

The logo for DEFRO HOME, featuring the brand name in a bold, white, sans-serif font. The word 'DEFRO' is positioned above 'HOME'. The background of the logo area is a dark grey band with a geometric, low-poly pattern in various shades of grey.

DEFRO  
HOME

operating manual  
dry stove for pellet  
DEFRO HOME MYPELL

**DEKLARACJA ZGODNOŚCI WE  
DECLARATION OF CONFORMITY EC**

**nr 72/A-4/01/2017**

**DEFRO Spółka z ograniczoną odpowiedzialnością Spółka komandytowa**

00-403 Warszawa, ul. Solec 24/253  
Manufacturing plant:  
26-067 Strawczyn, Ruda Strawczyńska 103A

**DEKLARUJE / DECLARES**

*z pełną odpowiedzialnością, że produkt / with all responsibility, that the product*

**Piec kominkowy na pellet/ Dry Stove for Pellets  
DEFRO HOME MYPELL 9 kW**

(typ/type DEFRO HOME MYPELL)

**zaprojektowany, wyprodukowany i wprowadzony na rynek zgodnie z następującymi dyrektywami:**  
*has been designed, manufactured and placed on the market in conformity with directives:*

**został**

**Rozporządzenie Parlamentu Europejskiego / Regulation of the European Parliament 305/2011  
Rozporządzenie Komisji (UE) / Commission Regulation (EU) 2015/1185**

**i niżej wymienionymi normami zharmonizowanymi:**

*and that the following relevant Standards:*

PN-EN 14785:2009

dokumentacja techniczna / technical documentation

Wyrób oznaczono znakiem:

*Product has been marked:*



**Ta deklaracja zgodności traci swą ważność, jeżeli w piecu kominkowym DEFRO HOME MYPELL wprowadzono zmiany, został przebudowany bez naszej zgody lub jest użytkowana niezgodnie z instrukcją obsługi. Niniejsza deklaracja musi być przekazana wraz z piecem kominkowym w przypadku odstąpienia własności innej osobie.**

*This Declaration of Conformity becomes invalid if any changes have been made to the DEFRO HOME MYPELL Dry Stove, if its construction has been changed without our permission or if the dry stove is used not in accordance with the operating manual. This Declaration shall be handed over to a new owner along with the title of ownership of the dry stove.*

**Piec kominkowy DEFRO HOME MYPELL jest wykonywany zgodnie z dokumentacją techniczną przechowywaną przez:**

*DEFRO HOME MYPELL Dry Stove has been manufactured according to technical documentation kept by:*

**DEFRO Spółka z ograniczoną odpowiedzialnością Sp. k., Zakład produkcyjny: 26-067 Strawczyn, Ruda Strawczyńska 103a.**

**Imię i nazwisko osoby upoważnionej do przygotowania dokumentacji technicznej: Mariusz Dziubela**

*Name of the person authorized to compile the technical documentation: **Mariusz Dziubela***

**Imię i nazwisko oraz podpis osoby upoważnionej do sporządzenia deklaracji zgodności w imieniu producenta: Robert Dziubela**

*Name and signature of the person authorized to compile a declaration of conformity on behalf of the manufacturer: **Robert Dziubela***

**Dwie ostatnie cyfry roku, w którym oznakowanie zostało naniesione: 17**

*Two last digits of the year of marking: 17*

**Warszawa, 03.07.2017**

*miejsce i data wystawienia  
place and date of issue.*

**Robert Dziubela**  
prezes zarządu / CEO

## Dear Customer,

We would like to inform you that we make every efforts to offer products of quality fulfilling the most restrictive standards and warranting operational safety. All devices are produced in accordance with the requirements of relevant EU directives and have CE safety mark confirmed by the Declaration of Conformity EC.



We appreciate all your comments and proposals regarding our level of service. We appreciate your comments and proposals regarding our devices and the level of service provided by our Partners and Technical Support/Service.

DEFRO Sp. z o.o. Sp. k.

## Dear Customer,

We would like to thank you for choosing the high quality DEFRO product which will ensure your safety and operational reliability.

As our customers, you can always count on the help of the DEFRO Service Centre, which is ready to ensure continuous efficiency of your stove.

Please note that in order to use the dry stove safely and efficiently, it is crucial to get familiar with the following directions.

- Get familiar with this Operating Manual - useful remarks concerning proper operation of the dry stove can be found there.
- Determine whether all parts have been delivered or the dry stove has been not damaged during transport.
- Check data on the rating plate against the warranty card.
- Prior to starting the dry stove, check flue connection against connection recommendations included in this manual and appropriate national regulations.

Basic usage rules are to be obeyed while using the dry stove. Do not open the doors during operation of the device.

DEFRO Service Centre or Authorized DEFRO Service should be always contacted when any intervention is necessary because only these parties have original spare parts and are properly trained within the scope of installation and operation of DEFRO boilers.

For your safety and boiler use convenience please get acquainted with this operating manual and send back correctly filled copy of the Warranty Card to the following address:



DEFRO Sp. z o.o. Sp. k. - Centrum Serwisowe  
Ruda Strawczyńska 103a  
26-067 Strawczyn



fax 41 303 91 31



serwis@defro.pl

By sending back your Warranty Card, you will be registered in our DEFRO heating boilers users database and we will be able to provide you with quick and professional technical support.

If you do not send back a correctly filled in Warranty Card and the dry stove quality and completeness receipt within the period of up to two weeks after the date of installation but no longer than within six months, after purchasing, the **warranty will become invalid**. This results in delays with repairs and the necessity of **covering the costs** of service and travelling expenses.

Thank you for understanding.  
Yours sincerely,

DEFRO sp. z o.o. Sp. k.

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## 1. INFORMATION

Operating manual is an integral and essential part of the product and must be forwarded to the user also in the case when the property is transmitted. The user should carefully read the manual and save it for the future because all remarks included there are important guidelines concerning safety during installation, usage and maintenance.

Installation of dry stove must be carried out in accordance with the mandatory standards in the country of destination, according to guidelines of the manufacturer and by qualified personnel. Improper installation of the device can be a reason for personal injuries and damage to property for which the manufacturer is not liable.

The dry stove can be used only for the purpose it was explicitly intended. Any other use should be treated as inappropriate and in consequence as dangerous.

In case of error during installation, usage or maintenance works caused by non-observance of the legislation, regulations in force or instructions contained in this manual (or others, delivered by the manufacturer) the manufacturer rejects any contractual or non-contractual liability for resulting damages and the warranty for the device becomes void.

### Versions of publications

Due to continuous improvement of the product DEFRO reserves the right to update this publication without prior notice.

The content of this Operating Manual is a property of DEFRO. Any copying, duplicating, publishing of content of this User's Manual without the prior written consent of DEFRO is forbidden.

### Manual storage and browsing its contents

We recommend to take care of this manual and store it in easily and quickly available location. If this manual has been lost, damaged or destroyed you should request a copy in the sales outlet or directly from the Manufacturer providing identification data of the product. All the most important information included in the operating manual are marked with "bold" and have symbols pointing out user's attention to hazards which can be present during operation of the dry stove. Symbols used in the text are explained below:



#### **Danger!**

*A direct threat to life and health! Non-compliance with the recommendations marked in this way and misuse may result in death or major injuries.*



#### **Danger!**

*Danger from electrical voltage! Incorrect installation and incorrect electrical connections may cause danger to life by electric shock.*



#### **Note!**

*Warning symbol indicating that you should read carefully and understand the given information, to which it relates. Non-compliance with this recommendations may result in major damage to the equipment and create a hazard for the user or the environment.*



#### **Danger!**

*A direct threat to health! Non-compliance with the recommendations distinguished in this way may cause a fire or burns.*



#### **Hint!**

*Informative symbol. Useful information and hints are marked in this way.*

## 2. BASIC SAFETY RULES

### 2.1. SAFETY WARNINGS



- The national and local provisions should be met.
  - Equipment should be installed in compliance with the legal standards applicable in the given location, region or country.
  - The equipment should not be used by a person (including children) of impaired physical, sensory, mental capabilities and by persons without experience and required knowledge provided that such operation is not carried out under their supervision or after proper instruction by a person responsible for their safety.
  - You should always observe the guidelines given in the operating manual to ensure the correct use of the equipment and to prevent accidents.
  - Operation and adjustment should be carried out by adults. Errors and incorrect setting can cause hazardous situations and/or incorrect operation.
  - Prior to any operations the user (or any person operating the equipment) should read and understand whole contents of this manual.
  - Equipment should be used only as intended. Each other use is considered as misuse and hazardous as a consequence.
  - The equipment should not be used as a ladder or object to lean against.
  - Prior to installation you should make sure that the substrate will resist the force of the equipment considering its weight.
  - In case of disturbances in operation the equipment can be restarted only when the occurred problem has been removed and the equipment is brought back to original condition.
  - The user is fully responsible for misuse of the product and relieves DEFRO from any civil and criminal liability.
  - All types of modifications or replacement of equipment parts with non-original components or without authorization may present a risk for the operator and relieve DEFRO from any civil and criminal liability.
  - Incorrect installation or maintenance (incompatible with contents of this manual), can cause injuries of people, animals or property damage. Then DEFRO shall be relieved of any civil or criminal liability.
- 
- Part of equipment surface is very hot (doors, handle, window panel, flue gas discharge pipe, etc.). You should avoid direct contact with such components without suitable protective clothing or protective equipment such as e.g. heat resistant gloves.
  - Do not touch the window panel after heating up of the equipment.
  - Keep children away from the equipment when it is operating because each hot surface can cause burns.
  - It is forbidden to start-up the equipment when the doors are opened or the window panel is cracked.
  - Do not place and dry the underwear on the equipment. Possible dryers for hanging underwear or similar should be located at an adequate distance from the equipment - fire hazard.
  - It is absolutely forbidden to open the doors if the flue is on fire. Then call the appropriate services.
  - It is recommended to keep a distance min. 400 mm between hot parts of the equipment and medium inflammable materials; otherwise use commercially available insulation materials. Apply this hint also for furniture, curtains etc. Minimum distances are given in point 5.2 of the operating manual.

