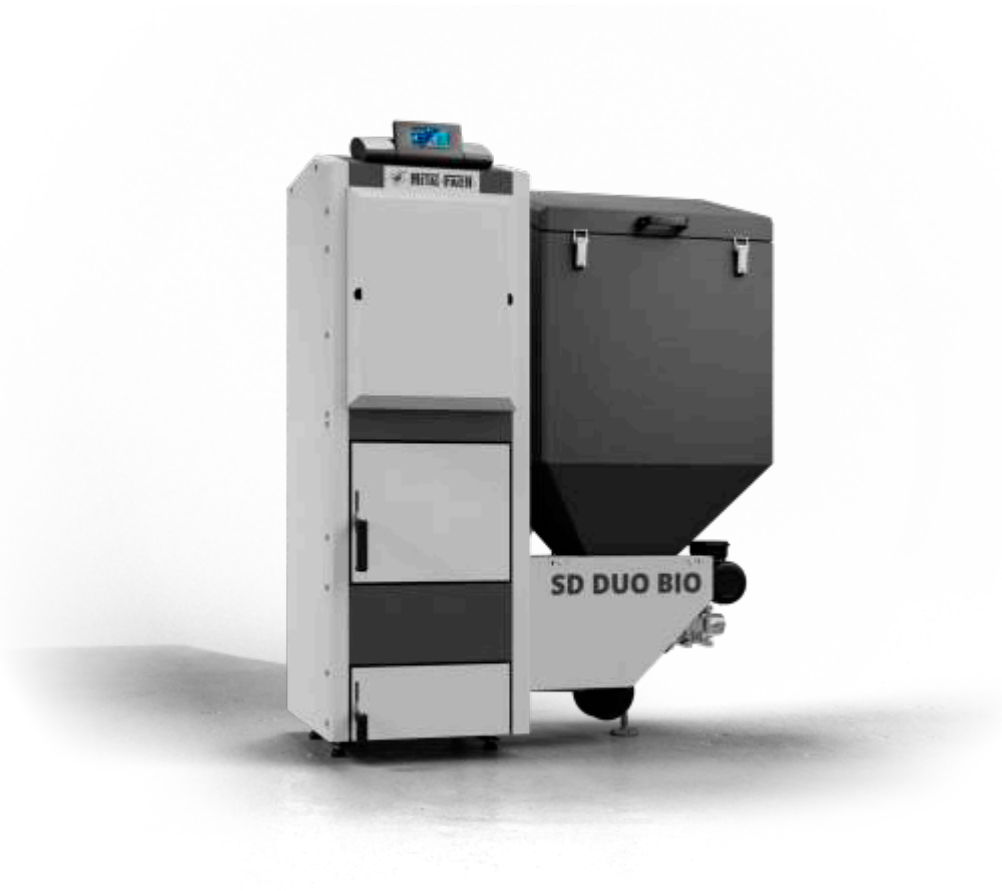




METAL-FACH
HEATING TECHNOLOGY



Technical and operational documentation
SD DUO BIO

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Introduction

Dear Customer, thank you for purchasing a heating boiler from METAL-FACH Technika Grzewcza Sp. z o. o . We hope that the use of the device will meet your expectations and provide you with much satisfaction. The heating boiler was designed and manufactured in accordance with applicable norms and standards, guaranteeing safe and reliable operation. Operation with strict adherence to the recommendations contained in the manual attached to the device will ensure optimal and reliable operation of the central heating boiler for many years. The product is not intended for use by persons with reduced physical/mental capabilities or lack of experience and knowledge, if they are supervised or instructed by a person responsible for their safety. Operation by children is prohibited.

Symbols used in the manual



ATTENTION!

Very important information, always read it if it appears in a given place.



TIP!

It is worth reading this information, it makes it easier to use.

Introductory steps (User)

Activities to be performed when accepting the METAL-FACH Technika Grzewcza Sp. boiler. z o. o .:

- check whether the delivered boiler is complete (Chapter: Boiler equipment) and whether the boiler has not been damaged during transport,
- compare the nameplate mounted on the boiler casing on the left or right side with your order,
- carefully - it contains information needed for the proper use of the boiler.

METAL-FACH		Jacek Kucharewicz 16-100 Sokółka ul. Sikorskiego 66 tel/fax 85 711-94-54 www.metalfachtg.com.pl	
Kocioł grzewczy SD DUO BIO 16			
	SD DUO BIO 16	Przyłącze elektryczne	
Model		Klasa kotła	
Nr fabryczny		Dopuszcz. ciśnienie [bar]	
Data produkcji		Temp. max. [°C]	
Moc nominalna [kW]		Poj. Wodna [L]	
Zakres mocy [kW]		Pobór mocy praca/rozpalanie [W]	
Rodzaj paliwa	Pellet drzewny klasy C zgodny z pkt. 5.3 (Tablica 7) normy PN-EN 303-5:2012 (średnica: 6 ± 1 mm; 8 ± 1mm; długość 3,15 ≤ L ≤ 40; wilgotność ≤ 12%; zawartość popiołu ≤ 0,5%; wartość opałowa >17 MJ / kg)		
			

If you encounter any problems, please contact the service department or the authorized service of METAL-FACH Technika Grzewcza Sp. z o. o .. These people have appropriate training and access to original parts enabling proper service and installation of METAL-FACH Technika Grzewcza Sp. boilers. z o. o ., confirmed by a certificate issued at the company's headquarters.

General information **(User)**

Technical and Operational Documentation is one of the parts of the product, it is delivered together with the purchased central heating boiler. The Technical and Operational Documentation contains data on the construction, assembly and use of boilers with a gutter burner of the SD DUOBIO series. Careful reading of the user manual will ensure correct and safe use of our boiler.



ATTENTION!

The user is advised to follow all instructions regarding the device contained in this Technical and Operational Documentation, the Warranty Conditions and generally applicable legal regulations.

The boilers are delivered assembled. They are set and attached to the pallet permanently. Additional security measures are used in the form of foil packaging.

When transporting the boiler, it should be secured against shifting or rotation on the car's cargo bed using safety equipment, e.g. belts. Transport of boilers should be carried out in accordance with the rules regarding the transport of materials. Loading and unloading must be carried out using lifting equipment (forklift) with a capacity of more than 1000 kg.

Application **(User | Installer)**

Steel water boilers are intended for heating domestic water in central heating systems. They are intended for heating residential buildings such as: single-family and multi-family houses, farm buildings, public utility buildings. They are equipped with an automatic filling system for the combustion chamber. Thanks to the use of modern design solutions, the SD DUO BIO boiler achieves efficiency of $\leq 90\%$. Correct operation and achievement of the boiler's full capabilities depend on the quality of the installation, appropriate chimney draft, and proper operation and maintenance of the boiler.



ATTENTION!

The boilers are intended for operation in open and closed water systems with gravity or forced circulation, with protections in accordance with the requirements of the applicable standard PN-B-02413 Heating and District Energy and a closed system in accordance with the standard PN-EN 12828 Heating installations in buildings. Projects.

**Boiler equipment
(User)**

The scope of delivery includes both basic and additional elements, depending on the order placed. Upon receipt, carefully inspect the product to check whether it has been damaged during transport and check whether the equipment is complete. The elements of the basic and additional equipment are described below.

Basic equipment:	Unit of measurement	Quantity
Central heating boiler	pcs .	1
Microprocessor controller – supports: <ul style="list-style-type: none"> • boiler temperature sensor • hot water temperature sensor • sensor supply return CO1 and CO2 • return temperature sensor to the boiler • external temperature sensor • exhaust gas temperature sensor • burner sensor 	pcs .	1
Blowing fan	pcs .	1
Fuel feeding system with burner	set .	1
Fuel tank	pcs .	1
Boiler cleaning tools: <ul style="list-style-type: none"> • poker • brush 	set .	1
Boiler leveling feet	pcs .	4
Additional equipment:	Unit of measurement	Quantity
LAMBDA PROBE module	pcs .	1
Internet module	pcs .	1
Cooling coil for a closed system with a valve	pcs .	1
LCD touch screen	pcs .	1
Expansion module	sh .	1
Documentation:	Unit of measurement	Quantity
Technical and operational documentation of the boiler	pcs .	1
User manual and warranty card for the controller	pcs .	1
Instruction manual and warranty card for the blower fan	pcs .	1
Worm gear motor user manual	pcs .	1



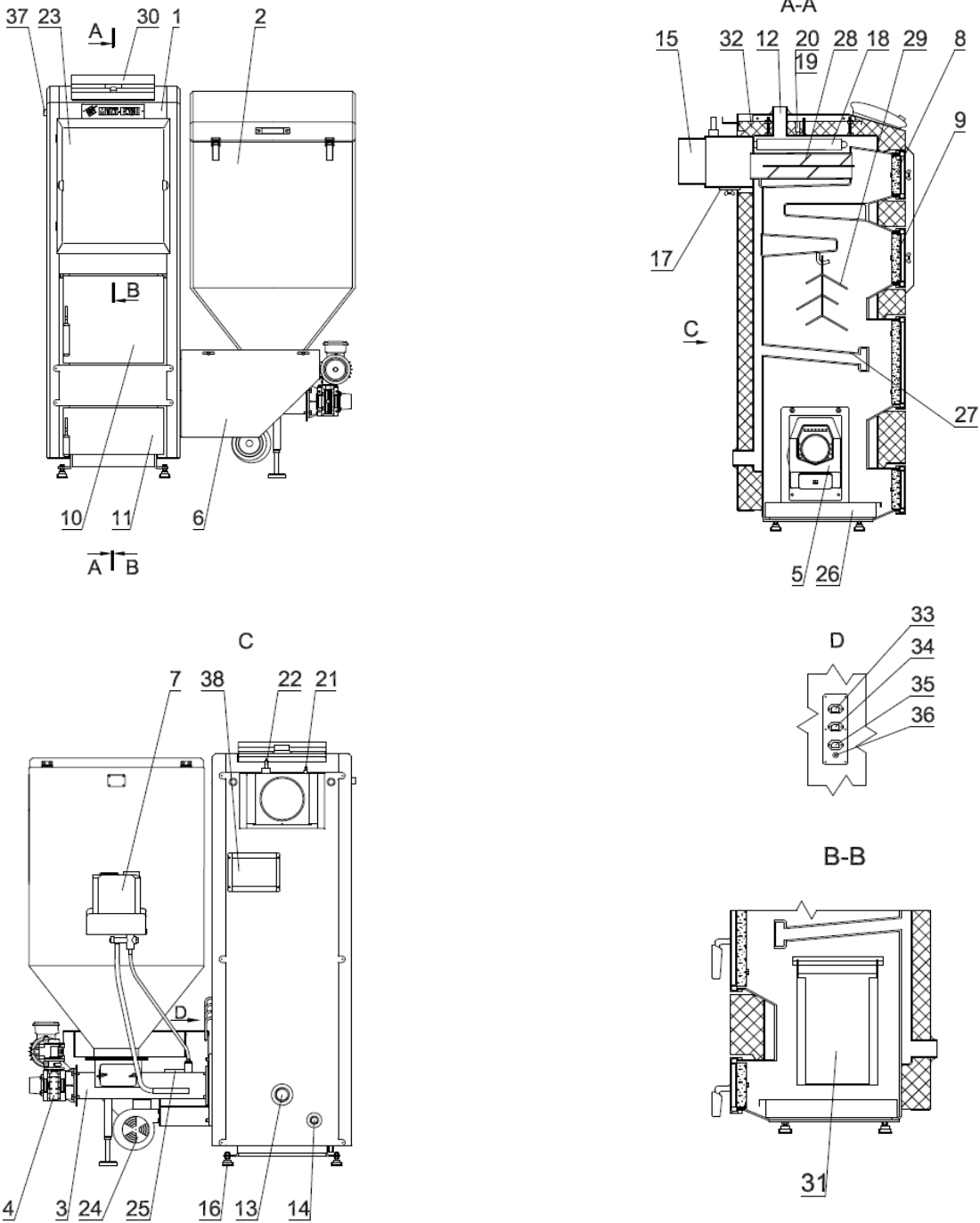
ATTENTION!

