

Q-TEE II
Q-TEE II C

USER MANUAL (ENGLISH)

RAIS®

attika®
FEUERKULTUR

PRODUCTION NUMBER

Congratulations on your wood burning stove. Each stove has its own unique production number. The production number is located on the back of the stove, but it can also be found below. The number is the stove's identification and must be used in case of any enquiries related to the stove's warranty - so you have all the information together in case of any enquiries.

INSERT
PRODUCTION NUMBER

THIS MANUAL APPLIES TO THE FOLLOWING MODELS:

- Q-Tee II
- Q-Tee II C

Q-Tee II



Q-Tee II C



PRODUCTION NUMBER 2

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We reserve the right to make printing errors.

CONGRATULATIONS ON YOUR NEW STOVE

Congratulations on the purchase of your new wood-burning stove – and welcome to RAIS or attika! High quality, design and function go hand in hand in the stove you have selected.

For the latest tips, information and inspiration, follow us on our various channels:

We have put our hearts, souls and minds into each and every one of our products. We want you to enjoy using your stove for many years to come, so we have focused all our efforts on ensuring that this is possible.

You are now about to learn all about your stove – and turn your dream into reality. You will soon be enjoying using the stove in your home.

This user guide can help you get started with your new stove. You will receive an in-depth introduction to the following topics below:

- Wood
- Setting the damper and lighting your stove correctly
- Cleaning and maintaining your stove
- Frequently asked questions - FAQ

It is important for you to read up on all these topics so that you can get the maximum out of your wood burning stove. You can also return to the user manual if you have any problems or queries when you have been using your stove for a while. We hope you will find all the information that you need.

You can get in touch with your RAIS/attika dealer if you have any further questions.

It is important that the stove are used correctly for both environmental and safety reasons. Always make sure to observe all local precautions, including those referring to national and European standards, when operating the appliance.

Enjoy using your new stove!

Read and follow the user operating instructions.

Use recommended fuels.

- Type: Burning logs (I)



It is important for you to use dry, untreated wood and light the wood correctly so that you wood-burning stove can operate correctly. Which wood you should use and how to treat it prior to use are shown below.

USE APPROVED FUELS ONLY
General wood (wood that you have purchased or collected yourself) or pure wood briquettes are approved fuels. You must not use newspaper or similar as this will cause soot in your stove and give off contaminated smoke.

THE WOOD MUST BE DRY
If you can, bring in the wood a couple of days before you want to use it so that it is at room temperature. The wood must have a water content of 15-20%. In practice, this means your wood should be left to dry for at least one year (and ideally two) before you use it. As a result, it is a good idea to buy your wood early and organise good storage for it. Wood needs time to dry, and proper air drying can take up to 2 years depending on the type of wood and how it is stored.

Wood dries best when it is sawn and chopped. Place your wood in a well ventilated, sunny location protected from the elements, ideally under a lean-to or a woodshed, i.e. a shed with slatted sides. Avoid covering your wood, this will retain the moisture. Drying wood outdoors is almost always best because this ensures that plenty of air can circulate.

YOUR WOOD MUST FIT THE STOVE
The pieces of wood you use must fit the combustion chamber of your stove. Pieces of wood of a diameter greater than 10 cm should be chopped.

FUEL TYPE	Wood logs 
DESIGNATION	I
LENGTH (RECOMMENDED)	Max. 30 cm
STANDARD TEST FUEL	Beech, birch eller hornbeam
MOISTURE CONTENT	12 - 25 %





WARNING
Never use lacquered, laminated or impregnated wood, wood with a plastic coating, painted wood, chipboard, plywood, household waste, paper briquettes or coal. This may cause toxic smoke that smells unpleasant and causes contamination. Under no circumstances use any form of liquid fuel as this could cause an explosion. Your warrenty will be rendered void if you burn non-recommended fuel in your stove and cause it to overheat.

WARNING
If you use incorrect wood or wood that is too damp, this may cause soot to form in the chimney, possibly leading to a chimney fire. If this happens, close off all air supplies to your stove if a valve connected to an AirSystem connection from outside is installed.

CALL THE FIRE SERVICE IF YOUR CHIMNEY CATCHES FIRE.
Never use water to put the fire out! Then contact a chimney sweep to check your stove and chimney.

RECOMMENDED AMOUNT OF WOOD FOR STOKING THE FIRE

The recommended amount of wood to burn after lighting depends on your stove model. Based on the nominal output of your stove, you can read the recommended amount of wood to use for refuelling.

By reading the CE labelling plate (or finding the output on our website), the stove has a nominal output of 6.7 kW, which means that the recommended amount of wood to be used when refueling is 1.8 kg divided into 2-3 pieces of wood logs. The stove is fired as intermittent operation and refuelling is done after 56 minutes.

NOMINAL OUTPUT	6.7 kW
RECOMMENDED VOLUME OF WOOD FOR STOKING	1.8 kg
MAX. KG OF WOOD PER HOUR	2.75 kg
WOOD LOGS	Max. 3
TIME INTERVAL FOR REFUELLING	56 min.

DO NOT OVERFIRE

Do not overfire the stove. The maximum volume of wood that may be burned in your stove is 2.75 kg. wood per. hour. It is important not to overfire, as this can cause damage to the stove. Never cover the holes in the back plate.

If you exceed the limits for the volume of wood specified in the table, the stove will be deemed overfired and will no longer be covered by the manufacturer's warranty, as excessive heat can irreparably damage your stove.

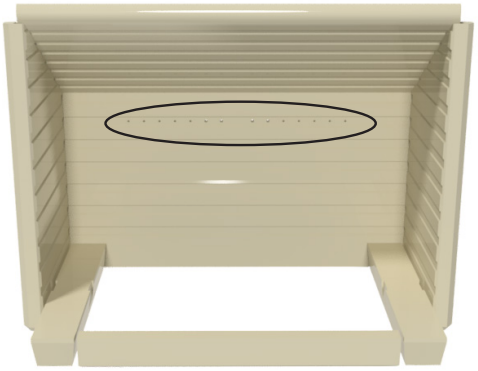
LIGHTING YOUR STOVE FOR THE FIRST TIME

When you use your stove for the first time, it is best to light a small fire initially so that it "gets used to" the high temperatures. There may be a little odour and smoke due to the materials used in the stove – but this will soon disappear and it will only occur the first couple of times you light your stove. Make sure you allow this smoke to escape. The first time you light your stove, it is also recommended that you should open and close the door at regular intervals to prevent the seal on the door sticking.

If your stove has been left unused over the summer, for example, light a small fire the first time you start using it again. Your stove may give off a slight odour the first time you light it after any length of time.

NOTE:

Remember to open and close the door slowly when adding wood. This will not cause overpressure in the chimney and cause smoke to emerge into the room.



