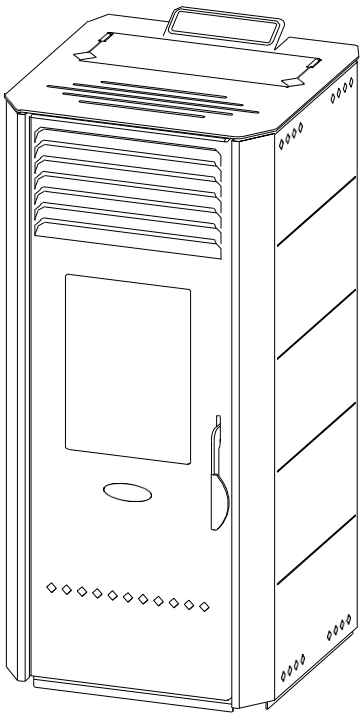
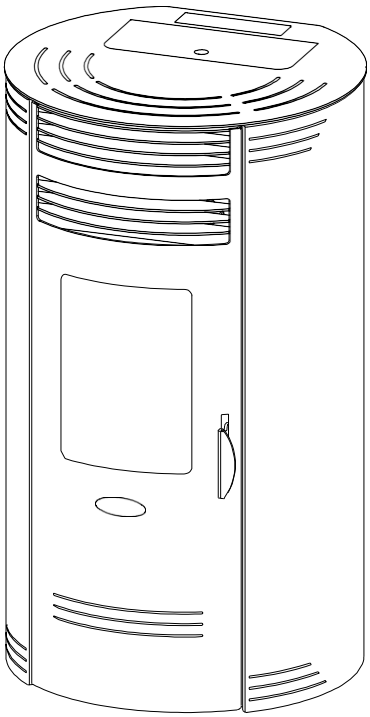
HENLEY STOVES

EVERY HOME DESERVES A HENLEY

Maintenance and User Manual
Pellet Stove



BIO 80



BIO 80Q

IMPORTANT!

This Appliance must be fitted by a HETAS / METAC Qualified Installer

CE FAIR BENESSERE & SICUREZZA Made in Italy PATENTED HEALTHSYSTEM

BIO a unique pellet stove!

Main features:

High efficiency
With the use of an advanced electronics and an excellent heat exchange system, an high efficiency is reached.

Intelligent heating
The ventilation of the stove doesn't start if the combustion chamber is not hot.

Automatic timer On/Off
Programmable for 4 ignitions and 4 shutdowns per day - 7/7 days.

Standby
When reaching the set temperature the heater shuts Off. It turns On again only when the temperature drops below the set level.

Multi ventilation
There are 5 levels of power and adjustable ventilation.

Silent
The innovative technologies employed allow a very low noise level.

Automatic temperature control
The internal thermostat senses the temperature environment and maintains it constant according to the settings inserted.

Control display
The control display allows adjustment and programming of the stove.

Pellet savings
In reference to the set temperature the internal software modulates the flame in to reduce the consumption of fuel.

Serial connector
Useful for technical personnel and parameters programming.

Self cleaning brazier
A forced ventilation into the brazier starts periodically.

Auto Off
The heater shuts off automatically in case of lack of power or exceeding of safety limit of the flue gas temperature.

• PACKING

IMPORTANT!
we recommend you move the appliance with adequate means paying attention to the safety regulation. Don't turn the package upside down and handle the majolica details with care.

Dear client,
We thank you for having chosen one of our products. Our products are designed and made in accordance with the safety standards in force with high quality materials and a great experience about transformation processes. We recommend you to read carefully the instructions of this manual to obtain the best performance of your appliance.
This manual is an important part of the product: make sure you keep it always with the appliance, even if you give the appliance away to another person. Whether you lose it, ask for as copy to the nearest service centre.

• INDEX

• WARNINGS AND SAFETY

The stoves built in our factory are made with great care, also for individual components, in order to protect both the user and the installer from the possibility of accident. We therefore strongly advise skilled personnel, after any operation carried out on the product, to take special care with the electrical connections, especially the bare part of the conductors, which should not come out of the terminal board in any way, so as to prevent possible contact with the live parts of the conductor. When installing the appliance, comply with all local regulations and byelaws, including those referring to national and European legislation.

Installation should be carried out by a HETAS / METAC Qualified Installer, who will take complete responsibility for final installation and for consequent correct operation of the installed product. Fair will not be liable in the event of failure to respect these instructions.
This stove should be used for the purposes for which it was designed and made. The manufacturer is excluded from any contractual or extra-contractual liability for damage caused to persons, animals or objects, by errors in installation, adjustment or maintenance and by improper use. After removing the packing make sure the contents are complete and intact. If not, contact the retailer where the apparatus was purchased. The stove should be serviced at least once a year, by making an appointment in good time with the technical assistance services.

For safety reasons, always bear in mind: This appliance should not be used by people (including children) with physical, sensory or mental limitations or by people with little experience or knowledge, unless they are supervised or receive instruction on how to use the appliance by the person who is responsible for their safety. Do not touch the stove if barefoot or if parts of the body are wet or damp. Never change the safety devices or adjustment devices without prior authorisation and instruction from the manufacturer.
Do not pull, detach or twist the electric cables coming out of the stove, even if it is disconnected from the power supply. Do not block or reduce the size of the openings for ventilation on the premises where the stove is installed. The ventilation openings are essential for correct combustion.
Keep the packaging out of reach of children and unassisted incapable people. Do not use the appliance as an incinerator or in any other way than that for which it has been designed. When the appliance is running its exterior, in particular, will reach high contact temperatures; handle with care to burns.
Do not make any unauthorised changes to the appliance. Use only original spare parts as recommended by the manufacturer.

- WARNING FOR THE USER

You shall do this for a proper functioning of the stove

1. Use certified quality pellet;
2. Before any ignition or ignition failure you shall clean the grate, so remove it, vacuum the space below and then place it in its proper housing;
3. Once a month you shall open the T-fitting, vacuum the dust from the surface having then the foresight to close it properly;
4. Clean and empty the ash pan before it is completely filled;
5. Check that the pellet hopper is charged and eventually fill it.

ATTENTION! Remember: once a year, you must do a thorough cleaning of flue and of the stove for a good functioning and for security of the environment.
For the extraordinary maintenance call the Authorized Service Center nearest to you.
When "SerV" appears on the display, it means that the preset maximum working hours have been reached. Request maintenance assistance from a qualified professional. Failure to observe this precaution can damage the stove and its electrical and mechanical parts, compromising operation, safety and validity of the guarantee.

- FAQ's & TROUBLESHOOT

Below are some common questions you might have when getting started with your new Bio Pellet Stove:

What size room is this pellet stove suited for :
This all depends on preference as well as your buildings insulation. For a newer home with good insulation we recommend a medium sized room above (min. 5m x 5m x h~2.4m) with the minimum output of this stove being 3kW (and can reach up to 7.5kW depending on your settings).

We recommend referring to an online stove output to room size calculator to help you decide the correct size space for your new stove.

My Pellet Stove doesn't turn OFF straight away: This is because of the built in Cleaning feature
This feature goes through a 10 minute clean when your stove has been powered off after use. This is to help maintain and make your pellet stove as efficient as possible.

To avoid having to go through the the process twice (when stove is being turned off and later when turning back on) do not turn power off at the mains connection after use, insetead ensure you turn off using the on/off power button on the stove itself.

The flame of my Pellet Stove keeps cutting out : The 4 most common reasons for this are:

1/ Not enough pellets in the fuel reservoir.
We recommend you fill the fuel reservoir to top before each use. When the fuel reservoir is below 1/3 full you must refill.

2/ A downdraught due to flue system.
Please ensure the flue system is fitted currently and has an anti-down draught cowl.

3/ Quality of the fuel / wood pellets are damp.
Please ensure that wood pellets are stored properly at room temperature.

4/ Sometimes during maintenance users fit the Brazier grate back incorrectly leading to this issue.
Please refer to pg.19 for more information on how to refit the brazier grate correctly.

When I turn on my pellet stove it produces a lot of smoke in the combustion chamber that comes out. :
this happens when the brazier is not completely emptied of the pellets before ignition. The excessive accumulation of pellets in the brazier therefore causes this phenomenon in the starting phase.
It is highly recommended to EMPTY AND CLEAN THE BRAZIER BEFORE EACH IGNITION to prevent too much smoke from forming inside the combustion chamber.

If your stove emits a small quantity of smoke in starting phase because of this DO NOT turn off your stove (the stove will extract the smoke given time – turning off the stove while there is smoke will cause further smoke to build and not be extracted.)

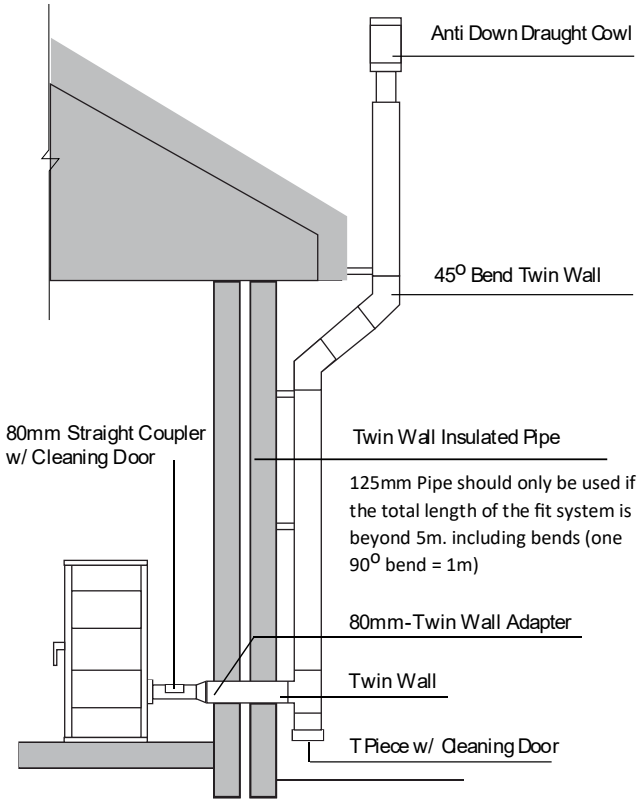
How to register my new stoves warranty :

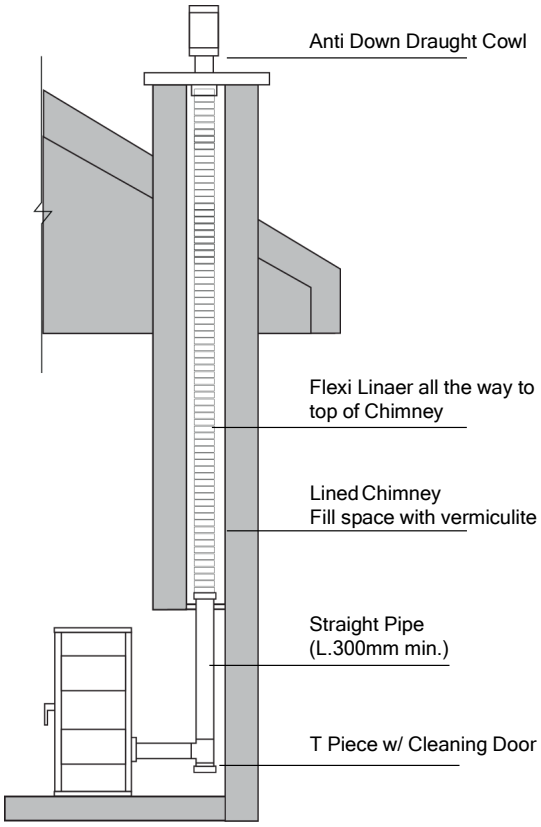
Henley Stoves does not accept warranty submissions through post/email
Please register your warranty at https://henleystoves.com/henley-warranty/

- # CHIMNEY FLUE

Please refer to the current issues of British Standards BS EN 15287-1:2007 - design,installation and commissioning of chimneys before commencing installation The chimney draw is critical on any installation and should be checked to ensure that it matches what is specified. If the draw is higher than recommended, we advise that provision must be made to correct the overdraw. The draw can vary in different weather conditions and the customer should be made aware of this.

