

# Cast Tec

## PUMA 5 Eco

### Multi-fuel stove

Ref. No. SUNME05

Version 02 (12.03.2025)

### Installation and Operating Instructions



- The **Puma 5 Eco** stove must be installed by a suitably qualified engineer.
- Instructions must be given to the stove user when installation is complete.
- The installer must instruct user the correct use of the appliance and control operation.

The Puma 5 Eco is manufactured to EN13240:2001 / A2:2004 by Cast Tec Ltd., East Side, Tyne Dock, South Shields NE33 5SP Website:

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## THE CLEAN AIR ACT 1993 AND SMOKE CONTROL AREAS

The Cast Tec Puma 5kW Eco multi-fuel stove has been recommended for exemption from UK smoke control areas when burning wood and when fitted with a permanent stop to prevent closure of the secondary airwash control beyond the 50% open position.

Under the Clean Air Act local authorities may declare the whole or part of the district of the authority to be a smoke control area. It is an offence to emit smoke from a chimney of a building, from a furnace or from a fixed boiler if located in a designated smoke control area. It is also an offence to acquire an “unauthorised fuel” for use within a smoke control area unless it is used in an “exempt appliance” (“exempted” from the controls which generally apply in the smoke control area)

*In England appliances are exempted by publication on a list by the Secretary of State in accordance with changes made to sections 20 and 21 of the Clean Air Act 1993 by section 15 of the Deregulation Act 2015. Similarly, in Scotland appliances are exempted by publication on a list by Scottish Ministers under section 50 of the Regulatory Reform (Scotland) Act 2014.*

*In Wales and Northern Ireland these are authorised by regulations made by Welsh Ministers and by the Department of the Environment respectively.*

Further information on the requirements of the Clean Air Act can be found here:

<https://www.gov.uk/smoke-control-area-rules>

Your local authority is responsible for implementing the Clean Air Act 1993 including designation and supervision of smoke control areas and you can contact them for details of Clean Air Act requirements.

The Cast Tec Puma 5 Eco Multi-Fuel has been recommended as suitable for use in smoke control areas when burning wood logs.

## INSTALLATION ESSENTIALS

The installation of a fireplace or stove **must be** in accordance with local codes and regulations, whilst also observing national rules and regulations in each country and other national and European standards that apply.

Your Puma stove **must be** installed by a **Competent Person** registered with a Government Approved Competent Persons Scheme.

In the UK, **HETAS** is a qualified body that can assist with general advice, regulation, installation, type of fuel usage and can provide a list of registered Competent Persons: website is [www.hetas.co.uk](http://www.hetas.co.uk)

## PRE-INSTALLATION CHECKS & GENERAL SAFETY

- If you are opening up an old or boarded up chimney or flue please be wary that asbestos (a light grey coloured fire proof board) was often used to seal up or provide a vent into the flue. This material can be dangerous and needs to be handled with care so seek professional advice. Your local council should be consulted about means of disposal.
- Ensure that any **damper flaps** or flue restrictors are fully removed from the flue.
- Ensure that the flue in which the stove is fitted is not being shared by any other appliance.
- Ensure that extractor fans are not fitted in the room in which the stove is to be installed.
- The installer must ensure that the chimney flue is examined and tested for sturdiness and suitability prior to installation. Any remedial work that is necessary should be carried out by a competent person before the stove is fitted.
- Your Puma stove weighs 90kgs so please ensure that adequate precautions are taken to receive delivery, move and position the stove prior to installation.
- Ensure that an approved **Carbon Monoxide Alarm** is fitted into the room in which the stove is installed.
- Although **additional ventilation** is not normally required in the room in which the stove is fitted, the installer must ensure that there is an adequate air supply and that if the room is particularly or unusually airtight should refer to Document J of the Building Regulations for clarification.
- Ensure that your chimney is swept at least twice a year by a qualified or competent chimney sweep if your stove is being used on a regular basis.
- Ensure that your stove is well maintained **by a competent engineer** throughout its life so that it runs safely and efficiently.
- Ensure that you do not use aerosol sprays or any other combustible materials near to the stove when it is in operation or for some hours afterwards.
- Ensure that you read the instructions of stove care products such as rope seals and glue, fire cement and paint finishes so that they are applied correctly and safely.
- Your stove will become extremely hot during and after use so precautions should be taken to ensure the safety of yourself and others (an approved fireguard for example) and in particular for children, the elderly and the infirm who should be supervised at all times.

## TECHNICAL DATA

TECHNICAL DATA ACCORDING TO NEN EN 13240:2001/A2:2004	
STOVE	Puma 5 Eco
FUEL	Multi-fuel (approved wood & smokeless fuels)
NOMINAL HEAT OUTPUT	4.9 kW
ENERGY EFFICIENCY	80.9 %
FLUE PIPE DIMENSION	125 mm
MINIMUM FLUE SIZE	
DIST. COMBUSTIBLES	Side: 650 mm
	Rear: 650 mm
LOG LENGTH	34 cm MAX.
FLUE OUTLET	Top and Rear
RECOMMENDED CHIMNEY DRAUGHT	12 Pa
OPERATIONAL MODE	Intermittent*
MATERIAL	Cast-iron
FINISH	High Temp. Resistance Paint
APPROX WEIGHT	90 kg
<i>*Intermittent combustion in this context means normal use of the STOVE, i.e., fuel is added as soon as the fuel has burnt down. This is not intending for overnight burning.</i>	

## INSTALLATION

### Installation responsibility

Stove, fireplace and chimney installations **MUST** comply with all current National and Local Building Regulations; your approved dealer or your local building control officer can advise you regarding this. Ultimately, it is you and your installer who is responsible that the installation complies with all the relevant rules, regulations and safety requirements for your area at the time of installation.

### Unpacking the stove

After removing the outer packaging, unbolt the combustion chamber from the wooden pallet and place it gently on its back. The cardboard packaging can be placed underneath to prevent marring. Remove the leg pack from the stove and bolt each leg securely to the underside of the base on the combustion chamber, using the bolts provided (found inside the stove). We recommend that two people perform the assembly and installation procedure.

