

HAAS
+
SOHN

Pellet stove

Nameplate:

Installation and operating manual
Pellet stove

GB

0545008071413f

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.

Notes in the text



Of utmost importance there are the notes entitled **WARNING**. The notes entitled **WARNING** advise you on **serious danger of damage to the heating device or of an injury**.



The note entitled **Notice** advises you on possible damage to your heating device.



The note itself calls your attention to the information important for the operation of your heating device in general.

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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 EN 14785 and according to the electrical standard, 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.
- This appliance can be used by children from 8 years and above and people with reduced physical, sensory or mental capabilities, if they have been given supervision and instruction concerning the use of the appliance in a safe way and understand the hazards involved. These persons can carry out cleaning and routine maintenance only when being supervised. Do not let children to use the appliance as a toy.
- 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!
- If the power cord is damaged, for safety reasons it may be replaced only by the manufacturer, service representative, or other suitably qualified person.



WARNING

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



Note

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.



According to the new Electrical and Electronic Equipment Act [ElektroG], our stoves are considered as "large household appliances". According to the crossed-out wheeled-bin symbol on the products, the product should not be disposed of as municipal waste, but must be disposed of in accordance with the local laws of the specific country. This applies to products put into service after August 13, 2005 (in Germany after March 23, 2006).

3. Electrical connection

- The stove is operated with a mains voltage of 230V 50Hz.
- Only use the original mains cable supplied with the appliance.
- The socket must be easily accessible.

4. Chimney



WARNING

The chimney must be made of stainless steel or ceramics (glazed inside) in order to be suitable for wet operation, and cannot be soaked with soot. It is necessary due to the low temperature of the fumes your pellet stove has.



WARNING

Prior to the installation, it is always necessary to calculate the chimney according to the standard.



WARNING

The minimum diameter of a chimney stack must be Ø 100 mm.



CAUTION

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



CAUTION

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.
- 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.

4.3.2. Connection to the existing chimney (example)

The plug for outlet of the condensate is of help in the cleaning and in the generation of the condensate.

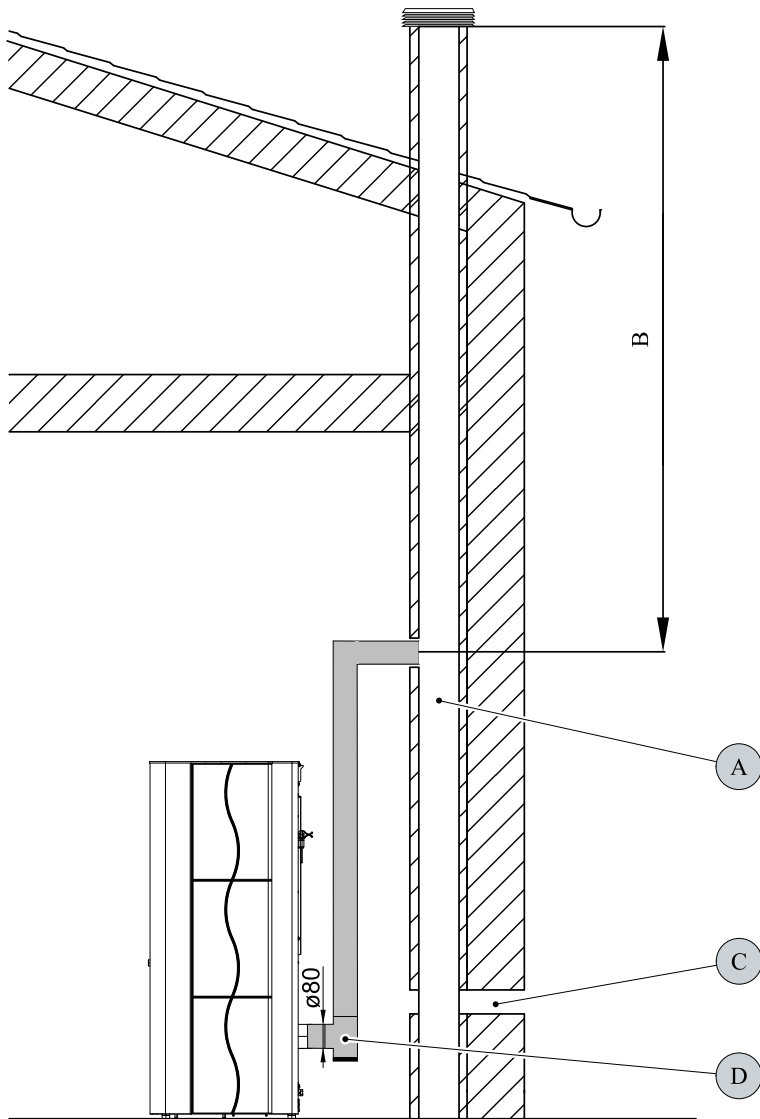


Figure 1: Connection to the chimney:

A	Chimney
B	Effective length of the chimney
C	Inlet of outside air
D	T-shaped block with plug for discharge of condensate

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5. Installation



CAUTION

For comfortable maintenance and service are following distances recommended:
 at the sides – minimum 50 cm
 at the back – minimum 25 cm

5.1. Minimum gaps to flammable components



CAUTION

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



WARNING

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**.



