

Black Diamond

Black Diamond Compact



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Users guide and installation manual



wanders
fires & stoves

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User's Guide and Installation Manual

Black Diamond and Black Diamond Compact

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Dear Client,

Congratulations on your new wood-burning stove, which will be a comfortable source of heat to enjoy for many years on end. With its unique design you can view the Black Diamond from all corners of the room.

When designing this fireplace we took particular care regarding the ease of use, the operational safety and the design. The Black Diamond is developed and produced at our own factory in Netterden (the Netherlands) and is for the greater part handmade. Only the best materials are used for the construction and comply with current international standards. This will guarantee that your woodstove has a long life.

The first part of this user's guide gives you tips and directions about how to use your wood-burning stove correctly and safely. The second part of the manual contains the installation instructions and the technical specifications of the Black Diamond. They are of particular importance to the installer.

We advise you to read this manual thoroughly before using your new stove and to keep the manual in a handy place. Your installer may need the manual for the yearly maintenance of your fireplace.

We wish you much warmth with your new fireplace!

The WANDERS team

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- Do not use the appliance without glass.
- Do not place highly flammable materials like nylon clothes or flammable fluids in the neighbourhood of the appliance.
- This appliance is not meant for operation by persons (including children) with limited physical or intellectual faculties, or by persons who are unfamiliar with the operation of these kind of appliances. Always ensure that they are supervised when near the appliance.
- Use a fire-screen to avoid burning and to protect the above-mentioned children and persons.
- The appliance must be mounted and connected by an acknowledge installer in accordance with the installation instructions and national and currently applicable local regulations

General information



The Black Diamond



Black Diamond Compact with duct casing

The Black Diamond is a combination of comfort and efficient heat emission. The large glass panes allow emission of the heat from the stove directly to the environment to make your room instantly comfortable. The built-in flue gas deflector ensures circulation of flue gases in the interior parts. Combined with the extra after-burning, it means that the flue gases have better combustion and reduce the burden on the environment. You can regulate the intake of combustion air with the integrated air slide valve and adjust the intensity of the fire and the output of your stove.

Installation

It is common practice for the dealer where you purchased your Black Diamond stove to also take care of installing it. If this is not the case, please ensure that the installation is done by a certified installer. A certified installer can also give you the right advice about the flue tube to which the stove must be connected. Connecting wood-burning stoves by unqualified persons is prohibited, in which case we cannot give any guarantee about proper functioning of your Black Diamond stove. Please bear the fire safety in mind when installing the stove. See also page 24.



The wood-burning stove is suitable as an extra heat source and does not replace your principal heating device.

Lighting the stove



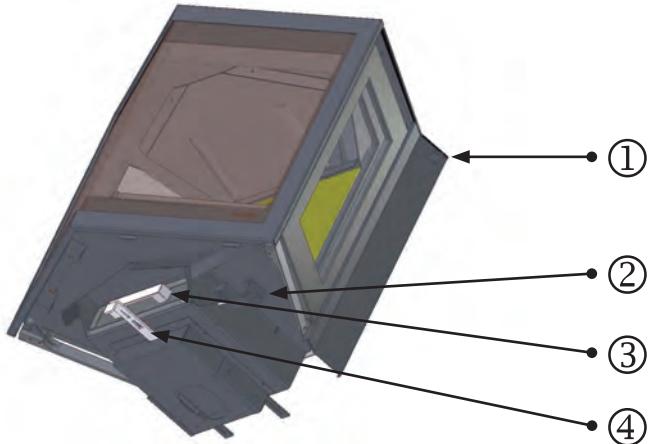
Usage early in autumn or late in winter

When the external and internal temperatures do not differ much, a proper chimney draught is a real challenge. You can help chimney draught get started by burning some wood while keeping all air inlets maximally open. An abundant air supply speeds up quick heating which in turn increases the draught in the chimney. Lighting up the stove with only a little wood prevents smoke from streaming into the room.



The stove will become very hot when you light it and will need at least two hours to cool off. Don't touch the stove without protection during firing and for two hours after. Handle the stove always with a glove to avoid getting serious burns.

Slide the valve in the flue gas pipe ① open. Slide the air valve ④ to its maximum position. Open the door and put some balls of paper or some firelighters inside the stove and place some wood kindling on top. Light the kindling and leave the door ajar to let in extra air and, if necessary, slide the ashpan ③ and the shaking grate ② a bit open. Once the stove is burning, which is after about five minutes, you may close the door and the ashpan again. Do not place more than three logs in the stove at a time. Be sure there is always enough ventilation when the stove is burning. If you want to temper the fire, you must first close the valve in the flue tube and then close the air supply and the shaking grate.



Avoid finger marks

Do not touch the glass of the stove with your fingers. Finger marks will burn into the glass and cannot be removed later.

It is prohibited to light the stove with liquids like petrol or spirits.

Do not have the cooker hood on in the room where you operate your stove. Never touch the varnished parts when you heat your stove.

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Lighting the stove for the first time



Discolouration of walls, ceilings and grates

The walls, ceilings and grates may show some discolouration after lighting your hearth. This is caused by the dust particles that burn in the convection cover. This is a natural process for which WANDERS cannot be held responsible. To minimize discolouring we refer to the advice given for atmospheric hearths. Your installer can give you more information about this.

When you light the Black Diamond for the first time, the hearth must still 'anneal' and temper itself. The unit has a heat resistant lacquer which must burn in the stove at temperatures above 400 °Celsius. This will happen during the first few times of lighting the stove and temperatures rise to 600 °C. Though this may give an unpleasant smell, it is otherwise harmless. It is advisable to keep the stove burning with limited fuel for at least 6 hours when lighting the stove for the first 4 or 5 times. Air the room well when the stove is burning. Make sure that any cooking hood is not turned on when the stove is burning; a cooking hood extracts the combustion air that the stove needs.

Some deposit may form on the glass panes of the stove when you 'anneal' your hearth. You can easily remove this deposit with a damp cloth after the stove has cooled down. You can also use some cleansing agent for ceramic rings. Please make sure you do not leave any finger marks on the clean glass. Finger marks burn into the glass and cannot be removed later.



Newly-built house or recently renovated?

It is advisable to wait six weeks before lighting the stove in a newly-built house that has recently been completed, or in a space that has recently been renovated drastically. The walls and ceilings still contain gases, softeners and moisture from plasterwork or paint. The warm air-streams may discolour the dust particles in the space which may stick to walls and ceilings. Even the moisture in the walls and ceilings will become warm and may cause yellow stains.

Fuel



Wood species and storage

You can use all kinds of woods as fuel as long as it is clean, split and dry. Hardwood like oak, beech and birch burn slowly, give off much heat and form charcoal easily. Softer woods like spruce, fir and poplar give more flames but less heat and less charcoal.

