



Chilli Penguin  
Stoves



*The Chilli Billie Gentoo*  
Installation and Operating Manual

[www.chillipenguin.co.uk](http://www.chillipenguin.co.uk)

*The Chilli Billie*  
Gentoo  
(Wood only)

THE LITTLE STOVE  
WITH A BIG HEART

(Stôf Fach Gyda Chalon Fawr)

# IMPORTANT - READ BEFORE FIRST FIRE

## *To Set / Cure the paint*

The painted finish must be cured and set properly.

We use a high temperature stove paint on all of our stoves. It is extremely important that the paint is cured properly the first time that you light the stove. This is done to ensure the paint finish will be able to withstand the high temperatures needed. Curing is done by following the three step process on the facing page. If this process is not done properly you may experience issues with the paint peeling. We want your Penguin to be perfect!

Once this initial process has been completed, the paint will be properly cured and you can operate your stove normally according to the instructions provided in this manual. If any peeling of the paint occurs on your stove this will only be as a result of improper curing or misuse of the stove such as over fuelling or running the stove too hot. Therefore any peeling is not covered by your warranty.

**Note:** *During the final higher temperature burn phase there may be some visible smoke near the stove surface. There may also be an unpleasant odour. To mitigate this effect, ventilate the room with open windows and doors to provide airflow.*

**Health warning:** The smoke from the curing process displaces oxygen. Small children, the elderly and people with existing breathing problems should vacate the area during the hot burn to avoid discomfort. The smoke is primarily Carbon Dioxide, is non-toxic but can feel uncomfortable.

YOU'VE BOUGHT AN AMAZING STOVE,  
LET IT BE AMAZING

# SIMPLE GUIDE TO YOUR FIRST FIRE

We recommend the goldilocks and the 3 bears method: small fire, medium fire, hot fire. This can be done in one session, rather than three separate fires.

## READ THIS MANUAL AND ALL WARNINGS CAREFULLY

The A, B & C of lighting your 1st stove fire are:  
A = air control | B = burn dry wood | C = cure paint carefully

### TEEPEE METHOD PREPARE A SMALL KINDLING FIRE

- Place a firelighter under kindling arranged in a teepee shape on the base of the firebox
  - Light the firelighter and close the stove door
- Open all controls fully, Main Air Control, Air Wash Control and Boost Disc.
  - Ventilate the room
- Maintain this small fire for 15 minutes
- This warms up the stove components gently to prevent the paint from being “shocked”



### TEEPEE METHOD MEDIUM FIRE

- once the kindling fire is well established use gloves to add split logs
  - close door and adjust controls as required.
  - burn for about an hour



### TEEPEE METHOD HOT FIRE

- add additional wood
- burn for an additional hour
- your stove paint should be mostly cured!



### TOP DOWN METHOD - AN ALTERNATIVE METHOD

Criss cross two or three layers of split logs on top each other, then one or two layers of kindling on top and insert a firelighter. Light the firelighter and close the stove door. Pull the air control knob out, then adjust to suit, once the fire is established.





## THE CHARTER OF THE PENGUIN

**We guarantee** that your stove is good quality and well made

**We guarantee** that your stove will give you years of warm and efficient heating

**We know** this because we design and make them ourselves here in Wales

**We feel** that stoves make the autumn crackle and the winter glow

**We hope** that your stove will make the bad days bearable and the good days great

**We think** that human beings with stoves are happier than those without

**We believe** that your life has just got better

## YOUR CHILLI BILLIE GENTOO SHOULD ARRIVE WITH...

- A pair of heat resistant gloves
- A tool for operating the stove
- An instruction manual
- An aerosol of spray paint - coloured stoves only
- A warm fuzzy feeling indicating that you are now a part of the penguin family

## CHILLI BILLIE GENTOO ENCLOSURE PACKAGE SHOULD ARRIVE WITH...

- All of the above
- An enclosure of your choice (Round, Corner, Midwall)
- Starter pipe

**Optional Extras:** Food Tube, Shelf

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# PENGUIN SERIES SUMMARY

This manual is for the following stove in the Penguin Series.

<b>Chilli Billie Gattoo</b>	
Model	Chilli Billie Gattoo
Output	4.3kW

## INTRODUCTION

Thank you for purchasing a Chilli Penguin Stove. You have purchased a quality product that has been built to last, designed and manufactured in the UK.



We put a lot of time and energy into developing and improving our stoves to enable them to run as efficiently as possible and be simple to use. Please spend a few minutes familiarising yourself with this manual, so you can get the best possible performance out your stove.

We love to hear how the penguins get on in their new homes, if you have any comments or questions, please get in touch or share a picture on social media.

If you have a quiet moment and want to make a penguin very happy, our penguins love good reviews - we have a review area on our website, we would love to hear your comments:



[www.chillipenguin.co.uk/reviews](http://www.chillipenguin.co.uk/reviews)

**This expanded Chilli Billie Gattoo manual gives information that relates to the two different types of installation**

- **Domestic (houses)**
- **Glamping and Leisure structure (eg. Shepherd's huts, yurts, safari tent)**

**There are differences between the two types, you will see this in the technical details and in the installation instructions.**



Section 2

THE PLANS &  
TECHNICAL DETAILS

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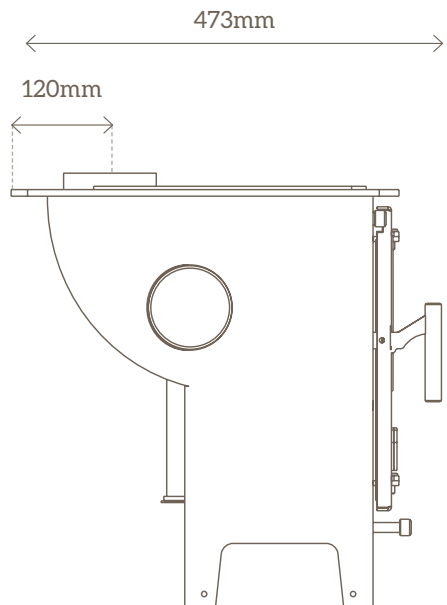
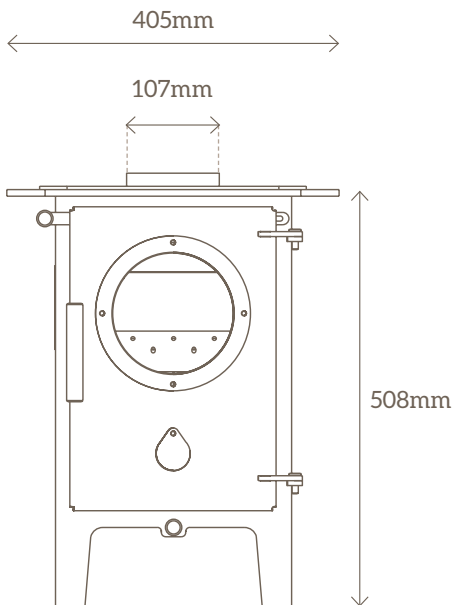
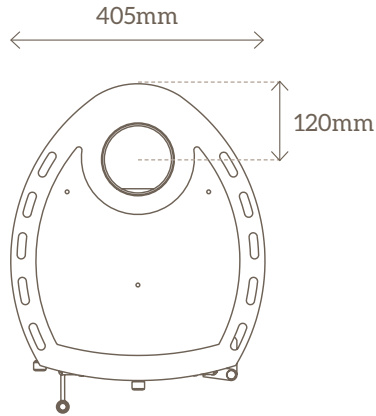


## 2.a The Plans

### The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

**The Plans** (not in enclosure)



# 2.a Tech Details

## The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

**The Tech Details** (not in enclosure)



### WOOD ONLY

Nominal Output	4.3kW
<b>Total Energy Efficiency % (wood)</b>	<b>80.89%</b>
<b>CO Content @13% O<sub>2</sub> (wood)</b>	<b>0.12%</b>
<b>OGC mg/m<sup>3</sup></b>	<b>102mg/m<sup>3</sup></b>
<b>NOx mg/m<sup>3</sup></b>	<b>122mg/m<sup>3</sup></b>
<b>Cx Hy mg/m<sup>3</sup></b>	<b>102mg/m<sup>3</sup></b>
<b>Energy Rating / Energy Index</b>	<b>A+ / 108</b>
<b>Smoke Particulates @ 13% O<sub>2</sub></b>	<b>29mg/m<sup>3</sup></b>
Flue Gas g/s (wood)	3.9g/s
Mean Flue Gas Temp. °C (wood)	216°C
Approved For Use In Smoke Control Zones	Yes
Seasonal Efficiency	71.8%
Max. Log Length x Average Diameter	180mm x 100mm
Max. Fuel Load	3.5kg
Flue Collar Diameter	127mm / 5"
Flue Size Required	Ideal 152mm / 6" - Min. 127 mm / 5"
Top Exit	Standard
Rear Exit	Fit blanking plate to top exit
Hearth Type	Min. 12mm
Hearth Type with Plinth	Min. 12mm
Chimney Draught Required	12Pa
Construction	Welded steel
Weight	45Kg

**Tested to EN 13240:2001 / EN 13240-A2:2004 / BS 3841-2:1994**

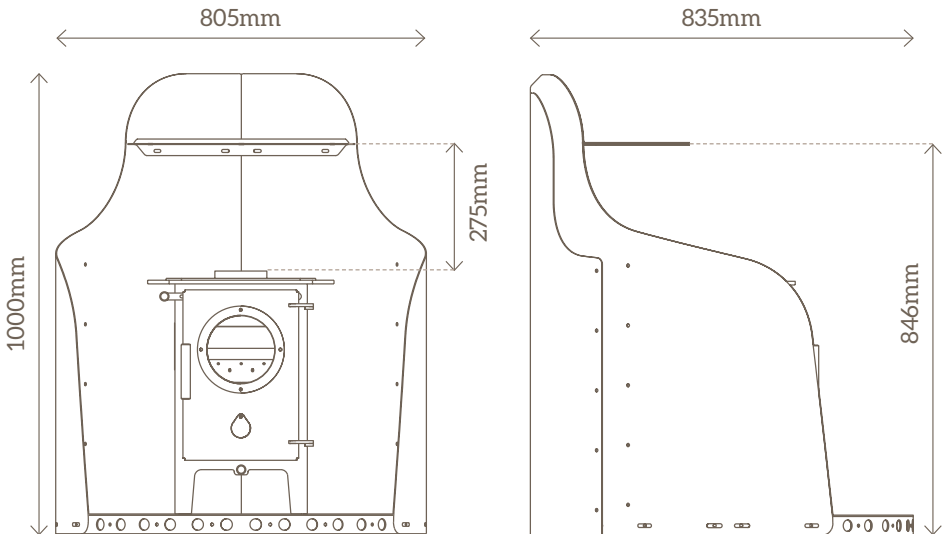
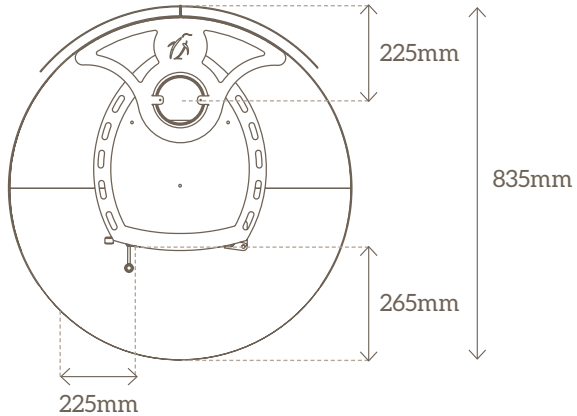
Distance to	Rear	Side	Above
Combustible Material In Enclosure	10mm	30mm	450mm
Combustible Material No Enclosure	350mm	500mm	450mm
Non Combustible Material No Enclosure	50mm	100mm	150mm

# 2.b The Plans

## The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

*The Plans* (in Round enclosure)

