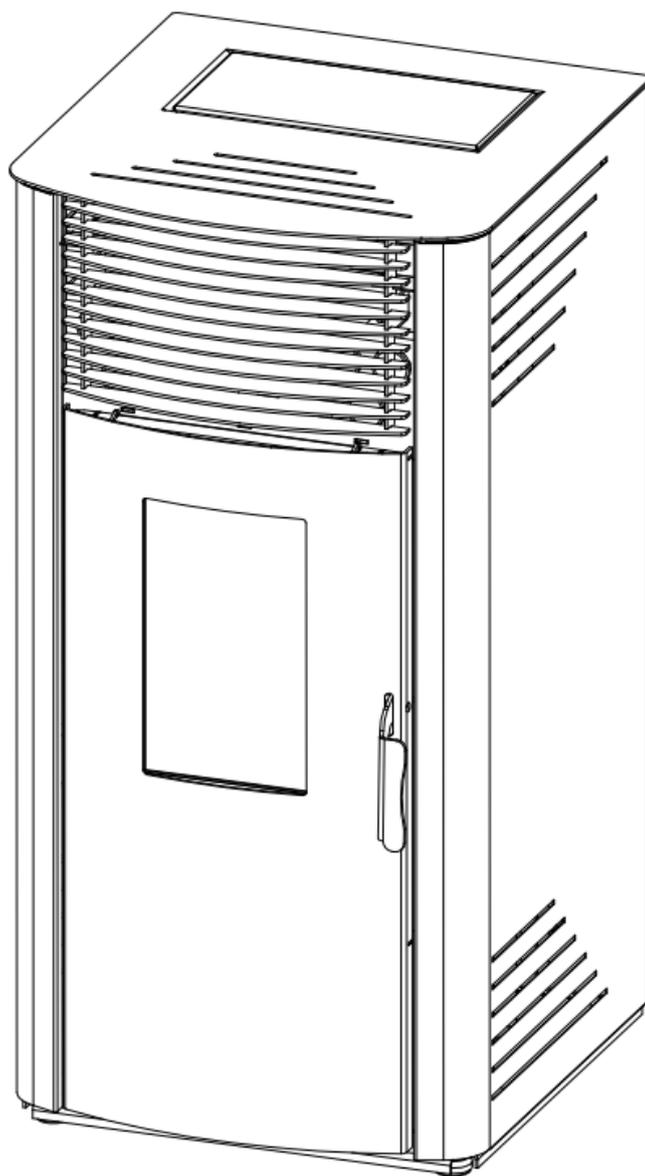


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# PELLET STOVE

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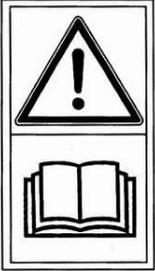
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**OWNER'S MANUAL**

# Contents

1. Technical Parameters.....	2
1.1 Profile view .....	2
1.2 Technical parameters.....	3
2. Interface Introduction.....	4
3. Function and Process Introduction.....	5
3.1 Power On.....	5
3.2 Power off.....	5
3.3 Menu interface display .....	6
3.4 Temperature adjustment .....	10
3.5 Gear parameter representation method.....	12
3.6 Overload fuse .....	13
4. Remote Control Operation Instructions .....	13
5. Installation of Particle Fireplace.....	14
5.1 Assembly of chimney connection.....	14
5.2 Floor protection.....	15
5.3 Safety margins around the fireplace .....	15
5.4 Power supply .....	16
5.5 Oxygen supply for the combustion chamber.....	16
6 Normal Operating Procedures and Instructions .....	16
6.1 Overview .....	16
6.2 Control components .....	17
7. Cleaning and Maintenance .....	17
7.1 Ash residue removal .....	18
7.2 Glass cleaning .....	21
7.3 Hopper cleaning .....	22
7.4 Seal strip inspection .....	22
8 Fault Handling.....	22
8.1 Error information handling.....	22
8.2 Reasons and handling of faults.....	26
9. Circuit Diagram.....	28
10. Warranty Description .....	29

## Safety Precautions



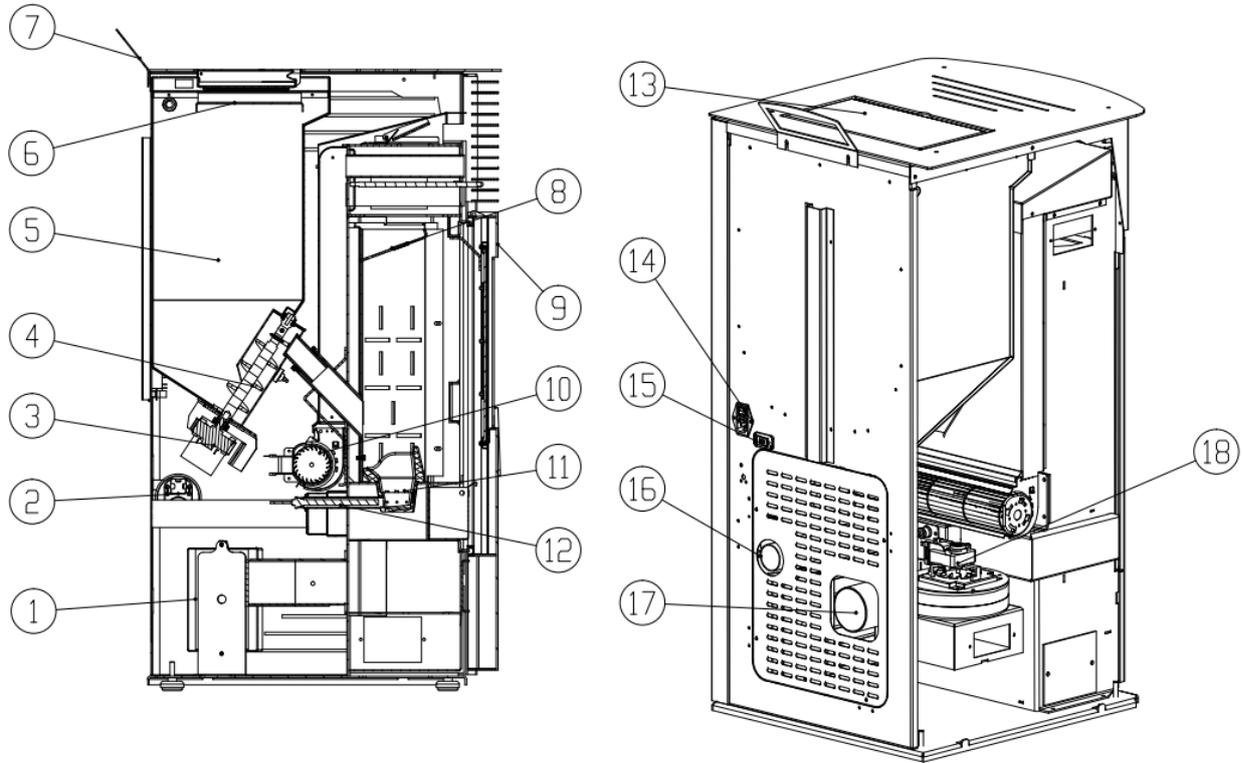
### **Please adhere to the following warnings:**

- Read the Manual thoroughly before first use.
- Use proper handling tools when moving the fireplace to prevent personal injury.
- The installation of the fireplace must be carried out by a local qualified professional and comply with local laws and regulations.
- When installing a fireplace, it is essential to ensure that the socket used is reliably grounded.
- During normal combustion, the surface of the fireplace, especially the door handle, glass, and flue pipe, remains at a high temperature. Direct contact with bare hands is strictly prohibited without proper insulation protection.
- During use, the elderly, children, and infants must stay away from the fireplace until its temperature drops to room temperature.
- Objects sensitive to heat should be kept away from the fireplace. Flammable items such as clothing are strictly prohibited from being placed on the fireplace.
- It is strictly forbidden to dry clothes directly on the fireplace, as they pose a risk of catching fire.
- If using a clothes drying rack, it should be placed at a distance of at least 1 meter away from the fireplace for drying.
- When using the fireplace, do not place flammable or explosive objects close to the fireplace body.
- When performing cleaning and maintenance work, always ensure that the power plug is unplugged.
- Use original parts for repairs.

To maintain technological advancements, we may make technical improvements or modifications to this product without prior notice. Your understanding is appreciated!

