HAAS + SOHN

# HSP 4.0–F2

## Equipment sheet
**Pellet stove**

GB

0545608001403–

# 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 entitled **Important** calls your attention to the information important for the operation of your heating device.

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

# Contents

# 1. Technical data

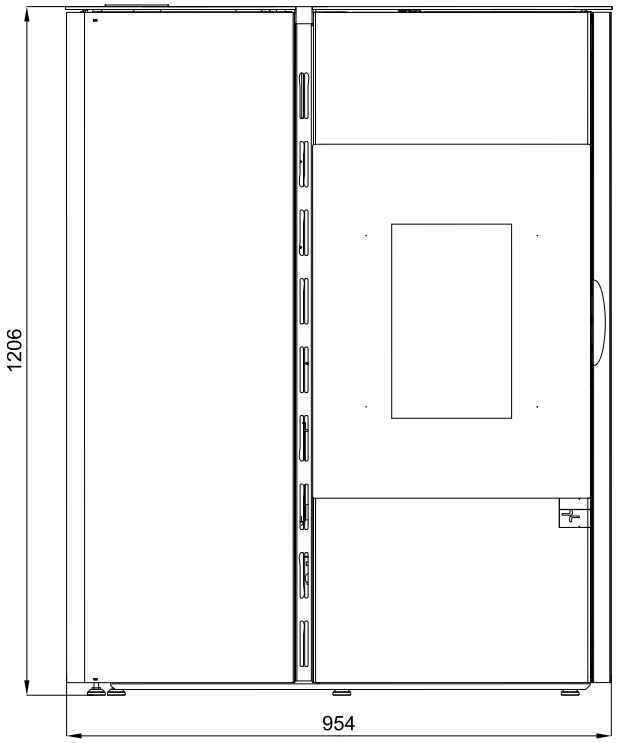
| | HSP 4.0–F2 456.08 | | |
|---|---|---|---|
| | **Nominal output** | **Partial output 50%** | **Partial output 30%** |
| Heat output range: | 8,5 kW | 3,8 kW | 2,4 kW |
| Nominal heat output: | 8,5 kW | | |
| Height: | 1209 mm | | |
| Width: | 954 mm | | |
| Depth: | 433 mm | | |
| Weight: | 232 kg | | |
| Diameter of flue elbow: | 80 mm | | |
| Flue gas temperature: | 132 °C | 65 °C | 64 °C |
| Testing transport pressure: | 12 Pa | 5 Pa | 5 Pa |
| Flue gas flow rate in g/s: | 5,4 g/s | 3,8 g/s | 3,2 g/s |
| CO level in flue gas (%) (min./max.) | 0,0013 % | | |
| Efficiency: | 94 % | 95,3 % | 96,1 % |
| CO level in flue gas: | 16 mg/Nm³ | 199 mg/Nm³ | 268 mg/Nm³ |
| NOx level in flue gas: | 79 mg/Nm³ | 74 mg/Nm³ | 55 mg/Nm³ |
| OGC level in flue gas: | 2 mg/Nm³ | 8 mg/Nm³ | 12 mg/Nm³ |
| Proportion of dust in flue gas: | 5 mg/Nm³ | 10 mg/Nm³ | 19 mg/Nm³ |
| Contents of storage container (pellet tank): | about 40 kg | | |
| Duration of burn with one charge (min./max.): | about 21 h | about 44 h | about 44 h |
| Permitted fuel: Low-dust wood pellets | diameter: 6 mm | | |
| to Ö-Norm M 7135, DIN plus, EN plus-A1 | length: max. 30 mm | | |
| Room heating capacity to Ö-Norm M 7521: | max. 230 m³ | | |
| Room heating capacity to DIN 18893, constant heating: | 250m³/145m³/98m³ | | |
| Room heating capacity to DIN 18893, timed heating: | 165m³/95m³/65m³ | | |
| Electricity supply: | 230 V (50 Hz) | | |
| Electricity supply input: | | | |
| in normal operation: | 18,9 W | | |
| Electric ignition (for max. 15 minutes on ignition): | max. 380 W | | |
| Fuses for the ignition, screw conveyor motor, induced draught, (F1) | T 3,15 A, 250 V | | |

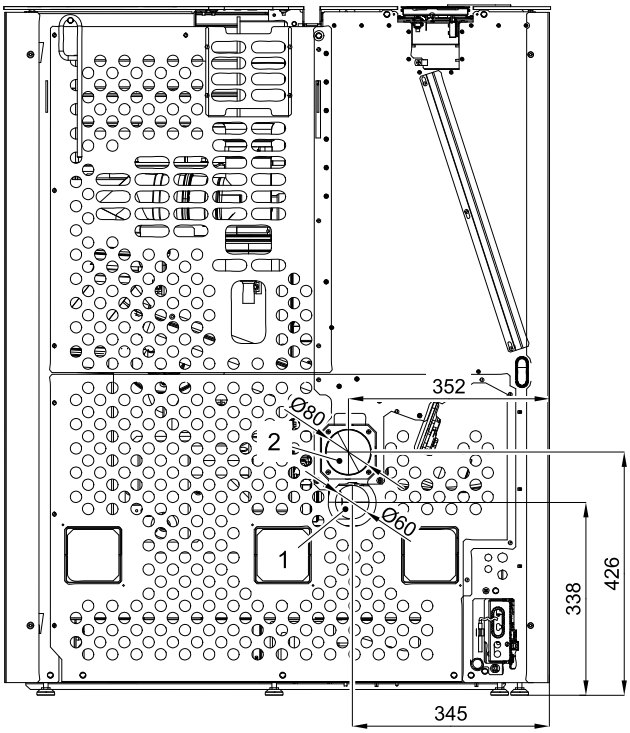
**Safety distances**

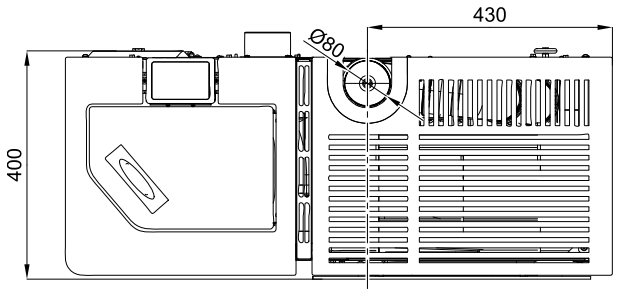
| | | |
|---|---|---|
| Minimal distances from flammable materials: | side left: | 2 cm |
| | side right: | 8 cm |
| | rear: | 5 cm |
| | front (radiation area): | 80 cm |

# 2. Dimensions

## 2.1. Flue-pipe conn on the top

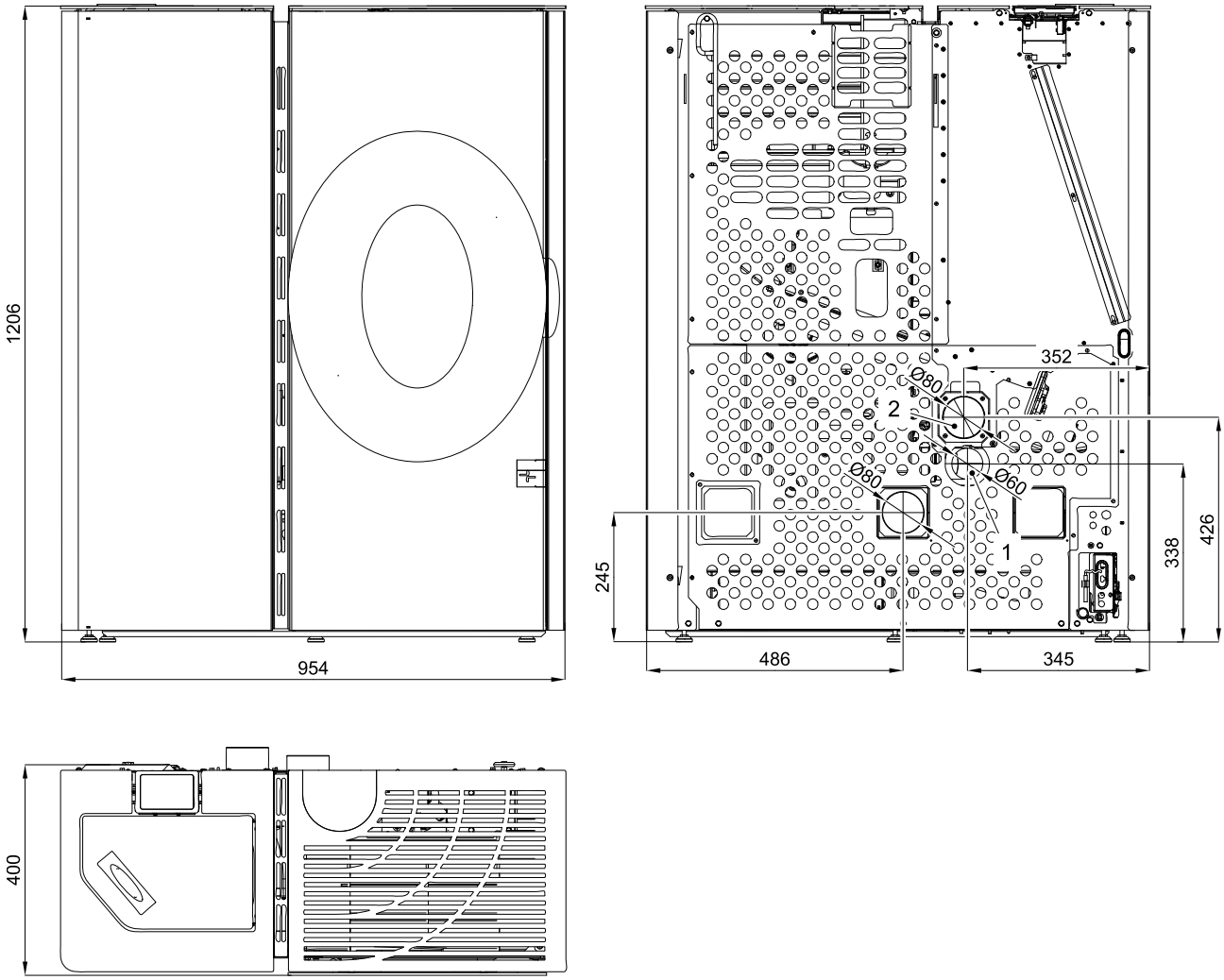



Pos. **1**: for external air input
Pos. **2**: convection air for 2nd room

## 2.2. Flue-pipe conn rear




Pos. **1**: for external air input
Pos. **2**: convection air for 2nd room

# 3. Cleaning work

**WARNING**

**Before starting any cleaning work, the stove must be cool down!**
**Once the cleaning work is completed, the correct operating status of the device must be re-established: Put the combustion pot in correctly, close the combustion chamber door.**

## 3.1. Cleaning the surface

Dirt on the upper surface of the stove may be cleaned off with a damp cloth or if necessary with mild soapy water. You are advised against using corrosive cleaning agents and solvents since these might damage the surfaces.

## 3.2. Cleaning the glass panel

To clean the viewing panel, you must first open the stove door. Dirt on the glass panel can be removed with a glass cleaner or with a damp sponge on which you have sprinkled some of the wood ash present. (Environmentally friendly). Cleaning the glass panel may only be done with a cooled down stove in the OFF operating mode.

## 3.3. Clean combustion chamber “function instruction” Error F040

- The whole combustion space must be cleaned after **50-hours operation at the latest, or once a week**.
- The requirement to clean the fire-box (flickering of the display) appears during heating, in case that the cleaning interval has elapsed.
- After the fire-box has been cleaned, the error message "Clean the fire-box" will be confirmed automatically. The condition for automatic confirmation of this error message is that the fire-box door is opened for more than **60 seconds**. This time is necessary for careful cleaning of the fore-box, including the burner.
- This reset of the operating hours counter occurs even if the cleaning of the combustion chamber is performed before the 30 operating hours have run provided that the stove is in “Off” operating status and the door is open for longer than 60 seconds during cleaning.

## 3.4. Cleaning the combustion pot - weekly

During operation, deposits may form in the combustion pot. How quickly the combustion pot becomes dirty depends solely on fuel quality. The deposits or encrustations must be removed from time to time.

**WARNING**

If this is not done, the clinker will continue to accumulate. Then the device will no longer be able to ignite properly. Pellets can pile up in the combustion pot. In extreme cases, this can reach all the way back to the pellet chute. Backfire in the pellet container and smouldering in the pellet tank might possibly result.