METAL-FACH Technika Grzewcza Sp. z o. o . reserves the right to introduce changes in technical parameters, equipment and specifications of the offered goods without prior notice.

Basic elements of boiler construction a
(User | Installer)

The water body is made as a welded structure from certified steel sheets with a thickness of 5 mm P265GH (for elements in contact with exhaust gases) and 4 mm (for other elements) S235JR+N.

SD DUO BIO boiler



METAL-FACH Heating Technology

1. Exchanger
2. Tray
3. Feeder
4. Gear motor
5. Torch
6. Feeder cover
7. Water fire extinguishing device
8. Cleaning I
9. Purge II
10. Inspection doors
11. Ash pan door
12. Supply connector with thread . ext . G1 ½"
13. Return connector with thread . ext . G1 ½"
14. Drain connector with thread . ext . G ¾"
15. Flue pipe
16. Adjustable foot
17. Purge III
18. Cooling coil (optional)
19. Boiler temperature sensor sleeve
20. STB sensor sleeve
21. Exhaust gas temperature sensor sleeve
22. Lambda probe sleeve
23. Removable cover
24. Fan
25. Feeder temperature sensor sleeve
26. Ash pan drawer
27. Oplomka
28. Exhaust gas swirler
29. Exhaust gas control
30. Microprocessor controller
31. Chamotte screen
32. Thermal isolation
33. Fan electrical connector
34. Feeder electrical connector
35. Igniter electrical connector
36. Feeder temperature sensor output
37. VST 212 valve connector (option)
38. Lambda probe module

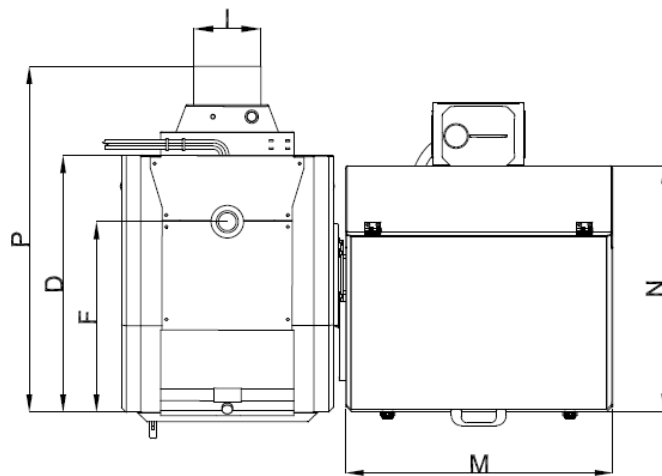
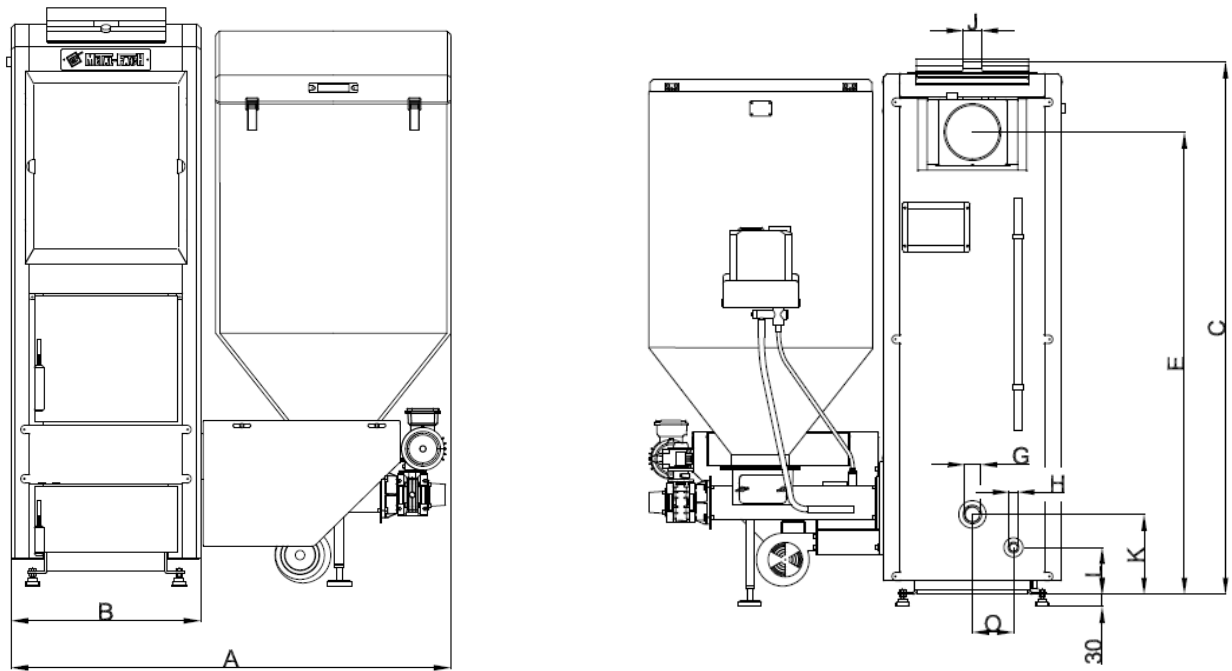
Boiler technical data

(User | Installer)

Parameters	SI unit	Boiler model			
		SD DUO BIO - 16	SD DUO BIO - 20	SD DUO BIO - 28	SD DUO BIO - 34
Nominal thermal power	[kw]	16	20	28	34
Boiler power range	[kw]	4,8-16	6-20	8,4-28	10,2-34
Heating surface	[m ²]	2,33	2,62	2,85	3,10
Water capacity	[L]	78	84	90	100
Maximum working pressure	[bar]	3	3	3	3
Maximum operating temperature	[°C]	80	80	80	80
Test pressure	[bar]	4,5	4,5	4,5	4,5
Boiler class	[-]	5	5	5	5
Boiler efficiency	[%]	≤90	≤90	≤90	≤90
Fuel tank capacity	[L]	300	300	300	300
Fuel	[-]	pellets in accordance with point 5.3 (Table 7) of the PN EN 303-5:2012 standard: (diameter: 6 ± 1 mm; 8 ± 1 mm, length 3,15 ≤ L ≤ 40, humidity ≤ 12%, ash content ≤ 0.5%, calorific value >17 MJ / kg)			
Electrical connection	[-]	5A; ~230V; 50Hz			
Electrical power consumption	[W]	300	300	300	300
Electrical power consumption (temporary when firing up)	[W]	1000	1000	1000	1000
Temperature controller setting range	[°C]	60-80 (every 1°C)			
Chimney draft required	[Pa]	20	23	23	35
Calculated flow resistance ΔT [10K]	[mbar]	0,3	0,47	0,92	1,34
Calculated flow resistance ΔT [20K]	[mbar]	0,15	0,235	0,46	0,67
Boiler weight	[kg]	460	475	495	520

*Boiler weight +/- 5kg.

Boiler dimensions
(User | Installer)



ATTENTION!

Boiler feet are available:
- from SD DUO BIO 16 to SD DUO BIO 34
Their height is 30 mm.



Type	SD DUO BIO - 16	SD DUO BIO - 20	SD DUO BIO - 28	SD DUO BIO - 34
A	1245	1245	1245	1300
B	541	541	541	591
C	1665	1665	1665	1665
D	653	703	753	753
E	1400	1400	1400	1400
F	442	487	537	537
G	3/4"	3/4"	3/4"	3/4"
H	1 ½"	1 ½"	1 ½"	1 ½"
I	180	180	180	180
J	1 ½"	1 ½"	1 ½"	1 ½"
K	244	244	244	244
L	144	144	144	144
M	680	680	680	680
N	595	595	595	595
O	125	125	125	125
P	830	880	930	930
R	-	-	-	-
S	-	-	-	-
T	-	-	-	-
U	338x198	338x198	338x198	388x198

*The dimensions do not include the height of the boiler leveling feet.

Security automation and regulation

(User | Installer)

1. The boiler automation allows you to set:

- boiler temperature ;
- temperature in the central heating circuit CO1,C. O.2 ;
- hot water temperature ;
- room temperature ;
- temperature from the central heating installation (function protecting the boiler exchanger);
- time (depending on the type of fuel);
- fuel feeder operation ;
- manual control of the feeder and fan;
- automatic modulation of burner power (fuzzy logical);
- automatic air dosing (lambda probe module).

2. Thermal sensor

The mechanical STB protection is located in the boiler and protects the heating system against overheating. It is set to 95 °C. Above this temperature, it turns off the fan, turning on the central heating and central utility water pumps, as well as two additional ones, and opens the mixing valve.

3. Fuzzy adjustment method Logic (advantages):

- very advanced algorithm;
- reduces the amount of fuel burned, largely eliminating the formation of pollutants and soot in the boiler;
- high stabilization of the boiler operating temperature - eliminates condensation of water vapor in the boiler;
- the temperature of the combustion chamber is high and stable, which reduces carbon oxide emissions.

4. Lambda probe

The probe continuously adjusts the amount of air supplied to ensure the best possible operation of the device and reduce carbon monoxide emissions to a minimum under specific boiler load conditions, fuel type and weather conditions. Regulation is carried out continuously during the entire boiler operation cycle.

5. Exhaust gas temperature sensor

It is located in the boiler flue. Enables measurement of exhaust gas temperature. When the exhaust gas temperature exceeds 250 °C, the fan turns off automatically until the combustion temperature decreases.

6. Mixing valve actuator x2

Using this device, the set temperature of the heating circuit is set in the central heating system while maintaining a constant temperature in the boiler. The temperature is calculated from the heating curve depending on the outside temperature.

Fuel **(User)**

The fuel for firing boilers equipped with a screw feeder and a retort burner or a trough burner is, respectively: pellets in accordance with point 5.3 (Table 7) of the PN EN 303-5:2012 standard:

- diameter : 6 ± 1 mm; 8 ± 1 mm;
- length $3.15 \leq L \leq 40$;
- humidity $\leq 12\%$;
- content $\leq 0.5\%$;
- value >17 MJ/kg;

The fuel should not contain stones, pieces of wood or other impurities.

