

VIKTOR 8

VIKTOR 10

VIKTOR 12

TORSBY

TJALLMO

FINN



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## INTRODUCTION

### Important safety instructions

Please read these instructions before installing and using the product.

- The installation and initial start-up of the appliance must be performed by skilled personnel trained in the relevant safety standards. They will be fully responsible for the definitive installation of the appliance and its proper operation. NORDIC FIRE shall not be held liable if these precautions are not observed.
- During the installation and use of the appliance, all local regulations - including those referring to national and European Standards - must be observed.
- Connect the flue gas outlet to a flue with the specifications described in the "Flue and its connection" section of this User guide.
- The appliance is not suitable for installation on a shared flue system.
- If the flue should catch fire, use appropriate fire extinguishing equipment or call the fire brigade.
- Connect the product to an earthed power socket. Avoid using sockets controlled by switches or automatic timers.
- Do not use the power supply cable if damaged or worn.
- If a multiple socket is used, make sure that the total voltage of the connected devices does not exceed the rated voltage for the socket. Also make sure that the total voltage of all the devices connected to the socket does not exceed the maximum permitted level.
- The plug on the appliance's power cable should be connected only once the assembly and installation of the appliance is complete. It should remain accessible after installation if the appliance is not fitted with a suitable and accessible two-pole switch.
- Do not use flammable substances to clean the appliance or its parts.
- Do not leave flammable containers and substances in the place where the appliance is installed.
- The appliance works exclusively with wood pellets and only with the hearth door shut.
- NEVER open the door of the appliance during normal operation.
- The use of poor quality pellets or any other material can damage the appliance operation, voiding the warranty and exempting the manufacturer from all liability.
- Do not use the appliance as an incinerator or for any use other than that for which it was designed.
- Do not use fuels other than those recommended.
- Do not use liquid fuels.
- The appliance, and its outer surfaces in particular, become very hot to the touch during operation; handle with caution in order to avoid burns.
- Keep fuel and flammable materials at a safe distance.
- Only use original spare parts recommended by the manufacturer.
- Do not make any unauthorised modifications to the appliance.
- Do not touch the hot components of the product (ceramic glass, flue pipe) during normal operation.
- Never touch the appliance if you are barefoot and/or if you have wet or damp parts of the body.
- Use the appropriate button to switch off the electrical panel. Do not disconnect the power supply cable while the appliance is operating.
- During the ignition phase and normal operation of the appliance, maintain the necessary safety distance and do not remain standing in front of it.
- Keep children away from the appliance when it is running since they could get burned by touching its hot components.
- Do not leave the packaging elements within reach of children or unassisted disabled persons.
- Children and inexperienced people must not be allowed to use the appliance.
- The appliance may be used by children no younger than 8 years of age and people with reduced physical, sensory or mental capabilities, or those without experience of the appliance, as long as they are supervised or have received instructions on how to use the appliance safely and understand the hazards inherent to the appliance.
- Children should not play with the appliance.
- User maintenance and cleaning operations should not be carried out by unsupervised children.
- Do not use the appliance in ways other than those indicated in this user guide.
- The appliance is designed for indoor use only.
- This user guide constitutes an integral part of the appliance. If the product is sold to another user, this manual must be passed on to the new owner.

**NORDIC FIRE declines all liability in case of accidents due to failure to comply with the specifications of this manual.**

**NORDIC FIRE declines all liability due to incorrect use of the product by the user, unauthorised modification and/or repairs, and use of non-original spare parts or spare parts not specifically designed for use on this product model.**

**NORDIC FIRE shall not be held liable for the stove's installation. The installer is the sole party responsible for this operation and is also entrusted with checking the flue, external air vent and the correctness of the proposed installation solutions. All the safety regulations set out in the specific laws in force in the country where the machine is installed must be observed.**

**Non-routine maintenance must only be performed by authorised and qualified staff.**

**To ensure the validity of the warranty, the user must comply with the instructions contained in this guide and, in particular, must:**

- Use the appliance within its operating limits;
- Regularly perform all maintenance activities;
- Authorise expert and competent people to use the appliance.

**Failure to comply with the instructions contained in this guide shall automatically void the warranty.**

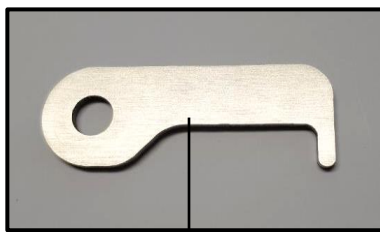
## THE MACHINE AND THE PELLETS

### Components of the appliance

The appliance is delivered with the following equipment:

- No. 1 - User, installation and maintenance guide;
- No. 1 - Power supply cable;
- No. 1 - Front heat exchanger cleaning hook;
- No. 1 - Remote control.

The following images show some details of the appliance:



Front heat exchanger  
cleaning **hook**.



VIEW FROM ABOVE

**Microswitch** for closing  
tank cover.



REAR VIEW

**Intake pipe.**

**Flue gas outlet.**

**Wi-Fi information**  
(Mac address and  
Registration code).

**Support panel.**

**R.T. terminal** Room  
thermostat connection.

**Anti-interference filter**  
Main switch, connection for  
power supply cable with 2 built-in  
fuses (4A 250V).

**Safety thermostat** with  
manual reset.

## Technical Specifications VIKTOR 8 / TORSBY / VIKTOR 10 / VIKTOR 12

		1	2	3
		VIKTOR 8 TORSBY	VIKTOR 10	VIKTOR 12
Nominal heat input	kW kcal/h	8,51 7.350	10,24 8.772	12,1 10.406
Reduced thermal capacity	kW kcal/h	2,64 2.300	3,0 2.580	3,0 2.580
Nominal thermal output	kW kcal/h	7,81 6.750	9,48 8.153	11,1 9.546
Reduced thermal power	kW kcal/h	2,48 2.150	2,82 2.425	2,82 2.425
Efficiency at thermal nominal power	%	91,8	92,6	91,4
Efficiency at reduced thermal power	%	93,8	93,2	93,2
CO at 13% oxygen at nominal thermal power	%	0,006	0,010	0,008
CO at 13% oxygen at reduced thermal power	%	0,058	0,052	0,052
Maximum power uptake	Watt	400*	400*	400*
Power uptake when running	Watt	60	60	60
Nominal voltage	V	230	230	230
Nominal frequency	Hz	50	50	50
Flue outlet diameter	mm	80	80	80
Air intake pipe diameter	mm	50	50	50
Minimum chimney draught at nominal thermal power	Pa	10	10,4	10,5
Minimum chimney draught at reduced thermal power	Pa	10	10	10
Combustion gas mass at nominal thermal power	g/s	5,8	5,8	7,5
Combustion gas mass at reduced thermal power	g/s	2,7	3,4	3,4
Ventilated pellet tank capacity (ducted)	kg	20 (16)	20	24 (20)
Average exhaust flue gas temperature at nominal thermal power	°C	124	119,7	141,9
Average exhaust flue gas temperature at reduced thermal power	°C	72	74,3	74,3
Minimum safety distance from flammable materials (side/rear/front)	mm	200 / 200 / 800	200 / 200 / 800	200 / 200 / 800

\* Power consumption only during the ignition cycle.

The appliance's heat output may vary depending on the type of pellets used.

## Dimensions and connections data sheet VIKTOR 8 / TORSBY / VIKTOR 10 / VIKTOR 12

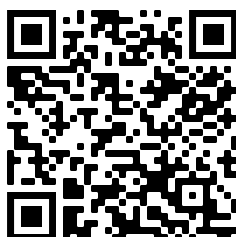
All the data sheets of dimensions and connections are visible by scanning the following QR Code from your smartphone:

1



<https://docs.nordicfire.nl/it/guide/help/cs-vtr8-tds-1>

2



<https://docs.nordicfire.nl/it/guide/help/cs-vtr10-tds-1>

3



<https://docs.nordicfire.nl/it/guide/help/cs-vtr12-tds-1>

## Technical Specifications FINN / TJALLMO

		4	5
		FINN	TJALLMO
Nominal heat input	kW kcal/h	7,0 6.020	7,9 6.794
Reduced thermal capacity	kW kcal/h	3,78 3.250	4,1 3.526
Nominal thermal output	kW kcal/h	6,4 5.500	7,2 6.192
Reduced thermal power	kW kcal/h	3,46 2.975	3,8 3.268
Efficiency at thermal nominal power	%	91,4	91,7
Efficiency at reduced thermal power	%	91,5	92,9
CO at 13% oxygen at nominal thermal power	%	0,0081	0,012
CO at 13% oxygen at reduced thermal power	%	0,0468	0,052
Maximum power uptake	Watt	400	340*
Power uptake when running	Watt	80	32
Nominal voltage	V	230	230
Nominal frequency	Hz	50	50
Flue outlet diameter	mm	80	80
Air intake pipe diameter	mm	33	50
Minimum chimney draught at nominal thermal power	Pa	9,5	9,0
Minimum chimney draught at reduced thermal power	Pa	8,7	9,7
Combustion gas mass at nominal thermal power	g/s	4,2	5,3
Combustion gas mass at reduced thermal power	g/s	3,1	3,8
Ventilated pellet tank capacity (ducted)	kg	14 (10)	-
Average exhaust flue gas temperature at nominal thermal power	°C	144,7	131,7
Average exhaust flue gas temperature at reduced thermal power	°C	115,4	93,2
Minimum safety distance from flammable materials (side/rear/front)	mm	200 / 200 / 800	200 / 200 / 800

\* Power consumption only during the ignition cycle.

The appliance's heat output may vary depending on the type of pellets used.

## Dimensions and connections data sheet FINN / TJALLMO

All the data sheets of dimensions and connections are visible by scanning the following QR Code from your smartphone:

4



<https://docs.nordicfire.nl/it/guide/help/cs-fna-tds-1>

5



<https://docs.nordicfire.nl/it/guide/help/cs-tjm-tds-1>



## Pellet properties

The appliance has been tested with all types of pellets available on the market. The pellets must have the following properties:

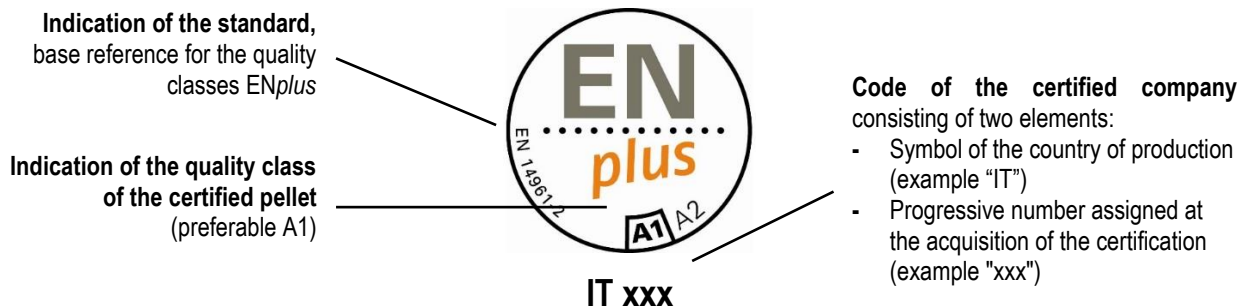
- Diameter 6 mm.
- Maximum length 35 mm.
- Maximum humidity content 8 – 9 %.
- 100% wood. Totally additive-free.
- Maximum ash residue 1.1 %.

