

PELLET STOVE

MANUAL



Dear valued customer:

Our products are designed and manufactured in accordance with European architecture reference standard: CE-EN16510.

Our company chooses the high quality material and gain rich experience in the process of continuous improvement to ensure that our products meet the quality requirements. We have got the European electrical safety certification: EMC, LVD.

Please feel at ease using it.

In order to get best performance, we advise you can read this entire manual carefully. The operation manual is an integral part of the product. Even if the stove changes the owners, please ensure to provide this manual together with the stove. You can get the new manual from the local technology service department or download in our company website if lost.

It must comply with the local regulation and the relevant provisions of the state when installing this equipment.

Product Model:	CR-01 CR-01-1 CR-02 CR-05 CR-08 CR-09 CR-10 CR-10-2
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Please keep this product at least one meter away from children.

The following persons are not suitable for the operation of wood pellet stove: children, physically disabled persons, people with sensory or mental disabilities and people without experience and knowledge. Unless they they are under the supervision or guidance of ordinary people.

Supervisors should be responsible for their safety: children should be supervised that do not touch and play this stove when the stove is working.

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1. Fuel requirement



Before introducing how to operate pellet stove, the fuel--wood pellet should be briefly introduced first, for it is related to the performance and life of the stove.

⚠ The wood pellet is very important, the pellet stove is designed to use granulated cork pellet only. Please do not use any other fuel. We can't control the quality of wood pellet which you use. We will not take any responsibility and the warranty will failure, for any problem arising from the selection of the wood pellet.

Wood pellet is processed and compressed by different proportions of wood waste, and no chemical substances are added in the production such as glue. The main feature is high heat value, environmental and renewable.

The wood pellets' type and quality will have a great influence to the pellet stove's performance. The market offers different types of pellets with characteristics that vary according to the wood mixtures used. We recommend the wood pellet you choose should meet or exceed these standards:

Moisture content (as fired basis) CEN/TS 14774-1 and ISO 687	≤12 %
Ash content (as fired basis) ISO1171	≤0.7% without bark ≤2.0% with bark
Volatile matter (dry, ash-free basis) ISO562	80% to 88 %
Hydrogen content (as fired basis) ISO609	5.0%to 6.5 %
Carbon content (as fired basis) ISO609	40% to 50 %
Sulfur content (as fired basis) ISO 351 and ISO 334	≤0.1 %
Net (lower) calorific value (as fired basis) ISO1928	16900KJ/KG to 19500 KJ/KG
Diameter	6 mm
Length	1.2-30 mm

⚠ CAUTION:

It is important to select and use wood pellets which are dry and dirt free or any impurities (such as high salt content). Dirty fuel will adversely affect the operation and performance of pellet stove and also cause the invalidation of product guarantee.

Ash:

The ash content of wood pellet and stove operation will directly determine cleaning frequency. The use of high ash fuels tends to accumulate dust on glass doors, reduce the ornamental value and may result in cleaning everyday. The low ash fuel may allow longer cleaning intervals.

Clinker:

Pellet fuel is processed and compressed by different proportions of wood waste. The ash of hardwood pellet is higher than the softwood pellet. It is easily formed clinker by silica and sand during high temperature combustion. Clinker is hard mass formed by silica (sand) or other impurities in the fuel during the burning. This hard mass block prevent air into the burn pot and influence the performance of the stove. Any fuel will result in clinker, even allowed types. Check Burn-Pot every day to ensure that holes are not blocked by clinkers. If blocked, remove the pot (when the unit is cold) and clean the clinkers with a small sharpened object. More details please refer to the section 6: Maintenance and Cleaning.

Pellet feeding rates:

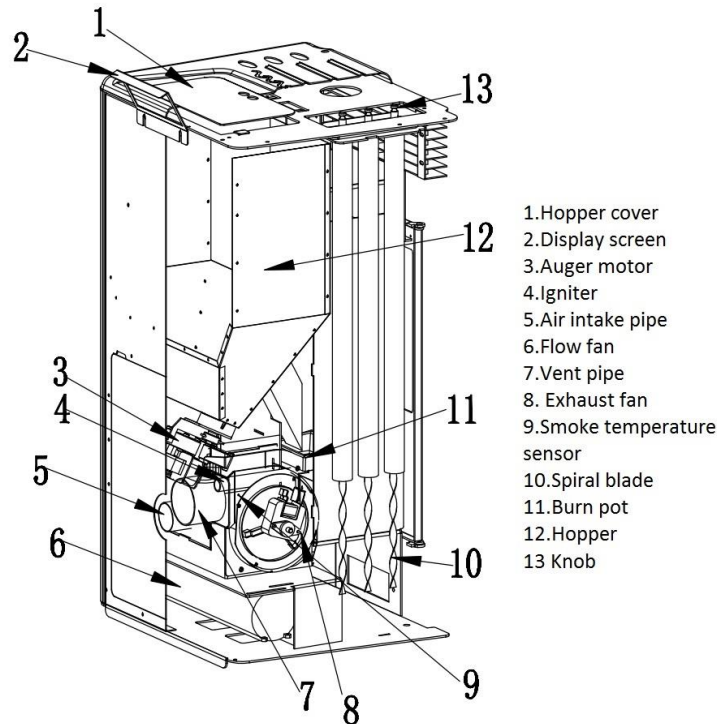
Due to different densities and sizes of pellets, the feeding rate varies. That may require a little adjustment to combustion fan or burning speed or feeding time. Due to stove supplier can not control the quality of pellets you use, so our company are not responsible for the problems caused by bad quality wood pellets.

Take care of the pellet and keep it dry and intact. Otherwise, it will affect stove efficiency and the dust will be collected on the door glass. Wood pellet is made from different types of sawdust and scrap wood. Pellets made from hardwoods contain higher ash than those made from softwoods. Mineral and sand is much more easily becoming pellets clinker under extreme burning temperature. Try to burn various brands of pellets until you find good one (producing minimum ash and clinkers). Once you find a pellet brand that burns well, continue using this brand. High ash fuel increases cleaning frequency. If use excessive moisture content pellet, it may jam the feeding auger.

2. Structure instruction

There are two main types of pellet stove internal structure

2.1 Tubular heat dissipation



2.3 The following is a list of main components and their functions.

Display screen

View display working status to set and adjust temperature, fire power, the wind speed. It connects to control motherboard and receives infrared signal from remote control.

Hopper

This is a built-in container for storing wood pellets.

Igniter

The Stove is equipped with an automatic igniter, which for lighting the fuel when the stove is in ignition mode. Then, the igniter start heating air and exhaust fan takes this hot air into burn pot, rising the temperature of wood pellet to reach fire point. Finally start burning. After that, the stove will turn into working mode, and the igniter will stop working automatically.

Auger and auger motor

The 2 RPM auger motor drives the auger to make pellets slide into auger tube. Then, the pellets are dropped down to feeding tube and burn pot. The feeding auger is controlled by control board.

3. Pellet Stove Installation

When install the appliance shall be complied with all national and local regulations and standards.

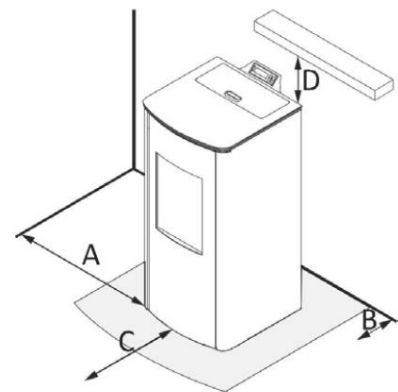
Before indoor installation, choose a suitable place to ensure effective and reasonable heating.

