ZARAGOZA

Installation and operating manual

ZARAGOZA · Plus · Exclusive · Top · Box
GRANADA · CAEN Ceramic · CAEN Soapstone

This product is not suitable as the main source of heat.

Complete corrected edition 1 October 2026

Sources: Manual - ZARAGOZA - EN 16510-1.pdf, manufacturer date 16 June 2025; DoP TV-DoP-2025-10/EN; manufacturer ZARAGOZA dimensional drawing and product page. This edition retains the complete operating content in revised English and adds identified source-difference notes; it is not a new original issued by the manufacturer. All 17 sections, guarantee, disposal, guarantee certificate and heat-storage stone illustrations are included. The 5 kW values in the 2022 EN 13240 manual are not used.

THORMA Výroba s.r.o.
Šávoľská cesta 1, 986 01 Fiľakovo, SLOVAKIA
www.thorma.sk

1 General information

ZARAGOZA, ZARAGOZA Plus, ZARAGOZA Exclusive, ZARAGOZA Top, ZARAGOZA Box, GRANADA, CAEN Ceramic and CAEN Soapstone are solid-fuel fireplace stoves without a water jacket or an indirect heating function. Direct nominal heat output is 6.0 kW for wood and lignite briquettes; output to water does not apply. There is one heat-output level and no room-temperature control.

The appliance is intended for supplementary, intermittent room heating and is not suitable as the main source of heat. Check the model and serial number on the rating plate. This manual covers the manufacturer's model family; dimensions, weight and drawings depend on the actual model.

2 Installation

A qualified professional must install the stove and is responsible for correct installation and connection. Observe local building and fire regulations and applicable national and European standards. Inform the competent inspector or chimney sweep before installation.

Connect the stove to an existing chimney using a connecting flue pipe. The pipe must be as short and straight as possible, horizontal or slightly rising. All joints must be tight. Ensure sufficient combustion air even where windows and doors close tightly.

Calculate the chimney according to EN 13384-1 or EN 13384-2, using the values in section 17 and the appliance DoP. The manufacturer's manual specifies chimney temperature class T400. A professional must assess the suitability of the complete flue system.

Check the supporting floor's load-bearing capacity. If it is insufficient, take appropriate measures, such as a load-distributing plate. Stand the stove on a suitable fire-safe base.

Some models can accommodate refractory concrete heat-storage stones that retain warmth at the stove surface for several hours after the fuel has burnt out. The manufacturer's installation illustration marks these stones in dark shading. Side stones cannot be fitted to the soapstone version. Use only manufacturer-approved parts suitable for the actual model; the illustrations are included at the end of this manual.

3 General safety instructions

Combustion heats the body, firebox door, handles, controls, glass and flue pipes. Do not touch these parts without suitable heat-resistant protective equipment, such as protective gloves.

Warn children about the risk of burns and keep them away from the stove during use. Do not use the stove if the door seals are damaged. Close all adjustable combustion-air inlets only after combustion has ended completely. Do not close them while fuel or glowing embers are still burning.

4 Permitted fuels

Permitted fuels are wood logs up to 25 cm long and 30 cm in circumference, with moisture content no greater than 25%, and lignite (brown coal) briquettes. Other fuels are not permitted. Use only air-dried wood.

Burning waste, particularly plastics, is forbidden. It can damage the stove and chimney, harm health and annoy neighbours with odours and emissions. Liquid fuels are not permitted.

The manufacturer recommends wood with no more than 20% moisture. Softwood may require at least one year and hardwood two years of drying. Check the actual moisture content; storage conditions affect drying.

Wood is not a slow-burning fuel. Continuous heating throughout the night is not intended when using wood.

5 Lighting

The protective paint may give off an odour during the first firing; this should soon disappear. Ventilate the room well. Prompt, correct lighting is important because an incorrect procedure increases emissions.

As specified by the manufacturer, use paper, wood chips and a small amount of fuel for lighting. Never use alcohol, petrol or other flammable liquids. Both primary and secondary combustion air must be supplied during lighting.

Add fuel once the kindling is burning properly. Do not exceed the quantities in section 14. Supervise the stove during lighting and adjust the air for the fuel in use.

6 Operating several appliances

When several heating appliances operate in the same room or rooms sharing an air supply, ensure enough combustion air for all of them. A professional must assess whether a shared chimney is permitted and adequately sized; see also section 9.

7 Operation in the transition season

As the outdoor temperature rises, chimney draught may weaken at a low firing rate and flue gases may not be removed completely.

