GB

Foreword

Dear Customer,

Congratulations on your purchase of our solid fuel stove. You have made a good choice. Because this product guarantees you:

- **High Quality** thanks to use of top quality, proven materials
- **Safe Running** thanks to mature technology which has been tested for strict adherence to German and European standards
- **Long Life** thanks to durable construction methods.

This solid fuel stove provides you with a contemporary compact unit to provide your

- **Cooking**
- **Baking and Roasting**
- **Heating**

These stoves save energy, are environmentally friendly and really simple to use. You will find everything you need to know as well as some useful hints in this manual.
Please note that the stove must only be installed by a qualified professional, who will also be available to help you should you have any problems at a later date.

PLEASE NOTE:
When ordering replacement parts, the Article No. and Serial No. shown on the identification plate must be quoted.

Please see the heading “Fuel / Settings” for instructions on the maximum quantity of fuel and details of the maximum chimney draught (18 Pa).
If you put in too much fuel and/or the draught from the chimney is too strong, there is a risk of overheating, which can damage the stove and/or the oven thermometer. The oven thermometer goes up to a temperature of 350°C max.
The stove can only be used when the fuel door (fire door) is shut.
This door must only be opened when lighting, topping up fuel or cleaning the fire box.
Any damage to the stove or the thermometer which has obviously been caused by overheating is not covered by the guarantee.

Contents

1. Installation
1.1 Safety measures

1. The stoves are tested to DIN EN 12815 (see identification plate).

2. For installation and for flue gas connections, the requirements of the Fire Regulations (FeuVO in Germany) apply, as well as local building regulations such as the following technical standards DIN 4705, DIN EN 13384, DIN 18160, DIN EN 1856-2 and DIN EN 15287. In order for the stove to function correctly the chimney to which you want to connect the stove must be in good condition.

3. Before first use and before connecting to the chimney, you must read the Instructions for Use carefully and inform the local authority responsible for approving heating systems.

4. While installing the stove you are recommended to wear clean cotton gloves, in order to avoid leaving fingerprints which can be difficult to remove afterwards.

5. In the interests both of clean air, and of the safe functioning of the stove, the fuel quantities listed in the Instructions for Use should never be exceeded, and the doors of the stove must be shut during use to avoid the risk of overheating, which can lead to damage to the stove. Damage due to this cause is not covered by the guarantee.

6. The stove doors must remain shut at all times while the stove is in use.

7. Permitted fuels are:
- Natural chopped firewood (up to 33 cm max. in length)
- Lignite (brown coal) briquettes (see permitted fuels in the Instructions for Use)

8. Never use liquid fire starters. Use either special firelighters or wood shavings.

9. Burning rubbish, fine chips, bark, coal slack, chips from planing, damp wood or wood treated with preservative, paper, cardboard or similar is not permitted.

10. The first time the stove is heated there may be some smoke and an unpleasant smell. Make sure that the room is well ventilated (open windows and doors) and heat for at least an hour at the maximum nominal heat load. If the maximum temperature is not reached the first time the stove is heated, then there may be further unpleasant smells at a later date.

11. All controls and settings must be used as indicated in the Instructions for Use. When the stove is hot, please handle only using the implements or protective gloves provided.

12. If the stove is not working correctly, or if the chimney is not drawing properly, smoke may appear when the fire door is opened. It is very important to only open the fire door slowly, initially just a crack, then wait a few seconds before opening fully. In addition, before opening the fire door to top up the fuel, make sure that only glowing material is present: there must not be any visible flames.

13. Do not place any flammable items in the warming drawer or on the surface of the stove.

14. When in use, all surfaces and particularly the glass doors and handles and other controls can become very hot. Make children, young people, older people and animals aware of this danger, and keep them away from this source of heat when

the stove is being used. Use the protective gloves or the implements provided. Children and young people under 16 must not use the stove unless supervised by an adult who is responsible for them.

15. Make sure that the ash pan is always fully pushed in, until it touches the back. Never remove ashes while still hot (fire risk).

16. In spring and autumn the chimney may no longer draw correctly, so that gases produced by combustion are not completely removed. The fire chamber should then be filled with a small quantity of fuel, ideally with wood shavings, and lit under supervision, in order to stabilise the chimney draught. The grate must be clean.

17. After each prolonged period of use for heating, have the stove checked by a professional. The flues and pipes for the evacuation of fumes must also be thoroughly cleaned.

18. If repairs or replacements are necessary, please contact your supplier with the necessary article numbers and serial numbers in good time. Only original WAMSLER replacement parts may be used.

19. Work such as installation, setup, commissioning and services, as well as repairs, must only be carried out by qualified personnel (heating system or space heating technicians). Intervention by non-qualified persons invalidates the warranty and guarantee.

20. As the solid fuel oven/stove draws the air required for combustion from the surrounding room, you must ensure that sufficient air can be drawn in through non-sealed windows and outside doors. It can be assumed that is this is provided by a room volume of at least 4 m^3 per kW nominal heat capacity. If the volume is less than this, then air vents can be used to provide access to further air in other rooms (min. 150 cm^2).

21. You must ensure that the correct safety distance is maintained from all flammable components and materials – to the side, rear and front. These distances can be found in the Instructions for Use or the identification plate.

