

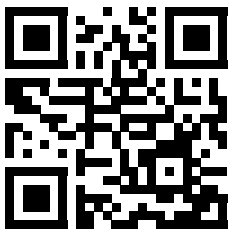
Handleiding

Austroflamm Clou Duo Hybridekachel DU

Deze handleiding wordt u aangeboden door www.climacraft.nl — service en onderhoud voor pelletkachels, van Almere tot Harderwijk, Amersfoort, Utrecht, Mijdrecht, Zaandam en Purmerend.

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Benutzerhandbuch / user instructions/
Istruzioni per l'uso / manuel d'instructions

Mo Duo / Clou Duo


AUSTROFLAMM
www.austroflamm.com

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1. Important information for the Stove User

- The information in this manual is of a general nature. National and European standards, local and building regulations, and fire safety provisions must be observed.
- Please read this manual carefully before installing, operating and working on the stove. Keep the manual in a safe place, and ensure that it is available at all times.
- Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!
- Compliance with the regulations contained in this manual guarantees safety for both individuals and equipment, economical operation and a long service life. The stove has been designed according to EN 14785 and EN13240 standards.
- Original parts may not be modified or replaced with parts from other manufacturers. In doing so, the warranty is forfeited.
- When carrying out work on, or intervening in, the stove, the power supply must be disconnected.
- All diagrams and drawings supplied are for explanatory purposes only; the manufacturer pursues a policy of continuous improvement and updating of the product, and may make changes without prior notice.
- All dimensions in this manual are indicated in mm.
- CAUTION: Initial operation of the appliance should be carried out exclusively by authorised service partners.
- Your heating appliance is not suitable for use as a ladder or stand.
- Please note that the surfaces of the stove heat up considerably during operation. Always use protective gloves to operate the stove. Make children aware of the dangers and keep them away from the fireplace during operation.
- No waste (of any kind) or other residue may be placed in the stove. Only the recommended pellets or logs (see section .. *Fuel*) may be burned.
- It is forbidden to place inflammable items on or near the heating appliance.
- Do not place any laundry on the stove to dry. Clothes horses or similar objects must also be placed at a sufficient distance from the heating appliance → Fire hazard!
- While your heating appliance is in operation, the use of highly flammable and explosive materials in the same or adjacent rooms is prohibited.
- It must be ensured that there is a sufficient supply of combustion air and that the flue gases are discharged safely. Therefore, always check whether the chimney is clogged, particularly after a longer period of inactivity.
- In the transition period, i.e. when outside temperatures are higher, a sudden rise in temperature can lead to disruptions in the chimney draught causing the heating gases to be incompletely extracted. In such a case, switch off the stove.
- The convection grille must never be closed, not even partially.
- Ventilation devices that are operated together with the fireplace in the same room, or in a group of rooms, can cause problems.
- The stove must be cleaned and serviced regularly (see section *Cleaning and Maintenance*).
- Repairs to your stove may only be carried out by qualified personnel trained by the manufacturer.
- Replace spare parts as required and subject to condition. Check all electrical and electronic components regularly for damage or wear.
- Safety devices must not be bypassed.
- If the wrong fuel is used, or if the fuel is too damp, the chimney may catch fire due to deposits in the chimney. In such an event, close all air openings on the fireplace immediately, and inform the fire brigade. After the fire has burned down, have the chimney checked by a specialist for cracks or leaks.
- Under certain conditions, pellet appliances are also suitable for multiple flues in chimneys. Your master chimney sweep will inform you of these requirements and carry out the appropriate inspection.
- Please note that the installation room must have at least one door / window leading to the outside, or be directly connected to such a room. Other fireplaces and extractor hoods may not be operated with fireplaces dependent on ambient air.

2. Requirements for Operating Your Wood-Burning Stove

2.1. External combustion air supply

Every combustion process requires oxygen. This oxygen is extracted from the environment of the heating appliance.

The exterior shell of modern buildings is very dense. As a result, insufficient fresh combustion air flows in, making an external supply of combustion air essential. This is also important if ventilation systems are used in the house.

NOTE!: The combustion air connection is marked on the back of the appliance with a supply air symbol.



Some appliance types may also be connected via the floor.

A pipe or hose with Ø125mm must be used to connect the external combustion air supply. The length of the pipe should not exceed 5m. This connection pipe may contain a maximum of three elbows.

If connected directly to the external wall, attention must be paid to the formation of condensate and to the provision of wind protection at the inlet.

A lack of combustion air can cause poor combustion, increased soot formation and increased ash incidence.

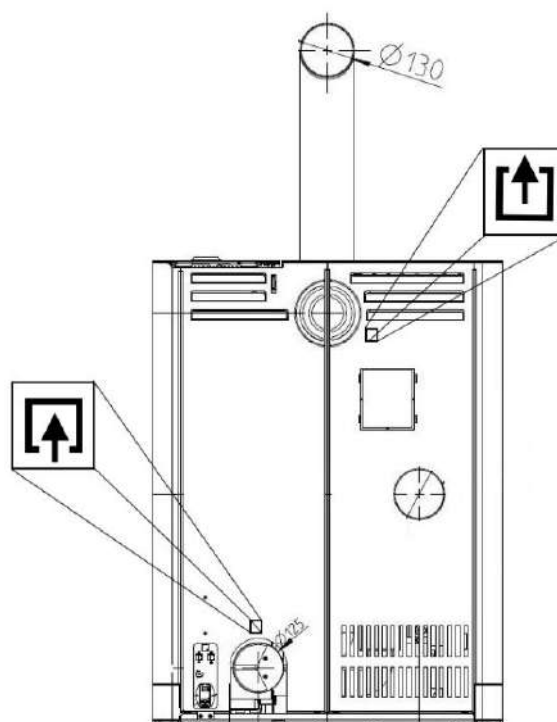
2.2. Connection to the chimney

The information contained in this manual is of a general nature. National and European standards, local and building regulations, and fire safety provisions must also be observed and complied with.

The stove must be connected to a flue approved by the chimney sweep. Care must be taken to prevent condensation from entering the stove.

NOTE!: The flue connection is marked with an exhaust gas

symbol on the back of the appliance



symbolic image,
for dimensions see
technical data

The flue pipe must be connected in line with the technical data sheet. If you have any questions, please contact your dealer.

- The chimney must be laid out according to the technical data of the stove (see section: *Technical Data*).
- The horizontal length of the flue gas pipe should not exceed 2.5 m.
- A maximum number of 3 x 90° elbows should not be exceeded. Each elbow should be provided with a cleaning aperture.
- The chimney must be resistant to condensation.
- The chimney must provide at least 3-12 Pa draught to ensure the flue gases are sufficiently extracted, even in the event of a power failure.

2.3. Fuel

Pellets

We recommend using ENplus-A1 approved pellets.



NOTE!: Using inferior quality pellets or other material will impair the functioning of your pellet stove and invalidate the warranty.

When storing the pellets, it is essential that they are kept in a cool, dry place and free from contamination.

Damp pellets impair combustion and clog the screw conveyor.

Firewood

Only use untreated, dry wood.

The wood moisture content should be < 15 %.



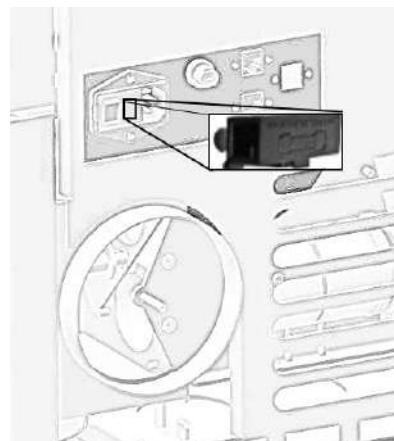
Basically, the amount of firewood fed determines the heat output. If significantly too much wood is fed, this can lead to overheating and damage to the stove. Damp wood causes poor combustion and exhaust gas values, as well as soiling of the viewing glass and the flue gas ducts.

2.4. Electrical connection

Your stove is designed for connection to a 230 V -50 Hz mains supply. The connection cable is included in the accessory pack.

The mains socket is located on the back of the appliance and is protected by a T2.5 A glass-tube fuse.

The power consumption of your appliance is indicated on the type plate.



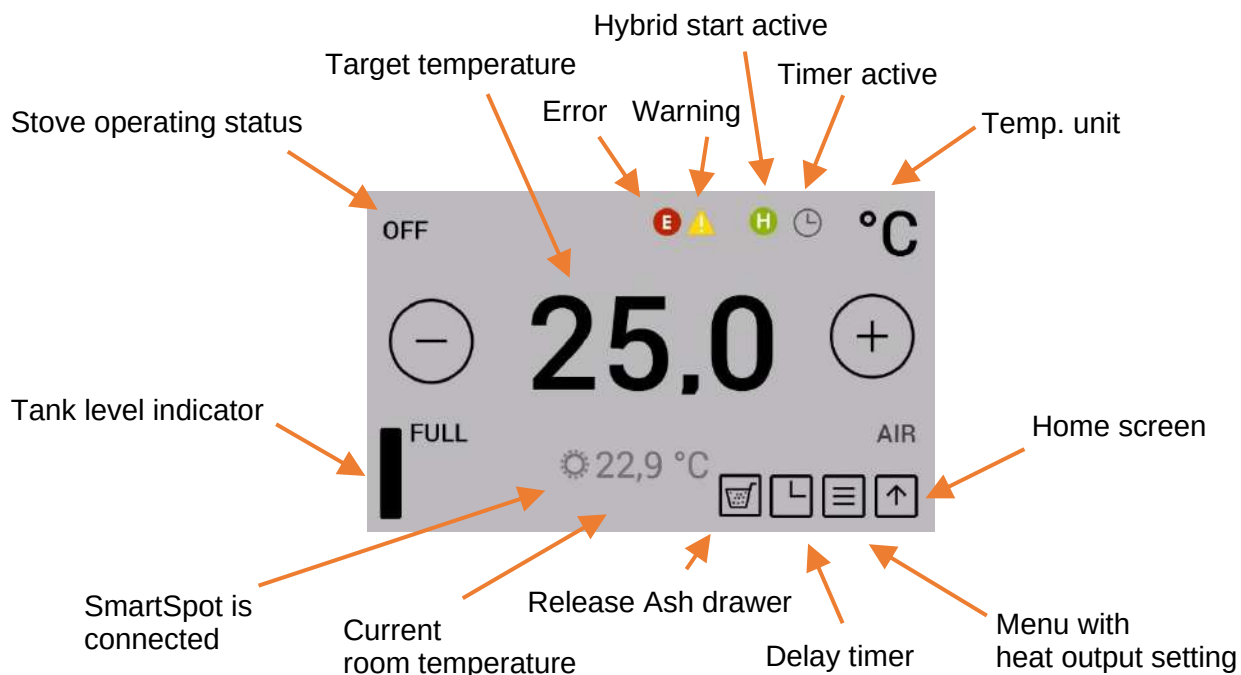
3. Initial Operation, Using the Stove

First steps:

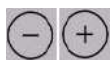
1. The stove must be connected to the flue. There must be a sufficient supply of combustion air.
2. Remove the accessories from the pellet hopper and the firebox. Fill the hopper with pellets and close the hopper lid.
3. Plug in the power cable and set the toggle switch on the back of the stove to "I".
4. The display will now show the Austroflamm logo. This is followed by the main operating menu with temperature indicators and hopper level.
5. Before the initial start, the pellet worm conveyor must be filled. To do this, open and close the firebox door. (Confirm the subsequent question on the display: "Have you inserted firewood?" with "YES".) Next, start the manual filling process. For more detailed information, see the menu item: Manual pellet feed. This process takes about 5 minutes.
6. To start the stove in pellet mode, press the rotary knob for longer than 2 seconds or press "START" on the display.

3.1. Operating the stove via touch display

Display – Room temperature indicator, various functions



By pressing the appropriate symbol, it is possible to switch to the desired setting or function.



The desired temperature can be set by pressing the buttons at 0.2 °C intervals between 5 °C and 40 °C. The setting is accepted immediately. The current room temperature is measured **Standard necessary** by the black, room- temperature sensor cable on the back of the appliance.



The warning or error icons appear only when a warning or error is detected. The error is displayed in detail by touching the icon.



The icon "Heating time activated" is only displayed if heating times are programmed in the timer menu.



The "Hybrid start activated" symbol indicates that your stove is ready for firewood operation via pellet ignition.

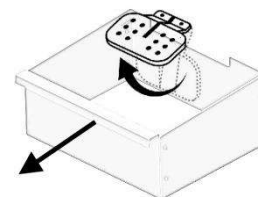


The optionally available SMART SPOT - a radio-controlled thermostat - works in the stove.