**This will destroy your device and is not covered in your guarantee.**

**WARNING**

**Cleaning the combustion pot may only be done with a cooled down stove in “OFF” operating mode. Otherwise there is a risk of burns!**

- Clean the burner with the supplied tool. (By scraping the burner wall, dirt falls down through the cleaning roller into the ash pan.)

**WARNING**

Do not dismantle the burner!

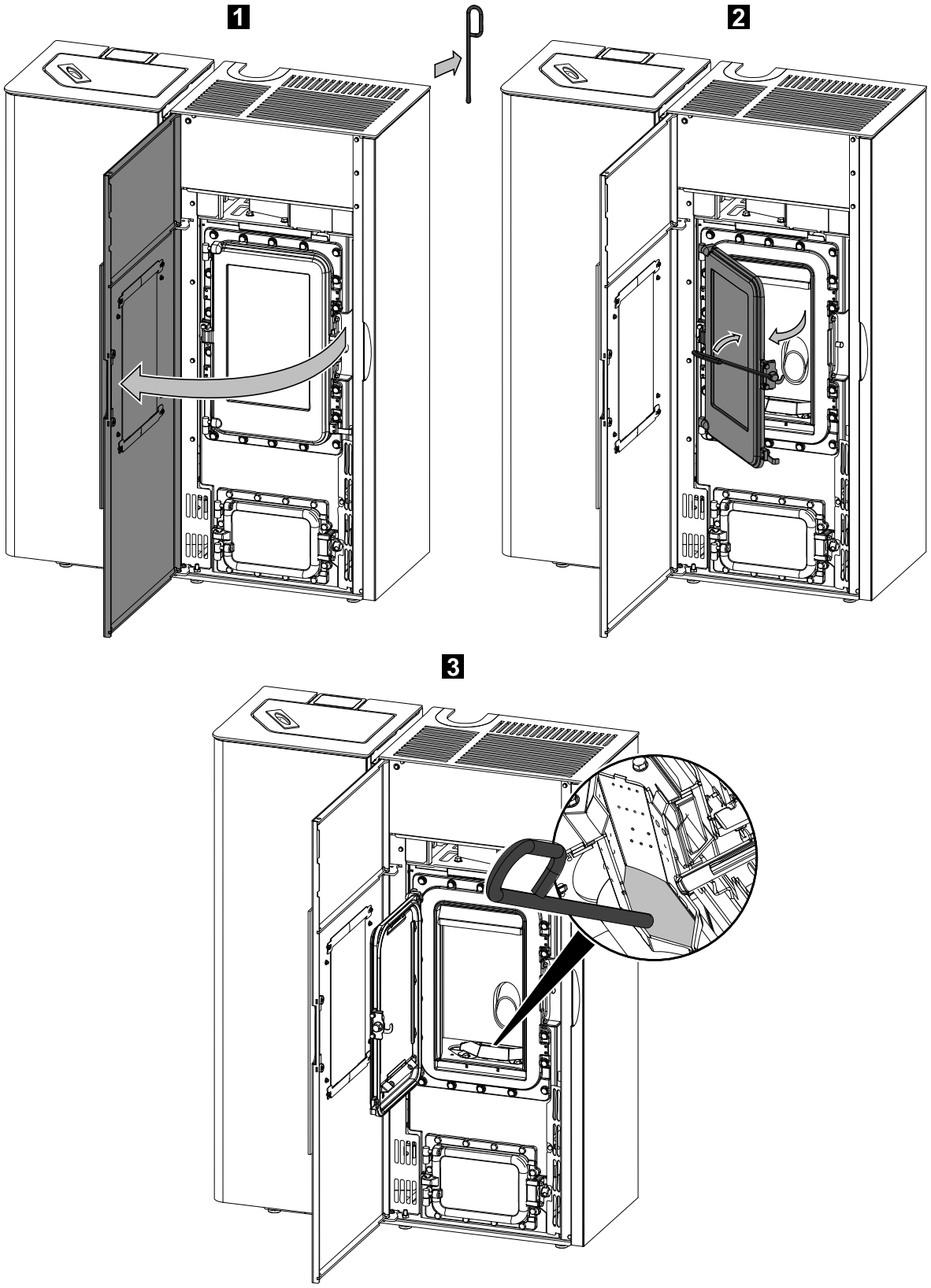



**Figure 1: Cleaning the combustion pot (using the supplied tool)**

# 4. Maintenance work

**WARNING**

**Before starting any cleaning work, the stove must be cool down! The mains plug must be pulled out of the power supply socket (always in advance)!**

The frequency of maintenance in turn depends to a large extent on the pellet quality (ash content). Quality pellets have a low ash content of about 0.2-0.3%. However, if the ash content is higher (0.5% and over), the interval from maintenance to maintenance is reduced and the accumulation of ash increases by 2 or 3 times.

**WARNING**

**Devices that are not maintained in accordance with our specifications must not be operated. Failure to observe this point will invalidate all guarantee claims.**

## 4.1. Cleaning of the ash pan - once a week

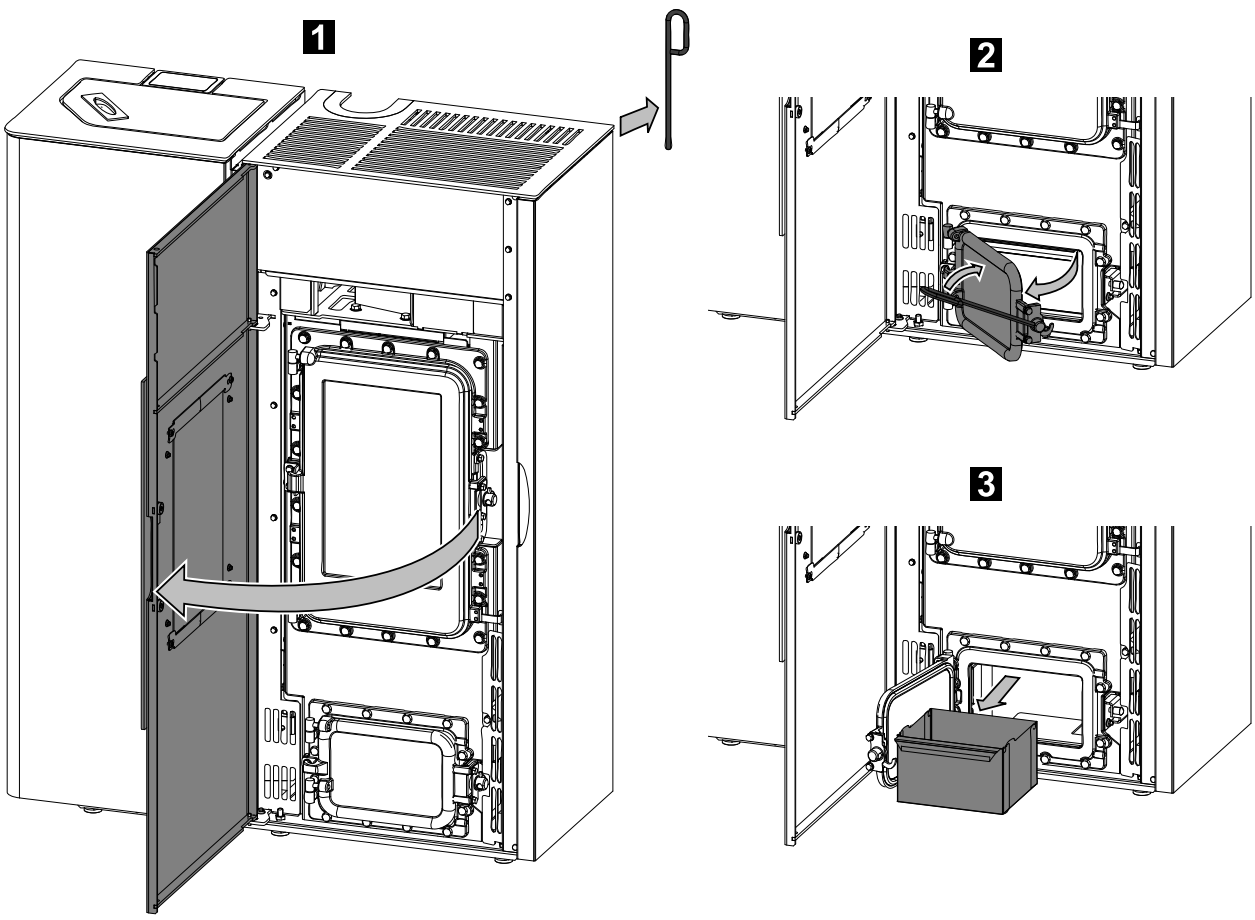



**Figure 2**

## 4.2. Cleaning the flue gas passes

**CAUTION**

Check and clean the flue-gas ways, exhaust (flue-gas) fan and flue-gas ducts at the latest after **1000 kg** of pellets have been consumed. Clean with a brush or an ash extractor.

**CAUTION**

After completion of the cleaning make sure that when putting back the covers, the seals are seated in the right positions. It is essential to replace defective seals.

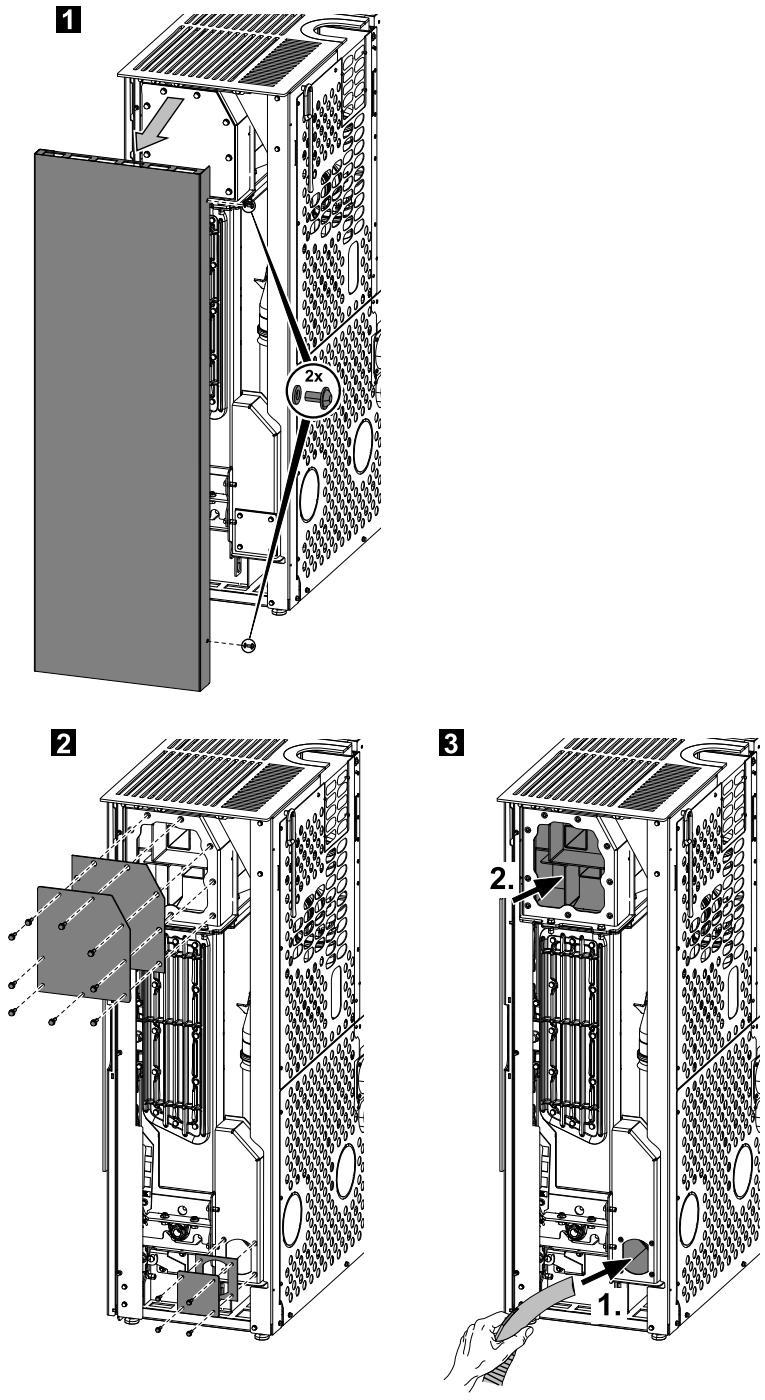



**Figure 3: Removing the side wall**

## 4.2.1. Cleaning the flue baffle

After consuming 1000 kg of pellets or after a year of operation, it is necessary to clean the deflector using the enclosed tool.

