



**euro**  
**FIREPLACES**

OPERATION & INSTALLATION GUIDE

# Thank you for purchasing a new Euro Fireplaces unit

Your choice exemplifies your commitment to not only an environmentally friendly fireplace, but one that endorses style and functionality. Over 100 years of refined experience and tradition have gone into the creation of your new fireplace, which will ensure years of use and functionality to come. So that your fireplace can reach its full potential, please read the following operation manual carefully, as it contains important instructions and many useful tips.

Euro Fireplaces extended warranty is only valid if;

1. The heater has been installed to Euro Fireplaces installation guidelines.
2. The heater has been installed by a licensed installer.
3. A certificate of compliance has been issued. (Only required in some states.)
4. The extended warranty card has been submitted to Euro fireplaces within 2 weeks of the installation.
5. Euro Fireplaces does not take any responsibility of any damage that occurred during installation or transport except in cases where Euro Fireplaces is directly involved in the actual installation.

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

**Euro Fireplaces provides strict freestanding wood heater installation guidelines.  
Euro Fireplaces does not take any responsibility on the installation except in  
cases where Euro Fireplaces is directly involved in the installation.**

# IMPORTANT INFORMATION

**For burning your euro fireplace correctly smaller logs burn cleaner, longer, and hotter than large logs. Please carefully read the 'correct operation' section as this will greatly effect the use of the heater.**

In a Euro Fireplace smaller logs burn cleaner, longer and hotter than large logs. Please carefully read the 'correct operation' section as this will greatly effect the use of the heater.

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

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

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

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

**BURN BRIGHT, BURN CLEAN**

# THINGS TO CONSIDER

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

# GENERAL SAFETY INSTRUCTIONS

Like all fireplaces your unit will get hot when in use, particularly the glass. Please be aware of this and ensure that children are always supervised around the fireplace. A fireplace surround is a good idea when there are children present. The heater must stand on a hearth with adequate bearing capacity. This must cover the space at the front, side and back of the unit in the case of flammable flooring materials. Please ensure no flammable furniture is within the radiation perimeter of the glass door (check clearances on our brochure or website). Minimum distances from walls and furniture are specific to each fireplace model. It is essential that these distances are taken into account during installation. These distances can be reduced by installation of heat absorption panels such as Skamol, or disregarded in the case of brick or concrete walls.

## FIRST TIME USE

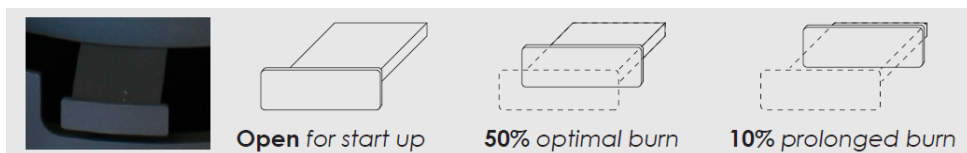
Your new Fireplace should be “broken in” like a new vehicle. In order to avoid cracks in the firebox lining, as well as damage and material distortion, and to avoid the seal sticking to the body of the fireplace, do not overheat the firebox for the first three times the fireplace is used.

Run a gentle fire, only burning two medium sized logs and have the air control open by half. It is imperative that the burning instructions are followed perfectly for this phase of burning. The fireplace steel has been sprayed with environmentally friendly paint; as such during the first few hours of burning there may be a slight smell and visual evaporation emanating from the heater body. These paint fumes can be slightly nauseating but are no cause for alarm. This is a standard practice for a heater’s first burn, but please keep the room well ventilated during that time by leaving windows and doors open, allowing air to carry the smell out of the house. The fireplace body is made from high quality steel, which contracts and expands during the heating and cooling process. This may result in some cracking noises; this is normal and does not harm the fireplace. If you have any concerns about this process please contact your Euro Fireplace distributor.