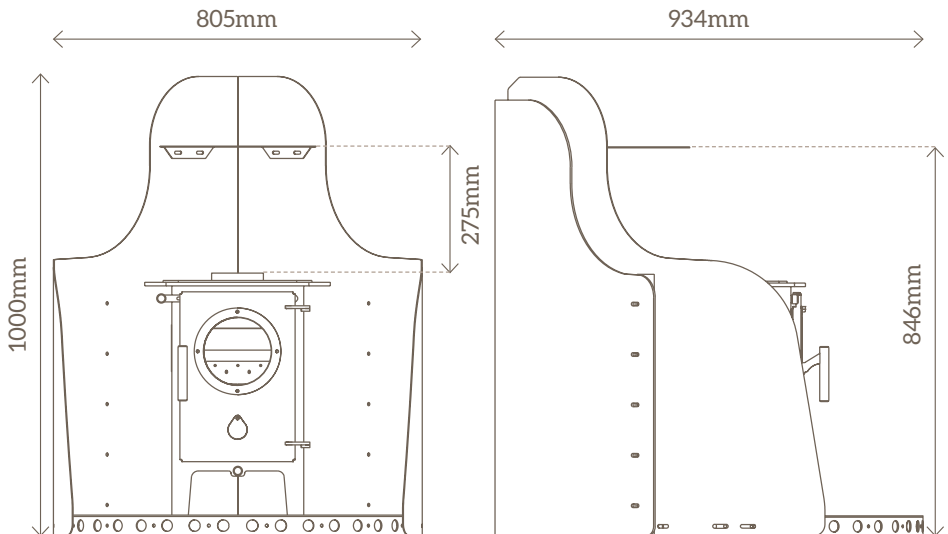
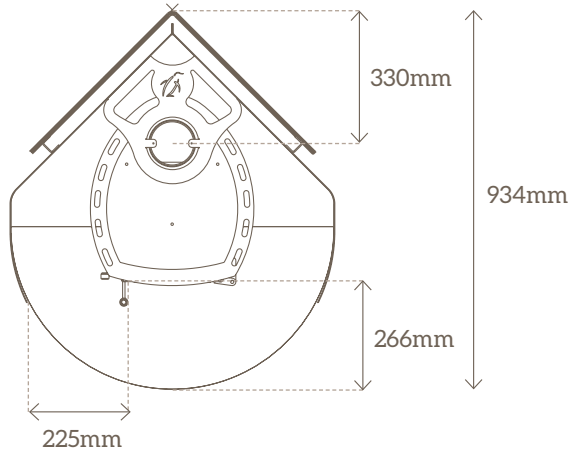


## 2.b The Plans

### The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

**The Plans** (in Square enclosure)

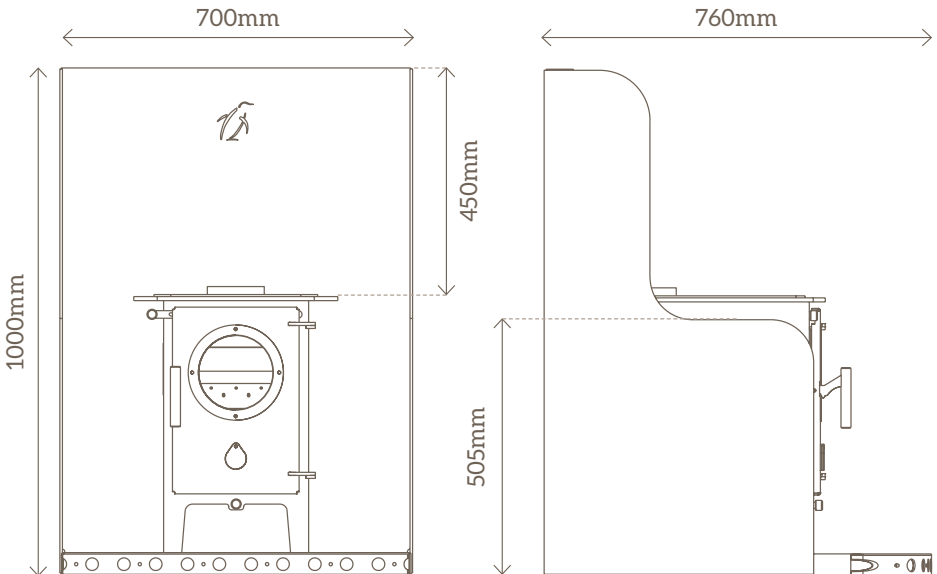
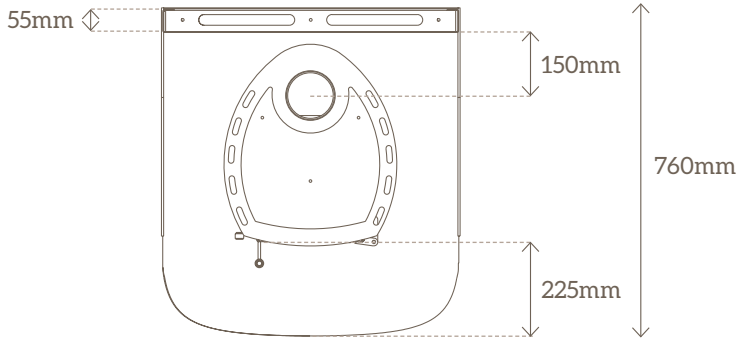


## 2.b The Plans

### The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

The Plans (in Mid Wall enclosure)

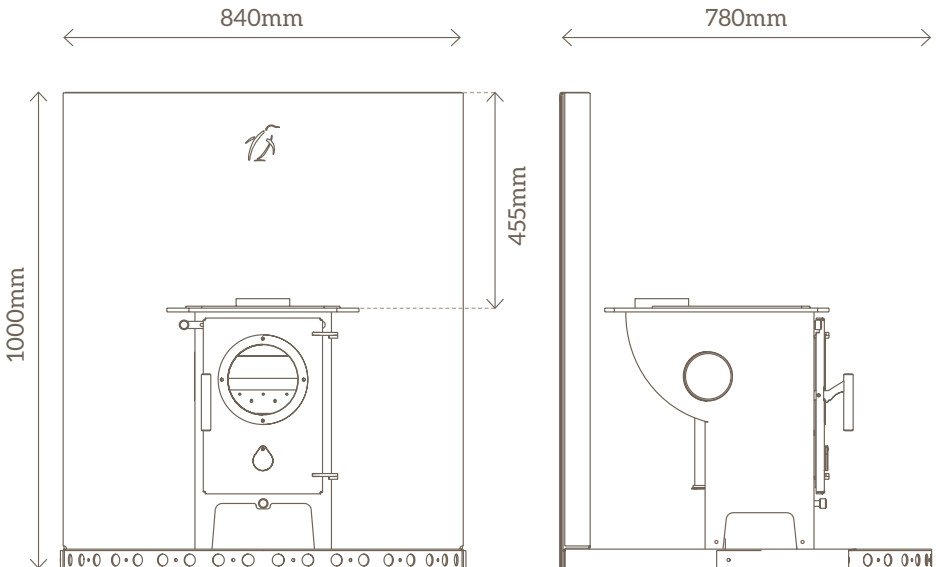
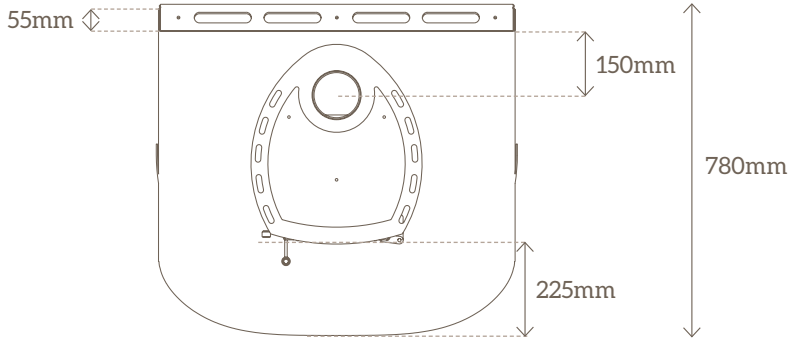


# 2.b The Plans

## The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

**The Plans** (in Mid Wall Heat Shield)



## 2.b Tech Details

### The Chilli Billie Gentoo

(Stôf Fach Gyda Chalon Fawr)

**The Tech Details** (in enclosure - round or square corner)

Dimensions - Round Enclosure	Height 1000mm Base 835 x 805mm
Dimensions - Square Enclosure	Height 1000mm Base 935 x 805
Dimensions - Mid Wall Enclosure	Height 1000mm Base 770 x 700mm
Distance from enclosure to combustible surface	Side 30mm Rear 10mm
Dimensions - Mid Wall Base and Heat Shield	Height 1000mm Base 780 x 840mm
Distance from Mid Wall Base and Heat Shield to combustible surface	Side 500mm Rear 10mm
Hearth type needed when in an enclosure	Enclosure acts as hearth in house or structure with a permanent shell. Other structures require a hearth (refer to hearth section)
Max length of single walled flue in enclosure	300mm
Construction	Welded steel, painted finish
5" diameter / 125mm Starter pipe with sweeping access door supplied with enclosure	

A CUNNING PENGUIN PLAN...

## 2.c Description of Penguin Enclosure

- The steel enclosure ensures a safe and secure housing for the stove and provides a hearth. It maintains safe distance to combustibles for the stove and single walled flue, if enclosure distances are maintained. It maintains a separate and distinct visual area where the fire occurs.
- Open top and bottom to allow the free flow of cool air.
- Double skinned the full height of the stove.
- Flue bracket provides stability for the flue without the need for wall brackets on shorter flues.
- Stove anchor points to attach stove to enclosure.
- Optional side shelf available - fits both right and left sides.
- Three types of enclosure available - Round or Square Corner and Mid wall, as well as Mid wall Hearth and Heat Shield with open sides.
- If you order the Chilli Billie Gentoo package it will come with a section of Chilli Penguin starter pipe, that goes from the top of the stove and into the integral support bracket. The twin wall pipe for the rest of the installation **must** start at the bracket.



Spares are available through your local Chilli stockist or our online shop. There are diagrams online to help you identify the correct parts and advice about how to fit: [www.chillipenguin.co.uk/FAQ/looking-after-your-penguin](http://www.chillipenguin.co.uk/FAQ/looking-after-your-penguin)





*Section 3*

# INSTALLATION INSTRUCTIONS

*Page 15-28*

# 3. Installation Instructions

## 3.a Domestic Installations (In Houses) - Warning

All local and national regulations must be observed when installing the appliance, to include British Standard – BS8303, All Building Regulation, Local authority byelaws as well as any other regulations that may affect the installation of the appliance. If installed incorrectly serious accidents can be caused.

### **BUILDING REGULATION REQUIREMENTS (DOMESTIC)**

Building Regulation Document J must be referred to when installing this appliance. It is the installers responsibility to ensure the manufacturer's instructions are complied with.

A HETAS qualified installation engineer should carry out the installation and issue a compliance certificate or alternatively your local Building control department needs to inspect the installation and register the work carried out.

## 3.b Installations (Glamping/Leisure Accommodation) - Warning

There has been a growth in the use of woodburning stoves in glamping, leisure and small space accommodation, such as shepherds huts, wooden pods, yurts and safari tents. We recommend that you fit a Chilli Billie Gentoo in any structure to the same standards that you would in a house. The risks are the same, if not greater in a small space. Combustible surfaces are likely to be closer, so it needs careful design consideration in the planning stage.

We believe that there are additional risks in canvas structures e.g. yurts, teepees and safari tents. Adverse weather can cause movement of the surface the flue is exiting through. The surfaces of some structures e.g. a yurt may be flammable. The flashing must allow for some movement and the stove, enclosure and each section of flue should be mechanically fixed to each other and the hearth to prevent smoke spillage under these circumstances.

**We recommend that you be guided by the principle of taking all and every reasonable precaution to protect and preserve safety. This is of particular importance if these structures are used for holiday/event rental as the users can be unfamiliar with wood burning stoves and any risks factors that a single, regular user might be sensitive to.**

### **BUILDING REGULATION REQUIREMENTS (GLAMPING/LEISURE)**

Although the regulatory requirements currently stipulate that leisure accommodation units fall outside the remit of Schedule 2 of the UK Building Regulations, installers should always ensure under their responsibilities as a competent engineer that installations are done in a manner that is deemed safe, and meet the fundamental safety and efficiency requirements as laid out in regulations J1 to J5 of Approved Document J where practical. Page 9 of ADJ sets the legal precedents as follows:

**J1 Air Supply:** Combustion appliances shall be so installed that there is an adequate supply of air to them for combustion, to prevent overheating and for the efficient working of the flue.