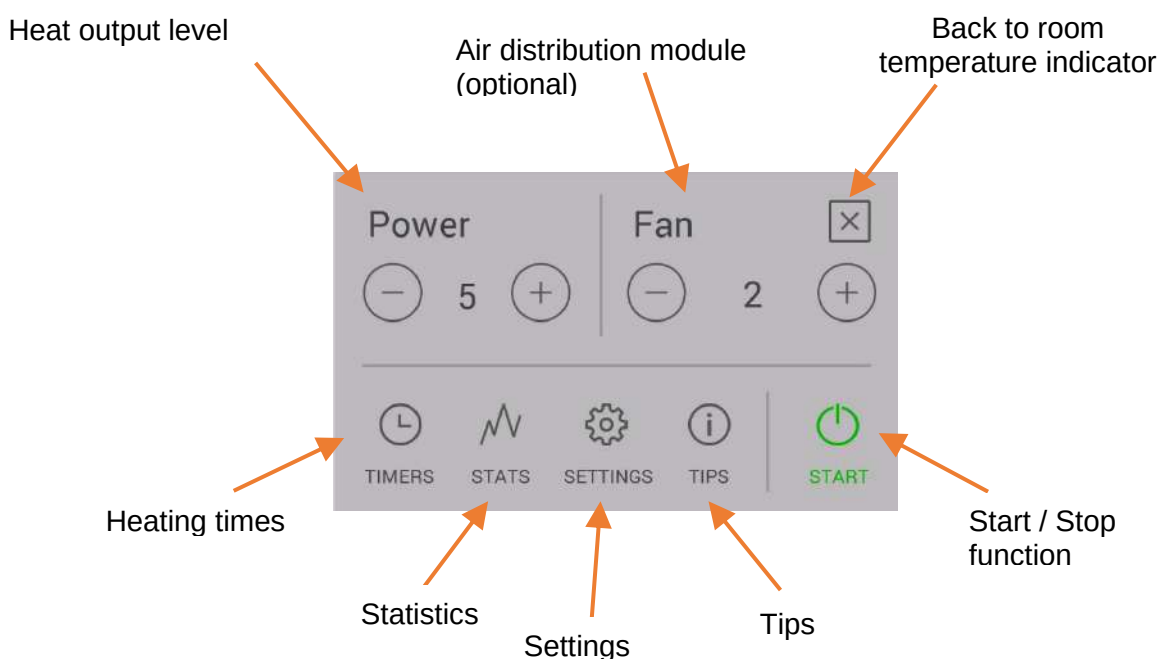


Press the "Release ash pan" button to close the riddling grate. This process takes about 90 seconds. The ash pan can then be removed.

This function is only possible in the "OFF" operating mode.



Display - Heat output indicator, further function menus

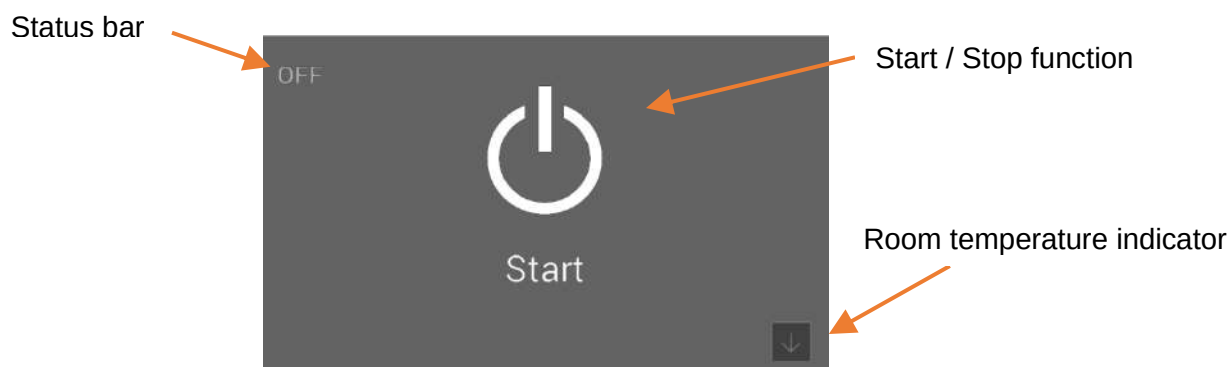


By pressing the appropriate icon, it is possible to switch to the desired setting or function.

The desired heat output can be set by pressing the buttons . This setting is accepted immediately.

By pressing the **Start / Stop** button for longer than 2 seconds, the stove is activated or stopped.

Display - Status indicator



By pressing the **Start / Stop** button for longer than 2 seconds, the stove is activated or stopped.

Function - Air distribution module, fan speed control

An air distribution module is available as an option for the RUBY model. This allows an additional room to be heated using warm air. The warm air is extracted in front of the rear wall of the firebox.
For installation and any other information, please contact your Austroflamm dealer.

Function- Fill level indicator

The fill level indicator informs you of the fill level of your pellet hopper. If the fill level falls below a certain value, a warning is shown on the display. The fill level indicator must be updated manually each time the pellet hopper is filled.

Care should be taken to prevent the hopper from becoming completely empty, otherwise the fire will go out unintentionally and you the screw conveyor will have to be filled manually before the next pellet start.

The fill level indicator is calculated according to the size of the pellet hopper of your stove and the corresponding operating time. To ensure the stove functions correctly, always fill the tank to the top, while setting the indicator to "FULL" at the same time. Press the fill level icon in the room temperature indicator to set the display to "FULL".

This function can be deactivated in the setting "**Menu item: Fuel**".

'Did you fill in Log wood?'

The answer to this key question will affect the further functioning and mode of operation of your stove. It will appear each time you close the firebox door.

Tap 'Yes' to switch to firewood mode or if you have put on new firewood. If you make no selection, 'YES' will be automatically selected after 10 seconds.

Tap 'NO' if you have not inserted any firewood.
For example, if you have only cleaned the glass pane or the firebox.

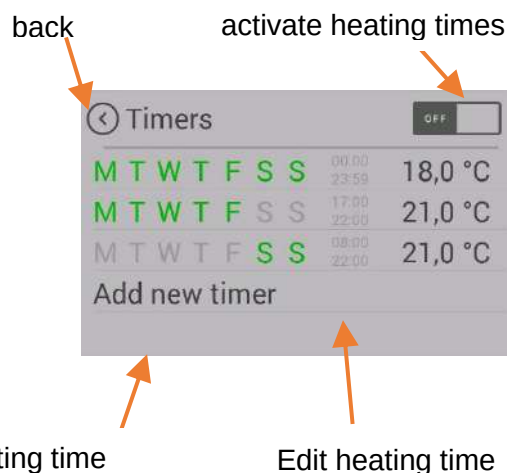
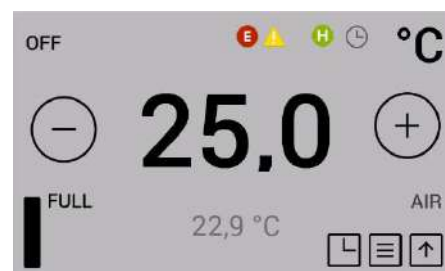
For more information on how the stove reacts in various operating statuses please refer to the instructions starting at subsection 4.1 Functional diagram of your combi stove.

Function- Timers, setting heating times

By pressing the "TIMERS" button in the menu list, the "Heating times" menu can be accessed.

Activate the heating times by pressing "ON" at the top right of the display.

A maximum of three heating times per day can be saved.
A total of six different heating times can be saved.



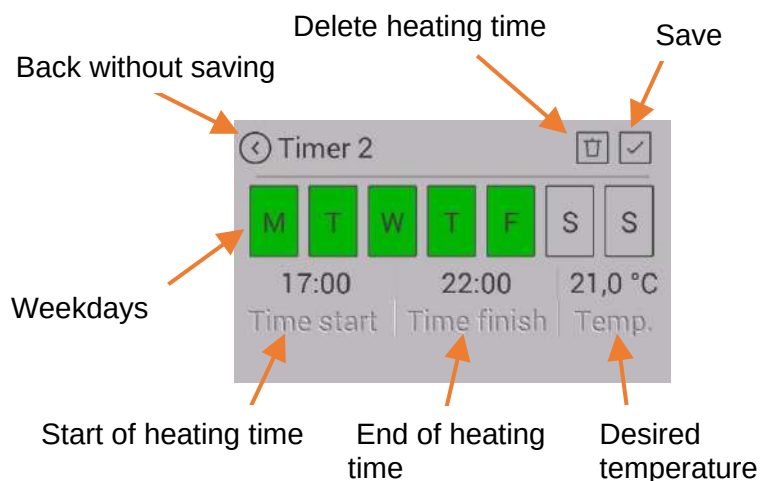
Setting a new heating time or editing the heating time

Set the weekdays, heating time start, heating time end and room temperature as required.

Save the heating time by pressing the "Save" icon. You will then return to the heating time list.

To delete an existing heating time, proceed as follows: Highlight the heating time and press the "Delete heating time" icon.

The timer function may only be activated after specifying the desired heating period. When specifying the heating period, please note: The timer must be set for the future.



It is possible for specified heating periods to overlap in time.

If individual heating times overlap, the heating time of a higher set temperature is activated with different temperature settings.

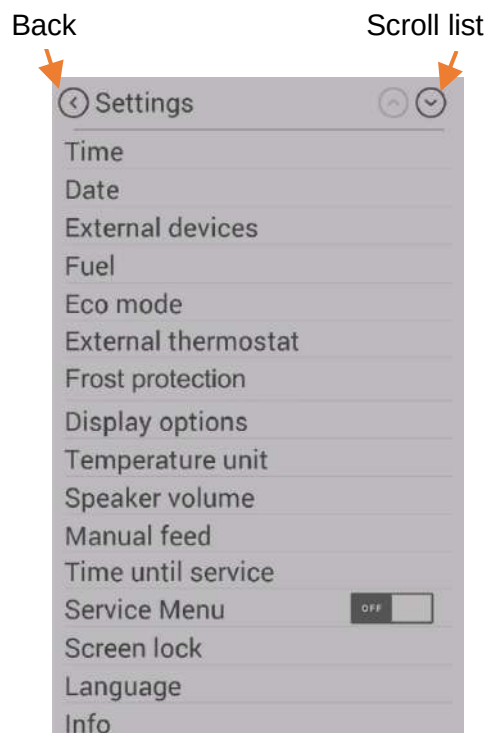
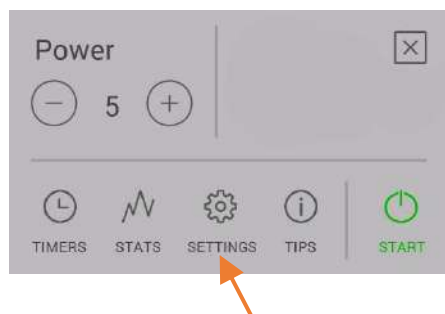
Example of heating times for an entire week

	Weekday	Times	Temp.
TIMER 1	Monday - Sunday	00:00 - 23:59	18°C
TIMER 2	Monday - Friday	06:00 - 08:00	22°C
TIMER 3	Monday - Friday	17:00 - 22:00	22°C
TIMER 4	Saturday - Sunday	07:00 - 22:00	22°C

Note: Only 3 heating periods may be specified for each day of the week.

	0 0	0 1	0 2	0 3	0 4	0 5	0 6	0 7	0 8	0 9	1 0	1 1	1 2	1 3	1 4	1 5	1 6	1 7	1 8	1 9	2 0	2 1	2 2	2 3
Mon	18°C						22°C		18°C								22°C				18°C			
Tue	18°C						22°C		18°C								22°C				18°C			
We d	18°C						22°C		18°C								22°C				18°C			
Thu	18°C						22°C		18°C								22°C				18°C			
Fri	18°C						22°C		18°C								22°C				18°C			
Sat	18°C							22°C															18°C	
Son	18°C							22°C															18°C	

Display - Settings



By pressing the "SETTINGS" button in the menu list , the "Settings" menu can be accessed.

