

More information on **regional** regulations & guidance at:  
[www.hetas.co.uk](http://www.hetas.co.uk)

## LEAFLET NO.2 - After Your Purchase HETAS Consumer Advice

- After fitting your stove, make sure your **HETAS Installer** has given you a:
- (1)
    - **certificate of compliance** or you have been told it will arrive in the post
    - **notice plate** fitted and shown you where it is located
    - copy of the **manufacturer's instructions** and
    - **CO alarm** fitted correctly and informed you what to do if it activates
  - (2) Upon completion of the installation your installer will commission your appliance and provide you with a handover, including how to use it safely.
  - (3) Ask your **Approved Fuel Supplier** the questions listed in this leaflet.
  - (4) Primarily refer to **Manufacturer's Instructions** to operate an appliance. If topics are not covered or lack detail then use these leaflet guidelines.
  - (5) Observe our tips for **Staying Safe & Using and Maintaining your Stove**.

Please read our other important Consumer Leaflets before using your new stove:  
**Before Your Purchase** & **Protect Yourself from Carbon Monoxide**

Visit us online at [www.hetas.co.uk](http://www.hetas.co.uk)

Call HETAS on **01684 278170**

Send an email to [info@hetas.co.uk](mailto:info@hetas.co.uk)



HETAS, Severn House, 5 Newtown Trading Estate, Green Lane, Tewkesbury GL20 8HD

## Staying Safe



Always use a **HETAS Registered Installer** or **HETAS Approved Servicing** technician for maintenance - they will spot problems and complete all work safely, in compliance with regulations.

Make sure you have a compliant Carbon Monoxide Alarm fitted before using your stove. Your **HETAS Registered Installer** should fit this. HETAS Advice Leaflet: **Protect Yourself from Carbon Monoxide** has more information.

### Make sure you follow our safety checklist:

- **Always use the fuel recommended by the manufacturer for your type of appliance.**
- **Keep all combustibles, including logs, at a safe distance from a hot stove and hearth**
- **Keep permanent air ventilation grills clear at all times**
- **Do not "turn down the stove for the night" / slumber burn an appliance unless it is specifically designed to operate this way - refer to the manufacturer's instructions.**
- **Never leave an open fire unattended without a spark guard.**
- **Always use a securely fitted fireguard if the young, elderly or infirm are in the house.**
- **Have your appliance serviced regularly by a HETAS Registered Installer or HETAS Approved Servicing technician in accordance with Manufacturer's instructions (if instructions do not cover this, service at least once a year).**
- **We recommend contacting your insurer about your new stove as it may affect your insurance policy e.g. for thatched properties.**



Also remember to get your chimney swept at least **twice a year** when burning wood or bituminous house coal or if burning smokeless fuels at least **once a year**. For further details, see our leaflet **"Before Your Purchase"** or: [www.hetas.co.uk](http://www.hetas.co.uk) > **Homeowner** > **FAQs**

## HOW TO LIGHT A WOOD BURNING STOVE

Lighting a stove effectively takes practice - these steps provide good guidelines

- 1) **Fully open the primary air vent/control and airwash controls**
- 2) **Light your fire. See an illustrated step-by-step guide to start a fire at: [www.hetas.co.uk/lighting-a-fire](http://www.hetas.co.uk/lighting-a-fire)**
- 3) **Leave the door ajar while the fire establishes and glass warms up. This helps avoid condensation build up.**
- 4) **Once the fire is going, add larger wood pieces (do not fill the chamber)**
- 5) **When the fire is established, close the door completely**
- 6) **Reduce primary air control to desired heat setting**
- 7) **If required, set the secondary air wash system to the desired setting**
- 8) **Maintain the fire frequently with small amounts of additional fuel**

## LIGHT A MINERAL FUEL STOVE

- 1) **Start with a firelighter and a small amount of coal**
- 2) **Set main air control to maximum and any secondary controls to minimum unless manufacturer's instructions state otherwise.**
- 3) **Once the original fuel is fully alight, start building up the fuel in the grate without overfilling the chamber**
- 4) **Reduce the air intake once the whole bed of fuel is burning well**
- 5) **Add more fuel at a frequency that keeps a good bed of red hot coals**

## BURN EFFICIENCY

In the first instance always refer to your stove instruction manual - the following only gives general guidance:

An efficient burn of fuel providing heat to the room requires three things:

- 1) **Time** - the combustion process needs time to occur. Incomplete combustion results in more smoke and carbon monoxide in flue gases - this both wastes energy and increases emissions
- 2) **Turbulence** - arrange fuel in a way that allows air and combustion gases to mix, without overfilling the appliance
- 3) **Temperature** - solid fuel burns efficiently at high temperatures with negligible smoke. If the temperature is too low your fuel will produce more smoke and less heat to warm the room

Keep your fire healthy - watch for:

- **Vigorous flames** - reaching the appliance exit - do not maintain a vigorous flame once the appliance is up to temperature
- **Lazy flames** - moving across the space within the stove
- **Red hot embers** - very efficient, but may need to add more fuel before the embers die down

# After your Purchase



## YOUR NEW STOVE

Now you're the proud owner of a new stove, we felt it would be a good idea to offer some advice on how to keep safe and achieve the best, most efficient performance for your appliance.

