

# Owners & Installation

# Manual



## FREESTANDING WOOD FIRE

Models: F2452 (Windsor/Hamilton)



MODEL: Windsor



MODEL: Hamilton

### 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, service agency or the distributor.

**FOR YOUR SAFETY**

Do not store or use petrol or other flammable vapours and liquids in the vicinity of this or any other appliance.

Installation and service must be performed by an authorised installer or service agency.

Thank you for purchasing a  
**REGENCY FIREPLACE PRODUCT.**

The pride of workmanship that goes into each of our products will give you years of trouble-free enjoyment. Should you have any questions about your product that are not covered in this manual, please contact the **REGENCY DEALER** in your area.

**"This wood heater has a manufacturer set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate this wood heater in a manner inconsistent with operating instructions in this manual." Failure to follow the manual details can lead to smoke and CO emissions spilling into the home. It is recommended to have monitors in areas that are expected to generate CO such as heater fueling areas.**

"This manual describes the installation and operation of the Regency F2452 wood heater. This heater generates the best efficiency when operated using well-seasoned wood and installed in the main living areas where the majority of the chimney is within the building envelope. "This wood heater needs periodic inspection and repair for proper operation.

It is against federal regulation to operate this wood heater in a manner inconsistent with operating instructions in this manual."

**CAUTION: BURN UNTREATED WOOD ONLY. OTHER MATERIALS SUCH AS WOOD PRESERVATIVES, METAL FOILS, COAL, PLASTIC, GARBAGE, SULPHUR OR OIL MAY DAMAGE THE STOVE.**

"This heater is designed to burn natural wood only. Higher efficiencies and lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or to green or freshly cut hardwoods."

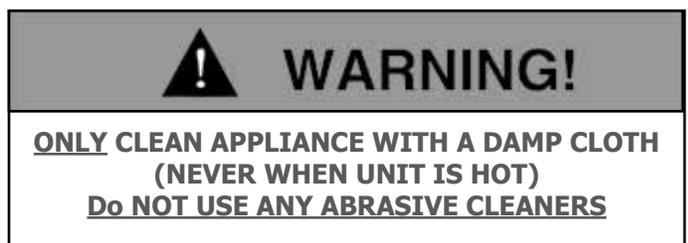
**DO NOT BURN:**

- Treated wood
- Coal
- Garbage
- Cardboard
- Solvents
- Colored Paper
- Trash
- **Lawn clippings or yard waste**
- **Materials containing rubber including tires**
- **Materials containing plastic**
- **Waste petroleum products , paints or paint thinners or asphalt products**
- **Materials containing asbestos**
- **Construction or demolition debris**
- **Tea tree or oil based woods**
- **Manure or animal remains**
- **Saltwater driftwood or other previously salt water saturated materials**
- **Unseasoned wood**
- **Paper products, cardboard, plywood or particle board. The prohibition against burning these materials does not prohibit the use of fire starters made from paper, cardboard, saw dust, wax and similar substances for the purpose of starting a fire in a wood heater.**

Burning these materials may result in release of toxic fumes or render the heater ineffective and cause smoke.

**The authority having jurisdiction (such as Municipal Building Department, Fire Department, Fire Prevention Bureau, etc.) should be consulted before installation to determine the need to obtain a permit.**

**SAVE THESE INSTRUCTIONS**



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**CAUTION:** To avoid burns or wood splinters, when opening/closing the fuel door or adding wood to the fire, You should always wear appropriate protective gloves to protect your hands from the heat being emitted from this fireplace.

# safety decal

This is a copy of the label that accompanies each Regency Freestanding Wood Fire (F2452). We have printed a copy of the contents here for your review.

**NOTE:** Regency units are constantly being improved. Check the data badge on the unit and if there is a difference, the data badge on the unit is the correct one.

## Copy of Data Badge

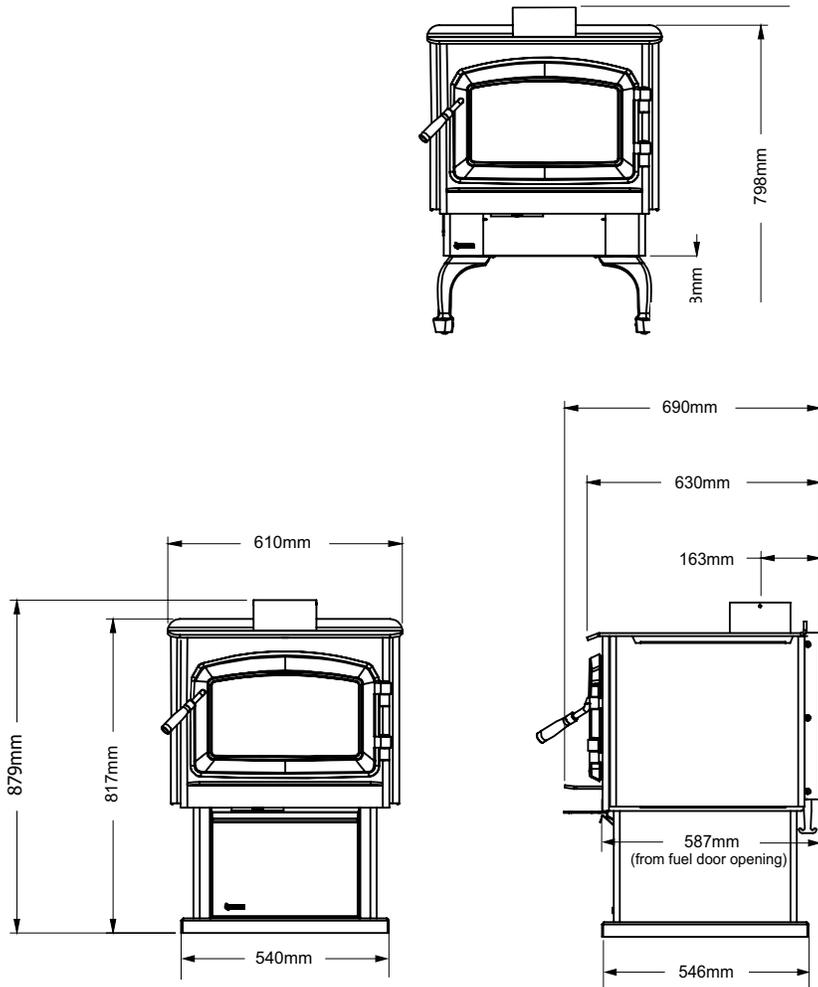
<b>MAKE: REGENCY</b>	
<b>TYPE: FREESTANDING WOOD FIRE</b>	
<b>Model: F2452 (WINDSOR / HAMILTON)</b>	Serial Number 555
TESTED BY: ASFT AUSTRALIAN SOLID FUEL TESTING 3 GARDEN ST. MORWELL VICTORIA 3840 AUSTRALIA	
TEST REPORT NUMBER: ASFT20119	
WHEN TESTED IN ACCORDANCE WITH AS/NZS 4012:2014 & AS/NZS 4013:2014	
MAXIMUM AVERAGE HEAT OUTPUT BURNING HARDWOOD: 9.4 kW	
OVERALL AVERAGE EFFICIENCY BURNING HARDWOOD: 63%	
PARTICULATE EMISSION FACTOR: 1.3 g/kg	
CATALYTIC COMBUSTOR: No	
MANUFACTURE/DISTRIBUTOR: FIREPLACE PRODUCTS AUSTRALIA PTY. LTD. 99 COLEMANS ROAD, DANDENONG SOUTH VIC. 3175	
Date of Manufacture:	
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC	2021 2022 2023 2024 2025 2026 2027
<input type="checkbox"/>	<input type="checkbox"/>

