

# Directions for use

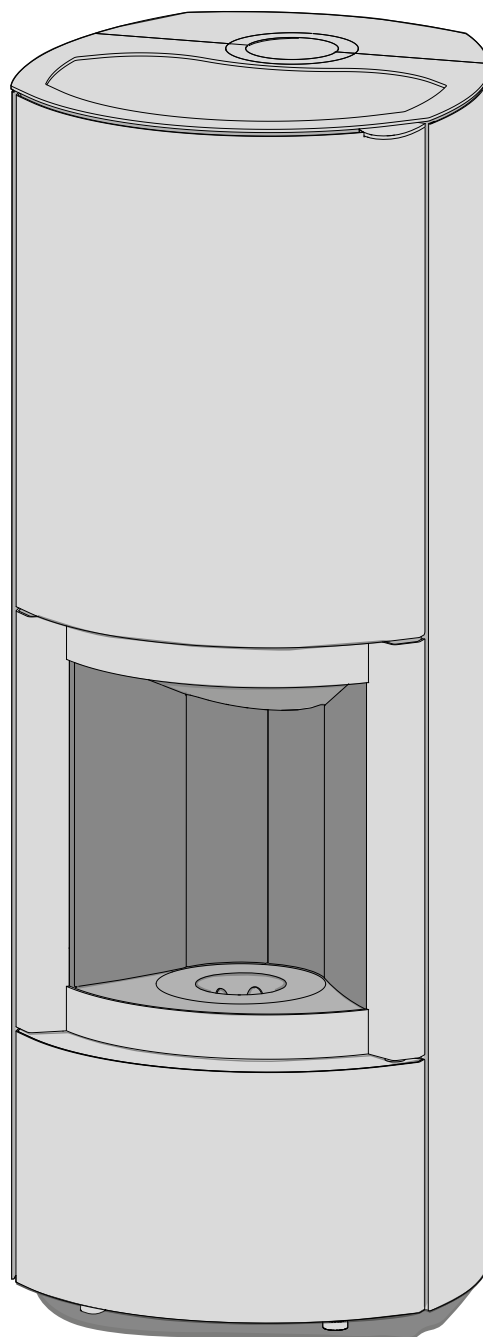
To give to the user

EN

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**stuv** *P20-S*

September 2024

APF 137

239795 > ...

# 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 P20-S stove (for intermittent operation) complies with the requirements of European Standards **EN 14785** in terms of efficiency, gas emissions, safety etc....

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

Stûv P20-S is covered by:

patents nos.:

EP 2304319

JP 5390603

US 8.904.944

US 8.826.899

+ Patents pending

model drawing nos.:

8044366-0002

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



#### Stûv P20-S

System mass

175 kg

#### Calculation data for ducts according to EN13384-1

|                                                                     | Minimum power | Maximum power |
|---------------------------------------------------------------------|---------------|---------------|
| CO2 emissions                                                       | 7,7 %         | 13,3 %        |
| Heat power                                                          | 3,7 kW        | 8,1 kW        |
| Performance                                                         | 90,7 %        | 90,3 %        |
| T°                                                                  | 141°C         | 222°C         |
| Weight-flow ratio of smokes                                         | 3,7 g/s       | 4,9 g/s       |
| Recommended draught                                                 | 3 Pa          | 6 Pa          |
| Minimum draught at the output of the appliance for flue calculation | 0 Pa          | 0 Pa          |

#### Requirements relating to the electrical power supply

|                                                     |       |
|-----------------------------------------------------|-------|
| Voltage                                             | 230 V |
| Frequency                                           | 50 Hz |
| Electric power consumption on ignition              | 360 W |
| Electrical power consumption under normal operation | 24 W  |
| Electrical power consumption in stand by mode       | 3 W   |



**Requirements relating to fuel**

|                  |                          |
|------------------|--------------------------|
| Recommended fuel | exclusively wood pellets |
| Certification    | Din plus, EN plus A1     |
| Diameter         | 6 mm                     |

**Air supply requirements**

|                                                                                                                              |                    |
|------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Minimum diameter of the air supply duct 60 mm                                                                                | 60 mm              |
| Maximum length of air supply duct 5 m                                                                                        | 5 m                |
| Maximum number of 90° bends 4                                                                                                | 4                  |
| Minimum cross-section of combustion air supply from outside<br>(when the stove is not connected directly to the outside air) | 30 cm <sup>2</sup> |



In all cases, your installation must comply with standards EN 15287-1 or -2 and their appendices.  
Consequently, your smoke flue must comply with standard EN 13384 -1 and its appendix.

## Technical parameters for decentralised solid fuel heaters

according to commission (EU) 2015/1185 and 2015/1186 and Ecodesign regulations



### Details of the device:

|                                 |            |                                                     |                 |
|---------------------------------|------------|-----------------------------------------------------|-----------------|
| Model reference(s):             | STUV P20 S | Notified body / body number:                        | ACTECO / 1080   |
| Equivalent models:              | -          | Test report number:                                 | 1880-CPR-086-22 |
| Indirect heating functionality: | no         | Applied harmonized standards:                       | EN 14785 : 2006 |
| Direct thermal power:           | 8,1 kW     | Other applied standards / technical specifications: | -               |
| Indirect thermal power :        | 0,0 kW     |                                                     |                 |

### Details of the reference fuel (only one) :

| Fuel                                                | Reference fuel (only one): | Other eligible fuel (s): | Seasonal space heating energy efficiency $\eta_s$ [%]: | Emissions from space heating at rated thermal output (*) : |      |      |                 | Emissions from space heating at minimum heat output (**) (**) : |      |      |                 |
|-----------------------------------------------------|----------------------------|--------------------------|--------------------------------------------------------|------------------------------------------------------------|------|------|-----------------|-----------------------------------------------------------------|------|------|-----------------|
|                                                     |                            |                          |                                                        | PM                                                         | OGC  | CO   | NO <sub>x</sub> | P                                                               | OGC  | CO   | NO <sub>x</sub> |
|                                                     |                            |                          |                                                        | [x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> )               |      |      |                 | [x] mg/Nm <sup>3</sup> (13% O <sub>2</sub> )                    |      |      |                 |
| Wood logs with a moisture content $\leq 25\%$       | no                         | no                       | N.A.                                                   | N.A.                                                       | N.A. | N.A. | N.A.            | N.A.                                                            | N.A. | N.A. | N.A.            |
| Compressed wood with a moisture content of $< 12\%$ | yes                        | no                       | 87                                                     | 6                                                          | <1   | 4    | 89              | 3                                                               | <1   | 188  | 60              |
| Any other fuel                                      | no                         | no                       | N.A.                                                   | N.A.                                                       | N.A. | N.A. | N.A.            | N.A.                                                            | N.A. | N.A. | N.A.            |

(\*) P = particulate matter, OGCs = organic gaseous compounds, CO = carbon monoxide, NO<sub>x</sub> = nitrogen oxides.

(\*\*) Only required if correction factors F(2) or F(3) are applied

### Characteristics when operating with the reference fuel (only one) :

| Characteristics                                | Symbol              | Value | Unit | Characteristics                                                       | Symbol           | Value | Unit |
|------------------------------------------------|---------------------|-------|------|-----------------------------------------------------------------------|------------------|-------|------|
| <b>Heating output</b>                          |                     |       |      | <b>Useful efficiency (NCV as received)</b>                            |                  |       |      |
| Thermal output                                 | P <sub>nom</sub>    | 8     | kW   | Useful efficiency at nominal heat output                              | $\eta_{th, nom}$ | 90,3  | %    |
| Minimum thermal output (indicative)            | P <sub>min</sub>    | 3,7   | kW   | Useful efficiency at minimum heat output (indicative)                 | $\eta_{th, min}$ | 90,7  | %    |
| <b>Auxiliary power consumption</b>             |                     |       |      | <b>Type of heat output/room temperature control (select only one)</b> |                  |       |      |
| At nominal heat output                         | e <sub>l, max</sub> | 0,024 | kW   | single stage heat output control, no room temperature control         |                  | no    |      |
| At minimum heat output                         | e <sub>l, min</sub> | 0,026 | kW   | two or more manual stages, no room temperature control                |                  | no    |      |
| In standby mode                                | e <sub>l, SB</sub>  | 0,004 | kW   | with mechanic thermostat room temperature control                     |                  | no    |      |
| <b>Permanent pilot flame power requirement</b> |                     |       |      | with electronic room temperature control                              |                  | no    |      |
| Pilot flame power requirement (if applicable)  | P <sub>pilot</sub>  | N.A.  | kW   | with electronic room temperature control plus day timer               |                  | no    |      |
| <b>Energy efficiency</b>                       |                     |       |      | with electronic room temperature control plus week timer              |                  | yes   |      |
| Energy efficiency index:                       | -                   | 128   | -    | <b>Other control options (multiple selections possible)</b>           |                  |       |      |
| Energy efficiency class:                       | -                   | A+    | -    | room temperature control, with presence detection                     |                  | no    |      |
|                                                |                     |       |      | room temperature control, with open window detection                  |                  | no    |      |
|                                                |                     |       |      | with distance control option                                          |                  | yes   |      |

### Characteristics when operating with the reference fuel (only one) :

Fire protection and safety distances, such as distances to combustible building materials, must be observed! An adequate supply of combustion air to the appliance must be guaranteed at all times. The flue gas values of the appliance must be observed when dimensioning the chimney!

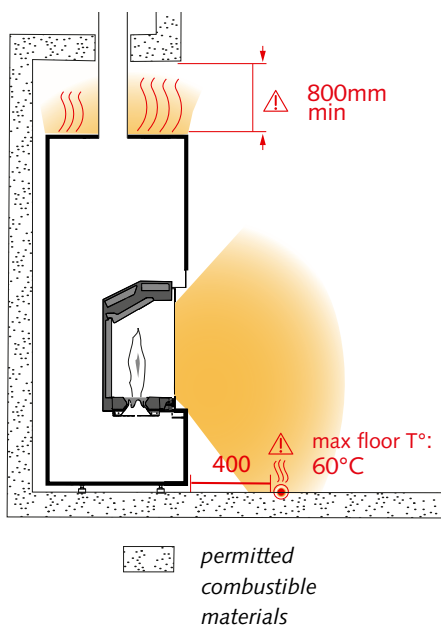
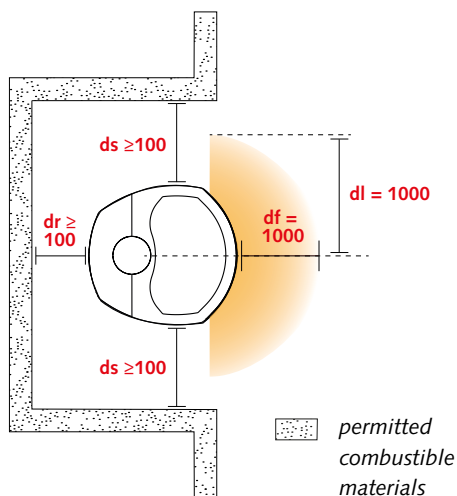
|            |                                                                           |
|------------|---------------------------------------------------------------------------|
| Fabricant: | STUV SA                                                                   |
| Contact:   | Thomas Duquesne<br>Science & Technology Manager<br>certifications@stuv.be |
| Adresse:   | Rue Jules Borbouse,4<br>5170 Bois-de-Villers<br>Belgique                  |

Gérard Pitance  
Administrateur délégué et Fondateur

Jean-François Sidler  
Directeur Général et Administrateur délégué

## Stûv P20-S marking

|                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                            |  |                                                                     |                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|--|---------------------------------------------------------------------|-------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                            | Heating output                                             |  | nominal                                                             | reduced                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Emissions<br>(à 13 % oxygen content)                       |  | P 8.1kW<br>CO 4mg/Nm³<br>NOx 89mg/Nm³<br>OGC <1mg/Nm³<br>PM 6mg/Nm³ | 3.7kW<br>188mg/Nm³<br>60mg/Nm³<br><1mg/Nm³<br>3mg/Nm³ |
| Stûv S.A. Rue Jules Borbouse 4, 5170 Bois-de-Villers<br><b>Stûv P20-S</b><br><b>22</b>                                                                                                                                                                                                                                                                                                                                                                      | Minimum flue gas draught                                   |  | p                                                                   | 6Pa                                                   |
| EN 14785:2006<br><b>Notified Body: 1880</b><br>Declaration of performance number: <b>QA221478501</b><br>Read and follow operating instructions                                                                                                                                                                                                                                                                                                              | Average temperature of the smoke at the appliance's outlet |  | T                                                                   | 222°C                                                 |
| Version française disponible dans la notice d'utilisation<br>Nederlandse versie beschikbaar in de gebruikersgids<br>Deutsche Version in der Installationsanleitung<br>La versione italiana è disponibile all'interno della guida utente<br>Versión española disponible en el manual del usuario<br>Versão portuguesa disponível no Manual do Utilizador<br>Česká verze je k dispozici v uživatelské příručce<br>Wersja polska dostępna w instrukcji obsługi | Minimum clearance distance from combustible materials      |  | dr 100mm<br>ds 100mm<br>df/dl 1000mm<br>dc 800mm<br>db 0mm          | rear<br>sides<br>front<br>top<br>bottom               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Appliance efficiency                                       |  | η <sub>nom</sub> 90.3%<br>η <sub>part</sub> 90.7%                   | nominal<br>reduced                                    |
| <b>Use only recommended fuel :</b><br><b>Wood pellets diameter 6 mm, quality standard EN+A1</b>                                                                                                                                                                                                                                                                                                                                                             | Rated input power                                          |  | 360W                                                                | peak                                                  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Rated voltage                                              |  | 24W                                                                 | average                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Rated frequency                                            |  | 230V                                                                |                                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                            |  | 50Hz                                                                |                                                       |




**ENERG**

Y IJA  
IE IA

**stûv**
P20-S

A++  
A+  
A  
B  
C  
D  
E  
F  
G

A+




**8,1**  
kW

ENERGIA - ЕНЕРГИЯ - ΕΝΕΡΓΕΙΑ - ENERGIJA - ENERGY - ENERGIE - ENERGI

**2015/1186**

## Materials and main components

The Stûv P20-S consists mainly of:

- > Painted steel sheets/tubes for structural and facing elements
- > Vermiculite for the inside of the combustion chamber
- > Cast iron for the structural elements of the burner
- > Aluminium for the smoke extraction flue

> HDPE for the Pellet hopper

> Remote control with PP body and PC screen, lithium-ion battery (optional).

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

## Recommendations for dismantling, recycling and disposal of the appliance at the end of its life cycle

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.



## Legal terms and conditions for use



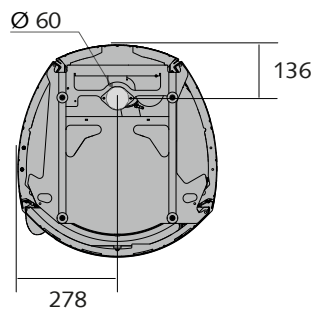
⚠ This appliance must not be used by children under 8 years of age.

⚠ This appliance may only be used by persons with reduced physical, sensory or mental capabilities if they are supervised or trained in the safe use of the appliance.

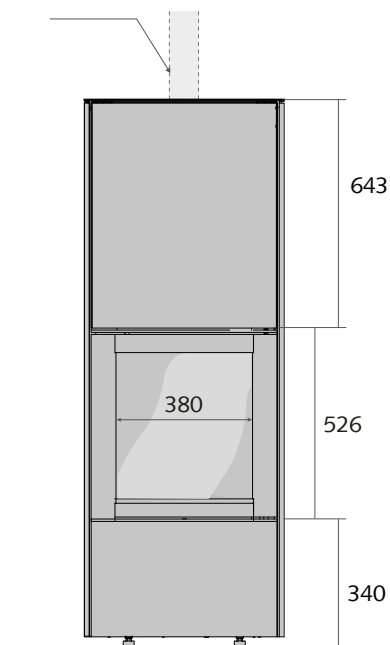
⚠ Cleaning and maintenance by the user must not be carried out by unsupervised children.

⚠ Children must not play with the appliance! Some parts of the stove - the glass and the outer walls - can be very hot even in normal use (rated power) and the radiation from the glass can be high.

