

# OWNERS MANUAL

## Freestanding Wood Heaters

**Models:** Countryman & Clydesdale, **Styles:** Pedestal & Wood Stacker



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# 1. HEATER DIMENSIONS

## Countryman



	HEIGHT (mm)			WIDTH (mm)		DEPTH (mm)	
	Firebox	Base	Total	Firebox	Base	Firebox	Base
Countryman	545	325	870	815	550	520	485
Countryman Wood Stacker	545	505	1050	815	815	520	520

## Clydesdale



	HEIGHT (mm)			WIDTH (mm)		DEPTH (mm)	
	Firebox	Base	Total	Firebox	Base	Firebox	Base
Clydesdale	545	325	870	915	750	520	485
Clydesdale Wood Stacker	545	505	1050	915	915	520	520

## 2. INSTALLATION GUIDES

### CLEARANCES

The below diagrams illustrate the minimum clearances required for installation of the Countryman and Clydesdale (pedestal base and wood stacker), next to combustible walls and on combustible flooring.

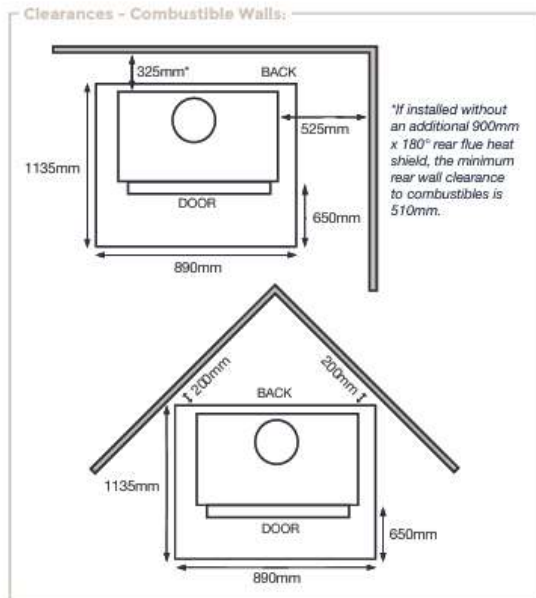
#### Combustible Walls

When wall materials are combustible, such as timber, a half-round Safety Flue Guard with a minimum height of 1000mm is required. Your wood heater may only be installed closer than shown if wall materials are not considered combustible, such as brick or plaster, or if the wall is protected by an additional heat shield.

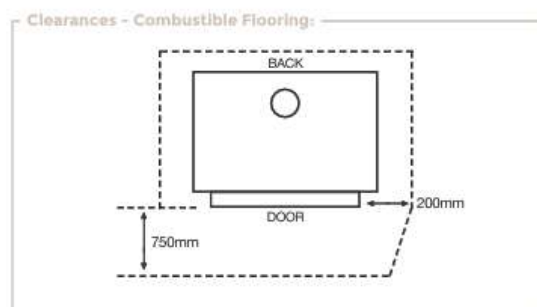
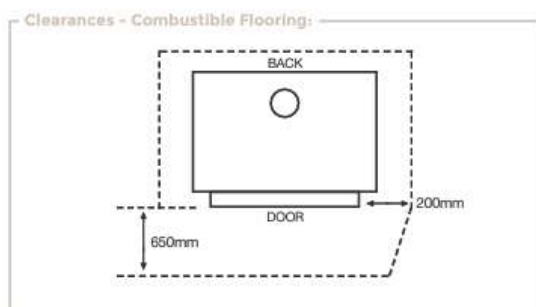
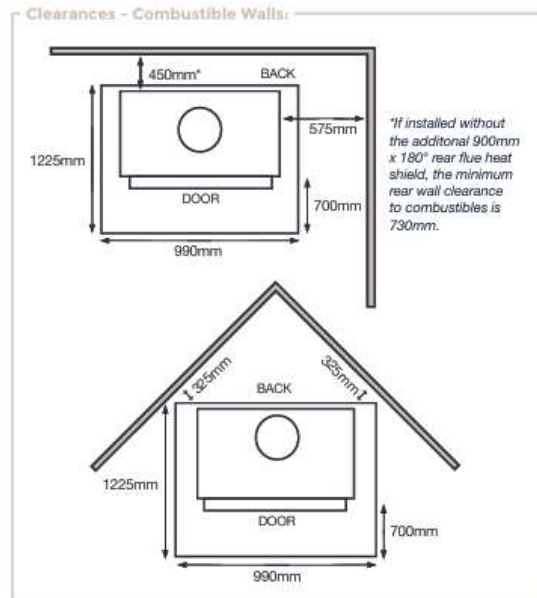
#### Combustible Flooring

If the wood heater is installed onto combustible flooring such as carpet, vinyl or cork, a hearth is required with adequate front clearance, as detailed below.

