Klover Star 18
Customer Care and Maintenance

Klover Star 18 - Customer Care and Maintenance

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

Your Klover Star 18 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 pages 16-33. 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 has 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 page 22 to learn what that displays actually mean. 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.
It's always best to keep the hopper topped up rather than letting it empty completely each time. If it does run out then, when you are reloading, always put a handful of pellets in the crucible. This will ensure a successful re-ignition.
If, when you are filling the hopper, you find that the bag has small broken bits of pellet and sawdust at the bottom, don't tip them in. These won't go up the auger and you'll only have to vacuum them out later.

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. The manual has photographs (pages 16 – 21) 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 should include:

1) Clean the brazier, which simply lifts out, and then vacuum underneath it.
2) Take out and empty the ashpan.
3) After removing the top plate then repeatedly move the rod on either side up and down to clean the flueways
4) Wipe over the inside of the glass.

On a less regular basis you will need to:

1) Open the outer door and repeatedly pull the rod in and out to clean the flueway.
2) Use the brush to clean around the heat exchanger tubes running across the top of the combustion chamber. Vacuum up any residue that falls down.
3) Remove the plate under the ashpan and vacuum out under there – be careful not to damage the fan blades with the vacuum cleaner nozzle.
4) Loosen the two black knobs in the bottom section of the stove and pull out the side plates. Vacuum out and residue in there then re-position the side plates and tighten up the two black knobs.
5) Vacuum out any sawdust from the bottom of the pellet hopper.

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

Alarm signals

Have a look at the 'What Happens If' section on page 32 of your 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 Star 18 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 page 15 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 flash between *AL 6 no pellet* and *ALLARME ATTIVO*.
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), check that the holes are clear and put a handful of pellets into it. Now you need to re-start it. **Do not re-start it without checking the crucible.**
If the display reads *cleaning final* when you press the Stop/Start button then leave it a bit longer to cool the flue 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 flash between *AL 5 no lightin* and *ALLARME ATTIVO*. 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 *cleaning final* then you'll need to give it time to cool itself down before you press the Stop/Start button again.