



N65 Wood Stove

Installation & Operation Instruction Manual

THE N65 WOOD STOVE HAS BEEN TESTED FOR EMISSIONS AND EFFICIENCY AND CERTIFIED TO US ENVIRONMENTAL PROTECTION AGENCY'S PHASE II 2020 CORD WOOD STANDARD. ALSO, N65 HAS BEEN TESTED AND COMPLIES TO ULC S627 & UL 1482-2011 (R2015) SAFETY STANDARDS BY AN ACCREDITED LABORATORY.



Report # 0568WS001E
Report # 0568WS001S

7216160100R01

Table of Contents

Welcome & Congratulations	2
CAUTIONS & WARNINGS	3
Safety Label	4
Performance	5
Specifications	6
Installation	7
Components	7
Assembling the Stove	7
Positioning the Stove	7
Outside Air Requirements	8
Floor Protector (Hearth)	8
Clearances to Combustible Material	9
Chimney Connector	10
Chimney Requirements	11
Chimney Termination & Height	12
Operating Instructions	16
Air Controls	16
Door Handle	16
First Time Use	16
Fuel Selection	17
Starting the Fire	18
Maintaining the Fire	18
Controlling the Heat Output	18
Refueling	19
Burning Tips	19
Flue / Chimney Fire	20
Troubleshooting Tips	20
Maintenance	21
Inspection & Cleaning	21
Ash Removal	21
Creosote Formation & Need For Removal	22
Service	23
Replacing the Firebricks	23
Replacing the Brick Retainer	23
Replacing the Door Glass	23
Replacing the Door Seal	24
Adjusting the Door Latch	24
Replacing the Main Baffle	24
Replacing the Top Baffle	26
Replacement Parts List	27
Warranty	28
Technical Support	28

⚠ WARNING: This manual covers installation, operation, maintenance, and service. Read carefully before attempting to install, operate, or service the wood stove. Improper use or installation could void your warranty. Failure to follow instructions may result in property damage, bodily injury, or death.

Welcome & Congratulations

Congratulations on the purchase of your Nectre Wood Stove. Please use our convenient online registration page to record your model and serial numbers for future reference at

www.nectreusa.com

Please carefully read and save these instructions.

Please record your serial number below for future reference, which can be found on the label on the back of your wood stove.

Serial Number _____

Wood is an important renewable energy resource. Please do your part to preserve our wood supply. Plant at least one tree each year. Future generations will thank you.



NO NEED TO RETURN TO THE STORE

Questions with operation or assembly? Require Parts Information?
Product Under Manufacturer's Warranty?

Contact us at:  **www.nectreusa.com/contact**

For Troubleshooting and Technical Support

OR  **Toll-Free 1-800-668-6663**

Please have your model number and product serial number ready.



CAUTIONS & WARNINGS



⚠ CAUTION: Please read this entire manual before you install or use your new stove. Improper use or installation could void your warranty. Failure to follow instructions may result in property damage, bodily injury, or death.

- ① For use with solid wood fuel only – preferably dry, seasoned cord wood.
- ② Hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.
- ③ Do not install in a mobile home.
- ④ Do not burn garbage or flammable chemicals or fluids such as gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, naphtha, engine oil, or similar liquids to start or ‘freshen up’ a fire in this stove. Some of these fuels can generate deadly carbon monoxides. Keep all such liquids well away from the stove while it is in use.
- ⑤ Do not connect to any air distribution or duct system.
- ⑥ Do not elevate the fire by use of a log cradle or grates. Build fire directly on a 1 inch layer of ash spread evenly over the base of the firebox.
- ⑦ Do not store fuel within the specified installation clearance areas, or within the space required for refueling and ash removal.
- ⑧ Always close the door after ignition. Leaving the door open can cause smoke spillage and flames to come out of the stove and create dangerous and possibly life-threatening situations.
- ⑨ Ensure there are working carbon monoxide and smoke detectors in the home.
- ⑩ Normal operation of the stove will result in momentary emissions of smoke into the room when the refueling door is opened and closed. It is always recommended to install strategically placed smoke detectors away from the stove and to have a fire extinguisher in a convenient location. Make sure that they are not influenced by small and normal wisps of smoke that can come out of the stove at ignition or refueling but close enough to provide safety.
- ⑪ Never over-fire your stove. If any part of the stove starts to glow red, over firing is happening. To correct over firing adjust the air intake control to a lower setting.
- ⑫ Never put wood above the firebrick lining of the firebox.
- ⑬ This wood heater needs periodic inspection and repair for proper operation. It is against federal regulations to operate this wood heater in a manner inconsistent with operating instructions in this manual.
- ⑭ Cracked and broken components, e.g. glass panels or ceramic tiles, may render the installation unsafe.
- ⑮ This wood heater has a manufacturer-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate this wood heater in a manner inconsistent with operating instructions in this manual.



We suggest that our woodburning hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Woodburning Specialists or who are certified in Canada by Wood Energy Technical Training (WETT).



Performance

Model	N65
Fuel Type	Dry Cordwood
Combustion Technology	Non-Catalytic
Recommended heating area ¹	Up to 200 m ² (2,152 sq. ft.)
Maximum burn time ¹	8-10 hours
Overall heat output rate ² (min to max)	14,108 - 68,531 BTU 4.13 kW - 20.08 kW
Average overall efficiency (HHV) ³ (dry cordwood)	69.6%
Average overall efficiency (LHV) ⁴ (dry cordwood)	74.5%
Weighted Average overall efficiency ² (dry cordwood)	67.3%
Average particulate emission rate ³	1.98 g/hr
Average CO	1.258 g/min

¹ Recommended heating area and maximum burn time may vary depending on the home's location, stove location, floor plan, degree of insulation, chimney draft, climate, and wood fuel type, quality, and moisture level.

² This stove is officially tested and certified by an independent agency for US EPA's cordwood test method as measured per CSA B415.1-10 stack loss method

³ Higher Heating Value of the fuel

⁴ Lower Heating Value of the fuel

EPA Compliance

This manual describes the installation and operation of the Nectre N65 wood heater. This heater meets the 2020 U.S. Environmental Protection Agency's cordwood emission limits for wood heaters sold after May 15, 2020. Under specific test conditions this heater has been shown to deliver heat at rates ranging from 14,108 to 68,531 BTU/hr.

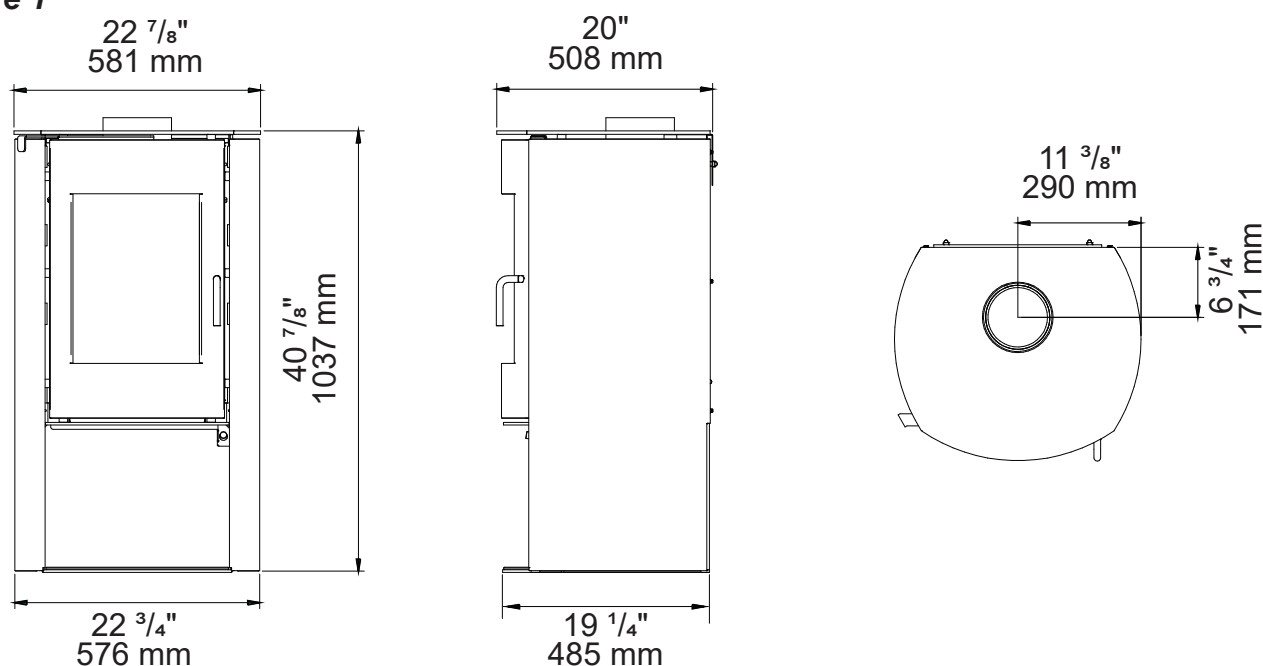
Specifications

Maximum log length		320 mm (12 ¹⁹ / ₃₂ ")
Firebox volume		0.047 m ³ (1.67 ft ³)
Weight		190 kg (419 lbs)
Flue outlet diameter		152 mm (6")
Recommended connector pipe diameter		152 mm (6")
Type of Chimney		ULC S629, UL103 HT(21000F)
Alcove installation		Not approved
Mobile home installation		Not approved
Baffle material		Steel
Door Glass	Material	Ceramic
	Size	431 mm x 325 mm x 5 mm (16 ³¹ / ₃₂ " x 12 ⁷ / ₈ " x ¹³ / ₆₄ ")
Pedestal Glass	Material	Black Tempered Glass
	Size	430 mm x 485 mm x 6 mm (16 ⁵⁹ / ₆₄ " x 19 ³ / ₃₂ " x ¹⁵ / ₆₄ ")
Door Rope	Material	Braided Ceramic Rope, Round
	Diameter	13 mm (³³ / ₆₄ ")
	Length	1502 mm (59 ³ / ₈ ")

Technical Illustrations

Overall Dimensions:

Figure 1



Installation

SAFETY NOTICE:

If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions. Never use make-shift compromises during the installation of this stove. Contact local building or fire officials about permits, restrictions, and installation requirements in your area.

