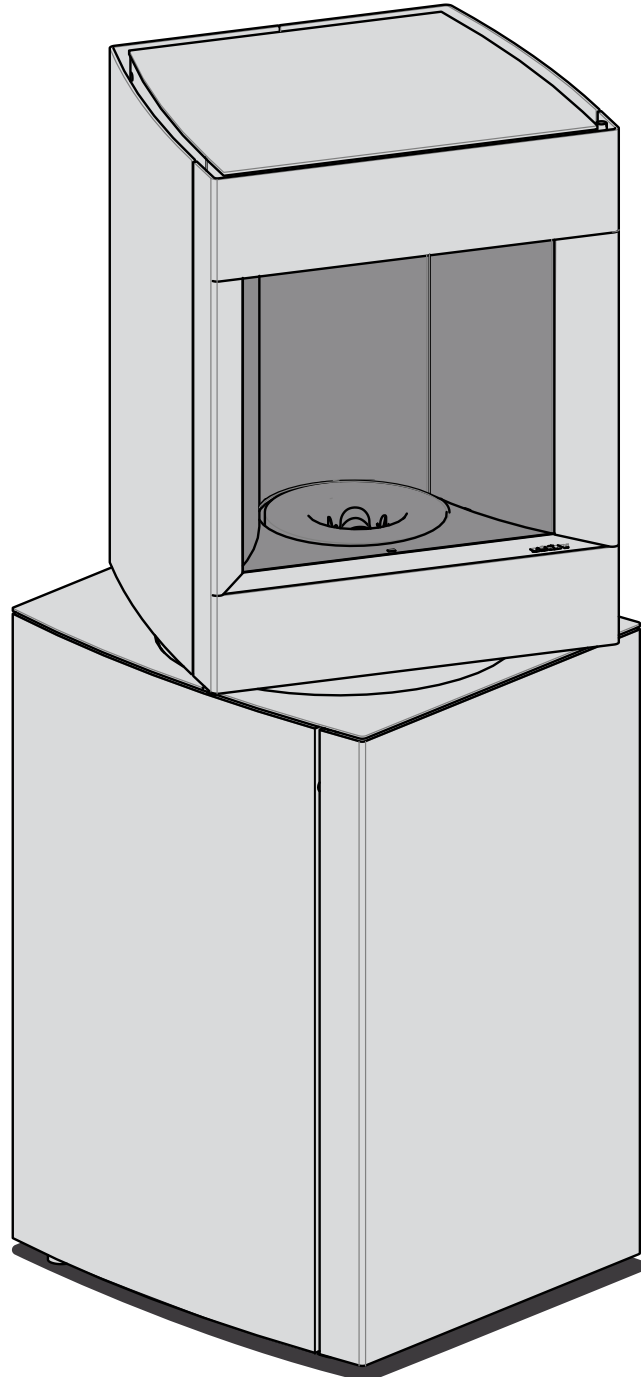


# Directions for use

EN

This guide is available in digital format at:  
[www.stuv.com](http://www.stuv.com)

Find us also on:



**stuv** P-10.2

March 2020  
SN 203951 > ...  
APF 134

# WELCOME TO THE WORLD OF STÛV!

You have just opted for an eco-friendly, high-performance heating system.

We hope that you enjoy using it from this moment on.

You will find advice and instructions for the use and maintenance of your Stûv in this document.

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## PRESENTATION OF THE PRODUCT

### Standards, certification and technical characteristics

The Stûv P-10 stove (for intermittent operation) comply with the requirements of EN European Standards in terms of efficiency, gas emissions, safety etc....

Data provided in this notice are supplied by a certified laboratory.

**Results of tests according to EN 14785 standards: 2006**  
Domestic wood pellet convection heating appliances

Stûv P-10s are covered by:

patent nos.:

EP 2304319

JP 5390603

US 8.904.944

US 8.826.899

+ Patents pending

model drawing nos.:

DM/72417

DM/72418

002500942-0001

002500942-0002



#### Stûv P-10

System mass	175 kg								
Nominal heat power:	8 Kw								
Heat output at reduced speed (P1)	2.4 Kw								
Minimum diameter of the duct for the intake of outside combustion air (if the stove is not connected to outside air)	30 cm <sup>2</sup>								
Efficiency at rated power	90.5 %								
Performance at reduced power (P1)	94.5 %								
Average smoke temperature at rated power, at the output of the appliance	217 °C								
Average smoke temperature at reduced power, at the output of the appliance (P1)	94 °C								
Minimum safety distance from adjacent combustible materials: <i>(The side and rear distances are measured in relation to the lower part of the device)</i>	<table border="0"> <tbody> <tr> <td>&gt; behind</td> <td>7 cm</td> </tr> <tr> <td>&gt; on the sides</td> <td>10 cm</td> </tr> <tr> <td>&gt; below</td> <td>non-combustible floor</td> </tr> <tr> <td>&gt; above</td> <td>10 cm</td> </tr> </tbody> </table>	> behind	7 cm	> on the sides	10 cm	> below	non-combustible floor	> above	10 cm
> behind	7 cm								
> on the sides	10 cm								
> below	non-combustible floor								
> above	10 cm								
CO emissions at rated power	0.001 %								
CO emission at reduced power (P1)	0.028 %								
Particle emissions (at rated power)	5 mg/Nm <sup>3</sup>								
Weight-flow ratio of smokes (at rated power)	5.1 g/s								
Mass flow of smoke at reduced power (P1)	2.8 g/s								
Recommended draught at maximum power	6 Pa								
Recommended draught at minimum power (P1)	3 Pa								
Minimum draught at the output of the appliance for flue calculation.	0 Pa								

## Standards, certification and technical specifications (continued)


### Requirements relating to the electrical power supply

Voltage	230 V
Frequency	50 Hz
Electric power consumption on ignition	1000 W
Electrical power consumption under normal operation	40 W

### Requirements relating to fuel

Recommended fuel	Wood pellets only
Certification	Din plus, EN plus A1, NF high performance
Diameter	6 mm
Min-max length	3-30 mm
Humidity level	< 10%
Ash level	< 7%

## Stûv P-10 CE marking

	Heating output P <sub>nom</sub> 8.0kW nominal P <sub>part</sub> 2.4kW reduced
	Measured CO (at 13% oxygen content) CO <sub>nom</sub> 0.001% nominal CO <sub>part</sub> 0.028% reduced
Stûv S.A Rue Jules Borboux 4, 5170 Bois-de-Villers 15 Notified Body 1881 Declaration of performance number : 15QA151478501	Average temperature of the smoke at the appliance's outlet T <sub>nom</sub> 217° nominal T <sub>part</sub> 94° reduced
EN 14785 : 2006 Stûv P-10 Read and follow operating instructions	Minimum clearance distance from combustible materials dr 70mm rear ds 100mm sides df 1000mm front Turntable appliance : 1000 mm in range of inspection window
Version française disponible dans la notice d'utilisation Nederlandse versie beschikbaar in de gebruikersgids Deutsche Version in der Installationsanleitung La versione italiana è disponibile all'interno della guida utente Versión española disponible en el manual del usuario Versão portuguesa disponível no Manual do Utilizador Česká verze je k dispozici v uživatelské příručce Wersja polska dostępna w instrukcji obsługi	Appliance efficiency η <sub>nom</sub> 90.5% nominal η <sub>part</sub> 94.5% reduced
Use only recommended fuel : Wood pellets diameter 6 mm, quality standard EN plus A1	Rated input power 1000W peak 40W average
	Rated voltage 230V
	Rated frequency 50Hz

## Materials and main components

The Stûv P-10 consists mainly of:

- > Painted steel sheets/tubes for structural and facing elements
- > The bottom facings are available in a oak-veneered wood panel finish (light or dark)
- > Vermiculite for the inside of the combustion chamber
- > Cast steel for the structural elements of the burner
- > Aluminium for the smoke extraction flue
- > HDPE for the Pellet hopper

> A trim finishing kit is available to trim the bottom facings. In this case, the installer should check that the trim material chosen corresponds to the use for which it is intended.

> Remote control with PP body and PC screen

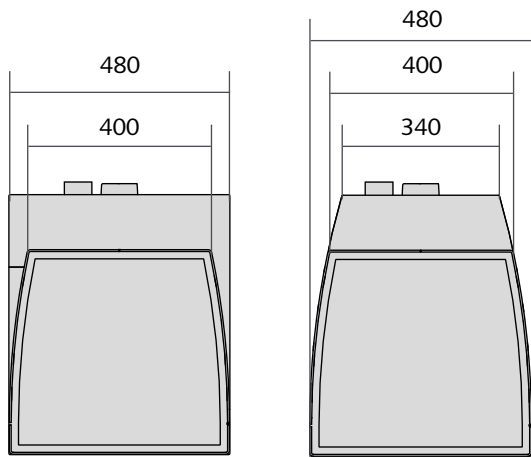
**All of these components are deemed to be compliant within tolerances and national practices.**

Stûv has a determinedly proactive responsible environmental approach. We think about the end-of-life of our products.

Each of the device's components can be isolated so that sorting can be carried out and therefore optimum recycling.

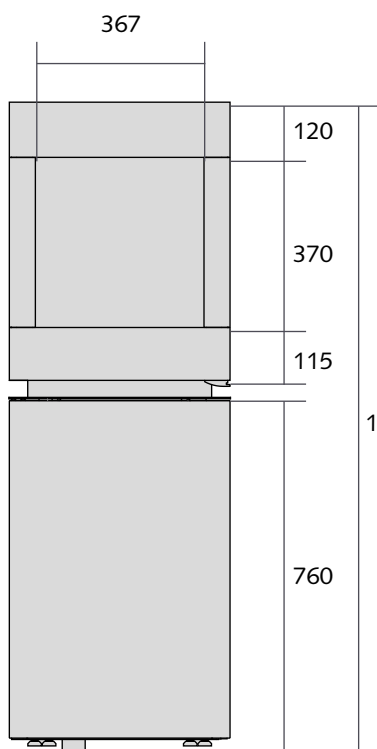
Removal of the various parts must be done in accordance with local and national regulations.

## Dimensions

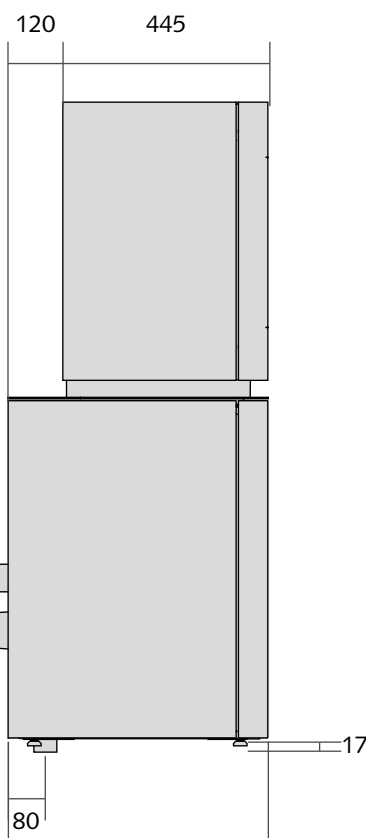


wood and "to be trimmed" version

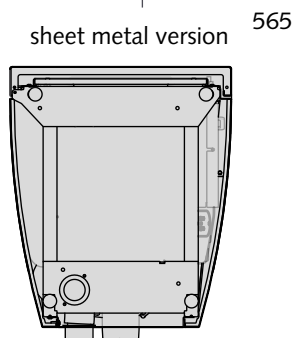
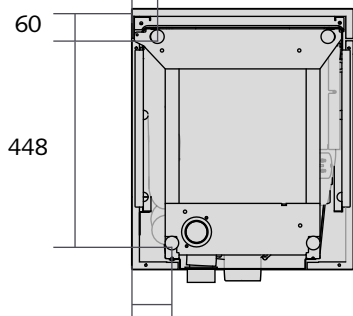
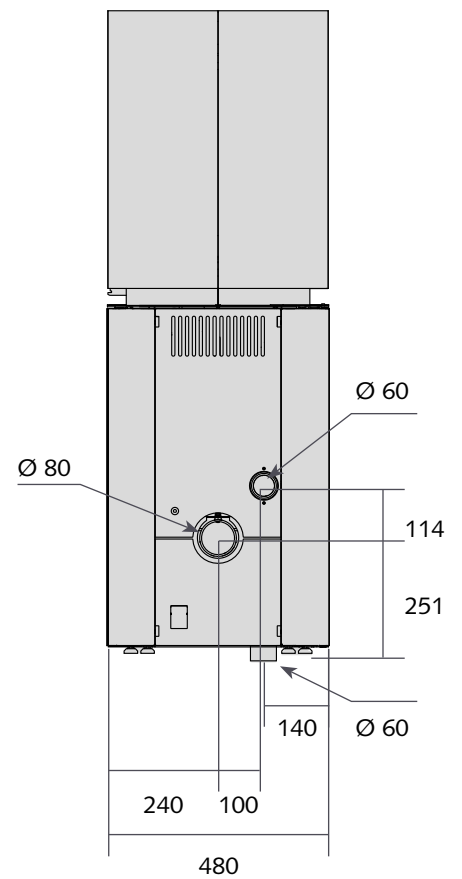
sheet metal version



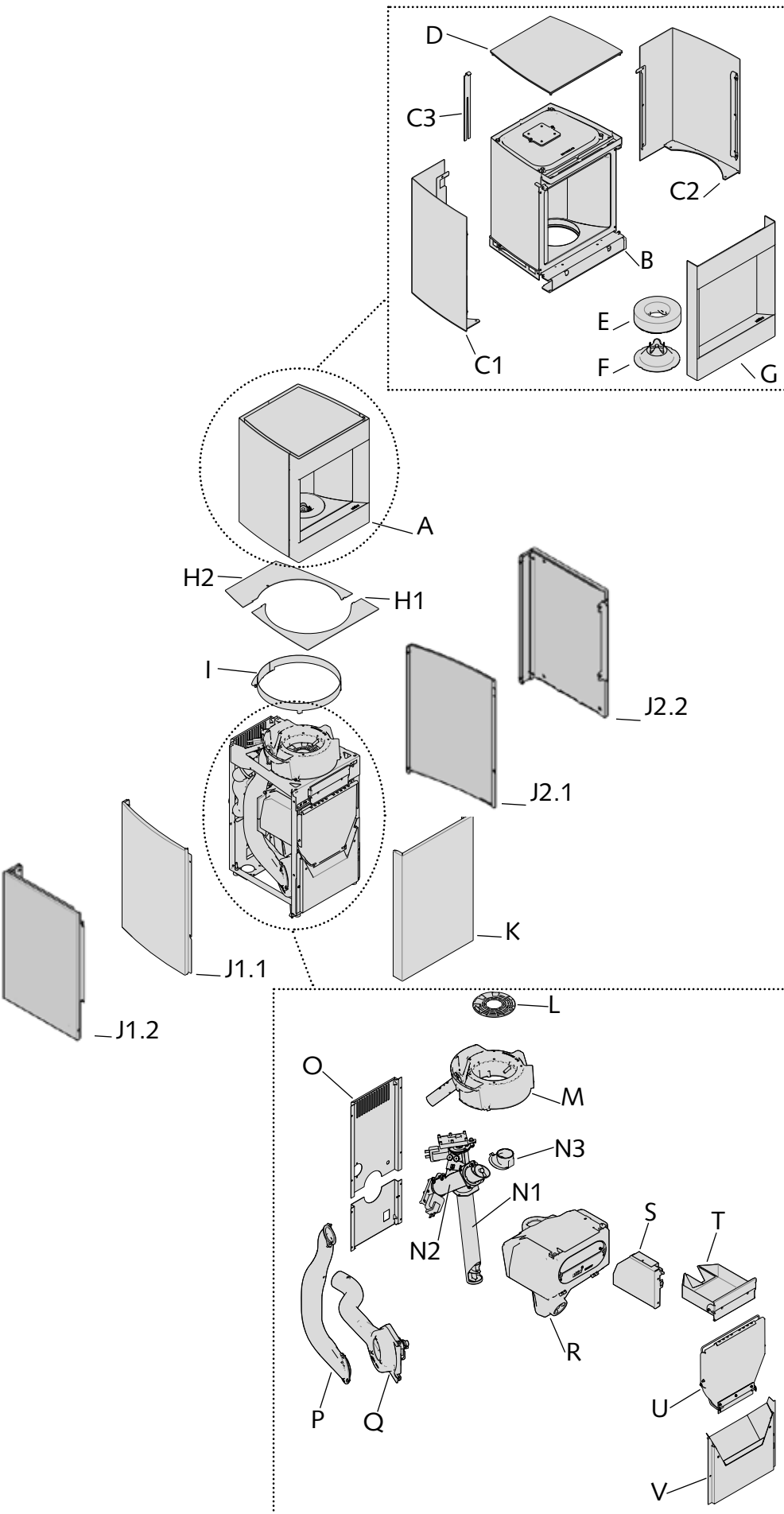
55 wood and "to be trimmed" version



sheet metal version



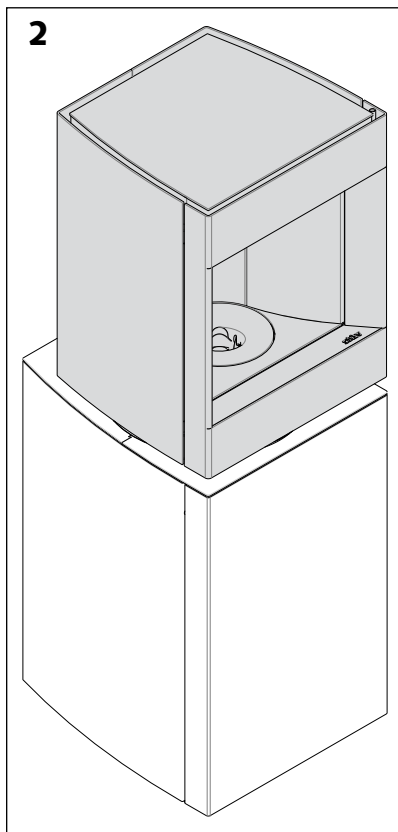
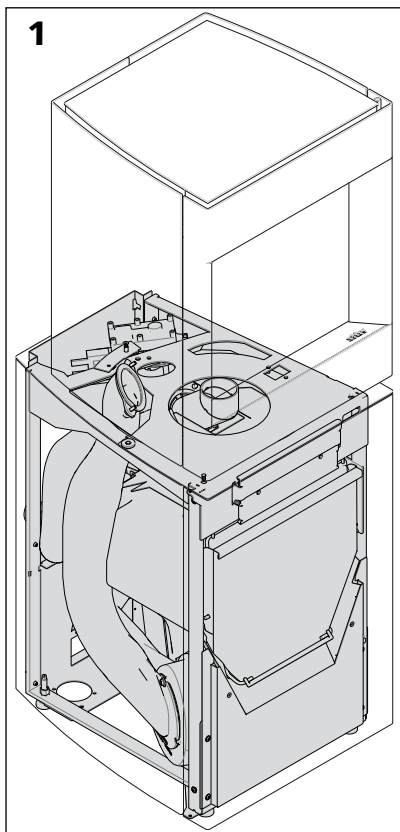
# Overview of the stove components



- A. Lantern
- B. Lantern frame
- C1. Right-hand lantern facing
- C2. Left-hand lantern facing
- C3. Trim alignment key
- D. Top shelf
- E. Vermiculite Ring
- F. Flame modeller
- G. Lantern door
- H.
  - H1. Rear shelf
  - H2. Front shelf
- I. Collar
- J.
  - J.1.1 Left facing (metal panel version)
  - J.1.2 Left facing (wood and to be trimmed version)
  - J.2.1 Right facing (metal panel version)
  - J.2.2 Right facing (wood and to be trimmed version)
- K. Bottom door
- L. Grilles
- M. Burner casting
- N1. Archimedes screw 1
- N2. Archimedes screw 2
- N3. Burner feed elbow
- O. Rear panels
- P. Smoke flue
- Q. Fan body
- R. Pellet hopper
- S. Electronic card
- T. Ashpan
- U. Reloading hatch
- V. Front hood with dust channel

\*Facings are available in two versions. The illustration shows one side of each finish.

