# Operation Manual

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# *Thank you for purchasing a new Euro Fireplaces unit*

Over 100 years of experience and tradition have gone into the design of your new fireplace, which will ensure years of use and functionality to come. So that your fireplace can reach its full potential, please read the following operation manual carefully, as it contains important instructions and many useful tips.

Euro Fireplaces extended warranty is only valid if;

1. The heater has been installed to Euro Fireplaces installation guidelines.
2. The heater has been installed by a licensed installer.
3. A certificate of compliance has been issued. (Only required in some states.)
4. The Heater has not been subjected to prolonged periods of dampness or submerged in water.
5. The heater has been operated correctly as per Euro Fireplaces Instructions

Euro Fireplaces does not take any responsibility for any damage that occurs during installation or transport except in cases where Euro Fireplaces is directly involved in the installation.

For further warranty information please see the back of this booklet.

# IMPORTANT INFORMATION

When burning your *Euro Fireplace*, please remember that smaller logs burn cleaner, longer, and hotter than large logs. Please carefully read the 'Correct Operation' section as this will greatly affect the performance of the heater.

Your new *Euro Fireplace* is a finely tuned, low emission, high efficiency wood heater; as such correct burning is essential. It is important **not to overload** the firebox with more than the amount of firewood specified by the manufacturer.

For your heater to achieve the best efficiency, there is no need to use more than 3kgs of firewood per load for a Falun or Andorra heater, or 6kgs per load for Brunner Inbuilt units. The size of the wood used is important; pieces sized approximately **300mm in length and 150 in diameter** will give you the best heat.

During normal operation the primary air (air coming through the grate at the bottom of the firebox) should be shut down. Secondary air (air from above, inside of the firebox) enables the heater to create as many embers as possible, creating a heat of about eight hundred degrees within the firebox. Wet, green or larger pieces of firewood will need more primary air, too much of which pushes heat out the flue. This will cause the system to become ineffective. As such the firewood must be dry and well-seasoned. The heaters are designed to maximize all the energy created through the burning process; unnecessary excess energy created through overloading will eventually damage the firebox. In normal operation with appropriate wood the heater will manage primary and secondary air automatically.

**Regular overloading is a waste of wood** and limits the effectiveness of natural convection. Overloading and then shutting the heater down completely for long periods of time will not only increase emissions and lower the efficiency but may also damage the firebox. If your heater is damaged in this way it may **void the warranty.**

*Burn Bright, Burn Clean*

# THINGS TO CONSIDER

- Euro Fireplaces have a compact firebox with a large viewing window. The heaters are built for high wood burning efficiency (around 70% to 80%). A much smaller amount of firewood is needed compared to traditional Australian wood heaters with similar heat output.
- Wood size is important; smaller logs will burn hotter, longer and cleaner.
- Only hardwood should be used during normal operation. Softwood should only be used as kindling when starting a fire.
- These heaters work by natural convection, the most efficient wood heating system. The heater will draw cold air from inside the house, warm that air and convect the warm air throughout the house.
- Basic insulation of the house is important; gaps under external doors will allow the heater to draw air from the outside even if that door gap is at the other end of the house. Such gaps should be covered when the heater is in operation.
- Warm air should not be allowed to escape through vents in the ceiling; such vents should be closed when operating the heater.
- Regular cleaning of the firebox and ash pan is important for the heater's air supply.
- Sufficient air supply (combusting oxygen) is important for any heater to draw correctly, air tight houses may require use of the fresh air intake.
- A Euro Fireplace will retain coals for 6-7 hours. However, the addition of heat bank will greatly prolong the burn and the time of heat distribution once the coals have cooled.
- Euro Fireplaces are easy to start and are designed for quick heat once lit, making overnight burning in many cases unnecessary and therefore saving more firewood.
- Shutting the air vents completely when visible flames still remain in the firebox will result in blackened glass and heavy creosote build up inside the heater and in the flue. The practice of shutting heaters down and having firewood smoulder rather than burn is no longer acceptable with new emissions laws in Australia. Smouldering may also cause smoke back draw.*
- The required flue length of most Euro Fireplaces should be a minimum of 4 meters from the heater; lower flues may result in not enough air draw from the heater and therefore not enough heat, as well as possible back draw.*