⚠ Do not install the pellet stove in bathroom and bedroom. If causing personal injury, manufacture is not liable for compensation.

3.1 The requirement of where and how to locate your pellet

The minimum clearance around the stove

A	Side wall	≥200mm
B	Back wall	≥200mm
C	Front of stove	≥1000mm
D	Bookshelves	≥400mm



Protect all the building which would burn, if exposed to the radiation of the stove.

Wood floors or floors made from inflammable materials must be covered with non-combustible materials under the stove, such as 4~6mm steel plate or 15~20mm toughed glass and stone.

It should cover the whole ground in front of the stove.

The minimum clearance to the wall must be no less than 20cm.

If there are wooden beams up the stove, protect the wooden beams with non-combustible materials.

3.2 Air input and venting pipe installation

The flue or chimney is of great importance for proper operation, as pellet stove have high thermal efficiency, the flue used in the pellet stove to reduce the temperature must meet the requirement and prevent fire. Smoke must be extracted through a single flue made of insulated steel (A) or an existing flue that complies with the intended use (B).

In both solutions there must be an inspection cap(AT) and /or inspection hatch(AP), as Figure 3.2-1. It is prohibited to connect more than one wood/ pellet or any other type of appliance(vent coving...) to the same flue. Unless there are national standards such as Germany, which under suitable conditions allow for the installation of several appliances in the same fireplace. In any case, strictly follow the product/installation requirements of

the relative regulations/legislation in force in local country.

Indoor or outdoor stoves' vertical pipes installation refer to the following:

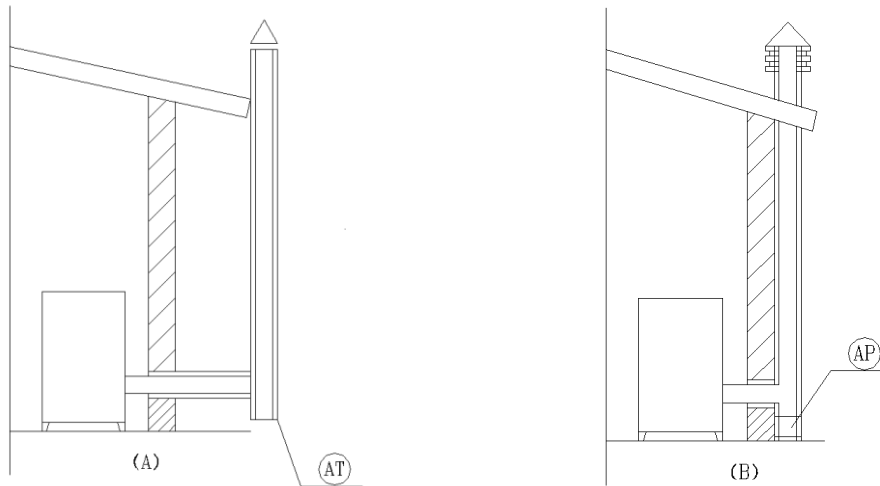


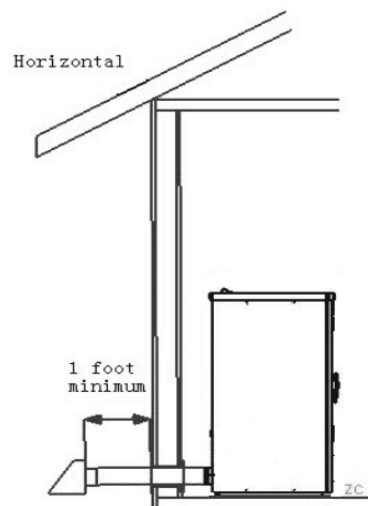
Figure 3.2-1

⚠️ Note: The pellet stove must use the special flue. It must be installed and checked by the qualified technician. Please consult the local pellet stove seller. Because of the improper using of the flue, or do not follow the local and national standards to connect the flue, resulting in property loss and personal injury, the manufacturer is not liable for compensation.

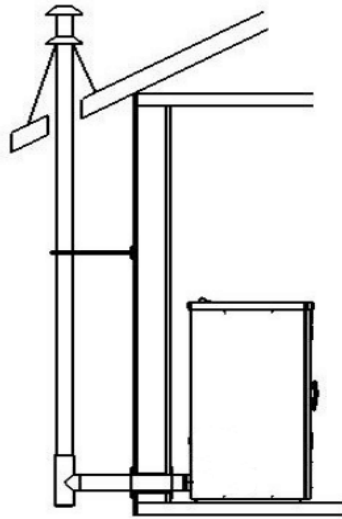
The materials of flue must be high temperature resistant, heat insulation, sealing, suitable for long-term use not damaged (we recommend fireplaces made of A/304 or refractory material with insulated round section double chamber). Be suitably insulated externally to avoid condensation and reduce smoke cooling. It should be separated from combustible or flammable materials with an air gap or insulating materials. The chimney opening must be in the same room as the appliance, or at most in the adjoining room.

Several examples of the installation of flue:

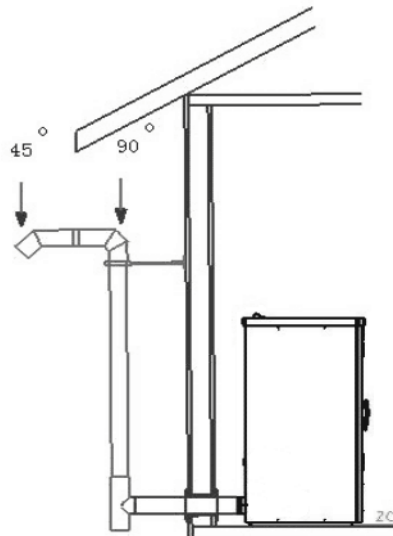
Horizontal (But it is not recommended that smoke will return to the room when the electrical power is suddenly turned off.)



Horizontal and Up through the eave



Horizontal and Up



The stoves' air input pipe diameter is 50 mm, vent pipe diameter is 80 mm. The total length of the pipeline does not exceed 3m, excluding elbows. Avoiding smoke leaking into room, indoor venting pipe joint should be sealed by sealant. Vent pipe and its termination should be waterproof and avoid block. Otherwise, the stove can not work properly. If the installation is limited by space or owner's special requirements, the pipes' length should be longer than 3m and need elbows. The diameter of air input pipe and vent pipe must be increased correspondingly for better convection. If not, it will influence burning efficiency and then stove can not work normally. The buyer should contact with local seller to get right installation.

Vent Termination Requirements

- (1) Do not place vent pipe termination in enclosed or semi enclosed areas such as carport, garage, attic, crawlspace, narrow walkway, closely fenced area, under a sundeck or porch, or any location would gather smokes such as stairwells, covered breezeway, etc.
- (2) The surface temperature of vent pipe could reach 160°C. If touch, you might be burned. It is therefore required to post a non-combustible warning or guard.
- (3) Vent pipe Termination must be higher than air inlet pipe. If smoke is vented directly through the wall, it is recommended that vent vertical pipe must be or over 1.5m when installed outdoors. This will create a natural ventilation environment and avoid smoke and odor back into room if power cut and power off, also avoiding high temperature fumes to ignite wood or burn person at the same time.
- (4) The horizontal distance of vent termination should be not less than 1.2m and vertical distance is not less than 0.3m to doors and windows, or gravity /ventilation air inlets into the building.
- (5) The chimney should extend at least 30cm out of doors. The chimney outcrops should be at least 2m from public areas. The flue must be covered with a qualified fire retardant when passing through a combustible wall or ceiling. The stove's combustion blower pressurizes and pushes flue gases out the pellet pipe. Therefore, all pipe joints should be locked together or screwed with three screws if the pipe does not have a locking system and sealed with high temperature resistant sealant. The pipe should be silicon and fastened with three screws to the stove's flue collar. The longer of pipe and the more elbows should be used, the greater the resistance to the flow of flue gases. 10cm diameter pellet pipe is recommended for pipe greater than 4.5m or when a number of elbows are used.



