



OPERATION AND INSTALLATION MANUAL
WOOD-BURNING & SMOKE EXEMPTION MODELS
WILLOW PEDESTAL WOOD STOVE

Manual



PLEASE RETAIN THIS GUIDE FOR FUTURE REFERENCE

Willow

Contents

Manual	1
1. Identifying your stove	4
1.1 Identifying parts & terminology of your stove-External	4
1.2 Identifying parts & terminology of your stove-Internal	5
2. Warnings	6
2.1 Important Warnings	6
3. Health & Safety	6
3.1 Health & Safety Practice	6
4. Installation Requirements	7
4.1 Hearths and Recesses	7
4.2 Combustible Materials	7
4.3 Air For Combustion	8
5. Flue And Chimneys	8
5.1 Requirements	8
·Flue terminal	8
6. Installing The Stove	10
6.1 Unpacking Your Stove	10
1 : Remove the outer packing	10
6.2 Removing the throat plate and liners	11
6.3 Fitting The Flue Spigot Outlet	11
6.4 Fitting The Hot Plate (Blanking Plate)	11
6.5 Connecting The Spigot Outlet to The Flue System	11
Spigot	11
6.6 Firebox Liner Panels	12
7.Commissioning the stove	12
7.1 Checklist	12
8.Before using your stove	13
8.1 Pointers Before Use	13
9.Air inlet controls	14
9.1 Air Inlet	14
Rear View of Stove	14
9.2 Secondary air control	14
10.Lighting your stove	15
10.1 Smoke control areas	15
10.2 Fuel overloading	15
10.3 Operation with door left open	15
10.4 Dampers / Air controls left open	15
10.5 Burning wood	15
10.6 Warning-Fume/Smoke emissions	16
10.7 Refueling on to a low fire bed	16
11.Further information for all stove owners	18
11.1 Reduced burning (Slow Combustion)	18
11.2 Over firing	18
11.3 Chimney fires	18
11.4 Periods of non-use (summer months)	18
11.5 Riddling the firebox	19
12 Ash removal	19
12.1 Replacement parts	20
12.2 Classification	20
12.3 Adverse weather conditions	20
12.4 Door glass	20
12.5 Fire door handle	20

Contents: Continued

13.Care for your stove	20
13.1 Adjusting the door hinges	21
13.2 Liners / firebricks	21
13.3 Throat plate	21
13.4 Fire door seal	21
13.5 Cracked glass	21
13.6 Chimney/Flue Sweeping	21
14. Further resources/information	23
14.1 Guarantee	23
14.2 Terms and Conditions	23
15.Technical Drawings	24
Recycling.....	25
Spare Part Drawing.....	26
Spare Parts	27
Contact Details	28

MENDIP STOVES WARRANTY

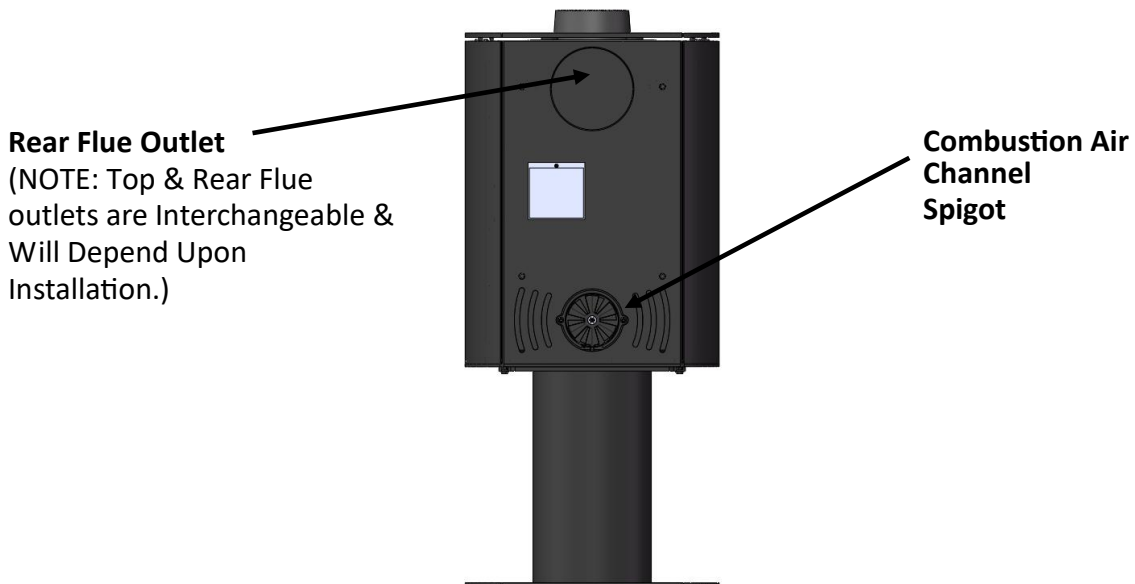
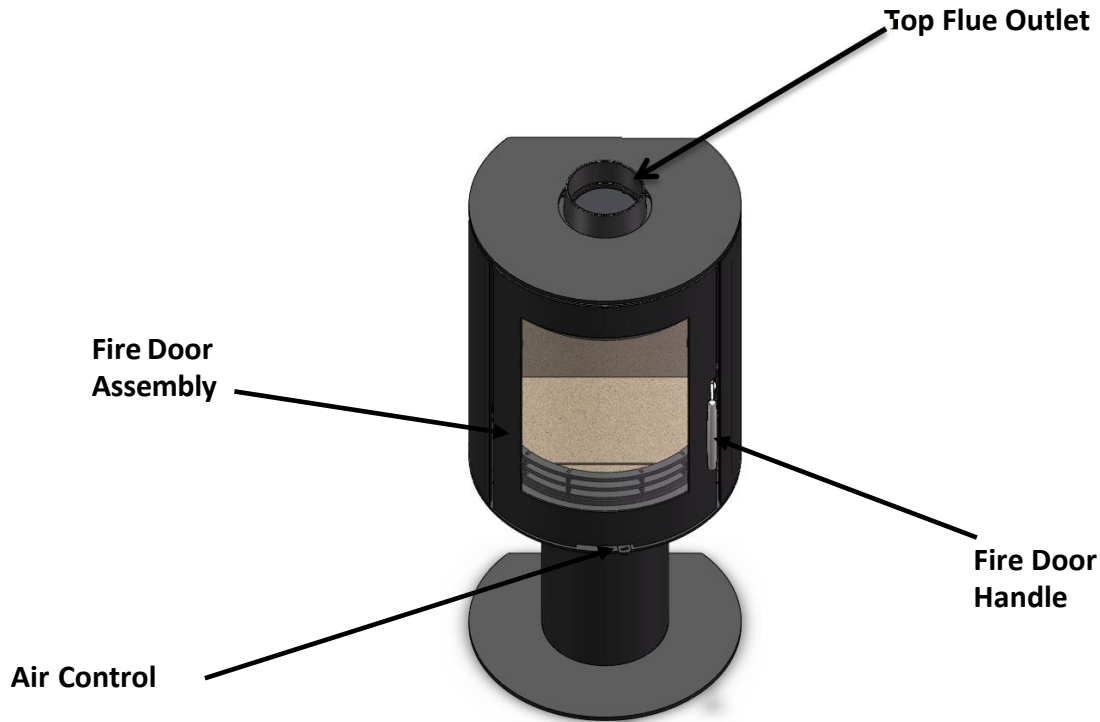
5 Year Extended Warranty

