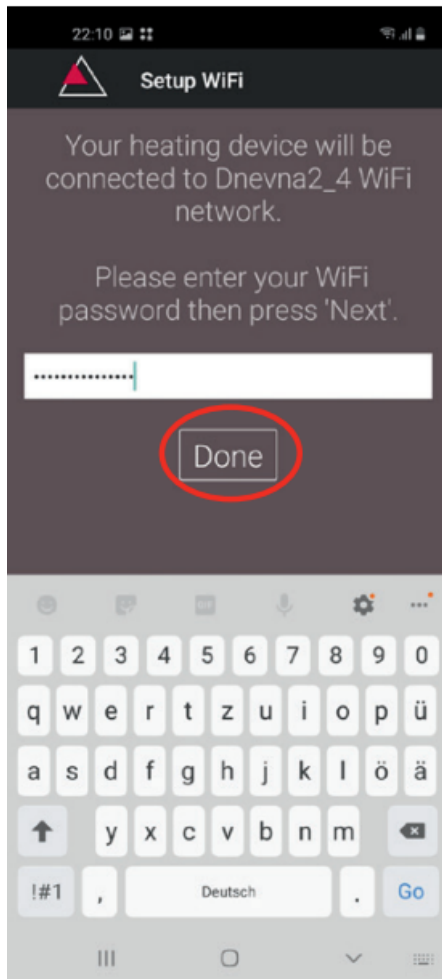


- 7) Now your Smart device will be shown looking for the "WiRCU-XXXXXX" WLAN network. The search will last a few seconds.
- 8) As soon as the WLAN network of the WiRCUBOX is found, "WiRCUXXXXXX" will appear.
- 9) Select the suggested WLAN network.



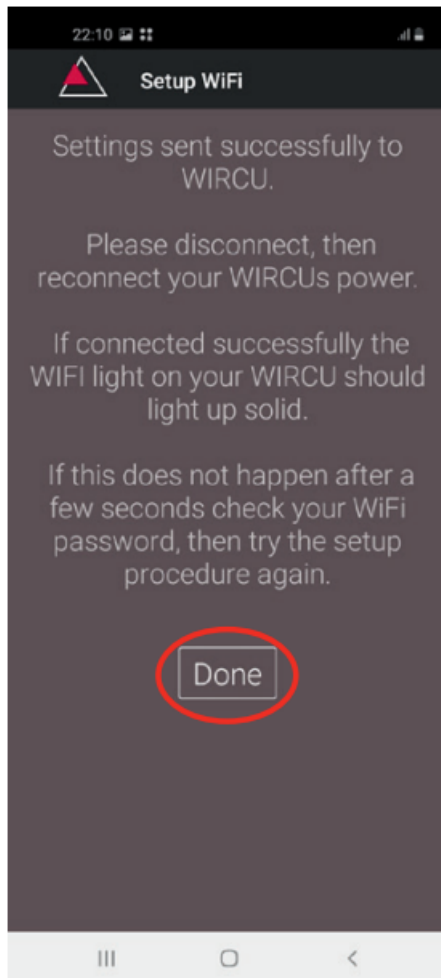


- 10) After the WLAN network "WiRCUXXXXXX" has been selected, the APP will list all available WLAN networks. From this list, select the WLAN network to which your WLAN Box should be connected in future.

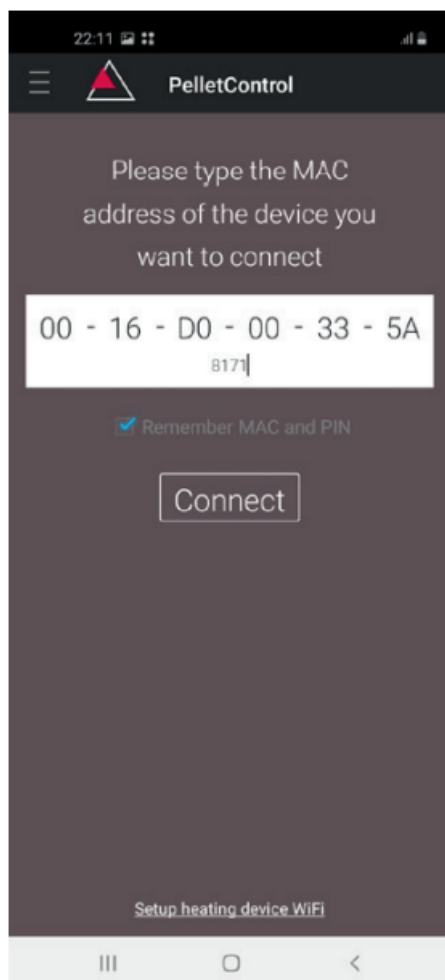


- 11) After selecting the network, you will be asked to enter your password. Enter the password for your WLAN network and then press "Finished".

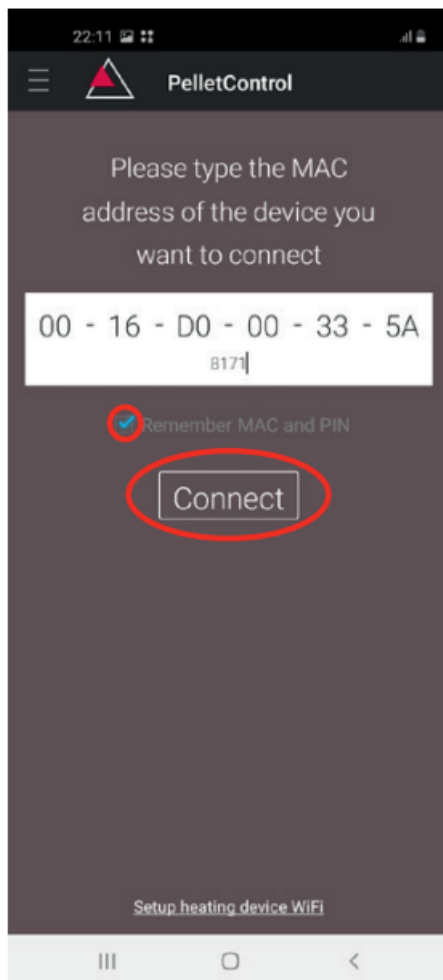
**Attention:** If your WLAN network is not password protected, press "Finished" without entering a password.



- 12) Wait until the message "Settings successfully transmitted to WiRCU" appears. Then press "Finished".
- 13) Now disconnect the data cable from the WLAN Box. Then shortly after, reconnect the cable.
- 14) Now wait until all 3 LEDs on the top of your WLAN Box are permanently lit. (Should this not be the case, repeat the process as per the section How to create the connection to your WLAN network using an Android device [▶on page 41] and / or follow the section The WLAN network "WiRCU-XXXXXX" is not found [▶on page 61]).



- 15) In the window displayed, now enter the MAC address and PIN number of your WLAN Box. You can find this data on the WLAN Box or on the information card supplied with it.



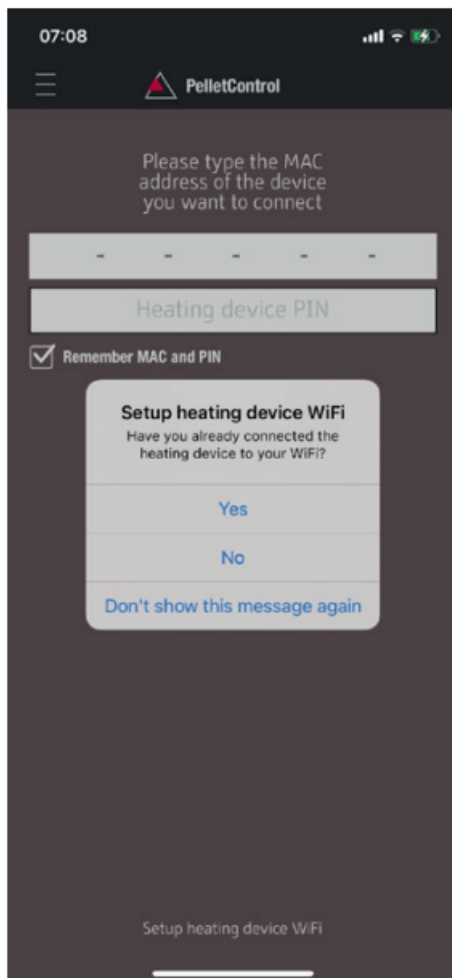
- 16) Select the "Save MAC address and PIN number" function. This saves your input until it is changed.
- 17) Press "Connect".



- 18) Your stove can now be operated via the APP.
- 19) You can read in Functions and operations of the Austroflamm PelletControl APP [▶ on page 62] about the options that the APP offers you.

### 9.1.4.3.2 How to create the connection to your WLAN network using an iOS device

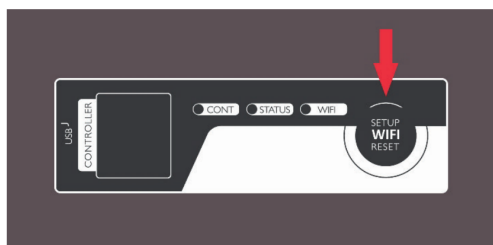
- In the SMART DEVICE MENU, activate the "WLAN" function.
- Open the Austroflamm PelletControl APP.
- You will now receive instructions for connecting the WLAN Box to the WLAN router. These will appear in the language that your Smartphone has activated as standard (if not, see Section Changing the APP language displayed [▶ on page 63]).
- Read and confirm the displayed end user licence agreement.
- Then carry out the following steps shown on the screen:



- 1) Launch the AUSTROFLAMM PELLET CONTROL APP. On launching, the APP displays the menu page shown.
- 2) Press "No" unless your WLAN Box is already connected to your WLAN network.

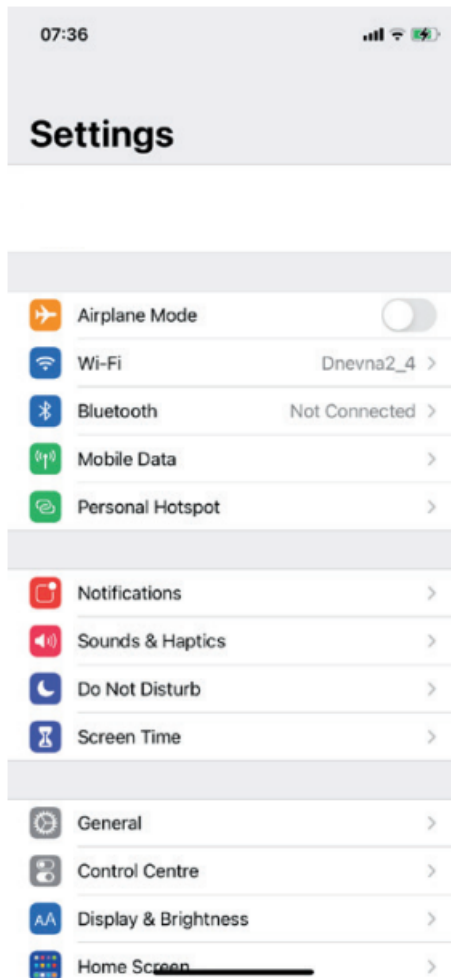


- 3) The APP will guide you step by step with instructions through the connection process. Follow these instructions.

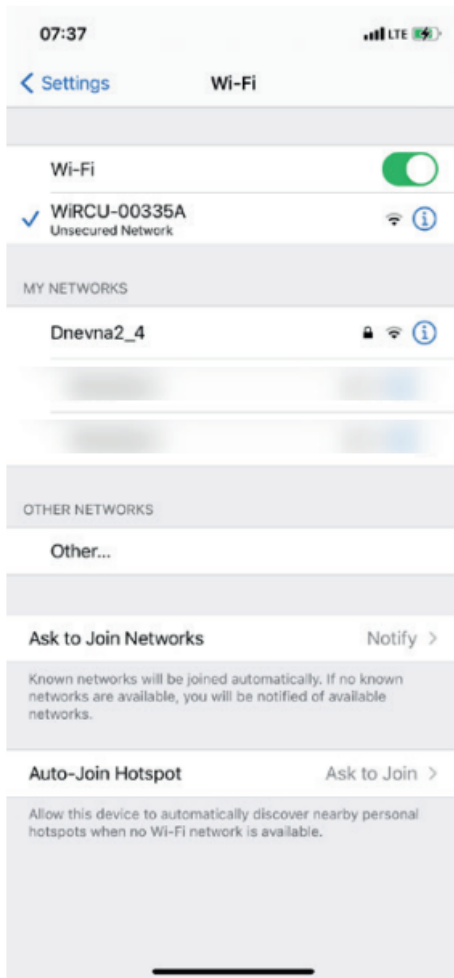


- 4) Press the "SETUP WiFi RESET" button on the WLAN Box. After the BUTTON is pressed, the WLAN LED will flash rapidly (see Section LED display/function information [▶ on page 62]).
- 5) The WLAN box then switches on its own WLAN network "WiRCU-XXXXXX". After starting this process, you have about 3 minutes to establish the connection between the WLAN box and your WLAN network. (If you exceed this period, please repeat the process.)

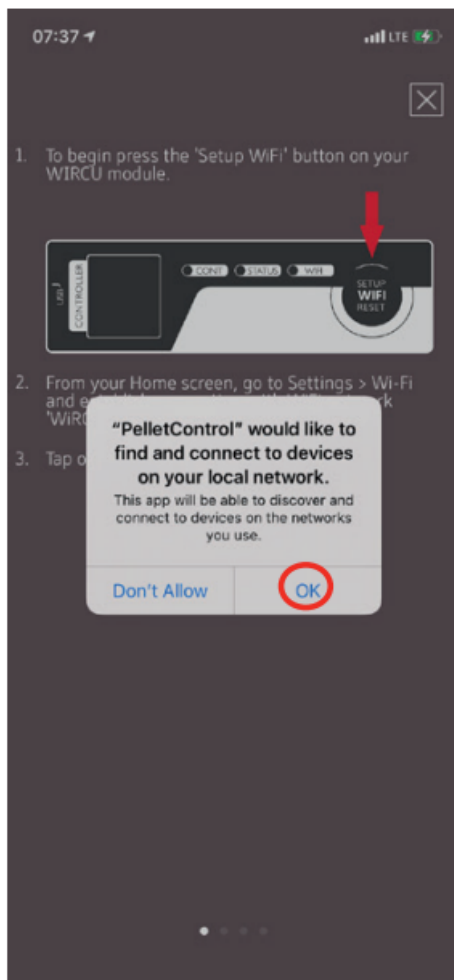




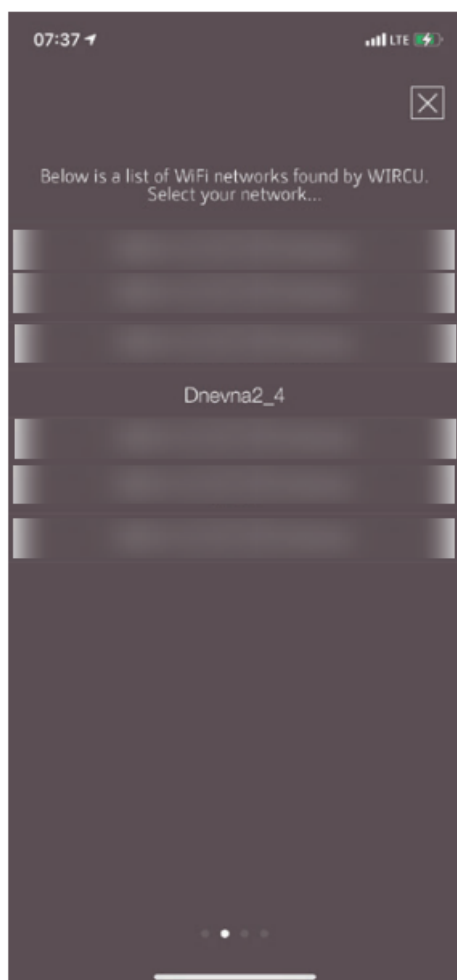
- 6) Now switch from the APP into the settings menu of your Smart device and activate the WLAN menu.



- 7) Wait until your Smartdevice has refreshed the list of WLAN networks in the WLAN menu. Then select the WLAN network "WIRCUIXXXXXX".



