



A letter from Piazzetta Pellet Heaters Australia to you.

RE. Initial start-up procedure of your Piazzetta Pellet Heater

From the entire team here at Piazzetta, we welcome you to our family.

Together, Piazzetta and all of its customers are contributing to a changing dynamic in the world of home heating. For decades the heating industry has faced complications with environmental practices from forestry harvesting to carbon and emissions output. By investing in a Piazzetta pellet heater you are doing your bit to keep the forests growing and the air clean.

Your pellet heater should be arriving in the next few days depending on your discussions with our office. There are a few things you will need to know before your heater arrives.

1. Your pellet heater is extremely heavy!

It is very important that you have a trolley or extra help when lifting and manoeuvring your pellet heater to ensure the safety of you, the people around you and the heater. It is important to be prepared with an extra set of hands and drop sheets or moving rugs to reduce the risk of scratched flooring.

2. Count your components and check your heaters condition before installation.

When your heater arrives go through and make sure you have all your components including humidifier (if applicable), remote control, burn pot and all majolicas. Go through and check your heater for dints, scratches, cracked glass or any other potential types of damage that could have occurred during transit of your heater.

3. Once installed, do a final check over.

Go over your heater and ensure that;

- all airflow vents and flue outlets are installed, set, stable and not blocked with plastic, mesh or packaging foam.
- Ensure your pellet heater has plenty of pellets to start the fire
- Check that your heater has power and the power is turned on (the heater should beep once it receives power).
- Ensure your burn pot (where the pellets fall into) is aligned. The small hole on the side should line up with the candela when you remove the burn pot.

4. Run a 'fill auger' program

In your menu on your remote or on the top of your heater, you'll have a function titled "Fill Auger". This runs the auger for 3 minutes to pre-load before your first ignition. This is crucial, if you do not fill the auger your heater will not start as there will be no pellets in the auger yet.

5. Set your desired temperature and press set.

Press the + or - button to set the temperature and the up and down arrows to set the fan power speed, press 'set' to confirm these. To turn on or turn off your pellet heater, press the standby button for 5 seconds or until the screen changes.

At Piazzetta, we have a range of trouble shooting guides to help you solve any problems you may face. Our guides also make it easy for installers and servicepeople to understand our heaters which makes help as close as your local contractor.

For technical and after sales care, contact our team on (02) 6496 1133 or email at sales@piazzetta.com.au