**CAUTION**

To remove the deflector, you must retract the flame temperature sensor - otherwise the deflector cannot be removed.

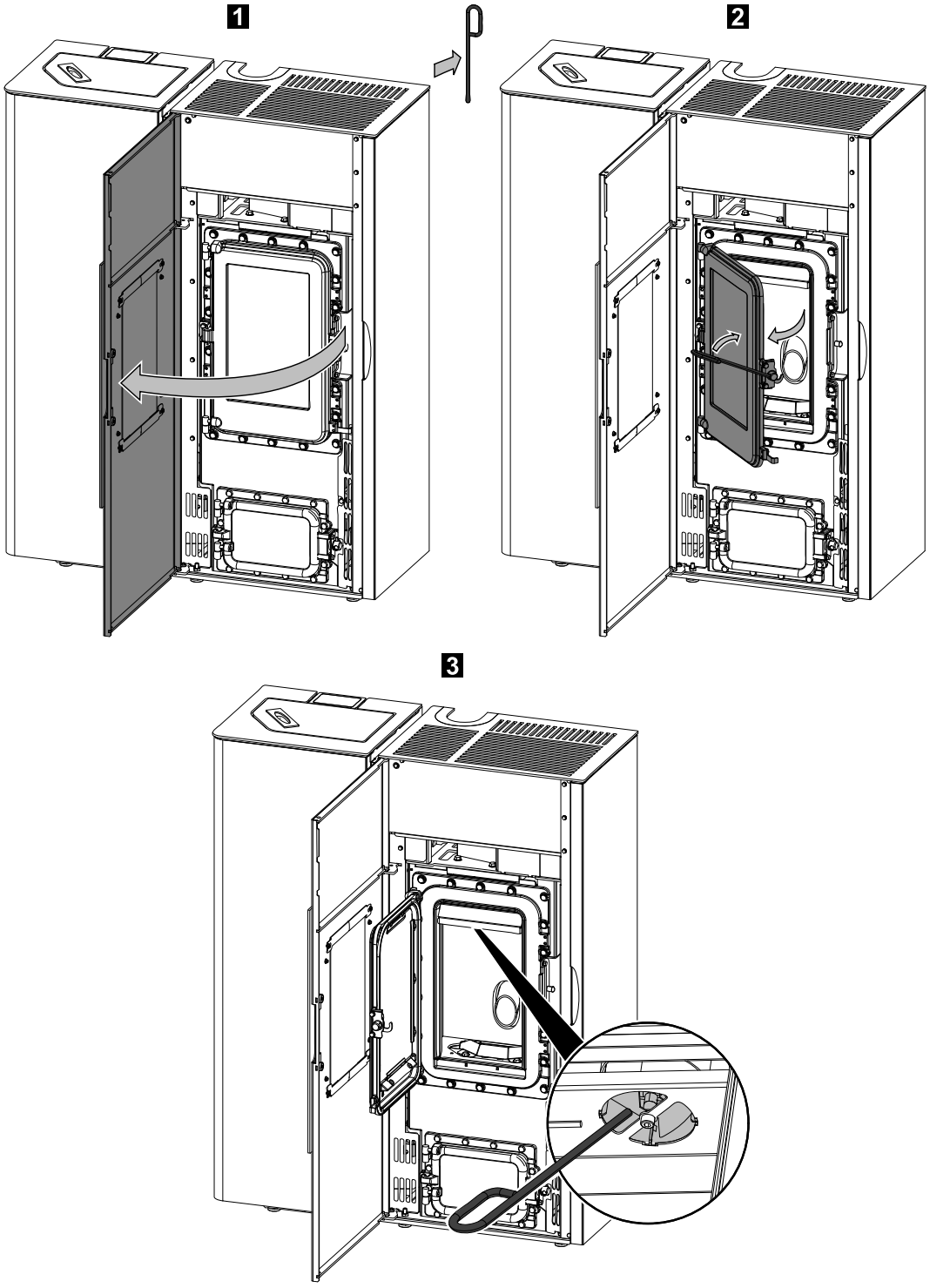



**Figure 4: Cleaning the flue baffle**

## 4.3. Cleaning the pellet container - annual maintenance

- Heat the pellet stove until the storage tank is completely empty.
- Then the protective grille (1) in the pellet tank may be removed.
- Then clean the tank and the intake of the screw conveyor housing with a vacuum cleaner.
- After cleaning, it is essential to put back the protective grille. When doing this, make sure that no screws fall into the pellet tank so as to avoid consequential damage to the screw conveyor.

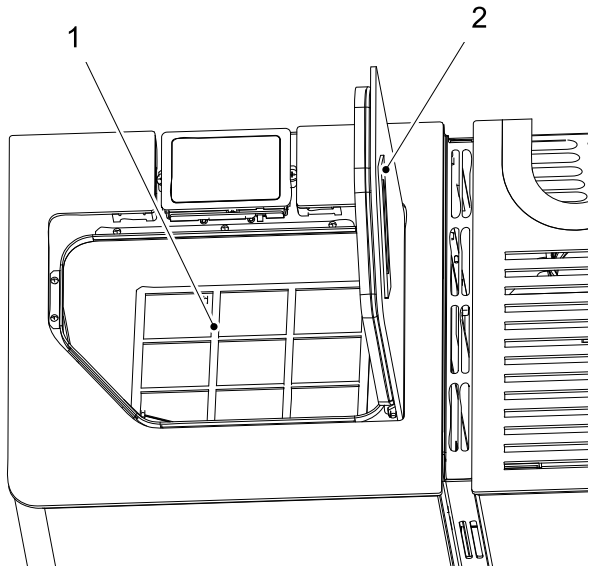
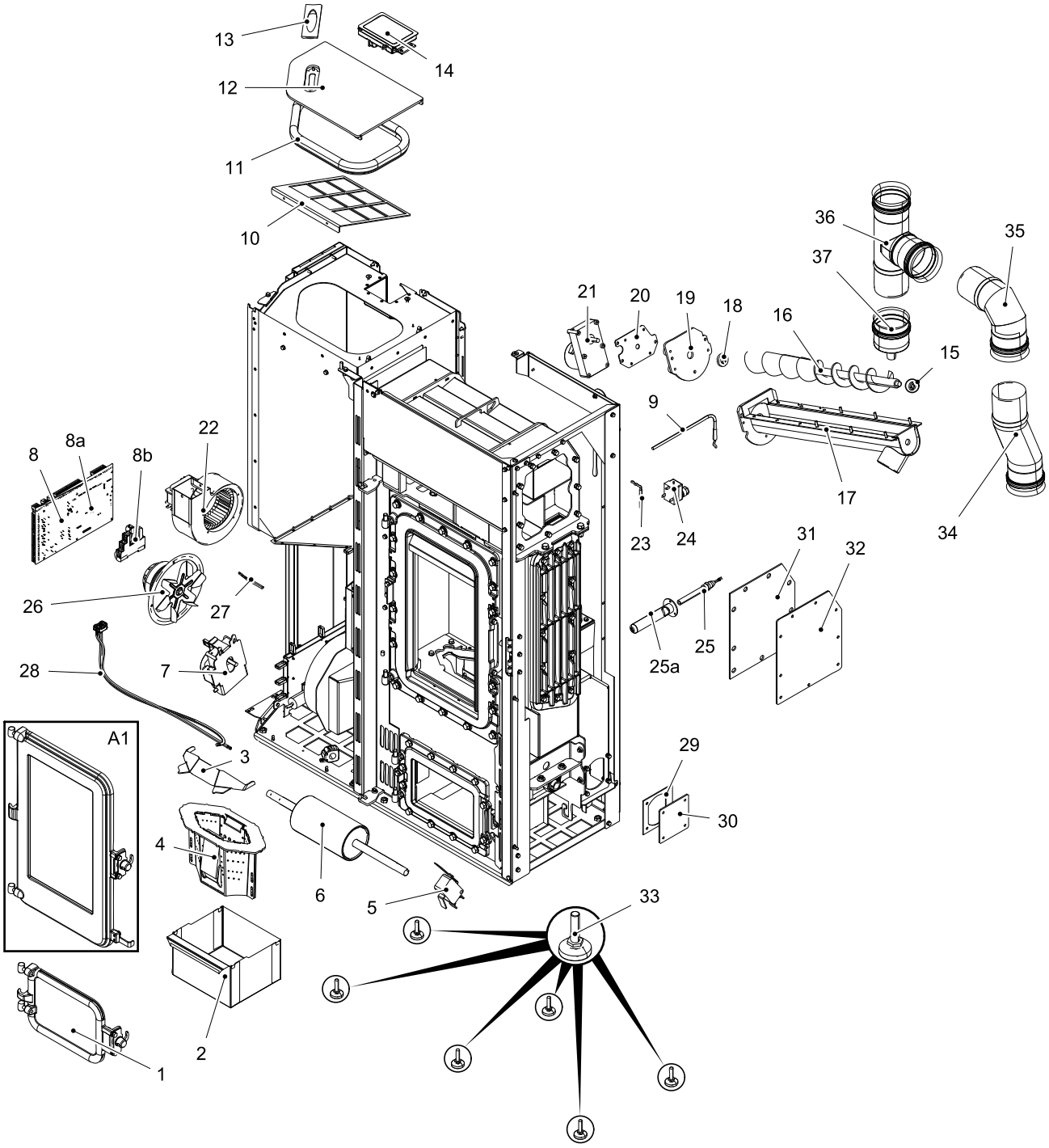



**Figure 3: Pellet tank**
1 Protective grille
2 Tank cover

# 5. Replacement parts list

## 5.1. Replacement parts list (without trim parts)

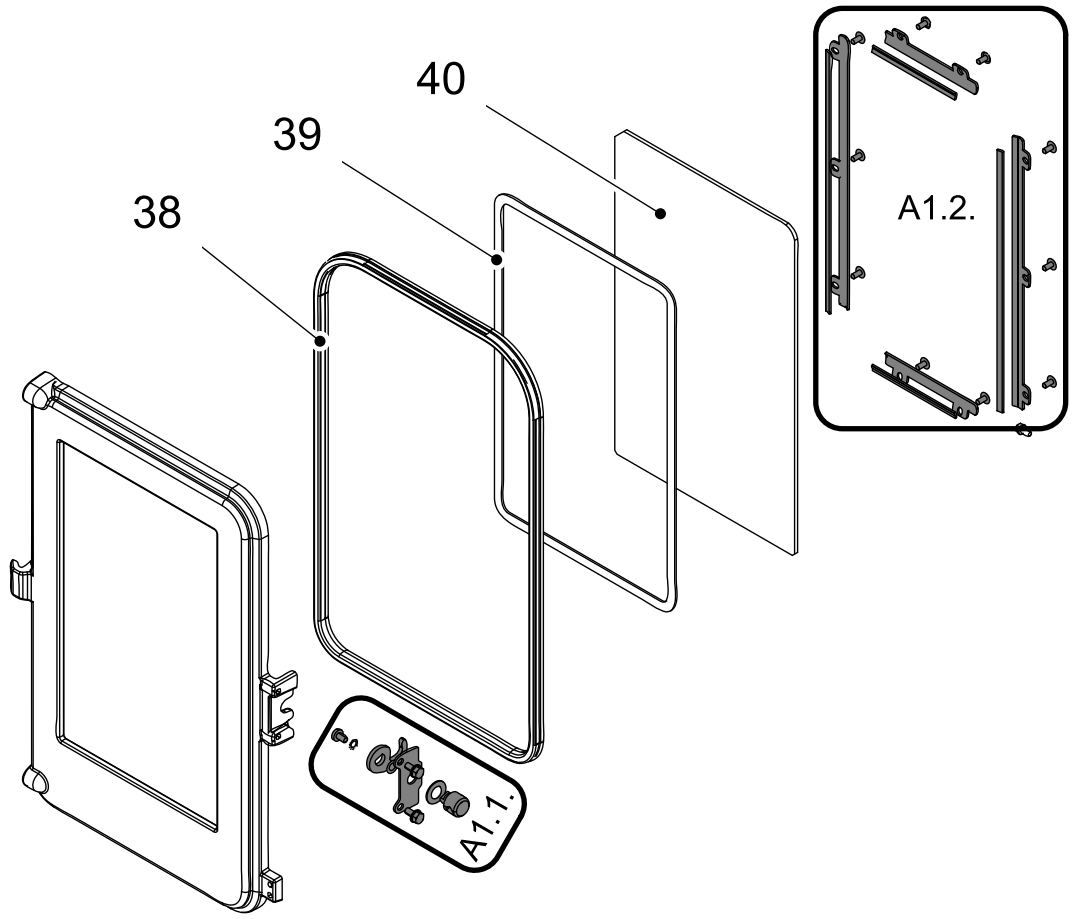



| Pos. | Description | Piece | No. PR |
|---|---|---|---|
| **Replacement parts list (without trim parts)** | | | |
| **A1** | Complete combustion chamber door/ anthracite | 1 piece | 0545508005300 |
| **1** | Ash-pan door/anthracite | 1 piece | 0545908005520 |

