Masport Bowden

Operating Instructions

Wood Stacker (MBWS500)

Coffee Table (MBCT500)

Pedestal (MBP500)

Keep instructions for future reference

Australian Home Heating Association Inc.

Landcare Australia

Glen Dimplex Australia proudly supports the activities of Landcare Australia through its membership of the AHHA

Revision A

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MAINTENANCE & SERVICING

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 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.

WARNING: DO NOT BURN WOOD THAT IS PAINTED; OR IS COATED WITH PLASTIC; OR HAS BEEN TREATED WITH ANY CHEMICAL.

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.

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.

Air Controls

The Masport Bowden range of wood heaters feature a single air control system. It is designed to introduce oxygen into the base of the fire controlling the rate of combustion of the wood as well as oxygen being drawn into the upper firebox where combustion of the gases occurs.

The air control is operated by sliding the black metal tab located on the top right side of the heater. Pulled all the way out offers maximum burn rate, while pushed all the way in offers minimum burn rate as indicated on the air slide. See Figure B.

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. Please exercise caution when operating.

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.

Plug the lead from the rear of the heater into a power-point. The Pedestal (MBP500) and Wood Stacker (MBWS500) models have a three speed switch on the right hand side of the base. The coffee table (MBCT500) model has a remote control supplied with the heater used to turn the fan on and determine the chosen speed. See figure A.

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 THE FIRST TIME

- The 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.

Figure A: Remote Control

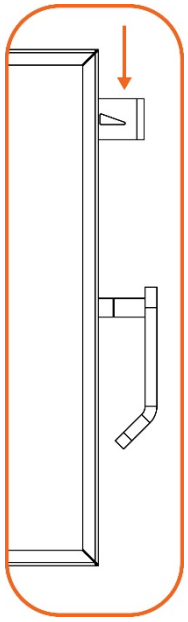


Figure B: Air Slide detail

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 minimize any potential moisture content.
- For best results, wood should not exceed 300mm 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 (smokey)
  - 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.
- Light the paper or firelighters.
- Open the air control located on the top right corner of the appliance by pulling out from the appliance.
- If necessary, leave the door slightly open as the fire establishes and the glass warms to avoid the build-up of condensation.
- Add larger pieces of wood. Too many logs may smother the fire.
- Close the door.
- ***Do not leave fire unattended while door is not closed.***

5. RUNNING THE APPLIANCE

Maximum Heat Output

- After establishing the fire and loading it with larger pieces of wood, leave it running with the air slide fully open (pulled all the way out).
- 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.
- To further maximise heat output, once the firebox is hot turn the fan on to the high speed setting to spread the heat around the room.

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 air slide 4-5mm.
- The air slide can be adjusted to any position so desired depending on wanted heat output versus burn time.
- Fan may be turned to low speed setting or off if the heater is putting out sufficient heat without the fan on.

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 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.

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.

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 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 baffle (refer to "2. Replacement of Baffle" 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 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 baffle 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.
- 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.