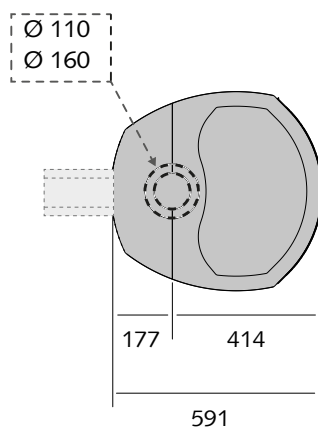
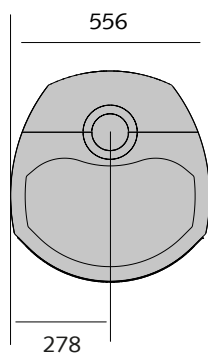
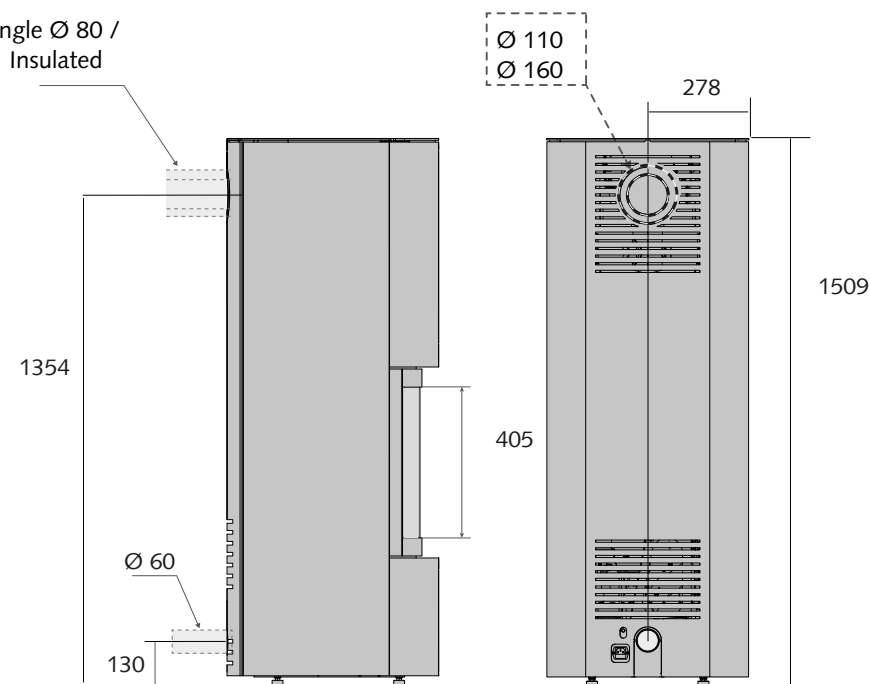
## Stove dimensions



Single Ø 80 /  
Concentric /  
Insulated

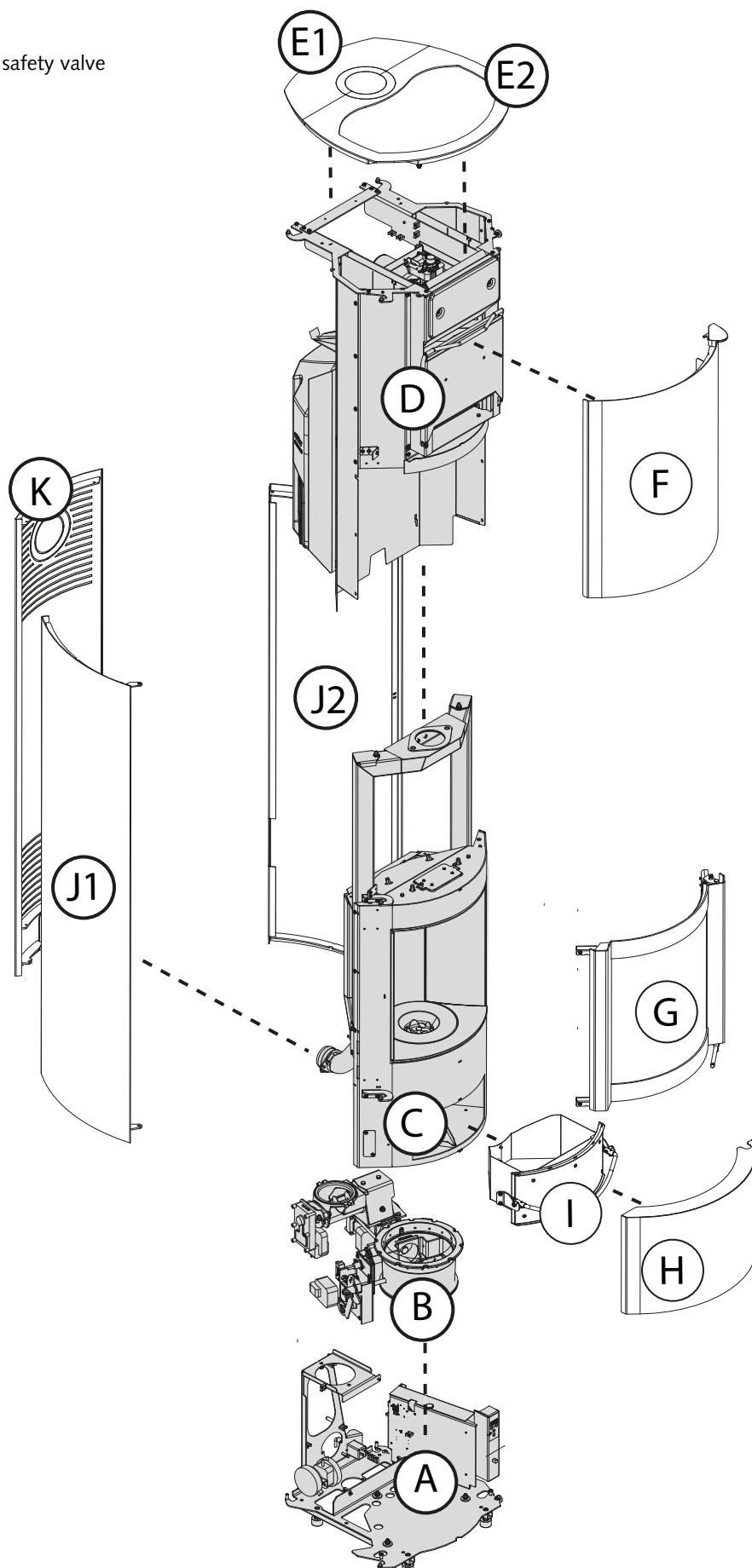


Single Ø 80 /  
Insulated

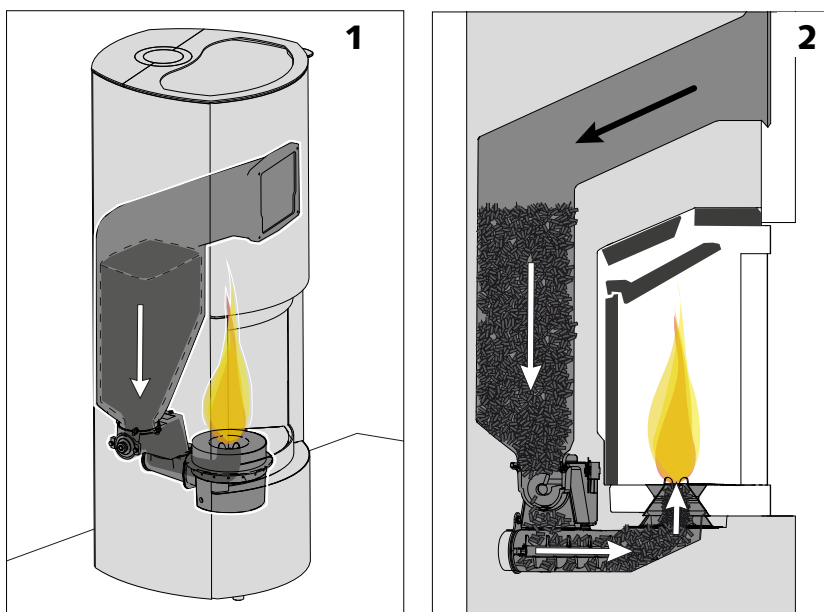


## Overview of the stove components

- A. Burner base with air entry system
- B. Pellet feeder screw and fire bed
- C. Combustion chamber, exchanger and safety valve
- D. Smoke extractor and pellet hopper
- E.1 Rear top shelf
- E.2 Front top shelf
- F. Loading hopper access door
- G. Combustion chamber door
- H. Ash pan door
- I. Ash pan
- J.1 left finish cladding
- J.2 right finish cladding
- K. Rear panel



### FUEL FEED

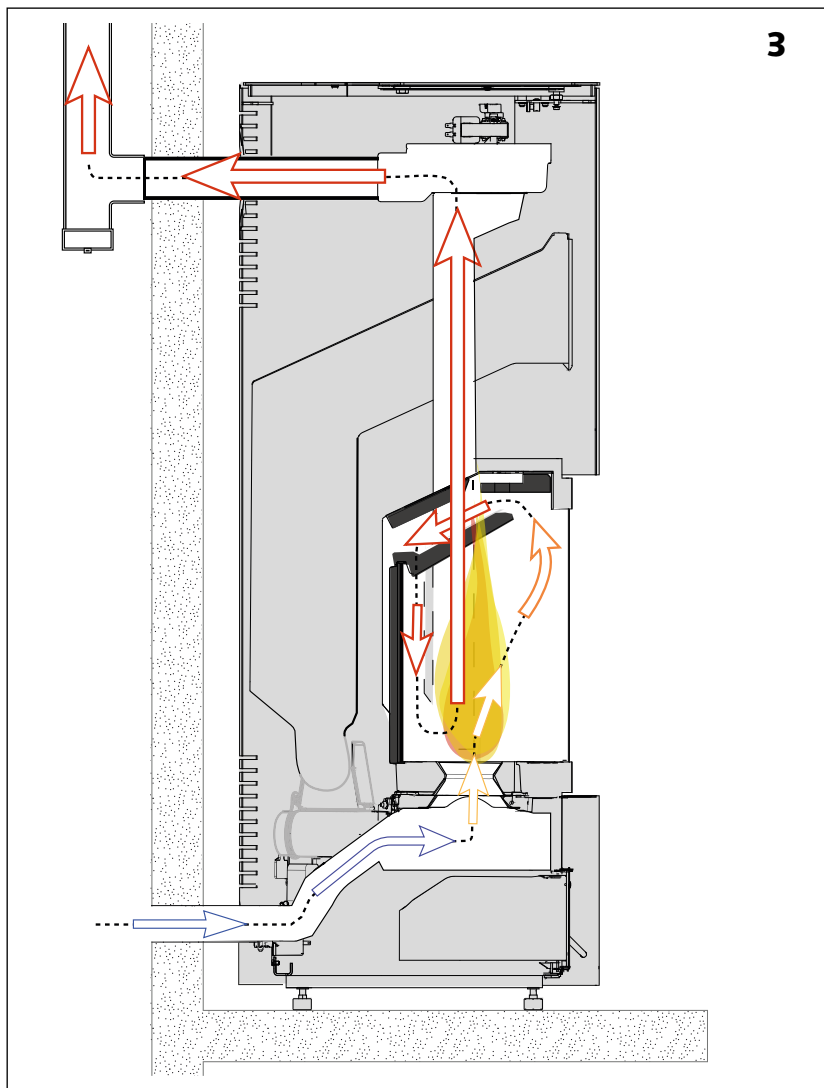


The Stûv P20-S is equipped with a pellet tank, a fuel feed system, a combustion air feed system, a smoke extraction system as well as electronics and sensors to modulate and regulate the operation of the appliance.

The combustion chamber radiates and diffuses heat by convection, and is fitted with a glass pane offering a view of a large, beautiful flame. The appliance is equipped with an electronic control system that adjusts two variables to provide optimum thermal comfort. Depending on the user's needs, the Stûv P20-S will adjust its power and maintain it by adjusting the following:

- the quantity of pellets burned [diagram 1&2]
- the quantity of air supplied to combustion [schéma 3]

### COMBUSTION AIR FEED





### What are wood pellets?

Wood pellets are a solid and ecofriendly 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 to choose?

The Stûv P20-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/DINplus A1/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 Stûv P20-S 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.

> empty the ashtray regularly.

#### 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 Stûv 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.

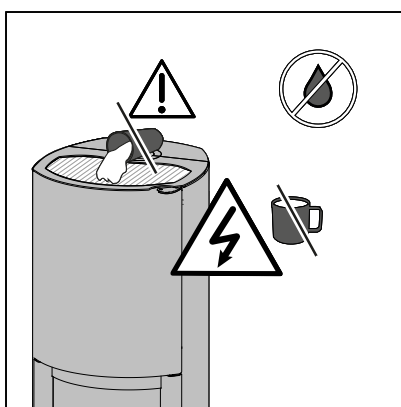
Disconnect the device.

Call the fire brigade.

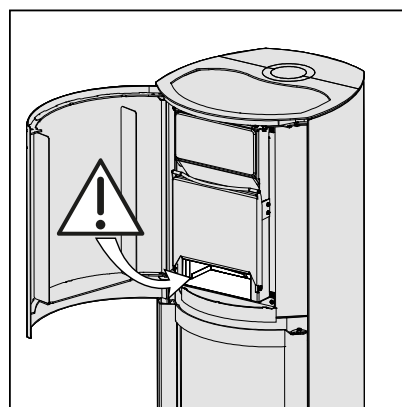
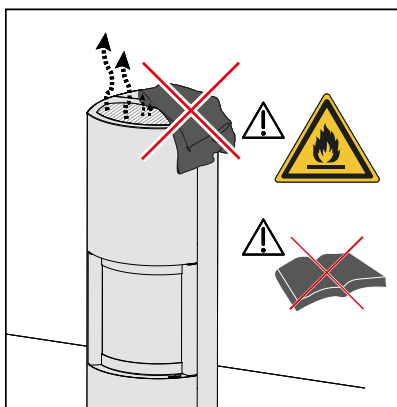
If the fire has not died down after a few minutes, use a dry powder, soda acid or sand extinguisher (never water).

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.

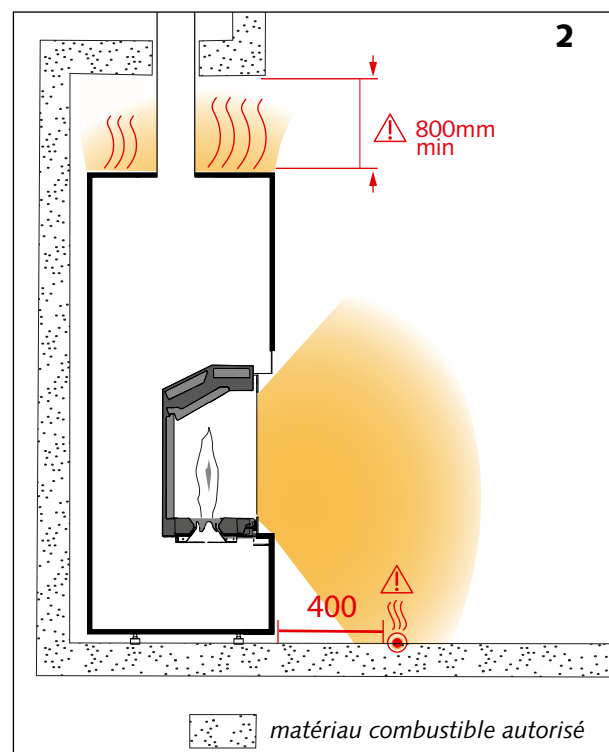
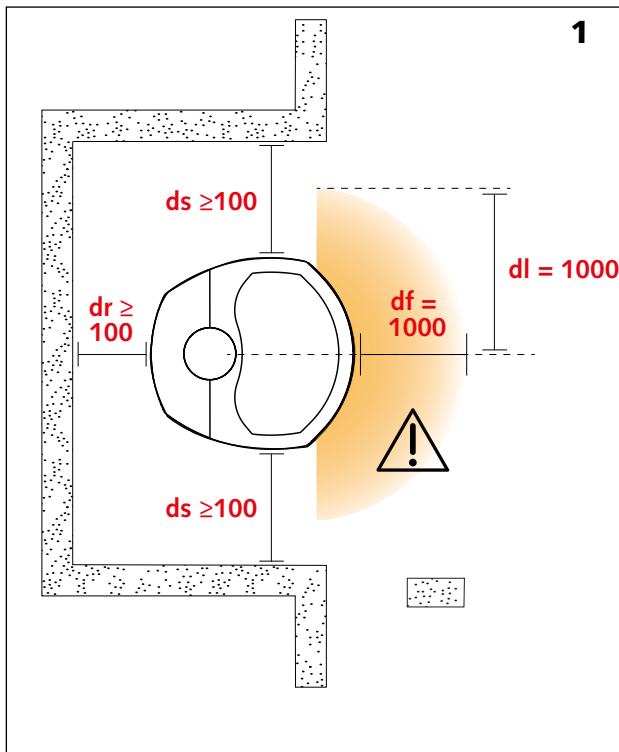


**Never place objects or liquids on the appliance! Convection air must be able to circulate freely around the appliance. Any obstruction could cause a fire hazard!!!**



**> Make sure that the space under the loading hatch is free of pellets or other objects that could restrict air circulation.**

## Safety distances from combustible materials



### Heat radiation and surrounding materials

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

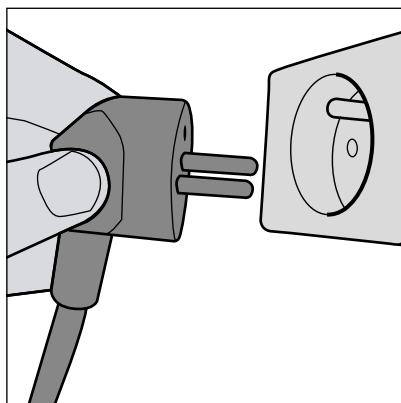
observe the safety distances with regard to combustible materials [diagram 4 & 5], or ensure that the materials exposed to radiated heat are resistant to high temperatures. ⚠ Under the effect of radiation, the temperature of the floor can reach up to 60°C. Please take this into account when choosing the floor finish so that it is not altered [ ✖ diagram 5].

