



Lighting, Operating and Maintenance Instructions

For Wood and Multifuel Stoves

**Figaro
Vivaldi
Monet
Mozart
Hwam 30
Hwam 60
Beethoven
Ravel
Dali**

This Manual Must Always be Available to the Stove Operator



Part No.
Model Name
Serial Number

IMPORTANT

- The installation of this appliance must comply with all local regulations, including those referring to national and European Standards before it can be operated. The stove is not suitable for a shared flue.
- Improper adjustment, alteration, maintenance or the fitting of replacement parts not recommended by the manufacturer can cause injury or property damage. Do not operate the stove with faulty seals or damaged glass.
- Ensure all manuals are kept safely and are available for the user at all times.
- Do not store or use petrol or other flammable vapours and liquids in the vicinity of this or any other heating appliance. Do not burn anything but natural wood or approved coals on this appliance.
- Due to high operating temperatures of this appliance it should be located away from pedestrian traffic and away from furniture and draperies. Do not store paper or wood near the appliance. Any mats and rugs put in front of the stove should be fire proof and secured to prevent the possibility of tripping.
- Advise all persons as to the stove's high surface temperatures, including visitors. If it is possible for children or infirm adults to come into contact with the stove, fit a suitable fire guard. Never let children "help" with the stove in any way, even when the stove is cold.
- It is imperative that all air passageways into, out of, and within the appliance are kept clean. All permanent ventilation into the room provided for the stove must remain clear and unobstructed at all times. Consideration must be given to the need for extra ventilation if another heating source needing air is to be operated simultaneously. If an extraction fan is proposed 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.
- If a flue blockage or adverse weather conditions cause the stove to emit smoke, do not treat it as merely a nuisance, this smoke will indicate that carbon monoxide is being emitted into the room. Turn the stove to its minimum firing rate, open windows and allow the stove's fuel to burn out before closing the windows. Do not re-light the stove without consulting a qualified engineer.
- In the event of a chimney fire the stove should be turned to its minimum setting and the fire brigade informed. Do not re-light the stove until the complete installation has been inspected by a qualified engineer.
- The appliance should be inspected regularly and the chimney cleaned at least annually. More frequent cleaning may be required and the advice of a qualified chimney sweep should be sought. Always check for any flue blockage before lighting the stove after a prolonged shut down.
- This stove has been carefully designed and constructed to give clean burning with optimum efficiency and safety, but as with all stoves these standards will not be achieved unless the stove is installed and maintained regularly by qualified engineers. It must also be operated strictly with the procedures given in this manual. If you are unsure about anything concerning your stove please seek professional advice.
- The Hwam models Beethoven, Vivaldi, Mozart, Ravel and Hwam 30 are considered suitable for exemption under the Clean Air Act only when burning untreated dry wood. The appliance should only be used to burn wood or authorised fuels. For details of authorised fuels that are suitable for the appliance please contact your appliance distributor.
- The Hwam models Beethoven, Vivaldi, Mozart, Ravel and Hwam 30 are considered as exempt for use in smoke control areas if they have been modified to ensure the air wash/secondary air control cannot be fully closed. If this modification has not been carried out by the manufacturer or Distributor then the appliance is not considered exempt under the Clean Air Act.

The Model Range Explained

Thank you for purchasing your stove and helping to protect our environment. Hwam and Euroheat insist on progressive development to produce products which are market leading. Our aims are to produce stoves with the latest innovations, user friendly operation and high efficiency for lower cost operation.

This operation manual offers user information for the range of Figaro, Vivaldi, Monet, Mozart, Hwam 30, Hwam 60, Beethoven, Ravel and Dali.

Model Identification

You will see on the front page of this document a label which confirms which model you have. This label also advises you of the stoves unique serial number. This information is also attached to your stove for reference.

Important

Please ensure the warranty registration form is returned to Euroheat. In this way the model and its history will be recorded for reference in the future.



Hwam

Nydam'svej 53 Dk -8362 Horning Denmark

www.hwam.com



The Stove Company

Euroheat Distributors (H.B.S). Ltd.

Unit 2,
Court Farm Business Park,
Bishops Frome,
Worcestershire. WR6 5AY.

www.euroheat.co.uk

info@euroheat.co.uk

Whilst we are always happy to assist you, please make sure you have read this manual before contacting the technical support team.

Technical support Telephone Number 01885 491117. E-mail tech@euroheat.co.uk

Useful organisations

Solid Fuel Association	0845 601 4406	www.solidfuel.co.uk
The National Association of Chimney Sweeps	01785 811732	www.chimneyworks.co.uk
HETAS Ltd.	0845 634 5626	www.hetas.co.uk

Before Operating this Appliance

The paint used on the stove is a heat resistant paint capable of withstanding 650°C, but it needs to be heated for several hours to allow it to cure and attain its full hardness. The lighting procedure should be followed and the stove's first fire limited to a small fire for one hour, after which its size can be gradually increased to allow the stove to reach its operating temperature. As the temperature of the paint increases a blue hazy smoke will be apparent as the solvents in the paint are driven out. These fumes may activate a smoke detector, if fitted, and during this period the room must be ventilated by leaving the windows open and it should not be occupied by people or pets. The time taken for the paint to be fully cured will be dependant upon the temperature but you should allow at least six hours. If you re-paint or fit new parts to your stove, another period of curing will be necessary but the curing time will be very much shorter.

Multifuel And Wood Stoves

Gas and oil are consistent fuels and stoves can be designed to obtain the maximum heat from them with the user having to do no more than choose a heat setting. Solid fuels are almost infinitely variable and however well a stove has been designed, its performance will ultimately depend on the way the user operates it. Whilst we have endeavoured to make the stove as simple to operate as possible, understanding just a little about the fuels and the way your stove was designed to burn them will be rewarded by your being able to achieve the best from your stove with the least effort.

As a fuel, wood is visually exciting, environmentally friendly, and a renewable source of energy but it is one of the most complex fuels to burn. Wood contains two sorts of components which burn. The fixed carbons which burn as the glowing embers, and the compounds that vaporize when heated to burn as volatile gases, giving the endlessly changing flame patterns. The fixed carbon, which is charcoal, is a virtually trouble free fuel and needs little assistance to burn cleanly, but it would be difficult to describe it as visually entertaining.

When set to its wood burning position, your stove heats the incoming air to ensure it has the minimum cooling effect on any volatiles. The air is supplied as slowly as possible so as not to blow out any established flames and it comes in across the full width of the stove ensuring that all parts of the stove receive an equal air supply. Because the air enters slowly over a curved blade the air is directed towards the burning volatiles rather than the bed of the fire, this allows the tar laden volatile components to use the incoming air as a priority. By placing a log or two towards the front of the fire whenever the flames from previous logs die down, a bed of charcoal will build up. This will be virtually pure carbon and capable of burning for incredibly long periods without causing any tar deposits on the stove's glass even when the air supply is reduced to minimal setting.

Always put logs on to the fire before flames from previous logs have extinguished, this will ensure that when the new logs begin releasing gases it will ignite. Unburned gases will cause smoke and tar deposits and wastes potential heat. Putting on too much wood at one time will both restrict the air supply and cool the combustion chamber making it more difficult for the gases to burn cleanly.