### Stove positioning & clearances

The stove must be installed on a level surface with adequate load-bearing capacity. If an existing construction does not meet this requirement, then suitable measures such as a load distribution plate must be taken to achieve it.

## WOODEN FLOOR PROTECTION

The stove can be placed directly on to a wooden floor that is covered by a metal plate or other suitable, non-inflammable material. The recommended minimum thickness is 12 mm.

**Any flooring made of combustible materials such as linoleum; carpets, etc. must be removed from under the floor plate. Requirement for protecting combustible flooring in front of, to the sides and rear of the stove must be in accordance with national laws and regulations including BS 8303 and BS EN 15287-1-2007. (See figure 1 - p8)**

Contact your local building authority regarding restrictions and installation requirements.

## **Walls protection - Distance to wall made of combustible material**

The stove can be situated next to a flammable wall using the minimum distance clearances shown in figure 2 but also refer to Building Regulations BS 8303 and BS EN 15287-1 and any other rules and codes that may be applicable.

## **Walls protection - Distance to wall covered by a firewall**

The stove can be situated next to a firewall\* wall using the minimum distance clearances shown in figure 2 but also refer to Building Regulations BS 8303 and BS EN 15287-1 and any other rules and codes that may be applicable.

\*The firewall itself must be at least 100mm thick and be made of brick, concrete or stone. Other materials and structures with satisfactory documentation may be used.

In exceptional circumstances where only non-combustible walls surround the stove with a minimum thickness of 200mm the clearance between the rear and sides of the stove may be reduced to 50mm but this may effect efficiency levels which are based on the clearance figures shown in figure 2 and reference should be made to building regulations and any rules in force at the time of installation.

## **Ceiling protection**

There must be a minimum distance of 1200 mm to a combustible ceiling above the fireplace.

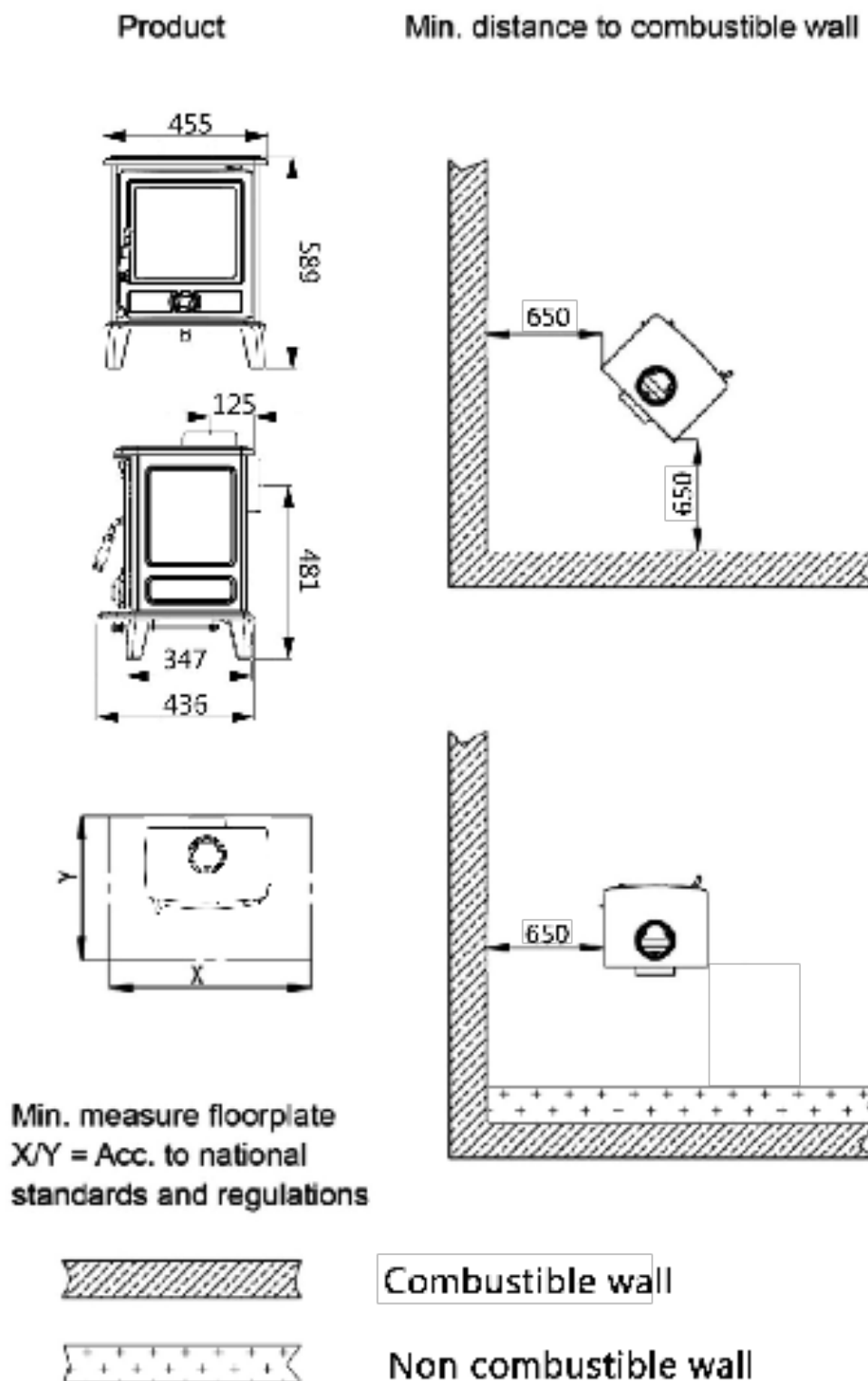
## **Clearances to furniture and soft furnishings**

We recommend that the stove be installed a minimum of 1000mm from furniture and other combustible materials to the front of the stove. Serious consideration should also be given to positioning of any furniture that could be adversely affected by heat. The clearances to combustible materials in front of the stove should therefore be a minimum of 1000mm but the further away the better.