DO NOT CONTACT SMOKE PIPE TO EXHAUST VENTING SYSTEM OF THIS UNIT.

DO NOT CONNECT SMOKE PIPE OF THIS UNIT TO ANOTHER CHIMNEY FLUE SERVING.

Here are some examples of installation in different situation

Horizontal installations

This installation method does not require any vertical piping. However, wind may blow smoke forward outside wall which will cause discoloring problems. For this reason, horizontal and up 1.5 meter distance are recommended when in installation. When cleaning the smoke pipe, clean as much ash as possible from the 90-degree corner of the venting system.

Masonry Chimney

When venting into a masonry chimney, the pellet pipe can terminate just inside the chimney. However, we still recommend you to place the pellet pipe up to the top of the chimney.


3.3 Electric


Grounding: The stove must be grounded. The grounded power cord shall be connected to a standard 220V/50Hz power socket. Be careful not to wrap the power cord around the bottom of the machine, and place it on the edge of any sharp object, and make sure the power is connected properly. If the power cord is damaged, it must be purchased from the manufacturer or a qualified distributor to replace it.


Over-voltage protector: It is recommended to install over-voltage protectors to ensure that electrical components are not damaged in the event of power surges. Please use high quality protector. The voltage protector used by multiple electrical appliances together cannot provide the required protection.

3.4 Install room temperature controls

Please keep the sensor at the rear of stove far from the vent pipe. This sensor is to detect room temperature; it should not be influenced by any other hot or cold object. Select a place that can test temperature exactly in the room.

 **Installation and maintenance of the stove shall be completed by qualified service technicians. Do not try to repair the stove yourself. Installation must follow local regulations when installing grounding Settings.**

 **Please do not feed pellets into burning chamber when stove is working. Never use gasoline, gasoline type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to ignite stove. Keep all such liquids away from the stove while it is on working. With the consideration of your safety, do not install or operate your stove without this manual at first. Any deviating from that which is stated in this instruction manual will void the warranty and may be hazardous.**

 **Due to high temperature, the stove should be located out of public areas and away from furniture and draperies. Children and adults should also be alert to the hazards of high surface temperature and should stay away to avoid burns or clothing ignition. Teenager should be under supervision when near to stove or operate.**

 **Any grille, panel, or glass removed for maintenance MUST after stove power cut**

off and temperature fall completely. Do not operate stove under the situation of front glass removed, cracked or broken. Glass replacement should be done by a qualified service technician. Dealers, resellers and manufacturer will take no responsibility for any damages caused by improper operation, improper maintenance, improper installation causing the stove to be unable to use normally, or any direct or indirect damage caused by unsafe conditions.

4. Operation

⚠ NATIONAL AND LOCAL REGULATIONS AND EUROPEAN STANDARDS SHALL BE COMPLIED WITH WHEN OPERATING THE APPLIANCE

Attention: When in operation, please don't touch the stove glass.

4.1 Display screen installation

Open the packaged display screen, plug the motherboard connector on the back of stove to the back of display screen, as below picture:

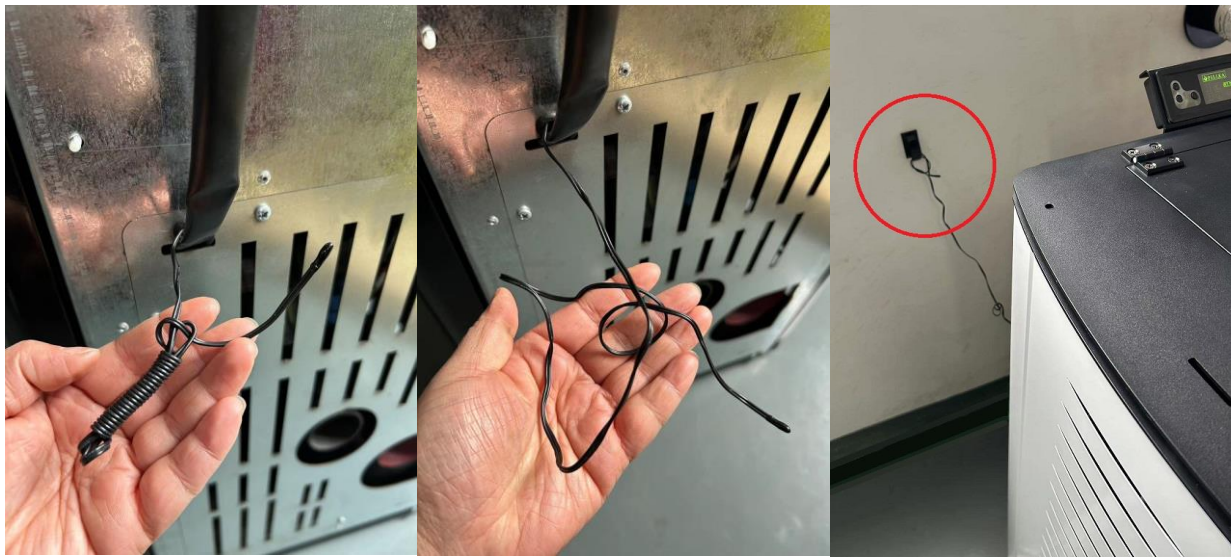


If the motherboard is connected to the display screen without plugged or loosen, the device will send out a "tick" alarm.

4.2 The room temperature probe installation

Find the room temperature probe, which is located on the back of the stove. Uncoil the wire of probe and secure it to the wall behind the stove with a wire clamp, at least away from hot places, such as smoke pipes.

Contact with high temperature sources may result in incorrect temperature display and improper operation of the stove, as below picture:



4.3 The first ignition

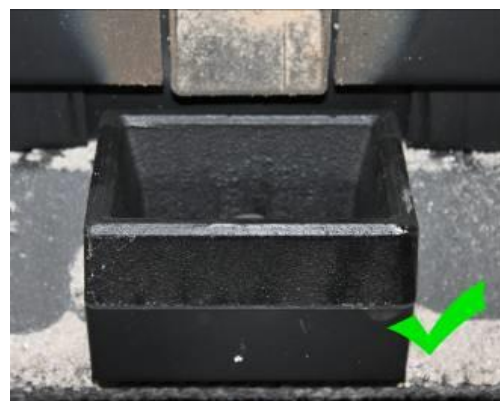
When first operation, the paint of inner stove will be burned, this is because we choose 600°C high temperature coating in the stove tank. When the stove is used for the first time, high temperature coating will truly have the effect of high temperature resistant after high temperature burning and baking in the stove tank. So some unpleasant smell will come out. Please open the window and door to vent the smell.

⚠️ Note: When the stove is used for the first time, the auger is empty. Before ignition, it is necessary to put a handful of wood pellet into burn pot to avoid the failure of ignition. Put wood pellet into hopper and connect the power. Then, turn on the red button on the back of stove and the button is lighting(which means that power has been connected already).When the power is on, system enter into self-inspection procedures.

