



HAAS+SOHN

PELLET STOVE

Nameplate:

Aufstellungs- und Bedienungsanleitung Pelletofen	DE
Fiche descriptive Poele	FR
Schema tecnica strufa Camino	IT
Equipment sheet Fireplace	GB
Tshnicki podaci Kaminsku	HR
Podatkovni list Kaminsko	SLO

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Explanation of symbols:



...Information



...Attention

Please read through these operating instructions carefully. You will be informed about the function and handling of this stove and you will also save fuel and conserve the environment by heating correctly. The attached **equipment sheet** is part of these operating instructions.

1. General information

- Please check the appliance for transport damage when unpacking it. In case of defects, please report these immediately to your stove dealer!
- National and European standards, local regulations and those under building law as well as the relevant state building regulations or fire regulations must be complied with when installing, connecting and putting the fireplace into operation.
- The pellet stove described in these instructions has been tested according to DIN EN14785 and according to the electrical standard, DIN EN 60335-2-102.

2. General safety information

- The combustion of fuels releases heat energy, which leads to the surfaces of the heating appliance (e.g. doors, inspection window panes, side walls, front wall, flue tube) heating up significantly.
- The appliance starts independently in "Standby mode". Due to the build-up of heat on the window pane, care should be taken that no unsupervised persons, who do not know how to operate the pellet stove, are in the installation room.
- Air extraction equipment such as ventilation systems, extractor hoods, vented tumble dryers etc. or other fireplaces must not have a disruptive influence on the air supply for the stove.
- During operation, the combustion air opening provided must not be closed, throttled, constricted, covered or shut off.
- On stoves with an outdoor air connection, the opening must not be shut or closed during operation.
- Make children aware of these dangers and keep them away from the fireplace when it is in heating mode.
- The combustion chamber door must only be opened for cleaning and maintenance purposes when in "Off" mode. Otherwise this should always be kept closed.
- The pellet stove may only be connected to the mains after being properly connected to the fireplace.
- The protective grille in the pellet container must not be removed.
- The pellet stove must only be operated when the tank cap is closed.
- Never use liquid fuels to ignite the pellet stove or to revive existing embers.
- Do not place any laundry items on the stove to dry!
- When operating your heating appliance, it is forbidden to work with highly combustible and explosive materials in the same or adjoining rooms!



The stove must not be set up to be operated jointly with the home's air conditioning and ventilation units.



Exceptions:

RLU certified appliances can also be operated with extractor hoods, vented tumble dryers and air conditioning and ventilation units if the stove has also been connected to a balanced flue.

3. Electrical connection

- The stove is operated with a mains voltage of 230V 50Hz. The average power consumption is 50-60 Watts. During the ignition phase, the power consumption can increase to 400 Watts.
- Only use the original mains cable supplied with the appliance
- The socket must be easily accessible.

4. Chimney



The chimney should be made e.g. of stainless steel or ceramic (glazed inside) so that it cannot become contaminated from soot and damp. This is necessary due to the low flue gas temperature of your pellet stove.



Please observe the national regulations.

4.1. Weather conditions

For the safe operation of the fireplace, it must be ensured that the chimney is able to build up the necessary flue draft. Particular attention needs to be paid to this during the transition period (e.g. autumn and spring) or during poor weather conditions (e.g. strong wind, fog etc.).

4.2. Chimney flue draft at rated heat output of the stove

min. flue draft	6 Pa	if the minimum flue draft is not reached, then it is not possible to operate the fireplace properly and it will lead to increased contamination of the burner and inspection window.
max. flue draft	15 Pa	if the maximum permitted flue draft is exceeded, this leads to increased fuel consumption.

4.3. Connection to the chimney

i For the connection to the chimney, gas-tight flue tubes should be used. Approved flex steel tubes are also suitable. Please observe the national regulations.