Requirements for the boiler room and boiler installation **(User | Installer)**

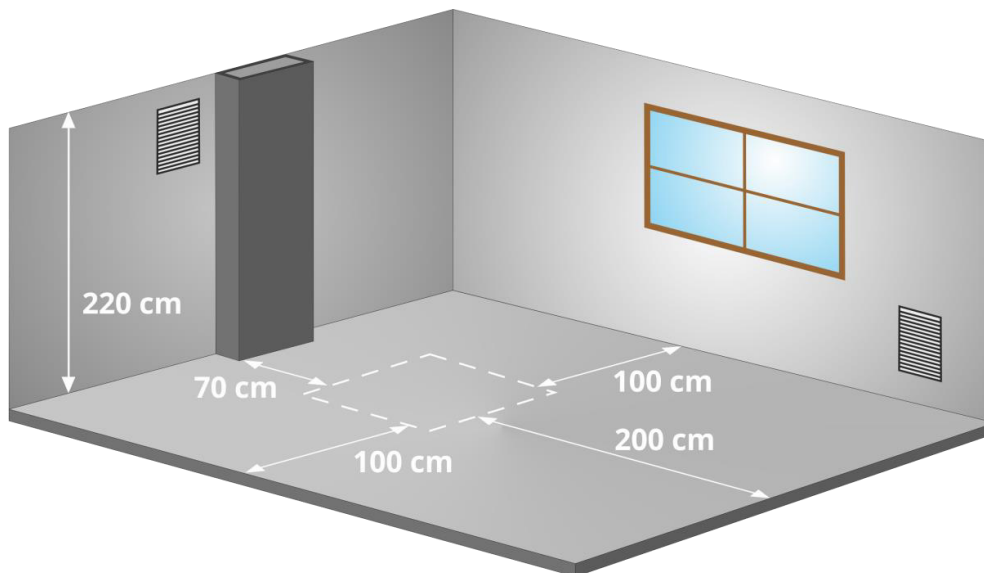
In Poland, boiler rooms built for solid fuel should meet the requirements of the standard PN-87/B-02411 "Boiler rooms built for solid fuel" and Journal of Laws 2015.0.1422. They are divided into two types:

1. For small boiler rooms up to 25 kW of power, the following requirements should be met:
 - the boiler should be located as centrally as possible in relation to the heated rooms and in a separate room;
 - the material from which the floor in the boiler room will be made should be non-flammable; in the case of flammable material, the floor should be covered with a 0.7 mm thick steel sheet at a minimum distance of 50 cm from the edge of the boiler; the boiler should be placed on a foundation made of non-flammable materials, protruding 0.05 m above the floor level and edged with steel angles;
 - there should be artificial lighting in the room, natural lighting is also recommended;
 - placing the wheel in the room should allow free access to the boiler during cleaning and maintenance; the distance from the back of the boiler to the wall should not be less than 70 cm, the side of the boiler from the wall not less than 100 cm, and the front of the boiler from the opposite wall not less than 200 cm;
 - the height in new buildings should be at least 220 cm, in the case of existing buildings, the height of the boiler room is at least 190 cm, with proper ventilation (supply and exhaust) ensured;
 - ventilation should take place through an unclosed opening with a cross-section of at least 200 cm^2 and located up to a maximum of 100 cm above the floor level;
 - ventilation should be provided through an exhaust duct made of non-flammable material with a minimum cross-section of 14×14 cm with an inlet opening under the ceiling of the boiler room; the exhaust duct should be led above the roof and placed near the chimney; there cannot be devices on the exhaust duct that allow it to be closed;
 - the cross-section of the chimney should be not less than 20×20 cm;
 - there should be a floor drain in the floor of the boiler room;
 - the optimal place for fuel storage is a separate room located near the boiler room;
 - ash and slag should be collected in appropriate containers that can be emptied daily.
2. Boiler rooms with a thermal power of 25 kW should additionally meet the following requirements:
 - the distance of the furthest boiler from the chimney, with gravity draft, cannot exceed 50 cm of the chimney height;
 - storage and slag storage should be located next to the boiler hall at a storage height of up to 220 cm with a free space above the fuel of at least 50 cm;
 - devices and equipment enabling vertical and horizontal transport of fuel and slag should be taken into account;
 - room should have natural, unforced ventilation, enabling one complete air exchange per hour in the fuel storage room and three complete air changes per hour in the slag storage room;

METAL-FACH Heating Technology

- doors to the boiler room should be non-flammable (fire resistance class 0.5), minimum width 80 cm, opening outwards; they should have a handleless closing system enabling them to be opened outwards under pressure and inwards using a handle;
- ventilation requirements are the same as for boiler rooms with lower power; Additionally, in boiler rooms with a power exceeding 400 kW, in addition to the supply and exhaust ventilation, there should be mechanical ventilation, switched on periodically when feeding fuel and removing slag from the boilers, ensuring a minimum of 10 full air changes per hour;
- in the boiler room, natural lighting should be taken into account, illuminating the boiler from its front, and the window area should be at least 1/15 of the boiler room floor area; half of those installed should be openable; electric lighting and an electrical socket with a voltage not exceeding 24 V should also be located in the room;
- there should be a sewage well in the floor allowing for water cooling, and its capacity should be equal to the water capacity of the largest boiler, but not more than 2 m³;
- in the boiler room, heat pipes should be insulated;
- Boiler positioning with the minimum required distances is shown in the boiler room diagram below.

Minimum distances for placing the boiler in the boiler room



ATTENTION!

Mechanical exhaust ventilation should not be used in the boiler room.



ATTENTION!

Ensuring the supply of sufficient fresh air to the boiler room will enable effective fuel combustion.



ATTENTION!

It is necessary to prevent the formation of excessive amounts of carbon dioxide in the room.

**ATTENTION!**

More detailed information regarding the requirements for the construction of a boiler room can be found in the Regulation of the Minister of Infrastructure of March 12, 2009.

**TIP!**

The above-mentioned provisions are guidelines that need to be verified as the regulation is subject to amendment.

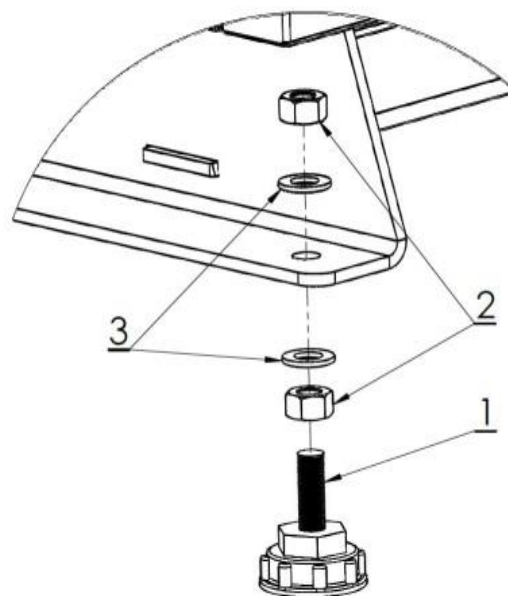
Boiler installation**(User | Installer)**

An important element of the installation is the correct positioning and leveling of the SD DUO BIO boiler; these boilers do not require special foundations. Leveling the boiler is made easier by adjustable feet. The boiler must stand vertically.

1. Check whether the set includes four feet.
2. Use a spirit level to level the boiler in relation to the ground. If the boiler is in a horizontal position, the installation of feet is not required.
3. Screw the four feet into the designated holes.
4. Use a spirit level to level the boiler

How to install boiler leveling feet

1. Adjustable foot, 4 pcs
2. M10 nut, 8 pcs
3. Washer Ø10, 8 pcs





ATTENTION!

An incorrectly leveled boiler may be damaged.



ATTENTION!

It is unacceptable to place the boiler in a humid or wet room, as this accelerates corrosion, leading to the destruction of the boiler in a short time.

cm larger than the boiler base . If the boiler is located in the basement, it is recommended that it be placed on a foundation of at least 5 cm. Substrate strength as well as fire protection conditions. are key guidelines when placing the boiler in the right place, they include:

- 20 cm safe distance from flammable materials,
- 40 cm for flammable materials with flammability grade C3,
- 40 cm if the flammability level is not known.

The degree of flammability of building masses and products	Building masses and products
A - Non-flammable	Sandstone, concrete, bricks, fireproof plaster, mortar, ceramic tiles, granite
B - Hard to burn	Wood-cement boards, glass fibers, mineral insulation
C1 - Hard to burn	Beech wood, oak wood, plywood
C2 - Medium burning	Pine, larch and spruce trees cork, sawn wood boards, rubber floor coverings
C3 - Easily flammable	Asphalt plywood, celluloid masses, polyurethane, polystyrene, polyethylene, plastic, PVC

Connection of the boiler with the heating installation (Installer)

The boiler should be connected to the central heating system by a company authorized by the manufacturer, and the correct connection should be confirmed on the warranty card attached to this manual. The boiler should be connected according to the manufacturer's recommendations and in accordance with these instructions.



ATTENTION!

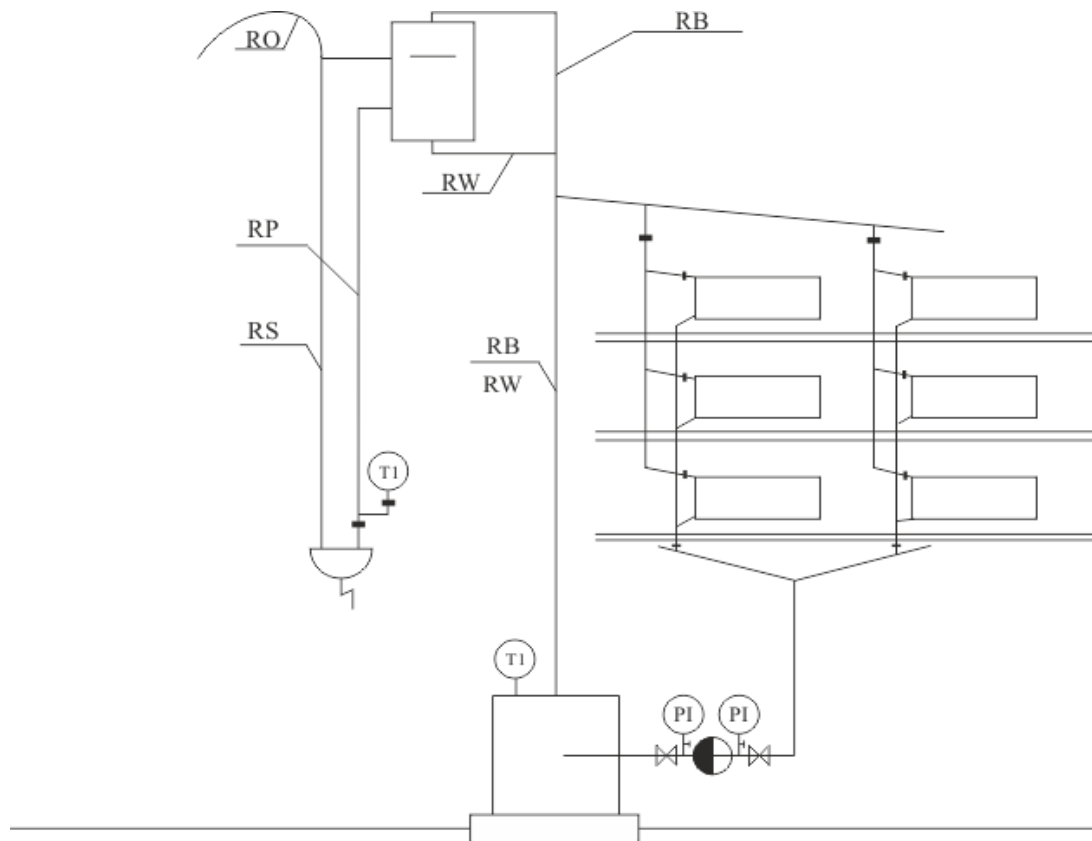
It is recommended that the boiler be started for the first time in accordance with the guidelines contained in the Technical and Operational Documentation by a person with valid authorizations - (Information on persons authorized to start the boiler is available from the Manufacturer - tel. +48 85 711 94 54 ext. 17).



ATTENTION!

