



Technical and operational documentation

SD DUO BIO 16-34

English

Original Instructions Edition I, 07/2025

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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 operation of the device will meet your expectations and provide a lot of satisfaction. The heating boiler has been designed and manufactured in accordance with applicable norms and standards, guaranteeing safe and reliable operation. Operation in strict compliance with the recommendations contained in the instructions 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 fitness or lacking experience and knowledge, if these persons 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 familiarize yourself with it if it appears in a given place.



TIP!

It is worth familiarizing yourself with this information, it makes operation easier.

Introductory activities

(User)

Activities to be performed during the acceptance of the METAL-FACH Technika Grzewcza Sp. z o.o. boiler:



- carefully check the completeness of the delivered boiler (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,
- read the instruction manual carefully - it contains information necessary for the correct use of the boiler.

In case of any problems, please contact the service department or an authorized service center of METAL-FACH Technika Grzewcza Sp. z o.o.. These persons have the appropriate training and access to original parts enabling the correct performance of service activities and assembly of METAL-FACH Technika Grzewcza Sp. z o.o. boilers, confirmed by a certificate issued at the company's headquarters.

General information

(User)

The Technical and Operation Documentation is one of the parts of the product, delivered together with the purchased central heating boiler. The Technical and Operation Documentation contains data on the construction and assembly as well as the method of use of boilers with a gutter burner of the SD DUOBIO series. Careful reading of the content of the operating instructions ensures the 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 Terms and Conditions and in generally applicable legal regulations.

The boilers are delivered assembled. They are set up and permanently attached to the pallet. Additional protection is provided in the form of foil packaging.

During transport of the boiler, it should be secured against shifting or rotation on the cargo bed of the vehicle using securing equipment, e.g. belts. Transport of boilers should be carried out in accordance with the rules for the transport of materials. Loading and unloading should be carried out using lifting equipment (forklift) with a lifting capacity of more than 1000 kg.

Application

(User | Installer)

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



ATTENTION!

The boilers are designed to operate in open and closed water systems with gravity or forced circulation, equipped with safeguards in accordance with the requirements of the applicable standard PN-B-02413 Heating and District Heating and a closed system in accordance with the standard PN-EN 12828 Heating systems in buildings. Design.

Boiler equipment

(User)

The scope of delivery includes both basic and additional elements, depending on the order placed. Upon receipt, the product should be carefully inspected to ensure that it has not been damaged during transport and to check the completeness of the equipment. The elements included in the basic and additional equipment are described below.

Basic equipment:	Unit of measurement	Quantity
Central heating boiler	pcs	1
Microprocessor controller – supports (see controller operating instructions)	pcs	1
Fuel supply system with burner	set	1
Fuel tank	pcs	1
Boiler cleaning tools:		
- poker	set	1
- brush		
- scraper		
Boiler leveling feet	pcs	4
Blowing fan	pcs	1
Additional equipment:	Unit of measurement	Quantity
LAMBDA SENSOR module	pcs	1
Internet module	pcs	1
Cooling coil for closed system with valve	pcs	1
LCD touch screen	pcs	1
Expansion module	pcs	1
Documentation:	Unit of measurement	Quantity
Technical and operational documentation of the boiler	pcs	1
Controller user manual and warranty card	pcs	1
Blower fan user manual and warranty card	pcs	1
Worm gear motor user manual	pcs	1

**ATTENTION!**

The user should carefully read the operating instructions for the regulator, fan and feeder together with the self-cleaning pellet burner .

**ATTENTION!**

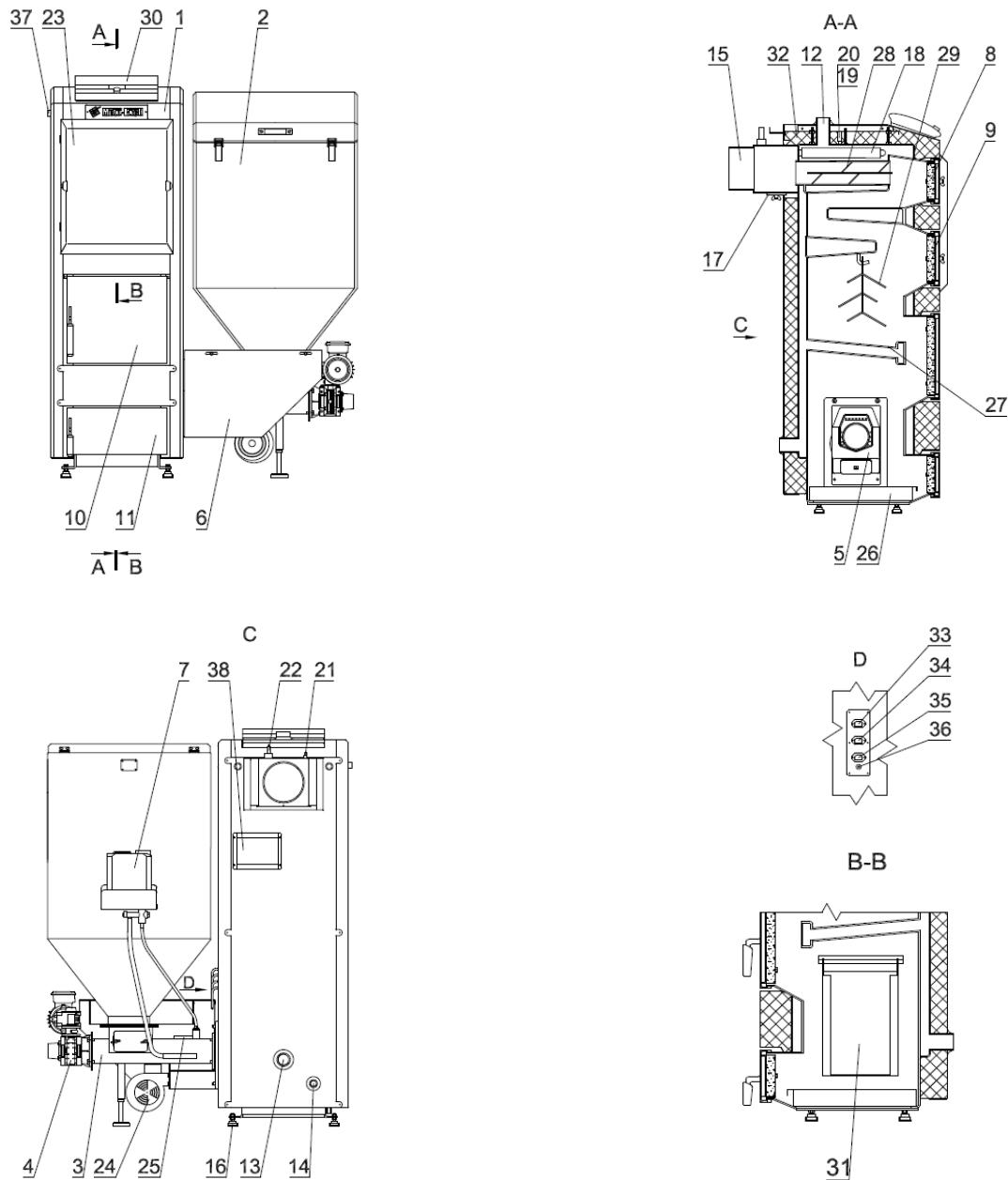
METAL-FACH Technika Grzewcza Sp. z o. o. reserves the right to introduce changes to the technical parameters, equipment and specifications of the goods offered without prior notice.

Basic elements of boiler construction

(User | Installer)

The water body is made as a welded structure from certified P265GH steel sheets (for walls washed by exhaust gases) and S235JR (for water jacket elements).

