



W O O D F O R D
S T O V E S

STOVE MANUAL

**Lowry 5
Lowry 5X
Lowry 5XL**

**REGISTER MY
FREE WARRANTY**



BS EN 13240:2001+A2:2004

Woodford Lowry

Congratulations on Your Purchase

Thank you for choosing a stove from the **Woodford Collection**.

With over **30 years of design and development experience**, this appliance has been engineered to deliver outstanding performance, efficiency, and many years of reliable, trouble-free use.

Every component has been carefully designed and manufactured to the highest standards, ensuring quality, durability, and dependable operation.

Your stove is constructed using **premium materials** and state-of-the-art production techniques. When correctly installed, commissioned, and operated, it will provide a **lifetime of heating satisfaction**.

For further guidance on operation, maintenance, and optimising performance, visit:

www.flue-ducting.co.uk

You can also contact your local retailer for support or questions not covered in this manual.

Important Information

- **Read this manual fully before operating your stove** to ensure safe and efficient use.
- Flue & Ducting Ltd T/A Woodford Stoves operates a continuous product development policy and **reserves the right to amend specifications without prior notice**.
- Due to printing cycles, some items or options may be described before they become generally available or after they have been discontinued.
- If you are unsure about any aspect of your stove, its installation, or correct use, **consult your retailer or dealer**.

This ensures your appliance is always installed and used safely, in compliance with current UK regulations.

**REGISTER MY
FREE WARRANTY**



WOODFORD STOVES COMMISSIONING CHECKLIST

To be completed by a qualified installer

Installation Checks

- ☐ Appliance installed per manufacturer instructions
- ☐ Installation complies with Building Regulations (Document J)
- ☐ Required clearances to combustibles maintained
- ☐ Hearth and flue correctly installed
- ☐ Flue joints sealed and system provides adequate draught
- ☐ Minimum flue effective height achieved
- ☐ Notice plate fitted
- ☐ Carbon monoxide alarm fitted and tested
- ☐ Appliance smoke/spillage tested
- ☐ Appliance operating correctly

Ventilation

- ☐ Permanent air supply provided (if required)

Details: _____

User Handover

- ☐ Operating instructions explained
- ☐ Air controls demonstrated
- ☐ Correct fuels explained
- ☐ Cleaning and maintenance requirements explained

Installer Declaration

I confirm the appliance has been installed and commissioned correctly.

Installer Signature: _____

Print Name: _____

Date: ____/____/____

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Safety & Legal Requirements

Important - Heavy Appliance

Woodford stoves are **heavy appliances**. Improper lifting or handling may result in serious personal injury or damage to the product.

- **Do not attempt to lift or move the stove alone.**
- A minimum of **two competent persons** should be used when lifting or positioning the appliance.
- Remove all internal components (liners, throat plate, door, grate, ash pan, etc.) before lifting to reduce weight and prevent damage.
- Use appropriate **manual handling techniques** and lifting equipment where necessary (e.g., sack truck, lifting straps).

Always comply with current UK manual handling regulations and site health & safety requirements.

Failure to follow safe handling procedures may result in injury and will not be covered under warranty.

The appliance will become very hot during operation in accordance with these instructions. The supplied glove must be used when opening the door and adjusting the air controls.

A fireguard is strongly recommended whenever children, elderly persons, or vulnerable individuals are present. Any fireguard used must be manufactured and installed in accordance with **BS 8423**.

Legal Installation Requirements

All Woodford stoves must be installed and operated in full compliance with UK Building Regulations, including **Approved Document J**.

Installation is a legal requirement and must be:

- Approved by the local authority Building Control department, **or**
- Carried out by an installer registered under a government-approved Competent Person Scheme, such as HETAS.

All relevant local regulations, as well as applicable National and European standards, must be observed when installing this appliance. Reference should also be made to **BS 8303-3:1994**, the code of practice for the installation of domestic heating and cooking appliances burning solid mineral fuel.

The manufacturer's installation instructions must be always followed; however, they do not override statutory requirements.

Chimney & Flue Restrictions

This stove must **not** be installed into a chimney or flue system that also serves any other heating appliance.

Extractor Fans & Cooker Hoods

Installing a stove in a room containing an extractor fan and/or cooker hood should be avoided wherever possible.

If unavoidable:

- The suitability of the room must be assessed by a qualified installer.
- A **flue draught interference test** must be performed.
- An **advanced spillage test** must be carried out to confirm safe appliance operation.

Carbon Monoxide Protection

A Carbon Monoxide detector must be installed in the same room as the appliance in accordance with current regulations.

Safe Working Practices

Safe working practices must be always observed during installation, including:

- Proper manual handling procedures
- Use of appropriate PPE
- Protective measures when handling fire cement and sealants

This stove contains no asbestos. However, if asbestos is suspected within the property during installation, work must cease immediately until the material has been professionally assessed and declared safe.

Liability

Flue & Ducting Ltd accepts no liability for any consequential or incidental loss or injury, however caused, resulting from incorrect installation or misuse of the appliance.

Product Overview

The **Woodford Collection** represents over 30 years of development and engineering, resulting in highly efficient, reliable, and durable wood-burning appliances.

All **Woodford** models are designed and manufactured to exacting standards of craftsmanship, ensuring long-term performance when correctly installed, commissioned, and operated.

Each stove is constructed using:

- High-quality steel
- Precision-engineered components
- Modern manufacturing techniques

This combination ensures clean combustion, high efficiency, robust durability, and ease of operation.

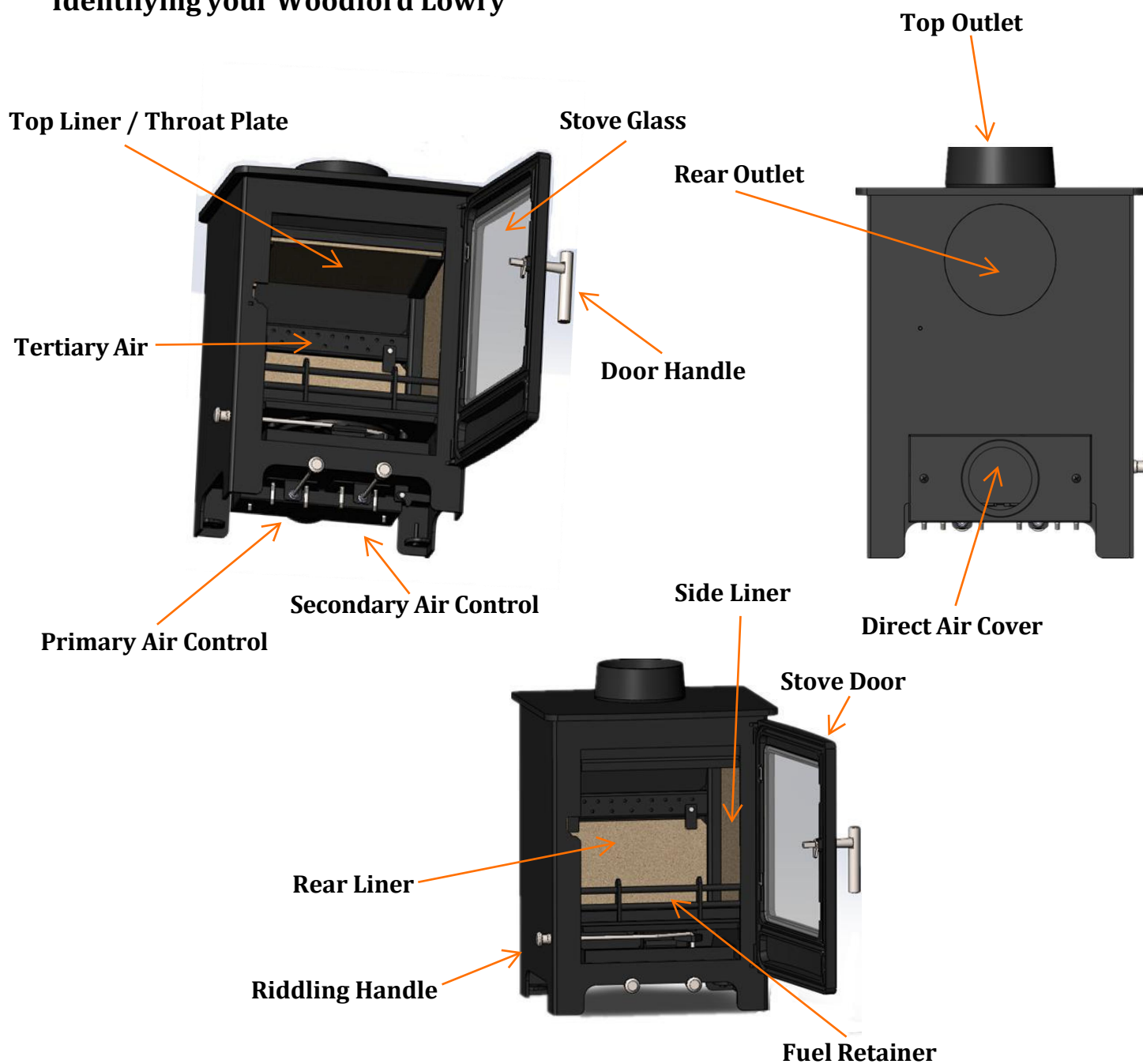
The appliances are suitable for installation within UK Smoke Control Areas when fitted with the appropriate factory-supplied secondary air restrictor and operated in accordance with local regulations.

