Aarrow Stove User Guide

PLEASE RETAIN THIS GUIDE FOR FUTURE REFERENCE

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Aarrow Stove User Guide
March 2017

Congratulations on the purchase of your new Aarrow stove!

More than 35 years of experience has been put into the development of your stove to ensure ultimate performance and years of trouble free use and enjoyment. Every detail of your stove has been carefully designed and engineered which is why we are so confident in the reliability of our products.

Your Aarrow stove is built to the highest standard of craftsmanship using the best materials and the most modern equipment available. It is a highly efficient and sophisticated piece of machinery and when properly installed and operated it should provide a lifetime of heating satisfaction.

Should you have any questions about your stove which are not covered by this manual, please contact the Arada retailer in your area, call our technical support department on +44 (0)1297 35700 or visit our website www.aradastoves.com which offers a wealth of information on how to care for, and get the best from your stove.

Please ensure that you read these instructions in full and understand them before operating your stove.

Arada has a policy of continuous product development and therefore we reserve the right to amend specifications without prior notice. Due to printing cycles, items or options may be described before they are generally available or after they have ceased. Please check with your retailer or dealer if you are unsure about any aspect of your stove, its installation or correct use.

Contents

IMPORTANT INFORMATION

1 Warnings

Petroleum coke or Bituminous house coal must not be burned in this appliance. The use of these fuels will invalidate the appliance guarantee.

Arada recommends the use of approved smokeless fuels which have been deemed suitable for use on closed appliances, including multi fuel stoves. If in doubt, contact The Solid Fuel Association, telephone: 0845 601 4406 / 01773 835400 or visit www.solidfuel.co.uk.

It is a legal requirement that the installation of all new or replacement wood or solid fuel heating appliances obtain building control approval from your local authority. This can also be done by using a qualified heating engineer, affiliated to a government approved competent persons scheme.

A fireguard conforming to BS 8423:2002 should be used in the presence of children or elderly people. Do not use aerosol sprays or any other flammable materials near the appliance when in use.

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

Any manufacturer's instructions must not be taken as overriding statutory requirements.

Please Note: Classification of these appliances is for intermittent use.

> 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

1.1 Health and Safety

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

1.2 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).

The Secretary of State for Environment, Food and Rural Affairs has powers under the Act to authorise smokeless fuels or exempt appliances for use in smoke control areas in England. In Scotland and Wales this power rests with Ministers in the devolved administrations for those countries. Separate legislation, the Clean Air (Northern Ireland) Order 1981, applies in Northern Ireland. Therefore it is a requirement that fuels burnt or obtained for use in smoke control areas have been "authorised" in Regulations and that appliances used to burn solid fuel in those areas (other than "authorised" fuels) have been exempted by an Order made and signed by the Secretary of State or Minister in the devolved administrations.

Further information on the requirements of the Clean Air Act can be found here:
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 ECB5FPLUS SC, ECB7PLUS SC, i400-G2, i400 F-SCE, i500-G2, i600-G2, i600SLF-G2 and i750-G2 have been recommended as suitable for use in smoke control areas when burning wood.

2 Advice on fuel types

2.1 Wood

As a natural and renewable fuel, wood is the first choice for burning, however burning wood requires a little effort and planning.

Any type of wood is suitable (though hardwood is preferable) provided it is well seasoned and has a moisture content below 20%. We recommend that for general burning, wood should be split into logs of no more than 100mm (4 inches) diameter.

If, when burning wood, you see signs of sticky tar inside the appliance or chimney, your wood is ‘green’ or too wet and requires further seasoning. An electronic moisture meter can be obtained in order to determine the moisture content of your wood fuel.

Paper will burn successfully. Burn dry paper only or chimney damage will occur.

> Wet wood, treated timber and builders waste must not be used as this will greatly contribute to the creation of tar and creosote which may, in extreme cases, run down the chimney in liquid form. This will seriously damage both the chimney and the appliance and increase the risk of a chimney fire.

2.2 Solid fuel

If you have chosen a multi/solid fuel stove this will have a cast iron riddling grate which allows you to burn a wider variety of fuel types. It is important to ensure that your fuel is intended for use in a stove, modern stoves are designed for use with current cleaner burning and smokeless fuels.

