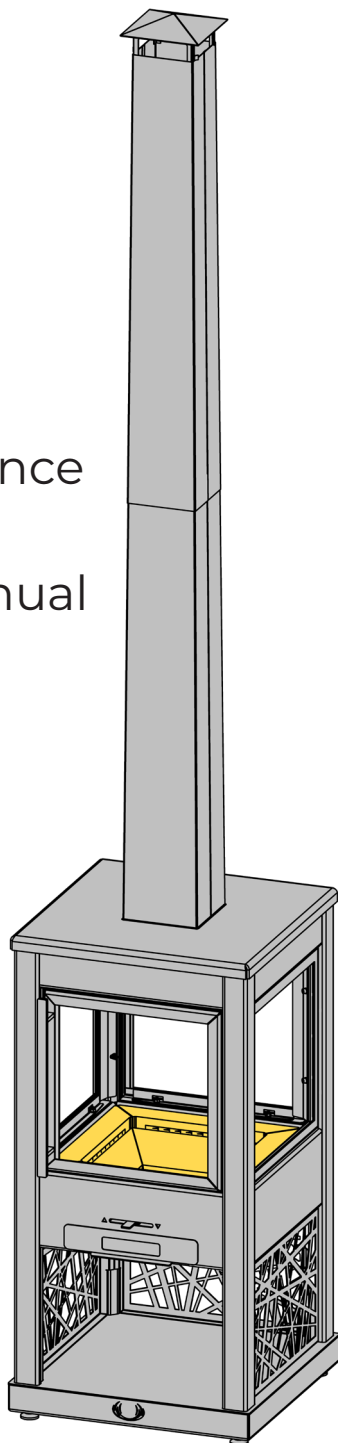


Hive

Outdoor Appliance

Instruction manual



Contents

1. Introduction 3

2. GPSR Declaration 4

3. Safety 5

4. Technical Specifications 6

5. Packaging Contents 6

6. Unpacking & Assembly 7

7. Product Dimensions 8

8. Operating Instructions 9

9. Care & Maintenance 10

10. Warranty 11



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 Hive Outdoor Space Heater.

This space heater 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 Space Heater
Model Name	Pollen Hive
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 appliance is a “Space Heater” 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.

The Appliance Chimney must always be fitted and must terminate into “Free Space”. i.e. not under any roof or enclosed space. This type of installation is very dangerous and may result in a build-up of carbon monoxide.

This appliance must be installed on a firm, level base and always installed using adjustable feet, supplied with the appliance. 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 both the appliance and/or the chimney. Always use the gloves supplied during re-fueling. Take care when re-fueling because hot embers may be emitted.

The lower Log Store area is only for wood; do not place anything else in this space.

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.
- . Only use the flue system supplied by Hunter Stoves Ltd.
- . Prior to operating the appliance, check the installation is safe and level.
- . If any glass panel is broken or cracked then the appliance must not be used until it is replaced.
- . Do not burn any materials or refuse on this appliance.
- . Do not cover this appliance until it has sufficiently cooled.

4. Technical Specifications

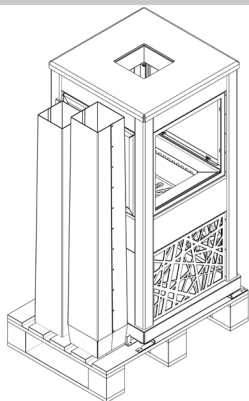
Model Identification	Pollen Hive
Type of appliance	Outdoor Space Heater
Fuel Type	Hardwood Logs
Flue Connection	Hunter Supplied

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
Lower Flue Section
Upper Flue Section
Ashpan
Gloves

6. Unpacking & Assembly



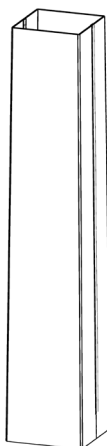
Remove packaging sleeves and place both chimney sections to one side.

Unscrew the 4 Transport Retaining Brackets and remove them.

This appliance weighs over 120 kg.

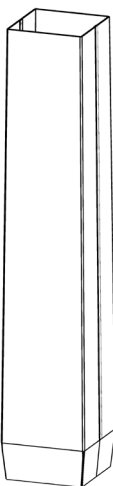
DO NOT attempt to lift it alone.