When you purchase your stove from a Mendip Stoves registered retailer, then your stove will carry a 2 year warranty as standard. The 2 year warranty can be further extended to a total warranty period of 5 years by registering your Mendip Stove within one month of the purchase date. Accordingly, the start date for the warranty period is the date of purchase. During the registration process, the Registered Retailer details will be required for your Extended Warranty to be activated. Any product purchased outside of our registered Retailer Network will carry a standard 12 month, non-extendable warranty. It is a condition of the Extended Warranty that the installation complies with the relevant Building Regulations and is carried out by a suitably trained and qualified individual (HETAS in the UK or equivalent in other countries) with the certificate of installation and proof of purchase supplied. Full terms and conditions are detailed in the Warranty Statement on the Eurostove website www.eurostove.co.uk. In the event of any conflict of information the wording on the website shall prevail. Important Note: Should any problems be experienced with your product, claims must first be submitted to the Retailer where the appliance was purchased from who will offer immediate assistance or contact Eurostove on your behalf

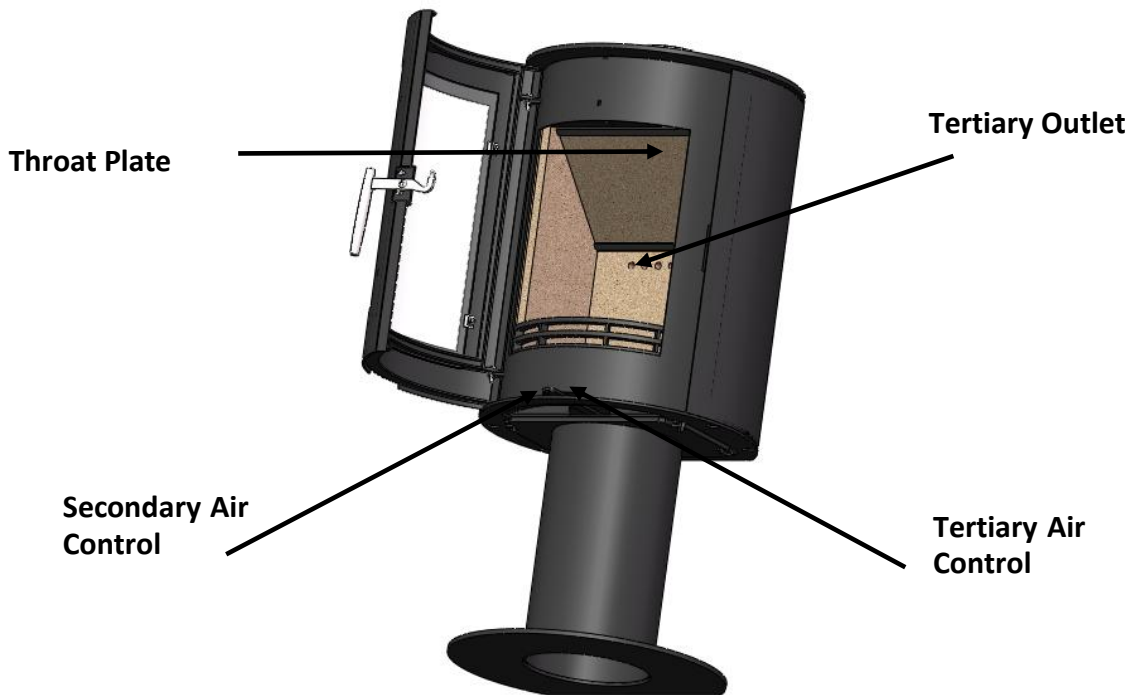
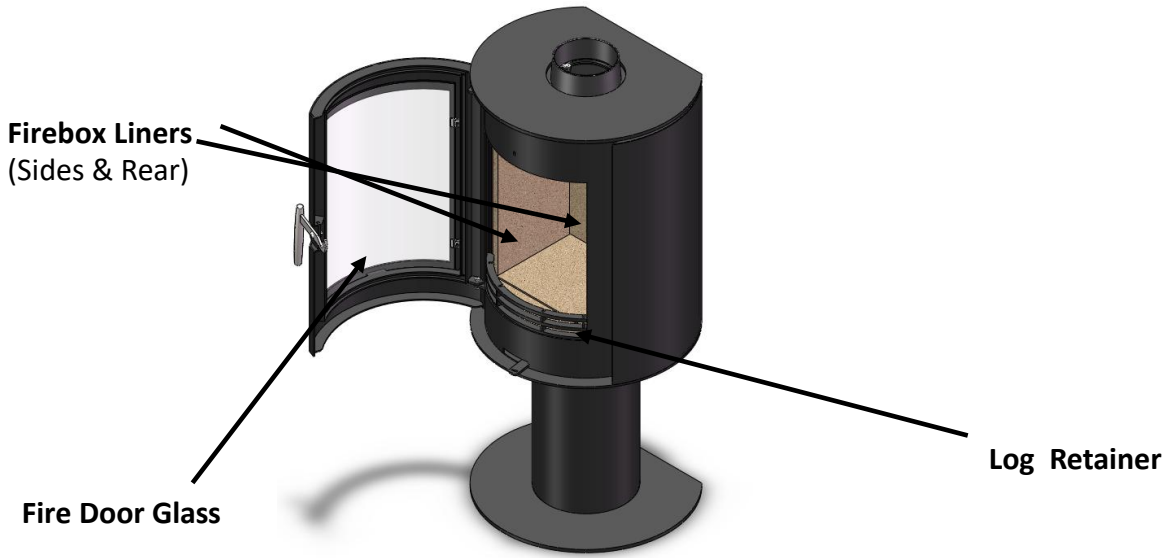
Register online today to activate warranty: online. <http://www.mendipstoves.co.uk/SIT/stoveregistration>

1. Identifying your stove

1.1 Identifying parts & terminology of your stove-External



1.2 Identifying parts & terminology of your stove-Internal



2. Warnings

2.1 Important Warnings

All local regulations, including those referring to National & European standards, need to be complied with when installing the appliance.

For the appliance installation, please refer to BS 8303-3:1994 as the code of practice for installation of domestic heating and cooking appliances burning solid mineral fuel.

This stove should not be installed into a chimney or flue system that serves other heating appliances.

Any form of an extraction fan must not be fitted into the same room as the appliance.

Mendip Stoves Ltd will not be responsible for any consequential or incidental loss or injury however caused.

Any further warnings in this document will be marked out in a box such as this one. Ignoring the warnings, could lead to damage / injury to persons and / or property.

3. Health & Safety

3.1 Health & Safety Practice

Before any installation work is undertaken consideration must be given to the Health and Safety at work Act 1974. Safe working practices should be followed at all times.

Please consult health and safety guidelines for advice on handling heavy and / or large items.

During installation ensure that adequate precautions are taken to avoid unnecessary risk to yourself or any householder.

The danger from the caustic nature of fire cement, should be avoided by using these accepted methods:

- Wear gloves when handling fire cement.
- Wear goggles when chiseling or looking upchimneys.

This stove contains no asbestos. Any possibility of disturbing asbestos during the installation then always seek specialist guidance and use appropriate protective equipment for its removal.

4. Installation Requirements

4.1 Hearths and Recesses

The stove should be installed on a surface with adequate load bearing capacity. If the existing construction does not meet this prerequisite, suitable measures (e.g. load distributing plate) should be taken to achieve it. Please pay particular attention when examining existing building work for suitability to meet the following requirements.

When installing a stove, hearths should have a sufficiently flat surface to allow a firm seating surface for the stove body to be positioned during its installation. Stonework, uneven bricks, loose tiles etc., may need further work to ensure that this can be achieved.