To obtain good performance from the appliance, we recommend using good quality pellets. **Pellets should be poured into the tank using a shovel, and not directly from the bag.**

Good quality pellets should have the following properties:

- Constant diameter cylinders with a smooth, shiny surface;
- There should not be a lot of sawdust inside the packaging;
- After grabbing a bunch of pellets and placing them into a container filled with water, good-quality pellets will sink and poor-quality ones will tend to float;
- The quality certification data, in particular conformity to international standards such as EN14961-2, DIN 51731 and O-NORM M7135, should be indicated on the packaging;
- The packages should be intact since pellets tend to absorb humidity. Humidity not only reduces the calorific value and increases the amount of flue gases expelled, but also causes swelling of the product which may create problems with the appliance.

The production of pellets must be compliant with some international standards (such as EN14961-2, DIN 51731 and O-NORM M7135) which establish minimum values for quality checks on pellets. To facilitate the right choice of the combustible material you can find below one of the most common certification marks identifying the quality of the pellets:



**The use of poor quality pellets or any other material can damage the appliance operation, voiding the warranty and exempting the manufacturer from all liability.**

**In order to guarantee trouble-free combustion, the pellets must be stored in a dry place.**

## REQUIREMENTS OF THE PLACE OF INSTALLATION

### Positioning

The initial phase for best installation of the appliance is to determine its optimum location; the following elements need to be considered:

- The possibility of creating an external air vent;
- The possibility of creating a straight flue, preferably coaxial to the outlet of the appliance;
- Ease of access for cleaning the appliance, the flue gas exhaust pipes and the flue.

The unit must be installed on a floor with a suitable load capacity. If the existing building does not fulfil this requirement appropriate measures (e.g. load distribution plate) must be taken.

**The minimum safety distance from flammable materials must be at least 200 mm from the sides and 800 mm from the front of the appliance.**

Relocating the appliance should not be done by forcing on the handle, glass or ceramics.

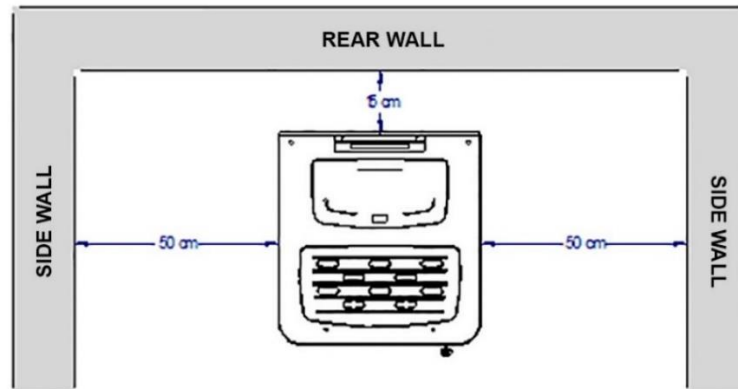
The installation must guarantee easy access for cleaning the appliance, the flue gas exhaust pipes and the flue, and any subsequent maintenance operation by the Authorised technical assistance centre.

Once you have found the best location for the appliance, position it following the instructions given below.

The appliance must not be installed in small rooms, bedrooms, bathrooms or in areas with an explosive atmosphere.

### Spaces around and above the appliance

The figure below shows the minimum distances from walls or other not-easily-removable furniture, that need to be taken into consideration when positioning the appliance.



Any shelves or false ceilings mounted above the appliance must be at least 50 cm away from the top part of it.

Furniture and movable objects made from flammable materials must be positioned at least 50 cm from the side surfaces of the appliance; these objects must be moved when performing maintenance on the appliance.

Protect all structures that can catch fire against the radiated heat of the fire.

### External air intake

During operation, the appliance takes in air from the environment in which it is installed; It is therefore essential that this air is replaced through an external air vent. The absence of the air vent may affect the flue draught and therefore the combustion and the safety of the appliance.

Therefore **it is mandatory** to install an external air vent with a minimum completely free passage of **at least 80 cm<sup>2</sup>** (round hole with minimum diameter of 15 cm protected with a special fixed large mesh grid).

If the wall behind the appliance is on the outside, we recommend you make the hole near it at about 20 cm above the ground (see example in Fig. A).

If it is not possible to put an air vent in the wall behind the appliance, make a hole in a perimeter wall in the room where it is installed. If it not possible to put the external air vent in the same room as where the appliance is installed, this hole can be made in an adjoining room as long as this room communicates permanently, by means of a transit hole (15 cm minimum diameter).

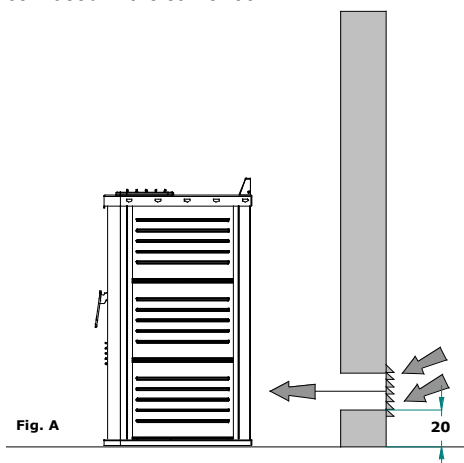
The hole must be protected externally with a fixed grille. The protective grille must be checked periodically to ensure that it is not obstructed, thereby impeding the passage of air. **Therefore keep the air vents clear of obstructions.**

The UNI 10683 Standard FORBIDS the drawing of combustion air from garages, warehouses storing combustible materials, or from business premises with a fire hazard.

If there are other heating or extraction devices inside the room, the air vents must guarantee a sufficient amount of air for properly operating all the devices.

Only sealed appliances (e.g. C type gas appliances, according to the UNI 7129 Standard) or appliances that do not cause a lower pressure compared with the external environment can pre-exist or be installed in the place where the appliance is installed.

Extractor fans can cause malfunctions to the appliance if used in the same room.



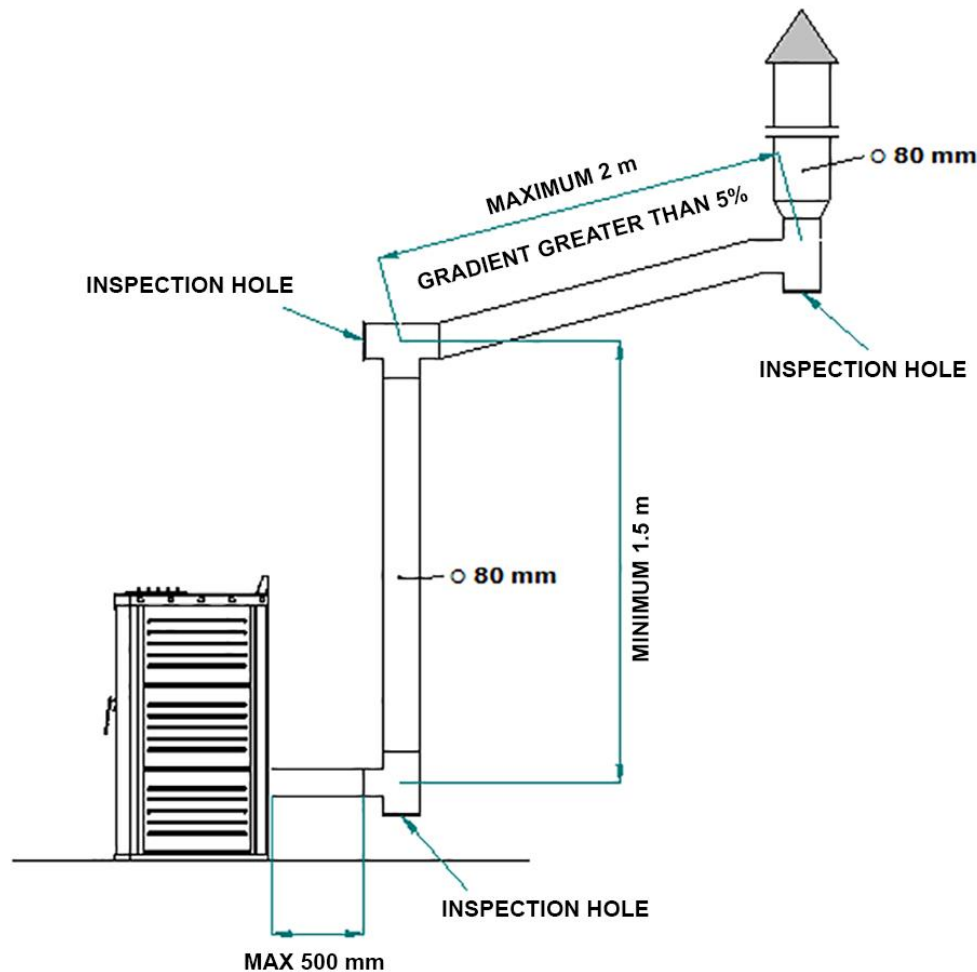
### The flue and connection to the same

The **flue** is an essential element for the efficient operation of the appliance. The flue must have a minimum cross-sectional area as that indicated in the technical specifications of the appliance (80 mm). Each product must be equipped with its own flue, without other adjoining elements (boilers, chimneys, stoves, etc.). The flue dimensions are closely related to its height, which must be measured from the appliance flue gas outlet to the base of the stack. In order to guarantee adequate draught, the surface of the chimney flue outlet must be double the flue cross-section. The discharge pipe for combustion products generated by the forced draught device, must comply with the following requirements:

- It must seal off the combustion gases, as well as being waterproof and suitably isolated and insulated in relation to the conditions of use (refer to UNI 9615);
- It must be made of suitable materials capable of withstanding normal mechanical stress, heat, and the effects of combustion gases and condensate, if any;
- It must go upwards after the vertical section, for the entire remaining part, with a minimum gradient of 5%. The sub-horizontal section must not have a length greater than  $\frac{1}{4}$  of the effective height H of the flue or chimney, and **must not be longer than 2,000 mm**;
- It must preferably have a round internal cross-section: square or rectangular cross-sections must have rounded corners with radius not inferior to 20 mm;
- It must have a constant, free and independent internal cross section;
- Rectangular cross-sections must have a maximum ratio of 1.5 between the sides;
- If the flue is installed externally, it must be insulated in order to prevent the flue gases from cooling and allowing condensation to form;
- Parts made from non-combustible materials (**it is absolutely prohibited the use of aluminium flue**) - capable of withstanding combustion gases and potential condensation - must be used for mounting the flue gas pipes (for the section from the appliance to the flue inlet);
- It is forbidden to use fibre cement pipes to connect the appliance to the flue;
- Flue gas conduits must not pass through rooms in which the installation of combustion devices is prohibited;
- The flue gas conduits must be assembled in such a way as to guarantee adequate sealing of flue gases during low pressure operation of the appliance;
- The installation of horizontal sections is prohibited;
- It is prohibited to use counter sloping elements;
- The flue gas pipe must allow for the recovery of soot or be cleanable, and must have a constant cross-section;
- It is forbidden to allow other air intake conduits and system pipes to transit inside the flue gas pipes, even if they are over-sized.