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



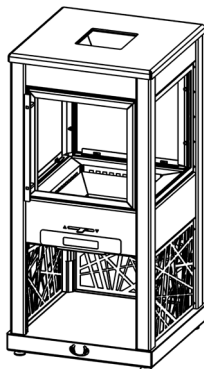
Stand the lower (larger) chimney section upright, on the ground and place the upper section on top, allowing it to slide over the top end of the lower section.

The chimney sections are tapered which will allow a snug fit between the two components.



The four feet, on the appliance, are adjustable enabling you to site the appliance on uneven ground or surface.

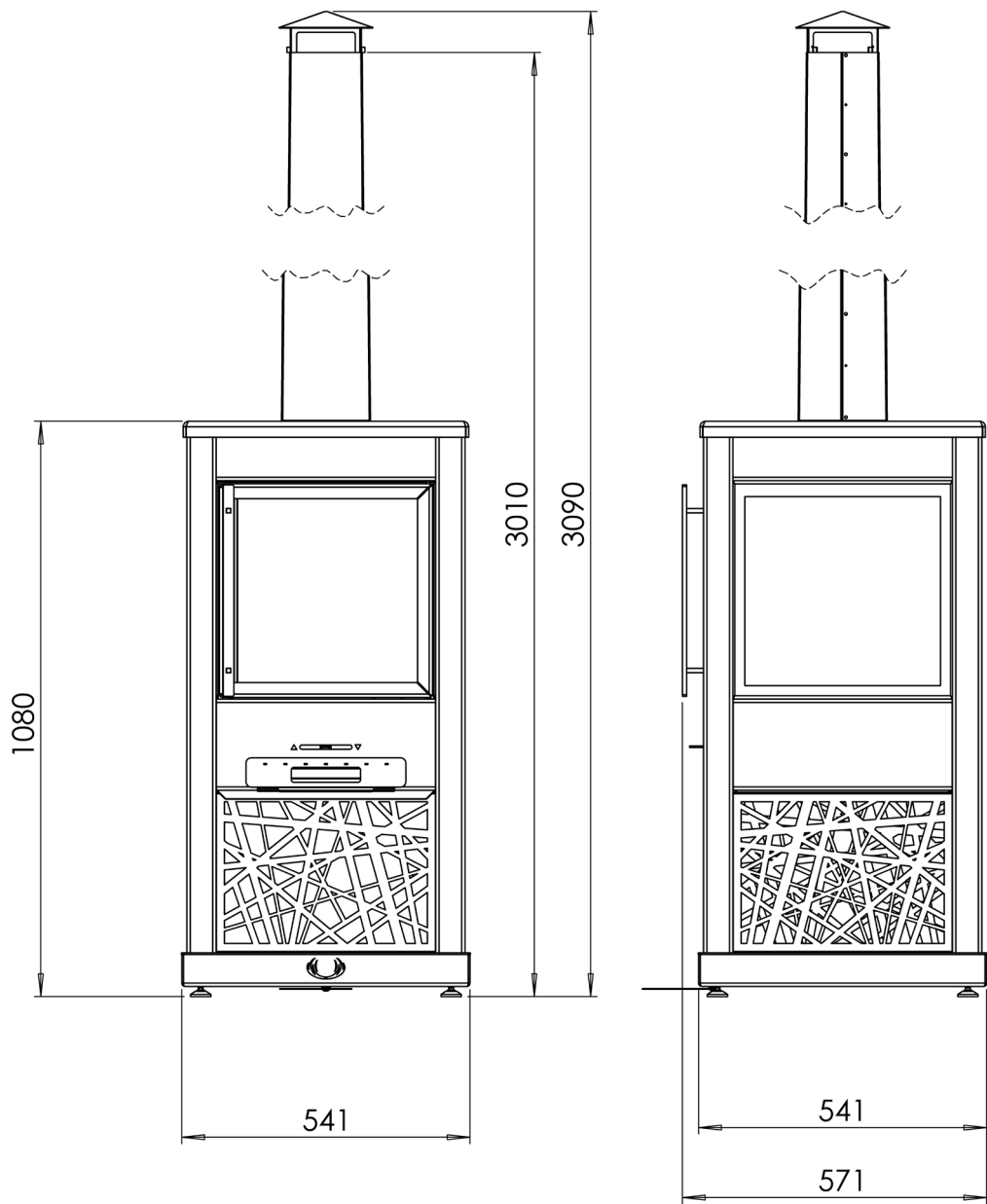
Lift the combined chimney sections onto the appliance, allowing the tapered end to sit into the flue exit, ensuring it engages the inner top plate hole.