- It is absolutely forbidden to use flammable liquid for equipment firing up.
- If the substrate, on which the equipment is located, is made of inflammable materials, such as parquet or floor lining then you should place a protective plate under it (the plate should protrude 250-300 mm from the front of the equipment).

## 2.2. WARNINGS RELATED TO OPERATION



- Equipment should be shut down in case of failure or incorrect operation.
- Fuel used in the equipment should meet the conditions described in this manual.
- Internal parts of the equipment should not be washed with water.
- Do not allow contact with water, and first of all, do not wash any varnished coatings before they cure. The coating of new devices is not an anti-corrosion coating, heat-resistant paint only gains its protective properties after curing under the influence of heat (after several firings).
- Do not expose the body to the action of hot air for a long period of time. Do not heat excessively the room where you are staying and where the equipment is installed. It may have an adverse impact on physical condition and be a reason for health problems.
- Equipment should be installed in rooms with fire protection and equipped with all required components such as supply (with air) and flue gas discharge.
- Equipment and cladding made of ceramics should be stored in rooms free from moisture and they cannot be exposed to adverse effects of the weather.
- It is not recommended to place the body of the equipment directly on the floor and if such floor is made of inflammable materials it should be properly insulated.
- To facilitate possible interventions by the technical personnel you should not place the equipment inside the closed rooms and just by the walls what can also disturb air intake.
- Always make sure and check whether doors of the combustion chamber are tightly closed when the equipment is operating.
- Equipment consumes exact amount of air which is required for combustion process; it is recommended to connect the equipment for air intake from outside using suitable pipe and through a special outlet located at the back of the equipment.

## ADDITIONAL INFORMATION



- In case of any problems you should contact sales outlet or qualified personnel authorized by DEFRO. Request original spare parts if the repair is necessary.
- Use only fuel with properties compatible with the recommendations of this operating manual.
- Check and clean flue gas discharge ducts (connecting piece to flue) periodically.
- Store this manual carefully because it should be available for a whole period of equipment operation. In case of sale of giving the equipment to the other user you should always make sure whether the product has the manual enclosed.
- Request a new copy from an authorized sales outlet in DEFRO company if it has been lost.

## 3. INTENDED USE

DEFRO HOME MYPPELL dry stoves are intended for combustion of the pellet. They are intended for heating of houses and spaces where

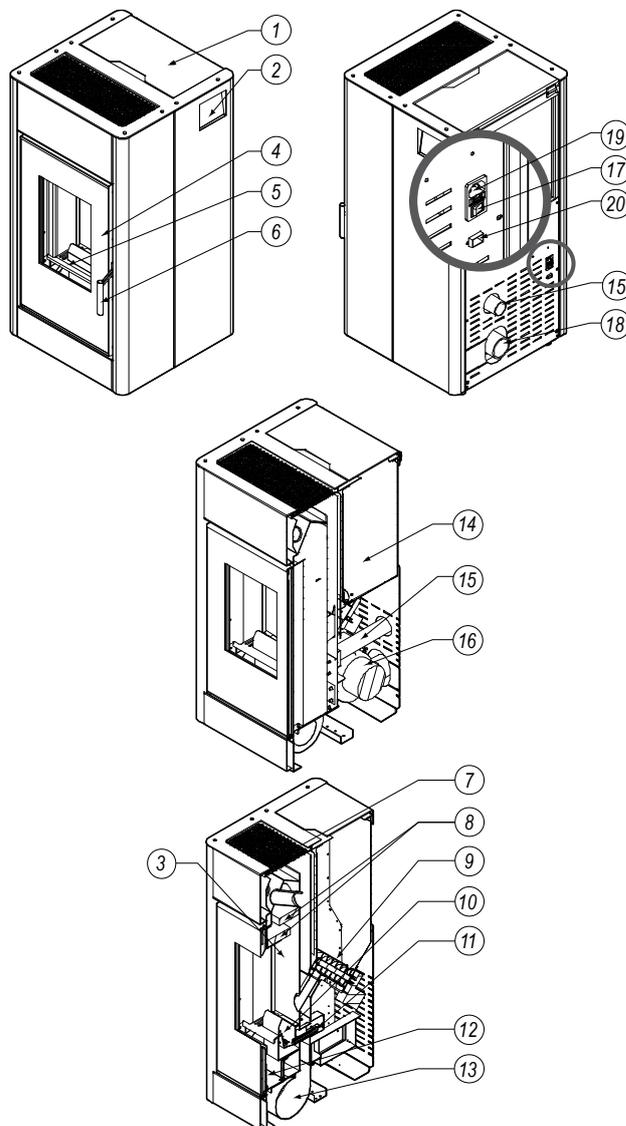
they are installed. They can be also used as an additional source of thermal power.

The dry stove can be connected multiple times.

## 4. TECHNICAL SPECIFICATION

### 4.1. DESIGN

Dry stove fired with pellet operates as a heater for a room in which it is installed. Hot air is emitted directly from the furnace through the window panel and on by radiation through convection holes in the upper wall of the device.



Picture 1. Design of dry stove DEFRO HOME MYPPELL.

1 – pellet container flap, 2 – control panel with display, 3 – body, 4 – doors, 5 – glass, 6 – handle, 7 – perforation, 8 – deflectors made of vermiculite, 9 – feeder, 10 – burner, 11 – igniter, 12 – ash-pan, 13 – air fan, 14 – pellet container, 15 – air intake socket, air intake, 16 – flue gas fan unit, 17 – power switch, 18 – flue, 19 – 230 V power supply socket, 20 – temperature sensor socket.

Stove body (3, picture 1) - wall in contact with fire - is made of heat-resistant steel sheet and sides of the combustion chamber are lined with cladding made of vermiculite. Body is lined with panels made of steel sheet covered with high-temperature powder paint. The stove is equipped with the so-called combustion chamber.

Furnace chamber is equipped with discharge pellet (10) burner adapted for combustion of biomass. Fuel required for the combustion

process is transported using automatic feeder (9), which takes the pellet from the container (14) located behind the combustion chamber. Igniter (11) located in the furnace, in form of electric heater, initiates an ignition of fuel supplied during start-up of the stove. Fuel required for combustion is taken from air intake (15) and then supplied to the burner. Hot flue gas flows around two deflectors (8) and then air pipes located in the upper part of the stove. Pipes heated by flue gas transfers heat to the air, which ejects through the perforation (7) heating surroundings of the stove. Flue gases are discharged to the chimney through a flue (18). Discharge process is supported by a flue gas fan unit (16).

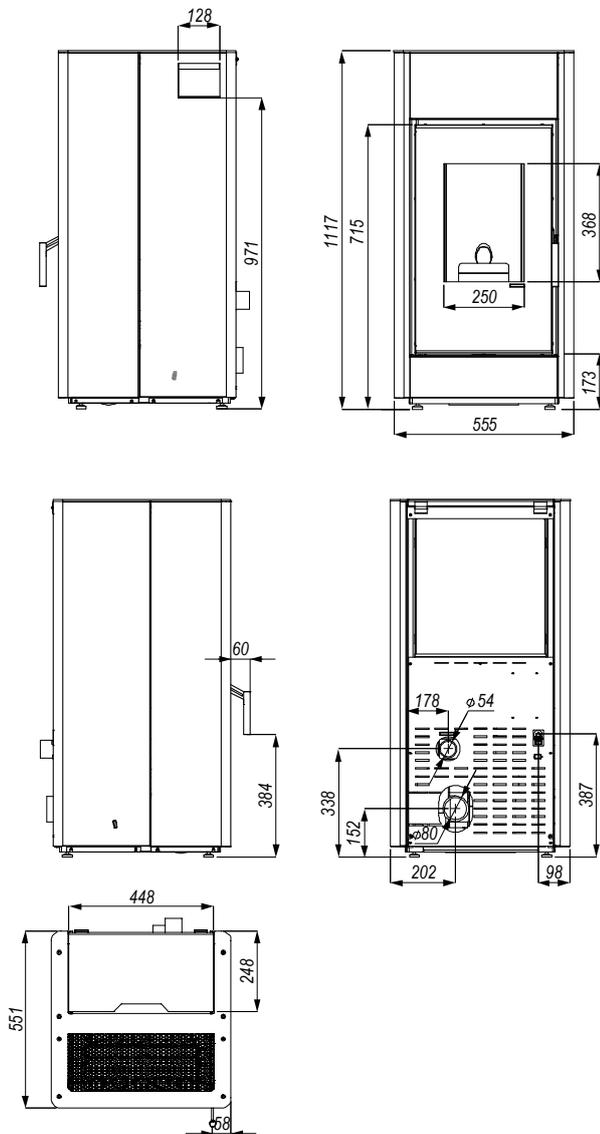
The combustion process in stove fired with the pellet is adjusted by an electronic controller (2) controlling operation of the igniter, feeder and fans based on set points and the measured temperature.