**J2 Discharge of Products:** Combustion appliances shall have adequate provision for the discharge of products of combustion to the outside air.

**J3 Detection of CO:** Where a fixed combustion appliance is provided, appropriate provision shall be made to detect and give warning of the release of carbon monoxide

**J4 Protection of Building:** Combustion appliances and flue pipes shall be so installed and fireplaces and chimneys shall be so constructed and installed as to reduce the reasonable level the risk of people suffering burns or the building catching fire in consequence of their use.

**J5 Provision of Information:** Where a hearth, fireplace, flue or chimney is provided or extended, a durable notice containing information on the performance capabilities of the hearth, fireplace, flue or chimney shall be affixed in a suitable place in the building for the purpose of enabling combustion appliances to be safely installed.

### 3.c Health and Safety Precautions

Special care should be taken when installing a stove so that the requirements of the Health and Safety at Work Act are met, with particular attention to the following.

**Lifting and handling:** adequate facilities must be available for loading, unloading and handling

**Fire cement:** some types of fire cement are caustic and should not come into contact with the skin. In case of contact, wash immediately with plenty of water

**Asbestos:** our stoves do not contain asbestos. If there is any possibility of disturbing asbestos in the course of installation, please seek specialist guidance and use appropriate protective equipment

**Metal parts:** when installing/servicing this stove take care to avoid the possibility of personal injury

### 3.d Smoke Control Areas and Exemption of Appliances

**The Chilli Billie Gentoo is an exempt stoves which means you can use them in smoke control areas to burn seasonal wood.**

If you live in a smoke control area (introduced by The Clean Air Act, 1993, see below) you are permitted to burn approved smokeless fuel only, this does not include wood. However if you use an Exempt stove then you can burn seasoned wood. The Chilli Billie Gentoo is wood only.

These appliances are not exempted when burning wood briquettes or paper bricks or unauthorised fuels.

The general principle to be observed in an Exempt Chilli Penguin Stove is that the air control cannot be completely closed, allowing a permanent air supply to the fire chamber. This means that fuel burns more efficiently, thereby emitting less harmful emissions into the atmosphere.

**The Chilli Billie Gentoo Ecodesign stove is fitted with a permanent stop preventing closure of the air control for DEFRA exemption.**

### **“The Clean Air Act 1993 and Smoke Control Areas”**

Under the Clean Air Act local authorities may declare the whole or part of the district of the authority to be a smoke control area. It is an offence to emit smoke from a chimney of a building, from a furnace or from any fixed boiler if located in a designated smoke control area. It is also an offence to acquire an “unauthorised fuel” for use within a smoke control area unless it is used in an “exempt” appliance (“exempted” from the controls which generally apply in the smoke control area).

The Secretary of State for Environment, Food and Rural Affairs has powers under the Act to authorise smokeless fuels or exempt appliances for use in smoke control areas in England. In Scotland and Wales this power rests with Ministers in the devolved administrations for those countries. Separate legislation, the Clean Air (Northern Ireland) Order 1981, applies in Northern Ireland. Therefore it is a requirement that fuels burnt or obtained for use in smoke control areas have been “authorised” in Regulations and that appliances used to burn solid fuel in those areas (other than “authorised” fuels) have been exempted by an Order made and signed by the Secretary of State or Minister in the devolved administrations.

Further information on the requirements of the Clean Air Act can be found here:  
[www.gov.uk/smoke-control-area-rules](http://www.gov.uk/smoke-control-area-rules)

Your local authority is responsible for implementing the Clean Air Act 1993 including designation and supervision of smoke control areas and you can contact them for details of Clean Air Act requirements.

## **3.e Siting and Escape Routes - Domestic/Glamping & Leisure**

The siting of your Chilli Billie must not be in a position that will block or inhibit exit from the accommodation in an emergency. It must not increase the risk of ignition to the fabric of the accommodation, whether domestic or leisure.

### 3.f Ventilation - Domestic Installations

It is essential that the fire has adequate air supply for combustion and ventilation. Apertures provided for this purpose shall not be restricted. For stoves of 5kW and under like the Chilli Billie Gentoo a permanently open air vent may sometimes be required. In new build houses air vents are required for all sizes of stoves, this can apply to new extensions as well. This will depend on the air leakage (air permeability) of your property. Your HETAS installer should be able to guide you on your particular property. Permanent ventilation must be fitted in accordance with the guidelines given in Approved Document J of The Building Regulations. If a stove is to be fitted in a room with an appliance such as an extractor fan, tumble drier or ceiling fan, it will affect the draw of the flue system and could lead to fumes entering the room. Additional room ventilation may be required, a flue draught test under worst case scenario must be carried out by a qualified installer. In the case of an extractor fan, often the simplest solution is to convert it to carbon filter extractor. Air vents should be positioned so that they are not liable to blockage

### 3.g Ventilation - Glamping or Leisure Accommodation

In addition to the above considerations we recommend an air vent in any small sealed structure such a shepherds hut, garden shed/office placed at both high or low level. This is a provision for combustion air in small spaces and a carbon monoxide precaution. It should be in a position that it cannot easily be blocked. Vents should be positioned as close as possible to the stove.

### 3.h Floors - Domestic/Glamping & Leisure

- Make sure the floor can take the weight of the stove, the flue, the hearth/enclosure and any decorative surround
- The stove and enclosure should not be able to be moved or disturbed by foot traffic eg. a person walking by on a sprung floor in a house or a non fixed floor in yurt

### 3.i Co Alarm and Smoke Alarm - Domestic/Glamping & Leisure

Building regulations require that when a new or replacement fixed solid fuel or wood/biomass appliance is installed in a dwelling a carbon monoxide alarm must be fitted in the same room as the appliance. Further guidance on the installation of the carbon monoxide alarm is available in BS EN 50292:2002 and from the alarm manufacturer's instructions.

Provision of an alarm must not be considered a substitute for either installing the appliance correctly or ensuring regular servicing and maintenance of the appliance and chimney system.

### 3.j Fireguard - Domestic/Glamping & Leisure

If there is any risk of ignitable materials coming into contact with the surface of the stove - or in the presence of the young or infirm, a fireguard should be provided (manufactured to BS 8423).

### 3.k Hearth (Domestic Installations)

- The Chilli Billie Gentoo can either sit in a penguin enclosure or on 12mm superimposed hearth (a non combustible decorative hearth material e.g. slate/ granite)
- The stove should be fixed to the enclosure or hearth
- Combustible materials, including wood should not be stored either within the enclosure or within the designated hearth area
- There are fixing points on the enclosure to enable it to be fixed to the floor if required

HEARTH REQUIREMENTS DOMESTIC	SUMMARY TABLE
Chilli Billie Gentoo in enclosures	Hearth is integral to enclosure, stove fixed to enclosure
Chilli Billie Gentoo, no enclosure	12mm superimposed, stove fixed to hearth (Stove anchor plate available)
Min. Hearth Size	840 x 840mm
Hearth both sides of stove	At least 150mm
Do not place any soft furnishing within 1150mm of the stoves	

### 3.l Hearth (Glamping or Leisure Accommodation)

If the structure that the Chilli Billie Gentoo is being installed in has a non-permanent shell or floor we recommend a solid base for the enclosure. This is to provide a stable level base of support for the stove and flue system. This base should be placed directly onto the ground rather than on top of a superficial floor surface and should be completely level. This is to avoid any possibility of disturbance to flue joints/stove by foot traffic.

- The stove should be fixed to the enclosure or hearth
- The enclosure if used, should be fixed to the floor or hearth
- combustible materials, including wood should not be stored either within the enclosure or within the designated hearth area

HEARTH REQUIREMENTS NON DOMESTIC	SUMMARY TABLE
Chilli Billie Gentoo in enclosure	Hearth is integral to enclosure, stove fixed to enclosure
Chilli Billie Gentoo, no enclosure	12mm superimposed, placed on flat level stable ground, stove fixed to hearth (Stove anchor plate available)
Hearth in front of stove	225mm
Hearth both sides of stove	275mm
Do not place soft furnishings within 1150 mm of the stoves.	

### 3.m Heat Shielding

- In some installations a heat shield may be advised but we recommend that heat shielding cannot achieve more than a 50% reduction in distances to combustibles.
- A heat shield must include an air gap between the heat shield and the wall so the heat is not transferred, see diagram below.
- The Chilli Billie Gentoo enclosure is a form of heat shield.

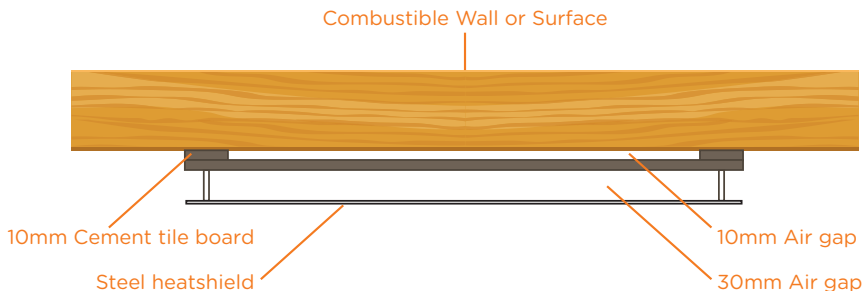
#### PENGUIN ENCLOSURE

Our penguin enclosures maintain the recommended distances to combustibles below, to the rear and to the sides. They are made from a double skin of steel with an air gap between the skins. The air gap is open top and bottom to allow the free flow of air. They should be sited a minimum of 10mm from combustible walls. If you are having a bespoke heat shield made, PLEASE take extreme caution, see the following section.

#### HEAT SHIELDING - METAL/INSULATION BOARD

If you are not using a penguin enclosure and the structure of the building or surrounding area is combustible, you can construct a wall mounted heat shield. We recommend that this is double skinned, with the outer layer made of steel and the inner layer made of either steel or cement board (A1 fire rated cement and glass reinforced insulation board), illustrated below. A single skinned heat shield is not sufficient for a Chilli Billie Gentoo. The recommended air gap must be maintained, to allow cool air to circulate. The distances should be maintained using metal fixings or brackets. Refer to the distances shown in our insulation diagrams.

The following diagram illustrates the minimum requirements.



## HEAT SHIELDING MINIMUM REQUIREMENTS

The heat shield should extend up to the extremities of the hearth, at least 150mm either side of the stove, 200mm above the top of the appliance and have nothing above it to hinder the circulation of air eg a shelf, **note that the heat shield is also providing protection for the single walled connecting flue.** With a heat shield the single wall flue needs to maintain 1.5 x the flue diameter from combustibles. Without a heat shield this would be 3 x the flue diameter. Our recommended distances are shown in the installation diagrams.

