

Owners &
Installation

Manual



Designer FS700

PLEASE KEEP THESE INSTRUCTIONS FOR
FUTURE REFERENCE

WARNING:

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult an authorised installer.

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IMPORTANT

Please read this manual before installing and operating the Chazelles Fireplace. Failure to follow these instructions may lead to a possible fire hazard and will void the warranty. Fireplace is to be installed by a qualified licensed installer.

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GENERAL INFORMATION

Thank you for purchasing a HAZELLES FIREPLACE PRODUCT

The Hazelles Wood Burning Fireplace is designed to heat your house through Radiant Heat. The fireplace is intended to burn hardwood only. The appliance requires a flue and must be installed by a Qualified Licensed Installer.

SAFETY NOTE

If this wood fireplace is not properly installed, a house fire may result. For your safety, follow the installation instructions, building codes, or authority having jurisdiction about restrictions and installation requirements.

DO NOT BURN (WILL VOID WARRANTY):

- Treated Wood
- Cardboard
- Tea Tree
- Solvents
- Oil Based Woods
- Coloured Paper
- Coal
- Garbage
- Unseasoned Wood



WARNING



**HOT GLASS WILL
CAUSE BURNS.**

**DO NOT TOUCH GLASS
UNTIL COOLED.**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS.**



WARNING

**ONLY CLEAN APPLIANCE WITH A DAMP CLOTH.
(NEVER WHEN UNIT IS HOT).**

DO NOT USE ANY ABRASIVE CLEANERS.

GENERAL INFORMATION

SAFETY PRECAUTIONS



This appliance is designed and approved for the burning of **hardwood only**. Do not attempt to burn any other type of fuel other than hardwood in this appliance, it will void all warranties and safety listings.



Gasoline or other flammable liquids must never be used to start the fire or "Freshen Up" the. Do not store or use gasoline or other flammable liquids in the vicinity of this appliance.



Do not touch the appliance while it is hot and educate all children of the danger of a high temperature appliance. Young children should be supervised when they are in the same room as the appliance at all times.



Ashes must be disposed in a metal container with a tight lid and placed on a non-combustible surface well away from the home or structure.



This appliance must be properly installed to prevent the possibility of a house fire. The instructions must be strictly adhered to. Do not use makeshift methods or compromise in the installation.



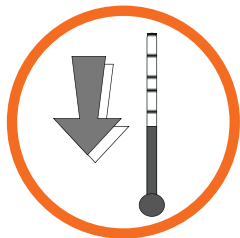
Keep items of furniture, drapes, curtains, wood, paper and other combustibles away from the front of the appliance at a minimum distance of 1.5 metres.



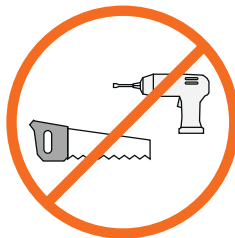
Never try to repair or replace any part of this appliance unless instructions are given in this manual. All other work must be done by a trained technician.



Overfiring the appliance may cause a house fire and damage the fireplace.



Allow the appliance to cool before carrying out any maintenance or cleaning.



Do not make any changes or make any modifications to an existing masonry fireplace or chimney to install this appliance. Do not make any changes to the appliance to increase combustion air.



Maintain the door and glass seal and keep them in good condition. Do not operate this heater with broken or missing glass. Avoid placing wood against the glass when loading. Do not slam the door or strike the glass.