# LIGHTING YOUR FIREPLACE

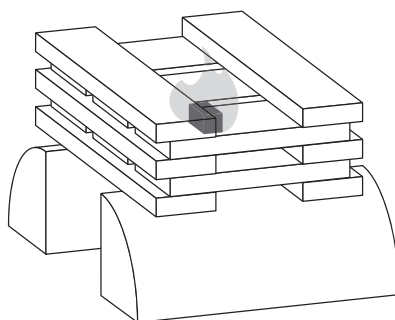
## AIR CONTROL

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



## PREPARATION

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



**Do not use cardboard or paper.**

## START UP PHASE

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

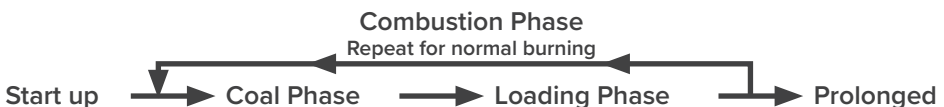
**Bright and hot means efficient and clean, smoldering and cold means inefficient and dirty. A clean burn will show little to no smoke.**

## COMBUSTION PHASE

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

## PROLONGED BURNING

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



# GENERAL INFORMATION

## FRESH AIR INTAKE

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

In air tight houses wood heater may not get enough oxygen to combust correctly this may also result in possible back draw, as air is not efficiently extracted through the flue, smoke may enter the house when the fireplace door is open or smoke comes out of the fresh air intake connection point if not connected , this may eventually leave discolouration on the ceiling.

Shutting down the heater over long period of times smouldering rather than burning brightly will exasperate the back draw issue, particular overnight when all windows and door are closed.

Solution;

Most Euro Fireplaces have a fresh air intake, if connected air needed for combustion enters the firebox from the outside giving the heater the correct level of oxygen at any given time, back draw via the fresh air intake into the house will no longer be possible

Using incorrect firewood such as green, to large or shutting the air control to much will also result in a smoky smoulder rather than bright burn this would be indicated by a soot build up inside the glass door and blackness around the Cowl



## CONVECTION

Euro Fireplaces heat your home in two ways; with radiant heat as well as natural convection. Natural convection means the heater will suck the cold air from around your house and naturally convert it into warm air. It **is important that the heater is not allowed to draw cold air from outside or from rooms you do not want to heat.** This happens through gaps underneath external doors or windows, open floor vents or cold downstairs areas such as cellars etc. Cold draft entry into the house will make the heater inefficient. In order to avoid warm air being lost, ensure that all ceiling vents are properly closed. The heater must be able to draw cold air from the areas you intend to heat and replace this air with warm air. This means that areas you wish to heat must be open; the heater will need to access them in order to take the cold air and replace with warm air.

## RECOMMENDED FUEL

We recommend that logs do not exceed 30cm in length. Make sure only air dried, untreated wood logs are used. Standard hardwood is required for optimal burning and softwood should only be used for starting the fireplace. Hardwood is highly effective at creating extremely hot, long lasting coals which allow for great levels of re-burning emissions from the burning logs. Softwood will create large amounts of heat quickly but conversely the coals will burn down very quickly, not allowing the heater to reach the proper temperatures.

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

With conventional fires we have been used to thinking that keeping the fire roaring away is the best method of heating. In contrast Euro Fireplaces will achieve their optimum performance and efficiency by burning only two, maximum three small to medium size logs placed horizontally on the bed of embers. This method ensures optimal combustion, low emissions, high efficiency and lowest wood consumption. Refer to <http://www.epa.vic.gov.au/> for further information.

## VERMICULITE BRICKS (FIRE BOX LINING)

Firebricks and vermiculite panels protect the fireplace body from overheating. They can sustain very high temperatures, which increases the efficiency of combustion whilst producing effective convection and radiation. Over time the extreme variations in temperature can cause cracks in your firebricks or vermiculite. These cracks do not impair the function of your fireplace. The life of these bricks is normally about 3 years and they can be replaced for a moderate cost. Overheating, rough handling, oversized firewood, and impact can also cause cracks in the panels. These types of damage are not covered by warranty. Ensure care is taken when loading the fireplace to avoid all unnecessary damage.

