



BRUGERVEJLEDNING (DK)  
BEDIENUNGSANLEITUNG (DE)  
USER MANUAL (UK)  
MANUEL D'UTILISATEUR (FR)  
BRUKERVEILEDNING (NO)  
BRUKSANVISNING (SE)  
KÄYTTÖOHJE (FIN)  
GEBRUIKERHANDLEIDING (NL)



RAIS 500  
RAIS 600  
600 MAX  
NEXO  
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## WELCOME TO RAIS/ATTIKA

Congratulations on the purchase of your new wood-burning stove – and welcome to RAIS or attika!

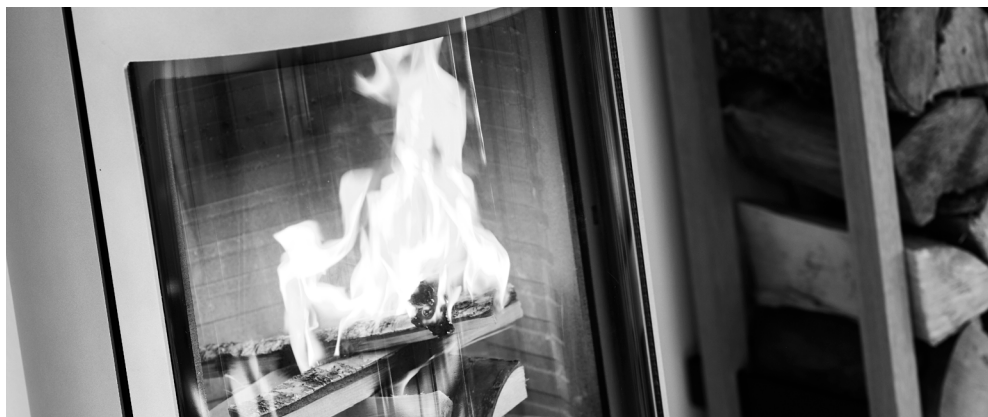
High quality, design and function go hand in hand in the wood-burning stove you have selected.

For the latest tips, information and inspiration, follow us on our various channels:



We have put our hearts, souls and minds into each and every one of our products. We want you to enjoy using your stove for many years to come, so we have focused all our efforts on ensuring that this is possible.

You are now about to learn all about your stove – and turn your dream into reality. You will soon be enjoying using the stove in your home. Therefore, please read this manual carefully so that you can get the very best out of your new stove.



First of all, find the serial number On the back of your stove, at the bottom – and write it in the field here:

This number identifies your stove, and you must quote it if you get in touch with us on matters relating to the guarantee for the stove.

Date:

Dealer:

# CONGRATULATIONS ON THE PURCHASE OF YOUR NEW STOVE

This user guide can help you get started with your new wood-burning stove. You will receive an in-depth introduction to the following topics below:

- Wood
- Setting the damper
- Lighting your stove correctly
- Cleaning your stove
- Maintaining your stove
- Frequently asked questions – FAQ

It is important for you to read up on all these topics so that you can get the maximum out of your wood-burning stove. You can also return to the user guide if you have any problems or queries when you have been using your stove for a while. We hope you will find all the information that you need.

You can get in touch with your RAIS/attika dealer if you have any further questions.

Enjoy using your new stove!

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It is important for you to use dry, untreated wood and light the wood correctly so that your wood-burning stove can operate correctly. Which wood you should use and how to treat it prior to use are shown below.

## USE APPROVED FUELS ONLY

General wood (wood that you have purchased or collected yourself) or pure wood briquettes are approved fuels. You should not use newspaper or similar as this will cause soot in your stove and give off contaminated smoke.

## THE WOOD MUST BE DRY

If you can, bring in the wood a couple of days before you want to use it so that it is at room temperature. The wood must have a water content of 15-20%. In practice, this means your wood should be left to dry for at least one year (and ideally two) before you use it. As a result, it is a good idea to buy your wood early and organise good storage for it. Wood needs time to dry, and proper air drying can take up to 2 years depending on the type of wood and how it is stored.

