



OPERATION AND INSTALLATION MANUAL

WOOD-BURNING & SMOKE EXEMPTION MODELS

WILLOW FREESTANDING MODEL WOOD STOVE

MODEL 0202 F

Manual



PLEASE RETAIN THIS GUIDE FOR FUTURE REFERENCE



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MENDIP STOVES WARRANTY

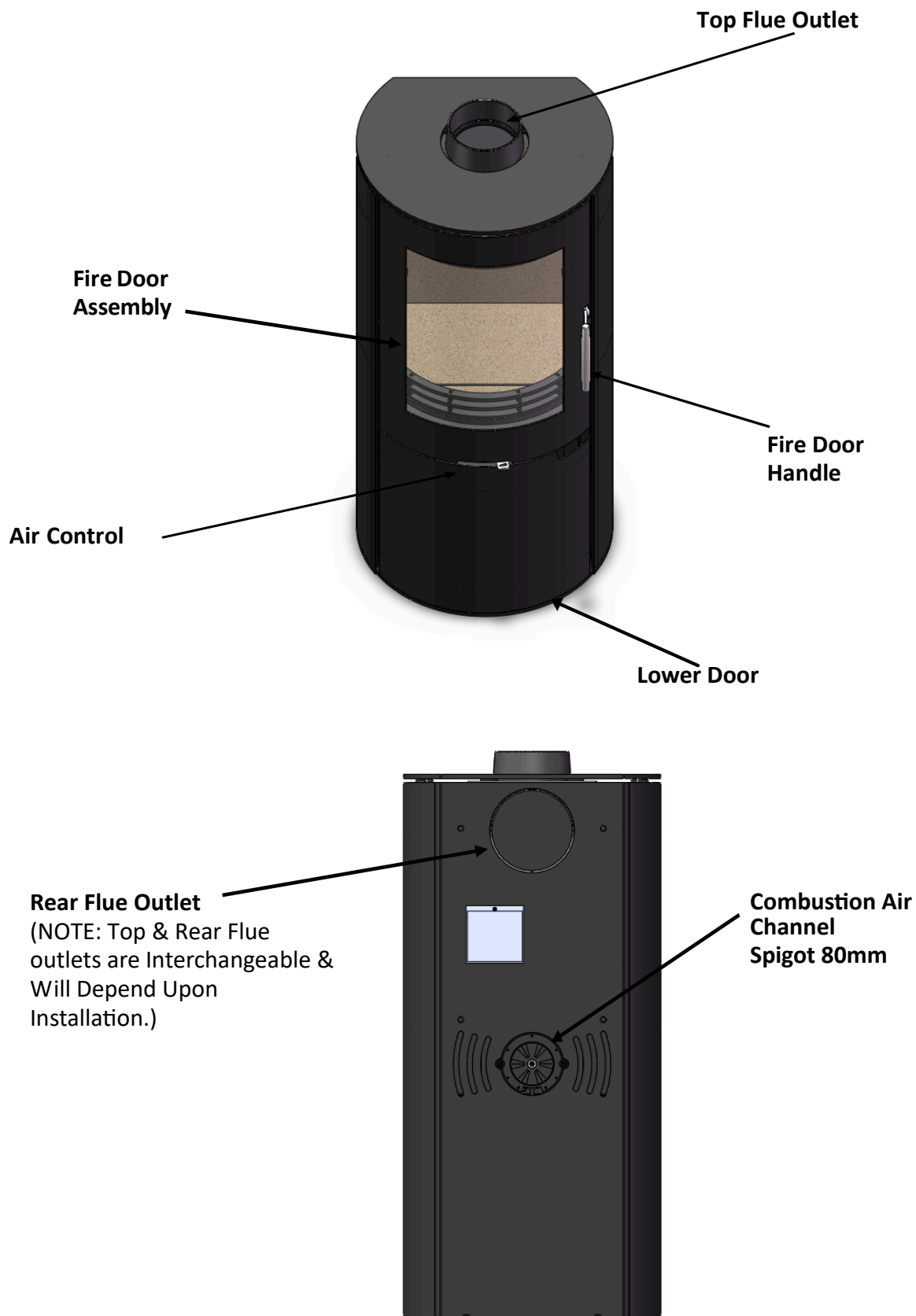
5 Year Extended Warranty

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

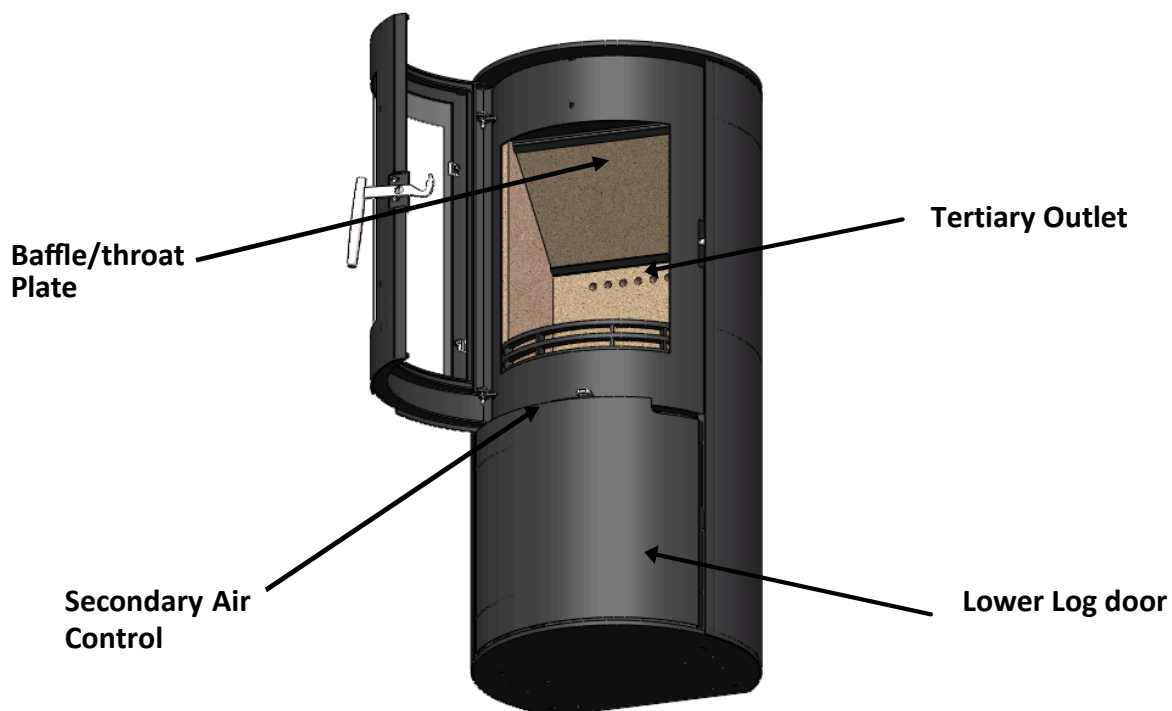
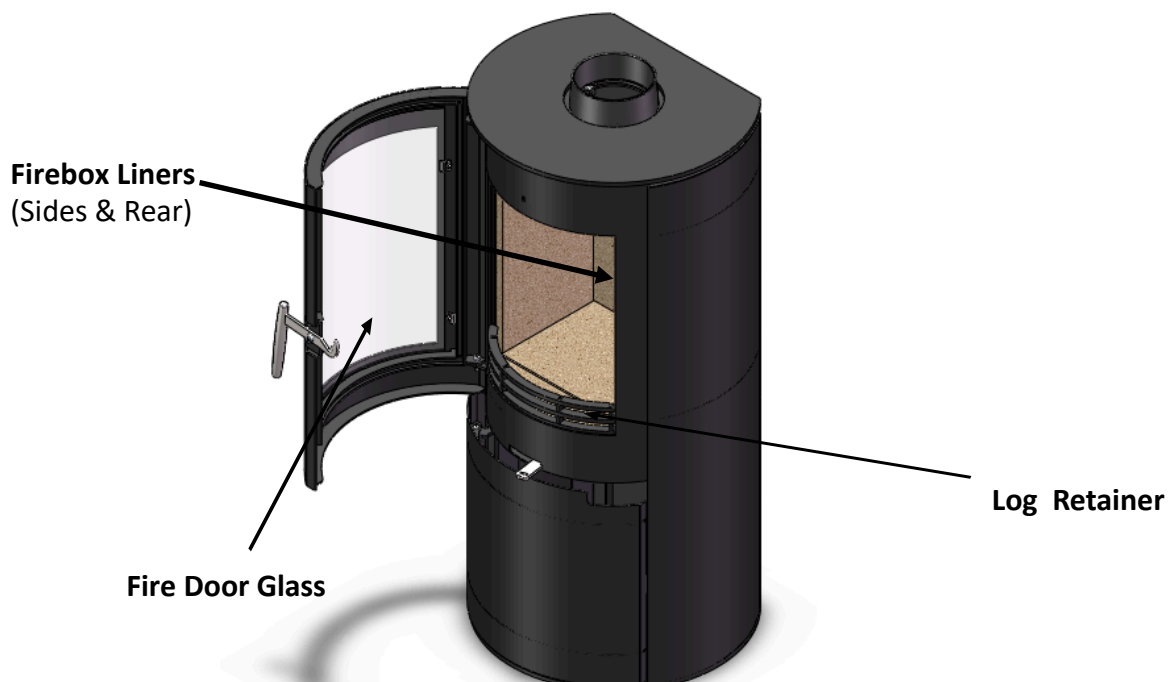
Register online today to activate warranty: online. <http://www.mendipstoves.co.uk/SIT/stoveregistration>

1.Identifying your stove

1.1 Identifying parts & terminology of your stove-External



1.2 Identifying parts & terminology of your stove-Internal



2. Warnings

2.1 Important Warnings

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

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

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

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

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

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

3. Health & Safety

3.1 Health & Safety Practice

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

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

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

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

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

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

4. Installation Requirements

4.1 Hearths and Recesses

The stove must be installed on a surface with adequate load-bearing capacity. If the existing construction is insufficient, appropriate measures (e.g., a load-distributing plate) should be taken.

Hearth Requirements

- The hearth must be flat and stable to provide a firm seating surface. Uneven materials such as stonework, loose tiles, or bricks may require additional preparation.
- The stove must be installed on a non-combustible surface at least 150mm thick, unless otherwise specified by Building Regulations.
- This stove is suitable for use on a 12mm non-combustible hearth.
- The hearth surface must be free of combustible materials. In buildings with solid concrete or stone floors, the floor itself may suffice, but clearly mark the hearth area to prevent encroachment by floor coverings.

Wall & Surrounding Considerations

- Hot air may cause staining and cracking on walls above the stove, similar to areas above radiators.
- To minimize this, install reinforcing expanding mesh at least 220mm above and across the full width of the stove.
- Use heat-resistant plaster and allow sufficient drying time before using the stove to prevent cracking.