### FURTHER SPECIFICATIONS TO BE CONSIDERED

- The appliance works with the combustion chamber in depression and the flue pipe in pressure; **it is essential that the flue gas outlet is hermetically sealed.**
- The flue pipes inside the installation room must be made of a suitable material ([see current regulations](#)) and equipped with seal gaskets with a minimum diameter of 80 mm.
- The pipes must have a double wall (thermally insulated) or be suitably insulated with rock wool. The maximum temperature of the flue pipe inside the room must not exceed 70°C.
- IT IS MANDATORY TO HAVE AN INITIAL VERTICAL SECTION OF AT LEAST 1.5 MT IN ORDER TO GUARANTEE CORRECT FLUE GAS DISCHARGE.
- Every direction change must be carried out with a T-shaped fitting and inspection cap. The tubes must be air tight through special seals which resist up to 250° C. Attach the pipes to the wall with special collars to avoid any vibration.
- IT IS STRICTLY FORBIDDEN TO INSTALL DRAUGHT REGULATION VALVES (BUTTERFLY VALVES).



If the flue should be old or too big (internal diameter greater than 15 cm), duct the flue using a stainless steel pipe, properly insulated with rock wool or vermiculite, and sized according to the route. The connection to the flue must be appropriately sealed.

**When assembling the flue, there must be no more than 4 direction changes, including the initial T-shaped fitting.**

## Chimney

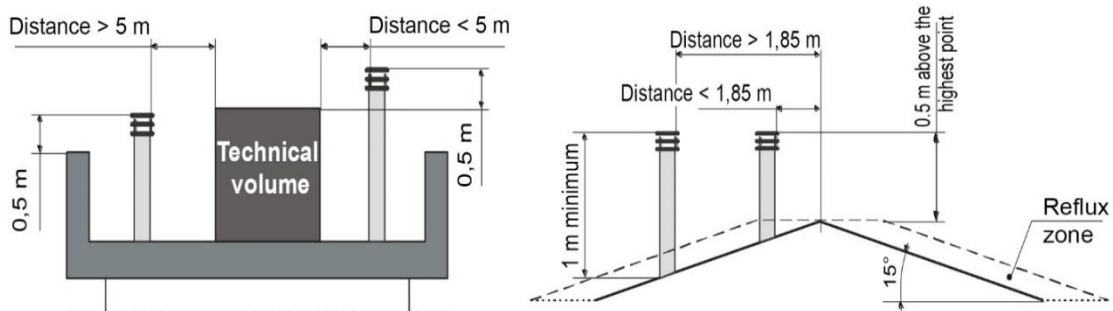
The **chimney** is a device crowning the flue, used to ease dispersion of combustion products.

It must satisfy the following requirements:

- It must have a usable outlet cross-section no less than double that of the flue onto which it is inserted;
- It must be shaped in such a way as to prevent rainwater or snow from seeping into the flue;
- It must be built in such a way as to ensure the discharge of combustion by-products even in the event of winds from every direction and inclination.

The outlet height (where height refers to the top of the flue, regardless of any chimney stacks) must be outside of the so-called reflux zone, in order to prevent the formation of counter-pressures preventing the free discharge of combustion by-products into the atmosphere.

It is therefore necessary that the minimum heights - indicated in the following diagrams - are observed:



## ELECTRICAL CONNECTION

The electric connection must only be performed by **qualified staff**, in compliance with all general and local safety standards.

**Check that the power supply voltage and frequency correspond to 220V – 50 Hz.**

The appliance's safety is ensured when it is properly connected to an efficient earthing system.

In the electric connection to the mains power supply, include a 6 A – Id 30 mA differential trip-switch with suitable breaking load. The electric connections, including the earth connection, must be made after shutting off the electrical system.

When completing the system, bear in mind that the cables must be laid in an unmovable manner and far from parts subject to high temperatures. During the final wiring of the circuit, only use components with a suitable electrical protection rating. Do not pass electric cables in the immediate vicinity of the flue gas pipe, unless they are insulated with suitable materials.

**NORDIC FIRE declines all responsibility for injury to persons and animals or damage to objects due to failure to connect the appliance to earth or to comply with IEC specifications.**

### Connection to the room thermostat or a room temperature sensor

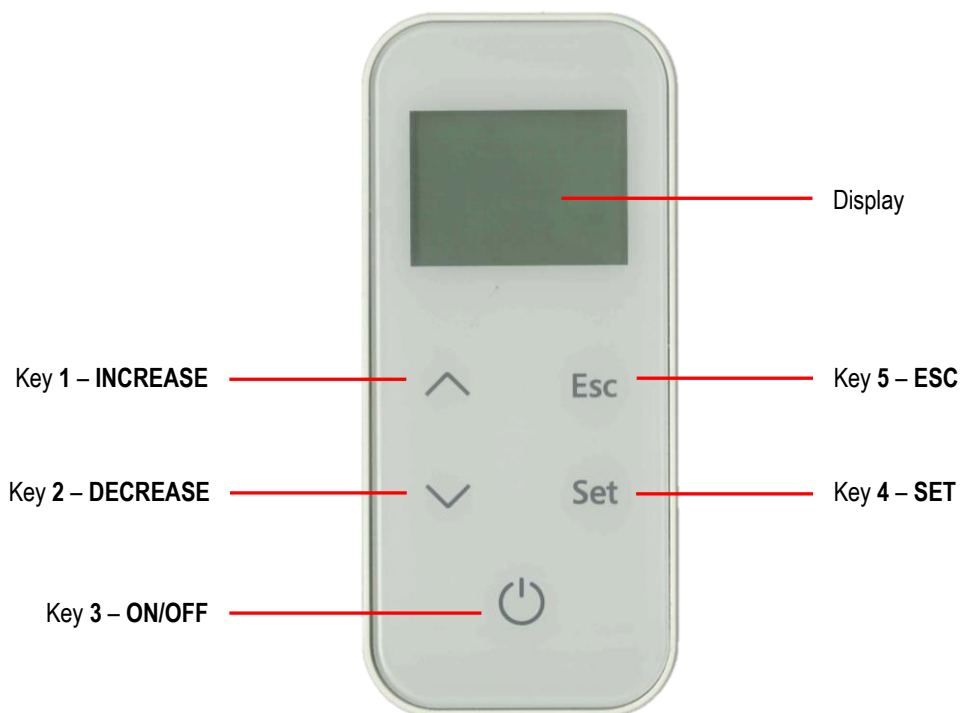
On the back of the appliance there are one or more terminal boards which are used to connect the room thermostat or room temperature sensor (see "Components of the appliance")

The table below describes the functions of the terminals on the rear panel of the appliance.

Terminal	Description	Type of control	Action
1	Main room	Only with room Thermostat *	With the contact CLOSED the appliance will continue to operate at the set power, independently of the SET ROOM (key 1) setting and the status of any other connected thermostats or temperature sensors. With the contact OPEN the appliance will switch to modulation mode as long as the room temperature set in the SET ROOM (key 1) setting is satisfied and any other connected thermostats or temperature sensors are satisfied.
2	Ducted room 1 (present only on models with one or two ducted outlets)	With room Thermostat * (Pr56 must be enabled with value T1 or T1+2)	With the contact CLOSED the appliance will continue to operate at the set power, independently of the SET ROOM (key 1) setting and the status of any other connected thermostats. With the contact OPEN the appliance will switch to modulation mode as long as the room temperature set in the SET ROOM (key 1) setting is satisfied and any other connected thermostats are satisfied. Ducted fan 1 will switch to modulation mode in any case.
		With Room sensor ** (Pr56 must be enabled with value S1 or S1+2)	Once the SET ROOM 1 temperature setting is reached (Menu 12-SET AMB. CAN.), the appliance will switch to modulation mode as long as the room temperature set in the SET ROOM (key 1) setting is satisfied and any other connected thermostats or temperature sensors are satisfied. Ducted fan 1 will switch to modulation mode in any case.
3	Ducted room 2 (present only on models with two ducted outlets)	With room Thermostat * (Pr56 must be enabled with value T2 or T1+2)	With the contact CLOSED the appliance will continue to operate at the set power, independently of the SET ROOM (key 1) setting and the status of any other connected thermostats. With the contact OPEN the appliance will switch to modulation mode as long as the room temperature set in the SET ROOM (key 1) setting is satisfied and any other connected thermostats are satisfied. Ducted fan 2 will switch to modulation mode in any case.
		With Room sensor ** (Pr56 must be enabled with value S2 or S1+2)	Once the SET ROOM 2 temperature setting is reached (Menu 12-SET ROOM. CAN.), the appliance will switch to modulation mode as long as the room temperature set in the SET ROOM (key 1) setting is satisfied and any other connected thermostats or temperature sensors are satisfied. Ducted fan 2 will switch to modulation mode in any case.

\* Connect a room thermostat with no power to manage a simple clean contact, preferably with a hysteresis value that can be calibrated.

\*\* Connect a type "NTC 10K ± 1%" room sensor.

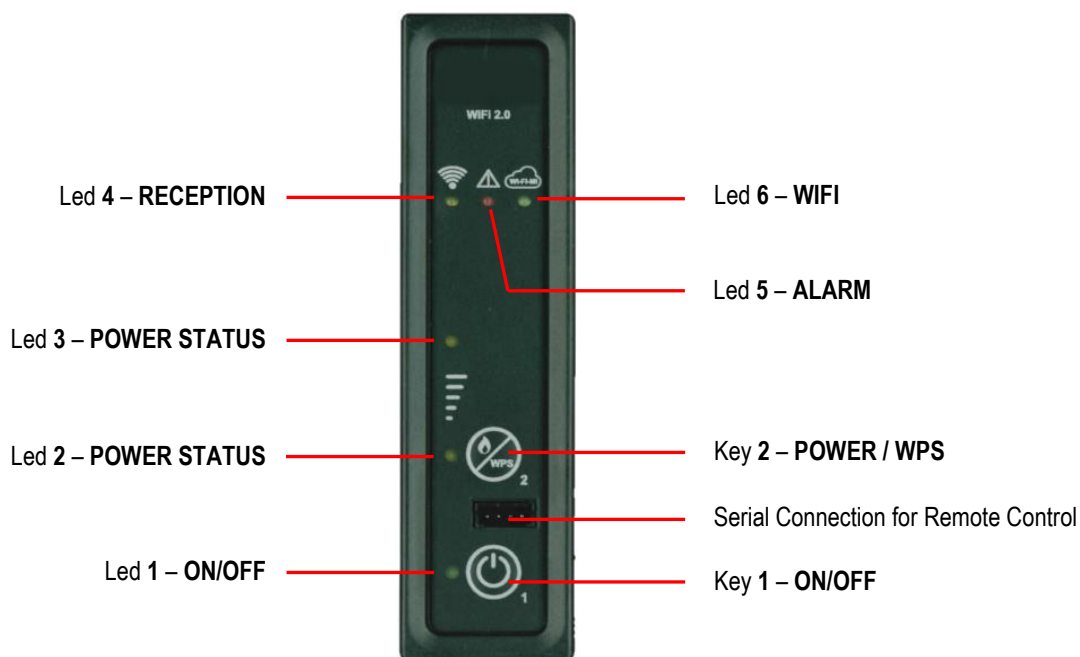
**DESCRIPTION OF COMPONENTS****Remote control**

The remote control must be fitted with 3 AAA 1.5 V batteries (mod. LR03 / MN2400); The battery life depends on how often the remote control is used.

