



# Operating Instructions



**Westcott 1000**



**Westcott 2000**

Keep instructions for future reference



## TABLE OF CONTENTS

### USER INSTRUCTIONS

1.0	INTRODUCTION .....	2
2.0	USING APPLIANCE FOR THE FIRST TIME .....	3
3.0	RECOMMENDED FUELS .....	3
4.0	LIGHTING THE FIRE .....	3
5.0	RUNNING THE APPLIANCE .....	4
6.0	BURNING TIPS .....	4
7.0	ASH REMOVAL .....	5
8.0	FLUE/CHIMNEY FIRE .....	5
9.0	CLEANING PAINTWORK & GLASS .....	5
10.0	CLEANING THE FLUE .....	5
11.0	TROUBLESHOOTING TIPS .....	6

### MAINTENANCE & SERVICING

1.0	REPLACEMENT OF FIREBRICKS .....	6
2.0	REPLACEMENT OF BAFFLE .....	7
3.0	FITTING A NEW DOOR GLASS .....	7
4.0	FITTING A NEW DOOR SEAL .....	7
5.0	SPARE PARTS .....	8
6.0	WARRANTY.....	10

## USER INSTRUCTIONS

### 1. INTRODUCTION

Before use of this appliance please read these instructions fully.

**WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED AS BREACHING AS/NZS 4013.**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**

**WARNING: DO NOT STORE FUEL WITHIN HEATER INSTALLATION CLEARANCES.**

**WARNING: WHEN OPERATING THIS APPLIANCE AS AN OPEN FIRE USE A FIRE SCREEN.**

**WARNING: OPEN AIR CONTROL (AND DAMPER WHEN FITTED) BEFORE OPENING FIRING DOOR.**

**WARNING: DO NOT BURN WOOD THAT IS PAINTED; OR IS COATED WITH PLASTIC; OR HAS BEEN TREATED WITH ANY CHEMICAL.**

**CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.**

**CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.**

The appliance or flue system should not be modified in any way without the written approval of the manufacturer.

Extractor fans or cooker hoods must not be placed in the same room or space as this can cause appliance to emit smoke into the room.

## Air Controls

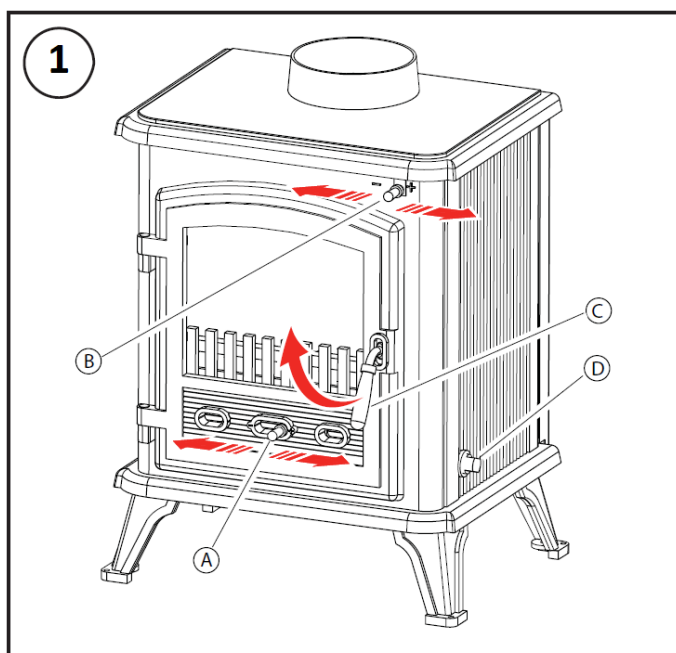
Primary air is controlled via the sliding vents (**A - Fig 1**) in the bottom of the door; this provides a conventional air draught to the bed of the fire. (+) indicates more air, (-) indicates less air, (+) and (-) are marked on the primary and secondary air controls.

Secondary air is controlled via the sliding vent (**B - Fig 1**) above the door. It is this 'Airwash' that keeps a clean and uninterrupted view of the fire, also aiding in good secondary combustion of fuel and reducing emissions into the chimney and environment.

Secondary air holes in the rear of the firebox provide additional oxygen for a more complete combustion of the gases released from the burning wood.

