



INSTRUCTION MANUAL

English

WOOD STOVE

Sintra

Thank you for purchasing a Nordpeis equipment.

Please read this Manual carefully and keep it for future reference.

- * All products comply with the requirements of the Construction Products Regulation (EU Reg. No. 305/2011) and are approved with the CE conformity;
- * NORDPEIS is not responsible for any damage to the equipment when it is installed by unqualified personee;
- * NORDPEIS is not responsible for any damage to the equipment, when the rules of installation and use, referred to in this Manual, are not respected;
- * All local regulations, including those referring to national and European standards, must be complied with when installing the equipment;
- * As a rule, technical assistance is provided by NORDPEIS, except for special cases to be evaluated by the installer or technician responsible for the assistance.

HIGH TEMPERATURE HEATING APPLIANCE

FLAMMABLE MATERIALS SHOULD ALWAYS BE PLACED AT LEAST AT THE MINIMUM DISTANCE, AS STATED ON THE STOVE'S RATING PLATE

KEEP CHILDREN AWAY FROM THE EQUIPMENT

READ THESE INSTRUCTIONS CAREFULLY BEFORE USING YOUR EQUIPMENT

CERTIFICATE OF CONFORMITY

The manufacturer of NORDPEIS stoves declares that all models described below comply with general safety requirements. This declaration ceases to be valid if there are changes to the product without the proper written permission of the manufacturer.

Manufacturer	Nordpeis by Solzaima, S.A. Rua da Cova da Areia, EM 605, 695 3750-071 Aguada de Cima Tel: +351 234650650 Fax: +351 234650651
Classification	Solid fuel oven/equipment; Insert
Standards and Guidelines applied	EN13229: 2001+ A1:2003 + A2:2003:2005
Testing entityTesting entity	Centro de Ensayos, Innovación y Servicios Cr. Villaviciosa de Odón a Móstoles (M-856) Km. 1,5 Móstoles – 28935



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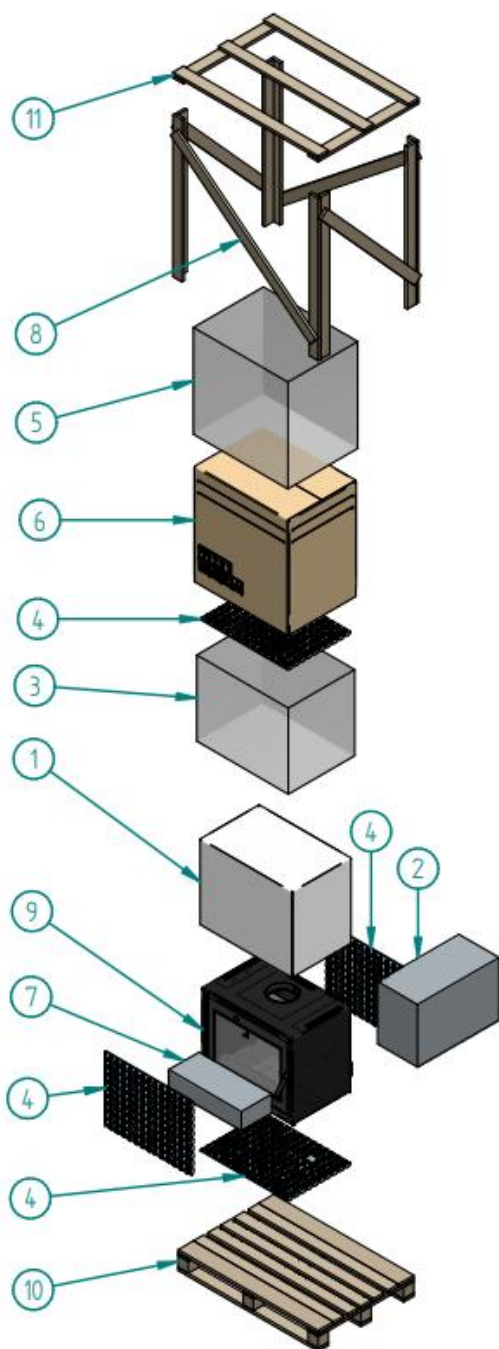
1. Introduction

Thank you for choosing our NORDPEIS equipment. To obtain the best performance results from your appliance while complying with ecological standards, follow the installation and operating instructions in this manual.

The warranty is no longer valid if the equipment is damaged by failure to follow these instructions.

The equipment may not be modified without the proper written permission of the manufacturer. Only factory replacement parts can be used in the appliance. National laws, local architectural standards and fire prevention regulations must be as described below.

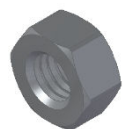
2. Package contents



Item	Designation	Amount
1	Polyethylene foam	1
2	Thermotite box	1
3	Bag	1
4	Air bubble foam	4
5	Heavy bag	1
6	Box	1
7	Package A	1
8	Wooden slats	1
9	Sintra	1
10	Pallet	1
11	Base no ESX4	1

Unboxing

Accessories



2 x DIN 934 M5
INOX POL

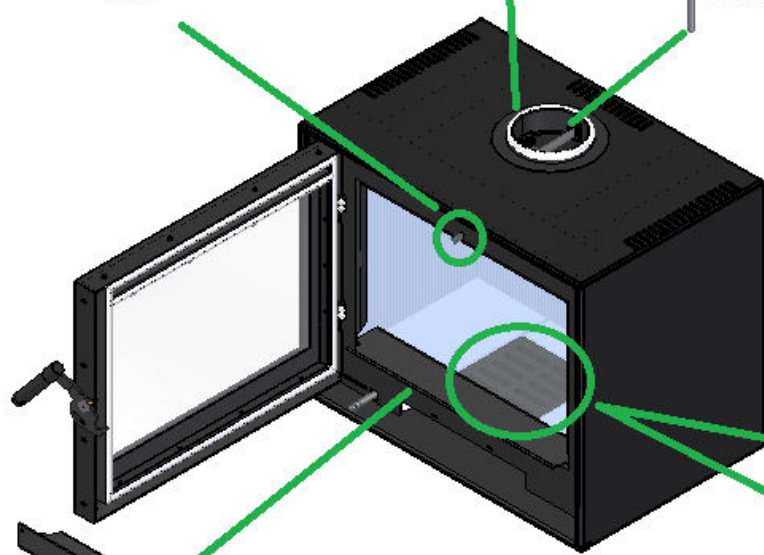


DIN 912 M5
INOX POL

Finishing plate



Output
accessory



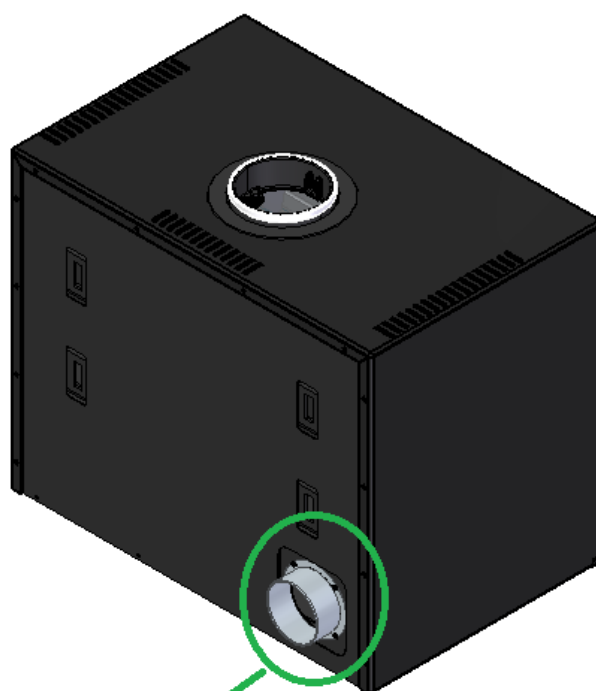
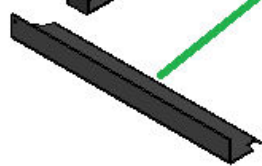
Grill



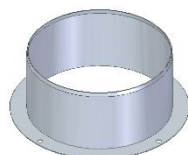
Drawer



Deflector



4 x DIN 7981
4.2x8 Z/P



Steel output Zin.
Diam 100

3. Specifications

List		Sintra
Yield	%	80
Nominal firewood consumption	kg/h	2,75
Maximum heated volume	m ³	198
Power output	kW	8,7
CO emissions (13% O ₂)	Vol. %	0,07
CO ₂ emissions	Vol. %	8,8
Particles Emissions (13% O ₂)	mg/Nm ³	40
OGC emissions (13% O ₂)	mg/Nm ³	80
NOx emissions (13% O ₂)	mg/Nm ³	130
Smoking temperature	°C	254
Chimney diameter	mm	150/180
Frontal safety distance	cm	150
Net weight	kg	152
Fuel		firewood
Maximum fuel humidity	%	20
Recommended firewood width	mm	300
Recommended wood weight	Kg	Front 0,8 a 1 kg Rear 0,8 a 0,9 kg
Recommended wood geometry		Triangular front Triangular rear
Maximum firewood lenght	mm	500
Recommended depression	Pa	-12
Dimensions:		
Height	mm	580
Width	mm	710
Depth	mm	460

Table 1 - Technical characteristics of the model

4. Safety

- * User-accessible metal parts reach high temperatures $>100^{\circ}\text{C}$ in the door and $>60^{\circ}\text{C}$ outside of the cover. The closure **also** reaches temperatures above 60°C . Avoid contact with the hottest parts;
- * You must wear a glove or other protection for any contact with the equipment when it is in operation;
- * In the event of a **chimney fire, immediately close the equipment door and the primary and secondary air intakes;**
- * It is only recommended to use spare parts provided by the Manufacturer – NORDPEIS

The equipment only burns wood. It will give the best results if you use dry firewood. Firewood cut, stored and ventilated in a covered place, for at least 1 year and preferably for 2 years, is better because:

- It produces considerably more heat than damp or green firewood.
- It produces much less smoke and deposits less tar on the equipment, chimney and door glass than wet or green wood.
- It is the only one that, during burning, prevents the emission of harmful substances.

5. Fuel

Equipment that uses the recommended load will generate the expected power. The logs should not be too large and, as a rule, the heavier the firewood, the better. Never burn waste, chips or sawdust from wood, cork, laminated firewood or with a treated surface. Do not burn logs that are too small, as they burn very quickly and are only suitable for lighting the equipment. Allow the wide logs about 25 cm wide to burn naturally. The wider pieces should be cut.