Arada recommends the use of approved smokeless fuels which have been deemed suitable for use on closed appliances including multi fuel stoves.

For additional advice on fuels, please refer to The Solid Fuel Association (www.solidfuel.co.uk)

3 Before using your stove

Aarrow stoves are designed to be operated with the fire door(s) closed at all times, apart from refuelling (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.
- A Carbon Monoxide detector is correctly installed in the same room as the appliance.

Ensure that you have read and understood these instructions before lighting the fire.

Our YouTube channel, www.youtube.com/user/aradastoves features a collection of videos designed to help you get the best from your Aarrow stove.

Always wear suitable protective fire gloves when refuelling your stove, such as the Arada glove supplied with your stove. Always keep the hot glove away from naked flames and sparks, when re-fuelling 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. This is important because until properly cured the paint finish is fragile and susceptible to damage. During this process the paint surface may smoke briefly, and you may smell a slight odour. The vapour is harmless and should not be confused with fume emissions, however, it is advisable to keep the area well ventilated until the vapour disperses.

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.

4 Air inlet controls

If you have an Aarrow iSeries stove please turn to section 4.2.1 on the following page for information on how your air control system works and should be operated as it differs from the information below.

Please note that Aarrow ECB5PLUS SC and ECB7PLUS SC stoves have a fixed primary air control. The air supply for these models is regulated and supplied via the air wash system and its associated control(s).

4.1 Location and operation of the controls

Your stove has two air inlet controls. These are located either on the stove body or the stove door.

The primary air inlet provides under draught to the base of the fire chamber and the airwash system (secondary air) provides overdraught and airwash jets.

The exact controls may differ from those illustrated in this manual but will work in the same way.

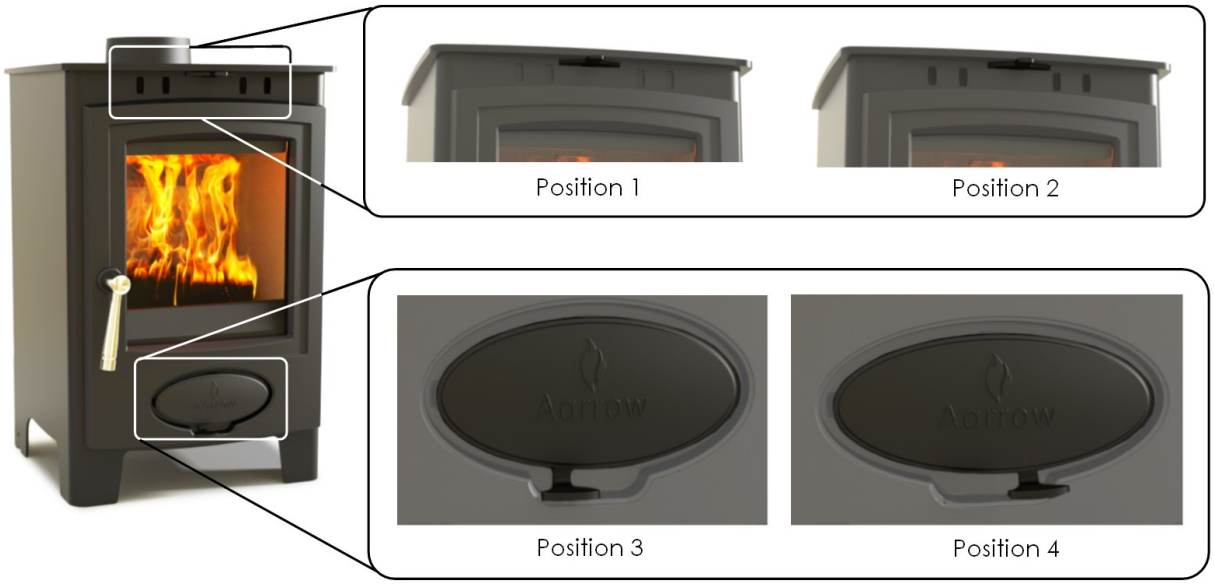


Figure 1: Single door stove air inlet controls

4.1.1 Primary air

Primary air enters the appliance through the inlets near to the bottom of the fire door. Your stove has a control knob to adjust the flow of the primary air.