920-371a

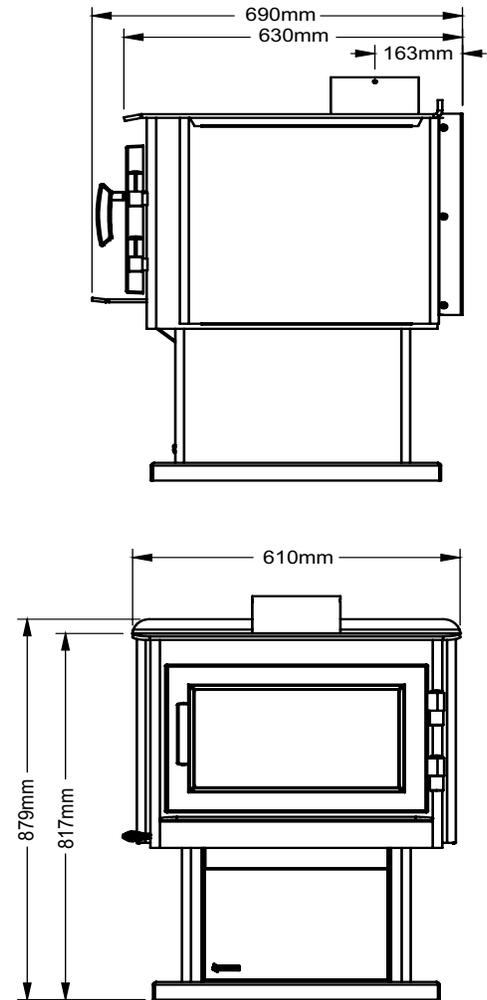
The badge will be affixed to the rear heat-shield and will be located on the right hand side if facing the unit from the front.

Unit Dimensions

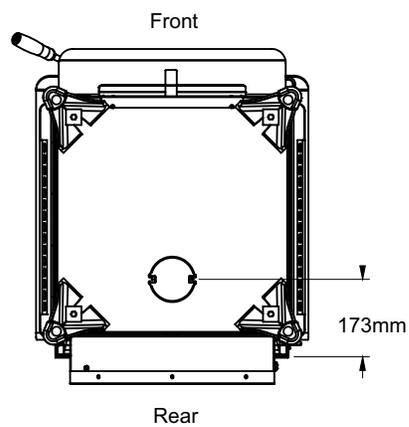
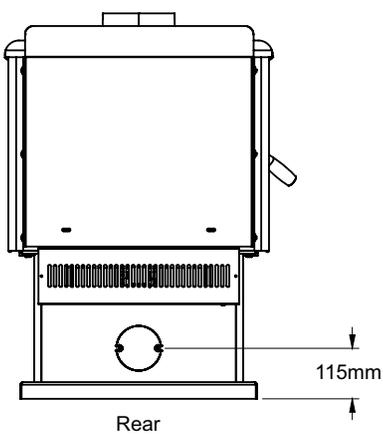
Arched Door



Square Door



Outside Air Dimensions



# installation

## Residential Installation

**Failure to install the appliance in conjunction with the installation guide and AS/NZS 2918:2001 will void the warranty.**

- 1) Please read this entire manual before you install and use your new wood fire. Failure to follow instructions may result in property damage, bodily injury or even death. Be aware that local Codes and Regulations may override some items in this manual. Check with your local inspector.
- 2) Select a position for your Regency Stove. Consult the minimum clearance chart for your model and set the stove in place.
- 3) To insure vertical alignment, suspend a plumb bob from the ceiling over the exact center of your stove flue and mark a spot on the ceiling to indicate the center of the flue.
- 4) Check that the area above the ceiling is clear for cutting. Re-confirm the clearance from the stove to combustibles to insure that they are within the prescribed limits.
- 5) This wood fire must be connected to a flue.
- 6) Install flue according to flue manufacturers instructions. 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, back smoking 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. The use of an inexpensive flue pipe damper may be helpful in reducing excessive draft.

The flue must be listed as suitable for use with solid fuels. For other types of flues check with your local building code officials. Do not confuse a flue with a type "B" Venting System used for gas appliances as suitable for a wood burning appliance.

- 7) Mark the location of the pedestal base or legs on the floor, then move the stove aside and mark the position of the floor protector.
- 8) When the floor protection is complete, position the stove with the flue collar centered under the installed flue.
- 9) In areas with frequent seismic activity, Regency recommends that your unit is secured to the floor by using the bolt down holes inside the pedestal.

### Room Air - Important

For installation using room air for combustion, remove knockout from the pedestal. Fresh air is important - if heater is starved for air caused by exhaust fans or icing, the unit will not operate properly.

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

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

**10) DO NOT CONNECT THIS UNIT TO A FLUE SERVING ANOTHER APPLIANCE.**

**11) Your Regency Wood fire is not to be connected to any air distribution duct.**

#### CAUTION:

Do not alter or makeshift flue or install. Install as per Manual.

**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.**

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

#### WARNING

Ensure that curtains, blinds and drapes cannot extend to or anywhere near the fire as this could cause an extremely dangerous operating condition.

These must be secured by any means possible.

Examples not limited to :

If a window or door is opened, the wind/breeze could cause them to move.

Physical movement by an adolescent child.

## Modular Installation Options

**WARNING: ONLY USE SPECIFIED COMPONENTS.**

The following items are required when assembling your Regency Stove. The Rear Heat Deflector is supplied with the stove, but if you choose not to use it you must use the Airmate instead

<b>Modular Part</b>	See the Minimum Clearance to Combustible Materials chart in the Installation section of this manual
<b>F2450M Airmate OR Rear Heat Deflector</b>	Convection heat with Airmate vs. Radiant Heat with Rear Heat Deflector. The Airmate pushes heat forward out into the room, the Rear Heat Deflector deflects the heat upward. Refer to the Installation sections within this manual.
<b>OPTIONS :</b>	
<b>Door</b>	Arched or Square Door
<b>Blower/ Fan</b>	Adding the blower will increase the area heated by the stove, it can move warm air beyond the room where the stove
<b>Ash Drawer Kit</b>	Adding the Ash Drawer Kit makes cleaning ashes out of the stove easier and cleaner (refer to Bottom Shield Ash Drawer Kit, Installation section)
<b>Outside Air Kit</b>	Allows outside combustion air to enter firebox
<b>Bottom heat shield + legs</b>	Used instead of pedestal
<b>Pedestal</b>	Used instead of heat shield and legs

## Stove Assembly Prior to Installation

The F2452 unit requires the pedestal (or heat shield and legs) to be attached to the base. The F2452 stove requires either the Airmate or Rear Heat Deflector on top of the stove. Clearances to combustible materials vary depending on whether the Airmate or rear heat deflector is installed, so be sure to check the Minimum Clearances, Installation section.