The table explains how the keys on the remote control work.

Key	Description	Mode	Action
1	INCREASE	On the first press...	Allows you to modify the room temperature "SET ROOM".
		Programming mode..	Changes/increases the value of the selected menu item. Increases the room temperature setting/operating power. In "SET DUCTING" mode, it modifies the value of ducting 2.
2	DECREASE	On the first press...	Allows you to modify the operating power "SET POWER".
		Programming mode..	Changes/decreases the value of the selected menu item. Decreases the room temperature setting/operating power. In "SET DUCTING" mode, it modifies the value of ducting 1.
3	ON/OFF	On the first press...	Activates the display.
		Working..	Switches the appliance off when pressed for 2 seconds.
		Off..	Switches the appliance on when pressed for 2 seconds.
		In alarm block..	Releases the alarm.
		Menu/programming mode..	Moves you to the previous menu level, not saving the changes made.
4	SET	On the first press...	Enters the user menu.
		Menu mode..	Moves you to the next menu item, storing the changes made.
		Programming mode..	Moves you to the next submenu item, storing the changes made.
5	ESC	On the first press...	Allows you to modify the speed of the ducted fans "SET DUCTING".
		Menu mode..	Moves you to the previous menu item, storing the changes made.
		Programming mode..	Moves you to the previous submenu item, storing the changes made.

## Support panel



The table explains how the keys on the support panel work.

Key	Description	Mode	Action
1	ON/OFF	Working..	Switches the appliance off when pressed for 2 seconds.
		Off..	Switches the appliance on when pressed for 2 seconds.
		In alarm block..	Releases the alarm.
2	POWER	Each press...	Modifies the operating power “SET POWER”, choosing from the 3 available power settings (1, 3 or 5).
		With long press 6 seconds ...	It allows the WiFi module to enter WPS mode to facilitate connection to the WiFi network of the home modem (it is also necessary to hold down the WPS button of the modem, according to its characteristics).

The table explains how the LEDs on the support panel work.

LED	Description	Status	Action
1	ON/OFF	Off	The appliance is off.
		Flashing	The appliance is shutting down.
		On	The appliance is on.
2 and 3	POWER STATUS	Led 2 On, Led 3 Off	Power set to setting 1.
		Led 2 On, Led 3 On	Power set to setting 3.
		Led 2 Off, Led 3 On	Power set to setting 5.
4	RECEPTION	On	On when the card receives a signal from the remote control.
5	ALARM	On	The appliance is in alarm.
6	WIFI	Off	The appliance is not connected to a Wifi network.
		Slow flashing	The WiFi module is in Access Point mode (waiting for connection to the network).
		Fast flashing	The WiFi module is in WPS (signal search) mode.
		On	The appliance is connected to a Wifi network.

The support panel allows you to control basic functions governing the operation of the appliance in the absence of the remote control.

The following operations can be carried out:

- **SWITCH ON/OFF**: holding key 1 (On/Off) down for 2 seconds
- **MODIFY OPERATING POWER**: each press of key 2 (Power) varies the operating power by selecting one of the three available power settings (1, 3 or 5). With the help of LEDs 2 and 3 (Power status) you can check the set power setting ([see LED table](#)).

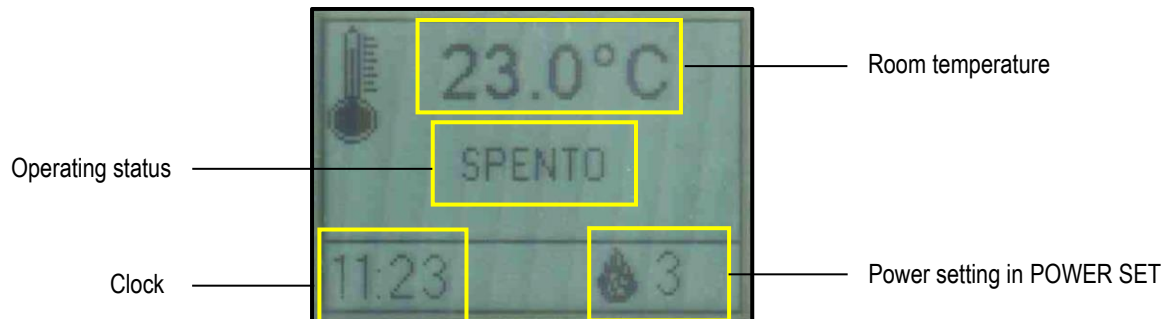


## Display

The remote control display shows information concerning the operating status of the appliance.

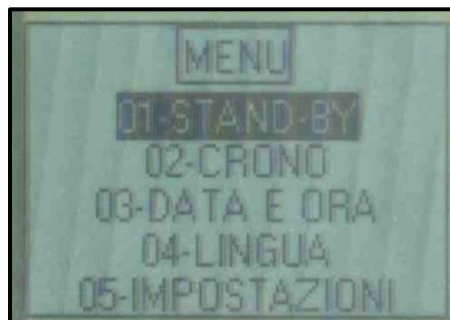
The display is activated by pressing key 3 (On/Off).

The figure below shows the display when the appliance is in normal operating mode.



After turning on the menu using key 4 (Set), it is possible to choose from many types of display and available settings according to the selected menu.

The following diagram shows the display when navigating the menu.



## THE MENU

Access the Menu by pressing key 4 (Set) on the remote control.

The menu is divided into different items and levels, providing access to the programming and settings options of the appliance.

Keys 1 and 2 (Increase and Decrease) allow you to select the menus to be modified.

Key 4 (Set) accesses the menu to be modified, storing the changes made previously.

Key 5 (Esc) returns you to the previous menu item, storing the changes made previously.

Inside the menu to be modified, use keys 1 and 2 (Increase and Decrease) to modify the value set in the selected menu.

Listed below are the menus present on the PCB, with the relevant explanations.

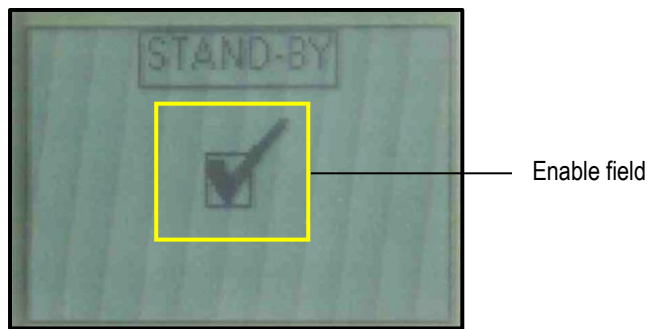
### MENU 01 – STAND-BY

If disabled, the switching off of the appliance once the “SET ROOM” temperature setting has been reached is excluded. The operating power will however be modulated; the display will show the word “MODULATION”

If enabled the appliance will enter modulation mode and/or switch off if the temperature set in “SET ROOM” is reached. During the modulation stage the display will show the words “OK ST-BY”; when switched off it will show “STAND-BY”.



The image below shows the screen when STAND-BY is enabled:



## MENU 02 – TIMER

Allows you to access the different timer programmes (daily, weekly and weekend).

In order to avoid any undesired switching on/off operations, only activate and use a single programme at a time (daily, weekly or weekend programme).

### • Sub-menu 02 – 01 – Enable timer

Allows you to globally enable and disable all timer functions. For the correct operation it is recommended to enable it using keys 1 or 2 (Increase and Decrease) when at least one on/off programme (daily, weekly or weekend programme) is activated.

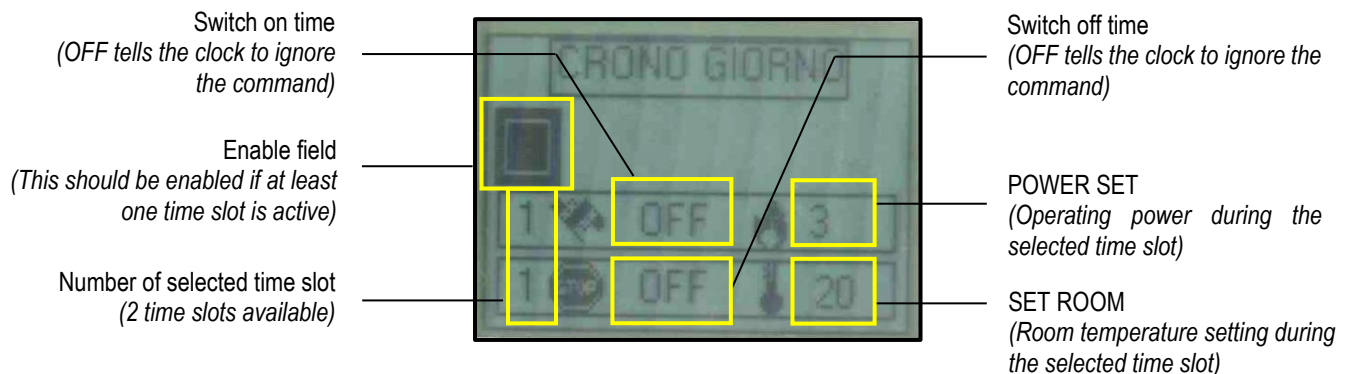
The image below shows the screen when the Timer is enabled:



### • Sub-menu 02 – 02 – Daily timer

Allows you to enable, disable and set the daily timer functions.

The daily timer has two operating time slots can be set according to the following table (it is not essential to use both at the same time):

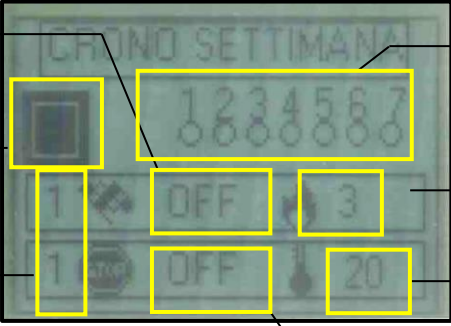


- Keys 1 and 2 (Increase and Decrease) allow you to modify the selected value.
- Key 4 (Set) selects the subsequent value.
- Key 5 (Esc) selects the previous value.
- Key 3 (ON/OFF) takes you back to the previous menu item.

