

COOPER



Operating Manual



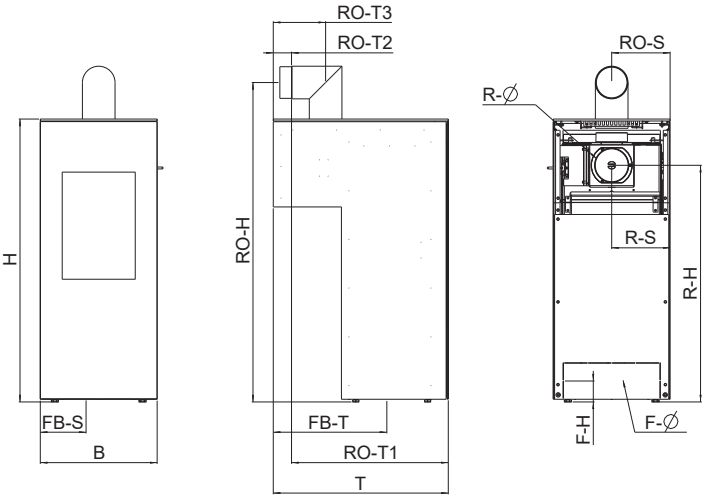
RIKA®

THE FIRE
OF AUSTRIA.

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1. PREFACE

Dimensions



Dimensions

Height	[mm]	1161
Width	[mm]	480
Corpus depth	[mm]	719

Weight

Weight	[kg]	~185
--------	------	------

Flue pipe connection

R - Ø Flue pipe outlet	[mm]	130
RO - H original angle pipe connection height	[cm]	126
RO - T1 original angle pipe total depth	[cm]	72
RO - T2 original angle pipe distance to rear wall	[cm]	7
RO - T3 Deapth from rear wall to middle of flue pipe	[cm]	22
RO - S original angle pipe side distance	[cm]	24
R - H Rear connection height	[cm]	97
R - S Rear connection side distance	[cm]	24

Fresh air connection

F - Ø Diameter	[mm]	125
F - H Connection height	[cm]	9
F - S Side distance	[cm]	variabel
FB - S Floor connection side distance	[cm]	15
FB - T Floor connection depth	[cm]	43

Amount of fuel

	Nominal load	Part load
Amount of fuel	~2,2kg*	~1,1kg*

*Practical values may vary depending on fuel quality.

Explanations to symbols



...Important
Note



...Useful
Tip



...Allen key #3



...Manually



...Hexalobular T25

Technical data

Technical data		
Heating power range	[kW]	4 - 8
Room heating capacity (depending on house insulation)	[m³]	90-210
Fuel consumption	[kg/h]	up to 2,2
Efficiency	[%]	83,5
CO2	[%]	10,7
CO-emission on 13% OO	[mg/m _N ³]	627,5
Dust emission	[mg/m _N ³]	18
Exhaust	[g/s]	6,4
Exhaust temperature	[°C]	241,1
Chimney draft requirement	[Pa]	12

The owner of small firing systems or the person authorised for the small firing system is to keep the technical documentation and is to submit it to the authorities or the chimney sweep on request.

Note

Please observe the national and European standards as well as local regulations concerning the installation and operation of firing installations!

Packaging

Your first impression is important to us!

The packaging of your new stove provides excellent protection against damage. However damage to the stove and accessories may still occur during transport.

Note

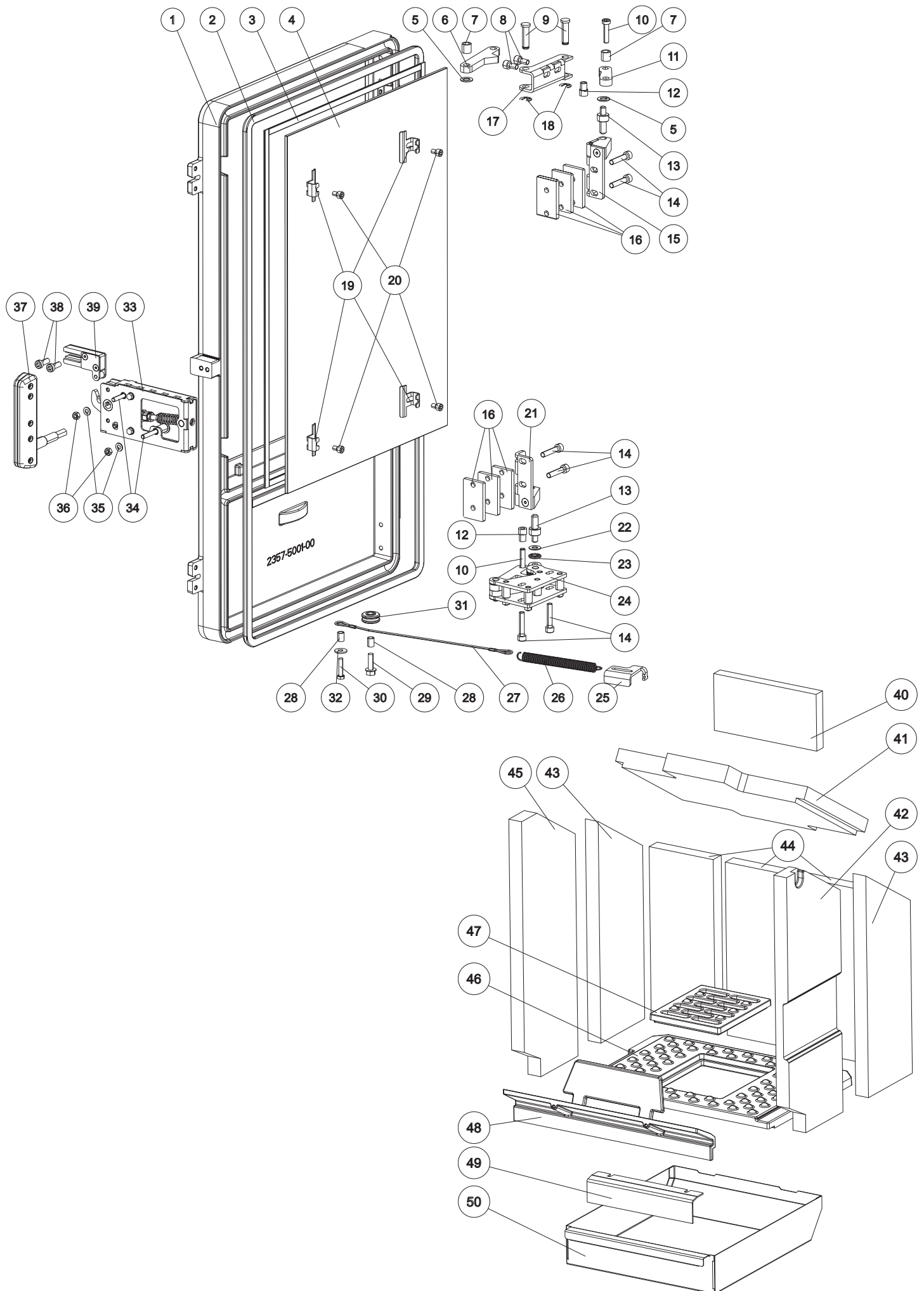
Therefore please check your stove on receipt for damage and completeness! Report any deficiencies to your dealer immediately! Pay particular attention during unpacking that the stone panels remain intact. Scratches to the material can easily occur. Stone panels are excluded from the warrant.