## Airmate Assembly

1. The Airmate sits on top of the stove with the slots in the sides fitting over the curved deflector on the rear stove top. See diagram 1. Discard the Rear Heat Deflector that is supplied with the unit, it is not required if the Airmate is installed.
2. Center the Airmate and push it forward to the front of the stove. The back of the Airmate should be level with the back and sides of the rear heat shield. See Diagrams 2 & 3.

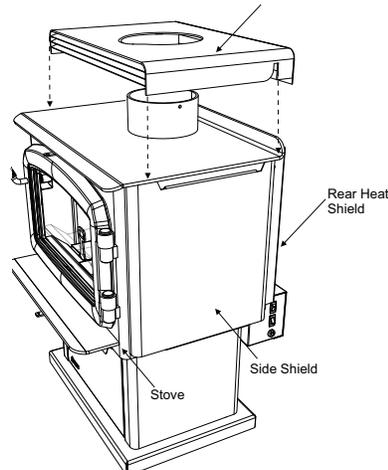


Diagram 1

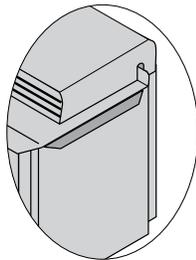


Diagram 2

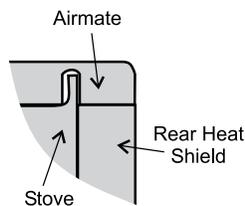


Diagram 3

## Rear Heat Deflector Assembly

The rear heat deflector is supplied with the stove and must be installed unless the optional Airmate has been selected. It stops the heat radiated from the flue collar from overheating the rear wall. The rear heat deflector is installed on top of the rear heat shield, as shown in Diagram 4.

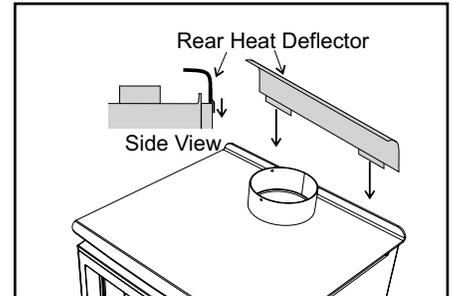


Diagram 4

## Side Shield Adjustment

The left and right side shields are lowered for shipping and handling. It allows for a handhold on the top of the stove. Before placing the stove in its final position, the side shields must be raised.

Loosen the screws on the rear on the stove (3 per side), slide the side panel up as far as possible and then secure by tightening the screws.

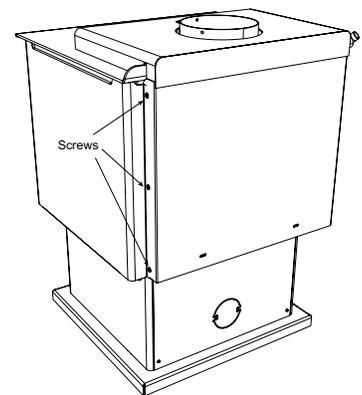
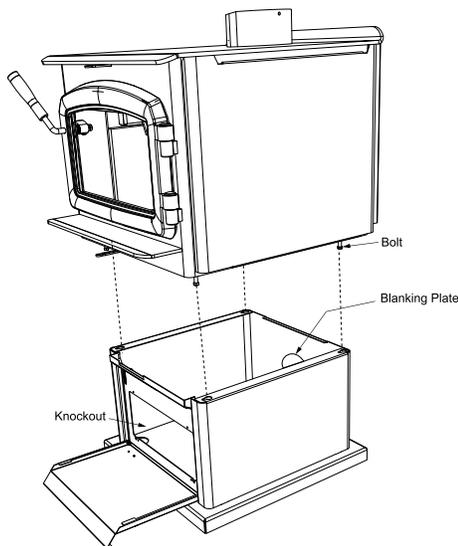


Diagram 5

# installation

## Pedestal Assembly Installation - F2452

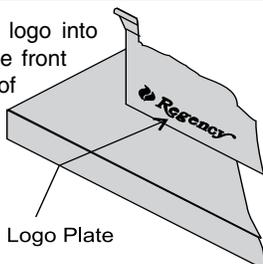
1. For easier assembly, tip the stove on its back (onto a soft surface to prevent scratching) and remove the front cover.  
**Hint:** If you have chosen the Ash Drawer option, remove the ash dump cover plates before attaching the pedestal (refer to the Ash drawer Kit Installation section).
2. Important: Remove the blanking plate if:
  - a) you are not installing outside combustion air or
  - b) outside air is to be brought in from the rear of the stove (see below).
3. Using the 4 supplied 8 mm bolts in the under-side of the stove, insert the bolts loosely onto the threads located at all 4 corners at the base of the unit. Align the holes in the corners of the pedestal top with the corresponding bolts in the base of the stove. Tighten each bolt from inside the pedestal.



Shown with Classic door

## Logo Installation

1. Push the Regency logo into the two holes in the front bottom left corner of the pedestal cover plate.



**Note: Any paint touch up should be done prior to placing logo on pedestal.**

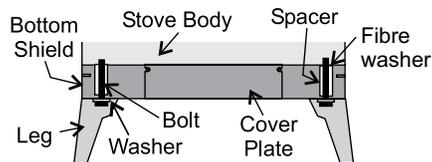
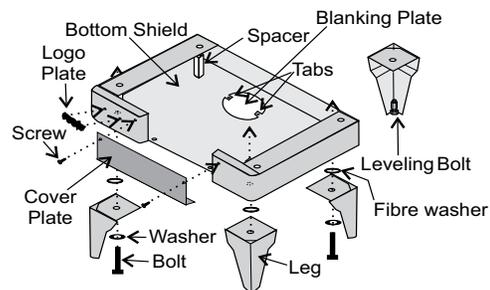
2. If not using ash drawer, then the front cover must remain in place. If using ash drawer, then remove the front cover.

## Bottom Heat Shield and Legs Installation F2452

The instructions below apply to the painted cast leg. It will be easier to attach the legs to the stove if the stove is tipped on its back (preferably on a soft surface to prevent scratching). Ensure to be extremely careful when tipping stove.

**Important: Prior to installing the bottom heat shield, remove the 102 mm round blanking plate. See below. This must be removed for combustion air to enter the appliance.**

1. Remove the 4 bolts from underside of the base of the pedestal and discard. Also remove cover plate and put to the side.
2. Line up the heat shield with the bottom of the unit.
3. Add fibre washers and washers.
4. Start threading the bolt and washer (supplied with the bottom shield) for about 6 mm of the way through the leg with the washers being underneath the legs. Ensure that the legs are properly aligned with heat shield and tighten the bolts.
5. Level the stove by adjusting the levelling bolts in the bottom of each leg.



6. Reinstall cover plate if not using ash drawer option.
7. Install logo plate onto heat shield by placing in 2 holes as shown in diagram.

If you are installing outside combustion air, bend the tabs out 90 degrees. Pipe fresh air into the bottom shield by using a minimum 102 mm round duct pipe with a mesh grill at the outside termination. Attach the pipe to the 2 tabs with screws.

**Wood Handle & Door Assembly - F2452 (Arched Door)**

1. In preparation of installing the door handle, the nuts, cam, washers and spacer must be removed as shown in Diagram 1.

