

# Varde Aura 7

1.th version 17/04/2020 UK

ENERG Y U/A  
енергия · ενεργεια IE IA

Varde Ovne A/S Aura 7

A++  
A+  
A  
B  
C  
D  
E  
F  
G

A+

5,0 kW

ENERGIA · ЕНЕРГИЯ · ΕΝΕΡΓΕΙΑ · ENERGIJA · ENERGY · ENERGIE · ENERGI

2015/1186

## Installation and User Manual

Revision 1



Pottemagervej 1, 7100 Vejle, Denmark. [www.vardeovne.dk](http://www.vardeovne.dk)

## **Congratulations on the purchase of your new wood-burning stove from Varde.**

Wood-burning stoves from VARDE stand on the stylistic bedrock of Scandinavian design – created with the ambition of unifying quality, functionality and design.

With a VARDE stove, you and your family are ensured a warm gathering point and tranquil quality moments for many years into the future.



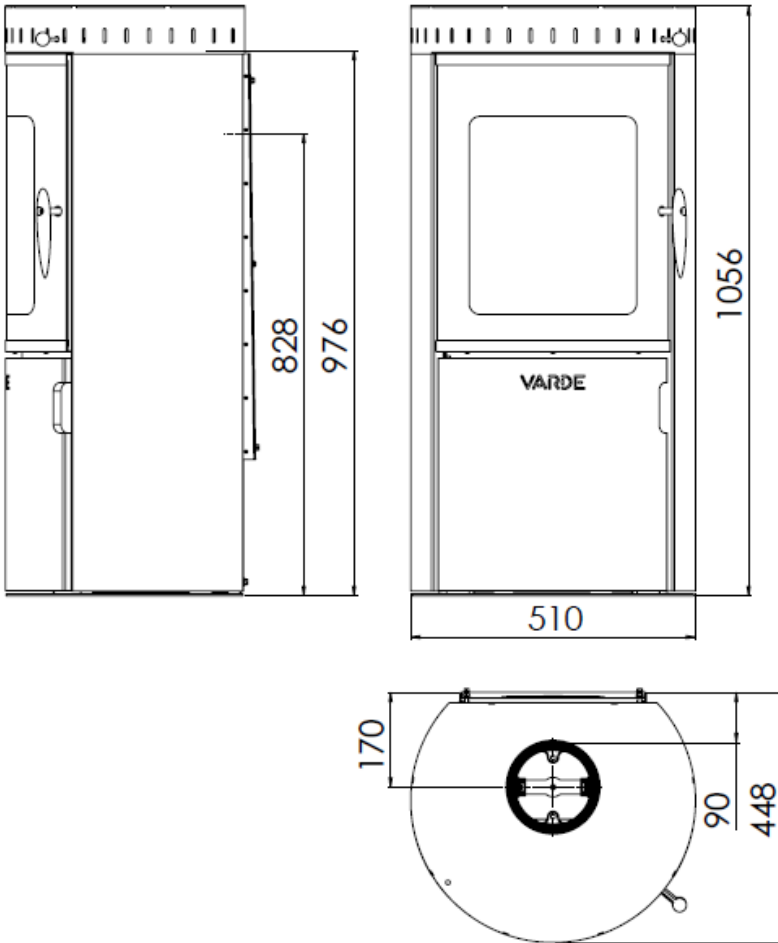
---

Henrik Nøhr  
**CEO**  
**Varde Ovne A/S**

### **Contents**

Welcome and contents	Page 2
Facts about Aura 7	Page 3
Rules and approvals	Page 4
Floor material and distances	Page 5
Installation distances	Page 6
Chimney	Page 7
Chimney connection to stove	Page 8
How it works Aura 7	Page 9
How it works	Page 10
How to light up and use your stove	Page 11
Overview of loose parts Aura 7	Page 12
Vermiculite	Page 13
Choice of wood	Page 14
Maintenance	Page 15
Spare parts	Page 16
How to correct faults	Page 17
Test certificate (RRF)	Page 18
Warranty	Page 19

## Technical data, Aura 7



Height (cm)	106
Width (cm)	51
Depth (cm)	45
Weight (kg)	98
Output	3-7 kW
Nominal output	5.0 kW
Heated area	30-105 m <sup>2</sup>
Efficiency	81%
EEI	108
Flue gas data: 265°C at 25°C, 12 pa.	

Combustion chamber: (H x W x D):  
24.5-36.0x30.0x28.0 cm

Smoke outlet Ø 15 cm

Installation height, top: 98 cm

Installation height, rear: 83 cm

Distance to non-flammable material:  
5-10 cm (recommended)

Distance to flammable material:

Rear=15 cm, Side=35 cm, Front=90 cm

Important!

**Before** you install and use your new **Varde stove** for the first time, we recommend that you first spend a couple of minutes reading this Installation and User Manual.

### Inspection of the installation

It is extremely important that the installation is inspected by an authorised chimney inspector before the stove is used for the first time.