The best place to store timber is in a windy spot but sheltered from the rain. This is how the logs can dry in a natural way. Pile the logs on an old pallet or a frame to let the wood dry from underneath and to prevent the lower logs from being in contact with water.

Wood species	Drying time	
Fir, Poplar	1	year
Lime, Willow, Spruce, Birch, Ash, Alder	1,5	years
Fruit trees, Beech	2	years
Oak	2,5	years

The Black Diamond only burns on wood. Do not put more than 3 to 4 kg of fuel in the stove at the time. Always use clean and cut logs, which have sufficiently dried. Please see the above list for drying times. Wet wood does not burn well and gives heavy smoke emission. It may blacken the glass pane of your stove with soot and build up smut in the flue pipe. This may increase the risk of chimney fire.

Fresh, moist wood contains about 50% moisture. Cleaved wood still contains 20% moisture after drying it for a year and moisture percentage will be decreased to 12 to 15% after drying it for two years. Dry wood gives nice flames and little or no smoke, and the fire will crackle when burning. Wet wood makes a hissing sound, gives much smoke and only small flames which will considerably dampen the pleasure of burning your stove and the heat output.



Do not put any paraffin-containing logs in your stove. When the door is closed, the high heat will melt the paraffin from the logs too quickly. The polluted flue gasses which consequently develop will deposit on and burn in the glass of your stove and cannot be removed later.

Do not use any wood that is painted, impregnated, glued together or processed in any other way. The flue gases are very harmful to the environment and may affect your stove. It is also prohibited to burn plastics and other waste matter due to poisonous smoke development.

The best way to burn your stove

All WANDERS' stoves are designed so that they give a maximum output. A well-lit wood-burning stove can produce a yield of about 75%. This means that you need less wood for the same amount of heat. Moreover, a well-lit stove produces less smoke pollution. Below are a few tips to give you optimum pleasure:

- Always burn your stove with its door closed; this will improve the output within 8 to 10 times. When the door of the stove is open, the chimney will draw more air than is needed for proper combustion. The relatively cold air will cool the fire. It will also preclude fire damage by any sputtering sparks, especially from softwood.
- Do not put more than 3 logs on the fire at one time. Too much fuel at one time thwarts efficient combustion.

tion and burdens the environment unnecessarily.

- Ventilate the space well when you have the stove on. A crackling fire has a minimum air consumption of 25 cubic metres an hour. Never put on your cooking hood when you have a stove burning in the same space.
- Be careful with lighting the stove when it is foggy or when there is no wind outside. There is hardly any draught in the cold chimney when the weather is calm. Since smoke is heavier than air there is the chance of smoke streaming into the room. In foggy weather, the smoke from the chimney (outside) cools quickly and may descend and become a nuisance in your neighbourhood.
- Don't smother the fire suddenly with water, but let it burn out. The materials inside the stove may deform or crack as a result of sudden or great differences in temperature.
- If you want to temper the fire, first close the valve in the flue tube and then close the air supply.

Chimney and flue



What to do in case of chimney fire?

In case of chimney fire, immediately close the shut-off valve in the chimney and all air supply ducts. Call the fire department. After the fire is extinguished, the chimney and the stove must be inspected again by your installer.

The chimney is the most important part of your wood-burning hearth.

When the chimney is right it will not distribute any smoke into your room, leave any deposit on the glass pane or create bad combustion. Before starting the installation of the stove, your installer or a qualified chimney sweep must check whether the chimney flue has a diameter of at least 150 millimetres over the entire length, and whether the channel is clean, smooth and leak-proof.



Chimney with a proper draught

Warm air wants to ascend. This is the principle of every chimney. It helps when the wind near the chimney mouth draws the air from the chimney.

Fall wind may give the opposite effect and blow the air back into the chimney. Relatively cold foggy air may thwart proper draught in your chimney as does a long flue pipe with a rough inside and many bends. If the natural draught in your chimney is poor your installer can give you information about using a ventilator for your flue tube.

Maintenance

Small maintenance

- It is advisable to leave an ash layer of about two to three centimetres, as this will protect the fire plate.
- Remove the cooled ash from the ashpan two or three times a week. It is advisable to use an ash bucket. A clean ashpan is important because the stove sucks in combustion air also via the ashpan.
- Clean the shaking grate inside the stove with a soft brush.
- Clean the exterior of the stove with a damp cloth that does not give off fluff. Do not use any aggressive cleansing agents or abrasives.
- Clean the cold glass pane with a cleaning agent for ceramic cooking rings. Do not touch the clean glass with your fingers. Finger marks may burn into the glass.
- Oil the hinges and the door fastener occasionally.



Do not use any aggressive cleaning agents or abrasives to maintain your stove.

When the stove is not used

- Close all doors and air inlets in summer season
- Place absorbent salt inside the stove if it is stored in a humid space.

Yearly maintenance

- Have your chimney properly cleaned by a qualified chimney sweep every year; this is for safety reasons and any fire insurance.
- Have the flue gas outlet and the combustion air supply of the double-walled flue tube system checked for air-tightness every year.
- Have the valves and/or flaps checked for their functioning.
- Have the sealing of doors and glass panes checked for wear and tear.

Safety

A WANDERS wood-burning stove gives you a comfortable and a safe source of heat in your home. Fire safety starts with a proper installation and a properly working flue tube. Your installer must therefore comply with the installation instructions as listed on page 22 and further. To burn your stove safely, the following points are important:

1. Burn your stove as much as possible with a closed door; it increases the output and is better for the environment.
2. Prevent small children or the infirm from getting too close to a burning stove and do not leave them alone in the room when the stove is burning. You could use a fire-screen.
3. Do not pour or put combustible liquids and materials in the stove, as it may damage the fireplace beyond repair.
4. If the floor around the fireplace is made of combustible material you must use a floor slab. The floor slab must have a minimum size of: - 50 cm measured from the fireplace on the front side of the door: - 30 cm measured from the fireplace on all sides from the door.
5. Do not place any combustible materials, such as curtains, wooden objects (cupboards, paintings) close to the fireplace or the flue tube. A minimum distance of 80 cm measured from the exterior of the stove and the flue tube is required.
6. Never cover the chimney breast or mantelpiece with combustible material (e.g. paper covering).
7. Please bear in mind the points of the section on 'the best way to burn your stove', on page 20.
8. Have your stove repaired only by a certified installer and with original parts.

Guarantee

WANDERS Metaalproducten B.V. in Netterden, the Netherlands, gives a guarantee of five years after the purchase date of your wood-burning stove, provided that the fireplace is properly installed and used in accordance with the instructions in the manual.

