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## Sannover Thermique Flavia15Air\_noir

# Sannover Flavia 15 kW Air Pellet Stove User Manual

Model: **Flavia15Air\_noir** | Brand: **Sannover Thermique**

## 1. INTRODUCTION

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Thank you for choosing the Sannover Flavia 15 kW Air Pellet Stove. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new heating appliance. The Flavia pellet stove is a compact and elegantly designed unit, offering excellent performance and energy efficiency. It is capable of heating spaces up to 300 cubic meters and boasts an impressive autonomy of up to 26 hours on a single fill, all while operating quietly for enhanced acoustic comfort.

### **Important Safety Information:**

- Always read and understand this entire manual before installing, operating, or performing maintenance on the pellet stove.
- Improper installation, adjustment, alteration, service, or maintenance can cause property damage, personal injury, or loss of life.
- It is highly recommended that installation and regular maintenance be performed by a qualified professional (e.g., Qualigaz, QualiPac, QualiBois certified, or a brand-approved technical station) to ensure safety and compliance with current regulations.
- Keep combustible materials, gasoline, and other flammable vapors and liquids clear of the appliance.
- Ensure adequate ventilation in the room where the stove is installed.
- Never operate the stove with the fuel hopper empty or with the door open.

## 2. UNPACKING AND SETUP

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Upon receiving your order, it is crucial to inspect the package for any damage. If you notice any deterioration or non-conformity with your order after unpacking, please make reservations on the delivery note and do not accept the package. We recommend taking photographs to document any issues, which can be attached to your claim with our customer service.



Figure 2.1: The Sannover Flavia 15 kW Air Pellet Stove shown with its accompanying remote control. The stove features a sleek black finish and a visible flame window.

## 2.1 Placement and Installation

- The stove is designed for freestanding installation.
- Ensure the installation surface is level, non-combustible, and capable of supporting the stove's weight (105 kg).
- Maintain required clearances from combustible materials as specified by local building codes and the stove's rating plate.
- **Chimney Connection:** The stove requires a chimney connection for exhaust. Ensure the chimney system is properly sized, installed, and sealed according to local regulations and manufacturer guidelines.
- **Electrical Connection:** Connect the stove to a suitable electrical outlet. The stove is designed for standalone electrical connection.

## 3. OPERATING INSTRUCTIONS

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### 3.1 Loading Pellets

Open the pellet hopper lid located on top of the stove. Carefully pour wood pellets into the hopper, ensuring not to overfill. Use only high-quality wood pellets recommended for pellet stoves.



Figure 3.1: Internal view of the Sannover Flavia pellet stove with the front door open, showing the combustion chamber and ash pan area.

## 3.2 Ignition and Operation

1. Ensure the stove is properly connected to power and the chimney.
2. Press the "ON" button on the control panel or the remote control to initiate the ignition sequence. The stove will automatically feed pellets and activate the igniter.
3. Once the flame is established, the stove will enter normal operating mode.
4. **Temperature Control:** Use the "+" and "-" buttons on the control panel or remote control to adjust the desired heat output. The stove will modulate its pellet feed rate and fan speed to maintain the set temperature.
5. The Flavia stove offers up to 26 hours of continuous operation on a full hopper, depending on the heat setting and pellet quality. It is designed to efficiently heat areas up to 120 m<sup>2</sup> (equivalent to approximately 300 m<sup>3</sup>).

## 3.3 Shutting Down the Stove

To turn off the stove, press the "OFF" button on the control panel or remote control. The stove will enter a cool-down cycle, stopping the pellet feed and continuing the fan operation until the internal temperature drops to a safe level. Do not unplug the stove during the cool-down cycle.

## 4. MAINTENANCE

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

### 4.1 Daily/Weekly Maintenance

- **Ash Removal:** Regularly empty the ash pan. The frequency depends on usage and pellet quality. A full ash pan can impede airflow and reduce efficiency.
- **Burn Pot Cleaning:** Clean the burn pot (crucible) to remove any clinkers or unburnt pellets. Ensure the air holes are clear.
- **Glass Cleaning:** Clean the ceramic glass door with a specialized stove glass cleaner when the stove is cold.

### 4.2 Annual Professional Maintenance

In addition to regular user maintenance, it is strongly recommended to have your pellet stove inspected and serviced annually by a qualified professional. This includes:

- Thorough cleaning of the heat exchanger, exhaust passages, and fan components.
- Inspection of all electrical components and wiring.
- Checking and cleaning of the chimney and flue pipe.
- Verification of safety devices and controls.

## 5. TROUBLESHOOTING

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This section provides solutions to common issues you might encounter. For problems not listed here or if solutions do not resolve the issue, please contact customer support.

Problem	Possible Cause	Solution
Stove does not ignite.	No pellets in hopper, igniter failure, clogged burn pot, power issue.	Check pellet level, clean burn pot, verify power connection. If igniter fails, contact service.
Low heat output.	Low heat setting, poor quality pellets, dirty heat exchanger, restricted airflow.	Increase heat setting, use recommended pellets, clean heat exchanger, check for obstructions in air intake/exhaust.
Excessive smoke or soot.	Poor combustion, wet pellets, clogged chimney/flue, incorrect air settings.	Ensure pellets are dry, clean chimney/flue, adjust air settings (if applicable), contact professional for inspection.
Stove shuts down unexpectedly.	Overheating sensor activated, empty hopper, power interruption, safety sensor fault.	Check pellet level, ensure proper ventilation, reset stove after cooling. If issue persists, contact service.

## 6. SPECIFICATIONS

The following table details the technical specifications of the Sannover Flavia 15 kW Air Pellet Stove:

Feature	Detail
Manufacturer	Sannover
Model Number	Flavia15Air_noir
Product Dimensions (L x W x H)	55 x 58 x 107.3 cm
Item Weight	105 Kilograms
Color	Black
Material	Metal
Heating Coverage	Suitable for spaces up to 120 m <sup>2</sup> (approx. 300 m <sup>3</sup> )
Electrical Plug Type	Freestanding
Included Components	Pellet Stove + Remote Control
Assembly Required	Yes
Ventilation Type	Direct Vent
Efficiency	High Efficiency



Figure 6.1: The Sannover Flavia pellet stove seamlessly integrated into a modern room setting, demonstrating its compact size and aesthetic appeal.

## 7. WARRANTY AND SUPPORT

Your Sannover Flavia 15 kW Air Pellet Stove comes with certain warranty coverages:

- **Legal Conformity Warranty:** You benefit from a legal conformity warranty for two years from the date of delivery of your purchase.
- **Manufacturer's Warranty:** For certain products, a manufacturer's warranty may apply, typically for two years, covering spare parts. This manufacturer's warranty is only applicable if the installation and fault diagnosis have been carried out by a qualified professional in accordance with current standards.

For technical support, warranty claims, or professional service recommendations, please contact your retailer or an authorized Sannover service center. Always provide your model number (Flavia15Air\_noir) and purchase date when seeking assistance.

website.