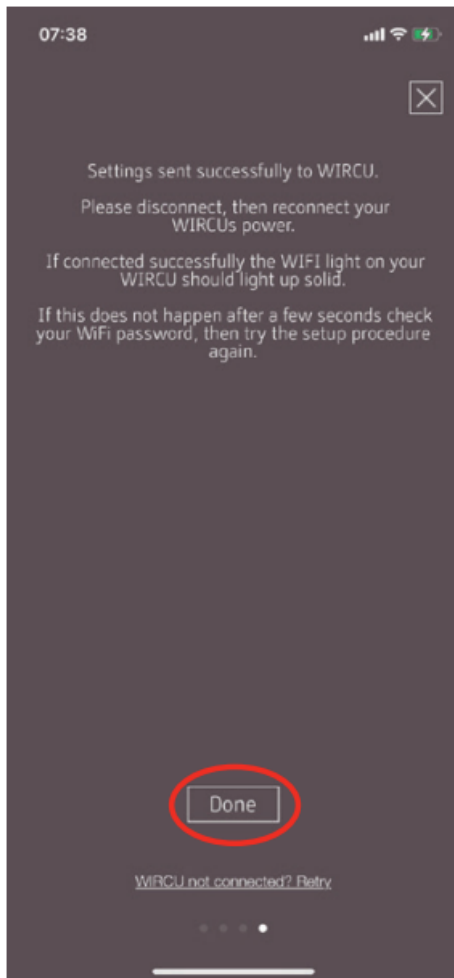
- 8) Now go back to the AUSTROFLAMM PelletControl App. Here, you will be asked to select the WLAN network "WiRCUXXXXXX".



- 9) Now the "CONTINUE" prompt will appear. Press it. A list of all available WLAN networks will be displayed. From this list, select the WLAN network to which your Box should be connected in future.



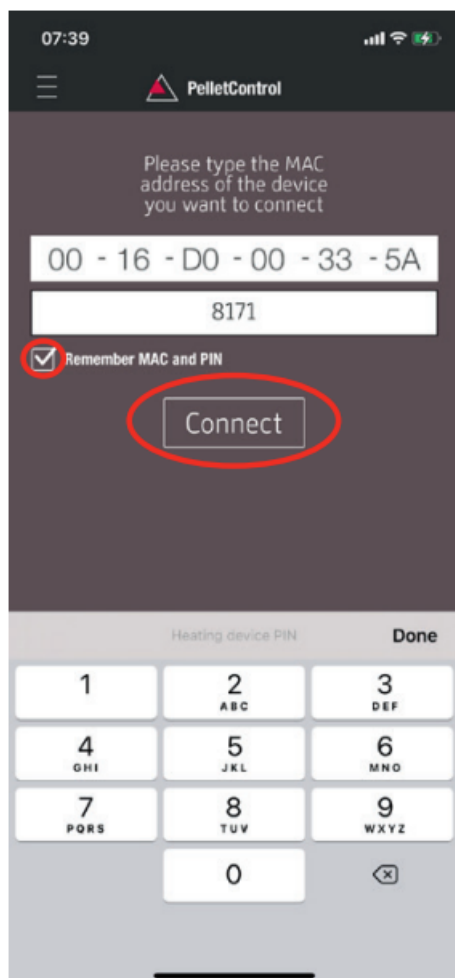
- 10) After this you will be prompted to enter the password. Enter the password of your WLAN network. Then press "Continue". (If your WLAN network is not password protected, press "Continue" without entering a)



- 11) Wait until the message "Settings successfully transmitted to WiRCU" appears. Then press "Finished".
- 12) Now disconnect the FUMIS adapter from the WLAN Box. Then shortly after, reconnect it to the WLAN Box.
- 13) Now wait until all 3 LEDs on the top of your WLAN Box are permanently lit. (If this is not the case, repeat the process according to the chapter
  - ⇒ How to create the connection to your WLAN network using an iOS device [▶on page 51] and/or follow the chapter
  - ⇒ The WLAN network "WiRCU-XXXXXX" is not found [▶on page 61]).

The screenshot shows the PelletControl app interface on a mobile device. At the top, the status bar shows the time 07:39, signal strength, Wi-Fi, and battery icons. The app header includes a menu icon and the PelletControl logo. The main screen has a dark background with white text. It prompts the user to 'Please type the MAC address of the device you want to connect'. Below this, there are two input fields: the first contains '00 - 16 - D0 - 00 - 33 - 5A' and the second contains '8171'. A checkbox labeled 'Remember MAC and PIN' is checked. A 'Connect' button is positioned below the inputs. At the bottom, there is a numeric keypad labeled 'Heating device PIN' with a 'Done' button. The keypad includes digits 1-9, 0, and a backspace icon.

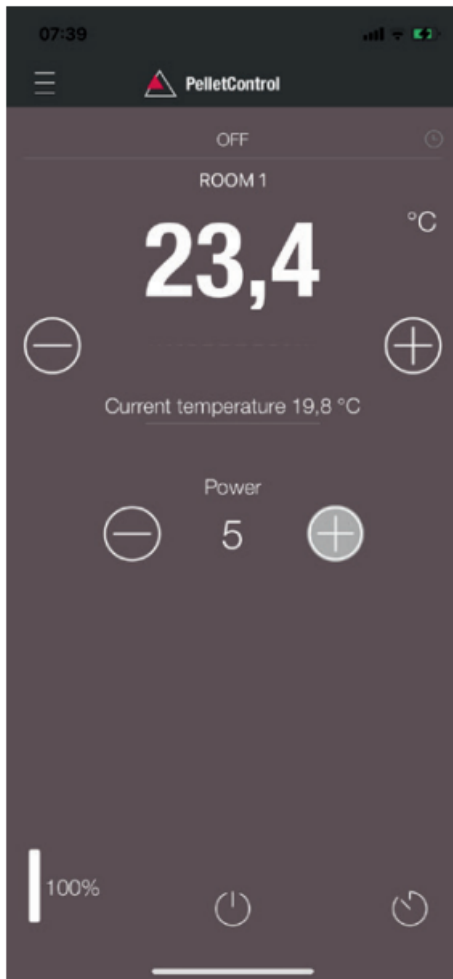
- 14) Now enter the MAC address and PIN number of your WLAN box in the window that appears. You can read this data on the side of the WLAN box or on the information card included in the delivery.



15) Select the "Save MAC address and PIN number" function. This saves your input until it is changed.

16) Press "Connect".





- 17) Your stove can now be operated via the APP. You can read in Functions and operations of the Austroflamm PelletControl APP [▶on page 62] about the options that the APP offers you.

#### 9.1.4.3.3 The WLAN network "WiRCU-XXXXXX" is not found

- Contact your AUSTROFLAMM dealer or carry out the connection process using a PC with the WiRCU HOME PROGRAMMER software.
- This software is available free of charge as a download on the FUMIS HOMEPAGE <https://www.fumis.si/en/wircu-connection-guide>. You are also shown here how to correctly manage the software.

#### 9.1.4.4 How to reset the WLAN Box settings

Press the "SETUP WiFi RESET" button on the WLAN Box until all 3 LEDs on the top of the WLAN Box are lit up together and then go out in sequence. This process requires approximately 10 Seconds.

Now you have deleted all the WLAN networks previously saved on the WLAN Box.

#### 9.1.4.5 LED display/function information

The WLAN Box informs you of the current functional status via LEDs on the top of the box. (Knowing the particular functional status is vital for resolving problems.)

The following functional status are displayed on the WLAN Box via LEDs:



##### LED "CONT"

- 1) Blinking (0.5 sec. ON/0.5 sec. OFF): Establishing communication with the heating appliance.
- 2) Continuously ON: Communication established with the heating appliance.

##### LED "STATUS"

- 1) Blinking (0.5 sec. ON/0.5 sec. OFF): Establishing connection to the server.
- 2) Slow blinking (1 sec. ON/1 sec. OFF): Setting up cloud functionalities (after successfully connecting the appliance to the cloud server).
- 3) Continuously ON: ready for operation by remote access via App.

##### LED "SETUP WIFI RESET"

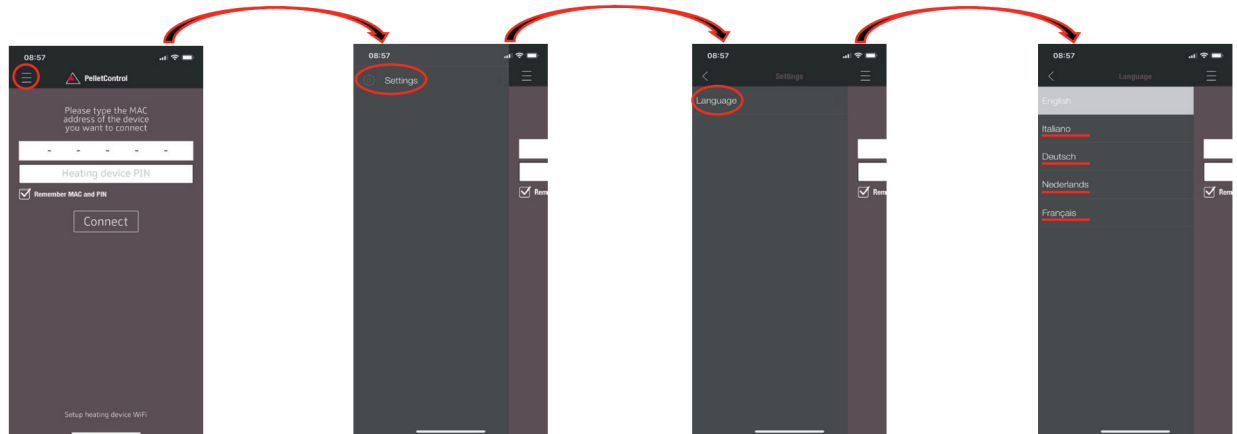
- 1) Rapid blinking (0.25 sec. ON/0.25 sec. OFF): Pressing the "SETUP WIFI RESET" button switches the WLAN Box into "WLAN network mode". In this mode the WLAN Box looks for available WLAN networks and enables connection to a network.
- 2) Blinking (0.5 sec. ON/0.5 sec. OFF): Creating connection to the Access Point.
- 3) Slow blinking (1 sec. ON/1 sec. OFF): Acquiring the IP address (after creating the connection to the Access Point).
- 4) Continuously lit: Communication with the WLAN router has been created.

#### 9.1.4.6 Functions and operations of the Austroflamm PelletControl APP

##### NOTICE

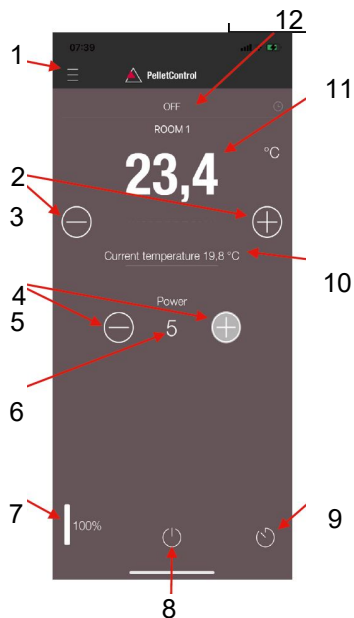
You will only have all the functions of the WLAN Box and the Austroflamm PelletControl APP if the WLAN Box has the current software and the current AUSTROFLAMM PELLETS CONTROL APP-VERSION is loaded on your Smart device.

#### 9.1.4.6.1 Changing the APP language displayed



#### 9.1.4.6.2 The APP - the main menu screen/available functions

Numerous shortcuts and settings can be directly called up on the MAIN MENU SCREEN of the APP.



1 Menu function	2 increase desired room temperature
3 reduce the desired room temperature	4 increase heat output
5 reduce heat output	6 current heat output
7 fuel level display	8 ON/OFF button
9 delay timer	10 current room temperature
11 desired room temperature	12 stove status

##### Stove status

This will inform you about the current operating state - e.g., Off, pellet operation, firewood operation, timer operation, etc. - of your stove. The scope of the operating states depends on the model of the stove.

##### Desired room temperature

This value displays the desired room temperature value. The desired value can be changed with the (-) and (+) button. The desired room temperature can be set within the limits 0°C - 40°C.

**Reduce/increased the desired room temperature**

Pressing the (-) button reduces the desired room temperature. Pressing this (+) button increases the desired room temperature. The temperature is reduced or increased by 0,2 °C increments.

**Current room temperature**

This function displays the current room temperature. On any Austroflam pellet stove, this is recorded by a wired sensor on the right-hand side of the back of the stove near the floor. When using the optional wireless temperature sensor / AUSTROFLAMM SMART SPOT, the current room temperature is measured from the location of this sensor.

**Reduce/increase heat output**

The set heat output is displayed with the numbers between the (-) and (+) button. The output can be set in the range of 1 (minimum output) to 5 (maximum output).

The output changes by one level at a time when the buttons are pressed. Pressing the (-) button reduces the desired output level. Pressing the (+) button increases the desired output level. The higher the output level, the higher the heat output and with it the fuel consumption as well.

The nominal heat output is dependent on the model.

**Fuel filling level indicator**

The indicator shows the current filling level of the pellet container. This indicator will inform you in good time when the pellets need topping up.

**ON/OFF button**

To START or STOP the stove, press the ON/OFF button.

**NOTICE**

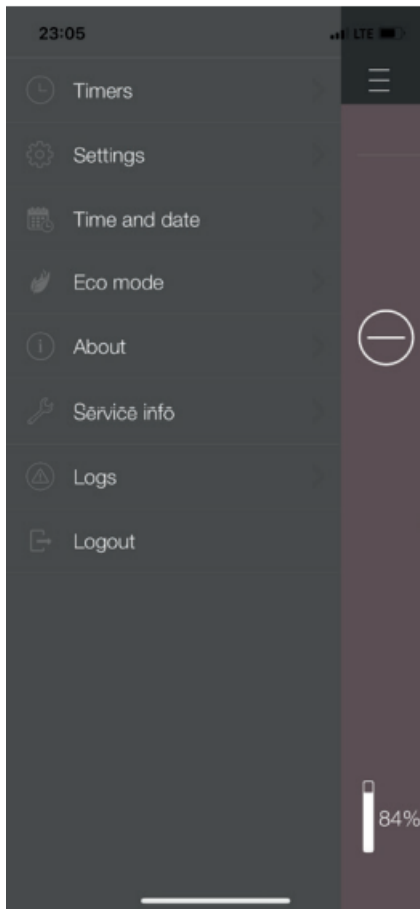
The ON/OFF button cannot reset errors and warning messages. Errors and warning messages can only be reset on the heating appliance itself ABOUT the display or the control knob.

IMPORTANT: In order to be able to use the APP to start a stove fitted with rotary control and LED display, the rotary control must be set to at least 3 o'clock.

**Delay timer**

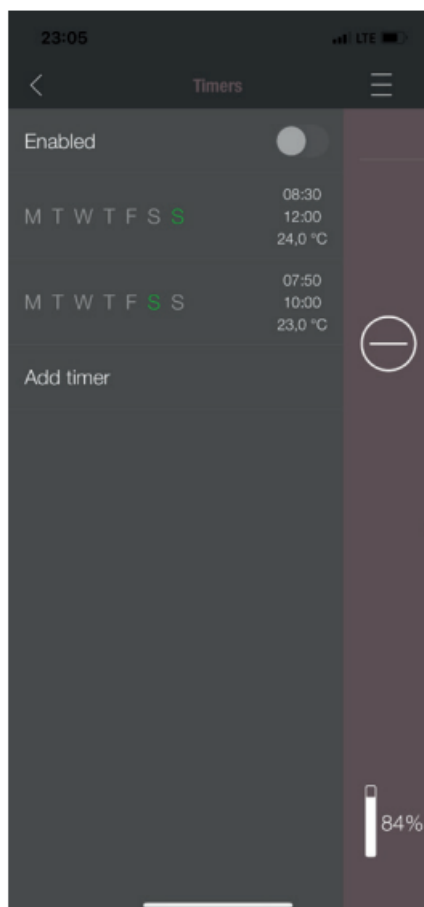
The delay timer is a "one-shot timer". This means the stove is only started or stopped once when this delay timer is activated. The stove can be started or stopped either after the desired set time or at a specific point and on a specific date in the future.