# 1. Technical Parameters

## 1.1 Profile view

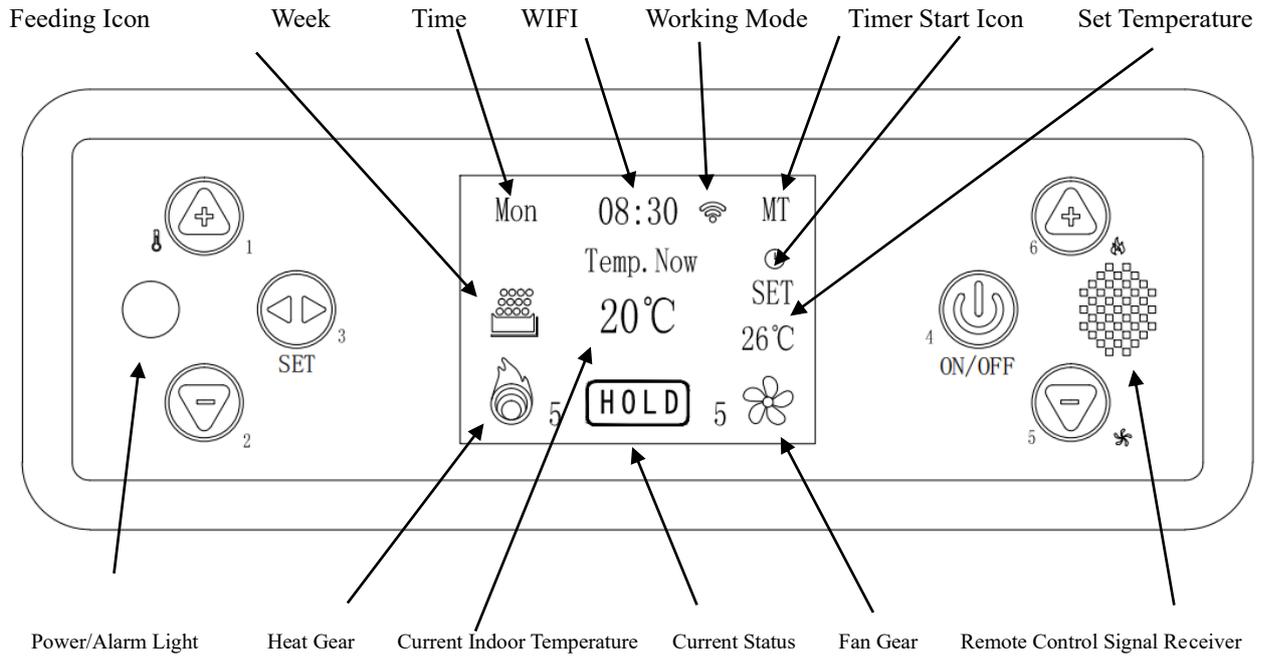


1. Circuit Board	10. Cooling Fan
2. Negative Pressure Switch	11. Burning Bowl
3. Cutting Motor	12. Ignition Rod
4. Feeding Roller	13. Top Flip Cover
5. Material Box	14. Three-in-one Switch
6. Material Bin Grille	15. WIFI Port Socket
7. Display Screen	16. Air Inlet
8. Fire Baffle	17. Smoke Exhaust Outlet
9. Fireplace Door	18. Smoke Exhaust Fan

## 1.2 Technical parameters

Height	1032mm
Width	516mm
Length	568.5mm
Total Weight	115kg
Smoke Pipe Diameter	80mm
Maximum Power	12.2kw
Minimum Power	5.9kw
Pellet Consumption	1.0-2.4kg/h
Hopper Capacity	30kg
Power Supply	220-240V/50Hz
Power Consumption (Max) / Normal	325W / 67W
Electrical Fuse	3.15 A
Flue Gas Flow	3.3-6.0g/s
Maximum Exhaust Gas Temperature	ca. 181.5°C
Minimum Exhaust Gas Temperature	ca. 102.5°C
Minimum Chimney Airflow	Minimum 12 Pa

## 2. Interface Introduction



## Introduction

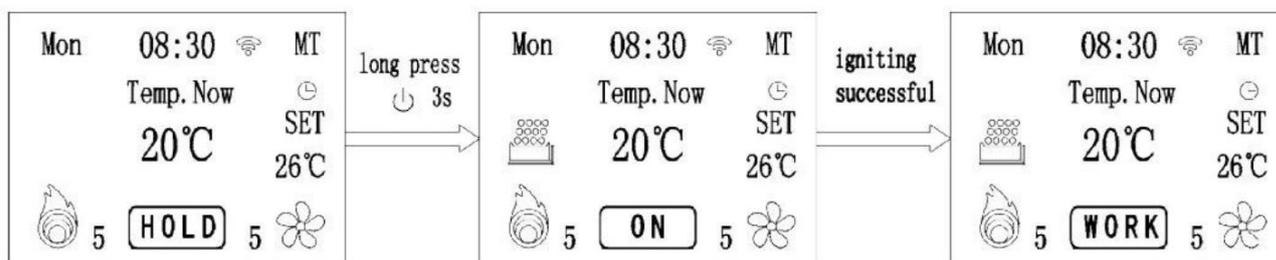
- 
 No. 1 Numerical Plus Key; Press this key to set the indoor temperature or increase the indoor temperature.
- 
 No. 2 Numerical Minus Key; press this key to view the smoke temperature/indoor temperature minus key.
- 
 No. 3 Setting Key; Press this key to enter the setting menu to configure time, mode, timer, parameters, etc.
- 
 No. 4 Power Key/Return Key; Press and hold this key for 3 seconds to turn the fireplace on or off; Press to cancel or return.
- 
 No. 5 Key: Adjusts the heater gear/decreases the heat and warm air gear.
- 
 No. 6 Key: Adjusts the heat gear/increases the heat and warm air gear.

### 3. Function and Process Introduction

#### 3.1 Power On

Plug in the power supply → the power light is on, press and hold  key for 3 seconds → "Start" is displayed in the middle, the bottom of the burner seat will rotate to clean the ash, and then enter the ignition stage until it runs.

The LCD screen displays:

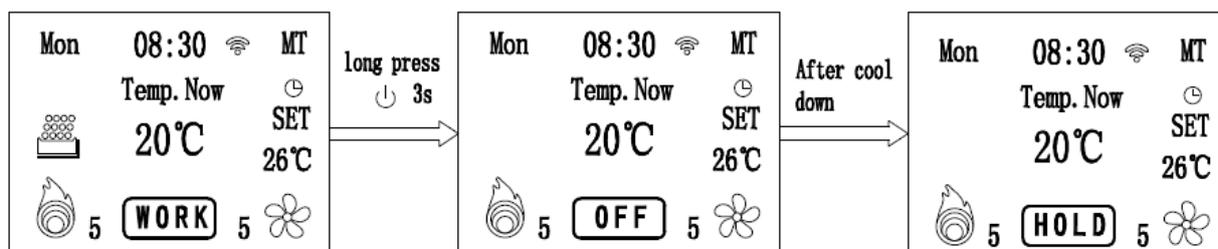


**Quick tip:** When using the new machine for the first time, there may be a small amount of smoke and odor (due to the volatilization of anti-rust oil and paint on the steel plate caused by heat). Please open windows and doors for ventilation, and it will dissipate after burning for a while.

#### 3.2 Power off

Press and hold  key for 3 seconds → "Power off" is displayed in the middle of the LCD, indicating that the fireplace has entered the power off stage. The feeding motor stops feeding, while the smoke exhaust fan and heat dissipation fan continue to work. The fireplace will stop working and enter standby mode only after the cooling smoke temperature is lower than 50°C.

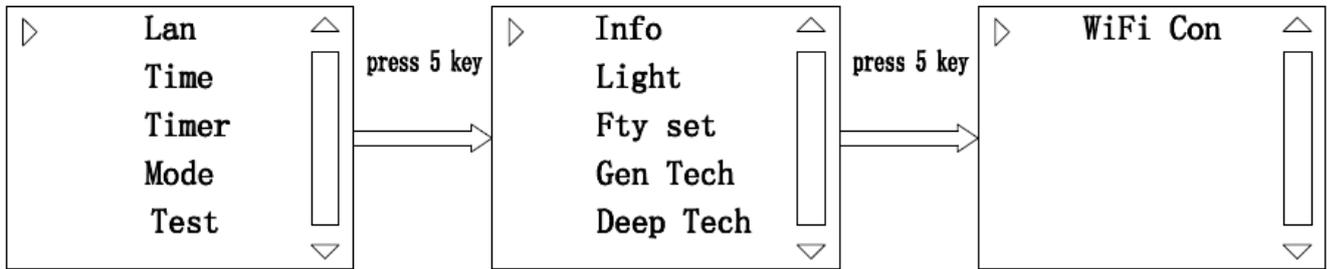
The LCD screen displays:



