



F U O C O E P A S S I O N E

**Bi-Fire, Bi-Fire Mid,  
Bi-Fire Utility  
Operation and Maintenance**

## **Klover Bi-Fire series – Operation and Maintenance**

This information leaflet must be read in conjunction with your Operation and Installation Manual.

### **Introduction**

Your Klover Bi-Fire combined wood and pellet boiler should give you years of trouble free heating but there are certain things that you as the user need to do to keep the stove running cleanly and efficiently. Here we outline the basics and give some tips and tricks so that running your stove is simple and straightforward.

It is important that you read and understand the Operation Manual that comes with the stove, paying particular attention to **THE DISPLAY, THE MENU, INITIAL START-UP, PROBLEMS, ALARMS, USEFUL ADVICES, CLEANING AND MAINTENANCE** pages. This will ensure that you are familiar with how the stove operates and what you need to do to make it perform exactly as you want it to.

When your installers have finished fitting your stove they will do a handover where they show you what you need know and they'll take you through all the different aspects of heating your home with wood pellets. Within a couple of weeks of you beginning to use your stove your installer will return to do the final part of the handover and settle any further queries you might have.

Your pellet boiler stove is mostly controlled by the programmer on your wall and it is this that you will adjust if you want to change the temperature, have it coming on at different times etc. The display on the stove gives you lots of information as to exactly what your boiler is doing at any point and so it is worth looking at THE DISPLAY contents in the manual to learn more. In the event of something unexpected happening then you need to know what the stove is telling you and what, if anything, you need to do.

### **Loading it with pellets**

Only use good quality pellets, they should always be EN+A1 grade and from an approved supplier. Cheap pellets give you less heat, more ash, increase the amount of cleaning

needed and can cause problems with your appliance. Bear in mind that EN+A1 pellets are not all the same so it can be worth trying out different makes.

### **Loading the boiler with logs**

It is very important that you burn only dry, well-seasoned wood (with a moisture content of 25% or lower) to get a good heat from your Bi-fire and ensure that you don't build up tar residues in the stove and chimney. The firebox glass turning black is a sure sign of wood being burned with too high a moisture content. Light the stove using kindling and smaller logs with the air control fully open and, if needed, the ash pan door open. Once the fire is burning well, close the ash pan door but always ensure that the stove and flue have properly heated up before you turn down the air control. As with any boiler stove, do not let it slow-burn, as smouldering logs will burn inefficiently and produce a lot of smoke and tar.

### **Cleaning and maintenance**

The regular cleaning and maintenance of your stove is absolutely vital to keep it burning efficiently. How often a stove needs cleaning varies with every installation, but over time you will get a feel for how regularly you need to clean the various parts. Make sure that the stove is cool before doing any cleaning.

You will find photographs in the CLEANING AND MAINTENANCE contents in the manual that clearly show each cleaning operation and these should be followed closely. In the beginning give it a quick check over every couple of times you re-fill the hopper. In particular check the brazier and give the inside of the glass a wipe over.

The regular cleaning cycle for the **pellet** side should include:

1. Clean the brazier, which simply lifts out, and then vacuum underneath it.
2. Take out and empty the ash pan.
3. Take off the ceramic top and pull the heat exchanger rod on the left hand side repeatedly up and down to clean the flueway.
4. Remove the flame trap plate from inside the top of the firebox and scrape off any ash residue to ensure that all the holes are clear.
5. Scrape the sides of the firebox if they are dirty.

6. Clean the inside of the glass.

On a less regular basis you will need to:

1. Remove the plate under the ash pan and vacuum under there – be careful not to damage the fan blades with the vacuum cleaner nozzle.
2. Open the bottom door, loosen the bolt on the left hand side and draw out the side plate. Then vacuum any residue in there. Carefully reposition the side plates and replace the panel.
3. Vacuum any sawdust from the bottom of the pellet hopper.

The regular cleaning cycle for the **wood** side should include:

1. Make sure that the grate is clear and empty the ash pan.
2. Wipe the glass clean.

On a less regular basis you will need to:

1. Remove the plate above the wood firebox and vacuum any residue in the flueway.

Once a year the stove will need its **annual service**, which can be arranged with your supplier, and the **chimney sweep**.

## Alarm Signals

Have a look at the WHAT HAPPENS IF contents in the manual to learn what to do in the event of your stove detecting a malfunction.

If you find that your stove has stopped for some reason then the first thing to check is if the hopper has run out of pellets. If it has then re-fill the hopper and follow the instructions below. If it hasn't run out of pellet then always open the fire door and check the crucible before re-starting the stove. **If there is any pellet in the crucible then empty it out (not into the hopper) before re-starting the stove.**

If the Bi-Fire detects some problem within the stove it will take the appropriate action (turning itself off etc) and indicate what the fault was on the display. Look at THE DISPLAY contents of the manual to see what those signals mean and what, if anything, you need to do.

If you let the hopper run out of pellets then the display will read AL 6 – NO PELL. ALARM. The first things to do are fill up the hopper and **check that the crucible is clean**. If there are pellets in the crucible then empty it (not into the hopper) and check that the holes are clear. Now you need to re-start it. **Do not re-start it without checking the crucible first**.

If the display reads FINAL CLEANING when you press the Stop/Start button then leave it a bit longer to cool down. When that display reads Off then press and hold the Stop/Start button again. It will then display start and it will run through the ignition cycle.

If for any reason an ignition was to fail then the display will read AL – 5 NO IGNIT. ALARM. If that were to happen then clean out the crucible and check that it is seated properly. Then you need to re-start it by pressing the Stop/Start button. As above, if the display reads FINAL CLEANING then you'll need to give it time to cool itself down before you press the Stop/Start button again.