Two flue outlet configurations are available:

- **Top outlet**
- **Rear outlet**

This provides installation flexibility to suit a wide range of fireplace openings and flue arrangements.

Identifying your Woodford Lowry



Installation Requirements

Correct installation is essential to ensure the efficiency, safety, and longevity of your **Woodford Stove**

Installation must comply with **BS EN 13240** and **Approved Document J** of the UK Building Regulations.

12mm Non-Constructional Hearth — Suitable for Woodford Stoves

Hearth Requirements

The stove must be installed on a **strong, non-combustible, load-bearing surface**, such as:

- Slate
- Granite
- Steel
- Glass

A firm and level hearth is required. Uneven brickwork, stone, or tiled surfaces must be corrected prior to installation to ensure the appliance sits securely and operates correctly.

12mm Superimposed Hearth

A **12mm thick non-constructional (superimposed) hearth** is suitable for Woodford Stoves and other appliances certified for installation without the need for a full constructional hearth.

This is permitted where the appliance maintains a **base temperature below 100°C** during normal operation, in accordance with Approved Document J.

Minimum Hearth Dimensions (UK)

To comply with current UK Building Regulations, a 12mm superimposed hearth must meet the following minimum dimensions:

- **Minimum depth in front of the stove door:** 300 mm
- **Minimum total hearth size:** 840 mm (W) × 840 mm (D)
- **Minimum projection from each side of the stove:** 150 mm

These clearances ensure safe separation between the appliance and any combustible flooring materials.

In properties with solid concrete or stone floors, the structural requirement is often inherently met. However, the hearth perimeter must still be clearly defined. This can be achieved by:

- Marking the hearth boundary visibly, or
- Using a change in floor level or finish to distinguish the hearth area

All hearth provisions must be completed prior to positioning and commissioning the stove.

Combustible Materials

Always refer to the product data plate or technical specification supplied with your stove for the exact minimum distances to combustible materials, as these may vary by model.

Adjacent Walls

Where possible, adjacent walls should be constructed from **non-combustible materials**, such as brick, blockwork, or masonry.

If combustible materials are present, the minimum separation distances specified on the appliance data plate must be strictly observed.

Combustible Beams & Mantels

Any combustible beam or mantel must be positioned at least **500 mm above the top of the stove**.

Failure to maintain this clearance may result in excessive heat exposure and potential fire risk.

Flue Pipe Clearances

For **uninsulated (single wall) flue pipe**:

- The minimum clearance to combustible materials must be **three times the outside diameter** of the flue pipe.

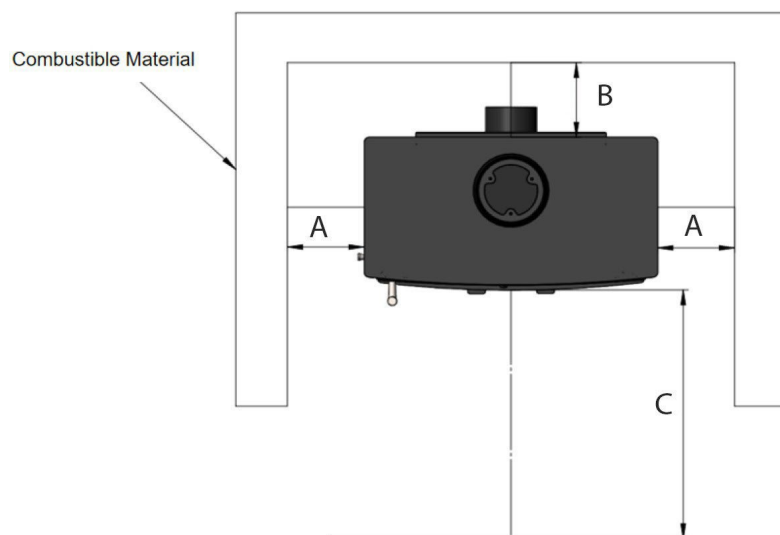
For example, a 127 mm (5") flue pipe would require a minimum clearance of 381 mm.

Where the adjacent material is **non-combustible**, the minimum clearance may be reduced to:

- 1.5 times the outside diameter** of the flue pipe.

When installing a factory-made insulated chimney system, always refer to the flue manufacturer's installation instructions and declared minimum clearances, as these systems are tested and approved with specific separation distances.

All clearances must comply with current UK Building Regulations and manufacturer requirements.



	Lowry 5	Lowry 5X	Lowry 5XL
A	500mm	600mm	400mm
B	600mm	750mm	800mm
C	1000mm	1200mm	1400mm

Distance to Non-Combustible Materials

Woodford Stoves draw air from the rear of the appliance to operate correctly. A minimum clearance of 100 mm must be maintained at the sides, rear, and top of the stove. This space allows adequate airflow around the appliance and helps ensure safe and efficient operation.

Flue & Chimney Requirements

A suitable and efficient flue system is essential for the correct operation of the **Woodford Collection** stoves range.

The flue must safely expel combustion gases to the outside atmosphere and always operate with a stable draught.

Chimney Performance

Chimney performance depends on four key factors:

- Flue gas temperature
- Flue height
- Flue size (diameter)
- Terminal design

The **minimum effective flue height** must be at least **4.5 metres** measured from the top of the stove to the flue terminal.

When the appliance is operating at normal temperature, the chimney draught must measure between **0.1–0.2 mbar (10–20 Pa)**. Draught levels outside this range may result in poor combustion, difficulty lighting, excessive fuel consumption, over-firing and smoke spillage.

Approved Chimney Types

Approved chimney systems include:

- Masonry chimneys fitted with suitable clay, concrete liners or Stainless Steel flexible liners.
- Factory-made insulated metal chimneys (Class 1 system chimneys)

All chimney systems must meet the European performance designation:

T450 N2 S D3

This confirms suitability for solid fuel applications operating at high temperatures.

Flue Pipe Requirements

- The flue pipe diameter must be no smaller than the appliance spigot (**127 mm / 5"**).
- A minimum of **600 mm vertical flue pipe** must be installed before entering the chimney system.
- Horizontal flue runs should be avoided wherever possible.
- Where a rear exit is unavoidable, any horizontal section must not exceed **150 mm** in length.

Bends & Offsets

- A maximum total of **180°** of bends is permitted within the flue system.
- No more than **four bends** may be used.
- Each individual bend must not exceed **45°**.
- **Maximum Offset Length:** No more than **20%** of the total chimney height should be non-vertical.