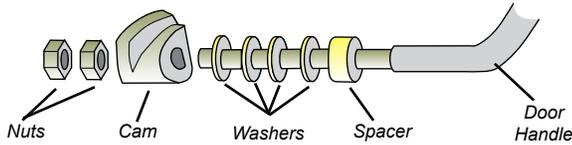


Diagram 1

**LATCH ADJUSTMENT**

The door latch may require adjustment as the door gasket material compresses over time. Removal of 1 or 2 washers will allow the latch to move closer to the door frame, causing a tighter seal. (Refer to Diagram 1)

2. Place the door onto the hinges and then place the door handle through the opening on the door, as shown in Diagram 2.

Re-assemble and secure the door handle components in reverse order as removed in step 1, refer to Diagram 1.

3. Put the hinge cover caps on top of hinges to complete the door installation.

**Note:** The bottom of the door may scrape the ashlip. In this case place the spacers provided on the door hinges of the unit before placing the door.

4. Close door and ensure there is a tight seal. If door is too tight, a washer can be added. If the door is not creating a tight seal, a washer can be removed. Recheck door to ensure there is still a tight seal. Repeat steps if door seal is still not tight until a tight seal has been achieved. The handle should be approximately in the 8 o'clock position when door is fully closed.(Diagram 3)

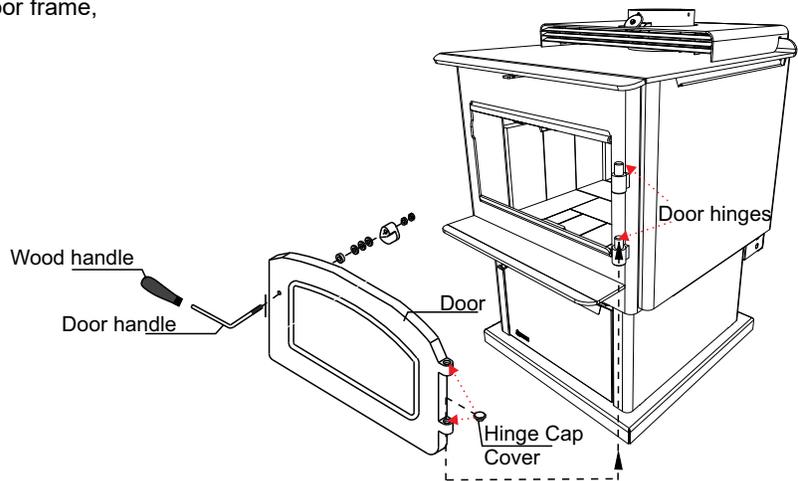


Diagram 2

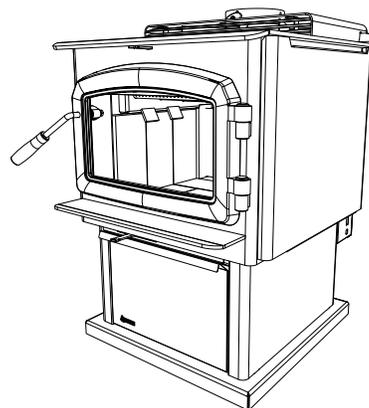
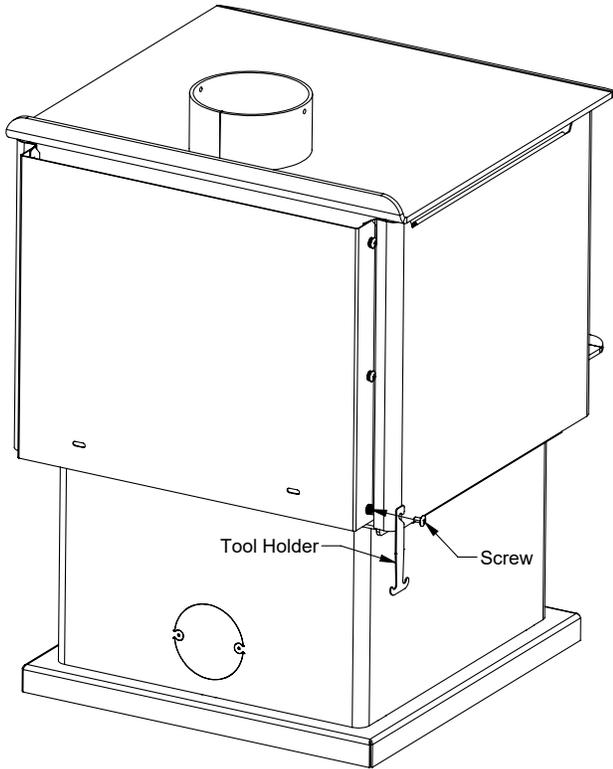


Diagram 3

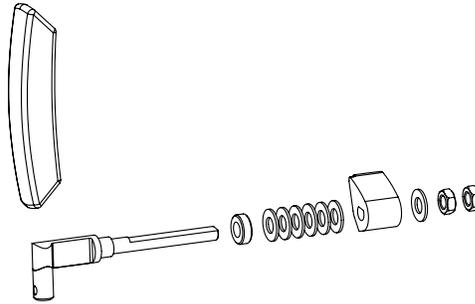
# installation

## Square Door Installation - F2452

When assembling the stove with pedestal or legs - install the tool holder for the door handle storage.  
Unfasten the bottom screw on the back left side of the unit and attach the tool holder as shown below.



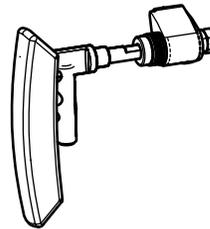
3. Remove the nuts, washers, cam and spacer from the handle assembly
4. Slide the handle shaft into the hole in the door with the end of the handle facing down.
5. Slide the spacer, washers, cam, then another washer, the 2 nuts onto the handle shaft as shown. Tighten the nuts but do not overtighten so the handle can move freely.



### LATCH ADJUSTMENT

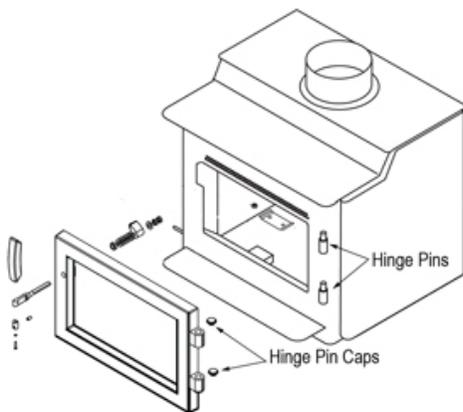
Each door handle may require 4 washers between the cam and door spacer. (2 washers are included as spares if required)  
The door latch may require adjustment as the door gasket material compresses over time. Removal of 1 or 2 washers will allow the latch to move closer to the door frame, creating a tighter seal.

Remove washer(s) from the door handle assembly as required.