Wood dries best when it is sawn and chopped. Place your wood in a well ventilated, sunny location protected from the elements, ideally under a lean-to or a woodshed, i.e. a shed with slatted sides. Avoid covering your wood, this will retain the moisture. Drying wood outdoors is almost always best because this ensures that plenty of air can circulate.

## YOUR WOOD MUST FIT THE STOVE

The pieces of wood you use must fit the combustion chamber of your stove. Pieces of wood of a diameter greater than 10 cm should be chopped.



## WARNING

Never use lacquered, laminated or impregnated wood, wood with a plastic coating, painted wood, chipboard, plywood, household waste, paper briquettes or coal. This may cause toxic smoke that smells unpleasant and causes contamination. Under no circumstances use any form of liquid fuel as this could cause an explosion.

Your guarantee will be rendered void if you burn non-recommended fuel in your stove and cause it to overheat.

## WARNING

If you use incorrect wood or wood that is too damp, this may cause soot to form in the chimney, possibly leading to a chimney fire. If this happens, close off all air supplies to your stove if a valve connected to an AirSystem connection from outside is installed.

## CALL THE FIRE SERVICE IF YOUR CHIMNEY CATCHES FIRE.

Never use water to put the fire out!

Then contact a chimney sweep to check your stove and chimney.

**RECOMMENDED AMOUNT OF WOOD FOR STOKING THE FIRE**

To find the recommended amount of wood for stoking the fire, please refer to the tables below, which are categorised by stoves and fireplace inserts.

The recommended amount of wood to burn after lighting depends on your stove model. Based on the nominal output of your stove, you can read the recommended amount of wood to use for stoking.

The nominal output can be read on both your oven's CE marking plate and our website.

**Recommended volume of wood for stoking wood-burning stoves**

Find the nominal output of your wood-burning stove to determine the recommended volume (kg) of wood you can burn.

Nominal output, kW (according to the CE marking plate)	Recommended volume of wood (kg)*
4 - 4,9	1,3 - 1,5
5 - 5,9	1,3 - 1,5
6 - 6,9	1,8

\* The exact indication of the recommended volume of wood to be stoked (kg) is found in your stove's installation manual under "Specifications".

**Recommended volume of wood for stoking fireplace inserts**

Find the nominal output of your fireplace insert to determine the recommended volume of wood (kg) you can burn.

Nominal output, kW (according to the CE marking plate)	Recommended volume of wood (kg)**
5 - 5,9	1,4 - 2,1
6 - 6,9	1,9 - 2,1
7 - 7,9	1,9
8 - 8,9	2,3
9 - 9,9	2,1
10 - 10,9	2,9

\*\* The exact indication of the recommended volume of wood to be stoked (kg) is found in your fireplace insert's installation manual under "Specifications".

**EXAMPLE OF DETERMINING THE RECOMMENDED VOLUME OF WOOD**

By reading the CE marking plate on the 600 Max (or finding the nominal output on our website), you will see that the stove has a nominal output of 5.8 kW. See an example of a CE marking plate on the next page.

Based on the nominal output, the recommended volume of firewood for wood-burning stoves found in the table is 1.3–1.5 kg.

Nominal output, kW	Recommended volume of wood (kg)
5 - 5,9	1,3 - 1,5

**STOKING TIME INTERVAL**

The recommended fuel quantity should be stoked within 45–60 minutes from the last stoking.

The exact interval for when to stoke the volume of wood can be seen under "Specifications" in the stove's installation manual under "Intermittent operation".



## DO NOT OVERFIRE

Do not overfire the stove. The maximum volume of wood that may be burned in your stove can be found in the table below. If you stoke more wood than the volume specified in the table, you will overfire your stove.