The stove should be installed on a non-combustible surface not less than 150mm thick (conforming to Building Regulations unless otherwise specified) of suitable load bearing capacity and heat resistance. Allowances should be made for the expansion and contraction of any materials which are fitted up to and near the appliance.

The surface of the hearth should be free of combustible materials. In most buildings with solid concrete or stone floors, the requirement will be met by the floor itself, but mark the hearth to ensure floor coverings are kept well away or use different levels to mark the hearth perimeter.

Please be aware that hot air can cause staining above the fire in a similar fashion to walls above radiators. To help prevent this and cracking we recommend that any plaster above the fire should be fitted with reinforcing expanding mesh for at least 220mm above, and the full width of the fire. You should also use a suitably heat resistant plaster which should be allowed sufficient time to fully dry before using the stove or cracking is likely to occur.

4.2 Combustible Materials

Please view the product sheet or data plate which accompanied your stove for specific minimum distances to combustible measurements. Ideally, adjacent walls should be of suitable non-combustible construction, preferably brickwork. In large fireplaces take care that any supporting beam is protected by a 13mm sheet of heat resistant fire board spaced 12mm off the surface with strips of non-combustible material. Make sure that there is a gap between an un-insulated flue system and any combustible material. This gap must be at least 3X the outside diameter of the flue pipe, or 1.5X the flue diameter to non-combustible surfaces. Please consult the flue manufacturers specification for insulated flues.

4.3 Air For Combustion

All stoves require ventilation to burn safely and correctly. There are a number of requirements that need to be met when installing a stove, for example, allowing for the permeability of the house (air permeability is the general seepage of air into the house via air vents, doors, and windows etc.)

There must always be a permanent means of providing air for combustion into the room in which the stove is installed. Air starvation will result in poor flue draw and may cause smoke to leak into the room.

If there is more than one appliance in the property, then each appliance must be supplied with adequate combustion air so that all appliances can be lit simultaneously.

The positioning of any air vent must be so that it cannot be liable to blockage or obstruction. Ideally it should also be positioned where it is unlikely to cause a cold draught. It should not be positioned in the fireplace recess.

5. Flue And Chimneys

5.1 Requirements

The stove must be connected to a suitable and efficient flue so that products of combustion (fumes) from the stove are expelled to the outside air. Please remember that chimney draught is dependent on four main factors:

- Flue gas temperature
- Flue height
- Flue size
- Flue terminal

To ensure a good updraught it is important that the flue gases are kept warm, and that the flue size suits the stove. The termination of the outlet at the top of the flue also needs to comply with Building Regulations. The minimum effective height of the flue must be at least 4.5 meters from the top of the stove to the top of the flue outlet. When warm the flue draught should be between 0.1 to 0.2mb.

The draw of a chimney / flue can vary in different weather conditions and the customer should be made aware of this. Failure to correct an over-drawing flue will invalidate the warranty.

A chimney may comply with regulations but could still be subject to downdraught and similar problems. A chimney terminating above the ridge level is less likely to suffer such problems

5.1 Requirements : continued

If a new chimney is being provided it should fully comply with the relevant Building Regulations that specify the requirements for solid fuel burning installations. Suitable types of chimneys include the following:

- **Masonry Chimney:** Built with clay or concrete liners, or a chimney block system meeting Building Regulations. These types of chimneys should be installed in accordance with the Building Regulations and BS EN15287-1: 2007.
- **Factory Made Insulated Chimney:** Complying with BS 4543: Part 2 (often called Class 1 prefabricated metal chimney). These types of chimneys should be installed in accordance with Building Regulations and BS EN 15287-1: 2007.

Due to the gradual introduction of European Chimney Standards chimneys will be specified according to their performance designation as defined in BS EN 1443 that covers the General Requirements for chimneys. The minimum performance designation required for use with solid fuel burning stoves is T450 N2 S D3.

Ensure that the flue pipe diameter is not less than the diameter of the appliance outlet.

The flue and chimney installation must be carefully checked by a competent person before fitting the stove to ensure it is suitable and will work safely.

If the chimney is old (i.e.: built of brick or stone without a liner) or being opened up for reuse, additional checks and smoke testing as described in Appendix E of the Approved Document J 2010 Edition should also be carried out to ensure the flue and chimney are in good operating condition.

Check the existing flue is in good condition with suitable access for collection and removal of debris.

It is also important that suitable flue pipe (recommended at least 600mm in length) complying with the Building Regulations is used to connect the stove to the flue in the chimney. Suitable access should be provided into the flue for regular inspection and sweeping of the flue ways.

The installer should comply with Building Regulations requirements in respect of providing a Notice Plate giving details on the chimney, flue lining, hearth, and fireplace installation.

Chimneys should be as straight as possible. Horizontal runs should be avoided except where the rear outlet of the appliance is used, in which case the horizontal section should not exceed 150mm in length. If necessary, a combination of 45° and 90° bends can be used, as long as the sum of their angles is not greater than 180° in total. IE: four x 45° bends or two x 45° and a 90° bend.

If the stove is working hard but produces very little output to the room it is likely that excess draw is present in the chimney, and that heat is being sucked out of the appliance and up the chimney. If this is the case we recommend the fitting of a draught stabilizer in preference to a flue damper, in the interest of safety and efficiency.

6. Installing The Stove

To make the stove easier to maneuver (and safer) we recommend you remove the following parts which can then be refitted when the stove is in its final position:

- Vermiculite Liners,
- Door (To help prevent the glass from breaking),
- Baffle Plate
- Log retainer Retainer.

6.1 Unpacking Your Stove

1 : Remove the outer packing

- Carefully remove the packing straps and lift off the upper crate.
- Remove the plastic bag and take down the stove from the bottom panel.
- **IMPORTANT** - Ensure the plastic bag is disposed of correctly and kept away from children.



2: Open the door, take out all the contents. Place all the items on a cardboard box or surface that will not scratch or damage the parts



3: Fit the Log retainer bar as shown

6.2 Removing the Baffle plate and liners

The baffle plate rests on the rear liner and ledge within the upper edge of the door aperture. Push up on the mid part of the baffle plate with the palm of one hand. With the other, remove the upper rear liner and then lower the baffle plate forward from the ledge. Diagonally twist the throat plate to allow removal through the door aperture. The remaining liners can now be removed. Again reverse procedure for refitting.

6.3 Fitting The Flue Spigot Outlet

The flue spigot outlet is found packed inside the appliance. Depending upon the particular installation, the flue spigot outlet can either be fitted to the top or rear outlet. The fitting of the spigot is affixed to the stove body using the 3no. M6 Square cup bolts, washers and nuts supplied. Note, ensure that the rope seal is in place before fully tightening the fixings. A very thin layer of fire cement can also be applied to the mating surfaces

6.4 Fitting The Hot Plate (Blanking Plate)

The hot plate or sometimes referred to as a blanking plate, will be supplied inside the stove. Again this can be fitted to either outlet on the appliance and is dependent upon the installation requirements. Fitting is simply done using the supplied M6 nuts and washers (no bolts are required as studs are factory fitted to the hot plate disc). Again fire cement can be used in conjunction with the self-adhesive rope seal.



IMPORTANT INFORMATION

When fitting the flue spigot & hot plate, always ensure that the rope seal is fitted. Failure to do so, could lead to exhaust fume leakage into the property and potential carbon monoxide poisoning.

