HF-C700

Operation and Installation Manual

PLEASE RETAIN FOR FUTURE REFERENCE

• INSTALLATION INSTRUCTIONS

APPLIANCE LOCATION

The appliance must be located at specific distances from its surroundings. This is to prevent damage to products & furnishings within the vicinity of the appliance. Adequate space should be provided for servicing the appliance.

Adjacent walls and cavities should be made of non-combustible materials. The stove should be installed on a level floor with adequate load bearing capacity.

VENTILATION

Your stove requires ventilation to supply it with air for combustion. Ventilation is also required to ensure the proper operation of flues and chimneys to ensure that the products of combustion are safely dispersed to the outside air. Please ensure the stove has sufficient ventilation for operation.

Extraction fans lower the pressure in a building which can cause spillage of combustion products from an open-flued appliance. This can occur even if the appliance and the fan are in different rooms. If mechanical extraction is unavoidable in the same room as your stove, then seek specialist advice to ensure safe operation of the appliance.

FLUE / CHIMNEY

It is important that the flue or chimney to which this appliance is to be connected has been checked by a competent person to ensure its suitability

and that it will work safely. The chimney or flue and installation should comply with local and national building regulations.

NOT suitable for installation in a shared flue system.

If installed in a standard type chimney, a register plate needs to be fitted inside the chimney.
When purchasing flue pipe, 125mm diameter is required. The flue pipe must be fitted **INSIDE** the flue spigot and must be sealed with a generous amount of Fire Cement.
Access should be provided for cleaning the flue gas connector and chimney flue to ensure that the passageways for exhaust gases remain free from obstruction.
We recommend that you have a qualified fitter install your stove.

Sufficient operating draft is required for the product to function optimally. The following considerations should be considered to ensure safe operation of the appliance.

The flue must be:

- Suitable for use with solid fuel burning appliances (Min. rating of T400).
- In good condition and provide a draft of 10-20 Pa.
- Free from any internal obstructions.
- At least 4.5 metres from the top of the stove outlet to the top of the chimney.
- Independent from a shared flue system of any type.
- Larger or equal in diameter than the appliance flue collar size.

Provision should be made to ensure the chimney can be swept in the entirety of its length.

If using single wall flue, please ensure there is a clearance of at least 3 times the diameter of the flue pipe from any combustible material (e.g. 150mm pipe = 450mm minimum clearance to wooden beam).

HEARTH CONSTRUCTION

Hearths should be constructed of suitably robust materials and to appropriate dimensions such that, in normal use, they prevent combustion appliances setting fire to the building fabric and furnishings and they limit the risk of people being accidently burnt.

The hearth should be able to support the weight of the stove and its chimney if the chimney is not independently supported.

FUEL

Wood- All types of wood are suitable provided they are well seasoned, UNTREATED, and have a moisture level between 12% and 20%. For soft woods, typically they will need to have been left in suitable storage for 9+ months in order for the moisture to evaporate. For hardwoods, this will usually be 18 months+. It is recommended that logs should be no more than 125mm in diameter. If you are unsure of the moisture content of your fuel, then you can buy a moisture meter which will indicate the moisture levels in your fuel. Liquid fuels must NEVER be used.

WARNING: Wet timber should not be used as this will create excess tar deposits in the chimney and stove and could increase the risk of chimney fire. Timber which is not of a suitable moisture content will also create more smoke and harmful emissions.
The HF-C700 series is multi-fuel capable – as well as wood it can burn suitable smokeless coal such as Anthracite.
Only fuels suitable for / tested and certified for use on closed stoves can be used.
Never attempt to burn House coal, Petroleum Coke or Bituminous Coal.
Never use your stove as incinerator to burn waste or rubbish. Never burn Petro-Coke or coals designed only for open-fires.