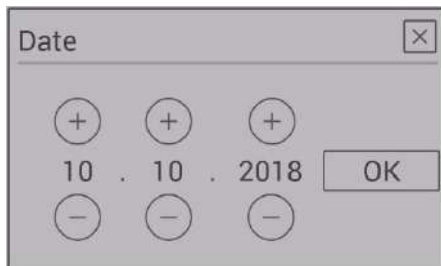
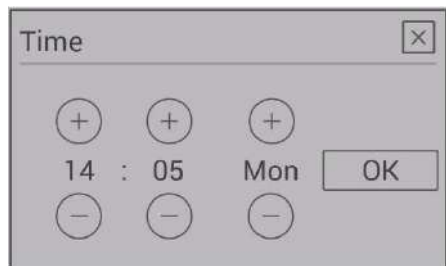
It is now possible to scroll up or down the list.

By pressing the desired menu item, the function is activated.

Menu item: Time / Date

Setting the time of day is necessary for the correct heating time, the statistics function and for logging errors.

Set the hours, minutes, day of the week, month and year, and confirm the setting with OK.



Menu item: Fuel

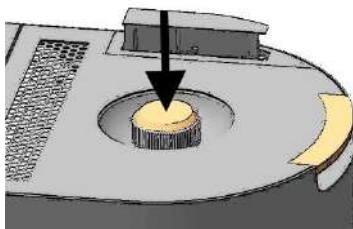
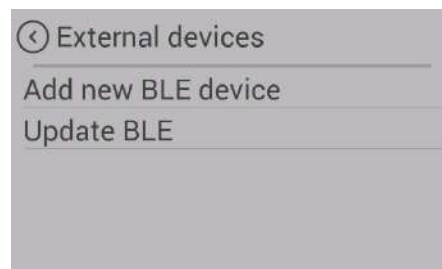
In this submenu, the "**fill level indicator**" can be deactivated. When deactivated, the bar on the display disappears. The low fill level warning no longer applies.



Menu item: Bluetooth devices

The "SMART SPOT" radio-controlled room thermostat is available for your pellet stove. This SMART SPOT works via Bluetooth technology. When used, it must be activated once by selecting this menu item.

Linking the 'Austroflamm knob' with the stove



Tap 'Link'.

A search for a new device is performed.

Then briefly press the knob once

The link will be confirmed after a few seconds.

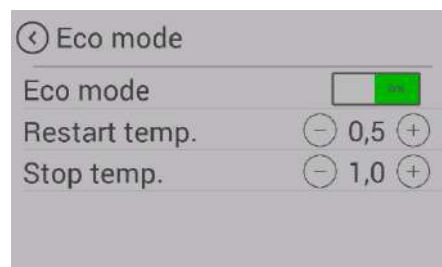
You can now operate the stove by means of the control knob.

If a connection cannot be established at the first attempt, try a second time.

Menu item: Eco mode

The ECO MODE allows the stove to be switched ON and OFF automatically at certain temperature settings specified by you.

The cut-off and restart temperatures can be set in the ECO-MODE menu item.



In order to avoid starting / stopping the appliance too frequently, the temperature limits should not be set too tightly. The stove should burn for at least one hour to reach the operating temperature.

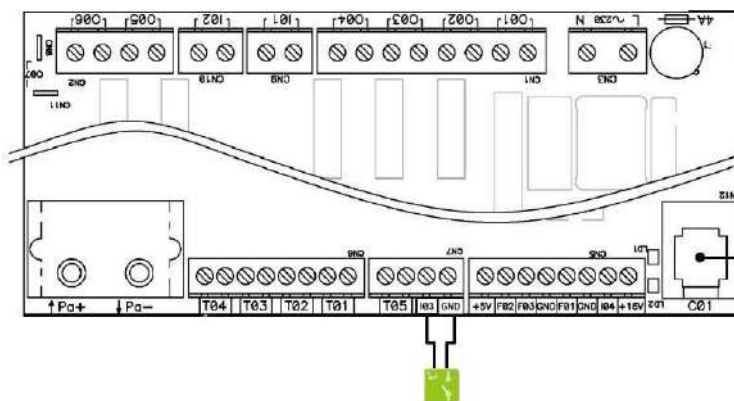
As standard setting, we recommend a restart temperature of 1°C and a cut-off temperature of 0.5°C.

Menu item: External thermostat

The stove can also be controlled by an external thermostat, if required.

Connect the potential-free contact of the thermostat at input "I03" & "GND" on the main control unit.

A 2-pin plug is available as an option.
(Art.No. 728151)



The function must then be activated in the Settings/ External thermostat menu.

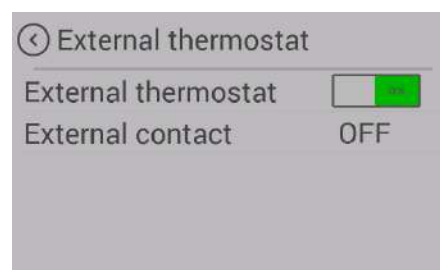
The display "External contact" shows whether the external thermostat is switched ON or OFF.

The stove starts / stops after a slight delay.

The external thermostat must be connected to the slots "I03" & "GND" (direct current series) on the control unit.

It applies the temperature control after being activated in the menu item "External thermostat".

CAUTION: To activate the external thermostat, the stove must be started once manually after the thermostat has been installed.



Menu item: Frost protection

The frost protection menu is used to start the stove automatically at a preset temperature. The menu only works when the timer function has been activated.

Menu item: Display options

The following display options can be selected:



Adjusts the display brightness during operation and sleep mode.



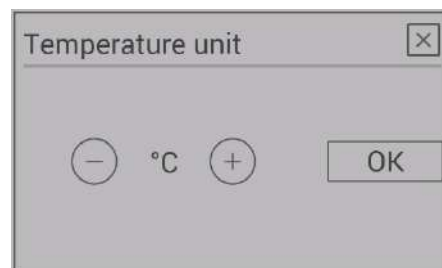
If nothing is pressed on the display for 30 seconds, the display changes to the set sleep mode. If multiple selections are made, these are displayed alternately.



To make sure that no function is started unintentionally when cleaning the display, press "Start". The display is locked for 30 seconds.

Menu item: Temperature unit

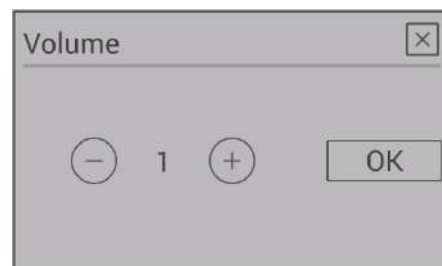
This menu item makes it possible to switch between the temperature indicator in °C and Fahrenheit.



Menu item: Volume

Select the volume for the button sound, or the beep for warnings and error messages.

Your appliance is delivered with a default volume of 3.



Menu item: Manual pellet feed

A MANUAL PELLET FEED option is available to fill the worm conveyor with pellets during initial operation, or after the worm conveyor has run out of fuel.

If the worm conveyor is empty, the filling process can take up to 5 minutes.

MANUAL PELLET FEED can be activated at any time on appliances equipped with a BURN POT.

On appliances with a riddling grate, this function is only available after the stove has been started in IGNITION PHASE 2.



Menu item: Service due

Here you can see how many maintenance-free hours of operation your stove still has until a service is necessary.

The service must be carried out by an approved Austroflamm technician.



Menu item: Service menu

This menu is reserved for the Austroflamm service technician.

Menu item: Display lock

This provides you with the option of restricting functions on the display. ("Child safety").

LOW

Low locking level. Menu functions are deactivated. The heat output can no longer be changed. However, the stove can still be started / stopped.

HIGH

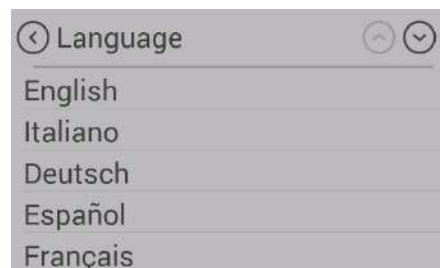
The entire stove is locked. Starting / stopping is no longer possible.

To cancel the lock, switch back to the setting "Display lock" and deactivate the function.



Menu item: Language

Select the language you require on your control panel.



Menu item: Info

Here the hardware and software status of the individual components are displayed.

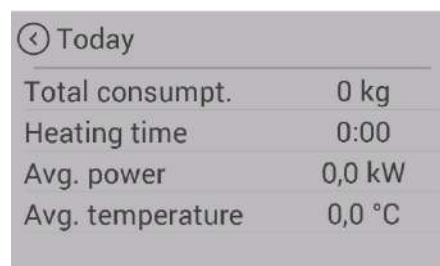
When servicing, please have the

- "Stove software version" and the
- "Stove model number" at the ready.



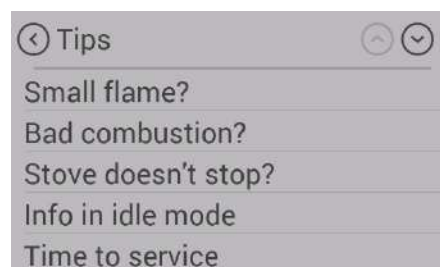
Menu item: Heating statistics

In the heating statistics, the usage data are displayed. These can be displayed for different periods of time.



Menu item: Tips

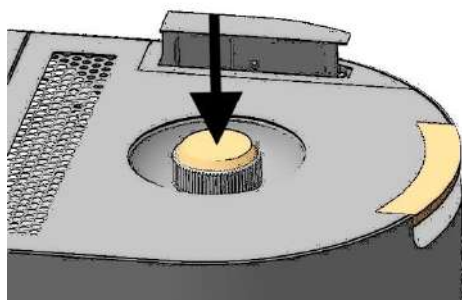
Here you will find important "tips" for operating your stove correctly, and answers to questions relating to possible problems.



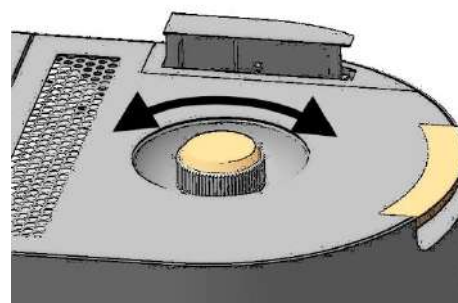
3.2. User control of the stove by means of the AUSTROFLAMM control knob

Your stove can also be operated using the rotary control.

Important information: If the control knob does not react, go to the settings for 'Bluetooth devices' and check whether the AUSTROFLAMM control knob is linked. If not, proceed in accordance with the instructions provided under 'Add Bluetooth devices'.



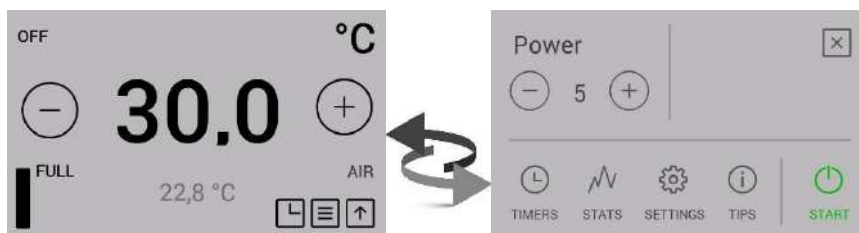
Pressing the control knob



Turning the control knob

Short press

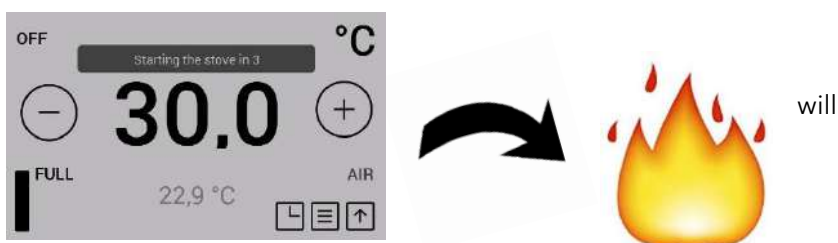
By briefly pressing the control knob, you can switch between the 'Heat output' and 'Room temperature' screen views.



If the control knob is pressed in one of the setting menus or during display-idle mode, the display always switches to the 'Room temperature' display.

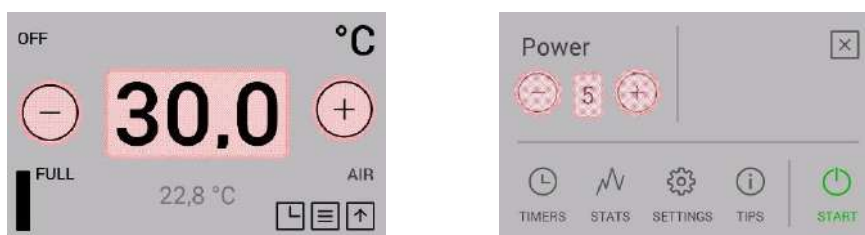
Long press

A long press of the control knob cause a countdown to appear after the stove is turned **ON** or **OFF**.



