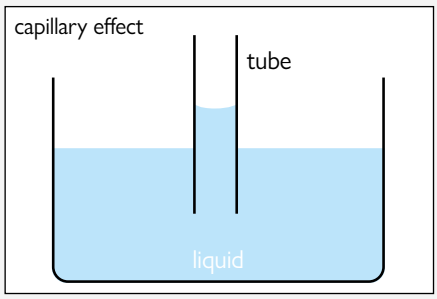
First aid
Waxburner Outdoor

The Schmelzfeuer Indoor is a technical device that requires minor servicing from time to time. These service instructions will guide you step by step through the servicing process so that you can enjoy your Schmelzfeuer again. Don't worry, there are only a few possible causes:

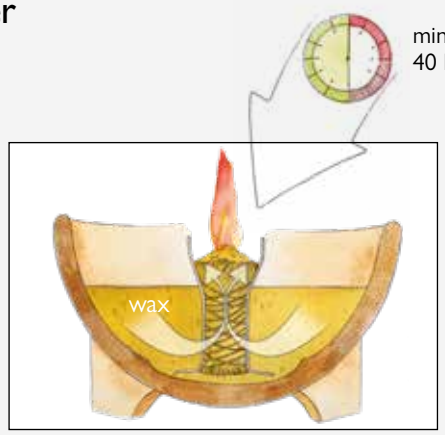
1. The wick is sooty
2. The wick is incorrectly adjusted
3. The wick is dried out
4. The wick is stuck inside

The problems mentioned can occur individually or in combination. Before we start, let's first take a look at a cross-section of the melting furnace to understand how it works. This will extend service intervals and also help you to identify and avoid problems in the future.

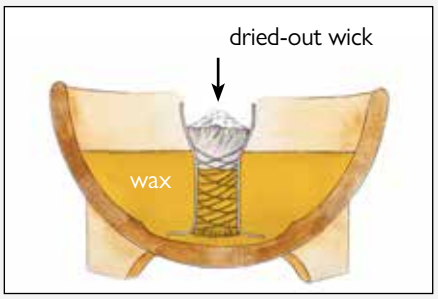
The function of the Waxburner



The melting fire consists of a crucible filled with wax and a burner, which consists of a metal sleeve and a glass fibre wick. In order to understand how the melting fire works, we first need to familiarise ourselves with the capillary effect. In simple terms, this can be explained by saying that tubes have the physical property of drawing liquids upwards. This happens without any further action.



The wick of the melting fire consists of many small glass fibre tubes that have this property. The flame heats the metal sleeve, causing the wax in the crucible to liquefy. Now the wax cycle can begin. **Always let your melting fire burn for at least 40 minutes**. The glass fibres now transport new wax to the flame.



Extinguishing the flame prematurely can make it difficult or even impossible to light the candle the next time you use it. If you extinguish the flame before the wax cycle can begin, the wax in the glass fibres of the wick will burn without new wax being sucked up. The result is a dry wick without fuel, which can no longer be lit. **Always extinguish the flame with our lid or a flat object to prevent the wick tips from drying out.**

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1. Desoot wick

Over time, the wick accumulates some soot on its surface, making it difficult or impossible to light the melting flame. The black crust prevents the flame from igniting and must be removed.

Desooting with a screwdriver

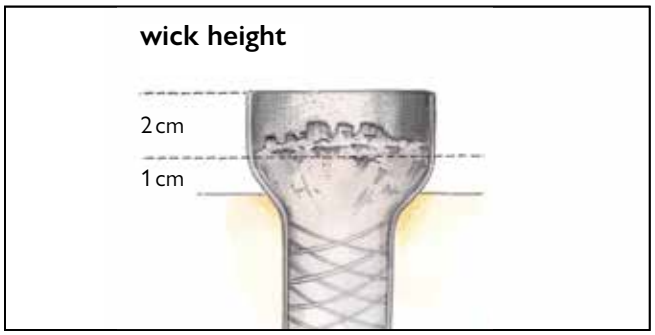
The soot must be removed when cold using a screwdriver. Scrape off the crust that has formed. This can be done with considerable force without damaging the wick. This loosens the glass fibres that have become caked together by the soot. The soot particles that are released in the process must be tipped out.