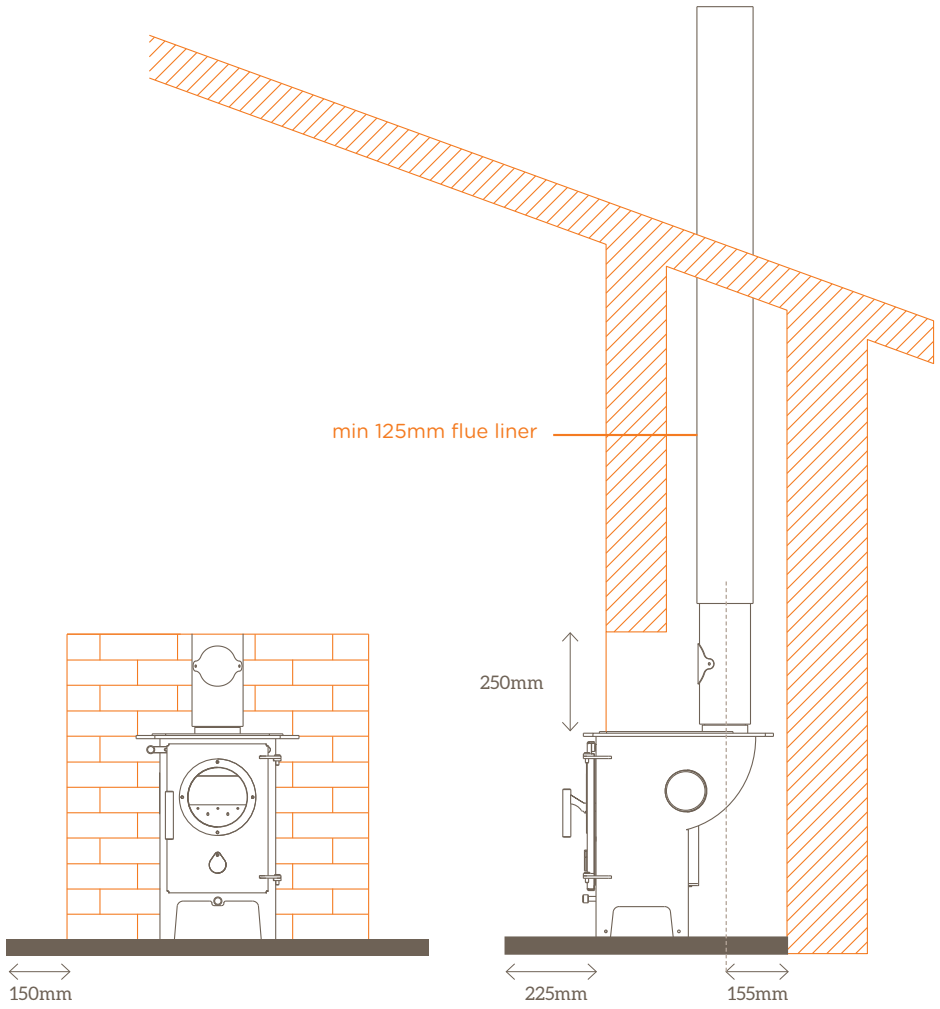
### 3.n Heat Shielding Flue

- The flue must maintain distances from combustibles as well as the stove.
- If the room size is limited you are likely to need to consider heat shielding the length of the single skinned flue (refer to heat shielding section). Double skinned flue recommended for glamping purposes.
- Once in double skinned flue the distance to combustibles are reduced, see table below.

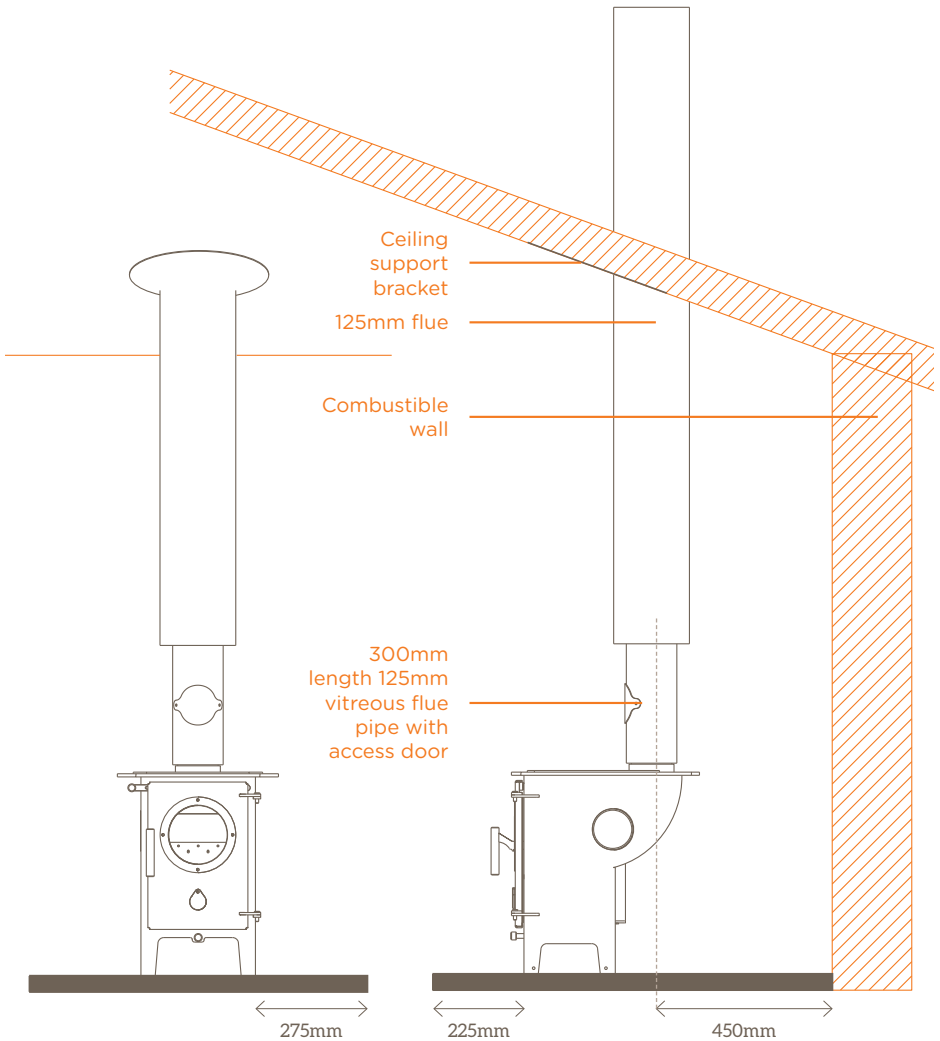
Single skinned flue - only to be used as a connector in glamping situations	SUMMARY TABLE
Chilli Billie Gentoo, no enclosure	<ul style="list-style-type: none"><li>• Distance to combustibles = 3 x diameter offlue</li><li>• Max length for single walled flue is 1800mm (in domestic setting)</li></ul>
Double skinned flue - must be used in glamping/leisure accommodation	<ul style="list-style-type: none"><li>• Distance to combustibles = 50-75mm depending on flue manufacturer</li></ul>
As flue exits the ceiling / roof / wall it must be double skinned (See installation diagrams)	



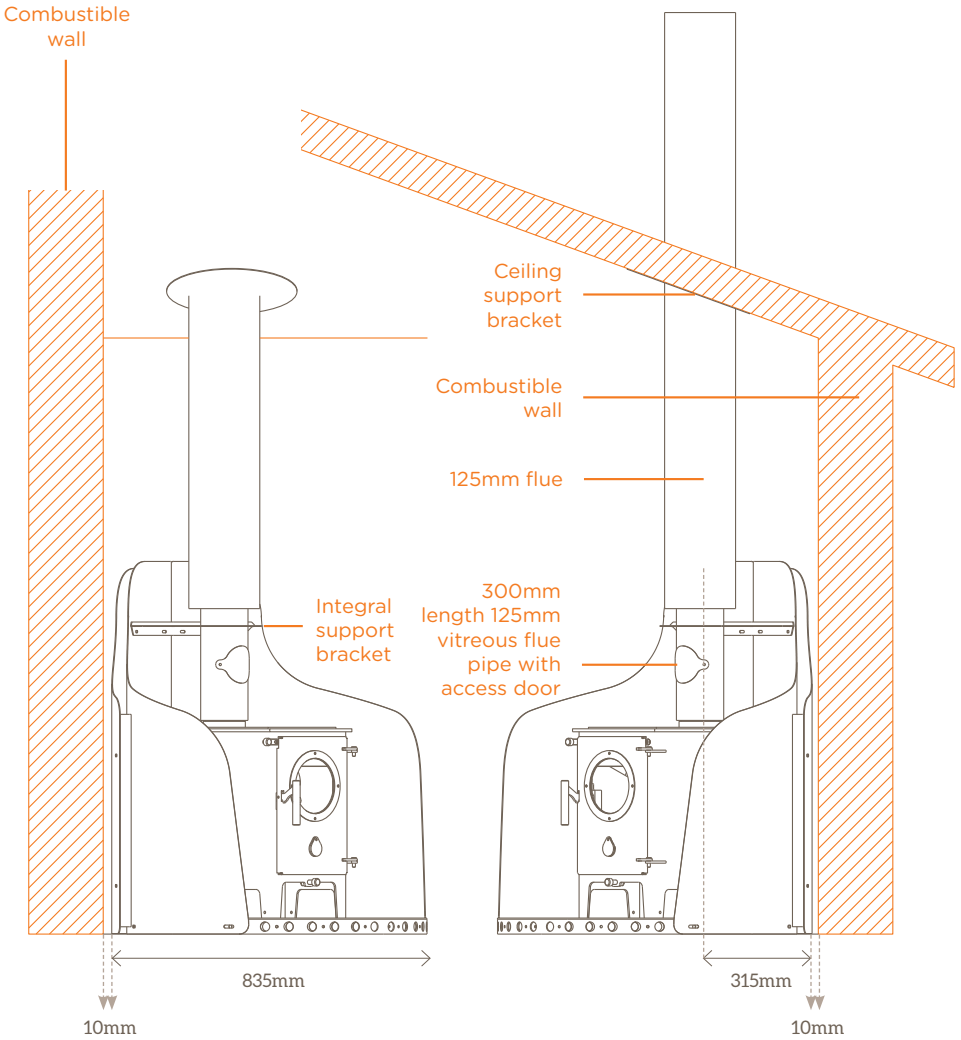
### 3.0 Installation Domestic Non Combustible Builders' Opening



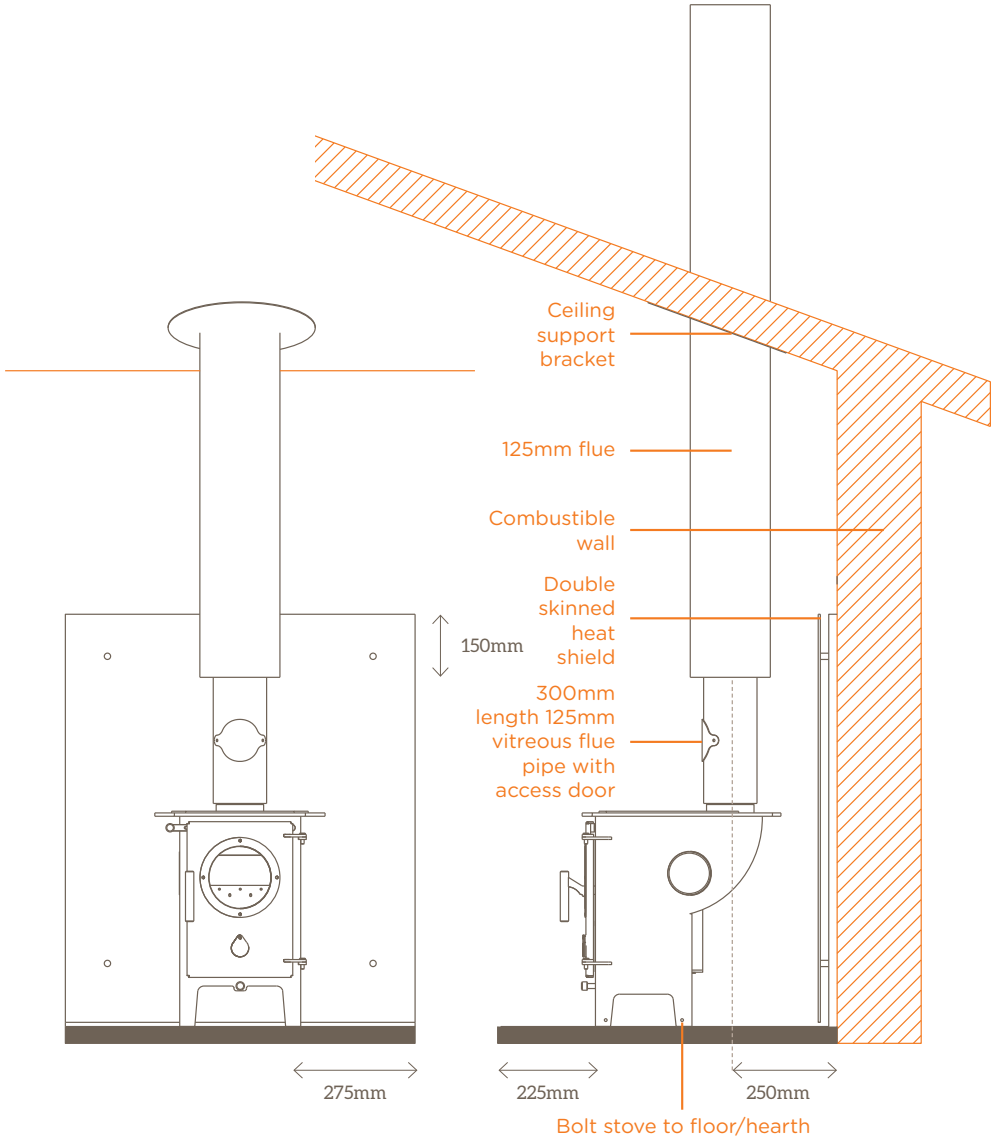
### 3.p Installation In Timber Structure No Heat Protection



### 3.g Installation In Timber Structure With Enclosure



### 3.r Installation Diagram Combustible Wall with Heat Shield



### 3.s Chimney Design

Must comply with all current building legislation and either be certified by HETAS or by your local building control department. A flue should achieve a min of 12 Pa flue draught.