MAINTENANCE & SERVICING

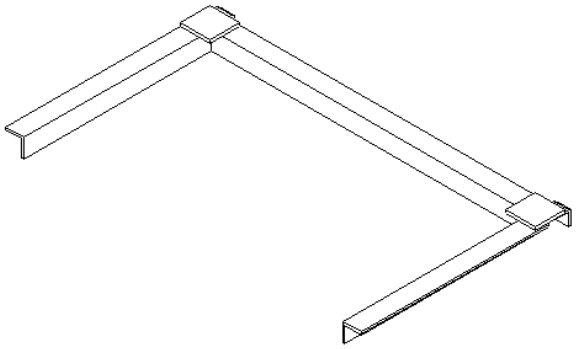
1. REPLACEMENT OF FIREBRICKS

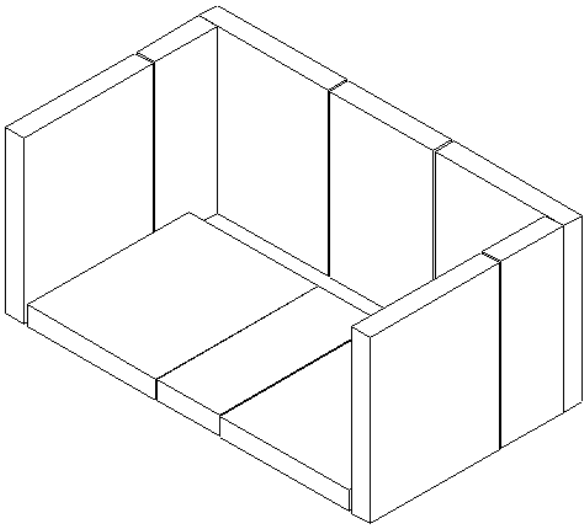
The purpose of the firebricks in the appliance is to increase thermal mass and to guarantee the longevity of the steel firebox. Over time the firebricks may become cracked and crumble away. If so, then they should be replaced soon after.

To replace the firebricks:

1) Move any ash away from the base of the bricks.
2) Remove the brick retainer and remove the bricks.
3) Replace with new bricks, and refit the retainer which holds the bricks in place.

Brick Layout





2. REPLACEMENT OF BAFFLE

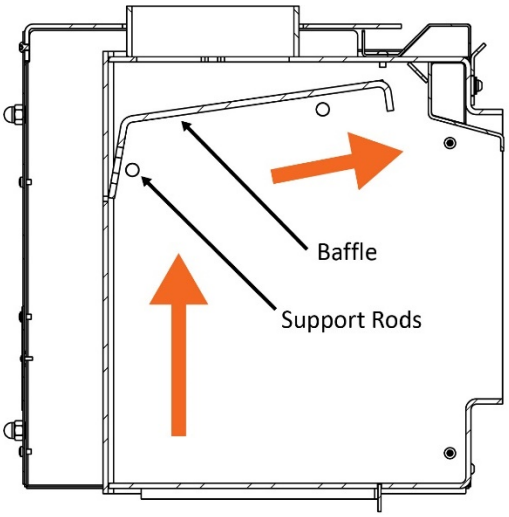
The 6mm thick steel baffle helps to retain the heat in the firebox by lengthening the path of the flame so that they do not go straight up the flue.

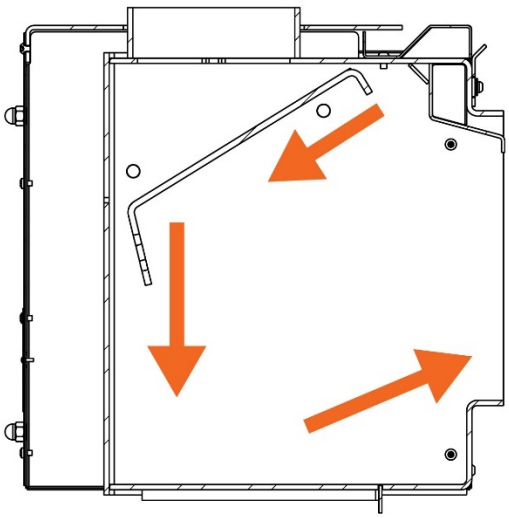
Over time, the baffle will begin to sag a little due to the excessive heat. This will not affect the way the fire burns.

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

To remove/install the baffle:

1) Remove the brick retainer and bricks.
2) Raise the rear of the baffle, bringing it forward enough to clear the rear support rods. Drop the baffle down.
3) Raise the front of the baffle, tilting it back so that it clears the front support rods.
4) Once clear of the support rods, pull the baffle out through the door opening.
5) Repeat steps 1 to 4 in reverse.