### 9.1.4.6.3 Other APP menus



The following submenus are available in MENU settings:

- Timers
- Settings
- Time and date
- Eco-mode
- About
- Service Information
- Logs
- Logout

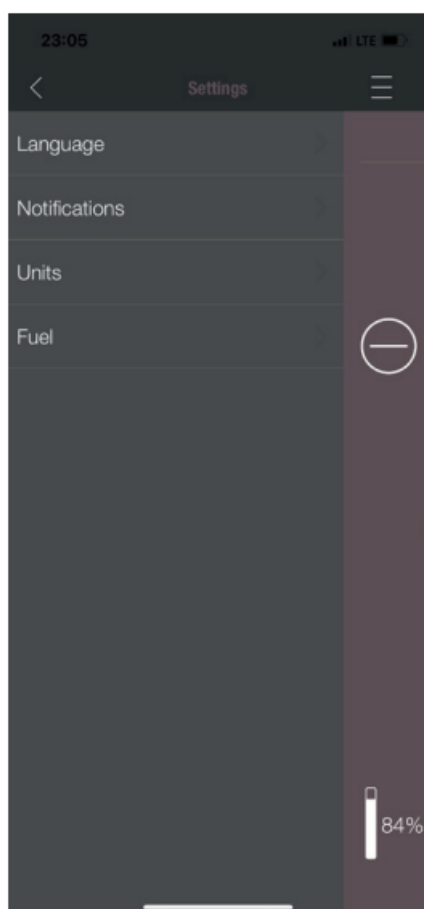


## TIMERS MENU

This can be used to set daily- and weekly programmes for the heating appliance. The specified heating times are easy to activate and deactivate. Entirely as required. The saved heating times can be easily changed and new heating time requests can be easily added.

### NOTICE

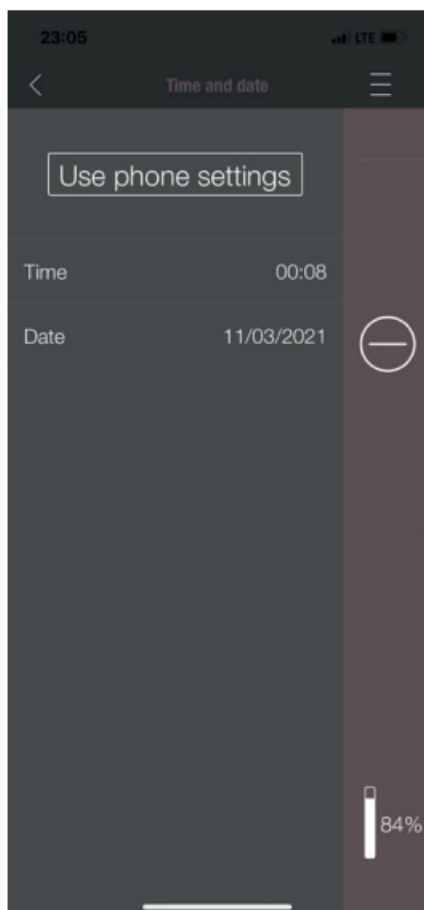
The current operating software on your stove has a "frost protection mode". This is only active when the TIMERS MODE is activated



## SETTINGS

This menu allows the following settings to be made:

- **LANGUAGE:** The language displayed can be changed.
- **MESSAGES:** The display of error- and warning messages during the stove's operation can be activated or deactivated.
- **UNITS:** On iOS SMART DEVICES the temperature display can be set in °C or °F.
- **FUEL:** The fuel level display can be activated or deactivated here. On some models the stove output can also be adjusted here for variable pellet quality.



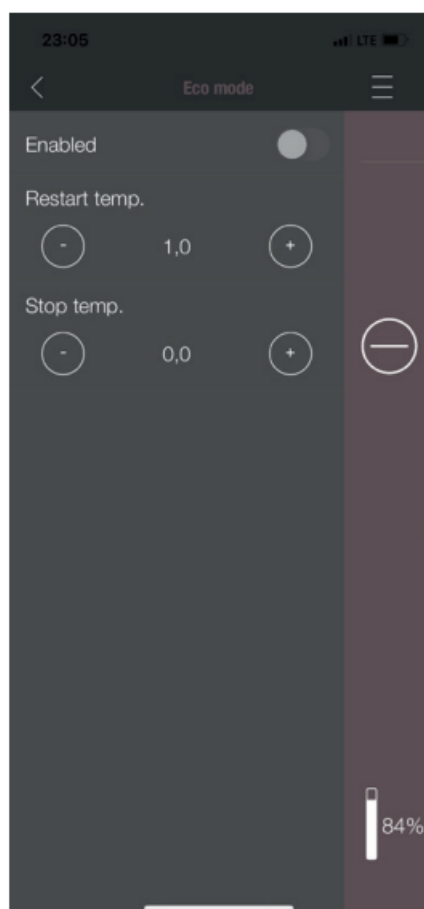
## TIME AND DATE

The correct entry of time and date is vital for the TIMER FUNCTION and the STATISTICS DISPLAY.

The time and date can be

- stored either
- manually or automatically

via the telephone settings.



## ECO-MODE

When ECO-MODE is activated, the heating appliance starts and stops automatically as soon as the specified temperature limit values are reached.

### Example:

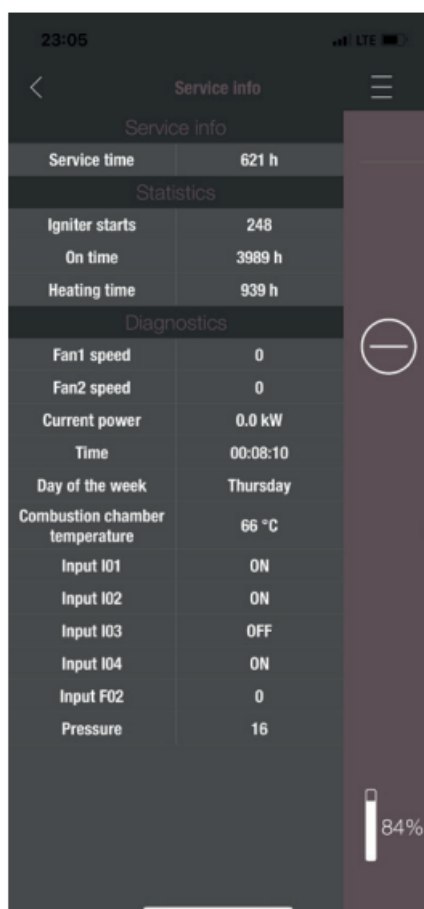
- The desired room temperature is 23 °C.
- The shut-off temperature is set at 0.6 °C.
- The restart temperature is 1.0 °C.

In this example the heating appliance will stop operating at a room air temperature 23.6 °C and start again at a room air temperature of under 22.0 °C.



## ABOUT

The ABOUT MENU shows the APP-, the WLAN Box-, the CONTROLLER software version and the operating software version of the heating appliance. The MAC address and strength of the WLAN signal can also be read. For optimum operation of the WiRCU box, it is important that the value is between -10 dBm and -80 dBm. To achieve the best possible signal reception, position the WLAN router close to the WLAN Box.

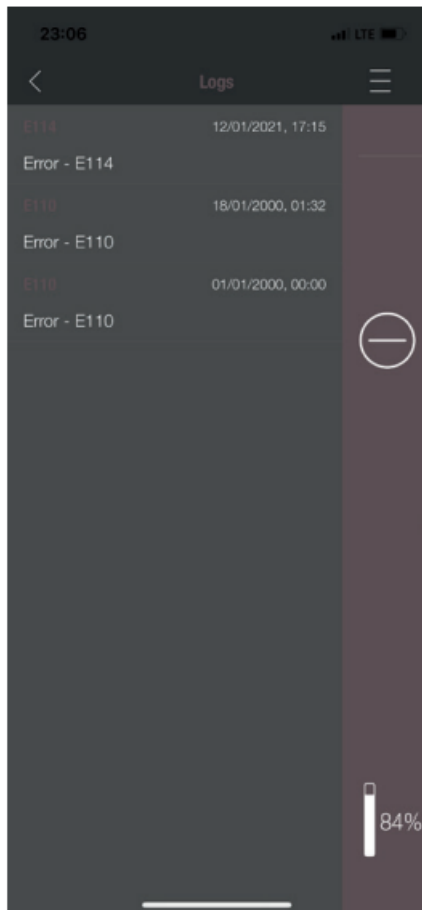


## SERVICE INFO

This menu gives you the following information:

- SERVICE INFO displays the time remaining until the annual service.
- STATISTICS displays the number of stove ignitions, the network hours and the operating hours.
- The operating status of the heating appliance can be viewed under DIAGNOSIS. The current operational status of all control outputs (e.g., motors, ....), all control inputs (e.g.: temperature control devices, etc.) are displayed here. The information displayed is extremely useful for the AUSTROFLAMM SERVICE ENGINEER in the event of malfunctions.





## LOGS

Errors occurring are logged here in chronological order. This information is extremely valuable for the AUSTRO-FLAMM SERVICE ENGINEER when resolving malfunctions.

## 10 Installation

Installation should only be carried out by an Austroflamm service engineer or an authorised specialist company.

Please observe the regionally applicable safety and construction regulations and contact your master chimney sweep in this regard.

## 11 Operation


### 11.1 Requirements for operation

#### External combustion air supply

Every combustion requires oxygen. This is drawn from the environment of the heating appliance.

In modern buildings the outside covering is very thick. Therefore there is an insufficient flow of fresh combustion air. In such cases the supply of external combustion air is necessary. This is required even with the use of aeration and ventilation systems in the home.

#### NOTICE

The combustion air connection is marked on the rear of the appliance with a supply air symbol .

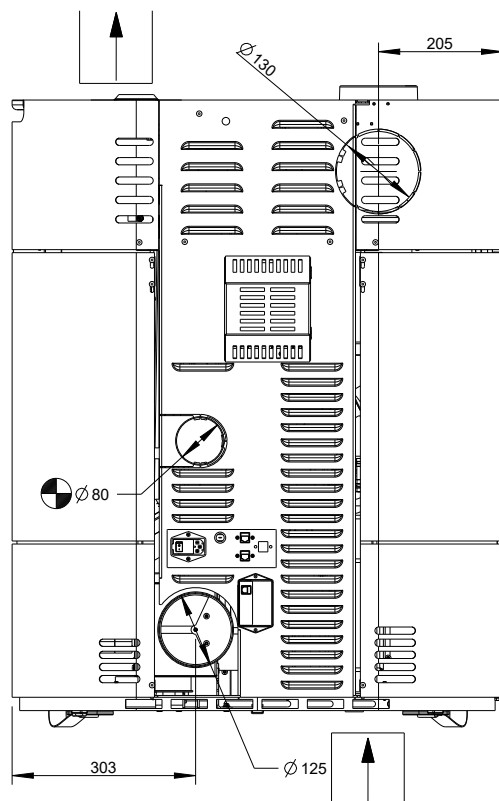


Fig. 33: Combustion air supply connection

On some appliance models, connection via the floor is also possible.

A pipe or hose of Ø 125 mm must be used for connecting the external combustion air supply. The length of the pipe or hose should be no longer than 5 m. This supply line must have no more than three bends.

Provision must be made for adequate provision of combustion air and air for ventilation. The air grille for providing combustion air must not be accidentally disabled while the heating appliance is operating.


Lack of combustion air causes poor combustion, and increased soot formation and volume of ash.

#### Connection to the chimney

The information in this manual is of a general nature. National and European standards, local and building regulations, together with fire regulations must also be complied with.

The stove must be connected to a chimney approved by the chimney sweep. Penetration of condensation into the stove must be avoided.

#### NOTICE

The flue pipe connection is marked on the rear of the appliance with an exhaust gas symbol .

The flue pipe connection must be executed in accordance with the technical data sheet.

- The chimney must be designed in accordance with the stove's technical data (see Technical data).
- The horizontal length of the exhaust pipe must not exceed 2.5 m.
- A maximum number of 3x90° bends must not be exceeded. Each bend must have a cleaning aperture.
- The chimney must be resistant to condensation.
- The chimney must provide at least 12 Pa draught in order to be able to adequately draw off exhaust gases even in the event of a power failure.\*

## 11.2 Functional diagram of your hybrid stove

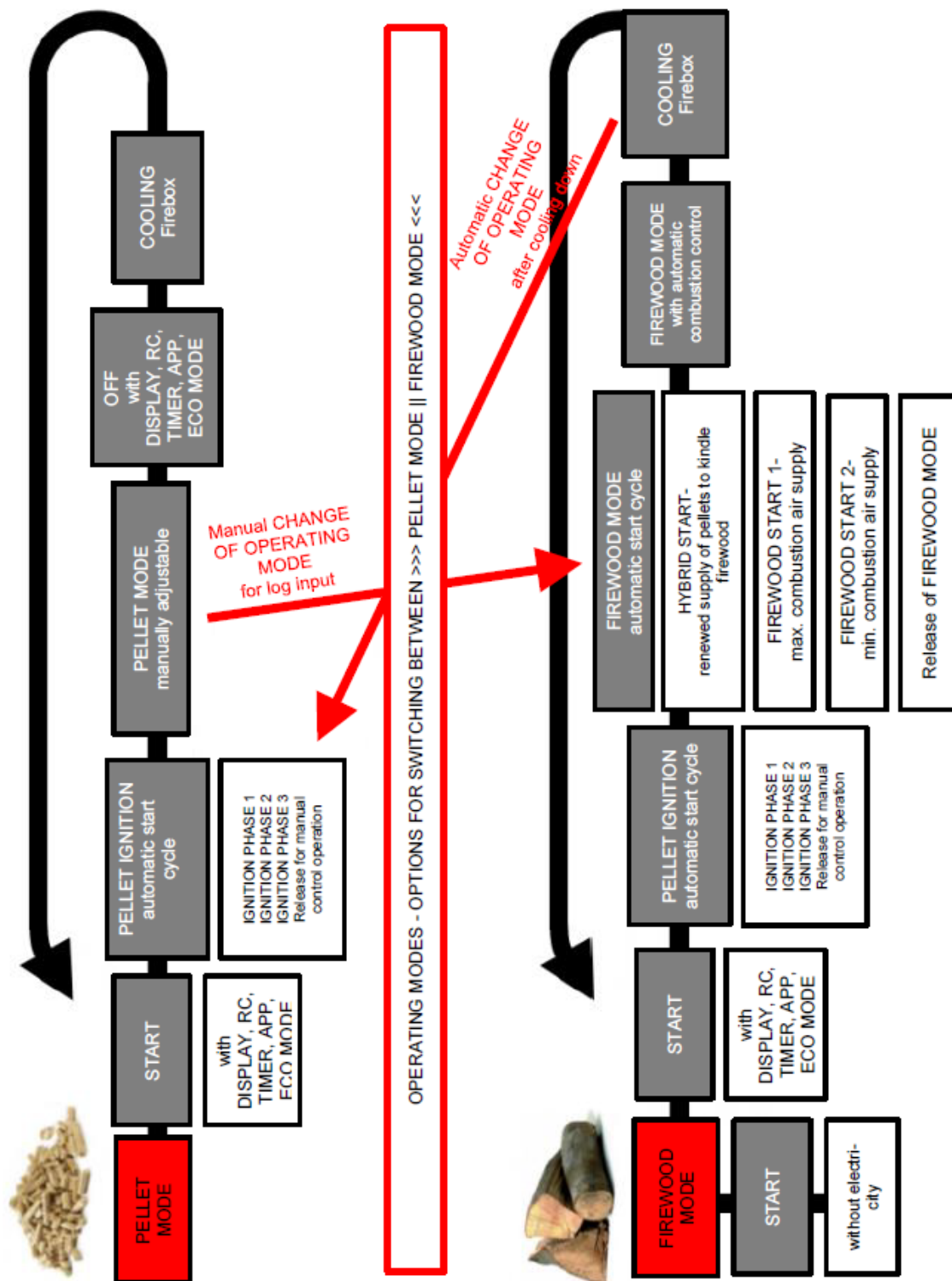


Fig. 34: Functional diagram

## 11.3 Operating modes

### 11.3.1 Pellet operation



Fig. 35: Automatic ignition

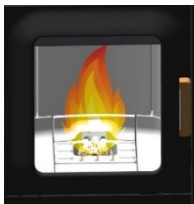


Fig. 36: Pellet operation

#### Automatic ignition

The stove can be started with the start/stop button on the status display or heat output display.

