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Installation Instructions

User manual

Gas Fireplaces and Radiators

Open Combustion

Manual Command

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Made in Belgium



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Diese Gebrauchsanleitung ist auf Anfrage auch in Deutsch Erhältlich oder kann unter Www.wellstraleronline.be/de/7 Heruntergeladen.

This Manual is also available in English on request or can be downloaded online at Www.wellstraleronline.be/en/7 .

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1 Preface

1.1 Foreword

Congratulations on purchasing your Well Straler appliance.

We are pleased that you have chosen Well Straler. Well Straler develops and produces since many years heating appliances according to the highest possible safety-, efficiency-, and quality requirements. With this quality product you will have many years of heating fun and will be able to enjoy the unique flame play and the warm warmth.

Read this user manual carefully before you use the appliance.

Please keep this manual for later use.

Professionals must install and start up the appliance according to common standards.

Let your professional inform you about the use, the operation and maintenance of your appliance. Each appliance has been tested, accurately regulated and sealed at the factory. In the case of changes to the control unit by unauthorized persons, the warranty is voided and Well Straler is dismissed from all responsibility regarding the safety and proper functioning of the appliance.

1.2 Use of the Manual

Before using the appliance, it is required to read the user manual and to thoroughly take note of the information in the user manual. All actions on the appliance must be performed as described in the user manual.

This user manual is a fixed part of the appliance and as required by applicable law, must be kept for consultation until the appliance is discarded.

Make sure that this user's manual is always within easy reach for people who come into contact with the appliance. Ensure a safe, dry and sun-sheltered storage space.

When the manual is damaged, the user can download and print a new copy at

www.wellstraleronline.be/en/7 .

1.3 Target Group

This user's manual provides all users who come into contact with the appliance with all information that ensures the safety of work with or on the appliance and the condition of the appliance.

This user's manual applies to all the conditions in which work with or is connected to the appliance: transport and storage, assembly and installation, commissioning, operation, controlling, maintenance, decommissioning and disposal of the appliance.

The target group consists of:

- Carriers
- Professionals and installers
- Persons who put the appliance into service
- Users
- Maintenance technicians
- Persons who decommissioned the appliance and recycle it

The aforementioned persons with their specific tasks must have a sufficiently demonstrable knowledge and/or experience level.

1.4 Symbols Used

The following symbols are used In this user's manual:



General remark



Danger of electric shock



Fire hazard



Danger



Hot surface



Explosion

2 Introduction

2.1 Intended Use

The appliance should only be used for heating propose.

2.2 Prohibited Use

It is forbidden to:

- Make changes to the appliance. Making changes may affect security, warranty and EC declaration of agreement,
- Use the appliance for a purpose other than that indicated in the intended use,
- Use the appliance in places where there is a fire or explosion hazard,
- Use non-original parts or accessories. These will void the warranty and may be hazardous to the service life and performance of the appliance.

2.3 Type Designation

The identification nameplate indicates the country to which the appliance may be installed and the type of gas for which the appliance was adjusted in the factory. The identification plate is located on the appliance near the gas connection or the gas valve.

2.4 Technical data

Together with the user manual is an extra sheet with all technical data is delivered with the appliance. This sheet should also always be kept together with the user manual.

2.5 Discoloration of Walls and Ceilings

2.5.1 The Cause of Discoloration of Walls and Ceilings

Dust particles in the air are found in each living area, even when vacuumed regularly. If the amount of dust particles remains limited, you will not be bothered. If these particles are present in larger quantities and especially if the air is contaminated by soot and tar particles, for example by burning candles or smoking cigarettes, there is a bad indoor climate.

Cold air in a heated area slowly flows over the floor to the combustion appliance. In the convection system of the appliance this air is heated, this will create a hot air column. Which is dispersed through the ceiling through the room. In this air there are polluting particles that are set off on cold and often damp surfaces. This problem can also occur in an un dry new building and can discolour walls or ceilings.

2.5.2 Prevent Discoloration of Walls and Ceilings

- With a new chimney or after a renovation wait at least six months with burning. The building fluids must be completely removed from walls, floor and ceiling.
- Burn as few candles and oil lamps as possible and keep the combustion wick as short as possible. Candles and oil lamps provide considerable amounts of soot particles.
- Do not smoke in house. Smoke from cigarettes and cigars contains, among other things, tar substances, which, when heated, also precipitate on damp walls.



In a living room with a poor indoor climate, discoloration can also occur to a lesser extent above radiators and lighting armatures and above ventilation grills.

3 Security

3.1 General

Our appliances are equipped with a built-in thermostat and a built-in safety system. A thermocouple prevents the further gas supply when the pilot flame extinguish.

3.2 What Should I do if I Smell Gas

- Do not ignite the unit.
- Do not touch any electric switches.
- Do not use a phone in the building.
- Go outside and call the gas company directly from there. Follow the instructions of the gas company accurately.
- Call the fire department if the gas company is not reachable.

3.3 Thermal Discharge Safety

All appliances with open combustion are equipped with a thermal discharge safety device (TTB) which switches off the appliance and pilot burner in case of a malfunction caused by:

- Insufficient chimney draft.
- A depression in the room caused by a mechanical suction system.
- A lack of fresh air supply.
- A wind discharge in the chimney.
- An obstruction of the chimney.

As soon as the cause of the abnormal chimney draft is removed, the appliance can be ignited again and will function normally again.