When a HETAS Registered Installer has completed an installation you should have received a copy of the **Certificate of Compliance**, or been advised that it will arrive in the post.

This information is required by law and may be needed to validate household insurance. Solicitors will also require it if you sell the property.

Ensure your HETAS Installer supplies the following before using a new stove:

- A correctly fitted **Notice plate**
- A correctly fitted **CO Alarm** - see HETAS leaflet No.3: "Protecting Yourself from Carbon Monoxide"
- **The Manufacturer's Instruction Manual** - this will have important information specific to your appliance.

## WHAT TO BURN?

Select a fuel type that matches your appliance's instructions and warranty for a long, reliable and safe service.

- **Wood burners have flat beds on which to load fuel**
- **Multi-fuel stoves have grates.**

You can put wood on a multi-fuel stove, but you can't put coal on a wood-burning stove.

Other appliances can run on wood pellets, often with automatic feed mechanisms.

## USING WOOD FUEL FOR A SUSTAINABLE FUTURE

Wood is a major source of renewable heat energy - if burned efficiently it produces virtually no smoke. Replacing fossil fuels with sustainably sourced wood offsets CO<sub>2</sub> emissions.

Log burners can use hardwood or softwood logs that are dry and fully seasoned or kiln dried.

## Buying Logs - Important Facts



**Moisture Content** - Dry (seasoned or kiln dried) wood burns better than wet wood (fresh cut logs). Dry wood improves appliance efficiency and is part of the solution to improving air quality and our environment.

Wet wood is hard to light and creates lots of deposits that damage the flue lining and increase the chance of a chimney fire. Wet logs also tend to blacken stove glass, even if the appliance is designed to stay clean.

**The "Ready to Burn" mark shows logs are dry, safe and ready to use.** Ready to Burn is a Woodsure scheme. Visit [www.readytoburn.org](http://www.readytoburn.org)

**Wood Type** - Your seller should advise if logs are hardwood, softwood or mixed. Logs should meet European standards. Hardwoods are preferable (e.g. oak & ash) as they tend to burn longer so you'll use less fuel.

**Contamination** - Do not burn treated waste wood (e.g. old furniture); it can emit harmful fumes.

## MORE INFORMATION - QUALITY ASSURED FUEL



The **Woodsure Quality Assurance Scheme** provides a high quality and sustainability standard for wood fuel and is certified by HETAS. Furthermore, it ensures emissions during production and distribution do not outweigh carbon savings from not using fossil fuels. Visit: [www.woods sure.co.uk](http://www.woods sure.co.uk)



**Enplus** is the Europe-wide quality standard benchmark for wood pellets.

HETAS certifies EnPlus supplies in the UK. [www.enplus-pellets.eu](http://www.enplus-pellets.eu)

*Logs must be seasoned before being used as fuel*



## ABOUT OTHER WOOD FUELS

### BRIQUETTES



Typically made from sawdust, briquettes should conform to European standards. Usually, they can be used as an alternative to firewood, but different fuels may need you to use different settings on your stove. Start with a smaller amount of briquette fuel than you would firewood.

### WOOD PELLETS



Usually made from sawdust, pellets are much smaller and should conform to European standards.

They are commonly used for biomass boilers but pellet stoves are becoming more popular. Poor quality pellets often crumble, whilst over-long pellets clog the feed. Pellets are sensitive to water damage so must be stored in a dry place.

## Questions to ask your wood fuel supplier

- ✓ Is the fuel the right type and size for your stove?
- ✓ Is the fuel **Woodsure** accredited? Do logs have the **Ready to Burn** mark?
- ✓ Some log suppliers supply by the "load" - ask them for a volume in cubic metres.
- ✓ For firewood - see: **"Buying Logs - Important Facts"** in this leaflet, or if buying green logs make sure you have the time and facilities to season them properly.
- ✓ Does the supplier offer a stacking service for logs?



Wood is not a smokeless fuel, so would need to be used with a Defra Exempt appliance if you live in a **Smoke Control Area**. You can find more information on Smoke Control Areas in HETAS Advice Leaflet 1. **"Before Your Purchase"** or visit:

[www.hetas.co.uk](http://www.hetas.co.uk) > **Homeowner** > **Smoke Control Areas**



It is possible to dry your own wood by seasoning green logs - see our step-by-step guide at: [www.woods sure.co.uk/seasoning-wood](http://www.woods sure.co.uk/seasoning-wood)

## MAINTAINING YOUR STOVE

Solid fuel fired appliances, like any other machine, work better and last longer when correctly installed, burn the right fuel and are properly maintained:



*Courtesy of Dunsley Heat Ltd - Avance 500*

- **Wood burns better on a light bed of ash, stoves are designed for this**
- **With mineral fuel, empty the pan regularly to stop ash build up touching the underside of the grate. This can lead to damage by overheating**
- **Throat plates should be cleared at least monthly or when recommended by the manufacturer**
- **Replace grate & fire bricks if damaged**
- **Check door rope seals**

For a diagram of stove parts visit:

[www.hetas.co.uk/consumer/about-stoves](http://www.hetas.co.uk/consumer/about-stoves)

Find a certified fuel supplier using our online search:

[www.hetas.co.uk](http://www.hetas.co.uk)  
> **Fuels Search**