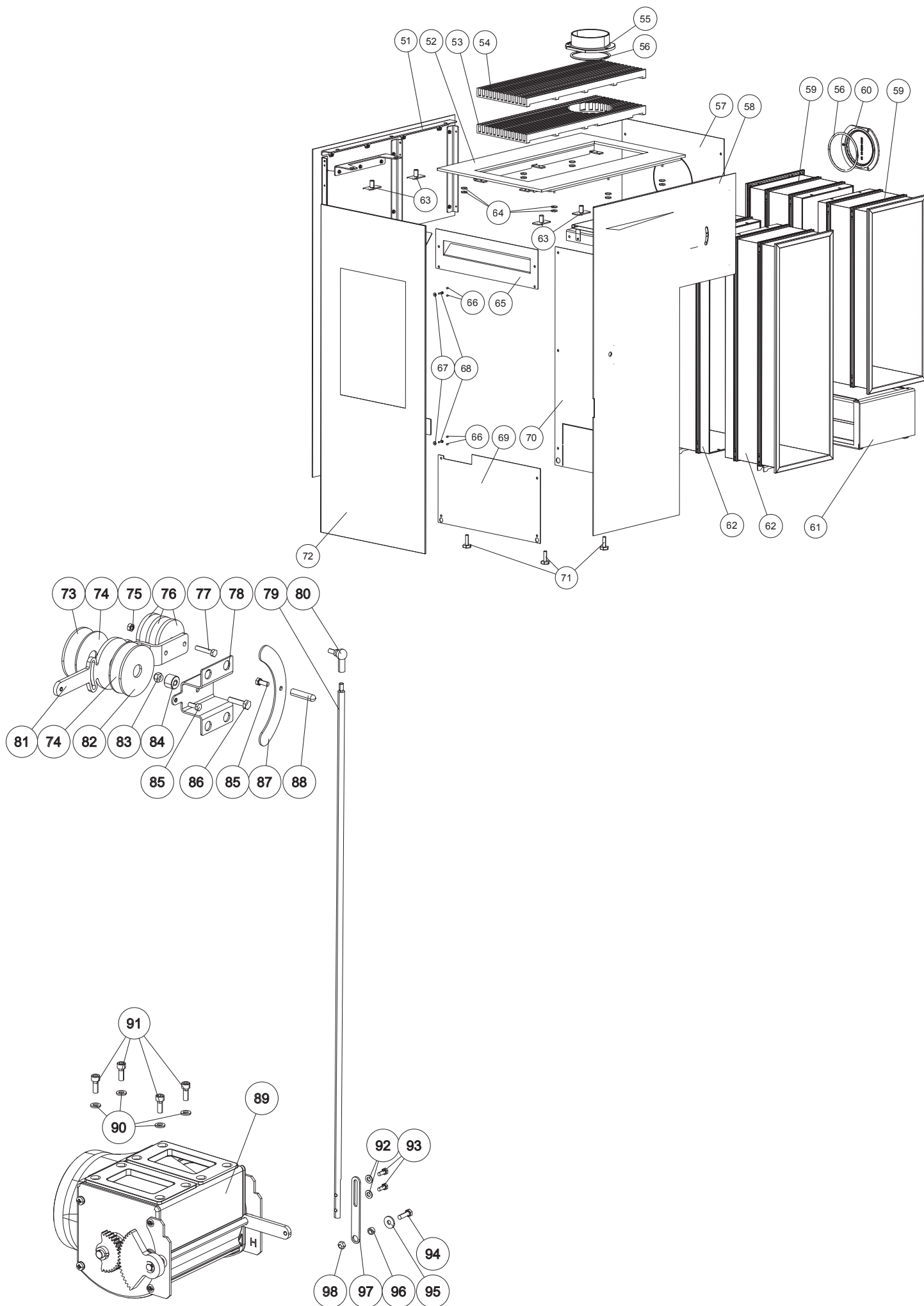
The packaging of your new stove is environmentally neutral to a great extent.

