



# Nectre MK3

## Operating Instructions



**Efficient—Warm—Friendly**

**Keep instructions in a safe place for future reference**

**Do not throw away**



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## USER INSTRUCTIONS

### 1. INTRODUCTION

Before use of this appliance please read these instructions fully.

**WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED AS BREACHING AS/NZS 4012 & 4013.**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**

**WARNING: DO NOT STORE FUEL WITHIN HEATER INSTALLATION CLEARANCES.**

**WARNING: WHEN OPERATING THIS APPLIANCE AS AN OPEN FIRE USE A FIRE SCREEN.**

**WARNING: OPEN AIR CONTROL (AND DAMPER WHEN FITTED) BEFORE OPENING FIRING DOOR.**

**CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.**

**CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.**

**CAUTION: THE USE OF SOME TYPES OF PRESERVATIVE-TREATED WOOD AS A FUEL CAN BE HAZARDOUS.**

The appliance or flue system should not be modified in any way without the written approval of the manufacturer.

Extractor fans or cooker hoods must not be placed in the same room or space as this can cause appliance to emit smoke into the room.

*Our cleanburn technology promotes greater efficiency*

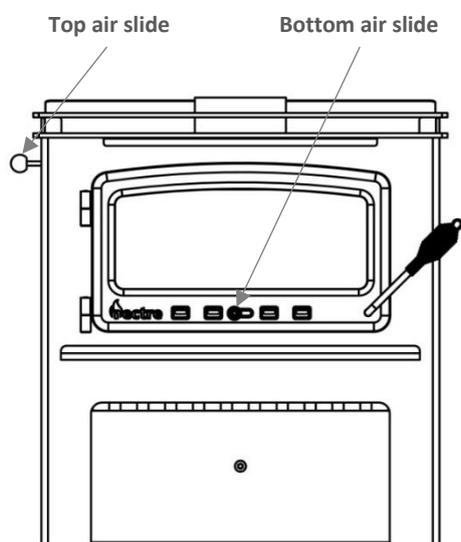
## Air Controls

The Nectre MK3 has two air controls for controlling the fire.

**Top air slide:-** This allows air to enter the firebox from above the door where it is then drawn down into the base of the fire while keeping the glass clean. Pulling the air slide out offers maximum burn rate, while sliding it in offers minimum burn rate.

**Bottom air slide:-** This allows air to enter directly into the base of the fire and is used as a boost especially when getting the fire up to temperature.

Secondary air holes in the rear of the firebox provide additional oxygen for a more complete combustion of the gases released from the burning wood.



## Door Handle

**Warning:** the door handle may get hot if appliance has been left in High burn setting for an extended period of time. In which case use a protective glove or equivalent to open.

Open air slide before opening the door to eliminate the chance of backdraft and/or smoke entering the room.

## Fan

The fan can be used to spread heat around the room quicker, as well as distribute heat into other rooms. It does not have to be on if not required.

A remote control supplied with the heater is used to turn the fan on and determine the chosen speed.

If the radio frequency used by the remote control interferes with other frequencies in the home such as wireless internet or child monitor refer to "8. Change Fan Controller Frequency" in the Maintenance & Servicing section for details on changing the frequency.

## 2. USING APPLIANCE FOR FIRST TIME

- First few times the appliance is lit, it will give off some odorous fumes. This is caused by the paint curing.
- Do not touch the paint work while it is curing otherwise it can leave a permanent mark on the appliance.
- Once the paint has cured it will not re-occur.
- Keep the room well ventilated until these fumes have cleared.

## 3. RECOMMENDED FUELS

- Burn only seasoned hardwood timber with a moisture content of less than 20%.
- Newly cut wood should be allowed to dry/season for 12 to 18 months before use.
- Wood should be stored in an environment protected from the weather to minimise any potential moisture content.
- For best results, wood should not exceed 350mm in length and 150mm diameter. Any larger and appliance will not operate at its optimum. It is better to burn several smaller pieces of wood than one large single piece.
- Poor quality timber:
  - Causes low combustion efficiency
  - Produces poor emissions (smoky)
  - Results in additional buildup of creosote (soot) in the flue which will then require regular cleaning and may result in a flue fire.
- **Do not burn painted, impregnated/treated wood, manufactured board products or pallet wood.**

## 4. LIGHTING THE FIRE

- Place firelighters or paper and dry kindling wood in the base of the firebox.
- Open both air controls :
  - Top air slide – pull knob all the way out (to the left)
  - Bottom air slide – slide spring handle across to the left

- Light the paper or firelighters.
- Once the fire has taken hold add larger pieces of wood. For optimal burn conditions, place the logs in a front to back orientation (right angles to the door opening). Too many logs may smother the fire.
- Once the fire is established, close the bottom air slide (slide to the right). Leaving this open once the fire has established can risk over-firing and damaging the appliance.
- ***Do not leave fire unattended with bottom air control open as over-firing may occur.***

## 5. RUNNING THE APPLIANCE

The heat output of the appliance is controlled by the top air slide.

