

INSTRUCTION

FOR INSTALLATION, OPERATION AND MAINTENANCE OF
"ZVEZDA" SOLID FUEL STOVES AND COOKING STOVES WITH
AND WITHOUT WATER HEAT EXCHANGER





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Dear clients,

Before installing and putting the device into operation, read this manual carefully. The instructions and directions in it contain important information about the installation, use, maintenance and cleaning of our device. Compliance with the requirements in it will ensure your safety and the correct functionality of the device. We assume no guarantee and no responsibility for damage and damages in case of failure to comply with the requirements of this instruction.

1. PURPOSE AND APPLICATION

Fireplaces and solid fuel cooking stoves "ZVEZDA" are free-standing domestic heating appliances operating on solid fuel. They are intended for heating and cooking. For working fuel, natural or processed wood is used. The use of fuel materials (dry wood) provides the cheapest heating at such heat output.

2. TECHNICAL CHARACTERISTICS

The technical data of fireplaces and solid fuel stoves "ZVEZDA" are given in table 1.

| Model | Denomination in kW | V. shirt kW | Total kW | Weight kg. | Size h/d/w mm. | Oven h/d/w mm | Distances from above. objects etc. |
|---|-----------------------|----------------|-------------|------------|-------------------|------------------|--|
| GP Narodna ChP with glass / without glass | 6.1 | - | 6.1 | 50 | 690/475/795 | 200/410/400 | 510/510/510 |
| GP National SP with glass / without glass | 6.1 | - | 6.1 | 52 | 740/520/805 | 200/410/400 | 510/510/510 |
| GP National E CP Black/Brown | 6.1 | - | 6.1 | 49 | 740/520/805 | 200/410/400 | 510/510/510 |
| GP Classic SP | 6.1 | - | 6.1 | 54 | 845/475/795 | 200/410/400 | 510/510/510 |
| GP Classic E Special Edition Brown | 6.1 | - | 6.1 | 52 | 835/490/795 | 235/405/440 | 510/510/510 |
| GP Classic SP | 6.1 | - | 6.1 | 57 | 895/520/805 | 200/410/400 | 510/510/510 |
| GP Classic GF and GFS | 5.9 | - | 5.9 | 65 | 890/520/845 | 250/420/440 | 500/500/500 |
| GP Classic GF and GFS Ceramics | 5.9 | - | 5.9 | 70 | 895/520/845 | 235/405/440 | 500/500/500 |
| GP Classic GF E Brown | 5.9 | - | 5.9 | 56 | 895/520/845 | 235/405/440 | 500/500/500 |
| GP Classic Maxi | 10.3 | - | 10.3 | 92 | 880/1020/580 | 270/470/470 | 503/503/503 |
| GP Classic Maxi VR | 3.2 | 7.0 | 10.2 | 95 | 880/1020/580 | 270/470/470 | 600/560/450 |
| Fireplace Star 1 EKO | 6.9 | - | 6.9 | 52 | 750/390/480 | .../.../... | 501/501/501 |
| Fireplace Star 1 K EKO | 6.9 | - | 6.9 | 57 | 915/400/480 | .../.../... | 501/501/501 |
| Fireplace Star 1 K EKO E Black/Brown | 6.9 | - | 6.9 | 48 | 915/400/480 | .../.../... | 501/501/501 |
| Fireplace Star 1 B | 6.9 | - | 6.9 | 68 | 820/420/480 | .../.../... | 502/502/502 |
| Fireplace Star 1 B 6 | 6.9 | - | 6.9 | 71 | 820/485/570 | .../.../... | 502/502/502 |
| Fireplace Star 1 BP9 | 4.2 | 7.1 | 11.3 | 77 | 820/420/480 | .../.../... | 600/415/415 |
| Fireplace Star 4 B | 12.8 | - | 12.8 | 73 | 910/420/480 | .../.../... | 500/500/500 |
| Fireplace Star 4 B 6 | 12.8 | - | 12.8 | 76 | 910/485/570 | .../.../... | 500/500/500 |
| Fireplace Star 4 Ceramics | 12.9 | - | 12.9 | 85 | 810/525/515 | .../.../... | 500/500/500 |
| Fireplace Star 4 BP12 | 5.2 | 7.0 | 12.2 | 80 | 910/420/480 | .../.../... | 600/406/406 |
| Kamina Zvezda 4 BP K | 5.2 | 7.0 | 12.2 | 92 | 810/525/515 | .../.../... | 600/400/400 |
| Fireplace Star MF 22 | 10.9 | - | 10.9 | 85 | 1040/420/480 | 170/370/350 | 500/500/500 |
| Fireplace Star MF10 | 10.9 | - | 10.9 | 90 | 1040/420/480 | 170/370/350 | 500/500/500 |
| Fireplace Star MF Ceramics | 10.9 | - | 10.9 | 95 | 1040/445/525 | 160/370/350 | 500/500/500 |

