



**Firenzo
Woodfires**
The heart of a warm home

Please read this booklet and keep for future reference for the safe installation and operation of your:

Topaz RURAL

INSTALLATION AND OPERATION GUIDE



RU stands for Rural. For properties of 2 hectares or more in areas not under an air quality control scheme.

This Fire must be installed by someone competent to do so, Firenzo recommend the use of a NZ Home Heating Association, solid fuel Fire installation technician (SFAIT), or other suitably qualified person. The Fire and Flue System must be installed in accordance with AS/NZS2918. All Installations must be in accordance with these instructions. Consult with the building authority having jurisdiction to determine the need for a permit prior to commencing the installation. Failure to follow these instructions may also void your fire insurance and warranty.

This Fire has been tested to Appendix E & B of the joint Australia/New Zealand standard 2918:2001.

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Your Warranties Registration Card is enclosed, please complete and return to us.

Under our policy of continuous product improvement, Firenzo reserves the right to alter specification or product from that shown.

1. WARNINGS

This Fire should be maintained and operated at all times in accordance with these instructions.

The **Topaz RURAL** is tested to N.Z. Standards AS/NZS 2918:2001.

If this Fire is incorrectly installed a house fire may result. For your safety follow the installation instructions carefully.

Do NOT connect the Fire to a chimney serving another Fire.

Although the exterior of the Fire may appear cool, contact with the Fire may cause burns; warn children and others of the possibility of injury should they touch the Fire.

Do NOT dry clothing or unseasoned wood directly in contact with the Fire.

Keep all household combustible materials at least 600mm away from front of the Fire. This includes clothing, furniture, wood, newspaper, plastic, matches, etc.

Do not use FLAMMABLE LIQUIDS or AEROSOLS in the vicinity of this FIRE when it is operating.

Use caution when reloading with fuel. Do NOT attempt to load fuel into the Fire when the fire inside the stove is at or near its peak.

Do NOT burn large quantities of paper or combustible material that would create an extremely hot/quick fire.

Do NOT burn highly coloured paper or brochures (junk mail).

USE ONLY DRY WOOD (25% or less moisture content). AVOID BURNING WET OR GREEN WOOD.

The use of preservative treated wood as a fuel can be hazardous.

Timber treated with copper chromium and arsenic type preservatives will leave toxic residues in the ash, firebox or within the flue, timber offcuts from building construction will often contain boric salts. The combustion of this material over prolonged periods can produce adverse effects on refractory lining in solid fuel Fires. Emission of poisonous gases can also be experienced with the burning of treated wood.

Driftwood with salt content will also cause rapid deterioration of the Fire and should not be used.

2. INSTALLATION RESPONSIBILITIES

WARNING: The Fire and Flue system must be installed in accordance with AS/NZS 2918:2001 and the appropriate requirements of the relevant NZ Building Code or Codes. If the flue system has been AS/NZS 2918:2001 Appendix F tested by the flue system manufacturer then their specifications for the installation of the Flue system must be adhered to.

Any modification of the Fire 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 Fire 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.

Strict adherence to these instructions will meet these standards. Any variation from these installation instructions or any doubt about them must be checked against the requirements of the standards.

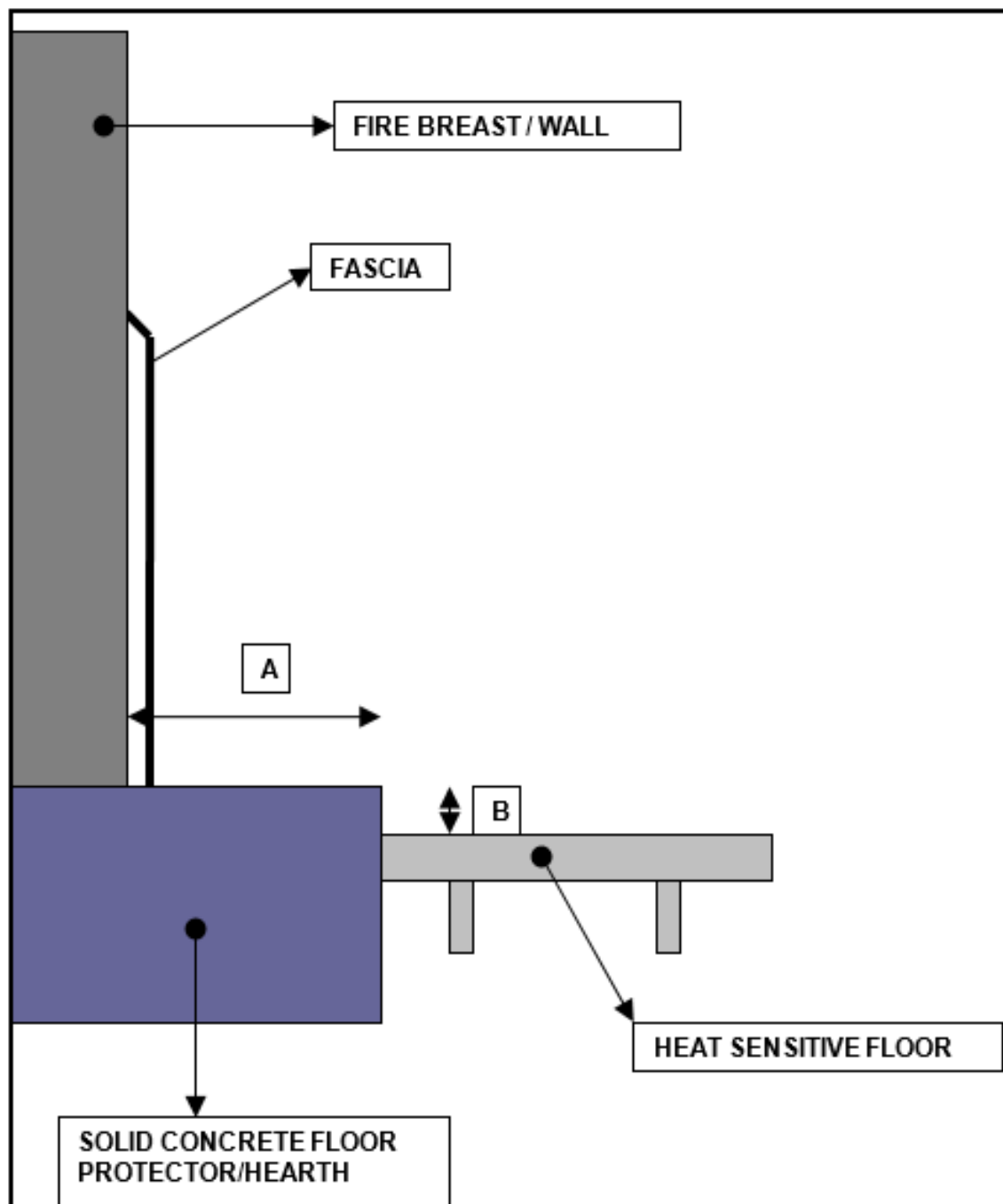
3. FLOOR PROTECTION REQUIREMENTS IN A MASONRY FIREPLACE

AS/NZ2918 Section 3.3 states that if the Fire is to be placed on or within 500mm of **heat sensitive materials in the floor**, then a floor protector will be required. This floor protector shall extend under the Fire and not less than 300mm beyond the front of the fuel loading or ash removal openings. The width of the floor protector shall be not less than the width of the Fire and shall extend not less than 300mm from each side of the fuel loading or ash removal openings unless it forms an abutment with a wall or heatshield at a lesser distance.

The Fire and floor protector must be fixed with seismic restraints, to the anchor points that are provided through the 2 front feet of the unit.

3A FLOOR PROTECTION REQUIREMENTS

SOLID CONCRETE FLOOR



If the Fire is to be installed onto a SOLID concrete floor protector (hearth) that has no heat sensitive materials in its construction it must meet the following **MINIMUM** dimension as marked A & B from Diagram above:

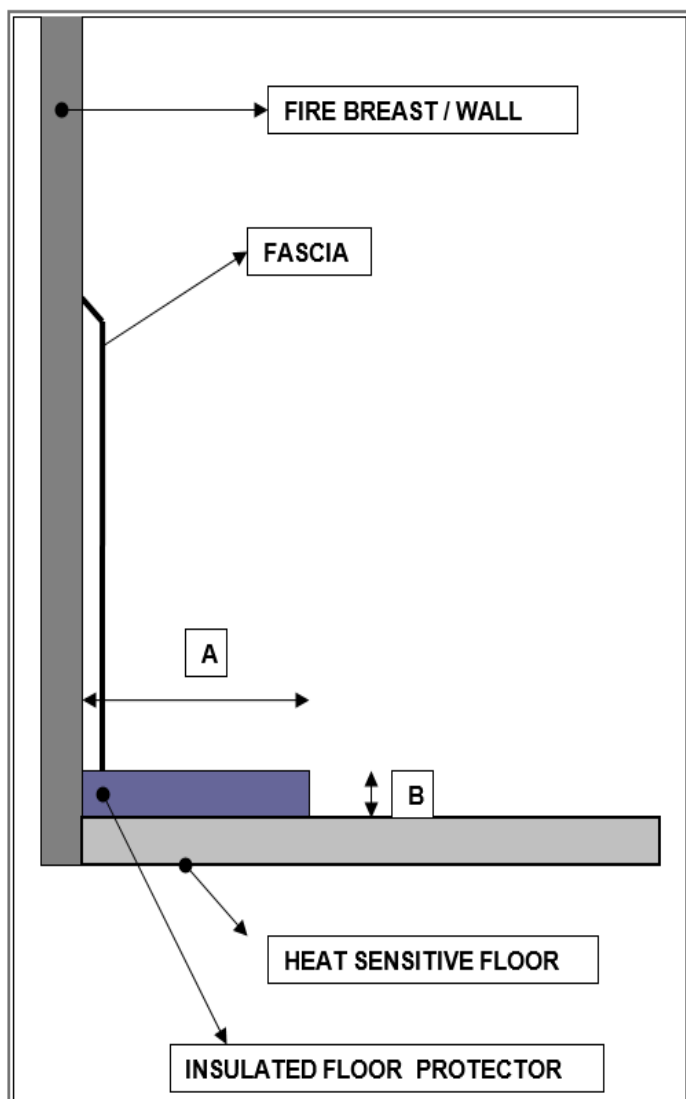
A 300mm from breast of fire to outer edge of concrete floor protector (hearth)

B 30mm from heat sensitive floor to upper edge of concrete floor protector (hearth)

The minimum width of floor protector must be 820mm and/or 410mm from the centre of the Fire.

3B. FLOOR PROTECTOR REQUIREMENTS

HEAT SENSITIVE FLOORS



An **Insulated** Floor Protector (Hearth) must consist of a minimum of **20mm of Insulation board** (Promatech H, Eterpan LD, Pacbld-Pro or product of similar thermal resistance) and tiles/slate or similar with sealed joints on top surface to protect from spilt ash/embers.

Dimensions A & B from above diagram must meet the following schedule:

B HEIGHT (mm)		A FROM FIRE BREAST
Level	Ømm	500mm
30mm		376mm
40mm		355mm
50mm		300mm

Minimum width of floor protector must be 820mm and/or 410mm from centre of Fire.

Before installing your Firenzo Topaz it is important to check the condition of your masonry chimney. Ensure any cracks are sealed, loose masonry repaired and the chimney swept.

Check the dimensions of your fireplace opening are adequate to accept the new Fire Existing linings may need to be removed.

The Fire must be installed on a level non-combustible base.

4. ASSEMBLY INSTRUCTIONS

- 1 Carefully remove all packaging.
- 2 The firebox front when installed must be flush with the finished fireplace surround and on a level base of the same height as the finished floor protector. This may be achieved by using a concrete mix to level the base.
- 3 Slide the firebox into the opening so that the outer casing return folds are flush with the finished fireplace surround.
- 4 It is important to anchor the fire box down in case of movement. Restraint points are provided through the fire's two front legs.
- 5 Install Flue as per instructions on page 9 and 10.
- 6 Now that the Firebox and Flue are in position, **place 25mm white Kaowool blanket (supplied) on top of casing.**
- 7 As this fire sources its combustion air from the chimney cavity/enclosure, **the fire MUST be sealed around the front between the casing and the masonry. This is achieved by packing the yellow ISB insulation supplied between the casing and the masonry at the FRONT ONLY to maximum depth of 80mm. As shown on pages 12 and 13.**
- 8 Assemble and fit the fascia as per instructions on the relevant pages 15-23.

