

**WORLD OF WOODSTOVES LTD - SUSSEX WOODSTOVES**  
**44, PONDTAIL ROAD, HORSHAM, WEST SUSSEX RH12 5HR -**  
**OFFICE: 01403 240300 – BROCHURE REQUESTS ONLY**  
**PERSONAL: 07771 701122 – 10-5 DAILY PLEASE**



**WE ARE A HETAS-REGISTERED SUPPLY & FITTING COMPANY WITH A PEDIGREE BACK TO 1986**  
**WE EMPLOY ONLY QUALIFIED, FULLY INSURED, HETAS-REGISTERED FITTERS AND ENGINEERS**

**WE FOLLOW BUILDING REGULATIONS AND MAY COMPLIANCE-CERTIFICATE**  
**ONLY OUR OWN INSTALLATION WORK – THIS APPLIES TO ALL HETAS**  
**ENGINEERS**

*Note that our minimum inspection fee USUALLY applies once only to each site*  
*but that for pre-sales repeated distance-visits we may have to charge again.*

**WE CANNOT LEGALLY SIGN-OFF LINER-INSTALLATIONS OR STOVE**  
**INSTALLATIONS BY OTHERS – PLEASE CHECK WITH “HETAS” IF ANYONE ELSE**  
**OFFERS TO SIGN OFF DIY WORK, AS THE SIGN-OFF BECOMES FRAUDULENTLY**  
**INVALID**



**DIY WORK OR NON-HETAS INSTALLATIONS NEED COUNCIL APPROVAL BEFOREHAND**  
**PRE-WORKS COUNCIL FEES ARE TYPICALLY £150-£200 – RETROSPECTIVE FEES MAY BE £600+**

**THESE ARE THE TOP QUESTIONS THAT PEOPLE HAVE ASKED US SINCE 1986 – WE TRY HEREIN**  
**TO EXPLAIN AND DISPEL SOME MYTHS AS WELL AS BETTER INFORMING YOU ABOUT TYPICAL**  
**STOVE ISSUES AND DELIGHTS - PLEASE ALSO READ OUR ATTACHED TERMS & CONDITIONS**

### **WHEN MAY I COME TO SEE STOVES ?**

VISITORS come on TUESDAYS & THURSDAYS 10-12 & 2-5 – SATURDAYS  
from 9-5 – AND BY APPOINTMENT on other days and at other times.



### **HOW DO I FIND YOU ?**

From “Robin Hood roundabout” on Horsham A24 north bypass, turn south into B2237 Warnham Road.  
TAKE 1st left into Pondtail Road. After ½ mile we are on your RIGHT, opposite the “Rising Sun” Inn.

### **ESTIMATES?**

Estimate visits cost £10 for 1-10 miles, £20 for 20-20 miles, £30 for 20-30 miles and thereafter an additional  
£1 per mile depending on distance – we are typically 15 to 30 minutes on site.

### **DO YOU RELINE CHIMNEYS?**

It is not always necessary - A 10-year 316 liner supplied and fitted with a stove costs from **£1200** & 25-year  
904 liner from **£1550** (possibly plus safety scaffolding); fitting without a liner is from only **£400** all including  
Building Regs Certificates.

If chimneys obstruct 150mm liners, we may fit 125mm outlet DEFRA-approved Smoke-Control stoves with  
125mm flexi-liners. If we have to use a 150mm or larger diameter liner in a tight chimney, then additional  
building work cutting into and re-closing chimneys through interior walls may be necessary – typically these  
cost approx **£200 per cut** (excluding plastering and decorations) and the need for this work has occurred in  
about 5% of our historical installations.

### **WHAT EXPERIENCE HAS THE COMPANY ACHIEVED?**

Established in Spring 1986, we started selling stoves from a garden shed during the following August. Since  
then we have probably sold more than 2,500 stoves and fitted most of them, with or without liners and  
sometimes with prefabricated stainless steel chimneys.