COUNTRYMAN & COUNTRYMAN WOODSTACKER



CLYDESDALE & CLYDESDALE WOODSTACKER

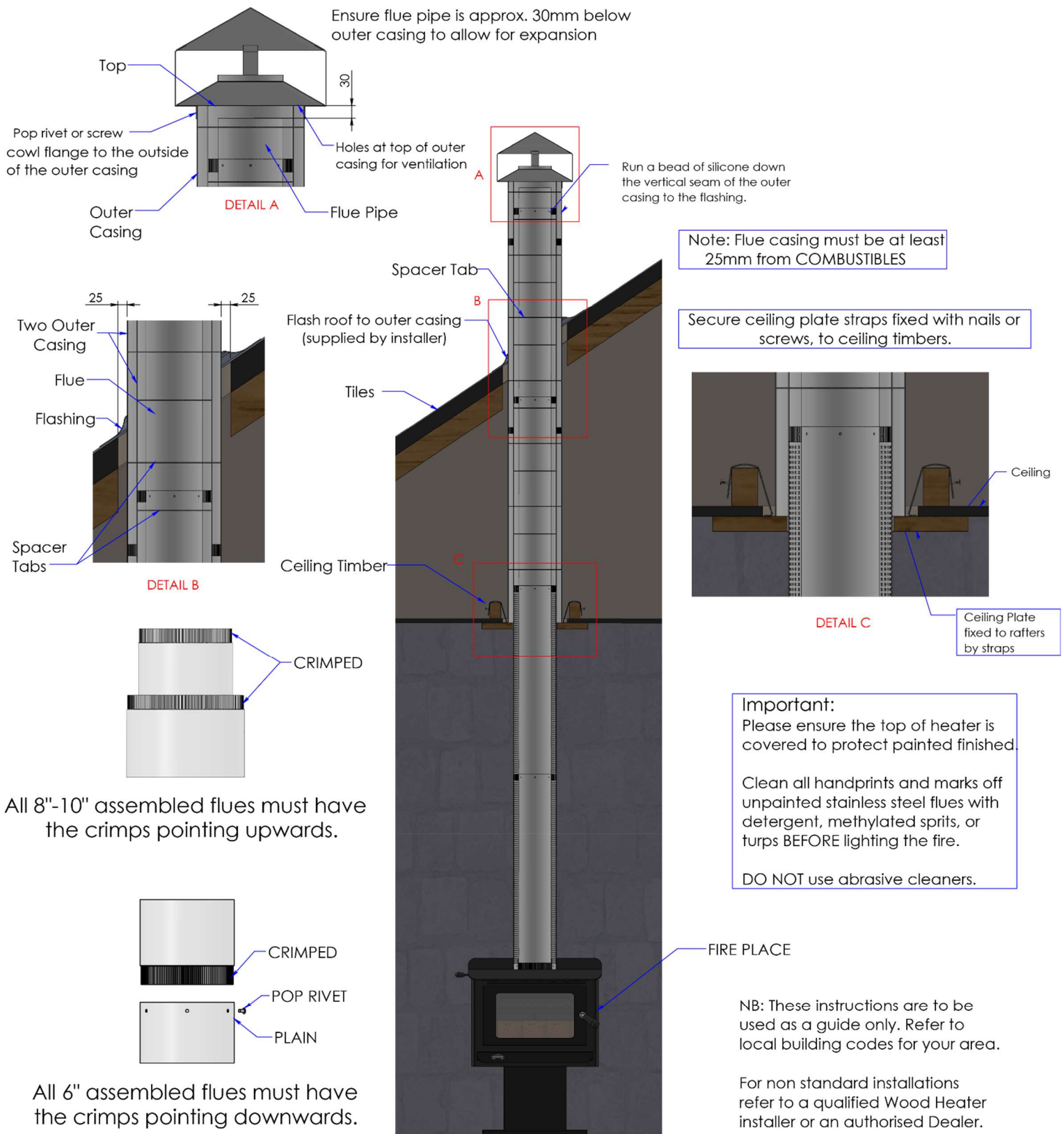


	Combustible Walls			Combustible Flooring	
	Corner Install (mm)	Parallel Install (mm)		Hearth Clearance (mm)	
	Sides	Back	Side	Front	Side
<b>Countryman &amp; Countryman Wood Stacker</b>	200	325	525	650	200
<b>Clydesdale &amp; Clydesdale Wood Stacker</b>	325	450	575	750	200

