





Guide for claims of
SKU 10062358 10062359 10062360 10062530 10062531
10062532
N419

1. 30 day return policy – when product was used –
Product can't be returned to our warehouse without
given any malfunction reason or can be accepted but
return value will be discounted by shipping cost + wear
cost ex 30-50% - pictures need it


2. If any malfunction appear please ask for:
 - whether the chimney system was installed in
accordance with the instructions (photo)
 - user manual knowledge
 - Error list

3.3.4 Error lights

Disturbances in the proper operation of the stove may result in displaying one of the error codes on the screen:

Error code	Meaning	Possible cause
"E1" 	Room temperature sensor error.	<ul style="list-style-type: none"> • Damaged temperature sensor circuit on the motherboard. • The temperature sensor itself is defective. • Cold solder.
"E2" 	Thermoelectric sensor (thermocouple) error.	<ul style="list-style-type: none"> • Deposition of soot on the sensor affecting its operation.

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		<ul style="list-style-type: none"> • Thermocouple defective.
"E3" 	Smoke temperature sensor error, i.e. the sensor sees the temperature as too low and there is no ignition in the hearth or the ignition is turned off during operation.	<ul style="list-style-type: none"> • No pellets in the feeder. • Too small amount of pellets in the combustion chamber, the fire is too low and the temperature in the furnace is too low.

Most common problems trouble shooting –
You can send user manual to customer in priority

Problem	Possible cause	Solution
1. The power LED does not light up when the power is turned on.	No power to the oven or control panel.	Check the power supply and wiring connections.
	The fuse is defective.	Replace the fuse on the switch or on the control panel.
2. The display screen does not light up and a beep is heard when the power is turned on.	Loose cable connection.	Check and connect properly.
	Cable failure or damage.	Replace the cable (only a qualified electrician can do the replacement) or contact the manufacturer's service department.
3. The display screen does not turn on when the power is on.	See problem (1) and (2).	See problem (1) and (2).
	The display is damaged.	Replace the display or contact the manufacturer's service department.
4. The flow fan does not work when the oven is turned on.	After successful ignition, the flow fan will start working.	Wait for a while.
	The smoke detector is not properly attached.	Correctly fix the smoke detector or contact the manufacturer's service department for repair.
5. The auger shaft does not feed pellets.	This is normal during the ignition phase. 20 seconds after switching it on, it will start feeding the batch.	Wait for a while

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	There is a problem with the connection between the feeding engine and the auger shaft.	<p>A. Check that the screws between the auger shaft and the engine are not loose or do not fit.</p> <p>B. Check that the auger shaft engine is not damaged or that the cable is properly connected.</p>
	No fuel in the tank.	Pour fuel into the tank.
	The auger shaft channel is blocked.	Check that the auger shaft pipe is not blocked.
	The auger shaft engine is defective.	Contact the manufacturer's service department.
6. Incorrect load amount.	Too much pellet to burn in the required time.	Adjust the batch feed setting to -2 or -1 depending on actual conditions (the factory default setting is 3).
	Not enough pellets for proper combustion.	Adjust the batch feed setting to +2 or +1 (the factory default setting is 3).
7. 15 minutes after ignition, the oven shuts down automatically and displays an ignition error (error code: E3)	Lack of pellets or feeding of pellets is not effective enough, which causes ignition failure.	Check the auger shaft system and that the tank is empty.
	The smoke detector cannot correctly detect the temperature of the smoke.	The smoke detector is damaged or improperly attached, contact the manufacturer for smoke detector replacement or repair.

<p>8. The flame is smaller. Pellets are not burning enough. Dust has accumulated on the glass.</p>	<p>Not enough air in the combustion chamber</p>	<ol style="list-style-type: none"> 1. Check, the sealing properties of the sealing strip on the door. 2. Check that the inlet pipe or exhaust pipe is not clogged 3. Increase the exhaust fan speed to -5 or +5 (default 0) 4. If necessary, contact the manufacturer's service.
<p>9. The flame goes out and the message on the display about the lack of pellets (error code: E3).</p>	<p>No charge (pellets)</p>	<p>See problem (5)</p>
	<p>Too little pellet results in too low a smoke temperature.</p>	<p>Adjust the batch feeding time.</p>
<p>10. Heating too weak.</p>	<p>The heat exchange pipes are dusty.</p>	<p>Clean the heat exchange tube.</p>
<p>11. Faulty ambient temperature sensor (error code: E1).</p>	<p>The room temperature sensor is damaged or incorrectly attached.</p>	<p>Repair the sensor, correct the installation method, or contact the manufacturer's service department.</p>
<p>12. Smoke sensor defective (error code: E2).</p>	<p>The smoke detector is defective or not attached properly.</p>	<p>Repair the sensor, correct the installation method, or contact the manufacturer's service department.</p>
<p>13. When you turn on the power, you may notice that the fuse in the switch is defective.</p>	<p>A short circuit in the device.</p>	<p>Contact the manufacturer's service department.</p>

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<p>14. The exhaust fan does not work, but the flow fan works when the oven is turned on.</p>	<p>Incorrect connection of the exhaust fan and the flow fan.</p>	<p>Replace the exhaust fan and flow-through fan connection.</p>
<p>15. The auger shaft works continuously.</p>	<p>Auger shaft engine failure.</p>	<p>Contact the manufacturer's service department.</p>
	<p>Check the device for a major failure.</p>	<p>Contact the manufacturer's service department.</p>
<p>16. The display shows the high temperature in the room (ovens with thermo-circulation).</p>	<p>Ambient temperature sensor defective</p>	<p>See problem (11).</p>
	<p>An ambient temperature sensor mounted too close to high-temperature objects.</p>	<p>Place the ambient temperature sensor away from high-temperature objects.</p>