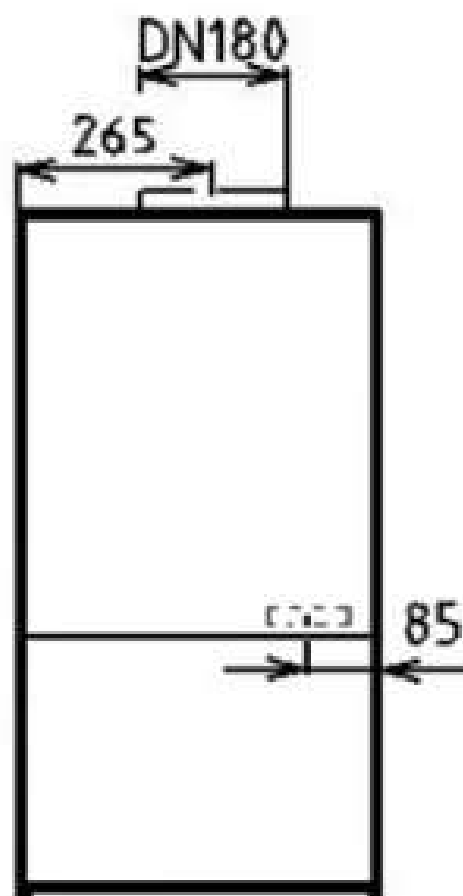
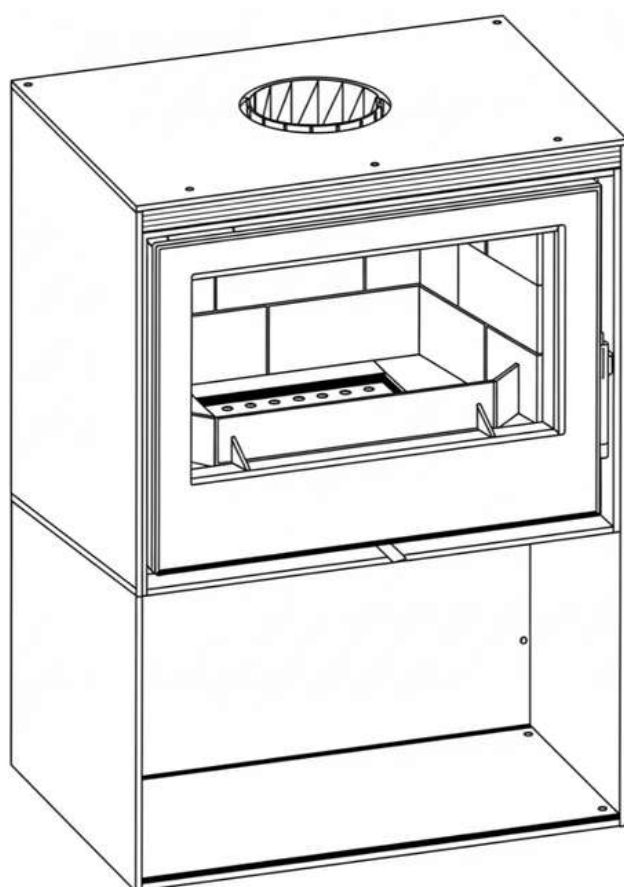
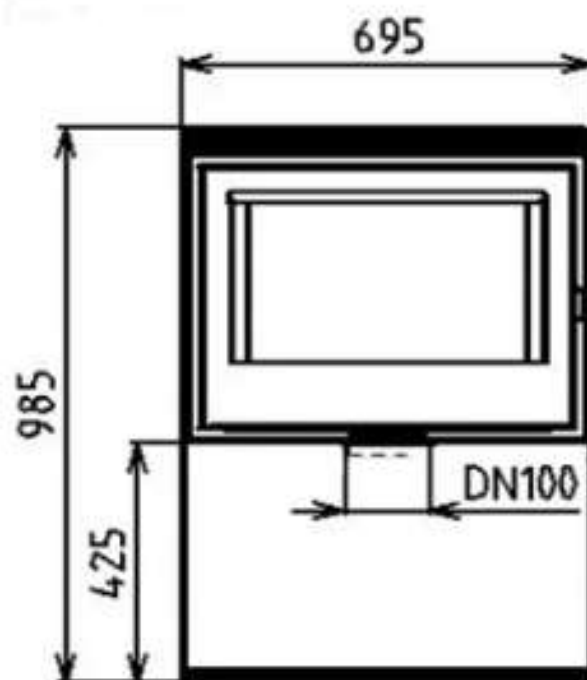
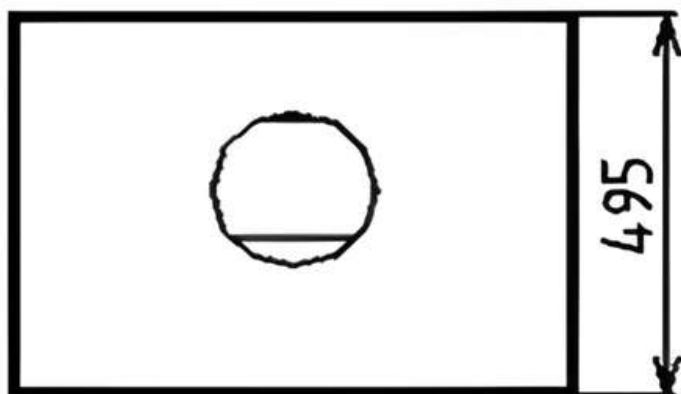


Do not throw this manual away. It has important operating and maintenance instructions that you will need at a later time. Always follow the instructions listed in this manual.

GENERAL INFORMATION

SPECIFICATIONS: DESIGNER FS700-510

 Chazelles CHEMINÉES · INSERTS · POÊLES		Designer FS700-510
	Code:	KFS700FIREBOX
	Material:	Double Skin Steel & Firebrick
	Weight:	345 kg



FIREPLACE and FLUE SYSTEM INSTALLATION

TO BE INSTALLED BY A QUALIFIED AND LICENSED INSTALLER

Chazelles Fireplaces are constructed with the highest quality materials and assembled under strict quality control procedures that ensure years of trouble free and reliable performance.

It is important that you read this manual thoroughly and fully understand the safe installation and operating procedures. The more you understand the way your Chazelles Fireplace operates, the more enjoyment you will experience from knowing that your unit is operating at peak performance.

Heating capacity will vary depending on the home's floor plan, degree of insulation, and the outside temperature. It is also affected by the quality and moisture level of the fuel.

BEFORE INSTALLING YOUR FIREPLACE

Please read this entire manual before you install and use your new wood fireplace. Failure to follow instructions may result in property damage, bodily injury or even death. Install and use only in accordance with manufacturer's installation and operating instructions.

WARNING: Careless installation is the major cause of safety hazard. Check all local building and safety codes before installation of unit.

IMPORTANT NOTES

The flooring must have adequate weight-bearing capacity. It must be level and incombustible. Fireplace must sit level on a solid concrete hearth. Timber floors may require additional reinforcement.

The fireplace is not designed to support any structure or framing.

THE APPLIANCE AND FLUE-SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH AS/NZS 2918:2026 AND THE APPROPRIATE REQUIREMENTS OF THE RELEVANT BUILDING CODE OR CODES. APPLIANCES INSTALLED IN ACCORDANCE WITH THIS STANDARD SHALL COMPLY WITH THE REQUIREMENTS OF AS/NZS 4013 WHERE REQUIRED BY THE REGULATORY AUTHORITY. 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.

Thermal Clearance Installation

A minimum 795mm deep x 925mm wide x 6mm thick floor protector (compressed board) must be used under and in front of the appliance base when installing the appliance (see joint AS/NZS 2918:2018 3.3.2). The floor protector should extend 300mm in front of the appliance door and be placed centrally in the 925mm width. The thermal resistivity of the floor protector is 0.026m² K/W for 6mm thick compressed boards.

