USER MANUAL

Eco-design Multi-fuel Stove

Model: HFR0803

USER GUIDE

PLEASE RETAIN THIS GUIDE FOR FUTURE REFERENCE

Please read this user guide carefully when you assemble, install, operate and maintain your stove.

If you have any more questions, please contact your local dealer.

Warnings

HFR0803 may only be installed by registered members of a recognized competent person's scheme such as HETAS or under building control approval from your local authority.
Failure to do so will void the manufacturer's warranty

This appliance must be installed in full compliance of all current Building Regulations (Approved Document J) and local regulations. All local, national and European standards must be complied with when installing this stove

Your Stove requires regular inspection, maintenance and the flue system swept once a year as a minimum. Failure to do so will void the manufacturer's warranty

HFR0803 stove are designed to burn wood or solid fuels only

Due care must be taken when the stove is in operation as all external surfaces will become hot

This heating appliance should not be left unsupervised and therefore is not recommended for overnight burning or 'slumbering'

Incorrectly installed heating appliances can cause damage to property, the emission of harmful levels of carbon monoxide and impact the terms of your home insurance

It is common to experience excess fumes from the stove and/or paint upon initial lighting as the coatings cure

Protective clothing must be worn when handling sealants, rope seals, glass, adhesive & insulation

This stove must not be installed into a chimney shared with another heating appliance or in a room containing any form of air extraction

Technical Specification

Model	Output -Wood	Output - Coal	Dimensions Overall	Weight	Fuel	Outlet Size	Outlet Location
HFR0803	8kw	6kw	W490 x D360 x H530 mm	90.5kg	Multifuel	130mm	Top and Rear

Before Installing Your Stove

Suitable ventilation must be provided for the installation of your stove for safe, efficient operation and compliance with approved document J of the building regulations. Air vents must remain open at all times and be free of any obstructions. Extractor fans must not be present in the same room as a heating appliance. Please refer to the building regulations for minimum air vent sizes for your stove's output.

Eco-design 2022 Ready stoves are Cool Hearth Rated and can be installed on 12mm superimposed or decorative hearths. These must measure a minimum of 840mm x 840mm. If installed on a constructional hearth in an existing fireplace, this must extend a minimum 150mm from either side of the stove and a minimum 300mm to the front.

Pre-existing chimneys must be in good condition and lined with a minimum 130mm external diameter flexible chimney liner. If a chimney does not exist, a suitable insulated twin wall flue system must be connected to the appliance again with a minimum 130mm internal diameter. All flue installations must be undertaken by a registered member of a government approved competent persons scheme and under building control approval from your local authority.

Chimney draw must be within specification for this stove to operate. With the chimney warm, this must be between 1-2mm water gauge. Anything higher requires a draught stabilizer to prevent over firing.

Upon receipt of your stove, please ensure all insulating fire bricks are in position to the sides and rear of the fire box and the baffle plates are secured in position as these may have become misplaced during transit. The outlet collar and blanking plate are supplied with screws for

securely fixing to the top and rear outlets. If you are installing this stove in a Smoke Controlled Zone, you must install the smoke control slide plate (found in the flue collar box).
Please check all components of your stove are in good working condition prior to an initial burn.
Your stove has adjustable primary and secondary air intakes below the door, an externally controlled riddling grate and door mechanism.

Space for fire – Distances to Combustible Materials

Distance to combustibles	Front	Side	Back	Hearth Temp
HFR0803	120cm	50cm	75cm	>100°C

Basic Operation



1. **Air Controls**
Warning! Parts of the appliance, especially the external surfaces will be hot when in operation and due care need to be taken e.g. Protective gloves should be given in operation.
It is essential for the appliance to have sufficient air supply for combustion and ventilation.

2. **Primary Air (A) (lever on the left)**
Primary air is controlled through the assembly on the bottom of the door. This provides a conventional air draught which passes through the fuel bed. The primary air intakes can be adjusted to control the fire in combustion chamber.