The information given on the certification label affixed to the stove always overrides the information published, in any other media (owner's manual, catalogs, flyers, magazines and websites.)

Any modification of the appliance that has not been approved in writing by the testing authority violates ANSI NFPA 211 (USA) and CSA B365 (Canada).

Components

After unpacking your N65 stove, ensure that the parts listed below are included inside the stove

- 2 Refractory Bricks:
 - 270 mm x 175 mm x 25 mm
(10 ⁵/₈" x 6 ⁷/₈" x 1")
- Vermiculite Bricks:
 - 2 x 263 mm x 165 mm x 25 mm
(10 ¹/₂" x 6 ¹/₂" x 1")
 - 4 x 270 mm x 130 mm x 25 mm
(10 ⁵/₈" x 5 ¹/₈" x 1")
- 2 Firebrick Retainers (LH & RH)
- Ash Pan
- Door Handle Extension
- 4mm & 5 mm Hex Keys

Assembling the Stove

POSITIONING THE TOP PLATE

Remove the 8 mm (⁵/₁₆") thick top plate from the box and place on top of the stove locating the hole in the plate over the flue collar. Adjust the position of the top plate so that there is an even space between the top plate and the flue collar.

POSITIONING THE ASH PAN

The ash pan slides into the gap created by the 48 mm (1 ⁷/₈") spacers between the firebox body and the base cabinet. The ash pan should slide all the way back, enough so that the door can then be closed.

DOOR HANDLE EXTENSION

The stainless steel handle of the door will become hot during operation of the stove. The door handle extension is packed along with the stove, which can be inserted at the bottom of the door handle to open and close the door during operation. The door handle can be stored in the extension holder bracket located in the top right corner of the stand.

Positioning the Stove

First review the necessary clearances specified before considering where to position the stove. Check your local building codes or consult with your local fire department for more information.

The stove must be placed so that no combustibles are within or can swing within 36" (914 mm) of the front of the stove (doors, drapes, etc)

See the *Clearance to Combustible Material* section for minimum clearances to combustibles, i.e. drywall and furniture.

Installation

Check the practicability of installing the flue system in relation to any obstructing roof beams before positioning the stove.

Depending on the type of flue used, the clearances to combustible surfaces varies.

WARNING: Do not install this stove in a bedroom.

Outside Air Requirements

The stove requires sufficient fresh air supply to operate. The performance of the stove may be affected if there is insufficient fresh air for combustion. Modern energy-efficient homes are more airtight compared to older homes. Airtightness makes a house more susceptible to negative pressure when combusted air is exhausted through the chimney. Large extraction fans can cause extreme negative pressure which can lead to air starvation, which negatively impacts the performance of the stove.

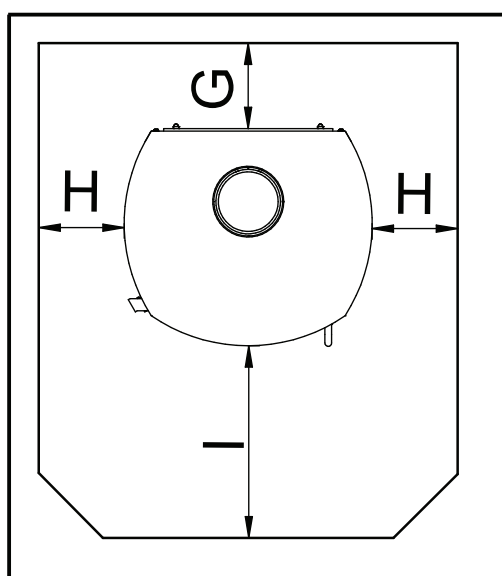
To prevent air starvation, slightly open a nearby window to allow fresh air to enter the room. In extremely cold regions, opening a window may not be feasible, or icing may block the required ventilation. Installation of an outside air duct with a rodent screen and rain hood will be required to overcome the issue of air starvation. Check with local building officials for specific requirements that apply in certain localities.

Floor Protector (Hearth)

Unless the stove will be standing on a heat resistant floor such as concrete slab with slate or tiles, it is necessary to provide a floor protector (hearth). The floor protector must be made of a continuous, noncombustible material such as steel, ceramic tiled floor, cement board, brick, or any other approved or listed material for floor protection. Materials corresponding to ASTM E136 and UL 763 are considered to be combustible materials, with the exception of gypsum.

Figure 2 shows the minimum size of the floor protector. Refer to the table below for minimum distance between the edge of the floor protector and the curved front of the edge of the stove and from the side curved edges and edge of the rear panel. For installations with horizontal rear connector, the floor protection must extend under and 2" on either side of the connector.

Figure 2



Floor Protector		
	US	Canada
G	N/A	8" (203 mm)
H	5" (127 mm)	8" (203 mm)
I	16" (406 mm)	18" (457 mm)

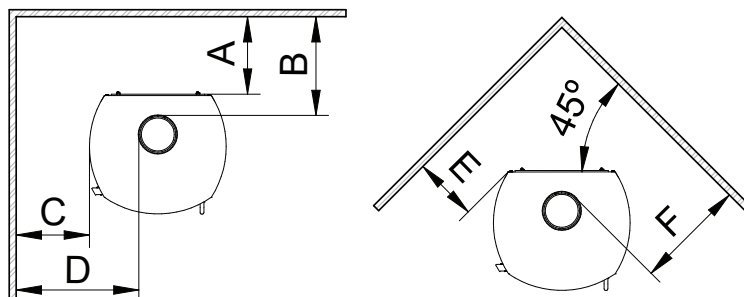
* FOR REAR HORIZONTAL VENTS
EXTEND PROTECTION UNDER
AND 2" EITHER SIDE OF VENT

Installation

Clearances to Combustible Material

The minimum clearances shown in the table below have been determined by tests according to procedures set out in the safety standard ULC-S627-00 for Canada & UL-1482-2011 (R015) for USA.

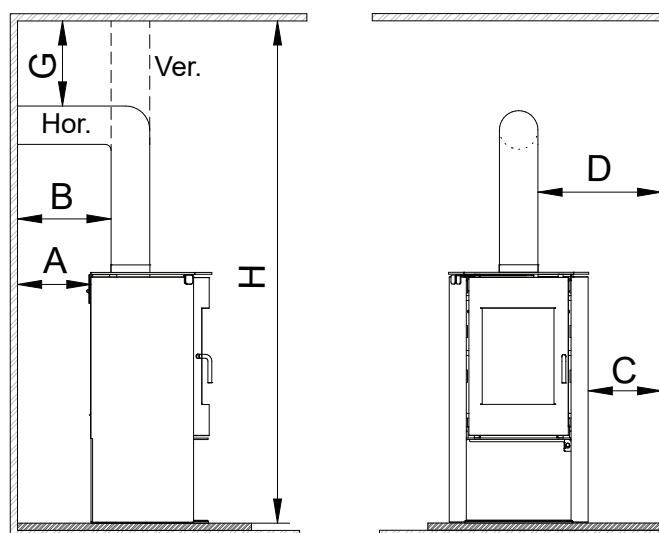
Figure 3



Minimum Clearance		Single Wall Connector	Double Wall Connector
A	Back wall to stove rear	13" (330 mm)	10" (254 mm)
B	Back Wall to connector pipe	16.5" (419 mm)	13" (330 mm)
C	Side wall to stove side	12" (305 mm)	12" (305 mm)
D	Side Wall to connector pipe	20.5" (521 mm)	20" (508 mm)
E	Corner wall to stove corner	10.5" (267 mm)	6" (153 mm)
F	Corner wall to connector pipe	18.5" (470 mm)	13.5" (343 mm)

Back Wall Exit Configuration

Figure 4



Minimum Clearance		Single Wall Connector	Double Wall Connector
A	Back wall to stove rear	17" (432 mm)	10" (254 mm)
B	Back Wall to connector pipe	20.5" (521 mm)	13" (330 mm)
C	Side wall to stove side	12" (305 mm)	12" (305 mm)
D	Side Wall to connector pipe	20.5" (521 mm)	20" (508 mm)
G	Ceiling to horizontal connector pipe	18" (457 mm)	16" (407 mm)
H	Ceiling to floor	82" (2083 mm)	82" (2083 mm)

