



SHAFFER PRO

THE PRACTICAL GUIDE

Caring for your pellet stove

Simple care. Lasting warmth.



CLEANING • SWEEPING • PRACTICAL ADVICE

ENGLISH • UK

A little routine. Greater peace of mind.

THE PRACTICAL GUIDE

Thank you for choosing Shaffer Pro. This guide helps you clean the accessible parts of your stove and recognise when a qualified professional is needed.



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GOOD PRACTICE

Your appliance manual is the main reference: access points, tools and cleaning intervals vary between models.

Technical photographs from the original Shaffer Pro guide. Cover and ash-cleaning materials: generated illustrations, not installation diagrams. This guide complements the manuals; it is neither a diagnosis nor a sweeping certificate.

Before you begin

01

The stove must be completely cold.

1 Shut down correctly

Switch the stove off using its controls. Wait for the fan cycle to finish and the appliance to cool fully before unplugging it, following the manual.

2 Protect the work area

Cover the floor and keep children away. Wear a well-fitting particulate respirator suitable for soot and fine ash, together with eye protection and gloves. Check that no embers remain.

3 Gather your equipment

A vacuum suitable for cold ash, a soft brush, a cloth, a suitable metal container, and the stove and sweeping-kit manuals.

GOOD PRACTICE

Never vacuum embers. An ordinary household vacuum is not suitable for ash. Follow the instructions supplied with your ash vacuum.

Your equipment checklist.

The equipment from the original guide, with the purpose of each item.

Ash vacuum

For fully cold ash and fine dust. Check the filter, container and operating instructions.

Bit set and screwdriver

For screws on parts you are permitted to remove. Use the correct bit to avoid damaging screw heads.

Brush or paintbrush

A soft brush for fragile surfaces; a wire brush on the burn pot only if the manufacturer allows it.

Powered screwdriver, if suitable

Only for designated fixings, with controlled tightening. This does not authorise rotating sweeping rods with a drill.

Sweeping brush and rods

A nylon brush and rods compatible with the flue. Material, diameter and connections must suit your installation.

GOOD PRACTICE

Also prepare a well-fitting particulate respirator suitable for soot and fine ash, gloves, eye protection, a cloth, floor covering and a metal ash container.

03

Clear the ash. Lift out the burn pot.

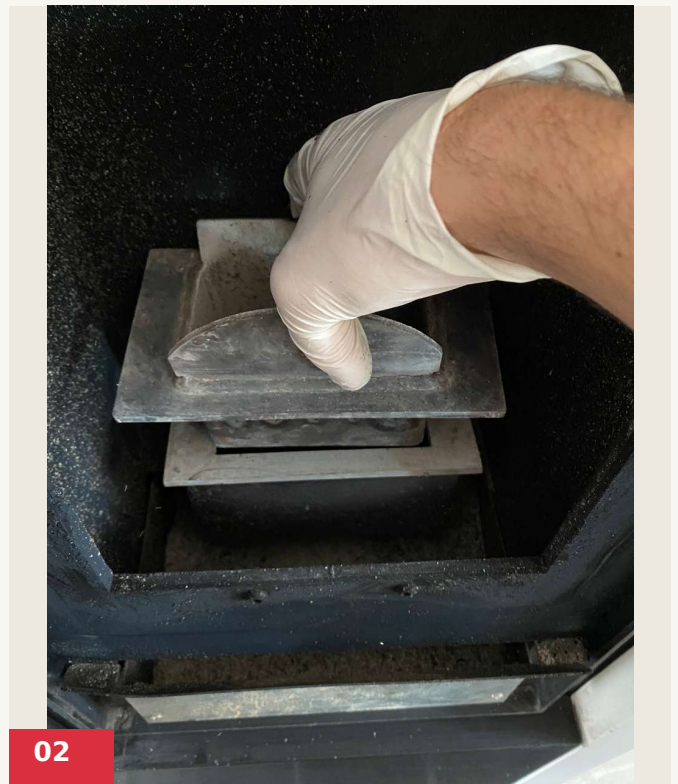
Stove cold and unplugged, after the shutdown cycle has finished.



