

ARADA

— DEVON —

Holborn Gas Balanced Flue

Installation, Servicing and User Guide



For use in **GB** (United Kingdom)

PLEASE RETAIN THIS GUIDE FOR FUTURE REFERENCE

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**UK
CA**

0359/22

Holborn BF Gas Stove

Congratulations on the purchase of your new Arada stove!

Your stove is built to the highest standard of craftsmanship using the best materials and the most modern equipment available. It is a highly efficient and sophisticated piece of machinery and when properly installed, serviced and operated it should provide a lifetime of heating satisfaction.

Should you have any questions about your stove which are not covered by this manual, please contact the Arada retailer in your area, or call our technical support department on +44 (0)1297 632050 or visit our website www.aradastoves.com which offers a wealth of information on how to care for, and get the best from your stove.

Please ensure that you read these instructions in full and understand them before operating your stove.

Arada has a policy of continuous product development and therefore we reserve the right to amend specifications without prior notice.

Due to printing cycles, items or options may be described before they are generally available or after they have ceased.

Please check with your retailer or dealer if you are unsure about any aspect of your stove, its installation or correct use.

This product has been tested and certified for use on Bio propane gas.

Bio propane gas can be used as a fuel, with no adjustment necessary if the product is installed as an LPG version.

This manual covers the following products :

- HOLBORN Balanced Flue

For use in GB (United Kingdom)

This appliance has been tested and certified for other countries (see technical data). However to install appliance in other countries, modification of the appliance and its method of installation may be necessary in order to use the appliance safely and correctly. The manual for the local language must be obtained. Contact Arada for further information.

Installation & Service

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Installation & Service

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SECTION 1 : APPLIANCE INFORMATION

1.1 Specifications

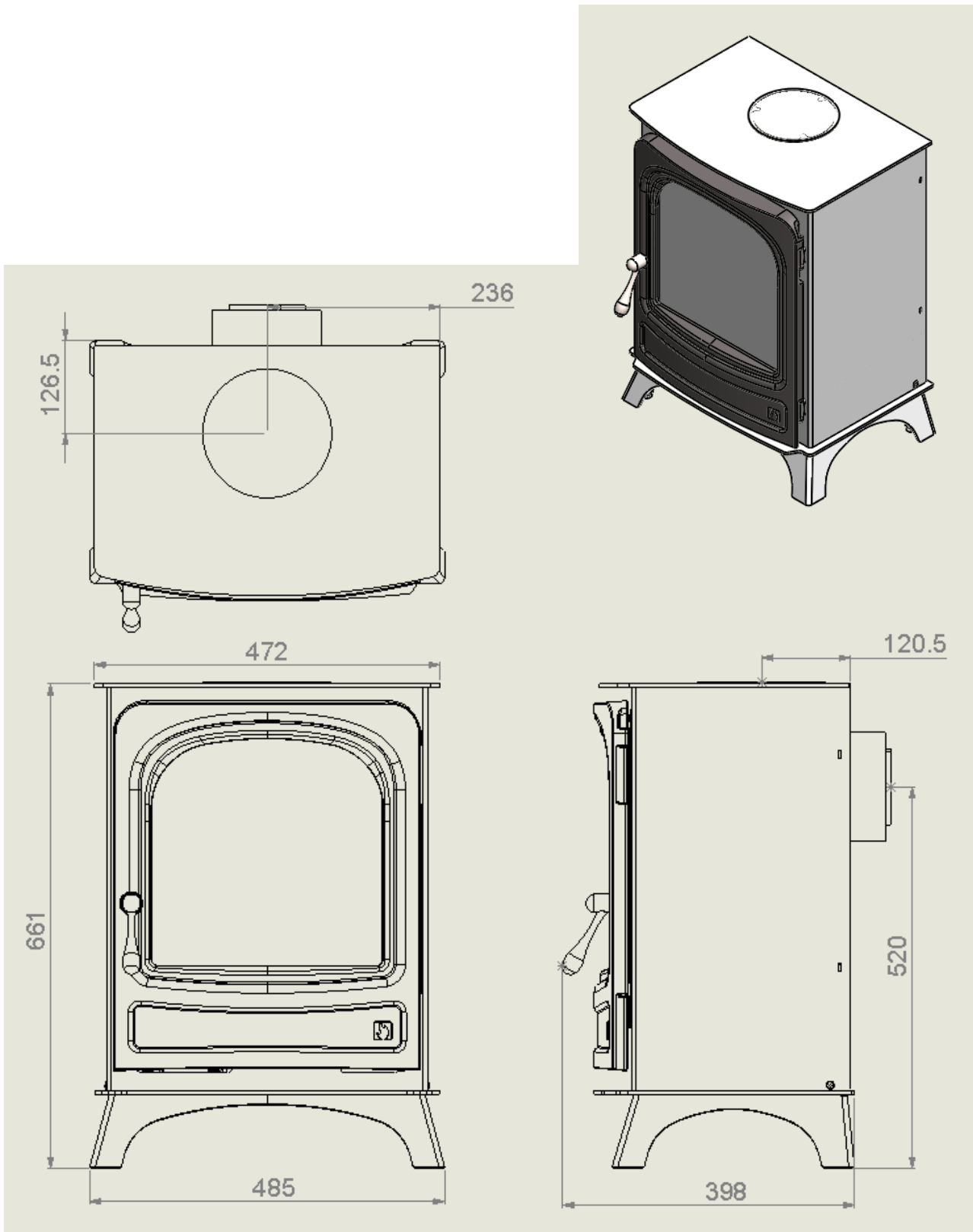
HOLBORN BF—NATURAL GAS—NG							
Gas Type		G20 I2H, I2E (GB & IE)	G20 I2H, I2E	G25/G25.3 I2L, I2EK I2(43.46-45.3 MJ/m3 (0C))	G20/G25 I2ELL		
Supply Pressure	mbar	20	20/25	25	20		
Nominal Heat Input Gross (Hs)	kW	5	5/4.3	4.3	4		
Nominal Heat Input Gross (Hi)	kW	4.5	4.5/3.9	3.9	3.6		
Consumption	M3/hr	0.471	0.471/0.58	0.58	0.47		
Burner Pressure (Hot)	mbar	19.4	19.4/24	24	19.3		
Injector Marking		320					
Pilot		G30-ZP2-312(31.2 inj)					
Efficiency Class		1					
Energy Efficiency Index (EEI)		C					
NOx		76 mg/kWh					
Flue System Types		C11 / C31 / C91					

HOLBORN BF—LIQUID PETROLEUM GAS—LPG						
Gas Type		G30/G31 I3B/P(30) (GB & IE)	G30/G31 I3+	G31 I3P(50)	G31 I3P(37)	G31 I3P(30)
Supply Pressure	mbar	30	30/37	50	37	30
Nominal Heat Input Gross (Hs)	kW	5.5	5.5	5.5	5.5	5
Nominal Heat Input Gross (Hi)	kW	5.1	5.1	5.1	5.1	4.6
Consumption	M3/hr	0.164	0.164	0.196	0.196	0.175
Burner Pressure (Hot)	mbar	28	28.3/36.5	36.5	36.5	28
Injector Marking		140				
Pilot		G30-ZP2-271(27.1 inj)				
Efficiency Class		1				
Energy Efficiency Index (EEI)		C				
NOx		81mg/kWh				
Flue System Types		C11 / C31 / C91				

Product Identification Number—PIN: 0359DL5980

This product has been tested and certified for use on Bio propane gas. Bio propane gas can be used as a fuel, with no adjustment necessary if the product is installed as an LPG version.

1.2. Dimensions



1.3. Technical Information

Approved Countries of Use :

Country / Natural / LPG

AT -Austria I_{2H}, G20 at 20 mbar I_{3P(50)},G31 at 50 mbar; I_{3B/P(50)},G30/G31 at 50 mbar
BE -Belgium I_{2E+}, G20/G25 at 20/25 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
BG -Bulgaria I_{2H}, G20 at 20 mbar I_{3B/P(30)},G30/G31 at 30 mbar
CH - Switzerland I_{2H}, G20 at 20 mbar I_{3P(50)},G31 at 50 mbar; I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(50)},G30/G31 at 50
CY -Cyprus I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
CZ -Czech Republic I_{2H}, G20 at 20 mbar I_{3P(50)},G31 at 50 mbar; I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(50)},G30/G31 at 50
DE -Germany I_{2ELL}, G25 at 20 mbar¹; I_{2E}, G20 at 20 mbar I_{3P(50)},G31 at 50 mbar; I_{3B/P(50)},G30/G31 at 50
DK -Denmark I_{2H}, G20 at 20 mbar I_{3B/P(30)},G30/G31 at 30 mbar
EE -Estonia I_{2H}, G20 at 20 mbar I_{3B/P(30)},G30/G31 at 30 mbar
ES -Spain I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar
FI -Finland I_{2H}, G20 at 20 mbar I_{3P(30)},G31 at 30 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
FR -France I_{2E+}, G20/G25 at 20/25 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar; I_{3B/P(50)},G30/G31 at 50
GB -United Kingdom I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
GR -Greece I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
HU -Hungary I_{3B/P(30)},G30/G31 at 30 mbar
HR -Croatia I_{2H}, G20 at 20 mbar I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
IE -Ireland I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar
IS -Iceland
IT -Italy I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
LT -Lithuania I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
LU -Luxembourg I_{2E}, G20 at 20 mbar
LV -Latvia I_{2H}, G20 at 20 mbar
MT -Malta I_{3B/P(30)},G30/G31 at 30 mbar
NL -The Netherlands I_{2L}, G25 at 25 mbar I_{3P(50)},G31 at 50 mbar; I_{3P(30)},G31 at 30 mbar; I_{2EK}, G25.3 at 25 mbar I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 I_{2(43.46 -45.3 MJ/m³ (0°C))}, G25.3 at 25 mbar mbar
NO -Norway I_{2H}, G20 at 20 mbar I_{3B/P(30)},G30/G31 at 30 mbar
PL -Poland I_{2E}, G20 at 20 mbar I_{3P(37)},G31 at 37 mbar
PT -Portugal I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar
RO -Romania I_{2E}, G20 at 20 mbar I_{3P(30)},G31 at 30 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
SE - Sweden I_{2H}, G20 at 20 mbar I_{3B/P(30)},G30/G31 at 30 mbar
SL -Slovenia I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar
SK -Slovakia I_{2H}, G20 at 20 mbar I_{3P(50)},G31 at 50 mbar; I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar; I_{3B/P(50)},G30/G31 at 50
TR -Turkey I_{2H}, G20 at 20 mbar I₃₊,G31/G31 at 28/37 mbar; I_{3P(37)},G31 at 37 mbar; I_{3B/P(30)},G30/G31 at 30 mbar

1.4. General Notes

This Arada gas appliance is a High Efficiency, Balanced Flue Live Fuel Effect appliance. It provides radiant and convected heat using the latest burner technology. As well as having a variable heat.

Before Installation, check that the local distribution conditions, nature of the gas and pressure, and adjustment of the appliance are compatible.

This appliance is intended for use on a gas installation with a governed meter.

This Gas Installation **may only be installed by a registered professional competent person (Gas Safe installer in the UK).**

The installation must adhere to the requirements of the local and national Building regulations and national standards. The installation manual must also be followed.

Ensure that the Flue Terminal is not in any way obstructed and is clear of vegetation, i.e. trees, shrubs etc. and that no objects are leant against the terminal or guard.

Always clean the Window Panel before the fire is ignited.

Any finger prints must be removed, as these will be burnt into the glass and will be un-removable.

Do not operate this appliance if the glass panel has been broken (or cracked), removed or is open.

The appliance is designed to fit numerous installation situations as listed in these installation instructions.

However only flue approved by Arada for this appliance may be used.

This appliance is a balanced flue product and is room sealed and as such requires no additional ventilation for operation. However an adequate supply of fresh air to maintain temperatures and a comfortable environment is recommended.

This appliance is designed as a heating appliance, and as such will get very hot in operation; all surfaces (except the controls and access door) are considered to be working surfaces and as such should not be touched. The front windows and surrounds are not considered to be fully secure guards against accidental contact.

It is recommended that an approved fire screen be used if children, the elderly or persons with limited mobility are to be present in the same area.

Do not place curtains, laundry, furniture etc. within a safe distance of 300mm of this appliance.

Do not attempt to burn rubbish on this appliance.

If this appliance is extinguished, on purpose or other, no attempt to relight should be made within 3 minutes.

1.5. Flue Systems

Arada products are approved for use with the following Flue Systems (inc. types C11, C31 and C91):

Poujoulat Duo-Gas/PGI.

Metaloterm US.

Muelink & Grol (M&G) Concentric.

Jeremias TWG (System TWIN-GAS).

