



## WOOD STOVE QUICK START GUIDE

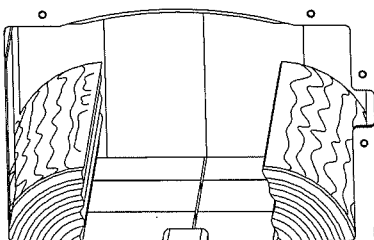
**FIRST FIRE ITEMS NEEDED:** 10 Pieces of Newspaper, 10-20 Pieces of Dry Kindling and a Few Pieces of Dry Split Wood.

**OPEN AIR CONTROL**



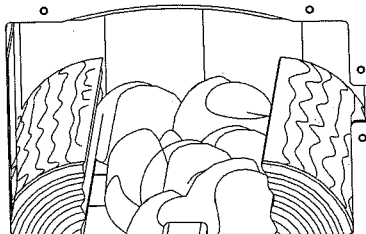
**1**

**LOAD WOOD**



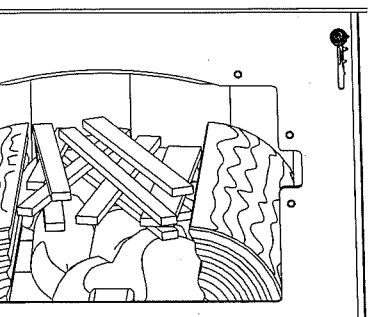
**2**

**ADD NEWSPAPER**



**3**

**ADD KINDLING**



**LIGHT THE PAPER**

**4**

### **WARNING! Risk of Fire**

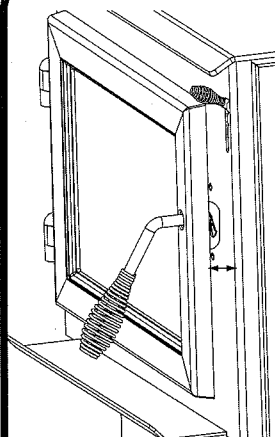
Close and securely latch the door after the fire has started, and after refueling, to prevent:

- Spillage of smoke, flame and carbon monoxide
- Spillage of sparks, coals and logs
- Over-firing

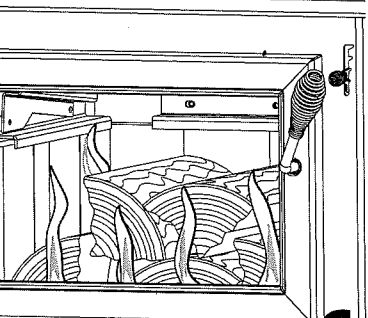
**DO NOT** leave the stove unattended with the door open.

Starting a fire may not require an open door for draft. The air control should supply adequate draft.

**5**



**ADD MORE WOOD**



**6**

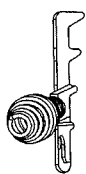
**REDUCE AIR CONTROL**

Set to desired heat output

**HIGH**



**LOW**



**7**

The stove is ready for normal operation.

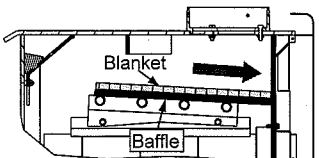
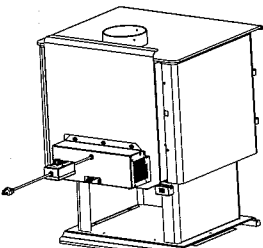
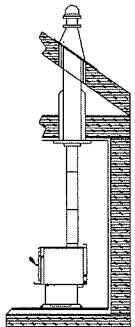
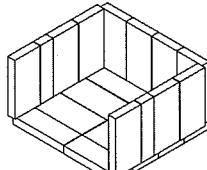
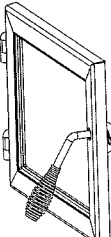
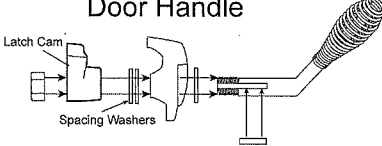
Please take the time to review the maintenance and inspection instructions on reverse side.

Refer to the Owner's Manual for complete detailed maintenance instructions. Maintenance is required for safe operation and must be performed to maintain your warranty.



**CAUTION!** Allow the appliance to completely cool down before performing any cleaning or maintenance.

Start the first inspection after the first 2 months of use, or if performance changes, and adjust your schedule accordingly. Maintenance is required for safe operation and must be performed to maintain your warranty.

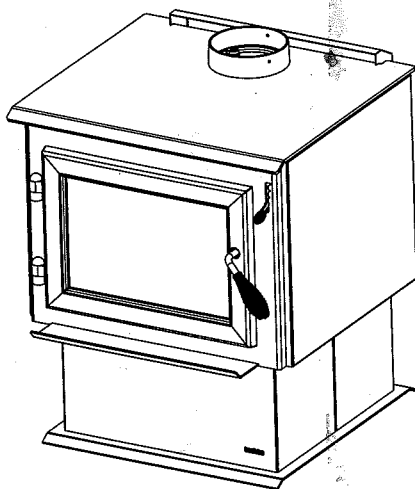
<p>Baffle &amp; Blanket</p> 	<p>Frequency</p> <p><b>MONTHLY</b> or After Every Cord of Wood</p>	<p>Task</p> <p>Baffle and blanket placement is critical to heat output, efficiency and overall life of the unit. Make sure the baffle is pushed all of the way to the back of the firebox and the blanket is laying flat. Inspect baffle for cracks.</p>
<p>Optional Blower</p> 	<p><b>YEARLY</b> or After Every 4 Cords of Wood</p>	<p>Vacuum the blower impellers.</p>
<p>Chimney System</p> 	<p><b>EVERY 2 MONTHS</b> or After Every 4 Cords of Wood</p>	<p>The chimney and chimney cap must be inspected for soot and creosote every two months during the burn season or more frequency if chimney exceeds or is under 14-16 ft. (4.3m-4.8m) measured from bottom of appliance.</p> <p>This will prevent pipe blockage, poor draft, and chimney fires.</p> <p>Always burn dry wood to help prevent cap blockage and creosote build-up.</p>
<p>Firebrick &amp; Ash Removal</p> 	<p><b>WEEKLY</b> or After Every 25 Loads of Wood</p>	<p>Ashes must be cool before you can dispose of the ashes in a non-combustible container.</p> <p>Firebrick is designed to protect your firebox. After ashes are removed, inspect the firebrick and replace firebricks that are crumbling, cracked or broken.</p>
<p>Door &amp; Glass Assemblies</p> 	<p><b>WEEKLY</b> or After Every 25 Loads of Wood</p>	<p>Keep door and glass gasket in good shape to maintain good burn times on a low burn setting. To test: place a dollar bill between the stove and door and then shut the door. If you can pull the dollar out, remove one washer from door handle behind latch cam and try again. If you can still pull it out, replace the door gasket.</p> <p>Check the glass frame for loose screws to prevent air leakage. Check glass for cracks.</p>
<p>Door Handle</p> 	<p><b>WEEKLY</b> or After Every 25 Loads of Wood</p>	<p>Check the door latch for proper adjustment. This is very important especially after the door rope has formed to the stove face.</p> <p>Check door handle for smooth cam operation.</p>



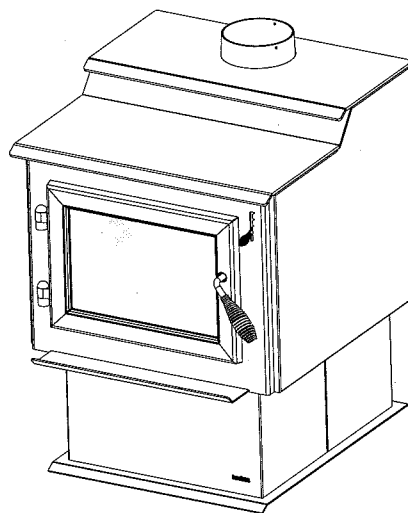


## Eco-Choice WS Series Wood Burner Installation Instructions

### Model: WS18-AU



### Model: WS22-AU



INSTALLATIONS TO COMPLY WITH AS/NZS2918:2001  
AND WILL REQUIRE A BUILDING CONSENT

**IMPORTANT:** Read all instructions carefully before starting installation. Failure to follow these instructions may result in a fire hazard and will void the warranty.