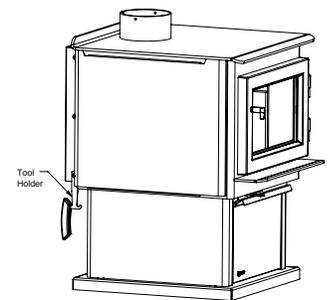
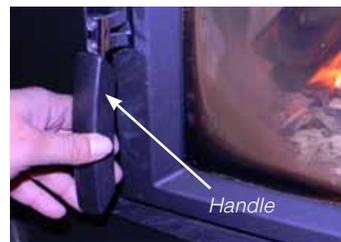


### DOOR INSTALL

1. Place door onto the two hinge pins on the body of the stove.
2. Place hinge pin caps to the top of both door hinges.



The cool to touch door handle is designed to be inserted from the bottom up and slide off when not held in place. Once in position, the door can be opened. After use, store the door handle on the storage hook located on the left side of the appliance.

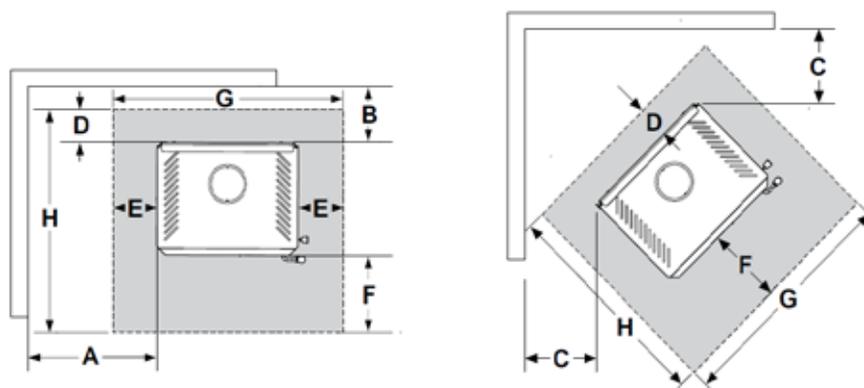


**WARNING: FAILURE TO USE REMOVABLE HANDLE AS PER INSTRUCTIONS MAY CAUSE SERIOUS BURNS.**

## Clearance Requirements (152mm Double / Triple Skin Flue Kits)

The Regency F2452 freestanding appliance installed with a 152mm double / triple skin flue kit was tested in a manner conforming to joint Australian/New Zealand Standard 2918:2018.

### CLEARANCES TO COMBUSTIBLE MATERIALS



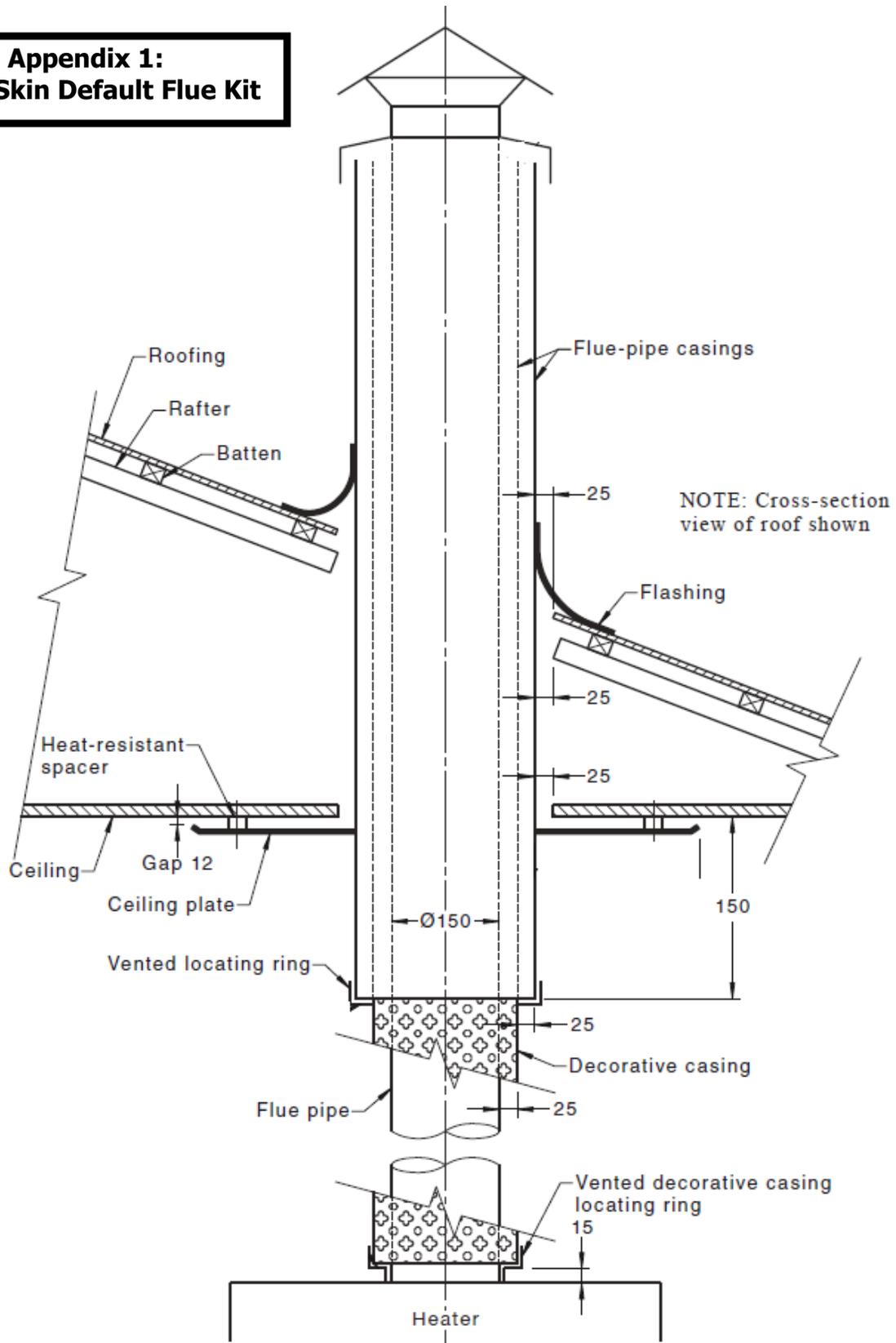
Residential Installation			A	B	C	D	E	F	G	H
Windsor & Hamilton	Standard Default Kit (1)	Rear Deflector	450	100	275	0	118	300	845	990
	State Wide Heating 6141ws (2)	Rear Deflector	550	175	275	0	118	300	845	990
Windsor & Hamilton	Standard Default Kit (1)	Airmate	450	100	275	0	118	300	845	990
	State Wide Heating 6141ws (2)	Airmate	550	100	275	0	118	300	845	990

(1) Triple skin default flue kit - including decromesh from the top of the unit to ceiling - refer to appendix 1 for detailed description.