| | | | | | | | |
|-------------------------------------|------|-----|------|-----|--------------|--------------|--------------|
| Fireplace Star MF BP9 | 4.1 | 6.7 | 10.8 | 93 | 1040/420/480 | 170/370/350 | 800/507/507 |
| Fireplace Star GF 22 | 15.3 | - | 15.3 | 125 | 1080/550/605 | 210./440/440 | 502/502/502 |
| Fireplace Star GF VR16 | 6.4 | 9.0 | 15.4 | 148 | 1080/570/605 | 160./440/440 | 800/605/605 |
| Fireplace Star Maxi Dome | 14.6 | - | 14.6 | 122 | 1160/580/610 | .../.../... | 505/505/505 |
| Fireplace Zvezda Maxi Lux | 14.6 | - | 14.6 | 122 | 1160/580/610 | .../.../... | 505/505/505 |
| Fireplace Star Maxi VR | 6.3 | 9.1 | 15.4 | 128 | 940/600/610 | .../.../... | 800/404/404 |
| Fireplace Star Maxi Lux VR | 6.3 | 9.1 | 15.4 | 137 | 940/580/655 | .../.../... | 800/404/404 |
| Fireplace Star Retro 22 | 6.8 | - | 6.8 | 55 | 750/415/485 | .../.../... | 500/500/500 |
| Fireplace Star Retro G | 6.9 | - | 6.9 | 73 | 775/580/490 | .../.../... | 500/500/500 |
| Fireplace Star Orion | 9.6 | - | 9.6 | 80 | 960/460/490 | .../.../... | 502/502/502 |
| Fireplace Star Fantasia 22 | 10.8 | - | 10.8 | 72 | 1205/676/530 | .../.../... | 505/505/505 |
| Kamina Zvezda Kapriz | 13.2 | - | 13.2 | 87 | 845/660/510 | .../.../... | 900/600/600 |
| Fireplace Star Vaya 22 | 10.8 | - | 10.8 | 83 | 990/530/490 | .../.../... | 500/500/500 |
| Fireplace Star Vaya BP9 | 4.2 | 7.1 | 11.3 | 95 | 990/530/490 | .../.../... | 800/410/410 |
| Fireplace Zvezda Pernik Black/Brown | 5.0 | - | 5.0 | 62 | 940/440/330 | .../.../... | 800/400/400 |
| Fireplace Star Miracle Black/Brown | 5.2 | - | 5.2 | 19 | 660/500/390 | .../.../... | 0/600/750 |
| Camera Zvezda B 10 | 15.8 | - | 15.8 | 120 | 870/705/600 | .../.../... | 1000/100/100 |
| Camera Zvezda B 10 VR | 8.4 | 8.0 | 16.4 | 130 | 870/705/600 | .../.../... | 800/100/100 |



ATTENTION:

ZVEZDA fireplaces and cooking stoves are assembled and equipped by the manufacturer, and there is no additional charge from the customers!



ATTENTION:

The presence of suction devices for ventilation (hoods, fans, etc.), which create a low pressure in the room, leads to the fact that in some cases it is necessary to interrupt their operation when the devices are turned on!