Note: The equipment is not an incinerator. Environmental legislation expressly prohibits the burning of garbage in home stoves. Not only is it environmentally incorrect to use a solid fuel stove to burn garbage, chemically treated wood or paper, as if it were a private incinerator, but it is also a violation of legally punishable gas emission laws. The equipment is also not designed to burn liquid fuels.

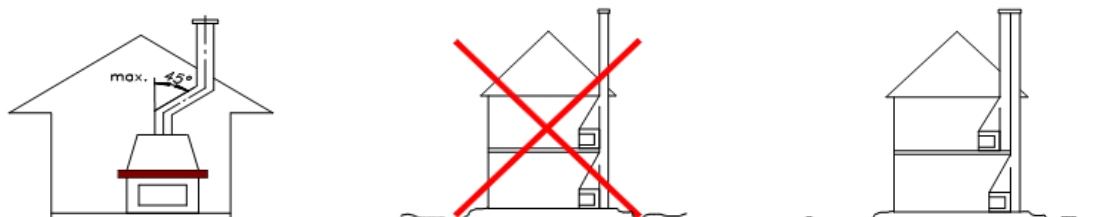
In addition to creating excessive pollution, combustion products and hazardous waste have very negative effects on the proper functioning and durability of the equipment and the chimney. Any type of improper burning can lead to various defects and great wear and tear of the device, leading to repairs or even replacement. Burning improper fuels can even cause a fire in the house, which will not be covered by the property's insurance.

6. Requirements for installation

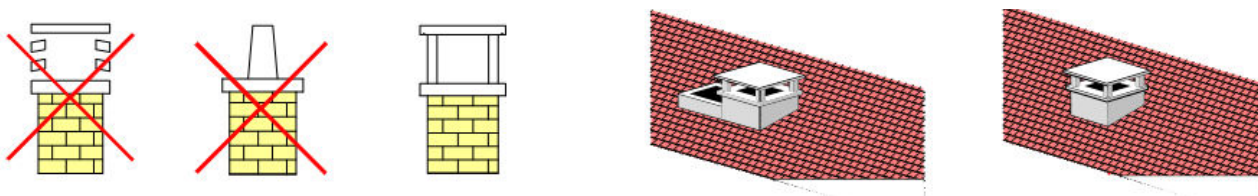
6.1. Pipe and chimney

For your equipment to function properly, the installation must be carried out correctly. Check the following points, considering that they are merely informative aspects and cannot be taken as essential steps for the proper functioning of your appliance. There are, unfortunately, numerous determining factors in the correct functioning of a chimney, and it can be difficult to completely overcome them all.

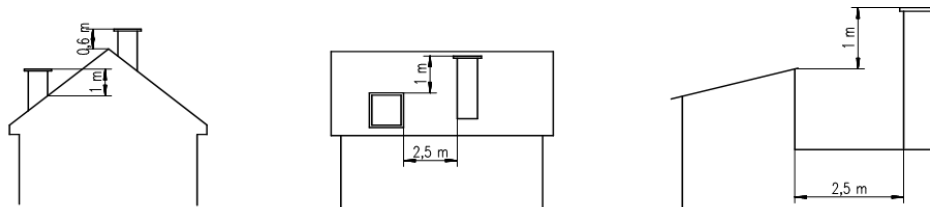
- Thoroughly clean your chimney before installation. If it has not been used for a while, ask a specialist to examine it.
- The chimney must be high enough to guarantee a depression of -12 Pascals, measured at 1 m from the beginning of the chimney at the nominal potential. It is only possible to measure the chimney draft when the equipment is running. If the draft is insufficient, enlarge the chimney and/or insulate it. If the draft is too large, you will need to install a draft regulator.
- The draft pipe should ideally be vertical and have no inclination greater than 45°.
- The pipe cannot join another. It is mandatory that they are separated in their entire length and that they have their own exit.



- The pipe must be free of any obstruction, as well as be of the same diameter from the equipment to its outlet and preferably round. The diameter must be specific to each model, in order to ensure better operation.



- If the top of the chimney is up to 60 cm away from the roof ridge, it should be 60 cm above it. If it is not nearby, the chimney should protrude 1 meter high from the roof from its exit.



- The chimney must not be close to tall trees, walls or buildings, within a radius of at least 3 m, as these may create drafts from top to bottom.
- The chimney must be well insulated. The interior must have no cracks or crevices and must be lined with refractory cement or other material resistant to high temperatures. If the chimney is not properly insulated, you should install piping at its entire height.

6.2. Chimney Pipe Standards

The installation of the smoke evacuation system must comply with a set of specific rules. Due to the technical nature of these standards, they are more aimed at professionals. Here is a more relevant list of these standards.

EN 12446:2016 - Chimneys – Components - Concrete elements in exterior walls

EN 1443:2019 - Chimneys – General requirements

EN 1856-1:2016 - Chaminés – Requirements for metal chaminese – Part 1: Products for Chaminese systems

EN 1856-2:2010 - Chimneys – Requirements for metal chimneys - Part 2: Pipes and joints

EN 13384-1:2019 - Chimneys – Methods of calculating thermal and creep dynamics - Part 1:

EN 1857:2013 - Chaminés – Components - Tubes

EN 1457:2014 Clay/Ceramic Tubes - Requirements and Test Methods

EN 1806:2008 - Chimneys – Clay/ceramic pipe parts for single-wall chimney - Requirements and test methods

EN 13069:2008 - Chimneys – Clay/Ceramic Exterior Walls for Chimney Systems - Requirements and Test Methods

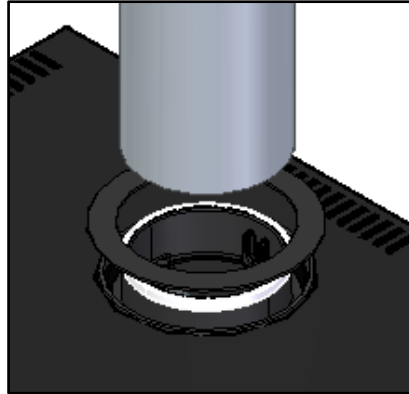
EN 13063:2010 - Clay/ceramic chimney systems - Part 1: Soot resistance test requirements and methods

Note: The piping must be secure and correctly placed at the outlet of the equipment pipe and the chimney must be cleaned at least once a year, in accordance with local regulations.

6.2.1. Optional output 150mm

Stove comes equipped with a 150 mm male casting outlet. The installation must be preceded by the application of refractory silicone to caulk the chimney connection.

Also, a finishing plate  is included.



6.3. Wood stove

If in the construction or installation of your equipment it is necessary to use mortar inside or outside the stove, you should wait at least 7 days before use, so that the mortar is completely dry without running the risk of cracking. The equipment will emit some smoke when it lights up for the first time. This smoke is due to the paint drying by the action of heat (paint curing process). The house must be well ventilated during the paint drying period, which will last approximately 20 minutes at maximum power. During this period, the equipment must not be touched.

Be sure to consult with authorized experts on compliance with local building regulations. Keep the following points in mind:

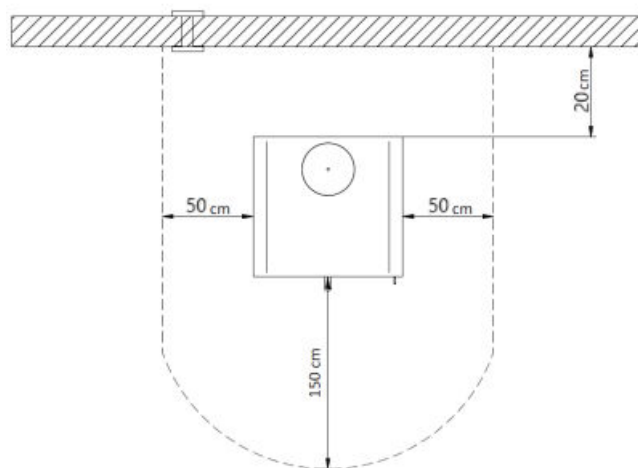
- The appliance door must be always closed, both when the equipment is in use and when it is not.
- The house must allow a good air supply when the equipment is in use, if necessary, an air inlet should be installed, from the outside to the firing room, minimum of 100 cm².

Fire prevention measures on surfaces sensitive to high temperatures, or even combustibles:

- Safe distances from objects sensitive to high temperatures or combustible, provided in the framework of the Technical Characteristics, must be complied with.

6.4. Local

- The equipment must be installed on masonry bases with refractory bricks or other types of materials with non-combustible characteristics.
1. No combustible materials should be used in the vicinity of the stove walls. You must respect a safety distance of 20 cm from the back, 50 cm from the sides and 150 cm from the front as represented:



- The floor where the stove will be installed must allow a permanent load of 1kg/cm^2 . If the load capacity of the floor is not sufficient, a rigid plate may be used to distribute the load over a surface greater than the support area of the equipment.
- Before proceeding with the installation, make sure that the chosen location allows access to the equipment for subsequent cleaning of it and the connection to the gas outlet;
- The building's air intake grilles must not be obstructed;
- It must be ensured that the structure in the construction has the appropriate dimensions for the installation of the intended equipment;
- The materials/objects present in the vicinity of the stove must be able to withstand heating by the effect of radiation through the glass of the equipment, as well as the walls of the stove, so they must not have combustible characteristics;
- A refractory material must be applied to the chimney seal - refractory cement or other;
- The use of wood in the finishes may have the inconvenience of fire risk, so we advise you to insulate it appropriately or not to use it.

6.5. Installation of optional equipment bases

To execute an installation from scratch, several options of bases are available, where you can place the equipment, all bases must be fixed to the equipment through screws, which are included in the bases, see Figure 1.