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.

### Avoid 'heat traps' in the hood.

If the stove is located in a bell-shaped environment (e.g. an old hearth), this space must be ventilated to avoid 'heat traps'. Leave a minimum clearance of 800 mm above the appliance [diagram 5].

## Recommendations before first use



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.

### Attention ! 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 P20-S 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).

- > Connect the power supply to the mains (230V - 50Hz)
- > Load the pellet hopper as indicated in the "Basic Procedures" section.
- > Allumez l'appareil en suivant les instructions du chapitre "Allumage de l'appareil"
- > Turn on the appliance by following the steps outlined in the "Lighting the Stûv P20 S"

## 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.

## Basic usage

### Refuelling with pellets.

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

#### ⚠ Caution!

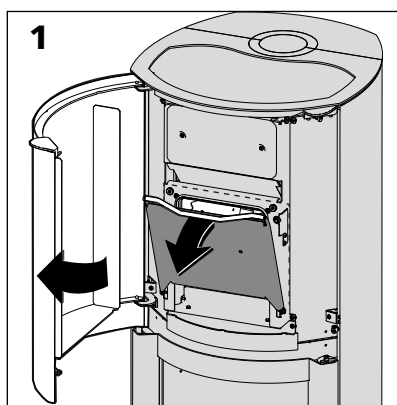
If you refuel with pellets while the unit is operating, please do not leave the door open longer than one minute, as beyond this the appliance might display an alarm or even lock down into "safe" mode.

**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.

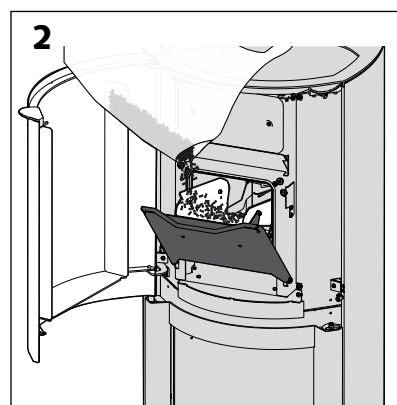
The Stûv P20-S is fitted with a sensor that detects the pellet level. If the sensor detects a low level, the unit will reduce its power.

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.



> Open the access door to the loading hopper. Then pull on the handle to lower the hatch into position [diagram 2].



> Once the hatch is open, pour the pellet into the hopper [diagram 3].

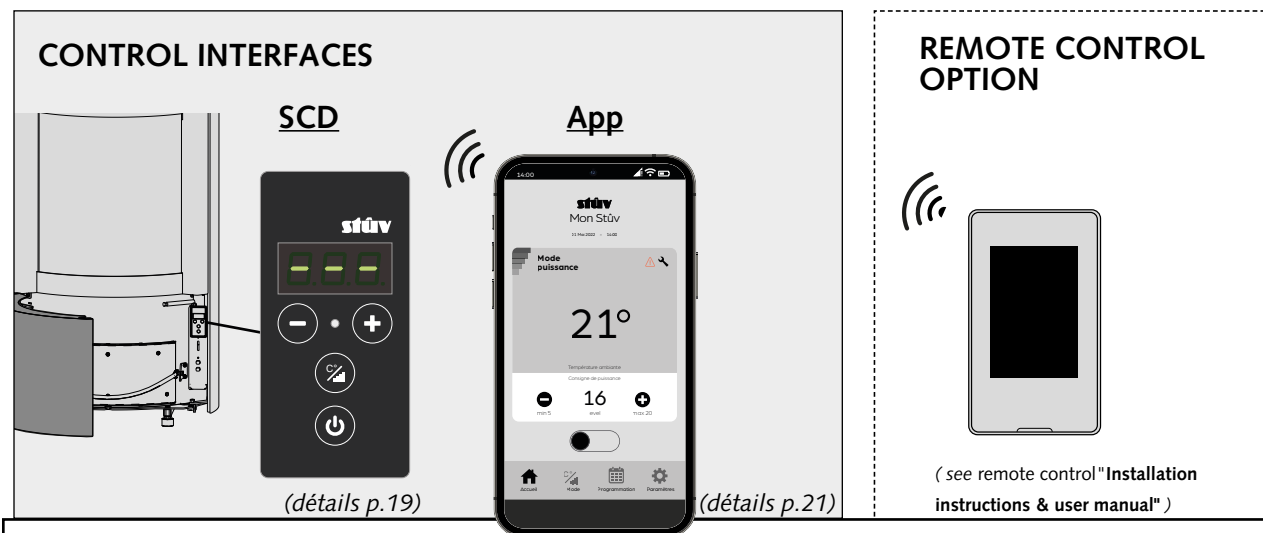
#### Warning!

**Before filling the tank, check that there are no objects inside. Do not try to burn wet pellets. Do not pour in dust or small pieces of pellets.**

Your Stûv P20-S can be controlled from three user interfaces that can operate in parallel.

The basic control interfaces are the **Simplified Control Display** integrated into the appliance (**SCD**) and the '**STÛV Pellets**' mobile application, while the **remote control** is an option that you can purchase from your dealer.

### PRESENTATION OF CONTROL INTERFACES AND REMOTE CONTROL OPTION



### OPERATING FUNCTIONS

- Switching on/off
- Variation in Power/T° setpoint
- Changing operating mode

- Basic SCD functions
- Remote control of the device (smartphone app. *STÛV Pellets*)
- Advanced programming in calendar mode and temperature mode settings.
- Access to user manual
- Follow-up of servicing and maintenance of the appliance
- Access to warranty

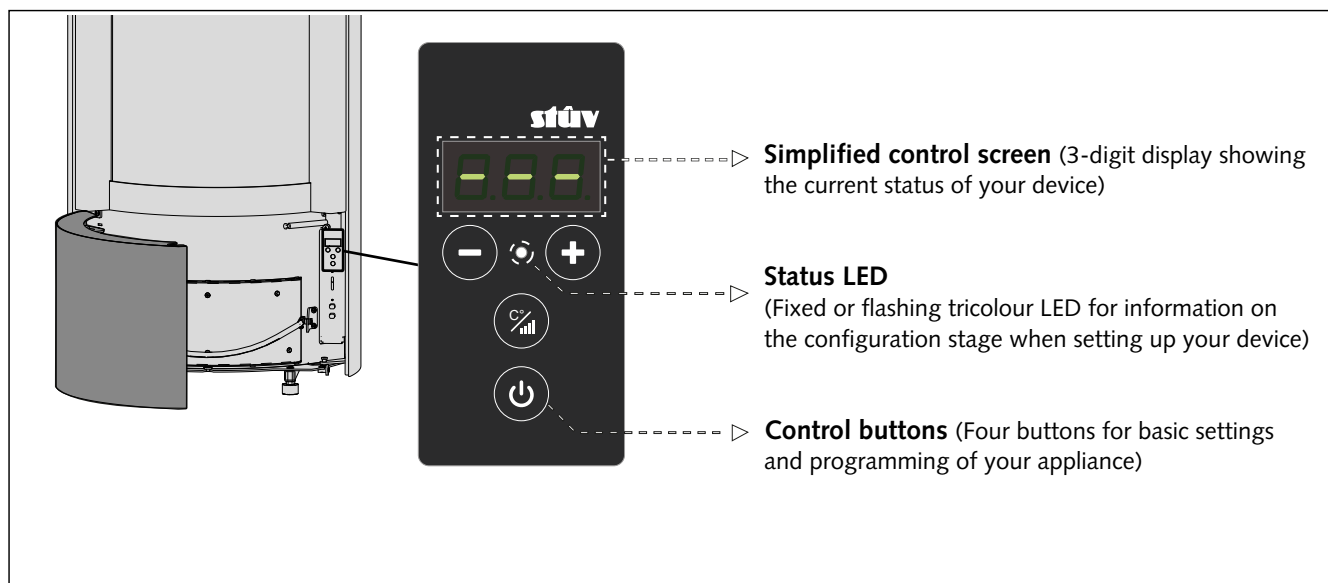
- Remote control of the device
- Advanced programming in calendar mode and temperature mode settings.

- **Thermostatic probe**  
(allows you to take the ambient temperature reference from the place in the room where you place it).

### ADVANCED FUNCTIONS AND SETTINGS

- Home network connection functions
- Remote control pairing functions

- Help with network settings
- Access to advanced settings (pellet set, languages, date and time)
- System and status information
- Alarm history
- Connection sharing with the reseller
- Connection to the remote control probe

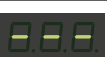
**PRESENTATION OF THE BUILT-IN CONTROL DISPLAY (SCD - SIMPLIFIED CONTROL DISPLAY)****Summary of device status display on the SCD**

| Main state        | Secondary state                                                | Display / Loop display if more than one |
|-------------------|----------------------------------------------------------------|-----------------------------------------|
| <b>Off</b>        | OFF                                                            | 0FF                                     |
|                   | Eco-stop                                                       | EEO                                     |
|                   | No pellet                                                      | No.P                                    |
| <b>Ignition</b>   | Loading                                                        | 888 888 888                             |
|                   | Ignition                                                       | 0n8 888 888 888                         |
| <b>On</b>         | Thermostatic<br>ex: Ambient T° = 21.5°C<br>T° set-point = 23°C | 21.5 22.3                               |
|                   | Power<br>P.XX = Power level from<br>01 à 20                    | P.20                                    |
|                   | Low pellet level                                               | Lo.P                                    |
| <b>Extinction</b> | Extinction                                                     | 0FF 888 888 888                         |
|                   | Cooling                                                        | E00 001                                 |
|                   | Cleaning                                                       | E00                                     |
| <b>Alarme</b>     | A.XX<br>Alarm code from 60<br>to 87.                           | A.60                                    |

## Summary of the user functions on the SCD display

|                  |                                                               |                                                                                   |                                                                                                                                                                                                              |
|------------------|---------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setpoint setting | Power setpoint<br>P.XX = Power level from<br>1 to 20          |  |  or <br>(one or more short<br>presses) |
|                  | Temperature<br>setpoint<br>t.XX = temperature from<br>1 to 20 |  |                                                                                                                                                                                                              |
| Mode selection   | To thermostatic<br>mode                                       |  |  (short press)                                                                                                            |
|                  | To Power mode                                                 |  |                                                                                                                                                                                                              |

## Summary of SCD display in configuration mode

|                                |                           |                                                                                              |                                                                                                  |
|--------------------------------|---------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Configuration mode activation  |                           |  (flashing) |  (long press) |
| Mode<br>configuration<br>actif | Remote control<br>pairing |             | (See installation guide)                                                                         |
|                                | Network<br>configuration  |            | (See installation guide)                                                                         |

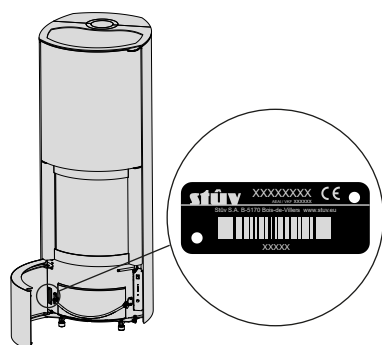
## CONTROLLING THE P20-S WITH A SMARTPHONE

The Stûv P20-S can be controlled via a smartphone using the dedicated Stûv app "Stûv Pellets".

> 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**

> Once on the registration screen enter a 4-figure PIN code [figure 3]

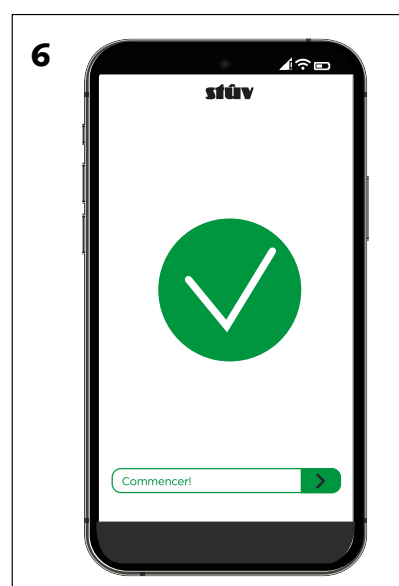
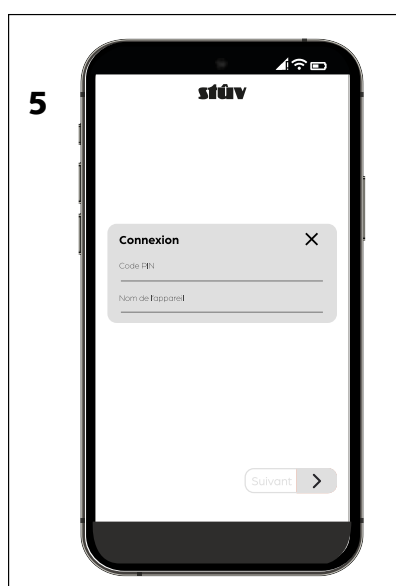
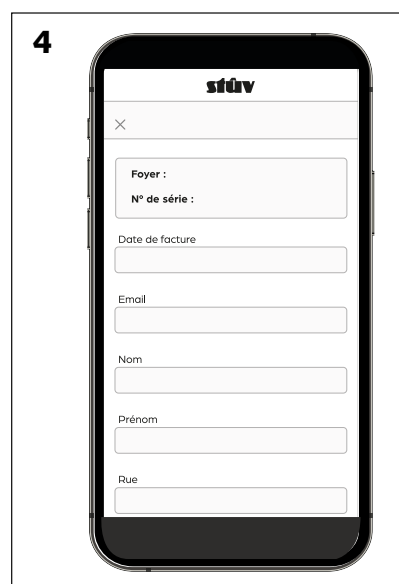
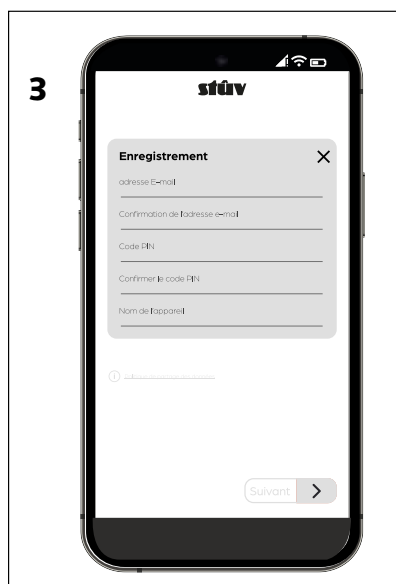
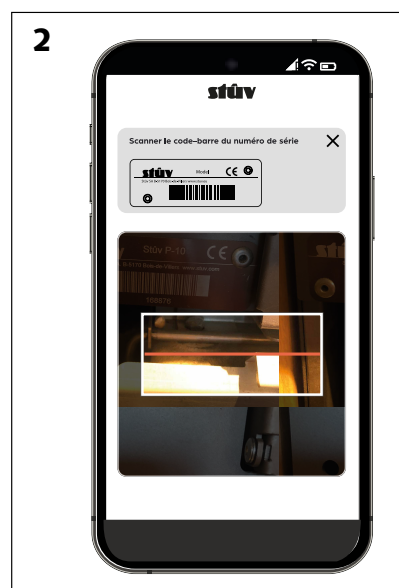
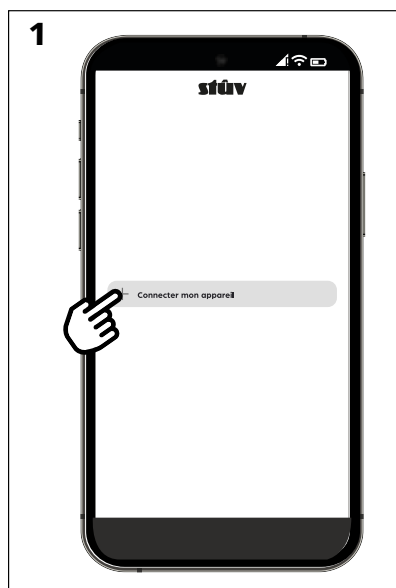
> Then fill in the warranty form for your appliance [figure 4].

> The application is ready to use once you have entered your PIN code and the name of the device. [figure 5 & 6].

### ⚠ NOTE:

If the procedure for connecting your smartphone to the device fails, please check that:

- your smartphone is connected to the internet
- you have authorised access to the "Stûv Pellets" app.