The guarantee includes all defects which can be reduced to flaws in material and construction, in which case you will receive the new parts free of charge. Labour costs or other expenses are not covered by the guarantee. You can send defect parts (shipping paid) to WANDERS Metaalproducten B.V., Amtweg 4, 7077 AL in Netterden [The Netherlands].

Before installing your stove you must check if there is any visible damage to the unit. If there is, do not accept the unit and contact your supplier.

The guarantee does not include: the glass, failure due to improper use; non-compliance with the national regulations and enclosed installation and operating instructions; installation by an installer or dealer who is not acknowledged by WANDERS, negligence of the unit and change of owner. The guarantee is also disclaimed when a wrong fuel is used.

There is a guarantee period of one year for all cast iron and vermiculite parts, the electrical parts and the lacquer.

WANDERS disclaims responsibility for any cracks in stuccoed walls or discolouration of walls, ceilings and/or grates after burning the fireplace. Discolouration can be caused when dust particles burn in the convection cover. To minimize the chance of cracks in stucco and discolouration we refer to the advice given for decorative hearths. Your installer can give you more information.

Any complaints will be dealt with after the sales firm, the installer has filed a complaint and sent a copy of the purchase receipt with purchase date. Any repairs do not entitle you to extend the guarantee term. All consequential damages or loss are excluded.

Installation Instructions Black Diamond and Black Diamond Compact

The Black Diamond is tested in accordance with the international EN 13240 standardization, and has an extra additional standardization for optimally environment-friendly heating devices related to flue gases (Section 15a B-Vg. Des BmfWA). The stove can be connected to a flue tube to which several stoves are connected. The flue tube has a diameter of 150 millimetres.



The heating device must be placed by an acknowledged installer and according to the installation instructions given below. The national and local rules and regulations for placing and using wood-burning stoves are equally applicable. WANDERS does not give any guarantee if the Black Diamond is connected or installed incompletely or incorrectly.

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It is not allowed to place the stove in:

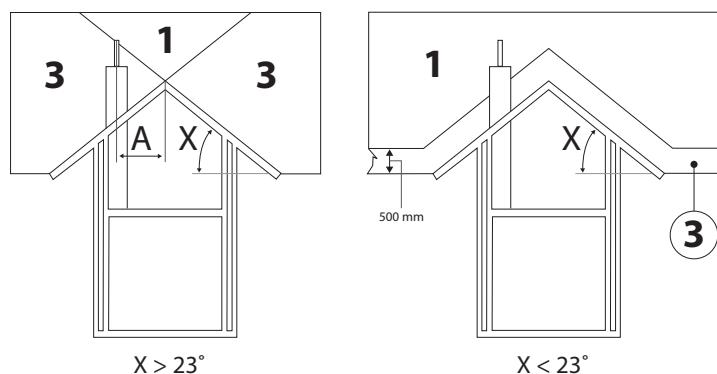
- Arcades and corridors accessible to the public.
- Stairwells, except in buildings with no more than 2 dwellings.
- Spaces where highly flammable or explosive materials are used.
- Spaces where an exhaust system is used or where a mechanical exhaust system is placed, except when the air supply is taken directly from outside to assure a hazardless combustion.

Preparation

The chimney flue

Before placing the stove you must observe the following points:

- If the stove is connected to an existing chimney, you must first have the chimney professionally cleaned and checked by a qualified chimney sweep company. Any cut-off valves or stop valves must be removed.
- The flue tube of the stove must be connected with the chimney without diversions.
- The underpressure in the chimney must be at least 12 Pa or 0.12 mbar.
- The chimney flue must always end up in outlet area 1 (see the drawing below)



- At the time of placing the stove, the chimney flue must be clean, leak-proof and without obstructions, and

- must have a diameter of 150 mm.
- Any bends in the flue tube must not exceed 45 degrees.
- Ensure that the chimney tube can discharge the flue gases adequately, properly and safely.

Fire Safety

For reasons of fire safety it is important to observe the instructions below before installing the stove.

- If the floor around the stove is made of combustible material, you must use a floor slab. The floor slab must measure at least: - 50 cm from the stove on the front side of the door - 30 cm from the stove on the sides of the door.
- Keep at least a distance of 80 cm between the stove and combustible objects such as curtains, wooden objects (cupboards and paintings) and glass objects. Keep the same distance from the flue tube.
- Wooden construction parts within the radiation range of the stove (80 cm from the exterior of the stove) must be covered with fireproof material.
- If the flue tube goes through a ceiling and/or roof that consist of flammable materials, the ceiling and the roof must be covered with fireproof materials all around (about 80 cm). Pay also attention to joisted floor layers and any electric wiring.
- Keep a distance of at least 50 cm (in all directions) between the stove and supporting steel construction parts.
- Shield off all combustible materials within a radius of 80 cm from the stove openings with non-combustible materials.
- Never cover the chimney breast with combustible material (e.g. paper covering).
- The wall behind the stove must consist of, or be insulated with, fire-proof materials. The insulation material must resist a temperature of 700 °C and have a density of 80 kg/m³. Please see for insulation materials table page 29).
- Avoid heat transmission when placing the stove. Heat transmission of a burning stove can penetrate the wall and even cause fire damage on the other side of the wall. Prevention is better than cure.

Installation

The Black Diamond stove is tested in accordance with the international EN 13240 standardization and has an extra additional standardization for optimally environment-friendly heating devices related to flue gases (Section 15a B-Vg. Des BmfWA). The stove can be connected to a flue tube to which several stoves are connected. The flue tube has a diameter of 150 mm.

Supply of combustion air

The stove must have a sufficient fresh supply of combustion air. To avoid draft, make if necessary an extra air supply opening as close to the stove as possible. An extra air supply opening is definitely required if:

- the room has a heat recovery system.
- the room has a central exhaust system.
- the same space has a cooker hood.

The air supply opening must be sealable if it goes through a fire-resistant wall. If there are several heating devices in the same room there must be enough air openings to guarantee proper combustion.

External air supply

The tube for supplying fresh outside air has a diameter of 100 mm. The air supply duct can be placed with a connection at the bottom. If the external air supply duct goes through a fire-resistant wall, the duct must be sealable. If the duct is longer than 1 metre including a 90° bend, the diameter of the duct must be bigger. Please see page 26 to read how to connect the external air supply.

Connecting the hearth

The Black Diamond is a heavy woodstove. The standing model weighs 150 kg, including the 2 metre flue tube. Verify whether the wall or the floor onto which the stove is installed is strong enough to hold the weight.

Follow the instructions given in the previous chapter (Preparation) before installing the stove. Protect the floor during mounting the stove, and mind your back.

