

# HAMMER<sup>®</sup>



## HD5 Freestanding British Manufactured Stove Range

**ECO 2022 Ready**

**CE 4.8kW Nominal Output**

## Installation and Operating Instructions

Please hand these instructions to the stove user when the installation is complete.  
Leave the stove ready for operation and instruct the user in the correct use of the appliance  
and operation of controls.

**\*The installer must fill out the Installation and commissioning check list\***



Hamer Stoves Manufactured By Stove Industry Supplies Ltd  
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Technical Specification



**CE**

HD5

**HAMER**<sup>®</sup>

			GENERAL	
	Nominal Heat Output	Wood	4.8kW	
	Efficiency		80.0%	
	Mean CO (@13% O <sub>2</sub> )		0.18 %	
	Appliance Mass		84kg	
	Recommended Fuels	Wood	Seasoned Wood (less than 20% moisture content)	
	Log Length		300mm	
			FUELS	
	Mean Flue Gas Temperature		291	
	Flue Gas Mass Flow		3.9	
	Flue Outlet Size		Ø125mm	
			VENTILATION	
	Where leakage is greater than 5m <sup>3</sup> /hour/m <sup>2</sup> - Ventilation normally required = 550mm <sup>2</sup> per kW output over 5kW		None	
	- Where leakage is less than or equal to 5m <sup>3</sup> /hour/m <sup>2</sup> - Ventilation normally required = 550mm <sup>2</sup> per kW output over 5kW		2640mm	

For further information on ventilation please refer to Building Regulations Document J or your installer.



ECO HD5



ECO HD5 Singleton

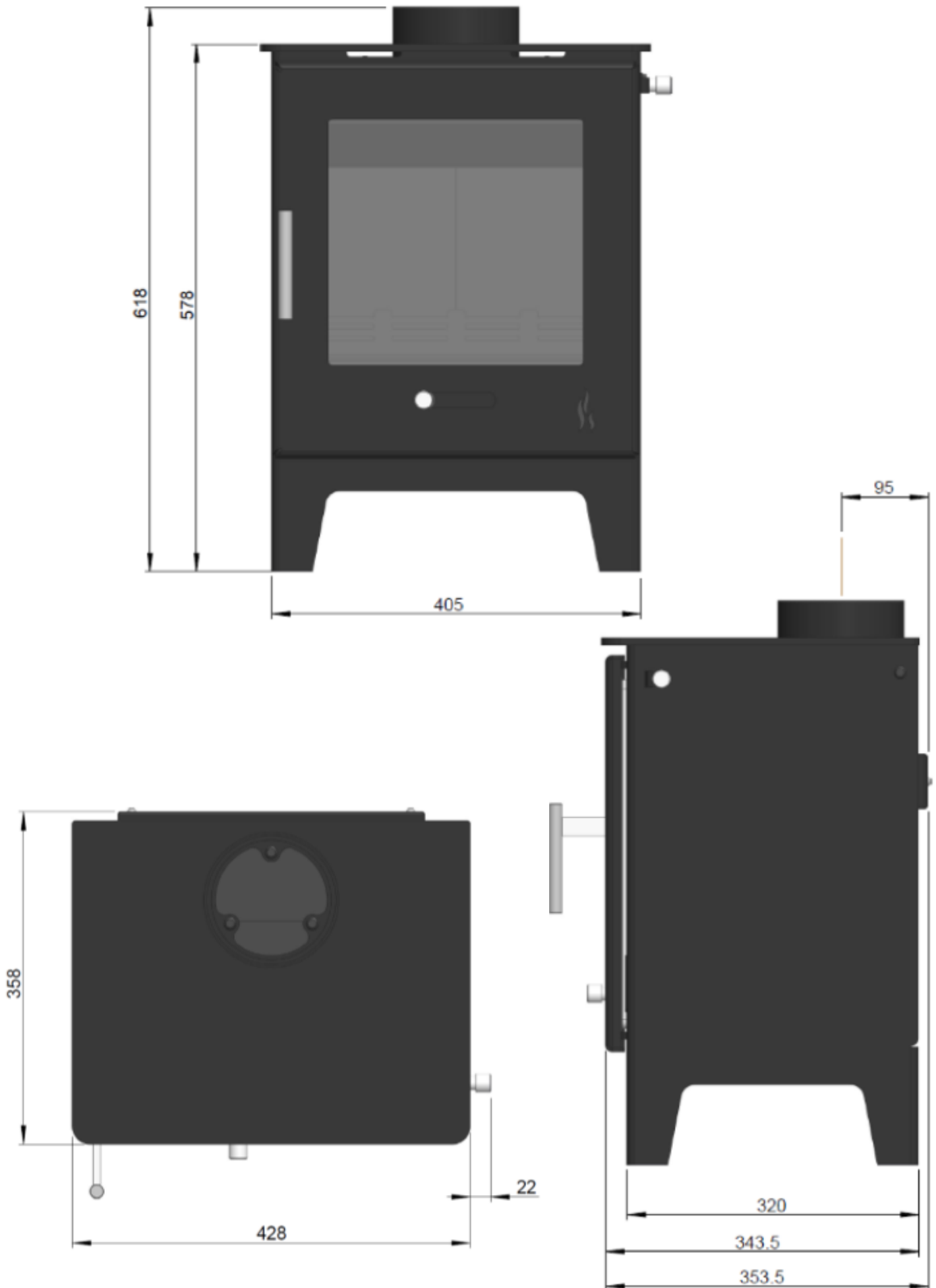


ECO HD5 Poulton



ECO HD5 Hambleton

Dimensions



## **General Guidance**

It is important that your stove is correctly installed and operated as Stove Industry Supplies cannot accept responsibility for any fault arising through incorrect installation, use, maintenance or servicing.