# CLEANING AND MAINTENANCE

Certain steps should be followed in order to ensure continued high performance:

- The flue should be professionally cleaned after each season, especially if there are bends in the flue system. In most of our heaters the baffle plate can be removed to clean that area out. Any heater in the Andorra range does not have a removable baffle plate; these heaters can be cleaned from a access panel at the back of the heater.
- Empty the ash tray every few days and brush excess fine ash built up inside the firebox into the ash pan.
- Regularly clear any ash built up behind the ash pan. (Take out the ash pan and clear any ash from the ash pan under the firebox with a vacuum cleaner hose. Make sure the ash is cold.)
- If you need to clean the window use a fine soap steel pad. Ensure the steel pads will not scratch glass.
- Metal: Use a feather duster to clear dust before using a soft, damp cloth to clean the unit. Avoid using any spray detergents. Touch up paint is available from your supplier if any touch ups are required. Do not clean the metal until the heater's paint has cured.
- Soapstone: Clean soapstone with hand dishwashing detergent and a fine plastic scourer.
- If there is any external air intake that brings fresh air to the heater from outside, make sure there is no obstruction in the pipes.
- Make sure all seals around the glass frame are in place and airtight.
- The firebox lining should last at least three seasons. However, broken or damaged linings can be caused by unnecessarily overloading the heater, or forcing too large logs into the firebox. Replacing the lining panels is easy and inexpensive. They can be purchased from your local supplier. Small cracks in the lining will not affect the heater's performance.
- After each season the heater should be thoroughly cleaned.

In general, if the glass does not get dirty, your flue is drawing correctly. A continuously dirty glass however may be caused by the flue being dirty, not reaching minimum length, or the air supply being cut off too often.

**A continuous clean glass is a sign of correct burning.**

# IMPORTANT OPERATION NOTES

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

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

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

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

Please make sure the ash inside the heater and in the ash pan is cleaned regularly (minimum of once per week). A heavy build up of ash will prevent the heater from heating efficiently and can cause damage to the grate or other cast-iron components of the heater. You may also be shutting the air control too much.

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

Ensure you do not close the air supply completely too often as this can cause the heater to smoulder very easily and will result in an extremely dirty firebox and soot build up which can heavily effect the efficiency of the fireplace and heavy creosote build up requiring much more frequent cleaning.

# INSTALLATION

Euro Fireplaces should only be installed by a licensed plumber/installer. Only a registered installer is able to issue a certificate of compliance. These are required for your house insurance to clear in most states.

## **ANDORRA, ANDORRA EXCLUSIVE, ATIKA, CADIZ SERPENTINO**

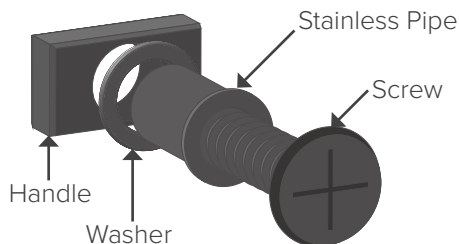
- Heater must be transported upright at all times.
- Special transport care must be taken with tile or stone clad heaters. If necessary we recommend carefully removing the top layer of tall, heavy heaters like the Cadiz Serpentino or Atika to make it easier to move into position.
- Unpack heater with care.
- Disregard the German installation manual as an Australian manual is supplied with the heater.
- Attach the Euro Fireplaces compliance sticker on the low back of the heater.
- Attach the 'Burn Hardwood Only' sticker to the ash tray.
- For heat bank installation please refer to the heat bank installation page.
- Take out all packaging cardboard spacers from above the baffle plate and from near the grate.
- Remove the glove and fresh air intake collar from the ash pan.
- If the fresh air intake is to be connected, attach the fresh air intake collar to the fresh air intake outlet.
- If a standard 6" flue is used, an adaptor available from Euro Fireplaces must be used.
- The first section of the stainless steel flue must go into the spigot, not over it.
- Euro Fireplaces require a minimum of 4 metres of flue from the heater.
- The original paint for flue touch-ups are Stove Bright Metallic Black, Satin Black or Titanium
- The doors automatic closing spring can be disconnected.