### 3.3 Menu interface display

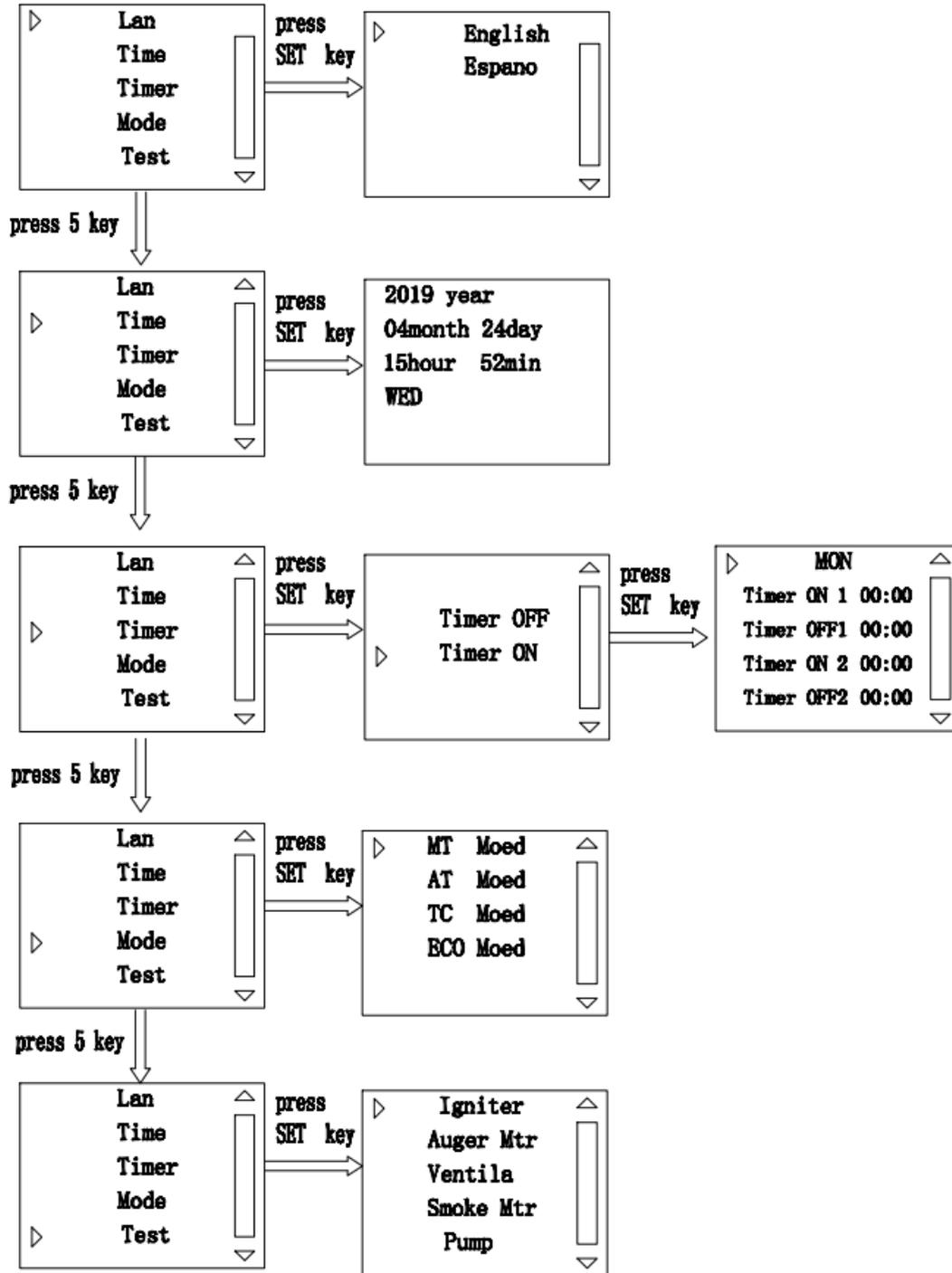


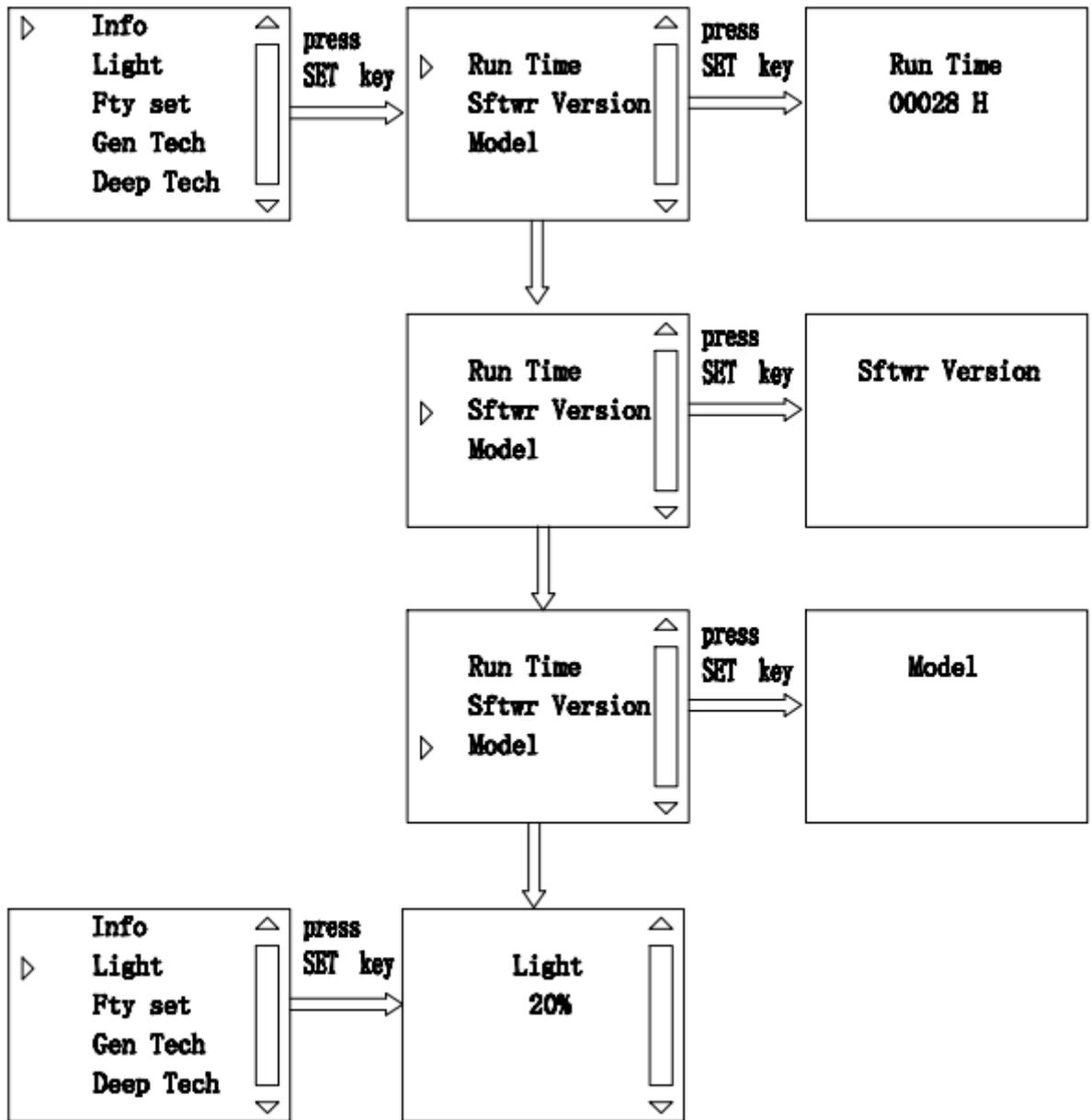
1、 Press  $\text{SET}^3$ , the interface is displayed as follows:

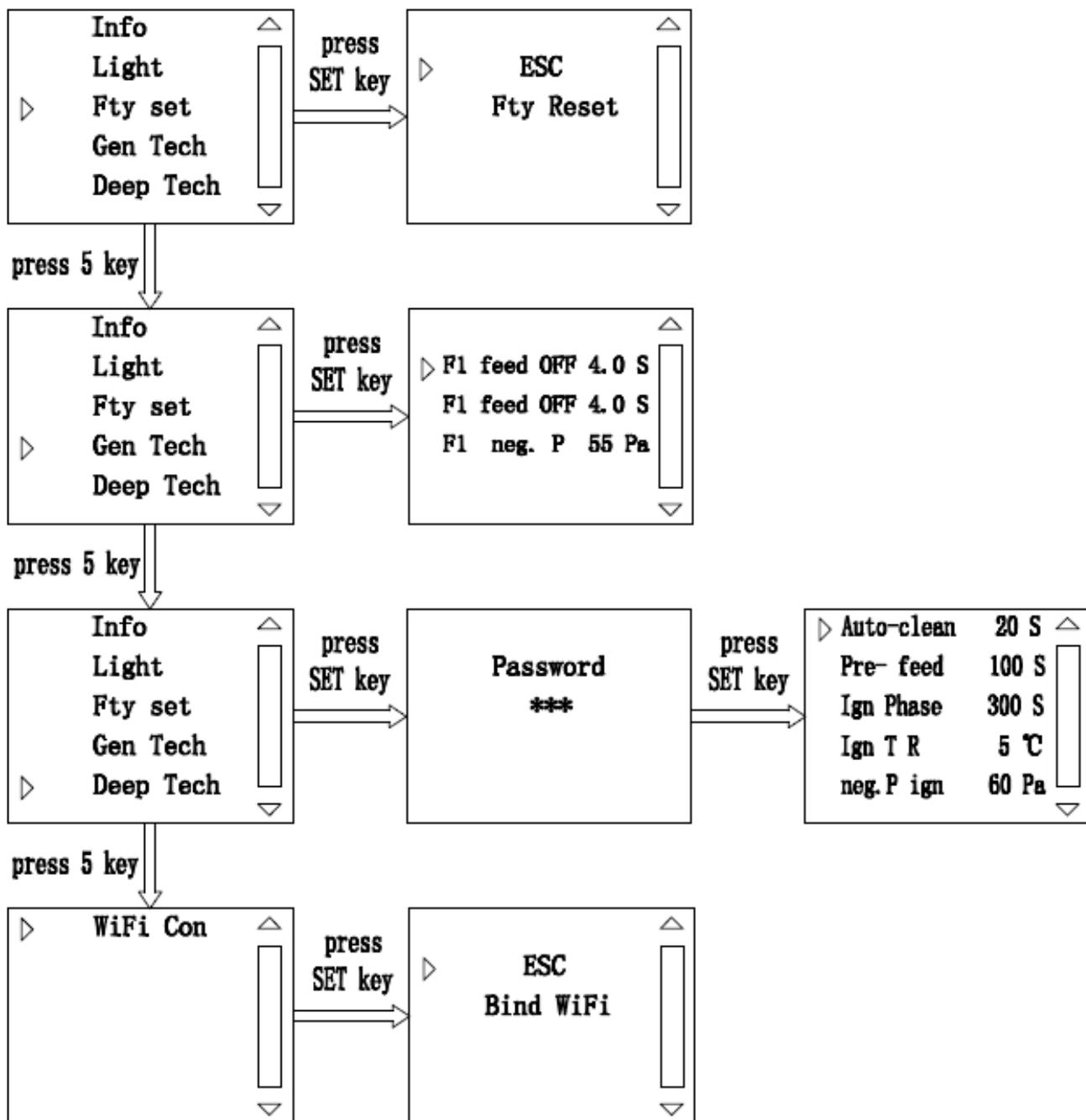


2. Press  $\text{SET}^3$  during operation, the number keys display language setting, time setting, timing setting, mode setting, self-test, information, display brightness, factory setting, general parameters, depth parameters, and

WIFI connection (as shown above). Press  $5^5$  \* and  $6^6$  \* keys, then press  $\text{SET}^3$  to access the menu shown







**Language:** The language setting options are Chinese and English.

**Time:** The time settings are arranged in order of year, month, day, hour, minute, and week.

**Weekly timing:** Timer switch setting, two groups can be set in one day, and they will be cycled weekly after setting. Timer 1 on: indicates the time when the first group of timers is on. Timer 1 off: indicates the time when the first group of timers is off. Timer 2 on: indicates the time when the second group of timers is on. Timer 2 off: indicates the time when the second group of timers is off.