Installation

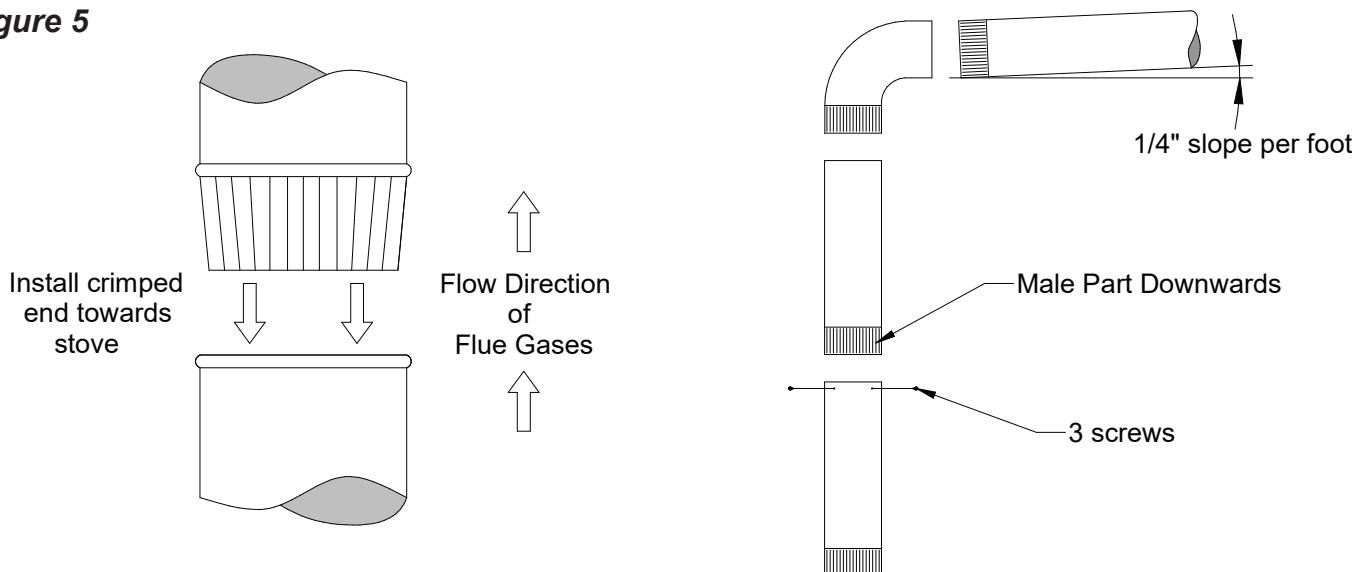
Chimney Connector

- A chimney connector is required from the flue collar of the stove to a factory-built or masonry chimney.
- The chimney connector must be clean and in good condition, and be suitable for solid fuel,.
- For use with the N65 stove, the chimney connector **MUST** be 6" (150 mm) in diameter, with a minimum thickness of 24-gauge black steel or 26-gauge blued steel.
- Aluminium and galvanized steel pipe are not acceptable for use with the N65 stove. These materials cannot withstand the extreme temperatures of a wood stove and emit toxic fumes when fired.
- No part of the chimney connector may pass through an attic or roof space, closet or other concealed space, or through a floor ceiling.

⚠ WARNING: Do not use the connector pipe as a chimney.

- Each chimney connector or stove pipe section must be installed to the stove flue collar and to each other with the male (crimped) end toward the stove. Refer to Figure 5. Attach each of the sections to one another with three equidistant metal screws. This prevents any amount of condensed or liquid creosote from running down the outside of the pipe or the stovetop. All joints, including the flue collar connection, must be secured with three sheet metal screws to ensure that the sections do not separate.

Figure 5



- For optimal performance, the chimney connector should be as short and direct as possible, with no more than two 90° elbows. The maximum horizontal run is 36" (915 mm) and a recommended total length of stovepipe should not exceed 10'. Always slope horizontal runs upward 1/4" per foot toward the chimney.
- All sections of the chimney connectors must be accessible for cleaning. Where passage through a wall or partition of combustible construction is necessary, the installation must conform to NFPA 211 or CAN/CSA-B365.

Installation

Chimney Requirements

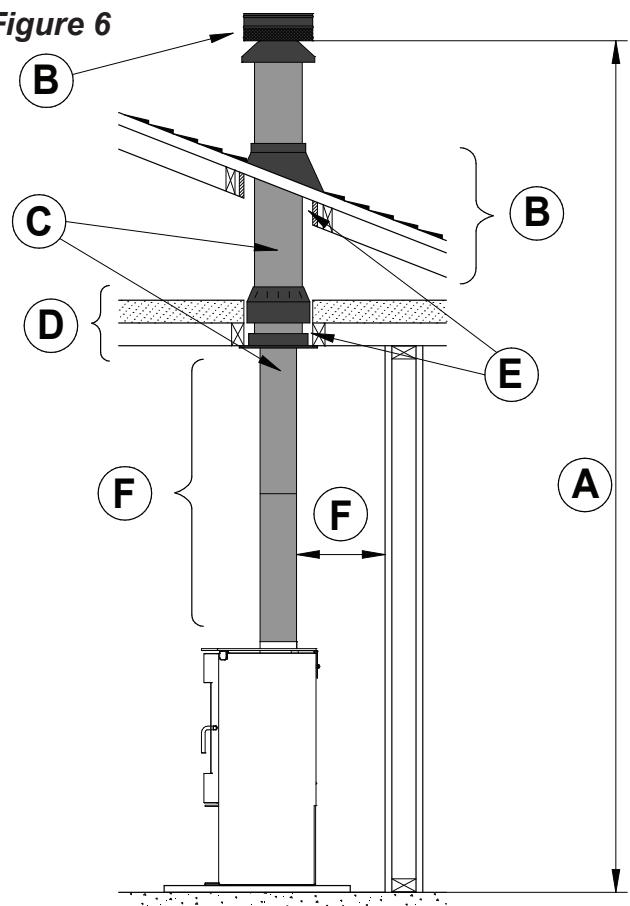
⚠ WARNING: Do not connect this stove to a chimney flue serving another appliance.

⚠ WARNING: Do not connect to any air distribution duct or system unless specifically approved for such installations.

- In Canada: The N65 stove must be connected to a factory-built chimney conforming to CAN/ULC-S629, standard for 6500C Factory-Built Chimneys.
- UL 103 HT Chimney must be used from the first ceiling or floor or wall penetration to the chimney cap.
- Use 6" (152 mm) diameter type UL 103 HT chimney from a single manufacturer only. Do not mix components from different brands. You must purchase and install the ceiling support package or wall pass-through and "T" section package, firestops (where needed), insulation shield, roof flashing, chimney cap, etc., from the same manufacturer.
- Follow the chimney manufacturer's installation instructions, clearances, and requirements.
- The chimney must attain the required height above the roof or other obstructions for safety and proper draft operation. See *Chimney Termination and Height* section for details on Chimney Termination requirements.
- Elbows affect the draft adversely, hence not more than 180° of elbow (two 90° elbows, or two 45° & one 90° elbows) may be used for the entire system (connector and chimney). Additional elbows may be used if there is enough draft.
- An effective vapor barrier at the location where the chimney or component penetrates to the exterior of the structure must be maintained as per the installer's complying method.

- (A) Minimum system height 15' (4.5 m)
Maximum system height 33' (10 m)
- (B) Refer manufacturer's requirements for roof penetration & termination
- (C) Chimney sections
- (D) Refer manufacturer's requirements for ceiling penetration
- (E) Refer manufacturer's requirements for minimum air space to combustible (typically 2" / 51 mm)
- (F) Refer to the *Chimney Connector* section on page 11.

