



ISLAND PELLET
STOVES

Operation Manual



LUNDY 5 - Wood Pellet Stove Operation Manual

Hello Lundy 5 Owner,

Thank you for choosing our Lundy 5 stove, we hope you will enjoy the benefits of all our efforts to bring you the best in advanced pellet stove technology.

We set out to deliver a range of stoves that produce renewable heat with the lowest levels of particulate emissions so now you can reduce your use of fossil fuels, ensure least impact on local air quality inside and outside your home while enjoying the age old wonder of a wood fire.

Your stove is only approved for operation if correctly installed and commissioned by Island Pellet Stoves Ltd. For ongoing safe and efficient operation the routine cleaning and servicing of the stove as set out in this manual is essential.

We insist that you read this Operation Manual in full and follow our guidance on how to operate your stove. Once you have read the full instructions and been through the training session by our approved installer there is a short 'refresher' step by step guide at the back of the manual you can refer to.

We take pride in our products and our Lundy stove was created to satisfy a gap in the pellet stove market so if there is anything you think we can do to improve our service or product we are only too keen to get your feedback, so please get in touch.

If you have a problem with your stove – call us ! we want to hear all about it and help you put it right.



SAFETY

Before using your stove please familiarise yourself with the safety instructions below:

- It is forbidden for the stove to be used by children
- Do not operate the stove with the door open. It is a 'Closed Door' unit.
- Do not operate the stove with the wood pellet fuel hatch open
- Do not place objects on top of the stove as the surface will get very hot.
- We recommend a safety guard to be used to prevent children or animals from touching the stove.
- The safety and adjustment devices must not be modified without the authorisation or indications of the manufacturer. Only use replacement parts recommended by the manufacturer.
- Do not pull, disconnect, or twist the electrical cables leaving the stove, even if disconnected from the electrical power supply mains.
- Do not close or reduce the dimensions of the airing vents in the place of installation.
- External Ventilation requirements in accordance with Building Regulations, Approved Document J.
- The appliance, especially the external surfaces, will be hot to touch when in operation and that due care will need to be taken.
- Avoid direct contact with parts of the appliance that tend to heat up during operation.
- Check for the presence of any obstructions before switching the appliance on following a prolonged standstill period.
- It is recommended to position the power supply cable in a way that it does not come into contact with hot parts of the appliance. The power supply plug must be accessible after installation.
- Only use EN Plus 6mm wood pellets.
- This appliance must not be used to burn coal, wood logs, briquettes, waste or fuel not recommended by the manufacturer.
- Do not use any inflammable liquids for ignition.
- During the pellet filling phase do not allow the bag of pellets to come into contact with the stove top.
- The stove has been designed to function in normal climatic conditions. In particularly adverse conditions (strong winds, freezing) safety systems may intervene that switch the stove off. If this occurs, contact the technical after-sales service and always disable the safety system.
- Flues need to be swept clean annually. If the flue should catch fire, request help from the fire service and switch off the device.
- If the stove should block or stop feeding when running, indicated by the signal on the display and it is not due to lack of routine maintenance, contact us.
- The user will need to adhere to any necessary safety clearances from combustible materials and guidance on protecting against the risk of fire in and outside the radiation area.
- Properly installed and operated this appliance will not emit fumes. Occasional dust/ash can escape during de-ashing and re-fuelling. Persistent fume emission is potentially dangerous and must not be tolerated. If fume emission does persist, then the following immediate actions should be taken:
 - Stop stove
 - Open doors and windows to ventilate the room.
 - Let the fire go out and keep door and hatch of the appliance closed.
 - Do not attempt to re-light the fire until cause of fume has been identified, if necessary seek advice from Island Pellet Stoves.

OPERATING INSTRUCTIONS

All national and local regulations and European Standards shall be complied with when operating the appliance.

CONTROLLER AND SETTINGS

The stove uses a touch screen controller, which has been designed intuitively to enable ease of use.