3. ASSEMBLY

"ZVEZDA" solid fuel fireplaces and stoves are installed in rooms with a normal fire hazard, according to "Fire protection construction and technical standards".



ATTENTION:

All national legal provisions and valid regulatory documents related to the installation and removal of waste products from combustion must be observed!

Before starting the installation, familiarize yourself with the technical data of the devices (see table 1), regarding:

- the dimensions;
- the weight;
- the rated power;

The devices are installed on a non-combustible horizontal floor (marble, terracotta, mosaic, etc.) with the necessary load capacity corresponding to the weight of the device.

To ensure correct and safe operation of fireplaces, the following conditions must be observed during installation:

- the devices are installed at distances from combustible objects specified in table 1.

- Working fireplaces and stoves absorb air and therefore reduce the pressure in the room where they are installed. Therefore, it is necessary to recover the consumed air. This supply of fresh air usually comes from natural ventilation through doors, windows, etc. and it is necessary to provide a minimum of 4 m³ of air per kW installed power.

**ATTENTION:**

Before connecting the fireplace / cooking stove to the chimney, it is imperative to check its condition (cracks, cleaning, etc.)

- The chimney must be high enough (not less than 3 m), for this purpose it must be no more than 1 / one / meter above the ridge of the building
- The draft in the chimney should be from 10 to 14 Ra.
- After placing the devices in the place that meets the above requirements, they are connected to the chimney through 130 mm diameter dowels.
- The dowels are installed tightly next to the last one that is included in the rosette, and it should not enter inside the chimney;

4. OPERATION OF THE DEVICES

4.1 Combustible materials

All "ZVEZDA" solid fuel fireplaces and stoves are designed to work with dry wood.

**ATTENTION:**

The fuel materials used must be non-chemically treated natural wood as well as wood briquettes without binding adhesives. The most suitable fuel materials are dry split wood (logs). Logs stored outdoors reach a moisture content of 10% to 15% after 2 years, at which they are most suitable for burning. We recommend burning as much dry wood as possible. Roughly cut wood has a low caloric effect, high humidity, burns poorly, emits a lot of smoke gases and contributes to faster clogging of chimneys and chimneys. This leads to a significant shortening of the lifetime of the fireplace. When using them, the power of the device drops to 50%, and fuel consumption doubles.

**ATTENTION:**

It is not recommended to use the following fuels in the fireplace:

- damp or resinous wood;
- waste;
- paper and cardboard (except for burning);
- the fireplace should not be used as a waste incinerator.

**The use of liquid fuels is prohibited**

If unauthorized combustible materials are used in the appliances, the warranty is void.

4.2 Initial lighting of fireplaces and solid fuel stoves "ZVEZDA"

**ATTENTION:**

When lighting the appliances for the first time, remove all accessories from the ashtray and combustion chamber!



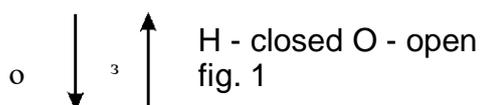
4.3. Ignition during operation

Your fireplace / cooker is designed and intended for intermittent burning mode. Each ignition of the device is carried out in the following sequence

- load paper and thin wood kindling on the grill and light them.

- open the primary air damper. The oxygen needed for the above enters through the opening of the ashtray and passes through the opening of the grill into the combustion chamber. By adjusting the damper opening, the oxygen can be dosed. When the flame is colored red and has smoky ends, this is a sign of a lack of primary air. When the same is bright and straw yellow - almost white, primary air is in excess. The damper closes after the fuel is heated.

The action of the oven scraper on the stoves is given in Fig.1 below:



ATTENTION:

When igniting, the use of flammable and combustible liquids (diesel, gasoline, alcohol, etc. flammable materials) is absolutely prohibited.

If the fuel is difficult to ignite, provide an additional amount of air necessary for combustion by opening the ashtray shutter for a short time.

After burning the fuel during subsequent refueling, it is necessary to carefully open the fire door to avoid smoke entering the room;



ATTENTION:

When operating the appliance, the combustion chamber must be permanently closed!