6.5 Connecting The Spigot Outlet to The Flue System

The flue pipe must be fitted inside the outlet spigot as shown in Figure 1. Failure to do so could result in the spillage of condensation running down the flue. Fire cement should be used to create an airtight seal between the flue and spigot.

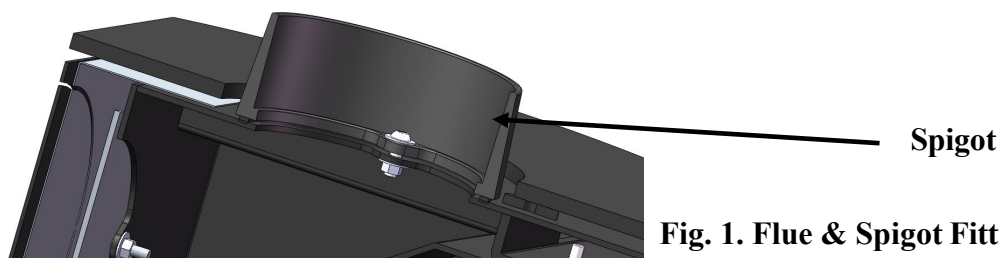


Fig. 1. Flue & Spigot Fitting

6.6 Firebox Liner Panels

All models of the Woodford stove collection, use firebox liner panels to the side, back and either side of the rotating grate to the base of the appliance. The stove will be delivered with the liner panels in situ; however it may be easier to remove these during installation.

7. Commissioning the stove

7.1 Checklist

- Be sure that the chimney is operating, and all smoke and fumes are vented to the atmosphere through the chimney terminal.
- Check all joints and seals.
- Clean the outside of the cold appliance with a lint free cloth or shoe brush to prevent any stains becoming burnt on.
- Check the flue draught which should read 10-20pa, or 0.1-0.2mbar.
- Consult a suitably qualified person who will have the knowledge and equipment to perform a test.
- Ensure a Carbon Monoxide alarm is fitted. This must be between 1m to 3m from the appliance, and approximately 150mm below the ceiling level.
- A fireguard conforming to BS 8423: 2002 should be used in the presence of children or weakened people.
- A notice plate should be provided containing information on the performance characteristics of the hearth, fireplace, flue, or chimney.

Explain the following to the customer:

- How to operate the riddling mechanism and air control lever.
- The importance of an adequate air supply to the room.
- The importance of regularly having the chimney swept/inspected.
- That a protective glove should be used when operating the stove.
- How changes in the weather can affect the performance of the stove.
- The importance using the correct fuels.

8. Before using your stove

8.1 Pointers Before Use

The Willow stove is designed to be operated with the fire door closed at all times, apart from refueling (when alight) or cleaning (when cold).

Never leave the appliance unattended for an extended length of time with the door (s) open.

Prior to lighting the stove for the first time, please check with the installer that:

- Installation and all building work is complete. (Refer to the installation guide.)
- The chimney is sound, has been swept and is free from obstruction.
- Building Regulations and any local by-laws have been followed during installation.
- All firebox liner panels, and throat plate are in place.
- The chimney draw has been checked and is within specification (between 0.1mb to 0.2mb, or 10- 20 pascals) . This ensures your stove will operate predictably and efficiently.
- Carbon Monoxide detector is correctly installed in the same room as the appliance.
- Suitable provision for combustion and ventilation air, depending upon building regulations have been undertaken by the installation fitter.
- Consideration must be given for the need for extra ventilation if another heating source needing air is to be operated simultaneously. If an extraction fan is pro-posed to be fitted to a connecting area of the house, after the stove has been installed, professional advice should be sought from a qualified engineer.

Ensure that you have read and understood these instructions before lighting the fire. Always wear suitable protective fire gloves when refueling your stove. Always keep the hot glove away from naked flames and sparks, when re-fueling the appliance.

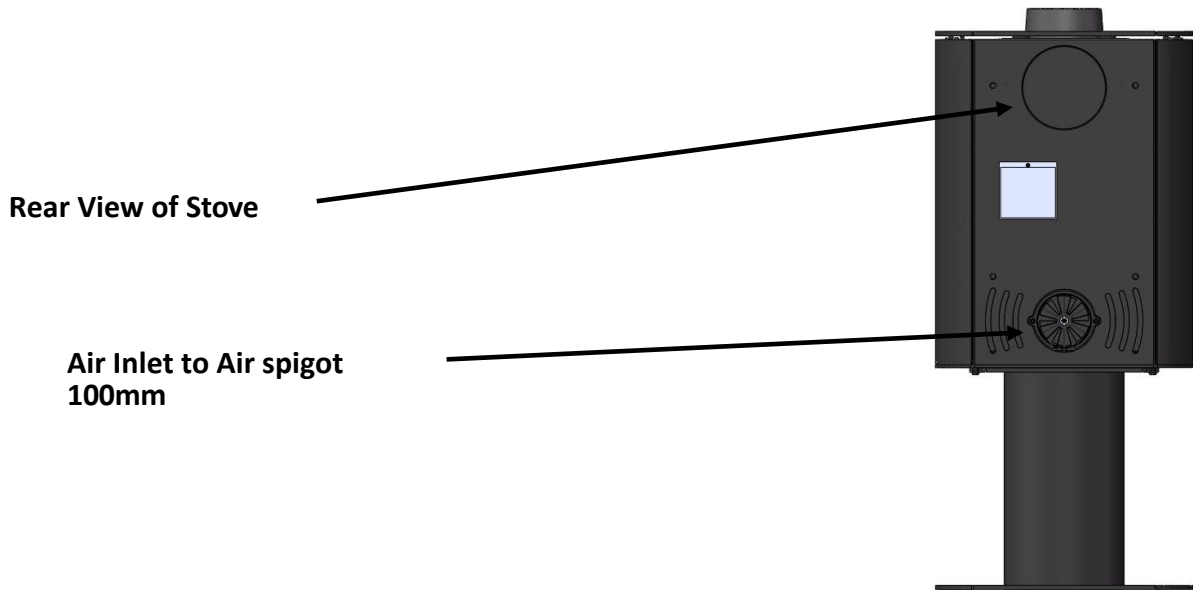
We recommend that you light a small fire for the first few days of use to cure the paint and allow the castings to relax.

You may hear your stove produce clicking or ticking noises whilst it heats up or cools down. This is completely normal and is produced by the expansion and contraction of the steel components in your stove when its temperature changes.

9. Air inlet controls

9.1 Air Inlet

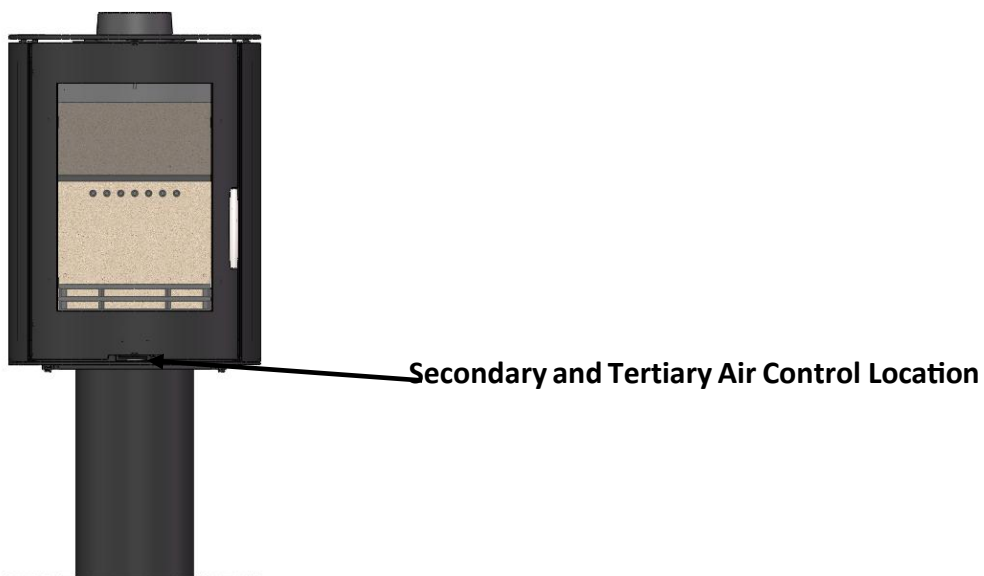
Your stove requires air to function, this enters at the bottom rear of the appliance. Depending upon installation, an optional direct air kit can be purchased as the connection point for the direct air feed/ducting, installation requirements.