### Maximum Heat Output

- After establishing the fire and loading it with larger pieces of wood, leave it running with the top air slide fully open (pulled to the left).
- This setting will generate maximum heat output.
- Running the appliance with the door open will not produce maximum heating in the room as it will draw a lot of already warmed air out of the room.
- ***Do not overload firebox with fuel.***
- Note that this setting is not the most energy efficient as some heat is lost up the flue instead of being transferred into the room. However, once fire has established, particulate emissions will be very low, i.e. no smoke, which is good.

### Low Heat Output

- The heat output of the appliance can be reduced by closing the air slide which will restrict the oxygen supplied to the fire and slow down the rate at which the wood burns.
- This setting will provide the best energy efficiency as the wood burns for longer. However, if not operated correctly may result in higher particulate emissions.
- ***Prior to closing the air slide*** ensure that the fire is burning briskly. This may require opening the air slide fully for 5-10mins before shutting down.

- For the optimum between clean burning, and getting the best in efficiency, from the fully closed position, open the top air slide 4-5mm.

The air slide can be adjusted to any position so desired depending on wanted heat output versus burn time.

### Reload with more wood

- 1) Open air slide before opening door.
- 2) Rake / break up any existing coals.
- 3) Load the wood with the length orientated front to back.
- 4) Better results will be achieved by loading several smaller pieces of wood than one large piece.
- 5) Close door with top air slide fully open, and leave for minimum of 10 minutes to allow the fresh wood to catch.
- 6) After 10 or more minutes, the air slide can be adjusted to the desired heat output setting.

## 6. BURNING TIPS

### Fuel Quality

Use wood with a moisture content of less than 20%. Logs should not feel moist or damp, or have moss and fungal growths.

Symptoms related to wet wood:

- Difficulty starting and keeping a fire burning well.
- Smoke and only small flames.
- Dirty glass and/or fire bricks.
- Rapid creosote build-up in the flue/chimney.
- Low heat output.
- Short burn times, and blue/grey smoke from the flue/chimney outlet.

If on the rare occasion the wood is not ideally seasoned, still retaining some moisture, continue using the top air slide to determine the heat output and burn rate but also leave the bottom air slide open 3-4mm. This will allow some extra oxygen into the base of the fire allowing it to burn hotter

Run appliance at high heat output for a short period each day to avoid large build-up of tars and creosote within the appliance and flue.

## Flue Draught

The flue has two main functions:

- 1) To safely remove smoke, gases and fumes from the appliance.
- 2) To provide a sufficient amount of draught (suction) in the appliance to ensure the fire keeps burning.

Draught is caused by the rising hot air in the flue when the fire has been lit.

The position, height and size of the flue can affect the performance of the flue draught. Refer to installation guide for details on flue installation.

Factors affecting the flue draught include:

- Insufficient flue height
- Trees or other buildings nearby causing turbulence
- High and gusty winds
- Outside temperature and weather conditions
- Blocked flue

For advice on the correction of persistent flue problems consult your supplier/installer for more detail.

## 7. ASH REMOVAL

Depending on the type of wood burnt and frequency, the ashes will need removing every 2 to 6 weeks.

Excess ashes should be removed when necessary, placed in a non-combustible container with a tightly fitting lid and moved outdoors immediately to a location clear of combustible materials.

Leave a small amount of ash, approximately 10mm thick, in the bottom of the firebox. This helps to insulate the base of the firebox.

## 8. FLUE/CHIMNEY FIRE

If a flue/chimney fire occurs:

- Shut air slide control fully to smother the fire
- Do not use the appliance after a flue fire until an accredited installer has assessed the cause and any resultant damage.