#### Domestic

**Flue height**

Building regulations state that this should be 4.5 metres from the top of the Chilli Billie Gentoo to the termination of the flue. A smoke draw test should be carried out during commissioning.

**Flue for Chilli Billie Gentoo**

125mm from top of the stove using a 4-5" stepped adaptor or Chilli Billie Gentoo starter pipe leading to double skinned min 125mm internal diameter. Max length of single wall flue is 1800mm, but must be double skinned as exits the room Single wall pipe connecting pipe should comply with BS EN1856-2. This info should be marked on the connecting dataplate or DoP. Double walled flue should comply with BS EN 1856-1. Min designation for solid flue is T450 N2 D3 Gxxx.

**Joints**

Should be sealed with fire cement and mechanically fixed with rivets or self tapping screws.

**Flashing/roof penetration**

As the flue system goes through the wall or ceiling it must comply with building reg J4, ensuring an appropriate air gap is maintained around the flue, Gxxx distances stated by flue manufacturer, a metal firestop is used to close off internal/external area, usually 1.5mm galvanised steel.

**Termination**

Refer to document J.

#### Glamping/Leisure

**Flue height**

In single floor glamping /leisure accommodation, there may be situations where this can be lower, if 12Pa can be achieved. The min flue height that can be used is 2 metres (Hetas TNO023v1.0). However, as well as achieving 12Pa consideration must be made to protecting the surface of the accommodation and to ensure combustion products are safely dispersed. (J2 discharge of products/J4 protection of building). A smoke draw test should be carried out during commissioning.

**Flue for Chilli Billie Gentoo**

125mm from top of the stove using a 4-5" stepped adaptor or Chilli Billie starter pipe leading to double skinned min 125mm internal diameter. Max length of single wall flue is 1800mm, but must be double skinned as exits the room Single wall pipe connecting pipe should comply with BS EN1856-2. This info should be marked on the connecting dataplate or DoP. Double walled flue should comply with BS EN 1856-1. Min designation for solid flue is T450 N2 D3 Gxxx.

**Joints**

Flat rope seal or fire cement, and mechanically fixed with rivets or self tapping screws. This is particularly important in structures with canvas roofs so that the flue cannot be disturbed during adverse weather conditions.

**Flashing/roof penetration**

As the flue system goes through the wall or ceiling it must comply with building reg J4, ensuring an appropriate air gap is maintained around the flue, Gxxx distances stated by flue manufacturer, a metal firestop is used to close off internal/external area, usually 1.5mm galvanised steel. It should not be constructed of combustible material. Some bespoke glamping chimney systems will require and supply appropriate insulation material within the void to reduce condensation in the roof space.

**Termination**

Min of 600mm above the point of the weather surface to the top of the chimney. If the weather surface is combustible or easily ignitable, the distance will need to be 1.8 m above. If there is a pitched roof ensure the termination is at least as high as the roof ridge. A cowl is not usually recommended, however if assessed as necessary it must not hinder the flow of flue gases or create a nuisance to neighbouring properties. Rain caps should conform to BS EN16475-7.

## Domestic & Glamping/Leisure

**Bends in the flue**

Avoid where possible especially with shorter flue as draw will be affected.

**Flue section sockets**

Must face upwards.

**Flueways**

Must not be shared with other appliances and must be gas tight and free of tar deposits.

**Flue support**

The flue should be adequately supported throughout its length, in line with the flue manufacturer's instructions. The stove should not support the weight of the flue, so that the flue can remain supported if the stove is removed for sweeping or maintenance.

**Sweeping Access**

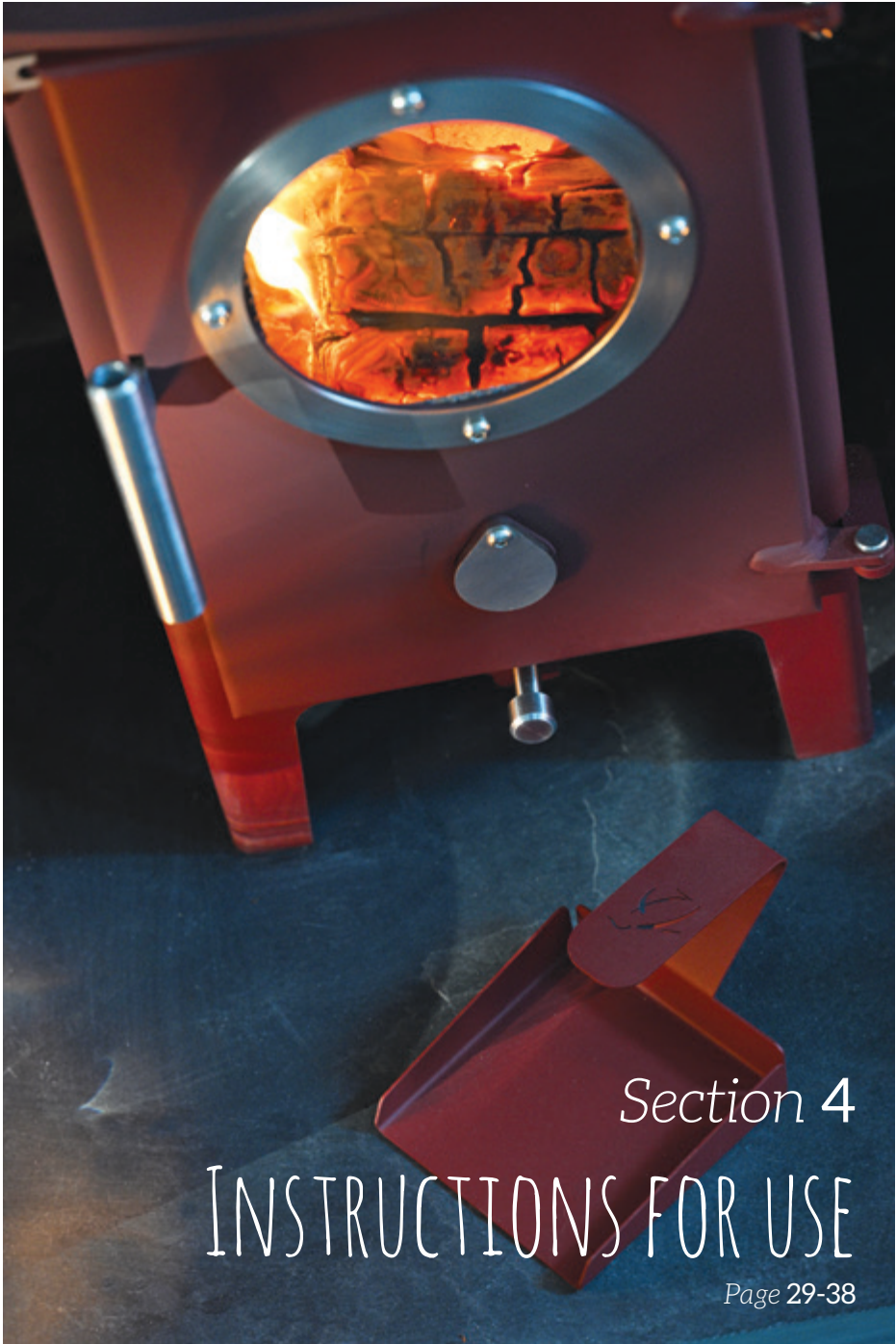
Provision must be made for sweeping access and the removal of soot and debris, usually an access panel is needed, there is one in the optional Chilli Billie Gentoo starter pipe. In some leisure and glamping accommodation you may be able to sweep from the top.

**Carbon monoxide and smoke alarm**

Must be fitted, CO alarm should be CE marked, tested against BS EN 50291-2, fitted 1m-3m away from the stoves.

**Commissioning**

All installations should be commissioned to ensure that the stove and flue system are operating correctly, and the user is informed of operating procedures and appropriate dry wood fuel.

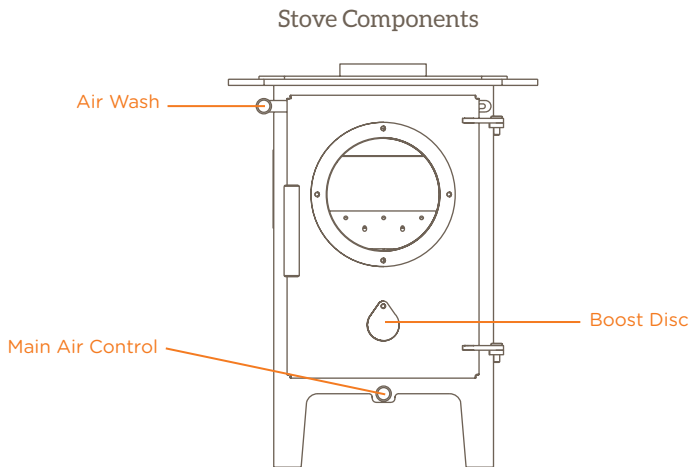


*Section 4*  
**INSTRUCTIONS FOR USE**

*Page 29-38*

# 4. Instructions for use

## 4.a Diagram of Chilli Billie Gentoo



## 4.b Description of Chilli Billie Gentoo

Chilli Billie Gentoo is a front loading wood burner. It has a Main air control and Air Wash Control. There is a separate air boost disc. The top surface can be used to boil a kettle on. The heat range produced is between 2.5 - 4.3kW.

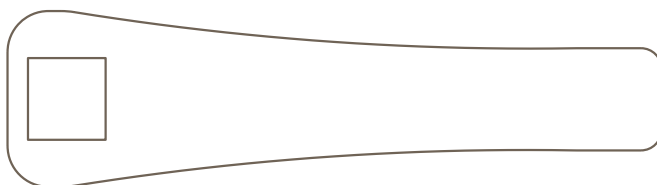
**Front Loading Door:** this door opens to allow starting of fire, and loading of logs

**Air Wash Control:** allows air to clear the glass, and also adds to air flow for burning

**Main Air Control:** allows air in over the top of the wood, adjustable to reduce or increase air flow

**Boost Disc:** if opened when you light the fire it will allow additional oxygen to get the fire going

**Air Control Tool (diagram below):** tool for operating the stove when hot, with cut out to allow easy operation of air control knob





## 4.c Warnings and Pre-lighting Checks

WELCOME, YOU ARE NEARLY READY TO LIGHT YOUR FIRST FIRE.  
PLEASE FAMILIARISE YOURSELF WITH THESE CHECKS AND  
WARNINGS BEFORE YOU BEGIN.

**Chilli Penguin Stoves will not be responsible for any damage caused to the stove due to either the incorrect installation of the stove or the incorrect use of the stove, including the use of the wrong fuels. We strongly recommend the use of a qualified and experienced installer.**

### PROTECTING THE STOVE SURFACE

Your stove has been painted using a high temperature paint, this will give a long lasting and durable finish **after the paint has cured. The process of curing occurs during the first few times you light the stove, (see section 5).** Care must be taken when handling the stove prior to the first firings. It is at its most vulnerable at this stage. With the lighter colours we recommend that you wear clean gloves from unpacking onwards. Use dry cleaning methods only i.e. soft brush or Hoover. Do not use damp cloths. If you are plastering /decorating in the same room keep the stove covered.

### PAINTING FLUE OR STOVE

**IF** you wish to touch up your stove or paint your flue pipe to match the stove, please read **Painting your stove, section 5.** All coloured stoves will come with an aerosol of the matching colour.

### FUMES

While the stove paint is curing, it will give off fumes. Please ensure that you ventilate the room, opening doors and windows as necessary.

### AIR SUPPLY FOR COMBUSTION AND VENTILATION

It is important that apertures provided for ventilation and combustion air are not covered.