Mounting the standing model

1. Check whether the wall in front of which the hearth is placed is adequately fire-proof. Please read the text in the chapter on 'Fire Safety' on page 24.
2. Check the packaging of the stove and the base. Do not mount a stove or a base that has been damaged in the box. If there is any damage, please report to WANDERS.
3. Be careful when unpacking the stove and protect the floor while unpacking: the mouth of the tube underneath the stove has a sharp edge.
4. Remove the glass plate from the hearth to avoid any damage.
5. If you need an extra air supply connection to the hearth please read the section on "Mounting the connection to the external air supply" on page 26.
6. Protect the floor and carefully turn the stove on its backside.
7. Remove the four screws on the bottom side.
8. Take the base from the box and remove the clipped-on front plate from the base.
9. Fasten the base to the stove with the four screws.
10. Lift the stove carefully in an upright position, and put it in the right place, but mind your back.
11. Connect a separate air supply duct, if necessary (minimum diameter: 100 mm). You can use the connection at the bottom.
12. Click the front piece of the base back in its place.
13. Fasten the top of the hearth to the wall. Never use any synthetic fastenings.
14. Put the glass plate back on the stove.
15. Then mount the flue gas duct overlappingly.

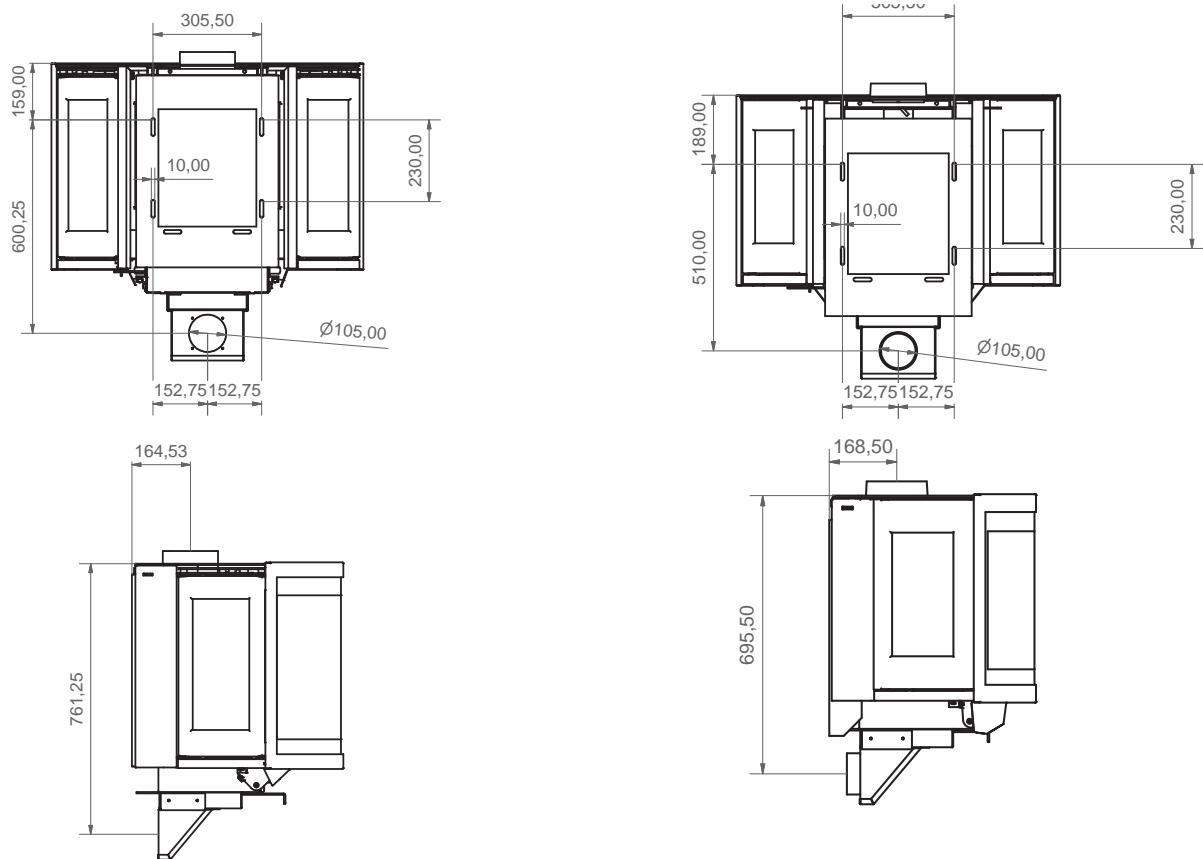
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Mounting the suspended model

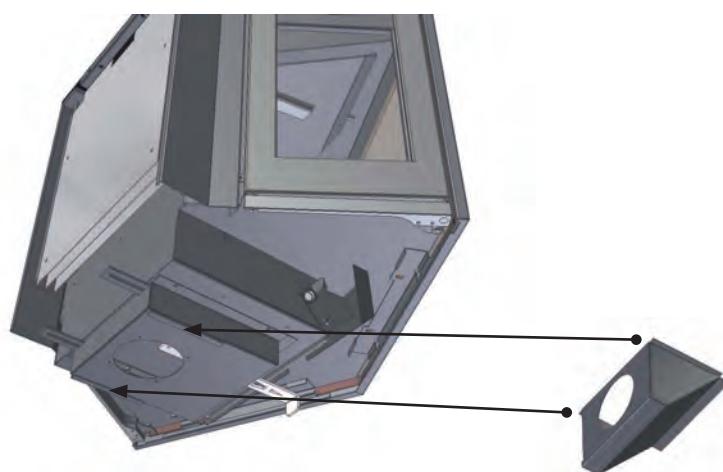
1. Check whether the wall in front of which the hearth is placed is adequately fire-proof. Please read the text in the chapter on 'Fire Safety' on page 24.
2. Check the packaging of the stove and the base. Do not mount the stove or the base that has been damaged in the box. If there is any damage, please report to WANDERS.
3. Be careful when unpacking the stove and protect the floor while unpacking: the mouth of the tube underneath the stove has a sharp edge.
4. Remove the glass plate from the hearth to avoid any damage.
5. Fasten the suspension clip to the wall. Never use any synthetic fastenings. Be sure to place the clip exactly beneath the centre of the outlet and to hold the hooks face upward. The fastening bolts should not protrude more than 10 mm from the wall.

6. Connect a separate air supply duct, if necessary (minimum diameter: 100 mm). You can use the connection at the bottom. For placing the external air supply please read the next paragraph.
7. Hang the stove in the clips. Mind your back! To decrease the weight you can temporarily remove the glass plate and the fire plate. Fit the hearth with its top to the wall clip.
8. Put the glass plate back on the stove.
9. Then mount the flue gas duct overlappingly.



Mounting the rear connection of the external air supply.