Clearance: 250mm back/ 550mm side/ 170mm corner

Minimum hearth requirements: 300mm front/200mm side/250mm back

## KIRUNA, FALUN, FALUN CERAMIC, LANDSHUT, WEISBADEN

- Heater must be transported upright at all times.
- Special transport care must be taken with tile or stone clad heaters.
- Unpack heater with care.
- Disregard the German installation manual as an Australian manual is supplied with the heater.
- Attach the Euro Fireplaces compliance sticker on the low back of the heater.
- Attach the 'Burn Hardwood Only' sticker to the ash tray.
- Take out all packaging cardboard spacers from above the baffle plate and from near the grate.
- Remove the glove and fresh air intake collar from the ash pan.
- If the fresh air intake is to be connected, attach the fresh air intake collar to the fresh air intake outlet.
- Remove the temporary transport handle.
- Attach the stainless steel handle (inside the ash tray) and make sure the washers are in the right position.
- If a standard 6" flue is used an adaptor, available from Euro Fireplaces must be used.
- The first section of the stainless steel flue must go into the spigot, not over it.
- Euro Fireplaces require a minimum of 4 metres of flue from the heater.
- The original paint for flue touch-ups are Stove Bright Metallic Black, Satin Black or Titanium
- The doors automatic closing spring can be disconnected.



Clearance: 250mm back/300mm side (1200mm Weisbaden)/250mm corner (N/A Wb.)  
Minimum hearth requirements: 300mm front/200mm side/250mm back

## **MILANO, BOZEN, KERPEN**

- Heater must be transported upright at all times.
- Unpack heater with care.
- Disregard the German installation manual as an Australian manual is supplied with the heater.
- Attach the Euro Fireplaces compliance sticker on the low back of the heater.
- Attach the 'Burn Hardwood Only' sticker to the ash tray.
- Take out all packaging cardboard spacers from above the baffle plate and from near the grate.
- Remove the glove and fresh air intake collar from the ash pan.
- For heat bank installation please refer to the heat bank installation page.
- A custom made 5" flue with a T section and heat shield must be used.
- Euro Fireplaces require a minimum of 4 metres of flue from the heater.
- The original paint for flue touch-ups is Stove Bright Metallic Black.
- The doors automatic closing spring can be disconnected.

Clearance: 225mm back(of active flue)/ 540mm side/ 475mm corner

Minimum hearth requirements: 300mm front/200mm side/250mm back

## **OLBIA**

- Heater must be transported upright at all times.
- Unpack heater with care.
- Disregard the German installation manual as an Australian manual is supplied with the heater
- Attach Euro Fireplaces compliance sticker on the low back of the heater.
- Attach the 'Burn Hardwood Only' sticker to the ash tray.
- Take out all packaging cardboard spacers from above the baffle plate and from near the grate.
- Remove the glove and fresh air intake collar from the ash pan.
- If the fresh air intake will be connected attach the fresh air intake collar to the fresh air intake outlet
- For heat bank installation please refer to the guide supplied with the heater.
- Install heat bank once the heater is in the right position.
- If a standard 6" flue is used an adaptor available from Euro Fireplaces must be used.
- The first section of the stainless steel flue must go into the spigot (not over it).
- Euro Fireplaces require a minimum of 4 metres of flue from the heater.
- The original paint for flue touch-ups are Stove Bright Metallic Black, Satin Black or Titanium
- The doors automatic closing spring can be disconnected.