- Fig. 3,4,5,6, 7 and Table 1,2,3,4 relate to installations with tested flue systems; as per **AS/NZS 2918:2001 - Appendix F**, with a ceiling angle between 0° - 30° inclusive.
- For installations with a ceiling angle greater than 30°, refer to Fig. 7 & 8 and **AS/NZS 2918:2001 4.6.3(b)**
- Ceiling Plate may vary in size depending on ceiling angle. Please specify ceiling pitch prior to ordering the ceiling plate.
- Heatilator Eco Choice series wood burner's are tested and approved to the N.Z. National Environmental Standards;

#### **WS18-AU Eco-Choice Hardwood Certified**

Particulate Emissions = 1.3 g/kg Space Heating Efficiency = 85%

#### **WS22-AU Eco-Choice Hardwood Certified**

Particulate Emissions = 1.2 g/kg Space Heating Efficiency = 82%



## Congratulations





Hearth & Home Technologies welcomes you to our tradition of excellence! In choosing a Heatilator appliance, you have our assurance of commitment to quality, durability, and performance.

This commitment begins with our research of the market, including 'Voice of the Customer' contacts, ensuring we make products that will satisfy your needs. Our Research and Development facility then employs the world's most advanced technology to achieve the optimum operation of

our stoves, inserts and fireplaces. And yet we are old-fashioned when it comes to craftsmanship. Each unit is meticulously fabricated and surfaces are hand-finished for lasting beauty and enjoyment. Our pledge to quality is completed as each model undergoes a quality control inspection.

We wish you and your family many years of enjoyment in the warmth and comfort of your hearth appliance. Thank you for choosing Heatilator.

 <b>ECO CHOICE WOODFIRE COMPLIANCE LABEL</b>	
This appliance has been TESTED TO AS/NZS4013:1999 for Hardwood by HRL Technology Report # HCMG/14/004	
Date tested: February 2014	
<b>MODEL</b>	<b>ECO CHOICE WS18 WOOD HEATER</b>
OVERALL AVERAGE EFFICIENCY <small>TESTED TO AS/NZS 4012: 1999</small>	HARDWOOD 85%
AVERAGE PARTICULATE EMISSION FACTOR <small>TESTED TO AS/NZS 4013: 1999</small>	1.3 g/kg
MAXIMUM AVERAGE HEAT OUTPUT	7.2 kW
APPROVED FUEL	BURN ONLY HARDWOOD WITH A MOISTURE CONTENT LESS THEN 25% (dry basis).
WETBACK - ALL MODELS MANUFACTURED BY	Wetbacks are NOT an approved option and must not be fitted. Hearth & Home Technologies, 1445 North Highway, Colville, WA 99114, United States of America.
SERIAL NO. 007065 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 2014 2015 2016	
<b>NOTE:</b> PERFORMANCE MAY VARY FROM TEST VALUES DEPENDING ON ACTUAL OPERATING CONDITIONS. <b>U.S. ENVIRONMENTAL PROTECTION AGENCY</b> Export stove. May not be operated within the United States.	
INSTALLATION DATE _____ / _____ / _____ 7056-152	

 <b>ECO CHOICE WOODFIRE COMPLIANCE LABEL</b>	
This appliance has been TESTED TO AS/NZS4013:1999 for Hardwood by HRL Technology Report # HCMG/14/006	
Date tested: February 2014	
<b>MODEL</b>	<b>ECO CHOICE WS22 WOOD HEATER</b>
OVERALL AVERAGE EFFICIENCY <small>TESTED TO AS/NZS 4012:1999</small>	HARDWOOD 82%
AVERAGE PARTICULATE EMISSION FACTOR <small>TESTED TO AS/NZS 4013:1999</small>	1.2g/kg
MAXIMUM AVERAGE HEAT OUTPUT	9.4 kW
APPROVED FUEL	BURN ONLY HARDWOOD WITH A MOISTURE CONTENT LESS THEN 25% (dry basis).
WETBACK - ALL MODELS MANUFACTURED BY	Wetbacks are NOT an approved option and must not be fitted. Hearth & Home Technologies, 1445 North Highway, Colville, WA 99114, United States of America.
SERIAL NO. 007066 JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 2014 2015 2016	
<b>NOTE:</b> PERFORMANCE MAY VARY FROM TEST VALUES DEPENDING ON ACTUAL OPERATING CONDITIONS. <b>U.S. ENVIRONMENTAL PROTECTION AGENCY</b> Export stove. May not be operated within the United States.	
INSTALLATION DATE _____ / _____ / _____ 7057-139	