*For more infomation on backdraw, please see page 5

# GENERAL SAFETY INSTRUCTIONS

Like all fireplaces your unit will get hot when in use, particularly the glass. Please be aware of this and ensure that children are always supervised around the fireplace. A safety gate is a good idea when there are children present. The heater must stand on a hearth with adequate bearing capacity; this must cover the space at the front, side and back of the unit in the case of flammable flooring materials. Please ensure no flammable furniture is within the radiant heat perimeter of the glass door (check clearances provided, minimum distances from walls and furniture are specific to each fireplace model). It is essential that these distances are taken into account during installation. These distances are relevant for combustible surfaces and materials; non-combustible walls such as brick or stone do not need to adhere to these clearances, however we recommend at least 100mm clearance is always left in order to allow access and air flow.

# FIRST TIME USE

Your new Fireplace should be "*broken in*" like a new vehicle. This is in order to avoid cracks in the firebox lining, material distortion and the seal sticking to the body of the fireplace. It is very important the firebox is not over burnt for the first three uses. When burning for the first time, run a gentle fire using only kindling and two medium sized logs, once all the wood is flaming close the air control by half. It is imperative that the burning instructions are followed strictly for this phase of burning.

During the first burn, there are a few things to watch out for:

- The steel of the fireplace is coated with environmentally friendly paint, which can cause an unpleasant smell when first burning. The odour is normal for the first burn, and will not last more than a few hours, though there may be a faint smell for the first week of operation. We recommend keeping your home well ventilated for the first burn, leaving windows or doors open.

- There will be some visual signs of evaporation from the body of the heater, as the paint settles. This is also a normal occurrence and is completely safe (though this may activate your fire alarm).

- During the first burn, it is not unusual for the steel to expand or contract, during the heating and cooling process. Whilst this may result in some minor cracking noises, it is natural for the fireplace materials to settle like this.

If you have any concerns about this process please contact your Euro Fireplace distributor.

# UNDERSTANDING YOUR FIREPLACE

## CONVECTION

Euro Fireplaces heat your home in two ways; with radiant heat as well as natural convection. Natural convection means the heater will suck the cold air from around your house and naturally convert it into warm air. It is important that the heater is not allowed to draw cold air from outside or from rooms you do not want to heat. This happens through gaps underneath external doors or windows, open floor vents or cold downstairs areas such as cellars etc. Cold draft entry into the house will make the heater inefficient. In order to avoid warm air being lost, ensure that all ceiling vents are properly closed (often closing ceiling vents does not create an air tight seal, you can use vent covers that are applied at the beginning of winter and removed at the end that will). The heater will draw cold air from the areas you intend to heat and replace this air with warm air. This means that areas the heater can access (through open doors) will have cold air drawn from and heated.

## RECOMMENDED FUEL

We recommend that logs do not exceed 33cm in length. Make sure only air dried, untreated wood logs are used. Standard hardwood is required for optimal burning and softwood should only be used for starting a fire. Hardwood is highly effective at creating extremely hot, long lasting coals. Softwood will create heat quickly, but cannot sustain that heat long enough for the fireplace to operate correctly.

Burning waste, plastics, treated or painted wood is illegal due to dangerous emissions. Such fuels will also cause damage to the fireplace and flue and create health hazards and air pollution. Use of any fuel that is not natural wood or approved briquettes may void the warranty of your heater, this includes the use of tea tree or driftwood.

Conventional fireplaces generally require a large, sustained fire that burns very hot. This is very inefficient and will consume a large amount of wood. Euro Fireplaces will achieve their optimum performance and efficiency by burning only two or three small to medium size logs placed horizontally on a bed of embers. This method ensures optimal combustion, low emissions, high efficiency and low wood consumption.

Refer to www.epa.vic.gov.au for further information.