Tip

The wood used in the packaging has not been surface treated and may therefore be burnt in your woodburning stove (not in a pelletstove!). The cardboard and film (PE) can be depolluted via the municipal waste collection for recycling.

Spare part overview - exploded diagram





Spare part overview – article numbers

Nr.	Art.Nr.	Description
1	Z36007	Combustion chamber door
2	N111320	Sealing cord grey Ø14mm
3	N103693	Flat seal black 8x2
4	Z35715	Front door glass
5	Z36483	Washer
6	L02874	Hinge
7	Z36069	Spacer
8	N112266	Cylinder screw
9	Z36494	Bolt
10	N112270	Allen screw
11	L02873	Hinge
12	Z36487	Bolt
13	Z36486	Hinge pin
14	N108572	Allen screw M06x30
15	LB00661	Hinge angle top
16	L02872	Intermediary
17	L02864	Hinge
18	N112277	Circlips
19	L02663	Glass holder
20	N112075	Allen screw
21	LB00660	Hinge angle bottom
22	N112264	Bearing washer disc
23	N112265	Axial needle bearing
24	B17782	Bottom hinge
25	L02875	Spring tensioner
26	N112115	Tension spring (door)
27	Z36220	Wire cable
28	Z10709	Spacer
29	N108895	Self-tapping screw
30	N112271	Screw
31	Z33895	Cable sheave
32	N112009	Flat washer
33	B17712	Shutter housing assy
34	N112200	Allen screw
35	N111965	Washer D05
36	N106175	Hexagonal nut
37	B17793	Door opener
38	N112171	Allen screw
39	B17721	Clamping bracket assy
40	Z36212	Deflector plate top
41	Z36206	Deflector plate bottom
42	Z36115	Firebrick lining
43	Z36113	Firebrick lining
44	Z36112	Firebrick lining
45	Z36114	Firebrick lining
46	Z35812	Bottom plate
47	Z35813	Grate
48	Z36372	Wood retainer
49	Z36480	Cover panel, bottom
50	L02803	Ash drawer
51	B17788	Side casing panel, left assy
52	B17789	Cover assy
53	E15699	Convection Cover RAO black assy
54	E15700	Convection Cover AH black assy
55	Z17799	Flue pipe attachment 130mm black
56	N103066	Round sealing strip black D06
57	B17791	Flue pipe attachments
58	B17787	Side casing panel, right assy
59	E15703	Option wood storage compartment RLU
60	Z35057	Blind Cover black
61	E15702	Cover panel, bottom RLU

Nr.	Art.Nr.	Description
62	E15701	Option wood storage compartment
63	B17565	Adjusting plate
64	L02885	Screw nut
65	Z36501	Cover panel top
66	N111789	Grub screw
67	N112269	Washer
68	N108246	Screw
69	Z36502	Cover panel, bottom
70	Z36500	Rear wall bottom
71	N112490	Levelling screw black
72	B17784	Decorative glass assy
73	L02880	Intermediary
74	Z34373	Spring plate
75	N100141	Hexagonal nut M05
76	L02883	Counterweight
77	N112051	Hexagonal screw
78	L02878	Angle support
79	Z36498	Switching rod
80	N111939	Angle joint
81	L02881	Slider
82	L02879	Intermediary
83	N112241	Self-locking nut
84	Z36495	Bolt
85	N112138	Hexagonal screw
86	N110928	Screw
87	L02882	Cover panel
88	Z36496	Actuator
89	B17781	Controller unit assy
90	N100172	Washer
91	N112170	Hexagon socket screw
92	N111965	Washer D05
93	N112272	Screw
94	N112140	Hexagonal screw
95	N112009	Flat washer
96	Z33758	Spacer
97	L02884	Connection plate
98	N111974	Self-locking nut

Note: Please consider the powdercoated parts can differ slightly in colour and colour effects though they are elaborated in high quality.

2. IMPORTANT INFORMATION

General warning and safety information

Observance of the introductory general warning information is imperative.

- Read the entire manual thoroughly before installing and putting the stove into service. Observe the national provisions and laws as well as the regulations and rules applicable locally.
- RIKA stoves should only be installed in rooms with normal humidity (dry areas according to VDE 0100 Part 200). The furnaces are not splash water protected and may not be installed in wet areas.
- Only approved transport equipment with sufficient load carrying capacity may be used with your heating appliance.
- Your heating appliance is not suitable for use as a ladder or stationary scaffolding.
- The burning of fuel releases heat energy that lead to extensive heating of the stove surfaces, doors, door and operating handles, glass, flue pipes and possibly the front wall. Refrain from touching these parts without appropriate protective clothing or equipment e.g. heat-resistant gloves or means of operation (operating handle).
- Make your children aware of this particular danger and keep them away from the stove during heating.
- Only burn approved heating materials.
- The combustion or introduction of highly flammable or explosive materials such as empty spray cans etc. in the combustion chamber and storing them near the stove is strictly prohibited due to the danger of explosion.
- No light or inflammable clothing is to be worn when post-heating.
- Use the heat-resistant gloves supplied to open the doors of your stove.
- Only use suitable tools from our range of accessories when handling embers and make sure that no embers fall out of the combustion chamber onto inflammable material.
- Push the embers together to form a firebed when you add new fuel (logs).
- Placing non-heat resistant objects on the stove or near it is prohibited.
- Do not place clothing on the stove to dry.
- Laundry racks etc. must be placed at a sufficient distance to the stove – ACUTE DANGER OF FIRE!
- When your stove is burning, the use of highly inflammable and explosive materials in the same or adjacent rooms is prohibited.

