

STOVAX

Fire Your Imagination

Studio

Freestanding Cassette Range



Instructions for Use

For use in AU & NZ (Australia and New Zealand)

These products are tested in accordance with AS/NZS 4012:1999, AS/NZS 4013:1999 and AS/NZS 2918:2001 and comply with emission requirements for Australia when using Hardwood.

In New Zealand :

All installations must be carried out by an S.F.A.I.T (Solid Fuel Authorised Technician).

The Studio must be bolted through to the hebel or base to comply with the seismic restraint provisions of AS/NZ 2918:2001

IMPORTANT

THE OUTER CASING, FRONT AND GLASS PANEL BECOME EXTREMELY HOT DURING OPERATION AND WILL RESULT IN SERIOUS INJURY AND BURNS IF TOUCHED. IT IS THEREFORE RECOMMENDED THAT AN APPROVED FIREGUARD IS USED IN THE PRESENCE OF YOUNG CHILDREN, THE ELDERLY OR INFIRM.

CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.

Keep them in a safe place for future reference and when servicing the fire.

WARNING



Properly installed, operated and maintained this appliance will not emit fumes into the room but occasional fumes from de-ashing and refuelling may occur.

Persistent fume emission is potentially dangerous and must not be tolerated.

If fume emission persists:

- Open doors and windows to ventilate the room.
- Leave the room.
- Allow fire to burn out or safely dispose of fuel from the appliance.
- Check for chimney blockage and clean if required.
- Do not attempt to relight until the cause of the emission has been identified and corrected.
- If necessary seek expert advice.
- All open flued appliances can be affected by temporary atmospheric conditions which may allow fumes to enter the house. Because of this it is recommended that an electronic carbon monoxide detector be fitted and maintained.

IF THE ALARM SOUNDS FOLLOW THE INSTRUCTIONS GIVEN UNDER WARNING ABOVE.

DESIGN PROTECTION

The Studio design, including it's frames and accessories, are protected by European Design Registration No. 001169338 0002 0008.

WARRANTY

See rear of instructions for servicing details and full warranty terms and conditions.

Studio Freestanding

Covering the following models:

RVFST-1HTAU/ RVFST-2HTAU/RVFST-3HTAU

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Getting Started

Welcome

Congratulations on purchasing your Stovax Studio, if installed correctly Stovax hope it will give you many years of warmth and pleasure for which it was designed.

The purpose of this manual is to familiarise you with your stove, and give guidelines for its installation, operation and maintenance. If, after reading, you need further information, please do not hesitate to contact your Stovax retailer.

1. General Points

- 1.1 Before installation and/or use of this appliance please read these instructions fully and carefully to ensure that you have fully understood their requirements.

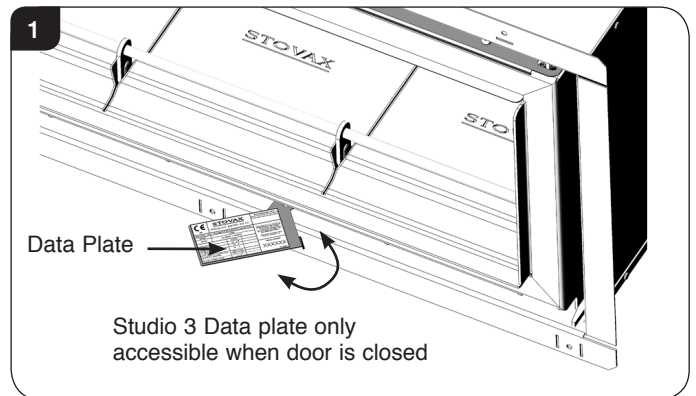
The appliance must be fitted by a licensed installer*, or approved by your local building control officer.

- 1.2 All local regulations and national standards need to be complied with when installing the appliance.
- 1.3 Only use for domestic heating in accordance with these operating instructions.
- 1.4 You must burn only approved fuels. Do not use with liquid fuels or as an incinerator.
- 1.5 **WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS OR PLACE THESE IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**
- 1.6 **WARNING: DO NOT STORE FUEL WITHIN THE HEATER INSTALLATION CLEARANCES.**
- 1.7 **CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.**
- 1.8 Please note that all parts of these stoves and particularly the glass panel in the door become extremely hot during operation and can result in serious injury and burns if touched. It is therefore recommended that a approved fireguard is used in the presence of young children, the elderly or infirm.
- 1.9 Do not place photographs, TV's, paintings, porcelain or other combustible items on the wall or near the appliance. Exposure to hot temperatures will cause damage. Do not place furniture or other items such as drying clothing closer than 1m from the front of this appliance.
- WARNING:** Extra fuel should not be stored on or next to the appliance. Only keep enough fuel for immediate use nearby and never leave the appliance unattended for long periods with any combustible material in close proximity.
- 1.10 Extractor fans or cooker hoods must not be placed in the same room or space as this can cause the appliance to emit fumes into the room.