Failure to correct an over-drawing flue will invalidate the warranty,and may damage the appliance. Please remember that chimney draught is dependent on four main factors.
• Flue gas temperature • Flue height • Flue size • Flue terminal
The flue or chimney system must be in good condition. It must be inspected by a **HETAS /MECTAC Qualified Installer** and passed for use with the appliance before installation. Products of combustion entering the room can cause serious health risks.





• The construction of the masonry chimneys, flue block chimneys & connecting flue pipe system must meet requirements of the Building Regulations. We recommend a flexible flue liner system certified for use with solid fuel systems be used to improve stove performance. The flue liner must be removed when an appliance is replaced,unless proven to be recently installed and in good condition.

The installation of manual draft adjustment devices on forced draft appliances is not permitted.

• The minimum height of the flue or chimney must be 4.5m from the hearth to the top of the flue, with no horizontal sections & a maximum of 4 bends. Bends must have angles of less than 45 degrees from the vertical. Ensure the connecting flue pipe is kept a suitable distance from any combustible material and does not form part of the supporting structure of the building.
Make provision to remove the appliance without the need to dismantle the chimney. Any existing flue must be confirmed as suitable For the new intended use as defined in the Building Regulations. The flue or chimney systems must be inspected and swept to confirm the system is structurally sound and free from obstructions.
• It is not possible to connect the appliance to a flue shared with other combustion appliances or in the presence of hood exhausts. It is forbidden to use the direct drain on the wall or towards closed spaces and any other form of drainage not provided for by the legislation in force in the country of installation. It is recommended to check the safety distances that must be respected in the presence of combustible materials and the type of insulating material to be used (data that can be found directly from the flue plate).

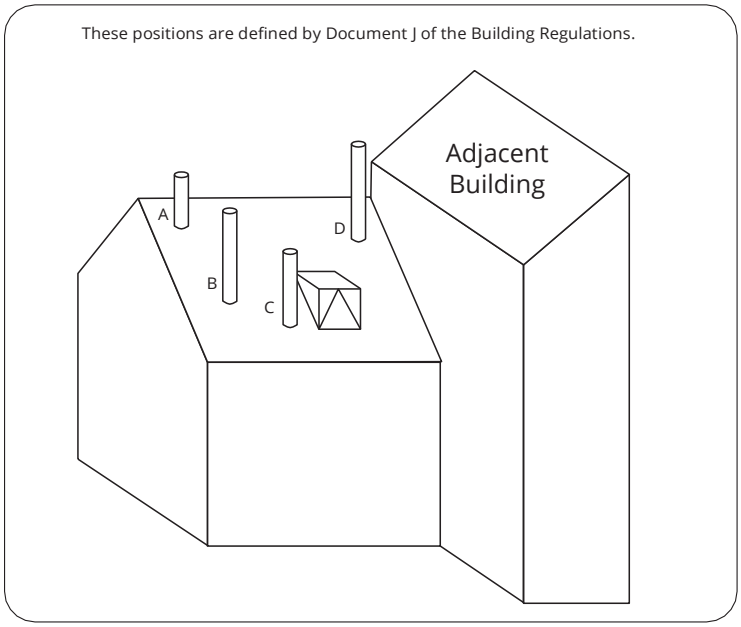
If the chimney is believed to have previously served an open fire it must be swept a second time within a month of regular use after installation to clear any soot falls that may have occurred due to difference in combustion levels. The flue exit from the building must comply with local building control rules. Do not connect or share the flue or chimney system with another heating appliance. Do not connect to systems containing large voids or spaces over 230mm square.

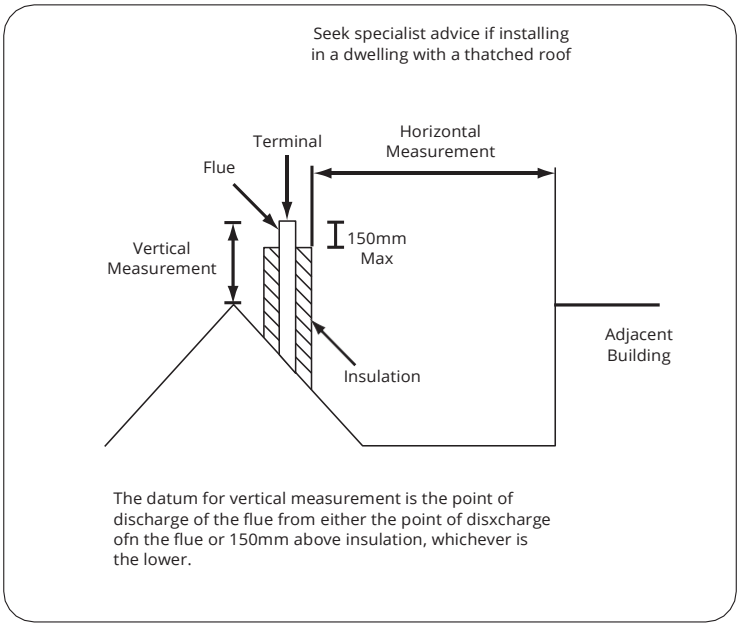
Chimney

Suitable access must be provided to enable the collection and removal of debris. The flue must be swept and inspected when the appliance is installed. The flue draught must be checked with all windows and doors closed and any extraction fans in this, or adjoining rooms, running at maximum speed (see next section for additional ventilation requirements).

- Max. draught = 2.0mm Wg,
- Min. draught = 1.0mm Wg

The draught, which is necessary for the different models of pellets stoves, is 8pa to 12pa (0,08 to 0,12mbar).





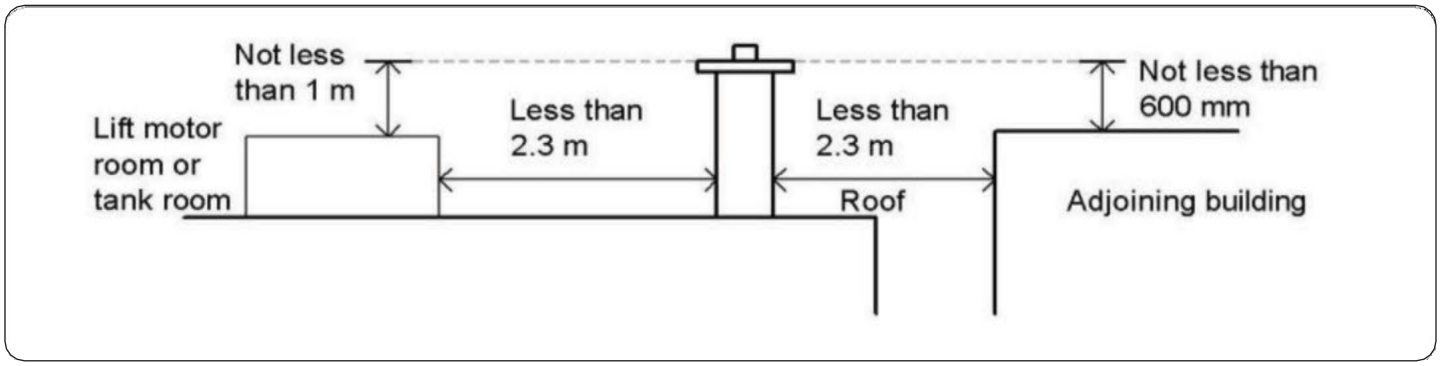
	Point where the flue passes through weather surface (Note 1 & 2)	Clearances to the flue outlet
A	At or within 600mm of the ridge	At least 600mm above ridge
B	Elsewhere on the roof (whether pitched or flat)	At least 2300mm horizontally from the nearest point on the weather surface (a) at least 100mm above the highest point of interaction of the chimney and weather surface; or (b) at least as high as the ridge
C	Below (on a pitched roof) or within 2300mm horizontally to open-able rooflight, dormer window, or other opening (Note 3)	At least 1000mm above the top as the ridge
D	Within 2300mm of an adjoining or adjacent building, not beyond the boundary (Note 3)	At least 600mm above any part of the adjacent of the building wall

Note:
1. The weather surface is the building external, such as it's roof tiles or external walls.
2. A flat roof has a pitch less the 10º
3. The clearance given for A or B, as appropriate, will also apply.
4. A vertical flue fixed to an outside wall should be treated as equivalent to an inside flue emerging at the nearest edge of the roof

Chimney Maintenance

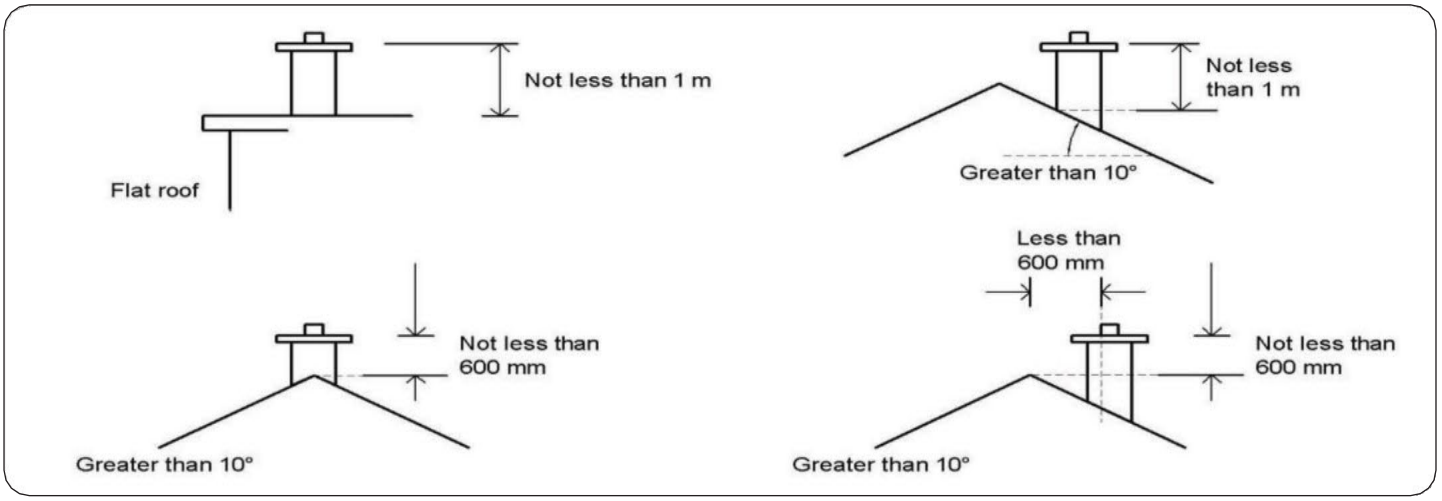
The chimney flue must be kept always clean: deposits of soot or incombustible oils reduce its section in size obstructing its draught, compromising the good functioning of the stove and if the residuals are big they can catch fire. The chimney flue and pot must be cleaned and checked by an expert at least once a year. Safety can be compromised by the non-cleaning.