Excessive changes in direction will reduce draught efficiency and may impair stove performance.

Excessive Draught

Excessive chimney draught can cause the stove to burn aggressively while delivering reduced heat into the room. Where draught is consistently above the recommended range, a **draught stabiliser** is recommended instead of a flue damper.

Access & Compliance

All flue installations must include suitable access points for sweeping and inspection.

Notice Plates

Installers are required to complete and fix a Notice Plate detailing the chimney, flue lining, hearth, and fireplace construction in accordance with UK Building Regulations.

The flue system must be fully installed, inspected, and tested prior to commissioning the appliance.

Carbon Monoxide Protection

A Carbon Monoxide detector must be installed in the same room as the appliance in accordance with current regulations.

Air for Combustion

All stoves require an adequate supply of air in order to burn safely and operate correctly. A permanent supply of combustion air must be provided to the room where the stove is installed. Insufficient ventilation can result in poor flue draught and may cause smoke or fumes to enter the room.

In the UK, a permanent vent providing 550 mm² of free air for every kW of appliance output above 5 kW is normally required.

For properties built after 2008, the vent size should be increased by an additional 330 mm² for each of the first 5 kW due to improved building airtightness.

If a draught stabiliser is fitted in the same room as the appliance, the permanent air supply must be increased accordingly.

Air vents must be positioned so they cannot be blocked or obstructed, and must not be located within the fireplace recess.

For further guidance, refer to Approved Document J.

Installation Procedure

To assist safe handling and reduce the risk of damage during installation, several removable components should be taken out before positioning the stove. These include:

- Internal firebox liners
- Stove door (to prevent glass damage)
- Throat plate
- Ash pan (available with the optional multi fuel kit)
- Operating tool
- Fuel retainer

Once the stove is in its final installation position, these components must be reinstalled in reverse order and correctly secured before operation.

Removing the Stove Door

Open the door until it reaches approximately **90°** relative to the stove body. Remove the bolt on the lower hinge and slide the door out of the top hinge pin.

Removing the Throat Plate and Liners

To remove the throat plate:

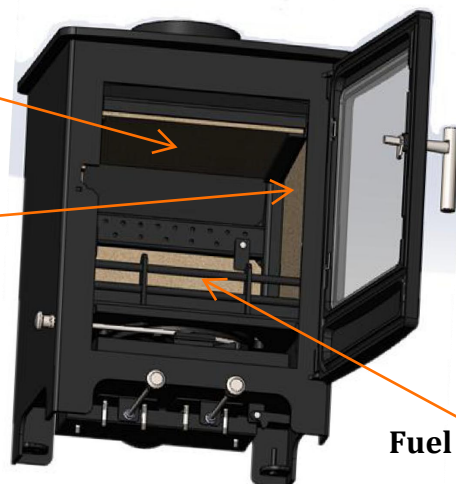
1. Remove The Fuel Retainer
2. Push upward on the centre of the throat plate.
3. Remove the side liners.
4. Allow the plate to tilt forward and carefully withdraw it from the firebox.

Firebox liners may be removed in a similar manner to prevent accidental damage during installation. All liners and the throat plate must be correctly refitted before the appliance is used.

Top Brick / Throat Plate

Side Liners

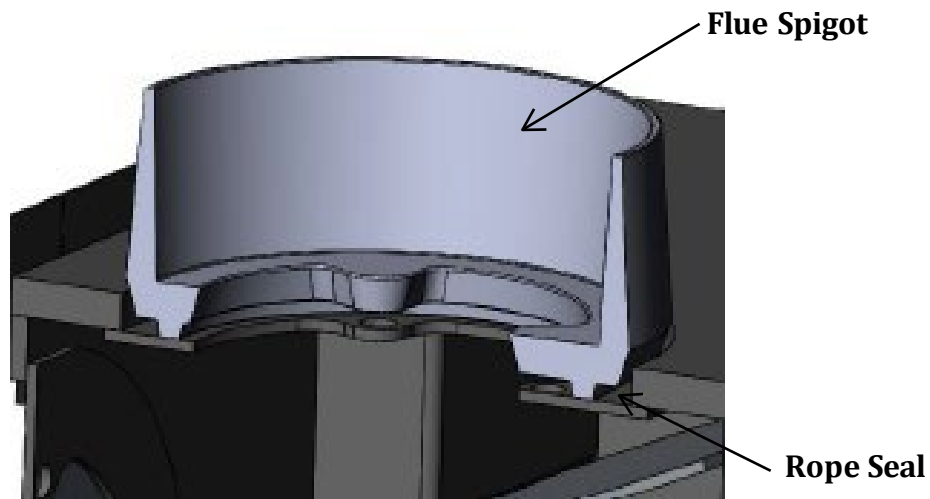
Fuel Retainer



Fitting the Flue Spigot

The flue spigot outlet, supplied inside the appliance, may be fitted to either the **top** or **rear** outlet, depending on the installation requirements.

- Secure the spigot using the supplied **Screws**.
- Ensure the rope seal is correctly positioned before tightening.



Fitting the Hot Plate (Blanking Plate)

The hot plate (blanking plate) is factory-fitted with studs and must be installed on the unused flue outlet using the supplied fixings.

When fitting both the spigot and the hot plate:

- Always ensure rope seals are correctly fitted.
- Check that all fixings are fully tightened.
- Confirm that there are no gaps that could allow fume leakage or potential carbon monoxide hazards.

Connecting the Flue Pipe

The flue pipe **must be fitted inside the spigot**, not over it. This prevents condensate from leaking externally down the pipe.

Apply fire cement around the joint between the spigot and flue pipe to create an airtight and smoke-tight seal.

All connections must be checked prior to commissioning to ensure safe and compliant operation.

The Clean Air Act 1993

(The Clean Air Act 1993 & Smoke Control Zones)

If the stove is to be installed within a designated Smoke Control Area, additional requirements must be met to comply with the **Clean Air Act 1993**.

For official guidance and to check whether a property is located within a Smoke Control Area, refer to the UK Government website:

www.gov.uk/smoke-control-area-rules

Important Compliance Measures

To maintain compliance within a Smoke Control Area:

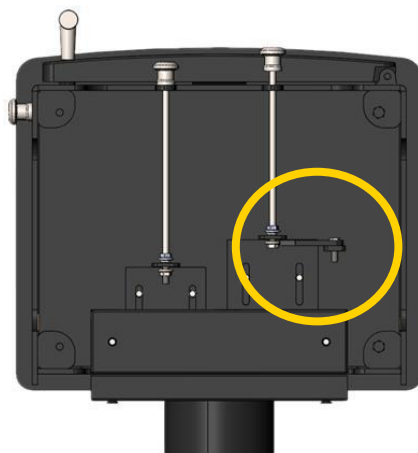
- The **secondary air control lever must be fitted with the supplied restrictor plate**.
- The restrictor plate and additional fixing screw are supplied with the appliance.
- These components must be installed to prevent complete closure of the air supply.

This ensures the stove operates within permitted emission limits and retains its Smoke Control exemption status.

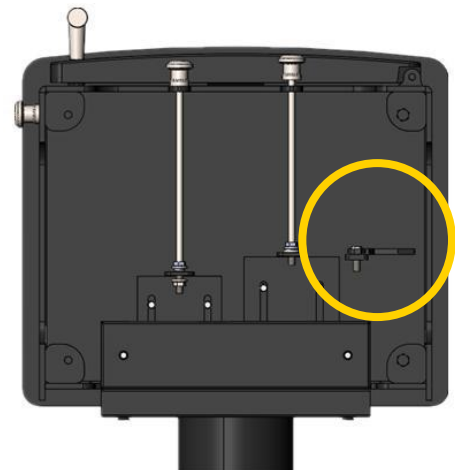
Operational Note

The minimum air control setting is factory-governed when the restrictor is fitted.

As a result, the appliance **will not fully shut down** when set to the minimum air position. This is intentional and ensures compliance with Smoke Control regulations.