- 1.11 Do not obstruct room air replacement ventilation required for the safe use of this appliance.
- 1.12 **WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED TO BE IN BREACH OF THE APPROVAL GRANTED FOR COMPLIANCE WITH AS/NZS 4013.**
- 1.13 The chimney must be swept and the appliance inspected at least once a year (see User Instructions, Section 11).
- 1.14 Do not connect, or share, the same flue or chimney system with another appliance.

SERIAL NUMBER LOCATION

- 1.15 This number is required when ordering spare parts or making warranty claims.
- It is found on the appliance data plate, see Diagram 1.



***An installer licensed by the AHHA (Australian Home Heating Association) conforming to AS/NZ 2918:2001 or by a licensed S.F.A.I.T installer in New Zealand**

Getting Started

AIR CONTROLS

Triple Air Systems

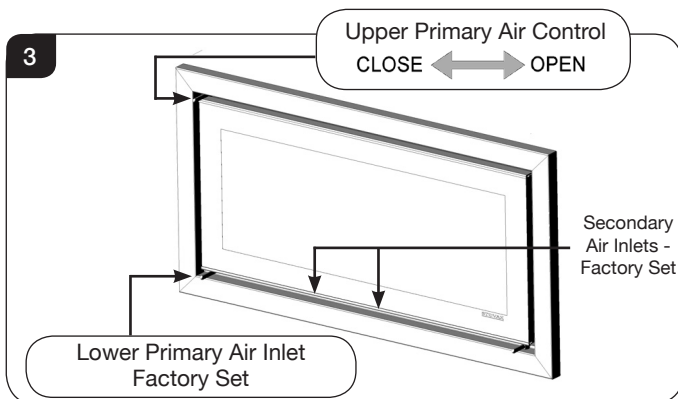
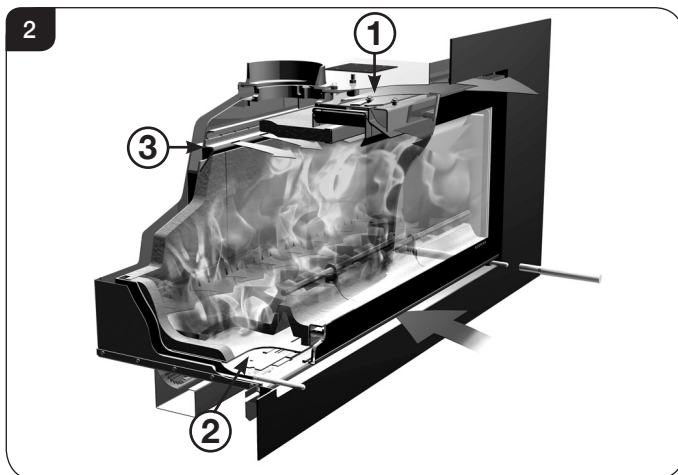
Several Stovax appliances have triple air systems providing cleaner burning, and greater efficiency and control, see Diagram 2.

1) Upper Primary Air - the source of Primary Combustion air when burning wood. The Upper Primary Air Control is used to adjust the burn rate of the fire whilst air drawn over the window cleans the glass.

Open = High temperature
Closed = Low temperature

2) Lower Primary Air - essential for maintaining a hot firebed and ensuring clean combustion. This air supply is factory set.

3) Secondary Air - Secondary air is preheated through a heat exchanger to combust unburned hydrocarbons, providing a cleaner and more efficient burn. This air supply is also factory set.



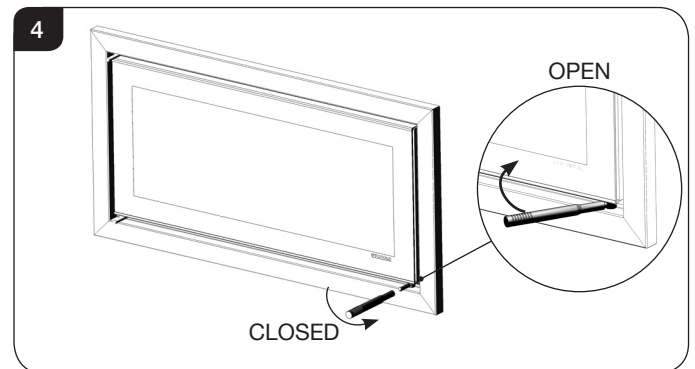
DOOR HANDLE

DO NOT OPEN THE DOOR WITH BARE HANDS

DO NOT OPEN THE DOORS WHEN THE FIREBOX IS FULL OF FLAMES - wait for them to die down