| | | | |
|---|---|---|---|
| **2** | Ash pan | 1 piece | 0545908005604 |
| **3** | Protection grate | 1 piece | 0545508005739 |
| **4** | Burner | 1 piece | 0545508005820 |
| **5** | Door contact switch | 1 piece | 0089500040005 |
| **6** | Cleaning roller | 1 piece | 0545508905130 |
| **7** | Screw conveyor motor | 1 piece | 0089500880005 |
| **8** | Complete control unit | 1 piece | 0545508005576 |
| **8a** | Backup battery CR 2032 | 1 piece | - |
| **8b** | Relay | 1 piece | 0545508005583 |
| **9** | Flame temperature sensor | 1 piece | 0553808005541 |
| **10** | Protective grille | 1 piece | 0545608005911 |
| **11** | Seal, tank cover (910 mm) | 1 piece | 0561008006197 |
| **12** | Tank cover/black-glossy | 1 piece | 0545608005681 |
| **13** | Grip | 1 piece | 0545608005218 |
| **14** | Operator console | 1 piece | 0545508005600 |
| **15** | Lower screw conveyor bearing | 1 piece | 0571207005027 |
| **16** | Screw conveyor | 1 piece | 0545608015030 |
| **17** | Conveyor | 1 piece | 0545608015060 |
| **18** | Collet | 1 piece | 0545508015125 |
| **19** | Motor plate 1 | 1 piece | 0545508015042 |
| **20** | Motor plate 2 | 1 piece | 0545508005124 |
| **21** | Screw conveyor motor | 1 piece | 0089500880005 |
| **22** | Conv. fan | 1 piece | 0545508005220 |
| **23** | Room temperature sensor | 1 piece | 0089500390005 |
| **24** | OC | 1 piece | 0089500080005 |
| **25** | Ignition | 1 piece | 0545608005202 |
| **25a** | Lighter case | 1 piece | 0545608005215 |
| **26** | Induced draught fan | 1 piece | 0561008005808 |
| **27** | Flue gas thermosensor | 1 piece | 0553808005540 |
| **28** | Differential pressure sensor | 1 piece | 0545508005480 |
| **29** | Seal | 1 piece | 0545608005231 |
| **30** | Cover | 1 piece | 0545608015202 |
| **31** | Seal | 1 piece | 0545508005086 |
| **32** | Cover | 1 piece | 0545508025087 |
| **33** | Stand | 6 piece | 0551908506005 |
| **34** | Flue way S-bend | 1 piece | 0545508006123 |
| **35** | Flue way bend | 1 piece | 0545508006145 |

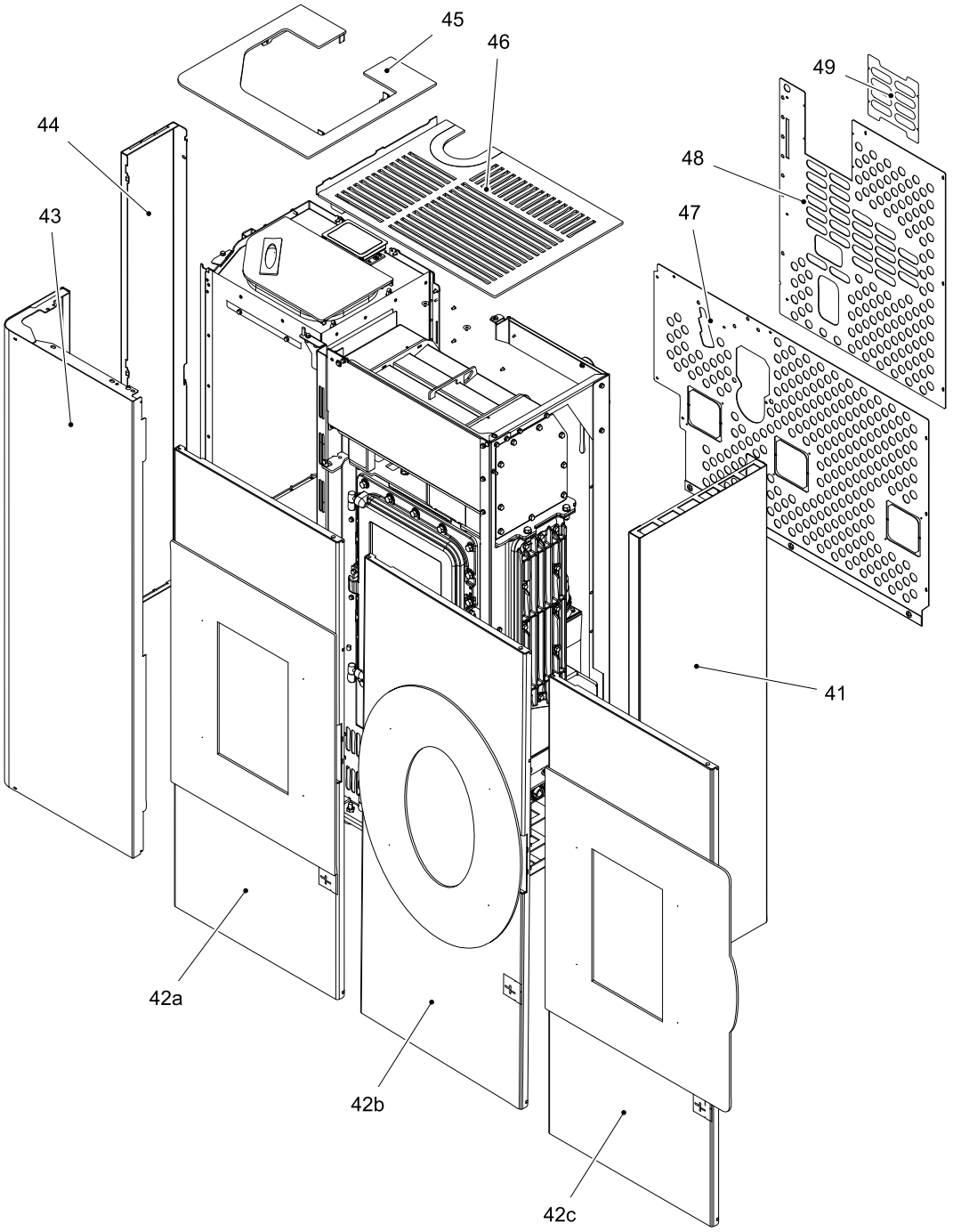
| | | | |
|---|---|---|---|
| **36** | Flue way T-piece | 1 piece | 0545508006120 |
| **37** | Condensate collector | 1 piece | 0545508006130 |

## 5.2. Detail A1




| Pos. | Description | Piece | No. PR |
|---|---|---|---|
| | **Detail A1** | | |
| **A1.1.** | Screwing door — Set | 1 piece | 0545508005301 |
| **A1.2.** | Glass holder/anthracite - Set | 1 piece | 0545508005302 |
| **38** | Seal door 16 mm (1500 mm) | 1 piece | 0040300160005 |
| **39** | Seal glass 10x4 mm (1320 mm) | 1 piece | 0040210040005 |
| **40** | Door glass (4x239x376) | 1 piece | 0545908005313 |

## 5.3. Replacement parts list

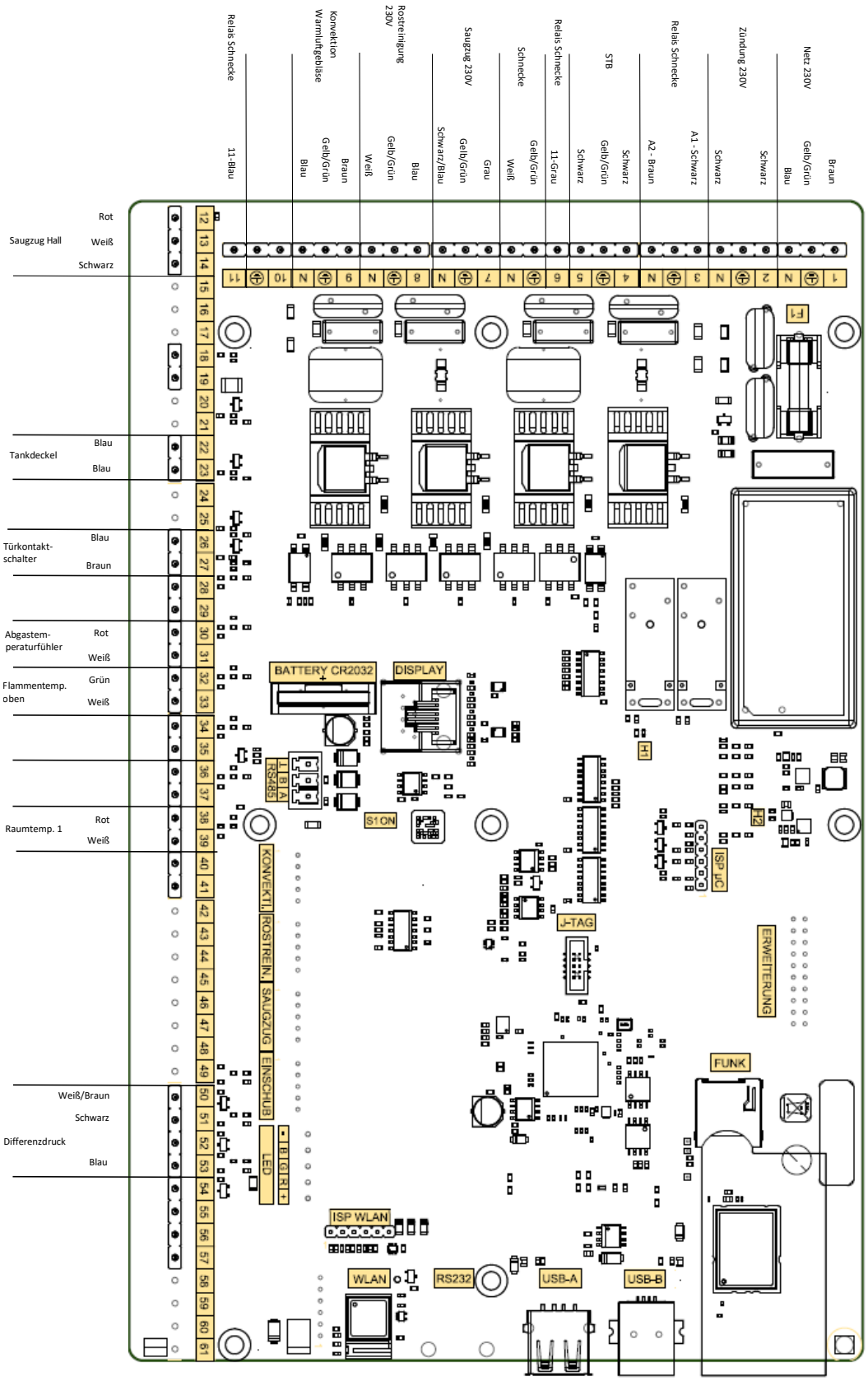



| Pos. | Description | Piece | No. PR |
|---|---|---|---|
| **Replacement parts list** | | | |
| **41** | Side wall right/black-glossy | 1 piece | 0545608005130 |
| **41** | Side wall right/grey | 1 piece | 0545608015130 |
| **41** | Side wall right/white | 1 piece | 0545608025130 |
| **42a** | Front plate right/black-glossy | 1 piece | 0545608005150 |
| **42a** | Front plate right/grey | 1 piece | 0545608015150 |
| **42a** | Front plate right/white | 1 piece | 0545608025150 |

| | | | |
|---|---|---|---|
| **42b** | Front plate right/black-glossy | 1 piece | 0545608005170 |
| **42b** | Front plate right/grey | 1 piece | 0545608015170 |
| **42b** | Front plate right/white | 1 piece | 0545608025170 |
| **42c** | Front plate right/black-glossy | 1 piece | 0545608005160 |
| **42c** | Front plate right/grey | 1 piece | 0545608015160 |
| **42c** | Front plate right/white | 1 piece | 0545608025160 |
| **43** | Front plate left/black-glossy | 1 piece | 0545608005110 |
| **43** | Front plate left/grey | 1 piece | 0545608015110 |
| **43** | Front plate left/white | 1 piece | 0545608025110 |
| **44** | Side wall left/black-glossy | 1 piece | 0545608005121 |
| **44** | Side wall left/grey | 1 piece | 0545608015121 |
| **44** | Side wall left/white | 1 piece | 0545608025121 |
| **45** | Cover plate left/black-glossy | 1 piece | 0545608005651 |
| **46** | Cover plate right/black-glossy | 1 piece | 0545608005601 |
| **47** | Back wall 1 | 1 piece | 0545608005118 |
| **48** | Back wall 2 | 1 piece | 0545608005117 |
| **49** | Back wall 3 | 1 piece | 0545608005119 |