**We have never aimed to be a high volume or an “internet” business – our website is informative**  
**rather than a pushy “sales aid” – we take on just enough work to be able to do an excellent job**  
**and to enjoy working for a living – we accept just enough customers to be able to professionally**  
**meet or sometimes exceed their expectations.**

When the regulations were tightened and it became obligatory for installers to be HETAS trained and  
registered, we were amongst the earliest companies to register, and the training sessions were carried out  
here at the workshops in Sussex, by HETAS trainers, for several fitters, rather than having to travel north.

We joined CheckaTrade and our feedback from customers is excellent.

Our business practices, financial and professional references, advertising materials, website, and full Terms & Conditions have been checked and approved by West Sussex County Council Trading Standards, so that we will become members of their "Buy with Confidence" scheme.

Our experience has been called upon for technical reports on faulty or unwise installations, and after serious premises fires and other incidents where danger or damage has occurred to people or premises.

### **DO I HAVE TO HAVE A CHIMNEY TO USE A LOG STOVE?**

Only oil and gas systems can use low-level outlet balanced flue systems – this is because they do not produce the particulates that are a feature of wood and smokeless fuel stoves. So, yes, you do have to have a chimney.

- That chimney may be already part of the structure of your house.
- The chimney may have been in use with any fuel, or it may have been closed or unused for years
- If there is no structural chimney, a prefabricated insulated twinwall chimney may be appropriate. A typical external chimney installation in a two-storey house, with a new hearth and a stove costs from about £5,000-£6,000. Such chimneys may appear "industrial and as such may not add their price to the value of your home.
- If there is no structural chimney, then one can usually be built for you using pumice cores and brick skins, but not by us – typically allow £8,000-£10,000 for such a structural chimney. However, the higher investment is likely to be more than recovered when you sell your house.
- if you are moving into a new home, please note that it pays to buy houses with existing chimneys.

### **DOES MY CHIMNEY REALLY NEED A LINER ?**

Faulty chimneys always need re-lining. Post-1966 chimneys have ceramic liners, and pre-1966 may be OK, but need "**Soundness Tests**" to prove the chimney per Building Regs. Whether you reline or not, poor fuel causes stove & chimney damage. If the independent testing company is in any doubt, they will recommend repairs or relining. If YOU are in any doubt, we suggest that you reline the chimney

From October 2010 the minimum liner diameter is 150mm or the stove outlet size if greater, except for 125mm outlet DEFRA stoves. Old solid fuel liner and all gas and oil liners will need to be replaced for a solid fuel stove – the warranty lifetime for our liners is typically 10 or 25 years depending on how much you spend on them.

Only faulty chimneys that cannot be professionally repaired need chimney liners.

### **WHAT ARE THE ADVANTAGES & DISADVANTAGES OF LINERS?**

**The fact is that Building Regulations specifically permit redundant chimneys to be brought back into use without chimney liners, and specify the tests to be carried out before doing so.**

**If anyone tells you otherwise, ask them to show you the Building Regulations Document J, Section 1.36, which also permits remedial works other than liner installation into structural chimneys. The Solid Fuel Soundness test is detailed in Appendix E.**

**Anyone who tells you that a liner is compulsory is being economical with the truth and may never have been properly trained by HETAS, or may not have read and understood the regulations. A liner is only compulsory when the flue is proven faulty and it is considered professionally unwise to conduct remedial work without a liner.**

**WITHOUT A LINER, at installation**, one advantage is the vastly reduced price to the customer – typically we charge £400-500 for the non-liner installation and warranty, plus the stove. Such installations are safe and will not damage chimneys, provided that you only burn good, dry fuel – and you must never use fuels with more than 19% moisture content – our customers usually buy a Fuel Moisture Meter from us for £30. A rain cap to reduce the ingress of weather is a wise precaution – typically these cost £150 installed.

**In use**, an advantage of not having a liner is that structural brickwork absorbs some of the heat from the flue gases and that heat is radiated into the house over time. Burning good fuel also keeps the chimney structure dry and even may extend rather than reduce the lifetime of the chimney.