Clearance: 140mm back/ 350mm side/ 210mm corner

Minimum hearth requirements: 300mm front/200mm side/140mm back

## UPPSALA

- Heater must be transported upright at all times.
- Special transport care must be taken with tile or stone clad heaters.
- Unpack heater with care.
- Disregard the German installation manual as an Australian manual is supplied with the heater.
- However for soapstone installation please refer to the original manual.
- Attach Euro Fireplaces compliance sticker to the low back of the heater.
- Attach the 'Burn Hardwood Only' sticker to the ash tray.
- Take out all packaging cardboard spacers from above the baffle plate and from near the grate.
- Remove the glove and fresh air intake collar from the ash pan.
- If the fresh air intake is to be connected attach the fresh air take collar to the fresh air take outlet.
- Do not use greasy hands to touch the soapstone.
- The soapstone can be cleaned with soapy dishwashing water and a plastic scourer.
- Install the soapstone once the heater is in the right position.
- If a standard 6" flue is used an adaptor available from Euro Fireplaces must be used.
- The first section of the stainless steel flue must go into the spigot (not over it).
- Euro Fireplaces require a minimum of 4 metres of flue from the heater.
- The original paint for flue touch-ups are Stove Bright Metallic Black, Satin Black or Titanium.
- The doors automatic closing spring can be disconnected.

Clearance: 325mm back/ 600mm side/ 325mm corner

Minimum hearth requirements: 450mm front/100mm side/325mm back

# HEATBANK INSTALLATION

## FALUN

1. Remove 3x (each side) screws from the back plate of the heater and carefully slide the sides open
2. Insert the heat bank onto the existing brackets (pointy edge facing toward the back of the heater)
3. Reattach the sides and back plate of the heater

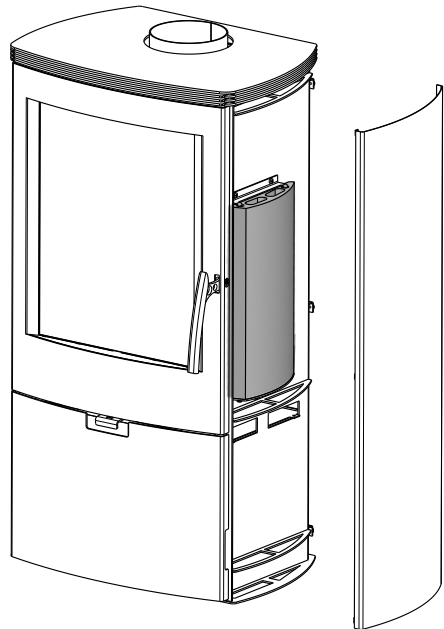
## FALUN CERAMIC

1. Remove the top steel plate and lift 3x tiles (each side)
2. With self tapping metal screws attach the larger bracket just above the 2 air intake vents
3. Insert heat bank and lock it with the smaller bracket at the top
4. Reattach the tiles and top plate

**Please note any holes made into the body of the heater must be blocked before operation.**

## OBLIA & UPSALA

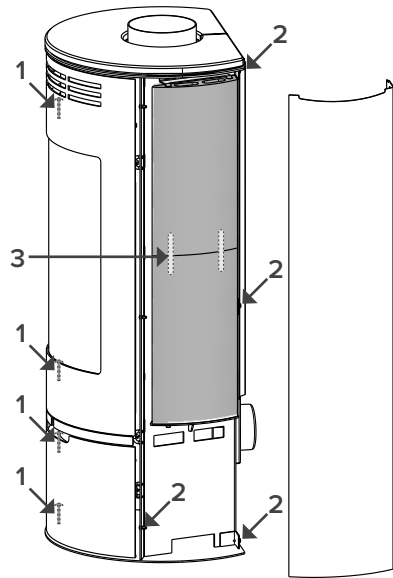
This heater will come with detailed instructions attached to the heatbanks packing box.





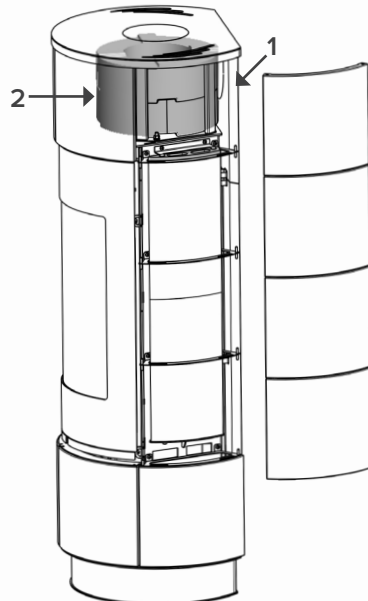
### ANDORRA & ANDORRA EXCLUSIVE

1. Remove the doors of the heater. (The door can be removed by carefully pulling up the pins.)
2. Unscrew the steel back plate of the heater and the screws in the front of the heater that hold the side walls on
3. Screw the supplied brackets into the preexisting holes and place the heatbank on the brackets, please ensure you use supplied pins to connect each slab of heatbank.
4. Reattach sides and doors.