It is forbidden to remove or disconnect the TTB system. In case of problems contact your certified professional.



Defective parts need to be replaced by original parts.



Never change the position of the TTB.

3.4 Safety Instructions



Use the appliance only for heating, not for other purposes.



Do not ignite the appliance before it is fully installed.



Let the installation and the annual maintenance be carried out by a skilled professional or by a maintenance company in the field of gas fireplaces.



Place the burner decoration exactly according to the descriptions.



Do not put flammable substances on the ceramic logs, coals or pebbles.



Leave the area around the pilot flame and the space around free, do not place any burner decoration on the pilot flame.



The pilot flame is the safety and fuse of the appliance. Wait at least five minutes to ignite the pilot flame again if the pilot flame is extinguished.



Never operate the appliance without the window.



Make sure the window is correctly mounted.



Replace a broken or cracked glass before reusing the appliance.



Do not make any changes to the appliance.



Only clean the appliance on the outside. Never use abrasive or corrosive cleaning agents.



Close the gas valve and warn your professional if the unit has made a bang or pop or when it does not correctly ignite.



Close the gas supply and contact your professional in case of faults and/or if the appliance is operating badly.



Keep flammable objects and materials such as curtains at least 1 meter away from the appliance or the flue gas pipes.



The parts of the flue gas must not come into contact with combustible material.



Do not place flammable materials, planting etc. before the smoke drain.



Do not store flammable products near the appliance.



Do not place anything against or on the appliance.



Do not spray an aerosol on the appliance when it is in use.



Don't sit on the appliance.



The window and the exterior of the appliance are active parts of the appliance, temperatures can be very high here. Do not touch these parts when the appliance is in operation.



Children or persons who are not aware of the operation of the appliance may only be placed in the vicinity of the appliance under supervision.



Add an additional screen before the appliance to avoid or reduce risk's on places where young children, the elderly or the disabled are present.



Children or weaker persons may not sleep directly in front of the appliance.



Never search for a leak through a flame. Lubricate the parts where a gas escape can occur in soapy water.



Never leave the gas valve open when the appliance is extinguished.

4 Transport and Storage

The appliance is packaged for shipment in a firm cardboard box and secured by means of PU-foam, to avoid damage during transport. Always transport the appliance upright and do not stack anything on top of the appliance.

Upon receipt of the appliance and after the removal of the upper part of the packaging, the appliance should be checked for damage during transport. If the appliance remains stored for a long period, it should be kept in a dry place at a temperature between + 5 °C and + 40 °C, and protected from weather influences.

5 Placement

Local standards apply to the drainage of flue gas. An approved professional must place the appliance, or a competent inspection institute must approve the installation after placement.

- The installation must comply to common standards.
- The least deviation relieves Well Straler of all responsibility for the safety and the proper functioning of the appliance.
- Any changes to the rule bodies by unauthorized persons shall void the warranty.
- Before installation, check that the local distribution conditions, the type of gas and the pressure correspond with the settings of the appliance.



All replaceable parts must stay accessible. The appliance must be placed in such a way that it can be removed without breaking.



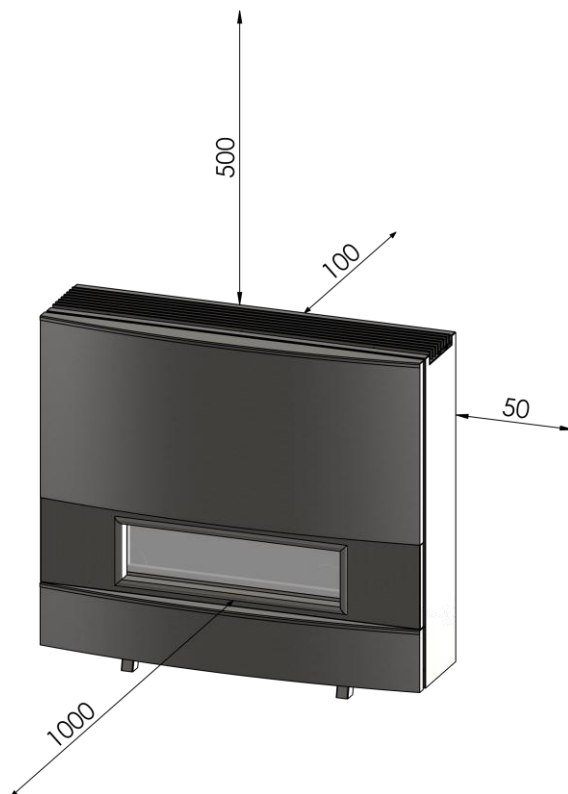
The appliance must be placed in a sufficiently ventilated room, and the minimum distances should always be respected.



If the unit is placed against a non-heat resistant wall, or on a non-heat resistant floor, an extra protective plate is needed behind or underneath the appliance.

