

31-ALARMS

ALARM ALERTS

In the event an operating anomaly occurs the stove starts switching off due to the alarm. The type of alarm appears on the App. The app signals the active alarm codes while a red LED lights up on the stove panel.

The following table describes the possible alarms indicated by the stove, associated to the respective code that appears on the emergency panel and helpful tips to solve the problem.

MESSAGE ON DISPLAY	TYPE OF PROBLEM	SOLUTION
A01	The flame does not light	Check the level of pellets in the hopper. Check that the brazier is correctly positioned in its seat and has no build-up or unburned material. Make sure the spark plug warms up. Thoroughly empty and clean the brazier before restarting.
A02	The fire goes out abnormally.	Check the level of pellets in the hopper. Check that the brazier rests correctly in its seat and has no visible deposits of unburned pellets.
A03	The temperature of the pellet hopper exceeds the required safety threshold. The structure overheats due to reduced heat dissipation.	The structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the product is sufficiently cold, press button B on the control panel or OFF on the remote control to cancel alarm A03. Once the alarm is cancelled, the product can be switched on normally.
A04	The temperature of the exhaust smoke has exceeded certain preset safety limits.	The stove switches off automatically. Let the stove cool down for a few minutes and then switch it on again. Check the smoke expulsion and verify the type of pellet used according to the instructions found in Chap. 2 of this manual.
A05	Chimney flue clogged - wind.	Check the smoke duct and make sure the door is closed.
	The smoke extractor fails to guarantee sufficient primary air, required for correct combustion.	Draught difficulties or brazier clogged. Check whether the brazier is clogged and clean it, if necessary. Check and if necessary clean the smoke duct and the air inlet.
A08	Abnormal operation of smoke fan	Check cleanliness of the fumes fan compartment and check if dirt is blocking it. If this is not enough, the smoke fan is faulty. Contact an authorised service centre to have it replaced.
A09	The smoke probe is faulty and does not detect the exhaust smoke temperature properly.	Contact an authorised service centre to have the component replaced.

31-ALARMS

A11	Pellet supply fault	Contact an authorised service centre to have the component replaced.
A12	Faulty gear motor driving sensor (PWM)	Contact an authorised service centre.
A13	Electronic control unit overheating	The structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the stove is sufficiently cold, press button B on the control panel or OFF on the remote control to cancel alarm A13. Once the alarm is cancelled, the product can be switched on normally.
A14	Faulty air flow rate sensor	This alarm blocks the stove and can be reset from the App. If the sensor is faulty, the alarm appears once again. Contact an authorised service centre to have the component replaced.
A17	Blocked feed screw due to clogged pellets or a foreign body	The feed screw is not unblocked even after the feed screw unblocking procedure indicated by the software has been carried out (rotating the gear motor in both directions). Try to remove the pellet and/or foreign body with an extractor or call an authorised service centre to perform this operation.
A21 SAFETY DEVICES TRIP	Open stove door	Close the door
	Open fuel loading hatch	Close the hatch. Lower the fuel level in the hopper.
	Air pressure switch	Draught difficulties or brazier clogged. Check whether the brazier is clogged by scaling and clean it, if necessary. Check and if necessary clean the smoke duct and air inlet.
A22	Room probe anomaly	Contact an authorised service centre to have the component replaced.
POP-UP	Disconnected Wi-Fi probe	Make sure the device has charged batteries Replace the batteries and restart the device's connection procedure
POP-UP	Alarms	From the App, it is possible to receive a message regarding the alarms that cannot be reset from the App, such as A01, A02, A03, A05, A21, but which can only be reset from the stove's panel. After resetting the alarm from the panel, reset the message from the App.