NOTE: DO NOT COVER OR PARTIALLY OBSTRUCT THE AIR INLET OPENINGS FOR THE APPLIANCE

9.2 Secondary air control

The secondary air control regulates the air entering the fire box chamber, supplying an over draught of air to the fuel bed, together with supplying air in front of the glass viewing panel within the door assembly. This is known also as the air wash system.



9.2 Secondary air control- continued

The control has an internal rotary plate with slots, housed inside the body of the appliance and is located below the right-hand corner of the fire door assembly, when looking at the front of the appliance. Sliding the control knob to the out, as far as it will go, achieves the fully open position, see figure 2. Sliding it to the left will shut down/ reduce the air as shown in figure 3.



Fig. 2. Fully Open Position
Right



Fig. 3. Closed/Reduced Position
left

10. Lighting your stove

1. Place two small dry split logs ($\frac{1}{4}$ split) on the fire bed. Kindling stacked as in the picture allows combustion air to flow freely and will aid ignition. On top of the kindling place two or more non toxic firelighters.



2. Open Secondary Control fully (right); this provides the stove with secondary & tertiary air to help establish the fire.

3. Light the firelighters and push door to closed position, latch in 1st position so the door is open 2 mm . This provides additional combustion air for start up and reduces condensation on the door glass.

4. Once the flames from the logs are fully established, this can take up to 10 minutes . The door can now be latched closed. If the stove flames begin to falter and generate smoke in the chamber unlatch the door again until the fire is fully established.

5. Once the fire bed is established slide the secondary air control in slightly. For the stove to burn cleanly plenty of secondary air is needed. Do not be tempted to shut the fire down too early as this may cause smoke. At nominal heat output, expect to refuel your stove approximately once an hour.

USE OF HOUSE COAL AND PETROLEUM COKE ARE NOT SUITABLE FOR THIS STOVE; ITS USE WILL INVALIDATE THE GUARANTEE.

10.1 BURNING WOOD IN A SMOKE CONTROL AREA

You must purchase a smoke control version of the Mendip stove which is modified slightly to comply with regulations. Any change to this modification will invalidate the stoves compliance for smoke control areas.

The Clean Air Act 1993 and Smoke Control Areas

Under the Clean Air Act local authorities may declare the whole or part of the district of the authority to be a smoke control area. It is an offence to emit smoke from a chimney of a building, from a furnace or from any fixed boiler if located in a designated smoke control area. It is also an offence to acquire an "unauthorised fuel" for use within a smoke control area unless it is used in an "exempt" appliance ("exempted" from the controls which generally apply in the smoke control area).

In England appliances are exempted by publication on a list by the Secretary of State in accordance with changes made to sections 20 and 21 of the Clean Air Act 1993 by section 15 of the Deregulation Act 2015. Similarly in Scotland appliances are exempted by publication on a list by Scottish Ministers under section 50 of the Regulatory Reform (Scotland) Act 2014. In Wales and Northern Ireland these are authorised by regulations made by Welsh Ministers and by the Department of the Environment respectively.

Further information on the requirements of the Clean Air Act can be found here: <https://www.gov.uk/smoke-control-area-rules>.

Your local authority is responsible for implementing the Clean Air Act 1993 including designation and supervision of smoke control areas and you can contact them for details of Clean Air Act requirements.

*The Willow Pedestal stove has been recommended as suitable for use in smoke control areas when burning wood logs. The appliance has been fitted with a modification to fix the air controls to a minimum position, **10mm open** when in the closed position. Alterations should not be attempted.*

10.2 Fuel overloading

The maximum amount of fuel specified in this manual should not be exceeded, overloading can cause excess smoke. Please see technical data section in this manual.

10.3 Operation with door left open

Operation with the door open can cause excess smoke. The appliance MUST NOT be operated with the appliance door left open except as directed in the instructions.

10.4 Dampers / Air controls left open

Operation with the air controls or appliance dampers open can cause excess smoke. The appliance must not be operated with the air controls, appliance damper or door (s) left open except as directed in these instructions.

10.5 Burning wood

When wood is burnt, it is in fact the volatile gases released from the wood, that burn, and this requires a good supply of air coming from above the fuel. For this reason we will use all the air inlets while igniting the stove but will then reduce this to air coming from the air wash system and over draught. As much as 40% of the heat from burning wood is obtained from secondary combustion and this can be severely hampered by air entering the fire box from below the fuel.

10.5 Burning wood : continued

- 1) Set the fire, by placing several layers of dry kindling wood into a crisscross grid pattern on top of the grate bars. The use of two or three fire-lighters may assist in lighting the kindling.
- 2) Fully open the secondary air controls and light the fire-lighters and or kindling wood.
- 3) After the kindling has caught light, you should almost close the fire door leaving it ajar by about 10mm. This will aid flue draw during the initial lighting of the fire.
- 4) The flue temperature and draw should be established after five minutes, and the kindling reduced to form an ember bed. Carefully load the stove with well-seasoned wood and fully close the fire door.

10.6 Warning-Fume/Smoke emissions

Properly installed, with a suitable flue or chimney, operated and maintained correctly, this appliance will not emit fumes into the dwelling. Occasional fumes when de-ashing and refueling may occur.

STOP USING THE APPLIANCE IF YOU SMELL FUMES OR SEE SMOKE ESCAPING.

If fume emission does persist, the following immediate actions should be taken:

- λ Open doors and windows to ventilate room.
- λ Let the fire die or extinguish and safely dispose of fuel from the appliance.
- λ Check for flue or chimney blockage, and clean if required.

Seek expert advice from your approved installer.

Do not attempt to re-light the fire until the cause of the fume emission has been identified and corrected.

10.7 Refueling on to a low fire bed

If there is insufficient burning material in the fire bed to light a new fuel charge, excessive smoke emission can occur. Refueling must be carried out onto a sufficient quantity of glowing embers and ash that the new fuel charge will ignite in a reasonable period. If there are too few embers in the fire bed, add suitable kindling for ignition to prevent excessive smoke.

Important notes on usage, to meet the requirements of Smoke Control exemption: -

Always recharge onto hot embers.

Willow Wood Burning 5KW Stove

Do not leave the appliance unattended until flames are well established.

Periodic burning out of the fuel bed at high output to combust any remaining charcoal.

11. Further information for all stove owners

11.1 Reduced burning (Slow Combustion)

When wood is burnt slowly in a closed appliance (e.g.: air controls at the minimum setting) , it produces moisture and tar, which will create condensation and deposits in the chimney. This effect can be minimised by burning hard for a short period, fifteen to twenty minutes twice a day. To avoid chimney problems your appliance should not be burnt at a reduced burn rate without a period of fast burning. Fast burning is when the stove is burnt with a 'lively flame' and a higher temperature. We strongly advise against stoking the fire with wood and reducing the air inlets before leaving the stove to extinguish (perhaps when retiring to bed) as this can lead to a cooling of the stove and flue also resulting in incomplete combustion, sooty deposits and high levels of pollutant gases released into the environment.