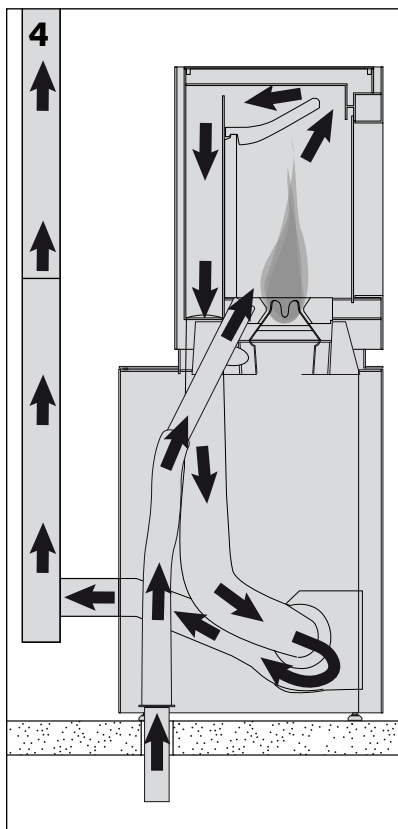
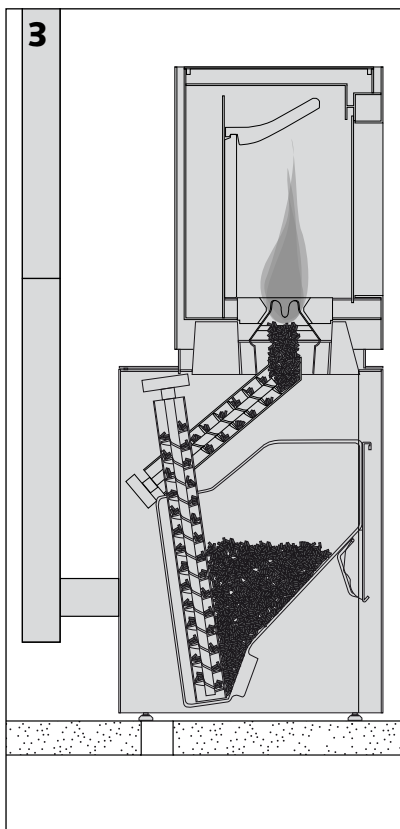
## How does your Stûv P10 work?



The Stûv P-10 is a wood pellet stove consisting of two major parts:

- A base containing the pellet hopper, the fuel and combustion feed, smoke extraction and all the electronics and sensors enabling the operation of the appliance to be adjusted and set [diagram 1].

- A pivoting lantern where the burning of the pellets takes place. This top part also radiates and diffuses convection heat; it is fitted with a window which gives a view of a beautiful large flame [diagram 2].



The device has an electronic management system operating on two variables to provide optimal thermal comfort. Depending on the user's requirements, the Stûv P-10 will adjust its output and maintain this by adjusting:

- The quantity of pellets burned [diagram 3]

- The quantity of air supplied to combustion [diagram 4]





### What are wood pellets?

Wood pellets are a solid and eco-friendly fuel made from sawmill waste. Sawdust is compressed without glue or binder so as to obtain a standardised cylinder with a high density and low moisture. These characteristics give the granules significant calorific power.

### Which pellet should I choose?

The Stûv P10's performance may vary depending on the pellets used. For correct use, the pellets must comply with ENplus or DINplus A1 or NF high performance certifications. These references ensure that the pellets have the following features:

- composition: 80-100% resinous wood
- diameter: 6 mm
- Min-max length: 3 - 40 mm
- humidity level:  $\leq 10\%$
- ash level:  $\leq 7\%$

**Burning any liquid or solid other than pellets that comply with the ENplus/DINplusA1/NF high performance standard is prohibited!**

### The consequences of burning inappropriate pellets

Burning pellets that do not fulfil the above-mentioned criteria can result in device malfunctions such as:

- damage to the glass and smoke ducts
- noise
- burner getting clogged up
- build up of dust in the hopper
- etc.

If you notice one or more of these when using your device, we recommend changing the pellets you are using.

### Pellet storage

Pellets must be stored in a dry place where the temperature is

above 5 °C.

They can be stored in bags or in bulk but avoid storage in the open air.

### Caution!

Take care not to crush the bags to avoid producing too much dust. Avoid emptying dust into the machine's hopper as this sawdust can disrupt the feed system.

If you use pellets stored in a bag, after opening the bag, use the contents within a relatively short time. Otherwise there is a risk of the pellets getting damp.

**Every Stív P-10 is subjected to a factory check.  
There may be traces of combustion or light residues after this test.**

**General recommendations**

**⚠ Important!**

In order to best use the qualities of your appliance and avoid any danger, the following instructions must be followed:

- > Install the stove according to industry best practice and local or national regulations. A qualified professional will ensure compatibility of the flue.
- > Read these instructions carefully and keep them.
- > Observe the instructions for maintenance.
- > Never use the appliance with the door open or a broken window.
- > Never use inflammable liquid in or around the appliance when it is operating.
- > Only use pellets of the recommended quality (DINplus or ENplus A1).
- > Avoid any accumulation of unburned pellets in the burner.
- > Never load the fuel elsewhere than in the hopper.
- > Dispose of ash before each use and empty the ashpan regularly (p.14).
- > Please return the warranty registration card (found at the end of this document), duly completed.

**Use**

The stove should be used in accordance with local and national regulations and European standards.

Some parts of the stove – the glass door and the outside walls – may become very hot even during normal usage (rated power) and significant heat may be radiated from the glass door.

In order to prevent any damage or risk of fire, when the stove is in use, remove all heat-sensitive objects from the radiation area. Take particular care when you leave the room.

Ensure that the glazed part is not facing any materials that are heat-sensitive.

Do not leave young children without supervision in the room where the stove is installed.

Ensure the air inlets and outlets are always kept clear.

**Caution!**

The appliance is not designed to be used with cooking utensils. Do not place anything on the appliance or on the facings.

**Repairs / Maintenance**

Any modification carried out to the system may cause danger and will invalidate your guarantee. Only use Stív spare parts in the case of repairs.

**Should a fire in the flue get out of control**

Do not open the stove's door during the initial period.

Disconnect the device.

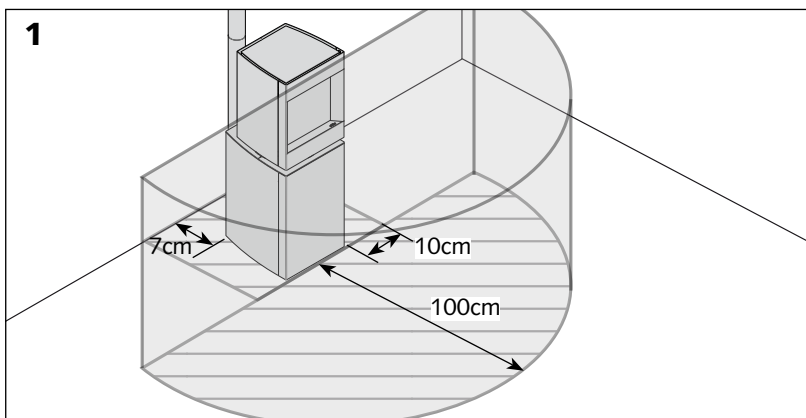
Call the fire brigade.

If the fire has not died down after a few minutes, use a dry powder, soda acid or sand extinguisher (never water).

After a chimney fire, ventilate the room where the stove is situated.

Have the chimney cleaned and inspected by a professional. Have repairs carried out if necessary.

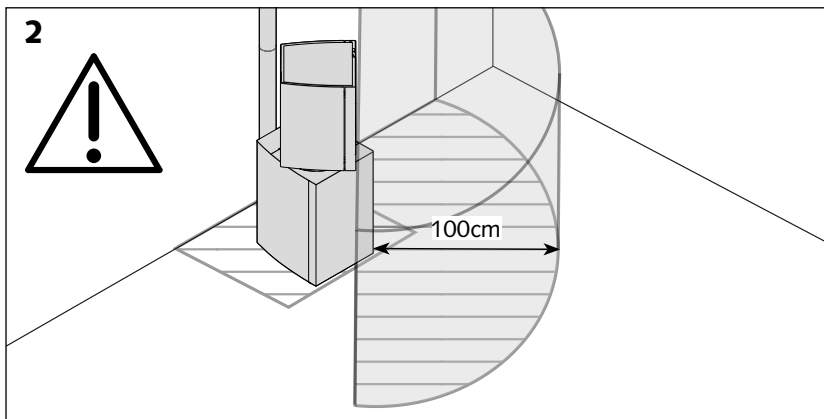
**Environment**



The heat radiated from the glass door and the walls may be significant.

Whichever way the stove is pointing, observe the safety distances with regard to combustible materials [diagram 1], or ensure that the materials exposed to radiated heat are resistant to high temperatures.

The safe distances from combustible materials must be respected, even when the device is switched off as it might have been programmed to switch on automatically or be started remotely.



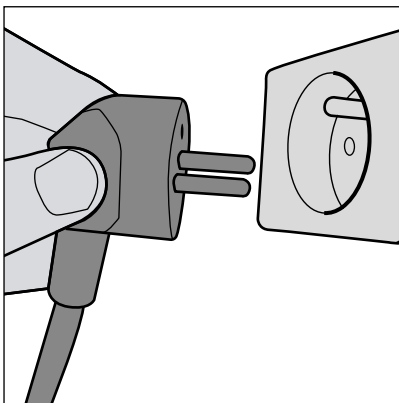
**Caution!**

Given that the lantern pivots 45° to the left and 45° to the right, the safety distance must follow the direction of the flame [diagram 2].

**Warning**

**Never leave anything on the device's lantern, even when it is switched off!**

Recommendations before first use



- > Connect the power supply to the mains (230V - 50Hz)
- > Load the pellet hopper as indicated in the "Basic Procedures" section.

**Caution!**

As each appliance is tested in the factory, **it is not necessary** to pre-load the Archimedes screw. On the other hand, transport and handling of the Stûv P-10 during installation may have compacted the pellets already in the appliance. Therefore ignore the behaviour of the flame during the first few minutes of operation (it might in particular be more intense than normal).

- > Turn on the appliance by following the steps outlined in the "Lighting the Stûv P-10"

This section relates to the powering up of the appliance. This powering up must be done by an authorised Stûv installer.

The first lighting will help check that each setting is working properly and, if applicable, make fine adjustments to optimise use of the stove depending on the specifics of the installation.

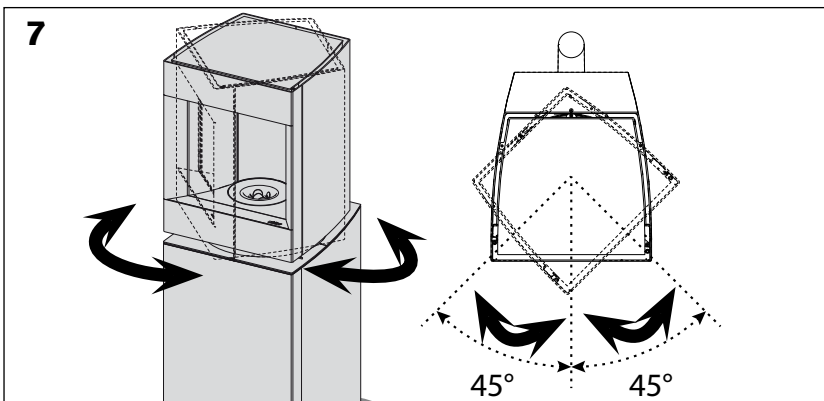
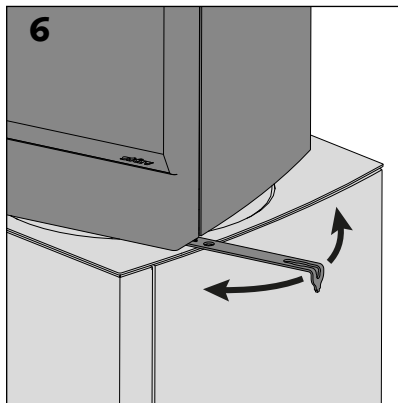
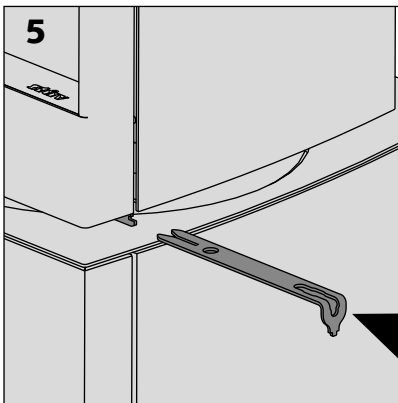
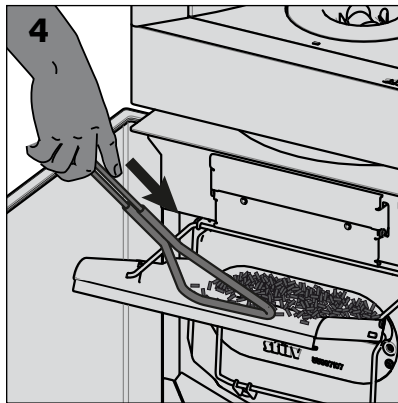
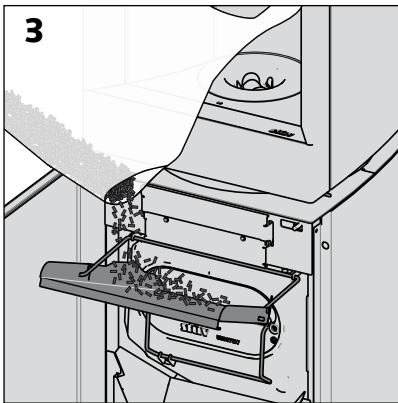
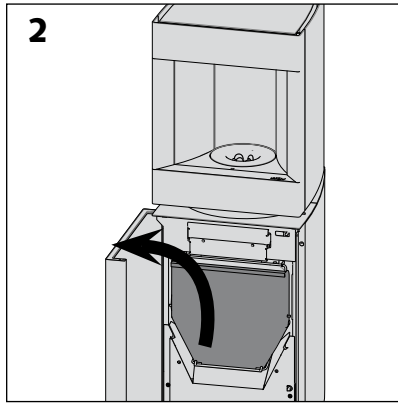
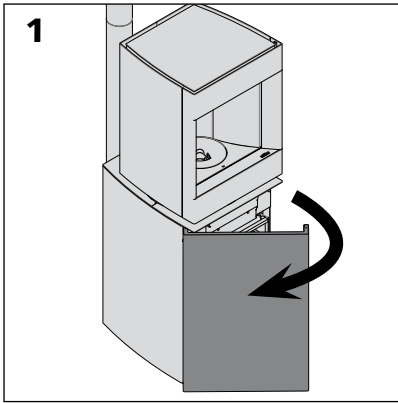
Initial cautions

Before lighting the first fire in the new stove, ensure that no element (piece of hardware, tool, etc.) has fallen into the hopper or remains in the combustion chamber.

The paint is not oven-baked; it is thus relatively fragile but will harden when heated for the first few times. Consequently, take care when handling the appliance.

When lighting the fire for the first few times, some smoke or unpleasant odours may be released from the paint, the steel's protective oil or the drying of the bricks. We recommend that you keep your first fire burning strongly for several hours with the windows open. The paint will harden and the odours will disappear.

The paint of some components inside the combustion chamber will be covered with a protective layer of carbon resulting from combustion.



**Refuelling with pellets.**

It is advisable to refuel the hopper with pellets when the appliance is not lit.

**Caution!**

If you refuel with pellets while the unit is operating, please do not leave the door open longer than one minute, as beyond this the appliance might display an alarm or even lock down into "safe" mode.

**Reminder:** it is important to use a quality pellet (complying with DINplus, ENplus A1 or NFhp certifications) and to only pour pellets into the hopper. Avoid pouring in sawdust and dust from the bottom of the bag, as well as any other object. Use the pusher to load more pellets in the hopper and get rid of dust from the valve. Do not use your hands as a watch, bracelet or ring could damage the seal.

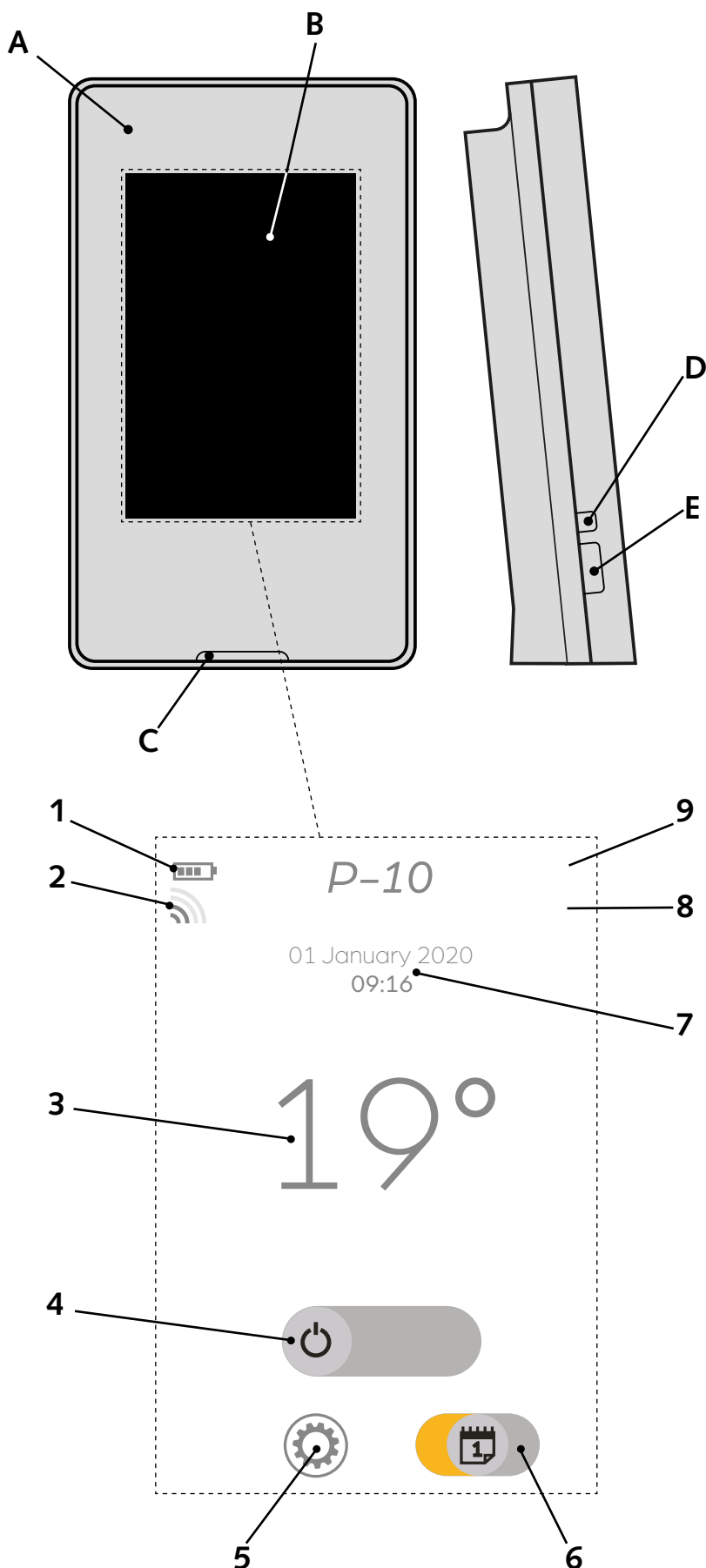
The Stûv P-10 is fitted with a sensor that detects the pellet level. If the sensor detects a low level, the unit will reduce its power. If the pellet level rises, the power will go up. If the level continues to drop, the stove will go into "Shutdown" mode.

The ideal is to wait until the sensor emits a sound to fill the tank with a 15kg bag.

After refilling with pellets, close the loading valve, making sure no pellets are stuck in the seal.

**Rotating the lantern**

Use the cool handle to turn the device lantern round 90° [diagrams 6-7].



The Stuv P-10 is controlled via the interface of the touchscreen remote control provided in the accessory kit.