WARNING

Floor protection:

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

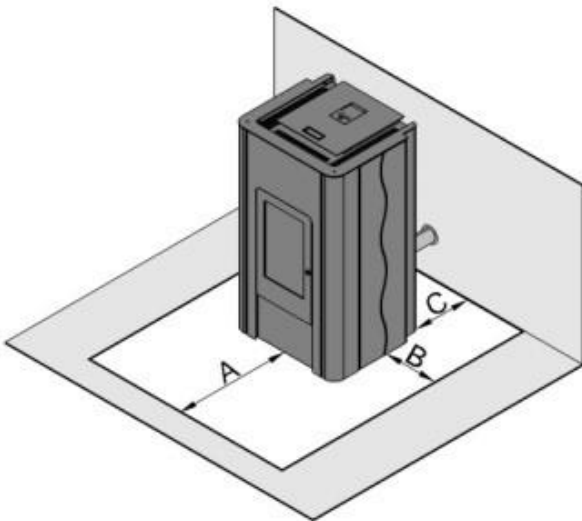


Figure 2: Recommendation for floor protection:

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



WARNING

It is forbidden to put down or to install things which are not fireproof upon the stove or in its vicinity!

5.2. Combustion air supply



Note

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

5.3. Operation of the stove depending on the air from the room:

The pellet stove has been tested as gas-tight according to the EN 14785 standard and can be operated with or without external air supply (the stove then consumes air from the room). In this case, during the simultaneous operation of the stove and the ventilation installation (e.g. controlled ventilation systems, hoods, etc.), the unit must be protected against a drop in room air pressure (e.g. by a differential pressure switch). Furthermore, a minimum of 20 m³/h of air must be supplied into the room.

Follow your local regulations and the advice of your chimney sweep.

5.3.1. Operation of the stove independent of the air from the room (RLU):

The required combustion air is supplied to the stove through sealed pipes from the outside or from an approved chimney system (e.g. LAS system), then the stove does not draw air from the room where it is installed. This allows the stove to be operated in low-energy or passive houses, or in houses equipped with mechanical ventilation systems.

5.4. Outside air connection



Note

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).



WARNING

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 3).

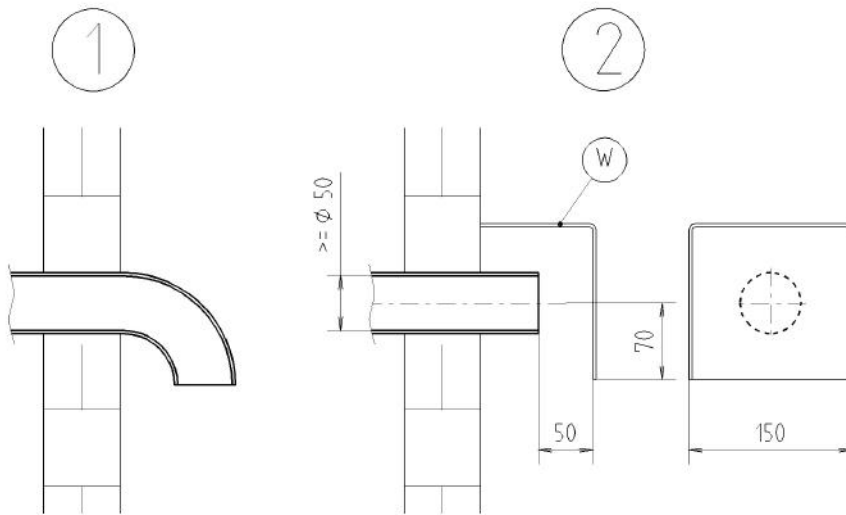


Figure 3: Wind protection of air supply duct



WARNING

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
50 mm	0,5 m	1
100 mm	3 m	3



Note

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.

5.4.1. Outside air connection (RLU)

To operate the stove independently of the air from the room, the combustion air must be supplied from the outside or from an approved chimney system (e.g. LAS system).