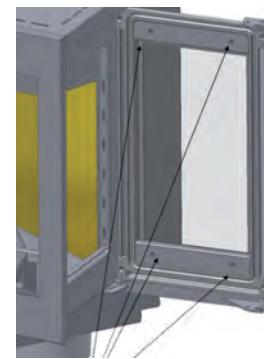
1. Follow points 1 to 5 inclusive given in the previous paragraph (Mounting the suspending model).
2. See the illustration in the previous paragraph for the measurements for boring the holes.
3. Hang the stove in the clips, but mind your back. To decrease the weight you may remove the glass pane and the fire plate. (See also the chapter on 'Repairs' on page 27).
4. If there is a rear connection: slide the external air supply pipe into the opening and slide the external air chamber between the lips.
5. If there is a bottom connection: it is not possible to connect an extra air chamber.
6. Continue with point 7 of the previous paragraph (Mounting the suspending model).



Repairs

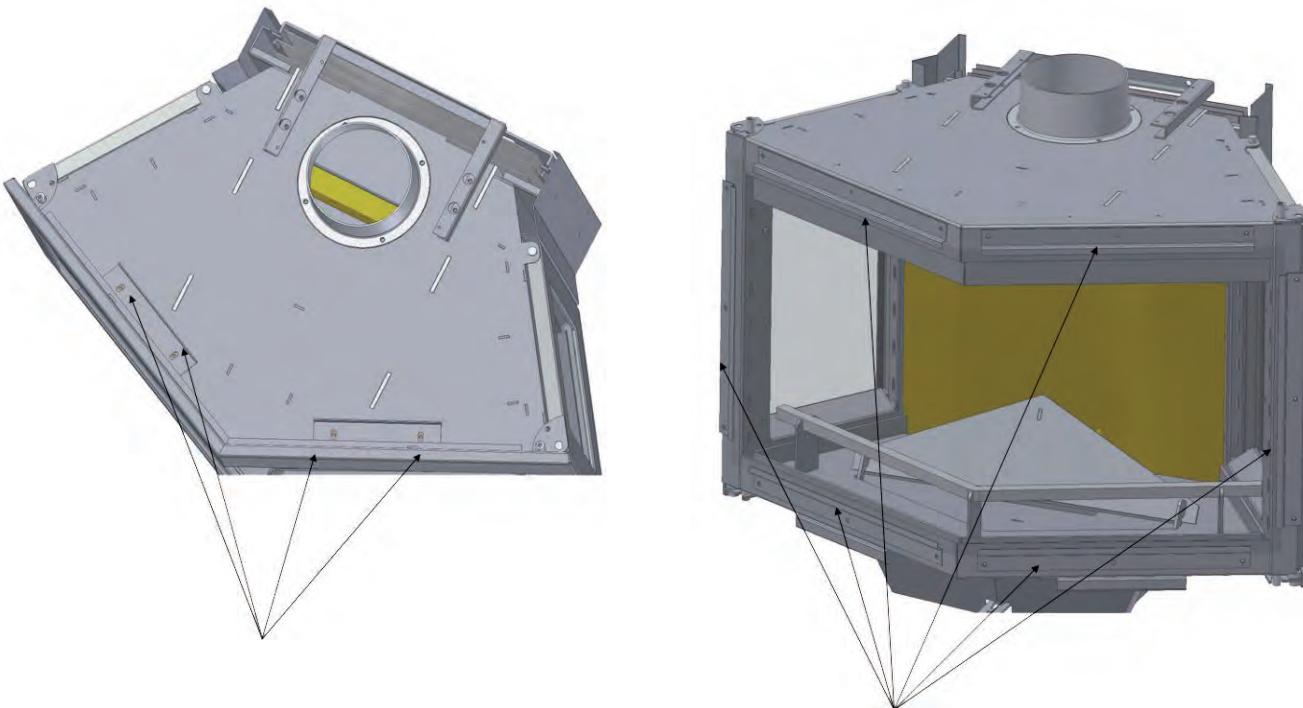
Replacing the glass in the door

- Open the door with the broken glass.
- Remove the glass strips on the inside of the door.
- Replace the glass. Be careful, the glass may be sharp!
- Check if the ceramic strip is undamaged and properly fixed to the door.
- If it isn't, stick it on again with neutral silicone paste or replace it entirely.
- Replace the broken glass (Watch out for sharp edges!).
- Reassemble everything.



Replacing the front glass

- Remove the glass plate and unscrew the two clips.
- Then take the arched front glass by moving it forward and lowering it slightly. Be careful! The glass may be sharp.
- Remove the glass strips.
- Check if the ceramic glass strip is undamaged and still fixed to the stove. If it isn't, stick it on again with neutral silicone paste or replace it entirely.
- Replace the arched front glass. Watch out for sharp edges!
- Assemble the stove.



Technical details

	Black Diamond	Black Diamond Compact	
Door latch	I & II	I & II	Ba
Nominal capacity*	8	7	kW
Flue collar	150	150	mm
Maximum lumber supply	3	3	kg

* the nominal heat is obtained with a chimney draft of 0.12 mBar

Fuel: wood logs (30 x 10 cm)	
Maximum supply	3 pieces
Primary airvalve	maximum
Secundary air outlet	maximum
Fuel burning period	about 1 hour

	Black Diamond	Black Diamond Compact	
Flue gas quantity	8,4		g/s
Flue gas temperature	290		°C
Pre pressure	0,12		mBar
Efficiency	78,9		%
CO at 13% O ₂	0,07		%
Particulate matter	26		mg/m ³
Certificate institute	1625	1625	
Test standard	EN13240	EN13240	
Test report number	RRF - 400 169		

Target value for the volume of the space to be heated:

Not all spaces meet the present insulating values. According to DIN 18893, the following values can be taken for the volume of the spaces to be heated:

If heating circumstances are favourable:

calculate according to DIN 4701

In less favourable circumstances:

135 (Black Diamond) 000 (Compact) m³

In unfavourable circumstances:

95 (Black Diamond) 000 (Compact) m³

For temporary heating you may assume a reduction of 25% for the volume to be heated if the interval is more than 8 hours.