**Description of the remote control:**

- A. Body
- B. Touchscreen
- C. Air opening to the ambient temperature sensor (do not block)
- D. Restart button
- E. Mini-USB port for charging

Description of the basic information shown on the home screen when the device is switched on:

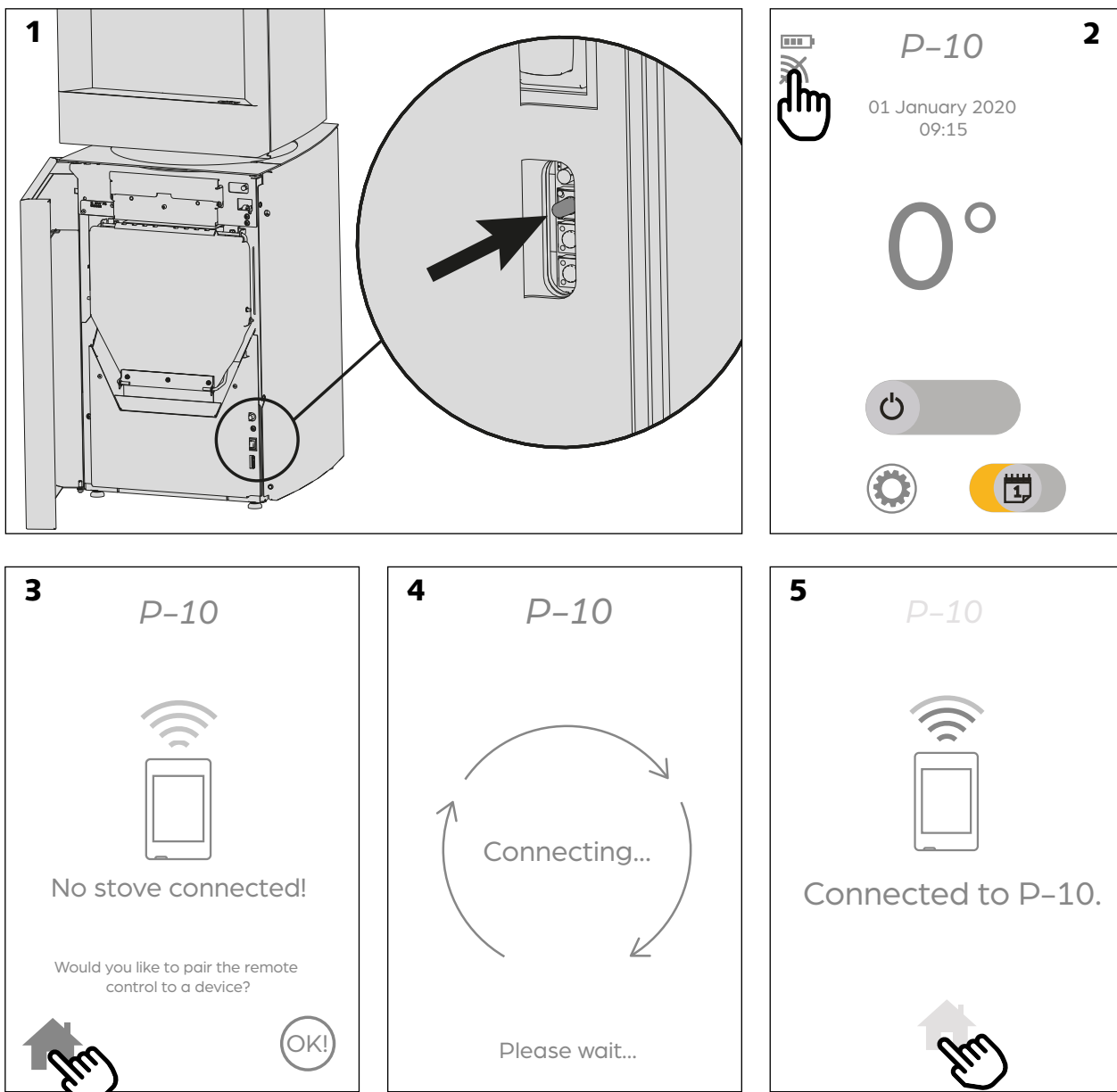
1. **Battery level indicator**
2. **Signal quality indicator**
3. **Ambient temperature**
4. **Button to switch the stove on/off**
5. **Button to access the settings menu**
6. **Button to switch on/check the status of the schedule function**
7. **"Date and time" details**
8. **"ECOstop function activated" details**
9. **"SmartMode function activated" details**

**Warning!**

Only use the charger provided to charge the remote control battery.

Note: The battery life varies between 2 and 5 days depending on the use. During long periods of disuse, charge the remote control at least once a month to avoid damaging the battery.

**When installing the device, the installer will have paired the remote control with the stove. However, if you need to re-link the stove with the remote control, follow the instructions below.**



> Start by switching off and on again the remote control.

> **Within a maximum of 1 minute after switching on the remote control**, reset and start searching for a nearby remote control by long pressing (more than 6 seconds) the button shown in figure 1. The light should **flash purple**.

> On the home screen of the un-paired remote control, press

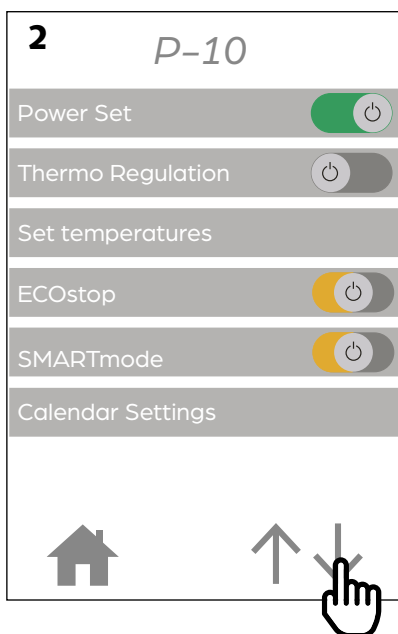
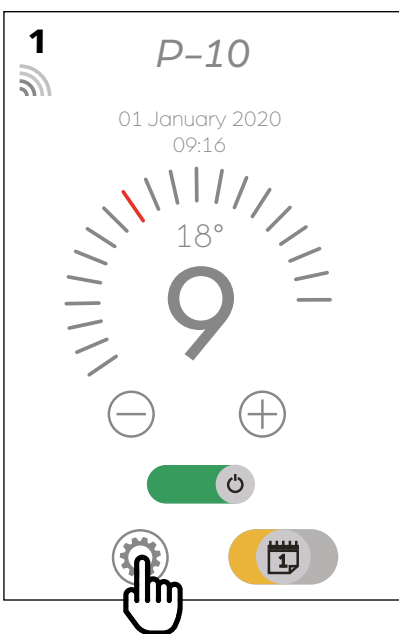
the signal quality indicator icon [figure 2].

N.B.: this then shows that there is no signal.

> Confirm the connection by pressing "OK!" [figure 3].

> A message shows that a connection has been successfully established [figure 5].

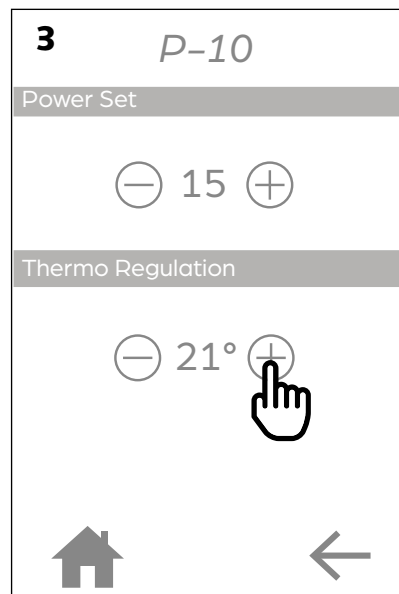
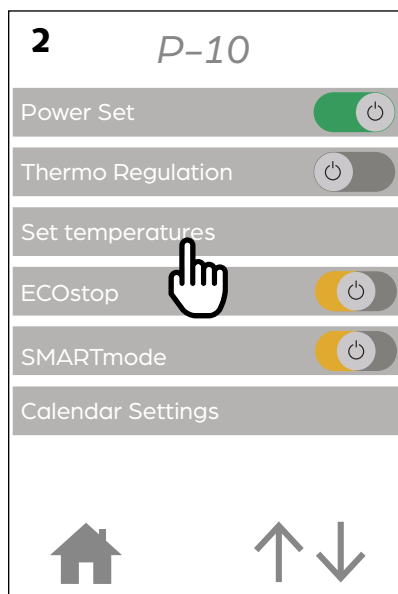
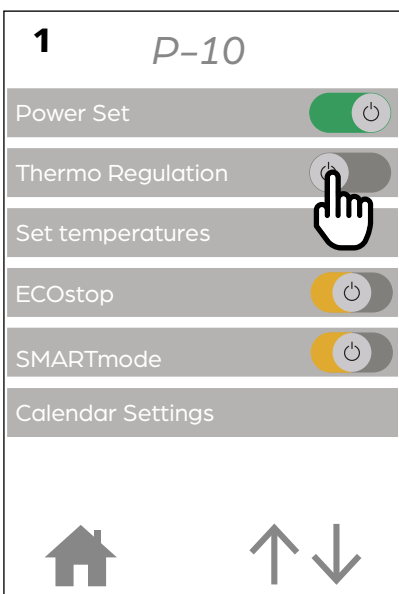
Accessing the menu



Go to the menu to browse through the different setting and information screens.

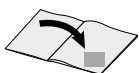
Use the arrow to scroll through the menu.

Power mode, thermostat mode and changing the setpoints.

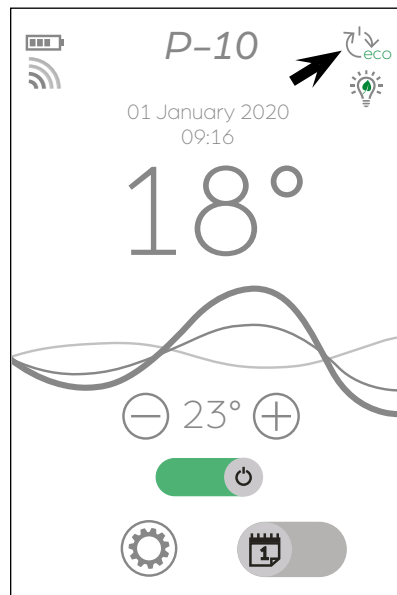
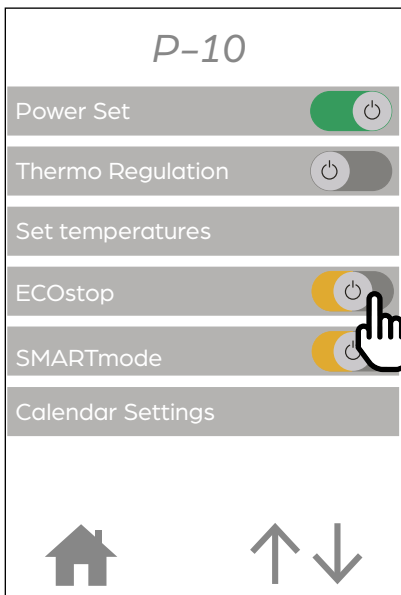


Use these buttons to choose your preferred operating mode. Using the "adjust setpoints" sub-menu you can choose the setpoint temperature or power.

The operating modes are described on page 20.



### ECOstop



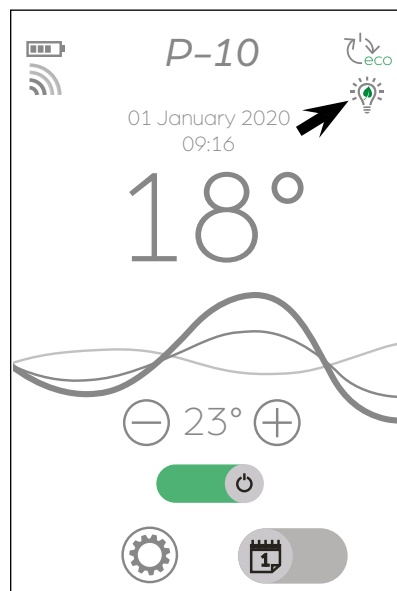
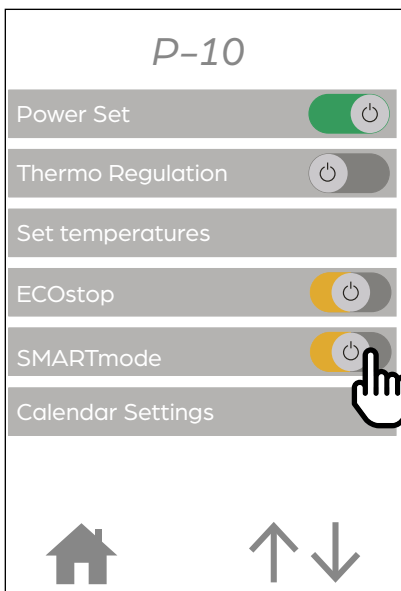
When the ECOstop function is enabled, the device switches off when the ambient temperature stays one degree above the setpoint temperature for more than 5 minutes. If the ambient temperature falls below the programmed temperature minus one degree, the device will automatically switch itself back on.

When the ECOstop function is disabled, the device will go down to its minimum heating power level once the setpoint temperature has been reached but will not switch off automatically.

The ECOstop function is only available in thermostat mode. The activation button turns orange when the function is not available.

**Warning: even when the Eco-stop function is enabled, you must remove the ash from the device every time before you switch it on.**

### SMARTmode



When the SMARTmode function is enabled, the thermostat anticipates when the setpoint temperature will be reached and adjusts the power. This helps avoid going too far over the setpoint temperature.

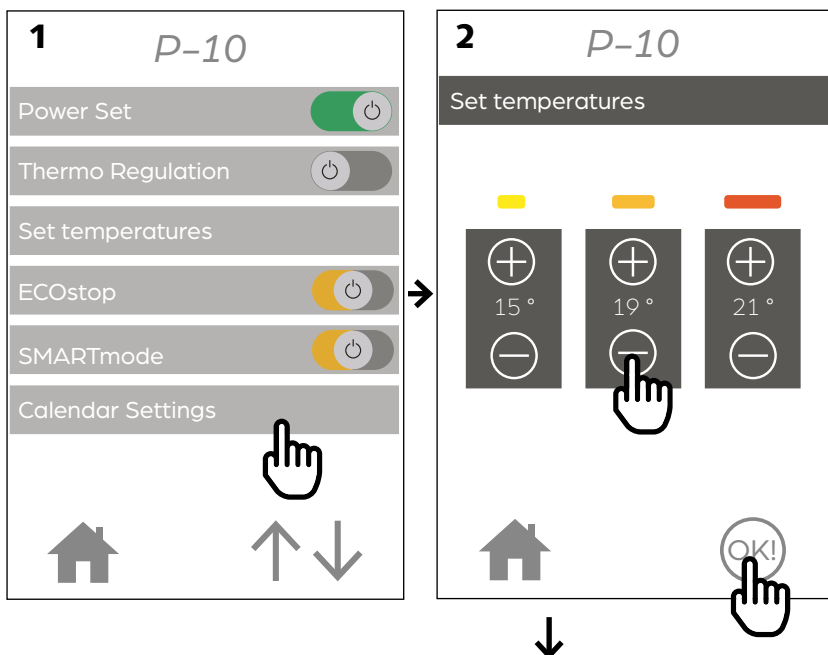
When the SMARTmode function is disabled, the device operates at maximum power as long as the ambient temperature is below the setpoint temperature. If the ambient temperature goes above the setpoint temperature, the device will operate on minimum power or switch itself off.

The SMARTmode function is only available in thermostat mode. The activation button turns orange when the function is not available.



### Programming the schedule

The calendar function allows you to configure the automatic start and stop of the fireplace as well as the setting of the set temperature.



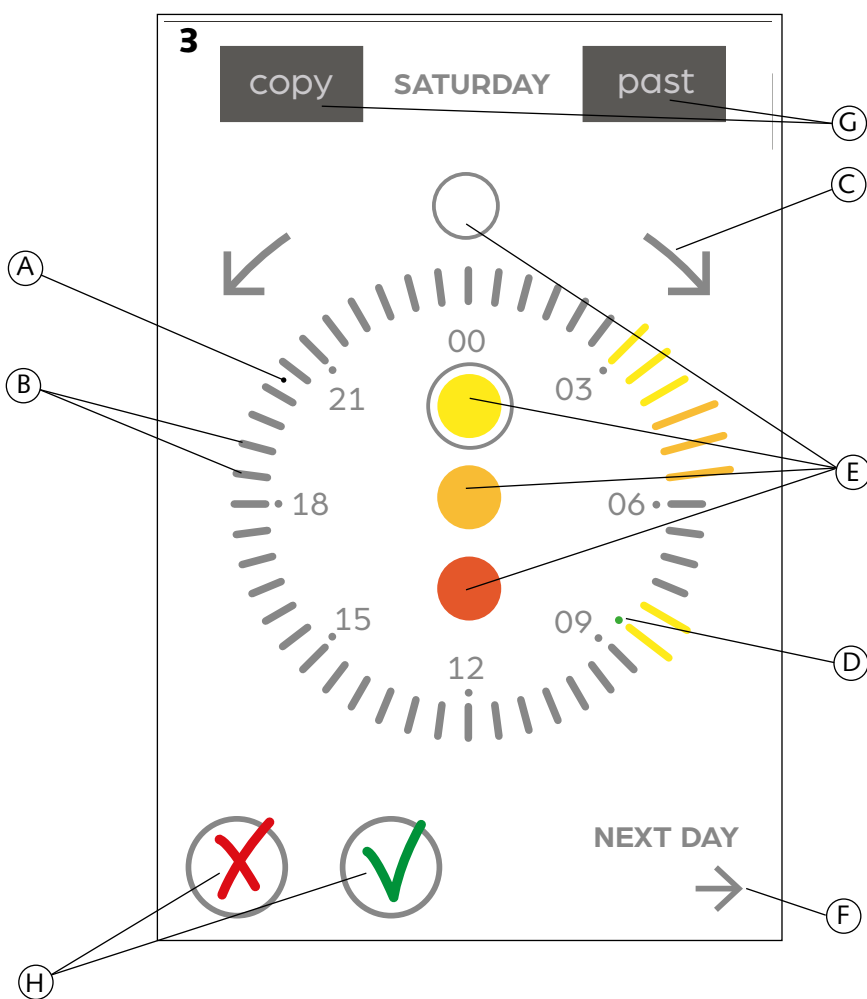
#### 1. Setting temperatures

The schedule mode switches between 4 states: one where the device is switched off and 3 representing three temperature levels (low, medium and high). The first step is to define these 3 values.

Use the "+" and "-" buttons to set the temperatures.

N.B.: it is better to choose increasing temperatures for the different levels (for example yellow: 18°, orange: 20°, red: 22°).

Press "OK" to go to the next step.



#### 2. Schedule

Each day is represented by a 24-hour dial (A) subdivided into half-hour slots (B).

Use the arrows (C) to go forwards and backwards round the dial. The green dot (D) indicates the position in the day.

Choose a reference temperature (E) and go forwards/backwards round the dial to assign it to a half-hour slot. N.B.: the white button corresponds to "switched off".

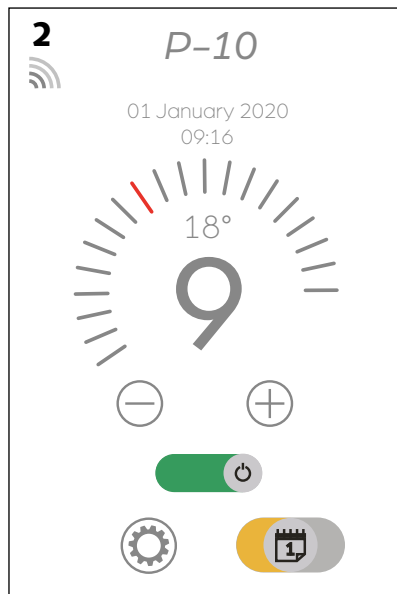
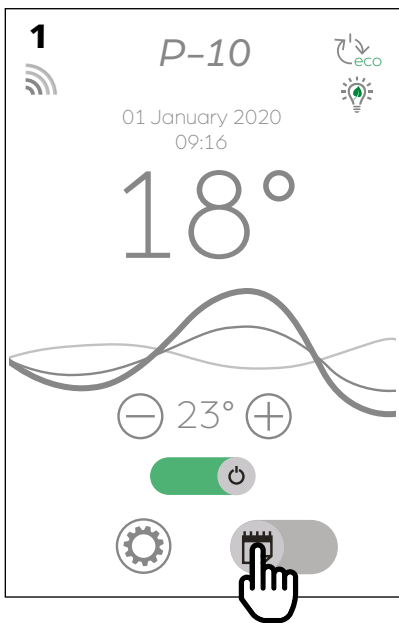
Click on the "next day" arrow (F) to go through the week.

Use the "copy/paste" functions (G) to quickly copy the schedule from one day to other days of the week.