11.2 Over firing

DO NOT over fire your appliance. Firing the stove at maximum for prolonged periods may result in over-firing. If the chimney connector or casing glows red the appliance is being over-fired, and this may result in a chimney fire. Other signs include warping and a red oxide colouring will demonstrate the over- heating of internal parts, body paint which has turned dusty white is also indicative of such use

11.3 Chimney fires

Used in the correct manner, with the correct fuel and regular maintenance a chimney fire should never occur, however in the event of a chimney fire, the following procedure should be actioned without delay:

- **Call the fire service-DIAL 999**
- **Immediately close all of the air inlet supplies on the appliance, to reduce the air supply to the stove.**
- **Move items of furniture and combustibles away from the surrounding area of the stove, to reduce the risk of fire and allow access for the fire service.**
- **Ensure access to the loft space is available.**
- **Evacuate the property.**

11.4 Periods of non-use (summer months)

Please ensure that your stove is left clean and moving components are well lubricated with a water repelling corrosion inhibitor for the summer months (during periods of prolonged non-use) . If possible, store the throat plate outside of the stove. Check all moveable components at regular intervals, to ensure they are moving freely. Allow air movement through the stove by opening the primary air inlet control (s) to about halfway, open or leave the door ajar. This will allow a free flow of air through the appliance thus preventing moisture and condensation forming inside the stove and chimney. This preventative maintenance will ensure your stove stays in the best condition for the coming winter months.



WARNING: MAKE SURE TO USE A GLOVE

Extreme care must be taken if the appliance is under fire, risk of injury or burn.

12 Ash removal

The ash pan should be emptied when the level of ash reaches the top of the ash bed. On no account should the ash be allowed to build up, as this will reduce the life of the stove.

WARNING: Ash can be very hot! Care must be taken not to burn hands or house-hold objects with falling embers.

Empty only into a metal container. Even if the ash appears cold, red-hot embers may be concealed and could easily start a fire or cause an injury.

12.1 Replacement parts

You can find a complete list of spares and consumables such as liners, replacement grate parts and throat plates as well as items to enhance its visual appearance and efficiency such as stove paint and rope kits. It is worth noting that the fitting of non-official parts to your stove will invalidate its guarantee.

12.2 Classification

All Cylinder stoves are classed as intermittent operation. Thereby meaning, to give nominal rated output, you will have to refuel a minimum of 45 min for wood or 1hr for solid fuel, as stated in EN13240:2001 and 13240-A2:2004.

12.3 Adverse weather conditions

If due to adverse weather conditions your stove does not operate correctly and causes the stove to emit smoke, do not treat it as a nuisance, this smoke will indicate that carbon monoxide is being emitted into the room. Extinguish the stove by reducing the firing rate, open windows and allow the stoves' fuel to burn out before closing the windows. The probable cause is insufficient draw, check flue ways and have the chimney tested for flue pressure.

12.4 Door glass

The door glass should remain clear during normal burning. However under certain conditions, such as burning at a low or slow rate, using damp wood or overnight burning, the glass may become blackened. To remedy this, operate the appliance at a faster rate. Alternatively when the stove is cold, open the door and clean the inside face of the glass with a damp cloth or with glass cleaner.

12.5 Fire door handle

Care must be taken when opening and closing the fire door as any surrounding surfaces will be VERY HOT.



ALWAYS USE THE HOT GLOVES WHEN USING THE FIRE DOOR - RISK OF PERSONAL INJURY MAY OCCUR.

CAUTION MUST BE GIVEN WHEN RE-FUELING THE APPLIANCE, KEEP THE GLOVE AWAY FROM NAKED FLAMES & SPARKS.

13. Care for your stove

The need for regular maintenance on your stove will ensure, safe and efficient use of your appliance. The following item listing should be checked and inspected by a competent person or engineer on a regular basis.



PLEASE ENSURE THAT THE STOVE IS UNLIT AND COLD, BEFORE ATTEMPTING TO INSPECT THE BELOW ITEMS-

13.1 Adjusting the door hinges

Once the appliance has been under fire for a period of time the fire door may appear to have moved out of alignment with relation to the door aperture or catch. This is quite normal and due to the settling of the casting. It may be possible to tighten the retaining screws on the hinge assembly.

13.2 Liners / firebricks

The stoves liners (also known as firebricks) may become cracked after long periods of heavy use or after being knocked by the loading of fuel or a poorly aimed fire poker. If the liners are still staying in situ and are able to support themselves correctly there is no need to replace them. Cracked liners will not in themselves affect the performance of the stove.

13.3 Baffle plate

The baffle plate can be removed from the stove, by lifting the throat plate up and removing the rear liner, this will then allow the rear of the throat plate to swing down. Disengage the front lip of the baffle plate from the upper location bracket. Rotate the baffle plate, diagonally across the firebox, manipulating the plate through the door opening. Any accumulated deposits should be cleaned off, this is best done with a brush. Whilst doing so, inspect the baffle plate for any damage.

13.4 Fire door seal

The rope seal around the edges of the main fire door should also be checked. Look for signs of fraying, peeling away or the ends not meeting. If the rope is unable to create a good seal with the stove body, it should be replaced. A poor seal will decrease your ability to control the burn rate and its efficiency whilst leading to an increase in heat lost through the flue.

13.5 Cracked glass

It is not recommended to operate the stove with cracked glass, this can lead to over firing due to air leaking into the firebox and it may fail completely leading to personal injury or a fire. You should discontinue use of your stove until it has been repaired.

13.6 Chimney/Flue Sweeping

Sweeping should be carried out with an appropriately sized bristle brush and rods to suit chimney size and type. As with all appliances regular sweeping of the flue/chimney is essential to avoid dangers of blockage and the escape of poisonous fumes. Access for cleaning should also be incorporated in the chimney (e.g. Soot door or access through the register plate etc.). It is important that the flue connections, flue pipe and chimney be cleaned prior to lighting after a prolonged period of non-use.

14. Further resources/information

The Mendip Stoves Willow is manufactured and independently tested to EN standard 13240:2001 and 13240-A2:2004. Within the above EN standard, material specifications and criteria are defined.

14.1 Guarantee

If any part of the main body of the stove fails due to a manufacturing or material defect during the guarantee period that applies in respect of the relevant stove (as set out below), Mendip Stoves will, at its sole discretion, repair or replace your stove, for no charge. (carriage charges are applicable)

Cracking of the main body (defined as the steel outer casing and items fixed immovably to the casing) .

Damage caused by over-firing or over-heating is not covered. Warping and a red oxide colouring will demonstrate the over- heating of internal parts, body paint which has turned dusty white is also indicative of such use.

The following guarantee periods shall apply in respect of the following:

Mendip stoves come with a 5 year warranty to the main body of the stove.

The external paint finish carries a one-year guarantee only.

This guarantee is subject to the Terms and Conditions set out below.