When the device is in operation, do not open and close the fire door of the "ZVEZDA" solid fuel fireplaces and stoves with unprotected hands.

If long-term cooking/heating is required, fuel is periodically added to the fireplace, and this is done after burning the volatile substances and the formation of embers.

Regularly clean the ashtray of the ash so that it does not hinder the entry of the air necessary for combustion;



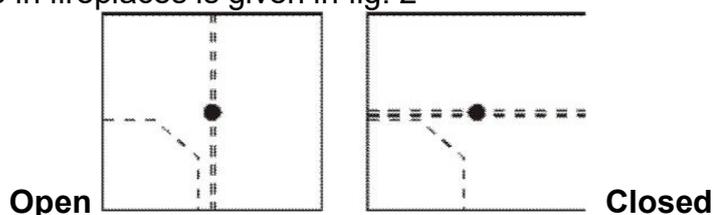
ATTENTION:

The ashtray can only be removed for cleaning when the appliances have cooled down!

4.4 Operation at adverse climatic conditions conditions

At the beginning of the heating season (when the outside temperatures are still high) disturbances in the draft of the chimney may occur, so that the warm exhaust gases cannot escape completely. In this case, the fireplace should be loaded with more limited amounts of fuel (dry wood) and the primary air damper should be slightly open so that the available fuel can burn faster (with a flame) and thus to heat the chimney and stabilize the draft.

The action of the flap in fireplaces is given in fig. 2



5. SAFETY INSTRUCTION

The safe operation and operation of fireplaces is guaranteed subject to compliance with the following requirements:

- follow the manufacturer's instructions;
- observe the fire safety instructions;

During the installation and operation of the devices, the following additional conditions must also be observed:

**ATTENTION!**

Never leave the appliances unattended during operation. Do not touch the hot surfaces of the appliances.

**ATTENTION!**

When the device is in operation, do not open and close the fire door with unprotected hands.

**ATTENTION:**

In the case of prolonged overloading of the devices above the permissible capacity when using unsuitable or non-recommended fuels, the manufacturer does not guarantee safe and trouble-free operation!

- always install the appliances on a non-combustible floor;
- when igniting, do not use flammable liquids;
- the combustion chamber door must always be tightly closed, even when the appliances are not working;
- the devices and kyunci must stand as indicated in the table. 1 distances from combustible objects and constructions, according to Ordinance No. 2 on the Fire Protection Construction and Technical Standards (PSTN);
- it is not allowed to include the chimneys in the chimney vertically through floor structures, according to Article 490 of Ordinance No. 2 on PSTN;
- it is forbidden to place combustible materials and objects on the appliances and in their immediate vicinity;
- no changes to the construction by the user are allowed;
- if there is a risk of fire, immediately stop refueling the appliances with a new portion of fuel. Do your best to locate the hazard. Seek the help of specialized authorities;

**ATTENTION!**

Do not use the niche under the combustion chamber for storing wood, it is decorative!

6. OPERATING INSTRUCTIONS FOR FIREPLACE AND COOKING STOVES WITH WATER HEAT EXCHANGER

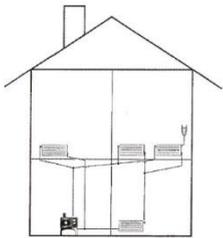
The ZVEZDA fireplace and cooking stoves with a water heat exchanger work on the principle of a boiler for water heating. The advantage of this type of heating systems is the maximum use of the heat released during the combustion process. In this method, the heat from the combustion chamber is taken to remote and hard-to-reach rooms for ordinary heat exchange in order to maintain a uniform temperature and thermal comfort.