Note

Waste and liquids may not be burnt in the stove!

Note

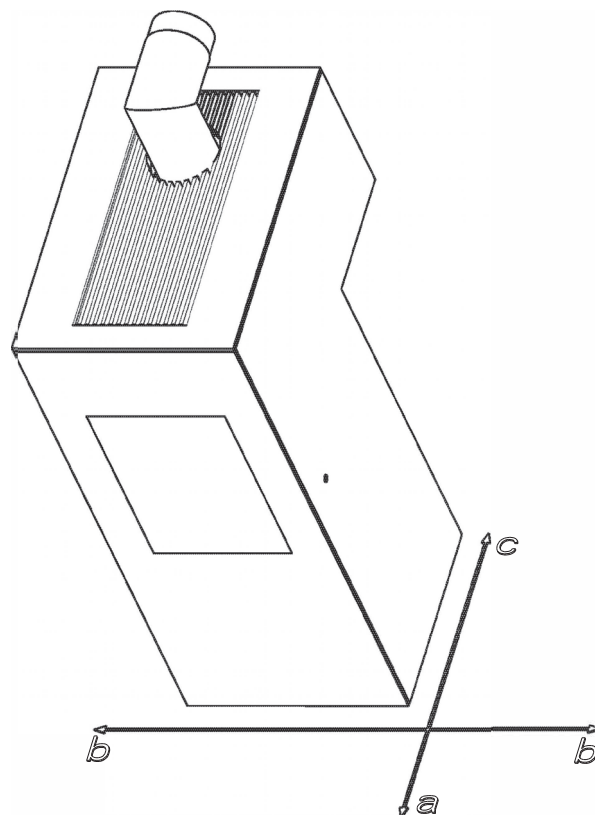
To prevent your stove from overheating of the internal components, do never cover the convection fins!

Note

Your stove will expand and contract during the heating and cooling phase. This can sometimes lead to slight bending or cracking noises. This is normal and is no reason for a complaint.

First heating

The stove body, just as various steel parts, cast iron parts and the flue pipes are painted with a heat resistant paint. During the first heating the paint dries out completely. This may cause a slight smell. Touching or cleaning the painted surfaces during the curing should be avoided. The hardening of the paint is finished after the first heating with high power.



Safety distances

Note

1. To non-combustible objects
 $a > 40 \text{ cm}$, $b > 10 \text{ cm}$, $c = 0 \text{ cm}$
2. To combustible objects and reinforced concrete load-bearing walls
 $a > 80 \text{ cm}$, $b > 15 \text{ cm}$, $c > 15 \text{ cm}$

Prior to set up

Floor bearing capacity

Ensure that the substructure is capable of bearing the weight of the stove prior to set-up.

Note

No modifications may be made to the firing installation. This also leads to loss of warranty and guarantee.



Floor protection

A base is required (glass, sheet steel or ceramic) if the floor is combustible (wood, carpet, etc.).

Flue pipe connection

- Flue pipes pose a particular source of hazard regarding gas leaks and fire. Get the advice of an authorised specialist company for the layout and assembly.
- Please observe the corresponding installation guidelines for walls panelled with wood when connecting your flue pipes to the stove.
- Observe the formation of flue gas (atmospheric inversion) and draughts when the weather is unfavourable.
- Infeed of too little combustion air can lead to smoke in the rooms or to flue gas leaks. Hazardous deposits in the stove and chimney may also occur.
- If flue gas escapes, let the fire burn out and check whether all the air inlet openings are free and the flue gas pipes and the stove pipe are clean. If in doubt notify the master chimney sweep since draught malfunctions may be connected to your chimney.

Stoves type 1 (BA 1):

- Suitable for multiple occupancy. (Note the different country regulations.)
- These may only be operated with the combustion chamber door closed.
- The combustion chamber door may only be opened to add fuel and must then be closed again otherwise other firing installations connected to the chimney may be endangered.
- The combustion chamber door is to be kept closed when the stove is not in operation.
- Fouling of the chimney i.e. deposits of highly inflammable materials such as soot and tar and subsequently fire in the chimney may occur if wet fuel is used and operation is damped too much.
- If this occurs, close the fresh air support (slider, regulator, flaps - depending on model)! Disconnect the mains plug at the stoves type Rikatronik. Phone the fire brigade and get yourself and other residents out of harm's way.

Note

on ROOM-AIR DEPENDENT and ROOM-AIR INDEPENDENT OPERATION:

Your stove has been tested as a room-air independent stove according to EN 13240 and can be installed as well room-air dependent and independent.

When installed room-air dependent in combination with room-air installations (e.g. controlled ventilation and venting systems (extractors etc.) it must be ensured that the stove and the room air system are monitored and safeguarded mutually (e.g. via a differential pressure controller etc.). The combustion air infeed of approx. 20 m³/h must be ensured.