5.1 Minimum Distance to Respect Relative to Combustible Materials

- Front: 1000 mm
- Top: 500 mm
- Sides: 50 mm
- Rear: 100 mm



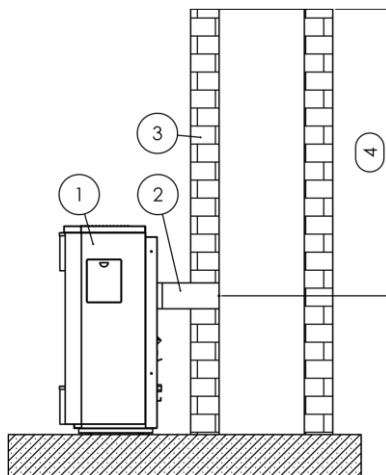
5.2 Piping and Gas Connection

- Always follow the national standards for appliances on gas.
- Only metal piping (steel or copper) are allowed.
- At the end of the pipe in the vicinity of the appliance an approved shutoff valve is necessary to disconnect the appliance from the gas network.
- Check that there is no dust or dirt in the pipe before connecting it to the appliance so that the gas supply cannot block.
- Vent the supply pipe before connecting it to the appliance.
- Connect the gas shutoff valve and the appliance with a loose nut.
- The gas connection is provided with 3/8"G internal thread and is located on the right at the rear of the appliance.
- Only approved material can be used for the thread seals.
- For copper pipes, use brazing solder with a melting temperature higher than 450°C.
- The pressure loss on the pipes may not exceed 1 millibar.
- Only use bi-cone connections with thick-walled nuts, at least $0.7 \times \varnothing$. Inferior connections are very dangerous because the brass nut can crack over time and thus cause gas leakage.
- Avoid mechanical stress on the gas control block and pipes.

6 Connection of the Flue Gases

6.1 General

- The appliance is provided for flue gas ducts of Ø90.
- The appliance must be connected to a chimney in good condition. Sweep the chimney if necessary and empty the soot collection bin.
- The height of the chimney must be at least 4 meters.
- In case the flue gas duct must pass through a combustible wall, the opening of the wall must be at least 2 cm larger than the flue gas duct which should in no case be in contact with this wall. Best is to isolate the flue gas duct with glass or rock wool.
- If there is soot present in the chimney, a flexible stainless steel flue duct must be used over the entire length of the chimney.
- In new construction a new chimney should dry for at least 6 months before being used to connect a gas appliance.



- ① Appliance
- ② Gas flue duct of Ø90 mm
- ③ Chimney
- ④ Length of at least 4 meters

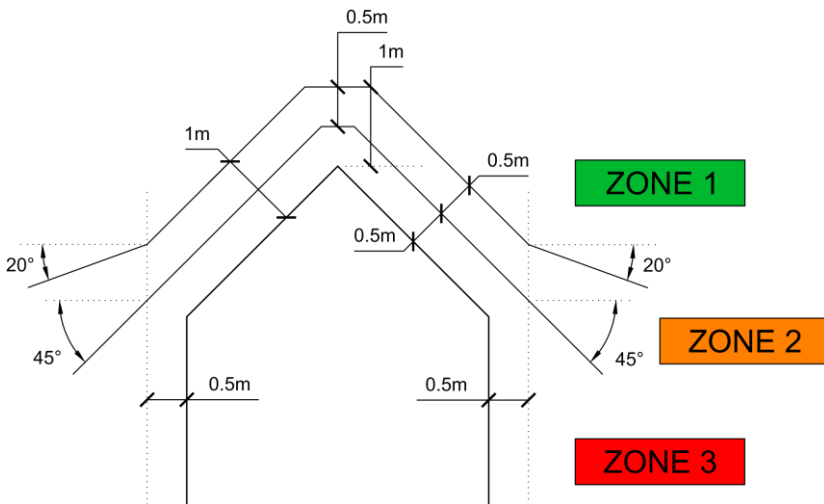
6.2 Guidelines for the Flue Gas Discharge

For roofs with a slope greater than or equal to 23° , the flue gas discharge must be as close to the ridge of the roof and at least 1 meter above thereof.

In all other cases, and if the above requirement cannot be met, it is necessary to define the three zones of influence of the wind following:

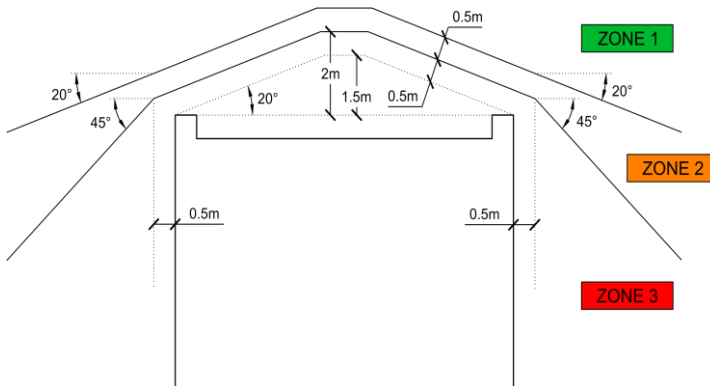
- **ZONE 1:** In this zone, the wind does not adversely influence the operation of the gas flue discharge and this one can operate there without additional facilities.
- **ZONE 2:** In this zone, we should reflect plunging winds which require a backflow prevention device (ex. static chimney cap).
- **ZONE 3:** In this zone, we should take into account overpressures relative to the rooms located at the inside of the building, consequently, no flue gas discharge can be placed in this zone.

6.2.1 Roof Having a Slope Greater Than or Equal to 23°



- Draw two lines parallel to the roof pitch at respectively 0.50 meter and 1 meter to the perpendicular to the roof slope.
- Limit these parallel lines to 0.50 meter and 1 meter at the roof ridge.
- Draw a line parallel to 0.50 meter of the vertical facades, this line will provide two points of intersection with the two parallel lines drawn above the roof.
- From the lowest point of intersection, draw a line at an angle of -45° to the horizontal.
- From the highest point of intersection, draw a line at an angle of -20° to the horizontal.