SD DUO BIO16-34 boiler



Legend :

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

Technical data of the SD DUO BIO 16-34 boiler

(User | Installer)

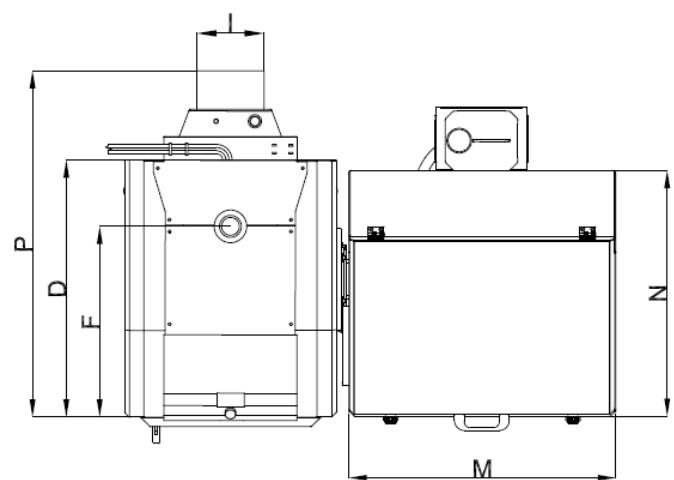
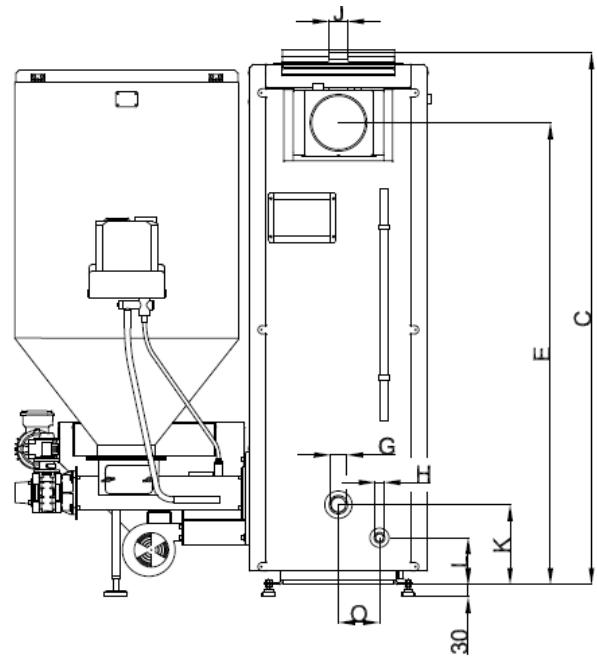
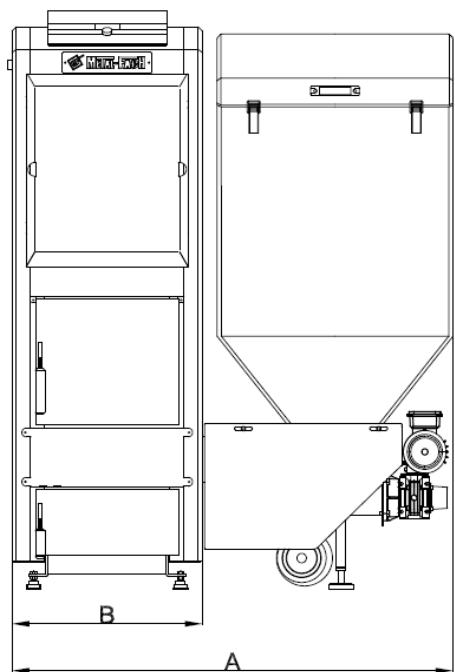
Parameters		SD DUO BIO		
		16	20	28
Nominal thermal power	[kW]	16	20	28
Boiler power range	[kW]	4.8-16	6-20	8.4-28
Heating surface	[m ²]	2.33	2.62	2.85
Water capacity	[L]	78	84	90
Maximum operating pressure	[bar]	3	3	3
Maximum operating temperature	[°C]	80	80	80
Test pressure	[bar]	4.5	4.5	4.5
Boiler class	[-]	5	5	5
Boiler efficiency	[%]	≤90	≤90	≤90
Fuel tank capacity	[L]	300	300	300
pellets in accordance with point 5.3 (Table 9) Fuel [-] of the PN EN 303-5:2021-09 standard (diameter: 6 ± 1 mm; 8 ± 1 mm, length 3.15 ≤ L ≤ 40, moisture ≤ 10%, ash content ≤ 0.7%, calorific value >17 MJ / kg)				
Electrical connection	[-]	5A; ~230V; 50Hz		
Electric power consumption	[W]	300	300	300
Electric power consumption (momentary during ignition)	[W]	1000	1000	1000
Temperature controller setting range	[°C]	60-80 (every 1°C)		
Required chimney draft	[Pa]	20	20	20
Design flow resistance ΔT [10K]	[mbar]	0.3	0.47	0.92
Design flow resistance ΔT [20K]	[mbar]	0.15	0.235	0.46
Boiler weight	[kg]	460	475	495
		520		

*Boiler weight +/- 5kg.

Dimensions of the SD DUO BIO 16-34 boiler

(User | Installer)

SD DUO BIO 16-34 boiler



Dimensions	SD DUO BIO			
	16	20	28	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 1/2"	1 1/2"	1 1/2"	1 1/2"
I	180	180	180	180
J	1 1/2"	1 1/2"	1 1/2"	1 1/2"
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 dimension does not include the height of the boiler leveling feet



ATTENTION!
The boilers have 30 mm high feet.

Automation, safety and regulation

(User | Installer)

1. The boiler automation allows you to set:

- boiler temperatures;
- domestic hot water temperatures;
- fuel feeder operation;
- manual control of the fan feeder

2. Thermal sensor

Mechanical STB protection is placed in the boiler and protects the heating system from overheating. It is set to 95 °C. Above this temperature it turns off the fan, while at the same time turning on the central heating and domestic hot 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 impurities and soot in the boiler;
- high stabilization of the boiler operating temperature - eliminates condensation of water vapor in the boiler;
- the combustion chamber temperature is high and stable, which reduces carbon monoxide emissions.

4. Lambda probe

The probe continuously adjusts the amount of air supplied to ensure the most perfect operation of the device and to minimize carbon monoxide emissions under specific boiler load, fuel type and weather conditions. The adjustment is continuous throughout the entire boiler operating cycle.

5. Exhaust gas temperature sensor

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

6. Mixing valve actuator x2

This device is used to set the target temperature of the heating circuit 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 self-cleaning pellet burner is:

pellets in accordance with point 5.3 (Table 9) of the PN EN 303-5:2021-09 standard:

- diameter: $6 \pm 1\text{mm}$; $8 \pm 1\text{mm}$;
- length $3.15 \leq L \leq 40$;
- humidity $\leq 10\%$;
- ash content $\leq 0.7\%$;
- calorific value $>17\text{ MJ / kg}$;

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

Requirements for boiler rooms 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 have been divided into two types:

1. For small boiler rooms up to 25kW, the following requirements should be met:

- the boiler should be placed 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 is made should be non-flammable, in the case of flammable material the floor should be covered with 0.7 mm thick steel sheet at a distance of at least 50 cm from the edge

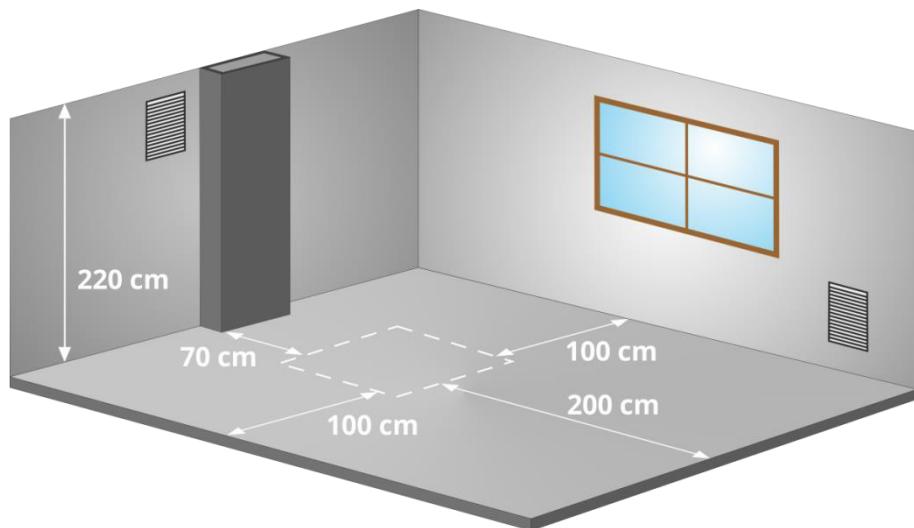
of the boiler; the boiler should be placed on a foundation made of non-flammable materials, protruding 0.05 m above the floor level and edged with steel angles;