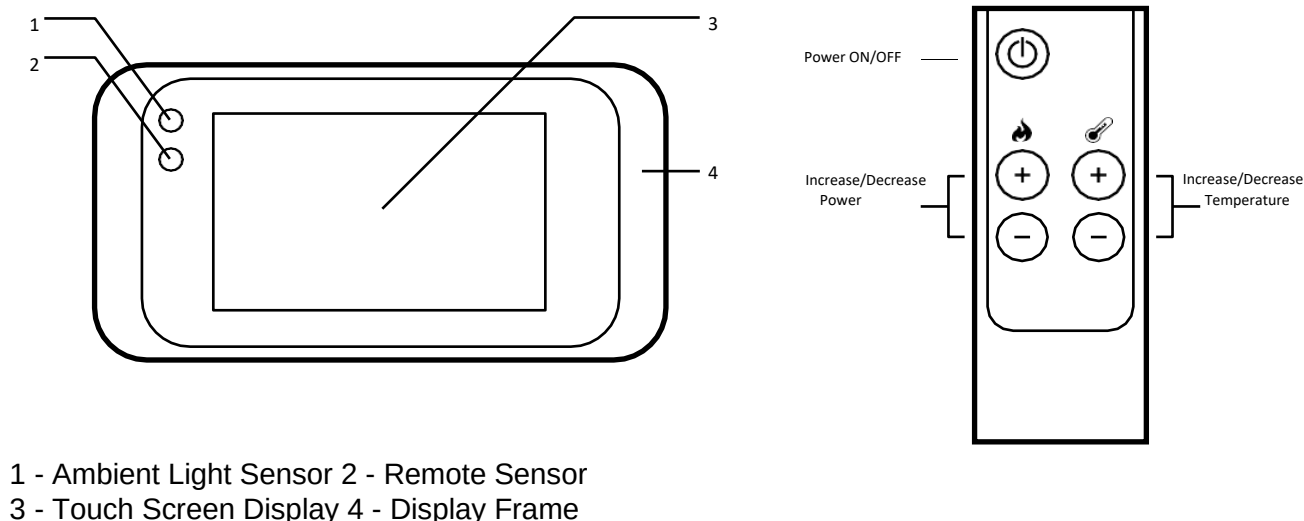
The stove can also be operated with the infrared remote control which is intended for day-to-day use when the system is fully configured and operational. The remote can be used for modifying the heating output level and temperature settings, and enables you to turn the stove on or off. The use of remote control is optional.

At the top of the stove's display are located indicators for various alarms and menus. The infra-red sensor is used for remote control unit.

The display shows the set or current values for the currently selected menu option. With on screen buttons you can navigate through the menu and control the operation of the stove. Refer to ICON GUIDE for descriptions of the buttons.

The display automatically switches to idle mode after 30 seconds of inactivity and exits from it when the display is touched again. You can change this feature in the 'Display Settings' sub menu.

Fig. 1 - Display & Remote Control



FILLING YOUR STOVE WITH PELLETS

The pellets used shall be EN Plus A1 grade 6mm wood pellet fuel. NO OTHER FUELS SHOULD BE USED

A bag with a maximum weight of 10 kg is recommended for handling and filling convenience. To fill the pellet store, open the top hatch and pour in the pellets from a bag. Otherwise decant pellets from the bag into our scuttle and pour pellets in through top pellet hatch. If the lifting the weight of a bag or scuttle of pellets is too heavy we offer a scoop which can decant pellets from the scuttle into the stove in small portions.

Please Note: If the hopper was completely empty before re-fuelling, the stove will not light on the first attempt. A second attempt needs to be made to allow the fuel to fill the screw auger and into the fire chamber. Alternatively you can manually feed pellets into the stove by using the settings menu on the touch screen controller (this runs the screw auger to feed pellets)

PREPARING YOUR STOVE

Once your stove is stocked with wood pellets, the stove must be de-ashed. Wait until stove is cool to touch before opening door by pulling the handle located at the bottom right hand side of the door. Pull the handle towards you to release the door catch.