6.2.2 Roof With a Slope of Less Than 23° or a Flat Roof



- From the highest points of the flat roof, draw a horizontal reference line.
- From the intersection of the horizontal reference line and the façades, draw a line at an angle of +20 degrees relative to the flat roof (upwards), limiting the rise to 1,50 meter above the horizontal reference, this constitutes the fictitious roof.
- Draw two parallels, one at 0.50 meter and the other at 1 meter above the fictitious roof.
- Draw a vertical line 0.50 m from the vertical façades, this line will provide two points of intersection with the two parallels drawn above the fictitious roof.
- From the lowest point of intersection, draw a line at an angle of -45 degrees to the horizontal.
- From the highest point of intersection, draw a line at an angle of -20 degrees to the horizontal.

6.2.3 Obstacles

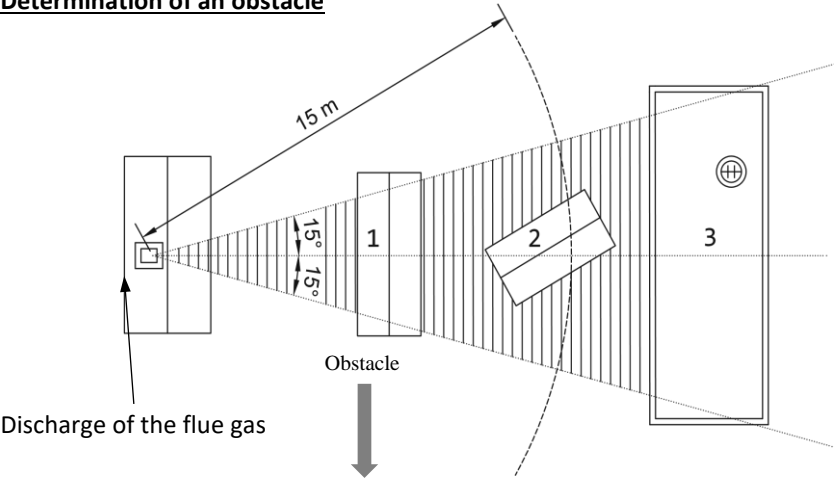
Nearby obstacles are qualified as follows:

1. From the temporary location of the gas flue discharge, consider all surrounding obstacles in a radius of 15 meters:

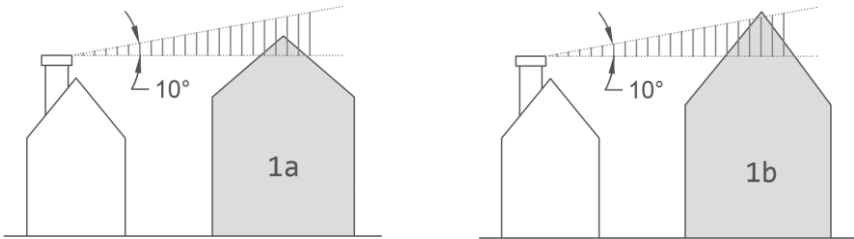
- If these obstacles are located in a horizontal plane perpendicular to the gas flue discharge within an angle greater or equal to 30° and if the top of the obstacle is under an elevation angle of more than 10° from the horizontal plain, then they are regarded as real obstacles. If the elevation angle is less than 10°, then they are considered as negligible obstacles.
- When the horizontal angle is less than 30°, consider the obstacles as negligible.

2. When the distance is greater than 15 m, consider obstacles as negligible. For each actual obstacle, identify the three areas of influence of the wind, as for roofs with a slope of less than 23°. The temporary location of the gas flue discharge becomes final when it is outside of zone 3 and effective obstacles. Otherwise, you should change the location of the gas flue discharge.

Determination of an obstacle

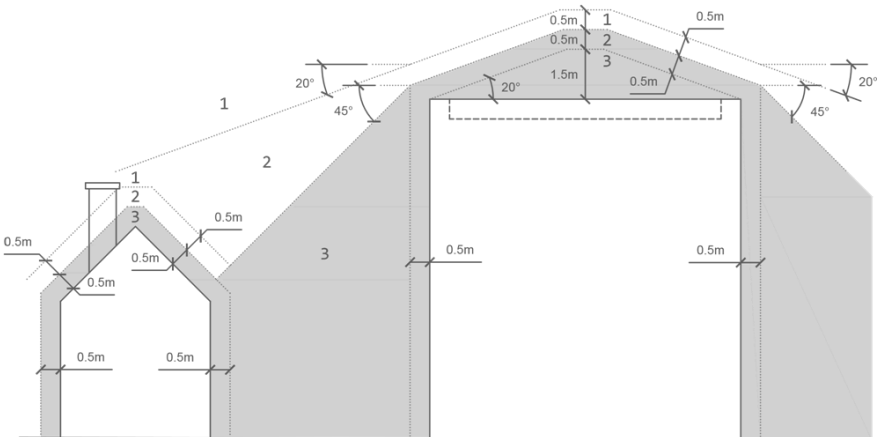


Building **1a** constitutes a negligible obstacle Building **1b** constitutes an effective obstacle



Buildings **2** and **3** do not constitute an obstacle.