Figure 6



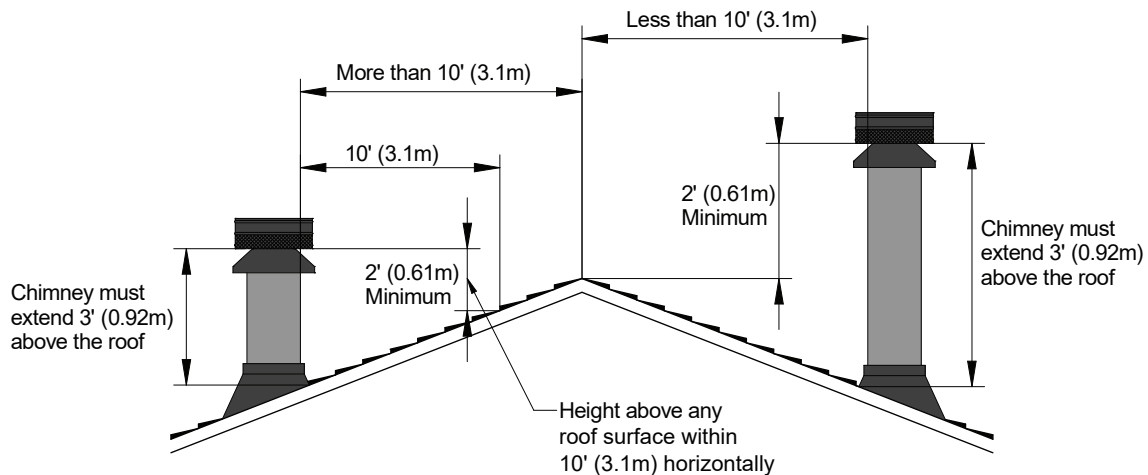
Installation

Chimney Termination & Height

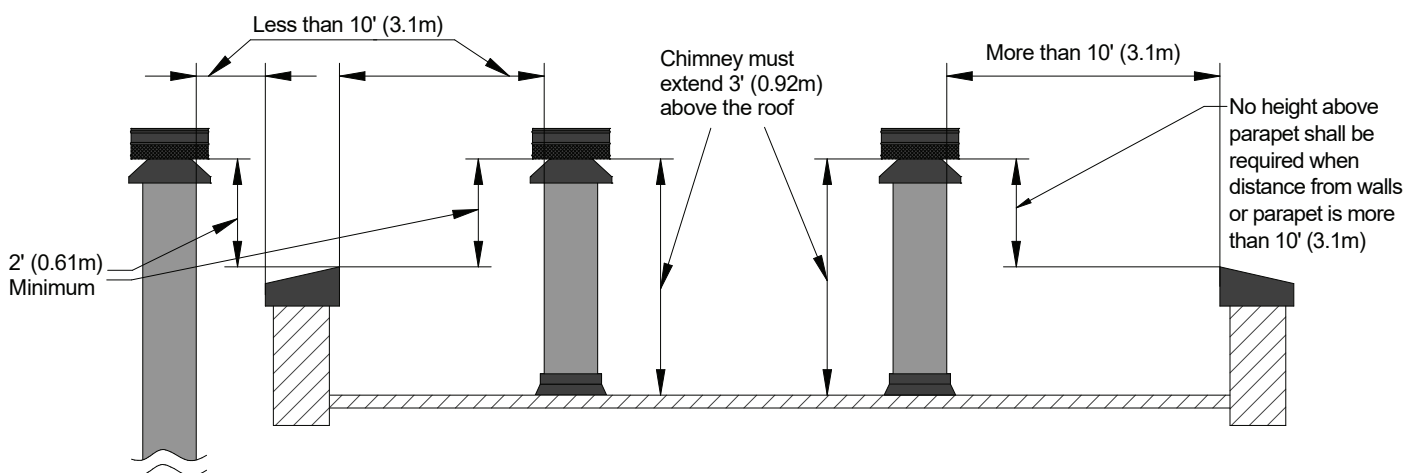
- A chimney termination must have an approved cap (to prevent water from entering.)
- A masonry chimney or a listed factory-built chimney termination must be the required height above the roof and any other nearby obstructions. The chimney must be at least 3' (914 mm) higher than the highest point where it passes through the roof and at least 2' (600 mm) higher than the highest part of the roof or structure that is within 10' (3 m) of the chimney, measured horizontally.
- Termination must not be located where it will become plugged by snow or other potential obstructions.
- Refer to Figure 7 for more details on requirements.

Figure 7

Slanted Roofs



Flat Roofs



Installation

Figure 8

Standard Ceiling with a Factory-Built Chimney

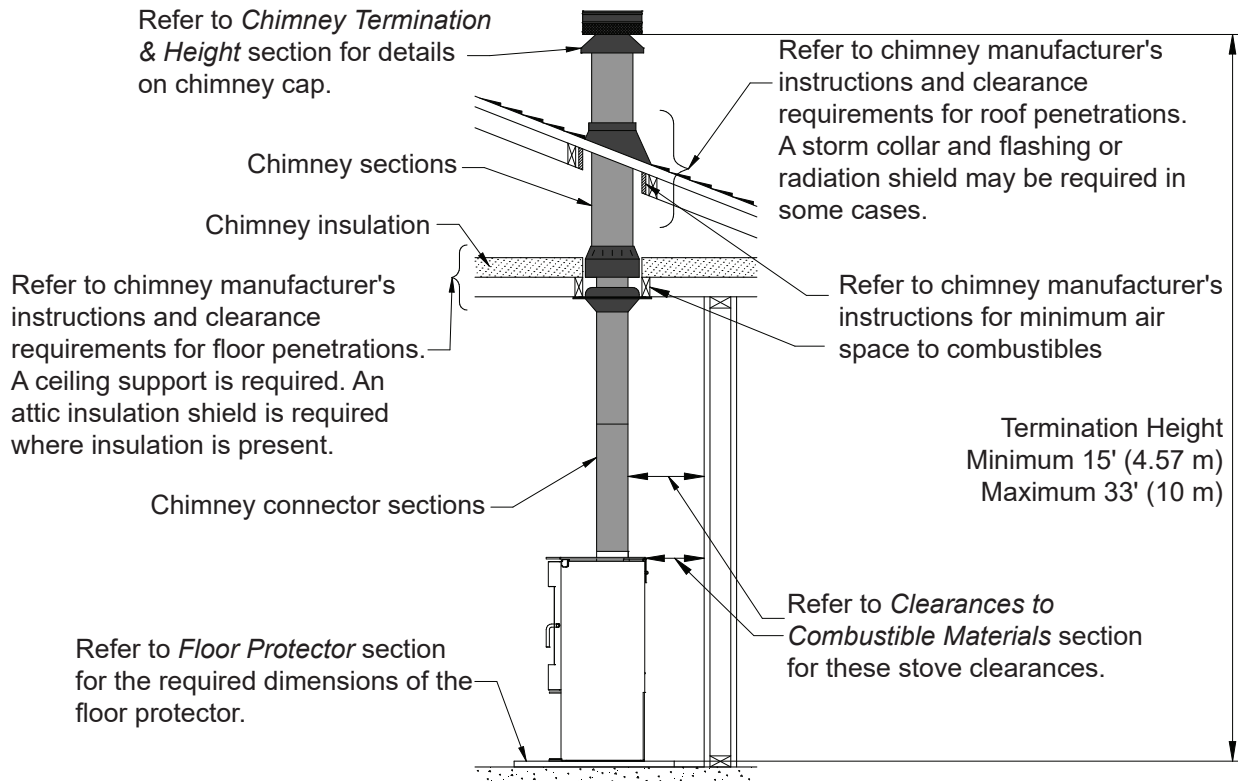
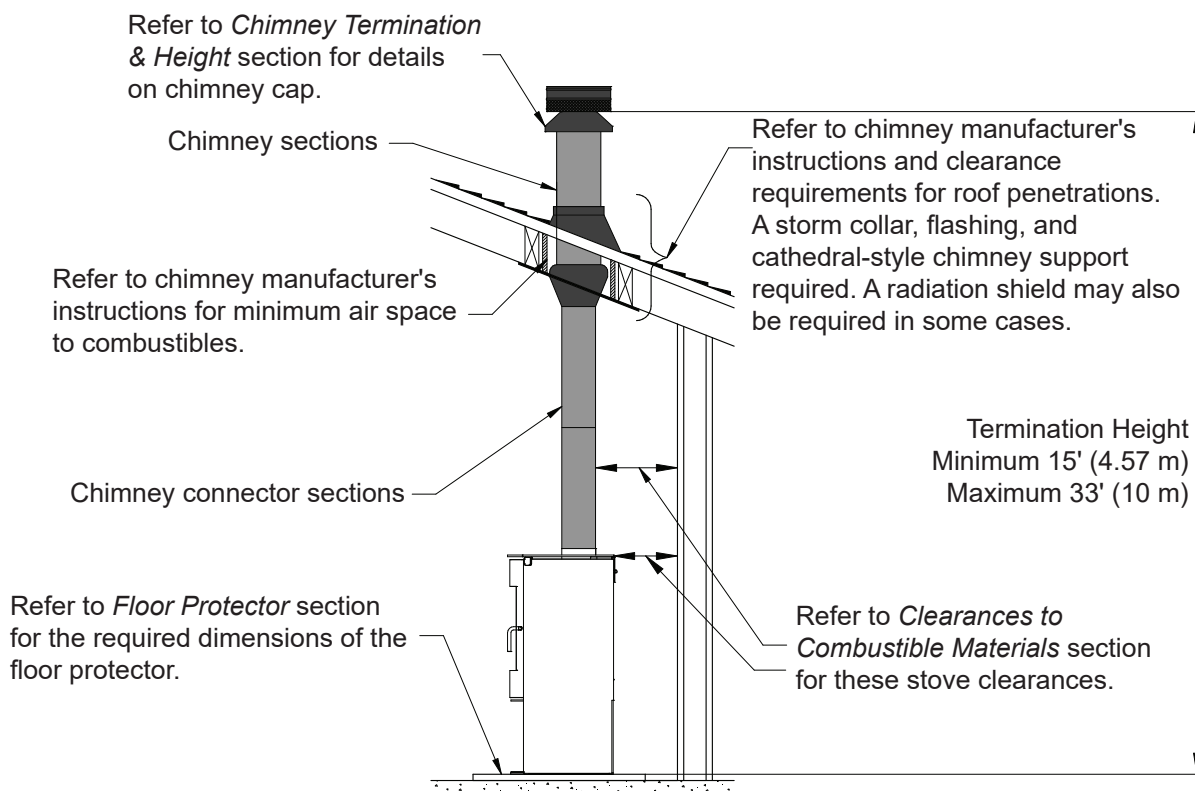


Figure 9

Cathedral Ceiling with a Factory-Built Chimney



Installation

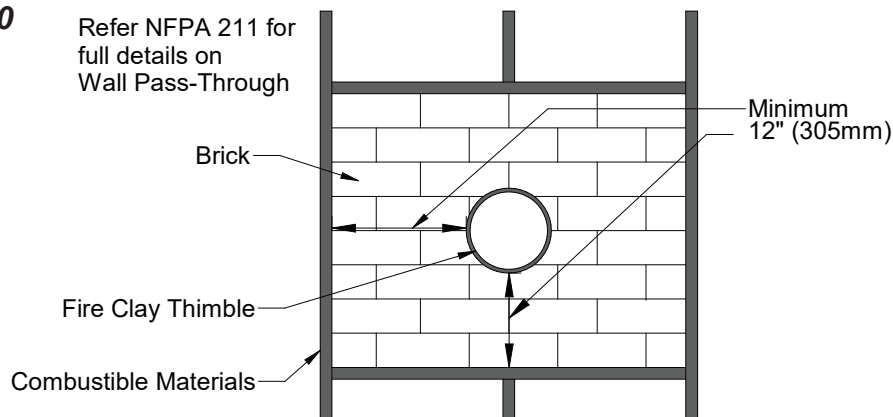
Exterior Factory-Built Chimney

A vertical rise of 74" of chimney connector is required, measured from the floor, before entering a Class 'A' wall penetration. If the chimney is to pass through the lower wall, a NFPA 211 wall pass-through may be used, provided it meets the local building codes and is approved by the local building authority.

