

 Open & Direct

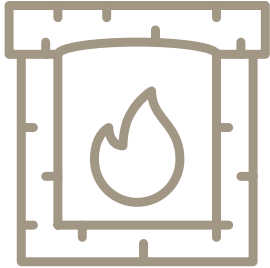
CUSTOMER GUIDE
FIRE SAFETY



If you are considering using a log burner or open fire, please see some tips and advice below on how to keep yourself and your home safe during the colder months:

MAINTENANCE

- Ensure that log burners have been professionally fitted by an approved installer, they are serviced annually and in line with the manufacturer's guidance.
- Get your chimney swept at least once a year, especially prior to winter use, as this will remove soot, blockages, and any built-up creosote. A professional sweep can also give you lots of useful advice.

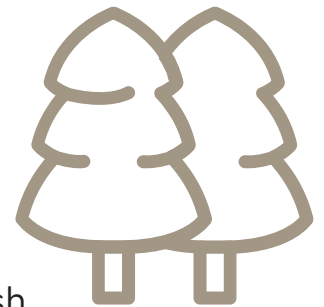


- To manage your fire safely, make sure you have a door or fire guard between the flames and the flooring. It goes without saying, but never leave the fireplace unattended when you have a live fire burning.

- When you throw the ashes away, make sure you've given them more than enough time to cool down. Dispose of them in a metal container that is designated just for the ashes.

USING THE RIGHT MATERIALS

The only thing you should be burning in your fireplace is dry seasoned wood. Hardwood like Oak, Maple and Ash are often recommended as firewood. **NEVER** use painted, treated, or contaminated wood, or burn plastic and other household rubbish.



Only firelighters, crumpled newspaper, or kindling should be used to light wood fires. Use of more potent and aggressive accelerants can be dangerous, burn stronger or for longer, and are harder to extinguish, if necessary.

STORAGE

Wood should be stored in a cool and dry location; small amounts of firewood can be kept indoors (i.e., enough needed for the next 24-48hrs), however, it should be kept away from any heat source.

Larger amounts, such as a pallet of firewood, will need a storage place outside of your home. This maybe in a garage, cellar, shed, or even a custom-built wood store. Ensure the wood is kept off the ground and ventilated to allow airflow.