Restrictor Closed



Restrictor Open

IMPORTANT INFORMATION

Removal or modification of the restrictor plate is illegal when the appliance is installed in a smoke control area and doing so may result in prosecution and fine.

Commissioning Your Woodford Stove

Commissioning is a legal and essential part of installing a Woodford stove, ensuring the appliance functions safely and efficiently.

Before handover, the installer must light the appliance and verify that the chimney provides a satisfactory draw. All smoke and fumes must be fully expelled through the terminal, confirming correct flue performance. All joints and seals must be thoroughly checked to ensure there are no leaks.

The exterior of the cold appliance should be wiped with a lint-free cloth to prevent marks becoming permanently baked on during first firing.

The flue draught must be measured and fall between **10–20 Pa (0.1–0.2 mbar)**, as specified within UK Building Regulations. Draught and safety tests must be carried out by a suitably qualified person using appropriate calibrated equipment.

If the installation is completed under a Competent Person Scheme such as HETAS, the installer must issue a Certificate of Compliance. Otherwise, the installation must be inspected and approved by local authority Building Control.

A Carbon Monoxide alarm must be installed between **1–3 metres** from the appliance and approximately **150 mm below ceiling level**, in accordance with current regulations.

In homes with children or vulnerable persons, a fireguard conforming to **BS 8423:2002** must be used to provide additional protection.

The installer must also complete and fix a Notice Plate detailing the hearth, flue, chimney, and overall installation specification in accordance with Building Regulations.

Before handover, the installer must explain to the user:

- Operation of the air controls
- Operation of the riddling mechanism (if applicable)
- The importance of adequate permanent air supply
- Suitable fuels for the appliance
- Routine chimney sweeping requirements
- How weather conditions and atmospheric pressure may affect stove performance

Commissioning must be fully completed before the appliance is left in operation.

Testing & Commissioning Checks

- Visual inspection completed
- Smoke Test completed
- Flue draught reading
- Spillage Test performed
- Socket joints & seals checked
- User instructions handed over
- Notice Plate fitted
- Carbon Monoxide alarm checked

IMPORTANT INFORMATION

Ensure your installer completes the commissioning checklist on page 3 before handing the appliance over for use.

Stove Paint Curing Procedure

Important Information

The appliance is finished in high-temperature stove paint.

Although the paint is touch dry prior to installation, it must be **heat cured** during the first few firings to achieve full hardness and durability.

During this process the paint will emit fumes and may produce a slight odour. This is normal. Ensure the room is well ventilated during the curing process.

Before First Lighting

- Ensure the appliance has been installed and commissioned correctly.
- Confirm all seals, connections and flue components are secure.
- Open windows and doors to provide good ventilation.
- Keep children, pets and combustible materials away from the appliance.

Curing Procedure

The curing process should be carried out gradually in three stages:

Stage 1 – Low Temperature Burn

- Light a small kindling fire.
- Allow the appliance to reach a low operating temperature.
- Maintain for approximately **30–45 minutes** before allowing the appliance to cool completely.

Some light smoke and odour may be noticeable.

Stage 2 – Medium Temperature Burn

- Light a slightly larger fire.
- Bring the appliance to a medium operating temperature.
- Maintain for approximately **45–60 minutes** before allowing the appliance to cool completely.

Fumes may increase during this stage — this is normal.

Stage 3 – Normal Operating Temperature

- Operate the appliance at normal running temperature.
- Maintain for approximately **1–2 hours** before allowing the appliance to cool completely.

During the Curing Process

- Do not overfire the appliance.
- Do not touch painted surfaces while hot.
- Do not place kettles or objects on the stove during initial burns.
- A slight sheen change in the paint finish is normal.

Quick Start Guide & Lighting Instructions

Keep the fire door closed during normal operation.

A Carbon Monoxide alarm must be fitted **1–3 metres** from the stove and approximately **150 mm below ceiling level** in the same room as the appliance.

Before First Light

- Ensure installation is complete and compliant with **Approved Document J**.
- Chimney must be sound, swept, and unobstructed.
- Firebox liners and throat/baffle plate must be correctly fitted.
- Permanent ventilation must be provided where required.
- Target hot flue draught: **0.1–0.2 mbar (10–20 Pa)**.
- Follow the paint curing process please refer to page 16.

Safe Operation Practices

- **Heat-Resistant Gloves:** Always wear when refuelling or adjusting the stove.
- **Initial Fires:** Burn small fires initially to allow the stove paint to cure and internal castings to settle.
- **Metal Noises:** Clicking or ticking sounds during heating or cooling are normal due to metal expansion.
- **Door Operation:** Do **not** operate the stove with the door open except during lighting or refuelling.
- **Refuelling:** Only refuel onto a sufficient bed of **hot embers** to avoid excessive smoke or spillage.

Fuel Requirements (Wood Burning):

- Use seasoned wood with moisture content **below 20%** (hardwood preferred).
- Log diameter should not exceed **100 mm**.
- Do **not** burn wet or green wood.

Glass Retaining Clips:

- Ensure glass clips are not over-tightened.
- They should be tight enough to hold the glass securely but not clamp it firmly.
- Overtightening may cause the glass to crack during expansion.

Know Your Air Controls

- **Primary Air (left slider below door):**
Pull out to open, Push in to close.
Supplies air beneath the grate (main control for solid fuel).
- **Secondary Air / Airwash (right slider below door):**
Pull out to open, Push in to close.
Supplies air above the fuel and helps keep the glass clean.
Main control for wood burning.
- **Tertiary Air:**
Factory-set and not user adjustable.

Lighting — Wood

1. Place **2 small logs** on the base of the stove.
2. Build a criss-cross stack of dry kindling on top.
3. Add 2–3 firelighters and ignite.
4. Fully open the air control.
5. Leave the door approximately **10 mm ajar** to establish draught.
6. After approximately **5 minutes**, close the door.
7. After approximately **10 minutes**, adjust the air control to maintain a lively flame and clear glass (typically around half open).

Refuelling — Wood

- Refuel only onto a bed of hot embers.
- Fully open the air control before adding fuel to aid ignition.
- If the door is opened while flames are present, there is a risk of smoke spillage into the room.

Woodford Stoves are highly energy-efficient and typically require **one log at a time**.

A good quality hardwood log should burn for approximately **45–60 minutes** before refueling is required.

If flames struggle to establish after refueling:

- Fully open the air control.
- Add a small amount of kindling to re-establish combustion.

In designated Smoke Control Areas under the **Clean Air Act 1993**, the secondary air control must **not** be fully closed.

Lighting — Authorised Smokeless Fuel

1. Set primary air fully open.
2. Set secondary air approximately one-quarter open.
3. Light kindling as described above, leaving the door approximately 10 mm ajar for around 5 minutes.
4. Once established, add authorised smokeless fuel using suitable tongs.
5. Regulate the burn using the primary air control.
6. Riddle the grate periodically to maintain airflow and efficient combustion.

Always operate the appliance in accordance with fuel manufacturer recommendations and current UK regulations.

Operation & Air Controls

The Lowry Stove Range utilise a three-stage air control system designed to ensure efficient combustion, reduced emissions, and controlled heat output.

Correct use of the air controls is essential to prevent smoke emissions, maintain clean glass, and achieve complete combustion.

Primary Air

Function:

Supplies air beneath the fuel bed.

Main Use:

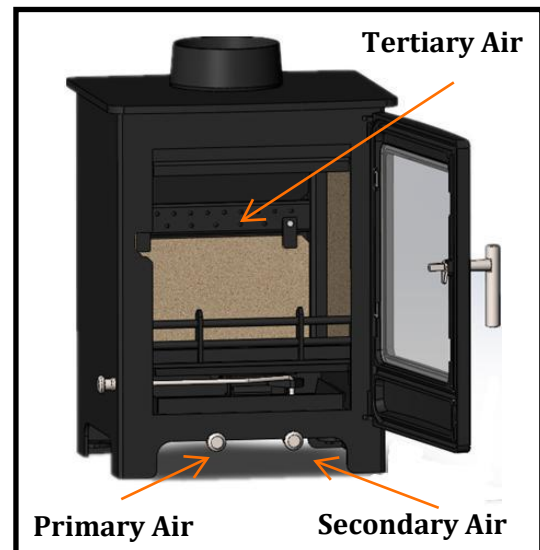
- Initial ignition
- Burning authorised solid fuels

Location:

Below the fire door on the left-hand side.