## 9. CLEANING PAINT WORK & GLASS

- The appliance, when cool, can be cleaned with a damp cloth.
- Over the years, the black paint will fade and can be touched up with Stove Bright metallic black paint.
- To clean the glass, we recommend using a household window cleaner or general purpose cleaner with a soft cloth.
- **Do not use abrasive cleaner or scourer pads.**

## 10. CLEANING THE FLUE

- Check inside of flue prior to each season for any build-up of creosote (wood tar). To do this:
  - First remove the upper and lower baffle plates (refer to “3. Replacement of Baffle Plates” under Maintenance & Servicing section).
  - Using a small mirror and torch hold the mirror on an angle below the flue with the torch shining at it and look for black creosote build-up. If only a fine black powdery layer then that is normal, but if built up layers of creosote can be seen, then the flue needs cleaning.
  - Refit the baffle plates if no cleaning is required.
- To clean the flue:
  - A flue cleaning brush can be purchased from most wood heater retail outlets or large hardware stores.
  - The objective is to pull the brush down through the flue.
  - With the baffles removed, tie a rope to one end of the brush, and drop the rope from the top (outside on top of the roof) down the flue.
  - Grab the end of the rope inside the firebox and pull the brush through.
  - Check the inside of the flue with the mirror and torch. Repeat if necessary.
  - Once clean, remove any excess creosote from the firebox and replace the baffle plates.
- Alternatively, get a flue cleaning service to do the job for you (it’s a dirty job).
- Check flue integrity by checking that the 900mm flue sections have not separated at the joins.

## 11. TROUBLESHOOTING TIPS

### Glass in door blackening

This can have several possible causes:

- **Burning unseasoned wood** — if the wood is too wet, it will cause the glass to blacken.
- **Appliance operated at low temperature** — after an overnight burn where the air slide control has been fully closed, the glass may have blackened. When the fire is re-stoked and burning on the high heat setting, the blackened glass should self-clean.
- **Problems with the flue** — insufficient flue draught can cause the glass to blacken. If the flue is too short, not properly insulated, or in a position that results in a downdraught, then there will be insufficient flue draught. Contact the installer should this happen.

### Trouble starting the fire

If all ash has been removed from the firebox, then it can upset the supply of air to the base of the fire. It can aid the fire by retaining some ash when cleaning out the firebox.

### Glass cracking

Do not over tighten the screws on the stainless steel strips that hold the glass in the door in place. Otherwise, expansion of the cast iron door may cause the glass to crack.

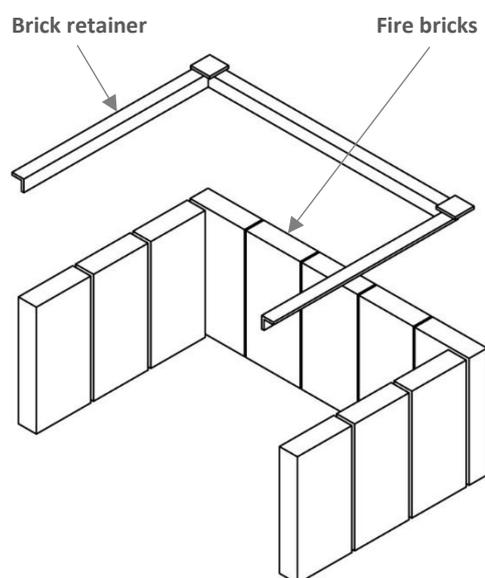
## MAINTENANCE & SERVICING

### 1. REPLACEMENT OF FIREBRICKS

The purpose of the firebricks in the appliance is to increase thermal mass and to guarantee the longevity of the steel firebox. Over time the firebricks may become cracked and crumble away. If so, then they should be replaced soon after.

To replace the firebricks:

- 1) Move any ash away from the base of the bricks.
- 2) Raise the brick retainer so that the bricks can be removed.
- 3) Replace with new bricks, and refit the retainer which holds the bricks in place.



### 2. REPLACEMENT OF BRICK RETAINER

1. Remove the side and rear fire bricks and old brick retainer before fitting the new one.
2. With the retainer orientated with the arms pointing up (like a square 'U' shape), push one end into the back corner of the firebox.
3. With the retainer in a diagonal orientation relative to the firebox, tilt the top slightly forward allowing the bottom corner to drop into the firebox at the front.
4. Push the bottom front corner towards the back of the firebox allowing the top of the arm to enter the firebox.
5. Continue pushing the bottom corner towards rear of firebox so that retainer sits flat in the firebox.
6. Raise the retainer and re-install the fire bricks.

### 3. REPLACEMENT OF BAFFLE PLATES

The Nectre MK3 is fitted with two thick steel baffle plates which help to retain the heat in the firebox by lengthening the path of the flame as well as protect the top plate of the heater.