Basic rules and recommendations

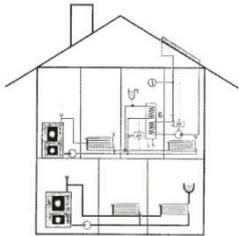
- The installation must be connected to the atmosphere with an open expansion vessel,

the pressure at the lowest point being no more than 150 kPa (1.5 at)

- To ensure ventilation of every branch and element of the installation at every moment of operation and.
- All elements of the installation must be secured against freezing, especially if the expansion tank or other parts of it are located in unheated rooms.
- In installations with forced circulation, the pump must be provided with a backup power supply - a battery with a converter 12V/220V/50Hz in autonomous mode.
- The first service cleaning of the pump filter should be carried out immediately after testing the installation.
- If an old installation is used, it must be repeatedly flushed from accumulated dirt that would settle on the surfaces of the water jacket.
- Do not use coal
- Do not use fresh and wet wood or biomass.
- Do not drain circulating water from the installation during the non-heating season.
- Chemical treatment of circulating water is not recommended.

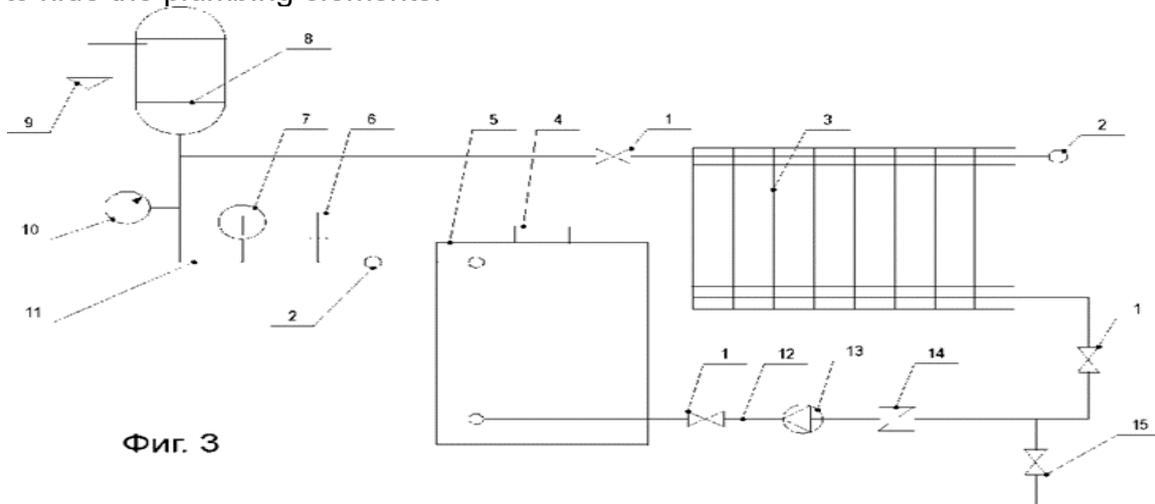


Scheme 1 - shows a gravity heating installation on two floors with distribution of hot water on the ceiling or on the floor.



Scheme 2 - principle combined heating system with solid fuel stove, electric boiler with water coil and solar panel. For the economic efficiency of the system and the constant availability of cheap and hot water, a qualified installation of automation is required to control the heat flows from and to the solar panel and the water heater.

Scheme 3 - single-floor heating is forced circulation. The advantage of this scheme is the ability to hide the plumbing elements.



Фиг. 3

- | | |
|--------------------------|--|
| 1. Shut-off valve | 2. Deaerator |
| 3. Radiator | 4. Fireplace |
| 5. Collector | 6. Thermometer |
| 7. Pump thermostat | 8. Open expansion vessel |
| 9. Sewerage, waste water | 10. Pressure gauge |
| 11. Hot water pipeline | 12. Cold water pipeline |
| 13. Pump | 14. Filter |
| | 15. Shut-off valve for filling and emptying a system |

The common prerequisite for all three schemes is the principle of the expansion tank. It must be open to the atmosphere, which means that its location is at the highest point in the system. Its volume can be defined as 0.1 part of the volume of the entire installation. The deviation from the combustion chamber to the expansion vessel in gravity systems should be between 2 and 8 meters. Filling and draining of the systems is done with a hose through a faucet installed at the lowest accessible section. During the first 3-4 ignitions, the formation of condensation on the surfaces of the water jacket is possible, which, depending on the humidity of the fuel and the temperature of the incoming water, can reach 0.3 liters per ignition. The scum that forms reduces the sharp temperature difference and the amount of condensation. It is forbidden to use membrane expansion vessels, as well as any other fittings leading to an increase in pressure above atmospheric, regardless of the circulation scheme.