Operation:

- Pull the control out to fully open.
- Push the control in to reduce or close.



Primary air should normally be reduced or closed once a wood fire is well established.

Secondary Air (Airwash)

Function:

Provides air above the fuel bed and across the inside of the door glass. This creates the airwash system, helping to keep the glass clean.

Location:

Below the fire door on the right-hand side.

Operation:

- Pull the control out to fully open.
- Push the control in to reduce or close.

For wood burning, the secondary air control is the main method of regulating the burn rate once the fire is established.

Tertiary Air

Function:

Factory-set air jets located at the rear of the firebox introduce additional oxygen to burn un-combusted gases.

This improves efficiency and reduces emissions.

There is **no user adjustment** for tertiary air. It operates automatically under normal burning conditions.

Recommended Fuels

The Woodford Lowry Series are designed and approved as a multi-fuel appliance.

Well-seasoned or kiln-dried wood logs with a moisture content below 20% or approved smokeless fuels are only to be used on this appliance. Burning any fuels other than wood, or approved smokeless fuels including house coal, petroleum coke, or any unauthorised fuel, is strictly prohibited.

The use of unauthorised fuels can result in excessive temperatures, damage to internal components, reduced appliance lifespan, and may lead to dangerous operating conditions. Burning incorrect fuels will invalidate the manufacturer's warranty.

Wood

- Always use **well-seasoned, dry wood** with a moisture content **below 20%**.
- Preferred hardwoods: **oak, beech, ash** (higher energy content, slower burn).
- Softwoods may be used but must also be fully seasoned:
 - Softwood: minimum 9 months drying
 - Hardwood: minimum 24 months drying
- Logs should be **split to a maximum diameter of 100 mm (4 inches)** for optimal combustion.

Do NOT burn wet or green wood.

Burning wet or green wood can:

- Form tar and creosote in the stove and chimney, increasing chimney fire risk
- Reduce appliance efficiency
- Cause incomplete combustion and higher emissions of harmful pollutants

An electronic moisture meter is recommended to ensure the wood is suitably dry before use.

Approved Solid Fuels

- Only HETAS approved solid fuels with a sulphur content below 2% suitable for closed appliances should be used.

Do not burn:

- Bituminous house coal
- Petroleum coke
- Plastics, household waste, or any unauthorised fuels

Using unauthorised fuels can damage the stove, reduce performance, and invalidate the warranty.

Important Safety Notes

- Do not burn wood and solid fuel together, except for a small amount of kindling to start a solid fuel fire.
- Burning wood and smokeless fuel simultaneously will:
 - Cause inconsistent combustion
 - Damage the stove due to uneven heat distribution
 - Produce acidic compounds (sulphuric and hydrochloric acids) that corrode the stove and flue system

Damage caused by burning wood and solid fuel together will invalidate the appliance warranty.

Always follow fuel guidelines to maintain safe, efficient operation and long-term performance of your stove

Troubleshooting

Insufficient Chimney Draught

Poor draught or restricted airflow can lead to smoke spillage, difficulty lighting, and poor combustion performance.

Action Required

- **Check the chimney and flue** for obstructions such as soot build-up, bird nests, or debris.
- **Arrange for a professional chimney sweep to check the chimney and flue** for obstructions such as soot build-up, bird nests, or debris.
- Ensure permanent ventilation openings are clear and unobstructed.
- Confirm the flue system meets the **minimum effective height requirement outlined in Approved Document J**, ensuring the chimney height and termination comply with current UK Building Regulations.
- Verify that excessive bends or long horizontal runs are not restricting performance.

A chimney that is too short, excessively offset, or poorly terminated may fail to generate adequate draught, particularly in calm or mild weather conditions.

Do not attempt to relight the stove until the issue has been fully identified and rectified by a suitably qualified professional.

Operating the appliance with inadequate draught or ventilation is unsafe and may result in fume emission into the room and damage to your appliance and flue.

Excessive Smoke During Refuelling

When correctly installed and operated, **Woodford** stoves should not emit fumes into the room.

A brief release of smoke may occur during refuelling or ash removal; however, this should clear quickly. Persistent smoke or fume entry indicates a problem that must be addressed.

Common Causes

- Overloading the stove with excessive fuel
- Refuelling at the incorrect stage of combustion
- Insufficient hot embers to ignite new fuel quickly
- Damp, wet or low quality wood

Correct Refuelling Practice

- Always refuel onto a **well-established hot ember bed**.
- Do **not** refuel when large active flames are present, as this increases the risk of smoke spillage.
- If ember levels are low, add a small amount of **dry kindling first** to re-establish strong flames before adding logs.

Immediate Action for Excessive Smoke or Fume Entry

1. **Stop using the appliance immediately.**
2. **Ventilate the room** by opening doors and windows.
3. Allow the fire to **burn out naturally** or extinguish it safely.

4. **Do not relight** the stove until the cause has been identified and rectified by a suitably qualified professional.

Persistent smoke problems may indicate inadequate chimney draught, flue obstruction, or ventilation issues and must be investigated before further use.

Overfiring

- Signs: **glowing flue components, warped internal parts, dusty white residue appears.**
- Action: Reduce air supply immediately and allow the stove to cool.
- Woodford Stoves recommends the use of a flue thermometer to monitor your stove temperature.

Blackened Door Glass

Common Causes

- Damp, wet, or low-quality wood
- Insufficient secondary air (airwash)
- Prolonged slow burning at low heat output

Recommended Solutions

- Use only **well-seasoned wood** with a moisture content of **less than 20%** (see *page 20— Recommended Fuels*).
- Increase the **secondary air (airwash) supply** to improve combustion and keep the glass clear.
- Periodically operate the stove at a slightly higher burn rate to help burn off light deposits.

Maintaining correct fuel quality and adequate air supply will significantly reduce glass staining and ensure clean, efficient combustion.

Slow or Difficult Lighting

Common Causes

- Damp, wet, or poor-quality wood
- A cold flue preventing adequate draught
- Insufficient chimney draft

Recommended Solutions

- **Pre-warm the flue** using a small kindling fire before adding larger logs.
- Use a suitable **firelighter** to help establish draught quickly.
- Ensure you are using **good-quality, seasoned wood** with a moisture content below 20% (see *page 20—Recommended Fuels*).