The Designer 700-510 Free-standing appliance installed with a 7 inch default slotted flue kit conforms to the requirements of the joint AS/NZS 2918:2026 standard.

The appliance and flue system were tested at the following clearances:

- *The rear wall clearance to combustible material can be reduced to 300mm when the appliance and 7" default slotted flue kit is installed with an additional 900mm high x 180° stainless steel rear flue shield between the active flue and decromesh casing directly above the fireplace.
- The wood storage area must have a minimum clearance of 80mm or greater at the top of the wood storage area from any combustible materials stored inside.

Position A - Parallel Position

Position B - Corner Position

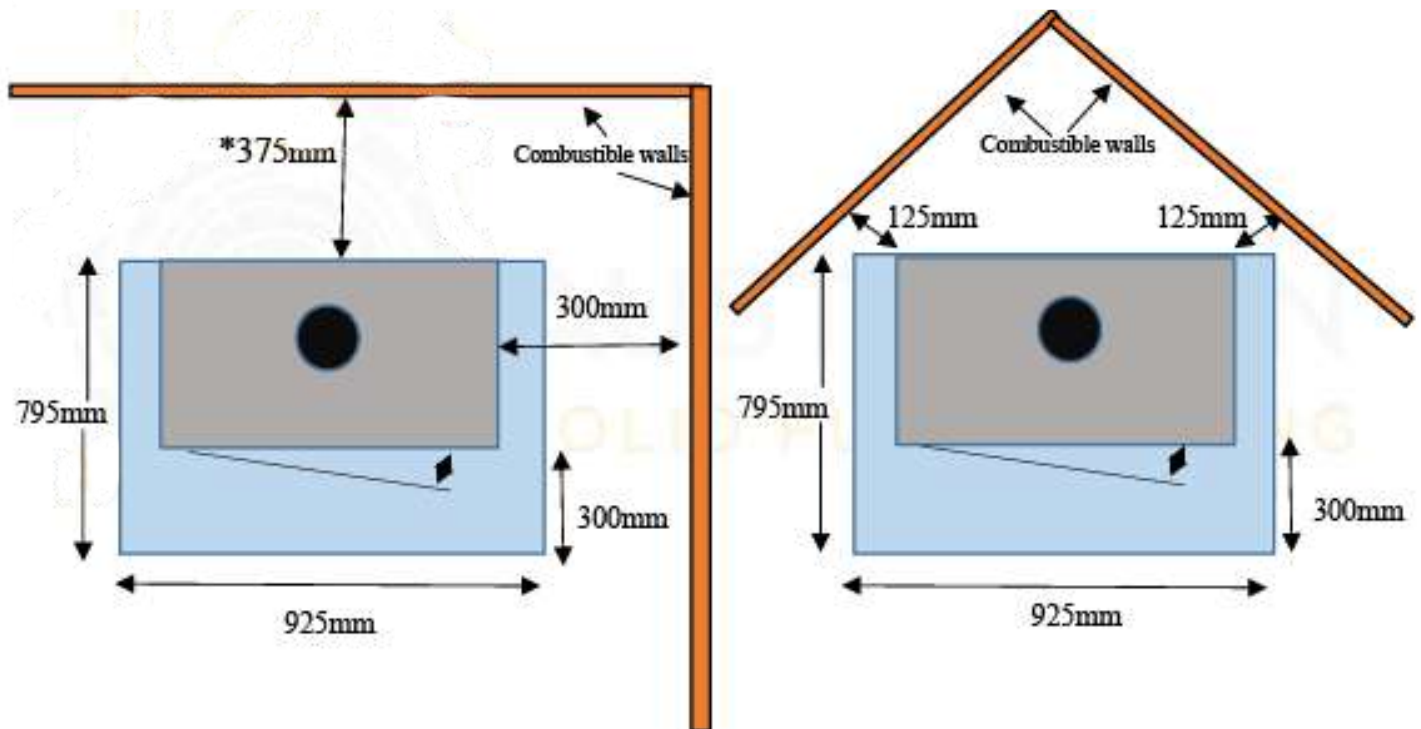


Figure 1 – Clearance Diagram

TO BE INSTALLED BY A QUALIFIED LICENSED INSTALLER

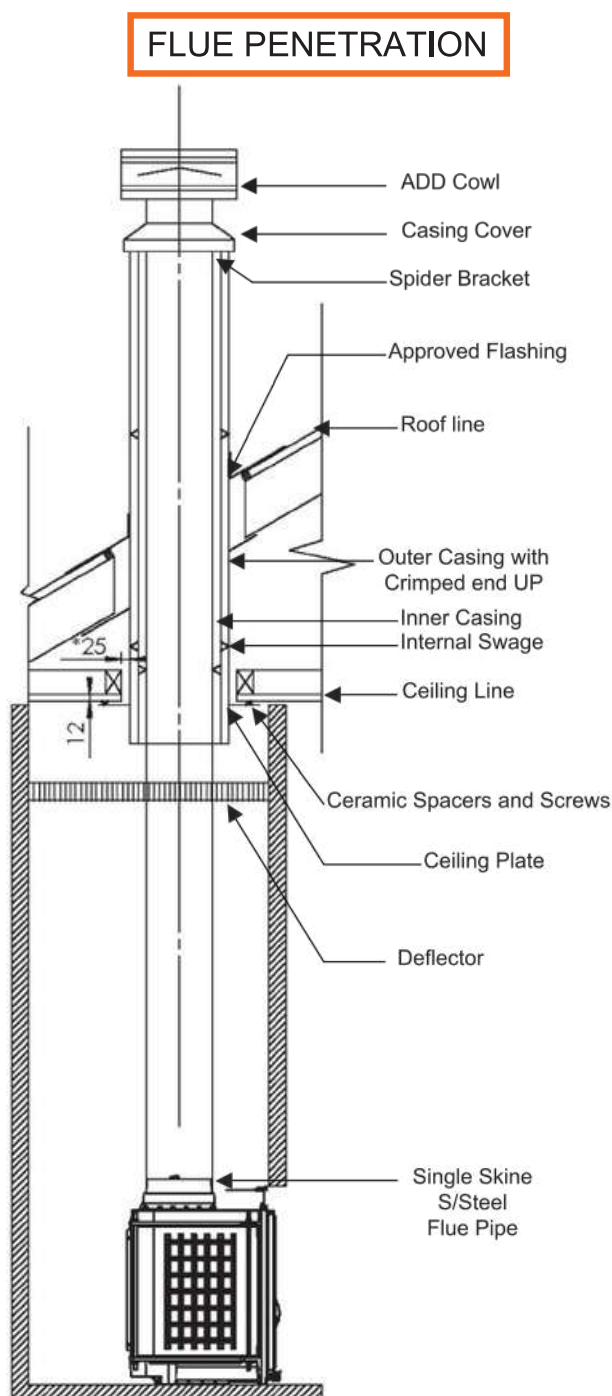
THE APPLIANCE AND FLUE-SYSTEM MUST BE INSTALLED IN ACCORDANCE WITH THE REQUIREMENTS OF AS/NZS 2918:2026 AND THE APPROPRIATE REQUIREMENTS OF THE RELEVANT BUILDING CODE OR CODES. IN ALL CASES AS/NZS 2918 SHOULD BE REFERRED TO FOR CONFIRMATION OF ANY INSTALLATION REQUIREMENTS.

FIREPLACE and FLUE SYSTEM INSTALLATION

FLUE SYSTEM INSTALLATION

Single skin flue in S/Steel (minimum 0.5 mm thickness) shall only be used when the fireplace and chimney structure continue above the roof. Crimped end down.

Triple skin flues (Modular air flow) shall be used when the fireplace structure terminates at ceiling level (read "Flue Penetration"). Crimped end up.



IMPORTANT

THIS DRAWING IS MEANT A GUIDE
HEATERS SHOULD BE INSTALLED BY A
QUALIFIED PERSON.

INSTALLATION INSTRUCTIONS

- 1 READ BROCHURE AND POSITION STOVE
- 2 MARK CIRCLE ON CEILING
- 3 CUT AWAY CEILING USING A SHARP KNIFE TO SCORE SURFACE FIRST THEN USE A KEYHOLE SAW OR JIG SAW TO FINISH OUT.
- 4 BEFORE CUTTING CEILING TRY TO DETERMINE POSITIONS OF NOGGINS TO AVOID CUTTING.
- 5 DRILL 3/16 HOLE IN SUPPORT ANGLES AND CEILING CAP. POSITION THE HOLE SO THAT THE CEILING CAP WILL PROTRUDE A MINIMUM OF 150 MM BELOW THE CEILING.