These instructions cover the basic principles to ensure satisfactory installation of the stove, although detail may need slight modification to suit particular local site conditions.

This is a Domestic Appliance and must only be used in accordance with these instructions. Do not place articles that are affected by high temperatures on, or near, this appliance. Do not place furniture or other items within 1 metre of the front of this appliance.

## **Building Regulations**

The installation must comply with current local regulations including Building Regulations, Local Authority Byelaws and other specifications or regulations including UK or EU standards referred to as they affect the installation of the stove. Approved Document J is particularly important for England and Wales and can be downloaded for no cost at:

<http://www.planningportal.gov.uk/england/professionals/en/4000000000503.html>

The Building Regulations requirements may also be met by adopting the relevant recommendations in the current issues of British Standards BS 8303 and BS EN 15287-1.

## **Fuels**

Only use recommended fuels which are seasoned (or kiln dried) wood logs or smokeless briquetted fuels. The appliance can be damaged by burning petroleum coke, liquid fuels or general rubbish and this will invalidate your warranty and risk your personal safety. **The appliance must not be used as a rubbish incinerator.**

Helpful links to find fuel suppliers:

Hetas:

[www.hetas.com](http://www.hetas.com)

Woodsure:

[www.woodsurre.co.uk](http://www.woodsurre.co.uk)

Solid Fuel Association:

[www.solidfuel.co.uk](http://www.solidfuel.co.uk)

## **Chimney Warning**

This stove must not be installed into a chimney that serves any other heating appliance.

## **Extractor Fans**

Extractor Fans and/or Cooker Hoods must not be installed in the same space or room as this can cause the appliance to emit fumes into the room, **If unavoidable the appliance must be checked with A.D. 1.21 and necessary action taken.**

## **Ventilation**

Adequate ventilation is ESSENTIAL for the safe and efficient operation of any solid fuel or wood burning appliance. Ventilation MUST be provided where required by the stove output or flue under-performance. Keep all ventilation clear and free of blockage.

## **Competent Person Scheme**

Stove Industry Supplies recommend that this stove is installed by a member of an accredited competent persons scheme. HETAS Ltd operate such a Scheme and a listing of their Registered Competent Persons can be found on their website at [www.hetas.co.uk](http://www.hetas.co.uk)

If the installer is not a member of a competent person's scheme, it is a legal requirement, in the UK, to notify your Local Building Control Officer in advance of any installation work starting.

## **Cleaning and Chimney Sweeping**

It's important to have your chimney swept at least twice a year when burning wood and at least once a year when burning smokeless fuels. The best times to have your chimney swept are just before the start of the heating season and after your stove has not been used over a prolonged period. If sweeping twice a year, the second time should be after the peak of the main heating season. Always use a registered member of an accredited association:

HETAS:

[www.hetas.co.uk](http://www.hetas.co.uk)

Guild Of Master Chimney Sweeps:

[www.guildofmasterchimneysweeps.co.uk](http://www.guildofmasterchimneysweeps.co.uk)

National Association of chimney sweeps:

[www.nacs.org.uk](http://www.nacs.org.uk)

Association of Professional Independent Chimney Sweeps:

[www.apics.org.uk](http://www.apics.org.uk)

Sweep Safe:

[www.sweepsafe.com](http://www.sweepsafe.com)

Institute Of Chimney Sweeps:

[www.icsweeps.com](http://www.icsweeps.com)

The Chimney Sweep Academy:

[www.chimneysweepacademy.org](http://www.chimneysweepacademy.org)

The National Chimney Sweeping Safety Association:

[www.ncssa.co.uk](http://www.ncssa.co.uk)

Northern Ireland Association of Chimney Sweeps:

[www.niacs.co.uk](http://www.niacs.co.uk)

## Health and Safety Precautions

Special care must be taken when installing the stove such that the requirements of the Health and Safety at Work Act are met.

## Handling

This appliance is very heavy. Adequate facilities must be available for loading, unloading and site handling.

## Fire Cement

Some types of fire cement are caustic and should not be allowed to come into contact with the skin. In case of contact, wash immediately with plenty of water.

## Asbestos

This stove contains no asbestos. If there is a possibility of disturbing any asbestos in the course of installation, then please seek specialist guidance and use appropriate protective equipment.

## Metal Parts

When installing or servicing this stove, care should be taken to avoid the possibility of personal injury.