14.2 Terms and Conditions

The following terms and conditions must be satisfied in order for your stove to be covered by the guarantee set out above:

1. Your stove must have been installed by a suitably qualified person (Hetas or equivalent) and in accordance with the manufacturer's installation instructions. Stoves not installed by a suitably qualified person or not installed in accordance with the manufacturer's installation instructions will not be covered by this guarantee.
2. Any claims under this guarantee shall not be valid where the installation of the stove does not conform to all required building regulations and other legislation in force at the time of purchase and where flue draw readings have not been made to confirm a suitability of the flue. The manufacturer's decision as to whether this condition has been satisfied shall be final.
3. The guarantee does not cover damage caused to the stove through careless handling or misuse or neglect of the appliance (misuse and neglect being not following the manufacturer's instructions and user guides in relation to the stoves, including the use of non-recommended fuels) .

14.2 Terms and Conditions - continued

4. The following consumable service items are not covered by this guarantee:

- Firebox linings
- Grate
- Fuel retainer
- Baffle plate
- Door/Door glass
- Seals

5. The guarantee does not cover damage caused by storing or using the stove in a damp environment, defects or faults caused by local conditions such as draught problems and chimney defects or corrosion caused by condensation, damp or water ingress into the flue, chimney, or the surrounding of the stove.

6. The guarantee is only valid if the stove is serviced and checked annually by a suitably qualified heating engineer, with documentation to be retained and produced in the event of a claim being made.

7. All guarantee periods commence on the date of purchase and are non-transferable and solely for the benefit of the original purchaser of the stove.

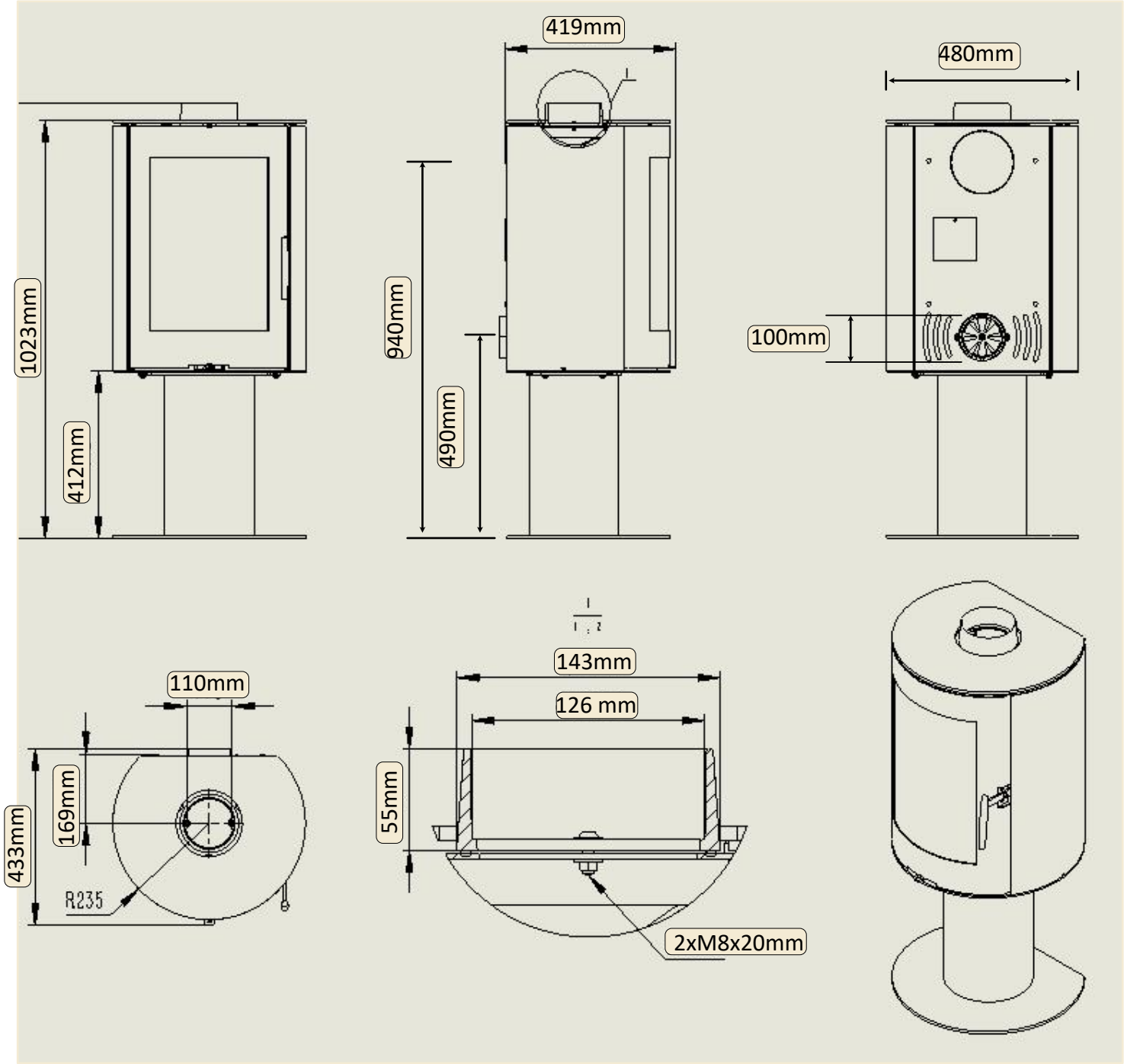
15. Technical Specifications

Willow Stove



Willow	Wood – Primary Fuel
Nominal Heat Output	5kW
Energy Efficiency	77.7%
Dimension(mm)	480 W x 400 D x 1023 H
N.W./G.W.:(KG)	80/90
Material	Steel Plate
Fuel Type	Wood
Flue Diameter	125mm/ 5" inch
Flue Position	Both Top & Rear
Energy Level	A
CO	0.09
NOx	116
CxHy	81
DUST	30
DTC REAR	50 MM
DTC SIDES	250 MM
DTC FRONT	1200 MM


Willow



15. Technical Drawings : continued



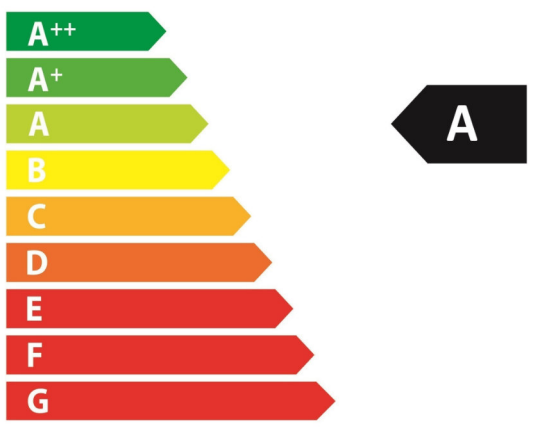
Tested Gas flow rates flue gas temperatures	Flue gas flow rate	Test flue gas temperature wood	@ pascals of pressure
Willow Pedestal stove	4.6 g/s	292°C	12

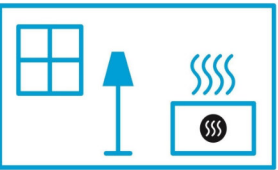
		Unit H2, Mendip Industrial Estate, Mendip Road, Rooksbridge BS26 2UG United Kingdom
Name: <i>Nom:</i>		Willow
Product Code: <i>Code de produit:</i>	M00590-00-00-00-00	
Nominal Output: W/A <i>Puissance nominale: B/C</i>	5 kW	
Specified Fuels: <i>Carburants précisés:</i>	Wood Bois	
Efficiency: W/A <i>Rendement : B/C</i>	77.7%	
CO Concentration at 13% O2: <i>Concentration de CO à 13%</i>	0.09%	
Dust Conc at 13% O2 (mg/m03)	30	
Distance to combustibles: <i>Distance de sécurité:</i>	Side/Latérales = 250mm Rear/Arrière = 50mm	
Side with convection panels: <i>Avec des panneaux de convection:</i>		
 BS EN 13240:2001+A2:2004 For intermittent burning only, Use only Specified fuels. Not to be used on a shared flue. Year of certificate: 2023 (W) Please read and keep your instruction manual safe W= wood A= smokeless briquetted fuel N'utilisez que des combustibles précisés. Utilisation définie comme intermittent. Ne doit pas être installé dans une cheminée servant à d'autres appareils de chauffage. Certifié: 2023 (B) Lisez ce manuel attentivement et assurez la sécurité de votre guide d'instructions. B =Bois C = Charbon sans fumée		
Serial No:		ESM <i>Serial</i>