- There should be artificial lighting in the room, but natural lighting is also recommended;
- the positioning of the wheel in the room should allow free access to the boiler during cleaning and maintenance; the distance of the back of the boiler from 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);
- supply ventilation should be provided by means of a non-closing opening with a minimum cross-section of 200 cm² and located no higher than 100 cm above the floor;
- exhaust ventilation should be carried out using an exhaust duct made of non-flammable material with a minimum cross-section of 14 x 14 cm with an inlet opening under the ceiling of the boiler room; the exhaust duct should extend above the roof and be placed near the chimney; the exhaust duct must not have any devices that would allow it to be closed;
- the cross-section of the chimney should be no less than 20 x 20 cm;
- There should be a floor drain in the floor of the boiler room;
- the optimal place for storing fuel 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 or more should additionally meet the following requirements:

- the distance of the boiler furthest from the chimney, with gravity draft, cannot exceed 50 cm of the chimney height;
- the fuel storage and slag storage should be located next to the boiler room at a storage height of up to 220 cm with a free space above the fuel of at least 50 cm;
- devices and equipment allowing vertical and horizontal transport of fuel and slag should be taken into account;
- the fuel storage room should have natural, unforced ventilation, allowing for one full air exchange per hour in the fuel storage room and three full air exchanges per hour in the slag storage room;
- the entrance door to the boiler room should be non-flammable (fire resistance class EI30), minimum width 90 cm, opening outwards; they should have a handle -less closing system enabling them to be opened outwards under pressure, inwards using a handle;
- the requirements for ventilation are the same as for boiler rooms with lower power; additionally, in boiler rooms with power exceeding 400 kW, in addition to the supply and exhaust ventilation, there should be mechanical ventilation, switched on periodically when fuel is being charged and boilers are being deslagged, ensuring at least 10 full air changes per hour;
- in the boiler room, natural lighting should be provided, illuminating the boiler from its front, and the area of the windows should be at least 1/15 of the floor area of the boiler room; half of the installed windows 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 to allow for cooling of the water, and its capacity should be equal to the water capacity of the largest boiler, but not greater than 2 m³;
- in the boiler room, the heat pipes should be insulated;
- The boiler setup with the minimum required distances is shown in the boiler room diagram below.

Minimum distance and boiler settings in the boiler room



ATTENTION!

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



ATTENTION!

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



ATTENTION!

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



ATTENTION!

More detailed information on the requirements for the construction of boiler rooms can be found in the Regulation of the Minister of Infrastructure of 12 March 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 facilitated by adjustable feet. The boiler must stand vertically.

1. Check that the set includes four feet.
2. Level the boiler with the help of a spirit level. 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.



ATTENTION!

An incorrectly leveled boiler may be damaged.

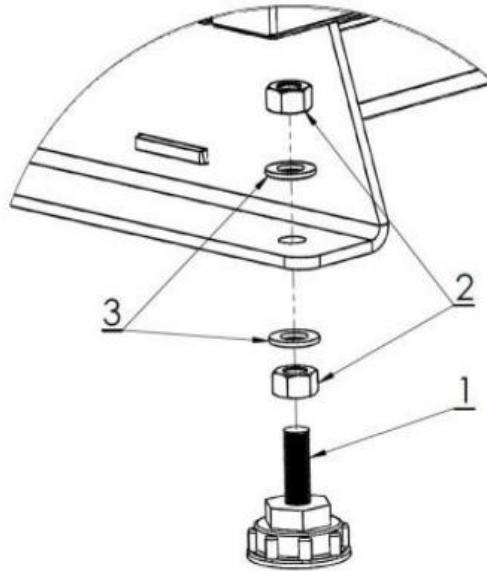


ATTENTION!

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

Method of installing the boiler leveling feet

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



The boiler should be placed on a heat-insulating, non-flammable base, which should be 2 cm larger than the boiler base on each side. If the boiler is located in the basement, it is recommended that it is placed on at least 5 cm of foundation. The strength of the base, as well as fire protection conditions are key guidelines when positioning the boiler in the right place, these include:

- 20 cm safe distance from flammable materials,
- 40 cm for flammable materials with a flammability class of C3,
- 40 cm if flammability rating is unknown.

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

Connecting the boiler to the heating system

(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, in accordance with this manual.



ATTENTION!

It is recommended that the first start-up of the boiler be performed in accordance with the guidelines contained in the Technical and Operation Documentation by a person with valid authorizations.

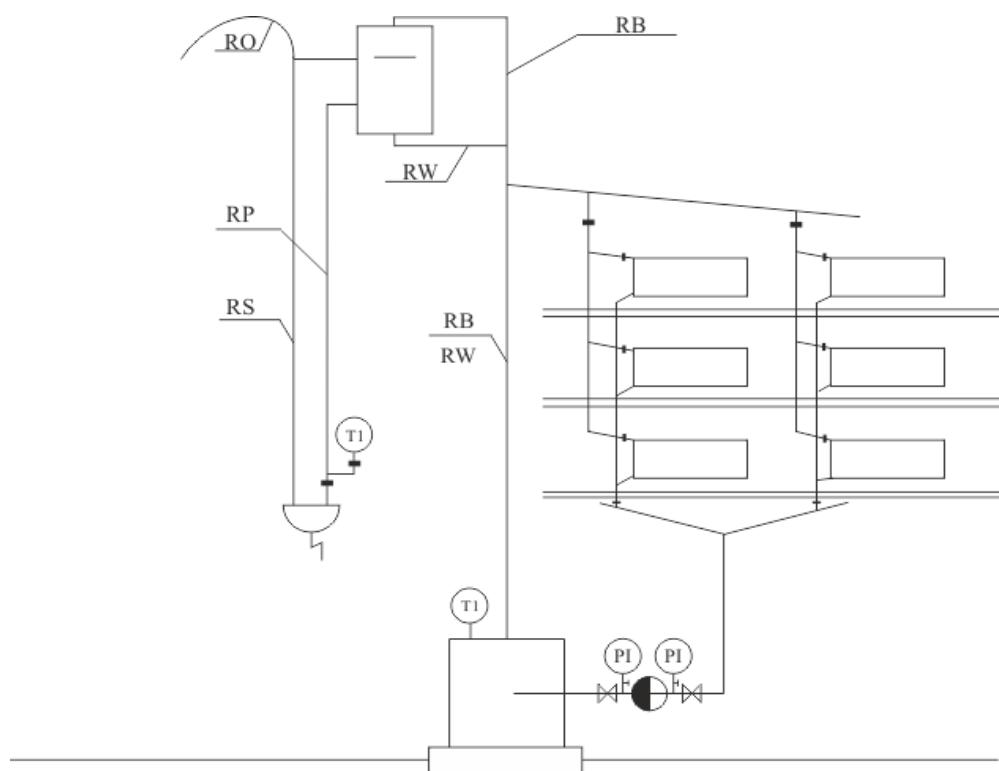
Information on persons authorized to start up the boiler is available from the Manufacturer at +48 85 711 94 54 ext. 17.



ATTENTION!

