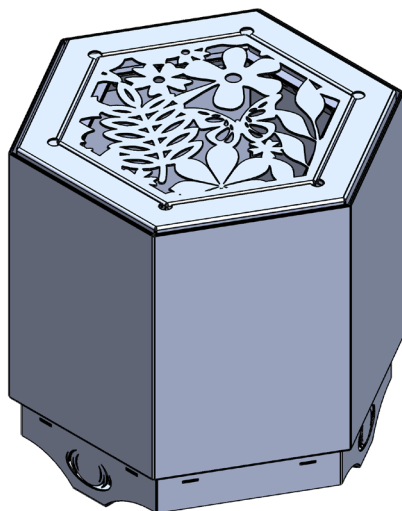
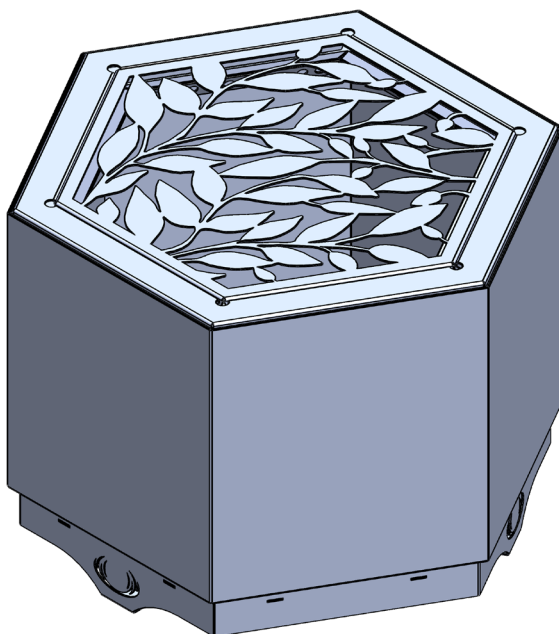




Hex

Smokeless Firepit

Instruction manual



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Please read these instructions carefully before unpacking, assembling, and locating this garden appliance

1. Introduction

Welcome to the Hunter Stoves family.

Thank you for purchasing a Pollen Hex Smokeless Firepit.

This Smokeless Firepit was designed and built to be a high-performance heating appliance, and we hope it will bring you great enjoyment.

The natural environment is important to us, as such our appliances are manufactured to provide you with a clean and efficient burn that will keep you warm whilst enjoying your outdoor space.

This appliance was designed and manufactured to the highest quality, performance and safety requirements and is supplied with an installation and user manual (this document) and should be kept safe for future reference.

Installation and maintenance of the appliance should be carried out by a competent person.

The information in this manual will ensure it is installed safely and correctly. If the information is not clear, national or local regulations must be observed.

Hunter Stoves will not accept responsibility for any fault arising from incorrect installation or operation of this product.

WARNING!

Do not use spirit or petrol for
lighting or re-lighting

2. GPSR Declaration

Hunter Stoves declares that the design and construction of the appliance meets the essential requirements and guidelines of the regulations concerning wood-fired outdoor appliances and the accompanying standards.
This declaration loses its validity when changes to the appliance are made without permission of Hunter Stoves.

Manufacturer Address	Hunter Stoves Ltd 8 Emperor Way Exeter, Devon, EX1 3QS
Website	www.hunterstoves.co.uk
Product Type	Outdoor Smokeless Firepit
Model Name	Pollen Hex
Applicable Guidelines	GPSR + Hunter Risk Assessment
Standards	GPSR 2005, EN1860-1, FSO 2005
Notified Body Address	N/A
Date	20/02/2026
Signed:	Steve Clatworthy, Managing Director

WARNING!

The appliance is a heating device and all visible surfaces become extremely hot during operation. Avoid contact with the appliance to prevent burns. It is recommended that children, the elderly or the infirm are kept at a safe distance. Please keep pets under control.

3. Safety

Please read all instructions carefully before attempting to install or operate this appliance. Failure to do so could result in a fire or explosion causing property damage, personal injury, or loss of life.

This appliance is intended for outdoor use only and **MUST NOT** be used in any enclosed area. This type of installation is very dangerous and may result in a build-up of carbon monoxide.