NOTE:

In the case of some insert fires into existing masonry fireplaces it may be necessary to install additional ventilation into the chimney cavity as per AS/NZ 2918 3.4.1.2 to assist air flow into the fire. This ventilation should not be taken/drawn from the room that the fire is installed in.

5. INSERT FLUE SYSTEM

For Installation in a Masonry Fireplace

WARNING: The Fire and Flue system must be installed in accordance with AS/NZS 2918:2001 and the appropriate requirements of the relevant building code or codes. If the Flue system has been AS/NZS 2918:2001 Appendix F tested by the Flue manufacturer then their specifications supersede the standard requirements and must be adhered to.

1. Position Fire in fireplace. Extend plumb line from top of chimney, ensuring Fire spigot is in line with top of the chimney. If not, flue offsets will be required.

2. Assemble flue ensuring all seams are in line and assembly is straight and tight with crimped ends pointing downwards.

Secure flue with at least 3 stainless steel or monel rivets and seal.

3. Fasten chimney plate supplied onto the chimney top. The chimney plate must be weather sealed with silicone or mortar.

4. Install chimney liner on top of the chimney plate.

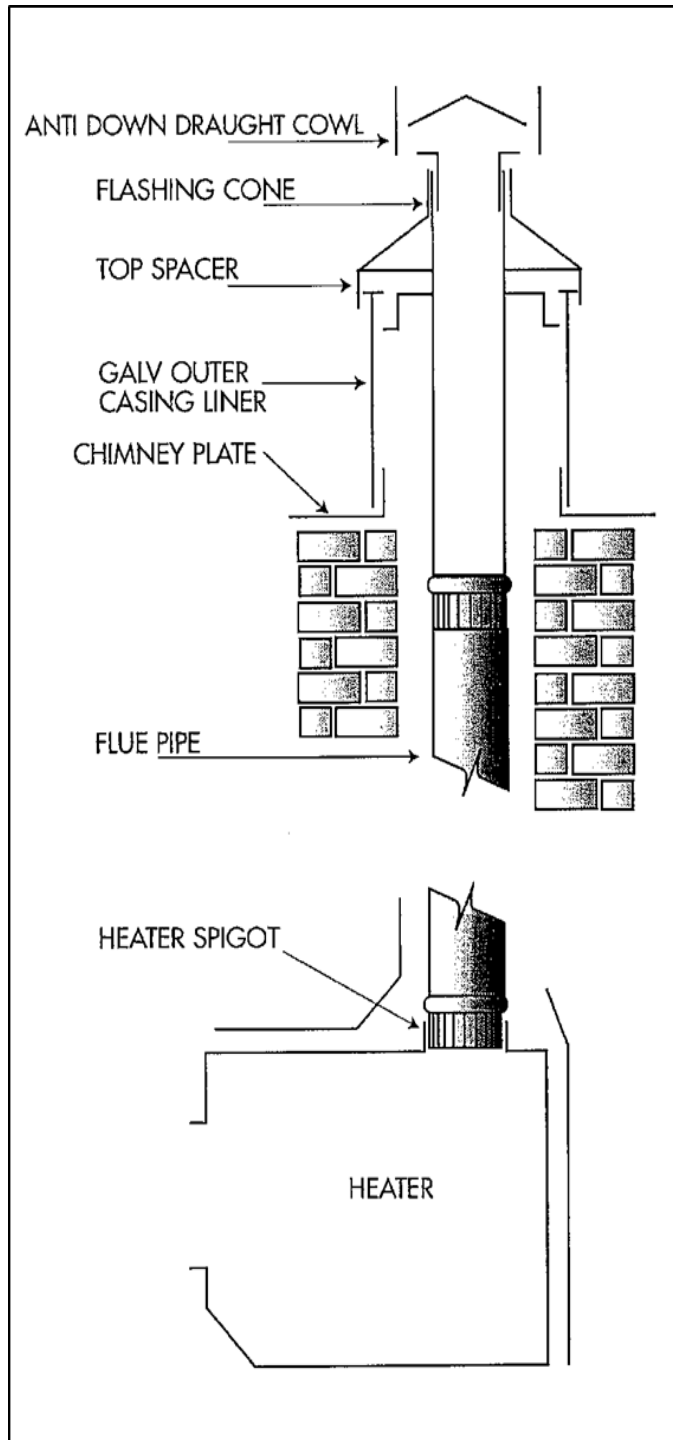
5. Ensure flue is extended over the chimney liner by 180mm. Secure top spacer bracket to the flue and ensure slots fit snugly inside the chimney liner.

6. Slide flashing cone over top of flue, until it rests firmly over top spacer.

Ensure ventilation gap is not closed off.

Secure with pop rivets or self-tapping screws.

7. Fit anti-down draught cowl. Do Not secure as it must be removed for cleaning.



WARNING: The Fire and Flue System shall be installed in accordance with AS/NZS 2918:2001 Appendix F and the appropriate requirements of the relevant building code or codes. Firenzo/SFP Flue Kits or Davin Flue Kits must be used.

CAUTION: Mixing of Fire or Flue System components from different sources or modifying the dimensional specifications of components using more than 1 metre of extra flue may result in hazardous conditions. Where such action is considered the manufacturer should be consulted in the first instance.

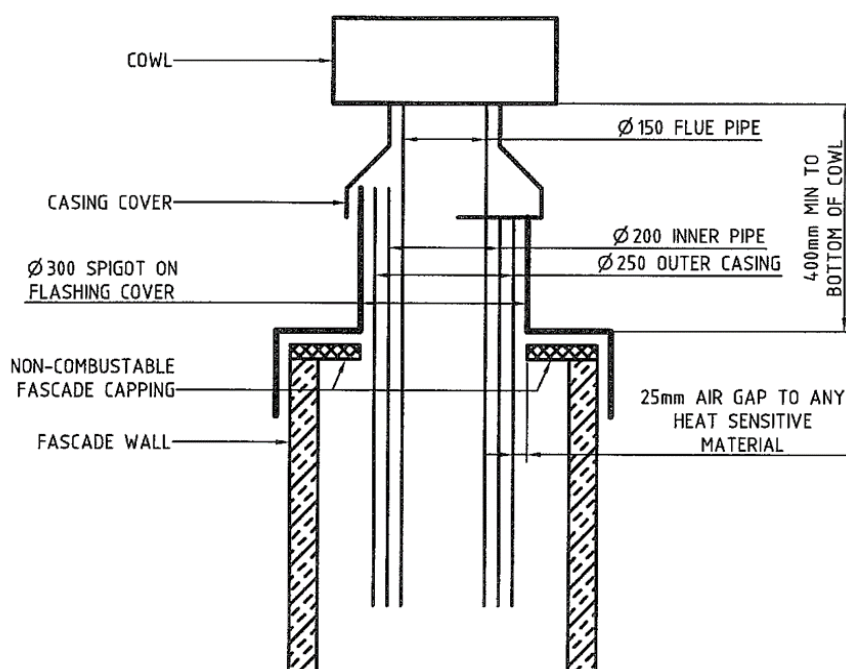
6. INSERT FLUE SYSTEM

FOR INSTALLATION IN A ZERO CLEARANCE BOX

BOX - (Built-in Fire Canopy)

DIMENSIONS IN MILLIMETERS
UNLESS OTHERWISE STATED

FASCADE / CHASE TERMINATION

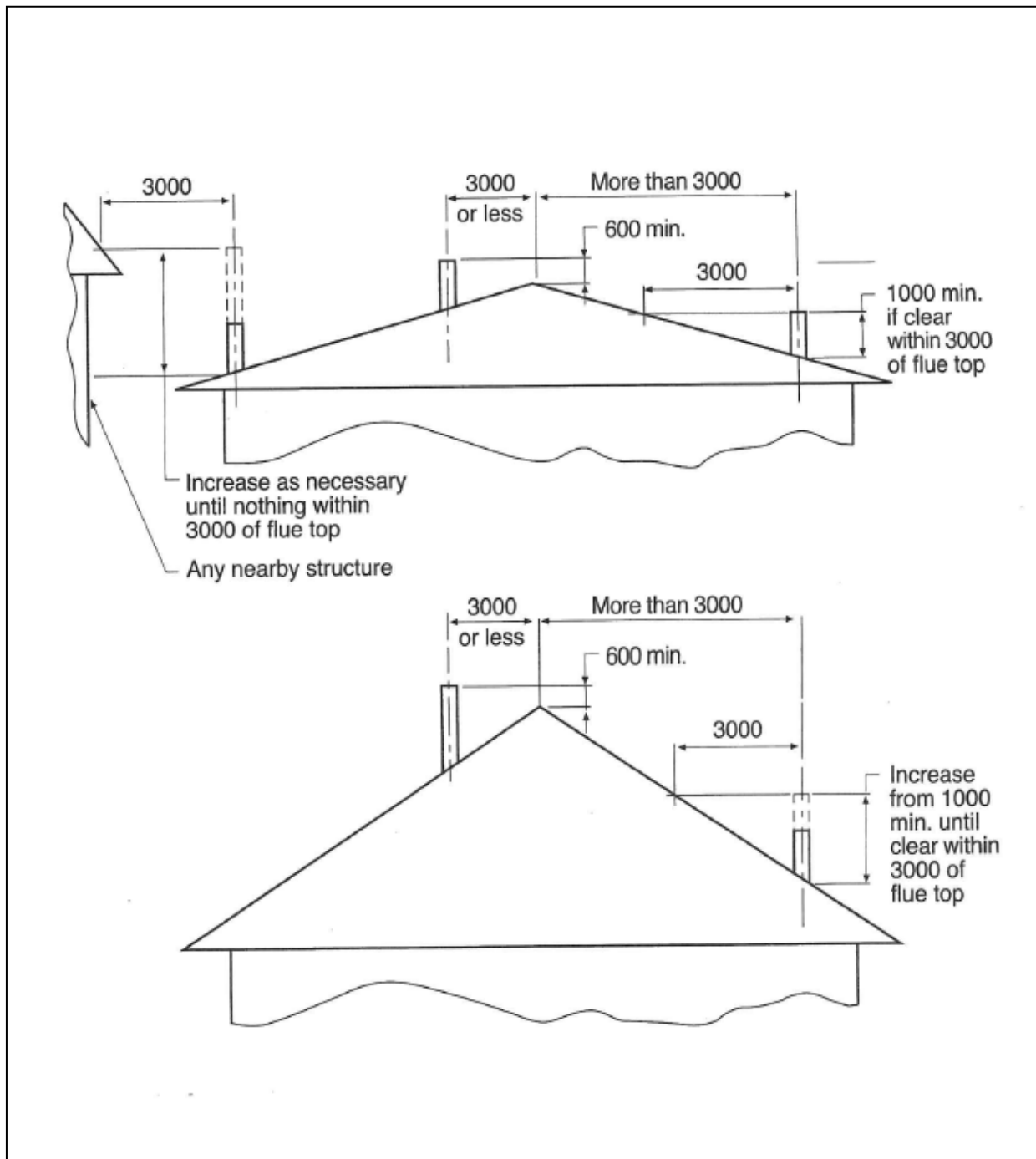


Please Note:

Flue system must comply to AS/NZS2918:2001 Section 4

1. The fascade capping must be made from a non-heat sensitive material i.e. 9.5mm Supalux or Hebel stone. Must be placed across the top of any wood framing.
2. The chimney flashing must have a 25mm free air clearance to the Ø250 outer casing, with a suitable oversize casing cover and a 250mm to 300mm spacer preventing the air gap from being closed. This permits air to freely flow from the fascade / chase cavity to atmosphere preventing any temperature rise within the cavity.
3. Fascade canopy must comply to all building regulations and section E2 of the building code.