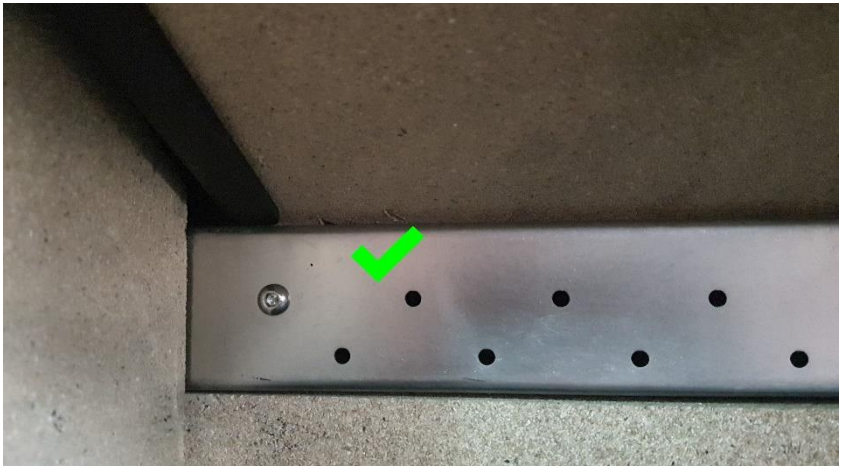
Before first use PLEASE READ THIS CAREFULLY!

Most Important regarding the correct position of the baffle plate:

During transport and during installation of the insert, the baffle plate might move out of position, and before first use its important to make absolutely sure that the baffle plate is indeed in its correct position. Failure to do this check, can result in damage to the baffle plate, which won't be covered by the warranty.

Here below are pictures to indicate the correct position as well as the wrong position:

Correct Position:



Wrong Position:

OPERATION INSTRUCTIONS

The Entire Stove Will Become HOT!

The use of a glove is recommended for adjusting the air inlets and for opening the door when the stove is hot, as these knobs will heat up when in use.

NOTE – all parts of the stove will become hot during use and care needs to be taken to avoid injury through burning.

LIGHTING THE FIRE

Prior to lighting the fire for the first time, ensure that-

- Installation and building work is complete.
- The chimney is suitable and sound and has been swept and free from obstruction.
- Adequate ventilation and provision for combustion air has been made.
- That the stove installation has been carried out in accordance with Building Regulations and any applicable local regulations as well as these installation instructions.
- That chimney draw has been checked and within specification. (The stove has been tested at nominal output with a flue draught of 12 Pa)

INITITAL TEMPERING INSTRUCTIONS / ESSENTIAL INSTRUCTIONS BEFORE USE – It is essential to follow these 'tempering-in' instructions in order to avoid serious damage to your stove. The castings of your stove require very gentle 'normalizing' to release stresses in the metal formed during the casting process. The high temperature paint finish also requires curing: -

Initial paint curing:

Note: NEVER wipe the stove in the early stages (prior to paint fully curing), as the paint will be very soft and will damage easily. NEVER attempt to clean or wipe the paint surface when warm or hot. Please read the following and follow thoroughly. The stove is finished in specialist high temperature coating which is air-dry but not yet cured. The stove should be brought up to temperature gradually over the course several fires to complete this process. If the stove gets too hot or not hot enough during this process, then the curing process can fail causing issues with the paint surface.

1) For the first three fires (all on the same night), use KINDLING ONLY, with each burn lasting for 15-20 minutes and each fire using approx. 1000 grams of kindling. The door must be closed, but not latched during the burning of kindling only. Start the second and third kindling fires whilst the fireplace is still warm from previous fires, but with around 30 minutes cooling time in between. Once the three kindling fires have burnt through, and whilst the stove is still warm, but slightly cooled, light a normal fire with three dry logs weighing around 2 kgs in total. The door must now be fully latched. This fire should burn for between 45 and 60 minutes. Now allow to FULLY COOL naturally. The paint should now be cured. Please note that a chemical smoke will be emitted during this process.

Once the paint curing process has been completed satisfactorily, normal fires can be lit for the second stage–

Next Stage - stove tempering:

For the first 3 hours burning, use just small wood fires, then for the next 15-20 hours, total burn time, fires must be very gently increased in temperature and log size and load and **NO SOLID FUELS** (products other than wood) must be used during this period. A stove thermometer will be a valuable tool in

helping you to achieve this and to ensure an efficient burn rate in future. After these small fires, gently increase fires over the course of a week or so. Starting a large fire too soon is likely to damage the stove in which case will not be covered by the warranty.

VERY IMPORTANT!!
ENSURE THAT YOU HAVE READ AND UNDERSTOOD THESE INSTRUCTIONS BEFORE LIGHTING THE FIRE, AND THAT YOU ARE CONFIDENT THE STOVE HAS BEEN INSTALLED CORRECTLY.
ALWAYS WEAR A PROTECTIVE GLOVE WHEN REFUELLING YOUR STOVE.