Height Over Adjacent Building



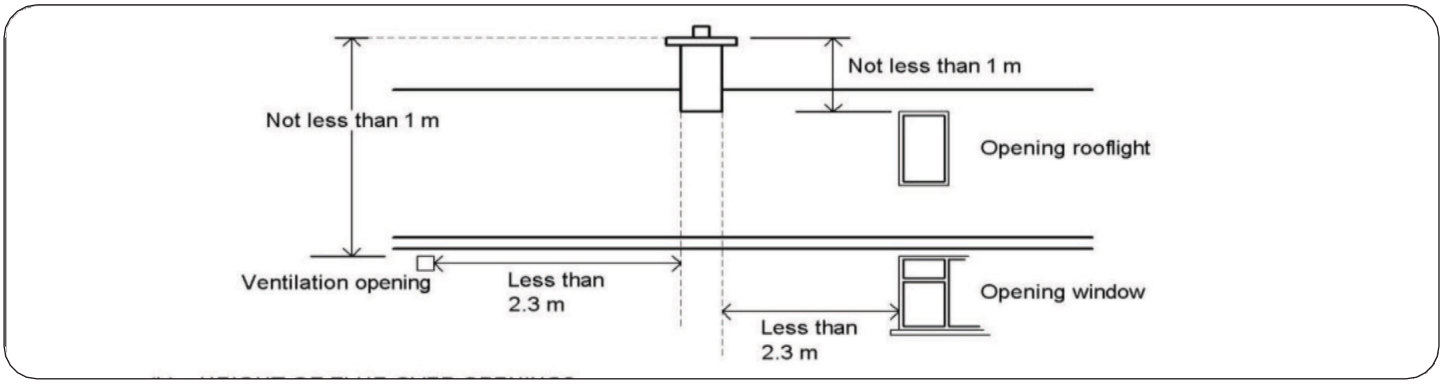
The Outlet of a chimney or flue in relation to an adjacent building should be as seen above

Height Over Roof



Outlet of a chimney or a flue to be not less that 1m above the highest point of contact of chimney and roof. Where the roof has a pitch of more than 10º on both sides and the outlet is at the ridge or within 600mm of it, the height of the chimney or flue pipe may be reduced to 600mm.

Height Over Openings

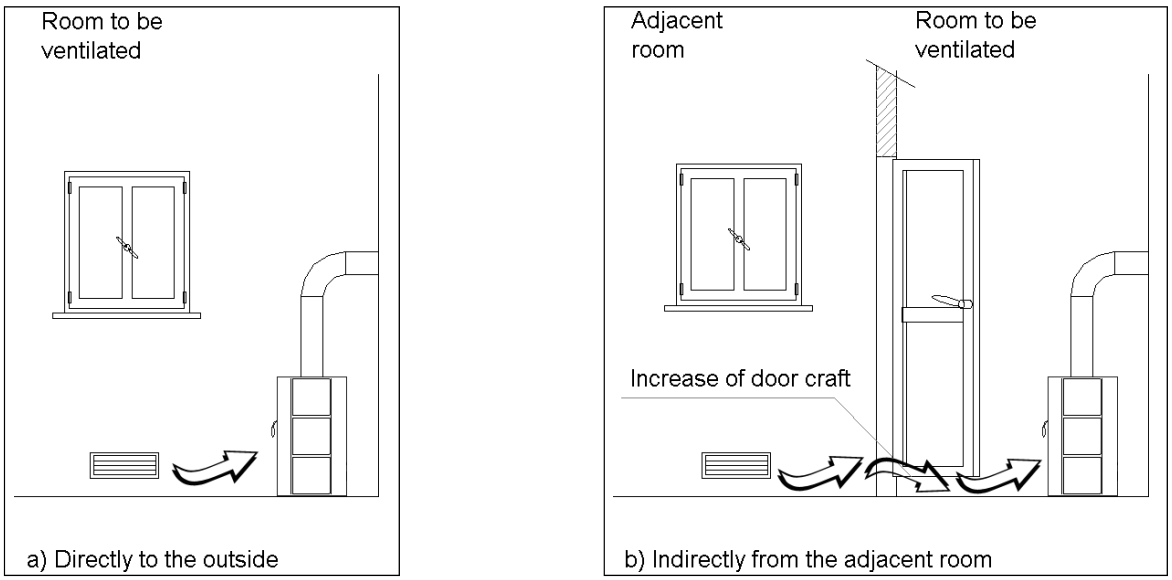


The outlet of a chimney or flue pipe should also be not less than 1m above the top of any opening skylight, opening window or wall ventilator within 2.3m

External air intake

We recommend to set an air intake from the outside to have a healthy inner environment. The air flow between the outside and the room can be vented directly from a duct on the external wall of the room (best solution, see picture 5-A) or indirectly from adjacent rooms (see picture 5-B) as long as these rooms are not bedrooms, garages, store rooms, rooms that present the risk of fire or with an opposite draft due to a suction system without air intake.

The air intake duct must have an inner cross section of at least 20 cm^2 but this parameter must be increased if there is an electric ventilation system to air the room (ex. Kitchen hood) (see picture 7). The air intake duct must be located near the floor and safe from any accidental obstruction.



Pic. 5

Maximum capacity of electric ventilation(m^3/h)	Net additional section (cm^2)
Up to 50	140
Over 50 and up to 100	280
Over 100 and up to 150	420

Pic. 6

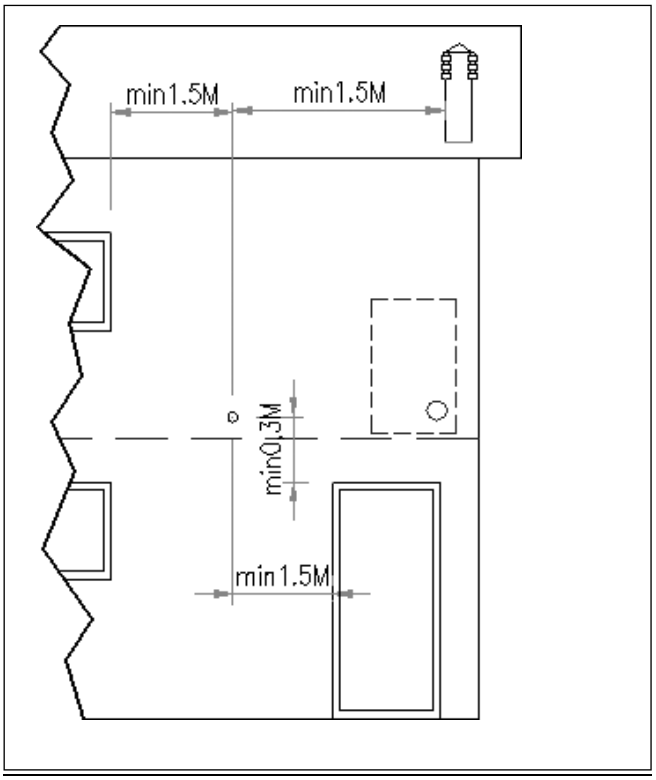
Air necessary for combustion

All types of combustion need air (oxygen). Hence, every stove extracts air from the room in which it is installed and then the air has to be returned. Bad combustion may be caused by poor air circulation inside the house and this often occurs in modern homes, which have hermetically sealed doors and windows. The situation can also be problematical when, on the other hand, there are drafts inside the room (generated by fans in the kitchen or bathroom for example).
To avoid this type of problem we recommend installing a permanent ventilation grid in a window or near the stove. Air intake directly from the outside is compulsory.

WARNING!
Use only certified pipes and steel preferably. Pipes in synthetic material are aluminium must never be used.

Comburent air duct

We recommend to vent the flow of air for combustion purposes directly from the outside through a pipe with diameter 40 mm, located behind the stove (see pages 20, 21) that allows a better combustion with no risk against safety.
When the installation takes place it is necessary to verify the minimum distances of the comburent air duct taken directly from the outside as (for example) a window or an open door can take off the comburent air necessary to the stove (see hereunder table). The duct outlet must be covered with a grid strainer against birds. If extractor fans are used in the same room or place where the appliance is installed this may create problems.



Pic. 7

The air intake must be at a distance of:		
1.5 m	Below	Doors, windows, fume exhaust, air spaces etc.
1.5 m	Level with	Doors, windows, fume exhaust, air spaces etc.
0.3 m	Above	Doors, windows, fume exhaust, air spaces etc.
1.5 m	Far away	Smoke outlet

Pic. 8

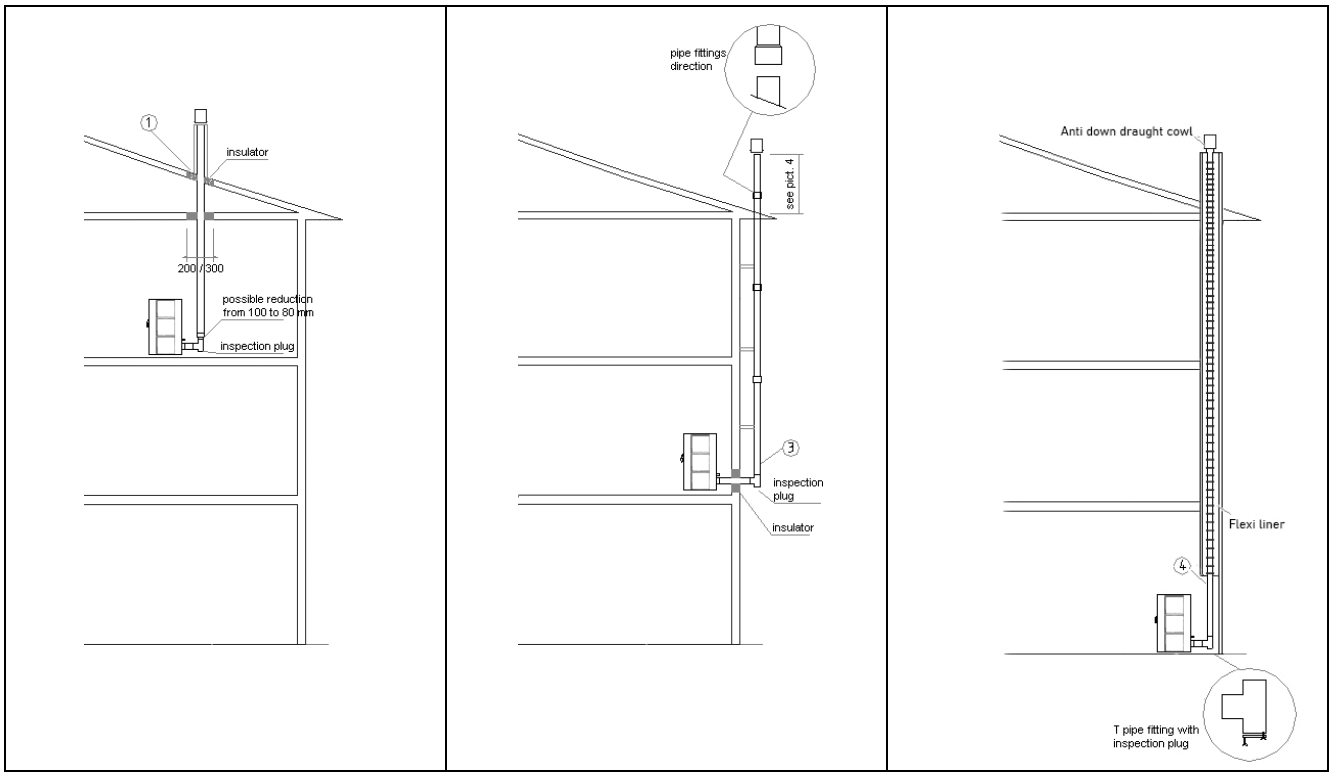
Connection to the chimney flue

A pellets stove works with a fumes draft forced by a ventilator, therefore you must be sure that all piping is properly made as explained in this chapter by specialised staff. The pipes fitting between the stove and the chimney flue must be short in order to support the draft and avoid the formation of condensate inside the pipes. The diameter of the fumes pipe must be equal to or bigger than the diameter of the waste fumes pipe (diameter 80mm).
For the fumes pipe fitting you should use pipe made of plate for stove-setting, type B22 with silicone strips, pipes of painted aluminates steel (minimum thickness 1,5mm) or made of stainless steel A316 or porcelain zed (minimum thickness 0,5mm) with a diameter of 80 mm or 100mm depending on the type of plant (see picture 2 pag.6), you can not use pipes made of asbestos cement or flexible metal. The pipes must be sealed with high temperature silicone (min. 250°) and fixed together with a self-threading screw with diameter 3.9. You must always use a T pipe fitting (see picture 8) with inspection plug, which allows an easy periodic cleaning of the pipes without having to disassemble them.