### • Sub-menu 02 – 03 – Weekly timer

Allows you to enable, disable and set the timer weekly program functions.

The weekly timer has four operating time slots can be set according to the following table (it is not essential to use all of them at the same time):



Switch on time  
(OFF tells the clock to ignore the command)

Enable field  
(This should be enabled if at least one time slot is active)

Number of selected time slot  
(4 time slots available)

Days display field enabled:  
1-Monday / 2-Tuesday / 3-Wednesday / 4-Thursday / 5-Friday / 6-Saturday / 7-Sunday  
(When the dot is full, that day is active)

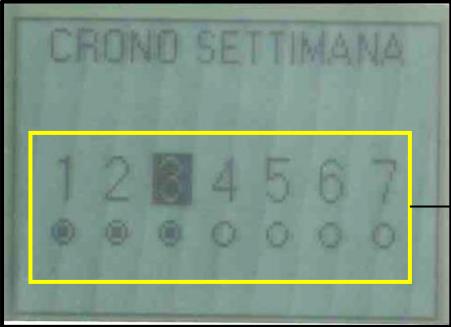
POWER SET  
(Operating power during the selected time slot)

SET ROOM  
(Room temperature setting during the selected time slot)

Switch off time  
(OFF tells the clock to ignore the command)

- Keys 1 and 2 (Increase and Decrease) allow you to modify the selected value.
- Key 4 (Set) selects the subsequent value.
- Key 5 (Esc) selects the previous value.
- Key 3 (ON/OFF) takes you back to the previous menu item.

After having set the switch on and off times and the power and temperature settings, you must choose the days on which to activate that time slot. Below is the screen display for the enabling days:

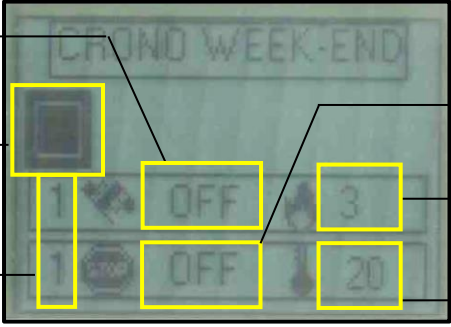


Enable days field:  
1-Monday / 2-Tuesday / 3-Wednesday / 4-Thursday / 5-Friday / 6-Saturday / 7-Sunday  
(When the dot is full, that day is active)

- Key 1 (Increase) enables the selected day.
- Key 2 (Decrease) disables the selected day.
- Key 4 (Set) selects the subsequent day.
- Key 5 (Esc) selects the previous day.
- Key 3 (ON/OFF) takes you back to the previous menu item.

### • Sub-menu 02 – 04 – Weekend Timer

Enables/disables/sets the programmable timer's weekend functions (valid on Saturday and Sunday).



Switch on time  
(OFF tells the clock to ignore the command)

Enable field  
(This should be enabled if at least one time slot is active)

Number of selected time slot  
(2 time slots available)

Switch off time  
(OFF tells the clock to ignore the command)

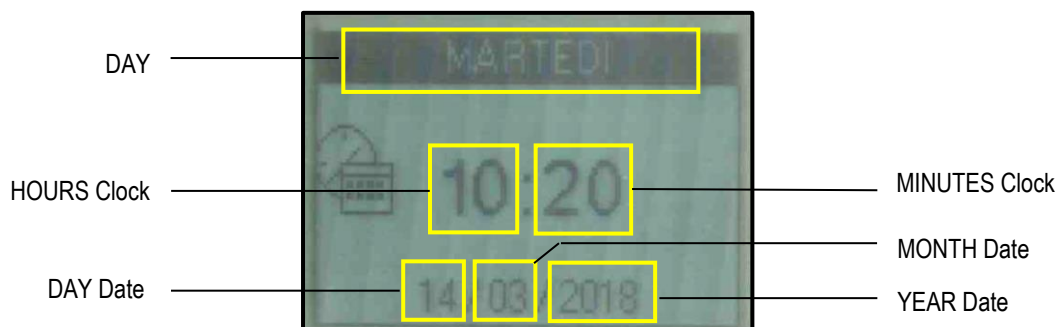
POWER SET  
(Operating power during the selected time slot)

SET ROOM  
(Room temperature setting during the selected time slot)

- Keys 1 and 2 (Increase and Decrease) allow you to modify the selected value.
- Key 4 (Set) selects the subsequent value.
- Key 5 (Esc) selects the previous value.
- Key 3 (ON/OFF) takes you back to the previous menu item.

**MENU 03 – DATE AND TIME**

Allows for setting the current day, date and time.



- Keys 1 and 2 (Increase and Decrease) allow you to modify the selected value.
- Key 4 (Set) selects the subsequent value.
- Key 5 (Esc) selects the previous value.
- Key 3 (ON/OFF) takes you back to the previous menu item.

**MENU 04 – LANGUAGE**

Allows you to select the dialogue language from the available choices (Italian, English, French, German and Spanish).

**MENU 05 – SETTINGS**

Allows you to adjust the different settings on the remote control.

The table below shows the settings and their meanings:

<i>Menu</i>	<i>Meaning</i>	<i>Values that can be set *</i>
<b>CARD BEEP</b>	Enables/disables the beep sound made by the power card	ON – OFF
<b>DISPLAY ILLUMINATION</b>	Regulates the duration of the display illumination	2 / 10 secs
<b>DISPLAY ON</b>	Regulates the duration of the display activation	15 / 60 secs – ON
<b>DISPLAY BRIGHTNESS</b>	Enables/disables display illumination	ON – OFF
<b>DISPLAY CONTRAST</b>	Regulates the display contrast	15 / 60 #
<b>KEY BEEP</b>	Enables/disables the beep sound made each time a key on the remote control is pressed	ON – OFF

\* The values set affect the life of the batteries fitted in the remote control.

**MENU 06 – INITIAL LOAD**

Enables pellet pre-loading for 90" when the appliance is switched off and cooled down. Start the function with key 1 (Increase) and stop with key 3 (On/Off). This may be useful if the appliance is switched on after the tank has been completely emptied, or when it is filled for the first time. **Warning: once the operation has been completed, before switching on the appliance you should remove any accumulation of pellets deposited inside the ash drawer.**

**MENU 07 – FIREPLACE STATUS**

Allows for viewing the current status of the appliance, by showing the operating conditions of the various devices connected to it. Several pages are displayed in succession. The data is reserved for Technical assistance Centre.

The table below shows the various devices and their meanings:

<i>Display</i>	<i>Meaning</i>
<b>L04-270218 (example)</b>	Firmware code loaded in the control unit.
<b>ARIA 1.0 (example)</b>	Firmware code loaded in the remote control.
<b>F.GS.T</b>	Indicates the temperature read by the sensor inside the combustion chamber.
<b>R.TMP.</b>	Indicates the room temperature as measured by the sensor inside the remote control.
<b>R.TMP 1</b>	If a temperature sensor is connected, this indicates the temperature in ducted room 1 measured by the same. If a room thermostat is connected, this indicates the status of the same (OFF = R.T. contact OPEN = Thermostat not in demand)

	(ON = R.T. contact CLOSED = Thermostat in demand)
<b>R.TMP 2</b>	If a temperature sensor is connected, this indicates the temperature in ducted room 2 measured by the same. If a room thermostat is connected, this indicates the status of the same (OFF = R.T. contact OPEN = Thermostat not in demand) (ON = R.T. contact CLOSED = Thermostat in demand)
<b>EX.RPM</b>	Indicates the speed of the flue extractor fan.
<b>LOAD</b>	Indicates the pellet loading interval.
<b>R.T. STATUS</b>	Indicates the status of the main room thermostat. (OFF = R.T. contact OPEN = Thermostat not in demand) (ON = R.T. contact CLOSED = Thermostat in demand)
<b>SPE.AIR</b>	Indicates the speed of the front air fan.
<b>SPE.DUC1</b>	Indicates the speed of ducted air fan 1.
<b>SPE.DUC2</b>	Indicates the speed of ducted air fan 2.
<b>TIMER 1</b>	Indicates the end (minutes) of the current operating phase.
<b>TIMER 2</b>	Indicates the end (seconds) of the current operating phase.
<b>DEL.ALARM</b>	Indicates in an alarm state, the time (seconds) before the alarm condition is shown on the display.
<b>T.CARD.</b>	Indicates the temperature read by the sensor inside the control unit.
<b>CLEANER</b>	Indicates the status of the brazier cleaner. (OFF = Contact OPEN = Brazier not aligned) (ON = Contact CLOSED = Brazier aligned)
<b>LEV.PELLET</b>	Indicates the status of the pellet level sensor in the tank. (OFF = Sensor covered = Pellets in the tank above the reserve limit) (ON = Sensor covered = Pellets in the tank below the reserve limit)
<b>SERVICE</b>	Indicates the hours remaining before servicing, to be requested from the Technical Assistance Centre.

**MENU 08 – WIFI STATUS** (*Menu not used*)**MENU 09 – USER CALIBRATION \***

Menu dedicated to expert users only; allows you to carry out a limited calibration of the pellet load (PELLET TYPE) and flue gas extractor (FLUE TYPE) as shown in the table below:

Menu	Meaning	Values that can be set
<b>PELLET TYPE</b>	By increasing the value by a single unit, the pellet load is increased by approximately 4%.	-4 / +4
	By decreasing the value by a single unit, the pellet load is decreased by approximately 4%.	
<b>FLUE TYPE</b>	By increasing the value by a single unit, the flue gas extraction speed (and thereby the intake of combustion air) is increased by approximately 3%.	-4 / +4
	By decreasing the value by a single unit, the flue gas extraction speed (and thereby the intake of combustion air) is decreased by approximately 3%.	

**\* Access by non-expert users can cause serious damage to the equipment, to things and the environment as well as personal injuries. NORDIC FIRE declines any responsibility for damages arising from inappropriate calibration.**

**MENU 10 – TECHNICAL CALIBRATION**

Allows you to access all data reserved for the Technical Assistance Centre. Access is protected by a password. Unauthorised access can cause serious damage to the equipment, to things and the environment as well as personal injuries.

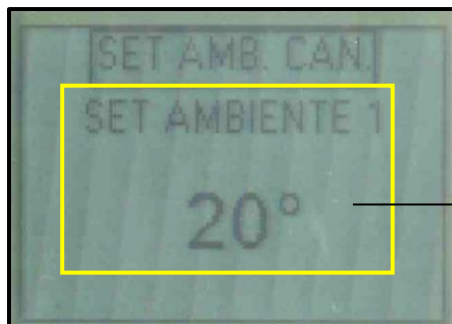
**MENU 11 – RELAX FUNCTION** (*Menu not available*)

Allows for reducing the front air fan speed for a pre-set time (90 min).