As an option it can be started via IR remote control or via the app. Ignition of the pellets is fully automatic and takes place in several phases. These phases are shown on the display

- Riddling grate placement - combustion pot filling - ignition phase 1
- Firebox temperature build-up - ignition phase 2
- Ignition control - ignition phase 3
- Pellet operation - full fire phase

Ignition is cancelled by pressing the start/stop button during the ignition phase. An "E102" error message appears if ignition is cancelled.

#### Pellet operation

In pellet operation, pellet quantity and combustion air are supplied according to the set heat output.

The desired room temperature must be set in the room temperature display. If this is reached, the stove automatically regulates to the lowest output level or switches OFF if the ECO function is enabled (see Settings/ECO mode).

Pressing the stop button switches the stove into burnout phase.

The current room temperature is measured using a cable-attached temperature sensor on the back of the appliance.

In pellet operation, a fluctuating chimney draught or increasing contamination of the exhaust gas pipes is automatically balanced by the exhaust gas fan.

For combination appliances (dual appliances) only: If during the pellet operation the door is opened and closed again, the stove switches into hybrid start.

### 11.3.2 Log operation

Log heat output setting - quantity of wood

The heat output setting affects the automatic combustion. In order to guarantee correct combustion, the output must be chosen to match the inserted quantity of wood.

Output level 1: Conservation of embers (no combustion of log)

Output level 2: approx. 1.0 kg wood

Output level 3: approx. 1.2 kg wood

Output level 4: approx. 1.3 kg wood

Output level 5: approx. 1.5 kg wood

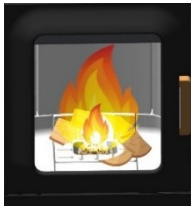


Fig. 37: Hybrid start

### Hybrid start

Hybrid start is used for igniting the firewood via pellet ignition. In hybrid start, pellets are fed in and the damper doors for the supply of combustion air are opened. This ensures the optimum burning of the inserted firewood.

#### TIP

Ensure that the combustion cavity is not completely covered with firewood (danger of deflagration).

After a few minutes the stove switches to the "Firewood start I" operating phase in order to further kindle the firewood.

If during the hybrid start the door is opened and closed again and the "NO" is pressed on the display, the stove switches back into pellet operation.

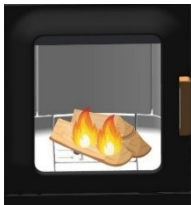


Fig. 38: Firewood start I



### Firewood start I

After the hybrid start has finished, the stove switches to this operating phase. Here it is ensured that all the pellets in the combustion cavity are burning and the firewood is further kindled.

If the door is opened and closed again while the stove is in a non-operating condition (and the question "Have you inserted firewood?" on the display has been answered with "Yes"), the stove switches to the "Firewood start I" operating status.

In this operating phase, all damper doors are fully opened and the exhaust gas fan runs at a specified speed. After a certain firebox temperature has been reached and a certain time has finished, "Firewood start II" is switched to.

If no temperature increase is detected, after a few minutes the stove automatically switches again to the OFF state. The stove does however note that firewood has been inserted (a small green (H) symbol is shown on the display). After the next pellet ignition, the stove automatically switches to hybrid start.



Fig. 39: Firewood start II

### Firewood start II

In this operating status the riddling grate is opened after approx. 2 minutes and thus the primary damper door closed and the firewood further kindled until a certain firebox temperature (depending on the set output level) is reached. If this is reached, the stove switches into "Firewood operation" status.



Fig. 40: Firewood operation

### Firewood operation

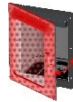
In this operating status the stove automatically controls the combustion of the firewood.

Depending on the output set the stove will try to maintain a specific firebox temperature. If this cannot be achieved, in the background (not visible on the display) the next lower output level is automatically switched to. This way an optimal combustion and the longest possible conservation of embers in the burnout is achieved.

#### TIP

Output level 1 is not suitable for the combustion of freshly inserted firewood. This level is only intended for the longest possible conservation of embers.

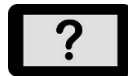
If you change the heat output on the display, the combustion regulation is set again to the set output.



If the firebox door is opened and closed again, the query

"Have you inserted firewood?" appears on the display.

If you answer "yes", then the "Firewood start II" status is switched back to, which ensures the burning of the new firewood.



If you answer "no", then the stove remains in the firewood operation status. Control continues without firing new firewood.

If no more firewood is stoked up, the stove automatically switches to burnout and finally closes the damper doors.

If the stove has not been switched off (STOP), the stove automatically starts up again in pellet mode.

### Firewood operation without electricity

In an emergency (no electricity) the stove can be heated with wood. In this emergency mode, the secondary damper is always fully open. Manual control is not possible.

#### NOTICE

For non-electrical operation a flue draught of at least 12 Pa is required.

Use sufficient kindling wood when lighting the fire, and when in heating mode, ensure the firewood added is of the right dimensions.



## 12 Commissioning

### 12.1 Initial Commissioning

For the initial commissioning of your hybrid stove you will be assisted by an authorised Austroflamm service engineer. In the process he will show you the correct operation and the functions of the appliance. He will also inform you of options for your stove, e.g. WLAN OPTION, wireless SMARTSPOT for adjusting the desired room temperature.

The following settings are carried out during the initial commissioning.

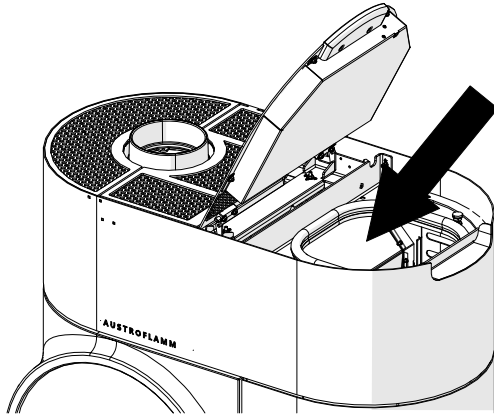


Fig. 41: Filling pellets

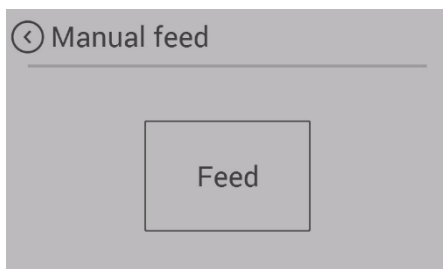


Fig. 42: Starting the manual feed

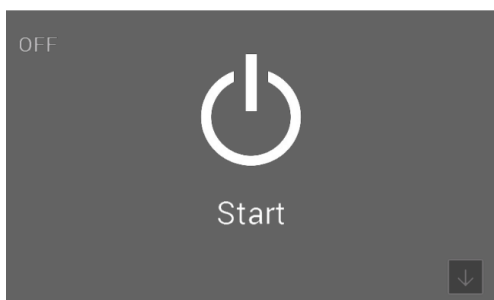


Fig. 43: Starting the hybrid stove

- 1) The hybrid stove must already be connected to the chimney. Sufficient combustion air must be supplied.
- 2) Remove the accessories from the pellet hopper and the firebox.
- 3) Fill the hopper with pellets and close the hopper lid.

#### NOTICE

In certain models a safety switch monitors the proper closing of the hopper lid and warns the user if it stays open.

- 4) Insert power cable and set tumbler switch on the back of the hybrid stove to "I".
  - ⇒ The Austroflamm logo will now appear on the display.
  - ⇒ This is followed by the main operating level with temperature displays and hopper level.
- 5) The pellet screw conveyor must be filled before the first start-up.
- 6) Open/close the firebox door and answer "YES" to the question "Have you inserted firewood?".
  - ⇒ This causes the riddling grate to close.
- 7) After approx. 90 seconds (riddling grate closed), go to Settings on the display and select the "Manual feed" sub-item.
- 8) Hold "Feed" until the auger continuously feeds pellets into the auger shaft.
  - ⇒ The screw conveyor requires about 8 minutes to fill up the screw shaft.
- 9) As soon as the first pellets fall into the combustion pot, you can stop the manual filling.
- 10) After manually filling the screw, be sure to empty the combustion pot of any pellets that have dropped into it.
- 11) Again open/close the firebox door and answer "NO" to the question "Have you inserted firewood?" (the riddling grate will open again).
- 12) As soon as the status "OFF" is shown on the display, the hybrid stove can be started. To start the hybrid stove, press "Start" on the display.

The stove body, many steel and cast-iron parts and the flue pipes are painted with heat-resistant paint. During the 1st start-up the paint is dried up by the ensuing temperature and in the process dries. This leads to the development of an odour. During this phase, please avoid touching the painted surfaces and ensure that the room is well aired.

For a rapid hardening of the paint we recommend operating the stove on its initial commissioning for 3-4 hours at the highest output level.

#### **Important information for future start ups.**

Every Austroflamm hybrid stove is fitted in the firebox with high-quality Keramott. Besides its high resistance, this Keramott has the quality of always becoming white again and also remaining white at a correspondingly high firebox temperature. In order to reach the necessary high firebox temperature for the clean combustion of the Keramott, you must operate the hybrid stove (e.g. after automatic start up, or when the Keramott is in a heavily fouled and black state) for about 1 hour at the heating output stage (5/AUTO).

Depending on the quality of the pellets being used and the heating output stage used, the window of the firebox door becomes dirty during operation. The dirt that attaches to the window can be easily wiped away with soft paper when the stove has cooled down. In addition, we recommend occasionally cleaning with Austroflamm glass cleaner.

### **NOTICE**

The firebox, the combustion pot and the firebox door window must in any case be cleaned after the contents of a pellet hopper have been burned

#### **12.1.1 Setting time and date**

The time and date are set via the display in the **Settings** menu – under the **Time** or **Date** sub-item. Entry of the current time and date is important. They are requirements for the saved HEATING TIMES working properly and the controls saving in a log the time of any malfunctions that occur. This means that in the event of an error the cause of a problem can be found and resolved.

#### **12.1.2 Statistics function**

Entering the current time and date activates the statistics function in your hybrid stove's controls. The statistics function delivers on request all the data on consumption, operating time, heating output called up and the room temperature reached when the hybrid stove is being operated.

This data is displayed for the current day of operation, the past day, the current week, the previous month, the previous 3 months, the previous 6 months, the previous year and from the date of the initial commissioning.

The data can be accessed via the display.

### 12.1.3 Timer function (heating times)

This function can be set via the display or via the WLAN module in conjunction with the Austroflam pellet control APP. A maximum of 6 heating times per week and 3 heating times per day can be set and saved.

## NOTICE

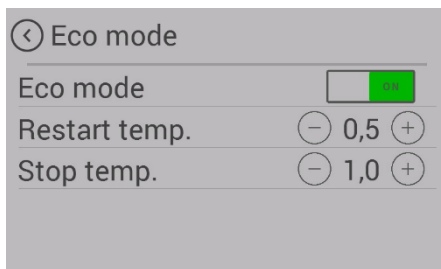
If at the point of the set timer "Start" the currently recorded room temperature is higher than the set room target temperature, the hybrid stove will not switch on. It will only switch on when the room temperature has fallen below the desired room target temperature value.

### 12.1.4 Service due

Your hybrid stove must be regularly maintained. The requirement to be serviced is determined by a built-in operating hours counter. The hours of operation performed can be read off via the display or via the optional WLAN module with the pellet control APP.

After the maintenance-free operating time has run out you will receive the alarm message **A002**. After the appearance of this alarm message the hybrid stove may continue to be operated for a short time. However, call your authorised Austroflam service engineer promptly for the purpose of carrying out the required service. As part of the service the hybrid stove is thoroughly cleaned and the operating hours counter reset to 0.

### 12.1.5 Setting modulation / ECO mode



You can operate your hybrid stove either in modulation mode or in ECO mode.

In "modulations mode" (ECO mode is disabled), on reaching the desired room target temperature your hybrid stove reduces the heat output incrementally down to the lowest heating output stage. But despite reaching the desired room temperature it does not switch off. If the desired room target temperature is fallen below with the reduced heating output, the hybrid stove begins to work again with the heating output that was originally set.

Your stove is supplied by default in modulation mode.

Eco-mode enables the stove to be automatically turned off and on at certain temperature settings specified by you.

You can set the switch-off and restart temperature in the eco-mode menu item.

To prevent starting / stopping too frequently, the temperature limits must not be set too narrowly. The hybrid stove needs to burn for about 1 hour before switching off in order to come to the operating temperature.

As a standard setting we recommend a restart temperature of 1.0 °C and a switch-off temperature of 0.6 °C.

## 13 Operation

### 13.1 Operation using APP and Smartphone



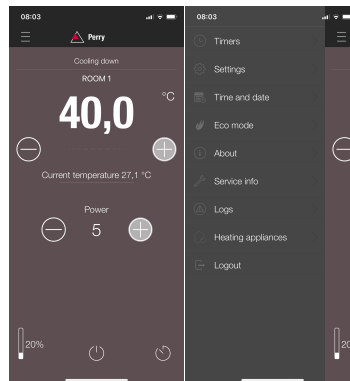
Fig. 44: Apple iOS QR code



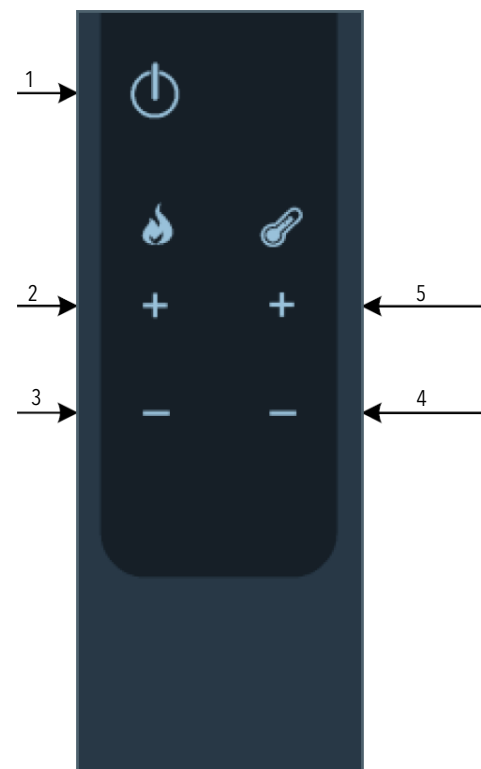
Fig. 45: Google Play / Android QR code

Please refer to the manual for your WLAN module for instructions on installing and setting up the data connection, or follow the installation instructions for the Austroflamm PelletControl app.

Download the required "Austroflamm PelletControl" app here and then start:



13.2 Operation using IR remote control



Optionally, your hybrid stove can also be operated with the IR remote control. This makes the following functions available to you:

Make sure that there is a line of sight between the remote control and the control panel.