22. The fire chamber must not be modified.

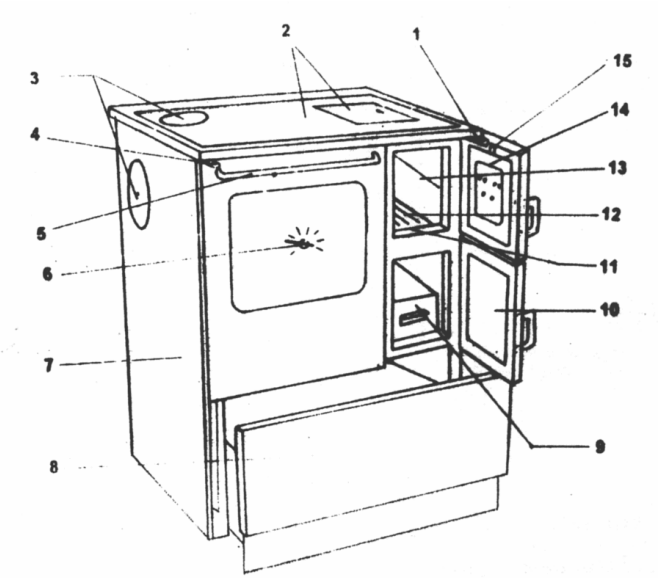
23. Connection to a chimney whose functional height is less than 4 m, or if multiple stoves are installed, 5 m, is not permitted. A maximum of two other fires can be connected to the chimney which is to be connected the stove.

24. If the chimney catches fire immediately close all doors and openings and call the fire brigade. Do not attempt to extinguish the fire yourself. Afterwards have the chimney thoroughly checked out by a professional.

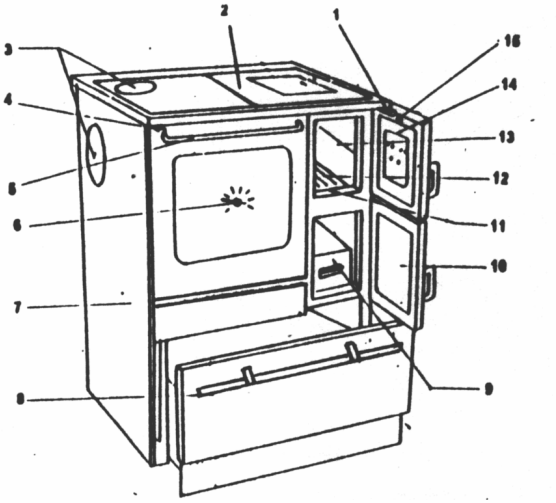
25. Solid fuels naturally create soot, so it is always possible that the window glass will become dirty: this does not mean there is a malfunction.

1.2 Parts

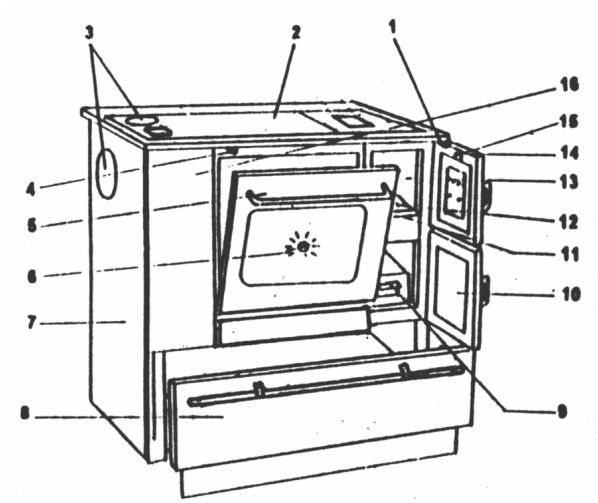
K118



K128; K128 F



K138; K138 F



K 118 / K128 / K128 F

1. Primary air control
2. Steel plate
3. Flue gas connections
4. Operating lever for start damper
5. Oven door
6. Oven thermometer
7. Sidewall
8. Fuel trolley
9. Ash pan
10. Ash door
11. Grate location
12. Grate
13. Fireclay lining in fire chamber
14. Heating door
15. Secondary air control

K 138; K138 F

1. Primary air control
2. Steel plate
3. Flue gas connections
4. Operating lever for start damper
5. Oven door
6. Oven thermometer
7. Sidewall
8. Fuel trolley
9. Ash pan
10. Ash door
11. Grate location
12. Grate
13. Fireclay lining in fire chamber
14. Heating door
15. Secondary air control
16. Blind cover

Range accessories

– Cover lift handle
– Soot scraper
– Ash pan
– Flue hole cover
– Baking tray
– Roasting grid
– Adjustable grate support (for K128 / K138)

1.3 Instructions

For installation and for connection of flue, the requirements of the Fire Regulations (FeuVO in Germany) apply, as well as local building regulations such as the following technical standards DIN 18896, DIN 4705, EN 13384, DIN 18160, EN 1856-2 and EN 15287. In order for the stove to function correctly the chimney to which you want to connect the stove must be in good condition.