## Door Handle

**Warning:** the door handle may get hot if appliance has been left in High burn setting for an extended period of time. Please exercise caution when operating.



## 2. USING APPLIANCE FOR THE FIRST TIME

- The first few times the appliance is lit, it will give off some odorous fumes. This is caused by the paint curing.
- Do not touch the paint work while it is curing otherwise it can leave a permanent mark on the appliance.
- Once the paint has cured it will not re-occur.

- Keep the room well ventilated until these fumes have cleared.

## 3. RECOMMENDED FUELS

- Burn only seasoned hardwood timber with a moisture content of less than 20%.
- Newly cut wood should be allowed to dry/season for 12 to 18 months before use.
- Wood should be stored in an environment protected from the weather to minimize any potential moisture content.
- For best results, wood should not exceed 250mm in length and 150mm diameter. Any larger and appliance will not operate at its optimum. It is better to burn several smaller pieces of wood than one large single piece.
- Poor quality timber:
  - Causes low combustion efficiency
  - Produces poor emissions (smokey)
  - Results in additional buildup of creosote (soot) in the flue which will then require regular cleaning and may result in a flue fire.
- **Do not burn painted, impregnated/treated wood, manufactured board products or pallet wood.**

## 4. LIGHTING THE FIRE

- Place firelighters or paper and dry kindling wood in the base of the firebox.
- Light the paper or firelighters.
- Open both air controls (slide to the right).
- If necessary, leave the door slightly open as the fire establishes and the glass warms to avoid the build-up of condensation.
- Add larger pieces of wood. Too many logs may smother the fire.
- Close the door.
- **Do not leave fire unattended while door is not closed.**

## 5. RUNNING THE APPLIANCE

### Maximum Heat Output

- After establishing the fire and loading it with larger pieces of wood, shut the air control in the door (slide left) and leave the top air control open.
- This setting will generate maximum heat output.
- **Do not overload firebox with fuel.**
- Note that this setting is not the most energy efficient as some heat is lost up the flue instead of being transferred into the room. However, once fire has established, particulate emissions will be very low, i.e. no smoke, which is good.

**DO NOT OVER FIRE** – It is possible to fire the stove beyond its design capacity. This could damage the stove, so watch for signs of over firing. If any part of the stove starts to glow red, the stove is in an over fire situation and the controls should be adjusted accordingly to reduce air intake. Never leave the stove unattended for long periods without adjusting the controls to a safe setting. Careful air supply control should be exercised at all times.

### Low Heat Output

- The heat output of the appliance can be reduced by having both air controls shut which will restrict the oxygen supplied to the fire and slow down the rate at which the wood burns.
- This setting will provide the best energy efficiency as the wood burns for longer. However, if not operated correctly may result in higher particulate emissions.
- **Prior to closing the air slide** ensure that the fire is burning briskly. This may require opening the top air slide fully for 5-10mins before shutting down.
- The air slide can be adjusted to any position so desired depending on wanted heat output versus burn time.

### Reload with more wood

- 1) Open air slide before opening door.
- 2) Rake / break up any existing coals.
- 3) Load the wood with the length orientated front to back.
- 4) Better results will be achieved by loading several smaller pieces of wood than one large piece.

- 5) Close door with both air slides fully open, and leave for minimum of 10 minutes to allow the fresh wood to catch.
- 6) After 10 or more minutes, shut the air slide in the door, and adjust the top air slide to the desired heat output setting.

## 6. BURNING TIPS

### Fuel Quality

Use wood with a moisture content of less than 20%. Logs should not feel moist or damp, or have moss and fungal growths.

Symptoms related to wet wood:

- Difficulty starting and keeping a fire burning well.
- Smoke and only small flames.
- Dirty glass and/or fire bricks.
- Rapid creosote build-up in the flue/chimney.
- Low heat output.
- Short burn times, and blue/grey smoke from the flue/chimney outlet.

Run appliance at high heat output for a short period each day to avoid large build-up of tars and creosote within the appliance and flue.

### Flue Draught

The flue has two main functions:

- 1) To safely remove smoke, gases and fumes from the appliance.
- 2) To provide a sufficient amount of draught (suction) in the appliance to ensure the fire keeps burning.

Draught is caused by the rising hot air in the flue when the fire has been lit.