The combined chimney sections weigh just over 10 kg but they are long and awkward to handle.

We recommend this is a two-person operation.

7. Product Dimensions



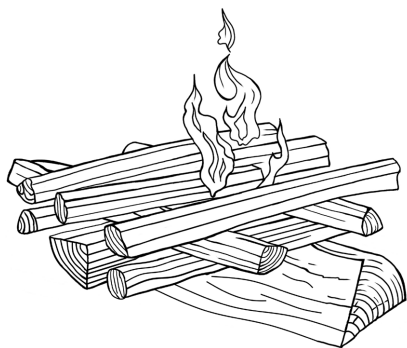
8. Operating Instructions



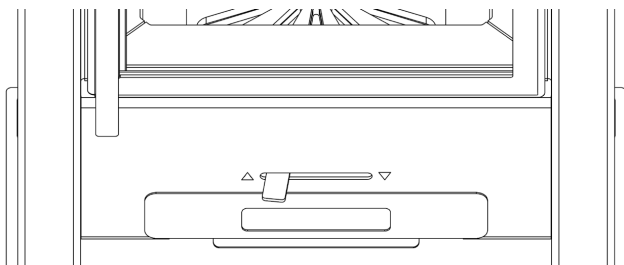
Before using this appliance, please ensure that you have read and understood the information contained in these instructions.

The door is retained in the closed position by a spring loaded ball unit.
To open the door - simply pull.

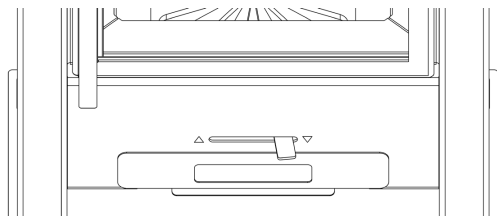
We recommend the "Top Down" method for lighting this appliance.
Arrange the wood, on top of the Grate, starting with larger pieces at the bottom and create a lattice of smaller logs and sticks on top, finishing with fire lighters, similar to the sketch below:



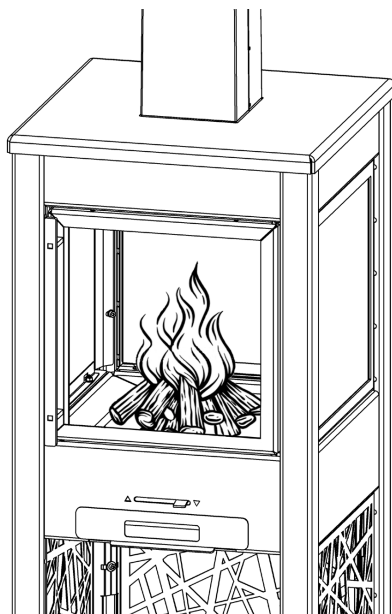
Position the Air Control Lever to the Left to the "Start Up" position.



Allow the fire to burn for 20-30 minutes and then move the Control Lever to the right.



In this position, the "Cyclone" combustion air now enters the burn chamber from each corner, encouraging the flames to burn in a spiral-like fashion.





We suggest using small, thin logs in this appliance to get the best "Cyclone Burn".

When reloading the appliance we recommend that you stack your logs similar to this image. This type of stack will improve the Cyclone burn effect.

Allow the fire to die out naturally when finished.

DO NOT extinguish the fire with water.

Any unburnt wood or ash can be encouraged to drop into the Ashpan by oscillating the Air Control Lever.

Please be careful when emptying and disposing of the contents of the Ashpan.

