

The Ursa Series of Slow Heat Release Appliances

Maintenance and Operations Manual

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Safety Considerations.

NB: It is important for the user to read the following instructions before taking the appliance into use.

To ensure a safe and problem free enjoyment of your new appliance please thoroughly familiarize yourself with the instructions in this manual.

- Always make sure that any national or local regulations and codes of practice are complied with. Only use approved fuel types for your appliance.
- Take all possible safety considerations into account, never leave your house before the fire in the combustion chamber is out.
- Please be aware that some parts of the appliance can get very hot during firing, so it is important for combustible materials to be kept at a safe distance of the appliance to prevent damage or fire.
- Please make sure to always use the provided safety glove for opening and closing of the combustion chamber door.
- Never dispose of hot/ warm ashes in the rubbish bin. Ashes may contain glowing embers which pose a fire risk.
- When your appliance is in use, always make sure the door is shut.
- This appliance must **never** share a chimney flue with another appliance, be it heater, oven or any other type of appliance.
- Should a chimney fire break out, close all air channels in the appliance and keep the fire door shut. The fire service must be notified immediately.
- If a chimney fire has taken place, your appliance, as well as your chimney must be inspected and approved by a qualified tradesperson before you can safely use the appliance again.
- Any alterations or modifications to the appliance will void the product guarantee unless expressly authorized by the manufacturer (***in writing***) and carried out by a authorized engineer.
- Only use replacement parts that have the manufacturers' approval.

- Liquid fuels or any fuel other than clean, dry wood must never be used in this appliance. The best wood for fuel is untreated, with a maximum moisture content of $\leq 18\%$, not thicker than your wrist and no longer than $\pm 27\text{cm}$.

Initialisation.

- After installation the appliance needs to cure for a while before the breaking-in process can take place. Both curing and breaking-in are processes that only need to take place once; i.e. after initial installation
- **Curing:** After initial installation is complete make sure the damper is open, open the ash tray and the maintenance doors, this to ensure maximum airflow inside the appliance. Leave the fireplace like this for a minimum of 2 days to ensure proper curing. After this period, the ash tray and the maintenance doors can be replaced into their proper positions.
- **Breaking-in:** This process takes place over a 4 day period
 - **Day 1:**
 - Open the damper and ensure there is sufficient air-draught. This is done by lighting a match or a lighter near the top of the door opening, the flame should be sucked into the combustion chamber. If this is not the case, the air in the chimney flue must be heated before the fire is lit in the combustion chamber. This can be achieved by opening the horizontal flue by removing the maintenance lid and placing a scrunched up piece of paper inside and lighting it as close as possible to the chimney flue. This should heat the air in the chimney sufficiently to allow for the fire in the combustion chamber to be lit. Replace the maintenance lid and recheck the combustion chamber for sufficient draught.
 - Open the ash tray, insert the supplied gauge and close the ash tray as far as the gauge allows. Remove gauge.
 - Make sure the grate is in the open position before placing scrunched up paper on it, top this up with approximately $\frac{1}{2}$ kg of kindling and light it.

- Shut the fire door but do not lock it until the glass is lukewarm.
- Leave the fire to burn out, and leave the ash tray in the open position.
- **Day 2:**
 - Open the damper and ensure there is sufficient air draught. Also make sure the ash tray is still in the open position (should this not be the case use the supplied gauge to return it to the same position as yesterday)
 - Make sure the grate is in the open position before placing scrunched up paper on it, top this up with approximately ½ kg of kindling and light it. Close the fire door, but do not lock it until the glass is lukewarm.
 - Once the kindling is burning thoroughly add a maximum of 3 kg of clean, dry wood to the fire. Place the logs (no thicker than your wrist and no longer than approx 27cm) horizontally on top of the fire.
 - Leave the fire to burn out, and leave the ash tray in the open position.
- **Day 3:**
 - As day 2, except for the addition of a second 3 kg batch of wood after the first batch has been mostly consumed.
- **Day 4:**
 - As day 3, except for the addition of a third 3 kg batch of wood after the first and second batches have been mostly consumed.
- **Your appliance is now ready to be used with a full daily fuel load.**
- **NB:** Before you take your appliance into full service you must ensure adequate ventilation is possible in the space where it has been installed so sufficient fresh air can enter the room while the appliance is on. This is very important because the appliance extracts the oxygen required for burning its fuel load from the space in which it is situated.
- This also ensures that your living space is supplied with fresh air on a daily basis.

- Always make certain that while you are burning fuel in your appliance any mechanical or electrical extractor appliances in the same space are turned off.

Daily Operating Instructions

- Open the damper and ensure there is sufficient air-draught. This is done by lighting a match or a lighter near the top of the door opening, the flame should be sucked into the combustion chamber. If this is not the case, the air in the chimney flue must be heated before the fire is lit in the combustion chamber. This can be achieved by opening the horizontal flue by removing the maintenance lid and placing a scrunched up piece of paper inside and lighting it as close as possible to the chimney flue. This should heat the air in the chimney sufficiently to allow for the fire in the combustion chamber to be lit. Replace the maintenance lid and recheck the combustion chamber for sufficient draught.
- Open the ash tray, insert the supplied gauge and close the ash tray as far as the gauge allows. Remove gauge.
- Ensure the grate (in the combustion chamber) and all the slots around it are free from ashes
- Make sure the grate is in the open position before placing scrunched up paper on it, top this up with approximately ½ kg of kindling and light it.
- Shut the fire door but do not lock it until the glass is lukewarm.
- Once the kindling burns fiercely the first 3 kg load of firewood can be added and the grate closed.
- Once 2/3 of the first batch has burnt, the second 3 kg batch of firewood may be added. This process is repeated until the full daily load of firewood has been burnt.
- Never exceed the maximum quantity of firewood as is stipulated on the registration plate of your appliance (located underneath the ash tray).
- Once all the wood has been burnt, the grate in the combustion chamber can be placed in the open position, and once the embers have gone out and the ash tray and damper can be closed.