Flexinox (Thermo Products BV) Thermovent Con

2. Installation Instructions

Before commencing installation, confirm that the details on the appliance data plate correspond to the local distribution conditions, gas type and pressure to which the appliance is to be installed.

Ensure that gas supply and supply pipe is capable of delivering the required volume and pressure of gas and is in accordance with the rules in force.

2.1 Gas Connection

This appliance has a gas inlet connection of Ø 8mm.

2.2 Ventilation

This appliance is a Balanced Flue room sealed appliance, and as such needs no additional ventilation. However an adequate supply of fresh air to maintain temperatures and a comfortable environment is recommended.

This appliance may be installed in a completely sealed or mechanically ventilated house.

2.3 Appliance Fireplace Installation

Determine the position required for the appliance.

Create a gas connection for the appliance in approximately the correct location for the gas controls.

The gas controls are connected to the burner of the appliance.

For clearance details see section 2.4 below.

The clearance distance of the flue from combustibles must not be less than 75mm. This dimension can be reduced to 25mm as the distance from the underside and the sides of Horizontal flue runs.

The stove must stand on a fireproof hearth, which must be of a non-combustible material with a minimum thickness of 12mm and extend 100mm in front of the stove.

The hearth must not be capable of inadvertent covering by a rug or carpet. This may be achieved by either the hearth being 50mm above the level of the floor, or a fender or kerb around the hearth to a height of 50mm.

2.4 Clearance Requirements

The appliance must not be fitted against a rear wall constructed from a combustible material; a gap of **300mm** should be given around the stove before combustible materials may be used in the wall construction.

If the appliance has to be located in an opening, the minimum clearance from non-combustible materials is:

Rear : **50mm**

Right : **50mm**

Left : **50mm**

The stove must be located at least **280mm** from any combustible materials.

A combustible shelf may be fitted over the appliance, if in the case of a 150mm or less deep shelf, there is at least **280mm** clearance above the top of the stove. The shelf depth may increase at the same rate as the increase in clearance; i.e. a shelf depth of 200mm would require a clearance of **330mm**.

2.5 Flue Connection

2.5 General Notes

This appliance may be installed with a roof terminal (C31) or a wall terminal (C11).

This appliance may only be used with Balanced Flue (otherwise known as Concentric Flue) parts as specified by Arada. The Arada specified flue parts have been approved with the appliance.

If the appliance is installed on a non-Arada approved flue system, then Arada cannot guarantee or accept responsibility for the proper and safe working of this appliance.

Approved Flue Systems are listed on [Page 7](#).

The flue system must be constructed from the appliance upwards, with all joints being fully locked and sealed using the Arada specified parts.

2.5.1 Timber Frame Construction

Whilst it is possible to install room-sealed appliances in timber frame properties, great care needs to be taken to ensure that the flue assembly does not interfere with the weather proofing qualities of any outer wall which it may penetrate.

Before attempting this work, further details need to be referenced, (e.g. "Gas Installations in Timber Frame Buildings" from the GAS SAFE installer series in the UK).

2.5.2 Carport or Building Extension

Where a flue terminal is sited within a carport or building extension, it should have at least two completely open and unobstructed sides. The distance between the lowest part of the roof and the top of the terminal should be at least 600mm.

Note: A covered passageway should not be treated as a carport. Flues should not be sited in a covered passageway between properties.

2.5.3 Basements, Light wells and Retaining Walls

Flue terminals should not be sited within the confines of a basement area, light well or external space formed by a retaining wall, unless steps are taken to ensure the products of combustion can disperse safely at all times.

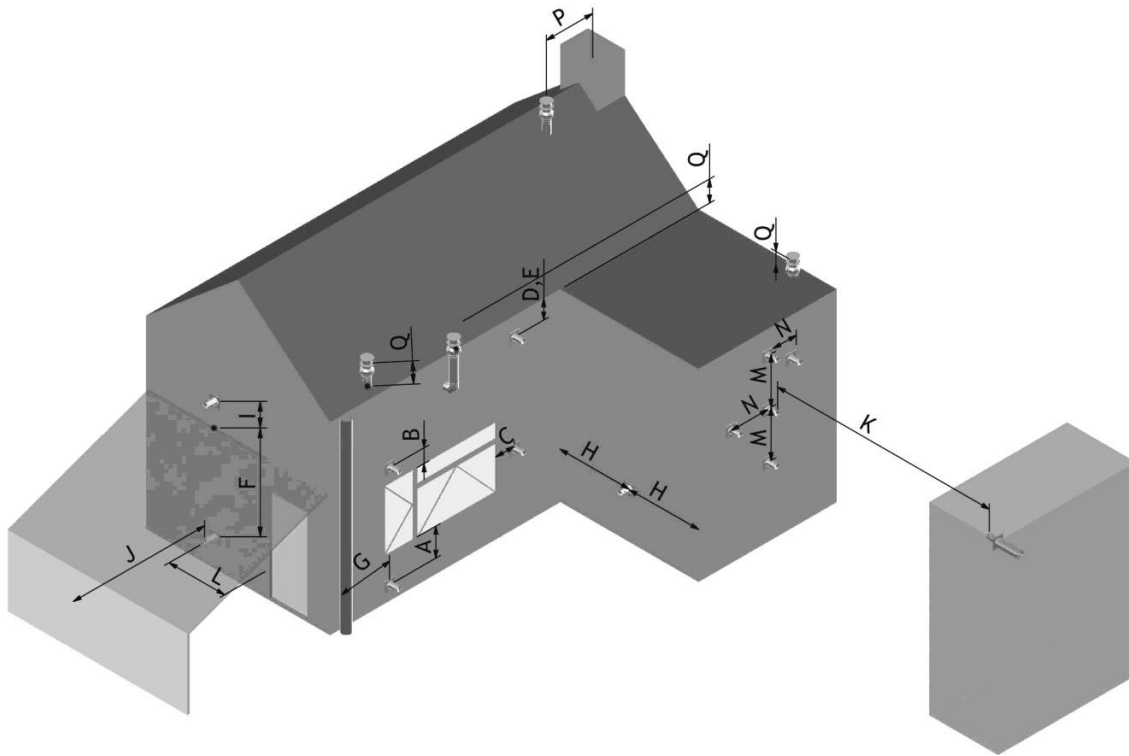
It may be possible to install this Balanced Flue system in such a location provided that it is not sited lower than 1m from the top level of that area to allow combustion products to disperse safely.

Flue terminals should be sited to ensure total clearance of the combustion products in accordance with the included information.

When the products of combustion are discharged, they should not cause a nuisance to adjoining or adjacent properties and they should be positioned so that damage cannot occur to other parts of the building.

If the outer wall surface is constructed of combustible material, a non-combustible plate should be fitted behind the terminal projecting 25mm beyond the external edges of the terminal.

2.5.4. Terminal Location



Dimension	Terminal Position	Distance (mm)
A*	Directly below an opening, air brick, opening window etc.	600
B	Above an opening, air brick, opening window etc.	300
C	Adjacent to an opening, air brick, opening window etc.	400
D	Below gutters, soil pipes or drain pipes.	300
E	Below eaves	300
F	Below balconies or car port roof	600
G	From a vertical drain pipe or soil pipe	300
H	From an internal or external corner	600
I	Above ground roof or balcony level	300
J	From a surface facing the terminal	600
K	From a terminal facing the terminal	600
L	From an opening in the car port (eg. Door, window into dwelling)	1200
M	Vertically from a terminal on the same wall	1500
N	Horizontally from a terminal on the same wall	300
P	From a vertical structure on the roof	600
O	Above intersection with the roof	150

* In addition, the terminal should not be nearer than 300mm to an opening in the building fabric formed for the purpose of accommodating a built in element such as a window frame.

2.5.5 Horizontal Wall Vent Termination type C11

Flue sizing:

HOLBORN : Ø100/150 Connector on appliance (Part No. 34100589-9999)
 Ø100/150 Maybe used throughout, alternatively,
 Ø130/200 Expander may be used, so that Ø130/200 flue can be used thereafter.

Flue Terminal: Ø130/200
 Ø100/150

Maximum pipe extension, for outside wall (H)
 = 4 X Vertical Pipe Rise (V) -1. For Ø130/200 flue.
 = 2 X Vertical Pipe Rise (V) . For Ø100/150 flue.

Maximum Permissible run (H) =15m.

Vertical Flue Rise (V) Metres	Max. Horizontal Flue Run (H) Metres For Ø130/200 Flue	Max. Horizontal Flue Run (H) Metres For Ø100/150 Flue
0.5	1	1
1	3	2
1.5	5	3
2	6	4
2.5	8	5
3	9	6
3.5	10.5	7
4	11	8
4.5	10.5	9
5	10	10
5.5	9.5	9.5
6.5	8.5	8.5
7	8	8
7.5 & Over	7.5	7.5



NOTE : Minimum Vertical Flue Height : 0.5 Metres

Flue Restrictors to be fitted : Ø100/150

Vertical Rise < 1m No Restrictor
 Vertical Rise 1-2m 35mm Restrictor
 Vertical Rise > 2m 40mm Restrictor
 Over 6m No Restrictor

2.5.6 Vertical Roof Vent Termination C31

Flue sizing: Ø100/150 Connector on Appliance (Part No. 34100589—9999)
 Ø100/150 Maybe used Throughout, Alternatively,
 Ø130/200 Expander may be used, so that Ø130/200 flue can be used thereafter.

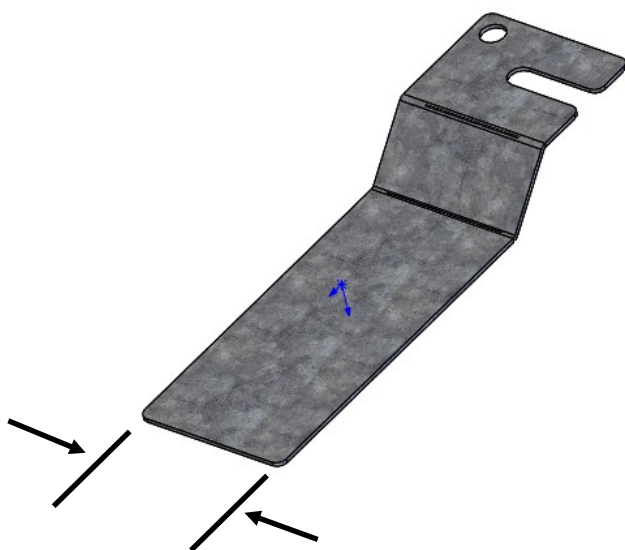
Flue Terminal: Ø130/200
 Ø100/150

Minimum Vertical Flue Height: HOLBORN - 0.5m

Flue Restrictors to be fitted : Ø100/150

Vertical Rise < 1m No Restrictor
Vertical Rise 1-2m 35mm Restrictor
Vertical Rise > 2m 40mm Restrictor
Over 6m No Restrictor

NOTE : Either size flue restrictor strip, simply mounts onto the threaded stud connection for the inner flue spigot, with the supplied M5 nut.
Please note, orientation is not specific and can be fitted to any of the 3x screw points.



Either 35mm or 40mm widths dependant upon flue requirements.

2.5.7. Flue System Components

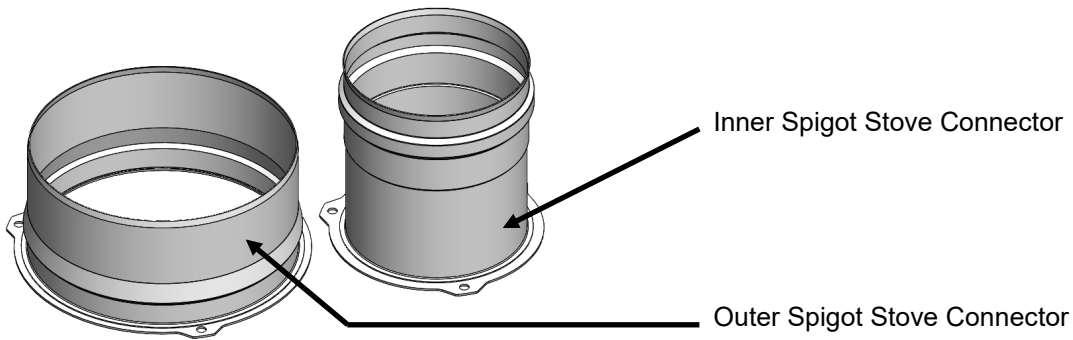
Installation Flue Kits (STOCKED ITEM):

For most typical installations (installation with termination through the wall using a horizontal terminal), whether these are horizontal or low level vertical, then Arada recommends the use of **KIT-1a/SS** (Stainless Steel) or **KIT-1a/BLK** (Powder coated matt black—RAL 9030), these can be purchased through your Arada retailer.