## VERMICULITE BRICKS (FIRE BOX LINING)

Firebricks and vermiculite panels protect the fireplace body from overheating. They can sustain very high temperatures, which increases the efficiency of combustion whilst producing effective convection and radiation. Over time, these panels will sustain some wear in the form of cracking and chipping. Cracks are not a problem as long as the panel is still in place and you cannot see the steel firebox through the crack. Vermiculite panels must be replaced once they have thinned to half of their original thickness (vermiculite panels are anywhere

## VERMICULITE BRICKS CONT.

between 25 and 50mm thick, depending on what model of fireplace you have). The life of these bricks is approximately 3 years and they can be replaced for a moderate cost. The vermiculite panels are covered by warranty for the first year however, overheating, rough handling, oversized firewood and impact can cause cracks in the panels. These types of damage are not covered by warranty. Ensure care is taken when loading the fireplace to avoid any unnecessary damage. The fireplace should never be operated without its linings in place, operation of the fireplace whilst it's missing any of its components will void your warranty.

## FRESH AIR INTAKE

Euro Fireplaces models rely on surrounding air to achieve a high standard of combustion. As such, an adequate intake of oxygen is essential. In energy efficient houses, air intake may be low, reducing draw. The quality of the air inside a house may also be effected, however this can be aided with the installation of an external air supply, which is available on most models. The fresh air intake will be attached from outside of the house to the heater, either through an external wall or through the floor if the house is on stumps. This allows the heater to have consistent clean and highly oxygenated air for combustion. A connected Fresh Air intake will not only retain excellent air quality inside the house and give the heater sufficient draw, but also result in substantial wood savings.

## BACKDRAW & THERMAL TRACKING

As we build more efficient and airtight homes, a connected fresh air intake becomes very important to reduce back draft issues. Back draft occurs when the flue is not drawing correctly, which can be caused by too little oxygen in the firebox. The result can be stained walls behind the heater, as smoke is drawn out of the fireplace. Most heaters require 10 to 12 pascals of draw; it is your plumbers responsibility to ensure this is achieved.

Connecting a fresh air intake will result in a 30% increase in the flues draw, allowing a constant supply of highly oxygenated air for your heater. By connecting the fresh air intake, you seperate your house from the fire, as the air for the fire comes from outside before going up through the flue. This means that if there is any backdraw, it will be drawn outside via the fresh air intake.

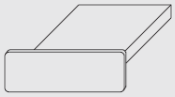
Signs of backdraw are a continuously dirty glass, buildup of soot inside the heater door frame, visible smokiness inside the firebox and the appearance of black stains on walls and ceiling (thermal tracking).

Backdraw and thermal tracking can be caused by a blocked or leaky flue, a faulty installation or a flue not meeting minimum height requirements. External factors such as high altitude or nearby buildings can also effect the flues ability to draw. In very efficient (air tight) homes, reduced access to external air can also cause backdraw.

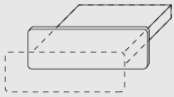
# LIGHTING YOUR FIREPLACE

## AIR CONTROL

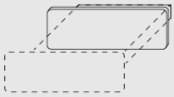
The air control of a Euro Fireplace consists of primary (beneath the fire) and secondary (above the fire) air. The fire will require all air controls at 100% to start but once you enter the main burning phase only secondary should be used. On a single control handle heater, closing 50% will close primary and leave secondary open.



**Open** *for start up*



**50%** *optimal burn*

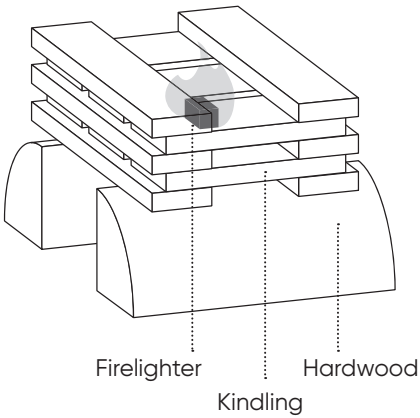


**10%** *prolonged burn*

## PREPARATION

- Switch off any exhaust fans in the house when starting the fire and ensure the house is sealed from all external air.
- Pull out air regulator fully (100% primary and secondary).
- Stack softwood kindling on top of two pieces of hardwood.
- Make sure air can move freely from the grate around the stack.
- Place a firelighter near the top of the stack, and light it

Do not use cardboard or paper.




## START UP PHASE

- Leave the air regulator fully open to allow maximum air.
- After roughly 20-30min, or once the fire is fully ignited the air regulator can be closed to 50%.
- This will stop the primary air (from the bottom grate), causing secondary air to enter from the top of the fire box and allows the heater to build a good bed of coals.
- The start up cycle is completed when there are no longer any visible flames coming from the wood. Coals will still produce small flames.
- Open the door slowly and spread the remaining coals.