## Heatilator WS18 Wood Burner Dimensions

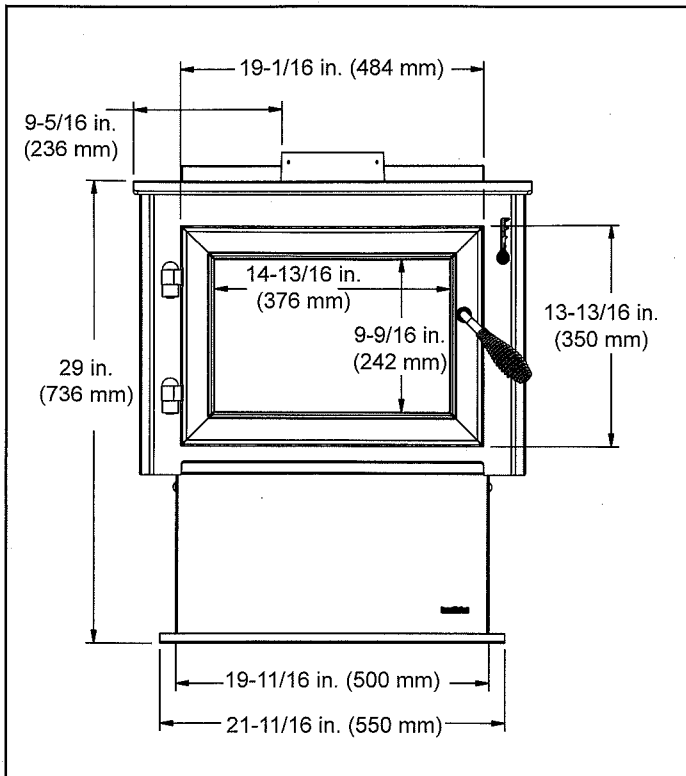


Figure 3.1 - Front View

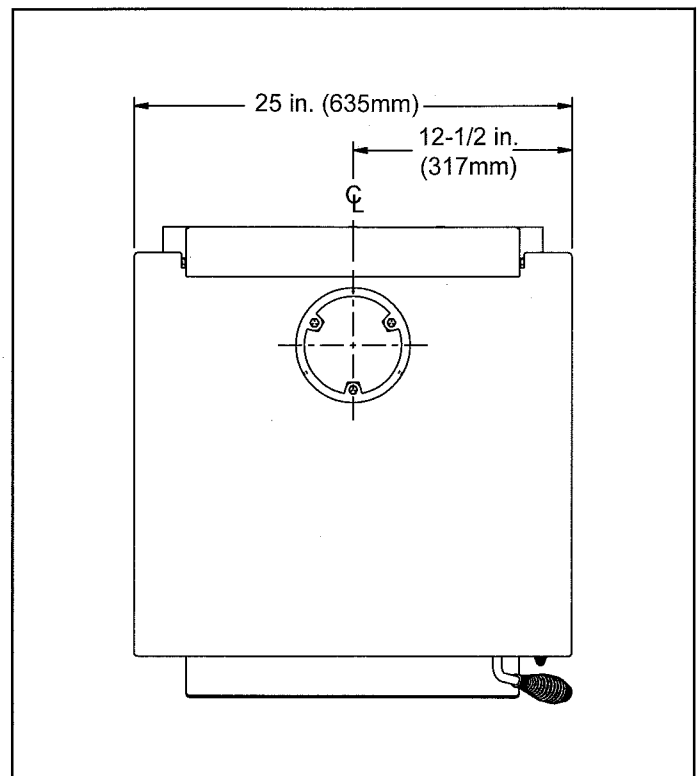


Figure 3.2 -Top View

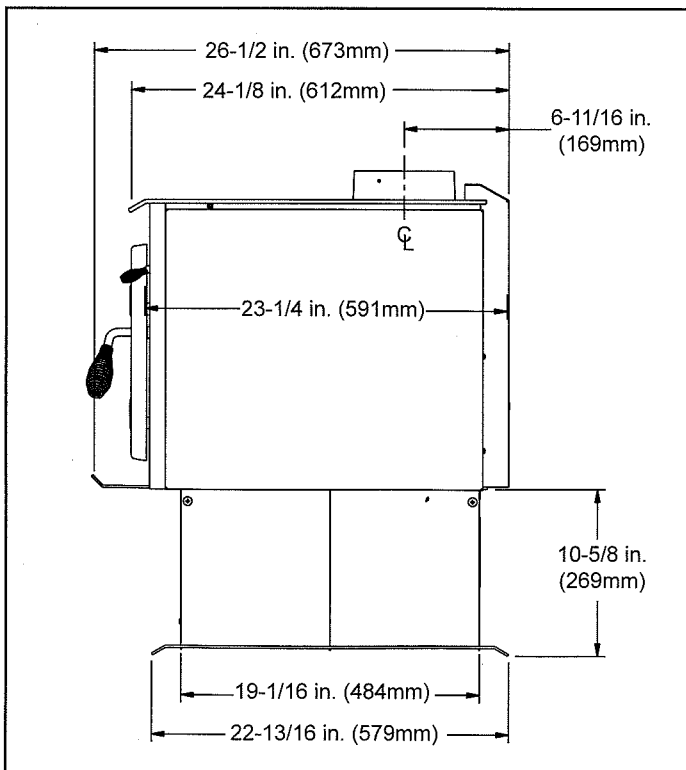


Figure 3.3 - Side View



## FLOOR PROTECTOR

Heatilator WS18 does not require a insulating Floor Protector, as they are tested and comply with the minimum Floor Protector requirements of **AS/NZS 2918:2001**.

Note:

- The minimum Floor Protector sizes are specified in the clearance chart, see Table 1 & 2.
- A Floor Protector can include ceramic tiles with grouted joints fixed directly onto a wooden floor or a sheet of toughened glass, panel steel or any other non combustible material laid directly onto a wooden floor.
- If installed directly onto a concrete slab, the concrete slab can be considered as the floor protector, but must maintain the minimum measurement listed.

## PARALLEL POSITIONING

Fig. 4

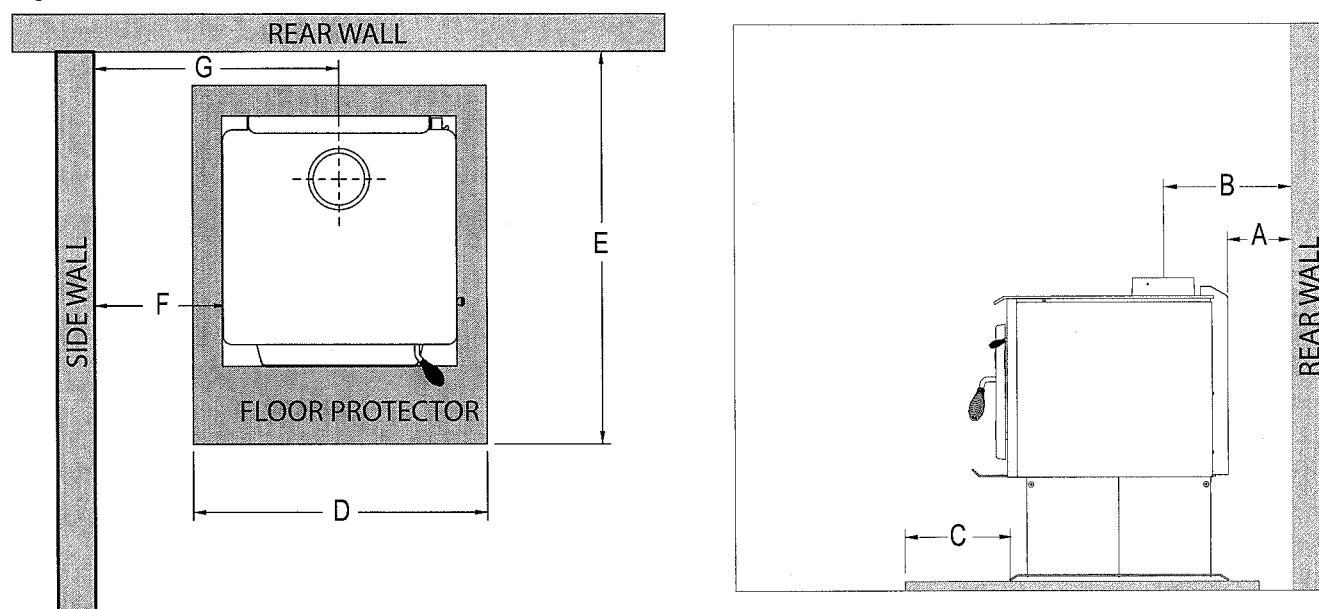


Table 1

	DESCRIPTION	Default Flue Kit
A	Min. Clearance from back of unit to rear wall	175
B	Min. clearance from center of spigot to rear wall	345
C	Min..distance from front of base to floor protector front	300
D	Min. floor protector front width	800
E	Min. distance from rear wall to front of floor protector	1055
F	Min. distance from unit side to side wall	300
G	Min. clearance from center of spigot to side wall	618

### NOTE: HEAT SHIELD REQUIREMENTS FOR HEAT SENSITIVE WALLS

Clearances may be reduced by provision of an appropriately located heat shield refer to