KIT-1a/SS & KIT-1a/BLK contains:

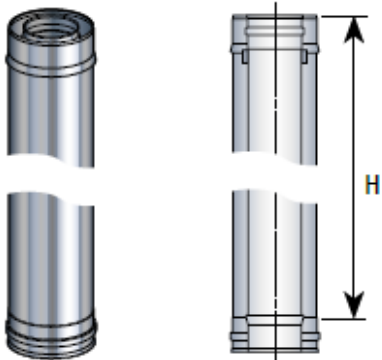
APPLIANCE ADAPTORS

P/N **59100185**, 2 Piece Stove Spigot Component
Arada Design (100 BI-GAS A ARA 100 BIG)



LENGTHS

Ø	100 / 150
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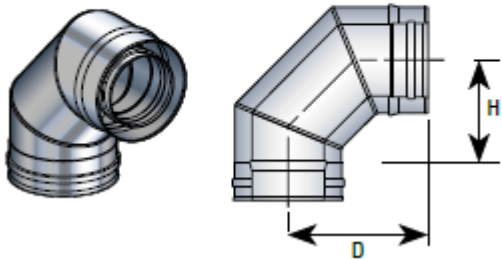
450MM STRAIGHT LENGTH

REF.	ED450 100 DG
CODE	34 100 404
H	450

KIT-1a/SS & KIT-1a/BLK continued:

ELBOWS

\varnothing	100 / 150
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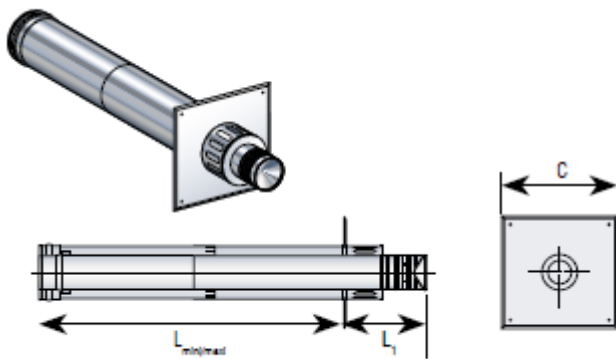


90° ELBOW

REF.	EC90 100 DG
CODE	34 100 441
H	147
D	193

TERMINALS

\varnothing	100 / 150
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ADJUSTABLE HORIZONTAL TERMINAL

REF.	STHR G 100 DG
CODE	34 100 610
L mini/maxi	360 to 630
L ₁	173
C x C	220 x 220

NOTE:

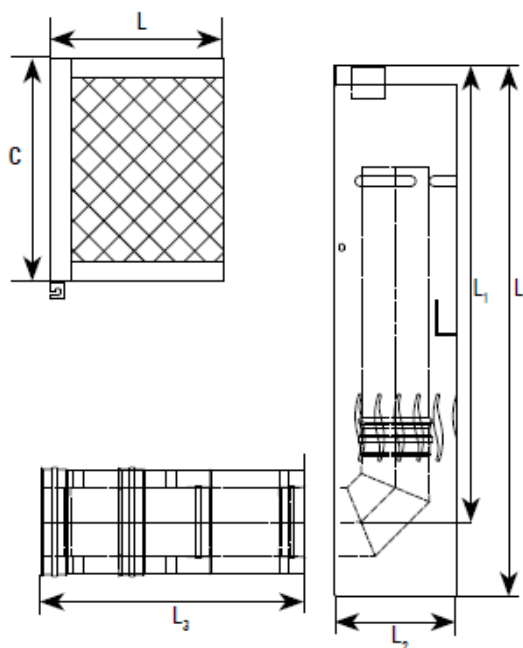
KIT-1a/SS Consisting of :

- 2 Piece stove spigot component Arada design
- 450mm straight length
- 90 degree elbow
- Adjustable horizontal terminal

or **KIT-1a/BLK** (Powder coated matt black—RAL 9030) Identical pieces (as above) except in matt black.

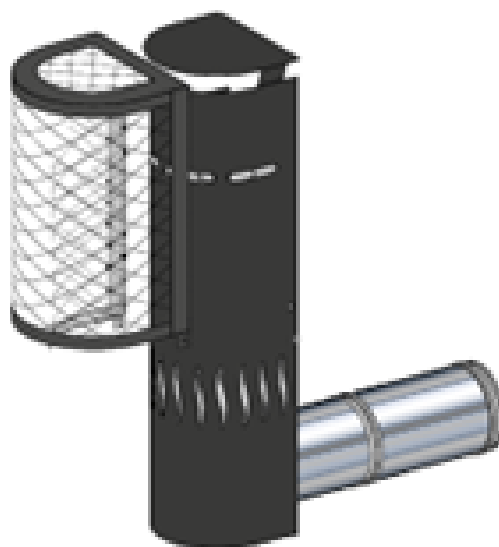
Installation Flue Kits (STOCKED ITEM):

For certain installations such as a rear flue option terminating vertically, then Arada recommends the use of a snorkel terminal (installation with termination through the wall using a snorkel terminal), this being **KIT-2** (Powder coated matt black—RAL 9030), these can be purchased through your Arada retailer.



SNORKEL TERMINAL - C/W GUARD MESH & EXTENSION SECTION

REF.	SNO 00 BIG
CODE	52 100 420
L	787
L ₁	677
L ₂	180
L ₃	350 to 550
C x L	333.5 x 256



NOTE:

KIT-2 Consisting of :

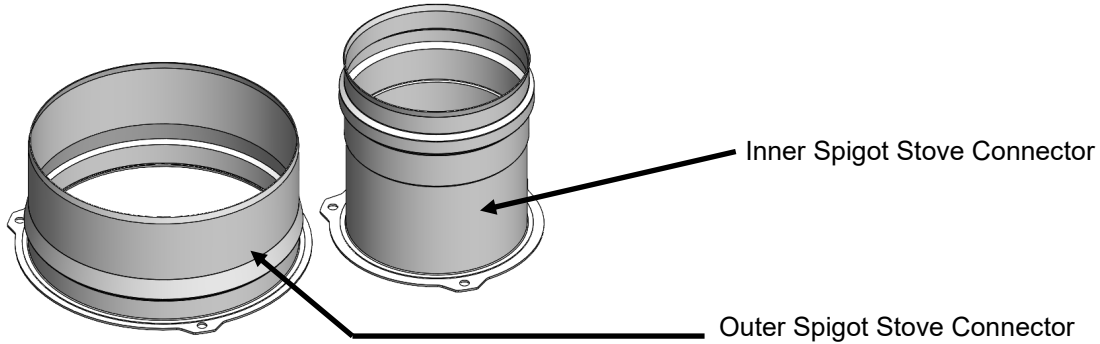
- 2 Piece stove spigot component Arada design.
- Adjustable straight length
- Snorkel terminal (Powder coated matt black—RAL 9030)
- Mesh guard

Standard Installation Flue Kits (NON STOCKED ITEM):

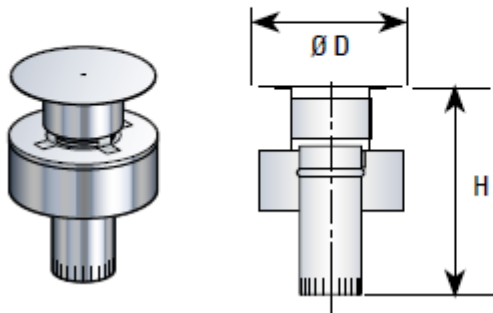
For renovations, **KIT-3** is available. These installations typically use an existing house chimney and terminate vertically. This kit is a *special order, direct from manufacturer*.

APPLIANCE ADAPTORS

P/N **59100185**, **2 Piece** Stove Spigot Component
Arada Design (**100 BI-GAS A ARA 100 BIG**)

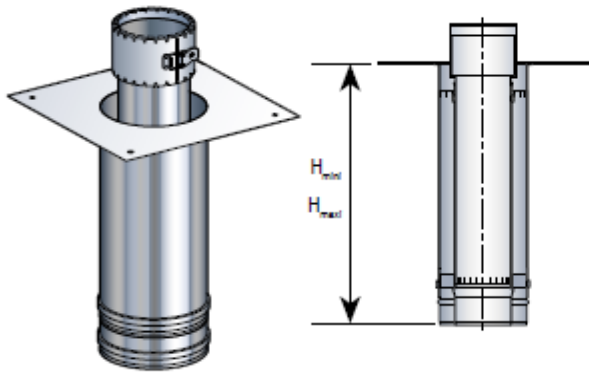


TERMINALS



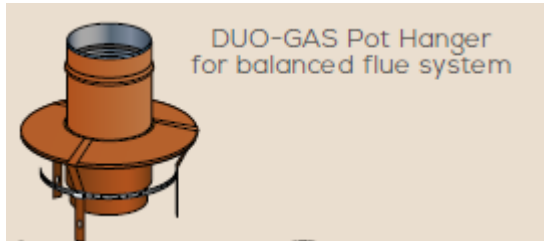
\varnothing	100 / 150
RAIN CAP	
REF.	CTIV G 100 DG
CODE	34 100 654
H	155
$\varnothing D$	200

RENOVATION KITS



\varnothing	100 / 150
VERTICAL RENOVATION KIT	
REF.	KRFL C 100 PGI
CODE	37 100 439
H mini	390
H maxi	640

KIT-3 continued:



Tubinox Gas Flex,
Please state
required length
when placing your
order.

NOTE:

KIT-3 Consisting of :

- 2 Piece stove spigot components Arada design
- Duo-Gas pot hanger for BF
- Vertical renovation kit
- Vertical terminal rain cap

- Length of Duo-Gas Tubinox Flex per/M

NOTE : SPECIAL ORDER ONLY—Direct From Manufacturer

Additional flue system information

Additional flue system components for the POUJOLAT Duo-Gas flue system, such as different length straight sections, 15,30.60 & 90 degree elbows, different terminals, various flashings, wall brackets etc can be sourced directly via POUJOLAT UK or sales distributors.

Additional technical help and support can also be obtained via the web site www.Poujoulat.co.uk