## Installation Instructions

### Please Check The Following:

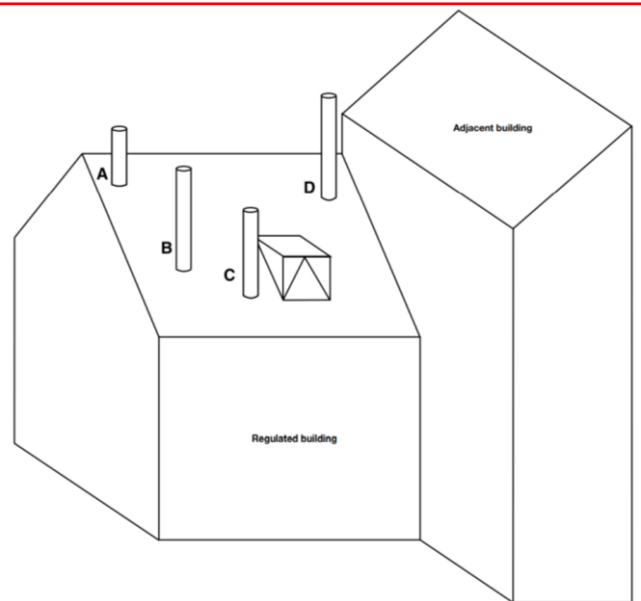
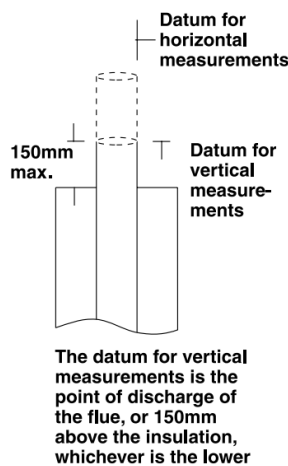
Any existing chimney/flue system must be confirmed as suitable for this appliance as defined in Building Regulations Document J. It must be swept and inspected, by a competent person (see notes), to confirm that it is structurally sound and free from cracks and obstructions. The diameter of the Flue should not be less than  $\text{Ø}125\text{mm}$  and not more than  $\text{Ø}230\text{mm}$ . Do not connect to systems that have large voids or spaces. If any of these requirements are not met, the chimney should be lined by a suitable method. If the chimney is suspected of previously serving an open fire it must be swept again, within a month of regular use, to clear any soot that may have been dislodged due to the variation in combustion levels and higher flue gas temperature levels. The chimney/flue system exit must comply with Building Regulations Document J. The minimum height and should terminate in accordance with Table 1.

### FLUE OUTLET POSITIONS (DOCUMENT J):

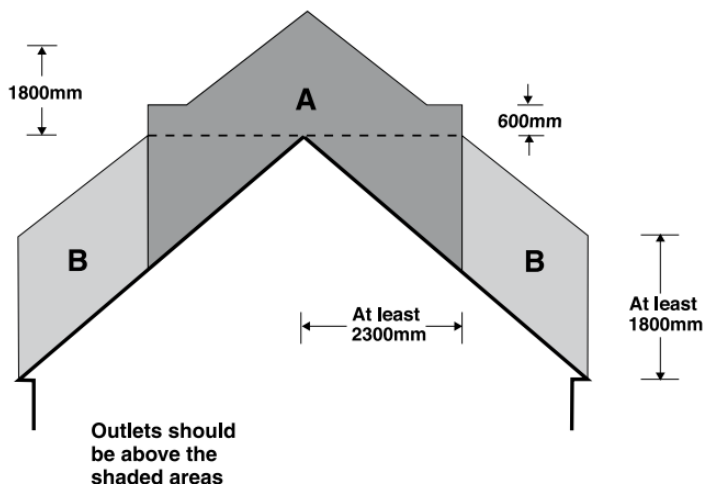
Point where flue passes through weather surface (Notes 1, 2)	Clearances to flue outlet
<b>A</b> At or within 600mm of the ridge	At least 600mm above the ridge
<b>B</b> Elsewhere on a roof (whether pitched or flat)	At least 2300mm horizontally from the nearest point on the weather surface and: a) at least 1000mm above the highest point of intersection of the chimney and the weather surface; or b) at least as high as the ridge.
<b>C</b> Below (on a pitched roof) or within 2300mm horizontally to an openable rooflight, dormer window or other opening (Note 3)	At least 1000mm above the top of the opening.
<b>D</b> Within 2300mm of an adjoining or adjacent building, whether or not beyond the boundary (Note 3)	At least 600mm above any part of the adjacent building within 2300mm.

**Notes**

- 1) The weather surface is the building external surface, such as its roof, tiles or external walls.
- 2) A flat roof has a pitch less than  $10^\circ$ .
- 3) The clearances given for A or B, as appropriate, will also apply.
- 4) A vertical flue fixed to an outside wall should be treated as equivalent to an inside flue emerging at the nearest edge of the roof.



Area	Location of flue outlet
<b>A</b>	At least 1800mm vertically above the weather surface and at least 600mm above the ridge.
<b>B</b>	At least 1800mm vertically above the weather surface and at least 2300mm horizontally from the weather surface.



### **Connection To The Chimney**

This appliance is **not** suitable for use in a shared flue.

