KORFLAME
FIREPLACE & OUTDOOR KITCHEN

USER MANUAL

Wood-burning fireplaces

Safety, installation, use and maintenance for central wood-burning fireplaces (Kare, Kule, Ufo, Wine), steel and cast fireplace inserts, and their installation parts.



Read this manual in full before installing and using the fireplace and keep it for future reference. EN

1 Safety instructions

These instructions protect against fire, carbon monoxide poisoning, burns and damage to property.
Failure to follow them voids the warranty.

People and the room

- The fireplace must be installed by a qualified installer before it is used for the first time.
- The glass, door, body, hood and flue get very hot during use. Do not touch them without a heat-resistant glove.
- Children must not play near the fireplace and must always be supervised while it is burning. Keep pets away.
- Never leave a burning fire unattended, especially an open fire such as the Ufo.
- Fit a carbon monoxide alarm and a smoke alarm in the room. Keep a fire extinguisher or fire blanket close by.
- Do not use extractor fans or other appliances that draw air from the room unless the installer has provided enough fresh air.

Fire and fuel

- Keep curtains, furniture, carpets, firewood and other combustible materials away from the fireplace, at the distances set by the installer and local regulations.
- Never use petrol, alcohol, paraffin or other flammable liquids to light or revive the fire.
- Do not burn rubbish, plastic, painted or treated wood, chipboard or paper in quantity.
- Do not overfire: an oversized fire can deform the steel and damage the glass, paint and flue.
- Do not modify the fireplace or its flue. Use only original Korflame spare parts.
- Do not use the fireplace if the glass is cracked or broken.

If there is a chimney fire

Signs are a roaring noise, a red-hot flue pipe, and sparks or thick smoke from the top of the chimney.

1. Close the fireplace door and any air controls; on an open fireplace, stop adding fuel.
2. Get everyone out of the building and call the fire brigade.
3. Do not pour water into the fireplace or onto the hot flue.
4. Do not use the fireplace again until a chimney sweep or installer has inspected the chimney and the flue.

2 Installation

Installation must be carried out by a qualified installer according to local building and fire regulations and this manual. Local regulations prevail where they are stricter.

Chimney and flue

- Connect each fireplace to its own chimney. Do not share the chimney with another appliance.
- The chimney must give enough draught, be gas-tight and suitable for wood fires. Have an existing chimney checked and swept before connecting.
- Use a flue of the same diameter as the fireplace's flue outlet; never reduce it. Korflame double-wall flue pipe is available in **Ø 200 mm** and **Ø 250 mm**.
- Keep the flue route as short and straight as possible, with as few bends as possible, and seal every joint.
- Where the flue passes through a ceiling, roof or wall, use a suitable fire-protection sleeve and keep the clearance required by local regulations. Leave access for cleaning.

Fresh air

- A wood fire needs combustion air. The room must have a permanent fresh-air supply that cannot be closed, or an outside-air connection as the installer specifies. Airtight rooms and rooms with extractor fans need particular care.

Fireplace inserts

- Place the insert on a level, non-combustible base that can carry its weight.
- Build the surround from non-combustible materials. Do not let the surround rest on the insert; leave room for the steel to expand when hot.
- Insulate the inner surfaces of the surround with ceramic wool where combustible walls or ceilings are near.
- Fit vent grilles in the surround: a lower opening lets cool air in, an upper opening lets warm convection air out. Never cover the grilles.
- Check that the lift-up door runs smoothly and stays in position before closing the surround.

Central fireplaces

- Suspended models (Ufo, Kare, suspended Wine) hang from the ceiling. The installer must make sure the ceiling or roof structure and the fixings can carry the full weight of the fireplace and its flue.
- Standing models (Kule, standing Wine) need a level, non-combustible floor plate that can carry their weight. A central fireplace radiates heat on all sides: keep every side clear of combustible materials.