**AS/NZS 2198:2001 3.2.3 TABLE 3.1**



## CORNER POSITIONING (45°)

Fig. 5

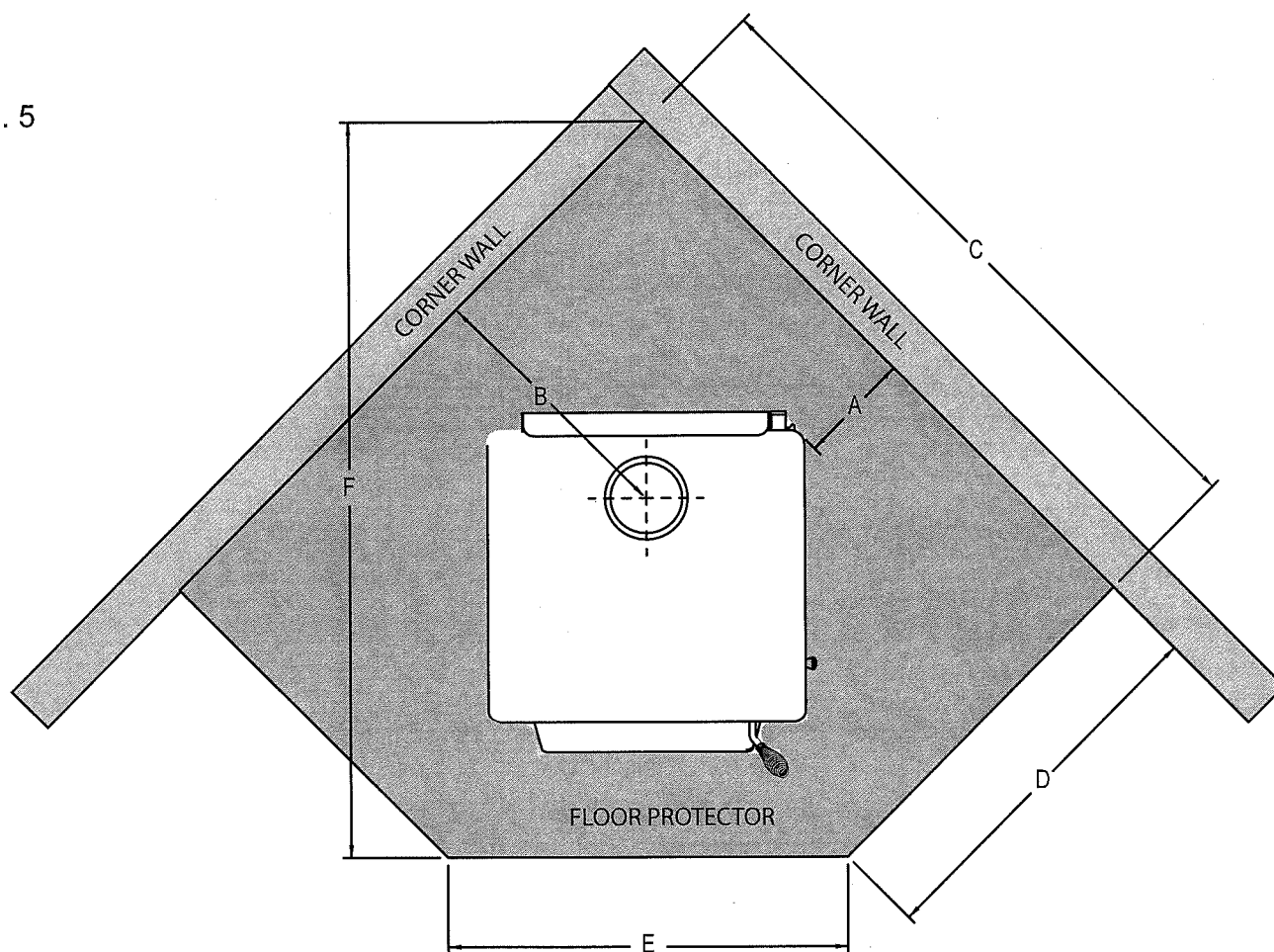


Table 2

	DESCRIPTION	Default Flue Kit
A	Min. clearance from firebox corner to corner walls	155
B	Min. distance from center of spigot to corner walls	470
C	Min. distance from corner wall to floor protector front	1219
D	Min. floor protector projection from corner wall	730
E	Min. floor protector front width	692
F	Min. overall floor protector depth	1379

## FIREBOX INSTALLATION

1. If a separate floor protector is being used position now. Place the firebox on the floor protector to suit the minimum installation clearances. (See Fig 3 or 4).
2. Seismically restrain the firebox and the floor protector to the floor.
3. Fit 2 x 6mm fixings suitable for the floor material. DO NOT over tighten.
4. Fit timber trim pedestal edging to front and back of base (optional).



# Heatilator WS22 Wood Burner Dimensions

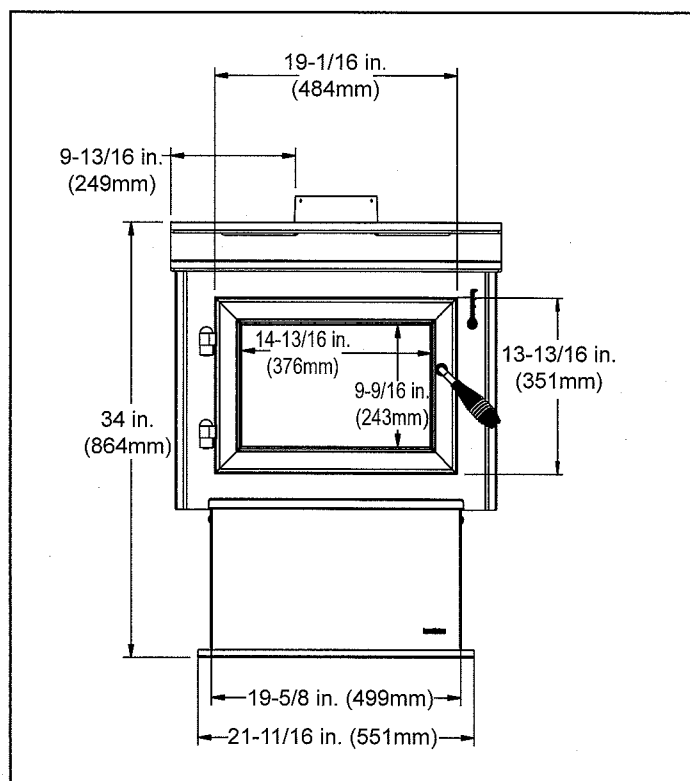


Figure 6.1 - Front View

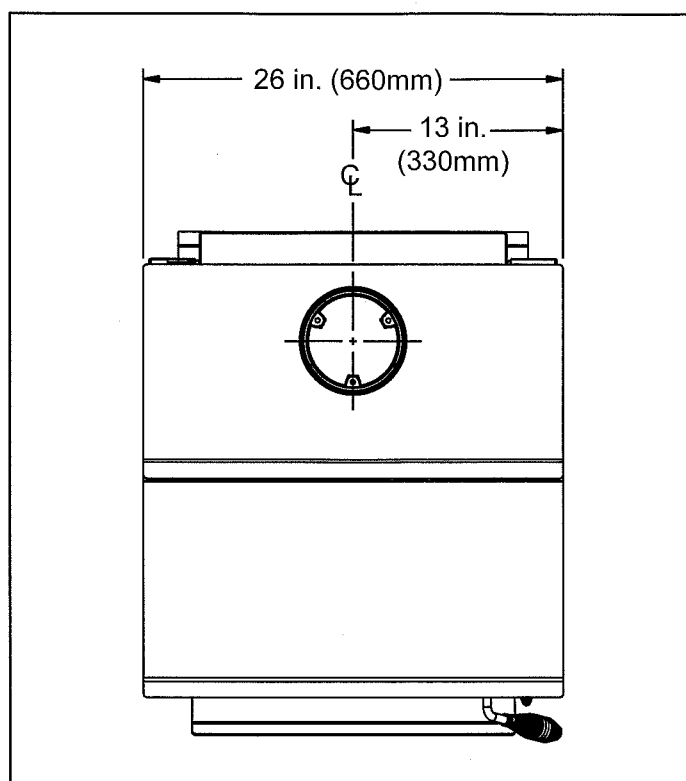


Figure 6.2 -Top View

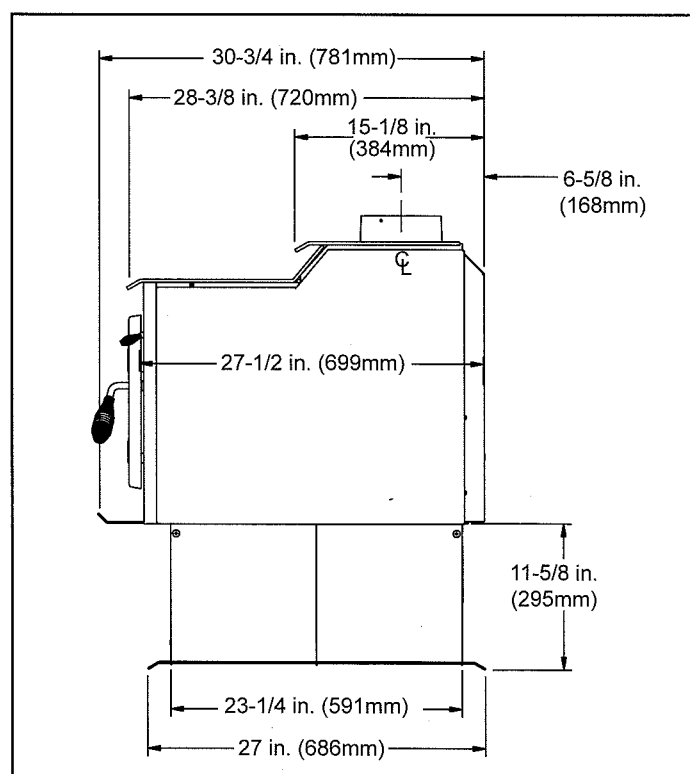


Figure 6.3 - Side View



## FLOOR PROTECTOR

Heatilator WS22 does not require a insulating Floor Protector, as they are tested and comply with the minimum Floor Protector requirements of **AS/NZS 2918:2001**.