**If you exceed the limits for the volume of wood specified in the table, the stove will be deemed overfired and will no longer be covered by the manufacturer's warranty, as excessive heat can irreparably damage your stove.**

The nominal output is found on both the CE marking plate and our website.



www.rais.com



www.attika.ch

Nominal output, kW (according to the CE marking plate)	Max. kg of wood per hour	Number of pieces of firewood
4 - 4.9	2	Max. 3
5 - 5.9	2.5	Max. 3
6 - 6.9	2.75	Max. 3
7 - 7.9	3	Max. 3
8 - 8.9	4	Max. 4
9 - 9.9	4	Max. 4
10 - 10.9	4.5	Max. 4
11 - 12	4.5	Max. 5

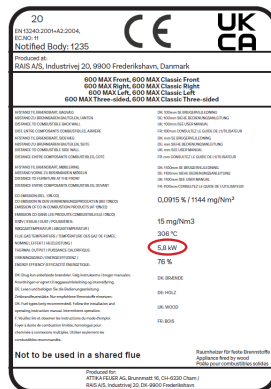
## EXAMPLE OF HOW TO READ THE MAXIMUM FIRING VOLUME

According to the 600 Max's CE marking plate, the stove's nominal output is 5.8 kW (see CE marking plate).

As the table shows, the maximum volume of wood that may be burned per hour is 2.5 kg, dispersed over three pieces of firewood (see table section below).

If the amount of wood burned exceeds this, the stove is deemed to have been overfired and the warranty will cease to apply.

Nominal output, kW	Max. kg of wood per hour	Number of pieces of firewood
5 - 5.9	2.5	Max. 3



**READ THE NOMINAL OUTPUT ON THE CE MARKING PLATE**



## SETTING THE DAMPER – MANUALLY OR USING CLEVERAIR

It is worthwhile spending some time finding out how best to operate the damper on your stove. This will ensure your wood burns as effectively as possible and gives you the most beautiful fire.

### MANUAL AIR DAMPER ADJUSTMENT

If you have a manual damper on your stove, it will look like either Figure 1 or Figure 2 below. The damper is moved either from side to side or in and out.

There are three damper settings.

**POSITION 1.** Push the damper all the way to the right (Figure 1) or pull it all the way out towards you (Figure 2). The air damper is fully open and provides full air when starting your stove. This position is solely for use when starting your stove (approx. 10-20 minutes) and topping up and is not used during normal operation.

**POSITION 2.** Push the handle to the left to the first “notch” (Figure 1) or a projecting point in towards the stove (Figure 2). This is the central position. During regular burning, we recommend placing the damper between positions 2 and 3. When the damper is set correctly, the flames are clear and yellow.

**POSITION 3.** Push the handle all the way to the left (Figure 1) or all the way towards the oven (Figure 2). The air damper is closed, which keeps the air supply to a minimum. This setting should be avoided while your stove is operation, but it can be used when your stove is not in use.

### CLEVERAIR

If your stove is fitted with CleverAir, all you have to do is light it and add new wood. The stove does the rest automatically. CleverAir guarantees a correct air supply and efficient combustion – most effective use of your wood, clean burning and clean glass.

### REMEMBER!

If you find your stove is getting too hot you should not turn the damper down all the way – instead, you should vent the stove. You cannot adjust the heat in the room using the damper – only the amount of wood you use can affect this.

Combustion in your stove will be poor if it is not getting enough air, and in a worst-case scenario this may result in fumes, smoke, inefficient use of the wood and less heat. A dark smoke will emerge out of the chimney. The smoke from the chimney is almost invisible if the wood is burning correctly.



POS 1 - STARTING



POS 2 - IN OPERATION



POS 3 - CLOSED



## LIGHTING YOUR STOVE

### LIGHTING YOUR STOVE FOR THE FIRST TIME

When you use your stove for the first time, it is best to light a small fire initially so that it "gets used to" the high temperatures. There may be a little odour and smoke due to the materials used in the stove – but this will soon disappear and it will only occur the first couple of times you light your stove. Make sure you allow this smoke to escape. The first time you light your stove, it is also recommended that you should open and close the door at regular intervals to prevent the seal on the door sticking.

If your stove has been left unused over the summer, for example, light a small fire the first time you start using it again.

Your stove may give off a slight odour the first time you light it after any length of time.