When you have finished setting the schedule for the week, press the tick (H).

To cancel the schedule (the data will be lost), press the cross (H).

Programming the schedule (continued)

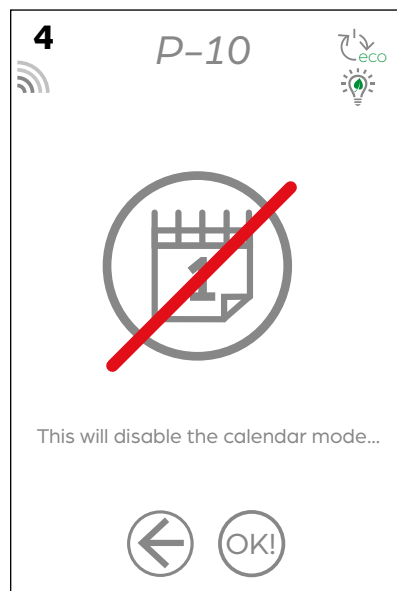
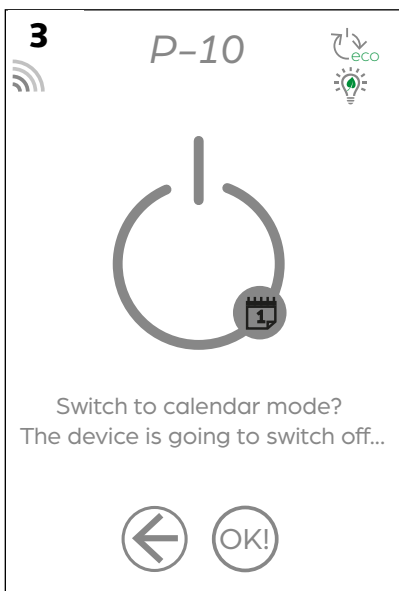


3. Activating the schedule

The schedule activation button is on the home screen [figure 1].

The schedule function is only available on thermostat mode. The activation button turns orange when the function is not available [figure 2].

N.B.: When the device is in use and activating the schedule changes the status of the stove, you will be prompted to confirm the operation [figure 3].



**Warning!**

If an alarm is triggered on the device, the schedule is automatically disabled in order to protect the system. When the causes of the alarm are resolved, you will need to re-enable the schedule.


**Warning!**

If you change the operating mode or switch the on or off device when the schedule is enabled, the schedule will be disabled [figure 4].

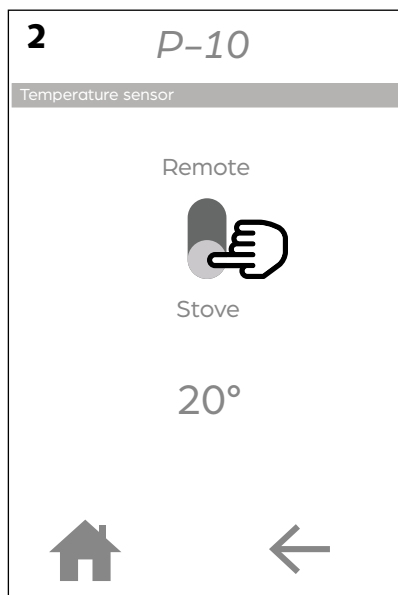
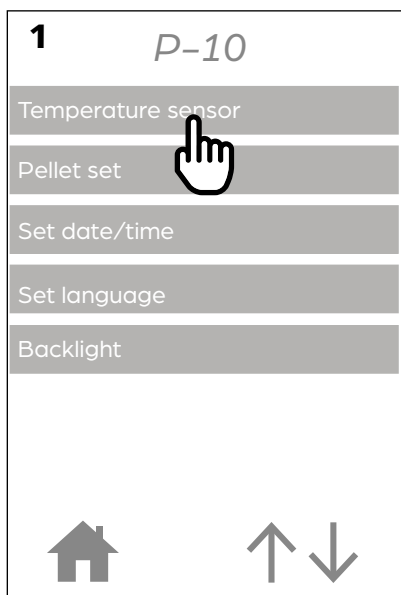
**Warning!**

Even when in schedule mode, **removing the ash is essential**. Make sure you can remove ash from the device between each operating period.

**Warning!**

In schedule mode, the stove is constantly active. Press the  button to completely switch off the device and exit schedule mode.

## Temperature sensor



Lets you select the temperature sensor on the remote control or the stove to measure the ambient temperature.

When the remote control's temperature sensor is activated, the device will adjust its temperature according to the data transmitted by the remote control. If not, the temperature sensor used is the one in the device.

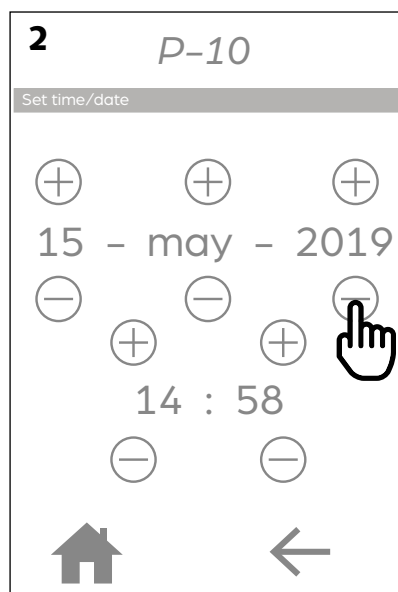
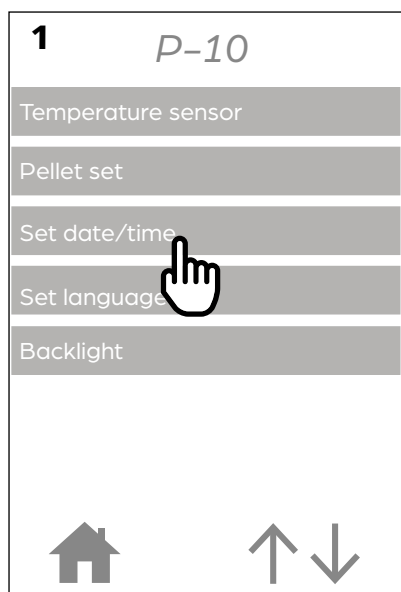
If you select the remote control sensor, put it in an appropriate place: not too exposed to the sun, not too close to the stove's lantern, do not leave it in any room other than the one with the Stûv P-10 etc.

**Warning:** if the remote control switches itself off (for example, because the battery has completely run down), the stove sensor automatically takes over.

N.B.: It is normal for there to be a slight difference between the temperatures measured by the remote control sensor and the stove sensor.

## Setting the date/time

Lets you set the date and time on the remote control.



## Pellet set

The flow of pellets in the feed system depends on the characteristics of the pellets (length, density, etc.). It may therefore differ from one brand to another. For example, short pellets have a tendency to rise more rapidly in the Archimedes screws, even if they turn at a constant speed.

To compensate for this difference in flow, it is possible to correct the speed of the Archimedes screws from -15% to +15% compared to the reference value (the speed of the smoke extractor, however, is not changed, the aim being to get a correct air/fuel ratio). This is possible using the SET GRANULES menu

**Once it is operating normally (after around 1hr) at power level Pniveau20, the following points may indicate a low pellet flow, in which case you will need to increase the SET GRANULES level:**

- Low, bright flame
- White layer on the glass

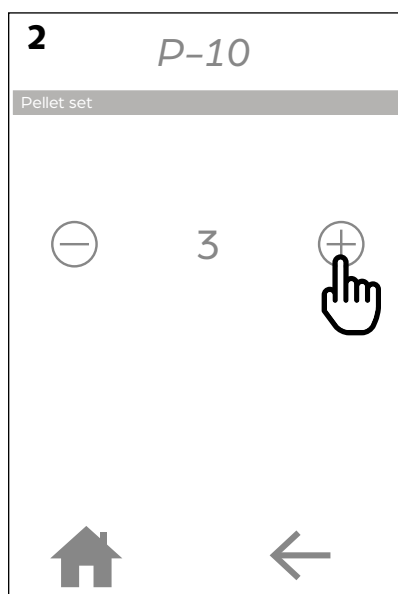
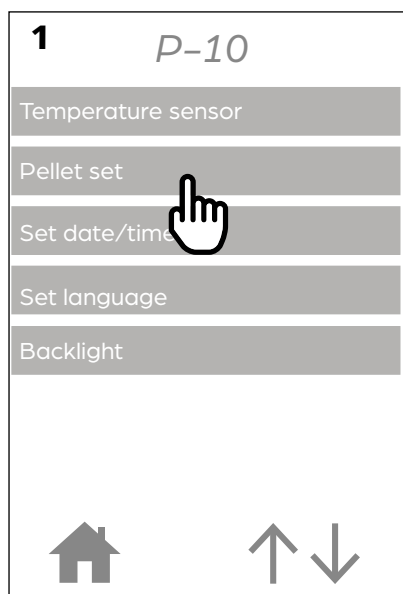
**the following points may indicate a high pellet flow, in which case you will need to decrease the SET GRANULES level:**

- Very tall, colourful flame (touching the top of the combustion chamber)
- Blackened glass

When the SET GRANULES level is increased above level 3 (increase of the speed of the Archimedes screws), the power level is deliberately restricted: it is therefore normal to no longer be able to reach Plevel20.

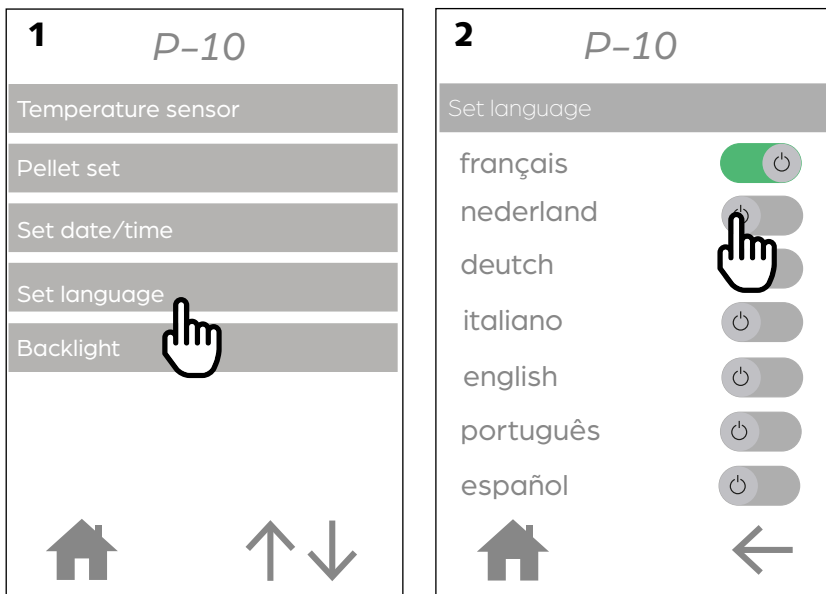
> Maximum output as a function of the pellet setting:

Pellet set	Max. Output
0	20
1	20
2	20
3	20
4	19
5	18
6	17



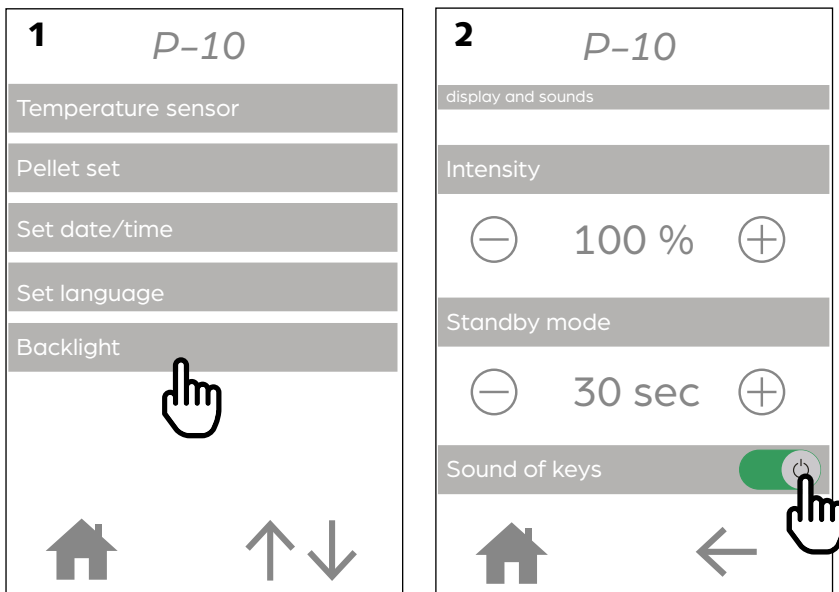
### Setting the language

Lets you configure the interface in the different languages available.



### Display backlight and sound settings

Lets you configure the screen brightness, how long before the remote control goes into standby mode and the button sounds.

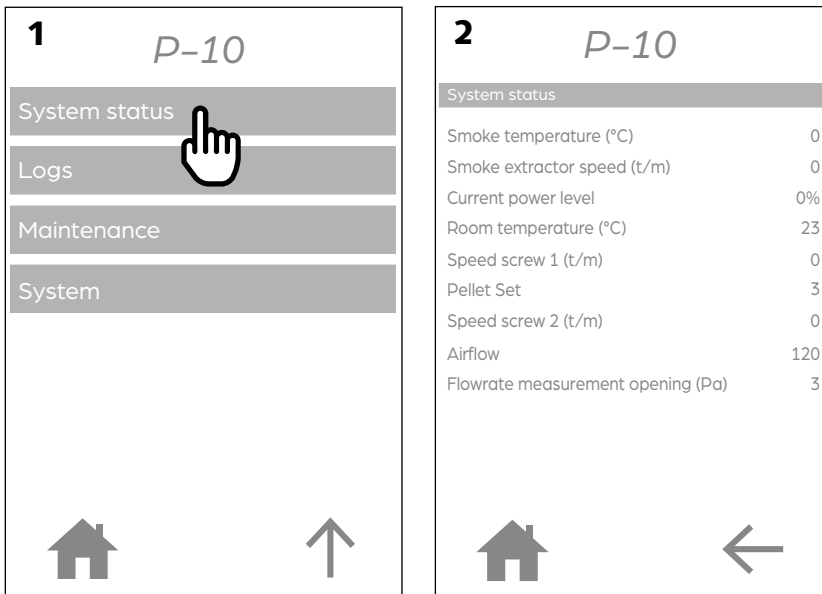


Use the "+" and "-" buttons to define how long before the remote control goes into standby mode.

Turn the button sounds on/off by using the appropriate toggle switch.

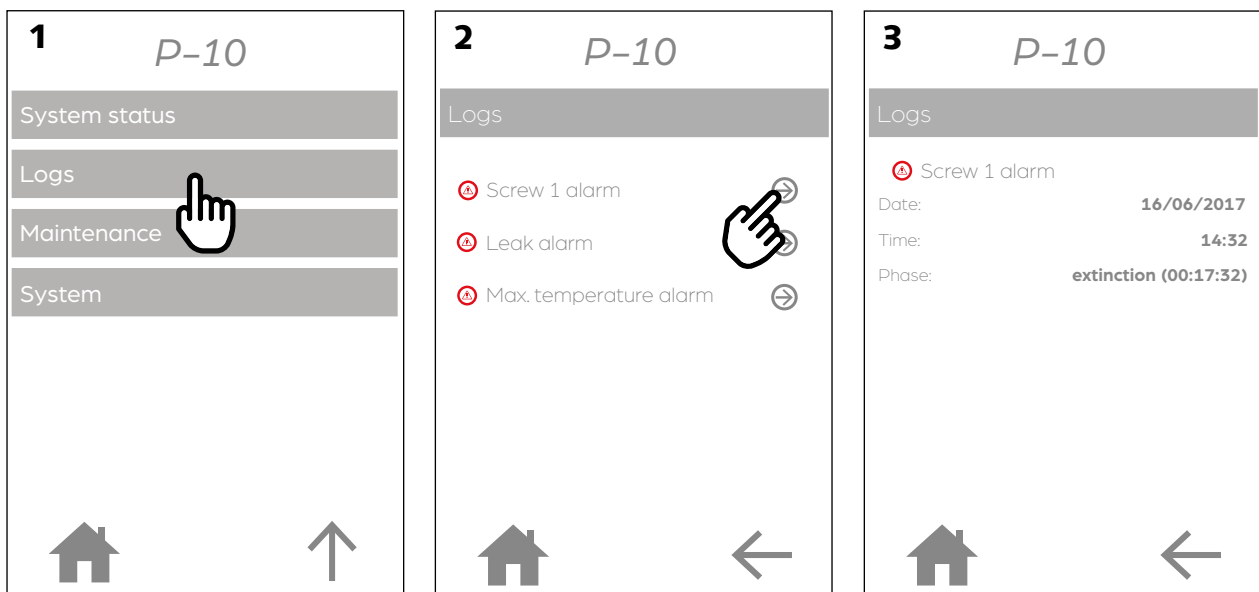
### System status

Contains information about how the device is operating, updated all the time.



### Alarm history

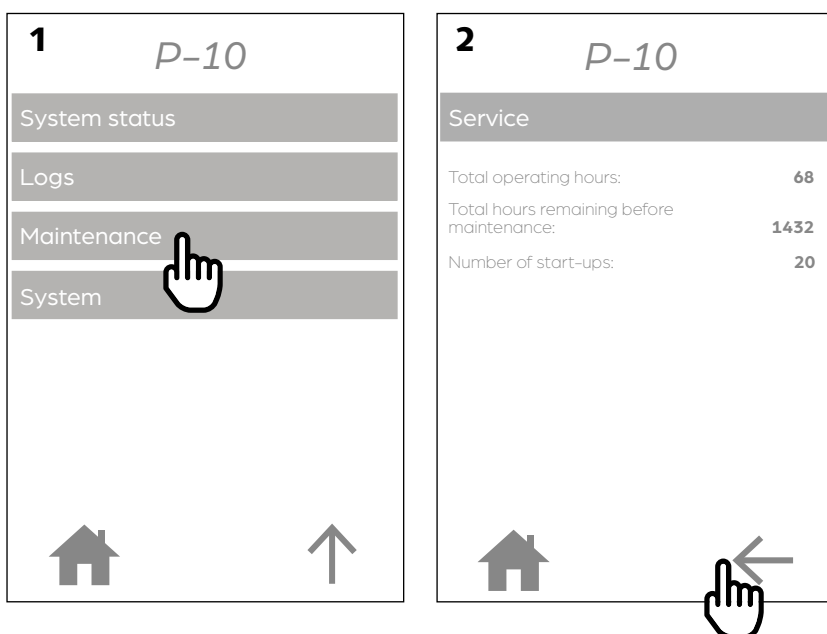
Each incident is recorded under this tab. The details stored are: the type of incident, the date and time of the incident and the length of time it lasted.



## Description of the interface and the different menus (follow)

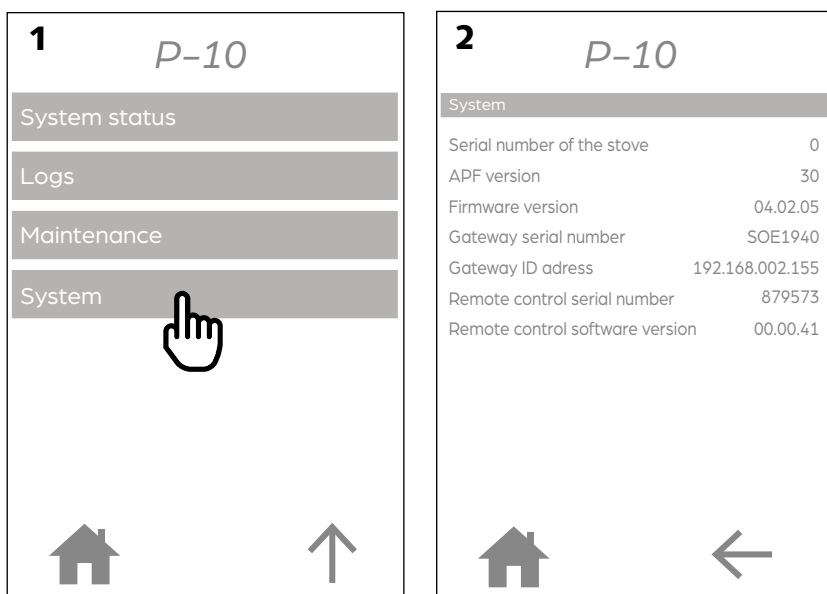
### Service

The "Service" screen shows the total number of hours of operation, the number of hours left before the next maintenance deadline, as well as the number of start-ups.