# 6. Circuit diagram

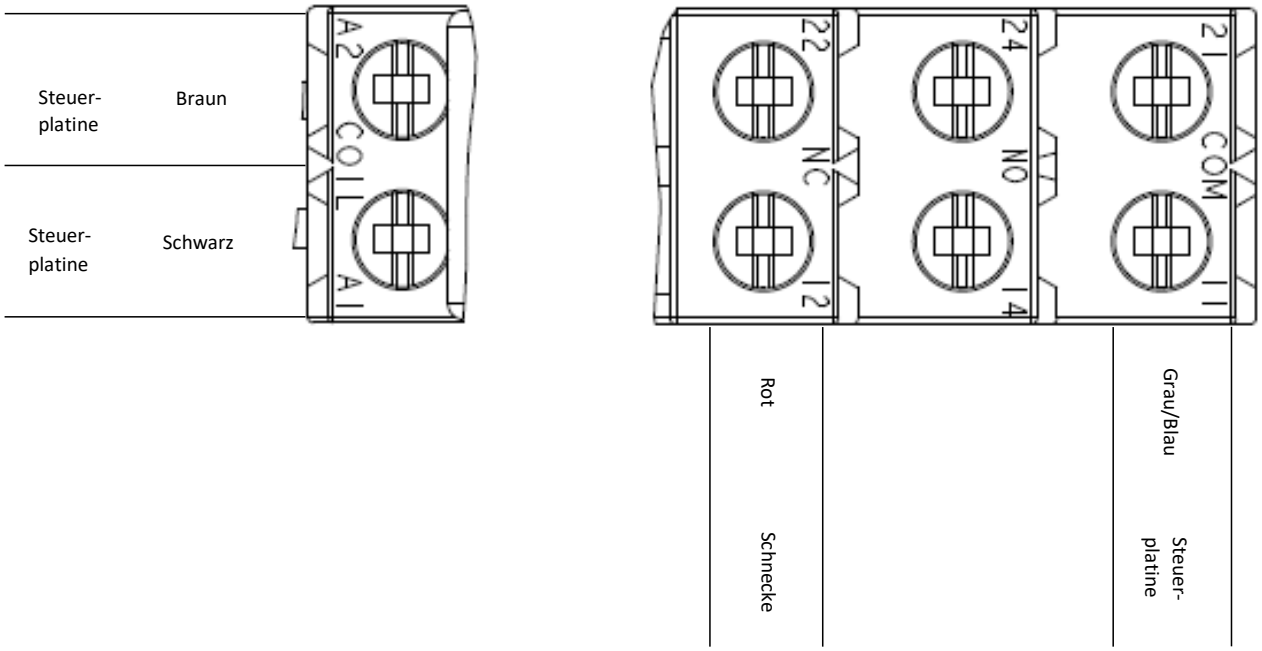
## 6.1. Circuit diagram IO 57.1



**Description circuit diagram:**

| No.: | Description Cable harness |
|---|---|
| 1 | Mains plug / mains filter |
| 2 | Electric ignition |
| 3 | Screw conveyor motor — relay |
| 4/5 | OC |
| 6 | Screw conveyor motor — relay |
| 7 | Induced draught |
| 8 | Cleaning roller |
| 9 | Conv. fan |
| 11 | Screw conveyor motor — relay |
| 12–14 | Flue gas fan rotation speed |
| 22/23 | Tank cover |
| 26/27 | Door contact switch |
| 30/31 | Flue gas temperature sensor |
| 32/33 | Flame temperature sensor |
| 38/39 | Room temperature sensor |
| 50–53 | Differential pressure |
| F1 | Fuse T 3,15 A ignition, induced draught fan, screw conveyor motor |

## 6.2. Circuit diagram relay




**Description Circuit diagram:**

| No.: | Description Cable harness |
|---|---|
| A1/A2 | Control board |
| 11 | Control board |
| 12 | Screw conveyor motor |

HAAS + SOHN

# Pellet stove

Nameplate:

## Installation and operating manual
**Pellet stove**

**GB**

**0545508001413–**

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.

# Contents

# 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 form 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 wheelie-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.

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## 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: | 5 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.

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### 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.

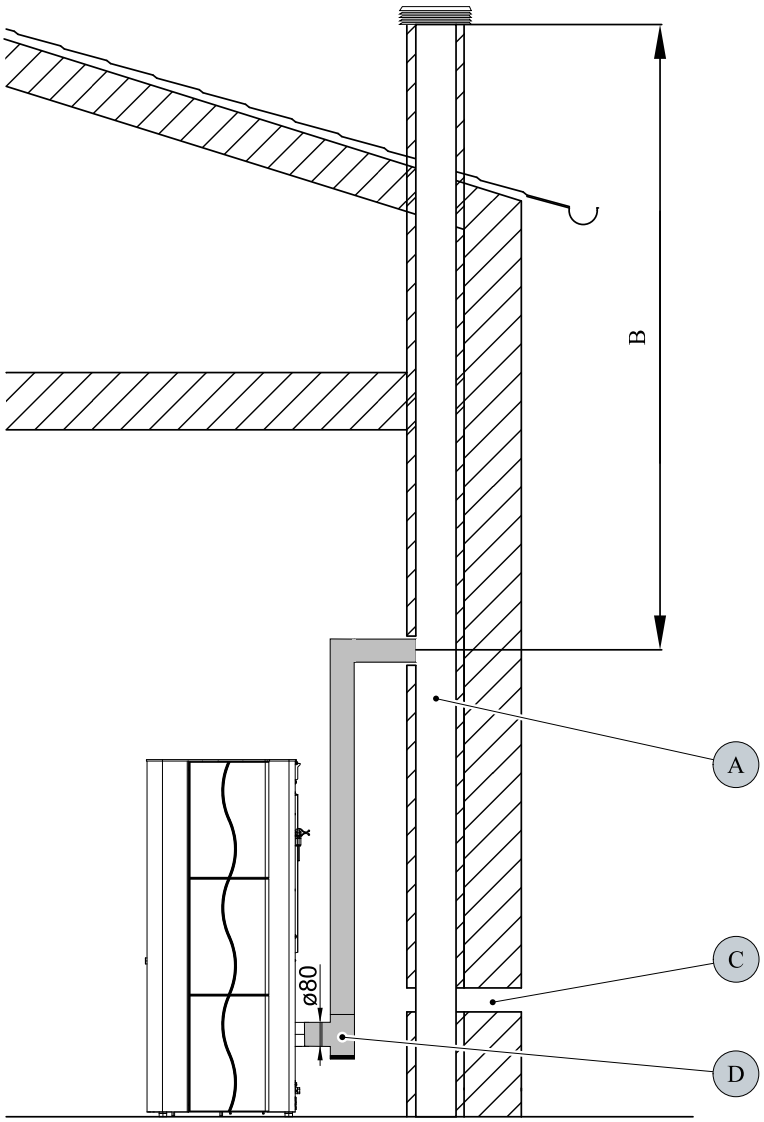



**Figure 1: Connection to the chimney:**

GB

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

## 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).

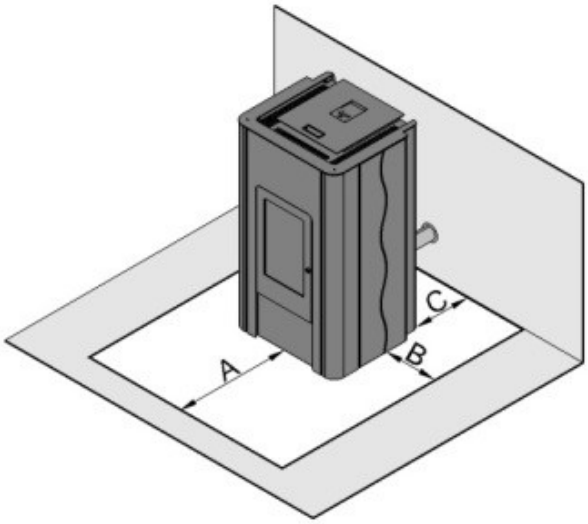



**Figure 2: Recommendation for floor protection:**

| | |
|---|---|
| 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).

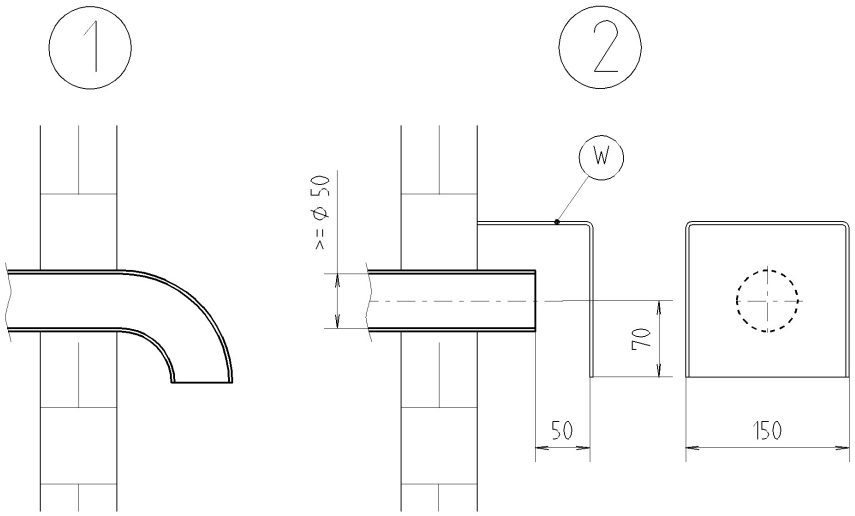



**Figure 3: Wind protection of air supply duct**

**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 |
|---|---|---|
| 100 mm | 4 m | 4 |

**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.

GB

## 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. Convection air distribution – Double Air

(only for stoves with a convection blower)

Depending on the specific variant of the stove, the hot air is either transported to the space in front of the stove or it is piped to another heated space.
Hot air can be transported by the blower either directly to the stove installation room or to other rooms.
The temperature of the convection air at the outlet of the stove reaches a maximum of 120 °C.
The convection air duct to a room other than the stove installation room should be as short as possible, max. 8 meters long with a max. of 4 bends with a min. diameter of 80 mm.

**WARNING**

The pipe material must be made of heat-resistant, non-combustible material – risk of fire!

**CAUTION**

Please keep in mind that the connection and ducting of the convection air must comply with national and European standard, as well as local, building and fire regulations.
Installation must be performed by a competent person.

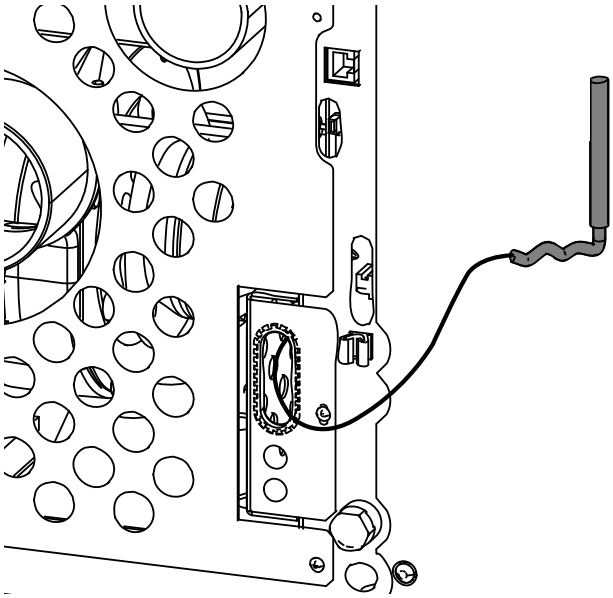
## 5.6. Room temperature sensor

**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 coffed by the proximity of the flue.

**CAUTION**

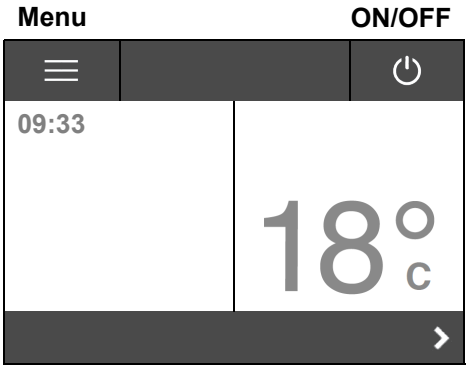
The sensor itself (metal part) must not touch the floor or wall - this could distort the temperature measurement!