This appliance is a “Firepit” and not intended for cooking.

Service and installation must be performed by a competent person. Please install the appliance in accordance with the applicable national, local and constructional regulations.

This appliance must be installed on a firm, level base.

Do **NOT** use this appliance on any combustible surface, such as wooden or composite decking.

Burn only seasoned or kiln-dried hardwood in this appliance, try to ensure the moisture content of the wood is 20% or less. Burning anything other than hardwood may damage this appliance and will definitely void the guarantee.

Ensure that this appliance is not overloaded as this could also cause damage to the appliance. Always take care during re-fueling because hot embers may be emitted.

This appliance is intended for domestic outdoor use.

Should this appliance be used in a non-domestic premises or shared area, the individual with overall control of the premises/area must comply with the Regulatory Reform (Fire Safety) Order 2005 and carry out a suitable and sufficient Fire Risk Assessment.

For further information see:

<https://www.gov.uk/government/collections/fire-safety-legislation-guidance-for-those-with-legal-duties>

Hunter Stoves cannot accept responsibility for any fault arising from incorrect installation or operation of this product.

- Do not use spirit or petrol when lighting this appliance.
- Do not make any changes to the appliance.
- Prior to operating the appliance, check the installation is safe and level.
- Do not burn any materials or refuse on this appliance.
- Do not cover this appliance until it has sufficiently cooled.

4. Technical Specifications

Model Identification	Pollen Hex
Type of appliance	Outdoor Smokeless Firepit
Fuel Type	Hardwood Logs

5. Packaging Contents

- Note the items listed in the table below when removing the packaging.
- Check the appliance and accessories for any damage.
- Please contact the supplier if any of the components are missing or damaged.
- Please dispose of the packaging in accordance with local regulations.
- Keep plastic bags away from children.

Packaging Checklist
Appliance
Ashpan
Grate
Table Top

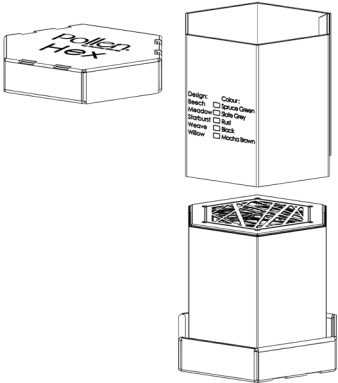
6. **Unpacking & Assembly**

Remove the outer strapping and the packaging top and sleeve will lift off.

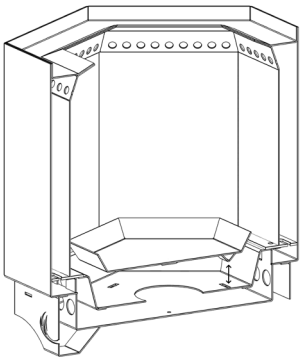
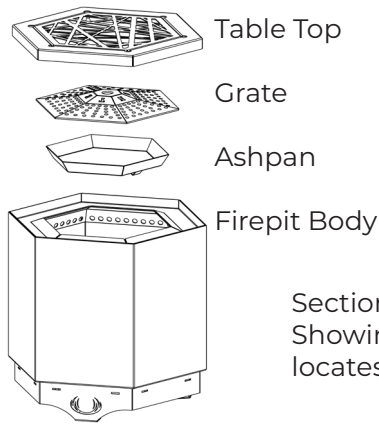
The Small Firepit weighs 25 kg and the Large Firepit weighs 43 kg.

DO NOT attempt to lift these Firepits alone.

Get help or use a mechanical aid such as a trolley or sack truck.

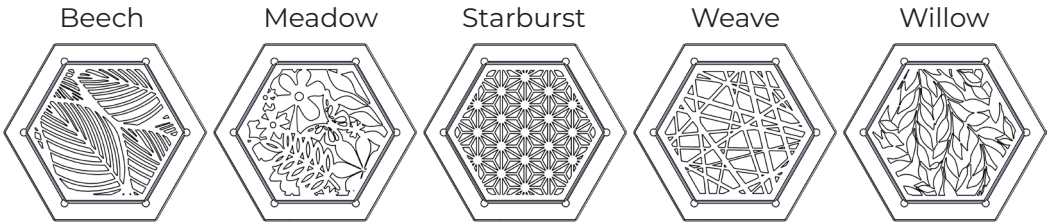


Each Firepit composed of four parts:



Sectional view:
Showing how the Ashpan
locates into the Firepit Body.