Now clear the grate and surrounding area of ash by pulling the sliding grate forward; this is done by grasping the grate lever and pulling towards you. The ash will drop into the ash chamber below the grate. You do not need to remove grate entirely so just pull forward until it is no longer visible from above.

Re-insert sliding grate fully by pushing lever back until the grate has made firm contact with the back stop. You should see clear holes in the sliding grate.

The ash chamber can store ash so it is not necessary to remove after every use. However, if there is a build up of ash in the ash chamber beneath the grate it should now be cleared by using an ash vacuum (do not use every day vacuum as ash may damage your filter).

Close door by pushing door closed and then pushing handle back into the flush position.

TURNING ON YOUR STOVE

Check Stove power switch is plugged in and turned on.

Start your stove by using remote or touch screen as described below. The Stove will go through a **“heat up”** phase, in this phase the stove feeds pellets, operates ignitor and runs the fan to purge gases.

“ignition” phase, adjusts fan speed and runs ignitor until ignition has been proved.

“heating” phase, stove has lit and been proven flue is up to temperature

This can take 10-15 minutes

Option 1 - Via The Display.

- If in idle mode, touch the screen to exit it.
- Tap on  to enter the Temperature menu.
- Tap on  to enter the Main menu.
- **Hold**  to turn on the heating device.

Option 2 - Via The Remote.

- **Press**  on the remote to turn on the heating device.
- You can then use the  and  buttons to adjust the power and temperature. (See Fig.1 for details of the remote.)

Once in the “heating” phase the Stove continuously checks conditions such as air and flue temperatures. If needed it will restart by itself. It will continue burning and self regulate heat output to match the desired room temperature.

Please Note: When lighting the stove for the very first time or if the stove has run out of fuel on previous use - the auger that delivers the fuel to the fire chamber will be empty, therefore you will need to do a manual feed via the settings menu. If you do not do this, the first ignition attempt will fail and a second attempt will be needed.

CONTROLLING ROOM TEMPERATURE

With the Island controller you have two options for controlling the output of your stove. You can:

- a) Set a maximum output level – chose from level 1 to 5 (with 5 being highest)
- b) Set or modify the room temperature and allow stove to regulate the room temperature

Setting the output level limits the output of the stove, for example level 5 on the Lundy 5 is 5kW. The level 1 is approximately 1.5kW. Even when the level is set the stove will still modulate and reduce the output to maintain room temperature (set room temperature higher to keep stove running at the set level)

To view the current room temperature, tap on the down arrow to enter the Temperature context menu. The current room temperature value is shown on the display.

To set the desired room temperature, in the Temperature context menu tap on the plus or minus icons to increase or decrease the temperature. The changes will be saved automatically and the display will then show the current room temperature.

STOPPING YOUR STOVE

Select OFF in the top left corner of the display. If you were in the edit mode, the changes are discarded and the edit mode is exited. The Stove power will remain on and safety features will run if initiated by abnormal conditions (e.g. overheat).

TIMER CONTROL

The Lundy Stove comes with a timer function that allows the stove to be started up to heat a space. However it should be noted that the Lundy stove is a combustion device in which a wood fire is active and the stove should not be operated without someone in attendance.

If timers are to be used then it is essential that the stove has been prepared for use (see PREPARING YOUR STOVE) before it is started. Therefore if a timer is to be used to start a stove in the morning, then the stove must be prepared last thing in an evening before (as described in previous chapters this involves letting the stove cool down and then preparing by clearing ash from the grate).

DO NOT SET A TIMER TO START UP YOUR STOVE UNLESS YOU HAVE PREPARED YOUR STOVE BEFORE THE START TIME

SETTING TIMERS

The Lundy allows you to set up to 6 different time intervals (TI). A maximum of 3 intervals can be used per day.