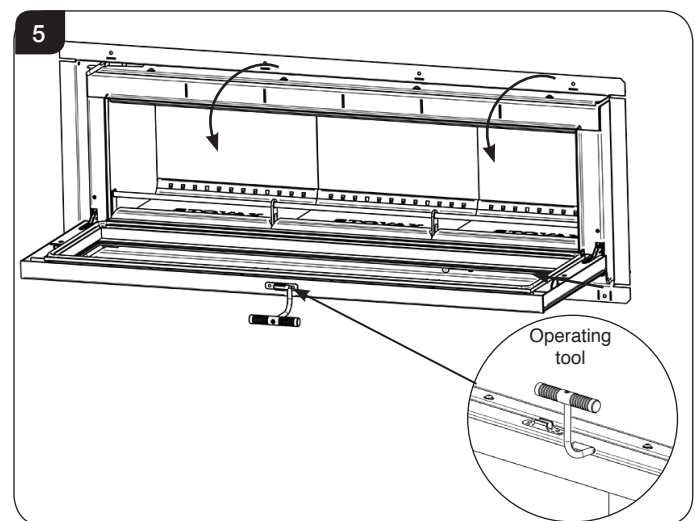
Studio 1 & 2

- 1.16 Use a protective gloved hand to operate. Slide tool over knob to fit.
- 1.17 Move to the left to open, see Diagram 4.



Studio 3

- 1.18 Engage tool in door as shown, see Diagram 5. Pull door out and down to open.



Getting Started/ User Instructions

2. Using the Appliance for the First Time

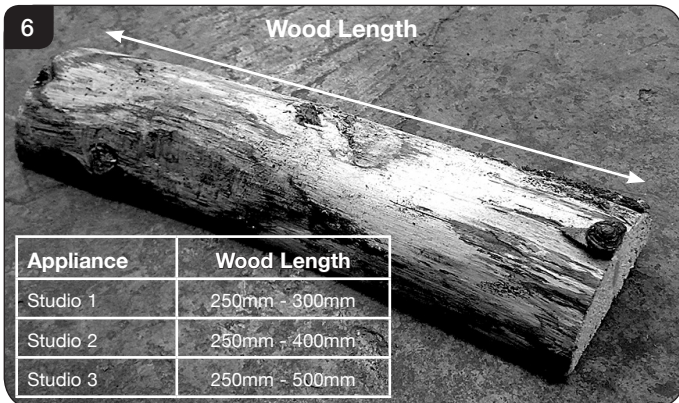
- 2.1 To allow the appliance to settle, and fixing glues and paint to fully cure, operate the appliance at a low temperature for the first few days.
- 2.2 Do not touch the paint during the first period of use.
- 2.3 During this time the appliance may give off some unpleasant odours. Keep the room well ventilated to avoid a build-up of fumes.
- 2.4 Please be aware that, during use, rope seals may discolour. This is normal.

3. Recommended Fuels

3.1 Wood Logs:

Burn only seasoned hard wood timber with a moisture content of less than 20%. To ensure this allow cut wood to dry for 12 to 18 months.

Seasoned logs have the bark beginning to lift and peel away and cracks radiating from the centre. They feel lighter than fresh cut wood of a similar size and sound hollow when struck against each other. Logs should not feel damp or have moss or fungal growths.



Wood logs should be stored in a well ventilated, dry, covered area.

Poor quality timber:

- Causes low combustion efficiency.
- Produces harmful condensation.
- Reduces effectiveness of the Upper Primary Control and life of the appliance.

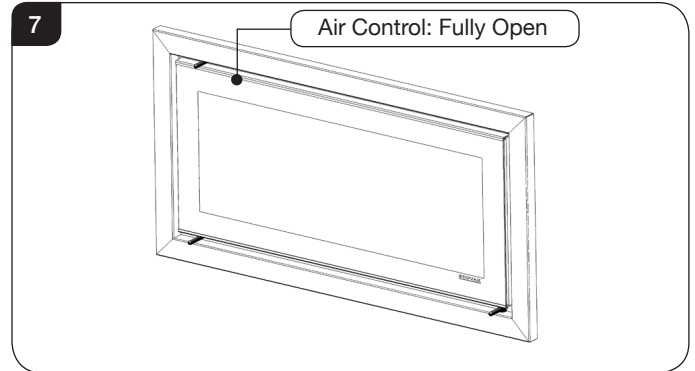


Do not burn construction timber, painted, impregnated / treated wood, manufactured board products or pallet wood.

