

# MIRO

Operating manual



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## 1. EXPLANATIONS TO SYMBOLS



...Important  
note



...Useful  
tip



...Hex #8



...Hex #10



...Allen key #5



...Manually



...Allen key #3



...Open-ended  
wrench #15

## Contact details of the manufacturer

Manufacturer:	RIKA Innovative Ofentechnik GmbH
Contact:	Andreas Bloderer
Address:	Müllerviertel 20 4563 Micheldorf Austria

## Details of the device

Model Identifier:	MIRO 4kW
Equivalent models:	-
Notified body:	Technische Universität Wien, Getreidemarkt 9/166, 1060 Wien, Austria
Notified body no.:	1746
Test report no.:	PL-13098/2-P
Applied harmonised standards:	EN14785:2006
Other applied standards/technical specifications:	-
Indirect heating functionality:	Nein
Direct heat output:	4 kW
Indirect heat output:	-

## Characteristics when operating with the preferred fuel

Seasonal space heating energy efficiency $\eta_s$ :	81,9 %
Seasonal space heating energy efficiency RIKATRONIC $\eta_s$ :	-
Energy Efficiency Index:	124
Energy Efficiency Index RIKATRONIC:	-

## Special precautions for assembly, installation or maintenance

Fire protection and safety distances such as distances to combustible building materials must be observed!
An adequate supply of combustion air for the appliance must be guaranteed at all times. Air-suction systems can interfere with the combustion air supply!
The flue gas values of the appliance must be observed for the chimney dimensioning!

## Characteristics when operating exclusively with the preferred fuel

Heat output			
Nominal heat output	$P_{nom}$	4	kW
Minimum heat output	$P_{min}$	2,5	kW
Useful efficiency			
Useful efficiency at nominal heat output	$\eta_{th,nom}$	92,9	%
Useful efficiency at minimum heat output	$\eta_{th,min}$	94,7	%
Auxiliary electricity consumption			
At nominal heat output	$e_{l,max}$	0,02	kW
At minimum heat output	$e_{l,min}$	0,01	kW
In standby mode	$e_{l,sB}$	0,003	kW
Permanent pilot flame power requirement			
Pilot flame power requirement	$P_{pilot}$	n.A.	kW



Type of heat output/room temperature control	
single stage heat output, no room temperature control	Yes
two or more manual stages, no room temperature control (**)	No
with mechanic thermostat room temperature control (**)	No
with electronic room temperature control (**)	No
with electronic room temperature control plus day timer (**)	No
with electronic room temperature control plus week timer (**)	No
Room temperature control with presence detection (**)	No
Room temperature control with open window detection (**)	No
with remote control options (**)	No

## Details of the fuel

Fuel	Preferred fuel:	Other suitable fuel:	$\eta_s$ [%]	Space heating emissions at nominal heat output (*)				Space heating emissions at minimum heat output (*)(**)			
				PM	OGC	CO	NO <sub>x</sub>	PM	OGC	CO	NO <sub>x</sub>
				mg/Nm <sup>3</sup> (13% O <sub>2</sub> )				mg/Nm <sup>3</sup> (13% O <sub>2</sub> )			
Wood logs, moisture content ≤ 25 %	No	No	-	-	-	-	-	-	-	-	-
Wood logs RIKATRONIC, moisture content ≤ 25 %	No	No	-	-	-	-	-	-	-	-	-
Compressed wood, moisture content < 12 %	Yes	No	81,9	21	6	146	140	-	-	-	-
Other woody biomass	No	No	-	-	-	-	-	-	-	-	-
Non-woody biomass	No	No	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	No	No	-	-	-	-	-	-	-	-	-
Hard coke	No	No	-	-	-	-	-	-	-	-	-
Low temperature coke	No	No	-	-	-	-	-	-	-	-	-
Bituminous coal	No	No	-	-	-	-	-	-	-	-	-
Lignite briquettes	No	No	-	-	-	-	-	-	-	-	-
Peat briquettes	No	No	-	-	-	-	-	-	-	-	-
Blended fossil fuel briquettes	No	No	-	-	-	-	-	-	-	-	-
Other fossil fuel	No	No	-	-	-	-	-	-	-	-	-
Blended biomass and fossil fuel briquettes	No	No	-	-	-	-	-	-	-	-	-
Other blend of biomass and solid fuel	No	No	-	-	-	-	-	-	-	-	-

(\*) PM = dust, OGC = gaseous organic compounds, CO = carbon monoxide, NO<sub>x</sub> = nitrous gases

(\*\*) Only required when applying correction factors F(2) or F(3)

Signed for and on behalf of the manufacturer by:  
Andreas Bloderer / product management

Micheldorf, 16.12.2021

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Notified body no.:	1746
Test report no.:	PL-13098/1-P
Applied harmonised standards:	EN14785:2006
Other applied standards/technical specifications:	-
Indirect heating functionality:	Nein
Direct heat output:	6 kW
Indirect heat output:	-

## Characteristics when operating with the preferred fuel

Seasonal space heating energy efficiency $\eta_s$ :	83,1 %
Seasonal space heating energy efficiency RIKATRONIC $\eta_s$ :	-
Energy Efficiency Index:	125
Energy Efficiency Index RIKATRONIC:	-

## Special precautions for assembly, installation or maintenance

Fire protection and safety distances such as distances to combustible building materials must be observed!
An adequate supply of combustion air for the appliance must be guaranteed at all times. Air-suction systems can interfere with the combustion air supply!
The flue gas values of the appliance must be observed for the chimney dimensioning!

## Characteristics when operating exclusively with the preferred fuel

Heat output			
Nominal heat output	$P_{nom}$	6	kW
Minimum heat output	$P_{min}$	2,5	kW
Useful efficiency			
Useful efficiency at nominal heat output	$\eta_{th,nom}$	93,8	%
Useful efficiency at minimum heat output	$\eta_{th,min}$	94,7	%
Auxiliary electricity consumption			
At nominal heat output	$e_{l,max}$	0,02	kW
At minimum heat output	$e_{l,min}$	0,01	kW
In standby mode	$e_{l,sB}$	0,003	kW
Permanent pilot flame power requirement			
Pilot flame power requirement	$P_{pilot}$	n.A.	kW

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## Details of the fuel

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				mg/Nm <sup>3</sup> (13% O <sub>2</sub> )				mg/Nm <sup>3</sup> (13% O <sub>2</sub> )			
Wood logs, moisture content ≤ 25 %	No	No	-	-	-	-	-	-	-	-	-
Wood logs RIKATRONIC, moisture content ≤ 25 %	No	No	-	-	-	-	-	-	-	-	-
Compressed wood, moisture content < 12 %	Yes	No	83,1	16	6	100	125	-	-	-	-
Other woody biomass	No	No	-	-	-	-	-	-	-	-	-
Non-woody biomass	No	No	-	-	-	-	-	-	-	-	-
Anthracite and dry steam coal	No	No	-	-	-	-	-	-	-	-	-
Hard coke	No	No	-	-	-	-	-	-	-	-	-
Low temperature coke	No	No	-	-	-	-	-	-	-	-	-
Bituminous coal	No	No	-	-	-	-	-	-	-	-	-
Lignite briquettes	No	No	-	-	-	-	-	-	-	-	-
Peat briquettes	No	No	-	-	-	-	-	-	-	-	-
Blended fossil fuel briquettes	No	No	-	-	-	-	-	-	-	-	-
Other fossil fuel	No	No	-	-	-	-	-	-	-	-	-
Blended biomass and fossil fuel briquettes	No	No	-	-	-	-	-	-	-	-	-
Other blend of biomass and solid fuel	No	No	-	-	-	-	-	-	-	-	-

(\*) PM = dust, OGC = gaseous organic compounds, CO = carbon monoxide, NO<sub>x</sub> = nitrous gases

(\*\*) Only required when applying correction factors F(2) or F(3)

Signed for and on behalf of the manufacturer by:

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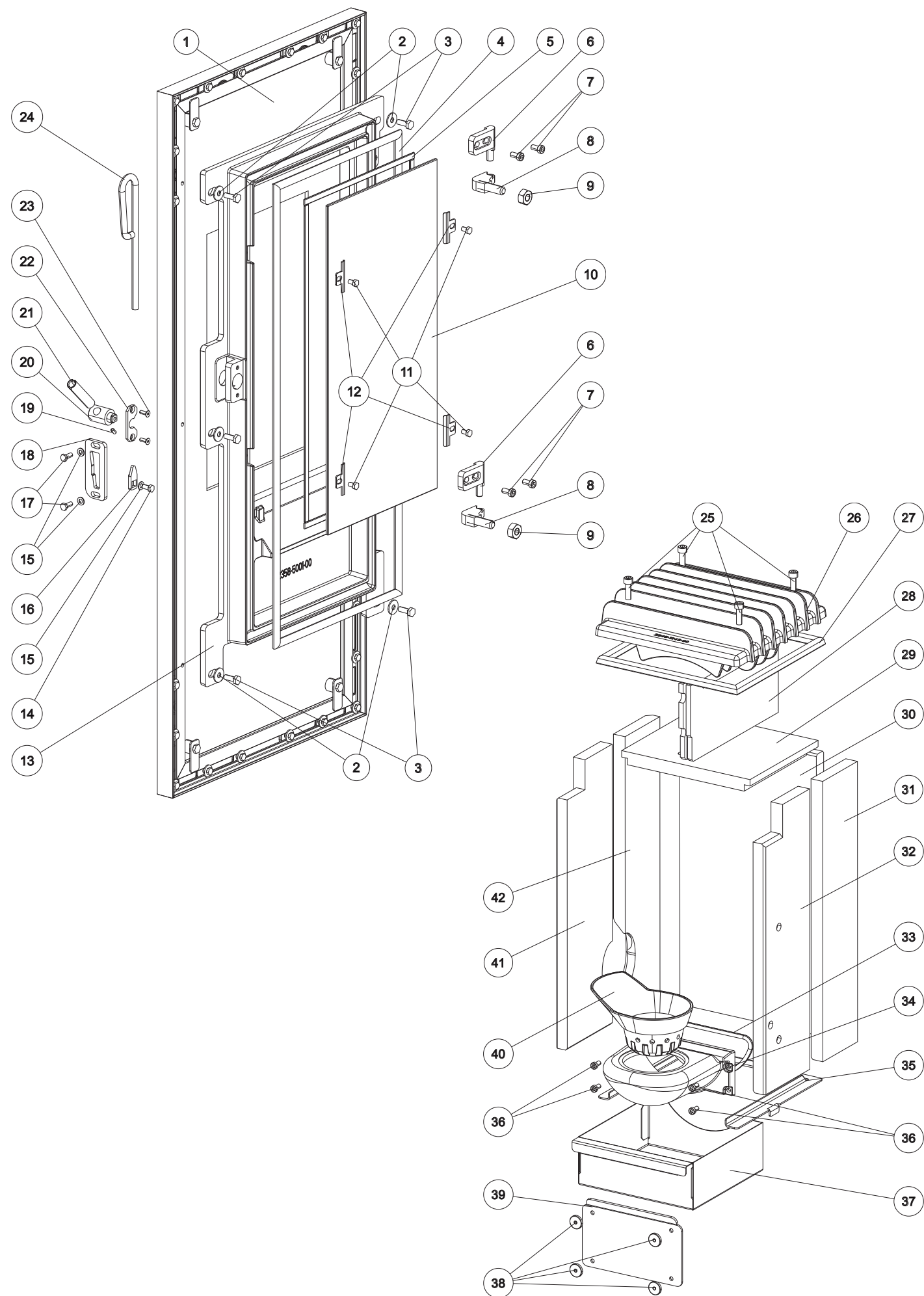
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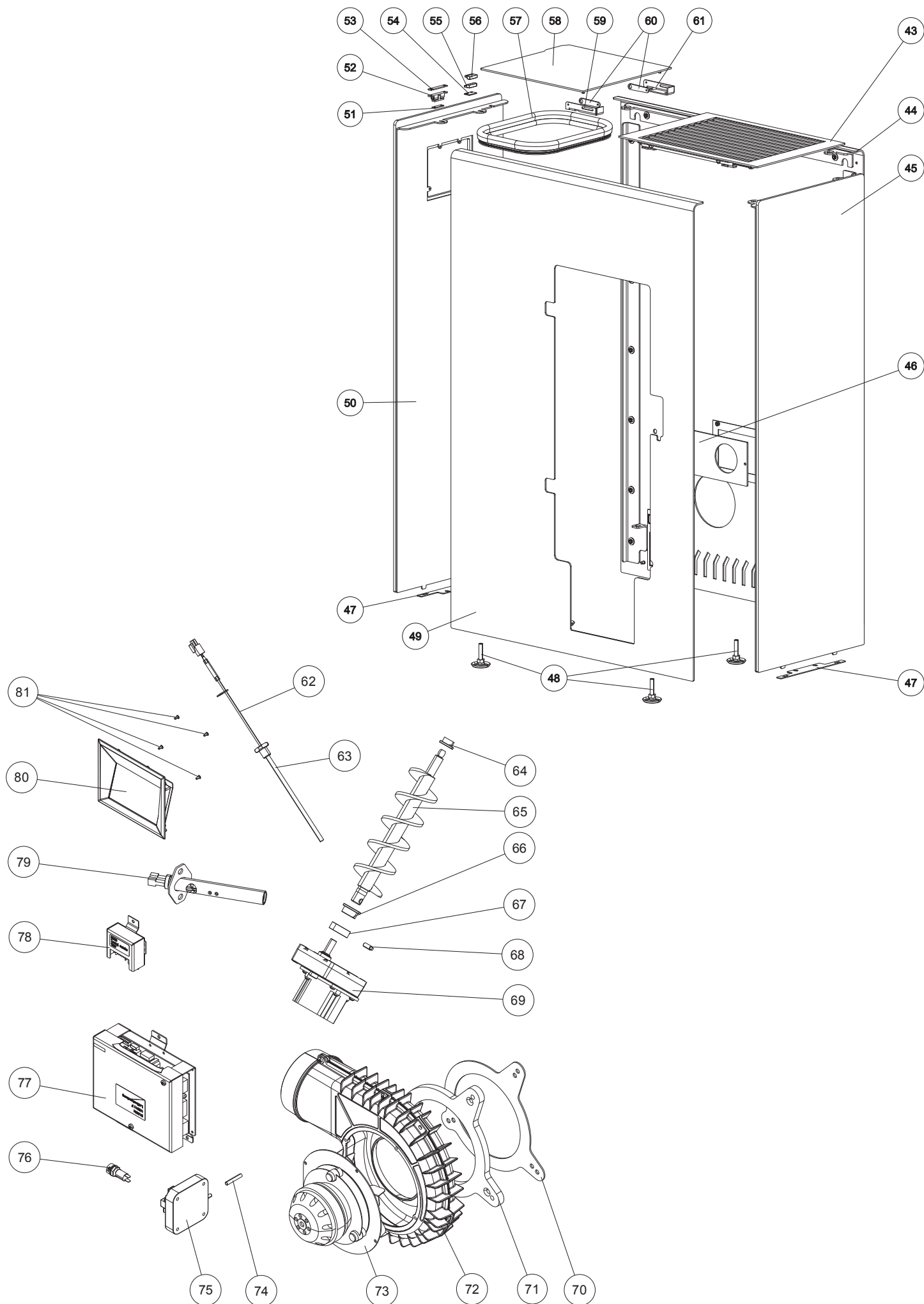
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3. TECHNICAL DATA