5.5. Room temperature sensor



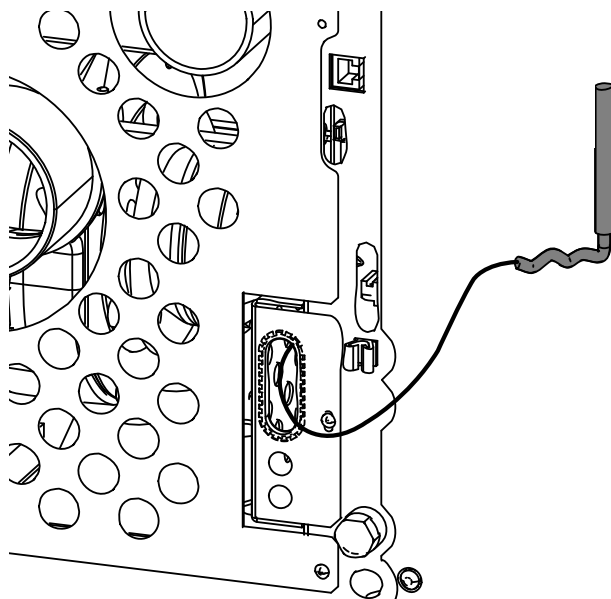
Note

A room temperature sensor is installed on the back of the stove. In the box there is about 0.8 m long cable, so the sensor can be placed farther away from the stove - this eliminates a possible error of temperature measurement caused by the proximity of the flue.



CAUTION

The sensor itself (metal part) must not touch the floor or wall - this could distort the temperature measurement!

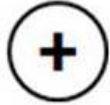


6. Operator console functions

6.1. Buttons



“On/Off” button



“Plus” button



“Minus” button



“OK” button

6.1.1. Symbols on the display

10:34	■	→ Symbol ■ : Stove is WLAN capable
	Target room temperature	
	Actual room temperature	
	Operating status	
ON/OFF	menu	→ Function of the buttons

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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.



Note

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) 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.



Note

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

Due to the different expansion of the materials used, the stove may make sounds resembling **ticking or banging** when heated or cooled.

In principle, these sounds cannot be eliminated during operation. Due to the different expansion of the materials used and the sounds from the motor, fan, etc., sound effects with low noise levels may occur.

These sounds are due to factors that are out of control and therefore should not be considered a reason for claims.



WARNING

Only our contractually-bound professional service partners may install and set the heater into operation for the first time.

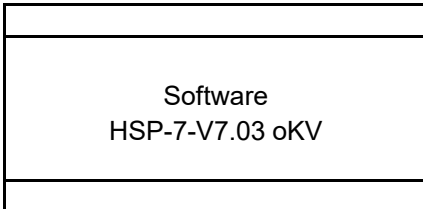
7.3.2. Connection of the WLAN module to the pellet stove

The WLAN module can only be connected to the stove using the RJ 45 cable supplied with the WLAN module; see the WLAN module manual.

LAN connection to your home network (modem or router) is not permitted, as this could damage the stove control unit.

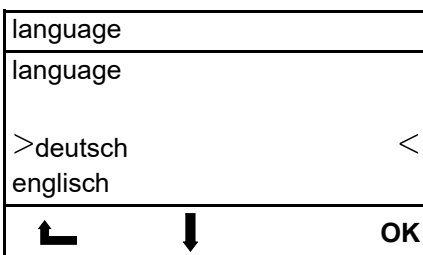
7.3.3. Operating console:

7.3.3.1. Software version



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

7.3.3.2. Language selection

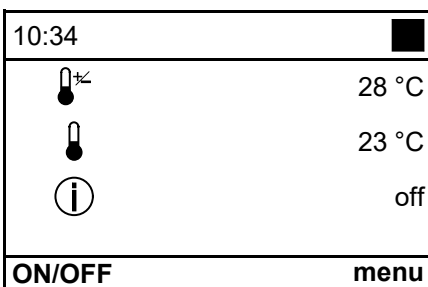


After that you can select your required language.

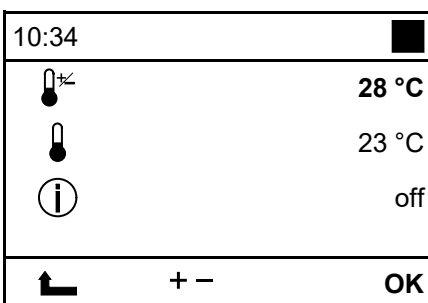
Procedure:

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

7.3.3.3. Welcome page



7.3.3.4. Setting Target room temperature






Procedure:

The "Target room temperature" is set with the **"Plus"** or **"Minus"** buttons.