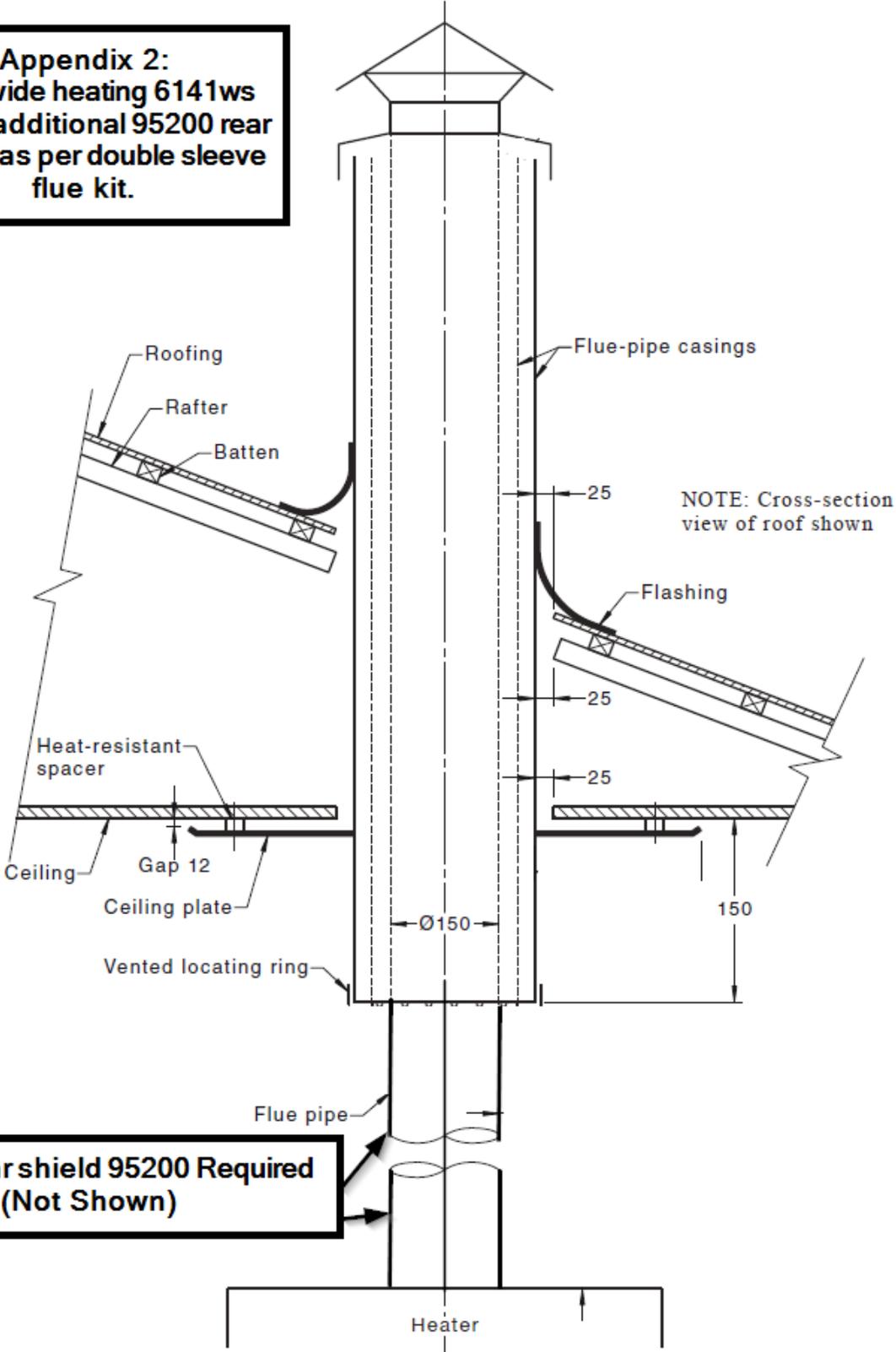
(2) Double sleeved flue kit (Statewide heating p/n 6141WS) with addition of 195200 rear shield fitted - refer to appendix 2 for detailed description.

A minimum 990mm deep x 845mm wide x 6mm thick floor protector (compressed board) should 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 845mm width. The thermal resistivity of the floor protector is 0.026m<sup>2</sup>.K/W for 6mm thick compressed board sheets.

**Appendix 1:  
Triple Skin Default Flue Kit**



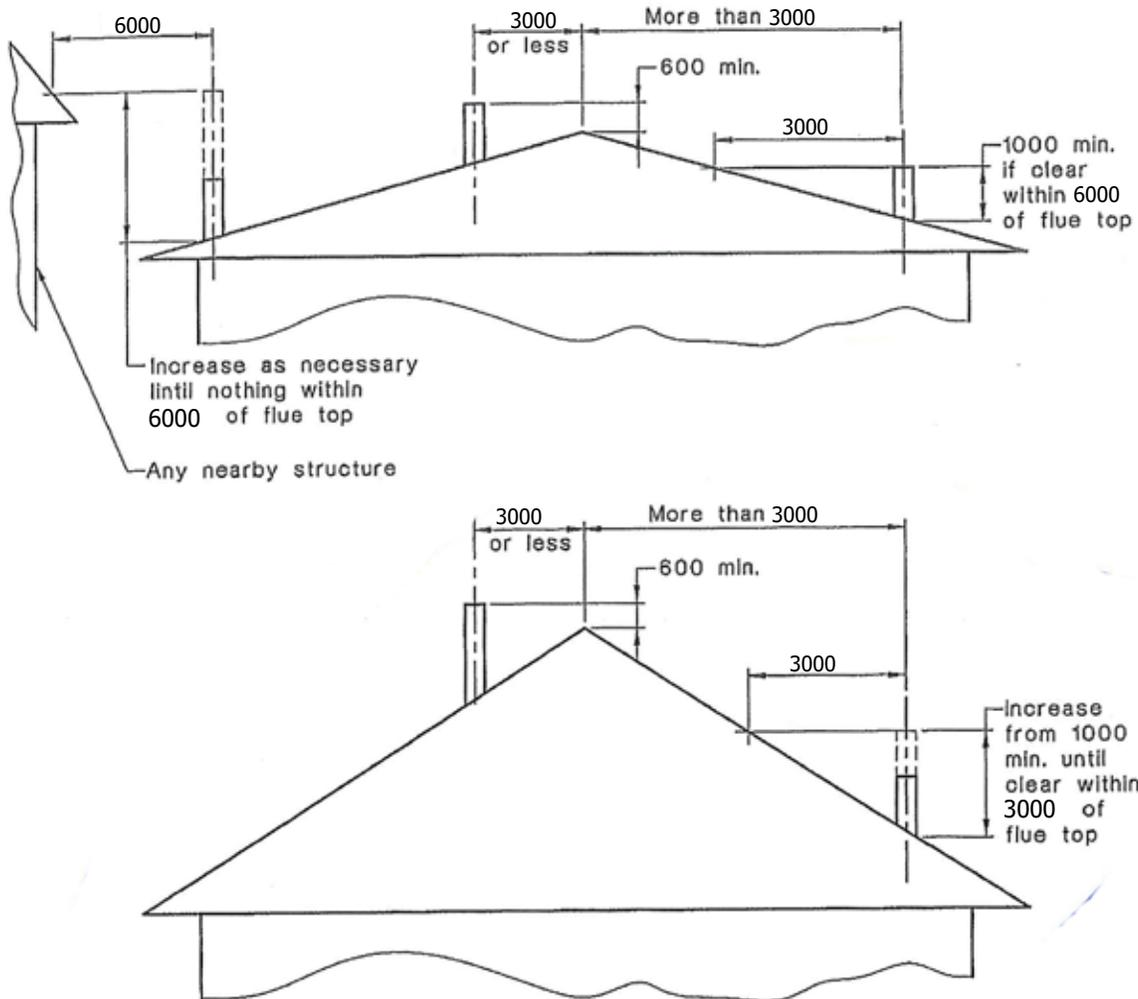
**Appendix 2:  
Statewide heating 6141ws  
kit with additional 95200 rear  
shield, as per double sleeve  
flue kit.**