3. **Secondary Air (B) (lever on the right)**
The appliance is fitted with an air wash system which can keep the heat-resistant glass of the fire door clean. This secondary air is controlled through the fittings on the bottom of the stove.

4. **Riddling Grate(C)**
Rotary style. For the rotary style grate, you can operate it by dragging a stainless-steel rod forward and backward to de-ash. It is highly recommended to de-ash regularly in case any build-up of ash will damage the cast iron fuel bed. You should be careful of any hot parts.

5. **Ash pan**
It is essential that you clean up the ash pan regularly. Use the supplied tool to lift the ash pan out of the stove.

6. **Burning Mineral Smokeless Anthracite (Solid Fuel)**
DO NOT have more than a 30-degree incline of the fuel bed from front to back, when you put solid mineral fuels on the fuel bed. The height of loading fuels must not exceed the halfway mark.
The refueling intervals at nominal heat output will be approximately every 4 hours. We suggest you refuel in time to get the best possible results. When using solid mineral fuels, we suggest you keep the secondary air control in the closed position, so it can burn at maximum efficiency. At this time the primary air controls can adjust the burn rate of the appliance.
In order to prevent the ash from being stacked to the underside of the bottom grate, please always de-ash before refueling. Once the ash builds up, it is possible that it will restrict the airflow and cause the fire to die.
Important! It is very important to empty the ash pan regularly. In case the ash builds up the underside of the grate, burnout or distortion of the grate may be caused.

7. **Burning Wood**
The refueling intervals at nominal heat output will be approximately 1.5 hours. You may load wood higher in the stove than solid mineral fuel, but wood or logs are not permitted to touch the baffle plate.
Wood burns most efficiently with the primary air controls closed and the secondary control partially open. Moving the secondary control will control the burn rate of the stove.
Wood burns best with a layer of ash on the fuel bed, and care should be taken to only remove surplus residue from the stove timely.
We recommend you only use dry, seasoned wood as fuels; the wood should have been cut, split and stacked for at least one year in a circulating air surround to dry out. Otherwise, wet or unseasoned wood will cause tar deposits in the stove and unsatisfactory heat output will occur.
We recommend the use of wood logs with a moisture content of less than 20%.
Burning wet or unseasoned wood will create excess smoke emissions, tar deposits in the stove and chimney and will not produce a satisfactory heat output. Wood fuel purchased from an approved source may still require some drying out to remove surface water before use.

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 min and each fire using approx. 500 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 fire 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 1.5 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!

2) Once the curing process has been completed satisfactorily, normal fires can be lit for stage 2 -

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.

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.

Lighting Your Stove

Your new stove is fitted with an adjustable primary air intake, controlled by the slider at the base of the model, an adjustable secondary air intake positioned to above the door (which also controls the air wash system) and an adjustable tertiary air intake, controlled by the bottom right hand slider, for complete combustion of all fuels. The air is drawn from the rear of the stove, through the direct air connection, which allows for the connection of a direct air kit.

It is advised to light a number of small fires to 'bed in' your new stove and ensure the longevity of the metal construction and any coatings. Creating too large a fire too soon can lead to warping of the body of the stove as the metal expands and doesn't reset. You should never use more than 2 quarter logs in the firebox at the same time as this will lead to over firing and will void the manufacturer's warranty.

Successfully lighting a fire can be inhibited by cold air in the flue and changeable weather conditions (please see our section on Autumn & Spring Syndrome) and so our reverse fuel stacking method detailed below provides the best chance of lighting a fire on all occasions as the initial heat created is targeted upwards to warm the air within the flue rather than down into larger logs at the base of the fire box:

1.Check that both the primary, secondary and tertiary air intakes are in the open position.
2.Remove larger lumps of burnt material from the firebox, leaving a 1cm layer of fine ash to insulate the grate.
3.Have to hand all fuel required; kindling (small and larger pieces), firelighters, matches and a selection of logs ranging from small to large quarter pieces.
4.Create a grid of dry kindling using 6 pieces and place firelighters within the 4 squares of the grid.
5.Strike a match and light the firelighters within the grid of kindling and leave the door open.
6.As the kindling takes, gradually place larger kindling on top of the fire and leave the door slightly open.
7.Once the fire is established, spread the kindling a little to expand the fire bed using an appropriate tool.
8.Place the smallest of your logs onto the fire being careful not to extinguish the flames and leave the door slightly open.
9.Gradually build the fire by adding larger logs and begin closing the door. Closing the door completely will reduce the oxygen feeding the fire so this must be done gradually whilst checking the fire remains established.
10.Once the fire is fully established with the door closed, control the ongoing burn using the air intakes. Wood requires an air supply from above for secondary combustion and is controlled by the secondary air intake whereas coal requires this from below using the primary air intake.
11.Allow for a small build-up of ash when burning wood to insulate the fire box sufficiently or to remove any unwanted ash build up, simply operate the externally controlled riddling grate.
12. To extinguish the fire, close the primary air intake fully and then the secondary. Do not completely close all air intakes at once to allow the fuel to efficiently burn out. Once extinguished, close all air intakes and dampers completely.

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.

Spring and Autumn syndrome

Stoves utilize the effect of air current within the flue to both
exhaust the products of combustion and to induce air into the stove.
Normally, because the air within the house is warmer than the outside air the flue is exhausting air from the stove even when it is not operating.

•A hot flue does not “draw” air into a stove, it is the differences of densities that motivate the lighter gases upwards.

•The greater the temperature difference between the gases within the flue and the surrounding air, the greater the difference in densities and the greater the motivation.

•The taller the flue, the greater the weight of the equivalent volume of denser air, the greater the motivation.

During the changeable weather conditions of Spring and Autumn the outside temperature can rise suddenly and become warmer than the temperature within the house.

This causes the air within the flue to reverse its normal flow pattern and air travels down the flue. The most obvious outcome of this will initially be a smell from the flue and while this is not harmful it may be unpleasant if the flue has not been swept as often as it should have been.

Because of the warmer outside temperature, the house will feel colder than it is, and the desire to light the stove and at least match the outside temperature will reveal another problem, the stove will not light.

If sufficient air is coming down the flue the stove will appear to begin its lighting cycle, but smoke will emanate from what are normally air inlets and into the room.

The stove may continue to operate in this fashion for a considerable time but because the flue is operating in reverse there is no possibility of any warm air produced by the stove travelling up the flue to warm it, and reverse the flow.

If the house feels colder than the outside temperature, do not light the stove without clarifying that the air is travelling up, rather than down, the flue.

As mentioned previously, a smell of soot is an indication that the flue is operating in reverse but by opening the stove's door and placing a hand within the stove, it should be possible to confirm the air flow. Leaving the stove door open for a few minutes may allow enough air through the flue to warm its fabric sufficiently, to at least stall the air flow, which will make lighting possible.

Over Firing

Over firing any stove is dangerous and means the stove is being used beyond its capacity. If the burner or connections glow red, the appliance is being over fired and will void your warranty.

Under Firing

When fuel is burnt slowly it will produce higher levels of moisture, tar and creosote which will create condensation and deposits in the chimney. If you are to burn your stove at a reduced rate, it must be combined with periods of fast burning.

Slow combustion

Should you wish to burn your stove at a slow rate, light the stove in the normal way to achieve nominal burn. Once optimum flue temperature has been achieved, close the primary air control and reduce the secondary air control to no more than 25%. This will allow the fuel to burn slowly whilst still emitting a comfortable heat.

Refueling onto a low fire bed

If there is insufficient burning material in the fire bed 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 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.

Ash Removal

The supplied ash pan must be emptied regularly and never allowed to build up to touch the underside of the multifuel grate. Some fuels will create more denser deposits than others. Ensure that you clean the stove on a regular basis.