### CADIZ SERPENTINO & DELIA

1. Side heatbank is already pre-installed so only the 2 top rings require installation. There are 2 sections of the steel backplate, remove the smaller top plate to access the top space of the heater
2. Carefully slide each half circle into the space. This can be tricky but not too hard to do
3. Reattach the back plate fo the heater



# FLUE MAINTENANCE AND INSTALLATION

Your flue should be professionally cleaned once a year.

## **ANDORRA, ANDORRA EXCLUSIVE, ATIKA, CADIZ, SEVILLA, DELIA**

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

## **FALUN, FALUN CERAMIC, FALUN SERPENTINO, WIKANTICA, CREMONA, WIESBADEN, RIBE, RIBE INSERT, BULLER, VERONA, OLBIA, HASVIK**

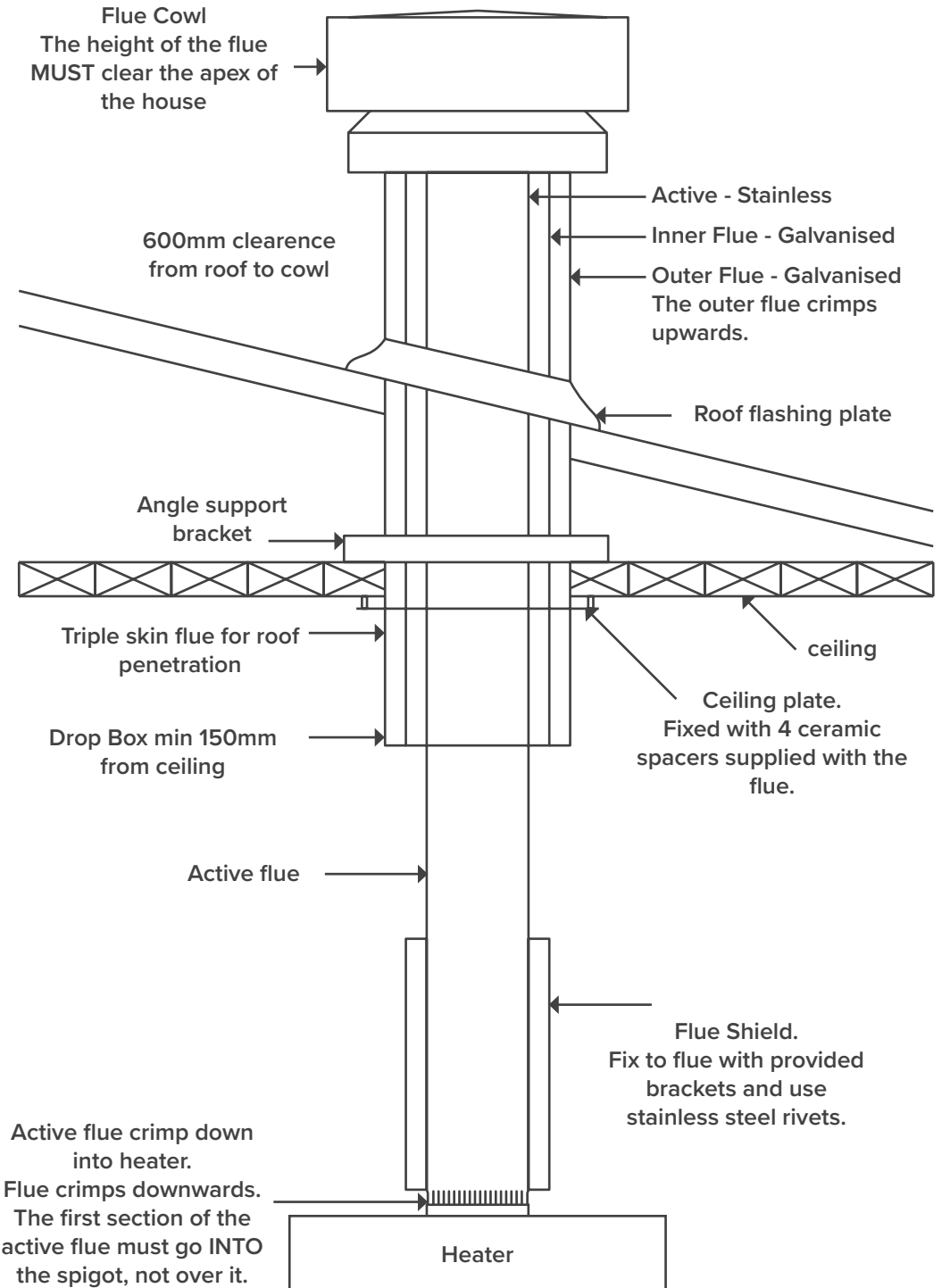
- Remove both the top vermiculite baffle and the steel baffle above. All ash will fall into the heater and can be cleaned from there.