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.

7.3.3.5. Starting the pellet stove - operating mode ON

10:34	■
 26 °C	
 23 °C	
 start zone 1	
ON/OFF	menu

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.



Note

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 zone, however, until it reaches the necessary flame temperature and only then switches to the cooling Operating status and then OFF.



WARNING

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!

The varnish is prone to scratches and damage before commissioning, but hardens after repeated heating.



Note

If the start zone 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.

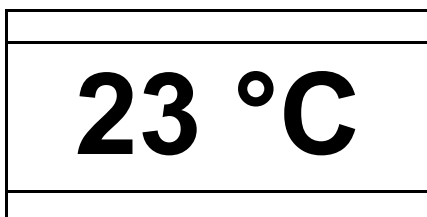
GB 8. Additional operator console functions

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)

10:34	
	28 °C
	23 °C
	off
	menu

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

main menu	
oper. mode	
language	english
date / time	
heating curve	2
	OK

Prerequisite: Welcome page is displayed.

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

This menu is shown as a scroll down menu.

Procedure:

The functions can be selected with the **"Plus"** or **"Minus"** buttons.

The function is chosen by pressing the **"OK"** button.

The following functions are found in the main menu:

- Oper. mode
- Language
- Date/Time
- Heating curve
- ECO-Mode
- Service
- Power Stage Blower (optional only on HSP 7–RLU)
- Network (can only be seen as an option when WLAN module is connected)
- Manual filling (optional only on HSP 8)
- Record of defects
- Contrast
- Info Software
- Test setting

9.1.1. Operating mode Weekly prog. – settings

Can only be selected on HSP 2 Premium-III, HSP 6, HSP 7, HSP 8 and optionally with HSP 2 Home-II (in conjunction with WLAN module).

oper. mode	b001
>off	<
on	
weekly prog.	
back	
ON/OFF	↓

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 **shut down time** on the respective week day can be programmed by pressing the right-hand arrow button.
- The **Target 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.
- Adjust the temperature in the room
- Week program symbol active: 

10:34
 28 °C
  23 °C
 standby
menu

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



Note

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.



Note

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 language

main menu	I001
language	
>deutsch	

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.

englisch		
↶	↓	OK

9.1.3. Setting the time and date

date/time		
fr, 15.09.2018 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.



Note

Summer and winter time are not automatically detected.

9.1.4. Heating curve

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 20 m² - Wert 1
- Room 25 m² - Wert 2

- Room 30 m² - Wert 3
- Room bigger than 30 m² - Wert 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. Service

main menu	
Service in	998 kg
Reset the service interval?	
	OK

main menu	
Are you sure, you want to reset the service interval?	
No	Yes

The service interval can only be reset after burning more than **1 kg of pellets**.
After that, the **service interval can be restored**.

Vorgangsweise:

By pressing the **"OK"** button, you will be asked whether you really want to reset the service interval.

By pressing the **"Yes"** button, the service interval will be reset to 1000 kg and an error code W0042 will be logged into the Error Log.

To exit the function, press the **"No"** button.

9.1.7. Power Stage Blower (optional only on HSP 7–RLU)

Power Stage Blower		
Power Stage Blower		
Setpoint Blower		
(1)	1	[]
	+ -	OK

Procedure:

The desired fan speed can be selected with the **"Plus"** or **"Minus"** buttons.

The higher the selected value, the higher the speed of the blower.

Pressing the **"OK"** button saves the setting.

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

9.1.8. Manual filling (optional only on HSP 8)

main menu	
manual filling	
pulling-in motor	Off
	On

Procedure:

The required line can be selected with the **"Plus"** or **"Minus"** buttons.

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.



Note

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

9.1.9. Record of defects

Record of defects		
F0018	13-07	17:03
F0009	12-07	15:11
F0040	12-07	15:08
F0026	11-06	14:58
		OK



Procedure:

By means of the push-buttons **"Plus"** or **"Minus"**, it is possible to review the existing faults with dates and times.

In the record of faults (memory of faults), there are shown the latest 64 error messages with dates and times.

In order to leave this function, Press the button **"On/Off"**.

9.1.10. 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.


9.1.11. Software version information

Info Software		
Software: HSP-7-V7.03 oKV		
test date: 2019-01-11		
		

Procedure:

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

9.1.12. Test setting

Test setting		
accese code		
" * "		
	+ -	OK

Heating in the test position is only permitted by specialists of various test laboratories!