- 6 PLACE CEILING CAP UNIT IN CENTRE OF HOLE MAKING SURE IT IS 40 MM FROM COMBUSTIBLES AND FIX SUPPORT ANGLES TO NOGGIN WITH NAILS OR SCREWS.
- 7 ADD CEILING COLLAR (SPLIT RING) AGAINST CEILING CAP. COLLAR IS USED FOR FLAT OR SLOPED. CEILING BY PULLING TIGHT AS POSSIBLE AND FIX WITH POP RIVET. TOP CEILING COLLAR 12 MM FROM CEILING LINE.
- 8 PLACE MID LOCATING RING INTO CEILING CAP.
- 9 FEED S/ST THROUGH LOCATING RING PLACE COVER CONE & COWL. FIX WITH POP RIVETS.

*** Minimum Sizes**
Minimum Flue Length: 4.0 Metres

OPERATING INSTRUCTIONS

CHAZELLES FIREPLACES ARE DESIGNED TO OPERATE WITH HARDWOODS AT A MAXIMUM LENGTH OF 50CM 15% MAXIMUM HUMIDITY. OVERLOADING WILL DAMAGE THE FIREBOX AND VOID THE WARRANTY.

Use very dry wood (15% humidity maximum) with 2 years covered storage after cutting in order to obtain the best efficiency and avoid rapid stains on the window. We strongly advise you to comply with the product specifications in order to ensure a maximum lifespan.

NOTE: Existing weather conditions may significantly influence the operation of the fireplace. Caution is recommended if there are high winds as too much up-draft may cause overheating. However, if weather is very foggy or low pressure, this can cause no up-draft - partial combustion, which may cause the escape of smoke and fumes into the room when fireplace door is opened.

The performance of your wood fire is governed to a very large part by the flue system. Too short a flue can cause difficult start-up, dirty glass, backsmoking when door is open, and even reduced heat output. Too tall a flue may prompt excessive draft which can result in very short burn times and excessive heat output which may damage the fireplace.

Deflector Installation

Before using the fireplace, please install the deflector by hooking it into place.



CONTROLS

Controls (depending on version of product)

Accessories are at your disposal - use them to avoid getting burnt!