Never put on fresh wood whilst operating the stove with a minuscule air supply as a technique for operating for long periods without attention, it will cause both chilling and air restriction. Properly controlling the rate at which wood burns is not simply a matter of restricting the air supply, nor running the stove with a very small fire, it is maintaining the temperature and ignition flames in the stove whilst balancing the release of gases to match the chosen air supply.

No two woods have the same burning characteristics but all wood contains water. It is difficult to quantify the amount of water any log might hold whilst its exterior feels dry but it would not be unreasonable to estimate a mug full from a good sized, poorly seasoned log. Imagine pouring that onto your fire every time you introduce a new log and you will realize its obvious effect of cooling the fire. What is not so obvious is that the moisture mixing with the vaporized gases is cooling them, possibly below their ignition temperature. So the water within a wet log cooled the stove, it has prevented much of the potential heat from the log being realized and the unburned combustible products will be deposited as tars within the stove and flue.

Coal suitable for stoves has only a very small proportion of components that vaporise and a far higher fixed carbon content and when the stove is set to its coal burning position air is supplied through the grate to the underside of the fire bed to supply the carbon directly. There will be sufficient spare air travelling through the fire bed to reach the limited gases being released and this air will have been heated as it passed the burning coals.

Because coals suitable for stoves have so little vaporizing content they are virtually trouble free fuels to use, but if you are using one of the manufactured smokeless coals take care to ensure the ash pan is checked regularly because some of them have a very high ash content; this is especially important if you change "brands" because the ash contents can vary dramatically.

Always riddle the grate before putting on loadings of coal to give the initial release of gases sufficient air with which to burn; failure to do so may allow the stove and flue to fill with gases ready to ignite.

A stove is very much safer than an open fire, but if you have children or infirm people in the house please ensure it is suitably guarded, and consideration should also be given to accidental contact with the stove if you are entertaining with a busy house full of guests.

Choice Of Fuels

Wood

All wood will burn slightly differently, but the most important differences between woods is their moisture content. Until the moisture has been driven off from the wood it will remain below its combustion temperature. When the outer skin has dried and beginning to burn, much of this heat energy will be wasted having to boil off the water remaining in the core of the wood. Copious amounts of water vapour, in all but the most insulated flue, will condense, and mix with the products of combustion to form creosote and other undesirable substances which will eat away the fabric of the flue, and eventually build up to block the flue. At any time this build up of tar will be capable of causing a chimney fire.

The advice to burn only "dry" wood is sometimes confusing because the atmospheric moisture will prevent wood ever becoming "dry". It is acceptable to burn wood with a moisture content of less than 20%, which can be achieved by splitting the wood, stacking it so as to allow air to circulate within the stack and storing it under cover for between 18 months and 30 months, depending on prevailing climatic conditions. The use of a wood moisture content meter will confirm the amount of water remaining in the wood easily. The practice of drying wood by the stove should be discouraged, firstly because it should be unnecessary, and secondly because stored wood will invariably become the home to many varieties of insects, many of whom enjoy eating wood. To introduce them into your house and encourage them with heat and time to make new homes in your furniture and structural timbers is not recommended.

Smokeless Coal

We recommend burning deep mined anthracite, a natural hard coal which is classified as being a smokeless fuel; specifying the sizes of "small nuts" or "large nuts" will give most visually attractive and efficient burning. Smaller sizes than this will tend to choke the air flow too easily making long burning times without attention problematic. Various manufactured smokeless coals are available giving differing burning characteristics and the manufacturers or your coal merchant will advise you as to their suitability for stoves. The difficulties and dangers associated with burning ordinary bituminous coal (house coal) with its relatively high volatile content make it totally unsuitable and potentially dangerous for burning in any stove.

Lignite (also known as solid mineral fuel)

Lignite is obtainable in briquette form and is best described as young coal. It behaves very much like coal and should be burned as smokeless manufactured coal. However it is not considered an approved smokeless coal.

Peat

Peat burns very well, but it is bulky and its distinct aroma will pervade your home and everything in it, but otherwise peat can be burned as wood.

DO NOT BURN petroleum based fuels such as petro-coke, they may seriously damage your stove. The manufacturers of other blended coal products, containing a proportion of petro-coke, should be approached to confirm the suitability of the product for use within an enclosed appliance that does not have a chrome steel grate.

Smoke control area's

The Hwam models Beethoven, Vivaldi, Mozart, Ravel and Hwam 30 are only considered suitable for exemption under the Clean Air Act when burning untreated dry wood. The appliance should only be used to burn wood or authorised fuels. For details of authorised fuels that are suitable for the appliance please contact your appliance distributor.

Choice Of Logs

Never burn wood that is not dry or wood that has been subject to a manufacturing process, such as chipboard, as these contain resins of uncertain toxicity when burned. For the same reasons, wood that has been painted or treated with a preservative should never be burned.

Natural wood is described as being either "hardwood" or "soft wood". Typically all broad leaf trees that lose their leaves in the winter are called hard woods, and the evergreen conifers are called soft woods. Whilst the wood from the two groups have structural differences, the terms do not define the density or hardness of the wood. Balsa, one of the softest and lightest of woods is classified as being a hardwood and Hemlock, a soft wood, is extremely hard.

The less density wood has, the more its structure is made up of open spaces meaning it will season faster and because of these voids it will burn faster because it will expose more surface area as it disintegrates. This makes light woods suitable for kindling or a rapidly developing fire but unless you enjoy putting wood onto a fire every few minutes it is unsuitable for burning over long periods. Although there is a difference in the speed at which woods burn, equal weights of wood will give very similar amounts of heat.

Because logs are concentric tubes of cells they season faster if they are split, halving the tubes and allowing the moisture to evaporate more easily. Similarly it also allows the volatile gases given off when the wood is heated in a stove to be emitted along its full length rather than at the log's ends. This helps the gases to be distributed more evenly within the stove and improves not only the efficiency, and emission reduction of wood burning but gives a more attractive fire.

Putting logs onto the fire, bark side down and laying them, well spaced, in random orientation, rather than uniformly horizontally, will also help to increase the efficiency and attractiveness of the fire. To make this easier the ideal log length will be the length the stove's combustion chamber can accommodate in all directions, and of proportionate cross-section, to allow you to load wood in a "higgledy-piggledy" manner.

DO NOT BURN

Anything but dry, natural wood. Wood that has been painted, treated or has hinges, nails or any plastic attached will almost certainly emit toxic matter when burned. For similar reasons bonded wood products such as chipboard, plywood or fibre board must never be burned.

DO NOT BURN

Household waste. Many seemingly innocuous items like box packaging have been coated with glazes which will produce toxic matter when burned. One old video tape put on the fire will cause more pollution in a few minutes than a life time of wood burning. Not only will a fire burning rubbish pollute, the stove is not designed to contain such an assortment of sizes and weights and a flaming box falling from the stove when the door is opened will present an unacceptable fire hazard.

Stove Controls



Burn Rate Control

The rate at which the stove burns is controlled by adjusting the air entering the stove. Moving the control from minimum to maximum increases the size of the air inlets, primary or secondary air, in the automatic combustion system.