Please observe the respective local regulations and rules in consultation with your master chimney sweep. For changes after the printing of this manual, we can not assume any liability. We reserve the right to change without notice.



3. INSTALLING THE STOVE

General information

Note

Assembly may only be performed by authorised specialist companies.

Note

Please observe the regional safety and building regulations. Please contact your master chimney sweep in this context.

Note

Only use heat-resistant sealing materials as well as corresponding sealing strips, heat-resistant silicon and rock wool.

Note

Also take care that the flue does not project into the free cross-section of the chimney.

Note

In case of room-air independent operation the stove pipe connections must be tightly sealed permanently. Use a heat-proof silicon to position the stove pipe on the conical supports of the flue tube nozzles and for insertion in the chimney flue lining.

Note

The stove should not be pushed on unprotected floors.

Tip

Strong corrugated cardboard, cardboard or e.g. old carpet is useful to assist assembly and as a base. The stove can also be pushed on this cardboard or carpet.

We recommend original flue pipes from RIKA for proper connection.

Connection to the chimney

- The device must be connected to an approved chimney for solid fuels. The chimney must have a diameter of min. 100 mm for pellet stoves and 130 mm -150 mm for log wood stoves depending on the diameter of the flue pipes.
- Avoid long flue pipes to the chimney. The horizontal length of the flue pipe should not exceed 1.5 metres.
- Avoid too many bends of the flue gas pipes. There should not be more than 3 bends in the exhaust pipe.
- If you just can not connect directly to the chimney, please use a connection with a cleaning opening.
- Connections must be made of metal and must meet the requirements of the standard (install the connections airtight).
- Before installing a chimney calculation must be made. The evidence must be performed for single occupancy to EN13384-1 and EN13384-2 for multiple occupancy.
- The maximum draft of the chimney should not exceed 15 Pa.
- The derivation of the flue gases must be guaranteed even during a temporary power outage.

Note

If connecting to multiple connection chimneys and depending on country regulations, additional safety equipment is required. Your local chimney sweep will advise you in this case.

Note

Be sure to prevent condensed water from entering via the flue connection. You may need to have a condensate ring installed - ask your chimney sweeping expert for more information. Damages caused by condensate are excluded from manufacturer's warranty.

Connecting to a steel chimney

The connection must be calculated and shown with EN13384-1 and EN13384-2.

Use only insulated (double) stainless steel tubes (flexible aluminum or steel tubes are not permitted).

An inspection door for regular inspection and cleaning must be present.

The flue pipe connection to the chimney has to be air-tight.

Combustion air

Every combustion process requires oxygen from the surrounding air. This so-called combustion air is removed from the living area in the case of individual stoves without external air connections.

This air removed must be replaced in the living space. Very tightly sealed windows and doors in modern flats may mean that too little air replaces that used. The situation also becomes problematical due to additional venting in flats (e.g. in the kitchen or WC). If you cannot feed in external combustion air, then air the room several times a day to prevent negative pressure in the room or poor combustion.

Feeding in external combustion air

only for devices which are able to run in room-air independent operation.

- Combustion air must be fed to the stove from outside via a sealed pipe for operation independent of the room air. According to EnEV, it must be possible to shut off the combustion air pipe. The open/closed setting must be clearly recognisable.
- Connect at the air intake either a pipe Ø 125 mm (log wood and combi stoves) or Ø 50 mm (pellet stoves) and fix it with a hose clamp (not included!). At pellet stoves with longer intake pipes than 1 metre the diameter should be increased to 100 mm. (see RIKA range).
- To ensure sufficient air intake, the intake pipe should not exceed max. 4 metres and have max. 3 bends.
- If the line leads outside it must have a windbreak.
- In extreme cold pay attention to icing on the air intake opening (check).
- It is also possible to suction in combustion air directly from another sufficiently vented room (e.g. cellar).
- The combustion air pipe must be tightly connected (adhesive or cement) permanently to the air nozzles of the stove.
- If you do not use the stove for a long time, please close the combustion air intake to prevent the stove from moisture.

Note

Please note that problems may arise due to updrafts in the case of combustion air supply from an integrated chimney ventilation shaft. If the combustion air flowing downwards is heated it may rise and thus counter the chimney with a resistance which in turn reduces the negative pressure in the combustion chamber. The chimney manufacturer is to guarantee that the resistance for the combustion air is a maximum 2 Pa even in the least favourable operating state of the chimney.

If one or more of these conditions does NOT apply, the result is poor combustion in the stove and negative pressure in the installation room.

4. BRIEF INFORMATION ON COMBUSTIBLE - LOGS

Suitable fuels and fuel amounts

Your stove is generally suitable for burning dry firewood. You can also burn combustibles such as wood briquettes.

Note

A stove is not a waste incinerator. The warranty lapses if waste or non-approved materials such as plastic, treated wood (chipboard), coals or clothes are burnt! This leads to damage to the stove and chimney and to environmental pollution!

Note

FUEL AMOUNTS

The stove is fitted with a construction-specific flat firebox. This means only one layer of logs may be laid on the base embers.

Please observe that adding greater quantities of logs leads to emission of high temperatures, higher than the stove is designed for. This may cause damage to your stove. This is reflected in particular on the glass of the combustion chamber door, which will get a gray haze in case of overheating the stove, which can not be removed.

Wood types

Different types of wood have different calorific values. Wood from deciduous trees is particularly suitable. It burns with a constant flame and forms long-lasting embers. Coniferous wood has higher levels of resin and burns off faster as do all softwoods and tends to spray sparks.