Ignition **(PLEASE FOLLOW THE INITITAL TEMPERING INSTRUCTIONS FIRST TO AVOID DAMAGE)**

- Ensure the ash-pan is in place.
- Ensure all air inlets are fully open
- Construct a pile of kindling in the middle of the grate using approximately 1kg of kindling wood
- Light with a single chemical firelighter
- Partially shut the door but leaving it cracked open slightly
- After about 5 minutes or when the fire is well established, shut the door
- After a further 3-5 minutes as the fire starts to die, add a further three larger pieces of wood weighing approx. 1kg.
- Once theses logs are alight, and after about 7 minutes or so, a normal load of 2 or 3 logs weighing up to 3kg in total can be added (ONLY AFTER THE INITIAL TEMPERING PERIOD HAS BEEN FOLLOWED – SEE ABOVE)
- Once this load is burning well, the Primary air vent should be closed, with the Secondary and Tertiary vents left open, as much as necessary to achieve the desired burn rate.

Refueling

- Open the Primary air vents
- Add up to 3kg of wood
- After about 2 to 3 minutes or when flames from the fresh fuel fully established, close the Primary vents
- At high power output, your stove will require refueling approximately every hour.
- It is important to follow these instructions in order to achieve clean burning and to maximize the efficiency of the stove
- Do not leave the fire unattended until flames are well established on the newly charged logs
- Always refuel onto hot embers.
- If the fire has died out at the point of refueling, use kindling to re-establish the fire and follow the “Ignition” procedure above.
- It is important that the stove is not overloaded with fuel.
- Reduced burn rates can be achieved by reducing the openings of the Secondary and Tertiary air vents.
- Operation with the door open can cause excessive smoke and damage to your fireplace. The appliance must not be operated with the door left open except as directed in the instructions above.

Refueling on to a low fire bed

If there is insufficient burning material in the firebed to light a new fuel charge, excessive smoke emission can occur. Refueling must be carried out onto a sufficient quantity of glowing embers and ash so that the new fuel charge will ignite in a reasonable period. If there are too few embers in the fire bed, add suitable kindling to prevent excessive smoke.

Fuel overloading

The maximum amount of fuel specified in this manual should not be exceeded, overloading can cause excess smoke and serious damage to your fireplace.

Operation with door left open

Operation with the door open can cause excess smoke and serious damage to your fireplace. The appliance must not be operated with the appliance door left open except as directed in the instructions.

Dampers left open

Operation with the air controls or appliance dampers open can cause excess smoke and serious damage to your fireplace. The appliance must not be operated with air controls, appliance dampers or door left open except as directed in the instructions.

Controlling Stove

Burning wood:

- The Secondary vent provides air supply for the air-wash system and allow air into the higher areas of the firebox – this is called the Secondary air – When this vent is open, the door glass is kept clean by high speed air rushing downwards across the inside of the glass. Air-wash/secondary air lever (The control lever to the right) - Use this to control the fire when burning wood. Once the fire is established, this will be your main control over burn rate and heat output.

- Primary air control lever (The control lever to the left) – This should be closed (moved to the left) as wood does not need air from below to burn effectively. Once the fire is well established (see instructions below) this vent must be closed (when burning wood). -NEVER leave the Primary vent open when burning wood other than on start-up and for a maximum of 5 minutes when re-fueling.

- Avoid overloading your appliance as this may cause damage to the product and cause unstable burn conditions. See max fuel load stated in 'Refueling Wood' section for more info.

- On the Tertiary, the air is channeled through a chamber on rear of the stove and to the rear of the firebox and enters the firebox via a series of small holes in the in the back wall of the stove. This air inlet helps to ensure thorough and clean combustion.

Burning coal:

- The Air-wash/secondary air lever (The control lever to the right) – This should be left partially open, to allow the air-wash system to keep the glass clean.

- Primary air control lever (The control lever to the left) - When burning coal, the stove should be mainly controlled using this lever.

- Avoid prolonged periods of slow burning which may cause build-up of creosote with certain fuels. Using a flue temperature gauge can help achieve the optimum temperature for clean combustion. Ensure you use the suitable fuel for the appliance.

Recommended Fuels

- Split and dried logs properly seasoned with less than 20% moisture content and no larger than 250mm x 100mm (max fuel load 3kg should not be exceeded).
- Anthracite (Medium) smokeless fuel.
- Eco Logs.
- Briquettes

Fuel to Avoid

Use of incorrect fuels can **invalidate the warranty of your appliance**.

