HENLEY STOVES

Maintenance and User Manual
Pellet Stoves

Elm 4 | Elm 8 | Elm 12

IMPORTANT!

This Appliance must be fitted by a HETAS / METAC Qualified Installer

Please keep these instructions for future reference

Our pellet stoves must be fitted with an anti-down draft cowl and a cleaning pipe on pipework or your warranty will be null & void.

We strongly recommend a surge protector to be fitted when installing your pellet stove, this will ensure that the igniter will not blow in the event of a power cut or electrical surge in your power supply.

Congratulations on the purchase of your new Henley Stove!

With the proper care & attention your stove will give you a lifetime of heat & comfort. This manual contains instructions on how to install and maintain your Henley Stove.

For both your comfort & safety please take the time to read instructions carefully.

We also have a playlist on our youtube channel that you can follow along as you read this manual, offering insight in setting up and maintaining your new stove.

Simply scan the code or view our playlist: Elm Pellet Stove - Henley Videos

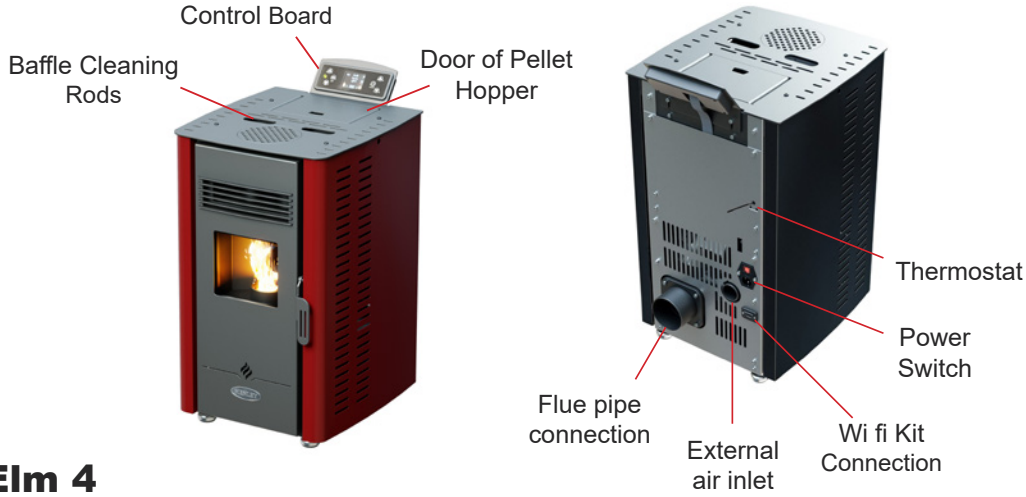
https://www.youtube.com/@HenleyStovesIRLUK

Remember to safely remove and dispose stove packaging

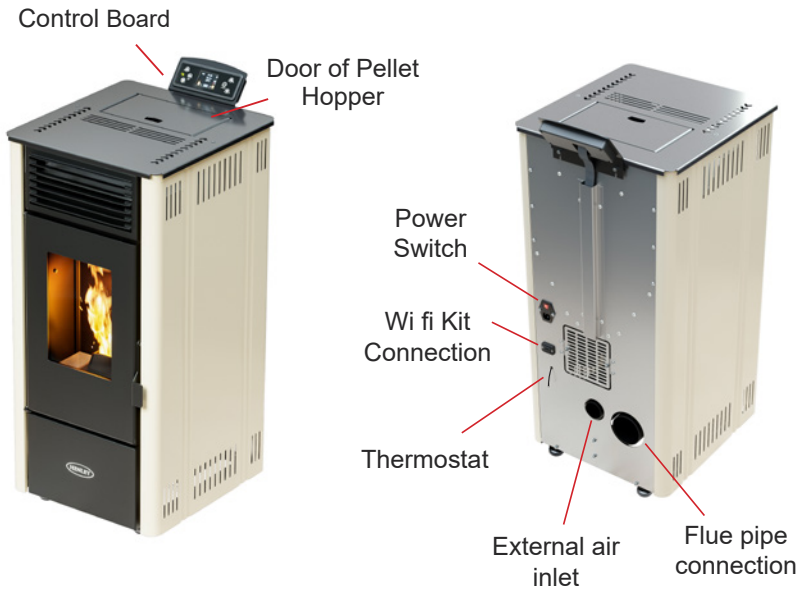
- It is required to use handling tools to move the stove, thus preventing personal injury.
- The socket must be reliably grounded when the stove is being installed.
- Under normal combustion, do not touch the stove surface, especially the door handles, glass and flue pipes and other high-temperature parts, without wearing protective gloves.
- During use, the elderly, children, and infants must stay away from the stove
- Any heat-sensitive objects should be far away from the stove, clothes and other combustible materials are strictly prohibited to be placed on the stove.
- Do not directly dry clothes on the pellet stove! They might catch fire.
- If a clothes rack is in the room it should be a minimum 2 metres away from the pellet stove.
- Do not place flammable and explosive objects around the stove body while being used.
- Disconnect the plug before cleaning and maintenance work.
- Use original parts only for replacement and maintenance.
- Please keep these instructions for future reference.

Main Index

	Page
Technical Information & Drawings	**4 - 7**
Installation Information & Examples	**8**
- Flue Options & Requirements	8
- Power Supply	9
- External Air Intake	9
- Surrounding Safe Distance	10
- Fuel	11
- Fuel Filling & Ignition	**11**
General Cleaning & Maintenance	**12**
- Rope Seal Check	12
- Door Glass Cleaning	12
- Flue Outlet Cleaning	13
- Elm 4 Maintenance	14
- Elm 8 Maintenance	16
- Elm 12 Maintenance	17
General Steps & Instructions of Operation	**18**
- Thermostat	18
- Checklist when using your Pellet Stove	18
- Interface Controls	19
- Remote Control	25
- Wifi Control	25
Funtions & Operation Procedures	**20**
- Turning On / Off	20
- Settings Menu	21
- Stove Mode	22
- Temperature Settings	23
- Parameters for Setting each Power Level	23
- Setting the Room Temperature	24
- Technical Service - Spare Parts	24
- Setting up a Wifi Kit	25
Troubleshooting & Alarms	**30**
Warranty & Commission List	**34**



Elm 4



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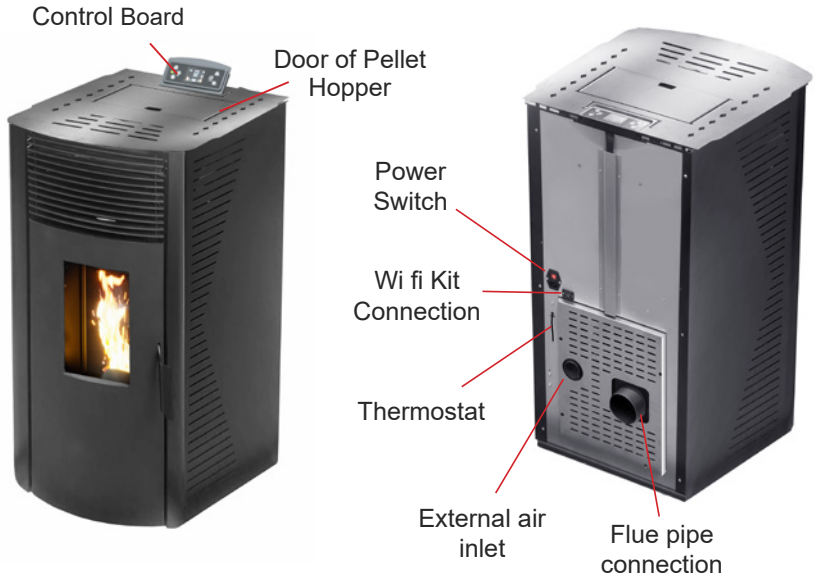

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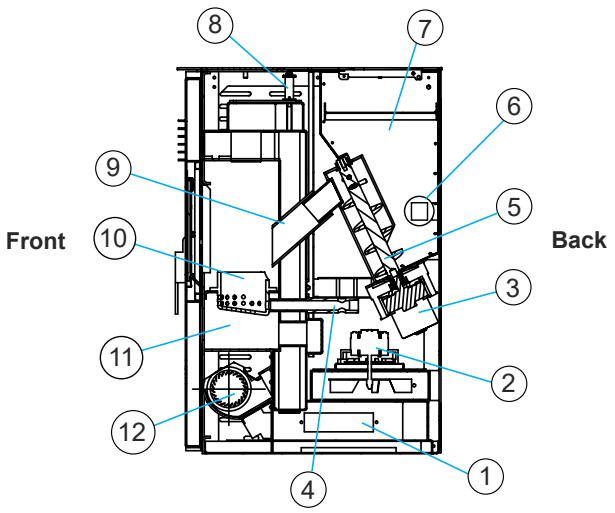
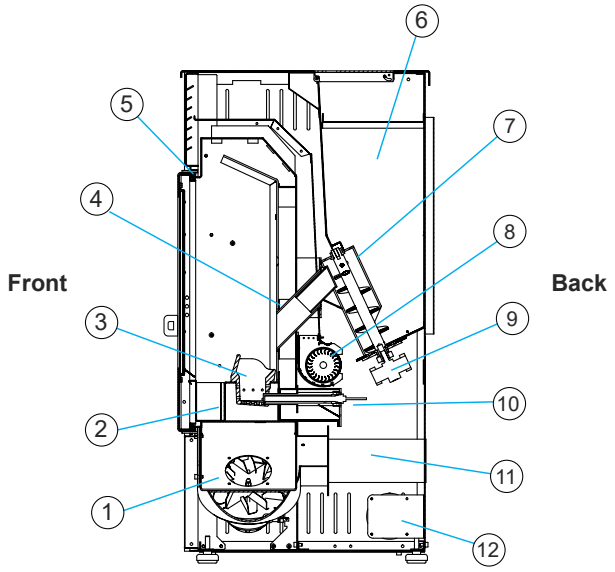


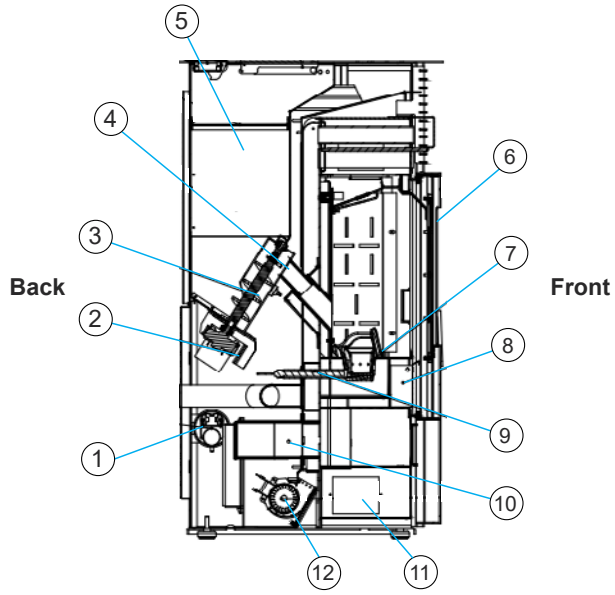
Elm 4

1	Cleaning Access Door
2	Smoke Motor (blue wire is smoke sensor)
3	Auger Motor
4	Igniter
5	Pellet Auger
6	Pressure Switch
7	Pellet Hopper
8	Baffle Cleaning Rods
9	Auger Slot
10	Fire Pot
11	Ash Chamber with Cleaning Door
12	Convection Fan



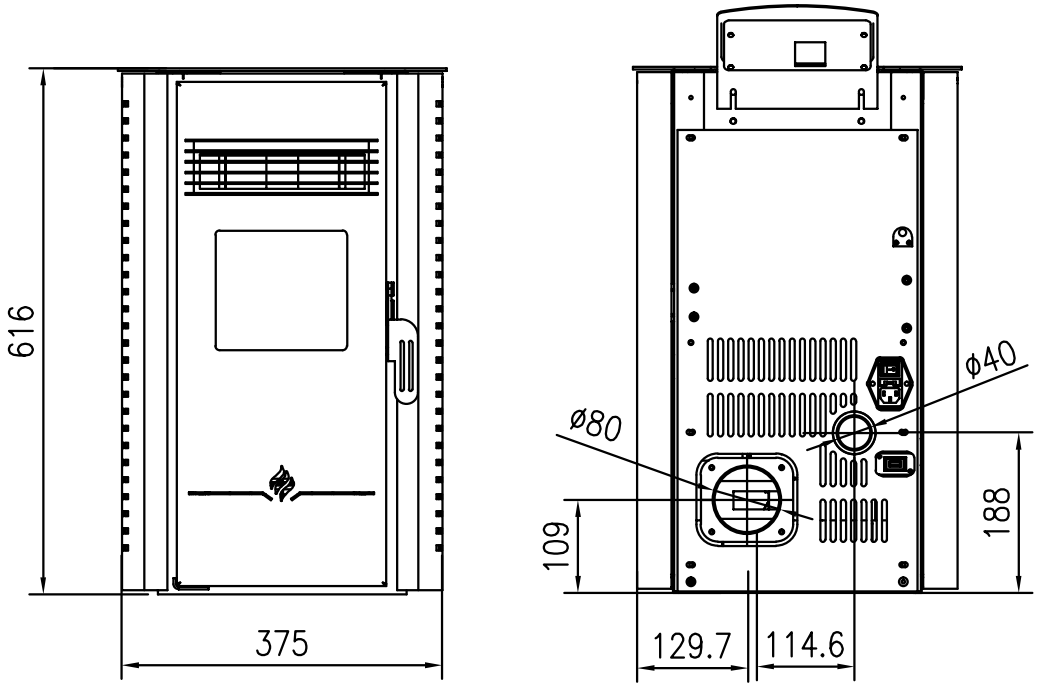
Elm 8

1	Smoke Motor (blue wire is smoke sensor)
2	Ash Pan
3	Fire Pot
4	Auger Slot
5	Door
6	Hopper
7	Pellet Auger
8	Convection Fan
9	Fuel Pipe
10	Fire Pot
11	Ash Chamber with Cleaning Door
12	Pressure Switch