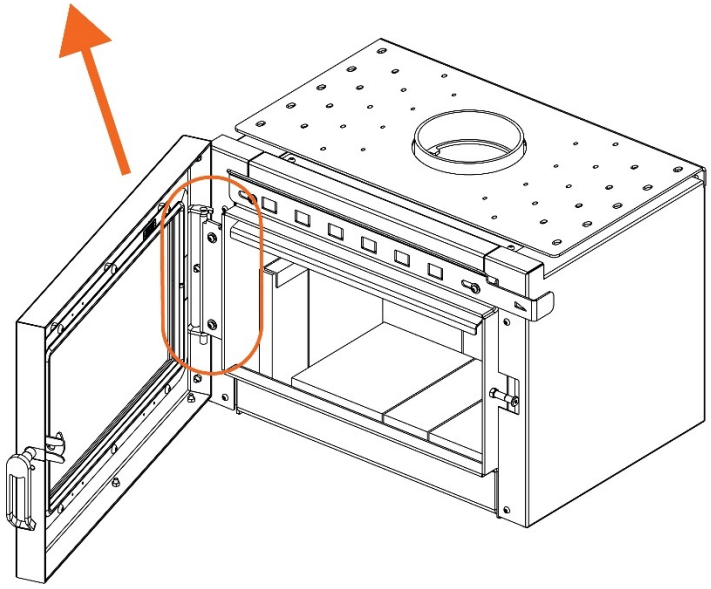


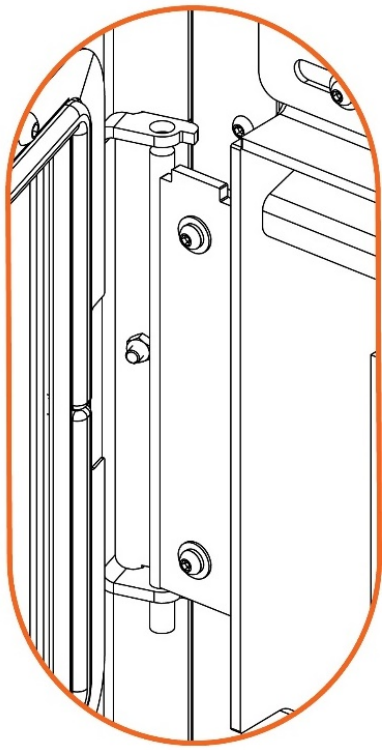


3. REMOVING THE DOOR

To remove the door:

1) Open the door until it rests against the door stop.
2) Lift the door up and over the top end of the vertical hinge rod.
3) Lower the door and slide off the bottom end of the hinge rod.



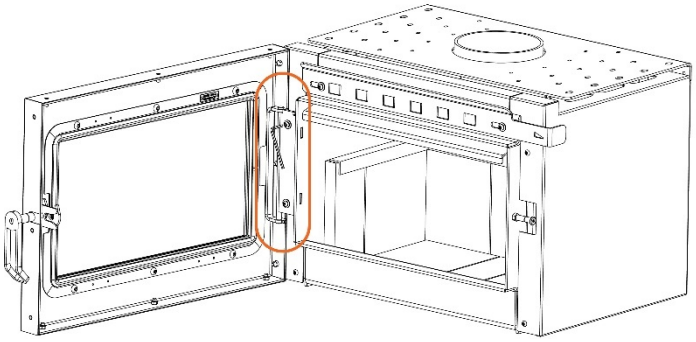


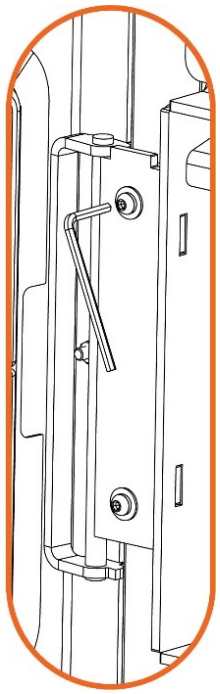
4. ADJUSTING THE DOOR

Over time the screws securing the door hinge plate to the heater may loosen resulting in the door dropping, i.e. visually appears on slight angle and no longer 100% horizontal. This can result in a poor door seal and unnecessary amounts of oxygen entering the firebox and wood burning too quickly.