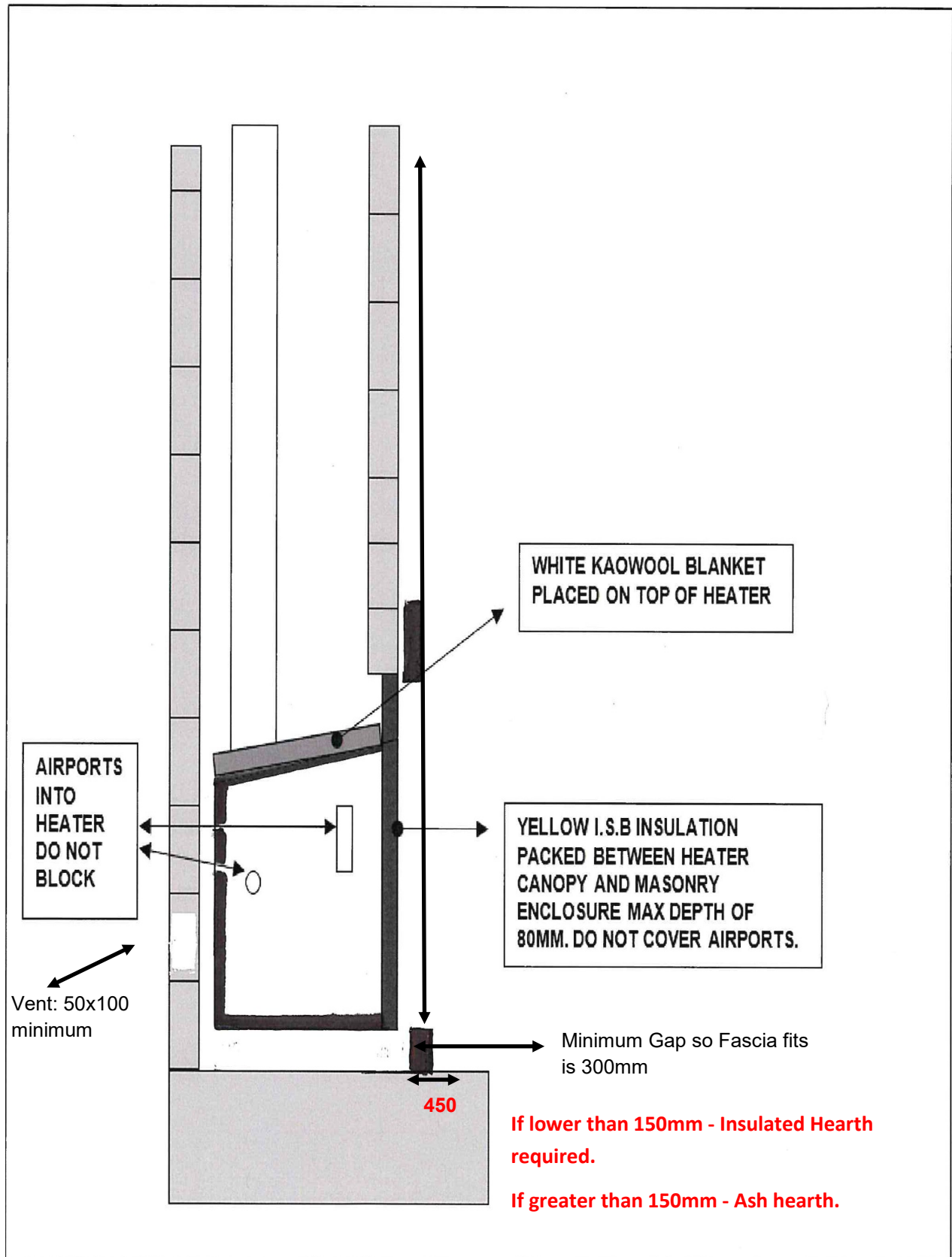
MINIMUM HEIGHT OF FLUE SYSTEM OUTLET



NOTES:

1. The flue shall extend not less than 4.6m above the top of the floor protector.
2. The flue cowl must be at least 600mm above the highest point of the roof if within 3 metres of it, or 1 metre above the roof penetration if more than 3 metres from the ridge.
3. No part of the building, or any adjacent building may be in or above a circular area of a horizontal radius of 3 metres from the flue exit.

7. TYPICAL INSULATION REQUIREMENTS FOR MASONRY



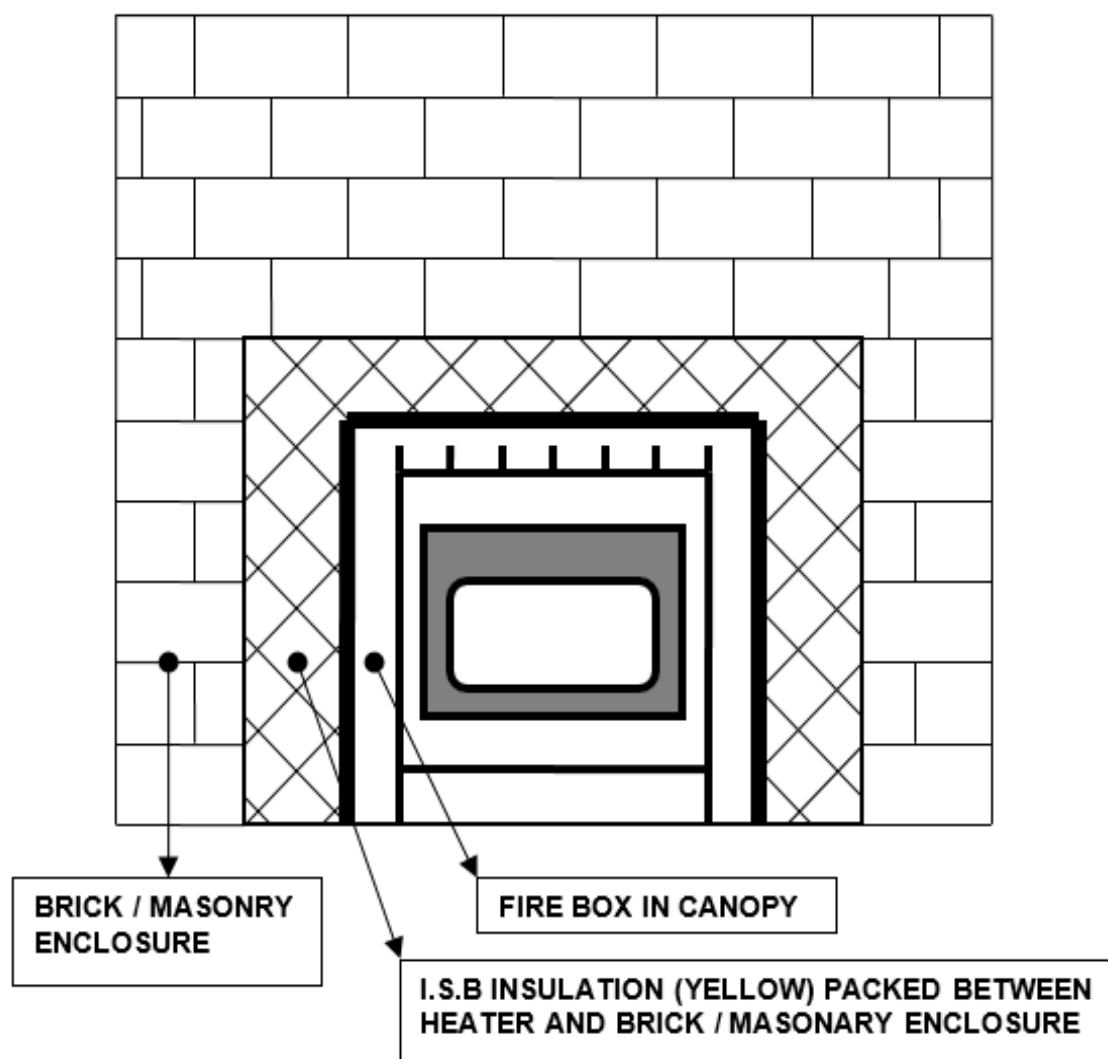
As this fire sources its combustion air from the chimney cavity, the fire must be sealed using the yellow ISB insulation provided around the front of the casing and masonry enclosure at the **FRONT ONLY** to a maximum depth of 80mm.

UNDER NO CIRCUMSTANCES SHOULD THE AIR SUPPLY INTO THE AIRPORTS ON THE SIDE OF THE FIRE BE RESTRICTED

SIDE PILLAR CLEARANCE

The **minimum clearance** from the side of the fascia to any heat sensitive material must be **5mm** providing the material does **NOT** protrude more than **150mm**.

Heat sensitive Mantels are NOT allowed with the Topaz Fire.



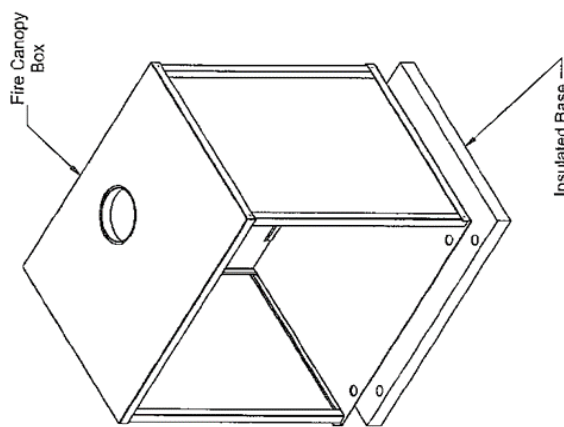
8. TOPAZ IN A ZERO CLEARANCE BOX

(Built-in Fire Canopy)

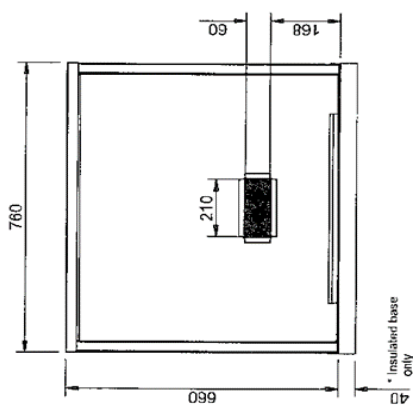
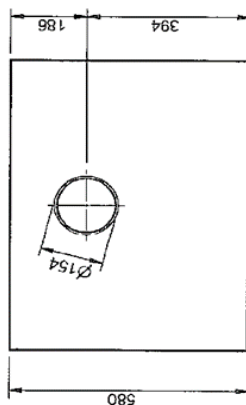
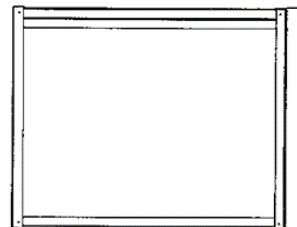
A ZERO CLEARANCE BOX - (Built-in Fire Canopy) IS REQUIRED IF THE FIRE IS NOT BEING INSTALLED INTO A MASONRY FIREPLACE

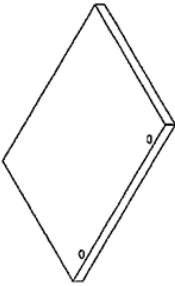
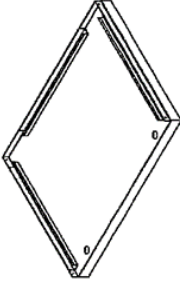
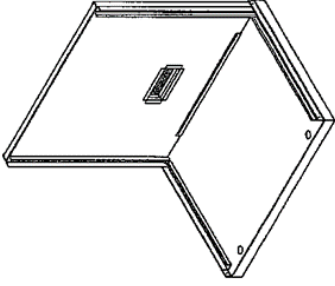
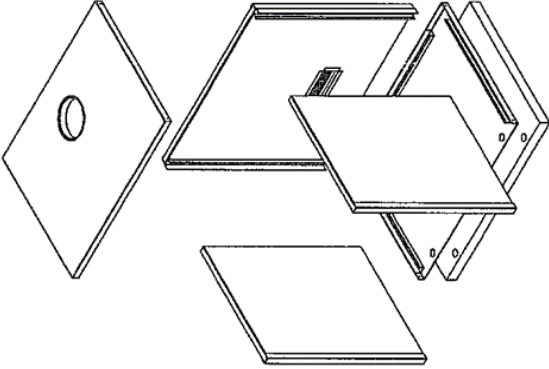
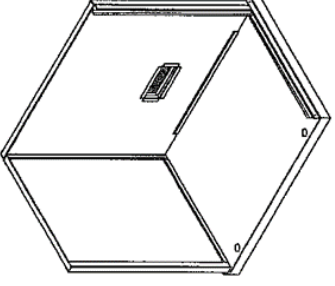
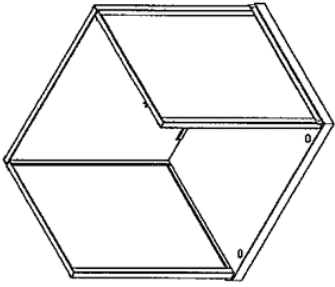
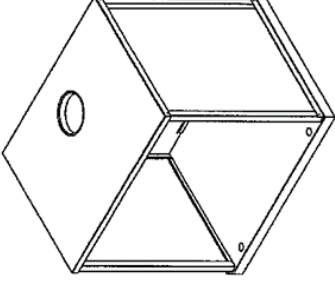
For built in Zero Clearance Box - (Built-in Fire Canopy) installations see the following pages.