Desooting with Desooter

You can do this quickly and easily with the specially developed *Desooter*. Place the tool with the spikes on the wick. Turn the soot remover in both directions, applying light pressure. This will break up and loosen the soot crust. Depending on the degree of soiling, use the tool several times. The fibres of the wick should then be fanned out again. You can then tip out the soot.

The individual glass fibres of the wick are fanned out slightly after soot removal. To do this, insert the tip of the screwdriver slightly into the wick and turn it 90° in both directions to create small tips that provide the flame with the necessary surface area for ignition. If the melting fire is still difficult to ignite, the wick is too dry. Please refer to the instructions under point 3.

2. Adjust wick



Check that the wick is correctly adjusted. The correct position and shape of the wick has a significant influence on the flame pattern. The diagram shows the optimum position and shape of the wick. If the wick is too low in the burner, the flame will be very small; if it is too high, the flame will be too large and produce soot, disrupting the combustion cycle.

To adjust the wick, you must first heat the wax until it is liquid. Place the melting lamp in the oven at a maximum temperature of 100°C for approx. 30 minutes. Now you can use needle-nose pliers to move the wick up or down until you achieve the optimal position. Also make sure that the wick is the correct shape; as can be seen in the picture. Wear protective gloves when doing this, as there is a risk of burns.

3. The wick has dried out

If the wick is difficult to light after being cleaned, this is a sign that it is too dry. White or red tips on the wick are also an indication of this. You can also determine this when cleaning the wick: if the soot comes off very easily, there is not enough wax in the fibres.

Reactivation with wax pieces

Wax must now be added to the wick again. Take a few pieces of wax and place them on the wick, which is then lit with a stick lighter. The small flame slowly melts the wax, which runs down into the wick. After about 20 minutes, you should have a nice flame. If the flame is still too small, gradually add more pieces of wax to the wick.

If you accidentally put too much wax in the burner, you can scrape it out with a screwdriver once it has cooled down.

4. The wick is stuck inside

If your melting fire is still not burning properly after the first three service steps, this could be due to the wax used. The melting fire is ideal for recycling candle remnants. That is the idea behind the invention.

When recycling candles, it is important to ensure that the melting fire is not fed exclusively with coloured candle remnants. Otherwise, a lot of soot will be produced, which can quickly stick to the surface of the wick. Too many colour pigments can stick to the fine filaments of the glass fibre wick, preventing wax from being absorbed. This renders the wick unusable. You will then either need to replace the wick or use our convenient service to replace the burner and wick.

Therefore, mix white and coloured candles in a ratio of 50:50. The correct functioning of your melting fire depends on the quality and condition of your candle remnants.

Due to its organic components, beeswax should be mixed with white wax in a ratio of at least 50:50 for use in a melting furnace. Otherwise, increased sticking and soot formation will occur.

For particularly convenient refilling and ideal burning performance, we offer high-quality wax pastilles.

Replacing the wick

To replace the wick, the wax in the pot must be liquid. Place your melting pot in the oven at 100°C until all the wax has melted.

Now you can remove the metal burner from the pot (1). Please wear protective gloves, as there is a risk of burns. Use needle-nose pliers/tweezers to pull the old wick out of the burner. Then clean the burner with a kitchen towel.

The wick for the Schmelzfeuer Outdoor consists of three strands (2).

Insert it into the burner (3) by turning it slightly from below. Ensure that the wick is in the correct position (4). Place the burner in the pot containing the liquid wax. Ensure that the burner is sitting straight in the recess.

Finally, pour approximately 6 tablespoons of the liquid wax from the pot over the wick (5).

Comfort Service

With our comfort service, we take care of all maintenance work for you, quickly, conveniently and at a reasonable price. You will receive new internal components, consisting of wax, burner and wick, suitable for the respective Schmelzfeuer model. We want you to be able to enjoy your Schmelzfeuer again quickly and conveniently.

Place your waxburner in the freezer for a few hours, after which the burner and wax can be easily removed. Now insert the new inner workings into the crucible and your melting fire will be as good as new. You can also take this opportunity to clean the ceramic crucible in the dishwasher or by hand.

You are welcome to order the comfort service by telephone on 09563/51 33 20, by email at kundenservice@denk-keramik.de or in our online shop for €29.90.

customer service

Our customer service team will be happy to help you with any questions or problems you may have. Contact us by telephone on 09563/51 33 20 or by email at kundenservice@denk-keramik.de.