WALL PENETRATION UNDER 74"

In cases where the chimney connector must be passed through a combustible wall or partition under 74", the following NFPA 211 method may be used if local building code permits. Check with local authorities before installation to ensure all necessary requirements have been met. See Figure 10 for details on a wall pass-through based on the NFPA 211 standards. After pass-through, a Class A chimney may be used in accordance with the chimney installation instructions.

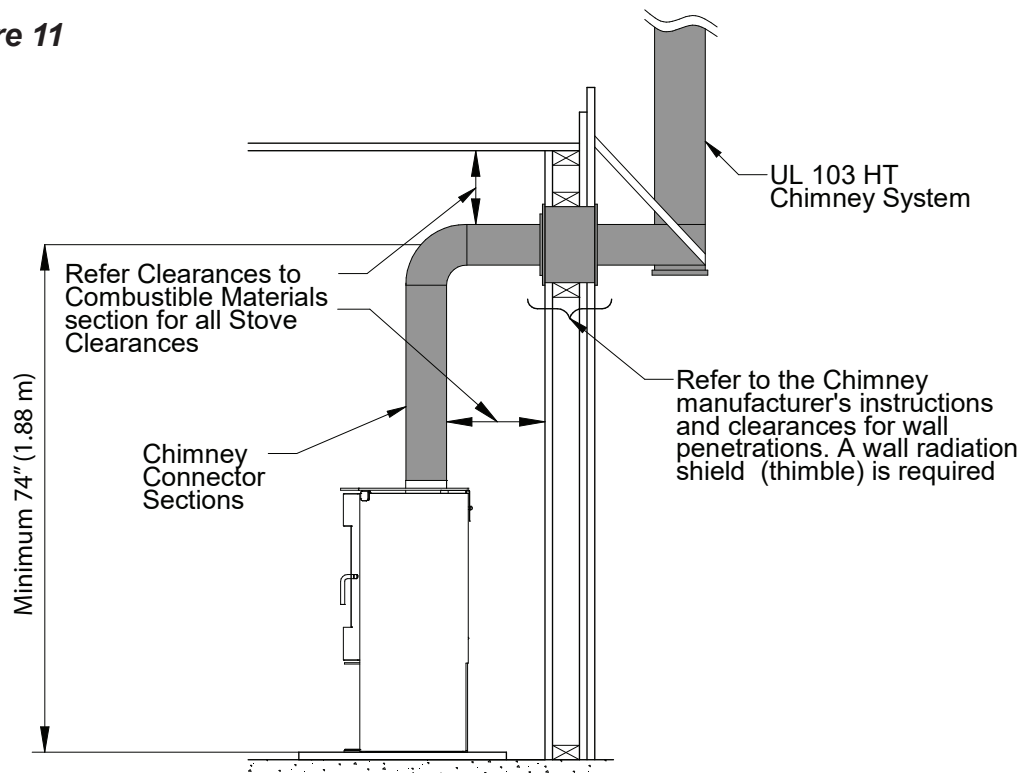
Figure 10



WALL PENETRATION 74" OR GREATER

A vertical rise of 74" of chimney connector is required, measured from the floor to the centerline of the flue when it makes a 90° turn, before entering a Class 'A' wall penetration.

Figure 11



Installation

Interior Or Exterior Masonry Chimney

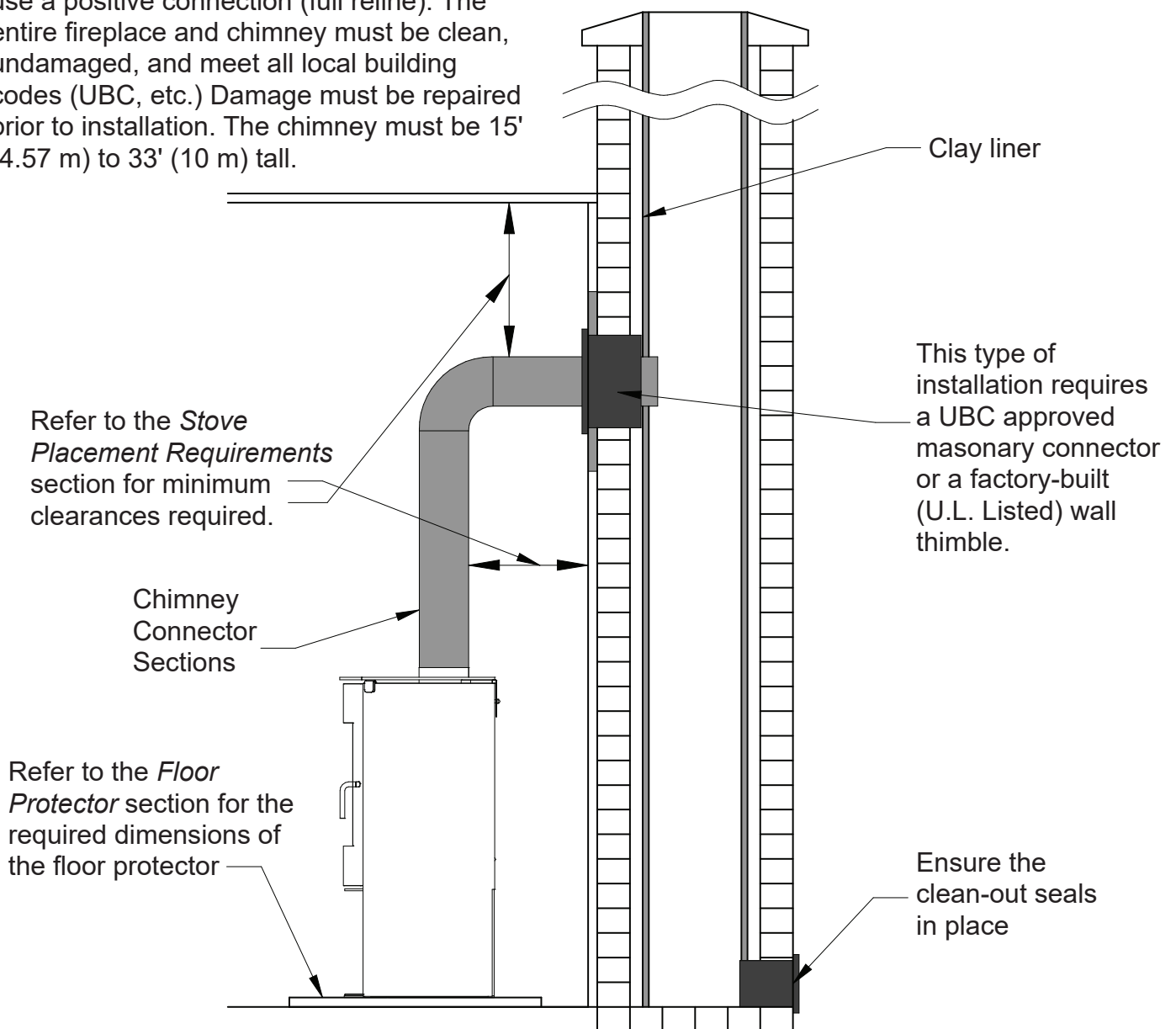
⚠ CAUTION: Not permitted in Canada unless full reline is used

For this type of installation use, a UBC approved masonry connector or other method approved by the NFPA 211 Standard. Refer to the *Chimney Connector* section of this manual for requirements.

A full reline (positive connection) is highly recommended when venting through a masonry chimney. It is recommended that a minimum 3' chimney be added to the minimum system height for every 1' of horizontal run.

Figure 12

! NOTE: The chimney must have a clay tile liner. If it does not, the installation must use a positive connection (full reline). The entire fireplace and chimney must be clean, undamaged, and meet all local building codes (UBC, etc.) Damage must be repaired prior to installation. The chimney must be 15' (4.57 m) to 33' (10 m) tall.



Operating Instructions

Air Controls

The Nectre N65 has a single top air control for controlling the fire.

This control allows air to enter the firebox from above the door where it is then drawn down into the base of the fire while keeping the glass clean.

Open the top air control before opening the door to eliminate the chance of back draft and/or smoke entering the room.

Figure 13



Door Handle

⚠ WARNING: Door handle may get hot if appliance has been left in high burn setting for an extended period of time.

The N65 is supplied with a stainless steel handle extension which can be inserted into the end of the door handle. This extension allows the door to be opened and closed without the risk of burn to the user's hand. This handle can also be used for operating the air control handle, as shown in Figure 13.

The door handle extension should be stored in the compartment at the right hand top corner of the wood fuel storage compartment.

Figure 14



First Time Use

During the first few burns that the appliance is used, it may give off odorous non-toxic fumes. This is due to the paint curing.

Do not touch the paint while it is curing because 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.