In this menu, the partial load / nominal load is tested according to EN 14785 standard.

Procedure:

Use the **"Plus"** or **"Minus"** keys to enter the required code.

The code is as follows: **1854**

Pressing the **"OK"** button saves the setting.

The test setting partial load or nominal load is then selected.

Pressing the **"OK"** button activates the **"START"** of the respective test setting.

Typ	Transport pressure at nominal heat output / partial load
HSP 2	11 / 7 Pa
HSP 6	11 / 5 Pa
HSP 7	12 / 6 Pa
HSP 8	11 / 6 Pa

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10. Oper. modes

10.1. Start zone 1-20 (start zone)

The start zone 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

The whole "start zone" 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 zone" can therefore vary.

If, during the start zone, no flame generation can be achieved or the required temperature at the "flame temperature sensor" cannot be reached, a shut down process is initiated.

10.2. Heating mode

After the positive conclusion of the "**start zone**", 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

If the ECO-Mode mode is activated, the stove will not turn off when the "Target room temperature" is reached. The stove continues to burn with a "smaller flame". If the "Target room temperature" is exceeded by more than 3 °C, then:

- the stove enters the "Cooling down" operating mode
- if the "Actual room temperature" exceeds 30 °C in the ECO-Mode operating mode, the stove enters the "Cooling down" operating mode.

The ECO-Mode remains active in both cases.

10.6. Standby

The stove is in waiting condition. Before it can be switched over from the operating setting "standby" to the operating setting "Start zones 1 – 20", two conditions for the start are to be fulfilled:

- The "Actual room temperature" must drop under the "Target room temperature" by 1 °C at least
- The temperature of the combustion products measured by temperature sensor must be lower than 70 °C

10.7. Shut down




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

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

10.8. Cooling

The end of the shut down process depends on time and temperature.

10.9. Error display - Fault

+++ error +++	
	26 °C
	23 °C
	F018
ON/OFF	con.

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.



Note

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

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. In this case, the appliance must be inspected by a qualified technician!

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 – lasts for less than about 30 seconds:

- Once the electricity supply has been restored, the stove continues its operation.

Long power cut – lasts for more than about 30 seconds:

- Once the electricity supply is restored, the stove switches to the Shut down operating status and subsequently to "OFF".

13. Cleaning and maintenance work (see Appliance sheet 3+4.)

14. Faults, causes, correction

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



WARNING

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:
F0001	A. STL triggered due to overheating B. Fuse (F1) in the central unit is defective C. Ignition short circuit	A. If STB has triggered - contact service department B. Fuse F1(3.15 A) defective - contact service department C. Ignition defective - contact service department
F0002	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	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
F0003	A. Heat exchanger / smoke flues dirty B. Heating curve set too low C. Room temperature sensor is lying on the floor or wall	A. Cleaning the smoke flues - clean burner B. Clean burner - Adjust heating curve as described C. Clean burner - suspend room temperature sensor freely
F0005	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	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

F0006	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	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
F0007	A. Flue gas temperature sensor defective or not connected	A. Contact service department
F0008	A. Flue gas temperature sensor defective	A. Contact service department
F0009	A. Note: Combustion chamber door open during "Off or standby"	A. No correction necessary - Close door - Error is automatically cleared
F0011	A. Room temperature sensor defective or not connected	A. Contact service department
F0012	A. Room temperature sensor defective	A. Contact service department
F0015	A. Induced draught fan defective B. Power supply to the fan motor interrupted	A. Contact service department B. Check cable - contact service department
F0018	A. Power cut	A. Clean burner - Clear error 018
F0021	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	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
F0022	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	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
F0023	A. Flame temperature sensor defective or not connected	A. Contact service department
F0024	A. Flame temperature sensor at bottom defective or not connected	A. Contact service department
F0026	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	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

	H. Screw motor defective	G. Flame temperature sensor defective - contact service department H. Screw motor defective - contact service department
F0027	A. Burner dirty B. Burner not lying flush C. Door not sealed properly	A. Clean burner B. Position burner correctly C. Check seal on door
F0028	A. Burner / combustion chamber dirty B. Flame temperature sensor at bottom defective	A. Clean burner B. Contact service department
F0033	A. No WLAN connection B. WLAN code is incorrect C. No IP address received	A. Check WLAN reception B. Check WLAN code C. Check DHCP settings on the router
F0034	A. No internet connection available	A. Check internet connection
F0040	A. Combustion chamber not cleaned in specified time interval	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.
F0041	A. Maintenance interval exceeded	A. Clean the flues
F0050	A. The spare battery empty	A. Replace the battery of the control system (CR 2032)
F1000 / W1000	A. Restart of the hardware	A. The device is without to power supply - error message in the Record of defects
W0042	Information – Service interval has been reset	