It is recommended that the installation be carried out by a qualified specialist

7. MAINTENANCE AND CLEANING

Appliances are cleaned after complete combustion of the fuel and extinguishing of the embers. After it is determined that the combustion process is complete, open the fire door and clean the grill of waste products. Discard the contents of the ashtray in a safe place.



ATTENTION:

Do not forcefully extinguish the appliances with water, this leads to rapid corrosion of their metal parts. Clean the sides of the devices from dirt with a soft cloth.

Periodically check the flue pipes and chimney for accumulations and blockages. Clean if necessary.

Before the start of the heating season:

- check the integrity of the firebricks and, in case of cracks and breaks, replace them with original ones;
- check the condition of the fire grill. Proper cleaning and maintenance of the appliances ensures the preservation of the appearance and operational characteristics.

8. POSSIBLE DEFECTS AND THEIR CAUSES

| Defects | Reasons for them |
|---|--|
| <u>1. When ignited, the device smokes</u> | <ul style="list-style-type: none"> - the chimney or chimneys are not sealed; - incorrectly sized chimney; - open door of another appliance connected to the same chimney; |
| <u>2. The room is not heated</u> | <ul style="list-style-type: none"> - more heat is needed - bad fuel; - there is a lot of ash on the grill; - not enough air is supplied; |
| <u>3. The device emits a lot of heat</u> | <ul style="list-style-type: none"> - the ashtray is open; - undersized stallion (great draft); - damaged grill (burnt grill); |
| <u>4. There is damage to the grill</u> | <ul style="list-style-type: none"> - the device has been repeatedly overloaded; - non-standard fuel was used; - a large amount of primary air is supplied; - the draft of the chimney is very large; |

STANDARDS USED:

BDS EN 13240:2006 / AC:2020 "About heating devices for rooms operating on solid fuel. Requirements and test methods"

BDS EN 12815:2001/AC:2020 "Domestic cooking stoves operating on solid fuel. Requirements and test methods"

BDS EN 13 229 :2006 / A2:2006 " Built-in appliances including solid fuel fireplaces. Requirements and test methods"

WARRANTY CARD FOR FIREPLACE AND COOKING STOVES FOR SOLID FUEL "ZVEZDA"

The devices are manufactured in accordance with the requirements of the BDS and comply with the approved technical documentation

The manufacturing plant guarantees proper operation of the device for **24 (twenty-four) months** from the day of its sale, in the commercial network, provided that all requirements for proper transportation, installation and operation are met.

The commercial guarantee is based on Art. 40 in connection with Art. 32 to Art. 37 of the Act on the provision of digital content and digital services and on the sale of goods.

Art. 40. (1) The application for the provision of a commercial guarantee shall be provided to the consumer on a durable medium at the latest upon delivery of the goods.

(2) The application for granting a commercial guarantee includes the following information:

1. a clear indication that, in case of non-conformity of the goods, the consumer has legal remedies against the seller, which are not associated with costs to him, and that the commercial guarantee does not affect these remedies of the consumer;
2. the name and address of the person providing the commercial guarantee;
3. the procedure that the user must follow in order to obtain the fulfillment of the commercial guarantee;
4. indication of the goods to which the commercial guarantee applies, and
5. the conditions of the commercial guarantee.

(3) The information under para. 2 should be clear, understandable and easy to read. The information must be provided in Bulgarian.

(4) Non-compliance with some of the requirements of para. 2 and 3 does not affect the binding nature of the commercial guarantee for the person who provided the guarantee, and the consumer can refer to it and claim the fulfillment of what is stated in the application for the provision of a commercial guarantee.