To fix this and reposition the door:

1) With the supplied Allen key, loosen the two screws on the hinge plate.
2) With the door 90% closed, slowly lift the bottom right corner of the door until the door appears horizontal.
3) Keeping the door in that position relative to the hinge, open it and tighten the screws until firm.
4) Close the door to 90% again and make any final adjustments up or down by tapping the door on the right hand side until it appears parallel relative to the top and bottom surfaces of the heater.
5) Open door again and tighten screws fully.



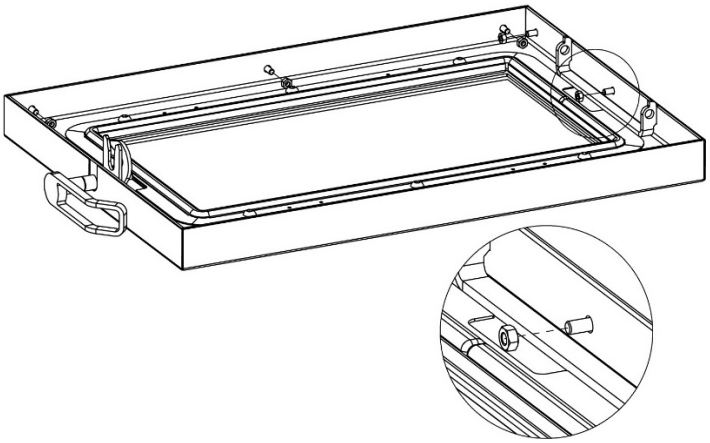


5. FITTING A NEW DOOR GLASS

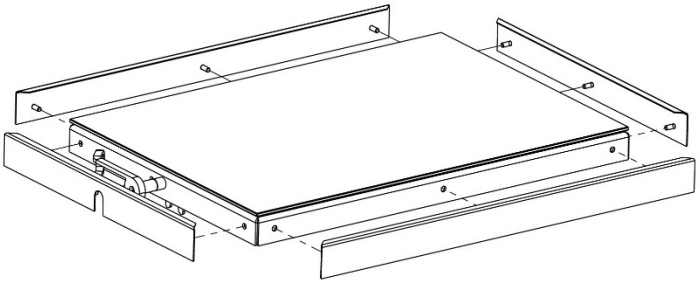
This task must be performed with the door removed from the appliance and laid horizontally on a work-bench.

To replace the door glass:

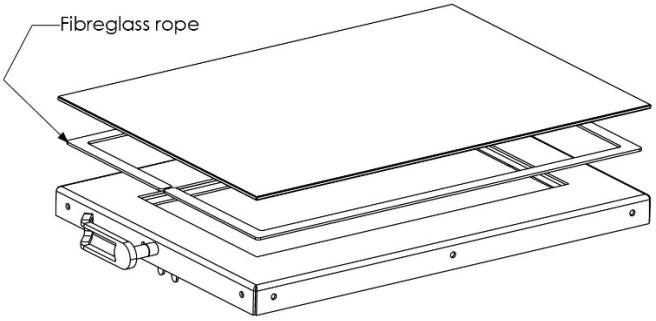
1) Place the door glass side down on a work-bench. Remove the 12x M6 nuts securing the glass retainers.



2) Carefully turn the door over so the frame is resting on the bench. Pulling the four glass retainers outwards to remove.



3) Remove the door glass panel.
4) Observe the condition of the glass rope seal, if deteriorated replace with supplied glass seal.
5) Fit the new glass onto the door frame, with the painted border in contact with the glass rope seal.