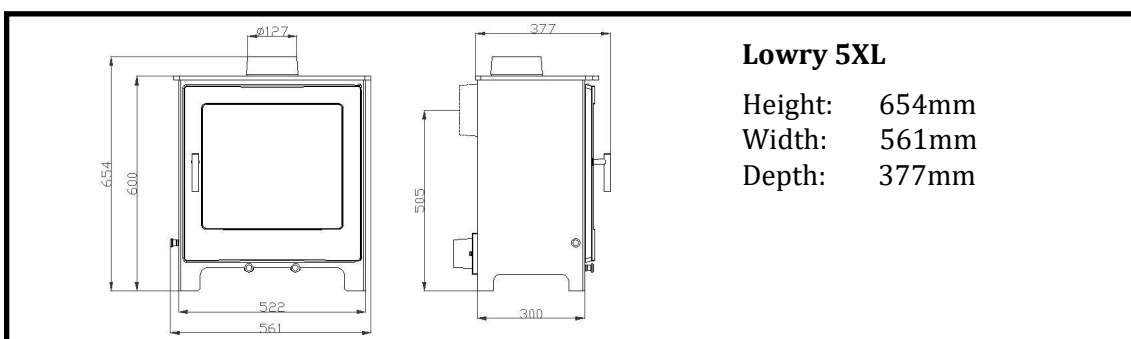
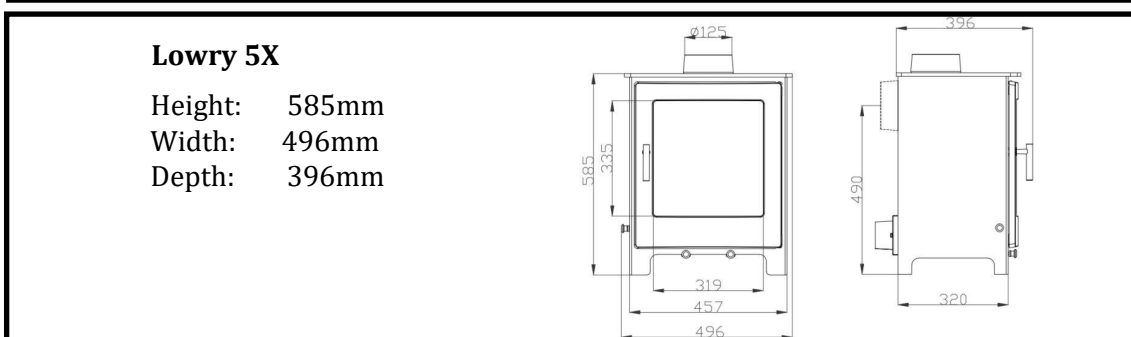
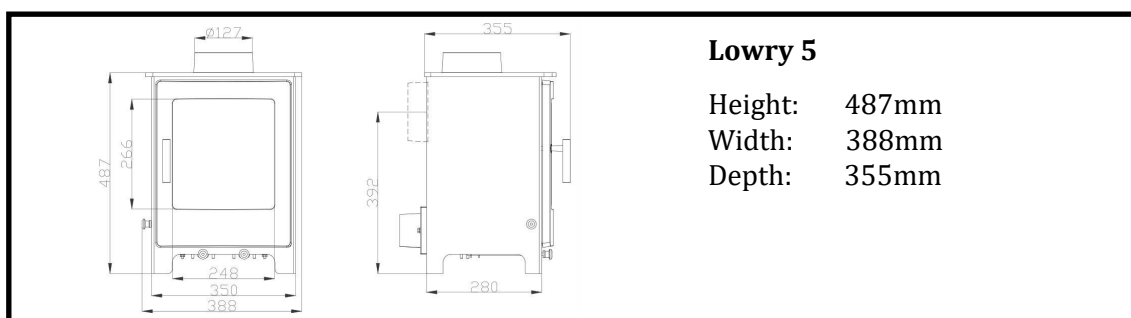
Persistent lighting difficulties may indicate insufficient chimney draught or a partially obstructed flue and should be investigated by a qualified professional if the issue continues.

Following these troubleshooting guidelines will help maintain **efficient, safe, and clean operation** of your stove.

Persistent problems should always be referred to a **qualified installer or HETAS registered professional**.

Technical Specifications

	Lowry 5	Lowry 5X	Lowry 5XL
Weight	62kg	89kg	99kg
Height	487mm	585mm	654mm
Width	388mm	496mm	561mm
Depth	355mm	396mm	377mm
Flue Outlet	127mm	127mm	127mm
Total Efficiency %	75.6	83.2	75.7
Nominal Heat Output Kw	5.0	4.9	4.9
Mean CO ₂ Emission %	7.5	7.0	7.3
Mean CO Emission %	0.12	0.11	0.11
Mean CO Emission (at 13% O ₂)mg/m ³	1499	1372	1370
Mean Flue Gas	282	196	235
Flue Gas Mass Flow g/s	5.5	4.3	5.9
Mean CnHm Emission Nm g/m ³	118	80	108
Mean Nox Emission Nm g/m ³	102	106	119
Particulates (at 13% O ₂) Nm g/m ³	28	21	29
Distance to Combustibles – Rear	600mm	600mm	800mm
Distance to Combustibles – Side	500mm	600mm	400mm
Distance to Combustibles – Top	500mm	500mm	500mm



Declaration of Performance (DoP)

According to Regulation (EU) No. 305/2011

Reference No.	The Lowry EZKA/2018-10/00001-3A
Product Type	Room heater burning solid fuel without supply of hot water
Product Model	Lowry 5
Serial Number	Refer to appliance data plate
Intended Use	Room heater burning solid fuel without supply of hot water

Manufacturer	Flue & Ducting Ltd T/A Woodford Stoves
Address	Unit D6, Yew Street, Stockport Trading Estate, SK4 2JZ, United Kingdom
Telephone	+44 (0)161 480 2994
Email	sales@flue-ducting.co.uk

System of Assessment	System 3 – Assessment and verification of constancy of performance
Notified Laboratory	SGS (Notified Body No. 0608)
Test Report Ref.	EZKA/2018-10/00001-3A
Harmonised Standard	EN 13240:2001

Essential Characteristic	Performance
Reaction to Fire	A1
Nominal Heat Output	5.0 kW
Room Heating Output	5.0 kW
Flue Gas Temperature	282 °C
CO Emissions	0.12 %
Mean Hydrocarbon Emissions (CnHm)	118 mg/Nm ³
Mean NOx Emissions	102 mg/Nm ³
Particulate Emissions	28 mg/Nm ³
Clearance to Combustibles	Rear: 600 mm / Sides: 500 mm / Top: 500 mm
Risk of Burning Fuel Falling Out	Pass
Surface Temperature Safety	Pass
Cleanability	Pass
Electrical Safety	N/A
Net Efficiency	75.6 %

*The performance of the product identified above is in conformity with the performance declared.
Signed for and on behalf of the manufacturer:*

Samuel Agasee



Technical Manager
23/11/2021

Declaration of Performance (DoP)

According to Regulation (EU) No. 305/2011

Reference No.	The Lowry 5X EZKA/2019-06/00015-3A
Product Type	Room heater burning solid fuel without supply of hot water
Product Model	Lowry 5X
Serial Number	Refer to appliance data plate
Intended Use	Room heater burning solid fuel without supply of hot water

Manufacturer	Flue & Ducting Ltd T/A Woodford Stoves
Address	Unit D6, Yew Street, Stockport Trading Estate, SK4 2JZ, United Kingdom
Telephone	+44 (0)161 480 2994
Email	sales@flue-ducting.co.uk

System of Assessment	System 3 – Assessment and verification of constancy of performance
Notified Laboratory	SGS (Notified Body No. 0608)
Test Report Ref.	EZKA/2019-06/00015-3A
Harmonised Standard	EN 13240:2001

Essential Characteristic	Performance
Reaction to Fire	A1
Nominal Heat Output	4.9 kW
Room Heating Output	4.9 kW
Flue Gas Temperature	196 °C
CO Emissions	0.11 %
Mean Hydrocarbon Emissions (CnHm)	80 mg/Nm ³
Mean NOx Emissions	106 mg/Nm ³
Particulate Emissions	21 mg/Nm ³
Clearance to Combustibles	Rear: 600 mm / Sides: 600 mm / Top: 500 mm
Risk of Burning Fuel Falling Out	Pass
Surface Temperature Safety	Pass
Cleanability	Pass
Electrical Safety	N/A
Net Efficiency	83.2 %

*The performance of the product identified above is in conformity with the performance declared.
Signed for and on behalf of the manufacturer:*

Samuel Agasee



Technical Manager
23/11/2021

Declaration of Performance (DoP)

According to Regulation (EU) No. 305/2011

Reference No.	The Lowry 5XL EZKA/2019-10/00036-3A
Product Type	Room heater burning solid fuel without supply of hot water
Product Model	Lowry 5XL
Serial Number	Refer to appliance data plate
Intended Use	Room heater burning solid fuel without supply of hot water