FIREPIT TABLE TOP DESIGNS

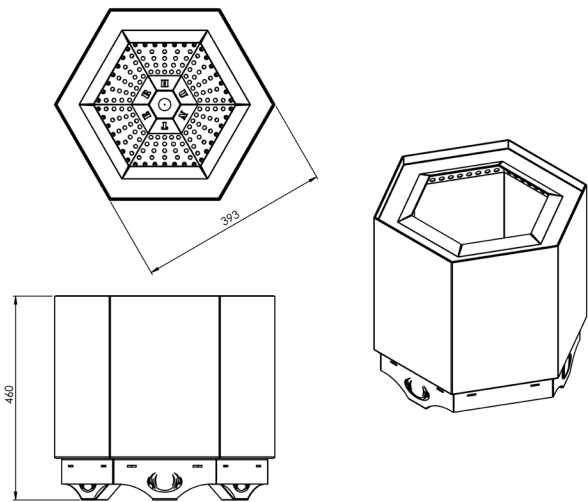


IMPORTANT INFORMATION

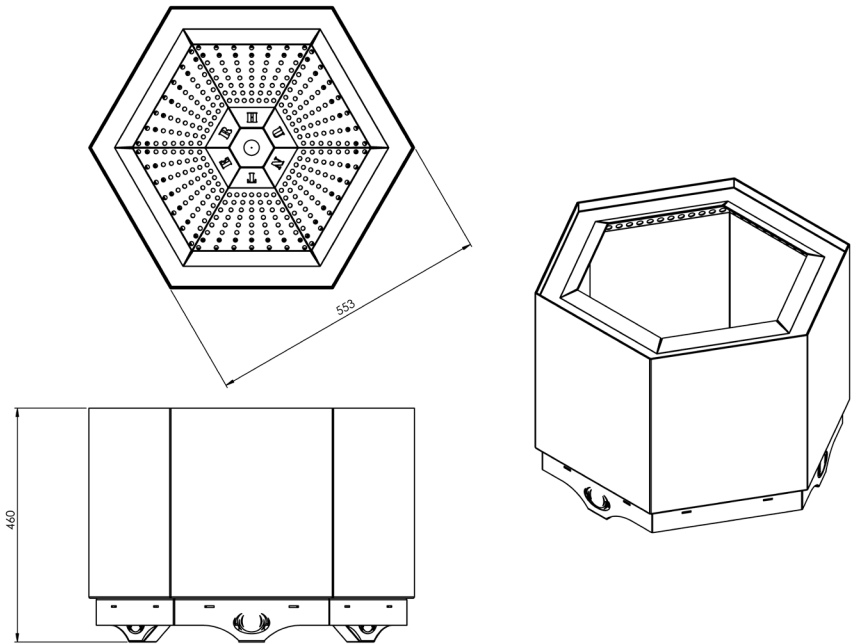
REMOVE decorative Table Top from Firepit prior to lighting.
Table Tops are designed ONLY to be used when the Firepit is not lit.

7. Product Dimensions

Small Firepit



Large Firepit

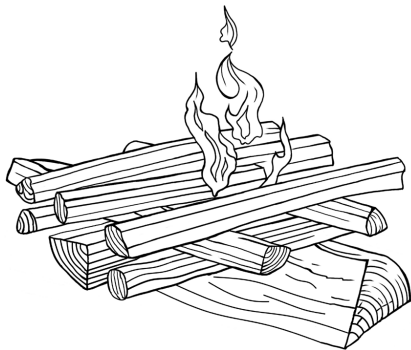


8. Operating Instructions



Before using this appliance, please ensure that you have read and understood the information contained in these instructions.

We recommend the “Top Down” method for lighting this appliance.