Elm 12

1	Pressure Switch
2	Auger Motor
3	PelletAuger
4	Auger Slot
5	Hopper
6	Door
7	Fire Pot
8	Ash Box
9	Igniter
10	Exhaust Motor
11	Ash Chamber with Cleaning Door
12	Convection Fan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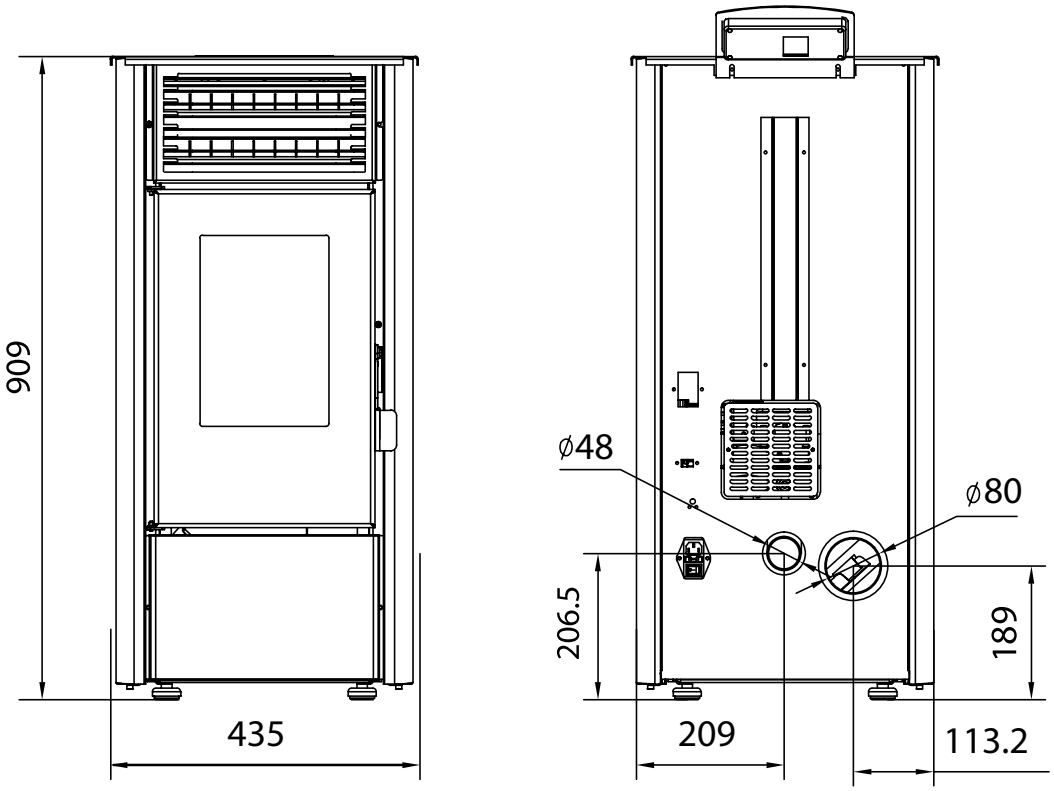
Elm 4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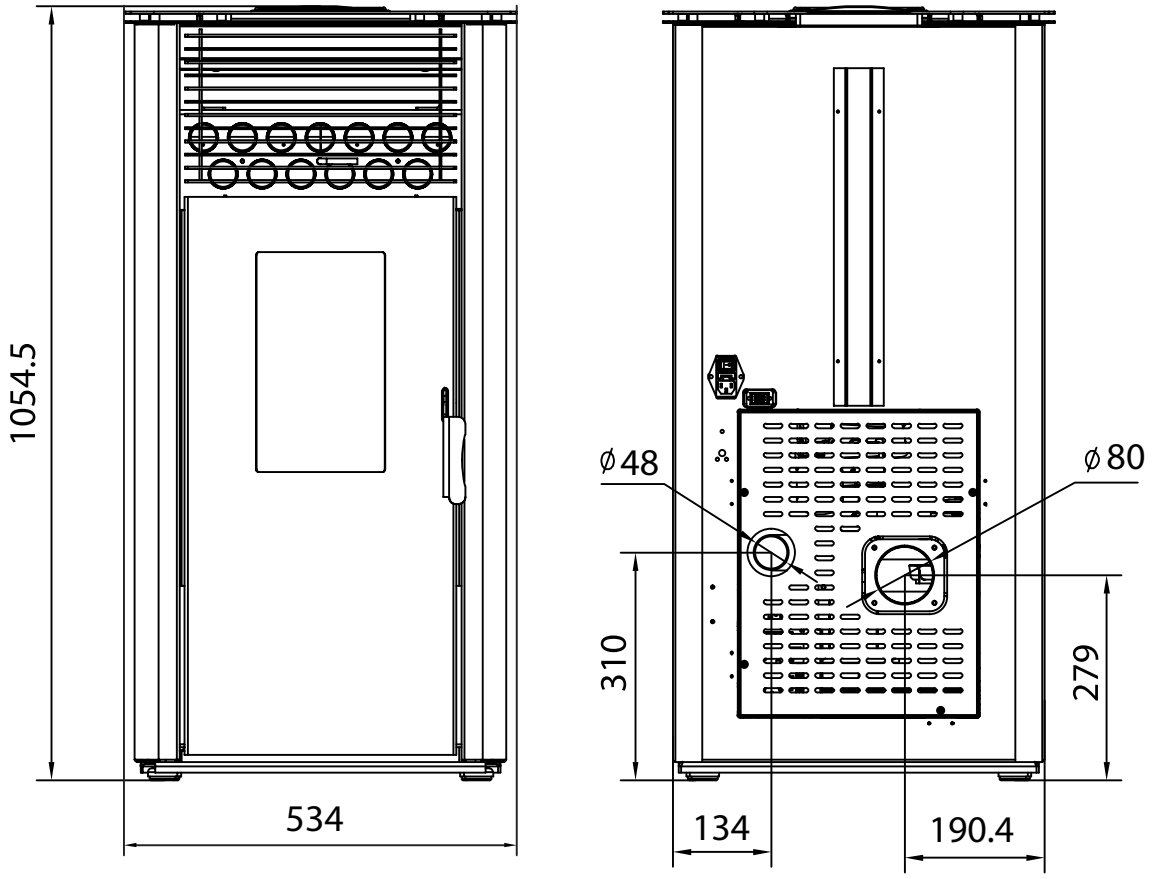
Elm 8

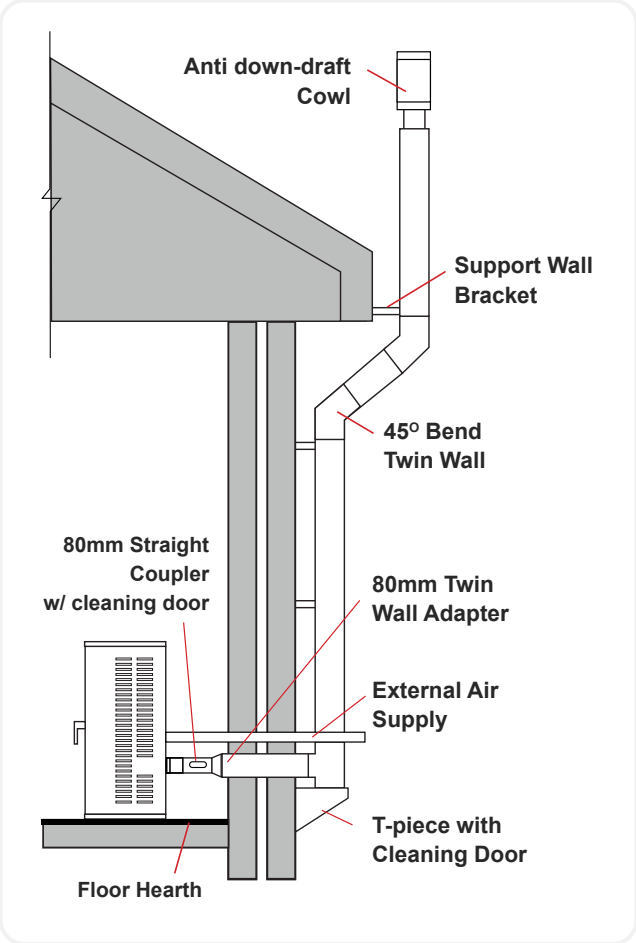


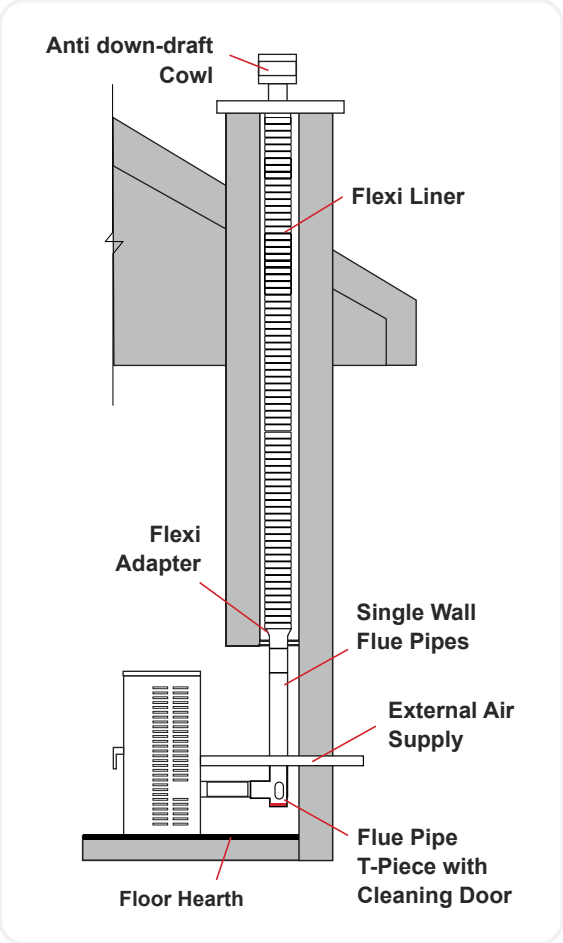
Elm 12

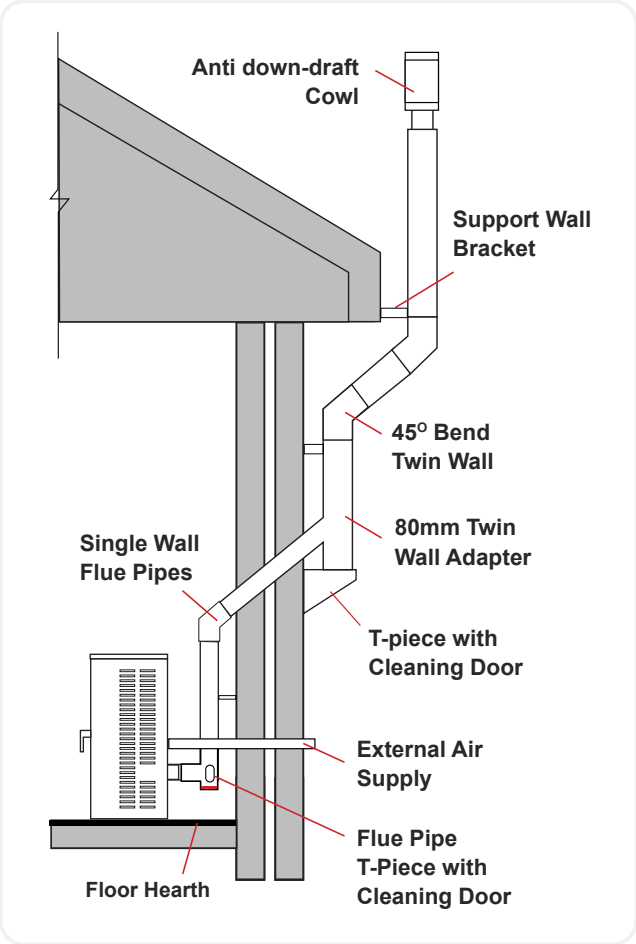
Specifications

Description	Elm 4 - Z4	Elm 8 - Z8	Elm 12 - KM12
Height	616mm	909mm	1,041mm
Width	385mm	435mm	534mm
Depth	426mm	460mm	585mm
Total Weight	51kg	62kg	136kg
Flue pipe outlet diameter	80mm	80mm	80mm
Maximum power	4.2kw	7.8kw	12kw
Minimum power	2.4kw	3.2kw	5kw
Pellet Consumption	0.8-1.0kg/h	0.5-1.6kg/h	1.0-2.4kg/h
Hopper capacity	7kg	18kg	30kg
Power supply	220-240V /50Hz	220-240V /50Hz	220-240V /50Hz
Power consumption Max/ Normal	350w / 80W	350w / 80W	350w / 80W
Electrical fuse	3.0 A	3.0 A	3.0 A
Flue gas mass flow	3.3-6.0g/s	3.3-6.0g/s	3.3-6.0g/s
Max. flue gas temperature at output	ca.200°C	ca.200°C	ca.220°C
Min. flue gas temperature at output	ca.105°C	ca.105°C	ca.105°C
Minimum draft of chimney	Min.20Pa	Min.20Pa	Min.12Pa

INSTALLATION INSTRUCTIONS & EXAMPLES







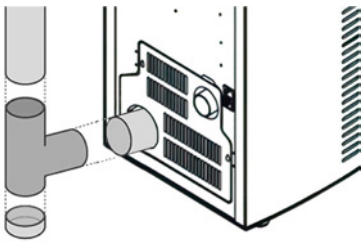
IMPORTANT

Our pellet stoves must be fitted with an anti-down draft cowl and a cleaning pipe on pipework or your warranty will be null & void.

The end user needs to clean out the straight pipe with the cleaning door or T-Piece weekly to avoid the pipe becoming blocked.

The twin wall on the outside also must have a cleaning door, to be cleaned twice yearly.

The Flue outlet on the Elm pellet stoves are 80mm diameter, we recommend using only 80mm twinwall or flexi liner packages when fitting.



Clean weekly with an ash vacuum

POWER SUPPLY

European-style / three-hole socket/plug ; 230V /50Hz
Normal power consumption : 80w - 100w
Ignition stage : 340W (~ 5 minutes)

Fuse at the back of the stove

NOTE : We strongly recommmend a surge protector to be fitted when installing your pellet stove, this will ensure that the igniter will not blow in the event of a power cut or electrical surge in your power supply.

If your stove has experienced a surge the 1st part that will be affected is the fuse at the back of the stove near the power switch which may blow and will need to be replaced. Other parts such as the ignitor may also need to be replaced. (please note ignitors are not covered by warranty.)

Do not use an extension cable to power the pellet stove

EXTERNAL AIR INTAKE (OPTIONAL)

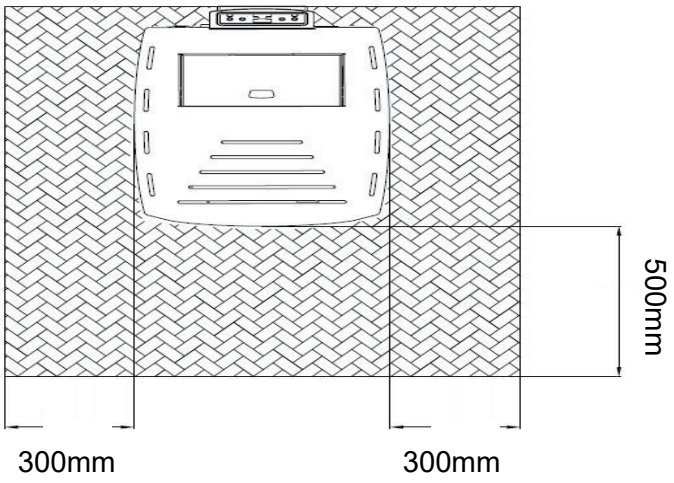
We recommend to connect the external air intake if your heating supply is Air to Water with a heat recovery system in your home.