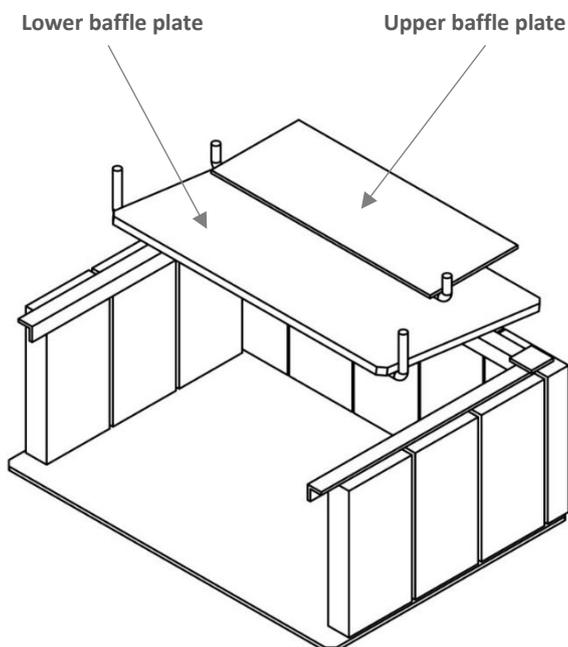
Over time, the baffle may begin to sag a little due to the excessive heat. This will not affect the way the fire burns, however it is recommended that you turn the baffle over to avoid continued sagging.

Eventually the baffle plate(s) will burn through (5+ years) and if so will need to be replaced.

To remove the baffle plates:

- 1) Lower baffle plate (500(w) x 300(d) x 12(h) mm) :- raise the rear of the baffle plate, slide forward free from the support lugs, and out through the door opening.
- 2) Upper baffle plate (400(w) x 160(d) x 5(h) mm) :- slide baffle plate forward, free from the support lugs and out through the door opening.

*Repeat steps 1 to 2 in reverse to replace with the new baffle plates.*

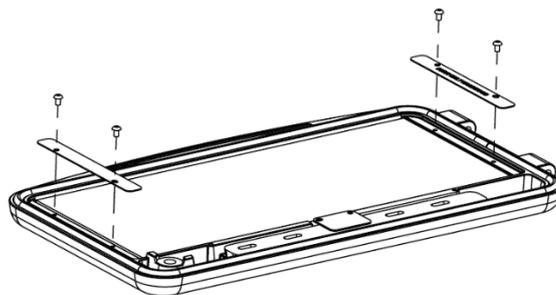


### 4. FITTING A NEW DOOR GLASS

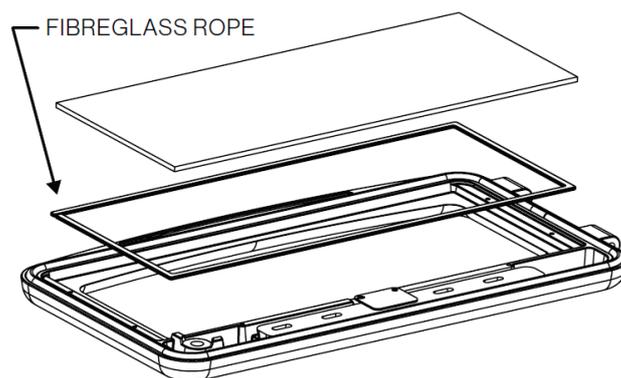
This task may be easier with the door removed from the appliance and laid horizontally on a work-bench.

To replace the door glass:

- 1) Two stainless steel strips hold the glass in place. Remove the four screws from the stainless steel strips with a 3mm hex key.



- 2) Take out the glass, and check if the grey rope beneath needs replacing. If so, replace this rope as well.



- 3) Position the new glass on top of the grey rope and re-fit the stainless steel strips and screws.
- 4) Take extra care not to over-tighten the screws, otherwise the glass will crack when the heater gets hot and the door expands.
- 5) Dispose of the old glass in a responsible manner.

## 5. FITTING A NEW DOOR SEAL

This task may be easier with the door removed from the appliance and laid horizontally on a work-bench.

- 1) Remove any remains of the old seal from the door.
- 2) Clean out the groove in the door that the seal was bedded in, using a flat head screw driver or equivalent.
- 3) Run a thin bead of clear roof and gutter silicone along the groove.
- 4) Starting at one end, press the new door seal into the groove on the door.
- 5) Refit the door if it has been removed.