TESTING YOUR STOVE

You can test how your stove is burning by checking:

- Is the ash pale or white?
- Are the walls of the combustion chamber soot-free?
- Is the smoke from your chimney almost invisible?

If you answer "yes" to all three of these questions, your stove is burning well.



REMEMBER!

When you use your stove for the first time, it is important for you to vent it while the paint settles (the stove gives off an odour and a small amount of smoke). This process may be repeated the first couple of times you use your stove. This will decline when your stove has reached its maximum temperature. Avoid touching the paint on your stove before lighting it for the first time and before the stove has cooled completely.

It is worthwhile spending some time finding out how best to operate the damper on your stove. This will ensure your wood burns as effectively as possible and gives you the most beautiful fire.

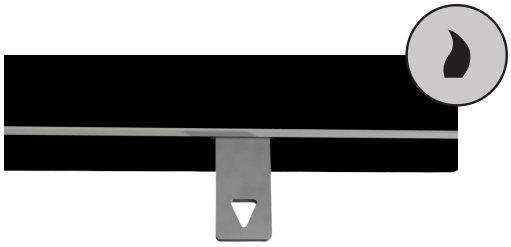
MANUAL AIR DAMPER ADJUSTMENT
The three settings on the damper are adjusted by rotating it from side to side.

POSITION 1.
The damper on the stove is set to fully open at start-up. Pull the damper all the way out towards you. The air damper is fully open and provides full air when starting your stove. This position is solely for use when starting your stove (approx. 10-20 minutes) and refueling and is not used during normal operation.



POS 1 - STARTUP

POSITION 2.
The damper closes slightly as the fire takes hold. Push the handle a projecting point in towards the stove. This is the central position. During regular burning, we recommend placing the damper between position 2 and 3. When the damper is set correctly, the flames are clear and yellow.



POS 2 - IN OPERATION

POSITION 3.
Push the handle all the way towards the stove. The air damper is closed, which keeps the air supply to a minimum. This setting should be avoided while your stove is operation, but it can be used when your stove is not in use.



POS 3 - CLOSED

Combustion in your stove will be poor if It is not getting enough air, and in a worst-case scenario this may result in unburnt fumes, smoke, inefficient use of the wood and less heat. A dark smoke will emerge out of the chimney. The smoke from the chimney is almost invisible if the wood is burning correctly.

REMEMBER!
If you find your stove is getting too hot you should not turn the damper down all the way – instead, you should vent the stove. You cannot adjust the heat in the room using the damper – only the amount of wood you use can affect this.

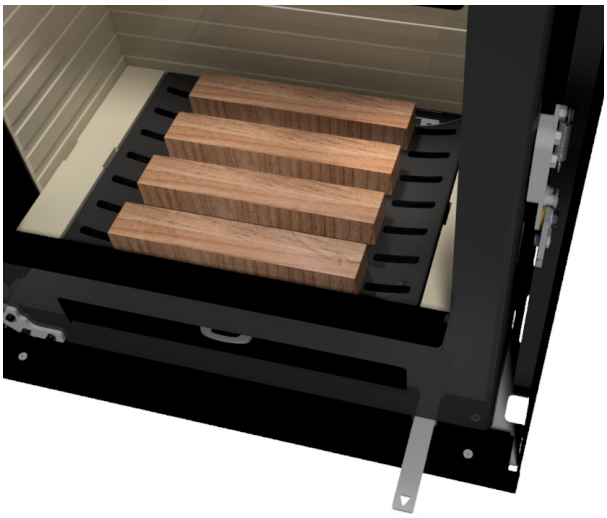
WARNING
Never use petrol, lamp oil, kerosene, charcoal lighter fluid, ethyl alcohol or similar liquids to start or ”re-ignite” a fire in the heater. Keep all such liquids well away from the heater while it is in use.

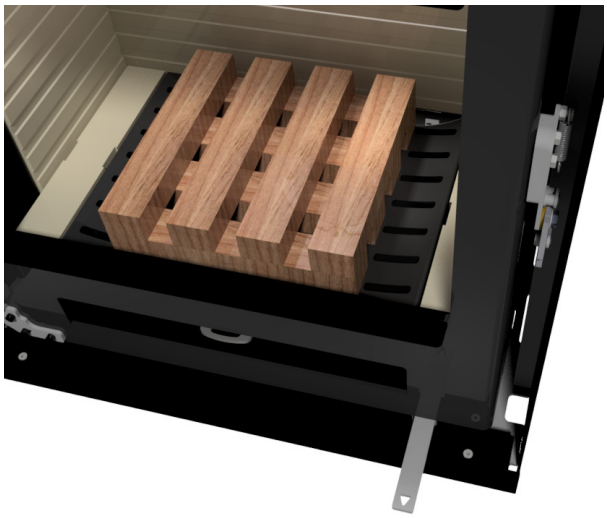
IGNITION AND REFUELLING

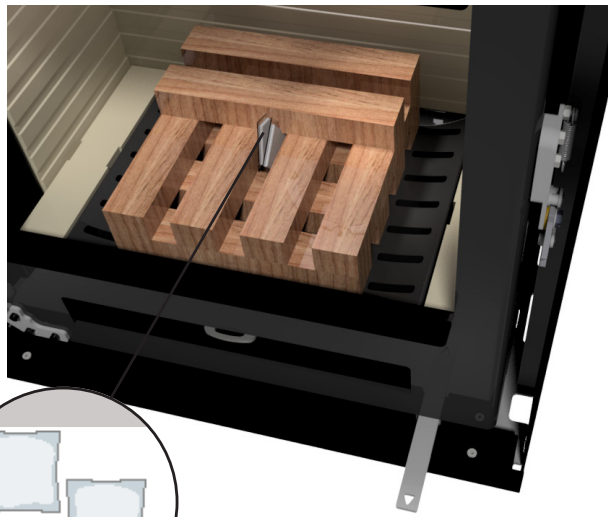
Follow the instructions 1-5 below for correct ignition and use of the stove.

You should **never** open the door when the flames are high, as they can damage the paint on the stove.

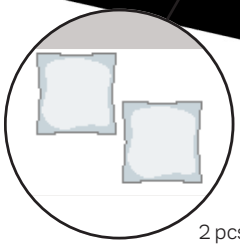
① Begin by stacking 12 pieces of split firewood in layers of four at the bottom of the stove. Place the ignition bags between layers 2 and 3, as shown in the image. Place the remaining two sticks. The split firewood should measure about 4x3x23 cm. It is critical that there is air between the pieces; otherwise, the fire will struggle to take hold.