The stove must have an adequate air supply to create combustion, a vent may be needed to supply the room and stove with air. Don't fit the stove in a room that already is fitted with an extractor fan. Do not obstruct the air vents in the front of the stove.

KEY POINTS ON INSTALLATION

- **An Anti-Downdraft Cowl AND Cleaning Door on Pipework** MUST be fitted with this appliance or warranty will be null & void.
- **An External Vertical Chimney** must be fitted with this appliance. The external pipe work MUST be fitted to reach beyond the level of the house guttering. – it is not sufficient to simply place a level outlet-pipe through the external wall.
- **Installers/Fitters MUST** demonstrate all operational requirements to the customer.
- Retailers, **MUST** also explain to the end-user how to operate the stove
- The stove must be installed on a suitable, solid, and level floor.
- The minimum diameter of flue pipe is 80mm, and such a tube should be made of metal or other heat-resistant materials which can resist more than 220°C
- The joint of the flue pipe must be sealed because the stove can only work on basis of the differential pressure in stove and draft in the chimney to protect the system.

SURROUNDING SAFE DISTANCE



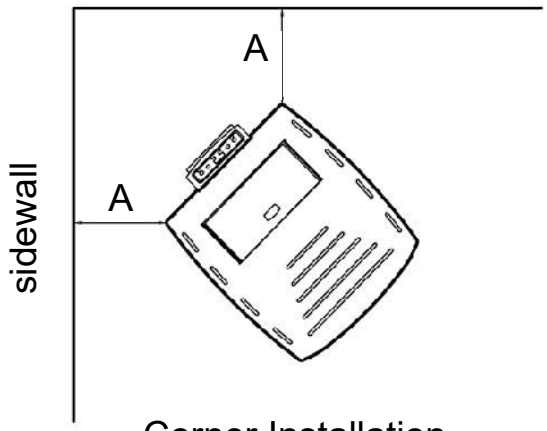
Hearth / Floor Protection

In case of a flammable flooring (such as wood or carpet floors), a fire-resistant protection hearth is required, such as glass, steel, ceramic and so on.

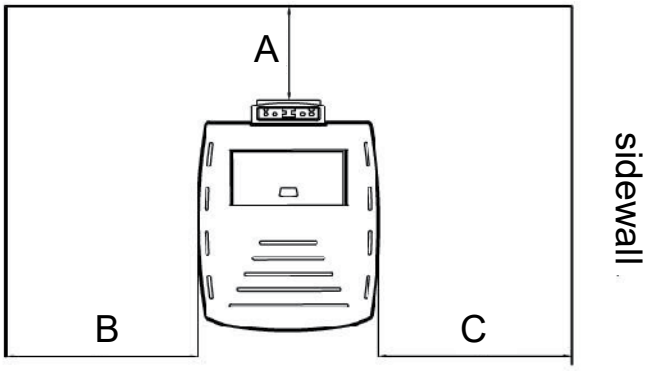
Fire-resistant floor protection must be larger than the contacting area between the stove and floor.

Front : min.500mm

Each side : min. 300mm



Corner Installation



Parallel Installation

Surrounding Safe Distance

Elm 4 / Z4

Comer : min. 250mm

Back : min. 250mm

Side : min. 350mm

Front : min. 1000mm

Elm 8 / Z8

Back : min. 250mm

Side : min. 600mm

Front : min. 1500mm

Elm 12 / KM12

Back : min. 320mm

Side : min. 420mm

Front : min. 1000mm

FUEL

Wood pellets are the only combustible material you can use. You can find different kind of pellets with different characteristics and quality on sale. We recommend to use pellets of good quality as this has a great influence on the heating capacity and on the residuals of ash. Pellets characteristics are: diameter of 6mm , length <25mm, they must be well pressed and little friable, without any residuals of glue, resin or additive.
(pellet standard DIN 51731 and OENORM M7135 or similar)

WARNING!
Inadequate pellets can cause poor combustion, frequent blockage of the brazier, obstruction of waste pipes, increase of consumption and decrease of heating power, dirty glass, increase of ash quantity or unburned granules. Any wet pellets cause poor combustion and functioning of the appliance, therefore make sure you store the pellets in a dry place and a safe distance from the stove or any other heating appliance.

We suggest you to try different pellets on sale and then choose those with the best performance. The use of low quality pellets can damage the stove making the guarantee invalid and the manufacturer is not responsible for the damage.

REMEMBER
1. Use certified quality pellets.
2. Before each ignition, clean the brazier, remove it, vacuum the lower compartment and put it back in place.
3. If the ignition fails, remember to empty the brazier of the leftover pellets before starting the stove again.
4. The heat output power setting and fan motor speed should be at power 1 when starting the stove. If the pellet stove is set on high settings (example 5) the pot may overfill.
5. Please make sure to store pellets in a dry in-door setting to prevent the pellets gettting damp.

FUEL FILLING & IGNITION

In case of an auto-ignition failure, please remove all the pellets in the burner pot, place the burner back properly and restart the stove. If this is not done too many pellets in burner, on ignition can cause excess fire and smoke.

Please remember to keep pellet bags far away from the stove while refilling the hopper.
Pellets should not be overfilled from the hopper door, any overflowed pellets must be cleaned to avoid accidents.

In order to prevent the flame from extinguishing make sure to keep the pellets topped up in the hopper daily.
To prevent injury, please always wear protective gloves to open the hopper door. You should not wait until you see the auger on the bottom of the hopper. Apart from when adding pellets the hopper door should be kept closed.

GENERAL CLEANING AND MAINTENANCE

Before doing any maintenance work, it is necessary to turn off the stove and wait until it's cooled down to room temperature, then pull the plug. The cleaning interval depends on pellet quality and average heating power. Moist or high-ash & sawdust pellets may disrupt normal cleaning interval. Therefore, please always use high-quality pellets. As we cover in the next section, always make sure to clean out the stove ash and debris daily.

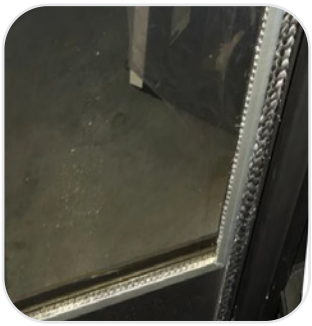
REMEMBER - Do not put hot ashes in the dust bin as the remaining heat of the ash may ignite the bin. Take ashes from the stove, extinguish with water, and wait a moment before disposal. Do not put any used pellets from the pot back into the hopper.

Check all points of the door

ROPE SEAL CHECK

The rope seal of the door and glass should be checked at least once a year. Put a piece of paper between seal and the surface of chamber, close the door, pull out the paper, if you fail to pull it out then the seal is good. If the paper can be pulled out this means the rope seal is damaged, and the seal will have to be replaced.

Example of grime build-up



Example of glass cleaned

DOOR GLASS CLEANING

Over time grime on the glass will form, this can vary in colour because of the pellet quality and wood species. Make sure to wipe the grime off with a damp cloth regularly so as not to allow build-up.

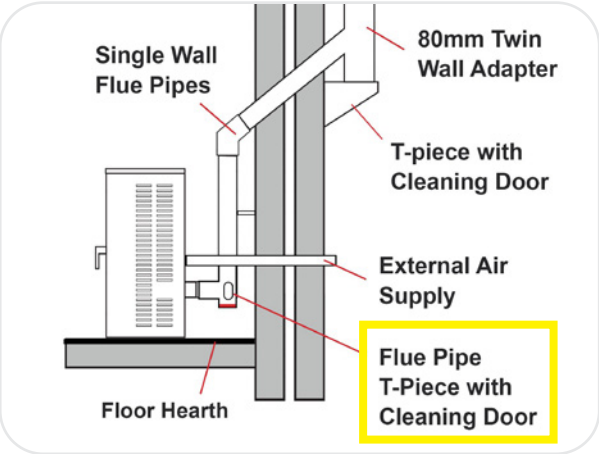
Do not use caustic cleaning agents or a hard metal brush to clean, as the high-temperature resistant glass can become scratched or corroded. If the glass is dirty while the stove is running at a low power setting, you can turn up the heat power settings for around 5 minutes to clear the dirt from the glass.

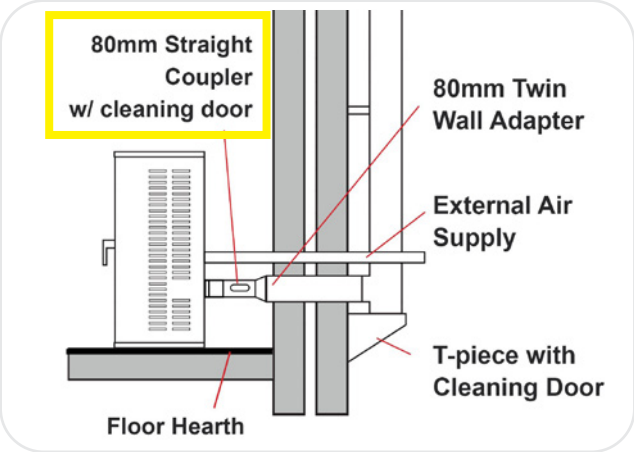
REMEMBER : When the stove is in use, the door must not be opened.

FLUE OUTLET CLEANING

Every week please open the cleaning door on the T-piece or straight pipe and clean out any soot.

Below are 2 examples of where you may find cleaning doors or T-pieces in your installation





T-PIECE CLEANING

Remove T-piece cover on the bottom of the pipe, vacuum inside the T-piece pipe and cover.

IMPORTANT -
Make sure when clean the T-piece cover is correctly fitted back and a firmly sealed.

Example of build-up

Example of cleaned

STRAIGHT PIPE W/ DOOR

Unlock the door of the straight pipe to open, and vacuum inside the pipe.

IMPORTANT -
Make sure when clean the door is correctly locked back in position.

ELM 4 DAILY MAINTENANCE

The burning pot must be cleaned out after every use.

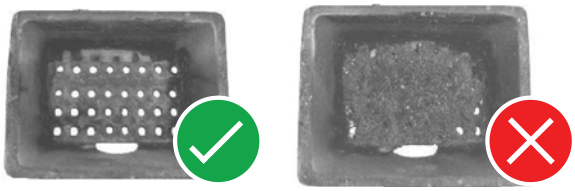
If you don't clean out the pot after each use:

- When you go to re-light the pellet stove it may fail to light
- Many pellets will gather in the brazier pot
- If it does light with these extra pellets there will be a puff of smoke coming out of the stove into the room.

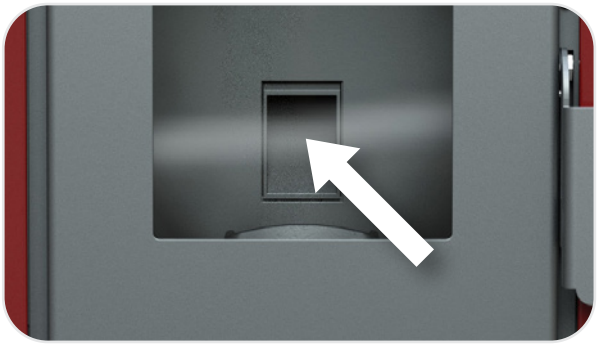
What to do if this happens?
The best thing to do is open a window, don't turn off pellet stove as it will turn off the fan motor and increase the smoke inside of the room.

Cleaning the Burning Pot

Vacuum the fire pot as well as around and under where the pot sits in the chamber (ensure to put the pot back in place in the correct position as the ignitor will fail to ignite)

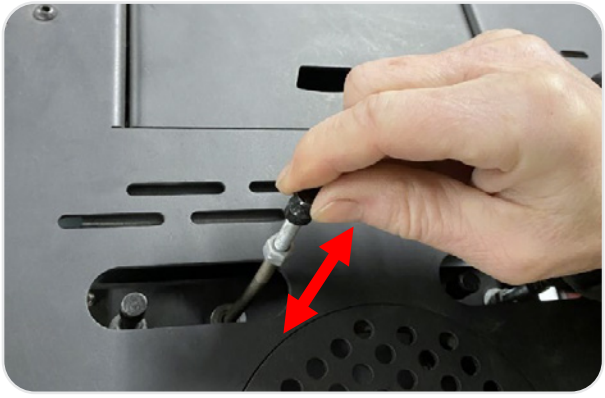


All holes in the base of the pot must be clean from all debris and ash.



Cleaning the Auger Slot

Make sure to push the vacuum inside and around the auger slot to clear any pellets or dust from building up inside.



(ELM 4 ONLY)

Cleaning with the Baffle Rods

There are 4 baffle rods located at the top of the stove as shown in the picture, lift up and down each baffle rod daily to shake any dust and ash from internal parts.

ELM 4 - WEEKLY MAINTENANCE

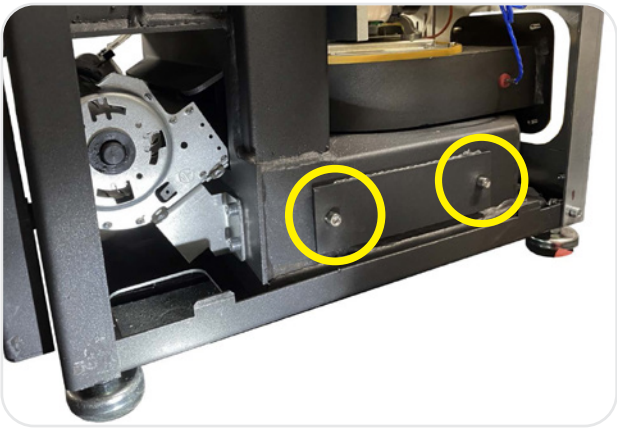
There is an ash reservoir at the front of the Elm 4 inside the door, to access loosen the two wing nuts of the door and lift the metal cover up and off the screws. This ash reservoir should be vacummed every week to keep your stove running clean (or more frequently depending on use.) Make sure to refit the the metal cover back once finished.