**Mode:** The fireplace has the following four working modes

**Manual mode:** In this mode, the gear position will not change automatically.

**Automatic mode:** When the room temperature is  $\leq 2^{\circ}\text{C}$  of the set temperature, the firepower gear starts to decrease, and the firepower gear decreases by one gear for each increase in the room temperature.

When the room temperature is  $\geq 2^{\circ}\text{C}$  of the set temperature, the firepower gear stabilizes at the lowest gear; when the room temperature drops by  $\geq 1^{\circ}\text{C}$  of the set temperature, the firepower gear starts to increase, and the firepower gear increases by one gear for each decrease in the room temperature by  $1^{\circ}\text{C}$  until it reaches the highest gear. The gear cannot be adjusted manually in this mode

**Temperature control mode:** This mode requires the installation of a temperature control switch. When the external thermostat signal is disconnected, the firepower gear drops to the lowest gear. After 15 minutes of continuous operation, the fireplace automatically shuts down. When the smoke temperature drops below the power off smoke temperature and the external thermostat signal is closed, the fireplace automatically starts and runs. The gear cannot be adjusted manually in this mode.

**Energy-saving mode:** When the room temperature is  $\leq 2^{\circ}\text{C}$ , the firepower gear will be reduced by one gear. When the room temperature rises by  $1^{\circ}\text{C}$ , the firepower gear will be reduced by one gear. When the room temperature is  $\geq 3^{\circ}\text{C}$ , the fireplace will automatically shut down. When the smoke temperature drops below the power off smoke temperature, the room temperature is  $\leq 1^{\circ}\text{C}$ , and the fireplace will automatically turn on. The gear cannot be adjusted manually in this mode.

**Self-test:** In standby mode, you can check whether the ignition rod, unloading motor, cooling fan, smoke exhaust fan, and hot water pump are powered normally.

**Information:** View the total operating hours of your fireplace, program version, and fireplace model.

**Display Brightness:** Display backlight brightness

**Factory settings:** Restore factory default parameter settings. (If you need to make changes, please contact professionals)

**General parameters:** The general parameters set the feed motor stop and start time of each gear when the fireplace is running, and the speed of the smoke exhaust fan. (If you need to change, please contact a professional)

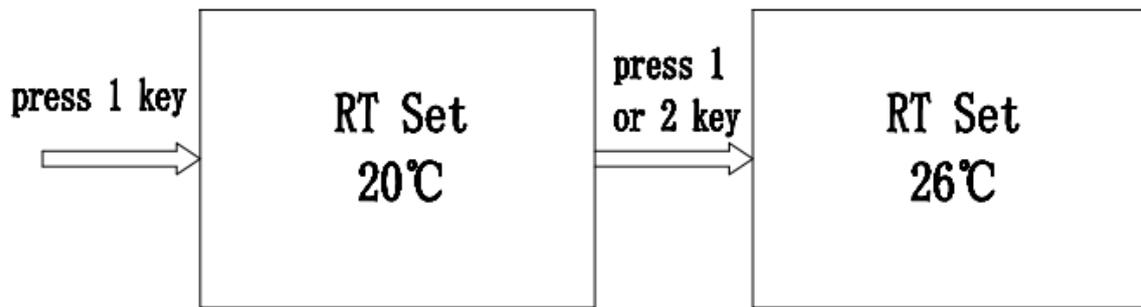
**Depth parameters:** The depth parameters set the time for the feed motor to stop and start at each stage of the fireplace startup and ignition, the speed of the exhaust fan, and the ignition temperature. (If you need to change, please contact a professional)

**WIFI connection:** WIFI wireless module is optional. For specific operation instructions, please refer to the APP operation manual.

### 3.4 Temperature adjustment

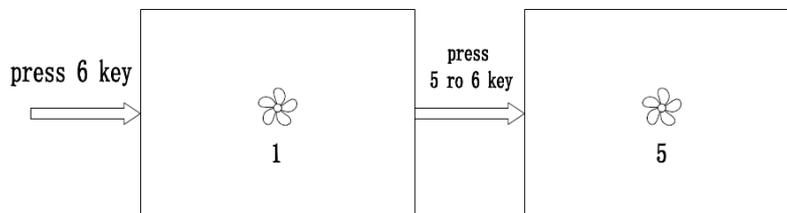
#### Indoor Temperature Settings

After the fireplace is powered on, press the <sub>1</sub> key to adjust the desired ambient temperature, press the <sub>1</sub> key or the <sub>2</sub> key to increase or decrease, and press the <sub>4</sub> key to confirm and exit.



### Adjust the fire intensity

Press the  $\textcircled{6}$  key to enter the fire intensity adjustment mode. The fire intensity can be divided into five gears from small to large, with gear one being the smallest and gear five being the largest. One bar represents gear one, two bars represent gear two, and so on. Press the  $\textcircled{+}$  key or the  $\textcircled{-}$  key to increase or decrease the gear. Press the  $\textcircled{\text{ON/OFF}}$  key to confirm and exit.



The fireplace parameters have been adjusted before leaving the factory and generally do not require further adjustment. If adjustment is needed due to differences in fuel calorific value, please be cautious to avoid overfeeding, which may result in excessive fire intensity, fuel waste, and reduced lifespan. Here is a simple method to check if the fire intensity is too high: during normal operation, press the  $\textcircled{-}$  key to check the smoke temperature, which should not exceed the manufacturer's specified value (KM12:  $\leq 200^{\circ}\text{C}$ ). If the smoke temperature is too high, it indicates excessive fire intensity, and you should appropriately reduce the feeding amount at the current gear.

Flue T	166.5°C
Chamber P	83 Pa
Flue N P	65 %

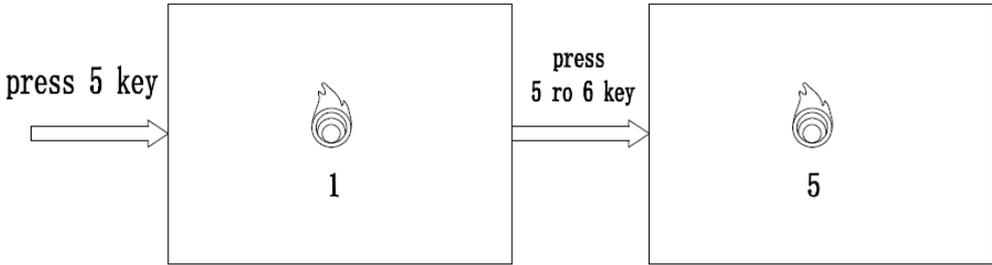
**Adjust the fan speed of the heater**

Press the  key to enter the mode for adjusting the fan speed of the heater. The fan speed can be divided into five gears from small to large, with gear one being the smallest and gear five being the largest.

One bar represents gear one, two bars represent gear two, and so on. Use the  key or the  key

to increase or decrease the setting. Press the  key to confirm and exit. The range of fan speed gears

will change according to the heat gear setting. Please refer to the table below.



**3.5 Gear parameter representation method**

**(KM12 Example) General Parameter Settings**

Project	First gear	Second gear	Third gear	Fourth gear	Fifth gear
Feeding motor	First gear material stop: 4.5 S	Second gear material stop: 4.0 S	Third gear material stop: 3.5 S	Fourth gear material stop: 3.5 S	Fifth gear material stop: 3.0 S
	First gear	Second gear	Third gear	Fourth gear	Fifth gear

	material start: 2.0 S	material start: 2.0 S	material start: 2.5 S	material start: 3.0 S	material start: 3.5 S
Smoke Exhaust Fan	First gear airflow: 38	Second gear airflow: 39	Third gear airflow: 40	Fourth gear airflow: 41	Five gear airflow: 42
<p>Material feeding motor: Minimum scale 0.1 S, stop/start adjustment range 0-9.9S, for example: First gear material stop: 4.5 S, First gear material start: 2.0 S, which means stop for 4.0 S, start for 2.0 S and cycle.</p> <p>Exhaust fan: Adjustment range 25%-100% (72V-230V), the higher the value, the greater the wind force, for example, set to 100: maximum wind force, 25: minimum wind force.</p>					

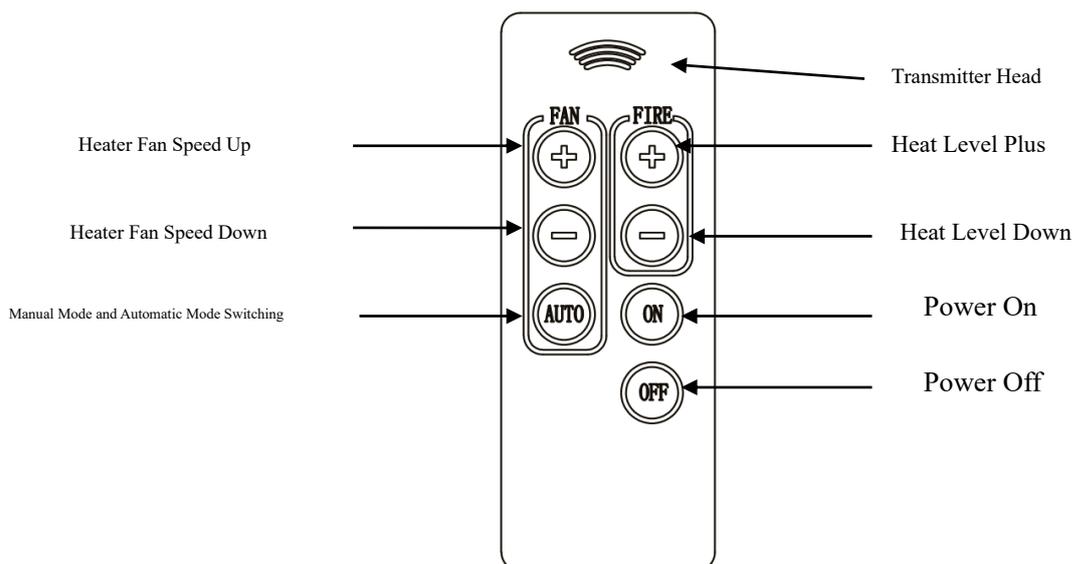
Note: This parameter is for reference only, as the parameter needs to be adjusted based on the calorific value of the particles!