01

Clear loose ash

Vacuum loose ash around the burn pot before lifting it. Do not push debris towards the openings or igniter.



02

Lift out the pot

If the manual allows it, remove the burn pot without forcing it. Note its orientation and place it on a protective surface.

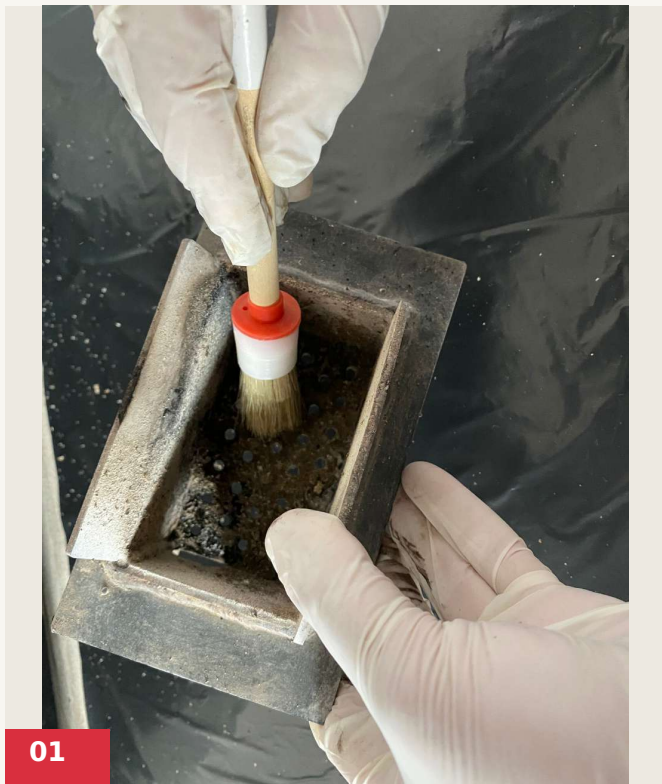
GOOD PRACTICE

Burn pots are removed differently on different stoves. If it resists, check the manual; do not force the housing.

04

Brush, empty and inspect.

Clear openings allow combustion air to pass through.



Brush the openings

Use the recommended tool to loosen deposits. Clear the holes without enlarging them or damaging the pot.



Collect the debris

Empty the deposits into a suitable container. Check for cracks or distortion before refitting the part.

GOOD PRACTICE

The photo shows a collection bowl. For storing or disposing of ash, use a suitable metal container, away from combustible materials.

05

The firebox, area by area.

Work gently, only on surfaces the user is allowed to access.



01

The walls

Brush permitted surfaces, then vacuum. Avoid knocking fragile liners, sensors or baffles.



02

The seating area

Vacuum the burn-pot housing and seating surface. Refit the pot the right way round and make sure it sits correctly.



03

The ash pan

Empty cold ash and refit the pan correctly. Do not allow deposits to overflow.

GOOD PRACTICE

Place ash in a suitable metal container on a non-combustible surface, away from combustible materials. Allow it to cool completely before disposal.

Know when to call a professional.

Routine cleaning and technical servicing work together.

01

Tasks for the user

Burn pot, ash pan, glass and firebox surfaces: carry out only the user-maintenance tasks listed in the manual.

02

Tasks for a professional

Flue-gas extractor, fans, electrical components, combustion settings, service access points and flue-system leak checks.

GOOD PRACTICE

A screwed cover is not necessarily a user access panel. Do not move the stove or disconnect the flue without the correct procedure.

