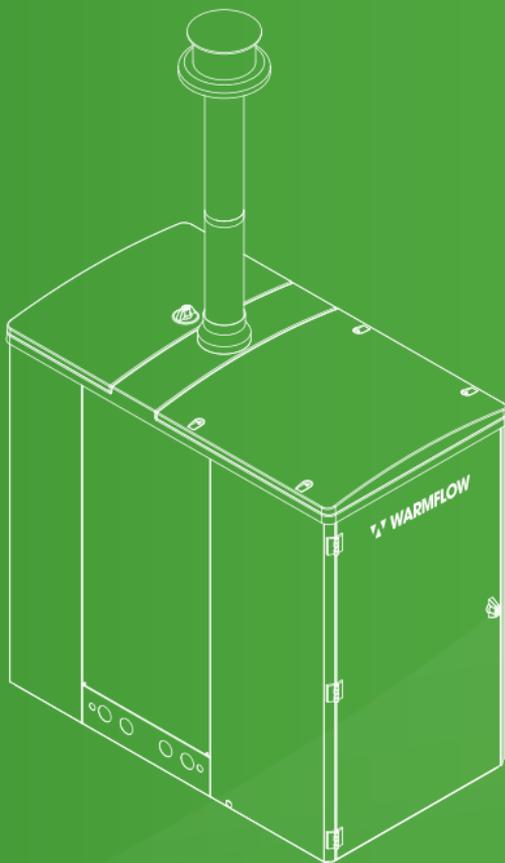




QUALITY DESIGN. BUILT-IN RELIABILITY.



# WOOD PELLET BOILER

QUICK START USER GUIDE



# INTRODUCTION TO THIS GUIDE

**Thank you for purchasing a Warmflow wood pellet boiler. Your biomass boiler may operate differently compared to other heating appliances you may be accustomed to. This quick guide will familiarise you with some of the basic product requirements and operating features to help you get the best performance from you wood pellet boiler.**

**THIS IS ONLY A QUICK START GUIDE  
FOR FULL DETAILS PLEASE REFER TO YOUR MANUAL.**

This guide will walk you through:



Controller



Fuel



Cleaning

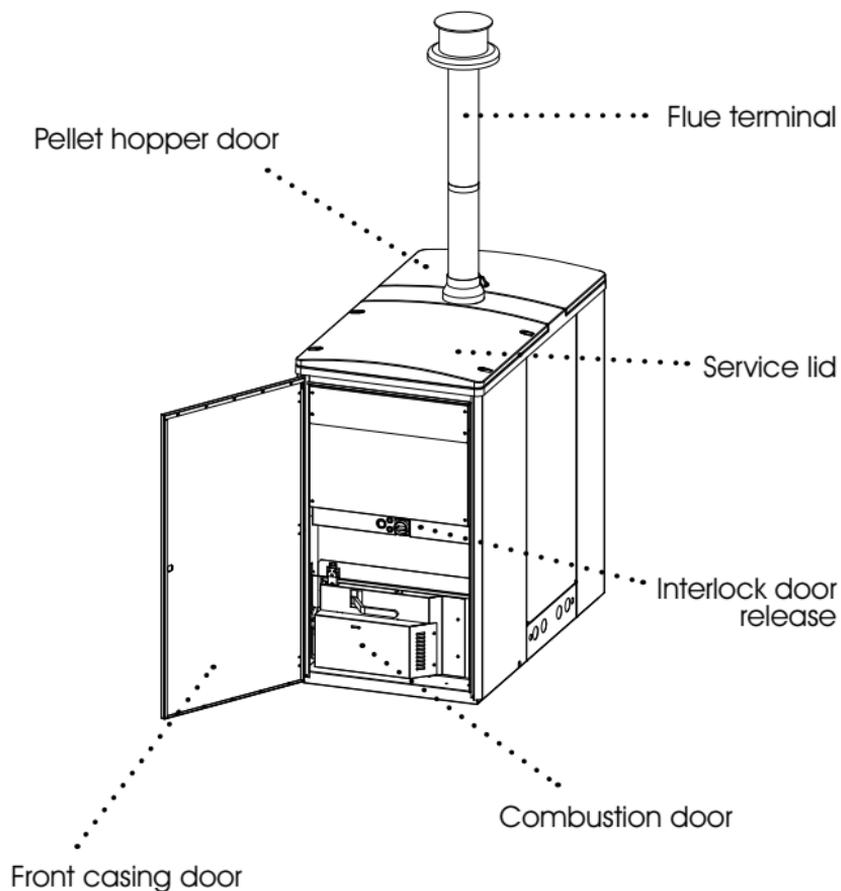


Servicing

Further information and resources are available online at

**[www.warmflow.co.uk](http://www.warmflow.co.uk)**

# Getting to know your boiler





# Controller



# Controller Keys



The Warmflow Wood Pellet Controller is a simple, intuitive and easy-to-use system with six simple buttons to help you navigate through the menus.