### 3.6 Overload fuse

The power switch behind the fireplace is equipped with a tubular fuse to prevent overvoltage and overcurrent.

When the fuse is blown, it needs to be replaced with a fuse of the same specification. Note: (There is a spare fuse of the same model in the three-in-one switch).

## 4. Remote Control Operation Instructions



## **Precautions for Using the Remote Control:**

When operating the remote control, the emitter head must be aligned with the control panel's remote receiver. Press the key once and confirm if there is a response; a beep indicates a successful response.

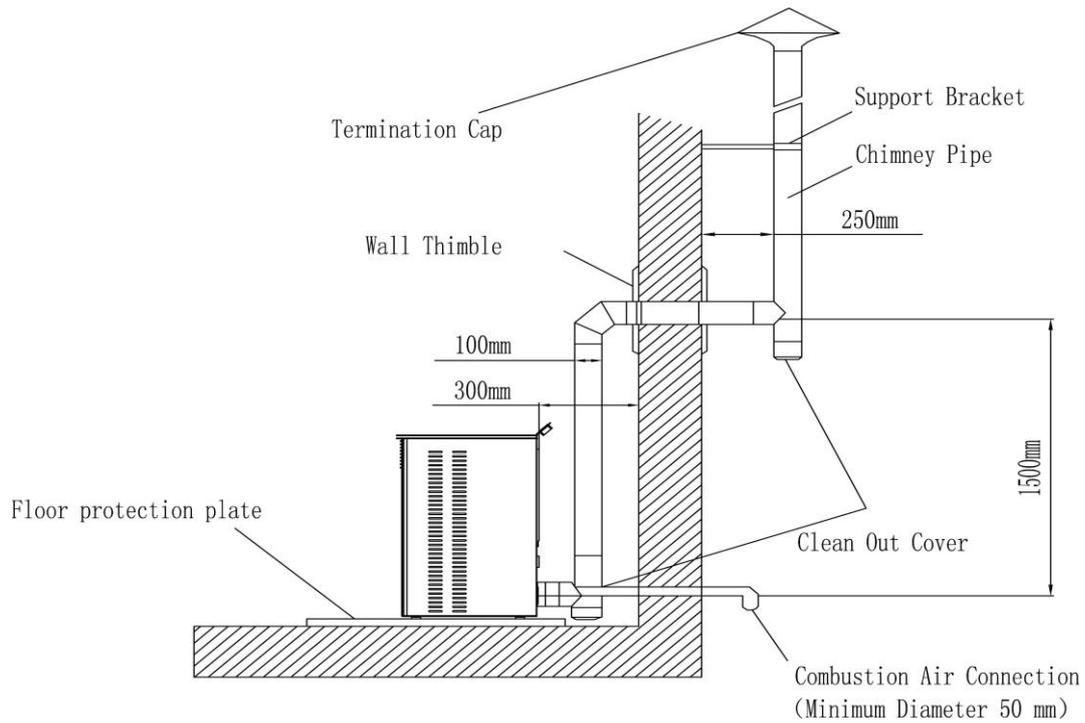
The remote control uses a lithium-ion coin cell battery. If not in use for an extended period, please remove the battery; the battery specification is CR2025.

## **5. Installation of Particle Fireplace**

- The fireplace must be installed on a solid, gear surface that is approved and suitable.
- The chimney used for installation should have an inner diameter of 80mm and preferably be made of stainless steel (or galvanized iron).
- The connection between the flue pipes must be sealed, as the effectiveness of the seal directly affects whether the flue can generate sufficient pressure difference when the fireplace is operating normally.
- The flue pipe should avoid being installed upward and then bent downward; it is best to tilt the horizontal flue pipe upward by 3-5 degrees. The vertical flue pipe should be no less than 3m in height to facilitate the generation of a pressure difference, but the total length of the flue pipe should not exceed 8m.
- The flue must be installed independently and should not be shared with other exhaust (gas) type heaters.
- The sealing of the flue pipe should only use heat-resistant and flame-retardant materials, such as silicone sealing materials or mineral fiber materials.
- Do not place the terminal outlet of the flue pipe in enclosed or semi-enclosed areas such as carports, garages, attics, low spaces, narrow passages, or any areas where smoke may accumulate; the terminal outlet of the flue pipe should be at least 10 meters away from flammable materials.
- The flue pipe should avoid being installed with a reduced diameter, and the terminal outlet of the flue pipe should be equipped with anti-backdraft and anti-rainwater devices.
- Note: The installation of the fireplace must comply with local regulatory requirements.

### **5.1 Assembly of chimney connection**

1. Measurement and marking of the flue connection (using the protective floor plate as a reference).
2. Drilling a hole (can be done horizontally to align with the fireplace's flue outlet to place a 1.5m straight pipe outdoors; or vertically to rise 1.5m before drilling a hole, keeping the straight pipe indoors).
3. After inserting the flue pipe into the wall, it should be sealed with mineral fiber and the hole should be filled with high-temperature resistant cement.
4. Once the cement has hardened, the chimney and flue pipe can be connected.
5. The following is a standard installation style for reference



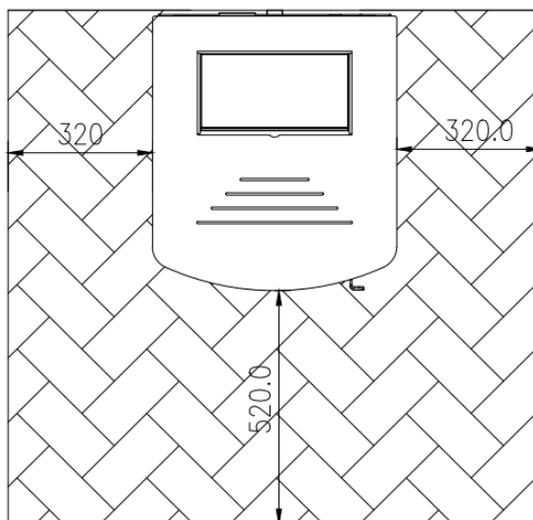
## 5.2 Floor protection

If the floor is flammable (wood, carpet), fire-resistant protective flooring, such as glass, steel plates, ceramics, etc., is mandatory.

The coverage of the fireplace and protective flooring must extend beyond the floor surface.

Front	Minimum 520mm
Side	Minimum 320mm on each side

As shown in the figure below:



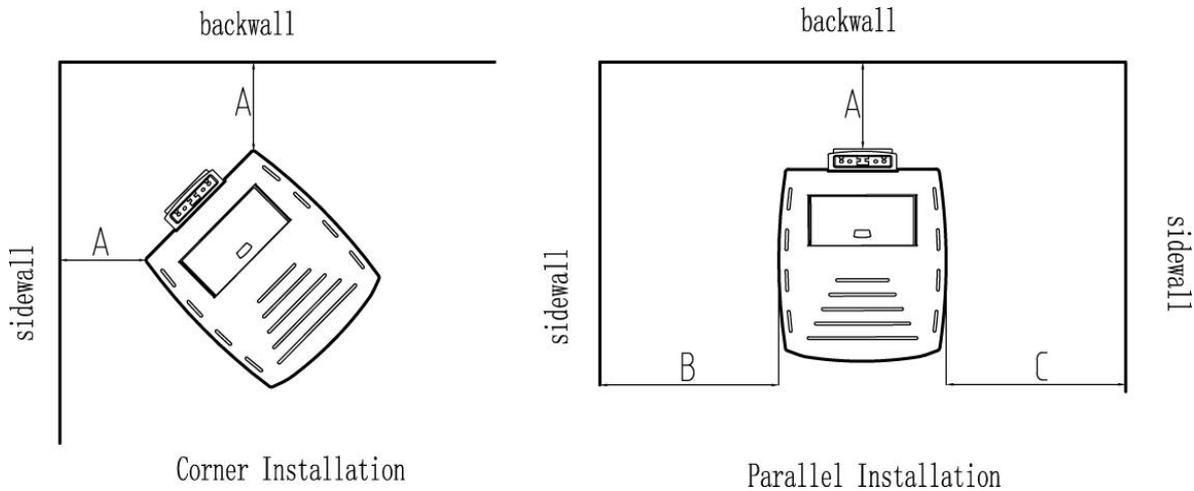
## 5.3 Safety margins around the fireplace

Rear: Minimum 4 inches/100 millimeters

Sides: Minimum 17 inches/420 millimeters

Front: Minimum 39 inches/1000 millimeters

**As shown in the figure below:**



## 5.4 Power supply

Three-pin socket plug 220V /50Hz

Normal power consumption: 350W during ignition phase (approximately 5 minutes); 80W during normal operation

To avoid safety hazards, the power cable must be kept away from heating elements or sharp parts;

Ensure that the socket is reliably grounded.

