

17-ALARMS

ALARM ALERTS

In the event an operating anomaly occurs the stove starts switching off due to the alarm and informs the user of the type of fault that has taken place via a 3 digit code which stays displayed on the rear emergency panel. The alarm is indicated permanently by the relative 3 digit code, by a flashing red LED that lights up on the emergency panel and an intermittent sound signal for the first 10 minutes of the alarm. Read the instructions in the following 2 paragraphs to cancel the alarm status and restore the normal operating mode of the stove.

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

MESSAGE ON DISPLAY	TYPE OF PROBLEM	SOLUTION
A01	The flame does not light	Check the level of pellets in the tank. Check that the brazier is correctly positioned in its seat and has no build-up or unburned material. Make sure the ignition plug warms up. Thoroughly empty and clean the brazier before restarting.
A02	The flame is goes out unexpectedly	Check the level of pellets in the tank. Check that the brazier rests correctly in its seat and has no visible deposits of unburned pellets.
A03	The temperature of the pellet hopper exceeds the required safety threshold. The structure overheats due to reduced heat dissipation.	The structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the product is sufficiently cold, press button B on the control panel or OFF on the remote control to cancel alarm A03. Once the alarm is cancelled, the product can be switched on normally.
A04	The temperature of the exhaust smoke has exceeded certain preset safety limits.	The stove switches off automatically. Let the stove cool down for a few minutes and then switch it on again. Check the smoke expulsion and verify the type of pellet used according to the instructions found in Chap. 2 of this manual.
A05	Chimney flue clogged - wind - door open.	Check the smoke duct and make sure the door is closed.
A08	Abnormal operation of smoke fan	Draught difficulties or brazier clogged. Check whether the brazier is clogged and clean it, if necessary. Check and if necessary clean the smoke duct and air inlet.
A09	The smoke probe is faulty and does not detect the exhaust smoke temperature properly.	Check cleanliness of the fumes fan compartment and check if dirt is blocking it. If this is not enough, the smoke fan is faulty. Contact an authorised service centre to have it replaced. Contact an authorised service centre to have the component replaced.
A11	Pellet supply fault	Contact an authorised service centre to have the component replaced.

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A13	Electronic control unit overheating	The structure is too hot because the product has been used for too long at the maximum power or there is poor ventilation. When the stove is sufficiently cold, press button B on the control panel or OFF on the remote control to cancel alarm A13. Once the alarm is cancelled, the product can be switched on normally.
A14	Faulty air flow rate sensor	This alarm does not block the stove, just a warning is displayed. Contact an authorised service centre to have the component replaced.
SER	Routine maintenance alert	When this flashing message appears upon start-up it indicates that the preset operating hours before maintenance is due have elapsed and that an MCZ qualified technician must be contacted for maintenance.

Exiting the alarm conditions

Follow the procedure described below to restore normal stove operation after an alarm has been triggered:

- Put selector D on the rear emergency panel on OFF for a few seconds (about 20 seconds), until the 3 digit alarm identity code disappears. The red LED stops flashing and the sound signal is silenced by performing the steps below.
- Put selector D back in the REMOTE position, to control the operation of the stove via the remote control.
- Switch off the remote control and switch it on again if one wants to restart the stove.