

HEAT FAQ's

- **DETAILED INFORMATION IS AVAILABLE IN THE USER GUIDE**

<https://chesneys.co.uk/wp-content/uploads/2019/02/HEAT-User-Guide-2019.pdf>

- **Can the units stand on grass?**

The base on which the unit stands must be firm and level. Standing on grass which is moist and/or un-level is not recommended. If standing on a suitable grassed area please take care when refuelling as hot ash may fall out of the door and burn the grass.

- **Can I use the unit inside or under a canopy?**

You cannot use the units inside a dwelling, gazebo, canopy or any enclosed space where the chimney exhausts into.

- **Can I extend the chimney?**

Additional chimney lengths are available to purchase. You can purchase a single 1m length or an extension kit which incorporates a baffle for slow roasting control, bend kits are also available to offset the chimney.(add link to spares shop)

- **Can the units be easily moved?**

An optional accessories trolley is available to purchase. Never use the side tables to manoeuvre the unit. **Caution:** Moving the appliance without the trolley could cause damage to the levelling feet.(link to shop page for trolley) 2019 models are fitted with 4 castors on the gourmet Range and 2 rear wheels on the Clean Burn and Heat & Grill.

- **How long does it take to reach cooking temperature?**

If Chesneys charcoal is being used the unit will reach cooking temperature in 15-20 minutes. A further period of 15 minutes will be required to stabilise the cooking temperature. (link to shop page for charcoal)

- **What is the warranty on the product?**

The unit is provided with a 5 year guarantee on the body and a 12 month warranty on non-consumable parts such as the door, handle, door mechanism, hinges and air plates. Items such as fire bricks, baffles, glass, rope seal, ash pans and grills are consumable items and are not covered by warranty. These items will deteriorate over time and will need replacing. (link to shop page for spares). As an outdoor product is exposed to sun, rain, snow, wind and other weather elements it is expected that maintenance will be required to preserve the appearance and operation of the appliance. Wear and tear including surface corrosion is to be expected. Wooden side shelves are a natural material and not covered by warranty. Side shelves should be removed and stored in a dry place when not in use. Shelves should not be used as a chopping board and should be treated using a food safe worktop wax oil as required.

Coastal Areas: Units located within 10 miles/16 kilometres of the coast will be subject to increased moisture and salt levels and more frequent maintenance will be required. (add link to warranty information)

- **Can it be installed on decking?**

The base on which the unit stands must be firm and level. There is no downward heat below the log store. If standing on a decked area please take care when refuelling as hot ash may fall out of the door and burn the decking. Standing the unit on a stone base is a way of protecting the wooden decking.

- **What is the product made of?**

The appliances are made from a combination of steel, cast iron and stainless steel.

- **Why is it better to cook on charcoal rather than gas?**

Charcoal is a natural product that is carbon neutral and is available in handy 10kg bags direct from our website. (link to shop page for charcoal).

- **What colours is the HEAT range available in?**

The HEAT range is available in Black Only. (link to Products page)

- **Do the stainless steel handles get too hot to touch?**

The appliance has been designed so the handles stay cool. We would however advise to always use caution and use the gloves provided. Handles and other steel surfaces can get hot when in direct sunlight so caution should be taken.

- **Does the unit get very hot?**

The HEAT range is a dual function BBQ and heater so yes it will become hot. It is designed to radiate heat. The units should be used by a responsible adult and not left unattended if there is risk to children, animals or elderly.

- **How do I remove the ash?**

There is an ash box in the base of the burn chamber that can be lifted out and emptied when the appliance is cold. Never attempt to empty the ash box when the ash is hot a scoop is provided with each unit. You should clean the unit out after each use.

- **What is supplied with the unit?**

	gloves	scoop	cover	charcoal	wheels/castors	thermometer	shelves	chimney	user guide
Clean Burn	yes	yes	no	no	2 rear wheels	no	no	1m	yes
Heat and Grill	yes	yes	no	no	2 rear wheels	analog	metal	1m	yes
Garden Gourmet	yes	yes	yes	yes	4 castors	digital	wood	1m	yes
Garden Party	yes	yes	yes	yes	4 castors	digital	wood	1m	yes

- **How do I clean the unit?**

We recommend occasional cleaning using a lightly damp cloth. Allow the unit to fully dry before placing over the weatherproof cover.

- **Can I cook with the lid up?**

The unit is designed to cook with the lid closed, the thermal rotation gives better results and reduces the need to continually turn the food on the grill.