Spare part overview exploded diagram





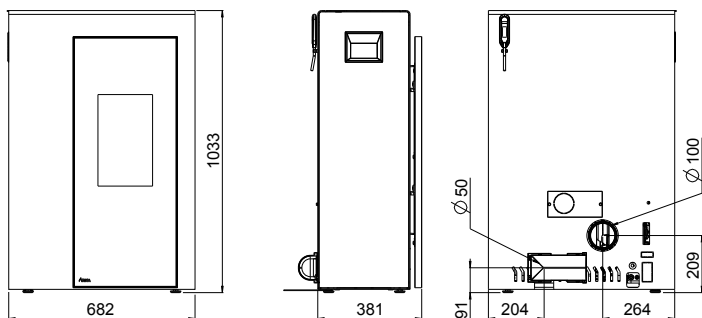


## Spare part overview article numbers

Nr.	Art.Nr.	Description	Nr.	Art.Nr.	Description
1	B17160	Decorative door	48 *6	N112490	Levelling screw black
2	N100173	Washer	49	LB00553	Front panel black (from serial no. 1317485)
3	N103964	Hexagonal screw		B17315	Front panel black (till serial no. 1317484)
4	N112551	Round sealing strip grey D11 (1m)		LB00557	Front panel silver (from serial no. 1317485)
5	N103693	Flat seal black 8x2		B17316	Front panel silver (till serial no. 1317484)
6	Z34977	Hinge plate	50	B17172	Side panel glass black left
7	N111846	Hexagon socket 06x12		B17157	Side panel rust effect left
8	Z35245	Hinge		B17165	Side panel rust effect metallic left
9	N105179	Hexagonal nut M10		B17168	Side panel slate white left
10	Z34983	Combustion chamber door glass		B17169	Side panel slate black left
11	N111964	Hexagonal screw		LO2420	Side casing panel, left black
12	LO0475	Glass holder	51	LO1502	Lock washer
13	B17188	Combustion chamber door black assy	52	N110461	Double ball catch
14	N111950	Hexagonal screw M05x10	53	LO1446	Lock washer
15	N111965	Washer M05	54	LO1445	Switch spacer
16	LO2220	Lock tongue	55	N111733	Magnetic switch bottom part
17	N107521	Hexagonal screw M05x12	56	N111732	Magnetic switch top part
18	LO2216	Closure flap	57	N111731	Container seal
19	N111801	Grub screw	58	LO2331	Container lid black
20	Z34978	Locking bolt		LO2338	Container lid silver
21	Z35251	Locking pipe	59	LO1976	Hinge guidance
22	LO2219	Holder plate	60	LO1977	Hinge part
23	N111856	Hexagonal countersunk screw M04x12	61	LO1975	Hinge guidance
24	N112018	Key	62	B16114	Temperature sensor
25	N112047	Hexagon socket screw M08x35	63	B15248	Sensor tube
26	Z34846	Cover	64	Z35183	Friction bearing Di10
27	N100485	Round sealing strip black D12	65	B16967	Auger
28 *1	Z34872	Baffle 2	66 *7	Z35182	Friction bearing Di16
28 *2	Z36343	Baffle plate 2	67	Z11915	Lock ring conveyer screw
29	Z35095	Baffle plate 1	68	N112499	Setscrew with pin
30	Z36574	Cast rear panel	69	N112030	Screw motor, stepless
31	Z36594	Firebrick lining rear right	70	Z35239	Seal
32	Z36592	Firebrick lining front right	71	Z35240	Spacer
33	N103066	Round sealing strip black D06	72	B16155	Induced draft fan housing
34	B16310	Fire trough holder	73	N111581	Induced draft fan motor
35	Z35061	Support firebrick lining	74	N111551	Silicon hose
36	N111846	Hexagon socket 06x12	75	N112102	Differential pressure switch
37	LO2215	Ash drawer	76	N111604	Fuse 2,5 A
38	N111959	Square nut M05	77	B16561	Mainboard USB11
39 *3	Z35244	Cleaning cover	78	B16030	Additional motherboard for motor, incl. cable
39 *4	B17320	Cleaning cover compete	79	B17014	Ceramic ignition
	N103066	Round sealing strip black D06	80	B17158	Touch-display screwable
40	Z35060	Fire trough	80 *8	B16574	Touch-display plug-in
41	Z36593	Firebrick lining front left	81	N112032	Screw 2,5x7
42	Z36595	Firebrick lining rear left		B17333	Wiring harness
	Z36806	Firebrick lining rear left till serial number 1314344		Z35018	Cable for touch-screen 1,25 m
43	LB00554	Convection cover black		Z34841	Cable for additional motherboard
	LB00558	Convection cover silver		LO0797	Motor holder plate
44	LB00552	Rear wall black (from serial no. 1317485)		B18055	Combustion chamber kit till serial number 1314344
	B17317	Rear wall black (till serial no. 1317484)	*9	B18056	Combustion chamber kit
	LB00556	Rear wall silver (from serial no. 1317485)		E15903	Sealing kit
	B17318	Rear wall silver (till serial no. 1317484)		*1	till serial number 1356409
45	B17171	Side panel glass black right		*2	from serial number 1356410
	B17156	Side panel rust effect right		*3	till serial number 1323548
	B17163	Side panel rust effect metallic right		*4	from serial number 1323549
	B17167	Side panel slate white right		*5	till serial number 1361657
	B17170	Side panel slate black right		*6	from serial number 1361658
	LO2421	Side casing panel, right black		*7	Up to serial number 1331613 the motor plate (LO0797) must be supplied as a spare part when replacing the plastic bearing Di16 (Z35182).
46	LO2334	Rear panel black		*8	for execution side panel steel
	LO2339	Rear panel silver		*9	serial number 1314345 till 1376106
47	LO2327	Botton side panel holder ( stone )			
48 *5	N111695	Height adjustment screw			

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

## Dimensions



### Dimensions

Height	[mm]	1033
Width	[mm]	682
Corpus depth	[mm]	381

### Weight

Weight without shell	[kg]	~180
Weight with shell	[kg]	~200

### Flue pipe connection

Flue pipe outlet	[mm]	100
Original angle pipe connection height	[mm]	-
Original angle pipe total depth	[mm]	-
Original angle pipe distance to rear wall	[mm]	-
Depth from rear wall to middle of flue pipe	[mm]	-
Original angle pipe side distance	[mm]	-
Rear connection height	[mm]	209
Rear connection side distance	[mm]	264

### Fresh air connection

Diameter	[mm]	50
Connection height	[mm]	91
Side distance	[mm]	204

## Amount of fuel 4 kW

	Nominal load	Part load
Amount of fuel	~1 kg/h*	~0,6 kg*
Burn time at full pellet hopper	~26 h*	~29 h*

## Amount of fuel 6 kW

	Nominal load	Part load
Amount of fuel	~1,3 kg/h*	~0,6 kg/h*
Burn time at full pellet hopper	~18 h*	~29 h*

\*Practical values may vary depending on pellet quality.

### Note

Pellet consumption depends on the size of the pellets. The larger the pellet, the slower the feed and vice versa

## Technical Data

Technical data		4 kW	6 kW
Heating power range	[kW]	2,5 - 4	2,5 - 6
Room heating capacity (depending on house insulation) 6 kW / 4 kW	[m³]	50 - 110	50 - 160
Fuel consumption	[kg/h]	≤1	≤1,3
Pellet container capacity*	[l]/[~kg]	32 / ~21	32 / ~21
Electric supply	[V]/[Hz]	230/50	230/50
Average electrical input	[W]	~20	~20
Fuse	[A]	2,5 AT	2,5 AT
Efficiency	[%]	92,9	93,8
CO <sub>2</sub>	[%]	9	12,2
CO-emission on 13% O <sub>2</sub>	[mg/m <sub>N</sub> ³]	146	99,5
Dust emission	[mg/m <sub>N</sub> ³]	21	16
Exhaust	[g/s]	3,6	3,7
Exhaust temperature	[°C]	106,3	115,1
Chimney draft requirement	[Pa]	3	3

\*The capacity in kg may deviate due to different pellet bulk densities.

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 your pelletstove). The cardboard and film (PE) can be disposed of via the municipal waste collection for recycling.

## Electrical connection

The stove is supplied with an approx. 2 m long connecting cable with a Euro-plug. This cable is to be connected to a 230 Volt/50 Hz socket. The average electrical power consumption is some 20 Watt in heating operation. And approx. 150 Watt during automatic ignition. The connection cable must be laid in a way that there is no contact to any sharp edges or hot surfaces of the stove.

## 4. 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.
- Make sure that no embers fall out of the combustion chamber onto inflammable material.
- 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.
- If the stove is heated in continuous operation, the cleaning intervals are shorter. Increased wear, especially of the thermally stressed parts, is the result. Please therefore strictly follow the requirements for cleaning and maintenance!

#### 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

CAUTION when filling the pellet container. The opening of the pellet container is sufficiently dimensioned to ensure easy filling. Take great care that no pellets drop to the convection fins and the hot stove body. This can cause a lot of smoke.