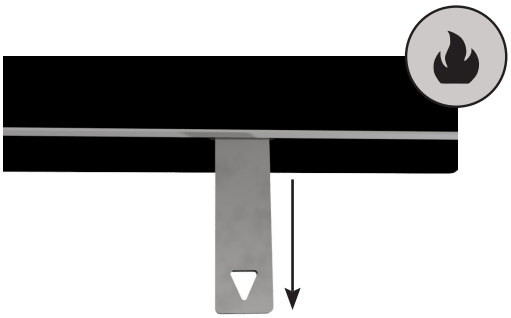


2 pcs ignition bags

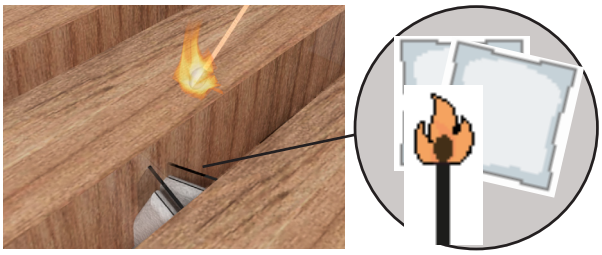
WARNING

During use, the wood stove becomes hot, particularly the exterior surfaces, and should be handled with caution. Therefore, use gloves.

② Set the air damper to the open position. Light the fire by igniting the two ignition bags placed between the layers.



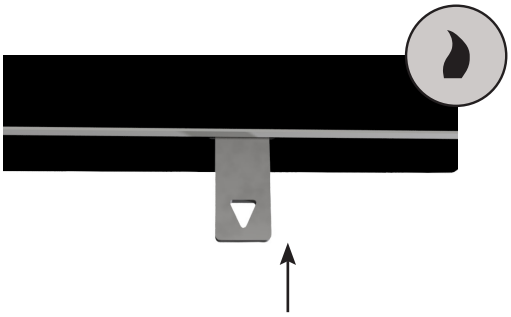




Igniting the ignition bags

NOTE! - It is important to get the wood burning quickly.

③ When the fire has a firm grip on the sticks, set the air damper to the centre position.



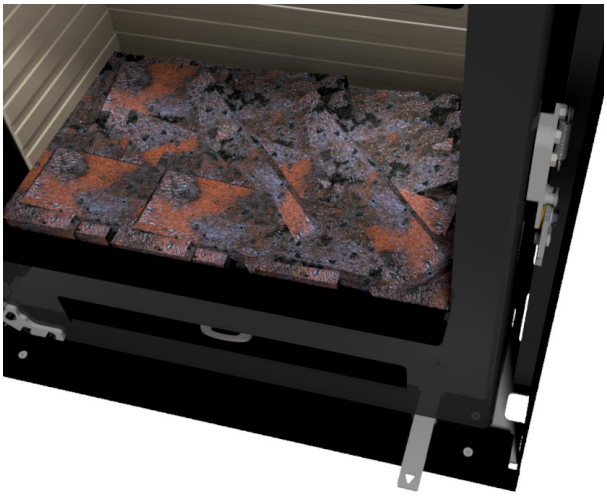


WARNING

To ensure safe combustion, the flames must be clear and yellow or the embers must be clear – the wood must never sit and "smoulder". If the fire is merely smouldering or smoking and insufficient air is supplied, this will cause uncombusted fumes to form. Fumes may ignite and explode. This may cause damage, and potentially injure people.

THEREFORE, NEVER CLOSE OFF THE AIR SUPPLY ENTIRELY WHEN LIGHTING YOUR STOVE.

4 When the last flames have died and there is a nice layer of embers, add two to three pieces of wood. Only add new firewood when there are only embers in the stove, NOT when there are flames and while the fire is in full flame.



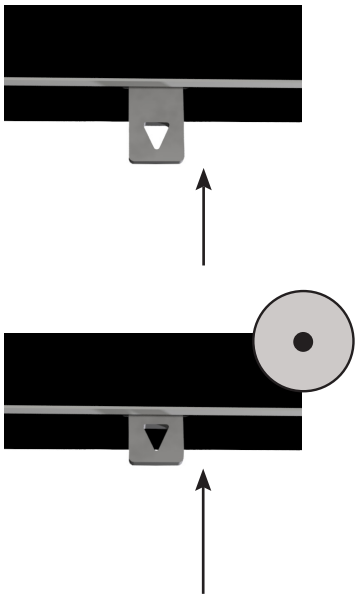


If the fire has burned down too far and there is not enough embers, start the lighting process all over again.

5 After 5 minutes - or when there are clear yellow flames - gradually close the damper. However, do not close the damper completely until the combustion process is complete and there are no more embers in the stove.







The door should always be kept closed except during firing and fuelling. If the stove is cold and the window has condensation, it may help to leave the door ajar for 2-3 minutes during firing or loading to ensure that the fire gets a good grip and sufficient heat enters the chamber. However, it is important to always follow and observe local precautions, including those referring to applicable national and European standards, when operating the stove.

DISTANCE TO FURNITURE

Ensure that flammable objects (e.g., furniture) are not closer than the distances specified in the table (fire risk).

MODEL	DISTANCE TO FURNITURE (MIN.)
Q-Tee II (from front door)	1200 mm
Q-Tee II (from side with)	400 mm
Q-Tee II C (from front door)	1200 mm
Q-Tee II C (from side with)	400 mm

Q-TEE II



Q-TEE II C



WARNING

It is important to observe these distances to combustible material as radiation, especially through glass surfaces, can ignite flammable objects around the stove.



CLEANING THE FLUE

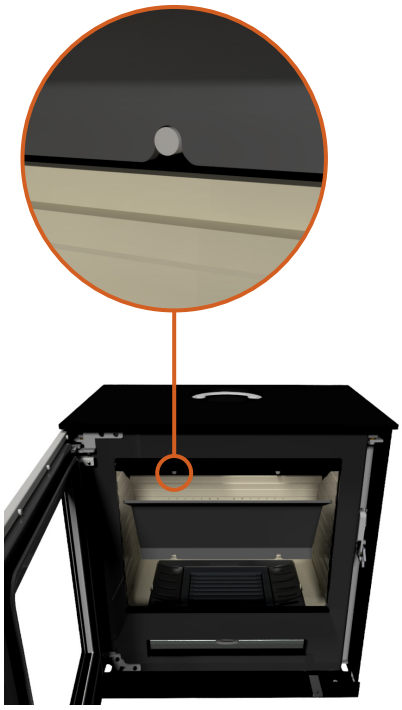
To reach the flue, carefully remove the vermiculite smoke deflector plate and the smoke baffle made of steel. Remove the smoke deflector plate by pulling it forwards and tilting it so that the rear end is clear of the vertical plates. Remove the smoke baffle by lifting it up and forwards so that it comes free of the fixings.

Remove dirt and dust and carefully insert in reverse order.



Remove the smoke deflector plate by pulling and tilting it forward.





Remove the smoke baffle by lifting it forward and tilting it to release it from the fixings.