This **Varde stove** is approved in accordance with:  
European Standard DS/EN 13240/PrEN 16510  
German Stufe 2 and Norwegian NS and §15 for  
Austria and is accordingly certified as having  
eco-friendly combustion properties.

The stoves are designed for intermittent combustion and are also designed for chimneys with several stoves connected.

### Duty to report

**The local chimney inspector has a duty to report.**

Before the installation is carried out, the stove must be stored in a dry place at room temperature. The stove does not tolerate moisture.

Please note that your existing chimney may not necessarily be efficient enough for a new, modern wood-burning stove.

### Applicable regulations

The installation must comply with all local regulations, including those that refer to national and European standards. Seek advice and guidance from the dealer from which you bought the stove or from a professional installation technician.

NB: All Varde wood-burning stoves are closed fires.

### Professional installation

We recommend that you seek advice from the dealer you purchased the stove from or from another competent installation technician, as there can be specific details that must be taken into consideration with the installation.

#### EU Declaration of Conformity. MANUFACTURER

Name: **Varde Ovne A/S**  
Address: Pottermagervej 1, 7100 Vejle, Denmark

#### Fireplace Inspection

Name: **RRF**  
Address: Im Lopperfeld 34b, 46047 Oberhausen, Germany

#### Product

Product type	Varde
Type designation	Aura 7
Standard	Wood-burning stove, suitable for intermittent use
EN 13240	Construction product (89/106/EC/) standard used
Application	Heating of homes
Fuel	Wood
Special conditions	None

#### CE marking

Issued	2020
Nominal output	5.0 kW
Type of fuel	Wood
Flue gas temperature	265°C
Efficiency	81%
CO emissions	0.10%



Henrik Nøhr  
**CEO**  
**Varde Ovne A/S**

**General advice and instructions are available on the Varde Ovne website.  
www.vardeovne.dk**

**Floor material:**

If the stove is to stand on a flammable floor, then the floor area on which it stands must naturally be covered by a non-combustible material, e.g. a steel sheet, glass sheet, tiles or artificial slate sheet. The floor sheet must extend by at least 15 cm out from the sides of the stove and at least 30 cm out from the front. However, we recommend 50 cm in front of the stove.

The floor structure must also be able to support the stove and if required, the chimney's total weight.

Stove	Weight in kg
Aura 7	98

**Installation distances:**

If the wall is non-combustible, the stove may be positioned next to it. However, we recommend that you keep a gap of 5–10 cm, which will mean that you will be able to clean behind the stove. If the chimney cleanout access door is behind the stove, make sure there free access to it and there is enough space to clean the chimney thought it.

Installing the stove in relation to combustible material.

It is recommended that there is a distance of 45 cm from the outer edge of the flue to any combustible material. Please note that there may be other national and local regulations relating to the distance to combustible material. Contact your local chimney inspector for advice.

The stove's individual distance to combustible material is shown on page 6 or under the technical data.

**Fresh air supply**

In the room where the wood-burning stove is to be installed, you must ensure that there is sufficient fresh air supply. Combustion only works effectively when new air is constantly supplied to the fire.

This can be achieved, for example, by installing room ventilation valves in the walls.

It must not be possible to block these air grates.

The combustion requires airflow of approx. 14-20 m<sup>3</sup>/h.

**Installation distances:**

The stove must, in accordance with the applicable regulations, comply with the following minimum distances to combustible walls and materials:

**From the sides: 35 cm**

**Rear: 15 cm**

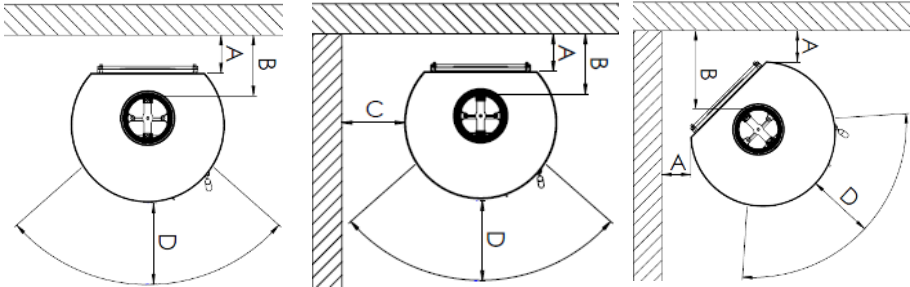
**Distance to furniture: 90 cm**

**NB: Note that B (from chimney to the wall) is a recommendation. There may be different local/national rules.**

Aura 7

A	15 cm	C	35 cm
B	45 cm	D	90cm

**Aura 7**



### Chimney:

There must always be a chimney stack with a diameter of at least 15 cm. This is equivalent to clearing of 175 cm<sup>2</sup>. Remember to ensure that the **draught conditions** are satisfactory and that smoke does not inconvenience your neighbours.

If your chimney has a regulating damper, the draught can be regulated. Please note that the damper must never be completely closed. There must always be at least 20 cm<sup>2</sup> of free passage through the chimney.