CAUTION: THE USE OF SOME TYPES OF PRESERVATIVE-TREATED WOOD AS A FUEL CAN BE HAZARDOUS.

4. Lighting the Appliance

- 4.1 For best results set air control as shown, see Diagram 7.



WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.

- 4.2 Place firelighters or paper and dry kindling wood on the base bricks.
- 4.3 Light the paper or firelighters, see Diagram 8.



- 4.4 Leave the door slightly open as the fire establishes and the glass warms to avoid build up of condensation.
- 4.5 Add larger pieces of wood.
NOTE: Too many logs may smother the fire.

Fuel Loading:

These are wide appliances and the logs should be laid out in a single layer with gaps between, see Diagram 9.

Do not stack the logs on top of each other as this could affect the efficiency.

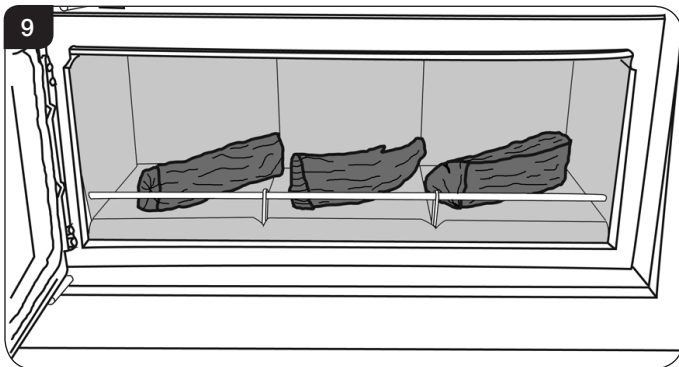
DO NOT OVERLOAD THE APPLIANCE AS THE HEAT OUTPUT WILL BE TOO HIGH.

Be sure to use split logs and not whole pieces of wood. Too much fuel in the firebox will cause the appliance to reach higher temperatures than intended. This can damage the interior components of the fire.

User Instructions

Suggested Loads:

Studio 1 & 2 - 3/4 logs no bigger than 5" (127mm) diameter
Studio 3 - 4/5 logs no bigger than 5" (127mm) diameter



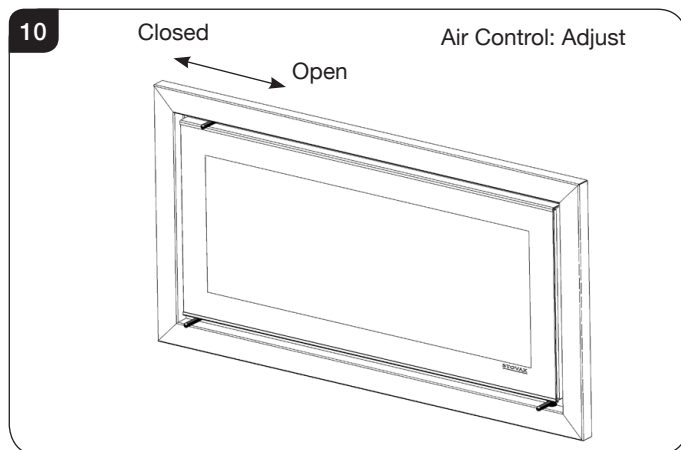
- 4.6 Close the door.
Do not leave the door open as this could over-fire and damage the appliance.

WARNING: DO NOT OPERATE THE APPLIANCE WITH THE AIR CONTROL OPEN FOR LONG PERIODS OF TIME AS THIS COULD CAUSE OVER-FIRING AND MAY CAUSE PERMANENT DAMAGE.

5. Running the Appliance

Burning Wood

- 5.1 Use the Air Control to control the burn rate to achieve the desired temperature, see Diagram 10.



Wood burns best on a bed of ash (approx. 25mm (1") deep).

- 5.2 Under normal circumstances **do not** burn large amounts of fuel with the Air Control closed for long periods of time. This reduces the glass cleaning effect, causes tars and creosotes to build-up in the appliance and flue system and will produce excessive amounts of smoke.

- 5.3 When in use, burning the appliance at a high temperature for a short period reduces tars and creosotes.

WARNING: DO NOT OPERATE THE APPLIANCE WITH THE AIR CONTROL OPEN FOR LONG PERIODS OF TIME AS THIS COULD CAUSE OVER-FIRING AND MAY CAUSE PERMANENT DAMAGE.

Experience establishes settings to suit personal preference.

A bright and clean firebox indicates the appliance is burning well.