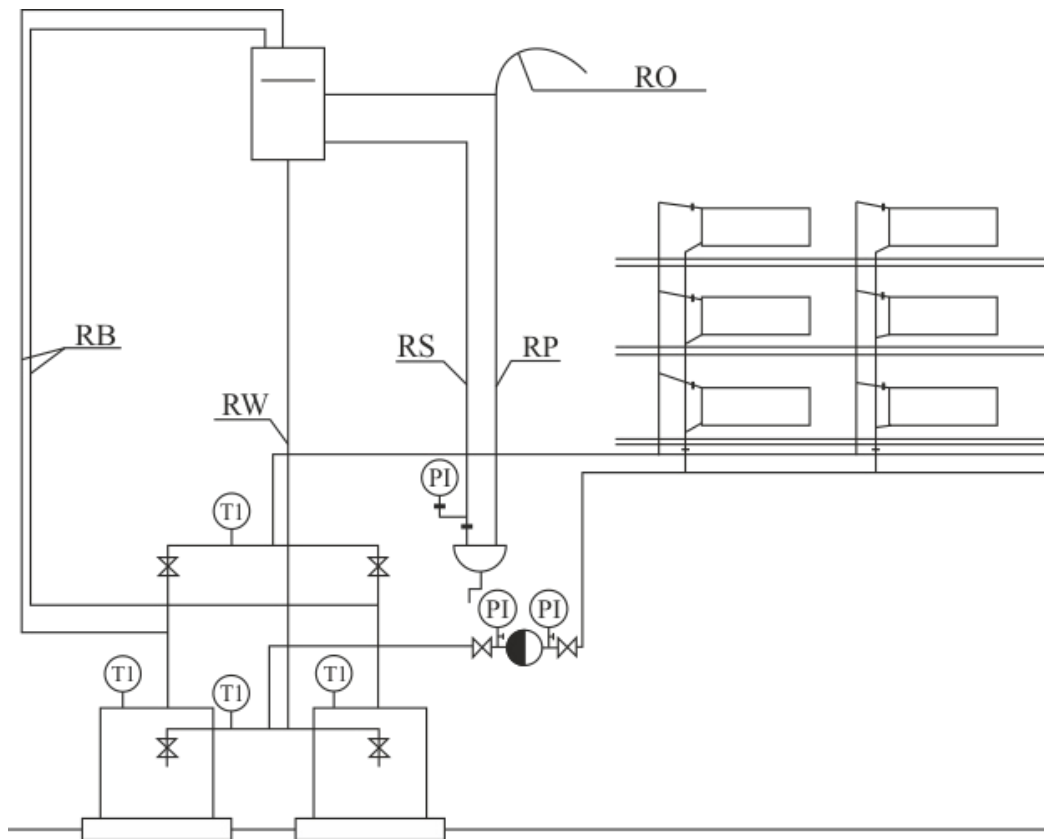
The temperature of water returning from the installation to the central heating boiler should not be lower than 45°C.

Diagrams of connecting boilers to the heating installation in accordance with the PN - 91/B – 02420 standard



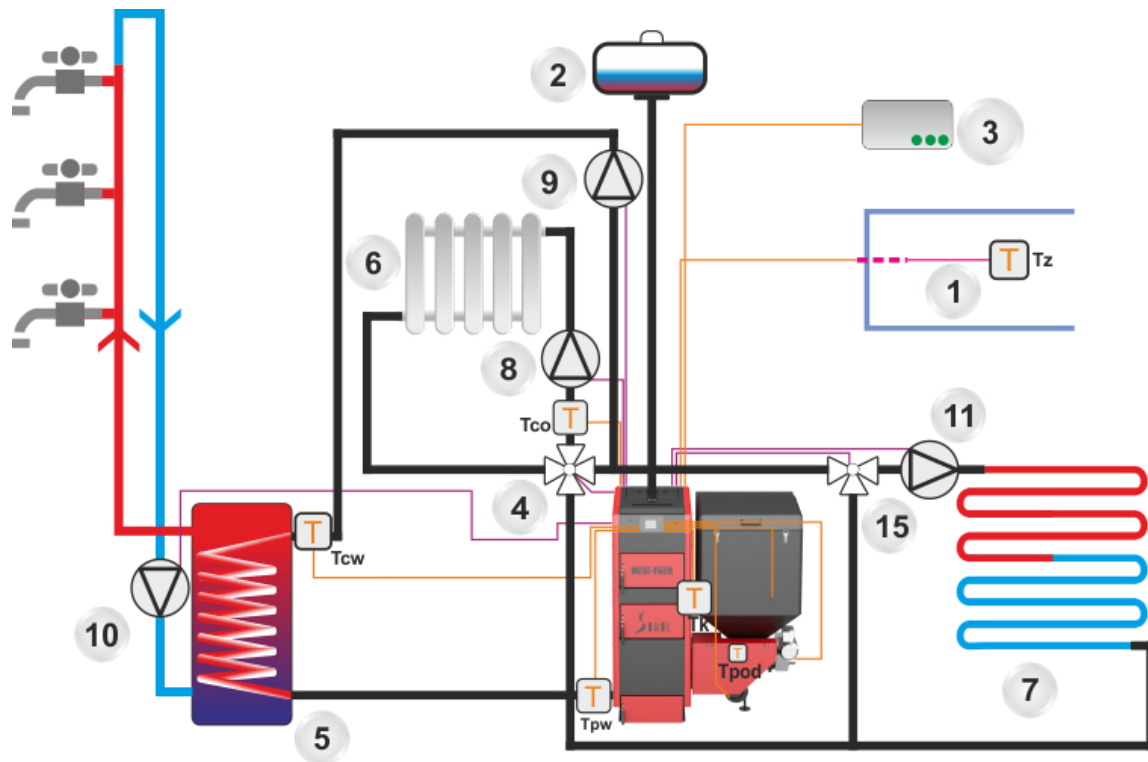
Designation	Description
RO	Vent pipe
RW	Expansion pipe
RS	Signaling pipe
RP	Overflow pipe
RB	Safety pipe
T1	Temperature
P1	Pressure

Diagrams of connecting boilers to the heating installation in accordance with the PN - 91/B – 02420 standard



Designation	Description
RO	Vent pipe
RW	Expansion pipe
RS	Signaling pipe
RP	Overflow pipe
RB	Safety pipe
T1	Temperature
P1	Pressure

Connecting the boiler to the heating installation

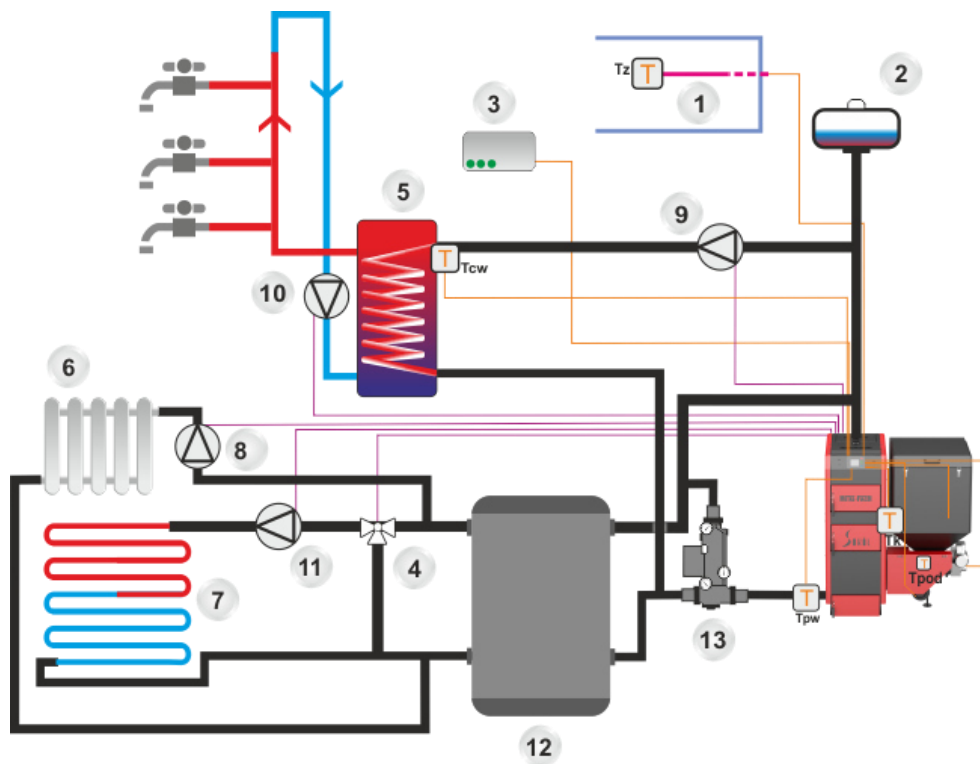


- 1. Outside the building
- 2. Expansion vessel
- 3. Room regulator
- 4. Mixer
- 5. Heater
- 6. Heating circuit
- 7. Floor heating

- 8. Central heating pump (CH)
- 9. Domestic hot water pump (CWU)
- 10. Circulation pump
- 11. Additional pump P3
- 12. Buffer
- 13. Laddomat
- 14. Heating circuit pumps 1,2,3,4
- 15. Thermostatic mixing valve

Designation	Description
T	Temperature sensor
Tk	Boiler temperature sensor
Tz	Outdoor temperature sensor
Tcw	Hot water temperature sensor
Tco	Central heating temperature sensor
Tpw	Return temperature sensor to the boiler
Tpod	Feeder temperature sensor

Connecting the boiler to the heating installation with a laddomat and a buffer



- 1. Outside the building
- 2. Expansion vessel
- 3. Room regulator
- 4. Mixer
- 5. Heater
- 6. Heating circuit
- 7. Floor heating

- 8. Central heating pump (CH)
- 9. Domestic hot water pump (CWU)
- 10. Circulation pump
- 11. Additional pump P3
- 12. Buffer
- 13. Laddomat
- 14. Heating circuit pumps 1,2,3,4
- 15. Thermostatic mixing valve

Designation	Description
T	Temperature sensor
Tk	Boiler temperature sensor
Tz	Outdoor temperature sensor
Tcw	Hot water temperature sensor
Tco	Central heating temperature sensor
Tpw	Return temperature sensor to the boiler
Tpod	Feeder temperature sensor

Connection of the boiler with the heating installation in a closed system (Installer)

It is important to use elements that protect the installation against overheating and excessive pressure increase when installing the boiler in a closed heating system, and to use a controller that regulates the temperature during the combustion process.

SD DUO BIO boilers are equipped with a copper coil, which is built into the boiler exchanger. The coil is made of finned copper pipe.



ATTENTION!

The central heating installation in a closed system must meet the requirements of the PN-EN 12828:2006 standard - Heating installations in buildings and PN-EN 303-5:2012 - Solid fuel heating boilers with manual and automatic fuel loading.

Part	Description
STB	Safety temperature limiter with manual return to starting position
Cooling coil	Cools down the installation when the temperature exceeds 97 °C
VST 112 valve	It prevents the flame from returning to the solid fuel feeder by flooding the fuel in the event of excessive temperature increase
Pressure expansion vessel	Preventing excessive pressure build-up
Safety fittings	It includes a safety valve, pressure gauge and air vent



ATTENTION!

Boilers installed in a closed system must be equipped with all safety devices.