In some cases, it can be an advantage on days when the wind is blowing strongly.

At nominal operation, the stove has been tested with a flue gas flow of 4.6 g/s and with flue gas temperature of 265°C at a room temperature of 25°C.

Varde stoves are always equipped with a smoke guide plate. This ensures that the smoke's path to the chimney is as long as possible. This ensures that the smoke's heat is released in your home rather than in the open air outside. The smoke guide plate lies loosely in the stove's combustion chamber and you must ensure that the plate is pushed all the way back against the combustion chamber's rear plate.

### New chimney

If you shall install a new chimney, it is recommended to consult your local chimneysweeper, as there can be specific local circumstances that can have influence on the height or routing of the chimney. You can find inspiration, and common guideline on [www.vardeovne.dk](http://www.vardeovne.dk)

### Is my existing chimney good enough?

The chimney is the motor of the stove, the chimney is driven by heat, so it is important that you have a well function chimney in order for the stove to work properly.

A modern wood burning stove puts up higher demands for the chimney than older stoves. A modern stove burns both cleaner and more efficient than older stoves, the higher efficient will give more heat in your living room for the same amount of firewood. The higher efficiency of a modern stove also have that effect, that there are used less heat to generate draft your chimney.

It can be a possibility that your old chimney will not be able to build up a sufficient draft to run a modern clean burning stove, be course of the lesser heat lead into to the chimney.

This may occur with shorter or older brick chimneys, especially without an insulating core.

It is very rare that a steel chimney or modern insulated brick chimney not will be sufficient.

Typical effects of insufficient draft, smoke come out when door is opened and soot on the glass.

If you have a chimney with draft problems, a draft booster could be a solution.

It is recommended that you consult with your local chimneysweeper for more specific advice.

### Condensation drain in the flue collar

Your stove is fitted with a cast iron flue collar from Varde Ovne. The flue collar is designed for a flue pipe (chimney) with an inner diameter of 150 mm.

You can establish a condensate drain yourself, if your steel chimney is to be fitted in the stove's top outlet:

Make a hole in the bottom of the exterior grate (at the mark) using a small chisel or similar, thus making the condensate drain yourself, if you need it.

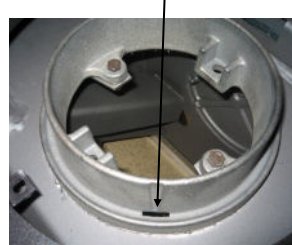
Marking of condensate drain.



Make an opening using chisel or similar.

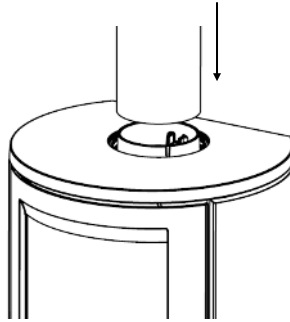


A condensate drain has now been made.

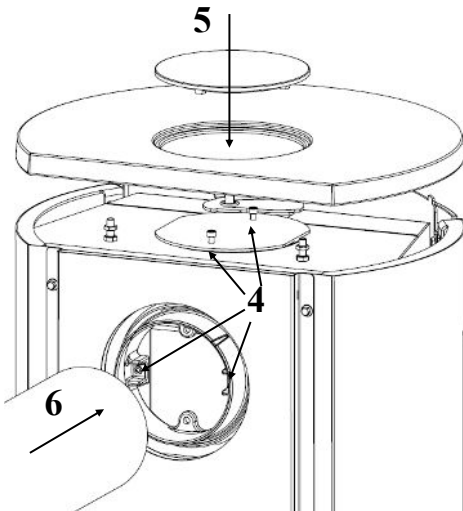
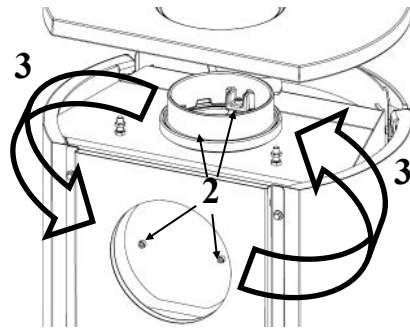
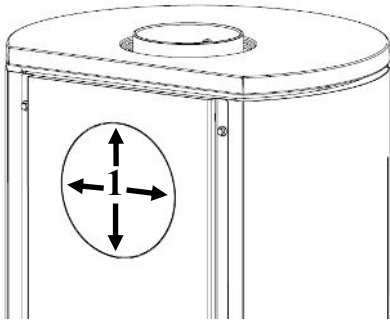