Refuelling

- 5.4 Toward the end of the burn cycle open the Air Control for a few minutes. This increases the temperature of the ashbed, helping re-ignition of the new logs and keeps the ash to a minimum.
- 5.5 **CAUTION: OPEN AIR CONTROL BEFORE OPENING FIRING DOOR.**
- 5.6 Rake the embers evenly over the firebed and open the **Control** fully for a few minutes before re-fuelling.
- 5.7 Stack the logs in an open arrangement, see Section 4.2.

Open stacking allows oxygen to easily reach every part of the fire.

Compact stacking will make the wood burn slower as air can only reach the outside of the fire. This will cause the fire to smoulder and produce smoke.

- 5.8 **Burn the new logs at high temperature for a few minutes before closing the Air Control. Use the Air Control to adjust the burn rate to maintain combustion at the desired level.**
Open = High temperature, Closed = Low temperature.

Do not close the Air Control until the fire is burning well. If the flames die away completely open the air control until flames re-establish.

Shut Down

- 5.9 If there is still burning fuel in the firebox, Stovax do not recommend shutting down the Air Control completely unless there is a chimney fire in progress (see Section 9 for advice). Closing the control during the burning process will cause poor combustion and could lead to a build up of gases that could ignite dangerously.
- 5.10 Always have enough air entering the stove to maintain some flame within the firebox.
- 5.11 If it is necessary to shut down the appliance then run on a high setting until all of the fuel has been burnt before closing the Air Control.

Care & Maintenance

6. Extended Burning

- 6.1 It is possible to get the appliance to burn for extended periods of time. In order to do this:
- De-ash prior to final refuelling.
 - Set Air Control to low combustion settings.
This will gradually blacken the glass but it will clear when operated at a high temperature for a short period.

7. Over-Firing

- 7.1 Do not over-fill with fuel or run at high temperatures for long periods or over-firing can occur.
DO NOT OPERATE THE APPLIANCE WITH THE PRIMARY AIR CONTROL OPEN FOR LONG PERIODS OF TIME AS THIS COULD CAUSE OVER-FIRING AND MAY CAUSE PERMANENT DAMAGE.
- 7.2 **Over-firing can cause permanent damage to the appliance and invalidate the product warranty.**

8. Ash Removal

- 8.1 Wood burns best on a bed of ash (approx. 25mm (1") deep). **Do not allow ash to build up in the appliance as it will not burn properly and may cause damage.**
- 8.2 Open door, see Diagrams 4 & 5 on page 5.
- 8.3 Remove ash carefully with a small shovel (available from Stovax) - **heat can remain long after use.** Take care not to damage the ceramic lining of the appliance. Do not use sharp pointed pokers.
- 8.4 Carefully place the ash into a Stovax Ash Caddy (Stovax Part No. 4227) and take immediately outside to an area free from combustible material.
- 8.5 Only place ash in a non-combustible container with a tightly fitting lid.

9. When not in use

- 9.1 If the appliance is not used for long periods of time, during the warmer months for example, it should be cleaned and serviced as detailed in the Maintenance and Servicing section.
- 9.2 Set the Air Control to 50% to keep the appliance ventilated and stop the build-up of any moisture inside.

Before re-lighting the appliance:

- **Remove the baffles and clear any debris that may have accumulated above them.**
- **Check the flue is clear of any blockages.**

10. Chimney Fire

- 10.1 **If a chimney fire occurs:**
- **Shut all air controls immediately.**
 - **Evacuate the building.**
 - **Call the fire brigade.**
 - **Do not re-enter the building until it is confirmed safe.**
- 10.2 **Do not use the appliance after a chimney fire until:**
- a) **It has been inspected by a registered installer*, confirming the appliance is safe to use.**
- b) The chimney system has been inspected and swept by a chimney sweep, confirming the system is structurally sound and free from obstruction.
- c) **It is repaired as required before re-use.** Use only genuine Stovax replacement parts to keep your appliance in safe, efficient working order.

11. Chimney Sweeping & Appliance Inspection

- 11.1 To maintain safe and efficient use of the appliance, the chimney/flue must be inspected and swept at least once a year and the appliance inspected by an appropriately qualified chimney sweep.
- If the appliance is used continuously throughout the year more frequent sweeping and inspection is recommended.
- The best time to have the chimney swept is at the start of the heating season.
- 11.2 The chimney, any connecting flue pipe and the appliance flue ways, if incorporated, must be regularly cleaned.
- 11.3 It is possible to sweep the chimney through the appliance once the baffles have been removed.
- 11.4 If the chimney is believed to have previously served an open fire it must be swept a second time within a month of regular use after installation.



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Care & Maintenance

12. Care Of Stove

Stovax has a range of cleaning and maintenance products and accessories to keep your appliance in good working order. Your Stovax retailer can advise you on suitable items for your stove and provide genuine spare parts such as replacement glass, door sealing rope and firebricks. View the extensive range at www.stovax.com by clicking on Accessories. In addition, an annual service by a competent engineer is recommended to keep your stove in the best possible condition.



