Alarm A01

Alarm A01 indicates a problem during flame ignition: the temperature of the smoke sensor does not reach the required threshold (approx. 55°C) within the allotted time (approx. 15 minutes after ignition)

.This can occur in the following cases:

- The pellet tank is empty, or the auger has not yet fed in enough pellets (especially after initial filling).
- The fuel is damp or of poor quality.
- The spark plug needs replacing.

How to solve alarm A01 ?

1 Clear the alarm:

- Set the ON-Remote-OFF switch to OFF.
- Hold this position for ten seconds until the display shows "OFF" instead of "A01".

2 Clean the appliance:

- Empty the ashes to avoid blockage.
- Clean the brazier, as residues may prevent proper ignition, including around the spark plug.
- Check that the air intake is unobstructed (small grill behind the unit).

3 Restart the stove:

- Once the display shows "OFF", switch the selector to "ON".
- Restart the heater and check if the problem persists.

What to do if the alarm persists?

- If the A01 alarm continues to be displayed despite these actions, check whether the spark plug is heating. If the spark plug is cold, it should be replaced. If it is heating up, check the pellet level in the tank and make sure that the auger is working properly and that it is filled with pellets (the pellets must fall into the fire as soon as the stove is lit).
- Call in a qualified technician to check the ignition system or any other faulty components.