**Alarm** - This key can be used to display a list of active alerts and alarms from any menu page.

**Menu** - This can be used to display the main menu screen from any menu page.

**Escape** - This is used to cancel any current selection or action and to return to the previous menu page.

**Up / Down** - These keys can be used to cycle through menus / pages / options or adjusting values.

**Enter** - This is used to select a menu item, page or enter a field to adjust a figure.

# Boiler Status



The home screen provides an at a glance overview of the boiler status. Under normal operating conditions three ticks will be displayed. However, the home screen may also display various combinations of ticks, alerts and error icons.

	Boiler	Fuel	Clean
✓	Boiler operating	Fuel level okay	Clean not due
⚠	Boiler servicing due	Fuel level low	Clean due
✗	Boiler out of use	Out of Fuel	Clean overdue. Shutdown

In the even of a power failure, the appliance will attempt to return to the last operating condition prior to the power failure occurring. If the appliance was firing prior to the power failure occurring it will attempt to recover the flame if possible. If flame recovery is not possible the boiler will extinguish and attempt to re-ignite. Where this happens the appliance may instruct you to clean the pot before ignition is attempted.



**Main Menu** - The main menu (accessed via the menu key) can be scrolled using the up and down keys and will allow you to navigate the menu.



**Alarms** - If there are no active alarms or alerts you will see the screen above. If there are valid alarms or alerts you will be able to use the up and down keys to scroll through the list. Please refer to the manual for a full list of alarms.

# Setting your time clock



Your heating system may be equipped with a time clock so that you can set your central heating to come on when you want it. You may have to make a few changes to your time clock settings when you switch to a wood pellet boiler.

When the signal for heat is sent the boiler begins a process to light a flame before any heat is generated.

To offset this delay we recommend setting your time clock to come on earlier, the amount of time you would want to adjust by will vary based on a few different factors but once set should mean a reliable heat source when you expect it.

# 2

## How to fill your boiler

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### You will need:

- En Plus A1 Wood Pellets

Time to complete



# What pellets can I use?

The Warmflow Wood Pellet boiler has been designed for use with only EN Plus A1 wood pellets.

Please visit [www.pelletcouncil.org.uk](http://www.pelletcouncil.org.uk) for a register of wood pellet providers.

Wood pellets need to be stored in a suitable, dry environment.

## TOP TIP:

EN Plus A1 pellets will give a consistent, quality burn to provide a reliable heat output from your wood pellet boiler.

LOOK FOR THIS BADGE

EN  
plus

A1 A2



**WARNING:**

The use of fuels other than EN Plus A1 approved wood pellets will invalidate the product warranty.

# How do I know when to add more pellets?

You will be alerted by the boiler controller when the pellet level is running low. An alert icon will display on the home screen, the alarm button will flash red and a 'Pellet Level Low' message will be displayed when the alarm key is pressed.



You may also see the out of fuel alarm if the boiler is out of pellets.