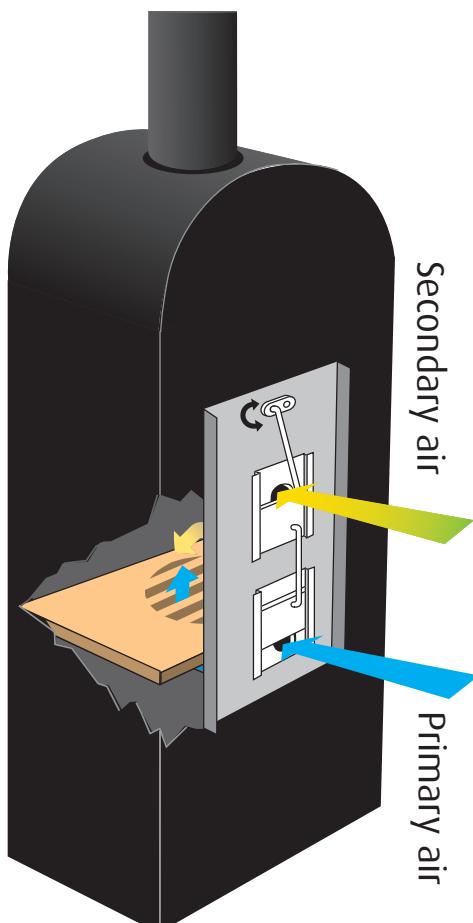
For the position of this control on the various stoves see the following pages which describe the lighting and operating of the stoves.

The Automatic Combustion System

A bi-metallic coil heated by the flue gases moves a cam which raises and lowers, dependant upon the heat of the flue gases, a plate or plates which exposes or closes the Primary air (lower inlet) and the Secondary air (upper inlet).

The three phases of a fire:

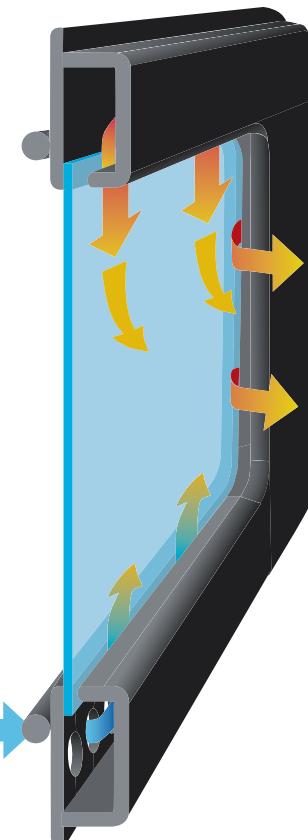
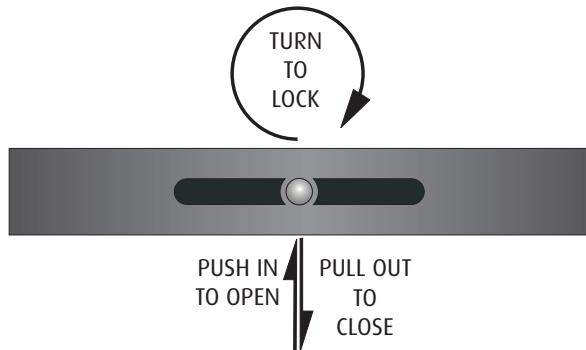
- 1) The lighting phase, where there must be an air supply at the top and bottom of the fire (secondary and primary air, respectively).
- 2) The combustion phase. At the ideal temperature of between 1000-1200° Celsius there is only a need for air above the fire, i.e. secondary air.
- 3) The burning-out phase. The temperature falls, the air supply above the fire is gradually reduced, and the lower damper opens, i.e. primary air.



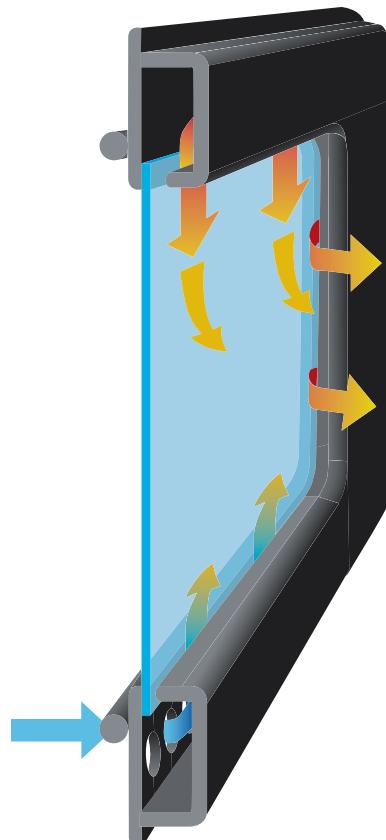
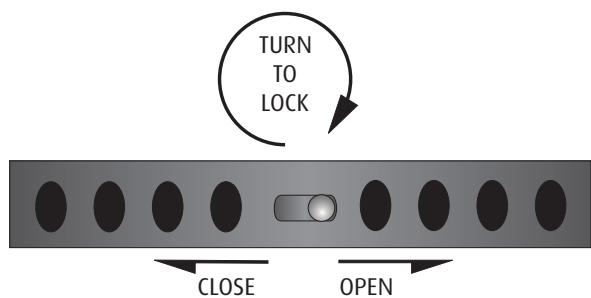
Clean Glass Air Wash

Air is drawn into the frame of the door where it is heated in air channels before it then passes over the inner surface of the glass, which minimises the formation of soot on the glass. The air wash control should not be closed, as this will cause soot to form on the glass. Once the stove has reached its operating temperature the control should be set in its mid position.

Control for the Beethoven, Beethoven H, Mozart, Ravel, Vivaldi & Hwam 30

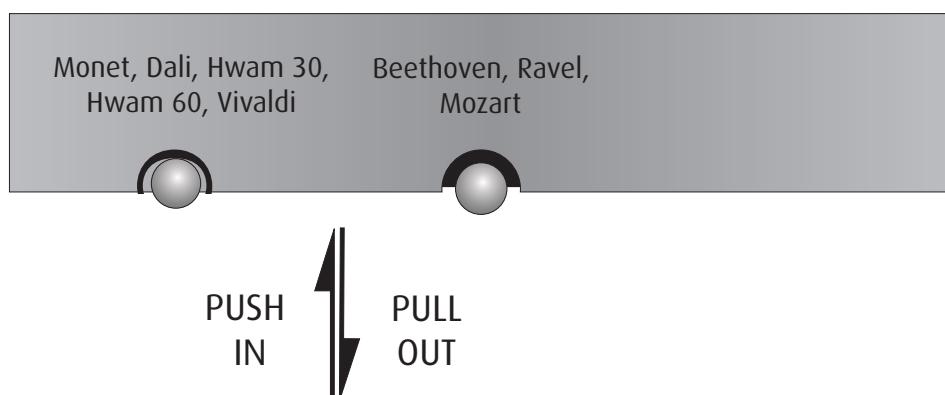


Control for the Monet, Monet H, Dali & Hwam 60



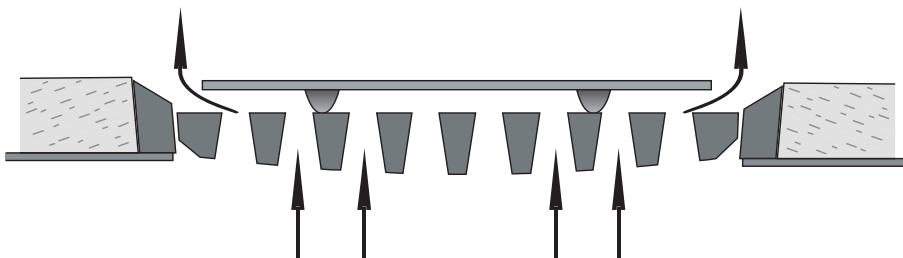
Riddling Rod

The rod is pulled out and pushed in to oscillate the grate, so shaking ashes into the ash pan below. The riddle rod is situated on the front of the stove below the main firebox door and above the ash pan door.



