Pronto

G20/G25

Instructions for installation *(GB / IE)*

Please retain this document carefully

English

UK

Inhoudsopgave

Preface

DRU, a manufacturer of gas heating appliances, develops and produces products that comply with the highest quality, performance and safety requirements.
This guarantees that the user will be able to enjoy using his product for many years to come.
This appliance has a CE marking, which means that it complies with the essential requirements of the European gas appliance directive.
As an installer, you must be competent in the field of atmospheric gas heating.
Two manuals are supplied with the appliance: the installation manual and the user manual.
The installation manual will give you the information you need to install the appliance in such a way that it will operate properly and safely.
This manual discusses the installation of the appliance and the regulations that apply to the installation. In addition, you will find technical data for the appliance and information on maintenance, any malfunctions that might occur and their possible causes.
Please carefully read and use this installation manual.
The following symbols are used in the manual to indicate important information:

➠ **Work to be performed**
!Tip **Suggestions and recommendations**
!Caution **You will need these instructions to prevent problems that might occur during installation and/or use.**
Caution **You need these instructions to prevent fire, personal injury or other serious damages.**
After delivery, you should give the user manual and this installation manual to the user.

1. Introduction

Pronto is a suspended atmospheric gas heating appliance.
This Pronto version is suitable for natural gas.
The Pronto is a closed appliance. A closed appliance does not extract the combustion air from the living environment, but from outside. This is done through a combined flue gas discharge system / combustion air supply system.
In this concentric system the outer pipe serves as air supply and the inner pipe as flue gas discharge.
This system can be installed through the wall, or through the roof.
The concentric system can be supplied in the colour of the appliance.
The appliance is supplied with a wireless remote control that works on batteries.

2. CE declaration

We hereby declare that the design and construction of DRU's atmospheric gas heating appliance comply with the essential requirements of the Gas Appliance Directive.
This declaration will lose its validity if adjustments are made to the appliance, without prior written permission by DRU.

Product:	atmospheric gas heating appliance
Type:	PRONTO
Applicable EEC directives:	90/396/EEC
Applied harmonized standards:	NEN-EN-613
	NEN-EN-613/A1

Internal measures by the company guarantee that appliances produced in series comply with the essential requirements of the prevailing EEC directives and the standards derived from them.
M.J.M Gelten
Dru verwarming B.V.
Postbus 1021, 6920 BA Duiven
Ratio 8, 6921 RW Duiven
www.dru.nl

3. Safety

3.1 General

Caution - **Carefully read this chapter on safety, before you start performing installation or maintenance work;**

Please observe the general regulations and the precautions/safety instructions in this manual.

3.2 Regulations

Please install the appliance in accordance with the applicable national, local and constructional (installation) regulations.

3.3 Precautions / safety instructions during installation

Carefully follow the following precautions/safety regulations:

- **you should only install and maintain the appliance if you are a competent installer in the field of atmospheric gas heating:**
- **do not make any changes to the appliance;**
- **only use the flue gas discharge / combustion air supply system supplied by DRU;**
- **suspend the appliance from a wall of incombustible and heat resistant material**
- **take into account the minimum required free space of 500 mm at both sides of the appliance, as well as above the appliance for the benefit of the appliance's heat discharge.**
- **suspend the appliance at least 300 mm above the floor;**
- **mount the appliance using the wall bracket supplied;**
- **do not cover the appliance and the discharge material and/or do not wrap it in an insulation blanket or any other material;**
- **make sure that combustible objects and/or materials have a distance from the appliance of at least 500 mm;**
- **only ever use the supplied wood set;**
- **place the wood set exactly as described;**
- **make sure the pilot burner and the space around it is kept free;**
- **avoid dirt in gas pipes and connections;**
- **place a gas tap under the appliance**
- **check the connections for gastightness before using the appliance;**
- **use heat resistant electrical connectors;**
- **place the electrical connectors in such a way that they are free from the appliance;**
- **replace torn or broken panes;**
- **do not ignite the appliance until it is fully installed.**

4. Instructions

Observe the following items during installation in order to guarantee a proper and safe operation of the appliance:

- **avoid that the ignition cable runs over the receiver;**
- **avoid that the ignition cable touches or crosses the antenna;**
- **avoid that the ignition cable runs over and/or alongside metal parts, in order to prevent weakening of the spark;**
- **avoid damaging the panes during removal/placing;**
- **clean the panes before you use the appliance, in order to prevent dirt from burning in the glass.**

5. Removing the packaging

Note the following items when removing the packaging:

- **Check the appliance for damages during transport.**
- **If necessary, contact DRU Service.**

Follow the procedure below when removing the packaging:

- **Remove the top box**
- **Remove all foam blocks, with the exception of the foam on which the appliance is resting.**

!Caution **The bottom two foam blocks will have to be placed back in a moment, so do not throw them away.**

- **Remove the decorative frames and the front pane (see section 6.9.1.1)**
- **Place back the bottom foam blocks**
- **The appliance can now be set up straight by lifting the top side**
- **For suspending the appliance, see section 6.4**


Fig. 1

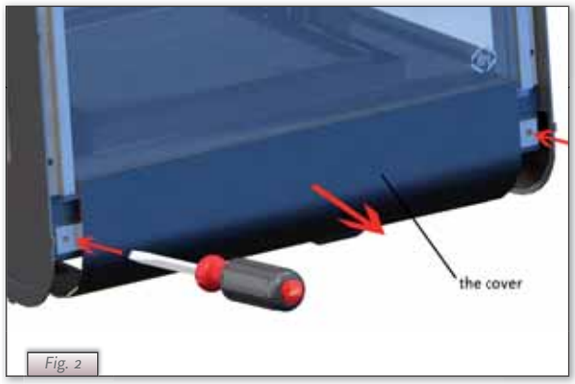

Fig. 2

After removing the packaging, you should have the following components:
- Socket spanner; you will find it in the space between the assembly frame and the combustion chamber;
- Box with parts; you will find it in the combustion chamber.

Remove the box containing parts from the combustion chamber.
In appendix 1 / table 4 you can see which parts you should have after removing the packaging.
Contact DRU Service if you do not have all the parts after you finished removing the packaging.
Dispose packaging in accordance with local regulations.

6. Installation

Read this manual carefully to ensure a proper and safe operation of the appliance.

!Caution **Install the appliance in the order described in this chapter.**

6.1 Regulations

Observe the applicable (installation) regulations.
Observe the regulations/instructions in this manual.