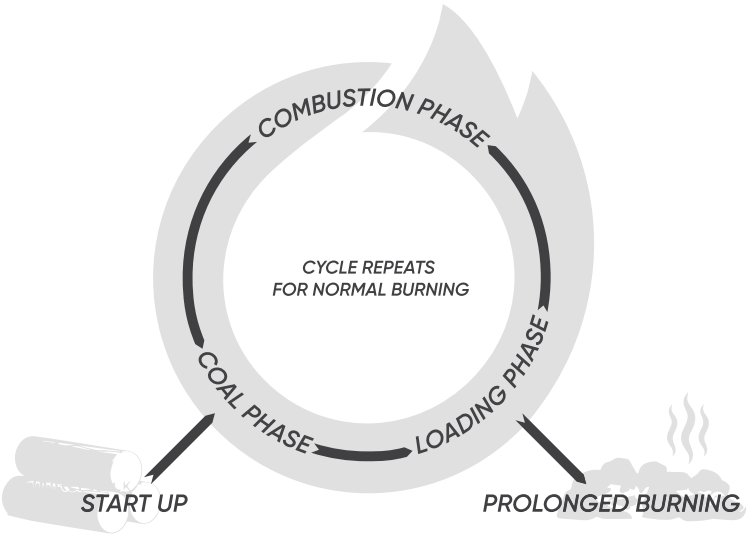
Bright and hot means efficient and clean, smouldering and cold means inefficient and dirty. A clean burn will show little to no smoke.

COMBUSTION PHASE

- Place two similarly sized logs (approx.30cm long, 12cm thick) on to the bed of hot coals.
- Keep the air regulator at 50% open.
- Using properly dried firewood, and following the above steps, the logs will ignite within 60 seconds.
- The logs will burn for roughly 2+ hours.
- Once they have burned down, reload and repeat the process continuously during normal burning hours. This is how you get the best heat and efficiency.
- Larger logs require more primary air for combustion, resulting in inefficient burning.
- As a confirmation of a correct operation, your glass and internal lining of your fireplace should remain clean and soot free. Similarly there should be no visible smoke coming out of your chimney. Check these signs, as black glass and a smokey chimney indicate incorrect operation and/or bad quality fuel.

PROLONGED BURNING

- On a good bed of embers, reload the heater with two to three pieces of dry hardwood (select your long burn wood and put aside for that purpose).
- Shut the air vent by 90%. (Depending on the logs, harder wood may need more air than smaller, lighter pieces). Now you have just enough airflow for the firewood to slowly burn for approximately six hours.
- This process will be greatly enhanced by the addition of heat bank. More heat bank means more heat storage and more residual coals in the morning.
- Never shut the air vent fully unless only coals remain in the firebox.



# CLEANING AND MAINTENANCE

## ASH

- The flue should be professionally cleaned after each season, especially if there are bends in the flue system. In most of our heaters the baffle plate can be removed for a more thorough clean. The Andorra range does not have a removable baffle plate; these heaters can be cleaned from an access panel at the back or front of the heater.
- Empty the ash tray every few days and brush excess fine ash built up inside the firebox into the ash pan.
- Regularly clear any build up behind and under the ash pan. When the heater is cool, we recommend using a vacuum cleaner to reach these areas.

## GLASS

- If burning correctly, the glass should only need to be wiped down with a damp cloth once a week, to clear any ashey build up. If you do need to clean brown or black deposits off the glass, use a fine soap steel pad. Ensure the steel pads are non-scratch and designed for glass.
- Regularly check and ensure all the seals around the glass frame are in place.
- If the glass is continuously dirty or black, the unit is likely not drawing correctly. This can be caused by the flue being dirty, or not meeting the minimum length requirements. Please contact your dealer for more information.

## METAL

- Use a feather duster to clear dust before using a soft, damp cloth to clean the unit. Avoid using any spray detergents. Touch up paint is available from your supplier if any paint is scratched or worn. Do not clean the metal until the heater's paint has been cured (see First Time Use).

## SOAPSTONE

- Clean the soapstone with dishwashing detergent and a fine plastic scourer.