- The flue tube must be securely fitted on the flue gas spigot.
- The flue gas tube must not be installed with a drop to the chimney.
- It is also essential to ensure that the flue tube does not stick out into the open cross-section of the chimney, which would interfere with the flue gases rising and prevent the optimal cleaning of the chimney.
- The use of wall lagging is recommended for the insertion into the chimney (see Figure 3).
- Longer horizontal flue gas connections reduce the necessary flue draft.
- All openings leading into the same chimney, such as stove and chimney cleaning apertures, must be closed.

4.3.1. Multiple use

The stove is not approved for multiple use.

5. Installation

5.1. Minimum gaps to flammable components:

i When installing the stove, it is essential to observe the official fire protection regulations. Please observe the national regulations to this effect.



*As the minimum distances from flammable or temperature-sensitive materials (e.g. furniture, wallpaper, wooden cladding) and from load-bearing walls, the specified gaps "at the back", "on the sides" and in the "direction of radiation forwards" must be maintained **according to the nameplate**.*

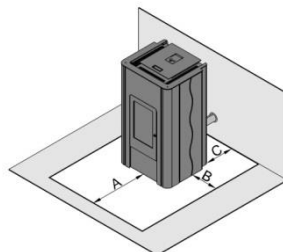


Floor protection:

In case of flammable or temperature-sensitive floor coverings, the appliance must be placed on a non-flammable base (see drawing).

Recommendation for floor protection:

- A 30 cm – at the front
- B 10 cm – at the sides
- C up to the back wall



5.2. Combustion air supply



It must be ensured that there is sufficient fresh air at the place of installation.

5.3. Outside air connection



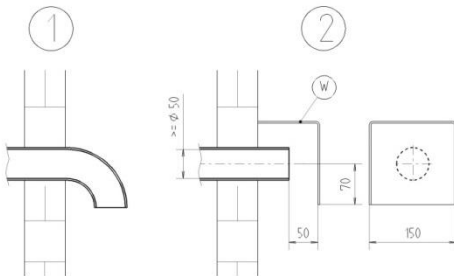
We recommend using the outside air connection for the supply of combustion air in order not to use up the valuable indoor air when heating.

- To do this, connect the air intake elbow located on the back to a hose or a similar, suitable air duct or to a chimney system designed for this purpose. The diameter of the air duct must be at least the diameter of the outdoor air connection on the stove.
- The end of the air duct must be located outside or in a well ventilated area (basement).



It is not recommended to feed the cold air into the room from outside via a direct duct, as this can lead to the build-up of condensation.

- In order to guarantee a sufficient supply of air, the duct should not be longer than approx. 3 m and not have too many bends.
- If the duct leads outside, it must end with a 90° bend facing down or a wind protection device (see Figure 4).



• **Figure 4: Wind protection of air supply duct**



For operation independent of indoor air with RLU certified appliances, the outside air connection must be connected.

For the dimensions of the air supply duct:

Air supply duct diameter	Maximum length	Max. number of 90° bends
50mm	0.5 m	1
100mm	3 m	3



If the dimensions are lower than specified, then it is not possible to operate the fireplace properly and it will lead to increased contamination of the burner and inspection window.

6. Operator console functions

6.1. Buttons



Taste „On/Off“

“On/Off” button



Taste „Plus“

“Plus” button



Taste „Minus“

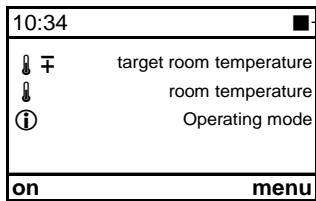
“Minus” button



Taste „OK“

“OK” button

6.1.1.1. Symbols on the display



Symbol ■ : Stove is WLAN capable

Function of the buttons

7. Operating the pellet stove

7.1. Suitable fuels

- Pellets with 6mm diameter
- **Identification: DINplus, ÖNorm M 7135, ENplus-A1**

7.2. Unsuitable fuels

- The use of lower-quality or unauthorised fuel adversely affects the operation of your pellet stove and may lead to the lapse of the guarantee.
- Burning wood pellets of a poor quality leads to cleaning intervals becoming shorter and more fuel being consumed.