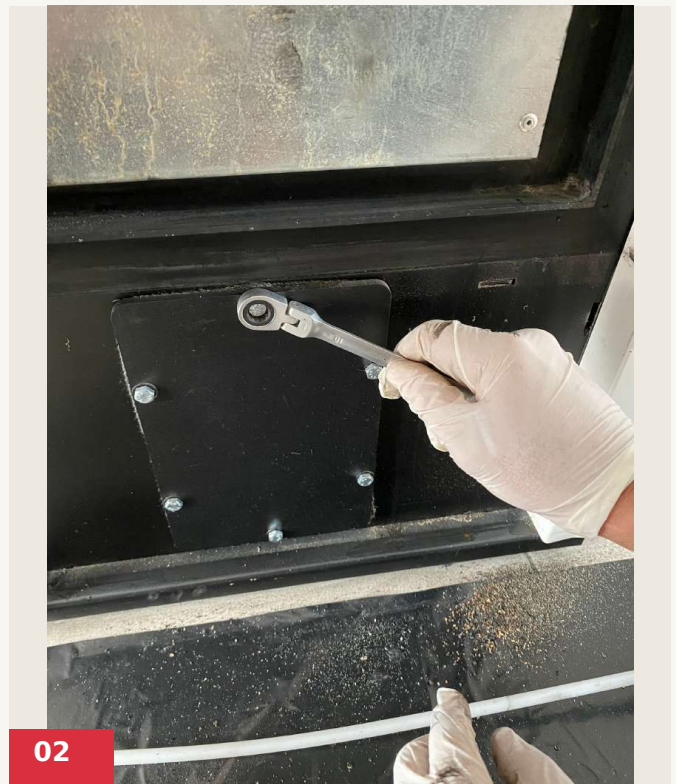
Opening the lower access panel.

Example on the photographed stove; only if your manual permits this access.

**01**

Remove the cover panel

Identify the lower panel fasteners. Remove the panel as instructed and keep its fixings safely to one side.

**02**

Open the inner cover

If this is a user access point, unscrew the cover. Note its position and protect the sealing gasket.

GOOD PRACTICE

The purpose of this opening varies by model. If it exposes the extractor, electrical parts or a service-only area, leave the work to a qualified professional.

08

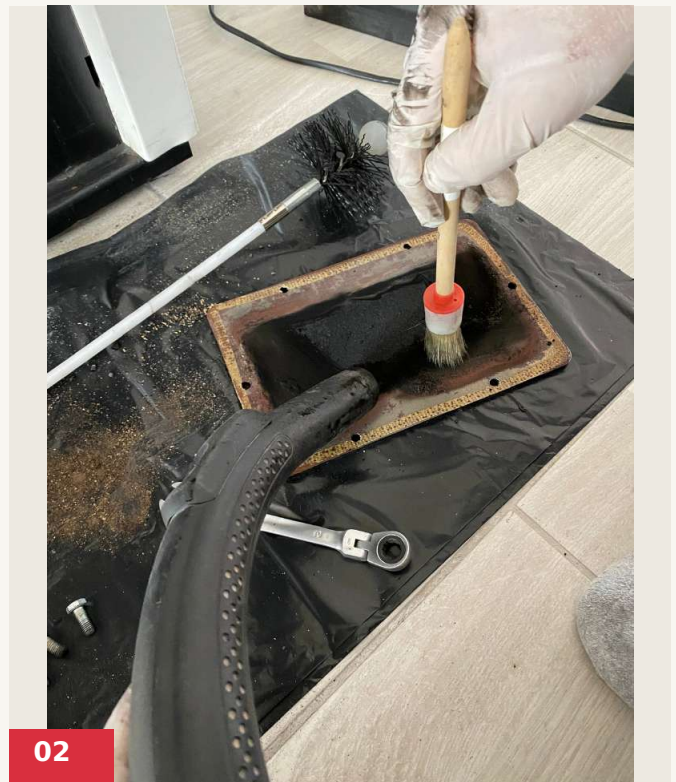
Clean the access area. Then close it correctly.

Do not touch cables, sensors or moving parts.