WARNING

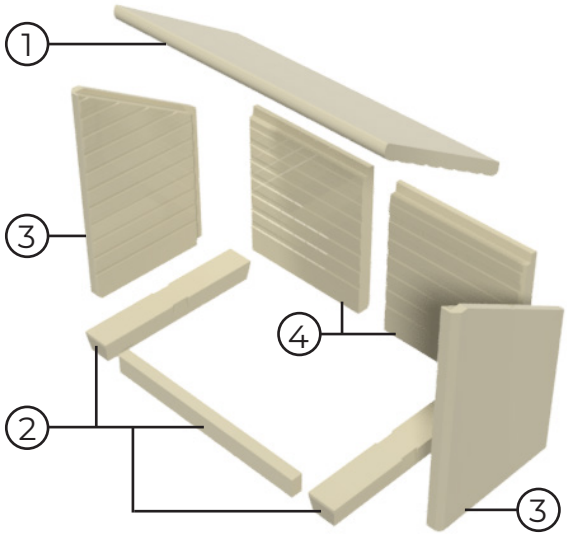
Smoke from blocked chimneys is dangerous. Always make sure the chimney and flue pipes are free of blockages and clean according to instructions. Use only recommended fuel for clean combustion and safe operation.

REMOVING THE COMBUSTION CHAMBER LINING

The combustion chamber lining protects the wood burning stove against the heat from the fire. The large temperature fluctuations can cause cracks in the plates, which, however, do not affect the functionality of the stove. The plates only need to be replaced when they begin to crumble after several years of use. The plates are only laid or placed into the stove, and can thus be replaced without problems by you or your dealer.

Removal of the combustion chamber lining is done in the following order.

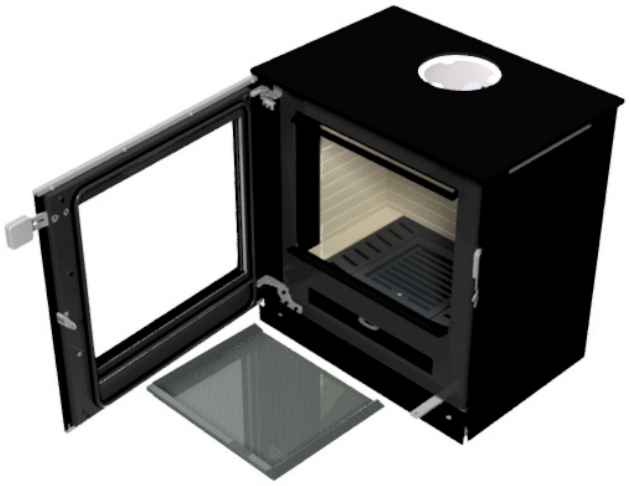
1. Remove the smoke deflector plate (1) by pulling it forward and tilting it so that it is free of the vertical plates. The smoke deflector can now be carefully removed.
2. Remove the base panels (2).
3. Loosen the side plates (3) by turning the front end of the plate towards the center of the stove. Then take them out carefully.
4. Remove the back plates (4) by pulling the side of the plates forward and out.



Carefully insert again in reverse order.

CLEANING THE COMBUSTION CHAMBER

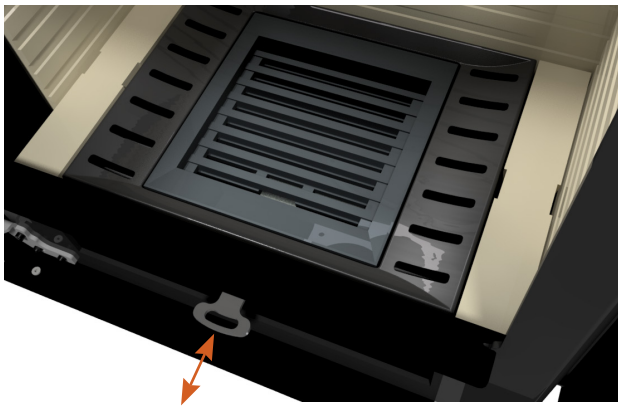
Ash is emptied from the combustion chamber as necessary. The shaking grate is moved back and forth via the handle to guide the ash into the ash tray. You can remove the ash carefully using a small, handheld shovel. The ash must be completely cool before discarding it as it may contain hot embers for up to two days. Remember to wear gloves if the stove is hot. Never empty all the ash out of the combustion chamber as the fire will burn best if the chamber contains a small layer of ash.



The ash tray is emptied as needed. The ash tray under the grate can be removed and emptied into a non-combustible container until it has cooled. Ashes are disposed of with normal household waste.

⚠ Always make sure the handle is pushed in before closing the door.





When using your stove, it is important for you to know how to maintain it. This section describes how to clean and maintain your stove.

CLEANING THE OUTSIDE OF YOUR STOVE
When cleaning the outside of your stove, how you go about this is dependent on the colour of the stove and what it is made of. The table below shows how to clean your stove.

NOTE: Your stove must only be cleaned when cold.

It is important to clean your stove regularly. If dirt and stains are left on the stove (particularly in pale areas), there is a risk of the stains being burnt on.

If you need to maintain the surface, all colours are available as spray paints. If general cleaning is not enough to remove any discolouration, please contact your RAIS/attika dealer.

STOVE COLOUR	PROCEDURE
White Nickel Platinum Sand	Wipe with RAIS Stove cleaner or warm, soapy water (washing-up liquid)
Sort Mocha	No liquids. Wipe with a wrung-out cloth.
Porto- / Soapstone	Wipe with a wrung-out cloth, otherwise use 3M Scotch-Brite (finishing pads ultra fine), rubbing lightly on the dirty area until the stain is removed.

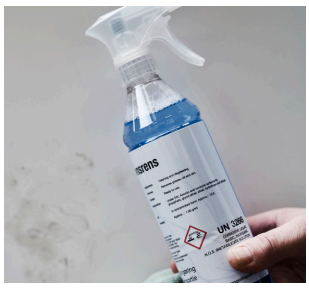
GLASS
All RAIS and attika stoves come with a glass system, which means that hot air flows down over the glass and removes any soot residues. This happens when the fire is burning correctly and there is a high level of combustion in the stove. However, you may still find some soot on the glass when using your stove.

CLEANING THE GLASS
There are three effective ways of cleaning the glass on your stove:

- Schott dry sponge. Available from most stove dealers.
- Window cleaner suitable for stoves. Follow the instructions. When using detergent, you must always rinse with clean water so that any detergent residues are also removed. This will prevent residues burning onto the glass and leaving marks the next time your stove gets hot.
- Cleaning with ash. Clean the inside of the glass with a damp cloth dipped in the very fine ash in the stove. Dry and polish with a soft cloth.

The stove must be cold when you start.



TIP! - We recommend that you always use regular, mild detergents for cleaning your stove. Always test a detergent in a non-visible location (behind the stove, for example) before cleaning.

CHECKING THE CHIMNEY

The chimney is what makes your stove work. Remember – even the best stove will not work perfectly unless the chimney is drawing correctly and to the necessary extent. The chimney and flue collar must always be checked for blockages before each new heating season. Your chimney sweep should check both the chimney and your stove at least once a year. You should always contact your chimney sweep if you are in any doubt as regards the condition of your chimney.