Door Handle:

Door Closed



Door Open



OPERATING INSTRUCTIONS

BEFORE USING YOUR CHAZELLES FIREPLACE

Although your fireplace may appear to have dried out, it is essential to wait 3 to 4 weeks after completing installation to ensure the moisture evaporates from all parts (connections, flue, stone covering, hood, etc) before lighting your first fire.

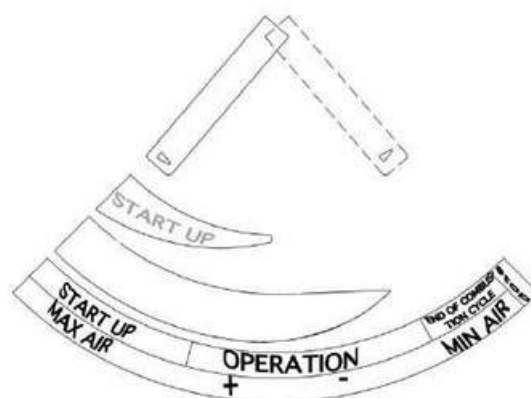
Once this has passed, it is recommended you lite your first fire with a moderate amount of wood and a reduce opening of the air intake to limit the intensity of the fire and for a maximum 3 hours. This will allow a progressive rise in temperature with the fireplace and other elements, to avoid rapid expansion of the materials and thermal shock. This is recommended for the first 10 fires to finalise the drying process.

During initial use, there may be an unpleasant smell from the unit, caused by surplus paint. Please ventilate the room as the smell will disappear after a few fires.

STARTING YOUR FIRE - (hardwood timber is only to be used)

1. Raise and open the door.
2. Open air inlet to maximum – pushed all the way to the **LEFT (max 30 Minutes in position 1).**

Position 1



3. Open draft damper (if applicable).
4. Place kindling on top of four pieces of hardwood.
5. Place firelighter near top of the stack.
6. Ignite the firelighter.

Once fire is lit, lower the door and leave it open approx. 20mm to accelerate the burning process for 10 minutes maximum or as needed.

Once the fire is well alight, open the door and add larger pieces of wood. Do not add too many pieces of wood as this will suffocate the fire. Observe the maximum loading charge for this appliance.

Use the air intake control and damper (if applicable) to achieve your desired power.

NOTE – if model is fitted with damper

if the fire place is being used with the door open, make sure the damper is fully open otherwise smoke will not go up flue system and room with be filled with smoke. A lever above the door works the damper.

If the fireplace door is closed and you wish to reload, it is important to fully open the damper then raise the door 20mm approx for a little while to allow the draught to get going in the fireplace and then slowly open the door fully. This will minimise smoke or ash particles entering the room.

To ensure maximum performance for your fireplace, it is always recommended to keep a close eye on it. It is strongly recommended refuelling be carried out several times rather than overloading the fireplace.

OPERATING INSTRUCTIONS

CREOSOTE - FORMATION AND NEED FOR REMOVAL

When wood is burned slowly, it produces tar and other organic vapours, which combine with expelled moisture to form creosote. The creosote vapours condense in the relatively cool chimney flue of a slow-burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote makes an extremely hot fire. The chimney and chimney connector should be inspected at least once every two months during the heating season to determine if a creosote buildup has occurred. If creosote has accumulated, it should be removed to reduce the risk of a chimney fire.



If you are not certain of creosote inspection, contact your local chimney sweeper for a full inspection. Excess creosote buildup may cause a chimney fire, that may result in property damage, injury, or death.



Operating this appliance continually at a low burn rate (air starvation) or using green (un-seasoned) wood will increase the formation of creosote.

CONTROLLING YOUR FIRE

The desired heat output is obtained by working the controls and selecting a charge load in line with your needs

For maximum heating

Once fire is lit, load 3 logs with diameter 12cm and place Air intake to position 2 makes it possible to obtain efficient operation and clean combustion. We recommend that you keep this damper in this position to facilitate window sweeping. The greater closing action of this damper is only warranted if the draws are higher than recommended. In this case, this damper can be partially closed to obtain satisfactory operation.

Close Damper Control

Note:

- Lift and Pull to open
- Push shut to close



Position 2

For lesser intense heating

Use a lesser load, 1 to 2 logs

For long period heating

Use Position 3 for continuous operation at low speed (not recommended for bad airflow). Use larger logs with ~15cm diameter. When burning quality firewood a thick bed of red hot coals will be left on the base of the fireplace. (typically after the third load cycle burns down)

Regulate the air control lever to the 80% shut position and leave it alone.

The coals will hold the heat for a long time and will reignite the next load after the the lever is moved to open position.



Position 3

OPERATING INSTRUCTIONS



Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or "freshen up" a fire in this stove. Keep all such liquids well away from the stove while it is in use.



DO NOT USE CHEMICALS OR FLUIDS TO START THE FIRE. DO NOT BURN GARBAGE OR FLAMMABLE FLUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL. Do not place such fuel within space heater installation clearances or within the space required for charging and ash removal.



If using a firestarter, use only products specifically designed for stoves - follow the manufacturer's instructions carefully.



HOT WHILE IN OPERATION. KEEP CHILDREN, CLOTHING AND FURNITURE AWAY. CONTACT MAY CAUSE SKIN BURNS.