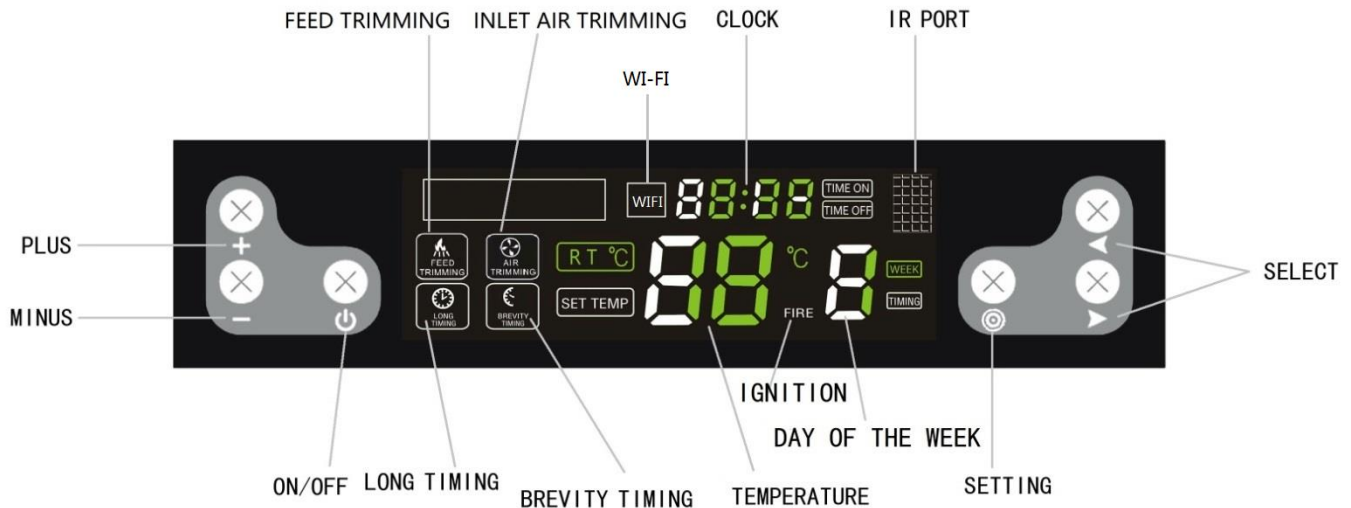
⚠️ NOTE: Keep the burn pot and its bottom clean every time you start the stove! Scorch can cause ignition failures and allow smoke to escape the room.

4.4 Start and operate



Please operate the stove as following: Please check burn pot and ash box are in proper position.






4.4.1 Description of Screen and Main menu button



The stove switching on and switching off is performed through .

Long press  to power ON, the light is twinkling .


Long press  to power OFF, the light is out .

Key  : Short press to set temperature up.

Key  : Short press to set temperature down.

Key  : Short press to set fire level.


Long press to enter quick timed task.

Key  : Short press to set fire level.




a). Long press to cancel all timed task while having timed task.



b). Long press to cancel quick timed task while having quick timed task.



4.4.2 Description of Setting



Setup key : Short press to enter set up. Select for the next setting option.

Description for the option list and function, one by one:

Short press 1 time : Fine feeding adjustment range -5~+5 Default is "0", press Key  or Key  to set value.



a. Fine feeding adjustment range -5~+5 Default is "0", press Key  or Key  to set value.

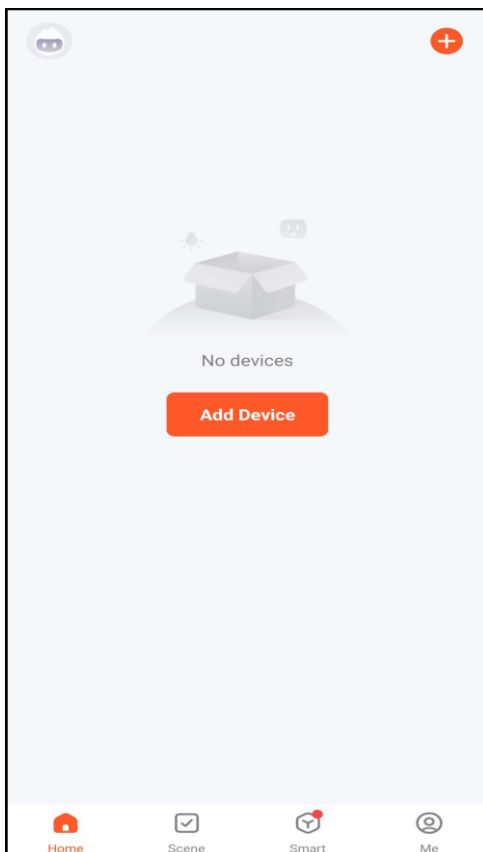
b. Fine exhaust fan adjustment range -5~+5 Default is "0", press Key  or Key  to set value.

c. Current weeks and time adjustment. Key up to switch Week/Hour/Minute, press Key  or Key  to set value, press Setup key to save; Key down to Exit.

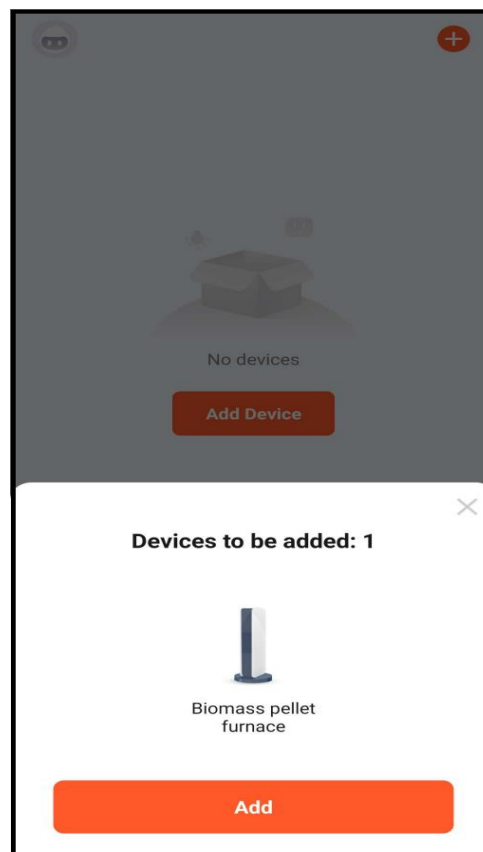
- d. Timed task. Key up to switch Week/Hour/Minute, press Key **+** or Key **-** to set value.
- e. Quick timed task. Key up to switch Week/Hour/Minute, press Key **+** or Key **-** to set value.

4.4.3 Description of How to set WIFI

1. Search App “Tuya Intelligent”  or “Smart Life”  on the APP store, make registration after download and installed.
2. Set the device target temperature to 28 degrees. (MUST)
3. Long press ‘Key **+**’ or Press Wi-Fi key on the remote controller, WiFi mark will be flashing on display, means to ready to set WiFi.
4. Open “Location”, “Bluetooth” and “WiFi” switch of the phone to make faster and better connection before operate WiFi.
5. Follow the instruction of APP to set WiFi connection.
6. Due to network latency possibly, wait for around 5 minutes to continue operations.
7. If your phone could be searched and found the device WIFI signal automatically. It will be displayed on your phone as shown step1 - step6 as the follows or similar, the device will be connected as well.