Fuel Guide

Wood fuel naturally has high water content and is not suitable for combustion until seasoned for approximately two years to achieve a moisture level below 20%. Only then can this be used in your stove. Wood fuel purchased from an approved source may still require some drying out to remove surface water before use.

High density hardwood has a slow, steady output producing twice the heat of softwood and is carbon neutral. For perfect fuel storage, please allow for plenty of air to circulate your wood fuel.

Refueling Periods and Procedure

The efficient burning of your stove depends on many factors. The type of fuel you use will define how often you need to refuel the stove. Hard wood will burn longer and steadier than softer woods, which will burn quickly and produce less heat. We advise the use of Seasoned Hard Wood in log sizes which do not exceed the maximum log size.

The maximum amount of fuel specified in this user guide should not be exceeded, overloading can cause excess smoke and damage to your stove. We suggest that you refuel every 45 minutes to 1 hour, dependent on fuel.

Wood fuel with water content greater than 20% (‘green wood’) must not be used for combustion in a HFR0803 stove. The recommended maximum dimensions of wood logs are as specified below:

Model	Max fuel load	Max log length
HFR0803	1.8 kg	350 mm

Any moisture must evaporate before the wood fuel will produce heat and during this process the wet wood will create excessive tar and creosote deposits, damaging both your stove and chimney system and increasing the risk of a chimney fire.

Never burn plastics, household waste or treated timber in your stove.

At nominal output, refueling is required approximately every 45 mins - 1hr. When refueling, open air intakes to establish a hot bed of fuel and allow to burn at maximum output for a few minutes before adjusting air intakes. If there is not a sufficient hot bed of embers when refueling, smoke may be emitted from the appliance. Use smaller logs or kindling to reduce this. Do not overload the fire box. Fuel load should not rise above the insulating fire bricks and/or touch the baffle plate.

Operation with the door open can cause excessive smoke. Operation with the air controls or appliance dampers open can cause excessive smoke. The appliance must not be operated with air controls, appliance dampers or door left open except as directed in this user manual.

Controlling Stove

1. Burning wood:

• Air-wash/secondary air lever (The control to the right) - Use this to control the fire when burning wood.
• Primary air control lever (The control to the left) – This should be closed as wood does not need air from below to burn effectively.
• 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.

2. Burning coal:

• The Air-wash/secondary air lever (The control 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 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.

3. Recommended Fuels

• Split and dried logs properly seasoned with less than 20% moisture content (max fuel load should not be exceeded).
• Anthracite (Medium) smokeless fuel.
• Eco Logs.
• Briquettes.

Maintenance

Your new stove must be regularly maintained.

The grate should be cleaned after use and free of heavy build-up of ashes to prevent this from burning out, especially with the use of anthracite coals.

The stove, connectors and chimney should be swept regularly, recommended three times a year by HETAS.

Please check fire bricks regularly. These will crack due to the heat of the stove, but this will not affect operation or heat output. Replacement bricks can be purchased when they crumble or disintegrate.

Allow the stove to cool before cleaning surfaces with a soft brush or lint free cloth. Heat resistant coatings are available to renew the finish.
Remove and clean the baffle plate once a month to remove tar and sooty deposits.

Sooty deposits will be removed from the glass through the application of high heat (air wash) and can also be cleaned when cool with a suitable glass cleaner.

Only replace stove glass with heat resistant glass. Wet logs, pokers and slamming will damage the glass.

Where a chimney has previously served an open fire, a second sweeping is recommended within a month of using your stove as the higher temperatures may dislodge previously embedded soot and tar deposits.

When not in use (through the summer months), it is advisable to ensure the stove is clear of all ash and fuel and air in takes are left open to prevent condensation build up.

Do not modify your stove and ensure chimneys are clear before every heating season.

Rope seals will require checking and potentially replacing annually. Check all moveable parts regularly.

To monitor the output and efficiency of your stove, we recommend the use of a Stove Thermometer, available from your local approved dealer.

To maximize the output and efficiency of your stove, we recommend the use of a Swift or Swift Plus Stove Fan, available from your local approved dealer.