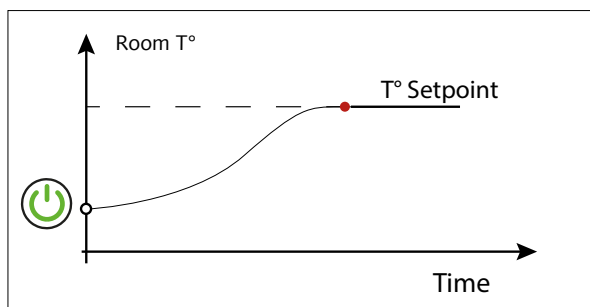


## how the stûv P20-S operates?

To help you get the most out of your Stûv P20-S, please find a description of its functions below.

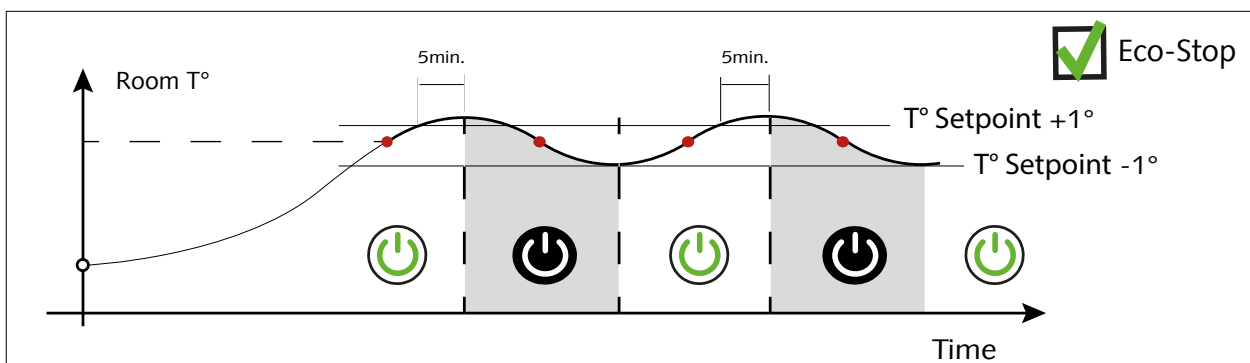
### MODES

#### THERMOSTATIC MODE $^{\circ}\text{C}$ AUTOMATED TEMPERATURE CONTROL



When you activate the thermostatic control mode, the appliance regulates its output to reach the set temperature (see next page).

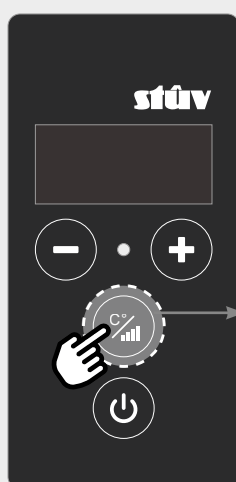
#### Activation of the Eco-stop (only available in thermostatic mode)



Activating the Eco-stop switches the appliance off once the set temperature is reached. When the eco-stop is active, the appliance switches off automatically when the room temperature remains above the + 1°C setpoint for more than 5 minutes. If the room temperature drops below the - 1°C setpoint, the unit will automatically switch on again. ⚠ **Stûv recommends the Eco-stop only in a well insulated building!**

#### Access through the SCD

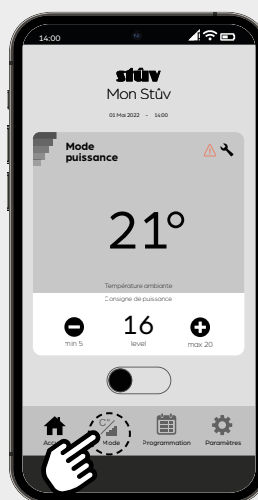
Shortly press the mode button to switch from power mode to thermostatic mode.



Activation/deactivation of thermostatic mode (short press)

#### Access through the application

Shortly press the mode button to access the menu for selecting between thermostatic and power mode.



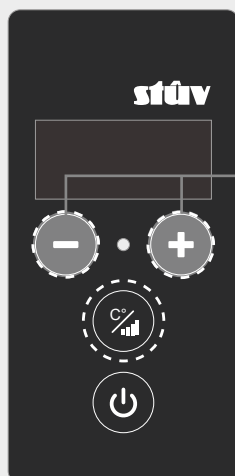


## THERMOSTATIC MODE (continued)

### Definition of the setpoint temperature

#### Access through the SCD

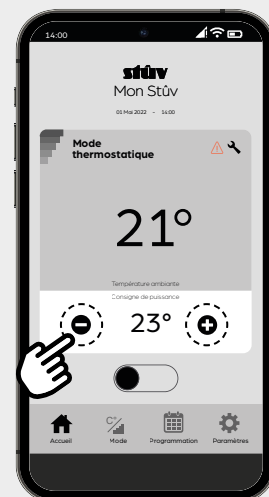
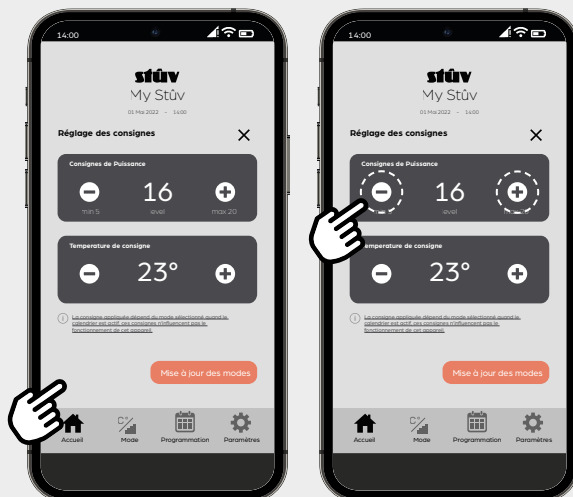
Pressing the + or - button briefly one or more times changes the setpoint temperature to the desired temperature



Definition of the setpoint temperature

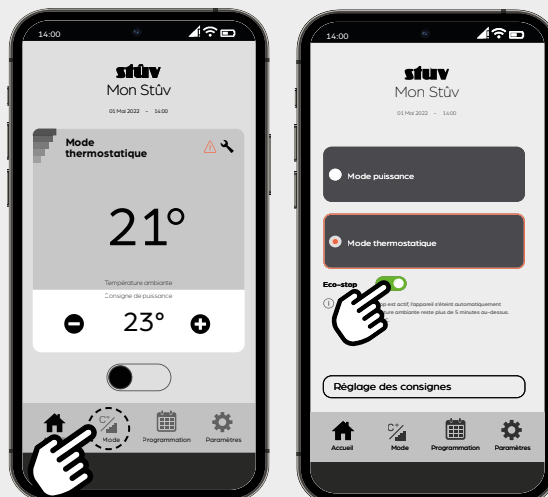
#### Access through the application

The "Setpoint adjustment" button and the home shortcut allow you to change the setpoint temperature to the desired temperature.



Home shortcut  
(only available in  
thermostatic mode)

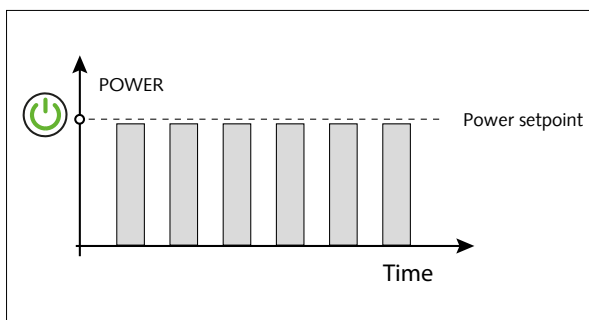
Activation/deactivation of the Eco-stop  
(only available in thermostatic mode via  
application)



## POWER MODE



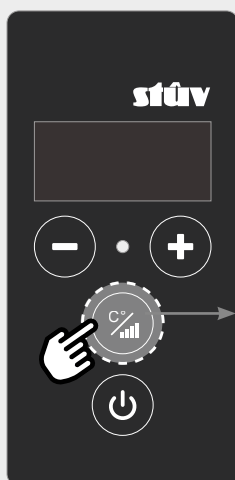
### Manual mode



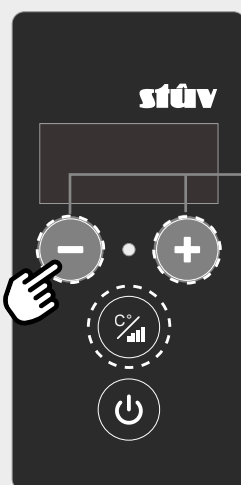
When you activate the power mode, the appliance runs permanently at the selected power level. The range of available power levels goes from level 1 (+/- 3,7 Kw) to level 20 (+/- 8Kw).

### Access through the SCD

Shortly press the mode button to switch from thermostatic to power mode.



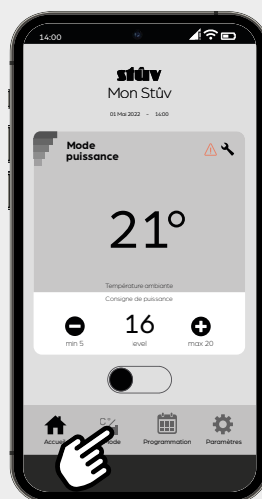
Activation/deactivation of power mode (short presses)



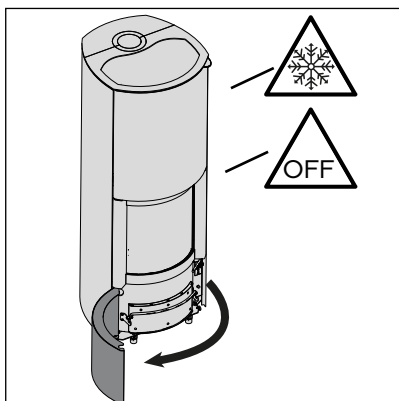
Definition of the power setpoint

### Access through the application

Shortly press the mode button to access the menu for selecting between thermostatic and power mode.



## CAUTION BEFORE EACH START



- **Check the ashtray level.**  
⚠ Only empty the ashtray when the appliance is switched off and has cooled down.
- Check that the burner is not clogged. To do this, remove the **vermiculite** and the **flame modeller** (see details of the operation in the 'Weekly maintenance' section).

## SWITCHING ON THE DEVICE

The ignition cycle of your appliance takes about 10 minutes and consists of the following 3 phases:

- reviewing the various sensors
- loading screws activation
- ignition of the spark plug (once the quantity of pellets fed to the burner).

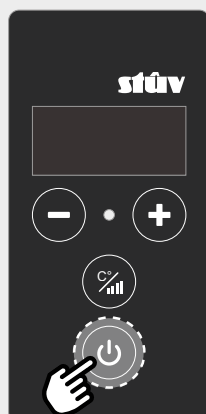
These steps follow each other automatically. At the end of this cycle, the power level or set temperature is displayed on the screen for navigation.

NOTE : NOTE: During the lighting process, the combustion chamber may fill with smoke. This is not abnormal (e.g. slightly damp pellets, ...) and the

smoke will disappear when the flame appears.

⚠ **Never unplug the appliance during the ignition phase! (even if an alarm is triggered)(unless there is a chimney fire) ⚠ Never remove ash from the device during the ignition phase!!**

### SCD Ignition switch

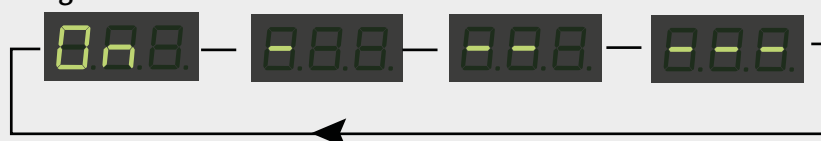


### Display sequence

#### Pellets loading:



#### Ignition:

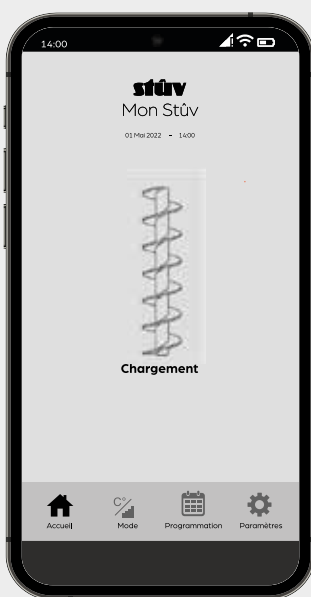


## Application STÛV PELLETS

### Ignition access



### Loading ...



### Ignition...



## PROGRAMMING THE CALENDAR

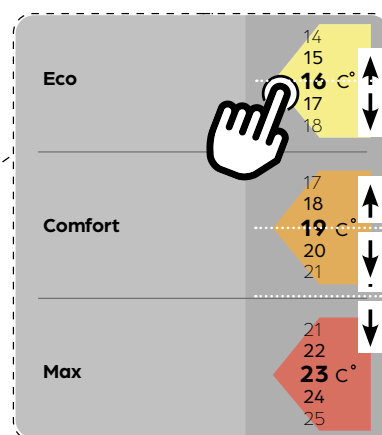
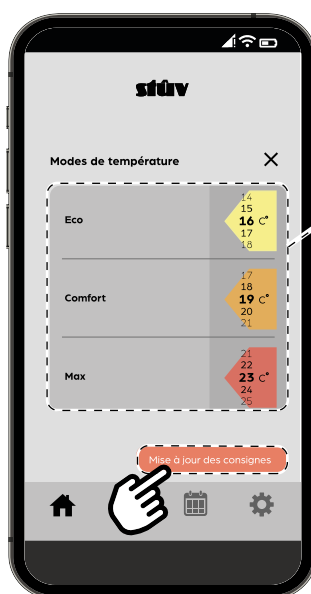
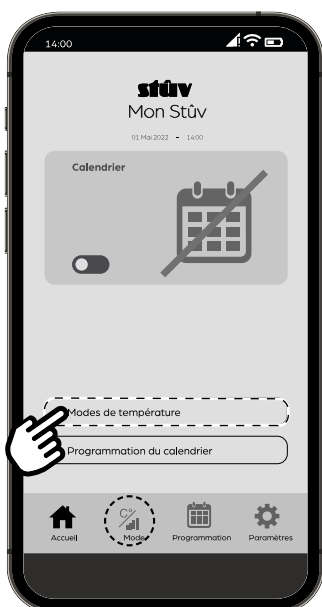
Available only from the application and the remote control (see p.33 for the remote control), the calendar function allows you to plan the automatic start and stop of the stove and to define the set temperatures to be reached.

### 1. Setting the temperature setpoints

In calendar mode, the appliance varies between a switched-off state and the activation of one of the following 3 temperature modes: a lower level **-Eco-**, an intermediate level **-Comfort-** and a higher level **-Max-**. The first step in calendar programming is to set these 3 values.

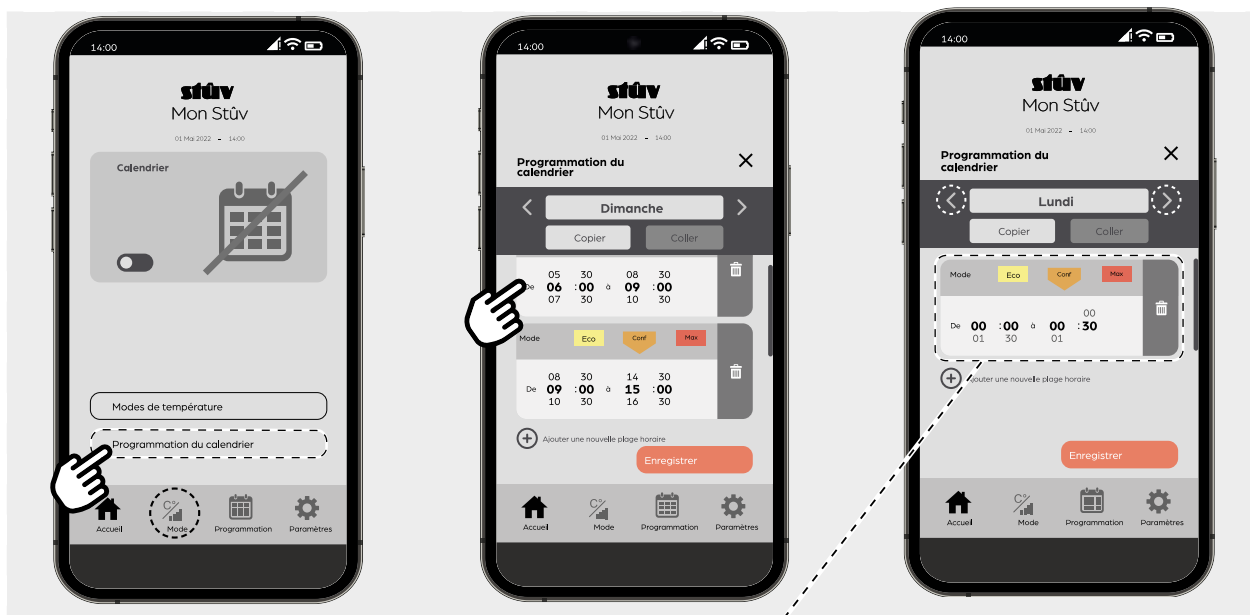
To do this, press the button  and then the **"Temperature Mode"** tab.