#### Tip

Therefore we recommend refilling the pellet container at a cold stove.

#### 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.

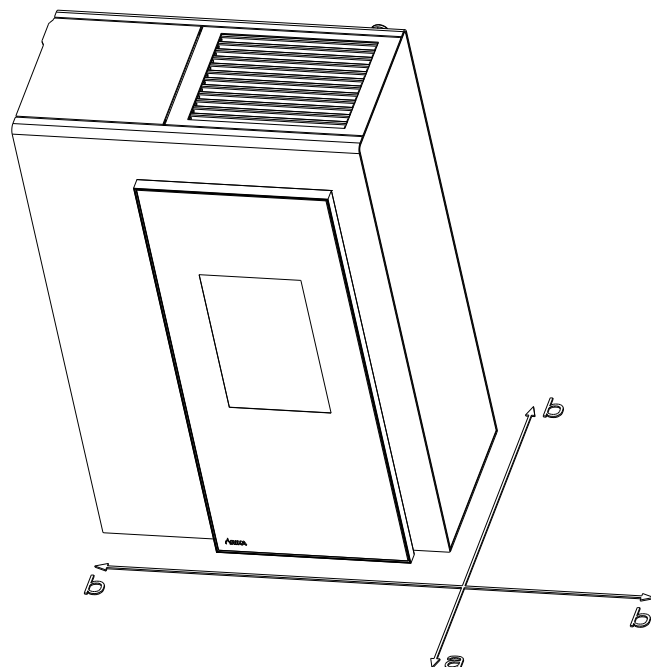
### Safety distances

#### Note

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

#### Tip

Please observe a minimum distance of 20 cm behind and sideways the stove for maintenance.





## 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

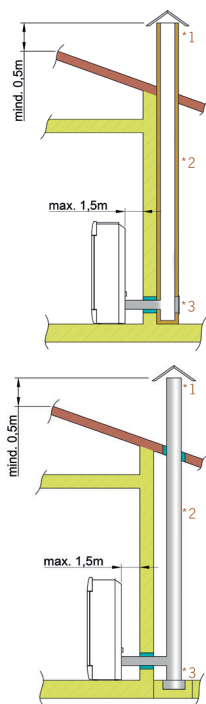
A glass, sheet steel or ceramic plate is recommended, if the floor is combustible (wood, carpet, etc.). Please observe the respective local regulations and rules.

### 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.

## The correct chimney connection

There are several ways to connect your stove to the chimney, eg:



1) wind break, 2) chimney, 3) inspection opening

For the selection of the connection and to ensure a proper connection between the stove and chimney, please read the guide „INSTALLING THE STOVE“ or ask your local chimney sweep.

### 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 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 the chimney is miscalculated and dimensioned wrong.
- If this occurs, disconnect the mains plug. Phone the fire brigade and get yourself and other residents out of harm's way.

#### Note

Your pellet stove has been tested as a room-air independent stove according to EN14785. It can be operated room air dependent or room air independent.

#### ROOM-AIR INDEPENDENT OPERATION:

The stove is certificated for type FC62x of the approval principles for the inspection and evaluation of ambient air independent fireplaces specified by the Deutsches Institut für Bautechnik (DIBT) (German Institute for Building Technology). Thanks to an air-tight configuration of the air supply line and flue pipes the stove may be operated in air-tight rooms and in rooms with room-air installations (e.g. controlled ventilation and venting systems, extractors etc.).

#### ROOM-AIR DEPENDENT OPERATION:

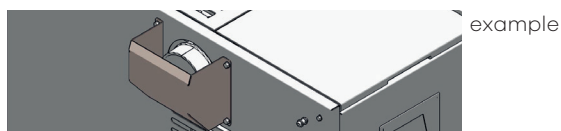
In combination with room-air installations (e.g. controlled ventilation and venting systems (extractors etc.) it must be ensured that the stove and the room air system are monitored and safeguarded mutually (e.g. via a differential pressure controller). The combustion air infeed of approx. 20 m³/h must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

## Convection air conduction

### Only for stoves with MULTIAIR

The stove is delivered with a cover on the convection air outlet to prevent direct heat to the wall.



Operation without this cover or without attached convection pipes is not allowed. If you do though no warranty and no liability is accepted for damage.

- The amount of air and temperature is designed to heat one additional room.
- Note the regional specific fire safety regulations and clarify the connection situation with the competent authority
- The max. temperature of the convection air is 180° C at the air outlet.
- The convection air should be as short as possible.
- Keep the number of deflections as small as possible.

#### Note

Please pay attention to the national and country-specific building and fire regulations when connecting the convection air pipes. Installation and assembly must be performed by a trained specialist only.

## 5. BRIEF INFORMATION ON FUEL - PELLETS

### What are pellets?

Wood pellets are a standardised fuel. Every manufacturer must adhere to certain conditions in order to enable flawless, energy-efficient heating. Pellets are made from wooden waste, from sawmills and planning workshops, as well as from residue from forestry operations. These starting products are crushed, dried, and pressed into pellet fuel without any bonding agent.

#### ENplus – Pellets

This ENplus standard sets benchmarks in the European pellet market. The traceability of pellets is ensured thanks to the use of identification numbers. The pellet manufacturers' production facilities and manufacturing processes are reviewed every year. A quality assurance system ensures the pellets comply with the requirements of the new standard and that the conditions for trouble-free heating are guaranteed.



### Wood pellet specification according to ENplus – A1

Parameter	Measure	ENplus-A1
Diameter	mm	6 ( $\pm 1$ ) <sup>2)</sup>
Length	mm	3,15–40 <sup>3)</sup>
Bulk density	kg/m <sup>3</sup>	$\geq 600$
Calorific value	MJ/kg	$\geq 16,5$
Water content	Ma.-%	$\leq 10$
Fine fraction ( $< 3,15$ mm)	Ma.-%	$\leq 1$
Mechanical rigidity	Ma.-%	$\geq 97,5$ <sup>4)</sup>
Ash content	Ma.-% <sup>1)</sup>	$\leq 0,7$
Ash softening temperature	(DT) °C	$\geq 1200$
Chlorine content	Ma.-% <sup>1)</sup>	$\leq 0,02$
Sulphur content	Ma.-% <sup>1)</sup>	$\leq 0,03$
Nitrogen content	Ma.-% <sup>1)</sup>	$\leq 0,3$
Copper content	mg/kg <sup>1)</sup>	$\leq 10$
Chrome content	mg/kg <sup>1)</sup>	$\leq 10$
Arsenic content	mg/kg <sup>1)</sup>	$\leq 1$
Cadmium content	mg/kg <sup>1)</sup>	$\leq 0,5$
Mercury content	mg/kg <sup>1)</sup>	$\leq 0,1$
Lead content	mg/kg <sup>1)</sup>	$\leq 10$
Nickel content	mg/kg <sup>1)</sup>	$\leq 10$
Zinc content	mg/kg <sup>1)</sup>	$\leq 100$

1) in an anhydrous state

2) diameter must be specified

3) a maximum of 1 % of the pellets may be longer than 40 mm, max. length is 45 mm

4) the limit value of  $\geq 97,7$  Ma.-% applies when conducting measurements with a lignotester (internal control)

Your pellet stove is only approved for the burning of pellets of tested quality. Please ask your pellet stove dealer for tested fuel and a list of monitored fuel manufacturers.

#### Note

Only burn pellets that have been inspected according to ENplus – A1. Using poor quality or prohibited pellet fuel will have a negative effect on the function of your pellet stove and can also lead to the warranty becoming null and void, as well as the product liability connected with this.

#### Note

Burning straw, maize, woodchips etc. is not permitted! Observe waste incineration legislation! Non-observance of these regulations makes void all warranty and guarantee claims and may impair the safety of the unit!

### Pellet container refilling during operation

#### Note

CAUTION when filling! Avoid direct contact between the plastic bag and the hot stove. Immediately remove all pellets that have fallen on the hot stove or next to the container!

We recommend always having a suitable amount of pellets in the container to prevent the fire from extinguishing due to a lack of fuel. Check the level frequently. However the container lid should be kept closed, except during filling.

If you refill the container during operation (open the container lid), the fan will speed up and the pellet auger will stop; operation will only be continued once the container lid is closed again.