Sliding the knob to the right will increase the amount of air intake to the stove, as shown in position 4 (in figure 1 above). To decrease, push the slider to the left, as shown in position 3 (in figure 1 above).

4.1.2 Airwash system / Secondary air

The airwash/secondary air inlet has an internal sliding plate with slots, housed inside in cover plate, and is located either above or at the top of the fire door.

Sliding the control knob to the right as far as it will go, achieves the fully open position, see position 2 (in figure 1 on previous page). Sliding it to the left will shut off the air inlet slots as shown in position 1.

The air wash control for ECB5PLUS SC and ECB7PLUS SC cannot be fully closed.
This is to prevent shut down of the appliance.

4.2 i Series air controls

NOTE : For I Series inset models are fitted with a cover plate on the wood control to restrict closure of this when burning wood. This is required for smoke control areas, and the under air grate should be fully closed.

4.2.1 i Series—twin air control & Freestanding Stoves

The Aarrow i Series freestanding and I Series inset stoves features two air control sliders. The slider on the right hand side is used when burning solid fuels, whereas the slider on the left is used when burning wood. Keep the unused slider in the closed position except during the lighting of the stove.

Figure 3 below illustrates the open and closed settings of the two air controls. Setting the slider somewhere between the fully open and fully closed positions allows you to control the burn rate for either fuels.

Figure 3: iSeries air inlet controls (freestanding model shown).

5 Lighting your stove

5.1 Smoke Control Zones

Please check the data plate before operating in a Smoke Control Zone to ensure it is a compliant product, indicated by the letters 'SCE' or just 'SC' following the product name.

The ECB5PLUS SC, ECB7PLUS SC, i400-G2, i400 F-SCE, i500-G2, i600-G2, i600SLF-G2 and i750-G2 have been recommended for burning wood in a smoke control area and are manufactured with a modified air control to prevent full closure.

5.1.1 Refuelling 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. Refuelling 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 to prevent excessive smoke.

5.1.2 Fuel overloading

Do not overload the appliance, this may lead to over firing which could lead to a chimney fire and invalidate any guarantee on the product.

5.1.3 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. The I series inset have second door latch position to enable the door to be held slightly open to provide additional ait to assist lighting of the stove. Once the stove is alight the door must be fully closed.

5.2 Burning wood

When wood is burnt it is in fact the wood gas that burns 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 airwash 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 via the primary air inlet control.

1) Set the fire by using scrunched up newspaper and placing a layer of dry kindling wood on top of this. The use of two or three fire lighters may assist in lighting the kindling.
2) Fully open your air controls and light the fire lighters and or paper.
3) After the kindling has caught light, you should almost close the fire door leaving it ajar by about 10mm, or on latch for I series stoves. 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.
5) After ten to fifteen minutes, close the primary air control and regulate the airwash system to control the burn rate and maintain clear glass, typically by reducing to approximately half open.

i Series stove owners can regulate the burn rate by adjusting the left air control slider between its fully open and fully closed (for wood burning) settings, and ensuring the right air control is fully closed. Close the primary air control on non-i Series stoves as generally no air from below the grate is required when burning wood.

5.3 Burning solid fuels

If you have an i Series stove please read section *'Burning solid fuels in an I Series stove'* on page 12 for instructions on burning solid fuels in your appliance.

Solid fuel burns best with its air supply for combustion coming from underneath the fuel. To achieve this the burn will be controlled by the primary air control (see *'Location and operation of the controls'* on page 8). This allows you to control the flow of air, underneath the grate. Riddling the stove occasionally will also help to ensure that burnt fuel does not prevent the supply of air from reaching the fire.