**Connecting the flue:**

Connect the stove using the top outlet



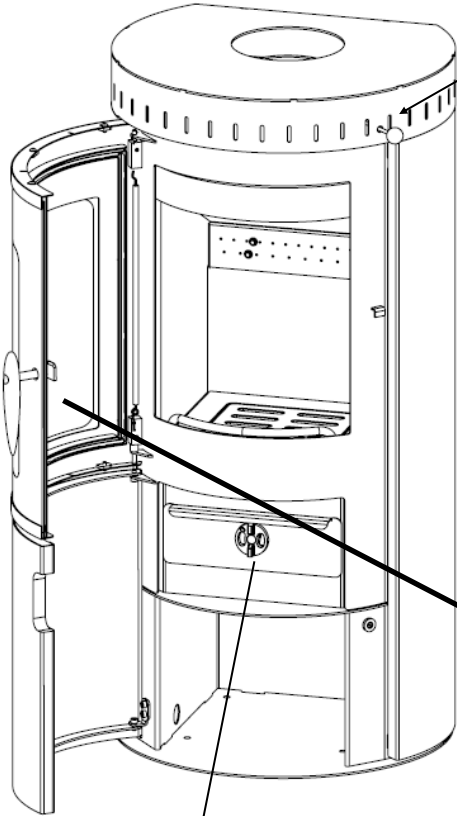
Connect the stove using the rear outlet.



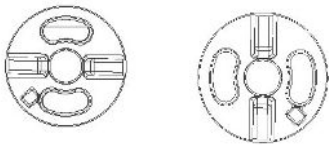
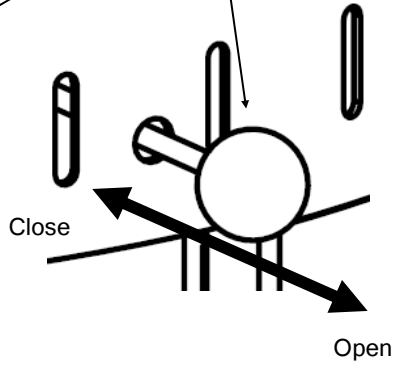
1. Cut the discs out in both back plate layers.
2. Unscrew the bolts in the flue collar and facing plate.
3. Swap the flue collar and facing plate.
4. Screw the bolts in the facing plate and flue collar.
5. Put the top plate into position.  
**NB! The cover plate to close the hole in the top plate is not supplied.**
6. Fit the flue pipe



**How it works: Aura 7**

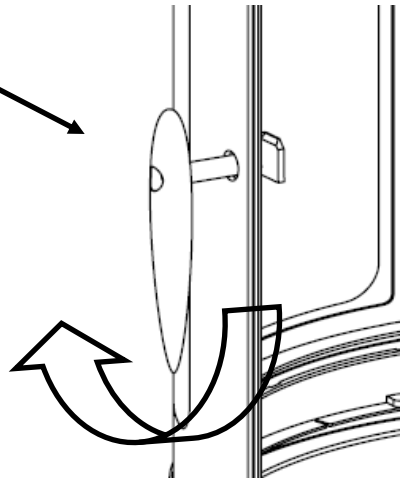


**Fuel air damper or secondary air**  
Turn the damper to the right to open the air.



**Kindling air**  
On ash pan - **closed**

**Kindling air**  
On ash pan - **Open**  
Remember to close the kindling air again once the fire is well established

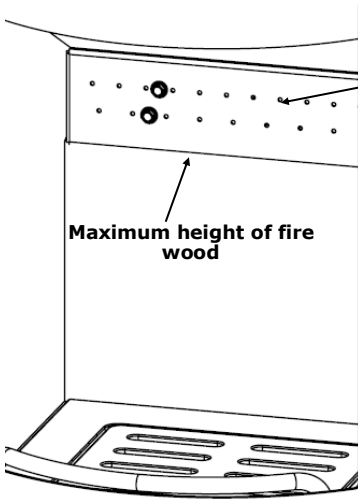


Open

**BE AWARE**

The handle gets hot under use.

Always use a glove

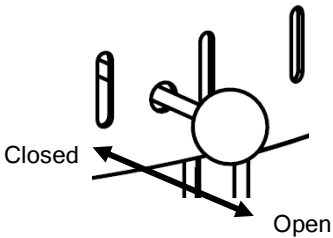


**Tertiary airflow**

is a constant supply of air that ensures the stove burns more cleanly and, among other things, reduces the burning material's content of tar and soot particles to the absolute minimum sizes. With optimal burning you will see that the glass and the combustion chamber will burn completely cleanly and there will be a minimal amount of ash left by the fire.

**Combustion air**

Pre-warmed air for combustion (secondary airflow). It must be adapted in every single case. A strong chimney draught requires less supply of combustion air.



Aura 7

**Overheating**

Overheating occurs when you put too much wood in the stove or if the fire has too much air. This can happen, for example, when the gaskets in the stove are not sealed or the ash pan has not been closed properly. In extreme cases, overheating can lead to a fire in the chimney. Overheating also causes much wear on the stove, both to wearing parts and gaskets, glass, vermiculite and the stove itself.

## How to light up and use your stove:

When you use the stove for the first time, the surface coating will cure and smoke will come from the stove and it will have a slightly pungent smell, which will disappear after a good airing. We therefore recommend that you open the doors and windows so there is airflow to/from outside.