## FIREBOX LINING

- The firebox lining should last at least three seasons. However, broken or damaged linings can be caused by unnecessarily overloading the heater, or forcing too large logs into the firebox. Replacing the lining panels is easy and inexpensive. They can be purchased from your local supplier. Small cracks in the lining will not effect the heater's performance.

## NUTS, BOLTS & SCREWS

- Due to the extreme variation in temperature that a fireplace experiences through normal use, nuts, bolts and screws can loosen over time, particularly on the moving parts of the heater (door handles etc). It is good practice to look over your fireplace once a year and tighten any components that require it. If you need more information specific to your model of fireplace, please do not hesitate to contact us.

# IMPORTANT OPERATION NOTES

Do not use flammable liquids, painted, treated or processed wood such as particleboards, tea tree, driftwood, etc. These materials can cause substantial damage to the fireplace and flue.

Use only dry wood with no more than 20% moisture content. Anything above this moisture content can cause gases that can be corrosive to metal and cause damage to the fireplace and flue.

The best kindling wood is soft wood. If not available use finely chopped hardwood pieces.

Avoid overloading your fireplace. Overloading and overheating results in wastage of both usable heat and firewood and may cause damage to your fireplace. This type of damage will void the manufacturer warranty.

Please make sure the ash inside the heater and in the ash pan is cleaned regularly (minimum of once per week). A heavy buildup of ash will prevent the heater from heating efficiently and can cause damage to the grate or other cast-iron components of the heater.

Correct operation of fireplaces will keep the internal walls and the glass of the firebox clean and soot free. Smoke out of your flue from the cowl should be invisible and soot free; these are the simple signs of correct operation of the fireplace and the use of dry firewood. If soot deposits are present inside the firebox and on top of the chimney, check the moisture content of your firewood.

Ensure you do not close the air supply completely, as this can cause the heater to smolder and will result in an extremely dirty firebox and soot build up. This can heavily effect the efficiency of the fireplace, and cause heavy creosote build up requiring more frequent cleaning.

*For best performance, ensure you clean your unit thoroughly after each winter.*

# FLUE MAINTENANCE

ANDORRA, ANDORRA EXCLUSIVE, ATIKA, CADIZ

- Take off the back galvanized plate
- Near the top of the heater you will find a 170 mm x 100 mm steel plate attached with 4 bolts
- Removing the plate will give direct access to clean out excess ash.

FALUN, FALUN CERAMIC, WIESBADEN, VALENCIA, BULLER, OLBIA

- Remove both the top vermiculite baffle and the steel baffle above. All ash will fall into the heater and can be cleaned from there.

MILANO

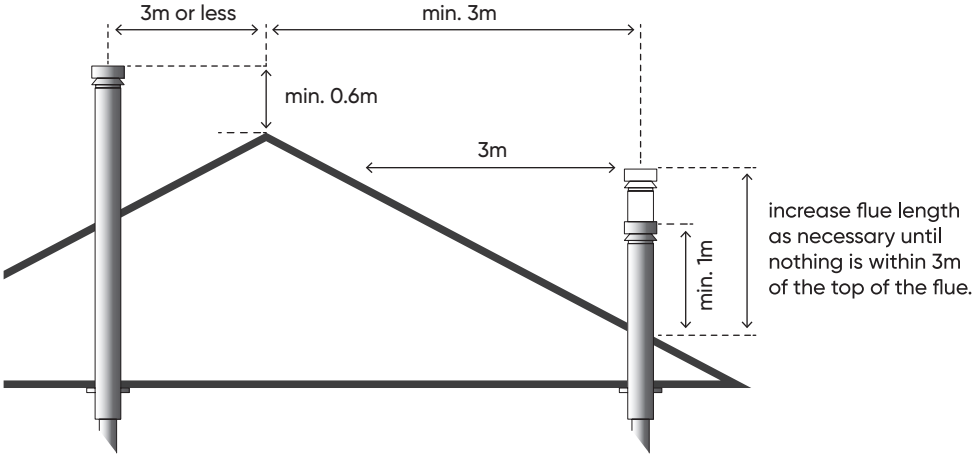
- Unscrew the bottom cap on the flue T-piece, this will release all ash from the flue.