1) Set the airwash/primary air slider to about one quarter open and the primary air slider fully open (see *'Location and operation of the controls'* on page 8).
2) Light as with wood fuel (see steps 2, 3 and 4 in section *'Burning Wood'* on page 10), with kindling and fire lighters.
3) Once the flue draw has been established, after about five minutes, carefully load the stove with fuel and close the door.
4) When the fire is well alight regulate the burning rate by controlling the primary air inlet control.
5) The airwash should be adjusted as neccessary to keep the door glass clean.

Whilst burning solid fuel it can be beneficial to occasionally riddle the grate bars so any burnt fuel will fall between the grate bars into the ash pan below. This will ensure a good under draught is maintained. This should be done with the supplied operating tool whilst wearing protective gloves.

5.4 Burning solid fuels in an i Series stove

Solid fuel burns best with its air supply for combustion coming from underneath the fuel. To achieve this the burn will be controlled by setting the air control slider into the solid fuel range of settings (see section 4.2.1 on page 9) on single lever stoves, or on two lever controls using the right had—primary air, to control the burning of solid fuel. This allows you to control the flow of air underneath the grate. Riddling the stove occasionally will also help to ensure that burnt fuel does not prevent the supply of air from reaching the fire.

Please do not attempt to burn solid fuels in a dedicated wood burning stove. To burn solid fuel, your stove must have a cast iron riddling grate to withstand the higher temperatures involved. To do so could damage your stove and will void your warranty.

1) To begin, set your stove riddling grate to its solid fuel setting as shown below by pulling the grate control (found behind the stove door) inwards with the operating tool:
2) Set your slider position to fully open for solid fuels by sliding it to the right (see instructions on page 6).
3) Light as with wood (see steps 2, 3 and 4 in section *'Burning Wood'* on page 10, with kindling and fire lighters.
4) Once flue draw has been established, after about five minutes, carefully load the stove with fuel and close the door.
5) When the fire is well alight regulate the burning rate by setting the using the solid fuel air control slider.
6) On two control models the left, secondary air control should generally remain closed.

Whilst burning solid fuel it can be beneficial to occasionally riddle the grate bars so any burnt fuel will fall between the grate bars into the ash pan below. This will ensure a good under draught is maintained. This should be done with the supplied operating tool whilst wearing protective gloves.

5.6 Refuelling 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. Refuelling 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.

6 Further information for all stove owners

6.1 Door glass

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

6.2 Reduced burning

When wood is burnt slowly in a closed appliance, 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 also advise against stoking the fire with wood and reducing the air intake(s) 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 and sooty deposits.

NOTE: The minimum air control is governed by the manufacturer to meet the requirements of Smoke Control Exemption and as a result the appliance will NOT shut down completely when in the closed position.

6.3 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 airwash and primary air inlet control (s) to about half way, 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.

6.4 Replacement parts

As a leading manufacturer we are conscious of being able to support all our users with the supply of spare parts to ensure your continued enjoyment and warmth from your stove. You can find a complete list of spares and consumables such as liners, grate bars and throat plates as well as items to enhance its visual appearance and efficiency such as Arada anthracite stove paint and rope kits.

All replacement parts or accessories can be ordered from your local stove dealer or online direct from Arada at www.aradastovesandspares.com

It is worth noting that the fitting of non-official Arada parts to your stove will invalidate its guarantee.

Warning: 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 refuelling may occur. However, persistent fume emission is potentially dangerous and must be investigated by a approved / registered installer.

Stop using the appliance if you smell fumes or see smoke escaping.

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

- Open doors and windows to ventilate room.
- Let the fire die or extinguish and safely dispose of fuel from the appliance.
- 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.

6.5 Ash removal

The appliance will require ash to be removed periodically but an ash bed of approximately 20mm (3/4 inch) should be maintained when burning wood.

The ash pan should be emptied when the level of ash reaches the top of the ash pan. On no account should the ash be allowed to build up to touch the underside of the grate bars, as this will greatly reduce the life span of the grate.

To remove ash use the supplied operating tool:

- Open the door of the stove, pausing briefly when ajar so as to allow the fire to adjust to the increased air supply.
- Put the fork end of the operating tool into the slots of the ash pan and remove from the ash pit chamber.
- Empty the ash into a suitable container and replace the ash pan into the stove, withdraw the operating tool and close the fire door.