## FLUE INSTALLATION

1. Position wood heater in the desired position. We recommend a central position, away from window, doors, and furniture. **Note:** Heat shields may be required to protect combustible.
2. Using a plumb bob and line, mark the centre of the flue spigot on the ceiling. Drill a small hole in the ceiling and check the roof space for obstructions.
3. If clear, cut a 300mm diameter ceiling hole. (For Clydesdale cut a 350mm diameter ceiling hole)
4. Securely fix the ceiling flange into position. It should be able to take the weight of the outer flue casing with ease.
5. Remove roof tiles or cut a hole in the roofing tin. Lower the flue onto the stove, followed by the two outer flues onto the ceiling plate.
6. Position flashing around the outer casing and seal.
7. Connect cowl to the top of the outer casing with one, self-tapping screw on each side.

**FLUE INSTALLATION DIAGRAM**





MINIMUM CLEARANCES: EXTERNAL FLUE/CHIMNEY

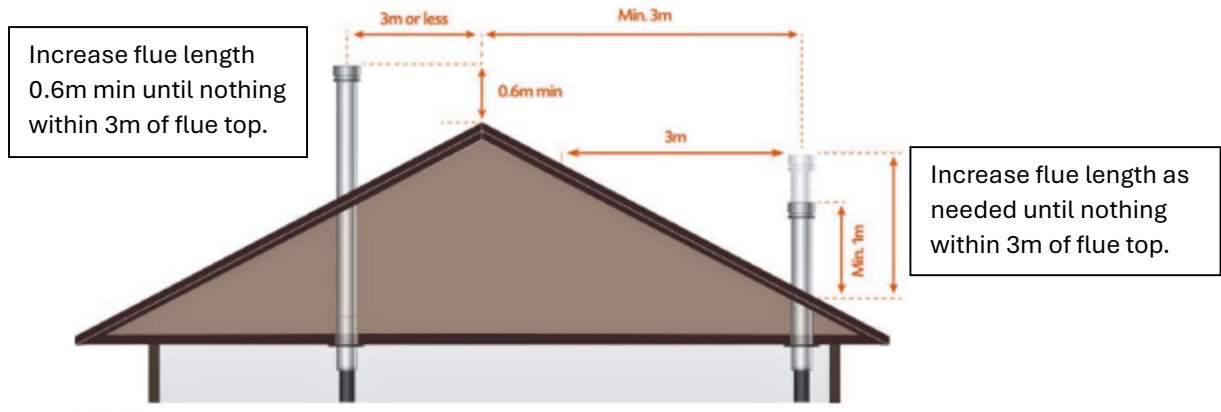


FIGURE 1

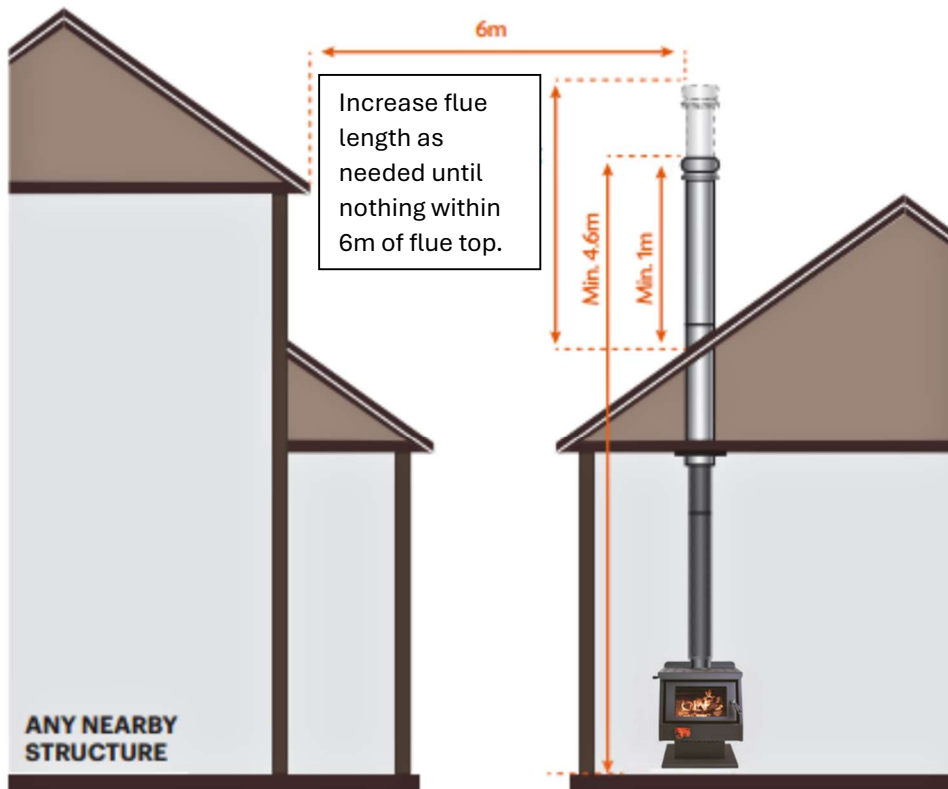


FIGURE 2

**BAFFLE PLATE INSTALLATION**

The following video details instructions on how to install a baffle plate to a Jarrahdale Wood Heater. For written instructions, please see page 12 of this manual.

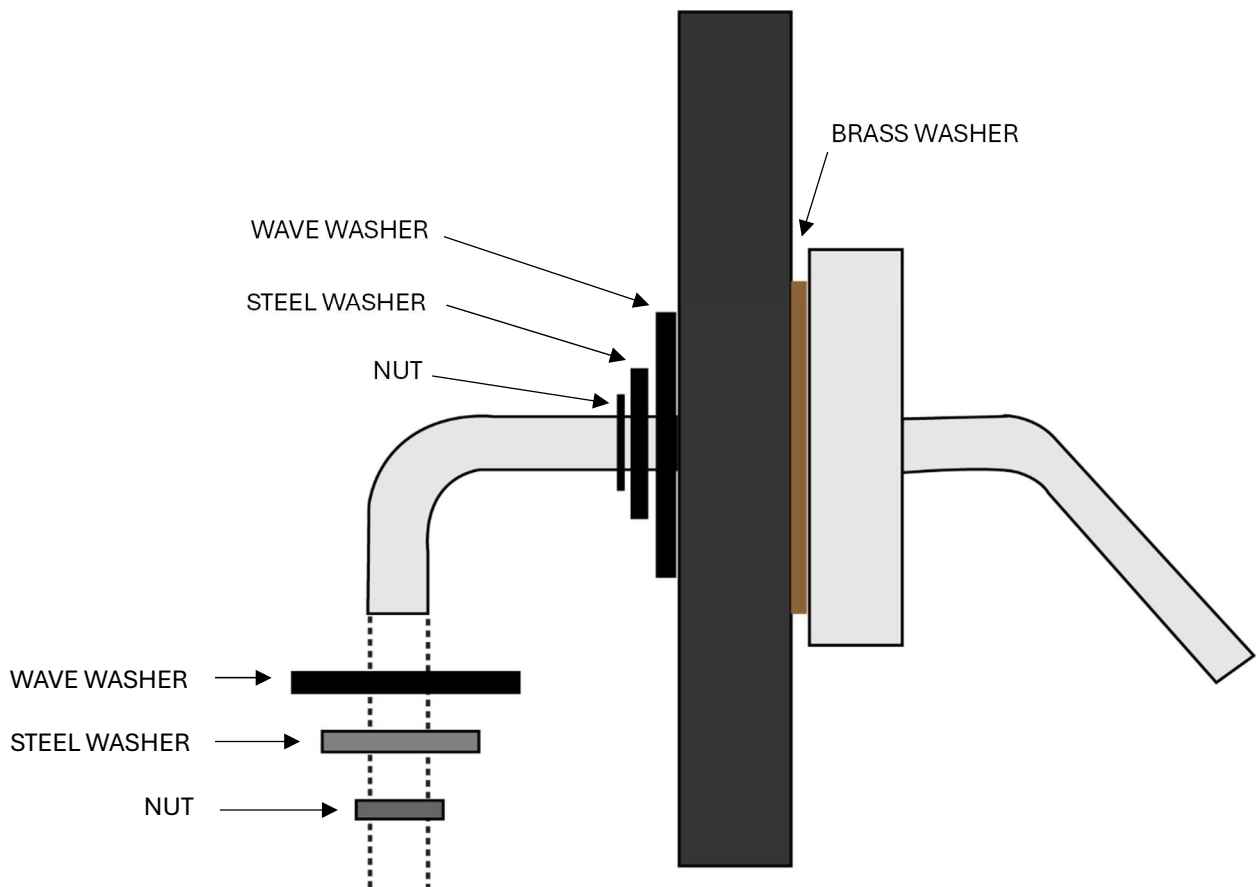
**Video Link:**

[https://youtu.be/PZXL95loz7Q?si=yNB4tRr\\_zmv9JvPF](https://youtu.be/PZXL95loz7Q?si=yNB4tRr_zmv9JvPF)



**HANDLE ASSEMBLY**

The following diagram indicates the correct position for each component of your wood heater door handle.