In this situation, add only a small quantity of fuel and open the primary-air control so the fuel burns more quickly with a flame and the draught stabilises. Rake ash carefully from the grate more often to improve the air supply beneath the fire. If smoke enters the room, stop adding fuel and have the cause investigated.

8 Cleaning and inspection

Check deposits in the stove and connecting flue pipes and clean them at least once a year, or more frequently, for example during chimney sweeping. Have the chimney swept regularly by a chimney sweep; a competent professional determines the interval under applicable requirements.

An expert must inspect the stove annually. Do not clean the stove with a damp cloth. Carry out cleaning and maintenance only when the appliance has cooled.

9 Appliance versions and the firebox door

A stove with a spring-operated, self-closing firebox door may share a chimney with other appliances only if the chimney design and dimensions comply with EN 13384-2 and a professional confirms that the connection is suitable.

Keep the firebox door closed during operation. It may be opened for lighting, adding fuel and removing ash. An open door can disturb other connected appliances and allow flue gases to escape into the room.

The stove is designed for intermittent operation.

10 Combustion air

The stove draws air from the room and needs an adequate, continuous supply of combustion air. In rooms with tightly closing windows and doors, a lack of fresh air may impair draught and threaten the safety of occupants.

If necessary, provide an air opening near the stove or a combustion-air duct from outside or a well-ventilated room. The manufacturer excludes a boiler room as the source. Keep combustion-air ducts open while the stove is in use.

Extract ventilation or a cooker hood in the same room can produce negative pressure and draw smoke into the room even with the firebox door closed. The manufacturer's instructions prohibit operating such extraction at the same time as the stove.

An external-air connecting socket can be fitted at the bottom of the stove's rear. The manufacturer specifies a flexible pipe with an internal diameter of Ø100 mm. Fitting an outside-air supply does not automatically make the stove independent of room air.

11 Fire protection

The manufacturer's operating manual specifies at least 150 mm between the stove and combustible structures or furniture at the rear and sides. It states 800 mm within the glass-door radiation zone. It also mentions reduction to 400 mm with a protective shield ventilated on both sides.

The newer DoP specifies separate distances in the table below. Do not automatically apply the manual's 400 mm reduction: the manufacturer and qualified installer must confirm its suitability for the actual installation. Observe every area specified in the DoP, not only the glass-door radiation distance.

Protect combustible flooring in front of the firebox door with a non-combustible hearth. According to the manufacturer's manual, it must extend at least 500 mm in front of the door and 300 mm to either side. These hearth dimensions are not the same parameter as the DoP's 1500 mm front-floor distance.

Observe the rating plate, DoP and stricter local requirements. Obtain written clarification from the manufacturer before installation if the proposed design depends on interpreting conflicting distances.

DoP distances to combustible materials	mm
Front floor (DoP wording)	1500 mm
Ceiling	>750 mm
Rear wall	150 mm
Side	150 mm
Side radiation area	1500 mm
Minimum distance to combustible materials	800 mm

12 Spare parts

Use only spare parts approved or supplied by the manufacturer. Contact a specialist retailer for spare parts. Unauthorised modifications to the appliance are prohibited.

13 Chimney fire

Deposits in a chimney may catch fire when unsuitable or damp fuel is used. Immediately close every combustion-air inlet and call the fire service on 112. Do not attempt to extinguish a chimney fire with water.

After the fire, an expert must check the chimney for cracks, leakage and fitness for use. Do not resume firing before it has been inspected.

14 Nominal output, air adjustment and burning time

Nominal heat output is 6.0 kW and requires a minimum chimney draught of 11 Pa. Fuel quantities and control settings are given in the following table.

For wood, pull the control out by 5 mm: primary air is fully closed and secondary air fully open. For lignite briquettes, pull the control fully out so both primary and secondary air are open. The air control is located below the firebox door.

The manufacturer also gives a moderate-burning setting for lignite briquettes: approximately 1.2 kg, the control pulled out by 5 mm, and a burning time of approximately two hours. This is not a separately declared minimum heat output and does not turn the stove into a continuous-operation appliance.

Parameter	Wood logs	Lignite briquettes
Maximum fuel charge	1.9 kg	1.2 kg
Air control	Pulled out 5 mm	Fully pulled out
Burning time	1 hour	1 hour

15 Space-heating capacity

The manufacturer gives DIN 18 893 estimates for rooms whose insulation does not meet thermal-insulation requirements: 124 m³ in favourable conditions, 73 m³ in less favourable conditions and 48 m³ in unfavourable conditions.

For occasional heating with breaks of more than eight hours, the manufacturer reduces these capacities by 25%. These are indicative values; actual suitability requires a building heat-loss calculation.