### System info

Contains information about the device, the remote control and the different software.



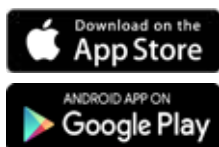
## Controlling your Stûv P-10 with a smartphone

The Stûv P-10 can be controlled via a smartphone using the dedicated Stûv app.

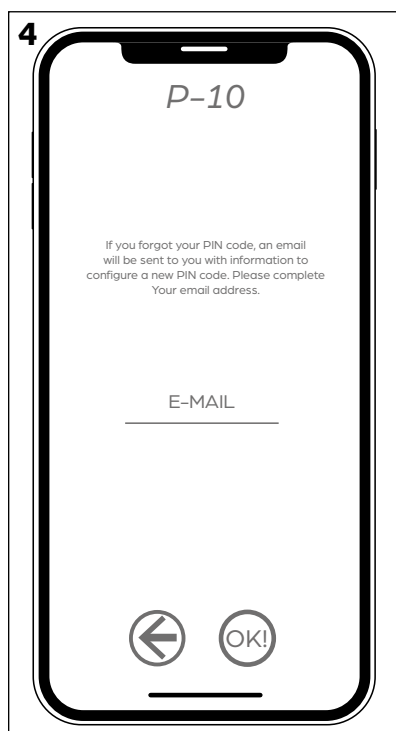
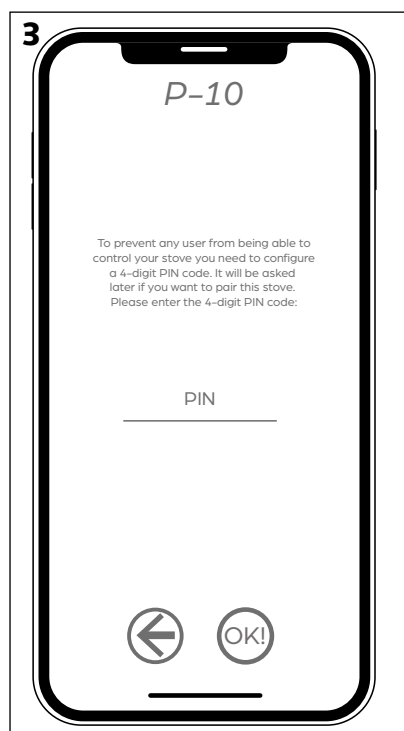
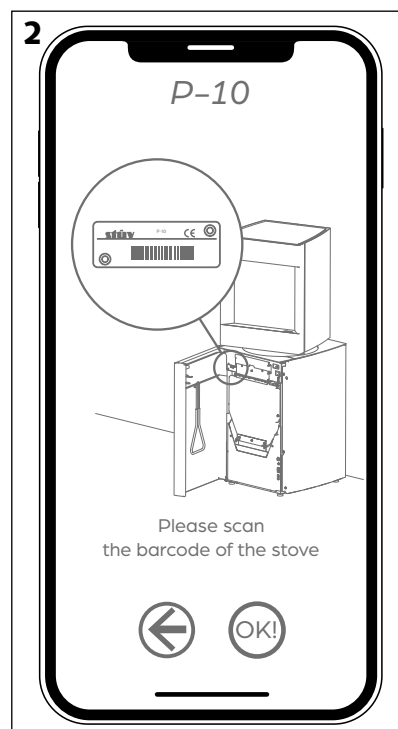
The Stûv app complements the remote control provided with the device.

The app has exactly the same interface as the remote control.

> Download the free app by searching for "Stûv" in the Playstore or the Appstore.



> Once the app has downloaded, open it. A message appears saying that no stove is connected. Press "OK" to go to the next step [figure 1].



> Scan the barcode on the stove's ID label [figure 2].

**N.B.:** you need to allow camera access.

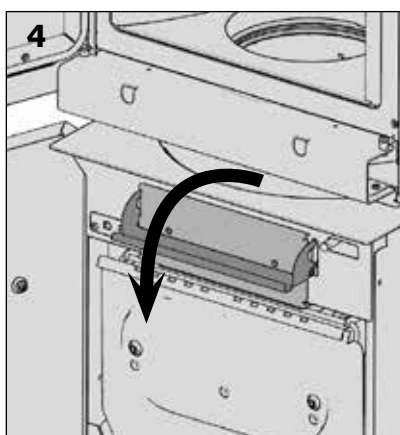
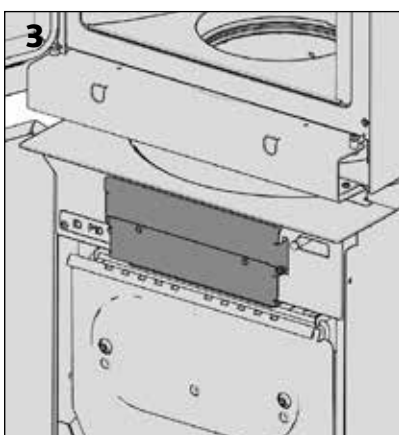
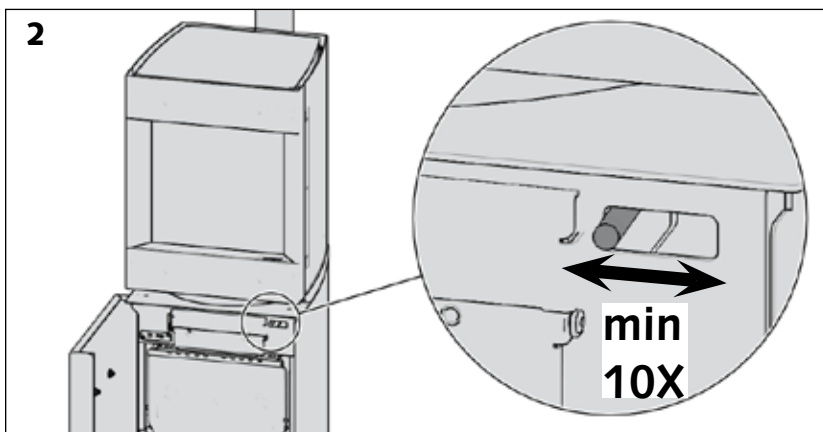
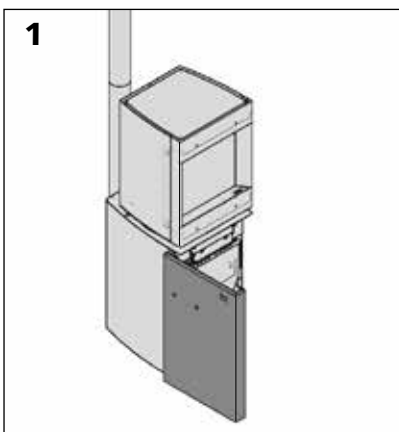
> Enter a 4-figure PIN code [figure 3].

> Enter a recovery email address [figure 4].

> Give the stove a name [figure 5].

> The app is ready to be used when the home screen shows the ambient temperature.





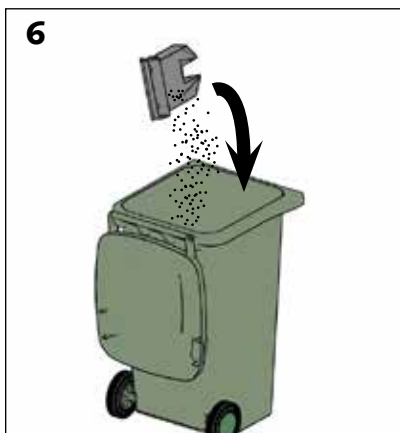
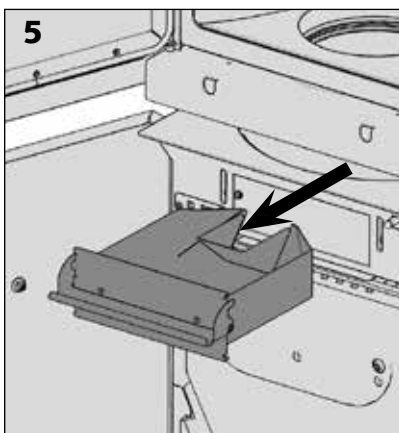
> Before each start, actuate the ash removal control (make ten movements).

> Check that after the operation, the control returns to its original position (rod to the right).

Note:

To check that the grille is turning correctly and goes back to its original position and to check that the ash has been removed and that the grille is clean, you can open the door, remove the vermiculite ring and the flame modeller in order to find the ash disposal grille.

To find out the procedure to follow, see section "Weekly Maintenance", "cleaning the ash removal grille" paragraph



**Caution!**

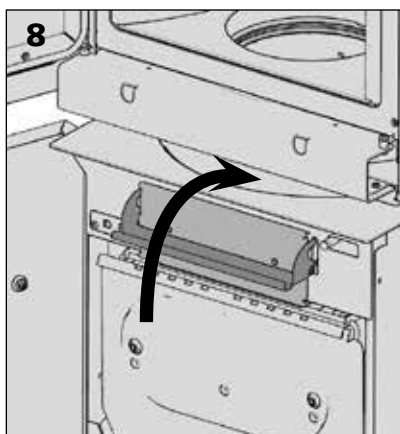
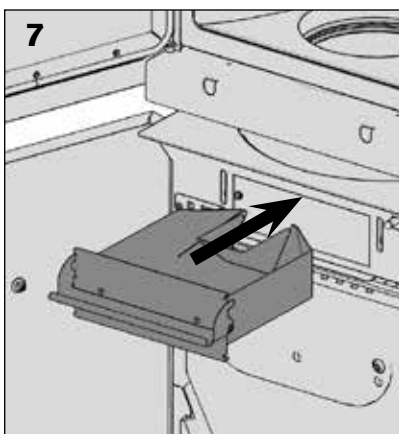
**Only remove the ashpan when the appliance is extinguished.**

> Empty the ashpan for every 150 Kg of pellets burned.

**Caution!**

**Only remove the ashpan when the stove is off.**


**Never touch the ashpan when the appliance is operating (risk of burns).**



**Check carefully that there are no unburned pellets in the ashpan before the appliance is lit.**



> Start by removing the ash from the device

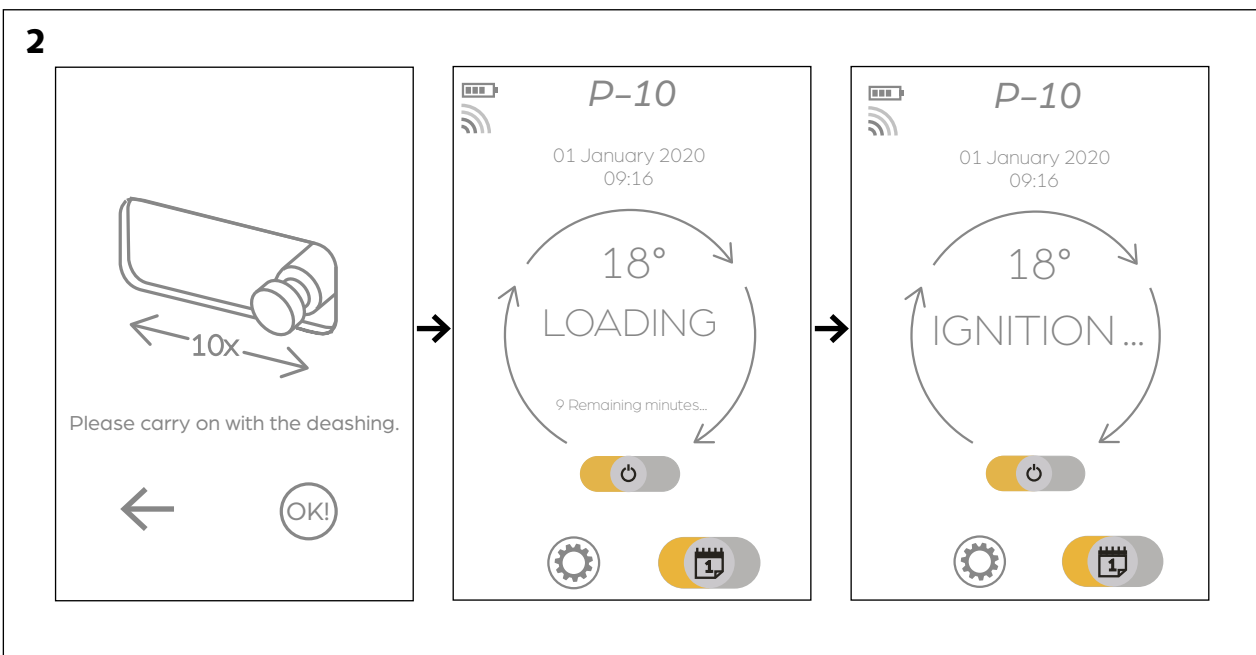
> To switch on the Stûv P-10, slide the  button to the right.

> The appliance will review its various sensors.

> The stove then goes on to load the screws.

> Once there is a sufficient quality of pellets, the ignition phases start. The flame now appears (10 - 12 minutes).

> The lighting stages are completed as soon as the level is displayed on the screen (20 - 25 minutes).



**Note!**

On lighting, it is possible for the combustion chamber to be filled with smoke. This is normal and is due, for various reasons, to slower burning of the pellets (e.g. slightly damp pellets etc.) Once the flame appears, all the smoke will disappear.

**Never disconnect the appliance when lighting it!**

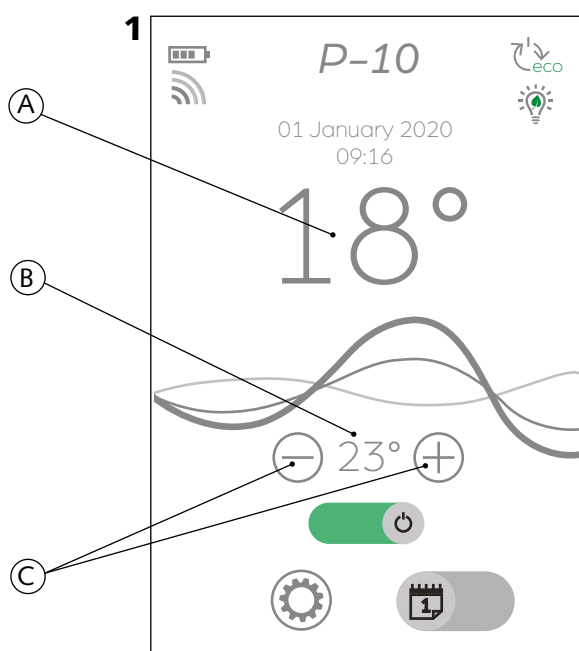
**Never remove ash from the device while lighting it!**

## 2 modes: power mode VS thermostat mode

### Thermostat mode

When the thermostat mode is enabled, the device regulates its power to reach the setpoint temperature.

The home screen shows the ambient temperature in the room [figure 1a]. Define the setpoint temperature [figure 1b] (i.e. the desired temperature for the room where the device's thermostat sensor or the remote control is) by pressing the "+" and "-" buttons [figure 1c].



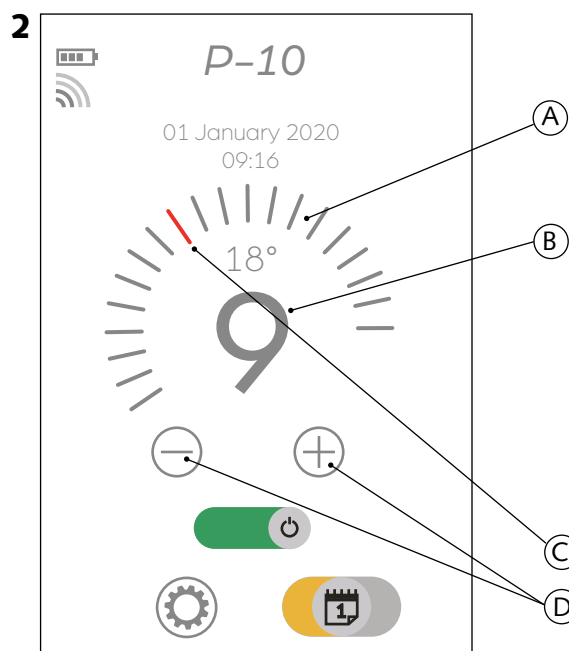
N.B.: In thermostat mode, the SMARTmode and ECOstop functions are available. These functions are described on page 16.

### Power mode

When power mode is enabled, the device works at the chosen power level all the time. The power ranges available go from level 1 (+/- 2.5 Kw) to level 20 (+/- 8Kw).

The home screen shows a dial with 20 markers [figure 2a]. The setpoint power level (i.e. the desired power level) is shown in the middle of the dial [figure 2b]. The marker in red [figure 2c] shows the current power level. Use the "+" and "-" buttons to adjust the power [figure 2d].

The ambient temperature is shown at the top of the dial for reference.



N.B.: To prevent condensation from forming in the flue, a factory-set throttle blocks access to level 1 to 4. Your installer can remove this throttle after checking to make sure the flue is compatible.

## Some advice on getting the most out of your Stûv P-10

To make sure your device is working as well as it possible can, we also recommend:

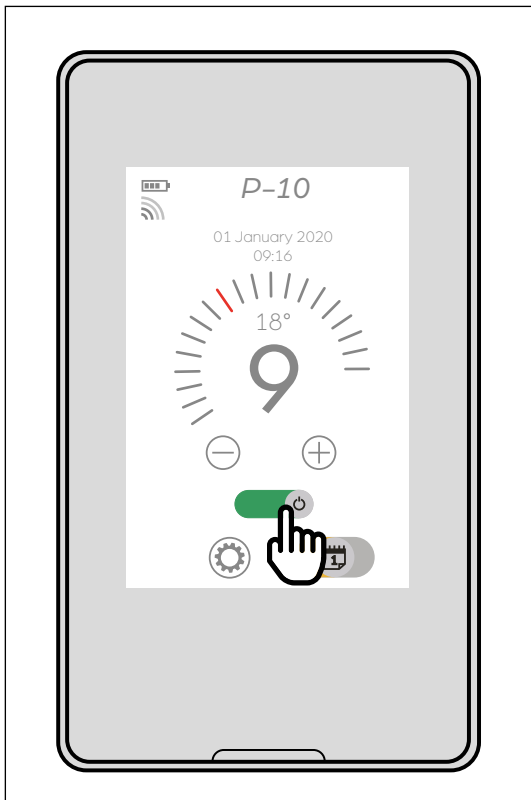
- Activate the ash removal function every time before use and only when the device is switched off.
- Allow the device to go out completely at least every 20 hours.


- Alternate between different power settings.

- Avoid switching it off/on a lot repeatedly. Ideally, the ratio of the number of hours a stove is operating and the number of times it is lit should be more than or equal to 1.5. You can check these parameters in

the "service" screen on the remote control [diagram 1].

## Shutting down the Stûv P-10



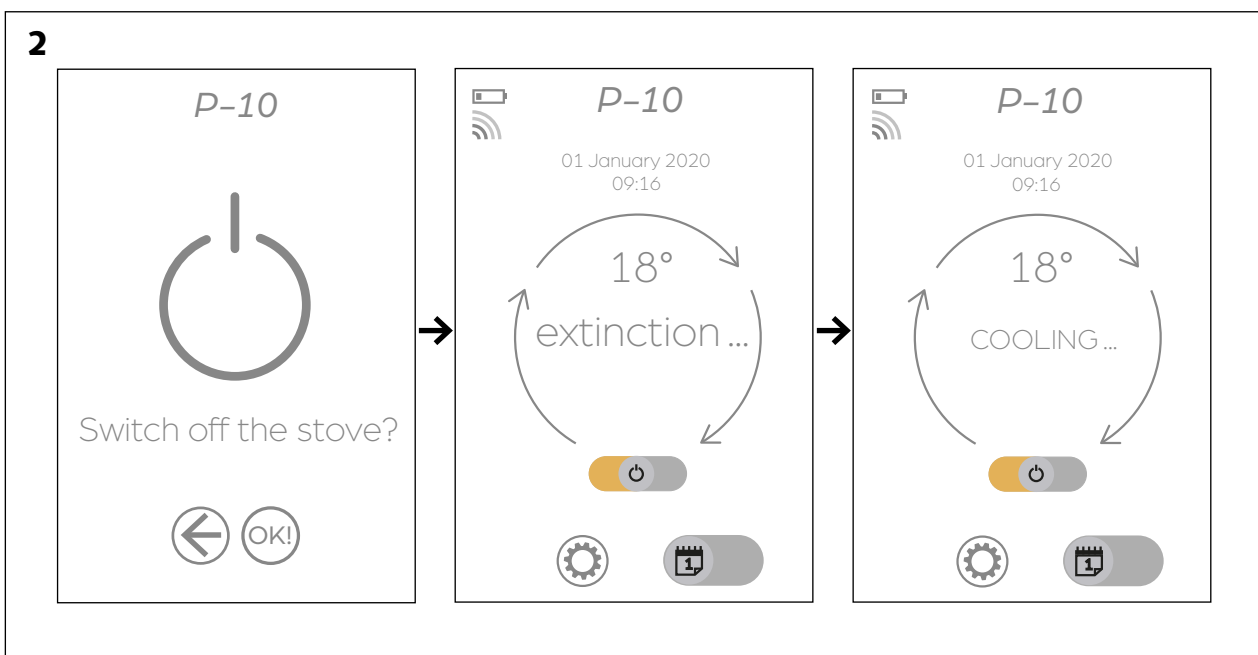
> To turn your Stûv P-10 off, slide the  button to the left.