**Note: Rear shield 95200 Required  
(Not Shown)**

# installation

## Flue Termination Detail



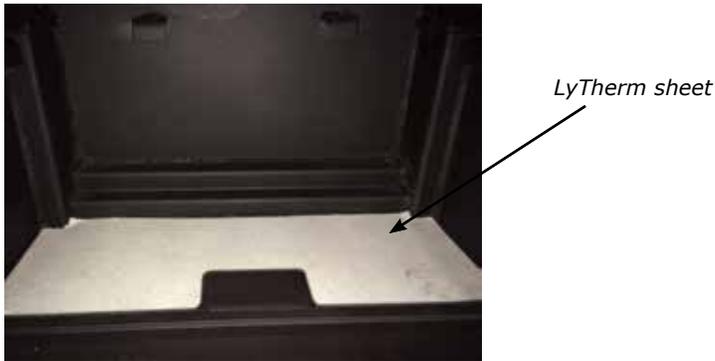
THE FLUE PIPE SHALL EXTEND NOT LESS THAN 4.6 M ABOVE THE TOP OF THE FLOOR PROTECTOR.

NOTE: INSTALLATION MUST BE CARRIED OUT BY A LICENSED INSTALLER IN ACCORDANCE WITH AS/NZS 2918:2018

## Brick Installation

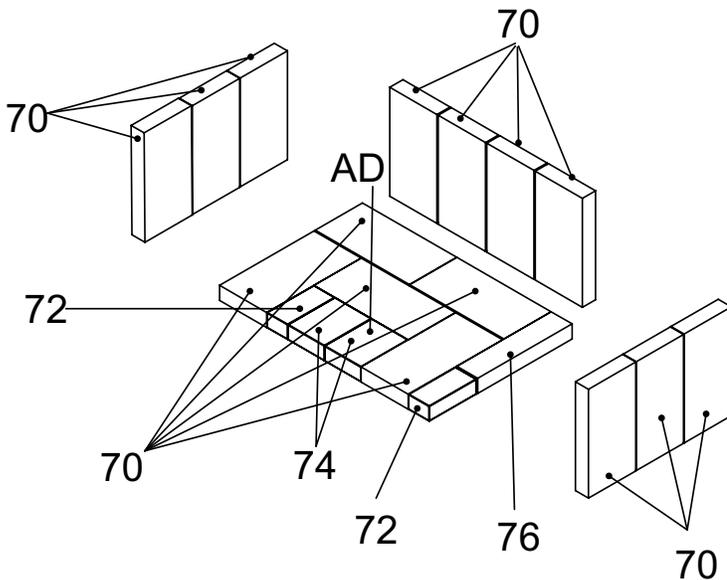
Firebrick is included to extend the life of your stove and radiate heat more evenly. Check to see that all firebricks are in their correct positions and have not become misaligned during shipping. Install all firebricks (if bricks were removed at install) per the diagram below and place in their correct positions.

Do not use a grate.



Order of firebrick install:

- a) Rear Firebrick
- b) Firebox floor - install brick over LyTherm Sheet
- c) Right and left side Firebricks



70)	Brick - Regular Full Size: 32mm x 114mm x 229mm
72)	Brick Partial: 32mm x 51mm x 114mm
74)	Brick Partial: 32mm x 114mm x 89mm
76)	Brick Partial: 32mm x 51mm x 229mm

**NOTE:** The "AD" brick in the drawings above is the brick covering the Ash Dump hole that is used when the Ash Drawer Kit is installed (refer to the Listed Components for Mobile Home Installation section).

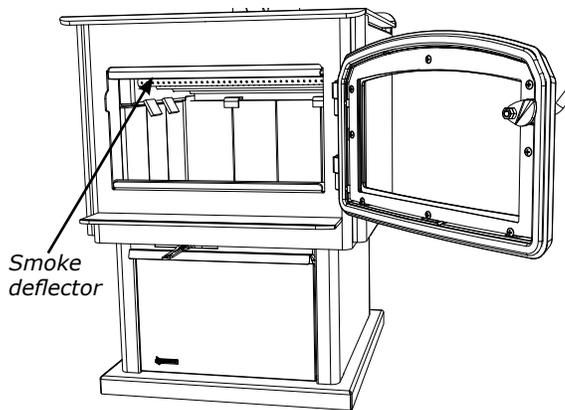
# installation

## Flue Baffle & Secondary Air Tube Installation

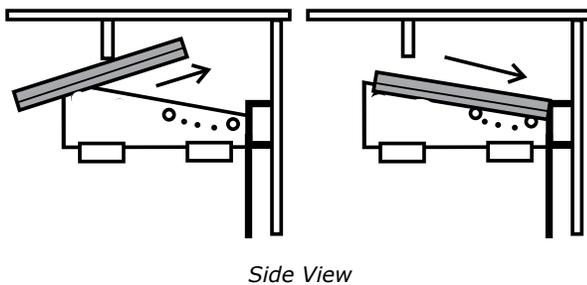
The flue baffle system located in the upper area of the firebox is removable to make cleaning your chimney system easier. The baffles must be installed prior to your first fire. **Smoke spillage and draft problems may occur if the baffles are improperly positioned.** Check the position of the baffles on a regular basis as they can be dislodged if too much fuel is forced into the firebox.

The unit arrives with the 2 baffles and 2 air tubes on the floor of the firebox.

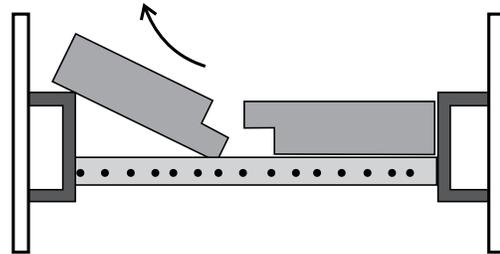
1. Open the door and remove stainless steel smoke deflector - See smoke deflector instructions in this manual.
2. Remove the front secondary air tube with pliers as shown below.



2. Slide the left baffle over the 2 remaining air tubes from the front and then push it to the back.

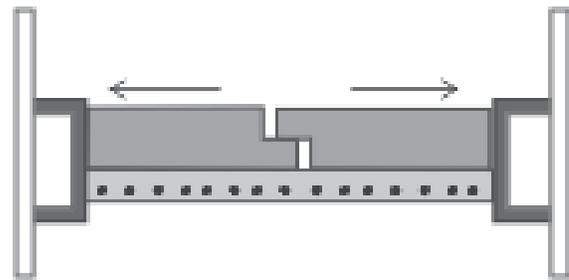


3. Tilt the left baffle up on top of the side channel and it will leave enough room to position the right baffle in the same manner as Step 1 above. Then reposition the left baffle flat on the air tubes.



