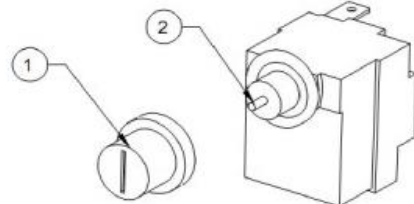


## Pellet stove simple alarm overview

If an error occurs, the stove will automatically shut down. The relevant error message/alarm will appear on the control panel/the remote control (depending on your model), as well as in the app. Several types of errors can occur during use. Below you'll find a simple overview of the most common error messages/alarms.

Once the issue is resolved, reset the alarm by pressing the ON/OFF button for at least 5 seconds. The stove will then start a final cleaning cycle.

Alarm name (App alarm name)	Possible cause	Possible solutions
<b>AL1 BLACK OUT</b> (Black Out Alarm)	This alarm will appear if the stove loses power during operation.	Ensure the power supply is restored and allow the stove to cool down before turning it back on again.
<b>AL2 PROBE EXHAUST/FUME PROBE</b> (Smoke Probe Alarm)	This alarm will appear if the smoke temperature sensor fails or becomes disconnected.  The stove will detect failure if the temperature exceeds 283°C.	Check the stove's status to see if the temperature is being measured correctly. When the smoke temperature shows 955, it means the temperature cannot be measured.
		Contact a professional craftsman to inspect the sensor and replace it if needed.
<b>AL3 HOT EXHAUST/HOT FUME</b> (Smoke Hot Alarm)	This alarm occurs when the measured smoke temperature is between 275-283°C.  The temperature on level 5 should not exceed 250°C.	Check the pellet container for any traces of smoke or ash. If you find any, please contact a professional to investigate further.
		Try reducing the pellet/air supply.
		Increase the convection fan speed to help cool the stove.
<b>AL4 FAN FAILURE</b> (Fan Failure Alarm)	This alarm may occur if the encoder is faulty or disconnected, or if there is an issue with the smoke exhaust fan.	Try restarting the stove to check if the issue persists.
		Contact a professional craftsman to inspect or replace the fan.
<b>AL5 NO LIGHTING/FAILED IGNITION</b> (Failed Ignition Alarm)	This alarm is triggered if the smoke temperature does not reach the lower limit during the startup phase.	Check if there are pellets in the brazier and try loading pellets manually if needed.
		Try to perform another ignition.
		Observe if smoke forms during the ignition. If not, the ignitor might be faulty.
		Contact a professional craftsman for further troubleshooting and potential part replacement.
<b>AL6 NO PELLET</b> (No Pellet Alarm)	This alarm will activate if the smoke temperature remains below the threshold for 60 minutes after the stove is turned on, or if the temperature drops below 45°C.	Ensure the pellet container is filled with pellets and check if pellets are being fed into the brazier.
		Clean the stove and make sure the air ways are clear.

	This can occur if the stove runs out of pellets or if the air supply is insufficient due to insufficient draft or inadequate cleaning.	
<b>AL7 THERMAL SAFETY (Thermal Safety Alarm)</b>	This alarm appears when the safety thermostat, located on the auger tube (P5) or the pellet container (P1/P4) is triggered due to high temperatures being detected.	Check the stove for any sign of backburns particularly for ashes/smoke in the pellet container.  If you find any, contact a professional craftsman for further inspection and troubleshooting.
		Unscrew the lid on the safety thermostat (1), press the needle back (2) and securely close the lid again.   Restart the stove once it has completely cooled down.  Once restarted, carefully monitor the stove for any unusual behaviour or safety concerns.  If necessary, contact a professional craftsman for further assistance.
<b>AL8 NO DEPRESSURE/FAILURE DEPRESS (Failure depression Alarm)</b>	This alarm is triggered when the pressure switch is disengaged due to a lack of negative pressure in the combustion chamber.  The missing pressure can result from various factors, such as an open door, insufficient draft, or inadequate door sealing.	Ensure that the door to the combustion chamber is properly closed.
		Check the tightness of the door.
		Consult a chimney sweep regarding the draft and cleaning of the chimney pipe. If needed, contact a professional craftsman to inspect the pressure switch.
<b>ALB TRIAC COC FAILURE</b>	This alarm is triggered if a motor is running continuously without being activated.	Try restarting the stove to see if the motor resumes normal function.
		If the issue persists, contact a professional craftsman for further troubleshooting or part replacement.

**Keywords:** Alarm, Alarms, Pellet stove, Pellet, Stove, Alarm, 1, 2, 3, 4, 5, 6, 7, 8, AL, P5, P4, Error message