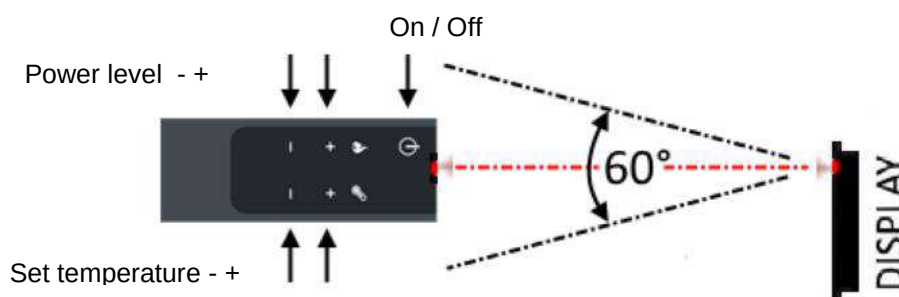
Turning the control knob

By turning the control knob, depending on the selected display view, the required **target temperature** or the **heat output** of your stove can be set.



3.3. Operating the stove using the IR remote control

Your stove is supplied with an IR remote control, which can be used for the functions below. The following functions are available to you using this control:



Ensure "visual contact" between the remote control and the control panel.

3.4. Operating the stove using the APP and smart phone

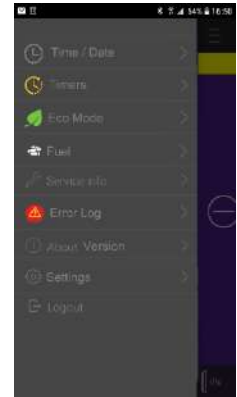
To install or set up the data connection, please refer to the instructions for your WLAN module, or follow the installation instructions of the Austroflamm PelletControl app.

Download the required "Austroflamm PelletControl" app here and then start it:

Apple iOS

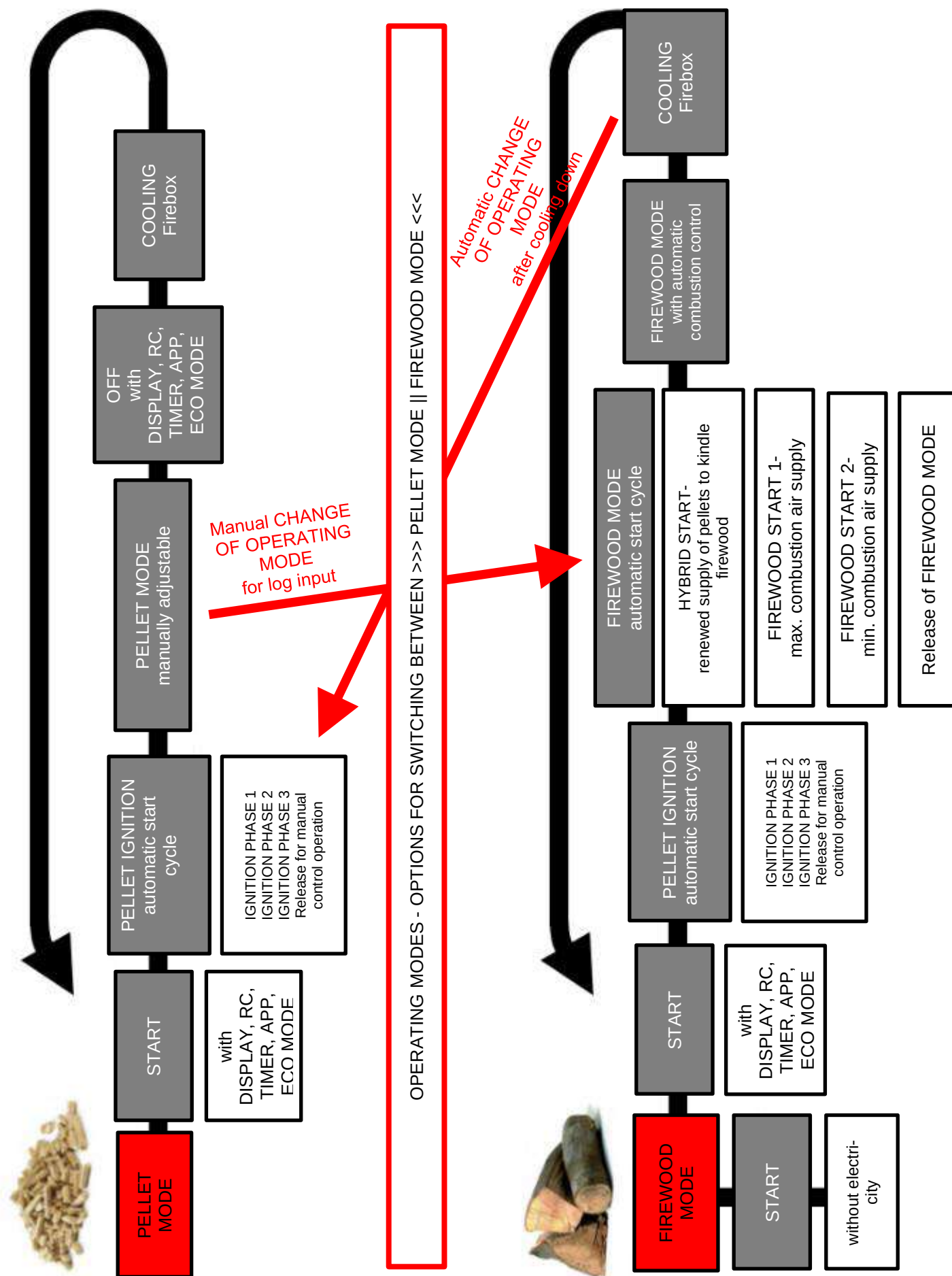


Google Play / Android



4. Operating modes of the stove

4.1. Functional diagram of your combi stove



4.2. Pellet mode

Automatic Ignition



The stove can be started with the Start/Stop button in the status display or heat output display. Optionally, it can be started via IR remote control or via the app. Pellet ignition is fully automatic and occurs in several phases. These phases are shown on the display. (Positioning the riddling grate - filling the burner pot - ignition phase 1 - increasing the temperature in the firebox - ignition phase 2 - monitoring ignition - ignition phase 3 - release or control by the user - full combustion phase). Pressing the Start/Stop button during the ignition phase terminates ignition. An error message "E102" will be displayed if ignition is interrupted.

Pellet mode



In pellet mode, the pellet quantity and combustion air are supplied in accordance with the heat output setting. The room temperature required must be specified in the room temperature display. Once this is attained, the stove automatically regulates to the lowest output level or switches OFF, if the ECO function is enabled. (See Settings/ECO mode.)

Tapping the 'STOP' button switches the stove to the burn-out or cooling-down phase.

The current room temperature is measured by means of the wired temperature sensor on the rear side of the unit.

In pellet mode, a fluctuating flue draught or increasing fouling of the flue gas passes is automatically compensated by the flue gas fan. An error message is output only in extreme cases.

If the door is opened and closed again during pellet mode, the system switches to the operating phase 'Hybrid start'.

4.3. Firewood mode

Heat output setting firewood ↔ amount of firewood

The heat output setting influences the automatic combustion process. To ensure optimal combustion, the output should be selected to match the amount of firewood inserted.

Output level 1: Ember maintenance (no firewood combustion)

Output level 2: approx. 1.0 kg of wood

Output level 3: approx. 1.4 kg of wood

Output level 4: approx. 1.7 kg of wood

Output level 5: approx. 2.0 kg of wood

Hybrid start



The hybrid start is used to ignite the firewood via pellet ignition. Here, pellets are injected and the air dampers for the combustion air supply are opened. This ensures that the firewood placed inside the stove burns optimally.

CAUTION: Make sure that the combustion recess is not completely covered with firewood (risk of deflagration).

After a few minutes the stove switches to the operating phase 'Firewood start I' to continue inflaming the firewood.

If the door is opened and closed again during 'Hybrid start' and then 'NO' is tapped on the display, the stove switches back to pellet mode.

Firewood start I



Upon elapse of the 'Hybrid start' the furnace switches to this operating phase. Here it is ensured that all pellets combust in the combustion bowl and that the firewood continues to be inflamed.

If the firebox door is opened and closed again when the stove is idle (and the question "Have you inserted firewood?" is answered with "Yes" on the display), the stove also changes to the operating status "Firewood start I".

In this operating phase, all air dampers are fully open and the flue gas fan rotates at a given speed. After attaining a specific firebox temperature and the elapse of a specific time, a switch to 'Firewood start II' is performed.



If no temperature increase is detected, the stove automatically switches to the 'OFF' state again. However, the stove remembers that firewood has been inserted. (A small green icon appears on the display.) After the next pellet ignition, the stove automatically switches over to 'Hybrid start'.

Firewood start II



In this operating status, the riddling grate is opened after approx. 2 minutes. As a result, the primary air damper is closed and the firewood continues to be fanned until a certain temperature in the firebox is reached (depending on the selected heat output). Once this temperature has been obtained, the stove switches to the status "Firewood mode".

Firewood mode



In this operating status, the stove automatically controls combustion of the firewood. Depending on the output setting, the stove will attempt to maintain a specific firebox temperature. If this cannot be achieved, automatic switching to the next lower output level is performed in the background (not visible on the display). This achieves optimal combustion and ember maintenance of maximum duration in the burn-out process.

Power setting 1 is not suitable for burning newly inserted firewood.

This level is intended only for the purpose of achieving maintenance of the embers for as long as possible.

If the heat output is changed on the display, the combustion control is restored to the preset output.

If you change the heat output on the display, the combustion control is reset to the output setting.



If the firebox door is opened and closed again, the query '**Have you inserted firewood?**' is shown on the display.

If you answer this with a '**Yes**', a switch back to the status 'Firewood start II' is performed. This ensures the lighting-up of the new firewood.

If you answer this with a '**No**', the stove remains in firewood mode status. Automatic control is continued without having to light new firewood.



If no further firewood is put on, the stove automatically switches to burn-out and finally closes the dampers.

If the stove is not yet turned on at this point in time and the room temperature setting has not yet been attained, the stove will start automatically again in pellet mode.

Firewood mode with non-electrical operation

In an emergency the stove can be heated with firewood, without any electricity. In this emergency mode, the secondary damper is fully open at all times. Manual control is not possible.

CAUTION: for non-electrical operation a flue draught of at least 12 Pa is required.
Use sufficient kindling wood when lighting the fire, and when in heating mode, ensure the firewood added is of the right dimensions.

5. Warnings and error messages

Alarms are displayed in yellow on the control panel. The pellet stove can continue to be used when an alarm is indicated. Alarms are displayed in red. The pellet stove is inoperable when an error is displayed.

Warning code, Error code	Description	Solution
Alarm - A001	Fuel fill level low	Refill pellets; reset the fill level indicator to "FULL".
Alarm - A002	Service due	Maintenance by a service technician is necessary.
Alarm - A003	Flue gas temperature	Flue gas temperature too high; service technician required.
Alarm - A004	Weak battery	Replace the storage battery (CR2032) of the control unit. The battery must be replaced every 2 years as part of the service.
Error- E002	IR communication error	Infrared sensor malfunction; contact service technician.
Error- E004	Communication error	Communication error between the control unit and the display; check data cable plug connections.
Error- E101	Failed ignition	Restart.
Error- E102	Negative pressure too low or too high	Possible causes: 1. The automatic start process was terminated manually. 2. Supply air pipe, burner pot, flue gas outlets, flue gas fan or flue pipe clogged. 3. Chimney stack dirty. 4. Chimney draught too strong.
Error- E107	Firebox sensor	Firebox temperature sensor cable defective; call customer service.
Error- E108	Safety switch IO1 error	RESET the safety temperature limiter (STB)! Caution: STB can only be reset after cooling below 105°C.
Error- E109	Safety switch IO2 error	1. Pellet hopper lid is open. 2. Riddling grate not closed. 3. Jumper on IO2 not correctly plugged in. If the fault persists, contact the service technician.
Error- E110	Defective room temperature sensor	Room temperature sensor defective. Replace sensor. Contact service technician.
Error- E113	Excessive flue gas temperature	Chimney fan and flue gas ducts are clogged; cleaning is required.
Error- E114	Firebox temperature too low	Possible causes: 1. Failed ignition. (Empty the burner pot and restart the appliance). 2. The hopper is empty (refill the fuel hopper). 3. DC side of the control unit must be earthed. ((The furnace body has generated millivolts).
Error- E115	System shut down	Software must be reloaded. Contact a service technician.