## 5.5 Oxygen supply for the combustion chamber

During combustion, the main combustion air for the fireplace must be drawn from outside. If it cannot be drawn from outside, regularly open windows for ventilation, or install an appropriate air supply system.

# 6 Normal Operating Procedures and Instructions

## 6.1 Overview

The fireplace used must be installed correctly in every aspect.

This pellet fireplace is only suitable for pure wood pellets (complying with wood pellet standards DIN 51731 and OENORM M 7135), with a pellet diameter of 6mm and length not exceeding 25mm.

During initial use, try different brands of wood pellets and select one with high calorific value, low ash content, and minimal clinker formation. High-ash fuels will increase cleaning frequency, and moist fuels may jam the feed screw, affecting normal operation.

This product is neither suitable for burning wood logs nor designed as an incinerator. Burning waste, garbage, or any plastic in the pellet fireplace is strictly prohibited. In such cases, the product's warranty terms become void.

During normal use, follow the manual carefully. Do not operate the pellet fireplace at overheating gears. Improper use contrary to the instructions may damage electrical components (such as the fan, feed motor, control parts, etc.), and the product's warranty will also be voided.

## 6.2 Control components

The fireplace body contains a PC motherboard and control modules.

All functions are provided by the control panel installed on the top cover. Modifications to default settings should be performed by professionals.

Incorrect usage or settings may damage the fireplace, thereby voiding the warranty terms.

## Emergency ignition handling

**In case of automatic ignition fault, be sure to clean any pellets from the combustion bowl before restarting, as excessive pellets can pose a risk of explosive combustion!**

## Supply of wood pellet fuel



### **Attention! Fire hazard!**

When replenishing pellets, make sure the plastic bag containing the pellets does not come into contact with the fireplace.

Pellets should not overflow the hopper lid. Any spilled pellets must be cleaned up promptly to prevent potential hazards.

To prevent flameout due to material shortage, it is essential to regularly monitor the level of particles in the hopper. If there are approximately 2 kilograms of particles remaining in the hopper, you can then add another 12-kilogram bag of particles.

The hopper lid should remain closed at all times, except when replenishing particles.

**Attention!** To prevent burns from high temperature, wear protective gloves when opening the lid of the material box.

## 7. Cleaning and Maintenance

**Attention! Before doing any maintenance, turn off the fireplace, let it cool to room temperature, and unplug it.**

The cleaning interval depends on the quality of the particles and the average heat output.

Using particles that are damp or contain high amounts of ash and sawdust can disrupt the normal cleaning schedule. Therefore, it is crucial to use high-quality particles.

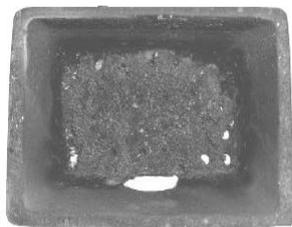
## Recommended Routine Maintenance Schedule

Interval Component Name	Every day	Every 2-3 days	Every 15 days	Every 30 days	Every year
Burning Bowl	•				
Burning Bowl Stand		•			
Ash Box		•			
Heat Dissipation Tube	•				
Fireplace Top Flame Baffle			•		
Fireplace Flue				•	
Chimney Pipe					•
Door Frame Seal					•
Remote Control Battery					•

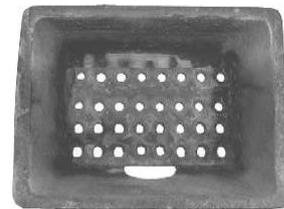
## 7.1 Ash residue removal

### Cleaning of burner bowl ash residue

The combustion bowl must be checked before each use. Use a screwdriver to remove any ash or debris from the combustion bowl to ensure that the air passages are clear, free of soot or slag that could block the holes in the combustion bowl, and that the combustion bowl is properly placed in the combustion chamber.



Clogged Combustion Bowl



Cleaned Combustion Bowl

### Cleaning the combustion bowl seat

Every 2-3 days before ignition, when cleaning the combustion bowl, inspect the condition of the ash pile at the base. Excessive accumulation can lead to insufficient oxygen supply, affecting combustion efficiency. Use a metal canister vacuum cleaner to remove the ash.

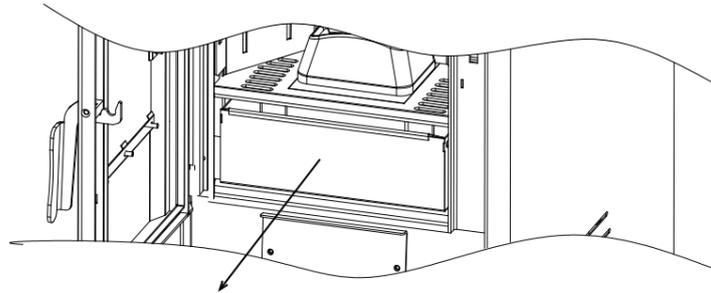


## Before Cleaning

## After Cleaning

### Ash box cleaning

1. Check the ash box every 2 to 3 days and empty the ash inside.
2. Only when the ash is completely cool can it be removed using a metal canister vacuum cleaner.
3. Pull out the ash box and clean it.



Pull out the ash box

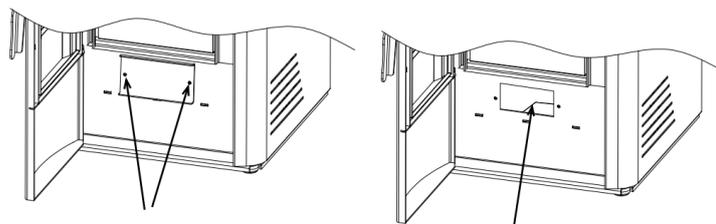
### Cleaning of the fireblock plate

Approximately every seven days, before using the ignition, first support the fireblock plate with your hand, lift it slightly forward to remove, then clean the fireplace ash on it, and correctly reinstall it back to its original position after cleaning, paying attention to the placement of the three positioning tabs



### Cleaning of the fireplace bottom flue

Open the fireplace door, unscrew the screws on the large ash cleaning cover, take out the large ash cleaning cover, use a vacuum cleaner to remove the fireplace ash in the bottom flue, and reassemble in reverse order after cleaning, paying attention to the proper installation of the ash cleaning cover to ensure sealing

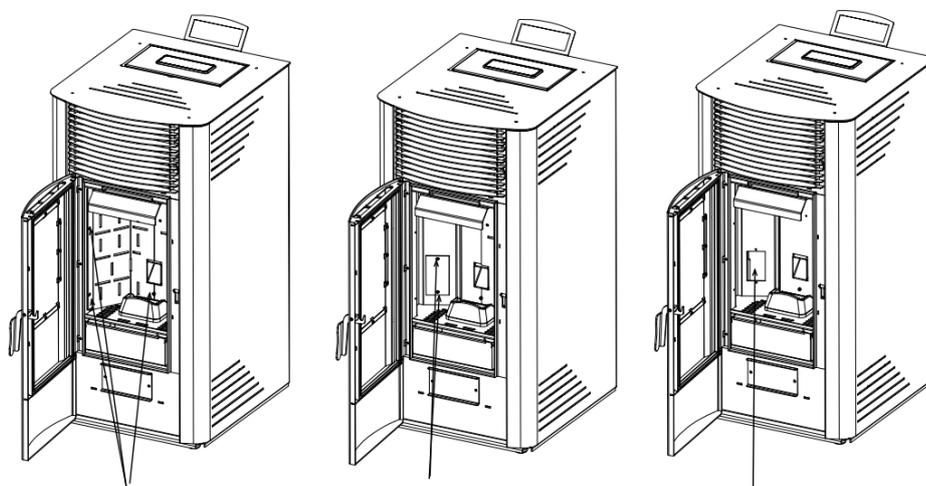


Unscrew the screws of the large dust cover      Cleaning Bottom flue ash

### Cleaning of the inner wall of the fireplace

Check and clean the inner wall of the fireplace as shown below: Open the fireplace door, unscrew the

screws on the left and right outer insulation boards, remove the left and right inner and outer insulation boards and the ash cleaning cover, and then use a vacuum cleaner to remove the ash from the inner wall and the rear insulation board. When reinstalling, make sure the installation is sealed securely and there is no smoke leakage.



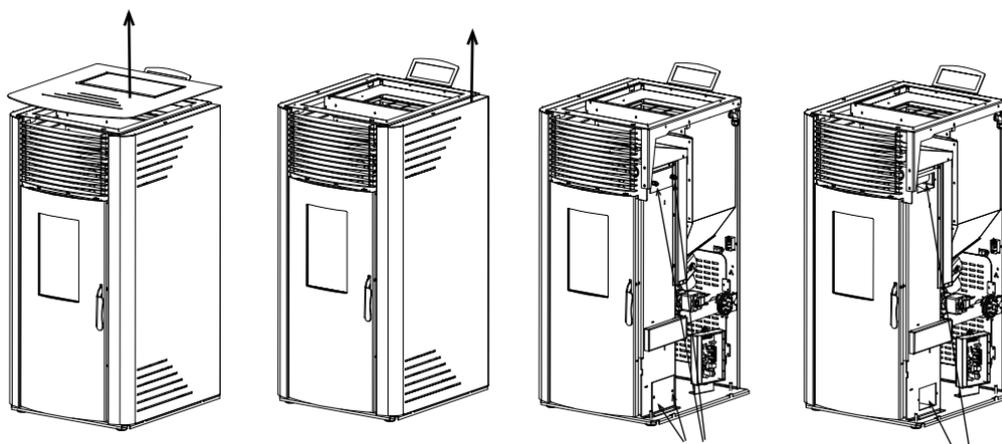
Unscrew the screws, remove the left and right inner and outer insulation panels, unscrew the screws on the ash cleaning cover, and clean the soot on the inner wall

### Cleaning of the flue in the fireplace

Clean at least twice a year, or after burning approximately 500 kg of pellets or 300 hours of use, both ends of the flue should be cleaned.