Influence of an obstacle to an adjacent building



7 Initial set up

The appliance is equipped with a heat-resistant coating. During the first combustion hours, it is normal to have an odour because the lacquer is baked. This is harmless. Allow the appliance to burn for several hours and ventilate the space to eliminate the odour as quickly as possible.

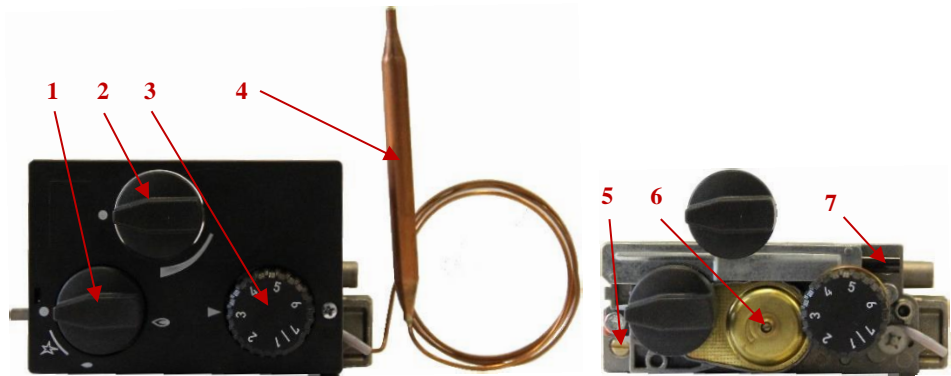


After a long period of standstill (summer period), make the appliance free of dust to avoid a nasty odour during the first combustion hours by accumulated dust.

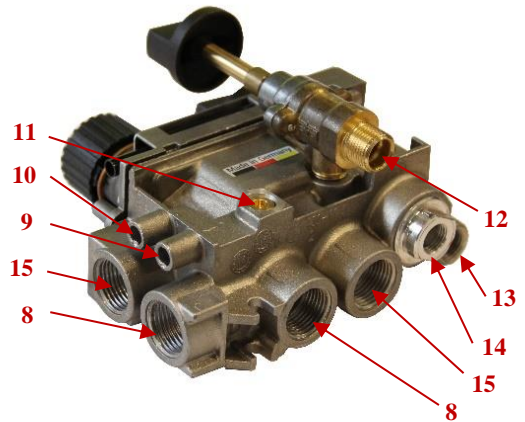
8 Operation of your Appliance

8.1 Appliances Equipped with an Mertik Valve




8.1.1 Description of the Valve




1. Ignition button
2. Ambiance faucet button (some models)
3. Thermostat button
4. The bulb thermostat
5. Adjustment screw of the pilot burner
6. Maximum flow adjustment screw
7. Connection of the ignition cable
8. Gas supply of the burner
9. Burner pressure tap
10. Supply pressure tap
11. Minimum flow adjustment screw
12. Gas supply ambiance burner
(Some models)
13. Gas supply pilot burner
14. Electromagnet
15. Gas connection 3/8"



8.1.2 Ignition

- Open the gas shutoff valve on the gas supply pipe.
- During a first ignition or after a prolonged stop, purge the gas pipe by pressing the ignition button (1).
- Turn the ignition button (1) to  and press it down - wait 5 seconds.
- Turn the still depressed ignition button (1) to the pilot position  to generate a spark .
- If ignition did not occur, repeat the steps above.
- Once the pilot burner is lit, maintain the ignition button (1) pressed for 10 seconds.
- When releasing the ignition button (1), the pilot must remain lit (ignition button in  position).


8.1.3 Ignition of the Main Burner and Temperature Control

Turn the ignition button (1) to the burner position  and turn the thermostat button (3) to the desired temperature. The value of 1 on the thermostat button corresponds to 13°C. A scale corresponds to + 3°C (example: position 4=22°C).





Please take care to place the bulb thermostat (4) in a location that allows a normal flow of air by convection. It is up to the certified professional to determine the most appropriate place.

8.1.4 Night Position

Turn the ignition button (1) to the pilot position  Only the pilot light will remain on.

8.1.5 Extinction

To turn completely off the appliance, turn the ignition button (1) to the pilot position  and lightly press the ignition button to the  position.

8.1.6 Appliances Equipped with an Ambiance Burner

An appliance equipped with two independent burners:

The rear burner is lit by turning the thermostat button (3) to the desired position. When the set temperature is reached, the burner turns off automatically. The front burner is lit by turning the button of the ambiance button (2) to the desired position. This burner will continue to operate with large yellow flames thereby providing the ambience of a real open fire.

Appliances equipped with an ambiance faucet:

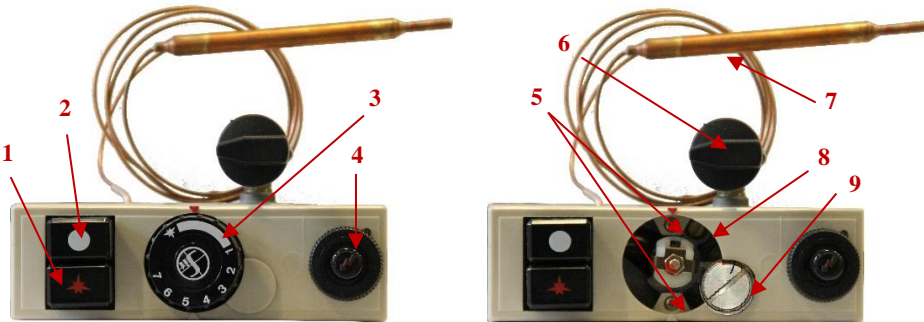
Operating the ambiance button (2) makes it possible to operate the burner(s) continuously independently of the thermostat button position.