- If in idle mode, touch the screen to exit it.
- Tap on  to enter the Temperature menu.
- Tap on  to enter the Main menu
- Tap on  to enter the Timers menu.
- Tap on **'Add new timer'** to add a new timer.
- Select the day/days you want the time interval to appear, by tapping on the initial of the day: **M T W T F S S**. The selected days will be highlighted.
- Set the timer start (hours and minutes) for the first time interval by tapping on 'Time start' and then  and/or  icons. Save the settings by tapping **'OK'**.
- Set the timer finish (hours and minutes) for the first time interval by tapping on 'Time finish' and then  and/or  icons. Save the settings by tapping **'OK'**.
- Set the target temperature for the first time interval by tapping on  and then  and/or  icons. Save the settings by tapping **'OK'**. You can cancel the changes by tapping **'DELETE'**.
- Once you complete all your weekly timer settings you will then need to enable the weekly timers operation to make them perform. If you do not enable them, the heating will not turn ON/OFF automatically but your timers will still be saved. To enable/disable the timer operation, tap on the **'ON/OFF'** button in the timers menu.
- Exit from the timers menu by tapping .

Please Note: If the room temperature is already higher than the target temperature when the time interval starts, the heating device will not be turned ON automatically until the actual temperature falls under the time intervals target temperature (provided the time interval is still active).

DO NOT LEAVE A TIMER ACTIVE IF GOING AWAY ON HOLIDAY

DO NOT LEAVE A TIMER ACTIVE WITHOUT CLEARING GRATE BETWEEN OPERATIONS

ADJUSTING TIME, DAY, MONTH AND YEAR

- If in idle mode, touch the screen to exit it.
- Tap on  to enter the Temperature menu.
- Tap on  to enter the Main menu.
- Tap on  to enter the Settings menu.
- Tap on **'Time'** to enter the Time menu.
- Set up Hours, Minutes and Day of the week by tapping on  and/or  icons. After completing the settings, save them by tapping on .

Please Note: If the time is not set properly the weekly timers will not perform when desired.

ROUTINE MAINTENANCE

Cleaning is essential to maintain the efficiency and reliability of the stove and is the user's responsibility.

DAILY when stove is cool and before use

Clean the grate;

Open door and clear grate. The sliding grate is located below the fire box and can be pulled out by holding the handle and withdraw the grate until the ash drops down to the ash chamber below.

Once grate is clear reinsert it fully with the handle pointing down.

DO NOT OPEN STOVE DOOR WHEN STOVE IS RUNNING

Please Note: The door handle should only be opened when the unit is not operating and is at room temperature.

WEEKLY or after maximum of 10 bags of pellets

Removing ash: The ash accumulates in the area underneath the sliding grate in the ash chamber. The ash should be removed once for every 100kg of fuel used (for example once for every 10 bags of fuel if each bag weighs 10kg).

Clear the grate, brush down any residual ash that is on the shelf and then remove ash by using a vacuum cleaner designed for ash or a scoop.

Please Note: The ash should be vacuumed out only when the unit is not operating and is at room temperature.

Door Glass - The glass will self clean if there is sufficient heat generated from the stove. However, after a period of use there may be a build up of soot on the sides of the glass (or if run for extended periods at low output the sooting up of the glass may occur all over the glass)

To clean the glass, it is recommended to use a soft dry cloth. Do not use a detergent or liquid – however, if stains are persistent then the use of a small amount of vinegar on a soft cloth is a simple way to clear the glass.

MONTHLY/QUARTERLY or after maximum of 100 bags of pellets

Cleaning the heat exchanger tubes: Over time ash and soot accumulates in the heat exchanger. The high efficiency and clean burning of our stoves is achieved with clear tubes and therefore they need to be cleaned.

When the stove is cool, open the door and remove the flame baffle that rests inside the upper area of the fire box. Now the tubes will be exposed and with the use of the wire brush provided with your stove the tubes shall be cleaned by inserting and extracting the brush several times to clean the inside of the 4 tubes.

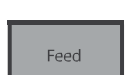
Once the tubes are clean, then replace baffle and carry out the 'weekly' cleaning routine as stated above.