**MENU 12 – SET ROOM. DUC.** (*Menu displayed only on models with this function*)

Allows you to access and modify the room temperature of zone 1 and zone 2 controlled by the associated fans (see also “*Modify ducted air speed Set values*”)

The image below shows the screen for the "SET DUCTED ROOM" menu item:



SET ROOM ZONE 1  
(Room temperature for zone 1,  
can be set at values between  
07°C and 40°C)

To modify the room temperature, select the "SET DUCTED ROOM" to be modified ("SET ROOM 1" or "SET ROOM 2") by pressing keys 4 (Set) or 5 (Esc). Press keys 1 and 2 (Increase and Decrease) to adjust the value; values between 07°C and 40°C can be set. Press key 3 (On/Off) to exit the menu, saving the set value.

## INITIAL CONFIGURATIONS

### Connecting the remote control

The first time the product is powered or any time you want to change the connection channel, the remote control must be interfaced with the support panel fitted on the appliance. This should be carried out as follows:

1. Press keys 3 (On/Off) and 4 (Set) on the remote control for several seconds.
2. The words "MENU' RADIO ID" will appear, along with the channel the remote control is linked to if it has already been configured.
3. Using key 2 (Decrease) on the remote control, choose "NEW", then confirm by pressing key 4 (Set).
4. Using keys 1 or 2 (Increase or Decrease) on the remote control, choose the channel to connect to. Do not confirm by pressing key 4 (Set).
5. Press keys 1 (On/Off) and 2 (Power) on the support panel at the same time, holding them down until all the LEDs are lit.
6. Confirm the channel selected previously by pressing key 4 (Set) on the remote control; the remote control will begin searching for a channel to connect to.
7. If the operation has been performed correctly, the user screen for the appliance will appear on the remote control. If this is not the case, it will display a message saying the channel was not found; repeat the operation in this case.

### Connection to the WiFi network

The appliance is equipped with a Wi-Fi board that enables it to be remotely controlled via the "NORDIC FIRE 2.0" App, which can be downloaded to smartphones or tablets from various stores (Apple, Android, etc.).

The procedure for connecting the Wi-Fi board to the domestic network is explained below:

1. Power the appliance by touching the "ON/OFF main switch" located on the rear of the appliance itself.
2. Download and install the "NORDIC FIRE 2.0" App on your device.
3. Access the "NORDIC FIRE 2.0" App and select "Add Stove", following the guided procedure.

## INITIAL START-UP

### First start-up

Perform the following operations:

- Connect the appliance to the electrical system by using the provided cable;
- Set the “power ON/OFF switch” on the rear side of the appliance to “I” (on);
- Fill the pellet tank; for the first ever ignition, to avoid wasting the time required for filling the entire screw feed channel (**this should be done every time the appliance runs out of pellets**), we recommend you follow the instructions in the “MENU 06 – INITIAL LOAD”;
- Switch on the appliance using the “ON/OFF” key on the remote control (key 3) or on the support panel (key 1). See the instructions below. **Warning: before switching on the device make sure that the brazier is clean and there are no pellets inside it; otherwise it is necessary to empty and/or clean the brazier.**

We recommend that you use high quality pellets so as not to impair the operation of the appliance. Damage caused by poor-quality pellets shall not be covered by the warranty.

Do not pour pellets manually into the brazier.

### Ignition cycle

Holding down key 3 (On/Off) on the remote control or key 1 (On/Off) on the support panel, will switch on the appliance.

The ignition cycle can last 20/25 minutes max. and is divided into five steps:

Phase	Display	Meaning	Duration
1°	CHECK UP	Brazier cleaning cycle	Approx. 30 seconds
2°	PELLET LOADING	Pre-loading of pellets into the brazier (continuous loading of pellets) to sufficiently fill the brazier to allow for ignition	Approx. 4 minutes
3°	FLAME STAND-BY	Wait before flame ignition after pre-loading (pellet loading suspended)	Approx. 4 minutes
4°	FLAME STAND-BY / PELLET LOADING	Loading of pellets into brazier (intermittent pellet loading)	Cannot be determined
5°	STABILISATION	Flame stabilisation, allowing uniform ignition of all pellets unburnt during the previous stages.	Approx. 8 minutes

At the end of the ignition cycle, the appliance switches to working mode at the power level set in “SET POWER”.

If the ignition fails, the display will show the alarm “IGNITION FAILED”.

**The alarm may also occur if the brazier is dirty; in this case, clean the brazier and re-start.**

**Warning: during the ignition phase and normal operation of the appliance, maintain the necessary safety distance and do not stand in front of it.**

### Working mode

During the normal working phase, by pressing key 1 (Increase), you can set the “SET ROOM” (room temperature). When this temperature is reached, the appliance enters economy mode operation “MODULATION”, as long as all connected thermostats and temperature sensors are satisfied (*See also “Connection to the room thermostat or an additional room temperature sensor”*).

- With “Menu 01-STAND-BY” enabled, the appliance will automatically switch off, switching to “OK ST-BY” status after the time set in Pr44 (*factory setting: 10 minutes*); once the switching off phase is complete, the appliance will automatically switch back on if the room temperature falls below the temperature differential set in Pr43 (*factory setting: 1°C*) i.e. **Room temperature < (“SET ROOM” – Pr43)**.
- With “Menu 01-STAND-BY” disabled, the appliance will switch to MODULATION mode once the set room temperature has been reached and it will not automatically switch off.

If the above condition occurs when the switch-off cycle is not yet completed, please wait until the cycle is complete.

The cleaning cycle of the brazier (displayed under “BRAZIER CLEANING”) is done at predetermined time intervals for an established period (*see “PCB parameters”*).



### Switch-off cycle

Pressing key 3 (On/Off) on the remote control or key 1 (On/Off) on the support panel, will switch off the appliance. The display will show **"SWITCHING OFF"**. The pellet loading stops and the flue gas extractor speed increases to maximum and then switches off after the cooling of the appliance, displaying **"OFF"**. During this stage the brazier is emptied and cleaned.

### Modifying the main room temperature Setting

- To modify the room temperature, simply select "SET ROOM" by pressing button 1 (Increase).
- Press keys 1 and 2 (Increase and Decrease) to adjust the value and confirm by pressing key 4 (Set) or 5 (Esc); values between 07°C and 40°C can be set.
- Pressing key 3 (On/Off) or waiting a few seconds without confirming will mean that the set value is not saved.

During this operation, the display will appear as in the following picture:



SET ROOM  
(Room temperature for the main room, can be set at values between 07°C and 40°C)

During the working mode, the appliance enters economy mode operation - "MODULATION" when that temperature value is reached (See "Working mode").

### Modifying the power Setting

- To modify the working power you must select "SET POWER" by pressing key 2 (Decrease).
- Press keys 1 and 2 (Increase and Decrease) to adjust the value and confirm by pressing key 4 (Set) or 5 (Esc); power values between 1 and 5 can be set.
- Pressing key 3 (On/Off) or waiting a few seconds without confirming will mean that the set value is not saved.

During this operation, the display will appear as in the following picture:

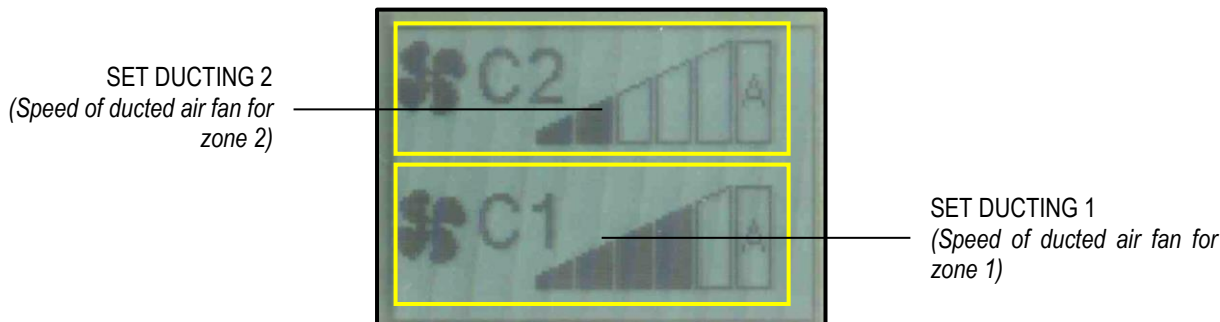


POWER SET  
(Working power values between 1 and 5 can be set.)

### Modify ducted air speed Set values

- To modify the speed of the ducted air fans (1 or 2 according to the model), select "SET DUCTING" by pressing key 5 (Esc).
- Press key 2 (Decrease) to modify the value for the ducted air fan for zone 1 and confirm by pressing key 4 (Set) or 5 (Esc); the value can be set manually from 1 to 5, or set to automatic (A) connected with the value set in "SET POWER" (see "Modifying the power Setting").
- Press key 1 (Increase) to modify the value for the ducted air fan for zone 2 and confirm by pressing key 4 (Set) or 5 (Esc); the value can be set manually from 1 to 5, or set to automatic (A) connected with the value set in "SET POWER" (see "Modifying the power Setting").
- Pressing key 3 (On/Off) or waiting a few seconds without confirming will mean that the set value is not saved.

During this operation, the display will appear as in the following picture:



### Modifying the temperature Setting for ducted rooms

See the chapter on **"THE MENU"** under the section **"Menu 12 – Set Room. Duc."**.

## PROBLEMS, ALARMS, USEFUL ADVICES

### Useful info...

Listed below is some important information regarding the appliance:

- It is normal for the appliance to emit a smell of paint during its first few days of operation. We recommend ventilating the installation room during the initial start-up. For the first few days of operation we also recommend that you run the appliance at high power.
- The boiler unit is treated with anti-oxidant paint in order to protect it against oxidation in the event of long periods of inactivity. After initial start-up, this paint no longer preserves its original features and any wear of the paint inside the combustion chamber should not be regarded as a manufacturing fault.
- Do not clean with water inside the combustion chamber; any oxidation of the combustion chamber after a long period of inactivity is not to be considered as a manufacturing fault.
- Any perceived noise during operation may be caused by the expansion settling of the plates that make up the boiler unit. These noises are accentuated especially during ignition and switching off phases of the appliance and are not to be considered a manufacturing fault.
- If ignition fails, empty the pellets out of the brazier; only then should you reignite the appliance.
- Any perceived smoke smell (especially during ignition) is not to be considered a manufacturing fault.
- The appliance works exclusively with wooden pellets; do not burn different fuels.
- The noise level of the appliance is emphasised if the pellet container is empty. Therefore we recommend that you always keep the pellet level to at least half tank.
- If there is soot and fine particulate in the room where the appliance is installed, check the seal on the flue gas pipes and the filter of the ash vacuum device used for cleaning.

### What happens if...

#### ...the pellets do not ignite

If the ignition fails, the display will show the alarm message **"IGNITION FAILED"**.