Unauthorised fuels are, for example

- wood chips
- straw
- maize
- firewood
- etc.

7.3. Using for the first time

7.3.1. General:

Before using for the first time

- Remove any stickers.
- Remove all accessories from the pellet tank and the combustion chamber.
- Check whether the combustion chamber cladding (see appliance sheet - combustion chamber replacement part Figure 8a) is attached to its fastenings. This could have slipped out of its position as a result of the transportation or installation of the stove.
- Check that the burner fits perfectly in its mounting.
- Close the combustion chamber door.
- Fill the storage container with pellets
- Plug in mains cable



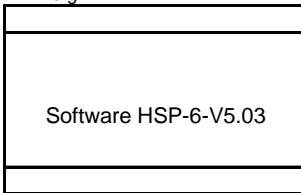
Tip!!

Only when using for the first time, place approx. 30 pellets in the burner. This speeds up the ignition process.

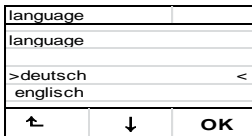
7.3.2. Operating console:

7.3.2.1. Software version

- As soon as the mains plug is connected, the software version appears on the display for approx. 7 seconds, e.g.:



7.3.2.2. Language selection

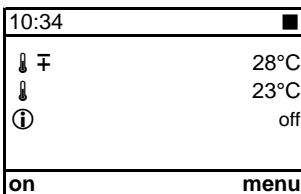


After that you can select your required language.

Procedure:

The required language is selected with the “**Plus**” or “**Minus**” buttons and confirmed with “**OK**”.

7.3.2.3. Welcome page



7.3.2.4. Setting TARGET room temperature (required room temperature)



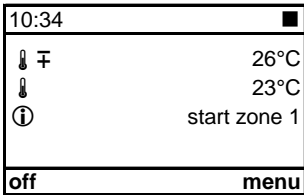
Procedure:

The “TARGET room temperature” is set with the “Plus” or “Minus” buttons. The set value is saved by pressing the “OK” button.

The “TARGET room temperature” can be changed at any time as often as you want during operation with the “Plus” or “Minus” buttons.

Prerequisite: The welcome page must be shown on the display.

7.3.2.5. Starting the pellet stove - operating mode ON



Procedure:

On the standard screen, press the “On/Off” button to get the stove started.

Start Zone 1 now appears under “Operating status” and the start process begins.

By pressing the “On/Off” button again, the stove is switched back off.

OFF then appears under “Operating status”.

The stove performs the ENTIRE start phase, however, until it reaches the necessary flame temperature and only then switches to the cooling operating status and then OFF.



During the first use, odours may build up for a short time. Please ensure that there is adequate ventilation in the installation room during this time and avoid inhaling directly!

General:

If the start phase could not be successfully completed i.e. no flame generation or the required temperature could not be reached at the flue gas thermosensor, then a safety shutdown is initiated and an error message generated (“Error 2 – Date and time”). Before starting again, empty the burner and replace it.

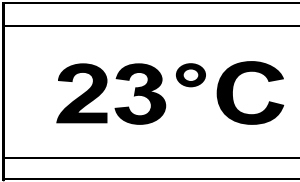
8. Additional operator console functions

8.1. Backlighting

The backlighting of the display is switched off 5 minutes after the operator console was last operated and switches to energy saving mode.

The backlighting is switched on by pressing on button. The function buttons are only active once the backlighting has been activated. The backlighting is also activated by an error message being triggered.

8.2. Energy saving mode - ACTUAL room temperature display

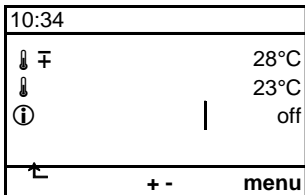


The display energy saving mode is automatically activated after a few minutes. The display shows ACTUAL room temperature.

