

More information on **regional** regulations & guidance at:
www.hetas.co.uk

LEAFLET NO.1 - Before Your Purchase HETAS Consumer Advice

- For the best advice, appliance quality and to stay safe **HETAS** recommend:
- (1)
 - Using a **HETAS Approved Retailer** showroom to buy your stove
 - Purchasing a **HETAS Approved Appliance**
 - Using a **HETAS Registered Installer** to fit your stove
 - A **HETAS Registered Installer** or **HETAS Approved Servicing technician** to service your appliance annually
 - A **HETAS Approved Chimney Sweep** to clean & maintain your chimney
 - (2) Ask **your solid fuel professional** for their **HETAS ID** to ensure they're registered and competent to carry out the required work
 - (3) Make sure the installation complies with **Building Regulations**; confirm this with the **HETAS Registered Installer** who commissioned your appliance

Once your new appliance, along with any associated systems has been fitted, please make sure you read our two other important Consumer Advice Leaflets before use:

After Your Purchase & Protect Yourself from Carbon Monoxide

- 📍 Visit us online at www.hetas.co.uk
- ☎ Call HETAS on **01684 278170**
- ✉ Send an email to info@hetas.co.uk



HETAS, Severn House, 5 Newtown Trading Estate, Green Lane, Tewkesbury GL20 8HD

Do I need my Chimney Lined?

The answer to this is often yes. Chimneys are lined for various safety-related reasons - newer chimneys may not require relining, but systems pre-dating 1965 often require a modern lining solution if:

- **The flue has lost integrity, causing smoke leaks**
- **Condensates or tar deposits are seeping through the chimney, causing staining to the building**
- **Lining with insulation needs to be added to improve appliance & flue operation, especially when the chimney is exposed to the outdoors on any of its walls.**
- **Defective flue systems may be eroded & coarse, causing resistance to flow of gases & resulting in poor updraught**
- **Larger chimneys/flues may affect appliance performance and require reduction in size. Some manufacturers specify smaller flues to operate more efficiently**

A chimney needs to remove all combustion products safely to the outside of the building. It works because the hot gases rise to escape to the cooler air outside. Factors such as running the appliance at a very slow rate or cold air leaking into the flue cool the gases and may affect chimney performance.

Lining Systems can replace flues in existing chimneys. Insulation may need to be added or integrated to improve draught efficiency - particularly for external situations. **We recommend you use a HETAS Registered Installer to carry out any lining work.**

Although Building Regulations do not require all existing chimneys to be lined, the installer must be satisfied a chimney is safe for use and may need to use a liner to achieve this.



Any work on a chimney, including its liner in conjunction with installing a heating appliance must be undertaken by a Competent Person or approved by your local Building Control by law.

Any fireplace alteration carried out to make it suitable for use with another fuel e.g. gas to solid fuel is subject to Building Regulations.

CHIMNEY FAULTS

Before installing a liner, get your chimney swept by a professional chimney sweep to remove any soot and tar deposits.

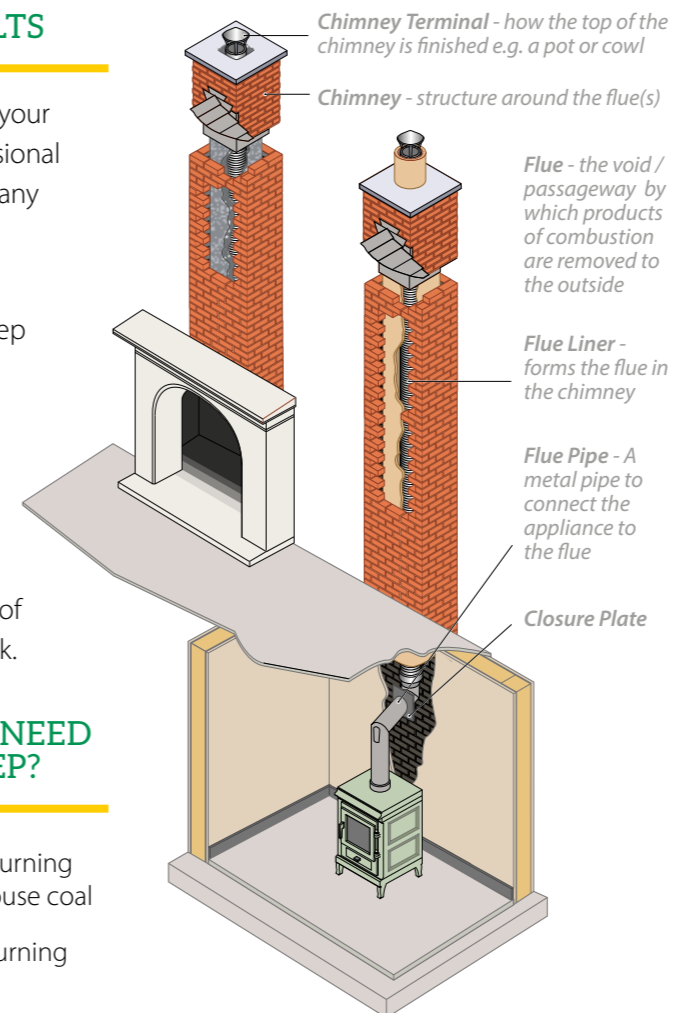
If you already have a liner installed, a competent sweep can inspect for faults. Faults with a chimney and its liner can lead to various problems with the operation of a solid fuel appliance, and more importantly, put the safety of household occupants at risk.

