



N550 Wood-Fired Oven Installation Instruction Manual



CERTIFIED for USA & CANADA | SAFETY TESTED to UL 1482-2011 & ULC-S627-2000

CAUTION!

Please read this entire manual before you install or use your new oven. Failure to follow instructions may result in property damage, bodily injury, or even death. Improper installation could void your warranty!

SAFETY NOTICE:

If this oven is not properly installed, a house fire may result. For your safety, follow the installation instructions. Never use make-shift compromises during the installation of this oven. Contact local building or fire officials about permits, restrictions, and installation requirements in your area.

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This manual covers installation and maintenance. Read carefully before attempting to install, operate, or service the Wood-Fired Oven.

! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

Welcome & Congratulations

Congratulations on the purchase of your Nectre Wood-Fired Oven! By cooking with wood you're helping to conserve energy.

Wood is an important renewable energy resource. Please do your part to preserve our wood supply. Plant at least one tree each year. Future generations will thank you.

Please carefully read and save these instructions.

⚠ CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible fire hazard or serious injury and will void the warranty.

Please record your model and serial numbers below for future reference: model and serial numbers can be found on the Model and Serial Number Label of your wood-fired oven.



NO NEED TO RETURN TO THE STORE

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at:  www.dimplex.com/customer_support
For Troubleshooting and Technical Support

OR  **Toll-Free 1-888-346-7539**
Monday to Friday 8:00 a.m. to 4:30 p.m. EST
Please have your model number and
product serial number ready. (See above)



CAUTIONS & WARNINGS

For use with solid wood fuel only – preferable dry, seasoned cord wood.

- ① Hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.
- ② Do not install in a mobile home.
- ③ Do not burn garbage or flammable chemicals or fluids such as gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, naphtha, engine oil, or similar liquids to start or 'freshen up' a fire in this oven. Some of these fuels can generate deadly carbon monoxides. Keep all such liquids well away from the oven while it is in used.
- ④ Do not connect to any air distribution or duct system.
- ⑤ Do not elevate the fire by use of a log cradle or grates. Build fire directly on a 1 inch layer of ash spread evenly over the base of the firebox.
- ⑥ Do not store fuel underneath the oven, within the specified installation clearance areas, or within the space required for charging and ash removal.
- ⑦ Always close the door after the ignition. Leaving door open can cause smoke spillage and flames to come out of the oven and create dangerous and possibly life threatening situations.
- ⑧ Normal operation of the oven will result in momentary emissions of smoke into the room when the refueling door is opened and closed. It is always recommended to install strategically placed smoke detectors away from the oven and to have a fire extinguisher in a convenient location. Make sure that they are not influenced by small and normal wisps of smoke that can come out of the oven at the ignition or refueling but close enough to provide safety.
- ⑨ Never over fire your oven. If any part of the oven starts to glow red, over firing is happening. To correct over firing adjust the air intake control to a lower setting.
- ⑩ Never put wood above the firebrick lining of the firebox.



CAUTIONS & WARNINGS

CONTACT YOUR LOCAL BUILDING OR FIRE OFFICIALS ABOUT RESTRICTIONS AND INSTALLATION INSPECTION IN YOUR AREA.
CONTACTEZ LE BUREAU DE LA CONSTRUCTION OU LE BUREAU DES INCENDIES AU SUJET DES RESTRICTIONS ET DES INSPECTIONS D'INSTALLATION DANS VOTRE VOISINAGE



Listed Stove, Solid Fuel Type / Appareil de Poêle, de Combustibles Solides
FOR USE WITH SOLID WOOD FUEL ONLY / POUR USAGE AVEC LE BOIS SEULEMENT

Serial No. / Numéro de Série
Model / Modèle: Nectre Big Bakers Oven
Tested To / Testé à: UL 1482-2011, UL 6627-00

Pecan Engineering Pty Ltd
13 Acorn Road
Dry Creek, South Australia 5094



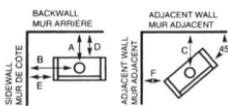
"PREVENT HOUSE FIRES"

Install and use only in accordance with manufacturer's Installation Instructions and your local building codes.

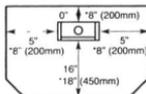
CAUTION: Special methods are required when passing chimney through a wall or ceiling, refer to installation instructions and local building codes. Do not pass chimney connector through a combustible surface. Do not connect this unit to a chimney flue serving another appliance. Do not obstruct the space beneath the stove.