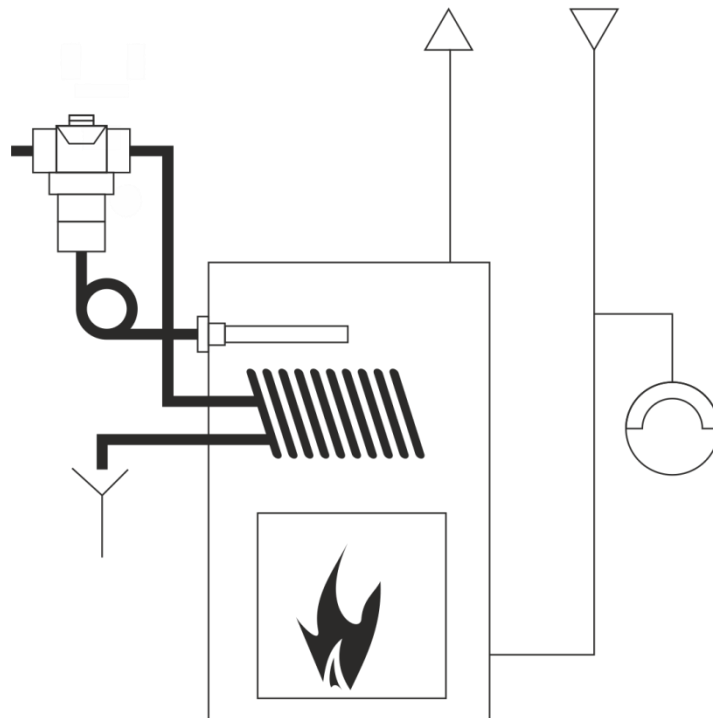
ATTENTION!

The cooling coil or cooling valve must be connected to the water supply network. The power source cannot be a hydrophore set, as it requires electricity for proper operation.

The coil installed in the installation's feed is connected to a pipe with cold water, which flows through it only when the thermal valve with a sensor immersed in the boiler's feed opens after exceeding the set temperature. The water passes through the coil and receives heat from the boiler's water jacket, and is then discharged to the cooling well, as directing hot water directly into the sewage pipes could damage them.

The coil is able to lower the water temperature in the boiler jacket by several degrees within a dozen or so seconds. If the water temperature in the boiler jacket drops below the set value, the valve closes the water supply to the coil. In this solution, the high quality of the exchanger and valve is very important, allowing the protection to be turned on and off even several times in succession.

Scheme of boiler protection using a built-in cooling coil and thermal protection.



In solutions with a safety coil built into the boiler, e.g. thermal protection is used.

Solid fuel boilers with automatic fuel feeding do not pose a significant risk of uncontrolled temperature increase in the central heating system, because the amount of fuel fed to the burner is small. Moreover, in the event of an increase in temperature, protections and operations are automatically activated without user intervention.

However, if something does not work properly, the controller will turn off the feeder for 30 seconds to remove the heat from it. If the feeder temperature does not decrease two minutes after attempting to remove the embers, the controller will make another attempt. If, after four such attempts after reaching a temperature of 85°C, the controller fails to lower the feeder temperature, the boiler operation will be stopped and it will be turned off in an emergency.

VST 112 valve



The emergency extinguishing device, which protects against fuel ignition in the tank, can also be connected to the water supply system and if the set temperature is exceeded, the extinguishing device opens the water valve and operates independently of the electrical power supply.

Thanks to the appropriate design of the SD DUO BIO series boilers, the risk of fire penetrating the fuel tank is small, which is prevented by the tight design of the fuel feeder/protected by a limit switch.

**ATTENTION!**

The gas pressure in the expansion vessel should be checked and properly adjusted before using the boiler. The operation of the expansion vessel should be checked once a year.

**ATTENTION!**

The safety valve should be installed on the heat source or in its close vicinity, e.g. on the installation supply cable, in an easily accessible place.

**ATTENTION!**

The safety valve should prevent the maximum operating pressure from being exceeded by no more than 10%.

Requirements for the expansion vessel **(Installer)**

Each open system heating installation should be equipped with an expansion vessel, the task of which is to absorb the increase in the volume of water filling the installation and vent it. This vessel should be installed at the highest point of the installation, if possible in a vertical line above the boiler(s).

The volume of the expansion vessel can be estimated by assuming the unit capacity in relation to one kW of thermal efficiency is 1-2 dm³.

expansion vessel is equipped with a stub pipe for connecting the rising safety pipe, the falling safety pipe and the overflow pipe and the connected vent.

The diameter of the vent pipe and overflow pipe is at least:

$$d = 15 + 1,39 \sqrt{\dot{Q}} \quad [\text{mm}]$$

\dot{Q} - boiler efficiency [kW]

The most important requirements for safety devices are as follows:

- the expansion tank should have a volume of approximately 3.5% of the volume of water in the heating system including the boiler,
- each boiler should absolutely have a safety pipe and an overflow pipe,
- the installation should be equipped with a signaling and expansion pipe and a vent connector for the expansion vessel.

If several boilers are installed, each of them should be equipped with a safety pipe in accordance with the principles specified in PN-91/B02413 - protection of open system water heating installations. No shut-off valves may be installed on safety and overflow pipes, and the pipes and vessel must be protected against freezing.

Connecting the boiler to the electrical installation **(Installer)**

The boiler is designed to be connected to 230V/50Hz voltage. Installation should be performed by a qualified person. The 230V/10A connection socket with grounding should be easily accessible. The boiler power supply and the boiler room lighting should have a different circuit.

The completion of the installation and the heating test must be recorded in the Warranty Card. The completed Warranty Card should be sent to the manufacturer's address by the user in order to register the user in the company's system.



ATTENTION!

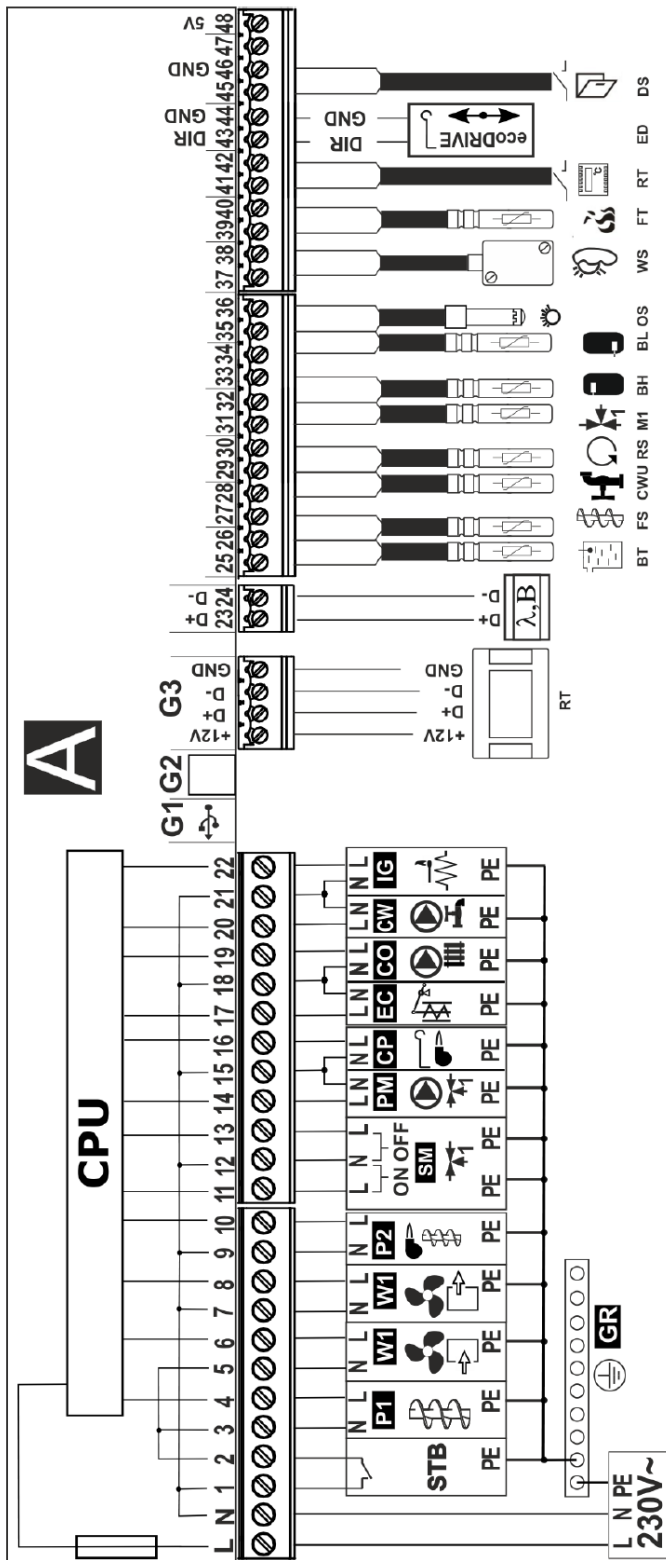
The first start-up of the boiler must be carried out only by a service trained by the manufacturer, with a current certificate of an Authorized Service Technician, Distributor of METAL-FACH Technika Grzewcza Sp. z o. o. or A person with SEP qualifications up to 1.5 kW.



ATTENTION!

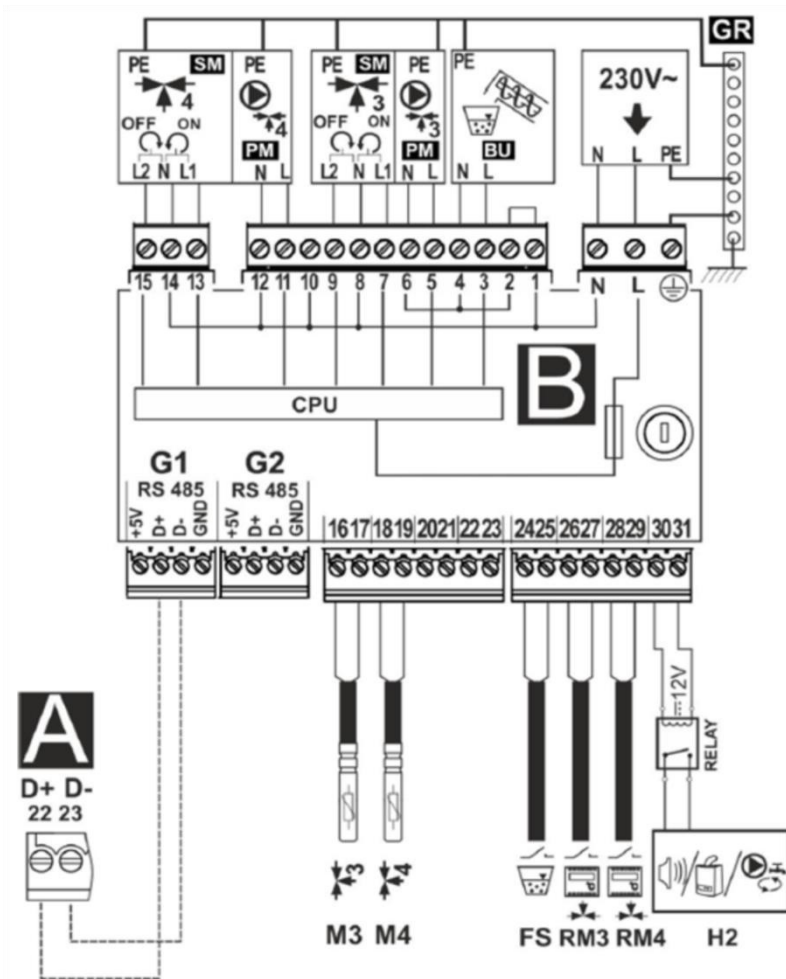
All pumps, mixer, relay, igniter, etc. are not included in the controller's equipment.