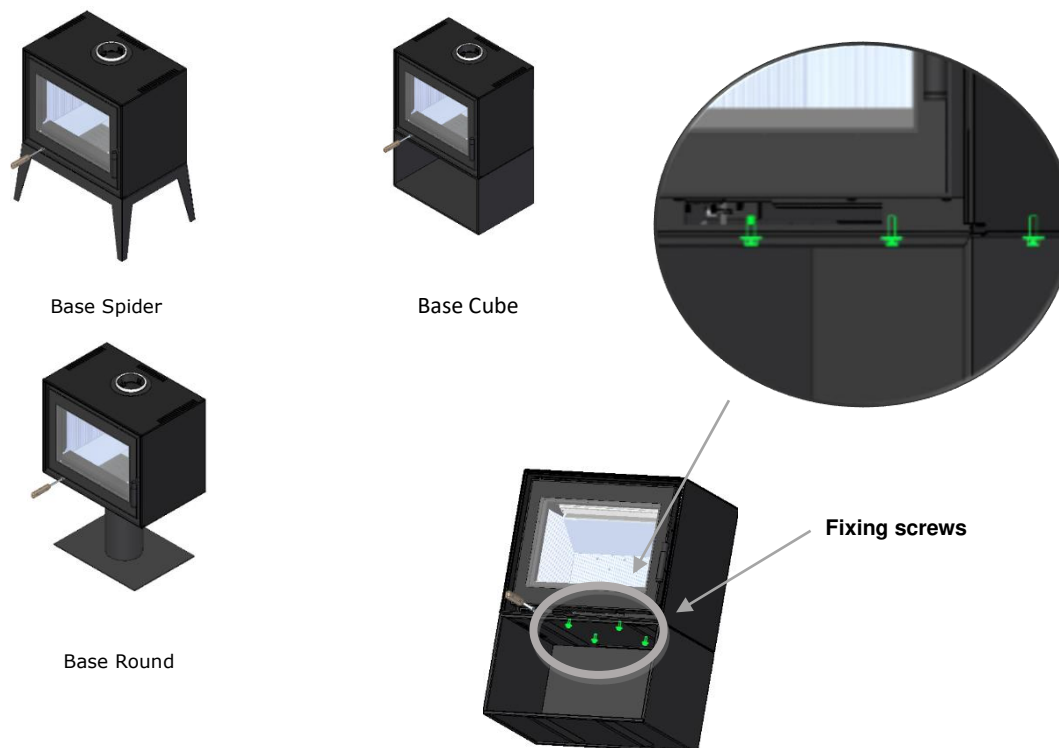


Figure 1 – Fixing the base (Cube + Spider + Round) to the equipment

It is very important that the equipment is fixed to the base so that there are no movements of the equipment!!



Description	Image
4 units - Din 912 8.8 M8x25	
4 units - Din 9021 M8	

Table 2 – Accessories for fixing the optional bases, except Wall base

7. Combustion air

Unlike a normal stove, the equipment uses very little combustion air. In most homes, the air intake through the cracks in the doors and windows is sufficient to provide the combustion air. However, in houses that are very well insulated, this air may be insufficient. Where appropriate, a ventilation grille shall be placed on an external wall near the heating equipment in order to let air in or if necessary, an air inlet of at least 100 cm² shall be installed from the outside to the firing room. The combustion air consumption of your equipment model is specified in the Technical Specifications table. Observe other heating or air extraction appliances installed in the vicinity of the equipment or at the combustion air connection. If you wish, calculate the total combustion air required. If after 15 minutes of lighting the fire there is still air drawing inside due to e.g. thermal conditions (storm, fog) cease until the weather improves.

Note: Be aware of fume extractors in the vicinity of the equipment which can cause negative pressure and may cause disturbances in the combustion air supply. Any flue gas leak can be potentially lethal and can even cause damage to the physical integrity of the people who live in the house.

8. First use

The first fires should be made with a small amount of wood and with a gentle flame. This allows the dissipation of tension in the metal and the drying of the entire installation, including the Thermotte, with the evaporation of moisture from it. Even after you start using your equipment frequently, never make intense and prolonged fires. The extra income obtained is little and you risk damaging your equipment.

9. Equipment

- A.** Cold inlet
- B.** Hot outlet
- C.** Primary and secondary air control
- D.** Door closer

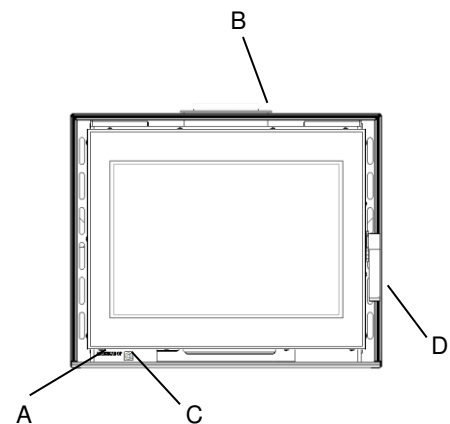


Figure 2 – Component schematic

10. Open and Close the Equipment Door

When you have to open the door of the equipment, for example to refuel, you should do the following:

1. Open the combustion air control (C).
2. By opening the door of the equipment slightly to depressurize the chamber, the smoke record "smoke output" (**optional, see section 11.4**) will open automatically as you open the door.

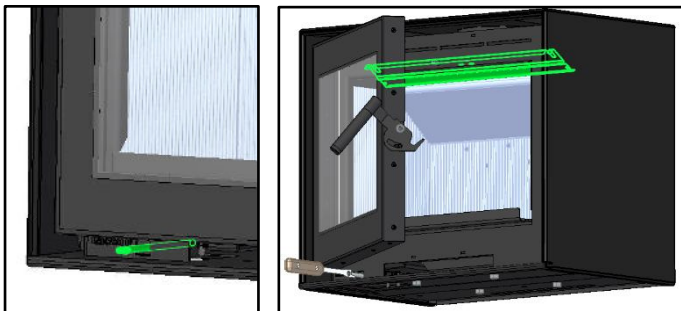


Figure 3 – Air and smoke deflector

3. When you close the door, the door will trigger the smoke register and will close the register.
4. Close the combustion air control (C).

11. Combustion principle

The equipment is designed to be a slow-burning device. With the maximum load of firewood and a gentle flame, it will heat up at peak efficiency for several hours. The equipment may burn very slowly with weak flame or no flame throughout the night. However, we do not advise this procedure because incomplete combustion creates smoke that when condensed, deposits tar on the equipment, chimney and door glass. A tar buildup not only becomes unpleasant to the eye but also requires chimney sweeps.

If you are using wet or green firewood, the combustion control should always be more open to ensure that a slow and gentle flame is created.

11.1. Radiant heating

It is emitted by the embers, steel sheet and thermotte plates at the back of the equipment. Radiant heating is also transmitted through the door glass to the compartment and heats the area in front of the equipment.

11.2. Convection heating

Cold air passes through the cold air inlet (A) from the base of the equipment to the rear and rises to the top, before being expelled through the hot air outlet (B). This hot air by convection reaches the farthest corners of the room.

12. Controls

12.1. Combustion inlet (A)

The cold air intake is carried out behind the equipment, in this way, the equipment draws cold air from the room where it is installed, see Figure 4.

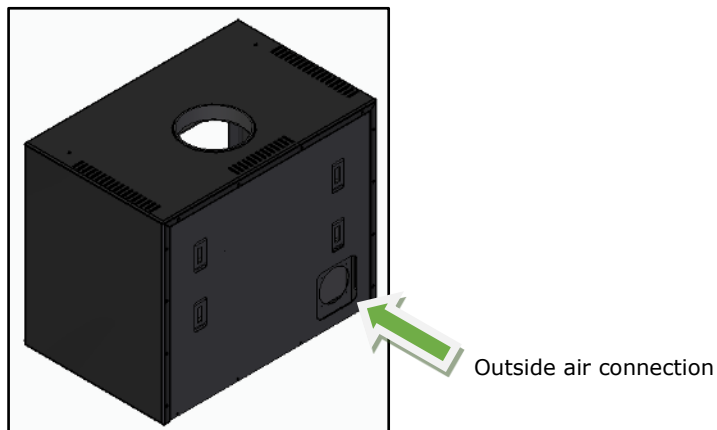


Figure 4 – External air intake from the rear of the equipment

The equipment comes with an open cold air intake from the back.

Note: If you are installing outdoors, you will need to install an adapter nozzle according to the air inlet diameter of the equipment. This mouth is supplied with the equipment.

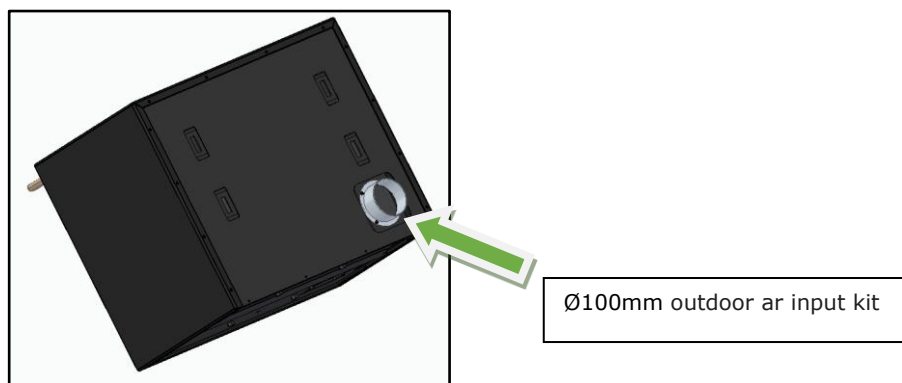


Figure 5 – Connection options to the "Outdoor Air Inlet Kit" equipment

To make this connection, you must make it with a flexible hose from the air intake kit of the equipment to the outside of the house. A maximum of 1 m of pipe without bends can be used.

12.2. Air combustion control (C)

It controls the amount of air in the ignition phase of combustion (primary air – air that is fed by the grille), which enters the equipment, thus controlling the heat output, as well as controlling the secondary air (air that enters through the back of the equipment and the upper part of the door). It is situated in the lower left corner of the door.

- To open - Pull the regulator with the key that comes with the equipment, for greater performance and greater consumption of firewood, see Figure 6.
- To close - Push the regulator for lower output and low firewood consumption.

This also creates a high-speed washing effect of the preheated air over the entire interior surface of the glass panel, helping to keep the glass clean for longer, see Figure 6

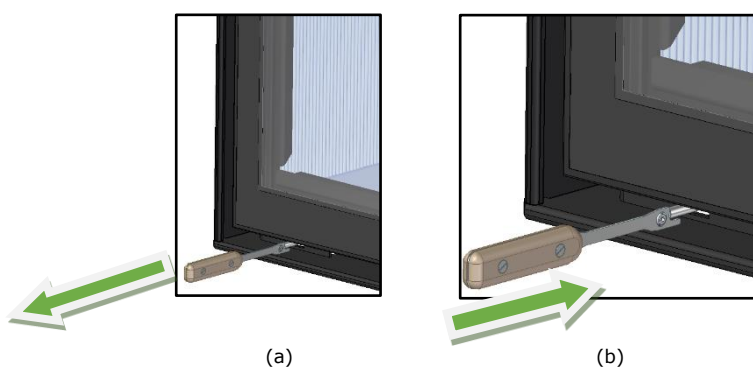


Figure 6 – a) Open air damper, b) Close air damper

12.3. Door Closer (D)

The door is closed manually, i.e. the door is pushed so that it closes when it reaches the bearing, as shown in the following image, see Figure 7.