Drag your finger up or down to set the temperature for each of the 3 modes. Note: It is best to choose increasing temperatures (e.g. yellow: 16°, orange: 19°, red: 23°). Then press **"Update setpoints"** to validate and go to the next step.

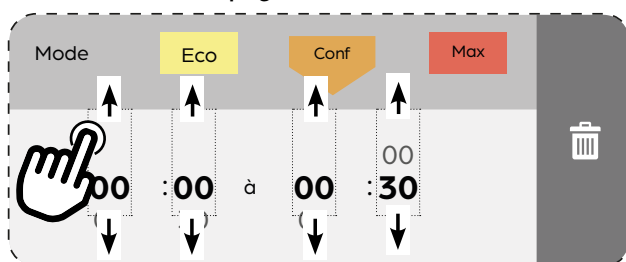


## 2. Calendar scheduling

The «**Calendar programming**» allows you to add time slots under each day of the week and assign them one of the 3 temperature modes defined in the previous point. Please follow the steps below:

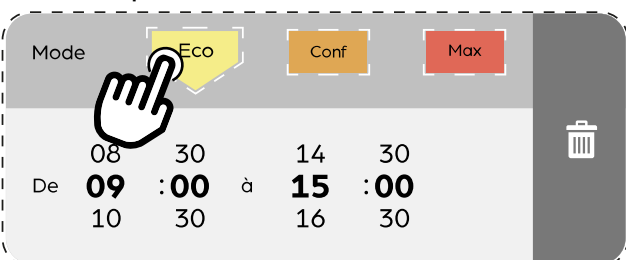


### 1. Définition d'une plage horaire



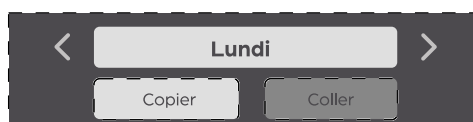
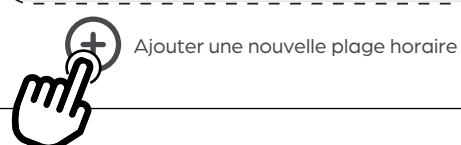
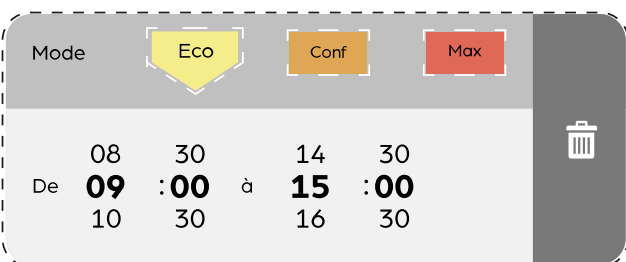
The definition of a time slot is done by increments of half an hour ⚠ **Keep in mind that any time interval between two successive time slots means that the device is switched off.**

### 2. Assignment d'une des 3 températures de consigne éditées précédemment



The assignment of one of the 3 temperature modes for the currently edited time slot is done by a simple press.

### 3. Ajout d'une nouvelle plage horaire

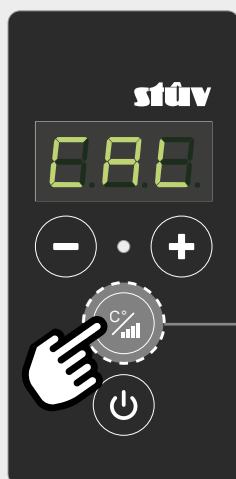


Use the arrows to navigate through the different days of the week and edit them. The "Copy" and "Paste" buttons allow you to apply your presets from one day to another.

### 3. Activating/deactivating the calendar mode

#### Deactivation by the SCD

⚠ Although the activation and programming of the calendar requires the use of the application or the remote control, **the SCD allows you to switch directly to manual mode at any time. To do so, simply press the** .



Deactivation of the calendar mode (short presses)

⚠ **NOTE :**  
MANUAL switching off/on of a stove programmed in calendar mode means deactivating the calendar!

#### Activation/deactivation by the application

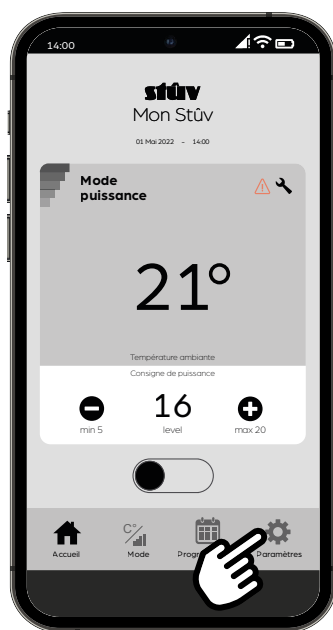
(NOTE: For the remote control, refer to the instructions on p.38).



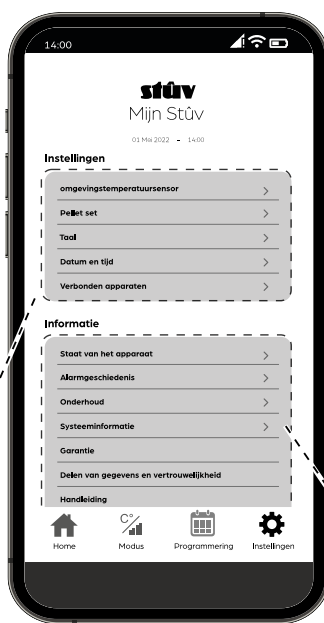
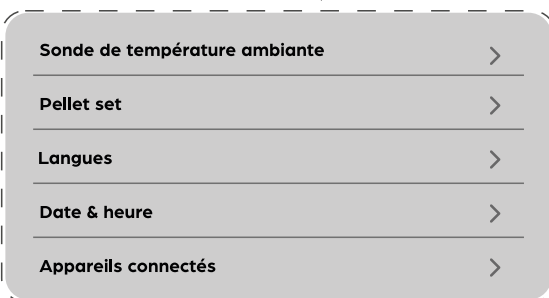
#### Displaying the SCD in active calendar mode

| Status of P10.3 | Status of the calendar         | Looped display                                                                      |
|-----------------|--------------------------------|-------------------------------------------------------------------------------------|
| ON              | ON<br>(ex: ambient T° of 23°C) |  |
| OFF             | ON                             |  |

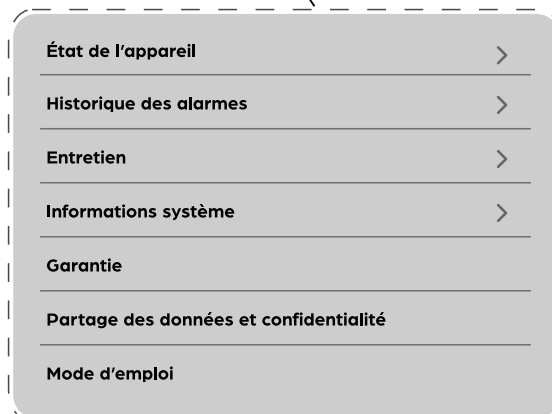
## SETTING THE PARAMETERS



### Settings



### Information



The button  allows you to access the settings of the device and to view information related to its operation.

## Temperature sensor



The "Room temperature probe" selection allows you to select the origin of the temperature measurement: either the sensor integrated in the remote control or the one integrated in the stove.

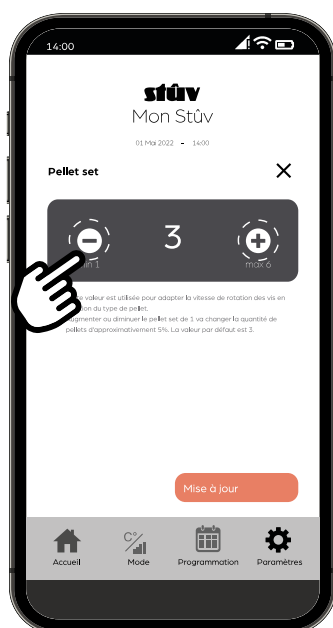
When the remote control temperature sensor is activated, the appliance regulates its temperature according to the data sent by the remote control. Otherwise, the temperature sensor is located in the appliance.

If you choose to regulate via the remote control sensor, place it in a suitable location: not too exposed to the sun, not too close to the stove's lantern, do not leave it in a room other than the one where the Stûv P10.3 is installed, etc.

 **Caution:** If the remote control is switched off (e.g. because the battery is completely discharged), the heater sensor automatically takes over.

Note: It is normal to notice a slight difference between the temperatures measured by the remote control sensor and the stove sensor.

## Pellet Set



**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

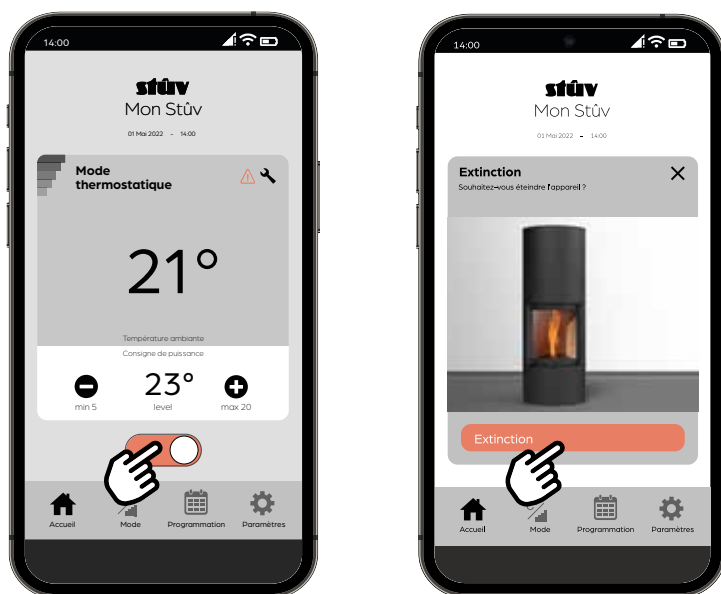
When the SET GRANULES level is increased above level 3 (increase of the speed of the Archimedes screws), the power level is deliberately restricted: it is therefore normal to no longer be able to reach Plevel20.

**> 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          |



## SHUTTING DOWN



If the extinguishing cycle is initiated, the supply of pellets from the tank is interrupted and the second loading screw empties completely. The Stûv P10.3 then continues to operate for approximately 15 minutes at a power equivalent to P10.

**⚠ Never unplug the appliance to turn it off! (even in the event of an alarm) (except in the event of a chimney fire)**

**⚠ Never remove the ashes during the extinguishing phase!!**

**⚠** Once the shutdown cycle has been started, you must wait until the appliance has stopped completely (**30 to 90 minutes**) before you can restart it. **During this time, the appliance will remain warm and continue to radiate heat! 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.**

## WARNINGS

SCD

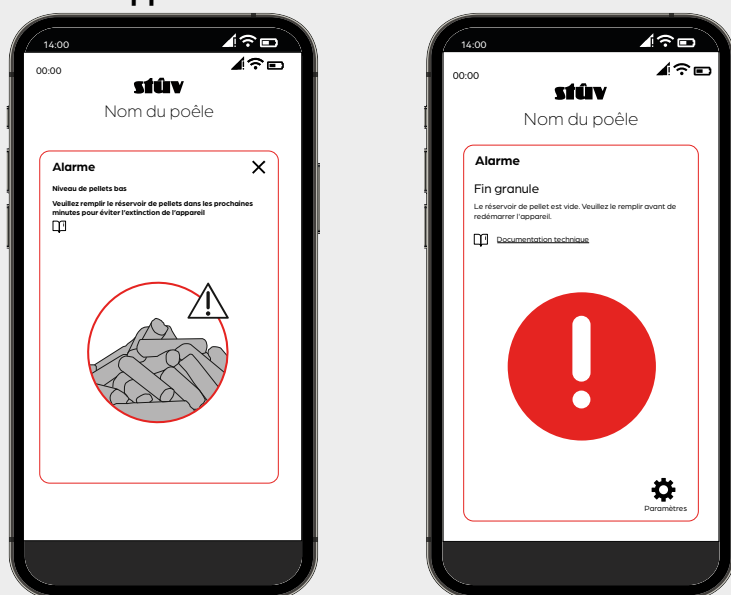


### Alarme "fin granule"

This warning indicates that the stove is shutting down or has shut down because the pellet tank is empty.

- > Let the device switch off
- > Once the appliance has been switched off and cooled down, remove the ash.
- > Fill the pellet tank with pellets before restarting the appliance.

### Mobile App STÛV PELLETS

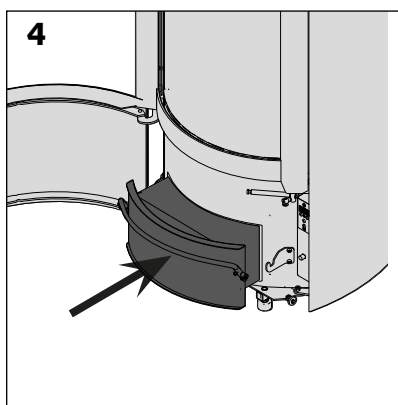
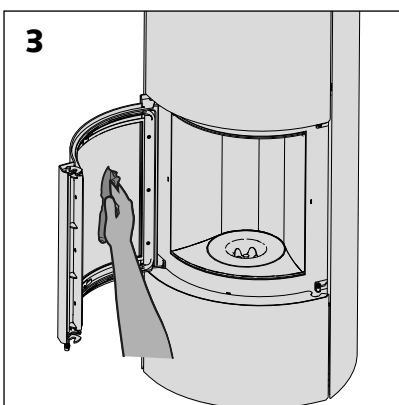
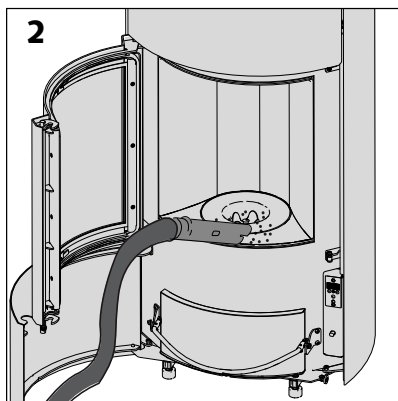
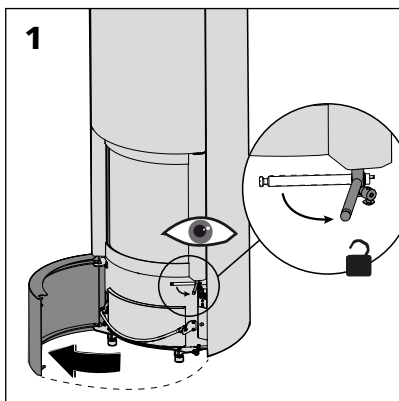


### Pre-alarme "bas granule"

This warning indicates that the pellet level in the tank is low.

- > If the tank is not refilled within the time indicated on the remote control, the stove will switch off and indicate "low".

## Regular maintenance



### Caution !

Wait until the appliance has cooled down completely before carrying out any maintenance on the flue.

### Maintenance of the metal components

Use a dry cloth for cleaning.

### Cleaning the window

> Open the combustion chamber door using the control key [figure 1]

> Vacuum any residue from the combustion chamber [figure 2]

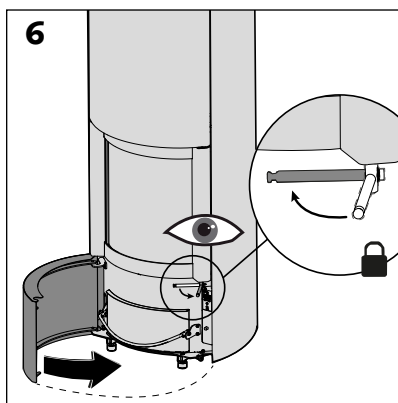
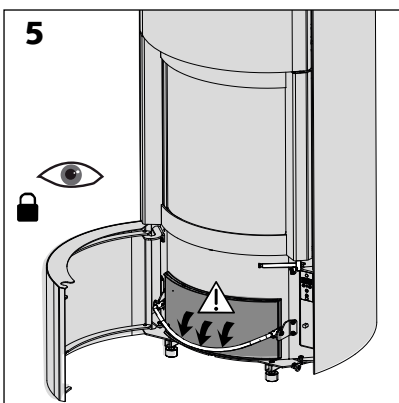
> Clean the glass using a cleaning product specified for use on ordinary glass [figure 3]

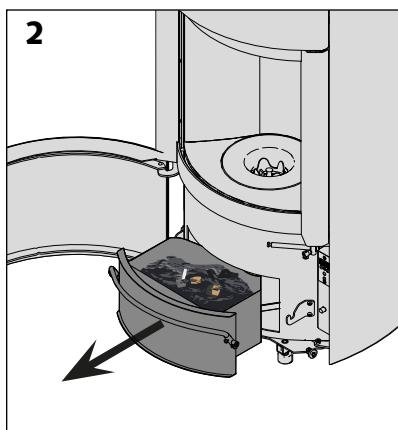
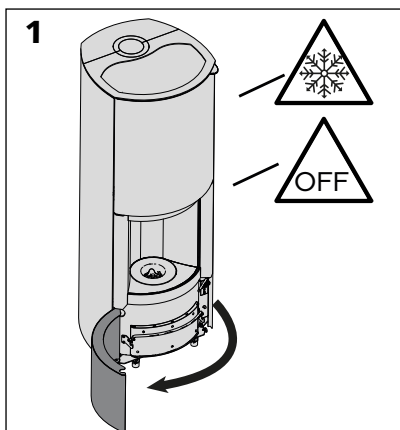
### Caution!