## INSTALLATION CHECKLIST

Jarrahdale Heaters have been carefully developed to ensure a well-balanced firebox that will burn a wide variety of hard woods over a longer period. To ensure a safe and efficient slow combustion fire, it is important to follow correct installation procedures. Jarrahdale Wood Heaters should be installed by following the instructions in this manual and in accordance with Australian Standards AS/NZS 2918:2018. The below installation checklist is a quick reference guide only and should be read in conjunction with all other pages of the owner's manual.

### **The following checklist applies to the installation of a Jarrahdale wood heater:**

1. Ensure your hearth is the correct size. For heater installation on to combustible flooring, the hearth should offer a minimum clearance of 650mm (for Countryman) and 750mm (for Clydesdale) at the front and 200mm either side of the heater door.
2. Check fireplace has sufficient clearance from the walls. Please see page 3 for minimum clearance measurements.
3. The flue must have a minimum clearance of 300mm from combustible walls and be pushed down firmly into the firebox. Please see pages 4-5 for flue installation instructions.
4. A flue shield must be fitted for installation next to combustible walls.
5. To prevent the ceiling overheating a ceiling protector must be fitted. A ceiling plate is provided for this purpose with all Jarrahdale Flue Kits. It is essential to ensure the ceiling plate is fitted.
6. Ensure the flue is clear of any combustible materials inside the roof including, but not limited to, timbers, ducting and insulation. The minimum clearance for triple skin flues is 25mm from combustible materials. For twin skin flues the minimum clearance is 90mm from combustible materials.
7. The chimney section should be properly secured, and roof flashing made waterproof using screws and/or a suitable sealant. Please see pages 4-5 for further flue installation instructions.
8. Check the baffle plate is in the correct position. The large lip on the baffle plate should be facing up and towards the front of the unit. Push back to rear of firebox. Please see pages 6 and 12 for further information.
9. Install your wood heater in compliance with AS NZS 2918:2018 Australian Standards, as set out in this manual. To purchase a complete copy of these standards, visit: <https://store.standards.org.au/> (*web address correct at time of publishing*).

### 3. OPERATIONAL INSTRUCTIONS

#### INITIAL USE: CURING PAINT

Your new wood heater has been painted with the highest quality silicone stove paint. This paint will harden and becomes more durable **if it is slowly introduced to heat**. When lighting your wood heater the first few times, follow the below instructions to ensure the paint has properly cured and hardened:

- Ventilate the house during the first three times the stove is used. The paint on the heater will give off smoke and has an odour. Without adequate ventilation smoke may build up, so open doors and windows and use a fan if necessary. After these initial burns the paint will be cured and there should be no more smoke.
- Do not touch the surface. It will be soft and gummy during the paint curing phase. Once cured, it will not be soft again.
- Most wood heaters cure within the first three (3) burns. For the first two (2) fires, ensure the fire runs at approximately 121 degrees Celsius for 20 minutes. This is approximately one third (1/3) of a normal fire.
- Let the stove cool down completely between the first three burns.
- For the third and final burn in the curing process, gradually bring the fire up to 260 - 371 degrees Celsius for at least 45 minutes. This is the heat of a normal fire.
- Curing can usually be observed by the effect of the paint turning flat as the heat radiates out from hotter parts of the stove.
- **Note:** Wood heaters with a cooler surface temperature and heaters that have been painted before, will take longer to cure.
- Most importantly, cure slowly. Avoid excessive heating for the first three burns for durable, long lasting paint work.

#### Paint Curing Checklist:

- ✓ Ventilate well.
- ✓ Do not immediately introduce excessive heat to the wood heater.
- ✓ Cure with 3 smaller burns.
- ✓ Gradually increase the heat on the third fire, building up to at a 'normal' heat level.
- ✓ Do not touch the wood heater until after the first three burns.

For further information regarding curing your wood heater, please contact Jarrahdale Heating and Cooling.

