



## PELLET STOVES

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For all Piazzetta owners

I want to reassure you, you have purchase a very good stove. If you are experiencing difficulties with your new stove, believe me you are at the right place to solve them, if this is the case. Prior to download any field, or information, on how to adjust your stove you should first informed your local dealer of any problem you are experiencing whit your stove. They are the one who have generally installed and adjust the unit so they should know what to do.

Only then, if they can't correct the situation, or you do not get satisfaction, I will be there to help you out, to better help you, I need some information, answer to the best of your knowledge. This is not a test of whether or not I will help you.

Information's needed;

- First, is your stove is still under warranty?
- What is the model of your stove?
- What is your firmware version?
- In witch country is the stove installed?

If you are experiencing; soot problem, lazy flame, accumulation of ash in the burn pot so called a brownie or just any other issue, please also answer these following question;

- When was the last time you clean your stove?
- When was the last time you clean your chimney?
- How many pouch of pellet have you burn since then?
- Are you running your stove at P3 level?
- Are you running on ENERGY SAVING mode?
- Did you read the sticky post Piazzetta A to Z recommendations;  
<http://www.hearth.com/talk/threads/piazzetta-pellets-stove-a-to-z-recommendations.147362/>

For customers who have access to programming sheet I also need the value of the following program line;

- 03p value?
- 12p ?
- 16p ?
- 17p ?
- 18p ?
- 19p ?
- 20p ?
- 21p ?
- 22p ?