

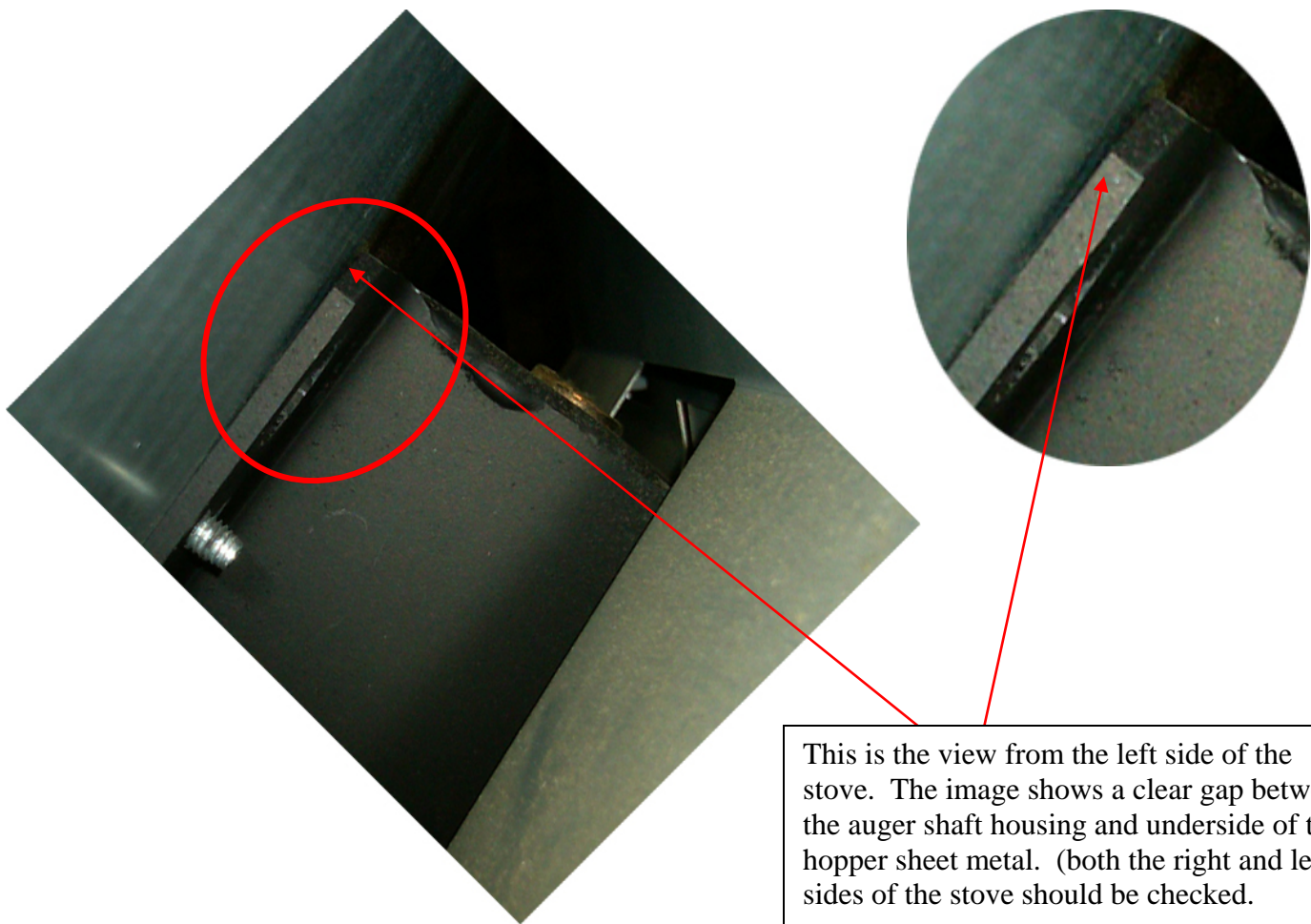
For owners who've had unresolved air-flow related errors or problems with their Rika / Austroflam Premium or Visio stoves (ER3, ER4, Blinking Display, ER0/CL, ERR/CL, unexplained shutdown due to air flow problems) there is the potential for an air leak on the underside of the hopper.

You must remove the left and right rear side panels of the stove to determine if the condition exists.

The specific area is the black cast iron box/housing containing the auger shaft where it comes in contact with the sheet metal surface on the underside of the hopper. The most likely place for the leak, if it exists, is at the top of the housing closest to the firewall. Although it's difficult to see in the images, there is a gap where these two surfaces don't meet flush, and there is no gasket between the two surfaces to ensure a sealed fit.

If this condition exists, there is an inward draw pulling the air through the gap. This allows too much air to be introduced past the burn pot. There is a high probability that this would cause air flow problems. Any air leaking in this area is not registered by the air flow sensor, so the sensor would have a difficulty regulating proper air flow as it attempts to compensate for the leak.

If this condition is found, the solution is to use hi-temp silicone to seal the two surfaces together and stop the leak. For cosmetic purposes, we recommend using black silicone, but red silicone is acceptable. For safety purposes, the silicone must be suitable for use with a hearth appliance, with a minimum 600° temperature rating.



This is the view from the left side of the stove. The image shows a clear gap between the auger shaft housing and underside of the hopper sheet metal. (both the right and left sides of the stove should be checked.

If a gap is found, the effected areas should be sealed.