- Petroleum Coke
- Household waste

Wood with a moisture content above 20%

- Household coal or bituminous coal
- Waste timber that has been painted or treated e.g. railway sleepers

Refueling Wood

1. Refuel when a layer of hot embers has been formed in the fire bed.
2. Spread the embers out over the fire bed using the ash-pan tool.
3. While the embers are still glowing, add 1 or 2 logs to the fire.
4. Open the right air control fully to ignite the new fuel.
5. Once new logs have ignited, adjust the right air control to give the desired combustion. If there are too few embers, use suitable kindling prior to the fuel load to prevent excessive smoke.

Max fuel load – 3kg (The maximum amount of fuel specified in this manual should not be exceeded, overloading can cause excess smoke)

Refueling Coal

1. De-ash the fire bed.
2. Fully open the left air control and add fuel.
3. When the new fuel is fully lit adjust the left air control to give the desired combustion.
4. Max fuel load – 3kg (The maximum amount of fuel specified in this manual should not be exceeded, overloading can cause excess smoke)

Weather Conditions

Weather conditions can affect the performance of the stove. Strong winds combined with close buildings or trees can cause the stove to smoke. Heavy rain may lower the temperature of the flue making it difficult to light or slow to heat up.

- # Troubleshooting/ F.A.Q.

Problem	Probable Cause	Recommended Action
Fire difficult to light	Green/Wet wood	Use recommended fuels
	Insufficient air	Open air controls
	Insufficient draft	Check flue is not obstructed, sweep if needed
	Fuel too large	Use kindling / small logs to start fire
Fire burns too quickly	Too much air	Reduce air controls
	Excessive draft	Install draft stabiliser/damper
	Insufficient Seal	Check condition of rope seal around glass
Smokes upon initial lighting	Cold flue pipe	Burn firelighters/small fuel loads to preheat flue prior to lighting
Smokes while burning	Insufficient draft	Check flue is not obstructed
Glass blackening	Insufficient Air	Open air-wash control
	Damp fuel	Use recommended fuels
	Insufficient seal	Check condition of rope seal around glass
Glass crazing (minute splinter marks on glass)	Cold liquid hitting warm glass	Replace glass
Low heat output	Poor quality fuel	Use recommended fuels
	Insufficient Seal	Check condition of rope seal around glass

Troubleshooting Solutions For Stove Problems

Installed and used correctly your stove will provide years of warmth with little effort, but when used incorrectly, it will be difficult to achieve the results you expect and the stove can be damaged.

Combustion is a complex chemical process with many variables, all of which need to be correct for your stove to burn correctly. Taking the time to understand these variables and the combustion process will make your life with your new stove a happy one.

1. **Stove is difficult to light / keep lit**

Common causes:

- Damp fuel – Wood should be maximum 20% moisture and ideally 12-15%. We strongly advise purchasing a digital moisture meter to test your logs. Always split logs in half and test the center of the log.
- Poor draught and chimney strength – Your chimney needs to pull through adequate air for combustion. Flue draught should be between 12Pa and 18Pa – if in doubt consult a local expert.
- Logs too big – Always start fires small and gradually build them up. Begin with paper or solid firelighters, building a small fire with kindling (small sticks of wood) until the kindling is well alight and hot. Then gradually build the fire with your wood logs (not too thick). (Splitting the logs will increase the surface area allowing more thorough burning). Once the firebox is up to temperature, slightly larger logs can be added.
- Chimney/flue blocked – Excessive soot should not be allowed to build up in the flue – flues should be professionally cleaned when required and, in any case, at least once per year, or more if your chimney / fuel type is causing excessive soot build up.

2. **Fuel burns too quickly**

The rated output on your stove is based on burning dry seasoned hardwood and re-fueling every hour. By turning down the vent controls the fuel will burn slower and last longer.

Common causes:

- Excessively strong chimney draught – If by turning down the vents the fire still burns too quickly, this is normally due to excessively strong draught on the chimney. This will lead to over-firing of the stove which is inefficient, losing excessive heat into the chimney and pulling too much cold air through the house. A flue damper fitted into the first section of flue pipe can help to calm a chimney draught.
- Fuel type/size – try experimenting with different types of wood/fuel and different sized logs. Coal and slightly larger logs will burn slower. Softwood such as pine will burn particularly fast. Ideally use seasoned, naturally dried logs (hardwood) where possible.