Fig. 46: IR remote control

1 On / off	2 Output level +
3 Output level -	4 Target temperature -
5 Target temperature +	

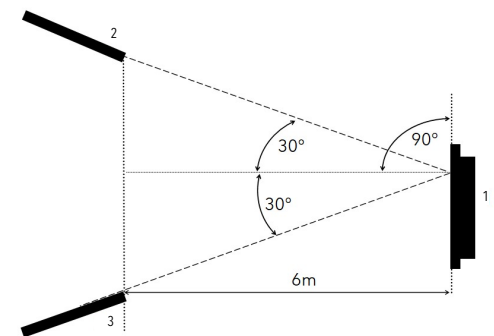


Fig. 47: Operating angle

1 Display	2 IR remote control
3 IR remote control	

## 13.3 Operation using touch display

### 13.3.1 Display - room temperature display, various functions

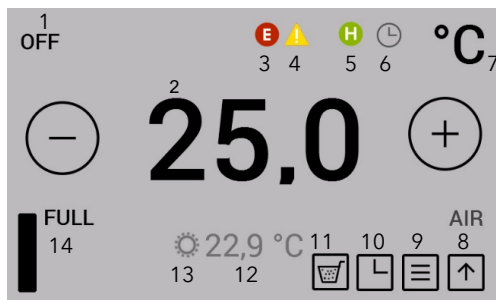


Fig. 48: Room temperature display, various functions

1 Stove operating condition	2 Target temperature
3 Error	4 Warning
5 Hybrid start enabled	6 Timer enabled
7 Temp. unit	8 to start screen
9 Menu with heat output settings	10 Delay timer
11 Release ash pan	12 current room temperature
13 SmartSpot is connected	14 filling level indicator

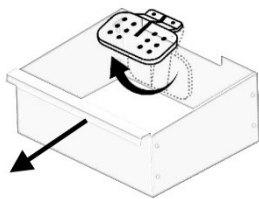


Fig. 49: Removing the ash pan

You can switch to the relevant setting or function by pressing the corresponding symbol.



The desired target temperature can be set between 5°C and 40 °C by pressing the buttons in 0.2°C increments. The setting is immediately applied. The current room temperature is by default measured at the black room temperature sensor on the back of the appliance.



The error- and warning symbols are only displayed when there is an error or a warning. The error is displayed in detail by tapping the symbol.



The "Heating time enabled" symbol is only displayed if heating times are programmed in the timer menu.



The "Hybrid start enabled" symbol shows that your oven is ready for firewood operation via pellet ignition.



The optionally available SmartSpot - a wireless Wireless room temperature sensor - (Bluetooth) - works in the stove.



The riddling grate is closed by pressing the "Release ash pan" button. This process takes approximately 90 seconds. After this the ash box can be removed.

This feature is only possible in the "OFF" operating condition.

### 13.3.2 Display - heat output display

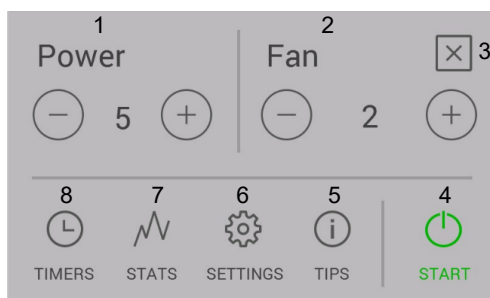


Fig. 50: Heat output display

1 Heat output level	2 Air distribution fan (optional)
3 back to room temperature display	4 Start / stop function
5 Tips	6 Settings
7 Statistics	8 Heating times

You can switch to the relevant setting or function by pressing the corresponding symbol.



The desired heat output can be set by pressing the buttons. This setting is immediately applied.

The stove is started or stopped by pressing the start / stop button for longer than 2 seconds.

### 13.3.3 Display - status display

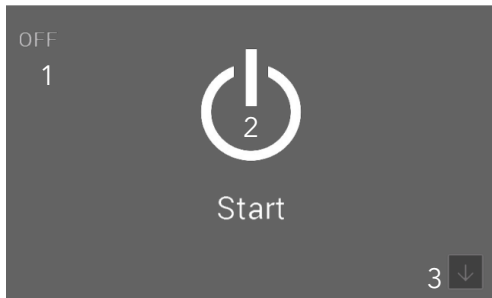


Fig. 51: Status display

- |                            |                         |
|----------------------------|-------------------------|
| 1 Status line              | 2 Start / stop function |
| 3 Room temperature display |                         |

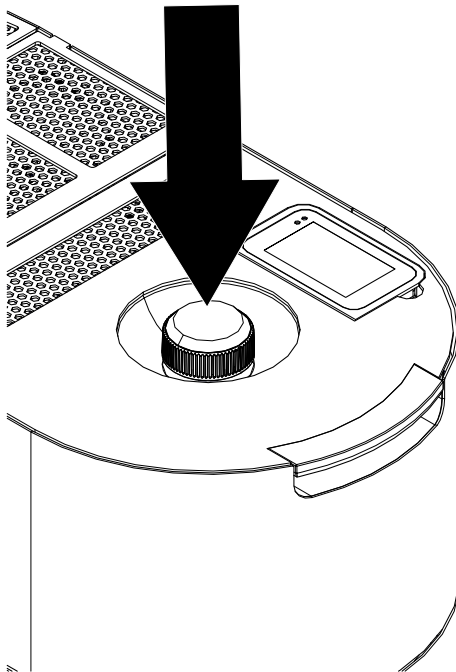
The stove is started or stopped by pressing the start / stop button for longer than 2 seconds.

## 13.4 Operation using the Austroflamm rotary controller

Your hybrid stove can also be operated via the rotary controller.

### NOTICE

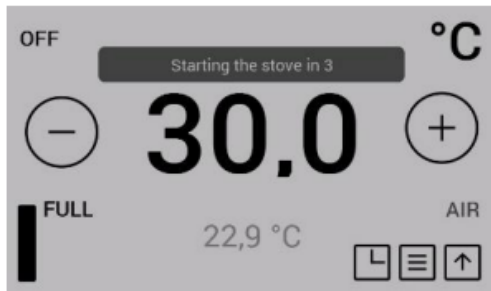
If the rotary controller does not respond, check in the "Bluetooth devices" settings whether the Austroflamm rotary controller is connected. If it is not, proceed as described in the Settings section "Menu item: [▶ on page 89]described in section Bluetooth devices [▶ on page 89]".



#### Short pressing

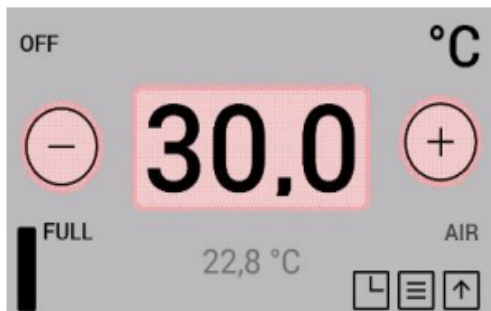
Short pressing the rotary controller allows switching between the display views "Heat output" and "Room temperature".

If the rotary controller is pressed while in one of the settings menus or in display sleep mode, the display always switches to the room temperature display.



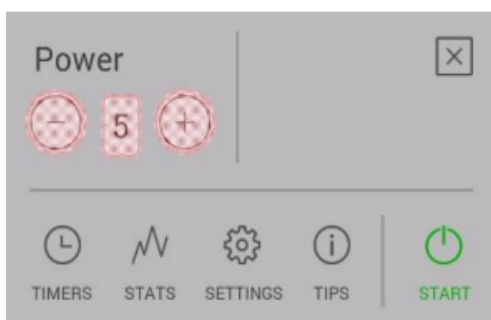
### Long pressing

Long pressing the rotary controller brings up a countdown. This can be used to turn the hybrid stove **ON** or **OFF**.



### Turning the rotary controller

Depending on the display view chosen, the desired **target temperature** or **heat output** of your hybrid stove can be changed by turning the rotary controller.





## 13.5 Functions

### 13.5.1 Function - air distribution fan

An air distribution module is available as an option for your hybrid stove. It can be used to heat an extra room via warm air. The warm air is sucked from the back wall of the firebox.

For installation and other information, please contact your Austroflam dealer.

### 13.5.2 Function - filling level indicator



The filling level indicator keeps you informed of the filling level of your pellet hopper. If the filling level falls below a certain level, a warning is shown on the display. Each time that the hopper is filled, the filling level must be manually updated.

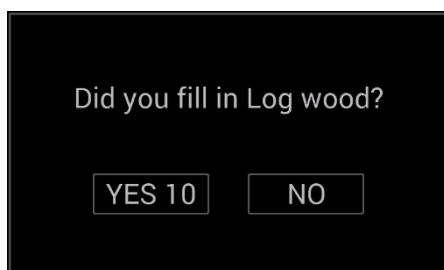
Completely emptying the hopper should be avoided, since the flame will otherwise go out unintentionally and you will have to manually fill the screw conveyor before the next pellet start.

The filling level indicator is calculated on the basis of the size of your stove's pellet hopper and the particular operating time. Correct functioning can only be guaranteed when the hopper is always completely filled and the display is set at the same time to "FULL".

Press the filling level symbol in the room temperature display to set the display to "FULL".

This function can be disabled in the "Menu item: Fuel"

### 13.5.3 Have you inserted firewood



The answer to this question affects the further function and operating method of your stove. It appears every time that you close the firebox doors.

- Press "YES" to switch to firewood operation and when you have stoked up with fresh firewood. If you do not make a choice, after 10 seconds "YES" is automatically chosen.
- Press "NO" if you have not inserted any log, e.g. if you have only cleaned the window or the firebox.

For further information on how the stove responds in the different operating conditions, please refer to the section Functional diagram of your hybrid stove [► on page 73].

13.5.4 Function - setting timers and heating times

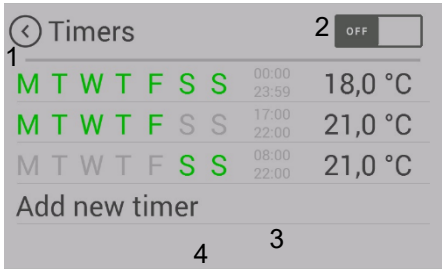


Fig. 52: Heating times

1 Back	2 Enable heating times
3 Edit heating time	4 Create new heating time

Switch to "OFF" (2) in the "Heating times" menu.

Pressing the "TIMERS" button in the heating output display takes you into the "Heating times" menu.

Enable heating times by pressing "ON" in the top right corner of the display.

A maximum of 3 heating times per day can be saved. A total of 6 different heating times can be saved.

Set heating times can overlap one another.

If individual heating times overlap, if different temperatures are specified then the heating time with the higher target temperature is enabled.

Example of heating times for a whole week:

	Weekday	Times	Temp.
TIMER 1	Monday - Sunday	00:00 - 23:59	18°C
TIMER 2	Monday - Friday	06:00 - 08:00	22°C
TIMER 3	Monday - Friday	17:00 - 22:00	22°C
TIMER 4	Saturday - Sunday	07:00 - 22:00	22°C

Please note: Only 3 heating times may be set per weekday.

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon			18°C				22°C						18°C						22°C				18°C	
Tue			18°C				22°C						18°C						22°C				18°C	
Wed			18°C				22°C						18°C						22°C				18°C	
Thu			18°C				22°C						18°C						22°C				18°C	
Fri			18°C				22°C						18°C						22°C				18°C	
Sat			18°C										22°C										18°C	
Sun			18°C										22°C										18°C	

### 13.5.5 Setting / editing new heating times

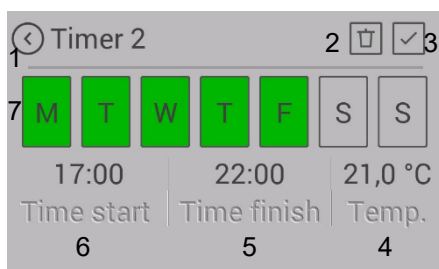


Fig. 53: Creating heating times

1 Back without saving	2 Delete heating time
3 Save	4 Target temperature
5 End of heating time	6 Start of heating time
7 Weekdays	

#### SETTING:

- 1) Set the weekdays, the start and end of the heating time and the room temperature accordingly.
- 2) Save the heating time by pressing the "Save" symbol.
  - ⇒ You will then be automatically taken back to the heating times list.

You can delete an existing heating time as follows:

- 3) Highlight the heating time and press the "Delete heating time" symbol.
  - ⇒ The timer function may only be enabled after the desired heating time has been set.

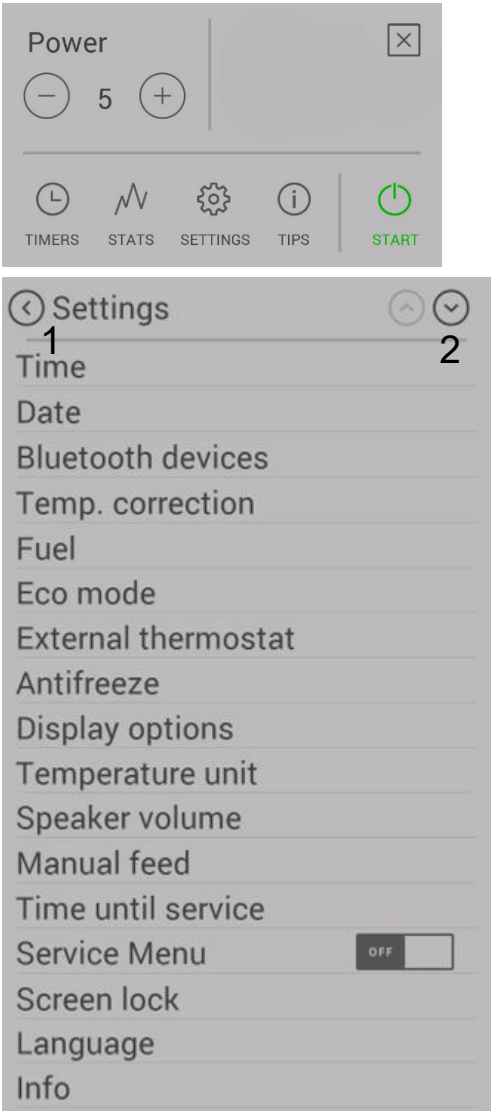
When setting heating times, please note the following: The timing must be in the future.


#### EDITING:

- 4) "Heating times" menu to "OFF" (2).
- 5) Set new heating times.
- 6) Switch "Heating times" menu to "ON" (2).

# 14 Settings

## 14.1 Display - settings



 Pressing the “SET” button on the menu list takes you to the “Settings” menu.

You can now scroll up and down with the arrow keys.

Pressing the desired menu item switches you to that function.

Fig. 54: Settings

- 1 Back
- 2 Scroll list

## 14.2 Menu item - time/date



Fig. 55: Setting the time

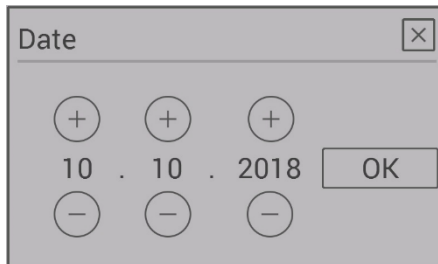


Fig. 56: Setting the date

Setting the time of day is necessary for the correct heating time, the statistics function and the logging of errors.

Set the hour, minutes, weekday, month and year and confirm the setting with OK.

## 14.3 Menu item - fuel

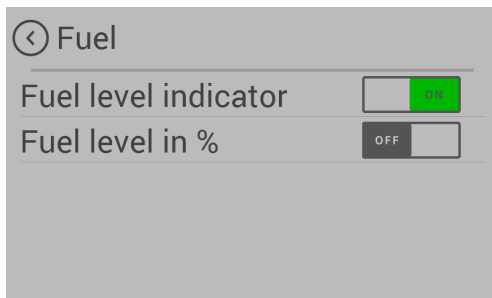


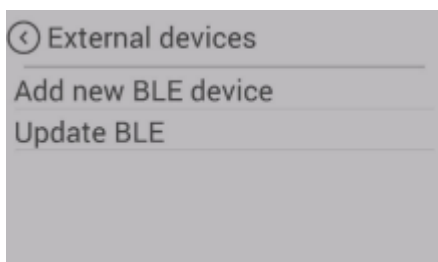
Fig. 57: Fuel

This submenu can be used to disable "filling level indicator".

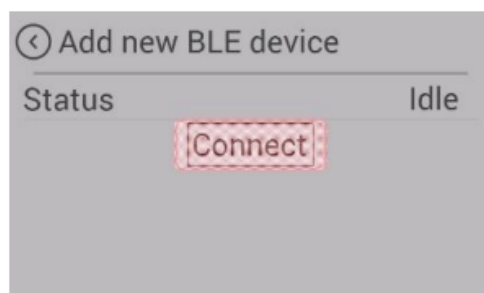
When deactivated the bar on the display disappears.

There will be no warning when the filling level is low.