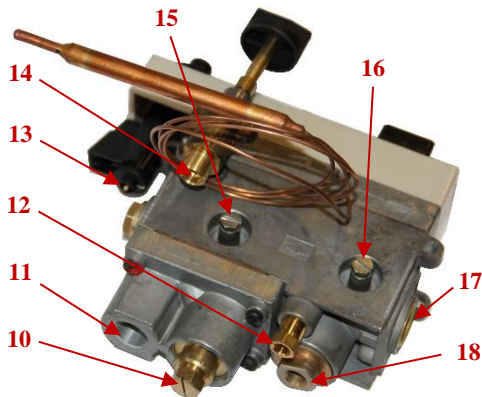
The engagement of the ambiance burner can cause excessive gas consumption. If you prefer an more economical way of heating, turn the ambiance button until it points to a neutral position.

8.2 Appliances equipped with an Minisit Valve

8.2.1 Description of the Valve



1. Ignition button
2. OFF button
3. Thermostat button
4. Piezo ignition
5. Screws of the protective cover
6. Ambiance button (some models)
7. The bulb thermostat
8. Pilot adjustment screw
9. Minimum flow adjustment screw
10. Maximum flow adjustment screw
11. Gas supply burner
12. Gas supply pilot burner
13. Connection of the ignition cable
14. Gas supply ambiance burner
(Some models)
15. Burner pressure tap
16. Supply pressure tap
17. Gas connection 3/8"
18. Electromagnet



8.2.2 Ignition

- Open the gas shutoff valve on the gas supply pipe.
- It is necessary purge the gas supply during a first ignition or after an extended shutdown. To do this, simply press the ignition button (1).
- Press the ignition button (1) and simultaneously press the piezo ignition (4) and this several times.
- Once the pilot is lit, keep the ignition button (1) pressed for approximately 20 seconds.
- Once the ignition button (1) is released, the pilot must remain lit.
- If ignition did not occur, repeat the procedure above.

8.2.3 Ignition of the Main Burner and Temperature Control

Set the thermostat button (3) to the desired temperature. The thermostat button at position 1 corresponds to 13°C. A scale corresponds to +3°C (example: position 4 = 22°C).



Make sure the bulb thermostat (7) is placed where air circulation by convection is possible. It is up to the certified professional to choose the most appropriate place.



If in error, the OFF-button (2) is pressed together with the ignition button (1), the appliance cuts out, only the pilot will light. Press again on the OFF button (2) and wait for the two buttons to return to their original position before turning on the appliance again.

8.2.4 Night Position

Turn the thermostat button (3) in position . Only the pilot will lit (if the ambient temperature is not lower than 5°C).

8.2.5 Extinction

To put the appliance completely off, press the OFF button (2). The two buttons (1 + 2) will remain blocked for about 40 seconds. During this period, it is impossible to turn on the appliance. After 50 seconds or less, the two buttons will return to their original position.

8.2.6 Gas Appliances Equipped with an Ambiance Burner

An appliance equipped with two independent burners:

The rear burner is lit by turning the thermostat button (3) to the desired position. When the set temperature is reached, the burner turns off automatically. The front burner is lit by turning the button of the ambiance button (6) to the desired position. This burner will continue to operate with large yellow flames thereby providing the ambience of a real open fire.

Appliances equipped with an ambiance faucet:

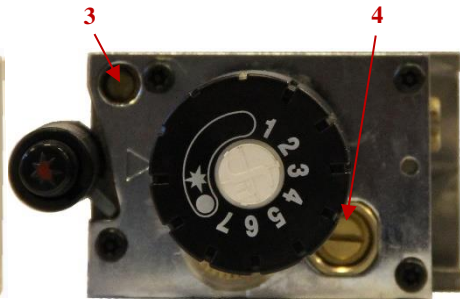
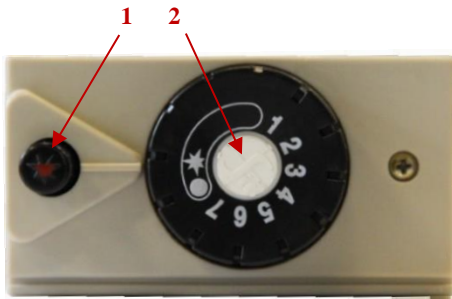
Operating the ambiance button (6) makes it possible to operate the burner(s) continuously independently of the thermostat button position.



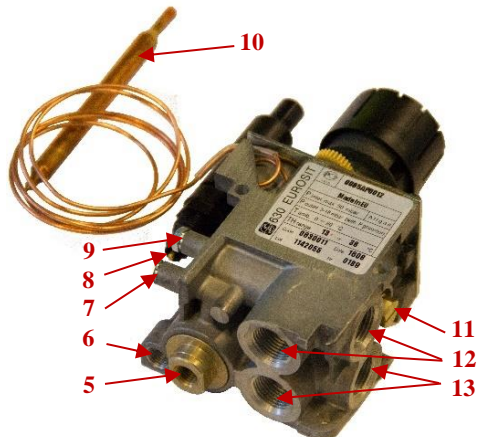
The engagement of the ambiance burner can cause excessive gas consumption. If you prefer an more economical way of heating, turn the ambiance button until it points to a neutral position.