During the curing process, the coating will become soft and vulnerable, so therefore avoid touching the coated surfaces. We also recommend that you regularly open and close the door during the first couple of hours to avoid the door's gasket from becoming stuck to the coating.

**Never** use flammable liquids such as spirits or petrol when you light the fire!

We recommend that you light the fire using the "Top-Down" method, where you light the wood at the top of the combustion chamber rather than at the bottom. This method is the most eco-friendly way to light a fire. At the same time, it will be easier to keep the glass in the door clean.

Cross 2-4 small pieces of kindling on the combustion chamber's base plate (approx. 0.7-1.1 kg). Position them so that there is a small gap between the individual pieces. On top of these, place 8-12 small wooden pins (0.4-0.7 kg), and place 1-2 kindling blocks on the top and in between the wooden pins. In total, about 1.5 kg wood.

It is easier to light the fire if there is a thin layer of ash in the base of the stove.

Before you light the fire, air must flow up through the base grate, and the air rosette in the ash pan for the **kindling air** must be open, and the damper above the door for the combustion air must be drawn to the right so that it is completely open for the **combustion air**. When the fire is burning well, remember to close the kindling air again, since the stove and chimney otherwise can become overheated and the warranty for the stove and chimney will be void. Remember to check that the ash pan has also been closed correctly.

However, in most cases you will need to find the **best setting** for the combustion air yourself, due to: the chimney draught, chimney height, quality of the fuel etc. all this play a crucial role in how your stove operate best.

If the stove's nominal heat output becomes too great in relation to your heating requirements, you can reduce the heat output as follows:

- Use a smaller amount of fuel than normally, e.g. 0.9-1.2 kg and ideally consisting of 2 smaller pieces of wood. Apply full air to light the wood properly, then reduce the combustion air, perhaps down to 30%. However, you must not reduce it so much that it causes the fire to go out. There must always be clear flames.

Using this method, depending on the chimney draught, quality of the fuel, etc., you can reduce the stove's heat output from a nominal 5.0 kW to perhaps 3-3.5 kW.

Note that if you reduce the combustion air too much, this can lead to poor combustion, which will result in reduced efficiency and increased emission value in the smoke (increased pollution).

When re-stoking the fire, we recommend that you first open the door and load new wood when there are only embers left inside the combustion chamber. If there are flames, then smoke and gas are still being generated, and depending on the efficiency of your chimney, there is a danger that smoke downdraught will enter the room.

When re-stoking, use gloves when **loading** the wood.

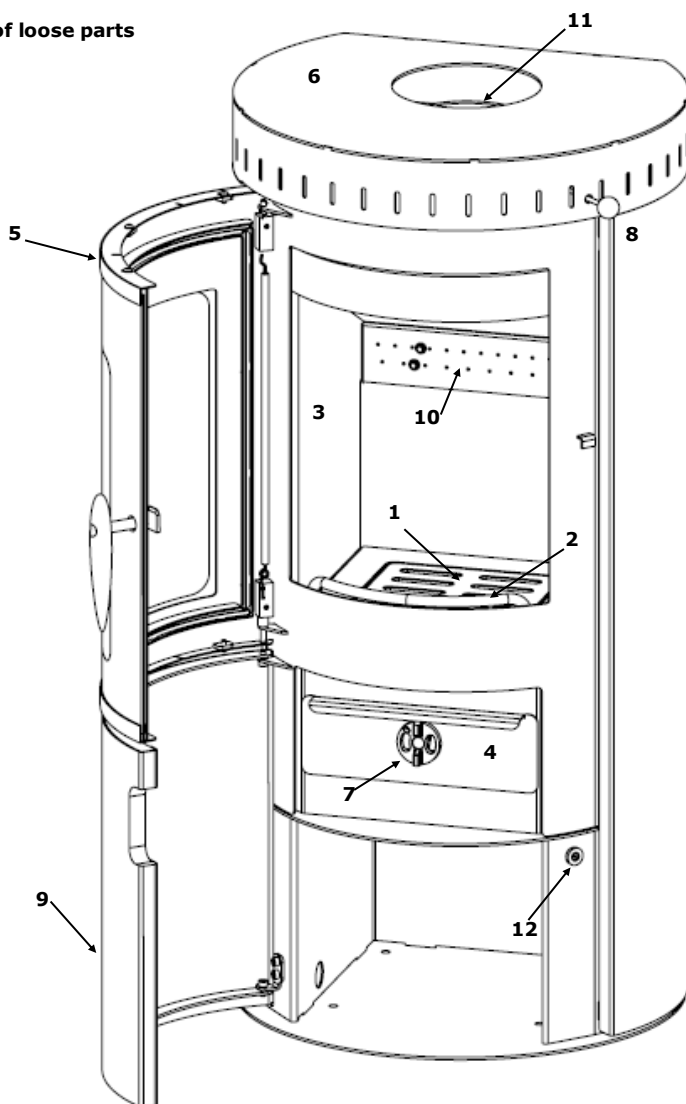
If you experience problems with lighting the fire and its function, see the section:

### How to correct a fault.

To achieve the nominal heat output, below settings is recommended, this may vary as a consequence of the chimney's effectiveness:

First firing amount [kg]	Kindling air [%]	Combustion air [%]	Nominal output [kW]	Chimney - draught [PA]	Efficiency [ $\geq$ in %]	Re-stoking interval at nominal output [minutes]
1,3	0 (closed)	approx. 60	5.0	12	81	approx. 45

**Aura 7**  
**Overview of loose parts**



- 1. Bottom grate**
- 2. Log retainer**
- 3. Vermiculite**
- 4. Ash pan**
- 5. Glass front door**
- 6. Top steel plate cover**
- 7. Air rosette for kindling air**
- 8. Secondary air damper**
- 9. Lower door for wood compartment**
- 10. Tertiary air beam (tertiary airflow)**
- 11. Flue collar**
- 12. Magnet for lower door**

## Vermiculite

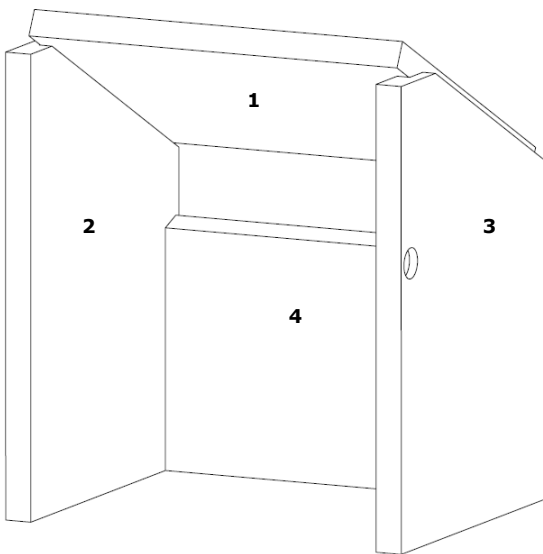
The panels in the combustion chamber are known as **vermiculite panels** and they become worn over time. The smoke guide plate also becomes worn. You only need to replace the panels if the crack is more than about ½ cm wide.

## Vermiculite

A special fireproof material made of compressed stone granulate, which looks like fibreboard. The panels are insulating and ensure that the stove does not wear out. Vermiculite panels are not covered by the warranty.

Vermiculite is a **very porous** material and must be handled with care.

**Only original spare parts from Varde Ovne A/S may be used.**



1. **Smoke guide plate**
2. **Left side plate**
3. **Right side plate**
4. **Rear plate**

## How to replace the vermiculite cladding

1. Lift the smoke guide plate/top plate gently and tilt the side up; it can be edged out diagonally.
2. Lift the left side plate gently and take out.
3. Lift the right side plate gently and take out.
4. Remove the bar on the shaker grate; do this by removing the ash pan and lifting the rotating section of the cast iron base on the left side. You can then remove the bar from the shaker grate through the hole.
5. Push the cast iron base right to the back of the stove and lift at the front, allowing the rear plate to slide free.

To fit, repeat the procedure in reverse.

### Which wood is the best?

In general, beech is the best wood for a fire. It burns evenly and produces very little smoke and the ash is clean and does not take up much space. Ash, maple and birch are also suitable alternatives.



### How big do the pieces of wood have to be?

Wood with a diameter that is greater than 8–10 cm should be chopped into smaller pieces. The logs must be 20–25 cm in length. Using larger amounts of firewood than stated in the table on the bottom of the page, will load the stove with heat that is higher than it is designed for, which will cause a higher temperature in the chimney and lower efficiency.

This can result in the chimney being damaged, and the warranty will be void.

#### Kindling sticks

Length: 20–25 cm

Size 3x3 cm

Normal amount:

10–15 sticks (approx. 1.5 kg)

#### Logs

Length: 25–30 cm

Diameter: max. 10 cm

Normal amount: 2 logs (approx. 1.3 kg)

### Your new stove

When you use the stove for the first time, the surface coating will cure and smoke will come from the stove and it will have a slightly pungent smell, which will disappear after a good airing. We therefore recommend that you open doors and windows so there is airflow to/from outside.

During the curing process, the coating will become soft and vulnerable, so therefore avoid touching the coated surfaces. We also recommend that you regularly open and close the door during the first couple of hours to avoid the door's gasket from becoming stuck to the coating.

### What can you make a fire with?

This **Varde stove** has been approved and tested for the combustion of wood. Only dry wood may be used with a max. water content of 21% and a size that is suitable for the combustion chamber. If you use wet wood, it will produce a lot of tarry soot, pollute the outdoor air and your stove will have a poor fuel economy. Wood from newly felled trees contains approx. 60–70% water, and it is completely unsuitable for use in fires. You should expect that wood from newly cut trees will have to be stored under a roof for at least 12 months to dry before it can be used in the stove.