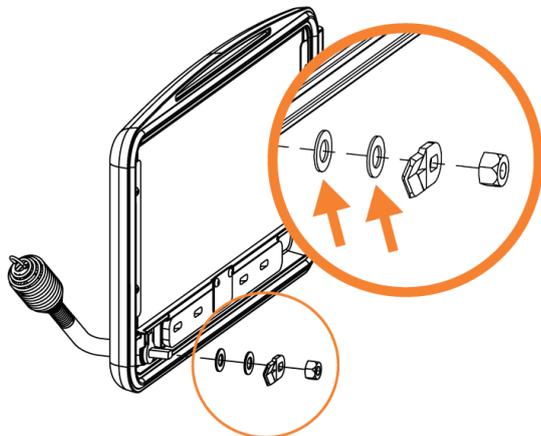


## 6. ADJUSTING DOOR LATCH

If the door does not close firmly, the latch can be adjusted.

The latch is fastened onto the door with two removable washers. Use a socket wrench to undo the M12 nut, then remove one of the washers directly beneath the nut. Securely fasten latch assembly again.

Close the door with the door handle to test for any improvement. If no improvement, remove second washer.

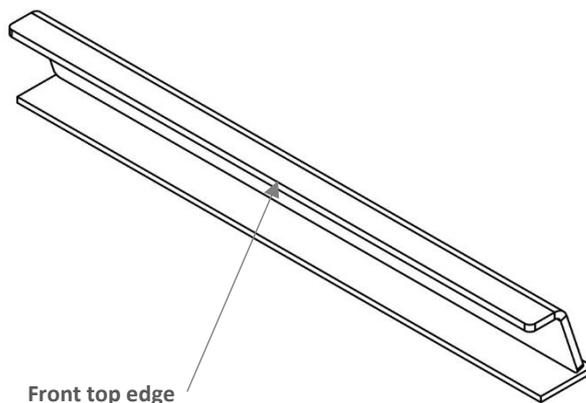


## 7. REPLACEMENT OF ASH PLATE

The ash plate acts to protect the front of the firebox below the door opening from the hot coal bed and fire.

Over time, this may burn through in which case it should be replaced to ensure the longevity of the firebox.

Clear ash away from the base of the ash plate. Remove the old ash plate and replace with a new one. When positioning the new ash plate, ensure that the front top edge is flush against the inside edge of the firebox beneath the door opening.



## 8. CHANGING FAN CONTROLLERS

The frequency used by the fan remote control can be changed if interferences are experienced in the home.

**NOTE: Unplug the power lead before proceeding.**

### Remote Receiver Frequency

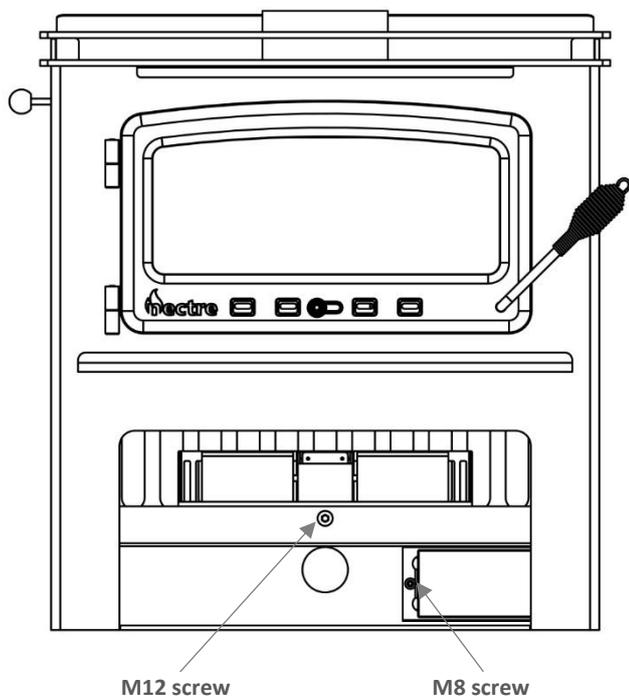
The remote control receiver has four tiny switches on the side, as seen in the photo below. Change the switch setting to something different than current setting. Remember this switch setting as it will need to be replicated on the fan controller.



## Remote Receiver Location

To access the remote control receiver, remove the steel box from underneath the unit.