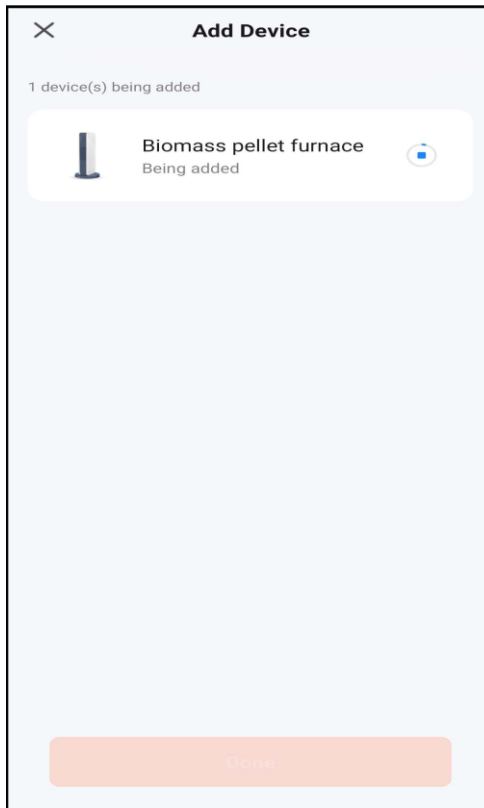
1



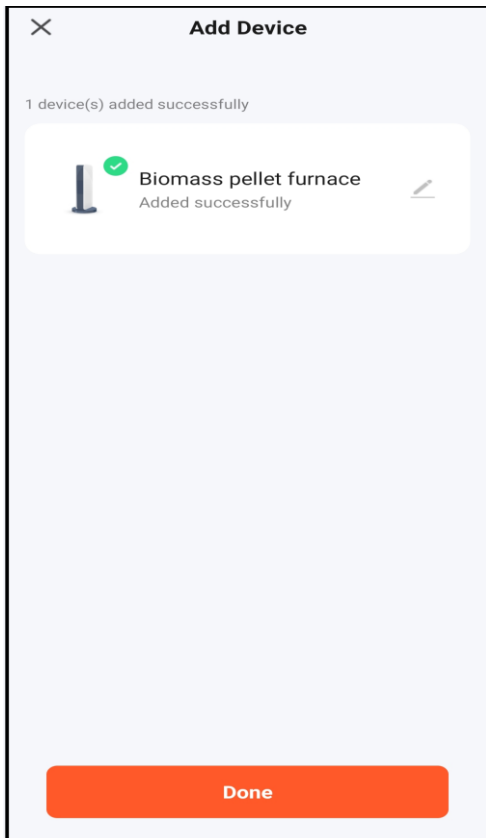
2



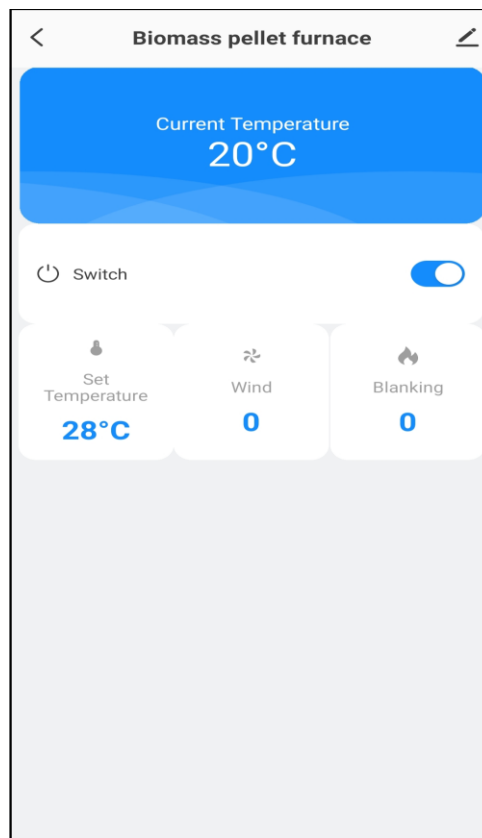
3




4



5



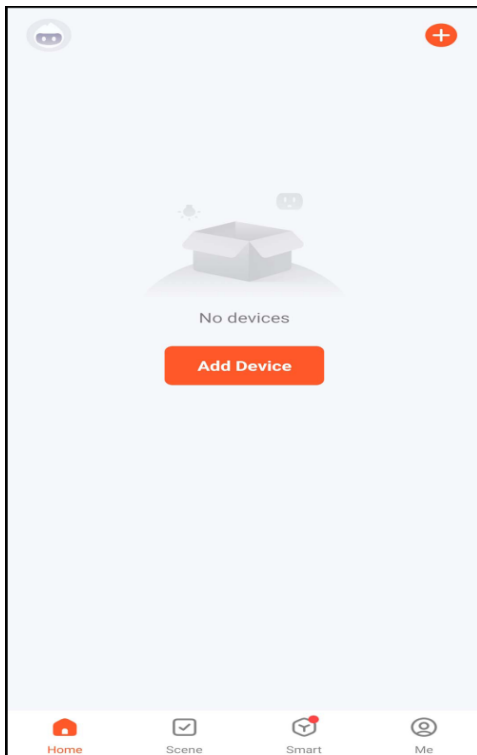
6

If the WiFi icon is shown on in the Display  , Means the device is connected successfully.

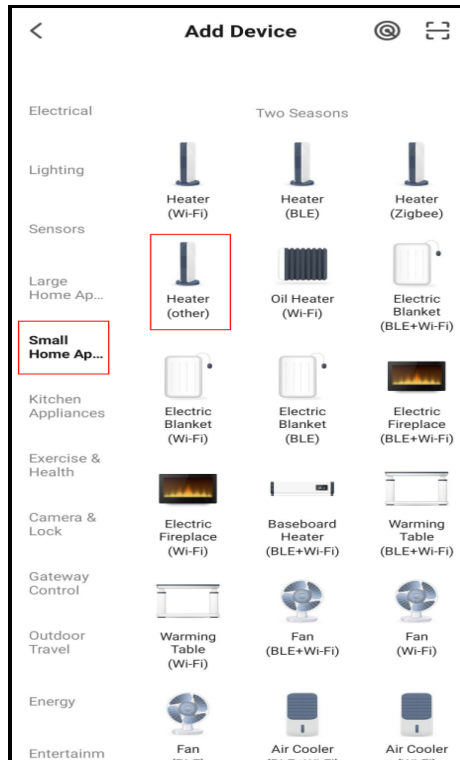
If your phone could not be searched and found the device WiFi signal automatically. You have to add device manually. Follow up the Step 1- Step6 of APP instructions as shown or similar. Manually select the correct device to add a space heater.

A. Click “ Add Device” or “+” to search and add device

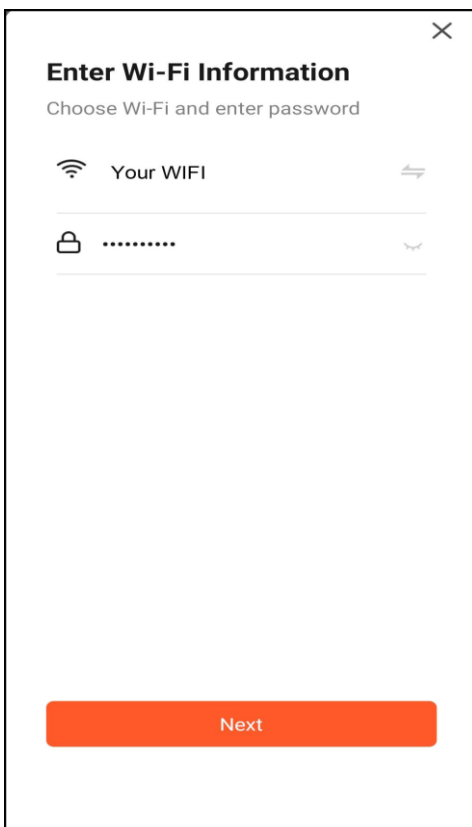
B. Select the device as red box shown.