**A detailed description of the construction, operation and work of the electronic controller and fan is included in the operating manuals enclosed to this documentation.**

**Recommendations of operating manual of controller and fan should be unconditionally observed.**

#### 4.2. TECHNICAL DATA



Picture 2. Dimensions of dry stove DEFRO HOME MYPELL.

Table 1. Technical data of stove DEFRO HOME MYPELL.

Parameter	Unit	Value
Nominal power	kW	9
Heating power range	kW	5-9
Nominal efficiency <sup>1</sup>	%	90.9 (96.6)
Seasonal energy efficiency	%	85.5
CO emission for 13% O <sub>2</sub>	%	0.0187
Flue gases temperature <sup>1</sup>	°C	138.0 (65.0)
Weight <sup>2</sup>	kg	200
Flue gas stream for nominal power	g/s	7
Minimum draught at rated power	Pa	12
Flue size	mm	80
Supply voltage	V	230
Maximum power consumption	W	583
Power consumption for nominal power <sup>1</sup>	kWh/h	0.175 (0.103)
Fuel consumption <sup>1</sup>	kg/h	2.16 (1.15)
Type of heater		-
Fuel <sup>3</sup>		6mm pellet

<sup>1</sup> Value for 5 kW power is given in the brackets.

<sup>2</sup> Device weight depends on the selected design version and its equipment.

<sup>3</sup> The furnace is factory set to burn 6mm pellets, 8mm diameter pellets can be burned after changes in the controller settings made by an authorized service center.

#### 4.3. EQUIPMENT

The dry stove is delivered on a pallet, foil-wrapped and is fully assembled. The scope of delivery can include additional components and subassemblies, according to the order of the user. Components which are standard equipment are specified in table 2.

Table 2. Equipment of stove DEFRO HOME MYPELL.

Standard equipment of dry stove	Unit	Quantity
Stove operating manual	pcs.	1
Operating manual and warranty card for electronic controller	pcs.	1
Electronic controller	pcs.	1
The ceramic lining of the furnace chamber	set	1

#### 4.4. FUEL PARAMETERS

Sawdust granulate, called pellet, is a primary fuel for the dry stove DEFRO HOME MYPELL. It is recommended to use A1 class pellet in accordance with PN-EN ISO 17225-2:2014-07, with the following parameters:

- granulated product: Ø 6-8 mm
- length of granulated product: from 3.15 mm to 40.00 mm,
- calorific value: > 16.5 MJ/kg,
- sulphur content: max. 0.03 %,
- moisture: ≤ 10 %,
- ash content: ≤ 0,7 %,
- bulk density: > 600 kg/m<sup>3</sup>

During selection of the pellet user should pay special attention to fuel from unreliable sources, on the possible content of contaminations in fuel in form of stones or other inflammable inclusions deteriorating quality of combustion and increasing failure frequency of the feeder. Correct pellet type and assortment ensure:

- fault-free operation of the stove,
- fuel saving in comparison to lower-quality types,
- reduced emission of harmful chemical substances.

It is forbidden to burn any other objects on the grate of the automatic furnace.



**Use of bad quality fuel or incompatible with the above-mentioned recommendations would cause irregularities in the operation of the equipment and**



Air should be supplied through fixed openings of minimum 100 cm<sup>2</sup> cross section made in the walls (near the stove) and directed to outside. This opening should be made in a way ensuring that they cannot be plugged.

The active area of the grille should be selected correspondingly to the power of the stove. It is assumed that it should equal to 40 - 60 cm<sup>2</sup> per 1 kW of the power of the dry stove. Recommended active surfaces:

- equipment power to 10 kW - grille cross-section min. 500 cm<sup>2</sup>,
- equipment power to 15 kW - grille cross-section min. 700 cm<sup>2</sup>,
- equipment power over 15 kW - grille cross-section min. 800-1200 cm<sup>2</sup> and more.

Air can be supplied from adjacent rooms, provided that they are equipped with external air supply and they are not intended for a bedroom and bathroom, and where fire hazard is not present, for example: garages, woodsheds, inflammable materials storage. You should absolutely observe recommendations of the applicable standards.

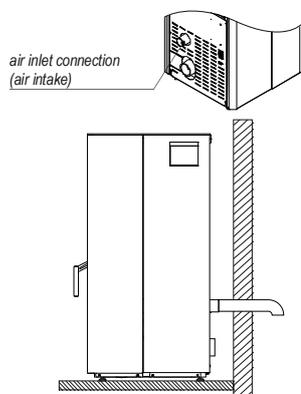


**It is forbidden to install a dry stove in bedrooms, bathrooms and other rooms where other heating equipment without independent air inflow are installed (fireplace, stove, etc.).**

**It is also forbidden to set dry stove in explosive atmospheres.**

### 5.3. CONNECTION TO EXTERNAL AIR INTAKE

Room, where the dry stove is installed, should be equipped with an inflow of air in the minimum amount required for correct combustion process and for room ventilation. This can be done by executing fixed vents in the wall directed to the outside or through independent or common ventilation ducts.



Picture 4. Connection of the dry stove DEFRO HOME MYPELL to external air intake.

The external wall near the stove should have through the opening with free cross-section 100 cm<sup>2</sup> (opening with 12 cm in diameter or square 10 x 10 cm), protected with grille on the internal and external side, for this purpose. Furthermore, the air intake should be:

- directly connected with the room, where the stove is to be installed,
- protected with grille, metal net or suitable cover not restricting minimum cross-section,
- located in a way preventing plugging it,
- located with consideration of proper distances preventing swirling of air (e.g. with respect to the windows).

Closed combustion chamber allows installation of the DEFRO HOME MYPELL stove in rooms equipped with heat recovery. In such case the stove should be supplied only with air supplied to air intake directly from outside (picture 4). Inlet pipe should have an elbow at its

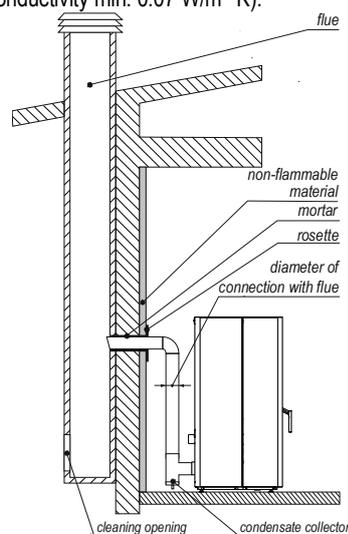
end directed downwards or protected against the wind. Grilles with small mesh should not be installed in such case.

### 5.4. INSTALLATION TO FLUE

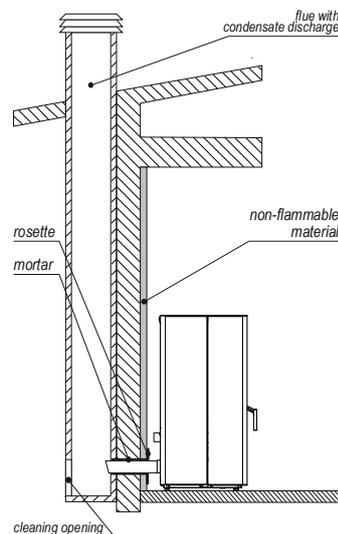
The dry stove should be connected to the individual flue. Size of chimney draught should equal:

1. minimum draught -  $6 \pm 1$  Pa,
2. average, recommended draught -  $12 \pm 2$  Pa,
3. maximum draught -  $15 \pm 2$  Pa.

During execution of opening for flue gas discharge pipe you should consider the possible occurrence of inflammable materials. If the opening will pass through the wooden wall or wall made of material sensitive to heat then you should obligatory maintain minimum distance from flammable material (value given on the certification label of the pipe), with possible additional insulation using proper materials (thickness 1.3 - 5 cm, heat conductivity min. 0.07 W/m °K).



Picture 5. Example of connection of DEFRO HOME MYPELL stove to flue without condensate discharge.



Picture 6. Example of connection of DEFRO HOME MYPELL stove to flue with condensate discharge.

As an alternative it is recommended to use an insulated industrial pipe, which can be also used outdoors, to avoid the occurrence of condensate.

For correct operation connector between the dry stove and flue or smoke duct should be executed acc. to the below recommendations:

- horizontal sections should have minimum slope 3%,

- length of the horizontal section should be minimum and should not exceed 2/3 metre,
- a number of changes of directions, inclusive of use of the “T” component, should not exceed 4.