8.3 Appliances Equipped with an Eurosit Valve


8.3.1 Description of the Valve



1. Piezo ignition
2. Ignition / Control Button
3. Pilot adjustment screw
4. Minimum flow adjustment screw
5. Electromagnet
6. Gas supply pilot burner
7. Supply pressure tap
8. Connection of the ignition cable
9. Burner pressure tap
10. Bulb thermostat
11. Maximum flow adjustment screw
12. Gas supply burner
13. Gas connection 3/8"




8.3.2 Ignition

- Open the gas closing valve on the gas supply pipe
- It is necessary to purge the gas line during a first ignition or after an extended shutdown. To do this, simply press the ignition button (2).
- Place the control button (2) in position  (The button locks in this position).
- Depress the control button (2) and at the same time, push repeatedly the piezo ignition (1).
- Once the pilot is lit, keep the control button (2) for approximately 20 sec.
- When you release the control button (2), the pilot should stay alight. It is only then that the thermostat button can be turned away.
- If ignition does not occur, repeat the whole procedure.
- Adjust the control button (2) to the desired temperature.
- The control button position 1 corresponds to 13°C. A scale corresponds to + 3°C (example: position 4 = 22 °C).



Ensure that the bulb thermostat (10) is placed at a location where a normal convection airflow is possible. It is up to the professional to choose the most appropriate place.

8.3.3 Night Position

Place the control button (2) in position  , Only the pilot light will remain on (if the ambient temperature is not less than 5°C).

8.3.4 Extinction

To turn completely off the appliance, turn the control button (2) on the ● position. After the extinction of the appliance the control button (2) is locked for ± 40 seconds. During this period, it is impossible to turn on the fireplace.

9 Annual Maintenance

Maintenance is limited to cleaning the external housing and the combustion chamber.

- Take off the external housing and remove the dust from the combustion chamber with a damp cloth. This is always done on a cooled appliance.
- Clean the chimney every year, especially when coal or oil heaters have burned.
- Allow a professional to perform an annual maintenance to ensure the proper functioning of the appliance.



Always close the gas shutoff valve during maintenance.

An annual maintenance includes:

- Checking that the point of the thermocouple is not damaged.
- Checking whether the main injector or pilot injector are not clogged.
- Checking the piezo-ignition and the spark plug.
- Cleaning the burner and blowing out the burner using compressed air.
- Cleaning the pilot flame (blowing out via the air vents at the bottom).
- Checking the operation of the appliance:
 - The ignition of the pilot burner.
 - Checking if the pilot flame is well regulated.
 - Checking the Ignition of the main burner, **It must be fast and silent.**
 - Checking the operation of the thermostat.
- Checking the supply and flue gases drainage.
- Removing the deposit on the inside of the window with a damp cloth or a non-scratchy cleaning agent.

Each gas contains additives to detect gas in case of leakage. These additives leave a white deposit in the appliance upon burning this is why the glass should regularly be cleaned. The speed of contamination by this additive depends on the humidity and the chimney pull.
- Replace an broken or cracked window.
- Test the functionality of the TTB (Thermal Reflux Safety).



Only use original Well Straler parts.



Always check the gas tightness after repairs or maintenance.

10 Problem Solver

1. No gas on the burner when pressing the ignition button	Gas valve closed	Open the gas valve
	The pilot nozzle is clogged	Clean / replace the pilot nozzle
	The pilot adjusting screw is closed	Unscrew the pilot adjustment screw
	Internal fault of the gas block	Replace the gas block immediately
	Faulty electromagnet gas block	Replace the electromagnet
2. No spark on the pilot when pushing on the piezo	Spark cable detached	Reattach spark cable
	Spark cable damaged	Replace spark cable
	Cracked spark cable	Replace spark cable
	Distance between spark and pilot burner too big	Fold the spark (ideal distance = 3mm)
	Piezo defective	Replace piezo
3. Pilot burner doesn't light	Incorrect spark transition	Bend the head of the burner (horizontal or slightly inclined upward)
	There is air in the gas line (no gas present)	Purge gas line
	Pilot burner dirty	Clean the pilot with compressed air
	Air flow on the pilot	Check the sealing of the pilot, shield pilot
4. The pilot light goes out when releasing the ignition button	Thermocouple burnt	Replace the thermocouple
	Poor contact in thermocouple circuit	Restore the contact
	Thermocouple is not (enough) in the flame	Put the thermocouple deeper and/or slightly bend the head of the pilot burner (horizontal or slightly inclined upward)
	Pilot burner flow set too small	Adjust the pilot burner flow, optionally by placing a larger injector
	Pilot burner dirty	Clean the pilot with compressed air
	Defective electromagnet	Replace the electromagnet
	Defective TTB	Replace the TTB