If you adjust the airflow manually, the damper on the stove is set to fully open when you light it, and you then close it slightly as the fire gets going.

See the following section for how to light your stove correctly and adjust the air damper.

#### **Note:**

Remember to open and close the door slowly when adding wood. This will not cause overpressure in the chimney and cause smoke to emerge into the room.

### **REMEMBER!**

When you use your stove for the first time, it is important for you to vent it while the paint settles (the stove gives off an odour and a small amount of smoke). This process may be repeated the first couple of times you use your stove. This will decline when your stove has reached its maximum temperature. Avoid touching the paint on your stove before lighting it for the first time and before the stove has cooled completely.

### **TIP:**

Before lighting your stove, you can check whether your chimney is drawing by placing a firelighter on the smoke converter plate. Light the firelighter. The heat from this will cause a draught in the chimney, which means that the chimney will start drawing. You can then start lighting your stove as described above.



## TESTING YOUR STOVE

You can test how your stove is burning by checking:

Is the ash pale or white?

Are the walls of the combustion chamber soot-free?

Is the smoke from your chimney almost invisible?

If you answer "yes" to all three of these questions, your stove is burning well.

# LIGHTING YOUR STOVE CORRECTLY

## GENERAL INFORMATION ON LIGHTING YOUR STOVE

- Place 2 or 3 pieces of wood at the bottom of the stove. Initially, it is best to use split pieces of wood – it is difficult to get a fire going if whole chunks of wood are used.
- Place lots of small kindling sticks on top. It is important to allow air to get between the sticks as it will be difficult to get the fire going otherwise.
- Place 2-3 firelighters or similar on top.
- Set the air damper so that it is completely open.
- You then light the fire and leave the door ajar. You can then close the door slowly when the fire has got going (after approx. 5-10 minutes). (In countries where national legislation does not allow this, the door must be closed immediately)
- The air damper is then set the central position.
- When the fire is properly established, it will soon start to glow and be ready for larger pieces of wood to be added. Always remember only to add new wood when the smaller pieces have burnt down slightly, not when the fire is burning vigorously.
- You should never open the door when the flames are high as they may destroy the paint on the stove.
- You can add 2 or 3 pieces of wood to your fire when it is glowing nicely. If your fire has burned down too far and it is not glowing sufficiently, you have to relight your fire.



## WARNING



To ensure safe combustion, the flames must be clear and yellow or the embers must be clear – the wood must never sit and “smoulder”. If the fire is merely smouldering or smoking and insufficient air is supplied, this will cause uncombusted fumes to form. Fumes may ignite and explode. This may cause damage, and potentially injure people.

**THEREFORE, NEVER CLOSE OFF THE AIR SUPPLY ENTIRELY WHEN LIGHTING YOUR STOVE.**

## CLEANING YOUR STOVE

When using your stove, it is important for you to know how to maintain it. This section describes how to clean and maintain your stove.

### CLEANING THE OUTSIDE OF YOUR STOVE

When cleaning the outside of your stove, how you go about this is dependent on the colour of the stove and what it is made of. The table below shows how to clean your stove.

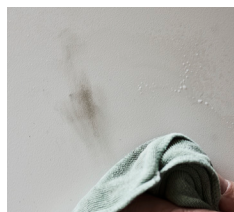
Note: Your stove must only be cleaned when cold.

It is important to clean your stove regularly. If dirt and stains are left on the stove (particularly in pale areas), there is a risk of the stains being burnt on.

If you need to maintain the surface, all colours are available as spray paints.

If general cleaning is not enough to remove any discolouration, please contact your RAIS/attika dealer.

Stove colour	Procedure
White	Wipe with RAIS Brændovnsrens or warm, soapy water (washing-up liquid)
Black	No liquids. Wipe with a wrung-out cloth
Nickel	Wipe with RAIS Brændovnsrens or warm, soapy water (washing-up liquid)
Mocha	No liquids. Wipe with a damp cloth
Platinum	Wipe with RAIS Brændovnsrens or warm, soapy water (washing-up liquid)
Silver	Wipe with RAIS Brændovnsrens or warm, soapy water (washing-up liquid)
Soapstone	Wipe with a dry or slightly damp cloth



### TIP!

We recommend that you always use regular, mild detergents for cleaning your stove. Always test a detergent in a non-visible location (behind the stove, for example) before cleaning.