GB

# 6. Operator console functions

## 6.1. Symbols on the display




# 7. Operating the pellet stov

## 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.

GB

## 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.

**CAUTION**

**To eliminate the risk of fire, only refill pellets to the tank when the stove is not heating.**
When refilling pellets to the tank, make sure that the pellets do not fall outside the tank, e.g. into the holes in the stove lid.

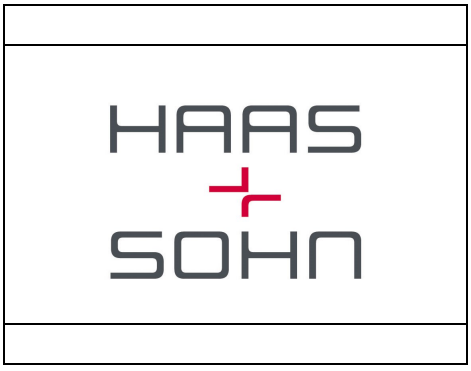
**Note**

For type **HSP 4.0-F2**: when using for the first time, the Manual filling process must be started twice. (see point 9.1.12)

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.

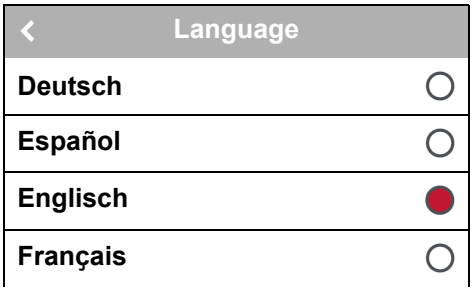
## 7.3.2. Operating console:




As soon as the mains plug is connected, the software version appears on the display for approx. 4 seconds

Touch display.

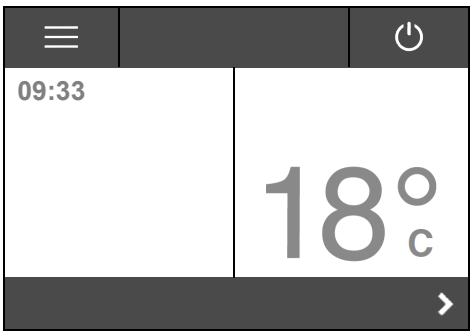
### 7.3.2.1. Language selection



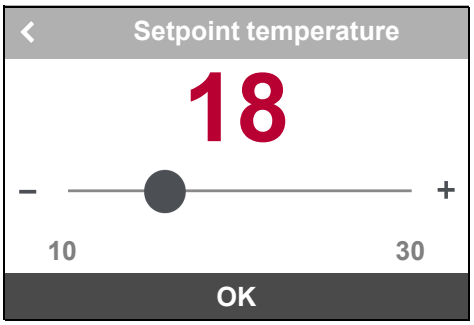

After that you can select your required language.
**Procedure:**

The required language is selected with the ^ or v buttons and confirmed with **"OK"**.


### 7.3.2.2. Welcome page

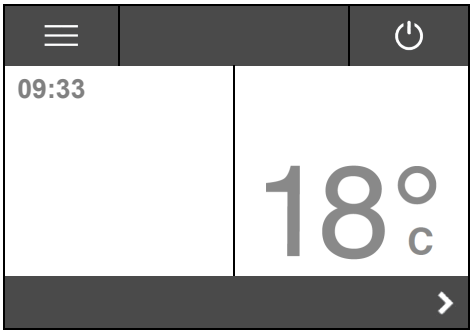



### 7.3.2.3. Setting Setpoint temperature

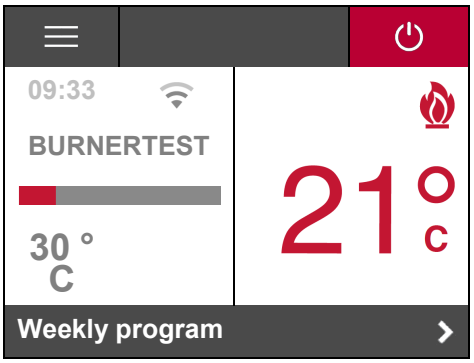



**Procedure:**
The "Setpoint temperature" is set with the **"Plus"** or **"Minus"** buttons.
The setting is saved by pressing the **"OK"** button.

### 7.3.2.4. Starting the pellet stove - operating mode ON




**Procedure:**
On the standard screen, press the **"ON/OFF"** button to get the stove started.




Before starting the start zone of the stove, a **"Burner test"** is performed automatically.

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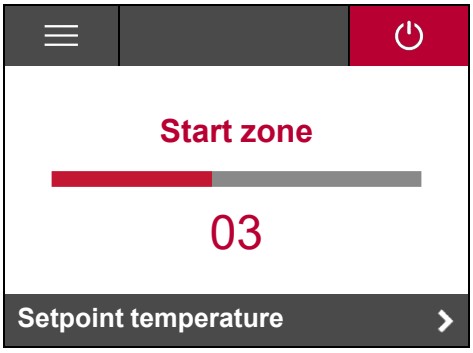
**Note**

During the **"Burner test"**, the level of contamination is measured using the pressure difference sensor.
If the limit value is not exceeded, the start process is initiated.




The display now shows **"Start zone"**. The indicator shows the progress of the start.

**Note**

By pressing **"ON/OFF"** button again, the stove is switched back off. The button on the display turns grey.

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 and smoke arising from paint applied to stove 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.

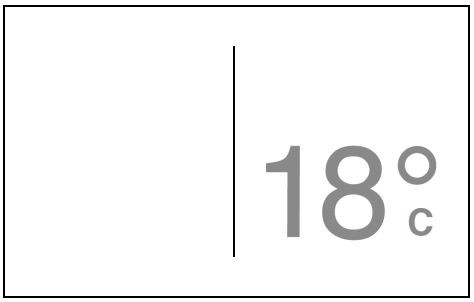
GB

# 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

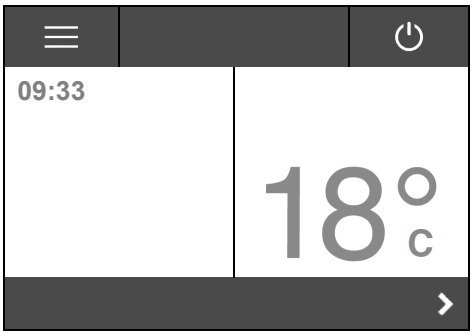



The display energy saving mode is activated after approx. 5 minutes. The display shows Actual room temperature.

**Note**

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

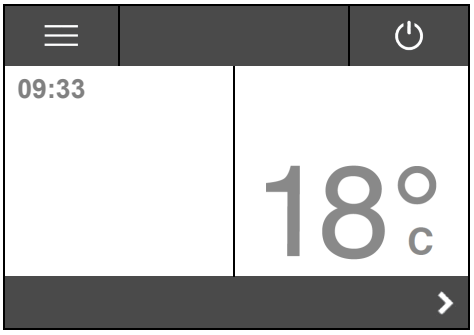
## 8.3. Button lock (child safety device)




**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 button. This menu is shown as a scroll down menu.

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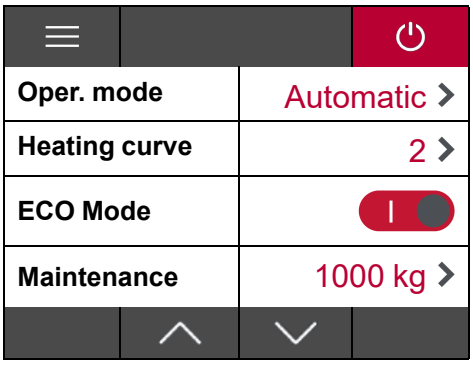


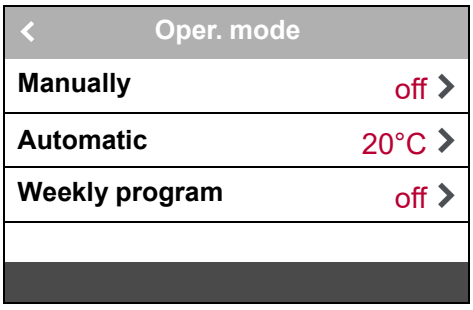

**Procedure:**

The functions can be selected with the or buttons. The function is chosen by pressing the function itself.

The following functions are found in the main menu:

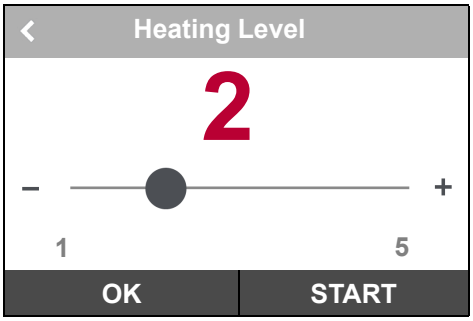
- Oper. mode
- Heating curve
- ECO Mode
- Maintenance
- Power Stage Blower
- Date/Time
- Display
- Network
- Error Log
- Manual filling (for HSP 4.0-F2 only)
- Info Software
- Language

### 9.1.1. Manual operating mode




**Procedure:**

Press the **"Manually"** function to activate the manual operating mode.



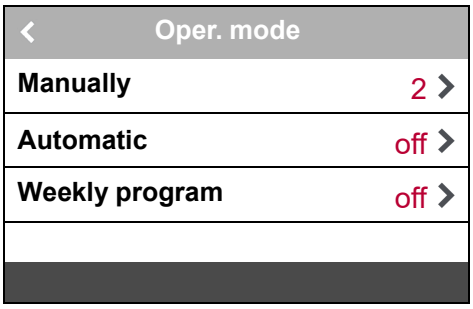

**Procedure:**

Press and move the scroll bar to select the set heating level. Confirm the selection by pressing the **"OK"** button. Press the **"START"** button to start the stove in manual operating mode

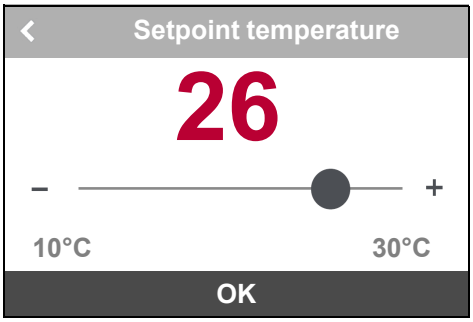
It is possible to choose from five heating levels with stage 1 having the lowest heat output.

GB

## 9.1.2. Automatic operating mode

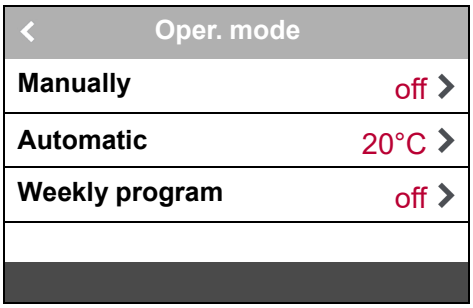



**Procedure:**
Press the **"Automatic"** function to activate the automatic operating mode.

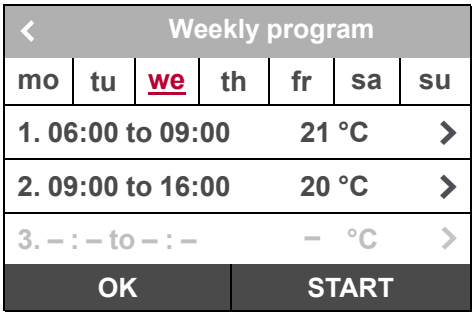



**Procedure:**
Press and move the scroll bar to select the desired value. Confirm the selection by pressing the **"OK"** button.
In automatic operating mode, the Setpoint temperature can be set from 10 °C to 30 °C.