Following these guidelines ensures a safe, stable, and long-lasting installation.

4.2 Combustible Materials

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

4.3 Air For Combustion

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

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

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

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

5. Flue And Chimneys

5.1 Requirements

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

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

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

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

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

5.1 Requirements : continued

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

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

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

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

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

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

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

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

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

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

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

6. Installing The Stove

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

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

6.1 Unpacking Your Stove

1 : Remove the outer packing

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



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



3: Fit the Log retainer bar as shown

6.2 Removing the Baffle plate and liners

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

6.3 The Flue Spigot Outlet

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

6.4 Flue Blanking Plate

The blanking plate, will be supplied fitted to rear exit position in the stove. This can be fitted to either outlet on the appliance and is dependent upon the installation requirements.



IMPORTANT INFORMATION

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

6.5 Blanking Plate & Flue Collar Installation

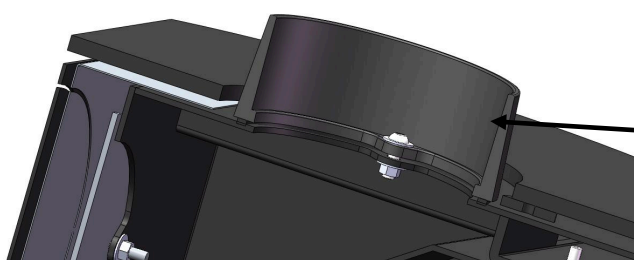
The **blanking plate** is pre-fitted to the **rear exit** of the stove but can be repositioned to the **top outlet** if required. To transfer it:

1. **Remove the plate** – Unscrew the **M6 nuts and washers** (studs are factory-fitted; no bolts needed).
2. **Reposition it** – Align with the **top outlet**, ensuring the **self-adhesive rope seal** is in place for an airtight
3. **Secure the plate** – Reattach the **M6 nuts and washers**, tightening firmly but not over-tightening.

The **flue collar** is **not pre-fitted** and is supplied separately. To install:

1. **Position it** over the chosen outlet (top or rear).
2. **Secure it** using the provided fixings, ensuring a proper seal.
3. **Check for leaks** and ensure all components are tightly fitted.

This setup allows for flexible installation while maintaining a secure, airtight connection.



Spigot

Fig. 1. Flue & Spigot Fitting

6.6 Firebox Liner Panels

All models of the Willow range, use vermiculite panels to the side, back and base of the appliance. The stove will be delivered with the liner panels in situ; however it may be easier to remove these during installation.

7. Commissioning the stove

7.1 Checklist

- Ensure the chimney is functioning properly, with all smoke and fumes safely vented through the chimney terminal.
- Inspect all joints and seals for any signs of leakage.
- Clean the exterior of the appliance while cold using a lint-free cloth or a soft brush to prevent stains from becoming baked on.
- Check the flue draught, which should be within the recommended range of 10–20 Pa (0.1–0.2 mbar).
- If necessary, consult a qualified professional with the appropriate knowledge and equipment to perform a flue test.
- Install a Carbon Monoxide alarm between 1m and 3m from the appliance, positioned approximately 150mm below ceiling level.
- In households with children or vulnerable individuals, use a fireguard that complies with BS 8423:2002.
- -A notice plate should be installed, providing details on the hearth, fireplace, flue, or chimney's performance characteristics.

Customer Guidance

- When instructing the customer, ensure they understand:
- How to use the air control lever effectively.
- The necessity of maintaining adequate ventilation in the room.
- The importance of regular chimney sweeping and inspections.
- That a protective glove should be used when operating the stove.
- How weather conditions can impact the stove's performance.
- The need to use only the correct fuels for safe and efficient operation.

8.Before using your stove

8.1 Willow Stove – Important Operating Guidelines

The **Willow stove** is designed to be operated with the **fire door closed at all times**, except when refueling (when alight) or cleaning (when cold). Never leave the appliance unattended for an extended period with the door(s) open.

Pre-Lighting Checklist

- Before lighting the stove for the first time, please confirm 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 the throat plate** are correctly in place.
- The **chimney draw has been checked** and is within specification (**between 0.1mb to 0.2mb, or 10-20 Pascals**) to ensure efficient and predictable operation.
- A **Carbon Monoxide detector** is correctly installed in the same room as the appliance.
- Suitable **combustion and ventilation air provisions** have been made as per **building regulations** by the installation fitter.
- - If another heating source requiring air is used **simultaneously**, additional ventilation may be necessary.
- - If an **extraction fan** is to be installed in a connected area of the house after the stove installation, **seek professional advice** from a qualified engineer.

First-Time Use & Safety Recommendations

- Ensure you have **read and understood** these instructions before lighting the fire.
- Always wear **protective fire gloves** when refueling the stove. Keep the **hot glove** away from naked flames and sparks.
- We **recommend lighting a small fire** for the first few days of use. This helps **cure the paint**.

You may notice clicking or ticking sounds coming from your stove as it heats up or cools down. This is completely normal and occurs due to the natural expansion and contraction of the steel components as the temperature changes.