# CLEANING YOUR STOVE

## GLASS

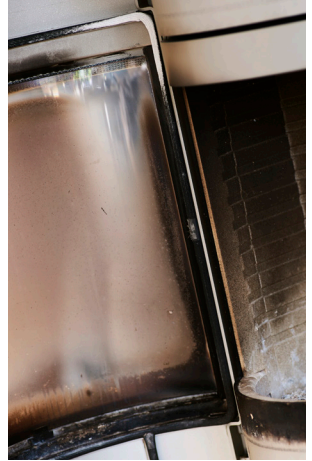
All RAIS and attika stoves come with a glass system, which means that hot air flows down over the glass and removes any soot residues. This happens when the fire is burning correctly and there is a high level of combustion in the stove. However, you may still find some soot on the glass when using your stove.

## CLEANING THE GLASS

There are three effective ways of cleaning the glass on your stove:

1. Schott dry sponge. Available from most stove dealers.
2. Window cleaner suitable for stoves. Follow the instructions. When using detergent, you must always rinse with clean water so that any detergent residues are also removed. This will prevent residues burning onto the glass and leaving marks the next time your stove gets hot.
3. Cleaning with ash  
Your stove must be cold when you start cleaning it.

See the procedure and illustrations below.



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Clean the inside of the glass with a damp cloth dipped in the very fine ash inside the stove.



Then wipe down and polish with a soft cloth.

## CLEANING THE COMBUSTION CHAMBER

Ash is emptied from the combustion chamber as necessary. You can remove the ash carefully using a small, handheld shovel. The ash must be completely cool before discarding it as it may contain hot embers for up to two days. If your stove has a riddling grate, this is used to transfer ash down into the ash pan. The riddling grate is moved back-and-forth using the handle – see the illustration below. Remember to wear gloves if the stove is hot. Push the handle end before closing the door. Never empty all the ash out of the combustion chamber as the fire will burn best if the chamber contains a small layer of ash.



The riddling grate is moved back and forth to transfer ash down into the ash pan. The ash pan is emptied as necessary.

## MAINTAINING YOUR STOVE

### CHECKING THE CHIMNEY

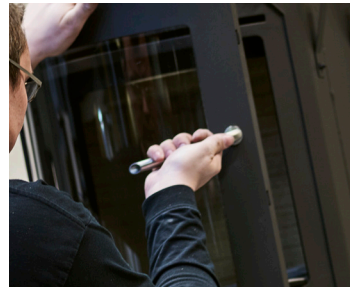
The chimney is what makes your stove work. Remember – even the best stove will not work perfectly unless the chimney is drawing correctly and to the necessary extent. The chimney and flue gas collar must always be checked for blockages before each new heating season. Your chimney sweep should check both the chimney and your stove at least once a year. You should always contact your chimney sweep if you are in any doubt as regards the condition of your chimney.

If there your chimney is drawing too much, fitting the chimney or flue with a regulating damper is recommended. Contact your dealer.



### MOVING PARTS

If necessary, the door hinges and door lock can be lubricated with a lubricant spray. See the installation guide for your stove for more details. Please contact your dealer to purchase the lubricant.



### REPLACING SEALS

Inspect your stove for damage regularly, both inside and out, in particular the seals and heat insulating plates. The seals must be replaced if they are worn or fractured.

### COMBUSTION CHAMBER LINING

The combustion chamber lining protects the stove body from the heat of the fire. The great temperature fluctuations may cause cracks in the lining plates, but this does not affect the performance of the stove. They only have to be replaced if they begin to crumble after years of use. The plates are placed or inserted in the stove, so they can be replaced by you or your dealer with no problems.