Operating Instructions

Fuel Selection

Firewood with a moisture content of less than 25% (dry basis) must be used. For best results, wood should not exceed 270-300 mm (10 ⁵/₈" - 11 ⁷/₈") in length and 150 mm (5 ⁷/₈") diameter. The use of oversized wood will result in the stove not operating at its optimum efficiency.

It is better to burn several smaller pieces of wood than one large single piece.

Newly cut wood should be allowed to dry/season for 12 months before use. Wood should be stored in an environment protected from the weather to minimize any potential moisture content.

The use of poor-quality timber:

- Causes low combustion efficiency
- Produces poor emissions and excess smoke.
- Results in additional build-up of creosote (soot) in the flue which will then require regular cleaning and could eventually result in a flue fire if not properly maintained.

⚠ CAUTION: Do not burn:

- Unseasoned, painted, or treated wood.
- Garbage
- Lawn clippings or yard waste
- Materials containing rubber, including tires
- Materials containing plastics and solvents
- Materials containing asbestos
- Construction or demolitions debris
- Railroad ties or pressure-treated wood
- Manure or animal remains
- Salt water driftwood or other previously salt water saturated materials
- Paper products, colored paper, cardboard, Plywood or particle board

The prohibition against burning these materials does not prohibit the use of fire starters made from paper, cardboard, saw dust, wad, and similar substances for the purpose of starting a fire in an affected wood stove.

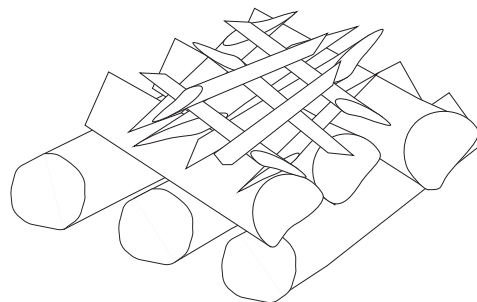
Operating Instructions

Starting the Fire

We recommend using a top-down fire starting method, as this improves combustion, creating a cleaner burning fire.

1. Place 2-4 large logs (maximum 11 $\frac{7}{8}$ " x 5 $\frac{7}{8}$ ") at the bottom of the firebox next to each other. For optimal burn conditions, place the logs in a front to back orientation (right angles to the door opening).
2. Place medium-sized logs on top, perpendicular to the ones at the bottom, creating a criss-cross formation.
3. Place a few layers of smaller pieces of kindling on top in a criss-cross formation
4. Place firelighters and/or paper between the pieces of kindling.
5. Open the air control by pulling it all the way out.
6. Light the paper or firelighters.
7. Once the fire is established, adjust the air control to the desired position for the required heat output.

Figure 15



Maintaining the Fire

- After establishing the fire and loading it with larger pieces of wood, leave it running with the air control fully open. This setting is not the most energy efficient as some heat is lost up the flue instead of being transferred into the room. It is recommended to close the air control partially to achieve better efficiency and longer burn time. See 'Controlling the Heat Output' for more details.
- Running the appliance with the door open will not produce maximum heating in the room as it will draw a lot of already warmed air out of the room.

! NOTE: Do not overload firebox with fuel.

Controlling the Heat Output

- The heat output of the stove can be reduced by closing the air control (slide handle to the right.) This will restrict the oxygen supplied to the fire, thereby slowing down the rate at which the wood burns.
- This setting provides 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 control, ensure that the fire is burning briskly. This may require leaving the air control fully open for 10-15 minutes before shutting down.
- For the optimum balance between clean burning and efficiency, open the air control 3-5 mm (1/8-1/4").
- The air control can be adjusted to any position to provide heat output versus burn time.

Operating Instructions

Refueling

It is recommended to burn wood in cycles. Once the firewood is fully combusted, an additional load of wood can be placed on the hot coals to be reignited.

1. Open air control before opening door.
2. Rake / break up any existing coals.
3. Load the wood with the length orientated front to back.
4. Best results will be achieved by loading several smaller pieces of wood rather than one large piece.
5. Close door with air control fully open, and leave for minimum of 10 minutes to allow the fresh wood to catch.
6. After 10-15 minutes, the air control can be adjusted to the desired heat output setting.

Burning Tips

FUEL QUALITY

1. Use wood with a moisture content of less than 25% (dry basis). Logs should not feel moist or damp, or have moss and fungal growths.
2. Symptoms related to wet wood:
 - Difficulty starting and keeping a fire burning well
 - Smoke and 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
3. Run the 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 DRAFT

The flue has two main functions:

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

Draft 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 draft. Refer to installation guide for details on flue installation.

Factors affecting the flue draft 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 dealer/installer or local building code inspector for more information.

Operating Instructions

Flue / Chimney Fire

If a flue/chimney fire occurs:

- Shut air slide control fully to smother the fire.
- Contact your local, municipal or state/provincial fire authority for information on how to handle a chimney fire. Have a clearly understood plan to handle a chimney fire.
- Do not use the appliance after a flue fire until an accredited installer or fire official assesses the cause and any resultant damage.

Troubleshooting Tips

1. 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 draft can cause the glass to blacken. If the flue is too short, not properly insulated, or in a position that results in a downdraft, then there will be insufficient flue draft. Contact the installer should this happen.
2. Trouble starting the fire — if all ash has been removed from the firebox, then it can upset the supply of air to the base of the fire. Retain some ash when cleaning out the firebox to help restart the fire.
3. Smoke enters room while re-loading - Always open the door in stages
 - Switch the air control to the fully open position and wait at least 30 seconds before continuing.
 - Unlatch the door using the door handle extension or gloves, and keep it slightly ajar for 15-20 seconds.
 - Open the door fully.
4. Stove does not burn hot enough
 - Wet or poor quality firewood is the main cause of poor performance of the stove. Refer to *Fuel Selection* section for information on the appropriate fuel to burn.
 - Insufficient draft - Chimney height and outside conditions can affect the flue draft. Adding extra length of chimney or a draft-inducing cap can help solve the issue. Consult your dealer or installer for advice.
5. Glass cracking — Do not over tighten the screws on the stainless steel strips that hold the door glass in place. Otherwise, expansion of the door may cause the glass to crack.

⚠ WARNING: Never operate a stove with cracked glass. The glass must be replaced before using the appliance again.

Maintenance

Inspection & Cleaning

1. It is important to establish a routine for the fuel, wood stove and firing technique. Check daily for creosote buildup. Be aware that the hotter the fire the less creosote is deposited, and weekly cleaning may be necessary for mild weather even though monthly cleaning may be enough in the coldest months.
2. Ensure that the door seals are in good condition. If they are worn, replace the door seals.
3. Inspect and clean the glass regularly in order to detect any cracks. If a crack is present, allow the fire to go out and the stove to cool before repairing.
4. A sufficiently hot fire will burn away any deposits left from a long slow burn. The glass can be cleaned with dampened newspaper with ash or a non-caustic oven cleaner. It is not advisable to use a cleaner that contains caustic or abrasive ingredients. Do not clean with alcohol based cleaners. The glass should be washed only when the stove is cold to facilitate good operational practices.
5. Do not abuse the glass door by striking or slamming shut. Do not use the stove if the glass is broken. If the glass breaks, replace only with the same 5 mm (0.2") ceramic glass supplied from your dealer. Never substitute other materials for the glass.
6. The outside panels of the appliance can be cleaned with a dry cloth or soft rag. Do not dampen. Household detergents and abrasive cleaners may damage the paint on the panels or emit bad odors while running the fire.
7. Over the years, the black paint will fade and can be touched up with high heat resistant metallic black paint. Stove Bright Metallic Black 6309 VHT paint is recommended.
8. Depending on quality of maintenance, there may be signs of rust (corrosion) on the body of the unit. To correct this, sand the affected area and paint using high heat resistant metallic black paint.

Ash Removal

Depending on the type of wood burnt and frequency, the ashes will need removing every 2 to 6 weeks.

Excess ashes should be removed when necessary. Make sure the stove is completely cold before you remove the ashes. Remove the log retainer grill in order to remove the ash with ease.

Scoop out the ashes and place them in a non-combustible or a metal container with a tight-fitting lid. The closed container of ashes should be placed on a noncombustible floor or on the ground, well away from all combustible material, pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all embers have thoroughly cooled.

Maintenance

Creosote – Formation & Need for Removal

1. When wood is burned slowly, it produces tar and other organic vapors, which combine with expelled moisture to form creosote. The creosote vapors condense in the relatively cool chimney flue of a slow-burning fire. As a result, creosote residue accumulates on the flue lining. When ignited this makes an extremely hot fire.
2. To prevent creosote buildup:
 - Always burn dry wood. This allows clean burns and higher chimney temperatures, therefore less creosote deposit.
 - Leave the air control fully open for about 10-15 minutes every time you reload the stove to bring it back to proper operating temperatures. The secondary combustion can only take place if the firebox is hot enough.
3. The chimney connector and chimney should be inspected at minimum every two months to determine if creosote buildup has occurred. If creosote has accumulated, it should be removed to reduce the risk of a chimney fire. Have your chimney cleaned at least once a year.

⚠ CAUTION: Operating N65 stove continually at a low burn rate (air starvation) or using green (unseasoned) wood will increase the formation of creosote.

⚠ WARNING: If you are not certain of creosote inspection, contact your dealer or local chimney sweep for a full inspection. Excess creosote buildup may cause a chimney fire that may result in property damage, injury, or death,

Service

Always use a qualified technician or service agency to repair this unit.