Starting a "Top-Down Fire"

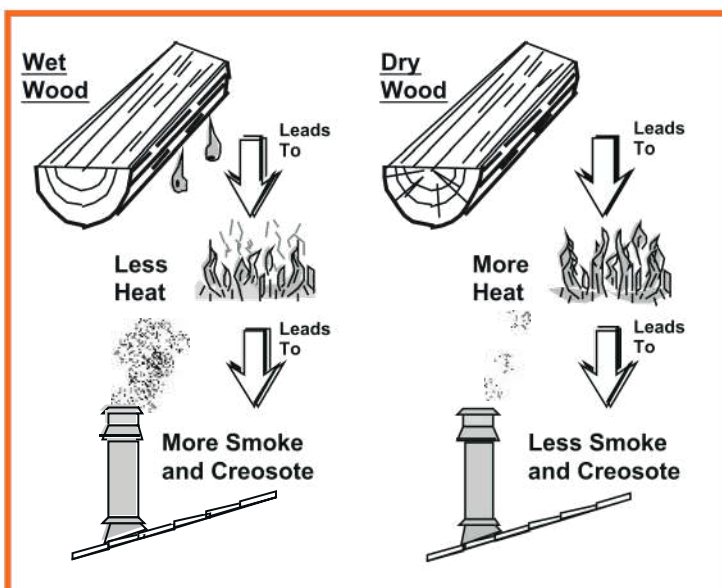
One particularly successful method for starting a fire is to stack several large pieces of wood in the centre of the fireplace (see the illustration to the right). Then place several wads of newspaper and firestarter in the centre with kindling on top. When you light the newspaper this "top-down" fire will burn its way to the centre, igniting the larger pieces. With some practice, this method should work for you.



HINTS FOR BURNING

- Get the appliance hot before adjusting to low burn.
- Use smaller pieces of wood during start-up and high burns to increase temperature.
- Use larger pieces of wood for overnight or sustained burns.
- Stack the wood tightly together to establish a longer burn.
- Be considerate of neighbours & the environment: burn dry wood only.

SELECTING WOOD



- Dry wood is the key.
- Dry wood burns hot, emits less smoke and creates less creosote.
- Testing wood moisture.
- Split wood stored in a dry area will be fully dry within a year. This ensures dry wood. If purchasing wood for immediate use, test the wood with a moisture meter. Some experienced wood burners can measure wood moisture by knocking pieces together and listening for a clear "knock" and not a "thud".

OPERATING INSTRUCTIONS

The heat output from the Chazelles fireplace will depend on the type of timber being used and moisture content in the timber.

FOR YOUR REFERENCE

Optimal wood sizes and quantities:

- Log length = 30-40cm
- Log diameter = 5-15 cm
- Volume per single load = 1.5 - 2.5kg

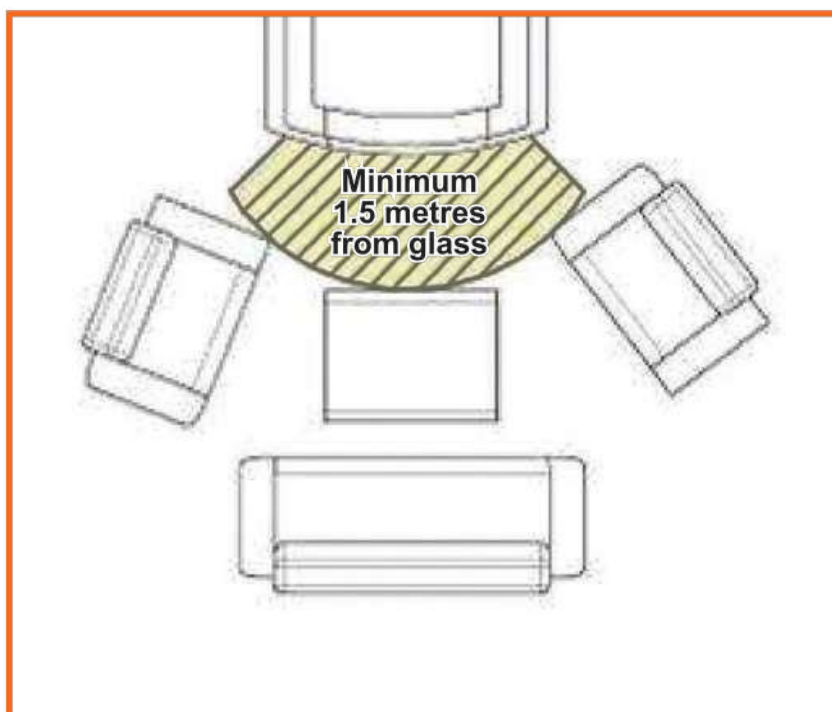
CAUTION: IN THE EVENT OF A CHIMNEY FIRE, CLOSE THE AIR INLETS, DOOR, AND WINDOWS AND CALL FIRE BRIGADE.

SAFETY RULES

General Points

1. Never try to put out a fire by throwing water on it.
2. The window and certain other parts of the appliance get very hot. "Watch out for risk of getting burnt - especially as far as children are concerned".

The fireplace radiates a lot of heat through the window glass. Do not place any heat sensitive materials or objects closer than 1.5 metres from glass.



MAINTENANCE

1. REMOVING THE ASHES

The air required for combustion of wood enters below the fireplace when the air inlet is open and also keeps the air grilles cool. In order to obtain optimal performance and avoid degradation of the grille due to overheating, it is essential to prevent its obstruction by regularly removing excessive ash deposits.

- Use the maneuvering devices at your disposal to carry out the ash removal.
- Empty the contents of the ashtray into a metal or non-flammable container reserved exclusively for this purpose. The ashes, apparently cold, can be very hot even after cooling for a while.



2. CLEANING THE WINDOW

- Burning unseasoned wood or lower burn rates leads to dirtier glass.
- Do not clean glass with abrasive cleaners, allow the fireplace to fully cool down before cleaning.
- Apply Chazelles Window Gel Cleaner to the inside of glass (Available from Sydney Head Office). Wipe with a paper towel and clean glass.