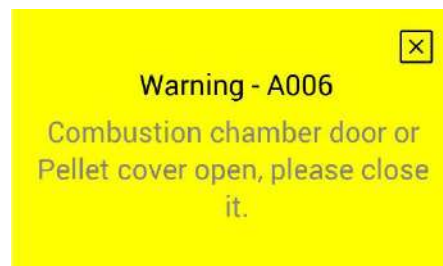
5.1. Resetting warnings and errors

In the event of an alarm or error, a yellow or red message is displayed giving details.

To close the alarm display, press .
Closing the display does not clear the alarm.

To clear the alarm, a solution to the problem must be found.

However, the stove can still be operated in spite of the fact that the alarm indicator is still displayed.



Close the error display by pressing .
Closing the display does not cancel the error.

To clear the error, the problem must be solved.

The stove is not operable when an error is detected.

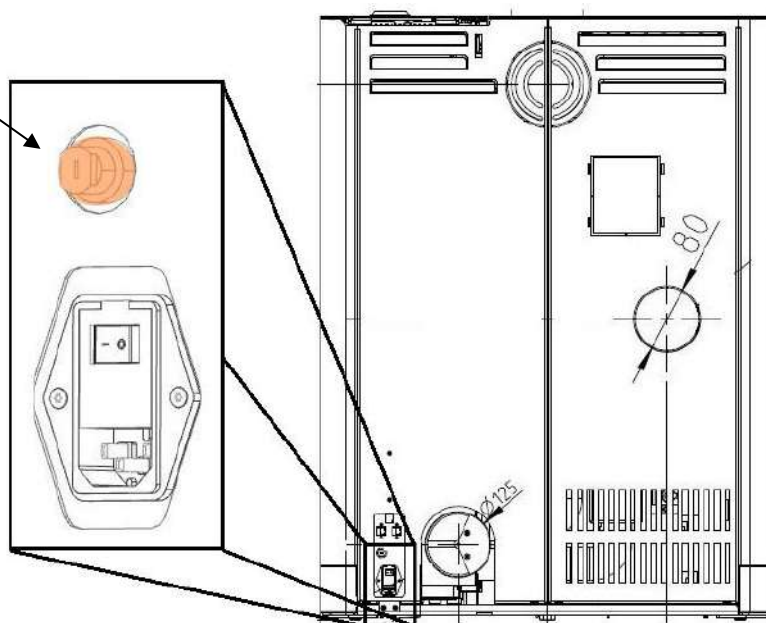


5.2. Safety temperature limiter

Your stove is equipped with a safety temperature limiter on the back.

This switches off automatically if the stove overheats (temp. $\leq 105^{\circ}\text{C}$). If the stove shuts down, the cause must be determined. To make the stove operable again, push the green reset button once the safety temperature limiter

Safety temperature limiter with unscrewable, black protective cap



6. Cleaning and Maintenance

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!

The cleaning and maintenance intervals depend on the number of operating hours and the connection situation.

Cleaning the glass panel	As required
Visual inspection of the riddling grate, remove any adhering deposits	Every 2 - 3 days of operation.
Emptying the ash box and cleaning the combustion chamber	As required.
Cleaning the flue gas outlets	1 x per year, or when the service due date is displayed.
Cleaning the worm conveyor tube, pellet hopper	At least once a year, or when the pellet feed is visibly reduced and the STB switches off the heater.
Replacing the battery	Recommendation: every 2 years.
Inspect all seals (door, heat exchanger cover, ash box, hopper lid,); replace if necessary.	1 x per year.

The stove and its components must be cleaned according to the above table.

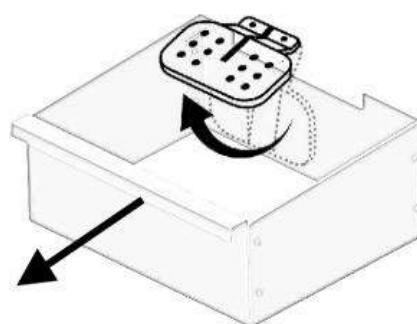
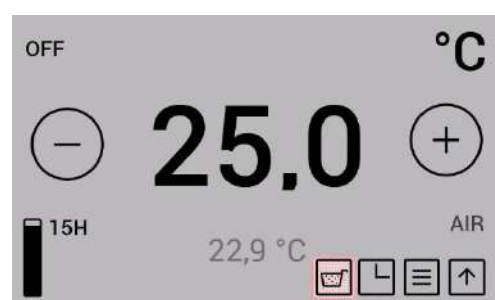
Arrange for your pellet stove to be inspected and serviced annually by an Austroflamm technician before the start of the heating season.

6.1. Stove models with automatic riddling grate

On stove models with an automatic riddling grate, the ashes on the riddling grate are tipped into the ash pan each time the stove stops. The ash pan can be emptied as required.

The accumulation of flue ash in the combustion chamber is normal and should be removed once a week, if the stove is in operation.

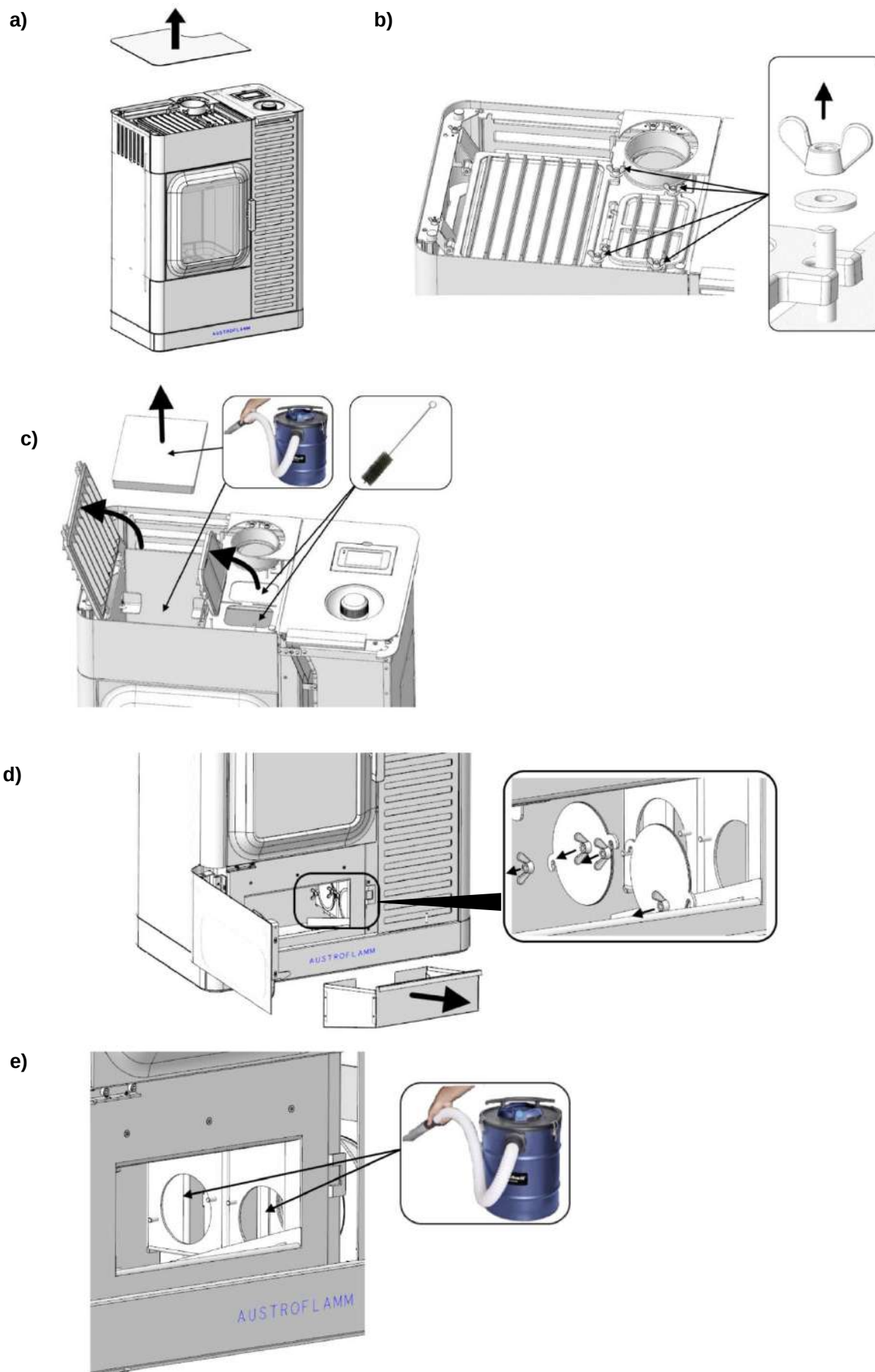
The burner pot and the riddling grate should be inspected every 2-3 days of operation to ensure that there are no adhering deposits, and cleaned with a wire brush.



The tilting grate is closed by pressing the „Release Ash drawer“ button. This process takes about 90 seconds. The ash drawer can then be removed.

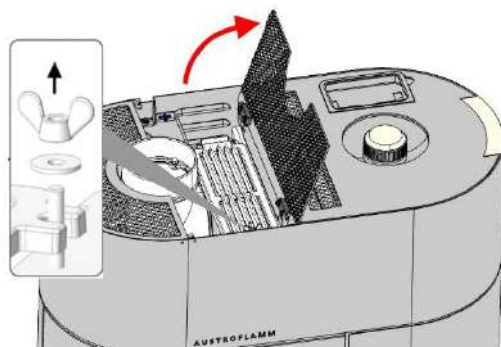
This function is only possible in operating state „OFF“.

6.2. Cleaning of the flue gas passes - Mo Duo

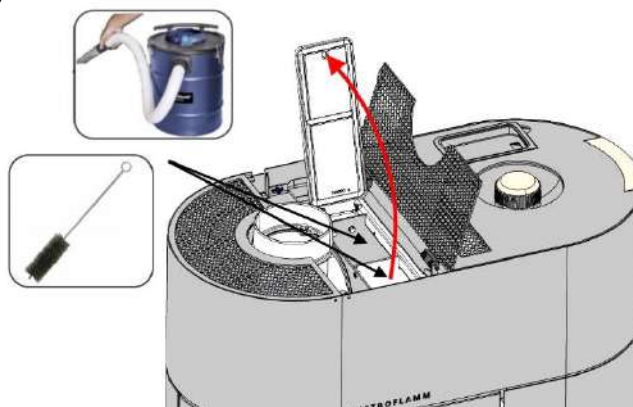


6.3. Cleaning of the flue gas passes - Clou Duo

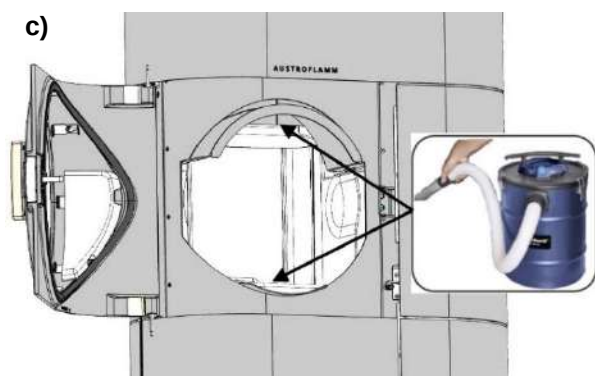
a)



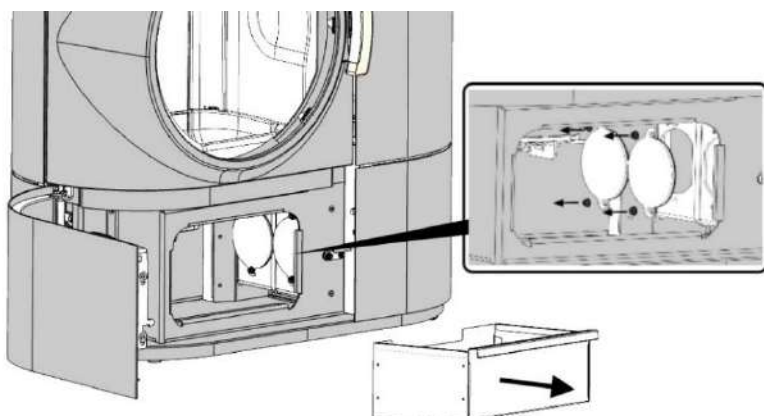
b)