## **MILANO, MERANO, BOZEN, KERPEN**

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

## **UPPSALA**

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



# TROUBLESHOOTING

## NOT ENOUGH HEAT

- **Firewood is too moist:** ( not seasoned enough) firewood needs to be less than 20% in moisture content, ideally under 15%. Australian hardwood will take approximately 18 months to dry, fire wood with a moisture content of above 25% , combined with wood pieces that are too are large will lower the temperatures in the firebox dramatically.
- **Firewood too large:** larger pieces need more primary air (air through the bottom grate) too much primary results in heat loss through the flue. Natural convection works best with primary air shut down. Please refer to the air control specific for your heater.
- **Air gaps under doors:** Make sure the heater does not draw cold air from gaps under outside doors
- **Ceiling Vents:** Warm air must not be allowed to escape into open ceiling vents
- **Incorrect burning:** once the fire is established ( approximately 40 minutes after start up) primary air must be shut down; now secondary air ( from the top of the firebox) will establish a slow burn with lots of coal and embers ( approximately 700 degrees inside the firebox)
- **Incorrect flue draw:** make sure the flue draw is not obstructed. This may happen through build up of ash at the flue entry inside the firebox, (above the vermiculite baffle). Alternatively a bird may be caught inside the flue, or the flue is not long enough

## FIREWOOD BURNING OUT TOO QUICKLY

- Too much primary air: please refer to your specific heater manual
- Low quality firewood

## DISTORTION IN FIREBOX GRATE OR GRILL

- **Not emptying the ash pan regularly:** will result in no airflow around the grate and therefore a build up of intense heat around the cast iron grate resulting in distorting
- Overheating

## TOO MUCH FLAKY ASH

- Too much primary air
- Low quality fire wood
- Fire wood moisture content too high
- Overloading
- **Not emptying the ash pan regularly:** will result in incorrect airflow and therefore incorrect burning

## **SMOKINESS INSIDE THE HOUSE**

- Incorrect draw
- Incorrect burning
- Leak in the flue
- Incorrect installation

## **PAINT SMELL**

- There may be a paint smell for the first week of operation as the paint on the heater cures: please keep the house well ventilated during that time. This Process may also cause a visible vapor to come from the heater; this IS NOT smoke from the firebox.
- Burning treated timber

## **RUST INSIDE THE FIREBOX**

- Burning green firewood
- Overloading
- Moisture able to enter through flue
- Moisture able to enter through fresh air intake: make sure the air control is closed during the off season or when the heater is not in use
- Burning treated timber
- PLEASE NOTE that some rust occurring in the firebox is unavoidable and will not cause any damage to the heater.