Grate Cover Plate

Your HWAM stove is supplied with a loose cover plate for the riddling grate. This is a 3 mm thick steel plate. It is placed on top of the riddling grate and prevents the embers from falling into the ash pan. The cover plate is raised approx. 8 mm above the grate, thus ensuring that the automatically controlled primary combustion air is distributed evenly at the base of the combustion chamber.



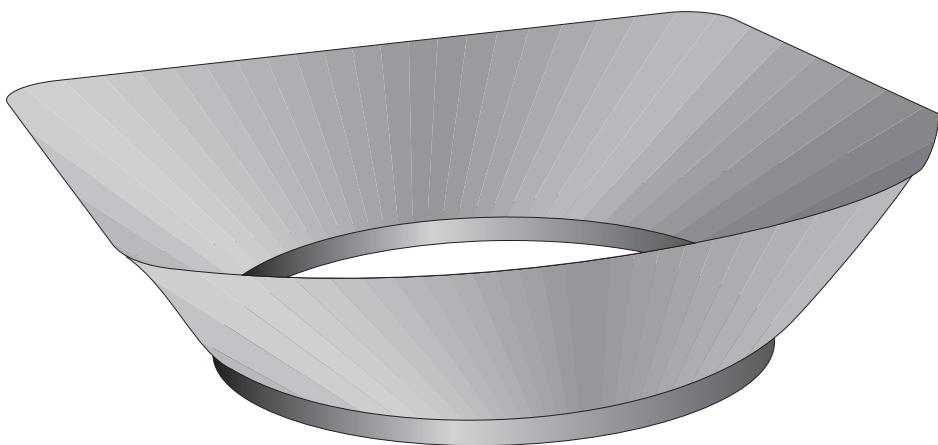
Smokeless Fuel Hopper (optional accessory)

When burning smokeless fuels it is imperative that the grate cover plate (see above) is removed and the smokeless fuel insert is placed on top of the grate. If you burn smokeless fuels without using the fuel hopper irreparable damage may be done to the stove.

The air wash control for clean glass should be set to the minimum open position when burning smokeless fuel.

Do not over fill the insert with smokeless fuel.

Part No. HW99-0600
Beethoven, Dali, Monet, Mozart, Ravel & Vivaldi



First Lighting of the Stove

When you light the stove for the first few times it should be with small fires increasing in size, as all the materials must be given time to adapt to the effects of heat. The paint on the body of the stove will be fully hardened after the stove has been cured, however the door and the ash pan should be opened very carefully before this as there will otherwise be a risk that the gaskets will stick to the paint.

Curing

The paint may initially give off unpleasant fumes and an odour, so make sure that the room is well ventilated. The paint will be soft, so care must be taken with the stove for the first 6-8 firings. This is called curing and is not a fault of the stove and will stop.

Soapstone Finish

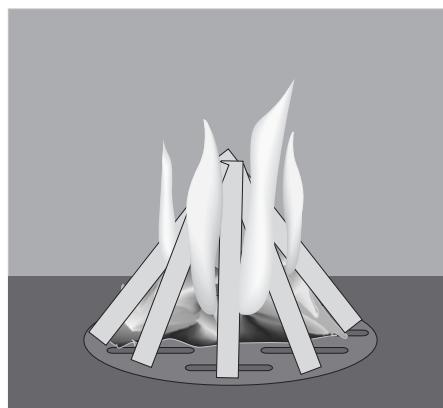
Soapstone must gradually be conditioned to heat. Soapstone may contain water, which is why you must be cautious when you fire your stove for the first time to keep the fire low for the first two hours. This will allow the soapstone to dry slowly and release the tension in the stone without any damage to the soapstone.

We recommend following the procedure below:

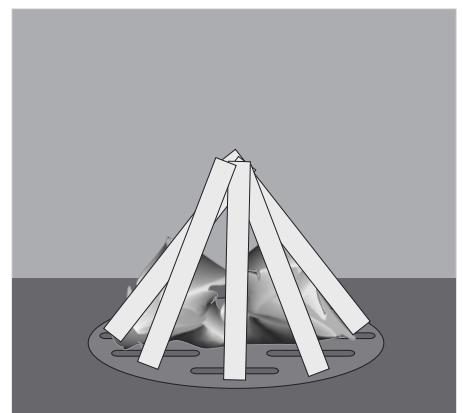
First firing

Place two lightly crumpled sheets of tabloid sized newspaper in the stove. Then lean some small, extremely dry kindling with a diameter of between 3-5cm vertically against the paper in a conical formation, leaving space between each piece and light it. Make sure the air controls are set to maximum and leave the door of the stove slightly open. Keep the door slightly ajar until the kindling is burning brightly, then shut the door.

Do not leave the stove unattended with the door open.



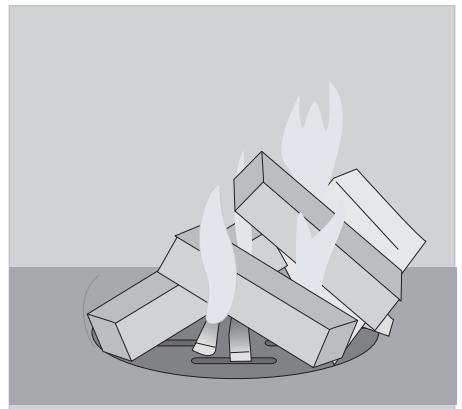
After it has been lit and when it is burning well, add a similar amount of kindling.



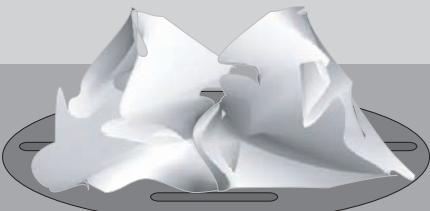
Adjust the air inlet control to mid/low setting.

Using small logs keep the fire burning low for two hours then gradually build up the fire.

Always use the glove supplied with the stove when loading with fuel or operating any of the controls or handles.



General Lighting and Operation



Lightly crumple two tabloid sized pieces of newspaper and lay them in the middle of the grate.

Resist the temptation to use more paper than this, or to crumple it too tightly; doing either will prevent the rapid development of flames and will cause smoke to be produced.