Electrical diagram of the boiler connection - PLATINUM controller



Electrical connection diagram of the regulator:
 ecoSTER TOUCH room panel ,
 λ – Lambda probe module,
 B – module for operating additional heating circuits,
 BT – boiler temperature sensor type CT4,
 FS – fuel feeder temperature sensor type CT4,
 CWU – temperature sensor hot utility water type CT4,
 RS - temperature sensor of water returning to the boiler type CT4,
 M1 - temperature sensor of the CT4 regulated mixer circuit,
 BH - upper buffer temperature sensor type CT4,
 BL - lower buffer temperature sensor type CT4,
 OS – optical flame brightness sensor,
 WS – weather temperature sensor type CT6-P,
 FT – exhaust gas temperature sensor type CT2S,
 RT – universal mixer thermostat (No- Nc),
 ED – ecoDRIVE module (grate actuator control module),
 DS – input to the fuel tank flap or door opening sensor ,
 L N PE - 230V~ mains supply,
 GR - grounding strip,
 STB - input to the safety temperature limiter,
 P1 - main feeder,
 W1 - blower fan,
 W2 - exhaust fan,
 P2 - feeder 2 burner,
 SM – mixer 1 actuator,
 PM – mixer pump 1,
 CP – grate cleaning actuator,
 EC – exchanger cleaning motor,
 CO – boiler or buffer loading pump,
 CW – DHW pump,
 IG – igniter,
 CPU – control

Electrical connection diagram - additional module B



Electrical connection diagram - additional module B, where:

- M3 - temperature sensor of the regulated circuit (mixer3) CT4,
- M4 temperature sensor of the regulated circuit (mixer 4) CT4,
- RM3 - Room thermostat for mixer 3,
- RM4 - room thermostat for mixer 4,
- FS - fuel level sensor for operating the BU feeder,
- H2 - voltage input for controlling the reserve boiler or for signaling alarms or for the hot water circulation pump,
- RELAY - relay,
- LN PE - mains supply 230V~,
- PM 3/4 - mixer pump 3/4,
- SM 3/4 - mixer actuator 3/4,
- BU - fuel feeder from the bunker to the boiler tank,
- CPU - control,
- ecoMAX 860P2-T controller, module A.

Connecting the boiler to the chimney **(Installer)**

Smoke pipes

The purpose of the smoke ducts is to reliably discharge exhaust gases outside and suck in air enabling fuel combustion. The chimney draft required for this depends on:

- difference between hot exhaust gases and cold air,
- effective height of the chimney,
- cross-section not less than 20 x 20 cm,
- the construction of the chimney (possibly smooth internal surfaces) and the tightness of the joints.

The effective height of the chimney is the height difference between the highest fireplace and the chimney exit. The effective height of individual chimneys must be at least 4 m, and of common chimneys for solid and liquid fuels, at least 5 m. The difference in height between two fireplaces cannot be greater than 6.5 m. In the case of sloping roofs, chimneys should end at the ridge (the highest edge of the roof), in the area of free wind flow. This prevents draft disturbances. Always pay attention to the position of the building in relation to other buildings.

Chimney selection

In most cases, an approximate method or selection according to the chimney manufacturer's diagrams is sufficient to select a chimney. In special cases (unfavorable pressure and temperature relationships, large volume of exhaust gases), chimneys are calculated in accordance with the applicable standard. Low exhaust gas temperature at the boiler's nominal power may result in the emission of wet flue gases, soot deposition, and insufficient chimney draft. This may lead to moisture and corrosion of brick chimneys. It is recommended to use a chimney liner:

- in new buildings, a ceramic flue gas discharge system resistant to condensate, thermally insulated and with a condenser is recommended,
- in existing buildings, it is recommended to modernize the brick chimney by using a single- or double-wall chimney system made of stainless steel (intended for solid fuel boilers).

Chopuch

The boiler is connected to the chimney by a flue and a smoke duct. A flue consists of pipes and fittings that are placed in rooms. Flues meet fire protection requirements for chimneys and are often made of the same material as the main chimney. Smoke ducts should be made of non-flammable products. The ducts or casing of smoke ducts should meet the requirements specified in the Polish Standard for fire tests of small chimneys. It is allowed to make the casing of 12 cm thick full brick, built on cement-lime mortar, with external plaster or grouting. Connectors should be as short as possible and placed with a slope towards the chimney to avoid heat loss and additional resistance. They cannot be led to other floors. Exhaust gas pipes should not be placed in rooms where fireplaces cannot be installed, and they should not be placed in walls or ceilings. Due to the low temperature of exhaust gases, acid-resistant or ceramic chimney inserts with condensate drainage to the sewage grate should be used to protect the chimney against moisture and reduce draft. A distance of at least 6 m should be maintained between the chimney and the nearest edge of the tree crown.

Boiler movement
(User | Installer)



ATTENTION!

The controller settings are freely adjustable due to the variety of existing central heating installations, the building's heat demand as well as the calorific value of the fuel. The user sets the boiler operating parameters himself. This activity is not subject to service.

SD DUO BIO boilers have one combustion chamber - the lower one with a built-in furnace.

First start-up of the boiler - checking connections.

Before starting the boiler for the first time, check all screw connections and tighten them if there is any looseness. If the boiler was disassembled to bring it into the boiler room, remember to properly seal the boiler frame-burner plane (high-temperature silicone). The next step is to connect all electrical devices controlled by the boiler (pumps, actuators, valves, etc.) and connect temperature sensors in accordance with the installation diagram.



ATTENTION!

Incorrect placement of sensors may result in incorrect operation of the boiler.

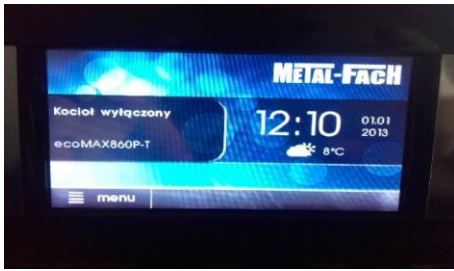


TIP!

When all the above steps have been completed, you can proceed to the boiler start-up procedure.

Automatic boiler start-up - PLATINUM controller

The first step is to turn on the boiler to the "contact"

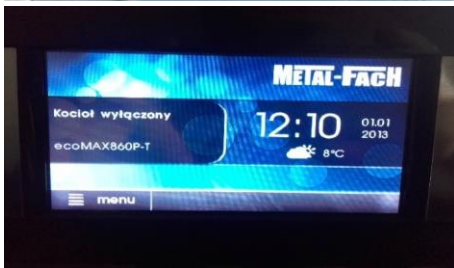


Controller display. In the upper left corner there is a red boiler power switch, under the switch there is an 8.2A fuse.



Turning on the boiler power supply

To turn on the boiler, press the red button to the "I" position, as shown in the picture above



If we have performed the above steps correctly, the display will appear as shown in the figure below.



The main menu is visible in the photo below.

The controller has a touch screen, you can operate it with your finger.

Menu - manual work

After connecting all devices to the boiler (pumps, valve actuators, etc.), we can check their operation. The "Manual work" menu is used for this purpose. To enter the manual work menu, select the manual work icon and confirm to enter the menu.

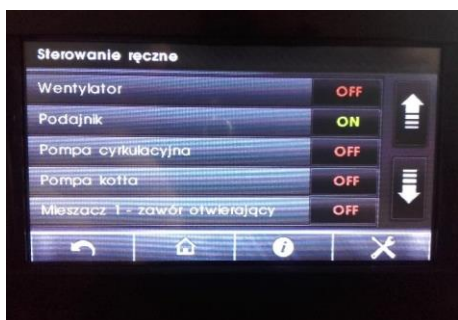


Main menu. To enter the main menu, press the menu button.

If we have done everything according to the instructions, we will see the menu as shown in the pictures below.

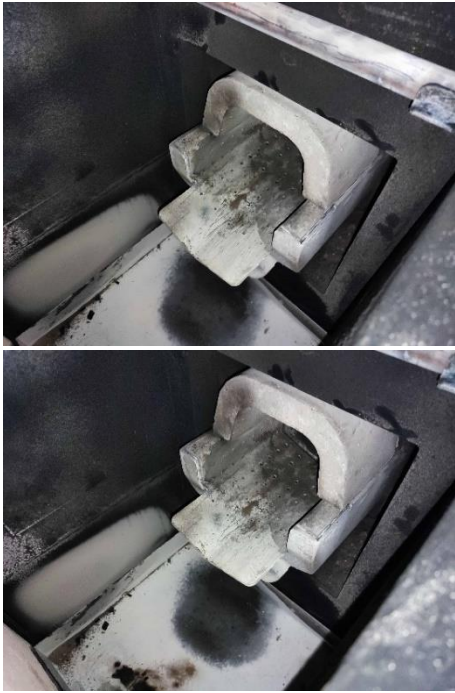
Starting the boiler

The boiler needs a dose of fuel to operate. When we deal with a new boiler, the first thing we do is fill the tank with the appropriate type of fuel. The feeder in boilers is a screw type feeder (the screw is responsible for transporting fuel to the burner). For the start-up to proceed smoothly, you must first "add" a starting dose of fuel to the boiler burner.



To do this, select the feeder in the "Manual work" menu and press ENTER to start it (OFF will change to ON).

Gutter burner



The photo below shows an empty feeder (no starting fuel dose).

When the feeder is turned ON in the Manual operation menu, fuel will begin to appear on the burner.

Turning on the boiler



To turn on the boiler controller, return to the main menu. The next step is to press the red button to start the controller.

If we have done everything correctly, in the upper left corner instead of the word "TURNED OFF" we will see the word "FIRE UP".

The ignition process

The ignition process takes place as follows:

- Feeding time - the feeder delivers the starting portion of fuel;
- Ignition test time - operation of the fan and feeder to start a fire from the embers;
- Ignition time - the blower works together with the igniter;

The firing-up cycle has 3 attempts; if the boiler does not fire, the "Firing-up failed" message will appear.



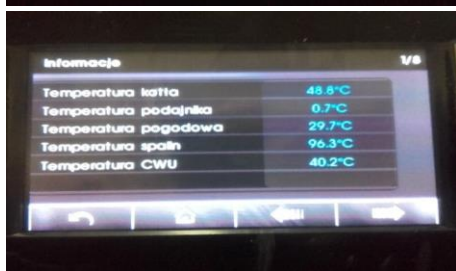
The operation of the igniter is illustrated by the flame visible in the photo below.



The boiler is considered fired up when the exhaust gas temperature is 10 degrees higher than the boiler temperature. To check the current exhaust gas temperature, enter the information menu.



In the drawing on the left we can see that the exhaust gas temperature is not higher than the boiler temperature by 10 degrees, therefore the boiler operates in the "FIRE-UP" mode.



If the exhaust gas temperature is 10 degrees higher than the boiler temperature, the boiler switches to normal operation mode, as shown in the photos below.



First start-up of the boiler.

If we have completed all the steps presented above, we can proceed to the first start-up of the boiler.

Boiler shutdown

If the boiler is to be idle for a longer period of time, set the controller panel to "OFF" mode.

Restarting after the device stops working due to lack of fuel:

- remove carbon deposits from the burner;
- pour fuel into the tank;
- on the controller panel;
- supply fuel to the burner using the manual fuel feeding function "TEST";
- feed fuel until clean granules appear at the beginning of the burner;
- to "ON" mode, after a few minutes a flame will appear;
- if you don't have a lighter, light it traditionally with grill lighter;
- turn on the airflow in "TEST";
- After ignition, set the control panel to "ON" mode.