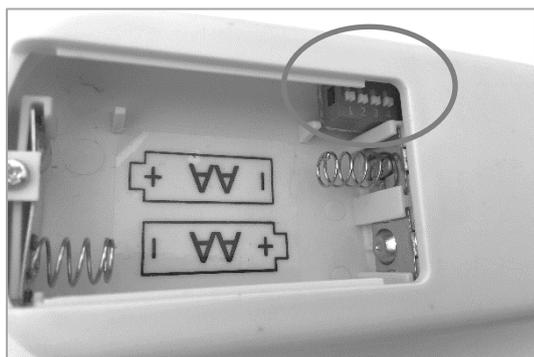
- 1) Remove the fan cover screw with an M12 Allen key
- 2) Remove the steel box screw with an M8 Allen key
- 3) Remove the steel box lid screws with a Philips headed screwdriver



## Remote Transmitter Batteries

Remove the battery cover and batteries. With a small screwdriver or equivalent, change the switch setting to be the same as that on the remote control receiver.

Replace the batteries and cover, plug in the power lead and test the fan with the different frequency setting. If interferences are still experienced, repeat the steps with another switch setting configuration.

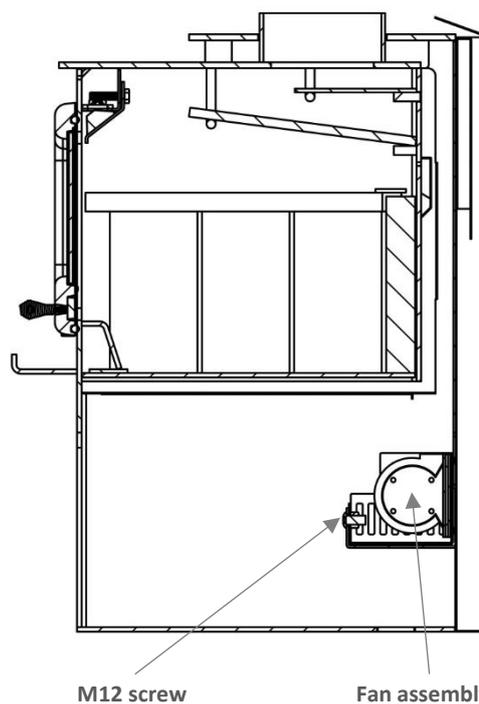


## 9. CHANGING FAN ASSEMBLY

**NOTE: Unplug the power lead before proceeding.**

To change / remove the fan assembly from underneath the unit.

- 1) Remove the fan cover with an M12 Allen key
- 2) Disconnect the controller box lead
- 3) Lift the fan assembly over the shelf lip
- 4) Remove the fan from the brackets by removing four screws with an M4 Allen key



## 10. REPLACEMENT SPARE PARTS LIST

<b>Firebricks</b>	11 full bricks [ 230(h) x 115(w) x 38(d)mm]
<b>Brick Retainer</b>	560(w) x 420(d) in 5mm steel
<b>Upper Baffle Plate</b>	400(w) x 160(d) in 5mm steel
<b>Lower Baffle Plate</b>	500(w) x 300(d) in 12mm steel
<b>Ash Plate</b>	500(w) x 75(h) x 50(d)mm in 5mm steel
<b>Glass seal</b>	1360mm x 8mm x 3mm
<b>Glass</b>	476mm x 200mm x 5mm
<b>Door rope</b>	1610mm x 13mm round braided ceramic rope
<b>Fan</b>	Model No. J238-150-15138 (3 pin plug)
<b>Remote Transmitter</b>	Model No. DD2T4
<b>Remote Reciever</b>	Model No. AA2009-9RF

## 11. WARRANTY

Glen Dimplex Australia Pty. Ltd. warrants this stove to be able to operate under normal use and service and within 10 years from the date of the original purchase on the terms herein shall repair or replace without cost to the original customer any part thereof which shall be returned to our factory, transportation charges prepaid and which our inspection shows would prevent operation.

This warranty does not apply to firebricks, brick retainer, baffle, door seal, glass, nor discolouration of the surface or tarnishing of chrome fittings all of which require normal service to maintain them.

Under the terms of this warranty, Glen Dimplex Australia Pty. Ltd. assumes no responsibility for the labour costs involved in removing or replacing the stove. Nor shall Glen Dimplex Australia Pty. Ltd. be liable for any injury, loss, or damage (direct, indirect or consequential) arising out of the use or inability to use the product, or its removal and replacement. All other stove warranties, expressed or implied are excluded to the extent possible to law. Any claims against Glen Dimplex Australia Pty. Ltd. must be brought within Australian Jurisdiction.

Electric fans and any remote sender or transmitter are warranted against failure to operate for a period of 1 (one) year from original purchase date.

The Retailer does not have the authority to alter this warranty.



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