Table for thickness of insulation cf thickness of the wall

		Wall thickness 10 cm	Insulation	Convection house			
Protection of the wall		X	Back side 8 cm				
Walls made of combustable construction parts							
Supporting walls in steel construction							
Integrated pieces against stove							
Integrated pieces in the wall behind							
Other walls							
Wall thickness < 10 cm				X			
Wall thickness > 10 cm (e.g. a brickwork wall)				-			
Table gives the insulation thickness to be used for a given wall thickness to protect intergrated wall							

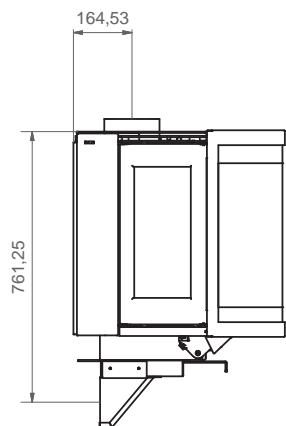
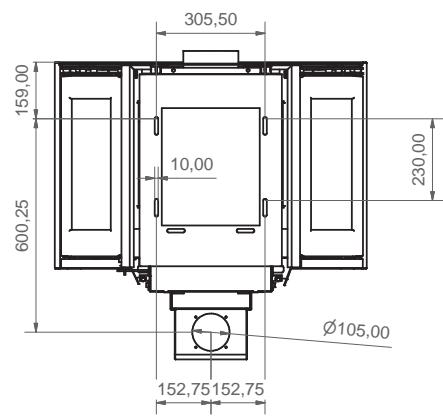
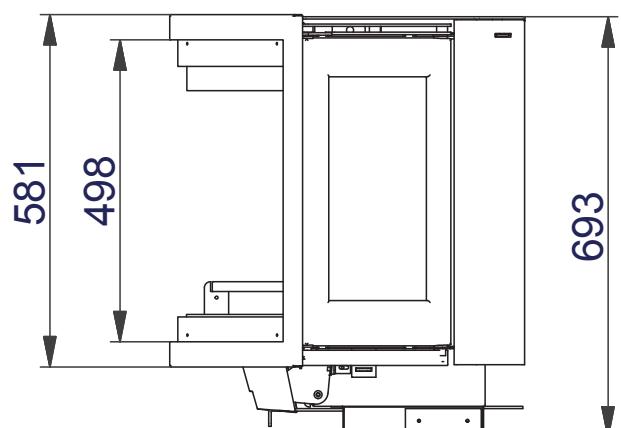
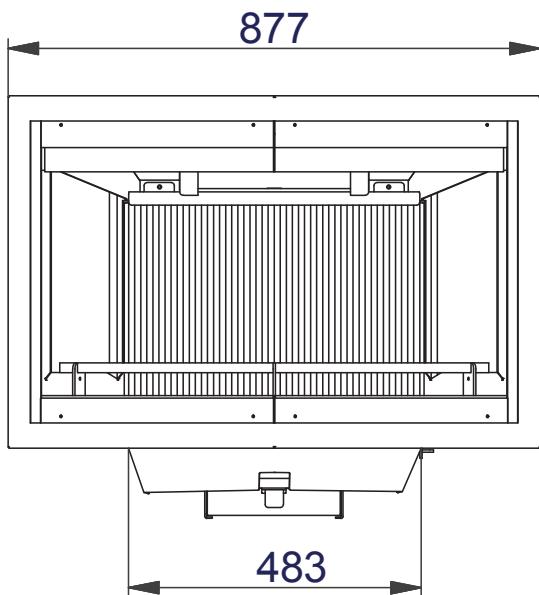
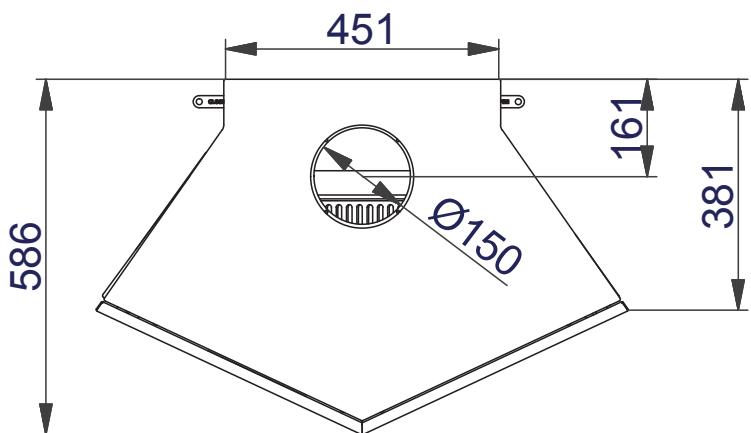
Table for insulation material. Only use products in the shaded area

Insulation		Packed		Thermal conduction		Maximum appliance temp.		Density	
nr	article	nr	form	nr	packed	nr	°C	nr	kg/m ³
10	mineral wool	01	bands	01	stitched mats	10	100	02	20
11	glass wool	02	loose wool		stitched mats	12	120	03	30
12	rock wool	03	wool	02	stitched mats	14	140	04	40
13	waste prod.		granule		g. curve 2	16	160	05	50
		04	felt					06	60
		05	lamella mat	10	flakes			07	70
					g. curve 1			08	80
		06	stitched mats	11	flakes			09	90
		07	plates		g. curve 2			10	100
		08	scales			72	720	11	110
		09	segments	20	plates	74	740	12	120
		10	interwoven		g. curve 1	76	760	13	130
				21	plates				
					g. curve 2			18	180
		99	otherwise	99	single	99		99	

Select the insulation material from this table. Group 99 is NOT allowed.