Note:

Pressing any button makes the welcome page appear again on the display after approx. 3 seconds.

8.3. Button lock (child safety device)



Procedure:

Activation:

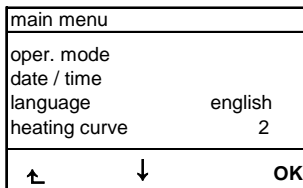
- Hold the **Menu** button down for approx. 10 seconds until "Button block activated" appears on the display.

Deactivation:

- Hold the **Menu** button down for approx. 10 seconds until "Button block activated" no longer appears on the display.

9. Functions in the main menu

9.1. Main menu – Select functions



Prerequisite: Welcome page is displayed

The **Main menu** page appears by pressing the "OK" button.

This menu is shown as a scroll down menu.

The following functions are found in the main menu:

- Operating mode
- Date/Time
- Language
- Heating curve
- ECO mode
- Fireplace system (can only be seen and set in French)
- Network (can only be seen as an option when WLAN module is connected)
- Fill manually (optional only on HSP8)
- Contrast
- Info software

Procedure:

- The functions can be selected with the “**Plus**” or “**Minus**” buttons.
- The function is chosen by pressing the “**OK**” button.

9.1.1. Operating mode Week program – Settings

Can only be selected on HSP6, HSP8 and on HSP2 as an option

oper. Mode	b001
>off	<
on	
weekly prog.	
back	
off	↓ ok

Procedure:


- The week program function is selected with the “**Plus**” or “**Minus**” buttons.
- The week program function is chosen by pressing the “**OK**” button.





weekly prog.
mo tu we th fr sa su
1 E 00:00 A 06:00 25°
2 E 06:00 A 18:00 23°
3 E 18:00 A 24:00 26°
↑ ⇐ change

- The respective **week day** can be selected with the “**Plus**” or “**Minus**” buttons.
- The day is chosen by pressing the “**OK**” button.

Setting heating zones:

- The required **switch-on time** can now be set with the “**Plus**” or “**Minus**” buttons.
- The **switch-off time** on the respective week day can be programmed by pressing the right-hand arrow button.
- The required **room temperature** is selected by pressing the right-hand arrow button again.
- This procedure can be used to set 3 heating zones for each day with the respective room temperature.

- Week program symbol active: 

10:34
 28°C
 26°C
  standby
menu

- To exit the function, press the “**On/Off**” button.



Early start: If the stove is on standby between heating zones, it is possible to start the stove early by pressing the “**On/Off**” button/ The next heating zone is selected directly for this.



Early stop: It is also possible to activate an early stop in the week program heating mode by pressing the “**On/Off**” button, in order to end this one heating zone before time. The next heating zone will start again as previously determined.

9.1.2. Setting the time and date

date/time	
fr, 13.09.2013 14:39:28	
⬅	+ - change

Procedure:

- By pressing the “**OK**” button on the right, the required date and time are set with the “**Plus**” and “**Minus**” buttons in the middle.
- The “**OK**” button is used to switch from the date to the time setting.
- The setting is saved by pressing the “**OK**” button.
- To exit the function, press the “**On/Off**” button.



Summer and winter time are not automatically detected.

9.1.3. Setting the language:

main menu	I001
language	
>deutsch	<
english	
⬅	↓ OK

Procedure:

- The required language can be set with the “**Plus**” or “**Minus**” buttons.
- The setting is saved by pressing the “**OK**” button.
- To exit the function, press the “**On/Off**” button.

9.1.4. Heating curve - How it works

main menu	h003
heating curve	
set factor	
(2)	2
⬅	+ - OK

Setting range of the heating curve from 1 to 4. Factory setting: 2
The value to be set is based on the size of the room being heated.

Guide values:

- Room size 20m² - Value 1
- Room 25m² - Value 2
- Room 30m² - Value 3
- Room bigger than 30m² - Value 4

A bigger value (bigger than 3) should also be set with older chimneys – this prevents excess build-up of condensation in the chimney.