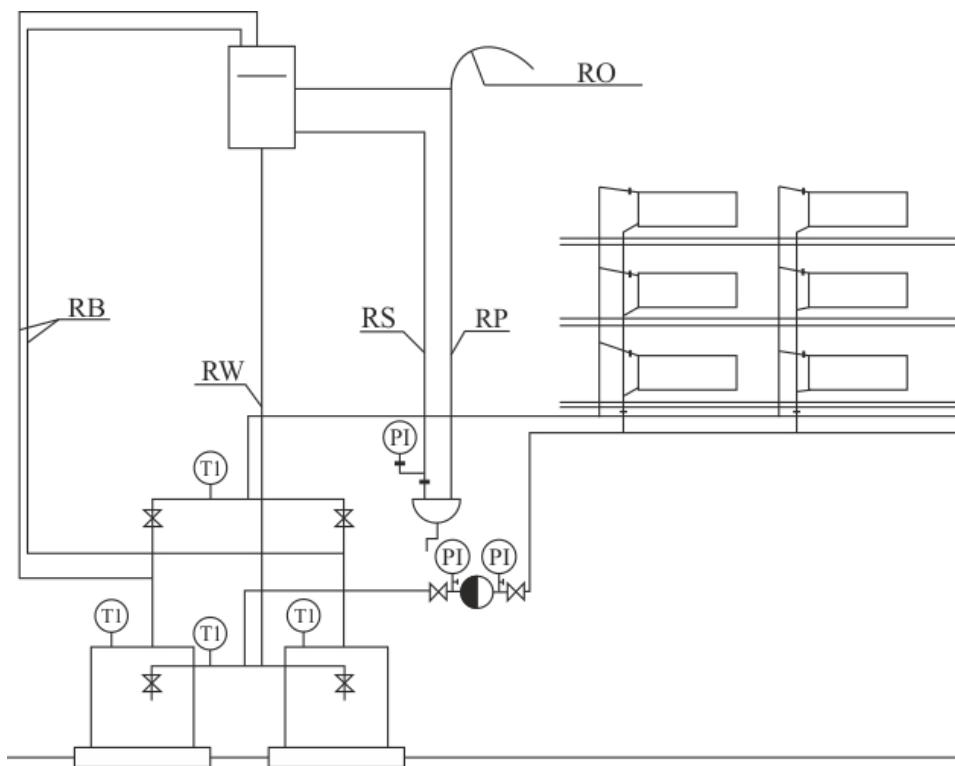
The temperature of the water returning from the installation to the central heating boiler should not be lower than 45°C.

Connection diagrams of boilers to the heating system in accordance with the PN - 91/B - 02420 standard



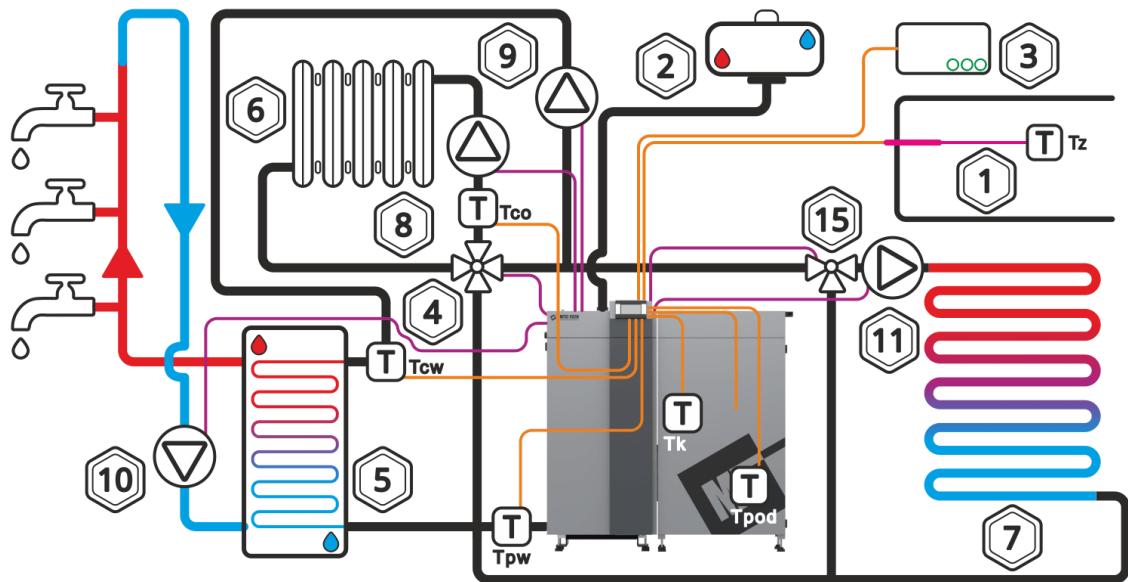
Designation	Description
RO	Vent pipe
RW	Expansion pipe
RS	Signal pipe
RP	Overflow pipe
RB	Safety pipe
T1	Temperature
P1	Pressure

Connection diagrams of boilers to the heating system in accordance with the PN - 91/B - 02420 standard



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

Connecting the boiler to the heating system

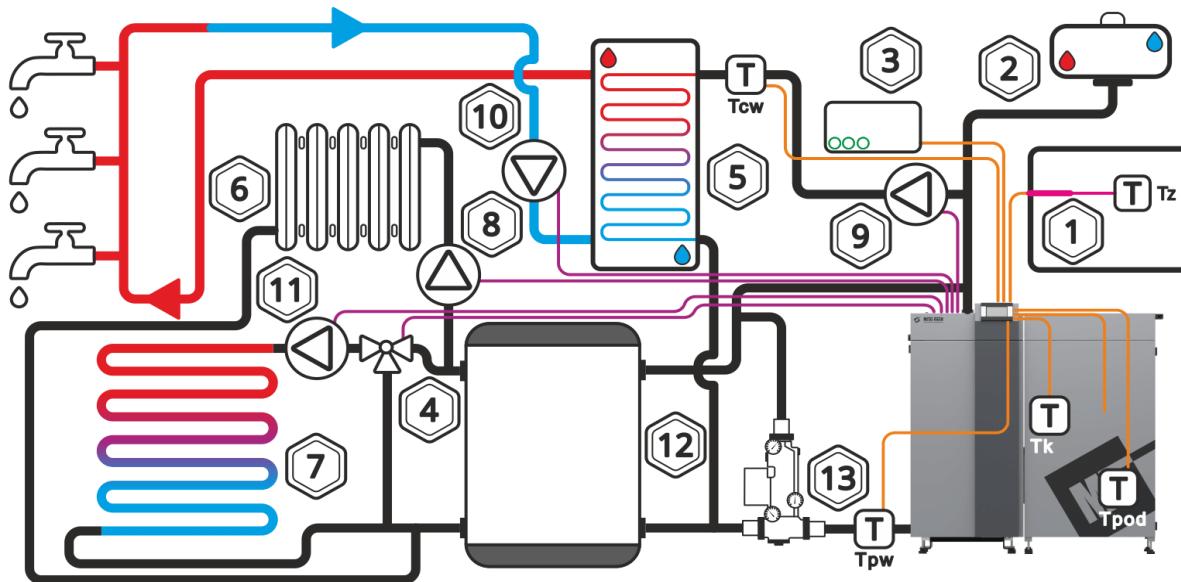


Legend

1. Outside the building	8. Central heating pump (CH)
2. Expansion tank	9. Domestic hot water pump (DHW)
3. Room regulator	10. Circulation pump
4. Mixer	11. Additional pump P3
5. Heater	12. Buffer
6. Heating circuit	13. Laddomat
7. Underfloor heating	14. Heating circuit pumps 1,2,3,4
	15. Thermostatic mixing valve

Designation	Description
T	Temperature sensor
Tk	Boiler temperature sensor
Tz	Outside temperature sensor
Tcw	Domestic hot water temperature sensor
Tco	Central heating temperature sensor
Tpw	Boiler return temperature sensor
Tpod	Feeder temperature sensor

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



Legend

1. Outside the building	8. Central heating pump (CH)
2. Expansion tank	9. Domestic hot water pump (DHW)
3. Room regulator	10. Circulation pump
4. Mixer	11. Additional pump P3
5. Heater	12. Buffer
6. Heating circuit	13. Laddomat
7. Underfloor heating	14. Heating circuit pumps 1,2,3,4
	15. Thermostatic mixing valve

Designation	Description
T	Temperature sensor
Tk	Boiler temperature sensor
Tz	Outside temperature sensor
Tcw	Domestic hot water temperature sensor
Tco	Central heating temperature sensor
Tpw	Boiler return temperature sensor
Tpod	Feeder temperature sensor

Connecting the boiler to the heating system in a closed system

(Installer)

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

In SD DUO BIO boilers, a copper coil has been installed, which is built into the boiler exchanger. The coil is made of copper, ribbed pipe.



ATTENTION!