Make sure that after the cleaning the inspection plugs are closed hermetically with good strip. For changes of direction you can only use 3 T pipefitting and the fumes pipe length must not exceed 2 meters of horizontal projection with a minimum gradient of 5% (see picture 2 pag.6). You can't link more than one appliance to the same fumes pipe, you can't direct the waste fumes coming from above hoods into the same fumes pipe, you can't discharge the combustion products through the wall directly to the outside or to close spaces in open air. You can't connect any other type of appliances (wood stoves, hoods, boilers etc.). You can't fit butterfly valves or anything that can block the fumes passage anyway.

Examples of correct installation

1. Installation with hole on the roof for the passage of the pipe using an adequate mineral insulator (rock wool, ceramic fibre with a density bigger than 80 kg/m^3). The hole diameter varies from 300 mm, if the hole is in contact with flammable materials (wood etc.), to 200 mm if in contact with non-flammable materials (cement, bricks, etc.). This rule is valid also for holes on the wall.
2. Old chimney flue, ducted with an external door for the cleaning.
3. External chimney flue made of insulated stainless steel pipes with double wall, diameter 8-10 cm, well fixed on the wall.
4. Ducts system of T pipe fittings for easy cleaning without the disassemble of the pipes.



Pic. 9

IMPORTANT!

Ensure correct adapter is used : STRA172 - 250x80mm Female to Female Adapter where needed.

• FUEL

Combustible material

Do not use inflammable liquids. Wood pellets are the only combustible material you can use. You can find different kind of pellets with different characteristics and quality on sale. We recommend to use pellets of good quality as that has great influence on the heating capacity and on the residuals of ash. Pellets characteristics are: diameter of 6-7 mm, maximum length 30 mm, they must be well pressed and little friable, without any residuals of glue, resin or additive.

WARNING!

Not adequate pellets can cause bad combustion, frequent blockage of the brazier, obstruction of waste pipes, increase of consumption and decrease of heating power, dirtiness of the glass, increase of ash quantity or unburned granules. Any wet pellets causes bad combustion and bad functioning of the appliance, therefore make sure you store the pellets in dry rooms but at least 1 meter far from the stove or any other heating appliance.

We suggest you to try different pellets on sale and then choose those with the best performance. The use of low quality pellets can damage the stove making the guarantee not granted and the manufacturer not responsible for the damage.

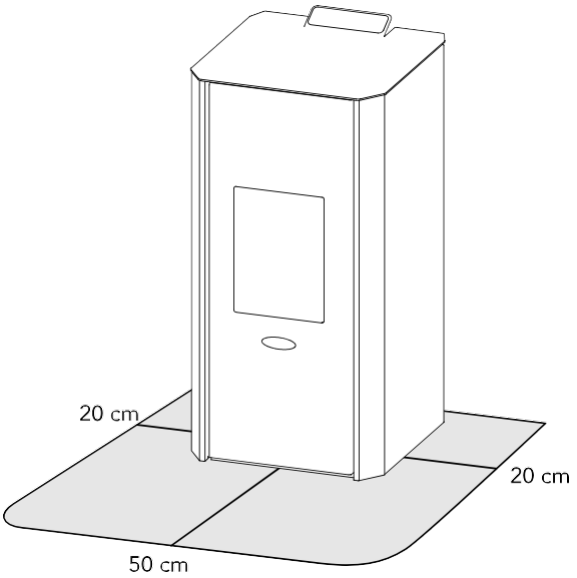
• INSTALLATION

Introduction

The stove position must be chosen in accordance with the environment, the waste pipe and the chimney flue. Verify with the local authority if there are restrictive rules about the air intake for combustion purposes and ventilation of domestic environment and about the waste fumes pipes plant with chimney flue and chimney pot. The manufacturer declines any responsibility in case of installation not in accordance with the standards in force, with a not correct ventilation system, an electrical connection not in accordance with the standards in force, or in case of bad use of the appliance.
The installation must be carried out by a qualified technician who will sign a declaration of conformity of the system and take all responsibility for the installation and good functioning of the appliance. A booklet of testing and periodic maintenance to be carried out by the installer is issued to the client together with the stove.

Installation

The appliance should be installed on a floor with adequate load bearing capacity. If the existing structure does not satisfy this requirement it is essential to take appropriate precautions (e.g. install a load distribution plate). **Insert and adjust the 4 feet that are supplied or adjust them if already installed, so that the base of the stove becomes detached from the floor.** When the appliance is installed it should be placed so as to allow easy access for cleaning the stove itself, the exhaust gas ducts and the chimney flue.
The pellets stove must be installed in isolation, with a minimum air space of 15 cm to allow an adequate cooling of the appliance and a good distribution of heat in the domestic environment. In compliance with fire-prevention methods there must be a minimum distance of at least 20 cm from flammable objects (sofas, furniture, wooden covering) to the back and side of the stove and of 80 cm to the front where the fire door is. If the floor is made of flammable material you must prepare a coverage made of non-flammable material (plate of steel, marble, refractory material), which sticks out 50 cm from the front of the stove where the fire door is and 20 cm from the other sides (see picture 10). You can't install the stove in bedrooms or bathrooms.



Pic.10

Electrical connection

IMPORTANT! the appliance must be installed by specialised staff. The electrical connection must be carried out using the supplied cable, adding an adequate plug on a socket which can take the load factor and voltage specific of each model as indicated on the technical data table (see pages 20, 21), the plug must be accessible when the appliance is installed. It is necessary that the fixed power grid is protected with a single pole switch to assure a complete disconnection with a minimum opening between the contacts of 3 mm. Make sure there is an efficient grounding, if there isn't one or it is inefficient you should provide to have a grounding installed in compliance with the standards in force.

N.B. The stove heating system is protected by fuse located inside the main switch behind the stove.
Always remember to disconnect the power supply before carrying out any maintenance and/or checks!

Use of an external thermostat

The stove is already operating via an ambient probe positioned behind it. It is recommended to check its position and not to pass it near any heat source. If you want to connect an outside room thermostat of any type to a stove, use a 2x0.5mm2 cable, make it through the hole beneath the tank and connect it to the electronic board in the 2-pin "External Thermostat" housing. (see electric diagram p.22). These operations must be carried out by a specialized technician.

To use this option, after installing the remote thermostat, set the ambient temperature below the minimum value of 6°C with the **(P2)** button on the display. When "t-E" appears in the display, the function will be active: from this time the room temperature must be set by the external thermostat.

Ventilation

The air vented by the motoventilators keeps the stove temperature low preventing the materials the stove is made of from excessive stress and heating the domestic environment more homogeneously. Make sure you periodically test if the ventilator works properly.

• USE

Basic instructions

The stove that you have bought uses fuel in pellets. This type of material is made of natural wood chips from the wood processing industry. A special process that requires neither binders nor additives is used to compress the chips in industrial machinery at high pressure so that they become solid wood pellets. Use of raw materials that have not been made into pellets is ABSOLUTELY PROHIBITED in our stove. Failure to respect this instruction will invalidate all guarantees and may have a negative affect on the safety of the apparatus.
For the first two or three times when you light the stove, bear in mind the following advice:
- Children should not be present, because the vapours emitted by the stove may be harmful to health. Adults should also avoid staying for long near the stove.
- Do not touch the surfaces as they may still be unstable.
- Air the room well several times.
- The surfaces will be fully hardened after several heating processes.
- Operate the stove at medium Power for 2-3 days (display A will show the number 3) so that the mechanical parts are able to settle into smooth running.

IMPORTANT!
Continuous operation of the stove at maximum power may shorten the expected life of the electrical components, we therefore advise against it. We suggest using the stove at maximum power only at the start, in order to bring the room quickly to the desired temperature (for an hour and a half for example).

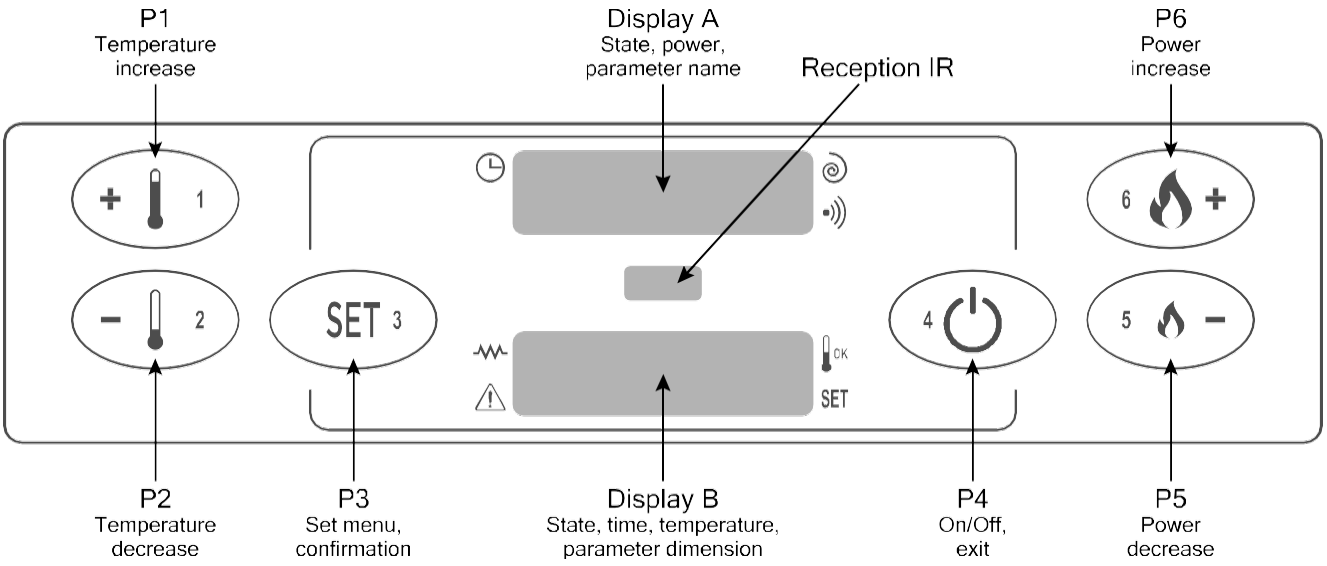
The stove is designed for using pellets with a diameter of 6-7 mm. If you need to use pellets of different diameters, an authorised servicing engineer must first take it away for adjustment.