The position, height and size of the flue can affect the performance of the flue draught. Refer to installation guide for details on flue installation.

Factors affecting the flue draught include:

- Insufficient flue height
- Trees or other buildings nearby causing turbulence
- High and gusty winds
- Outside temperature and weather conditions

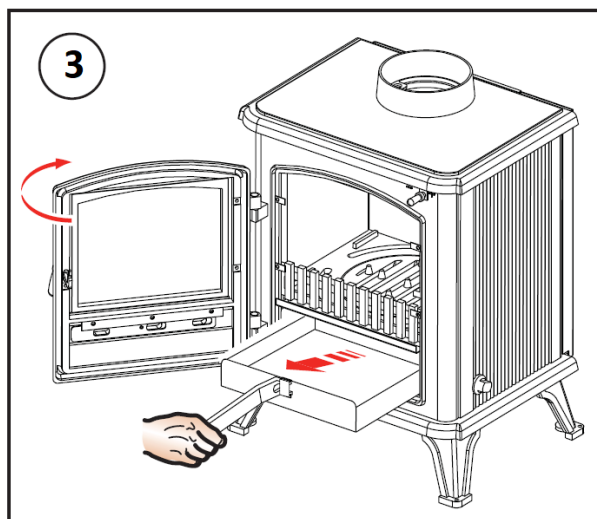
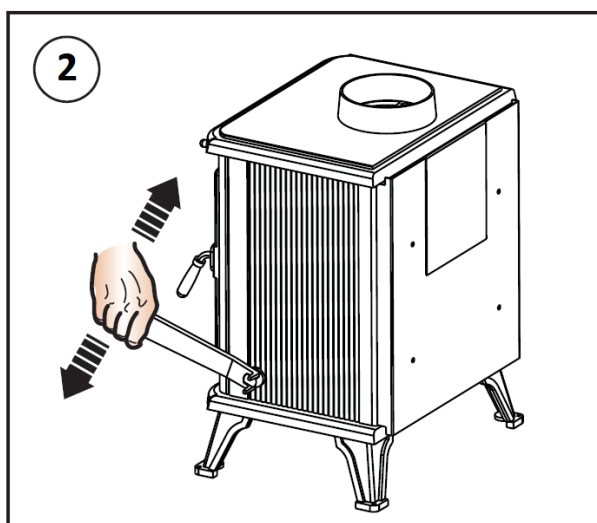
- Blocked flue

For advice on the correction of persistent flue problems consult your supplier/installer for more detail.

## 7. ASH REMOVAL

To de-ash the grate insert the notch on the riddle hand tool into the peg on the side of the stove (**D - Fig 1**), then draw the tool forwards and backwards with a slow positive action (**Fig 2**).

The ash pan should be emptied each time after operating the stove so not to let build-up of ash occur. Where possible, it is best to wait until the stove and ash has cooled before removing the ash pan. To remove, open the stove door by lifting the handle upward (**C - Fig 1**) then using the riddle handle lift the ash pan out of the fire (**Fig 3**). For efficient burning of your appliance, make sure the grate is clear of burnt debris; e.g. nails, etc.



## 8. FLUE/CHIMNEY FIRE

If a flue/chimney fire occurs:

- Shut air slide controls fully to smother the fire
- Do not use the appliance after a flue fire until an accredited installer has assessed the cause and any resultant damage.

## 9. CLEANING PAINT WORK & GLASS

- The appliance, when cool, can be cleaned with a cloth.
- Over the years, the black paint will fade and can be touched up with Stove Bright metallic black paint.
- To clean the glass, we recommend using a household window cleaner or general purpose cleaner with a soft cloth.
- **Do not use abrasive cleaner or scourer pads.**

## 10. CLEANING THE FLUE

- Check inside of flue prior to each season for any build-up of creosote (wood tar). To do this:
  - First remove the baffle (refer to “2. Replacement of Baffle” under Maintenance & Servicing section).
  - Using a small mirror and torch hold the mirror on an angle below the flue with the torch shining at it and look for black creosote build-up. If only a fine black powdery layer then that is normal, but if built up layers of creosote can be seen, then the flue needs cleaning.
  - Refit the baffle if no cleaning is required.
- To clean the flue:
  - A flue cleaning brush can be purchased from most wood heater retail outlets or large hardware stores.
  - The objective is to pull the brush down through the flue.
  - With the baffle removed, tie a rope to one end of the brush, and drop the rope from the top (outside on top of the roof) down the flue.
  - Grab the end of the rope inside the firebox and

pull the brush through.