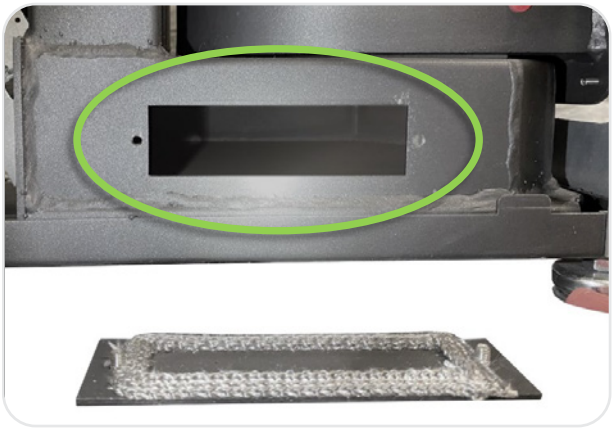
ELM 4 - MONTHLY MAINTENANCE

1. First, disconnect the electric plug and empty the hopper. Make sure the stove does not have power and is safe to work on. The 2nd ash reservoir door is located on the right side of the stove so we will work on the side as shown below

2. Lift off the top plate of the stove carefully and store safely out of your way.

3. On the right side of the stove unscrew the side panel, lift the panel up to remove.





There is an ash reservoir at the bottom of the stove, to access first remove the right panel (as shown above) Unscrew the cover plate with a 5mm Allen key. This reservoir should be vacuumed at least once per month. (Make sure to secure the metal cover once finished)

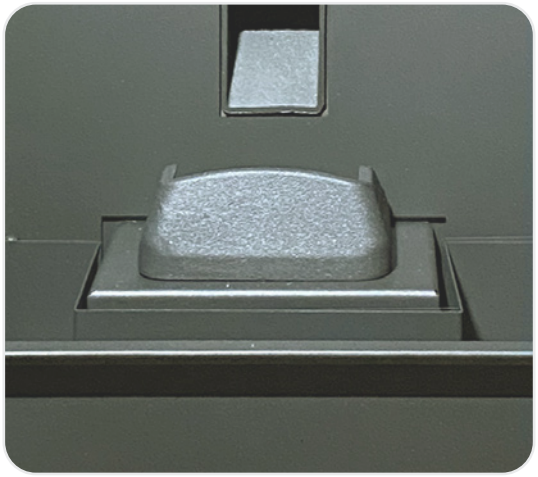
ELM 8 & ELM 12 DAILY MAINTENANCE

The burning pot must be cleaned out after every use.

If you don't clean out the pot after each use:

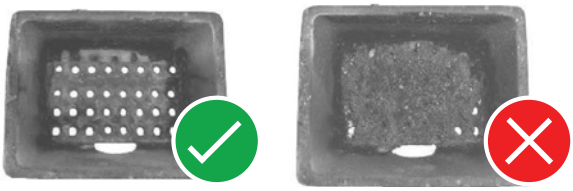
- When you go to re-light the pellet stove it may fail to light
- Many pellets will gather in the pot
- if it does light with these extra pellets it can cause a puff of smoke from the stove into the room.

What to do if this happens?
The best thing to do is open a window, don't turn off pellet stove as it will turn of the fan motor and increase the smoke inside of the room.

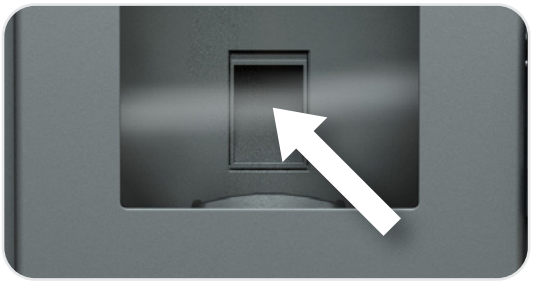


Cleaning the Burning Pot

Vacuum the fire pot as well as around and under where the pot sits in the chamber (ensure to put the pot back in place in the correct position as the ignitor will fail to ignite)

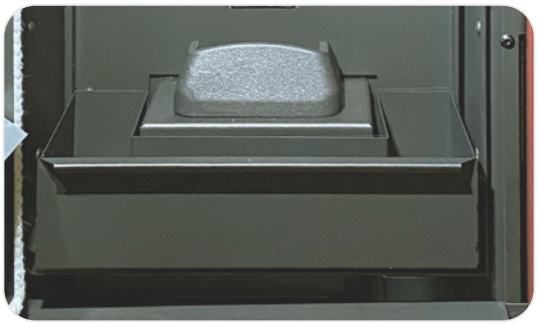


All holes in the base of the pot must be clean from all debris and ash off old pellets.



Cleaning the Auger Slot

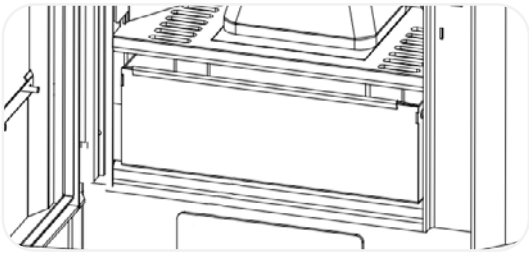
Make sure to push the vacuum inside and around the auger slot to clear any pellets or dust from building up inside.



Cleaning the Fire Chamber Ashpan

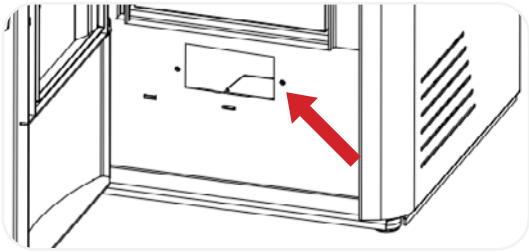
We recommend also cleaning out the removable ashpan located around the burning pot in the fire chamber of the Elm 8. When refitting make sure the ashpan is securely up against the body of the burning pot.

ELM 12 - DAILY & WEEKLY MAINTENANCE



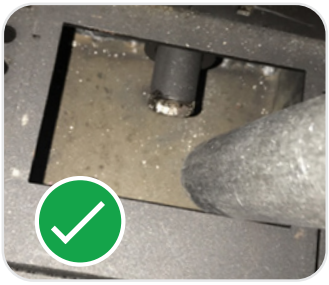
Cleaning the Fire Chamber Ashpan

We recommend also cleaning out the removable ashpan located under the burning pot in the fire chamber of the Elm 12. When refitting make sure the ashpan is securely up against the body of the burning pot.



Cleaning the burner base port

Inside the stove door, unscrew the screws of the fixing plate for the ash cleaning port, take out the baffle of the ash cleaning port, use a vacuum to remove ash from the bottom flue. Make sure to re-install the fixing plate back in reverse order after the cleaning is completed, pay attention that the plate in securely in place and provides seal.



Cleaning the burner pot base

Every time when clean burner pot, please check the base under it if there is too much ash, if too much ash exist will decrease oxygen quantity in chamber thus cause bad combustion. Please clean the base with metal vacuum cleaner.

Top baffle cleaning

Every seven days, before using the stove, first use a hex wrench to unscrew 2 fixing screws, and hold the baffle slightly forward and lift it up. Pay attention to the position of the three positioning buckles when working with the baffle. Carefully clean the ash and debris from it, and install it back to its original position correctly after the cleaning is completed.

See thermostat location for your stove on Pg4

THERMOSTAT

The temperature you read on the display (which is the reference for all the temperature functions of the pellet stove), is sensed by the thermostat which is placed in the back of the stove, just above the power switch.

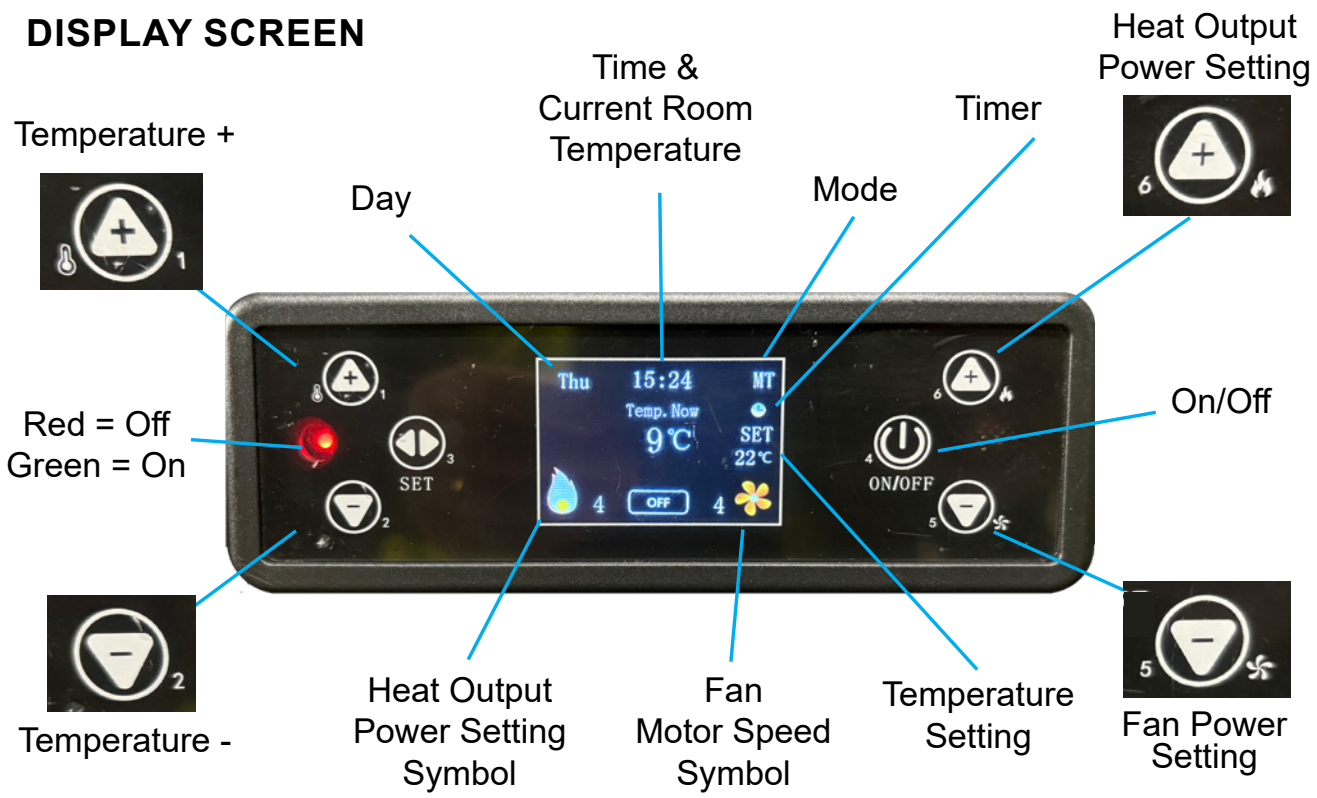
The thermostat is very sensitive to the temperature. If a hot flue pipe passes close the thermostat, or on the contrary, a cold external air inlet is placed just behind the stove - the temperature you will read on the display will be not representative of the temperature in the room. The solution is to move the thermostat wire away from the heat or cold source.

The thermostat is linked to the base card with a 15cm black wire. You can move it by some inches just by pulling it gently outside the transparent plastic pipe.
If you need to move it more we suggest to take away the side of the stove panel and cut the cable tie that connects the wires – see image.

CHECKLIST WHEN USING YOUR PELLET STOVE

- **Prepare the Pellet Stove:** Make sure the stove is clean and free from any debris or ash buildup. Check the hopper and ensure it's filled with wood pellets.
- **Turn on the Power:** Turn on the power to the stove. This will activate the ignition system.
- **Ensure the Auger/hopper is full of pellets.**
- **Monitor the Flames:** Once the pellets ignite, monitor the flames to ensure they're burning steadily.
- **Adjust Temperature Settings:** Depending on your preferences and the temperature requirements of your space, adjust the temperature settings on the pellet stove to achieve the desired level of warmth.
- **Regular Maintenance:** After the initial lighting, it's essential to perform regular maintenance on your pellet stove to keep it running efficiently. This includes cleaning out ash and debris, checking and replacing parts as needed.
- **Safety Precautions:** Always follow safety guidelines provided by the manufacturer when operating your pellet stove. Keep flammable materials away from the stove, and never leave it unattended while it's in operation.

DISPLAY SCREEN



BUTTON CONTROLS

4 On/Off

On/Off Button - Press for 3 seconds to start or to stop the stove.
Short press to cancel or return

3 SET

Set Button - Press to enter the menu, set the current time, combustion mode, On/Off timer etc

1

Left Plus Key - Increase the set room temperature

2

Left Minus Key - Decrease the set room temperature.
While stove is in operation, press to check smoke temperature

6

Right Plus Key - Heat Output Power Setting
Press this key to enter the mode for setting the Heat output power. weak to strong F1 to F5, press “+” or “-” to adjust

5

Right Minus Key - Fan Motor Speed Setting
Press this key to enter the mode for setting the Fan Motor Speed. weak to strong S1 to S3, press “+” or “-” to adjust

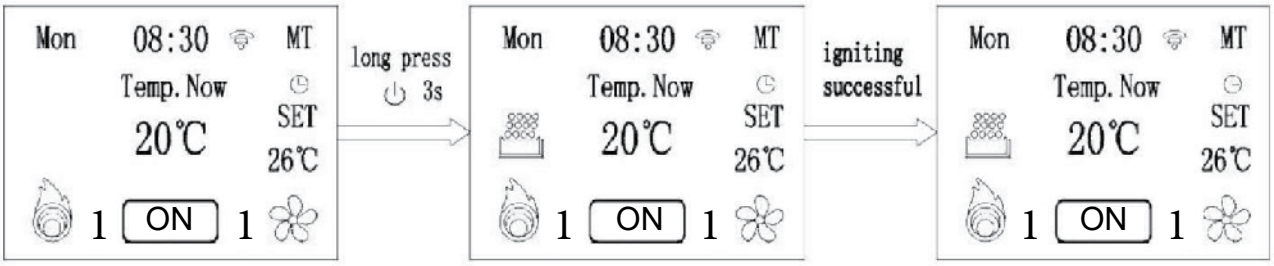
FUNCTIONS & OPERATION PRECEDURES

START - TURNING ON

Note: Burning pot must be checked, remove all ash before starting

Plug in power supply & switch on power switch on the back of the stove so it lights up.

Press 4 On/Off for 3 seconds > a green light will appear on the display screen.

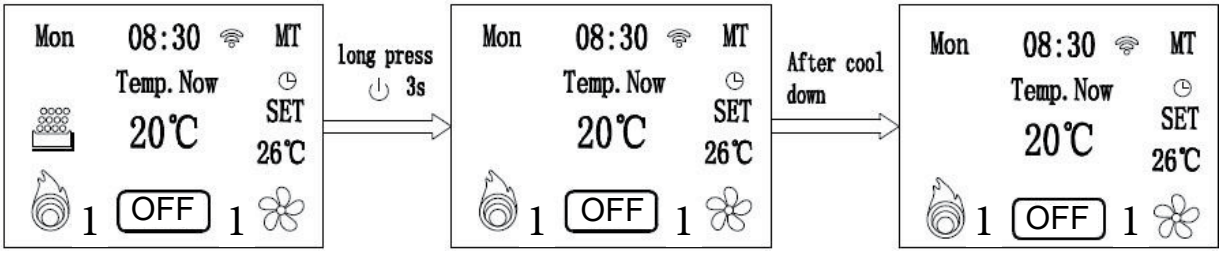


Note: Pellets will start to fall into the pot, It will take 3 to 4 minutes before you will have ignition.