1.4 Place of installation

The stove draws the air required for burning from the surrounding room. You must ensure that sufficient air can be drawn in through non-sealed windows and outside doors. In addition you must ensure that a room volume/heat capacity ratio of at least 4 m^3 per kW nominal heat capacity is available. If the volume is less than this, then air vents can be used to provide access to further air supply in other rooms (connecting vents min. 150 cm^2).

1.5 Air supply

A constant supply of oxygen or air is required for the combustion process. Normally the air available in the room where the stove is installed will be sufficient.

NOTE: In the room where the stove is installed or in the neighbouring rooms there must not be any air extractors or similar equipment. These could cause considerable operating problems and even represent a risk. Consult the local authority responsible for approving heating systems.

NOTE: The room where the stove is to be installed must not have equipment such as extractor hoods, ventilation systems etc. which could mean that that room or neighbouring rooms have reduced air pressure.

1.6 Safe distances

Ensure that the walls at the sides and behind the range are not constructed of flammable material and/or clad or coated in flammable material, if they are less than **35 cm K 118** and **40 cm K 128/138** of the side from the combustion chamber, and **25 cm K 118** and **30 cm K 128/138** of the side from the oven. Plastic or wooden furniture or similar must also be kept at a distance of more than **20 cm K118** and **30 cm K 128/138** from the back of the range.

No flammable or heat sensitive material should be within **50 cm** (**80 cm** K128 F/K138 F) of the front of the range in its field of radiation.
If there is a floor covering or a floor in front of the fire door opening which is flammable or otherwise sensitive to heat then it should be covered with a layer on non-sensitive or flammable building material. The layer must cover an area of **50 cm** from the front of the fire door opening and also a minimum of **30 cm** either side of it. Wall mounted cupboards over the range must have a minimum clearance of **70 cm** from the hob plate of the range.

1.7 Chimney attachment

The connection for attaching to the chimney must be able to withstand at least 400°C.

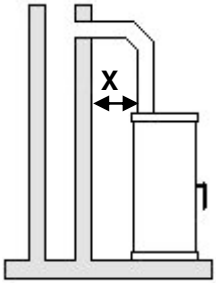
PLEASE NOTE:

Before connecting the stove the local authority responsible for approving heating systems must be consulted!

Connection pieces must be firmly connected to the stove and to each other and must not leak. They must not project into the open diameter of the chimney. The connection piece between the stove and the chimney must have the same diameter as the pipe socket on the stove. Horizontal connection pieces of over 0.5 m must rise towards the chimney at an angle of 10 degrees. Any pipes which are not heat insulated or vertical must not be longer than 1 metre.

The requirements of the Fire Regulations (FeuVO) apply, as well as local building regulations such as for the chimney standards DIN 4705, DIN EN 13384, DIN 18160 and DIN EN 15287.

Connection pieces must be tested to DIN EN 1856-2. **Measurement X** (distance from flammable construction and other materials) must be as defined by the manufacturer of the connection piece.



PLEASE NOTE:

Fitting to a chimney with a functional height of less than 4 m, or if several stoves are being fitted, less than 5 m, is not permitted. (See: Data for chimney calculations / Chapter 4.) A maximum of two other fires can be connected to the chimney to be connected to the stove.

For safety reasons it is not permitted to use a steam extractor hood to remove air when the stove is producing heat.

1.8 Choice of flue gas connection placement

The flue socket is fixed and located at the rear of the range. If the flue pipe is to be connected on the side or on the top, the back wall connection must be covered with the blind cover removed from the top or the side.

In the case of a connection from the top, the cover in the top of the range must be removed and the emission nozzle must be installed.

If the flue pipe is to be connected from the side the procedure is as follows:

Remove the blind cover on the outside sidewall by removing the bolt.

Remove sidewall:

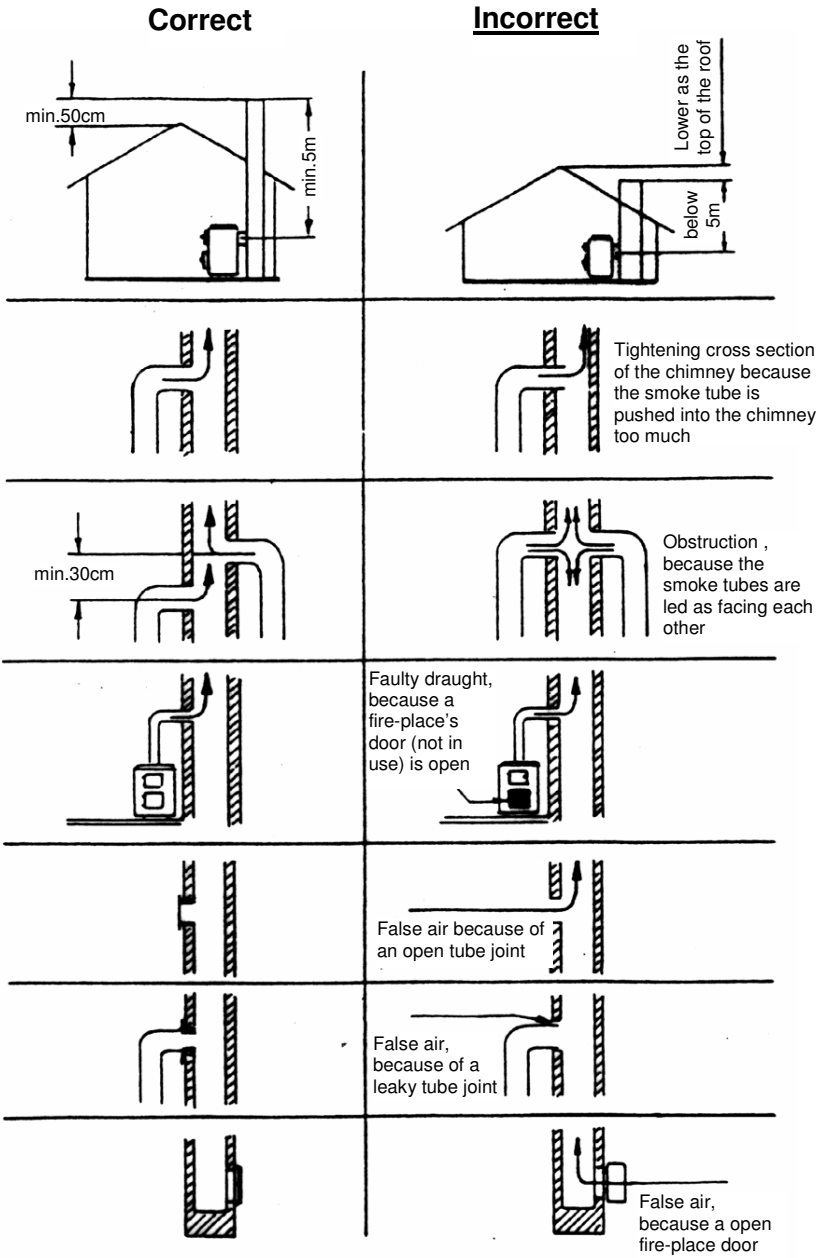
1. Remove the blind cover (pull off forwards)
2. Undo bolts in the sidewall.

Remove the blind cover on the inner sidewall by loosening the bolts and turning the cover.

Take the flue connection from the back and mount it on the side.

Put the blind cover on the back to replace the flue connection which is now remounted on the side. Tighten bolt.

Replace sidewall and blind cover.


Correct
Incorrect
min.50cm
min.5m
Lower as the top of the roof
below 5m
Tightening cross section of the chimney because the smoke tube is pushed into the chimney too much
min.30cm
Obstruction , because the smoke tubes are led as facing each other
Faulty draught, because a fire-place's door (not in use) is open
False air because of an open tube joint
False air, because of a leaky tube joint
False air, because a open fire-place door

Action in case of chimney fire!

If a chimney is not cleaned often enough, or if the wrong type of fuel is used (e.g. damp wood) or the air flow is maladjusted the chimney may catch fire. In this case close the air supply to the fire chamber and call the fire brigade.

Never try to extinguish it yourself using water!

2. Fuels / Settings

2.1 Fuels

Low smoke, trouble-free operation of the stove and a supply of heat at the nominal level with a chimney draught of 12 Pa are only guaranteed when you use the following fuels and no others.

Only use natural, dry chopped firewood with a remaining humidity of max. 20% and lignite (brown coal) briquettes.

Type of fuel	Heat delivery in approx. kJ/kg
Lignite briquettes	19,500
Hardwood	15,900
Softwood	11,500

Non-permitted fuels include:

Rubbish, fine chips, pellets, bark, chips from planing, coal slack, damp wood or wood treated with preservative, paper, cardboard or similar. For lighting use wood shavings or barbecue lighters. Never use liquid fire starters!

PLEASE NOTE:

The first time the stove is heated there may be some smoke and an unpleasant smell. Make sure that the room is well ventilated (open windows and doors) and heat for at least an hour at the maximum nominal heat load. If the maximum temperature is not reached the first time the stove is heated, then there may be further unpleasant smells at a later date.

Maximum fuel quantities per load

Fuel	K118	K128 / K138
Lignite	3.2 kg (5-6 briquettes) at nominal heat capacity 3.2 kg (5-6 briquettes) for slow burning	3.8 kg (6-7 briquettes) at nominal heat capacity 3.8 kg (6-7 briquettes) for slow burning
Wood	2.0 kg (about 3 pieces)	2.3 kg (about 3 pieces)

Table 1

2.2 Combustion airflow settings

The settings must always be as shown.

Fuel		Primary airflow setting	Start damper setting	Secondary airflow setting	Combustion duration in hrs
Lighting		**1**	**open**	**1**	**-**
Firewood	Nominal heat	**2**	**closed**	**1**	**approx. 1**
Lignite briquette	Nominal heat	**2**	**closed**	**2**	**approx. 2**
Lignite briquette	Long-term	**3**	**closed**	**2**	**approx. 12**
Not in use: do not add any more fuel		**3**	**closed**	**-**	**-**

Table 2

3. Use

3.1 Important operating components

3.1.1 Adjustable grate

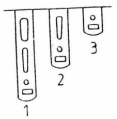
The range is equipped with a height adjustable grate for summer and winter operation.

Adjusting the grate for summer operation (K128 / K138)

To adjust the grate to the summer operation position, the grate and the grate support should be removed from the range. Then attach the adjustable grate support (included with the accessories) to the front of the upper grate support (see Fig. 7). Insert the grate support with the grate on top.