ZERO CLEARANCE BOX - (Built-in Fire Canopy)



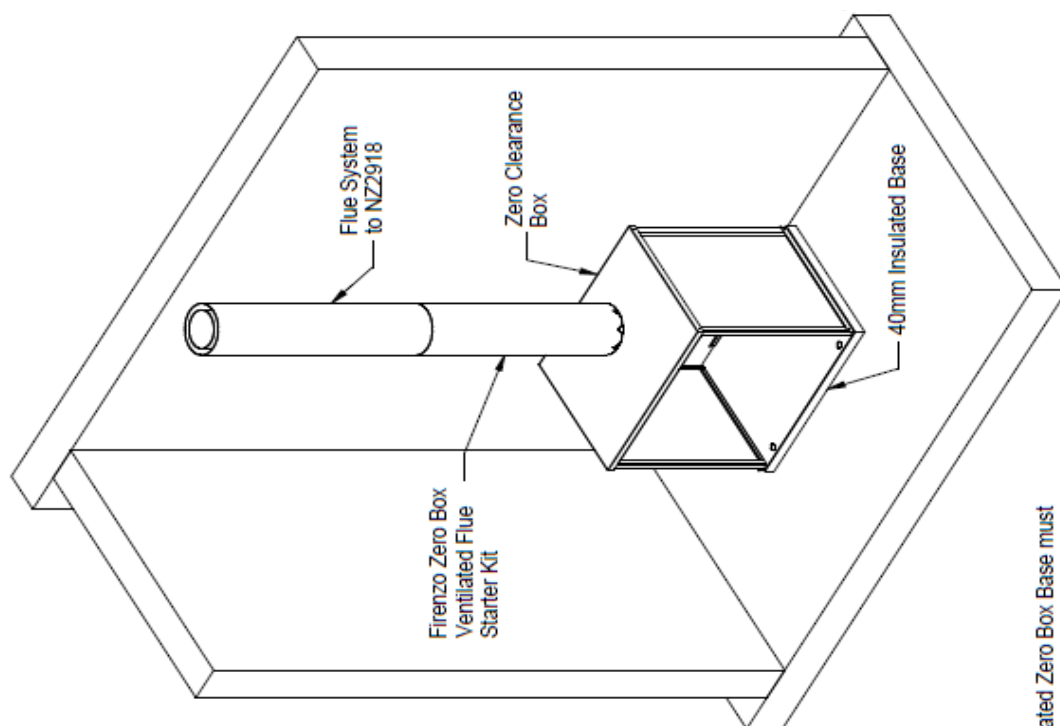
TITLE
BUILT IN FIRE CANOPY (Dimensions)



	<p>STAGE 1</p> <p>Place Insulation Base on Combustible Floor</p>		<p>STAGE 2</p> <p>Place Metal Base on top of Insulation Base Ignore Stage 1 for Non-Combustible Floors</p>		<p>STAGE 3</p> <p>Position Rear Panel Into Metal Base rear groove</p>	 <p>Exploded View</p>
	<p>STAGE 4</p> <p>Position first Side Panel into Rear Panel and Metal Base Panel grooves</p>		<p>STAGE 5</p> <p>Position second Side Panel into Rear Panel and Metal Base Panel grooves</p>		<p>STAGE 6</p> <p>Place Top Panel in position, making sure to locate the Side Panels and Rear Panel into the Top Panel grooves. Secure by screwing panels together.</p>	

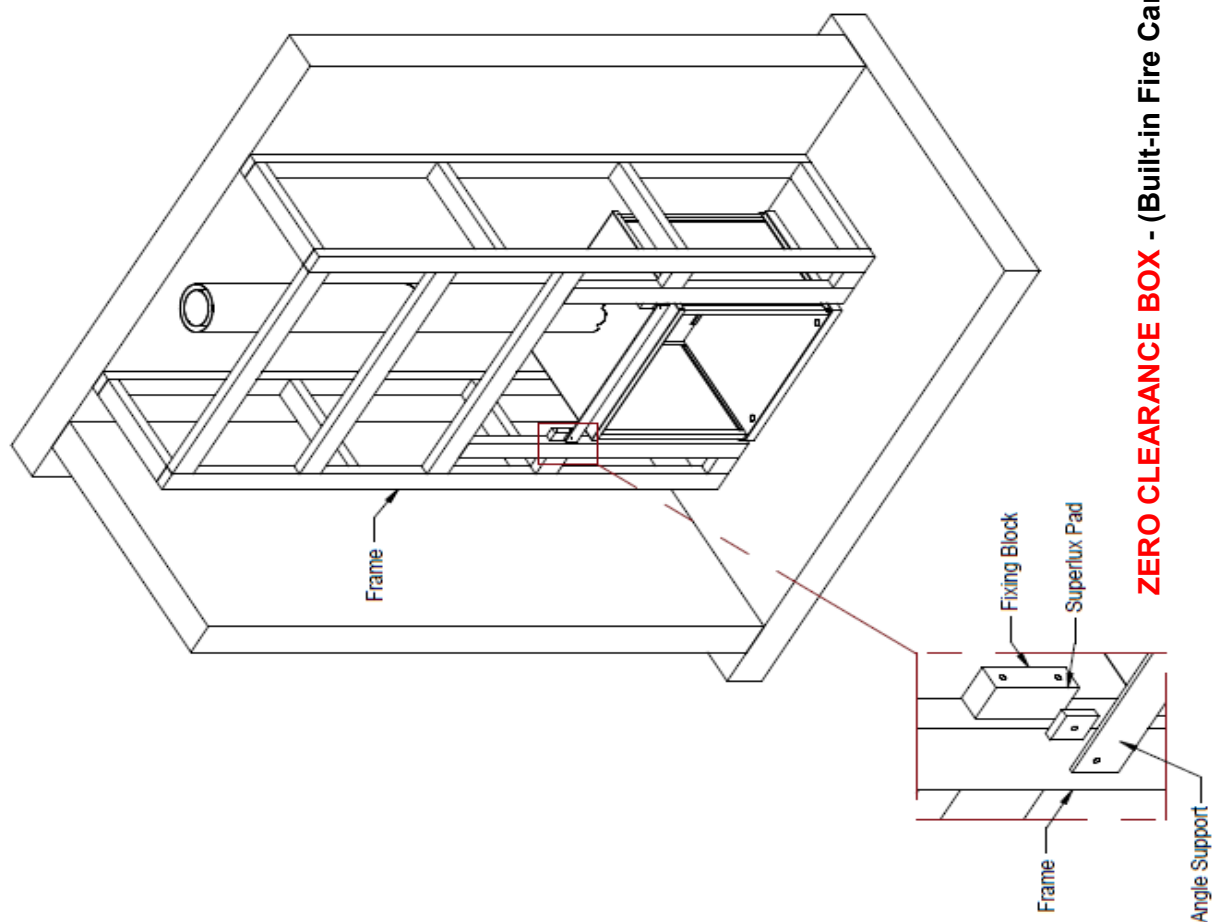
ZERO CLEARANCE BOX - (Built-in Fire Canopy)

TITLE
BUILT IN FIRE CANOPY (Assembly)

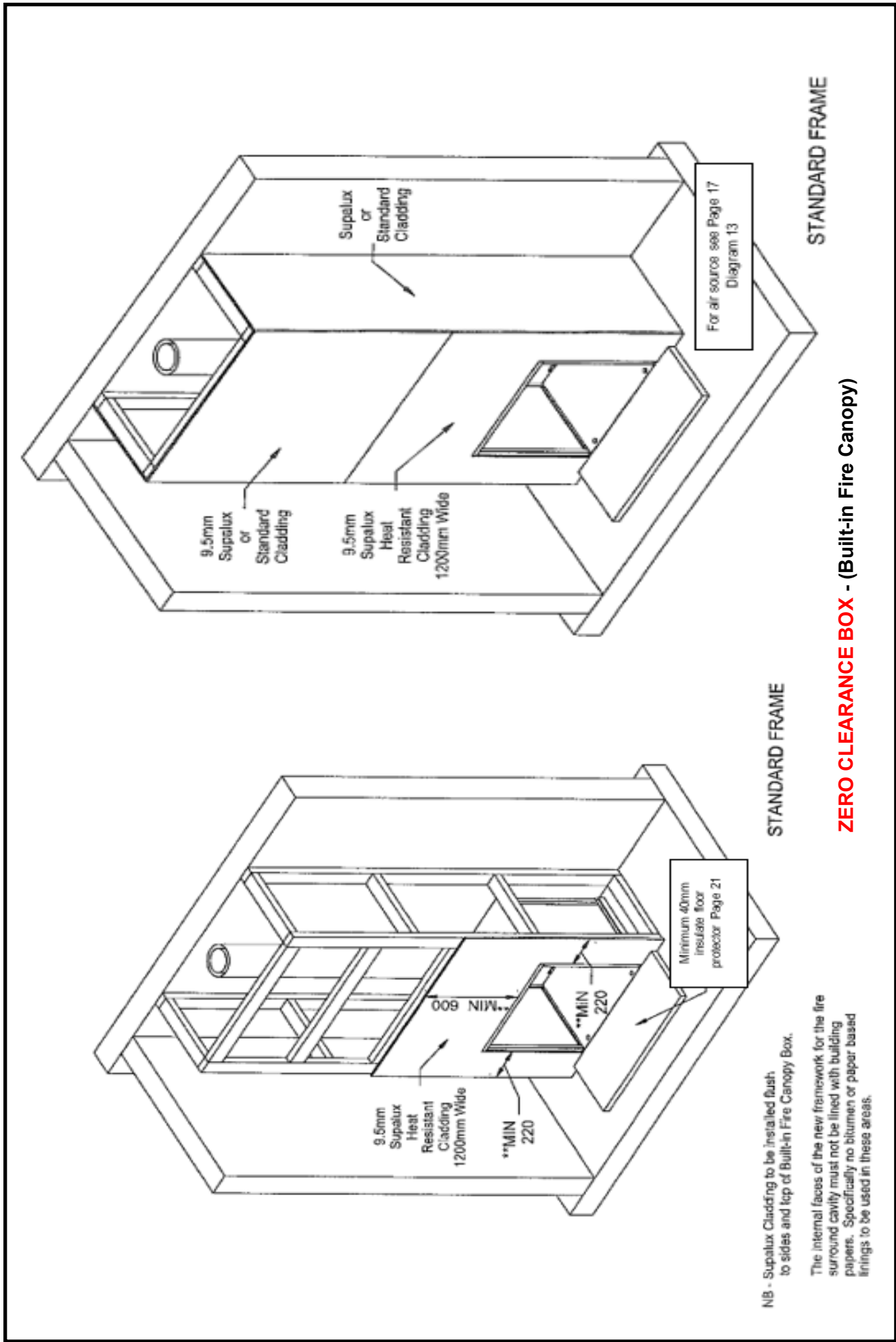


NB - 40mm Insulated Zero Box Base must be fitted if installed onto any heat sensitive floor construction.