Pellet container capacity: (see TECHNICAL DATA)

### Pellet storage

In order to guarantee problem free burning of the wooden pellets, it is imperative necessary to store the fuel as dry as possible and free from impurities.

Pellets should not be kept in sacks outdoors or stored in a manner where they are exposed to the environment. This can lead to blockages in the screw conveyor.

#### Note

Screw stoppers are excluded from the warranty.

## 6. TECHNOLOGY AND SAFETY FUNCTIONS

The technological advances in your new combi stove are the result of years of testing and practical experience. The practical advantages of your pellet stove are convincing:

### Operating comfort

The microprocessor-controlled combustion regulation optimises the interaction of flue gas blower and screw using the current combustion chamber temperature. This guarantees optimum combustion and operating status.

All function can be regulated centrally using the integrated operating unit. The intuitive graphic interface permits easy operation; all the settings can be made quickly and simply.

### Top efficiency - lowest emissions

A very great heat exchange surface together with optimum combustion air control leads to excellent fuel utilisation.

Fine continuous pellet dosing in an optimised burner pot made of high-quality grey cast iron leads to virtually complete combustion with very good exhaust gas values - and this is guaranteed in every operating phase.

#### Note

During operation, the flame noise, pellets dropping and actuation of the electronic components are audible due to the automatic control.

### Pressure monitoring

The negative pressure in the combustion chamber is continuously monitored during operation. Below a defined threshold, a correct operation can not be guaranteed and the unit will switch off with the fault message „NOT ENOUGH LOW PRESSURE“ for safety reason.

#### Note

After the occurrence of the error message, maintenance or cleaning work necessarily has to be carried out! If the error occurs again, a safe operation is no longer guaranteed, the service must be informed immediately.

#### Note

If the stove is used in a habitation together with a kitchen hood or a ventilation (WC) it might happen that the built-in pressure switch stops the stove. If using the hood make sure that an adequate supply of air is ensured.

### Low-temperature shutdown

The unit switches off if the stove cools below a minimum temperature. This switch-off may occur if pellet ignition is delayed.

### Electrical excess current protection

The stove has a main fuse (at the rear) to protect against excess current.

### Automatic cleaning cycle

The speed of the flue gas fan is increased every hour for a short period to blow ash from the burn pot, increasing the operational safety. The status indicator CLEAN appears on the display.

Only for stoves with turning grids:

Every 6 hours (interval adjustable) an additionally automatic big cleaning cycle is performed. The stove stops, the automatic cleaning tilts the grid and then re-ignites the stove. The status indicator BIG CLEAN appears on the display continuously. The cleaning procedure with tilting the grid is to convey ash and clinker from the burn pot into the ash drawer.

#### Note

This additional function does not replace a manual cleaning as described in CLEANING and MAINTENANCE, as this is absolutely necessary to do regularly.

#### Note

Due to the turning grid there is a certain generation of noise during the automatic cleaning cycle (START or BIG CLEAN).

### Component monitoring

All the electrical components used are continuously monitored during operation. If a component is defective or can no longer be actuated correctly, then operation is stopped and a warning or error message is issued (see MANUAL TOUCH DISPLAY).

### Auger motor monitoring

Too long or wet pellets as well as pellets with too high dust content (see BRIEF INFORMATION ON FUEL PELLETS) can cause so-called "auger jammers" in the auger channel. This may also happen if the pellets accumulate in the burn pot and the backlog reaches into the chute. The auger motor reacts in both cases with an increased current consumption, which causes the error message: DISCHARGE MOTOR BLOCKED. The stove will be stopped. Please call the customer service immediately.

### Power failure (during heating)

After a brief power failure, the operating functions that were set before the power failure, continues. If the power failure lasts longer, the stove goes to start phase if sufficient temperature or embers are present. If the power failure lasts too long, the stove goes into the stop phase. The flue gas fan continues to burn any pellet residues (approximately 10 minutes). Then it will restart automatically.

### Power failure (during the initial stage)

After a brief power failure the boot process continues. If the power failure lasts longer, the stove is in the stop phase. The flue gas fan continues to burn any pellet residues (approximately 10 minutes). Then it will restart automatically.

## 7. INSTALLING THE STOVE

### 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 a flue that is approved for solid fuels and is insensitive to moisture. The moisture insensitivity may vary if the flue calculation results in a dry operation. 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.
- 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 for log wood and combi stoves, or Ø 50 mm or Ø 60 mm for pellet stoves. Fix it with a hose clamp (not included!). At pellet stoves with longer intake pipes than 1 m 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.



## 8. ASSEMBLY/DISMANTLING

### Note

Only work on the unit when the mains plug has been disconnected and the stove has cooled completely.

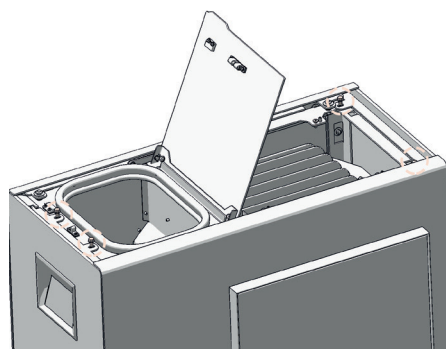
### Note

During assembly / dismantling do not allow objects (screws etc.) to fall into the pellet container – they can block the screw conveyor and damage the stove.

### Note

During any conversion work, take particular care of your fingers and any panels and stove attachments. Select soft bases to prevent scratches to your living space furniture and stove panels.

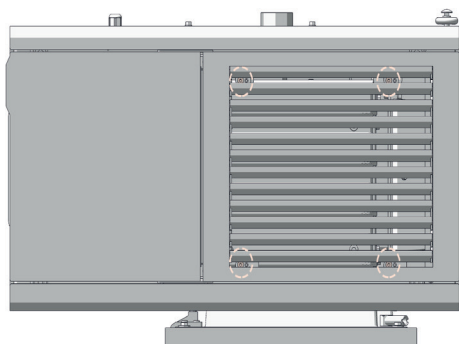
The side metal casing is secured with 2 hex screws. Remove these and lift the side panels up and away.



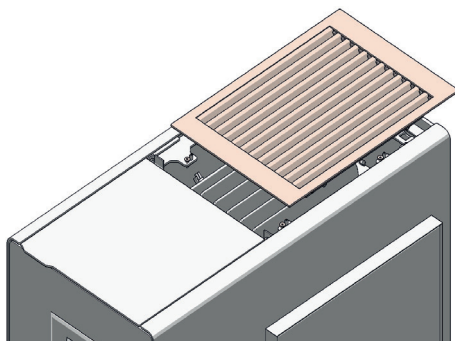
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## Dismantling

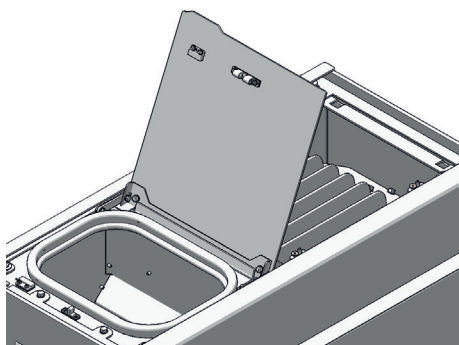
Loosen the 4 Allen screws and slide the confection fins to the right.



You can pick up the confection fins now.



Open the pellet container lid until it stops, in this position, it stays open.



Mount the removed parts in reverse order.



## 9. COMFORT OPTIONS

### Room sensor, Radio room sensor

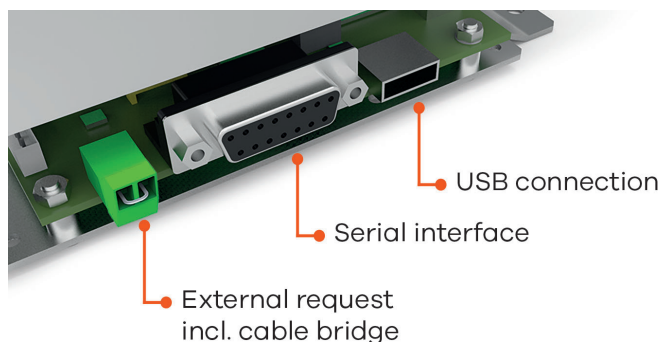
This option permits control of your stove via room temperature. You can set both the room temperature and the heating times required. A room temperature selected by you is observed during the heating times.