POUJOLAT UK

Unit 1, Quadrum Park, Old

Portsmouth Road

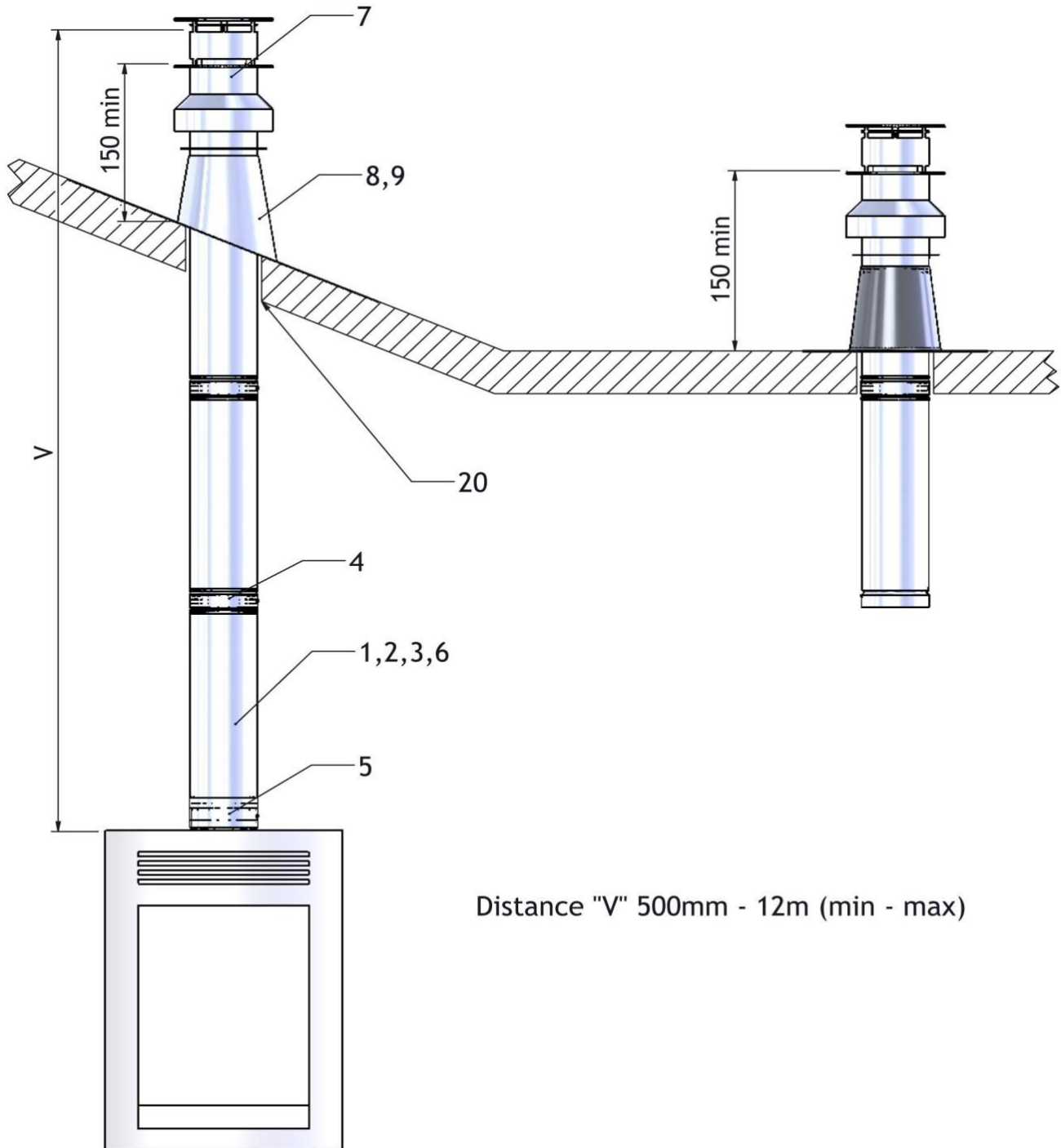
Guildford, Surrey, GU3 1LU

E-mail: sales@poujoulat.co.uk

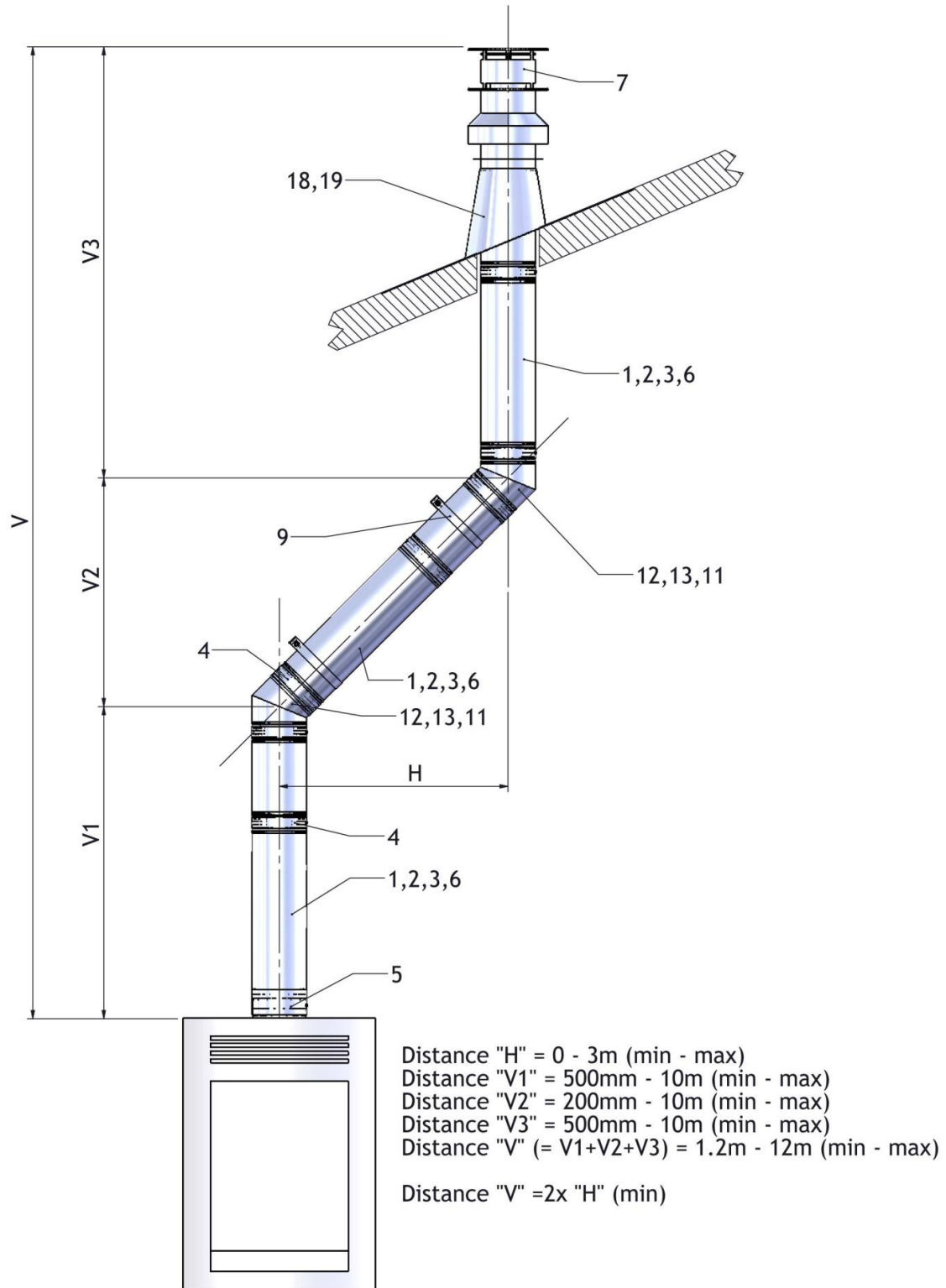
Tel: 01483 461700



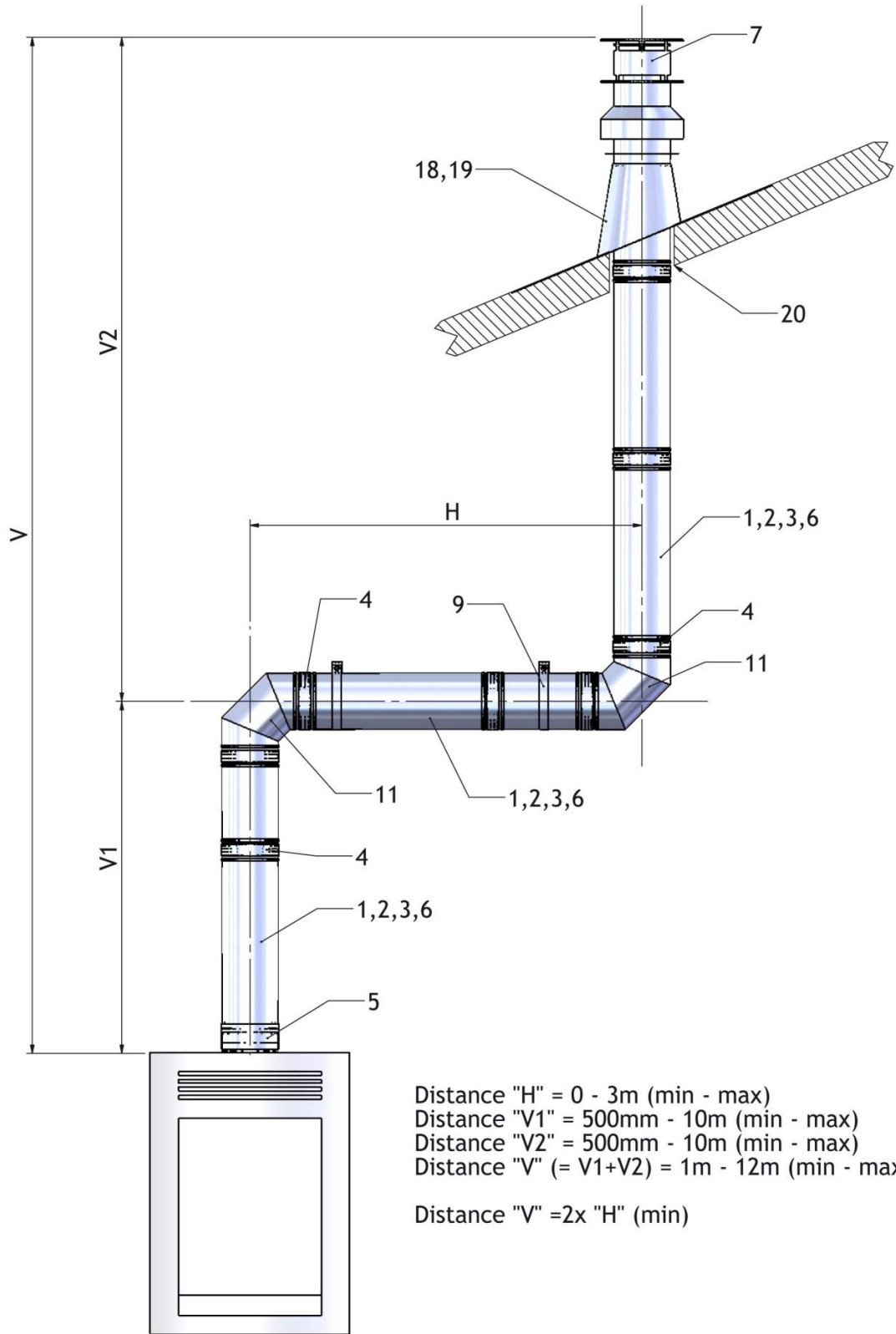
2.5.8. Flue System Examples : Vertical Roof Termination



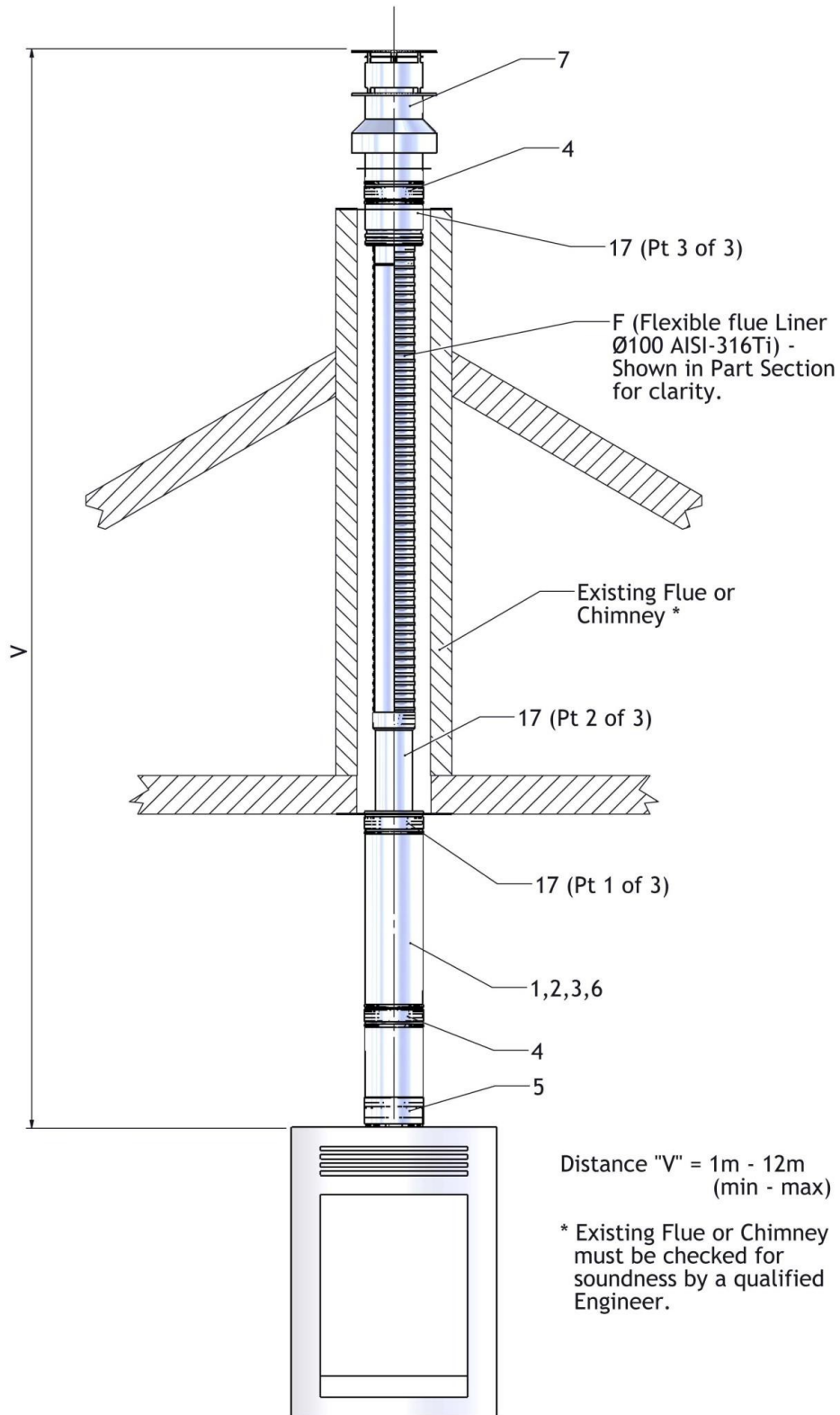
2.5.9. Flue System Examples : Vertical Roof Termination On An Angle