Introduction

It is recommended to follow the hereunder guidelines for the best functioning and least consumption. If the installation is well carried out and the fumes pipe is efficient the lightning of the pellets will be very easy. The procedure is as following: empty and clean the brazier, verify there are enough pellets in the tank. If you start the stove for the first time you should wait for the cochlea to be filled with pellets and that requires at least three attempts at starting, as the brazier is empty. Make sure the door is well close.

ATTENTION!
Don't use any kind of inflammable liquid during the lightning (alcohol, petrol, gasoline, etc.).
At the first starting you should keep the fire lightning slowly for at least 24 hours to allow the materials the stove and the furnace are made of to settle the inner elastic stress avoiding permanent damages. Some greasy working residuals and paints can produce smell and smoke during the first hours of functioning, we recommend to air the room as they can be harmful to people and pets.

ATTENTION! The programming parameters from 1 to 5 are set by the company and can be changed only by an authorised technician.



Pic. 11

Control panel

Key (P1+) and **(P2-)**: they increase or decrease the thermostat parameter from minimum 06°C to maximum 40°C. If you keep **(P1)** pressed you can see the waste fumes temperature displayed. They both have programming function.
Key (P3): to go to menu of parameters of the user and technician.
Key (P4): (ON/OFF) to turn on and off, to unlock from alarms and go out from programming.
Key (P5-) and **(P6+)**: to increase or decrease the power/ventilation of the stove from 1 to 5.

Led1 if on, it indicates programming timer active.

Led2 if on, it indicates the cochlea is working.

Led3 it flashes when receiving input from the remote control.

Led4 if on, it indicates that the chosen temperature is reached.

Led5 SET it flashes when you are setting temperature or you are inside the menu.

Led6 if on, it indicates active glow plug.

Led7 if on, it indicates active alarm.

Display A: during start up phase it shows the state of the stove. During the functioning it shows the heating power. When setting input it shows the parameter label you are changing.
Display B: during start up phase it shows the state of the stove. During functioning it shows the temperature chosen by the user. During input setting, it shows the parameter you are changing.

Starting

To start the stove, keep key **(P4)** pressed for few seconds, then the gear case will set the stove in a pre-ventilation state, displaying “Start”, starting the extractor fan at minimum rate and the pre-heating of the starting resistance. After this phase which lasts 2 minutes, it will be displayed “Load Pellet”, the cochlea will stoke pellets and the resistance will keep warming up. When the temperature is high enough, thanks to the fume gas feeler, the electronic gear case (after 7-10 minutes) will consider the starting phase ended and start the next phase of flame stabilisation displaying “Flame light” and starting the tangential ventilator (heat exchanger). When the “Flame light” phase ends, the gear case will set the work state, displaying the chosen heating power (you can change it with keys **(P5-)** and **(P6+)** and the environment temperature. During this phase keys **(P5-)** and **(P6+)** can regulate the stove power from 1 to 5. If the environment temperature exceed the limit parameter fixed on key-board during the temperature setting the heating power will decrease to minimum rate until the parameter is back to its prefixed limit.

Non-starting

If pellets don't light up, the non-starting will be indicated by an alarm "Al 5 alar al 5 No lightning". The stove starting takes about 7/10 minutes with good quality pellets and an environment temperature of about 10°C. If the environment temperature is lower, the starting plug is not able to start the stove; in this case you can help putting a lighted igniter on the brazier.

Energy failure

After an energy blackout, when the stove is restored it will display "Al 1 alar al 1 Blac-out". The fumes gas extractor will discharge the fumes residuals for 20 minutes starting the switching off phase. When the cooling phase is completed, empty the brazier from excessive pellets and start the stove again.
To bypass the start stage (e.g. the fire goes out unintentionally): just press key (6) for about 2 sec. and the stove will immediately go into the ON operating phase; it is only possible to jump the startup phase if the smoke temperature (detected by the probe) is over 55°-60°C. Below these values, after several seconds the stove will return to the "Start" startup stage.

Temperature setting

To modify the environment temperature you can press any time key **(P1+)** or **(P2-)** to regulate it. The chosen temperature and the environment temperature will be displayed on display B.

Fumes gas temperature

To verify the fumes gas temperature at the outlet keep key **(P1)** pressed for few seconds.

Switching off

To switch off the stove keep **(P4)** pressed, "Clean-final" will be displayed. During this phase the stoking of pellets is stopped, the tangential fan is switched off and after 15 minutes the fumes extractor is turned off too (that occurs anyway if the stove is hot or cold).

To put off the fire

If it happens you suddenly have to put off the fire burst out from the stove or chimney flue, use carbon dioxide extinguisher (CO_2) or ask for the fire-brigade intervention. Do not use water to put off the fire in the brazier.

Pellets stoking

If you have to stoke the stove with pellets while it is working, make sure the pellets bag doesn't get in contact with any hot surface. Make sure the pellets tank is always closed with its lid. Don't put any residuals of combustible material (unburned embers) of the brazier into the pellets tank.

Menu 01 Clock setting

The present time and date can be set from this menu. The base card is provided with a lithium battery which provides the internal clock with an autonomy of over 3/5 years.

- Press set button **(P3)** on panel- this will bring you into the setting M1.
- Set your time and date by scrolling through buttons **(P5)** and **(P6)**.
- To return to main screen, press power button **(P4)**.

Menu 02 Timer setting

From this menu it is possible to program all the automatic start and stop of the stove choosing among the various options: day, week or weekend.

The Timer setting menu is divided into 4 menus:
M-2-1 TIMER PROGRAMMING ON/OFF;
M-2-2 DAILY PROGRAM;
M-2-3 WEEKLY PROGRAM;
M-2-4 WEEK-END PROGRAM.

M-2-1 Timer programming ON/OFF

Activate (ON) / Deactivate (OFF) the time programming of the stove. You will need to follow this step and activate to move forward. Otherwise the programming of times will not lock in to the system.

- Press set button **(P3)**, go into setting M2-1 by scrolling through buttons **(P5)** and **(P6)**.
- Press set, decide ON/OFF by scrolling through **(P1)** and **(P2)**, press set **(P3)** and finally power button **(P4)**.

M-2-2 Daily program

To programme your twice daily times you want the pellet stove to turn ON/OFF.

- Go into setting M2-2, press set **(P3)**, decide ON/OFF, confirm with set **(P3)**.
- If you decide ON, the green light of programming will switch ON on the screen 🕒. This green light will ensure all daily times will be programmed into system.
- Once done, you will be setting the first daily programme time which is the time you want the pellet stove to turn ON and then when you want it to turn OFF.
- To do this, you need to scroll through **(P1)** and **(P2)** to set the time ON (for example h 6:30) and the same with time OFF (for example h 10:30). Press set **(P3)** to confirm each time.
- Next, the pellet stove will ask you to set the second daily programme time which is the second time you want the pellet stove to turn ON (for example h 17:00) and turn OFF(for example h 21:00). Press set **(P3)** to confirm each time.

The situation could be the following:

Daily Program	Start 1	Stop 1	Start 2	Stop 2
ON	h 6:30	h 10:30	h 17:00	h 21:00

- To return to main screen, press power button twice **(P4)**.

M-2-3 Weekly Program

To programme your four daily times you want the pellet stove to turn ON/OFF from Monday to Sunday (weekly program). If you opt to use this programme instead of the twice daily option, then you will need to reset the daily program of Menu M2-2 on OFF.

ATTENTION! Weekly programming is complicated. It must be performed with great care, avoiding crossover start and stop times between the different programs.

- Press set **(P3)** button, go into setting M2-3 by scrolling through buttons **(P5)** and **(P6)**.
- Press set **(P3)**, decide ON/OFF, confirm with **(P3)**.
- If you decide ON, the green light will switch ON 🕒. This green light will ensure all daily times will be programmed into system.
- Once done, you now have the option of setting the pellet stove to come on and off at 4 different times in the day.
- It will now show up on the LED screen Programme 1 – set the time you want the pellet stove to come on (for example h 7:00) followed by the time you want it to go off (for example h 9:00) by scrolling through **(P1)** and **(P2)** and pressing **(P3)** set button for each.
- It will now ask you what days you would like these programmed times to come on at. Decide ON/OFF for each day by scrolling through **(P1)** and **(P2)**.
- Monday ON/OFF > Tuesday ON/OFF > Wednesday ON/OFF > Thursday ON/OFF > Friday ON/OFF > Saturday ON/OFF > Sunday ON/OFF.

The situation could be the following:

	Start	Stop	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.	Sun.
Progr. 1	h 07:00	h 09:00	**ON**	**ON**	**ON**	**ON**	**ON**	OFF	OFF

- Now you can follow the same procedure above for the second, third and fourth programme and pressing **(P3)** button once done for each.

An hypothetical situation with all 4 weekly programs set could be the following:

	Start	Stop	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.	Sun.
Progr. 1	h 07:00	h 09:00	**ON**	**ON**	**ON**	**ON**	**ON**	OFF	OFF
Progr. 2	h 11:00	h 13:00	**ON**	**ON**	**ON**	**ON**	**ON**	OFF	OFF
Progr. 3	h 17:00	h 21:00	**ON**	**ON**	**ON**	**ON**	**ON**	OFF	OFF
Progr. 4	h 10:00	h 20:00	OFF	OFF	OFF	OFF	OFF	**ON**	**ON**

- To return to main screen, press power button twice **(P4)**.

ATTENTION! in order to avoid confusion and unwanted start and stop operations, activate one program at a time if you know exactly what you want to obtain. Deactivate the daily program if you want to use the weekly program.

M-2-4 Week-End Program

To programme your twice daily times you want the pellet stove to turn ON/OFF on the week end (weekend program). If you opt to use this programme for the weekend, in the previous weekly program M2-3 you should leave OFF on Saturday and Sunday in all four programs in order to avoid any crossover with weekend program M2-4.

- Go into setting M2-4, press set **(P3)**, decide ON/OFF, then confirm with set **(P3)**.
- If you decide ON, the green light will switch ON 🕒. This green light will ensure all daily times will be programmed into system.
- Once done, you will be setting the first daily programme time (Saturday) which is the time you want the pellet stove to turn ON and then when you want it to turn OFF.
- To do this, you need to scroll through **(P1)** and **(P2)** to set the time ON (for example h 9:00) and the same with time OFF (for example h 21:00). Press set **(P3)** to confirm each time.
- Next, the pellet stove will ask you to set the second daily programme time (Sunday) which is the second time you want the pellet stove to turn ON (for example h 10:00) and turn OFF (for example h 22:00). Press set **(P3)** to confirm each time.

The situation could be the following:

Week-End Program	Saturday		Sunday	
	Start 1	Stop 1	Start 2	Stop 2
ON	h 9:00	h 21:00	h 10:00	h 22:00

- To get back to main screen, press power button twice **(P4)**.

Menu 03 Language Selection

This function allows selecting the display language. Go to menu M3 and confirm press set **(P3)**. In order to switch to the following language press **(P1)**, you can select one the available languages: ITALIANO, ENGLISH, DEUTSCH, FRANCAIS, ESPAÑOL, NEDERLANDSE. To confirm the language press set **(P3)** and to go back press **(P4)**.