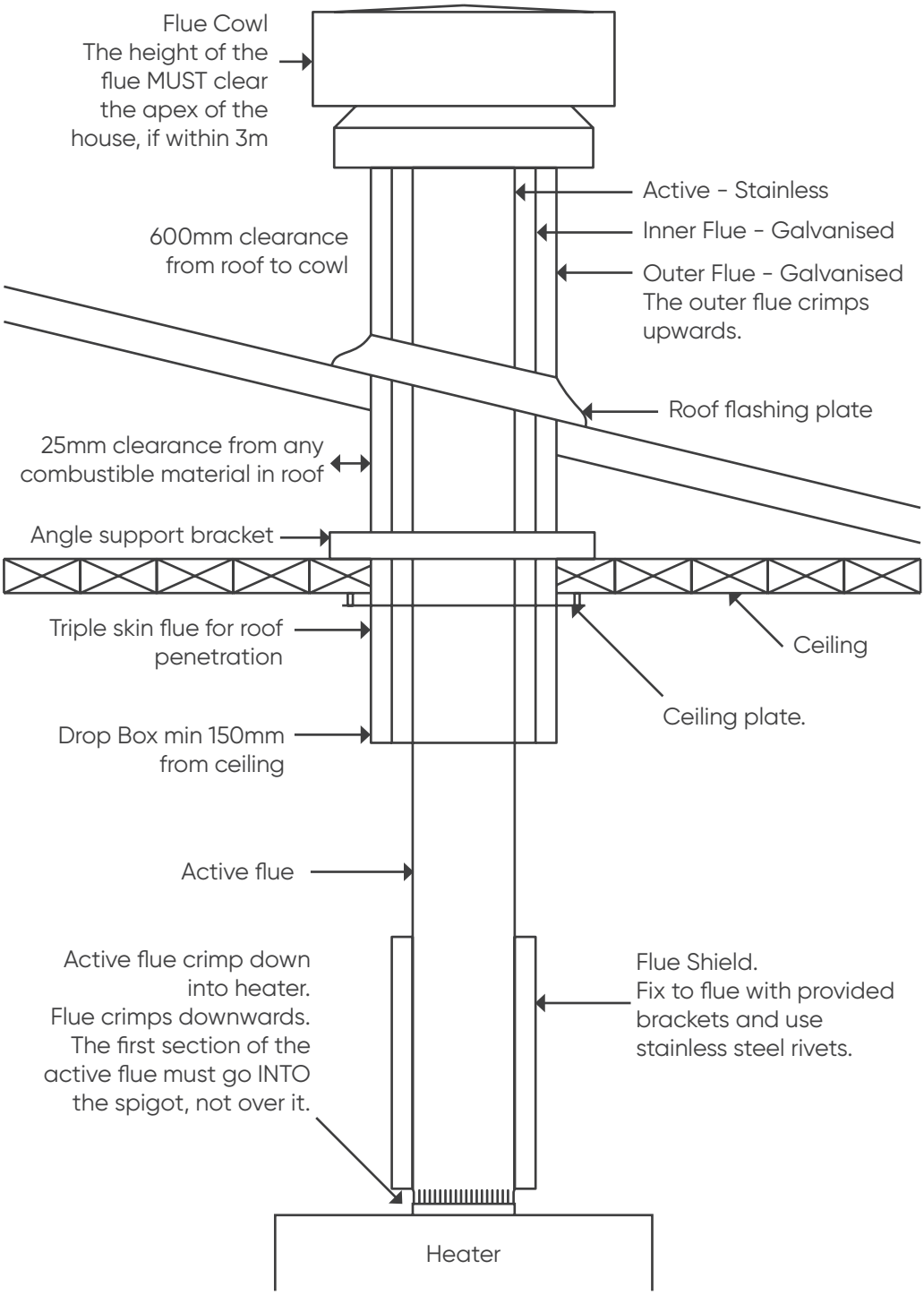
UPPSALA

- Remove the vermiculite baffle plate
- The ash needs to be cleaned from a narrow gap above the steel baffle plate, alternatively the flue can be disconnected to gain accesses from the spigot.