When the glass is cold, refractory glass can be cleaned by gently wiping with a cloth or paper if lightly stained. If the staining is deeper, we advise you to use the Chazelles glass cleaner.

MAINTENANCE

3. CLEANING OF FLUE

- mechanical cleaning of the flue is essential. It should be carried out at least twice a year by a professional, with at least one sweeping during the heating season.
- Thoroughly check the state of the appliance, elements ensuring air tightness in particular the joints and closing mechanisms, etc
- If there are any defects, the fire place must not be used until it has been rectified.

4. END OF SEASON CLEANING

- Clean the appliance with a brush and vacuum cleaner.
- During the warm season when fireplace is not being used, it is recommended the air inlets be left open to allow air circulation. Particularly with fireplaces which have not been used for a continuous period (eg holiday homes). Sporadic use perpetuates condensation which accelerates oxidation.
- Clean and lubricate all hinges, bearings and rails before winter season starts and when season ends.
- Check all hinge screws and bolts for tightness as they may become loose over time.

It is very important that the flue is swept and cleaned to reduce the risk of a chimney fire and to ensure the performance of the fireplace. This should be done at least twice a year, as soot can build up quickly. Cold climate and burning of green or wet timber, will increase soot buildup.

Remove the internal baffles / deflectors (where applicable) inside top of the firebox to allow the soot to fall down into the appliance (raise it, move it forward, lower it and take it out).

Clean the appliance with a brush and a vacuum cleaner. Re install the metal baffles.

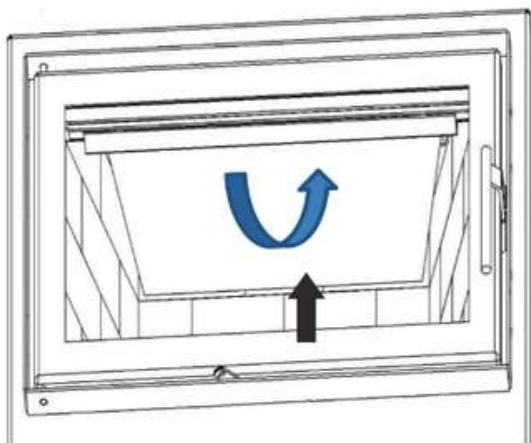
MAINTENANCE

CHIMNEY SWEEPING

Mechanical sweeping of the flue is mandatory; it must be carried out at least twice a year, including at least once during the heating season.

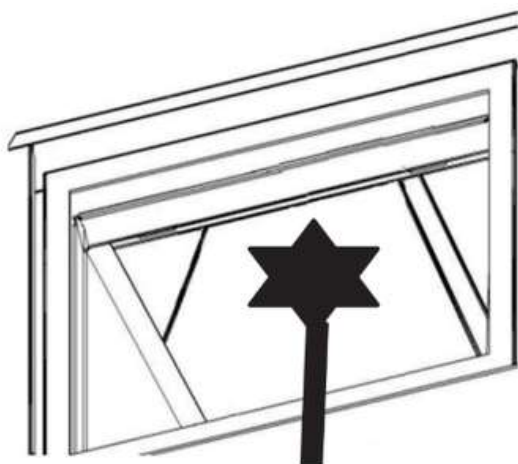
A certificate must be provided by the contractor after the intervention.

Please note, it is imperative to remove the deflector. Below are examples following model.

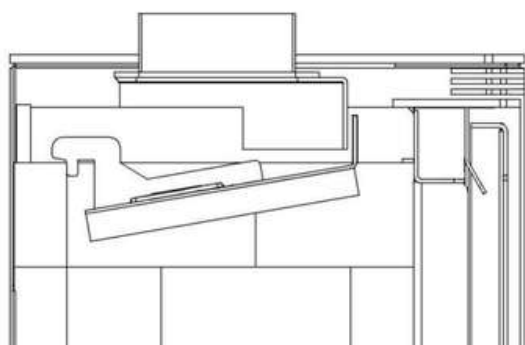


1. Lift the rear end of bottom deflector upwards.
2. Turn the deflector and bring it down.

Remember the original position of the deflector or make a note of it.



3. Clean the fireplace insert, smoke exhaust and chimney connection.



Reassembly of the deflector: act in the reverse order of dismantling). - Completely check the condition of the device and in particular the elements ensuring sealing: seals and locking devices, etc. - Clean the device with a brush and vacuum cleaner. In the event of an anomaly: have the device or installation repaired by a professional.

TROUBLE SHOOTING

Problem	Possible Cause
Not Enough Heat	● Firewood is too moist: (not seasoned enough hardwood firewood needs to be less than 20% in moisture content. ideally under 15%. Australian hardwood will take approximately 18 months to dry. Firewood with a moisture content of above 25% lowers the temperatures in the firebox dramatically. ● Firewood too large: larger pieces need more primary air (air through the bottom grate). ● 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 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. 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. ● Low quality firewood. ● Excessive draft in the flue system. ● Door seals not sealing.
Distortion In Firebox Grate or Grille / Door	● 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 distortion. ● Overheating or overloading.
Too Much Flaky Ash	● Too much primary air. ● Low quality firewood. ● Firewood moisture content too high. ● Overloading. ● Incorrect installation. ● Not emptying the ash pan regularly: will result in incorrect airflow and therefore incorrect burning.
Smokiness Inside The House	● Incorrect draw. ● Unseasoned timber. ● Leak in the flue. ● Incorrect installation. ● Fire not hot enough.
Paint Smell	● There may be a paint smell for the first few operations as the paint on the heater cures: please keep the house well ventilated during that time.