Manufacturer	Flue & Ducting Ltd T/A Woodford Stoves
Address	Unit D6, Yew Street, Stockport Trading Estate, SK4 2JZ, United Kingdom
Telephone	+44 (0)161 480 2994
Email	sales@flue-ducting.co.uk

System of Assessment	System 3 – Assessment and verification of constancy of performance
Notified Laboratory	SGS (Notified Body No. 0608)
Test Report Ref.	EZKA/2019-10/00036-3A
Harmonised Standard	EN 13240:2001

Essential Characteristic	Performance
Reaction to Fire	A1
Nominal Heat Output	4.9 kW
Room Heating Output	4.9 kW
Flue Gas Temperature	235 °C
CO Emissions	0.11 %
Mean Hydrocarbon Emissions (CnHm)	108 mg/Nm ³
Mean NOx Emissions	119 mg/Nm ³
Particulate Emissions	29 mg/Nm ³
Clearance to Combustibles	Rear: 800 mm / Sides: 400 mm / Top: 500 mm
Risk of Burning Fuel Falling Out	Pass
Surface Temperature Safety	Pass
Cleanability	Pass
Electrical Safety	N/A
Net Efficiency	75.7 %

*The performance of the product identified above is in conformity with the performance declared.
Signed for and on behalf of the manufacturer:*

Samuel Agasee



Technical Manager
23/11/2021

Warranty Terms & Conditions

The **Woodford Stoves Warranty Registration** must be completed by the qualified installer registered with a Competent Person Scheme or homeowner upon completion of the installation.

Registration must be submitted **online within 30 days** of job completion and must include all accurate information.

Your **Woodford Stoves warranty reference number** should be quoted in all future warranty correspondence or claims.

Complaints and Fault Reporting

Any complaint or suspected fault must first be **inspected and investigated by the original Qualified Installer**. If a genuine fault or issue is identified, the engineer must report this in writing to **Woodford Stoves** within **14 days**, enclosing:

- The original warranty registration number
- Full installation details
- Records of all required maintenance and chimney sweeping, as recommended in our installation guide

Installation Requirements

To qualify for warranty cover:

- The stove must be installed by a suitably qualified installer registered with a Competent Person Scheme (e.g. **HETAS or OFTEC**) or **approved by Local Authority Building Control**.
- The installation fully complies with **Document J of the Building Regulations** and the **Woodford Stoves Installation Guide**.
- The **chimney and flue system** are suitable, thoroughly cleaned, and free from soot or debris.
- The chimney is structurally sound, wind- and water-tight, free of combustible materials and a **chimney liner** has been correctly installed and fully insulated/backfilled using **Vermiculite** or **ThermaFlue** as appropriate.
- The Woodford warranty registration is filled out within **30 days of installation**.

Maintenance Requirements

After installation, the stove and chimney system must be maintained as follows:

- The chimney must be **inspected and swept 1–2 times per year** by a qualified chimney sweep, with records retained.
- **Soot and condensation** must be regularly removed to prevent corrosion or chimney fires.
- The stove must be **operated and maintained strictly in accordance with the manufacturer's instructions**.

Warranty Coverage

This warranty covers the **replacement of the stove body only**, for the **lifetime of the product**, subject to the conditions below.

Woodford Stoves will provide a **replacement stove body free of charge** if a manufacturing defect is confirmed, provided that:

- The installation, operation, and maintenance comply with our guidance and relevant Building Regulations.
- The issue is **not the result of misuse, neglect, improper installation, or external damage**.

Exclusions

This warranty does **not** cover:

- Any external components, fittings, accessories, or building work associated with the installation or removal of the stove.
- Any labour or installation costs incurred in removing or refitting the stove.
- Damage caused by condensation, incorrect fuels, overfiring, or inadequate maintenance.
- Any product **used or installed outside the United Kingdom.**

Limitations

If Woodford Stoves determines that the stove is defective in manufacture, a **replacement stove** will be supplied **free of charge**. No cash or alternative compensation will be provided.

This warranty applies to the **original purchaser only** and is **non-transferable**.

By purchasing a Woodford Stove, you acknowledge and agree to the terms of this warranty policy. Woodford Stoves will always make **reasonable efforts** to resolve any warranty claim in a fair and timely manner.

 **WARNING: ALWAYS
USE THE GLOVE
SUPPLIED**

Ash can remain hot and may contain hidden embers. Always dispose of ash in a metal container and keep it away from combustible materials.

Extreme care must be taken if the appliance is under fire, as there is a risk of burns or injury.

Appendices

This appendix provides **useful resources, regulatory references, and additional information** to support the safe installation and operation of your Woodford Stove.

Useful Regulatory & Industry Resources

- **Competent Person Schemes:** Guidance and approved scheme listings can be found via the **UK Government** website.
- **Building Regulations – Approved Document J (Combustion Appliances):** Outlines requirements for hearths, flues, and ventilation.
- **The National Association of Chimney Sweeps (NACS):** Provides professional chimney sweeping guidelines and best practices.
- **Smoke Control Area Rules:** Details legislation regarding smoke control areas, approved fuels, and exemptions under the **Clean Air Act 1993**.
- **HETAS:** Heating Equipment Testing and Approval Scheme. It is an independent not-for-profit certification body that works with the government and the stove industry to provide expert assessments of stove professionals and suppliers.
- **OFTEC: Oil Firing Technical Association.** It is the primary UK and Ireland trade organisation for the oil heating and cooking industry, acting as a governing body that sets standards for competence, safety, and training for technicians who install and maintain oil, solid fuel, and renewable heating

Manufacturer Information

Flue & Ducting Ltd T/A Woodford Stoves

Unit D6, Yew Street, Stockport Trading Estate, SK4 2JZ, UK

Tel: +44 (0)161 480 2994

Email: sales@flue-ducting.co.uk

Certification

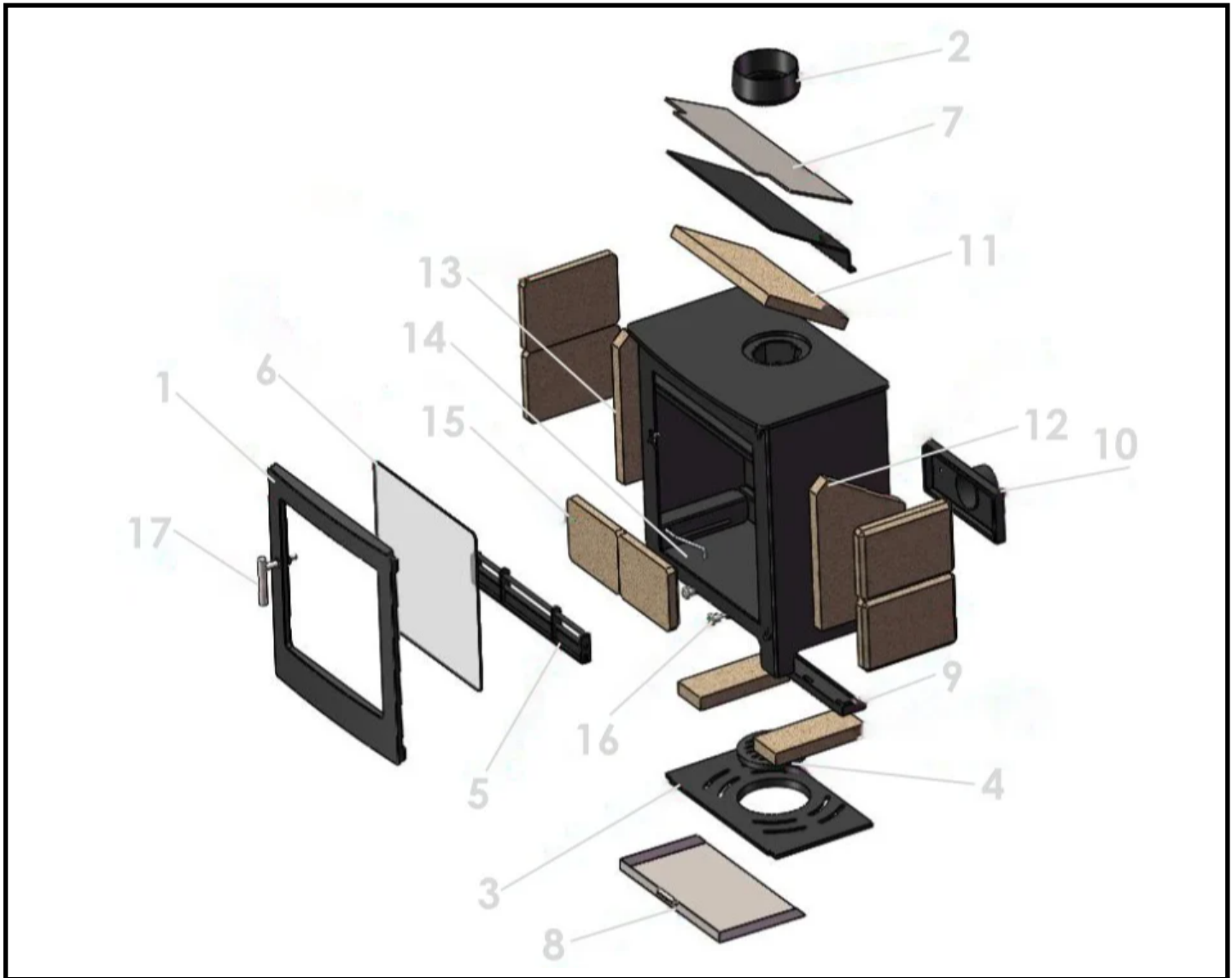
- All **Woodford Collection** stoves are independently tested to **EN 13240:2001**.
- All models carry **full CE certification**.
- The stoves meet performance requirements for use in **Smoke Control Areas** when fitted with the manufacturer-supplied **secondary air restrictor**.

