

# **KLOVER**

**Klover BiFire and BiFire Mid  
Customer Care and  
Maintenance**

## **Klover Bi-fire and Bi-fire Mid – Customer Care and Maintenance**

*This information leaflet must be read in conjunction with your installation manual*

Your Klover Bi-fire combined wood and pellet boiler should give you years of trouble-free heating, but there are certain things you need to do to keep the stove running cleanly and efficiently. In this leaflet we outline the basics and offer some tips and tricks to make running your stove simple and straightforward.

It is important that you read and understand the installation manual that comes with the stove, paying particular attention to pages 17-24. This will familiarise you with how the stove operates and how to make it perform exactly as you wish.

When your installer has finished fitting your stove, they will do a handover where they show you what you need know and will take you through all the different aspects of heating your home with logs and wood pellets. Within a couple of weeks of using your stove, the 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 and you should adjust this if you want to change the temperature, make the boiler come on at different times, etc. The display on the stove gives lots of information about what your boiler is doing at any point and so it is worth looking at pages 11-13 to learn what that different display messages mean. In the event of something unexpected happening, you need to know what the stove is telling you and what, if anything, you need to do.

### **Loading the boiler 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, always put a handful of pellets in the crucible when you are reloading. This will ensure a successful reignition.

If, when filling the hopper, you find that the pellet 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.

### **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.*

The manual has photographs (pages 18-24) that clearly show each cleaning operation and these should be followed closely.

In the beginning give the pellet side a quick check over every couple of times you refill the hopper. In particular check the brazier and flame trap plate to ensure that the holes are clear. Also wipe the inside of the glass with a soft damp cloth. If it doesn't easily wipe clean then a little bit of ash on the cloth will do the job.

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 an **annual service**, which can be arranged with your supplier, and the **chimney should be swept**.

## Alarm signals

If the Bi-fire detects a 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 26 of the manual to see what the alarm signals mean and what, if anything, you need to do.

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

If you let the hopper *run out of pellets*, the top display will show OFF and the lower display will alternate between NO and FIRE.

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 top little green light on the lower display is still on, it will show OFF ATTE when you press the Stop/Start button. In that case, leave it a bit longer to cool the flue down. When the little green light goes off, press and hold the Stop/Start button again. It will then display FUN ASP and will start the ignition cycle.

If for any reason an ignition fails, the top display will show ALAR and the lower display will alternate between NO and FIRE. If this happens, clean out the crucible and check that it is seated properly. Then you need to restart it by pressing the Stop/Start button. As above, if the top little green light on the lower display is on, you'll need to give it time to cool itself down before you press the Stop/Start button again.