Using a liner a Ø125mm flexible flue liner is permitted to be used on the HD5 range of stoves providing that they only burn smokeless fuel or seasoned wood logs.

An existing fireplace opening can be bricked up or sealed with a register plate. A short length of flue pipe of a minimum Ø125mm internal diameter may then be used to connect the stove to the chimney. A maximum of 150mm horizontal flue pipe can be used. This flue pipe should conform to Building Regulations. Ensure that the pipe end is no closer than 76mm to the side or rear chimney walls.

There must be a smooth streamlined entry into the flue way and there must be no voids, particularly those that might accumulate soot and debris leading to blockage and/or chimney fire risk. It is essential that all connections between the stove and chimney-flue are sealed and made airtight with sealing rope, screws, clamping rings and/or fire cement or suitable heat resisting cement/sealant where required.

Both the chimney and flue pipe must be accessible for cleaning and if ANY parts of the chimney cannot be reached through the stove (with baffle removed), a soot door must be fitted in a suitable position to enable this to be done.

If you have any doubts about the suitability of your chimney, consult your local Dealer/Stockist or Installation Engineer. Both the chimney and flue pipe must be accessible for cleaning and if ANY part of the chimney cannot be reached through the stove (with baffle removed), a soot door must be fitted in a suitable position.

### **Air Supply**

Document J of the Building Regulations states that purpose provided ventilation is not required in England and Wales unless the appliance nominal rated output is greater than 5kW. Over 5kW 5.5 cm<sup>2</sup> of ventilation (550mm<sup>2</sup>) is required for every kW output above 5. For example 6.5 kW requires 8.25 cm<sup>2</sup> and 8 kW needs 16.5cm<sup>2</sup>. In any case, if difficulty in starting the fire or any excessive fuming is experienced, ventilation must be put in place as required to eliminate these flue problems. If a flue draught stabiliser is fitted then extra ventilation is required. See Document J of the Building Regulations for detailed guidance especially in new build properties.

### **Clearances**

#### **Safety distances to combustible materials**

Side: 750mm

Rear: 750mm

In addition, it is strongly recommended that any furniture or other combustible materials are kept at least **900mm** clear from the front of the stove.

#### **Distances to non-combustible materials**

A minimum of 80mm clearance should be left at the back and sides of the stove to allow free air movement and for heat from the stove to enter the room, and there should be a minimum clearance around the 5" flue pipe of 225mm.

In exceptional circumstances where only non-combustible walls surround the stove with a minimum thickness of 200mm the clearance between the rear and sides of the stove may be reduced to 50mm but this may effect efficiency levels which are based on the clearance figures shown in figure and reference should be made to building regulations and any rules in force at the time of installation

### **Hearth**

The HD5 range of stoves do not require a constructional hearth beneath them as they do not cause the floor temperature to exceed 100 degrees C. Hearths must be level and square to any back panel or the wall. In any case a non-combustible superimposed hearth extending fully underneath the stove and forming an apron of at least 225mm at the front of the stove and 150mm on either side must be provided. The superimposed hearth must not be less than 12mm thick and must have a clearly defined edge (change of level) to discourage placing of any combustible materials on or partially over it.

The appliance shall be installed on a floor with adequate load-bearing capacity. If the existing construction does not meet this requirement, suitable measures (e.g. load distributing plate) should be provided to achieve it.

**A full copy of Document J can be found here:** [http://www.planningportal.gov.uk/uploads/br/BR\\_PDF\\_ADJ\\_2010.pdf](http://www.planningportal.gov.uk/uploads/br/BR_PDF_ADJ_2010.pdf)

### **Commissioning and handover**

Please check that all components are correctly assembled and working correctly. Ensure the Air Controls are working correctly.

Upon completion of the installation, allow a suitable period of time for any fire cement and mortar to dry out. A small fire may then be lit and checked to ensure the smoke and fumes are taken from the stove up the chimney and emitted safely to atmosphere.

Advise the customer not to run the stove at full output for at 3 – 4 days. Explain that the stoves can provide much more or less than their rated heat outputs depending upon how they are burnt and the fuels and fuel loads used.

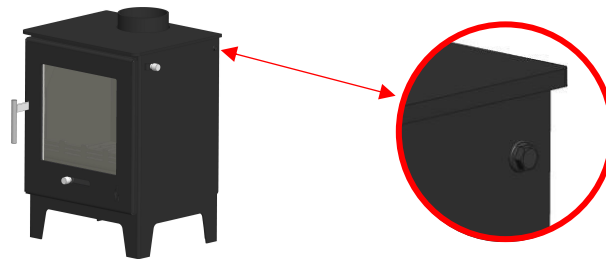
Warn the customer that using excessive air (having the air controls open too wide for too long) can over-fire and irreparably damage the stove. Damage caused by over firing is NOT covered by any warranty.

On completion of the installation and commissioning, check all parts of the appliance are correctly fitted and ensure that the operating instructions and operating tools (including gloves) for the stove are left with the customer. You must be sure to advise the customer on the correct use of the appliance with the fuels likely to be used on the stove and warn them to use only the recommended fuels for the stove.