- 12.1 Clean and inspect the appliance regularly, especially in periods of heavy use. Regular cleaning and maintenance will help give many years of safe use.
- 12.2 **Allow the appliance to cool thoroughly before cleaning to avoid risk of burns.**
- 12.3 Keep the glass clean with the correct use of the Air Control system and good quality fuel.
- 12.4 Check the condition of the glass and clean if necessary.

Note: Do not use the appliance if the glass is damaged in any way.

- 12.5 Sometimes additional cleaning may be required. Before undertaking this operation allow appliance to cool fully. Do not clean hot glass.
- 12.6 **On appliances with printed glass such as the Studio, View or CL, do not use cleaning agents that have a high alkaline or acidic content, for example Stovax Gel Cleaner, these are aggressive cleaning agents designed to be used with heavily stained clear glass. On printed glass surfaces, use Stovax Glass Cleaner (Stovax No.4103) which is better formulated for this application.**
- 12.7 Before applying a cleaning agent remove any dust and loose soot with a damp cloth.
- 12.8 Use an appropriate glass cleaner. Apply the cleaning fluid to a cloth before rubbing onto the glass. Apply carefully and do not apply excessively. Try to prevent any run off which could soak into the rope seals around the edge of the glass. Soot can also contain acidic particles that can cause corrosive damage to printed glass.
- 12.9 Remove dirt with a moist cloth and buff dry.

- 12.10 Before relighting the appliance ensure the glass is fully dried. If the rope seal has absorbed excess cleaning agent it is advisable to replace the rope as soon as possible to preserve the printed finish of the glass.
- 12.11 Check the condition and security of the door rope seals and replace if seals are no longer intact.
- 12.12 Remove the ash completely (see User Instructions, Section 8).
- 12.13 Check the internal components for damage (bricks and baffles) and for obvious build up of soot, ash or debris above the flue baffle(s) (these can be found in the upper part of the firebox). Use a torch if necessary.
 - If there are any signs of a build up of debris above the flue baffle(s) either:
 - Arrange for the chimney to be swept (see User Instructions, Section 11).
 - Remove the baffle(s).
- 12.14 To refresh painted finishes a touch up spray is available. Contact your Stovax retailer quoting the serial number found on the appliance data badge.

Do not use aerosol sprays near an operating appliance.

13. Optional Extras

Decorative Flue Cover

- 13.1 This appliance can be fitted with an optional decorative flue cover. For installation procedures please refer to the instructions supplied with the kit - Stovax part no. PM504.

Bench

- 13.2 This appliance can be fitted with a bench, various sizes are available. This must be done at the time of installation. Please refer to instructions - PM205.

Heat Shield

- 13.3 This appliance can be fitted with a heat shield in order to decrease the distance the appliance can be installed from a wall. This must be done at the time of installation. Please refer to instructions - PM732AU.

Glass Top Plate

- 13.4 This appliance can be fitted with a decorative glass top plate. This must be done at the time of installation. See Installation Instructions PM994AU, Section 5.

Outside Air Kit

- 13.5 This appliance can be fitted with an optional kit to help bring air directly into the appliance from outside. The For installation and operating procedures you must refer to the instructions supplied with the Outside Air kit.

Troubleshooting

Troubleshooting

| | Symptom | Cause | Solution |
|------------------------------|---|---|--|
| OPERATION | Difficulty starting the fire and keeping it burning well | Low flue draught | Consult your installer |
| | | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content) |
| | Poor burning control | High flue draught | Consult your installer |
| | Short burn times | Wet wood (over 20% moisture) - consult Section 3 | Use dry seasoned wood (less than 20% moisture content) |
| | Excessive heat output (Over firing) | High flue draught | Consult your installer |
| | | Air control left fully open | Close air control to reduce output |
| | Low heat output | Low flue draught | Consult your installer for advice on suitable flue system |
| | | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content) |
| Excessive fuel consumption | High flue draught | Consult your installer for advice on suitable flue system | |
| | Over dry wood | Do not use constructional timber or pallet wood | |
| SMOKE EMISSIONS | Smoke and small flames | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content) |
| | Intermittent smoke spillage into room when appliance door is opened | Low flue draught | Consult your installer for advice on suitable flue system |
| | | Incorrect additional ventilation air in to building | Consult your installer |
| | Continuous smoke spillage into room when appliance in use | Blocked flue | Open all doors and windows to ventilate the room. Allow the fire to burn out. Check flue for blockage. Do not re-use until cause of spillage is identified. Consult your installer for advice |
| Blue/grey smoke from chimney | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content) | |
| ADVERSE WEATHER | Windy days, intermittent smoke spillage into room when appliance door is opened | Down draught in flue caused by air turbulence caused by nearby buildings or trees | Weather conditions combined with the flue terminal position can have an effect on the appliance performance. Consult your installer |
| | Calm days, intermittent smoke spillage into room when appliance door is opened | Over size flue giving poor flue draught | Weather conditions combined with the flue terminal position can have an effect on the appliance performance. Consult your installer |
| | Damp/Rainy days lighting and burning problems | Flue temperature low / rain water inside flue | Use good quality wood to start and maintain the fire, consult your installer to fit a rain cowl |
| | Wind noise from the air control | High flue draught | Consult your installer for advice on suitable flue system |