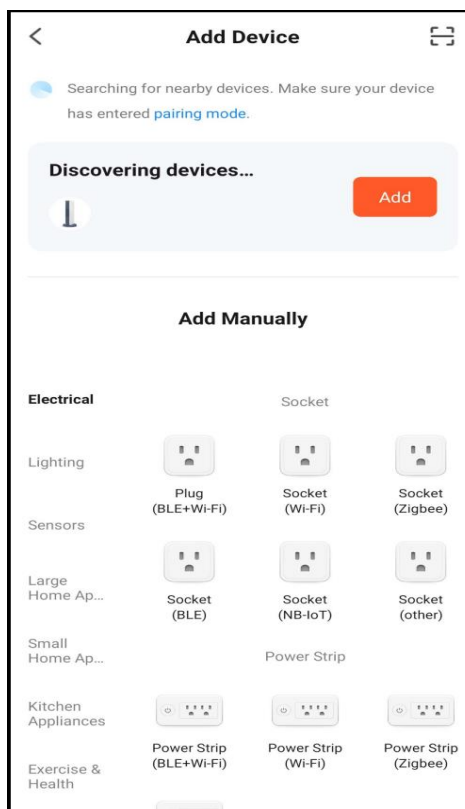
1



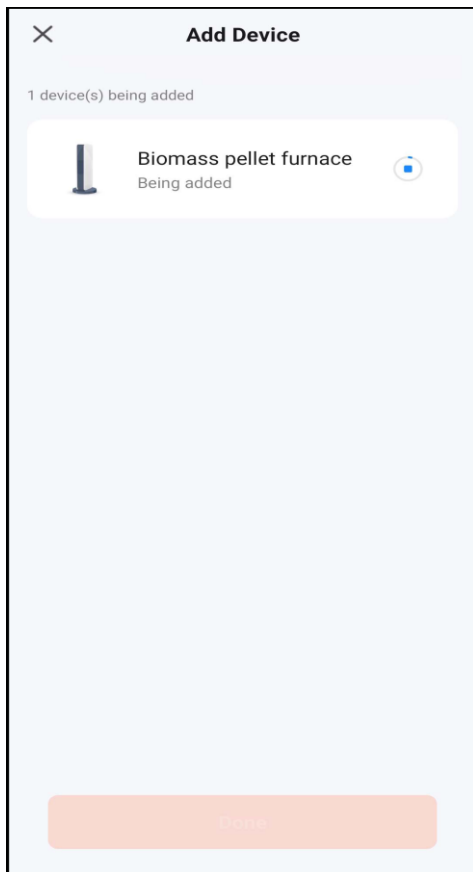
2



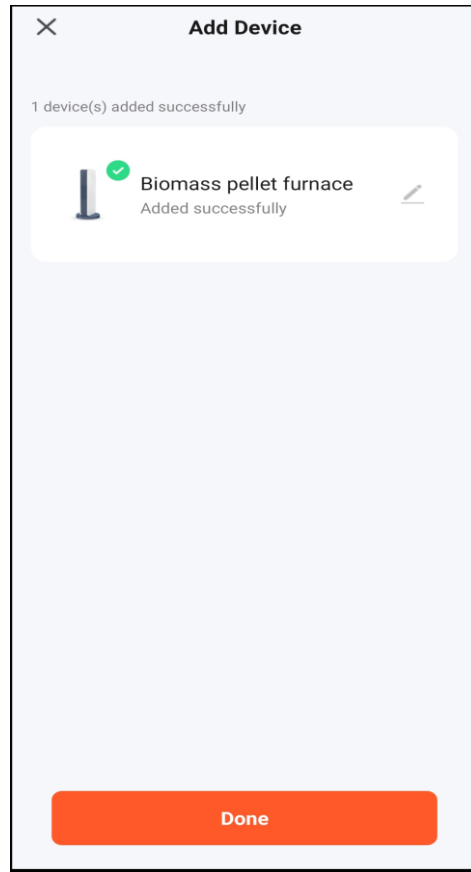
3



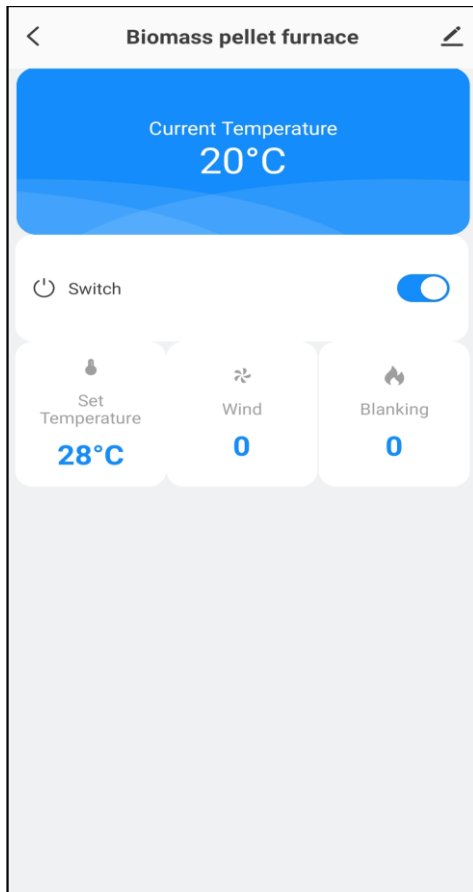
4



5



6



7

If the WiFi icon is shown on the Display, Means the device is connected successfully. If not, You have to try it again for the connection.

4.5 Error code:



E1 means the room temperature probe (NTC) fails to work:



E2 means the smoke sensor fails to work:



E3 means the temperature of the stove is too low. Please check if the stove fail to ignite or automatically shut down during operation:



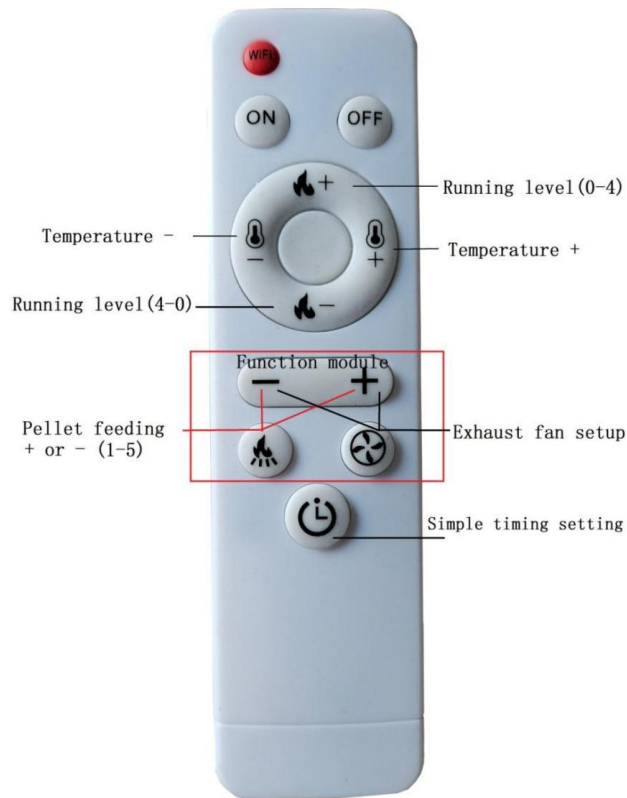
E4 means the temperature of vent system is too high. The stove starts the protection mode and enters the shutdown procedure:



Cancel error code: Press  to clear and restore to standby mode.