Art. 32. (1) Any nonconformity which appears within one year after the delivery of the goods shall be deemed to have existed at the time of delivery, unless the contrary is proved, or if such presumption is inconsistent with the nature of the goods or with the nature of the discrepancy.

(2) The provision of para. 1 also applies to goods containing digital elements.

(3) In the case of goods containing digital elements, and when the contract of sale provides for the continuous provision of digital content or a digital service within a certain period of time, the burden of proof as to whether the digital content or the digital service met the compliance requirements, within the period under Art. 31, para. 3 or 4 is borne by the seller for non-conformity that appears within this period.

Art. 33. (1) When the goods do not meet the individual requirements for compliance with the contract, the objective requirements for compliance and the requirements for mounting or installing the goods, the consumer has the right:

1. to file a complaint, asking the seller to bring the goods into compliance;
2. to receive a proportional reduction in price;
3. to cancel the contract.

(2) In the cases under para. 1, item 1, the consumer can choose between repair or replacement of the goods, unless this proves impossible or would lead to disproportionately large costs for the seller, taking into account all the circumstances of the specific case, including:

1. the value that the goods would have had there been no lack of conformity;
2. the significance of the discrepancy, and
3. the ability to provide the other means of protection to the consumer without significant inconvenience to the consumer.

(3) The seller may refuse to bring the goods into conformity if the repair and replacement are impossible or if they would result in disproportionately large costs for him, taking into account all the circumstances, including those under para. 2, items 1 and 2.

(4) The user has the right to a proportional price reduction or to cancel the sales contract in the following cases:

1. the seller has not repaired or replaced the goods according to Art. 34, para. 1 and 2 or, when applicable, has not performed repairs or replacements pursuant to Art. 34, para. 3 and para. 4 or the seller has refused to bring the goods into compliance according to para. 3;
2. a discrepancy has appeared despite the actions taken by the seller to bring the goods into compliance; in case of non-conformity of durable goods and goods containing digital elements, the seller has the right to make a second attempt to bring the goods into conformity within the warranty period under Art. 31;
3. the non-conformity is so serious as to justify an immediate price reduction or cancellation of the sales contract, or
4. the seller has stated or it is clear from the circumstances that the seller will not bring the goods into conformity within a reasonable time or without significant inconvenience to the consumer.

(5) The user has no right to cancel the contract if the discrepancy is minor. The burden of proof as to whether the discrepancy is minor is on the seller.

(6) The consumer has the right to refuse payment of the remaining part of the price or part of the price until the seller fulfills his obligations to bring the goods into conformity.

Art. 34. (1) The repair or replacement of the goods shall be carried out free of charge within a reasonable time from the time the seller is notified by the consumer of the non-conformity and without significant inconvenience to the consumer, taking into account the nature of the goods and the purpose for which they were needed of the user.

(2) For goods other than goods containing digital elements, the repair or replacement of the goods shall be carried out free of charge within one month from the notification to the seller by the consumer of the non-conformity and without significant inconvenience to the consumer, taking into account the nature of the goods and the purpose for which they were needed by the consumer.

(3) When the non-conformity is eliminated by repairing or replacing the goods, the consumer makes the goods available to the seller. When replacing the goods, the seller takes the replaced goods back from the consumer at his own expense.

(4) Where the carrying out of repairs requires the dismantling of the goods which were installed according to their nature and purpose before the non-conformity appeared, or where

these goods must be replaced, the seller's obligation to repair or replace the goods includes the dismantling of the goods, which do not conform, and the installation of the replacement goods or the repaired goods, or bearing the cost of dismantling and installing the goods.

(5) The user does not owe payment for the usual use of the replaced goods for the time before their replacement.

Art. 35. The price reduction is proportional to the difference between the value of the goods received by the consumer and the value the goods would have had there been no lack of conformity.

Art. 36. (1) The consumer exercises his right to cancel the contract by means of an application to the seller, with which he notifies him of his decision to cancel the sales contract.