Over time, due to the number of times the door has been opened and closed, the door sealing cord will lose elastic recovery properties, with this there will be a need to adjust the door closure.

With this adjustment, the door reseals correctly, having no gap, preventing the passage of air from the outside to the inside of the combustion chamber and the exit of fumes to the outside of the equipment. This action should be reviewed at least once a year during preventive maintenance.

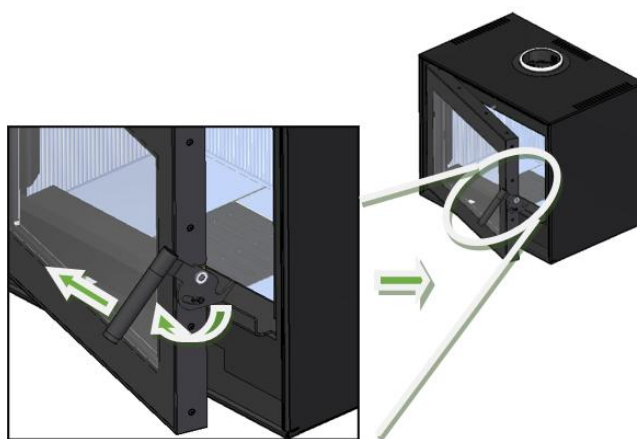
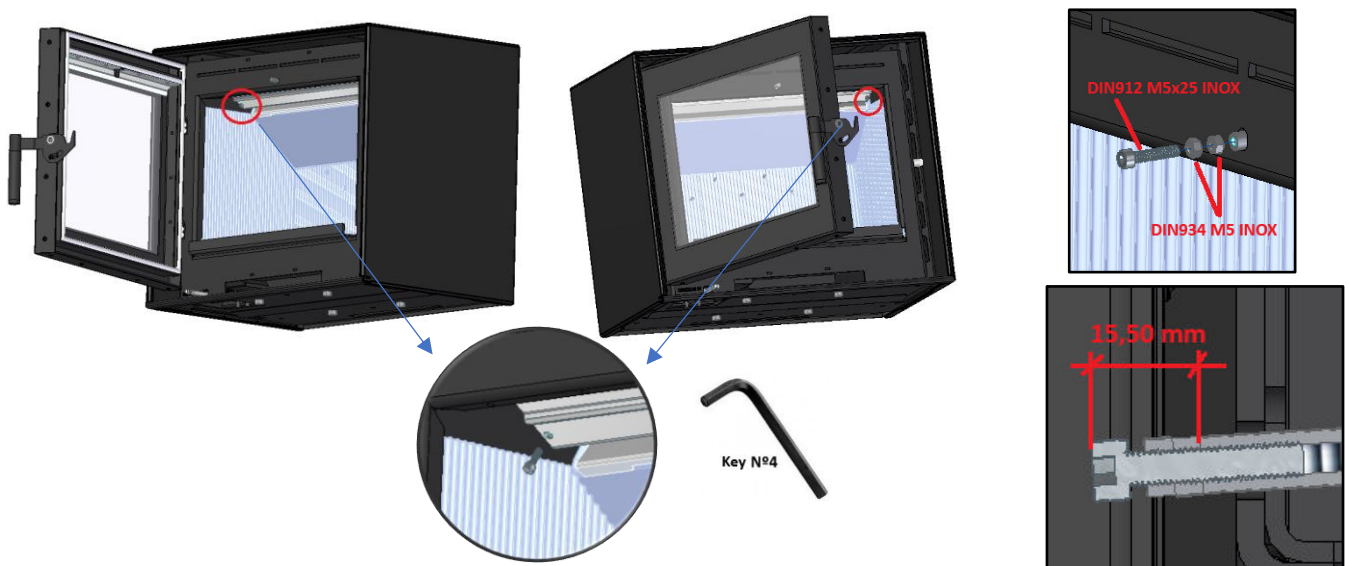


Figure 7 – Door Lock

12.4. Exhaust register "Smoke shovel" (Optional, in case of chimneys with poor draught)

It controls the passage/exit of smoke, at the time of opening the door, that is, when the equipment is in operation and you want to refill the equipment with more firewood, when you open the door the smoke canopy will open automatically, the same happens when you close the door, the smoke canopy will close, because it is the door that activates the mechanism for opening and closing the smoke canopy. This will allow a greater and easier passage of smoke through the neck of the chimney, avoiding the return of smoke from the equipment to the surrounding room of the house, see Figure 8.

To "activate the **"Smoke Flap"**", i.e. the exhaust dam, the following screws (DIN 912 M5x16) fixed on the deflector must be loosened. **Perform this procedure only with the cold equipment.**



After loosening the screws, the plate (flap) should be detached and allowed to rotate.

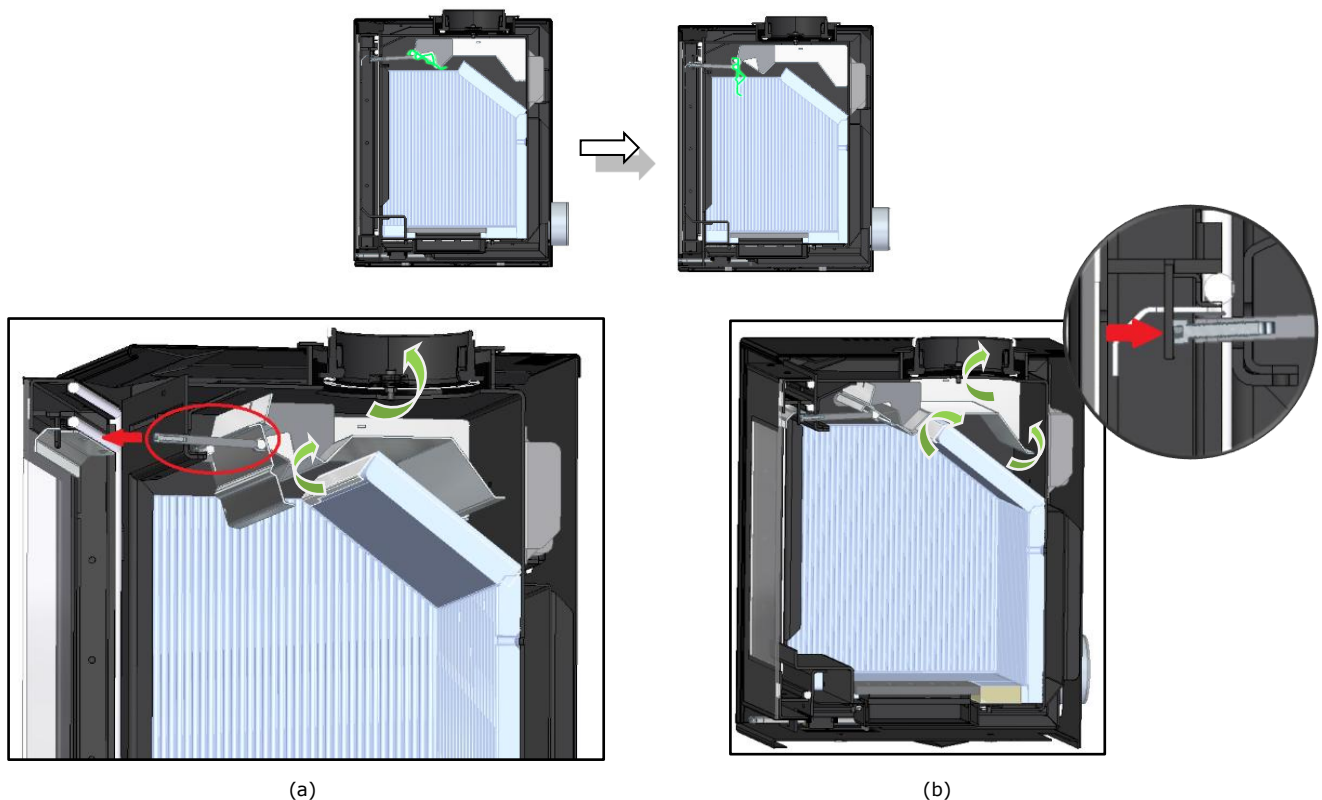


Figure 8 – a) Air conduction with the smoke deflector open, b) Air conduction with the smoke deflector closed

13. Starting

1. Open the door of the equipment completely;
2. Place pinecones (preferably) or lighters on the ash grate at the base of the combustion chamber;
3. Place small firewood, stacked horizontally;
4. Open the combustion air intake control, leaving the door a little bit open it will increase the ignition as shown in Figure 9.

5. The lighting period ends when the equipment frame has reached a stationary temperature. You should then close the door and regulate the combustion air intake so that the burning is slow, as shown in Figure 9.

6. If smoke comes out of it with the door ajar and the smoke canopy half-open, it is a sign that the chimney draft is deficient or that the wood has a high percentage of humidity. (**Only if the optional "Smoke flap" gas output register, previous point is activated**)

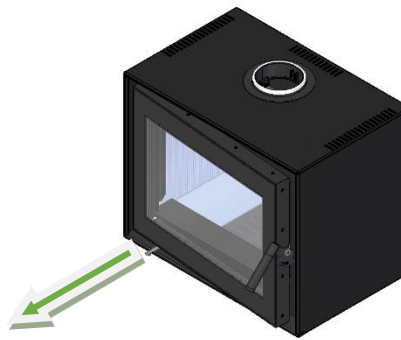


Figure 9 – Door a little bit open and air register open

When it's hot and to add more firewood

1. Open the combustion air control completely.
2. Open the door slowly.
3. Use the poker to arrange the embers evenly at the base of the ash grate and thermotte plates.
4. Place the new and small firewood on the coals, and then larger firewood.
5. Close the door and let it burn until the equipment is very hot and the embers are glowing.
6. Close the combustion air control.
7. Choose the position of the register to use on the port.

Note: Do not load firewood above the thermotte walls.

* It should be checked that there is sufficient air circulation in the room where the installation is made, otherwise the equipment will not work properly. For this reason, it should be checked if there are other heating equipment that consumes air for its operation (e.g. gas equipment, braziers, among others). It is not advisable to operate these equipment simultaneously;

* The door should only open during refueling. The normal conditions of use of the equipment imply that the door remains closed;

* When the weather conditions are so adverse that they cause a strong disturbance in the smoke draft of the stove (in particular very strong winds), it is advisable not to use it;

* It is recommended to use firewood with a length of 30cm. Thus, it is possible to place the firewood longitudinally or transversely in relation to the base of the combustion chamber;

14. Control

There are three possible regulations:

A. Very high convection heating and convection heating – Very high wood consumption.

Open the combustion air control completely until it burns well. This position should only be used to light the equipment. As soon as it is hot, another position should be chosen, B or C.

B. High radiant and convection heating – Low wood consumption with minimal pollution and maximum efficiency.

Gradually close the combustion air control to create a slow, gentle flame. In this position a full of wood will burn all night, with high convection heating.

C. Medium convection and underfloor heating – Very low wood consumption.

Close the combustion air control until you have an almost zero flame. The equipment will burn throughout the night, but the glass will likely get dirty, as the equipment is not operating at its maximum efficiency.

The position you choose depends on the amount and type of heat you want, as well as the time you want the wood to last. Remember, the more open the combustion air control is, the greater the radiant heat output, but no improvement in convection heat output and much higher wood consumption.

Note: For maximum efficiency and heating, choose position B.

15. Cleaning

The best time to clean your equipment is when it's cold.

15.1. Glass

The insulation of *the thermotte* will help keep the glass clean during most operating conditions. However, if the glass gets dirty:

1. Open the door.
2. Apply a glass cleaner spray or gel to a cloth or kitchen paper and wipe the glass (use with care, as most glass cleaners are caustic and, if applied directly, can stain other surfaces).
3. Letting it act.
4. Wipe off the tar deposits using a slightly damp cloth. Polish with a dry cloth or paper.

Note: Do not use abrasive products.

15.2. Ash cleaning

The equipment has a removable ash drawer. Cleaning the ash should be done daily by removing the ash drawer and pouring it out or vacuuming the drawer, see Figure 10.

1. Open the door.
2. Remove the ash grates.
3. Remove the embers all into the drawer.
4. Gather all the ash into the ash drawer.
5. Remove the drawer and empty or vacuum it.
6. Spread the coals over the thermotte base.
7. Put new wood on the coals.
8. Key helps remove the grill.

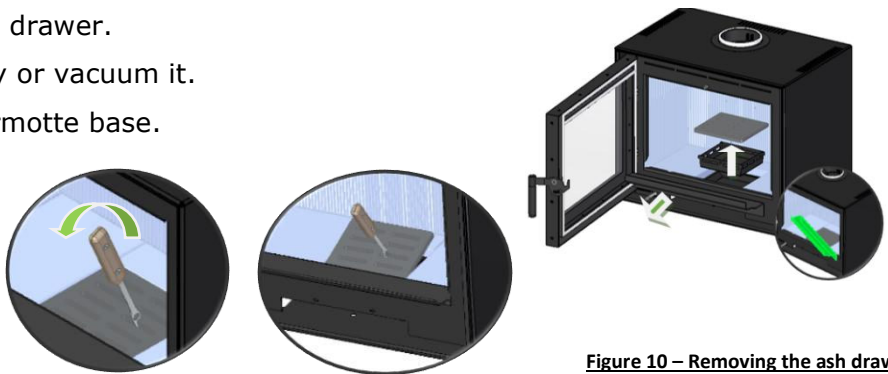


Figure 10 – Removing the ash drawer

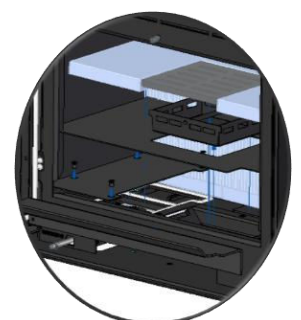
Note: Always allow 1 or 2 cm of ash to remain on the inner base of the equipment. The ash will allow you to better insulate the embers, as well as protect the thermotte base. Place firelighters on top of the ash and not directly on the thermotte.

Painted surfaces

Remove any ash deposits from the paint using a soft fur brush, cotton cloth, or the suction brush part of the vacuum. Do not wash equipment.

Cold inlet


Periodically, lift the air valve cover and wipe off any ash deposits that may have accumulated there with a dry cloth.



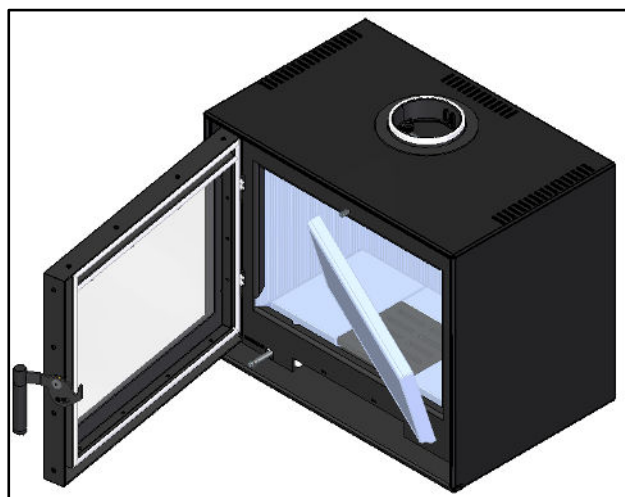
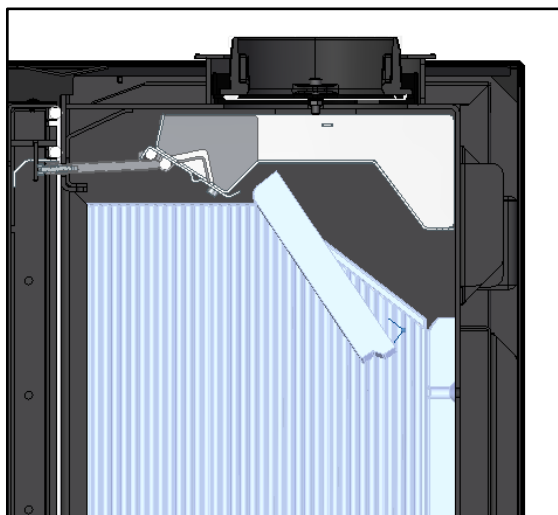
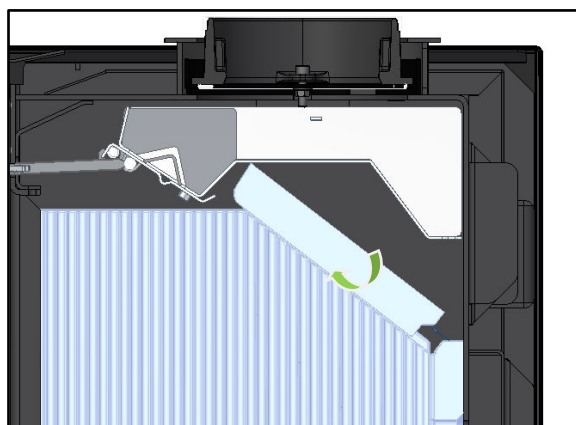
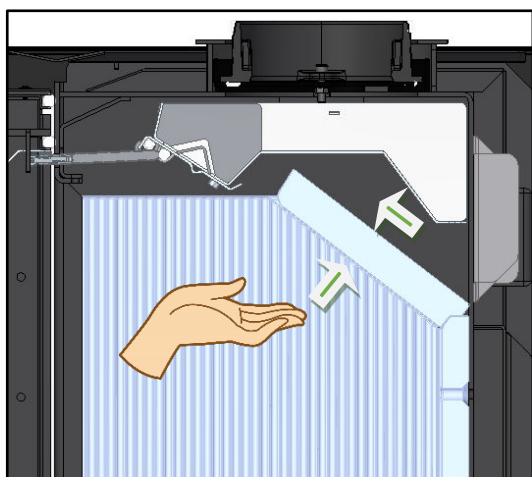
16. Maintenance


16.1. Chimney Cleaning

It is important that your chimney is cleaned once a year. To do this, it is necessary to remove the smoke circuit from the equipment, and to do so, follow the instructions below:

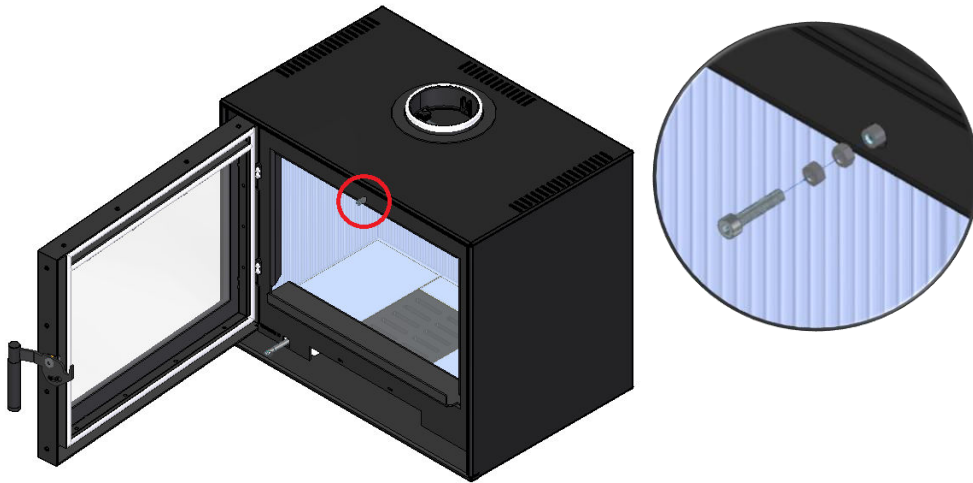
1. Open the door and remove the smoke deflector (A) . To do this, place your hands on the deflector and move the deflector upwards, then move the bottom of the deflector towards you and remove the deflector, see pictures below.

Removing smoke deflector (A)



2. Remove the "double smoke deflector" fume circuit (B)  To do this, you must remove the bolt and nut, see images below.

Removing smoke deflector (B)



3. Then move the double deflector upwards (1) and then move it forward (to the door) (2), it is loose and you can detach and remove it by pulling down (3), see Figure 12 – Removing double deflector flap.

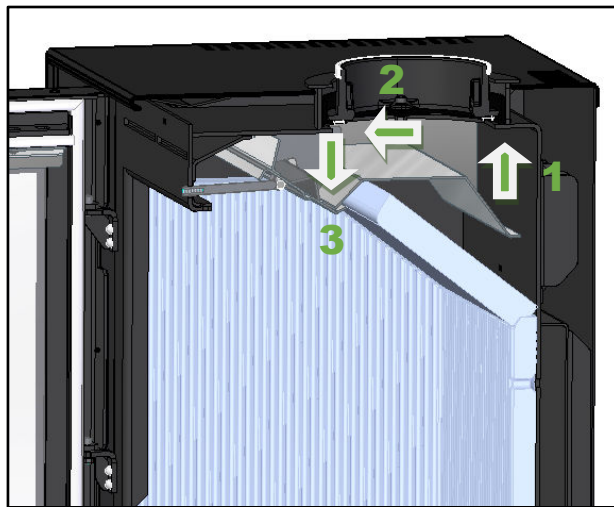


Figure 11 – Removing the smoke deflector visor

1. You can remove the front visor of the double smoke deflector, for this you just need to detach the visor from the supports, as can be seen in Figure 12.

To reinstall the "double deflector fume" fume circuit, repeat all procedures in reverse.

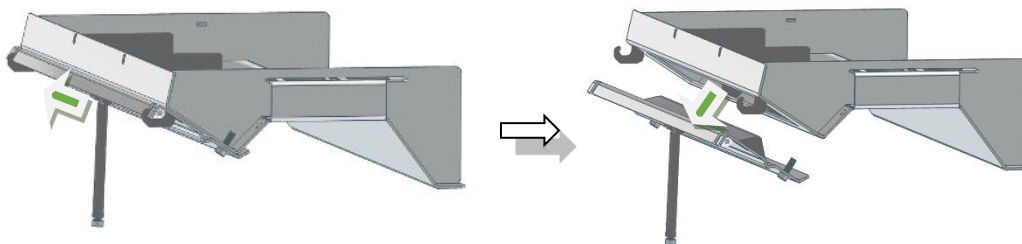


Figure 12 – Removing double deflector flap

Removing of insulating material (thermotte)

When cleaning the chimney, it may be necessary to remove the thermotte insulating material. This can only be achieved after removing the smoke deflector and the "double deflector" smoke circuit.

Very important: When removing this material, you should be extra careful as it is fragile material. Before removing the "thermotte" insulating material, remove the ash grate and the ash drawer.

1. Remove the ash deflector by moving upwards and remove it from the machine, see Figure 13.

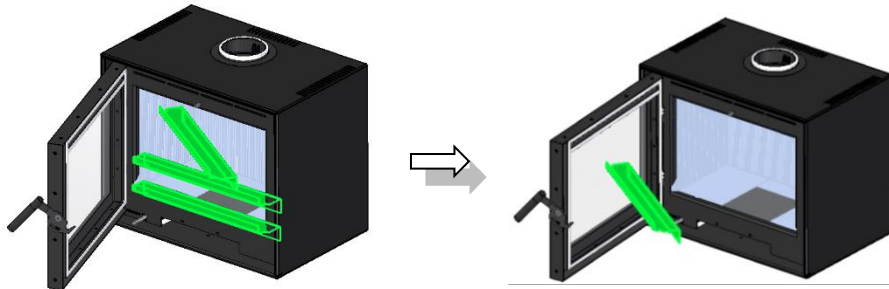


Figure 13 – Remove of the ash deflector

2. Remove the ash grate as well as the ash drawer that is under the grate, see Figure 14.

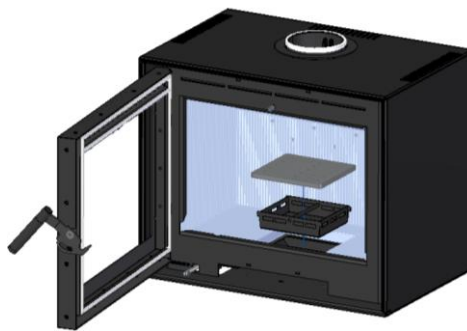


Figure 14 – Remove of the drawer

3. Remove the 3 pieces of thermotte from the bottom, moving upwards and removing from the equipment

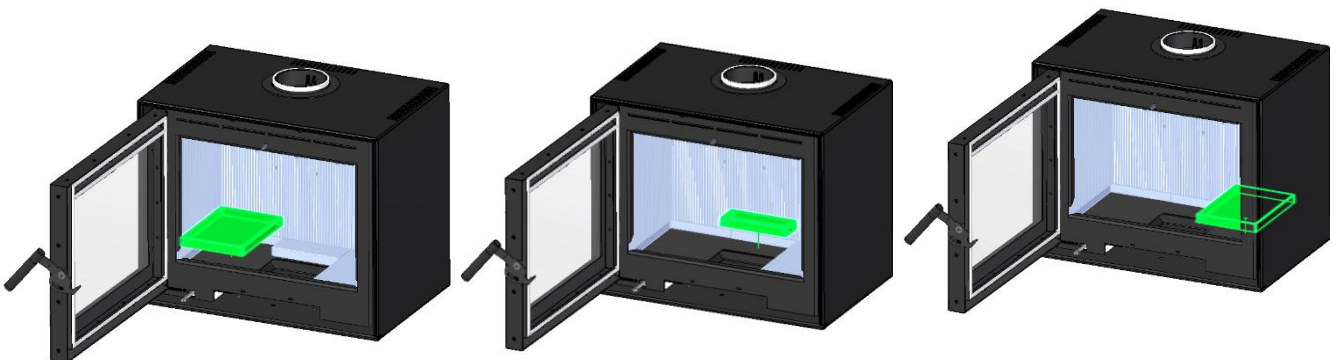


Figure 15 – Removal of the thermotte from the bottom

4. Remove the 2 pieces from the sides, moving to the center of the machine and then to the outside of the machine, see Figure 16.

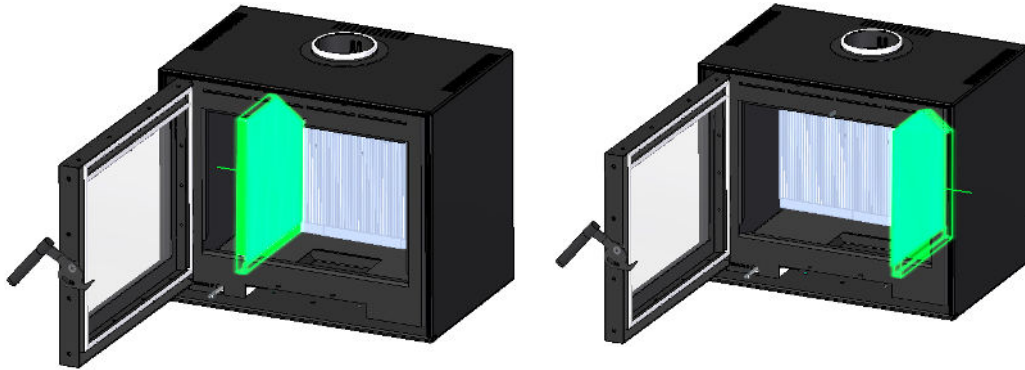


Figure 16 – Remove of the thermotote sides of the equipment

5. Remove the 3 pieces from the back by moving to the front of the machine and then to the outside of the machine, see Figure 17.

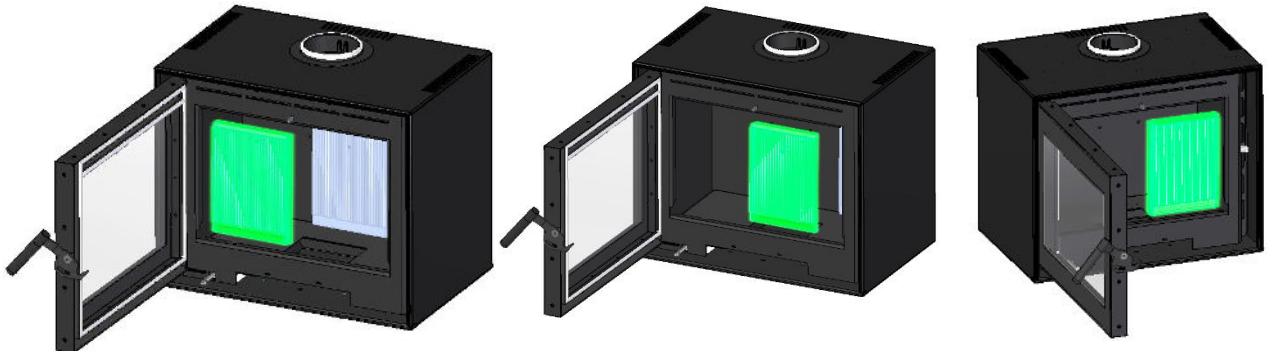


Figure 17 – Removal of the thermotote from the back of the equipment

16.2. Glass broken

The door glass does not break by heat. However, it may break by a slight blow, by mechanical contact during transport, installation or handling of the equipment. If you read and follow the following topics you will avoid any damage.

- Never leave protruding firewood in front of the equipment. If you do this, when you close the door, the protruding wood can break the glass.
- Always fill the equipment with firewood, but never in a dangerous manner, so that it can fall and break the glass.
- Do not exert too much pressure on the glass when cleaning it.

16.2.1. Glass replacement

First order a replacement glass set, for the specific model and size of your equipment, from our nearest distributor. The model specification can be found on your warranty card. The replacement component consists of new glass.

1. Unscrew the screws on the outer rail that holds the glass.
2. Remove the glass, if necessary, replace the cord where the glass rests.
3. Take the replacement glass and lean against the cord that is glued to the door on the outside/outside of the door.
4. Replace the outer rail you removed, which supports the glass, and secure it with the screws.

Sometimes, it is necessary to replace the cord on the outside of the 25x2mm glass door where the glass touches. This cord, as well as the steel mesh cord on the inside of the door, can be ordered from our distributors.

The 25x2mm cord on the outside of the door and the steel mesh cord on the inside of the door, prevents air leaks from inside the equipment through the glass. They must therefore be well placed, the ends/splices must be well together.

17. Anomalies

The apparent malfunction is often caused by incorrect use. If you think something is wrong with your equipment, check out the points below. If the incident is not cancelled after checking these points, you should contact your local representative and ask for assistance.

Anomaly	Cause	Correction
Wood stove emits a lot of smoke.	1. Wet or green firewood. 2. Chimney needs cleaning.	1. Burn drier wood. 2. Limpar has chaminé.
The stove takes time to heat up.	1. Wet or green firewood. 2. Chimney needs cleaning.	1. Queimar lenha mais seca. 2. Limpar a chaminé.
The fire does not last long enough	1. Insufficient firewood. 2. Very light firewood, such as pine. 3. Door inst't in correct posiotion. 4. Combustion air very open.	1. Encher o equipamento com lenha. 2. Usar lenha mais pesada. 3. Substituir o cordão de fibra de vidro. 4. Regular melhor a entrada de ar.
The fire "tuns off" / goes out.	1. Wet or green firewood. 2. The stove was not heated enough. 3. It has combustion air regulator closed.	1. Burn dry wood or open the combustion air control wider. 2. Aquecer bem o equipamento antes de fechar o controlo do ar de combustão.
The glass gets dirty.	1. There's no soft flame. 2. Wet or green firewood. 3. Poor draft in the chimney.	1. Open the combustion air control wider. 2. Burn drier woodBurn drier wood. 3. Increase the depression in the chimney by increasing its height.