## 14.4 Menu item - Bluetooth devices

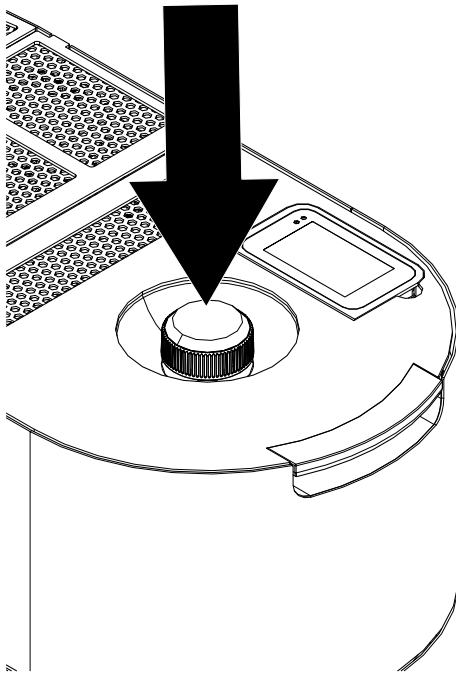


The SMART SPOT wireless room temperature sensor is available as an option for your hybrid stove. SMART SPOT works via Bluetooth technology. When used it must be enabled once with this menu item.

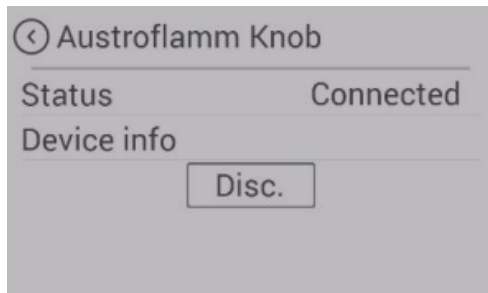


Connecting Austroflamm rotary controller to the hybrid stove

Press "Connect". A new device will be looked for.



Short press the rotary controller once.



After a few seconds the connection will be confirmed.

If the connection is not created on the first attempt, try again.

## 14.5 Menu item - eco-mode

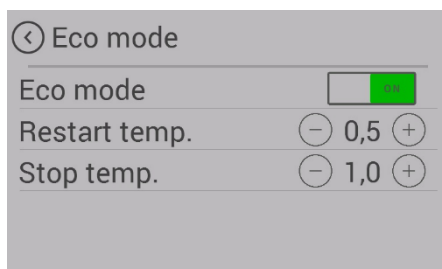


Fig. 58: Eco-mode

Activation of ECO mode can be set on the display or via the optional WLAN module using the Austroflamm Pelletcontrol APP.

When ECO mode is activated, the hybrid stove switches off on reaching the desired room target temperature (plus a freely selectable temperature value/switch-off temperature value). When the room target temperature is fallen below (plus a freely selectable temperature value/restart temperature value) the hybrid stove automatically switches back on again.

The "Restart temp." value specifies from what value below the set target temperature the hybrid stove switches on again.

The "Switch off temp." value specifies from what value above the set target temperature the hybrid stove switches off.

As a standard setting we recommend a restart temperature of 0.6 °C and a switch-off temperature of 1 °C.

## 14.6 Menu item - external thermostat

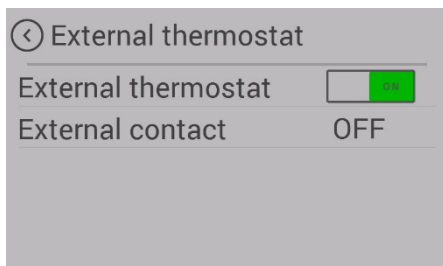
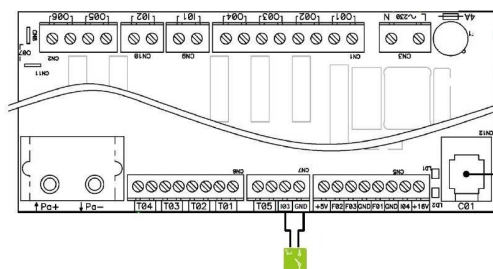


Fig. 59: External thermostat

The stove can optionally be controlled by an external thermostat.

- 1) For this purpose, connect the potential-free contact of the thermostat to the main control at input "I03" & "GND".
  - ⇒ The 2-pin plug is optionally available (item no. 728151).
- 2) Then the function must be enabled in the menu Settings/External thermostat.
  - ⇒ The "External contact" display shows whether the external thermostat is switched ON or OFF.
  - ⇒ The stove will start/stop with a slight delay.
- 3) The external thermostat must be connected to the controls at the slots "I03" & "GND" (DC series).
  - ⇒ It applies the temperature control after enabling in the "External thermostat" menu item.

### TIP

To enable the external thermostat, the stove must be manually started once after the thermostat has been installed.

## 14.7 Menu item - anti-frost

The anti-frost menu is used to automatically start the stove at a specified temperature. The menu only functions when the timer function is enabled.

## 14.8 Menu item - display options

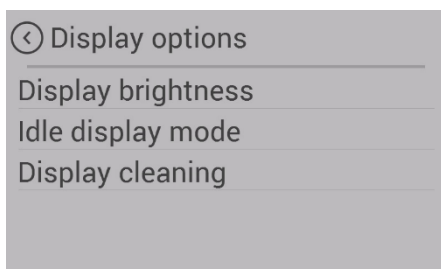


Fig. 60: Display options

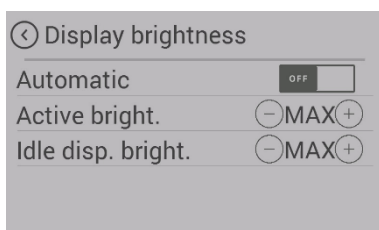


Fig. 61: Display brightness

The following display options are available.

### Display brightness

Determines the display brightness during operation and during idle mode.

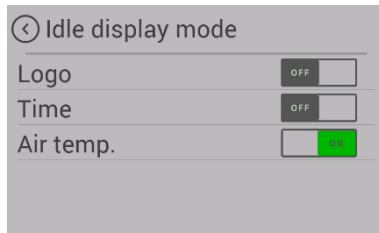


Fig. 62: Display Idle mode

### Idle mode

If for 30 seconds nothing is pressed on the display, the display switches to the set Idle mode. If more than one choice is possible, the selection is displayed alternately.



Fig. 63: Display clean

### Display clean

To ensure that when the display is being cleaned no function is unintentionally started, press "Start". The display is locked for 30 seconds. Works only when the pellet stove is off.

## 14.9 Menu item - temperature unit

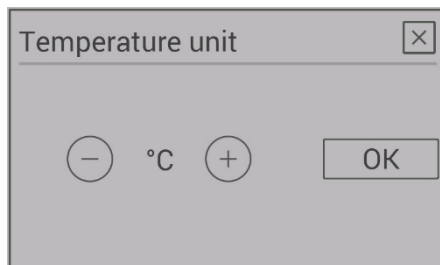


Fig. 64: Temperature unit

This menu item allows you to switch between displaying the temperature in "°C" (Celsius) and "°F" (Fahrenheit).

## 14.10 Menu item - volume

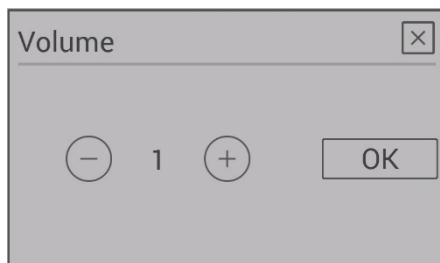


Fig. 65: Volume

Choose the volume for the key sound and for the signal sound of warnings and error messages.

Your appliance is supplied with standard volume 3.

## 14.11 Menu item - manual pellet feed



Fig. 66: Manual pellet feed

For filling the screw with pellets for the initial commissioning or after the spiral has run empty, you have the option of manual pellet feed.

If the screw conveyor is empty, the filling process can take up to 8 minutes.

On appliances with the combustion pot design, manual pellet feed can be enabled at any time.

On appliances with the riddling grate this function is only available after the START of the stove in ignition phase 2.



### 14.12 Menu item - service due

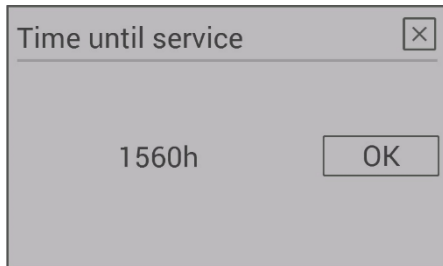


Fig. 67: Service due

Here you can see how many maintenance-free operating hours your stove still has before a service is required.

The service must be carried out by an authorised Austroflam service engineer.

### 14.13 Menu item - service menu

This menu is reserved for the Austroflam service engineer.

### 14.14 Menu item - display lock

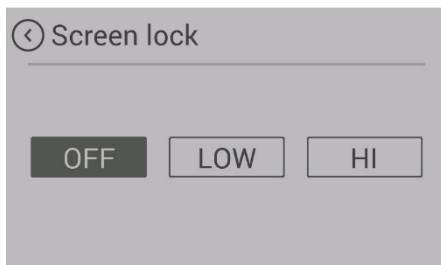


Fig. 68: Display lock

You have the option to restrict functions on the display ("Child safety").

#### LOW

Low lock level. Menu functions are disabled. The heat output can no longer be changed. The stove can however continue to start / stop.

#### HIGH

The entire stove is locked. Starting and stopping are no longer possible.

In order to unlock again, switch back to the "Display lock" setting and disable the function.

### 14.15 Menu item - Language

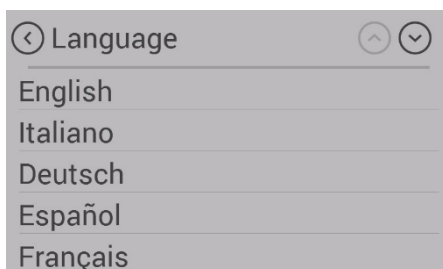


Fig. 69: Language

Choose the desired language on your control panel.

### 14.16 Menu item - Info



Fig. 70: Info

Hardware and software versions of the individual components are displayed here.

In case of servicing, please have the

- "Stove software version:" and the
- "Stove model no.:" ready.

### 14.17 Menu item - Heating statistics

⏪ Today	
Total consumpt.	0 kg
Heating time	0:00
Avg. power	0,0 kW
Avg. temperature	0,0 °C

Usage data is displayed in the heating statistics. This can be shown for different time periods.

Fig. 71: Heating statistics

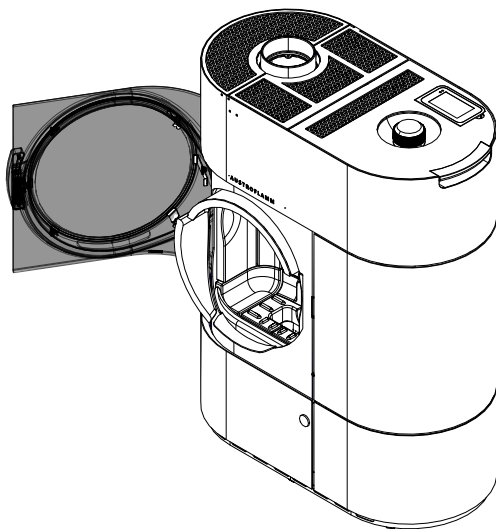
### 14.18 Menu item - tips

⏪ Tips	⏮ ⏭
Small flame?	
Bad combustion?	
Stove doesn't stop?	
Info in idle mode	
Time to service	

Here you can find important "tips" for the correct operation of your stove and answers to queries for possible problems.

Fig. 72: Tips

### 14.19 Setting the firebox door closing pressure



1) Open the door.

Fig. 73: Opening the door

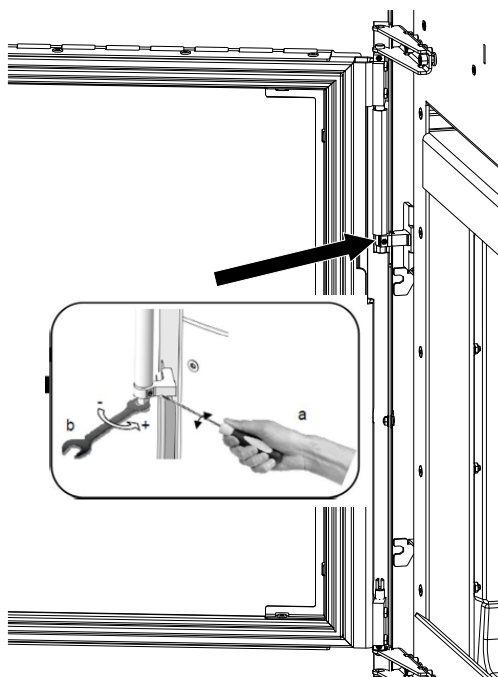


Fig. 74: Adjusting the tension spring

- 2) The tension spring can be adjusted with a screwdriver and a fork spanner.

## 14.20 Adjusting the ash box door

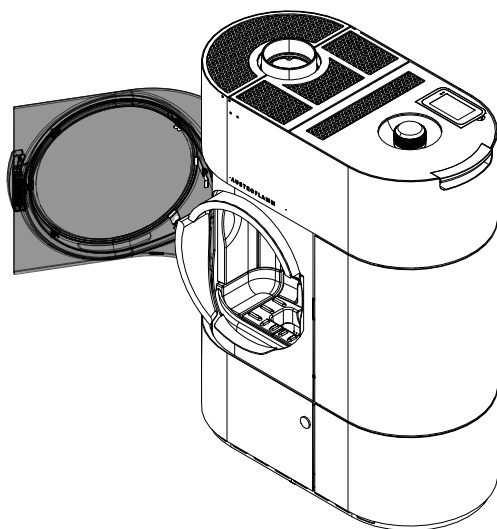


Fig. 75: Opening the door

- 1) Open door.

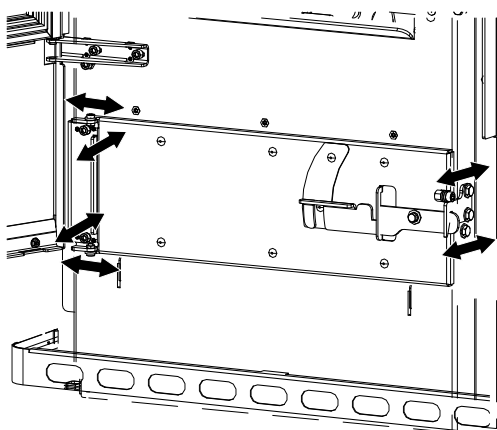


Fig. 76: Adjusting the ash box door

- 2) The ash box door can be adjusted at the screws to the relevant position.

## 15 Maintenance

### 15.1 Intervals

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!

Cleaning- and maintenance intervals depend on the operating hours and connection situation.

Cleaning the viewing window	as necessary
Visual inspection of riddling grate, remove adhering deposits	every 2-3 operating days
Empty the ash box and clean the firebox	as necessary
Clean the exhaust gas pipes	1 x annually or when display shows due for service
Cleaning screw shaft, pellet hopper	min. 1 x annually or when the pellet supply is visibly reduced and the STB turns off the heating appliance.
Replace the battery	Recommendation: every 2 years
Check all seals (door, heat exchanger lid, ash box, hopper lid); replace as necessary.	1 x annually

The hybrid stove and its parts must be cleaned in compliance with the above overview.

Have your hybrid stove inspected and maintained annually before the start of the cold season by an Austroflamm engineer.

### 15.2 Changing the storage battery

A CR2032 battery is located in the control unit. This battery enables the control unit to save certain data - e.g. time, date, heating times etc. even during a power failure, or when the mains power supply is disconnected.

If the battery is flat, the control unit will continue to function normally. However, in the event of a power failure, the above-mentioned data will be lost. These data must then be saved afresh.