15. General information / faults

Fault:	Cause:	Correction:
Pellet stove does not start	<ol style="list-style-type: none"> 1. The set Target room temperature is lower than the current Actual room temperature 2. The temperature of the fumes is too high 3. An error has 4. An error has occurred there is no allocated time zone in the week program 	<ol style="list-style-type: none"> 1. Increase Target room temperature 2. Let the instrument cool down 3. See error correction, Section 15.1. 4. Adjust week programming, Section 10.1.1.
No display	<ol style="list-style-type: none"> 1. Loose or defective connection cable between operator console and control unit 2. Contrast shifted 	<ol style="list-style-type: none"> 1. Contact service department 2. Reset contrast
Noise in the (induced) draught fan	Ashes in the body of the draught fan	Remove the ashes using an ash exhauster

Ticking or banging	<ol style="list-style-type: none"> 1. During heating or cooling due to different expansion of the used materials 2. Noise during burner test
Keep in mind that these sounds are due to factors that cannot be eliminated.	

Due to the different expansion of the materials used, the stove may make sounds resembling **ticking or banging** when heated or cooled.

In principle, these sounds cannot be eliminated during operation. Due to the different expansion of the materials used and the sounds from the motor, fan, etc., sound effects with low noise levels may occur.

These sounds are due to factors that are out of control and therefore should not be considered a reason for claims.

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.



Note

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.

Replacement parts that are covered by the warranty and which the customer can replace himself are provided free of charge during the warranty period. Replacement parts are provided without service intervention. However, if the customer requires assembly of replacement parts by a service technician, this service is charged.

Changes to the item purchased that are connected with normal use, 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.



WARNING

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.