3. **<u>Smoke comes back into room</u>**
    - A small amount of smoke entering the room when you open the stove door is normal but should stop after a few seconds….
    - If smoke ever leaks constantly into the room, stop using the fire immediately, shut down all vents on the stove, open windows and exit the room. Do not use the stove until a local expert has established the problem.
    - Common causes:
        - Insufficient air supply into the room – do you have an air brick of sufficient size to feed the stove with air?
        - Blocked chimney – have the chimney swept and checked by a registered chimney sweep.
        - Insufficient chimney draught – can be due to a variety of reasons – please refer to previous text under “Poor draught and chimney strength”
    - Rapid condensation of the gases - causing them to slow down and back up in the chimney – this can be due to too broad a chimney/flue, relative to the size of the appliance or the flue not being adequately insulated. You may need a flue liner and/or insulation in the chimney.
4. **<u>Glass gets dirty quickly</u>**

    Common causes:

    - Top vents not open – Your stove has a top vent this controls the Airwash system – the top vent needs to be constantly open adequately to ensure enough air is coming into the stove. No Airwash will work fully when the stove is burning very slowly (slumbering).

- Primary Vent left open – Primary vent when left open will interfere with the operation of the Secondary (Airwash), causing blackening of the window. Always shut Primary once fire is established, and only ever open as much as necessary to get the fire going or to give a short 'boost' to new wood when refueling.
- Poor fuel – wet wood or softwood (e.g. pine) will produce a lot of tar, creosote and soot, dirtying the glass and eventually blocking the flue.
- Insufficient chimney draught – see previous note under "Poor draught and chimney strength".
- Baffle plates incorrectly fitted
- Fuel loaded to close to window – The wood needs a good clear distance away from the glass – otherwise it will produce thick black marks on the glass and interfere with the Airwash airflow.

5. **Not enough heat being produced**

Common causes:

- Poor quality fuel – logs should be dry well seasoned hardwood.
- Poor draught and chimney strength – see previous notes.
- Excessive draught – too much heat being lost up the chimney – try a damper in the flue.
- Insufficient air supply - Check air supply is sufficient / vents on stove are clear. Does the room have a vent?

- Not enough fuel being burned – the rated output of your stove is based on burning beech wood (typical of most hardwoods), refueling once per hour. 1kg of this wood has approximately 4-5 kw hours of energy.
- Larger stove / stove with higher output required for room size.

6. **Too much heat in room**

Common causes:

- Excessive chimney draw – try fitting a damper unit in flue
- Too much air supply – close down primary vent, then if still too hot reduce tertiary and secondary vents.
- Stove may be too large for room size.

7. **Grate deformed / Baffle plate deformed**

Your stove will have been designed to operate correctly for many years with a relevant quantity of fuel and re-loading times. The grate and baffle

plate can over time start to bow/deform – this can only be caused by very high temperatures. Using Solid Fuel products can accelerate this process but burning wood at too high a temperature can also cause damage to internal parts.

Common causes:

- Excessive chimney draw – try a damper in the flue.
- Excessive primary air supply – close down primary vents.
- Incorrect fuel – NEVER use Petroleum Coke, Bituminous fuel, House coal or any un authorized fuel.
- Stove overloaded – excessive burning of too much fuel.

The baffle plate and the inner linings of the stove, and the grate all designed to be replaceable parts – call us if you need to order new ones.

What to do in the event of a chimney fire:-

- cut off the air supply to the stove, i.e. close the primary and secondary air supplies
- move any combustible materials well-away from the stove
- get everyone out safely
- make sure that the fire brigade has clear access
- call the fire brigade

If you have any questions or concerns regarding the safe use of your stove, please contact us: - Home Fires at www.homefires.co.za

IMPORTANT NOTICE

WARNING: When properly installed and operated this appliance should only emit fumes during fueling and de-ashing. The stove is designed to be operated only with the doors shut. To prevent fume spillage only open the doors for ignition, refueling and cleaning. Persistent fume emission is dangerous and in certain circumstances could be fatal. It should not be tolerated. If you experience heavy or persistent fume emission, please follow the procedure below.

1. Open all windows or doors to ventilate the area.
2. Extinguish the fire and if safe to do so, remove fuel from the appliance.
3. Check for blockages in the appliance and clear if possible. Particular attention should be paid to the baffle plate which should be inspected for any accumulated soot and products of combustion regularly. If excessive amounts are present, the baffle plate needs removed and cleaned.
5. Have the chimney checked by a professional person for any sign of blockage.
6. Do not attempt to relight the appliance until the source of the blockage has been determined and cleared.
7. Seek professional opinion on the cause of the blockage if in any doubt.