Automatic boiler start-up after replacing the overload clutch fuse:

- remove carbon deposits from the burner;
- turn the screw to the right and to the left, then check if there is any "foreign body" in it, e.g. a stone, a rod, if so, pull it out and put on the cotter pin;
- pour fuel into the tank;
- on the controller panel;
- feed fuel to the burner using the manual fuel feeding function, "TEST" mode;
- feed fuel until clean granules appear at the beginning of the burner;
- to "ON" mode, after a few minutes a flame will appear;
- if you don't have a lighter, light it traditionally with grill lighter;
- turn on the airflow in "TEST";
- After ignition, set the control panel to "ON" mode.



ATTENTION!

Remember to close the feeder cover tightly.



ATTENTION!

When opening the door, do not stand in front of the boiler, as it may cause burns.



ATTENTION!

If the boiler is equipped with a lambda probe, it is advisable to use an exhaust gas analyzer to set its characteristics when setting the blower power for subsequent boiler powers.

Suggested boiler power settings (User)

To obtain proper, failure-free and effective operation of the boiler, it is recommended to operate the boiler at 80% of its nominal power and with a boiler temperature of at least 60° C. It is also recommended to install a mixing valve.

Power Parameter	14	16	19	20	28	34	38	50	75	100	150	200
Anti-blocking of the feeder	5	5	5	5	5	5	5	5	5	5	5	5
Feeder cycle (ON+OFF)	20	20	20	20	20	20	20	20	20	20	20	20
Feeding in the ON cycle	22	25	29	31	43	53	58	28	42	56	53	70
Initial application	25	25	25	25	25	25	25	15	15	15	15	15
Inflammation	0	0	0	0	0	0	0	0	0	0	0	0
Blower + igniter	3	3	3	3	3	3	3	3	3	4	4	4
Trial by fire	3	3	3	3	3	3	3	2	3	3	2	2
Take-off power	60	60	60	60	60	60	60	60	60	60	60	60
Afterburning	2	2	2	2	2	2	2	2	2	2	2	2

Boiler power (kW)	14	16	19	20	28	34	38	50	75	100	150	200
Blower 100%	12	12	12	12	12	15	15	15	20	25	70	5
Blower 80%	11	11	11	11	11	13	13	13	18	22	60	65
Blower 60%	10	10	10	10	10	11	11	11	16	20	50	55
Blower 40%	9	9	9	9	9	9	9	9	14	18	40	45
Blower 20%	8	8	8	8	8	8	8	8	12	16	30	35
Ignition power	9	9	9	9	9	9	9	9	9	9	12	12
Afterburning	12	12	12	12	12	12	12	12	12	12	12	12

Please remember this when using the boiler (User)

- the boiler may only be operated by adults who have read the operating instructions;
- are prohibited from staying near the boiler without the presence of adults;
- if flammable gases or vapors enter the boiler room or during work during which there is an increased risk of fire or explosion (gluing, painting, etc.), the boiler should be turned off before starting the work;
- when cleaning carbon deposits in the burner or gutter, the boiler should be turned off ("STOP" position);
- when adding fuel to the tank, the boiler should be turned off ("STOP" position);
- to light the boiler, the boiler should ignite automatically (using an igniter);
- before cleaning the boiler, the device should be turned off ("STOP" position) and cooled down;
- the boiler must not be overheated in any way during operation;
- flammable objects must not be placed on the boiler or in its immediate vicinity;
- when removing ash, flammable materials cannot be closer than 150 cm from the boiler;
- ash should be placed in heat-resistant dishes with a cover;
- when the boiler is operated at a temperature lower than 60°C, condensation of the steel exchanger may occur and thus cause corrosion as a result of the low temperature, which shortens the life of the exchanger; therefore, the temperature during boiler operation must be at least 60°C;
- after the end of the heating season, the boiler and the smoke duct should be thoroughly cleaned;

- the boiler room should be kept clean and dry.

**ATTENTION!**

The product is not intended for use by persons with reduced physical/mental capabilities or lack of experience and knowledge, unless these persons are supervised or instructed by a person responsible for their safety.

**ATTENTION!**

Any independent interference in the electronics or the structure of the boiler is prohibited.

Boiler cleaning and maintenance (User)

**ATTENTION!**

The boiler can only be cleaned with the device disconnected from the electrical network.

To save fuel, keep the combustion chamber and boiler convection channels clean. In the combustion chamber, clean the walls and shelves through the cleaning and inspection doors. The boiler exchanger and ash pan are also regularly cleaned.

Cleaning should be done using wire brushes on extension cords. The above activities should be performed during periodic boiler shutdown, preferably every 100 hours of boiler operation. The boiler should be thoroughly cleaned once a month.

If worse types of fuel are burned, these activities should be performed more often.

Instructions for decommissioning the boiler after its service life has expired (User)

Before scrapping the boiler, disconnect all electronic components from it. They are disposed of in accordance with the European Directive 2002/96/EC concerning the consumption of electronic and electrical equipment. For proper disposal, please contact the manufacturer of electronic components in accordance with the above-mentioned European Directive. Steel elements from which the boiler is made should be scrapped in designated places (scrap collection).

**ATTENTION!**

A used boiler intended for scrapping and its components should not be disposed of with general waste.

Spare parts list
(User | Installer)

Spare parts	Article
Sensors	Temperature sensors for GOLD II Boiler sensor Feeder sensor Return sensor CO sensor DHW sensor External sensor Exhaust gas sensor Photo sensor Temperature sensors for PLATINUM Boiler sensor Feeder sensor Return sensor CO sensor
Drivers	GOLD II, PLATINUM regulator
	STB thermal protection
Igniter	700W igniter
Probe	Lambda Sensor Kit Lambda Sensor Sleeve
Fans	RMS-108 fan RMS-120 fan
Feeder	Geared motor with 1 rpm motor Motor for feeder 0.09kW Malejka feeder screw Feeder screw 800mm Feeder screw in different dimensions Burner securing pin M5x60, class 5.8
Instrumentation	Capillary for the exhaust gas sensor Electric bundle Socket for fan, feeder, igniter Rubber grommet Power switch Fuse socket Fuse Interface relay Gasket for the tank Revision seal Flap seal Gasket for the feeder Door handle Side plate 1 piece Top sheet 1 piece Door 1 piece

Examples of device failure
(User)

Before calling the service, please read the most frequently asked questions.



Online application: [www. metalfachtg . com . pl /zglos-problem-online](http://www.metalfachtg.com.pl/zglos-problem-online)



Hotline: +48 85 711 94 54 ext. 17



Instructional videos: [www. youtube . com /c/METALFACHTechnikaGrzewcza](http://www.youtube.com/c/METALFACHTechnikaGrzewcza)



FAQ: www.metalfachtg.com.pl/kontakt-z-serwisem/#faq

Terms of warranty **(User)**

User Statement:

I hereby declare that the boiler (hereinafter also referred to as the "device") was delivered to me in accordance with the order, new and complete. The seller familiarized me with the operation of the device and provided me with a complete set of documentation (including in particular: Technical and Operational Documentation containing, among others, instructions for installation and operation of the device, warranty conditions). I acknowledge the manufacturer's recommendation that the device be subjected to regular annual technical inspections, which should be confirmed in the warranty card.

Date and legible signature of the User

Warranty scope:

1. Liability under the warranty covers only defects resulting from reasons inherent in the device at the time of its delivery to the User.
2. The warranty for the device is provided by the manufacturer (also called the "Guarantor"): Jacek Kucharewicz , running a business under the name METAL-FACH Technika Grzewcza Sp. z o. o ., 16-100 Sokółka, ul. Sikorskiego 66, NIP: 545-182-60-12, REGON 050073833, phone +48 85 711 94 54 ext. 17.
3. Under the warranty, the User is entitled to have the device repaired free of charge if device defects are revealed during the warranty period. If the Guarantor finds it impossible to repair the device or its parts, the Guarantor reserves the right to replace the device or its parts with a new one.

Guarantee period:

For the device (boiler) - 2 years from the date of sale, but no longer than 36 months from the date of its production, except for:

- a) exchanger – for which the warranty is 5 years from the date of sale;
- b) moving, cast iron, mechanical elements, screw - for which the warranty is 1 year from the date of sale;
- c) consumable elements (including sealing cord, seals, verniculite , fireclay), electrical components, screw securing the auger clutch, cotter pins - which are not covered by the warranty.

Terms of use of the warranty:

1. Installing the device in accordance with the Technical and Operational Documentation (in particular, connecting the boiler to a properly installed installation, performing the first start-up in accordance with the device manufacturer's guidelines, using devices protecting the boiler against the return of cold water (four-way valve with an actuator, icedomat, etc.)
2. Sending a copy of the correctly completed warranty card, signed and stamped by the seller, to the Manufacturer's address within 30 days from the date of sale of the device
3. When submitting a complaint, presenting a correctly completed warranty card (signed and stamped by the seller) and substantiating the circumstances of the purchase of the device (e.g. receipt, invoice). If the User loses the warranty card, a duplicate will not be issued.
4. The User follows the recommendations contained in the Technical and Operational Documentation of the device.
5. Performing the first boiler start-up, within 6 months from the date of installation of the device by the installer in accordance with the guidelines contained in the Technical and Operational Documentation, by a person with valid authorizations (Information on persons authorized to start the boiler is available from the Guarantor +48

85 711 94 54 ext. 17) , confirming this fact in the warranty card and sending the commissioning report to the Guarantor. The first start-up of the boiler is a paid service and its cost is covered by the User.

6. Carrying out annual inspections of the device, in accordance with the guidelines contained in the Technical and Operational Documentation, by specialist companies with appropriate authorizations (an example list of specialist companies is available from the Manufacturer - at +48 85 711 94 54 ext. 17 and recording their performance in the warranty card. The inspection of the device is paid service.
7. Performing service of the device (e.g. device adjustment, cleaning, measurements, exhaust gas analyses) by specialist companies with appropriate authorizations (a sample list of specialist companies is available from the Manufacturer - at +48 85 711 94 54 ext. 17), in accordance with the guidelines contained in the Technical Documentation Ruchowa and recording service services in the warranty card. The User may report the need for service interventions to the Guarantor (Helpline +48 85 711 94 54 ext. 17, www.metalfachtg.pl/zglos-problem-online). The service is available for a fee.
8. Warranty repairs are carried out only by specialist companies with appropriate authorizations (the list of specialist companies is available from the Guarantor - tel. +48 85 711 94 54 ext. 17), and they are recorded in the warranty card.
9. Use of spare parts and consumables that meet the parameters specified by the manufacturer. It is recommended to use original parts.
10. The warranty covers the territory of the Republic of Poland.

The warranty does not cover device defects resulting from:

1. Failure by the User to comply with the conditions contained in the Technical and Operational Documentation and contained therein, among others: instructions regarding transport, assembly, operation, operation and maintenance of the device;
2. Inappropriate storage and transport by the User;
3. Damage to device components due to the use of incorrect electrical voltage by the User. If the device is powered directly or indirectly by generators, UPS systems or devices, the User should consult the parameters of the power supply devices with the manufacturer;
4. Device defects caused by a faulty heating installation connected to the device;
5. Overheating of the boiler by the User;
6. The User connects the boiler to a closed system without using an appropriate cooling device;
7. The User uses inappropriate, poor quality fuel;
8. Unauthorized modifications to the device by the User.