**WITH A LINER**, the advantage to the supplier is that supply & fitting typically costs £1200 to £1550. Properly fitted and using correct fuels, flexi-liners should last the duration of their warranty – 10 years for 316 steel, 25 years for 904 steel. If you burn poor fuels, the warranty is invalidated and the lifetime of the liner can be reduced to as little as 18 months as one season of abuse can ruin a liner.

**In use**, an un-insulated liner, used with good fuels, has the advantage of keeping a chimneystack dry – the heat from the liner drives out the damp and this can be particularly useful for older chimneys.

**FUEL QUALITY** deserves your attention – the stove, installation and liner warranty conditions insist that you use dry fuels, properly seasoned, and never above 19% moisture content.

**Burn dodgy fuel without a liner** and eventually you will see brown water marks inside the house, demonstrating that you have produced tar in the chimney – the solution is then to remove the tar, seal the marks if you can, redecorate and reline the chimney. The damage breaks all the warranty conditions and you have no valid claim against the stove, the Testing Company, or the Installation Company. Having been clearly and professionally warned from the outset, you are not considered in law to be a naïve customer and your claim will be dismissed.

**Burn poor fuel in a liner installation**, and you deserve all that happens – the tars and acids will eat through the liner in months rather than years. Liner manufacturers, suppliers and Installation Companies all are well aware of the typical perforation damage that results from burning high moisture-content fuels. Again, the warranty and instruction data, the installation data plate, all the literature given to you the verbal advice and instructions that you received and the warranty all clearly tell you what to do, and what not to do, so the cost of replacing the liner, which is significantly more than installing it in the first place, is down to you.

So in summary

- If the chimney is faulty you must reline it
- If the chimney is proved Sound under test then you may choose whether or not to reline it.
- Either way, we are happy to be of service to you.

### **SOUNDNESS TESTS?** –

To know for sure whether a chimney or an existing liner is faulty, get the chimney Soundness Tested after any structural work has been completed.

Typically expect to pay £40 to thoroughly Sweep & from £70 to Soundness Test. On YELL: Milborrows, A1-Sweeps etc & many others advertise in the South, Sweeping, repairing & Soundness Testing.

### **WHAT SIZE OF STOVE DO I NEED ?**

Normally, allow **1kW output per 14 cubic metres** of the room. In cold rooms or with high ceilings use 1:12 or even 1:10 - a bigger stove may be needed. Smaller stoves can be used to supplement other heating systems. Too large a stove if burned slowly, causes tar damage, or if burned as intended, it may overheat parts a larger room, making some zones uncomfortably hot!

### **WILL IT FIT MY FIREPLACE ?**

Allow 2" to the back & 2" to the sides (if the sides are 8" thick) or 6" to the sides if the side-walls are thinner. (dependent on manufacturer), plus at least 6" upwards to the lintel or the top of an archway, for fitting access & provision for sweeping. Allow 9" hearths for appliances whose manufacturers specify them, otherwise 12".

### **I HAVE A STOVE – WILL YOU FIT IT?**

If it's a modern stove meeting EN13240, and HETAS-approved, with all its emissions and efficiency paperwork present, the stove undamaged and complete, then we may agree to fit it for you.

We will not fit flues and liners that we have not supplied –

**NOT EVERYTHING IS WHAT IT SEEMS, ESPECIALLY WHEN BOUGHT CHEAPLY.**

### **FIREPLACE MODIFICATIONS?**

All modifications other than cosmetics or minor repairs are considered structural building work and thus come under Building Regulations control, or must be undertaken by HETAS engineers.

We remove shaped fire-backs **from £240**, modify fireplace heights & insert bar-lintels from **£280**.

For **DIY**, you **must** inform the Building Control Officer. Widening fireplaces is much more stringent and far more expensive, as pin-lintels may be needed front-to-back to support hanging brickwork above, as well as new frontal lintels.

### **HOW LONG WILL I HAVE TO WAIT ?**

We know how impulsive buyers can be: usually you can **'Pay-&-Takeaway'** from local stock and we keep about 50 stoves for immediate purchase. Instant gratification! **We do not charge VAT.**

Bespoke Register plates take us 2 hrs on visiting days **from £40**. Gloss-black flues are available from stock **from £40**. Liners & special order parts take from 2 working days. Double-sided and central heating stoves from 14 to 48 days. Our fitting lead-time for our own stoves and liners is 14 to 48 days.