6.2 Type of gas

The type plate indicates for which type of gas, gas pressure and for which country this appliance is intended. The type plate is located at the inside of the small ornamental cover.
Remove the small cover at the underside of the front pane by unscrewing the bolt at the left and right side. After removing the cover you can see the type plate (see *Fig. 2*).

6.3 Gas connection

Place a gas tap in the gas connection, under to the appliance.

Caution **Avoid dirt in the gas pipe and in the connections.**
The following requirements apply to the gas connection:
use a gas pipe with the correct dimensions, so that no pressure loss can occur:
the gas tap should have the CE marking;
you should always be able to reach the gas tap.

6.4 Placement of the appliance

Place the appliance as follows:

Caution
- **Suspend the appliance from a wall of incombustible and heat resistant material;**
- Take into account the minimum required free space of 500 mm at both sides of the appliance, as well as above the appliance for the benefit of the appliance's heat discharge;
- Suspend the appliance at least 300 mm above the floor;
- Make sure that combustible objects and/or materials have a distance from the appliance of at least 500 mm;
- Do not make any changes to the appliance.

- **Determine the location of the appliance; the dimensions can be found in** *Fig. 3*.
- **Provide a gas connection at the location. For details, see section 6.3.**
- **Make a duct for the flue gas discharge/combustion air supply system with the following diameters. For details, see section 6.5 and** *Fig. 5*.
  - Ø160 mm for a wall duct through incombustible material;
  - Ø 250 mm for a wall duct through combustible material;
  - Ø160 mm for a roof duct through incombustible material;
  - Ø 250 mm for a roof duct through combustible material.

Connect the appliance to the wall using the wall bracket and the wedge bolts supplied; see *Fig. 4*

Fig. 3

6.5 Flue gas discharge / combustion air supply system

6.5.1 General

The appliance is of the C11/C31 type.
The appliance is connected to a combined flue gas discharge/combustion air supply system, hereafter referred to as the concentric system.
The passage to the outside can be made with a wall duct (see section 6.5.2) or with a roof duct (see section 6.5.3).
If necessary, you can also use an existing discharge channel (see section 6.5.4).

Caution: - **Only use the concentric system supplied by DRU (Ø100 / Ø150 mm). This system was tested in combination with the appliance;**

DRU cannot guarantee a proper and safe operation of other systems and cannot accept liability for these systems.
For connecting to an existing chimney flue you should only use the installation set supplied by DRU.
Always place the concentric system at a minimum distance of 500 mm from combustible objects and/or materials
Maintain a distance of at least 50 mm between the outside of the concentric system and the walls and/or the ceiling.
If the system is built in (for instance) a cove, it should be made with incombustible material all around it.

The concentric system is constructed from (the discharge stump of) the appliance.
If structural circumstances require that the concentric system is placed first, the appliance can later be connected with a telescopic pipe piece.

!Tip **DRU does not recommend placing the telescopic piece, because this visible pipe piece cannot be supplied in colour and does not really combine well with the appliance.**

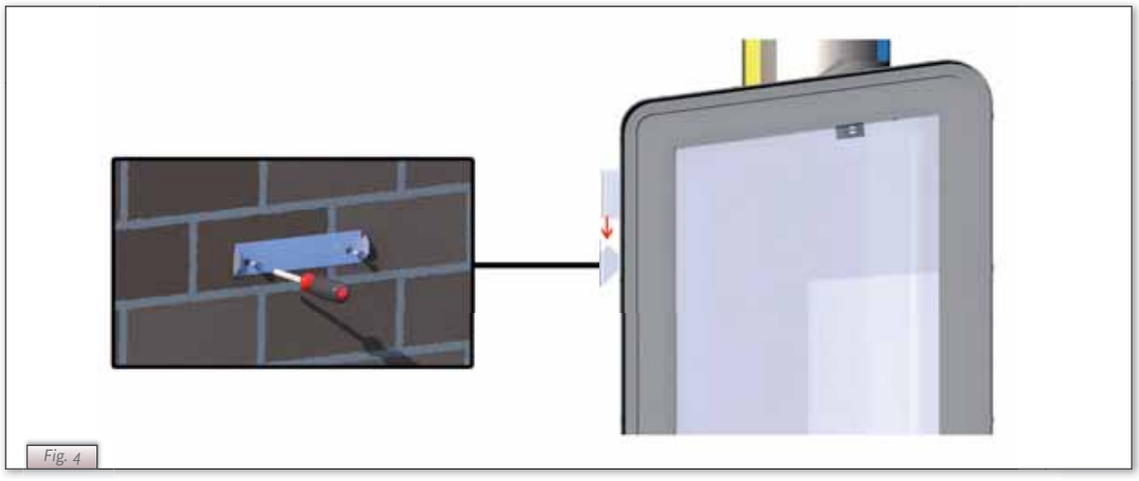
Fig. 4

6.5.2 Application with wall duct

6.5.2.1 Construction of concentric system with wall duct

The concentric system with wall duct has to comply with the following conditions (see *Fig. 2*):

- First, a concentric pipe of at least 1 meter should be connected vertically to the appliance;
- The total vertical pipe length can have a maximum of 4 meters;
- On the vertical part a bend of 90° is connected;
- The total horizontal pipe length can have a maximum of 3 meters (wall duct excluded).

The construction of the concentric system allows the following 2 configurations:

1) minimum 1 meter and maximum 4 meters of vertical pipe length combined with a 90° bend and a maximum 3 meters horizontal pipe length and a wall duct (see *Fig. 6*).
   When using this application, you must remove the air inlet guide (see section 6.7). The baffle will not be placed.
2) minimum 1 meter and maximum 4 meters of vertical pipe length combined with a 90° bend and a wall duct (i.e., no horizontal part, see *Fig. 7*).
   When using the configuration, you will not have to do anything: you do not have to remove the air inlet guide or place the baffle.