TROUBLE SHOOTING

- 1) I turned stove on and it did not light
 - a. Check controller is on
 - b. If screen does not illuminate when pressed check power is connected and turned on
- 2) The screen is on and I can hear motor noise but no pellets are dropping into the grate
 - a. Check fuel level in hopper and fill if required
 - b. If the stove has run out of fuel then you may need to wait until the screw auger refills and starts to feed pellets again
 - c. This can be done with a re-start by clearing error and pressing on again
- 3) There are pellets in the grate but they are not igniting
 - a. Pellets are filling up in grate but there is no flames after 10 or 15 mins – is there a glow from the ignitor?
 - b. If the pellet quantity is low then check hopper level as above
- 4) My stove is making a noise
 - a. Shut down the stove and report it to us
- 5) The pellets are building up in the grate and blocking the drop tube
 - a. Shut down the stove
 - b. Make sure the stove has been maintained and serviced in line with our recommendations
 - c. Clear the grate, clean the stove and restart the stove.
 - d. IF THE PROBLEM REOCCURS CONTACT US
- 6) The stove smells of smoke or burning
 - a. Shut down the stove immediately
 - b. In normal operation there should be no smell or aromas from the stove as it is a fully sealed device
 - c. Contact us

ICON GUIDE

Icon	Description
	Enter temperature menu
	Check the current ignition/ shutting down state
	Enter main menu
	Increase
	Decrease
	Enter timers menu
	Enter statistics menu
	Enter settings menu
	Enter tips menu
	Turn ON the heating device (Green)
	Turn OFF the heating device (Red)

Icon	Description
	Screen lock set to HIGH
	Screen lock set to LOW
	Close the menu
	Navigate back
	Previous sub menu page
	Next sub menu page
	Info about the selected submenu
	Fuel autonomy monitoring/ resetting (if enabled and supported)
	ON - enable OFF - disable
	Confirm
	Delete
	Start the feeder motor manually (only when the heating device is OFF)

ALERTS & FAULTS

Any faults will pop up on the display, Alerts will appear in yellow and Errors will appear in red. The stove should still be operational in the event of an Alert, however an Error indicates a more serious malfunction. You can close Alerts and Errors by tapping the 'X' symbol in the corner returning you to the main screen, this will not reset the fault. You will notice the Alert / Error code will be at the top of the display, tapping on this code will bring up the fault message again.

Below is a table of all the faults, their description and a suggested solution.

Code	Description	Solution
A001	Low fuel	Refill the stove fuel container
A002	Maintenance	Call out service personnel
A003	Cleaning	Chimney or heat exchanger cleaning required
A004	Low battery	Replace remote battery, call service to order replacement (CR2032 recommended)
A005	Speed sensor	Call out service personnel
A006	Door opened	Ensure door is closed properly
A007	Pressure / airflow sensor	Call out service personnel
E002	IR communication error	Call out service personnel
E004	MB communication error	Call out service personnel
E101	Fire Error	Call out service personnel
E102	Chimney Dirty	Chimney cleaning required
E105	NTC2	Call out service personnel
E106	NTC3	Call out service personnel
E107	TC2	Call out service personnel
E108	Security switch error	Call out service personnel
E109	Pressure switch error	Call out service personnel
E110	NTC1	Call out service personnel
E111	TC1	Call out service personnel
E113	Gases over temperature	Chimney or heat exchanger cleaning required
E114	No pellets	Empty the burning pot and restart the device, re-fill the fuel container if needed
E115	General error	Call out service personnel

TECHNICAL SUPPORT

In the event of a fault check the Island Pellet Stoves website for support details. Otherwise if you feel unsure or there are strange noises or smells please get in touch with us and we will talk you through and help diagnose the issue to get your stove back up and running safely.