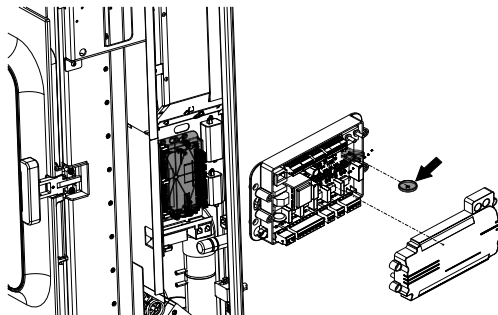


Fig. 77: Changing the storage battery

Change the battery every 2 years, as follows:

Changing the battery:

- 1) "ON" switch. Control systems must remain switched on, as otherwise the data will be lost.
- 2) The battery is located on the central control unit. To replace it, the right-hand side cladding of the pellet stove must first be removed. Then remove the cover of the control unit.
- 3) Use insulated pliers or a similar tool to remove the old battery from the holder.
- 4) Insert the new battery, taking note of the correct polarity.

## 16 Cleaning

### 16.1 Cleaning the hybrid stove, flue gas paths and flue pipe

The hybrid stove, the flue gas paths and flue pipes should be annually if not even more often, e.g.

- after the chimney has been cleaned,
- checked for deposits and
- cleaned as necessary.

#### TIP

The chimney must likewise be regularly cleaned by the chimney sweeper. Your master chimney sweep will inform you of the necessary intervals. The hybrid stove should be inspected annually by a specialist.

#### NOTICE

Carry out any cleaning work while the hybrid stove is in the cold state.

### 16.2 Emptying the ash pan

- On a regular basis and in good time (at least 1 x per week), remove the ashes from the firebox and empty the ash pan. How often the ashes need to be emptied also depends in which mode you are operating your hybrid stove.
  - If the firebox is not regularly cleaned of ash then there is a danger that the combustion air openings become blocked and the appliance suffers damage.

, To empty the ash pan, proceed as follows:

#### NOTICE

Be aware when emptying the ash pan that there might be embers in the ash pan. Only remove the ash pan when the hybrid stove is in the cold state.

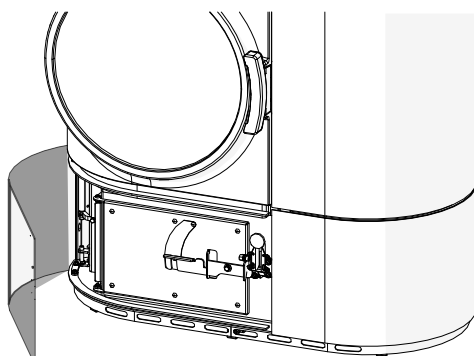


Fig. 78: Open bottom door

- 1) Open bottom door.

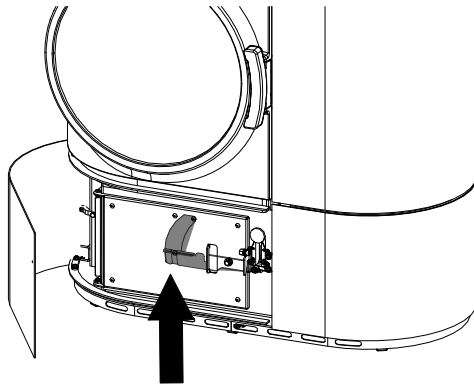


Fig. 79: Opening the ash pan door

- 2) Open the ash pan door.  
⇒ Push the lever upwards.

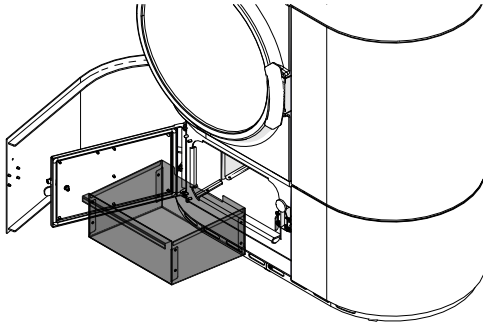


Fig. 80: Removing the ash pan

- 3) Remove ash pan.

- 4) After emptying, reinsert the ash pan and close all the doors.

### 16.3 Cleaning and emptying the riddling grate

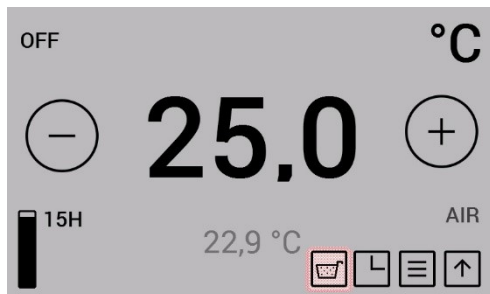


Fig. 81: Riddling grate display

On stove models with automatic riddling grate, each time the stove stops the combustion residues on the riddling grate are tipped into the ash pan. The ash pan must be emptied as required.

The collection of fly ash in the combustion chamber is normal and should be vacuumed out per week of operation.

The combustion pot and the riddling grate must be inspected every 2-3 days of operation for adhering deposits and cleaned with a wire brush.

The riddling grate is closed by pressing the "Release ash pan" button. This process takes approximately 90 seconds. After this the ash box can be removed.

This feature is only possible in the "OFF" operating condition.

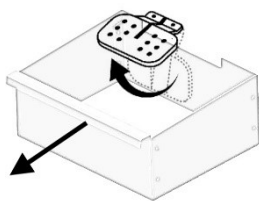


Fig. 82: Riddling grate

## 16.4 Cleaning the exhaust gas pipes

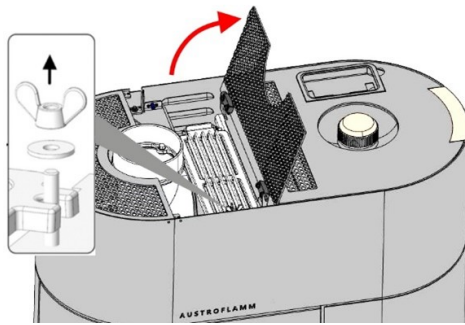


Fig. 83: Opening the cover

- 1) Open the cover and undo the screw of the flush-mounting cover.

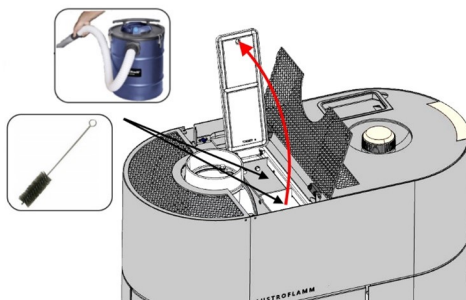


Fig. 84: Opening and cleaning the flush-mounting cover

- 2) Open flush-mounting cover and clean inside with a brush and vacuum cleaner.

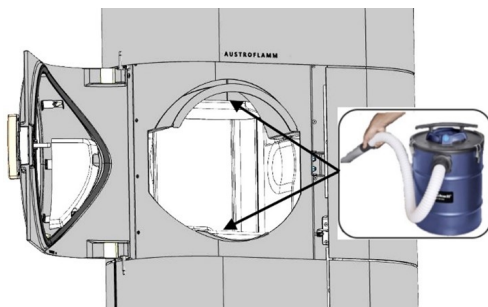


Fig. 85: Opening and cleaning the firebox door

- 3) Open firebox door and clean inside with a vacuum cleaner.

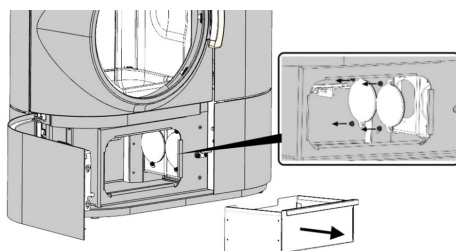


Fig. 86: Removing the ash pan and covers

- 4) Open ash pan door.
- 5) Remove ash pan.
- 6) Remove covers.

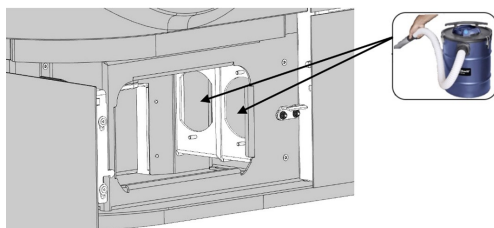


Fig. 87: Cleaning

- 7) Clean inside with a vacuum cleaner.
- 8) Reattach all covers.
- 9) Close all doors.

## 16.5 Cleaning the door window

Spray window with glass cleaner and leave it for a moment to take effect.

- We recommend cleaning the glass with our Austroflamm glass cleaner or a commercially available window cleaner.
- Prevent door- or window seals from coming into contact with water or cleaner, since these will otherwise harden and in doing so lose their function. Only intact seals will ensure that your hybrid stove functions flawlessly.

## 16.6 Cleaning surfaces

- The body can be cleaned with a dry or slightly damp cloth.
- Use of alcohol- or solvent-based cleaning products is to be avoided. The body is sealed with a special varnish and can be damaged by these.
- Varnished surfaces may only be cleaned with a soft cloth (if necessary damp).
- Soak up dissolved dirt with absorbent cloths or household paper.
- For stainless steel surfaces there are also special cleaners.



## 17 Alarms and error messages

### 17.1 Listing of the combined warnings and error messages

Alarms are displayed on the control panel in yellow. When an alarm is displayed, the hybrid stove can continue to be used. Errors are displayed in red. When errors are displayed the hybrid stove is not ready for operation.

Warning code Error code	Description	Possible cause	Solution
Alarm - A001	Fuel level low	1. The fuel level is low. 2. The filling level indicator was not reset to "FULL" after topping up."	1. Top up pellets and reset the filling level indicator to "FULL". 2. Set filling level indicator to "FULL".
Alarm - A002	Maintenance required		Maintenance by service engineer required.
Alarm - A004	Storage battery dead	The storage battery has been used for more than 2 years and not replaced.	Change control storage battery (CR2032). The battery must be changed every 2 years as part of a service.
Alarm - A006	Firebox door open		Close firebox door. Should the error persist, please contact your Austroflamm dealer.
Error - E004	Communication error	Communication error between controls and display.	Check data cable plug connections on the rear of the stove.
Error - E101	Ignition phase 3 failed	1. The pellet hopper is empty. 2. Lower-quality or old pellets. 3. The screw conveyor is blocked. 4. Firebox temperature sensor faulty or incorrectly connected.	<b>ATTENTION:</b> Only carry out when stove is cold! 1. Check whether there are pellets in the pellet hopper and in the screw conveyor, and top up pellets if necessary. 2. Replace the pellets. 3. Please contact your Austroflamm dealer. The screw conveyor needs cleaning. 4. Please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected.  Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.

Warning code	Description	Possible cause	Solution
<b>Error code</b>			
Error - E102	Automatic ignition failed	1. The automatic Ignition has been manually cancelled. 2. Pellet stove leaking. 3. Supply air pipe, combustion pot, riddling grate, exhaust gas pipes or flue pipe contaminated. 4. Negative pressure too low. 5. The exhaust gas fan is defective, disabled or contaminated	<b>ATTENTION:</b> Only carry out when stove is cold! 1. Empty the combustion pot, reset the error and restart the stove. 2. Check whether the firebox door and ash box door are properly locked, whether the pellet hopper lid is closed and whether the seals are worn or damaged. 3. The affected components must be cleaned. 4. Please contact your Austroflamm dealer. 5. Please contact your Austroflamm dealer.  Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.
Error - E105	Software error		Please contact your Austroflamm dealer. The software must be reinstalled.
Error - E107	Firebox temperature sensor defective	Firebox temperature sensor faulty or incorrectly connected.	Should the error persist, please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected.
Error - E108	Safety temperature limiter (STL) activated or defective Hopper lid open		Please contact your Austroflamm dealer to find out why the STL has been activated. Close hopper lid. Should the error persist, please contact your Austroflamm dealer.
	Broko triggered (mandatory for multiple occupancy)		In this case contact the Broko manufacturer ( <a href="http://www.broko.de">www.broko.de</a> ) or your authorised specialist dealer.
Error - E109	Riddling grate not closed		"Check and clean the riddling grate. Should the error persist, please contact your Austroflamm dealer."
Error - E110	Room temperature sensor defective	Room temperature sensor faulty or incorrectly connected.	Should the error persist, please contact your Austroflamm dealer.

Warning code Error code	Description	Possible cause	Solution
Error - E114	Ignition phase 2 failed fire-box temperature too low (pellet operation)"	1. The pellet hopper is empty. 2. Lower-quality or old pellets. 3. The screw conveyor is blocked. 4. Firebox temperature sensor faulty or incorrectly connected.	<b>ATTENTION:</b> Only carry out when stove is cold! 1. Check whether there are pellets in the pellet hopper and in the screw conveyor, and top up pellets if necessary. 2. Replace the pellets. 3. Please contact your Austroflamm dealer. The screw conveyor needs cleaning. 4. Please contact your Austroflamm dealer. The firebox temperature sensor must be replaced or correctly connected.  Empty the combustion pot, reset the error and restart the stove. Should the error persist, please contact your Austroflamm dealer.
Error - E115	Software error or controls defective		Please contact your Austroflamm dealer. The software must be reinstalled or the controls must be replaced.

## 17.2 Resetting alarm and error messages

In the event of a warning or error a yellow or red message with the description is displayed.

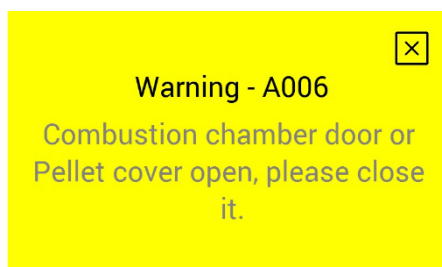



Fig. 88: Warning

- 1) To close the warning display, tap .
  - ⇒ Closing the display does not reset the warning.
  - ⇒ To reset the warning, the problem must be resolved.
  - ⇒ However, the stove can continue to be operated despite the warning display being active.

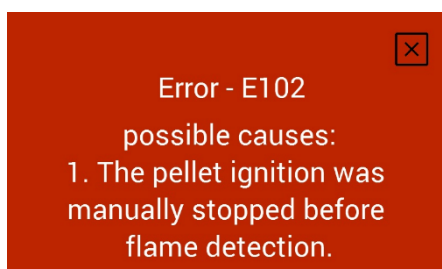

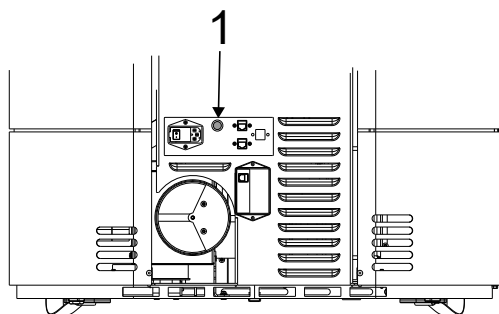


Fig. 89: Error

- 2) Close the error display by tapping .
  - ⇒ Closing the display does not reset the error.
  - ⇒ To reset the error, the problem must be resolved.
  - ⇒ When an error occurs, the stove cannot be operated.

### 17.3 Safety temperature limiter



Your stove is fitted on the back with a safety temperature limiter (1).

This automatically switches off in the event of overheating (temp.  $\geq 105^{\circ}\text{C}$ ). In the event of a switch-off the cause must be determined. To make the stove operable again, after cooling down, press in the green reset button on the safety temperature limiter.

Safety temperature limiter (1) with removable black protective cap.

Safety temperature limiter

## 18 Electrical connection diagram

Electrical diagrams can be found directly on the homepage in the download section of the individual hybrid stove.

### NOTICE

Repairs to your hybrid stove must only be carried out by authorised Austroflamm engineers.

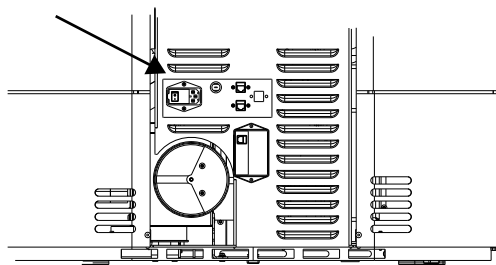


Fig. 90: Electrical connection

#### Electrical connection

Your stove is designed for connection to a 230 V / 50 Hz mains. The connection cable is included.

The mains socket connection (1) is located on the rear of the appliance and is protected with a T2.5 A glass tube fuse.

The power consumption of your appliance is visible on the nameplate.