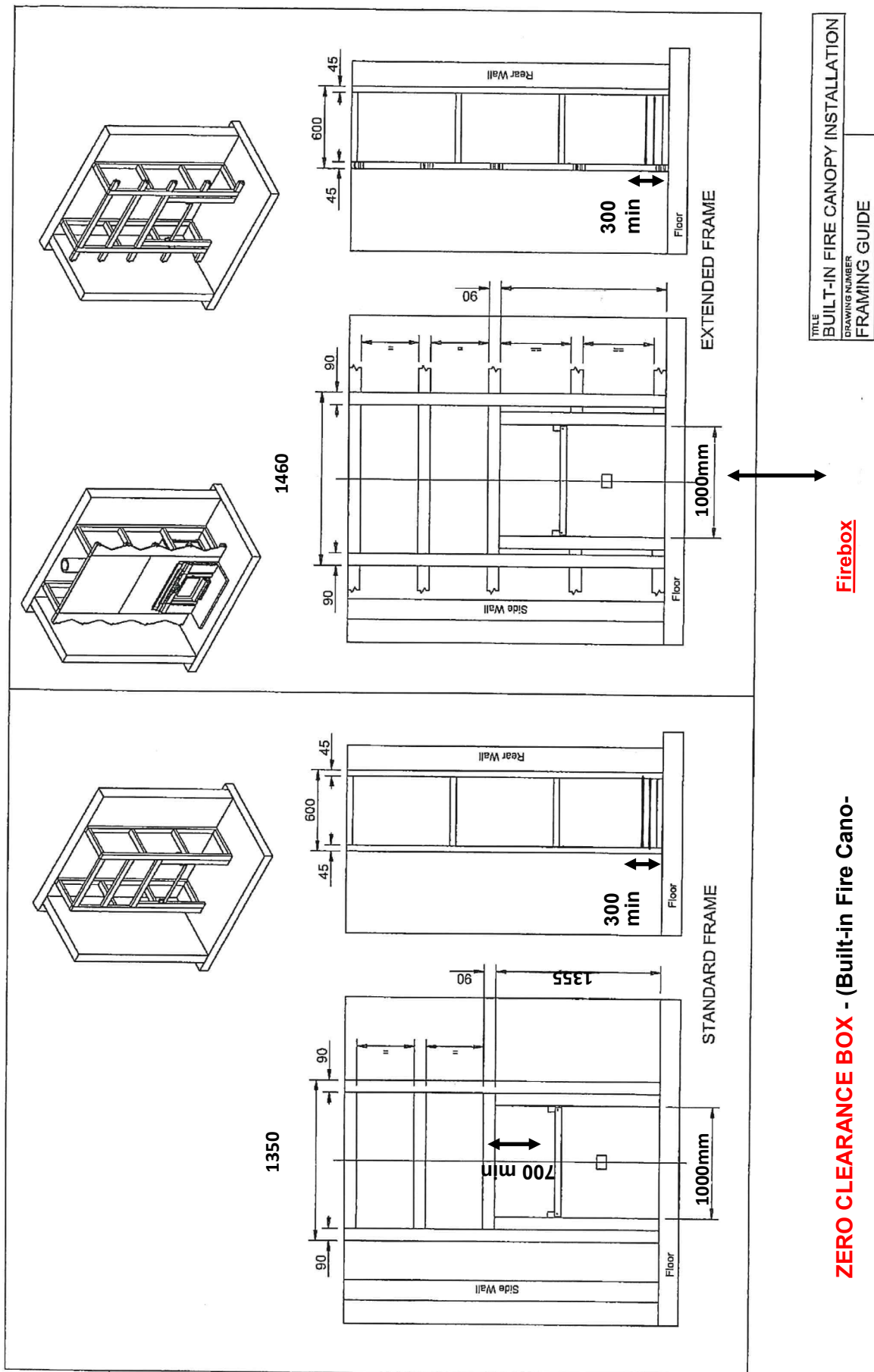
The internal faces of the framework for the fire surround cavity must not be lined with building papers. Specifically no bitumen or paper based linings to be used in these areas.



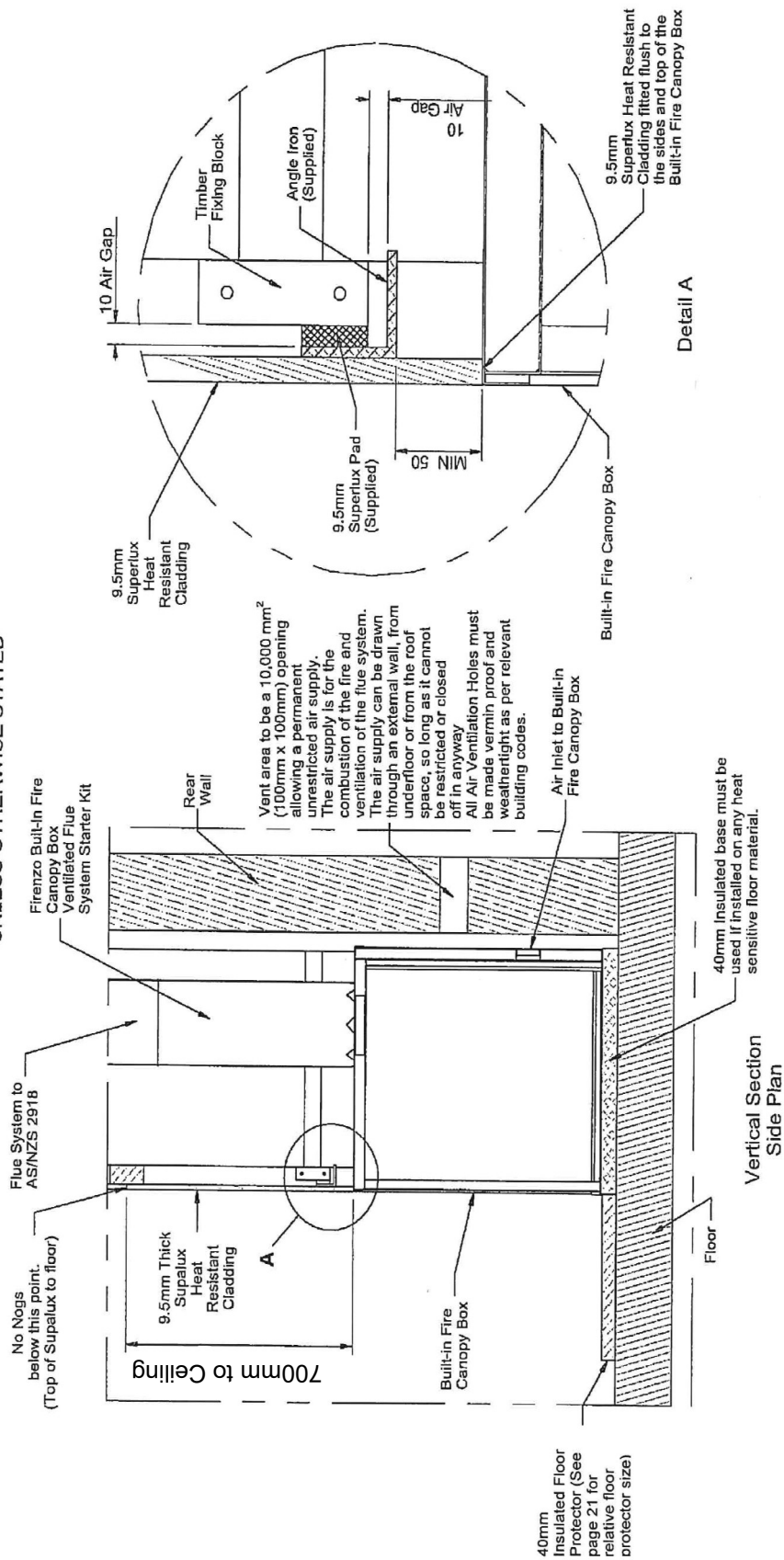
ZERO CLEARANCE BOX - (Built-in Fire Canopy)



ZERO CLEARANCE BOX - (Built-in Fire Canopy)



**DIMENSIONS IN MILLIMETERS
UNLESS OTHERWISE STATED**

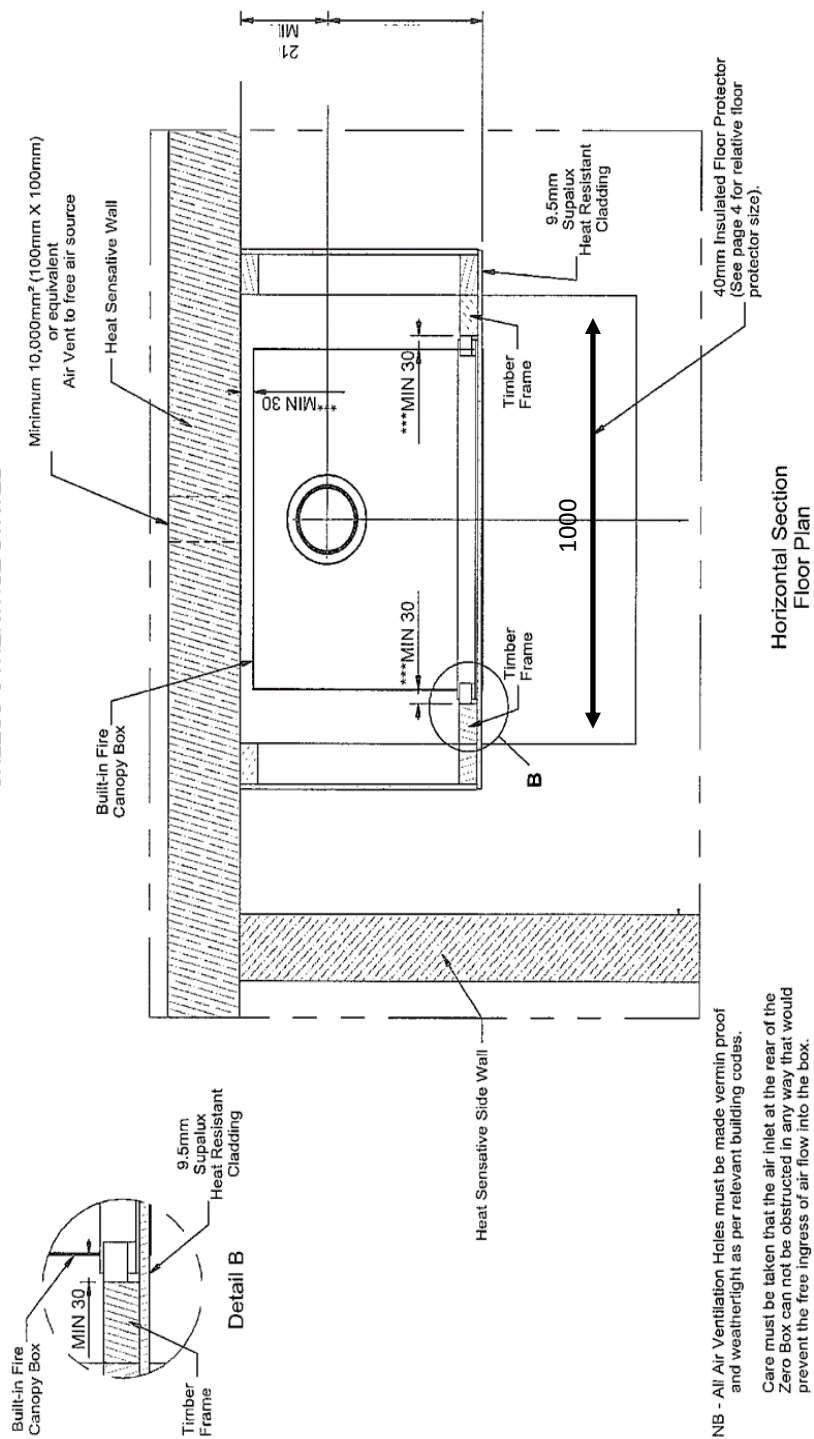


STANDARD & EXTENDED FRAME

ZERO CLEARANCE BOX - (Built-in Fire Canopy)

TITLE	BUILT-IN FIRE CANOPY INSTALLATION
DRAWING NUMBER	FRAMING GUIDE

**DIMENSIONS IN MILLIMETERS
UNLESS OTHERWISE STATED**



NB - All Air Ventilation Holes must be made vermin proof and weathertight as per relevant building codes.

Care must be taken that the air inlet at the rear of the Zero Box can not be obstructed in any way that would prevent the free ingress of air flow into the box.

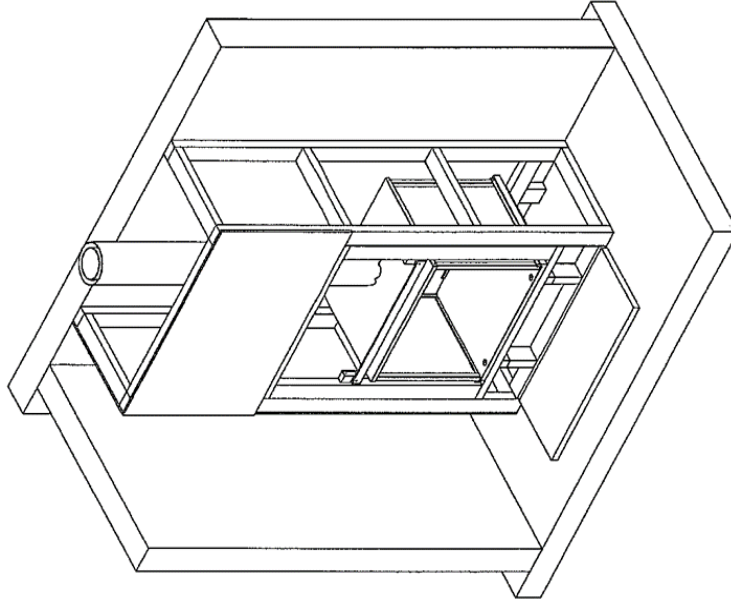
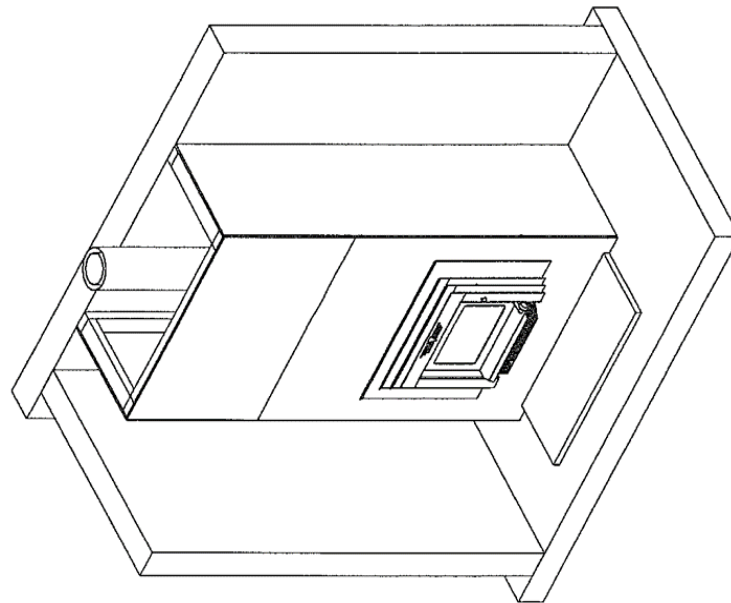
***MIN 30mm gap measured from the Built-in Fire Canopy Box to the internal faces of the new framework, the rear wall or any heat sensitive material.