Chimney or individual smoke duct should meet the following requirements:

- be resistant to combustion products, water-proof and suitably insulated, in compliance with conditions of use,
- be made of materials resistant to normal mechanical stresses, heat, the action of combustion products and possible condensate,
- be vertical with a change of axis direction not exceeding 45°,
- be adequately separated with void space or suitable insulation from combusted and inflammable materials,
- have preferably circular internal cross-section: square or rectangular cross-section should have rounded corners with a radius not smaller than 20 mm,
- internal cross-section should be constant, free and independent,
- have a rectangular cross-section with the maximum ratio between two sides equal to 1.5.

DEFRO HOME MYPELL stove characterizes with a relatively low temperature of flue gas in comparison to fireplaces fires with wood. It results in high efficiency but also the possibility of condensation from flue gas. Therefore it is recommended to connect the stove to flue with the discharge of condensate to the sewage system or install condensate discharge system e.g. in form of T-pipe with condensate collector (example on picture5).

Due to the emission of condensate also flue should be resistant to its action, therefore it is recommended to use ceramic system chimneys or chimney with acid resisting insert.

The active blow-out of flue gases from stove imposes a requirement to ensure very high tightness of discharge pipes. In case of leaks flue gas will get into the room.



**Flue gas discharge system from DEFRO HOME MYPELL dry stove should be tighter than in case of typical systems in stoves without active flue gas removal. Lack of proper tightness will result in penetration of flue gases to the room where the stove is located.**

**Despite the flue gas discharge is supported by fan unit the dry stove fired with pellet should be connected to the chimney of the medium, recommended draught.**

## 5.5. CONNECTION TO ELECTRIC SYSTEM

Electrical installation of the DEFRO HOME MYPELL dry stove is intended for supply from mains with 230 V/50 Hz. Room, where the stove is installed, should be equipped with electrical system 230V/50Hz executed as TN-C or TN-S systems (with the protective conductor or protective-neutral conductor) according to the regulations in force. Electric system (without regard for the type of installation made) should be ended with a plug-in socket equipped with protective conductor contact. Plug-in socket should be located in the safe distance from heat emission source.



**Using socket without connected protective terminal causes an electric shock hazard!**

**All connections to the electric system can be executed only by the electrician having suitable certifications /of the Polish Electricians Association 1kV/.**

**The user is forbidden to take off covers of the electronic controller or fan and to make any interventions or modification in electrical connections.**

## 6. USAGE AND OPERATION

### 6.1. INTRODUCTORY REMARKS



**Do not touch stove during first firing-up, because the paint is hardening during this stage.**

**Touching the paint could result in uncovering of steel surface.**

It is possible to refresh it using spray paint of the same colour if necessary.



**It is good practice to ensure efficient ventilation during first firing-up because a small amount of smoke and paint odour will be emitted from the stove.**

Do not stay near the stove. It is required to vent the room. Smoke and paint odour will disappear after approx. one hour of operation. However, we remind that they are not harmful to health.

The furnace is subject to expansion and shrinkage during warming and cooling down stage what may cause slight squeaks. This is an absolutely normal phenomenon because a structure of the equipment is made rolled steel and this phenomenon shall not be considered as a defect.

It is very important to avoid excessive overheating of the stove at the beginning but to reach the required temperature gradually. Use low heating powers. During the next firing-up of the stove it will be possible to use whole available thermal power. This will avoid damage of ceramic tiles, welds and steel structure.



**Do not expect immediate effects of heating!**

### 6.2. FIRST START-UP AND OPERATION

#### 6.2.1. STOVE START-UP



**Select appropriate power of the stove in the electronic controller before the first start-up. It is located on the rating plate of the equipment. This is a basic condition of correct operation of the dry stove. Claims related to incorrect selection will not be taken into account and the Customer will be charged with the costs of possible travel of the service personnel.**

**Absolutely, before each starting of “ignition function in the controller” the furnace should be empty (no pellet may be located inside).**

1. Turn on the power supply.
2. Select proper type of the stove on the controller.
3. Start-up with empty feeder (first start-up or start-up when whole fuel from the container has been used up):
  - a. Select **MENU** and then select **IGNITION**.
  - b. Choose the answer **NO** in the window displaying the question: **Is there fuel in the feeder?**
  - c. Confirm with the **OK** command **Enter fuel manually**.
  - d. Select the option **Activate the feeder** on the next screen.
  - e. When you hear the falling of pellets from the feeder pipe, switch off the hopper by pressing again **Activate the feeder** or by selecting the **IGNITION** option. From this moment, the stove works independently and continues firing up
4. If the fuel is in the feeder pipe, activate the **IGNITION** function from the main **MENU**. When the question appears: **Is there fuel in the feeder?** please select answer **YES**. The next stages of the firing-up cycle will take place automatically.
5. Please inspect size and brightness of the flame for 15-20 minutes during the combustion process, when the stove is in “**operation**” mode. It should have length approx. 20-40cm during operation with 100% rated power - depending on the size of the stove

(burner). In case of too low or too high flame please correct a fuel feeding dose or air amount in **Settings Menu → Modulation set points**.

Next inspection of the flame should be carried out when the stove will operate on lower power ranges, that is 30% and 60%. The flame shall be stable and protrude by approx. 5-25 cm from the burner. Possible corrections should be executed in the same way as for 100% power in corresponding ranges in the **Settings menu → Modulation set points**.

The flame shall be light-yellow and have such colour on almost whole its length. Different colours of the flame signal incorrect combustion process, where air amount is too high or too low.

If the amount of air is too high the flame colour will change into white and parts of the non-combusted pellet will fall out of the furnace. After the longer operation it will get lower and will be more "gusty".

If the amount of air is too small the flame will have orange colour with black, smoky ends. After a longer time the furnace will start to fill with non-combusted pellet and smoke will be visible through the glass.

Settings should be adjusted by not more than 5-10% at once. The effect will be visible after approx. 20-30 minutes.

More information concerning servicing the controller is included in the **Equipment operating a manual**.



**Housing components will be very hot during operation. You must exercise caution.**

### 6.2.2. DAMPING

Routine damping of the stove is based on the selection of the **Damping** function from the controller menu. The controller will lock fuel feeding and the stove will be damped after combustion of current dose of the fuel in the burner. Power shutdown will also result in damping a stove after a fuel in the burner will be burnt.

If it is necessary to quickly damp a flame you should charge furnace chamber with dry sand or ash after power supply shutdown. It is not allowed to damp a flame by pouring it with water because it may damage components of the equipment.



**After a longer break in equipment's operation you should check flow capacity of the flue.**

### 6.2.3. POWER FAILURE DURING OPERATION

Fans and feeder will stop operation in case of power failure during stove operation. Fuel dose in the burner should be burnt-out and flue gas removed by a chimney draught. This will ensure safe shutdown of the stove. Apply a damping (chapter 6.2.2) is necessary (lack of suitable draught).

## 7. CLEANING AND MAINTENANCE



**All operations related to cleaning of all components should be carried out when the stove is completely cold. It is required to use protective gloves.**



**It is a good practice to ensure good ventilation of the room during cleaning of the fireplace.**

### 7.1. BASIC OPERATIONS AND CLEANING BY THE USER.

Any service and maintenance works are to be carried out with meticulous care and only by adults familiarized with this manual. The dry stove should not be cleaned in the presence of children.

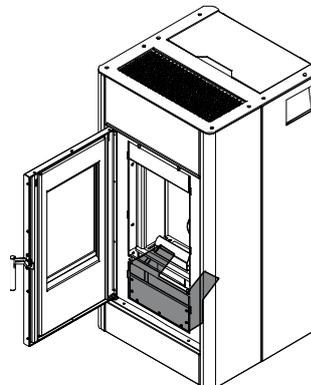


**Any service and maintenance works are to be carried out with meticulous care and only by adults familiarized with this manual. The dry stove should not be cleaned in the presence of children.**

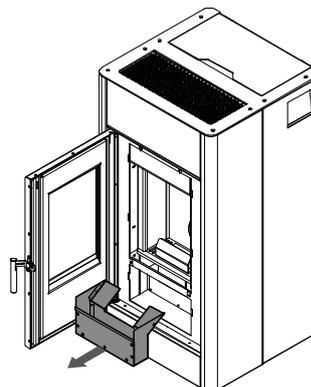
### 7.1.1. CLEANING BEFORE EACH STARTING

Prior to every successive start-up of the equipment the ash container should be cleaned and emptied, handling the ash with due care. Remove ash-pan for this purpose and remove the remaining dust. Dust can be removed using vacuum cleaner only if it is completely cold. Use vacuum cleaner adapted to remove the particles of a specified size for this purpose.

Re-install the ash container below the grate after the cleaning, making sure that its position is correct.



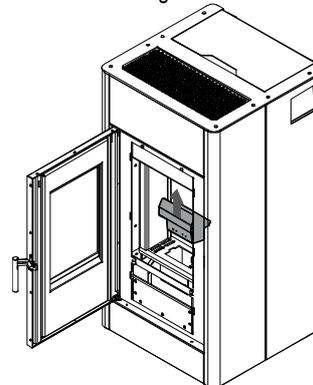
- Open the door.