3.1.2 Performance control

The burning rate and therefore the heating capacity of the range can be regulated by the combustion air intake under the grate. This primary air is set using the primary air regulator (Fig. 6).



1 = Lighting (open)
2 = Wood
3 = Lignite (closed)

3.1.3 Secondary air control (without K 128 F / 138 F)

The secondary air regulator is in the top of the fire door and can be set according to the fuel being used, wood (1) or coal (0) (Fig. 8).

3.1.4 Start damper

The start damper is operated from the front. The hooked end of the lid lifter lever which is supplied should be latched into the operating lever slot (Fig. 9 and Fig. 10).

The start damper is open, if the operating lever is pushed forward as far as it will go (lighting up, cooking).

The start damper is closed when the operating lever is pushed back as far as it will go (baking, roasting).

WARNING

Leaving the start damper open when heating, leads to overheating and damage to the range components.
Besides which it increases fuel consumption.

3.1.5 Oven door

The oven door can be removed without using any tools. Take hold of the handle, slightly open and then pull upwards at an angle (Fig. 11).

Remounting the oven door is done by inserting the two hinge brackets into the slots and pressing in the lower edge of the door with the knee, at the same time pulling up on the handle.

3.2 Lighting

Open the fire door. First put in fire lighters or wood wool and then lay two or three small pieces of dry wood on top. Then light the fire through the fire door opening. Close the fire door and open the start damper.

When the wood is burning well, add a shovel of coal or a few larger pieces of wood. The ash door should be left slightly open for the time being and should only be closed about five minutes after adding the fuel

The start damper should now also be closed. The performance control is set according to the type of fuel and the desired heat capacity or may be closed completely for a low setting.

Using wood, particularly soft wood, only limited slow burning is possible.

Lignite briquettes are particularly suited to slow burning overnight.

WARNING

In the interests of the environment do not fill the combustion chamber all at once. Feed the fuel onto the fire bed in two or three charges at ten to fifteen minute intervals.

Do not use paper to start the fire

3.3 Cooking, roasting and baking

If the oven is only to be used for cooking, then the start damper should be opened. When roasting or baking, close the start damper. In summer the grate must be in the upper position and in winter in the lower position.

Raking down, removing cinders and ashes

Before adding fuel, open the ash door and, using the cover lifter, riddle the grate.
The ash pan should be emptied every day.
Remove all cinders at least every third day.

WARNING

Do not dispose of glowing cinders in dustbins or outside.

3.4 Care and cleaning

A decrease in the normal heating capacity and occasional smoke are signs of the need for the range to be cleaned.

Cleaning the draught system

To clean the draught system under the oven the knurled nut on the cleaning cover must be unscrewed and the cover removed. After cleaning the cover needs to be sealed again.

Care of the enamel parts:

Only wipe down the external surfaces when the stove is cold. Varnished surfaces should only be washed with plain water (do not scrub). Enamel surfaces in special cases can be cleaned with soapsuds or a bit of washing-up liquid and then wiped dry.

NOTE: Never use sponges, scouring products or any other chemical or abrasive cleaning products!

Care of oven:

The oven should be cleaned when it is just warm, not after long periods but every time it is used.

Care of the steel plate:

The steel sheet parts must be rubbed over with an acid-free sheet steel care product when at **blood temperature**. Cleaning is then done when the stove is cold.

The special steel plates which radiate heat need to be taken care of regularly after each time you cook. After any use which causes dampness or dirt to collect on the plate, you must clean it. The hob plate should be cleaned when it is still lukewarm, which allows any remaining water to evaporate and so prevents rust forming. Take care that you do not use water to clean the stove when it is cold.

Expansion joints in the steel hob plate must always be cleaned free of adhesions, to avoid deforming the steel hob plate and the side panels. If necessary the edge of the cover should also be cleaned of any adhesions.

Care of the glass ceramic plate:

Clean the window and/or Ceran plate before first use with a clean damp cloth. Then rub a few drops of a ceramic glass protection product onto the glass / Ceran plate with a paper towel.

After wiping this and polishing it dry, the high quality surface is now covered with an invisible film. The helps to keep the glass pane /Ceran plate clean and if repeated regularly, makes it easy to clean.

Care of glass (window):

Before its first use, clean the ROBAX inspection glass with a wet and clean cloth, and then put a few drops of glass–ceramics cleaner onto both sides of the glass, and spread them with the use of kitchen paper tissues. It provides an invisible film on the valuable surface of the Robax glass. This film helps to keep the glass clean, and facilitates regular cleaning operations. ROBAX S for slightly contaminated surfaces – a commercially available glass surface cleaning agent – may as well be used for the cleaning of the medium or strongly contaminated glass surfaces of the fireplace. Towards this end, spray small quantities of the agent to the cold surfaces,

PLEASE NOTE:

After every period of heating you should check the stove thoroughly. If repairs or replacements are necessary, please contact your supplier with the necessary article numbers and serial number in good time.

Work such as installation, setup, commissioning and servicing, as well as repairs, must only be carried out by qualified personnel (heating system or space heating technicians). Intervention by non-qualified persons invalidates the warranty and guarantee.