STANDARD & EXTENDED FRAME

ZERO CLEARANCE BOX - (Built-in Fire Canopy)

TITLE	BUILT-IN FIRE CANOPY INSTALLATION
DRAWING NUMBER	FRAMING GUIDE 5

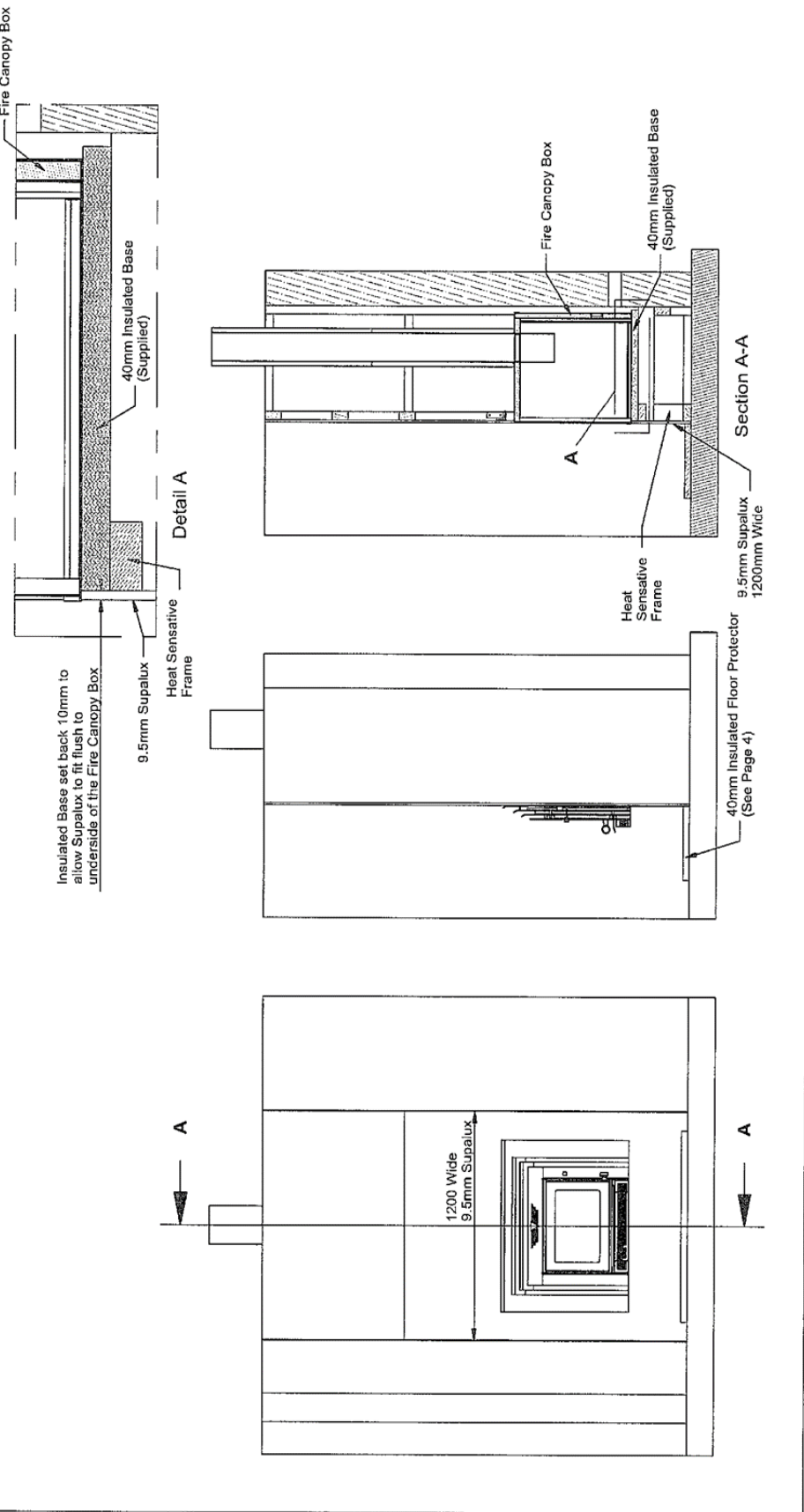
DIMENSIONS IN MILLIMETERS
UNLESS OTHERWISE STATED



ZERO CLEARANCE BOX - (Built-in Fire Canopy)

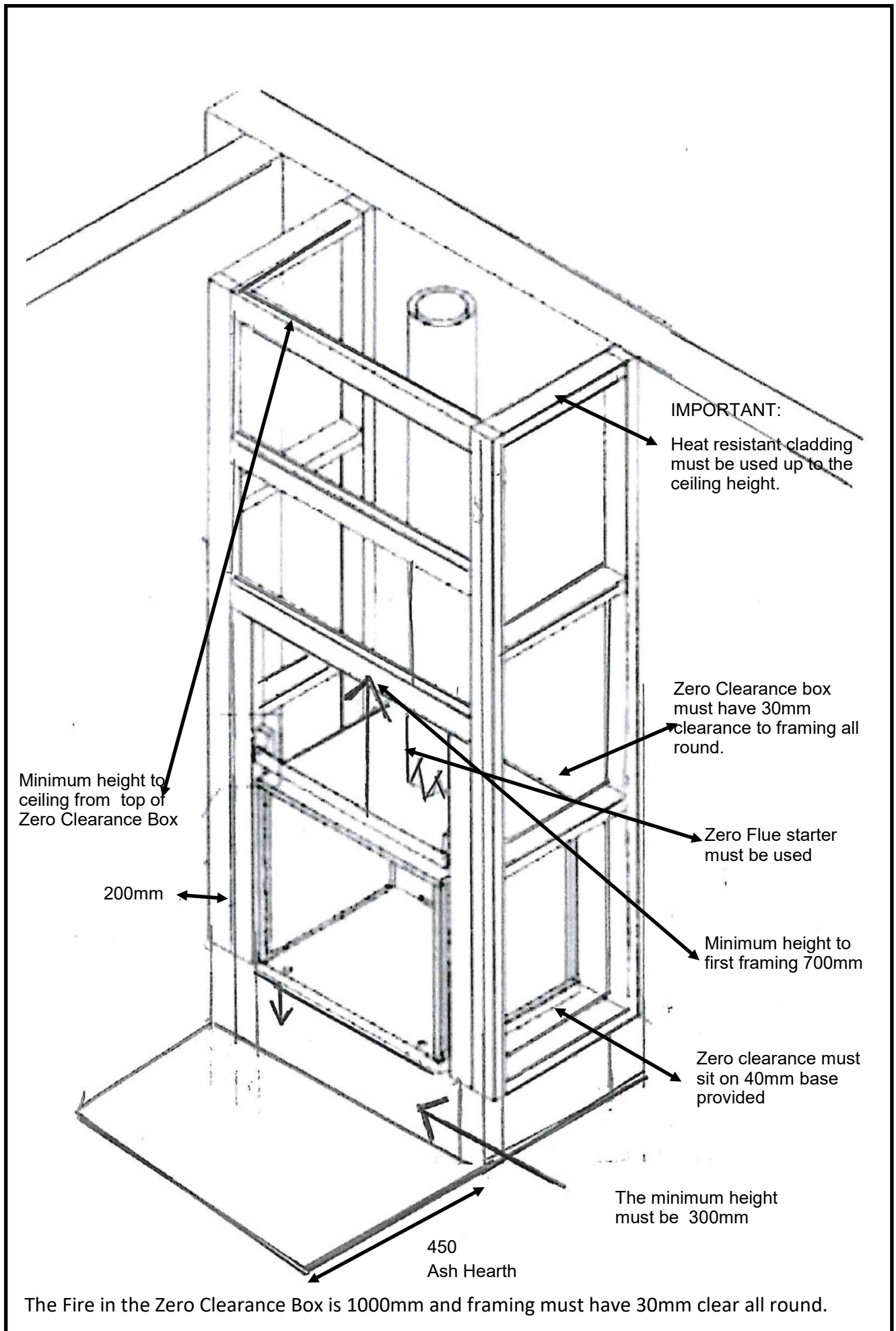
TITLE	RAISED BUILT-IN CANOPY
DRAWING NUMBER	FRAMING GUIDE 07

DIMENSIONS IN MILLIMETERS
UNLESS OTHERWISE STATED

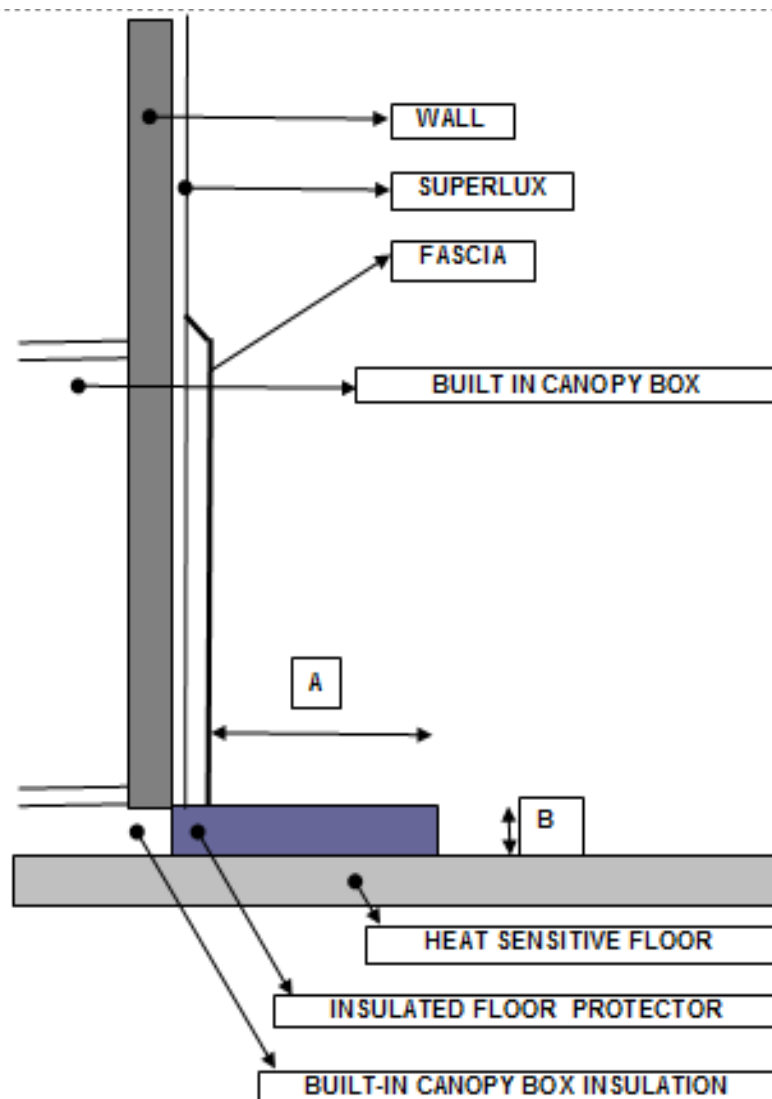


ZERO CLEARANCE BOX - (Built-in Fire Canopy)