6.6 Multi fuel or Flexifuel grates

The grate system in your Aarrow stove comprises of a series of reciprocating cast iron bars seated on a pivoted comb. These should come pre-assembled in your new stove.

All bars in the grate are identical, but every other bar is turned 180 degrees, with the ends of the bars marked "H" sitting on the high sections of the comb, and the ends marked "L" sitting on the low sections.

Over firing and chimney fires

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.

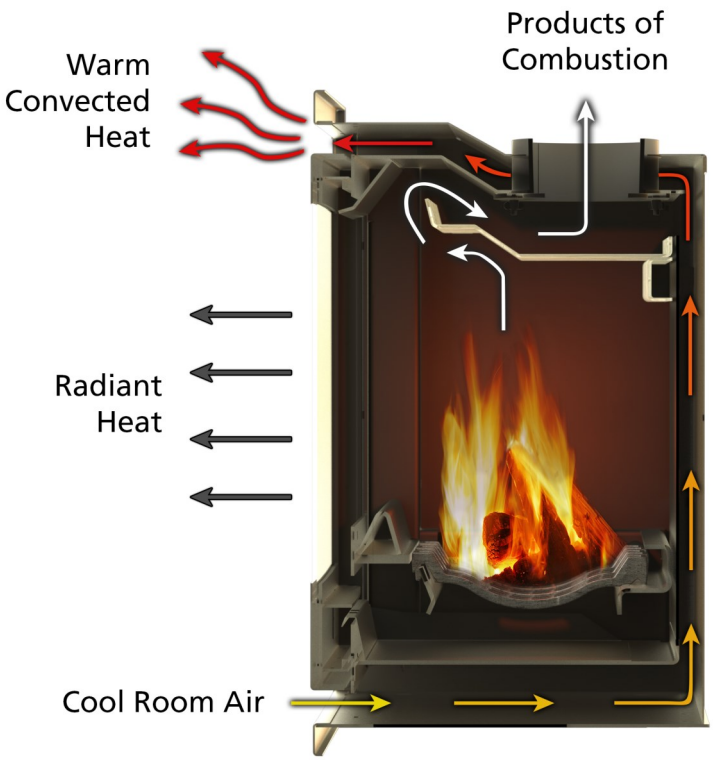
The riddling lever, situated on the side or front of your stove, can be operated with the stove operating tool to riddle ash into the ash pan below. Only riddle the stove with the door closed unless your stove requires you to open the door to access the riddling mechanism. Stop riddling once red embers begin to fall into the ash pan.

After extended use it may be necessary to replace some of the grate bars. Periodic inspection of the bars is recommended and any damaged bars should be replaced. Also check for obstructions that may prevent the operation of the riddling mechanism.

Warning: The ash can be very hot. Care must be taken not to burn hands or household 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.

7 How heat is delivered by your stove



7.1 Radiant heat

All Aarrow stoves radiate heat into the room. The radiated heat is most intense at the front of the stove, especially through the door glass and less intense the further you move away from the stove.

This radiated heat is delivered as infrared rays which heat the objects they strike. It is then these objects (such as the chimney breast, hearth etc.) which heat the surrounding air.

7.2 Convected heat

Air immediately adjacent to the stove is heated as a result of contact with its hot surfaces. This air then rises being replaced by cooler air which is then heated and rises again.

This creates a circuit or flow of air referred to as a convection current, which helps to distribute heat around the room in which the stove has been installed.

Aarrow i Series cassette stoves benefit from having a convection system which further encourages this movement of air supplying additional heat to the room. The colder air is drawn into a chamber at the base of the stove and warms up as it goes around the back of the stove before entering the room from the top of the stove.

8 Ongoing care for your Aarrow stove

The following items should be checked on your stove at regular intervals to help ensure that the safe and efficient use of your stove continues for many years to come. This should only be done when the stove is unlit and cold.

8.1 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.

Doors attached with two hinges fixed to the body with screws can be re-aligned as follows:
When the appliance is cold, open the fire door so that it is at right angles to the front of the stove and then lift the fire door up o its hinges.