When using for the first time the stove can produce a strong smell, caused by the paint curing, please open the window of the room to allow ventilation for the first hour.

TURNING OFF

Press 4 On/Off for 3 seconds, the screen displays “Turning Off” and enters into the cleaning cycle mode.



IMPORTANT WHEN TURNING ON / OFF

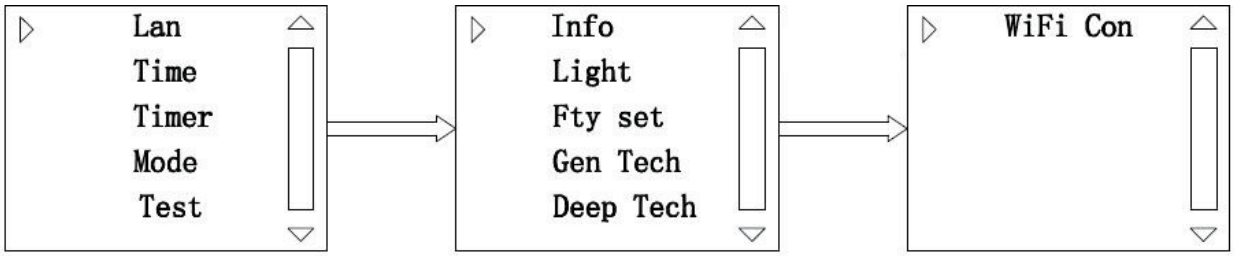
Only use the on and off button to power off the stove, this will allow the stove to enter the cleaning cycle. The cleaning cycle can take up to 5 minutes to complete.

If you turn off the power to the stove without the stove going through the cleaning cycle, it may continue to burn the fuel in the pot and fill the room with smoke as the fan motor will be turned off. In this event please open the windows of the room and allow the smoke to clear. Remember this is an electronic appliance, Do not use water to quench the fire.

SET UP (TIME , TIMER & MODE)

Press

Button to enter the menu, the setup screen will show as below ,



Scroll through each mode in the menu that appears by pressing

and

and press Set Button again to enter the mode you want to control.

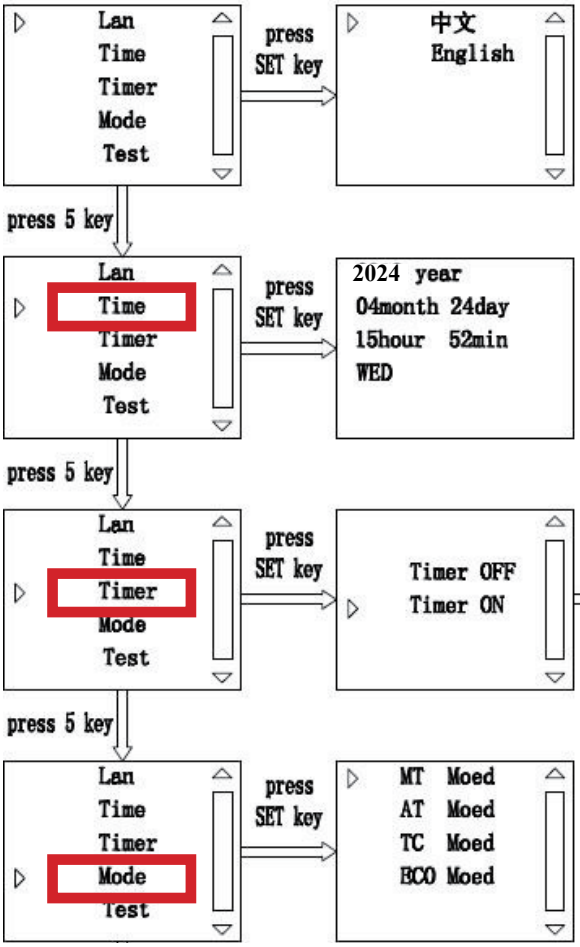
Below is a list of the different modes that are displayed in the menu.

LAN
(Preset to English)
Options English and Chinese

TIME
Set the date and time by year, month, date, hour minute and day

TIMER
Set to turn off and on the timer function and set the times, eg.
Time Off1 : set a time
Time On1 : set a time

MODE
Set the programme



(Preset to English)

A STEP BY STEP VIDEO TUTORIAL FOR SETTING THE TIMERS
https://www.youtube.com/watch?v=1KMS9qlyleY

A STEP BY STEP VIDEO TUTORIAL FOR SETTING THESE ON YOUR STOVE IS ON OUR YOUTUBE CHANNEL NAMED - 1. Setup with the menu of Elm Pellet stove

MODE

The pellet stove offers a choice of 4 different operating modes

MT : **Manual** setting, is required to set the Heat ouptut and fan speed manually by pressing + and - on the display screen or with the remote to operate.

AT : **Automatic**, the stove functions according to the temperature sensor, once the preset temperature is reached the stove will automatically set itself to the lowest heat power output setting. Note the stove will continue to burn at this setting even if the temperature in the room may exceed the set temperature (the remote control will not work in the automatic setting).

TC : **Temperature Control**, Once the stove achieves the preset temperature the stove works at the lowest fire power for 15 minutes, however if the room temperature keeps increasing the stove will turn off. When the temperature is 2°C lower than the preset temperature the stove will reignite.

ECO : **Eco**, the stove works on the highest setting until the preset temperature is reached, once reached the stove works on the lowest setting for 15 minutes and if the room temperature keeps rising the stove will turn off. When the temperature is 2°C lower than the preset temperature the stove will reignite.

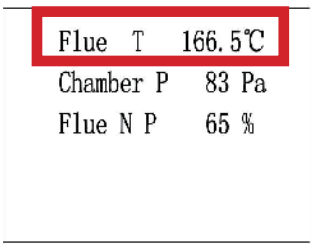
A STEP BY STEP VIDEO TUTORIAL FOR SETTING THESE ON YOUR STOVE IS ON OUR YOUTUBE CHANNEL NAMED - Setting modes on the Elm Pellet stove

The Elm 4 at its lowest setting will give out 2.4kW of heat ouput.
The smallest size room we would recommend fitting this stove in would be 12ftx12ft with a standard 8ft tall ceiling. If the room is any smaller you will not be able to regulate the heat output of the stove. (this will cause the room to get too warm)

The Elm 8 at its maximum output will give 7.8kW. This is designed for an open plan room and we would recommend you measure the dimensions of your room and calculate the output needed to heat the space before use.

SETTING FIRE POWER LEVEL

Parameters have been configured in production, and normally will not need any adjustment. If adjusting the settings, because of the varity of fuel characteristics please avoid overloading with pellets as it can cause too strong of a fire, causing waste and shorter stove life.



To check if the fire is too strong, during normal operation press to check the temperature of the exhaust which should be less or no more than 200°C.
If the temperature of the exhaust is high the you will need to reduce the pellet load.

ROOM TEMPERATURE SETTINGS

Heat output power settings and Fan motor speed settings range from 1 - 5 . These settings greatly affect the ouput temperature of your pellet stove as well as the consumption of pellets and electricity.

On daily consumption we would recommend using the heat output and fan motor speed settings on 1 or 2 with temperatures set varying from 18°C to a maximum of 28°C based on your preference. The average room setting is between 20°C and 22°C and should provide a comfortable environment for most people while helping to manage energy consumption efficiently.
We recommend keeping heat output power and fan motor speed at the same numbers (eg. 1 and 1)

If you are using the heat output power and fan motor speed settings above 3 - 5 we would strongly recommend using these settings for a short time just to help bring a cold room up to temperature faster. With these settings power and pellet consumption will be hugely increased. When setting these heat output power and fan motor speed levels you will also need to increase the temperature to above 28°C and no more than 40°C.

Please note whatever settings the stove is on when turned off, will remain as the same settings when turned back on. It is not recommended to start your stove from a heat output power setting above 2.

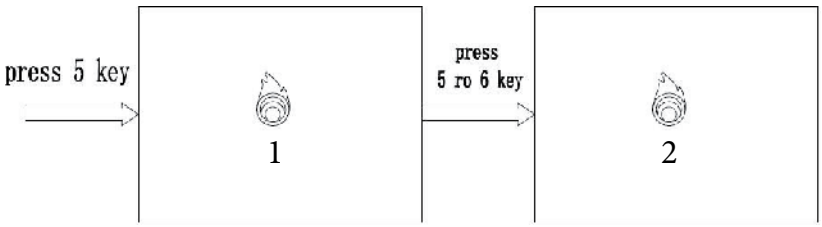
SETTING HEAT OUTPUT POWER LEVEL

Press 6 to enter the Heat output power mode.

The heat output power mode has 5 levels ranging from 1 being the lowest to 5 being the highest.

Press 6 and 5 to help choose the level needed,

press 4 ON/OFF to exit

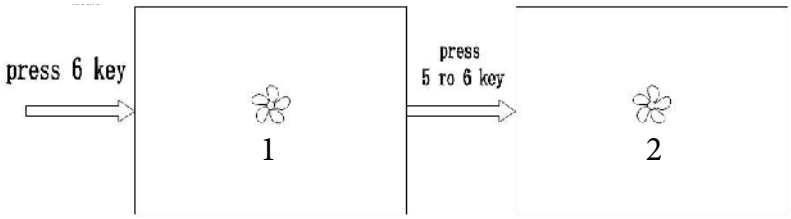


SETTING FAN MOTOR SPEED

Press 5 to enter into the mode of fan motor speed set, 5 speed levels, ranging from 1st level to 5th level, 1st level is the weakest level while 5th level is the strongest level. 1 frame on display is 1st level, 2 frame on display is the 2 nd level, etc.

Press 6 or 5 to adjust,

then press 4 ON/OFF to confirm and exit



A STEP BY STEP VIDEO TUTORIAL FOR SETTING THESE ON YOUR STOVE IS ON OUR YOUTUBE CHANNEL NAMED - How to change Fan and Power Settings

TECHNICAL SERVICES - SPARE PARTS

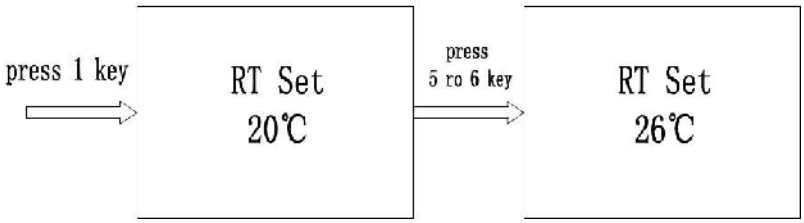
Before leaving the factory, this product has been tested and commissioned by specialised staff, in order to achieve the best possible results in operation. Any repairs or commissioning that may become necessary must be carried out with the greatest care and attention; we therefore advise you to always refer to the retailer who sold the stove to you, specifying the model and serial number and describing the problem.

All spare parts can be purchased through www.henleystoves.com

SETTING THE ROOM TEMPERATURE (RT SET = Room Tempearture)

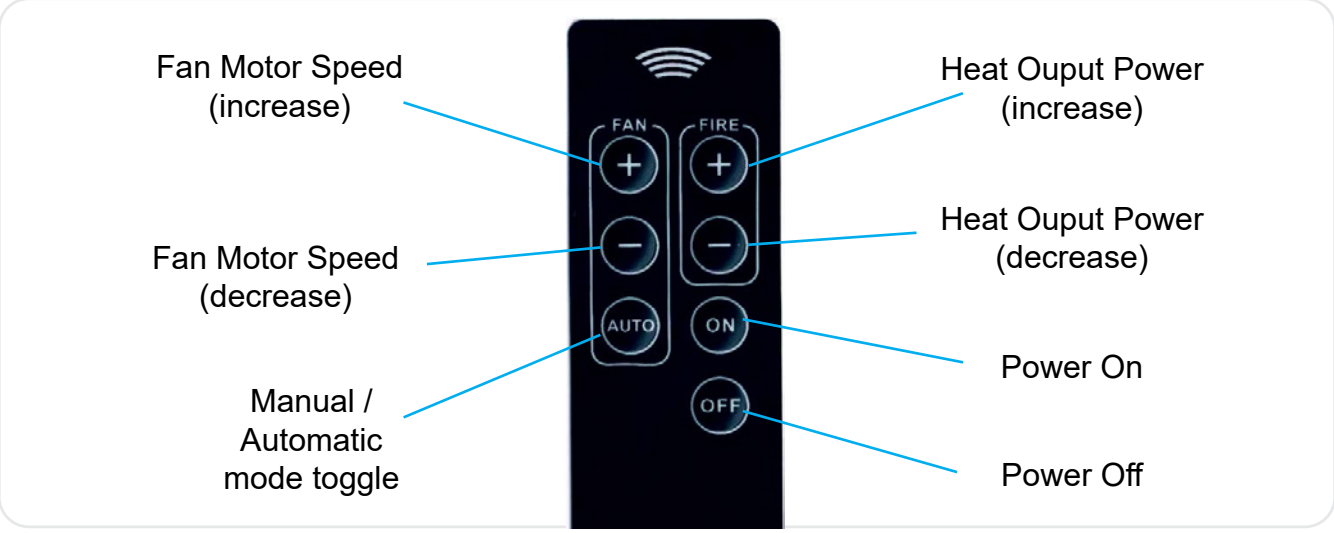
After Power on, press 1 and set the temperature you want using 1 and 2

Once the temperature is at the level wanted press 4 ON/OFF to exit



A STEP BY STEP VIDEO TUTORIAL FOR SETTING THESE ON YOUR STOVE IS ON OUR YOUTUBE CHANNEL NAMED - How to increase and decrease temperature

REMOTE CONTROL



REMEMBER

1. To use the remote control ensure the remote is pointed at the remote receiver on the control panel of the stove,
2. Remote control uses lithium-ion batteries, when not in use for a long time, you may need to replace the battery, (specifications: CR2025.)

WIFI CONTROL

There is also an optional Wifi Kit available, This can be purchased with the stove from your local retailer, allowing you to connect to your stove from your smart phone.

Instructions for downloading the app and connecting to your pellet stove using this Wifi Kit are on the next page.

WIFI CONNECTION

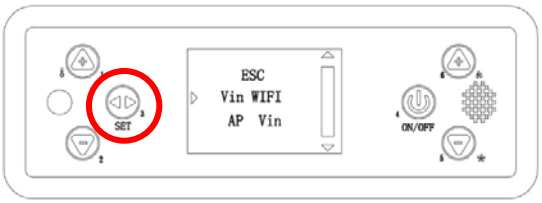
Method 1: Vin WIFI

1： Download TUYA app and register.

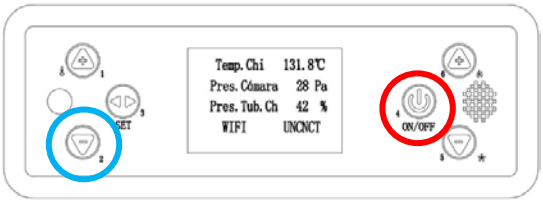
2： Insert the acceptor on back of stoves USB connection.