6.5.2.2 Placing concentric system with wall duct

Place the concentric system as follows:
Build the system up

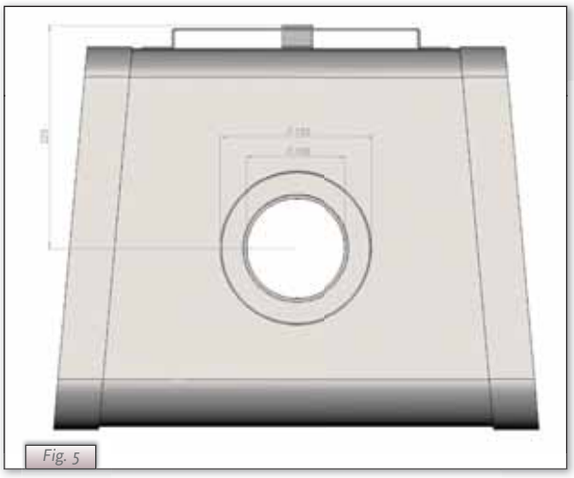
Fig. 5

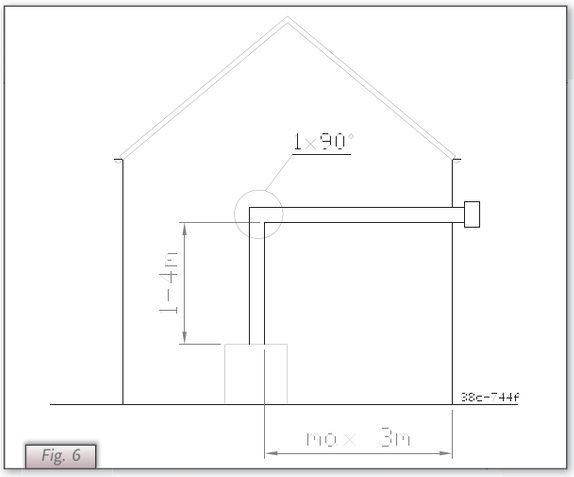

Fig. 6

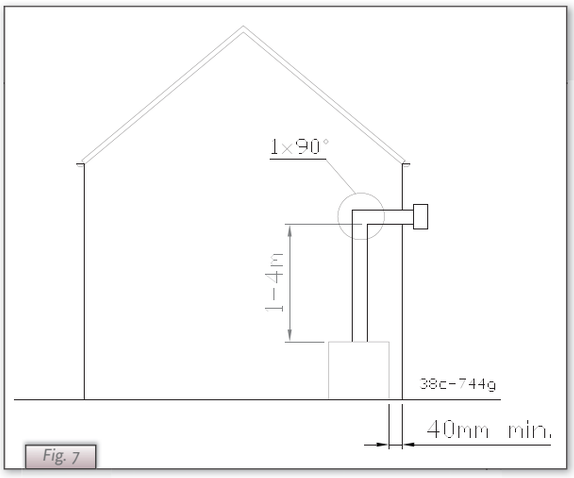

Fig. 7

Caution

- **Maintain a distance of at least 50 mm between the outside of the concentric system and the walls and/or the ceiling. If the system is built in (for instance) a cove, it should be made with incombustible material all around it.**
- from (the connection stump of) the appliance.
- Use heat-resistant isolation material when passing through combustible material;
- The rosette (mounting inner plate) of the wall duct is too small to seal the Ø 250 mm opening when passing through combustible material. That is why you should first apply a sufficiently large heat-resistant intermediate plate to the wall. Then, the rosette is mounted on the intermediate plate.

!Caution **Some heat-resistant isolation materials contain volatile components that will spread an unpleasant smell for a prolonged time; these are not suitable.**

- **Build the system up from (the connection stump of) the appliance.**
- **Connect the (lacquered) concentric pipe pieces and the (lacquered) bend.**
- **On <u>each</u> connection, apply a (lacquered) clip binding with silicon sealing ring.**
- **Use a parker to fix the clip binding to the pipe on locations that are unreachable after installation.**
- **Apply sufficient clamps, so that the weight of the pipes does not only rest on the appliance.**
- **Determine the remaining length of the wall duct.**
- **Make sure the wall duct has the right dimensions.**

!Caution
- **Make sure that the right insertion length is maintained;**
- **Place the wall duct with the groove/folded seam at the top;**
- **Make sure the horizontal concentric pipe pieces are sloping towards the wall duct, in order to prevent rain water from entering.**

➠ **Mount the rosette (mounting inner plate); if necessary, on a heat resistant intermediate plate when passing through combustible material**

➠ **Attach the wall duct from the outside with four screws in their respective holes.**

6.5.3 Application with roof duct

6.5.3.1 Construction of concentric system with roof duct

- The concentric system with roof duct has to comply with the following conditions:
- The construction of the chosen system has to be allowed. (See the procedure described below);

First, a concentric pipe of at least 1 meter should be connected vertically to the appliance.
Depending on the construction of the concentric system, the appliance is set by placing the baffle and/or removing the air inlet guide.
In the following procedure you can see how the allowability of a concentric system can be determined and which settings are needed.

➠ **Determine the following data:**
The number of bends required (no distinction is made between 45° and 90° bends);
The total number of meters of horizontal pipe length;
The total number of meters of vertical and/or sloping pipe length.
These data will help you determine whether the concentric system is allowed by using Table 1.
In Table 2 you can read which setting is required for the appliance.

Follow the procedure described below:

➠ **In the first 2 columns of Table 1, search the number of bends required and the total horizontal pipe length:**

➠ **In the 3rd column of Table 1, search the total vertical and/or sloping pipe length.**

➠ If you end up in a box with the letter A, B, C or D, the concentric system chosen by you is allowed.

➠ **Use Table 2 to determine which conditions apply for the baffle and/or the air inlet guide (for placing/setting see section 6.7).**

Examples
To clarify, we will give 2 examples to determine the allowability of a concentric system and the conditions for setting the appliance.
In Table 1 the route to be followed is indicated by arrows. The result is indicated by a red frame surrounding the box.

Example 1
1) 2 bends
2) 3 meters horizontal
3) 8 meters vertical/sloping
→ Construction of this concentric system is allowed.
→ Situation B applies for setting the appliance

Example 2
1) 3 bends
2) 4 meters horizontal
3) 9 meters vertical/sloping
→ Construction of this concentric system is not allowed.

