

HELP GUIDE

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HELP GUIDE

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STOVE OPERATION

Problem starting the fire and keeping it burning

This could be down to a low flue draught in which case you need to speak to your installer.

Alternatively wood with a moisture content of over 20% could cause this problem as you are burning off the moisture and thus not producing any heat.

Wood Moisture Meter



Used to measure moisture content of fuel.

Short burn time

Please check the quality of your fuel and the recommended ovals. Ensure that this has a moisture content of less than 20%. Insufficient amount of fuel is potentially being loaded.

Unable to control fire

You need to ask your installer to check your flue draught as this problem can be due to a high flue draught pulling all the heat up the flue/chimney.

Low Heat Output

Ask your installer to check the flue draught as a low reading causes this problem. Check your fuel is not wet and when wood, ensure you are using dry seasoned logs.

Over firing

This could be due to a high flue draught in which case you should speak to your installer. Check the use of air controls by reviewing your instructions..

Draught Gauge



Excessive fuel consumption

Over dry wood such as constructional timber or pallet wood will burn excessively hot. A high flue draught can also cause this and you will need to speak to your installer.

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SMOKE PROBLEMS

Smoke and small flames

Can be caused with wood with a moisture content of over 20%. Ensure use of dry seasoned split logs.

Excessive smoke spillage into the room when appliance door is opened

One of the most common issues is that the door is being opened too fast. This can cause the smoke to be drawn into the room as the firebox has not had time for the pressure to equalise. The smoke will then take the easiest route which is out through the opening. This can also be a result of incorrect additional ventilation air into the building (check with your installer).

Release the handle and just allow the door to sit for about 10 to 20 seconds to allow the airflow to be re-established. Then open the door slowly and carefully place the fuel.

Also ensure all fans near the stove (kitchen, bathroom etc.) are all turned off as this can pull the smoke out of the stove.

Cold Weather

During colder weather cold air can become trapped in the chimney if there is no air flow. Unfortunately, when you then light your fire the colder denser air forces the smoke back down the chimney and out into the room. We recommend putting either a roll of newspaper or a firelighter on top of your wood and this will heat up the chimney and clear the blockage.

Clean Your Chimney

A chimney should be cleaned at least once if not twice a year dependent upon the amount of usage it gets.

You can find a chimney sweep from the following websites: -

National Association of Chimney Sweeps – www.nacs.org.uk

Sweep Safe – www.sweepsafe.com

The Guild of Master Chimney Sweeps – www.guildofmasterchimneysweeps.co.uk

Association of Professional Independent Chimney Sweeps – www.apics.org.uk

ICS Chimney Sweeping Association – www.icsweeps.com



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Using Wood

- * Ensure the wood you are using has a moisture content of less than 20% (moisture readers can be found at any DIY store).
- * Do not reload the stove when there are flames. Try to only reload the stove when embers can be seen. When smoke can be seen inside the stove, this smoke will come out when the door is opened.
- * Stick to seasoned hard woods to help minimise the smoke produced and give a more efficient burn. Resinous (wet/oily) wood produces a lot more smoke.

When you see blue/grey smoke from the chimney this is normally the result of the wood moisture content being higher than 20%.

Moisture Meter



Chimney/Flue Pipe

A rotating aspirator cowl will help the draw of the chimney when it is windy (speak to a Flueing Specialist). A rotating cowl will help move the cold air up and out of the chimney and helps keep the air moving.

If all the above does not work, then the issue is usually a draught problem. The stove relies on a good suction (draught or draft) to draw the smoke up and out of the stove and property. There are some things that can cause a poor draught in stoves e.g. a cold chimney, down draughts or an obstruction in the chimney. In this instance you would need to seek advice from a chimney sweep or flueing specialist.



Draught Booster

You can now buy fans built into the cowl that sucks air up the chimney. However, this type of cowl will need regular maintenance to prevent a build up of ash deposits as this can stop it working. This can be especially helpful if your flue is shorter than recommended.



Flue Draught Reading

A flue draught reading can be taken in several ways dependent upon the appliance. A flue draught reading must be taken whilst the stove is under high fire.

In an appliance with a tall flue collar that has coach bolts either side remove one of the bolts and the probe inserted.

If an appliance does not have an accessible flue collar then the reading can be taken through the top air slider.

For an appliance such as an inset stove then this will need to be done by having the door open and covering with a non-flammable material. A hole would need to be put in the covering towards the top of the opening.

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WEATHER

Down-draught - This can be down to various factors eg wind currents, room inlets (doors), windows (vents) or being in a low pressure region.