Arrange the wood, on top of the Grate, starting with larger pieces at the bottom and create a lattice of smaller logs and sticks on top, finishing with fire lighters, similar to the adjacent sketch:



We suggest using small, thin logs in this appliance to get the most efficient burn.

Using large logs will slow down the burn rate and could cause excessive smoke.

When reloading the appliance we recommend that you stack your logs similar to this image.

For the Large Firepit you may find that spreading the firebed across the Grate will give you a better burn.

Allow the fire to die out naturally when finished.

DO NOT extinguish the fire with water.

Any unburnt wood or ash can easily be used in the next burn.

Be careful when emptying and disposing of the contents of the Ashpan, as they may still be very hot and could cause damage or ignite the disposal area.

9. Care & Maintenance

IMPORTANT:

Ensure that the appliance is cool to the touch before any cleaning is attempted.

DO NOT use abrasive cleaners on this appliance.

This appliance is primarily made from mild steel. Over time, the surface will age and could develop surface rust once exposed to the elements.

This is normal and is not covered by the appliance warranty.
Touch up paint is available from our spares website.

If the appliance is destined to be left outside, throughout the year, we recommend purchasing a Cover to minimise weather damage.

For long term storage, we recommend the appliance is stored in a frost-free dry space.

The covers, and spares, are available through our website:
www.hunterstoves.co.uk/product-category/spares

10. Warranty

The Hunter Stoves Limited team takes great pride and considerable care to make sure the flame products offered are designed, tested and manufactured to exacting standards and to the highest quality possible.

Our goal is for you to love your purchase, year after year.

1 Year Standard Warranty.

Any appliances bought through an Authorised Hunter Stoves Ltd Retailer or Approved Stockist are covered for 12 months only.

The appliance must be registered within 2 months of purchase.

Appliance registration will extend the warranty to 2 years.

The warranty period for any of the warranty schemes commences from the date of purchase.

Only genuine Hunter Stoves Ltd spare parts or consumables can be used in the servicing and maintenance of the appliance.

These can be sourced from your authorised supplier or through the Hunter Stoves Ltd website:

<https://www.hunterstoves.co.uk/product-category/spares/>

Any problems or issues giving rise to any claim under the warranty must be submitted to the authorised Hunter Stoves Ltd retailer from whom you originally purchased the appliance and supporting photographic documentation provided to explain the issue. Hunter Stoves Ltd will then offer appropriate support and help through your original authorised supplier to solve any issues.

The standard warranty is not transferable.

Warranty Exclusions - Paint

During normal operation the paint surface on this appliance may change and/or dull over time.

This could possibly be accelerated by adverse local conditions. This may include a coastal installation, flooding and adverse weather conditions. This is expected and, as such, is not covered by this warranty.

The warranty does not extend to cover scratches, flaking paint, chips, dents, surface rust that does not affect the performance of this appliance.

Warranty Exclusions - Components

No warranty is extended to naturally wearing, replaceable consumables and spare parts within the appliance.

However, Hunter Stoves Ltd will guarantee the good working performance of these items under normal use (as per the operational guidance provided with the appliance) for a period of 12 months from the date of purchase as stated on your invoice from a Hunter Stoves Ltd authorised retailer. Hunter Stoves Ltd reserves the right to review and assess any claims in respect to consumables and will replace/repair at our discretion.

The decision of Hunter Stoves Ltd is final.

Such parts include, but are not limited to:

Grate parts

Ashpans

Warranty Exclusions - General

Damage resulting from incorrect assembly, unauthorised modification, abuse, neglect, poor installation and/or operation.

Damage, faults or excess wear and tear caused by lack of maintenance, burning fuels other than specified in these instructions.

Damage by burning wood with a moisture content in excess of 20%.