Willow



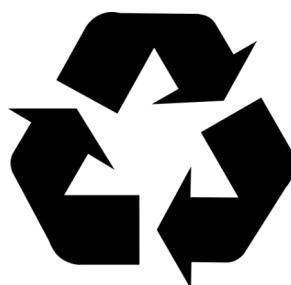


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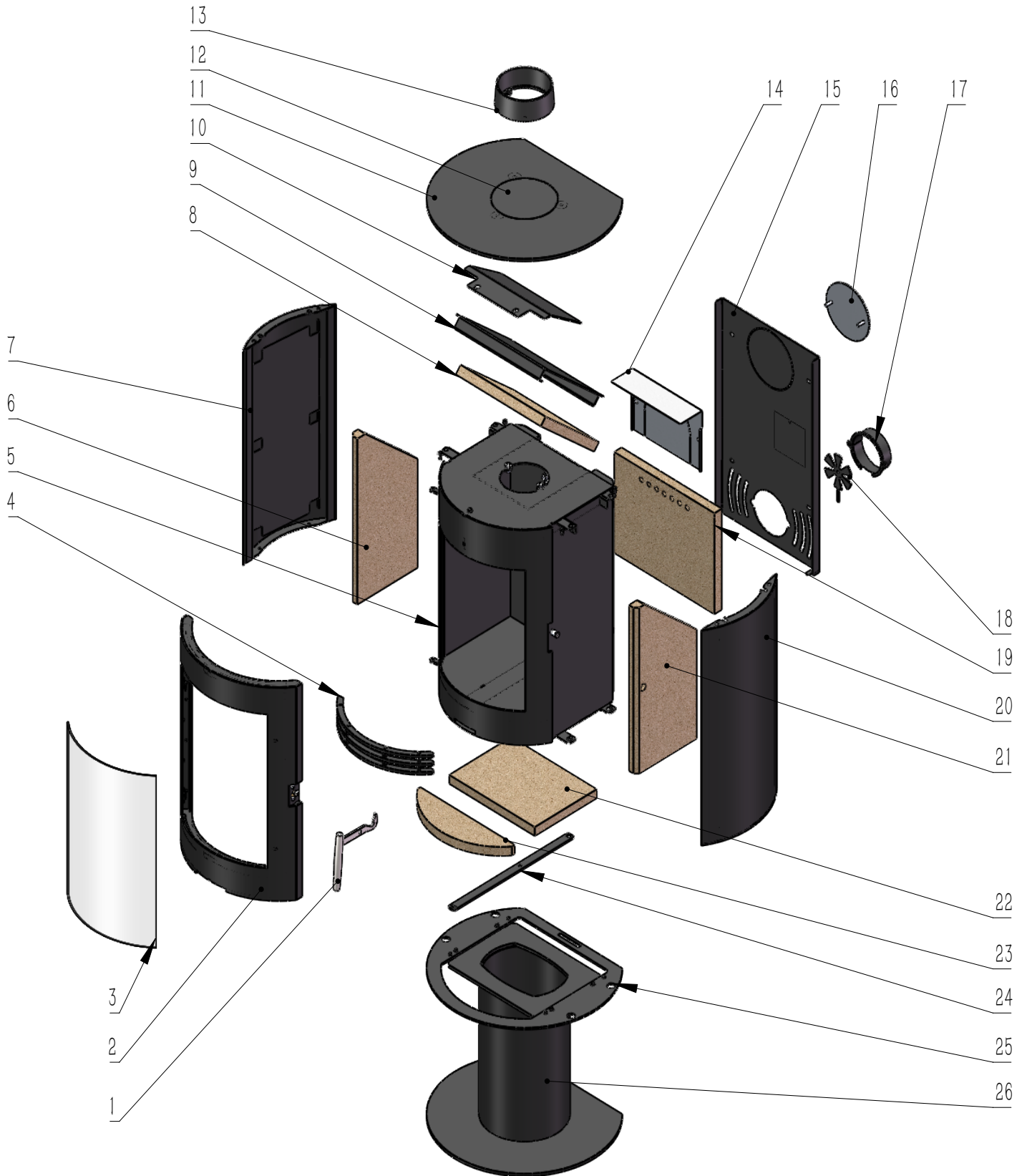


Product End-of-Life/Recycling:

To dispose of the stove after the product life has expired, please observe the following information.

- Dispose of the items correctly i.e. separate the parts to be disposed of in material groups.
- Always dispose of items in a way that is as sustainable as possible and that is in line with the current environmental protection, reprocessing/recycling and disposal technology.

16. SPARE PARTS : continued



16. SPARE PARTS : continued

1	M10590-06-05-99-00	HANDLE AND FIXING PACK
2	M10590-06-01-00-00	WILLOW DOOR ONLY
	M10590-06-00-00-00	WILLOW DOOR COMPLETE
3	M10590-01-01-99-00	WILLOW GLASS
4	M10590-04-00-00-00	LOG RETAINER
5	M10590-00-04-00-00	WILLOW BODY ONLY
6	M10590-02-01-99-00	VERMICULITE BRICK LEFT SIDE
7	M10590-00-09-00-00	CONVECTOR SIDE PANEL LEFT
8	M10590-02-04-99-00	VERMICULITE BAFFLE BRICK
9	M10590-02-41-99-00	STEEL SUPPORT FOR BAFFLE
10	M10590-02-05-00-00	UPPER TURBULANCE BAFFLE PLATE
11	M10590-22-01-00-00	WILLOW 8MM TOP PLATE
12	M10590-07-09-00-00	WILLOW 8MM TOP PLATE COVER
13	EST_2051_000_11_3	125MM CAST IRON FLUE COLLAR
14	M10590-20-03-99-00	REAR INNER CONVECTOR HEAT SHIELD
15	M10590-20-06-00-00	WILLOW REAR CONVECTION PANEL
16	M10590-07-02-00-00	FLUE BLANKING PLATE
17	M10590-13-00-00-00	WILLOW AIR INTAKE SPIGOT
18	M10590-11-29-00-00	WILLOW AIR INTAKE SLIDER PLATE
19	M10590-02-03-99-00	REAR VERMICULITE BRICK
20	M10590-00-10-00-00	CONVECTOR SIDE PANEL RIGHT
21	M10590-02-02-99-00	VERMICULITE BRICK SIDE RIGHT
22	M10590-02-22-99-00	VERMICULITE BASE BRICK SET (2 PARTS)
23		
24	M10590-11-06-00-00	WILLOW AIR CONTROL ARM
25	M10590-15-10-00-00	<i>WILLOW PEDESTAL BASE MOUNTING PLATE</i>
26	M10590-15-03-00-00	<i>WILLOW BASE PEDESTAL</i>
27	M10590-01-08-99-00	GLASS CLAMP SET



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