Please see the operating instructions for the option room sensor and wireless room sensor for more detailed information.

### Interface for various options

for various options

The ROOM SENSOR and the WIRELESS ROOM SENSOR are to be connected to the interface (stove rear) using the connection cable supplied.



(condition as delivered)

### External room thermostat

Your stove has an interface on the rear wall to which you can connect a customary room thermostat. This requires a 2-pole cable of 0.5 – 0.75 mm<sup>2</sup> cross-section that you have to connect instead of the cable bridge fitted for delivery.

### External connection cable bridge

If the control of your stove is to be assumed by an external room thermostat, you have to connect your external room thermostat (1) instead of the standard integrated cable bridge (2).

The connected room thermostat can be operated in either MANUAL or AUTOMATIC MODE. In both MODES, the current set heat output is used, in AUTOMATIC MODE the heating times set at the stove can also be activated.

You can see whether the external demand is currently activated in the INFO main menu in submenu item Info - inputs.

If your stove receives an external demand to stop operation, it takes approx. 5 minutes until it switches off. All further settings required to your thermostat can be taken from the respective room thermostat operating instructions.

#### Note

Operation is not possible unless either a cable bridge or an external room thermostat is connected. The external demand has priority over all operating modes (MANUAL/AUTOMATIC/COMFORT).

### Option firenet

Only for combination and pellet stoves with touch panel version V2.16 or higher.

The firenet module connects your stove to the Internet. You can operate the stove with any Internet-enabled device (tablet, PC, Smartphone ...). So you retrieve the operational status, various information and make your settings remotely.

For further information, please contact your dealer.

### RIKA VOICE

for combi and pellet stoves with touch display, version V2.26 or above, only and in combination with the RIKA Firenet module and Amazon Alexa

RIKA VOICE allows you to control your RIKA stove by simply speaking to it. Power on or off, switching between modes or adjusting the preferred heat output or room temperature: a few words is all it takes!

More detailed information could be obtained at [www.rika.at](http://www.rika.at) or from your dealer.

## 10. MAINTENANCE

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. We would like to point out again that only tested and recommended pellets may be used as fuel.

### Note

Ash may contain embers – only place ash in sheet steel containers. FIRE RISK! In a cold state, dispose it of in the household waste.

### Note

We recommend at least once a year to have all maintenance carried out by your RIKA dealer.

## Open the combustion chamber door

To open or close the combustion chamber door use the included key. This key can be stored on the back of the stove when not in use.



## Cleaning of the burn pot - daily

Make sure that the air vents are not blocked with ash or clinker. Remove the clinker using the supplied brush and vacuum the burn pot. The burn pot can be easily cleaned inside the stove. After removing the pot the area underneath can be vacuum-cleaned.



Do not damage the ignition when cleaning with the brush. Vacuum out the pipe of the ignition.

### Note

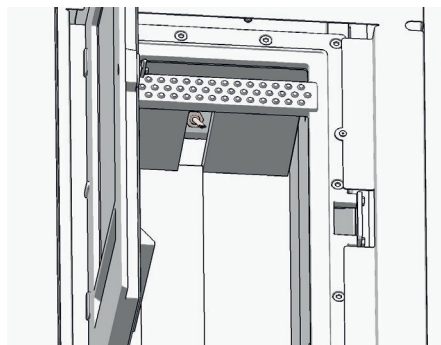
Clean the fire trough regularly. Only clean when cold, when embers are extinguished!

### Note

If the stove is heated in continuous operation, it must be cleaned 2x within 24 hours. FIRE HAZARD!

## Cleaning the flame temperature sensor

Remove the dust deposits from the sensor at regular intervals. Use a clean cleaning cloth or newspaper.



NE

## 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 viewing window becomes coated in the case of solid fuels, particularly with the very fine ash of wood pellets, light or dark depending on the pellet quality (especially with low output). The glass can be cleaned best with a moist cloth. Stubborn dirt can be removed with a special cleaner available from your stove dealer. Usual cleaners containing acid or solvents can be too harsh and damage the glass.

## Cleaning painted surfaces

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

## 11. CLEANING

### Tip

Your RIKA dealer will gladly advise you about their service and maintenance offers.



Depending on pellet consumption, a message prompting cleaning of the stove appears on the display in regular intervals. This message can be acknowledged on the Touch Display, while continuing operation. Perform a cleaning cycle at the next opportunity.

Subsequently, reset the counter in the SETTINGS menu / RESETS submenu, as per operating instructions of TOUCH DISPLAY.

### Tip

The message will only stop reappearing once you have reset the feed volume in the SETTINGS / Resets menu.



### Note

Your stove must be switched off and cooled before any maintenance work is performed. Only work on the unit when the mains plug has been disconnected.



## 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.

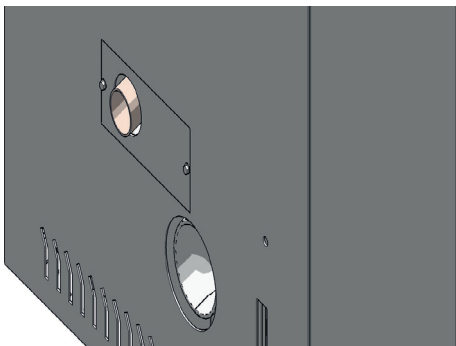
### Note

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



## Combustion air - intake

If necessary, please also clean the air intake with a Hoover.



### Note

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



## Cleaning the pellet container

Do not refill the completely empty container immediately; remove the residues (dust, chippings etc.) from the empty container. The unit must be disconnected from the mains!

## Bearings

(annually)

All built-in bearings (pellet screw) should be checked. Clean or replace bearings depending on condition.

## 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 pipes

(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.

### Note

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

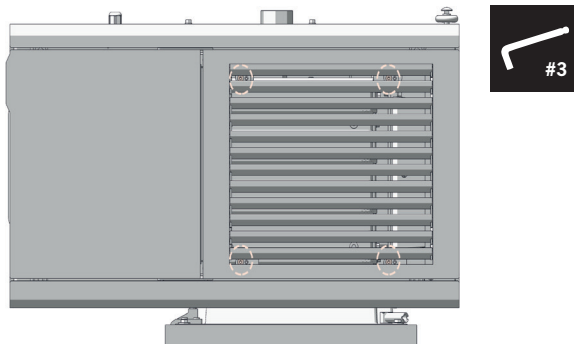




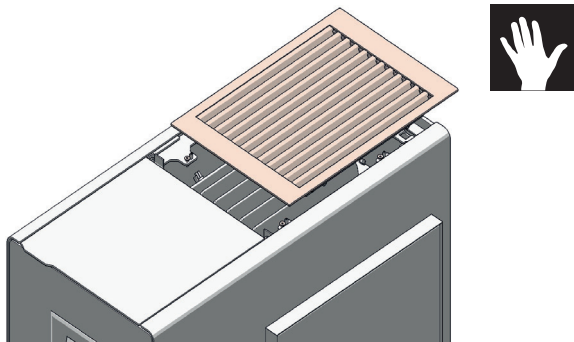
## Cleaning flue pipes

The flues are behind the combustion chamber.

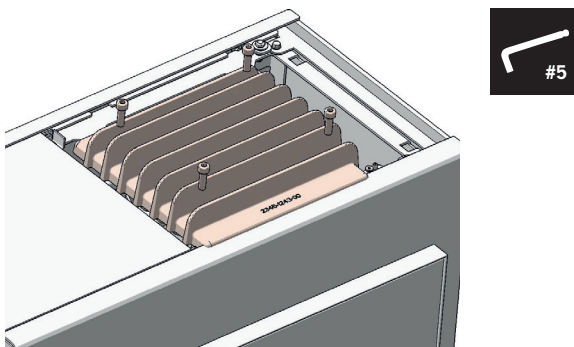
Loosen the 4 Allen screws and slide the confection fins to the right.