## 19 Disassembling

For correct uninstallation and dismantling of the hybrid stove, contact your Austroflamm specialist dealer.

### 19.1 Removing upper cladding

- 1) Open hopper lid.

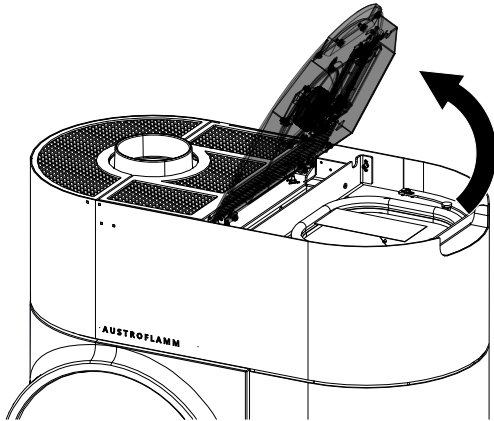


Fig. 91: Opening the hopper lid

- 2) Undo the four nuts.
- 3) Close hopper lid.

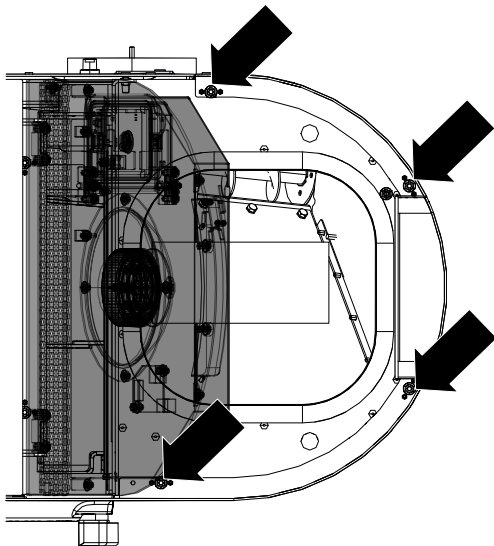


Fig. 92: Undoing the screws

- 4) Open cover.
- 5) Loosen nuts.

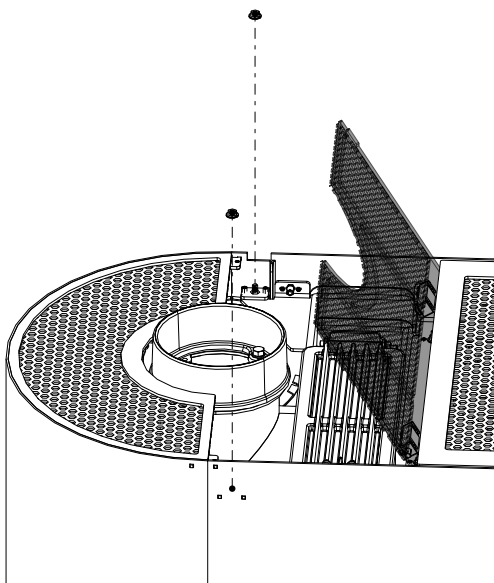


Fig. 93: Loosening the nuts

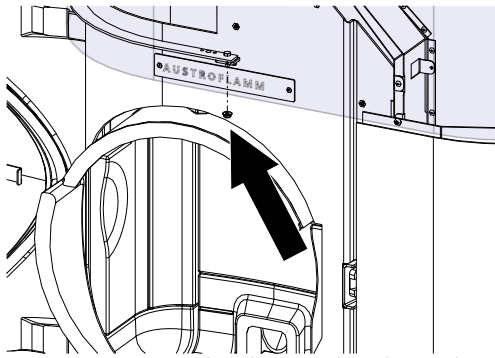


Fig. 94: Opening the door and undoing the nuts

- 6) Open door.
- 7) Undo the nuts from below.

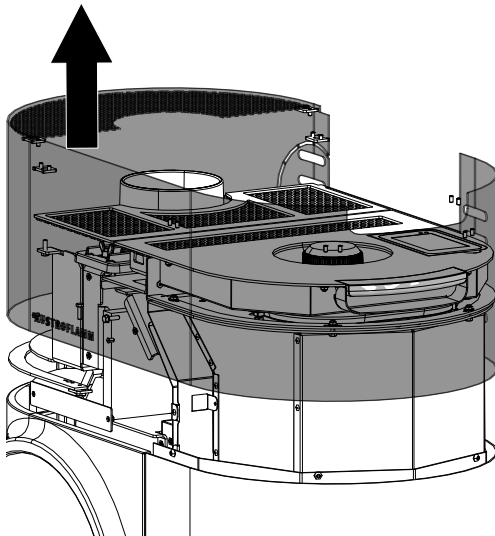
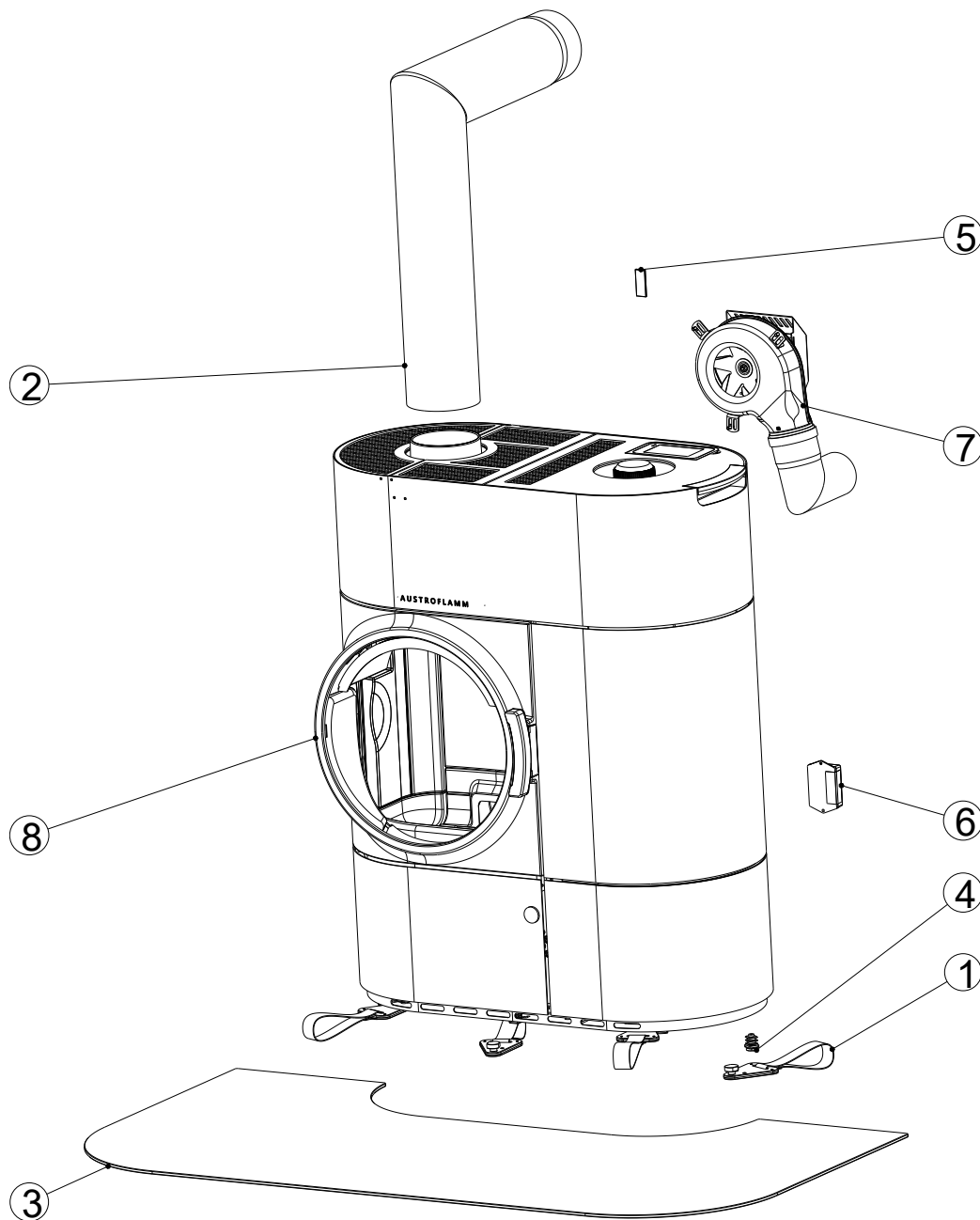


Fig. 95: Removing the upper cladding

- 8) Remove upper cladding.

## 20 Accessories

Have defective parts (accessories, spare parts) replaced by your specialist hybrid stove dealer. This guarantees that your hybrid stove is and remains safe and functional.



Item	Quantity	Article	Order number
1	4	Transport aid, complete	361224
2	1	Elbow piece 130 - set	620066
3	1	Serving plate, glass	630073
4	1	Adjusting foot 20x20 STOEFL	718506
5	1	IR remote control	778753
6	1	WiRCU box, complete	800012
7	1	Air distribution module (LVM) MO DUO	805003
8	1	CLOU DUO	810001



## 21 Spare parts

Spare parts can be ordered through our dealers.

For ordering spare parts, it is necessary to provide the type plate picture or data from the type plate of your hybrid stove. This guarantees proper spare parts for your specific hybrid stove.

## 22 Disposal

### NOTICE

To dispose of the hybrid stove properly, get in touch with the local (possibly municipal) waste disposal company.

### NOTICE

We recommend that you remove those components of the hybrid stove which have been in contact with fire such as window, combustion chamber, grates, firebox lining (Keramott), ceramic, sensors and baffle plates and dispose of them in the household waste.

### NOTICE

For correct uninstallation and dismantling of the hybrid stove, contact your Austroflamm specialist dealer.

### Electric and electronic components

Remove the electric and electronic components from the appliance by dismounting them. These components must not be disposed of via non-recyclable waste. Disposal should be carried out professionally via the electrical and electronic waste return system.

### Keramott

Remove Keramott components. If present, fastening elements must be removed beforehand. Keramott components that have been in contact with fire or flue gas must be disposed of. Reuse or recycling is not possible. Local disposal options must be observed.

### Steel sheet

Disassemble steel-sheet components of the appliance by mechanical crushing. If present, remove seals beforehand. Dispose of steel sheet parts as metal scrap. Local disposal options must be observed.

### Cast iron

Disassemble cast-iron components of the appliance by unscrewing or flexing them from one another, or alternatively by mechanical crushing. If present, remove seals beforehand. Dispose of the cast-iron parts as metal scrap. Local disposal options must be observed.

### Natural stone

Mechanically remove any natural stone present from the appliance and dispose of it as construction waste. Local disposal options must be observed.

### Fittings etc. (for water-carrying appliances)

Disassemble the components for carrying water by unscrewing and removing them and dispose of them as metal scrap. Local disposal options must be observed.

### Seals (glass fibre)

Mechanically remove the seals from the appliance. These components must not be disposed of via non-recyclable waste as glass fibre waste cannot be destroyed through burning. Dispose of seals as glass- and ceramic fibre waste (artificial mineral fibres (AMF)). Local disposal options must be observed.

**Handles and decorative elements made of metal**

If present, disassemble or remove handles and decorative elements made of metal and dispose of as metal scrap. Local disposal options must be observed.

## 23 Warranty and guarantee

### 1. Warranty statement

For your AUSTROFLAMM hybrid stove, we guarantee the flawless performance of the body for six years, and of all other steel and cast iron components for two years from the date of first sale.

Steel and cast-iron parts that manifest material- and or processing defects during the guarantee period (warranty case) will be replaced for new parts provided that the warranty case has been asserted to the best of the holder's knowledge within the statutory warranty period. Functional problems with electronic accessories (e.g. WLAN+ SmartSpot) shall only justify a warranty claim for the particular accessory.

Our warranty only covers the free delivery of the new parts: work- and travel times are not recorded.

### 2. Exceptions

We do not provide a guarantee on wear parts (e.g. Keramott, seals and grate or combustion cavity, ignition cartridge, temperature sensor, flange bearing), surface coatings, varnish, glass and ceramics. In the case of such defects no warranty case has occurred.

When heating up, during operation and when cooling down, your hybrid stove may produce some noise (crackling, soft clicking, etc.). This is caused by the various materials expanding and contracting under the influence of temperature in your hybrid stove. Noise of this kind does not constitute a warranty claim and do not constitute a warranty claim.

The territorial scope of validity of our guarantee covers Austria and Germany. In all other countries, separate conditions of the importer apply to the respective country. No warranty case occurs if your Austroflamm hybrid stove is not located within the territorial scope of validity, which does not change if it is transported or dispatched by Austroflamm."

### 3. Requirements

A warranty case shall only then be replaceable if your Austroflamm hybrid stove has been operated, maintained, installed and commissioned by a specialist authorized by Austroflamm, all in compliance with the user handbook. For the replaceability of the warranty case the start-up log must be received by Austroflamm within one month at the latest of the initial commissioning. In order to make a claim on the warranty, repairs to your hybrid stove must only be carried out by a service engineer authorized by Austroflamm.

The warranty claim is asserted with the invoice and serial number with the Austroflamm specialist dealer via whom the purchase was made. An unjustified warranty claim will be charged back to you.

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!

### 4. Guarantee

This guarantee does not affect your statutory warranty rights towards us. Should your Austroflamm hybrid stove already be defective at the point of handover, you can always connect us within the framework of the statutory warrant regardless of whether there is a warranty claim or the guarantee is claimed.

## 24 Start up log

Operator / Customer	Dealer / Engineer
Name	Company
Street	Street
Town and postal code	Town and postal code
Telephone	Telephone
Email	Email

Pellet stove		
Model	Control software version	
Serial number	Control panel software version	
Technical defects	WLAN Box software version	
Visual defects	WLAN module <input type="checkbox"/> yes <input type="checkbox"/> no	
Accessories / defects (SmartSpot, air distribution module, etc.)		

On-site conditions	
Socket earthed (see electric installation test certificate)	Number of elbows: Total length of flue pipes:
Type of chimney: <input type="checkbox"/> brick <input type="checkbox"/> stainless steel <input type="checkbox"/> firebrick	Flue pipes in plug-in system <input type="checkbox"/> with seal lip <input type="checkbox"/> without seal lip
Chimney diameter: _____ chimney flue height: _____	Sea level:
Chimney flue - Approved by chimney sweep: <input type="checkbox"/> yes <input type="checkbox"/> no	Chimney flue-/draught: Actual value: _____ Target value: 3-12 Pa
Controlled living space ventilation <input type="checkbox"/> yes <input type="checkbox"/> no	Flue pipe diameter:
Other:	Outside temperature for draft measurement:

Appliance - Preparation for Start, Functional Check			
Pellet hopper loaded		Induced draught fan function tested	
Pellet quality: e.g. OE standard, DIN plus, ENplus A1		Screw motor function tested	
Riddle grate function tested		Ignition cartridge function checked	
Keramott "burnt white" after trial		Partial load test carried out	
Firebox door seal checked <input type="checkbox"/> yes <input type="checkbox"/> no			

Instructions for Operator / Customer		
Instructions for handling the appliance explained clearly and comprehensibly		Cleaning and maintenance interval explained
Terms of the guarantee and warranty explained		Photographic documentation of actual condition - hybrid stove installation (Please be sure to obtain the customer's consent beforehand)
<input type="checkbox"/> wire brush <input type="checkbox"/> glove <input type="checkbox"/> user instructions		(Start, combustion and burnout phases carried out.)

The end customer confirms that they can now put the stove into operation unassisted. They further confirm, that the stove is in a fully functional state and free of defects.

\_\_\_\_\_  
Place, date

\_\_\_\_\_  
Signature Operator / Customer

\_\_\_\_\_  
Signature Technician

25    Service Report

Date	Technicians	Notes	Work carried out, replacement parts installed

Date	Technicians	Notes	Work carried out, replacement parts installed







AUSTROFLAMM GMBH  
Austroflamm-Platz 1  
A- 4631 Krenglbach

Tel: +43 (0) 7249 / 46 443  
[www.austroflamm.com](http://www.austroflamm.com)  
[info@austroflamm.com](mailto:info@austroflamm.com)

810001 - 945083