## **CEILING DISCOLOURATION**

- Low oxygen levels in the house
- Incorrect draw
- Incorrect burning
- Leak in the flue
- Incorrect installation

# Warranty

The product must be subjected to normal use. The Product is designed to burn hardwood only with a **maximum loading charge define for each model** (refer to the Euro Fireplaces Brochure or website). Over loading the firebox will produce excessive temperatures and could result in damages to all mechanical counter weight door systems, grates or baffles.

Should any failure, malfunction or surface defect occur on your heater within the two year warranty period, do not attempt to repair it yourself. In order to maintain the warranty, after-sales service may be done by the manufacturer or dealer only.

We guarantee the quality, function and aesthetics of your appliance for two years from the day of purchase. Any manufacturing defects will be tended to as quickly as possible at the cost of the dealer or manufacturer, under the condition that the appliance:

- Has been operated in accordance with the operating instructions.
- Has been installed and connected to appropriate flue/chimney system in accordance with applicable standards.
- Has not sustained damage due to intentional force.
- Has not been subject to modifications, repairs and/or incompetent handling.

If you have any problems with your fireplace, please contact your place of purchase. In order for us to fulfill your warranty agreement you must present your proof of purchase. Your dealer will arrange whatever appropriate action needs to be taken. Although the unit has a two year warranty, the glass window only has a warranty for 30 days after purchase. Vermiculite firebricks that crack due to overheating are not covered by the warranty.

Warranty may be voided if defect occurs due to operation under extreme conditions, such as:

- Fuel quantity exceeds recommended limit.
- Air supply is altered.
- Not recommended fuel types are used.

In order to maintain warranty, please avoid heat overcharge, which can be identified by:

- Firebox distortion.
- Fireplace door damage.
- Buckling of grill and safety bar.
- Change of colour of the heater surface.

Only spare parts approved by the manufacturer may be used. If you have any inquiries, please contact your dealer.

# EXTENDED WARRANTY AGREEMENT

Euro Fireplace heaters come with a standard 2 year warranty.  
To extend this to 4 years warranty please complete and send or email to  
[warranty@eurofireplaces.com.au](mailto:warranty@eurofireplaces.com.au)

Customer Name \_\_\_\_\_  
Heater \_\_\_\_\_  
Heater Production Number \_\_\_\_\_  
Purchased through ( Dealer) \_\_\_\_\_  
Purchase Date \_\_\_\_\_  
Installation Date \_\_\_\_\_  
Installation Certificate of Compliance \_\_\_\_\_

## Warranty conditions

- The heater must be installed by a licensed installer
- A Euro Fireplace approved flue kit must be used
- Damages through incorrect installation ( like leakage etc.) will void the warranty
- The heater has been operated in accordance with the supplied operating instructions
- The heater has been installed to appropriate Australian flue standards
- A certificate of compliance has been issued
- The heater has not sustained damage due to intentional force
- The heater has not been subject to modification, repairs and or incorrect handling

If you have any problems with your fireplace, please contact your place of purchase. In order for us to fulfill your warranty agreement you must present your proof of purchase; your dealer will arrange whatever appropriate action needs to be taken.

**The unit has a 4 year warranty, the glass window has warranty for only 30 days after purchase.**

- Vermiculite firebricks that crack due to overheating are not covered by the warranty
- Cracks in stone or tile finishes due to overheating are not covered by warranty

**Warranty may be voided if defect occurs due to operation under extreme conditions, such as:**

- Fuel Quantity exceeds recommended limit
- Air supply is altered
- Not recommended fuel types are used
- Green firewood is used on a regular basis (green firewood will result in excess rust build due to moisture and acid attacking the metal, especially when the air vents are continually shut)

**In order to maintain warranty, please avoid heat overcharge, which can be identified by:**

- Firebox distortion
- Fireplace door damage
- Buckling of grill and safety bar
- Change of colour of heater surface

**Only spare parts approved by the manufacturer may be used**

*If you have any questions, please feel free to call us on **1300 733 705***

*Or visit our website [www.eurofireplaces.com.au](http://www.eurofireplaces.com.au)*



**AUSTRALIAN  
HOME HEATING  
ASSOCIATION INC.**

## **Australian Home Heating Association**

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