9. Care & Maintenance

IMPORTANT:

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

DO NOT use abrasive cleaners on this appliance.

Over time, dust might accumulate on the inside surface of the glass. This is normal and can easily be cleaned off using a soft hand brush or damp cloth.

Should a log fall against the glass, during a burn cycle, the resulting black mark can be removed using Hunter Stoves Glass cleaner.

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. Please be aware that water/rain can damage the Vermiculite Bricks. They could swell up and will no longer maintain an effective heat shield. 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:

Glass and rope/ceramic seals

Fire bricks

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%.

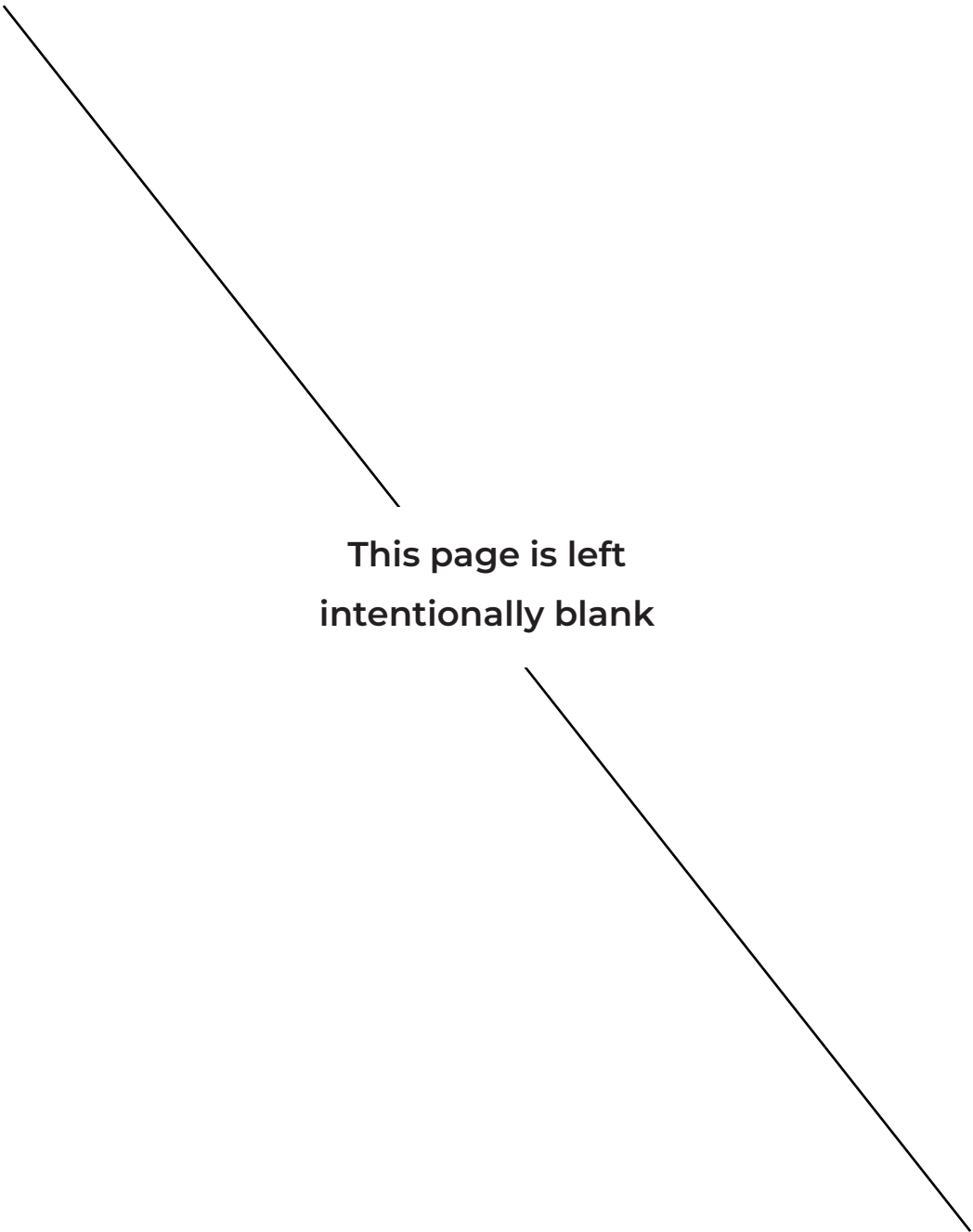
Damage caused by using this appliance to cook on or heating liquids.