## **Protecting Children and the Infirm**

When lit, a wood-burning stove becomes extremely hot and therefore adequate protection must be provided, particularly in situations where there is a safety risk to children or the infirm. Vulnerable persons should be supervised at all times and a suitable safety guard or fireguard manufactured in accordance with BS 8423-2002 should be considered. Remember, a stove can also remain hot for some hours after the fire has ceased burning.

Figure 1



Dimensions refer to untreated products. After painting or enamelling dimensions may have small divergences.

## THE CHIMNEY

This Stove must **never** be connected to any shared chimney.

An efficient modern stove places heavy demands upon a chimney. You should have your chimney regularly swept and inspected by an approved chimneysweep.

The cross-sectional area of the chimney (at its narrowest point) must comply with National and Local Building Regulations. Generally, the area needed for a wood-burning stove installation should measure at least 113cm<sup>2</sup> (125mm diameter).

An over-sized chimney is generally hard to keep warm and results in poor draft. In cases here there is an oversized masonry chimney, it is recommended that the chimney be lined using an appropriate chimney lining system with the correct internal diameter.

With respect to the chimney termination, all chimneys should terminate in accordance with National and Local Building Regulations.

Note that National and Local Regulations also apply with regard to the placement of chimneys and flues in connection with thatched roofs.

The chimney or flue system must be equipped with access doors for inspection and cleaning. The size of the cleaning door in the chimney must at least equal to that of the cross-sectional area of the chimney. In the event that a chimney fire occurs resulting from faulty operation or prolonged use of damp wood fuel, close the air vents completely and contact your local fire department immediately.

### Pipe connections

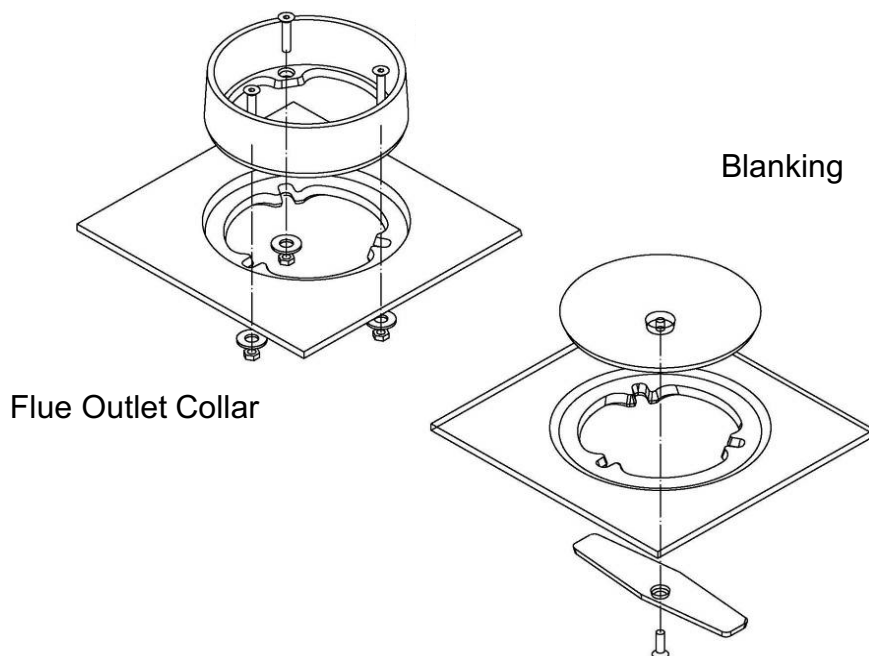
The stove is supplied with a 125mm diameter flue outlet collar to which a suitable rigid metal flue pipe can be attached (not supplied). This must be of an approved thickness.

The flue outlet collar for this product is inside the burn chamber during transportation.

You can choose between a **top** or **rear** position for the flue outlet collar. There are three screws provided for fastening the flue collar to the desired outlet. The outlet not being used is closed off with a blanking plate with fixings that are provided.

**Note! It is important that the joints are completely sealed. Air leakage etc. may lead to malfunction.**

Figure 2



### Connecting to a masonry chimney

A wall sleeve should be bricked securely into the wall of the chimney at the appropriate height and the stovepipe inserted centrally. The pipe must not extend into the actual chimney opening, but rather must reach only to the inside of the chimney aperture. The gap between the stove pipe and sleeve must be sealed using glass fibre packing rope.

### Connecting to a steel chimney

If your installation involves taking the chimney straight up and through the ceiling, you must comply with National, Local Building Regulations or flue manufacturer's instructions concerning clearances to combustible materials such as walls, floor joists and ceilings. The joint between the stove flue collar and the stove pipe must also be sealed using the glass fibre rope provided. It is important that the insulated flue system is properly supported both at ceiling level and at roof level.

### **THE STOVE MUST NOT BEAR THE WEIGHT OF THE CHIMNEY SYSTEM.**

(See chimney manufacturer's instructions). Excessive weight on the stove will inhibit expansion and could lead to damage of the stove top. Damage caused to the stove in this way would not be covered by the manufacturers guarantee.

## **CAUTION**

**In the event that a chimney fire occurring resulting from faulty operation or prolonged use of damp wood fuel, close the air vents completely and contact your local fire department immediately.**

## **Cleaning procedure**

Discuss this with chimney sweep or qualified installer prior to or during the stove installation

## **Chimney draft**

If the chimney draft is naturally poor, it is better to install the flue from the top of the stove so as to minimise any internal resistance of the flue gases. Avoid having any more than 2 bends in the flue system and limit the length of the offset between bends. Refer to chimney manufacturers' instructions.

## **Fresh air supply**

A wood-burning stove requires air for combustion and therefore you may need to install additional ventilation to the room, especially in well-insulated houses. If the air supply is inadequate the chimney draft may be too weak, with the possible result that the stove will not burn properly; smoke spillage may also occur during the refueling process.

Your Puma Stove is CE tested to 4.9kW nominal heat output, therefore a purpose provided air vent is not normally required (refer to Building Regulations Document J) in the same room as the stove, however, in certain circumstances an air vent may be required such as in a case of insufficient natural ventilation.

If it is decided that an air vent is to be fitted due to insufficient natural ventilation or any other reason it is important to ensure that the vent is the correct size and is non-closable in design. National and local laws and building regulations must be followed for the installation of any air vents deemed to be necessary. These vents should be installed in such a way that they are not liable to become blocked or restricted.