Menu 04 Stand-by

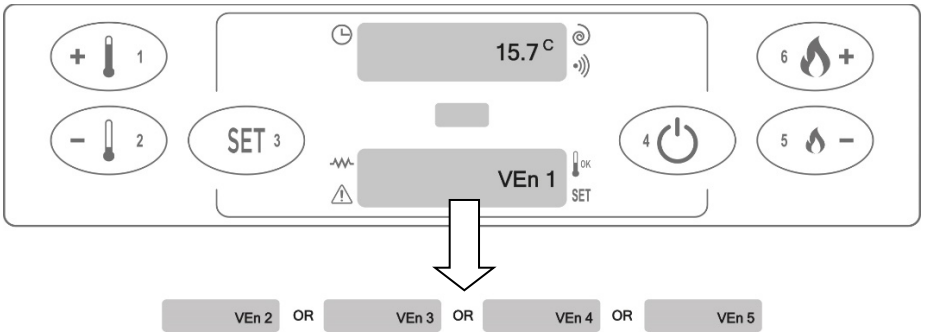
The stove includes the possibility to enter in the stand-by function. To enable the stand-by function access the M4 and with the buttons **(P1)** and **(P2)** select the value between ON/OFF and confirm with set **(P3)**. The stove works in this way: if the set temperature of the heater is 20°C with Delta T 01°C, once it reaches 21°C (then 20°C + 01°C Delta T) and after 10 minutes of time the stove will go off / standby and resume operation once the temperature drops to 19°C (20°C - 01°C delta T).

Menu 05 / Menu 06 / Menu 07

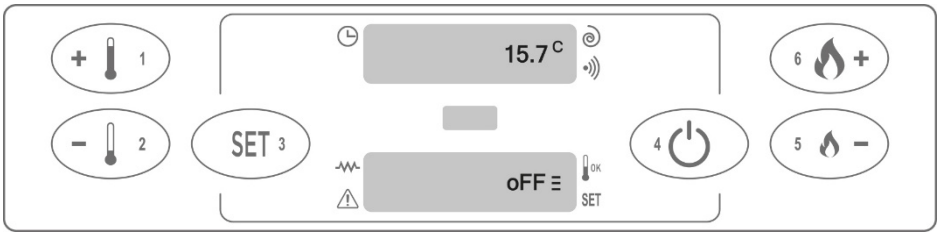
ATTENTION! These menus (functions) are exclusively for the Technical service, improper use can affect the functioning of the stove itself.

Menu 08

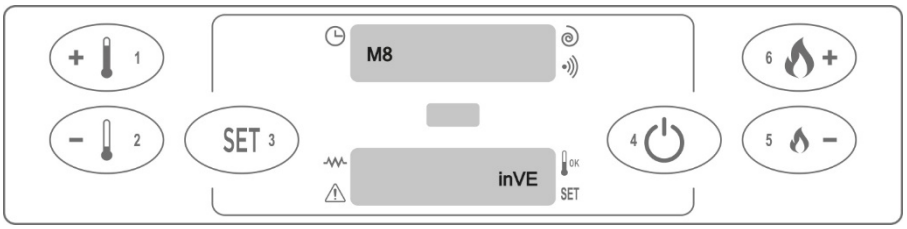
This Menu shall not be modified as it changes the functioning of the pellet stove activating only the ambient air ventilator.
If you enter by mistake in this menu, then the pellet stove will not light the flame but will just blow cold air when ON. You will see on the display one of these messages below.



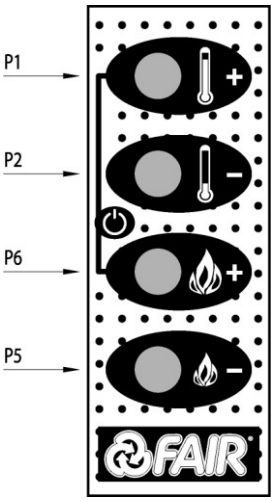
When this menu is activated you will see on the display the message below when the stove is OFF



To get back to the normal heating functioning of the stove with the flame, just go on Menu 8 again, select “INVE” and press SET



Optional remote control



Pic.12

With the remote control it is possible to adjust the heating power, the desired ambient temperature and switch the apparatus on/off automatically.

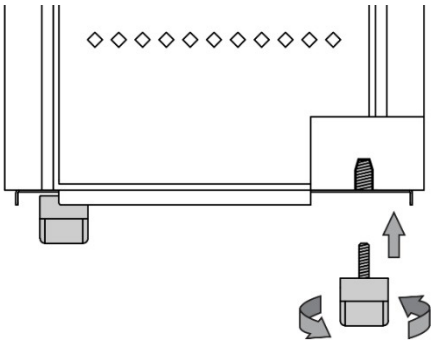
To switch on the stove press buttons **(P1)** and **(P6)** simultaneously for 3 seconds; the apparatus will automatically enter the ignition stage. After the ignition stage it will enter normal operation mode and buttons P6 and P5 can be used to adjust the heating power. Pressing **(P1 +)** or **(P2 -)** will adjust the desired ambient temperature. To switch off the stove keep buttons **(P1)** and **(P6)** pressed simultaneously for 3 seconds, display A will show the message “Off”. The remote control operates with a 12 Volt MN21 type battery.

The batteries should be removed from the device before it is disposed of and must themselves be disposed of safely.

Carry out the following operations to change the batteries:
- use a screwdriver to loosen the screw on the back of the remote control;
- slide out the cover and replace the batteries, taking care to orient the polarities correctly;
- close the cover and tighten the screw.

Transferable models

Optional are supplied with 4 swivel castors of which 2 (front) with a self-locking brake, in order to maintain a stable position of the stove. To be placed instead of the fixed legs (Figure 13). For the application, it is sufficient to remove the pins with a common wrench and screw the wheels in place.



Pic.13

• SAFETY DEVICES

Introduction

Safety devices are useful to prevent and avoid risks of damages to people, pets or property. You should avoid to tamper with them or cal non-authorised staff to have them repair, making the guarantee not valid and the manufacturer not responsible for them.

Alarm 1 - Energy black out

After an energy black out “Al 1 alar al 1 Blac-out” will appear on display. The fumes extractor will clear up the fumes residuals for 20 minutes starting the switching off phase.
When cooled down, verify the occurring problem on page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

Alarm 2 - Thermocouple fumes feeler

A feeler, which controls constantly the temperature, is connected to the fumes waste duct. When the feeler is damaged or disconnected “Al 2 alar al 2 Probe Exhaust” will appear on display. The electronic card stops the electric input to the cochlea blocking the pellets stoking to the brazier and starting the switching off phase.
The electronic card keeps the fumes extractor working for 20 minutes to cool the stove down. Let the stove cool down, and then switch it off with **(P4)** ON/OFF button. Verify the occurring problem on page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

Alarm 3 - Over-heating

If the fumes feeler detects a temperature higher than maximum limit at the fumes waste duct, “Al 3 alar al 3 Hot Exhaust” will appear on display, the pellets stoking is decreased and the card makes the fumes extractor work at its minimum speed to take the temperature back to the set limits.
If temperature shouldn’t decrease but increase the stove starts the switching off phase. Verify the occurring problem on page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

Alarm 4 – Fan fail

This alarm is only active if the heater with the encoder on. When the display shows "Al 4 alar al 4 Fan Failure" means that the encoder or the internal fan is not working. Turn off the stove by pressing the **(P4)** ON/OFF button and ventilate the room if it is leaking smoke from the combustion chamber. Check the type of failure as from page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

Alarm 5 - Non-starting

The fumes thermocouple takes control of the stove in case of non-starting when the temperature is not high enough to allow the starting. When “Al 5 alar al 5 No Lightin-” appears on display the feeler through the electronic card starts the turning off phase after 20 minutes. Verify the occurring problem on page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

Alarm 6 - Switching off

If the fumes feeler detects a temperature lower than the minimum limit, “Al 6 alar al 6 No Pellet” will appear on display. That means the fire went out and the electronic card starts the switching off phase.

Verify the occurring problem on page 24. After solving the problem clean up the brazier and start the stove with (P4) ON/OFF button.

Alarm 7 - Tank safety

There is a manual winding thermostat near the tank, which controls if the temperature exceeds the allowed limits preventing in this way the pellets from catching fire because of the over-heating. “Al 7 alar al 7 Safety Thermal” will appear on display and the thermostat stops the electrical input to the cochlea blocking the pellets stoking of the brazier and starting the switching off phase. Let the stove cool down and then switch it off with **(P4)** ON/OFF button. Verify the occurring problem on page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

Alarm 8 - Pressure switch

A pressure switch is connected to the boiler pipeline to check the depression. If “Al 8 alar al 8 Failure Depress” appears on display the pressure switch stops the electric input to the cochlea blocking the pellets stoking to the brazier and starting the switching off phase. The electronic card makes the fumes extractor work at maximum speed and then turns it off within 20 minutes. Switch the stove off with **(P4)** ON/OFF button. Verify the occurring fault on page 24. After solving the problem clean up the brazier and start the stove with **(P4)** ON/OFF button.

SerV - Maintenance

When "SerV" appears in the display, it means that have been reached preset maximum working hours. Request assistance for the maintenance to a qualified professional. Do not do it can cause damage to the heater and its electrical and mechanical parts, thereby affecting the operation, safety and validity of the guarantee.

• MAINTENANCE

Introduction

To extend the life of your stove it is important to clean it periodically as indicated hereafter. It is also necessary to have an extraordinary maintenance intervention done on the stove and chimney once a year calling the assistance service on time. Do not use steel-wool, muriatic acid or corrosive and scratching products to clean its inner and exterior parts. In case of damages always use original spare parts asking to authorised shops or to the manufacturer.

IMPORTANT! before cleaning or performing maintenance let the fire go out completely and the stove cool down and disconnect it from electrical power supply.

Painted metal parts cleaning

Use a wet soft cloth to clean the painted metal parts. Do not use degreasing substances, alcohol, diluent, acetone, petrol that can damage irreparably the paint.

Glass cleaning

The fire-door pyroceram resists to 700°C but not to sudden changes of temperature. Therefore you can clean the glass with normal glass products but you have to wait for the glass to cool down to avoid its explosion. If you break the glass you must replace it before using the stove.

Fumes ducts cleaning

Using brushes clean the soot from: the fume duct, the chimney flue and the chimney pot. A specialised technician should carry out this cleaning and verify its effectiveness.

Fumes chamber cleaning

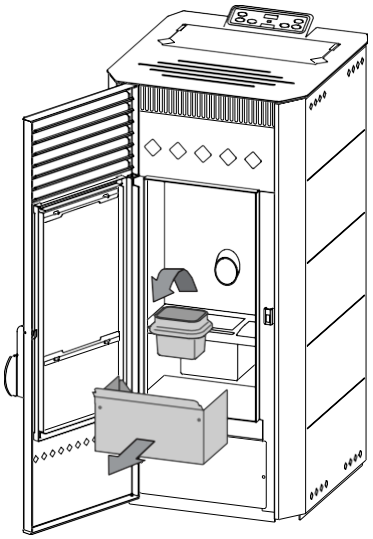
Every two weeks it is recommended to clean the fumes chamber.
Open the door only when the stove is off. Clean it sucking the ash left inside. After cleaning repeat the opposite operation to make sure of the good conditions and efficiency of the strip and when necessary replace it.

Firebox cleaning

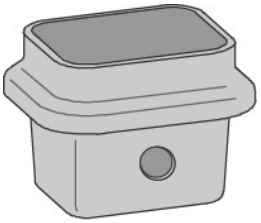
Every two weeks you should clean the firebox (see picture 14). Open the door only when the stove is off. Remove the fire pot, only for X series remove the inside baffle lifting it up and withdrawing it towards the fire door opening. Clean it sucking the ash left inside the firebox. After cleaning repeat the opposite operation.