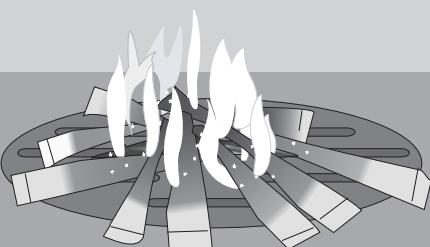
The kindling wood should be placed over the paper so as to rest against each other in a conical formation, leaving space between each piece.

Set both the air wash control and the burn rate control lever to their maximum setting.

Light the paper using a long match or spill and leave the stove door open, slightly ajar.

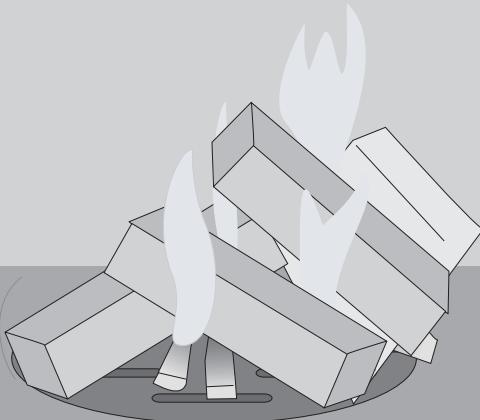
The lightly crumpled paper will begin burning rapidly and the space between the kindling will allow the long bright flames to pass between and over the wood raising it to its ignition temperature.

Keep the door slightly ajar until the kindling is burning brightly. Then shut the door. Never leave the stove unattended with the stove door open.



As the cone of kindling burns it will collapse and the inner ends of the wood will begin to char and glow.

Wait until the kindling is burning at its maximum rate before moving onto the next stage.



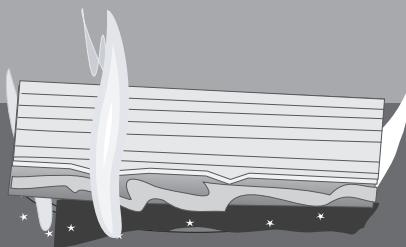
Wearing the stove glove place a few logs larger than kindling wood over, but not smothering the kindling.

When the previous loading of wood is burning brightly add two larger split logs to bridge the fire. Always avoid putting wood directly onto wood burning with flame, try and leave air space under the wood for the flame to form, because the new, cold log will tend to cool the fire.



Reduce the burn rate control setting when the fire is established to the desired heat output and set the air wash control to the mid setting. See the individual lighting and operating instructions for the stoves on the following pages.

Putting new logs bark side down, will give you both maximum efficiency and best visual effect as it begins to burn.



At the rear of the combustion chamber you will observe that there are a series of holes or slots, these are there to allow air into the combustion chamber and should NOT be covered at any time

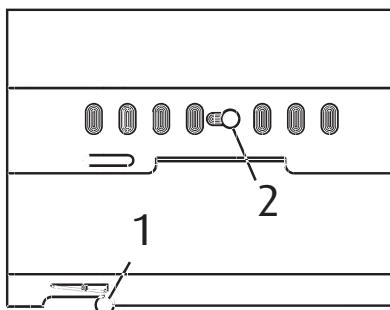
Lighting and Operation of the Beethoven, Beethoven H, Monet, Monet H, Mozart, Ravel, Vivaldi, Hwam 30 & Hwam 60

Air inlet controls

Monet, Monet H, Dali & Hwam 60

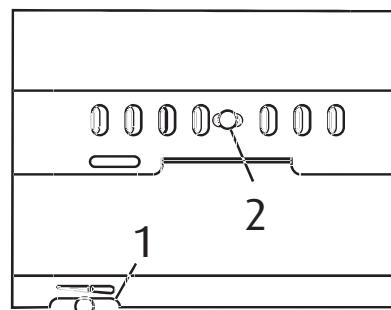
Diagram

A1



Diagram

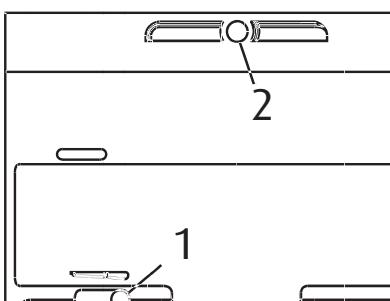
A2



Beethoven, Beethoven H, Mozart, Ravel, Vivaldi & Hwam 30

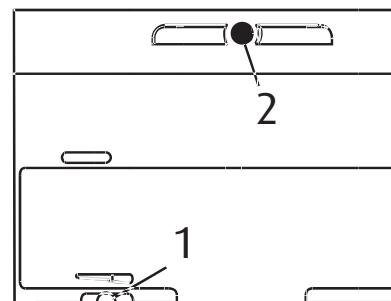
Diagram

A1



Diagram

A2



Lighting

(Diagrams A1)

The regulation rod (1) is pushed farthest to the right and the sliding air wash damper in or under the door (2) is opened completely.

Follow the general lighting instructions on pages 8 and 9.

Keep the fire box door slightly open until there is no condensation on the glass (approx. 5-10 minutes) then shut the door.

The stove should never be left unattended when the fire box door is open.

When all the fire has established, the burn rate control rod (1) should be pushed to the middle position as should the sliding air wash damper (2).

Important!

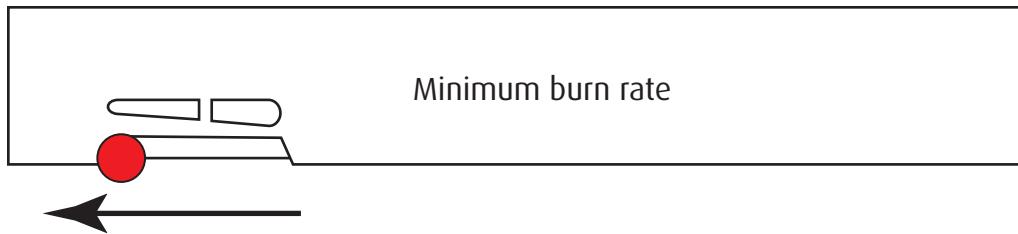
Do not open the ash pan door when lighting the stove and always keep it closed when the stove is in use, otherwise you may destroy the automatic combustion control.

Continuous Operation (Diagrams A2)

When the kindling is burning at its maximum rate, and a bed of embers has been formed, you can reload the stove with dry seasoned split logs.

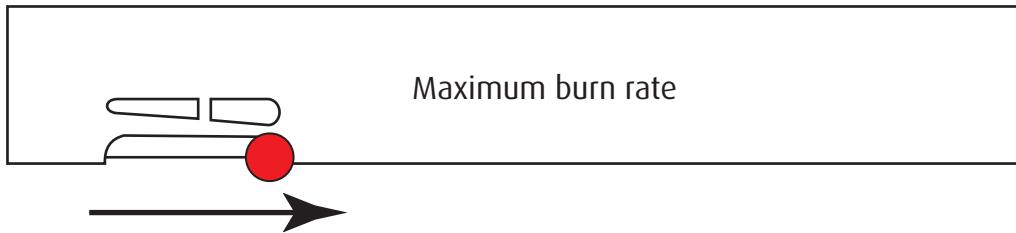
A bed of embers is when all the bottom is covered, and the embers glow in a ring around the riddling grate. Place at least two logs in the stove.