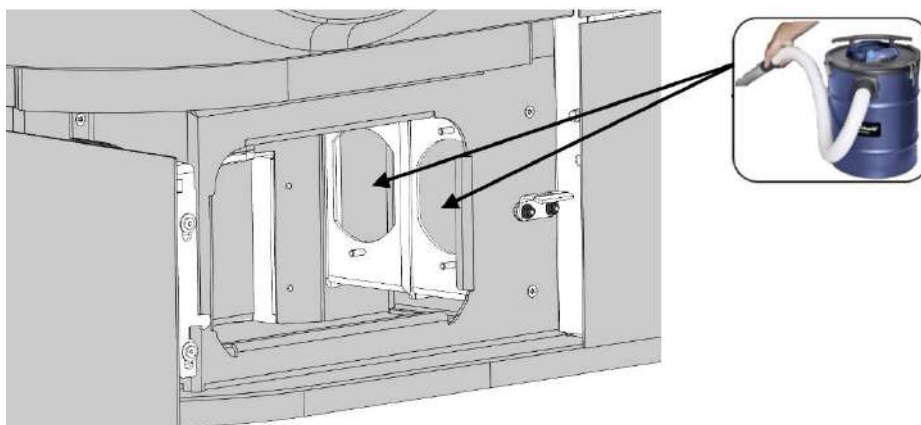
c)



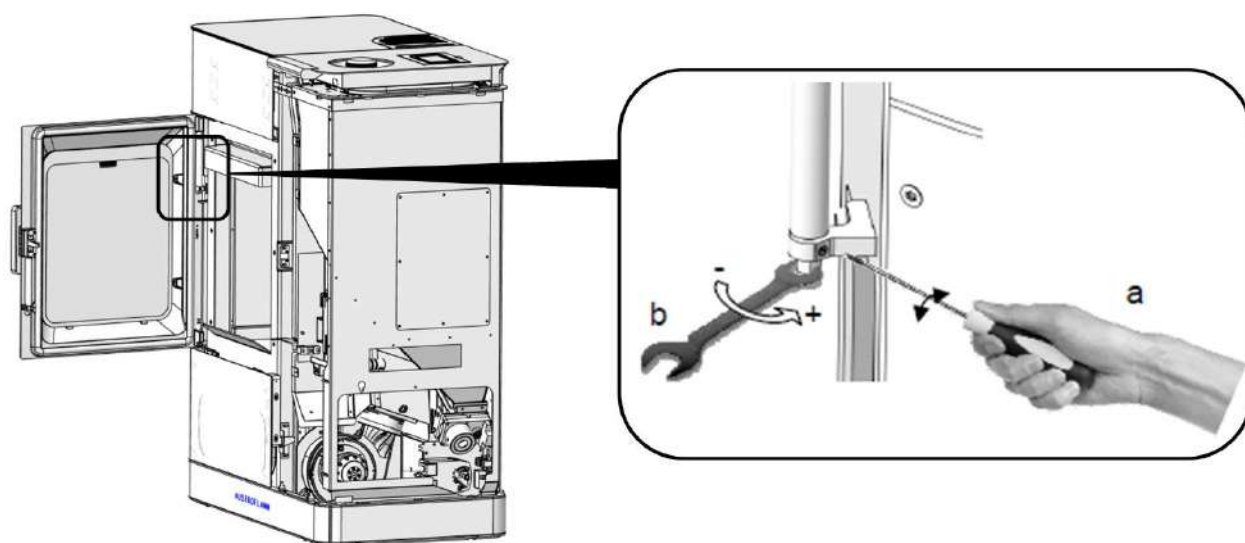
d)



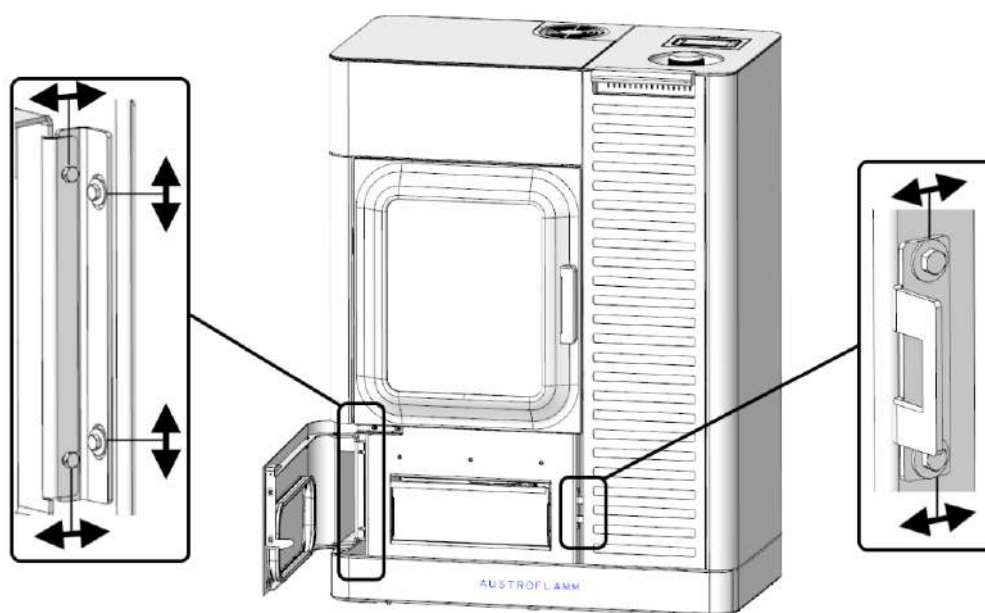
e)



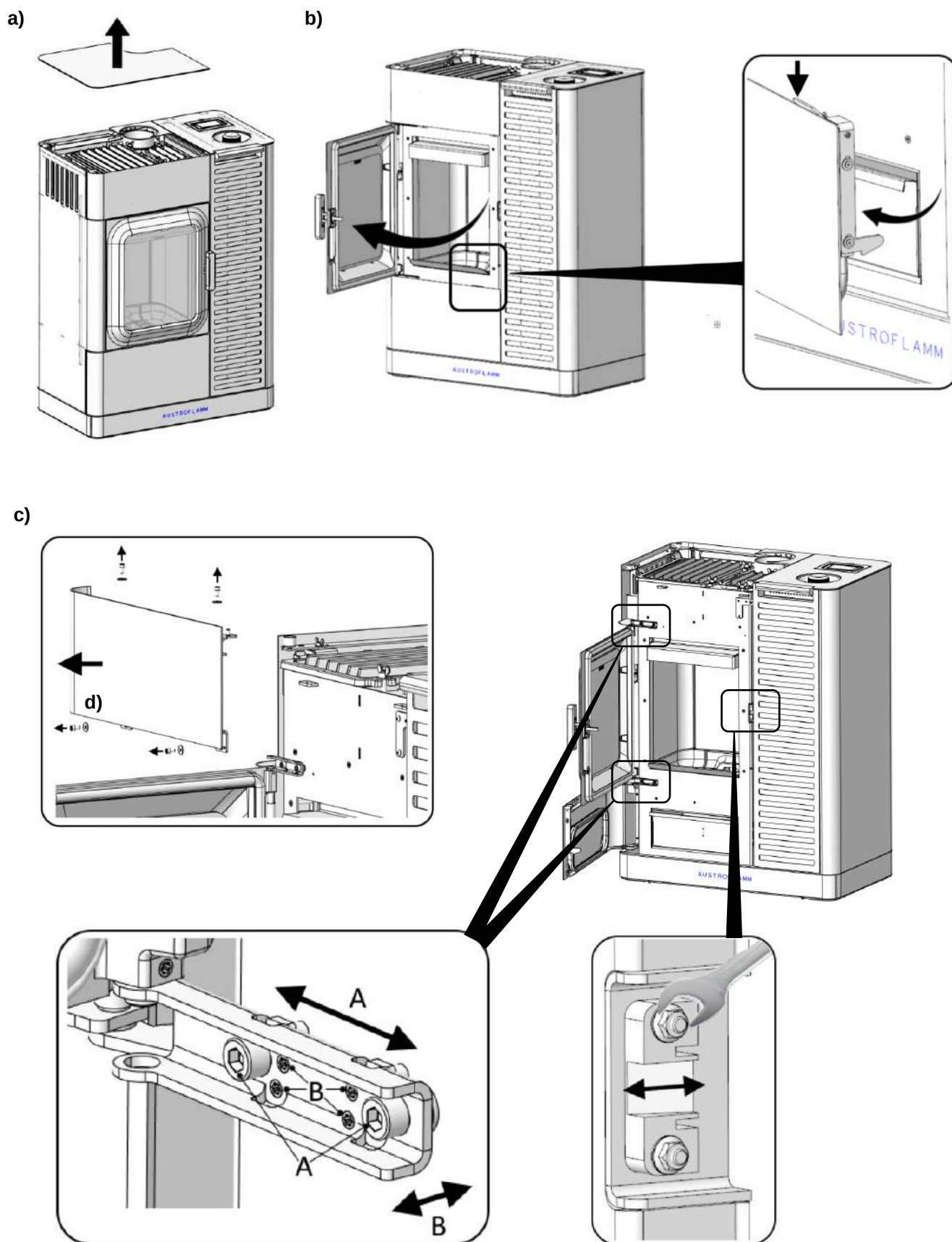
6.4. Adjusting the closing force of the firebox door



6.5. Adjust position of ash container door



6.6. Adjusting the firebox door



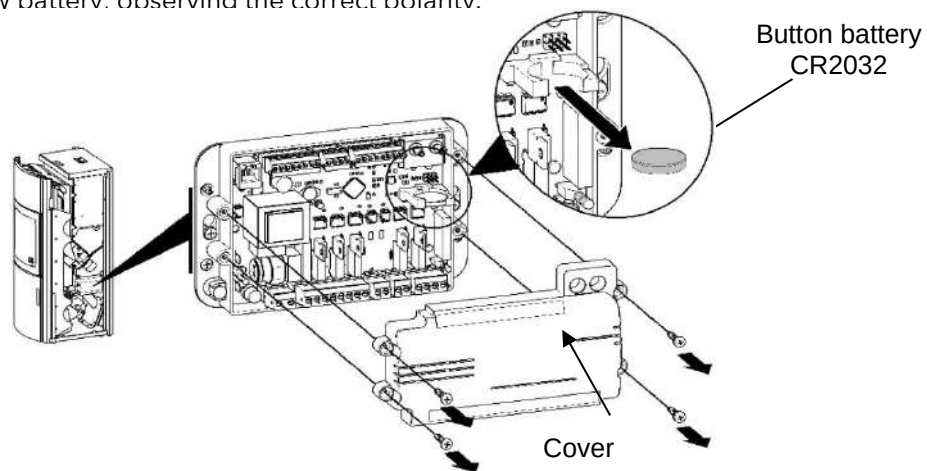
7. Replacement of the storage battery

A CR2032 storage battery is located in the control unit. This storage battery enables the control unit to save certain data - e.g. time, date, heating times etc. even during a power failure, or when the mains power supply is disconnected.

If the battery is flat, the control unit will continue to function normally. However, in the event of a power failure, the above-mentioned data will be lost. These data must then be saved afresh.

Replace the battery every 2 years as follows:

1. The battery is located on the central control unit. To replace it, first remove the side panel on the right of the stove. Then detach the control unit cover.
2. Remove the old battery from the retainer using a pair of insulated pliers or a similar tool.
3. Insert the new battery, observing the correct polarity.



Replacing the battery

8. Guarantee / warranty

- 1) **Warranty statement:** For your AUSTROFLAMM pellet stove, we guarantee the flawless performance of the body for six years, and of all other steel and cast iron components for two years from the date of first sale.

Steel and cast-iron parts and electrical and electronic components that manifest material- and or processing defects during the guarantee period (warranty case) will be replaced for new parts provided that the warranty case has been asserted to the best of the holder's knowledge within the statutory warranty period. Functional problems with electronic accessories (e.g. WLAN BOX, SmartSpot) shall only justify a warranty claim for the particular accessory.

Our warranty only covers the free delivery of the new parts: work- and travel times are not recorded.

- 2) **Exceptions:** We do not provide a guarantee on wear parts (e.g. Keramott, seals and grate or combustion cavity, ignition cartridge, temperature sensor, flange bearing), surface coatings, varnish, glass and ceramics. In the case of such defects no warranty case has occurred.

When heating up, during operation and when cooling down, your pellet stove may produce some noise (crackling, soft clicking). This is caused by the various materials expanding and contracting under the influence of temperature in your pellet stove. Noise of this kind does not constitute a warranty claim and do not constitute a warranty claim.