The use of abrasive oven-cleaning products causes rapid destruction of the seals and damages the paintwork. Regular well-performed maintenance is the best way to look after your stove.

⚠ Dry the glass well, as greasy residues bind the smoke.

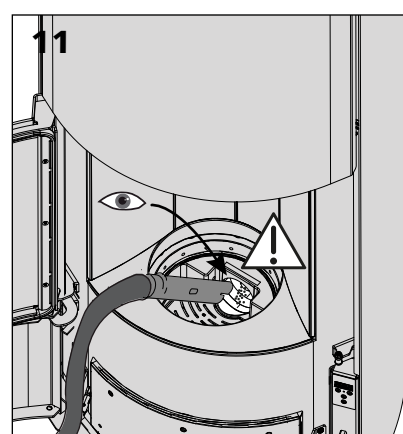
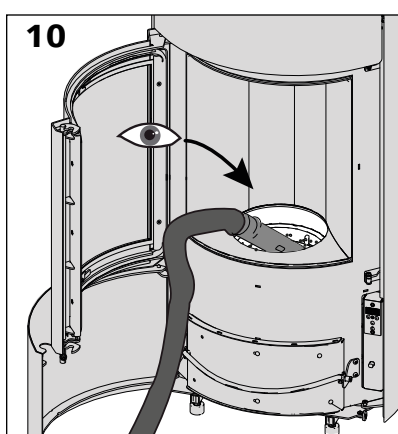
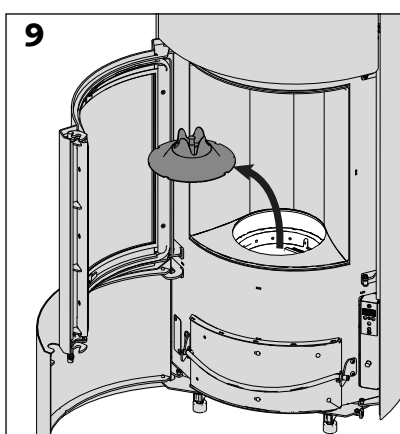
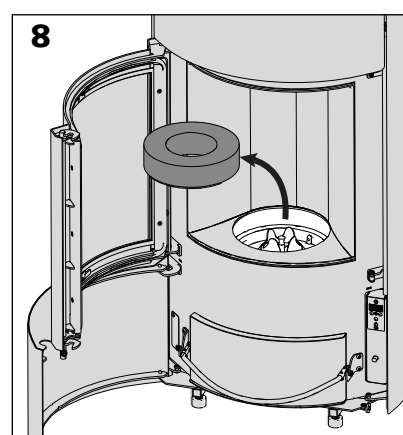
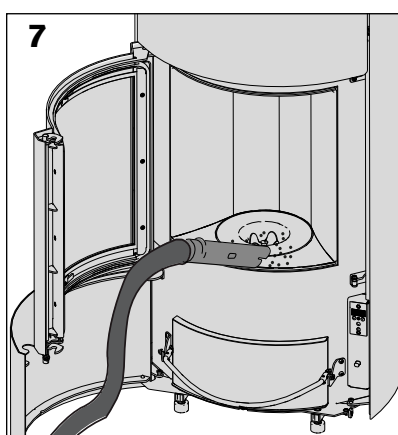
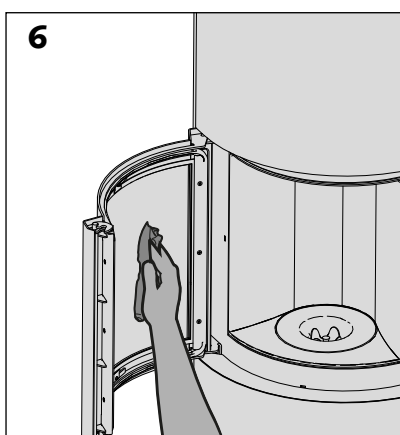
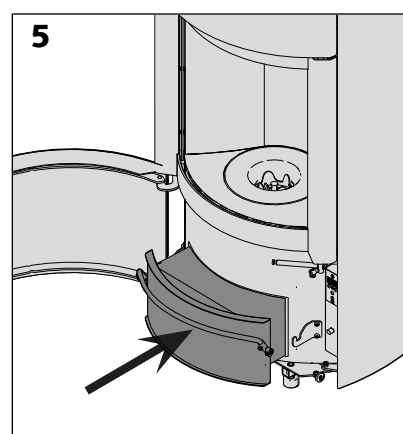
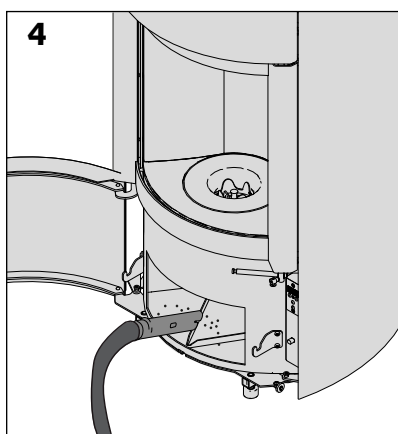
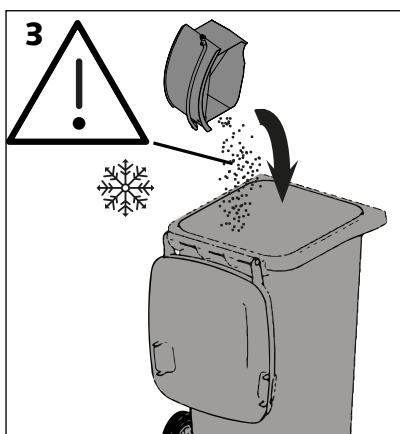
⚠ Check that the combustion chamber door is closed properly [Figure 6]. The tightness of the door ensures that the stove operates correctly!





⚠ Once the appliance has been switched off, wait until it has completely cooled down before carrying out any maintenance operations!

> Emptying the ash tray [image 2-5]. The ashtray should be emptied on average every 150kg of pellets burnt. ⚠ Never touch the ashtray when the appliance is in operation (risk of burns).



### Cleaning the combustion chamber [figure 7]

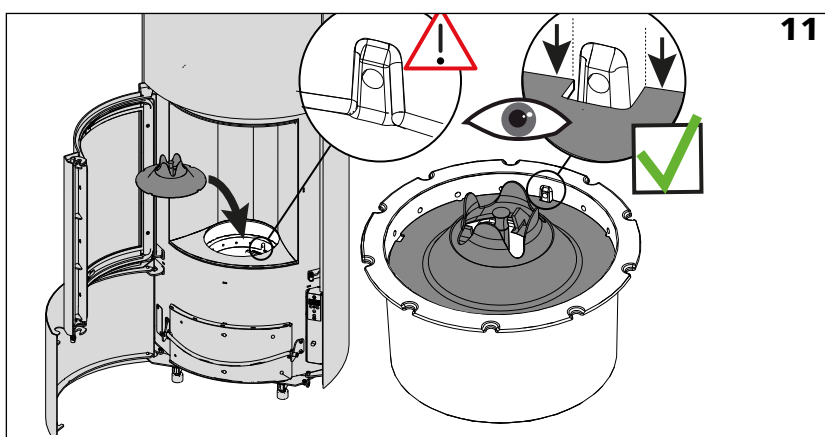
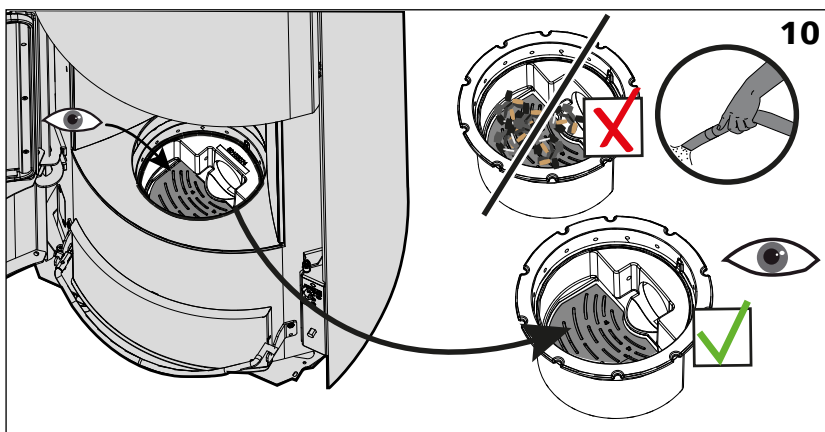
> Clean the inside walls of the combustion chamber with a vacuum cleaner.

### Cleaning the ash pan [figure 8-10]

> Remove the vermiculite ring.  
> Remove the flame modeller.  
> Vacuum the grids.

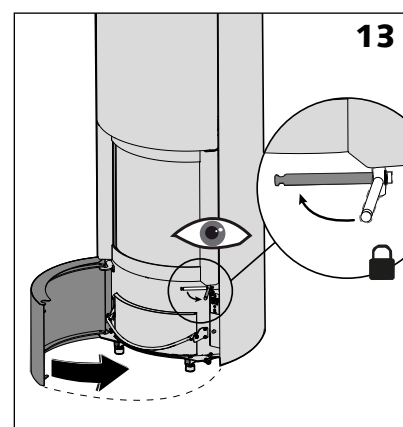
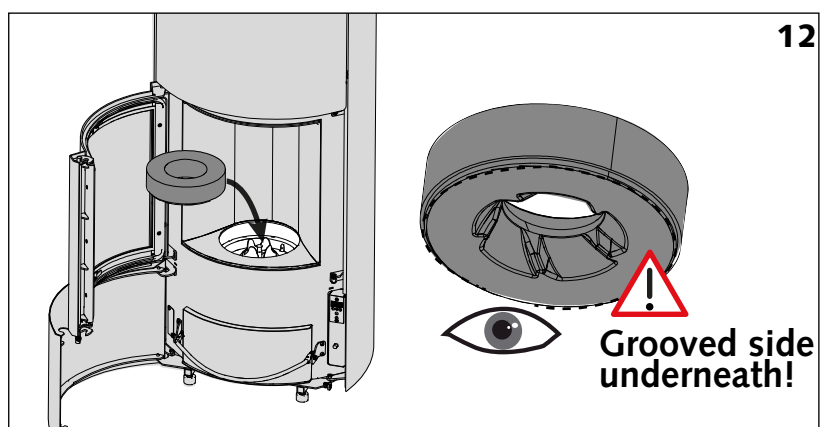
### Cleaning the intake duct [figure 11]

> Make sure the inlet pipe is free of combustion residue. If necessary, scrape with a tool.

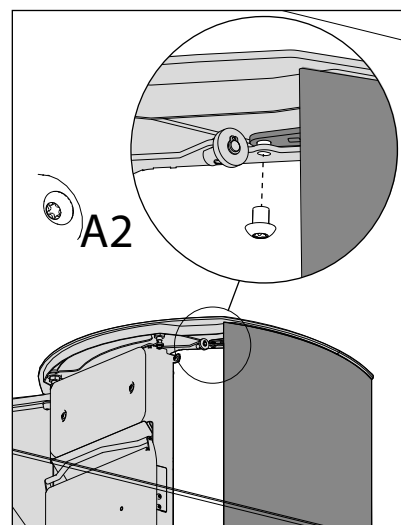
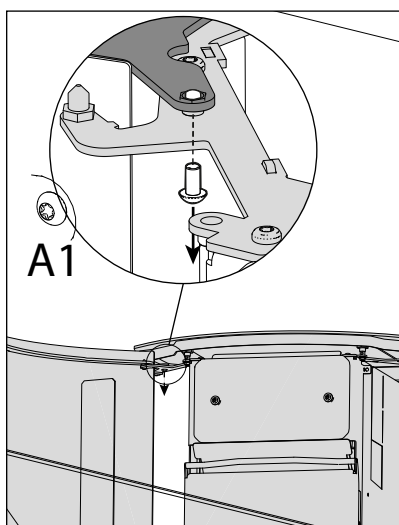
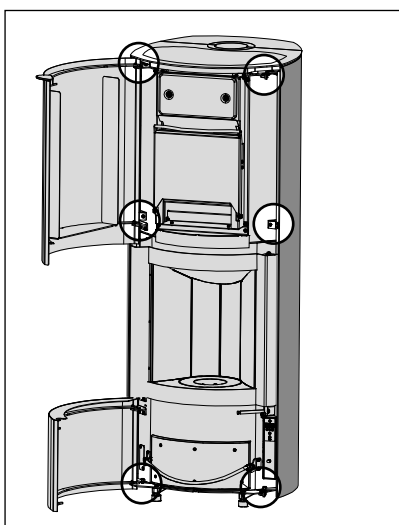


⚠ Make sure you replace the flame modeller and the ring. [figure 11 & 12]

⚠ Check that the combustion chamber door is closed properly [ Figure 13]. The tightness of the door ensures that the stove operates correctly!

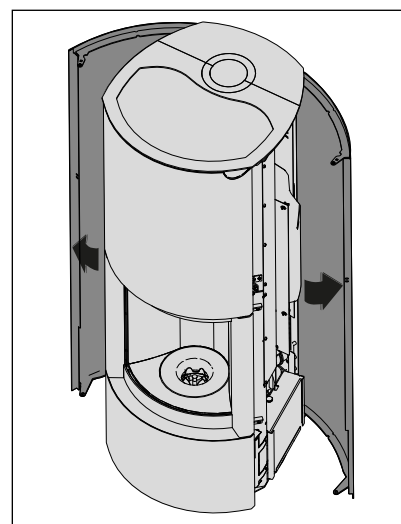
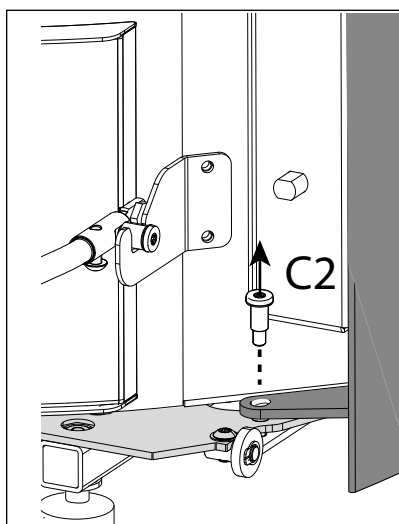
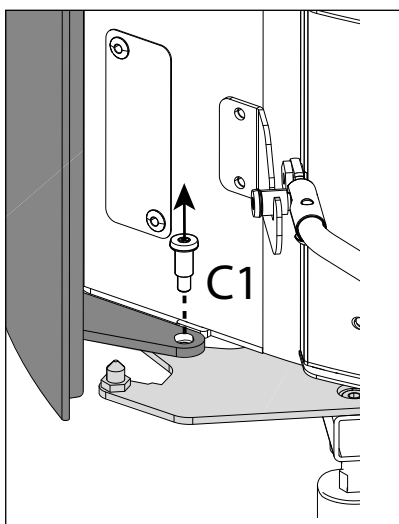
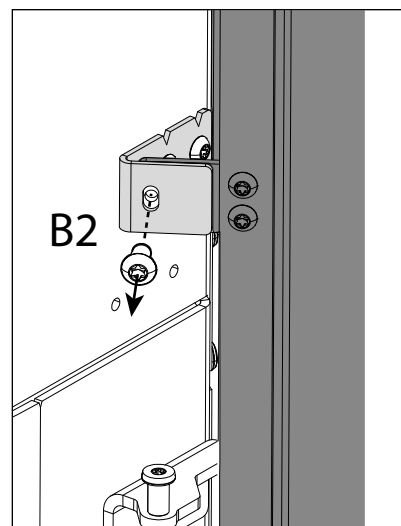
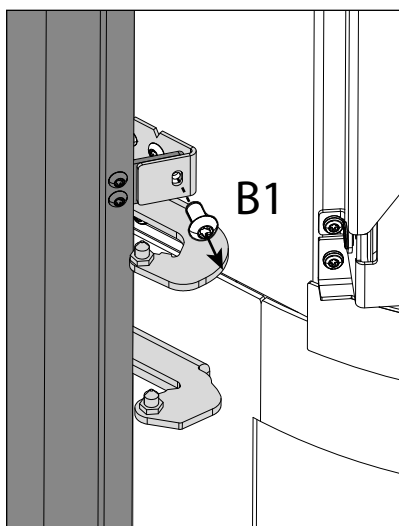