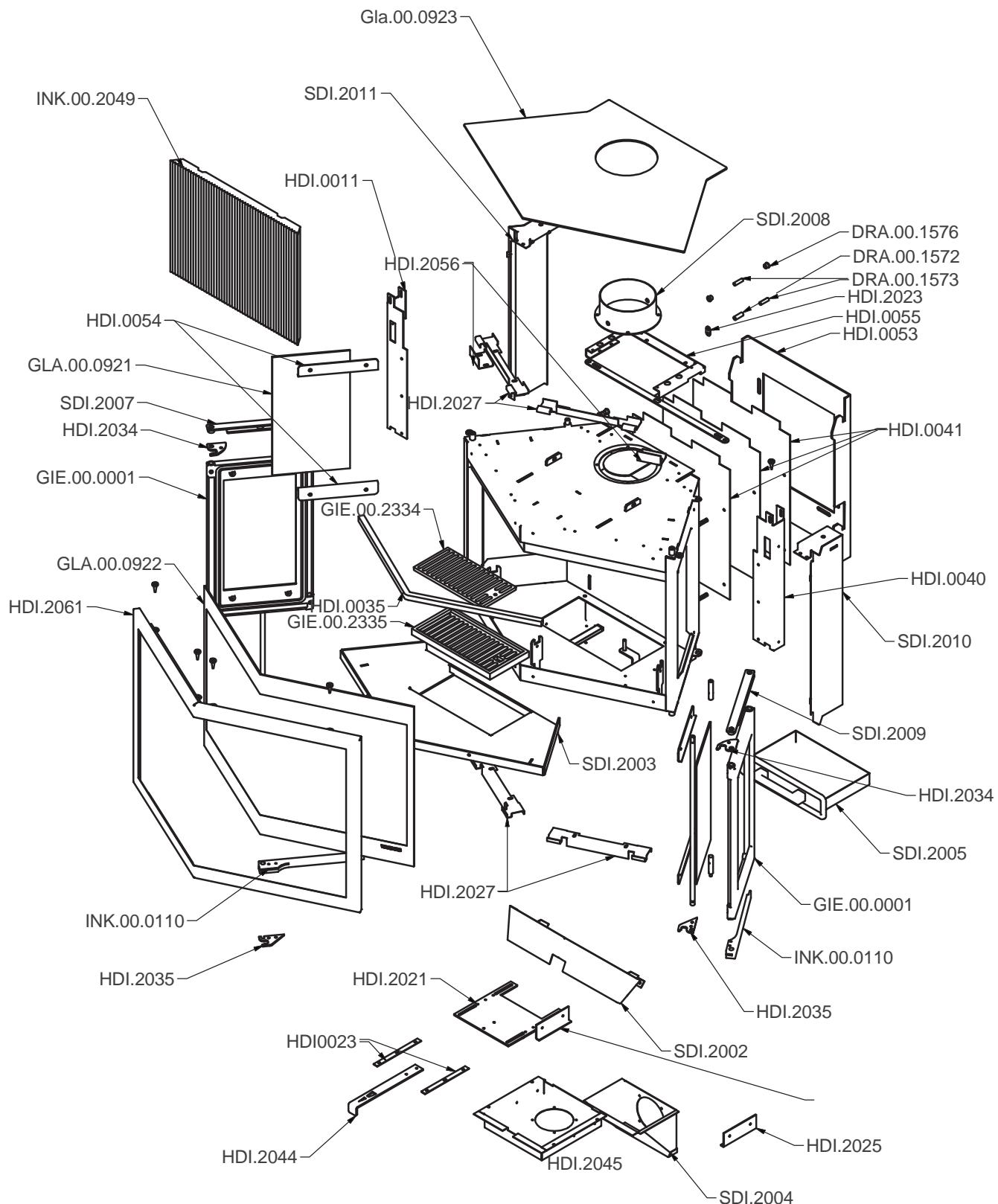
Technische tekeningen / Technical drawings / Dessins techniques / Technische Zeichnungen

Black Diamond

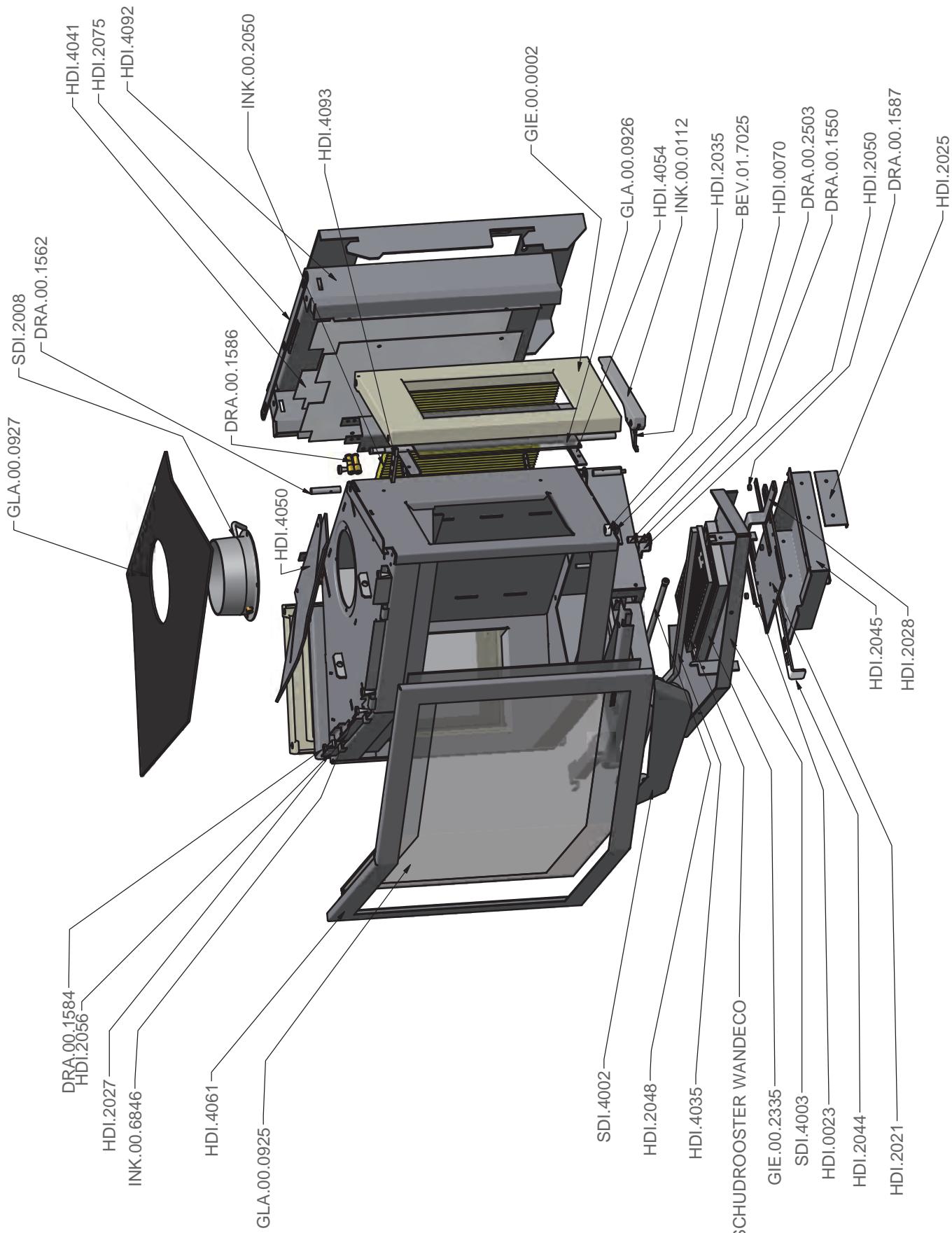


Black Diamond Compact





Black Diamond Compact





garantiebewijs / guarantee certificate / certificat de garantie / garantieschein

model / model / modèle / modell

serienummer / serial number

nr. de série / seriennummer

aankoop datum / date of purchase

date de láchat / kaufdatum

kopie aankoopbewijs bijvoegen aub / please enclose copy of proof of purchase / s'il vous plaît joindre copie de la preuve d'achat / bitte kopie vom kaufbeleg beifügen

naam / name / nom / name

adres / address / adresse / adresse

postcode - plaats / postal code - town

code postal - lieu / postleitzahl - ort

land / country / pays / land

dealer gegevens / dealer information / l'information revendeur / händler informationen

naam / name / nom / name

adres / address / adresse / adresse

postcode - plaats / postal code - town

code postal - lieu / postleitzahl - ort

land / country / pays / land

Onder de garantie vallen alle gebreken die te herleiden zijn tot materiaal- en constructiefouten. In die gevallen ontvangt u gratis nieuwe onderdelen. Arbeidsloon en andere kosten vallen niet onder de garantie. Defective onderdelen kunt u gratis aan WANDERS Metaalproducten B.V., Amtweg 4, 7077 AL, Netterden.