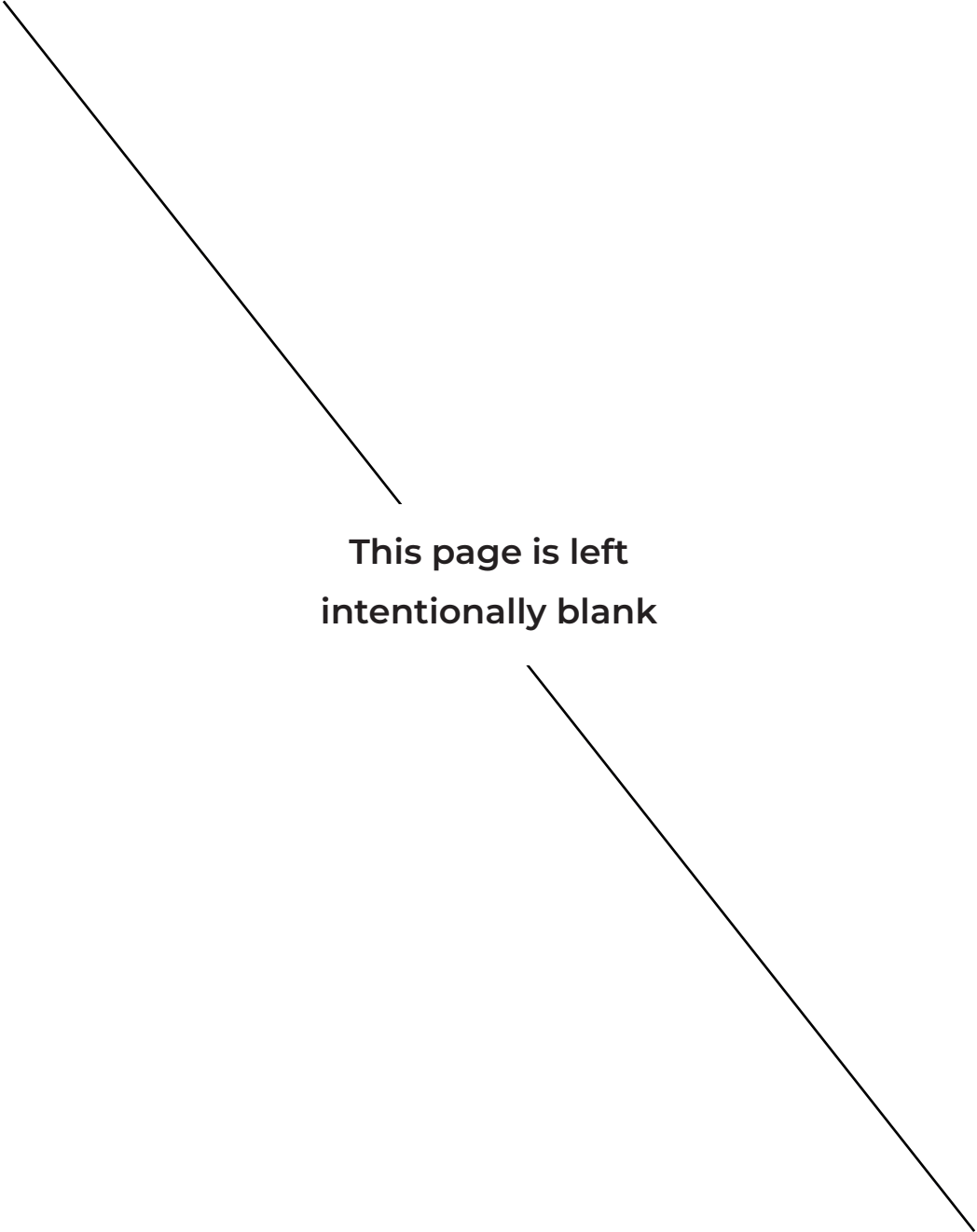
Damage caused by using this appliance to cook on or heating liquids.

Surface damage caused by melting materials, such as plastic or paints.

Consequential loss (to the extent of permitted law) relating to garden furniture, boundary fencing, decorative structures such as parasols and/or pergolas, wood and/or composite decking.

Consequential loss (to the extent of permitted law) relating to products not supplied by Hunter Stoves Limited.

Removal and re-siting the appliance, either by the end user or third party.



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hunterstoves
GROUP

info@hunterstoves.co.uk **www.hunterstoves.co.uk**

Hunter Stoves reserve the right to change dimensions and procedures described in these instructions at any time without special notice.

Registered address: Hunter Stoves Ltd., Trevilla Park, Slaughterbridge, Camelford, Cornwall, UK, PL32 9TT