Procedure:

- The required value can be selected with the “**Plus**” or “**Minus**” buttons.
- The setting is saved by pressing the “**OK**” button.
- To exit the function, press the “**On/Off**” button.

9.1.5. ECO mode

main menu	g002
ECO-Mode	
no	
>yes	
↑	↓ OK

Procedure:

- The required line can be selected with the “**Plus**” or “**Minus**” buttons.
- The setting is saved by pressing the “**OK**” button.
- To exit the function, press the “**On/Off**” button.

9.1.6. Network

Optional on HSP2 / HSP6 / HSP8 if you buy a WLAN module
(from software version V5)

main menu
language
heating cuve
ECO-Mode
Network
↑ ↓ OK



Further information is given on the WLAN module operating instructions

9.1.7. Ventouse fireplace system (only for France)

fireplace system	
Ventouse	yes
↑	↓ OK

Can only be selected as an option in French: The setting is only selected on the Ventouse fireplace system

Procedure:

- The required line can be selected with the “**Plus**” or “**Minus**” buttons.
- The setting is saved by pressing the “**OK**” button.
- To exit the function, press the “**On/Off**” button.

9.1.8. Fill manually

(Optional only on HSP8)

main menu	
Fill manually	
screw conveyor	off
↑	
on	

Procedure:

Place the cursor in the main menu on "Fill manually". Press "OK" button on the right to switch on.

The screw conveyor then turns, thus feeding the pellets. As soon as the pellets move into the burner via the chute, the feed process is stopped by pressing the "OK" button.

Filling manually is used for the first use and when the pellet tank has emptied.

9.1.9. Contrast brightness display

main menu		
date/time		
language	english	
heating curve		
contrast		
↑	↓	OK

Procedure:

- The required value can be selected with the "Plus" or "Minus" buttons.
- The setting is saved by pressing the "OK" button.
- To exit the function, press the "On/Off" button.

9.1.10. Software version information

Info Software		
SW-Version: HSP-6-V5.03		
test date: 2015-02-11		
↑		↓

Procedure:

- To exit the function, press the "On/Off" button.

10. Operating statuses:

10.1. Start Zone 1-20 (Start phase)

The start phase begins if:

- the current room temperature falls below the set target temperature by 1°C
- the stove is cooled down to a temperature below 70 C°

During the "Start phase", the burner tray is filled with a precisely defined amount of fuel and this fuel is ignited using an electric ignition.

The whole "Start phase" can go through up to 20 zones. It finishes after reaching a precisely defined temperature at the "flame temperature sensor" and the control system puts the stove into "Heating mode".

The duration of the "Start phase" can therefore vary.

If, during the start phase, no flame generation can be achieved or the required temperature at the “flame temperature sensor” cannot be reached, a switch-off process is initiated.

10.2. Heating mode

After the positive conclusion of the “Start phase”, the stove automatically switches to “Heating mode”.

In “Heating mode”, the heat output of the stove is adjusted in modular fashion to the room temperature or to the difference between the ACTUAL and TARGET room temperatures.

If the difference between the ACTUAL and TARGET room temperatures is big, then the stove heats with a bigger heat output.

The nearer the ACTUAL and TARGET room temperatures get to each other, the more the stove's heat output is reduced.

10.3. Burner test (burner cleaning)

During the “Heating mode” operating status, an automatic burner cleaning process is carried out at regular time intervals (e.g. 30 minutes).

This process takes approx. 2 minutes.

10.4. Cooling down

If the set TARGET room temperature is reached or the “ON/OFF” button is pressed, then the operating status switches to “Cooling down”.

The cooling down phase is restricted by timing control (duration about 15 minutes).

After the end of the “Cooling down” operating status, the appliance switches to “Standby” operating status or “OFF”.

10.5. ECO mode

Eco mode means continuous operation at a low output, if the “ACTUAL room temperature” is higher than the set “TARGET room temperature” i.e. the stove does not switch off but continues to run on a “smaller flame”.