Once lit the sliding air wash damper (2) is set to the middle position (see page 5). When in continuous use, no further adjusting is necessary, this is done automatically. However, the temperature can be adjusted up or down by the burn rate control knob (1).



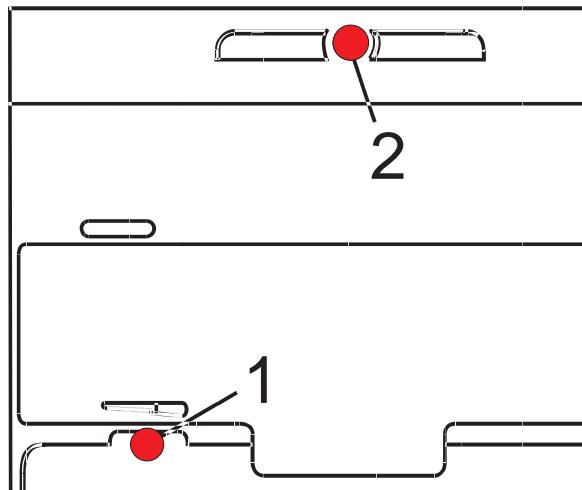
Moving the control knob to the left reduces burning and prolongs the burning time.

Moving the control knob to the right rises the temperature and reduces the burning time.

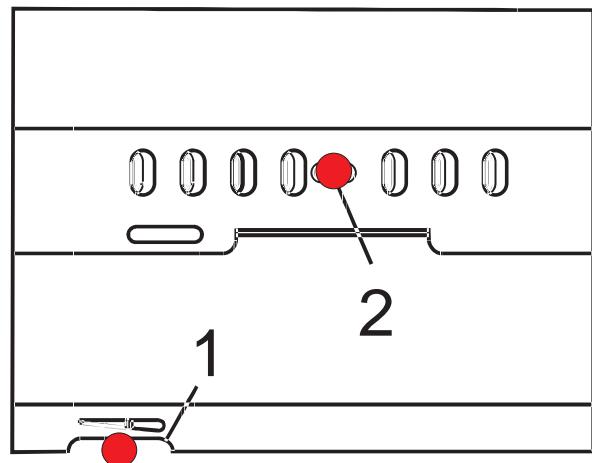


(Diagrams A3)

With both dampers in the middle position, the highest efficiency is achieved.

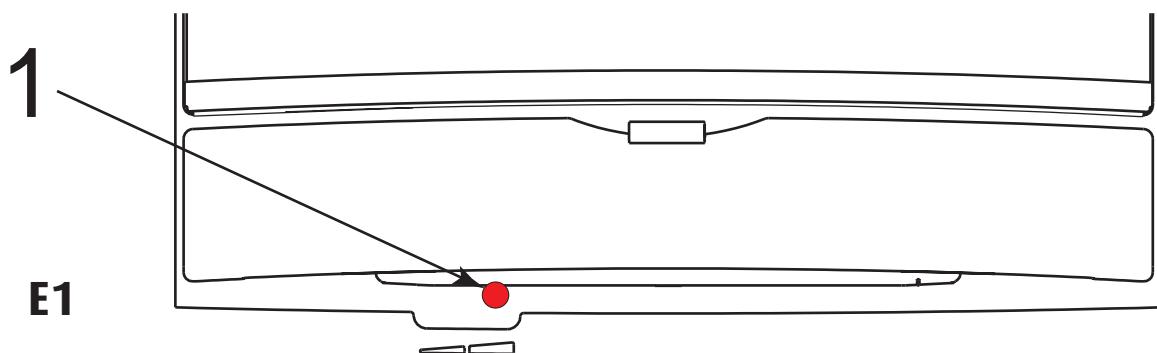


A3



Lighting and Operation of the Figaro

Air inlet controls



Lighting (Diagram E1)

The control knob (1) should be pushed to the far right (max. primary air). Lay about 2-3 logs worth of split kindling sticks in the stove. Place 2 pieces of firelighter amongst the upper layer of kindling. Light these and allow the fire to spread gradually. Keep the door ajar until no further condensation appears upon the glass (about 5 minutes). Then close the door.

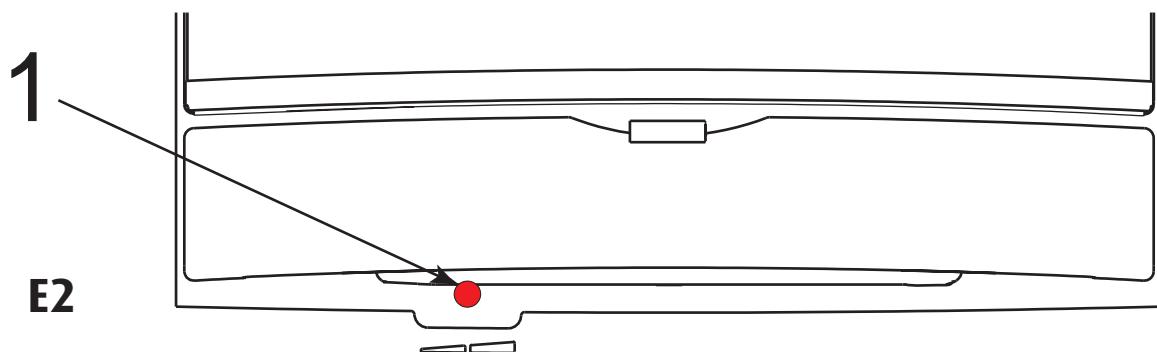
The stove should never be left unattended when the fire box door is open.

Once all the kindling is well alight, adjust the control knob (1) to the central position (diagram E2).

If the fire damps down when you regulate downwards, then it is too early. Move the control knob to the right again until the fire has taken better hold. Allow the kindling to burn down completely until there are no more flames visible.

Important!

The ash drawer must not be opened during the lighting phase and should always be closed when the stove is in use, or the automatic air regulation system could be damaged.



Continuous Operation

(Diagram E2)

When yellow flames are no longer visible and a good bed of glowing embers has been established, further fuelling can be carried out.

A good bed of glowing embers is when the pieces of wood break down and the embers shine through the riddling grate.

Put in 2-3 new logs.

There is no need to further regulate the stove, as this will be done automatically.

The temperature, however, can be regulated up or down using the control knob (1).

Moving it further to the left reduces combustion and extends the burning time. Moving it to the right increases combustion, thus reducing the burning period.

General Maintenance of the Stove

Ash Removal

The ash pan should NOT be removed and emptied when the stove is operating. Removal of the ash pan when the stove is lit will allow unregulated air to enter the stove which can damage the automatic combustion control system.

Do not allow ash to block the combustion air slots/holes at the rear of the combustion chamber. We recommend that these slots/holes are vacuumed regularly.

The embers within the ashes may remain alight for up to 24 hours after the stove has gone out, so they must be disposed of in a non combustible container.