TITLE
RAISED BUILT-IN CANOPY
DRAWING NUMBER
FRAMING GUIDE 06



FLOOR PROTECTOR REQUIREMENTS FOR A ZERO CLEARANCE BOX - (Built-in Fire Canopy) WITH HEAT SENSITIVE FLOOR



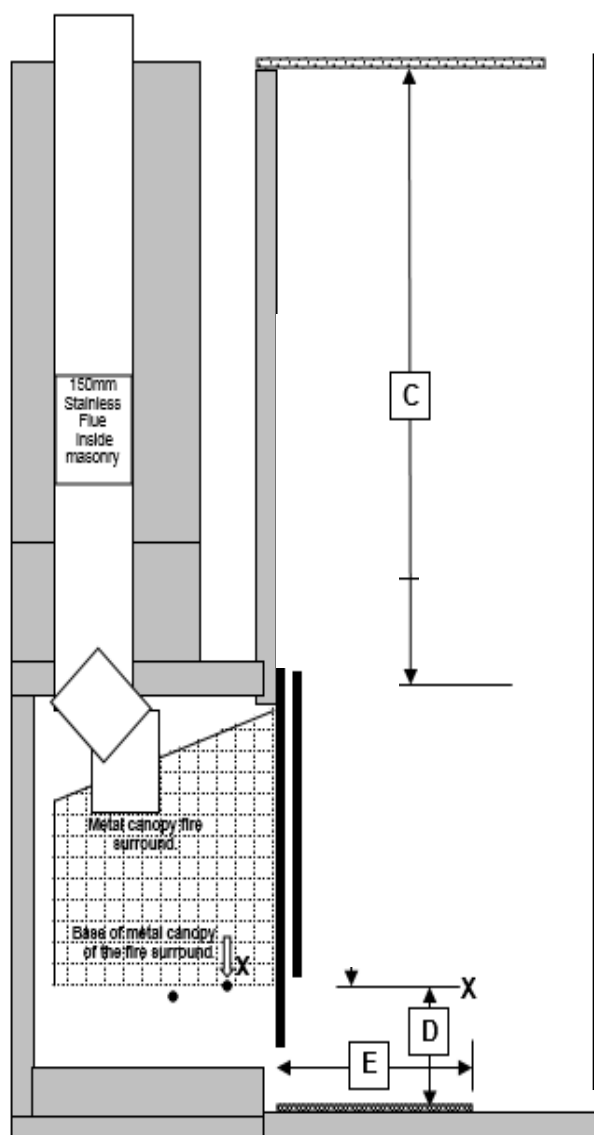
An **Insulated** Floor Protector (Hearth) must consist of a minimum of **20mm of Insulation board** (Promatech H, Eterpan LD, Pacbld-Pro or product of similar thermal resistance) and tiles/slate or similar with sealed joints on top surface to protect from spilt ash/embers.

Dimensions A & B from above diagram must meet the following schedule:

B HEIGHT (mm)	A FROM FIRE BREAST
40 mm	500 mm

Minimum width of floor protector must be 840mm and/or 420mm from centre of heater.

CLEARANCES AND FLOOR PROTECTOR REQUIREMENTS FOR A ZERO CLEARANCE BOX (Built-in Fire Canopy) WITH HEAT SENSITIVE FLOOR



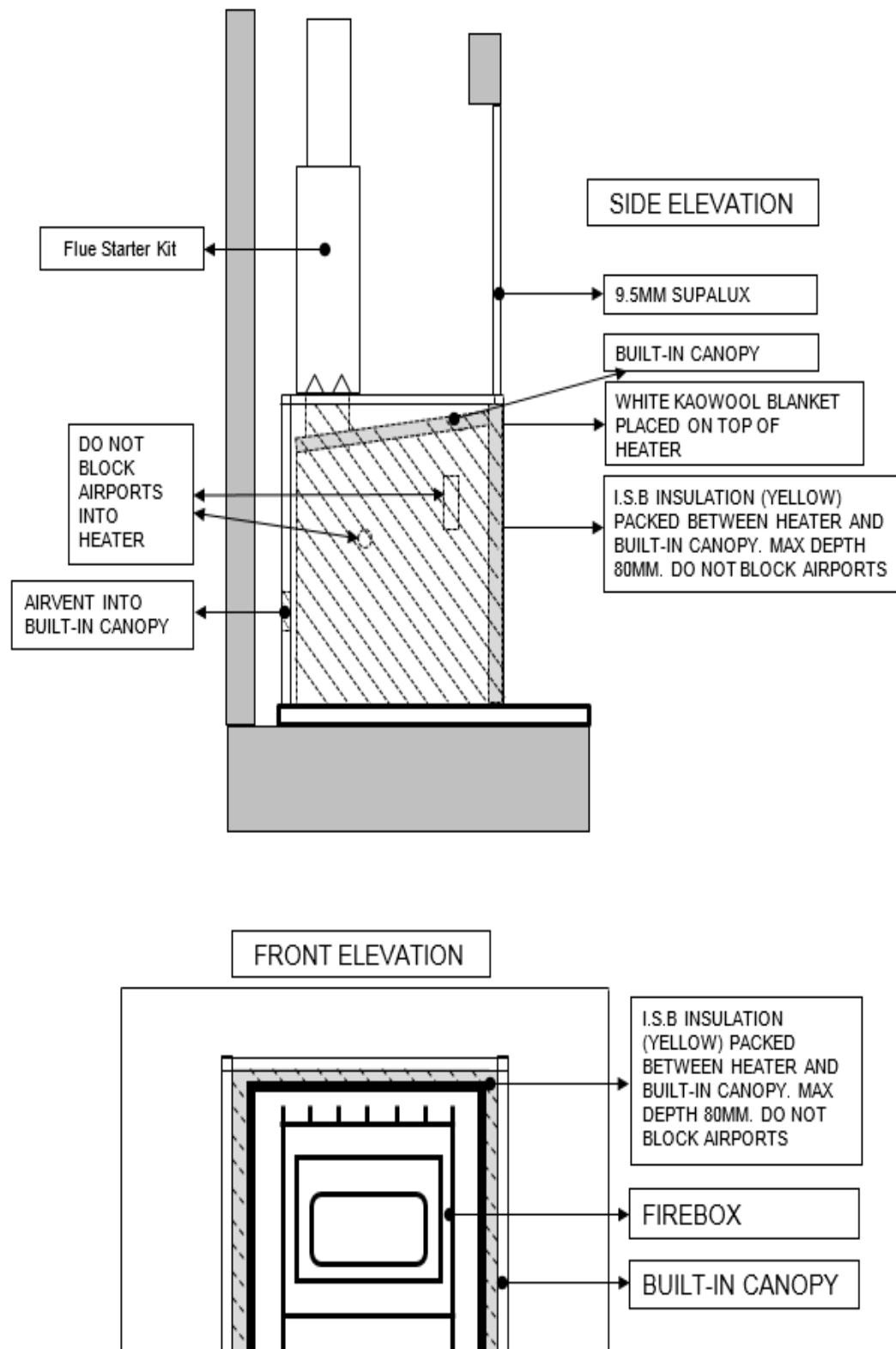
Position	Clearance (mm)	Note
C	1500	Minimum from ceiling to the top of the metal canopy of the fire
D	300	Minimum from the top of the ash floor protector to the bottom of the metal canopy of the fire
E	450	Minimum for the ash floor protector front to fire breast
X	NA	Shows the line of the bottom of the metal canopy of the fire
IMPORTANT: 9.5mm Supalux Heat Resistant Cladding is Stipulated in this installation guide as the cladding to use in non-masonry situations. The wall cladding temperature can get hot to the touch and it is recommended that advice is sought from a reputable paint manufacturer with regard to the type of wall paint used.		

The Topaz raised 300mm requires an insulated floor protector to AS/NZS 2918:2001 i.e. a floor protector consisting of a continuous durable no-combustible upper surface.

The Topaz has been designed for both non-masonry Zero Clearance Box - (Built-in Fire Canopy) and masonry installations. The minimum distance from the base of the fire (noted as X on the diagram) to the ash floor protector is 300mm. The distance can be less than 150mm if the hearth is an insulated hearth of 450mm and the clearance from the top of the fire box to the ceiling is no less than 1500mm.

The ash floor protector must be of a minimum of 450mm from the fire breast, the width must be no less than 840mm.

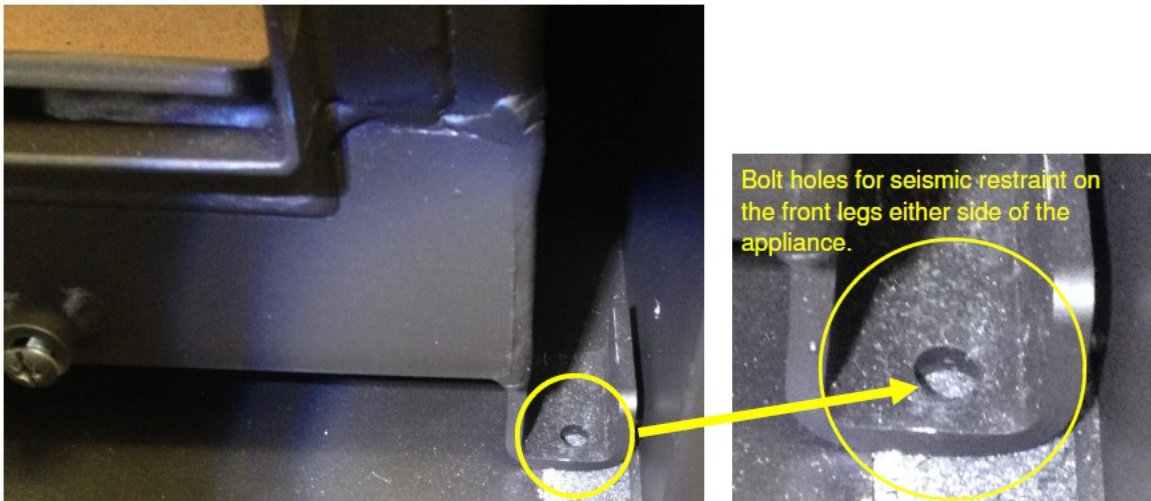
INSTALLATION OF KAOWOOL AND ISB INSULATION IN A ZERO CLEARANCE BOX (Built-in Fire Canopy)



ASSEMBLY INSTRUCTIONS

ZERO CLEARANCE BOX - (Built-in Fire Canopy)

- 1 Carefully remove all packaging.
- 2 If installation is into a **BUILT-IN CANOPY**: Construct the canopy box and install into framework following the guides on pages 13 - 24 as applicable.
- 3 Before insertion into the Built-In Fire Canopy **place 25mm white Kaowool blanket (supplied) on top of casing** page 25.
- 4 Slide the firebox into the opening so that the outer casing return folds are flush with the face of the in-built canopy.
- 5 DUE TO NEW ZEALAND BEING AN EARTHQUAKE PRONE COUNTRY IT IS IMPORTANT TO ANCHOR THE INSERT DOWN IN CASE OF MOVEMENT. Restraint points are provided through the fires two front legs. (See diagram below)



- 6 Install Flue as per instructions on pages 8, 9 & 10 if using a Built-In fire canopy (zero clearance box).
- 7 As this fire sources its combustion air from the chimney cavity/enclosure, the fire MUST be sealed around the front between the casing and built-in canopy. This is achieved by packing the yellow ISB insulation supplied between the casing and the built-in canopy at the FRONT ONLY to maximum depth of 80mm. Page 26.
UNDER NO CIRCUMSTANCES SHOULD THE AIRPORTS ON THE SIDE OF THE FIRE BE RESTRICTED.
- 8 Assemble and fit the fascia as per instructions.

9. OPERATING INSTRUCTIONS

PLEASE READ FULLY BEFORE PROCEEDING ANY FURTHER.

KEEP THIS BOOK IN A SAFE PLACE.

Please refer to “**Lighting your Firenzo Woodfire Insert Fire**” leaflet

FIRST BURN

On the INITIAL LIGHTING only, the high temperature paint finishes used on your Fire will give off smoke and odour for several hours. As this is a temporary condition, open doors, windows, etc. to give adequate ventilation until passed.

1. Prepare Fire by placing crumpled paper in middle of firebox. Do not use a grate, or elevate fire. Build fire directly on floor of firebox.
2. Pull **air control knob out fully for high** (this is the small knob to the right of the door)

AIR CONTROL OUT = HIGH.