16 Technical data

The following table lists the values for wood and lignite briquettes. The manufacturer has not declared a minimum heat output or efficiency at minimum output; an undeclared value is not zero.

The manufacturer states a mass of 5 kg for a side refractory-concrete heat-storage stone. The flue outlet is at the top, Ø150 mm. Dimensions and weights for the model family are listed separately.

Parameter	Wood logs	Lignite briquettes
Nominal heat output	6.0 kW	6.0 kW
Efficiency at nominal output	81%	80%
CO (13% O_2), mg/Nm³	987	967
PM (13% O_2), mg/Nm³	35	30
OGC (13% O_2), mg/Nm³	77	54
NOx (13% O_2), mg/Nm³	123	148
Seasonal heating efficiency	71%	70%
EEI	108	106
Energy class	A+	A
Fuel consumption	1.9 kg/h	1.2 kg/h
Flue-gas mass flow	6.5 g/s	6.5 g/s
Required chimney draught	11 Pa	11 Pa
DoP outlet temperature	277 °C	277 °C

Model / H × W × D (mm) / net weight (kg)

Model	H × W × D (mm)	kg
ZARAGOZA	997 × 510 × 416	91
ZARAGOZA Plus	1256 × 535 × 535	133
ZARAGOZA Exclusive	1043 × 570 × 447	104
ZARAGOZA Top	1051 × 510 × 416	94
ZARAGOZA Box	1051 × 510 × 416	96
GRANADA (with storage stones)	1150 × 510 × 416	130
CAEN Ceramic	1156 × 538 × 465	120
CAEN Soapstone	1175 × 575 × 494	190

17 Chimney connection

Use the fuel-specific flue-gas mass flow, temperature and required draught when calculating the chimney. Section 17 of the manufacturer's manual dated 16 June 2025 gives 281 °C for wood and 277 °C for briquettes.

DoP TV-DoP-2025-10/EN declares an exhaust-gas outlet temperature of 277 °C for both fuels. The manufacturer's website distinguishes a mean flue-gas temperature of 231 °C from an outlet temperature of 277 °C. Do not confuse these parameters. The professional responsible for the chimney calculation should clarify the wood 281/277 °C difference with the manufacturer where necessary.

Parameter	Wood logs	Lignite briquettes
Flue-gas mass flow	6.5 g/s	6.5 g/s
17: Manual temperature	281 °C	277 °C
Required chimney draught	11 Pa	11 Pa

Guarantee and complaints

If a failure, malfunction or surface defect occurs during the guarantee period, do not repair it yourself. Guarantee work is carried out by the manufacturer or service provider appointed by the distributor.

The manufacturer guarantees quality, operation and construction for two years from purchase. Manufacturing defects are remedied at the manufacturer's expense if the stove has been used according to the instructions, properly connected to the chimney, not mechanically damaged by force, and not subjected to modifications, unauthorised repairs or unskilled handling.

State your full address and the circumstances of the fault when making a complaint. The manufacturer requests the guarantee certificate showing the purchase date and sales-point stamp. Ask for the certificate to be completed legibly at purchase. The manufacturer determines how and where repairs are carried out.

The original manufacturer's instructions ask purchasers to check the firebox-door glass and state a 15-day guarantee for the glass. This reproduces a condition in the manufacturer's original text; the manufacturer's guarantee does not restrict applicable statutory consumer rights.

Excessive fuel, excessive air supply and unapproved fuels are prohibited. Overheating may cause deformation of the firebox ceiling, door damage, a burnt-out grate, cracked vermiculite and a change in surface colour. The manufacturer will not accept damage caused by incorrect operation as a guarantee defect.

Replacement or cancellation of the purchase contract is governed by applicable provisions and the complaints procedure.

Packaging and end-of-life disposal

The manufacturer recommends sending steel and PE bands, corrugated cardboard and PE packaging to waste collection, and using wooden packaging parts as firewood. Burn only clean, untreated wooden parts that meet the permitted-fuel requirements.

At the end of its service life, disconnect the cold stove from the chimney. Send metal parts to scrap-metal collection and vermiculite fittings and heat-resistant door glass to appropriate waste collection. Follow local sorting and disposal instructions.

Guarantee certificate

The manufacturer requires fields marked (*) on the guarantee certificate. Its original text states that the certificate is invalid without these details. Complete the applicable fields and cross out those that do not apply.