If there your chimney is drawing too much, fitting the chimney or flue with a regulating damper is recommended. Contact your dealer.

REPLACING SEALS

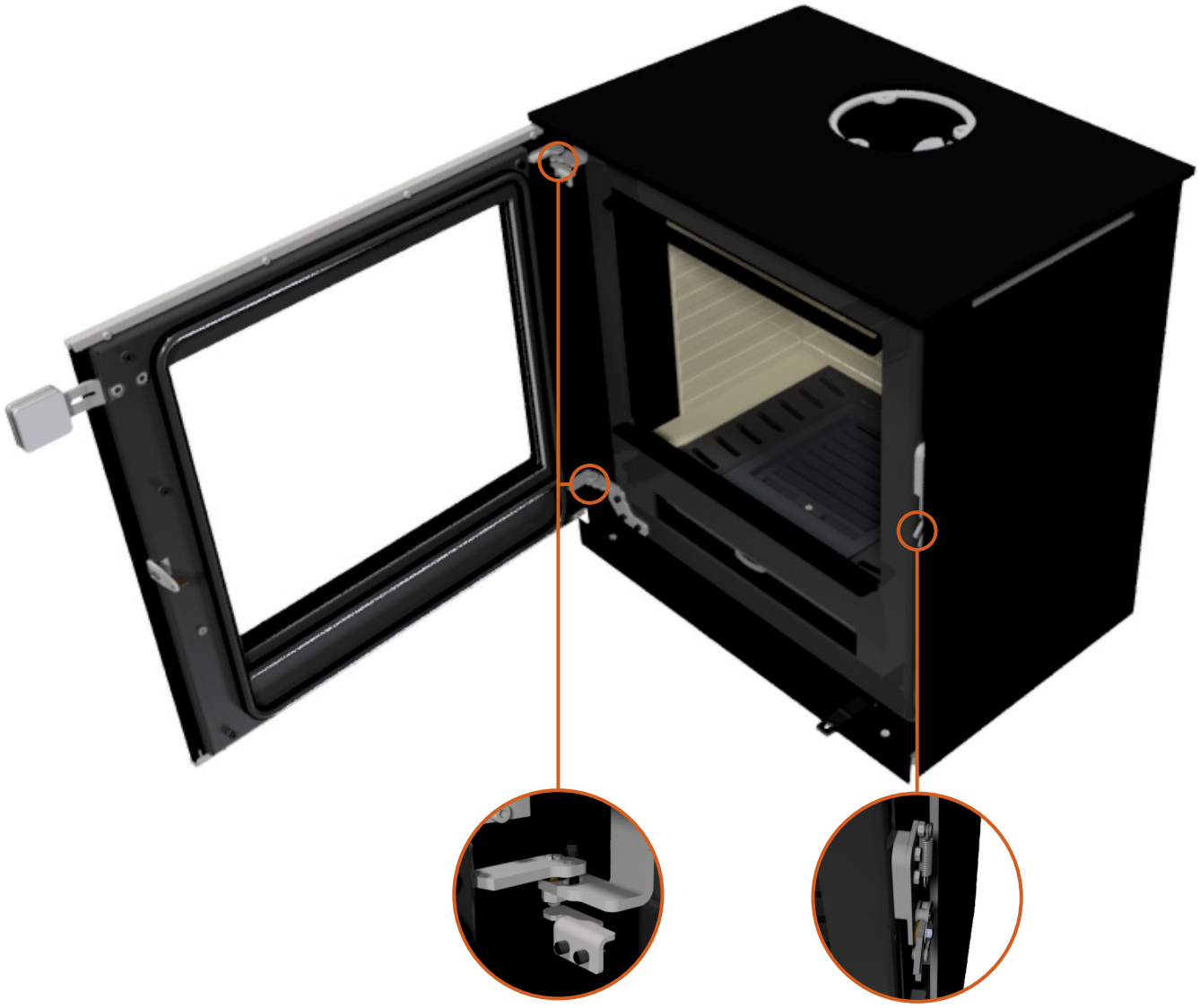
Inspect your stove for damage regularly, both inside and out, in particular the seals and heat insulating plates. The seals must be replaced if they are worn or fractured.

MOVING PARTS

Door hinges and door locks should be lubricated as needed, but it is important to lubricate on a regular basis so that damage is not caused by a single event. We recommend that you use our lubricant spray exclusively, as using other products can cause odour and residue. Contact your dealer to obtain the lubricant.

BLOCKING THE AIR INTAKE

The stove needs permanent and sufficient air in order to burn optimally and safely. The stove draws air from the gaps along the stove and under the stove, so it is important that there is air from the bottom edge to the floor. The adjustment shoes must therefore not be adjusted all the way down so that no air can enter under the stove. For stoves with a wood compartment, it is important to avoid stacking more wood in the compartment than there is always 50 mm of space above the wood. It is therefore important that the air intake areas are not blocked or closed, as the stove takes air from the room through these areas.



CONVECTION

All RAIS/attika stoves are convection stoves. Essentially, convection is all about the distribution of heat throughout the room. A convection stove is good at circulating hot air throughout the room. Cold air is drawn in at the base of the combustion chamber and heated. The hot air then rises and flows out at the top and creates circulation in the room. Convection ensures that heat is distributed evenly and comfortably throughout the room. Be aware that all exterior surfaces will be hot, so do not touch the stove when it is lit.



GLASS SYSTEM

All RAIS and attika stoves come with a glass system, which means that hot air flows down over the glass and removes any soot residues. This happens when the fire is burning correctly and there is a high level of combustion in the stove.

CO_2 AND THE ENVIRONMENT

You may also be wondering how your new stove will affect the environment, and not least your CO_2 emissions. Burning wood is regarded as CO_2-neutral, as the amount of carbon dioxide emitted when wood is burnt correctly is equivalent to the amount of carbon dioxide that the tree would have given off as it decayed in the forest.



As regards the environment, all RAIS stoves do of course meet the very strictest requirements in terms of efficiency and discharge of residual particles, and they are at the very front of the field in the European market when it comes to eco-friendliness. We are constantly working to develop and optimise combustion, and work in partnership with organisations such as the Danish Technological Institute.

SHARED FLUE

IMPORTANT! it is **NOT** allowed to connect multiple stoves to the same chimney in the **UK**.

In other countries it is permitted to connect several stoves to the same chimney, provided that the two stoves have the same owner, as in an example where a house has two floors with one stove in the living room and one on the first floor. It is a requirement that the inlets must be positioned so that there is a clearance difference between them of at least 250 mm.