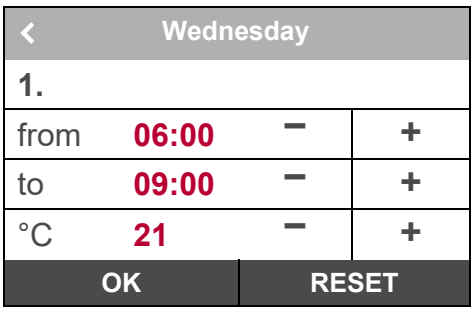
## 9.1.3. Operating mode Weekly program




**Procedure:**
Press the **"Weekly program"** function to activate this operating mode.

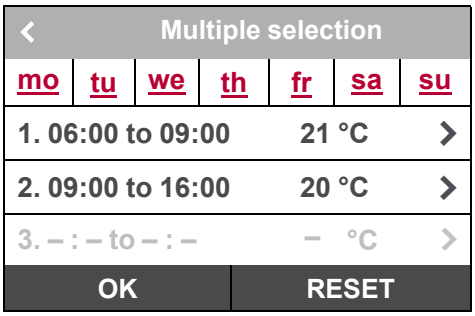



**Procedure:**
After selecting the day of the week, up to three heating zones can be set and their start, end and set temperature defined.
The weekly program function starts by pressing the **"START"** button.

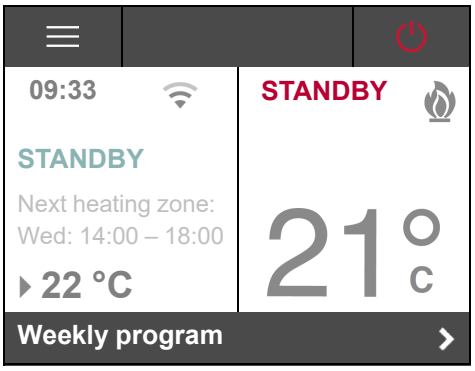



**Procedure:**
After entering the time interval and temperature, confirm with the **"OK"** button. Press the **"RESET"** button to delete the entered data.

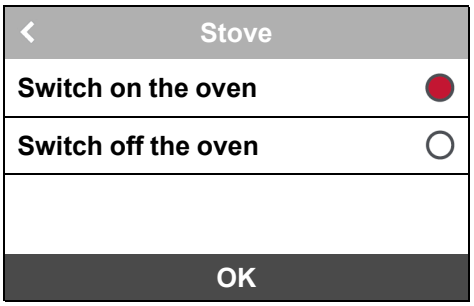
GB



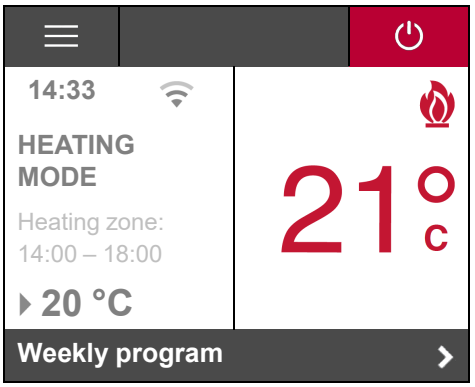

**Procedure:**
Use double-click on any day of the week to select all days of the week. This allows all days of the week to be programmed with the same values. Confirm the selection by pressing the **"OK"** button. Press the **"RESET"** button to cancel the selection.



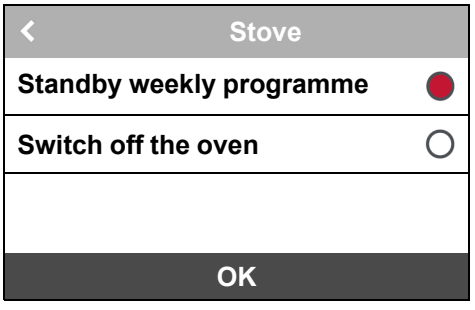

**Note**
**Early start::** If the stove is on standby between heating zones, it is possible to start the stove early by pressing the **"ON/OFF"** button. The next heating zone is selected directly for this.




**Early start::** Select **"Stove on"** to activate an early start.



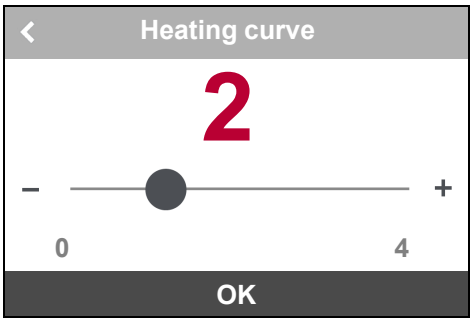

**Note**
**Early stop:** It is also possible to end the current heating zone by pressing the **"ON/OFF"** button.




**Early stop:** Select **"Standby weekly program"** to activate an early stop. The next heating zone will start as per preset weekly program.

GB

## 9.1.4. Heating curve

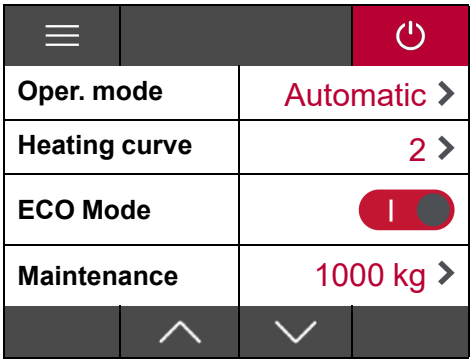



**Procedure:**
Press and move the scroll bar to select the setpoint value and then press the **"OK"** button to conform it.

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.

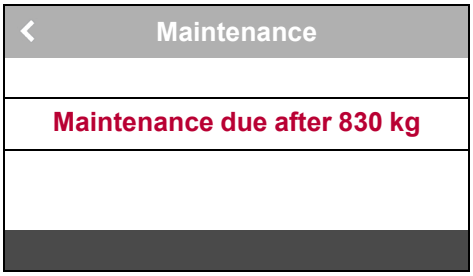
- Room size 20 m² - Wert 1
- Room size 25 m² - Wert 2
- Room size 30 m² - Wert 3
- Room bigger than 30 m² - Wert 4

## 9.1.5. ECO Mode

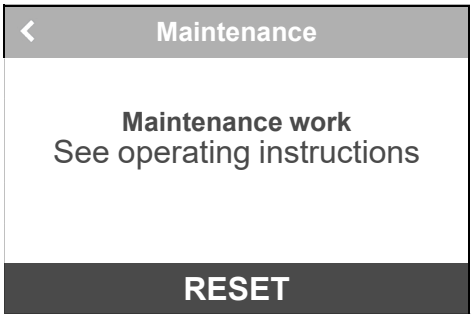



**Procedure:**
To activate ECO Mode, resize the button.

## 9.1.6. Maintenance



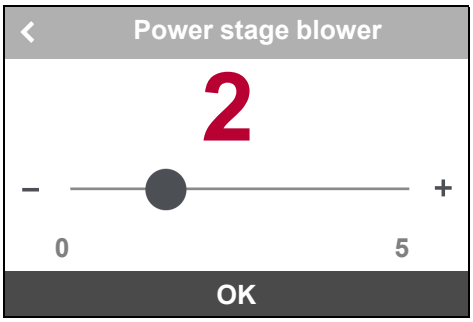

The service interval can only be reset after burning more than **1 kg of pellets**
After that, the **maintenance interval**.




**Procedure:**
By pressing the **"RESET"** button, you will be asked whether you really want to reset the service interval.
By pressing the **"OK"** button, the service interval again will be reset to 1000 kg and an error code W0042 will be logged into thee Error Log.

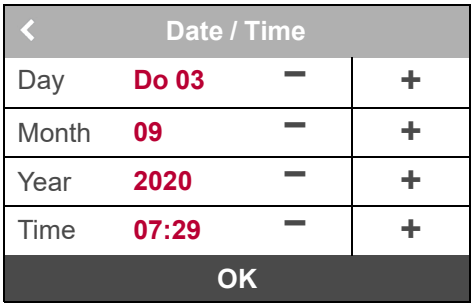
GB

## 9.1.7. Power stage blower



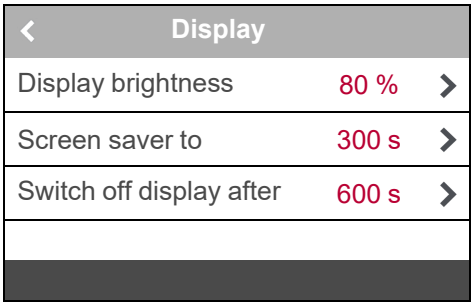

**Procedure:**
Press and move the scroll bar to set the desired value. The higher the selected value, the higher the speed of the blower.
Confirm the selection by pressing the **"OK"** button.

## 9.1.8. Date / Time




**Procedure:**
Use the **"Plus"** and **"Minus"** buttons to set the date and time.
Confirm the selection by pressing the **"OK"** button.

## 9.1.9. Display

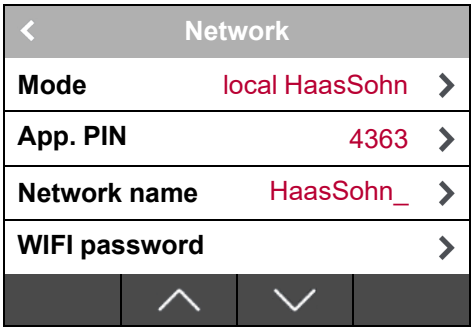



In the **"Display"** menu you can set the brightness, screen saver (displays the temperature) or automatic display off.

**Procedure:**
Press any line to make settings.

GB

## 9.1.10. Network

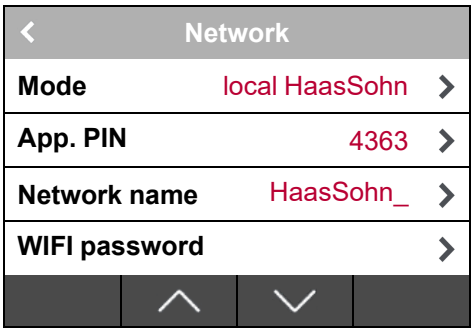



**Procedure:**
All WIFI settings are available in the **"Network"** menu.

### 9.1.10.1. Mode

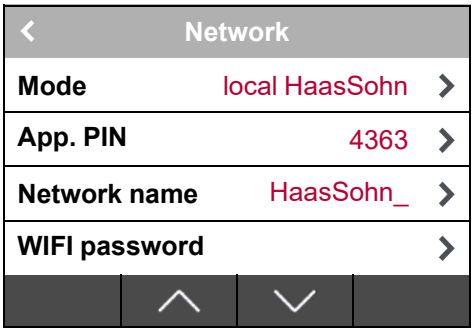

Network modes are available in the **"Mode"** menu.

### 9.1.10.2. App. PIN



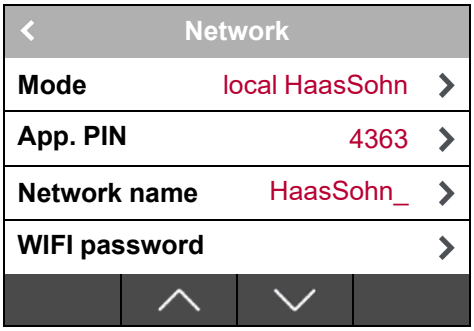

It is possible to generate a 4-digit pin in the **"App. PIN"** line.

### 9.1.10.3. Network name




The name of the local WLAN network is displayed in the **"Network name"** line.

### 9.1.10.4. WIFI password




Enter the password for your home network in the **"WIFI password"** line. In the **"local HaasSohn"** mode the password will be entered here.

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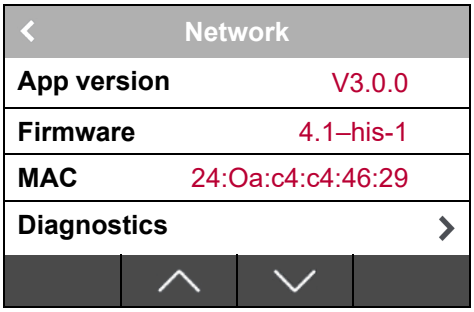
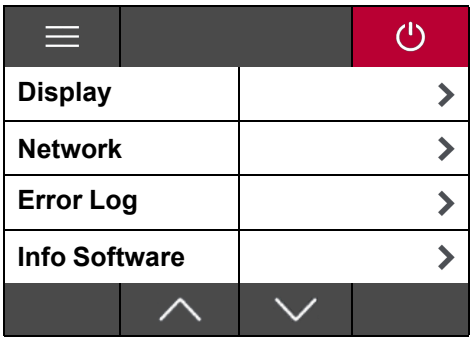
### 9.1.10.5. App.Version



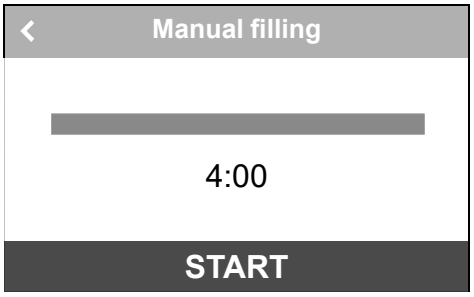

The **"APP version"** line shows the current version of the application.