Cancel the alarm and reset the appliance to standard condition by pressing key 3 (On/Off) for a few seconds.

**If ignition fails, empty the pellets out of the brazier; only then should you reignite the appliance.**

#### ...the fire door is open or not properly closed

If the door is left open or not properly closed, the pellet loading will not start, therefore the appliance will not switch itself on. If the door is opened during normal operation, the appliance switches to **"THERMAL SAFETY"** alarm.

#### ...the pellet container door is open or not properly closed

If the pellet container door is left open or not properly closed, the pellet loading will not start, therefore the appliance will not switch itself on. If the door is opened during normal operation, the appliance switches to **"DEPRESS.-FAILURE"** alarm.

#### ...the flue pipe is dirty, blocked or not correctly installed

If the flue is dirty, blocked or incorrectly manufactured, pellet loading will not start, thus the appliance will not switch itself on. If the flue is obstructed during normal operation, the appliance switches to **"DEPRESS.-FAILURE"** alarm.



**...the pellet tank goes in over-temperature**

If the pellet container is overheated (>85°C), the pellets will not be loaded because the manual reset thermostat cuts in. If this happens during normal operation, the appliance switches to “*THERMAL SAFETY*” alarm. It is therefore necessary to reset the “*manual reset thermostat*” (see “*Components of the appliance*”) before switching the appliance on again. To reset, it is necessary to remove the black cap and press the button below.

**...lack of power (blackout)**

If a power blackout occurs for a shorter time than Pr48, when power is restored, the appliance will immediately re-start in the working mode (recovering the set working power).

If the outage lasts longer than Pr48, when power is restored, the appliance will enter the “*STAND-BY CLE*” (*stand-by*) mode running the entire switch-off and cleaning cycle until cooling. When this phase is over, the appliance can be restarted resuming work at the set power.

Previous state	Black-out duration	State after power restore
OFF	any	OFF
CHECK UP	any	CHECK UP
PELLET LOADING	any	BLACK OUT ALARM
FLAME STAND-BY	any	BLACK OUT ALARM
FLAME STAND-BY / PELLET LOADING	any	BLACK OUT ALARM
STABILISATION	Duration < Pr48	STABILISATION
STABILISATION	Duration > Pr48	STAND-BY CLE with automatic re-ignition after machine cooling
WORK (any phase)	Duration < Pr48	WORK (any phase)
WORK (any phase)	Duration > Pr48	STAND-BY CLE with automatic re-ignition after machine cooling
BRAZIER CLEANING	Duration < Pr48	BRAZIER CLEANING
BRAZIER CLEANING	Duration > Pr48	STAND-BY CLE with automatic re-ignition after machine cooling
SWITCHING OFF	any	SWITCHING OFF and after cooling OFF
STAND-BY	any	STAND-BY

**Alarm signals**

The following table describes the different alarms which may appear.

DISPLAY VISUALISATION	ORIGIN OF ALARM
AL 01 – <b>BLACK OUT</b>	Black-out alarm. When power is cut off under determined conditions (see “ <i>What happens if...</i> ”).
AL 02 – <b>TEMP. F.GAS</b>	Faulty or disconnected flue gas temperature sensor.
AL 03 – <b>REG. ENCODER</b>	This occurs when the speed detected by the flue gas extractor does not correspond with the set speed.
AL 04 – <b>NO ENCODER</b>	Flue gas extractor or flue gas extractor encoder faulty. This occurs when the encoder (tachometer) in the extractor detects an extractor speed equal to 0.
AL 05 – <b>IGNIT. FAILED</b>	No ignition. This occurs when the minimum temperature in the combustion chamber (Pr13) is not reached within the maximum ignition cycle time (Pr01).
AL 06 – <b>PELLET CHECK</b>	Sudden shut-down during the work phase. This occurs when, during the work phase, the temperature in the combustion chamber drops below the minimum threshold (Pr13).
AL 07 – <b>THERM. SAFETY</b>	Temperature safety device. This occurs when the safety thermostat (pellet container over temperature) or the fire door open or not correctly closed cuts in. If the safety thermostat cuts in the appliance must be manually rearmed (see “ <i>Components of the appliance</i> ”).
AL 08 – <b>DEPRESS.-FAILURE</b>	Poor depression. This occurs when the flue gas pressure switch cuts in due to poor draught in the flue pipe or the pellet container door is open.
AL 10 – <b>SCREW FEED SAFETY</b>	This occurs when a continuous loading of pellets takes place (the screw feed gear motor does not stop for at least 0.2 seconds during the maximum work interval of 8.0 seconds). Before the alarm is activated a safety relay cuts in and forcibly cuts off the power supply to the gear motor.
AL 11 – <b>INSUFFICIENT DRAUGHT</b>	This occurs when the flow of combustion air is less than the set threshold. NOT USED ON THIS PRODUCT.
AL 12 – <b>CLEANER FAULT</b>	This occurs when the brazier is not correctly aligned during the cleaning procedure (either during start-up or shut-down).

Every alarm causes the appliance to switch-off immediately. The alarm state is reached after the time set on Pr11 (set as default at 90”) and it can be reset by pressing button 3 for a while. In the event of a fault, contact the *NORDIC FIRE Authorised technical assistance centre*.

## CLEANING AND MAINTENANCE

### Precautions before cleaning

Before carrying out any cleaning or maintenance operations, make sure that:

- the appliance is off and has cooled down completely;
- the ash is completely cold.
- the ash vacuum device used for cleaning is suitable and its filter is in good condition.

Before re-starting the appliance, re-install all previously removed components.

During cleaning operations, use the personal protection devices specified in Directive 89/391/EEC.

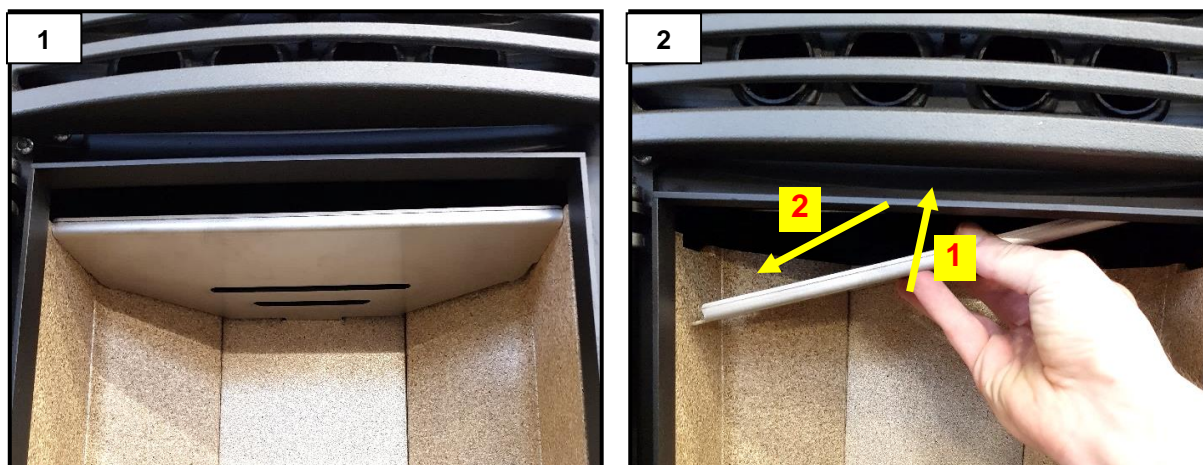
The required cleaning frequency depends on the type and quality of the pellets used. The schedule indicated below may therefore vary.

**Any problem affecting the appliance caused by lack of cleaning will not be covered by the warranty. The failure of these operations could affect the safety of the product.**

Cleaning operations may be carried out by the end user, as indicated in the paragraph below.

### Routine cleaning

The ordinary cleaning of the appliance must be done at least every 30 hours of operation or after 6-8 ignition cycles, so as to always guarantee efficient performance and optimal operation. Please proceed as follows:



Remove the flame arrester as shown in the diagram (fig. 1 and 2).



Use the dedicated *front heat exchanger cleaning hook* to lift the rod and move it backwards and forwards to clean the air heat exchanger of combustion residues (fig. 3).

Empty the ash drawer (fig. 4).

The ash tray on VIKTOR 10, VIKTOR 12, TJALLMO can be inspected by opening the bottom front panel and unscrewing the two underlying hand wheels.

Remove the ring covering the brazier and remove the combustion residues (fig. 5).





Use a suitable ash vacuum device to remove any ash deposited in the brazier (fig. 6) and around the brazier (fig. 7).

**WARNING:** use suitable ash vacuum devices equipped with a fine mesh filter in order to prevent ash from being blown into the room and to prevent damaging the vacuum cleaner. We do not recommend the use of normal vacuum cleaners.

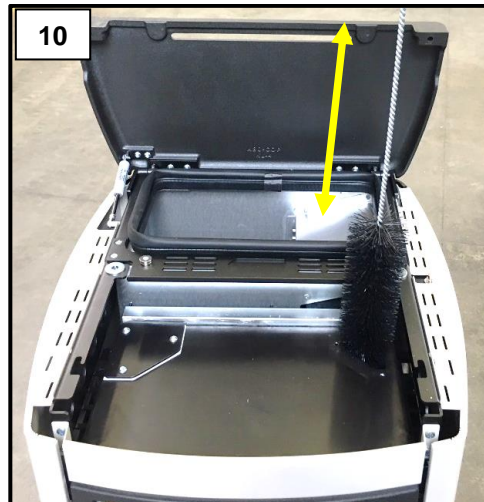
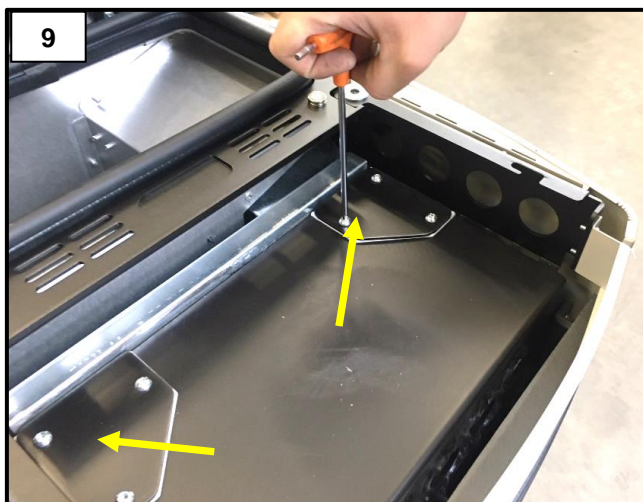
### Non-routine cleaning

The extraordinary cleaning of the appliance must be done at least every 30 days so as to always guarantee efficient performance and optimal operation. Please proceed as follows:

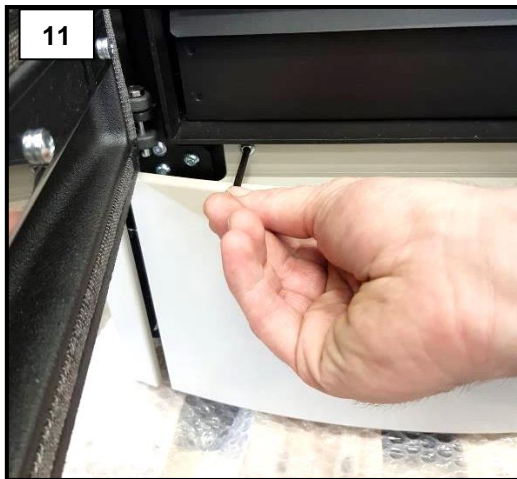
Perform routine cleaning;



Remove the cast iron top, undoing the two screws shown in the picture (fig. 8).