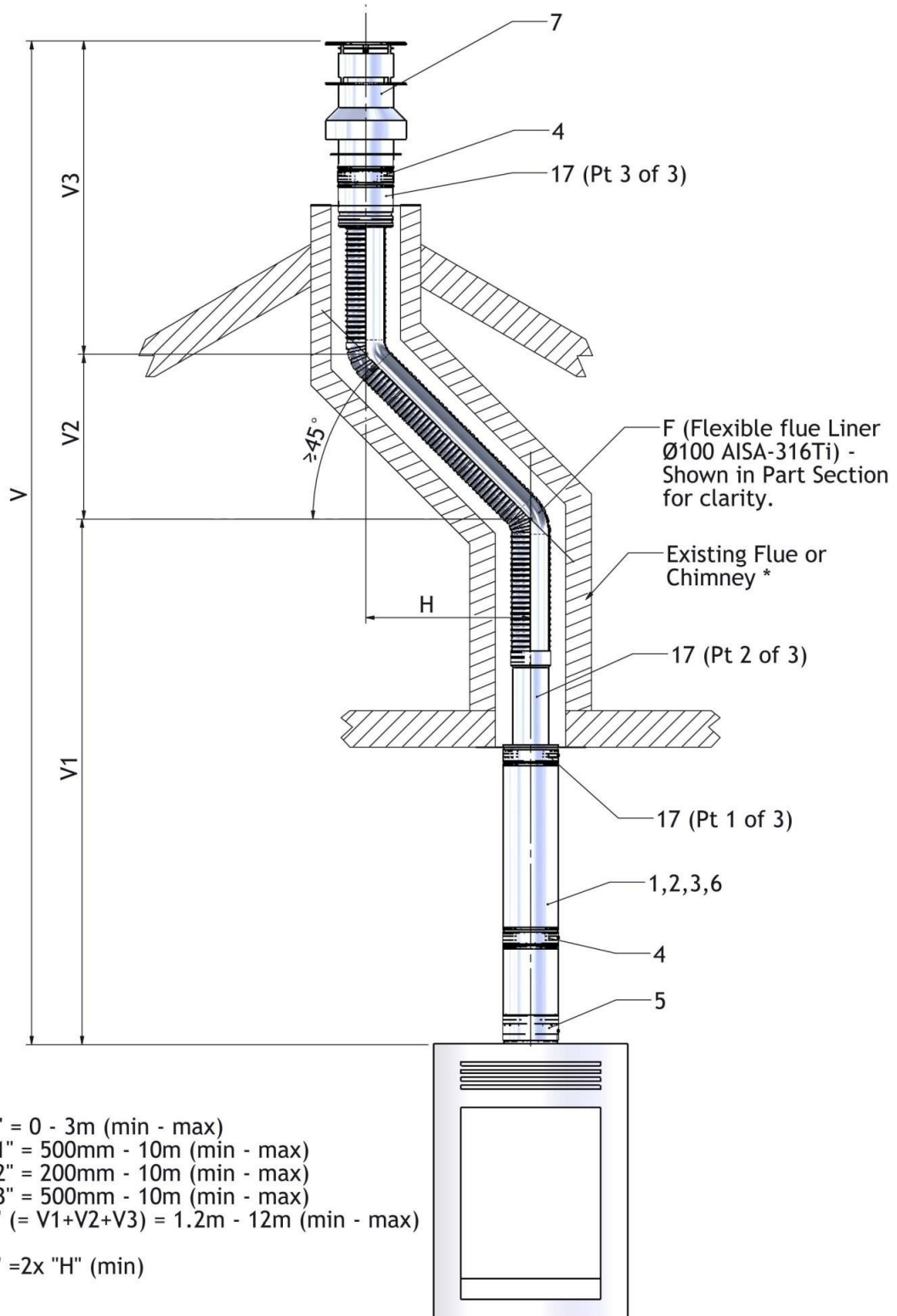
2.5.10. Flue System Examples : Vertical Roof Termination With Bends



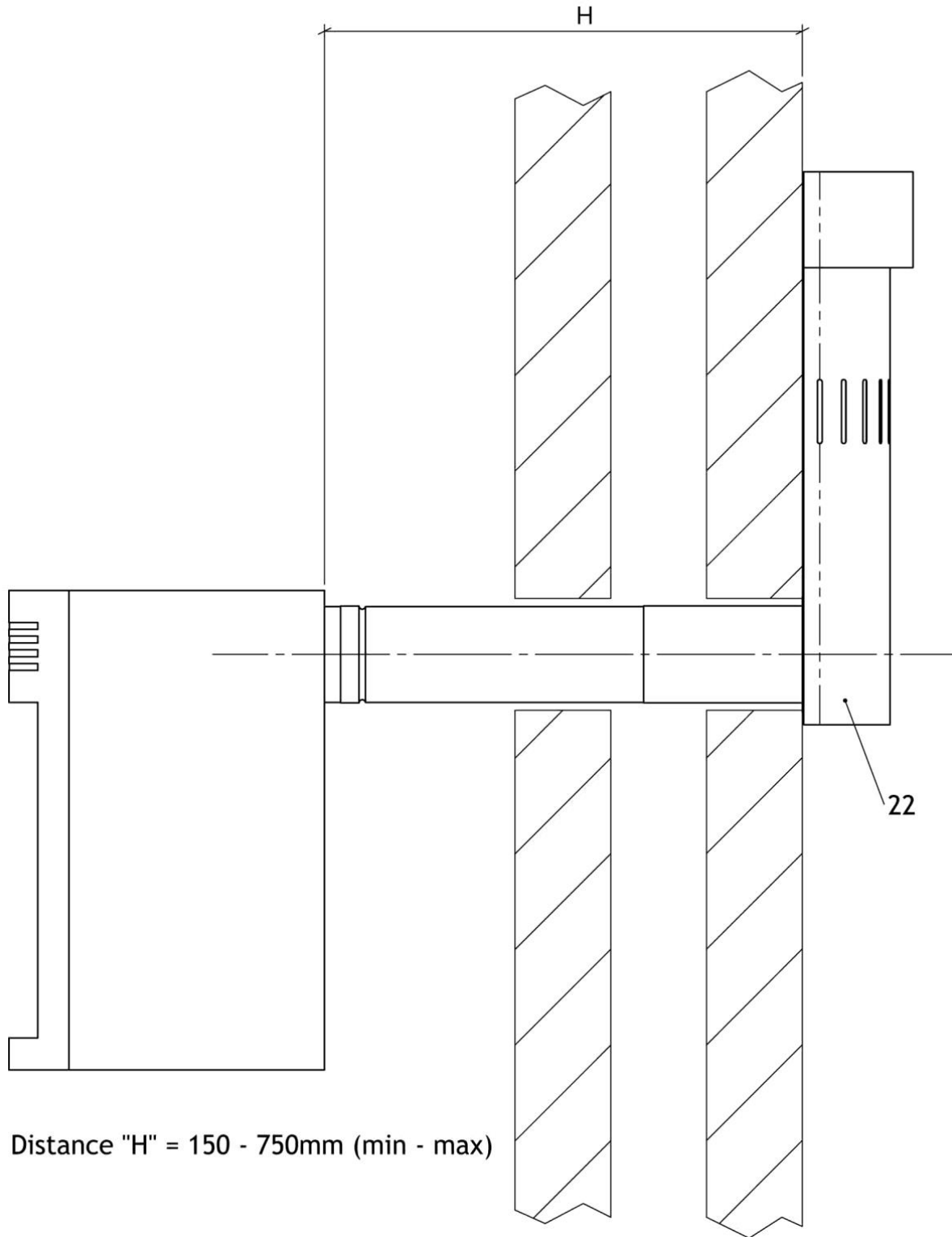
2.5.11. Flue System Examples : Existing Chimney (Renovation Kit)



2.5.12. Flue System Examples : Existing Chimney With Bend (Renovation Kit)



2.5.13. Flue System Examples : Horizontal Vent With Snorkel—type C91



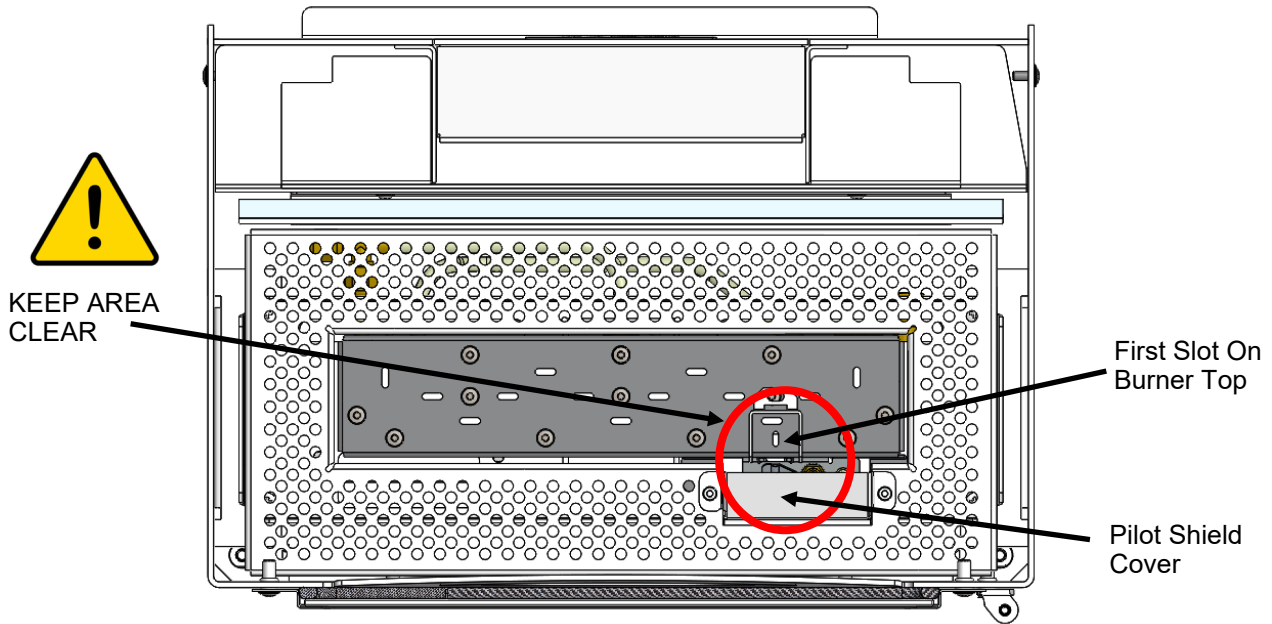
Distance "H" = 150 - 750mm (min - max)

2.6 Lay Out Of The Ceramic Logs

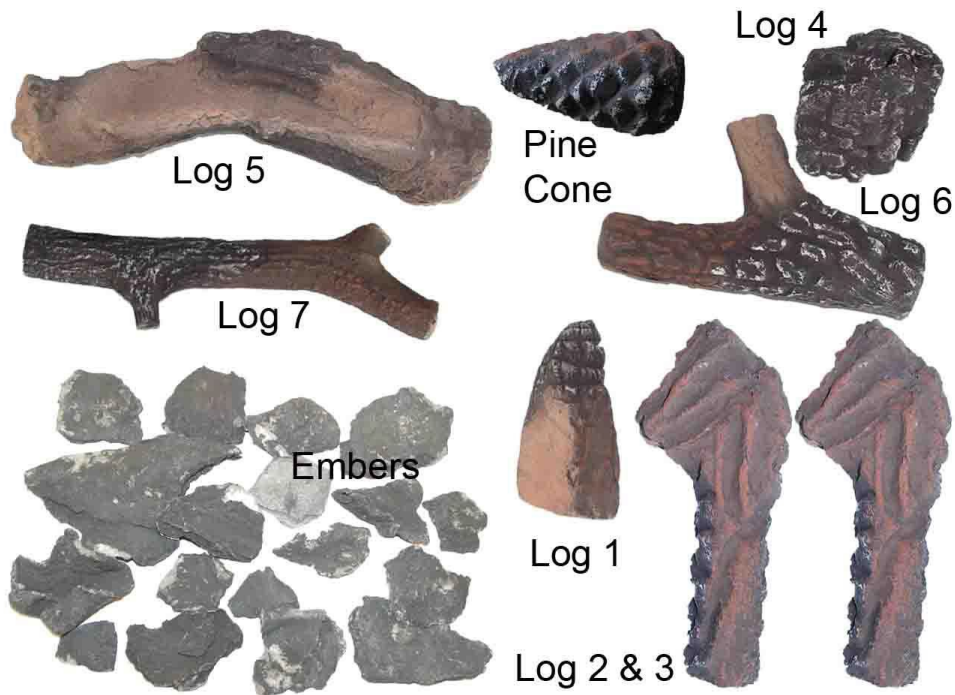
When arranging the ceramic media into the fire bed, it is important that the pilot area is kept clear and that no media enters the pilot shield.

The pilot area includes the pilot shield and the top of the burner to the first slot.