Troubleshooting

| | Symptom | Cause | Solution |
|---|---|--|--|
| THE APPLIANCE | Rapid creosote build-up in the chimney | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content). Operate at a high temperature for short periods each time the appliance is used to avoid large build-ups of tars and creosotes |
| | Tar coming from flue joints | Appliance operated at continuous low temperatures | Operate at a high temperature for short periods each time the appliance is used to avoid large build-ups of tars and creosotes. See user instructions for correct use of air control |
| | | Using poor quality wood | Use dry seasoned wood (less than 20% moisture content) |
| | Strong pungent smell after the appliance is lit | Appliance operated at continuous low output | Operate at high output for short periods. See user instructions for correct use of air control |
| | | Using poor quality wood | Use dry seasoned wood (less than 20% moisture content) |
| | Wind noise from the air control | High flue draught | Consult your installer for advice on suitable flue system |
| | Dirty firebricks | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content) |
| | Dirty glass | Wet wood (over 20% moisture) | Use dry seasoned wood (less than 20% moisture content) |
| | Glass blackening | Using poor quality wood | Use dry seasoned wood (less than 20% moisture content) |
| | | Low flue draught | Consult your installer for advice on suitable flue system |
| Incorrect use of air control | | See user instructions for correct use of air control | |
| Appliance operated at continuous low temperatures | | Operate at high output for short periods. See user instructions for correct use of air control | |

| | |
|-------|--|
| FLUES | The flue system has two main functions: |
| | <ul style="list-style-type: none"> - To safely remove the smoke, fumes and combustion gases from the building. - To provide a sufficient amount of flue draught (suction) in the appliance to ensure the fire keeps burning. |
| | The flue draught is caused by rising hot gases when the appliance is lit. |
| | Tar and creosote are a major cause of chimney fires. If the appliance experiences problems with tar build up consult a chimney sweep before continued use of the appliance. |
| | For advise on the correction of persistent flue problems consult a qualified heating engineer before continuing to use the appliance. |

FPA Warranty Statement

Limited Warranty

FPI Fireplace Products International Ltd. ("the distributor") through its wholly owned subsidiary, Fireplace Products Australia Pty Ltd and sold under the Stovax brand of fireplace products, extends this Limited Warranty to the original purchaser of this appliance provided the product remains in the original place of installation.

The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

| Wood Products | |
|--|----------|
| Components Covered | Warranty |
| Welded Firebox Steel | 2 years |
| All Stainless Steel Components, Smoke Deflectors, Heat Shields etc. | 1 year |
| Door handle and latch assembly, all hardware | 1 year |
| Glass Thermal Breakage Only | 1 year |
| Steel Faceplates, Accessory Housings | 1 year |
| All Plating | 1 year |
| Ash Drawer, Heatshields, Pedestal | 1 year |
| All Baffles-Steel, Ceramic, Vermiculite | 1 year |
| All castings, firebox, surrounds, doors, panels etc. | 1 year |
| All Electrical, Fans, wiring, switches etc. | 1 year |
| Glass - Crazing | 1 year |
| Firebricks | Nil |

After the original warranty coverage for any of the parts above have expired, any repair and/or replacement parts purchased by the consumer from FPI or through an accredited distributor or dealer will carry a ninety (90) day warranty (valid only with an original copy of the tax invoice). No labor coverage is included with any repair and/or replacement part.

Replacement parts are limited to one per warranty term.

Exclusions

This Limited Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), firebrick (rear, sides or bottom), door or glass gasket, or any other additional factory fitted gasket.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels (such as unseasoned timber, mill-ends, construction timber or debris, off-cuts, treated or painted timber, tea tree, metal or foil, plastics, garbage, solvents, cardboard, coal or coal products, oil based products, waxed cartons, compressed pre-manufactured logs), accidents, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in malfunction of the appliance are not covered under the terms of this Limited Warranty.