**Please Note:** Where a wood heater has not been properly cured, surface issues such as paint lifting and or bubbling will not be covered by warranty. Jarrahdale Heating & Cooling take no responsibility for surface damage resulting from failure to correctly cure the paint.

## LIGHTING A FIRE

- Step 1:** Always use clean dry wood. Never use green wood.
- Step 2:** Place crumpled newspaper into the firebox with dry kindling on top. **DO NOT USE FLAMMABLE LIQUIDS.** This is dangerous and can damage the firebox.
- Step 2:** Locate the Air Boost Control. This is the lever located on the top side of the heater. It controls how much air enters the firebox. Move the Air Boost Control LEFT. This is the HIGH position.
- Step 4:** Light the fire and close the door.
- Step 5:** Once the kindling has taken, add larger pieces of dry wood and close the door. Keep the Air Boost Control in the HIGH position until the fire is well alight; then move it RIGHT, to the LOW position.
- Step 6:** Logs may now be added. Position logs with short ends closest to the glass to aid air flow.
- Step 7:** Each time you add more wood to the fire, move the Air Boost Control to the HIGH position, until the fire has taken again (usually about 10 minutes). The Air Boost Control can then be set to OFF.
- Step 8:** A bottom layer of ash will build up in the firebox. This forms a base for the next fire – do not remove. This only needs cleaning when the ash reaches door height. Often the ash still retains hot embers that only need some kindling added and the Air Boost Control set to HIGH to restart a new fire.

## FAN OPERATION

- There are three fan positions – OFF / LOW / HIGH
- HIGH mode – Use when the Air Boost Control is set to “HIGH” and only when the heater is hot.
- LOW mode - Use when the Air Boost Control is set to “HIGH or MEDIUM.” Can be used for longer periods.
- FAN MUST NOT BE USED when heater is in slow combustion mode – when Air Boost Control is on “LOW” setting or overnight burn.

### Important Notes:

- Never overload the wood heater. The firebox should not be more than a maximum two-thirds full. This assists airflow.
- Always keep the door closed during normal heater operation.



## OPTIMISING EFFICIENCY

Jarrahdale Wood Heaters are designed to be operated as a slow combustion heater. This means the combustion rate is slower to allow the fire to burn gradually for many hours.

To facilitate effective slow combustion, **hot embers should always be established first, before adding larger logs.** This is done by setting the Air Boost Control to HIGH (position left) for approximately 10 minutes when lighting the fire, then adding larger logs to the fire and setting the Air Boost Control to LOW (position right).

### Creosote

If larger logs are added to the fire before establishing adequate base heat, you may experience a build-up of creosote. Creosote occurs when a fire smoulders for a long time, not generating enough heat to burn the smoke driven out of the wood, and this smoke condenses on all cool surfaces to form creosote. It occurs on the glass

door as a black smoke mark and inside the flue itself. Creosote sticks to the sides of the flue with some running down into the firebox.

However, creosote is quite easily avoided. Simply follow the 'Lighting a Fire' instructions above for a clean and efficient wood fire.

#### **IN THE EVENT OF A CREOSOTE BUILD UP:**

- ✓ Run the heater on high twice a day for approximately 45 minutes. This will help to burn out creosote deposits.
- ✓ Clean creosote off the glass door using a soap pad or a recommended heater glass cleaner. Only clean glass when the fire is not in operation, and the glass is cool to the touch.
- ✓ Check to ensure you are only using clean dry wood, not green wood.



## **4. CHOOSING FIREWOOD**

### **PERSONAL FIREWOOD COLLECTION**

In Western Australia firewood collection is restricted to three state forest regions: Swan (Perth Hills), Southwest and Warren. These regions are governed by the Department of Biodiversity, Conservation and Attractions and designated areas have been established for firewood collection for personal use.

For further information regarding current collection areas, rules, regulations, and a downloadable map visit: [www.dbca.wa.gov.au](http://www.dbca.wa.gov.au) (*www. correct at time of publishing*).

### **COMMERCIAL FIREWOOD SUPPLIERS**

#### **Perth Metro**

There are numerous commercial firewood suppliers located in the Perth metro area that sell to the public and home deliver.

To help locate a firewood supplier offering a consistent supply of quality timbers, we have compiled a *Firewood Suppliers List*. This list features suppliers in the Perth area that we have come to know as reputable through customer endorsements and our own experiences.

As suppliers and availability can fluctuate, please contact Jarrahdale Heating and Cooling for the latest copy.

**Please Note:** The suppliers list is provided for your convenience. We are in no way affiliated with the suppliers listed. Always conduct your own evaluation before making a purchase.