Tabel 1: Relation construction concentric system / setting appliance													
G25/G20	Total number of meters horizontal pipe legth	Total number of meters vertical and/or sloping pipe length											
		1	2	3	4	5	6	7	↓ 8	↓ 9	10	11	12
no bends	0	B	B	B	C	C	C	D	D	D	D	D	D
2 bends	0	A	A	B	B	B	C	C	C	D	D	D	D
	1		A	A	B	B	B	C	C	C	D	D	
	2			A	A	B	B	B	C	C	C		
	→ 3 →				A	A	B	B	B	C			
	4					A	A	B	B				
	5												
3 bends	0	A	A	A	B	B	B	C	C	C	D	D	D
	1		A	A	A	B	B	B	C	C	C	D	
	2			A	A	A	B	B	B	C	C		
	3				A	A	A	B	B	B			
	→ 4 →					A	A	A	B				
	5												
4 bends	0	A	A	A	A	B	B	B	C	C	C	D	D
	1		A	A	A	A	B	B	B	C	C	C	
	2			A	A	A	A	B	B	B	C		
	3				A	A	A	A	B	B			
	4					A	A	A	A				
	5												
5 bends	-												

= construction is not allowed

Tabel 2: Conditions for setting the appliance			
G25/G20			
Situation	**Air inlet guide**	**Baffle**	**Distance restriction in mm**
A	NO	NO	OPEN
B	YES	YES	42
C	YES	YES	35
D	YES	YES	29

= construction is not allowed

6.5.3.2 Placing concentric system with roof duct

The roof duct can end in a sloping and a flat roof.
The roof duct can be supplied with an adhesive plate for a flat roof or with a universally adjustable tile for a sloping roof.

Place the concentric system as follows:
Build the system up from (the connection stump of) the appliance.

Caution
- **Maintain a distance of at least 50 mm between the outside of the concentric system and the walls and/or the ceiling. If the system is built in (for instance) a cove, it should be made with incombustible material all around it;**
- Use heat-resistant isolation material when passing through combustible material.

!Caution **Some heat-resistant isolation materials contain volatile components that will spread an unpleasant smell for a prolonged time; these are not suitable.**

English

- **Build the system up from (the connection stump of) the appliance.**
- **Connect the horizontal (lacquered) concentric pipe pieces and, if necessary, the bends.**
- **On <u>each</u> connection, apply a (lacquered) clip binding with silicon sealing ring.**
- **Use a parker to fix the clip binding to the pipe on locations that are unreachable after installation.**
- **Apply sufficient clamps, so that the weight of the pipes does not only rest on the appliance.**
- **Determine the remaining length of the roof duct.**
- **Make sure the roof duct has the right dimensions.**

!Caution **Make sure that the right insertion length is maintained.**
Connect the roof duct to the concentric pipes.

!Caution - **Make sure that the universal tile fits well with the surrounding tiles;**
Make sure that the adhesive plate fits well onto the flat roof.

6.5.4 Connection of existing chimney flue

It is possible to connect the appliance to an existing channel.
A flexible SS pipe is placed in the chimney for discharging flue gases. The surrounding space is used to supply combustion air.
The following requirements apply when connecting to an existing chimney flue:
- only allowed when used in combination with the special DRU chimney installation set. The installation regulation is also supplied;
- the dimensions should be at least 150 x 150 mm;
- the vertical length has a maximum of 12 meters;
- the horizontal length has a maximum of 3 meters;
- the existing chimney flue has to be clean;
- the existing chimney flue has to be closed.

6.6 Connecting gas

Use the following procedure when connecting the gas, see section 6.3 Gas connection:
- **If necessary, blow through the gas pipe.**
- **Connect the gas pipe with gas tap to the gas control block.**

!Caution - **The gas control block is located under the appliance;**
- Do not turn the gas tap when connecting the gas pipe.
- Bleed the gas pipe.

6.7 Setting the appliance

The appliance has to be set in such a way that is works correctly in combination with the discharge system.
For that purpose, a baffle is placed and/or the air inlet guide is removed.
For the conditions, see section 6.5.2.1, for application with wall duct and section 6.5.3.1 for application with roof duct.

6.7.1 Baffle (R)

The baffle (R) is supplied separately.

Follow the procedure below when placing the baffle:
- **Remove the front pane as indicated in section 6.9.1.**
- **Place the baffle (see** *Fig. 8*).
- **Use the template supplied to set the distance of the restriction (see** *Fig. 9*) **as follows:**
  - distance of 29 mm means that the baffle is closed to a maximum level;
  - distance of 35 and 42 mm is set by using a template.
- **Fix the baffle by using the socket cap screw (S).**

6.7.2 Air inlet guide (L)

The air inlet guide (I) is attached at the bottom side of the tray (M) surrounding the burner.
If you want to remove it, proceed as follows; see *Fig. 10*:

- **If necessary, remove the front pane as indicated in section 6.9.1**
- **Take the tray surrounding the burner (M) out of the appliance.**
- **Unscrew the 2 parkers (N) and remove them.**

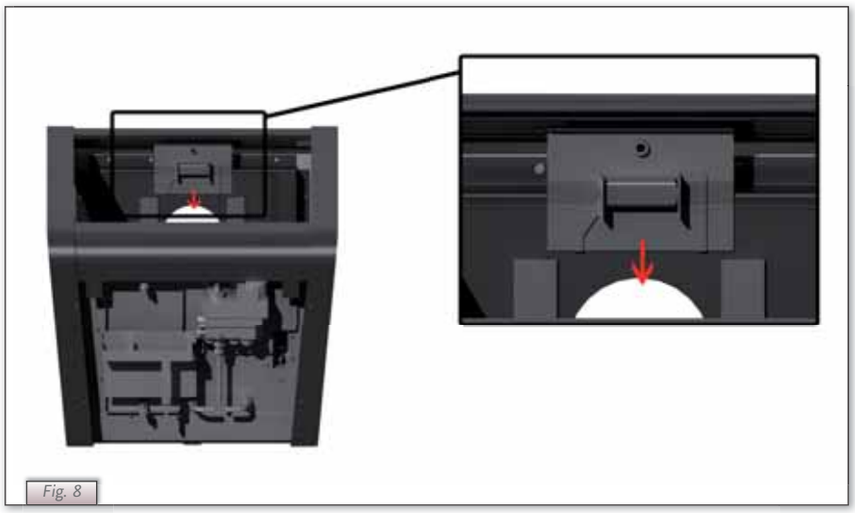
Fig. 8

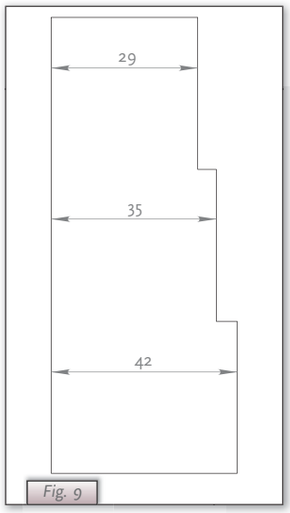

Fig. 9


Fig. 10


Fig. 11

➠ **Remove the air inlet guide (L).**

➠ **Place the tray surrounding the burner (M) back in the appliance.**

6.8 Placing the wood set

The appliance is supplied with a wood set.