After having removed the two inspection plates in the picture (fig. 9), clean the right and left flue gas conduits with a brush (fig. 10).

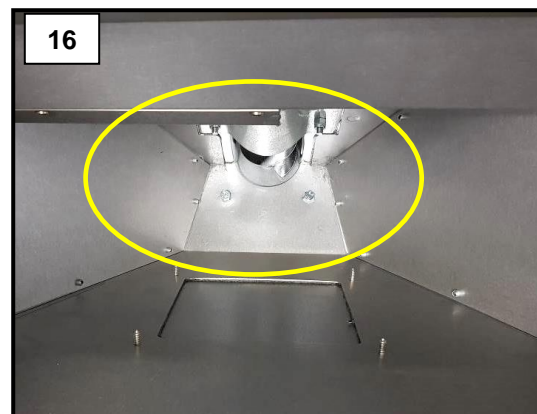


Remove the front panel below. To remove it, unscrew both screws (fig. 11 and 12).

On VIKTOR 10, VIKTOR 12, TJALLMO the bottom front panel is fastened with a hinge and, therefore, does not need to be removed.



After having removed the front panel below (fig. 13), remove the inspection vent, unscrewing the two screws (fig. 14).

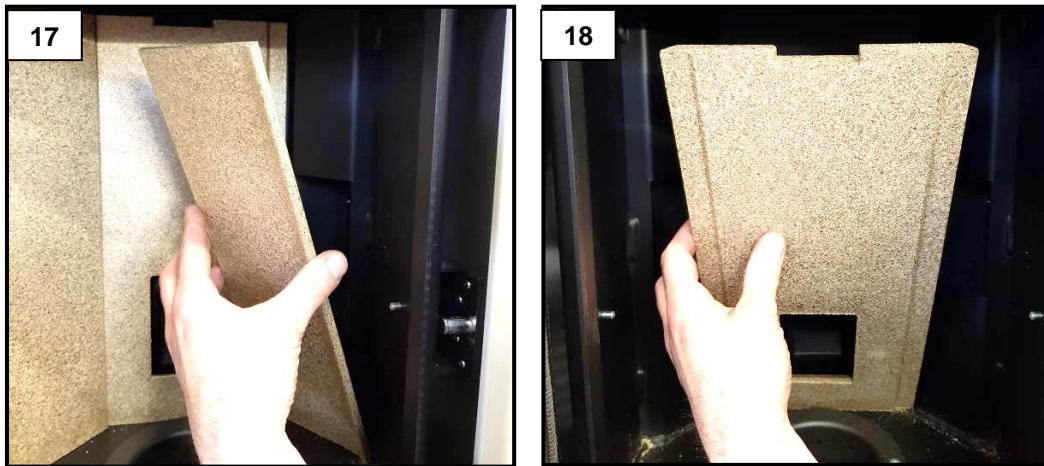


After having removed the vent, vacuum the residues inside the compartment (fig. 15).

To ensure correct operation, it is necessary to remove the sawdust deposited on the base of the tank (fig. 16) at least once every 30 days. **The pellet tank must be emptied at the end of every season.**

### Cleaning the vermiculite

The vermiculite does not require special maintenance and if required should only be gently dusted with a brush. In order not to compromise its working life, cleaning should not be carried out using abrasive sponges or using the vacuum cleaner pipe in direct contact.



To remove the vermiculite, first remove the external layer and then the rear part (fig. 17 and 18).

**ATTENTION: Handle the vermiculite with care as it is sensitive to impact.**

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### Cleaning the ceramic glass

Always clean the glass when the appliance is off and has cooled down completely. Use a damp cloth or a detergent specifically formulated for ceramic glass. Do not use abrasive sponges. Do not clean the glass if still warm; changes in temperature can lead to breakage.

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### Cleaning the flue

The flue must be cleaned at least once a year, at the beginning of winter, and whenever it becomes necessary. It is important to check for any obstructions in the flue before switching the appliance on following long periods of inactivity. If the flue is not cleaned, the operation of the appliance and its components may be compromised.

**The cleaning frequency of the appliance and flue depends on the quality of the pellets used.**

USE TOP QUALITY PELLETS TO OBTAIN THE BEST RESULTS.

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### Maintenance

Timely and systematic maintenance is essential for guaranteeing correct operation, optimal heat performance and durability of the device. Therefore, qualified staff should check the appliance at least once a year at the beginning of the season.

You must periodically check the seals because the latter guarantee the air- and water-tightness of the appliance and its good functioning; if they are worn or damaged you need to be replace them immediately by contacting a **NORDIC FIRE Authorised technical assistance centre**.

**For proper operation, the appliance must undergo routine maintenance performed by a NORDIC FIRE Authorised technical assistance centre at least once a year.**

## ELECTRICAL DIAGRAMS AND PARAMETER TABLES

Wiring diagrams and device parameters are visible by scanning the following QR Code with your smartphone.

Electrical Diagrams



[https://docs.nordicfire.nl/it/guide/help/cs-sche-r023-2\\_m-1-nf](https://docs.nordicfire.nl/it/guide/help/cs-sche-r023-2_m-1-nf)

Parameter Tables



<https://docs.nordicfire.nl/it/guide/help/cs-vtr-par-1>

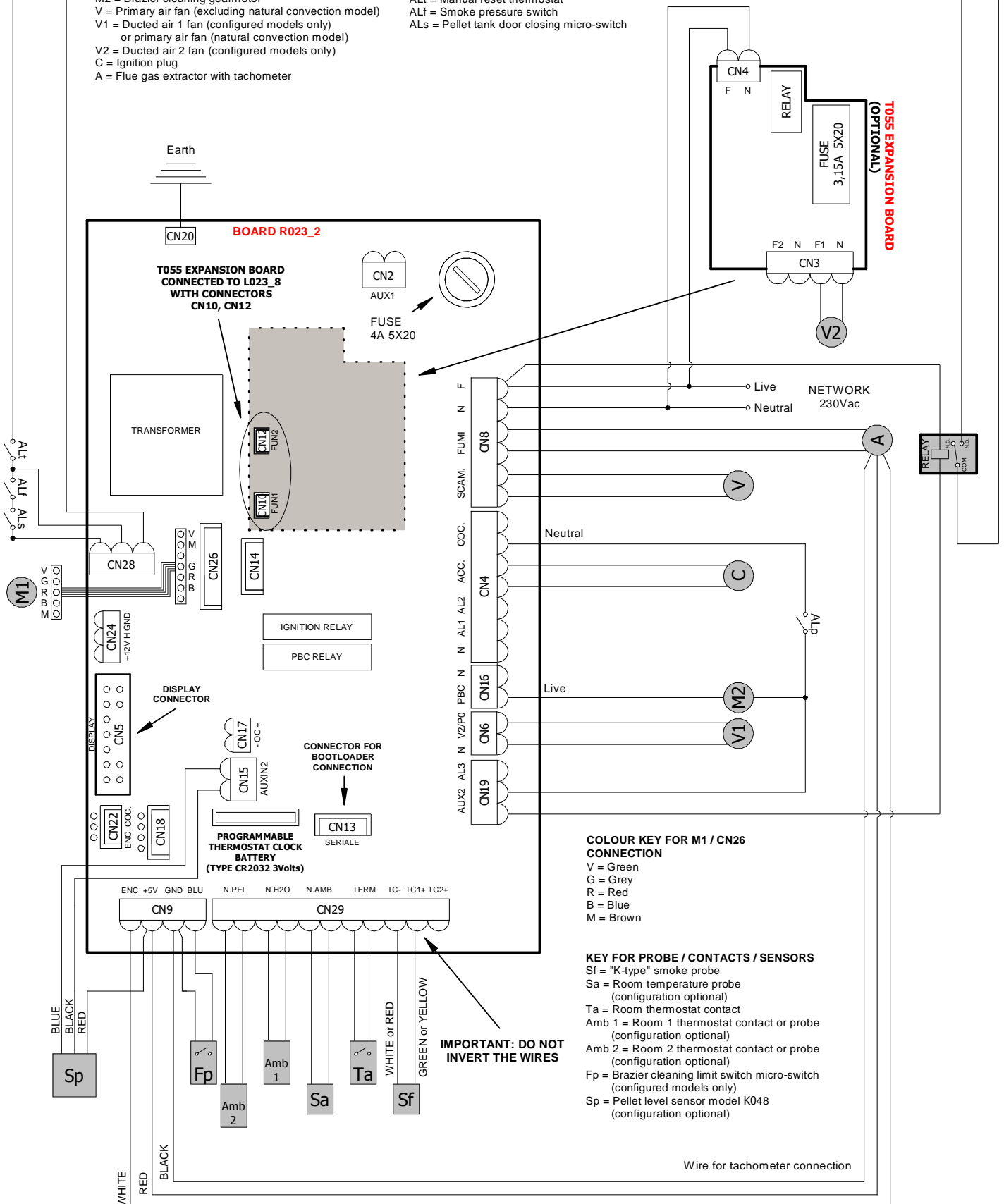


# **COMPONENT KEY:**

M1 = Auger gearmotor  
M2 = Brazier cleaning gearmotor  
V = Primary air fan (excluding natural convection model)  
V1 = Ducted air 1 fan (configured models only)  
or primary air fan (natural convection model)  
V2 = Ducted air 2 fan (configured models only)  
C = Ignition plug  
A = Flue gas extractor with tachometer

# **SAFETY DEVICES KEY:**

ALp = Fire door closing micro-switch  
ALt = Manual reset thermostat  
ALf = Smoke pressure switch  
ALs = Pellet tank door closing micro-switch



## **COLOUR KEY FOR M1 / CN26 CONNECTION**

V = Green  
G = Grey  
R = Red  
B = Blue  
M = Brown

## **KEY FOR PROBE / CONTACTS / SENSORS**

Sf = "K-type" smoke probe  
Sa = Room temperature probe  
(configuration optional)  
Ta = Room thermostat contact  
(configuration optional)  
Amb 1 = Room 1 thermostat contact or probe  
(configuration optional)  
Amb 2 = Room 2 thermostat contact or probe  
(configuration optional)  
Fp = Brazier cleaning limit switch micro-switch  
(configured models only)  
Sp = Pellet level sensor model K048  
(configuration optional)



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