### CLEANING THE FLUE

To access the flue, remove the upper plate in the combustion chamber – the smoke converter plate and the smoke chicane (steel plate). These must be handled with care. Remove the smoke converter plate by tilting it backwards and slightly rotating it. Remove the plate carefully.

Then remove the smoke chicane by lifting it up and tilting it backwards. Remove the smoke chicane. Remove dust and dirt, then replace in reverse order.

See the installation guide for your stove for a further explanation and illustrations.



# GENERAL INFORMATION ON YOUR NEW STOVE



## GENERAL

General information on the functions offered by your new stove is provided below.

### CONVECTION

All RAIS/attika stoves are convection stoves. Essentially, convection is all about the distribution of heat throughout the room.

A convection stove is good at circulating hot air throughout the room. Cold air is drawn in at the base of the combustion chamber and heated. The hot air then rises and flows out at the top and creates circulation in the room.

Convection ensures that heat is distributed evenly and comfortably throughout the room. Be aware that all exterior surfaces will be hot, so do not touch the stove when it is lit.

### GLASS SYSTEM

All RAIS and attika stoves come with a glass system, which means that hot air flows down over the glass and removes any soot residues. This happens when the fire is burning correctly and there is a high level of combustion in the stove.

### EXTERNAL AIR SUPPLY – AIRSYSTEM

If you live in a low-energy building, your home is insulated or you just live in a recently built house, you may find it necessary to provide an air supply from outside and directly into the stove. This may also be necessary if there is vigorous extraction near to your stove, such as an extractor hood. This external air supply is what we call AirSystem. All RAIS stoves have the option of providing an external air supply.

If there is no external air supply, the stove uses air in the room for combustion instead. With AirSystem, the air is taken from outside. The system's air intake can be concealed by installing it in the floor, or in the wall behind the stove.

### CO<sub>2</sub> AND THE ENVIRONMENT

You may also be wondering how your new stove will affect the environment, and not least your CO<sub>2</sub> emissions. Burning wood is regarded as CO<sub>2</sub>-neutral, as the amount of carbon dioxide emitted when wood is burnt correctly is equivalent to the amount of carbon dioxide that the tree would have given off as it decayed in the forest.

As regards the environment, all RAIS stoves do of course meet the very strictest requirements in terms of efficiency and discharge of residual particles, and they are at the very front of the field in the European market when it comes to eco-friendliness.

We are constantly working to develop and optimise combustion, and work in partnership with organisations such as Aalborg University and the Danish Technological Institute.



If you experience any minor problems with your stove, or if you are wondering about anything, you may perhaps find the answer below. But of course, if your question is not listed you are more than welcome to get in touch with us.

### **WHY IS MY STOVE NOT BURNING THE WAY IT SHOULD?**

In most cases, we find that stoves do not burn the way they should because of the way they have been let. Please read the section entitled "General information on lighting your stove" carefully before getting started. There are three things in particular that cause stoves not to burn correctly:

The damp is open too far (it should only be fully open during the initial phase, i.e. for 5-10 minutes).

The door is opened too quickly after lighting the stove. Be patient and allow the fire to die down so that just glowing embers are left before you add more wood.

You are not using enough wood, or the wood you are using is too thick or too wet. It will be difficult to get your chimney to draw if the wood is not burning as it should.

### **WHY IS MY STOVE MAKING "CLICKING NOISES"?**

Little clicking noises are normal when the stove is in use. This is due to hot materials expanding.

### **WHY DOES THE GLASS TURN BLACK?**

This may be because your wood is too wet or the damper on the stove is adjusted too far down. Check how damp your wood is, and make sure you give your stove enough air when lighting it before closing the door so that the stove warms up properly.

### **WHY IS SMOKE COMING OUT OF THE DOOR?**

This may be because your chimney is not drawing properly. Check whether the flue or chimney is blocked. If your stove is situated near to the kitchen, check whether the extractor hood is switched on – if it is, switch it off and open a window near to the stove for a short time. This smoke may also appear if you open the door too quickly when adding new wood. Try opening the door more slowly.