Caution **Strictly observe the following instructions to prevent unsafe situations:**

- only ever use the supplied wood set;
- place the wood set exactly as described;
- make sure the pilot burner and the space around it are kept free from objects (see *Fig.* 11);
- make sure that the slot between the burner tray and the tray surrounding the burner is kept free from objects.

6.8.1 Wood set

The wood set consists of vermiculite (see *Fig.* 12), chips (see *Fig.* 13) and a number of blocks.

➠ **Fill the burner tray with vermiculite; equally spread the vermiculite (see *Fig.* 15).**


Fig. 12


Fig. 13

Fig. 14

!Caution - **You can influence the flame image by moving the vermiculite, yet**
- the burner deck has to remain covered with vermiculite in order to prevent that the life expectancy of the burner is reduced;

!Caution - **the fine substance may not be scattered on the burner.**

➠ **Identify trunks A up to F by using** *Fig. 14*.

!Tip **Use the burn stains on the trunks for identification.**

➠ **Proceed as follows, to place trunks A up to F on the burner:**
➠ **First place trunk A, as indicated in** *Fig. 16a*.

Caution - **Make sure trunk A is lying correctly in relation to the ridges; see arrow.**

➠ **Then place trunk B, as indicated in** *Fig. 16b*;

Caution **Make sure trunk B is lying correctly in relation to the recess in trunk A.**

➠ **Proceed with trunks C, D and E (see** *Fig. 16c* **up to** *16e*).
➠ **Fill the tray surrounding the burner with chips; equally spread the chips (see** *Fig. 16f*).
➠ **Finally, place the wood snippet as indicated in** *Fig. 16g*.

Caution - **The trunks must be placed exactly as indicated in** *Fig. 16g*;
- The logs should not completely cover the burner deck, because:

➠ **the main burner will not ignite properly; which could result in unsafe situations;**
➠ **the appliance will become filthy more quickly, as a result of soot;**
➠ **the flame image may be affected.**

6.9 Panes

6.9.1 Front pane

After placing the wood set you can place the front pane as described below.

!Caution - **Avoid damaging the front pane during removal/placing.**
- Avoid/remove fingerprints on the panes, as they will burn into the glass;

6.9.1.1 Removing the front pane

➠ **When removing the front pane, you should follow the next steps, see** *Fig. 17a* **up to** *17e*:
➠ **Remove the decorative frame at both sides of the appliance by:**
- unscrewing the 2 small bolts at the underside of the decorative frame;
- pushing the decorative frame somewhat upwards;
- removing the decorative frame in a sideward movement.

➠ **Remove the small cover at the underside of the front pane by unscrewing the screws at the left and right side.**
➠ **Unscrew the 5 parkers of the glass strip at both sides using the socket spanner supplied.**
➠ **Remove both glass strips.**

!Caution - **Make sure the front pane will continue to rest on the horizontal frame.**