Wood type	Calorific value kWh/m ³	Calorific value kWh/kg
Maple	1900	4,1
Birch	1900	4,3
Beech	2100	4,2
Oak	2100	4,2
Alder	1500	4,1
Ash	2100	4,2
Spruce	1700	4,4
Larch	1700	4,4
Poplar	1200	4,1
Robinia	2100	4,1
Fir	1400	4,5
Elm	1900	4,1
Willow	1400	4,1

Output controlling

The output of your stove is regulated manually or via the Rikatronik-control. Please observe that the output of your stove also depends on the chimney draught and the amount of fuel added.

Clean combustion

1. The firewood must be dry and untreated.

The should-be value is between 14 % and 18 % relative wood moisture.

Wood has to be stored dry and ventilated for 2–3 years.

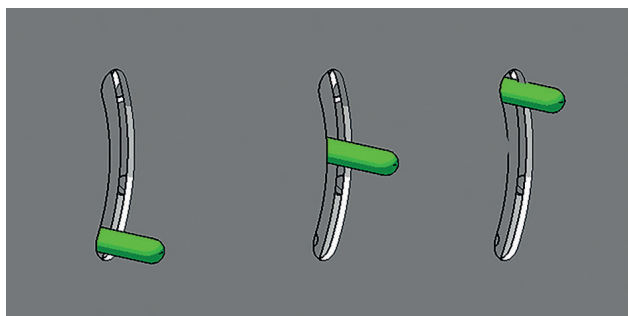
2. Correct firewood amount and size:

- Too much firewood leads to overheating. This can damage your stove and increases the exhaust emission values.
- If you take too little firewood or if the logs you place are too large the stove will not reach the optimum operating temperature. The flue gas values also increase in this case.
- For right quantity of firewood see AMOUNT OF FUEL.

5. MANUAL OPERATION

Combustion air regulation

The performance of your stove also depends on the chimney draught; therefore the control knob for combustion air regulation must be used according to your own experience.



Heating-up position	Middle position	Zero setting
100% primary air	0% primary air	0% primary air
100% secondary air	100% secondary air	0% secondary air

The primary air intake is absolutely necessary for heating up. The “heating-up position” may only be used for heating up.

If the stove is not in use, warm air can release through the chimney. The zero position of the control knob can largely prevent this.

Note

Sometimes a lot of smoke develops when wood is placed on a low firebed or when there is too less fresh air for combustion. An explosive gas/air mixture may arise and cause an eventual heavy deflagration. For safety reasons it is recommended to leave the combustion chamber door closed and press the control knob at the rear wall down completely into “heating-up position”. If the log wood is not igniting, start a new heating-up procedure after it stopped smoking.

RIKA firelighter

Always ignite the RIKA firelighter on the red tip. One block consists out of 8 ribs which can be divided to the desired size. The amount of RIKA firelighters also depends on the size and humidity of your firewood. Ideally, one rib is enough to light up the fire.



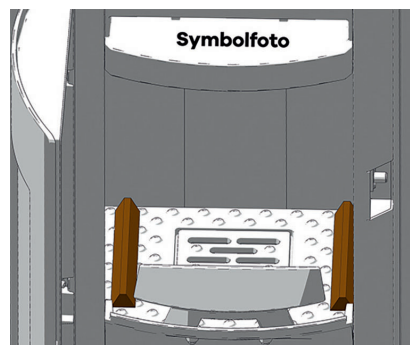
Tip

You can order the RIKA firelighter with the number E15834 at your RIKA dealer.

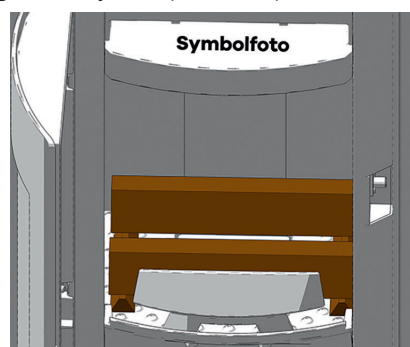
Correct heating up

1. Press the control knob completely into “heating-up position” – primary and secondary air intakes are opened completely in the heating-up position. Open the combustion chamber door and clean the combustion chamber from ashes.

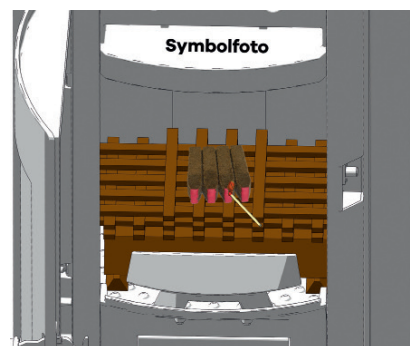
Place left and right two small pieces of chipboard lengthways in the bottom of the combustion chamber.



Place two logs crossways on top of this chipboard.



2. Now place further pieces of chipboard in crosswise layers on top of the logs and place 2-4 ribs of the RIKA-firelighter on the left on top of the chipboard. Some uncoated paper can be placed underneath the chipboard in case there is no firelighter available.



3. Now light the firelighter (or the uncoated paper) and close the combustion chamber door. “Correct heating up” primarily counteracts excessive smoke during heating up.

Set the control knob for combustion air regulation to middle position some minutes later. The primary air intake is now closed and the secondary air intake is completely open. The control can be set to ideal position another few minutes later (depending on draught and fuel quality / amount).