Advise the user on what to do should smoke or fumes be emitted into the room from the stove – see Safety Notes section. The user should be warned that they MUST use a suitable fireguard in the presence of children, aged and/or infirm persons.

A flue draught of minimum 1.2mm to a maximum 2.5mm water gauge (12 to 25 Pascals) is required for satisfactory appliance performance. When this is measured at the draught reading point at the back-right hand side of the stove it equates to 12 Pascal's MINIMUM to approximately 25-30 maximum. The flue draught should be checked under fire at high output and, if it exceeds the recommended maximum, a damper or draught stabiliser must be fitted so that the rate of burning can be controlled to prevent over-firing.

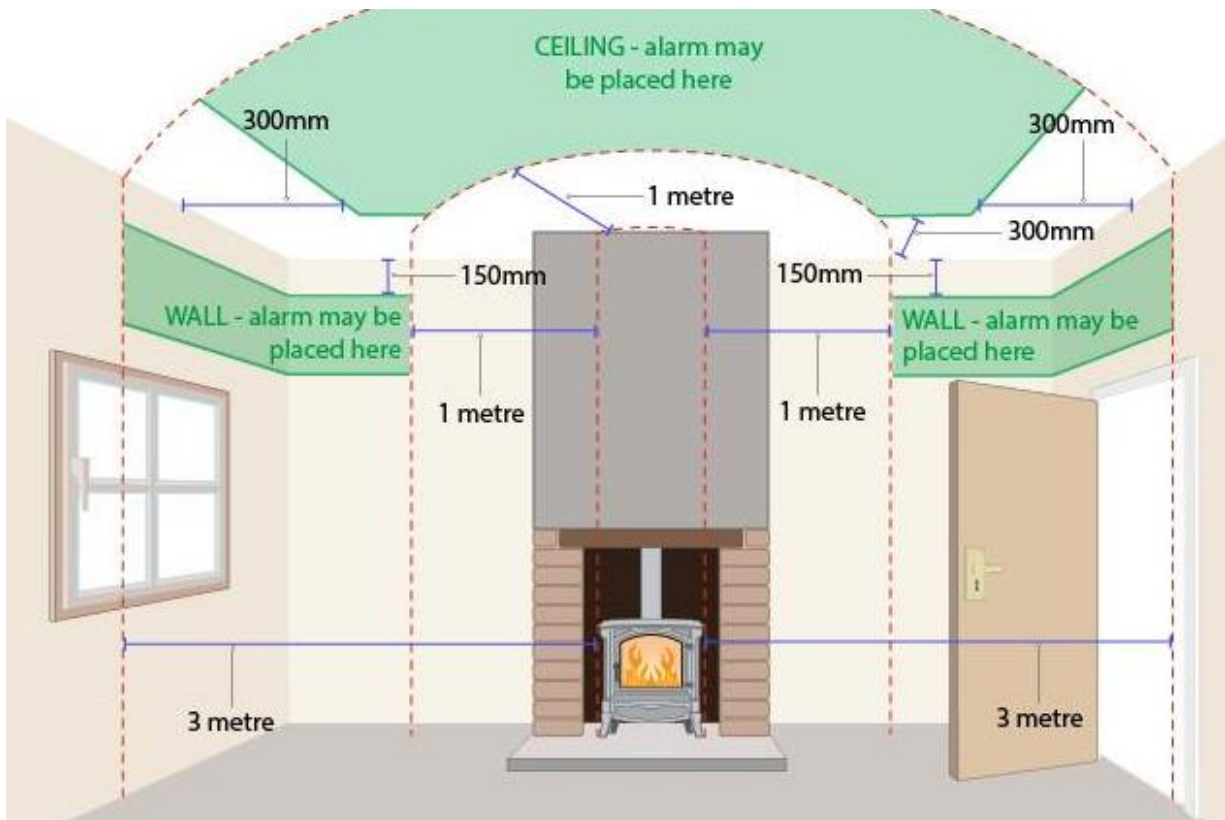
**Draught reading point location**



**Carbon Monoxide Alarms**

Building regulations require that whenever a new or replacement fixed solid fuel or wood/biomass appliance is installed in a dwelling a carbon monoxide alarm must be fitted in the same room as the appliance. Further guidance on the installation of the carbon monoxide alarm is available in BS EN 50292:2002 and from the alarm manufacturer's instructions. Provision of an alarm must not be considered a substitute for either installing the appliance correctly or ensuring regular servicing and maintenance of the appliance and chimney system.

**Carbon monoxide alarm fixing points**





## Customer Operating Instructions

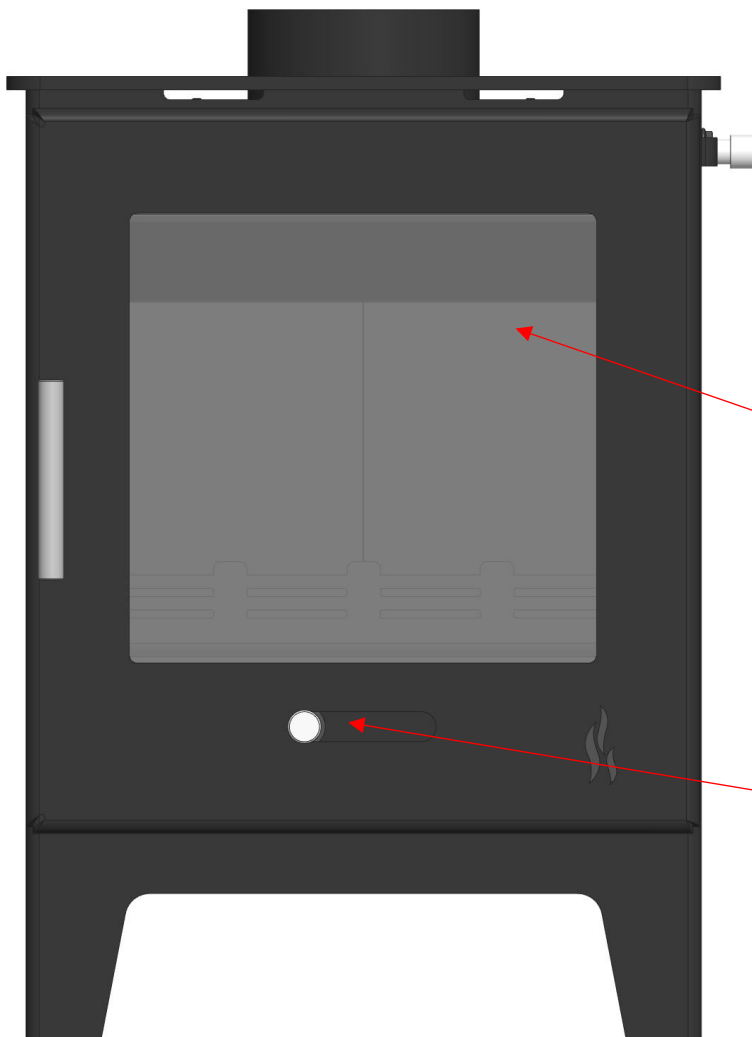
### Lighting the stove

Before lighting the stove for the first time please ensure all firebrick linings and other internal components are in position and that all packaging has been removed.

When lighting your stove for the first time it should not be stoked excessively as all materials must be given time to adapt to the effects of heat. Your stove has been painted with specialist high temperature paint and oven cured within our manufacturing process, however upon initial lighting of the stove further curing may occur and a slight smell may be evident. We recommend that windows and doors are left open during this time, as airing the room will allow this to disappear.

1. Open the air control fully using the glove or tool provided
2. Place a firelighter at back of the stove. Place small tinder/kindling on top of the newspaper and then a few larger pieces of wood on top of this. Light the newspaper and close the door. **NEVER USE FLAMMABLE LIQUIDS**
3. Allow the fire to burn until all the pieces of wood are alight and burning. More and larger pieces of wood can now be added. Never add so much wood that it is in danger of coming over the fuel bar.
4. Once the fire is established the air control can be reduced to maintain a steady burn rate. Never run the stove with door open

All parts of the stove become hot when in operation. Use the gloves and tool provided to operate the air control and the door handle.



#### **Secondary Air Control**

The secondary air is the air control for the air wash that keeps a clean and uninterrupted view of the fire. Slide to the right to open the air control and slide to the left to close

#### **Tertiary Air**

The tertiary air aids in good secondary combustion of the fuel and reducing emissions into the chimney and environment. These are the small holes in the back bricks.

#### **Primary Air Control**

The primary air provides a conventional air draught to the bed of the fire. Slide to the left to open the air control and slide to the right to close

Fires can be dangerous – Always use a fireguard to BS 8423:2002 Fireguards for use with solid fuel appliances in the presence of children, the elderly or the infirm.

DO NOT perform modifications to the appliance as this could seriously compromise safety in operation.

### **Running Temperature**

Thermometers are available that attach to the flue pipe directly above the stove and provide an aid to running the stove at the correct temperature.

### **150°C-300°C**

The flue gases should be in this temperature band for the safest, most efficient and most economical operation of your stove.

### **Below 150°C**

This will cause the condensation of wood gases and the build-up of tar in the chimney, dirty the stove glass and result in the inefficient burning of fuel.

### **Above 300°C**

Too hot. Heat will be wasted up the chimney. Excess heat may damage the stove or ignite an existing accumulation of tar resulting in a chimney fire.

### **Overheating**

Should the stove be allowed to get too hot and is overheating, close the air control fully using the glove. Keep the fire door closed and allow the fire to burn down.

### **Chimney Fire**

In the event of a chimney fire dial 999 and ask for the Fire Service. Fully close the air control and keep the stove door closed. Move any combustibles away from the stove and chimney. Check any other rooms that the chimney passes through and move combustibles away from the chimney. Before using the stove again after a chimney fire, the chimney should be cleaned and inspected by a qualified person.

### **Cleaning the glass**

We recommend wiping the glass after a fire to prevent any build-up of deposits. This is best done using a stove glass cleaner with a cloth or paper towel.

### **Types of fuel**

Mineral Fuel: Authorised fuels can be used in smoke control areas. Fuels are listed at:

<http://smokecontrol.defra.gov.uk/fuels.pph> .

Wood: Needs to be well seasoned before it is burnt. There are many types of wood available for fuel and they take varying amounts of time to season. As a general guide wood should be cut to length, split and then stacked under cover with sides open to air for at least 12 months. Wood is ready for burning when radial cracks appear in the end of the logs and moisture content is no more than 20%. It is then good practice to store the wood in a log basket inside your property for a few days prior to its use. The internal width of the firebox of the stove is 335mm therefore the firewood should be no longer than this. Logs over 100mm diameter should be split before use. DO NOT burn unseasoned wood in your stove. DO NOT burn particle board, lacquered, painted or treated wood, plastics, rubber or liquid fuels. Should the stove burn any of these materials the warranty will be void. The stove should not be used as an incinerator.

### **Ashes**

The ashes should only be removed when the fire is out and has been left to cool completely. Wood burns well on a thin layer of ash and leaving this when cleaning also provides protection for the base insulating bricks.

### **CO Alarms**

Your installer should have fitted a CO alarm in the same room as the appliance. If the alarm sounds unexpectedly, follow the instructions given under "Warning Note" below.

WARNING If the CO Alarm sounds unexpectedly:-

1. Open Doors and windows to ventilate the room and then leave the premises.
2. Let the fire go out.

### **Cleaning and Chimney Sweeping**

It's important to have your chimney swept at least twice a year when burning wood and at least once a year when burning smokeless fuels. The best times to have your chimney swept are just before the start of the heating season and after your stove has not been used over a prolonged period. If sweeping twice a year, the second time should be after the peak of the main heating season. Always use a registered member of an accredited association

### **Operational Problems**

#### **Blackened Glass**

- The wood is too damp. Only use wood that has been stored for at least 12 months under cover and ideally with a moisture content less than 20%
- Insufficient intake of air from the air control. Open the air control further.
- Insufficient ventilation. The stove is being run at too low a temperature

#### **Smoke in the room when refuelling**

- Poor chimney performance – consult chimney sweep or Installation engineer
- Check the position of any fitted flue damper to make sure it is in the open position
- Never open the door when there are high flames on the wood

#### **Uncontrollable Combustion**

- Damaged door seal. Fit new seal
- If there is excessive chimney draft – fit a draft stabiliser in the flue pipe – consult a chimney sweep or the Installation engineer



Burnright is the national consumer awareness campaign designed to help you get the most from your fire and fuel. Getting it right will save you money, make you safer and significantly reduce unnecessary air pollution.

Burnright has received widespread support from people right across the solid fuel industry, including trade associations, organisations and suppliers, and beyond.

The government department DEFRA specifically referenced Burnright in its Clean Air Strategy in 2019, making clear that the efforts we were taking can help make a difference.

Burnright is an independent, grass roots campaign – run by chimney sweeps for the wider benefit of everyone, including those who don't even have a solid fuel appliance.

We strongly recommend that you have a look at Burnright website [www.burnright.co.uk](http://www.burnright.co.uk)

### **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 a 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. In Scotland appliances are exempted by publication on a list by Scottish Ministers under section 50 of the Regulatory Reform (Scotland) Act 2014. Similarly, In Northern Ireland appliances are exempted by publication on a list by the Department of Agriculture, Environment and Rural Affairs under Section 16 of the Environmental Better Regulation Act (Northern Ireland) 2016. In Wales appliances are exempted by regulations made by Welsh Ministers.

### Installation and commissioning Check list

Purchase Information	
Dealer/ Retailer Name	
Address	
Contact number	
Date Purchased	

Installer Information	
Installer Name	
Address	
Contact number	
Date installed	

Commissioning Check (complete & Sign)		
	YES	NO
Does the chimney/flue system meet the appropriate standard?		
Has the chimney/flue system been swept and passed the soundness test?		
Has this appliance passed the flue draught test?		
Please write down the flue draught reading:		
Has this appliance passed the smoke test?		
Have you explained what fuels can be used in this appliance?		
Have you explained and demonstrated how to operate the appliance and explained the controls?		
Have you explained required frequency for sweeping the chimney		
Have you explained what to do in the event of an emergency or perceived emergency e.g. activation of the CO2 alarm * or a chimney fire?		
Signature:	Print Name:	

**Service Record**

1 <sup>st</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

2 <sup>nd</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

3 <sup>rd</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

4 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

5 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

6 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

7 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

8 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

9 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

10 <sup>th</sup> Service		Date of Service
Servicing Company/ Engineer		Any Parts Replaced / Recommendations
Contact number		
Signature		

## **Stove Industry Supplies Ltd Extended 10 Year Warranty**

### **1 year standard warranty**

Any appliance bought through an authorised Stove Industry Supplies dealership will automatically be covered by our standard 1 year conditional guarantee.

However, this standard 1 year warranty can be extended to 10 year conditional warranty.

To qualify for this extended warranty option, you need to:

1. Register your purchase online at [www.stoveindustrysupplies.com](http://www.stoveindustrysupplies.com) or email [sales@stoveindustrysupplies.com](mailto:sales@stoveindustrysupplies.com)
2. Retain your proof of purchase.

### **Warranty conditions**

For the Standard 1 year or extended 10 year warranty to be valid and to remain in force throughout the warranty period the following must have been carried out:

1. The appliance must have been installed by an appropriately qualified engineer (HETAS) in accordance with the manufacturer's instructions and in compliance of any relevant national or local building regulations.
2. The appliance will need to be registered within 2 months of purchase and the commissioning and installation documentation completed (these need to be kept by the end user).
3. The appliance must be serviced within 12 months of the installation date for the second year of the standard warranty to be valid, and within every 12 month anniversary thereafter to maintain the validity and coverage of any extended warranty. For this purpose, the installation and user instructions, supplied with the appliance, makes a provision for receipts and annual services to be recorded. This is needed in the event of a claim during the warranty period.
4. Only genuine Stove Industry Supplies spare parts or consumables can be used in the servicing and maintenance of the appliance during any standard or extended warranty period. These can be sourced from your authorised supplier directly or through our website [www.stoveindustrysupplies.com](http://www.stoveindustrysupplies.com)
5. Any problems or issues giving rise to any claim under the standard or extended warranty must be submitted to the authorised Stove Industry Supplies retailer from whom you originally purchased the appliance. Stove Industry Supplies will then offer appropriate support and help through your original authorised supplier to solve any issues.
6. The standard or extended warranty option is not transferable. It is solely for the benefit of the original purchaser of the appliance. For this purpose, please retain the proof of purchase.

### **Warranty exclusions**

No warranty period is extended to naturally-wearing replaceable consumables and spare parts within the appliance. Such parts include, but are not limited to:

- Glass
- Rope/ceramic seals
- Door handle assembly
- Fire bricks
- Baffles/Throat plates
- Log retainers and grate supports
- Grate parts
- Ash-pans
- Damage to the painted surface caused by the appliance being stored in a damp and cold environment is not covered on the warranty.
- In the course of the initial firings of the appliance the painted surface may change colour. This is considered to be normal and as such is therefore not covered by the warranty.
- Damaged caused by over firing, resulting in cracking, bubbling or discolouration to the painted surface finish is not covered by the warranty.

## **Warranty limitations**

1. Damage to the appliance due to specific local conditions caused by draft or chimney defects.
2. Damage resulting from installation and use where installation is not in accordance with the manufacturer's instructions or local building and/or safety regulations.
3. Damage or premature wear caused by burning inappropriate fuels such as Bituminous coal, "Petro-Coke" or any other Petroleum based coals. Please visit the HETAS website, [www.hetas.co.uk](http://www.hetas.co.uk), for a full list of approved fuels which are covered by the warranty. Fuels outside of this list are not covered by the warranty.
4. Damage caused by burning material with high creosote content or any other painted/treated timber.
5. Consequential loss to associated non Stove Industry Supplies products is not covered under the warranty.
6. Consequential loss relating to decorations, soft furnishings or other household assets is not covered under the warranty.
7. Cost associated with the removal and re-installation of an appliance subject to a warranty claim.

Stove Industry Supplies total liability will only extend to the total purchase price paid for the goods in any warranty claim. Stove Industry Supplies reserve the right to replace, repair or refund to value of goods purchased.

ANY HAMER STOVE PRODUCT PURCHASED VIA AN INTERNET SUPPLIER, OR THROUGH AN UNAUTHORISED STOCKIST WILL ONLY BE SUPPORTED BY THE STATUTORY, 12 MONTH GUARANTEE AND WILL NOT QUALIFY FOR ANY EXTENDED 10 YEAR WARRANTY.

The Stove Industry Supplies extended warranty option does not affect your statutory rights.

This revised standard or extended 10 year warranty option comes into effect on 12<sup>th</sup> August 2019 and will apply to all appliances sold from that date.

This standard/extended warranty applies to purchases of Hamer Stoves within the United Kingdom and the Republic of Ireland. Purchases in all other countries are subject to the warranty conditions specified by the distributor in those markets.



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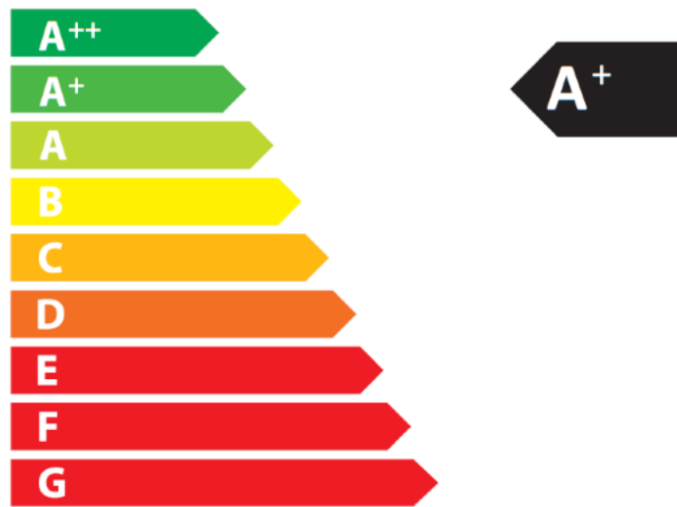


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