## DID YOU KNOW:

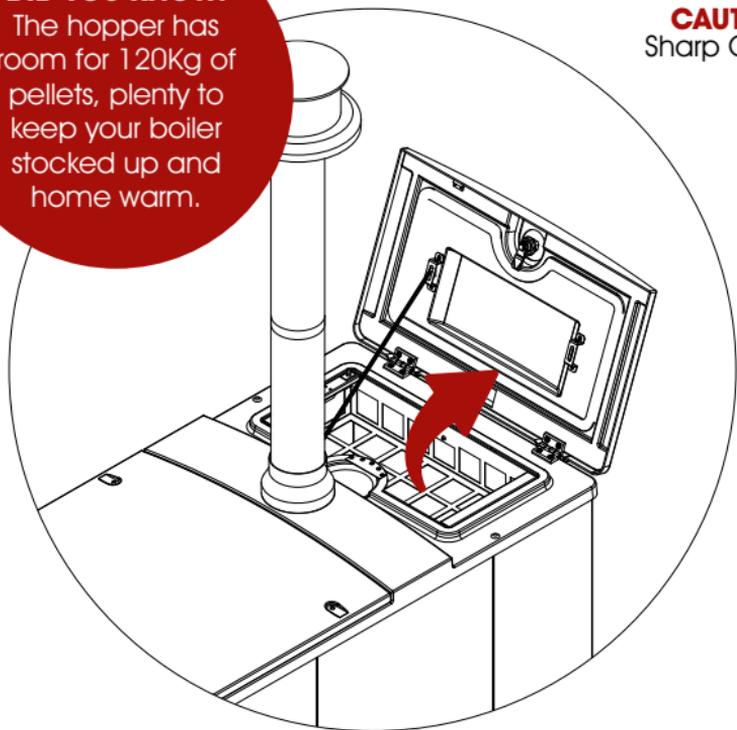
You can top-up your hopper at any time and the boiler can be in operation while you fill.

**DID YOU KNOW:**

The hopper has room for 120Kg of pellets, plenty to keep your boiler stocked up and home warm.



**CAUTION:**  
Sharp Objects



## Step 1:

Go to the boiler, open the pellet hopper door and insert the Safety Stay Bar. Upon opening the hopper door you will see the safety grate covering the hopper. Fill the hopper with EN Plus A1 fuel.

Dispose of any fuel packaging as per local waste guidelines.

## Step 2:

When finished, remove the safety stay bar and close the hopper door. Check to ensure nothing has fallen in to the hopper and then simply close the hopper door and turn the handle to lock the door.

## Step 3:

In order to protect your boiler the unit will shutdown if the hopper door remains open for an extended period of time. When complete refer to the controller to ensure the boiler is ready for use.



### TOP TIP:

Make sure you keep the wood pellets and hopper compartment dry. Avoid filling if it is raining.

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## How to clean your boiler

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### You will need:

- Safety gloves
- Dustpan and brush

Time to complete



# Why clean your boiler?

Cleaning your boiler regularly helps ensure it can burn cleanly and efficiently. It also prolongs the life of the boiler and helps ensure smooth operation.

## DID YOU KNOW:

The length of time between cleans will depend on how often it is used.



## WARNING:

Ash can remain hot long after appliance has been in use

# When do I need to clean my boiler?

The boiler will let you know when it needs to be cleaned. Similar to the low fuel alert, an alert icon will display on the home screen, the alarm button will flash red and an alert message will be displayed when the alarm key is pressed.

The boiler will alert you 3 days before a clean is due. You will then have a further 3 day overdue countdown period before the appliance automatically shuts down to protect itself.

## Plan your clean

The best time to clean your boiler is when it isn't in use and the weather is good. Refer to manual for full instructions.

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### **DON'T FORGET**

If you're heading on holiday, make sure that you clean the boiler before you go to avoid a shutdown while you're away.

# How to clean your boiler

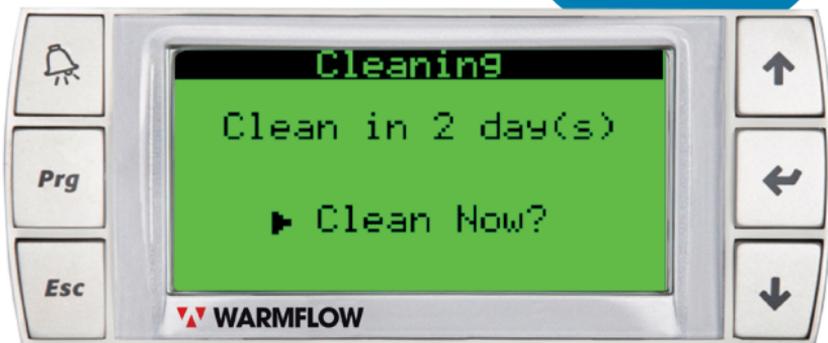
## Step 1:

Before you clean the boiler you need to put it into clean mode. This sequence will guide you through the cleaning process, step-by-step.

- 1 Press the 'Prg' (Menu) button on the controller
- 2 Select the 'Cleaning' option
- 3 Press enter to Select 'Clean Now?'

### DID YOU KNOW:

If you don't clean your boiler in time it will shutdown to protect itself.



On this screen you will be told how soon your clean is due or overdue. You can clean your boiler at any stage so you don't have to wait for an alert.