Vacuum deposits

Vacuum cold ash within the permitted accessible area. Do not push the nozzle into unidentified passages.



Clean the cover

Brush and vacuum deposits from the cover. Avoid brushing or vacuuming a fragile gasket directly.

GOOD PRACTICE

Reassemble in reverse order. Check the gasket, cover seating and specified tightening. A damaged or missing gasket, or any doubt about sealing, requires inspection before restarting.

Assemble the rods. Understand the joints.

A threaded connection is not the same as a positive locking mechanism.

1 Brush and first rod

Fit a compatible brush and check that it is secure. Add a second rod only when it helps you advance while retaining control.

2 Quick Lock or screw joints

The original guide mentions Quick Lock. This name applies only to a kit actually equipped with that system. For screw joints, follow the manual and avoid any unscrewing movement.

3 Passing bends

Flexible rods may help with a compatible 45° bend. They cannot pass every bend: diameter, radius and layout matter. Never force them.

GOOD PRACTICE

Add rods gradually, keep a grip on the assembly and collect soot with suitable equipment. Universal compatibility is not guaranteed.

Identify the flue connection.

10

The flue system must remain correctly sealed after any intervention.



01

Confirm shutdown

The photo identifies the stove controls: the display does not prove that the stove is cold. Wait for shutdown to finish, then unplug as instructed.



02

Identify the access point

Locate the tee, elbow and designated removable parts. Photograph the assembly and protect the floor before opening anything.

GOOD PRACTICE

Do not pull the stove to free the flue. If moving the stove or technically disconnecting it is necessary, use a qualified professional.

Remove only designated parts.

The photos show a removed elbow and the connection in place.



01

The removed elbow

Where the procedure permits, remove the specified part without force. Collect soot and check its seating surfaces and seals.



02

The connected flue

Do not dismantle fixed sections or supports. Note the direction of the joints and follow the manufacturer's reassembly instructions.

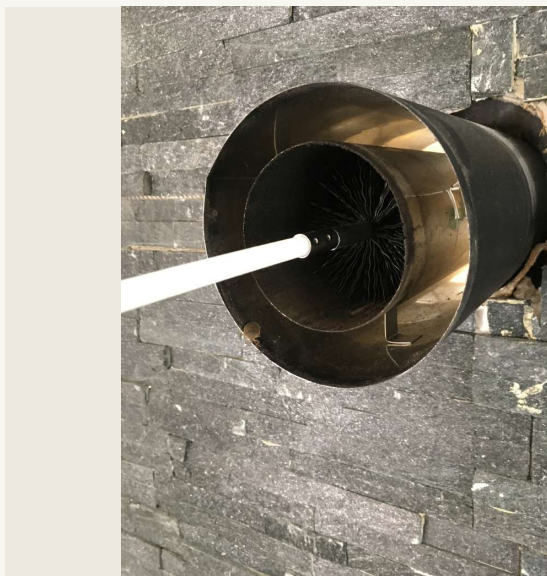
GOOD PRACTICE

Choose a brush compatible with the flue material and diameter. Before reuse, all joints and seals must be correctly refitted. If in doubt, have the seal integrity checked.

Make progress. Never force it.

12

Manual sweeping principles, subject to the kit and flue instructions.



01

Assemble

Attach the brush to the first rod. Check every connection before inserting it.



02

Advance

Use gentle back-and-forth movements. Add rods gradually and stay within the kit's limits.

03

Withdraw

Keep control of the rods, watch the connections and collect soot through the designated access point.

GOOD PRACTICE

Wear a well-fitting particulate respirator, eye protection and gloves before brushing or collecting soot. Avoid stirring up dust: do not blow on deposits. If the brush jams or resistance feels unusual, stop. Do not turn in the direction that loosens the joints. Do not use a drill unless explicitly approved for your kit.

Bring back clear glass.

Always clean the glass when it is completely cold.



1 Start gently

Use a soft, slightly damp cloth if the manufacturer allows it.