NOTE: Replace glass only with 5mm ceramic. Operate with the doors closed.

The stove must be placed on a non-combustible surface with an R-value of 2.12 or greater. It must extend beneath heater, and to the front/sides/rear as indicated. *In Canada, required floor protection must be 18" (450mm) in front and 8" (200mm) on all other sides of the appliance.



FLOOR PROTECTOR PROTECTEUR DE PLANCHER



Le poêle doit être placé sur une surface non-combustible avec une valeur R de 2,12 ou plus.
Il doit s'étendre en dessous de l'appareil et au devant, aux côtés et à l'arrière de l'appareil comme indiqué.
*Au Canada, la protection du plancher doit s'étendre de 18" (450mm) en avant et de 8" (200mm) sur tous les autres côtés de l'appareil.

		Chimney		Dimensions, (in.)					
Installation Standard	Clearance & Connector Note:1	A	B	C	D	E	F		
U.S.	Residential Standard	12.5	22.5	15	10	12	5		

Note 1: 6 inch diameter, single wall, minimum 24 MSG black or 25 MSG blue steel connector pipe with factory-built chimney listed to either UL 103HT or ULC S629.

Note 2: The minimum clearance from the top of the appliance to the ceiling is 51 inches (1296mm).

		Espaces Libres		Cheminée et Tuyau		Dimensions, (mm)					
Installation Résidentielle	Standard Note:1	A	B	C	D	E	F				
Canada	Résidentielle Standard	318	572	381	254	305	127				

Note 1: Le tuyau connecteur en acier noir de minimum 24 MSG ou en acier bleu de 25 MSG, de 6" de diamètre, pour mur simple, avec cheminée faite en usine, enregistrée sous ULC S-629.

Note 2: La distance minimale à partir de la partie supérieure du foyer et le plancher est de 51 pouces (1296mm).

CAUTION:

HOT WHILE IN OPERATION. DO NOT TOUCH. CONTACT MAY CAUSE SKIN BURNS. KEEP CHILDREN, CLOTHING, FURNISHINGS AND COMBUSTIBLE MATERIAL A CONSIDERABLE DISTANCE AWAY. SEE NAMEPLATE AND INSTRUCTIONS. DO NOT OVERFIRE. IF HEATER OR CHIMNEY CONNECTOR GLOWS, YOU ARE OVERFIRING. INSPECT AND CLEAN CHIMNEY AND CONNECTOR FREQUENTLY UNDER CERTAIN CONDITIONS OF USE. CREOSOTE BUILDUP MAY OCCUR RAPIDLY. DO NOT USE GRATE OR ELEVATE FIRE. BUILD WOOD FIRE DIRECTLY ON HEARTH. DO NOT BURN WITH FEED DOOR OPEN.



ATTENTION:

CHAUD LORS DE L'OPÉRATION. NE PAS TOUCHER. LE CONTACT PEUT CAUSER DES BRULURES À LA PEAU. GARDEZ LES ENFANTS, LES VÊTEMENTS, LES MEUBLES ET LES MATÉRIELUX COMBUSTIBLES LOIN DE L'ESPACE DÉSIGNÉ DE L'APPAREIL. VOIR L'ÉTIQUETTE ET LES INSTRUCTIONS. NE PAS SURCHAUFFER. SI L'APPAREIL DE CHAUFFAGE OU LE TUYAU DE CHEMINÉE ROUGISSENT, VOUS SURCHAUFFEZ. INSPECTEZ ET NETTOYEZ LA CHEMINÉE ET LE TUYAU CONNECTEUR FREQUENTEMENT. SOUS CERTAINES CONDITIONS, IL SE PEUT QUE LA CREOSOTE S'ACCUMULE RAPIDEMENT. NE LEVEZ PAS LE FEU. BATISSEZ LE FEU DE BOIS DIRECTEMENT SUR L'ATRE. NE PAS BRULER LORSQUE LA PORTE D'OUVERTURE EST OUVERTE.

U.S. ENVIRONMENTAL PROTECTION AGENCY
EXEMPT FROM EPA CERTIFICATION UNDER 40CFR 60.531.

DO NOT REMOVE THIS LABEL / NE PAS ENLEVER CETTE ÉTIQUETTE

Date of Manufacture / Date de Fabrication

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	<input type="checkbox"/>											



CAUTION
DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE



SAVE THESE INSTRUCTIONS

Installation

Before Installation

After unpacking, check that the following parts are included inside the wood-fired oven.