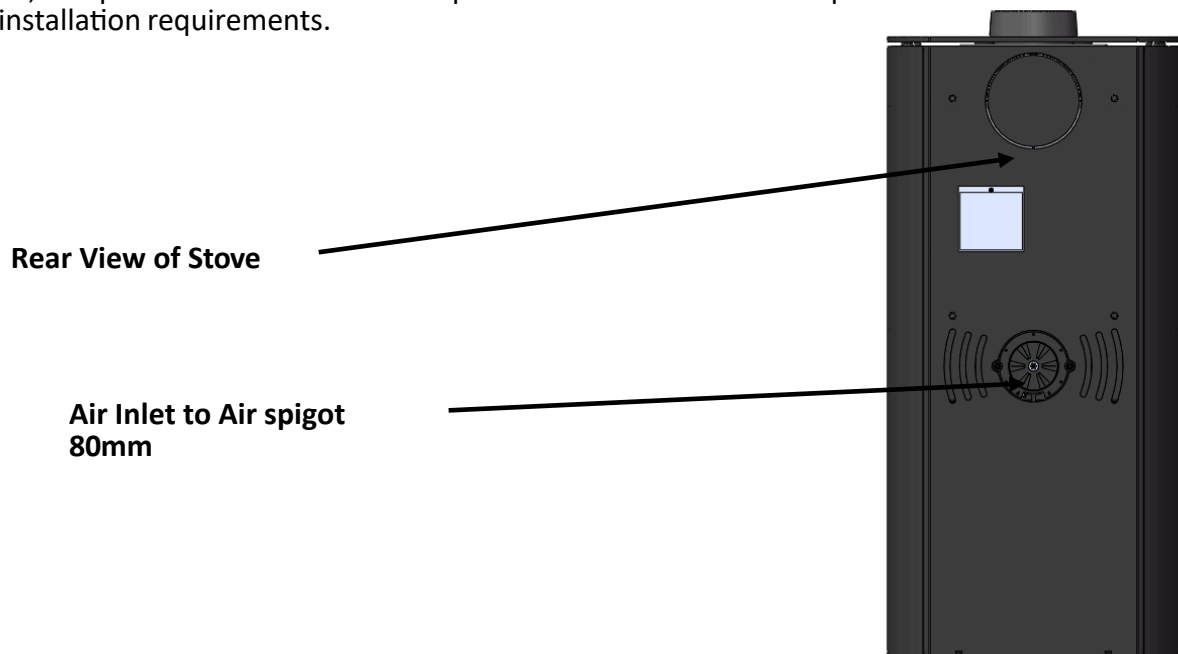
Weight & Nominal Heat Output for Wood

	LOG LENGHT			WOOD RELOAD	WEIGHT WOOD LOAD	MAX WOOD MOISTURE CONTENT
	MAX LOG LENGHT	SE DIMENSIONS	NO LOGS			
WILLOW	300MM	300 X 110x110MM	1	.75HR	1.25KG	LESS THAN 20%

9. Air inlet controls

9.1 Air Inlet

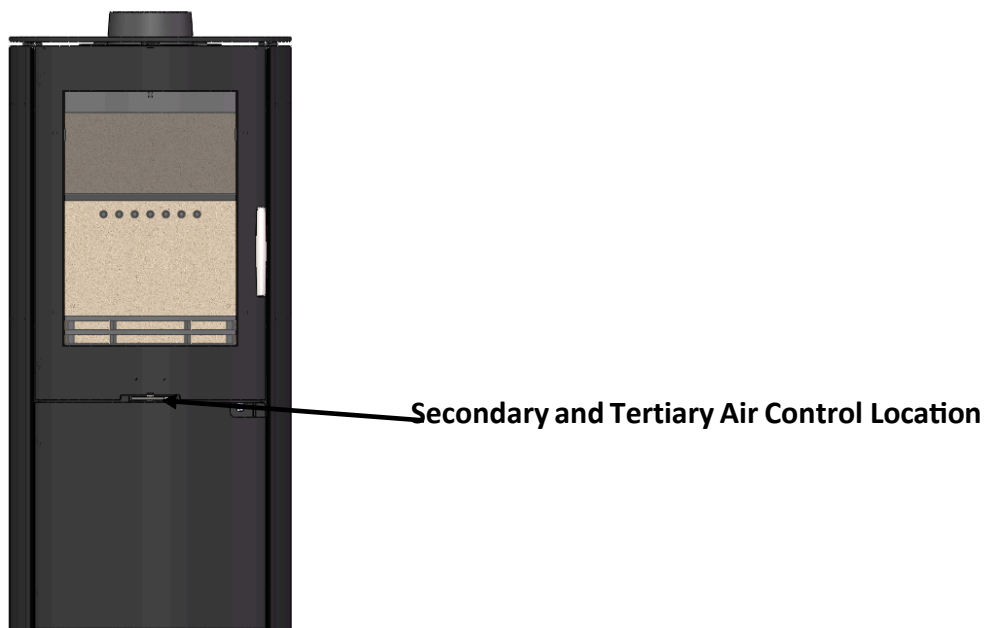
Your stove requires air to function, this enters at the bottom rear of the appliance. Depending upon installation, an optional direct air kit can be purchased as the connection point for the direct air feed/ducting, installation requirements.



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

9.2 Secondary air control

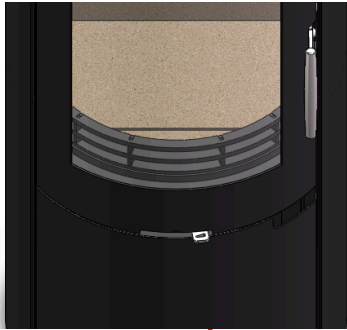
The secondary air control regulates the air entering the fire box chamber, supplying an over draught of air to the fuel bed, together with supplying air in front of the glass viewing panel within the door assembly. This is known also as the air wash system.



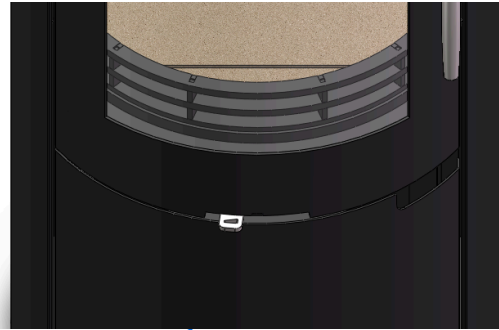
9.2 Secondary air control- continued

The control has an internal rotary plate with slots, housed inside the body of the appliance and is located below the right-hand corner of the fire door assembly, when looking at the front of the appliance.

Sliding the control knob to the out, as far as it will go, achieves the fully open position, see figure 2. Sliding it to the left will shut down/ reduce the air as shown in figure 3.



**Fig. 2. Fully Open Position
Right**



**Fig. 3. Closed/Reduced Position
left**

10. Lighting your stove

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



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

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

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

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

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

10.1 BURNING WOOD IN A SMOKE CONTROL AREA

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

The Clean Air Act 1993 and Smoke Control Areas

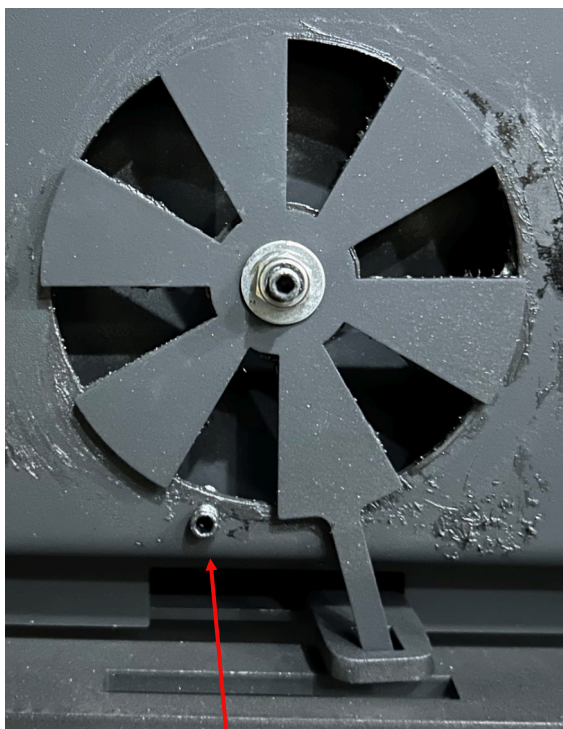
Under the Clean Air Act local authorities may declare the whole or part of the district of the authority to be a smoke control area. It is an offence to emit smoke from a chimney of a building, from a furnace or from any fixed boiler if located in a designated smoke control area. It is also an offence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

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

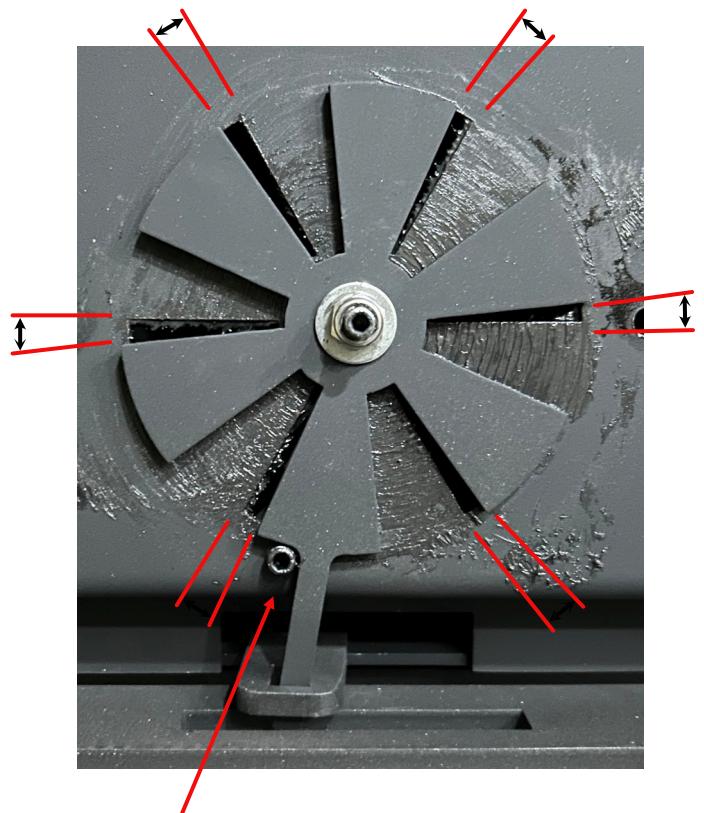
Further information on the requirements of the Clean Air Act can be found here: <https://www.gov.uk/smoke-control-area-rules>.

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

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



Smoke Control air stop fitted to stove when manufactured



Smoke Control air stop restricts closure of secondary air by 10 mm movement on air control level at front fitted to stove when manufactured.

10.2 Fuel overloading

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

10.3 Operation with door left open

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

10.4 Dampers / Air controls left open

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

10.5 Burning wood

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

Lighting the Fire

- **Prepare the Fire**

Arrange several layers of **dry kindling wood** in a **crisscross grid pattern** at the base of the firebox.

Use **two or three firelighters** to help ignite the kindling.

Ignite & Adjust Airflow

Fully **open the secondary air control**.

Light the **irelighters and/or kindling wood**.

Enhance Flue Draw

Once the kindling catches fire, **partially close the fire door**, leaving a **10mm gap** to improve airflow and flue draw.

Establish the Fire

After approximately **five minutes**, the flue temperature and draw should be established.

Allow the kindling to burn down, forming an **ember bed**.

Carefully load the stove with **well-seasoned wood** and fully **close the fire door**

This method ensures **efficient ignition and optimal stove performance**.

10.6 Warning-Fume/Smoke emissions

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

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

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

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

Seek expert advice from your approved installer.

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

10.7 Refueling on to a low fire bed

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

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

Always recharge onto hot embers.

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

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

11. Further information for all stove owners

11.1 Reduced burning (Slow Combustion)

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

11.2 Over firing

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

11.3 Chimney fires

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

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

11.4 Periods of non-use (summer months)

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



WARNING: MAKE SURE TO USE A GLOVE

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

12 Ash removal

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

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

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

12.1 Replacement parts

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

12.2 Classification

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

12.3 Adverse weather conditions

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

12.4 Door glass

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

12.5 Fire door handle

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



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

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

13. Care for your stove

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



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

13.1 Adjusting the door hinges

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

13.2 Liners / firebricks

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

13.3 Baffle plate

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

13.4 Fire door seal

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

13.5 Cracked glass

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

13.6 Chimney/Flue Sweeping

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

14. Further resources/information

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

14.1 Guarantee

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

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

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

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

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

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

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

14.2 Terms and Conditions

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

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

14.2 Terms and Conditions - continued

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

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

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

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

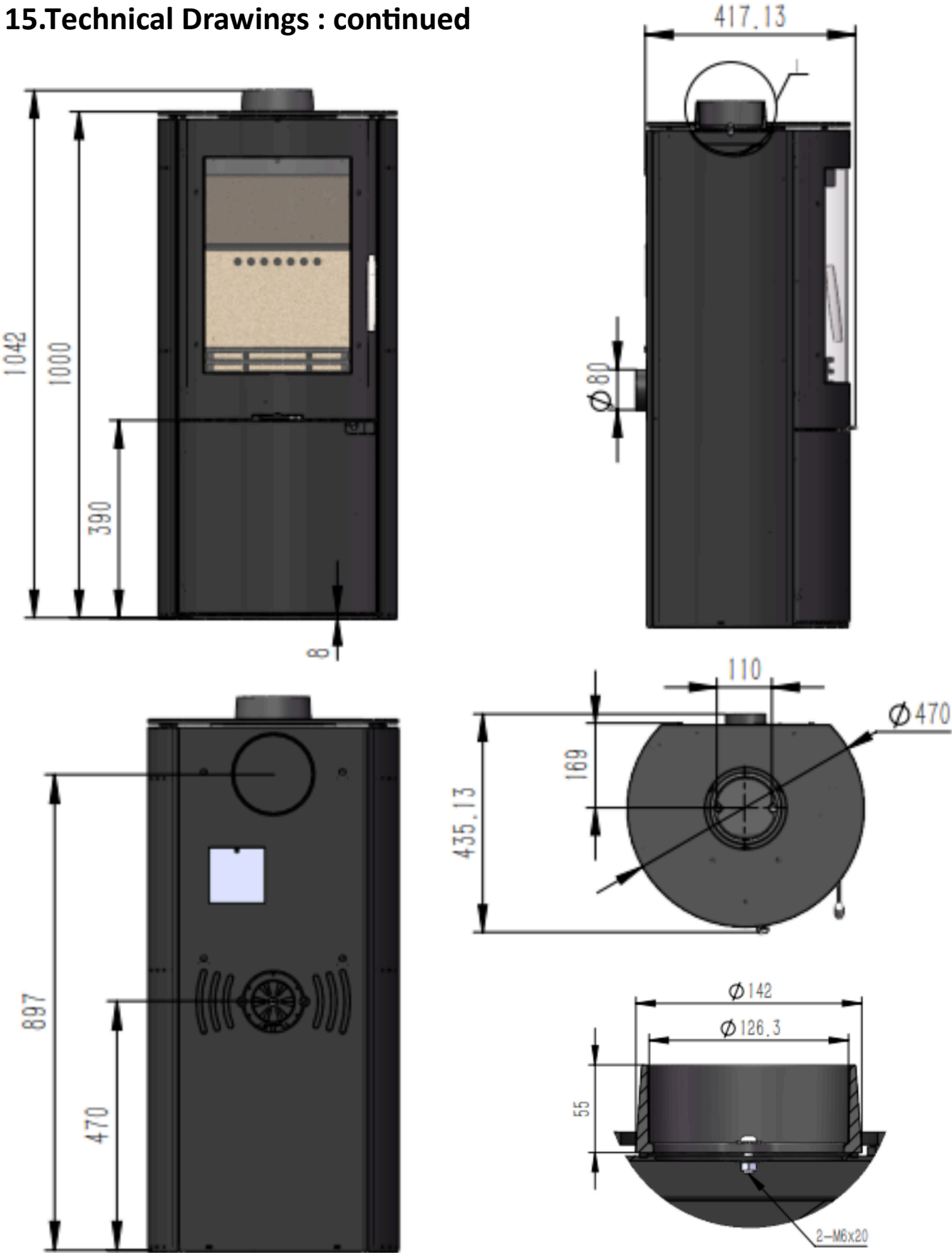
7. All guarantee periods commence on the date of purchase and are non-transferable and solely for the benefit of the original purchaser of the stove.

15. Technical Specifications



Willow Stove

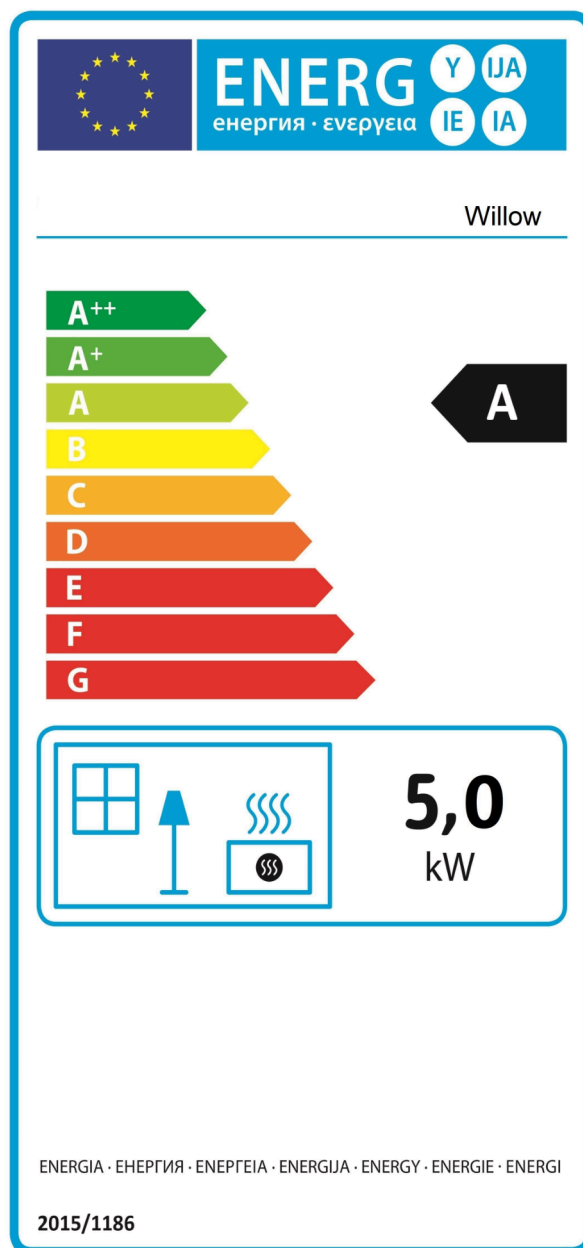
Willow	Wood – Primary Fuel
Nominal Heat Output	5kW
Energy Efficiency	77.7%
Dimension(mm)	480 W x 400 D x 1000 H
N.W./G.W.:(KG)	80/90
Material	Steel Plate
Fuel Type	Wood
Flue Diameter	125mm/ 5" inch
Flue Position	Both Top & Rear
Energy Level	A
CO	0.09
NOx	116
CxHy	81
DUST	30
DTC REAR	50 MM
DTC SIDES	250 MM
DTC FRONT	1200 MM

15.Technical Drawings : continued



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

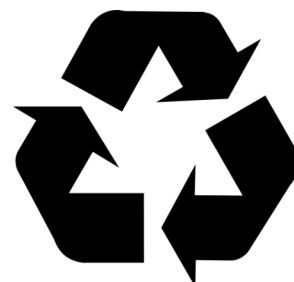
Mendip Stoves  Unit H2, Mendip Industrial Estate, Mendip Road, Rooksbridge BS26 2UG United Kingdom	
Name: <i>Nom:</i>	Willow Freestanding Willow Pedestal
Product Code: <i>Code de produit:</i>	M00595-00-00-00-00 M00590-00-00-00-00
Nominal Output: W/A <i>Puissance nominale: B/C</i>	5kW
Specified Fuels: <i>Carburants précisés:</i>	Wood Bois
Efficiency: W/A <i>Rendement : B/C</i>	77.7%
CO Concentration at 13% O2: <i>Concentration de CO à 13%</i>	0.09%
Distance to combustibles: <i>Distance de sécurité:</i>	Side/Latérales = 250mm Rear/Arrière = 50mm
Side with convection panels: <i>Avec des panneaux de convection:</i>	
 BS EN 13240:2001+A2:2004 For intermittent burning only, Use only Specified fuels. Not to be used on a shared flue. Year of certificate: 2023 (W) Please read and keep your instruction manual safe W= wood A= anthracite/smokeless coal N'utilisez que des combustibles précisés. Utilisation définie comme intermittent. Ne doit pas être installé dans une cheminée servant à d'autres appareils de chauffage. Certifié: 2023 Lisez ce manuel attentivement et assurez la sécurité de votre guide d'instructions. B =Bois C = Charbon sans fumée	
Serial No: ESM Serial	



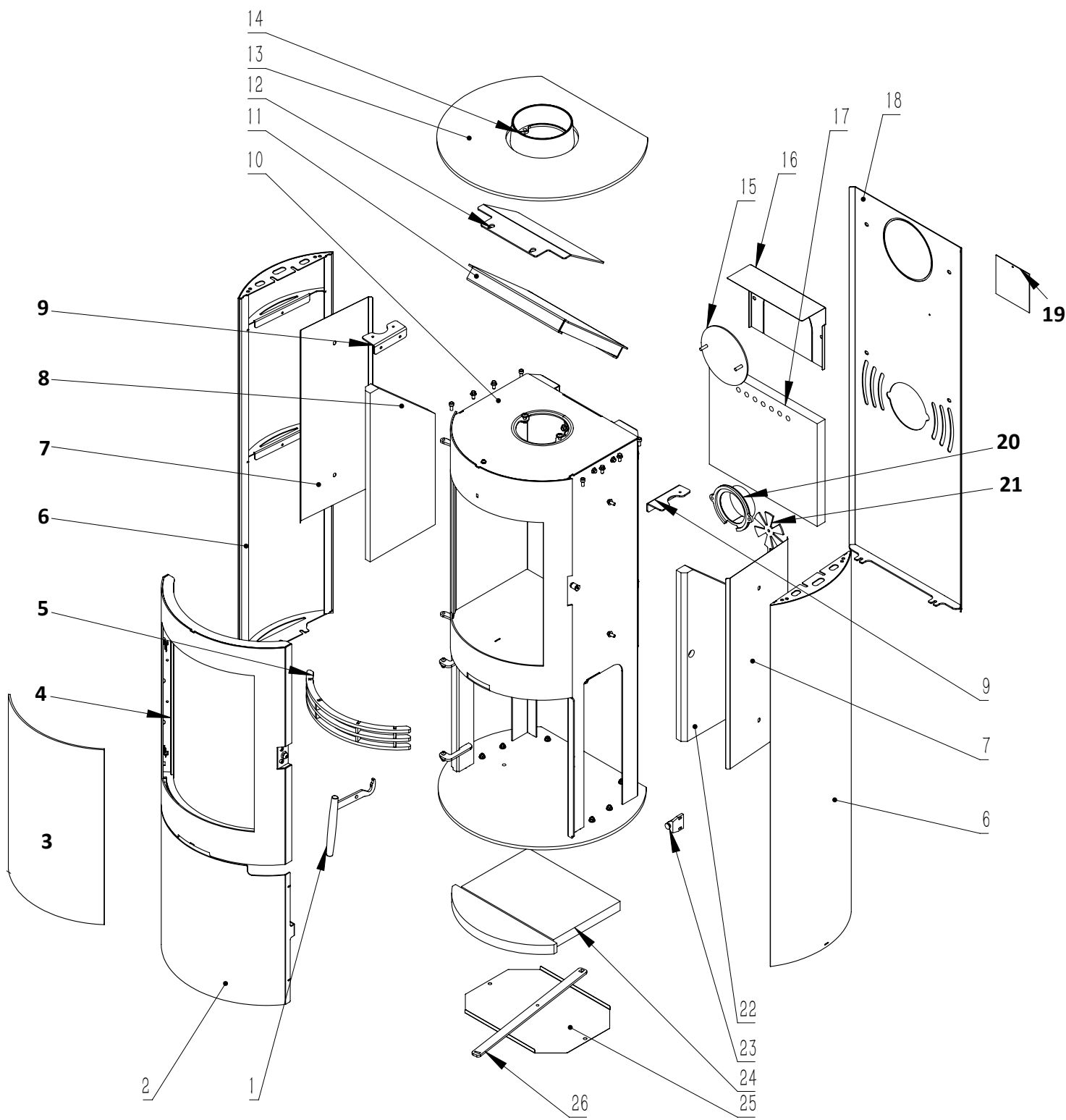
Product End-of-Life/Recycling:

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

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



16. SPARE PARTS : continued



16. SPARE PARTS : continued

1	M10590-06-05-99-00	HANDLE AND FIXING PACK
2		WILLOW LOWER DOOR ONLY
3	M10590-01-01-99-00	WILLOW GLASS
4	M10590-06-00-00-00	WILLOW DOOR COMPLETE
5	M10590-04-00-00-00	LOG RETAINER
6		CONVECTOR SIDE PANEL LEFT/ RIGHT
7		INNER SIDE CONVECTOR PANEL
8	M10590-02-01-99-00	VERMICULITE BRICK LEFT SIDE
9		CONVECTOR SIDE PANEL BRACKET
10	M10590-00-04-00-00	WILLOW BODY ONLY
11	M10590-02-04-99-00	VERMICULITE BAFFLE BRICK
11	M10590-02-41-99-00	STEEL SUPPORT FOR BAFFLE
12	M10590-02-05-00-00	UPPER TURBULANCE BAFFLE PLATE
13	M10590-22-01-00-00	WILLOW 8MM TOP PLATE
14	EST_2051_000_11_3 125MM	CAST IRON FLUE COLLAR
15	M10590-07-02-00-00	FLUE BLANKING PLATE
16	M10590-20-03-99-00	REAR INNER CONVECTOR HEAT SHIELD
17	M10590-02-03-99-00	REAR VERMICULITE BRICK
18		WILLOW REAR CONVECTION PANEL
19		EN PLATE
20		80MM WILLOW AIR INTAKE SPIGOT
21	M10590-11-29-00-00	WILLOW AIR INTAKE SLIDER PLATE
22	M10590-02-02-99-00	VERMICULITE BRICK SIDE RIGHT
23		MAGNETIC CATCH FOR LOG DOOR
24	M10590-02-22-99-00	VERMICULITE BASE BRICK SET (2 PARTS)
25		WILLOW LOGSTORE CONVECTION PLATE
26	M10590-11-06-00-00	WILLOW AIR CONTROL ARM
27	M10590-01-08-99-00	GLASS CLAMP SET
	M10590-07-09-00-00	WILLOW 8MM TOP PLATE COVER



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