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## Sannover Flavia 9.5 kW

# Sannover Flavia 9.5 kW Air Pellet Stove User Manual

MODEL: FLAVIA 9.5 kW

Brand: Sannover

## 1. INTRODUCTION

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Thank you for choosing the Sannover Flavia 9.5 kW Air Pellet Stove. This manual provides essential information for the safe and efficient operation of your new heating appliance. Please read all instructions carefully before installation, operation, or maintenance. Proper use and care will ensure optimal performance and longevity of your stove.

The Sannover Flavia 9.5 kW Air Pellet Stove is a compact and efficient heating solution designed for optimal performance and energy savings. It features a quiet operation for enhanced acoustic comfort and a long autonomy of up to 26 hours, capable of heating areas up to 120m<sup>2</sup> (approximately 300m<sup>3</sup>).



Image 1.1: The Sannover Flavia 9.5 kW Air Pellet Stove in a home setting, demonstrating its compact design and aesthetic integration.

## 2. IMPORTANT SAFETY INFORMATION

**WARNING:** Failure to follow these safety instructions could result in fire, property damage, serious injury, or death.

- Always consult a qualified professional (e.g., Qualigaz, QualiPac, QualiBois certified technician) for installation and regular maintenance to ensure safety and compliance with local regulations. Failure to do so may void your warranty and pose serious risks.
- Keep flammable materials, such as furniture, curtains, clothing, and other combustibles, at a safe distance from the stove. Refer to local building codes for specific clearance requirements.
- Ensure adequate ventilation in the room where the stove is installed to prevent carbon monoxide buildup.
- Never use gasoline, kerosene, or other highly flammable liquids to start or restart the stove.
- Do not store wood pellets or other combustible materials near the stove.
- Regularly inspect and clean the chimney and flue pipes to prevent creosote buildup and ensure proper draft.

- Keep children and pets away from the hot surfaces of the stove.
- Install a carbon monoxide detector in the vicinity of the stove.

## 3. PRODUCT OVERVIEW

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The Sannover Flavia 9.5 kW Air Pellet Stove is designed for efficient and comfortable heating. It combines modern aesthetics with robust performance.

### Key Features:

- Heat Output: 9.5 Kilowatts
- Heating Area Coverage: Up to 120m<sup>2</sup> (approx. 300m<sup>3</sup>)
- Long Autonomy: Up to 26 hours of continuous operation
- Quiet Operation: Designed for enhanced acoustic comfort
- Included Components: Pellet stove, Remote control
- Connection Type: Chimney
- Material: Durable Alloy Steel construction



Image 3.1: Front view of the Sannover Flavia 9.5 kW Air Pellet Stove, showcasing its sleek design.





Image 3.2: Interior view of the stove with the door open, illustrating the burn pot and ash collection area.

## 4. SETUP AND INSTALLATION

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**Professional Installation Recommended:** For your safety and to ensure proper functioning, it is strongly recommended that the installation of this pellet stove be performed by a qualified and certified professional. Improper installation can lead to serious hazards and may void your warranty.

### 4.1 Unpacking and Inspection

- Upon receipt, carefully inspect the packaging for any signs of damage.
- If damage is observed, document it with clear photographs and make a note on the delivery receipt before accepting the package.
- Contact customer service immediately if any issues or discrepancies are found.

- Remove all packaging materials and ensure all components listed in the packing list are present.

## 4.2 Location Requirements

- Place the stove on a non-combustible surface. If the floor is combustible, a suitable floor protector must be used.
- Maintain adequate clearance from walls and other combustible materials. Refer to local building codes and the stove's installation manual for specific minimum clearance requirements.
- Ensure the installation area has proper ventilation and access to a suitable chimney connection.

## 4.3 Chimney Connection

- The stove requires a secure and properly sealed chimney connection.
- Ensure the chimney system is clean, free of obstructions, and meets all local safety standards and regulations.
- Use appropriate flue pipes and connectors designed for pellet stoves.

# 5. OPERATING INSTRUCTIONS

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## 5.1 Fuel Type

Use only high-quality, certified wood pellets as fuel. Do not use other materials such as wood chips, sawdust, trash, or any liquid fuels, as this can damage the stove and create a fire hazard.

## 5.2 Filling the Pellet Hopper

- Ensure the stove is off and cool before filling the hopper.
- Open the hopper lid located on top of the stove.
- Carefully pour pellets into the reservoir. Do not overfill the hopper; leave some space at the top.
- Close the hopper lid securely after filling.

## 5.3 Starting the Stove

1. Ensure the pellet hopper is sufficiently filled and the stove is properly connected to a power outlet.
2. Press the power button on the control panel or the remote control to turn on the stove.
3. Select the desired temperature or power level using the control interface.
4. The stove will initiate the ignition sequence automatically. This process typically takes several minutes as the igniter heats the pellets.
5. Once ignited, the stove will begin to feed pellets and produce heat.