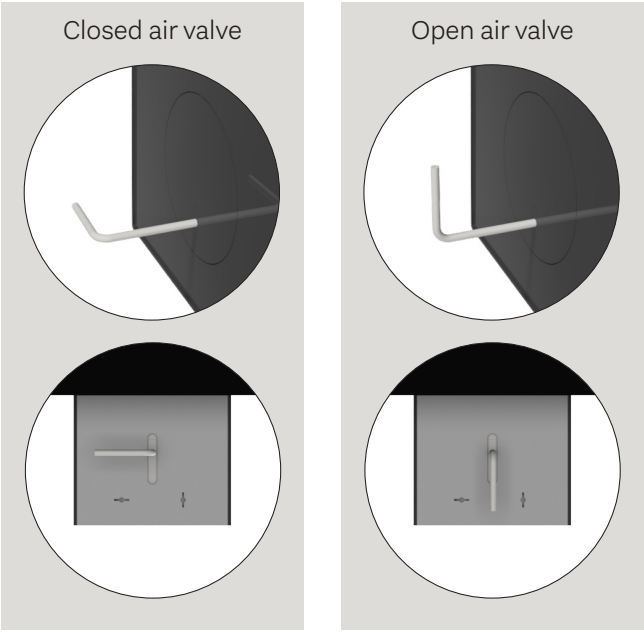
VENTILATION

The stove needs permanent and sufficient air to operate safely and efficiently. A permanent air supply can be installed in the room for the stove's combustion air - through the AirSystem connection. Under no circumstances should this air supply be closed during operation. Note that any mechanical extraction such as a cooker hood can reduce the air supply. The stove has an air consumption of min. 15.6 m^3/h.

EXTERNAL AIR SUPPLY – AIRSYSTEM

If you live in a low-energy building, your home is insulated or you just live in a recently built house, you may find it necessary to provide an air supply from outside and directly into the stove. This may also be necessary if there is vigorous extraction near to your stove, such as an extractor hood. This external air supply is what we call AirSystem. All our stoves have the option of providing an external air supply. If there is no external air supply, the stove uses air in the room for combustion instead. With AirSystem, the air is taken from outside.

The air intake for the system can be hidden by installing it either in the floor, in the wall behind the stove or via a twin flue system. During use, the air valve should be set to the open position to allow outside air to enter the stove. If the stove is unused for a period of time, you can close the air vent to prevent cold air from entering the installation room.

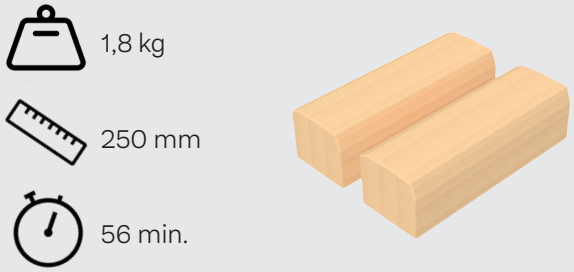


ATTENTION!

In countries where legislation does not allow closing the air supply, the damper plate in the air valve must be removed.

GUIDE TO NOMINAL TEST FIRING

Perform the test as described below if you want to do a nominal test firing. Follow the instructions 1-3 below for ignition and pre-firing before test firing, where the results are measured. Pre-firing is used to raise the temperature inside the combustion chamber before measurement and to create a good base glow layer. The interval before refuelling is 56 minutes.



① IGNITION

Ignition is done in the same way as the instructions for ignition on pages 8-9. Start by placing 12 pieces of split firewood with a total weight of approx. 1.9 kg in layers of 4 in the bottom of the stove. Close the door ajar for 5 minutes and set the damper to the open position for 5-10 minutes. Then set the damper to the centre position.



The damper is then set in the centre.

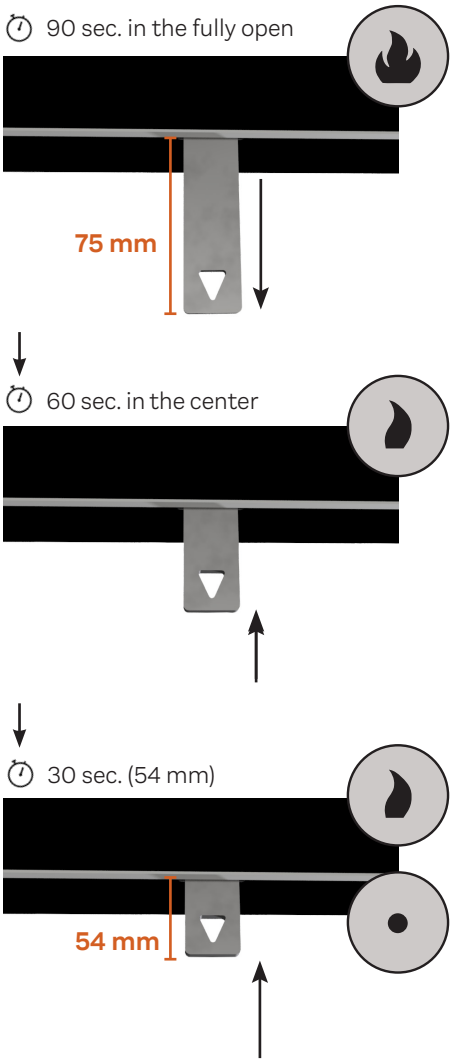
② PRE-FIRING

Pre-firing is used to increase the temperature inside the combustion chamber prior to the final test. Pre-firing is conducted in the same manner as test firing. Section 3 provides a description of filling and operation. Two pre-fires are performed before the test firing begins to achieve a basic glow layer of approximately 370 g. From here, approximately 5 test cycles are performed, with each cycle ending when the weight reaches around 40 g. The criterion is that the weight at the end of the cycle should not differ by more than 100 g from the previous cycle.

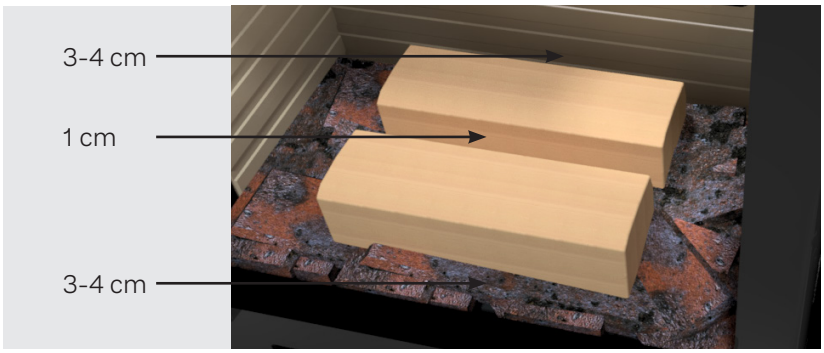
③ TEST FIRING

Place 2 pieces of birch wood without bark with a total weight of approx. 1.8 kg (divided equally between the two pieces of wood). The wood should have a length of 250 mm and a square, cross-section. Close the door immediately after filling. Set the damper to fully open for 90 seconds, then to the centre position for 60 seconds. Then slowly adjust the damper between the centre position and closed position for another 30 seconds, to the remaining part of the test.