Wind Currents

A down-draught is caused by the wind coming downwards onto the chimney top. They often occur when there are higher objects nearby (taller buildings or if you are on the lee slope of a hill or in a valley. In this instance speak to your installer or a fluing specialist.



Room Inlets

This is mainly caused by short chimneys although suction in the room can sometime cause smokiness regardless of a chimney position. The airflow around a building creates areas of high and low-pressure. This may cause a downdraught if the doors and windows are such that the suction exceeds the pressure sufficiently to overcome the 'pull' of the flue/chimney. Speak to your installer who can advise on the solutions.

Calm Days

If the day is calm then spillage into the room can be caused by an oversized flue. The conventional brick flue is 225mm x 225mm and although not ideal is normally suitable for domestic appliances. Also ensure flues are not too small for the particular installation.

However, anything over this size such as large flues commonly found in older houses due to the flue never really getting warm. If this is the case then speak to an installer about getting a flue liner put in which will reduce the size and help solve the issue. The void around the flue liner and chimney would also need to be insulated with a mixture of vermiculite or perlite cement.

Damp/Rainy Days

Smoke can be caused by low flue temperature. Try lighting a fire-lighter or rolled up newspaper on top of your kindling and let the flue temperature rise. Then light your stove. This can also help with any rain water that has come down the flue. If rainwater is an issue then speak to your installer about fitting a rain cowl.

Wind Noise

You will need to speak to your installer as this is a sign of a high flue draught.

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THE APPLIANCE

Creosote build-up in the chimney

Check the fuel you are burning is suitable for the type of appliance being used and that it is not too wet. Wood with a moisture content of over 20% and treated timber (such as pallets) will cause creosote to form. To burn this off operate at a high temperature for short periods each time the appliance is used to avoid large build-ups and creosotes.

Tar

If tar starts coming from the flue joints then the reasons for this are:

- The appliance is operated at continuous low temperatures (see user instructions for correct use of air controls).
- Using poor quality wood which is not dry or seasoned and contains moisture of over 20%.

Dirty Firebricks

Check that your wood does not have a moisture content of over 20% and that you do not operate the appliance at low continuous temperatures. (Some discolouration is normal)

Glass Blackening

The blackening of glass is can be caused by several issues but one of the main problems is use of poor quality fuel and wood that has a moisture content of more than 20%.



Ask your installer to check the flue draught of the appliance as a low draught will also not help. Again look at the use of the air controls (within your instruction manual) to ensure this is being done correctly.

If the appliance is operated at low temperatures then you are not giving the air wash a chance to clear the particles from the glass. We would suggest having the air wash controls fully open and running the stove at a high output for short periods.

Use a cleaner such as Hunter Stoves Glass Cleaner which is available from our website, or ceramic hob cleaner, which will lift the particles from the glass and not cause the surface to be scratched.

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Glass Breaking

If the glass breaks where a glass clip/screw is situated then the clip has been tightened excessively. Glass needs room to expand and contract therefore we only advise that the clips are finger tight.

Wet logs on heated glass, a badly aimed poker or heavy slamming of the doors could crack the glass panels. The glass will not fracture from heat. Should you need to replace a glass panel please ensure you purchase a new gasket at the same time. Please check periodically that the glass clips and screws have not become loose.



Paint

The stove is finished with a heat resistant paint and this can be cleaned with a dry soft brush or dry microfiber cloth. Do not clean whilst the stove is hot. **At no point should any water or other cleaning products be used on the stove.** The finish can be renovated with Hunter Stoves paint.

If the paint has discoloured it is due to over firing of the stove. This could have happened due to loading too much fuel or use of inappropriate fuel (such as Petroleum based coke/treated timber). Warranty would not cover this type of damage.

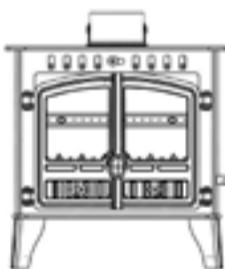
Grate Bars

How long the bars last is dependent on many factors e.g how often the stove is used, what type and quality of fuel is used. Petroleum based fuels should not be used as this fuel type burns at an excessive heat and will warp the bars very quickly and also leaves a hard residue which will damage them.

The grate bars on the Herald 8 and 14 stoves changed in 2007 in line with the new CE regulations. The new bars will fit the older versions of the the appliance, but in a slightly different way. This will mean in the first instance a full set will be needed to replace the older style grate bars. Please refer to our guide on 'Fitting Multifuel Grate Bars'.