QUICK GUIDE

DAY TO DAY GUIDE TO START YOUR STOVE

- 1) When stove is cool to touch - Open the door
- 2) Clear the ash from the grate by withdrawing the grate fully and letting all ash drop into chamber below (use brush to break up ash if necessary)
- 3) Return grate fully by pushing lever until all the way in
- 4) Close the door
- 5) Check wood pellet level in hopper (fill as necessary)
- 6) Close hopper lid
- 7) Start stove by pressing 'ON' symbol of remote or touch screen
- 8) Wait until pellets have been fed into burn pot and have ignited (can take 10 to 15 mins)
- 9) Once stove has entered 'heating' phase you can adjust room temperature setting by using remote or touch screen – alternatively set maximum output level (1 to 5 with 5 being the highest) by selecting from remote or on touch screen
- 10) Keep an eye on your fire - **DO NOT LEAVE STOVE RUNNING FOR EXTENDED PERIODS UNATTENDED.**
- 11) To stop your stove – just switch off using remote or touch screen **BE SURE TO STAY WITH THE FIRE TO MAKE SURE IT IS OFF AND PELLETS HAVE STOPPED FEEDING**

WEEKLY GUIDE TO DEASHING YOUR STOVE

- 1) When stove is cool to touch - Open the door
- 2) Clear the ash from the grate by withdrawing the grate fully and letting all ash drop into chamber below
- 3) Brush all ash from the firebox into the lower chamber
- 4) Clean glass if necessary
- 5) Vacuum all ash from the lower ash chamber (under the grate)
- 6) Close grate by sliding back fully
- 7) Close door

MONTHLY GUIDE TO CLEANING YOUR STOVE

- 1) When stove is cold apply personal protective equipment such as gloves, mask and eye protection
- 2) Open door and remove baffle to expose heat exchanger tubes
- 3) Use tube brush to clean the tubes by inserting and withdrawing
- 4) After cleaning tubes, brush all ash and soot into grate
- 5) Replace the baffle

Follow instructions for weekly de-ash as above

WARRANTY CONDITIONS

NB - Damage in transit is not the same as faulty goods and should be notified within 24 hours of receipt so it can be claimed under the haulier's insurance. Where it is clear that the parts were faulty when you received them we will send replacements or repair the item free of charge as soon as possible.

Warranty

Island Pellet Stoves Ltd provides a parts-only warranty to the original buyer of the appliance which commences from the date of purchase.

The cover is as below;-

- 5 years on the welded steel body.
- 2 years on all mechanical items including the auger, heat-exchanger and combustion grate unless specifically excluded below.
- 1 year on all electrical items including the controller, gear-motor, fan and igniter, unless specifically excluded below.
- **Exclusions;** The painted finish of the body, the door glass, the rope seals and the vermiculite panels are excluded.
- **Conditions ;**
 - Installation and commissioning by Island Pellet Stoves Ltd. or a party authorized by Island Pellet Stoves Ltd.
 - You have followed the operating instructions set out in this Manual
 - Only the approved wood pellet fuel shall be used with the appliance (6mm diameter, EN Plus A1 grade)
 - The appliance must be serviced according to the manufacturer's guidelines by a technician trained and approved by Island Pellet Stoves' within 6 months or 1000 running hours, whichever comes first, of the initial commissioning date. Copies of all service reports must be provided to Island Pellet Stoves on demand.
 - All parts claimed under warranty shall be returned to Island Pellet Stoves for examination. If the claim is upheld after examination then a credit or refund will be issued.
 - All replacement parts supplied by Island Pellet Stoves shall be paid for in advance by the client.
 - This warranty is not transferable should the appliance be transferred to another premises or another installation.
 - Proof of annual water testing and treatment must be presented with any claim related to the boiler heat-exchanger (applies only to Lundy 8 model).

If something is faulty please let us know as soon as possible and we will send you a replacement(s).

Please contact us first - we will not pay for replacement parts or repair services arranged without our consent.



Approved



Approved for use in smokeless zones



ISLAND PELLET
STOVES

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Please refer to the contact information below if you have any technical queries.

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