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

Part	Description
STB	Safety temperature limiter with manual reset
Cooling coil	Cools the installation when the temperature exceeds 97 °C
VST 112 valve	Protects against flame flashback to the solid fuel feeder by flooding the fuel in the event of excessive temperature increase
Pressure expansion tank	Preventing excessive pressure build-up
Safety fittings	It consists of a safety valve, pressure gauge, and air vent.



ATTENTION!

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

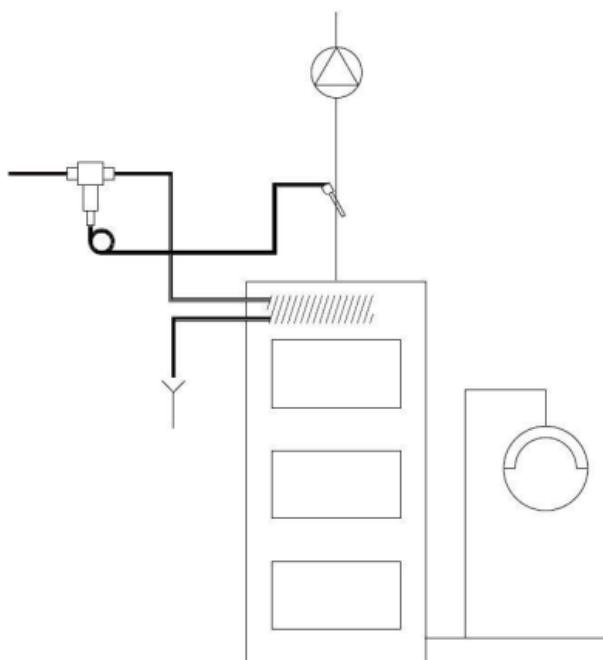


ATTENTION!

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

The coil installed on the system supply is connected to a cold water pipe, which flows through it only when the thermal valve with a sensor immersed in the boiler supply opens after the set temperature is exceeded. The water passes through the coil and takes away heat from the boiler water jacket, after which it is discharged into a cooling well, because directing hot water directly to the sewage pipes could damage them.

The coil is able to lower the temperature of the water in the boiler shell by several degrees within a dozen or so seconds. If the temperature of the water in the boiler shell 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 even several consecutive switching on and off of the protections.

Boiler protection diagram with built-in cooling coil and thermal protection

In solutions with a safety coil built into the boiler, thermal protection is used, for example. 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. In addition, in the event of a temperature increase, the protection and operation are automatically activated without the user's participation. The alarm occurs after the feeder temperature exceeds the Max. feeder temp. parameter. If the feeder temperature rises above this value, the controller will turn off the feeder and start the extinguishing procedure. Thanks to the appropriate design of the SD DUO BIO series boilers, the risk of fire entering the fuel container is small, which is prevented by the rising screw feeder feeding fuel to the burner.

VST 112 valve

The emergency extinguishing device, protecting against fuel ignition in the tank, can also be connected to the water supply system and when 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 spreading into 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 tank should be checked and adjusted accordingly before using the boiler. The operation of the expansion tank should be checked once a year.

**ATTENTION!**

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

**ATTENTION!**

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

Expansion tank requirements

(Installer)

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

the expansion tank can be estimated by assuming that the unit capacity in relation to one kW of thermal output is 1-2 dm³.

The expansion tank is equipped with a nozzle 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 the 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 must have a safety pipe and an overflow pipe,
- the installation should be equipped with a signal and expansion pipe as well as a venting connector for the expansion tank.

In the case of multiple boilers, each of them should be equipped with a safety pipe in accordance with the principles given in PN-91/B02413 - protection of open water heating systems. No shut-off valves may be installed on safety and overflow pipes, and the pipes and the vessel must be protected against freezing.

Connecting the boiler to the electrical installation

(Installer)

The boiler is designed for connection to 230V/50Hz. The 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 assembly 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!

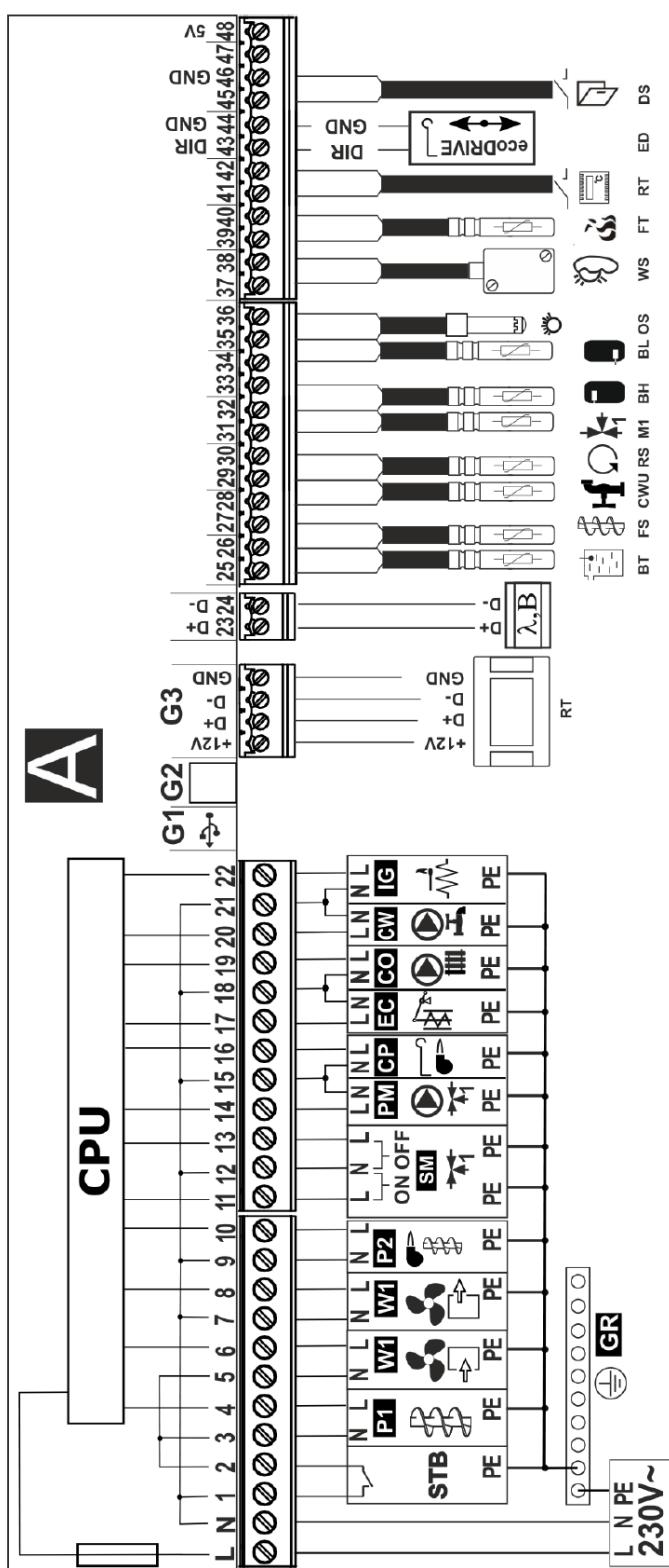
The first start-up of the boiler must be performed only by service personnel trained by the manufacturer, with a current certificate of an Authorized Service Technician, Distributor of METAL-FACH Technika Grzewcza or a person with SEP qualifications up to 1.5kW.



ATTENTION!