## 5.4 Adjusting Heat Output

Use the control panel or the remote control to adjust the heat output settings (e.g., power level, temperature) according to your comfort needs. Refer to the specific instructions for your control panel for detailed adjustment procedures.

## 5.5 Shutting Down the Stove

- Press the power button on the control panel or remote control to turn off the stove.
- The stove will enter a cooling cycle, during which the fan will continue to operate to cool down the internal components. Do not unplug the stove or interrupt the power supply during this cycle.
- Once the cooling cycle is complete, the stove will fully shut down.

## 6. MAINTENANCE

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Regular maintenance is crucial for the safe, efficient, and long-lasting operation of your Sannover Flavia pellet stove. Always ensure the stove is completely cool and unplugged before performing any maintenance.

### 6.1 Regular Cleaning (User Performed)

- **Ash Removal:** Regularly empty the ash pan to prevent buildup, which can impede airflow and affect combustion efficiency. The frequency depends on usage and pellet quality.
- **Burn Pot Cleaning:** Clean the burn pot frequently to remove any clinkers or unburnt residue. A clean burn pot ensures proper ignition and efficient burning.
- **Glass Cleaning:** Clean the stove glass with a suitable glass cleaner designed for wood stoves when the stove is cool. Avoid abrasive cleaners that can scratch the glass.
- **Exterior Cleaning:** Wipe down the exterior surfaces with a soft, damp cloth. Do not use harsh chemicals.

### 6.2 Professional Servicing

Annual professional maintenance is crucial for the longevity and safe operation of your pellet stove. A qualified technician will perform a thorough inspection and cleaning of internal components, check for wear and tear, and ensure optimal performance and safety compliance. This includes:

- Cleaning of the heat exchanger and flue pipes.
- Inspection of the igniter, fans, and auger motor.
- Checking electrical connections and safety devices.
- Verifying proper chimney draft.

## 7. TROUBLESHOOTING

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This section addresses common issues you might encounter with your pellet stove. For problems not listed here or if solutions do not resolve the issue, please contact a qualified service technician.

### 7.1 Stove Not Igniting

- **Check Pellet Level:** Ensure the pellet hopper is sufficiently filled.
- **Power Supply:** Verify that the stove is properly connected to a working power outlet.
- **Clean Burn Pot/Igniter:** A dirty burn pot or a blocked igniter can prevent ignition. Clean these components as per maintenance instructions.
- **Pellet Feed:** Check if pellets are feeding correctly into the burn pot. There might be a blockage in the auger system.

### 7.2 Low Heat Output

- **Power Level:** Verify that the selected power level or temperature setting is appropriate for your heating needs.
- **Pellet Quality:** Poor quality pellets can result in inefficient burning and reduced heat output.
- **Cleanliness:** Ash buildup in the burn pot, heat exchanger, or flue pipes can restrict airflow and reduce efficiency. Perform thorough cleaning.
- **Air Intake:** Ensure the air intake vents are not blocked.

### 7.3 Excessive Noise

- **Leveling:** Ensure the stove is level and stable on its installation surface.

- **Loose Components:** Check for any loose panels or components that might be vibrating.
- **Fan Noise:** Some fan noise is normal, especially during startup or high power settings. If the noise is unusually loud or grinding, it may indicate a fan issue.

If troubleshooting steps do not resolve the issue, please contact a qualified service technician for further assistance.

## 8. SPECIFICATIONS

Feature	Specification
Model	Flavia 9.5 kW
Brand	Sannover
Heat Output	9.5 Kilowatts
Dimensions (L x W x H)	46.4 x 48 x 99.8 cm
Weight	90 Kilograms
Material	Alloy Steel
Color	White
Heating Area Coverage	120m <sup>2</sup> (approx. 300m <sup>3</sup> )
Connection Type	Chimney
Power Type	Freestanding
Included Components	Pellet stove, Remote control

## 9. WARRANTY AND SUPPORT

### 9.1 Manufacturer's Warranty

This Sannover Flavia 9.5 kW Air Pellet Stove comes with a **2-year manufacturer's warranty on parts**, effective from the date of delivery. This warranty covers defects in materials and workmanship under normal use.

**Important Warranty Condition:** The manufacturer's warranty is valid only if the installation and any subsequent fault diagnosis are performed by a qualified professional in accordance with current standards and regulations. Failure to adhere to professional installation and servicing recommendations may void your warranty.

### 9.2 Customer Support

For technical assistance, spare parts, or warranty claims, please contact your retailer or an authorized Sannover service center. When contacting support, please be prepared to provide the following information:

- Product Model: Flavia 9.5 kW
- ASIN: B0DH8HD9CS
- Date of Purchase
- Detailed description of the issue

Always refer to the official Sannover website or your purchase documentation for the most up-to-date support contact information.