#### **Regional WA**

For a list of sustainable firewood suppliers in regional Western Australia please visit the Forest Product Commission website.

### **FIREWOOD SELECTION TIPS**

Refer to the following recommendations to select the best firewood for your Jarrahdale Wood Heater:

1. **Make sure timber has been properly dried.** Split wood takes several months to dry enough for an efficient burn. Due to time constraints, firewood suppliers do not always have time to do this for you. While the supplier may have started the drying process, high demand may mean the wood is sold before it is completely dry.

2. **Plan ahead – wood drying happens at home.** For the reason explained above, purchasing your wood well before winter to ensure it is sufficiently dry. Stack timbers in a dry, well-ventilated location, such as a woodshed or under a secured tarp. If timbers must go directly on the ground, its best to create a stack on top of a pallet or similar, allowing ventilation underneath.
3. **Seasoned, untreated hardwood is best** such as Jarrah and Wandoo. While no one likes to think of tress being cut down, firewood suppliers have a special license to collect timbers and these permits are issued as part of the state’s fire prevention and control strategies. Firewood suppliers must abide by strict permit locations, quantity restrictions and regulations.
4. **Select timber that has been pre-split and chopped relatively small.** When lighting a wood fire, its best practice to begin with small pieces of kindling and gradually add larger logs as the intensity of the fire increases. Adding a few small to medium pieces rather than one large log also allows for air flow between the sections as the fire builds. Larger logs are placed once the fire is sufficiently roaring.

## FIREWOOD TO AVOID

- Never burn wet or green wood – this can lead to creosote build-up.
- Never burn treated or painted timber as the flames may be dangerous.
- Never burn driftwood as salt may corrode the firebox.



## 5. GENERAL MAINTENANCE & CARE

### ASH REMOVAL

Only remove ash once it has built up is to door level. Ash can be easily removed with a dustpan and brush, emptying into a metal container. Cold ashes can be safely deposited in the garden. Always leave a 10mm layer of ash in the bottom of the firebox.

### CLEANING PAINTWORK & GLASS

Clean all painted metal surfaces using a damp cloth only. Do not use *Brasso* or any other abrasive products as this can damage the paint.

Clean the glass door using a soap pad or a recommended heater glass cleaner. Only clean glass when the fire is not in operation, and the glass is cool to the touch.

### CLEANING THE FLUE

At least once a year the chimney and flue must be cleaned. Simply remove the baffle plate, which is situated in the firebox, before sweeping the flue using a flue brush.



## 6. REPAIRS & PART REPLACEMENTS

After many years of roaring fires, your Jarrahdale wood heater may require servicing or replacement parts to keep it in great condition. Commonly, this includes standard maintenance such as replacing the seals and a chimney sweep. Other parts that may occasionally need replacing include the firebricks, baffle plate, door glass, door handle and fan.

All replacement parts can be ordered online at <http://www.jhc.com.au>, through our factory-direct showroom in Maddington, or by contacting your local agent.

Before placing your order, please check if the required parts or repairs are covered by your warranty.

## REPLACING THE FIREBRICKS

1. **Allow the Fire to Cool Down:** Before starting, let the fire cool down completely and remove any embers or ash from the stove.
2. **Remove Damaged Bricks:** Inspect the fire bricks. Carefully remove cracked or broken bricks using your fingers or a screwdriver.
3. **Clean the Area:** Clean where the old bricks were, using a vacuum and a wire brush. Ensure it's free from debris and ash.
4. **Insert New Fire Bricks:** Choose replacement fire bricks that are the same size and material as the originals. Identical, replacement firebricks can be purchased through Jarrahdale Heating and Cooling.
5. **Secure Fire Brick:** Once inserted, secure the new firebricks by place a wood block in front of the firebricks. Gently tap the wood block with a rubber mallet to wedge the brick securely into place along the floor or wall of the wood heater.

## REPLACING THE BAFFLE PLATE

1. **Locate the front of the Baffle Plate.** The front is the side of the plate with the largest lip.
2. **Ensure the Baffle Plate is the right way up.** The larger lip on the front of the baffle plate should be facing upwards.
3. **Locate the hangers.** Inside the firebox, on either side of the firebox, are two angles, known as hangers. The baffle plate sits on top of these hangers.
4. **Position the Baffle Plate:** Place the baffle plate on top of the hangers. The plate is slightly wider than the hangers. Lift the plate up on an angle, then drop it down on top of the hangers. The baffle plate is now fitted.