The grate bars on the Lovenholm stove also changed with the design of a new rear grate support. If you appliance has a cast iron rear grate support (with holes in it) then the bars needed are - CNS04012 and CNS04013.

If the grate support is made of steel then the bars needed are - CNS06001 and CNS06002.



Door Hinges/Hinge Pins

If you are finding that your hinge pins are lifting out of the hinge then this can be due to the hinge on the stove not being straight. Most of our hinges are adjustable and can be straightened. Also check that the hinge pin is straight as the movement of the door can cause this to lift.

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Stove not shutting down

This could be due to a high flue draught in which case you need to speak to your installer.

Doors/air controls - If the doors/air controls are not sealing correctly then this will allow extra air intake into the stove (DEFRA stoves have an air control that will not fully shut down). You can test the air controls by having the fire running, shut down all air controls and make sure door(s) are shut. Then run either a lit candle (taper) or smoking paper around to see if any smoke is pulled in. To check the tightness of the door place a piece of paper between door and the stove body with the door shut. If you can feel a resistance when pulling the paper then the seal is fine.

If the smoke is pulled in around the doors then check that the rope and the glass gasket do not need changing (these can be purchased on our website www.hunterstoves.co.uk/spares). If the rope and gaskets are fine then either the door can be adjusted via the hinges or via the door handle assembly. Please refer to Hunter Stoves Group Youtube channel for videos on how to do this.

If the smoke is pulled in around the top air controls and the stove is a DEFRA approved appliance and your are NOT in a smoke control zone then this can be adjusted so that it will close completely. If the appliance is not a DEFRA approved stove then you need to check that the slider plate is not warped and the gasket (not on all stoves) has not disintegrated.

If you are still having problems then please speak to the company that you purchased the stove through or your installer.

Converting from one fuel type to another

If you want to convert your stove from wood to multifuel or vice versa then you can purchase a conversion kit via our website www.hunterstoves.co.uk/spares. This is something that can be done by yourself if you feel confident.



If on the multifuel stove there is an issue undoing the bolts on the rear grate support then this can possibly be resolved by putting WD40 onto them and waiting to see if this helps. Alternatively, the bolts will have to be cut.

We strongly recommend getting a conversion kit and not just removing parts as this can cause issues such as smoking with the appliance.

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FLUES/CHIMNEYS

Flue systems have two main functions:

- 1) To remove the smoke, fumes and combustion gasses from the building safely and efficiently.
- 2) To provide a sufficient amount of flue draught (suction) in the appliance to ensure the fire keeps burning correctly.

The flue draught is caused by rising hot gases when the appliance is burning.

If any flue issues persist then speak to your installer before continuing to use the stove.

Chimney faults

The faults listed below can lead to issues with the operation of the appliance and can pose a safety risk to the household and should be sorted immediately.

- Liners fitted upside down
- Out of line or overlapping liner
- Obstructive ledges hindering up draught
- Protruding cement at joints
- Liner removed during previous service work or installation
- Damage through incorrect sweeping
- Masonry damaging liner
- Block terminal (cowl or rain cap)

Sweeping

All chimneys should be swept at least twice a year when burning wood and once a year when burning smokeless fuel. On a new installation an appliance that has been installed in what was an open fire place must be swept after six months.

FUEL GUIDE

Recommended Fuels

Hunter Stoves Group recommend that only wood logs (with a moisture content of less than 20%) and anthracite or a manufactured briquette smokeless fuel which is suitable for closed door appliances are used in this appliance. Burning wet or unseasoned wood will create excess smoke emissions, tar deposits in the stove and chimney and will not produce a satisfactory heat output.

Only authorised fuels may be used in UK smoke control areas. A list of authorised fuels can be found at <http://uksmokecontrolareas.co.uk/fuels.php>.

WARNING!

DO NOT BURN BITUMINOUS COAL, PETRO-COKE, OTHER PETROLEUM BASED FUELS OR TREATED WOOD SUCH AS PALLETS AS THIS WILL CAUSE DAMAGE TO THE APPLIANCE.

WOOD FUEL

Hardwood versus Softwood

Hardwood has a higher heat content than softwood due to it having denser properties. Therefore, you would need double the amount of softwood to produce the same amount of heat as hardwood. Some softwoods produce a larger amount of smoke so talk to your fuel supplier. Hardwoods burn for a longer period of time which means you do not have to top up as much. Please see a list of wood and its qualities on the next page.

WARNING!

Do not use any firewood that is contaminated. For example pallet wood is normally treated and this can produce harmful gas emissions which can affect your health. Contaminated wood can also cause damage to the appliance and flue/chimney.