### SMOKE EMISSIONS

Properly installed and operated the stove will not emit smoke into your home with the exception of the occasional smoke from de-ashing and re-fuelling. Occasionally adverse weather conditions can cause a down-draught, this should be very occasional. Persistent smoke emission is dangerous and must not be tolerated. If smoke emission does persist:

- Open all doors and windows
- Let the fire go out
- Check flue or chimney for blockage

Do not re-light fire until cause of problem has been rectified. Seek professional help.

## HOT SURFACES

The surfaces of the appliance are designed to get hot during operation. It is recommended to use a fireguard in the presence of children or vulnerable adults.

## CO alarm

**It is a legal requirement to install a Carbon Monoxide. In addition we strongly advise fitting a smoke alarm when you install a solid fuel appliance such as a stove. Take advise for position of both. (see CO Alarm, section 3)**

## FUEL

Only burn dry, seasoned/kiln dried wood in these wood-only stoves.

DO NOT burn house coal or smokeless fuel.

DO NOT treat your stove as an incinerator for general rubbish.

DO NOT use any liquid fuels.

## FUEL OVERLOADING

The maximum amount of fuel specified in this manual should not be exceeded, overloading can cause excess smoke..

## CHIMNEY FIRE

In the event of a chimney fire, close all stove doors and air vents. Evacuate the house and phone the fire service.

## PRE-LIGHTING CHECKS

- Check that the door closes correctly and the rope seals and glass are intact
- Check that the throat plate brick is positioned correctly
- Check that all labels and packaging have been removed (including from the flue system)
- Check that any access points in the flue are closed off e.g. sweeping access

FOR YOUR FIRST FIRE YOU WILL NEED
Matches
Firelighter ( <i>we recommend the wax wool type</i> )
Kindling ( <i>dry sticks</i> )
Seasoned or kiln dried split short logs and kindling

YOU LIGHT MY FIRE

## 4.d Simple Guide to your First Fire

We recommend the goldilocks and the 3 bears method: small fire, medium fire, hot fire. This can be done in one session, rather than three separate fires.

### READ THIS MANUAL AND ALL WARNINGS CAREFULLY

The A, B & C of lighting your 1st stove fire are:

A = air control | B = burn dry wood | C = cure paint carefully

#### TEEPEE METHOD PREPARE A SMALL KINDLING FIRE

- Place a firelighter under kindling arranged in a teepee shape on the base of the firebox
  - Light the firelighter and close the stove door
- Open all controls fully, Main Air Control, Air Wash Control and Boost Disc.
  - Ventilate the room
  - Maintain this small fire for 15 minutes
- This warms up the stove components gently to prevent the paint from being “shocked”



#### TEEPEE METHOD MEDIUM FIRE

- once the kindling fire is well established use gloves to add split logs
  - close door and adjust controls as required.
  - burn for about an hour



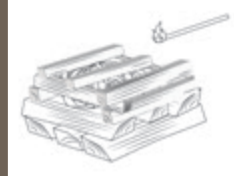
#### TEEPEE METHOD HOT FIRE

- add additional wood
- burn for an additional hour
- your stove paint should be mostly cured!



#### TOP DOWN METHOD - AN ALTERNATIVE METHOD

Criss cross two or three layers of split logs on top each other, then one or two layers of kindling on top and insert a firelighter. Light the firelighter and close the stove door. Pull the air control knob out, then adjust to suit, once the fire is established.



## 4.e Principles of Combustion

All fuels need the presence of oxygen to burn. The more oxygen a fire gets the hotter and faster it will burn. When, where and how air is introduced into a firebox of a stove will greatly influence the heat output, burning rate, fuel efficiency and impact on the environment.

### WOOD AS FUEL

Wood is an entirely renewable resource but needs to be sourced, stored and used carefully. Wood needs to be seasoned (cut and stored for at least one year after cutting) or kiln dried prior to burning in the stove with a moisture content of less than 20%. As a fuel it gives a good flame and a reasonably high heat output, the burn rate is high but will vary considerably depending on size and species. Wood requires combustion air to be directed down onto it to burn most efficiently.

**Damp, impregnated or painted wood will tar up your flue. Damp wood will also give reduced heat to room and cause more emissions.**

### TIPS FOR IDENTIFYING DRY WOOD

- 1) Visible cracks at the end of the log
- 2) Bang two logs together, they will sound hollow
- 3) Wood moisture content measuring devices are available

## THERE ARE 3 STAGES IN THE BURNING OF WOOD

### STAGE 1

Drying out. When a piece of wood enters the firebox it will stay below the boiling point of water (100°C) until all the moisture has been driven out. Between 150 – 200°C wood begins to give off volatile gases, some of these will burn while others will mix with the carbon dioxide and water vapour and be carried out the chimney as smoke.

### STAGE 2

In the second stage of combustion temperatures must reach 600°C for the gases to start burning off. This will only occur with the right amount of air and heat leading to higher efficiencies. These gases burn as a yellow flame above the wood.

### STAGE 3

Charcoal is left once all the gases have been burnt off. The charcoal contains at least half of the wood's heat potential, at this stage the fire will burn more slowly and without flame requiring less air.

## TIPS FOR BURNING WELL

It is important to burn wood in complete loads, this will ensure all the wood in the load is at the same stage of combustion as much as possible. By doing this the firebox temperature will stay in the gas burning stage for longer, making the stove more efficient and cleaner burning.

We do not advise you to try and keep a wood fire in overnight. When the air control is put on a low setting, logs can smoulder and burn inefficiently, releasing harmful emissions into the atmosphere. If you are looking for a local wood supplier [www.woodsurre.co.uk](http://www.woodsurre.co.uk) has a list of certified fuel suppliers.

## DAMPERS LEFT OPEN

Operation with the air control or appliance dampers open can cause excess smoke. The appliance must not be operated with air controls, appliance dampers or door left open except as directed in the instructions.

## OPERATION WITH DOOR LEFT OPEN

Operation with the door open can cause excess smoke. The appliance must not be operated with the appliance door left open except as directed in the instructions.

## 4.f Instructions for use

### Making a fire - wood only

We recommend placing firelighters in the centre of the grate. Arrange kindling in a tepee shape around it. Light the firelighter. Once the kindling is burning gradually increase the size of log until the fire is established.

#### THE AIR CONTROLS

**To start** 

Open all air controls, air control knob and air wash slider, and light the fire. The boost disc should be left open while the fire establishes.

**Once established**  

Close the boost disc and reduce the volume of air entering the stove by closing the air controls partially.

Wood will burn most efficiently when burnt in complete loads - let the fire burn down to a bed of glowing embers before refuelling the fire box with new logs. Open both controls fully again to get the new fuel burning - once alight re-adjust controls to the desired position.

## REFUELLING ON TO A LOW FIRE BED (NOT MUCH FUEL GLOWING)

If there is insufficient burning material in the fire bed to light a new load of fuel, excessive smoke emission can occur. Refuelling must be carried out onto a sufficient quantity of glowing embers and ash, that the new fuel load will ignite in a reasonable period. If there are too few embers in the fire bed, add suitable kindling and follow previous steps i.e. open controls and disc etc.

WARNING - LOADING FUEL WITHOUT OPENING CONTROLS CAN LEAD TO A SUDDEN IGNITION AND POTENTIAL DAMAGE TO YOUR STOVE AND FLUE SYSTEM.

### 4.g Hot Plate

The Chilli Billie Gentoo is fitted with a stainless steel hot plate as standard. The hot plate reaches temperatures more than 100°C so care should be taken. As well as its aesthetics, the hot plate is specifically intended to boil water in a kettle and can be used to keep food warm.

Spills on the stainless steel hot plate can be removed with a damp cloth or scouring pad, taking care to not splash water onto the painted surface.



## 4.h Gentoo Food Tube (Optional Extra)

The Gentoo food tube is designed to be used within the Chilli Billie Gentoo's tube aperture, located at the rear of the stove. The tube has a diameter of 90mm, and can be used to bake a range of food products using the heat generated from the Chilli Billie Gentoo's firebox. Food tubes are available as a single long tube, or two half sized tubes that can be inserted from each end.

These food tubes can reach temperatures of up to 200°C, and as such, care should be taken when handling, and heat resistant gloves should always be used.

When the tube is inserted, any leftover food/residue will continue to cook which can lead to burning and undesired smells. It is important that the food tube is emptied and cleaned before being returned into the stove.



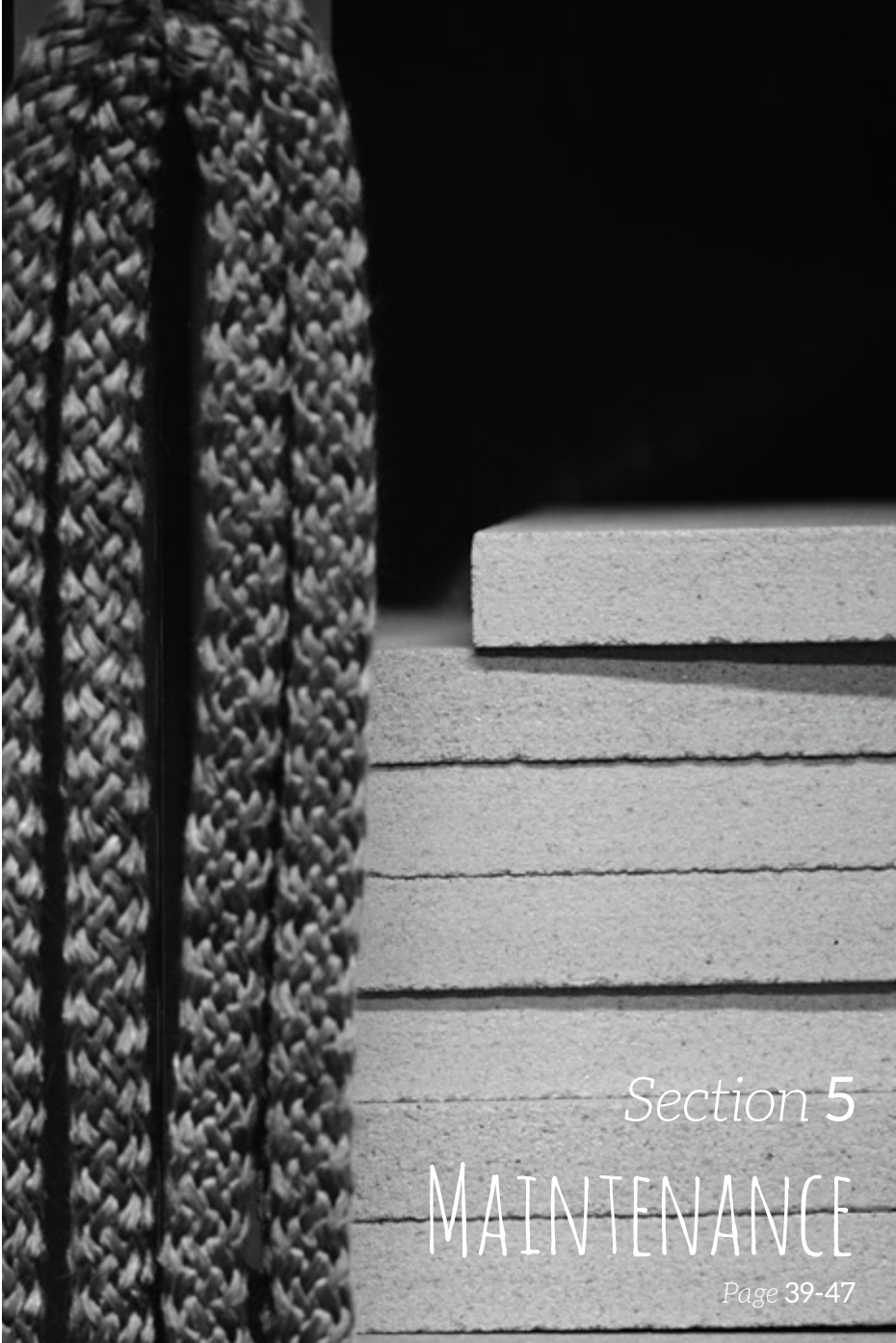
#### 4.i Chilli Billie Gentoo Shelf (Optional Extra)

The Chilli Billie Gentoo can be fitted with a shelf for additional surface area on the top of the stove. The steel shelf with stainless steel plate is an extension area for resting products away from the heat, and is not designed as a heated surface (however some heat will transfer into the shelf).