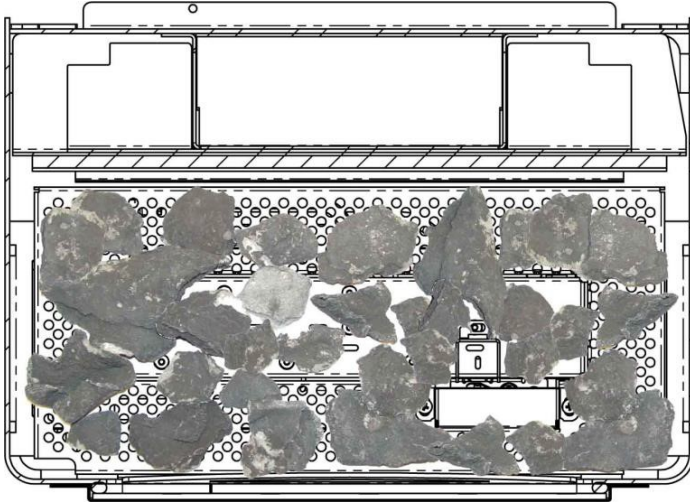
When commissioning or servicing the appliance cross lighting must be checked to ensure smooth lighting of the main burner from the pilot flame.



2.6.1. Fuel Bed Components



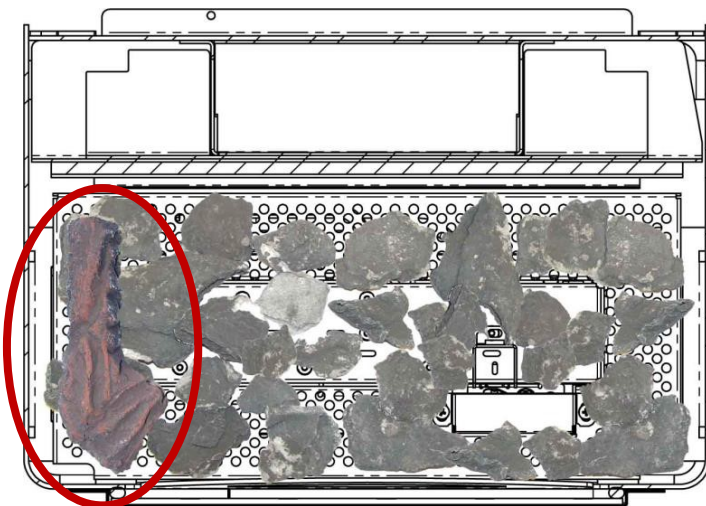
2.6.2. Placement Of The Ceramic Logs



STEP 1 -

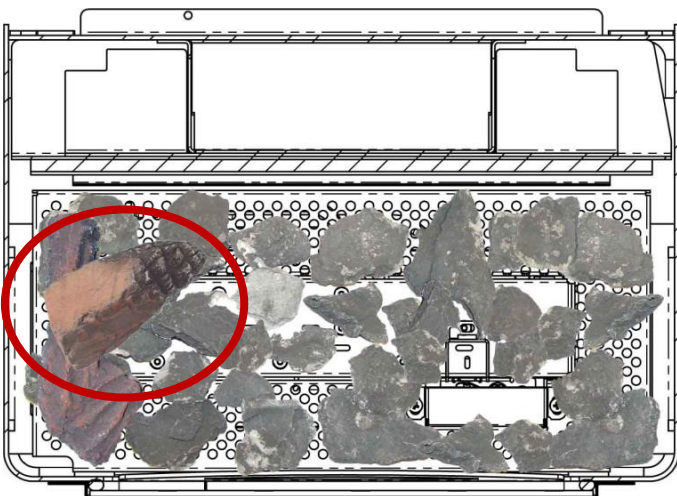
Scatter the bag of embers over the top of the burner as shown.

IMPORTANT NOTE : ENSURE PILOT AREA IS KEPT FREE FROM EMBERS.



STEP 2 -

Position Log 2 to the left of the burner, as shown, lying from front to back, parallel to the left hand side of the appliance.



STEP 3 -

Position Log 1 to the left of the burner, as shown, the widest part of the log lying on top of the first log (step 2) and pointy end laying downwards to the burner top.

2.6.2. Placement Of The Ceramic Logs—Continued..



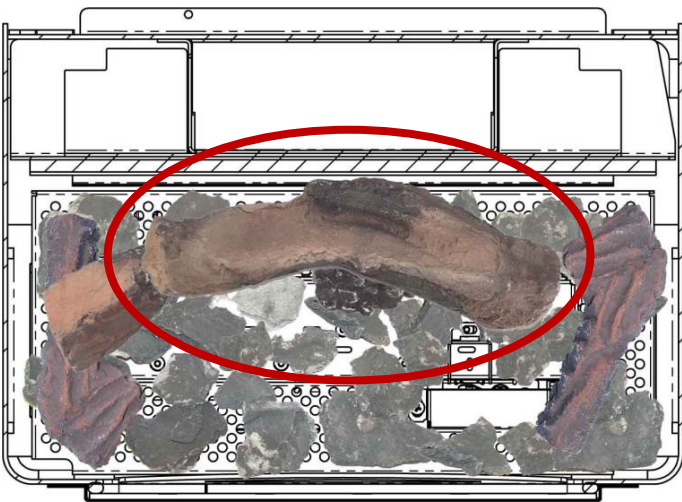
STEP 4 -

Position Log 3 to the right of the burner, with the larger end, facing the rear of the appliance.



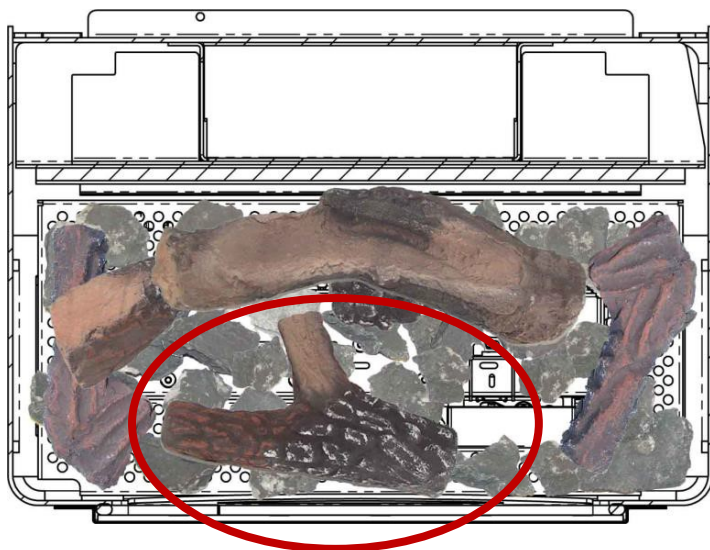
STEP 5 -

Position Log 4, centrally at the rear of the burner.



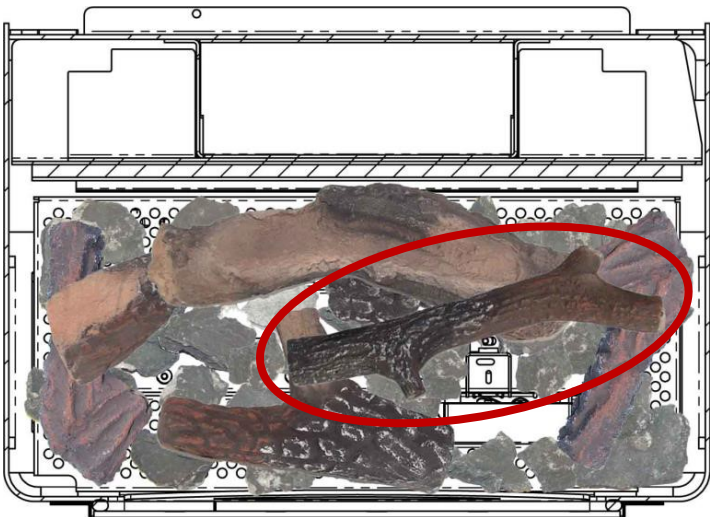
STEP 6 -

Position Log 5, so that it rests upon the top of Logs 1,3 and 4.



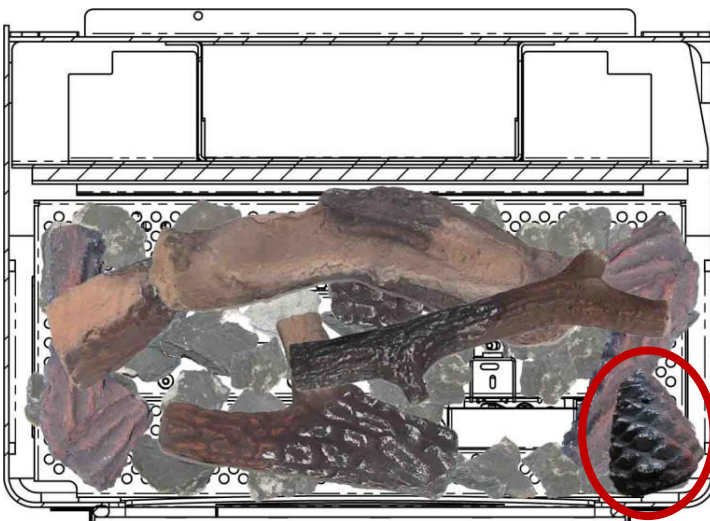
STEP 7 -

Position Log 6 to the pilot area, located on the front part of the burner grate surround, with the smaller branch lying on the burner.



STEP 8 -

Position Log 7, so that it lies across Log 3 and lying on the small branch of Log 6. NOTE, make sure the pilot area is clear to cross light to the main burner.



STEP 9 -

Position the pine cone in the front right hand corner of the fire box, in front of Log 3.

Finally check the pilot area, is left clear and the pilot cross lights to the main burner.



WARNING—DO NOT CHANGE THE FUEL BED LAYOUT, THE TYPE OR NUMBER OF LOGS.

2.7. Commissioning the Appliance

Please see the USER GUIDE section in this manual, for reference to the remote control handset and manual control of the burner.

2.7.1. Pilot Ignition Check

1. Ignite the pilot light as described in the User Guide
2. Check that the pilot flame stays alight
3. Extinguish the pilot light

2.7.2 Main Burner Check

1. Ignite the pilot light as described in the User Guide
2. Turn on the main burner as described in the User Guide
3. Check that the pilot smoothly cross-lights to the main burner and that the main burner and pilot stay alight
4. Extinguish the appliance fully

2.7.3. Pressure Check

The appliance is factory pre-set to give the correct heat inputs as listed in the technical details.

No further adjustment is necessary.

Always check the inlet pressure and burner pressure.

1. Turn off the gas valve on the appliance.
2. Release the screw on the Inlet Pressure test point on the gas valve and connect a manometer.
3. Check that the measured pressure is as the prescribed supply pressure.
4. Perform the test when the appliance is burning on full and with only the pilot alight.
5. If the pressure is low, check the gas supply pipes are too a correct sizing.
6. If the pressure is too high (more than 5 mbar over) the appliance may be installed, but the gas supply company should be contacted.
7. Release the screw on the Burner Pressure test point on the gas valve and connect a manometer.
8. Check that the measured pressure is as detailed in the technical details.
9. The measured value should be within +/- 10% of the described value. If this is not the case, please contact the utility supplier.



Note: After checking the pressures and removing the manometers, the screws in the Pressure Test points must be closed, and the system must be checked for gas-tightness.

2.7.4. CUSTOMER EDUCATION

Hand these instructions to user.

Advise the user until they are fully educated on the use of the stove and the controls.

Explain regarding the thermal cut off feature.

Advise if this system repeatedly shuts off specialist advice must be consulted.

Advise that if the fire goes off for any reason do not re-light for 3 minutes.

Advise the stove may give off a slight smell due to the newness and any odours will go after a few hours of use.

Advise that the stove must not be used with the glass panel damaged or broken or missing.

Advise that no materials like washing, may not be draped over the stove.

Recommend regular servicing at least annually.

Recommend no extra fuel pieces are added and only authorized spares used.

3. Servicing

Turn the appliance OFF and isolate the gas supply.

Ensure the appliance is fully cold before attempting to start servicing the appliance.

No liability can be accepted by Arada for injury caused by burning or scolding by a hot appliance.

Suggested procedure for servicing is listed below.

A. Lay out dust sheet on flooring, mask off any special fireplace materials.

B. Remove the door Lock.

C. Open the Front Door Assembly.

D. Carefully remove the Ceramic components (including Embers).

E. Use a Vacuum cleaner to clean the top of the burners and grate

F. Remove Grate

G. Using a vacuum cleaner, fully clean the Burner.

H. Use the vacuum cleaner and a soft brush to clean the pilot assembly and Injectors. Never modify or bend the Thermocouple

I. Turn on the gas supply and check for leaks, check the burners and Pilot for good condition and operation

J. Replace Grate

K. Replace the Firebed arrangements

L. Replace Window Assembly and Frame

M. Check the flue system and terminal, making sure that the terminal vent is fully clear

N. Light the appliance and test setting pressures

O. Check the safe operation of the appliance.

3.1 Cleaning the Ceramics

Remove the ceramics log as detailed in A - D above.