Brazier cleaning

It is recommended to clean the brazier every two days (Bio Pellet Stove 14a) - (14b).
A) Open the door only when the stove is off.
B) Remove the brazier from its seat lifting it up, empty it from the ash and if necessary use a pointed tool to clean the obstructed holes.
C) Clean also the brazier room from ash left inside.
The frequency of the cleaning depends on the type of pellets. Pay attention to the flame colour, if it is red that means it is weak, if there is black smoke that means the brazier is dirty and it must be cleaned.



Pic.14a



IMPORTANT !
When refitting brazier ensure the above side with refill hole is not facing out

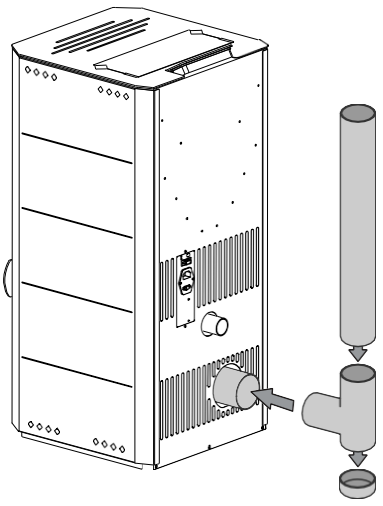
Pic.14b

Ash draw cleaning

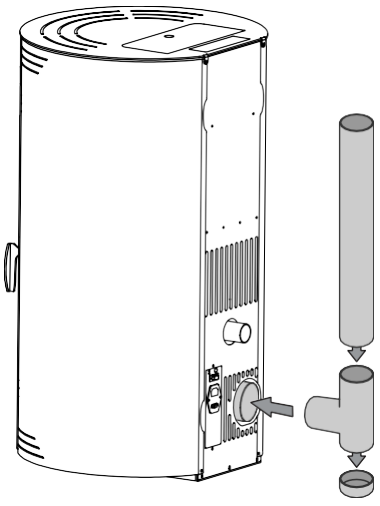
You must empty the ash draw when full. The ash should be put in a metal container with airtight lid and it shouldn't get in contact with combustible material (ex: left on a wooden floor) as the ash keeps the live coal lighted for long time. Clean also the draw room from eventual residuals (see picture 14).

Fumes duct cleaning and T pipe-fitting

It is recommended to clean the waste fumes pipes once a month.
Remove the fumes duct and inspection plug of the T pipe-fitting (see picture mod. 80/100 15a - mod. 80Q/100Q 15b). Clean it from the ash left inside. After cleaning repeat the opposite operation verifying the good conditions and the efficiency of the strip and if necessary replace it.
Important: close hermetically the plug otherwise the toxic fumes gas will spread in the room.



Pic.15a



Pic.15b

Strip replacement

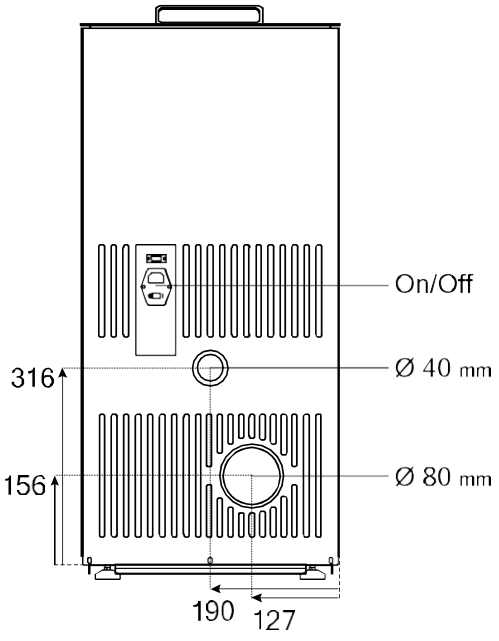
When the strip of the fire door or fumes chamber door is damaged it is necessary to replace it to make the stove work properly. Take the strip off and replace it with original spare parts. Call a specialised technician to replace it.

- # TECHNICAL DATA & MEASURES: BIO 80

Characteristics

Description	BIO 80
Width	42,5 cm
Depth	43,5 cm
Height	89,5 cm
Weight	70 kg
Efficiency class	A+
Global thermal power	7,6 kW
Nominal thermal power	3-6,7 kW
Hour consumption	0,6-1,5 kg/h
Efficiency	88-91,5 %
Chimney depression	0,08 mbar
Emissions CO at 13% of O_2	75-228 ppm
Dust at 13% of O_2	20 mg/Nm^3
Average temperature fumes	92,5-167 °C
Mass flow fumes	2,9-5,5 g/s
Tank capacity	~15 kg
Volume to heat	150-240 m^3
Air flow (max)	190 m^3/h
Autonomy	10-26 h
Air / fumes tubes diameter	40/80 mm
Electrical input	230V-50Hz
Maximum power intake	280 W
Max rated elec. power cons.	63 W
Model with HealthSystem®	No

Pipes fitting dimensions (mm)



Pic. 16

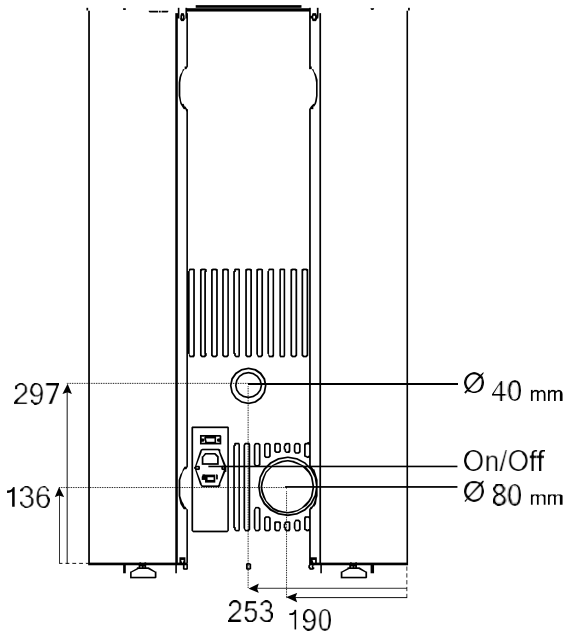
The above indicated data can be changed. The manufacturing company can modify any of them if necessary to improve the products characteristics. The efficiency rating refers to premises with insulation conforming to local standards.

- # TECHNICAL DATA & MEASURES: BIO 80Q

Characteristics

Description	BIO 80Q
Width	51 cm
Depth	48 cm
Height	90 cm
Weight	75 kg
Efficiency class	A+
Global thermal power	7,7 kW
Nominal thermal power	3-6,7 kW
Hour consumption	0,6-1,5 kg/h
Efficiency	88-91,5 %
Chimney depression	0,08 mbar
Emissions CO at 13% of O_2	75-228 ppm
Dust at 13% of O_2	20 mg/Nm^3
Average temperature fumes	92,5-167 °C
Mass flow fumes	2,9-5,5 g/s
Tank capacity	~15 kg
Volume to heat	150-240 m^3
Air flow (max)	190 m^3/h
Autonomy	10-26 h
Air / fumes tubes diameter	40/80 mm
Electrical input	230V-50Hz
Maximum power intake	280 W
Max rated elec. power cons.	63 W
Model with HealthSystem®	No

Pipes fitting dimensions (mm)

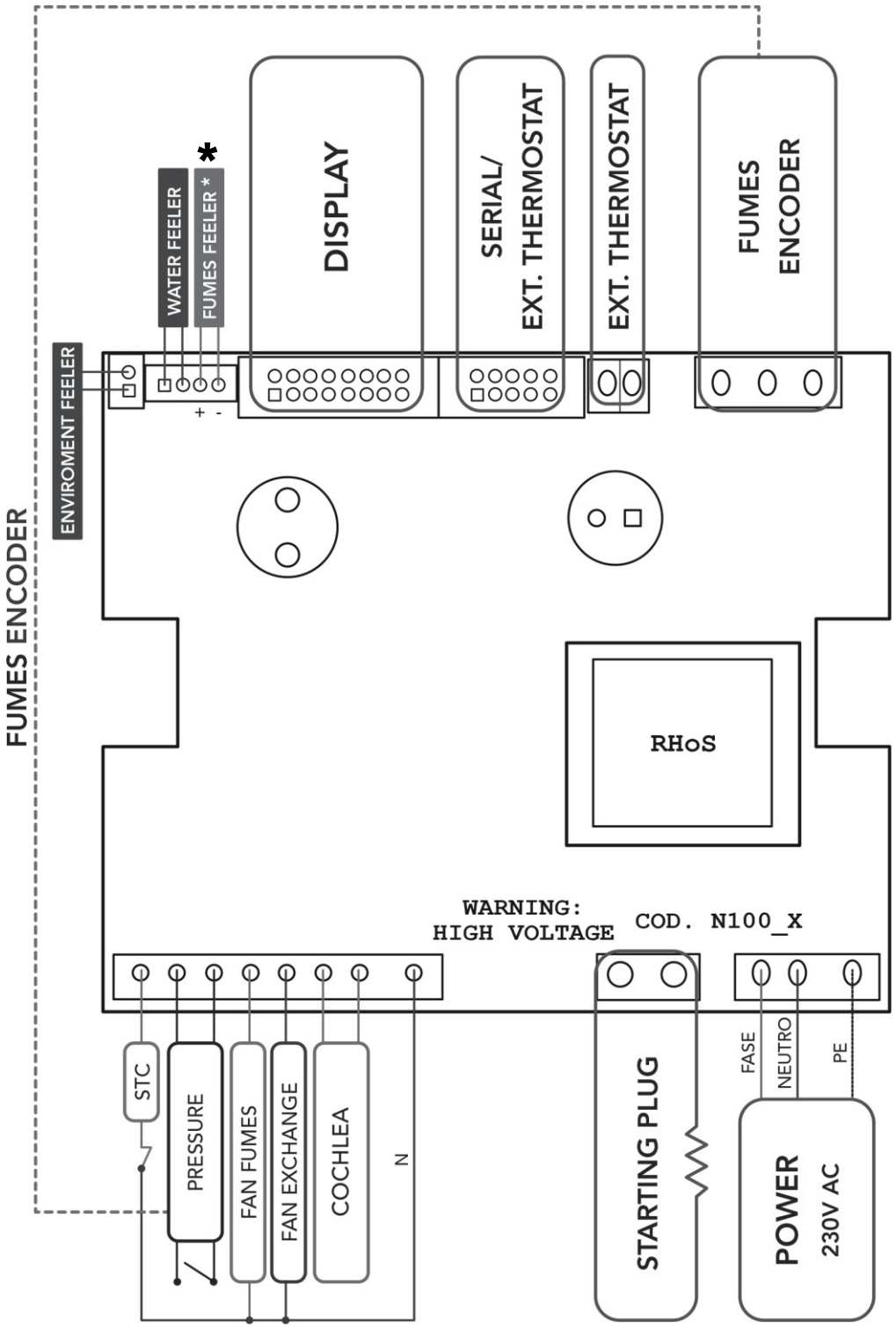


Pic. 16

The above indicated data can be changed. The manufacturing company can modify any of them if necessary to improve the products characteristics. The efficiency rating refers to premises with insulation conforming to local standards.

Wiring diagram N100

* For the correct operation of the stove respect the polarity of the thermo couple.