Gently tap the hinge pins to compensate for the misalignment and then re-fit the door and check to ensure it now sits square to the body; if not repeat the above steps.

If the fire door needs to be raised, please follow the instructions below:

When the appliance is cold, open the fire door so that it is at right angles to the front of the stove and lift the fire door up off the hinges.
Drop one washer on the top and bottom hinge pins. Fit the door and check.
Repeat again if necessary.

8.2 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 the throat plate correctly there is no need to replace them. Cracked liners will not in themselves effect the performance of the stove.

8.3 Throat plate

The throat plate should be removed from the stove and checked once a month and any accumulated deposits should be cleaned off. This is best done with a brush. After a period of time the throat plate may begin to corrode. If it is distorted it will require replacing. A replacement throat plate can be sourced from your dealer or at www.aradastovesandspares.com.

8.4 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.

8.5 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. You can source replacement glass kits from you stove dealer or online at www.aradastovesandspares.com

9 Further resources / reading

Once again we would like to thank you for buying your Aarrow stove. When you buy a Aarrow stove, you are not only buying a first class appliance, you are buying a commitment from us to look after you and your appliance.

We appreciate that we have given you a lot of information to read, but we hope it has been clear and helpful and that you are now able to enjoy the full benefits of your stove.

However if you have any queries, doubts or would like further advice please do not hesitate to speak to your Aarrow dealer or call us. You will find our contact details below, as well as a list of resources where you can discover more information about your stove and associated articles.

- Arada Technical Support
01297 35998
technical@aradastoves.com

- Arada Stoves Support Site
www.aradastoves.com/support

- Competent Person Schemes
https://www.gov.uk/guidance/competent-person-scheme-current-schemes-and-how-schemes-are-authorised

- Solid Fuel Association
www.solidfuel.co.uk

- Document J Building Regulations (Combustion Appliances)
www.planningportal.gov.uk/

- The National Association of Chimney Sweeps (NACS)
www.nacs.org.uk/

10 Guarantee

When you buy an Arada stove, you are not only buying a first class appliance, you are receiving a commitment from us to look after you and your appliance.

10.1 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), Arada will, at its sole discretion, repair or replace your Arada stove, for no charge.

For the purposes of this guarantee, a material or manufacturing defect includes the splitting or 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 (as described in the operation manual). 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 Arada stoves:

Non boiler Aarrow stoves come with a lifetime guarantee to the main body.

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

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

10.2 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 purchased from an officially approved Arada dealer.

2. You must be the original purchaser of the stove in order to make a claim. This guarantee is not valid in relation to any claims made by someone who did not originally purchase the stove from Arada or an approved Arada dealer.

3. Any claim under this guarantee must be made through the approved Arada dealer where the stove was purchased and accompanied by proof of purchase (e.g. a valid receipt). Stoves not purchased from an approved Arada dealer will not be covered by this guarantee.

4. Your stove must be installed in the UK for this guarantee to be valid. Stoves installed outside of the UK will not be covered by this guarantee.

5. Your stove must have been installed by a suitably qualified person 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.

6. 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.

7. 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).

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

- Firebox linings
- Grate bars
- Fuel retainer
- Throat plate
- Gaskets
- Door glass
- Seals

9. 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.

10. 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.

11. The guarantee is only valid where any spare parts used are supplied by Arada or an approved Arada dealer. The use of spares other than those supplied by Arada Limited shall invalidate the guarantee. Parts can be purchased through an approved dealer or directly from Arada, online at www.aradastoveandspares.com.

12. The guarantee is not valid where any repairs or modifications have been made to the stove which have been carried out by anyone other than Arada or its authorised representatives or approved dealers.

13. 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.

10.3 General

Our guarantee is offered as an addition to your statutory rights and will not effect your statutory rights. You can obtain information about your legal rights from trading standards office's or a citizens' advice bureau.

If you believe your appliance is not working correctly or it has broken down, in the first instance please contact your local retailer or installer for assistance.

This guarantee is applicable in the UK only and operates exclusively in accordance with the laws of England and Wales.

April 2016

Aarrow is a brand name of Arada Ltd

All Aarrow stoves are manufactured in the UK

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