- Check the inside of the flue with the mirror and torch. Repeat if necessary.
- Once clean, remove any excess creosote from the firebox and replace the baffle.
- Alternatively, get a flue cleaning service to do the job for you (it's a dirty job).
- Check flue integrity by checking that the 900mm flue sections have not separated at the joins.

## 11. TROUBLESHOOTING TIPS

### Glass in door blackening

This can have several possible causes:

- **Burning unseasoned wood** — if the wood is too wet, it will cause the glass to blacken.
- **Appliance operated at low temperature** — after an overnight burn where the air slide control has been fully closed, the glass may have blackened. When the fire is re-stoked and burning on the high heat setting, the blackened glass should self-clean.
- **Problems with the flue** — insufficient flue draught can cause the glass to blacken. If the flue is too short, not properly insulated, or in a position that results in a downdraught, then there will be insufficient flue draught. Contact the installer should this happen.

### Smoke and Fumes entering room

These are very dangerous and must NOT be tolerated. Open window and allow fire to burn out. Seek expert advice immediately. DO NOT USE stove until the problem has been resolved.

# MAINTENANCE & SERVICING

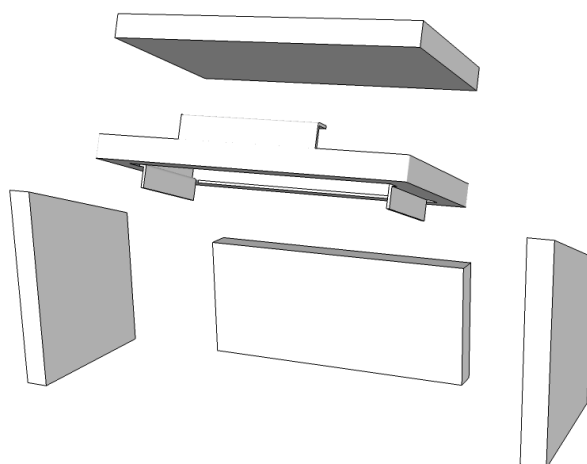
## 1. REPLACEMENT OF FIREBRICKS

The firebox of the Westcott 1000 and 2000 models are lined with vermiculite bricks. These help to maintain temperatures high enough for secondary combustion of the wood smoke and gases. Over time the firebricks may become cracked, crumble, or wear away. If so, then they should be replaced soon after.

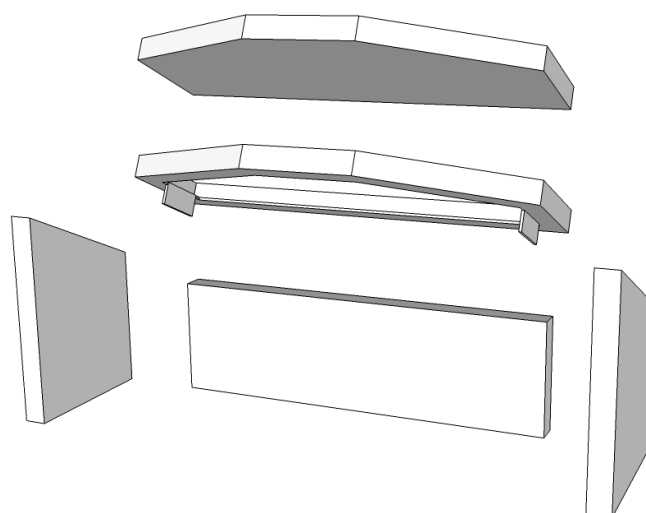
To replace the firebricks:

- 1) Move any ash away from the base of the bricks.
- 2) Raise the baffle retainer so that the side bricks can be removed. Then the rear brick can be removed.
- 3) Replace with new bricks and refit the baffle retainer on top of the side bricks.

### Westcott 1000



### Westcott 2000



## 2. REPLACEMENT OF BAFFLE

Remove the slotted log guard by raising it up, rotate on an angle into the firebox and remove through the door opening.