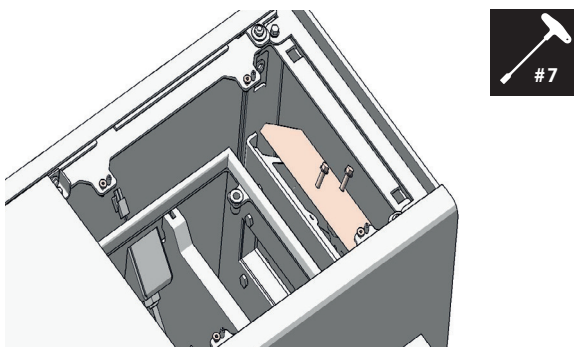
You can pick up the confection fins now.



You can now remove the 4 screws of the combustion chamber lid, remove the lid and place it on a soft surface.

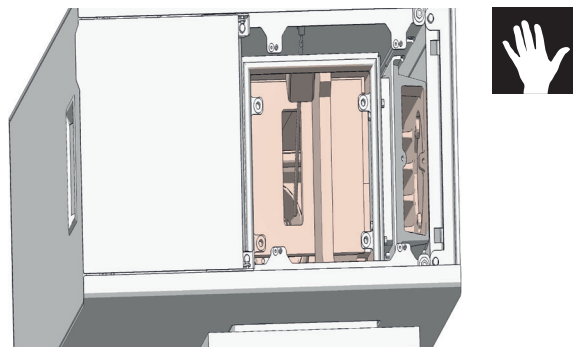


Open the two hex screws and remove the cleaning lid.

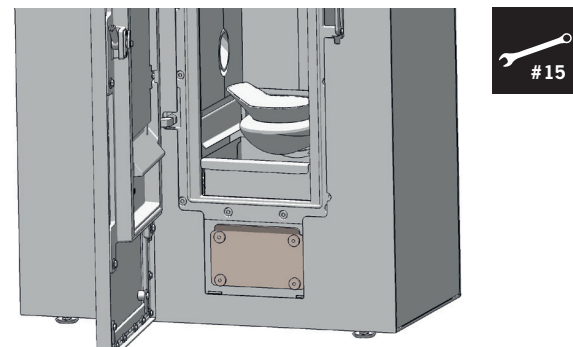


Now clean the flues with the included brush.

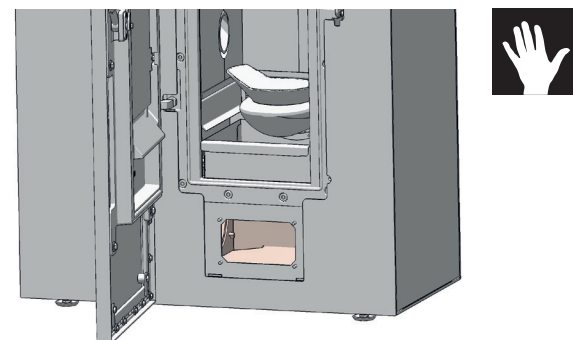
Suck the combustion residues out of the deflection region.



Open the 4 square nuts and remove the cleaning lid.



Suck the combustion residues out of the flue gas manifold. Especially the transition areas to the side flue gas channels (left and right).



Mount the removed parts in reverse order.

### Note

Your stove may suck in false air via incorrectly sealed cleaning covers; this air may lead to incomplete combustion in the fire trough and thus piling up of pellets. DANGER of FIRE!

To ensure the proper operation of your pellet stove, replace any defect (porous, frayed) seals after cleaning and maintenance.

## 12. PROBLEMS - POSSIBLE SOLUTIONS

### Problem 1

Fire burns with weak, orange flame. Pellets heap up in fire trough, window soots up.

#### Cause(s)

- Insufficient combustion air
- Poor chimney draught
- Stove is sooted over inside

#### Possible solutions

- Remove any ash or clinker from the fire trough that may block the air inlets. (see CLEANING/MAINTENANCE)
- If possible swap to better pellet quality.
- Check whether flue gas pipes are blocked with ash (see CLEANING/MAINTENANCE).
- Check whether the air intake or flue tubes are blocked.
- Check door and cleaning cover seals for leaks (see CLEANING/MAINTENANCE)
- Clean fan (see CLEANING/MAINTENANCE)
- Have service performed by authorised specialist company.
- The window has to be cleaned from time to time (see CLEANING/MAINTENANCE)

### Problem 2

Stove smells strongly and smokes outside.

#### Cause(s)

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

#### Possible solutions

- Wait to end of burning-in phase and vent the room sufficiently.
- Vacuum 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)

- Leaking cleaning openings
- Chimney draught too low
- Leaking flue pipe connection

#### Possible solutions

- Check seals and replace (fire door, cleaning lid, ..)
- Check chimney
- Check connections and if necessary re-seal

#### Note

Please note that checks on the control system and wiring may only be performed in unit switched dead. Any repairs may only be performed by trained specialists.

#### Tip

If a malfunction message occurs, the cause must first be remedied; the unit can be put back into operation by acknowledging the malfunction at the internal unit.

## 13. INSTRUCTIONS FOR COMMISSIONING PROTOCOL

### FOR PELLET AND COMBI STOVES

The commissioning protocol is to be treated as a documents and serves as the basis for the warranty and guarantee terms. It is to be completed entirely, in particular the stove data and addresses, the work to be performed is to be ticked off after completion. The signatories confirm with their signatures that all the items on the list have been concluded properly.

#### Note

Please return 1 completed protocol for putting into service to RIKA Innovative Ofentechnik GmbH, Müllerviertel 20, 4563 Micheldorf, Austria.



#### Electrical periphery

It is important that the connection socket in the electrical periphery is earthed. The operability of any room thermostat present must be checked. The execution of commands is to be established by phoning in the case of a GSM modem.

#### Exhaust gas system

The exhaust line, stove and combustion air inlet are part of the combustion system as a whole; therefore the correct execution must also be checked. The plug connections should be tight in general since the system works with excess pressure. The exhaust tube has a diameter of 100 mm for pellet stove, and of 130 mm / 150 mm for the combi stove, which is sufficient for short distances. In the case of several changes in direction, the resistance of the exhaust system can increase with the flue to such an extent that the combustion quality suffers and/or noise arises from the greater flow speed. Correct determination of the chimney draught can only be performed at nominal thermal output and serves to evaluate the chimney. If the draught is more than 15 Pa, then a draught limiter should be installed.

#### Stove functions

These are the basic stove functions that are to be checked and ticked off. The stove is ready for operation if these functions are ensured.

## Operator instruction

This is one of the most important points in the putting into operation. It is very important that the operator understands the stove properly and is prepared to assume responsibility for the basic tasks required for operational safety.

In particular the connection between special features of a biomass heating system and his obligations as well as the warranty and guarantee terms must be explained. e.g. non-tested pellets and screw blockers, lack of cleaning or maintenance and stove malfunctions. Thorough instruction can prevent many complaints.

#### Stove functions

Explanation of the processes in the stove during ignition, normal operation, cleaning phase etc.

#### Control

Explain operator's possibilities to intervene, empty pellet container, room thermostat, GSM modem, functions and settings, program times if necessary. Operating instructions: Handover and reference to the content to the following points, is a document.

#### Warranty terms

Difference between warranty (statutory) and guarantee (voluntary), terms of guarantee, determination of wearing parts, reference to pellet quality to be used and the consequences of poor quality.

#### Cleaning instructions

Ash and dust occurs with a biomass heating unit. The fire trough is to be cleaned regularly with regular heating operation (in the case of pellet operation, the drilled air holes in particular must be free of residues). The ash drawer is to be emptied regularly. The flue gas pipes are to be cleaned once or twice in the heating season depending on stove type; by a specialist company is best.

#### Maintenance

##### Note

We recommend at least once a year to have all maintenance carried out by your RIKA dealer.



#### Combustion

All doors must close tightly to prevent intake of false air.

## Installation address

Surname, forename

Street, number

Post-code, city

E-mail, phone

## Device data

Device type

Serial number

Cladding undamaged? ☐ YES ☐ NO

## Electrical peripherals

Connection socket grounded ☐

Room thermostat ☐ Model

FIRENET ☐ Model

## Inspection of system and safety components

Smooth operation of flues gas flap checked (combi stove) ☐

Smooth operation of backfire safety flap checked (combi stove) ☐

Differential pressure sensor (building) ☐ YES ☐ NO

## Installation

Proper installation according to installation and user manuals ☐ YES ☐ NO

Comments

**ATTENTION:**  
Compliance with national regulations and laws as well as locally applicable rules and regulations is within the responsibility of the specialist contractor commissioned with installation.