Gently clean the ceramics in the open air, using a soft brush and a vacuum cleaner.

Where necessary replace damaged components only with genuine Arada specified parts. Seal any scrap ceramics in plastic bags and dispose at proper refuse sites.

When using a vacuum cleaner, it is recommended that one with a HEPA filtering system is used.

Re-fit the ceramic Firebed arrangement, re-seal the appliance and check the safe operation of the appliance.

3.2 Servicing the Burners

Remove the Ceramics as detailed in A - D above.

The pilot is now clearly visible, the pilot, including the Thermocouple, can be replaced/serviced by removing fully the pilot assembly from its mounting. This is done by removing the two screws on the surface of the pilot. The fittings on the under-side of the pilot can be un-done using a 10mm spanner where appropriate.

To access the Main Burner Injectors, the Burner base units must be removed. This is done by removing the four bolts (M6, 10mm spanner) holding the burner in. With these bolts removed, the Burner base can be passed up through the Firebox, and the Injectors can be easily accessed.

When replacing any parts use only original Arada specified parts.

3.3 Replacement Parts

Genuine replacement spare parts can be obtained from www.aradastovesandspares.com or your Arada dealer.



Please note, that fitting non-official Arada parts to your stove will invalidate the guarantee.

3.4. Pairing Information



INFORMATION ONLY -

NOTE : THE REMOTE CONTROL HANDSET WILL BE SHIPPED PAIRED TO THE GAS VALVE WITHIN THE BURNER ASSEMBLY—DO NOT ALTER THE PAIRING. IF FOR ANY REASON THE PAIRING HAS BEEN ALTERED, THEN THE HANDSET WILL NOT WORK. THE HANDSET WILL NEED TO BE RESET AND PAIRED AGAIN, PLEASE FOLLOW THE INSTUCTIONS BELOW :

- Ensure the handset and the gas valve control have good batteries and the batteries are the correct polarity as indicated inside both the battery compartments.
- Ensure the small slide switch on the top left of the gas valve control is slid to he right (I) position.
- Place the handset within half a metre from the gas valve control (no need to hold it).
For a new handset the display will show ' TESC r5' or similar text.
To reset a previously paired handset, enter the setup menu and scroll to "C A 0", when displayed, change the '0' to '1' using the '+' key and press 'SET', the display now shows ' TESC r5' or similar text.
- On the gas valve control, simultaneously press the hold the - and + buttons, until the red light on top left of gas fire control begins to flash rapidly (this will take about 5-8 seconds).
- Then immediately as the red light starts to flash, release the - and + buttons and quickly press the power button. (Note: This button press must be done with 1 second of the red light coming on. If not done quickly enough, then the above must be repeated until done correctly).
- When done correctly, you will hear an audible sound from the handset. Immediately, pick up and grasp the handset as normal to unlock the key pad and then press and hold the " SET " button for around 3 to 5 seconds. The display will show "  ----  " and you will hear several beeps from the handset as the pairing has been confirmed.
- You know the pairing has taken, as now when holding the handset the green light will be a steady green (not flashing when held). Setting the time & date etc. can now be performed, please see section in user guide.
- **The handset is designed to be not too easily operated by accident for safety reasons.**
- **If for any reason the pairing has been altered, then the handset will not work.**
- **Note, by removing or replacing the batteries, the pairing will NOT be lost.**

HOLBORN BF GAS STOVE

NG : APPLIANCE IS CATEGORY I2H FOR
USE WITH NATURAL GAS AT A SUPPLY
PRESSURE OF 20 mbar.

LPG : APPLIANCE IS CATEGORY I3P/BP FOR
USE WITH LIQUID PETROLIUM GAS AT A SUPPLY
PRESSURE OF 37 / 29 mbar.

G.B.

USERS GUIDE INSTRUCTIONS

**THIS MANUAL MUST BE LEFT WITH
THE USER**

SECTION 4. IMPORTANT INFORMATION



4.1 IMPORTANT INFORMATION FOR USE OF APPLIANCE

This stove should not be used for any other purpose than as a room heater and decorative stove, due to its newness of materials the stove may give off a slight smell for a period of time after commissioning, this is quite normal and should clear within a few hours of use.

The installation must be in accordance with the national regulations and must be carried by a qualified installer EG: gas safe engineer.

Under no circumstances should the stove be operated with the glass panel damaged broken or missing. All surfaces except controls are considered to be working surfaces and will get very hot during and after use, they must not be touched or any combustible materials, if young children, the elderly or infirm are likely to be near the stove, a suitable fireguard to BS8423 is recommended.

Curtains are not recommended above the stove.
Do not drape clothes or any materials over the stove.

The stove must stand on a non-combustible hearth and be at least 12mm thick and sufficient size to accommodate the stove.

No purpose provided ventilation is normally required but must be in accordance with national regulations in force.

The fuel bed should be arranged only as shown in these instructions.

Should the stove extinguish for any reason do not relight for a minimum of 3 minutes.

All surfaces, except the control valve are working surfaces and become very hot in use, they must not be touched or any combustible material be placed upon them.

It is recommended that a fireguard complying to BS 8423 should be fitted for the protection of young children or elderly or infirm persons.

This stove should be serviced regularly at least annually.

Only replace ceramic parts or any parts of the fuel bed with parts supplied by the manufacturer for this stove do not change the fuel bed layout from the instructions supplied.

The flue will need sweeping periodically.

If the stove fails to light and the appliance goes to reset, the start button will have to be held for 10 seconds to clear the remote fault.

4.1.2. Emergency Gas Isolation

In the event of a gas leak or if gas is smelt, the appliance must be isolated.

This is done by turning OFF the gas at the appliance isolation tap or at the gas meter shut off valve, ensure access to both components is free from obstructions at all times.

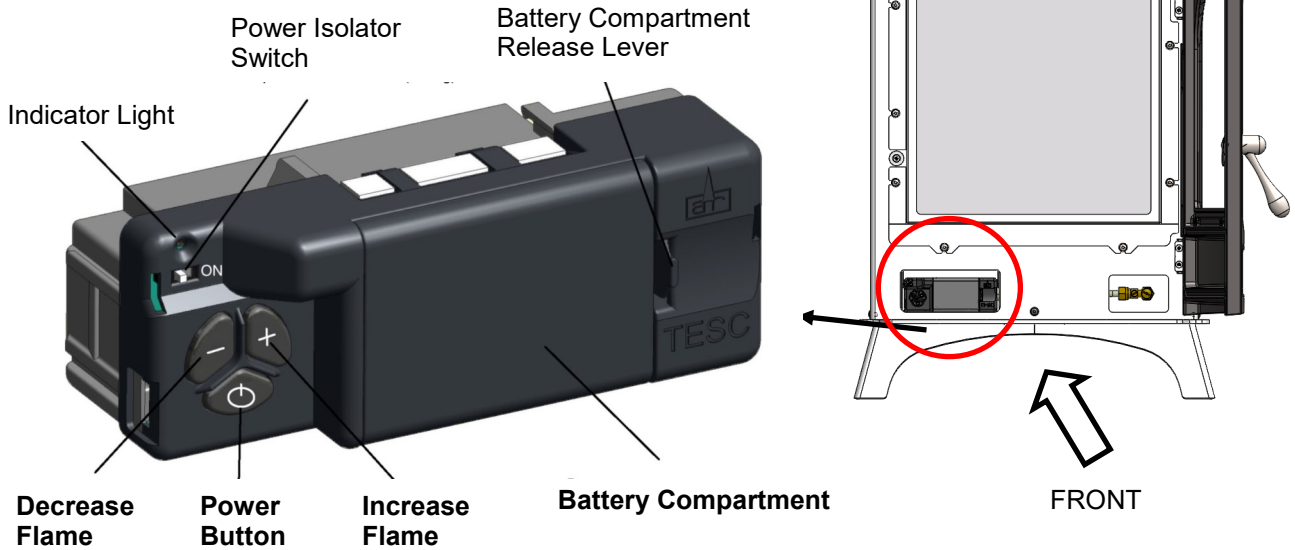
4.1.3. First Time Of Operation

Before igniting the appliance, ensure that all packaging, safety stickers and any protective wrapping have been removed, and that the glass has been cleaned, including all fingerprints from the glass.

Ensure that the room is adequately ventilated the first time that the appliance is ignited; we would recommend opening windows if possible. Run the appliance at full setting for a few hours so that the paint gets an opportunity to fully cure. During this period it is possible for some fumes and vapours to be given off. We would recommend keeping children and pets out of the area at this time.

4.2. Operating Control Locations

The main control of your appliance is the gas fire control valve, which is situated at the bottom left hand side of the appliance (when the door is opened).



Below the remote control display handset.



4.3. Remote Handset Control Overview

IMPORTANT USER INFORMATION—AFTER INSTALLATION BY THE GAS SAFE ENGINEER, READ THIS BEFORE ATTEMPTING TO OPERATE THE APPLIANCE.

NOTE— The handset is supplied paired to the gas control valve. **DO NOT ALTER THE PAIRING**, this will only compound any difficulties you may have understanding how to operate the handset.

The handset is designed with safety in mind, to avoid accidental operation.

If for any reason the pairing has been altered, then the handset will not work. The handset needs to be reset and paired again (See servicing section of this manual).



General

To operate the remote handset: Hold the handset as shown, wrapping your hand around the handset touching both sides, and the green unlock light will illuminate allowing the buttons to work. (If the green light is not lit, the buttons will not operate).



To Ignite The Appliance

Press and hold in the power symbol button for a short period and release immediately the word **Pilot** appears at the bottom left of the display (after approximately 2 seconds). The appliance will then light. (Note: releasing the power button too soon or holding too long after **Pilot** is shown, will result in the appliance not starting correctly).



Adjusting The Level Of Heat Setting

To adjust the heat setting, hold the handset to enable the buttons to work, press and hold the - button to reduce the setting. Tapping the button will adjust the flame step by step. Holding the button will skip through the steps. Similarly, press the + button to increase the setting as required.



To Turn The Appliance OFF

To the appliance off, hold handset to unlock the buttons and then press the power button. The appliance will immediately stop without. Do not attempt to re-start the appliance, until STOP appears on the display.

It is intended that the handset is only going to be successfully used by an operator, with a deliberate act.

For this reasons it might take a few attempts to become familiar with the starting of the appliance, however, once understood, I hope you agree this is a good thing for safety reasons.

It is necessary to prevent the control from being operated by accident.

NOTE : Manual Control Of Appliance

The appliance can be manually controlled in the event the remote handset becomes damaged or lost. Simply open the fire door, caution must be exercised as the appliance may be hot, wear a suitable glove. Locate the fire control valve on the left hand side of the appliance (see page 33), the power (ignition) and flame increase / decrease buttons can be used as per the same controls as the remote handset operation.

4.4. Trouble Shooting / FAQ

Why does my fire not light ?

- Batteries need replacing
- Batteries incorrectly inserted
- Contamination of battery contacts from leaking batteries
- Contamination of pilot assembly, contamination of valve from gas pipe particles
- Faulty gas supply, faulty thermocouple or connections
- Dis-lodged ceramic logs

Remedies of the above possible faults :

- Replace the batteries with new, good quality AA/LR6 batteries
- Check and/or replace the batteries with known working ones
- Clean the battery contacts, remove any grease / dirt and replace batteries.
- All remaining scenarios please contact a gas safe engineer.

Why does my fire not stay lit or will not respond from remote handset?

- Battery failure / damaged remote handset
- An error code is displayed upon handset
- Faulty gas supply
- Blocked chimney / flue system / incorrectly installed appliance

Remedies of the above possible faults :

- Replace the batteries with new, good quality AA/LR6 batteries
- If the stove has been running allow to cool and operate the appliance using the fire control valve, to rule out faults with the appliance or remote handset.
- All remaining scenarios please contact a gas safe engineer, to verify the flue system and fault code analysis, to determine the problem.

4.5. Battery Replacement

The gas control valve which operates the appliance is battery powered and require replacing periodically; after removing the plastic front cover from the control, the batteries (3 No. AA/1.5V LR6) are fitted and positioned as shown below, always replace the plastic cover, once the new batteries have been fitted.



The remote display handset also has batteries as shown below. Again, remove the rear cover and replace the batteries (2 No. AA/1.5V LR6), observing the correct position as shown.

It is important that the batteries are replaced at least every 12 months, otherwise, the pairing to the fire control valve will be lost and you will no longer be able to control your appliance via the handset.