Ask your fuel supplier WHETHER the wood comes from a sustainably managed woodland as this will ensure the future of our forests.

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Wood Types

Wood types suitable for closed appliances and open fires -

Ash, Alder, Apple, Beech, Birch, Blackthorn, Elm, Eucalyptus, Hawthorn, Hazel, Holly, Hornbeam, Maple, Oak, Pear, Rowan, Sycamore, Wild Cherry, Willow,

Types of wood prone to spitting and crackling -

These woods are only suitable for closed appliances. Softwoods tend to pop and spit more because of the pockets of moisture and sap contained within the wood.

Cedar, Douglas Fir, Horse Chestnut, Larch, Plane, Sweet Chestnut, Willow.

Other wood types

Elder - Produces a thick acrid smoke

Lime - A low quality fuel

Pine species (including Leylandi) can form deposits in the chimney

Poplar and Spruce - Are both low quality woods



Firewood Preparation

Moisture

The moisture content in trees varies considerably with those felled in the summer having up to 65% of the weight of the timber as water.

Tree felling carries on all year round but ideally should be done in the winter and preferably before the end of March (some species of trees felled in winter are ready to use the following winter). The moisture content of the wood that you use should be no more than 20%. The logs can also have their moisture content reduced by kiln drying.

Log Storage

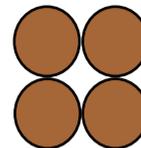
When looking to purchase a store for your logs please allow a minimum of 1.5m³ to accommodate 1m³ and the store should be well ventilated on at least two sides. If you are looking to purchase unseasoned (wet/green) wood a much larger storage capacity is required.

Logs should be no more than 10cm thick and cut to the required length for your appliance. Split logs are preferable to rounds. Seasoned logs will have bark that comes away easily

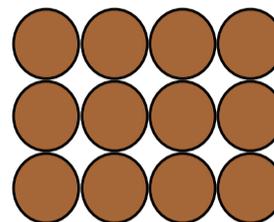


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The moisture content of the wood does have an effect on the heat output of an appliance as no heat will be produced until the moisture is burn off. You would require approximately three times as many unseasoned logs as seasoned or kiln dried logs to produce heat.



Seasoned Logs



Unseasoned Logs

Multifuel

Smokeless fuel has a higher heat content and a sustained heat which can help you to burn overnight (also dependent on other factors). If you are looking to burn both fuel types then it is best to start with logs and once the fire is established add mineral fuel.

Do not add logs to a fire that has been burning overnight or after slow burning. However, smokeless fuel can be added and then the air reduced after fuel is glowing.

DO NOT BURN BITUMINOUS COAL, PETRO-COKE, OTHER PETROLEUM BASED FUELS AS THIS WILL DAMAGE YOUR APPLIANCE AND INVALIDATE YOUR WARRANTY.

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Examples of Suitable Solid Mineral Fuels For Closed Appliances

Homefire - Hexagonal briquette. Lights easily and burns with a long, glowing flame.

Supertherm - Smokeless ovoids.

Homefire Ovals - Clean-burning ovoid that is distinguished by two parallel line across the middle. Has a high radiant heat output which allows for long refuelling intervals due to slow burning rate.

Coalite Newflame - Pillow shaped ovoid, smokeless and easy to light, long burn duration. Produces minimal waste and clinker.

Phurnacite - Is a clean and slow burning premium briquettes. Distinguished by two longitudinal parallel lines.

Ancit - This is a slow burning smokeless briquette with a high heat output.

Taybrite (Surefire) - Easy to light and clean burning. Provides a long lasting controllable heat.

Maxibrite - A smokeless ovoid with an, M marking. Has a good heat output with minimum waste and clinkers and is odour free.

Pureheat, Newheat and Excel are also suitable fuels to use.



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Safety Advice - Solid Fuel

Ventilation

Ensure that there is adequate ventilation for your appliance and that the vents do not become blocked or covered. Ventilation varies between stoves and information can be found within the appliance instructions.

Maintenance

Ashpans should be emptied and checked every day. An over-full ashpan can cause damage to the grate and will also stifle the air flow needed to burn the fuel.

The throat plate/baffle must be removed and cleaned every month to stop buildup of ash and tar products.

Chimneys should be swept at least twice per year. With new installations if an appliance has been placed in a fireplace that was previously used by an open fire then the flue should be swept after 6 months.

Fuel

Please purchase your fuel from an approved coal merchant. A list of which can be found on the following websites -

www.solidfuel.co.uk

www.hetas.co.uk/find-fuels



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Please note that this is a general guide only and any problems should be taken up with an approved installer.