3 Fuel and first use

Fuel

- Burn only dry, untreated natural wood, preferably hardwood such as beech, oak or ash.
- The wood must have a moisture content **below 20 %**: split it and let it dry under cover for at least two years. Wet wood gives little heat, smokes, blackens the glass and builds up tar in the chimney.
- Do not burn coal, coke, pellets, treated or painted wood, plywood, chipboard, plastic, packaging or household waste.
- Use logs that fit the firebox without touching the glass. Store firewood away from the fireplace.

First firings

- Remove all labels, packaging and accessories from the firebox and the ash area.
- The heat-resistant paint cures during the first few firings and gives off smoke and an odour. This is normal and harmless. Ventilate the room well and keep children and pets out.
- Make the first three or four fires small, then increase gradually. Do not touch the painted surfaces while the paint is curing.

Good to know
Steel expands and contracts when heated and cooled, and may make ticking sounds. This is normal.

4 Operation

Lighting

1. Remove excess ash so that the air can flow; a thin layer of ash may stay on the base.
2. Lay two or three small logs, with kindling and natural firelighters on top.
3. Light the firelighters. On inserts, leave the door slightly open for a few minutes until the fire has caught and the glass has warmed up, then close it.
4. When the kindling is burning well, add larger logs.

Refuelling

- Refuel when the fire has burned down to glowing embers, not while there are high flames.
- Raise the lift-up door slowly to let the pressure even out and stop smoke coming into the room. Wear a glove; the handle may be hot.
- Add a few logs at a time and close the door again. Do not fill the firebox above the logs' normal burning level.
- Keep the door of an insert closed while it burns, except when lighting, refuelling and removing ash.

Open fires (Ufo)

- Burn small loads and do not let flames rise above the fire bowl.
- Sparks can jump out of an open fire. Keep the area around the bowl clear of combustible materials and never leave the fire unattended.
- Let the fire burn out completely before you leave the room or go to sleep.

5 Care and maintenance

Ash

- Empty the ash only when the fireplace is cold. Ash can stay hot for up to 24 hours.
- Put ash in a metal container with a lid and keep it outdoors, away from combustible materials. Never put ash in a plastic bin.

Glass and body

- Clean the glass only when cold, with a cleaner made for fireplace glass or a damp cloth dipped in fine wood ash. Do not use abrasive pads or scrapers.
- Clean the painted body when cold with a dry or slightly damp soft cloth. Do not use solvents. Small paint damage can be touched up with heat-resistant stove paint.

Door and gaskets

- Check the door gaskets regularly. A worn or loose gasket lets in uncontrolled air, makes the fire hard to control and must be replaced.
- Check that the lift-up door still moves smoothly and stays in position.

Chimney

- Have the chimney and flue swept by a professional chimney sweep **at least once a year**, and more often if you use the fireplace a lot, before each heating season.
- If the fireplace has not been used for a long time, have the chimney checked for blockages (for example nests) before lighting.

6 Troubleshooting

Problem	Possible cause	Solution
Smoke comes into the room	Cold chimney, too little fresh air, blocked flue, door opened too quickly	Warm the chimney with a small fire; open a window or check the air supply; have the chimney swept; open the door slowly
Fire burns poorly or goes out	Wet wood, too little air, too much ash	Use dry wood below 20 % moisture; check the fresh-air supply; remove excess ash
Glass blackens quickly	Wet wood, fire burned too low, door kept slightly open	Use dry wood; burn a brighter fire; close the door fully; check the gasket
Fire burns too fast	Too much draught, leaking door gasket	Have the installer check the chimney draught; replace the gasket
Smell and smoke from the body	Paint curing during the first firings	Normal; ventilate the room, it stops after a few fires
Lift-up door does not stay in position	Counterweight or guide problem	Do not use the fireplace; contact your dealer

If a problem continues, stop using the fireplace and contact your dealer or Korflame with the model and a description of the problem.