## OPENING THE SIDE PANELS

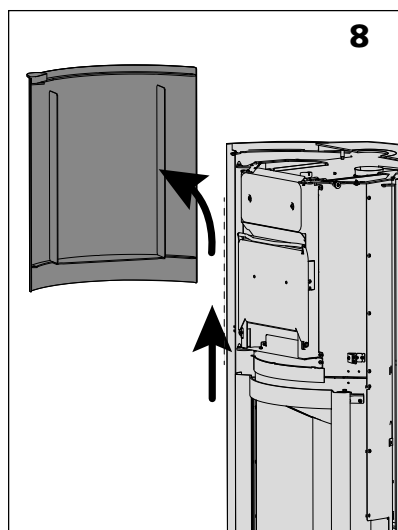
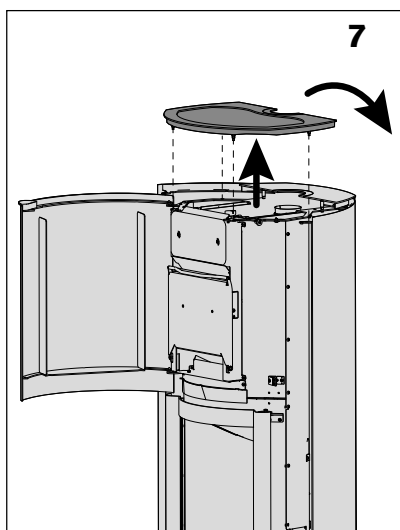
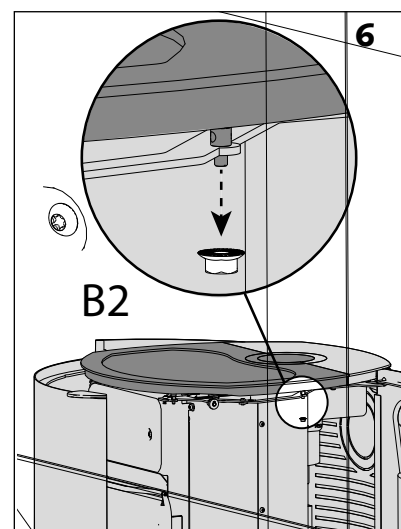
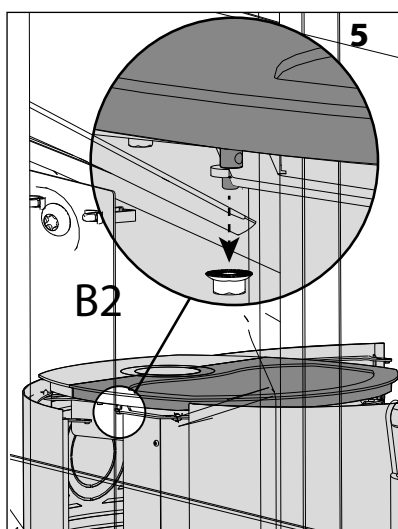
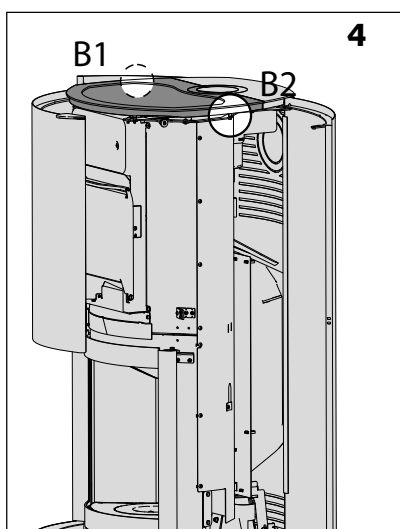
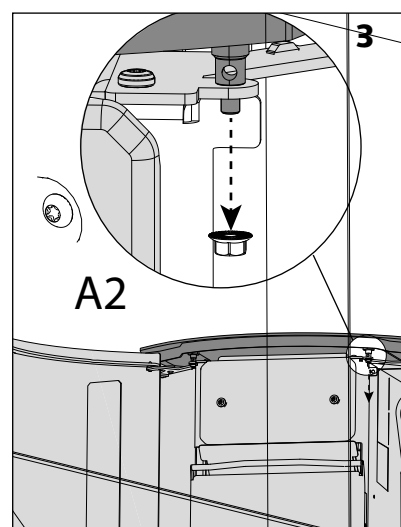
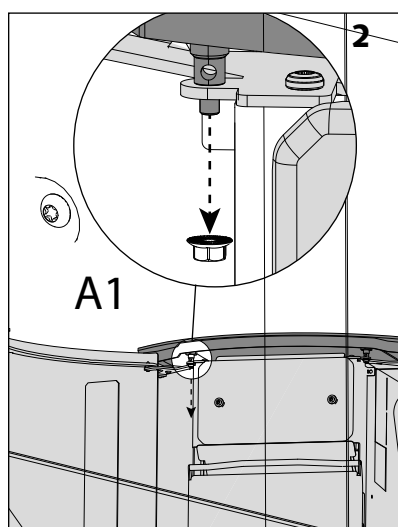
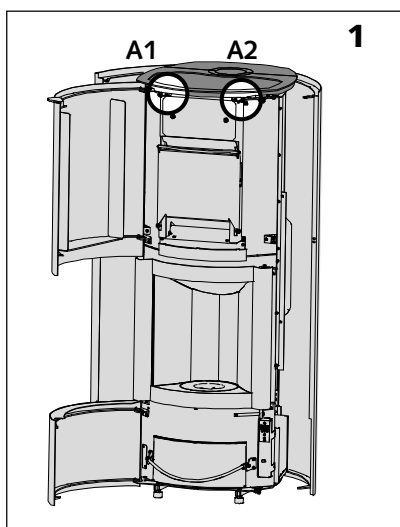


Start by opening the access door to the loading hatch and the ash drawer door.

Unscrew the 6 screws [figure 1] to allow the front panels to be opened.



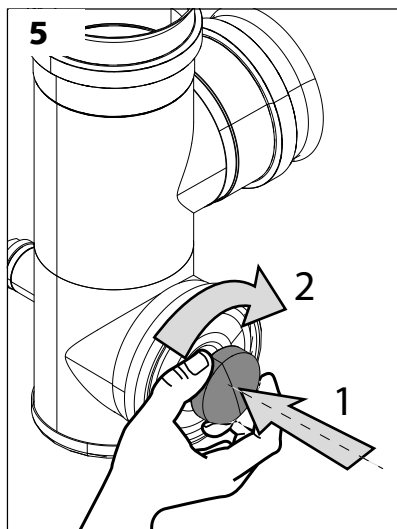
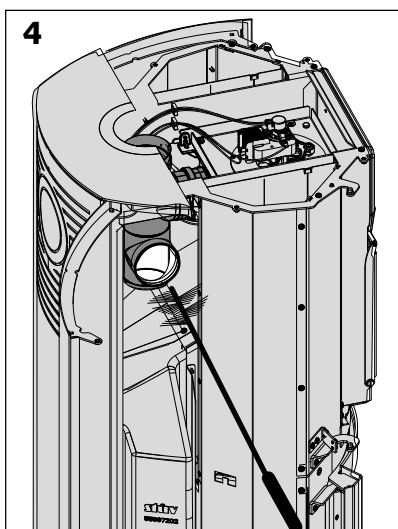
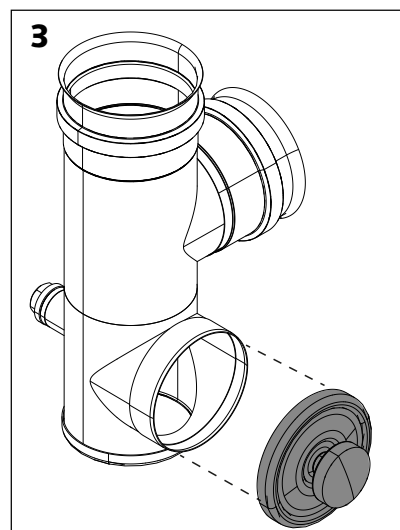
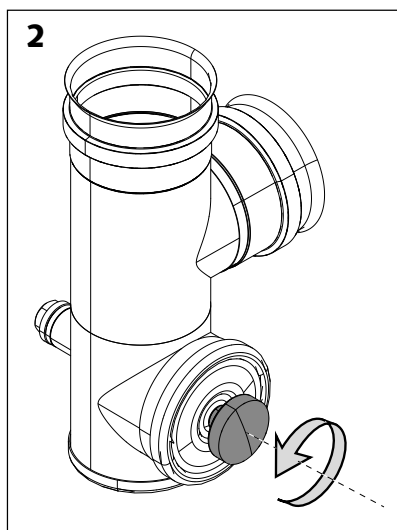
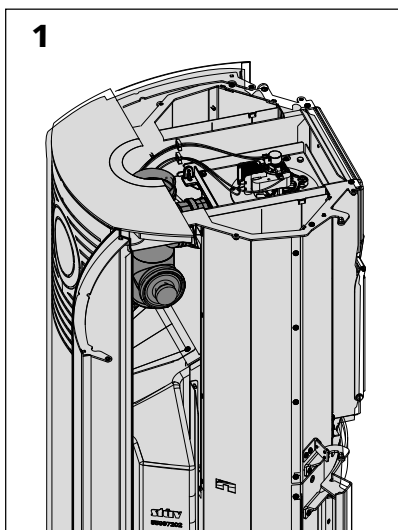
## REMOVING THE FRONT TOP SHELF AND THE DOOR



> Open the loading hopper access door and unscrew the four bolts securing the front shelf [figure 2-6].

> Remove the front shelf and open the loading hopper access door. [figure 7-8].

## ACCESS TO THE FLUE



**!** To ensure that your appliance is airtight once it has been swept, be sure to apply pressure to the handle before tightening [figure 5].



Annual maintenance for your Stûv P20-S 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



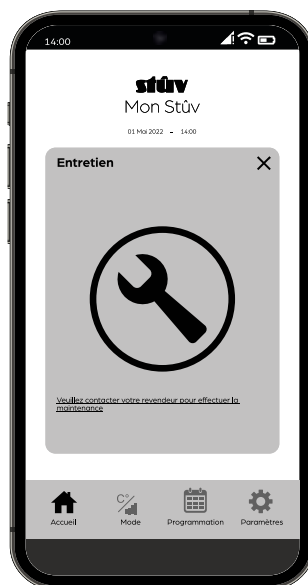
### **Warning!**

**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 burner supply elbow, replace it if necessary.
- check the extractor seal and replace if necessary.
- check the pressure relief valve and replace if necessary.
- check the burner supply elbow, replace it 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.**



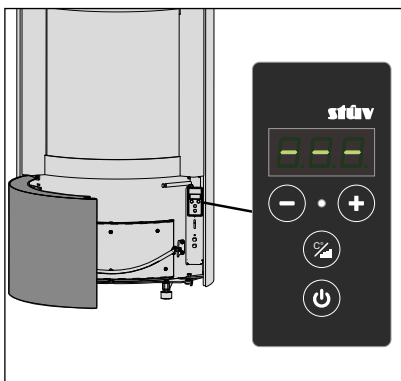


## Table of annual reviews

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## IN CASE OF PROBLEMS

### Emergency stop switch



In case of a malfunction or inability to reach the application or the remote control, pressing the button  **for 3 seconds** will cause the appliance to switch off.

This switch can also be used in the same way to switch the stove on if necessary. The appliance will then start in the last used mode (calendar excluded).

 **However, we recommend using the app or the remote control.**

### WHAT TO DO IN CASE OF AN ALARM?

When an alarm occurs, the P20-S beeps and displays a warning message on all 3 interfaces. The procedure to follow is as follows:

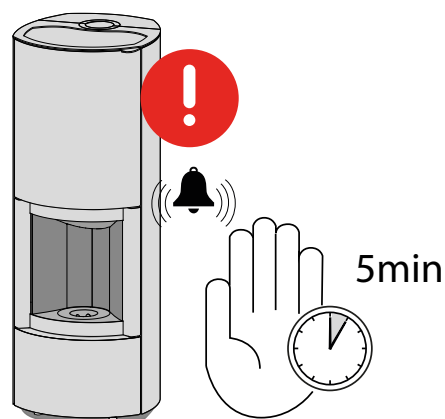
1. **Identify the type of alarm** displayed on the interface.  
Refer to the corresponding alarm description [see alarm signal listing below\*].
2. **Command the device to switch off (command only operational 5 minutes after the alarm message appears).**  
To do this, press the SCD button  for a long time (more than 3 sec.).

 **WAIT FOR THE COMPLETE COOLING OF THE DEVICE before any intervention !!!**

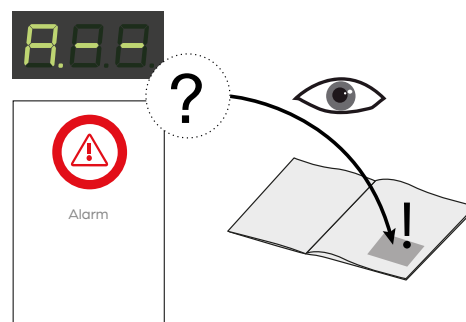
3. **Carry out the recommendations for use** described under the corresponding alarm [see next page].

#### \* Alarm signal listing

| SCD display                                                                         | App./ Remote control display                                                        |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  |  |
| A.60                                                                                | Maximum temperature                                                                 |
| A.61                                                                                | Negative pressure alarm                                                             |
| A.62                                                                                | Room sensor                                                                         |
| A.63                                                                                | Smoke sensor                                                                        |
| A.64                                                                                | Extractor                                                                           |
| A.65                                                                                | Screw 1                                                                             |
| A.66                                                                                | Flow                                                                                |
| A.67                                                                                | No lit                                                                              |
| A.68                                                                                | No flame                                                                            |
| A.69                                                                                | Screw 2                                                                             |
| A.70                                                                                | Smoke temperature                                                                   |
| A.71                                                                                | Circuit board temperature                                                           |
| A.72                                                                                | Leak                                                                                |
| A.73                                                                                | Deashing                                                                            |
| A.74                                                                                | Screw speed ratio                                                                   |
| A.77                                                                                | Loading hatch open                                                                  |
| A.87                                                                                | Blackout                                                                            |



1. **Identify the type of alarm**



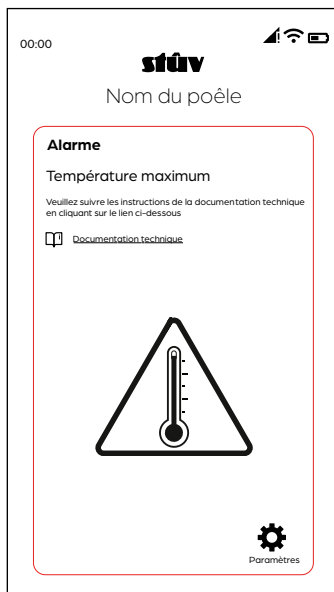
2. **Command the device to turn off.**



3. **Apply the recommendations for use** [see next page].

 **WAIT FOR THE COMPLETE COOLING OF THE DEVICE before any intervention !!!**

### DESCRIPTION DES SIGNAUX D'ALARME

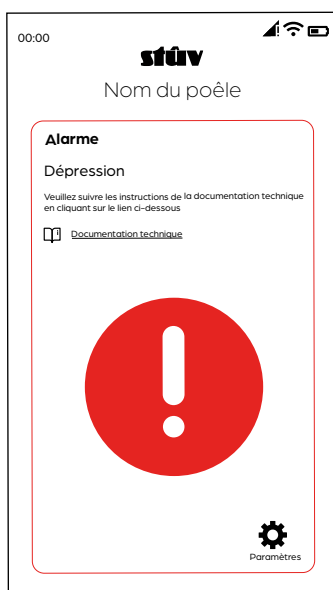
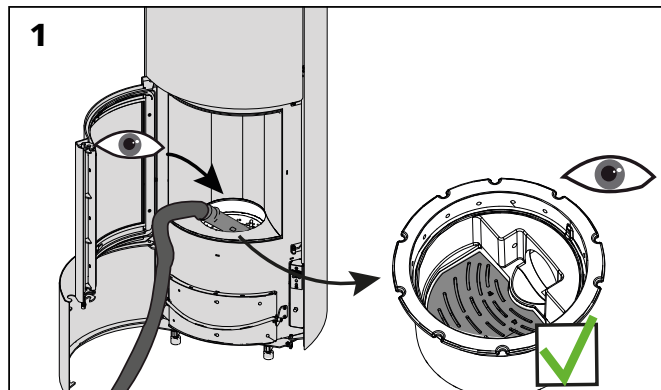


#### “Max. temperature” alarm

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 the  SCD button.
- > Let the device go out
- > Once the appliance has switched off and cooled down, **clean the burner grate thoroughly** (see ‘Weekly maintenance’ section).
- > Make sure that the grille is in the correct position [diagram 1].
- > Restart the device. If the alarm starts again, contact the installer.