From this time on, the appliance will stop one of the two feed screws and empty the second.


The Stûv P-10 will therefore continue to operate for about 15 minutes at a power equal to P10.

> **Never unplug the device to switch it off! (even if an alarm is triggered) (unless there is a chimney fire)**

> **Never remove ash from the device while it is going out!**



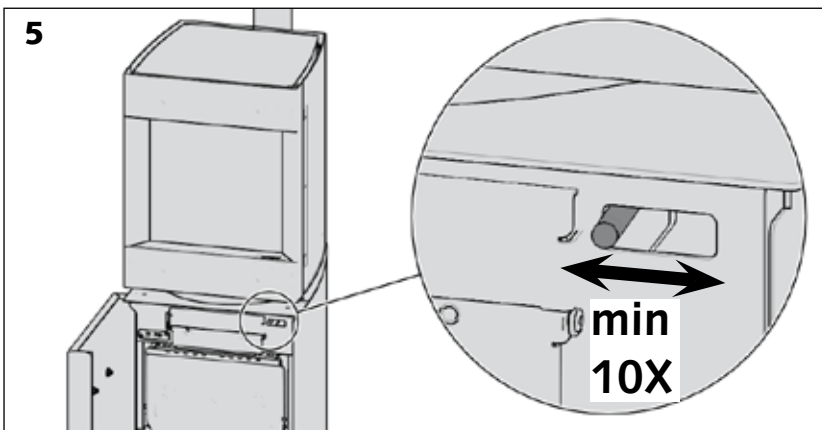
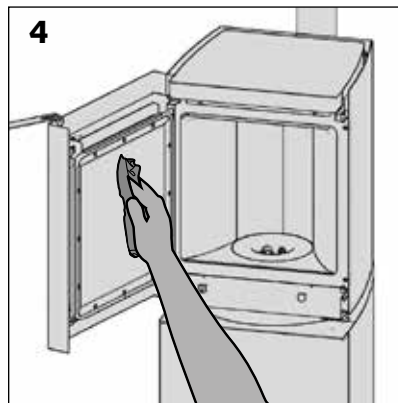
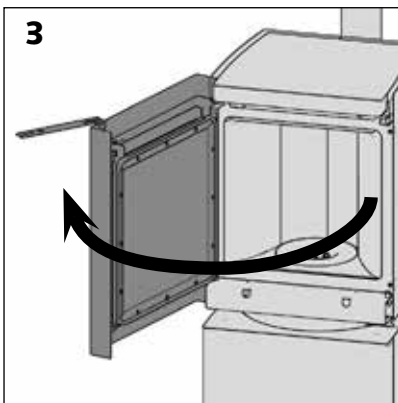
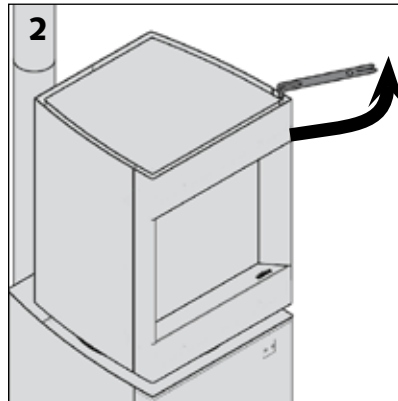
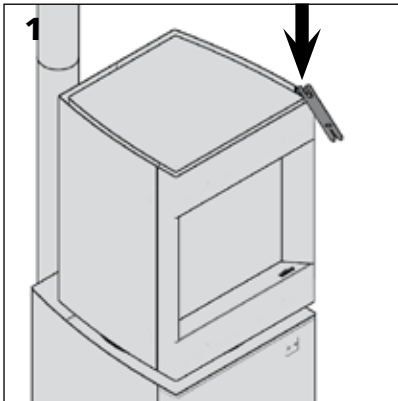
### Caution!

During the first minute of the extinguishing phase, it is possible to relight the appliance by pressing  again. **HOWEVER**, this is no longer possible thereafter, for safety reasons. It is then necessary to wait until the appliance is completely extinguished (30 to 90 minutes) to be

### able to restart it.

During this time, the appliance remains hot and will continue to radiate heat.

## Daily maintenance



### Be careful!

Wait until the stove has cooled down completely before carrying out maintenance.

### Maintenance of the metal components

Use a dry cloth for cleaning.

### Cleaning the glass

> Open the combustion chamber door using the control key [diagrams 1, 2 and 3].

> Clean the glass using a cleaning product specified for use on ordinary glass [diagram 4].

### Caution!

The use of abrasive oven-cleaning products causes rapid destruction of the seals and damages the paintwork.

> Make sure the glass is properly dry because oily residues will set the smoke.

### Ash Removal

Before lighting the appliance:

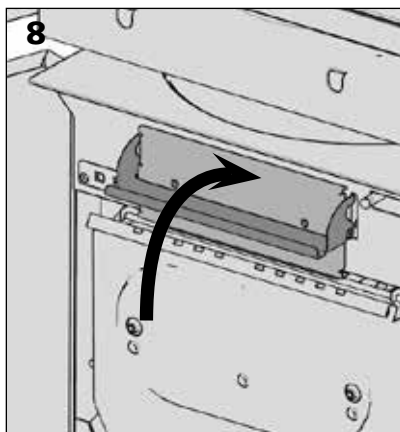
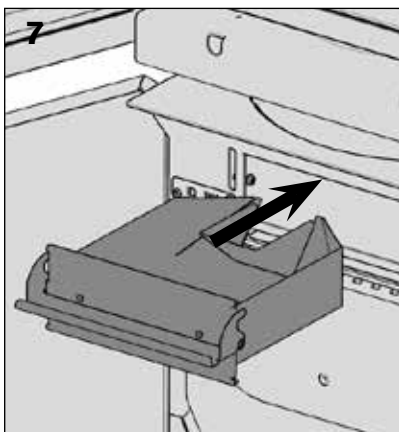
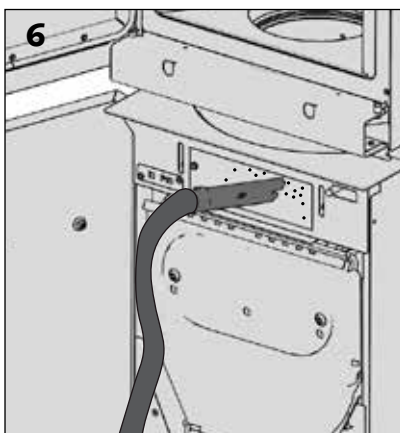
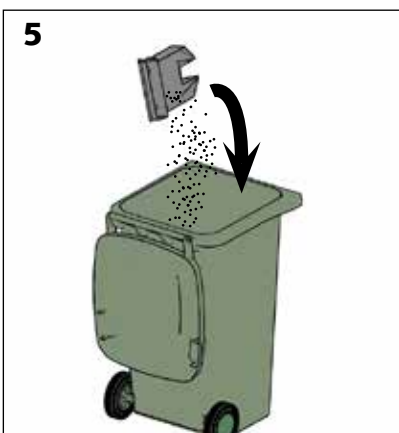
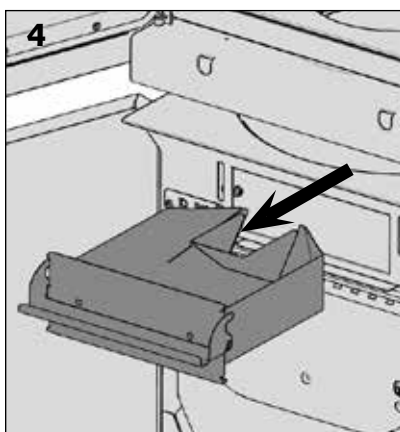
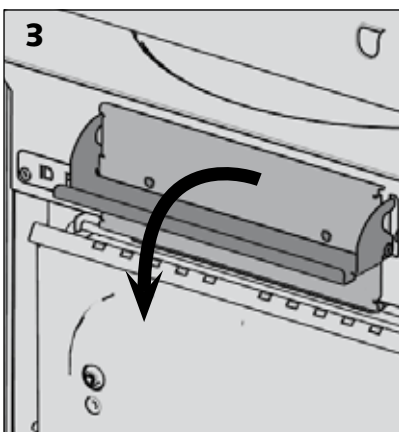
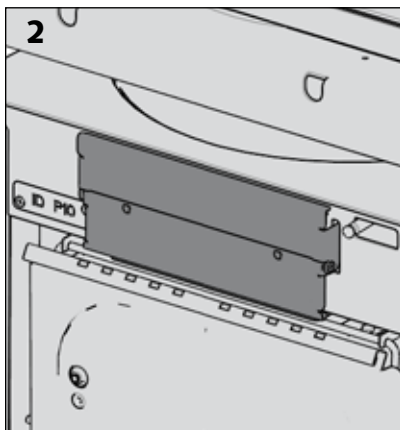
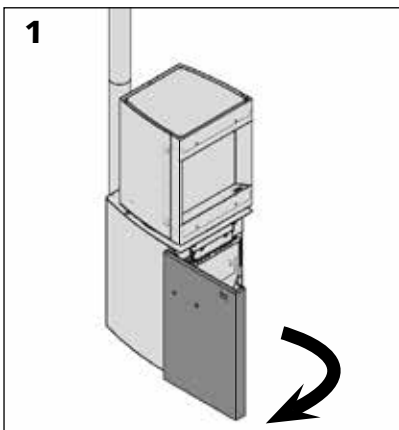
> Open the bottom door.

> Use the ash removal control, make ten movements from right to left [diagram 5].

> Check that in the end, the control returns to its original position (rod to the right).

### NB!

**Only remove the ash when the appliance is extinguished!**



**Warning!**

Wait until the stove has cooled down completely before carrying out maintenance.

**Emptying the ashpan and cleaning its housing**

> Empty the ashpan for every 150 Kg of pellets burned.

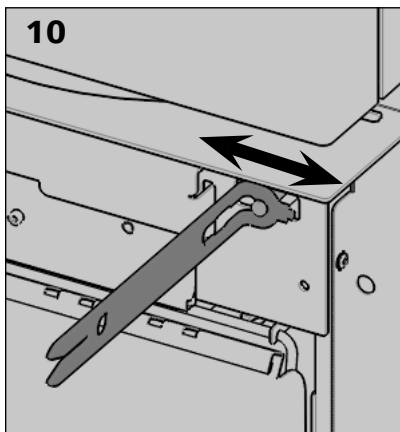
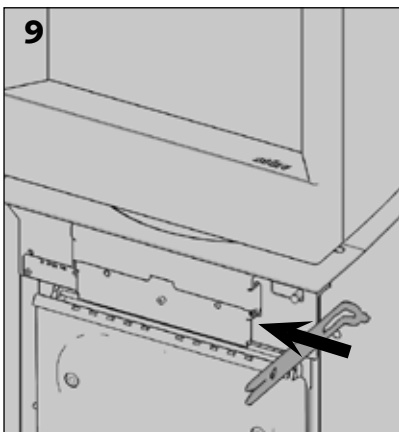
**Caution!**

Only remove the ashpan when the stove is off.

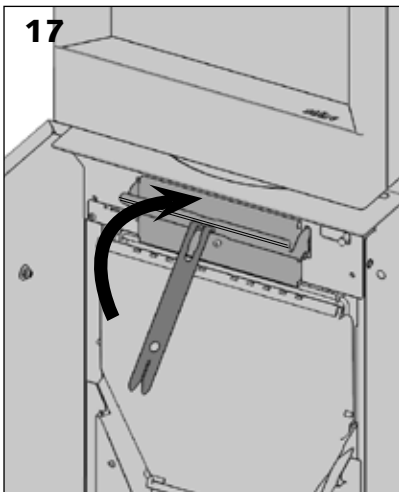
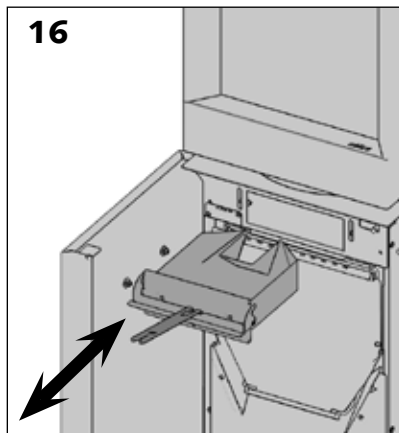
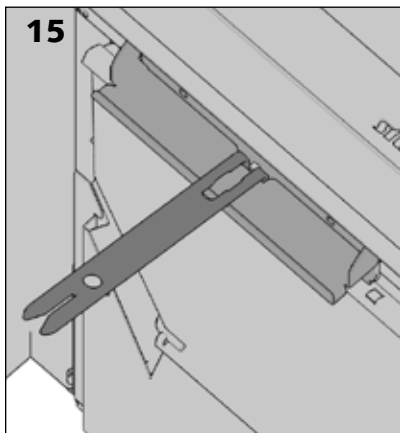
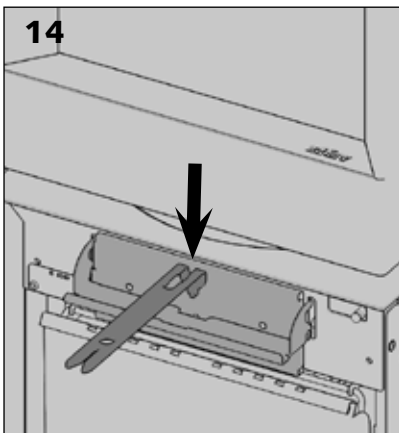
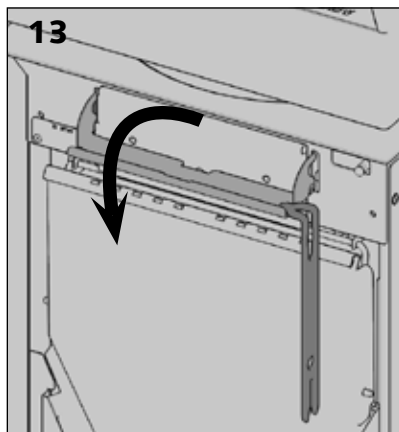
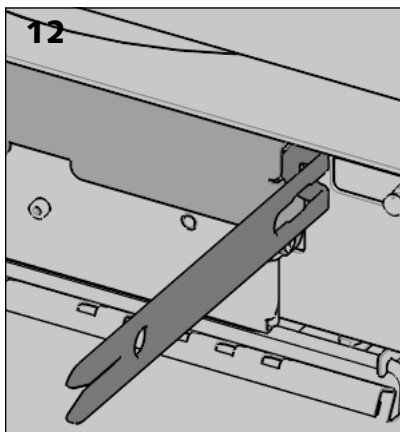
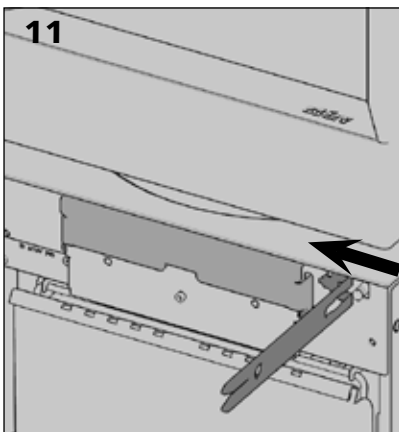
Never touch the ashpan when the appliance is operating (risk of burns).

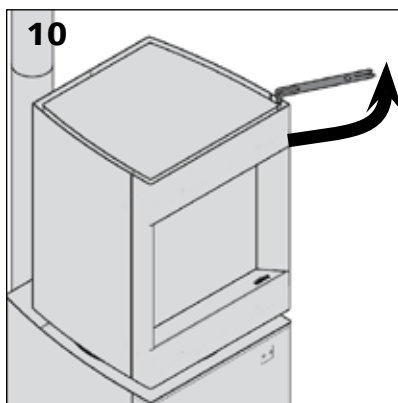
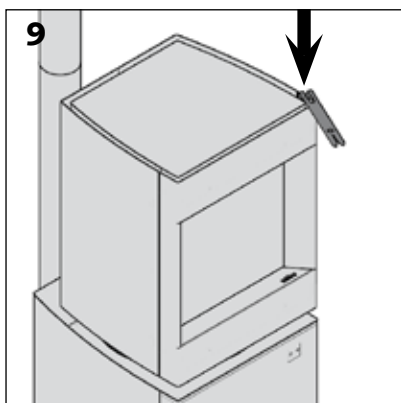
Ensure that the embers and ashes are cold before disposing of them in a container that can be burned or melted.

Once empty, put the ashpan back firmly into position, and make sure it is fully closed. If it is not, the device will emit a LEAK alarm.



If you need to operate the grille or remove the ashpan when the appliance is hot, do these various operations using the control key.



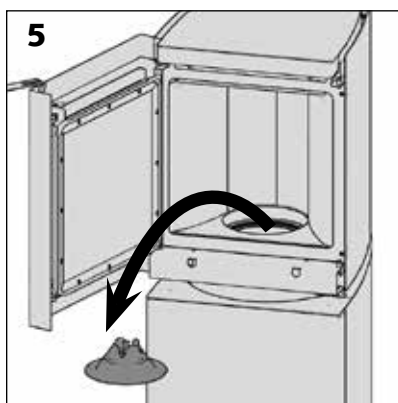
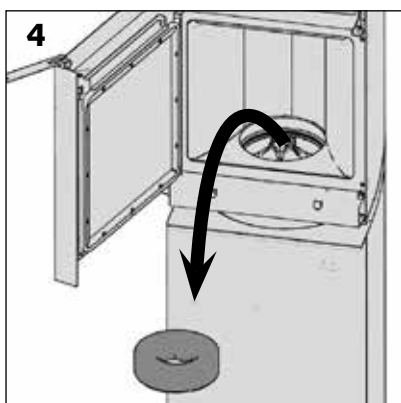
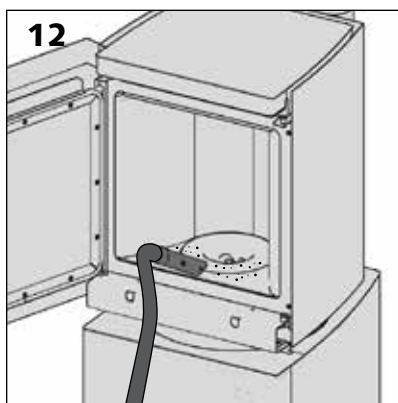
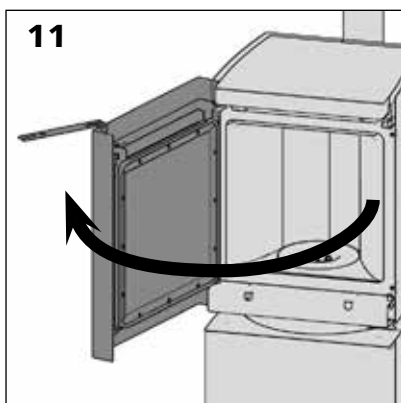


### Cleaning the combustion chamber

- > Open the combustion chamber door using the control key [diagrams 9, 10 and 11].
- > Vacuum the inside of the combustion chamber [diagram 12].
- > Take care to close the door using the control key. Ensure that the door is securely locked.

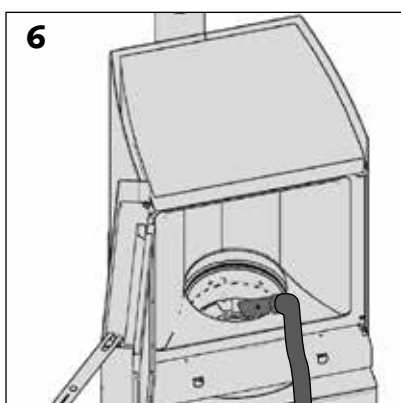
#### Caution!