- 2 side baffles
- Handle for air control
- Lifter for cook plates
- Allen key for adjustment of top air discharge

Assembling your Nectre Wood-Fired Oven

The Nectre N550 Wood-Fired Oven comes mostly assembled, however some parts may need adjusting / to be added before firing the stove. It is important that the following components are used ensure compliance.

Installing the by-pass damper

1. Before installing the flue, the by-pass damper handle must be fitted. The handle is supplied inside the firebox. Insert the threaded end of the handle into the 10 mm (0.40") hole on left side of the oven.

Looking down through the flue spigot locate the threaded end of the handle with the extended nut attached to the by-pass damper. Screw the handle all the way into the nut until tight.

2. The position of the handle should be at approximately 11 o'clock when the damper is open, and 1 o'clock when the damper is closed.

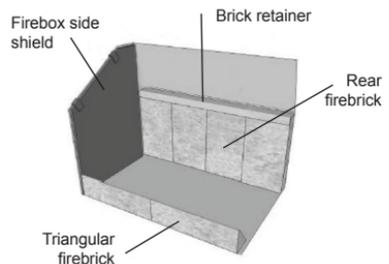
! NOTE: Do not alter the damper adjustment range to increase firing for any reason.

Installing fire bricks

The oven comes with 4 fire bricks 9" x 4½" x 1½" (230 mm x 115 mm x 38 mm), a 19" (480 mm) long brick retainer as well as two triangular bricks 2" x 2¾" x 10" (50 mm x 70 mm x 250 mm) for the front. Refer to Figure 1.

Place the four fire bricks upright, up against the rear wall of the firebox. Place the U-shaped brick retainer over the top of the bricks such that the bricks fit inside the U-section. This will hold them in place. Place the triangular firebricks at the front of the firebox beneath the door opening.

Figure 1



Installation

! NOTE: The firebricks may already be in place upon arrival of your wood-fired oven.

! NOTE: The triangular fire bricks are siliconed in place for transit. After initial use the silicon will break down and they bricks can be removed. Remove the side baffles by lifting up and away from the wall prior to removing triangular bricks

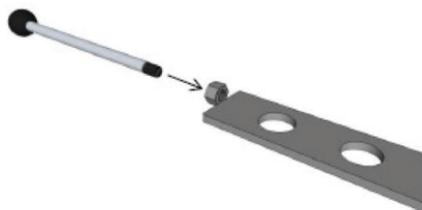
Installing baffle plate

1. The oven comes with a 10" x 12 3/4" x 6" (250 mm(d) x 325 mm(w) x 150 mm(h) mm) baffle plate. This rests on the two lugs welded to the inside front of the firebox and on the brick retainer at the back of the oven.
2. Position the baffle plate vertically towards the rear of the firebox with the 4" (100 mm) strip welded to the baffle at the top facing forward. Bring the top edge towards the front of the oven so that it slides up and over the two support lugs with the 4" (100 mm) strip located between them. Raise the lower rear edge of the baffle plate to rest on top of the brick retainer.
3. With the baffle plate in its correct position, ensure it is pushed all the way back so that it doesn't fall.

Installing top air control rod

A stainless-steel rod with a thread at one end and black knob on the other will have been supplied in the oven. Pass the threaded end of the rod through the hole near the top front corner on the left side of the oven. Push the rod through until one can feel it has located the nut on the air slide, then screw rod until tight. Refer to figure 2. Check that the rod slides freely back and forth.

Figure 2 Top air control rod installation



Installation

Installing the floor protector

The oven must be placed on a non-combustible floor protector with an R-value of 2.12 or greater. For multiple layers, add R-values of each layer to determine the overall R-value. When manufacturers provide a k-factor or C-factor for the

material, you will need to convert these to the R-value.

The following equations can be used to convert these factors to the R-value:

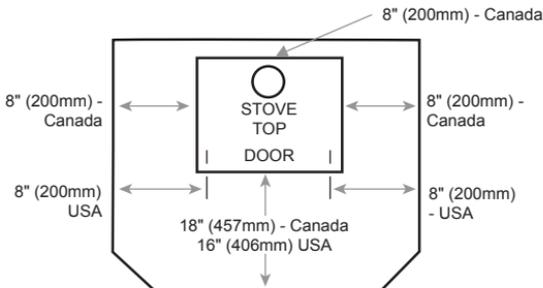
- k-factor, is given with a required thickness (T) in inches: $R=1/k \times T$
- C-factor, is given:

Figure 2 - R=1/C EXAMPLE:

If the floor protector is 4" brick with a C-factor of 1.25, over 1/2" mineral board with a "k" factor of 0.29, the total R-value of the system (R_{total}) is:		
4" brick C = 1.25	$R_{brick} = 1/1.25$	= 0.8
1/2" mineral board K = 0.29,	$R_{mineral} = 1/0.29 \times 0.5$	= 1.724
$R_{total} = R_{brick} + R_{mineral}$	$R_{total} = 0.8 + 1.724$	= 2.524
In this example, the R-value is greater than 2.12 required and therefore this floor protector is a suitable combination that provides the required thermal protection.		

In the USA, the floor protector must extend 8" (203 mm) beyond each side of the flue loading door and 16" (406 mm) to the front. In Canada, the floor protector must extend 8" (203 mm) beyond each side and the back of the appliance and 18" (457 mm) to the front. *Refer to figure 3.*

Figure 3 Non-combustible floor protector requirements



In a rear vent installation, the floor protection must also extend under the stove pipe/chimney connector and a minimum of 2" (51 mm) beyond each side.

Installation

Positioning your wood-fired oven

STANDARD INSTALLATION CLEARANCES

One of the main necessary precautions when installing a wood fired oven is to leave sufficient space between the oven (top, sides, back, front, and under stove pipes) and any other material that can catch fire.

It is extremely important that you respect required installation distances and that you respect local installation regulations. This is for your safety! The manufacturer is

not responsible for the product, if it is not installed following these recommendations. The following clearances may only be reduced by means approved by the regulatory authority.

A combustible surface is anything that can burn (i.e. sheet rock, wall paper, wood, fabrics etc.) These surfaces are not limited to those that are visible and include materials that are behind non-combustible materials. If you are not sure of the combustible nature of a material, consult your local fire officials.

Figure 4 a) Parallel installation b) Corner installation

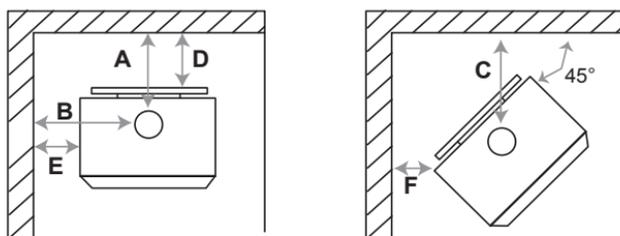


Table 1 Clearances to combustible surfaces

Description	Dimension (in)	Dimension (mm)
A – Back Wall to Flue Pipe	12.5"	318 mm
B – Side Wall to Flue Pipe	22.5"	572 mm
C – Wall to Flue Pipe	15"	381 mm
D – Back Wall to Appliance	10"	254 mm
E – Side Wall to Appliance	12"	305 mm
F – Wall to Appliance	5"	127 mm
– Ceiling to Appliance Top	51"	1296 mm

Installation

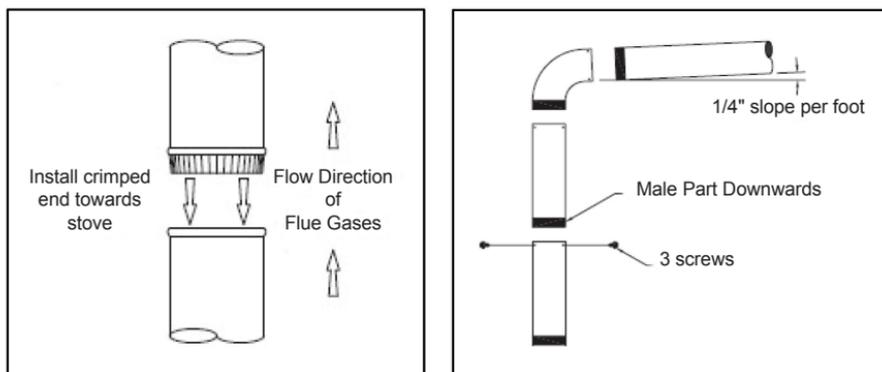
Chimney connection

The chimney connector is a single walled pipe used to connect the oven to the chimney. For use with the N550 Wood-Fired Oven the chimney connector **MUST** be 6" (152 mm) in diameter, with a minimum thickness of 24-gauge black steel or 26-gauge blued steel. The chimney connector must be suitable for solid fuel, in good condition, and kept clean.