## REPLACING THE DOOR SEAL

1. **Measure the Rope:** Replacement rope for the door seal can be purchased in a standard length from Jarrahdale Heating and Cooling. Due to the varied sizes of heater doors, the replacement rope may be longer than needed. To measure the rope to size, loosely place the rope around the channel on the inside of the door frame to confirm the required length.
2. **Cut the Rope:** Apply sticky tape to the excess area to be cut. This prevents fraying. Use a sharp pair of scissors to cut the rope to size.
3. **Locate Starting Point:** Locate the middle of the rope channel on the short side of the heater door, directly behind the door handle. This is the ideal starting point for placing the rope around the channel.
4. **Fit the Rope:** Gently push the rope into the channel, moving in a clockwise direction. Work your way around, guiding the rope into the channel using light to medium pressure.
5. **Support the Rope:** New rope can be stiff. Use your free hand to keep it in place as you work your way around. Don't worry if it does not go all the way into the channel. We will resolve this in the next step.
6. **Secure the Rope:** Run the handle of a butter knife along the rope to help push any protruding rope fully into the channel.
7. **Seal the Door:** Check the door can fully close and latch. Open and close the door several times, to ensure a perfect seal.

## REPLACING THE DOOR HANDLE

Please refer to the Handle Assembly diagram on page 6 of this manual for guidance to replace the door handle. Replacement door handles are available from Jarrahdale Heating and Cooling.



## AVAILABLE SPARE PARTS LIST

A large range of replacement parts are available from Jarrahdale Heating and Cooling to help keep your wood heater looking like new for many years to come. Parts can be ordered directly or through your local authorised dealership.

The below table lists the most common replacement parts available, however this is not exhaustive. If a part you require is not listed, please contact us.

CATEGORY	AVAILABLE PARTS
<b>Doors, Seals &amp; Repairs</b>	
	Stainless Steel Heater Badge
	Mallee Root Front Air Control
	Bakerlite Handle & Lever Knobs
	Door Handle, complete
	Glass Frame
	Replacement Glass with tapes
	Door Rope (seal)
	Glass Tape
<b>Flue Kits &amp; Flue Parts</b>	
	Cowls
	Chimney Covers
	Ceiling Plates
	Drop Boxes (various)
	Flue Guards
	Decorative Flue Mesh
	8" Flue Kits 4m, painted and uncoated
	6" Flue Kits 4m, painted and uncoated
<b>Baffle Plates</b>	
	Available to suit all models
<b>Maintenance &amp; Cleaning</b>	
	Firebricks
	Stovebright Heater Paint
	Stovebright Heater Glass Cleaner
	Flue Brush Kits
<b>Accessories</b>	
	Wood Storage Rings
	Wood Racks
	Universal Child Guard
	Hearths
	Wood Heater Tool Kit



## 6. WARRANTY DETAILS

Every Jarrahdale wood heater includes a comprehensive warranty that begins from the date of installation.

The warranty includes:

- 10 Year Firebox Warranty
- 12-month fan warranty (where applicable)
- 3 Year Baffle Warranty
- 12-month Air Tube Warranty



Tampering or incorrect use of your Jarrahdale wood heater will void any warranties associated with your wood heater. Proof of purchase must be shown prior to warranty approval.

### Warranty Claims

For all warranty claims, please contact the Jarrahdale Heating and Cooling service department: 08 9493 6512.

### Firebox Warranty Repairs

Please note that firebox repairs cannot be completed onsite. The heater must be removed and sent to:

#### Jarrahdale Heating & Cooling

10 Malcolm Rd,  
Maddington WA, 6109

Costs associated with the removal and re-installation of the wood heater, plus transport costs, are not covered under the manufacturer warranty.

## 7. IMPORTANT WARNINGS

- **WARNING.** ANY MODIFICATION(S) OF THE COMPLIANCE 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 AREOSOLS TO START OR REKINDLING THE FIRE.
- **WARNING.** DO NOT USE FLAMMABLE LIQUIDS OR AREOSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.
- **WARNING.** DO NOT STORE FUEL WITHIN HEATER INSTALLATION CLEARANCES.
- **WARNING.** OPEN AIR CONTROL (AND DAMPER WHEN FITTED) BEFORE OPENING DOOR.
- **WARNING.** THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.
- **WARNING.** THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THE INSTRUCTIONS INCLUDED IN THIS OWNERS' MANUAL
- **CAUTION:** THE USE OF SOME TYPES OF PRESERVATIVE TREATED WOODS AS A FUEL CAN BE HAZARDOUS.