Cleaning the Stove

Cleaning the Glass

Before attempting to clean your stove's glass the stove must be extinguished and allowed to cool, as for safety reasons it would be potentially unsafe to attempt cleaning when the stove is operating or still hot.

The glass in your stove is specially formulated to withstand the very high temperatures and proprietary glass cleaners are not recommended as their compositions may contain chemicals that will weaken or etch into the glass.

Newspaper moistened with water to which a little vinegar has been added will normally remove most staining, but for really stubborn marks, gentle polishing with fine steel wool lubricated with a few drops of dish washing detergent will need to be employed. Great care must be taken not to clean the glass too vigorously as particles of grit may have adhered with the stain and these could cause scratching if dragged across the glass. However well the stove burns it will eventually become necessary to clean the glass, but if cleaning becomes necessary too often we advise you to review your operating procedures to determine whether cleaner and more efficient combustion can be achieved.

Check the condition of the seals around the glass regularly for signs of leakage, replace only using the manufacturer's sealing gaskets.

The Stove Body

Any maintenance of the stove should only be carried out when it is cold. Daily maintenance is limited to vacuum cleaning the stove externally, using the soft brush attachment. You can also dust the stove using a dry, soft cloth or brush, but only when the stove is cold.

Maintaining Painted Surfaces

If the stove is scratched, or the paint flakes off over time, it can easily be repaired with fine emery paper and a special spray paint.

Spray Paint

Order product number HW99-0043BL for black surfaces, and HW99-0043GRY for grey surfaces

Once a year, the stove should be thoroughly serviced by a suitably qualified heating engineer. The combustion chamber should be cleared of ashes and soot. Door and fittings should be lubricated using a copper-based grease. The rope seals on the doors and glass should be replaced before the start of a new heating season. The instructions for this can be found in the installation instructions supplied with the stove.

Maintenance of Soapstone

What is soapstone?

Soapstone is a natural material, a natural stone, which absorbs and stores heat effectively. The result is that the heat from the stove is given off over a longer period of time.

There are different types of soapstone. The type is determined by the composition of minerals of the stone e.g. talcum powder, magnesium and chloride. This results in different shades and structures in areas and lines of the stone.

Soapstone must gradually be conditioned to heat. Soapstone may contain water, which is why you must be cautious when you fire your stove the first 3 times. For each time the temperature may be increased. This will allow the soapstone to dry slowly and release the tension in the stone without any damage to the soapstone. See the first lighting instructions at the beginning of these instructions, page 7.

Maintenance of soapstone

Cleaning the soapstone can be done with a pH neutral (pH7) cleanser.

- The soapstone must be at room temperature.
- Moisten the stain with undiluted cleanser and leave it to soak for a few minutes.
- Wash the surface with clean, hot water.

Difficult stains can be removed carefully with acetone or colourless spirit. Be careful not to get these solvents onto the painted surfaces of the body of the stove as they will remove the paint.

Alternatively the stains can be sanded with very fine sanding paper. If the soapstone is sanded with water and wet sanding paper it is possible to obtain a smooth surface.

Repair of small scratches or strokes, can be made by using very fine sanding paper.

- The soapstone must be at room temperature.
- Sand the surface with very fine sand paper until the scratch has disappeared – remember to use a sanding block to ensure an even surface.
- Polish with water and wet very fine sand paper if a smooth and even surface is desired.

In case you have more than one soapstone on your stove, all stones can be polished to an even result.

Maintenance of Granite

What is granite?

Granite is an igneous rock. It is formed as a result of the slow crystallisation of molten magma at depth in the earth's crust. Granite is one of the oldest, most durable and most respected of building materials. Traditionally, it is the material chosen by both architects and engineers when permanence, enduring colour and texture, and complete freedom from deterioration and maintenance are prime requirements.

Maintenance of granite

Granite must not be rubbed with abrasive materials instead, wash with clean warm water to which a non-abrasive light neutral detergent (pH7) may be added. Rinse with clean warm water and dry with a chamois leather or similar.

Maintenance of Tiles

Crackling of tiles surface

Cracks will appear on the surface of tiles giving a crackling appearance, this is not a manufacturing fault but a natural feature of the tiles surface. Crazing takes place when the top transparent glaze crackles. The crackling of the glaze happens over time as the transparent glaze expands and contracts with the heat from the stove.

Maintenance of the tiles

To avoid dirt entering the pores created by the cracks they should only be cleaned when cold. Wipe them with a dry, soft cloth and **do not** use detergent.

Other Maintenance

The stove must be cleaned of ash and any tarring as often as your use of the stove dictates. All deposits on the stove interior will insulate the stove body from the fire and will reduce the stove's efficiency. Flue ways which become choked will not only reduce the stoves performance but can become a serious health risk if the flue is not taking away all the gaseous products of combustion. It is important that all the stove seals are replaced when any signs of wear are apparent or they become degraded and that only parts approved by Hwam/Euroheat are fitted, these may be obtained from local retailer or directly from Euroheat.

Summer Shut Down

At the end of each heating season the entire installation should be thoroughly cleaned and examined for soundness, this should include having the flue examined by a registered sweep. The stove interior should be coated with a moisture repellent such as WD40. All operating mechanisms should be lubricated; this applies particularly to the door handle mechanism and latching blades. Details of the service procedure are found in the installation instructions.

Always check for any flue blockage before lighting the stove after a prolonged shut down.

Faulty Operation

If poor fuel and haphazard operating procedures can be ruled out, excess or poor flue draught are the most likely cause of a badly performing stove. A flue draught manometer will identify these quickly, but the actual causes of things such as an unreliable flue draught may take some considerable time, even by an experienced engineer to identify. However, if the stove has never performed correctly, call back the installation engineer. If its performance has deteriorated, examine the stove and the flue for soot and debris accumulation, ensure the door and glass seals are sound before contacting the engineer.

The Flue

The installation guide recommends that your chimney is lined and insulated because the efficiency of the stove allows only the minimum of heat to be lost through the flue. A badly insulated or an oversized flue may cause problems if humid flue gases cool and form an acidic condensate on the surface of the flue. This may manifest itself as blackened water appearing beneath the flue pipe or discolouration on the chimney breast. Even if your flue is correctly lined it is advisable to run your stove at a high setting to thoroughly warm the flue periodically and ensure it is swept regularly.

National Chimney Sweeps Association
Telephone 01785 811732

For additional chimney information see the installation guide included with the appliance or contact the Solid Fuel Association (see yellow pages).

Operational Problems

Blackened glass

The wood is too damp. Only use wood stored for at least 12 months under cover and with a moisture level not exceeding 25%.

Insufficient intake of secondary air for the glass air wash.

Open sliding damper under the door (Monet, Monet H, Dali and HWAM 60) or in the door (Beethoven, Beethoven H, Ravel, Vivaldi, Mozart and HWAM 30).

Smoke in the room when opening door

Open the door slowly, a few millimetres at first, then gradually to allow the pressure changes within the stove to equal out.

Insufficient chimney draft. See the section on the chimney in the installation instructions or contact a chimney sweep. Soot door leaking or dislodged. Replace or refit.

Never open the door when there are still flames on the wood.