3： press “**3**” key into Gen parameter, search for “WIFI CONNECTION” as below:

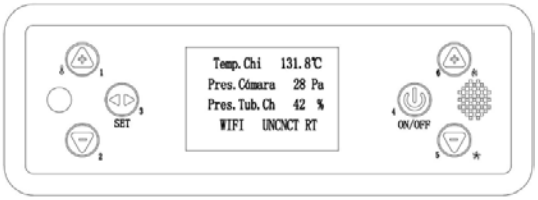
Press”**3**” key again, choose “Vin WIFI” as below:



Press “**4**” key to return back, then press”**2**” can see the below:



Next you will see:



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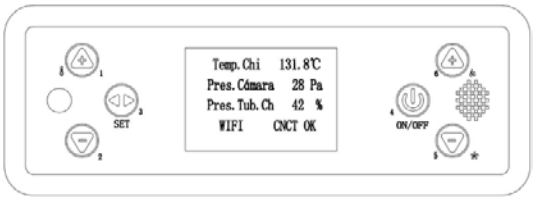
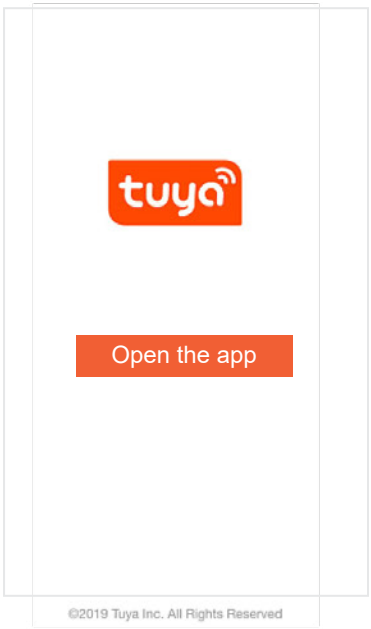
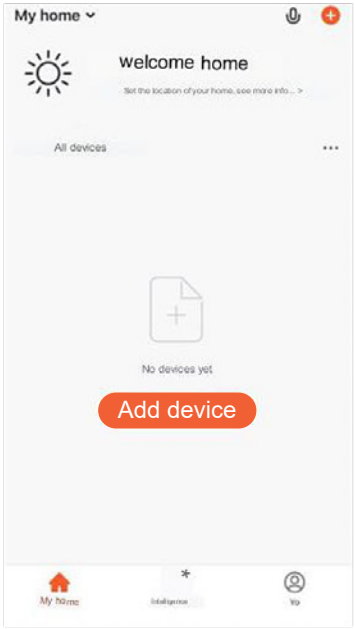
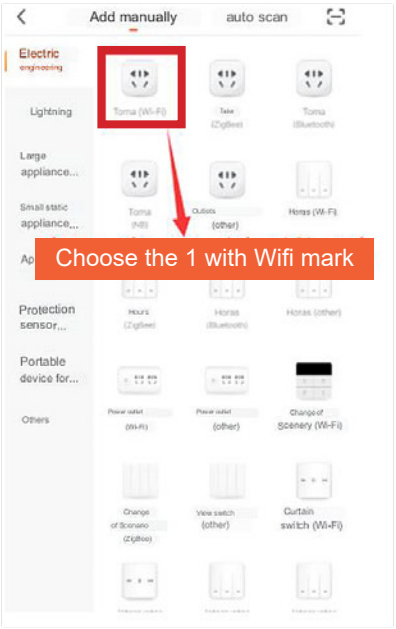
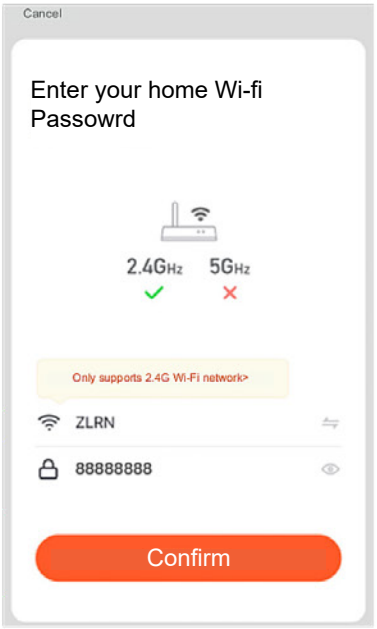


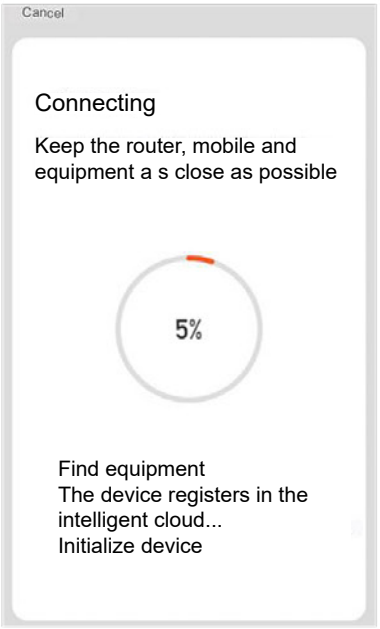
A STEP BY STEP VIDEO TUTORIAL FOR SETTING THESE UP IS ALSO ON OUR YOUTUBE CHANNEL NAMED - Connecting Wifi on Elm Pellet stove

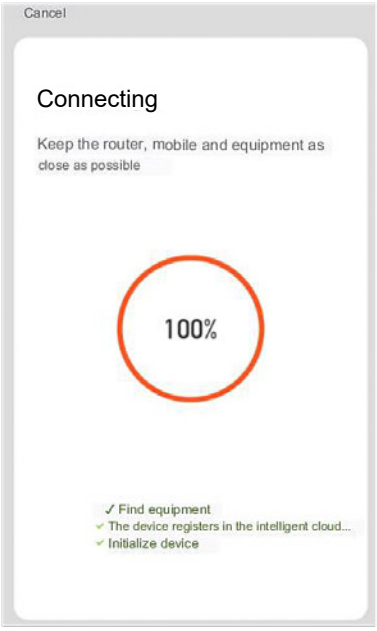


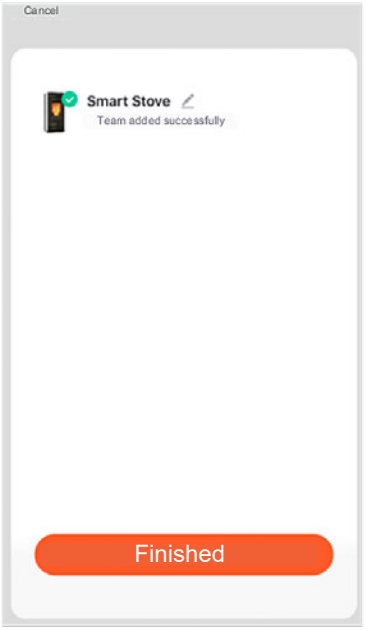












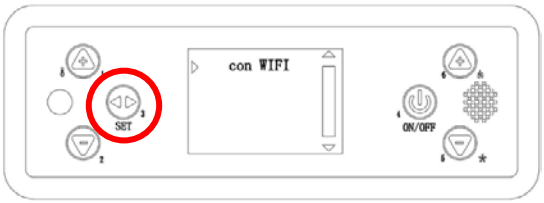
WIFI CONNECTION

Method 2: App WIFI

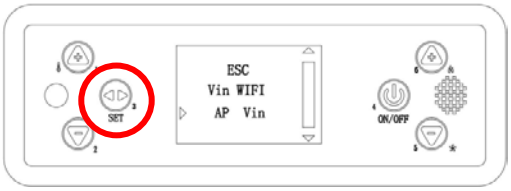
1： Download TUYA app and register.

2： Insert the acceptor on back of stoves USB connection.

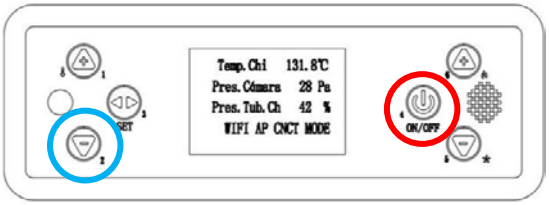
3： press “**3**” key into Gen parameter, search for “WIFI CONNECTION” as below:



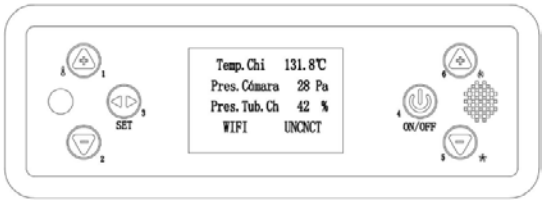
Press again “**3**” key, choose “Vin WIFI” as below:



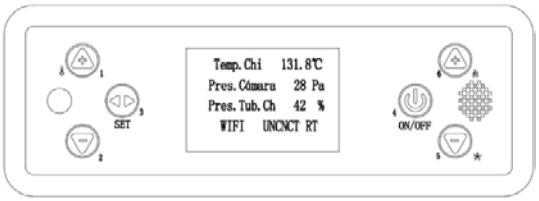
Press “**4**” key return back, then press “**2**” can see below:



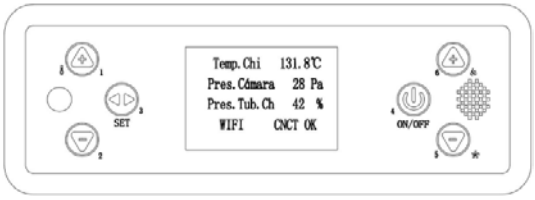
Next you will see:

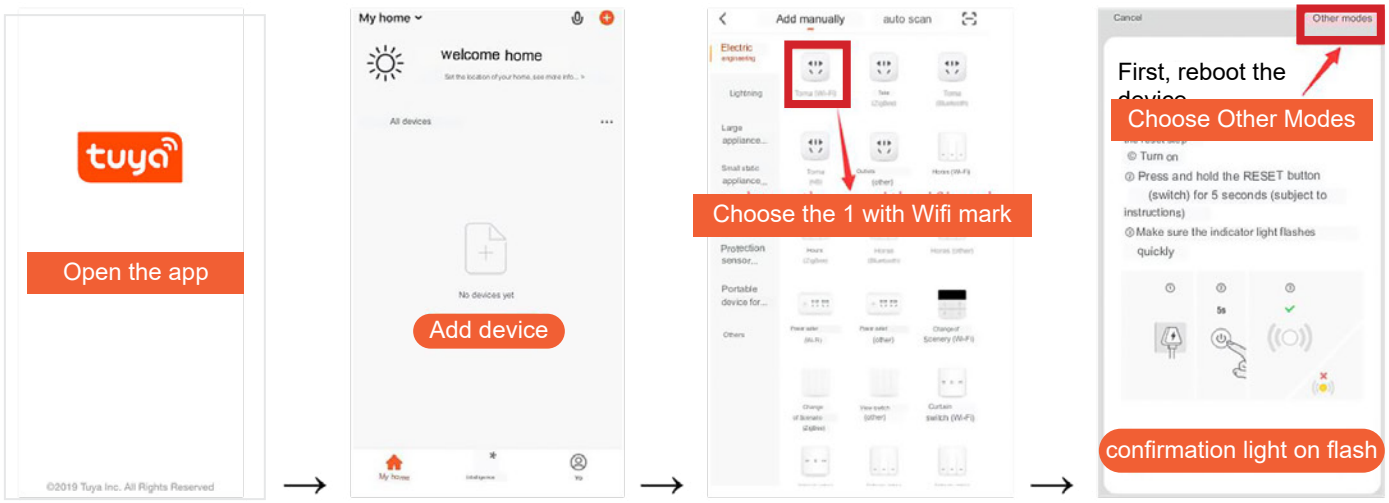


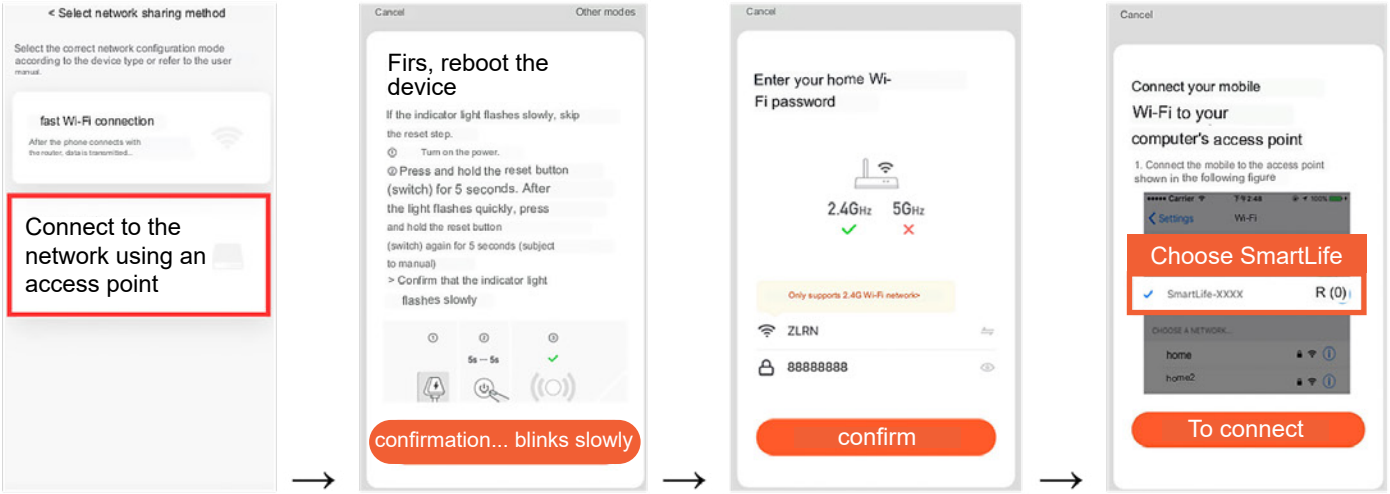
Then:

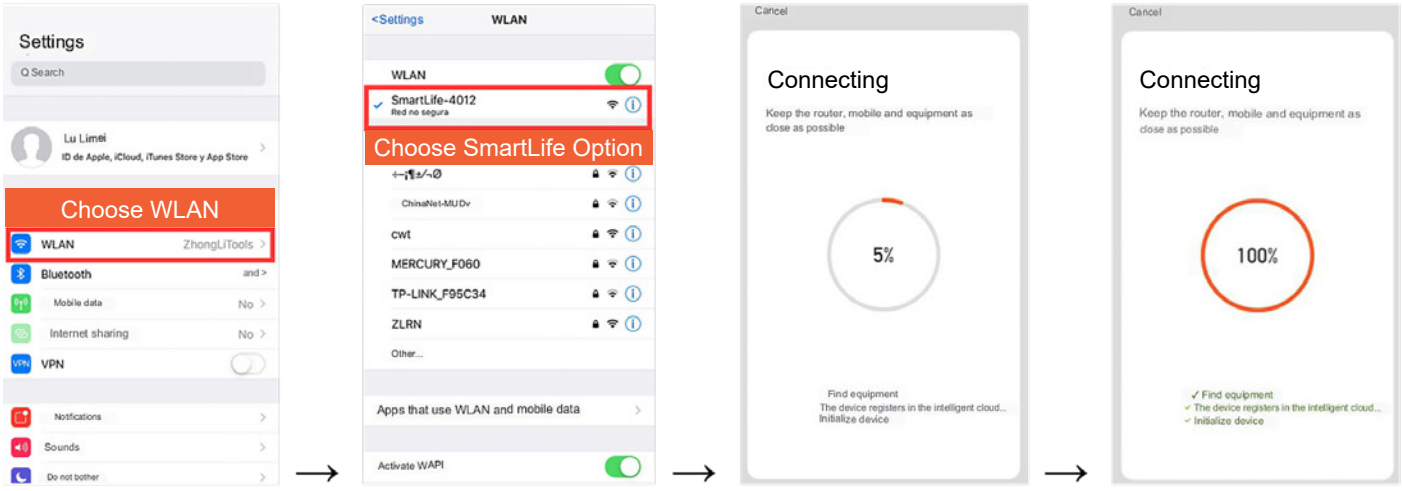


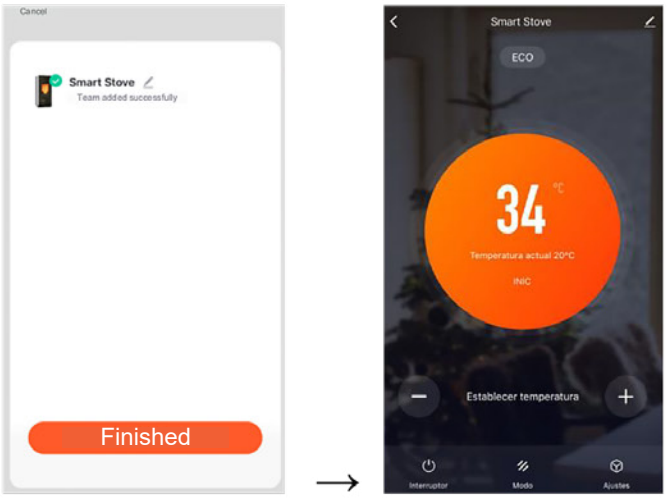
Finally :




Open the app
©2019 Tuya Inc. All Rights Reserved
My home
welcome home
All devices
No devices yet
Add device
Add manually
auto scan
Choose the 1 with Wifi mark
Cancel
Other modes
First, reboot the device
Choose Other Modes
Turn on
Press and hold the RESET button (switch) for 5 seconds (subject to instructions)
Make sure the indicator light flashes quickly
confirmation light on flash


< Select network sharing method
Select the correct network configuration mode according to the device type or refer to the user manual.
fast Wi-Fi connection
After the phone connects with the router, data is transmitted...
Connect to the network using an access point
Cancel
Other modes
Firs, reboot the device
If the indicator light flashes slowly, skip the reset step.
Turn on the power.
Press and hold the reset button (switch) for 5 seconds. After the light flashes quickly, press and hold the reset button (switch) again for 5 seconds (subject to manual)
> Confirm that the indicator light flashes slowly
confirmation... blinks slowly
Cancel
Enter your home Wi-Fi password
2.4GHz
5GHz
Only supports 2.4G Wi-Fi network
ZLRN
88888888
confirm
Cancel
Connect your mobile Wi-Fi to your computer's access point
1. Connect the mobile to the access point shown in the following figure
Settings
Wi-Fi
Choose SmartLife
SmartLife-XXXX
R (0)
CHOOSE A NETWORK...
home
home2
To connect


Settings
Search
Lu Limei
ID de Apple, iCloud, iTunes Store y App Store
Choose WLAN
WLAN
ZhongLiTools
Bluetooth
Mobile data
No
Internet sharing
No
VPN
Notifications
Sounds
Do not bother
<Settings
WLAN
WLAN
SmartLife-4012
Red no segura
Choose SmartLife Option
ChinaNet-MUDv
cwt
MERCURY_F060
TP-LINK_F95C34
ZLRN
Other...
Apps that use WLAN and mobile data
Activate WAPI
Cancel
Connecting
Keep the router, mobile and equipment as close as possible
5%
Find equipment
The device registers in the intelligent cloud...
Initialize device
Cancel
Connecting
Keep the router, mobile and equipment as close as possible
100%
Find equipment
The device registers in the intelligent cloud...
Initialize device

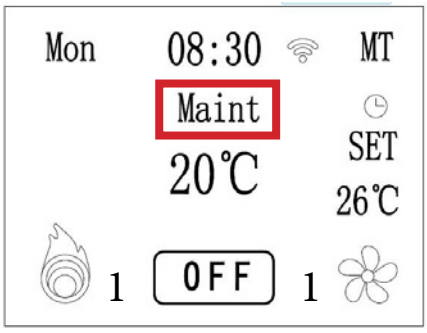

Cancel
Smart Stove
Team added successfully
Finished
Smart Stove
ECO
34
Temperatura actual 20°C
INIC
Establecer temperatura
Interruptor
Modo
Ajustes

TROUBLESHOOTING & ALARMS

ALARM 1 - **MAINT**

Cause : This is a service alarm to let you know Maintenance time is due after 1200 working hours of use, The stove will not light again until the maintenance clock is reset

Solution : Email service@henleystoves.com for details on instructions of how to reset the timer for the next maintenance



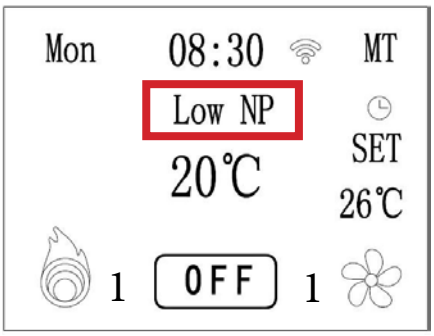
A STEP BY STEP VIDEO TUTORIAL FOR SETTING THESE UP IS ALSO ON OUR YOUTUBE CHANNEL NAMED - Resetting the Maintenance Timer

https://www.youtube.com/watch?v=4tj-sCkvJUw

ALARM 2 - **LOW NP**

Cause : This is usually caused by either an issue with the pressure switch or the flue system having a block.

Solution : Because there are a number of reasons for the cause of low negative pressure, please see the following page with a full list of solutions.



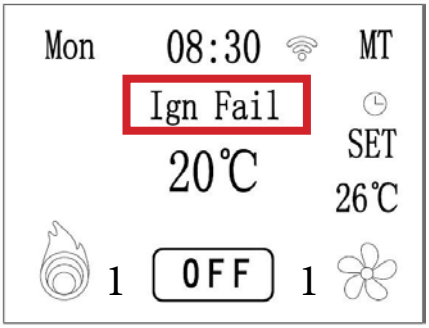
ALARM 3 - **IGN FAIL**

Cause : There is a failure in the stove ignition

Solution :

1. Make sure there are enough pellets in the hopper, if not fill

2. If stove ignition works but the alarm is showing, the issue may be that there is not enough pellets being fed, make sure the pellet auger slot is not blocked



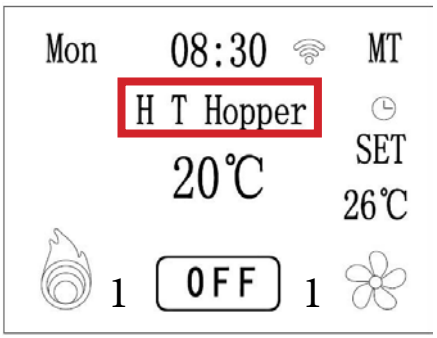
ALARM 4 - **H T HOPPER**

Cause : The temperature is too high in the hopper.

Solution : Email service@henleystoves.com

1. Service Engineer or fitter will need to decrease the pellet feeding of the auger motor.

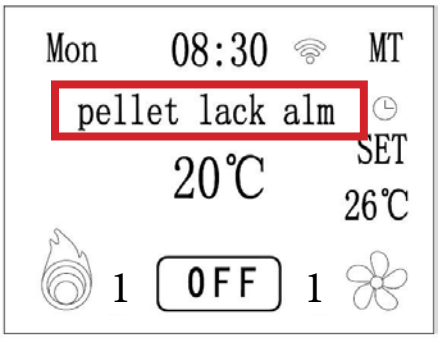
2. There is a fault in the switch of the temperature control and will need to be replaced.



ALARM 5 - **PELLET LACK ALM**

Cause : The hopper where pellets are stored is either empty or too low to feed the auger.

Solution : Fill the hopper and restart the stove.



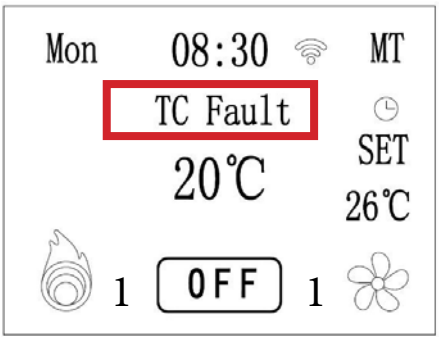
ALARM 6 - **TC FAULT**

Cause : There is an issue with the Thermocouple.

Solution : Email service@henleystoves.com

1. A service engineer or fitter will need to check the contact of the thermocouple

2. Replace the thermocouple

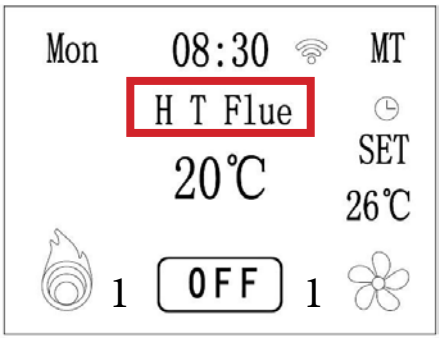


ALARM 7 - **H T FLUE**

Cause : This is an alarm showing the temperature of the flue gas is too high.

Solution : Email service@henleystoves.com

1. Service Engineer or fitter will need to decrease the pellet feeding of the auger motor.



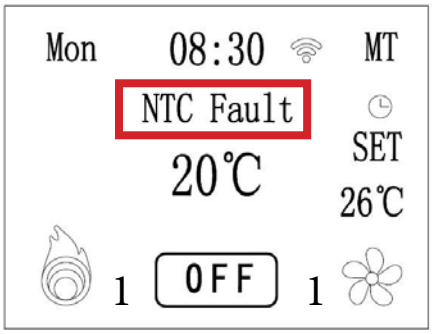
ALARM 8 - **NTC FAULT**

Cause : There is an issue with the Temperature sensor or Thermostat.

Solution : Email service@henleystoves.com

1. Service Engineer or fitter will need to check the contact of the wiring

2. Replace the temperature sensor



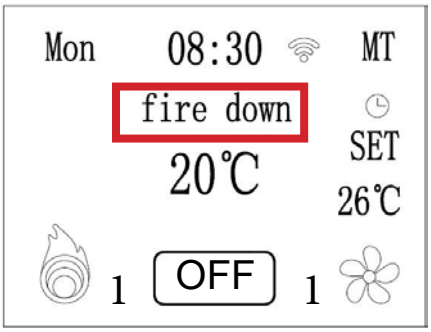
ALARM 9 - **FIRE DOWN**

Cause : This is an alarm showing the temperature of the flue gas is too high..

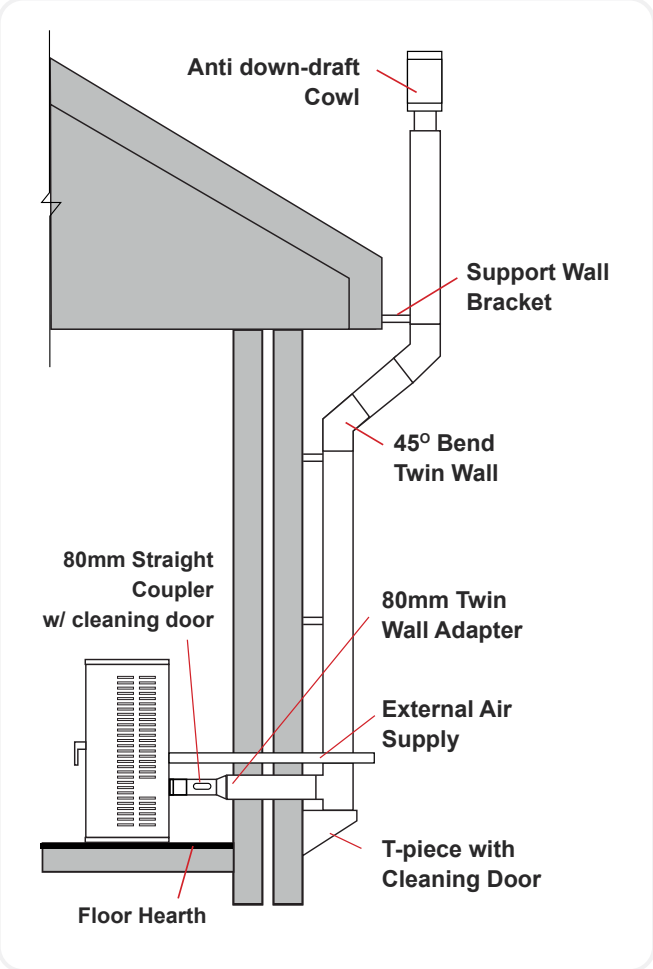
Solution : Email service@henleystoves.com

1. Service Engineer or fitter will need to decrease the pellet feeding of the auger motor.

2. Change the mandatory downgrade temperature



Information for Low Negative Pressure Solutions



- LOW NP - Low Negative Pressure

If the stove is installed for over 3-6 months.

Cause:
Pipe is blocked with soot due to not having an 80 mm straight pipe with a cleaning door or a T-Piece installed.

Solution:
Unplug the stove, then disconnect the stove from the flue pipe to clean ash and soot build-up (make sure the stove is safely reconnected after maintenance).

Cause:
Twin-Wall Pipe outside is blocked by a bird nest or debris. (can happen from lack of use over summer)

Solution:
Remove the blockage in the Twin-Wall pipe

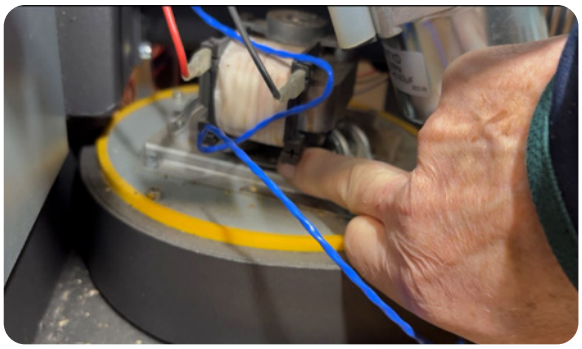
Cause:
Please check the fins on the smoke motor fan will turn freely. if not

Solution:
Make sure the stove is turned off and plugged out. Remove the right-hand panel of the stove and check if there is any pellet/s stuck in the fan or some other type of debris is stoping the fan from turning. Once removed the stove will work.