### Do not use! - Take care of the environment

Similarly, you must **never** fire your stove with wood that is toxic when burned, such as glulam, particle board, painted or laminated wood. If you fire your stove with these completely unsuitable materials, it will change the combustion properties, which will affect the stove's output and can result in overheating of the stove and the warranty will be void. In addition, the burning of this kind of material will lead to emissions of very unpleasant smoke with extremely high levels of pollution.

### Top-down method to light fire

Do not stack the fire wood higher than shown on page 10.



## **Maintenance:**

As with anything else that you use on a daily basis, your stove must of course be maintained. You should only clean your stove when it is cold. Wipe the outside using a dry cloth, do not use water or cleaning detergents, it will wear out the heat resistant paint on the stove very fast. You should as well clean it regularly on the inside. The actual combustion chamber should be cleaned of ash and soot remnants. You should also remove the smoke guide plate, because dirt and soot will build up behind it, and check that there is free access through the flue and chimney. You should also check that the gaskets in the door and ash pan are not worn out. If the gaskets do not seal properly, they must be replaced. Remember to lubricate the door hinges and other moving parts as required.

## **Glass**

We recommend the use of VARDE glass cleaner to clean the glass panels; this can be bought from our dealers. Be aware off! If you are using other brands of glass cleaning products then Varde's, must it not contain potassium, this can give a milky white film on the glass there not can be removed.

The **ash pan** must be emptied regularly, and the ash can be disposed of along with your domestic waste. But you must of course make sure that the ash does not contain any embers. If you are unsure about how to clean or maintain your wood-burning stove, contact the dealer who sold you the unit or contact your chimney inspector.

In particular, following a long period of time where you have not used the stove, before using it again you must make sure that there is nothing blocking the flue or the chimney.

Some exposed areas of the **stove's painted surface** can over time become worn out e.g. through cleaning or overheating of the wood-burning stove. However, this can be repaired using a special coating, Senotherm®, which comes in a spray can and can be purchased from your dealer.

The **panels in the combustion chamber** are known as **vermiculite panels** and will become worn over time. If a piece of wood damages a vermiculite panel, it has no effect on combustion. You do not need to replace the panels unless the crack in the panel is more than about ½ cm wide.

**Only original spare parts from Varde Ovne A/S may be used.**

The door is fitted on a lock spring, which pulls the door in. This is a regulatory requirement in certain countries. The spring is attached to the hinge, and can be removed if you do not wish to have a spring-loaded door.

**No unauthorised alterations may be made to the wood-burning stove.**

**All of the exterior parts of the wood-burning stove will become very hot during use. You should therefore exercise necessary caution.**

## **IMPORTANT!! Chimney fires**

If your chimney catches fire, you must follow this procedure:

- Close all of the air supplies to the stove and telephone **112**.

(Most chimney fires will go out on their own once you have stopped any air from getting into the stove).

As a minimum, you must contact your chimney inspector, who will then inspect the stove and chimney for damage.

**Spare parts list:**

**Log retainer, product no. and EAN number**

**Aura 7 : 101104 / 5703505042920**

**Top Cover, product no. and EAN number**

**Aura 7 : 100701 / 5703505049233 (Steel Ø165 VO logo)**

**Glass, product no. and EAN number**

**Aura 7 : 100998 / 5703505052097**

**Handle, product no. and EAN number**

**Aura 7 : 100996 / 5703505052073**

**Ash pan, product no. and EAN number**

**Aura 7 : 100712 / 5703505044382**

**Set of vermiculite panels, product no. and EAN number :**

**Aura 7 : 100309 / 5703505042814**

**Gasket for glass and ash pan, product number and EAN number**

**100443 / 5703505045457**

**Gasket for door incl. glue, product number and EAN number:**

**100351 / 5703505040162**

**Glass cleaner spray, product number and EAN number: 100493 / 5703505045471**

**Repair spray for paint**

**Black 400 ml: 100603 / 5701909002069**



## **How to correct a fault.**

### **Smoke entering room**

- Poor draught in the chimney.
- Check that the flue and chimney are not blocked.
- Check that the chimney height is correct in accordance with the surroundings.

### **Glass and/or chimney soot:**

- Wood is too wet.
- There is insufficient combustion air (secondary air).
- You have closed the kindling air too quickly when you started the fire.
- There must always be clear flames in the combustion chamber.

### **The stove is not heating the room:**

- The wood is too wet (all the energy is being used up in drying the wood) or the wood is poor quality.
- Check that the smoke guide plate is positioned correctly (free passage for smoke).
- Insufficient combustion air (secondary air).

### **The fire burns too intensely:**

- The gasket in the door or ash pan does not seal (it must be replaced).
- The chimney draught is too powerful (fit a damper in the chimney).
- Check that the kindling air is closed.

### **The shaker grate is stuck:**

- Check that a piece of wood or similar is not stuck in the grate.
- Check that the shaker grate bar is in the correct position.

## **Recycling**

### **Packaging**

In consideration of the environment, the packaging should be disposed of in accordance with local regulations for the disposal of waste. The packaging is 100% recyclable.