The shelf can be fitted on either or both sides of the Gentoo's top plate with ease, using only a few basic fasteners.







*Section 5*

# MAINTENANCE

*Page 39-47*

# 5. Maintenance

## 5.a Routine Checks and Cleaning

### AS REQUIRED

**Stove surface** should be cleaned with a soft brush or lint free cloth when cold, some people use a vacuum cleaner attachment.

**Ash removal** should be done periodically when cold. A bed of ash is fine for burning wood on, it offers some protection to the fire brick as well. A Chilli Penguin 'Sgŵp' can be used for this purpose – available in our online shop

**Glass cleaning** should be done when cold. A cloth dampened with water should be all that is required.

### EVERY FEW MONTHS

**Seals,** check to make sure the door seal is secure, free from damage and not brittle. Check the door achieves a positive closure. The Chilli Billie Gentoo uses 14mm rope seal, available in our online spares shop.

### ANNUALLY

**The chimney** should be swept at least once per year, depending on use. It is most practical to sweep through an access hatch in the flue.

If the stove is left for long periods without use, i.e. over the summer, it is advisable to clean the stove thoroughly and leave all the vents open. This will help prevent any build-up of condensation and allow the stove to keep dry and limit internal corrosion.

The whole system should be checked after any prolonged period without use to ensure that it is free from blockage.

**Note: The appliance should be regularly maintained by a competent engineer.**



Spares are available through your local Chilli stockist or our online shop. There are diagrams online to help you identify the correct parts and advice about how to fit: [www.chillipenguin.co.uk/FAQ/looking-after-your-penguin](http://www.chillipenguin.co.uk/FAQ/looking-after-your-penguin)

## 5.b Chimney and Access for Sweeping

Chimney / Flueway	
Must comply with all current building regulations (British Standards BS EN 15287-1:2007 design, installation and commissioning of chimneys).	
We recommend that all masonry chimneys are lined.	
Minimum Flue Height	4.5 metres
Flue Diameter	Lined with 150mm diameter class 1 liner where possible, where not, 125mm flue is permitted, due to pre fitted smoke control adaptation
A flue way must not be shared with other appliances	
A flue way must be gas tight and free of tar deposits. The chimney must be swept and examined for soundness and suitability before the stove is installed. Remedial action should be taken if required, seeking expert advice if necessary.*	
Where the chimney is believed to have previously served an open fire installation it is possible that the higher flue gas temperature from a closed appliance may loosen deposits that were previously firmly adhered, with the consequent risk of flue blockage. It is therefore recommended that the chimney be swept a second time within a month of regular use after installation.	
<b>New chimney:</b> A new chimney of factory made insulated flue system must comply with Building Regulations. Consult a chimney specialist for advice on suitable flue systems for solid fuel.	
Sweeping	
The chimney must be swept and examined for soundness and suitability before the stove is installed ( <b>see note above*</b> )	
<b>Provision must be made for sweeping access</b> and for the removal of soot and debris.	
<b>Sweeping access for a lined chimney</b> Remove throat brick and sweep through stove.	
<b>Sweeping access for an unlined chimney</b> If the chimney is unlined an access panel is required in the register plate.	

## 5.c Painting your Stove or Stove Pipe

If you are painting your vitreous flue to match the stove colour or touching up an area of your stove there are 3 steps (do not use an aerosol spray when the stove is lit).

1. **Preparing the surface**
2. **Applying the paint**
3. **Curing or setting the paint**

The most critical step is surface preparation. The paint will adhere to the surface coat, if there is rust, it will fail. If the stove/flue has a coating that is peeling, blistering or chalking in any way, the topcoat will release in the same way. If there is oil/grease/contaminant the paint will not adhere.

## 1. Preparing the surface

- The door, stainless steel top plate, Air control knob and Air Wash Bar can be removed, or masked. However, if masking, the edge of the new paint may not adhere as well to the surface after mask is removed.
- Remove all rust by sandblasting, sanding or grinding. IF YOU APPLY ON TOP OF RUST the paint will adhere to the rust and fail. A new stove /flue should arrive rust free, this will only be relevant if you are renovating an old stove.
- Remove oil, grease, contaminants. New flue can arrive with a chemical on the surface used during the manufacturing process. We recommend the use of an acetone based paint thinner and that you key the surface with fine sandpaper. This preparation is vital.

## TROUBLE SHOOTING

Paint coming off in patches indicates a problem with surface preparation. The remedy is to remove the paint, prepare the surface and start again.

## 2. Applying the paint (vapour and propellant are flammable, avoid all naked flames and sparks)

- Best results are achieved when the paint, the stove/flue surface and the air temp. are above 18°C/66°F - 29°C/85°F. You can warm a cold can of paint by running a hot tap over it for 2 minutes. DO NOT expose to flames.
  - Shake the paint for 2 minutes to thoroughly mix the pigments, metallics and solvents.
  - Do a test spray onto a piece of cardboard, the first spray can be mostly propellant with no pigment.
  - Apply the first of 2-3 light coats. The first coat should be a mist coat (it will look like dots on the surface). Apply from 12-15 inches, if you are too close the paint will drip/run, if you are too far away you will get a gritty finish.
- 
- You can apply the second coat after 15 minutes. The paint will be touch dry in about 20 minutes. We recommend leaving it 4 hours before lighting the first fire, described above.
  - If you are touching up a stove be aware that there are minute variations from batch to batch of paint so you may need to paint a whole surface to avoid these variations showing. eg if you are covering a mark on the top you may want to apply a coat to the whole top plate. YOU WILL BE COMPARING CURED PAINT WITH UNCURED PAINT SO THE DIFFERENCE WILL BE MORE APPARENT UNTIL THE NEW PAINT HAS CURED

## TROUBLE SHOOTING

If paint peels/looks like shattered glass/comes off in thin strips, too much paint was applied. If the surface is gritty the spray was applied too far from the surface. The remedy is to remove as much paint as possible, prepare the surface and repaint.

### 3. To set or “cure” your paint

- Wait 4 hours after paint is applied (this does not apply if unpacking a new stove, this time is allowed in the workshop). Then we recommend the Goldilocks and the 3 bears method; small fire, medium fire, big fire
- Light a small kindling fire, keep burning for 10-15 minutes
- Add fuel gradually to build a medium fire. Building a hot fire immediately will “shock” the paint and cause it to release from the surface. Keep it burning like this for about 60 minutes (bringing the stove surface temperature to 450°F/230°C)
- For the final stage of curing, add fuel to make a very hot fire. Keep it at this level for about 60 minutes (achieving temperatures above 600°F/315°C)

## WARNING

Don't touch the surface with anything during the curing process. There is likely to be a strong smell when the paint is curing, ventilate the room well, open windows/doors as necessary. Take extra care if anyone else in the household has breathing difficulties.

## 5.d Keeping your Stove Glass Clear

To maintain clear glass there are 2 factors.

- 1. Correct and dry fuel (see Principles of combustion, section 4)**
- 2. Correct use of air controls (see Making a fire - wood, section 4)**

Generally, the hotter the fire, the clearer the glass will be. If you have wet fuel the fire will struggle to reach high temperatures, an inefficient burn leads to blackening. If not enough air is being drawn through the firebox, due to incorrect use of the controls, the fire will slumber and not burn as well or efficiently also leading to blackening.

However there are also times within both the burn cycle and areas within the physical firebox where the temperatures are cooler. As far as the burn cycle you can just wait for a hotter fire and any discolouration will burn off. If any stubborn areas remain, they can easily be cleaned off. The ceramic glass we have used since Aug 2016 is polished, with a silica coating.

When the stove is cool, this glass should be cleaned with a soft cloth and water. We do not recommend the use of any chemical/abrasive glass cleaners, even those sold as stove glass cleaners. There is more info on. There is more info on our website, FAQ/ looking after your penguin.

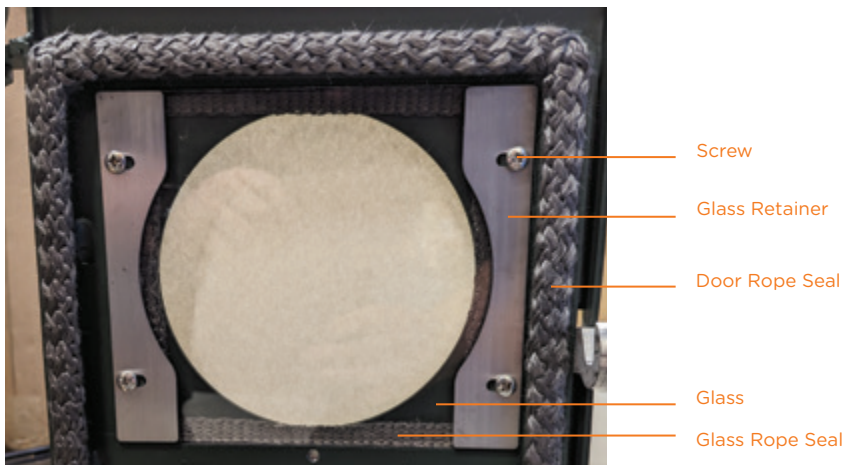
### 5.e Door Seal

If the door seal shows signs of deterioration, you may need to replace it. A 14mm diameter rope is required for the fire door. To test the effectiveness of the seal, when the stove is cold, trap a piece of paper between the door seal and stove body shutting the door completely, you should feel resistance when you try to pull the paper out. Repeat this for each edge.

### 5.f Glass Replacement

The Chilli Billie Gentoo glass is held in place with 2 stainless steel retainers along each side, 2 screws are used to fasten them in place. Care should be taken in removing the retainers to prevent the glass from falling out.

Self adhesive glass rope seal is located internally of the door, on the inside of the glass frame. This should be replaced when fitting the glass, ensuring full coverage is achieved in the corners. The glass and retainers can be replaced, and screws tightened with a screwdriver. DO NOT OVERTIGHTEN!



## 5.g Vermiculite Bricks

The vermiculite bricks which line the fire chamber will need replacing over time, they are a perishable item. They are a pressed board, not a ceramic brick so they should be treated with care. They insulate the stove allowing it to burn more efficiently and protect the steel body from the heat of the stove. The amount of time they will last depends on stove usage, the fuel you burn and the care you take re-fuelling.

Fire brick signs of damage	
Cracks	Hairline cracks are caused by impact or vibration, usually a log thrown in a little roughly or a log that is slightly too large being pressed against the bricks when the door closes. Replace if steel body of the stove is exposed or if the crack causes part of the brick to fall into the fire. A hairline crack in a brick will not damage the stove body.
Crumbling edges and corners	Expected wear and tear, replace if steel of stove body is exposed.

Caring for your vermiculite bricks
Do not use oversized logs
Do not over fill the fire chamber
Place logs in rather than throwing or dropping
If using a poker or tool inside the fire box, try not to disturb the bricks
Do not use water or water based cleaning agents to clean the interior of the stove, vermiculite will weaken if it absorbs water
Only burn seasoned or kiln dried wood, due to moisture content, see point above

If the bricks require replacement, take a note of their position prior to removal. They have been re-designed now to maintain their position mechanically (a jigsaw effect). It is very common when replacing one fire brick to damage another. For this reason we recommend that if very small areas of damage/hairline crack are visible and the steel is not exposed, wait until you are ready to replace the whole set.