Note:

- The minimum Floor Protector sizes are specified in the clearance chart, see Table 3 & 4.
- A Floor Protector can include ceramic tiles with grouted joints fixed directly onto a wooden floor or a sheet of toughened glass, panel steel or any other non combustible material laid directly onto a wooden floor.
- If installed directly onto a concrete slab, the concrete slab can be considered as the floor protector, but must maintain the minimum measurement listed.

## PARALLEL POSITIONING

Fig. 7

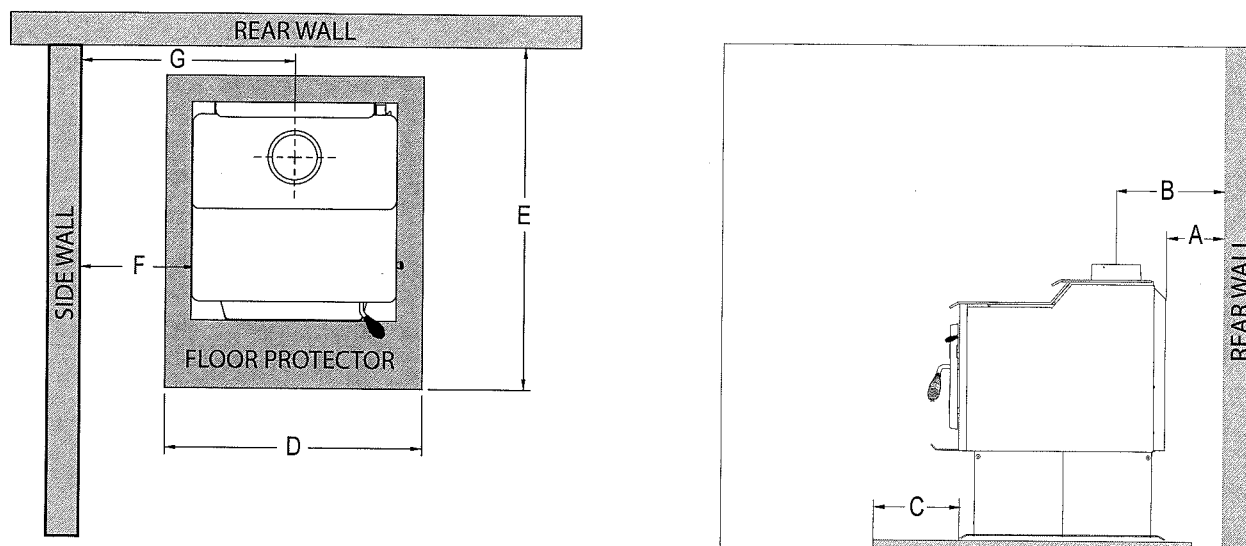


Table 3

	DESCRIPTION	Default Flue Kit	Default Flue Kit- With Flue Shield
A	Min. Clearance from back of unit to rear wall	300	100
B	Min. clearance from center of spigot to rear wall	468	268
C	Min. distance from front of base to floor protector front	300	300
D	Min. floor protector front width	800	800
E	Min. distance from rear wall to front of floor protector	1291	1091
F	Min. distance from unit side to side wall	400	400
G	Min. clearance from center of spigot to side wall	730	730

### NOTE: HEAT SHIELD REQUIREMENTS FOR HEAT SENSITIVE WALLS

Clearances may be reduced by provision of an appropriately located heat shield refer to **AS/NZS 2198:2001 3.2.3 TABLE 3.1**



## CORNER POSITIONING (45°)

Fig. 8

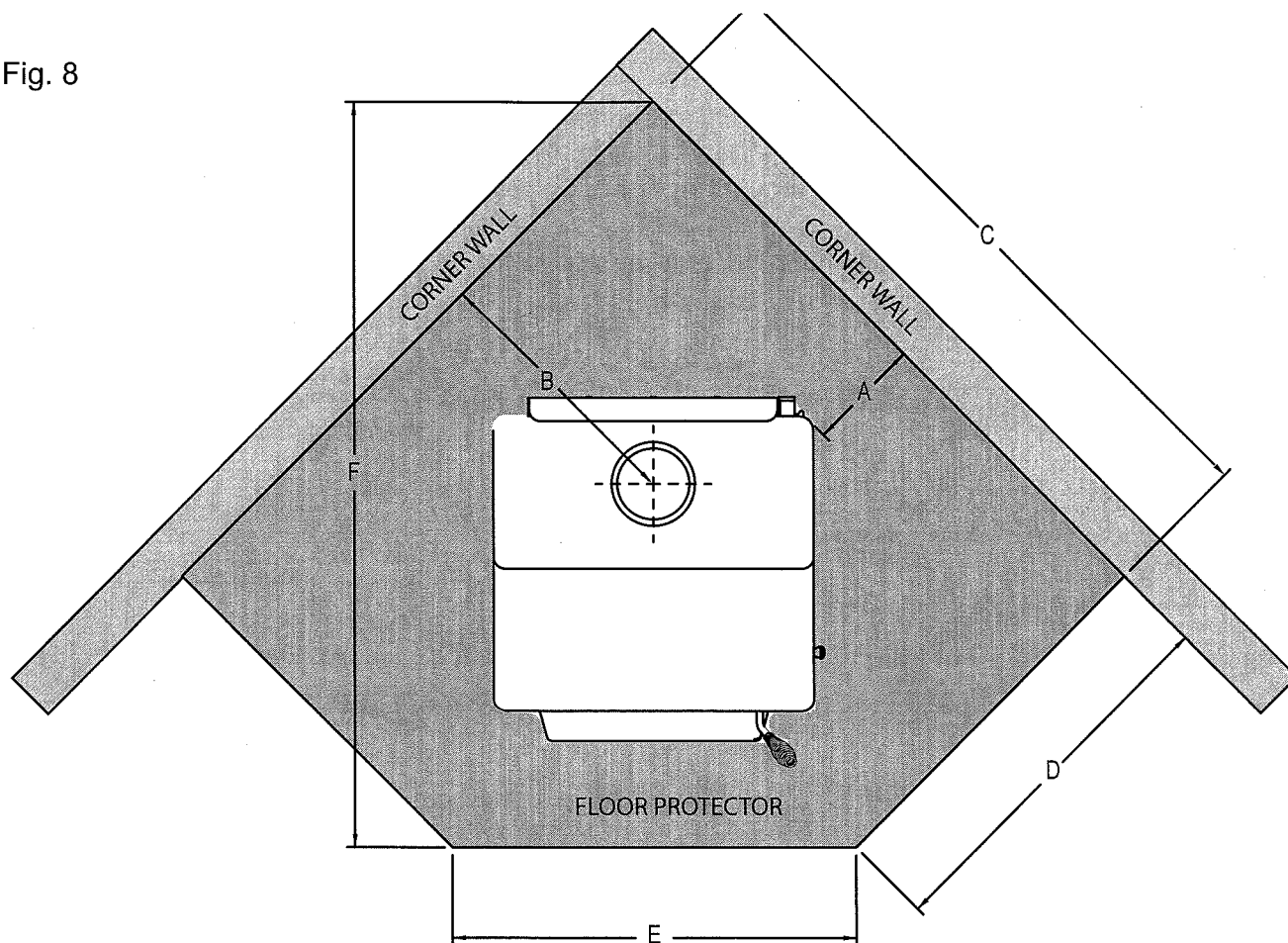


Table 4

	DESCRIPTION	Default Flue Kit
A	Min. clearance from firebox corner to corner walls	75
B	Min. distance from center of spigot to corner walls	393
C	Min. distance from corner wall to floor protector front	1217
D	Min. floor protector projection from corner wall	731
E	Min. floor protector front width	688
F	Min. overall floor protector depth	1377

## FIREBOX INSTALLATION

1. If a separate floor protector is being used position now. Place the firebox on the floor protector to suit the minimum installation clearances. (See Fig 7 or 8)
2. Seismically restrain the firebox and the floor protector to the floor.
3. Fit 2 x 6mm fixings suitable for the floor material. DO NOT over tighten.
4. Fit timber trim pedestal edging to front and back of base (optional).