## 9.1.11. Error Log




**Procedure:**
The **"Error log"** is available by pressing the relevant line.
Use the ^ or v buttons to scroll through the log.
In the error log there are shown the latest 64 error messages with dates and times.

## 9.1.12. Manual filling (for HSP 4.0-F2 only)




**Procedure:**
In the main menu, select the **"Manual filling"** function and press the **"START"** button.
The fuel conveyor is set in motion for 4 minutes and transports the pellets to the furnace. After filling is completed, you return to the main menu by pressing the back button at the top left.

**Note**

- When using for the first time, the Manual filling process must be started twice again.
- If the chute is completely emptied, it is necessary to start the Manual filling process once after refilling the pellets.

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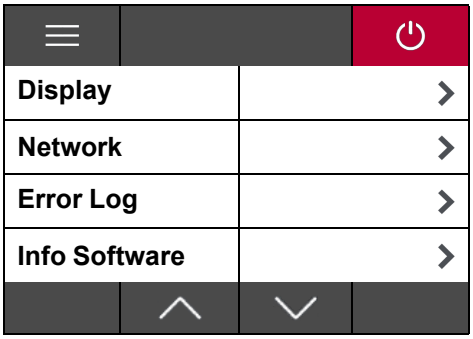
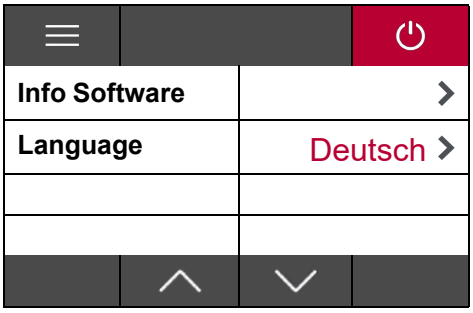
### 9.1.13. Info Software




**Procedure:**
Press the **"Info software"** line to display the current stove info software.

### 9.1.14. Language




**Procedure:**
You can change the menu language by pressing the **"Language"** line. Confirm the selection by pressing the **"OK"** button.

## 10. Mobile application - general safety instructions

The application may only be operated by persons who have become familiar with the safety regulations for H + S stoves.

### 10.1. Installation of mobile application

You can find the "Haas + Sohn" app on Apple mobile devices in the App Store or on Android mobile devices in the Play Store.

Mobile devices with the following operating system are supported:

- Apple: iOS 11.0 and later
- Android: Android 6.0 and later

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**Note**

Due to the amount of transmitted data, it is necessary to have a sufficient data tariff.

**Note**

When connecting for the first time, the smart device with the application and the stove must be connected to the same wifi network (not via the Internet). It is necessary for safety reasons.

## 10.2. Range of functions

- One stove can be operated using up to 5 mobile devices.
- One mobile application enables to operate up to 5 stoves.

## 10.3. Function description - Network modes

**Modes:**

| local HaasSohn | local | global |
|---|---|---|
| If your own WLAN (Wifi) network is not available, this setting can be used to set up a new Haas + Sohn network (Hotspot, without internet connection - only for direct control of pellet stoves). | The stove can be connected to an existing home WLAN (Wifi). The internet connection has been deactivated. | The stove must be connected to an existing home WLAN (Wifi). The internet connection is activated automatically. |
|  |  |  |
| The remote control works throughout the home. | The remote control works throughout the home. | The remote control works globally. |
| Prerequisite:<br>None | Prerequisite:<br>Existing WLAN (Wifi) | Prerequisite:<br>Existing WLAN (Wifi) |

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# 11. Oper. modes

## 11.1. Burner test before 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

A burner test is performed before each start zone. After a successful burner test the start zone is initiated.

## 11.2. Start zone 1-30 (start zone)

The whole "start zone" can go through up to 30 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.

## 11.3. Heating mode

After the positive conclusion of the **"start zone"**, the stove automatically switches to **"Heating mode"**.
**Manual control**: The heat output of the stove is regulated in 5 preset levels. The higher the level (1-5), the higher the heat output.
**Automatic control**: The heat output is controlled according to the difference between the set and Actual room temperature.

## 11.4. Burner test (when heating)

During the **"Heating mode"** operating state, the burner test is started in cycles depending on the selected heat output level. The burner test takes approx. 3 min.

## 11.5. Cooling down

If the set Setpoint 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".

## 11.6. ECO-Mode

If the ECO-Mode mode is activated, the stove will not turn off when the "Setpoint temperature" is reached. The stove continues to burn with a "smaller flame". If the "Setpoint 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.

## 11.7. 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 "Setpoint temperature" by 1 °C at least
- The temperature of the combustion products measured by temperature sensor must be lower than 70 °C

## 11.8. Shut down

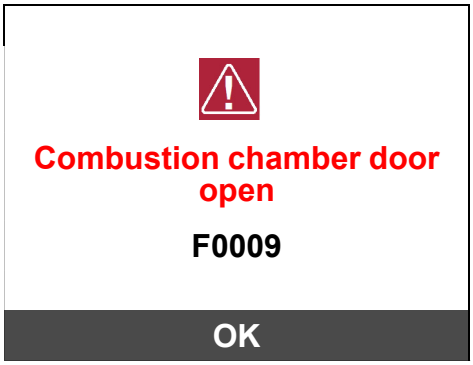
If a fault occurs, then a shut down is initiated. The components are switched on or off as follows:

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

## 11.9. Cooling

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

## 11.10. Error display - Fault




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.

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## 11.11. OFF

# 12. 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!

# 13. 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".

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

# 15. 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.**

## 15.1. Fault – error code Fxxx

| Code | Cause: | Correction: |
|---|---|---|
| F0001 | A. STL triggered due to overheating<br>B. Fuse (F1) in the central unit is defective<br>C. Ignition short circuit | A. If STB has triggered - contact service department<br>B. Fuse F1(3.15 A) defective - contact service department<br>C. Ignition defective - contact service department |
| F0002 | A. Burner dirty<br>B. Pellet tank empty<br>C. Ignition defective<br>D. Burner not lying flush<br>E. Flame temperature sensor defective<br>F. Downpipe / screw conveyor blocked<br>G. Screw motor defective | A. Clean burner<br>B. Clean burner - fill pellet tank<br>C. Ignition defective - contact service department<br>D. Clean burner - position burner correctly<br>E. Flame temperature sensor defective - contact service department<br>F. Clean the intake on the screw conveyor housing with a vacuum cleaner - clean burner<br>G. Screw motor defective - contact service department |
| F0003 | A. Heat exchanger / smoke flues dirty<br>B. Heating curve set too low<br><br>C. Room temperature sensor is lying on the floor or wall | A. Cleaning the smoke flues - clean burner<br>B. Clean burner - Adjust heating curve as described<br>C. Clean burner - suspend room temperature sensor freely |
| F0005 | A. Burner dirty<br>B. Pellet tank empty<br>C. Downpipe / screw conveyor blocked<br>D. Room too airtight – required combustion air cannot flow into the room<br>E. Flue gas temperature sensor defective | A. Clean burner<br>B. Clean burner - fill pellet tank<br>C. Clean the intake on the screw conveyor housing with a vacuum cleaner. – Clean burner |

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| | | |
|---|---|---|
| | F. Screw motor defective<br>G. Pellet fuel has too low a calorific value | D. Clean burner - Ensure adequate combustion air<br>E. Flue gas temperature sensor defective - contact service department<br>F. Screw motor defective - contact service department<br>G. Clean burner - switch to high quality pellet type |
| F0006 | A. Combustion chamber door open during operation<br>B. Damper in front of the door contact switch not in the right position<br>C. Cable broken in the electric wiring to the door contact switch<br>D. The connector has come out on the door contact switch or on the central unit | A. Clean burner - close door<br>B. Clean burner - Adjust damper in front of the door contact switch<br>C. Cable broken on door contact switch - contact service department<br>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<br>B. Power supply to the fan motor interrupted | A. Contact service department<br>B. Check cable - contact service department |
| F0018 | A. Power cut | A. Clean burner - Clear error 018 |
| F0019 | A. Burner dirty - (when heating)<br>B. Leakage<br>C. Flue draught too low | A. Clean burner tray<br>B. Check doors, ashtray doors, seals<br>C. Check the chimney |
| F0020 | A. Burner dirty (at burner test when heating)<br>B. Leakage<br>C. Flue draught too low | A. Clean burner tray<br>B. Check doors, ashtray doors, seals<br>C. Check the chimney |
| F0021 | A. Burner dirty<br>B. Pellet tank empty<br>C. Downpipe / screw conveyor blocked<br>D. Room too airtight – required combustion air cannot flow into the room<br>E. Flue gas temperature sensor defective<br>F. Screw motor defective<br>G. Pellet fuel has too low a calorific value | A. Clean burner<br>B. Clean burner - fill pellet tank<br>C. Clean the intake on the screw conveyor housing with a vacuum cleaner. – Clean burner<br>D. Clean burner - Ensure adequate combustion air<br>E. Flue gas temperature sensor defective - contact service department<br>F. Screw motor defective - contact service department<br>G. Clean burner - switch to high quality pellet type |
| F0022 | A. Flue draught too low<br>B. Flue draught too high<br>C. Burner dirty<br>D. Flue tube pipeline too long (horizontal)<br>E. Flue gas temperature sensor defective | A. Measure flue draught - contact service department<br>B. Measure flue draught - contact service department<br>C. Clean burner |

| | | |
|---|---|---|
| | | D. Change flue tube pipeline- contact service department<br>E. Flue gas temperature sensor defective - contact service engineer |
| F0023 | A. Flame temperature sensor defective or not connected | A. Contact service department |
| F0025 | A. Burner dirty (at burner test during start zone)<br>B. Leakage<br>C. Flue draught too low | A. Clean burner tray<br>B. Check doors, ashtray doors, seals<br>C. Check the chimney |
| F0026 | A. Pellet tank empty<br>B. Burner not lying flush<br>C. Burner dirty<br>D. Pellet fuel has too low a calorific value<br>E. Downpipe / screw conveyor blocked<br>F. Room too airtight – required combustion air cannot flow into the room<br>G. Flame temperature sensor defective<br>H. Screw motor defective | A. Fill pellet tank<br>B. Position burner correctly<br>C. Check burner/ clean burner<br>D. Switch to high quality pellet type<br>E. Clean the intake on the screw conveyor housing with a vacuum cleaner.<br>F. Ensure adequate combustion air - Connect stove with outside air<br>G. Flame temperature sensor defective - contact service department<br>H. Screw motor defective - contact service department |
| F0028 | A. Burner / combustion chamber dirty<br>B. Flame temperature sensor at bottom defective | A. Clean burner<br>B. Contact service department |
| F0033 | A. No WLAN connection<br>B. WLAN code is incorrect<br>C. No IP address received | A. Check WLAN reception<br>B. Check WLAN code<br>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 |
| F0043 | A. Flame temperature sensor circuit open | A. Contact service department |
| F0050 | A. The spare battery empty | A. Replace the battery of the control system (CR 2032) |
| F0053 | A. Open tank door | A. Close pellet tank cap |
| F0060 | A. The parameters of factory settings have been incorrectly loaded | A. Contact service department |
| 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 | |

# 16. General information / faults

| Fault: | Cause: | Correction: |
|---|---|---|
| Pellet stove does not start | 1. The set Setpoint temperature is lower than the current Actual room temperature<br>2. The temperature of the fumes is too high<br>3. An error has<br>4. An error has occurred there is no allocated time zone in the week program | 1. Increase Setpoint temperature<br>2. Let the instrument cool down<br>3. See error correction, Section 15.1.<br>4. Adjust week programming, Section 10.1.1. |
| No display | 1. Loose or defective connection cable between operator console and control unit<br>2. Contrast shifted | 1. Contact service department<br>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 | 1. During heating or cooling due to different expansion of the used materials<br>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.

# 17. Warranty

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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.

## 18. 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.

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

www.haassohn.com