Replacing the Firebricks

Over time the firebricks may become cracked and crumble away. If this happens they should be replaced soon after.

To replace the firebricks:

1. Remove all ash.
2. Raise the brick retainer so that the bricks can be removed.
3. Replace with new bricks, refractory bricks in the rear, and vermiculite bricks in the sides and base. Refit brick retainer.

Replacing the Brick Retainer

Over time the original brick retainer may burn out, in which case it can be replaced with a new one.

To replace the brick retainer:

1. Raise the old brick retainer and remove the firebricks. Remove the old retainer.
2. Refit the firebricks and then fit the retainer over the top locking them into position.

Replacing the Door Glass

This task may be easier with the door removed from the appliance and laid horizontally on a work-bench. When replacing the glass, the glass gasket should also be replaced to make sure it is properly sealed.

To remove the door:

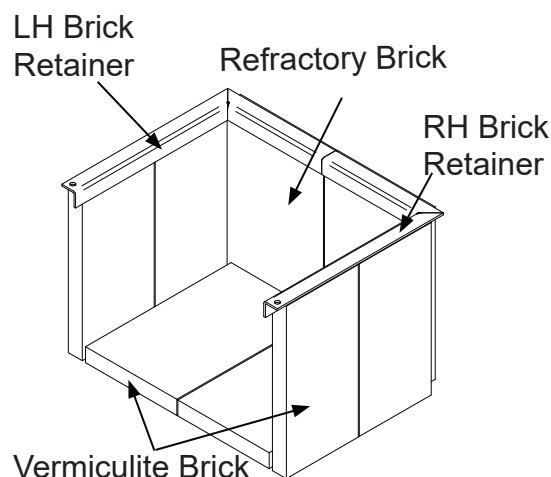
1. With the Allen key supplied, remove the top air control handle from the air slide.
2. Open the door 90°.
3. With one hand on top of the door and the other supporting it underneath, raise it on the hinge pin until the top door hinge clears the top of the hinge pin.
4. Lower the door until the lower door hinge clears the bottom of the pin.

To replace the door glass:

1. The door glass is held in position by the rectangular glass retainer fixed by four M6 screws, two at the top and two at the bottom.
2. Using the 4 mm Allen key supplied with the stove, remove the four screws and the glass retainer.
3. Remove the glass and the old door seal rope.
4. The new glass will have been supplied with a length of grey door seal with adhesive strip on one side. Remove the wax paper backing from the adhesive and stick the door seal along the 5 mm thick edge of the glass. With the forefinger and thumb fold the door seal over each side of the glass. Do this around the external edge of the glass plate.
5. Refit the new glass with door seal into position in the door. Place the glass retainer over the top and fasten with the four M6 screws.

! NOTE: Take extra care not to over-tighten the screws, otherwise the glass will crack when the stove gets hot and the door expands.

Figure 16



Replacing the Door Seal

This task may be easier with the door removed from the stove and laid horizontally on a workbench (refer to page 16 on how to remove the door).

1. Remove any old seal from the door.
2. Clean out the groove in the door in which the seal was bedded using a flat-end screw driver or equivalent.
3. Run a thin line of clear roof and gutter silicone along the groove.
4. Starting with the end that has the silver tape around it, press the new door seal rope into the groove on the door.
5. Towards the end, there will be a small amount of excess rope. Trim this to the correct length, remove the backing from the adhesive silver tape supplied with the rope, and wrap the tape around the end that has been trimmed. Fit the end of the rope into the groove.
6. Refit the door if it has been removed and close.

Adjusting the Door Latch

If the door does not close firmly, the door latch will need to be adjusted.

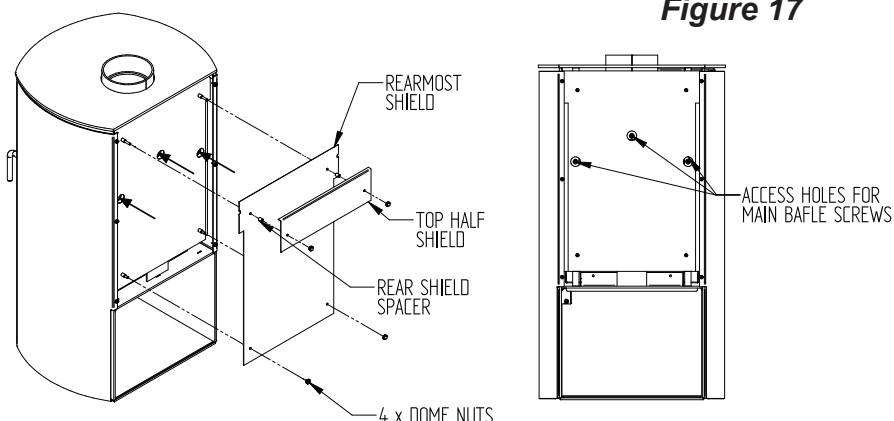
1. Using the 4 mm Allen key supplied with the stove, slightly loosen the two screws fastening the latch to the side of the firebox body.
2. Gently tap the latch down only a millimeter to start with.
3. Retighten the screws and test for any improvement.
4. If no improvement, repeat process until door can be closed firmly.

Replacing the Main Baffle

! NOTE: The main baffle assembly is heavy. Care should be taken when handling the baffle both inside and outside the firebox to avoid injury. This service should be performed by a trained service technician.

Use the following procedure to remove the existing main baffle from the firebox :

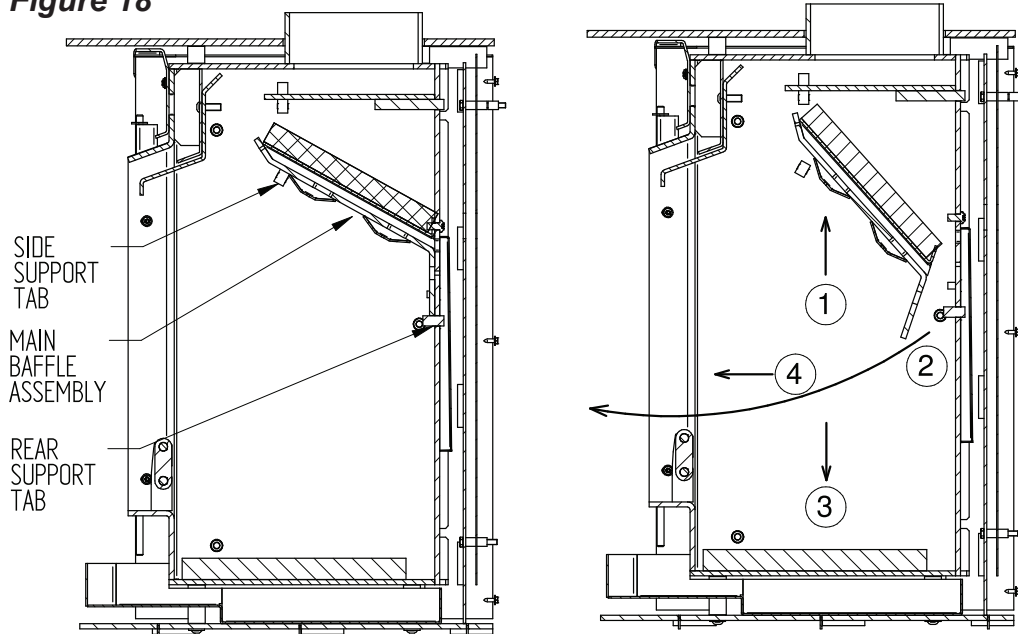
1. Remove the stove door. Refer to instructions under the *Replacing Door Glass* procedure.
2. Remove both the left (LH) and right (RH) brick retainers.
3. Remove all four side vermiculite boards & two rear refractory bricks.
4. On the rear of the stove - Using small wrench, remove the 4 dome nuts (Figure 17).
5. Remove the top half shield A and the rearmost shield B along with the spacers.



Service

6. Using the 4 mm hex key supplied with the stove, remove the 3 M8x16 Hex screws that hold the main baffle and the firebox together. Ensure that the baffle is supported and pushed back in place so that it does not slip from the support ledge.
 7. Remove the main baffle. Note that there is a very small clearance between the width of the baffle assembly and the firebox. For that reason, avoid twisting the baffle along its vertical axis and jamming it while unhooking and taking it out of the firebox. To remove the main baffle, refer to Figure 18:
 - ① Lift the baffle upward and then tilt it so that it comes down from the support ledge.
 - ② Once off the ledge, keep rotating
 - ③ Simultaneously drop it down further
 - ④ Take it out of the firebox.
 8. Follow above the procedure outlined in step 7 in reverse order to install the replacement baffle.
- ! **NOTE:** Ensure that the replacement baffle has an insulation blanket glued to the top.

Figure 18



Service

Replacing the Top Baffle

The top baffle plate can be accessed only after removing the main baffle. The top baffle plate is held in place by two side “T” support tabs and one long rear support tab (Figure 19). The top baffle should always be positioned all the way to the rear of the firebox. While manufacturing, this baffle is glued to the rear of the firebox so that it remains in place during transportation or installation of the stove.

Remove the main baffle assembly before proceeding.

1. Tap the bottom of the top baffle until it comes loose.
2. Remove the top baffle from the firebox (Figure 20):

- ① Slide the baffle towards the front of the firebox until it slips from its rear support tab.
- ② Once it slips, the baffle plate will swing and drop down from its side supports.

! NOTE: Compared to the main baffle, the top baffle plate is smaller and more lightweight in relation to the width of the firebox, so it will come out more easily.