*Your flue should be professionally cleaned once a year.*

# FLUE CLEARANCES & INSTALLATION




Flue Cowl
The height of the flue MUST clear the apex of the house, if within 3m
600mm clearance from roof to cowl
Active - Stainless
Inner Flue - Galvanised
Outer Flue - Galvanised
The outer flue crimps upwards.
Roof flashing plate
25mm clearance from any combustible material in roof
Angle support bracket
Triple skin flue for roof penetration
Ceiling
Ceiling plate.
Drop Box min 150mm from ceiling
Active flue
Active flue crimp down into heater.
Flue crimps downwards.
The first section of the active flue must go INTO the spigot, not over it.
Flue Shield.
Fix to flue with provided brackets and use stainless steel rivets.
Heater

# TROUBLESHOOTING

NOT ENOUGH HEAT

- Your firewood may not be properly seasoned, and is therefore too moist. Firewood needs to have less than 20% moisture content, ideally under 15%. Australian hardwood will take approximately 18 months to dry. Firewood with a moisture content of above 25% will lower the temperatures in the firebox dramatically.
- Your firewood may be too large. Larger pieces need more primary air (air through the bottom grate). Too much primary results in heat loss through the flue. Natural convection works best with primary air shut down. Please refer to the air control specific for your heater.
- Ensure the heater does not draw cold air from gaps under external doors.
- Ensure all ceiling vents are closed.
- Your fireplaces may not be being burnt correctly. Once the fire is established (approximately 40 minutes after start up) primary air must be shut down; now secondary air (from the top of the firebox) will establish a slow burn with lots of coal and embers (approximately 700 degrees inside the firebox).
- Ensure the flue is drawing correctly, and that the draw is not obstructed. This may happen through build up of ash at the flue entry inside the firebox (above the vermiculite baffle). Alternatively, debris may be caught inside the flue, or the flue is not long enough.

FIREWOOD BURNING OUT TOO QUICKLY

- You may be allowing too much primary air, please see burning instructions (In most cases, ensure the air control is open no more then 50%).
- Ensure you are using high quality firewood.

DISTORTION IN FIREBOX GRATE OR GRILL

- Not emptying the ash pan regularly can cause distortion. This will result in no airflow around the grate and therefore a build up of intense heat around the cast iron grate.
- Burning your fire too hot will cause the components of your fireplace to warp.

TOO MUCH FLAKY ASH

- The air control may be open too far.
- Ensure you are using high quality firewood.

FLAKY ASH CONT.

- Ensure the wood is well seasoned and the moisture content is not too high.
- Do not overload your firebox.
- Ensure you are emptying the ash pan regularly. Not emptying the ash will result in incorrect airflow and therefore incorrect burning.

SMOKINESS INSIDE THE HOUSE

- Your heater may not be drawing correctly.
- There may be a leak in your flue.
- There may be an issue with your installation.

PAINT SMELL

- There may be a slight paint smell for the first week of operation as the paint on the heater cures. Please keep the house well ventilated during this time. This process may also cause a visible vapour to come from the heater; this IS NOT smoke from the firebox.
- Burning treated timber will result in an unpleasant odour.

RUST INSIDE THE FIREBOX

- Ensure the wood is well seasoned and the moisture content is not too high.
- Do not overload your firebox.
- Moisture may be entering the heater via the flue or the fresh air intake. Ensure the air control is closed when not in use.
- Burning treated timber can result in rusting in the firebox.
- Please note that some slight rust occurring in the firebox is often unavoidable and will not cause any damage to the heater.

CEILING DISCOLOURATION

- There may be low oxygen levels in the house, contact your local dealer about the use of a fresh air intake.
- The flue may not be drawing correctly. Ensure it is a minimum of 4m for most units.
- Ensure you are following our correct burning procedures.
- There may be a leak in the flue.
- There may be an issue with your installation.

# WARRANTY

Euro Fireplaces warrants to the original purchaser that all new Euro Fireplaces fireboxes are free from defects in material or workmanship under normal use and service for a period of 5 years from the date of purchase. Euro Fireplaces will repair or replace any defective parts during this period without cost to the consumer. This 5 year warranty excludes linings and seals which are covered for a period of 3 months from the date of purchase. The glass window of the fireplace is covered until the first burn of the fireplace, thereafter it is no longer covered under warranty.