2 Treat marks

If needed, use a cleaner suitable for the stove glass. Apply it to the cloth and avoid seals, painted surfaces and drips.

3 Wipe and dry

Dry with a clean cloth. Avoid scrapers and abrasive pads.

GOOD PRACTICE

Even sieved ash can contain abrasive particles. Only use the ash-cleaning method if the manufacturer's instructions permit it.

The money-saving ash-cleaning tip.

Reuse a little ash and paper, without buying a glass cleaner.



What you need

A little water, soft kitchen paper or newspaper if permitted, fine cold ash, gloves and clean paper for finishing.

Preparation

Remove coarse residue: no hard grit, charcoal pieces or foreign material. Prepare only a small quantity of ash.

GOOD PRACTICE

Use only if the manufacturer permits it on your glass. Sieving does not guarantee the absence of abrasive particles. Do not use on special coatings without the manufacturer's approval.

Glass cleaning with ash, in four steps.

Cold glass; fine ash; light pressure; keep clear of the seals.

**01****Dampen**

Lightly dampen the paper. It should not drip.

**02****Pick up ash**

Take a small dab of fine ash on the damp area.

**03****Rub gently**

Wipe the marks without pressing hard. Stop if particles grate or you feel unusual resistance.

**04****Wipe and dry**

Remove residue with clean, slightly damp paper, then dry. The final photo shows the result on this stove.

GOOD PRACTICE

Do not allow water or the mixture to run onto seals or paint. If marks remain, use the cleaner or method recommended in the manual.

Maintenance intervals to remember.

Benchmarks from the original guide: always adapt them to your stove manual.

Firebox cleaning

Original benchmarks: daily for top-fed appliances; twice a month for bottom-fed appliances. Use these intervals only if your manual confirms them.

Glass cleaning

Practical benchmark: daily to weekly, depending on deposits and use. Always clean cold glass with an approved method.

Emptying the ash pan

The original guide suggested twice a week to once a month. Pan capacity and fuel use determine the need: do not wait for overflow.

Flue sweeping

Original benchmark: twice a year, once during the heating season. Confirm the required schedule for your installation and location.

Full servicing

Plan an annual visit by a qualified professional. The 1,800–2,000-hour benchmark applies only if specified by your manufacturer; follow its stated deadline.

GOOD PRACTICE

These benchmarks do not replace local requirements, the manual or insurance conditions. Personal cleaning and chemical products do not replace any required professional sweep.

Observe. Then act.

The same symptom can have several causes.

Glass blackens very quickly

When cold, check the cleaning points listed in the manual. If the problem persists, arrange an inspection.

Failed ignition or unburnt pellets

Do not keep attempting to restart. Follow the manufacturer's procedure and have recurring faults checked.

Unusual noise or repeated alarms

Note the displayed code. Shut down as instructed and do not dismantle the motor or extractor.

Damaged seal or cracked glass

Do not use the stove until it has been inspected and repaired appropriately.

GOOD PRACTICE

Smoke indoors, a carbon monoxide alarm or someone feeling unwell: leave the building and call emergency services from outside (999 or 112 in the UK). Do not use the stove again until it has been checked.

Your maintenance record.

Keep it with the manuals and certificates.

Stove model	Kit reference / flue diameter
Professional / telephone	Next scheduled visit

Date	Work carried out	Notes / next due date

Before restarting

- ☐ Burn pot and ash pan correctly refitted.
- ☐ Access points closed, no tools left inside, no visible faults.

A question about your kit? Contact Shaffer Pro through your order’s messaging service and include the kit reference.

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A well-kept stove. Ready for the season.

Thank you for your trust. The Shaffer Pro team.



This guide brings together routine care, dismantling examples, sweeping and cleaning tips from the original ebook. The checks and maintenance record help you keep track of the work.



A question about your kit?

Contact.shafferpro@gmail.com

Include the kit reference and stove model. A photograph of the part or connection helps us understand your enquiry.