FPI has no obligation to enhance or modify any unit once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing appliances).

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase. Any alteration to the unit which causes sooting or carboning that results in damage to the exterior fascia or over firing that can cause component or firebox/heat exchanger failure will not be covered by this warranty.

Units which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Units where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

FPA Warranty Statement

Porcelain/Enamel: Absolute perfection is neither guaranteed nor commercially possible. Any chips must be reported and inspected by the authorised selling dealer within three (3) days of installation. Any damage of this type not reported after this time period will be subject to rejection and any related warranty will not apply.

Special Finishes: Expect some changes in color as the product “ages” with constant heating and cooling. The manufacturer warranty does not cover tarnishing, changing colors and/or marks (i.e. finger prints, etc.) after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI appliance without prior authorisation from FPI may void this warranty.

INCORRECT INSTALLATION IS NOT COVERED BY WARRANTY. A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES.

Limitations of Liability

1. Exclusion of implied terms

The customer may have the benefit of consumer guarantees under the Australian Consumer Law. To the maximum extent permitted by law, all terms, conditions or warranties that would be implied into this Warranty or in connection with the supply of any goods or services by the supplier under law or statute or custom or international conventions are excluded.

2. Limitation of liability

(a) To the maximum extent permitted by law and subject to clauses 1 and 3, the supplier’s total liability arising out of or in connection with its performance or its obligations pursuant to this Warranty, or arising out of or in connection with the supply of specific goods or services (including pursuant to or for breach of this Warranty, under statute, in equity or for tort, including negligent acts or omissions) is limited as follows: (i) the supplier shall have no liability to the customer for any Consequential Loss; (ii) without limiting the effect of clause 2(a)(i), the supplier’s total aggregate liability for Loss, however arising, shall not exceed the GST exclusive aggregate price paid by the customer to the supplier for the specific goods or services that gave rise to the Loss in question.

(b) The limitations and exclusions in this sub-clause do not apply to the extent that any Loss is directly attributable to: (i) the personal injury or death caused by the supplier’s default, breach of this Warranty or negligence; or (ii) fraud by the supplier.

(c) Each party must take reasonable steps to mitigate any Loss it suffers or incurs.

3. Limitation of liability under Australian Consumer Law Guarantees

(a) To the extent that goods supplied by the supplier are not goods of a kind ordinarily acquired for personal, domestic or household use and the customer is deemed to be a consumer for the purposes of section 64A of the Australian Consumer Law, the customer agrees that the supplier’s liability for a failure to comply with a consumer guarantee that the customer may have a benefit under the Australian Consumer Law (other than a guarantee under sections 51 (title), 52 (undisturbed possession) and 53 (undisclosed securities)), is limited to, at the option of the supplier, one or more of the following: (i) replacement of the goods or the supply of equivalent goods; (ii) the repair of the goods; (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or (iv) equivalent goods; or (v) the payment of the cost of having the goods repaired.

(b) To the extent that services supplied by the supplier are services other than services of a kind ordinarily acquired for personal, domestic or household use or consumption, the supplier’s liability for failure to comply with a consumer guarantee that the customer may have the benefit of is limited to, at the option of the supplier: (i) the supply of the services again; or (ii) the payment of the cost of having the services supplied again.

4. Subject to Change

This Limited Warranty is given at the time of sale and purchase of the relevant fireplace product. The terms of this Limited Warranty may be amended from time to time by FPI in accordance with changes to business practices, consumer laws or other legal requirements. The rights and protections granted under the Limited Warranty are those in force in relation to a fireplace product at the time and in the place of sale of that product, and only those terms will be applicable in respect of that product.

5. Severability

Any term of this Limited Warranty that is invalid or unenforceable in any jurisdiction is to be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable, and is otherwise capable of being severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of this Limited Warranty or affecting the validity or enforceability of that provision in any other jurisdiction.

6. Definitions

For purposes of clauses 1, 2 and 3:

(a) Consequential Loss means loss of expected savings, loss of use, loss of opportunity, loss of profit, loss of revenue, increased financing costs, loss arising from delay, or any consequential, special or indirect loss or damage, whether or not the possibility or potential extent of the loss or damage was known or foreseeable, and whether arising from a claim under indemnity, contract, tort (including negligence), statute or otherwise.

(b) Loss means any expense, cost or damage of any kind and includes Consequential Loss and a fine or penalty imposed by a statutory or other authority.

Service Records

1ST SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

3RD SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

5TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

7TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

9TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

2ND SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

4TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

6TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

8TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

10TH SERVICE

Date of Service:.....
Next Service Due:.....
Signed:.....
Dealer's Stamp/SFAIT Registration Number/ AHHA
License Number

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Australia

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