The territorial scope of validity of our guarantee covers Austria and Germany. In all other countries, separate conditions of the importer apply to the respective country.

No warranty case occurs if your Austroflam pellet stove is not located within the territorial scope of validity, which does not change if it is transported or dispatched by Austroflam.

- 3) **Requirements:** A warranty case shall only then be replaceable if your Austroflam pellet stove has been operated, maintained, installed and commissioned by a specialist authorized by Austroflam, all in compliance with the user handbook. For the replaceability of the warranty case the start-up log must be received by Austroflam within one month at the latest of the initial commissioning. In order to make a claim on the warranty, repairs to your pellet stove insert must only be carried out by a service engineer authorized by Austroflam.

The warranty claim is asserted with the invoice and serial number with the Austroflam specialist dealer via whom the purchase was made. An unjustified warranty claim will be charged back to you.

Servicing falls due after a number of hours specific to the appliance has been reached, but at least 1x annually in order to GUARANTEE THE WARRANTY!

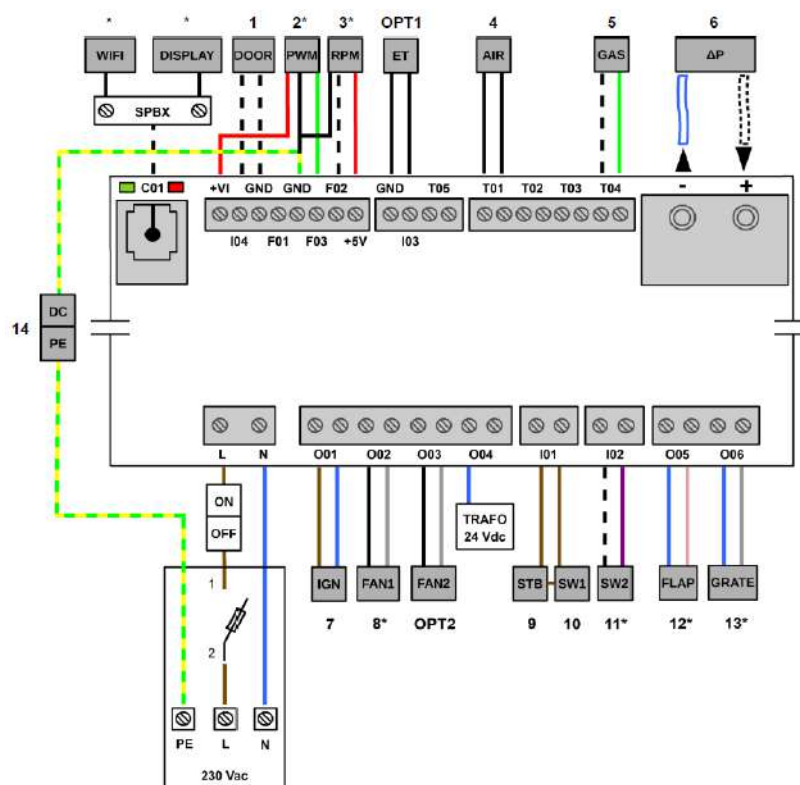
- 4) **Guarantee:** This guarantee does not affect your statutory warranty rights towards us. Should your Austroflam pellet stove already be defective at the point of handover, you can always connect us within the framework of the statutory warrant regardless of whether there is a warranty claim or the guarantee is claimed.

9. Electrical connection diagram

Note: Repairs to your pellet stove must only be carried out by approved Austroflamm technicians.

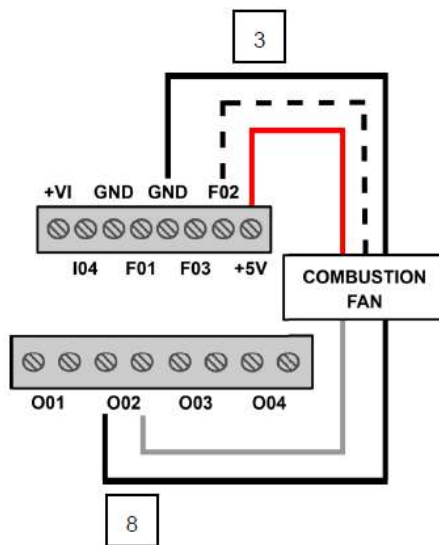
9.1. For models with a permanently rotating feeder motor

MAIN ELECTRIC DIAGRAM

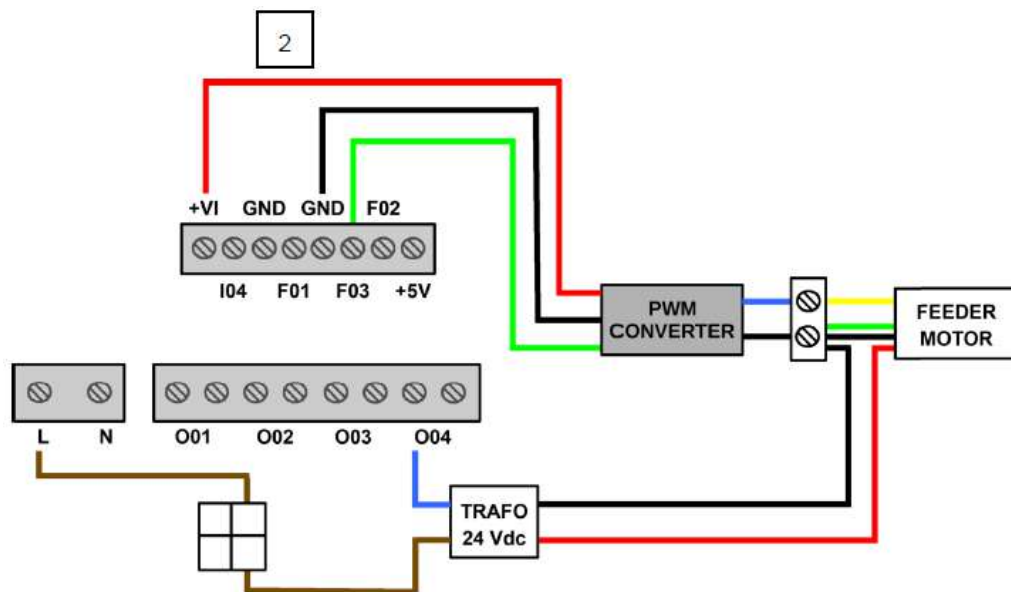


1.	Door contact switch
2.	PWM to DC Converter
3.	RPM / HAL-IC
4.	Room temperature sensor
5.	Firebox temperature sensor
6.	Differential pressure measurement
7.	Ceramic ignition
8.	Combustion fan
9.	Safety temperature limiter
10.	Hopper lid safety switch
11.	Grate position switch
12.	Air flap motor
13.	Grate motor
14.	Central grounding
OPT1	External thermostat
OPT2	Air distribution module
*	See additional detailed electric wiring diagram

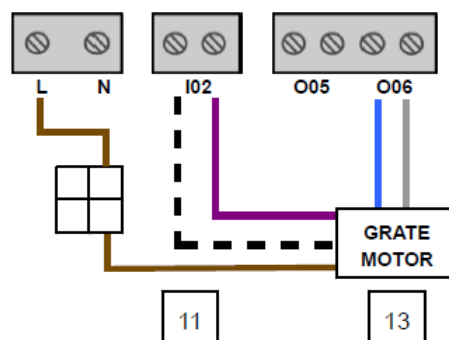
*ADDITIONAL COMBUSTION VENTILATOR ELECTRIC DIAGRAM

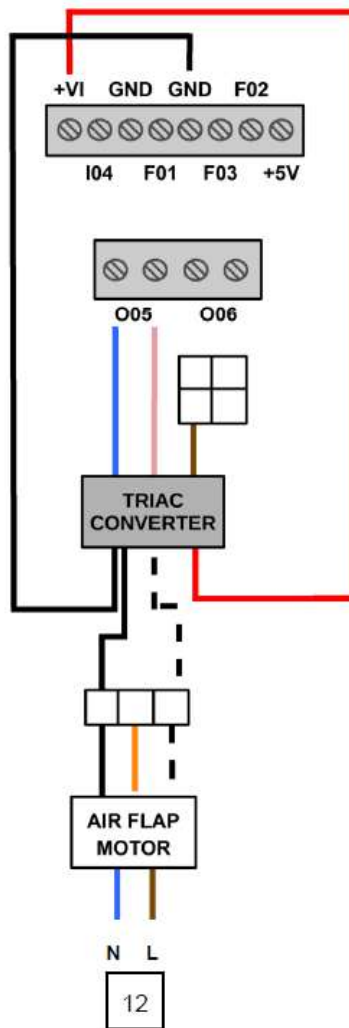
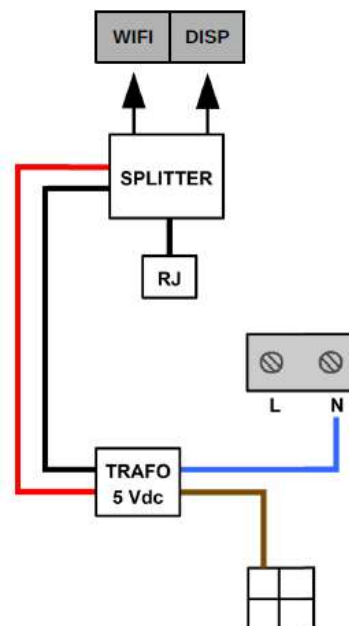


*ADDITIONALFEEDER MOTOR ELECTRIC DIAGRAM



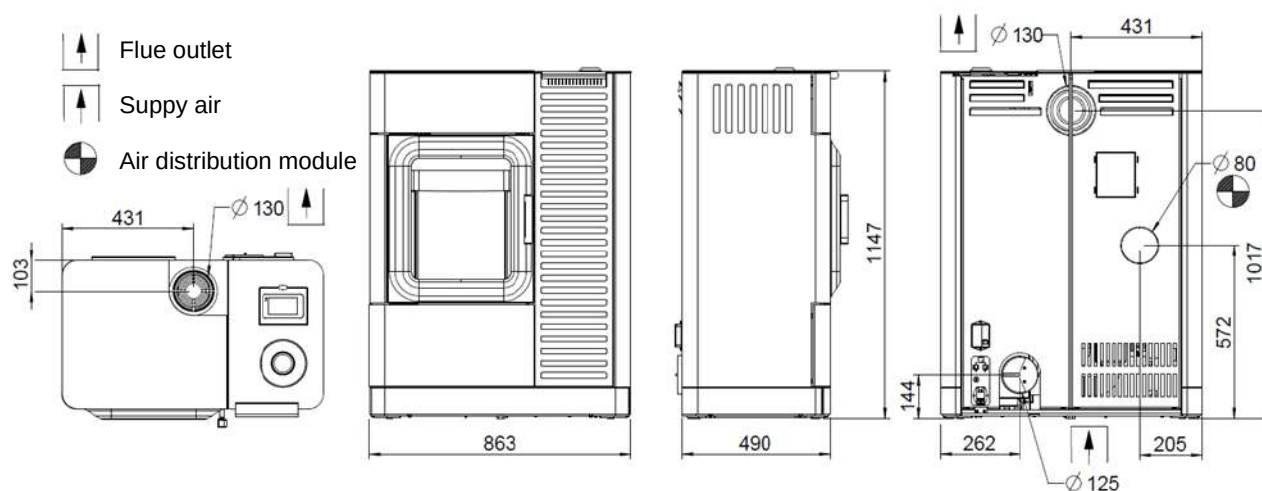
***ADDITIONAL GRATE MOTOR ELECTRIC DIAGRAM**



ADDITIONAL AIR FLAP MOTOR ELECTRIC DIAGRAM**ADDITIONAL COMMUNICATION SPLITTER ELECTRIC DIAGRAM**

10. Technical Data

10.1. Mo Duo



Nominal thermal output (NWL)	9,4 kW
Partial-load thermal output	2,8 kW
Space heating capacity	114 - 255 m ³
Efficiency	90 %
CO content at NWL	<250 mg/Nm ³
Flue gas temperature at NWL	219 °C
Flue gas temperature at TL (partial load)	94 °C
Flue gas mass flow rate at NWL	5,6 g/s
Flue gas mass flow rate at TL (partial load)	3,8 g/s
Minimum delivery pressure	12 Pa
Capacity of Pellet container	ca. 34 kg / 51 l
Min./max pellet consumption	0,6 - 1,87 kg/h
Min./max autonomy	ca. 18 - 56 h
Air connector Ø	125 mm
Flue connector Ø	130 mm
Electr. power input at switch-on	325 W
Electrical power input in operation	16,5 W
Voltage/current frequency	230 V / 50 Hz
Dimensions	H x W x D
Weight	274 kg
Minimum distance	at the sides (firebox)
	at the sides (Pellet container)
	at the rear
	at the front
Temperature limits	0 - 40 °C
Relative humidity	Non-condensing