The operation steps are as follows:

1. Unscrew the four screws on the top cover, hold it with both hands and lift it up to remove it.
2. Lift up and take out the side panel.
3. Use a 4mm hexagonal wrench to unscrew the screws fixed on the left and right cleaning port plates.
4. Remove the left and right cleaning cover plates and sealing gaskets.
5. Use a vacuum cleaner with an iron cylinder to remove the ash from the inner flue.
6. After cleaning, install it in reverse order, and make sure the ash cleaning cover is installed in place and sealed.

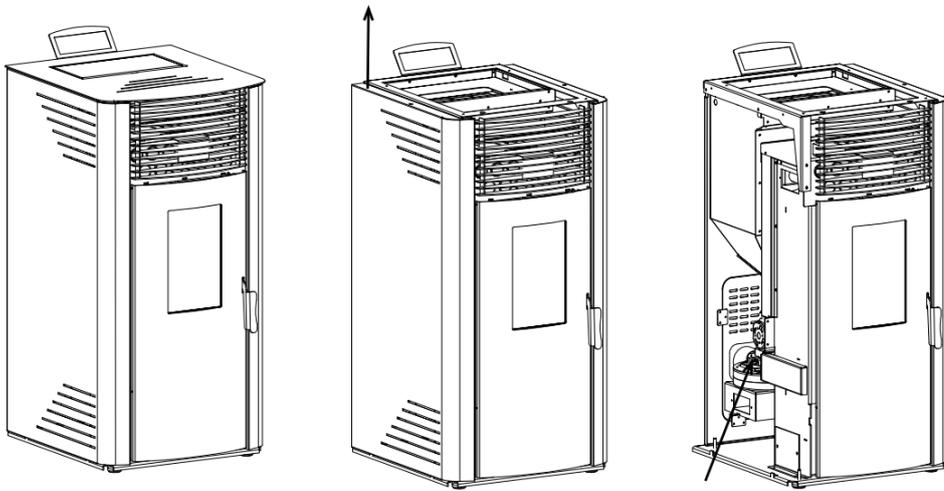


Remove the top cover by lifting it up, take out the side panel, unscrew the screws to remove the ash cleaning cover, and clean the fireplace ash.

### Cleaning of the exhaust fan.

Check and clean the exhaust fan, as shown in the figure above: 1. First use a 3mm hexagonal wrench to unscrew the screws that fix the top cover, pull out the display cable and remove the top cover. 2. Pull out the side panel upwards. 3. Pull out the exhaust fan wire and use a 4mm hexagonal wrench to unscrew the fixing

screws. 4. Then slowly take out the fan and use a vacuum cleaner to remove the ash on the pipe or fan. When reinstalling, make sure the installation is sealed securely and there is no smoke leakage



### Chimney pipe cleaning

After the heating season ends each year, pull down the dust cover of the T-shaped smoke pipe joint, clean it and put it back. The installation is sealed securely and without smoke leakage.



Ash cover cleaning



Before cleaning



After cleaning

### 7.2 Glass cleaning

For cleaning the glass, it is recommended to use a dry brush to remove dust from the glass surface. For particularly dirty glass surfaces, a damp cloth can be used to wipe off the dirt coating, or a window cleaning squeegee can be used. Avoid using corrosive cleaners or hard metal brushes, as they may scratch or corrode the heat-resistant glass.



Before cleaning



After cleaning

### 7.3 Hopper cleaning

After the heating season ends, it is essential to use a vacuum cleaner to remove any remaining pellets and residue from the hopper, as any leftover particles can absorb moisture, clump together, and cause ignition difficulties in the next heating season.

If the vacuum cleaner nozzle cannot pass through the protective mesh guard hole under the hopper lid, the mesh guard can be removed to facilitate more effective cleaning.



Clumped Inferior Pellets



High-Quality Pellets

**Note:** The power supply must be turned off before cleaning the fireplace.

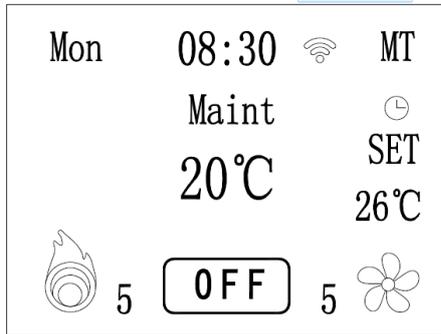
### 7.4 Seal strip inspection

Inspect the seal rope on the fireplace door and glass at least once a year. Insert a small piece of paper between the seal rope and the fireplace contact surface. Gently pull the paper. If it does not move, the seal is good. If it can be pulled out, there is no seal, and the seal rope needs to be replaced.

## 8 Fault Handling

### 8.1 Error information handling

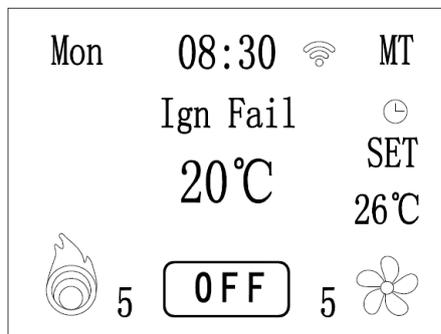
Alarm 1:



Reason: The scheduled maintenance time has arrived. At this time, a comprehensive maintenance and cleaning of the fireplace should be carried out, primarily focusing on cleaning the flue inside the fireplace.

Solution: Enter the depth parameter in the menu bar, find **(maintenance time)** and double the original value. For example, if the original maintenance time is set to 30, then after the maintenance occurs, add 30 to the original 30 value to make 60, and when the maintenance occurs again, add 30 to make 90, and so on.

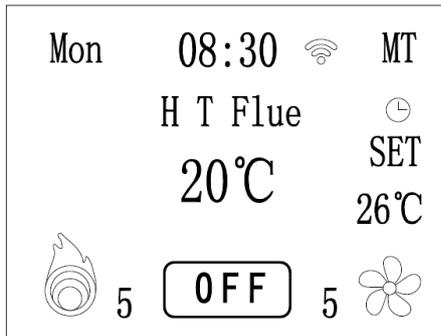
Alarm 2:



Reason: Fault to ignite the fireplace

Solution: 1. Check if the fuel box contains fuel. If not, please add fuel promptly. 2. Inspect the combustion bowl for slag. If slag is present, clean it promptly and ensure the combustion bowl is correctly positioned. 3. The fire has started but the alarm is still active. This may be due to insufficient fuel. Please adjust the general parameters 4PB and 5PB to appropriately increase the fuel feed

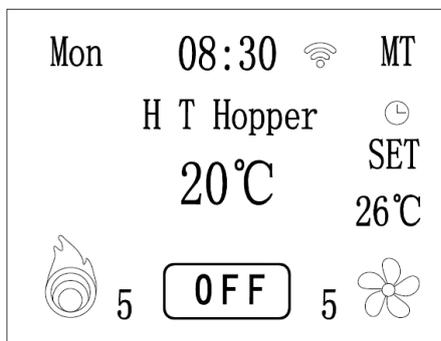
Alarm 3:



Reason: Excessive Smoke Temperature

Solution: 1. Appropriately reduce the material feeding rate at the current gear.

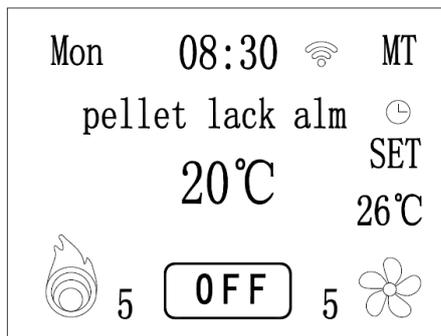
Alarm 4:



Reason: The temperature of the material bin is too high.

Solution: 1. Appropriately reduce the material feeding rate at the current gear. 2. The temperature control switch of the material bin is faulty, replace the temperature control switch.

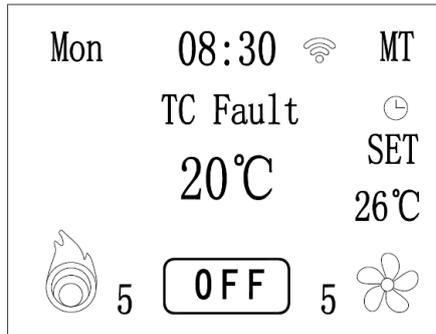
Alarm 5:



Reason: The material bin is empty

Solution: 1. Add material to the bin and restart the ignition.

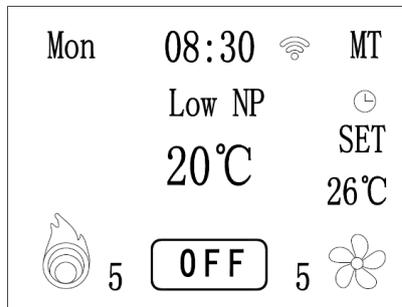
Alarm 6:



Reason: The thermocouple is damaged, or the positive and negative poles are connected incorrectly, or there is poor contact.