After the first burn-off, again add two logs (see Amount of fuel). Set the control to “heating-up position” again until the wood is well lit. Further regulation is effected as described in Item 3.

Please proceed in the same way for every further addition of wood.

6. CLEANING AND MAINTENANCE

Basic information

Note

When you vacuum clean around the stove ensure that you do not vacuum into the combustion air intake during heating operation. You could vacuum out embers – FIRE RISK!

Note

Your stove must be cooled down before any maintenance work is performed.

The frequency with which the stove requires cleaning and the maintenance intervals depend on the fuel you use. High moisture content, ash, dust and chips may more than double the maintenance required. Only use wood that has been stored properly and is dry and untreated.

Tip

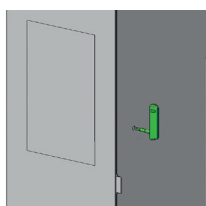
Wood as fertiliser - the mineral content of the wood remains in the combustion chamber as ash as a residue of the combustion. This is an excellent fertiliser for all plants in the garden; it is a completely natural product. The ash should be stored first and slaked with water.

Note

Ash may contain embers – only place ash in sheet steel containers!

Open the combustion chamber door

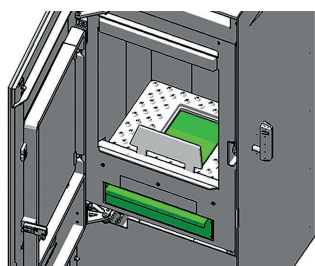
You get your new stove with a removable handle that is used to open or close the combustion chamber door. If you hold the handle vertically (label facing forward), you can insert the handle at the right side cover into the opening mechanism.



If you turn the handle counterclockwise or press forward, the door opens. Do not turn back the handle, the door is pulled back by a spring and locks. If necessary, close completely by turning the handle clockwise.

Cleaning the combustion chamber

The combustion chamber must be regularly cleaned from ash to ensure an adequate supply of air. If you remove the grate, you can sweep the ashes with a broom in the ash tray.



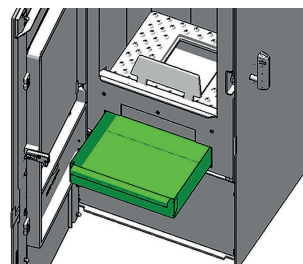
You can also use an ash vacuum cleaner.

Note

Only when the stove is cold! You could vacuum out embers – FIRE RISK!

Empty the ash drawer

Empty the ash drawer regularly. The ash drawer is simply pulled forward with the combustion chamber door open.



Cleaning the door glass

The glass can be cleaned best with a moist cloth. Stubborn dirt can be removed with a special cleaner (free from corrosive acids and solvents - otherwise there is a risk of damage to the glass surface) available from your stove dealer. Usual cleaners containing acid or solvents can be too harsh and damage the glass.

Note

Never use abrasive or aggressive cleaning agents to clean the wooden door handle, these will damage the wood.

Cleaning painted surfaces

Wipe the painted surfaces with a damp cloth, do not scrub. Do not use solvent-containing cleaners.

Cleaning the convection air openings

Vacuum clean any dust deposits from the convection air openings at regular intervals.

The stove should be cleaned thoroughly prior to the start of the heating season to prevent excess odour.

Checking door seal

annually!

The condition of the seals at doors and glass should be checked at least once a year. Repair or replace seals depending on condition.

Note

Only intact seals ensure your stove works perfectly!

Cleaning the flue gas channels

annually!

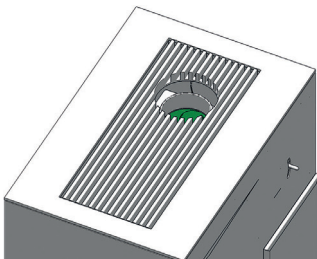
Remove the flue pipes. Inspect and clean the chimney connection. Brush off any soot and dust deposits in the fire and in the flue pipes and vacuum.

The internal flue gas channels are situated above the combustion chamber.

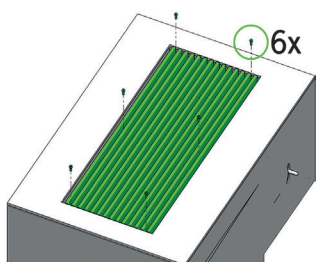
Note

Accumulated fly ash in the flue gas channels may impair the performance of the stove and pose a safety risk.

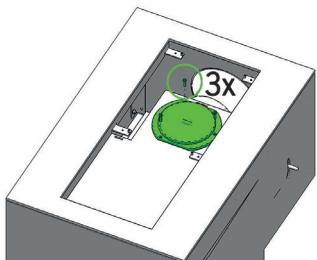
Vacuum the flue gas channels carefully from the top.



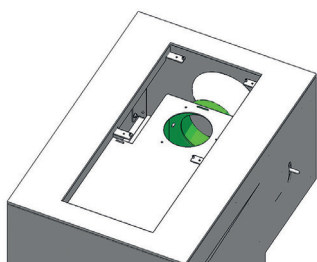
If the stove is rear connected, loosen the screws of the convection fins and lift it off.



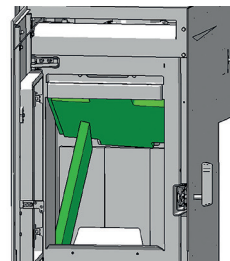
Loosen the screws of the cleaning lid.