You may also detect a smell from the appliance on initial lighting while the paint cures. Stove paint must be cured on the surface of an appliance. During the first few hours of burning, there will be some fumes / smoke as the paint cures. When the body of the appliance is properly heated, it usually takes about an hour or so after that to bake / cure the paint. It is recommended to ventilate the room well by opening windows / doors during this time and where possible, leave the room.

In the event of a chimney fire, immediately close the door and move the air wash to the closed position. Call for assistance from fire service. A chimney fire can cause significant damage to the chimney construction and must be assessed by a professional before relighting your appliance.

Never burn plastics, household waste or liquids in your stove.

- **MAINTENANCE**

Regular cleaning of the stove is essential for safety and efficiency. The ash-pan should be checked/ emptied at least after every use, and during use if burning for longer periods. Extra care must be taken when removing warm or hot ashes.
Step by step maintenance instructions:
1) A minimum of once per year the flue system should be cleaned/swept by a qualified chimney sweep or suitably qualified stove installer. The servicing of the appliance can usually be carried out at the same time. Whether the system needs sweeping more frequently than this will depend on use.
2) Baffle plate should be removed and checked for debris twice a year as a minimum depending on use. Warped/misshapen baffle plates can be a warning sign that the stove has been over-fired (allowed to excessively heat on one or more occasions).
3) Once removed, brush the baffle using a stiff brush or wire brush to remove any deposits. Clear any debris from the upper parts of the stove above where the baffles normally sit.
4) Inspect firebricks on both the sides, rear and base for cracks - (some are normal and not a fault. Nor are they detrimental to the workings of the stove, however it is good practice to be aware as any develop and over time if they worsen, they may need replacing). If you feel a crack in the firebrick is just cosmetically unsightly it can be filled with a small amount of fire cement.
5) Vacuum or brush out the inner stove box thoroughly.
6) Visually check that the glass is still making a good seal against its rope on the inside of the door frame and that it's retaining clips remain firmly in place to the touch.
7) Check that the door is making a good seal with the body of the stove all around (over time the rope will flatten out and loose some flexibility - when this happens and when it is no longer sealing fully all the way round, it needs to be replaced). The rope size used here is a 10mm-Soft type.
8) Blemishes or scratches to the paintwork can be touched up using a suitable high temperature stove paint in a spray can. Ensure the stove is cool and clean before applying and follow the paint manufacturer's instructions. Contact Home Fires directly if you are unsure which paint to use.
Throughout the season, it is good practice to keep the stove in generally good clean order which will prolong the life of serviceable components and enhance the experience you have with your fire.
9) NEVER wipe the stove in the early stages (prior to paint fully curing), as the paint will be very soft and will damage easily.
10) To keep the outer body clean, simply dust over with a clean soft duster when cold.
11) If there are marks which cannot be removed with a duster, use a slightly moistened

cloth very gently, but only when the stove is cool and has not been in use. Then pat dry with absorbent paper towel.
12) Regularly vacuum soot and dust from around the inside of the door and around the glass and rope seals.
13) If glass gets dirty on the inside from soot, clean with liquid 'stove glass cleaner' and a soft cloth OR with an "Atmosfire Dry Wiper", produced by Schott, (manufacturers of stove glass), and available online. Do this as soon as possible once the soot appears, but only when the fire is completely cool. Never use newspaper or soot or any other abrasive or cleaning method on the glass.

If the glass becomes stained from the inside, the air-wash vent may need opening more during use. (See 'troubleshooting guide' for other possible causes).
The high temperature paint which your stove is finished in should last several years with normal use, but when it does eventually require re-finishing, black heat resistant paint in spray cans can be purchased from most hardware stores. – Do not use regular paint which is not high temperature resistant.

After prolonged periods of not using the fire, the stove and flue system should be checked for blockages prior to re-lighting.

We recommend regular servicing and safety checks are carried out by a qualified engineer.

There must be no unauthorized modification of the appliance. Use only replacement parts recommended by the manufacturer.

Flue / Chimney cleaning

Please ensure that the Flue is swept as instructed. Blockages or build-ups within the flue can cause loss of performance, damage to the product and harm to the surroundings and users as a result. Depending on the fuel source used, it's recommended that the flue is cleaned:

- Anthracite – Clean at least once a year.
- Wood – Clean before and after the heating season. If used excessively, clean during the heating season as well.