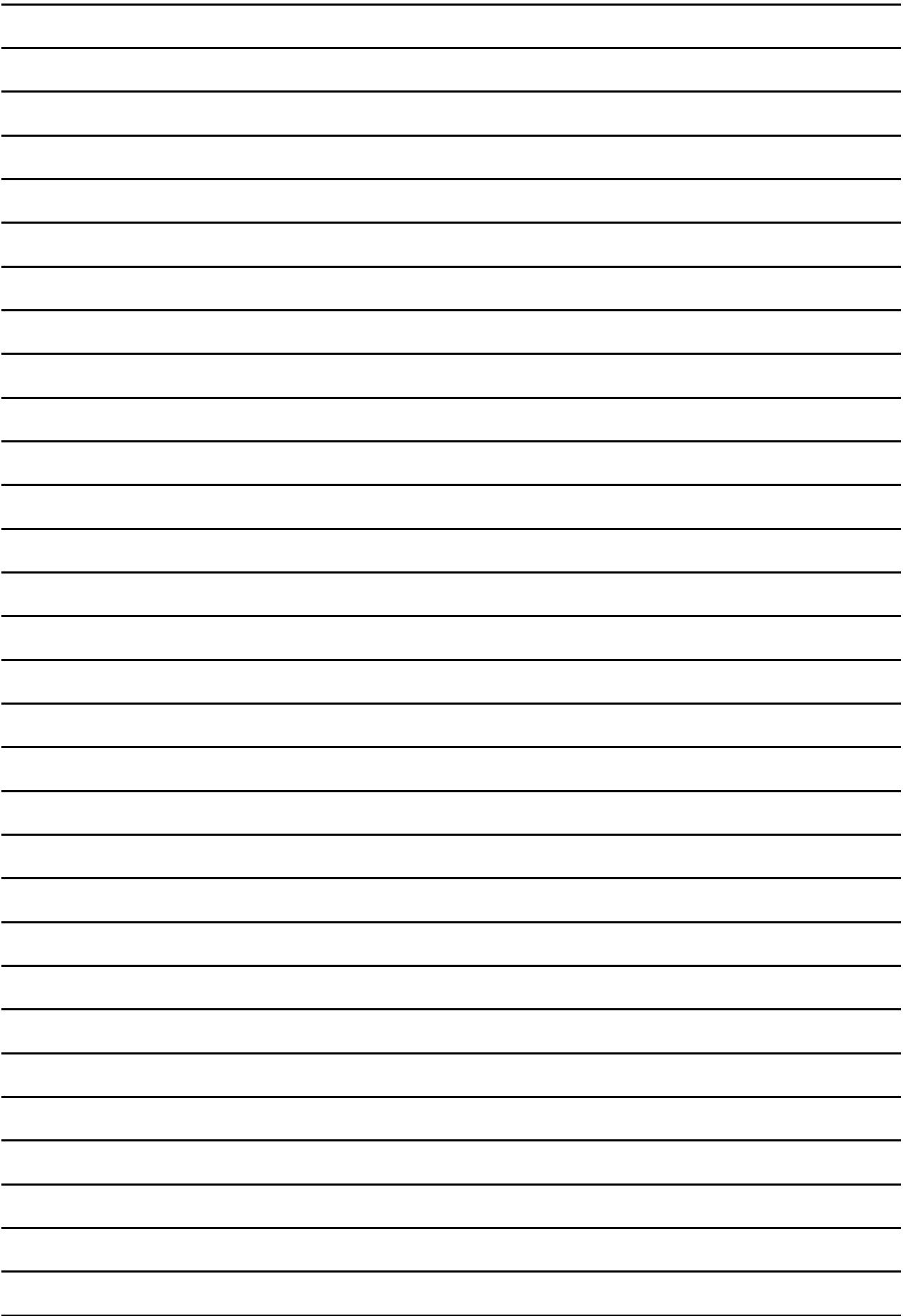
Note

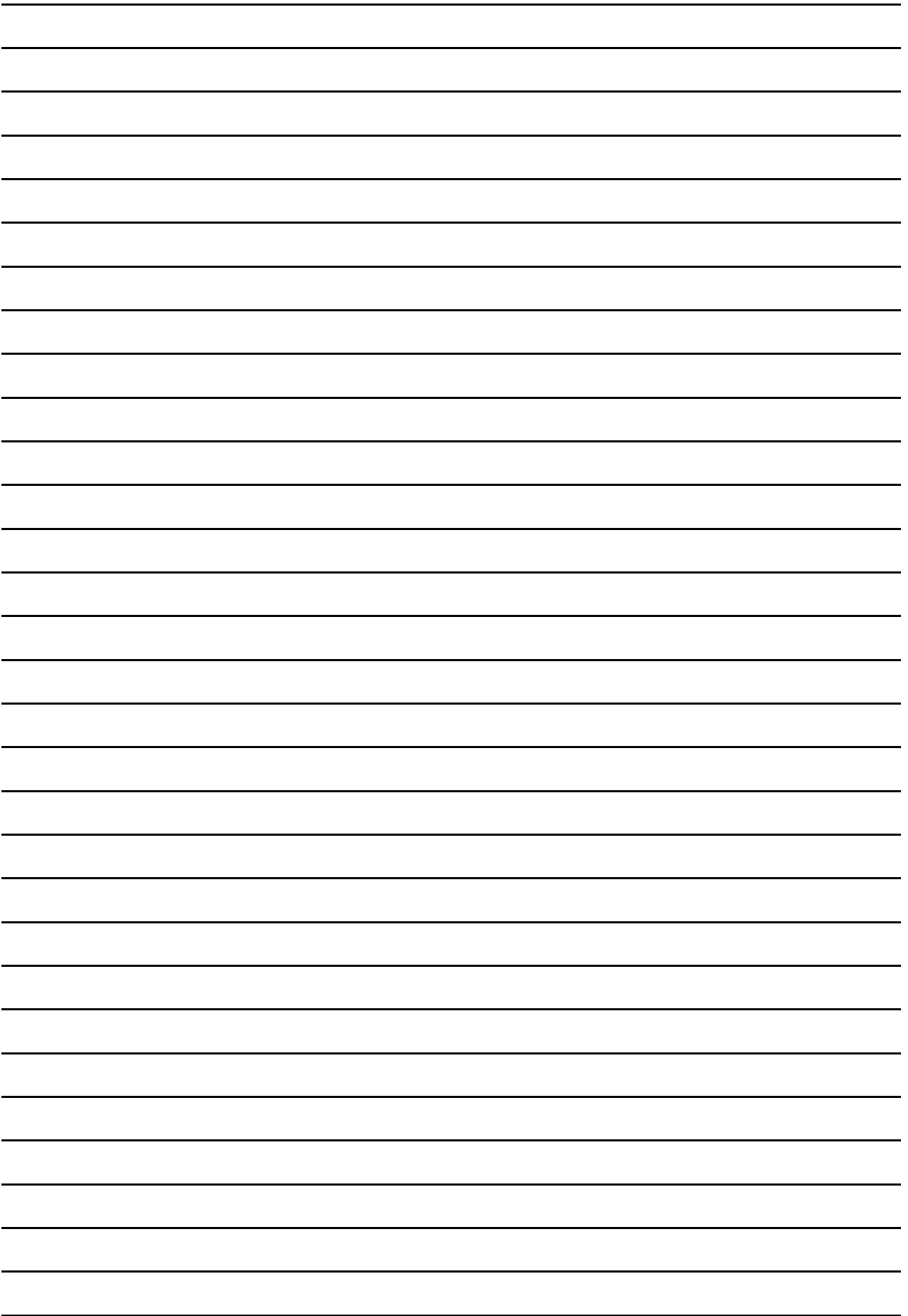
So that your enquiry can be dealt with quickly, the following details from the nameplate are essential:

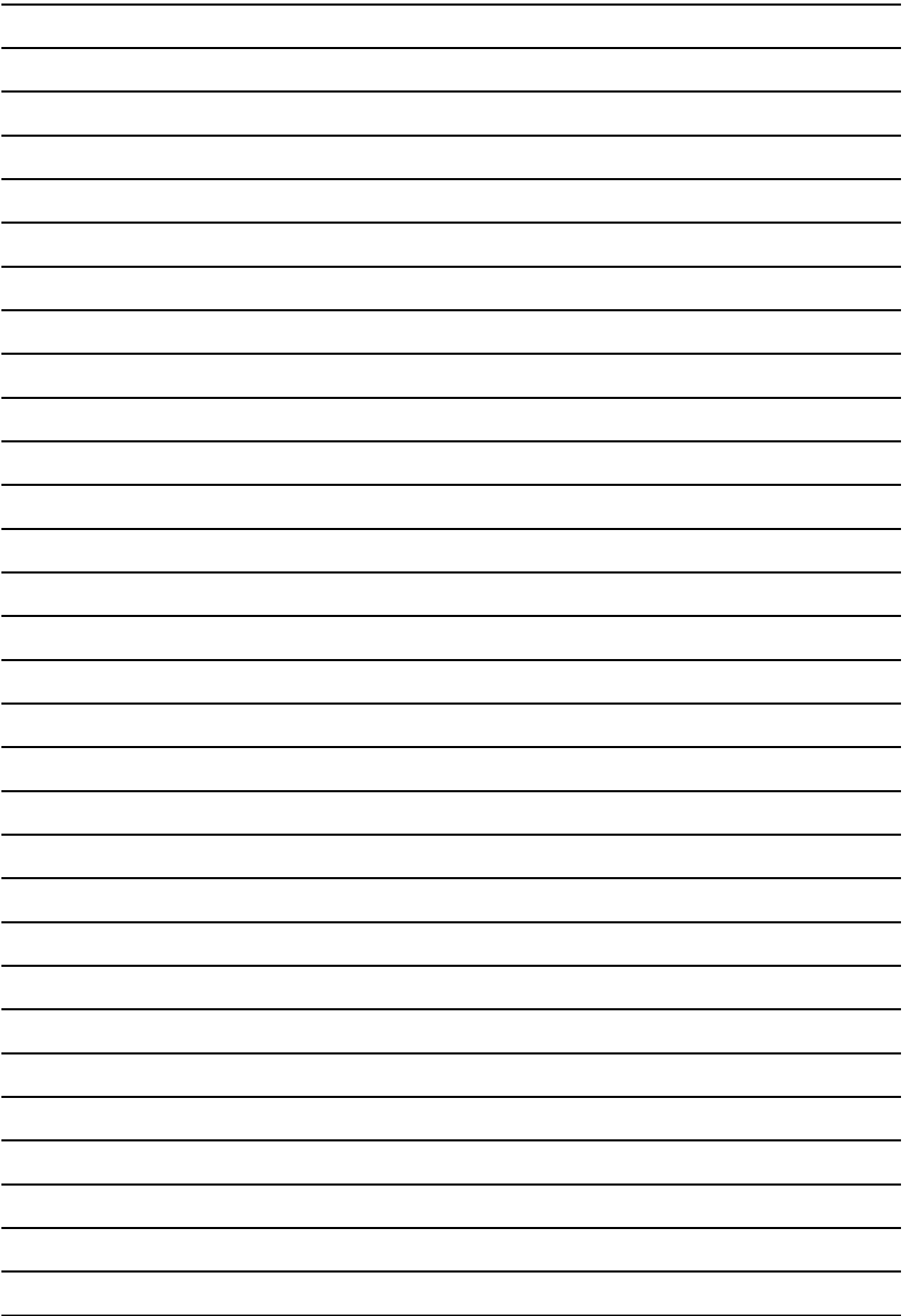
- **Exact type designation** (version of the model)
 - **Manufacturer's number**
-

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.

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