Trouble Shooting

The most common assumption amongst stove users is a fault with the stove. This is incredibly unlikely due to the limited mechanical nature of a wood burner. Stoves are not designed to be airtight and the effective lighting of a fire, control and draw is dictated by the chimney system which can easily over or under draw due to many factors.

Fire Won't Light

Is there sufficient ventilation in the room to supply air to the stove? A permanently open-air brick must be installed with your stove and extractor fans must not be present. Are the air intakes open and free from blockages? Is an approved fuel being used in line with the guide in this user manual? Has the chimney been swept? Does the flue draw fall between the required levels?

Fuel Burns Quickly

Over firing occurs when too much air is being drawn into the stove due to the chimney system over drawing. Do the doors close correctly? Are rope seals intact? Are the glass retaining clips loose? Is the correct fuel being used? It is not unusual to require a draught stabilizer to reduce the draw on a stove due to excessive flue draught.

Blow Back

If the doors are closed prematurely or intakes are not open enough after refueling, small explosions can force air through the seals of the stove.

Smoke Leaks from The Stove

As stoves become more insulated and efficient, greater care must be taken when re-fueling to prevent smoke from entering the room when opening the door. To minimize this, we recommend only re-fueling when the fuel has burned right down and then 'burp' the door by opening initially just a crack. Then allow the airflow in the burning chamber to settle before completely opening the stove door and re-fueling.

If the chimney system has been installed in line with current building regulations by a registered installer, this will always provide the required draw to remove all harmful gases and smoke from the fire box. If smoke is emitted from the stove, please refer to your chimney installer.

If you are having persistent issues with smoke entering the room, then you may need to speak to your installer again but issues to look at include; Is the system at least 4.5m? Are there any horizontal runs in the flue system greater than 150mm? Is the chimney blocked? Are there strong

winds pushing the smoke back down the chimney? Is the flue diameter correctly sized? Are air vents open? Is a correctly sized air brick installed in the room the stove is in?

Glass Blackens Quickly

The air wash system fitted as standard in a stove utilizes the most effective system of warming the air along the entire length of the fire box before jetting it down behind the glass. Increasing the heat and opening the secondary air intake will clear the glass.

The Stove or Door Has Warped

This is due to over firing of the stove beyond its capacity. You must start with small fires over the course of a few days to 'bed in' the stove before taking it to maximum output.

No Heat is Being Emitted

Hot air rises and will be lost up the chimney if this is not suitably capped off with a Chimney Closure Plate (Register Plate) and sealed with a heat resistant cement or silicone. Is your chimney over drawing and burning through fuel too quickly? Does your wood fuel have less than 20% moisture content? Is the baffle plate sited correctly? Open the stove door and listen for wind up the chimney. If this is the case, install a draught stabilizer or damper to prevent this.

Protection Against Fire Risk

When choosing where to site your stove, it is imperative that you adhere to the minimum distances to combustible materials as quoted in this manual. During prolonged use of the stove, the radial area will always be of an elevated temperature to the rest of the room.

Whilst the minimum distances are more than sufficient to fixed items, care should be taken to ensure that items such as curtains, small soft furnishings such as padded foot stools etc are not likely to be placed in this area.

Another risk factor to consider is the storage of logs around the stove area. If piled close to the sides of the stove, heat will build up during the prolonged use of the burner. Over time, this will cause the core of the logs to heat which could cause them to start smoldering. If this goes unnoticed, it can lead to ignition of the logs.

If unsure, or in need of advice, please do not hesitate to contact either your installer or directly.

Chimney Fire Prevention

Causes

The biggest cause of chimney fires is a build-up of deposits such as wood tar or coal soot. As these build up over time, the risk of chimney fire becomes greater. The deposits will release combustible volatiles as they heat up from the fire below. Eventually, these may ignite if the temperature reaches ignition point.

The easiest and most effective way to stop this happening is regular cleaning of the flue/chimney. This should be done in ratio to the fire usage. We recommend flue sweeping at least once a year.