4.6 Remote control

Black or white remote control, according to the actual delivery color of random configuration)



5. Safety Precautions

Safety warnings and recommendations

Fuel: This pellet stove is designed and approved to burn wood pellet (no more than 2% ash content) only. High ash content will adversely affect operation and performance of stove and may void the warranty (check page 3). Please contact with your dealer for detail fuel recommendations.

⚠️ WOOD IS NOT ALLOWED USING IN PELLETT STOVE.

Soot: When in operation, insufficient combustion air will result in the formation of soot. If that, soot will collect on the glass, the heat ex-changer, the exhaust vent system and may dark outside of the house. That situation is dangerous and inefficient. So, please check your burning chamber frequently and remove inside dust to ensure efficient combustion. If it is necessary, please call your dealer to adjust fan speed or feeding speed.

Cleaning: There will be some ash and small amounts of tar in exhaust pipe. This will vary from pellet ash content and stove operation.

It is suggested that check and clean the exhaust vent system semi-annually or every two tons of pellets.

Airtight combustion: For preventing hot ash flying out, please keep the door closing and sealing during burning. Normal flame's color is bright yellow, the pellet burning with a little jumping in the burn pot. No coke and small smoke venting. If flame become darker and smoke appears from the venting terminal. Please speed up the combustion blower to add air input. Keep the vent pipe and air intake pipe unblocked.

⚠️ The working condition is for cold weather, please do not operate stove in hot weather. Any unauthorized modification of the equipment not allowed.

When replace the spare parts, please follow manufacturer's recommendation.

6. Maintenance and cleaning

Unplug and let the Stove cool before any maintenance or cleaning. Some brands of pellets produce more ash and clinkers. Therefore stove cleaning frequency greatly depends on the quality of the pellets. Not cleaning will cause stove low burning efficiency and avoid warranty.

6.1 Heating pipe cleaning

Tubular heat dissipation type: The heat pipe scale will affect the combustion effect, resulting in insufficient combustion; affect the heat exchange, resulting in poor heating effect, causing the ash to be incomplete burning and bowl to knot the ash. Cleaning method: It is recommended to clean up once every 1 year. As shown in the figure 6.1-1 Open the top cover of the stove, then open the two cleaning covers secured with wing nuts. Use a long, thin, stiff brush to clean the walls of the tube.



Figure 6.1-1

6.2 Burn pot cleaning

The exhaust fan runs at high speed, blowing combustion byproducts out of the combustion can once an hour. However, after burning the pellets for about 5 bags, the burn pot should be cleaned more thoroughly. The extreme temperatures inside the burner can cause particulate impurities to form ash and clinker.

After the stove cool down, please open front door and take out burn pot. Scrape the inner bottom and sides of burn pot to remove all ash and clinkers with a screwdriver. Make sure that all the gaps in the bottom of burn pot are accessible. Clean up all the ash and clinkers. Make sure that the high side of burn pot is towards the front of the stove. Push the burn pot down so surface is tight against the steel which supporting the pot. Do not substitute for any other grate or pot in this stove. As shown in figure 6.2-1.



Figure 6.2-1

6.3 Glass cleaning

⚠ Caution: Do not open the front door when the stove is not completely cooled.

Clean the glass using a soft cloth or paper towel or professional glass cleaning equipment. A damp cloth with small amount of ash from the burn pot also can be used to clean the glass.

6.4 Ash tray removing and cleaning

⚠ Caution: Do not remove the ash tray when the stove is not completely cooled.

Ash disposal should be in a metal container with a tight fitting lid. The closed container should be on a noncombustible floor or the ground away from all combustible materials, then to do the final disposal. If ash is disposed by burial in soil or otherwise locally dispersed, they should be in the closed container until all cinders cool down thoroughly. Put back ash drawer by inserting the drawer into the stove and refastening the left and right latches securely. Note that if the ash drawer does not seal tightly, the control board may detect it and shut down stove. Ash tray for the heating pipe as shown in Figure 6.4-1



Figure 6.4-1

6.5 Vent pipe cleaning

The combustion will contain small particles of fly ash that will collect in exhaust venting system and affect the flow of flue gases. Incomplete combustion, such as start up, shut down, or incorrect operation of pellet stove will lead to soot formation. That soot will collect in exhaust venting system. The exhaust venting system should be checked at least once a month to see if it needs to clean or not. Sweep the pipe as needed. A tee and the clean out in the vent system attached to the stove's flue collar will help cleaning.

6.6 Cleaning Schedule of each component:

According to of the number of bags of pellet (Standard: 15kg/bag).

Burn Pot	5 bags	Exhaust Fan	50 bags
Ash Tray	5 bags	Heating pipe	50 bags

⚠ NOTE: Cleaning schedule will vary depending on quality of pellets. High ash content pellets will require more frequent cleaning.

7. Trouble shooting

Before asking for after-sale services, please check the list below by yourself, which will help you save time and money. This list includes main common problems (not include problems on manufacturing and spare parts). After solving problems, please start the stove again:

Problems	Possible reasons	Solution
1. Power LED does not light on when power on.	No power in stove or in the control panel.	Check the power supply and wires connections.
	Fuse is broken.	Replace the fuse on switch or on control board.

2. Display screen does not light on with beeping when power on.	Loose connecting of the cable.	Check and connect it properly.
	Cable failure or broken.	Replace cable or contact the dealer for after service.
3. Display screen does not light on when power on.	Refer to problem (1) & (2)	Refer to problem (1)& (2)
	Display is failure.	Replace display or contact the dealer for after service.
4. Flow fan doesn't work after stove switch on.	After ignition is successful, flow fan will start working.	Please wait for a moment.
	Smoker sensor is not fixed properly.	Fix the smoker sensor properly. Or contact the dealer for after service.
5. Feeding auger does not feed pellet.	In the ignition phase, this is normal.20 seconds after switch on will start feeding	Please wait for a moment.
	There is a problem about the connection between feeding motor and auger.	A、 Check if bolts between feeding auger and motor loose or mismatch. B、 Check if the auger motor broken or the line unconnected.
	No fuel in the hopper.	Fill the fuel into the hopper.
	Auger pipe is blocked.	Check the auger pipe whether is blocked.
	Auger motor is failure.	Check and contact the dealer for after service.
6. Not feeding properly.	Too much pellet and can't burned within required time.	Please adjust the feeding setting to level -2 or -1 according to the actual condition.(Factory default setting : 0)
	Too less pellet and can't burn normally	Please adjust feeding setting in level +2 or +1. (Factory default setting : 0)
7. 15 minutes after ignition, stove turns off automatically and show Ignition failure.	No pellet or pellet feeding is too less result in ignition failure.	Please check the auger system and whether hopper is empty.
	The smoke sensor can not detect smoke temperature correctly.	The smoke sensor is faulty or not fixed properly, please contact with distributor to change the smoke sensor or fixed properly.
8. The flame is smaller. Pellet not burning enough. Dust accumulated on the glass	No enough air in the combustion chamber	<ol style="list-style-type: none"> 1. Check whether the sealing performance of the sealing strip on the door 2. Check the intake pipe or exhaust pipe for blockages 3. Increase the speed of the exhaust fan -5 or +5 (default is 0) 4. Contact the dealer for after service if necessary.

9. Fire out and display screen shows no pellet E3	Sin alimentary.	Refer to problem (5)
	Pellet feeding too less result the smoke temperature is too low.	Adjust feeding time
10. Heating wind is not enough.	Heat exchange pipes accumulate dust	Clean the heating exchange pipe
11. Room temperature sensor faulty E1	Room temperature sensor is broken or not fix properly.	Fix it properly or contact the dealer for after service.
12. Smoker sensor faulty E2	Smoker sensor is broken or not fix properly.	Fix it properly or contact the dealer for after service.
13. Fuse in the switch is broken when power on.	Somewhere has short circuit on the stove.	Contact the dealer for after service.
14. Exhaust fan does not work but flow fan working after stove switch on.	Mismatch connection of Exhaust fan and flow fan.	Exchange connection of Exhaust fan and flow fan.
15. Feeding auger is continuous feeding without stop.	Auger motor failure.	Contact the dealer for after service.
	Control board failure.	Contact the dealer for after service.
16. Display screen is showing high room temperature (hot air model stoves)	Room temperature sensor faulty	Refer to problem (11)
	Room temperature sensor too close to high temperature objects (like smoker pipe, etc.)	Take the room temperature sensor away from the high temperature objects.
17. Can not operate on phone	Not connect to WIFI	Follow the manual to connect WIFI
	Poor Wi-Fi signal or No signal.	Check the network and make more stronger signal
	Wi-Fi module is loose connection or failure.	Contact the dealer for after service if necessary.
18. Show E4	Room temperature is too high >90 degree	1. Check room sensor is touching high temperature objects if in case. 2. Low down water temperature. 3. Call the dealer for after service.
	Water temperature is too high >90 degree	
	Exhaust fan faulty (too slow or too fast of speed)	Call the dealer for after service.
19. Show E6	Power supply frequency faulty	Check power supply to match frequency.
	Power supply not match.	Check power supply to match.
	loose connections.	Check the connections
20. Show E7	Exhaust gas/smoke temperature is too high	Lower smoker temperature

 **Note:**

When the stove is faulty, the display will show an error message and will beep. You just need to press the power button to clear the error message.

8. The operation of using generator

Your stove can be powered by a gas-powered generator.

However, the voltage stabilizer of the generator may not be compatible with the voltage of this stove. The better the quality of the generator, the better the voltage compatibility of the stove.


9. Warranty

According to the prescriptive, the warranty period of our company's pellet stove is one year (From the day when you have invoice). During the warranty period, any belongs to under normal usage circumstance cause because of the product quality's problem of breakdown, our company will be responsible for giving free maintain.

For the users who apply for repair, please bring purchasing invoice and customer couplet that has filled to the local agent or dealer maintenance center for free maintenance.

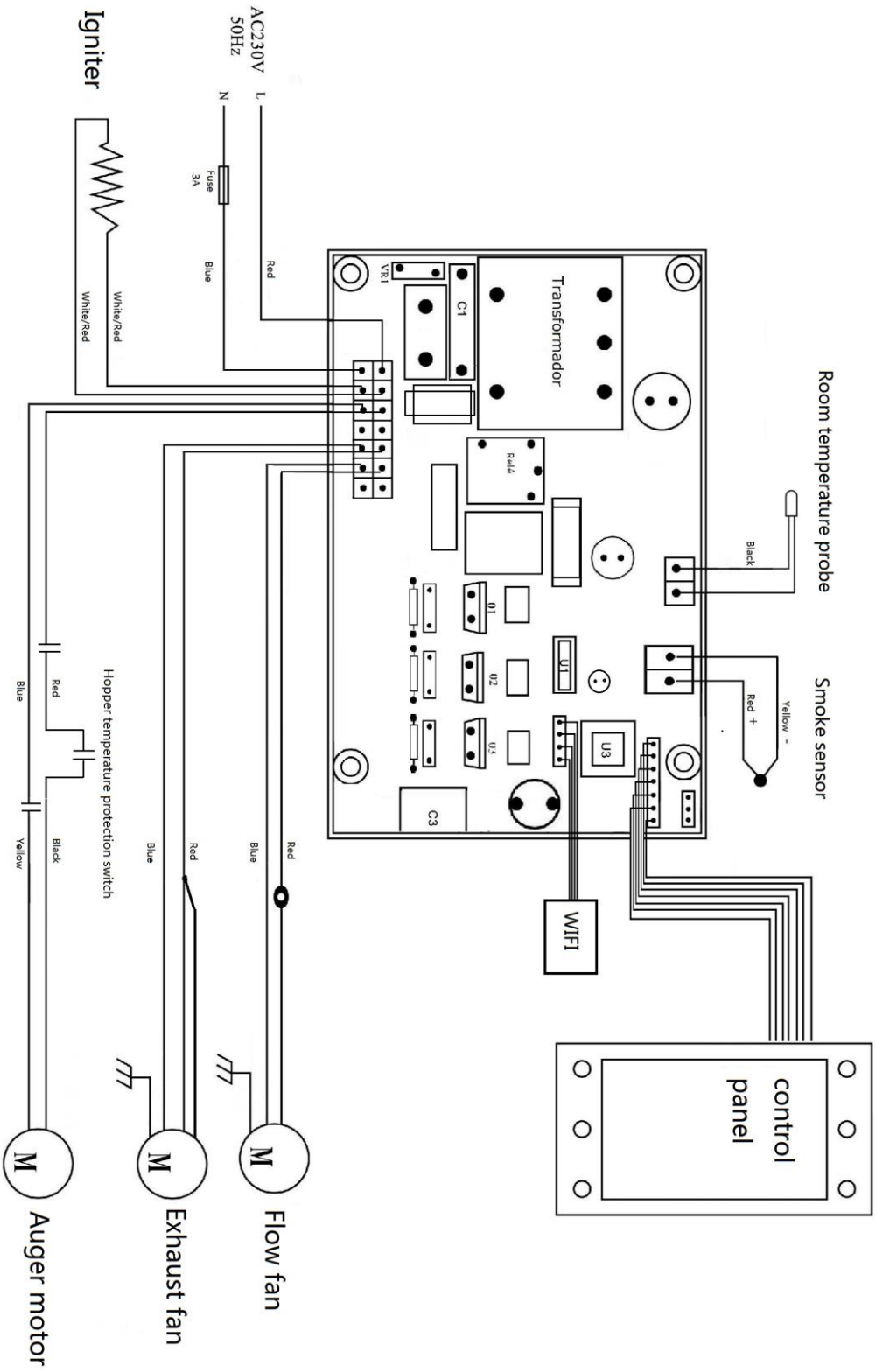
Repair is not free for the following situations

1. Failure caused by operation that does not meet the requirements of the operating manual.
2. The damage caused by the dismantle movement of a non-our-company authorized maintainer.
3. The breakdown and damaged because of the move or drop.
4. The breakdown and the damage caused by the force manure.
5. The fault caused by refitted other accessories by you own.
6. Warranty card or purchasing invoice has been changed.

 **Note: This card and the purchasing invoice are both considered as the Protection to fix warranty, so please reserve them carefully. Lose don't repair.**

10. Wire diagram

Wiring diagram



Warranty Card

Thank you very much for using our products

Product Name: _____ Product Model Number: _____

Production date: _____ Purchase Date: _____

Invoice Number: _____

Customer Name: _____ Customer Phone: _____

Customer Address: _____

Post Codes: _____ E-mail: _____

Customer Couplet (This couplet and the purchasing invoice are both considered as the Protection to fix Warranty, so please reserve them carefully.)

.....Distributor stamped effectively.....

Product Name: _____ Product Model Number: _____

Production date: _____ Purchase Date: _____

Invoice Number: _____

Customer Name: _____ Customer Phone: _____

Customer Address: _____

Post Codes: _____ E-mail: _____

Feedback Couplet (please send back the feedback couplet to our company in 15 days after buying machine.)