### **Ceramic glass**

Ceramic glass must be taken to the local recycling station and recycled with other ceramics and porcelain, where it is sent to a waste disposal facility.

### **Vermiculite**

Vermiculite panels from the stove must be taken to the recycling station, where they will be sent to a waste disposal facility

**Rhein-Ruhr Feuerstätten Prüfstelle • Im Lipperfeld 34 b • 46047 Oberhausen**

- ❖ Testing laboratory according to Regulation (EU) Nr. 305/2011, notified body No.: NB 1625
- ❖ Testing, monitoring and certification body according to LBO, registered No.: NRW 15
- ❖ Testing, monitoring and certification body in construction supervision licensing procedures
- ❖ DIN CERTCO testing laboratory, registered No. PL139
- ❖ Testing laboratory according to DIN EN ISO/IEC 17025:2018, DAkkS No. D-PL-17727-01-00

The accreditation is only valid within the boundary of the certificates annex.



**Certificate No. RRF - ITT 20 5541-1**

Brief summary of the test results for the declaration of performance (DoP) according to regulation (EU) 305/2011 (CPR) from test report No. RRF - 40 20 5541

**Product testing acc. to:** EN 13240:2001/A2:2004/AC:2007 - *Roomheater fired by solid fuel*

**Fulfilled requirements:** 1. and 2. level of 1. BImSchV of Germany  
Amendment according to Art. 15a B-VG of the Republic of Austria  
LRV of Switzerland  
Royal Decision No. 2010-3943 (level 1, 2 and 3) of Belgium  
Danish regulation for combustion plants (regulering af luftforurening fra fyringsanlæg til fast brændsel under 1 MW)

**Manufacturer:** **Varde Ovne A/S**  
Pottemagervej 1, DK-7100 Vejle

**Product:** Roomheater fired by solid fuel  
**Type, batch, serial number:** **Aura 7**

**Purpose of the product:** Room heating in buildings fitted without a boiler

**Nominal heat output:** **5 kW (-Solid fuel wood logs)**

**Test result:** The construction product fulfilled all requirements with the mentioned test fuels (p.2) of the above-named european standards and regulations.

This document is a translation of the original German certificate. In case of doubts, the German version is valid.

This document replaces the document no. RRF - ITT 20 5541 dated on 20 August 2020.

Oberhausen, 28 September 2020  
(Place and date)

(stamp and signature of the deputy head of the testing laboratory)

## Guarantee/Warranty rights

### Guarantee

All VARDE wood-burning stoves are subject to close quality control. We take great pride in delivering uniform quality products every time. However, manufacturing defects can occur every now and then, so we offer a 5-year guarantee.

The guarantee on your wood-burning stove does not cover:

- Wear-and-tear parts, such as Vermiculite panels in the combustion chamber, glass panes, seals, handles, cast iron bases and shaker grates.
  - Damage caused by improper operation, incorrect connection, lack of or incorrect maintenance (see user manual).
  - Overheating/deterioration of materials due to use of e.g. incorrect type of firewood, burning coke or excessive firewood.
  - Connection of your stove to a chimney with poor air draw (e.g. a chimney that is too short or with leaks).
  - Damage to paintwork due to installation/storage in unheated or humid surroundings or that is due to cleaning with damp cloths and cleaning products.
  - All normal wear to wear-and-tear parts/consumables and paintwork.
  - Damage that is caused by external forces of physical nature.
  - Compensation for any consequential damage, including damage to other objects.
- Installation and/or disassembly for warranty repairs.

However, we offer a 6-month guarantee on all wear-and-tear parts that are not covered by other guarantees.

For all other products – except wood-burning stoves and wear-and-tear parts – we offer a 2-year guarantee/warranty right pursuant to the Danish Sale of Goods Act.

### Warranty rights

You have 2-5-year warranty on all our products, subject to the above conditions. This means that you are entitled to make a warranty claim if the product has errors or deficiencies.

For any deficiencies that are covered by this warranty, upon delivery to the customer, or for deficiencies that arise during the warranty period, VARDE Ovne accepts to either send a suitable replacement component at no charge to remedy the deficiency, to exchange the item, to issue a refund against return of the item or to offer a partial refund depending on the specific situation. VARDE Ovne is under no obligation to assist in the installation/replacement of components.

In addition to the rights conferred by our guarantee, consumers also have rights pursuant to the Danish Sale of Goods Act. These rights are conditional upon the claim being justifiable and that it is not due to incorrect use or other behaviour that has damaged the product.

The claim must be presented within reasonable time of you having noticed the error or deficiency to the product. A claim that is presented within two months of you having noticed the deficiency shall always be considered timely.

*All correspondence concerning warranty claims must be via the dealer from whom you purchased your stove. Please bring your purchase invoice and pictures. Alternatively, you can complete the **warranty claim form** on this website.*

We will require a detailed description of the claim/problem so that we can deal with it quickly and come up with a solution.



**Pottemagervej 1, 7100 Vejle, Denmark. [www.vardeovne.dk](http://www.vardeovne.dk)**