Fig. 15

Fig. 16a

English

Fig. 16b

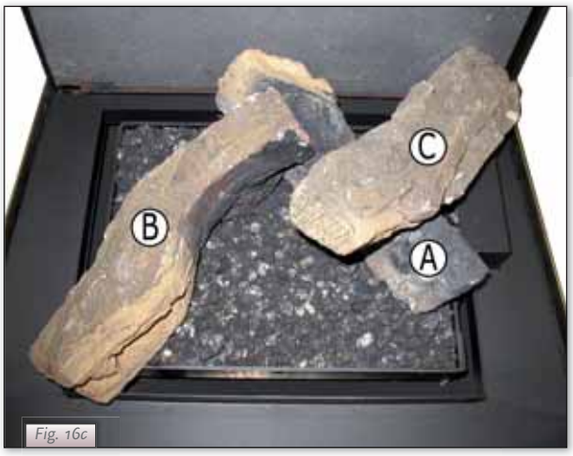

Fig. 16c

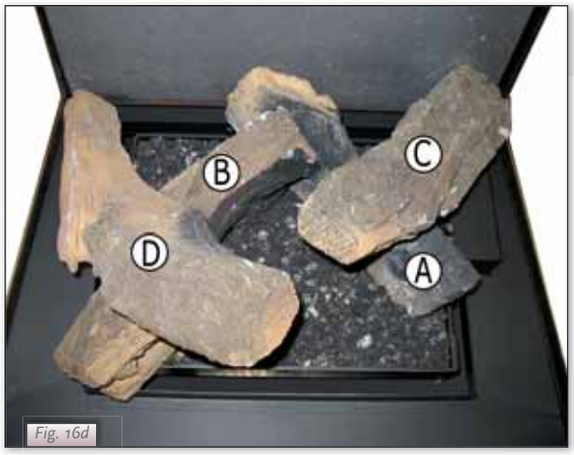

Fig. 16d

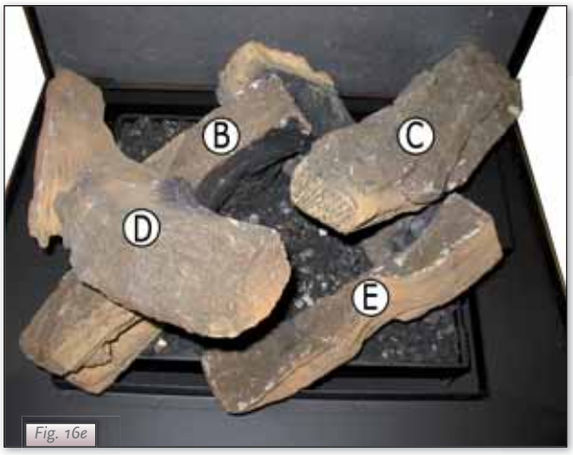

Fig. 16e

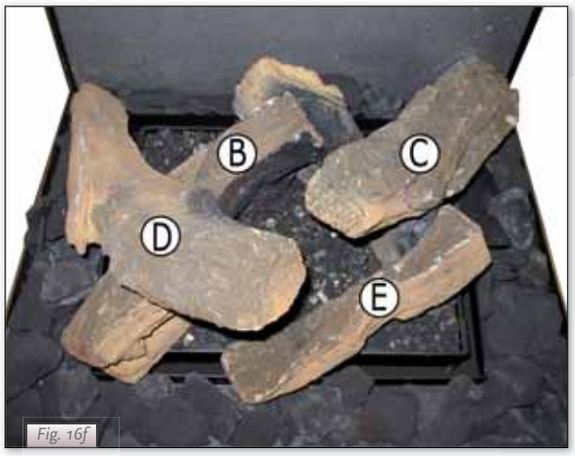

Fig. 16f

Fig. 16g


Fig. 17a


Fig. 17b

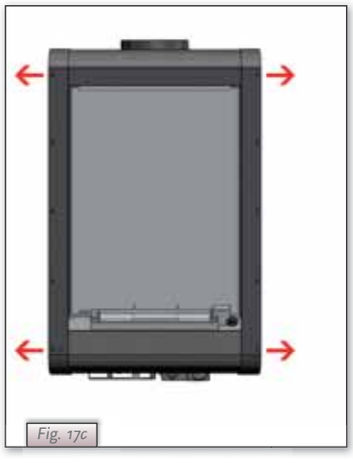
Fig. 17c

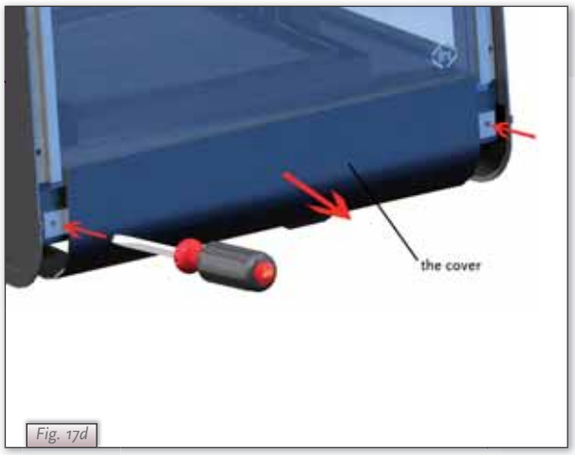

Fig. 17d


Fig. 17e

- **Grab the pane at its sides.**
- **Lift the pane somewhat and tilt it to the front at its underside.**
- **Remove the pane.**

6.9.1.2 Placing the front pane

Placing the front pane will take place in reverse order of the removal procedure described above.

!Caution **Do not screw the parkers on too tight, to prevent breaking and/or slipping: tight=tight.**
Avoid/remove fingerprints on the panes, as they will burn into the glass;

6.9.2 Side panes

The side panes should be removed in case of torn or broken panes.

6.9.2.1 Removing the side pane

Follow the steps below for removing:

- **Remove the front pane; see section 6.9.1.1 above.**
- **Remove the tray surrounding the burner; see** *Fig.* **10.**
- **Remove the vermiculite plate that is attached to the back wall.**

!Caution **Handle the vermiculite plate carefully in order to prevent it from breaking.**

- **Unscrew the 3 nuts of the glass strip at the underside of the pane.**
- **Remove the glass strip.**
- **Grab the pane at its bottom and back side.**
- **Slide the pane slightly downwards and backwards.**
- **Remove the pane.**

6.9.2.2 Placing the side pane

Placing the side pane will take place in reverse order of the removal procedure described above.

!Caution **Do not screw the parkers on too tight, to prevent breaking and/or slipping: tight=tight.**
Avoid/remove fingerprints on the panes, as they will burn into the glass;

7. Operation

The appliance is supplied with a wireless remote control.
Ignition, controlling the flame height and switching off are all performed by the remote control that operates a receiver.

Caution **Do not ignite the appliance when it is not yet completely installed, including the small cover at the underside of the front pane.**

In the **User Manual**, chapter 4, wireless remote control, you can read how the appliance should be operated and how to use the remote control.
Below, we will detail how the receiver should be connected.

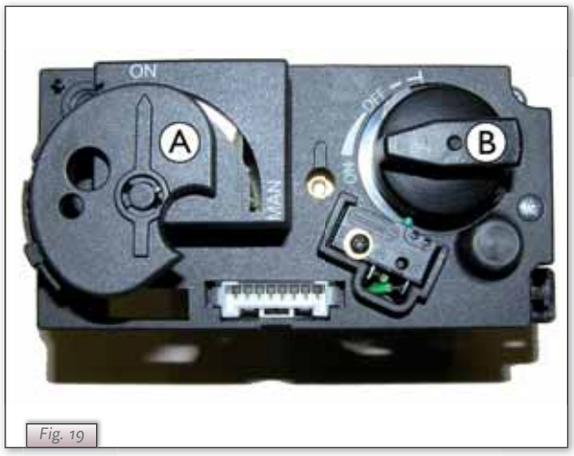

Fig. 19

Fig. 20

7.1 Receiver

The receiver is placed at the underside of the appliance. The gas control block is located here as well. (see *Fig. 19*). The receiver should be connected to the appliance, before the batteries are installed.

For this, proceed as follows (see *Fig. 20*):

- **Slide the brown plug of the connecting cable onto the back of the receiver's printed circuit board.**
- **Connect the white plug to the gas control block.**

!Tip **The plugs have different sizes that correspond with the connectors.**

- **Connect the cables of the thermocouple to the receiver;(see *Fig. 20*, arrows B).**

!Tip
- **The size of the eye corresponds with the size of the screw;**
- The colours of eye and screw also correspond.

- **Connect the ignition cable to the receiver; (see *Fig. 20*, arrow A)**
- **Connect power:**

a) When using batteries, see section 7.2 below;
b) When using an adapter:
- connect it to the receiver;(see *Fig. 20*, arrow C);
- insert the plug into the wall socket.

- **Place the receiver in its intended holder, as indicated in *Fig.* 21.**
- **Bend the antenna out of the clips; see *Fig. 20*, arrow D.**
- **Set the antenna straight.**


Fig. 21

!Caution
- **Do not place the antenna too close to the ignition cable and/or metal parts (for the correct position, see *Fig. 22*);**
- Do not place the ignition cable over and/or along metal parts: this will weaken the spark;
- Do not lay the ignition cable over the receiver: this could damage the receiver;
- Avoid dust on or in the receiver: cover it when performing work.