18. Recycling

About 90% of the materials used in the manufacture of the equipment are recyclable, thus contributing to lower environmental impacts and contributing to the sustainable development of the Planet.

Therefore, end-of-life equipment must be sent to licensed waste operators, so it is advisable to contact your municipality so that it can be correctly collected.

19. Warranty

1. Corporate name and address of the Producer and Object Nordpeis

This document does not constitute the provision by Nordpeis of a voluntary guarantee on the products produced and marketed by it (hereinafter "Product(s)"), but rather a guide, which is intended to be clarifying, for the effective activation of the legal guarantee that consumers benefit from on the Products (hereinafter "Warranty"). Of course, this document does not affect the Buyer's statutory warranty rights arising from a contract of sale for the Products.

2. Identification of the Product on which the Warranty falls

The activation of the Warranty presupposes the prior and correct identification of the Product subject to it with Nordpeis, to be promoted by indicating the data on the Product's packaging contained both in the respective purchase invoice and in the Product's rating plate (model and serial number).

3. Product Warranty Conditions

3.1. Nordpeis is liable to the Buyer for the lack of conformity of the Product with the respective purchase and sale contract within the following deadlines:

3.1.1. A period of 24 months from the date of delivery of the goods, in the case of domestic use of the product;

3.1.2. A period of 6 months from the date of delivery of the goods, in the case of professional, industrial, or intensive use of the products – Nordpeis understands professional, industrial, or intensive use as all products installed in industrial or commercial spaces, or whose use exceeds 1500 hours per calendar year;

3.2. A functional test of the product must be carried out before carrying out the finishing of the installation (plasterboard, masonry, coatings, paintings, among others);

3.3. Any equipment can be replaced after the 1st Burning without express authorization from the manufacturer;

3.4. All products must be repaired at the installation site without causing serious inconvenience to the parties, except if this proves impossible, or disproportionate.

3.5. To exercise its rights, and provided that the period indicated in 3.1 is not exceeded, the buyer must report in writing to Nordpeis the lack of conformity of the Product within a maximum period of:

3.5.1. 60 (sixty) days from the date on which it was detected, in the case of domestic use of the product;

3.5.2. 30 (thirty) days from the date on which you have detected it, in the case of professional use of the Product.

3.6. In the equipment of the pellet family, the start-up service is required to activate the warranty. This must be recorded up to 3 months before the invoice date, or 100 hours of product work (whichever occurs first);

3.7. During the Warranty period referred to in paragraph 3.1 *above* (and in order for it to remain valid), repairs to the Product must be carried out exclusively by the Official Technical Services of the Brand. All services provided under this Guarantee will be carried out from Monday to Friday within the working hours and calendar legally established in each region.

3.8. All requests for assistance must be submitted to Nordpeis' customer service using the appropriate form on the www.nordpeis.com Website. At the time of technical assistance to the Product, the Purchaser must present, as proof of the Product Warranty, the purchase invoice for the same or another document demonstrating its purchase. In any case, the document proving the purchase of the Product must contain the identification of the same (under the terms referred to in 2 *above*) and its date of purchase. Alternatively and in order to validate the Product Warranty, the PSR - document proving the start of the machine (when applicable) may be used.

3.9. The Product must be installed by a qualified professional for this purpose, in accordance with the regulations in force in each geographical area, for the installation of these Products and complying with all regulations in force, namely those regarding chimneys, as well as other applicable regulations for aspects such as water supply, electricity and/or others related to the equipment or sector and as described in the instruction manual.

An installation of a Product that does not comply with the manufacturer's specifications and/or that does not comply with the legal regulations on this matter, will not give rise to the application of this Warranty. Whenever a Product is installed outdoors, it must be protected against weather effects, such as rain and wind. In these cases, it may be necessary to protect the device by means of a cabinet or a properly ventilated protective box.

Appliances should not be installed in places that contain chemicals in their atmosphere, saline environments or with high humidity contents, as mixing them with air can produce rapid corrosion in the combustion chamber. In this type of environment, it is especially recommended that the appliance is protected with anti-corrosion products for this purpose, especially between operating seasons. As a suggestion, the application of graphite greases indicated for high temperatures with lubrication function and anti-corrosion protection is indicated.

3.10. In equipment belonging to the pellet family, in addition to the daily and weekly maintenance contained in the instruction manual, it is also mandatory to clean the interior and its smoke evacuation chimney. These tasks should be carried out for every 600-800 kg of pellets consumed, in the case of stoves (air and water) and compact boilers, and for every 2000-3000 kg of pellets consumed, for automatic boilers. If these quantities are not consumed, at least systematic preventive maintenance must be carried out annually.

3.11. It is the responsibility of the Purchaser to ensure that periodic maintenance is carried out, as indicated in the instruction and handling manuals that accompany the Product. Whenever requested, it must be proven by the presentation of the technical report of the entity responsible for it, or, alternatively, by registering them in the instruction manual in the dedicated section.

3.12. To avoid damage to equipment caused by overpressure, safety elements such as pressure safety valves and/or thermal discharge valves, if applicable, as well as an expansion vessel adjusted to the installation, must be ensured, and its correct operation must also be ensured. It should be noted that: the referenced valves must have a value equal to or less than the pressure supported by the equipment; there must be no shut-off valve between the equipment and its safety valve; a systematic preventive maintenance plan should be provided to attest to the correct functioning of these security features; Regardless of the type of appliance, all safety valves must be piped to siphon sewage, to prevent damage to the house by water discharges. The Product Warranty does not include damage caused by the failure to channel the water discharged by said valve.

3.13. To avoid damage to equipment and attached piping due to galvanic corrosion, it is advisable to use dielectric separators (cuffs) in the connection of the equipment to metal pipes whose characteristics of the applied materials potentiate this type of corrosion. The Product Warranty does not include damage caused by the non-use of said dielectric separators.

3.14. The water or thermofluidic used in the heating system (Hydro stoves, boilers, stoves, central heating, among others) must comply with the current legal requirements, as well as guarantee the following physicochemical characteristics: absence of suspended solid particles; low level of conductivity; residual hardness of 5 to 7 French degrees; Neutral pH, close to 7; low concentration of chlorides and iron; and absence of air intakes due to depression or others. If the installation provides an automatic water make-up, it must consider upstream a preventive treatment system consisting of filtration, descaling and preventive dosing of polyphosphates (scale and corrosion), as well as a degassing stage, if necessary. If under any circumstances any of these indicators presents values outside the recommended range, the Guarantee will cease to be effective. It is also mandatory to place a non-return valve between the automatic filling valve and the mains water supply, as well as that the supply always has constant pressure, even in the absence of electricity, not depending on pumps, autoclaves, or other.

3.15. Except as expressly provided for by law, a warranty intervention does not renew the warranty period of the Product. Warranty rights are not transferable to the purchaser of the Product.

3.16. The equipment must be installed in accessible places and without risk to the technician. The means necessary for access to them will be made available by the Buyer, and any charges arising therefrom will be borne.

3.17. The Warranty is valid for Products and equipment sold by Nordpeis SA only and exclusively within the geographical and territorial area of the country where the Product was sold by Nordpeis.

4. Circumstances that exclude the application of the Warranty

The following cases are excluded from the Warranty, with the total cost of the repair being borne by the Buyer:

- 4.1. Products with more than 2000 operating hours;
- 4.2. Refurbished and resold products.
- 4.3. Maintenance operations, Product adjustments, start-ups, cleaning, elimination of errors or anomalies that are not related to deficiencies in equipment components and replacement of batteries.
- 4.4. Components in direct contact with fire such as: vermiculite supports, deflector or protection plates, vermiculite, sealing cords, burners, ash drawers, wood chips, smoke registers, ash grids, whose wear and tear is directly related to the conditions of use.

Degradation of the paint, as well as the appearance of corrosion due to its degradation, due to excess fuel load, use of an open drawer or excessive drawing of the installation chimney (the chimney must comply with the recommended draft in the Product's Technical Data Sheet-SFT). The breakage of the glass due to improper handling or other reason unrelated to the deficiency of the Product. In the pellet family equipment, the ignition resistors are a wearing part, so they only have a 6-month warranty, or 1000 ignitions (whichever occurs first);

- 4.5. Components considered to be wearing, such as bearings, bushings and bearings;

4.6. Deficiencies of components external to the Product that may affect its correct functioning, as well as material or other damage (e.g. tiles, roofs, water-proofed roofs, pipes, or personal injury) caused by the improper use of materials in the installation or by the failure to carry out the installation in accordance with the installation standards of the Product, applicable regulations or rules of good art, namely when the application of piping appropriate to the temperature in use, expansion vessels, non-return valves, safety valves, anti-condensation valves, among others, has not been promoted;

- 4.7. Products whose operation has been affected by failures or deficiencies of external components or by poor dimensioning;

4.8. Defects caused by the use of accessories or replacement Components other than those determined by Nordpeis;

4.9. Defects resulting from non-compliance with the instructions for installation, use and operation or from applications that do not conform to the use for which the Product is intended, or from abnormal climatic factors, strange operating conditions, overload or improperly performed maintenance or cleaning;

4.10. Products that have been modified or manipulated by persons outside the Official Technical Services of the brand and consequently without explicit authorisation from Nordpeis;

4.11. Damage caused by external agents (rodents, birds, spiders, etc.), atmospheric and/or geological phenomena (earthquakes, storms, frost, hail, thunderstorms, rain, etc.), aggressive humid or saline environments (e.g. proximity to the sea or river), as well as those caused by excessive water pressure, inadequate power supply (voltage with variations greater than 10%, compared to the nominal value of 230V, or, voltage in neutral greater than 5V, or, absence of earth protection), pressure or supply of inadequate circuits, acts of vandalism, urban clashes and armed conflicts of any kind, as well as derivatives;

- 4.12. Incorrect use of fuel is a condition of exclusion from the Warranty;

Explanatory note: In the case of pellet appliances, the fuel used must be certified to EN 14961-2 grade A1. Likewise, before buying large quantities you should test the fuel to check how it behaves.
In firewood equipment, this must have a moisture content of less than 20 %.

4.13. The appearance of condensation, either by poor installation or by the use of fuels other than virgin wood (such as pallets or wood impregnated with paints or varnishes, salt or other components), which may contribute to the accelerated degradation of the equipment, especially its combustion chamber;

4.14. All Products, Components or components damaged in transport or installation;

4.15. Cleaning operations carried out on the appliance or its components, caused by condensation, fuel quality, poor adjustment or other circumstances of the place where it is installed. Likewise, interventions for the descaling of the Product (the elimination of limescale or other materials deposited inside the appliance and produced by the quality of the water supply) are excluded from the Warranty. Likewise, interventions such as air purging from the circuit or unblocking circulator pumps are excluded from this Warranty..