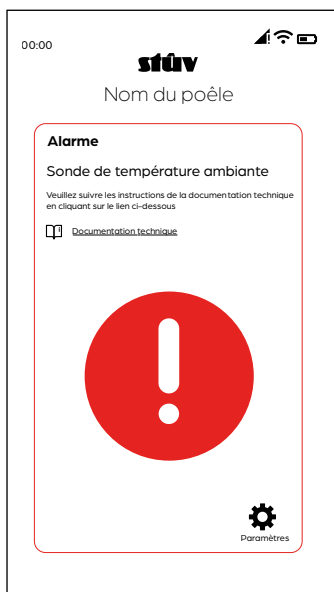


#### Negative pressure alarm

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 the  SCD button
- > 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.



### "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 the SCD button .
- > Let the device go out
- > Contact the installer.

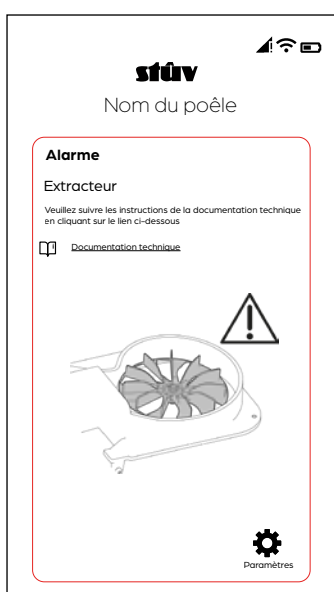


### "Flue gas sensor" alarm

This alarm indicates a malfunction of the probe for the flue gas temperature 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 the SCD button .
- > Let the device go out
  - > Contact the installer

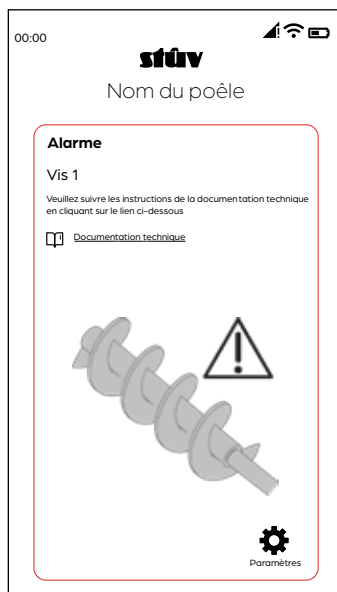


### Alarm "Extractor"

This alarm indicates a malfunction in the smoke vent or the associated 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 the SCD button .
- > Let the device go out
  - > Contact the installer

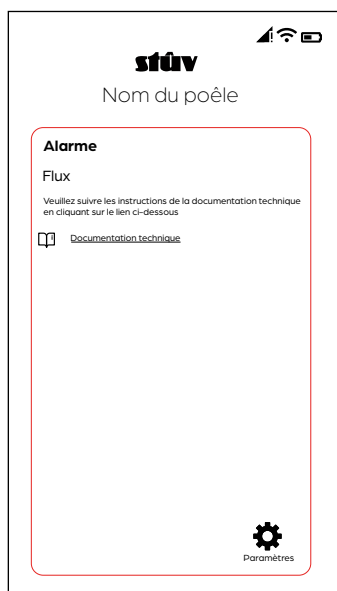


### "screw 1" alarm

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 the SCD button
- > Let the device go out
- > Contact the installer.

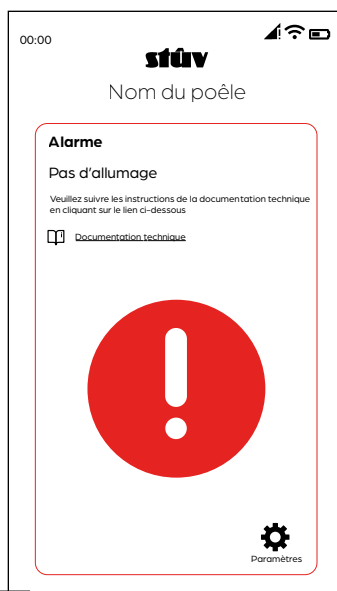


### "Flow" alarm

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 the SCD button
- > Let the device go out
- > Contact the installer.

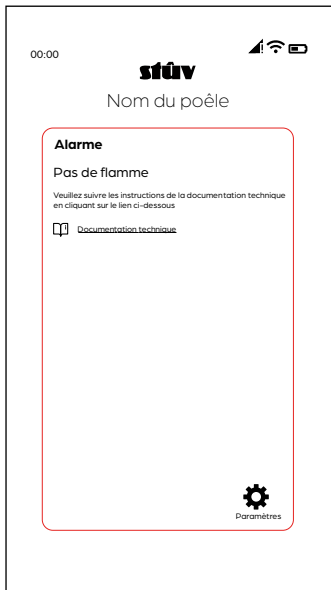


### "Not lit" alarm

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 the SCD button
- > Let the device go out
- > **Warning!**  
Once the device has gone out and cooled down, **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.

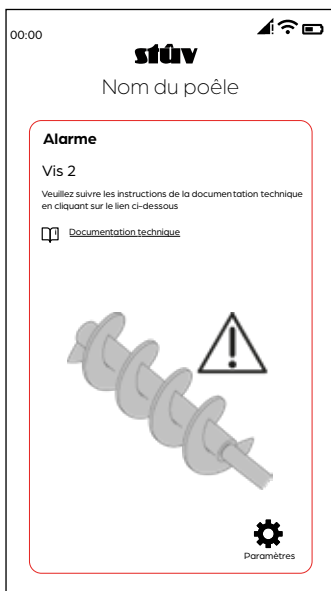


### "No flame" alarm

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 the SCD button 
- > Let the device go out
- > **Warning!**  
Once the device has gone out and cooled down, **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.
- > Check that there are still enough pellets in the tank. If not, refill the tank and try to restart the appliance. If the alarm recurs, contact your installer.
- > If the tank is full or if the alarm is displayed even though there is a flame, contact your installer.

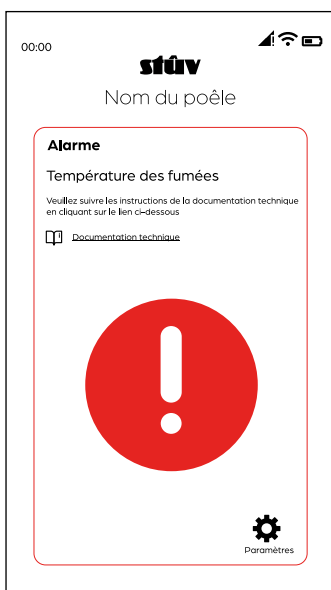


### "screw 1" alarm

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 the SCD button 
- > Let the device go out
- > **Warning!**  
Once the device has gone out and cooled down, **thoroughly clean the burner grille (see chapter entitled "weekly maintenance"), making sure that no unburned pellets are left on the burner grill. If necessary, clean the end of the tube with a vacuum cleaner.**
- > Restart the device. If the alarm starts again, contact the installer.

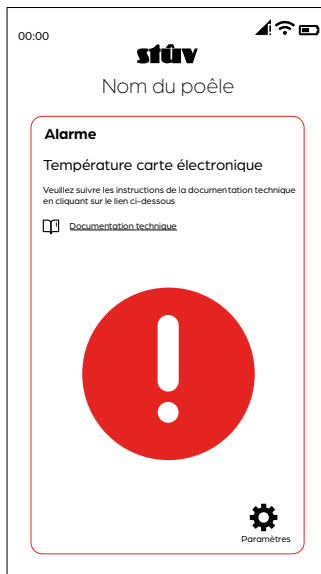


### "Smoke temperature" alarm

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 the SCD button 
- > Let the device go out
- > **Warning!**  
Once the device has gone out and cooled down, **thoroughly clean the burner grille (see chapter entitled "weekly maintenance") and empty the ashpan.**
- > Check the quality of the pellets you are using. If the pellets are too short, the smoke temperature will be too high. If in doubt, change the pellet.
- > Start up again. If the alarm occurs again, contact your 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 the SCD button 
- > Let the device go out
- > Contact the installer.

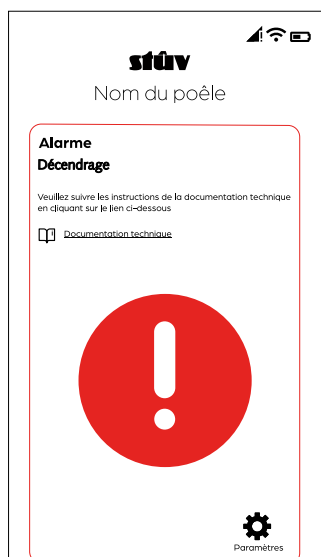


### "Leak" alarm

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 the SCD button 
- > 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.

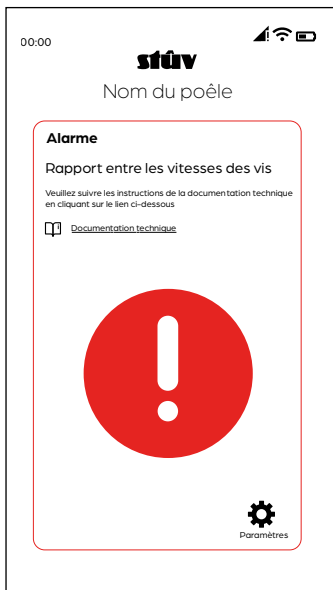


### "Deashing" alarm

This alarm indicates that the position of the ash removal grate is not correct. **If this alarm is displayed :**

- > Wait 5 minutes, then note the alarm and acknowledge it by pressing and holding the SCD button .
- > Allow the appliance to switch off
- > Once the appliance has been switched off and cooled down, **making sure that no unburnt pellets are blocking the grate in the open position, and empty the ash drawer.**
- > Restart the appliance. If the alarm occurs again, contact the installer.





### "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 the SCD button .
- > Let the device go out
- > Contact the install

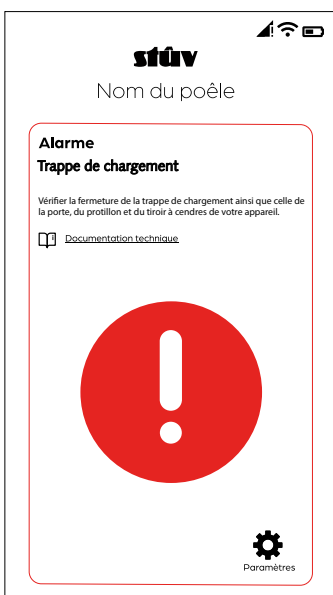


### "Blackout" alarm

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

#### If this alarm is displayed:

- > Wait for 5 minutes then make a note of the alarm and clear it by pressing and holding the SCD button .
- > 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.

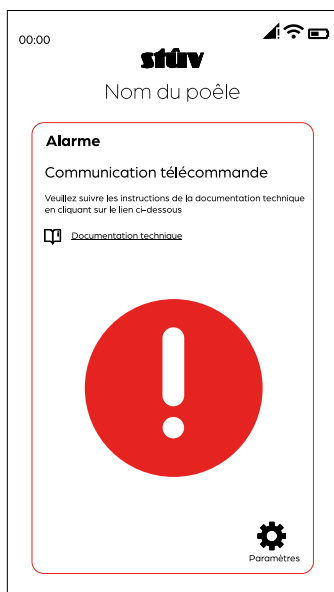


### "Loading hatch open" alarm

This alarm indicates that **the loading hatch door has been left open** too long. Check that it is well closed, as well as the door, the bottom door and the ashpan of your appliance.

#### If this alarm is displayed:

- > Let the appliance switch off.
- > After the appliance has been switched off and cooled down, remove the ash.
- > Fill the pellet tank before restarting the appliance.
- > If the alarm persists, contact the installer.

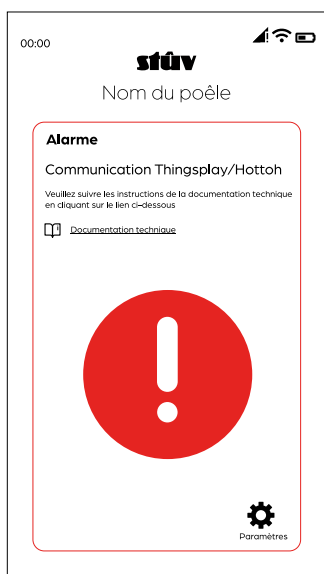


### “Remote control communication” alarm

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 stove, 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
- > If the alarm continues, contact the installer.



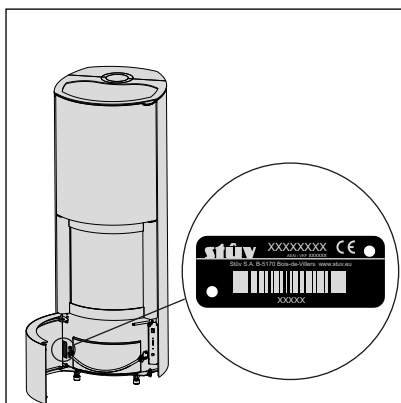
### “Thingsplay/Hotttoh communication” alarm

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.

## 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)

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 P20-S**

|                                                                                                                                                                                                     |                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Energy efficiency rating                                                                                                                                                                            |  <b>A+</b> |
| Direct thermal power                                                                                                                                                                                | <b>8.1 kW</b>                                                                               |
| Indirect thermal power                                                                                                                                                                              | –                                                                                           |
| Energy efficiency index                                                                                                                                                                             | <b>128</b>                                                                                  |
| Output at rated thermal input                                                                                                                                                                       | <b>90,3 %</b>                                                                               |
| Output at minimum capacity                                                                                                                                                                          | <b>90,7 %</b>                                                                               |
| Special precautions that must be taken during assembly, installation or maintenance of the decentralised heating device:<br><br><b>Consult the installation, usage and maintenance instructions</b> |                                                                                             |

## DECLARATION OF PERFORMANCE (EU 305-2011)

### Stûv P20-S

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  
Tel.: +32(0)81.43.47.96 – Fax: +32(0)81.43.48.74  
info@stuv.com www.stuv.com

Approved certifying body:

1880 – ACTECO

Via Amman, 41, 33084 Cordenons PN ITALY

System to assess and check the consistency of performance: 3

Test report number: 1880-CPR-086-22

Document number: QA 221478501

This device complies with CE regulations



|                                                        |                                           |                 |
|--------------------------------------------------------|-------------------------------------------|-----------------|
| European standards                                     |                                           | EN 14785 : 2006 |
| Main features                                          |                                           | Performance     |
| CO emissions                                           | At rated power:                           | 0,0003 %        |
|                                                        | At reduced power:                         | 0,015 %         |
| Smoke temperature at nominal power                     |                                           | 185 °C          |
| Heating power                                          | Nominal:                                  | 8,1 kW          |
|                                                        | Distributed in the room:                  | 8,1 kW          |
|                                                        | Distributed in water:                     | - kW            |
| Output                                                 | At rated power:                           | 90,3 %          |
|                                                        | At reduced power:                         | 90,7 %          |
| Maximum water pressure when operating                  |                                           | -               |
| Surface temperature                                    |                                           | Pass            |
| Cleaning capacity                                      |                                           | 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 | Minimum distance to the rear              | 100 mm          |
|                                                        | Minimum distance to the side              | 100 mm          |
|                                                        | Minimum distance above                    | 800 mm          |
|                                                        | Minimum distance to the front             | 1000 mm         |
|                                                        | Minimum distance in relation to the floor | 0 mm            |
| Fire risk after the fall of burning fuel               |                                           | Pass            |

Bois-de-Villers, 2023

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 stove 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,

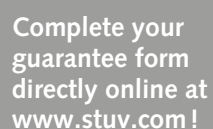


- faults that have occurred during, or that are the total or partial consequence of:
  - > failure to comply with the installation, usage and maintenance advice and recommendations,
  - > assembly/installation, modification or repair by a third party,
  - > installation by an unapproved installer,
  - > 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)



This image shows a full page of blank graph paper. The grid consists of small, equal-sized squares formed by thin black lines. There are no margins, text, or other markings on the page.

- that you entrust installation (or that you entrust check-over) to a qualified professional who is able, in particular, to check that the characteristics of the smoke flue are appropriate for the stove installed and to ensure that installation meets national and regional requirements in this field ;
- read the user manual carefully and follow the instructions for maintenance;
- have the flue swept regularly to ensure optimal operation. We recommend sweeping at least once or twice a year and definitely before relighting the stove after a long period of inactivity either in general or just before the season when heat is required.

**Please note**

As a consumer, you have legal rights under national legislation in force governing the sale of consumer goods. Your rights are not affected by this commercial guarantee.

## CONTACTS

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

Stûv sa  
rue Jules Borbouse 4  
B-5170 Bois-de-Villers (Belgium)  
info@stuv.com – www.stuv.com

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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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93109181 - directions for use - Stûv P20-S

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This document is available in several languages:  
Contact your distributor or visit [www.stuv.com](http://www.stuv.com)