TROUBLE SHOOTING

Problem	Possible Cause
Rust Inside The Firebox	● Burning green firewood. ● Overloading. ● Moisture able to enter through flue. ● Burning treated timber. ● PLEASE NOTE that some rust occurring in the firebox is unavoidable and will not cause any damage to the heater.
Ceiling Discolourisation	● Low oxygen levels in the house. ● Incorrect draw. ● Incorrect burning. ● Leak in the flue. ● Incorrect installation.
Smoke Enters Room During Start-Up	● Open the bypass. ● Open the air control. ● Cold Air Blockage - burn a piece of newspaper to establish a draft. ● If the flame is not getting enough air, a small crack in the door is all that is needed.
Kindling Does Not Start - Fire Smolders	● Open the bypass. ● Open the air control. ● Not enough starter paper - use additional newspaper if necessary. ● If the flame is not getting enough air, a small crack in the door is all that is needed.
Smoke Enters Room While Re-Loading	● Open deflector before opening the door. ● Open the air control before opening the door. ● Let the air stabilize before fully opening the door. Open the door approximately 1 inch. Let air go into the firebox for approximately 10 seconds. Once the smoke appears to be flowing up the chimney consistently, open the door. ● Insufficient Draft - Chimney height and outside conditions can negatively affect draft. In these cases a small amount of smoke may enter the home. Adding more pipe or a draft-inducing cap may help. ● Leak in the flue. ● Incorrect installation.
Fireplace Does Not Burn Hot Enough	● Wood is Wet - see the section "Selecting Wood" on page 15 for details on wood. ● Make sure the air control is all the way open. Slide the control back and forth to insure the control is not stuck. ● Insufficient Draft - Chimney height and outside conditions can negatively affect draft. Adding more pipe or a draft-inducing cap may help. ● Air gaps under doors.

CHAZELLES WARRANTY POLICY

Congratulations on purchasing a Chazelles fireplace.

The Chazelles Warranty Policy set out in this document is provided to the person who purchased the Chazelles product from an authorised Chazelles reseller. The Chazelles warranties are not transferable and only applies to the original owner/purchaser.

Please ensure to keep your original purchase invoice.

The warranty is applied from the original date of purchase. This product must be subjected to normal use and is designed to burn Hardwood only with a maximum loading charge defined for each model.

PERIOD OF COVER

1. 5 years limited warranty on the firebox.
2. 1 year limited warranty on cast grates, door hinges, fireplace bricks, vermiculite bricks, steel plates, baffle plates, ash pan, ceramic seals, all electrical components, control units, hot air ducting fan.

Please note the following warranty conditions:

- The fireplace has been operated and maintained in accordance with the operating instructions provided.
- The fireplace has been installed and connected in accordance with all applicable Australian standards, building codes and manufacturers recommendations. (refer to installation manual)
- Has not sustained damaged due to intentional force or overheating.
- Has not been modified, repaired and/or incompetent handling.
- The product was fitted by a qualified installer and displays no signs of overheating, incorrect storage, mechanical strain, or other usage not specified by the manufacturer.

WARRANTY EXCLUSIONS

- Any costs incurred for travelling expenses, removing, dismantling or reinstalling any fireboxes or ducting fan units.
- Freight and packaging costs to send product to and from Chazelles Australia are not covered as well as the non-use of the appliance.
- Vermiculite, fire bricks, deflector, grate, ash pan, door, frame and firebox warpage or cracks due to overheating.
- Glass breakage.
- Rust evident due to green firewood/high moisture content timber used (green firewood will result in excess rust build due to moisture and acid attacking the metal, especially when the air vents are continually shut).
- Any damage caused by overcharging, air supply altered or not recommended fuel types are used.
- Product purchased from an unauthorised Chazelles reseller, including online trading companies or individuals.
- Any damage that has occurred due to an incorrect installation.
- Failure and damage due to fair wear and tear incurred on the product during the course of normal use.

CHAZELLES WARRANTY POLICY

For the purpose of the 5 years limited warranty, fair wear and tear is defined as degradation consistent with that expected for a product of its age, when used in a regular manner and in the normal application the product was designed for.

The product must be subjected to normal use. The product is designed to burn **HARDWOOD ONLY** with a maximum load charge defined for each model.

Warranty will be voided if defect occurs due to operation under extreme conditions, incorrect usage or incorrect installation causing damage.

In order to maintain your warranty, please avoid overcharging your fireplace which will produce excessive temperatures and result in damage. This can be identified by:

- Firebox distortion/cracks.
- Fireplace door damage.
- Buckling/distortion of grille, safety bars, baffle, grate or ash pan.
- Change of colour of the heating surface.
- Discolouration of the door glass.

Only spare parts approved by Chazelles Australia may be used.

WARRANTY CLAIMS

For any warranty claims or concerns, please contact the place of purchase or Chazelles Australia on (02) 9550 6290.

For all claims, photos of the installed fireplace, measurements and fireplace serial number must be sent with the proof of purchase invoice. Product will/may need to be returned to Chazelles Australia for assessment of all claims.

If a claim is to be made under Chazelles Australia warranty, Chazelles Australia may at its own discretion only, opt to replace the product (either with the same or similar product up to the same purchase value as the original product) or repair as required.

Chazelles Australia reserves the right to review and amend its warranty policies and periods on all products, repairs, service parts and accessories from time to time as Chazelles Australia considers appropriate.



Chazelles 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



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