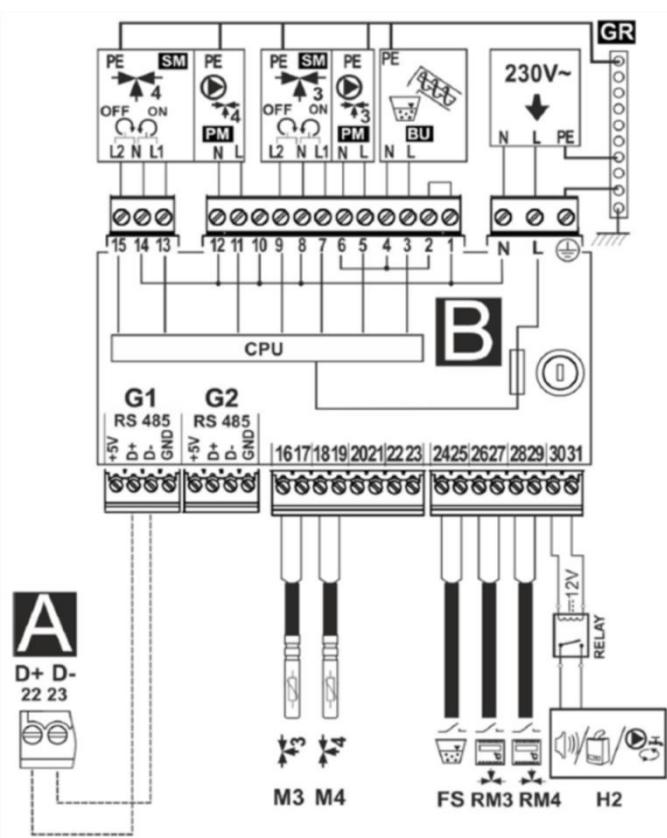
All pumps, mixer, relay, igniter, etc. are not included in the controller equipment.

Boiler connection electrical diagram - PLATINUM controller



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

Boiler connection electrical diagram - PLATINUM controller



Electrical connection diagram - additional module B, where:

M3 - regulated circuit temperature sensor (mixer3) CT4,

M4 temperature sensor of the regulated circuit (mixer 4) CT4,

RM3 - Mixer room thermostat 3,

RM4 - mixer 4 room thermostat,

FS - fuel level sensor for BU feeder operation, H2 - voltage input for controlling the reserve boiler or for signaling alarms or for the domestic hot water circulation pump, RELAY - relay,

LN PE - mains power supply 230V~,

PM 3/4 - 3/4 mixer pump,

SM 3/4 - 3/4 mixer actuator,

BU - fuel feeder from the bunker to the boiler tank, CPU - control,

A - ecoMAX 860P2-T controller module A.

Connecting the boiler to the chimney

(Installer)

Smoke pipes

The purpose of smoke ducts is to reliably discharge exhaust fumes and draw in air for fuel combustion. The chimney draft required for this depends on:

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

The effective height of a chimney is the difference in height between the highest firebox and the chimney outlet. 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 fireboxes must not exceed 6.5 m. In the case of sloping roofs, chimneys should end within the ridge (the highest edge of the roof), in the area of free wind flow. This avoids draft disruptions. Always pay attention to the location of the building in relation to other buildings.

Selecting a chimney

In most cases, the approximate method or selection according to the chimney manufacturer's diagrams is sufficient for selecting a chimney. In special cases (unfavourable pressure and temperature dependencies, large volume of exhaust gases), chimneys are calculated according to the applicable standard. Low exhaust gas temperature at the nominal boiler power may cause the emission of moist exhaust gases, soot deposition, insufficient chimney draft. This may lead to dampness and corrosion of brick chimneys. It is recommended to use a chimney liner:

- in new buildings, a ceramic flue gas discharge system that is resistant to condensate, thermally insulated and has a condenser is recommended ,

- In existing buildings, it is recommended to modernise the brick chimney by using a single- or double-walled stainless steel chimney system (designed for solid fuel boilers).

The pipe

The boiler is connected to the chimney by means of a flue and a flue pipe. The flue pipe consists of pipes and fittings that are installed in rooms. Flue pipes meet fire protection requirements for chimneys and are often made of the same material as the main chimney. Smoke pipes should be made of non-flammable products. The flues or casing of smoke pipes should meet the requirements specified in the Polish Standard concerning fire tests of small chimneys. It is permissible to make the casing from 12 cm thick solid bricks, built on cement-lime mortar, with external plaster or pointing. Connectors should be as short as possible and installed with a rise to the chimney in order to avoid heat loss and additional resistance. They cannot be led to other floors. Flue pipes should not be installed in rooms where fireplaces cannot be installed, and they should also not be placed in walls and ceilings. Due to the low temperature of exhaust gases, in order to protect the chimney from moisture and draft limitation, acid-resistant or ceramic chimney liners should be used, with condensate draining to a drain grate. A distance of at least 6 m should be maintained between the chimney and the nearest edge of the tree crown.

Starting the boiler

(User | Installer)



ATTENTION!

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

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

First start-up of the boiler - checking the connections.

Before the first start-up of the boiler, check all screw connections and tighten them if there is any play. If the boiler was disassembled for the purpose of bringing it into the boiler room, remember to properly seal the surface of the boiler frame - burner (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!

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

Automatic start of the boiler - PLATINUM controller



The first step is to connect the boiler to the "contact" Controller display. The red boiler power switch is located in the upper left corner, and an 8.2A fuse is located under the switch.

Turning on the boiler power supply

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

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

The main menu is visible in the photo on the right. The controller has a touch screen, we operate it with our finger.

Menu - handwork

After connecting all devices to the boiler (pumps, valve actuators, etc.) we can check their operation. The "Manual operation" menu is used for this, to enter the manual operation menu, select the manual operation 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 a menu as in the figures below.

Starting the boiler

The boiler needs a dose of fuel to be able to work. When dealing with a new boiler, the first thing we do is to fill the tank with the appropriate type of fuel. The feeder in boilers is a screw-type feeder (the screw is responsible for transporting the fuel to the burner). In order for the start-up to proceed without any problems, you must first "feed" the starting dose of fuel to the boiler burner.



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

Gutter burner



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

When the Manual Feeder Operation menu is set to ON, the fuel will start 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 did everything correctly, in the upper left corner instead of the word "TURNED OFF" we will see the word "FIRING".

The lighting process

The lighting process is as follows:

- Feeding time - the feeder feeds the starting portion of fuel;
- Ignition test time - operation of the fan and feeder to ignite the flame from the embers;
- Ignition time - blower operation together with the igniter;

The ignition cycle has 3 attempts, if the boiler fails to ignite the message "Ignition failed" will be displayed.



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

The boiler is considered to be fired up when the exhaust gas temperature is 10 degrees higher than the boiler temperature. To check the exhaust gas temperature at a given moment, go to the information menu.

In the figure below we can see that the exhaust gas temperature is not higher than the boiler temperature by 10 degrees, therefore the boiler operates in the "FIRING" mode.

If the exhaust gas temperature is 10 degrees higher than the boiler temperature, the boiler switches to normal operation mode, as illustrated 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.

Turning off the boiler

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

Restarting after the device has stopped working due to lack of fuel:

- remove carbon deposits from the burner;
- pour fuel into the tank;
- set the "OFF" mode on the controller panel;
- feed fuel to the burner using the manual fuel feeding function "TEST";
- feed fuel until clean granules appear at the beginning of the burner;
- set the control panel to "ON" mode, after a few minutes a flame will appear;
- if you do not have a lighter, light the fire as usual using grill kindling;
- turn on the blower in "TEST";
- After lighting up, set the control panel to "ON" mode.

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

- remove carbon deposits from the burner;
- turn the screw to the right, to the left, then check if there is a "foreign body" inside, e.g. a stone, a rod, if there is, pull it out and insert the cotter pin;
- pour fuel into the tank;
- set the "OFF" mode on the controller panel;
- feed fuel to the burner using the manual fuel feed function, "TEST" mode;
- feed fuel until clean granules appear at the beginning of the burner;
- set the control panel to "ON" mode, after a few minutes a flame will appear;
- if you do not have a lighter, light the fire as usual using grill kindling;
- turn on the blower in "TEST";
- After lighting up, 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 this may result in burns.



ATTENTION!