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

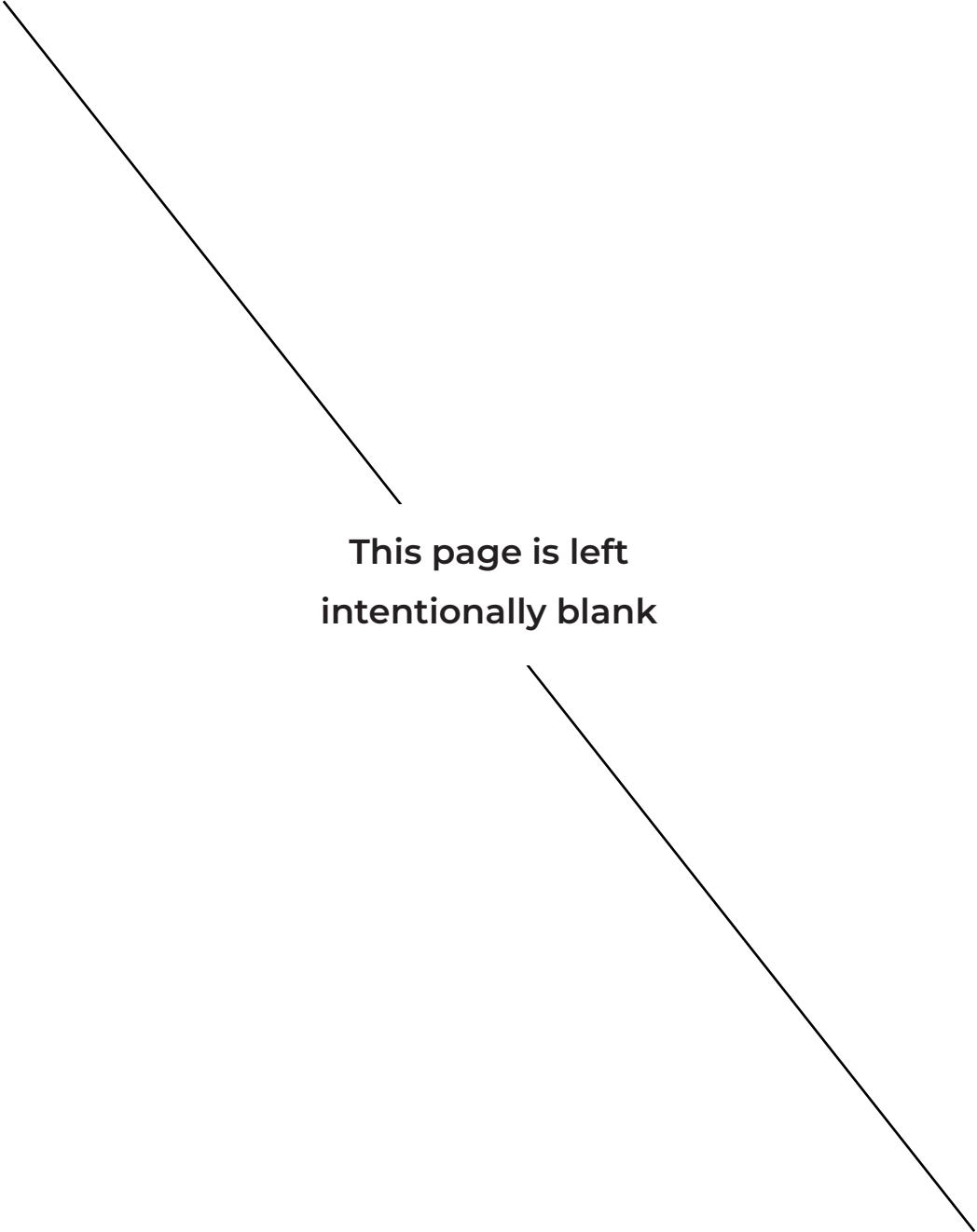
Consequential loss (to the extent of permitted law) relating to garden furniture, boundary fencing, decorative structures such as parasols and/or pergolas, wood and/or composite decking.