3. Use the above steps a and b in reverse order to install the replacement top baffle. Make sure the baffle plate is inserted into side “T” tabs from the rear first.

Figure 19

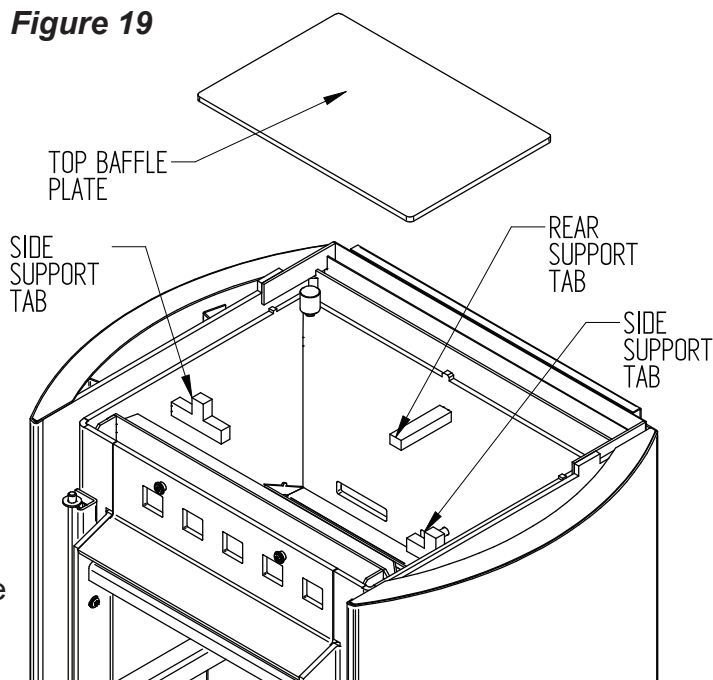
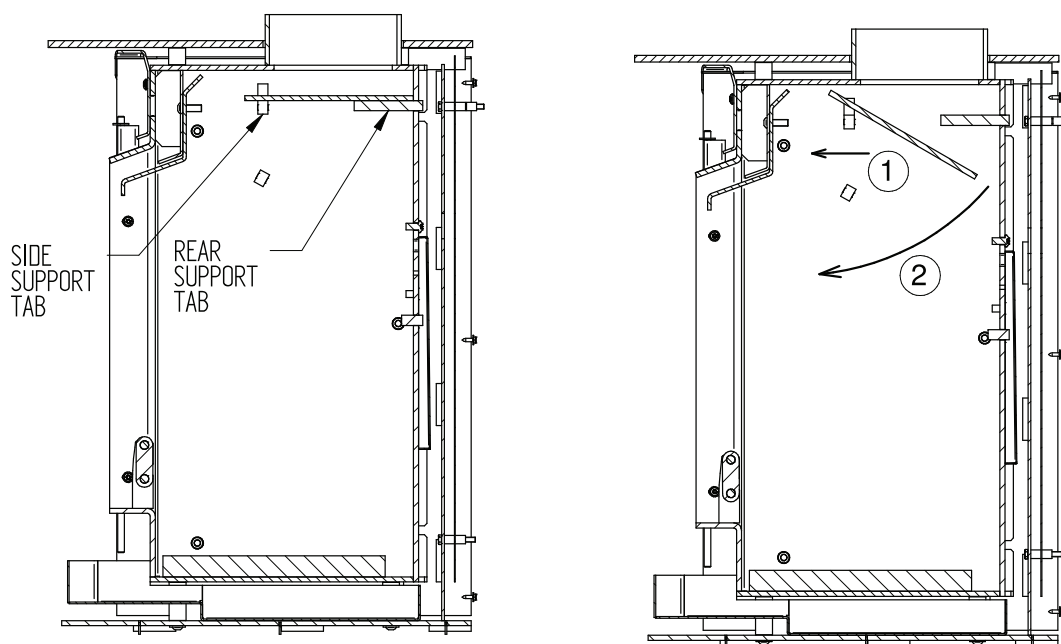
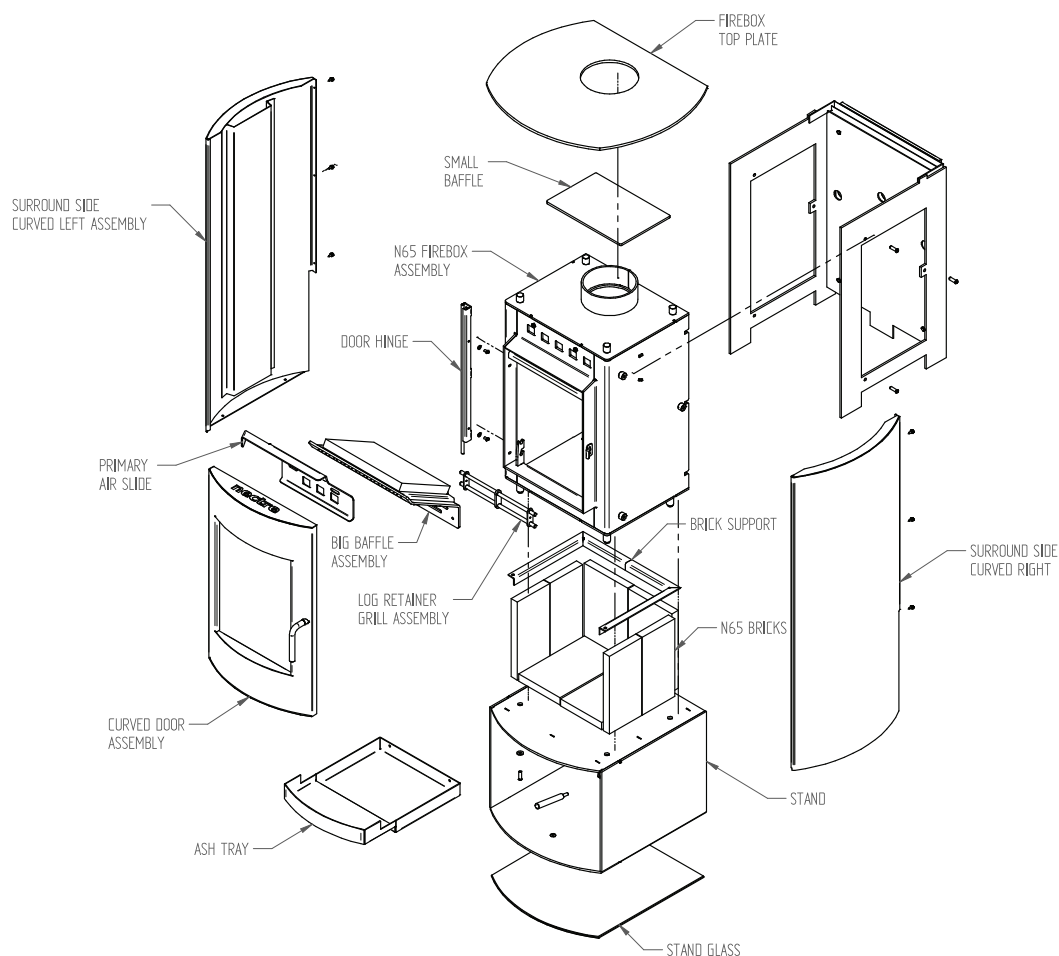


Figure 20



Replacement Parts List



Part Description	Part number
Door	
Door Glass (with Tape)	770384
Door Rope	770414
Complete Door Assembly with Glass	770302
Door Handle Extension	770399
Door Handle Latch Kit	770430
Firebricks	
Base Vermiculite Board (x 2)	770381
Rear Refractory Firebrick (x 2)	770382
Side Vermiculite Board (x 4)	770383
Brick Retainer	770312
Firebox	
Upper Baffle	770317
Main Baffle with Ceramic Blanket	770313
Log Retainer Grill	781166
Ash Tray	770307
Air Slide Assembly	770369
Stand Glass	770398

Warranty

Glen Dimplex Americas Ltd. (Glen Dimplex Americas herein) warrants this wood stove to be able to operate under normal use and service and within 10 years from date of the original purchase on the terms herein shall repair or replace without cost to the original customer any part thereof which shall be returned to our factory which our inspection shows would prevent operation (transportation charges prepaid). This warranty does not apply to firebricks, brick retainer, baffle, door seal, glass nor discoloration of the surface or tarnishing of gold fittings all of which require normal service to maintain them. The warranty is void if the unit is used to burn materials for which the unit is not certified by the EPA and void if not operated according to the owner's manual.

Under the terms of this warranty, Glen Dimplex Americas assumes no responsibility for the labor costs involved in removing or replacing the stove. Nor shall Glen Dimplex Americas be liable for any injury, loss, or damage (direct, indirect, or consequential) arising out of the use or inability to use the product, or its removal and replacement. All other stove warranties, expressed or implied are excluded to the extent possible at law. Consumers also have rights under relevant State and Commonwealth Laws.

The Retailer does not have the authority to alter this warranty. For further information please contact Glen Dimplex Americas.

Defects must be brought to the attention of Glen Dimplex Americas by contacting Technical Support at www.nectrausa.com/contact or by calling 1-888-346-7539. Please have proof of purchase, model number, and serial number available when calling. Limited warranty requires a proof of purchase of the product.

Technical Support

Technical and troubleshooting support, as well as a list of replacement parts can be found on **www.nectreusa.com/resources-downloads**



N65 Wood Stove

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In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.



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