- **TECHNICAL INFORMATION**

HF-C700	Beech	Anthracite
Output kW (nominal)	8	10
Efficiency (%)	78.5	79.8
CO Emissions at 13% O_2 (vol%)	0.1	0.11
NO_x Emissions at 13% O_2 (mg/m_0^3)	98	105
C_xH_y (OGC) Emissions at 13% O_2 (mg/m_0^3)	65	69
Dust (PM) Emissions at 13% O_2 (mg/m_0^3)	68	70
Flue gas temp. (^oC)	298	298

- **DIMENSIONS**

	Height(mm)	Width(mm)	Depth(mm)	Weig-ht (Kg)	Collar (mm)	Maxim-um log length (mm)
HF-C700	483mm	789mm	345mm	110	5”/125mm	250mm x 100mm

- **WARRANTY**

When purchased new from either Home Fires directly, or an Authorized Home Fires Retailer your new stove includes an Extended 3 year limited warranty on the main body of the stove.

Details of Authorized Retailers can be found at www.homefires.co.za

Your extended warranty needs to be registered within 30 days of purchase and will be effective from date of purchase.

To register the extended warranty, please send an email to customercare@homefires.co.za. Please include your name, address of installation, model, and date of installation, Installers details, retailer details (where you purchased the stove and the date of purchase). We will confirm your registration by email, so if posting your registration, please ensure to include your email address.

Failure to register on time will reduce warranty period to 12 months.

If you do not register in time, or have not purchased through an Authorized Retailer don't worry - our stoves are built to last and you are unlikely to have any issues. In the unlikely event you do encounter any problems, we will still be here to help.

The Warranty is valid for the first owner at the first installed location only (not transferable).

To qualify, the appliance must be installed to the relevant Building Regulations standards by a suitably trained competent person (Professional fireplace installer).

Original Certificate of installation and the commissioning report needs to be kept for reference in the event of warranty claim.

Original Proof of Purchase (receipt or invoice) must be kept for reference and proof.

Any use of the appliance contrary to any instructions in this manual will invalidate the warranty.

The 3 year Extended Warranty guarantees the main stove body be free of manufacturing defects for this period.

Excluded from any warranty are:

1) Paint finish discoloration can occur normally and is not considered a fault. Paint which has failed to cure properly due to initial over or under firing is excluded from warranty.

2) Consumable items including but not limited to internal firebricks, glass, baffle plates, grates, log retaining bars, paint and surface finishes, door and glass rope seals.

3) Damage caused by incorrect use, incorrect/ non-recommended fuel, over-firing or poor maintenance will not be covered and will invalidate the warranty.

4) Damage caused by unauthorized modifications or repair.

5) Faults or defects caused by local specific conditions such as draught problems or chimney defects.

6) Damage caused by corrosion due to the appliance being stored in unheated damp environments or by excessive moisture ingress via flue system.

7) Warranty claims are limited to the repair or supply of replacement parts or entire appliance where necessary (to be determined by Home Fires), and fitment of the replaced or repaired part if required, at the Home Fires factory. This is not an 'onsite' warranty and any installation or removal costs or incidental costs will neither be covered nor accepted. The customer is responsible for returning the damaged part to our factory when requested to do so

In the event of a successful warranty claim Home Fires reserve the right to either replace, repair or refund the purchase price of the goods in question.

8) Replaced or repaired parts are covered for the remainder of the Warranty period.

Should you encounter any problems with your system and if there is any doubt as to the cause of the issue, first contact your installer. If the appliance is suspected to be at fault, contact your Home Fires Retailer from whom you purchased the appliance - They will be able to help you quickly or contact us at Home Fires on your behalf. You will need to provide a copy of your original sales receipt, installation certificate/or Building Control Certificate, and Service Record.

Installer Name and HETAS no. .....

Enter Model Name.....

Enter Installation Date.....

Enter Installation Address.....

Service Records (to be completed by Service Engineer)

1st SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:.....
Dealer's Stamp/HETAS Registration Number:

2nd SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

3rd SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

4th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

5th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

6th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:.....
Dealer's Stamp/HETAS Registration Number:

7th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

8th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

9th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number:

10th SERVICE
Date of Service:.....
Next Service Due:.....
Details of Service work completed:

Signed:
Dealer's Stamp/HETAS Registration Number: