

fuego


















wood-fired ovens



OPERATING MANUAL INSTRUCTIONS

IMPORTANT - WARNING

READ ALL INSTRUCTIONS BEFORE INSTALLING AND USING THE APPLIANCE. FAILURE TO FOLLOW INSTRUCTIONS MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY OR EVEN DEATH.

-  **FOLLOW** the instructions for curing the oven. Failure to follow the curing instructions can cause damage to the oven and will void the warranty.
-  **ALWAYS** ensure that children and pets are kept at a safe distance from the wood-fired oven, both during and after operation. We suggest children under the age of 16 should be supervised when using the oven.
-  **ALWAYS** ensure the oven is sited on a level base. . The base or stand **MUST NOT** tilt.
-  **DO NOT** modify the oven in any way from the manufacturer's design and specification. This will void the warranty.
-  **DO NOT** use the oven indoors without the appropriate flue installed and commissioned by an approved installer.
-  **DO NOT** block the flue pipe.
-  **ONLY USE** untreated, well-seasoned, dry hard wood with a moisture content of less than 20%.
-  **DO NOT** attempt to burn rubbish in the wood-fired oven.
-  **DO NOT** use any type of flammable liquids or fuels (including, but not limited to: firelighter fluid, petrol, diesel, kerosene, oil or any other flammable chemical compound) at any time to start or maintain a fire.
-  **BEWARE** of very high internal temperatures. The mouth of the wood-fired oven and inside the oven will get very hot so take care when using it. We recommend a maximum air temperature of 350°C particularly for prolonged use. At this temperature, the clay in the floor and dome will most likely be in excess of 450°C.
-  **DO NOT** place unprotected hands or arms inside the wood-fired oven during and after operation. If any burns or scalds occur, immerse in cold water immediately and seek medical advice.
-  **ENSURE** you use long oven gloves and mitts to handle pots and tools and take care while handling.
-  **DO NOT** remove burning logs or embers from the wood-fired oven during or after use.
-  **DO NOT** allow the oven to become extremely wet if its fitted outdoors, protect it with a waterproof cover. If your oven becomes wet, follow the curing instructions to dry it out properly before use.
-  **DO NOT** use water to calm or extinguish a fire in the wood-fired oven, except in an emergency.
-  **ENSURE** all tools, materials, pots and pans used in the wood-fired oven are appropriate for high temperatures in excess of 450°C.
-  **DISPOSE** of ash in an appropriate bin, add it to compost or spread it on the garden as a nutrient. Take appropriate action to avoid inhaling any ash or dust.

SAVE AND KEEP THESE INSTRUCTIONS TO HAND SO YOU CAN REFER TO THEM



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. 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. 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 Fuego 65, 70, 80, 90, 100 and 140 Classic, Stone, Brick and Mosaic wood-burning ovens have been recommended as suitable for use in smoke control areas when burning wood logs.



TABLE OF CONTENTS

- 1. What's included? _____ **5.**
- 2. Installation guidelines _____ **6.**
- 3. How to cure your oven _____ **7.**
- 4. How to light your oven _____ **9.**
- 5. How to care for your oven _____ **11.**
- 6. Know your clay _____ **12.**
- 7. Cooking with your oven _____ **13.**
- 8. Frequently Asked Questions _____ **23.**
- 9. Warranties, Returns, Defects or Shipping Damage Warranties _____ **25.**



1. WHAT'S INCLUDED?

Before you attempt to install or light your oven, please check all parts of the oven against the following checklist. A signed delivery note without notations of missing, damaged or incorrect item(s) represents your acceptance of the complete order is in perfect condition.



Precast Fuego Oven (x1)

Arrives in your chosen finish and size. Please check the outside and inside of the oven.



Thermometer Dial 30cm (x1)

The dial ranges between 0-500°C and the needle is positioned above 0°C.



Internal Steel Flue ø 125mm (x1)

Please check there is no obstruction inside the flue and that the flue fully opens by turning the handle to a 12 o'clock vertical position and that its closes by turning the handle to a 3 o'clock horizontal position.



Cast Iron Door and Handle (x1)

Please check the door hinges, door handle and air vent are opening and closing correctly. If you have purchased a window door, please check the glass panel is included inside the oven ready to slide into the door.

OPERATING MANUAL (x1)



Please read this manual before attempting to cure or light your oven.



OPERATING MANUAL INSTRUCTIONS



2. INSTALLATION GUIDELINES

Do I need to assemble the oven?

No, all Fuego ovens come ready built with no need for any type of assembly.

Does the oven include delivery and installation?

No, all our oven deliveries are kerbside and do not include installation. Before you purchase, please be aware that our delivery service covers getting the oven delivered to your front drive. Where the drive is tarmac or concrete, the oven can be set down wherever you want on this 'hard' flat surface. However, if you have a shingle / gravel drive, the unloading pallet truck cannot operate on these surfaces - so the oven will have to be set down on the nearest hardstanding instead.

Do I need to do some building work prior to installation of the oven?

It all depends what type of garden, patio or BBQ area design you are intending to achieve and where are you planning to fit the oven. Fuego ovens are designed for outdoor use and do require some building work, so you are able to sit the oven on a stable, levelled surface with a stand structure that can take a weight between 450Kg and 1750Kg (depending on the oven you choose) and complete the installation. You can build your oven stand out of materials that match your oven finish such as brick, stone or even painted concrete blocks. Make sure you take the measurement from the base of the oven (available from our website) before you start to build your stand. We recommend that you consult with a professional landscaper or builder before you carry out any building work.

Need a hassle-free solution?

If you prefer a hassle-free option and do not want to carry out any type of building work or landscape design, you can also purchase one of our black steel table stands from our online shop as a 'ready to go option' that does not require any type of building work.

PLEASE NOTE

The recommended stand height to sit your Fuego oven is 840mm to which you add the height of the oven base (60mm) to achieve a total height of 900mm.



How do I lift the oven?

All our ovens are set over a steel reinforced concrete base of 60mm thickness, with steel eye bolts set over each corner of the oven for ease of lifting and positioning. Fuego ovens are a heavy piece of kit, typically weighing between 450Kg and 1750Kg. As such, it is extremely important that you give careful consideration to how you are then going to lift, transport and install the oven in its final required position. Without doubt you will need some kind of 'mechanised lifting device' for this and we strongly recommend you contact one of our 'recommended installers' who have the correct lifting machinery to be able to handle the weight and size of our ovens.

WARNING ⚠

Fuego ovens are a heavy piece of kit and can weigh between 450Kg and 1750Kg. We recommend that you consult with a professional installer, landscaper or builder before you begin to build your stand or attempt to lift the oven into position. THE OVEN MUST NEVER BE TILTED ON ITS SIDE OR ANGLE LIFTED DURING TRANSPORTATION OR INSTALLATION, AS THE OVEN MAY SLIDE OFF THE BASE AND CAUSE PROPERTY DAMAGE, PERSONAL INJURY OR EVEN DEATH.

Third-Party Installation Guidelines

We recommend that you hire a professional lifting company with appropriate machinery to install your oven, it is very heavy and if handled incorrectly could lead to damage to the oven and your property, serious injury or even death. However, if you decide to install it yourself or use a third-party company not recommended by Fuego Wood-Fired Ovens, please read the following installation guidelines before doing so:



a) Lifting Frame / Spreader Beam

Your oven will be fitted with a 'lifting eye' in each corner. To ensure correct 'vertical loading' on this lifting eye, the oven MUST be lifted using a suitable 4-point 'lifting frame' system - which will ensure the chains / strops are close to vertical during the lift. As an example, the below image shows the lifting frame used by one of our approved installers' compact crane to lift ovens with an 'as near as possible to the vertical' loading on each corner.



b) Oven Transport

The oven's lifting eyes are designed specifically for lifting the oven in a smooth and controlled movement onto a transport dolly or when placing the oven on its stand. They are NOT designed to support the oven whilst it is being transported over uneven ground 'suspended' from a tractor, digger or tele-handler type of machine. The inevitable 'bouncing' effect on the oven of this type of transport risks overloading the eyelet fixings and could result in their catastrophic failure. Therefore, please ensure your oven is properly supported underneath during the 'transport phase' of your installation. See the below image showing the oven being transported with proper flat-bed support under its base.



c) Installation by Engine Hoist

Whilst we have heard of ovens being installed using engine hoists, they will be right on the limit of their Safe Working Load (SWL) when lifting our ovens and have no provision to 'extend' their boom forwards to enable placement of the oven onto its base. Whilst they have wheels so can, in theory, be rolled forward to move the oven over the base for installation, the design / build up of the base often prevents this being possible. We therefore strongly recommend the use of a machine with a hydraulic extending boom similar to the below image - that allows the oven to be installed with the machine positioned 'remotely' in front of the base.

d) Installation by Lorry Crane

Assuming there is not enough access room to get your oven into position down an alleyway, OR by removing a fence panel in your back garden and coming in via a neighbour's property, if you choose to lift the oven into your garden using a lorry crane (or similar) instead please stipulate that the oven MUST be supported underneath the base when lifting over yours or your neighbour's property. You should also stipulate that it MUST have a cargo safety-net system attached below the oven so that, in the unlikely event of a lifting eye failure, the broken parts of the oven will be 'caught' by the net underneath, avoiding further damage.

WARNING ⚠

Fuego Wood-Fired Ovens will not be held responsible for any type of damage or injury caused should you choose to install your oven yourself or by a third-party company not recommended by Fuego Wood-Fired Ovens.

3. HOW TO CURE YOUR OVEN

Follow this guide when your oven is new or if it becomes wet. Always cure your oven with the door and flue open. You will need:

🔥 Wax Firelighters

Do not use standard white firelighters as they contain chemicals that may absorb into the oven floor and affect the flavour of your food. Never use lighter fluid to start or refresh a fire.

🔥 Kiln Dried Kindling

Kiln dried kindling wood is the ideal wood to fire up the oven. Make sure it's extremely dry and of the highest calibre.

🔥 Kiln Dried Hardwood Logs

Such as oak, ash, birch, beech, cherry, apple, pear, hawthorn or olive or kiln-dried hardwood with a moisture content of less than 20%. Hardwood produces the most heat and less ash. Softwood has an unpleasant smell and painted or treated wood can give off toxic fumes. Use smaller logs of approximate 30cm long and 4 to 6cm in diameter. The size of the logs is key to provide the oven with its optimum conditions for cooking.

🔥 What is curing the oven?

Your oven is made from heat-resistant clay, but the water used to form the clay must be driven out before your oven can be put into use. This process is called curing. The first step involves drying the water out of the clay and the second is tempering the clay. This is achieved by lighting several small fires inside the oven, over a period of two days, gradually increasing the oven temperature.

WARNING ⚠️

We recommend a total of 4 hours of dry curing at a temperature of no more than 100°C on the first day. On the second day, we recommend bringing the oven to a temperature of 100°C for two hours and then increasing the temperature by 100°C per 2 hours for a total of 7 hours (use the thermometer on the oven) to a maximum of 500°C. PLEASE ENSURE YOUR DOOR AND FLUE ARE OPEN AT ALL TIMES DURING THE CURING PROCESS, FAILURE TO DO SO CAN LEAD TO DAMAGE TO YOUR OVEN.

Simple steps to curing your Fuego wood-fired oven:



1. Open the flue (12 o'clock position) and door.



2. Place a firelighter in the centre of the oven floor.



3. Stack small pieces of kindling around it to form a jenga style tower that is five or six rows high.



4. Place two small hardwood logs on top of the tower.



5. Light the fire.



6. On the first light, the curing fire should be kept alight for 4 hours at a maximum temperature of 100°C to dry any excess moisture. On the second light, you need to increment the temperature of the oven gradually to temper the clay. From 0°C to 100°C and hold for 2 hours, from 100°C to 200°C and hold for 2 hours, from 200°C to 300°C and hold for 2 hours, from 300°C to 400°C and hold for 30 minutes and finally from 400°C to 500°C and hold for another 30 minutes. The last increment is the one that fully cures the oven and helps stretch your oven's performance capability.



7. You will only need to cure your oven when new. If, however the oven hasn't been used for a long period or has become wet, it is advisable to start with a smaller fire to a temperature of 100°C for 4 hours beforehand to warm up the oven before you establish a large hot fire.

IMPORTANT ADVICE 📣

Heating a wood-fired oven will create small natural cracks and dilatations to appear on the exterior and sometimes in the interior of the oven, particularly on the exterior brick joints. This is a completely normal and natural process due to the thermal dilatation of structures and does not affect the normal functioning of the oven. These natural cracks and dilatations can be seen in many structures such as buildings, bridges or chimneys. This is why we recommend that you cure your oven in order to progressively heat the interior and exterior of the oven so the joints and structures adapt better to the changes in temperature and for any humidity to disappear before use. It is also not advisable to overheat your oven. Prolonged large flames could accentuate the number of cracks appearing on the oven exterior and interior and damage the front brickwork of your oven.

4. HOW TO LIGHT YOUR OVEN

Follow this guide when lighting your oven. Always light your oven with the door and flue open. You will need:

Wax Firelighters

Do not use standard white firelighters as they contain chemicals that may absorb into the oven floor and affect the flavour of your food. Never use lighter fluid to start or refresh a fire.

Kiln Dried Kindling

Kiln dried kindling wood is the ideal wood to fire up the oven. Make sure it's extremely dry and of the highest calibre.

Kiln Dried Hardwood Logs

Such as oak, ash, birch, beech, cherry, apple, pear, hawthorn or olive or kiln-dried hardwood with a moisture content of less than 20%. Hardwood produces the most heat and less ash. Softwood has an unpleasant smell and painted or treated wood can give off toxic fumes. Use smaller logs of approximate 30cm long and 4 to 6cm in diameter. The size of the logs is key to provide the oven with its optimum conditions for cooking.

WARNING

It is the flame in the fire that warms the clay dome and builds the heat in your oven. A large fire with vigorous flames will not equate to higher internal temperatures and a better cooking result. You do not need a large flame or a large fire to build the heat in your oven. Add your wood logs one at a time, allowing the previous log to burn before you add the next one. This will allow you to have more control over the oven temperature. **OVERLOADING THE OVEN CAN CAUSE PROLONGED LARGE FLAMES AND EXCESSIVE SMOKE THAT COULD DAMAGE THE FRONT BRICKWORK OF YOUR OVEN.**



1. Open the flue (12 o'clock position) and door.



2. Place a firelighter in the centre of the oven floor.



3. Stack small pieces of kindling around it to form a jenga style tower that is five or six rows high.



4. Place two small hardwood logs on top of the tower.




5. Light the fire.



6. If you need to, keep the oven door half opened. This will block any wind and stop the smoke from rolling out until the oven reaches its ideal temperature.

WARNING  A fire too close to the front of the oven can cause a permanent separation of the metal and damage to the front of your oven.

TIP  Place your logs near the mouth of the oven a few minutes before you need to use them. This will help them to ignite quickly when you place them on the fire.



7. Each oven is a unique artisan piece with its own temperature points, which you will need to get used to. The heating time of each oven will vary depending on the size and type of wood used but it tends to be between 30 and 45 minutes.



8. By general rule, you don't need to add any more wood logs once the oven reaches 150°C because the oven will carry on increasing in temperature even without any fire or flames.



9. Use a long-handled metal hook or brush to push the burning logs and hot coals to one side of the oven. You can use whichever side you prefer but it's a good idea to alternate after each use so that you get even wear. Moving the fire to one side allows the heat to circulate within the oven instead of escaping out the front. It is easier to move food around the oven and you can put a new log on the fire without having to lift it over your food. Place the logs together so they are overlapping, one on top of the other.

IMPORTANT ADVICE

Soot staining is an inevitable development on the look of a well-used wood-fired oven. If you cannot live with it, you can reduce its appearance by using a hard bristle brush on the area, in order to remove any excess tar and carbon particles but be aware this will not remove the staining completely. We recommend not to apply any type of liquid or chemical that might damage the surface of the fire clay bricks or mortar and void the warranty of your oven.

WARNING

If you have lost the flame and there is insufficient burning material in the fire bed to light a new fuel charge, excessive smoke emission can occur. Refuelling must be carried out onto a sufficient quantity of glowing embers and ash that the wood logs will ignite in a reasonable period. If there are too few embers in the fire bed, add suitable kindling to prevent excessive smoke or add another firelighter.



10. Once the oven has reached the ideal temperature, you will need to close the door and flue to ensure the oven heat is kept and you start cooking.



11. You can open the door during the cooking process to check on your food. If you are cooking for a longer period, you might need to add more wood logs to the burning coals to ensure you keep the required temperature. The oven will keep the heat for up to 6 hours, gradually decreasing in temperature.



12. In the event that substantial smoke is observed during start-up from cold, the oven should be used with an authorised fuel or gas lance until the oven's operating temperature is reached.

TIP

Before thermometers existed, the way of knowing when a wood-fired oven has reached the ideal cooking temperature was by looking at the colour of the internal dome. When the oven is not in use or even when you start a fire, the dome and walls are black in colour. As the oven reaches temperature, the dome will turn grey at first and then white in colour, starting from the top of the dome towards the side walls. This is the key temperature point when you can stop adding wood logs, move the burning logs and coals to one side, close the door and flue and start cooking.

5. HOW TO CARE FOR YOUR OVEN



Cleaning Your Oven

You do not need to clean your wood burning oven with cleaning products because the high temperatures kill any germs and bacteria. Any food spillages will simply be burnt to ashes, which you can sweep out later. After each use, or when ash has built up too much, allow the ash to cool then sweep it out of the oven with a hard bristle brush into a suitable metal container (do not use a plastic dustpan and brush). Afterwards, you can use the cooled ash as a fertilizer for your garden. Never throw water into the pizza oven as this could damage its components.



Grout and Clay Cracks

Heating a wood-fired oven will create small natural cracks and dilatations to appear on the exterior and sometimes in the interior of the oven, particularly on the exterior brick joints. This is a completely normal and natural process due to the thermal dilatation of structures and does not affect the normal functioning of the oven. This is why we recommend that you cure your oven in order to progressively heat the interior and exterior of the oven so the joints and structures adapt better to the changes in temperature and for any humidity to disappear before use. It is also not advisable to overheat your oven. Prolonged large flames could accentuate the number of cracks appearing on the oven exterior and interior and damage the front brickwork of your oven. If you would like to fill some of the cracks that may appear on your oven, you can use a refractory grout or mortar filler. In some cases, the top left or right fireclay brick on the chimney may become loose. This does not affect the normal functioning of the oven. We recommend using a fire cement applied on a sealant gun to seal the brick back into place without having to repair the whole mortar joint and repaint the brick back.



Soot Staining

Removing soot stains can be a little more difficult. While ash is dry and powdery, soot can contain substances like tar and carbon, which are stickier and oilier than the particles found in ash. Soot staining is an inevitable development on the look of a well-used wood-fired oven. If you cannot live with it, you can reduce its appearance by using a hard bristle brush on the area, in order to remove any excess tar and carbon particles but be aware this will not remove the staining completely. We recommend not to apply any type of liquid or chemical that might damage the fire clay bricks and void the warranty of your oven.



Chimney Flue and Cap

You should make provision for inspecting and cleaning the chimney. This is particularly important on solid fuel applications. It is recommended that chimneys serving solid fuel appliances be swept and maintained as frequently as necessary but at least once a year.



Cast Iron Door

The cast-iron door can be resprayed with a heat-resistant paint available from our oven accessories section.



Glass Window

We recommend using a wood stove glass cleaner. Simply apply to a rag and wipe the dirt away.



Thermometer Dial

If your thermometer dial stops working due to prolonged use, you can easily remove it by unscrewing the small screw that secures the thermometer dial into place and replace it with a new thermometer available from our oven accessories section.

How to repair exterior cracks on your wood-fired pizza oven

Heating a wood-fired oven will create small natural cracks and dilatations to appear on the exterior and sometimes in the interior of the oven, particularly on the exterior grout joints and dome. This is a completely normal and natural process due to the thermal dilatation of structures and does not affect the normal functioning of the oven. These natural cracks and dilatations can be seen in many structures such as buildings, bridges or chimneys.

Ensuring that you cure your oven when its new or if the oven has not been used for a while or if it's damp, is the correct way to progressively heat the interior and exterior of the oven, so the joints and structures adapt better to the changes in temperature and for any humidity to disappear before use. After the curing process has been completed, one of the most typical types of cracks that may appear, are fine hair line cracks between the grout joints on the chimney archway and dome of your Fuego wood-fired oven or on the dome render of our clasico models.

We must stress that these cracks are only cosmetic and will not impact on the performance of your oven. If you cannot live with the look of them, we always include with the purchase of all our wood-fired ovens a repair kit to be able to fill all dome and grout cracks, created on the outside of your oven. Here's our step-by-step guide on how to repair all cracks on the grout and/or dome of your Fuego wood-fired oven:

1. If it's a hair line crack, start by opening the crack with the help of a screwdriver, until you have a crack wide enough to be able to fill it. For larger cracks, ensure you remove any loose debris.

2. Brush or blow any excess of dust from the crack.

3. Wet the opened crack with a sponge to ensure the render mix sticks correctly.

4. In a container, mix 100g of Fuego grout render mix or clasico dome render mix (for clasico models only) with 25ml of water (25%) and stir well until fully combined.

5. Using a spatula, fill the crack with the repair mix, ensuring you spread it evenly.

6. Allow to dry for 4 hours.

7. Once dry, rub the area with a damp sponge in circular movements until it blends with the rest of the dome or grout finish.

8. Repeat the process with any other cracks that may appear.

WARNING

Moisture is the worst enemy of a clay oven even though our ovens have been treated with a waterproof sealant. We recommend that once a year, you give the external dome of your oven a couple of coats of a clear waterproof sealant to prolong its waterproofing. Please note this only applies to our clasico and brick range of ovens.



6. KNOW YOUR CLAY

Fire clay components of a Fuego Wood-Fired Oven (including the fire clay dome and fire clay bricks) are made from high quality materials that resist high temperatures. However, fire clay materials can be compromised by harsh changes in outdoor temperature and extreme humidity, that can affect the finish of fire clay surfaces through minor cosmetic cracks, scratches, dents and chips. These minor cracks do not affect the performance of a Fuego Oven.



Top Up Your Sealant

Moisture is the worst enemy of a clay oven even though our ovens have been treated with a waterproof sealant. We recommend that once a year, you give the external dome of your oven a couple of coats of a clear waterproof sealant to prolong its waterproofing. Please note this only applies to our clasico, brick and stone range of ovens.



Cover It

If you are planning to install your clay oven outdoors, the easiest way to protect it from the elements is to use a waterproof cover throughout the year. Our covers are made from a 750-deluxe quality breathable and waterproof denier black polyester fabric, which is designed to withstand the British weather, thanks to its sealed seams, eyelets and draw cords to help you fasten your cover and prevent any water from penetrating the oven. However, leaving your cover on all year round is also not recommended, as condensation can also build under the cover affecting any fire clay surfaces. It is therefore important that on dry days, you take your cover off to allow the oven to breathe and air dry any excess moisture from the surface of fire clay components.



Cure, Cure, Cure

A clay wood-fired oven always needs curing when its brand new but also if it becomes wet or if you have not use it for a while. Always cure your oven with the door and flue open. Your oven is made from heat-resistant clay, but any water that has been absorbed into the clay dome and fire clays bricks due to prolonged exposure to rain or humidity must be driven out before your oven can be put into use. This process is called curing. The first step involves drying the water out of the clay and the second is tempering the clay. This is achieved by lighting several small fires inside the oven, over a period of two days, gradually increasing the oven temperature. For further information, please check out our step by step guide on how to cure a wood-fired oven.



Do Not Overheat

Heating a clay wood-fired oven will create small natural cracks and dilatations to appear on the exterior and sometimes in the interior of the oven, particularly on the exterior brick joints. This is a completely normal and natural process due to the thermal dilatation of structures and does not affect the normal functioning of the oven. These natural cracks and dilatations can be seen in many structures such as buildings, bridges or chimneys. This is why we recommend that you cure your oven in order to progressively heat the interior and exterior of the oven so the joints and structures adapt better to the changes in temperature and for any humidity to disappear before use. It is also not advisable to overheat your oven. Prolonged large flames could accentuate the number of cracks appearing on the oven exterior and interior and damage the front brickwork of your oven.

How to repair interior cracks on your clay pizza oven

Heating a wood-fired oven will create small natural cracks and dilatations to appear on the interior of your clay oven. This is a completely normal and natural process due to the thermal dilatation of structures and does not affect the normal functioning of the oven. These natural cracks and dilatations can be seen in many structures such as buildings, bridges or chimneys.

Ensuring that you cure your oven when its new or if the oven has not been used for a while or if it's damp, is the correct way to progressively heat the interior of the oven, so the claydome adapts better to the changes in temperature and for any humidity to disappear before use. After the curing process has been completed, one of the most typical types of cracks that may appear, are fine hair line cracks on the base and walls of your Fuego wood-fired oven.

We must stress that these cracks are only cosmetic and will not impact on the performance of your oven. If you cannot live with the look of them, here's our step-by-step guide on how to repair all internal cracks of your Fuego wood-fired oven:



1. If it's a hair line crack, start by opening the crack with the help of a screwdriver, until you have a crack wide enough to be able to fill it. For larger cracks, ensure you remove any loose debris of clay and keep any larger pieces so you can stick them back up. The recommended joint thickness is 3-5mm.

2. Brush or blow any excess of dust from the crack.

3. Wet the opened crack with a sponge to ensure the mortar mix sticks correctly.



4. Ensure you use a quality ready mixed refractory mortar of over 1200°C.

5. Using a spatula, fill the crack with the refractory mortar, ensuring you spread it evenly. If you have any large loose pieces of clay, spread the mortar on the open crack (recommended joint thickness is 3-5mm) and sit the piece on top, ensuring the edges are well sealed with mortar.

6. Drying and hardening will be helped by the application of gentle heat as soon as the work is completed. The setting time is 24 hours at 20°C (increasing temperature will reduce the setting time). Once dry, rub the area with a damp sponge in circular movements until it blends with the rest of the dome finish.



7. Repeat the process with any other cracks that may appear.

WARNING

We recommend that you cure your oven if it gets wet or you haven't used it for a while in order to progressively heat the interior and exterior of the oven so the joints and structures adapt better to the changes in temperature and for any humidity to disappear before use.



7. COOKING WITH YOUR OVEN

Cooking with a Fuego wood-fired oven provides you with a wide variety of cooking methods and techniques that no other pizza oven or barbecue in the market can offer. From authentic pizza baking, to roasting your favourite joint of meat, to barbecuing some steaks, baking fresh bread, to slow cooking a casserole dish, to pan cooking some mussels or making your own smoked salmon, the possibilities are endless. Simply bring your Fuego oven up to the target cooking temperature and then let it cool down until it reaches your ideal cooking temperature. This is called regulating the oven. The ideal cooking temperature will depend on what you are planning to cook.



Pizza

There is nothing better than the taste of a freshly baked pizza cooked in a wood-fired oven. In order to cook the perfect wood-fired pizza, the oven temperature needs to be at its highest temperature which is between 400 to 450°C. This way your pizza is cooked from the bottom up by the oven floor and from the top down by the oven's internal temperature, making your dough go crispy whilst your toppings get nicely charred.

1. Light up your wood-fired oven

Follow the instructions on how to light a Fuego wood-fired oven and get your oven up to a high temperature of around 450°C. Allow the heat to even out and build up a large bed of glowing embers, maintaining a rolling flame at a temperature above 400°C. You will need to add smaller pieces of wood every 10 minutes to keep the roaring flame going. The floor should read about 400°C on your handheld thermometer. There shouldn't be any visible black carbon build-up on the dome and the flames should reach the middle of the oven. Don't allow your oven to regulate down the temperature.

2. Prepare your pizza

Whilst your wood-fired oven is getting hot, you can prepare your pizza with your choice of toppings. Make sure your pizza base has no breaks or holes for any liquid or moisture to escape.

3. Cooking your pizza

Using your metal peel or spade, move the embers to one side of the oven and maintain large naked flames which will arch over the dome of the oven. Please take care of the high temperatures. Using a pizza peel, place your pizza on the oven floor, right next to the fire, making sure you rotate it regularly to encourage even cooking. It should only take between 90 seconds to 2 minutes per pizza depending on thickness. Always leave the door open when baking pizza.

4. Serving your pizza

Use your peel to slide your pizza out from the oven and onto your serving platter.



Roasting

Similar to the capabilities of a conventional oven, roasting in a wood-fired oven is far more authentic and provides a distinctive flavour to all your foods. After the lighting up process, you can sear or brown your meats, vegetables or fish at a high temperature to begin the caramelisation process, something conventional ovens cannot replicate.

1. Light up your wood-fired oven

Follow the instructions on how to light a Fuego wood-fired oven and get your oven up to a temperature of around 200-225°C using kiln dried wood that has a moisture content of less than 20%. If you want to sear or brown the outside of any meat joints prior to cooking, do it at this stage, keeping an eye on your food so you don't burn it.

2. Prepare your foods

Whilst your wood-fired oven is cooling down in temperature, you can prepare the foods you are going to roast with your favourite seasonings, rubs, spices and herbs and place in a heat proof casserole dish or tray.

3. Regulate the temperature and roast your foods

Using your metal peel or spade, move the embers to one side and cover your food with tin foil to protect it from burning and then allow the temperature of the oven to drop down to a slow roasting temperature between 180-200°C. You'll want a medium sized bed of embers and a small flame about 2 to 4 inches high, without any visible black on the dome. If you're roasting for less than an hour, you can leave the oven door open. If you are roasting for longer, keep the door closed to control your heat. You may want to cover your foods with tin foil to avoid further browning. If you need more heat, add more wood to the fire and open the door more often. Push your food further into the oven if you want it to benefit from more heat or bring it forward if you want it to cool down.



Baking

Baking in a wood-fired oven makes the most delicious pies, cakes, desserts and pasta dishes you have ever tried. Baking bread is the ideal cooking method after you have used the oven for a meal, once the oven is cooling down. You can also add steam to the baking process to achieve a crispy breadcrumb by spraying some water towards the inner centre of the dome or by placing 2 or 3 ice cubes in a separate oven proof dish, the ice cubes will melt and will begin to release steam.

1. Light up your wood-fired oven

Follow the instructions on how to light a Fuego wood-fired oven and get your oven up to a temperature of around 225-250°C using kiln dried wood that has a moisture content of less than 20%.

2. Prepare your foods

Always use an ovenproof dish or casserole. Simply place your dish in the oven and keep your oven door closed. It may be a good idea to place your dish on a stand or an inverted pan or tray, so it doesn't overcook.

3. Regulate the temperature and bake your foods

Using your metal peel or spade, move the embers to one side and allow the oven temperature to drop down to 150-200°C ready for baking. The idea is to bake using the heat retained in the oven dome and floor at an air temperature of 150-200°C. You don't want your fire to have a roaring flame when baking but some glowing embers are just fine. If the glowing embers become stronger, open the oven door a touch, so that the inside of the oven doesn't get smoky. To maintain the baking temperature, keep the oven door closed for 30 minutes, then open it to check the floor temperature. If the oven is too hot, leave the door open for 10 minutes, then close the door for a further 5 minutes before checking the temperature again. You may want to cover your foods with tin foil to avoid further browning.



Barbecue & Grilling

This technique is ideal for cooking small items such as steaks, burgers, sausages, fresh prawns, fish fillets, skewers etc whilst ensuring that your foods get the special charcoal flavour. Spread the embers across the oven floor and sit a steel rack on top to make your own oven barbecue or use a cast iron grill to achieve some restaurant style 'scorch marks' on your steaks.

1. Light up your wood-fired oven

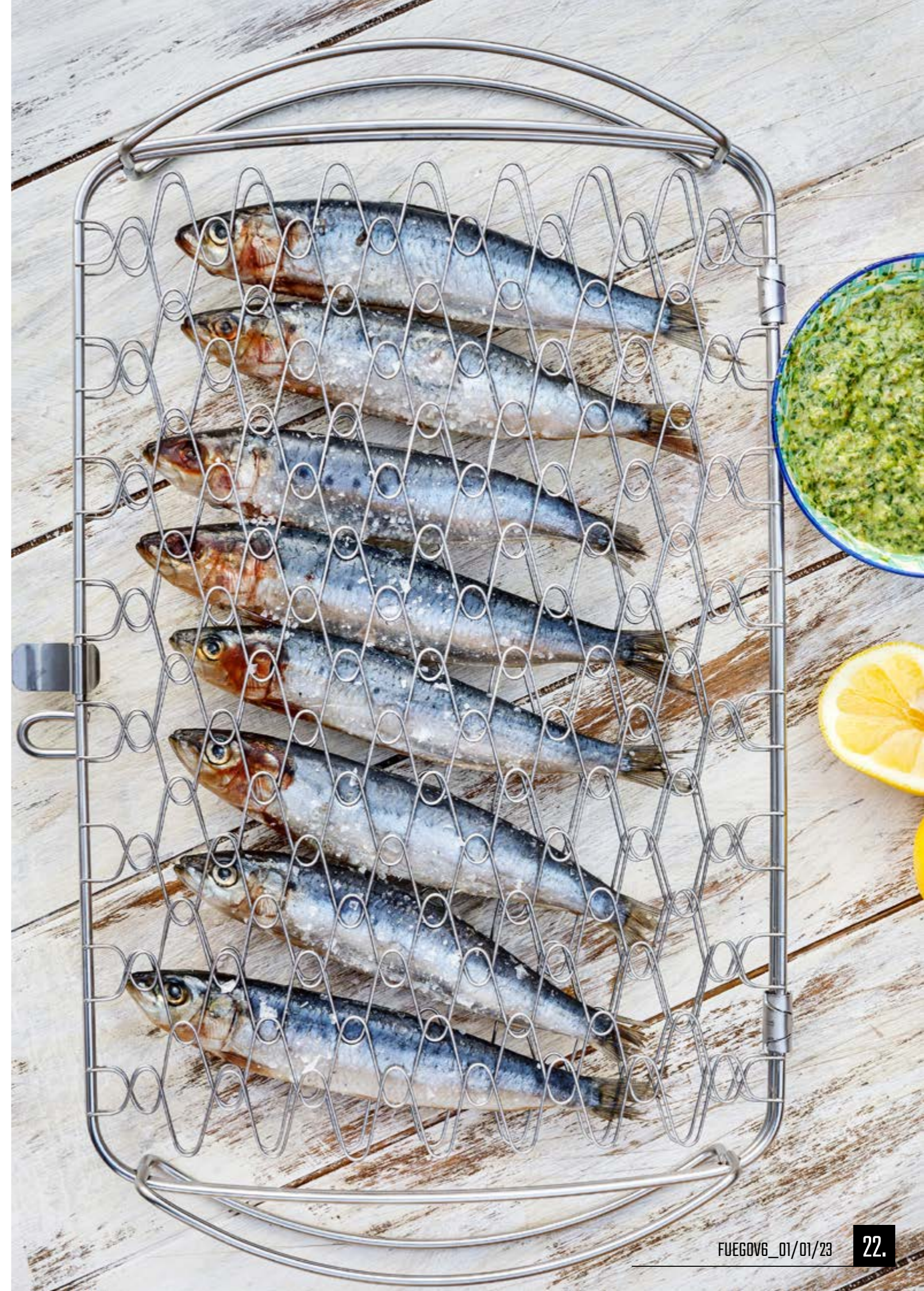
Follow the instructions on how to light a Fuego wood-fired oven and get your oven up to a high temperature of around 200-225°C using kiln dried wood that has a moisture content of less than 20%. If you want to sear or brown the outside of any meat joints prior to cooking, do it at this stage, keeping an eye on your food so you don't burn it.

2. Prepare your foods

Whilst your wood-fired oven is cooling down in temperature, you can prepare the foods you are going to barbecue or grill with your favourite seasonings, rubs, spices, herb mix or marinade.

3. Regulate the temperature and barbecue or grill your foods

Using your metal peel or spade, spread the embers and pile them in the middle of the door entrance. You will need to allow the hot embers to turn white in colour before cooking on them. Place a wired metal rack on top of the white embers if you are barbecuing or a cast iron grill if you are grilling and cook your foods to perfection within moments.





Slow cooking

Slow cooking over hot embers in an outdoor clay oven must be one of the most satisfying ways any foodie can cook for family and friends. Have a go at your favourite stew, curry, tagine or casserole dish. Why not try some spicy meatballs, slowly cooked in a rich tomato sauce, subtly flavoured by the wood smoke. The flavour your slow cooked food will gain from the wood fired oven will not be able to rival any other type of slow cooker. Here's our considered guide to slow cooking in your wood fired pizza oven:

1. Light up your wood-fired oven

Follow the instructions on how to light your Fuego wood-fired oven and get your oven up to a temperature of around 225-250°C using kiln-dried wood that has a moisture content of less than 20%.

2. Prepare your foods

Whilst your wood fired oven reaches temperature, you can get your foods ready for slow cooking. Please make sure you use a heat proof casserole dish or tray.

3. Regulate the temperature and roast your foods

Using your metal peel or spade, spread the embers to one side and allow the temperature of your outdoor oven to drop down to 100-150°C ready for slow cooking. The

embers shouldn't have a flame. The quality of our oven's fire clay, and the insulation methods used, enables every Fuego wood fired oven to remain hot for many hours without adding any more wood. This makes it ideal if you are wanting to slow cook a stew overnight.

4. Slow cooking in a wood burning oven

Now your wood fired oven is ready to slow cook, make sure you use a heat resistant casserole dish or tray and place it covered beside the embers. Close the door and let it slow cook. Cooking times will depend on the type of food you are cooking and its size. You may want to cover your foods with a heat resistant lid or tin foil to avoid further browning. Make sure you keep an eye on it, occasionally turning the dish with the help of your metal hook and peel and making sure you give your food a gentle stir.



Pan Cooking

Pan cooking is an easy way of preparing your favourite foods in a wood-fired oven. From steamed mussels in white wine, to seared scallops with peas and pancetta, to freshly fried eggs for breakfast or even baking an apple tarte tatin, pan cooking over charcoal is an easy cooking method that you will master in a woodfired oven in no time. Here's our step-by-step guide to pan cooking in your wood-fired oven:

1. Light up your wood-fired oven

Follow the instructions on how to light a Fuego wood-fired oven and get your oven up to a temperature of around 225-250°C using kiln dried wood that has a moisture content of less than 20%.

2. Prepare your foods

Whilst your wood-fired oven is cooling down in temperature, you can prepare the foods you are going to pan cook with your favourite garnishes, sauces or dressings.

3. Regulate the temperature and pan cook your foods

Using your metal peel or spade, move the hot embers to one side of the oven and allow your oven's temperature to drop down to 180-200°C ready for pan cooking your foods. Heat your pan in the oven or over some embers and once its hot start cooking. Make sure you are wearing a heatproof glove to handle your pan and beware of the high temperatures.



Smoking

Smoking different meats, vegetables, seafood or fish is a great way of cooking in your wood-fired oven. There is nothing better than some melt in the mouth smoked ribs, lacquered in BBQ sauce with some crisp salad and an ice-cold beer! Although perfect smoking in a wood-fired oven requires many years of expertise, patience and practice will soon allow you to reap the benefits of delicious wood-smoked food. We recommend hot smoking in our Fuego wood-fired ovens, thanks to the heat retention that our special fire-clay and insulation materials give you every time. Here's our step-by-step guide to hot smoking in your wood-fired oven:

1. Light up your wood-fired oven

Follow the instructions on how to light a Fuego wood-fired oven and get your oven up to a temperature of around 225-250°C using kiln dried wood that has a moisture content of less than 20%.

TIP

Why not use the residual embers and heat after a barbecue or pizza party to smoke your favourite foods.

2. Prepare your foods

Whilst your wood-fired oven is cooling down in

temperature, you can prepare the foods you are going to smoke with your favourite seasonings, rubs, spices and herbs and place in a heat proof casserole dish or tray.

3. Starting the smoke

Using your metal peel or spade, move the hot embers to the back or to one side of the oven and allow your oven's temperature to drop down to 100-150°C ready for smoking. The embers should not have a flame. We recommend using hardwood chips which have been pre-soaked in water for 30 minutes prior to using. Then, simply place the chips on your embers and they will slowly start to give off smoke.

4. Types of smoke

The choice of hardwood varieties available these days and the combination of flavours you can make are literally endless. We recommend that you experiment with hearty flavoured woods like oak and hickory and blend them with fruitier or milder style woods such as apple or pecan for a balanced smoked flavour. Here's our favourite choice of hardwoods and flavours, perfect to cook in a wood-fired oven:

- Oak: A popular hardwood, strong but not overpowering, perfect with Salmon.
- Hickory: The most famous hardwood for smoking, infuses a hearty flavour into meats such as ribs and pork shoulders.
- Apple: Subtle, sweet flavours, perfect with pork dishes.
- Alder: A light flavour wood, ideal with fish and poultry.
- Maple: Traditionally used with poultry, fish or seafood.
- Pecan: Sweet and mild flavours, similar to hickory but not as strong.

5. Starting the smoke

Now that your wood-fired oven is ready for smoking, simply put your heat resistant casserole dish or tray beside the embers, close the door and let the smoke, flavour your foods and do its magic! Cooking times will depend on the type of food you are smoking and its size. Make sure you keep an eye on it, occasionally turning the dish with the help of your metal peel. Once your food is ready, you will be able to see a delicious smoked outer layer where all the wood flavours have blended with your chosen rub, seasoning or marinade.

6. Serving

Smoked foods can be served hot or cold. There is nothing better than a slow-roasted piece of pork shoulder, smoked for the last hour in your choice of hardwoods and placed in the centre of the table for your guests to help themselves or why not try a piece of hot-smoked Scottish salmon served with brown bread, pickles and sour cream. The options are endless!

8. FREQUENTLY ASKED QUESTIONS

🔥 My fire keeps going out, what am I doing wrong?

Make sure the oven door and flue are open to allow a free flow of air. Closing the door and flue restricts the oxygen supply and will extinguish your fire within a few minutes.

🔥 Why am I getting lots of black smoke?

Make sure you are using properly seasoned hardwood, ideally with a moisture content of less than 20%. This type of wood burns hotter for longer periods and produces very little smoke and ash.

🔥 Can I use normal firelighters?

No. All firelighters should be free from kerosene or other additives that may soak into the dome of the oven and, in turn, taint the taste of your food.

🔥 How long will the oven take to heat up before I can cook?

The oven should take about 30 minutes to heat up to standard roasting/baking temperature. The size and length of the fire will determine the temperature of the oven. The oven is at its optimum when all the black carbon has burned off and you have white charcoal.

🔥 How can I tell what temperature my oven is operating at?

Simple, check the thermometer display on the outside of the oven.

🔥 How do I put the fire out?

You can just wait for the fire to extinguish naturally. To make it happen faster, you can spread the wood embers. DO NOT use water or sand!

🔥 Is this oven only good for cooking pizza?

No. The oven can be used for pizza, bread, cakes, meats, fish and vegetables. A wood-fired oven can cook anything a conventional oven can. The main difference is that this oven can reach temperatures higher than 450°C.

🔥 Can I cook meats and fish directly on the oven floor?

We recommend that meat and fish or any dish that will produce fat or liquid from cooking should be placed in a pan or roasting tin to avoid tainting the oven dome. You can also spread the hot coals inside the oven and sit a metal rack so you can cook like you do on a barbecue.

🔥 Is the oven weather proof?

Moisture is the worst enemy of a clay oven even though our ovens have been treated with a waterproof sealant. We recommend that once a year, you give the external dome of your oven a couple of coats of a clear waterproof sealant to prolong its waterproofing. Please note this only applies to our clasico, brick and stone range of ovens. If you are planning to install your clay oven outdoors, the easiest way to protect it from the elements is to use a waterproof cover throughout the year. However, leaving your cover on all year round is also not recommended, as condensation can also build under the cover affecting any fire clay surfaces. It is therefore important that on dry days, you take your cover off to allow the oven to breathe and air dry any excess moisture from the surface of fire clay components. Please note, that due to the level of fire clay bricks used in the manufacturing of our brick range ovens, these ovens are more susceptible to absorbing moisture and therefore we recommend that they are installed indoors or under a roofing structure such as a pergola.

🔥 If I haven't used my oven for a while, will it still be okay to use?

Absolutely, although we recommend that you light a small fire to slowly warm the oven before you want to start cooking to "cure" your oven again.

🔥 If my oven is wet, will it still be okay to use?

If you haven't used it for a while or the weather has been persistently wet, it might be a good idea to light a small fire for 3 to 4 hours before you want to start cooking to "cure" your oven again.

🔥 Can I paint my oven a different colour?

The finish of the oven is produced during the manufacturing process. Please note that we use artisan brick, stone and tiling to manufacture our ovens. Repainting these may not leave the desired finish and the heat coming from the oven might affect the paint finish.

🔥 Can I move my oven when there is a fire burning in it?

No. This is incredibly dangerous and the oven is too heavy to move.

🔥 Can I leave the carrying handles attached to the oven?

You can leave them on or remove them if you are planning to fit some wood or granite worktop over the base of the oven. Don't forget that once you remove them you won't be able to lift the oven again!

🔥 Will the flue pipe be safe to touch when the oven is working?

No. The flue pipe can retain heat for long periods of time even after the fire has gone out.

🔥 It looks like some mold is inside my oven, what do I do?

You can light a small fire to slowly warm the oven before you want to start cooking to "cure" your oven again. It is normal for some mold to appear every now and then.

🔥 It looks like there are cracks outside my oven?

Heating a wood-fired oven will create small natural cracks and dilatations to appear on the exterior and sometimes in the interior of the oven, particularly on the exterior brick joints. This is a completely normal and natural process due to the thermal dilatation of structures and does not affect the normal functioning of the oven.

🔥 How does the delivery of my oven work?

All our deliveries are kerbside. From there, you will have to arrange your oven to be moved to your preferred location. All our ovens are set over a steel reinforced concrete base of 70mm thickness, with steel eye bolts set over each corner of the oven for ease of lifting and positioning. Fuego ovens are a heavy piece of kit, so they will need to be machine lifted during installation. You will need to strap some heavy-duty webbing slings through each eye bolt in order to lift the oven securely.

🔥 I would like to place my oven on a stone wall/outdoor kitchen instead of on the stand, is this possible?

Yes. This is the ideal place to place your oven but you will need to plan this in advance. Fuego ovens are designed for outdoor use and do require some building work, so you are able to sit the oven on a stable, levelled surface with a stand structure that can take a weight between 600Kg and 1000Kg (depending on the oven you choose) and complete the installation.

🔥 Why is my pizza base sticking to the oven floor?

Remember to sprinkle the pizza peel with flour and make sure your preparation area is also well floured. Don't wait too long to cook your pizza after adding your topping, as the dough could start to become wet and become sticky. Make sure you don't have any holes in your pizza base, as these can allow moisture to penetrate and cause the pizza to stick.

🔥 Can I position the oven indoors or inside my garage?

Yes, as long as you have installed and commissioned the appropriate flue by an approved installer.

9. Warranties, Returns, Defects or Shipping Damage Warranties

🔥 Congratulations on Your New Fuego Wood-fired Oven!

All our wood-fired ovens are manufactured following artisan methods and techniques that have been passed through generations. Each Fuego Wood-fired Oven is a unique piece of artisan work, which has been hand built to order, differing from any other and carrying its own characteristics, marks, details and imperfections based on the use of natural materials during its fabrication. These characteristics may vary from the colour tone, to the size, to the grout marks and cracks that may appear on the oven. We only work with materials of the highest quality, which means that our ovens' artisan look needs to be accepted as part of their natural appearance.

🔥 Warranties

Every Fuego Wood-fired Oven (Clasico, Stone, Brick and Mosaic in either a 70, 80 or 90 diameter size) carries a Limited 1 Year Warranty for materials and workmanship on all components to the original purchaser or owner who has purchased the product from an authorised dealer.

🔥 Fire Clay Components

Fire clay components of a Fuego Wood-fired Oven (including the fire clay dome and fire clay bricks) carry a Limited 1 Year Warranty to the original purchaser. Fire clay components are not covered for breakage from dropping or abuse or incorrect curing or lighting of the oven. Fuego Wood-fired Ovens makes every effort to utilise materials that resist high temperatures. However, fire clay materials can be compromised by various scratches, dents, chips and grazes that can appear due to dilation of materials when exposed to high temperatures or exposure to substances and conditions beyond Fuego's control. Among other things, harsh changes in temperature and extreme humidity, soot staining, chlorine, industrial fumes, chemicals, fertilizers, lawn pesticides and salt are some of the substances that can affect the finish of fire clay surfaces. For these reasons, the Warranty on Fire clay components DOES NOT COVER SCRATCHES, DENTS, CHIPS, GRAZING, SOOT STAINING, APPEARANCES OR MINOR COSMETIC CRACKS that do not affect the performance of a Fuego Wood-fired Oven unless it also results in a loss of structural integrity or a failure of these components of a Fuego Wood-fired Oven.

🔥 Metal Components

Metal and Cast-Iron components of a Fuego Wood-fired Oven (including the metal flue, flue mechanism, flue accessories and cast-iron doors) carry a Limited 1 Year Warranty to the original purchaser. Fuego Woo-fired Ovens makes every effort to utilise materials that resist rust and to use high temperature paint on metal surfaces. However, metal materials and protective coatings can be compromised by various surface scratches or exposure to substances and conditions beyond Fuego's control. Among other things, soot staining, chlorine, industrial fumes, chemicals, fertilizers, extreme humidity, lawn pesticides and salt are some of the substances that can corrode paint and finish on metal coatings. For these reasons, the Warranty on Steel and Cast-Iron Components DOES NOT COVER RUST, OXIDATION, FADING, SOOT STAINING or other BLEMISHES unless it also results in a loss of structural integrity or a failure of these components of a Fuego Wood-fired Oven.

🔥 Wood Components

Wood items, including door handles, pizza peels, oven accessories carry a Limited 1 Year Warranty to the original purchaser. Wood products are not covered for normal weathering or cracks unless there is also a loss of structural integrity.

NOTE 1

DO NOT place a Fuego Wood-fired Oven directly on or near a combustible surface, deck, table or other support without the use of a Fuego Metal Table, or without making use of others fireproof barriers such as a concrete, brick or paving stone block under a Fuego Wood-fired Oven, as this will void the Warranty and Fuego Wood-Fired Ovens expressly disclaims any liability for any direct, indirect, incidental or consequential damage which may result.

🔥 Temperature Gauge

The temperature gauge in a Fuego Wood-fired Oven carries a Limited 1 Year Warranty to the original purchaser.

🔥 What is not covered

These Warranties are based on normal and reasonable residential use and service of a Fuego Wood-fired Oven. Commercial uses and related applications are excluded from Warranty coverage. Warranty does not apply to any incidental or accidental damage or breakage, or for any damage caused by: transporting; dropping; mis assembly; improperly supporting; attempting to suspend a Fuego Wood-Fired Oven by any means other than an approved Fuego Metal Table or solid, non- combustible surface under the base; commercial use; modifications; alterations; negligence; abuse; improper care; incorrect curing and lighting; road hazards; normal and reasonable wear and tear; or natural disasters. Warranty coverage does not extend to scratches, dents, chips, grazing, soot staining, appearances or minor cosmetic cracks on the exterior and interior that do not affect the performance of a Fuego Wood-fired Oven.

FUEGO WOOD-FIRED OVENS AND RELATED FUEGO PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS, UNAUTHORIZED THIRD PARTIES OR THROUGH UNAUTHORIZED RETAIL CHANNELS SUCH AS DISCOUNT CLUBS AND DISCOUNT CHAIN STORES ARE NOT COVERED UNDER THIS WARRANTY.

NOTE 2

When a consumer purchases from an unauthorised source, even one operating as a legitimate business offering products in unopened boxes (but is an unauthorised reseller), they are buying, by legal definition, used products. When someone buys from an unauthorised reseller or retailer, or from an unauthorised online reseller, they are almost always buying items without manufacturer's warranties regardless of any statements or claims made by the seller. This is the published policy of many brands and companies, not just Fuego Wood-fired Ovens.

🔥 Coverage under the warranty

Original Fuego Wood-fired Oven components that are found to have defects in materials or workmanship, and that are covered under a valid and registered Warranty, will be replaced or repaired at the sole discretion of Fuego Wood-Fired Ovens at no cost for the warranted item or component, subject to the terms and conditions of this Warranty.

🔥 Warranty Claim Procedure

For warranty support, contact Fuego Wood-Fired Ovens on 01937 845 767 or email info@fuegowoodfiredovens.com. Do not ship or mail any components for a Warranty claim before contacting Fuego Wood-Fired Ovens, as in some cases it may not be necessary to return the warranted part.

🔥 Shipping and Delivery

Nor Fuego Wood-Fired Ovens nor Porta Gayola Ltd are liable for shipping, delivery charges, labour, packaging costs, export/import duties, VAT or any levied taxes resulting from any Warranty claim, service, repair or return, unless authorised in writing.

🔥 Voiding the Warranty

Please ensure you follow our guide to How To Cure Your Oven and How to Light Your Oven before you start using your oven. Failure to follow these guides through incorrect curing or lighting will affect the warranty of your oven. Any unauthorised modifications or alterations to a Fuego Wood-fired Oven will void the Warranty. This includes drilling holes or tampering with any of the parts; using any parts inside a Fuego Wood-fired Oven other than authentic Fuego components; or using any internal components in any way other than as intended by the manufacturer. Modifying or substituting any internal components, including the fireclay dome, oven flue, temperature gauge or oven door will void the Warranty, and Fuego Wood-fired Ovens expressly disclaims any liability for any direct, indirect, incidental or consequential damage which may result. The pouring of lighter fluids or any flammable mixture onto or into a Fuego Wood-fired Oven will also void the Warranty. This practice is dangerous and may result in damage or injury. Please see our safety tips in our Fuego Manual at www.fuegowoodfiredovens.com.

🔥 Delay or Default

Fuego Wood-fired Ovens shall not be liable for any delay or default in a Fuego Wood-fired Oven's performance under the Warranty caused by any event or contingency beyond the control of Fuego Wood-fired Oven, including, without limitation, acts of God, war, government restrictions or restraints, strikes, fire, floods, transportation delays or reduced supply of materials.

🔥 Limitations

This Limited Warranty is non-transferable. Fuego Wood-fired Ovens does not authorise any person or representative to make or assume for BGE any obligation or liability in connection with the sale of any EGG or BGE product. Warranties, whether written, oral, expressed or implied, are not extended to persons who obtain the product from any source other than Fuego Wood-Fired Ovens or from an Authorized Fuego Wood-fired Ovens Distributor or Dealer, or through an authorised Fuego Wood-fired Ovens promotion. Purchasing and/or accepting delivery of any Fuego Wood-fired Ovens product from unauthorised dealers or unauthorised online resellers will void the Warranty associated with that product. Fuego Wood-fired Ovens are not sold at discount clubs, discount chain stores, and any product purchased from any such retailer is not covered under Warranty. Authorized Dealers can be verified at Fuego Wood-fired Ovens website.

🔥 Fuego Wood-fired Ovens Obligations

The repair or replacement of parts in the manner and for the period of time stipulated hereunder shall constitute the fulfilment of all Warranty obligations and/or any direct and derivative liabilities of the Fuego Wood-fired Ovens. A purchaser's exclusive remedy for any breach of this Warranty or of any other implied Warranty is limited as outlined herein to replacement or repair of the component, shipped to purchaser at purchaser's expense.

TO THE MAXIMUM EXTENT ALLOWED BY LAW, ALL STATUTORY, EXPRESSED OR IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXTEND BEYOND THIS WARRANTY. LIABILITY FOR INCIDENTAL, SPECIAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED.

🔥 Headings

The headings used in this Warranty are for convenience only and shall not alter the terms of the Warranty.

🔥 Returns

Due to the weight and bulk of Fuego Wood-fired Ovens which require speciality and delivery on a pallet, we do not operate a sale or return period, except in the case of any defects or damage occurring during shipment which have been reported within 48 hours (Please refer to our returns and cancellations section in our web).

🔥 Defects

In the case of damaged accessories, please do not return stock without notifying us beforehand. We shall not be liable to refund carriage where goods are returned to us without a proper arrangement.

Goods are classified as faulty if they have been received in a damaged condition. Fuego Wood-fired Ovens must be notified in writing within 7 days to obtain a Returns Merchandise Authorisation code. Please note that items that are damaged after 7 days as a result of wear and tear are not considered faulty.

You must either email us at info@fuegowoodfiredovens.com or write to us on:

**Fuego Wood-fired Ovens
Unit 427B, Birch Park
Thorp Arch Estate
Wetherby, LS23 7FG**

Customer care will email you're a Returns Merchandise Authorisation (RMA) number. Please include it with your return so we can process your refund or exchange promptly. We recommend that you use a trackable and insurable means to return the shipment and that you retain proof of sending, in case of a dispute. You will be liable for them until we receive them at our warehouse.

🔥 Shipping Damage

All Fuego Wood-fired Ovens are quality controlled and checked for any faults before they are dispatched to customers. If a Fuego Wood-fired Oven is damaged during delivery, the customer must notify the shipper and Fuego Wood-fired Ovens in writing within 48 hours to file a damage insurance claim. Photographic evidence of the damage must be provided, and the oven left attached to the pallet. We do not accept liability to refund such discrepancies or replace breakages which have not been notified to us in writing within 48 hours of delivery.

fuego
wood-fired ovens

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