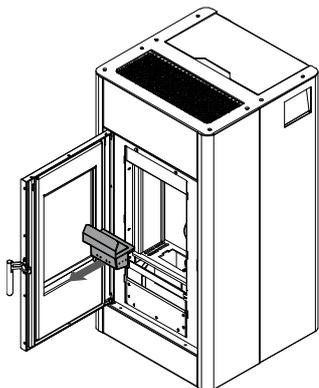
- Remove the ash container below the grate. Clean the ash container.

### 7.1.2. EVERY DAY SERVICE

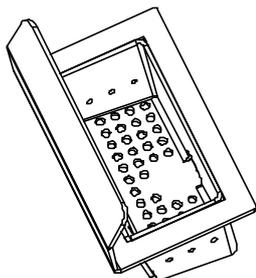
1. Burner inspection - check whether the openings in burner bottom have proper flow capacity. If they are blocked then you should remove the burner from the recess and clean the openings using a poker, then remove ash using a vacuum cleaner;



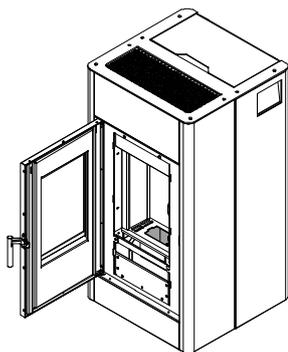
- Lift up the burner.



- Remove the burner.



- Clean all openings in the burner.



- Clean the recess below the burner with ash.

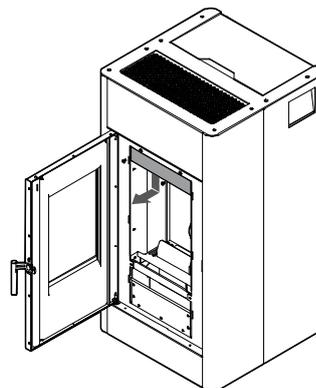
2. Inspection of fuel level - check whether pellet level in the container is not lowered then minimum level 25% of container capacity and refill if it is lower. Close the container flap tightly when after fuel refiling.

### 7.1.3. EVERY WEEK SERVICE

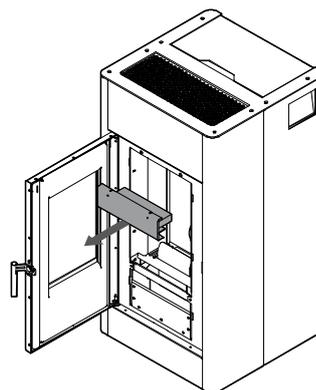
1. Ash-pan cleaning - remove ash using e.g. proper vacuum cleaner if necessary.
2. Removal of dust from heat exchanger chamber - if ash has been accumulated in the chamber it should be removed.

### 7.1.4. EVERY MONTH SERVICE

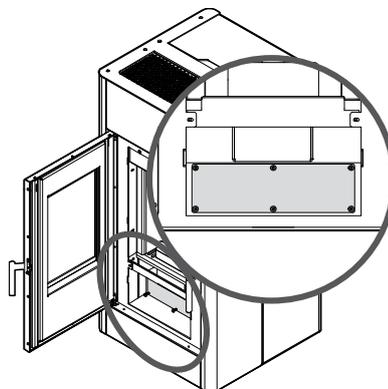
If the stove is used extensively then you should remove the soot from the chamber with heat exchangers at least once a month. Soot removal improves the flow of smoke and quality of stove performance.



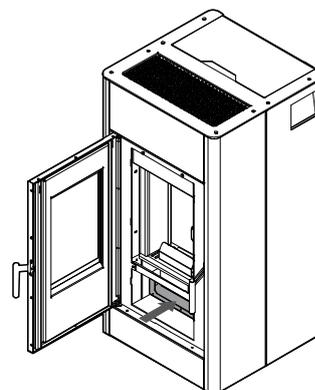
- Unscrew fixing bolts of the bottom deflector



- Remove bottom deflector unit. Clean the removed deflector. Upper deflector located in the furnace can be cleaned using brush or vacuum cleaner without disassembling.



- Remove ash-pan (section 7.1). Remove six screws fixing the cover.

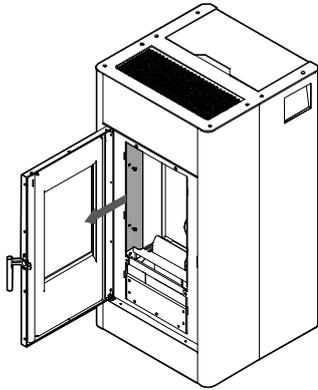


- Clean space accessible behind the ash-pan using vacuum cleaner

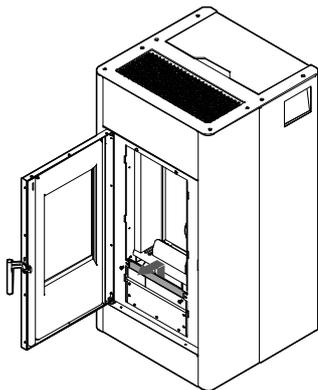
## 7.2. ANNUAL MAINTENANCE

It is recommended to remove side plates made of vermiculite and clean smoke flues located behind them once per year. Removed plates allow removing the top deflector and its thorough cleaning as well as removal of soot from heat exchanger located on the top.

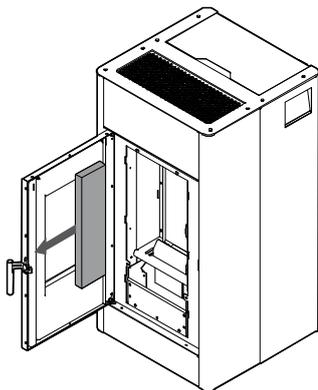
- Take the lower deflector outside



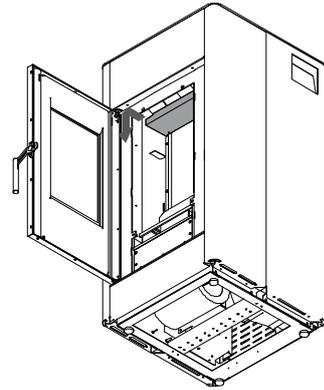
- Remove screws fixing the strip locking the left lining made of vermiculite



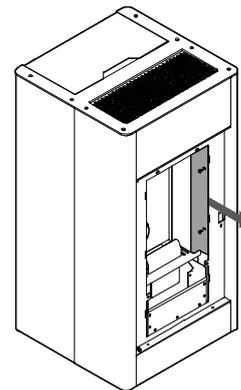
- If it is difficult to remove the side panel, remove as first the lower frame by unscrewing the two fixing screws.



- Remove the left lining made of vermiculite.



- Shift to the front and then lower left edge of the top deflector. Remove top deflector.



- Remove right strip and remove right lining made of vermiculite.

### 7.2.1. WINDOW PANEL CLEANING

It is recommended use a dry brush to clean the ceramic glass. If the contamination is significant use suitable cleaning agent spray and spray little amount and then clean the window panel with a cloth.



**Do not use abrasive products and do not spray the product for window panel cleaning on painted parts and gaskets of fireproof doors (cord made of ceramic fibre).**



**Do not open doors to clean the window panel during operation of the fireplace. Cleaning of window panel is possible only when the equipment is cold.**

### 7.2.2. DOORS/GASKETS

Abrasive surfaces of doors and closing mechanism should be occasionally lubricated with graphite grease. Carry out inspection and cleaning of the whole stove prior to each heating season. Pay special attention to the condition of gaskets, replace them if necessary.

### 7.2.3. FURNACE CHAMBER

Clean furnace chamber of the stove periodically, depending on moisture content and type of pellet used.

### 7.2.4. FLUE

In compliance with applicable regulations you should clean the flue two times a year. The flue should be cleaned by a chimneysweep company and this fact should be documented in this manual.



**Flue gases coming out of blocked chimney are dangerous. Chimney and connector should be kept clean. They should be cleaned before each heating season.**



**After a longer break in equipment's operation you should check flow capacity of the flue.**

### 7.3. PERIODIC INSPECTION BY AUTHORIZED SERVICE

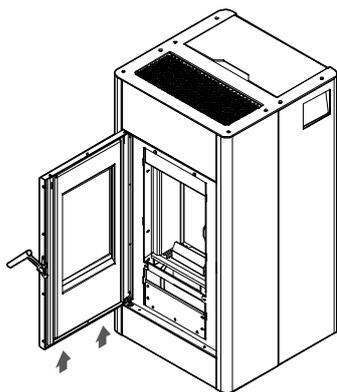
After the heating season it is necessary to clean several components of the stove (combustion chamber, fan, container), including the components where the flue gas flows through. This cleaning is obligatory and is intended to remove all combustion residues. Because the inspection requires disassembly of the stove parts it should be carried out only by qualified service.