AIR CONTROL KNOB IN = LOW

3. Arrange dry kindling in “teepee” style with larger pieces standing up on each side. Ignite paper leaving door ajar until kindling is alight.
4. When vigorous flaming of the kindling subsides and embers begin to appear, reload with larger wood, placing them in a side to side configuration.
5. Open door carefully and place small pieces, then larger logs on top.
6. Close door tight and leave Air Control on HIGH for some 30 minutes. The value in establishing this technique is that you are providing an excellent base for burning your wood effectively.
7. When a good fire is established move air control to middle position. **DO NOT IMMEDIATELY SHUT THE FIRE TO LOW.** Remember to close the air control gradually to your desired level of heat output. It is better to take 3-4 adjustments to get to the low setting (extended burn).

RELOADING

WARNING: It is necessary to move the Air Control to HIGH before opening the door.

Never open the door when a vigorous fire is in progress. Wait until the flames have subsided and the wood has broken up into glowing embers. Reload with dry logs, placing them in a side to side configuration

Leave the air control in the HIGH position for 10 to 15 minutes or until the flames begin to subside. This shows that the initial highly volatile wood gases have been driven off and the Fire will be able to maintain an even burning rate.

Normally a light load of fuel will stabilize quickly but a full load will take longer. Once the burning rate has stabilized move the Air Control to a medium position.

RE-LOADING AFTER AN EXTENDED BURN TIME

At the end of an extended burn, re-establish the fire by adding a few small split logs, adjust the Air Control to HIGH and allow the firebox temperature to build up before adding the balance of the fuel, **loading logs in a side to side configuration**.

The addition of large quantities of cold fuel to a low fire will reduce the firebox temperature dramatically and this may result in 'losing' the fire.

Proceed with Fire as before.

Do NOT operate the Fire with the door constantly open, this overrides the Air Control System and greatly lowers optimum heat output and efficiency.

FUEL:

Dry, seasoned soft wood should be used at all times with a moisture content of less than 25% dry weight.

The heat output level on the Fire is controlled not only by the Air Control but also by the type and quantity of fuel in the firebox.

A fully loaded firebox set to HIGH will produce far more heat than an almost empty Fire set at the same position. Remember, you only get out of any Fire what you put into it. The better the fuel, the better the Fire.

Do NOT burn plastic, household refuse or driftwood. This will void any Warranty and reduce the lifespan of the fire.

FLAMMABLE LIQUIDS

CAUTION: Never use gasoline-type fuel, kerosene, charcoal lighter fuel or similar liquids to start or 'freshen-up' a fire in this Fire.

CLEANING THE ASHES FROM THE FIRE

Disposal of Ashes:

Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal, if the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.

A LAYER OF ASH AT LEAST 25MM DEEP SHOULD ALWAYS BE LEFT IN THE BOTTOM OF THE FIREBOX AND IT WILL ALSO ACT AS 'INSULATION' FOR THE FIRE.

WARNING: DO NOT REMOVE EXCESS ASH FROM THE FIREBOX BY VACUUM UNLESS THE FIRE HAS BEEN OUT FOR 5 OR MORE DAYS - EMBERS WILL SMOULDER FOR SEVERAL DAYS AND WILL IGNITE VACUUM CLEANER BAGS.

10. MAINTENANCE

FLUE

Creosote is caused by burning wet fuel, leaving particles and condensation to build up on the inside of any closed solid fuel fire. Creosote and soot left to build up can cause decreased heat performance and flue fires. Your heating retailer or local reputable chimney sweep will be able to assist with flue cleaning.

SECONDARY CHAMBER

The baffles (horizontal bricks in the ceiling of firebox) are critical to the fire's performance. They should be checked annually during flue cleaning and replaced if signs of deterioration are evident.

DOOR HANDLE AND HINGES

Light lubrication is recommended once a year before the first autumn burn. Use a little GRAPHITE grease, available from any garage or engineering outlet.

PAINTWORK

If any scratches or surface marks have appeared on the paintwork, use 'Stovebright' Metallic Black paint to retouch, taking note of the manufacturer's instructions for spraying. Never spray a hot fire.

FIRE BRICKS

The internal fire bricks on the sides and base of the firebox can crack in extreme heat. However they are safe to leave as is until they start to crumble in which case they should be replaced.

FIRE ROPE

As part of general maintenance the door rope and glass tape should be checked and replaced regularly. Failure to do this may overfire your fire.

WELDS

The 5mm exposed steel sill and deflector in the fire box is welded on each side but primarily to the firebox underneath. With expansion and contraction the side welds develop hairline cracks. Do not be alarmed the main weld is sound and the fire will not be effected in any way. Any hairline cracks are not a structural problem.

INTERNAL DISCOLOURATION

A brown (rust like) colouration will develop on the exposed inside of the fire box. This is expected over time and does not affect the performance of the fire.

11. DOOR GLASS

The inserts are equipped with a self-cleaning glass air wash system. A discolouration can form after a long 'low' burn, but 30 minutes of 'high' burn should clear it from the glass.

Clean glass with wet newspaper dipped in ash from the firebox, then wipe glass.

Do NOT clean glass while hot.

CAUTION: THIS FIRE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.

If a replacement of glass is required:

GLASS MUST BE REPLACED WITH FIRENZO CERAMIC GLASS.

Insulating material for the glass should be replaced at this time also.

NEVER place glass directly against the door. Without the insulation seal tape in place, the glass is likely to shatter. Your Firenzo Dealer will be able to supply any spare parts.

12. SAFETY

All surfaces on the inserts will get hot and cause burning if touched by bare hands.

Firenzo recommends using a fireguard.

The heat from inserts will effectively dry laundry and other wet articles; however such materials should be kept well clear of the Fire to prevent accidental fires.

The Flue should be cleaned regularly to avoid flue fires. In such event, close the air control. Do **NOT** open door. Remove combustible item from near the Fire and Flue.

13. WARRANTIES

Terms applicable to Firenzo Wood fires' warranties (current as at 29th May 2015)

1 Hewitsons Limited (company number 569753) with a specified address of 98 Niven Street, Onekawa, Napier (Firenzo) and trading as Firenzo Wood fires gives:

- a ten (10) year warranty but **ONLY** for the steel firebox, fascias and cast iron components of all Firenzo—wood fires.
- a one (1) year warranty for all other parts and finishes of a Firenzo wood fire including its refractory linings, glass, air supply components, wetback, seals, tapes, extrusions.

2 The warranty periods commence on the original date of sale of the relevant Firenzo wood fire to a consumer (please see paragraphs 5 and 8).

3 The warranties are given in respect of any defects in the specified Firenzo component parts and materials and Firenzo workmanship that render the component parts and materials unfit for normal domestic use.

4 The warranties have qualifying limitations, restrictions and conditions attached to them. Please see paragraphs 5, 6, 7, 8, 10 and 14.

5 Firenzo gives the warranties only to New Zealand consumers as defined in the Consumer Guarantees Act 1993. Please also see paragraph 17. The warranties are additional to the rights available to consumers against the manufacturer under the Consumer Guarantees Act 1993. To the fullest extent permitted at law, no other warranties or guarantees, express or implied, are assumed or given by Firenzo to any person with respect to the quality, merchantability, description or fitness for purpose or use of Firenzo wood fires or their component parts and materials.

6 Firenzo is not liable for, and to the maximum extent permitted by law excludes any liability for, any consequential loss or damage arising out of the installation, ownership or use of a Firenzo wood fire. To the extent such liability cannot lawfully be excluded, Firenzo's liability is limited to the purchase price paid for the Firenzo wood fire.

7 The warranties do not apply to:

- normal wear and tear.
- performance issues or limitations affecting a Firenzo wood fire arising out of:
- prevailing site conditions such as downdraughts or insufficient draw.

- or from, incorrect servicing adjustments or incorrect flue. The warranties are valid only if the original purchasing consumer completes and returns a copy of the prescribed Warranty Registration Card to Firenzo at the specified address, dated the sale date, and specifying the residential address where the Firenzo wood fire is installed. The original purchasing consumer should keep their part of the Warranty Registration Card for validating warranty claims.

9 The warranties may be assigned to other consumers (as defined in the Consumer Guarantees Act 1993) on any sale of the residential property where a Firenzo wood fire has been installed.

10 For information (including claim procedures) concerning potential claims, potential warranty claimants should contact:

- in the first instance, the retailer/dealer from whom the Firenzo wood fire was originally purchased or

- (if the retailer/dealer is not contactable or does not address the claim to the claimant's satisfaction) Firenzo at the specified address,

including as appropriate to arrange an inspection of the Firenzo wood fire.

11 After complying with paragraph 10, for valid claims, a warranty claimant must submit a completed warranty claim form (please see Firenzo's website, or contact Firenzo, for this form) or other form acceptable to Firenzo providing details of the consumer's warranty from the Warranty Registration Card (including its date of issue) and specifying the defect:

- to the retailer/dealer from whom the Firenzo wood fire was originally purchased; or
- to Firenzo at the specified address.

12 The warranty claimant is responsible for paying any service call fees, transport charges and for any damages and loss incurred in transit to the Firenzo wood fire or its component parts and materials, to and from Firenzo or its designated accredited agent. Where Firenzo honours a warranty, as described in paragraph 13, it will reimburse the warranty claimant any transportation costs they have incurred.

13 Firenzo or its designated accredited agent (please see paragraph 16) will replace any component parts and materials covered by the warranties or the entire Firenzo wood fire, at its discretion, where Firenzo is reasonably satisfied a defect is solely due to faulty Firenzo workmanship or materials.

14 Firenzo may decline (in whole or part) to honour a warranty claim:

- until any amounts due but unpaid by a consumer in respect of the Firenzo wood fire or its servicing are paid.
- until Firenzo is provided with the applicable compliance and installation permits (please see below);
- if it appears to Firenzo that the Firenzo wood fire has:
 - not been installed correctly at the specified residential address, or not been operated and maintained strictly in accordance with the manufacturer's instructions, AS/NZS 2918:2001 and any relevant building code or consent or these warranty terms.
 - not been inspected and confirmed after installation as a compliant installation (with the requisite specifications and permits);
 - not been regularly maintained and at least annually serviced;
 - been subject to misuse, neglect, or accident in transit, storage or use.
 - been damaged by water ingress in any way, including any surface rust which has occurred in transit or storage. However this exclusion will not apply to any damage to the Firenzo wood fire which is determined to have been caused by wetback leakage attributable to faulty Firenzo component parts or materials or workmanship;- been over fired or has used any fuel other than clean dry firewood (having 25% or less moisture content), including any chemically treated timbers or driftwood.
- if it appears to Firenzo that the defect is attributable to a failure to replace consumable parts or components or materials within a timely manner to maintain their durability.

15 Firenzo reserves the rights to alter or supplement the warranties, but no alteration will reduce a consumer's rights under the warranties that applied at the date of original acquisition of the applicable Firenzo wood fire. In the event of any inconsistency between the warranties and any other written Firenzo material, including a manual, the warranties shall prevail to the extent of the inconsistency.

16 No person other than a designated accredited agent can bind Firenzo with respect to Firenzo's obligations under the warranties, and then only in accordance with the agent's actual authorities. A person is a designated accredited agent where they are identified and certified in writing by Firenzo to be such with their authorities specified in the certificate. Consumers must take reasonable steps to satisfy themselves that they are dealing with designated accredited agents.

17 The warranties do not apply to export sales of Firenzo wood fires. Separate terms apply to those sales.

For any questions about the warranties or this document please contact Firenzo at its specified address, on telephone 06 8438260, by email at firenzo@firenzo.co.nz or via the Firenzo website www.firenzo.co.nz.

18 This document is intended to form part of (and may be expressly referenced in) the terms of sale and purchase by every original New Zealand consumer of a Firenzo wood fire. Without limiting that intent:

by the act of completing and returning a copy of the prescribed Warranty Registration Card to Firenzo at the specified address (or other address for the time being), a consumer is also deemed to acknowledge that he or she is bound by the warranty terms;

a copy of this document is to be executed by Firenzo as a deed poll in favour and for the benefit of the New Zealand consumers described in it and to be kept for inspection purposes with Firenzo's corporate records at its specified address.

Model: **TOPAZ RU**

Serial No: _____

Date of Purchase: _____

Purchased from: _____

Please complete for your reference.

NB: The Warranties Registration Card is located in the information pack that accompanied your new wood fire, it MUST be filled out and returned to Firenzo.



Firenzo Woodfires

The heart of a warm home

WOODFIRES

By

FIRENZO

Manufacturers of:

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Bronte

Contessa

Encore

Lady Kitchener

Napier

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Kompact Deco

Kompact Diva

Kompact Forte

Kompact Plaza

Kompact Serenity

Topaz

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