### **HETAS FITTING ?**

We are **HETAS-No: 1413**, with sales & fitting experience since **1986**. Some installations require special skills such as qualified Sweeps, Chimney testers, gas or solid fuel plumbing specialists – for these skillsets, please consult YELL or the Internet, or use [www.HETAS.CO.UK](http://www.HETAS.CO.UK)

## DIY FITTING ?

You may DIY or employ non-HETAS fitters, but your local Building Control Officer **must** pre-approve, supervise and sign it the job. We may inspect & report on your installation at **£80 per hour** to assist a sign-off, but as for all HETAS engineers we **CANNOT** by law sign-off other people's work.

## AIR VENTS? –

Stoves under 5kW in pre 2008 homes do not need vents – Over 5kW pre-2008 and all 2008 onwards will need air-vents. These cost from **£160** supplied & fitted, if you need one.

Air-vents are compulsory for all stoves over 5kW, and where an extractor or another appliance or chimney contends for air-supply. We also must fit a compulsory air-vent for those smaller stoves up to 5kW to be installed into newer houses post 2008, built with low Design Air Permeability factors.

**IF YOU COVER UP YOUR AIR-VENTS WITH THE STOVE BURNING, YOU INCREASE TAR IN THE CHIMNEY AND RISK CARBON MONOXIDE POISONING. THE INTENTION OF THE REGULATIONS IS THAT VENTS ARE PERMANENTLY OPEN.**

## CARBON MONOXIDE ?

Here's a myth to dispel, once and for all – surely logburners are safe from poisonous Carbon Monoxide? Not at all – all combustion fuels produce this gas as a preliminary combustion by-product – if there is sufficient air-supply, this is then burned to produce Carbon Dioxide. This is why larger stoves (and certain other site conditions) necessitate air-vents.

A Carbon Monoxide Alarm is compulsory for each individual appliance from October 2010 (**£30**). This poisonous gas is produced in all combustion – gas, oil, smokeless fuel and log-burners. Logs & coal do produce poisonous fumes unless correctly burned. Keep air-vents & controls open and a good flame in the firebox and the risk is reduced – if the fire is smouldering, damped down or smoky, you are risking harm.

## SMOKING OPEN FIREPLACES OR STOVES ?

You should neither see nor smell smoke indoors. Fumes may be poisonous.

**IF YOUR STOVE OR OPEN FIREPLACE SMELLS, IT'S NOT QUIANT or COUNTRIFIED – IT'S POTENTIALLY DANGEROUS - THERE MAY BE SOMETHING WRONG !**

Properly fitted stoves improve most smoky fireplaces unless there are chimney defects or draughts. Sealed steel register plates are always essential, either made to your order, or made on-site by the fitters. You should neither see nor smell smoke indoors. Fumes may be poisonous. Properly fitted stoves improve most smoky fireplaces unless there are chimney defects or draughts. Sealed steel register plates are always essential, either made to your order (**from £140**), or made on-site by the fitters.

If the stove or fireplace is smoky when first lit, this is possibly a "cold plug" of air sitting within the chimney – this can be dispersed by burning a torch of newspaper to warm the chimney, very carefully, before lighting the stove. However, there is a risk that the chimney or the liner is blocked by tar or debris from burning poor fuels, or by neglecting to have the flue swept at least twice a year, so please get it swept regularly.

If your open fireplace is smoky, then the fireplace opening to chimney area may be more than 6:1 – if it is then the fire will smoke into the room bringing noxious compounds with the smoke. Generally, if there marks above the fireplace aperture, you should seek advice before harm occurs to you or your family.

## SAFETY ?

Stoves are typically safer than open fires – the sparks, smoke and embers are contained - keep the stove doors shut whilst burning fuels or the heat is mostly lost up the chimneys.

Stoves run at over 300°C - heatproof gloves & fireguards are recommended. Furnishings must be kept at least 1000mm from stoves. Combustibles within 1000mm need fireproofing.