## GENERAL INSTRUCTIONS FOR FLUE SYSTEM

- Flue pipe installed crimp/narrow end down
- Outer casings installed crimped/narrow end up. (Critical when exposed above the roof)
- Inner casings - direction not critical
- Flue pipes - seal all joints including firebox spigot.
- fix with a minimum of 3 stainless steel rivets
- Flue pipe spacers - affix to flue pipe
- Flue system termination point - Refer to AS/NZS 2918:2001 4.9.1, see Fig. 9.
- Flue pipe shall extend not less than 4.6m above top of the floor protector as per AS/NZS 2918:2001 4.9.1(a)
- Façade or chase systems - same rule applies as above.
- Roof penetration and flashing method refer to NZ Building Code E2.(From 01/07/05)

Note: These instructions apply to 150mm diameter flue pipe systems as tested to AS/NZS 2918:2001

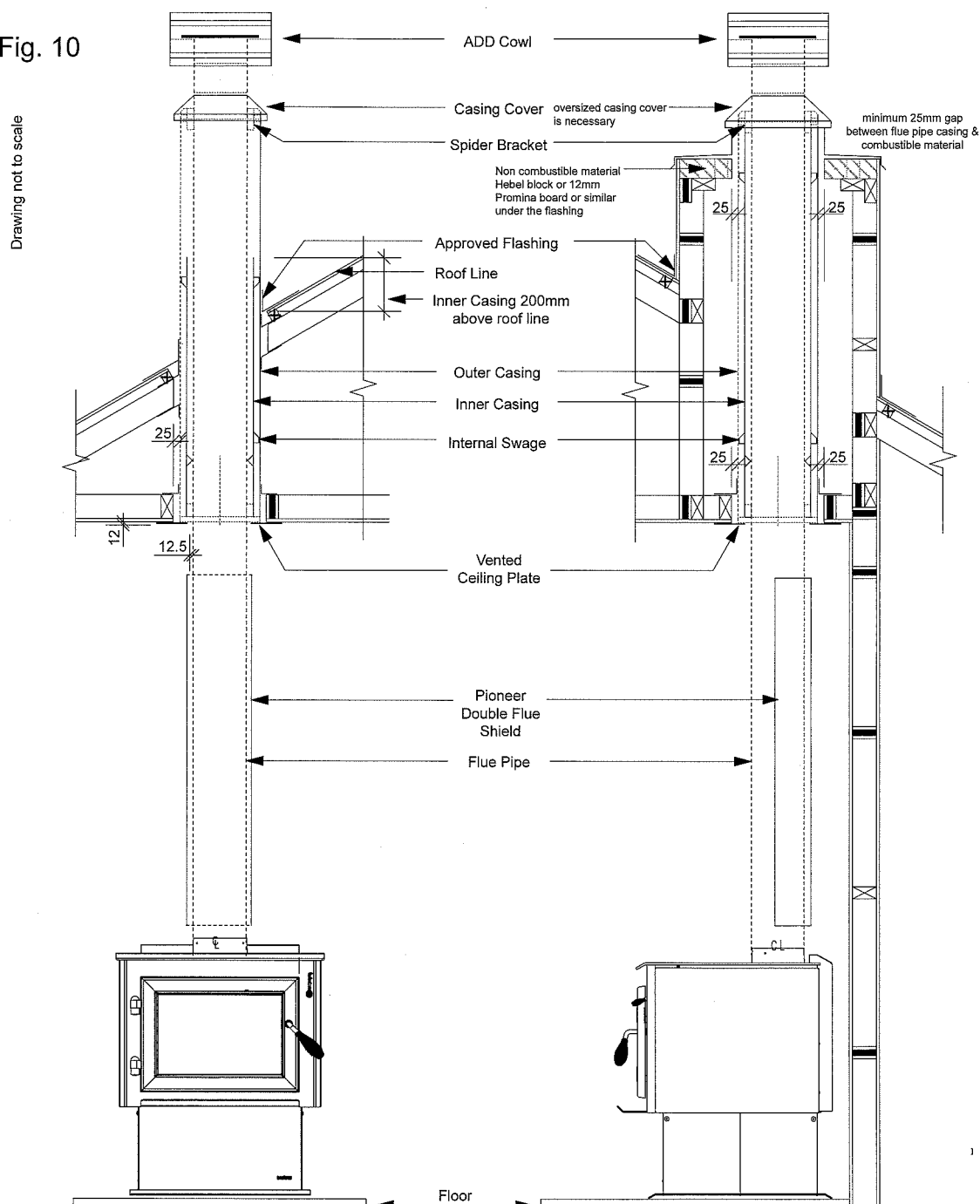
1. Either locate the appliance in position or by measuring at the ceiling mark the flue pipe centre position. Check that the outer casing is unobstructed through the attic space or roof area.
2. Spike the centre with a nail. Transfer this position to the next surface above. Plumb bob/laser.
3. Cut out the ceiling penetration hole – square or rectangle – short axis equals outer casing diameter plus 50mm, long axis as required. Reference diagrams on following pages . Perform the same at the roof penetration.
4. Frame out the hole with minimum 75 x 50 timber or as required for roofing material. Minimum requirement at roof penetration see NZ Building Code E2 Acceptable Solution (from 01/07/05).
5. Install the outer casing so that :-
  - (i) lower end is flush with the underside of the ceiling material and
  - (ii) with the addition of metal “L” brackets, affix to the outer casing at 90 degrees secure the outer casing centrally to the ceiling and roof nogs. Alternatively substitute the “L” brackets for 25mm thick non heat sensitive packers. Secure the outer casing through the packers with horizontal fixings to the nogs. Refer to the General Instruction for termination height. The option of outer casing slips to be taken into account.
6. Flash the outer casing to the roof material with the appropriate approved flashing.
7. If using an outer/inner casing combination, now install the inner casing ensuring it extends a minimum 200mm above the high side of the roof penetration. If not using a combination see ‘11’ below.
8. Refer to Firebox Installation, points 1 & 2.
9. Prepare the ceiling plate and place upside down over the flue spigot.
10. Install the flue pipes by preferred method – either up or down the outer casing. Affix each length per the notes in General Instructions (above). Extend the flue pipe above the outer casing to suit the casing cover/cowl assembly.
11. If the inner casing has not been installed, install now. Refer to 7 above for minimum height.
12. Install the cowl assembly, i.e. Top spacer, casing cover and cowl.
13. Position and secure the ceiling plate with the screws and spacers.
14. Wipe the flue pipe to remove finger marks.
15. Refer to Firebox Installation, point 3.
16. If flue offset is required, refer to AS/NZS 2918:2001 4.1



## FLUE PENETRATION

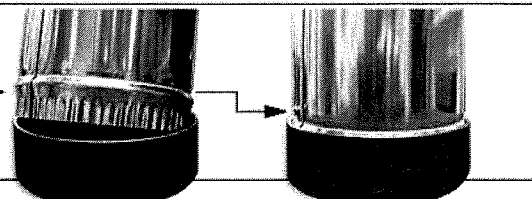
Tested flue systems, as per AS/NZS 2918:2001

Fig. 10



### PLEASE NOTE:

The flue crimp must be cut so the swage (half-moon bulge after the crimp) fits tightly into the spigot.





