



How to diagnose a problem with your heater via a functions test.

If you are, or your customer is, experiencing a problem with your heater and you are unable to diagnose it or your local Piazzetta dealer has told you to perform a functions test; this document will guide you through the process to ensure it is undertaken properly. You will also find a video on YouTube titled "Piazzetta Pellet Heaters: How to perform a functions test". Before you proceed, ensure the pellet heater is not alite but has power.

For pellet heaters with top mounted controls, start here:

1. Press and hold the + button on the far right until 'chrono' appears.
2. Press the + button on the far right until 'installer' appears. Press 'set' to proceed. For older models, skip straight to tech menu.
3. Press the + button on the far right until 'tech menu' appears. Press 'set' to proceed
4. Press the + button on the far right until "Factory Settings" appears. Press 'set' to proceed.
5. Hold the far left + button until F5 appears and press 'set'.

You are now in the functions test area where you can test mechanical elements of the pellet heater without it running. By pressing the far right + button, you will navigate through all of these elements individually;

F = smoke fan

C = Pellet delivery auger

A = Candela (do not touch the candela as it can get very hot)

V = Room fan (or V1 and V2 if your heater has two fans)

FCAV1V2 = Everything running simultaneously.

For pellet heaters with remote controls, start here:

1. Press and hold the OK button until 'chrono' appears.
2. Press the ^ button until 'installer' appears. Press 'OK' to proceed. For older models, skip straight to tech menu.
3. Press the ^ button until 'tech menu' appears. Press 'OK' to proceed
4. Press the ^ button until "Factory Settings" appears. Press 'OK' to proceed.
5. Hold the ^ button until F5 appears and press 'OK'.

You are now in the functions test area where you can test mechanical elements of the pellet heater without it running. By pressing the OK button, you will navigate through all of these elements individually;

F = smoke fan

C = Pellet delivery auger

A = Candela

V = Room fan (or V1 and V2 if your heater has two fans)

FCAV1V2 = Everything running simultaneously.

By completing this test you should be able to see what element is not operating properly and replace the necessary part. For further information on specific instructions on how to remove these parts, refer to the relevant PDFs supplied by Piazzetta Australia.

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