How to Spot A Chimney Fire

The first sign of a chimney fire is a roaring noise. This is coupled with excess smoke pouring from the chimney pot. If you see flames coming from the chimney, this will point to the whole flue being alight.

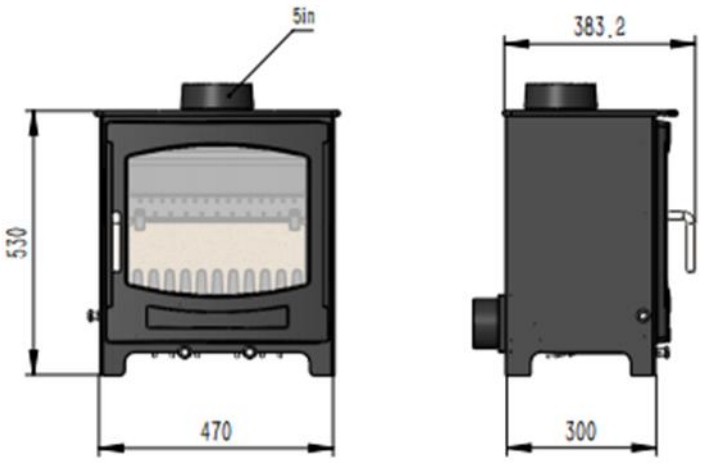
If you discover a chimney fire, please take the following action:

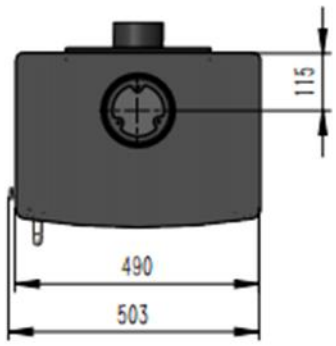
1.Call the fire brigade
2.Ensure all air vents and flue dampers are shut to reduce the chimney fire's oxygen supply
3.Move flammable materials, furniture, ornaments away from the fireplace

4.Feel the chimney breast throughout the house - if it is getting hot then move furniture away from it
5.Do not pour water on the fire if you have a stove
6.Ensure the Fire Brigade can access the loft space Ultimately, ensure that you are safe from harm.
Your brand-new stove has been lovingly crafted and built to last and will be your companion for life if cared for and maintained correctly.
It may be the industry standard to solely guarantee the body of a stove, but we understand that the safe, efficient, ongoing operation of your stove involves much more.

Technical Drawings/ Performance Data

Appliance	HFR0803	
Fuel type	Beech	Anthracite
Output kW (nominal)	8	6.0
Efficiency (%)	79.0	79.6
CO Emissions at 13% O2 (vol%)	0.10	0.08
NOx Emissions at 13% O2 (mg/m03)	80	124
CxHy (OGC) Emissions at 13% O2 (mg/m03)	104	30
Dust (PM) Emissions at 13% O2 (mg/m03)	29	18
Flue gas temp. (oC)	312	310


5in
383.2
530
470
300


115
490
503



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.

We reserve the right to either repair or replace any fireplaces or components at our discretion. We will not be held accountable for any loss or damaged of any kind suffered due to the incorrect installation or operating of this fireplace.

This warranty is not transferable and applies to all residents within South Africa, Botswana and Namibia. Other countries will be considered on discretion by us.

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

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:

- 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.
- Consumable items including but not limited to internal firebricks, glass, baffle plates, grates, handles, log retaining bars, paint and surface finishes, door and glass rope seals.
- Damage caused by incorrect use, incorrect/ non-recommended fuel, over-firing or poor maintenance will not be covered and will invalidate the warranty.
- Damage caused by unauthorized modifications or repair.
- Faults or defects caused by local specific conditions such as draught problems or chimney defects.
- Damage caused by corrosion due to the appliance being stored in unheated damp environments or by excessive moisture ingress via flue system.

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.

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.

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.

For any general queries regarding the conditions of this guarantee, please contact us.

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: