JOLLY MEC

# RADIO CONTROL

## USER MANUAL

To be kept by the purchaser

Remote radio control for air heating products

SM116 EN REV05 2022_04

*Dear Customer,*

*thank you for having chosen to heat and save with a Jolly Mec product. Please carefully read and keep this sheet before using the equipment.*

*The manual provides information and suggestions necessary for correct product use. Knowing and observing these instructions will allow you to fully and safely enjoy the potential your equipment can offer you.*

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# CHAP.01 PREMISES

## 01.1 WARNINGS

- *We recommend you carefully read and follow the instructions in this manual for correct use.*
- *It should be kept with care and attentively consulted since all the warnings provide important safety instructions.*
- *Incorrect use could cause damage and injury to people, animals or property, for which the manufacturer cannot not be held liable.*
- *The appliance must be used only for its intended purpose. Any other use is deemed improper and therefore dangerous.*
- *The manufacturer declines any contractual or non-contractual liability for damages caused by errors in installation or use of the appliance or failure to follow the instructions contained in this manual.*
- *All rights on the reproduction of this technical manual are owned by Jolly Mec Caminetti S.p.A.*
- *The descriptions and illustrations provided in the following publication are not binding.*
- *Jolly Mec Caminetti S.p.A reserves the right to make any modifications that may be deemed appropriate.*
- *This manual cannot be given to third parties for perusal without the written permission of Jolly Mec Caminetti S.p.A.*
- *Do not make any unauthorised modification to the appliance. Any unauthorised modification will automatically invalidate the warranty and release the manufacture from all liability.*
- *Use only original spare parts recommended by the manufacturer. Original spare parts are available through retailers, specialised Tecnical Service Centers, or directly at the head office of Jolly Mec Caminetti S.p.A.*

## 01.2 SYMBOLOGY

In this manual, points of considerable importance are marked with the following symbology:

**INSTRUCTION:** Instructions regarding the correct use of the appliance.

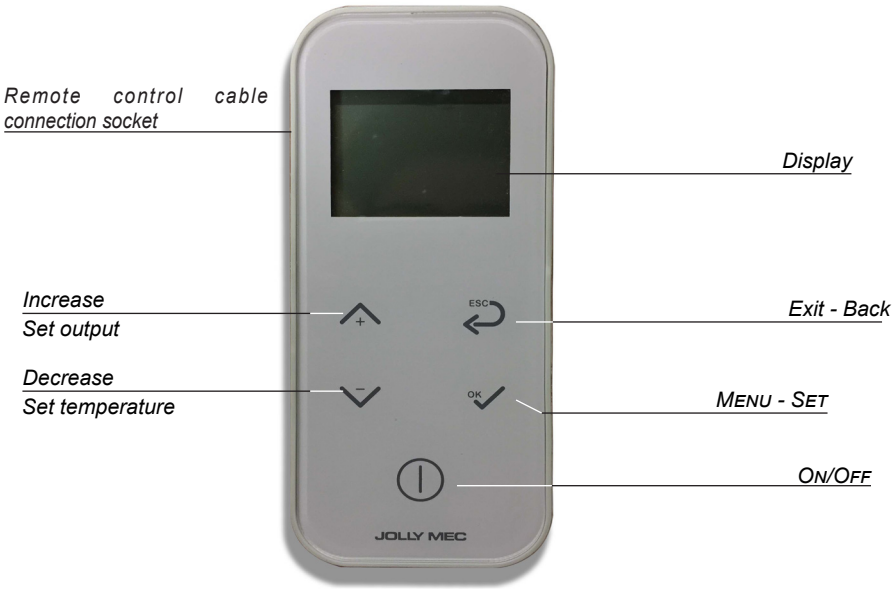
**WARNING:** This point is particularly important.

# CHAP.02 USER INTERFACE

## 02.1 RADIO CONTROL DESCRIPTION

The radio control lets you communicate with the control unit. The keys are used to transmit commands to the control unit while the display informs the user on stove operating status. Programming mode displays the various settings that can be edited using the keys.






## 02.2 KEY FUNCTIONS

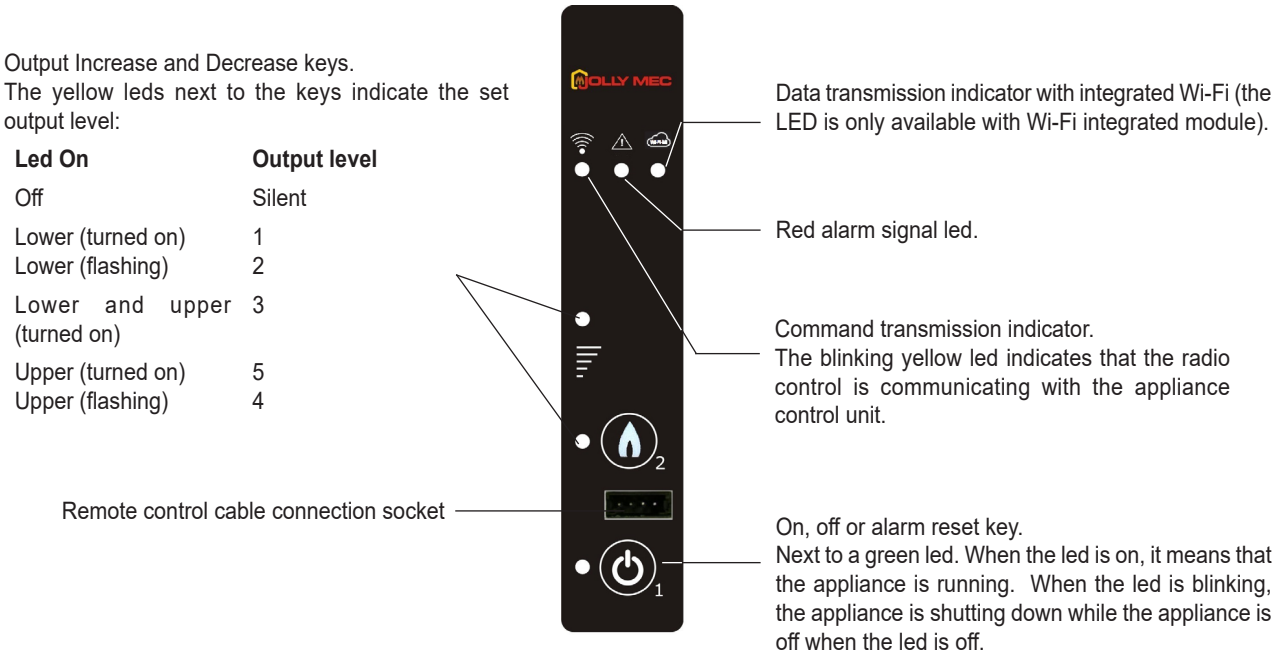
| Key | | Description | Mode | Action |
|---|---|---|---|---|
| 1 | | Increase | SET OUTPUT | Increases the selected menu and/or setting value |
| | | | MENU | It allows you to pass to the next menu |
| 2 | | Decrease | SET TEMPERATURE | Decreases the selected menu and/or setting value |
| | | | MENU | It allows you to go back to the previous menu |
| 3 | | Exit - Back | EXIT | It allows you to exit the menu |
| | | | BACK | It allows you to go back to the previous menu (or main menu) or to go back to the previous parameter |
| 4 | | Menu - Set | CONFIRM | It allows to set the various settings in succession.<br>It allows to confirm the operation |
| | | | MENU | It allows you to access the menu |
| 5 | | ON/OFF | OFF | Turns on |
| | | | WORK | Turns off |
| | | | ALARM | Resets the alarm |

**NOTE**

When the display turns off after a period of inactivity, press on 5 to turn it on.

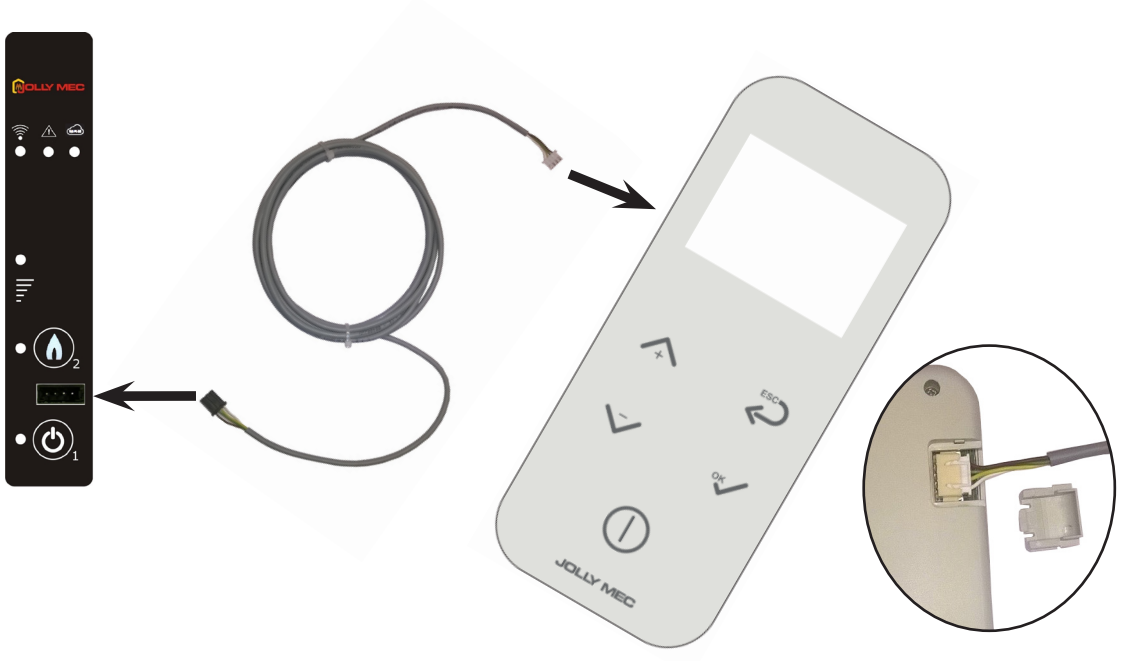
## 02.3 EMERGENCY CONSOLE

In the event radio control fault compromises good operations, the emergency console installed on the appliance can be used to run main functions such as ignition, shutdown and work output settings.




**Remote control connection to the console**

Radio wave transmission between the radio control and control unit, by nature, could be hindered by disturbances and interferences due to the vicinity of other electric or electronic devices that emit radio signals in the environment. The opposite may occur at times, meaning the radio waves transmitted by the Jolly Mec device create interferences with other devices in the vicinity.
To prevent these problems, we recommend wiring the remote control to the emergency console so that radio wave communications are no longer necessary between the two devices. Remote control wired operations are only possible after removing the batteries from the specific back compartment as illustrated in **CHAP.02.4 - BATTERY INSTALLATION AND REPLACEMENT**.



## 02.4 BATTERY INSTALLATION AND REPLACEMENT

The radio control is powered by three AAA alkaline batteries. In the event of radio control malfunctions, always check whether the batteries are charged. Otherwise, replace them with new ones of the same type. To replace the batteries, remove the cover on the back of the radio control, insert the batteries in the specific compartment as illustrated below (and as indicated inside the compartment). When installed, replace the cover.

**WARNING**

DO NOT USE RECHARGEABLE BATTERIES

## 02.5 RADIO CHANNEL SETTINGS

Perform the following operations to set up the communication channel between the device radio remote control and the control unit:

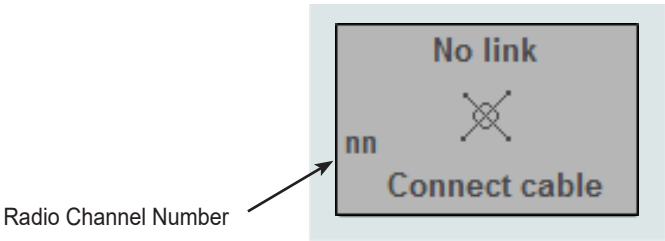
**1) In case of first start-up of the device.**

- Turn the control unit on, by putting on the stove switch on “I”.
- Connect the radio remote control to the emergency display (see **CHAP 02.3**) without batteries.
- The radio remote control display will show the following screen for a few minutes.

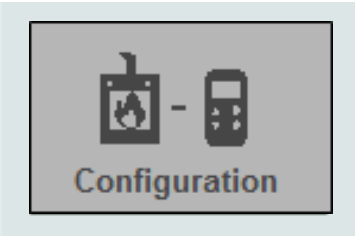
- When the previous screen disappears, the device configuration screen will appear (see the procedure document for the product activation). Disconnect the radio remote control unit at the end of the device activation procedure and put batteries on.

**2) If the radio remote control loses the radio channel set up.**

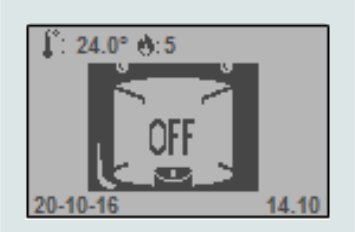
- The device will show the following screen in case there is no connection between the radio remote control and the electrical control unit.




- Connect the radio remote control to the emergency display (see **CHAP 02.3**) without batteries.
- The radio remote control display will show the following screen for a few minutes.




- At the end of the configuration, the main screen will appear. Disconnect the radio remote control and insert the batteries.




**NOTE**

The first screen described on point 2 is shown even in case of electrical black out, but it is not necessary to connect the radio remote control to the emergency console. When the electrical power is restored, the radio remote control will automatically set on the radio channel set up in point 1, after about a minute.
In case the radio remote control loses the radio channel, repeat the procedure specified in point 2 (if the number of the radio channel does not appear on the screen, it means that the connection between radio remote control and control unit is lost).

# CHAP.03 OPERATING MODE

## 03.1 APPLIANCE OPERATIONS

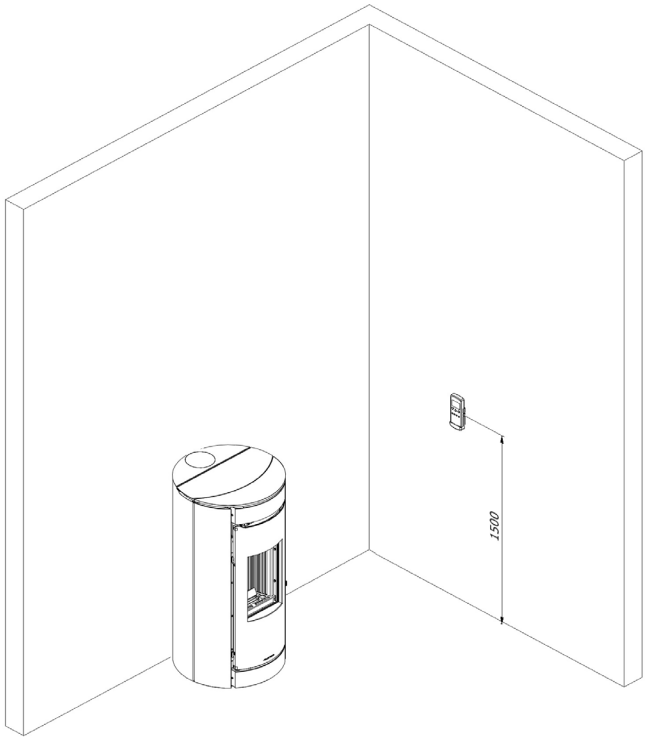
When the appliance is OFF, press and hold down Key 5 (ON/OFF) on the radio remote control for several seconds to turn it on. Next, the flame icon will appear on the display indicating that the switch-on procedure has started made up of various phases defined in technical parameter settings that may be set by A specialised Technical Service Center. fter the normal switch-on time, the device normally reaches the WORK condition at the set output unless fume temperature reaches the minimum admitted value and the relevant alarm message is displayed.
The fixed flame icon informs the user that the stove is in “OPERATING MODE” i.e. it has reached the preset heating output level. The stove operating level is set using button 5 and increasing or decreasing the value displayed with keys 1 or 2. There are 5 heat output levels.
The ambient temperature can be SET pressing button 2, then keys 1 and 2 to adjust the temperature to the desired value.
The stove remains in operating mode; i.e. at the heat output level, until the set ambient temperature is exceeded by 0.5°C, a condition required to trigger the ECO function. To restart the heating mode, the ambient temperature must decrease to 1.0°C below the SET temperature.
The fan speed for the hot air exhausted through the front exit depends on the output levels; the higher the output level, the faster the air will be pumped through the front exit.
Every 100 hours of operation the message “Ordinary Service” will appear. With the stove off proceed with routine maintenance. Then press and hold the ON / OFF button to reset the message.
If STAND-BY mode is on, the device turns off after a period of time in economy mode or after this condition led to a certain increase in the reference temperature. The length of this period and the temperature increase can be set in menu SET STAND-BY.
In STAND-BY mode, the stove automatically turns back on when the reference temperature drops under the set value. To manually turn off the stove, simply press and hold down Key 5 for several seconds. Next, FINAL CLEANING is run.

**WARNING**

**The stove starting MUST ALWAYS be performed with clean stove and firebox.**

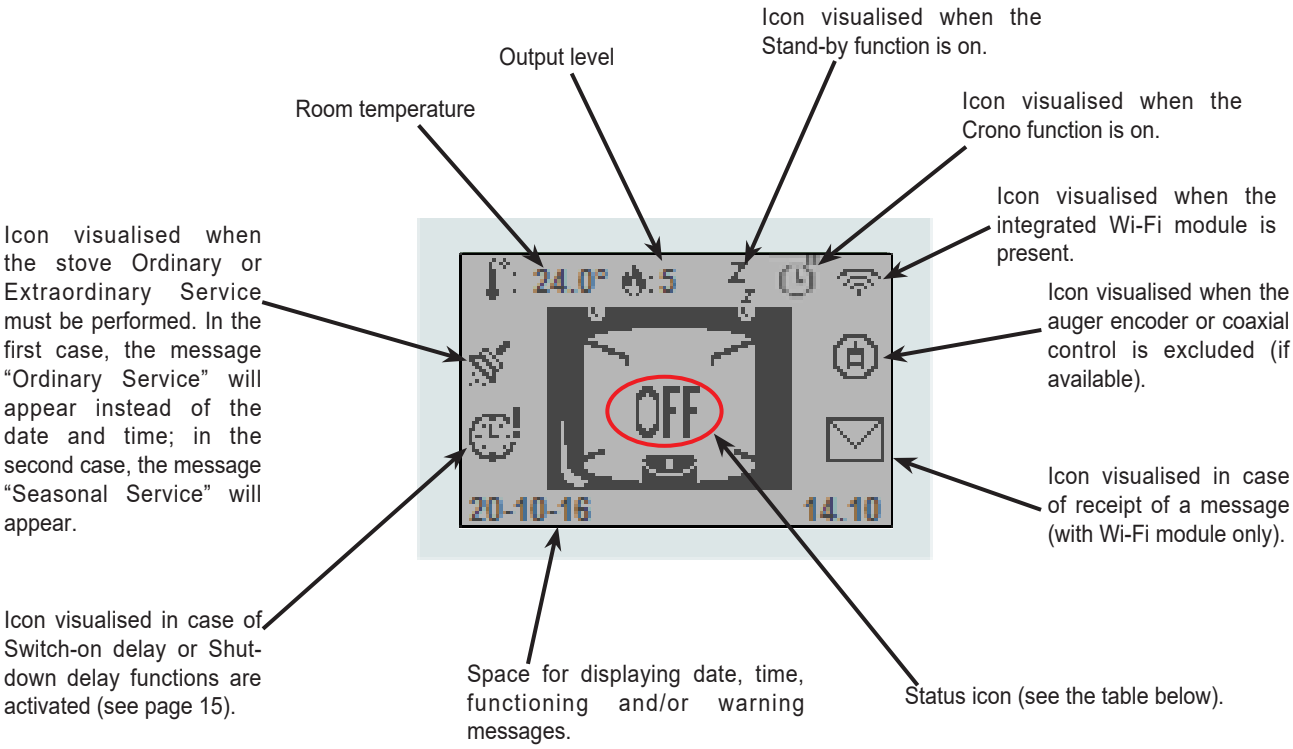
## 03.2 REMOTE CONTROL USE AS A PROBE

When the specific remote control wall mount is installed in the centre of the room, the remote can be used as a traditional thermostat, setting REMOTE probe type in menu SET PROBE.
According to the domestic structure the range of action of the remote control is about 7 metres.

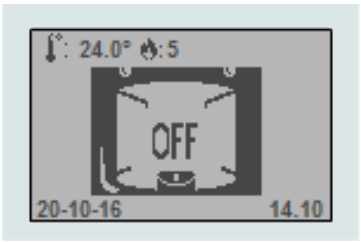


### 03.3 MEANING OF THE MAIN ICONS AND STATUS MESSAGES

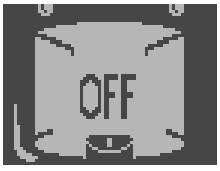
The eventual presence of the icons on the display indicates whether or not the relevant component and/or function is enabled. The functions or components associated with the various icons are represented by the following screen:

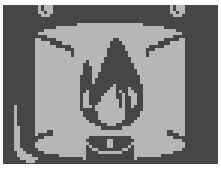
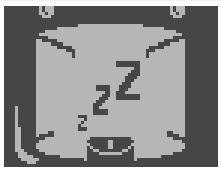
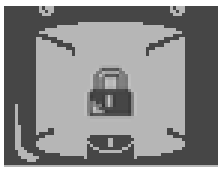



During normal functioning, the radio remote control display shows date, time, environment temperature, the operation power level and a message or icon that indicates the appliance status. An illustration of the main display screen appears below.




Main messages that can appear on the remote radio control and their meanings are summarised in the following table:

| STATE | ICON/MESSAGE | Description |
|---|---|---|
| 0 |  | Message displayed when the appliance is off. It can be switched on in manual mode, using a GPRS system or Wi-Fi module or using the chrono settings. |

| STATE | ICON/MESSAGE | Description |
|---|---|---|
| 1 | | Initial ventilation : Icon displayed during the initial ventilation phase before ignition. |
| 2-3 | | Pre-heating and pre-loading Icon displayed during the phases which involve pre-heating of the spark plug and pre-loading of the pellets. |
| 4 | | Flame standby: Icon displayed during the stand-by time before the pellets are ignited |
| 5 | | Minutes to turn on: Icon displayed during the stand-by time before the pellets are ignited. The fumes temperature must reach a set value for the device to be considered ON. |
| 6 | | Flame is present: Icon displayed when the device is on. It remains on the display for the whole period of the flame stabilisation and completion of the pellet in the firebox. |
| 7-8 |  | Firebox functioning and cleaning: Icon displayed during device operations in work mode, meaning until the temperature read by the room probe reaches the set value. |
| 9 | | Final cleaning: Icon displayed during the shut-down phase. |
| SILENT | | Text visualised when the Silent function is on. |
| ECO | | Text visualised when the room temperature value is reached. The appliance automatically switches to economy mode. |
| STAND-BY |  | After a period of running in ECONOMY mode, the device enters STAND-BY and shutdown conditions are met. |
| BLOCKED KEYS |  | Icon visualised when keys are blocked. (Keyboard Block function activation, see display set menu).<br>To block the keys press keys 3 and 1 in sequence.<br>To unblock the keys press keys 3 and 1 in sequence.<br><br>When the keys are blocked the display shows the main screen. |
| ORDINARY SERVICE | | Every 100 hours of operation the message “Ordinary Service” will appear.<br>With the stove off proceed with routine maintenance.<br>Then press and hold the ON / OFF button to reset the message. |

# CHAP.04 USER MENU

## 04.1 FUNCTIONS

The display is divided into menus and sub-menus that can be scrolled using the radio control keys. In short, main menus and their functions are:

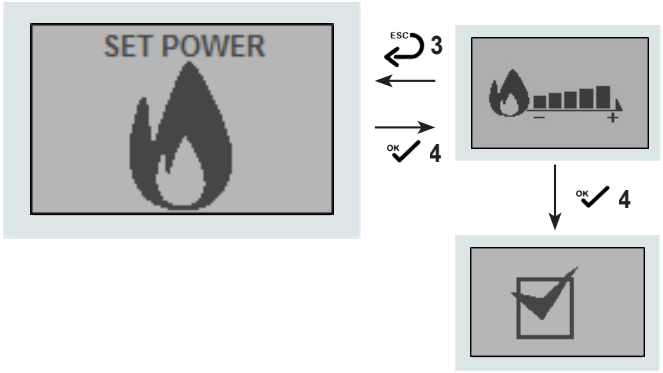
| MENU | Description |
|---|---|
| SET POWER | Lets you set the operating power of the device. |
| SET TEMPERATURE | Lets you set the desired temperature. |
| SET CLOCK | Lets you set the current date and time, required for correct chronothermostat operations |
| SET CHRONO | Lets you turn the chronothermostat and its programs on or off. |
| SET LANGUAGE | Lets you set the menu language |
| SET PROBE | Lets you set the type of probe to be used.<br>• Set THERMOSTAT probe type to use a thermostat to control the appliance. If a retail thermostat is used, the device must be used with clean contacts to the appliance. **WARNING**: using a retail thermostat it is not possible to change the device on and off settings, but only the thermal regulation settings. It must always be switched on and off via the Jolly-Mec Remote Control.<br>• Set STOVE type to use the probe installed on the stove or a remote same type of probe in another room. In the latter case, the probe installed on the stove must be disconnected from the electronic card (to be done by the specialised Technical Service Center).<br>• Set REMOTE probe type (factory settings) to use the remote control as a room probe. |
| SET STAND-BY | STAND-BY mode lets you turn off the appliance when room request, according to the set configuration, is met. In STAND-BY (display message) the appliance is awaiting room requests to restart a switch-on cycle. The delay time delays shutdown from the moment when the requests are met. If STOVE or REMOTE type was set in menu SET PROBE, the appliance will only shutdown after running in ECONOMY mode for a period of time equal to OFF DELAY time after requests are met while if THERMOSTAT type is set, the appliance will run in ECONOMY mode for twice as long as the set OFF DELAY time. |
| SET DISPLAY | Lets you set the user interface, and change the device buzzer settings. |
| LOAD PELLET | Lets you start manual pellet load. It can be used after the completely empty tank is filled with fuel, to fill load auger. |
| STOVE STATUS | Lets you view operating status in real-time. |
| TECHNICAL SETTINGS | This menu contains the appliance settingspages that only the specialised Technical Service Center can access using a specific password. |
| SET ADJUSTMENT | Lets you change pellet loading and fume exhaust settings |
| READ MEMORY | Lets you read some data stored in the control unit memory |
| SET CANALIZATION | Lets you manage the settings of the stove two air canalizations (if available). |
| CHECK FLOW | This menu contains the Coaxial Control system settings (if available). Only a specialised Technical Service Center can accessed to it using a specific password. |
| MESSAGES | Lets you visualise the received messaged in case of Wi-Fi module installation. |

## 04.2 STRUCTURE

To open the various menus, press Key **4** when the main page is displayed on the remote control. To scroll the various menu pages, use Keys **1** and **2**.



### SET POWER




For modifying the operation power, press Keys 1 and 2 to choose among the five levels of available powers. After selecting the required power level, press key 4 to confirm the setting and to return to the main page.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry

### SILENT mode setting

When the Silent mode is activated, the product is set to work as silent as possible.
Use keys 1 and 2 to set SILENT mode from the SET POWER menu.
After selecting the SILENT entry, press key 4 to confirm the setting and to return to the main page.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry.

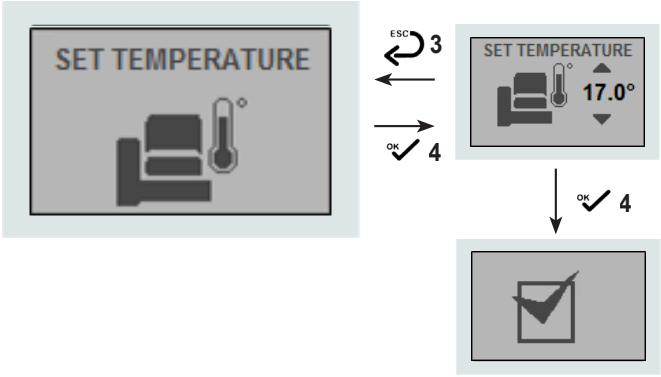
### AUTO mode setting
(if available)

When the Auto mode is activated, the product is programmed to adjust the combustion power according to the requests of the probes / thermostats.
Use keys 1 and 2 to set AUTO mode from the SET POWER menu.
After selecting the AUTO entry, press key 4 to confirm the setting and to return to the main page.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry.

It is possible to access the operating power set up screen directly from the main scree, by pressing key 1.

### SET TEMPERATURE

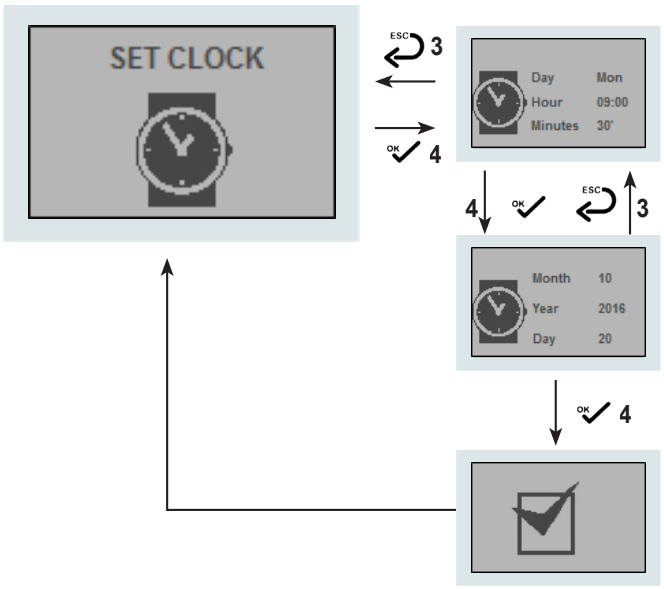



Press keys 1 and 2 to modify the desired temperatures. After selecting the desired temperature, press key 4 to confirm the selection and to return to the main page.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry.

It is possible to access the temperature set up screen directly from the main screen, by pressing key 2.

## SET CLOCK

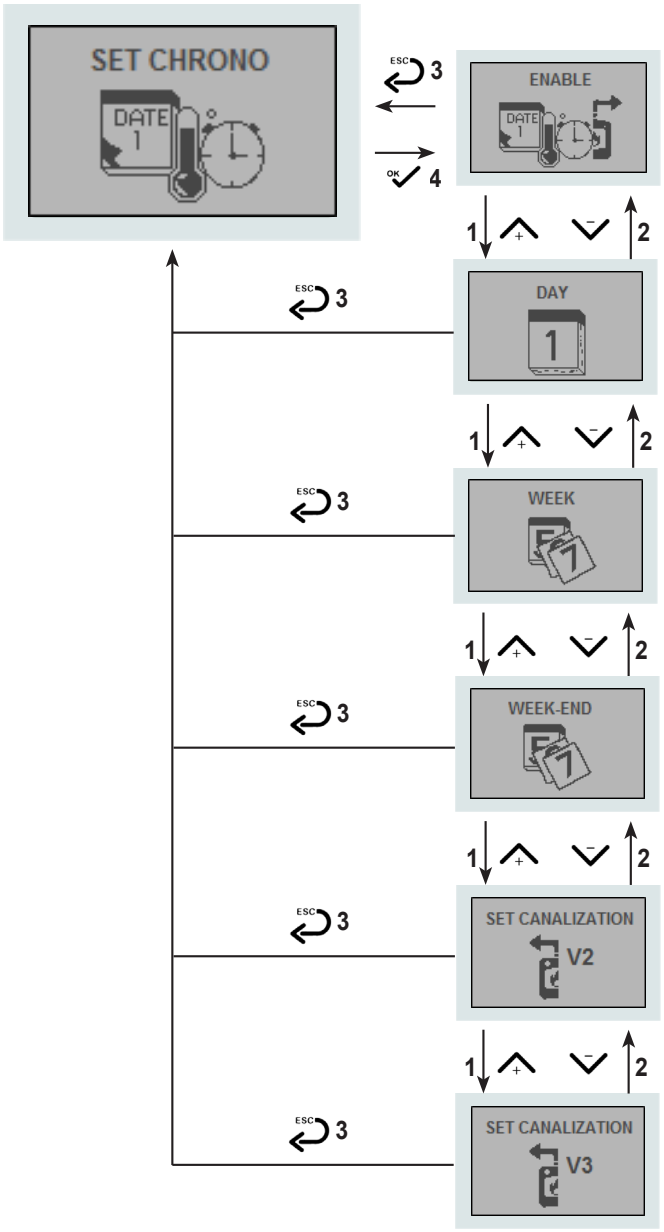



Use keys 1 and 2 to select the current day of the week and press key 4 to set the displayed value and move to the parameter of menu. Set hours, minutes, month and current date.

Press key 4 to confirm the setting.
Press key 4 to go scroll all parameters without modifying them.
Press key 3 to go back to the previous parameter without modifying it.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

## SET CHRONO




**ENABLE**
Lets you set a switch-on or shut-down delay time and to enable and disable the chronothermostat status.

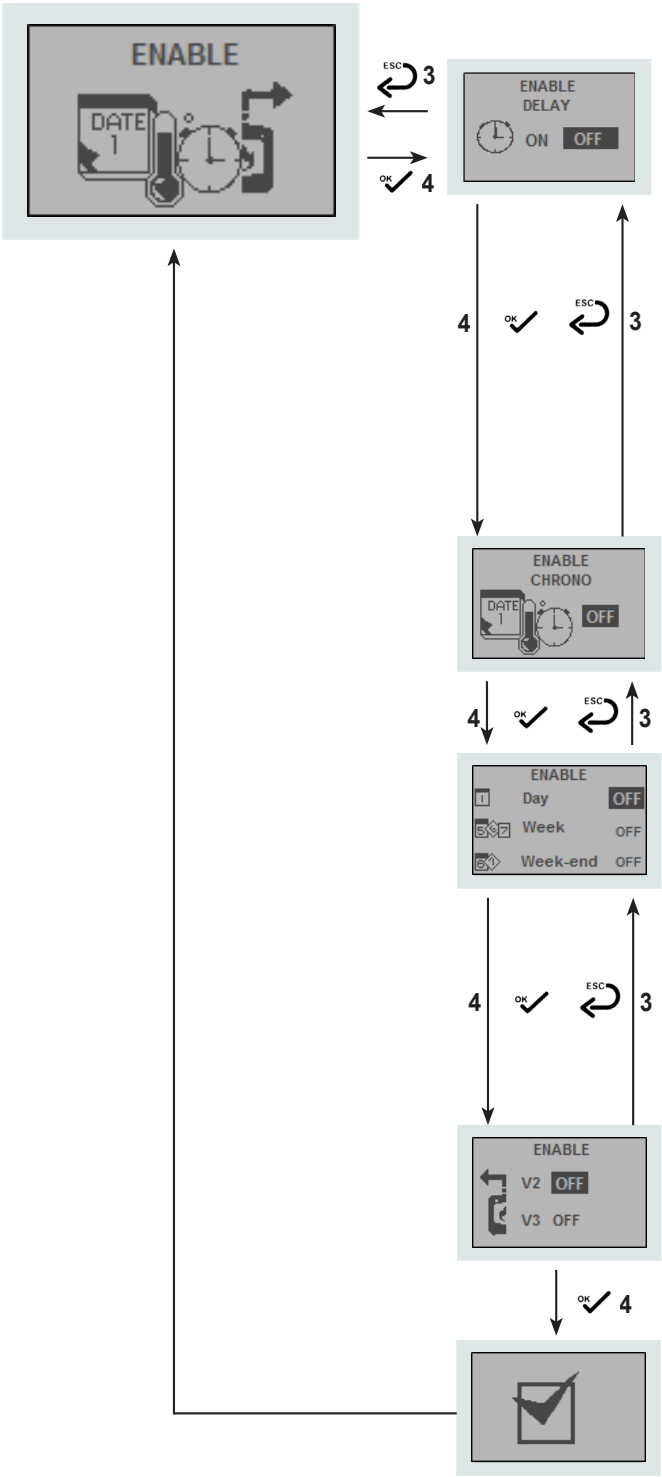
**DAY**
Lets you set two time ranges enabled every day of the week. It is possible to use just one of them.

**WEEK**
Lets you set four time ranges that can be enabled as needed during the various days of the week. It is possible to only use the programmes that are needed.

**WEEK-END**
Lets you set two time ranges that can only be enabled on Saturday and Sunday.

**SET CANALIZATION**
It allows to set four blocked hours for canalisation fan V2 (if present) switch-on or shut-down delay time.

**SET CANALIZATION**
It allows to set four blocked hours for canalisation fan V3 (if present) switch-on or shut-down delay time.



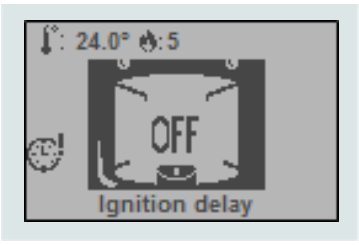

Lets you set a switch-on or shutdown delay time.
Use Keys **1** and **2** to adjust the delay time.
It is possible to set the switch-on delay for postponing the device starting when the appliance is turned off (the word ON appears on the main screen, next to the clock icon).
It is possible to set the switch-off delay for setting the device turning off when the appliance is turned on (the word OFF appears on the main screen, next to the clock icon)*.
The function is disabled when set to 00:00.
Once the required delay is set, press Key 4 to confirm the selection and open the next page.

Use Keys 1 and 2 to select to enable or disable the chronothermostat function and press Key 4 to confirm the selection and move to the next page.

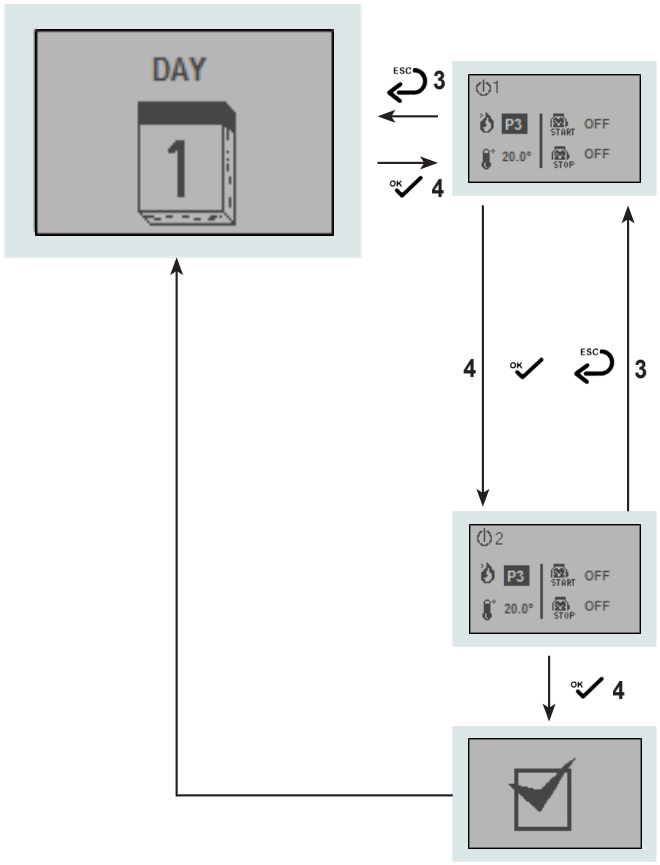
Use keys 1 and 2 to choose whether to enabling the daily chrono (Day) or not. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to choose whether to enabling the weekly chrono (Week) or not. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to choose whether to enabling the weekend chrono (Week-end) or not. Press key 4 to confirm the selection and to move to the next page.

Use keys 1 and 2 to choose whether to enabling the chrono fan V2 (V2) or not. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to choose whether to enabling the chrono fan V3 (V3) or not. Press key 4 to confirm the selection.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.




*with the switch-on (or switch-off) delay, the main screen flashes the text IGNITION DELAY (or SHUTDOWN).




Use keys 1 or 2 to set the power value for the first time interval of the day. Press key 4 to confirm and move to the next parameter setting.

Use keys 1 or 2 to set the environment temperature value to reach in the first time interval of the day. Press key 4 to confirm and move to the next parameter setting.

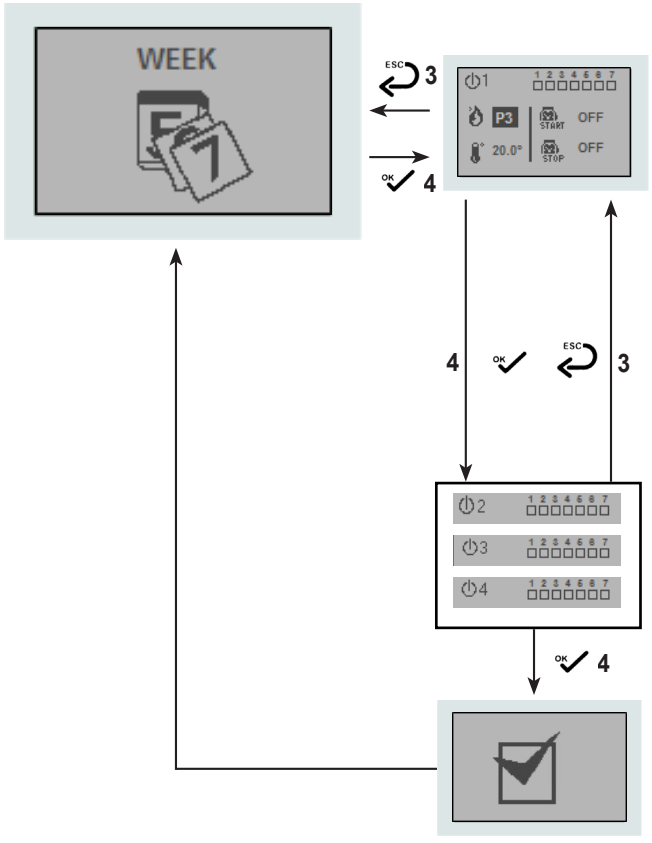
Use keys 1 and 2 to set the first interval of the day of operation starting hour allowed by the function. Press key 4 to confirm and move to the next parameter setting.

Use keys 1 and 2 to set the end interval of the day of operation ending hour allowed by the function. Press key 4 to confirm the selection and to move to the next page.

Press key 3 to go back to the previous parameter without modifying it.

The next screen, similar to the previous one, lets you set the same parameters for the second operating time range permitted by the function.

Repeat the same procedure of the previous screen.



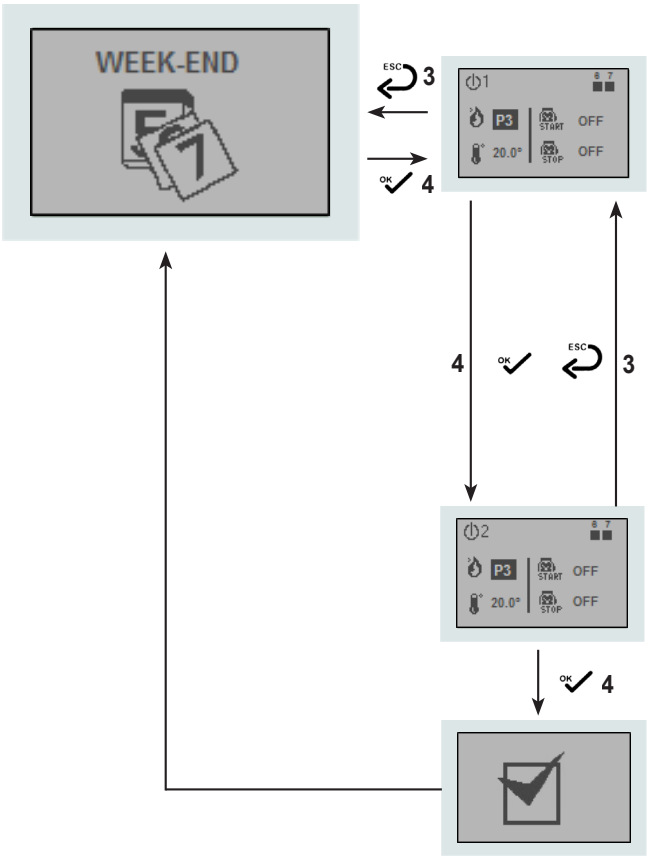

Use keys 1 or 2 to set the power value for the first time interval of the day. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 or 2 to set the environment temperature value to reach in the first time interval of the day. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to set the first interval of the day of operation starting hour allowed by the function. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to set the end interval of the day of operation ending hour allowed by the function. Press key 4 to confirm and move to the next parameter setting.
After setting the end interval of the day of operation ending, the cursor moves on the week days.
Press key 1 to select the day of the week and key 2 to deselect it (the day of the week is selected if the box under the related number is filled).
Press key 4 to confirm the selection and to move to the next parameter, up to day 7 and then to the next page,
Press key 3 to go back to the previous parameter without modifying it.

The next three screens, similar to the previous one, let you set the same parameters for the other three operating time ranges permitted by the function.

Repeat the same procedure of the previous screen.

**NOTA**

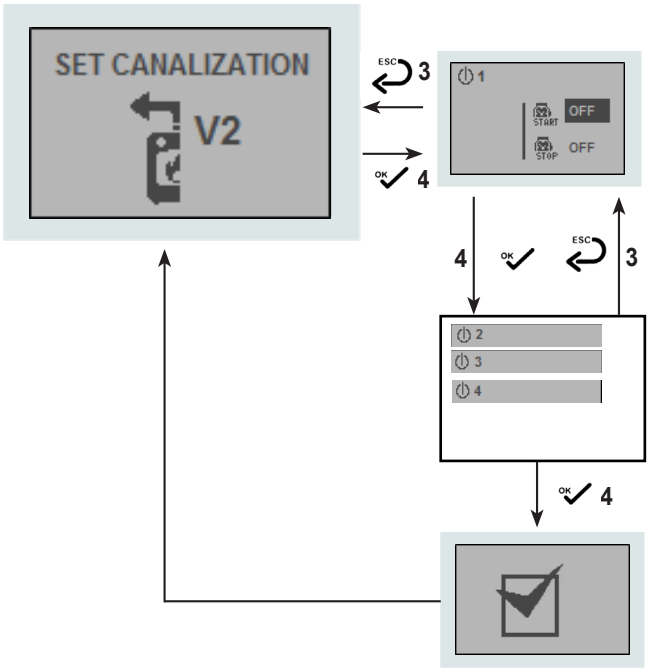
Days of the week:
1 - Monday, 2 - Tuesday, 3 - Wednesday, 4 - Thursday, 5 - Friday, 6 - Saturday, 7 - Sunday




Use keys 1 or 2 to set the power value for the first time interval of the day. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 or 2 to set the environment temperature value to reach in the first time interval of the day. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to set the first interval of the day of operation starting hour allowed by the function. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to set the end interval of the day of operation ending hour allowed by the function. Press key 4 to confirm the selection and to move to the next page.
Press key 3 to go back to the previous parameter without modifying it.

The next screen, similar to the previous one, lets you set the same parameters for the second operating time range permitted by the function.

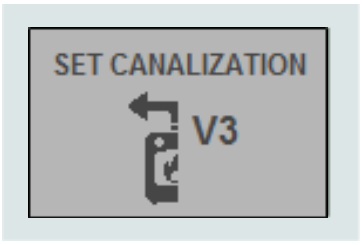
Repeat the same procedure of the previous screen.




Use keys 1 and 2 to set the first interval of the day of operation starting hour allowed by the function. Press key 4 to confirm and move to the next parameter setting.
Use keys 1 and 2 to set the end interval of the day of operation ending hour allowed by the function. Press key 4 to confirm the selection and to move to the next page.
Press key 3 to go back to the previous parameter without modifying it.

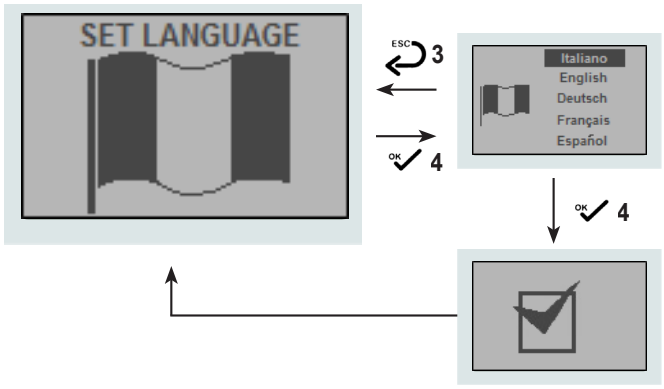
The next screen, similar to the previous one, lets you set the same parameters for the second operating time range permitted by the function.

Repeat the same procedure of the previous screen.




Repeat the same procedure of the previous screen.

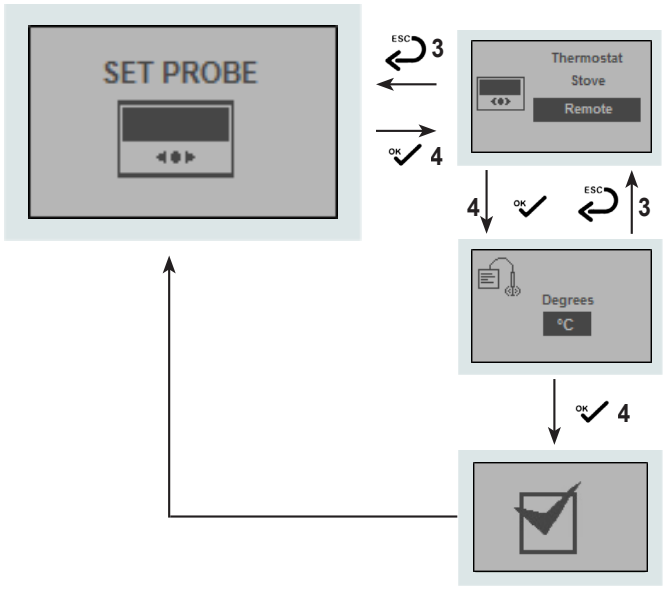
## SET LANGUAGE




Use Keys **1** and **2** to select the required language from the five available European languages and press Key 4 to confirm.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

## SET PROBE

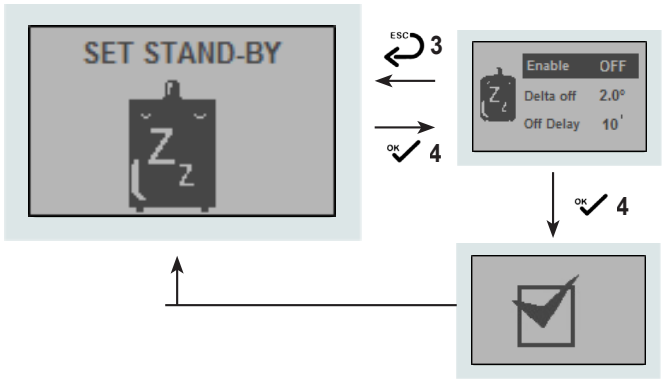



Use Keys 1 and 2 to select the required probe type from those available (Thermostat, Stove, Remote) and press Key 4 to confirm.

Use Keys 1 and 2 to select the unit of temperature measurement and press Key 4 to confirm.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

## SET STAND-BY




**ENABLE:**
Use Keys 1 and 2 to enable stand-by (enable) and press Key 4 to confirm and move to the next page.

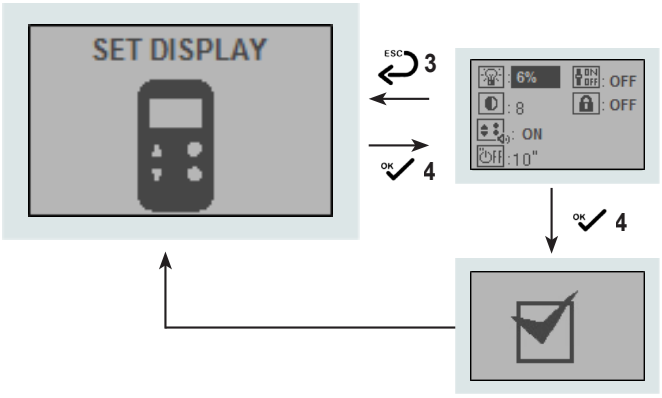
**DELTA OFF:**
Use Keys 1 and 2 to set the temperature delta between the actual and set room that must be reached to permit shutdown. Next press Key 4 to confirm.
Min. 0,0°C, Max. 15,0°C, Recommended 2,0°C

**OFF DELAY:**
Use Keys 1 and 2 to set shutdown delay time.
Max. 120 min. Recommended 10 min
Press key 4 to confirm and move to the main screen.
Press key 3 to go back to the previous parameter without modifying it.
When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

**NOTE**

We do not recommend you enable STAND-BY mode when the appliance is repeatedly turned on and off during the day. More than six daily start-ups for an air and pellet product can be rather costly due to the consumption of electricity and the start and stop times required by the product to operate safely.

## SET DISPLAY



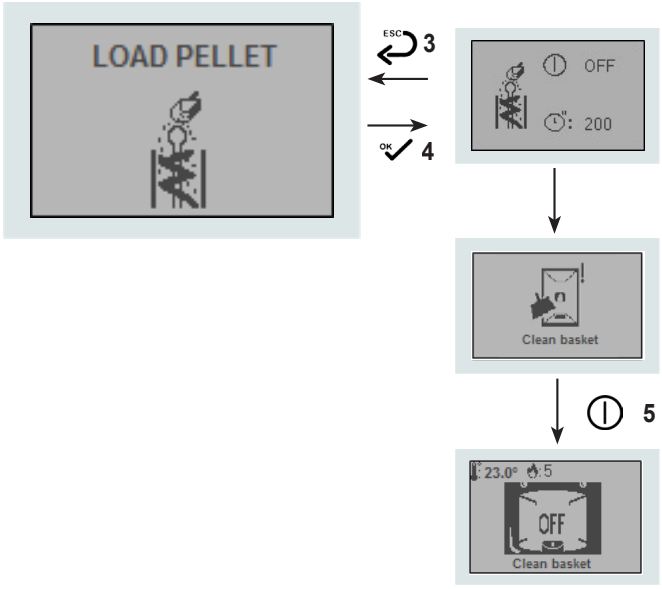

Keys 1 and 2 allow you to set the following display parameters:

| | |
|---|---|
| 6% | Display lightning |
| 8 | Display contrast |
| ON | Activation of the electronic card alarm |
| 10 | Display switching off |
| OFF | Display lightning activation |
| OFF | Keyboard Block |

Press key 4 to confirm the selection and to scroll among the parameters.
Press key 3 to go back to the previous parameter without modifying it.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

## LOAD PELLET

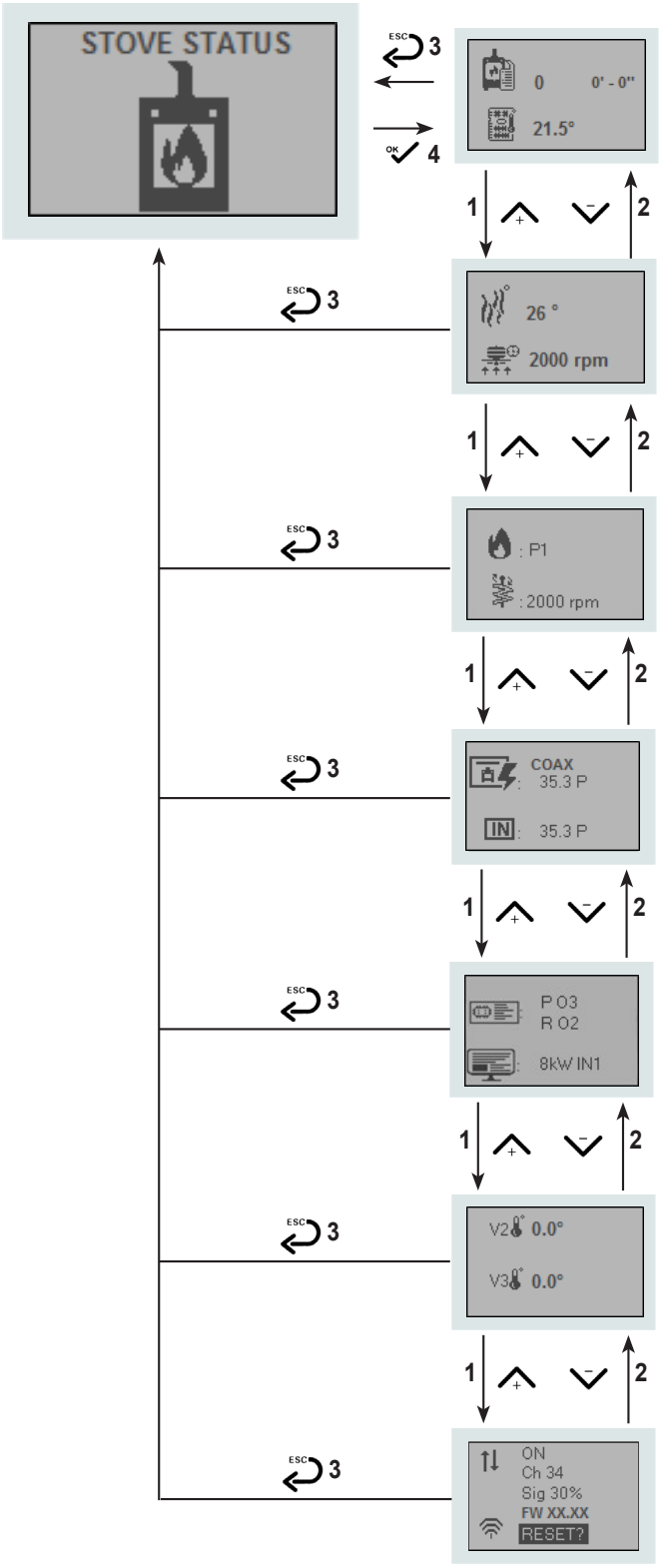



Press Key **1** to confirm pellet load start.
Press key 4 to confirm and move to the next parameter setting.
After pressing key 4, the times starts decreasing until the end of the counting.
This operation may be interrupted by pressing key 3.
At the end of the loading, the message CLEAN BASKET appears on the screen, as a reminder to clean the firebox before starting the stove again. After cleaning the firebox, press key 5 to return to the main page.
Press key 5 from the main screen to cancel the message CLEAN BASKET

**WARNING**

The pellet loader must be used when the auger is empty, after a NO PELLET alarm, or after maintenance or cleaning of the container.
After completing the Load Pellet sequence in Menu LOAD PELLET, the firebox must be emptied, i.e. the stove must be started up with a clean firebox.
THE BRAZIER MUST BE FULLY EMPTY EACH TIME THE STOVE IS TURNED ON.
NEVER empty the cleaning pellets from the firebox into the pellet tank.

## STOVE STATUS




The following are shown in this page:

| | |
|---|---|
| 0 0' - 0" | Operating status<br>Status timer |
| 21.5° | Electronic card temperature |

The following are shown in this page:

| | |
|---|---|
| 26 ° | Flue-gas temperature |
| 2000 rpm | Fumes fan speed |

The following are shown in this page:

| | |
|---|---|
| : P1 | Operation power |
| : 2000 rpm | Auger speed |

The following are shown in this page:

| | |
|---|---|
| COAX : 35.3 P | Depression value set |
| IN : 35.3 P | Depression value read |

The following are shown in this page:

| | |
|---|---|
| | Control unit FW version<br>Radio remote control FW version |
| | Database |

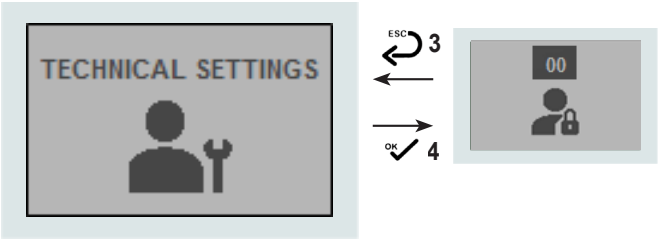
The following are shown in this page:

| | |
|---|---|
| V2 0.0° | Canalisation V2 temperature |
| V3 0.0° | Canalisation V3 temperature |

The following are shown in this page (only with Wi-Fi module):

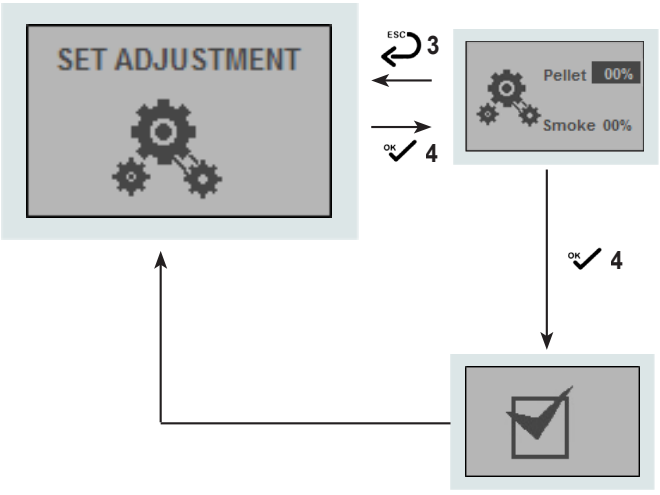
| | |
|---|---|
| ON<br>Ch 34<br>Sig 30% | Wi-Fi status<br>Channel<br>Wi-Fi signal |
| FW XX.XX<br>RESET? | Wi-Fi FW version<br>Wi-Fi reset (see Wi-Fi manual) |

## TECHNICAL SETTINGS




Password protected Menu reserved to the specialised Technical Service Center.

## SET ADJUSTMENT

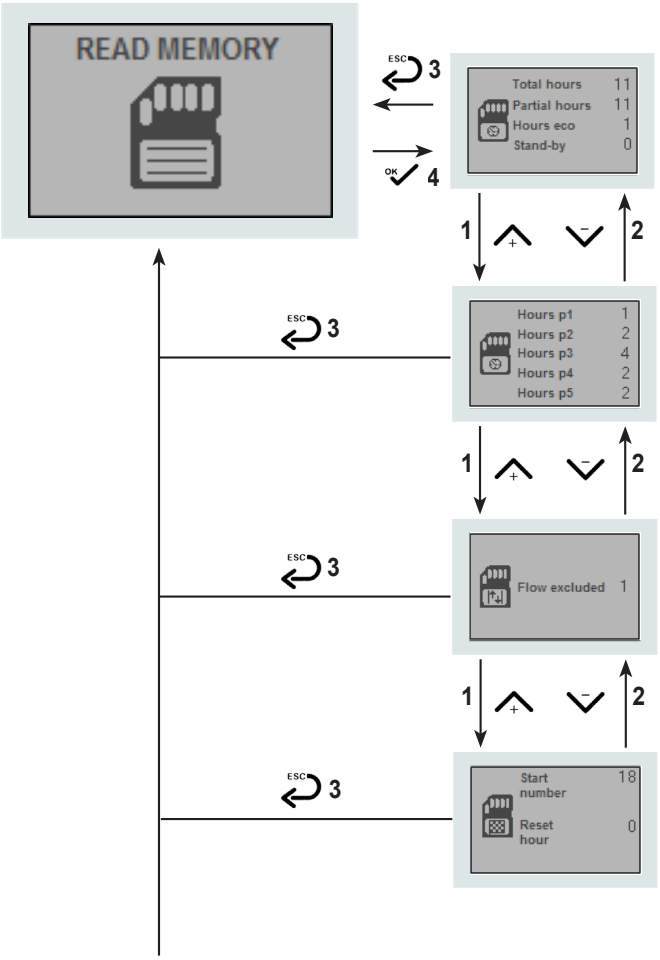



**PELLET:**
Use Keys 1 and 2 to adjust the quantity of pellets between -09 and -09 corresponding to ±1% each unit and press key 4 to confirm and move to the next parameter setting.

**SMOKE:**
Use Keys 1 and 2 to adjust fume exhaust speed between -09 and -09 corresponding to ±1% each unit and press key 4 to confirm and move to the main screen.

When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

## READ MEMORY

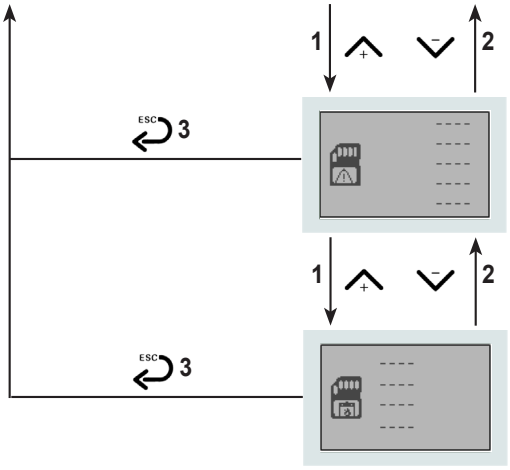



The following are shown in this page:
- Total hours
- Partial hours
- Hours eco
- Stand-by

The following are shown in this page:
- Hours p1
- Hours p2
- Hours p3
- Hours p4
- Hours p5

The number of exclusions of Coaxial Control system are displayed in this page.