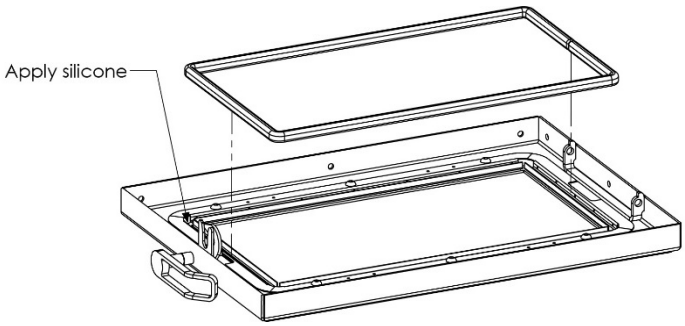


6) Refit the glass retainers by repeating step 1 to 2 in reverse.
7) Dispose of the old glass in a responsible manner.

6. 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 old seal from the door.
2) Clean out the groove in the door that the seal was bedded in using a flat-end 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 and close



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7. DOOR LATCH ADJUSTMENT

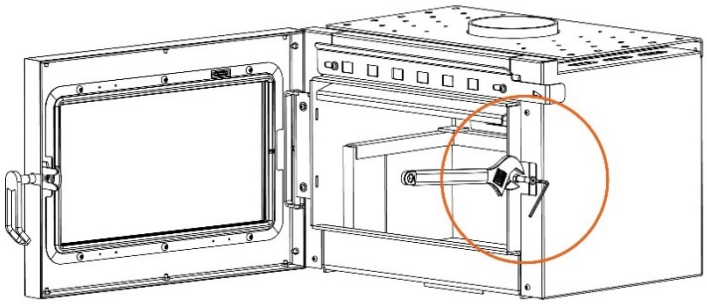
Over time, the door seal can become compressed resulting in a less than adequate seal between the door and the front edge of the firebox. For example, if the wood burns unusually fast even with the air slide shut, it may mean that there is an air leak around the door.

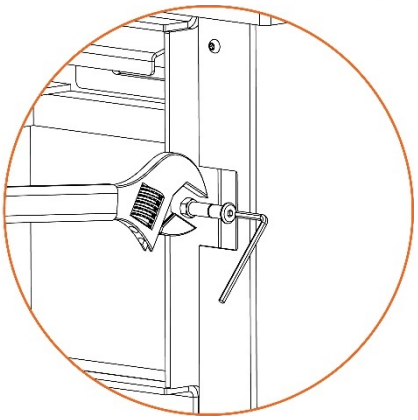
In this situation, the door seal does not necessarily need replacing rather adjustment of the door handle can tighten the seal.

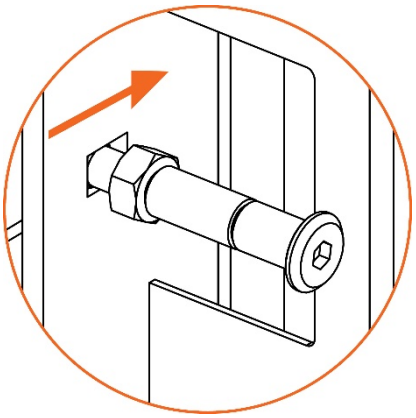
The latch rod on the right side of the firebox upon which the door handle latches onto can be adjusted:

1) Loosen the barrel nut with an M8 hex key, then loosen the M8 nut with a spanner.
2) Push the latch rod forwards towards the rear of the heater 1-2mm. Retighten the M8 nut and the barrel nut, taking care to not overtighten the barrel nut.

If door seal is still not tight enough replace door seal.







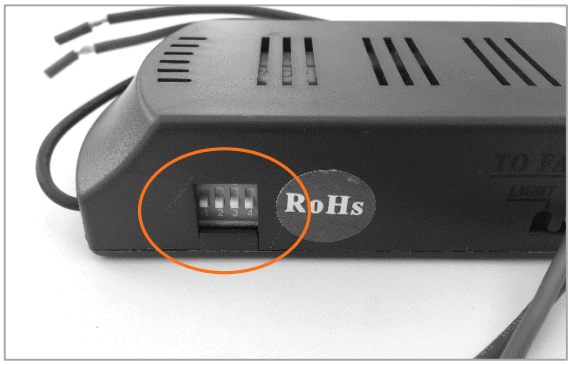
8. CHANGE FAN CONTROLLER FREQUENCY

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

NOTE: This information only pertains to the Coffee Table (MBCT500) unit. Unplug the power lead before proceeding.

