

Wood-burning stoves

Please notify us if you are considering installing a wood-burning stove. Contact our Customer Services team on **0345 777 3322** or **churches@ecclesiastical.com**. You will need to provide your policy number and an estimate/specification for the intended installation.

Special attention is required when installing wood-burning stoves in churches and church halls. The nature of the installation will vary depending on the requirements of the church, but the following should always be considered:

1. The stove should be installed in accordance with the manufacturer's instructions and properly serviced by a competent engineer, preferably a HETAS registered installer.
2. The wood-burning stove needs to be sited on a non-combustible base e.g. stone. The stove, including the flue, should also be located away from combustible materials. The minimum distance will be specified by the stove manufacturer.
3. The system needs to have appropriate ventilation.
4. Wood-burning stoves must be supervised whilst in use. Any lit fire must have been extinguished before the church/church hall is vacated.
5. The flue (and chimney if appropriate) needs to be inspected and swept on a regular basis by a competent engineer, e.g. a member of the National Association of Chimney Engineers (NACE). We recommend that this is done at least annually.
6. Fuel for the stove should be stored securely. Do not stack it immediately adjacent to the stove or against the outside of the building where it could be used by an arsonist to assist in starting a fire.

Risk Advice Line

Should you have any additional questions on this topic or other risk-related matters, as a valued Ecclesiastical customer you can contact us through our Risk Advice Line on

0345 600 7531

(Monday to Friday 9am – 5pm, excluding bank holidays)

and one of our in-house risk professionals will be able to assist.

Alternatively, you can email us at

risk.advice@ecclesiastical.com

and one of our experts will call you back within 24 hours.

7. Avoid burning wet or unseasoned wood. Burning wet, newly felled or coniferous wood can create tar or creosote in the wood burner that is an additional hazard.
8. Only use fuel that the appliance is designed for. Do not use the stove as an incinerator for general rubbish.
9. Fit carbon monoxide detectors in the vicinity of the stove, as per the manufacturer's instructions.
10. Review and update existing fire risk assessments for the building to reflect the introduction of the stove.
11. Train people in the safe operation of the stove, including ignition and re-fuelling to reduce the risk of fire spread and injury.
12. Keep children away from stoves when lit.

Report a claim

Do you need to report a claim? If so, you can call us on **0345 603 8381**. Our normal office opening hours are 8am to 6pm Monday to Friday, excluding bank holidays, but our lines are open 24 hours a day, seven days a week for emergencies. Alternatively, **click here** to report online or you can send us an email to **claims@ecclesiastical.com**. It's helpful if you can have your policy number available when making contact.

Contents

To help us process your contents claim as quickly as possible, it would be helpful if you could provide a description of the item(s) (including a make or model number where applicable) when you call us. Where more extensive damage has occurred, we may ask you to provide a list of items to help us process your claim.

Policy cover queries

For queries about your policy cover, call our specialist church team on **0345 777 3322** (Monday to Friday 8am – 6pm, excluding bank holidays) or email us at **churches@ecclesiastical.com**.

Alternatively, please visit **www.ecclesiastical.com/church**.

This guidance is provided for information purposes and is general and educational in nature. It should not be used as a substitute for taking professional advice on specific issues and should not be taken as providing legal advice on any of the topics addressed.



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