**Do not use any extractor fans or similar devices in the room in which the stove is fitted as this can affect the airflow to your stove.**

## **Draft conditions**

If smoke spillage occurs when the fire door is opened, it is probably due to poor chimney draft. This type of stove requires at least 12 pa of chimney draft to achieve satisfactory combustion and smoke spillage prevention. However, in cases where the stove door is opened too vigorously you could expect that slight smoke spillage may occur.

If you have any doubts, you may want to have your installer measure the draft in the chimney. The chimney's draft is the resulting effect within the flue caused by the difference in temperature within the flue and the cooler temperature outside.

Other factors that can influence the level of draft include the length of the flue, insulation of the chimney, adverse weather conditions or tall buildings or trees nearby the flue terminal.

**Poor draft occurs when:**

- The atmospheric temperature difference is too low, e.g., a poorly insulated chimney. If the chimney is excessively cool, it may help to 'prime' the flue before the fire is lit. Just place a screwed-up sheet of newspaper in the flue way of the stove and ignite.
- The outside temperature is too high, e.g., during the summer months.
- There is no air movement (wind) outside.
- The chimney is not tall enough, with the result that the terminal sits in the lee of the roof surface or in the vicinity of tall trees or neighbouring buildings. These conditions are also associated with downdraft where the flue gases are pushed back down the chimney.
- The flue draft is diluted by residual air entering the chimney, e.g., due to inadequate fluepipe joints or leaks at the cleaning door or flue collar.
- Unsealed, unused fireplaces are connected to the chimney.
- The flue is blocked, e.g., by soot, due to inadequate cleaning, loose debris or even a bird's nest.
- The room in which the stove is fitted is too tightly sealed (see section on fresh air supply).

**A good draft is achieved when:**

- The temperature difference between the internal chimney flue (inside of the property) and the outside of the property (external atmosphere) is high. (This particularly applies during firing, when the need is greatest).
- The weather is clear and there is a good wind.
- The chimney is of the proper height, i.e., minimum 4 metres over the stove and the termination adequately clear of the roof line.
- There is adequate ventilation in the room in which the stove is fitted.

## **COMMISSIONING & HANDING OVER**

- Make sure that all parts are fitted to the stove according to these instructions before handing over to user.
- Allow a reasonable time for fire cement and mortar to dry out before lighting the stove.
- After lighting the stove for the first time, check that all seals and joints are sound and secure and that the flue is functioning correctly and emitting combustion waste safely into the atmosphere.
- After installation and commissioning hand over the operating instructions to the user and demonstrate how to operate the stove.
- Ensure that the user is aware of the correct fuels to use in the appliance.
- Give the user suitable advice as to what to do in the case of smoke or fumes being emitted from the stove or flue connections.
- Warn the user of the dangers of touching the surface of the stove whilst still hot and give general safety advice to protect others, especially children, the elderly and infirm. Hand over the pair of approved heat resistant gloves provided.

## USER MANUAL

### Choice of fuel Recommended Wood

Although you can fire your stove with almost any kind of wood, we recommend the use of hardwood logs. Whatever type of wood you use you must ensure that the wood is correctly seasoned and in no way damp or wet. Wood ought to be stored under a roof for at least 1 year, and preferably 2 years, with free access to wind ventilation. Wood should be chopped as soon as possible after felling if it is to dry quickly and can be used once the moisture content is less than 20%.

During the EN test, all stoves are tested with wood with a moisture content of  $(16 \pm 4\%)$ . Hardwood has a higher calorific value (oak, ash, maple, birch, elm, beech, etc.).

Pieces of wood with a diameter greater than 10cm should always be chopped. The pieces of wood should be short enough to be able to lie flat over the layer of embers, with air at both ends. The maximum length of fuel in the stove should be no more than 34cm.

### Recommended Smokeless Fuels

- Coalite Nuts
- Phurnacite
- Ancit
- Extracite

### Fuels we do NOT recommend

- “Green wood”.
  - Green or damp wood reduces stove efficiency and soils the glass, the internal walls and the flue (soot, tar, etc.).
- “Used timbers”.
  - Burning treated wood (railway sleepers, telegraph poles, offcuts of plywood or chip board, pallets, etc.) quickly clogs the flue ways and glass with soot and tar etc. and also pollutes the environment and causes the fire to burn too quickly and overheat. “Green wood” and “recovered wood” can eventually cause a chimney fire with their deposits.

### Prohibited fuels

- Plastic bags
- liquid fuels
- waste materials and any form of bituminous coal or petroleum-based coke.

Your stove should never be used as an incinerator. **This is dangerous and will damage your appliance and pollute the atmosphere.**

## USE

### Using the stove for the first time

We recommend that you make two or three small fires at first lasting for about an hour each before you operate the stove at maximum heat output. This is to allow the paint to cure steadily and to give a long life to the paint finish.

During the curing process you may notice that the paint on the stove softens or appears wet. Under no circumstances touch the stove at this stage. As the stove heats up further, the paint may appear patchy with soft and dry patches but will then appear totally dry again.

In the later stages of the cycle when the silicon resin cures (this gives the paint its high temperature properties) you may notice a non-toxic smoke or gas and an unpleasant smell, which is primarily carbon dioxide with other residual components. This smell may cause some distress to individuals or animals so for comfort during this period it is recommended that you open windows and doors in the room until the smell subsides and all traces of the gas or smoke have disappeared.

Once this stage has been achieved the curing process should be complete and your stove will be ready to be used to maximum capacity.

### Air Controls: (see Figure 3 – p17)

The amount of heat emitted by the stove is regulated using three air controls.

The Primary air supply, where air passes up through the riddling grate, is controlled using the larger rotating knob in the centre of the stove just below the window (clockwise to close, anti-clockwise to open).

The Secondary air supply (often called the airwash system), which is supplied to the combustion over the glass, is controlled using the upper air control lever above the stove window (move left to close, right to open).

A third air inlet (called the Tertiary air) provides a constant, pre-heated air supply to the combustion just above the fire. The hole in the back of the stove can let the air in all the time.