Voor dat de haard geplaatst wordt, moet u controleren of er zichtbare schade is aan het toestel.

In dat geval moet u het toestel niet accepteren, maar contact opnemen met uw leverancier.

Buiten de garantie vallen: het glas, storingen ontstaan door onoordeelkundig gebruik; niet juiste naleving van de landelijke voorschriften en de bijgevoegde installatie- en bedieningsvoorschriften; installatie door een niet door WANDERS erkend installateur of dealer; verwaarlozing van het toestel en bij wisseling van eigenaar. De garantie vervalt ook bij gebruik van een verkeerde brandstof.

WANDERS is niet verantwoordelijk voor eventuele scheuren in sierpleisterwerk en verkleuringen van wanden, plafonds en/of roosters na het stoken van de haard. Verkleuringen kunnen ontstaan doordat stofdeeltjes verbranden in de convectiemantel. Om de kans op scheuren in sierpleisterwerk en eventuele verkleuringen te minimaliseren verwijzen wij naar het advies dat gegeven wordt in de sfeerhaardenbranche. Uw installateur kan u hierover informeren.

Klachten worden in behandeling genomen nadat de verkoopfirma/installateur of het gasbedrijf een klacht heeft ingediend, vergezeld van de aankoopdatum en een kopie van de aankoopbon. Reparaties geven geen recht op verlenging van de garantietijd.

Alle gevolgsharde wordt uitgesloten.

The guarantee includes all defects which can be reduced to flaws in material and construction, in which case you will receive the new parts free of charge. Labour costs or other expenses are not covered by the guarantee. You can send defect parts (shipping paid) to WANDERS Metaalproducten B.V., Amtweg 4, 7077 AL in Netterden [The Netherlands].

Before installing your stove you must check if there is any visible damage to the unit. If there is, do not accept the unit and contact your supplier.

The guarantee does not include: the glass, failure due to improper use; non-compliance with the national regulations and enclosed installation and operating instructions; installation by an installer or dealer who is not acknowledged by WANDERS, negligence of the unit and change of owner. The guarantee is also disclaimed when a wrong fuel is used.

WANDERS disclaims responsibility for any cracks in stuccoed walls or discolouration of walls, ceilings and/or grates after burning the fireplace. Discolouration can be caused when dust particles burn in the convection cover. To minimize the chance of cracks in stucco and discolouration we refer to the advice given for decorative hearths. Your installer can give you more information.

Any complaints will be dealt with after the sales firm, the installer has filed a complaint and sent a copy of the purchase receipt with purchase date. Any repairs do not entitle you to extend the guarantee term.

All consequential damages or loss are excluded.

La garantie couvre tous les défauts qui résulteraient des vices de matière et de construction. Dans ces cas, vous recevrez des pièces nouvelles gratuitement. Les frais de salaire et les autres frais n'entrent pas dans le champ de la garantie. Les pièces défectueuses peuvent être expédiées gratuitement à WANDERS Metaalproducten B.V., Amtweg 4, 7077 AL, Netterden, Pays-Bas.

Avant de procéder à la pose de l'appareil vous devrez vérifier si le poêle ne présente pas des dommages visibles. Dans ce cas, il ne faut pas accepter l'appareil en prendre contact avec votre fournisseur.

La garantie ne couvre pas la vitre et ne s'applique pas aux dérangements provenant d'une mauvaise utilisation, d'un manque de respect de la réglementation nationale et des instructions d'installation et d'emploi fournis avec l'appareil, d'une installation effectuée par un installateur ou revendeur non agréé par WANDERS, d'un défaut d'entretenir et en cas où le poêle serait passé à d'autres mains. La garantie ne s'applique pas non plus si un combustible non approprié a été utilisé.

WANDERS n'est pas responsable des éventuelles fissures au plâtrage de parement et des décolorations des parois, plafonds et/ou grilles après le chauffage du poêle. Les décolorations peuvent être causées par la combustion des grains de poussière dans le manteau de convection. Pour réduire au maximum les fissures au plâtrage et les décolorations éventuelles, veuillez nous reporter aux consignes généralement données dans le commerce sur les poèles d'ambiance. Votre installateur vous renseignera.

Les plaintes sont examinées après qu'elles ont été présentées par l'établissement de vente, par l'installateur, accompagnées d'une copie de la facture d'achat indiquant la date d'achat. Les réparations ne donnent pas droit à une prorogation de la durée de garantie.

Les dommages conséquents sont exclus.

Unter diese Garantie fallen alle Mängel die auf Material- oder Konstruktionsfehler zurückzuführen sind. In diesen Fällen erhalten Sie gratis neue Ersatzteile. Der Arbeitslohn und andere Kosten fallen nicht unter die Garantie. Fehlerhafte Teile können Sie gratis an WANDERS Metaalproducten B.V. Amtweg 4, 7077 AL Netterden (Holland) schicken.

Vor Montage des Ofens müssen Sie kontrollieren ob das Gerät keine sichtbaren Schäden aufweist. In dem Fall müssen Sie das Gerät nicht akzeptieren, müssen aber mit Ihren Lieferanten Kontakt aufnehmen.

Nicht unter die Garantie fallen: Störungen die durch nicht sachgemäßes Gebrauch entstanden sind; nicht strikte Befolgung der Installations- und Bedienungs vorschriften; Montage durch einen nicht von WANDERS anerkannten Installateur. Vernachlässigung des Ofens und bei einem Wechsel des Besitzers. Die Garantie verfällt auch, wenn verkehrtes Heizmaterial benutzt wurde.

Wanders ist nicht verantwortlich für eventuelle Risse im Feinputz und Verfärbungen der Wände, Decken und/oder Roste nach Heizen des Ofens. Verfärbungen können entstehen weil Staubteilchen im Konvektionsmantel verbrennen. Um eventuelle Risse im Feinputz und Verfärbungen zu minimalisieren, weisen wir Sie auf den Rat der Branche für Kaminöfen gegeben wird. Ihr Installateur kann Sie darüber informieren.

Reklamationen werden erst dann behandelt, wenn die Verkaufsfirma, der Installateur eine Reklamation, zusammen mit einer Kopie des Kassenzettels mit Kaufdatum, eingereicht hat. Reparaturen berechtigen nicht zu einer Verlängerung der Garantie.

Alle Folgeschäden sind ausgeschlossen.