Un-tested flue systems, as per AS/NZS 2918:2001, 4.6.3(b)

Fig. 11.1

AS/NZS2918:2001

Un-tested flue with sloped ceiling penetration greater than 30° from horizontal

A = 25mm

4.6.3(b)

Fig 4.6 = downward distance of casing and 3 x Ø flue distance of the ceiling plate

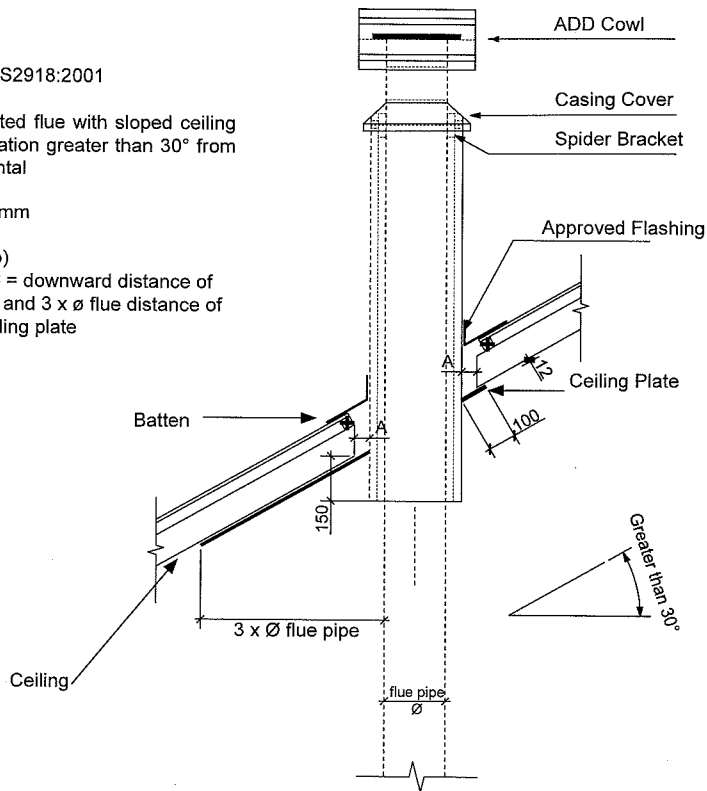


Fig. 11.2

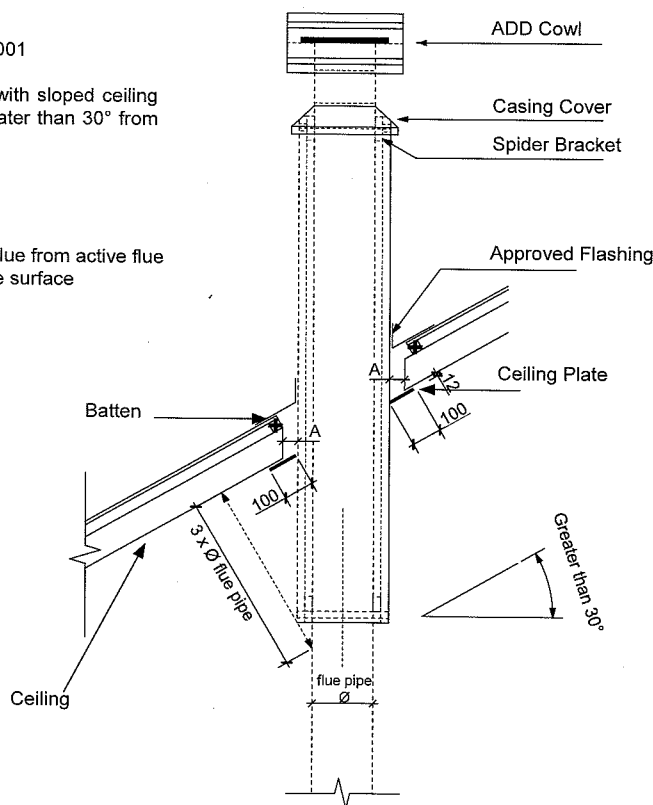
AS/NZS2918:2001

Un-tested flue with sloped ceiling penetration greater than 30° from horizontal

A = 25mm

4.6.3(b)

Fig 4.6 = 3 x Ø flue from active flue to heat sensitive surface





## GENERAL INSTRUCTIONS FOR FLUE MOUNTED SHIELD

1. Unpack the Flue Mounted Shield, detach the three brackets and familiarize yourself with the illustrations.
2. Using a sharp knife or razor blade, carefully cut through the plastic film on the "inside face" where it meets the outer shield (refer sketch). Cut along the full length of the Flue Mounted Shield on both side, then peel off and fully remove the plastic film from the stainless steel inner shield.
3. Peel back and fully remove the plastic film from the outer shield.
4. Fit the top bracket to the Flue Mounted Shield as illustrated ensuring the rear mid section of the bracket fits "outside" while the two outer sections of the bracket fit "inside".
5. Fit the appropriate lower bracket to your woodfire.

Lower Bracket "5B suitable for all other woodfires without an inner rear heatshield. On certain model woodfires without a raised flue spigot it will be necessary to cut off both the lower outer legs from the bracket "5B" leaving the entral tongue to locate inside the flue outlet only.

Two tabs are provided and if folded back at 90 degrees the bracket and Flue Mounted Shield will mount lower onto the appliance.

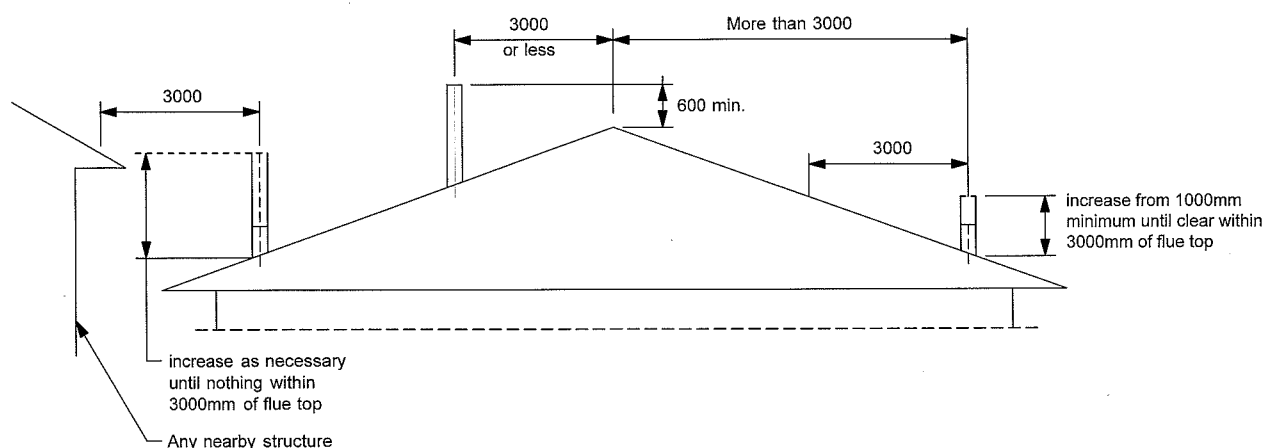
The Flue Mounted Shield then locates into the two notches provided n bracket "5B" as illustrated.

6. Once the Flue Mounted Shield is fitted in position onto either of the two lower mounting brackets, check to ensure a large gap is not present between the top of the woodfire and the base of the Flue Mounted Shield, as this may result in a hot spot on the rear wall directly behind the flue outlet. If your woodfire has a lift off top grill the Flue Mounted Shield should be raised sufficiently to enable the top grill to be removed.

7. Using the pre-punched holes in the two tabs provided on the top bracket as guides, drill into the flue pipe and secure the top bracket to the flue pipe with two stainless steel rivets (not supplied).