ZARAGOZA F 9437 · Exclusive F 9437 E · Plus F 9437 P
Top F 9437 T · Box F 9437 B · GRANADA F 9437 G
CAEN Ceramic F 9437 C · CAEN Soapstone F 9437 S

EN 16510-1 · EN 16510-2-1 · EN 13384-1 · EN 13384-2 · DIN 18 893

Product model and type *

_____

Serial number *

_____

Quality class *

_____

Production date, technical-inspection stamp and signature *

_____

Sales-point stamp, purchase date and signature *

_____

Installer and contact details

_____

Installation date and checked draught

_____

Guarantee repair: from / to / repair-shop stamp and signature

_____

_____

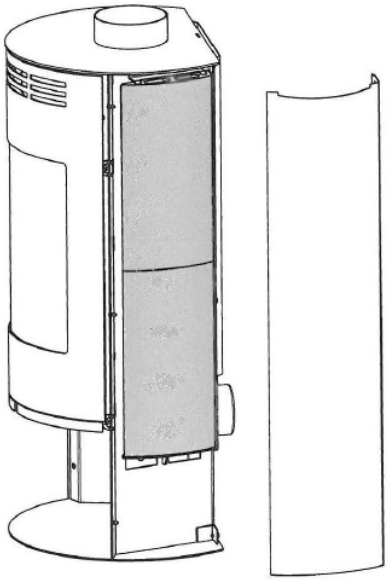
_____

Manufacturer heat-storage stone illustrations

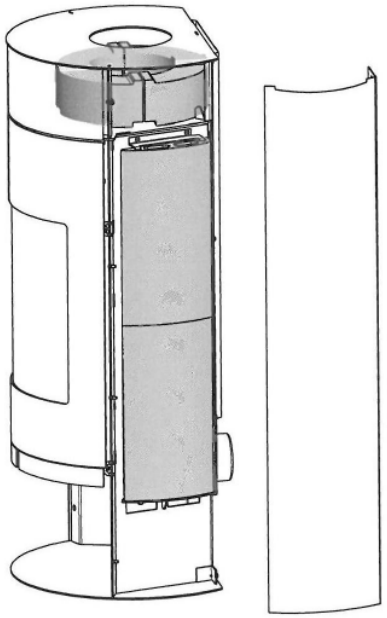
Illustrations from the manufacturer. Dark areas indicate heat-storage stones. Bottom right: fitting a side refractory-concrete stone.

ZARAGOZA

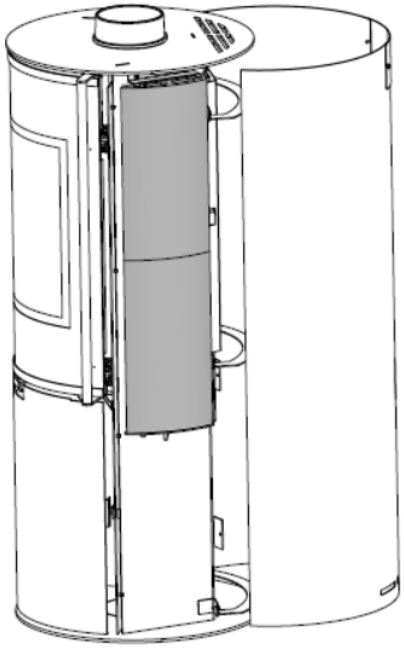
ZARAGOZA



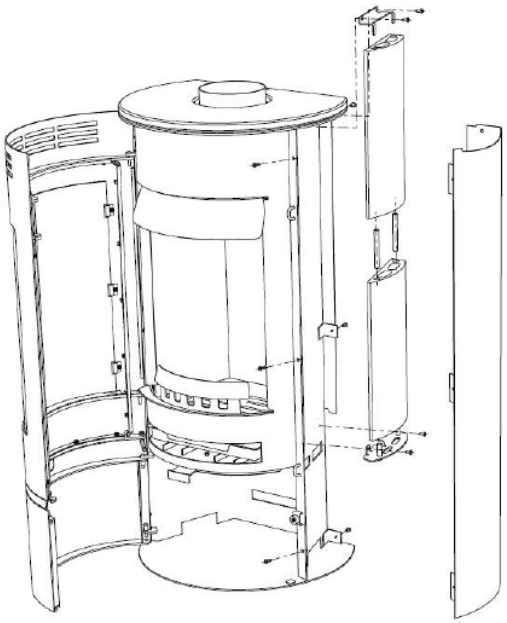
GRANADA



ZARAGOZA Plus



Installation of side refractory concrete - Fuerbeton montage – **Montáž bočného žiarobetónu – Az oldalsó akumulációs beton szerelése**



ZARAGOZA dimensional drawing

Standard ZARAGOZA model drawing; dimensions in millimetres. 454.6 mm is a separate overall extent in the drawing; the declared body depth is 416 mm. Use the individual drawings for other models.