Uncontrollable combustion

Faulty seal in door or ash pan. Fit new seal.

If there is an excessive chimney draft, it may be necessary to fit a draught stabilizer or a stabilizing cowl (See installation instructions).

If the steel plates in the combustion chamber develop scales or become deformed, this is due to excessive heat caused by over firing the stove. This can be caused by excessive chimney draught, incorrect operation of the stove or incorrect fuel type, e.g. a petroleum coke based product. If over firing is evident contact your local retailer who can advise you on the most suitable remedy.

Fulmination

A stove may sometimes give off a loud noise, and this is known as fulmination.

Most stoves will make a "ticking" sound when heating up and cooling down. In a few cases this normal ticking will be replaced by a number of loud bangs. This is due to tension in the construction which is released during heating and cooling and has no practical significance for the function of the stove and does not constitute a safety risk or a fault in the construction of the stove.

In some cases it may be possible to remove this tension by allowing the stove to heat up very quickly.

Cracked glass

The glass in the stove door is a special ceramic glass that can stand extremely high temperatures, but it is particularly sensitive to knocks and blows at high temperatures and when heating up and cooling down.

So if the door is closed with a bang or is subjected to knocks and blows in other ways, there is a high risk that the glass will crack – typically at the corners where it is secured to the door.

If an accident should happen it is possible to order a repair kit containing glass, gaskets, etc., and instructions for replacing the glass from your local retailer or directly from Euroheat.

White or opaque glass

If the glass becomes white and opaque and cannot be cleaned as normal, it may have been damaged.

The glass in the stove door is a special ceramic glass that can tolerate gentle flame impingement, however fierce flames which are directed onto the glass will cause it to revert irreversibly to its original opaque state. Never burn any manufactured wood based products bonded with adhesive such as chipboard, burn only natural unadulterated wood as manufactured by nature and only smokeless fuels which have been approved for use in an enclosed appliance.

The combustion chamber lining has cracked or broken

The fireproof Skamolex lining in the combustion chamber is made of vermiculite, which is a specially manufactured material that can withstand very high temperatures and also provides efficient insulation and thereby ensures the optimum temperature and combustion in the combustion chamber.

The material is porous and cannot withstand knocks or blows.

Cracks are usually caused by a blow to the material with a piece of wood or similar.

This is not detrimental to the insulating effect as long as the stones are still correctly placed in the stove.

The liners should be replaced when they have been worn down to approximately half their original thickness.

After this they will no longer provide proper insulation and can therefore do not ensure the correct combustion temperature, nor can they protect the stove against the high temperatures in the combustion chamber.

The doors sag/are crooked

When delivered from the factory the doors are always adapted to the individual stove and the closing mechanism functions perfectly.

The doors will continue to hang as they should with normal use throughout the lifetime of the stove, but if they are subjected to knocks and/or twisting, or if the handle is pressed down each time the doors are closed, for example, there may be a risk that they will begin to sag over time.

If this happens the doors can easily be straightened with a "hinge straightener" on the same principle as with an ordinary door. If you do not feel able to straighten up the doors yourself, your stove distributor will be able to help you.

Great care should be taken when straightening hinges, as excessive force may cause them to break.

The door will not open

If the door cannot be opened, this will normally be due to the heat of and tension in the material.

Wait until the stove is cold and try again.

In very rare cases the closing mechanism on the door may have broken.

This will make it necessary to obtain the help of your stove distributor.

Rust

The stove will not rust if it is correctly installed and connected. When the inside of a stove rusts this is often due to the fact that it is exposed to dampness from the chimney when not in use during periods of warm wet weather.

To minimise this risk, the stove can be lit during these periods to ensure that it is thoroughly dry inside. In some properties, where the temperature is often low indoors during the winter, the temperature in the combustion chamber can become so low that water from the stationary air will condense on the metal surface of the stove. This water may lead to a rust attack.

To avoid this we recommend ensuring there is a draught through the stove, possibly by allowing the air supply to the stove to remain slightly open during the winter. The metal surfaces within the stove can also be sprayed with "WD40" or a similar water repellent to protect them from the effects of moisture.

If the outside of the stove rusts, this will generally be because it has been stored in damp surroundings for a longer period of time and water has been able to form on its surface.

If this does occur, it is possible to order a spray paint to match the colour of the stove.

Order product number HW99-0043BL for black surfaces, and HW99-0043GRY for grey surfaces.

Spare Parts

Model	Part Description	Part No.
Vivaldi Mozart Beethoven Beethoven H Ravel Hwam 30	Glass incl. gaskets	HW22-0741
	Set of Skamolex without smoke plate*	HW22-0463
	Smoke plate*	HW22-0464
	Cover plate for grate	HW22-0350
	Grate and frame, round (not Hwam 30)	HW22-0742
	Gasket set for door and ash pan	HW22-0744
	Gasket for glass	HW22-0900
Hwam 30	Grate	HW22-0143
Dali Monet Monet H Hwam 60	Glass incl. gaskets	HW22-0384
	Set of Skamolex without smoke plate*	HW22-0390
	Smoke plate*	HW22-0598
	Cover plate for grate	HW22-0350
	Grate and frame, square	HW22-0802
	Gasket set for door and ash pan	HW22-0144
	Gasket for glass	HW22-0900
Figaro	Glass incl. gaskets	HW22-0064
	Set of Skamolex without smoke plate and front plate*	HW22-0063
	Smoke plate and front plate*	HW22-0688
	Cover plate for grate	HW22-0350
	Grate	HW22-0143
	Gasket set for door and ash pan	HW22-0065
	Gasket for glass	HW22-0900

* Skamolex is also known as "mica", it is the light coloured material lining the combustion chamber

* The Smoke Plate is the large Skamolex or Mica board at the rear of the combustion chamber

Typical Refuelling Intervals at Nominal Heat Output, Intermittent Operation

Model	Heat Output Nominal Wood	Refuelling Interval Wood	Smoke Control Exempted with wood
Beethoven	4.5kW	72 Minutes	Yes
Hwam 30	4.5kW	72 Minutes	Yes
Vivaldi	4.5kW	72 Minutes	Yes
Mozart	4.5kW	72 Minutes	Yes
Ravel	4.5kW	72 Minutes	Yes
Monet	5.7kW	64 minutes	
Dali	5.7kW	64 minutes	
Hwam 60	5.7kw	64 Minutes	
3310	5kW	72 minutes	
3320	5kW	72 minutes	
Figaro	6kW	58 Minutes	



**SMOKE
CONTROL
APPROVED**

Declaration

The information provided for the room heater fuelled by wood and Lignite (solid mineral fuel), has been measured as specified in EN13240:2001 and EN 13240-A2:2004.

Hwam and Euroheat have a policy of continual research and development and reserve the right to modify its appliances without prior notice.

We make every effort to ensure that the information provided in this document is correct and accurate at the time of printing. Continued updates occur to adapt documents to customer requirements and appliance changes. For the latest editions of all Euroheat documentation visit our web site www.euroheat.co.uk.

We would request that you inform Euroheat of information which you feel is not provided in this document which would assist other users in the future.

Welcome to the world of real Stoves

Euroheat Technical Team