3.5 Trouble shooting

Your range is constructed to the latest technical standards.
Nevertheless faults may occur. The reason can be the chimney, the fuel or the emission pipe system. A short period with a smell and smoke when first starting is quite normal. Make sure the room is properly ventilated.

Fault	Check/Remedy
The range smokes when being fired up in summer	Open the ash door for a short time (high outdoor temperature can cause poor draught). Warm up the chimney with wood wool (either in the chimney or in the range).
in winter	Open the ash door for a short time. Do not use any damp or smoke intensive fuel. Fill the fire chamber slowly and a little at a time. When the range was last cleaned?
Range does not burn properly	Is the chimney draught too weak? Is the flue connection not sealed properly? Are all cleaning doors on the range and chimney properly closed? Is a fresh air supply ensured from adjoining rooms? (doors and windows should not be absolutely tight) Is the chimney overloaded or not sealed properly?
Too low a temperature when cooking and roasting	Open the ash door for a short time.
Too high a temperature when cooking and roasting	Add less fuel.
Grate jams when riddling	Have the cinders been removed? Is there a nail or something jammed in the grate?
Condensation in the range	Is the fuel too damp?

3.6 Spacer connection

If the range is to be incorporated in a fitted kitchen, then the interface between an adjoining floor cupboard made of wood should be fitted with spacer connections available from the factory. This thermal spacer has been tested to EN standards together with the range and complies with the building regulations for fire protection.
The spacer connection is either 55 mm or 110 mm wide and should be mounted on the range frame as a unit and can be adjusted in height (Fig. 12).