## Flue gas line/chimney

Chimney type ☐ BRICKS ☐ STAINLESS STEEL ☐ FIRECLAY

Chimney diameter Chimney height

Chimney – approved by inspection authority? ☐ YES ☐ NO

Chimney system ☐ INDOOR ☐ OUTDOOR

Above sea level

## Device functions

Relay testing (component testing) ☐

## Initial user instruction

Pellet quality explained (env. standard/DIN plus/ENplus-A1) ☐

Device function/control explained ☐

Cleaning & maintenance interval, maintenance checklist explained ☐

Maintenance contract ☐ YES ☐ NO

Guarantee conditions described ☐

Warranty conditions explained ☐

## RIKA retailer

Retailer stamp

Software version

Display version

Year of production

GSM modem ☐ Function checked ☐

Phone provider

Fire alarm in place? ☐ YES ☐ NO

Fire-proof floor covering in place? ☐ YES ☐ NO

Other

Room height

Room ventilation ☐ YES ☐ NO

Exhaust hood (outdoor connection) ☐ YES ☐ NO

WC extraction ☐ YES ☐ NO

Central vacuum cleaning system ☐ YES ☐ NO

Number of deflector plates Length of smoke pipes

Smoke pipes in connection system ☐ WITH ☐ WITHOUT SEALING LIP

Plaster openings ☐ YES ☐ NO

Chimney draft (full load) Outside temperature

Independently of room air ☐ YES ☐ NO

Door/bricks/cladding checked and adjusted(function/gaps) ☐

Soot brush ☐ Door opener ☐ Thermal gloves ☐

Care and maintenance log ☐ available and handed over to the user

Pictures made of ACTUAL condition ☐

User manual, warning and safety information explained ☐

Stove taken into operation with the client ☐

Stove switched off and handed over ☐

RIKA Innovative Ofentechnik, 4563 Micheldorf, Müllerviertel 20, Austria, hereby confirms that the provided personal data is exclusively used for in-house purposes, processing and recording. The client confirms the reception of correct and clear instructions. Our general terms and conditions shall apply.

☐ I consent to the collection, saving and use of my personal data (name, address, e-mail) by RIKA Innovative Ofentechnik GmbH for marketing and information purposes. This consent can be withdrawn at any time and without any charge and formless under marketing@rika.at.

User signature

Place, date

Signature & stamp of commissioning technician

ORIGINAL - REMAINS WITH CLIENT

## 14. GUARANTEE CONDITIONS

We recommend having the installation performed by a RIKA-certified technician.

These guarantee conditions only apply for the European mainland. For all other countries, the separate conditions of the importer in the respective country apply. In cases of doubt, or in the case of missing or incorrect translations, the German version is always the sole valid version.

In the interest of ensuring damage limitation in good time, the guarantee claim should be sent in writing to the RIKA specialist or contract dealer.

In this event, the following documents must be presented:

- Written reason for complaint
- Invoice
- Installation record
- Model name and serial number

### RIKA GUARANTEE

#### 5 YEARS

**on the welded stove body.**

**Up to 5 years or 10,000 kg of consumed pellets for pellet stoves.**

This relates exclusively to defects in the material and processing, and to the supply of replacement parts free of charge. Working hours and travel times are not covered by the manufacturer's guarantee.

#### **The guarantee is conditional on the following:**

- Only original parts supplied by the manufacturer must be used.
- Professional installation of the stove in compliance with the respective operating manual valid at the time of purchase.
- The stove must be connected by a professional certified for that type of stove.
- The installation is performed by a RIKA-certified technician.

If these points are not complied with, the guarantee claim is void!

Any costs incurred by the manufacturer as a result of an unjustified guarantee claim will be charged back to the claimant. Likewise excluded from the guarantee is any damage resulting from or caused by non-compliance with the manufacturer's instructions for operating the appliance, e.g. overheating, use of non-approved fuels, unprofessional interference with the appliance or the flue pipe, a flue suction that is incorrectly adjusted to the appliance or is insufficient or too strong, condensation water, non-performance of or inadequate maintenance or cleaning, non-compliance with the applicable building regulations, improper operation by the operator or third parties, transport and handling damage.

**STATUTORY WARRANTY PROVISIONS REMAIN UNAFFECTED BY THE GUARANTEE!**

## 15. WARRANTY CONDITIONS

See the respective general terms and conditions of business and warranty conditions of the RIKA dealer.

#### **The warranty does not cover:**

1. Wearing parts (normal wear and tear not resulting from a defect)
2. Parts in contact with fire, e.g. glass, combustion troughs, grates, baffle plates, deflectors, combustion chamber cladding (e.g. refractory clay), ceramics, ignition elements, sensors, combustion chamber sensors and temperature monitors
3. Paint, surface coatings (e.g. handles, cover panels)
4. Seals
5. Natural stone, thermal stone, etc.

valid from: 01.12.2020

## 16. DISPOSAL INFORMATION

RIKA Innovative Ofentechnik GmbH is ensuring that its products are eco-friendly throughout the product life cycle. This is why our commitment for electronic products goes beyond the end of their product life cycle.

### Note

For proper disposal of the device, we recommend contacting a local waste disposal company.

### Note

Please contact your RIKA specialist dealer for professional disassembly/dismantling of the device.

### Note

We recommend that you remove the parts that come into contact with the fire, such as glass, fire trough, grates, draught plates, baffle plates, combustion chamber linings (e.g. fireclay), ceramics, ignition elements, sensors, combustion chamber sensors and temperature monitors and dispose of them in the household waste.

## Information on the individual components of the device

- **Electrical or electronic components:** Remove the electrical or electronic components from the device by disassembling them. These components must not be disposed of in the residual waste. Proper disposal should be carried out via the waste electrical equipment take-back system.
- **Fireclay in the combustion chamber:** Remove fireclay components that have been installed in the combustion chamber from the appliance. If present, fastening elements must be removed beforehand. Fireclay components that come into contact with the fire or flue gas must be disposed of; reuse or recycling is not possible.
- **Vermiculite in the combustion chamber:** Remove vermiculite that has been installed in the combustion chamber from the appliance. If present, fastening elements must be removed beforehand. Vermiculite in contact with fire or flue gas must be disposed of; reuse or recycling is not possible.
- **Glass ceramic pane:** Remove the glass ceramic pane using a suitable tool. Remove the seals and separate them from the frame if present. Transparent glass ceramic can generally be recycled, but must be separated into decorated and non-decorated panes. The glass ceramic pane can be disposed of as construction waste.
- **Sheet steel:** Disassemble the sheet steel components of the device by unscrewing or flexing (alternatively by mechanical crushing). If present, remove the seals beforehand. Dispose of the sheet steel parts as metal scrap.
- **Cast iron:** Disassemble the components of the cast iron device by unscrewing or flexing (alternatively by mechanical crushing). If present, remove gaskets beforehand. Dispose of the cast parts as metal scrap.
- **Natural stone:** Remove existing natural stone mechanically from the unit and dispose of as construction waste.
- **Gaskets (glass fibre):** Remove the gaskets mechanically from the device. These components must not be disposed of with residual waste, as waste glass fibre cannot be destroyed by incineration. Dispose of gaskets as glass and ceramic fibres (artificial mineral fibres).
- **Metal handles and decorative elements:** If present, remove or dismantle metal handles and decorative elements and dispose of them as metal scrap.

### Note

Please observe the local disposal possibilities for all components.

## Extract from the waste code of the European Waste List Regulation

Waste code	Waste type
15 01 03	Wooden packaging
17 01 03	Tiles and ceramics
17 02 02	Glass
17 04 05	Iron and steel
17 05 04	Soil and stones

## Electronic Waste

In accordance with the European Directive (2012/19/EU) Waste Electrical and Electronic Equipment (WEEE) and other local regulations, RIKA supports the setup of take-back systems and recycling infrastructures.

Old devices can easily be returned to the municipal waste collectors for recycling purposes. Please observe the national regulations to that end.



The device may not be disposed of in the normal household waste.







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In case of doubt as well as missing or incorrect translations, the German version is the only valid one. Subject to technical and visual changes as well as layout and printing errors..

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