It is important that the two pieces of birch wood are placed centrally in the stove and according to the instructions. Place the sticks in the centre of the stove, 1 cm apart, with the same distance in front and behind the sticks.



To achieve equivalent test results as indicated, it is important to set the damper correctly during use. Move the handle gently in a sliding motion. Finally, adjust the damper between the centre position and the closed position so that there is 54 mm to the edge on the left side of the handle. This damper setting is kept for the remaining part of the test.

The damper is then adjusted between the centre position and the closed position.

SPECIFICATIONS				
DTI Ref.: 300-ELAB-1882-EN				Q-Tee II Q-Tee II C
RAIS®		Nominal		Standard: EN16510-2-1:2022
		Wood logs		Fuel
P	kW	6.7		Nominal heat output
P_{SH}	kW	6.7		Space heat output
η	%	≥ 75		Efficiency
η_s	%	≥ 65		Seasonal space heat efficiency
EEI	-	107	Class A+	Energy efficiency index
CO (13% O_2)	mg/Nm³	≤ 1500		CO emission at 13 % oxygen content
NO_x (13% O_2)	mg/Nm³	≤ 200		NO_x emission at 13 % oxygen content
OGC (13% O_2)	mg/Nm³	≤ 120		Hydrocarbon emision at 13 % oxygen content
PM (13% O_2)	mg/Nm³	≤ 40		Particulate matter emision at 13 % oxygen content
p	Pa	12		Minimum flue draught
T_s	°C	317		Flue gas outlet temperature at the flue pipe collar
Tclass	-	T400 G		Chimney designation according to the appropriate chimney standard
$\Phi_{f,g}$	g/s	5,6		Flue gas mass flow
V_h	m³/h	0		Standing air loss
CON or INT	-	INT		Intermittent operation (INT)
t	min	56		Fuelling time
M_a	kg	1.8		Recommended wood quantity when filling (Divided into 2-3 pieces of firewood)
d_{out}	mm	150		The diameter of the flue pipe collar
L, W, H	mm	L 572, W 395 (Q-Tee II) L 656, W 471 (Q-Tee II C) H 603/ 723/ 763/ 883/ 983		Overall dimensions of the appliance (length, width, height)
L_C, W_C, H_C	mm	446/ 277/ 167*		Combustion chamber (length/width/height)
m	kg	125 (Q-Tee II) / 137 (Q-Tee II C)		Mass of the appliance without legs or base
m_{chim}	kg	20		Maximum load of the chimney
Type	-	BE		Appliance intented to be supplied with cumbustion air via a combustion air duct

*Max. load limit

The stove was tested and approved by:
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Teknologiparken Kongsvang Allé 29
8000 Aarhus C, Denmark
www.dti.dk
Tel.: +45 7220 2000,
Fax: +45 7220 1019

Set-up distances		**Q-Tee II & Q-Tee II C**	
d_R	mm	300	Minimum distance from the back of the stove to combustible material
d_S	mm	400	Minimum distances from the sides to combustible material
d_c	mm	750	Minimum distance from the top to combustible material at the ceiling
d_P	mm	1200	Minimum distance from the front to combustible material (Distance to furniture)
d_F	mm	0**	Minimum distances from the front to combustible material in bottom front radiation area
d_L	mm	0**	Minimum distances from the front to combustible material in side front radiation area
d_B	mm	0	Minimum distance below the bottom to combustible material
d_{non}	mm	50	Minimum distances to non-combustible walls
			Read and follow the user operating instructions

**0 mm: Since 65 K is not exceeded by radiation on the floor in front and/or on the side wall. Cf. EN16510 Note 3.

Read the section about installation distances in the installation manual.

WHY IS MY STOVE NOT BURNING THE WAY IT SHOULD?
In most cases, we find that stoves do not burn the way they should because of the way they have been let. Please read the section entitled "General information on lighting your stove" carefully before getting started. There are three things in particular that cause stoves not to burn correctly:

- The damp is open too far (it should only be fully open during the initial phase, i.e. for 5-10 minutes).
- The door is opened too quickly after lighting the stove. Be patient and allow the fire to die down so that just glowing embers are left before you add more wood.
- You are not using enough wood, or the wood you are using is too thick or too wet. It will be difficult to get your chimney to draw if the wood is not burning as it should.

WHY IS MY STOVE MAKING "CLICKING NOISES"?
Little clicking noises are normal when the stove is in use. This is due to hot materials expanding.

WHY DOES THE GLASS TURN BLACK?
This may be because your wood is too wet or the damper on the stove is adjusted too far down. Check how damp your wood is, and make sure you give your stove enough air when lighting it before closing the door so that the stove warms up properly.

WHY IS SMOKE COMING OUT OF THE DOOR?
This may be because your chimney is not drawing properly. Check whether the flue or chimney is blocked. If your stove is situated near to the kitchen, check whether the extractor hood is switched on – if it is, switch it off and open a window near to the stove for a short time. This smoke may also appear if you open the door too quickly when adding new wood. Try opening the door more slowly.

WHY IS MY STOVE GIVING OFF AN ODOUR?
The stove may begin to give off smoke and odour if there is insufficient oxygen for combustion. Allow more air into your stove using the damper.

WHY IS MY STOVE GETTING TOO HOT?
You should not adjust your damper downwards if you find your stove is giving off too much heat in your room. The temperature can only be controlled by adjusting the amount of wood you use. Use less wood and vent the room.

WHY IS MY STOVE COVERED IN SOOT ON THE OUTSIDE, ABOVE THE DOOR?
Set on the outside of the stove is usually due to opening the door while there are still tall flames in the combustion chamber. Always wait until the fire has burned down before opening the door. This may also be caused by opening the door too quickly. Always open the door slowly and carefully. However, please be aware that it is not possible to prevent a small amount of ash and soot emerging when you use the stove.

WHY IS MY STOVE BURNING TOO FIERCELY?
If your stove is burning too fiercely, this may due to a leak in the door seal. This has to be replaced as stated in the installation guide. It may also be due to your chimney drawing too much. In this case, a regulating damper should be fitted. You can ask a chimney sweep, fitter or dealer to come to your home and check whether your chimney is drawing correctly.

WHY IS MY STOVE NOT BURNING SUFFICIENTLY?
If your stove is not burning sufficiently, this may be due to several things: insufficient wood, insufficient supply of air to the ventilation in the room, failing to clean the flue, a leaking chimney or a leak between the chimney and the flue.