10.1.1. Mo Duo Technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186

Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

Appliance details

Model identification(s):	Mo Duo
Equivalent models:	-
Test reports:	Pellet operation: RRF - 85 18 5129-1 for RRF 1625 log operation RRF - 40 18 5128 at RRF 1625
Applied harmonized standards:	EN 14785:2006-09 EN 14795:2007-10 EN 13240:2001/A2:2004/AC:2007
Other standards/technical specifications applied:	EN 16510:2018
Indirect heating function:	no
Direct heat output:	9.4 kW
Indirect heat output ¹ :	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	79.4 %
Energy efficiency index (EEI):	119

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) ² :	Other suitable fuel(s) ³ :	η_s [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency ⁴ (*) (**)			
				PM	OGC	CO	NO _x	PM	OGC	CO	NO _x
				[x] mg/Nm ³ (13% O ₂) ⁵				[x] mg/Nm ³ (13% O ₂) ⁶			
Log, moisture content ≤ 25 %	no	Yes	76.0	19	64	1000	133	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	79.4	18	25	94	99	-	-	-	-
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NO_x = nitrogen oxide

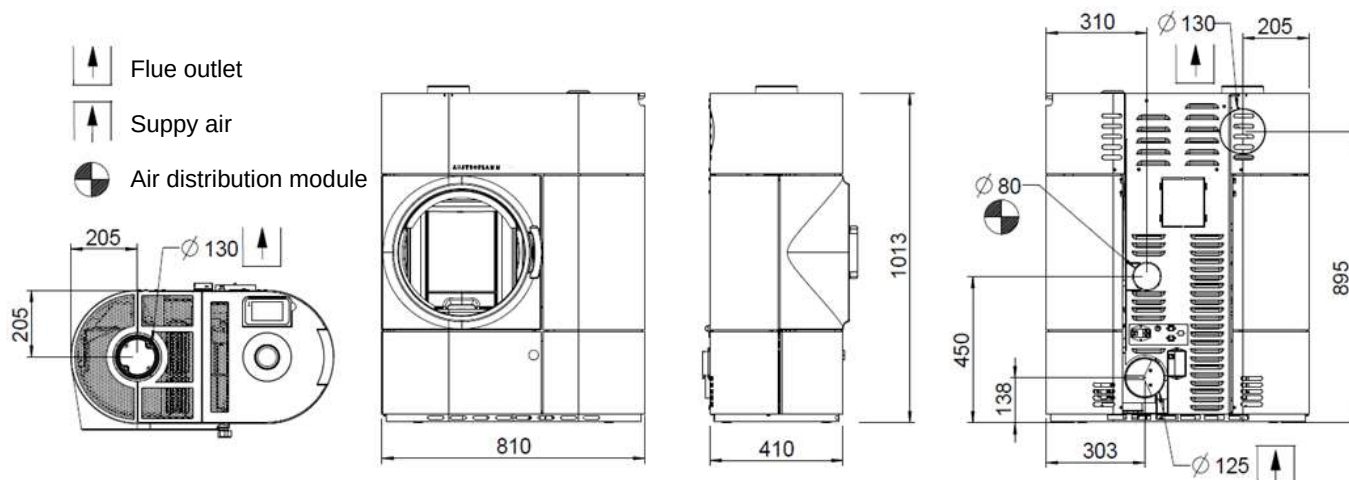
(**) Only required when using correction factors F(2) or F(3).

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	9.4	kW	thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	90.0	%
Minimum heat output (standard value)	P _{min}	N.A	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	N.A	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.017	kW	single-level heat output, no room temperature control			yes
At minimum heat output	e _{lmin}	0.017	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{lSB}	0.005	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				with electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	N.A	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			no
				Other regulation options (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			no

¹ There is no entry for fireplaces without water-carrying components.² Values for annual use efficiency and emissions must be given here for the preferred fuel.³ Values for annual use efficiency and emissions must be given here for all other suitable fuels.⁴ Corresponds to partial load heat output as per EN 16510⁵ Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁶ Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁷ Specifications are made here for the preferred fuel only.

10.2. Clou Duo



Nominal thermal output (NWL)	7 kW
Partial-load thermal output	2,3 kW
Space heating capacity	98 - 190 m ³
Efficiency	89 %
CO content at NWL	<250 mg/Nm ³
Flue gas temperature at NWL	188 °C
Flue gas temperature at TL (partial load)	90 °C
Flue gas mass flow rate at NWL	4,8 g/s
Flue gas mass flow rate at TL (partial load)	2,7 g/s
Minimum delivery pressure	12 Pa
Capacity of Pellet container	ca. 22 kg / 34 l
Min./max pellet consumption	0,6 - 1,64 kg/h
Min./max autonomy	ca. 13 - 36 h
Air connector Ø	125 mm
Flue connector Ø	130 mm
Electr. power input at switch-on	325 W
Electrical power input in operation	15 W
Voltage/current frequency	230 V / 50 Hz
Dimensions	H x W x D
	1013 x 810 x 410 mm
Weight	212 kg
Minimum distance	at the sides
	200 mm
	at the rear
	100 mm
	at the front
	800 mm
Temperature limits	0 - 40 °C
Relative humidity	Non-condensing

10.2.1. Clou Duo technical data according to Regulation (EU) 2015/1185 and delegated Regulation (EU) 2015/1186

Contact details for the manufacturer or their authorised representative

Manufacturer:	Austroflamm GmbH
Contact:	-
Address:	Austroflamm-Platz 1
	4631 Krenglbach
	Austria

Appliance details

Model identification(s):	Clou Duo
Equivalent models:	-
Test reports:	Pellet operation: 1880-CPR-08320020 at 1880 Acteco Log operation: 1880-CPR-084-20 at 1880 Acteco
Applied harmonized standards:	EN 14785:2006 EN13240:2001/A2:2004/AC:2007
Other standards/technical specifications applied:	CEN/TS 15883:2009
Indirect heating function:	no
Direct heat output:	7.0 kW
Indirect heat output ¹ :	-

Properties for operation with the preferred fuel

Space heating annual use efficiency η_s :	86.2 %
Energy efficiency index (EEI):	126

Particular precautions for assembly, installation or maintenance

Described in the individual sections of the operating manual.

Fuel	Preferred fuel (only one) ² :	Other suitable fuel(s) ³ :	η_s [x%]:	Space heating emissions at nominal heat efficiency (*)				Space heating emissions at minimum heat efficiency ⁴ (*) (**)			
				PM	OGC	CO	NO _x	PM	OGC	CO	NO _x
				[x] mg/Nm ³ (13% O ₂) ⁵				[x] mg/Nm ³ (13% O ₂) ⁶			
Log, moisture content ≤ 25 %	no	Yes	76.0	23	41	1022	121	-	-	-	-
Compregnated laminated wood, Moisture content < 12 %	yes	no	86.2	19	1	42	109	13	3	210	99
Other woody biomass	no	no	-	-	-	-	-	-	-	-	-
Non-woody biomass	no	no	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	no	no	-	-	-	-	-	-	-	-	-
Coking coal	no	no	-	-	-	-	-	-	-	-	-
Semi-coke	no	no	-	-	-	-	-	-	-	-	-
Bituminous coal	no	no	-	-	-	-	-	-	-	-	-
Lignite briquettes	no	no	-	-	-	-	-	-	-	-	-
Peat briquettes	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Briquettes made from a mixture of biomass and fossil fuels	no	no	-	-	-	-	-	-	-	-	-
Other mixture of biomass and solid fuels	no	no	-	-	-	-	-	-	-	-	-

(*) PM = dust, OGC = organic gaseous connections, CO = carbon monoxide, NO_x = nitrogen oxide

(**) Only required when using correction factors F(2) or F(3).

Properties for exclusive operation with the preferred fuels⁷

Specification	Symbol	Value	Unit	Specification	Symbol	Value	Unit
Heat output				Thermal efficiency (fuel efficiency) (based on the NCV)			
Nominal heat efficiency	P _{nom}	7.0	kW	thermal efficiency (fuel efficiency) at nominal heat efficiency	η _{th,nom}	89.0	%
Minimum heat output (standard value)	P _{min}	3.3	kW	thermal efficiency (fuel efficiency) at minimum heat output (standard value)	η _{th,min}	89.0	%
Auxiliary power consumption				Type of heat output/room temperature control			
At nominal heat efficiency	e _{lmax}	0.015	kW	single-level heat output, no room temperature control			no
At minimum heat output	e _{lmin}	0.011	kW	two or more manually adjustable levels, no room temperature control			no
In standby condition	e _{lSB}	0.005	kW	Room temperature control with mechanical thermostat			no
Pilot flame power requirement				with electronic room temperature control			no
Pilot flame power requirement (if present)	P _{pilot}	N.A.	kW	with electronic room temperature control and day-time regulation			no
				with electronic room temperature control and weekday regulation			yes
				Other regulation options (Multiple answers possible)			
				Room temperature control with presence detection			no
				Room temperature control with open window detection			no
				with remote control option			yes

¹ There is no entry for fireplaces without water-carrying components.² Values for annual use efficiency and emissions must be given here for the preferred fuel.³ Values for annual use efficiency and emissions must be given here for all other suitable fuels.⁴ Corresponds to partial load heat output as per EN 16510⁵ Specification in mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁶ Specification mg/m³ for heated filter method (in compliance with Annexe III, number 4, letter a, section i, point 1) or g/kg for measurement in dilution tunnel (in compliance with Annexe III, number 4, letter a, section i, point 2 and 3.)⁷ Specifications are made here for the preferred fuel only

11. Start up log

Operator / Customer	Dealer / Engineer
Name	Company
Street	Street
Town and postal code	Town and postal code
Telephone	Telephone
Email	Email

Pellet stove		
Model	Control software version	
Serial number	Control panel software version	
Technical defects	WLAN Box software version	
Visual defects	WLAN module ☐ yes ☐ no	
Accessories / defects (SmartSpot, air distribution module, etc.)		

On-site conditions	
Socket earthed (see electric installation test certificate)	Number of elbows:
	Total length of flue pipes:
Type of chimney: ☐ brick ☐ stainless steel ☐ firebrick	Flue pipes in plug-in system ☐ with seal lip ☐ without seal lip
Chimney diameter: _____ chimney flue height: _____	Sea level:
Chimney flue - Approved by chimney sweep: ☐ yes ☐ no	Chimney flue-/draught: Actual value: _____ Target value: 3-12 Pa
Controlled living space ventilation ☐ yes ☐ no	Flue pipe diameter:
Other:	Outside temperature for draft measurement:

Appliance - Preparation for Start, Functional Check		
Pellet hopper loaded	Induced draught fan function tested	
Pellet quality: e.g. OE standard, DIN plus, ENplus A1	Screw motor function tested	
Riddle grate function tested	Ignition cartridge function checked	
Keramott "burnt white" after trial	Partial load test carried out	
Firebox door seal checked ☐ yes ☐ no		

Instructions for Operator / Customer		
Instructions for handling the appliance explained clearly and comprehensibly	Cleaning and maintenance interval explained	
Terms of the guarantee and warranty explained	Photographic documentation of actual condition - hybrid stove installation (Please be sure to obtain the customer's consent beforehand)	
☐ wire brush ☐ glove ☐ user instructions	(Start, combustion and burnout phases carried out.)	

The end customer confirms that they can now put the stove into operation unassisted. They further confirms that the stove is in a fully functional state and free of defects.

Send start up log together with the data processing sheet to service@austroflamm.com or upload online via product registration. Product registration can be accessed via the following link <https://www.austroflamm.com/de/service/produkt-registrierung>. Applies only to customers in Austria and Germany.

Place, date	Signature Operator / Customer	Signature Technician
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Endkontrolle

Final inspection
Controllo finale
Contrôle final

☐ Technische Funktion
technical function / funzione tecnica / fonction technique

☐ Lackierung / paint / vernice / peinture

☐ Sauberkeit / cleanliness / pulizia / propreté

☐ Vollständigkeit / completeness / completo / complet

Geprüft von / checked by / controlled da / contrôlé par

Datum / date / data / date



Typenschild (Duplikat)
Type plate (duplicate)
Targhetta (duplicato)
Plaque signalétique (duplicata)

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