Remove the side bricks as described in “1. Replacement of Firebricks”. Once removed, the baffle retainer with vermiculite insert can be removed through the door opening.

Repeat steps above in reverse to install a new baffle retainer and/or vermiculite insert.

## 3. FITTING A NEW DOOR GLASS

Lift the door off the heater lay face down on a work-bench.

Loosen and remove the small stainless steel retainers that hold the glass in place.

Remove the cracked glass panel, swapping it with the new replacement glass panel.

Locate and screw down the glass retainers. Do not over tighten the retainers.

Refit the door to the heater.

## 4. FITTING A NEW DOOR SEAL

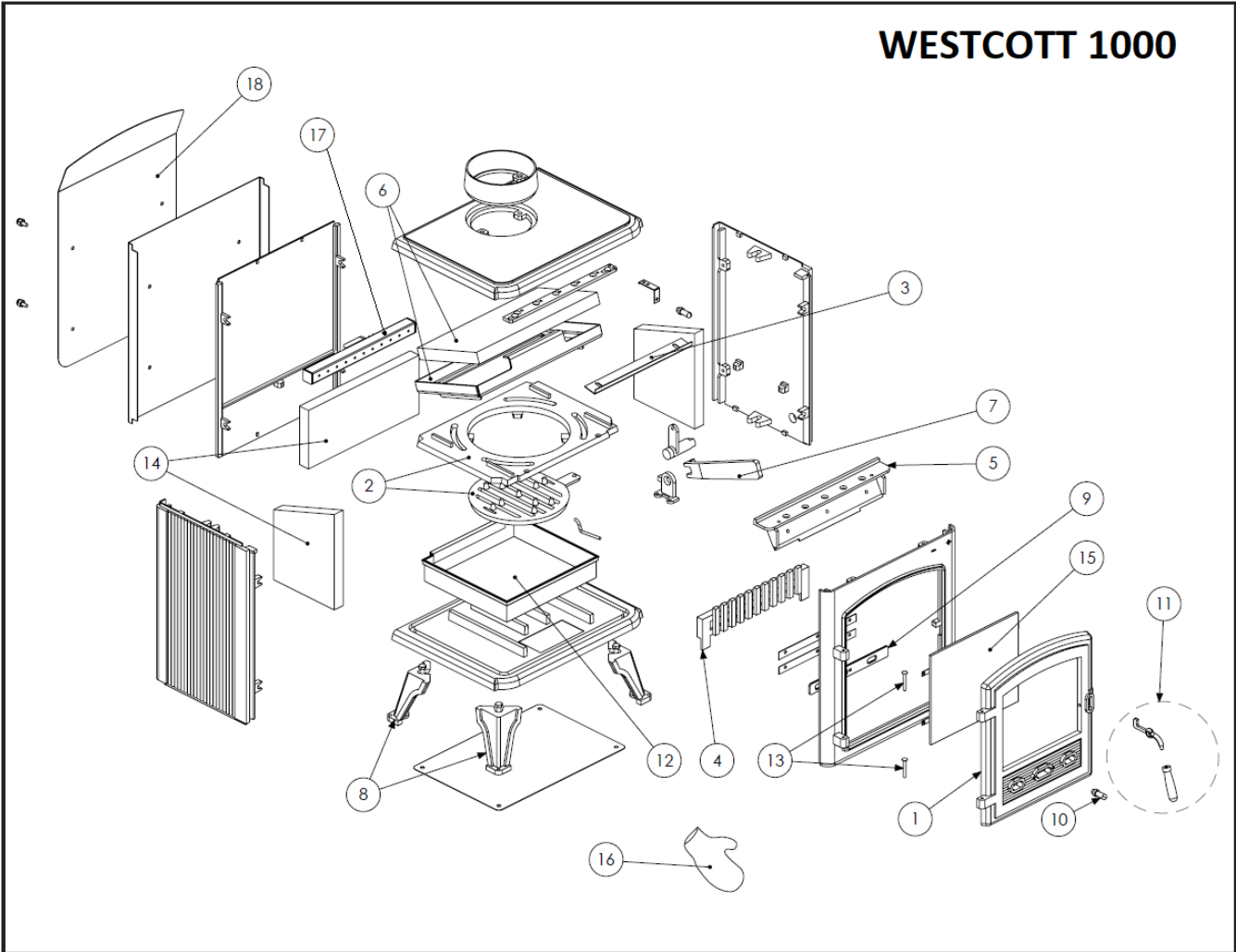
This task may be easier with the door removed from the appliance and laid horizontally on a work-bench.