- **What is the distance the units can be to a wooden fence?**

As the units are designed to radiate heat we would recommend a minimum safe distance to any combustible material to be at least 200mm (20cm) or 8".

- **Do I have to cook with charcoal or can you also cook with wood?**

We would recommend cooking with charcoal and heating with wood. To cook with wood you first have to burn the wood to charcoal form, this will take at least 1 hour. Chesneys charcoal is a stable fuel that is easy to light and easy to control the temperature, wood fuel can be random and therefore more difficult to control at a constant temperature. (link to shop page for fuels)

- **Can I leave the unit outside and will it rust?**

The unit is finished using weatherproof paint, however we would always recommend that when not in use the weatherproof cover provided is placed over the unit for additional protection from the elements. Never use the cover when the appliance is hot. If you are using the wooden side shelves then these should be removed and kept dry when not in use. As an outdoor product is exposed to sun, rain, snow, wind and other weather elements it is expected that maintenance will be required to preserve the appearance and operation of the appliance. Wear and tear including surface corrosion is to be expected. This is cosmetic and can be remedied with maintenance and does not detract from the operation of the product.

Coastal Areas: Units located within 10 miles/16 kilometres of the coast will be subject to increased moisture and salt levels and more frequent maintenance will be required.

- **What can I do to reduce the smoke from the chimney?**

Increase the furnace temperature 400 degrees C by pulling out the air control lever. Always use good quality fuel and ensure it is dry. (link to shop page for fuels)

- **My glass has gone black and the fire will not burn?**

Always use good quality fuel and ensure it is dry, below 20% moisture. Remove the rain cap this should never be used in Heating mode, the glass will clear over a period of time and the fire stabilises. (link to shop page for fuels)

- **Can I burn coal for heating?**

No. Coal should not be used as it can damage the appliance and will void the warranty.

- **What is the heat output and efficiency?**

The HEAT range of barbecue heater are designed for outdoor use, the heat and efficiency generated will depend on many variables.

- **Does the chimney need sweeping?**

When used in accordance with the User guide and with the recommended fuel an efficient burn presents itself with little visible smoke emitted from the chimney. This will minimise any carbon deposits in the chimney and therefore reduce the need for sweeping. Periodic cleaning may be required.

- **What happens next after I place my order?**

All orders are processed by our fulfilment partners. You will receive a courtesy call from the fulfilment team, usually within 24-48 hours, who will conduct a brief access questionnaire and confirm the delivery address. At this point the delivery is considered 'active'. You will be provided with a personal point of contact with whom you can liaise with regards your delivery. The delivery will then be scheduled with their logistics department and you will receive a call back to advise the delivery date which will usually be within the next 7-10 days. On the day of delivery you will receive a call approximately 1 hour before your delivery. Please note that a specific date and time of delivery is not part of our standard service and if you are not able to accept the delivery date provided by Swiftcare, your next available delivery date could be 1 to 3 weeks later.

If you ask Swiftcare for a specific date or time for delivery, please be advised that there will be an additional delivery charge that we will need to collect from you before your delivery can be confirmed.

- **Are there ever any additional delivery charges?**

On rare occasions it is sometimes necessary to charge additional fees for specialist delivery. Some rural locations, or properties in hard to reach areas, where our standard delivery vehicle cannot pass, it may be necessary to arrange a dedicated small vehicle to conduct the delivery. If these charges are applicable you will receive a call beforehand to discuss. Typical additional specialist delivery charges are approximately £180. This is in addition to the included delivery charge, in some cases a site survey maybe required this is charged at £120

Do you need to conduct a physical site survey?

Physical site surveys are very rare and are not usually necessary. Our professional fulfilment partners are experts in delivering these products and the experienced office team will conduct a site access assessment when they call you after receiving your order. Should a physical site survey be required a charge of £120 is applicable and may result in extra charges to deliver the unit safely and in accordance with health and safety laws.

- **Are offshore UK deliveries possible?**

UK offshore territories such as the Channel Islands, Isle of Mann, Isle of Wight and Scottish Islands can be serviced by special arrangement. Please contact your local Heat stockists or Chesneys showroom for further details.

- **What are the delivery lead times? Subject to Stock availability**

Typical lead times for delivery are shown below:

London & Home Counties – 5 working days

England & Wales – 5-7 working days

Scotland central – 10 working days

Scottish Highlands – 15 working days

Offshore Islands – By arrangement

Please see our Delivery Zone map for postcodes serviced by the above information

([link to delivery map](#))