Remote Control Receiver

The remote control receiver has four small 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.



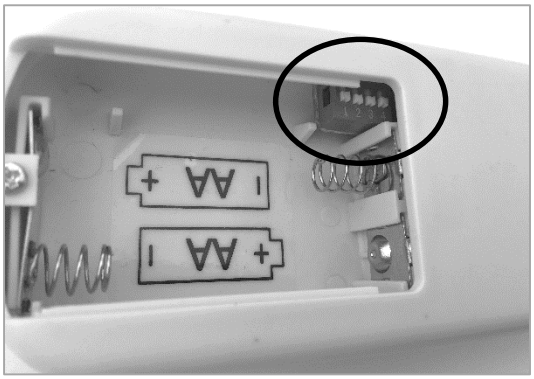
To access the remote control receiver:

1) On the underside of the Coffee Table in the back right corner, there will be 2x M6 hex screws. **Loosen** these using an M6 hex key.
2) On the shelf above these screws there will be a cover that needs to be pulled outwards towards the rear of the heater to remove.
3) You will now see the receiver box. Remove the 2x M6 hex screws on top with an M6 hex key.
4) You will now have access to the receiver.
5) Repeat steps 1 to 5 in reverse to re-install.

Fan Controller

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. REPLACEMENT SPARE PARTS LIST

Fire Bricks	6 @ 220 x 175 x 25mm
	1 @ 220 x 140 x 25mm
	3 @ 220 x 85 x 25mm
Baffle Plate	480 x 6mm
Door Latch Bushing	10mm OD x 20mm aluminium
Door Seal	1600 x 14mm round
Glass Seal	1900 x 19 x 3mm flat adhesive backed
Brick Retainer	485 x 290mm
Door Glass	620 x 436 x 5mm Robax
Fan Remote Control	3 speed
Fan Remote Receiver	3 speed
Fan	3 speed

10. WARRANTY

This warranty is provided by Glen Dimplex Australia Pty Ltd.

This warranty is provided to the first domestic purchaser of a Masport wood fire (radiant or convection). It applies from the date of purchase from or through an authorized Masport Fire Distributor in relation to each product or component for the period below.

TYPE OF PART	WARRANTY (In Years)	
	PARTS	LABOUR
WOOD FIRE – FIREBOX	10	5
DOOR GLASS & SEAL	1	1
FIREBRICKS & RETAINER	1	1
BAFFLE COMPONENTS	1	1
FANS & ELECTRICAL COMPONENTS	1	1

During the warranty period, Glen Dimplex will repair or replace (at its option) any Masport Wood Fire which is found to be defective in materials or workmanship. Repairs will be carried out by an approved Masport Heating Service Agent.

What is covered under this warranty?

- Repair or replacement of parts
- Labour costs relating to the Wood Fire
- Reasonable transport or travel costs.

Consumers may have additional rights under the Australian Trade Practices Act 1974 including the Australian Consumer Law.

Conditions

This warranty does not apply and will be void where:

- The Wood Fire is not installed in accordance with AS/NZS2918/:2018 or any building code or consent;
- The Wood Fire is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Wood Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Wood Fire has not been installed or operated according to the Installation Guide and the Owner’s Manual;
- The Wood Fire is acquired for business use in any way.

What is not covered?

- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended.
- Travel costs for a distance greater than 50 km from the nearest approved Masport Heating Service Agent.
- Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner's Manual (including fuel selection, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business;

How to obtain warranty service?

- Warranty Claims must be made at place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

Glen Dimplex Australia Pty Ltd

1340 Ferntree Gully Road,
Scoresby Victoria 3179
Australia

T: 1300 556 816 | F: 1800 058 900

Email: sales@glendimplex.com.au

www.glendimplex.com.au