Do not open the door of the lantern while the unit is hot.



### Cleaning the ash removal grille

- > Remove the vermiculite ring.
- > Remove the flame modeller.
- > Vacuum the grilles.





Annual maintenance for your Stûv P-10 is essential to make sure it works properly, and must be carried out by a **professional approved by Stûv**.

**Once a year or after running for a total of 1,500 hours** (the remote control will display a message to warn you that it's time to get in touch with the professional responsible for servicing your device [figure 1]), you should:

- empty and clean the pellet hopper.

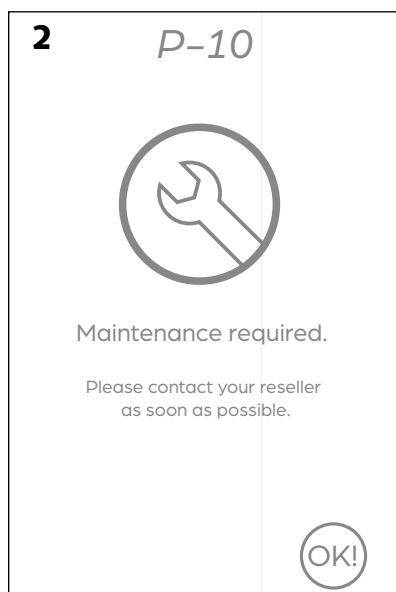
**Warning!**

**Only fill the hopper when you next use the device (to avoid the pellets deteriorating).**

- clean the extractor, its housing, the 2 smoke collectors and the pressure safety point
- clean the exchanger.
- clean the flue pipe to the chimney and sweep the chimney.
- check the door seal and replace if necessary.
- check the extractor seal and replace if necessary.
- check the burner supply elbow, replace it if necessary.
- check the pressure relief valve and replace if necessary.
- check the overheating indicator.
- check and clean the different parts of the burner.
- Re-start the counter calculating the number of hours the device is in operation before the next maintenance work needs to be carried out (in the "installer" menu on the remote control).

**N.B.:**

**Stûv's statutory and extended guarantee are not valid for devices that have not been maintained as described above.**



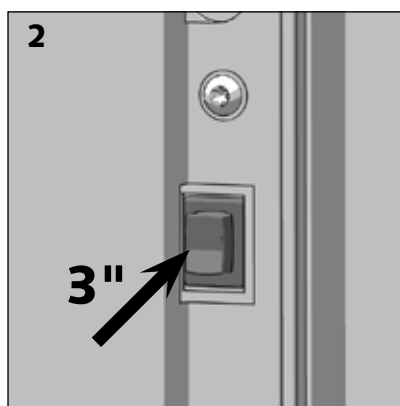
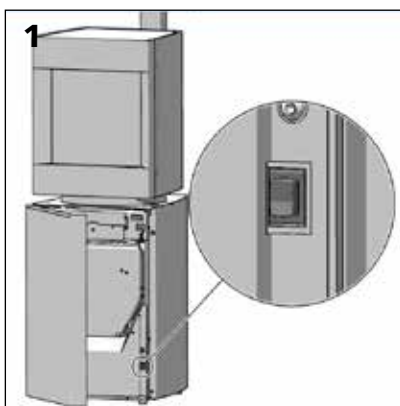
Annual maintenance

Make sure you keep this chart and ask your chimney expert to fill it in whenever they carry out maintenance work. In the event of a problem, Stuv's statutory and extended guarantee will only be valid for devices that have been maintained in accordance with the methods described in the previous chapter.

Date	Total operating hours	Sweeping	Cleaning the pellet hopper	Cleaning the smoke extractor	Cleaning the exchanger	Checking the seals	Checking the different parts of the burner	Restart hour counter	Carried out by	Comments (please note all alarms recorded etc.)
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## IN CASE OF PROBLEMS...

### Emergency switch



In the event of a malfunction or if the remote control is lost, the appliance is equipped with an emergency stop switch [Figure 1].


Press for 5 seconds on the switch and the stove goes into blackout mode [Figure 2].


This switch may also be used in the same way to turn the stove on, if necessary. The appliance will then start in the last mode used (except for calendar mode).

**However, we recommend that the use of the remote control is preferable.**

### Acknowledgement of an alarm.

When an alarm is triggered, the stove makes a noise and displays a warning message.

To confirm that the user is aware of what has happened, you need to press and hold the  button.

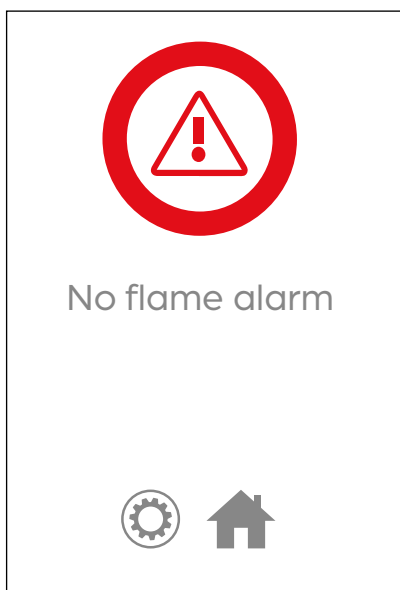
**(warning: for some alarms, you need to wait 5 minutes before you can clear the alarm by pressing  .)**

Once you have done this, the stove will go into "cooling" mode.

Reminder:

Putting the appliance into alarm mode deactivates calendar mode.


### Alarm signals



#### "No flame" alarm

This alarm indicates an abnormally low smoke temperature signifying that the flame is probably out.

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Once the device has gone out and cooled down, remove the ash, making sure that **no unburned pellets are left on the burner grille** and empty the ash pan.
- > Make sure there are still enough pellets in the hopper. If not, fill the hopper and try to light the device again. If the alarm starts again, contact the installer.
- > If the hopper is full or the alarm is displayed when there is a flame, contact the installer.




Negative pressure alarm



#### Negative pressure alarm


This alarm indicates a pressure switch malfunction or a lack of negative pressure.

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > **Once the device has gone out and cooled down, remove the ash and empty the ash pan.**
- > Restart the device. If the alarm starts again, contact the installer.




Not lit alarm



#### "Not lit" alarm

This alarm indicates an ignition fault.

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > **Warning!**  
Once the device has gone out and cooled down, **remove the ash and thoroughly clean the burner grille (see chapter entitled "weekly maintenance"), making sure that no unburned pellets are left on the burner grill** then empty the ashpan.
- > Make sure there are still enough pellets in the hopper.  
If not, fill the hopper.
- > Restart the device. If the alarm starts again, contact the installer.




Screw 1 alarm




#### "screw 1" alarm


This alarm indicates a malfunction of the primary screw or its speed sensor.

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Contact the installer.




Screw 2 alarm




**“screw 2” alarm**


This alarm indicates a malfunction of the secondary screw or its speed sensor.

**If this alarm is displayed:**

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Once the device has gone out and cooled down, **remove the ash and thoroughly clean the burner grille (see chapter entitled “weekly maintenance”), making sure that the pellet feed tube is not blocked by a clump of ash or unburned pellets. If necessary, clean the end of the tube with a vacuum cleaner.**
- > Restart the device. If the alarm starts again, contact the installer.




Room sensor alarm




**“Room sensor” alarm**


This alarm indicates a malfunction of the ambient temperature sensor on the appliance.

**If this alarm is displayed:**

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Contact the installer.




Screw speed ratio alarm




**“Screw speed ratio” alarm**


This alarm indicates a poor speed ratio between screws 1 & 2.

**If this alarm is displayed:**

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Contact the installer.




Max. temperature alarm

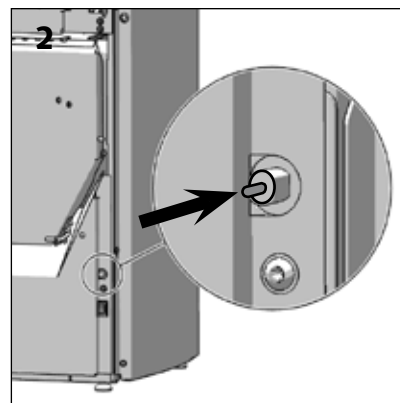
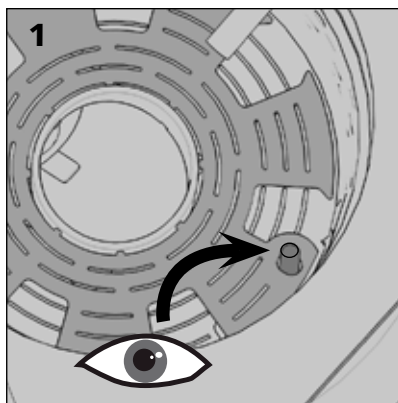


### “Max. temperature” alarm

This alarm indicates that the appliance is overheating.

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Once the device has gone out and cooled down, **remove the ash and thoroughly clean the burner grille (see chapter entitled “weekly maintenance”)**.
- > Make sure that the grille is in the correct position [diagram 1].
- > Rearm the safety switch. The red button on the switch will only rearm if the device is cool [diagram 2].
- > Restart the device. If the alarm starts again, contact the installer.




Smoke sensor alarm

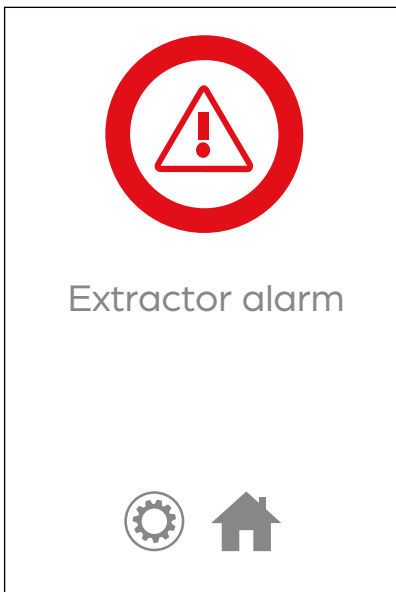


### “Smoke sensor” alarm

This alarm indicates a malfunction of the smoke temperature sensor on the appliance.

#### If this alarm is displayed:


- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Contact the installer.

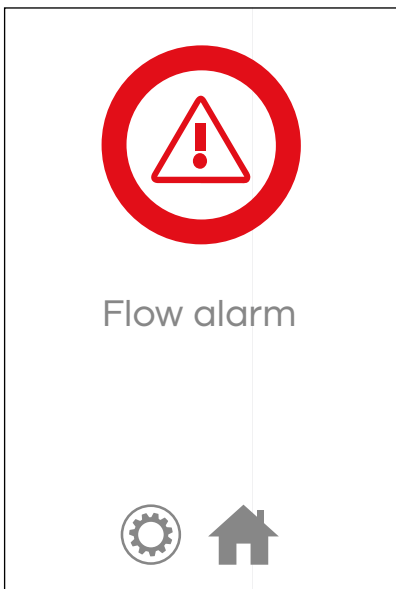


### “Extractor” alarm

This alarm indicates a malfunction of the smoke extractor or its speed sensor.

#### If this alarm is displayed:


- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Contact the installer.



### “Flow” alarm

This alarm indicates a flow sensor malfunction.

#### If this alarm is displayed:


- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Contact the installer.

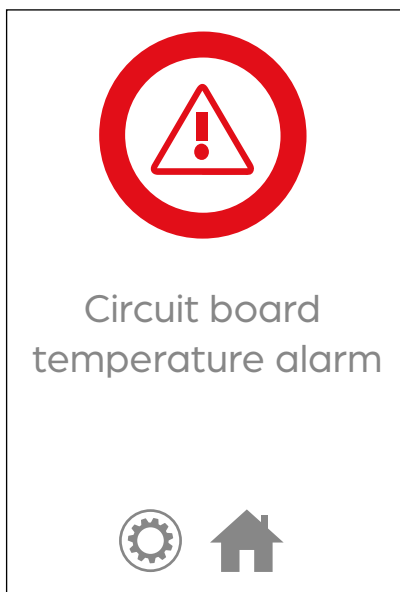


### “Smoke temperature” alarm

This alarm indicates that a smoke temperature has been measured that is too high.

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding 
- > Let the device go out
- > Once the device has gone out and cooled down, remove the ash and empty the ash pan.
- > Check the quality of the pellets being used. If the pellets are too short, the temperature of the smoke will be too high. If you aren't sure, change the pellets.
- > Restart the device. If the alarm starts again, contact the installer.

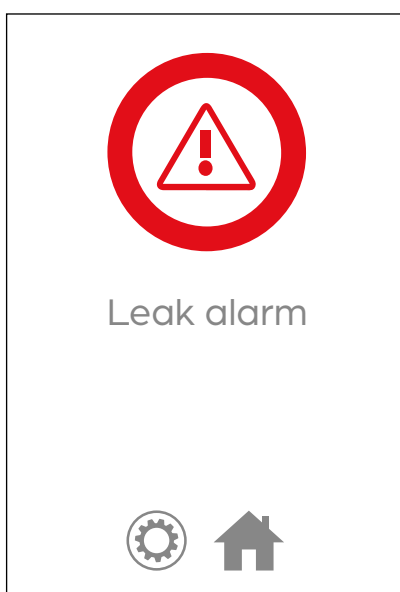


**“circuit board temperature” alarm**

This alarm appears when the electronic card exceeds 70°C.

**If this alarm is displayed:**

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding
- > Let the device go out
- > Contact the installer.

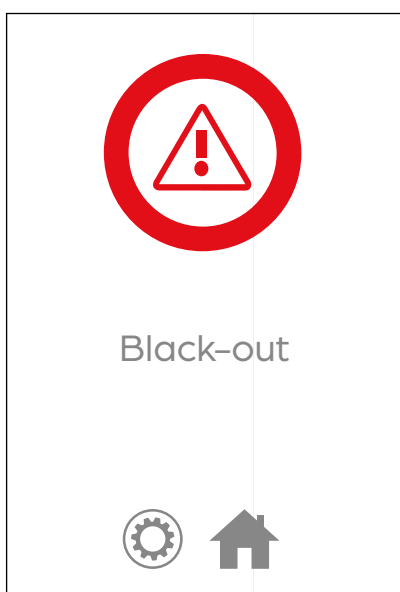


**“Leak” alarm**

This alarm appears when the flow sensor measures a flow rate that is too low.

**If this alarm is displayed:**

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding
- > Let the device go out
- > Once the device has gone out and cooled down, remove the ash and empty the ash pan.
- > Make sure the lantern door is closed properly and locked shut. Make sure that the pellet loading valve is closed and no pellets are stuck in its seal. Make sure that the ashpan is right at the back of its housing and properly closed and locked shut. Make sure that the chimney flue and/or the flue outlet are not blocked.
- > Restart the device. If the alarm starts again, contact the installer.



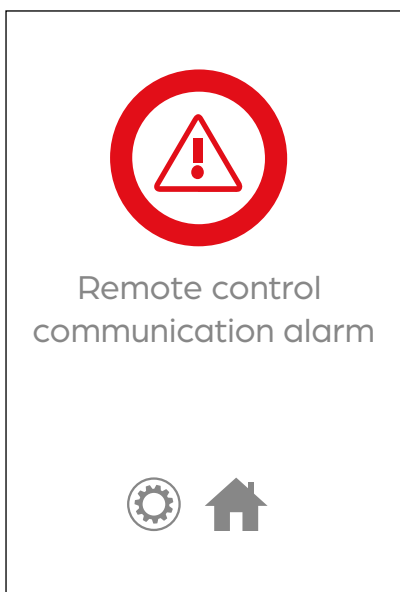
**“Blackout” alarm**

This alarm occurs when the appliance is deprived of electricity for more than 10 minutes when the stove is operating.

**Si cette alarme s'affiche :**

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding
- > Let the device go out
- > Once the device has gone out and cooled down, remove the ash, making sure that **no unburned pellets are left on the burner grille** and empty the ash pan.
- > Restart the device.





### “Remote control communication” alarm

This alarm is triggered when the remote control can no longer communicate with the stove.

**If this alarm is triggered:**

- > Bring the remote control closer to the fireplace, it may be out of range.
- > If the device was working when the alarm was triggered, it will carry on functioning in the last known mode until the pellet hopper is empty or the emergency stop button is used.
- > If the device was off when the alarm went off, make sure it is plugged in and switched on.
- > If the device is switched on, complete the remote control pairing procedure described on page 14.
- > If the alarm continues, contact the installer.



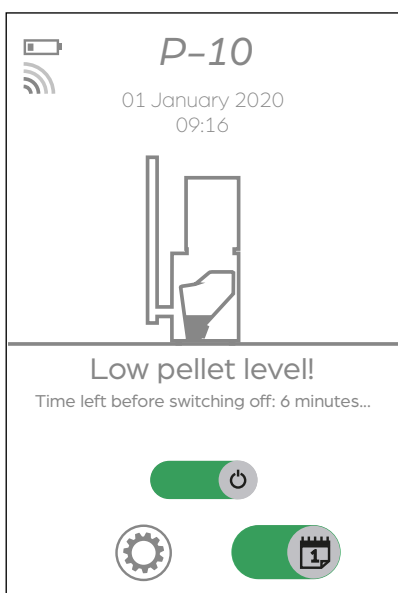
### “Thingsplay/Hottoh communication” alarm

This alarm is triggered when the receiving antenna is no longer communicating with the stove's PCB.

**If this alarm is triggered:**

- > If the device was working when the alarm was triggered, it will carry on functioning in the last known mode until the pellet hopper is empty or the emergency stop button is used.
- > Once the device has gone out and cooled down, contact the installer.

## Alarm signals (continued)



### "Low pellet" Pre-alarm

This alarm indicates that the level of pellets in the hopper is low. If the hopper is not reloaded within the period indicated on the remote control, the stove will turn off and will show "pellets empty".



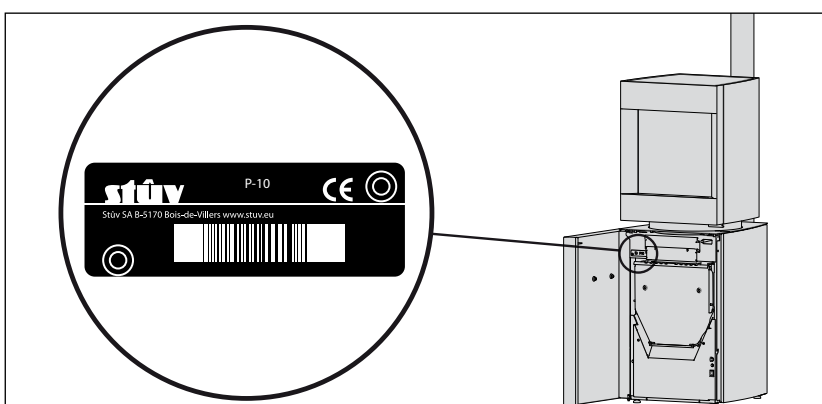
### "Out of pellets" alarm

This alarm tells you that the stove is about to go out or has gone out because the pellet hopper is empty.