Pull out the old door seal. With a wire brush or the flat end of a screwdriver, clean out the groove in the cast door that the door seal beds into.

Run a bead of silicon in the groove of the cast door and press the door seal into the groove.

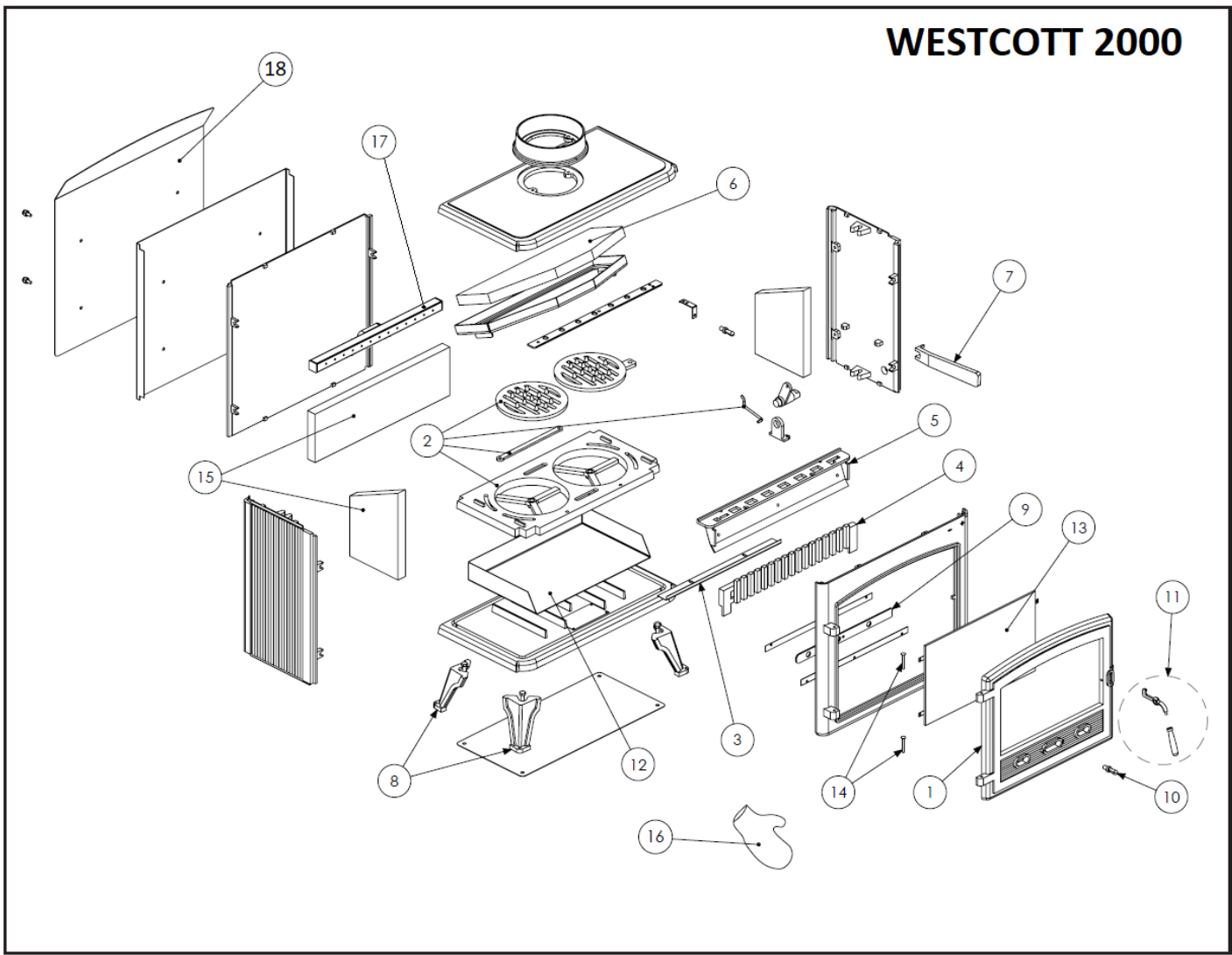
Refit the door to the heater and close the door fully with handle latched to help bed the door seal into the door.