### **WHY IS MY STOVE GIVING OFF AN ODOUR?**

The stove may begin to give off smoke and odour if there is insufficient oxygen for combustion. Allow more air into your stove using the damper.

### **WHY IS MY STOVE GETTING TOO HOT?**

You should not adjust your damper downwards if you find your stove is giving off too much heat in your room. The temperature can only be controlled by adjusting the amount of wood you use. Use less wood and vent the room.

### **DE, ABOVE THE DOOR?**

Set on the outside of the stove is usually due to opening the door while there are still tall flames in the combustion chamber. Always wait until the fire has burned down before opening the door. This may also be caused by opening the door too quickly. Always open the door slowly and carefully. However, please be aware that it is not possible to prevent a small amount of ash and soot emerging when you use the stove.

### **WHY IS MY STOVE BURNING TOO FIERCELY?**

If your stove is burning too fiercely, this may be due to a leak in the door seal. This has to be replaced as stated in the installation guide. It may also be due to your chimney drawing too much. In this case, a regulating damper should be fitted. You can ask a chimney sweep, fitter or dealer to come to your home and check whether your chimney is drawing correctly.

### **WHY IS MY STOVE NOT BURNING SUFFICIENTLY?**

If your stove is not burning sufficiently, this may be due to several things: insufficient wood, insufficient supply of air to the ventilation in the room, failing to clean the flue, a leaking chimney or a leak between the chimney and the flue.

### **WHAT CAN I DO IF MY CHIMNEY IS NOT DRAWING PROPERLY?**

If your chimney is failing to draw properly, this may be due to many different things:

- Too low a temperature difference – if your chimney is insulated poorly, for example.
- A high outdoor temperature (in summer, for example)
- No breeze
- The chimney is positioned too low and in a sheltered location
- The wrong air in the chimney
- The chimney and flue are blocked
- The house is too "sealed" (no fresh air supply)
- Negative smoke extraction (when the chimney is drawing poorly)

A cold chimney or difficult weather conditions can be compensated for by supplying more air to the stove than usual.

If your chimney is continuing to malfunction, we recommend that you contact your dealer or chimney sweep.

### **I AM ENCOUNTERING OTHER DIFFICULTIES WITH MY STOVE**

Many queries or issues relating to the use of stoves are down to local conditions (such as draughts, for example) If you are experiencing a problem for which no answer is given here, please contact your RAIS/attika dealer.



## GUARANTEE

RAIS or attika issues guarantee on all models, commencing from the date of installation.

We have already invested a great deal of effort in our inspection processes and looked at the quality of materials, manufacture and product safety.

### THE GUARANTEE DOES NOT COVER WEAR PARTS:

Door and glass seals

Ceramic glass

Combustion chamber lining

The surface appearance or the texture of natural stone

The appearance of the stainless steel surfaces and colour changes

Expansion blemishes

### THE GUARANTEE WILL BE RENDERED VOID IF:

Your stove has been damaged due to overfiring

Damage has been caused by external stresses

Unsuitable fuel types have been used

There has been failure to comply with statutory or recommended installation instructions

You have made alterations to the stove yourself

Your stove has not been serviced or maintained

### PLEASE CONTACT YOUR DEALER IF YOUR STOVE IS DAMAGED.

If you make a claim on the guarantee, we will decide on how the damage is to be remedied.

If it is to be repaired, we will ensure that the repairs are carried out professionally.

## RECYCLING

The stove is packed in packaging that can be recycled. This should be disposed of according to national regulations regarding waste disposal.

The glass cannot be recycled. The glass should be disposed of with residual waste from ceramics and porcelain. Ceramic glass has a higher melting point and therefore cannot be recycled.

By ensuring that fireproof glass does not end up in return products, you are making an important contribution to the environment.



Please see national and EU laws and regulations on renewed guarantee periods in the case of guarantees on repaired parts or parts supplied later.

The applicable guarantee terms and conditions are available from RAIS or attika at any time.





HAND-  
CRAFTED  
QUALITY



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ART  OF FIRE

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