**Chimney thermometers for £15** encourage proper stove use, reducing tar and debris deposition in the chimney.

## ARE THE STOVES CLEAR-VIEW AIR-WASH EQUIPPED?

Clear-view are English stove manufacturers. All manufacturers use similar and enhanced airflow facilities to push smoke and fumes away from the glass – thus it cannot condense and darken the glass. Air-wash systems create curtains of air downwards across the glass, to keep smoke away from the glass and give brighter fire-views and better combustion efficiency. Closing the Air-wash systems will tar up the glass & the chimney. Clean the glass clean using eco-friendly dampened newspaper & wood-ash, for free, or a safety razor blade if you have crusted it up – in general, burning dry fuel, with a safe chimney, the glass stays clean.

## EFFICIENCY – JUST HOW EFFICIENT ARE THESE STOVES ?

Stoves are 3 times as efficient (75% to 85%) as open fires, burning 1-2 kilos of dry fuel per 5kW per hour, reducing average house gross CO<sub>2</sub> emissions by 20%, making home more ECO-friendly. Please only burn **dry** logs and smokeless coal – moisture from poor fuel causes tar damage and pollutes the atmosphere. Efficiency is little affected by whether or not a liner has been installed.

### [ECOLOGY ?-](#)

All stoves meet **BS/EN13240** for the efficient, clean combustion – house coal, coke, steam coal, petro-coke & sticky fuels are not suitable, invalidating the warranty. **Energy efficiency ratings for houses may be enhanced by stoves**, as gas and oil usage is reduced. **We do sell DEFRA-approved Smokeless zone stoves too.**

### [CAST IRON OR STEEL – WHICH IS BEST?](#)

Abused cast iron may crack – abused steel may corrode. With care, expect many years of use with either type

- modern, well-made stoves are quite hard to destroy, but some people do so
- cold water onto a hot cast iron stove top, or rain down its chimney are good ways to crack one
- cheap cast iron stoves with recycled scrap are more prone to cracking than pure iron quality stoves
- cheap steel stoves have thinner bodies and tops – they distort, corrode, leak and disappoint owners
- we sell spare parts and do repairs wherever we can.
- We only sell stoves with manufacturers' warranty, and we warranty our services for 12 months.

### [CHIMNEY SERVICING ? –](#)

Generally, sweep the chimney professionally at start & end of every burning season and quarterly in the winter, or otherwise as the sweep advises. **Accredited sweeps issue sweeping certificates.**

Do not use “Mick who has done it for years” or “Jethro who is a part-time fireman” – who will pay the damages costs when they puncture your liner? Or displace a brick and poison your family?

**Unqualified = Uninsured.**

Use **dry fuel only**, never greenwood or weather-wet fuel. If there is tar in the chimney or the stove, this can only originate in poor fuel, and leads to mess & chimney fires. **It is never the fault of the stove!**

Some light brown tar-staining is due to rain penetration of the chimney so flashings or soakers may need replacement or repairs.

**If you call us out accusing the stove, liner or installation of causing a problem, and the faults are proved elsewhere in your house, then please expect to pay for the visit – typically from £120.**

**For reference purposes, since 1986 there has been not one instance where a suggested fault has been attributable to the stove or the installation – extreme weather, abuse in use or bad fuel is commonly the cause.**

The stove will not produce these messy and damaging by-products if used correctly with good quality fuels.

### [MONTHLY DIY SERVICING?](#)

With the stove all cold, you should clear the stove firebox and vacuum over the baffle and into the flue pipe. Tar-converter products reduce tar to a powder, so some dangers are reduced. Some products include free chimney-fire insurance.

If you notice anything amiss, call us immediately – an **£80 call out fee** is a small price to pay for safety.

### [ANNUAL SERVICING?](#)

It's not obligatory yet, but it's common sense where stoves are concerned. We charge from **From £80 plus parts**. Glass, seals, door-latches, firebricks, grates, interior baffles, flues & joints, etc may need specialist attention annually or at other times.