If the set “TARGET room temperature” is exceeded by more than 2°C in eco mode despite a small flame,

- eco mode is automatically switched off and the stove switches to the “Cooling down” operating status.
- Eco mode function is automatically deactivated.

If an “ACTUAL room temperature” of 30°C is exceeded in eco mode,

- eco mode is automatically switched off and the stove switches to the “Cooling down” operating status.
- Eco mode function is automatically deactivated.

10.6. Standby

The stove is in a waiting position

Before the stove can switch from “Standby” back to the “Start zone 1-20” operating status, two start conditions must be fulfilled:

- The ACTUAL room temperature must be at least 1.0 °C below the set TARGET room temperature
- The flue gas temperature measured with the flue gas thermosensor must be less than 70 °C

10.7. Switch-off

If a fault occurs, then a switch-off is initiated. The components are switched on or off as follows:




- Induced draught fan – ON
- Screw conveyor – OFF
- Ignition – OFF

10.8. Cooling down

The end of the switch-off process depends on time and temperature.

Once the switch-off process has ended, the error number is displayed under operating status in the FAULT menu.

10.9. Error display - Fault

+++ ERROR +++	
 26°C	26°C
 23°C	23°C
	F018
Ein	Quit.

The stove can no longer be automatically started up.

The operator can see the fault on the display.

Once the fault has been properly corrected and the error message on the operator console has been cleared, the stove can be started up again.

Procedure:

- The error is cleared by pressing the “OK” button
- Welcome page is displayed.

Otherwise please read the information under Faults, causes, correction.

See instructions on pages 21, 22, 23.

10.10. OFF

11. Overheating protection

A safety temperature limiter (STL) automatically switches the stove off if it overheats. The error F001 is shown on the console display under operating status.

12. Power cut

The control unit has a backup battery so that data is retained during a power cut.

A distinction is made between a short power cut and a long power cut.

- Short power cut:
 - The short cut lasts for less than about 30 seconds:
 - Once the electricity supply has been restored, the stove continues its operation.
- Long power cut:
 - The short cut lasts for more than about 30 seconds:
 - Once the electricity supply is restored, the stove switches to the Switch-off operating status and subsequently to “OFF”.

13. Cleaning and maintenance work (see Appliance sheet 4).

14. Faults, causes, correction

You can correct simple operating faults yourself with the following guide. For further information please consult your specialist dealer.



If a fault occurs, you will be shown this on the display.

In the event of a fault, do not pull the mains plug out straight away, so that the internal safety functions can continue to operate fully. Only in this way can the flue gases present be extracted via the chimney using the fan. Only pull out the mains plug before starting work on the cold appliance.