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

Suggested boiler power settings

(User)

To ensure correct, failure-free and efficient operation of the boiler, it is recommended to operate the boiler at 80% of its nominal power and 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
Feeder anti-blocking	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
Administration 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
Starting 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
Starting 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

When using the boiler, please remember

(User)

- the boiler may only be operated by adults who are familiar with the operating instructions;
- It is forbidden for children to stay near the boiler without the presence of adults;
- if flammable gases or vapours enter the boiler room or during work that increases the risk of fire or explosion (gluing, painting, etc.), the boiler must be switched off before starting such 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 must be turned off ("STOP" position);
- do not use flammable liquids to light the boiler, the boiler should light automatically (using an igniter);
- before cleaning the boiler, the device must be turned off ("STOP" position) and allowed to cool down;
- During operation, the boiler must not be overheated in any way;
- no flammable objects may be placed on the boiler or in its immediate vicinity;
- when removing ash, flammable materials must not be located at a distance less than 150 cm from the boiler;
- the ashes should be placed in ovenproof containers with lids;
- during boiler operation at temperatures lower than 60°C, condensation of the steel exchanger may occur, which may lead to corrosion due to the low temperature, which shortens the service life of the exchanger; therefore, the temperature during boiler operation must be at least 60°C;

- At the end of the heating season, the boiler and the smoke pipe 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 abilities or lacking experience and knowledge, unless they are supervised or instructed by a person responsible for their safety.



ATTENTION!

Any independent interference with the electronics or construction of the boiler is prohibited.

Boiler cleaning and maintenance

(User)



ATTENTION!

The boiler may only be cleaned when the device is disconnected from the power supply.

In order to save fuel, the combustion chamber and convection channels of the boiler should be kept clean. The walls and shelves in the combustion chamber should be cleaned through the cleaning and inspection doors. The boiler exchanger and ash pan should also be cleaned regularly.

Cleaning should be done using wire brushes on extension cords. The above activities should be done during the boiler's periodic standstill, preferably every 100 hours of boiler operation. Thorough cleaning of the boiler should be done once a month.

Instructions for disposing of the boiler after its service life has elapsed

(User)

Before scrapping the boiler, all electronic components must be disconnected from it. They are subject to disposal in accordance with the principles of European Directive 2002/96/EC regarding the use of electronic and electrical equipment. For correct disposal, contact the manufacturer of electronic components according to the above-mentioned European Directive.

The steel elements from which the boiler is made should be scrapped in designated places (scrap collection point).



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 controller
	Thermal protection STB
Igniter	700W Igniter
Probe	Lambda Probe Kit Sleeve for Lambda Probe
Fans	RMS-108 fan RMS-120 fan
Feeder	1 rpm engine Feeder motor 0.09kW Malejka feeder auger Feeder screw 800mm Feeder screw different dimension Burner securing pin M5x60, class 5.8
Instrumentation	Capillary for exhaust gas sensor Electrical harness Fan, feeder, igniter socket Rubber grommet Power switch Fuse socket Fuse Interface relay Tank gasket Revision seal Flap seal Feeder seal Door handle Side plate 1 piece Top sheet 1 piece Door 1 piece

Examples of failures and devices

(User)

Before you call for service, read the most frequently asked questions.



ATTENTION!

In the event of an unjustified service call, the customer covers the costs of labor and travel, the price list is available at www.metalfachtg.com.pl/kontakt-z-serwisem



TIP!

Online report: www.metalfachtg.com.pl/zglos-problem-online

Infoline: +48 85 711 94 54 ext. 17

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

Instructional videos: <https://www.youtube.com/@mf.metalfachtg>

Condition and warranty

User Declaration:

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 complete documentation (including in particular: Technical and Operational Documentation containing, among others, the instructions installation and operation of the device, warranty conditions). I acknowledge the manufacturer's recommendation to subject the device to regular annual technical inspections, which should be confirmed in the warranty card.

Date and legible signature of the User

Scope of warranty:

1. Liability under the warranty covers only defects resulting from causes 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 referred to as the "Guarantor"): Jacek Kucharewicz conducting business activity under the name of METAL-FACH Technika Grzewcza Sp. z o. o., 16-100 Sokółka, st. Sikorskiego 66, NIP: 545-182-60-12, REGON 050073833, telephone +48 85 711 94 54 ext. 17.
3. Under the guarantee, the User is entitled to free repair of the device if the device defects are revealed during the guarantee period. If the Guarantor determines that the device or its parts cannot be repaired, the Guarantor reserves the right to replace the device or its parts with new ones.

Warranty 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:

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

Terms of use of the guarantee:

1. Installing the device in accordance with the Technical and Operational Documentation (in particular connecting the boiler to a correctly executed 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 actuator, ice-breaker, etc.).
2. Returning a copy of the properly 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. Presentation of a correctly completed warranty card (signed and stamped by the seller) when submitting a complaint and substantiation of the circumstances of purchase of the device (e.g. receipt, invoice). In the event of loss of the warranty card by the User, a duplicate will not be issued.
4. The User must comply with the recommendations contained in the Technical and Operational Documentation of the device.
5. The first start-up of the boiler, 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), confirmation of this fact in the warranty card and sending a start-up 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 (a sample 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 a paid service.

7. Performing service on the device (e.g. device adjustment, cleaning, measurements, exhaust gas analysis) 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), in accordance with the guidelines included in the Technical and Operational Documentation and recording service services in the warranty card. The User may report the need for service interventions to the Guarantor (Hotline +48 85 711 94 54 ext. 17, www.metalfachtg.pl/zglos-problem-online). The service is subject to payment.
8. Warranty repairs are to be carried out only by specialist companies with appropriate authorisations (a list of specialist companies is available from the Guarantor - tel. +48 85 711 94 54 ext. 17), and 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, among others, the instructions contained therein regarding the transport, assembly, operation, use and maintenance of the device;
2. Improper storage and transportation by the User;
3. Damage to device components due to the use of improper electrical voltage by the User. In the case of powering the device directly or indirectly through 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. Any unauthorized modifications to the device made by the User

Complaints procedure:

1. If you notice that the device is not operating correctly, before filing 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. The report can be made directly to the Seller or to 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 faulty 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 working 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, at the place of installation of the device, or at the plant of the Guarantor or a specialist company performing the activities on behalf of the Guarantor.
9. The 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, 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
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7.

8.

9.

10.

11.

12.

EC/EU Declaration of Conformity

Producer:	Product name and purpose:	
	Steel central heating boiler for solid fuel with automatic fuel feeding.	
METAL-FACH Technika Grzewcza Sp. z o.o. st. Sikorskiego 66 16-100 Sokółka NIP 545-182-60-12	Type:	SD DUO BIO
	Factory number:	
Year of production:		

The above mentioned subject of this EU declaration of conformity complies with the applicable requirements of the Union harmonisation legislation .

Reference documents:

1. Directive 2006/42/EC of the European Parliament and of the Council of 17 May 2006 on machinery
2. Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility
3. Directive 2014/68/EU of the European Parliament and of the Council of 15 May 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of pressure equipment.
4. Directive 2014/35/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of Member States relating to the making available on the market of electrical equipment designed for use within certain voltage limits
5. /Commission Regulation (EU) 2015/1189
Directive 2009/125/EC of the European Parliament and of the Council of 21 October 2009 establishing a framework for the setting of ecodesign requirements for energy-related products
6. /Commission Regulation (EU) 2015/1187
Directive 2010/30/EU of the European Parliament and of the Council of 19 May 2010 on the indication by labelling and standard product information of the consumption of energy and other resources by energy-related products
7. /Commission Regulation (EU) 2015/863 (ROSHIII)
Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment
8. /Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006

Technical documentation :

1. Standard PN-EN 303-5:2021-09 Heating boilers for solid fuels with manual and automatic fuel feeding with a nominal power up to 500 kW.
2. PN EN 1708-1:2020 Welding Basic solutions for welded steel joints Part 1. Pressure-bearing components.
3. PN EN 60335-1 2012 Household and similar electrical appliances - Safety - Part 1: General requirements.
4. PN EN 60335-2-102 2006/A1:2010- Household and similar electrical appliances - Safety - Part 2-102: Particular requirements for gas, oil and solid-fuel burning appliances having electrical connections.
5. PN EN 61000-6-2:2008 Electromagnetic compatibility (EMC) -- Part 6-2: Generic standards - Immunity for industrial environments.
6. PN EN 61000-6-3:2008/A1:2012 Electromagnetic compatibility (EMC) -- Part 6-3. Generic standards - Emission standard for residential, commercial and light-industrial environments.
7. PN-EN IEC 63000:2019-01 Technical documentation for the assessment of electrical and electronic products with regard to the restriction of hazardous substances.

This declaration of conformity is issued under the sole responsibility of the manufacturer.