HOW OFTEN DO I NEED TO USE A SWEEP?

- ✓ At least twice a year if burning wood or bituminous house coal
- ✓ At least once a year if burning smokeless fuels.

The best times to get a chimney swept are just before the heating season and after an extended period of shut-down.

If sweeping twice a year, the second time should be after the peak heating season.



FIND A SWEEP

For your nearest HETAS Approved Chimney Sweep, call **01684 278170** or use our search:
www.hetas.co.uk/find-chimney-sweep



Cover photo courtesy of Charnwood

Before your Purchase

WHAT IS HETAS?



HETAS is a not for profit organisation offering Competent Person Scheme registration for installers of biomass and solid fuel heating, and registration for retailers, servicing businesses and chimney sweeps. In addition, HETAS offer Product Approval for a wide range of appliances, flues, equipment and solid mineral fuels. Microgeneration Certification is available for biomass appliances.

We also collaborate with Woodsure on an industry leading fuel accreditation scheme.

Through Government policies to promote low carbon energy, wood and biomass now play a growing role in meeting our energy needs. HETAS is at the centre of this by assuring:

- safe & efficient appliances
- competent installers
- quality of fuels
- ongoing system maintenance



PURCHASE FROM AN APPROVED RETAILER

Get the right advice on the most suitable appliance - certified staff are HETAS trained to help advise on all aspects of buying, installing and maintaining your new appliance.

For your nearest **HETAS Approved Retailer**, call **01684 278170** or visit www.hetas.co.uk > **Retailer Search**

HETAS APPROVED APPLIANCES

To check an appliance meets Building Regulations and Standards for safety & efficiency look for HETAS approval.

The product search on the HETAS website includes all **HETAS Approved Appliances** including stoves, biomass systems, boilers and chimney systems. www.hetas.co.uk > **Product Search**

Always Use a Professional

HETAS Registered Installers & Servicing Engineers are trained, registered and insured to work on solid fuel, wood & biomass heating systems in your home.



Look out for the HETAS registrant marks

Whether you need an installer, service engineer or chimney sweep - find the right person by calling HETAS on **01684 278170** or use the Installer Search at: www.hetas.co.uk



Before your installer or sweep starts work, always ask to see their HETAS Identity Card.

MEETING BUILDING REGULATIONS

The law in UK and Ireland states that new solid fuel, wood burning or biomass appliance installations must meet Building Regulation standards and your Local Authority must be notified; Failing to do so means the work is not legal and you could face prosecution and a fine.

 Using an installer from a government approved Competent Person Scheme such as HETAS is a safe and easy way to ensure work is legal

HETAS installers are able to:

- self-certify their own work
- supply a **Building Regulations Compliance Certificate for the job**

HETAS Registered installers are trained and regularly inspected to ensure they comply with the latest industry regulations and standards.

Read more on Building Regulations including **regional** guidance here: www.hetas.co.uk/consumer/regulations

SELECTING CENTRAL HEATING & HOT WATER SYSTEMS

- ✓ Building Regulations state that new or replacement systems in dwellings must achieve the most energy and carbon efficient installation possible.
- ✓ If an existing heating appliance is replaced, it must be more efficient in terms of carbon emissions than its predecessor. This can be achieved through both appliance and fuel type.
- ✓ New-builds are subject to stringent energy and emission targets.
- ✓ Wood fuel is generally accepted as carbon neutral; a wood burning stove in a new-build allows more flexibility with other energy and carbon saving elements.



Photo courtesy of Stovax



Courtesy of Charnwood

All HETAS Approved Appliances meet minimum efficiency requirements. These efficiencies are found on the HETAS website Product Search as 'gross'. Appliances not approved by HETAS may still be suitable to use, but must be verified by the installer prior to installation.

SMOKE CONTROL AREAS

In Smoke Control Areas solid fuel appliances must be either:

- **A DEFRA Exempt Appliance using fuel specified in the appliance instructions**
- or
- **Any appliance burning an Authorised Smokeless Fuel (e.g. anthracite) which is designed for use with that specific fuel.**

Exempt Appliances - DEFRA Exempt appliances are tested to show they meet standards for emissions when burning nominated fuels.

Authorised Smokeless Fuels - A popular smokeless fuel is anthracite which is high in carbon and low in volatile matter. Firewood is not an Authorised Smokeless fuel, even if seasoned correctly, so must be burnt in an Exempt Appliance. EACH appliance has suitable fuels listed in it's instructions.



The HETAS online appliance search highlights DEFRA Exempted appliances labelled with the icon to the left. These have been tested to ensure they meet emission standards when burning non-authorized fuels like wood.

Try HETAS fuel search at: www.hetas.co.uk > **Fuel Search**

DO I LIVE IN A SMOKE CONTROL AREA?

Contact the Environment Health or Protection department of your Local Authority to see if you live in a Smoke Control Area.



Failure to adhere to Smoke Control regulations can lead to a fine of up to £1000 for each offence.

Government body DEFRA has the definitive list of exempt appliances, Authorised Smokeless Fuels and related guidance: www.gov.uk/smoke-control-area-rules

The Government website with specific legislation on air quality and use of solid fuel appliances is: www.legislation.gov.uk

HETAS run the only specialist solid fuel & wood burning appliance Competent Person Scheme in the UK