THIS WARRANTY SHALL ONLY APPLY:

1. To the original purchaser, and when the fireplace has been purchased through an authorised Euro Fireplaces Dealer.
2. Where the heater has been installed in accordance with manufacturer's instructions.
3. Where the heater has been operated in accordance with the manufacturer's instructions.
4. Where appropriately seasoned, untreated, correctly sized fuel has been used.
5. Any alteration or repairs to the heater have been performed by an authorised Euro Fireplaces Service Person.
6. The air control has been kept closed during long periods of non-operation ie over summer.

THIS WARRANTY DOES **NOT** COVER:

1. Damages caused to the unit through unauthorised repair or alteration, accident, ignorance, neglect, willful abuse or misuse (either willful or accidental)
   1.1 Misuse includes:
   1.1.1 Overloading - Exceeding the recommended fuel limit for the heater.
   1.1.2 Inappropriate Fuel - Using treated wood or fuel other than wood. This includes railway sleepers, painted wood, driftwood, old fence posts and offcuts from building materials. Only wood that has been felled, split and seasoned or wood purchased from a firewood supplier should be used in a fireplace.
   1.1.3 Unseasoned Fuel - To burn well, firewood needs to have a moisture content of less than 25%, preferably between 12% and 20%. Firewood with a moisture content above 25% releases corrosive steam into the firebox. This will void your warranty.
   1.1.4 Use of Accelerants -Accelerants should never be used in a wood fire. Commercially available firelighters used sparingly in combination with plenty of kindling are the only appropriate non-wood fuel.

1.2 Neglect Includes:

1.2.1 Lack of Servicing - Your fireplace will need to be serviced over its life time. The linings, glass seals and door seals all wear naturally throughout the lifetime of the fireplace and will need to be replaced Continuing to operate a fireplace with missing or damaged seals or linings will cause damage and void your warranty.

1.2.2 Failure to clean your flue - Fireplace flues should be cleaned professionally once a year (ideally just prior to winter). Damage caused by flue fires or any other result of excess build up in the flue is not covered by warranty.

2. Damage caused by environmental factors

   2.1 The salty atmosphere present in coastal areas as well as high humidity environments can be corrosive and cause rusting on the steel parts of a heater.
3. This warranty excludes normal wear and tear such as paint discolouration or chipping, wearing of the seals or firebox linings.
4. Damage caused by faulty installation or flue parts.
5. Euro Fireplaces will not be responsible for inadequate performance or backdraft damage caused by environmental conditions such as but not limited to: high altitude environments, nearby trees, hills, or buildings, wind or negative pressure created by the external environment or any mechanical influences such as exhaust fans or airtight home environments.

THIS WARRANTY IS VOID IF:

1. The heater has been subjected to prolonged periods of dampness or submersion in water.
2. The heater has been installed by anyone other than a qualified fireplace installer
3. The fireplace has been operated whilst missing any of its components (linings, seals, etc)

SIGNS OF INCORRECT USE OR INCORRECT INSTALLATION INCLUDE, BUT ARE NOT LIMITED TO:

- Distorted grate: ash is left to build up restricting airflow resulting in overheating.
- Distorted wood retainer: (see above).
- Premature deterioration of the vermiculite lining: with correct usage Vermiculite should last 4 to 5 years
- Rust on deflector steel: a continuous high kw fire, or unseasoned high acid wood or moisture inside the firebox will promote rust.
- Excess rust inside the firebox: unseasoned high acid wood or moisture entering from the flue or fresh air intake will promote rust.
- Excess rust on the heater surfaces: due to the heater being exposed to salty coastal airflow
- Creosote using out of the flue connections or the spigot: incorrect installation, not giving the heater enough air needed for combustion, or unseasoned firewood.
- Creosote inside the door frame and on glass: (see above)
- Smoke stains on the ceiling: infrequent flue cleaning, not cleaning the ash pan or fire box, not giving the heater enough air needed for combustion.
- Smoke stains above the heater door: (see above)

If you have any queries please contact us at **info@eurofireplaces.com.au**

All warranty claims must be accompanied by the heater serial number, the certificate of compliance for the installation (or your installer's contact details in states that do not require a certificate) as well as photos and a description of the issue.

# NOTES

AUSTRALIAN
HOME HEATING
ASSOCIATION INC.

Euro Fireplaces is a proud member of the Australian Home Heating Association, and as such abide by their standards. If further information is required, as well as tips for running your fireplace efficiently, we recommend visiting their website at www.homeheat.com.au