

Please ensure that you...

- **Have the flue swept at least twice a year**

Flue sweeping provides a safeguard against blockages and chimney fires in the flue and can give an early indication of disrepair. Rykneld Homes will service the appliance and sweep the flue once a year, unless you have been notified that you have been taken off the annual servicing programme.

- **Check the throat plate and any flueways within the boiler regularly and clean them at least once a week**

Deposits can quickly build up on the throat plate and in the narrow flueways within the appliance, which may cause the products of combustion (fumes) to come back into the room. Tip: When you clean the throat plate, clear away deposits around the bottom of the flue by scraping with the poker.

- **Only burn recommended fuel**

Burning non-recommended fuels can cause explosions within the appliance, premature failure of the appliance or its component parts or a blockage in the flue.

- **Do not block or obstruct air vents**

- **Keep the fire door(s) closed**

The appliance is designed to be used with the door(s) closed. With the door(s) open it may give off fumes.

- **Use a fireguard when children or infirm people are about**

The fireguard should be kitemarked and made in accordance with BS6539.

Important information...

1. **Get the heating system refilled (if it has been drained down) before you attempt to light a fire.** If you light a fire without the system being refilled, you risk damaging the boiler.* Contact the Repair Call Centre on 08000 121 621 if the system needs refilling.
2. **Keep the firebox well filled.** The appliance will operate more efficiently and economically, because the burning fuel will make more contact with the appliance surfaces, thereby achieving greater heat transfer into the room and to the boiler jacket. Keeping the level of fuel in the firebox low will not save fuel, it just means you will get much less benefit from the fuel you do use.
3. **Keep fuel dry.** Wet fuel will be difficult to ignite. You will waste a lot of the available heat energy drying it out. It will cause the appliance to corrode and cause excessive levels of condensation within the flue.
4. **Clean the appliance and empty the ash-pan as necessary, but at least every morning and evening.** This will prevent build-up of clinker. For details of how to do this properly refer to the manufacturer's instructions.

More Important information...

- 5. Refuelling. Do not smother the flames.** Load the fire in two stages waiting for flames to appear above the firebed before opening the doors again.
- 6. After a period of slumbering, turn the thermostat up and wait for flames to appear before opening the doors.** There is a risk that if you open the doors before gases from the fuel have been burnt off; the fire could blow back into the room.
- 7. Do not leave your appliance on slumber for long periods with the pump switched off.** Otherwise the fire will die down or go out. This will cause an excessive level of condensation within the appliance and flue. A consequence of this can be a build-up of baked on deposits, reducing the size of the flue to unsafe levels, necessitating expensive repair work*
- 8. If you cause damage to the appliance or to the flue by neglect or mis-use, then Rykneld Homes will charge you for the cost of the repair work.** Examples of situations where we would charge you for the repair work have been shown in Italics and marked with an asterisk (*).

Rykneld Homes will only provide you with fire parts (such as firebars) free of charge where your usage is consistent with normal wear and tear. If you need more than Rykneld Homes considers reasonable, you will have to buy them yourself.

Be Safe

If you are unclear on any aspect of these guidance notes or on how to use the appliance or would like a demonstration in its use, then please telephone **08000 121 621**

This leaflet is available in large print, braille and audio tape versions on request. If you or someone you know would like to receive a copy in any of these formats, please telephone: **01246 231111**

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The road to success

No English? No problem

☎ 01430 457390 (CANTONESE) 廣東話

☎ 01430 457391 (MANDARIN) 國語

本市政府關心閣下，我們希望區內所有的市民都能夠使用我們所有的服務。請致電上列這一號碼，可用廣東話或國語和我們交談。

☎ 01430 457392 (ITALIAN)

Noi ci prendiamo cura di voi. Il nostro obiettivo è quello di dare a tutti i nostri clienti la possibilità di accedere ai nostri servizi. Per parlare in italiano, chiamate questo numero

☎ 01430 457394 (URDU) اردو

ہم احساس کرتے ہیں کہ آپ کو ہمارے صارفین کی توجہ سے استفادہ حاصل کرنے کے لیے آپ کو اردو میں شہادت کرنا چاہیے اور اس خطیٹان نمبر پر رابطہ کریں

☎ 01430 457395 (POLISH)

Dbamy o naszych klientów. Pragniemy, by wszyscy mogli skorzystać z całości oferowanych przez nas usług. Aby porozmawiać w języku polskim, wybierz ten numer telefonu.

☎ 01430 457396 (PUNJABI)

ਅਸੀਂ ਦੇਖ-ਭਾਲ ਕਰਦੇ ਹਾਂ। ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੇ ਸਾਰੇ ਗਾਹਕ ਸਾਡੀਆਂ ਸਾਰੀਆਂ ਸੇਵਾਵਾਂ ਤੋਂ ਵੱਡੇ ਪੱਧਰ 'ਤੇ ਸੇਵਾ ਲੈ ਸਕਣ। ਕਿਸੇ ਨਾਲ ਪੰਜਾਬੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਵਾਸਤੇ, ਇਸ ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

☎ 01430 457397 (OTHER LANGUAGES)



Designed and printed by North East Derbyshire District Council (10795)

Be Safe

with Smokeless Solid Fuel Heating

If you are unfamiliar with the operation of your smokeless solid fuel heating appliance please read the manufacturer's instructions included in your information pack before attempting to light a fire in it. They will tell you how to operate the appliance safely, economically and without damaging it.