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

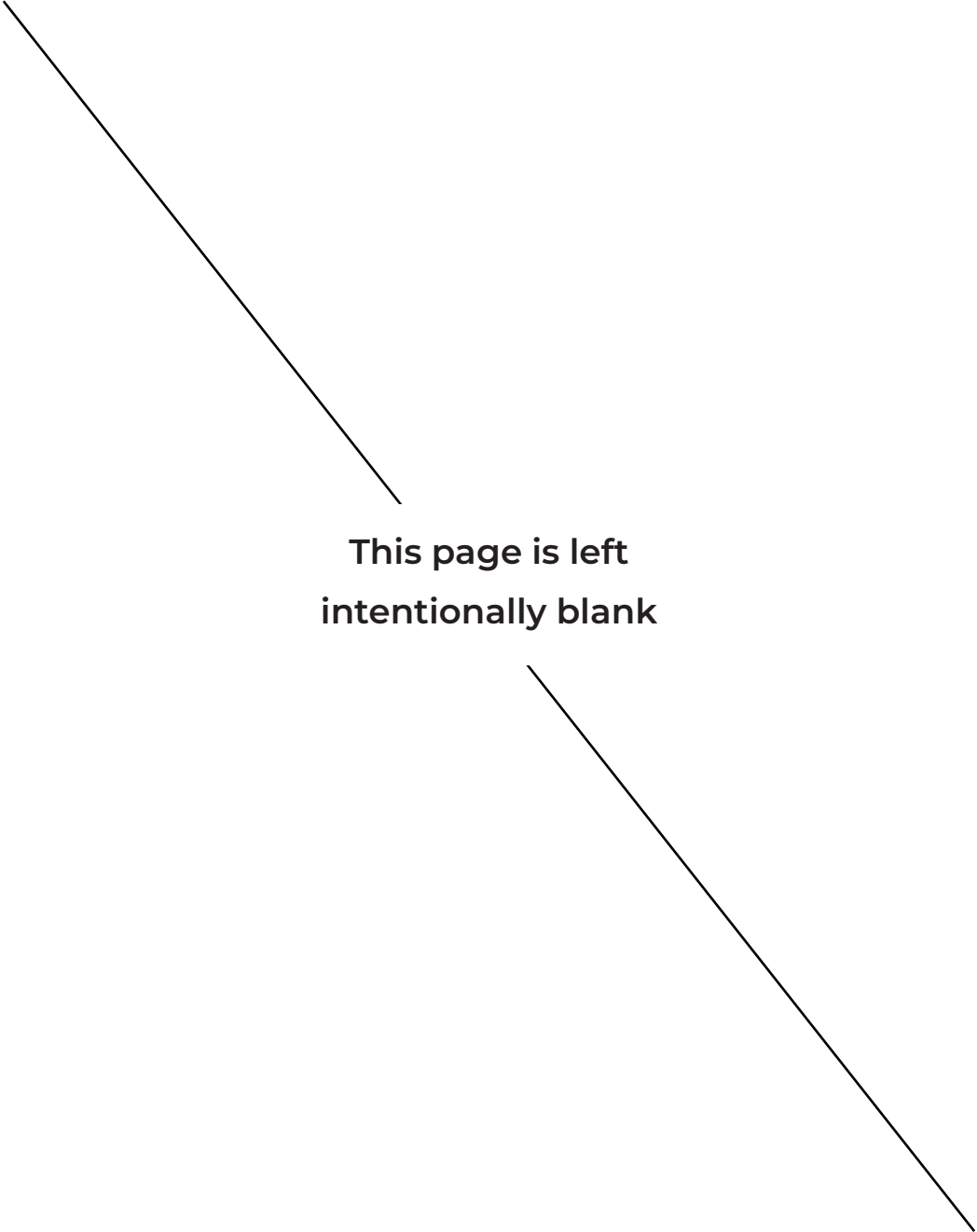
Removal and re-siting the appliance, either by the end user or third party.



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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