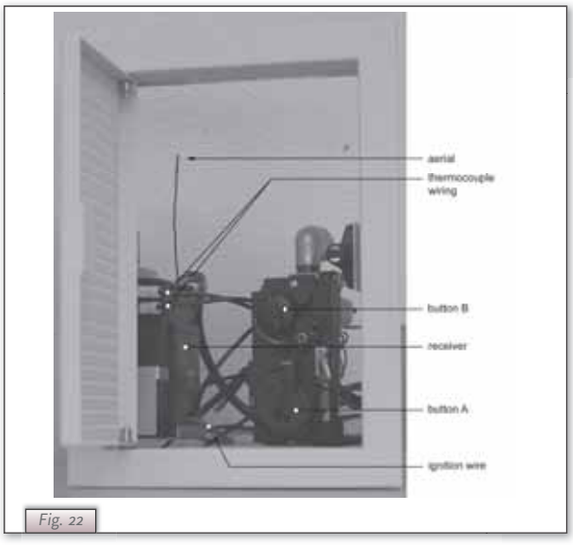

Fig. 22

English

7.2 Placing / replacing the batteries

Follow the procedure below when placing / replacing the batteries:

- **Take the receiver out of its intended holder.**
- **Slide the cover off.**
- **Place or remove the 4 penlite (AA type) batteries.**

!Caution
- **Avoid a short circuit between the batteries and metal objects/parts;**
- Observe the "+" and "-" poles of the batteries and the holder;
- Use alkaline batteries.

- **Slide back the cover.**
- **Place the receiver in the holder with the sensor to the front.**

!Caution **Batteries are regarded as "small chemical waste" and may therefore not be disposed with the household rubbish.**

8. Final check

In order to check whether the appliance is working properly and safely, you must perform the following checks before the appliance is used.

8.1 Gasstightness

Caution **All connections must be gastight.**

!Caution **The gas control block can be subjected to a maximum pressure of 50 mbar.**

- **Check the connections for gastightness.**

8.2 Gas pressure / pre-pressure

The burner pressure is set at the factory; see type plate. It is not necessary to check the burner pressure.
The pre-pressure in house installations, however, should be checked, as they can vary.

- **Check the pre-pressure; see** *Fig. 23* **for the measuring nipple on the gas control block.**
- **Contact the gas company if the pre-pressure is not correct.**

8.3 Ignition pilot and main burner

For igniting the pilot and main burner, see the **User Manual**, chapter 4, Operation.

Caution **Always wait 5 minutes after the pilot flame has gone out, before you re-ignite the appliance.**

8.3.1 Pilot flame

- **Check the ignition of the pilot flame.**

the pilot flame burner should start at the first attempt.
If the pilot flame does not burn:

- **Check if the ignition sparks:**

a) If not, the ignition cable is probably not lying free from metal parts;
b) If it does, there is probably still air in the pipe.

- **Bleed the pipe and/or**
- **Lay the ignition cable free from metal parts.**

8.3.2 Main burner

Caution **The burner should ignite smoothly and should not pop as a result of postponed ignition.**

- **Check the function of the main burner from the pilot flame position:**

- after opening the gas valve, the main burner should burn within a few seconds.

If the main burner does not burn:

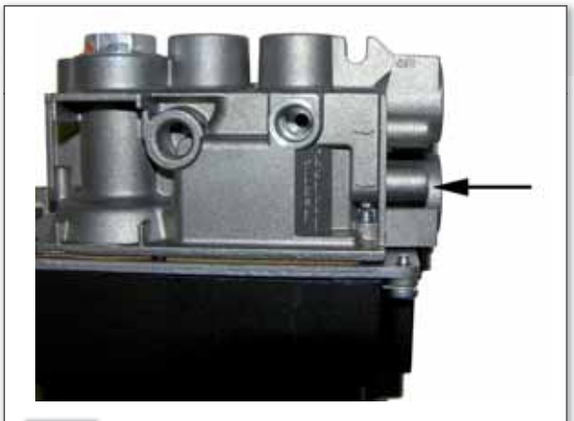

Fig. 23

English

!Tip **When the gas valve is opened, the motor will run; this is audible.**

- **Check if button A on the gas control block is in the position {VG};**
- **Check if the space surrounding the pilot flame is free from objects;**
- **Check the placement of the wood set.**
- **If necessary, correct the abovementioned failures.**
- **Test the main burner 5x for a good operation.**

8.4 Flame image

The flame image can only really be assessed when the appliance has been burning for several hours. Volatile components from paint, materials, etc., which evaporate in the first hours, will affect the flame image.

- **Check the flame image.**

If the flame image is not acceptable, this can be due to:

- the evaporation of volatile substances;
- incorrect placement of the wood set.

- **If necessary, improve the placement of the wood set.**

9. Maintenance

Once a year the appliance should be checked, cleaned and, if necessary, repaired by a competent installer in the field of atmospheric gas heating.
Check at least whether the appliance is working properly and safely.

Caution

- **Close the gas tap when performing maintenance work;**
- Check the gastightness after repair;
- After replacing the thermocouple you should first tighten the swivel of the gas control block by hand and then give it another quarter turn with a suitable spanner.

- **If required, clean the following components:**

- the pilot flame burner;
- the space surrounding the pilot flame burner;
- the panes.

!Caution

- **Remove/place the front pane as described in section 6.9;**
- Remove the deposit on the inside of the pane with a damp cloth or a non-abrasive detergent such as copper polish;
- Avoid/remove fingerprints on the pane, as they will burn into the glass;
- Replace a torn or broken pane as described in section 6.9.

Caution

- **If necessary, place back the wood set correctly; see section 6.8.**

- **Inspect the flue gas discharge / combustion air supply system**
- **Perform a check as described in chapter 8.**

10 Delivery

You must explain to the user how he should operate the appliance. You should instruct her/him for instance on using the appliance for the first time, the operation of the remote control, annual maintenance.

Caution

- **Tell the user to close the gas tap immediately in case of malfunctions/bad performance and contact the installer in order to prevent dangerous situations;**
- Indicate the location of the gas tap.

- **Instruct the user about the appliance and the remote control.**
- **When the appliance is started for the first time, point out that**

- when the appliance is stoked up for the first time, volatile components evaporate from paint, materials, etc.;
- when evaporating the appliance should preferably be set at the highest level;
- the room should be well ventilated.

Give the user manual and installation manual to the user (the installation manual should be kept near the appliance).