14.1. Fault – error code Fxxx

Code	Cause:	Correction:
F001	<ul style="list-style-type: none"> A. STL triggered due to overheating B. Fuse (F1) in the central unit is defective C. Ignition short circuit 	<ul style="list-style-type: none"> A. If STB has triggered - contact service department B. Fuse F1(3.15 A) defective - contact service department C. Ignition defective - contact service department
F002	<ul style="list-style-type: none"> A. Burner dirty B. Pellet tank empty C. Ignition defective D. Burner not lying flush E. Flame temperature sensor defective F. Downpipe / screw conveyor blocked G. Screw motor defective 	<ul style="list-style-type: none"> A. Clean burner B. Clean burner - fill pellet tank C. Ignition defective - contact service department D. Clean burner - position burner correctly E. Flame temperature sensor defective - contact service department F. Clean the intake on the screw conveyor housing with a vacuum cleaner - clean burner G. Screw motor defective - contact service department
F003	<ul style="list-style-type: none"> A. Heat exchanger / smoke flues dirty B. Heating curve set too low C. Room temperature sensor is lying on the floor or wall 	<ul style="list-style-type: none"> A. Cleaning the smoke flues - clean burner B. Clean burner - Adjust heating curve as described C. Clean burner - suspend room temperature sensor freely
F005	<ul style="list-style-type: none"> A. Burner dirty B. Pellet tank empty C. Downpipe / screw conveyor blocked D. Room too airtight – required combustion air cannot flow into the room E. Flue gas temperature sensor defective F. Screw motor defective G. Pellet fuel has too low a calorific value 	<ul style="list-style-type: none"> A. Clean burner B. Clean burner - fill pellet tank C. Clean the intake on the screw conveyor housing with a vacuum cleaner. – Clean burner D. Clean burner - Ensure adequate combustion air E. Flue gas temperature sensor defective - contact service department F. Screw motor defective - contact service department G. Clean burner - switch to high quality pellet type
F006	<ul style="list-style-type: none"> A. Combustion chamber door open during operation B. Damper in front of the door contact switch not in the right position C. Cable broken in the electric wiring to the door contact switch D. The connector has come out on the door contact switch or on the central unit 	<ul style="list-style-type: none"> A. Clean burner - close door B. Clean burner - Adjust damper in front of the door contact switch C. Cable broken on door contact switch - contact service department D. Contact service department
F007	<ul style="list-style-type: none"> A. Flue gas temperature sensor defective or not connected 	<ul style="list-style-type: none"> A. Contact service department
F008	<ul style="list-style-type: none"> A. Flue gas temperature sensor defective 	<ul style="list-style-type: none"> A. Contact service department
F009	<ul style="list-style-type: none"> A. Note: Combustion chamber door open during "Off or standby" 	<ul style="list-style-type: none"> A. No correction necessary - Close door - Error is automatically cleared
F011	<ul style="list-style-type: none"> A. Room temperature sensor defective or not connected 	<ul style="list-style-type: none"> A. Contact service department
F012	<ul style="list-style-type: none"> A. Room temperature sensor defective 	<ul style="list-style-type: none"> A. Contact service department
F015	<ul style="list-style-type: none"> A. Induced draught fan defective B. Power supply to the fan motor interrupted 	<ul style="list-style-type: none"> A. Contact service department B. Check cable - contact service department
F018	<ul style="list-style-type: none"> A. Power cut 	<ul style="list-style-type: none"> A. Clean burner - Clear error 018


F021	<ul style="list-style-type: none"> A. Burner dirty B. Pellet tank empty C. Downpipe / screw conveyor blocked D. Room too airtight – required combustion air cannot flow into the room E. Flue gas temperature sensor defective F. Screw motor defective G. Pellet fuel has too low a calorific value 	<ul style="list-style-type: none"> A. Clean burner B. Clean burner - fill pellet tank C. Clean the intake on the screw conveyor housing with a vacuum cleaner. – Clean burner D. Clean burner - Ensure adequate combustion air E. Flue gas temperature sensor defective - contact service department F. Screw motor defective - contact service department G. Clean burner - switch to high quality pellet type
F022	<ul style="list-style-type: none"> A. Flue draught too low B. Flue draught too high C. Burner dirty D. Flue tube pipeline too long (horizontal) E. Flue gas temperature sensor defective 	<ul style="list-style-type: none"> A. Measure flue draught - contact service department B. Measure flue draught - contact service department C. Clean burner D. Change flue tube pipeline- contact service department E. Flue gas temperature sensor defective - contact service engineer
F023	<ul style="list-style-type: none"> A. Flame temperature sensor defective or not connected 	<ul style="list-style-type: none"> A. Contact service department
F024	<ul style="list-style-type: none"> A. Flame temperature sensor at bottom defective or not connected 	<ul style="list-style-type: none"> A. Contact service department
F026	<ul style="list-style-type: none"> A. Pellet tank empty B. Burner not lying flush C. Burner dirty D. Pellet fuel has too low a calorific value E. Downpipe / screw conveyor blocked F. Room too airtight – required combustion air cannot flow into the room G. Flame temperature sensor defective H. Screw motor defective 	<ul style="list-style-type: none"> A. Fill pellet tank B. Position burner correctly C. Check burner/ clean burner D. Switch to high quality pellet type E. Clean the intake on the screw conveyor housing with a vacuum cleaner. F. Ensure adequate combustion air - Connect stove with outside air G. Flame temperature sensor defective - contact service department H. Screw motor defective - contact service department
F027	<ul style="list-style-type: none"> A. Burner dirty B. Burner not lying flush C. Door not sealed properly 	<ul style="list-style-type: none"> A. Clean burner B. Position burner correctly C. Check seal on door
F028	<ul style="list-style-type: none"> A. Burner / combustion chamber dirty B. Flame temperature sensor at bottom defective 	<ul style="list-style-type: none"> A. Clean burner B. Contact service department
F033	<ul style="list-style-type: none"> A. No WLAN connection B. WLAN code is incorrect C. No IP address received 	<ul style="list-style-type: none"> A. Check WLAN reception B. Check WLAN code C. Check DHCP settings on the router
F034	<ul style="list-style-type: none"> A. No internet connection available 	<ul style="list-style-type: none"> A. Check internet connection
F040	<ul style="list-style-type: none"> A. Combustion chamber not cleaned in specified time interval 	<ul style="list-style-type: none"> A. Clean burner and combustion chamber – the combustion chamber door must be opened in "OFF" operating status. The burner and combustion chamber are carefully cleaned using an ash vacuum cleaner. The combustion chamber door must be opened for longer than 60 seconds here so that the error message is automatically cleared.