### ORDERING BRICKS ONLINE

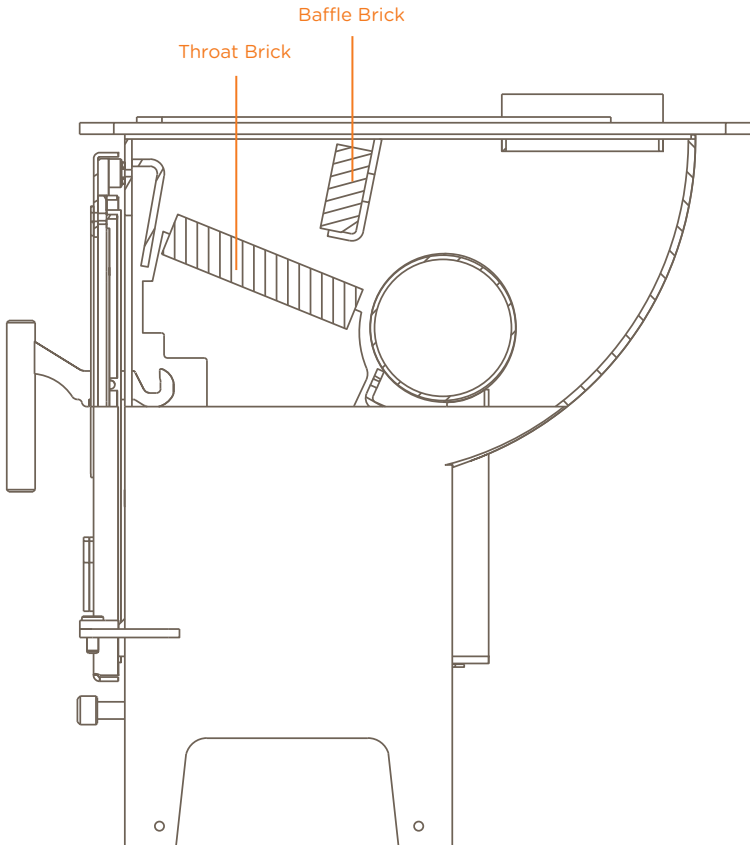
**Go the online spares shop, spares are sold by stove model, then search for bricks, there are diagrams to guide you if you are unsure which brick you need.**

## 5.h To Remove the Throat & Baffle Bricks

The Chillie Billie Gentoo throat plate is a vermiculite brick that sits on top of both each side brick.

With the door open, the throat plate brick can be removed by lifting one side whilst supporting the other side. This will allow you to bring the supported side towards the centre of the fire box, and the brick can be lowered, and removed through the door.

The Baffle brick can only be accessed once the throat brick is removed. It will be clearly visible, and can be easily removed by rotating the brick diagonally inside the stove, and dropping the front side down.





## 5.i Trouble Shooting

### PROBLEM

### POSSIBLE CAUSE

### REMEDIAL ACTION

#### CANNOT GET FUEL TO STAY ALIGHT

1. Fuel is damp

2. Fire has been smothered

3. Insufficient air

1. Ensure fuel is dry

2. Load smaller amounts of fuel at a time – be patient!

3. Air controls have been closed before the fire has been established

#### SMOKE ENTERS ROOM

1. Blocked flue way

2. Damaged chimney

3. Site and location of chimney

1. Let the fire go out then check the flue way is clear. Sweep chimney

2. Get chimney inspected

3. If flue is clear and stove installed correctly and problem persists - seek professional advice

#### FIRE DOES NOT BURN THROUGH THE NIGHT

*WOOD FIRES SHOULD NOT BE LEFT TO BURN THROUGH THE NIGHT*

#### GLASS BLACKENS

*(SMALL LOCALISED AREAS WHERE WOOD HAD FALLEN AGAINST THE GLASS IS NORMAL, THIS WILL BURN OFF AS THE FIRE GETS HOTTER)*

1. Incorrect fuel used

2. Air controls closed down too soon before fire established

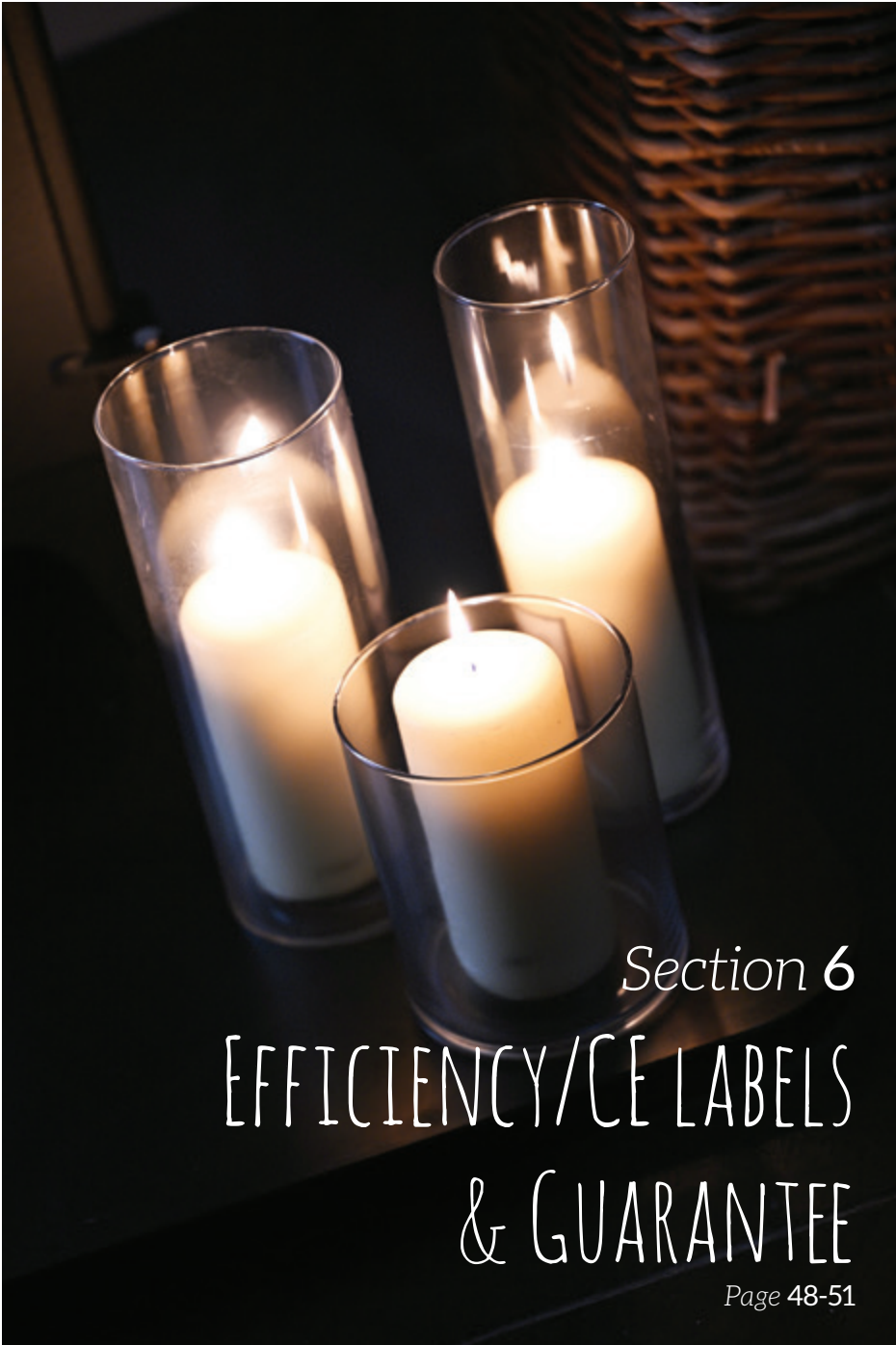
1. Resinous, unseasoned and/or wet wood is being used

2. Leave air controls open longer

Some discolouration of the glass is normal during each cycle of the fire, it will usually burn off on its own - otherwise wipe with a damp cloth when cold

### CHIMNEY FIRE

By following the instructions in this manual, including regular cleaning of the stove and flue system you should avoid the possibility of a chimney fire. In the unlikely event that one occurs, raise the alarm to let others in the house know, call the Fire Service, if time and safety allows close the stove air controls, and exit the building.

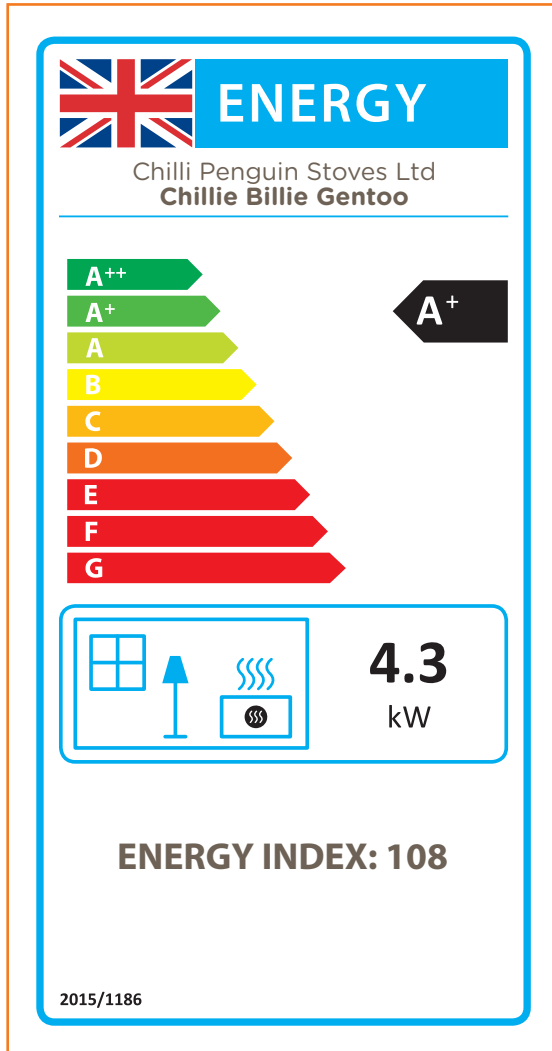


*Section 6*  
EFFICIENCY/CE LABELS  
& GUARANTEE

*Page 48-51*

# 6. Efficiency/CE labels & Guarantee

## 6.a Energy Efficiency and CE Labels



## 6.b Warranty

### 5 Year Warranty (available on registration)



A free 7 year extended warranty is offered if your stove is purchased through your local approved Chilli Penguin stockist and the warranty is registered online within two months of purchase.

Go to [chillipenguin.co.uk](http://chillipenguin.co.uk), you will see warranty in the menu.

When you register your warranty, you will get a Penguin Owners account. This will record your stove model for future spares orders and you will receive a few stove care emails to help your penguin settle into its new home.

A Chilli Penguin Stove warranty covers the materials listed plus the construction and workmanship. The assembly, installation and operation of the stove, because they do not come under our direct control, are not included in this warranty. You are advised to take these matters up with your stove supplier or accredited installation engineer. The painted surface of the stove does not come under the warranty.

In the unlikely event of the failure of components covered by this warranty, CPS will repair or replace them to their original specification. Labour and shipping costs will be discretionary. It is important to use only replacement parts recommended by CPS.

Should any components arrive in a damaged state upon delivery, they will be replaced provided a written claim is made within 5 days.

#### Items covered

The steel body, fuel loading door.

#### Items NOT covered

Those items that are considered service items, these include; vermiculite bricks, door seals, door glass, operating tool and gloves.

The whole of the guarantee is invalid if there is any unauthorised modification of the appliance or if any part of the stove assembly, installation, operation and maintenance does not comply with the instructions supplied and with all Building Regulations in force at the time of purchase. In addition they must be certified by either a Hetas (or equivalent qualification) installer or your local building control dept.

## 6.c Disposal / Recycling

To dispose of the stove after the product life has expired, please observe the following information:

- Dispose of the items correctly, i.e. separate the parts to be disposed of in material groups
- Always dispose of items in a way that is as sustainable as possible and that is in line with the current environmental protection, reprocessing/ recycling and disposal technology

## 6.d Commissioning, Stove and Installation Details

Commissioning checklist		(Initials)
01	Have all parts been fitted in accordance with the instructions?	
02	Has fire cement and mortar dried out before lighting the stove?	
03	Once under fire have all seals been checked for soundness?	
04	Is the flue functioning correctly so that all combustion products are vented safely to the atmosphere via the chimney terminal?	
05	Have operating instructions, tool and gloves been left with the customer?	
06	Has the customer been advised about the correct use of the stove ?	
07	Has the customer been warned to only used the correct fuel for this stove - dry, seasoned, logs.	

Stove and installation details			
Shop Name		Purchase Date	
Installers Name		Installation Date	
Installers HETAS No.		Or Building Control Ref.	
Sign			
SERIAL NO. (This will be needed to register your stove)			

ENGINEERING  
ON FIRE

# CHILLI PENGUIN

STOVES

HAVE YOU REGISTERED YOUR  
FREE 5 YEAR WARRANTY YET?

scan here



**Sales and Technical Support**

Call: 01758 721 247



**stoves@chillipenguin.co.uk**




**Local Stockists**

[www.chillipenguin/contact](http://www.chillipenguin/contact)



**Chilli Penguin Workshop**

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