3.7 Pictures

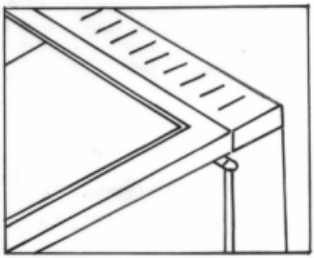


Fig. 6

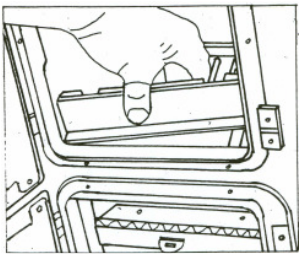


Fig. 7

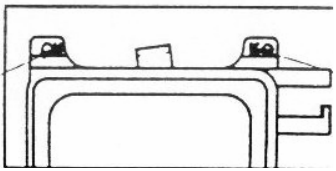


Fig. 8

K118 / K128

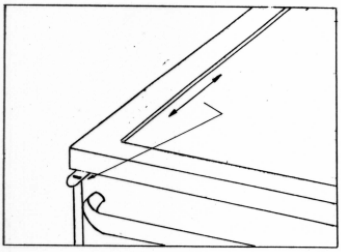


Fig. 9

K138

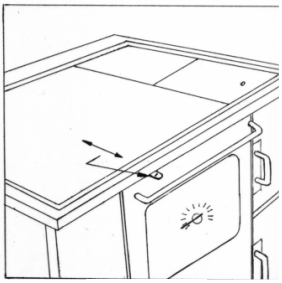


Fig. 10

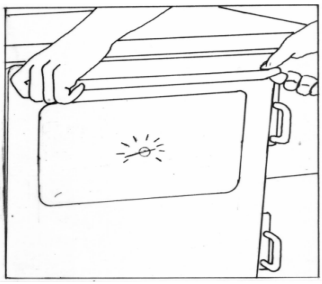


Fig. 11

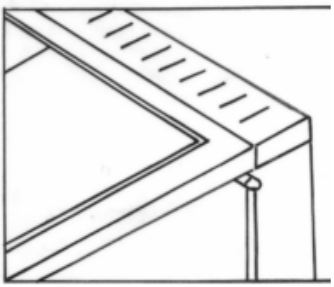


Fig. 12

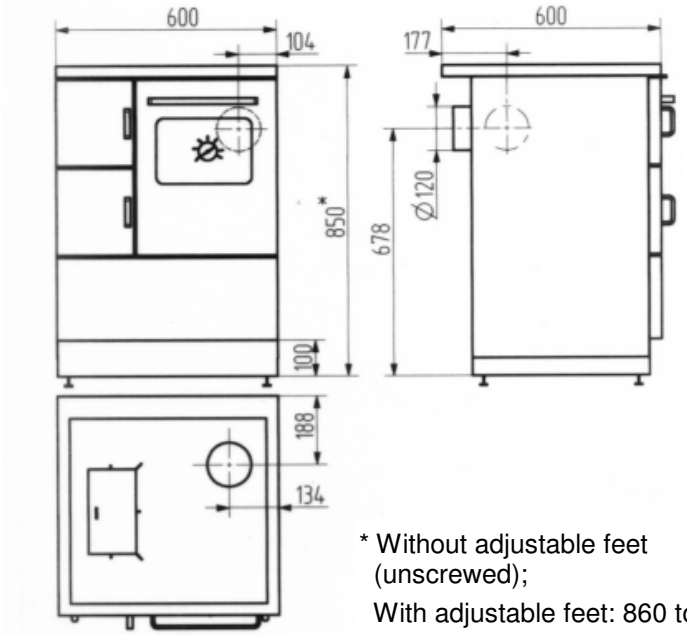
4. Technical data
4.1 Data

Model		K118	K128 / K128 F K138 / K138 F
Nominal heat output	kW	6	7
Emission flow with coal	g/s	10,8 / 9,9	10,5 / 11,5
Flue gas temperature at exhaust socket	^{0}C	240	250 / 270
Required pressure at NHC	Pa	12	12
Room heat capacity* continuous heating periodic heating	m^3	165 / 95 / 65 116 / 69 / 47	210 / 120 / 82 148 / 86 / 59
Flue gas connection diameter	Ø mm	120	120
Dust (based on 13% O_2)	mg/m³	≤ 40	≤ 40
CO (based on 13% O_2)	mg/m³	1070 / 1409	1224 / 1179
Efficiency	%	76,3 / 76,8	77,5 / 73,4

NHC = Nominal Heat Capacity
* according to DIN 18893 Tab. 2 at good / less good / poor heating conditions

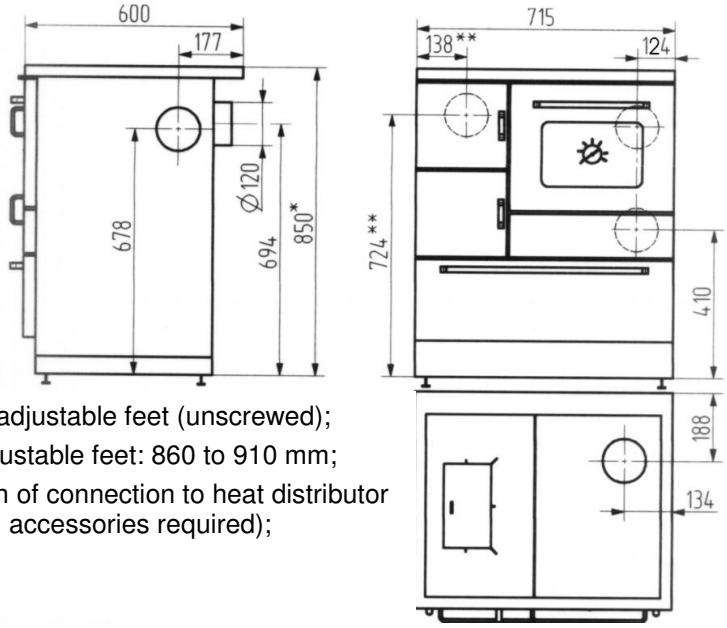
All information provided by the exhaust gas values are based on the EN 13240 under stationary laboratory conditions

4.2 Dimensional
K 118



* Without adjustable feet (unscrewed);
With adjustable feet: 860 to 910

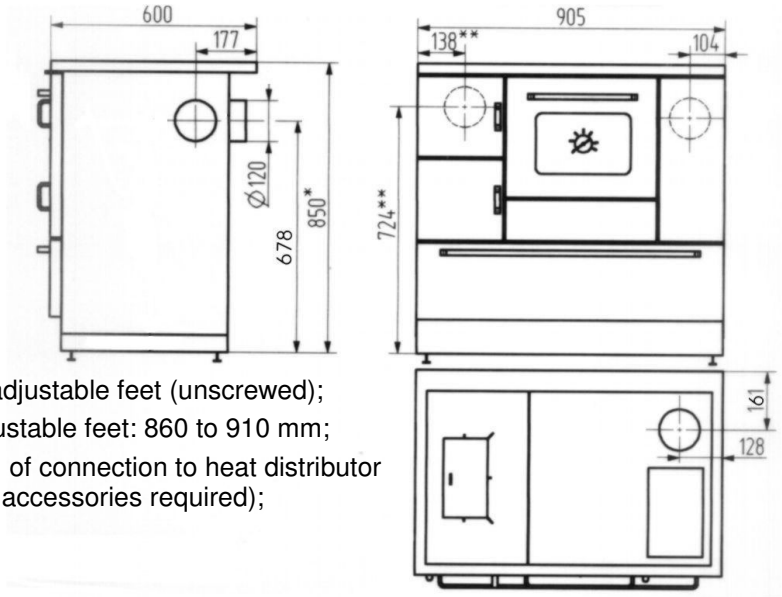
K128



* Without adjustable feet (unscrewed);
With adjustable feet: 860 to 910 mm;

** Location of connection to heat distributor (special accessories required);

K138



* Without adjustable feet (unscrewed);
With adjustable feet: 860 to 910 mm;

** Location of connection to heat distributor (special accessories required);

The specified dimensions and weights are approximate values, and thus have only informative purposes. We reserve the right to modify the designs as required in terms of technology or quality!

5. EC-Declaration of Conformity

CE

WAMSLER
Haus- und Küchentechnik GmbH

EC-Declaration of Conformity

Manufacturer: Wamsler Haus- und Küchentechnik GmbH, Gutenbergstr. 25, D-85748 Garching, Germany

Product description: Solid fuel cookers

Model no: K 118
K 128 / K 138
K 128 F / K138 F

The products listed above conform to the requirements of the following European Directive:
89/106/EC: Construction Products Directive

This is attested by test reports No. R-207094 (K118) of 19/04/2010 and R-247494 (K128/138) of 15/09/2011 from the state-accredited test centre TÜV SÜD Kermi, H-Budapest (notified body number 1420) tested under EN 12815.