Complaint procedure:

1. If incorrect operation of the device is found, before submitting a complaint, make sure that everything has been done in accordance with the Technical and Operational Documentation.
2. The User should report the need to repair the device under warranty immediately, preferably within 7 days from the date of noticing the defect. Reports may be made directly to the Seller or the Guarantor (www.metalfachtg.pl/zglos-problem-online or hotline +48 85 711 94 54 ext. 17).
3. It is recommended to refrain from using the defective device.
4. The user is obliged to provide free access to the device (in particular, enabling removal of the device casing and access to valves).
5. Warranty repairs will be performed by the Guarantor or a specialist company indicated by the Guarantor.
6. The obligations arising from the warranty will be fulfilled within 14 business days from the date the device is made available (at the place of installation) by the User.
7. The date of making the device available is agreed between the User and the Guarantor.
8. Depending on the scope of the repair, it may be performed at the User's place, at the place of installation of the device, or at the Guarantor's plant or a specialist company performing activities on behalf of the Guarantor.
9. Any repair performed under warranty must be confirmed in the warranty card.
10. The warranty is extended by the time during which the user was unable to use the device due to a defect in the device covered by the warranty.

11. The warranty does not exclude, limit or suspend the buyer's rights arising from the provisions on warranty for defects in the sold item.

Confirmation of inspection, warranty repair and service

	Date of execution	Description of activities performed	Signature and stamp of the contractor
1.			
2.			
3.			
4.			
5.			
6.			

	Date of execution	Description of activities performed	Signature and stamp of the contractor
7.			
8.			
9.			
10.			
11.			
12.			

EC/EU declaration of conformity

Producer:

METAL-FACH Technika Grzewcza Sp. z o. o .
 Street Sikorskiego 66
 16-100 Sokółka
 NIP 545-182-60-12

Product name and purpose:

Steel central heating boiler for solid fuel with automatic fuel charging.

Type: SD DUO BIO

Factory number:

Year of production:

Reference documents:

1. Ecodesign requirements for energy-related products - Commission Regulation (EU) No 2015/1189
2. Electromagnetic Compatibility Directive -2014/30/EU
3. Directive 2006/42/EC Machinery.
4. Directive 2010/30/EU labeling of energy-related products - Commission Regulation (EU) No 2015/1187

Technical Documentation:

1. Standard PN-EN 303-5:2012 Solid fuel heating boilers with manual and automatic fuel charging with a nominal power of up to 500 kW.
2. PN EN ISO 12100:2012 Safety of machines Basic concepts, general design principles Part 1: Basic terminology, methodology.
3. PN EN 1708-1:2010 Welding Basic solutions for steel welded joints Part 1: Pressure elements.
4. PN EN ISO 9606-1:2014-02 Welding Examination of welders Constantly.
5. PN EN 60335-1:2012 Household and similar electrical equipment Safety in use Part 1: General requirements.
6. PN EN 60335-2-102:2006/A 1:2010 - Household and similar electrical appliances - Safety in use - Part 2-102: Particular requirements for appliances burning gas, oil and solid fuels and having electrical connections.
7. PN EN 61000-6-2:2008 - Electromagnetic compatibility (EMC) - Part 6-2: General standards - Immunity in industrial environments
8. PN EN 61000-6-3:2008/A 1:2012 Electromagnetic compatibility (EMC) - Part 6-3: General standards - Emission standard for residential, commercial and light industrial environments.

The product is
 marked with the
 following symbols:

Approvers:

Place: Sokółka, Date: 11/2022



DYREKTOR
 PRODUKCJI

Julian Żukowski
 Julian Żukowski

Jacek Kucharewicz
 PREZES ZARZADU
 Jacek Kucharewicz

Production director

Chairman of the Board

Warranty Card

Central heating boiler with power [kW]: _____ Type: _____

Number: _____

Central heating boiler production date : _____ Boiler sales date: _____

Buyer's name and surname: _____

Buyer's address

Date of purchase and stamp

Customer's signature

I accept the warranty conditions

Personal data provided in this form are processed by Jacek Kucharewicz running a business under the name METAL-FACH Technika Grzewcza Sp. z o. o ., 16-100 Sokółka, ul. Sikorskiego 66, NIP: 545-182-60-12, telephone +48 85 711 94 54 ext. 17 in order to implement the provisions contained in the warranty conditions - in accordance with the Act of August 29, 1997 on the protection of personal data (consolidated text: Journal of Laws . 2014, item 1182). The User has the right to access the content of his or her personal data, to correct it, to submit a request to discontinue data processing and to object to data processing in cases indicated by law. All correspondence regarding the processing of personal data should be sent to the following address: METAL-FACH Technika Grzewcza Sp. z o. o ., 16-100 Sokółka, ul. Sikorskiego 66. Providing personal data is voluntary. In accordance with the Act of August 29, 1997 on the protection of personal data (consolidated text: Journal of Laws of 2014 , item 1182), we would like to inform you that personal data provided in this form will be protected against access by unauthorized persons.

The complaint

Customer data	Central heating boiler data	
First name and last name	Product name:	
Address	Model:	
Telephone	No. factory	
No. purchase document:	Guarantee period	Includes Does not include
No. debt settlement document:	Detailed description of the fault:	
Seller's signature		

Conditions for starting the complaint repair procedure:

1. Confirmation by the point of sale of payment for the complained product constitutes the basis for initiating the complaint procedure.
2. The warranty card is the only basis for free repair.
3. The person filing the complaint undertakes to reimburse the costs incurred by METAL-FACH Technika Grzewcza Sp. z o. o . In the event of an unjustified call to the service team, or failure to complete points 1 or 2 (each commenced hour of service technician's work PLN 70 net, travel PLN 1 net/km both ways).
4. A legible signature of the applicant confirms that he or she has read the basic terms and conditions of complaint procedures.

Legible signature of the person submitting the complaint		Signature of the person accepting the complaint
<p>I declare that I have read the warranty conditions based on which I am submitting a complaint and I consent to the processing of my personal data for the purposes of the complaint process in accordance with the Act of August 29, 1997 on Personal Data Protection (Journal of Laws No. 133, item 833). .</p>		
Legible signature of the person submitting the complaint		

The manufacturer undertakes to perform warranty repairs within 14 days from the date of receipt of the user's written report of damage on the manufacturer's complaint form.

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Report on the first boiler start-up (Copy of the owner of the central heating boiler)

In order to verify the purchase and recognize the validity of the warranty, a report must be sent within 30 days from the date of first launch. These activities can be performed by:

1. E-mail - where a scan or photo of the report will be posted.
2. A letter - in which a copy of the report will be sent to METAL-FACH Technika Grzewcza Sp. z o. o ., the company's address is at the end of the Technical and Operational Document.

Boiler	Fulfills	Does not meet	Comment
The conditions contained in the Operation and Maintenance Manual in the chapter "Requirements for the boiler room and boiler installation" are met.			
The conditions contained in the Operation and Maintenance Manual in the chapter "Connecting the boiler to the chimney" are met.			
Central heating system.	Fulfills	Does not meet	Comment
The conditions contained in the Operation and Maintenance Manual in the chapter "Connecting the boiler to the heating installation" are met.			
The conditions contained in the Operation and Maintenance Manual in the "Requirements for the expansion vessel " chapter are met.			
There is no other source of heating. If so, how does it affect the operation of the boiler?			
Protection of the system against freezing.			
Connecting elements with the electrical installation	Fulfills	Does not meet	Comment
The conditions contained in the Operation and Maintenance Manual in the chapter "Connecting the boiler to the electrical installation" are met.			
Equipment test	Fulfills	Does not meet	Comment
The sensors are located in the right place.			
Sensor readings are consistent with the actual condition.			
The direction of fan rotation is correct.			
Opening the fan flap using the force of the airflow.			
The direction of rotation of the screw is correct.			
Boiler start-up	Fulfills	Does not meet	Comment
The tightness of the boiler's hydraulic connection to the installation is maintained.			
System test (if installed).			
Checking the connection of the fuel feeder to the boiler.			
Filling the fuel tank with fuel.			
Checking the fuel supply through the feeder.			
Fire up the boiler in accordance with the "Boiler start-up" chapter.			
Initial adjustment of boiler operating parameters settings.			
Final adjustment of the boiler operating parameters settings.			
Confirmation of user training in the field	Yes	No	Comment
User instructions on how to safely operate the boiler are			

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included in the "Remember when using the boiler" chapter.

Instructions on how to use the boiler regulator and how to regulate the combustion process.

Fan speed settings.

Boiler maintenance, chapter "Cleaning and maintenance of the boiler"

Required fuel quality, chapter "Fuel"

Procedure in emergency cases, chapter "Examples of device failure"

Launch date	Boiler name	Boiler power [kW]	Factory number
Name and surname of the service technician		Owner's name and surname	
Address		Address	
Company stamp		Contact number	
Signature		Signature	

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Report on the first boiler start-up **(Copy of METAL-FACH Technika Grzewcza)**

In order to verify the purchase and recognize the validity of the warranty, a report must be sent within 30 days from the date of first launch. These activities can be performed by:

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2. A letter - in which a copy of the report will be sent to METAL-FACH Technika Grzewcza Sp. z o. o ., the company's address is at the end of the Technical and Operational Document.

Boiler	Fulfills	Does not meet	Comment
The conditions contained in the Operation and Maintenance Manual in the chapter "Requirements for the boiler room and boiler installation" are met.			
The conditions contained in the Operation and Maintenance Manual in the chapter "Connecting the boiler to the chimney" are met.			
Central heating system.	Fulfills	Does not meet	Comment
The conditions contained in the Operation and Maintenance Manual in the chapter "Connecting the boiler to the heating installation" are met.			
The conditions contained in the Operation and Maintenance Manual in the "Requirements for the expansion vessel " chapter are met.			
There is no other source of heating. If so, how does it affect the operation of the boiler?			
Protection of the system against freezing.			
Connecting elements with the electrical installation	Fulfills	Does not meet	Comment
The conditions contained in the Operation and Maintenance Manual in the chapter "Connecting the boiler to the electrical installation" are met.			
Equipment test	Fulfills	Does not meet	Comment
The sensors are located in the right place.			
Sensor readings are consistent with the actual condition.			
The direction of fan rotation is correct.			
Opening the fan flap using the force of the airflow.			
The direction of rotation of the screw is correct.			
Boiler start-up	Fulfills	Does not meet	Comment
The tightness of the boiler's hydraulic connection to the installation is maintained.			
System test (if installed).			
Checking the connection of the fuel feeder to the boiler.			
Filling the fuel tank with fuel.			
Checking the fuel supply through the feeder.			
Fire up the boiler in accordance with the "Boiler start-up" chapter.			
Initial adjustment of boiler operating parameters settings.			
Final adjustment of the boiler operating parameters settings.			
Confirmation of user training in the field	Yes	No	Comment
User instructions on how to safely operate the boiler are			

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included in the "Remember when using the boiler" chapter.

Instructions on how to use the boiler regulator and how to regulate the combustion process.

Fan speed settings.

Boiler maintenance, chapter "Cleaning and maintenance of the boiler"

Required fuel quality, chapter "Fuel"

Procedure in emergency cases, chapter "Examples of device failure"

Launch date	Boiler name	Boiler power [kW]	Factory number
Name and surname of the service technician		Owner's name and surname	
Address		Address	
Company stamp		Contact number	
Signature		Signature	

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METAL-FACH
HEATING TECHNOLOGY



Online form:

https://b2b.metalfachtg.com.pl/commission/createFromShortcut/shortcut_id/2



Video instructions:

www.youtube.com/c/METALFACHTechnikaGrzewcza



Web page:

www.metalfachtg.com.pl

Service contact:

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