Stoves may become gradually dangerous or inefficient. You may not notice, but be certain that we will!

Most UK-sold stoves are designed for **intermittent burning, not 24/7.**

As a guide for servings, **Seals & adhesive kits cost £40, Flues are from £40, heatproof mastic is £16, Black paint £16, 10-year liner kits from £600, 25-year kits from £900.**

**Our typical workshop, travel and site labour rate is from £80 per hour.**

### [CENTRAL HEATING ?](#)

We supply stoves with boilers but we do **not** fit them. Boilers may be stand-alone or Integrated. Integrated systems are costlier to install & complex to sign-off and may even combine solar, electric, solid fuel, gas, ground-source heat recovery, air-source heat recovery and use Heatstores or Integration panels.

Boiler stoves are best fitted with liners as flue-gas temperatures are reduced and corrosion risks are increased. Solid fuel boilers rely on flames for heat transfer – when stoves slumber, radiators cool down.

### **OVERNIGHT BURNING ?**

Slow burning or damping down stoves produces tar and is **NOT recommended**. The damage to stoves and liners is typical and readily identified and cancels the warranty on stoves, installations and liners, damaging stoves & chimneys, and producing Carbon Monoxide. There must always be flames in a safely-burning, solid fuel stove. Some people damage stoves & chimney by ignoring this advice – but our customers should know better, because we probably bang on about it a bit!

### **EMPTYING THE ASH ?**

Multi-fuel stoves need the ash cleared every few burns. Wood-burners need clearing to 1" of ash perhaps every 10 burns. **Please use a metal bucket – the ashes can remain hot for a long time!**

### **CAN I COOK ON IT ?**

Over hot embers with the stove doors open, Toast, crumpets, steamed & roasted chestnuts, marshmallows, stews & casseroles, hot drinks & even toasted sandwiches. We use **Pyrex** cookware so that we can see what's going on. If the stove is blazing well, people have told us that they even made toast through the glass!

### **CAN I BURN PELLETS?**

We sell drop-in Pellet baskets **from £120** for use in stoves. This gives you more choices of fuel – logs, compressed-chip fuels, smokeless coal-type fuels or pellets.

### **WARRANTY?**

**12 months, & Exclusions apply** to heat or weather damaged castings and carcasses, all service-replaceable stove and flue parts including door and glass seals, glass, grates, ash-cans, register plates, sweeping accesses and seals, internal stove linings, dampers, closing plates, flue outlets, baffles, tools and door latches.

### **REGULATIONS VERSUS COSMETICS**

We commit to installing stoves in manner that fully complies with Building Regulations and the HETAS Guide. We will centre and level stoves and seek to achieve upright vertical flues, but constraints and defects in your house may make compromise essential.

If your fireplace sides are off-vertical then our vertical pipes will look wrong, but will be correct. We do not commit to cosmetic perfection, but to our best-endavour in all matters.

### **DISPUTES**

Our Terms & Conditions on the website and with all correspondence & paperwork, emphasise that if ever we were to have a dispute, we would use HETAS or WSCC (West Sussex County Council) arbitration procedures provided that all billed invoices have been paid, any refunds being determined solely by arbitration.

Failure to pay an invoice in a dispute would result in legal action to recover the debt before arbitration.

Since 1986, we have yet to find ourselves in any such dispute situation.

**These notes are issued as general guidance, without prejudice to World of Woodstoves Terms & Conditions attached, and are not intended to instruct any other parts or services supplier.  
We never "recommend" other suppliers.**

**Our Terms & Conditions are issued with all emails and documentation.  
All Customers are made aware of them, and receive a copy from the Company.  
Please note that our minimum inspection fee may apply to all distant site visits  
and may be billed retrospectively if overlooked at the time of the visit.**

**West Sussex County Council Trading Standards are approving our practises and Terms & Conditions as a "Buy with Confidence" Company.**

**We are Checkatrade members and HETAS registered.**

**Note that the stoves that we sell, prices, specifications and service charges  
may change without prior notice.**

**WORKSHOP DISPLAY prices always apply to any sales transaction.**