WHAT CAN I DO IF MY CHIMNEY IS NOT DRAWING PROPERLY?
If your chimney is failing to draw properly, this may be due to many different things:

- Too low a temperature difference – if your chimney is insulated poorly, for example.
- A high outdoor temperature (in summer, for example)
- No breeze
- The chimney is positioned too low and in a sheltered location
- The wrong air in the chimney
- The chimney and flue are blocked
- The house is too "sealed" (no fresh air supply)
- Negative smoke extraction (when the chimney is drawing poorly)

A cold chimney or difficult weather conditions can be compensated for by supplying more air to the stove than usual. If your chimney is continuing to malfunction, we recommend that you contact your dealer or chimney sweep.

I AM ENCOUNTERING OTHER DIFFICULTIES WITH MY STOVE
Many queries or issues relating to the use of stoves are down to local conditions (such as draughts, for example) If you are experiencing a problem for which no answer is given here, please contact your RAIS/attika dealer.

WARRANTY
RAIS or attika issues warrenty on all models, commencing from the date of installation. We have already invested a great deal of effort in our inspection processes and looked at the quality of materials, manufacture and product safety.

THE WARRANTY DOES NOT COVER WEAR PARTS:
- Door and glass seals
- Ceramic glass
- Combustion chamber lining
- The surface appearance or the texture of natural stone
- The appearance of the stainless steel surfaces and colour changes
- Expansion blemishes

THE WARRANTY WILL BE RENDERED VOID IF:
- Your stove has been damaged due to overfiring
- Damage has been caused by external stresses
- Unsuitable fuel types have been used
- There has been failure to comply with statutory or recommended installation instructions
- You have made alterations to the stove yourself
- Your stove has not been serviced or maintained
- Using spare parts other than those recommended by RAIS/attika will invalidate the warranty. All interchangeable parts can be purchased as spare parts from your RAIS/attika dealer.

WARRANTY ON THE WEBSIDE

Select your preferred language on the website.

PLEASE CONTACT YOUR DEALER IF YOUR STOVE IS DAMAGED.
If you make a claim on the warranty, we will decide on how the damage is to be remedied. If it is to be repaired, we will ensure that the repairs are carried out professionally.

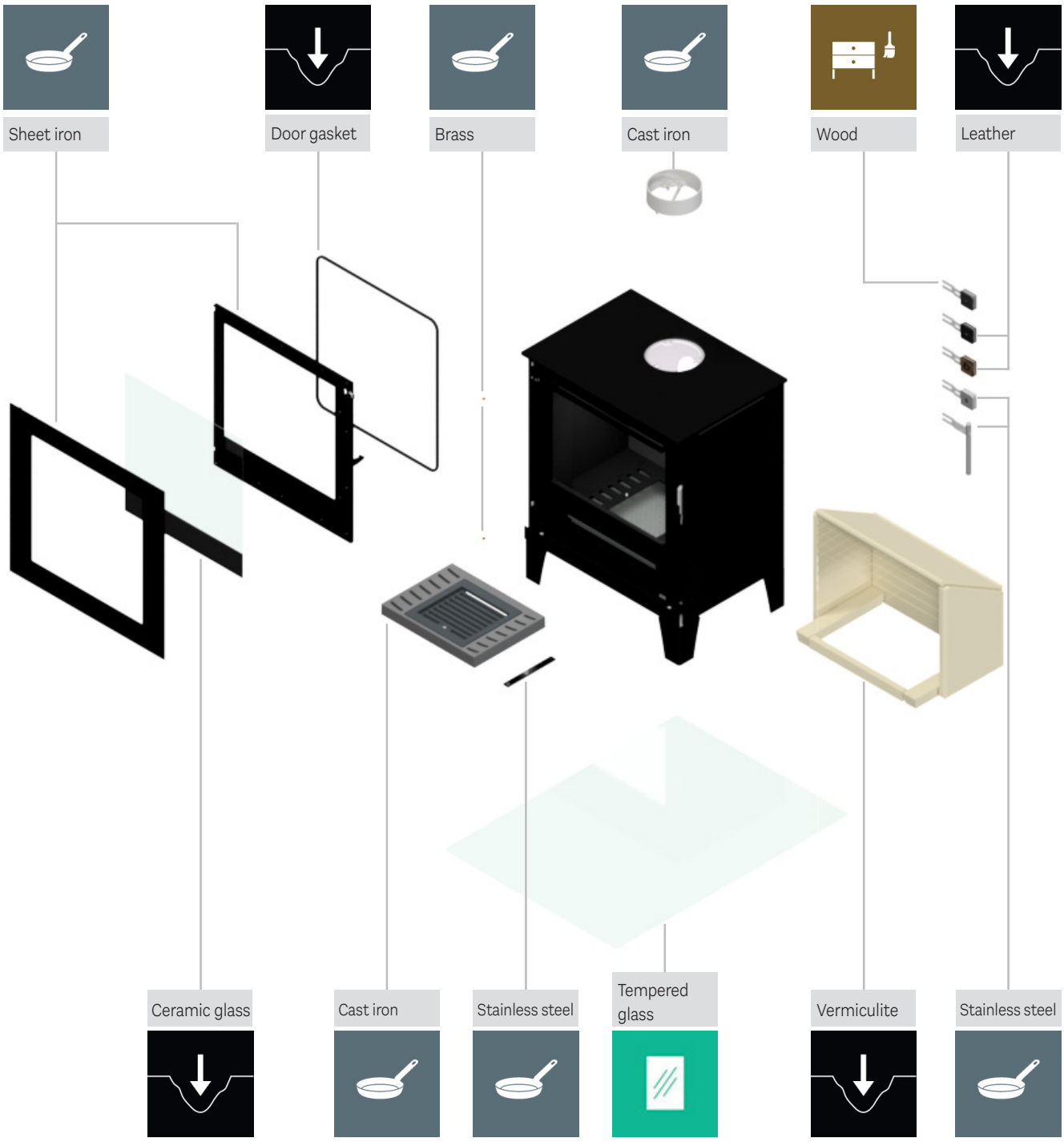
Please see national and EU laws and regulations on renewed warrenty periods in the case of warranties on repaired parts or parts supplied later. The applicable warranty terms and conditions are available from RAIS or attika at any time.

WARNING
For safety reasons, do not make unauthorised modifications to the stove. Only recommended spare parts may be used. The stove has been tested and approved with the recommended spare parts, and therefore RAIS/attika cannot be held responsible for safety in the event of modifications that contravene the recommendations.



DOWNCYCLING
When your stove is no longer usable in the distant future, it is important that it is sorted correctly. Below is an overview to help you on your way. A deeper description of the symbols can be found via the QR code

DOWNCYCLING OF PACKAGING
Do you need to know how to dispose of the packaging that the oven comes in. Scan the QR code for packaging disposal.



SPARE PARTS

If you need new spare parts for your product, you can scan the QR code to see which spare parts we offer. If spare parts other than those recommended by RAIS are used, the warranty will be cancelled. All interchangeable parts can be purchased as spare parts from your RAIS dealer.





Article number: 8426521ENG

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