(2) When the non-conformity applies only to some of the goods delivered under the sales contract, and there is a reason for canceling the contract according to Art. 33, the consumer has the right to rescind the contract of sale only in respect of those non-conforming goods and in respect of all other goods which he has acquired together with the non-conforming goods, if it cannot reasonably be expected that the consumer will agree to keep only the goods that conform.

(3) When the consumer cancels the sales contract in whole or in part only with respect to some of the goods delivered under the sales contract, the consumer returns these goods to the seller without undue delay and no later than 14 days from the date on which the consumer has notified the seller of his decision to cancel the sales contract. The deadline is considered to have been met if the consumer has returned or sent the goods back to the seller before the expiry of the 14-day period. All costs for returning the goods, incl. shipping of the goods are at the expense of the seller.

(4) The seller reimburses the consumer for the price paid for the goods after receiving them or upon presentation by the consumer of proof of their dispatch to the seller. The seller is obliged to refund the amounts received using the same means of payment used by the user in the initial transaction, unless the user has expressed his express consent to use another means of payment and provided that this is not associated with costs for the user.

Art. 37. (1) The user may exercise his rights under this section as follows:

1. for goods, other than goods containing digital elements, within a period of up to two years from the delivery of the goods;

2. for goods containing digital elements, when the sales contract provides for a one-time provision of digital content or a digital service, regardless of whether the discrepancy is due to the physical or digital elements of the goods, within a period of up to two years from the delivery of the goods and the



provision of the digital content or the digital service or within the time period specified in art. 31, para. 1 and 2, without hindering the application of Art. 28, para. 3, item 1;

3. for goods containing digital elements, when the sales contract provides for the continuous provision of digital content or a digital service for a certain period of time, regardless of whether the discrepancy is due to the physical or digital elements of the goods, within a period of up to two years, counting from the delivery of the goods and from the start of continuous provision of the digital content or digital service;

4. for goods containing digital elements, when the sales contract provides for the continuous provision of digital content or digital service for a period longer than two years, and the discrepancy is due to the digital elements of the goods, the consumer may exercise his rights under this section within the term of the contract.

(2) The term under para. 1 stops running during the time necessary to repair or replace the goods.

(3) The exercise of the user's right under para. 1 is not bound by other deadlines for filing a claim, other than those under para. 1.

The manufacturing plant satisfies all complaints, **except in cases where:**

- the user cannot provide evidence of the purchase of the device, according to Art. 125, paragraph (4) of the Consumer Protection Act and/or this warranty card;
- broken glass, ceramic on the appliance, firebricks and cast iron grates;
- an attempt has been made to remove the defect by the buyer or by other persons not authorized by the manufacturer;
- the requirements for installation and operation specified in this instruction have not been met;
- the defects were received in a transport selected by the user;
- the complaint refers to defects, shortages, shortages and others, due to which the device was purchased as revalued.

If the specialists from the service bases determine that the cause lies with the manufacturer, a free repair, replacement or return of the paid amount is carried out. During the downtime of the unit while the claim is in progress, the dealer or repairer is not obliged to provide a replacement unit.

ATTENTION!

The warranty is only valid if it is completed legibly, signed and stamped.



"STAR" SOLID FUEL FIREPLACE AND COOKING STOVES

Model:

Date of production20 years. Factory No.

Checked OTKK / print /

The fireplace has been handed over to the buyer in working

order

.....
buyer's first and last name)

living in city, address:

from a commercial enterprise (firm).....gr.....

with invoice / k. voucher No.....from

(date of sale)

BUYER:
(signature)

SELLER:
(signature and stamp)

ACT OF ACCEPTANCE

| Customer | Transmission date | Equipment | Device model | Date of receipt at the factory |
|----------|-------------------|-----------|--------------|--------------------------------|
| | | | | |
| | | | | |
| | | | | |

LOG OF REPAIRS PERFORMED DURING THE WARRANTY PERIOD

| Service | Date of admission in the workshop | Order no | Type of repair performed | Transmission date | Done the check |
|---------|-----------------------------------|----------|--------------------------|-------------------|----------------|
| | | | | | |
| | | | | | |
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| | | | | | |
| | | | | | |

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