- IF THERE IS A PROBLEM

Problem	Cause	Solution
The control panel doesn't start	• The stove hasn't got electrical input • Card protection fuse is burned • Control panel is faulty • Flat cable is faulty • Electronic card is faulty	• Verify if the plug is connected. • Replace the fuse. Call a specialised technician. • Replace the control panel. Call a specialised technician. • Replace the flat cable. Call a specialised technician. • Replace the electronic card. Call a specialised technician.
The fire goes out and the stove stops	• The tank is empty (less than 1/3 full) • Cochlea is blocked by a strange object (ex. Nails) • Pellets aren't of good quality • The phase 1 parameter set in the electronic card is too low • Verify if there is an alarm activated on display (ex. Al 8 Failure Depress, Al 7 Safety Thermal…)	• Fill the tank. • Unplug the plug, move the inside hand protection of the tank, empty the tank, clean the cochlea e start again. • Try different types of pellets. • The pellets supply must be regulated by a specialised technician. • Call a specialised technician to check the stove and detect the problem.
The fire has a weak and orange flame, pellets don't burn correctly and the glass gets black	• The air for combustion isn't enough • The waste pipe is blocked • The stove is obstructed • Fumes extractor is damaged	• Check the following: possible obstructions of the air inlet on the back of the stove: brazier grid holes obstructed and/or brazier box with too much hash: exchanger pipes too dirty; clean the extractor blades and its scroll (see Maintenance). • Exhaust chimney is partially or totally obstructed (call an expert stove fitter to check the chimney from the stove outlet to the chimney pot). Have it cleaned immediately. • Clean the stove inside (see Maintenance). • Pellets can burn thanks to the chimney flue depression without the aspirator. Have it replaced immediately as it can be bad for your health. Call a specialised technician.
The exchanger fan keeps working when the stove is cold	• Temperature fumes feeler is faulty • Electronic card is faulty	• Replace the fumes feeler. Call a specialised technician. • Replace the card. Call a specialised technician.
Hash around the stove	• Faulty or damaged doors strips • Fumes pipe tubes are not airtight	• Replace the strips cod. • Seal immediately the pipe fitting (with high temperature silicone) and/or replace the pipes with new ones. Fumes pipes that aren't airtight can be dangerous for your health. Call an expert stove fitter.
When working normally the stove display shows "Clean-brazier"	• Cleaning grate	• The stove goes to minimum and extraction ventilation to maximum: no problem.
The stove switches off. Alarm displayed "Al 1 alar al 1 Blac-out"	• Plug accidentally unplugged • Temporary power failure • Faulty electronic card	• Verify the plug is plugged in. • Verify the power failure and start the stove again. • Replace the card. Call a specialised technician.

The stove switches off. Alarm displayed: “Al 2 alar al 2 Probe Exhaust”	• Fumes feeler is faulty • Electronic card faulty • The environment exchanger fan doesn’t work • Too high parameter set on card during phase 5	• Replace the feeler. Call a specialised technician. • Replace the card. Call a specialised technician. • Replace the fan. Call a specialised technician. • Call a specialised technician to regulate the pellets stoke.
The stove is in steady condition, the display shows: “Al 3 alar al 3 Hot Exhaust”	• Environment temperature reached • Fumes outlet temperature reached	• The stove works at minimum rate: no problem. • The stove works at minimum rate: no problem.
The stove switches off. Alarm displayed: "Al 4 alar al 4 Fan Failure"	• Internal fan disconnected or faulty • Encoder disconnected or faulty	• Check that the encoder is connected to the board and that the fan is working. Call specialized technician. • Replace the encoder or fan, call a specialized technician.
The stove doesn’t start. Alarm displayed: “Al 5 alar al 5 No Lightin-”	• The tank is empty • The brazier isn’t cleaned • The feeler hasn’t detected the minimum threshold to start • Starting plug is faulty • Outside temperature is too cold • Pellets are wet • Thermal feeler is blocked • Electronic card is faulty	• Fill the tank. • Clean the brazier (see Maintenance). • Empty the brazier and start again, if the problem continues call a specialised technician. • Replace the plug. Call a specialised technician. • Restart the stove. • Pellets must be stored in a dry room. Verify. • Replace the feeler. Call a specialised technician. • Replace the card. Call a specialised technician.
Pellets don’t get to the fire box “Al 6 alar al 6 No Pellet”	• The tank is empty • Cochlea is blocked by a strange object (ex. Nails) • Cochlea gear motor is damaged • Verify if there is an alarm activated on display (ex. Al 8 Failure Depress…)	• Fill the tank. • Unplug the plug, move the inside hand protection of the tank, empty the tank, clean the cochlea e start again. • Replace the gear motor. Call a specialised technician. • Call a specialised technician to check the stove and detect the problem.
The stove switches OFF. Alarm displayed “Al 7 alar al 7 Safety Thermal”	• Stove overheated • The exchanger fan doesn’t work • Temporary power failure • Faulty thermostat • Air filter obstructed • Faulty electronic card	• Let the stove cool down and stoke it again, if the problem continues call a specialised technician. • Replace the fan. Call a specialised technician. • A voltage failure during the functioning of the stove causes an overheating of the boiler and it is necessary to stoke it again and start the stove. • Replace the thermostat. Call a specialised technician. • Clean the filter (see Maintenance). • Replace the card. Call a specialised technician.

The stove switches off. Alarm displayed: “Al 8 alar al 8 Failure Depress”	• The door isn’t closed	• Closed the door properly and check the door strips are in good conditions otherwise replace them.
	• The waste outlet is obstructed	• The fumes waste chimney is partially or totally obstructed (call an expert stove fitter to check the chimney from the stove outlet to the chimney pot). Have it cleaned immediately.
	• Fumes extractor is damaged	• Pellets can burn thanks to the chimney flue depression without the aspirator. Have it replaced immediately as it can be bad for your health. Call a specialised technician.
	• Rubber connection is obstructed	• Take the silicone pipe off and with the help of a pointed tool clean the bodying hole. Replace the pipe if necessary.
	• Pressure switch is faulty	• Replace the pressure switch. Call a specialised technician.
	• Electronic card is faulty	• Replace the card. Call a specialised technician.
	• Excessive chimney length	• Call an expert stove setter to verify if the chimney is according to the law (see paragraph 2).
	• Bad weather conditions	• When there is a very strong wind a negative depression to the chimney can occur. Verify and start the stove again.
The stove at work "SerV" display	• Cleaning the stove	• The stove requires extraordinary cleaning. Call specialized technician.

- # GUARANTEE

Fair srl guarantees the quality of manufacture and of the materials used.
The Guarantee is valid for a period of 2 years, and runs from the date of first start-up performed within 20 days of the purchase by personnel certified by Fair authorised §Service Centre, as long as 24 months have not elapsed since the purchase date. In this case, the Guarantee will have to be recognised by the seller.
The first start-up is flat-rate at the user's expense.
The certificate must be marked by the stamp of the staff that carried out the installation.
During that period, the dealer undertakes to repair and/or replace free of charge those parts which in its own exclusive judgement prove to be defective.
Such repairs shall not alter the date of expiry of the Guarantee.

The Guarantee is valid only on the following conditions:
1 - The appliance must be installed with standard fume piping for pellet stoves with maximum length of 3/5 metres including elbows (for different application, contact customer service).
2 - Do not install on your own.
3 - Extraordinary maintenance must be carried out once a year by Fair Authorised Service Centres.
4 - All the procedures in the "Maintenance" chapter must be observed carefully.

The Guarantee does not cover:
1 - Damage caused by incorrect installation of the equipment or by unsuitability of the system.
2 - Faults resulting from negligence, lack of care, incompetent use, or repairs carried out by non-authorised third parties.
3 - Damage caused by transportation.
4 - Work to modify parameters or chimney flue.
5 - Parts normally subject to wear or which last less than the aforementioned Guarantee period. For example: the glow plug, gaskets, the brazier, the firebox lining, ceramic glass, painted parts of ceramic etc.

The guarantee is valid for 24 months from the date of first startup as indicated on this certificate, which should be completed correctly and accompanied by the receipt of purchase as proof. The apparatus is not guaranteed in any way for non-domestic use.

The same applies in the event that the staff of the Technical Service Centre or of Fair srl discover while doing repairs that the date of installation/first startup is not the true one (which can be detected from identifying details and other elements in the equipment).
The present certificate must be presented to the staff of the Authorised Customer Service Centre, together with a document of proof of purchase (invoice or docket), every time the client ask for an intervention during the guarantee period.
Fair srl will not be liable for loss or damage caused to persons or things resulting from breakdown, forced suspension of use of the equipment or improper use.

The Guarantee is valid only on the following conditions:
1 - The equipment must be installed by qualified personnel.
2 - The instalment must be done in accordance with the Laws in force in the territory and according to the directions given in the instruction manual.
3 - Any repairs must be carried out only by staff of Authorised Service Centres.
4 - The Guarantee certificate must be completed in all its parts in a clear and readable manner.
5 - If routine maintenance is performed regularly.
6 - If the appliance is earthed.

Fair srl grants no other Guarantees apart from the above.
In case of any dispute, the Court of Vicenza shall have Jurisdiction.
IMPORTANT: the first start-up is t the client's expenses.

European Guarantee: 24 months on spare parts and labour.

Registering your new stove

Henley Stoves does not accept warranty submissions through post/email

Please register your warranty at https://henleystoves.com/henley-warranty/

- The appliance must be installed by a HETAS / METAC approved fitter in accordance with Building Regulations in order for the warranty to be valid.

- If upon opening the stove, it is found to be damaged in any way, do not attempt to install the stove. Return to retailer where it was purchased from.

Technical Services-Original spare parts

Before leaving the factory, this apparatus has been tested and commissioned by expert, specialised staff, in order to achieve the best possible results in operation. Any repairs or commissioning that may become necessary must be carried out with the greatest care and attention; we therefore advise you to always refer to the dealer who sold the apparatus to you or to our nearest Technical Servicing Centre, specifying the model and serial number and describing the problem. Also bear in mind that original spare parts can be obtained only and exclusively from our Technical Servicing Centres and authorised points of sale.

Specialised Technical Servicing Centre

Company			
Mr/Ms.			
Street			**No.**
Postcode	**Town**		**State**
Tel.	**Fax**	**Mobile**	
1st IGNITION			
Model			
Serial number			
Tests carried out:			
Automatic ignition ☐		**Combustion air motor** ☐	
Convection air motor ☐		**Appearance** ☐	
Packaging ☐		**Technical data label** ☐	
Date of 1st ignition			
Testing technician			
Signature			

Specialised Technical Servicing Centre

Work done on:_____/____/________

Material used:	Guarantee	
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
User's signature	Segnature of TSC	

Specialised Technical Servicing Centre

Work done on:_____/____/________

Material used:	Guarantee	
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
User's signature	Segnature of TSC	

Specialised Technical Servicing Centre

Work done on:_____/____/________

Material used:	Guarantee	
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
User's signature	Segnature of TSC	

Specialised Technical Servicing Centre

Work done on:_____/____/________

Material used:	Guarantee	
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
User's signature	Segnature of TSC	

Specialised Technical Servicing Centre

Work done on:_____/____/________

Material used:	Guarantee	
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
User's signature	Segnature of TSC	

Specialised Technical Servicing Centre

Work done on:_____/____/________

Material used:	Guarantee	
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
	☐YES	☐ NO
User's signature	Segnature of TSC	

PRODUCT FICHE

HENLEY STOVES

Energy Labelling Directive - (EU) 2015/1186

Supplier / Manufacturer: :	**Henley Stoves / FAIR Europe**
Model Name :	**BIO 80**
Equivalent Model (s) :	**BIO 80Q**
Energy Efficiency Class :	**A+**
Direct Heat Output :	**6.7 kW**
Energy Efficiency Index :	**123**
Useful Energy Efficiency :	**87.9 %**

Specific Precautions :
Always follow the manufacturers instructions

HENLEY STOVES

EVERY HOME DESERVES A HENLEY

FAIR

BENESSERE & SICUREZZA

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