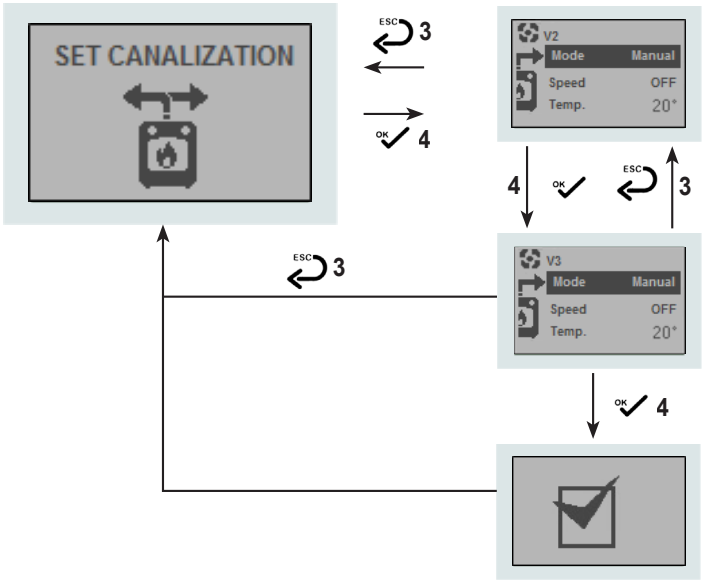
The following are shown in this page:
- number of startings
- number of operation hour reset




This page displays the alarms that have been triggered.

The following are shown in this page:
- product name
- device manufacturing data;
- product lot
- id number

## SET CANALIZATION



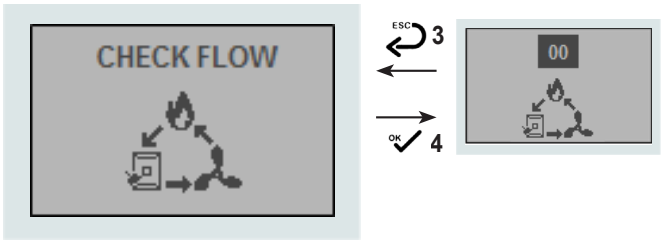

Press keys 1 and 2 to choose the operation type of canalisation V2 (semi-automatic, automatic, manual). Press key 4 to confirm and move to the next parameter setting.
Press keys 1 and 2 to choose the speed of fan V2 (in case of manual functioning only). Press key 4 to confirm and move to the next parameter setting.
Press keys 1 and 2 to choose the value of the temperature you want to reach in canalisation V2 room. Press key 4 to confirm the selection and to move to the next page.
Press key 3 to go back to the previous parameter without modifying it.

The next screen, similar to the previous one, lets you set the same parameters for canalisation V3 (if present).

Repeat the same procedure of the previous screen.

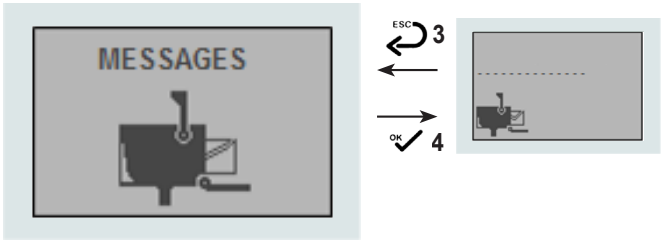
When the procedure is over, the operation confirmation icon will be displayed to confirm the correct data entry. Next, the level page automatically returns to the Menu Page.

## CHECK FLOW




Password protected Menu reserved to the specialised Technical Service Center.

## MESSAGES




Use keys 1 and 2 to scroll the received messages (Wi-Fi module only).

# CHAP.05 FAULT DIAGNOSIS AND TROUBLESHOOTING

## 05.1 ALARM MESSAGES

Following is an overview on appliance alarms linked to the probable causes and some potential solutions. **If an alarm occurs with a certain frequency, contact the specialised Technical Service Center**. Alarm alert screens appear as illustrated below:

| Alarm code | Alarm test | Alarm cause | Main solution |
|---|---|---|---|
| **AL01** | Black out | • Electrical black out while the stove is running | • Check that the power cord is connected properly to both the mains socket and the stove socket<br>• Check that the connectors are well connected to the electronic circuit board terminal board (test this with the power cord disconnected).<br>• Check the fuses are OK (do this test with the power cord disconnected) |
| **AL02** | Flue sensor | • The temperature measured and visible on the display is over 300°C | • Check that the probe is connected to the electronic circuit board correctly. red wire to terminal +, blue wire to terminal -<br>• Check that the thermocouple wires are intact, and there are no continuity interruptions |
| **AL03** | Hot smokes | • The fumes temperature is over 270°C | • Check the position of the fumes probe<br>• Check to see if the air exchange fan is running properly<br>• Check to see if the stove is dirty, and clean it if necessary<br>• Check to see if the PELLET load settings are correct |
| **AL04** | Broken extractor fan | • The control unit does not detect the correct number of fumes extractor rpm | • Check that all the electrical connections are in order<br>• Check to see if the combustion fan is very dirty<br>• Check to see if a foreign body has accidentally been caught up in the fan or the external motor |
| **AL05** | Ignition failed | • The DELTA IGNITION setting has not been reached within the maximum startup time | • Check the efficiency of the electrical element<br>• Check that the element guide tube is clean<br>• Always check that the firebox is perfectly clean before the start-up phase<br>• Before restarting the stove, it is necessary to empty the firebox, that is restarting the stove with a clean firebox<br>• Check the PELLET preloading quality. The level must be slightly above the electrical element hole during the preloading phase.<br>• Check that the PELLET load and fumes extractor fan speed settings are correct.<br>• Check the PELLET load level in the hopper. |

| Alarm code | Alarm test | Alarm cause | Main solution |
|---|---|---|---|
| **AL06** | No pellet | • The temperature falls below the THRESHOLD WORK setting whilst the stove is running. | • Check that the level of PELLETS inside the hopper is sufficient<br>• Check the PELLET load times are set correctly<br>• Check the THRESHOLD WORK setting<br>• It may be necessary to load the pellets again from Menu LOAD PELLET before restarting the stove. The complete emptying of the hopper usually involves the emptying of the load auger too; this will lead to a start-up with insufficient pellets and trigger a IGNITION FAILED alarm. After completing the Load Pellet sequence in Menu LOAD PELLET, the firebox must be emptied, i.e. the stove must be started up with a clean firebox. |
| **AL07** | Thermal Safety | • Tripped thermal safety switch. | • Check that the exchange fan is working properly<br>• Check to see if the stove is dirty, and clean it if necessary<br>• Check the value of the load PELLET settings<br>• Check that the safety thermostat and relative electrical connections are all intact |
| **AL08** | Lack of Depression | • Tripped safety depressimeter. | • Check to see if the combustion product exhaust duct is blocked.<br>• Check the component is intact and the relative electrical connections correspond to the electrical wiring layout<br>• The silicon pipe is not connected to connector P2. |
| **AL09** | Draft minimum | • The comburent air flow is not within the set range. | • Check that the comburent air inlet is open and not partially clogged .<br>• Check that the chimney pot or the entire flue are not dirty and this will reduce the fume flow considerably.<br>• Check the heat exchanger and Fire Flector deflector are clean (top part of the combustion chamber).<br>• Check that the stove combustion chamber door is firmly closed.<br>• Make sure that the holes of the pellet burning pot are not clogged. |
| **AL11** | Auger triac error | • The pellet loader gear motor is continuously enabled. | • After the stove is switched off, wait for its complete cooling, then turn it on again; it may be necessary to replace the motherboard or the gear motor. |
| **AL12** | Encoder auger | • The control unit does not detect the correct number of revolutions of the gear motor. | • **Contact the specialised Technical Service Center.** |
| **AL13** | Irregular flame | • During the stabilisation phase (Flame present) the fumes temperature does not exceed the DELTA FLAME. | • Check the pellet load and fume exhaust fan values, they may be incorrect and not keep the flame burning after start up. |
| **AL14** | Safety pellet | • Tripped pellet safety probe, if installed. | • Check the pellet load values, they may be excessive and cause overheating inside the stove cladding.<br>• Check the heat exchange fan is working properly, otherwise it can cause overheating inside the stove cladding.<br>• Check that the installation room is well ventilated.<br>• Check that the slots on the back of the stove are clean to allow input of cooling air. |

| Alarm code | Alarm test | Alarm cause | Main solution |
|---|---|---|---|
| **AL15** | Safety board | • The motherboard temperature is over 60°C, non-modifiable value. | • Check the pellet load values, they may be excessive and cause overheating inside the stove cladding.<br>• Check the heat exchange fan is working properly, otherwise it can cause overheating inside the stove cladding.<br>• Check that the installation room is well ventilated.<br>• Check that the slots on the back of the stove are clean to allow input of cooling air. |
| **AL17** | Roomprob failure | • If STOVE is set as room probe, the measured value is not correct read. | • Check probe wiring. If correct, replace the probe. |

Each safety alarm shuts down the stove. However, not all alarms indicate actual danger must are just warnings or alerts. To resume normal operating conditions, press Key 5 and wait until the FINAL CLEANING procedure terminates and the message OFF appears from the screen.
Fix the problem that generated the alarm before turning the stove back on.

**WARNING**

By-passing or ignoring alarms and continuing to use the product could damage people and/or property for which the manufacturer cannot be held liable.
All alarms are saved and logged. Continuous product use in incorrect conditions could null and void the warranty.

# NOTE

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