5. Pilot lights, but the burner does not ignite	The maximum flow rate adjustment screw is closed	Unscrew the adjusting screw
	Insufficient burner pressure	Properly adjust the burner pressure
	Faulty thermostat (no click)	Replace the thermostat or install a new gas block
	Clogged injector	Clean the injector
	Bad action upon ignition of the pilot burner	Turn off the pilot burner, and try again after 1 minute
	Internal fault in gas block	Replace the gas block immediately
6. Directly gas on the main burner when opening the gas closing valve	Solenoid clogged	Clean or replace the solenoid
	Internal fault in gas block	Replace the gas block immediately
7. Thermostat valve closed but gas on the burner	Dirt on thermostat valve	Replace the gas block immediately
	Internal fault in gas block	Replace the gas block immediately
	Leaking faucet mood	Clean and fatten the valve cone
8. Too small flames	Gas supply pressure too low	Check the gas supply pressure
	Burner pressure too low	Properly adjust the burner pressure
	Injector clogged	Clean the injector
	Wrong type of gas	Control the gas type (red lacquer = natural gas, propane = green lacquer)
9. Long yellow flames + soot	Clogged burner	Clean the burner using compressed air
	Wrong type of gas	Control gas type (red lacquer = natural gas, propane = green lacquer)
10. Low whistling sound during operation	Dirt in the injector	Clean the injector
	Minimum position set incorrectly (resonance)	Set the minimum flow correctly
11. Loud wheezing sound during operation	New Installation not enough purged	Purge the system
	Primary air too big	Properly adjust the primary air

12. Reburning of the device (Flame burns at the main injector)	Burner weld cracked	Replace the burner
	Obstruction into the burner	Clean / replace the burner
	The minimum position of adjustment screw is closed	Set the minimum position correctly
	Fiber flakes lay under the vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
13. Explosions during ignition	The minimum position of adjustment screw is closed	Set the minimum position correctly
	Pilot burner too small	Clean / adjust burner
	Clogged burner	Clean the burner using compressed air
	Fiber flakes lay under vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
14. The appliance switches off completely	Insufficient chimney draft	Check the chimney draft (mirror)
	Under-pressure in the room	Provide fresh air supply
	Distance between the appliance and the wall is insufficient	Place the appliance correctly (minimum 10 cm of free space)
	TTB touches the combustion chamber	Check if there is contact, reposition if necessary
	Thermocouple is not (enough) in the light if the pilot burner	Put the thermocouple deeper and/or slightly bend the head of the pilot burner (horizontal or slightly inclined upward)
	False contact in the thermocouple circuit	Repair the contact
	Burner pressure too high burner	Adjust the burner pressure correctly
	Window doesn't close enough	Correctly place the window
15. No flames in the corners, or floating flames	The flue gases cannot escape	Check chimney draft (small mirror)
	Window does not close enough	Place window correctly

16. Appliance burns with short blue flames (with vermiculite burner)	Primary air is set incorrectly	Properly adjust the primary air
	Too little gas on the appliance	Check gas supply pressure and burner pressure
	Not enough burner filling (vermiculite)	Place more vermiculite on the burner
17. Burner burns too yellow	The logs set is misplaced	Place the logs set correctly (see photos in the box of logs)
	Too much vermiculite and fiber flakes	Place a thin layer of vermiculite / fiber flakes on the burner
	Primary air set incorrectly	Properly adjust the primary air
	Clogged burner	Clean burner using compressed air
18. Burner does not ignite easily	Incorrectly set minimum position	Set minimum position correctly
	Too little light of the pilot burner	Clean / adjust the pilot burner
	The pilot burner is obstructed	Disengage the pilot burner
	The logs set is misplaced	Place the logs set correctly (see photos in the box of logs)
	Burner vents obstructed	Clean the burner using compressed air
	Fiber flakes lay under vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
19. The glass gets dirty after small burning time	Wrong type of gas (natural gas - propane)	Check type of gas (red lacquer = natural gas, propane = green lacquer)
	Clogged burner	Clean the burner with compressed air
	Supply pressure and/or burner pressure too large	Check and adjust the pressures
	The logs set is misplaced	Place the logs set correctly (see photos in the box of logs)
	Fiber flakes lay under vermiculite (devices with vermiculite burner)	Place burner decoration correctly (first vermiculite, then fiber flakes)
20. Burner makes popping sound on small position	Burner decoration not divided correctly	Better arrange the burner decoration
	Too small set minimum position	Adjust the minimum position
	Too much vermiculite	Place a thin layer of vermiculite


11 Warranty


The warranty applies only to any construction fault in the case of appliances placed by an approved professional. The warranty is valid for two years beginning from the date of delivery and is limited to the simply exchange of parts recognised defective by our technical service, excluding any compensation or interest. The costs of displacement and work hours are borne by the consumer. The warranty is void if the appliance:

- Has been poorly maintained
- Was used incorrectly
- If the appliance has been damaged by an accident or disaster
- Was repaired by unauthorized persons.

The warranty does not cover the following:

- Replacing fragile parts or pieces that have come into contact with the fire
- Replacing glass

 Any complaints will only be processed through the supplier/professional installer. The appliance must be checked for errors or damage when the packaging is opened. In case of damage, the appliance may not be placed. Well Straler is not responsible for any extra costs if a damaged appliance is placed anyway.

 Technical interventions from the factory are limited to the intervention to the end customer when the seller or professional installer finds a production error during the warranty period. The seller or professional is in charge of the after-sales service and for the maintenance of its customers.

12 Decommissioning and Discarding

1. Close the gas shutoff valve.
2. Disassemble the gas appliance.
3. Dispose of different types of material according to current local legal requirements.