### Use with wood

#### Lighting (see Figure 3 – p17)

- Slide the top Secondary Airwash Control to the right to open.
- Open the Primary Air Control anti-clockwise to open.
- Open the door and lay firelighters or rolled up newspapers onto the grate. Add a small quantity of dry kindling wood if necessary. Now place 2 or 3 small logs on top.
- Light the newspaper or firelighters using a long taper and close the door.
- When the fire is burning fiercely, add further logs of a diameter up to 10 cms.
- When the stove body is very hot, close the lower Primary Air Control.
- The burning rate can now be lowered by moving the top Secondary Airwash Control to a smaller air inlet.

**Re-fuelling:** (see Figure 3 – p17)

- Slide the top Secondary Airwash Control to the right to open.
- Open the Primary Air Control anti-clockwise to open.
- Open the stove door and add some logs. (When loading fuel, the door should be opened slowly, avoiding a sudden rush of intake air, so that smoke does not escape into the room.)
- Leave the Primary Air Control open for a few minutes to allow the initial volatiles in the wood to burn.
- Close the Primary Air control.

**Very Important:**

Wood is a material that contains a great deal of gas (approximately 75%). The gases are released when the wood is lit and heated up. For this reason, it is important that the gases are ignited quickly after stoking. If the wood just lies smoldering, especially after re-stoking, a lot of smoke is created, which, in the worst-case scenario, may cause an explosive ignition of the gasses, resulting in damage to the stove.

In order to ignite the gases that are released from the wood, and to keep clear, lasting flames during the combustion process, it is important to let in the required quantity of oxygen (air supply) at all times. The setting of the air supply, the method of ignition and the lighting intervals depend on the draught in the chimney, the wind and weather, the amount of heat required, the fuel, etc. This means that it may take some time before you get to know the correct functioning of the stove under any given circumstances.

**Use with solid fuel**

**Lighting** (see Figure 3 – p17)

- Slide the top Secondary Airwash Control to the right to open.
- Open the Primary Air Control anti-clockwise to open.
- Open the door and lay firelighters or rolled up newspapers onto the grate. Add a small quantity of dry kindling wood if necessary. Now place a small quantity of solid fuel on top.
- Light the newspaper or firelighters using a long taper and close the door.
- When the fire is burning fiercely, add further fuel.
- When the stove body is hot, close the Secondary Airwash Control.
- The burning rate can now be adjusted by the Primary Air Control.

**Re-fuelling:** (see Figure 3 – p17)

- Open the Primary Air Control.
- Open the stove door and add some fuel. (When loading fuel, the door should be opened slowly, avoiding a sudden rush of intake air, so that smoke does not escape into the room.)
- Leave the Primary Air Control open for a few minutes to allow the initial volatiles in the fuel to burn.
- Adjust the Primary Air Control to the desired position.

**Re-fuelling when fire bed is low:**

If there is insufficient burning material in the fire bed to light a new fuel charge, excessive smoke emission can occur. Refueling must be carried out onto a sufficient quantity of glowing embers and ash so that the new fuel charge will ignite fairly quickly. If there are too few embers in the fire bed, try adding some suitable wood kindling so as to prevent excessive smoke.

**Fuel overloading:**

Do not overload the fuel inside the stove or exceed any guidelines mentioned in these instructions as this can cause excess smoke.

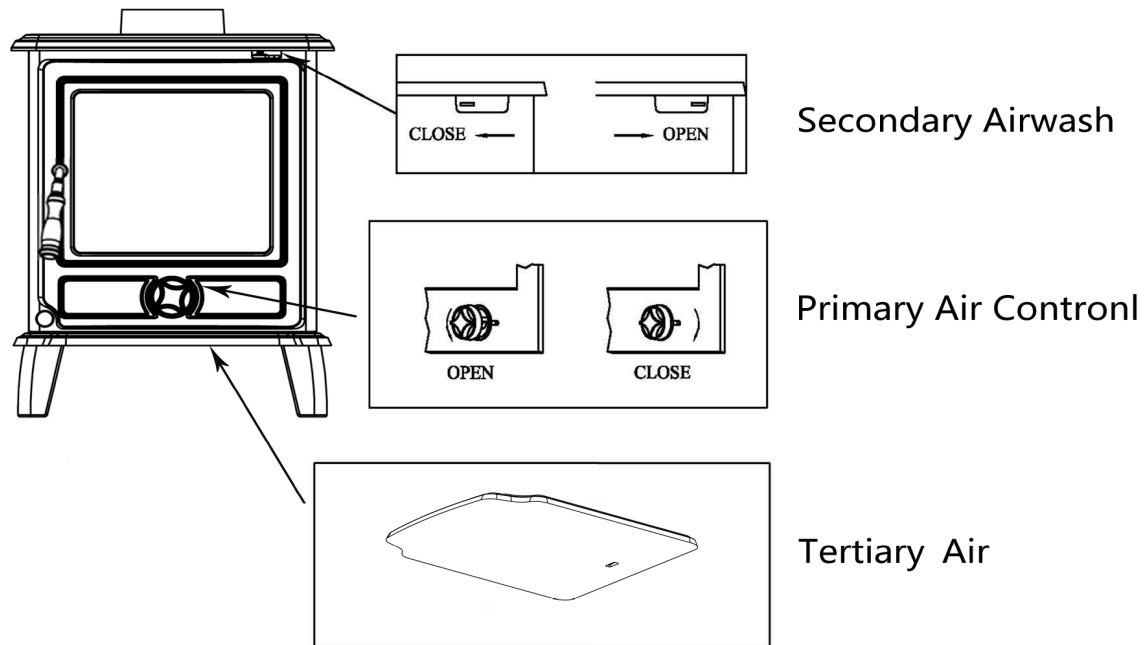
**Door left open:**

Do not operate the stove with the door left open except for the guidelines mentioned in these instructions as this can cause excess smoke.

## Air Controls left fully open

Do not operate the stove continually with the controls fully open except for the guidelines mentioned in these instructions as this can cause excess smoke and result in inefficient combustion.