Solution: 1. Recheck the thermocouple wiring. 2. Replace the thermocouple.

Alarm 7:

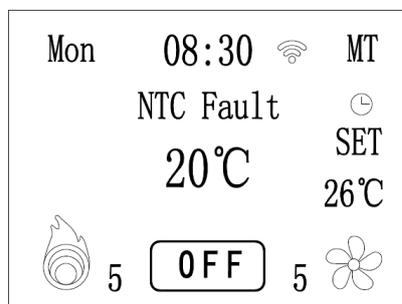


Reason: Pressure switch fault, exhaust fan fault, fireplace door not tightly closed, flue blockage.

Solution:

1. Inspect and replace the negative pressure switch
2. Inspect and replace the exhaust fan
3. Inspect and tightly close the fireplace door
4. Inspect and clean the flue

Alarm 8:



Reason: Environmental temperature sensor fault or poor connection

Solution: 1. Recheck the wiring. 2. Replace the environmental temperature sensor

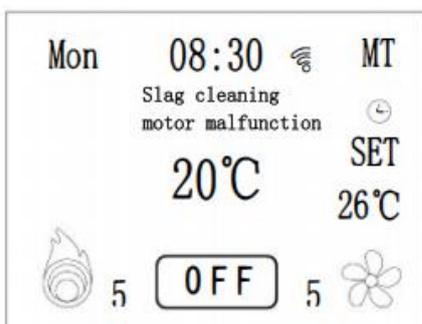
Alarm 9:



Reason: Excessive Smoke Temperature

Solution: 1. Reduce the feeding amount. 2. Adjust the forced downshift temperature (requires consultation with the dealer)

Alarm 10:



- Reason:
1. Check if the combustion cup is jammed
  2. Slag removal motor fault
  3. Limit switch fault

Solution:

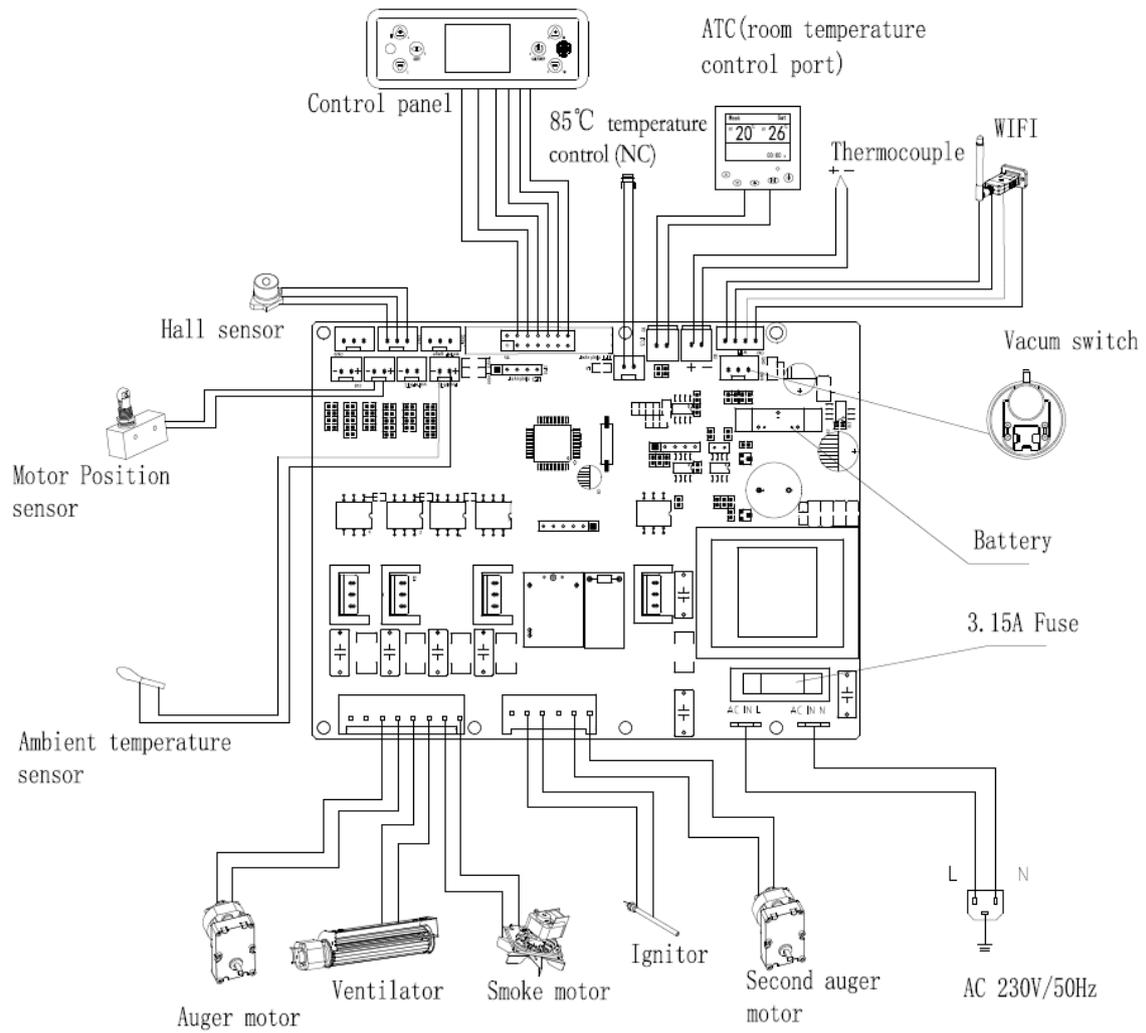
1. Manual cleaning of the combustion cup
2. Check if the wiring is secure; replace the slag removal motor
3. Adjust the travel of the limit switch; replace the limit switch

## 8.2 Reasons and handling of faults

No.	Issue Point	Fault Reason	Troubleshooting Methods	Remarks
1	The flame burns very weakly with an orange color; the glass on the stove door turns black; the combustion bowl is filled	Blockage in the intake pipe or exhaust pipe; stove door not tightly closed; insufficient airflow from the exhaust fan; excessive feeding	Inspect the intake and exhaust pipes to ensure no blockage; check if the stove door is sealed and tightly closed; replace the sealing rope; inspect the exhaust fan; increase the exhaust fan airflow; reduce the feeding volume	During normal operation of the stove, the flame color should be reddish-white

	with particles (stockpile)	volume		
2	The fire extinguishes, and the stove stops working	Empty pellet hopper; pellets not being conveyed; stove door not tightly closed; poor pellet quality; stove overheated, feeding mechanism stopped due to safety temperature limit; feeding motor malfunction	Refill the pellet hopper; check if pellets are being conveyed; clean or repair the feeding mechanism; inspect if the stove door is sealed and tightly closed; replace the sealing rope; check pellet quality; replace with high-quality pure wood pellets; check if the stove is overheating; reduce the feeding volume; inspect the feeding motor for normal operation; replace or repair the feeding motor	
3	No pellets fall into the combustion bowl	Empty pellet hopper; blockage in the feeding mechanism's spiral blade; feeding motor malfunction	Refill the pellet hopper; check if the feeding mechanism is blocked; clean or repair the feeding mechanism; inspect the feeding motor for normal operation; replace or repair the feeding motor	
4	Stove does not start	Stove not connected to power; fuse blown	Check power connection and sufficient voltage; inspect the switch fuse; replace the fuse	Voltage 220V/50HZ; fuse specification 3.0A
5	Soot on the exterior of the stove	Stove door not tightly closed; exhaust pipe not sealed	Check if the stove door is sealed and tightly closed; replace the sealing rope; inspect if the exhaust pipe is sealed; seal leaks with high-temperature-resistant sealing tape	No soot should be present during normal stove operation
6	Abnormal noise from the stove	Noise from the feeding motor; noise from the cooling fan; noise from the exhaust fan	Check if the feeding motor is operating normally; replace or repair the feeding motor; inspect if the cooling fan is operating normally; replace or repair the cooling fan; check if the exhaust fan is operating normally; replace or repair the exhaust fan	During normal operation, the stove noise level is around 52db

## 9. Circuit Diagram



## 10. Warranty Description

According to regulations, the warranty period for our wood pellet fireplaces is one year (calculated from the date of invoice issuance). During the warranty period, any fault caused by product quality issues under normal usage conditions will be repaired free of charge by our company.

- During the warranty period, for any fault caused by the product's own quality issues, users are requested to bring the completed warranty card user copy and the purchase invoice to our authorized service centers nationwide for free repair. Please return the warranty card return copy to our company within 15 days after purchase.
- Machines that have been modified or added with other functions without authorization and subsequently fault will not be accepted.
- Once the warranty card or purchase invoice is tampered with, the warranty becomes void immediately.
- Please keep the warranty card and purchase invoice as the warranty proof for this device. Users are advised to store them properly, as they cannot be replaced if lost.

### **The following situations are not covered by free repairs**

- Without warranty documentation.
- Faults caused by not operating the machine according to the instructions. Damage caused by disassembly by non-special maintenance personnel of our company.
- Faults, scratches, or damage caused by movement or dropping.
- Damage caused by improper storage, maintenance, or use by the user.
- Wear-and-tear components and random accessories. (Wear-and-tear components include glass, surface paint, sealing strips, etc.)
- Faults or damages caused by force majeure.
- Faults caused by unauthorized replacement of parts.



**ROHS ISO9001:2008**

## Anti-explosion

Some products are equipped with anti-explosion safety devices.

Before switching on the product or, in any case, after any cleaning operation, make sure that the device is correctly positioned in its seat. The device is located on the firebox door upper edge.