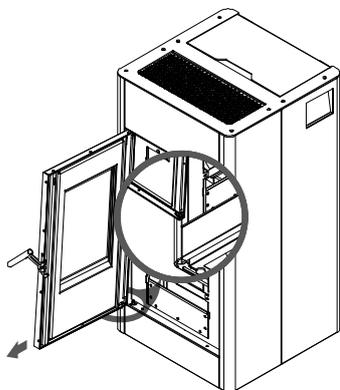
**Periodic inspection of the equipment should be carried out only by a qualified manufacturer's service.**

### 7.4. DISMANTLING OF COMPONENTS

#### 7.4.1. DOORS DISASSEMBLY



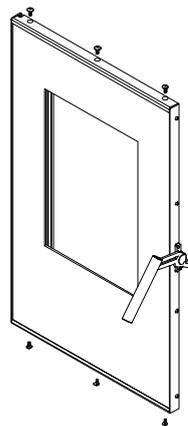
1. Open the doors and lift them into maximum upwards position to remove bottom pin of the hinge from a sleeve.



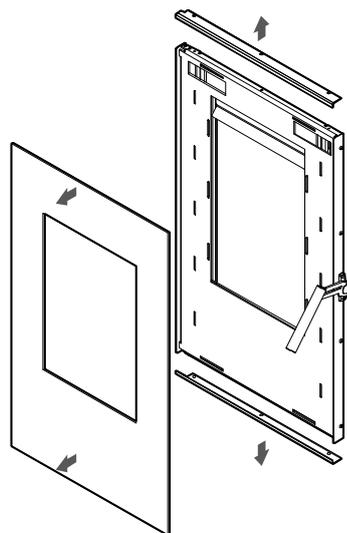
2. Slide bottom edge of the doors to outside to position bottom pin of the hinge outside the sleeve. Remove doors in such a position.

#### 7.4.2. WINDOW PANEL DISMANTLING

It is possible to disassemble the window panel after the doors have been disassembled. The best way is to disassemble the window panel when the doors are in horizontal position (e.g. when such doors lie on the table).



1. Unscrew fixing bolts.



2. Remove the upper and bottom side strip and remove the window panel.

### 7.5. SHUTTING THE STOVE DOWN

It is recommended completely shut down the stove and clean the equipment when each heating season is finished.

### 8. TROUBLESHOOTING

Some anomalies indicating irregularities in operation can occur during operation of the equipment. It can be caused by incorrect installation of the equipment without observation of the applicable building regulations or provisions of this manual or by external causes e.g. natural environment.

Below you will find the most frequent causes of incorrect of the equipment with their solutions.

#### **No ignition in operating igniter:**

3. Too much pellet in the burner,
4. No pellet in the container.

#### **The furnace does not start:**

5. Igniter does not heat up as due to power failure or damage,
6. No pellet in a container,
7. Lack of doors tightness.

#### **Furnace blockade:**

8. Too high contamination, you should clean the burner, ash-pan, combustion chamber,
9. No pellet in a container,

## 10. Controllor blockade.

**Correct operation can be disturbed by an atmospheric condition (air moisture content, fog, wind, atmospheric pressure) and sometimes by closely located high facilities.**

**In case of repeated problems you should turn to chimneysweep company to confirm the reason of such condition and to indicate the best solution for the problem.**

## 9. MEASURES IN CASE OF FIRE IN THE FLUE /SOOT IGNITION/.



**Systematic cleaning of smoke ducts should be performed to prevent soot ignition in the chimney.**

Soot ignition in the chimney is burning of particles deposited inside chimney (flue) channels; the deposits are formed in the course of heating equipment's operation and were not cleaned by chimney sweeps. In the case of soot fire in the chimney the following recommendations should be observed:

11. call Fire Brigade at 998 or 112, give information about what is happening and give detailed directions what is happening and hot to get to the given building;
12. disconnect the stove from the electrical supply;
13. damp a fire in the chimney by the closing inflow of cold air to the furnace chamber;
14. close stove's door and cleaning holes tightly to cut off air supply (due to lack of air the fire will eventually stop);
15. check the whole chimney channel for any cracks which might result in fire spread to the rooms;
16. prepare fire quenching means, e.g. a fire extinguisher, a fire blanket, a hose connected to the water system, water in a container;
17. make rooms and necessary information available to the Fire Brigade.



**It is strictly forbidden to pour water into the chimney - the risk of a blowout.**

**Leaking chimney channels can be a source of burning sparks or very hot flue gas, including insensible carbon monoxide.**



**Chimneysweep should be called after soot fire in the chimney to perform cleaning of ducts and to inspect their technical condition.**

## 10. REMOVAL DUE TO WEAR-OUT

Stove with electric equipment is subject to European Directive 2002/96/EC concerning waste of electrical and electronic equipment, and in connection with it: marking in accordance with the above-mentioned directive /crossed bin/ on the waste of electronic and electric equipment is located on the rating plate.

Before scrapping of stove you should disconnect all components that are subject to selective collection of waste electrical and electronic equipment for disposal purposes. These components include an electronic controller, feeder drive, fans motors and other electrical and electronic components with conductors. Collection place should be specified by the municipal or commune services.

The other elements of a stove have been made of materials neutral for the environment and are subject to standard waste disposal, mostly as steel scrap. After worn out of the stove parts connected with screws should be disassembled by unscrewing and welded parts must be cut. Take safety precautions during disassembly of the equipment by using appropriate hand-held and mechanical devices as well as personal protective equipment (gloves, clothes, apron, glasses, etc.).

## 11. REMARKS ON DRY STOVE USAGE.



**The following rules of safe operation of the dry stoves should be strictly observed and introduced.**

- 1) The dry stove can be used only by adults, who have familiarised themselves with this operating manual and have been trained in the scope of usage.
- 2) It is forbidden for children to be in the neighbourhood of the stove without adults.
- 3) Flammable liquids must not be used for torching the fuel; only solid fuel (e.g. tourist), paper can be used etc.
- 4) Flammable materials must not be placed on the stove and in its vicinity.
- 5) Power conductor should be led far from heat sources (doors, flue).
- 6) It is forbidden to damp a fire in a furnace with water.
- 7) It is forbidden to use a furnace with a cracked window panel.
- 8) You should use fuel recommended by the manufacturer.
- 9) Never stand in front of the stove door while opening. Burn risk.
- 10) While removing ash from the stove, flammable materials cannot be located closer than 1500 mm from the stove. Ash is to be put into heat-resistant containers with a lid.
- 11) After a heating season has finished, the stove and smoke channel are to be precisely cleaned.

## 12. PRODUCT WARRANTY TERMS AND CONDITIONS

- 1) Placing warranty statement, which contents correspond to the provisions of this document, the Guarantor - manufacturer of the product - DEFRO Sp. z o.o. Sp. k. with seat in Warsaw, 00-403 Warszawa, ul. Solec 24/253, entered in the Register of Entrepreneurs of the National Court Register by the District Court in Warsaw for the capital city of Warsaw, XII Commercial Division of the National Register of Entrepreneur under the number KRS 0000620901, NIP: 9591968493, REGON: 363378898, manufacturing plant: Ruda Strawczyńska 103A, 26-067 Strawczyn, gives the Purchaser a warranty for the sold product on terms and conditions specified below.
- 2) The guarantee refers to a dry stove type ..... with serial number ..... (the subject of agreement - dry stove) under the condition that the product has been fully paid. Due to suitable, proven and unified standards of sales the warranty covers only product purchased in authorized points of sales of the Guarantor or from authorized distributors. A full list of authorized companies is available on the website [www.defro.pl](http://www.defro.pl).
- 3) When the whole price will be paid and the product will be issued to the user also the warranty card will be issued. In the warranty card is missing the Purchaser should immediately contact with the Seller to obtain this document, while its lack has no influence on validity and period of the warranty given based on this statement, but it can have an influence on correct, timely processing of obligations resulting from this warranty by the Guarantor.
- 4) To allow Guarantor efficient operation the Purchaser should immediately after issuance of the product, send back a copy of correctly completed Warranty Card to the address of the Guarantor (Ruda Strawczyńska 103a, 26-067 Strawczyn). Correctly filled Warranty Card has a date, stamp and signatures in designated locations.
- 5) The Purchaser receives Warranty Terms and Conditions, Warranty Card as well as Operating Manual containing conditions for boiler's usage, installation guide and parameters regarding the chimney, fuel and boiler water.
- 6) The Guarantor guarantees that the equipment works correctly provided that all conditions specified in the Operating Manual have been met, especially with respect to parameters applying to fuel, connection to the chimney system. The warranty covers product used in compliance with its intended use and information provided in the service manual. A guarantor is not responsible for

the effect of normal wear and tear of the product which is connected with the operation.