The product is marked with the following marks:

Place and date:



Sokółka, 02.2024

Approving Persons:

Chairman of the Board:
Jacek Kucharewicz



A handwritten signature in blue ink, appearing to read 'Jacek Kucharewicz'. To the right of the signature is a rectangular black stamp with the text 'PREZES ZARZADU' and 'Jacek Kucharewicz' below it.

Production Director:
(Person authorized to prepare
technical documentation)
Eliasz Kasperuk



A handwritten signature in blue ink, appearing to read 'Eliasz Kasperuk'. To the left of the signature is a small black logo consisting of a shield with the letters 'MF' inside.

Warranty card

Central heating boiler with power [kW]:

Type:

Number:

Production date of the boiler:

Boiler sale date:

Buyer's name and surname:

Buyer's address

Date of purchase and stamp

Customer Signature

I accept the warranty terms:



METAL-FACH Heating Technology

Personal data provided in this form are processed by Jacek Kucharewicz conducting business activity under the name METAL-FACH Technika Grzewcza Sp. z o.o., 16-100 Sokółka, st. 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 29 August 1997 on the Protection of Personal Data (consolidated text: Journal of Laws of 2014, item 1182). The user has the right to access the content of his personal data, to correct it, to submit a request to discontinue processing of data and to object to data processing in cases indicated by law. All correspondence concerning the processing of personal data should be sent to the following address: METAL-FACH Technika Grzewcza Sp. z o.o., 16-100 Sokółka, st. Sikorskiego 66. Providing personal data is voluntary. In accordance with the Act of 29 August 1997 on the Protection of Personal Data (consolidated text: Journal of Laws of 2014, item 1182), we inform you that the personal data provided in this form will be protected against access by unauthorized persons.

Complaint submission

Customer data	Boiler data co	
Name and surname	Product name:	
Residential address	Model:	
Phone	Factory No.	
Purchase document no.:	Warranty period	Includes Does not include
Debt settlement document number:		

Detailed description of the fault:

Seller's signature

Conditions for initiating the complaint repair procedure:

1. Confirmation by the point of sale that the payment for the complained product has been made is 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 for a service team or failure to comply with points 1 or 2 (each started hour of the service technician's work PLN 70 net, travel PLN 1 net/km in both directions).
4. The legible signature of the person submitting the complaint confirms that he or she has read the basic terms and conditions of the complaint procedure.

Date of purchase and stamp

Customer Signature

I declare that I have read the warranty terms and conditions on the basis of which I am making a complaint and I consent to the processing of my personal data for the purposes of the complaint process in accordance with the Personal Data Protection Act of 29 August 1997 (Journal of Laws No. 133, item 833).

Legible signature of the person submitting the complaint

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

METAL-FACH Heating Technology

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Report on the first start-up of the boiler

(Copy of METAL-FACH Technika Grzewcza)

In order to verify the purchase and to recognize the validity of the warranty, a report must be sent within 30 days of the first start-up date. This can be done by:

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

Boiler	Comment
The conditions included in the DTR in the chapter "Requirements for the boiler room and boiler installation" are met.	<input type="checkbox"/>
The conditions included in the operation and maintenance manual in the chapter "Connecting the boiler to the chimney" are maintained.	<input type="checkbox"/>
Central heating system	Comment
The conditions included in the operation and maintenance manual in the chapter "Connecting the boiler to the heating system" are maintained.	<input type="checkbox"/>
The conditions contained in the Operation and Maintenance Manual in the chapter "Requirements for the expansion tank" are maintained.	<input type="checkbox"/>
There is no other source of heating. If there is, does it affect the boiler's operation and how?	<input type="checkbox"/>
Protecting the system against freezing.	<input type="checkbox"/>
Connecting elements to the electrical installation	Comment
The conditions included in the operation and maintenance manual in the chapter "Connecting the boiler to the electrical installation" are maintained.	<input type="checkbox"/>
Equipment Test	Comment
The sensors are located in the right place.	<input type="checkbox"/>
Sensor readings are consistent with the actual condition.	<input type="checkbox"/>
The direction of fan rotation is correct.	<input type="checkbox"/>
Opening the fan flap using blowing force.	<input type="checkbox"/>
The direction of rotation of the screw is correct.	<input type="checkbox"/>
Boiler start-up	Comment
The tightness of the hydraulic connection of the boiler to the installation is maintained.	<input type="checkbox"/>
Test the FIREMAN system (if installed).	<input type="checkbox"/>
Checking the connection of the fuel feeder to the boiler.	<input type="checkbox"/>
Filling the fuel tank with fuel.	<input type="checkbox"/>
Checking the fuel supply through the feeder.	<input type="checkbox"/>
Firing up the boiler in accordance with the section "Starting the	<input type="checkbox"/>

boiler".

Initial adjustment of boiler operating parameter settings.

Final adjustment of boiler operating parameter settings.

Confirmation of user training in the field	Comment
Instructions for the user on how to safely operate the boiler are included in the chapter "When using the boiler, remember to".	<input type="checkbox"/>
Instruction in the operation of the boiler regulator and regulation of the combustion process.	<input type="checkbox"/>
Fan speed settings.	<input type="checkbox"/>
Boiler maintenance chapter "Cleaning and maintenance of the boiler"	<input type="checkbox"/>
Required fuel quality chapter "Fuel"	<input type="checkbox"/>
Procedure in case of emergency, chapter "Examples of device failure"	<input type="checkbox"/>

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

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Report on the first start-up of the boiler

(Copy of the boiler owner)

In order to verify the purchase and to recognize the validity of the warranty, a report must be sent within 30 days of the first start-up date. This can be done by:

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

Boiler	Comment
The conditions included in the DTR in the chapter "Requirements for the boiler room and boiler installation" are met.	<input type="checkbox"/>
The conditions included in the operation and maintenance manual in the chapter "Connecting the boiler to the chimney" are maintained.	<input type="checkbox"/>
Central heating system	Comment
The conditions included in the operation and maintenance manual in the chapter "Connecting the boiler to the heating system" are maintained.	<input type="checkbox"/>
The conditions contained in the Operation and Maintenance Manual in the chapter "Requirements for the expansion tank" are maintained.	<input type="checkbox"/>
There is no other source of heating. If there is, does it affect the boiler's operation and how?	<input type="checkbox"/>
Protecting the system against freezing.	<input type="checkbox"/>
Connecting elements to the electrical installation	Comment
The conditions included in the operation and maintenance manual in the chapter "Connecting the boiler to the electrical installation" are maintained.	<input type="checkbox"/>
Equipment Test	Comment
The sensors are located in the right place.	<input type="checkbox"/>
Sensor readings are consistent with the actual condition.	<input type="checkbox"/>
The direction of fan rotation is correct.	<input type="checkbox"/>
Opening the fan flap using blowing force.	<input type="checkbox"/>
The direction of rotation of the screw is correct.	<input type="checkbox"/>
Boiler start-up	Comment
The tightness of the hydraulic connection of the boiler to the installation is maintained.	<input type="checkbox"/>
Test the FIREMAN system (if installed).	<input type="checkbox"/>
Checking the connection of the fuel feeder to the boiler.	<input type="checkbox"/>
Filling the fuel tank with fuel.	<input type="checkbox"/>
Checking the fuel supply through the feeder.	<input type="checkbox"/>
Firing up the boiler in accordance with the section "Starting the	<input type="checkbox"/>

boiler".

Initial adjustment of boiler operating parameter settings.

Final adjustment of boiler operating parameter settings.

Confirmation of user training in the field	Comment
Instructions for the user on how to safely operate the boiler are included in the chapter "When using the boiler, remember to".	<input type="checkbox"/>
Instruction in the operation of the boiler regulator and regulation of the combustion process.	<input type="checkbox"/>
Fan speed settings.	<input type="checkbox"/>
Boiler maintenance chapter "Cleaning and maintenance of the boiler"	<input type="checkbox"/>
Required fuel quality chapter "Fuel"	<input type="checkbox"/>
Procedure in case of emergency, chapter "Examples of device failure"	<input type="checkbox"/>

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

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[Online form](#)

[Video instructions](#)

[Website](#)



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