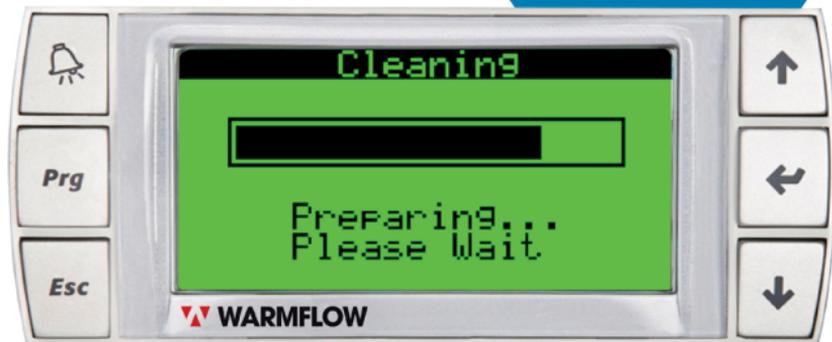
## Step 2:

On the screen that appears you will see a bar indicating progress through the shutdown sequence if your boiler is still warm. As the boiler cools the bar will allow you to keep an eye on progress.

Once the shutdown procedure has completed the screen will update and move you to the next step.

### DID YOU KNOW:

The shutdown length will vary depending on how long your boiler has been running.



## Step 3:

When the shutdown procedure has completed the controller will let you know that it's "Ready to clean".

When this message is displayed, assemble the tools required for cleaning and make your way to the boiler.