## MINIMUM HEIGHT OF FLUE SYSTEM EXIT

Fig. 10





**AS/NZS 2918:2001 GENERAL NOTES****WARNINGS:**

**WARNING: THE APPLIANCE AND FLUE SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH AS/NZS 2918 AND THE APPROPRIATE REQUIREMENTS OF THE RELEVANT BUILDING CODE OR CODES.**

**WARNING: APPLIANCES INSTALLED IN ACCORDANCE WITH THIS STANDARD SHALL COMPLY WITH THE REQUIREMENTS OF AS/NZS 4013 WHERE REQUIRED BY THE REGULATORY AUTHORITY, I.E. THE APPLIANCE SHALL BE IDENTIFIABLE BY A COMPLIANCE PLATE WITH THE MARKING 'TESTED TO AS/NZS 4013'.**

**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.**

**CAUTION: MIXING OF APPLIANCE OR FLUE SYSTEM COMPONENTS FROM DIFFERENT SOURCES OR MODIFYING THE DIMENSIONAL SPECIFICATION OF COMPONENTS MAY RESULT IN HAZARDOUS CONDITIONS. WHERE SUCH ACTION IS CONSIDERED, THE MANUFACTURER SHOULD BE CONSULTED IN THE FIRST INSTANCE.**

**CAUTIONS: CRACKED AND BROKEN COMPONENTS, e.g. GLASS PANELS OR CERAMIC TILES, MAY RENDER THE INSTALLATION UNSAFE.**

**WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED AS BREACHING AS/NZS 4013.**

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

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN ITS OPERATING.**

**WARNING: DO NOT STORE FUEL WITHIN HEATER INSTALLATION CLEARANCES.**

**WARNING: FOR OPTIMUM PERFORMANCE FUEL MUST BE LOADED SO THE LOGS LAY "FRONT TO REAR" IN PREFERENCE TO LAYING ACROSS THE WIDTH OF THE FIREBOX. SPACES SHOULD BE LEFT BETWEEN THE LOGS TO ENABLE OXYGEN TO GET TO AS MUCH OF THE SURFACE OF THE FUEL AS POSSIBLE.**

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

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





## AUSTRALIAN WARRANTY INFORMATION

Hearth & Home Technologies Inc (HHT)  
1445 N. Highway  
Colville, WA 99114  
(509-684-3745)  
www.quadrafire.com

HHT extends the following manufacturer's warranty for HHT gas, wood, pellet, coal and electric hearth appliances that are purchased from an HHT authorized dealer.

HHT warrants to the original owner of the HHT appliance at the site of installation, and to any transferee taking ownership of the appliance at the site of installation within two years following the date of original purchase, that the HHT appliance will be free from defects in materials and workmanship at the time of manufacture.

After installation, if covered components manufactured by HHT are found to be defective in materials or workmanship during the applicable warranty period, HHT will, at its option, repair or replace the covered components. HHT, at its own discretion, may fully discharge all of its obligations under this manufacturer's warranty by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

Warranty coverage begins on the date of original purchase. In the case of new home construction, coverage under this manufacturer's warranty begins on the date of first occupancy of the dwelling or six months after the sale of the product by an independent, authorized HHT dealer/ distributor, whichever occurs earlier. The warranty period for this manufacturer's warranty shall commence no later than 24 months following the date of product shipment from HHT, regardless of the installation or occupancy date. The manufacturer's warranty period for parts and labor for covered components is produced in the following table.

The term "Limited Lifetime" in the table below is defined as: 20 years from the beginning date of warranty coverage for gas appliances, and 10 years from the beginning date of warranty coverage for wood, pellet and coal appliances. These time periods reflect the minimum expected useful lives of the designated components under normal operating conditions.

Warranty Period		Hearth and Home Technologies Manufactured Appliances and Venting							Components Covered
Parts	Labor	Gas	Wood	Pellet	EPA Wood	Coal	Electric	Venting	
1 Year		X	X	X	X	X	X	X	All parts and material except as covered by Conditions, Exclusions, and Limitations listed
2 years				X	X	X			Igniters, electronic components, and glass
		X	X	X	X	X			Factory-installed blowers
			X						Molded refractory panels
3 years				X					Firepots and Burnpots
5 years	1 year			X	X				Castings and baffles
7 years	3 years		X	X	X				Manifold tubes, HHT chimney and termination
10 years	1 year	X							Burners, logs and refractory
Limited Lifetime	3 years	X	X	X	X	X			Firebox and heat exchanger
90 Days		X	X	X	X	X	X	X	All replacement parts beyond warranty period



## **OTHER RIGHTS**

The HHT manufacturer's warranty is in addition to other rights and remedies that you may have under Australian law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **WARRANTY CONDITIONS AND EXCLUSIONS:**

- The HHT manufacturer's warranty only covers HHT appliances that are purchased through an HHT authorized dealer or distributor. A list of HHT authorized dealers is available on the HHT branded websites.
- This warranty is only valid while the HHT appliance remains at the site of original installation.

## **WARRANTY EXCLUSIONS:**

This HHT manufacturer's warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in color of interior and exterior surface finishes may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enamelled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, wood, pellet and coal gaskets, firebricks, grates, flame guides, light bulbs, batteries and the discoloration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to this noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate, or maintain the appliance in accordance with the installation instructions, operating instructions, and listing agent identification label furnished with the appliance; (2) failure to install the appliance in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the appliance or any other components not expressly authorized and approved by HHT (8) modification of the appliance not expressly authorized and approved by HHT in writing; and/or (9) interruptions or fluctuations of electrical power supply to the appliance.
- Non HHT venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system in which an insert or a decorative gas appliance is installed.
- Removal, installation, reinstallation, set up or any other costs associated with a claim including travel and shipping charges for parts
- HHT's obligation under this warranty does not extend to the appliance's capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

## **This warranty is void if:**

- The appliance has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over-firing can be identified by, but not limited to, warped plates or tubes, rust coloured cast iron, bubbling, cracking and discoloration of steel or enamel finishes.
- The appliance is subjected to prolonged periods of dampness or condensation.

There is any damage to the appliance or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

## **HOW TO CLAIM**

- To make a claim against this warranty, contact your local distributor during regular business hours. See addresses below for a dealer nearest you. (Vic) Pty Ltd ACN 005 872 159 (**Jetmaster**).
- Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.
- Check with Jetmaster in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this manufacturers' warranty.
- HHT and Jetmaster will assess your claim. HHT or Jetmaster may need to inspect the product as part of the assessment of your claim. If the product requires inspection, HHT or Jetmaster will discuss with you the best way for this to occur.
- To make a claim under this manufacturer's warranty, you must be able to prove when you purchased the product. The easiest way to do this is through your original proof of purchase, for example your invoice or receipt. However, if you do not have your original proof of purchase HHT or Jetmaster may accept other evidence of the date of purchase.

## **Local Distributors:**

<b>Melbourne</b>	Jetmaster	44 Swan Street	Richmond 3121	(03) 9429-5573
<b>Perth</b>	Fireplace Corner	277 Lord Street	East Perth 6000	(08) 9228-2600
<b>Sydney</b>	Jetmaster	10 Martin Avenue	Arncliffe 2205	(02) 9597-7222





Please contact your Heatilator dealer with any questions or concerns.  
For the number of your nearest Heatilator dealer  
log onto [www.heatilatorecochoice.com](http://www.heatilatorecochoice.com)

### CAUTION



#### DO NOT DISCARD THIS MANUAL

- Important operating and maintenance instructions included.
- Read, understand and follow these instructions for safe installation and operation.
- Leave this manual with party responsible for use and operation.

**DO NOT  
DISCARD**

**We recommend that you record the following pertinent  
information for your heating appliance.**

Date purchased/installed: \_\_\_\_\_

Serial Number: \_\_\_\_\_ Location on appliance: \_\_\_\_\_

Dealership purchased from: \_\_\_\_\_ Dealer phone: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

