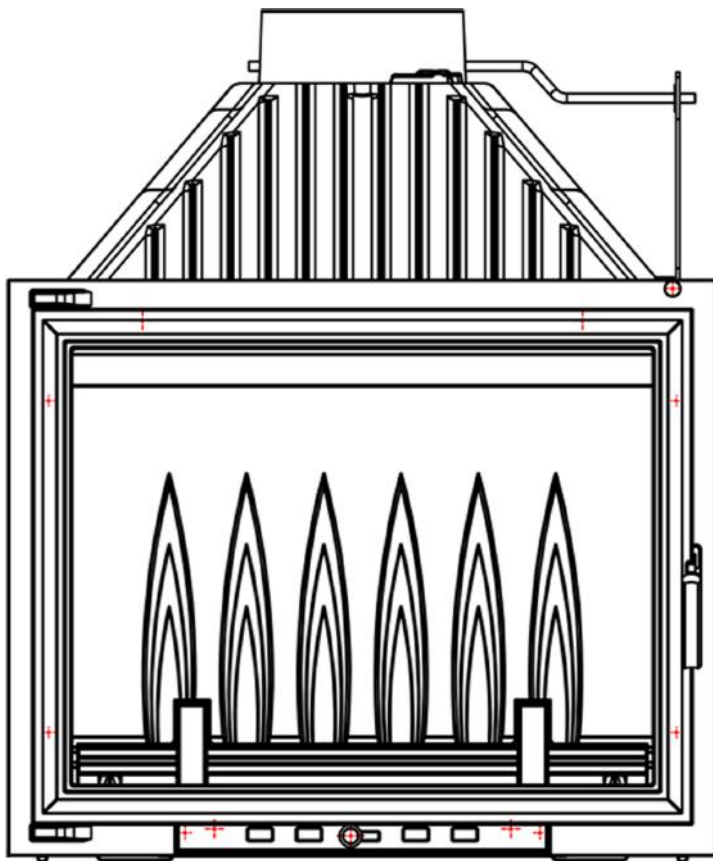


# Pyro Cast Range

## USER INSTRUCTIONS AND INSTALLATION



600 GF

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750 GF

---

750 GF2L

---

750 GF2LR

---

750 T

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750 GF3

---

750 GF4

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Version 5 26/07/21

Contents of manual may be updated without notice.

For the latest version of this manual please refer  
to our website: [www.livingfire.com.au](http://www.livingfire.com.au)

**PAUL AGNEW**

**DESIGNS**

 **ATTENTION:**

Your wood heater must be installed by a qualified person whose work conforms with local council regulations, Australian standards & manufacturers recommendations. Failure to do so will void your warranty and could possibly void any home insurance.

This appliance is tested and certified as per relevant Australian and New Zealand standards. However, check your local council requirements (eg: permits) as there may be additional rules and regulations applicable in your locality. When installing, operating and maintaining your wood heater, follow the guidelines presented in these instructions, and make them available to anyone using or servicing the wood heater.

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# SAFETY WARNINGS

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- Never place combustible items such as but not limited to fabric, furniture, aerosols or wood within the specified clearances to combustibles
- 
- Glass and other surfaces are hot during operation as well as during the cooling down period. Precaution should be taken and young children must be supervised at all times. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 
- The burning of wood may release gases which can be extremely dangerous. Wood heaters are designed so that under normal operating circumstances these gases pass up the flue chimney system and cannot escape into your home, however it is important that your flue system is properly installed and that you check all joints regularly to ensure that there are no cracks or gaps, check the door sealing rope and replace when damaged/worn. We recommend a smoke alarm to be fitted in rooms where wood heaters are installed. Do not use your wood heater in a room where negative pressure conditions exist. Negative pressure environments can cause products of combustion to be drawn from the fireplace into the room. Caution should be taken when using any form of extraction in a room where a wood heater is installed.
- 
- Creosote and soot may accumulate in your flue pipe and chimney. This may ignite, causing a chimney/flue fire. If you suspect a chimney/flue fire close down the air controls on the wood heater, if the fire persists evacuate people from the building and call the fire brigade. To prevent the accumulation of soot or creosote, check flue and chimney regularly and clean as necessary. Good burning, hot wood heaters will generally cause a lot less build-up than slow burning wood heaters, likewise dry wood will cause less build-up than wet wood. We recommend a fire extinguisher be available where wood heaters are in operation. In the event of a chimney/flue fire, do not re-light the wood heater until the heater and the chimney/flue system have been thoroughly checked and repaired/replaced as necessary.
- 
- This appliance is designed to specifically burn dry hardwood. Do not burn rubbish, driftwood, flammable liquids or any substance containing salts or corrosives.
- 
- Never over-fire your wood heater. If external parts of your wood heater are glowing red then the wood heater is over-firing and your primary air settings should be reduced. Never interfere with the draught mechanisms or adjust your air settings outside those limits set when the wood heater is manufactured. Never use a secondary fan to supply or extract air to the wood heater.
- 
- Never use the wood heater if any parts are missing or damaged, only use genuine parts as replacements. Never modify your wood heater.
- 
- All users of the wood heater should be aware of the contents of this manual. Please leave this manual where it is accessible to wood heater users and do not allow anyone to use the wood heater that is unfamiliar with its correct operation.



## ATTENTION:

**It is important that you read the safety warnings before the appliance is installed and operated. If you have any concerns, please do not hesitate to contact our friendly team at Living Fire.**

# INSTALLATION PREREQUISITES

---

**Please consider following requirements are met prior to the installation of your appliance.**

## **CLEARANCE TO COMBUSTIBLES**

It is extremely important that you comply to required installation distances and that you respect local installation regulations. The manufacturer is not responsible for the product, if it is not installed according to these recommendations. These clearances may only be reduced by means approved by the regulatory authority. A combustible surface is anything that can burn (i.e. plaster, wall paper, wood, fabrics etc.) These surfaces are not limited to those that are visible and also include materials that are behind non-combustible materials. If you are not sure of the combustible nature of a material, consult your local fire officials.

## **ADEQUATE AIR INTAKE**

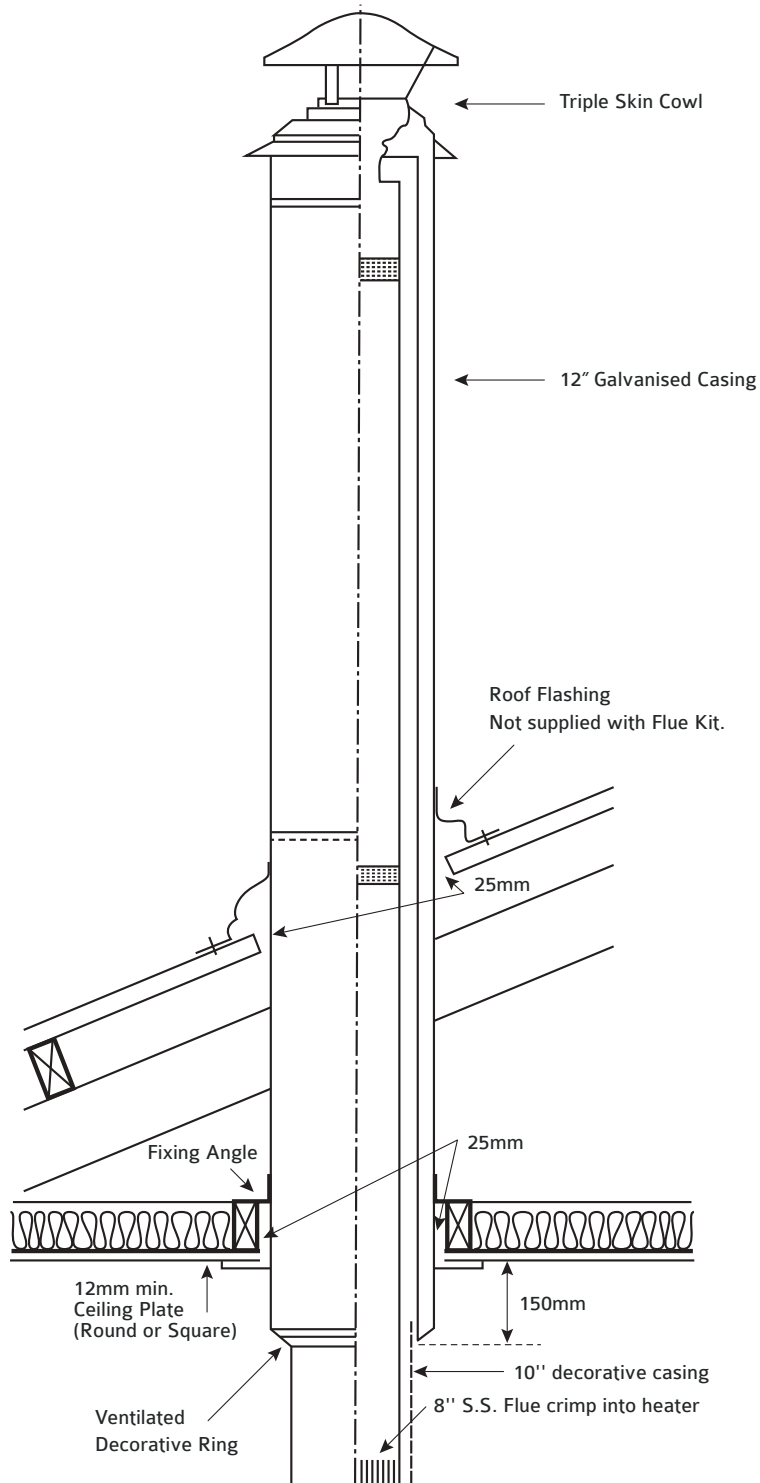
For a safe and efficient use of your wood heater it is essential that you provide an adequate air supply to your wood heater. This may mean the provision of an outside air supply to the room, especially if there are extraction units such as range hoods or clothes dryers in the vicinity. Failure to do so will mean that fuel is burned inefficiently causing smoke, blackening the glass and may also cause smoke to be pushed backed into the room. As a simple check for this, open a door or window in the room and check if the wood heater burns more efficiently.

## **FLUE SYSTEM**

Under no circumstances should you use aluminum or galvanized steel pipes for your wood heater active flue. Always fit pipes with the narrow crimped side down, this allows any creosote to run down the inside of the pipe and not to come out and cause an unsightly mess and possible fire hazard. Pipe bends should be kept to a minimum and we do not recommend using more than 2 bends on any installation. Flues must not pass through ceilings, floors, attics, roofs, or combustible walls without adequate and approved insulation being provided to protect combustible materials. The chimney and flue provide a means of taking combusted fuel from the wood heater, as well as a draught to enable the wood heater to work. It is essential that the flue system is kept in good condition and there are no breaks or cracks allowing contact with any other combustible materials of the house. It is also essential that the flue system is kept clean and seals are maintained to ensure the draught is not lost. The open end of the flue system must be above the height of the apex of the building and any other obstructions, such as trees. Failure to do this will affect the efficiency of the wood heater and may cause down draughts which will mean dangerous products of combustion are emitted into the room.

# INSTALLING THE FLUE

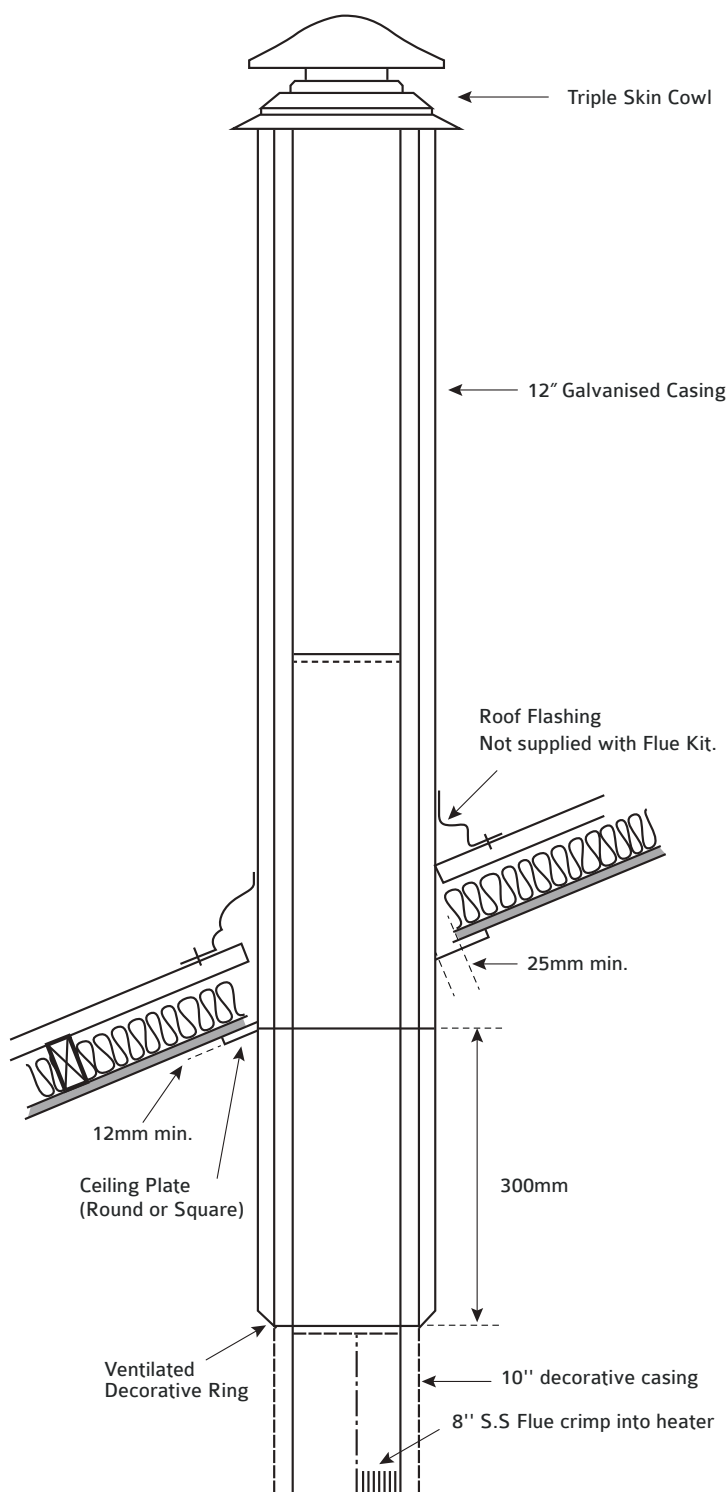
## Flat Ceiling



The following drawings are meant as a guide only. Your wood heater must be installed by a qualified person whose work conforms with local council regulations, Australian/New Zealand standards (AS/NZS 2918:2018) & manufacturers recommendations.

# INSTALLING THE FLUE..Continued

## Pitched Ceiling



If the appliance is connected to a masonry chimney, it is recommended a chimney register be installed above any installation into a masonry fireplace minimising heat loss up the chimney.

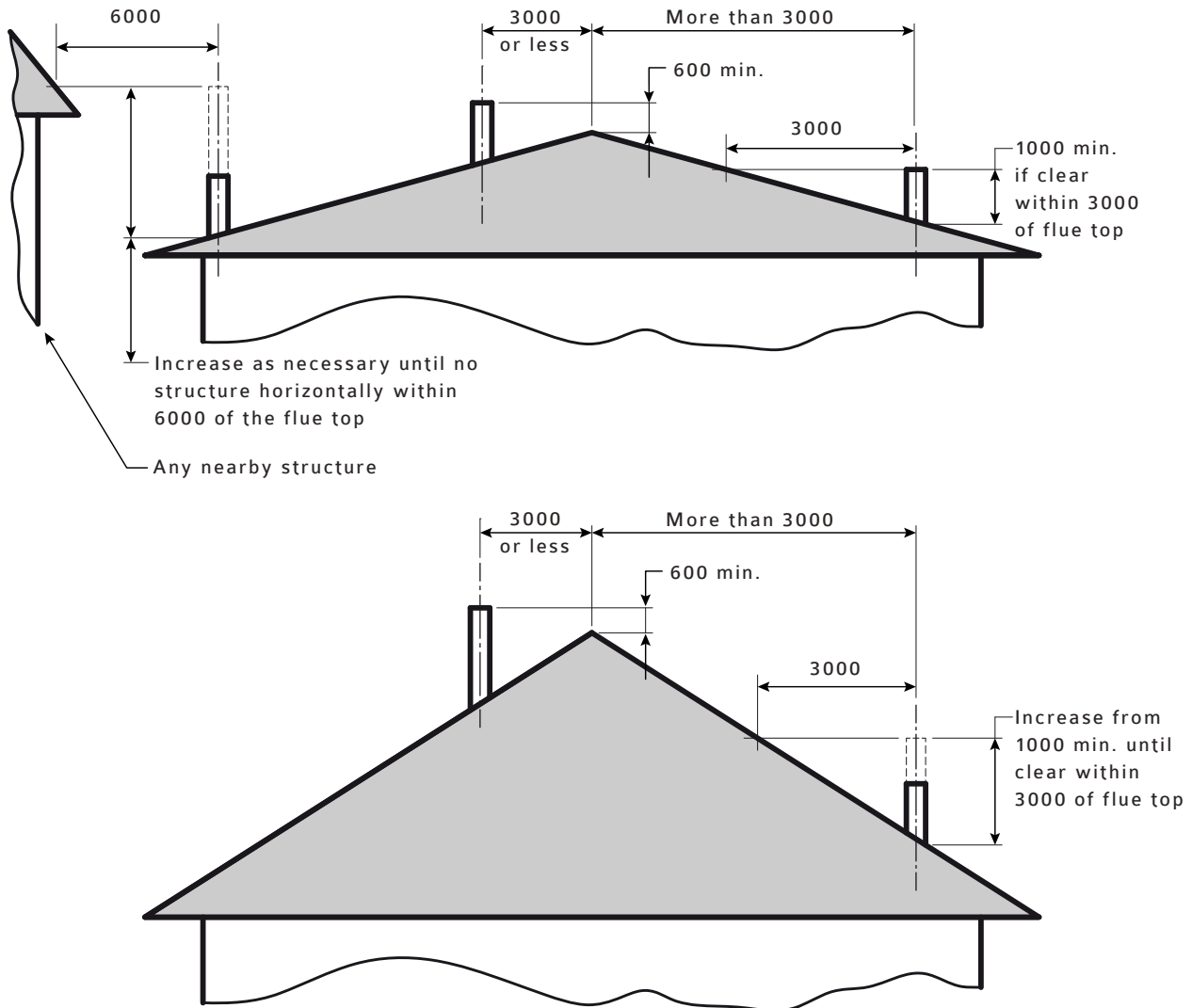
Any chimney should be fully intact with no holes or missing bricks. The top of the chimney must be sealed using a chimney plate which should be sealed in place with a mortar mix.

Active flue should be trimmed in line with the top of the chimney if it meets the minimum height requirements under AS/NZS 2918.

If additional lengths are required to fulfill this requirement, these lengths must be cased. The flue should always be finished with a cowl and cone.

# EXTERNAL INSTALLATION CLEARANCES

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# OPERATING INSTRUCTIONS

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## SELECTING THE RIGHT FUEL

**Your wood heater is designed to burn dry hardwood only.**

Burning other products for which the wood heater was not designed may damage the wood heater and cause a fire hazard or release toxic fumes. Fuel should be stored in a dry place; wood should be dried for at least 1 year and have a moisture content of less than 20%. Wet wood may cause serious creosote build up, which may damage your flue system and even your wood heater. Therefore the use of green, sappy or wet wood is strongly discouraged.

**Do not burn the following:**

- Soft wood
- Treated or painted wood
- Paper or cardboard, other than small amounts used to light stove.
- Plastics
- Synthetic fuel or logs that are not approved for solid fuel stoves
- Household rubbish
- Liquid fuels

## FIRST FIRE OF YOUR APPLIANCE

We recommend lighting approximately 5 small fires before you put the wood heater into full service. Allow the wood heater to cool down completely between each of these fires. There may be some smell and a small amount of smoke from the wood heater during the initial operations. This is perfectly normal and is merely the curing of the wood heater paint. Opening a window or door to provide additional ventilation will help alleviate this. When operating, this unit will get extremely hot. Do Not Touch, use tools where necessary.

## OVERNIGHT BURNS

Living Fire appliances are designed to maximise burn times as well as to meet strict Australian and New Zealand efficiency and emissions standards. Although our modern appliances may not give a lengthy burn time compared to old appliances, by using good fuel and cleverly maintaining the combustion air intake, you can achieve longer burn times.

Make sure you have a good strong coal bed of glowing coals and the heater is hot before loading the logs. Place a load of dry wood on the strong base fire and coals, close the door and leave primary air fully open for about 20-30 minutes before bringing the air control to the desired slow burning setting.

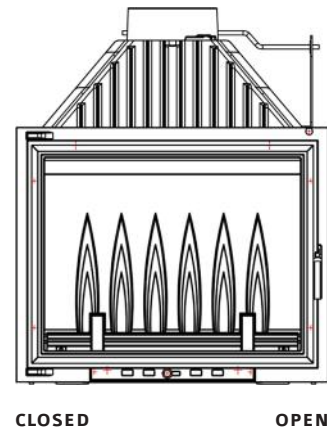


# OPERATING INSTRUCTIONS..Continued

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Appliance	Flue Damper Setting
600GF	Fully closed
750GF	1/3 open for high burns and fully closed for other settings
750T	1/3 open for high burns and fully closed for other settings
750 GF4	Fully closed
750 GF2L/GF2R	1/3 open for high burns and fully closed for other settings
750 GF3	1/3 open for high burns and fully closed for other settings

It is highly recommended you adjust the appliance flue damper to the right setting. Leaving the flue damper open more than what is recommended may lead to overfiring of the appliance.



**Figure 1**

## COMBUSTION AIR INTAKE

The adjustable primary air is supplied through the air slide below the firebox. Please see figure 1 to understand the open-close positions.

The primary air control settings will vary depending on the local draught conditions in your area. The air slide control should be fully opened when lighting the fire. Once the fire is established, the air slide control may be adjusted as required. Reducing the air intake will cause the wood heater to burn slower. This may cause some blackening of the stove glass, but this should burn off once the wood heater is burning brightly again.

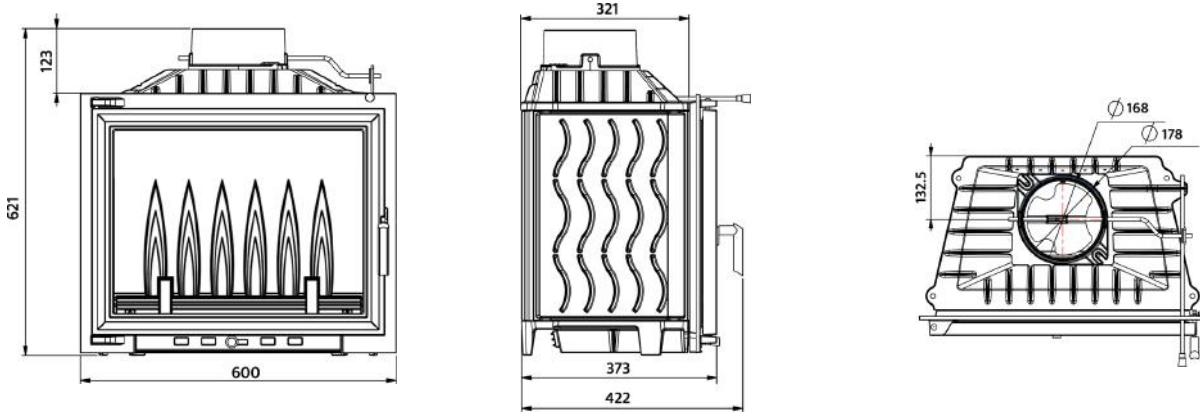
## LIGHTING THE FIRE AND REFUELLING

Open the appliance door and place firelighters on the firebox base, then a few small dry pieces of sticks or kindling and a few small pieces of hardwood on top. Make sure plenty of air can get into the stack and around each piece of kindling. Open the primary air controller. Now light the paper/firelighters, close the appliance door when the kindling has caught fire (allow about 10 minutes for this to happen). When the hardwood pieces of wood have caught fire, add full sized logs. Close the air controls to the point where the required burn rate is obtained. Wood should be stacked front to back and make sure you leave a gap (approx. 15-20mm) between logs for air to flow around.

Before refuelling the appliance, turn the air supply to high for a few minutes until there is a good fire in the heater (or a hot coal bed). This will ensure there is no build-up of harmful gases in the wood heater when the door is opened and will also get the new fuel burning quickly and not allow it to kill the fire. Open the door slowly in case any logs or coal have fallen against the glass. Opening the door quickly may result in smoke being drawn into the room. To reload the appliance, open the door and feed the fuel in slowly always using either tong or a small shovel along with protective gloves. Do not overfill the appliance. It is always better to put in small loads often rather than big fills less frequently.

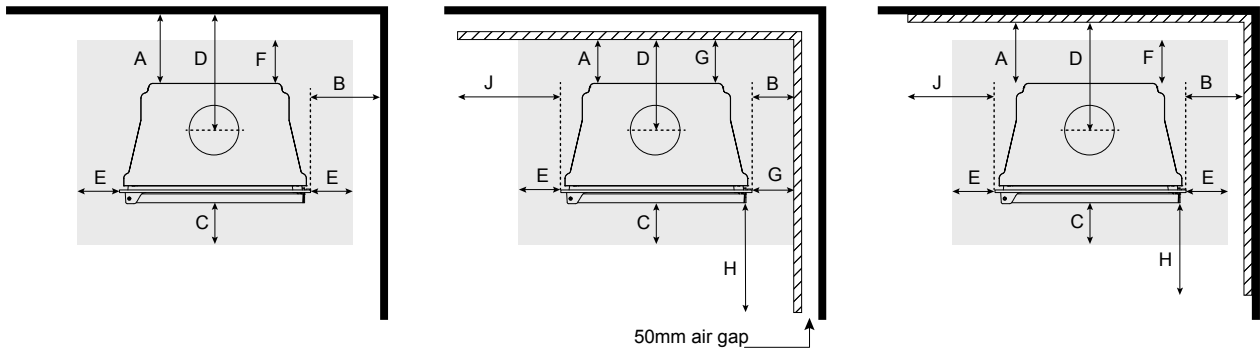
# MODICA 600GF

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES

Combustible surface    
  Hebel block hearth    
  50mm Skamol or 60mm Calcium Silicate board



\* Door swing from right to left.

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustible wall
<b>A</b>	Rear of heater to rear wall	1150	200	400
<b>B</b>	Side of heater to side wall	875	150	300
<b>C</b>	Hearth extension from the glass opening*	700	700	700
<b>D</b>	Centre of flue to rear wall	1283	333	533
<b>E</b>	Hearth extension from the side of the heater	200	200 & G	200
<b>F</b>	Hearth extension from the rear of the heater	200	Refer to G dim.	200
<b>G</b>	Hearth extension towards the heat shield	N/A	Extend up to the heat shield	Refer to E & F
<b>H</b>	Heat shield extension on side wall	N/A	900	900
<b>J</b>	Heat shield extension on rear wall	N/A	500	500
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

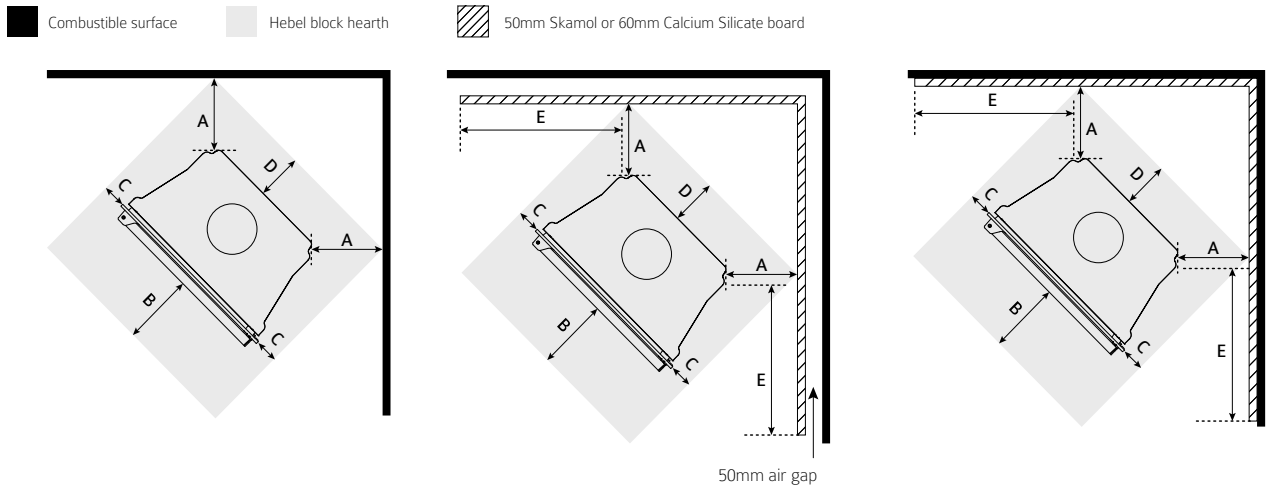
### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

\* Please refer to Hearth Clearance document for further information.

# MODICA 600GF

## CLEARANCE TO COMBUSTIBLES - CORNER INSTALLATION



\* Door swing from right to left.

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustibles wall
<b>A</b>	Corner wall	1445	250	500
<b>B</b>	Hearth extension from the glass opening*	700	700	700
<b>C</b>	Hearth extension from the side of the heater	200	200	200
<b>D</b>	Hearth extension from the rear of the heater	200	200	200
<b>E</b>	Heat shield extension on wall (from rear corner of the appliance)	N/A	500	500
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

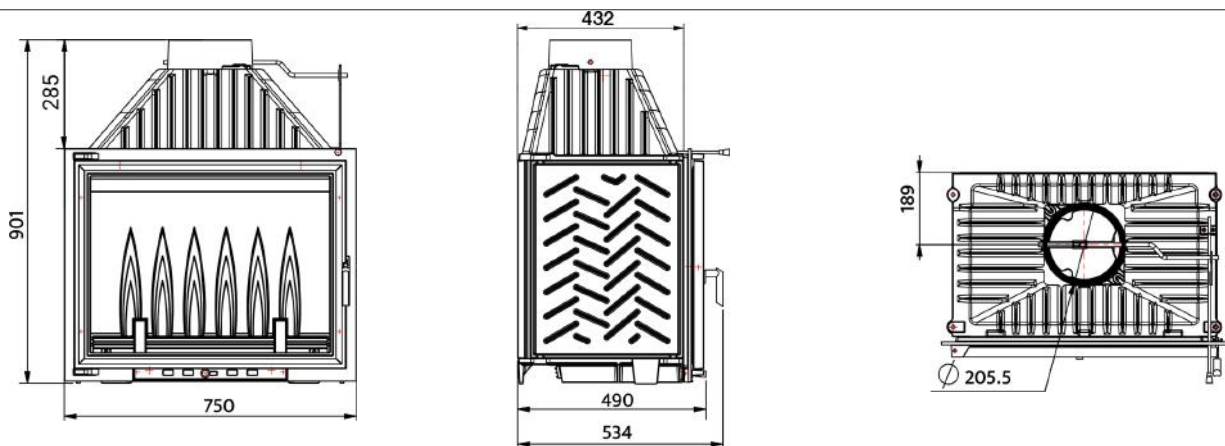
### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

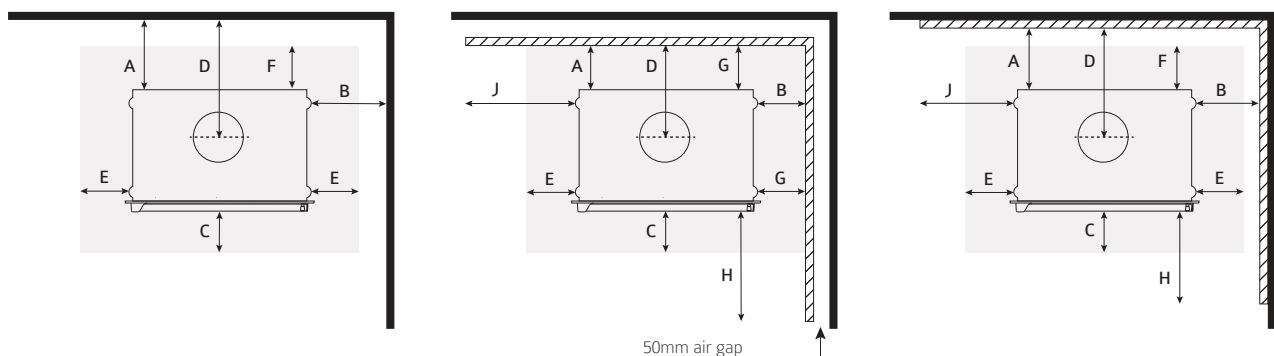
\* Please refer to Hearth Clearance document for further information.

# SIENA 750GF

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES



\* Door swing from right to left.

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustible wall
<b>A</b>	Rear of heater to rear wall	1150	200	400
<b>B</b>	Side of heater to side wall	875	150	300
<b>C</b>	Hearth extension from the glass opening*	700	700	700
<b>D</b>	Centre of flue to rear wall	1339	389	589
<b>E</b>	Hearth extension from the side of the heater	200	200 & G	200
<b>F</b>	Hearth extension from the rear of the heater	200	Refer to G dim.	200
<b>G</b>	Hearth extension towards the heat shield	N/A	Extend up to the heat shield	Refer to E & F
<b>H</b>	Heat shield extension from glass opening	N/A	900	900
<b>J</b>	Heat shield extension on rear wall	N/A	500	500
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

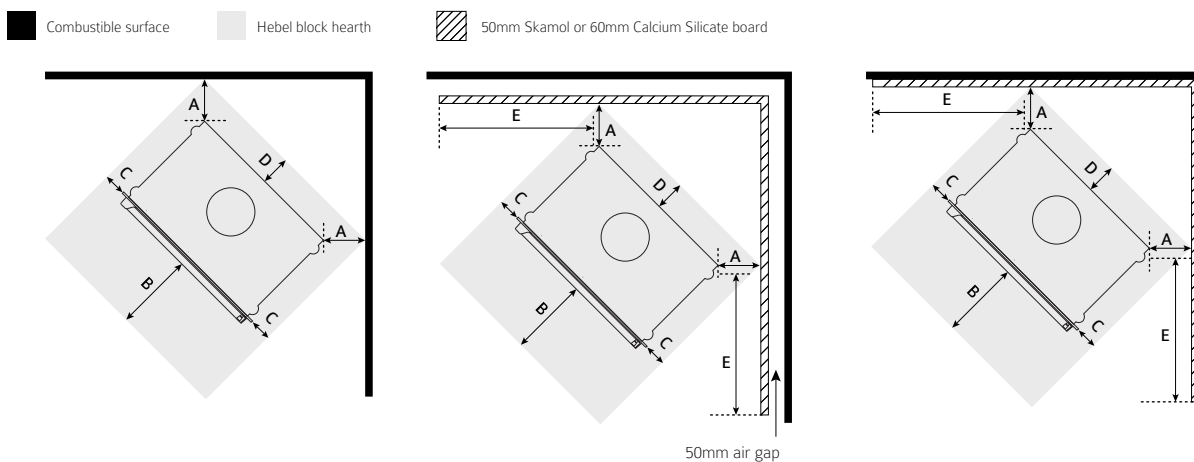
### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

\* Please refer to Hearth Clearance document for further information.

# SIENA 750GF

## CLEARANCE TO COMBUSTIBLES - CORNER INSTALLATION



\* Door swing from right to left.

	No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustible wall
<b>A</b> Corner wall	1445	250	500
<b>B</b> Hearth extension from the glass opening*	700	700	700
<b>C</b> Hearth extension from the side of the heater	200	200	200
<b>D</b> Hearth extension from the rear of the heater	200	200	200
<b>E</b> Heat shield extension on wall (from rear corner of the appliance)	N/A	500	500
Heat shield height from hearth	N/A	1900	1900
Hearth thickness directly below the appliance	150	150	150
Hearth thickness extending beyond the appliance	50	50	50

### Hearth recommendation:

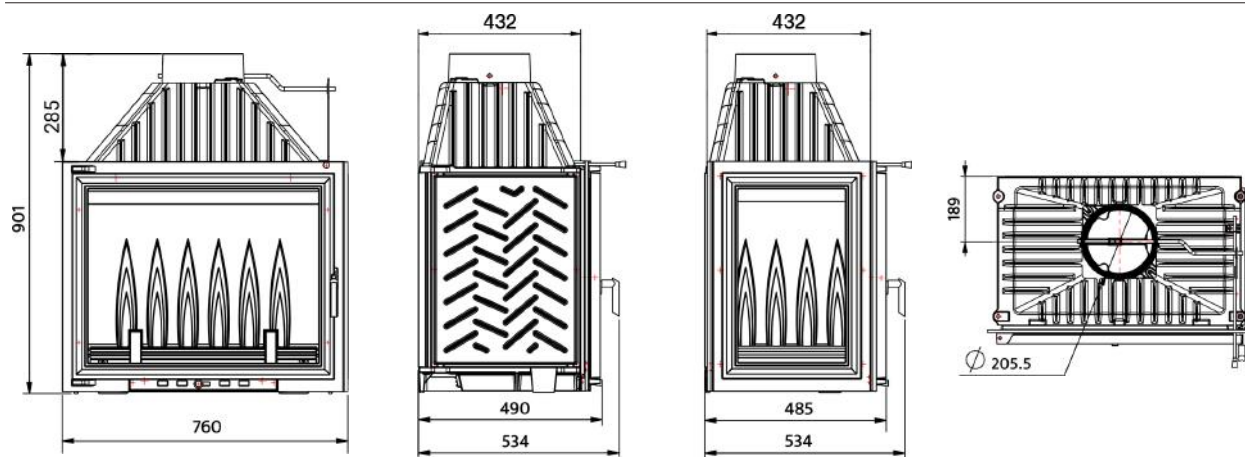
It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base.

Please consult with retailer or installer if you wish to change the hearth material or clearances.

\* Please refer to Hearth Clearance document for further information.

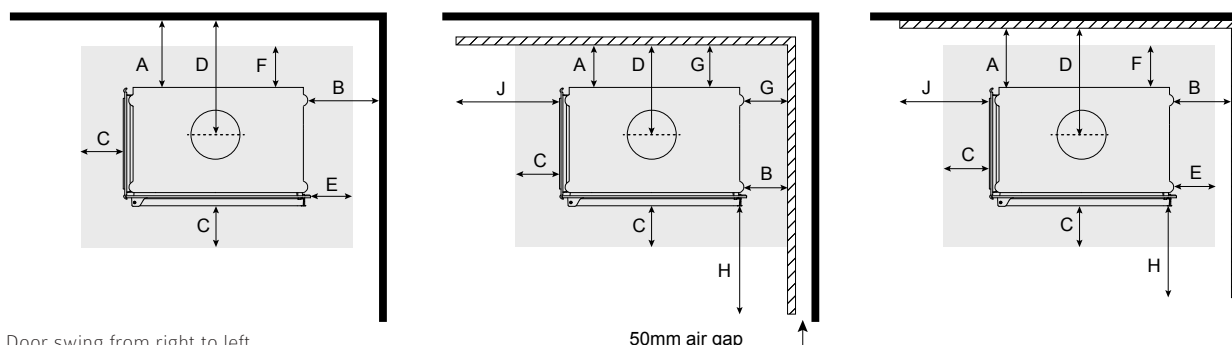
# SIENA 750 GF2L AND GF2R\*

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES

Combustible surface    
  Hebel block hearth    
  50mm Skamol or 60mm Calcium Silicate board



\* Door swing from right to left.

\*Please note: The above drawings reflect the design of 750 GF2L. Both units share identical dimensions, however the clearance diagram should be mirrored to compensate for the opposing side glass options (left and right).

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustible wall
<b>A</b>	Rear of heater to rear wall	1150	200	400
<b>B</b>	Side of heater to side wall	875	150	300
<b>C</b>	Hearth extension from the glass opening*	700	700	700
<b>D</b>	Centre of flue to rear wall	1339	389	589
<b>E</b>	Hearth extension from the side of the heater	200	C & G	200 & C
<b>F</b>	Hearth extension from the rear of the heater	200	Refer to G dim.	200
<b>G</b>	Hearth extension towards the heat shield	N/A	Extend up to the heat shield	Refer to E & F
<b>H</b>	Heat shield extension from glass opening	N/A	900	900
<b>J</b>	Heat shield extension on rear wall	N/A	500	500
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

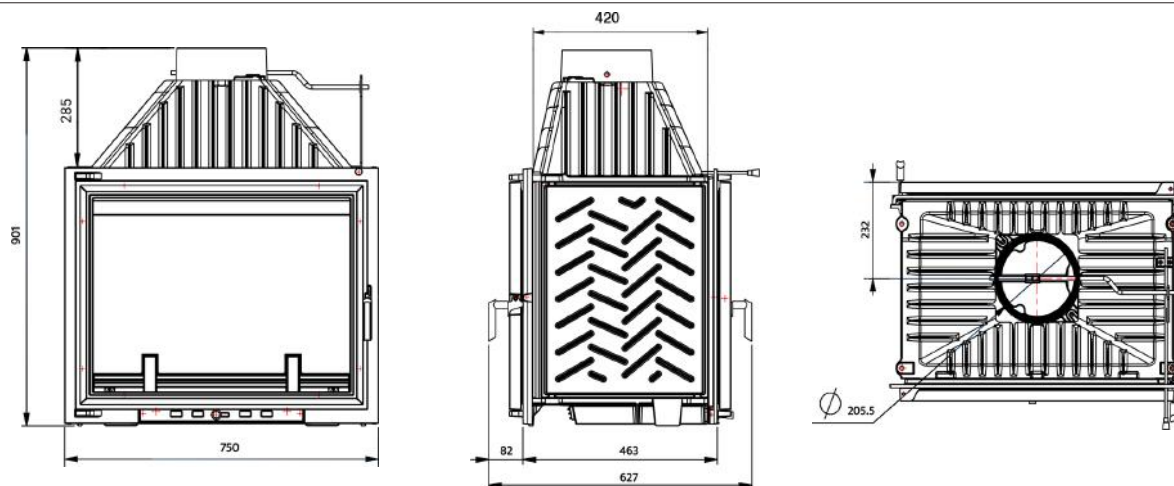
### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

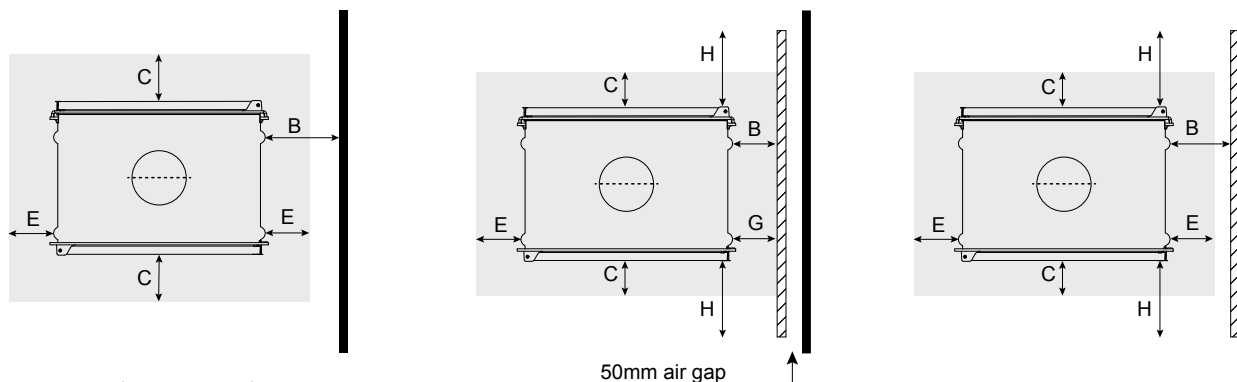
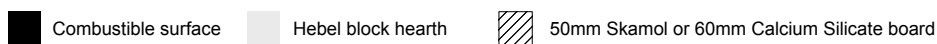
\* Please refer to Hearth Clearance document for further information.

# SIENA 750 TUNNEL

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES



\* Door swing from right to left.

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustible wall
<b>B</b>	Side of heater to side wall	875	150	300
<b>C</b>	Hearth extension from the glass opening*	700	700	700
<b>E</b>	Hearth extension from the side of the heater	200	200 & G	200
<b>G</b>	Hearth extension towards the heat shield	N/A	Extend up to the heat shield	Refer to E dim.
<b>H</b>	Heat shield extension from glass opening	N/A	900	900
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

### Hearth recommendation:

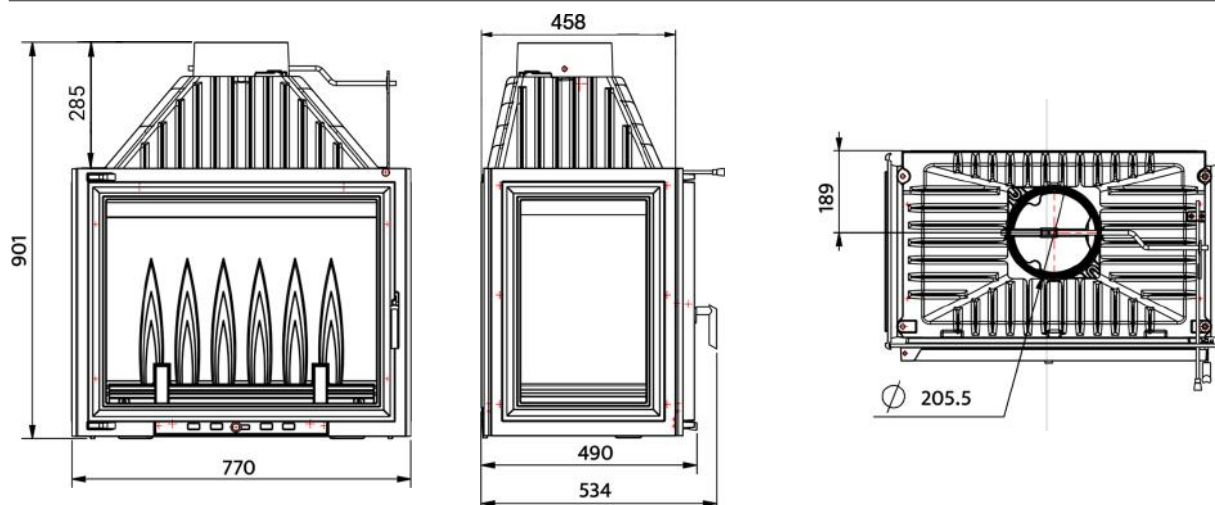
It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

\* Please refer to Hearth Clearance document for further information.



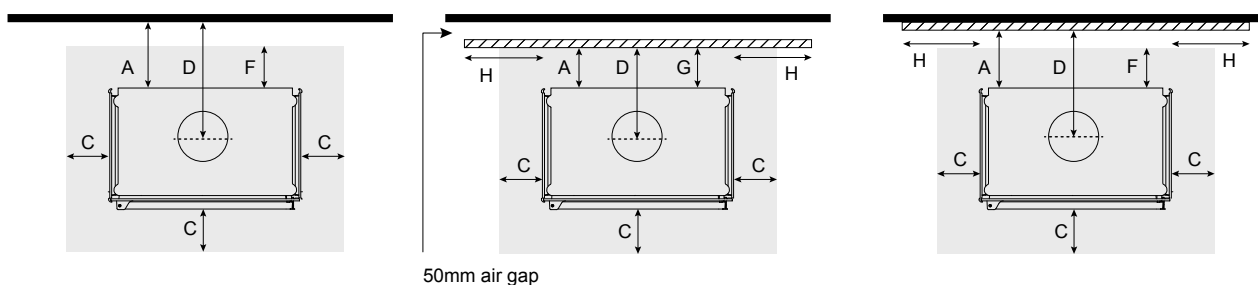
# SIENA 750 GF3

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES

Combustible surface    
  Hebel block hearth    
  50mm Skamol or 60mm Calcium Silicate board



50mm air gap

\* Door swing from right to left.

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustibles wall
<b>A</b>	Rear of heater to rear wall	1150	200	400
<b>C</b>	Hearth extension from the glass opening*	700	700	700
<b>D</b>	Centre of flue to rear wall	1339	389	589
<b>F</b>	Hearth extension from the rear of the heater	200	G	200
<b>G</b>	Hearth extension towards the heat shield	N/A	Extend up to the heat shield	Refer to F
<b>H</b>	Heat shield extension from glass opening	N/A	900	900
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

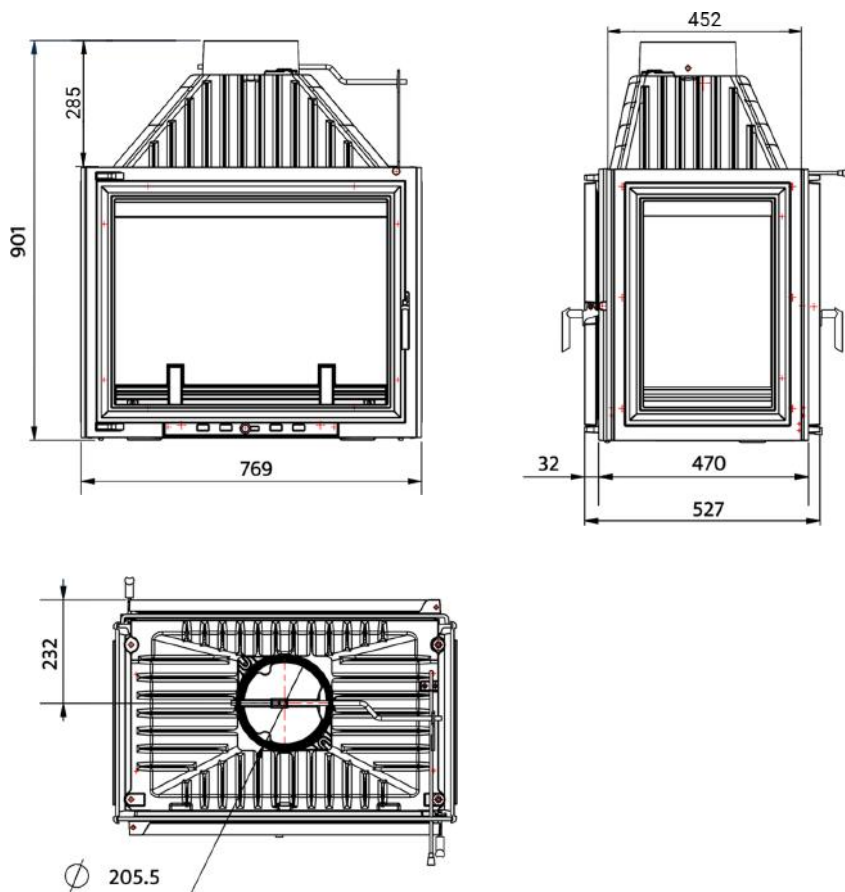
### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

\* Please refer to Hearth Clearance document for further information.

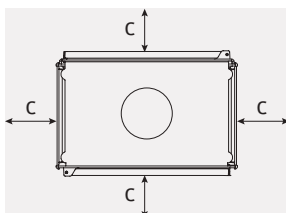
# SIENA 750 GF4

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES

Hebel block hearth



		No heat shield
<b>C</b>	Hearth extension from the glass opening*	700
	Hearth thickness directly below the appliance	150
	Hearth thickness extending beyond the appliance	50

\* Door swing from right to left.

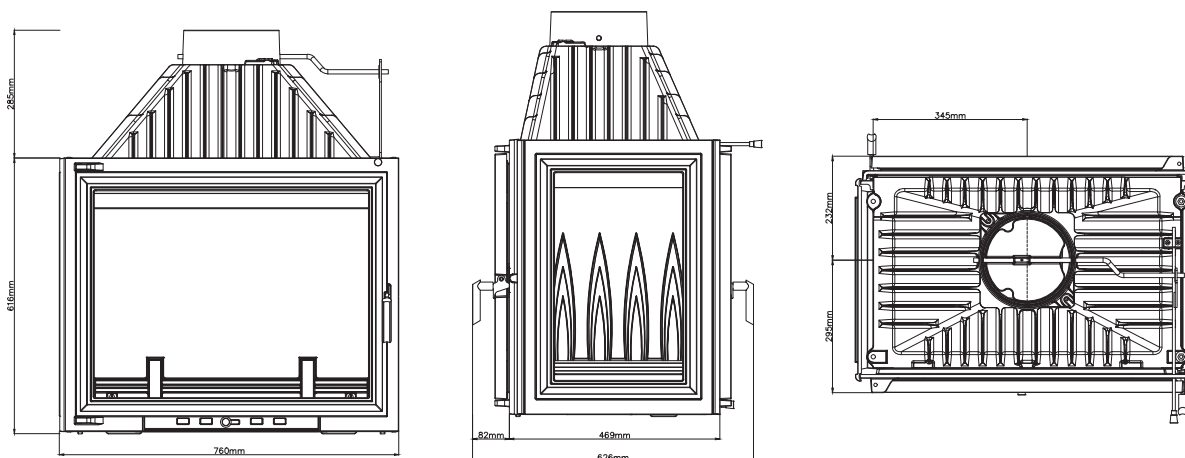
### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

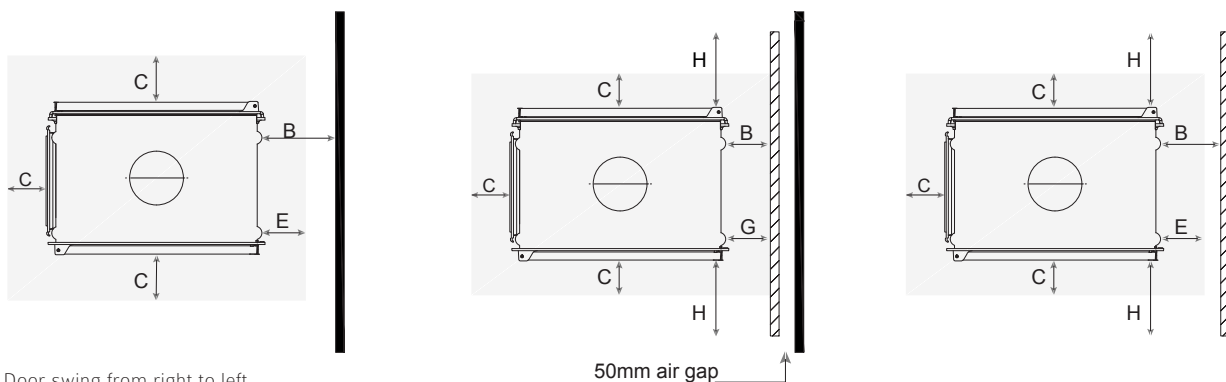
\* Please refer to Hearth Clearance document for further information.

# SIENA 750 PENINSULA

## APPLIANCE DIMENSIONS



## CLEARANCE TO COMBUSTIBLES



\* Door swing from right to left.

		No heat shield	Heat shield with 50mm air gap	Heat shield attached to the combustibles wall
<b>B</b>	Side of heater to side wall	875	150	300
<b>C</b>	Hearth extension from the glass opening*	700	700	700
<b>E</b>	Hearth extension from the side of the heater	200	200 & G	200
<b>G</b>	Hearth extension towards the heat shield	N/A	Extend up to the heat shield	Refer to E dim.
<b>H</b>	Heat shield extension from glass opening	N/A	900	900
	Heat shield height from hearth	N/A	1900	1900
	Hearth thickness directly below the appliance	150	150	150
	Hearth thickness extending beyond the appliance	50	50	50

### Hearth recommendation:

It is highly recommended that Hebel Block material to be used as the hearth both directly below the appliance and extending beyond the appliance base. Please consult with retailer or installer if you wish to change the hearth material or clearances.

\* Please refer to Hearth Clearance document for further information.

# APPLIANCE MAINTENANCE

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## FLUE SYSTEM

During the season, we recommend you check your flue system at least once a month. If you notice any soot and creosote build-up, clean the flue system prior to lighting the next fire. You should also look for any signs of damage to joints. There is a chance the decorative paint of the external flue will come off if the appliance is running excessively hot. If this happens, consult the manufacturer and take appropriate actions to mitigate any further damages. Do not use spray and wipe liquid to clean the decorative flue as this may lead to liquid spray penetrating through the decorative flue which will create stains on the internal flue which can be difficult to clean.

## APPLIANCE

To clean painted surfaces, wipe over with a soft, damp cloth. Do not use harsh solvents and cleaning agents as these can damage the coating. Buff dry with a soft, dry cloth. This cleaning process should be performed weekly if your appliance is installed in a coastal environment to avoid deterioration of the paint and resulting a rapid rusting of the appliance. If there is any wear on painted surfaces, use high temperature touch up paint to repair the appliance.

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Check that glass is not cracked or chipped before every fire and that the sealing rope is in good condition. Replace as necessary. When the room is dark, use a strong flashlight to check the sealing of the wood heater at the edge and corners for leaks. Any leaks or cracks found should be repaired with fire cement or damaged parts should be replaced with genuine spare parts.

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Check that the air slides move smoothly. If they are sticky, lubricate them with high temperature grease available from your dealer or the local hardware store.

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Check that wood heater door is tight and well-sealed when closed. Place a strip of paper into the wood heater and close the door, try to pull out paper. You should feel some resistance to your pull, check several points around the door. If it pulls out too easily, replace the rope and seal in place with a suitable high temperature sealant.

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Door glass may appear have black soot deposits after a burn cycle. To remove this soot build-up, rub gently with a plastic scourer pad moistened with water. Then use the damp and dry cloths to remove any wet residues. Only ever clean the glass when the wood heater is cold.

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Check baffle plate and firebricks. Baffle plate should be replaced if a hole appears in the surface of the plate. Firebricks should be replaced when they start to crumble or the firebox is exposed.

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We also recommend placing a silica bag in the firebox to absorb any moisture which may cause rust.

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It is recommended that you clean the ash bed at least once a week during the season. When the appliance is out and completely cold you may remove the ash using an ash vacuum or a steel bucket with a lid and shovel. Place a cover over the bucket so that when removing the bucket the ash does not blow about your house.

# TROUBLE SHOOTING

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If you believe your appliance is not working the way you think it should, we expect you to speak to your installer first, they can help you with issues such as burning too much or too little wood, smoke in the room when you open the door, blackened glass or build-up of creosote during use. A professional installer can also provide guidance on whether the problem is a manufacturing issue, in this instance we will work with the contractor to resolve any issues as soon as possible for you. It is important to remember that the appliance and flue installations must be compliant with Australian Standards. Failure to do so will result in the product performing in a different way to what has been advertised by the manufacturer.

**Please follow the instruction below to troubleshoot the appliance prior to contacting your installer or the manufacturer.**

## DIFFICULTY GETTING A STABLE FIRE

<b>POSSIBLE CAUSE</b>	<b>REMEDY</b>
Incorrect primary air setting	Make sure the primary air slides are fully open and the sliding mechanism is still functional
Flue system	Make sure the flue system is clean and there are no major restrictions
	Check to see the open end of the flue is above the height of any nearby obstructions
	Make sure the flue system is not too short and meet the Australian standards and manufacturer flue length requirements
Room is well-sealed	Make sure that there is a sufficient air supply into the room and that this supply is not being taken by an extractor fan
Incorrect or non-seasoned fuel	Make sure you are using recommended fuel (hard wood only) and logs are properly dried

## GLASS BLACKENING

<b>POSSIBLE CAUSE</b>	<b>REMEDY</b>
Incorrect primary air setting	Make sure the primary air slides are fully open and the sliding mechanism is still functional
Flue system	Make sure the flue system is clean and there are no major restrictions

# TROUBLE SHOOTING..Continued

## FAST BURNING RATE

POSSIBLE CAUSE	REMEDY
Too much draught or combustion air	Try reducing the air supply to the wood heater by closing down your air controls, if this fails then you may have to adjust the door, or you may have damage to the sealing.
	Close a thin strip of paper in the door, check to see if the paper stays in place or pulls out. If the paper pulls out easily you may need to adjust or replace the door seal.
	Check the condition of the door sealing rope and the glass seal tape.
Incorrect fuel type.	Make sure you are using recommended fuel (hard wood only). Using softwood as fuel will make the appliance to burn rapidly.

## RELEASE OF SMOKE INTO THE ROOM

POSSIBLE CAUSE	REMEDY
Incorrect baffle installation	If the baffle is installed incorrectly heater will struggle to remove flue gases and smoke can be pushed back into the room
Flue system	Make sure the flue system is not too short and meet the Australian standards and manufacturer flue length requirements
	Sometimes the geographical location of the house can cause a down draught through your flue system, especially during windy conditions. If you think this is a possibility, please contact your installer. They may be able to suggest a solution – either increasing the flue length or introduce an anti-down draught cowl

## CHIMNEY / FLUE FIRE

POSSIBLE CAUSE	REMEDY
Creosote build-up in flue system	Try to maintain good, hot fires in the wood heater whenever possible and at least once in every firing open the air controls and allow the wood heater to burn on full for a short while until the entire fire bed is glowing red
	Check your flue system regularly for build-up of soot and creosote and clean as necessary
Too much draught or combustion air	Try reducing the air supply to the wood heater by closing down your air controls, if this fails then you may have to adjust the door, or you may have damage to the sealing.
	Close a thin strip of paper in the door, check to see if the paper stays in place or pulls out. If the paper pulls out easily you may need to adjust or replace the door seal.

# WARRANTY

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## WARRANTY PERIOD

Living Fire warrants to the original purchaser ('the purchaser') of this Living Fire wood burning appliance, that the appliance will be free from defects or faults in materials and/or workmanship for 12 months from the date of purchase ('the Warranty Period').

PART	WARRANTY PERIOD
Firebox	10 Years
All other parts	1 Year

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## WARRANTY CONDITIONS

Subject to the following conditions, if a defect or fault in parts or workmanship is found during the Warranty Period, Living Fire will replace or repair the appliance or part of it (at its option) without charge to the purchaser.

The purchaser must retain the original purchase docket and produce it to Living Fire at the time of making a claim under this Warranty

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Living Fire may undertake any repairs or nominate an authorised repair agent to do so

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The Purchaser must report any potential fault and/or defect to LIVING FIRE as soon as possible after discovery of the potential fault and/or defect

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The requirement for repair or replacement of the appliance must have arisen solely from faulty and/or defective materials and/or workmanship and must not be due to misuse, neglect, accidents, improper/unauthorised installation, unauthorised modification, unauthorised attempted repair, failure to comply with the appliance instruction manual and/or markings on the appliance or other abuse which, in the reasonable opinion of Living Fire, was caused by the purchaser or any agent or employee of the purchaser

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Living Fire is not liable for any transport costs incurred in connection with a warranty investigation or service of the appliance within the warranty period

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Living Fire reserves its right to invoice the purchaser for any investigation or service (including parts and labour) which is found not to be connected to a warranty issue

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The warranty will be excluded where the firebricks, top baffle or fibre glass seal have not been replaced after becoming damaged or worn

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Living Fire is not liable for any surface rust which may occur in transit, storage or use.  
This includes installations in close proximity to coastal areas and salt water which may cause rust to the appliance.

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## CLAIMING UNDER THE WARRANTY OR CONSUMER GUARANTEES

Please contact Living Fire as soon as possible after discovery of a potential defect and/or fault with the appliance to arrange for it to be tested and/or serviced.

**All warranty enquiries and/or claims should be directed to Living Fire Head Office via following options:**

**Email: [info@livingfire.com.au](mailto:info@livingfire.com.au)**

**Postal address: 148-150 Cochranes Rd, Moorabbin VIC 3189**







LIVING FIRE

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