4.16. The installation of the equipment supplied by Nordpeis must include the possibility of easy removal of the same, as well as access points to the mechanical, hydraulic and electronic components of the equipment and the installation. When the installation does not allow immediate and secure access to the equipment, the additional costs of means of access and security will always be borne by the Buyer. The cost of dismantling and assembling plasterboard bins or masonry walls, insulation or other elements such as chimneys and hydraulic connections that prevent free access to the Product (if the Product is installed inside a plasterboard, masonry or other dedicated space, it must comply with the dimensions and characteristics indicated in the instruction and use manual that comes with the appliance).

4.17. Information or clarification interventions at home on the use of your heating system, programming and/or reprogramming of regulation and control elements, such as thermostats, regulators, programmers, etc.;

4.18. Fuel adjustment interventions in pellet appliances, cleaning, detection of water leaks in the pipes external to the appliance, damage caused due to the need to clean the machines or gas evacuation chimneys;

4.19. Emergency interventions not included in the provision of the Guarantee, i.e., interventions on weekends and holidays, as they are special interventions not included in the coverage of the Guarantee and which therefore have an additional cost, will be carried out exclusively at the express request of the Buyer and subject to availability of the Producer.

5. Inclusion of the Warranty

Nordpeis will correct, at no cost to the Purchaser, the defects covered by the Warranty, by repairing the Product. The replaced Products or Components will become the property of Nordpeis.

6. Nordpeis responsibility

Sem prejuízo do legalmente estabelecido, a responsabilidade da Nordpeis, em matéria de garantia, limita-se ao estabelecido nas presentes condições de Garantia.

7. Tariff Services performed outside the scope of Warranty

Interventions carried out outside the scope of the Guarantee are subject to the application of the tariff in force.

8. Warranty Services performed outside the scope Warranty

Interventions carried out outside the scope of the Warranty carried out by the official Nordpeis technical assistance service have a 6-month warranty.

9. Warranty Spare Parts supplied by Nordpeis

Parts supplied by Nordpeis in the context of the commercial sale of spare parts, i.e. not incorporated into the equipment, do not have a warranty.

10. Replaced Parts Scope Technical Assistance Service

Used Parts from the moment they are removed from the equipment as a whole acquire waste status. Nordpeis, as a producer of waste within the scope of its activity, is obliged by the legislation in force to deliver it to a licensed entity that carries out the necessary waste management operations under the terms of the law and therefore prevented from giving it any other destination, whatever it may be. Therefore, the customer will be able to view the used parts resulting from the service, but will not be able to keep them in his possession.

11. Administrative Expenses

No caso de faturas referentes a serviços desenvolvidos cujo pagamento não seja efetuado no prazo estipulado serão acrescidos juros de mora à taxa máxima legal em vigor.

12. Competent Court

For the resolution of any dispute arising from the purchase and sale contract with the object of the Products covered by the Warranty, the Contracting Parties attribute exclusive jurisdiction to the jurisdiction of the district of Águeda, with express waiver of any other.

20. Statement of Performance

DECLARAÇÃO DE DESEMPENHO | DECLARACIÓN PRESTACIONES | DECLARATION OF PERFORMANCE | DÉCLARATION DE PERFORMANCE |
DICHIARAZIONE DELLE PRESTAZIONI

Nº DD-002

1. Código de identificação único do produto-tipo | Código de identificación único del tipo de producto | Unique identification code of the product type | Le code d'identification unique du type de produit | Codice unico di identificazione del tipo di prodotto

SINTRA – 05600990540774

2. Número do tipo, lote ou série do produto | Número de tipo, lote o serie del producto | Number of type, batch or serial product | Nombre de type, de lot ou de série du produit | Numero di tipo, di lotto, di serie del prodotto

3. Utilização prevista | Uso previsto | Intended use | Utilisation prévue | Destinazione d'uso

Aquecimento de edifícios de habitação | Calefacción de edificios residenciales | Heating of residential buildings | Chauffage de batiments
residentiels | Riscaldamento degli edifici residenziali

4. Nome, designação comercial registada e endereço de contacto do fabricante | Nombre, marca registrada y la dirección de contacto de lo fabricante | Name, registered trade name and contact address of the manufacturer | Nom, marque déposée et l'adresse de contact du fabricant | Nome, denominazione commerciale registrata e Indirizzo del costruttore

Solzaima, SA
Rua da Cova da Areia (E.M. 605), 695
3750-071 Aguada de Cima – Águeda – Portugal

5. Sistema de avaliação e verificação da regularidade do desempenho do produto | Sistema de evaluación y verificación de constancia de las prestaciones del prodoto | System of assessment and verification of constancy of the product | Système d'évaluation et de vérification de la Constance des performances du produit | Sistema di valutazione e verifica della costanza della prestazione del prodotto

Sistema 3

6. Norma Harmonizada | Estandár armonizado | Harmonized standard | Norme harmonisée | Standard armonizzata

EN 13240

7. Nome e número de identificação do organismo notificado | Nombre y número de identificación del organismo notificado | Name and identification number of the notified body | Nom et numéro d'identification de l'organisme notifié | Nome e numero di identificazione dell'organismo notificato

CEIS
NB: 1722

8. Relatório de ensaio | Informe de la prueba | Test report | Rapport d'essai | Rapporto di prova

CEE-0220/22-1

9. Desempenho declarado | Desempeño declarado | Declared performance | Performance déclarée | Dichiarazione di prestazione

Características essenciais Características esenciales Essencial characteristics Caractéristiques essentielles Caratteristiche essenziali	Desempenho Desempeño Performance Prestazione	Especificações técnicas harmonizadas Especificaciones técnicas armonizadas Harmonized technical specifications Spécifications techniques harmonisées Specifiche tecniche armonizzate
Segurança contra incêndio Seguridad contra incendios Fire safety Sécurité incendie Sicurezza antincendio	OK. De acordo com relatório de ensaio De acuerdo com informe de la prueba According to the test report Selons le rapport d'essai Secondo i rapporti di prova CEE-0220/22-1	De acordo com os requisitos De acuerdo con los requisitos According to the requirements Selons les exigences Secondo i requisiti 4.2, 4.3, 4.7, 4.8, 4.10, 4.11, 4.15, 5.2, 5.5, 5.6, 5.9, 5.10, 6.11 (EN13229)
Emissão de produtos da combustão La emisión de productos de combustión Emission of combustion products Emission des produits de combustion Emissione dei prodotti di combustione	OK. Caudal térmico nominal Caudal térmico nominal Nominal heat output Le débit calorifique nominal Nominal heat output Flusso termico nominale – CO: 0,07%	Caudal térmico nominal Caudal térmico nominale Nominal heat output Le débit calorifique nominal Nominal heat output Flusso termico nominale – CO < 1,0%
Libertação de substâncias perigosas Emisión de sustancias peligrosas Release of dangerous substances Dégagement de substances Rilascio di sostanze pericolose	OK. De acordo com relatório de ensaio De acuerdo com informe de la prueba According to the test report Selons le rapport d'essai Secondo i rapporti di prova CEE-0220/22-1	De acordo com o Anexo ZA.1 (EN13229) De acuerdo con lo anexo ZA.1 (EN13229) According to the Annex ZA.1 (EN13229) Selons le Annexe ZA.1 (EN13229) Secondo l'allegato ZA.1 (EN13229)

Temperatura de superfície Temperatura de la superficie Surface temperature La température de surface Temperatura superficiale	OK. De acordo com relatório de ensaio De acuerdo com informe de la prueba According to the test report Selons le rapport d'essai Secondo i rapporti di prova CEE-0220/22-1	De acordo com os requisitos De acuerdo con los requisitos According to the requirements Selons les exigences Secondo i requisiti 4.2, 4.13, 5.2, 5.3, 5.6, 5.10 (EN13229)
Segurança eléctrica Seguridad eléctrica Electrical safety Sécurité électrique sicurezza elettrica	OK. De acordo com relatório de ensaio De acuerdo com informe de la prueba According to the test report Selons le rapport d'essai Secondo i rapporti di prova CEE-0220/22-1	De acordo com os requisitos De acuerdo con los requisitos According to the requirements Selons les exigences Secondo i requisiti 5.9 (EN13229)
Resistência mecânica Resistencia mecánica Mechanical strength résistance Resistenza meccanica	OK. De acordo com relatório de ensaio De acuerdo com informe de la prueba According to the test report Selons le rapport d'essai Secondo i rapporti di prova CEE-0220/22-1 A cada 10 m de conduta de fumos deve ser colocado um suporte de carga cada 10 m de la salida de humos se debe colocar un soporte de carga every 10 m of the flue should be placed a load support tous les 10 m de conduit de fumée doit être placé un support de charge ogni 10 m della canna fumaria deve essere posto un supporto di carico	De acordo com os requisitos De acuerdo con los requisitos According to the requirements Selons les exigences Secondo i requisiti 4.2, 4.3 (EN13229)
Rendimento energético Eficiencia energética Energy efficiency L'efficacité énergétique Efficienza energetica	OK. 80%	≥ 30% para potência térmica nominal de potencia térmica nominal for rated thermal input Pour puissance thermique nominale di potenza termica nominale

10. O desempenho do produto declarado nos pontos 1 e 2 é conforme com o desempenho declarado no ponto 9. A presente declaração de desempenho é emitida sob exclusiva responsabilidade do fabricante identificado no ponto 4. | El funcionamiento del producto se indica en los puntos 1 y 2 es compatible con las prestaciones declaradas en el punto 9. La presente declaración se expide bajo la exclusiva responsabilidad del fabricante identificado en lo punto 4. | Performance of the product stated in points 1 and 2 is consistent with the declared performance in point 9. This declaration of performance is issued under the sole responsibility of the manufacturer identified in point 4. | Les performances du produit indiqué dans les points 1 et 2 est compatible avec les performances declares au point 9. Cette déclaration de performance est établie sous la seule responsabilité du fabricant identifié dans le point 4. | Le prestazioni dei prodotti indicati ai punti 1 e 2 è conforme alla prestazione dichiarata al punto 9. Questa dichiarazione di prestazione è rilasciata sotto l'esclusiva responsabilità del fabbricante di cui al punto 4

Nome e cargo | Nombre y cargo | Name and title | Nom et titre | Nome e titolo
Nuno Sequeira (Director Geral | CEO)

Aguada de Cima, 30/01/2025



Nordpeis