- 7) The warranty authorization period commences on the date of issuance of the product to the Purchaser and equals:
  - a) 2 years for correct operation of the equipment,
  - b) 2 years for cladding made of heat resisting concrete - Ceramiton, , while the warranty does not cover discolorations, complete change of colour or deterioration of top coat,
  - c) 1 year for the grate, deflector and gaskets of the fireplace,
  - d) elements subject to wear-out are not covered by the Warranty; these include: ceramic hardened glass, screws, nuts, handles etc.
- 8) The Warranty is valid in the Republic of Poland.
- 9) During the warranty period, the Guarantor ensures free-of-charge repairs of any physical defects of the product within the period of:
  - a) 14 days after the fault report, unless the repair requires replacement of constructions elements of the product;
  - b) 30 days after the fault report, if the repair requires replacement of constructions elements of the product;
  - c) subject to point 3 and 4 of this warranty conditions.
- 10) If, as a result of considering the warranty claim the defective product has been replaced with new one or the significant repairs have been made, then a new warranty period is applied counting from the date of delivery of the replaced or repaired product. In the case when only part, belonging to the claimed product, is replaced then the new warranty period is applied only for this part. In other cases the warranty period is prolonged by a period when the operation of the product was impossible due to a filed claim.
- 11) Registration of any physical fault to be repaired during the warranty period (fault registration) should be made by the Purchaser immediately after a fault has been found and no later than after 14 days.
- 12) Any fault is to be registered with the Guarantor (Ruda Strawczyńska 103a, 26-067 Strawczyn) by sending a complaint sheet contained in this operating manual, filled in and stamped by an authorized point of sale or authorized distributor. The fault registration should contain:
  - a) type, capacity, serial number, manufacturer number (the information is located on the rating plate),
  - b) date and place of purchase,
  - c) a brief description of the fault,
  - d) detailed address and phone number of Purchaser.If the following cases are complained about: incorrect combustion in the device, tar deposits, smoking through the door; the fault registration should be supplemented with a copy of a chimney sweep expertise certifying that the flue meets all requirements specified in the operating manual for a given boiler's capacity.
- 13) The Guarantor shall not be responsible for exceeding of the periods mentioned in point 9 above or the Guarantor or its representatives will be ready to remove the defect within the date agreed with the Purchaser and will not be able to carry it out due to a reasons not attributable to the Guarantor (e.g. lack of proper access to devices, lack of energy or water, force majeure, Purchaser is not present etc.).
- 14) If the Guarantor, despite being ready to carry the repair, will not be able to carry out the warranty repair twice because of the reasons attributable to the Purchaser then it is assumed that Purchaser had resigned from the claim included in the guarantee claim. Notification about the same defect in this mode is not possible.
- 15) If the fault complained about cannot be removed and after three repairs the product is still faulty but can be used, the Purchaser has the following rights:
  - a) to obtain a discounted price for the product, proportionally to the use value of the product;
  - b) replace the product with one free of faults.
- 16) The product can be replaced if the Guarantor decides it cannot be repaired.
- 17) The Guarantor does not accept liability for the inappropriate choice of product with respect to the heated area (e.g. device of

- too low or too high power with respect to requirements). It is recommended to choose a device with cooperation with a design office or the Guarantor. The Guarantor is not liable for loss of data saved in the equipment and for economical losses and lost profits.
- 18) The guarantor will refuse realization of Purchaser's claims resulting from this document in the case when:
  - a) will state damage or ripping of leaden seals,
  - b) identification of product will be impossible (that is conformity of the presented product with a document describing the equipment, replaced or illegible documents),
  - c) damages resulting from incorrect transport carried out or ordered by Purchaser,
  - d) particular components of the equipment were wilfully replaced with non-genuine, used etc., repairs outside the authorized service of the Guarantor etc.
  - e) damages are mechanical, chemical, thermal and they are not resulting from causes in the sold product.
  - f) damages concerns wearing parts, especially: screws, nuts, handles, ceramic and sealing elements,
  - g) damages resulting from product usage inconsistently with the operating manual, that is especially when incorrect equipment operation resulting from lack of chimney draught or inappropriate power of the equipment,
  - h) faults are not significant and do not have an impact on the use value of the product.
- 19) This warranty does not cover:
  - a) products used for business purposes or industrial uses;
  - b) components of electrical equipment;
  - c) damages caused by the other connected equipment, devices or accessories other than these recommended by the Guarantor.
  - d) damages occurred as a result action of external impacts, among other: by the action of force majeure;
  - e) damages caused by animals,
- 20) Warranty repairs accepted by the Guarantor are carried out free of charge. The guarantor can charge the costs connected with warranty claim only in the case when a claim is not accepted as a result of stating circumstances which are listed in points 17 and 18 mentioned above.
- 21) Notification of complaint can be considered positively only in case of:
  - a) keeping the time-limits mentioned in this document;
  - b) fulfilling the other terms and conditions of the warranty;
  - c) presentation of product proof of purchase - that is an invoice or fiscal receipt, the other proof of purchase, in compliance with the regulations;
- 22) Device installation can be carried out by a person holding general installation qualifications but an entry and stamp in the Warranty Card are required.
- 23) Device's first start-up, any repairs and other activities, which are not supposed to be carried out by the User according to the operating manual, can be carried out only by an authorized service trained by the Guarantor. Device's first start-up is payable by the Purchaser.
- 24) Warranty repair is made in the location when the product is operated. If claim applies to part of the product, including electronic equipment /electronic controller, fan etc. than the given part should be sent to the Guarantor at his expense. Returning faulty equipment is a condition to accept the claim and replace this equipment for free. Not returning the above mentioned part within 7 working days will be a subject to not accept the claim and to charge its costs to the buyer.
- 25) Provisions of this document do not limit in any way authorizations resulting from the claim submitted on the basis of statutory warranty. The warranty also had no influence on the other claims of the Purchaser, according to the provisions of the law - including these concerning nonconformity of goods with the contract. The purchaser can exercise powers from the statutory warranty regardless of powers resulting from the guarantee. If the purchaser exercises his powers resulting from the warranty, the period for

execution of powers resulting from the warranty will be suspended from the date of notice about the defect. This period will be continued from the date of refusal by the Guarantor about the execution of obligations resulting from the warranty or ineffective lapse of time for their execution.

- 26) To all matters not settled in this Warranty Card and document the provisions of the Civil Code Art. 577 - 581 shall apply.

#### 12.1. WARRANTY CONDITIONS "48H SERVICE"

- 1) The "48h Service" program covers equipment manufactured by DEFRO Sp. z o.o. Sp. k.
- 2) Any complaints are to be made at a sales outlet or directly at the Company on the fax. no. 41 303 80 85, e-mail: serwis@defro.pl, or by a letter to company's address.
- 3) Fault registration can be completed if the Purchaser has a purchase confirmation and has filled in the Warranty Card correctly including a complaint sheet.
- 4) The DEFRO Sp. z o.o. Sp. k. "48h service" does its best to remove any faults which make it impossible/difficult for the equipment to operate within the period of two business days from the day of fault registration.
- 5) Fault removal time may be prolonged for reasons not dependent on DEFRO Sp. z o.o. Sp. k., such as the necessity of replacement of construction elements, lack of spare parts at the supplier, adverse weather conditions /force majeure/.
- 6) Failure to carry out repairs within this period cannot constitute a ground for any claims against DEFRO Sp. z o.o. Sp. k. and Authorized Service Partner.
- 7) To facilitate contact with service, service hotline for Customers has been set up: 509 702 720 and 509 577 900. If you call on these numbers, you will receive the necessary information and help with any service issue.

***We kindly inform that possible replacement of equipment component, with the working one, claimed by the user is not unambiguous with the admission of equipment user's warranty claims and does not end the complaint processing procedure. DEFRO reserves the right to charge the equipment's user with component replacement/repair costs, which after expertise/repair was stated as damaged by the factors independent of the boiler's manufacturer (e.g. short-circuit in electric system, overvoltage, flooding, mechanical damages not visible to the naked eye etc.) and which damages were not able to state during repairing in location of equipment operation by the service, within 60 days from date of carrying out the repair. DEFRO will issue an appropriate invoice for replacement/repair of the subject component with enclosed expertise protocol. At the same time we inform, that lack of payment for the invoice including the above mentioned costs within 14 days from its issuance results in irrevocable loss of warranty for the used equipment and this information will be entered into our computer supervision system for boilers within the warranty period. The date when the due amount is credited to the bank account given in the mentioned invoice is treated as payment date.***



## WARRANTY CARD

Confirmation of equipment's quality and completeness

In accordance with the conditions stated herein, warranty for a dry stove of

DEFRO HOME MYPELL series type ..... operated in compliance with the operating manual has been issued.

Equipment manufacturing number\* .....

Equipment power\* ..... kW

User /name and surname/\*\* .....

Address /street, city, postal code/\*\* .....

tel./fax\*\* ..... e-mail\*\* .....

Sale date

Installation date

Start-up date

.....

(stamp and signature of a salesperson)

(stamp and signature of a salesperson)

(stamp and signature of the company starting up the stove)

The user confirms that:

- the equipment has been delivered as complete;
- the device showed no failure during the first start-up carried out by a service company,
- has received the Operating Manual and equipment's installation manual with this Warranty Card filled in;
- has been familiarised with equipment's operation and maintenance.

.....  
city and data

.....  
user signature

\* filled by the manufacturer

\*\* filled by the user

The Customer and the installation and service company confirm by their own signature that their personal data can be processed for service register purposes according to the Data Protection Act of 29 August 1997 Journal of Laws no. 133, item 883.

---

DEFRO Spółka z ograniczoną odpowiedzialnością Sp. k.