English

11. Malfunctions

In the following table you will find an overview of malfunctions that might occur, the possible causes and the remedies

Table 3: diagnosis of malfunctions		
Problem	Possible cause	Remedy
A. No transmission (motor will not run)	1. The (new) communication code between receiver and remote control must still be confirmed.	1. Hold down the reset button of the receiver, until you hear 2 sound signals. Let go of the reset button after the second, longer sound signal and press the button ▼ on the remote control within 20 sec., until you hear an extra long sound signal confirming that the new code has been set; see *Fig. 24*. It is possible that you need to set a new communication code; consult the User Manual, section 4.2.7, Communication Code.
	2. Empty batteries.	2. Replace batteries. *!Caution* **Avoid short circuit between the batteries and metal parts of the appliance.**
	3 Receiver is damaged.	3. Replace the receiver and confirm / change the code (remedy 1)
	4. Remote control is damaged.	4. Replace the remote control and confirm / change the code (remedy 1)
	5. Motor cable at valve is broken.	5. Replace motor cable at the valve.
	6. Bent pins of the 8-wire connector.	6. Make sure that the pins of the 8-wire connector are straight.
	7. If the receiver is surrounded by metal, this could decrease the transmission range.	7. Change the position of the antenna.
B. No ignition	1. Button A in position MAN.	1. Switch button A on the gas control block to ON, see *Fig 22*.
	2. Ignition cable runs over and/or alongside metal parts.	2 Do not place the ignition cable over and/or along metal parts. This will weaken the spark; see *Fig. 22*. If necessary, replace the ignition cable.
	3. Ignition pen corroded.	3. Replace the ignition pen.
C. No sound signal	1. Receiver is damaged.	1. Replace the receiver and confirm / change the code (remedy 1 at A)
D. One continuous sound signal of 5 sec. (Possible 7 short beeps prior to the 5 sec. sound signal)	1. Loose wiring.	1. Connect the wiring properly.
	2. Receiver is damaged.	2. Replace the receiver and confirm / change the code (remedy 1 at A)
	3. Bent pins of the 8-wire connector.	3. Make sure that the pins of the 8-wire connector are straight.
	4. Damaged magnet valve.	4. Replace the gas control block.
E. No pilot flame	1. Air in the pilot flame pipe.	1. Flush the pipe or start the ignition process several times.
	2. Thermocouple wires switched.	2. Check the polarity of the thermocouple wiring. Connect the thermocouple wiring properly.
	3. No spark at the pilot flame burner.	3.1 Check if the ignition cable is lying free from metal parts. Lay them free, if necessary; see Fig. 22. 3.2 If necessary, replace the ignition cable. 3.3 If necessary, replace the ignition pen.
	4. Injector is blocked up.	4.1 Clean the injector. 4.2 If necessary, replace the injector.

English

Table 3: diagnosis of malfunctions		
Problem	Possible cause	Remedy
F. Electronics keep sparking while the pilot flame burns	1. Receiver is damaged.	1. Replace the receiver and confirm / change the code (remedy 1 at A)
G. Pilot flame does burn, but solenoid valve closes after ca. 10 seconds or when the appliance gets hot	1. Thermocouple does not function.	1.1 Measure the voltage, using a digital multimeter, set to mV range, by connecting the cables to the cable shoe. The cable shoe is located on the outside, directly next to the magnet nut; see *Fig. 25*. The voltage should be at least 5mV within 20 seconds. It may not be lower when the appliance is warm. If the voltage is too low, - the thermocouple should be placed better in the flame or - the thermocouple must be replaced. 1.2 Check the size of the pilot flame. Correct a pilot flame that is too small 1.3 Check the wiring of the thermocouple to the receiver. If necessary, replace the wiring.
	2. Batteries (almost) empty.	2. Replace battery.
H. There are short sound signals, but no sparks and no sound / clicks can be heard of the magnet opening the valve	1. Batteries (almost) empty.	1. Replace batteries. *!Caution* **Avoid short circuit between the batteries and metal parts of the appliance.**
I Pilot flame is burning, but there is no gas flow to the main burner	1. Button A is in position MAN.	1. Turn button A on the gas control block to ON; see *fig 22*.
	2. Appliance is in the pilot flame position.	2. Increase flame height by pressing button ▲ of the remote control.
	3. Pre-pressure of the gas is too low.	3. Check pre-pressure. If necessary, consult the power company.
	4. Damaged magnet valve.	4. Replace the gas control block.

Fig. 24

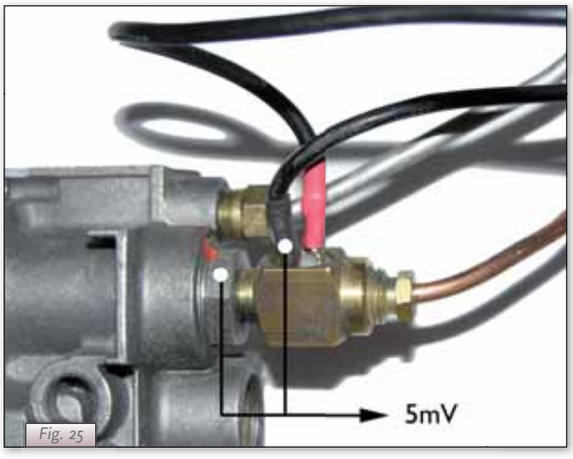

Fig. 25

Appendix 1 Parts included with the delivery

In the following table you can find the parts that are supplied with the appliance.

Table 4: Parts included with the delivery

part	quantity	order number
Wood set	1x	806807
Installation manual	1x	959.013.00
User manual	1x	958.010.00
Setting template for baffle	1x	38714732
Baffle	1x	38741476
Wall bracket	1x	38724617
Wedge bolts M8x55x40	2x	509330
Hexagonal nut M8	4x	521308
Sealing ring 8.4 mm	4x	525070
Spare parkers for mounting the panes		519419
Socket spanner 8 mm	1x	790811
Remote control with receiver	1x	806277
9V block battery	1x	923001
Penlite battery (AA type)	4x	923100
Squeeze coupling 15 mm x G3/8"	1x	149234

Appendix 2 Technical data

In the following table you can find the technical data.

Table 5: Technical data

Type		**C11/C31**	
Type of gas		G25	G20
Burner pressure	mbar	20	16
Nom. load (Hs)	kW	6.3	6.8
Nom. load (Hi)	kW	5.7	6
Nom. output	kW	4.2	4.5
Consumption	L/h	663	635
Burner injector	mm	Ø 1.35 Ø 1.60	Ø 1.35 Ø 1.60
Consumption on low output	L/h	385	360
Low setting injector	mm	Ø 1.60	Ø 1.60
Pilot flame injector	Code	51	51
Efficiency class		2	2

Appendix 3 Parts

Parts can be ordered through www.druservice.nl

Notities / Notes / Notizen

Notities / Notes / Notizen

Notities / Notes / Notizen

English

959.013.00.UK

DRU Verwarming B.V.
The Netherlands
Postbus 1021, NL-6920 BA Duiven
Ratio 8, NL-6921 RW Duiven