**DID YOU KNOW:**  
During the clean sequence the interlock door won't open until the screen below is shown.



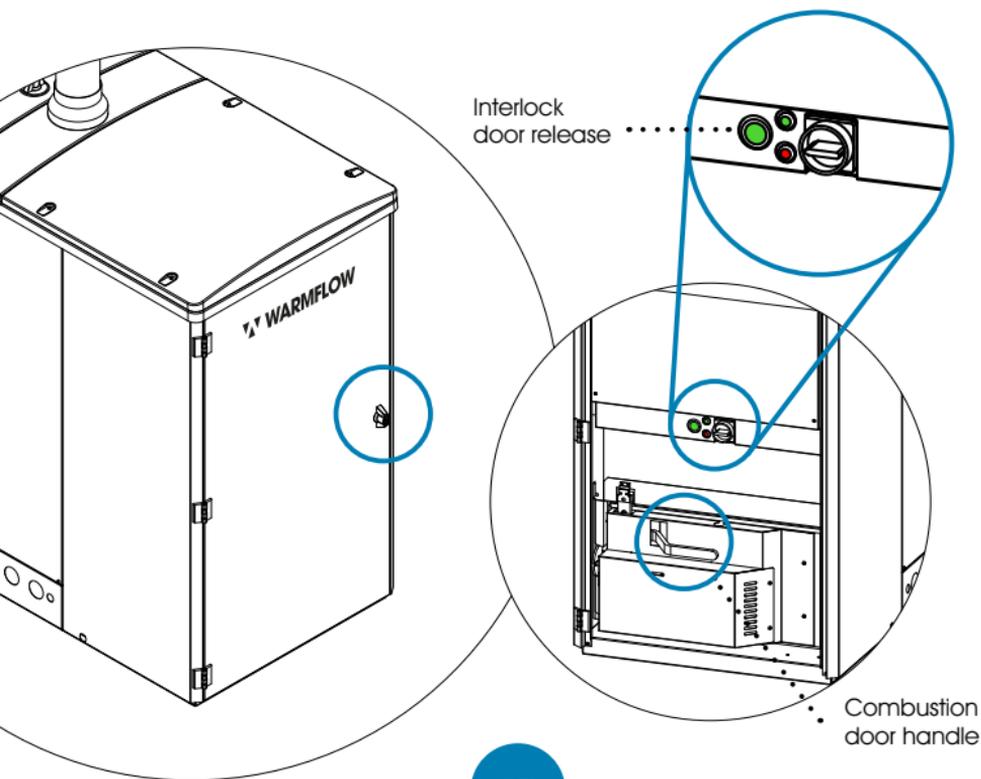
**WARNING:**

Ash can remain hot long after appliance has been in use

## Step 4:

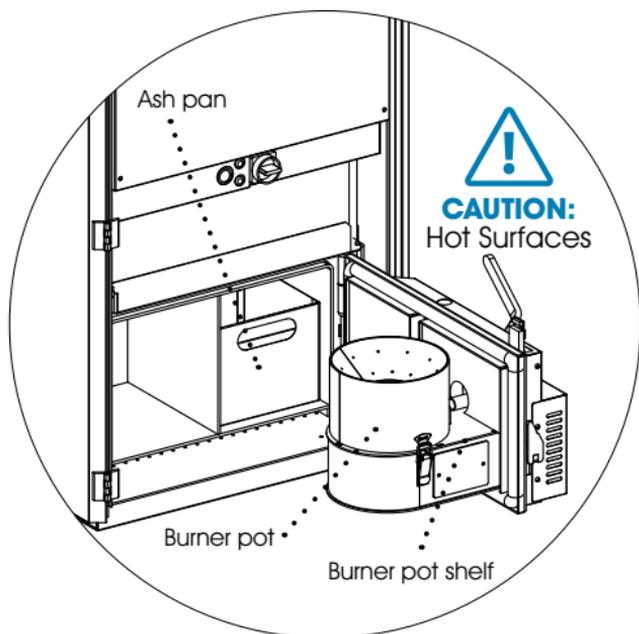
Open the front casing door.

Once opened you should see the interlock release button located in the centre of the panel. The green light should be illuminated indicating the door is ready to open. If not please return to the controller and check that the screen indicates the boiler is ready to be cleaned.



## Step 5:

Ensure the combustion door handle is pushed down fully, press and hold the interlock release button then lift the combustion door handle upward. Pull the combustion door outwards revealing the combustion pot and ash pan.

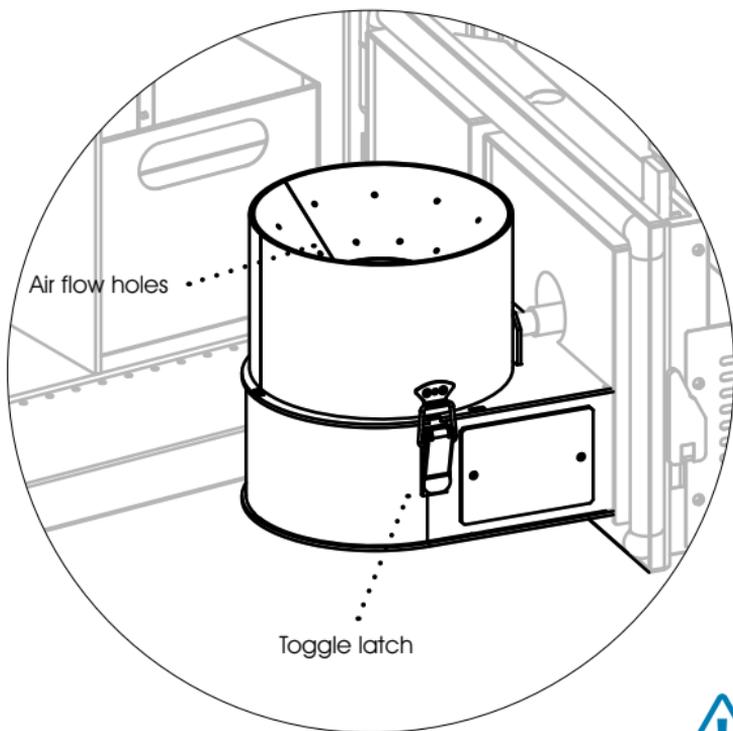


## Step 6:

Brush down the burner pot shelf and the area that the combustion pot swings into.

## Step 7:

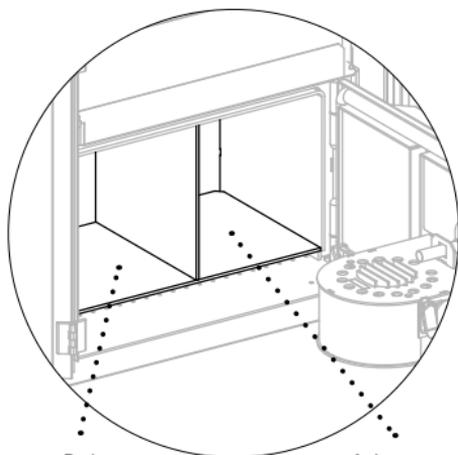
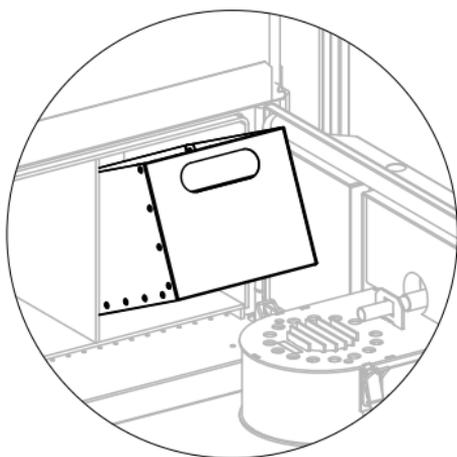
Remove the pot by undoing the toggle latch on each side of the pot. Remove any ash and debris and ensure the air flow holes are clear of obstruction.