Cause:
If the flue pipe is blocked with ash this can cause a failure in the pressure switch and it will need to be replaced.

Solution:
Replace the pressure switch as shown in the video below called **Removing the Pressure Switch**

https://www.youtube.com/watch?v=j6mxTLCzt_g



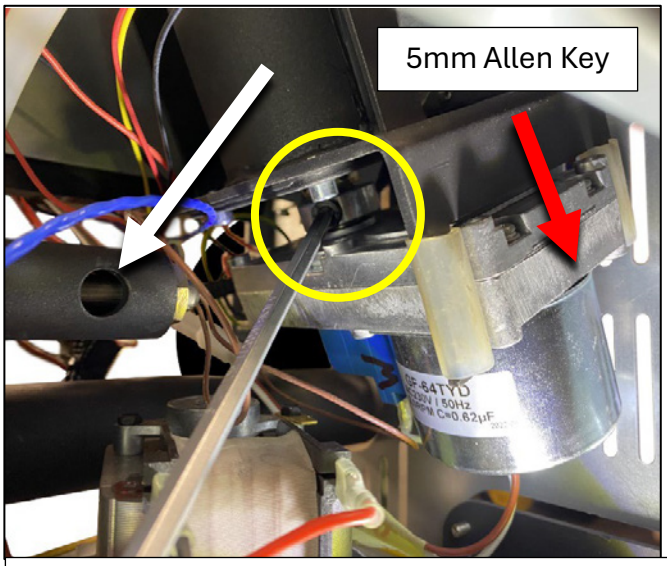
Cause:
If the air flow is blocked in the pipe connected to the pressure switch.

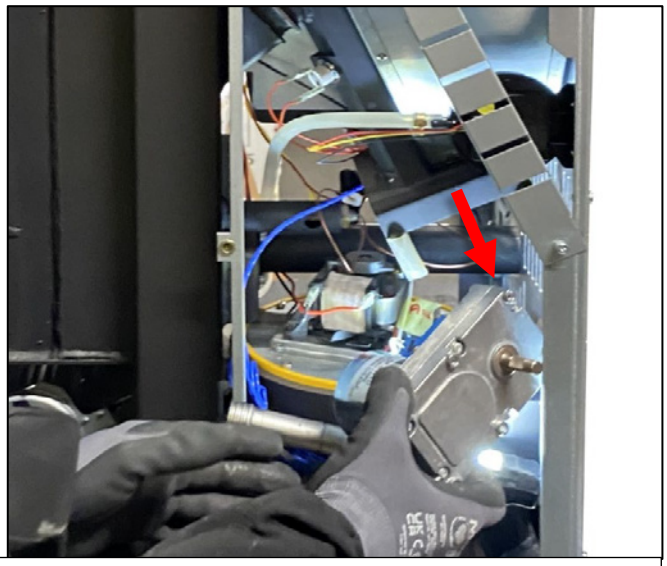
Solution:
Clear the air flow as shown in the video below called **Fixing Low NP negative pressure**

https://www.youtube.com/shorts/VMAvlkylhps

Inforamtion for Replacing the Ingitor

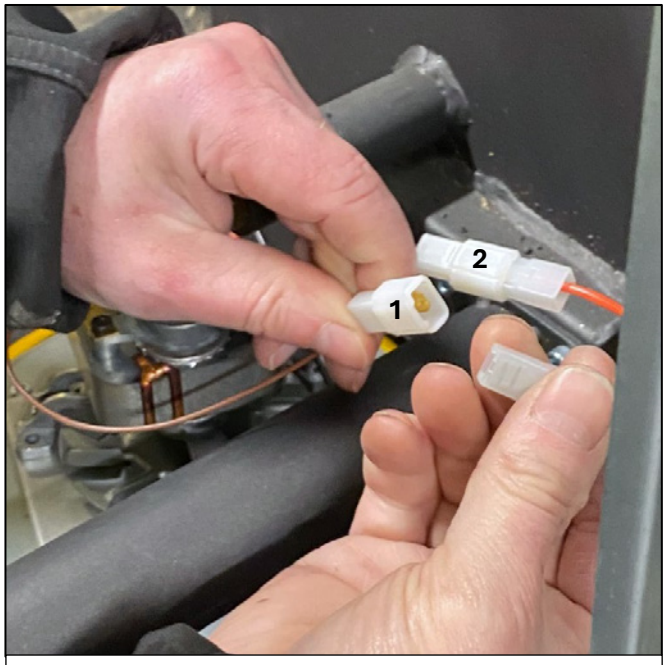
The Igniter location is in the middle of the stove, inside a small black metal pipe (as shown by the white arrow below).



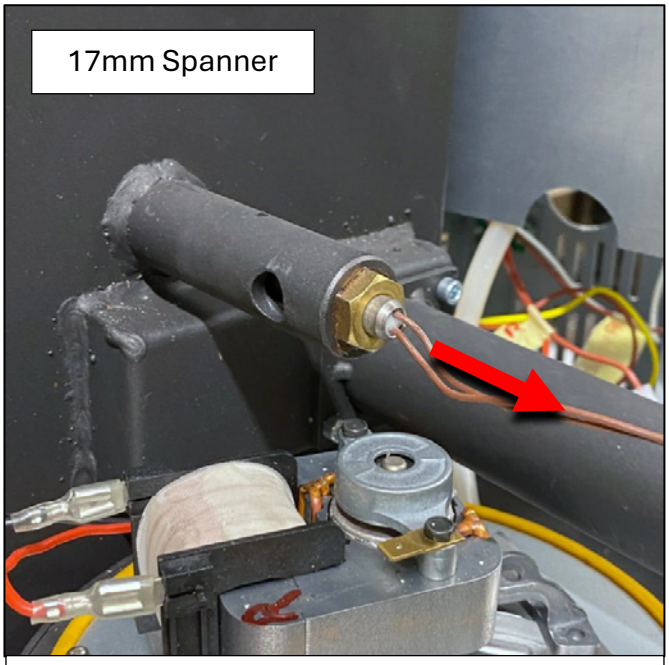


1. To access the ignitor, unscrew the auger motor in front of it with a 5mm Allen key (yellow), make sure you are holding the motor, so it doesn't fall and carefully move to the side / replace. (keep note of the brown and white wires if disconnecting)

The igniter will be connected with 2 wires.



2. Disconnect the 2 wires of the Ignitor
(keep note of the connections for reinstalling)



3. Carefully unscrew the igniter from the pipe with a 17mm spanner to service / replace.

4. Remember to fit all parts back correctly when finished replacing the igniter

A VIDEO TUTORIAL FOR REMOVING THE IGNITOR IS ON OUR YOUTUBE CHANNEL NAMED
Removing the Igniter - Elm Pellet Stove

WARRANTY

Registering your new stove

Henley Stoves does not accept warranty submissions through post

Please register your warranty at https://henleystoves.com/warranty/

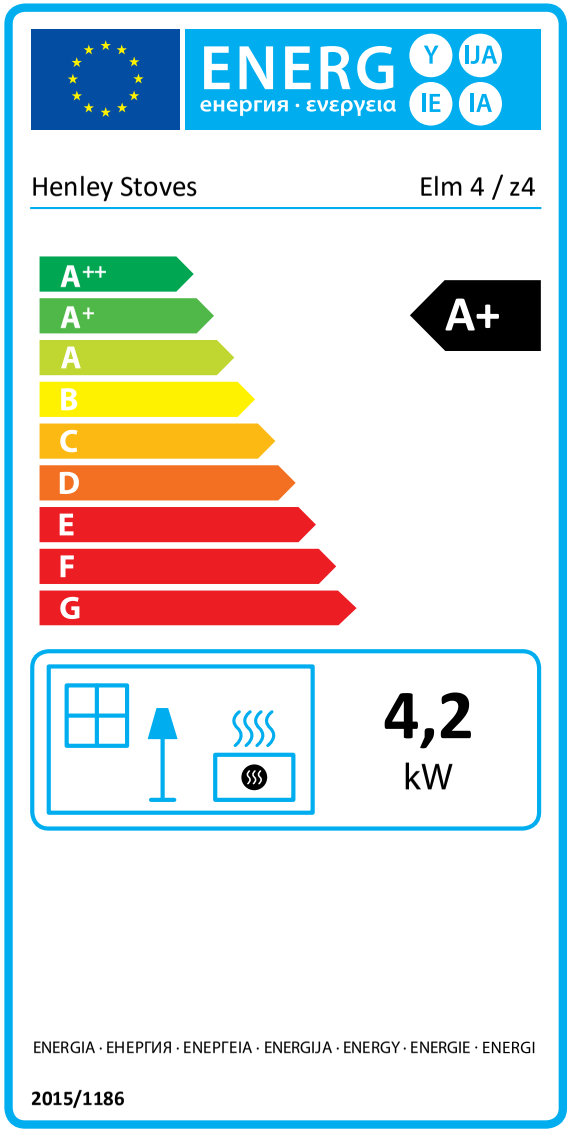
Fill out these details for your own record to help you complete your warranty details online

INSTALLATION DETAILS (Authorised Installer to complete)	
Date of installation:	/ /
Installation Technician Name:	
Installation Technician Phone:	
Installation Company Name:	
Retailer Name:	
Customer Name:	
Address:	
Eircode:	
Phone:	
Email address:	
APPLIANCE DETAILS	
Pellet Stove Name:	
Stove Serial No: (from badge)	
This is located on a datatplate on the back of your stove	
Flue used (size/type):	mm
Have you fitted an flue pipe with cleaning door or T-piece	Yes ☐
Have you an anti-downdraught cowl fitted to your installation?	Yes ☐
Have permanent vent, CO alarm been installed in accordance with Building Regulations?	Yes ☐

If you are experiencing a difficulty with your stove please email service@henleystoves.com with your name, address (with postcode), photo of the alarm on display and brief description of the help you need.

There is a 2 year warranty on selected spare parts. Terms and Conditions apply.
Please note there is no warranty on ignitor elements
A call out charge of between €300 - €400 applies depending on your location.

If we find fault with the pellet stove we will reimburse your call out charge,
if we find it is an issue with incorrect installation or failure to follow the maintenance and fitting guidelines we have outlined in this manual, the charge will apply.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Henley Stoves
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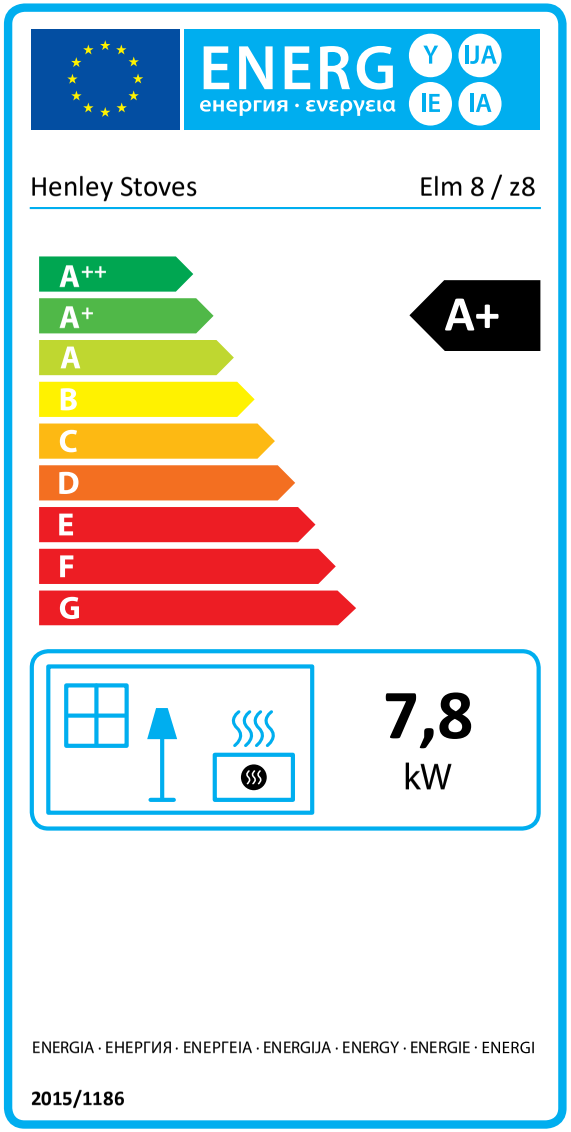
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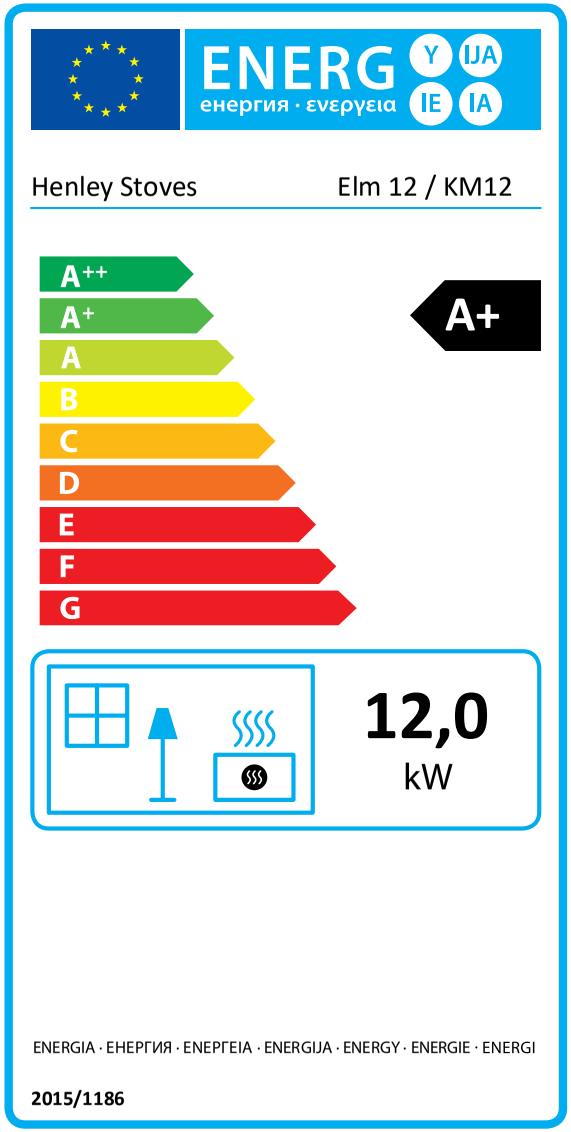
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