A re-pairing of the handset to the fire control valve will be needed to be performed to re-instate the lost communication between the two components (see page 30).



4.6. Fire Control Valve —RED INDICATOR MEANING

RED INDICATOR	MEANING
Permanently Lit	Valve tried to light but failed in LOCKOUT E00
Flashing Very Fast	Valve Is Busy (Will Not Accept Any Command)
Flashing Once A Second	Valve Detects An Error
Permanently Off	Valve In Standby Or In A Stable Operation
On Momentarily After Power Up	Valve Doing A Self Test
Appears After Pressing Start	Indicates Time To Release Pressing The Start Button

4.7. Remote Display Handset Optional Functions

DETAILED FUNCTIONS :

Upon successful insertion of the batteries in the handset the display will be as shown.

The handset will be supplied paired to the fire and all that is required is to set the time of day and select if a 24h hour clock or 12 hour clock display is required and if temperature display is on Celsius or Fahrenheit.

SETTING THE TIME :

Holding the handset as described previously to unlock the keypad, press and hold "SET" for a few seconds and the display will be as shown



Setting the display for 12 or 24 Hour display

As always when pressing the remote control buttons keep the control held to keep the green light on and therefore handset safety feature, unlocked. The H indicates that it is time to set the timer to either 24 hour display or 12 Hour (AM or PM) display. Press the + or – button on the handset to toggle between the two settings. When you are ready to confirm the setting you want press the "SET" button to progress to setting the day of the week.



Setting the day of the week

Press and release the + and – buttons until the correct day of the week is shown on the display.

(Mo = Monday, Tu= Tuesday, We=Wednesday, Th=Thursday, Fr=Friday, Sa=Saturday and Su=Sunday).

Press "SET" to accept the day of the week and to progress to setting the Hour of the day.

Note: Whilst doing this setup pressing "SET" advances to the next display and pressing "MODE" will return you to the previous display setting.



Setting the Hour & Minutes

Press and release the + or – button to change the hour to the correct hour and press set to store and to move to setting the minute.

Repeat this for setting the minutes.



Setting the temperature display to Celsius or Fahrenheit.

Press and release the + or - button to toggle between C and F . When the display shows the desired symbol, press and release the “SET” button to store.

As the important settings above have now been done. Press and hold (not releasing straight away) the “SET” button for a few seconds and this will exit the setup menu. Alternatively you can press and release the set button several more times until the time of day is displayed on the handset.

The control is now ready for use with the Fire Control Valve.



Note: the legend at the bottom shows the battery condition of both the batteries in the hand set and in the fire control alternately. RC = Remote Control handset and FC = Fire control. The control is designed to get the most out of the batteries but when eventually the display shows they are spent (When the battery legend is a empty area), we recommend you change the batteries in the handset before they are flat, to avoid having to reprogram the time of day in again. N.B. Pairing is not lost, even if the batteries are removed or flat. The pairing is not lost when the batteries are flat but replacing them quickly before they have gone flat will avoid having to set the time of day, day of the week etc again)

Paging the handset

If you have misplaced the handset (and it is in range of the fire), you can page it by pressing the + button only on the fire control for around 5 seconds. The handset will flash and make a noise to help you to locate it.

Once you pick up the TESC it knows you hold it and so the sound stops. The flashing and sound will last for 60 seconds each time the handset is paged as described. If not found in 60 seconds, page again and so on. NOTE: PRESS “+” Button ONLY , NOT “+” and “-” Together as you will accidentally break the handset pairing and have to reset handset to factory state and pair again (See other parts of the booklet if this happens).

Advanced settings Menu

In the event that you may want to change the other preset settings of the control features. Do not do a long press and hold above but a normal short press and release will take you into the advanced settings area.

Advanced settings options are:-

- Back light –
 - o A = Automatic (default setting). The back light comes on in the dark but not in the light.
 - o 0 = Light never comes on.
 - o 1 = Light comes on when ever handset is unlocked.
- Display contrast – 8 levels from 0 to 7 (default level 4) .
- P = pairing with other devices other than the fire control. The hand set can pair with other modules to :-
 - o L= Operate an electric light – which is the dimmable in 9 steps
 - o F= operate an electric fan –which can have 9 speed levels
 - o A= operate an auxiliary contact to operate another device.

Other Modes than Manual mode

Depending upon the model of fire your handset maybe enabled to have some automatic features, namely, Thermostat mode, timed thermostat mode and snooze mode. Snooze mode can be selected to work with in conjunction with either manual or thermostatic modes.

You can switch between modes at any time with the handset unlocked by pressing and releasing mode button to toggle between modes.

Note: If at any time the power button is pressed during operation, this will stop the fire and exit any automatic mode and return the handset to manual (MAN) operation mode.

Snooze mode in manual operation

Snooze mode is a time period you can set which will turn off the fire after a certain time period has elapsed. The snooze time period can be set before or during manual operation of the fire. Hold the handset to unlock as described previously and press the mode button as many times as necessary until the word MAN and the Zzz symbols are flashing at the top of the display. Press and release the set button and this will put the control into Manual snooze mode.

The default time period for the snooze time period is 1:00 hour. Pressing the set button again will show you the snooze time period remaining. This can be adjusted by pressing the "+" or "-" buttons. The timer period that can be set is from 1 minute to 4:00 hours.

After adjusting the time, press set again to enter the time setting required (or if left for a few seconds this time is now stored and used).

Once this countdown timer has reached zero the fire will turn off (as if you had pressed off manually, it does not recycle).

Snooze mode in thermostatic mode

The same thing as above can be done before or during a thermostatic mode operation (see below).

The handset has within it a thermostat sensor and this can be set so the fire will heat the room to match the temperature set in the handset.

There are 3 temperature types that can be set:-

- Day mode temperature that has a sun symbol on the display – the default temperature is 24 C
- Night temperature that has a half moon symbol on the display- the default temperature setting is 18 C
- Frost protection that has a snowflake symbol on the display – the default temperature setting is 5 C

Hold handset and press and release the mode button several times as necessary until the display has a thermometer symbol flashing at the top of the display. Press the set button to enter this mode.

Press the set button again to see the temperature setting that is set and the mode (the default is 24 C) and on the left of the display is a sun symbol showing it's the day temperature.

Press the set button again to see the temperature setting that is set and the mode (the default is 24 C) and on the left of the display is a sun symbol showing it's the day temperature.

If a different set temperature is required, while the display is showing this set temperature , press the + and – buttons to alter the setting. When finished either press set or leave and after a few seconds the new setting will be accepted and the display will return to the time of day screen.

On the anniversary of the net minute of the clock, the set temperature will be compared to the actual temperature displayed on the handset (i.e. the room ambient temperature around the handset). If the room temperature is higher than the set temperature the fire will not light until the room has cooled to below the set temperature. The fire would then automatically turn itself on when the room is cooler than the set temperature and down and off if necessary when it is hotter than the set temperature.

(Note- when the set temperature is reached while the fire is in operation, the fire reduces the burner power level each minute until the burner is off. The pilot will remain on for a further 30 minutes and if the set temperature is still too high , the pilot will then also extinguish. When the set temperature is higher than the actual temperature , the fire will automatically light and go to the full burner rate to reheat the room back to the set temperature.

Note: If at any time the power button is operated during Thermostat mode, the control will cancel any thermostat operation and return the control to manual mode.

For ease of setting there are two other modes that can be selected as stated above. Night mode (moon symbol) and frost protection setting (a snow flake). These can be selected (and adjusted if necessary) by pressing set then mode while in thermostat mode. Pressing mode button toggles through from day to frost modes. The purpose of these settings is to help your fire to automatically protect you home against becoming too cold if there is a sudden change in the weather. The control must be left in the appropriate mode for this to function.

Note: As stated in an earlier section, snooze function can also be operated in conjunction with thermostat mode. The thermostat symbol and the Zzz symbol will be on together when in this mode.

Timed thermostat mode (Closed fires Only)

This mode enables the various day, night and frost thermostat modes to be set on a program timer. The control will work as a thermostat switching between the day, night and frost temperature settings in line with the program set.

The set up of the timer will be shown by a demonstration.

To set up the timed thermostat to be at 24 C from 06:00 to 09:00 then drop to 18 C from 09:00 to 15:30 and then 24 C again from 15:30 until 23:30 and then to protect from frost a 5 C setting between 23:30 to 06:30 the next day from Monday to Friday this is what you would do:-

Hold handset to unlock – press set and hold until a beep and release. Press MODE button until the timer symbol is flashing on the top of the display – press set to enter the time mode – 'Mo' is flashing so it is already set for Monday - press SET and release now press the + and – buttons to make the time of day read 06:00 (note the steps are in 15 minutes steps) – press SET and release- press + and – to make the next symbol show a flashing sun symbol- press and release SET- as Mo is flashing press and release SET again enter the next time of 09:00- press and release SET- change the flashing sun symbol to a flashing moon symbol by pressing and releasing the + and – buttons then press and release SET again to store the moon setting (18 c)- continue this until you have entered each time and temperature change required for each day.

To put the fire into thermostat timer mode press and release the mode button until the thermostat and timer symbols are displayed on the display at the top. Press and release the "SET" button and the control will now run the timed program set up in the memory.

To put the fire into thermostat timer mode press and release the mode button until the thermostat and timer symbols are displayed on the display at the top. Press and release the "SET" button and the control will now run the timed program set up in the memory.

To adjust any time setting in the memory re enter the timer program setup mode (by pressing SET and then MODE as described above). Then press set to make the time flash. Now holding the + button advances the display to the next setting and so on throughout the program. Amend the appropriate setting and when finished do a long press of the SET button to exit the program mode.

To reset the whole timer program in the memory:-

Hold handset- press set- press mode until SETUP is flashing- press SET to enter SETUP- press SET about 8 times until CP0 is flashing on the display use the + and – buttons to change the display to CP1 – press SET – press SET again and the display will return to standby Manual mode and the timer setting have been completely removed for the timer memory.

SECTION 5. GUARANTEE

5.1. Guarantee

When you buy an Arada stove, you are not only buying a first class appliance, you are receiving a commitment from us to look after you and your appliance.

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

For the purposes of this guarantee, a material or manufacturing defect includes the splitting or cracking of the main body (defined as the steel outer casing and items fixed immovably to the casing).

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

Gas stove bodies come with a **Lifetime*** guarantee against defects. (*see terms & conditions)

All remaining components are covered by a **One** year guarantee.

The external paint finish carry a **One** year guarantee only.

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

5.2. Terms & Conditions

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

1. Your stove must have been purchased from an officially approved Arada dealer.
2. You must be the original purchaser of the stove in order to make a claim. This guarantee is not valid in relation to any claims made by someone who did not originally purchase the stove from Arada or an approved Arada dealer.
3. Any claim under this guarantee must be made through the approved Arada dealer where the stove was purchased and accompanied by proof of purchase (e.g. a valid receipt).
Stoves not purchased from an approved Arada dealer will not be covered by this guarantee.
4. Your stove must be installed in the UK for this guarantee to be valid. Stoves installed outside of the UK will not be covered by this guarantee.
5. Your stove must have been installed by a suitably qualified gas safe engineer and in accordance with the manufacturer's installation instructions. Stoves not installed by a suitably qualified person or not installed in accordance with the manufacturer's installation instructions will not be covered by this guarantee.
6. Any claims under this guarantee shall not be valid where the installation of the stove does not conform to all required building regulations and other legislation in force at the time of purchase and where flue draw readings have not been made to confirm a suitability of the flue. The manufacturer's decision as to whether this condition has been satisfied shall be final.
7. The guarantee does not cover damage caused to the stove through careless handling or misuse or neglect of the appliance (misuse and neglect being not following the manufacturer's instructions and user guides in relation to the stoves).

8. The following consumable service items are not covered by the lifetime guarantee:

- Firebox linings
- Firebox Glass Panel
- Ceramic Log Effect
- Glass Frame Assembly & Door Assembly
- Gaskets & Seals
- Pilot & Thermocouple Assembly
- Thermal Switch & Fire Control Valve (Including remote control handset)
- Burner Assembly

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

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

11. The guarantee is only valid where any spare parts used are supplied by Arada or an approved Arada dealer. The use of spares other than those supplied by Arada Limited shall invalidate the guarantee. Parts can be purchased through an approved dealer or directly from Arada, online at www.aradastoveandspares.com.

12. The guarantee is not valid where any repairs or modifications have been made to the stove which have been carried out by anyone other than Arada or its authorised representatives or approved dealers.

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

5.3. General

Our guarantee is offered as an addition to your statutory rights and will not effect your statutory rights. You can obtain information about your legal rights from trading standards office's or a citizens' advice bureau.

If you believe your appliance is not working correctly or it has broken down, in the first instance please contact your local retailer or installer for assistance.

This guarantee is applicable in the UK only and operates exclusively in accordance with the laws of England and Wales.



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