Munich, 17. October 2011

i.V.

K.D. Knabel
Managing Director

A. Freund
Technical Director

This declaration certifies conformity to he above-named Directives but does not provide any guarantee of product characteristics. The safety notices in the product documentation supplied must be adhered to. This declaration is no longer valid if the equipment is modified by a third part.

We will only provide a guarantee for equipment which can be shown to have been connected and set up by an approved installer or another recognised professional.

Complaints:

Complaints about delivered goods relating to obvious faults must be made in writing within 14 days of receipt. If the raw materials used to date are no longer available, we are entitled to replace with alternative materials. The customer is not entitled to withhold an amount of the purchase price due to a fault which is disproportionate to the fault. If they do so, then they lose their right to a guarantee.

Guarantee conditions

The purchaser of a new stove in Germany is entitled to a guarantee. In other countries the guarantee offered by the foreign distributor applies. Entitlement to the guarantee must be proved by means of an invoice, delivery note and guarantee document and is not transferable. The guarantee period starts from the date of the purchase document. If the customer withholds a disproportionate amount of the purchase price as a result of a fault, then they lose their right to a guarantee.

1. Within the guarantee period we will correct all faulty functioning, which can be proven to derive from defects in manufacture or materials. No work under guarantee is due if there are minor deviations from the expected appearance, which have no impact on the performance of the equipment, such as damage due to abnormal environmental conditions.
2. Damage due to non-respect of the instructions for use or for installation, due to connection to unsuitable chimneys or other construction factors or incorrect electrical current are excluded from the guarantee. The guarantee is invalid if work is carried out by non-approved persons without our explicit written agreement or if replacement parts from other sources are used. Faults due to incorrect work by third parties to adjust or move fume extraction installations are not covered by this guarantee.
3. The correction of faults which we accept will be completed by the faulty parts being either repaired or replaced by fault-free parts, according to our decision, free of charge and as quickly as possible. We reclaim ownership of parts which are replaced. The necessary replacement parts and working time required for the repair are not billable. If the materials which were used previously are no longer available, we have the right to substitute alternative materials.
4. Ancillary costs are not charged during the first 12 months from the date of purchase. After that, a flat-rate travel fee and any other costs which may be incurred for the transport of equipment to and from the customer service workshops or to our factory will be invoiced. The costs for any adjustments which arise because the items purchased have been moved to another place than the residence or place of work of the recipient are charged to the recipient, unless the delivery was part of the normal use of the item.
5. The period of the guarantee is not extended or restarted from the date of repair or replacement of parts. The term of the guarantee for any parts added at a later date expires on the date of expiry of the guarantee on the stove itself.
6. If repairs fail to fix the problem, we are prepared, if the customer requests it, up to 6 months from the date of delivery, to provide a free replacement for the item purchased, to reduce the purchase price or to take back the item purchased. This last does not apply when the guarantee covers construction work.

7. Other claims than those mentioned here will not be entertained. This applies in particular to compensation for damage other than to the equipment itself. Exclusions to this are compensation for impact on human life, body or health if we are guilty of lack of care, and other damages, which can be attributed to intentional or grossly negligent lack of care on our part. A lack of care on our part may be substituted by the same on the part of our legal representative or contracted assistance. Cases for which it is mandatory for us to accept liability are unaffected, for example under product liability laws or non-fulfilment of important contractual obligations. In the case of legally imposed liability due to non-fulfilment of contractual obligations then the liability is limited to the typical, predictable damages relating to this kind of contract. The expiry period for claims for damages is one year.
8. This guarantee is in addition to the rights of the customer against the seller arising from their contract of sale. When delivering equipment or parts which we do not manufacture ourselves, we are liable only insofar as required by legal provisions and only to the extent that our suppliers accept liability for their products towards us.

If despite correct use and installation your stove still does not function to your satisfaction, please contact the customer service department.
Damage in transit can only be accepted and corrected, if a damage report is presented from the transporter or a railway official, or if it is proved credibly and without any delay that the cause lies with WAMSLER.
Our customer service department is also available and happy to assist you on request after the end of the guarantee period.

Guarantee card

Subject to the conditions stated we offer the following guarantee:

2 Year general equipment guarantee

of problem-free functioning of the equipment.
Damage to glass, Ceran, enamel, soapstone, ceramic or varnish is only included under our guarantee if it is reported within 14 days of delivery to our customer service department. Faulty functioning due to dirt, incorrect connections, misuse or incorrect adjustments or changes to flue installations by third parties are not covered by the guarantee.

For Coal-wood-stoves

2 Years for boiler parts for central heating stoves. Boiler parts which are used in open installations with non-ferrous metal components are excluded from the guarantee.
6 Months for components, which are directly exposed to fire, including refractory clay parts, flue pipe deflectors, vermiculite-sheets, grid and grid base, all movable components and replaceable parts such as handles, buttons, ignition elements, ignition safety elements, thermo-elements or magnets. No guarantee is provided for hairline cracks in refractory linings.