• 00-403 Warszawa, ul. Solec 24/253 • tel. 041 303 80 85 • fax 041 303 91 31 • [biuro@defro.pl](mailto:biuro@defro.pl) • [www.defro.pl](http://www.defro.pl) •

14. CARRIED OUT WARRANTY REPAIRS AND MAINTENANCE.

No.	date	fault description, repaired element, description of repairs	comments	Stamp and signature of Service
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10				



## WARRANTY CARD

Confirmation of equipment's quality and completeness

In accordance with the conditions stated herein, warranty for a dry stove of

DEFRO HOME MYPELL series type ..... operated in compliance with the operating manual has been issued.

Equipment manufacturing number\* .....

Equipment power\* ..... kW

User /name and surname/\*\* .....

Address /street, city, postal code/\*\* .....

tel./fax\*\* ..... e-mail\*\* .....

Sale date

Installation date

Start-up date

.....

(stamp and signature of a salesperson)

(stamp and signature of a salesperson)

(stamp and signature of the company starting up the stove)

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- the equipment has been delivered as complete;
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## COMPLAINT FORM

made on..... in connection with complaint no. ....

### SUBJECT OF COMPLAINT

EQUIPMENT TYPE: ..... Equipment manufacturing date: .....  
 Equipment serial no.: ..... Equipment purchase date: .....

### CLAIMANT

Name and surname: .....  
 Detailed address: .....

Phone number .....

### DETAILED DESCRIPTION OF QUALITY FAULTS OR FAULTS RESULTING FROM THE MANUFACTURER'S FAULT

.....  
 .....  
 .....

### OTHER FAULTS .....

### CLAIMANT LODGES WARRANTY CLAIM FOR (SELECT APPROPRIATE):

Warranty repair  Paid repair  Post-warranty paid the repair

### CLAIMANT REQUESTS.....

*In the case when a claim is not taken into consideration because circumstances, mentioned in p. 17 and 18 of the Warranty Terms are discovered, the CLAIMANT agrees to cover the costs incurred by the manufacturer's service.*

.....  
 (city and data) (sign of claimant) (signature of serviceman)

### FAULT REMOVAL - to be filled by service

Date of informing the service technician about fault ..... hour .....

Name and surname of a service technician .....

The way of fault removal .....

Advice (DESCRIPTION) .....

### END OF COMPLAINT

Name and surname of service technician: ..... Fault removal date:.....

The justness of complaint: ..... Duration of repair: .....

*Fault (defect) has been removed, the equipment operates correctly. I hereby confirm the removal of the fault. I declare that I have familiarised myself with conditions of warranty on the basis of which I wish to register my complaint and I agree for processing my personal data for complaint register purposes according to the Data Protection Act of 29 August 1997 (Journal of Laws No. 133 item 833).*

.....  
 (city and data) (sign of claimant) (signature of serviceman)

ATTENTION! In the case when a claim is not taken into consideration because circumstances, mentioned in p. 17 and 18 of the Warranty Terms are discovered, the CLAIMANT agrees to cover the costs incurred by the manufacturer's service.\*

\*cost per man-hour and travelling expenses are calculated according to the current price list available at [www.defro.pl](http://www.defro.pl).





## COMPLAINT FORM

made on..... in connection with complaint no. ....

### SUBJECT OF COMPLAINT

EQUIPMENT TYPE: ..... Equipment manufacturing date: .....  
 Equipment serial no.: ..... Equipment purchase date: .....

### CLAIMANT

Name and surname: .....  
 Detailed address: .....

Phone number .....

### DETAILED DESCRIPTION OF QUALITY FAULTS OR FAULTS RESULTING FROM THE MANUFACTURER'S FAULT

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EQUIPMENT TYPE: ..... Equipment manufacturing date: .....  
 Equipment serial no.: ..... Equipment purchase date: .....

### CLAIMANT

Name and surname: .....  
 Detailed address: .....

Phone number: .....

### DETAILED DESCRIPTION OF QUALITY FAULTS OR FAULTS RESULTING FROM THE MANUFACTURER'S FAULT

.....  
 .....  
 .....  
 .....

### OTHER FAULTS .....

.....

### CLAIMANT LODGES WARRANTY CLAIM FOR (SELECT APPROPRIATE):

Warranty repair  Paid repair  Post-warranty paid the repair

### CLAIMANT REQUESTS.....

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Name and surname of a service technician .....

The way of fault removal .....

.....

Advice (DESCRIPTION) .....

.....

### END OF COMPLAINT

Name and surname of service technician: ..... Fault removal date:.....

The justness of complaint: ..... Duration of repair: .....

*Fault (defect) has been removed, the equipment operates correctly. I hereby confirm the removal of the fault. I declare that I have familiarised myself with conditions of warranty on the basis of which I wish to register my complaint and I agree for processing my personal data for complaint register purposes according to the Data Protection Act of 29 August 1997 (Journal of Laws No. 133 item 833).*

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\*cost per man-hour and travelling expenses are calculated according to the current price list available at [www.defro.pl](http://www.defro.pl).





## DECLARATION OF PERFORMANCE No. DHMYPELL-01/2018

1. The identification code of product-type	KOM-DHMYPELL
2. Building product (name, type, series)	Product name: Dry stove DEFRO HOME MYPELL Serial number: See rating plate.
3. Application of building product	Room heater fired with solid fuel in the buildings
4. Name and contact address of the manufacturer	DEFRO Spółka z ograniczoną odpowiedzialnością Sp. k. 00-403 Warszawa, ul. Solec 24/253 Manufacturing plant: 26-067 Strawczyn, Ruda Strawczyńska 103A
5. Name and contact address of authorised representative	Not applicable
6. System for assessment and verification of constancy of performance of building product	System 3
7. Name and identification number of notified body participating in the assessment of the constancy of performance of the building product	Strojirenský zkušební ústav, s.p. (SZU) Engineering Test Institute, Jednostka Notyfikowana nr 1015, has made an assessment of performance based on the tests in system 3 and had issued a test report.

DECLARED PERFORMANCE		
Essential characteristics	Performance	Technical specification
CO emission in combustion products	0.0187 % (13% O <sub>2</sub> ) 73 (235) <sup>1</sup> mg/m <sup>3</sup> (13% O <sub>2</sub> )	PN-EN 14785:2009
OGC emission in combustion products	6 (9) <sup>1</sup> mg/m <sup>3</sup> (13% O <sub>2</sub> )	Commission Regulation (EU) 2015/1185
NO <sub>x</sub> emission in combustion products	107 (104) <sup>1</sup> mg/m <sup>3</sup> (13% O <sub>2</sub> )	Commission Regulation (EU) 2015/1185
PM emission in combustion products	18 (20) <sup>1</sup> mg/m <sup>3</sup> (13% O <sub>2</sub> )	Commission Regulation (EU) 2015/1185
Temperature of external surfaces	5.1, 5.2, 5.3, 5.4	PN-EN 14785:2009
Electric safety	5.9	PN-EN 14785:2009
Max. permissible work pressure	-	
Mechanical strength	no leaks and permanent deformations	PN-EN 14785:2009
Flue gases temperature	138,0 °C	PN-EN 14785:2009
Thermal power/Energy efficiency	9.2 kW / 90.9 %	PN-EN 14785:2009
Primary fuel	pellet	operating manual

<sup>1</sup>Value for 5 kW power is given in the brackets.

Performance of the product specified in point 1 and 2 are in compliance with the performance declared in point 8.

DECLARED PERFORMANCE

This declaration of performance has been issued on the sole responsibility of the manufacturer specified in point 4.

Signed on behalf of the manufacturer by:

**Robert Dziubela – CEO**

(name and position)

**Warsaw, 25.10.2018**

(location and date issued)



(signature)

Name and address of the equipment supplier

 DEFRO Spółka z ograniczoną odpowiedzialnością Spółka komandytowa  
 00-403 Warszawa  
 Ul. Solec 24/253  
 Manufacturing plant  
 26-067 Strawczyn  
 Ruda Strawczyńska 103A

PARAMETERS OF THE EQUIPMENT	UNIT	MODEL IDENTIFICATION DEFRO HOME MYPELL
Energy efficiency class	-	
Direct thermal power	kW	9,2
Indirect thermal power	kW	0.0
Energy efficiency Index EEI	-	126
Efficiency at nominal thermal power	%	90.9
Efficiency at minimal thermal power	%	96,6
Special precautions during assembly, installation or maintenance of the equipment	-	Consider guidelines included in the Service Manual delivered by the manufacturer each time before assembly, start-up or maintenance of the equipment.

service hotline

call us:

509 702 720  
509 577 900

[www.defrohome.pl](http://www.defrohome.pl)

**DEFRO**<sup>®</sup>  
heating technology

DEFRO Spółka z ograniczoną odpowiedzialnością Spółka komandytowa  
00-403 Warszawa, ul. Solec 24/253  
Manufacturing plant:  
Ruda Strawczyńska 103 A  
26-067 Strawczyn  
tel.: 41 303 80 85, [biuro@defro.pl](mailto:biuro@defro.pl)  
NIP 9591968493