  
**CAUTION:**  
Hot Surfaces

## Step 8:

Remove the ash pan from its compartment and dispose of waste in line with local regulations.



Pot  
compartment

Ash pan  
compartment

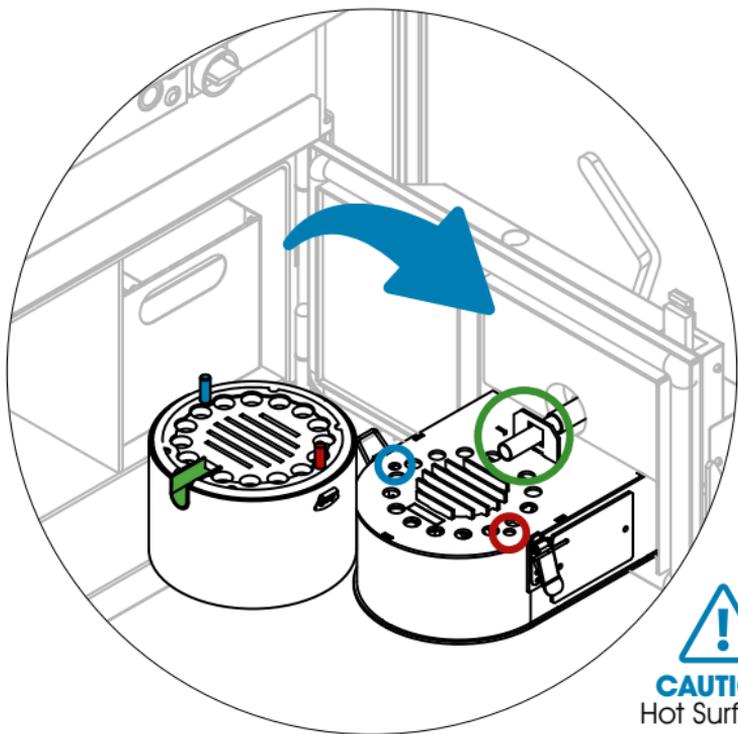
While the ash pan is removed for emptying, clean both the ash pan and pot compartments of any ash build up.



**CAUTION:**  
Hot Surfaces

## Step 9:

When both compartments have been cleaned, replace the empty ash pan and burner pot. Ensure that the pot is correctly located on the pot shelf. Secure using the toggle latches. Close the combustion door and ensure the combustion door handle is pushed down firmly. Close the front casing door.



## Step 10:

Return to the controller, you should see that the screen has advanced to a message asking you to confirm that the pot and pan are clean and in-place.



Press the enter key to confirm that the ash pan and combustion pot have been cleaned and put in place. The boiler will return to the home screen with the clean icon now showing as a tick. Should the controller indicate that the combustion door is open, the door handle has not been pushed down fully. Please return to the boiler and ensure that the handle is pushed down firmly.

# 4

## Servicing

### **Why you need it serviced**

- Ensure safe and efficient burning
- Help prolong the life of your boiler

## When to service?

You will be alerted by the boiler controller when it is time for servicing. An alert icon will display on the home screen, the alarm button will flash red and a service countdown message will be displayed when the alarm key is pressed.



To have your wood pellet boiler serviced please contact Warmflow for a list of your nearest approved service agents.

# WARMFLOW

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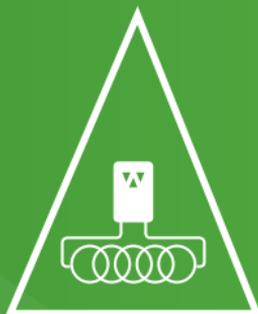
## RENEWABLES RANGE

[www.warmflow.co.uk](http://www.warmflow.co.uk)

### BIOMASS



### SOLAR



### GROUND

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