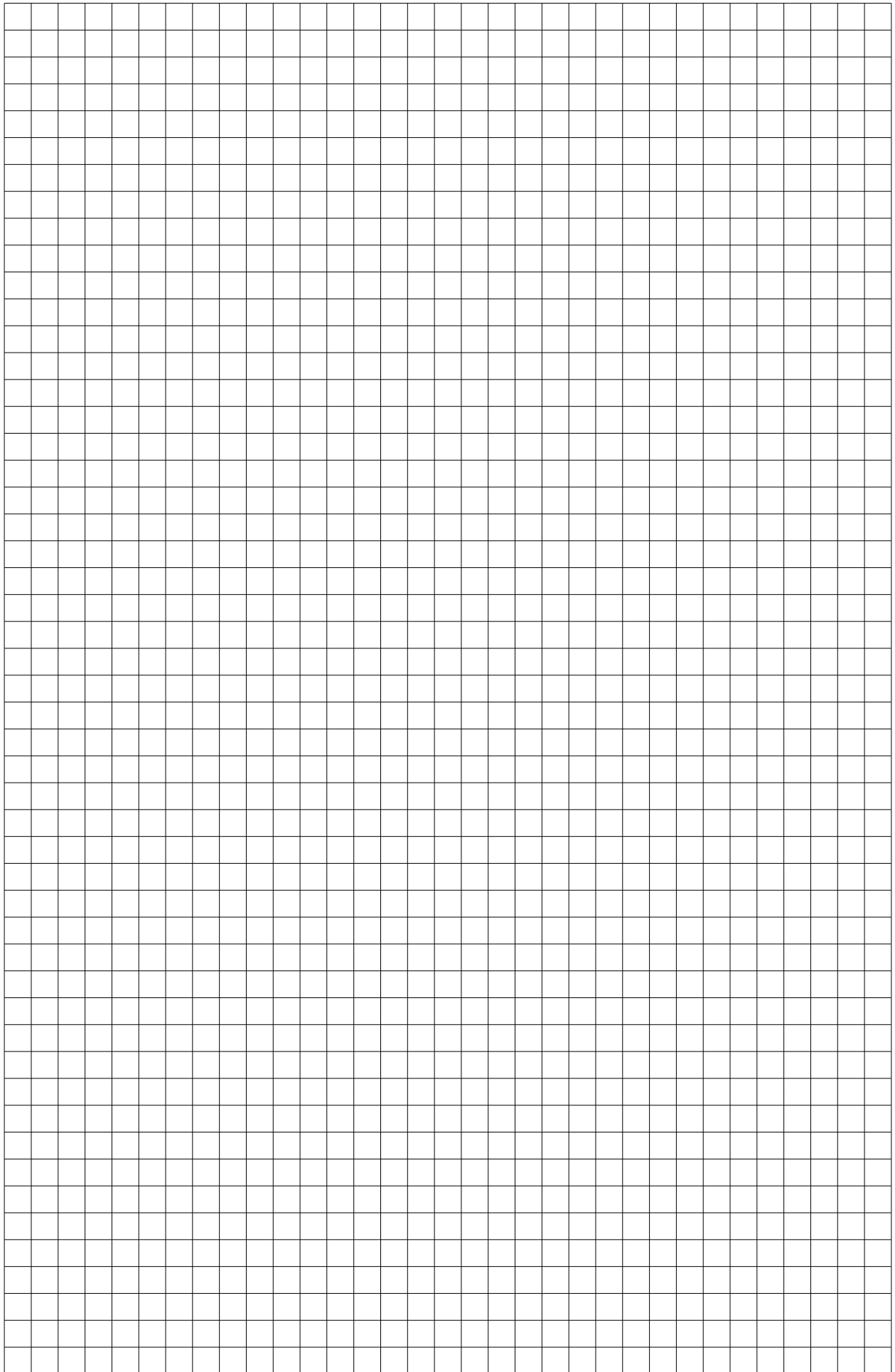
#### If this alarm is displayed:

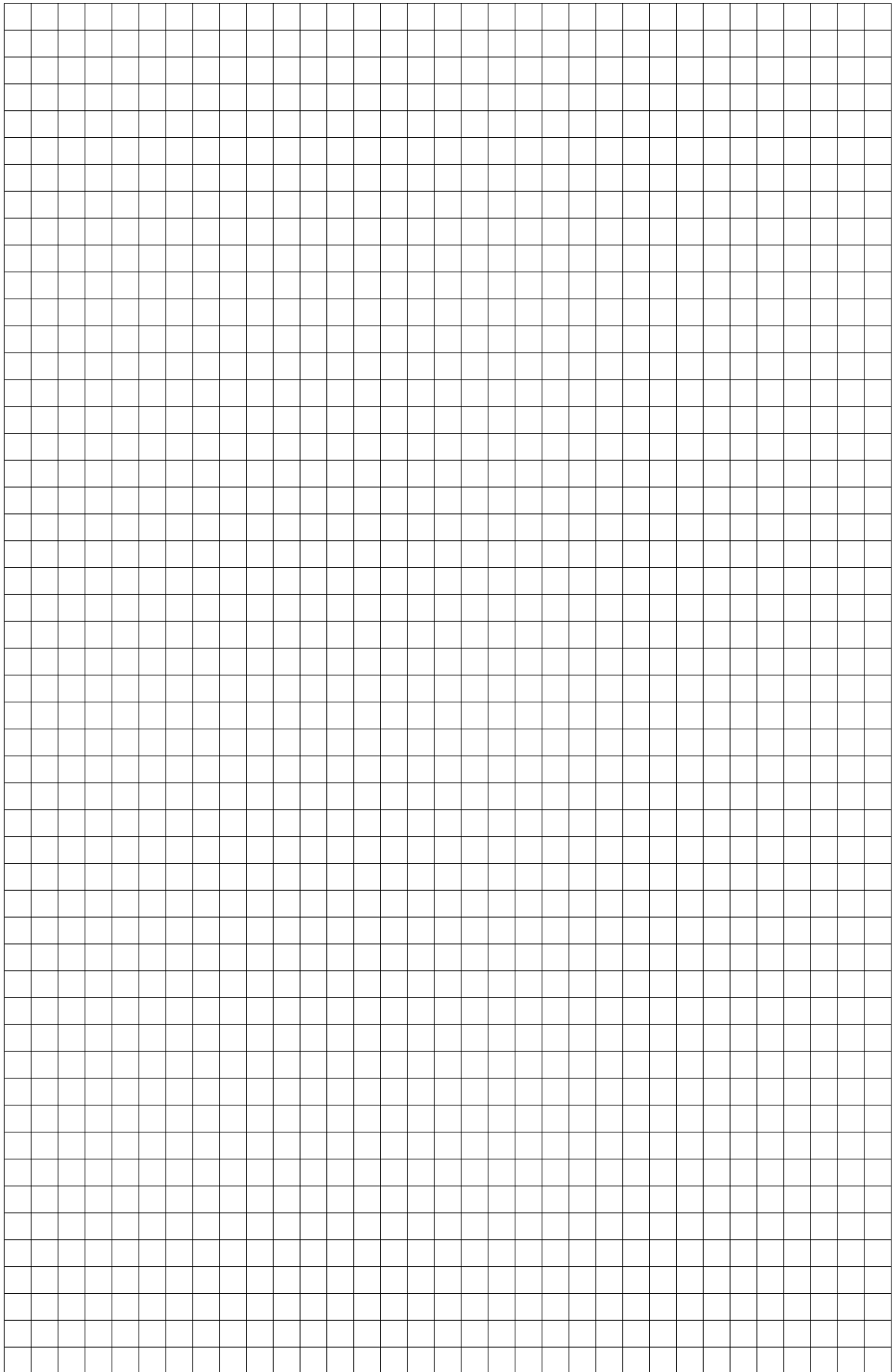
- > Let the device go out
- > Once the device has gone out and cooled down, remove the ash.
- > Fill the pellet hopper before restarting the device.

## Location of the serial number



If you encounter a problem or if you notice any deterioration, please contact your installer, telling them the serial number of your appliance.





Product datasheet  
EU 2015/1186


**stuv**

**Stûv s.a**

Rue Jules Borbouse, 4  
B-5170 Bois-de-Villers  
info@stuv.com - www.stuv.com

Model reference:

**Stûv P-10**

Energy efficiency rating	 <b>A++</b>
Direct thermal power	<b>8.0 kW</b>
Indirect thermal power	–
Energy efficiency index	<b>130</b>
Output at rated thermal input	<b>90.5%</b>
Output at minimum capacity	<b>94,5%</b>
<p>Special precautions that must be taken during assembly, installation or maintenance of the decentralised heating device:</p> <p><b>Consult the installation, usage and maintenance instructions</b></p>	

## DECLARATION OF PERFORMANCE (EU 305-2011)

### Stûv P-10

Domestic wood pellet heating appliance  
complying with the EN 14785 : 2006 standard  
Recommended fuel: Wood pellets only

Manufactured by:

### Stûv s.a

Rue Jules Borbouse, 4 B-5170 Bois-de-Villers  
Tél: +32(0)81.43.47.96 – Fax: +32(0)81.43.48.74  
info@stuv.com www.stuv.com

Notified body:

**1881 – IMQ Primacontrol**

Via dell'Industria, 55, San Vendemiano TV, Italia

System to assess and check the consistency of performance: 3

Test report number: CPR\_15\_022

Document number: QA151478501-EN

European standards		EN 14785 : 2006
European standards		Performance
CO emissions	At rated power:	0,001 %
	At reduced power:	0,028 %
Smoke temperature at nominal power		173 °C
Heating power	Nominal:	8 kW
	Distributed in the room:	2.4 kW
	Distributed in water:	- kW
Output	At rated power:	90,5 %
	At reduced power:	94,5 %
Maximum water pressure when operating		-
Surface temperature		Pass
Surface temperature		Pass
Electrical safety		Pass
Mechanical resistance (for the pipe to withstand)		NPD
<b>Fire safety</b>		
Reaction to fire		A1
Minimum distances in relation to combustible materials	Rear insulation thickness	70 mm
	Side insulation thickness	100 mm
	Top insulation thickness	500 mm
	Front insulation thickness	1000 mm
	Insulation thickness in relation to the floor	0 mm
Fire risk after burning fuel has fallen		Pass

The performance of the product identified above is in accordance with the stated performance. In accordance with Regulation (EU) No 305/2011, this declaration of performance is drawn up under the sole responsibility of the manufacturer mentioned above.

Bois-de-Villers, 2017

Gérard Pitance

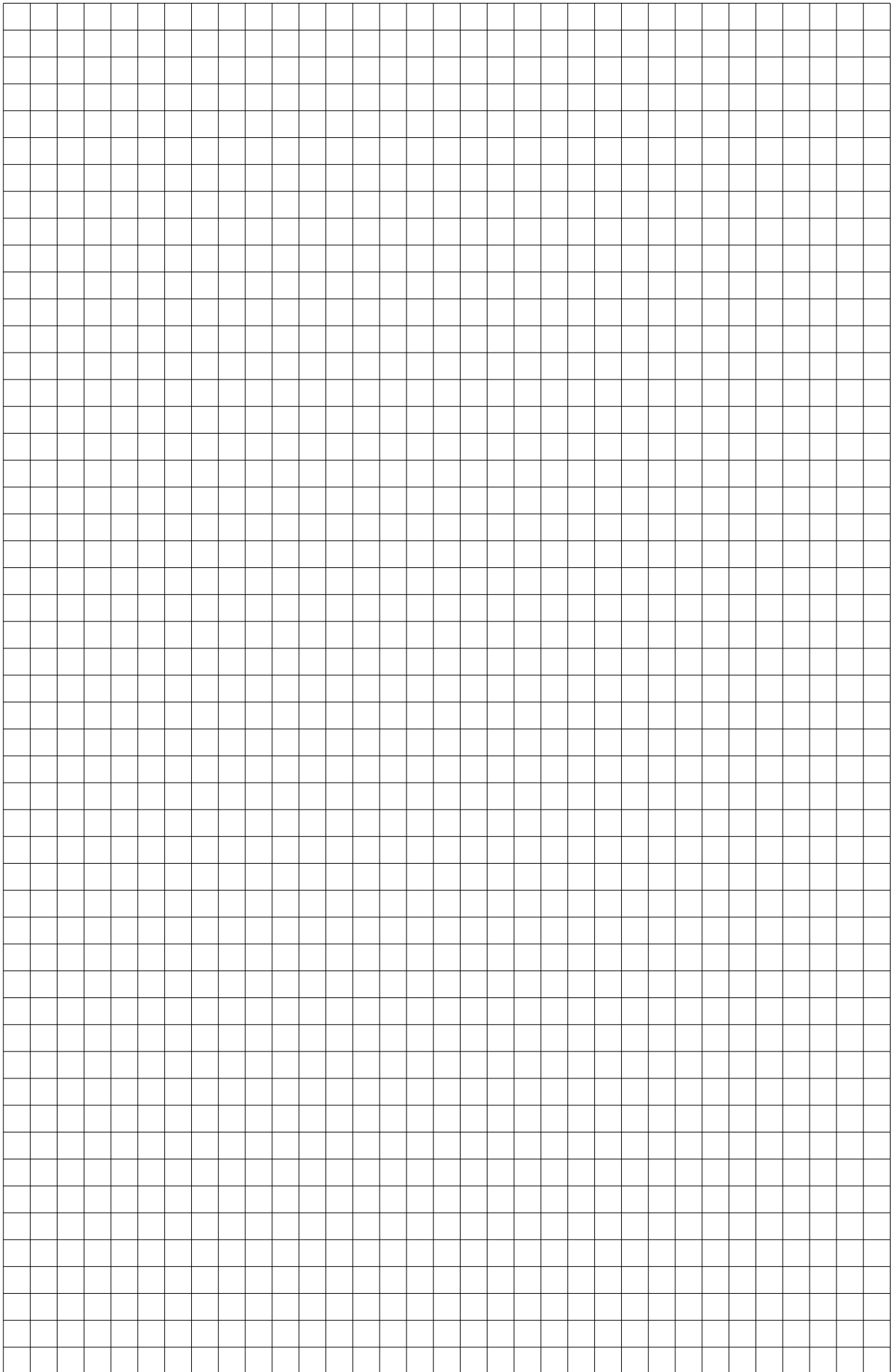


Chief Executive and Founder

Jean-François Sidler



Managing Director and Chief Executive



## THE EXTENSION OF THE STÛV GUARANTEE: A SIMPLE PROCEDURE FOR MORE PEACE OF MIND.



This fireplace has been designed to offer you maximum pleasure, comfort and safety. Manufactured with great care, from quality materials and components, it will give you satisfaction for many years.

If, despite our best efforts, a fault should occur, we undertake to resolve it.

If you complete the guarantee form within 30 days, Stûv will offer you an extension to the statutory warranty.

### Stûv extended warranty

Stûv's extended warranty affects any user of a Stûv appliance (end purchaser). It takes effect on the date of the original sales invoice from the seller to the buyer for new stoves (which have not been subject to being exhibited or used). For second-hand stoves, it will run from the date of the original Stûv sales invoice to the seller.

### Duration of the guarantee

The statutory warranty on the components covered is 2 years.

### The extended warranty period is:

**3** years on the body of the stove

**2** years on the electrical and electronic components (fan, thermostat, switch, wiring, etc.)

**3** years on other components (base grate, door mechanism, hinges, pulleys, runners, clasps,...)

The right to benefit from extension of the guarantee is subject to adherence to the applicable conditions and the accuracy of the information provided to Stûv.

### Extended warranty application conditions



1. Have purchased the stove from one of our official resellers. A list of these is available on our website [www.stuv.com](http://www.stuv.com)



2. Complete the online form on <http://tech.stuv.com/en/pellets/warranty/guarantee-extension.html> within 30 days of the date of the invoice for the balance.



Only duly completed forms will be valid.



You will then receive your Stûv warranty certificate, by email, to the address indicated. Keep this document in a safe place. In the event of a problem with your stove, please contact your dealer. You should show them this certificate for the commercial warranty to be effective.

### Stûv stoves are guaranteed against:

- manufacturing faults,
- faults with the paintwork on the visible external parts of the stove

### The statutory warranty and extended warranty do not cover:

- the components subject to wear and tear (e.g. ash removal grill, vermiculite, seals, flame modeller, control key) which have to be replaced from time to time in normal usage,
- the ash grill stand and stove glass.
- discolouration appearing in the steel after use,

- faults that have occurred during, or that are the total or partial consequence of:

- > failure to comply with the installation, usage and maintenance advice and recommendations,
- > assembly/installation, modification or repair by a third party,
- > installation by an unapproved installer,
- > failure to follow the installation instructions,
- > modifications made by the installer,
- > a lack of maintenance,
- > an external cause such as flooding, lightning, fire etc.,
- > the use of an inappropriate fuel (only pellets that comply with the Enplus/DINplusA1 norm are appropriate). Please refer to the operating instructions.
- > an obstruction, even if only partial, of the air supply inlet or smoke outlet,
- > an inappropriate smoke duct for installation.

- heat cracks usually appearing in the surrounding walls,

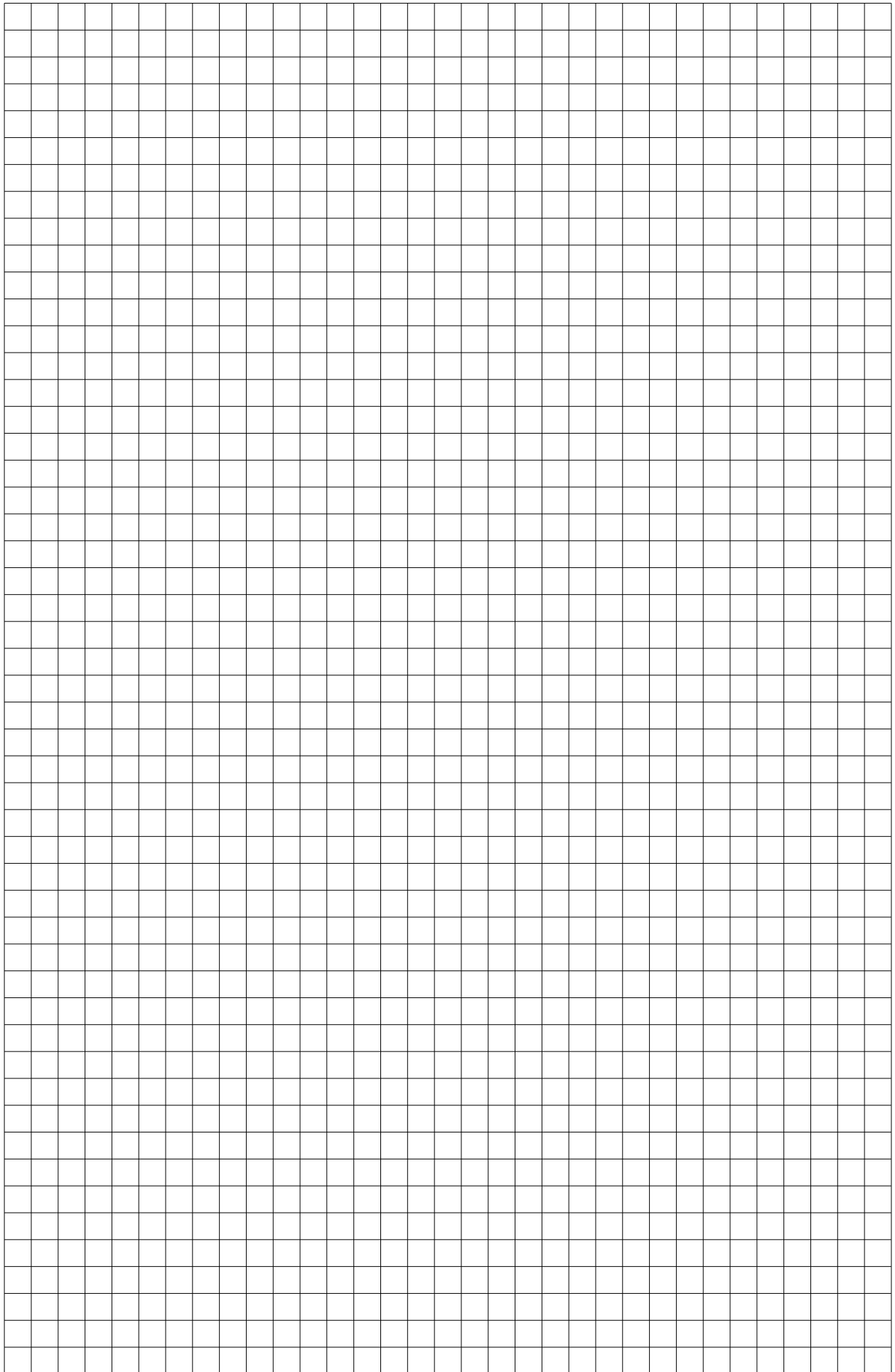
The guarantee is restricted to the exchange of components recognized as defective excluding replacement, compensation and interest costs. The replacement components supplied under the guarantee are guaranteed for the remainder of the guarantee period.

### Your responsibility

\* extension of the legal guarantee (of 2 years) to 3/2/3 years subject to adherence to the applicable conditions (see box)







## CONTACTS

**Stûv stoves are designed and  
manufactured in Belgium by:**

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B-5170 Bois-de-Villers (Belgium)  
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Stûv reserves the right to make changes without prior notice.  
These instructions have been produced with the greatest of care.  
However, we do not accept responsibility for any errors that may have been made.  
Editor: Gérard Pitance - rue Jules Borbouse 4 - 5170 Bois-de-Villers - Belgium

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Contact your distributor or visit [www.stuv.com](http://www.stuv.com)

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