15. General information / faults

Fault:	Cause:	Correction:
Pellet stove does not start	1. The set TARGET room temperature is lower than the current ACTUAL room temperature	Increase TARGET room temperature.
	2. An error has occurred	See error correction, Section 14.1
	There is no allocated time zone in the week program	Adjust week programming
No display	1. Loose or defective connection cable between operator console and control unit	Contact service department
	2. Contrast shifted	Reset contrast

16. Warranty

HAAS + SOHN gives the purchaser a warranty within the context of the statutory regulations. The two-year guarantee period commences on the date of the actual handover.

 **The receipt is to be presented as evidence.**

If a defect occurs in your appliance within the warranty period, HAAS + SOHN will correct (repair) this defect in the shortest possible time or optionally replace the defective item. Cancellation of the contract / a reduction in price is excluded in so far as this does not conflict with the statutory regulations. Only replacement parts that are expressly authorised or offered by the manufacturer may be used.


Changes to the item purchased that are connected with normal use (wear to the parts that come into contact with fire such as combustion chamber cladding, burner, ignition cartridge, combustion recess, grate, paintwork, tension and deflection plates, sensors, glass ceramics and seals, seals of any kind, handles), invalidate a warranty. Maintenance or cleaning not performed or performed inadequately, a flue draft that is incorrectly set to the appliance or is insufficient or too high, improper commissioning, negligence and changes to the appliance, also invalidate a warranty.



If any constructional change is made to the stove or if it is not used for the intended purpose, any claim under warranty lapses.

17. Replacement part orders / Service enquiries / Complaints

For ordering replacement parts or making enquiries about repairs and service as well as in the event of any complaints, please get in touch **directly with your Haas+Sohn sales partner** where you purchased the appliance.

 **So that your enquiry can be dealt with quickly, the following details from the nameplate are essential:**

- **Exact type designation** (version of the model)
- **Manufacturer's number**

The nameplate is located on the back of the stove and on the front page of the operating instructions.

Please also take note of the technical drawings and tables on the appliance sheet, where you will find the right designation of the replacement part required.

When ordering fireclay replacement parts, you will find these in detail on the appliance sheet under Chapter 2.1, Combustion chamber replacement parts. The fireclay stones are labelled in these drawings with the letters A-D.

Subject to dimensional and design changes, technical and optical changes, typing and printing errors.

All documents such as operating instructions, appliance sheet, test reports etc. and contact details can also be found under:

www.haassohn.com