- Please ensure the ash tray is emptied on a regular basis. It is advisable to empty ashes from the tray before it fills further than 2/3. An ash tray which is allowed to fill up any further may block a the primary air supply through the grate, which is vital for good combustion.
- **NB: If the ash tray and the damper are closed before all the embers have gone out, carbon monoxide, which is a lethal, undetectable gas, may escape into the living space with fatal consequences!**

Scheduled Maintenance

- The chimney flue will need to be swept at least once a year. The internal flue channels and combustion chamber also require cleaning on a yearly basis (at a minimum!).
- The external cladding of the appliance can be cleaned using a damp cloth or sponge (never use a scourer!); a gentle, fat free detergent may be used, although this is not necessary.
- Fat and/or grease must never come into contact with the soapstone cladding of your appliance. When soapstone is warm, any kind of fat, like oil, grease, butter, candle wax and fat containing foods (biscuits, cake, bread, etc) will be absorbed by the stone and the resulting stain can only be removed by sanding, which will leave visible marks.
- Should your appliance acquire any stains you wish to see removed, please contact your supplier.
- The ceramic glass in the fire door can be cleaned with an ordinary detergent. When the fire is first lit it is best to keep the fire door ajar until the glass is lukewarm before fully closing the door. This prevents the build-up of dirt on the glass surface. Cleaning built-up dirt from the glass is easiest using a damp cloth with a sprinkle of ashes. If dirt is very hard to remove, undiluted vinegar can be used.

Troubleshooting Guide

- **Insufficient Air Draught.**

- **Possible Cause:** Air conditioning, mechanical ventilation or extractor fans are running.
 - **Solution:** Switch these appliances off.
- **Possible Cause:** Inversion: air temperature in chimney is colder than outside air temperature.
 - **Solution:** Remove maintenance lid and light a scrunched up piece of paper in the horizontal flue, close to the chimney.
- **Possible Cause:** Primary air supply to combustion chamber is blocked.
 - **Solution:** Empty ash tray and clean fire grate in the combustion chamber.
- **Possible Cause:** Combustion chamber has not been cleared, accumulated ashes impede the circulation of smoke gasses into the chimney.
 - **Solution:** Make sure your chimney is swept and the internal flue channels cleaned by an authorized technician on a yearly basis.
- **I can smell/ see smoke.**
 - **Check all the points mentioned previously.**
 - **Possible Cause:** The wood logs being used are too big.
 - **Solution:** Split wood logs into smaller pieces. (about as thick as a wrist and no longer than approximately 27cm)
 - **Possible Cause:** Too much wood has been added in one go.
 - **Solution:** Do not exceed the stipulated batch load of 3 kg maximum.
- **Ceramic glass in fire door turns black.**
 - **Possible Cause:** Moisture level in the wood is too high.
 - **Solution:** Only use properly dried and clean wood (moisture level $\leq 18\%$)
 - **Possible Cause:** Insufficient fresh air supply.

- **Solution:** Increase the supply of fresh air into the living space.
- **Possible Cause:** Failed to open ash tray.
 - **Solution:** Open ash tray according to operating instructions.
- **Possible Cause:** Air supply slots in fire grate are (partially) blocked.
 - **Solution:** Clear ashes and debris from fire grate and air supply slots along sides of the fire grate.
- **Possible Cause:** Ash tray too full.
 - **Solution:** empty the ashtray and refit it in the open position using the supplied gauge as per operating instructions.
- **Possible Cause:** Wood logs being used are too big.
 - **Solution:** Split wood logs into smaller pieces. (about as thick as a wrist and no longer than approximately 27cm)
- For any problems that are not mentioned in this trouble shooting guide, please contact your supplier.

Installation Instructions

➤ **NB: These appliances must be installed by an authorised technician!!**

- Always make sure that any national or local regulations and codes of practice are complied with.
- The safety clearance between the appliance and any combustible materials must be equal to or more than (\geq) 300mm.
- Local regulations for chimney connections and installation must always be adhered to.
- Required chimney flue connection diameter must be 150mm -160mm Ø
- The appliance **must** be installed on a non-combustible surface.

- The appliance must be installed on a floor with adequate load-bearing capacity. Should an existing construction fail to meet this prerequisite, suitable measures must be taken to correct this. (e.g. a load distributing plate).
- On site assembly of this appliance may only be executed by an authorized technician.
- During installation safe access points for cleaning the appliance and the chimney flue connection must be taken into account.
- A closed gas-tight connection between the appliance and the chimney is imperative for safety. A specialised connection device may be used if this is authorized in local regulations.
- All flue connection components must be properly sealed to avoid leakage.
- Though not compulsory, the installation of a damper device is strongly recommended.
- An adequate flow of fresh air must be ensured to meet the required air supply into the combustion chamber, while simultaneously meeting requirements of any other appliances that may be running as well as any extractor fans that may be in operation.
- Please ensure that the air inlets into the appliance do not get blocked up.
- For initialization and daily operation, as well as maintenance and trouble shooting, please refer to the previous chapters in this manual.
- Total mass of the appliance: Refer to model label. (located underneath the ash tray)
- Minimum flue draft: 12 pa.
- Flue gas mass: 16 g/sec.
- This appliance must **never** share a chimney flue with another appliance. It is not suitable for a shared smoke outlet.
- Flue gas temperature: 175°C.