Declaration of Performance (DoP)

- The **Declaration of Performance (DoP)** confirms compliance with **EU Regulation 305/2011**.
- DoP reference numbers for each model are included in the technical documentation and cover:
 - Emissions
 - Heat output
 - Efficiency

These documents should be retained for installation records and warranty purposes.

Lowry 5 Parts List

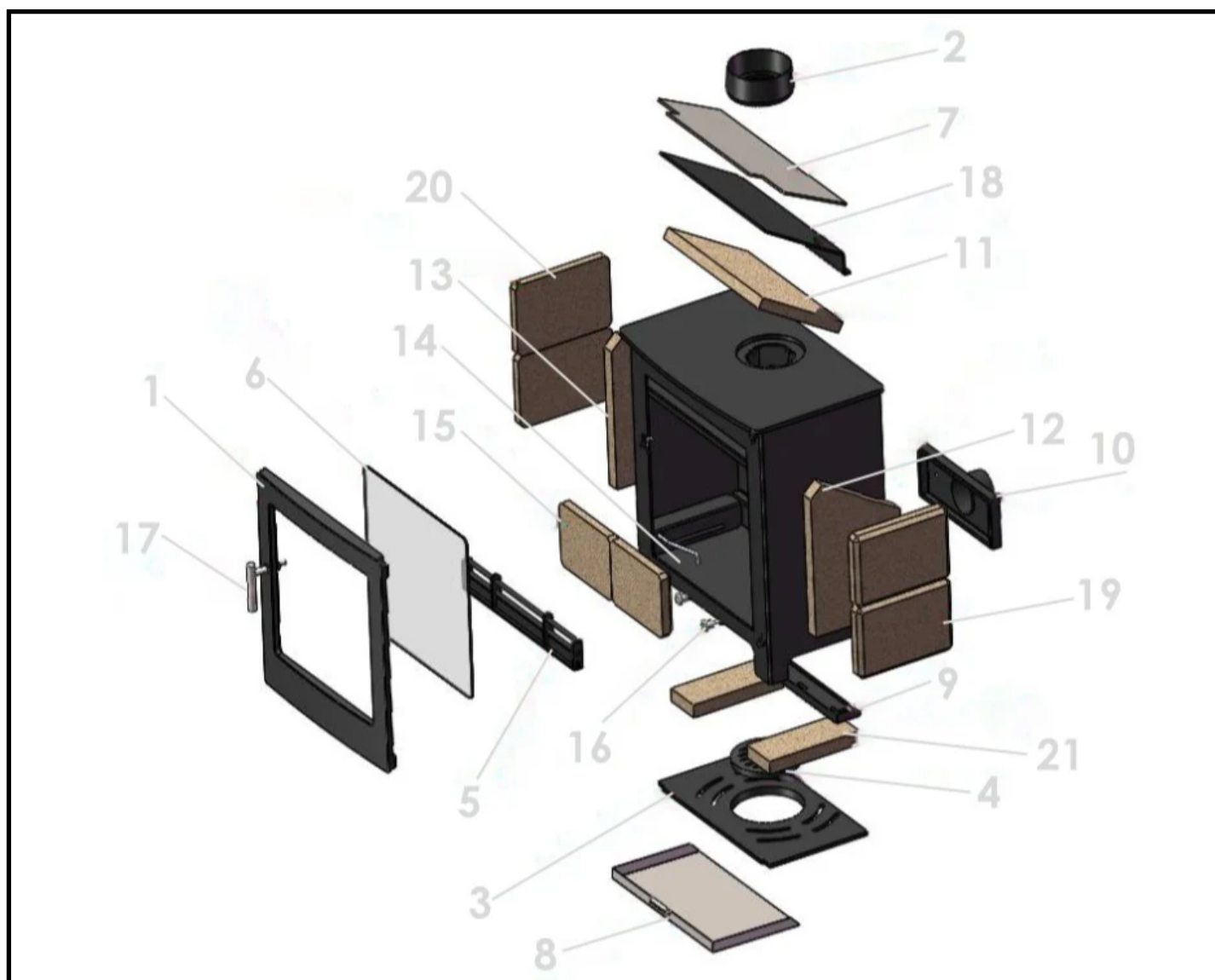


1. DOOR
2. SPIGOT
3. GRATE BASE
4. GRATE
5. LOG RETAINER BAR
6. GLASS

7. BAFFLE
8. ASH PAN
9. EXTERNAL AIR COVER
10. EXTERNAL AIR BOX
11. VERMICULITE TOP BRICK
12. VERMICULITE RIGHT BRICK

13.VERMICULITE LEFT BRICK
14. GRATE HANDLE
15. VERMICULITE BACK BRICK
16. CONTROL KNOB
17. HANDLE

Lowry 5X & 5XL Parts List



- | | | |
|----------------------------|------------------------------------|--|
| 1. DOOR | 8. ASH PAN | 12. VERMICULITE BACK BRICK (2 PART) |
| 2. SPIGOT | 9. EXTERNAL AIR COVER | 16. CONTROL KNOB |
| 3. GRATE BASE | 10. EXTERNAL AIR BOX | 17. HANDLE |
| 4. GRATE | 11. VERMICULITE TOP BRICK | 18. TOP BRICK SUPPORT |
| 5. LOG RETAINER BAR | 12. VERMICULITE RIGHT BRICK | 19. VERMICULITE RIGHT INNER BRICK |
| 6. GLASS | 13. VERMICULITE LEFT BRICK | 20. VERMICULITE LEFT INNER BRICK |
| 7. BAFFLE | 14. GRATE HANDLE | 21. VERMICULITE BOTTOM BRICKS (SET OF 2 5XL ONLY) |

THE WOODFORD COLLECTION



Serial Number:

**The Woodford Collection
Unit D6, Yew St
Stockport Trading Estate
Stockport
SK4 2JZ**

**0161 480 2994
sales@flue-ducting.co.uk
woodfordcollection.co.uk**

Spare Parts: flue-ducting.co.uk

**REGISTER MY
FREE WARRANTY**



BS EN 13240:2001+A2:2004