Aluminum or galvanized steel pipe is not acceptable for use with the N550 Wood-Fired Oven. These materials cannot withstand the extreme temperatures of a wood fire and can give off toxic fumes when fired.

! NOTE: Do not use the connector pipe as a chimney.

Table 5 a) Chimney connection b) Flue pipe attachment



Each chimney connector or flue pipe section must be installed to the oven flue collar and to each other with the male (crimped) end toward the oven, as per *Figure 5A*. Attach each of the sections to one another with three equidistant metal screws, as per *Figure 5B*.

Installation

This prevents any amount of condensed or liquid creosote from running down the outside of the pipe or the oven top. All joints, including the flue collar connection must be secured with three sheet metal screws to ensure that the sections do not separate.

For the best performance, the chimney connector should be as short and direct as possible, with no more than two 90° elbows. The maximum horizontal run is 36" (915 mm) and a recommended total length of flue pipe should not exceed 10' (3.0 m). Always slope horizontal runs upward 1/4" per foot toward the chimney.

No part of the chimney connector may pass through an attic, roof space, closet, other concealed space or through a floor or ceiling. All sections of the chimney connectors must be accessible for cleaning. Where passage through a wall or partition of combustible construction is desired, the installation must conform to NFPA 211 or CAN/CSA-B365, and is also addressed in this manual.

Chimney requirements

 **WARNING:** Do not connect this wood-fired oven to a chimney flue serving another appliance.

 **WARNING:** Do not connect to any air distribution or duct system.

This oven must be connected to a 6" (152 mm) factory built UL 103 HT chimney (ULC S629, in Canada) or a code - approved masonry chimney with a flue liner.

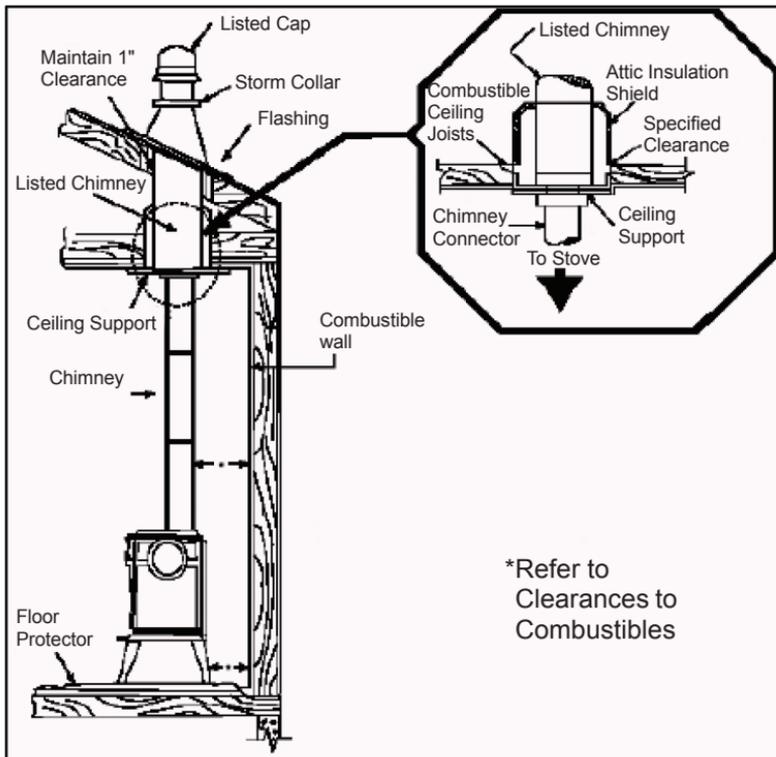
An effective vapor barrier at the location where the chimney or component penetrates to the exterior of the structure must be maintained as per the installer's complying method.

Installation

Factory Built Chimney

When a metal prefabricated chimney is used, the manufacturer's installation instructions must be followed. You must also purchase (from the same manufacturer) and install the ceiling support package or wall pass-through and "T" section package, firestops (where needed), insulation shield, roof flashing, chimney cap, etc. Maintain proper clearance to the structure as recommended by the manufacturer. The chimney must be the required height above the roof or other obstructions for safety and proper draft operation. See below for chimney termination requirements.

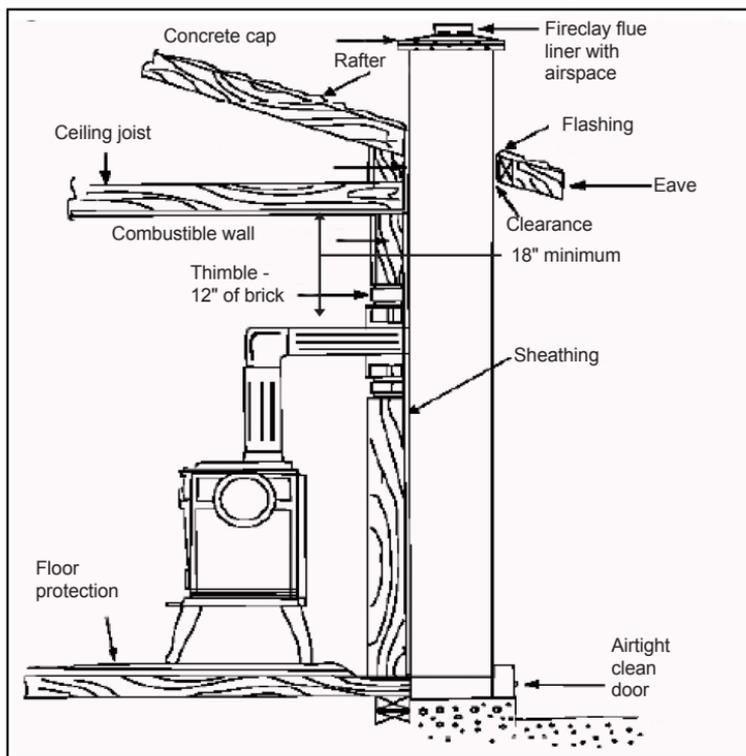
Figure 6 Factory built chimney requirements



Masonry Chimney & Fireplace

When a metal prefabricated chimney is used, the oven may also be connected to a masonry chimney, provided the chimney complies with the construction rules found in the building code enforced locally. To ensure that a masonry chimney meets the minimum standards of the National Fire Protection Association (NFPA) it should be inspected by a professional to make sure there are no cracks, loose mortar or other signs of deterioration and blockage. Also have the chimney cleaned before the oven is installed and operated.

Figure 7 Masonry chimney requirements





Installation

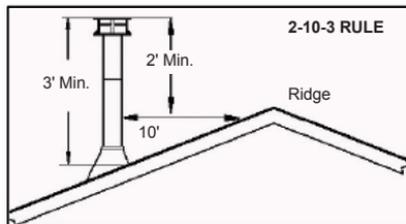
When connecting the oven through a combustible wall to a masonry chimney, special methods are needed. Refer to figure 7. The chimney must have either a clay liner or a suitably listed stainless steel liner. If the masonry chimney has a square or rectangular liner that is larger in cross sectional area than a round 6" (152 mm) flue, it should be relined with a suitably listed 6" (152 mm) stainless steel liner. Do not downsize the flue to less than 6" (152 mm) unless the venting system is straight and exceeds 25ft (7.6 m) in height. When passing through a combustible wall, the use of an insulated listed thimble is required.

There are listed kits available to connect an oven to a masonry fireplace. The kit is an adapter that is installed at the location of the fireplace damper. The existing damper may have to be removed to allow installation.

Chimney Height

A masonry chimney or a listed factory-built chimney must be the required height above the roof and any other nearby obstructions. The chimney must be at least 3' (914 mm) higher than the highest point where it passes through the roof and at least 2' (610 mm) higher than the highest part of the roof or structure that is within 10' (3050 mm) of the chimney, measured horizontally. Refer to Figure 8.

Figure 8 Chimney height requirements

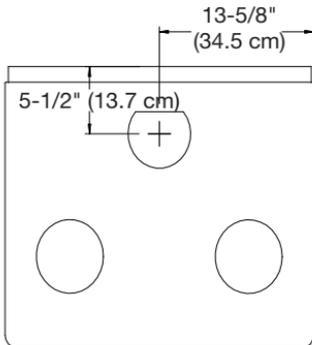
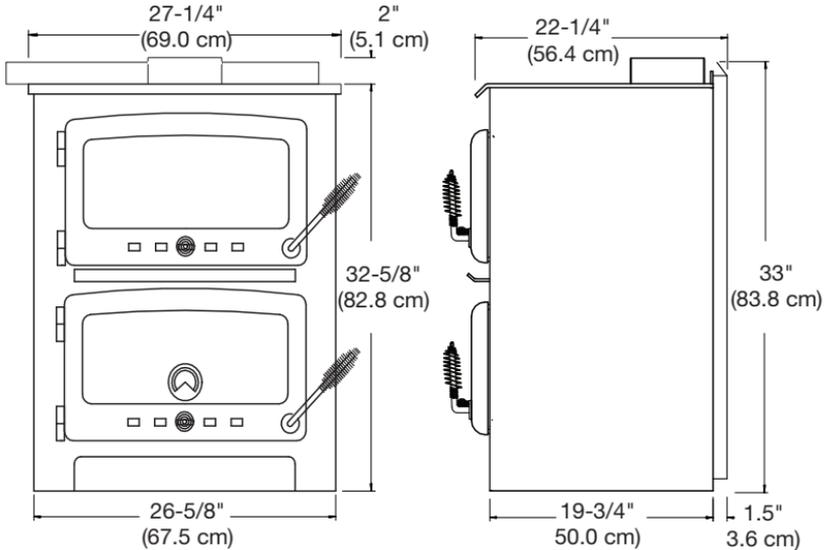




Installation

Oven Dimensions

Figure 9 Dimensions for installer



Internal Dimensions

Firebox	Oven
18.7" (47.5 cm)	19" (48.3 cm)
11.4" (29.0 cm)	12.6" (32.0 cm)
11.8" (30.0 cm)	10" (25.4 cm)



Operating Instructions

Cooking

1. The Nectre Wood-Fired Oven has the firebox at the top and the oven below. Heat is directed around the oven by closing the damper located next to the flue outlet.
2. Before lighting your Nectre Wood-Fired Oven ensure that the damper control is properly located so that it closes and swings open. The damper is open when the control lever is in the down position and closed in the up position. Also ensure that the steel inspection panel in the bottom of the oven is in place (not to be confused with the oven tray).
3. To light your cooker, first make sure that the damper is open and the air spindle control (the spindle control is opened and closed to control the rate of burn) on the firebox door is also open to its full extent. Light a fire using finely chopped wood and establish it so that it has plenty of flames. As soon as the fire is going briskly, close the damper. This directs the flames and the flue gases down the sides and around the oven. Keep the fire burning briskly until the oven is up to temperature.
- ! NOTE:** The temperature gauge on the oven door is only a guide to the temperature in the oven. We have found that when the gauge is reading 100° Celsius (212° Fahrenheit), the internal oven temperature is more like 180° Celsius (356° Fahrenheit). It is always recommended to use a meat thermometer when cooking.
4. To add more fuel to the fire, it is advisable to open the damper before opening the door. When the firebox is loaded, close the door and then close the damper. This will help prevent smoke from entering the living space.
5. For cooking, always have a brisk fire using small pieces of wood that provide plenty of flames. This type of fire will maintain the oven temperature. For longer burn time, larger pieces of wood can be used and the spindle control closed off. The oven temperature will drop when in this mode of operation.
6. Your Wood-Fired Oven come with two removable rings for stove top cooking. Remove the rings to use as a burner to cook additional foods in woks or pots suitable for wood burning applications (contact your dealer for more information).



Operating Instructions

Fueling

LOADING SUGGESTIONS

1. Once you have obtained a good bed of embers, you should reload the unit. In order to do so, open the air controls to maximum a few seconds prior to opening the stove's door. Then proceed by opening the door very slowly; open it one or two inches (25-50 mm) for 5 to 10 seconds, before opening it completely to increase the draft and thus eliminate the smoke which is stagnant in a state of slow combustion in the firebox. Then bring the red embers to the front of the firebox and reload the unit. Be careful when operating the Nectre Wood-Fired Oven with the door open as coal or ash may escape the firebox.
2. For optimal operation of your wood-fired oven we recommend you to operate it with a wood load approximately equivalent to the height of fire bricks. Avoid wood from coming in contact with glass. Also avoid over firing the oven and burning volatile fuels as this is unsafe and will void warranty.

Ventilation Suggestions

It is important to note that wood combustion consumes ambient oxygen in the room. In the case of negative pressure, it is a good idea to allow fresh air in the room, either by opening a window slightly or by installing a fresh air intake system on an outside wall.

⚠ WARNING: do not alter the damper adjustment range to increase firing for any reason.

Maintenance

DISPOSAL OF ASHES

Ashes should be removed from the firebox every few days or when ashes get to 2 to 3 inches deep. Always empty the firebox when it is cold. Ashes should be placed in a metal container with a tight-fitting lid. The closed container of ashes should be placed on a noncombustible floor on the ground, well away from all combustible materials, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until a cinders have thoroughly cooled.



Operating Instructions

CREOSOTE – FORMATION & NEED FOR REMOVAL

1. When wood is burned slowly, it produces tar and other organic vapors, which combine with expelled moisture to form creosote. The creosote vapors condense in the relatively cool chimney flue of a slow-burning fire. As a result, creosote residue accumulates on the flue lining. When ignited this makes an extremely hot fire.
2. To prevent creosote build-up:
 - Always burn dry wood. This allows clean burns and higher chimney temperatures, therefore less creosote deposit
 - Leave the air control fully open for about 5 minutes every time you reload the oven to bring it back to proper operating temperatures. The secondary combustion can only take place if the firebox is hot enough
 - Always check for creosote deposit once every two months and have your chimney cleaned at least once a year
3. The chimney connector and chimney should be inspected at minimum every two months to determine if a creosote buildup of 3 mm (0.1") or more has occurred. If creosote has accumulated it should be

removed to reduce the risk of a chimney fire.

The sides of the oven will also need to be inspected and potentially cleaned every two months. To achieve this the cooktop hotplates need to be removed so that the sides of the oven can be scraped. The bottom plate of the oven will then need to be removed in order to collect the loose creosote.

Inspection & Cleaning

1. It is important to establish a routine for the fuel, wood burner and firing technique. Check daily for creosote buildup. Be aware that the hotter the fire the less creosote is deposited, and weekly cleaning may be necessary in mild weather even though monthly cleaning may be enough in the coldest months. Contact your local municipal or provincial fire authority for information on how to handle a chimney fire. Have a clearly understood plan to handle a chimney fire.
2. Apart from removing creosote buildup within the oven, the only other maintenance required for the Nectre Wood-Fired Oven is to ensure that the door assembly components are well maintained.



Operating Instructions

3. The glass on the firebox and oven door can be cleaned with a fine grade steel wool and water. You **MUST** use fine grade steel wool as medium or coarse steel wools can scratch and damage the glass. It is not advisable to use a cleaner that contains caustic and abrasive cleaners. Do not clean with alcohol based cleaners.
4. Ensure that the door seals are well maintained; kept in good working condition.
5. Depending on quality of maintenance your unit may show signs of rust (corrosion) on the body of the unit. To correct this sand the affected area and paint.
2. Do not abuse the glass door by striking or slamming shut. Do not use the stove if the glass is broken. If the glass on your stove breaks, replace only with the same 5 mm (0.2") ceramic glass supplied from your dealer. Never substitute other materials for the glass.
3. To replace the glass, remove the screws retaining the glass moldings inside the door. Remove the moldings and replace the damaged piece with a new one. Perform the procedure backwards after replacing. When replacing the glass, you should change the glass gasket to make sure you keep it sealed.

Replacing Glass

1. Inspect and clean the glass regularly in order to detect any cracks. If you spot one, allow the fire to go out and the stove to cool before repairing. Never wash the glass with a product that may scratch the glass. Use a specialized cleaning product available from your dealer. The glass should be washed only when the stove is cold to facilitate good operational practices.

Warranty

Glen Dimplex Americas Ltd. (Glen Dimplex Americas herein) warrants this wood-fired oven to be able to operate under normal use and service and within 10 years from date of the original purchase on the terms herein shall repair or replace without cost to the original customer any part thereof which shall be returned to our factory which our inspection shows would prevent operation (transportation charges prepaid). This warranty does not apply to firebricks, brick retainer, baffle, door seal, glass nor discoloration of the surface or tarnishing of gold fittings all of which require normal service to maintain them.

Under the terms of this warranty, Glen Dimplex Americas assumes no responsibility for the labor costs involved in removing or replacing the stove. Nor shall Glen Dimplex Americas be liable for any injury, loss, or damage (direct, indirect, or consequential) arising out of the use or inability to use the product, or its removal and replacement. All other oven warranties, expressed or implied are excluded to the extent possible at law. Consumers also have rights under relevant State and Commonwealth Laws.

The Retailer does not have the authority to alter this warranty. For further information please contact Glen Dimplex Americas.



Technical Support

Technical and troubleshooting support, as well as a list of replacement parts can be found on www.dimplex.com/customer_support

1-888-346-7539 | www.dimplex.com

In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

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