## 5. SPARE PARTS



<b>WESTCOTT 1000 STOVE - SPARE PARTS</b>		
Item	Description	Part No
1	Door	MF09015
2	Grate Accessory Pack (incl Grate Outer, Grate inner, Con Rod)	MF09016
3	Adjustable Grate Plate	MF09017
4	Front Bar (log bar)	MF09018
5	Air Wash Deflector Plate	3011013
6	Vermiculite Baffle Plate and Frame	MF09020
7	Grate/Ashpan Operating Tool	MF09007
8	Legs Accessory Pack (x2 off)	MF09009
9	Primary Air Slide	MF09021
10	Air slide knob Accessory Pack (x1 steel, x1 black finish)	MF09011
11	Door Handle Accessory Pack (x1 steel, x1 black finish)	MF09010
12	Ash Pan	MF09022
13	Hinge Pins (x2 off)	MF09035
14	Vermiculite Heat Bricks Accessory Pack (x2 side bricks, x1 rear brick)	MF09023
15	Door Glass Accessory Pack (includes clips)	MF09024
16	Mitten	MF09036
17	Secondary Air Tube	MF09037
18	Optional Rear Shield	MF09038





## WESTCOTT 2000

### WESTCOTT 2000 STOVE - SPARE PARTS

Item	Description	Part No
1	Door	MF09025
2	Grate Accessory Pack (incl Grate Outer, Grate inner LH & RH, Connector, Con Rod)	MF09026
3	Adjustable Grate Plate	MF09027
4	Front Bar (log bar)	MF09028
5	Air Wash Deflector Plate	3011014
6	Vermiculite Baffle Plate and Frame	MF09030
7	Grate/Ashpan Operating Tool	MF09007
8	Legs Accessory Pack (x2 off)	MF09009
9	Primary Air Slide	MF09031
10	Air slide knob Accessory Pack (x1 steel, x1 black finish)	MF09011
11	Door Handle Accessory Pack (x1 steel, x1 black finish)	MF09010
12	Ash Pan	MF09032
13	Door Glass Accessory Pack (includes clips)	MF09033
14	Hinge Pins (x2 off)	MF09035
15	Vermiculite Heat Bricks Accessory Pack (x2 side bricks, x1 rear brick)	MF09034
16	Mitten	MF09036
17	Secondary Air Tube	MF09039
18	Optional Rear Shield	MF09040

## 6. WARRANTY

**This warranty is provided by Glen Dimplex Australia Pty Ltd.**

This warranty is provided to the first domestic purchaser of a Masport wood fire (radiant or convection). It applies from the date of purchase from or through an authorized Masport Fire Distributor in relation to each product or component for the period below.

TYPE OF PART	WARRANTY (In Years)	
	PARTS	LABOUR
WOOD FIRE – FIREBOX	10	5
DOOR GLASS & SEAL	1	1
FIREBRICKS & RETAINER	1	1
BAFFLE COMPONENTS	1	1
FANS & ELECTRICAL COMPONENTS	1	1

During the warranty period, Glen Dimplex will repair or replace (at its option) any Masport Wood Fire which is found to be defective in materials or workmanship. Repairs will be carried out by an approved Masport Heating Service Agent.

### What is covered under this warranty?

- Repair or replacement of parts
- Labour costs relating to the Wood Fire
- Reasonable transport or travel costs.

**Consumers may have additional rights under the Australian Trade Practices Act 1974 including the Australian Consumer Law.**

### Conditions

This warranty does not apply and will be void where:

- The Wood Fire is not installed in accordance with AS/NZS2918/:2018 or any building code or consent;
- The Wood Fire is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Wood Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Wood Fire has not been installed or operated according to the Installation Guide and the Owner's Manual;
- The Wood Fire is acquired for business use in any way.

### What is not covered?

- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended.
- Travel costs for a distance greater than 50 km from the nearest approved Masport Heating Service Agent.
- Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner's Manual (including fuel selection, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business;

### How to obtain warranty service?

- Warranty Claims must be made at place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to normal work practices of the service agent.

Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.





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