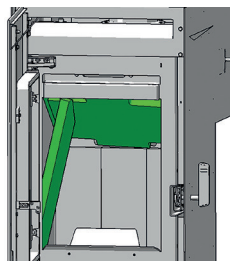
Vacuum the top flue gas chamber carefully.



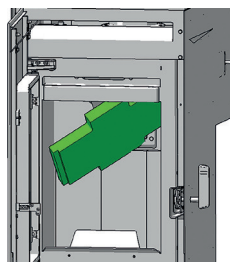
Open the combustion chamber door and vacuum the firebox. Lift the top baffle plate slightly and remove one of the side chamottes (left or right).



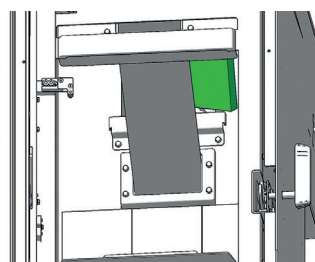
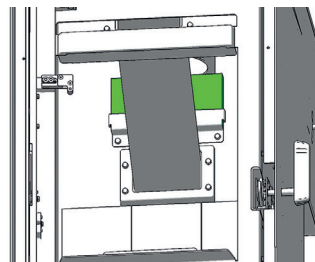
Remove the front chamotte on the same side.



Now you can remove the top baffle plate.



The top flue gas chamber can also be reached from the front. Lift the small baffle from its holder and take it out to the side.



Brush and vacuum everything carefully.

Install the removed parts in reverse order again. Make sure that everything is tight!

Note

Your stove may suck in false air via incorrectly sealed cleaning covers; this air may lead to incomplete combustion. To ensure the proper operation of your pellet stove, replace the defect (porous, frayed) seals after cleaning and maintenance.

7. PROBLEMS - POSSIBLE SOLUTIONS

Problem 1

Fire burns with weak, orange flame, window is sooted up.

Cause(s)

- Poor chimney draught
- Damp wood
- Incorrect heating up
- Stove is sooted over inside

Possible solutions

- Check whether flue gas pipes are blocked with ash (see CLEANING AND MAINTENANCE).
- Use dry wood and correct fuel amounts (see BRIEF INFORMATION ON COMBUSTIBLE - LOGS)
- Check whether the suction nozzles and air inlet pipe or flue tube are blocked.
- Check door and cleaning cover seals for leaks (see CLEANING AND MAINTENANCE)
- Have service performed by authorised specialist company.
- Every glass plate must be cleaned from time to time (depending on use) with glass cleaner.

Problem 2

Stove smells strongly and / or fumes are emitted.

Cause(s)

- Burning-in phase (taking into service)
- Stove has accumulated dust and/or dirt

Possible solution(s)

- Wait to end of burning-in phase and vent sufficiently
- Suction off any dust deposits from the convection air openings at regular intervals

Problem 3

Flue gas discharge when wood is added and during heating phase.

Cause(s)

- Combustion chamber door opened too fast
- Too much ash in combustion chamber
- Adding logs to snappy
- Chimney draught too low
- Flue pipe connection leaks
- Logs combustion still running (visible flame)

Possible solution(s)

- open the combustion chamber door moderate
- regular cleaning of combustion chamber (vacuum)
- Adding logs carefully
- Check chimney
- Check connections and if necessary re-seal
- Add logs after flame is gone
- Check seals and replace (fire door, ..)

8. WARRANTY

These warranty conditions are only valid for the following countries: Austria, Germany and Switzerland. Separate conditions imposed by the importer apply for all other countries. In case of doubt as well as missing or incorrect translations, the German version is the only valid one.

For the purpose of timely damage limitation the claimant is required to file the warranty claim with the RIKA dealer in writing, submitting the invoice and stating the purchase date, model name, serial number and reason for complaint.

Warranty

5 years on the welded stove body. This exclusively applies to defects in materials and workmanship as well as free replacement. Labour and travel times are not included in the manufacturer's warranty.

Only original parts supplied by the manufacturer should be used. Loss of warranty on non-observance!

The precondition for the warranty is that the stove has been installed and commissioned properly according to the User and installation manuals valid at the time of purchase. Connection must be performed by a specialist for such stoves.

Any costs incurred by the manufacturer due to unjustified warranty claims are to be charged to the claimant.

Wear parts and parts affected by fire are excluded, such as glass, coating, surface coatings (e.g. handles, panels), seals, fire trough, grates, draught plates, deflector plates, combustion chamber liners (e.g. fireclay), ceramics, natural stone, thermo stone, ignition elements, sensors, combustion chamber sensors and temperature controller.

Also excluded from this warranty are all damages arising from non-observance of the manufacturer's operating instructions of the unit, or damage caused by overheating, use of nonapproved fuels, unauthorised tampering with the appliance or the flue gas pipe, electrical excess voltage, an incorrect, insufficient or excessive flue draught, condensation, non-performance or deficient maintenance and cleaning, nonobservance of the relevant and applicable building regulations, incorrect operation by the user or third parties, as well as any transport and handling damage.

This manufacturer's warranty does not affect the statutory warranty provisions.

03.04.2018



In case of doubt as well as missing or incorrect translations, the German version is the only valid one. Technical and design changes, as well as typesetting and printing errors reserved.

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RIKA Innovative Ofentechnik GmbH
4563 Micheldorf/Austria, Müllerviertel 20
Telefon: +43 7582 686-41, Fax-DW: 43
E-Mail: verkauf@rika.at

RIKA.AT