Figure 3



### Very Important:

The stove door should never be opened when the stove is being fired vigorously.

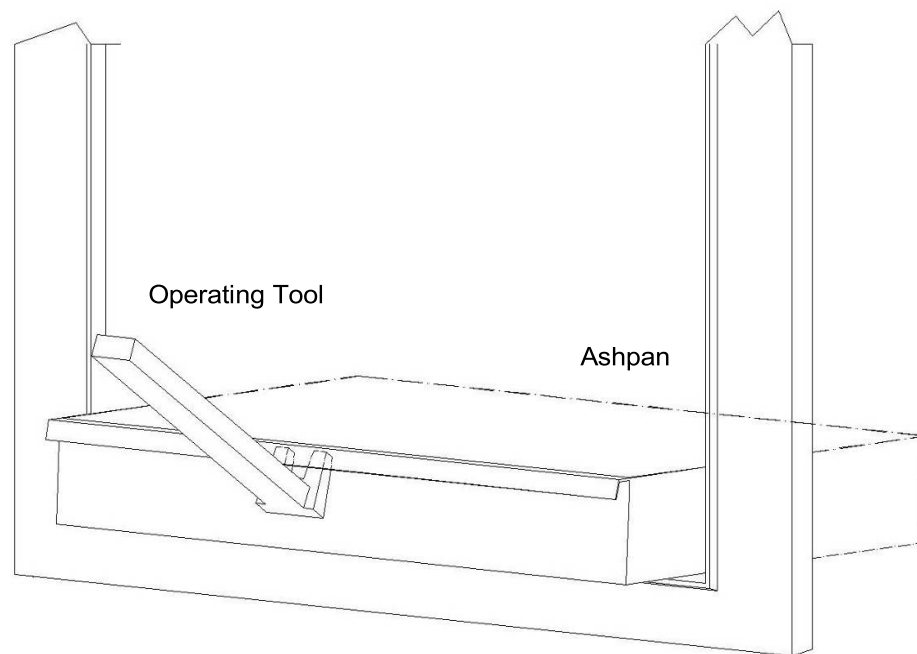
- We would strongly recommend that you do not leave your stove alight at night when burning wood. It harms the environment, and constitutes very poor use of the wood, as the gases in the wood do not ignite at the low temperature, but settle as soot (unburned gases) in the chimney and stove. Extreme conditions, such as poor draught in the chimney, large quantities of wood or wet wood, may, in the worst-case scenario, cause an explosive ignition.
- When firing in the summer period, when there is minimal need for heat, the combustion will be poor. The stove provides too much heat, so the combustion should be reduced. But always remember to make sure that there are lasting flames until the wood becomes charcoal. If you want a weaker fire, stoke up using less wood.
- If you fire the stove using wet wood, a lot of the fuel's thermal energy will be spent forcing the water out of the wood, without releasing any heat to the stove. This incomplete combustion results in a layer of soot being left in the stove, pipe and chimney.

### **Ash removal (see Figure 4 – p18)**

It is essential to keep the bottom grate in the stove free from a heavy build up of ashes. To help prevent this, your stove is equipped with a grate riddling device which is used to “shake” ashes off the grate into the ashpan. Whenever the stove is burning lifelessly and the Primary Air Control is open, use the tool provided to operate the riddling lever to clear the grate of surplus ashes.

If burning solid fuel, always empty the ashpan at least once a day or whenever it is full of ashes. Use the tool provided to remove and replace the ashpan. Never allow the ashpan to overfill allowing ash to be in contact with the underside of the grate. If this condition is allowed, the grate will wear out pre-maturely. Ensure that ashes are disposed of safely and do not come into contact with combustible materials until all the cinders have completely cooled.

Figure 4



**Always use the tool provided to operate the riddling control and to lift the ashpan.**

## MAINTENANCE

### **Cleaning glass**

This stove is equipped with an air wash system for the glass. Air is sucked in through the air vent above the stove and down along the inside of the glass.

However, some soot will always stick to the glass, but the quantity will depend upon the local draught conditions and adjustment of the air wash vent. Most of the soot layer will normally be burned off when the air wash vent is opened all the way and a fire is burning briskly inside the stove.

**Good advice!** For normal cleaning, when the stove is extinguished and cold, moisten a paper towel with warm water and add some ash from the burn chamber. Rub it over the glass and then clean the glass with clean water and then dry. If it is necessary to clean the glass more thoroughly we recommend using a glass cleaner (follow manufacturer's instructions on the bottle).

### **External surface cleaning**

The cast surface of the stove is painted with heat-resistant paint. It is best maintained by simply vacuuming it with a soft brush attachment or wiping it down with a dry, dust-free cloth whilst the stove is cold and not in use.

If the stove is used too vigorously, the painted surface may assume a greyish tinge over time, but cast-iron is a robust material and the stove can easily be freshened up with a heat resistant spray paint, which is available from your local retailer (follow the spray paint manufacturer's instructions).

### **Gaskets**

The gaskets in the door will wear out over time, and should be replaced as required in order to prevent runaway combustion. Ensure that your stove is regularly serviced by a qualified engineer.

## OPERATIONAL PROBLEMS - TROUBLESHOOTING

Problem	Probable causes	Action
<ul style="list-style-type: none"> <li>• Fire difficult to start</li> <li>• Fire goes out.</li> </ul>	<ul style="list-style-type: none"> <li>• Wood damp / poor quality.</li> <li>• Logs are too big.</li> <li>• Air starvation.</li> <li>• Insufficient draught.</li> </ul>	<ul style="list-style-type: none"> <li>• Use the recommended fuel.</li> <li>• To light the fire, use small, very dry kindling.</li> <li>• To maintain the fire, use split logs.</li> <li>• Open Primary and Secondary Air Controls.</li> <li>• Check that the flue is not obstructed, sweep it if necessary.</li> <li>• Seek advice from a chimney specialist.</li> </ul>
<ul style="list-style-type: none"> <li>• Fire burns too quickly.</li> </ul>	<ul style="list-style-type: none"> <li>• Too much draught.</li> <li>• Excessive draw.</li> <li>• Poor quality wood.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that the lower spin wheel is closed</li> <li>• Partially close the top air control lever.</li> <li>• Install a draught stabiliser.</li> <li>• Consult your Dealer.</li> <li>• Do not continuously burn small wood, sticks, bundles, carpentry offcuts (plywood, pallets), etc.</li> </ul>
<ul style="list-style-type: none"> <li>• Smokes when lighting up.</li> </ul>	<ul style="list-style-type: none"> <li>• Flue duct is cold.</li> <li>• Room decompression.</li> </ul>	<ul style="list-style-type: none"> <li>• Burn paper and kindling wood to increase heat.</li> <li>• In houses equipped with mechanical ventilation, open a window until the fire is well.</li> </ul>
<ul style="list-style-type: none"> <li>• Smokes while burning.</li> </ul>	<ul style="list-style-type: none"> <li>• Ventilation is insufficient.</li> <li>• Down draught.</li> <li>• Room decompression.</li> </ul>	<ul style="list-style-type: none"> <li>• Consult a chimney specialist.</li> <li>• Check that the flue is not obstructed, sweep if necessary.</li> <li>• Install an anti-down draught cowl. Consult your Dealer.</li> <li>• In houses equipped with Mechanical Ventilation, an outside air intake must be installed for the chimney.</li> </ul>
<ul style="list-style-type: none"> <li>• Low heat output.</li> </ul>	<ul style="list-style-type: none"> <li>• Incorrect Fuels.</li> </ul>	<ul style="list-style-type: none"> <li>• Use the recommended fuel.</li> </ul>

## REPLACEMENT PARTS

**The Puma stove is manufactured in cast-iron. Replacement cast-iron parts are listed on pages 22 to 24.**

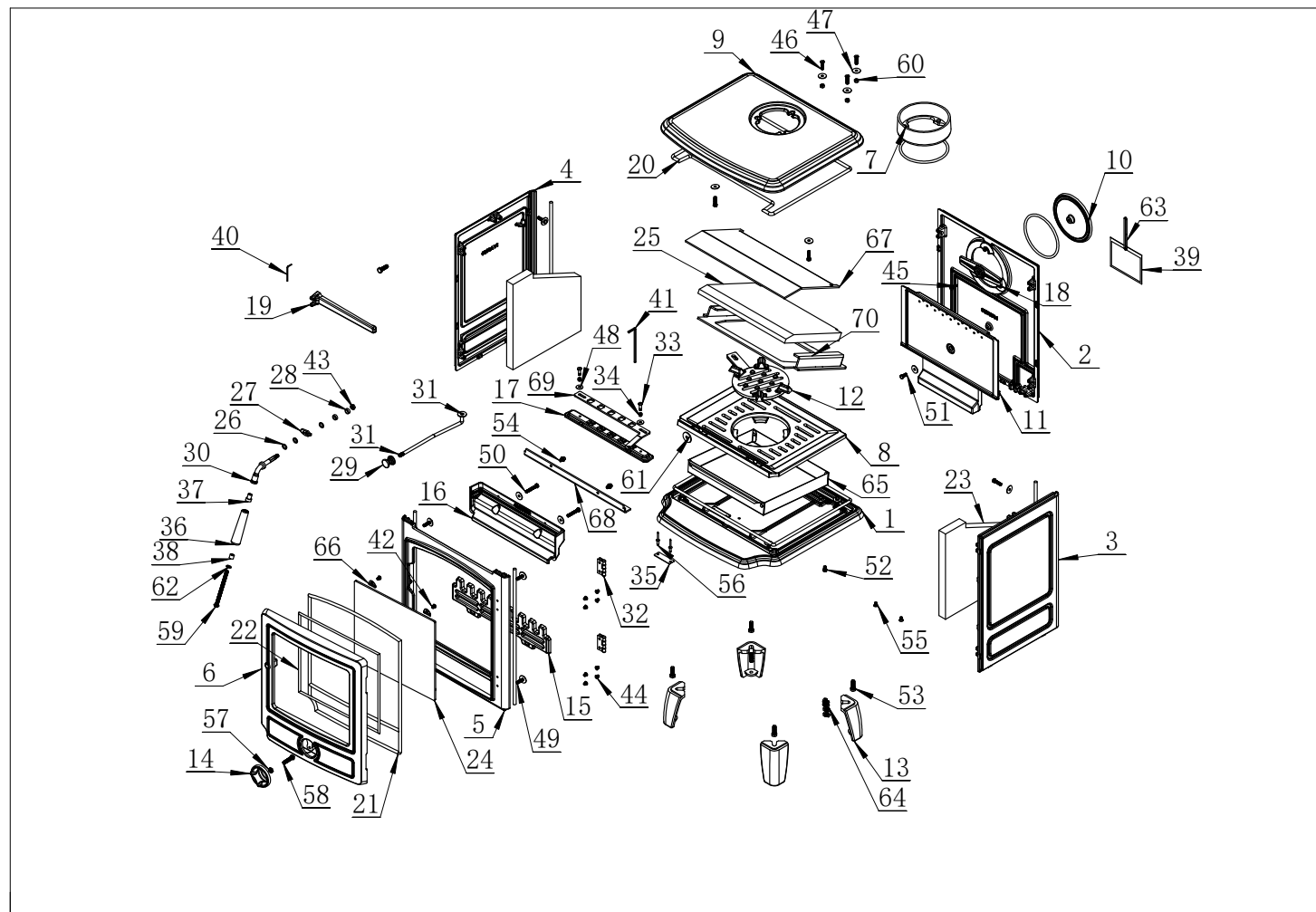
**Only use replacement parts recommended by the manufacturer.** Replacement parts are available from your local retailer or by contacting us directly through our website contact page: [www.casttec.co.uk](http://www.casttec.co.uk).

Your Puma stove has a statutory guarantee (remember to keep a copy of your purchase from your retailer), however, some parts of the stove are classed as consumable products such as rope seal, gaskets, glass, grates and ashpans. These parts may need replacing periodically depending upon frequency of use and general stove care.

Modifications to your stove must not be made under any circumstances. Cast- iron Parts & Replacement Components (see Assembly Details)

## Exploded Diagram

Figure 5



**NOTE:** For all spare parts enquiries visit [www.firespares.direct](http://www.firespares.direct) or call (0191) 4974280

**Cast-iron Parts & Replacement Components** (see Exploded Diagram)

No	Code	Name	Qty
1	T120101	Base	1
2	SM05U04	Back	1
3	0506AV1	Right side	1
4	0505AV1	Left side	1
5	AM1401U03	Frame	1
6	SM05U07	Door	1
7	125	Collar	1
8	SM05U14	Grate	1
9	T120102V1	Top	1
10	C125	Collar cover	1
11	SM05U11	Back brick	1
12	AF0515	Moving grate	1
13	0523	Leg	4
14	CAF0165	Spin valve	1
15	0520	Fire fence	1
16	SM05U09	Air wash damper	1
17	0556	Air wash bottom plate	1
18	C125Y	Blanking Plate	1
19	CA0105	Ashpan Handle	1
20	CA0802	Fiber Rope	1
21	CA0802-1	Fiber Rope	1
22	CA0801	Fiber Rope	1
23	FRSM05U1213	Left & right brick	2
24	CA1005A-SM05D2	Glass	1
25	FRT1202U29	Vermiculite Baffle	1
26	CA0321	Washer	3
27	CA1507A	Door Catch	1
28	CA0148	Roller	2
29	CA010402	Stainless steel knob	1
30	CA0101-ZH-1	Handle part	1
31	CA1401-SM05U	Riddling rod	1
32	CA1602	Hinge	2
33	CAL0112	Screw	2
34	CA0707	Spring	2
35	CAL0101-ZJ	Serial Number Plate	1
36	CA0144	Handle	1
37	CA0103-ZH	Handle part	1
38	CA0104-ZH	Roller	1

No	Code	Name	Qty
39		CE Data Plate	1
40	NLFBS-007	Spanner	1
41	NLFBS-004	Spanner	1
42	01020106.M6×8／030001	Screw	4
43	01030128.M8×5／030001	Nut	1
44	01020107.M6×8／010102	Screw	8
45	01020107.M6×20／010102	Screw	1
46	01020107.M6×25／010102	Screw	3
47	01040101.Φ6×22／010202	Washer	20
48	01040101.Φ6×18／010202	Washer	2
49	01010112.M6×25／010102	Screw	14
50	01010112.M6×40／010102	Screw	2
51	01010112.M6×15／010102	Screw	1
52	01010112.M6×10／010102	Screw	1
53	01010112.M8×25／010102	Screw	5
54	01010118.M6×10／030001	Screw	2
55	01020109.M6×10／010202	Screw	2
56	010514.Φ5×8／070201	Screw	2
57	01030113.M8／010202	Nut	1
58	01020108.M8×35／010202	Screw	1
59	01020108.M8×105／010102	Screw	1
60	01030102.M6／010102	Nut	3
61	01040101.Φ8×30／010202	Washer	1
62	01040301.Φ8／010102	Washer	1
63	BXGLH／210	Chain for CE plate	1
64	01010112.M8×10／010102	Screw	4
65	CA1204	Ashpan	1
66	CA1112	Glass Clip	4
67	CA1911-SM05UD3S2-01	Steel baffle 1	1
68	CA1911-SM05U-02／4mm	Steel baffle 2	1
69	CA1113-SM05U-AT	Air Wash Plate	1
70	CA1911-SM05U	Baffle Frame	1

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## **GUARANTEE**

If any part of the main body of the stove fails due to a manufacturing or material defect during the guarantee period that applies in respect of the relevant stove (as set out below), CastTec Ltd will, at its sole discretion, repair or replace your stove, for no charge.

Cracking of the main body (defined as the steel outer casing and items fixed immovably to the casing).

Damage caused by over-firing or over-heating is not covered. Warping and a red oxide colouring will demonstrate the over-heating of internal parts, body paint which has turned dusty white is also indicative of such use.

The following guarantee periods shall apply in respect of the following:

- Puma 5 Eco stoves come with a 10-year warranty to the main body of the stove. The external paint finish carries a one-year guarantee only.
- This guarantee is subject to the Terms and Conditions set out below.

## TERMS AND CONDITIONS

The following terms and conditions must be satisfied in order for your stove to be covered by the guarantee set out above:

1. Your stove must have been installed by a suitably qualified person and in accordance with the manufacturer's installation instructions. Stoves not installed by a suitably qualified person or not installed in accordance with the manufacturer's installation instructions will not be covered by this guarantee.
2. Any claims under this guarantee shall not be valid where the installation of the stove does not conform to all required building regulations and other legislation in force at the time of purchase and where flue draw readings have not been made to confirm a suitability of the flue. The manufacturer's decision as to whether this condition has been satisfied shall be final.
3. The guarantee does not cover damage caused to the stove through careless handling or misuse or neglect of the appliance (misuse and neglect being not following the manufacturer's instructions and user guides in relation to the stoves, including the use of non-recommended fuels).
4. The following consumable service items are not covered by this guarantee:
  - Firebox linings • Grate • Fuel retainer • Throat plate • Door/Door glass • Seals.
5. The guarantee does not cover damage caused by storing or using the stove in a damp environment, defects or faults caused by local conditions such as draught problems and chimney defects or corrosion caused by condensation, damp or water ingress into the flue, chimney, or the surrounding of the stove.

**The guarantee is only valid if the stove is serviced and checked annually by a suitably qualified heating engineer, with documentation to be retained and produced in the event of a claim being made.**

6. The guarantee is only valid where any spare parts used are supplied by CastTec Ltd or an approved retailer/dealer. The use of spares other than those supplied by CastTec Ltd shall invalidate the guarantee.
7. The guarantee is not valid where any repairs or modifications have been made to the stove which have been carried out by anyone other than CastTec Ltd or its authorised representatives or approved dealers.
8. All guarantee periods commence on the date of purchase and are non-transferable and solely for the benefit of the original purchaser of the stove.

# CastTec

## **Puma 5 ECO**

Multi-fuel stove

Ref. No. LS0207

ECO 2022

Version 02 (12.03.2025)