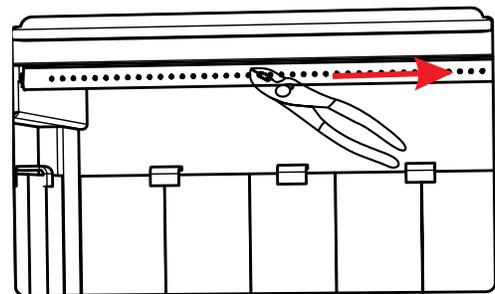
Front View

**Important:** push both baffles so they are tight against the side walls.



Front View

4. Install the 2 front secondary air tubes with pliers and hammer to lock them into place, as shown below.



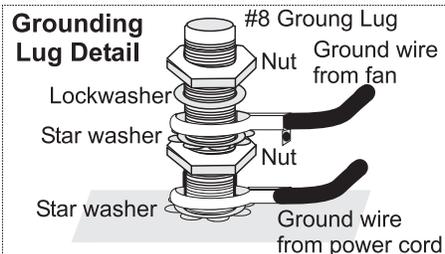
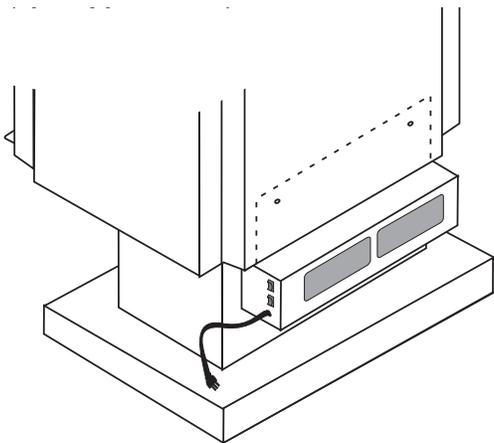
5. Reverse Step 1.

## Fan Installation

1. Remove the two screws from the top of the fan housing.
2. Slide the fan up into the rear heat shield.
3. After aligning holes, secure the fan to the rear heat shield using the two screws removed earlier.

**Note:** The connection cord should not be in contact with any hot surfaces.

**WARNING: FAN ASSEMBLY MUST BE DISCONNECTED FROM THE SOURCE OF ELECTRICAL SUPPLY BEFORE ATTEMPTING THE INSTALLATION.**



### AUTOMATIC

To operate the fan automatically, push the bottom switch on the side of the fan housing to "AUTO" and the top switch to either "HIGH" or "LOW" for fan speed.

This will allow the fan to turn on as the stove has come up to operating temperature. It will also shut the fan system off after the fire has gone out and the unit cooled to below a useful heat output range.

If the fan cycles on and off continuously the thermo switch sensor is not making contact with the stove body. Remove the fan, bend the bracket closer to the stove and re-install the fan.

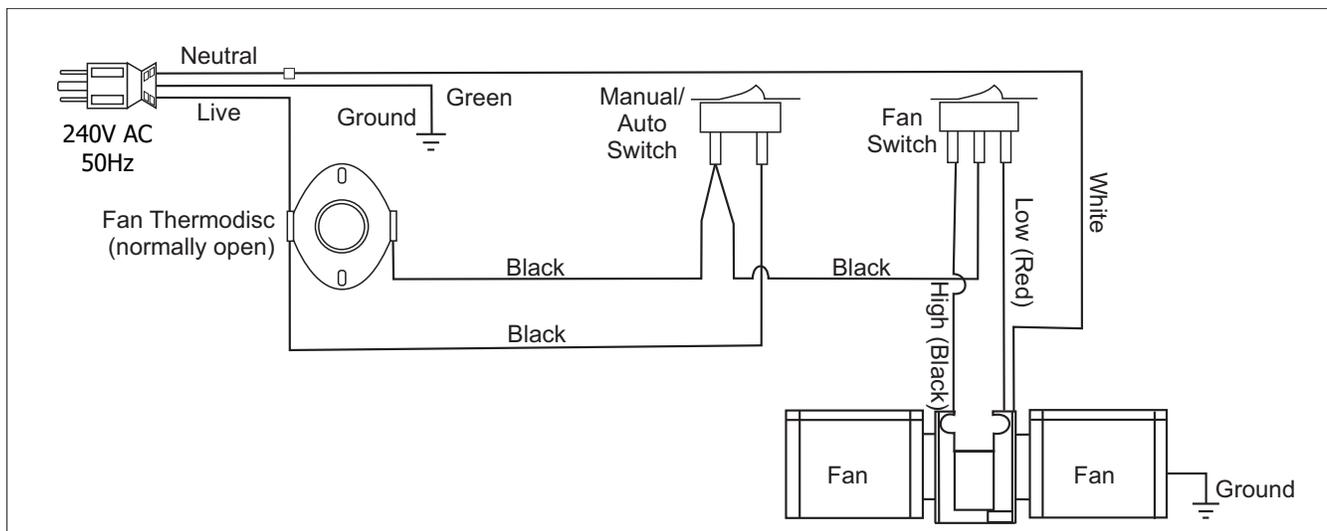
### MANUAL

To manually operate the fan system push the bottom switch to "MAN" and the top switch to either "HIGH" or "LOW". This will bypass the sensing device and allow full control of the fan.

Switching from "AUTO" to "MAN" or "HIGH" to "LOW" may be done anytime.

**WARNING: Electrical Grounding Instructions**  
 This appliance is equipped with a three pronged (grounding) plug for your protection against shock hazard and should be plugged directly into a properly grounded three-prong receptacle. Do not cut or remove the grounding prong from this plug.

**CAUTION: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.**

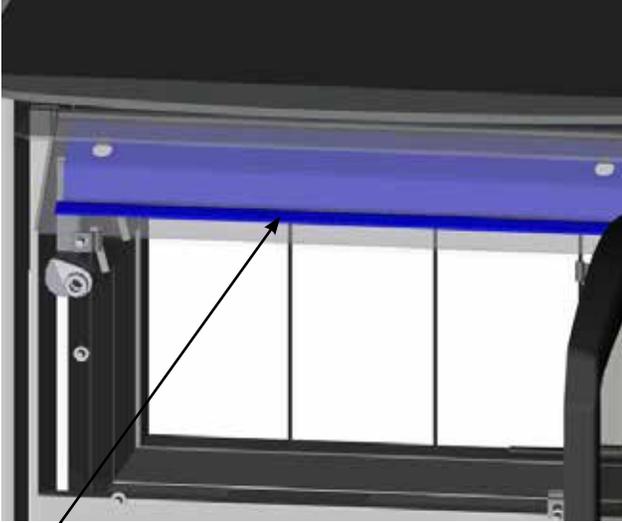


Wiring Diagram

# installation

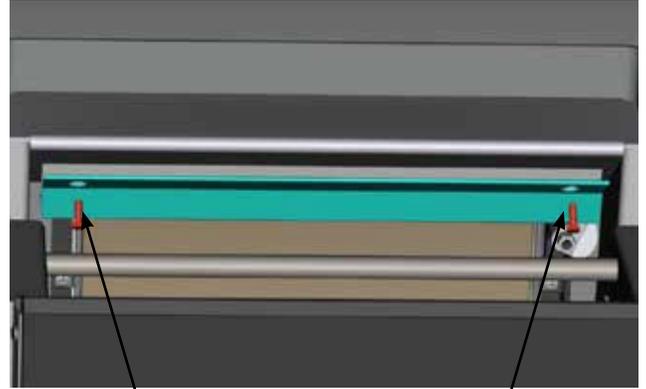
## Stainless Steel Smoke Deflector Installation

The stainless smoke deflector is located in the upper front area of the firebox. The deflector is held in place with 2 bolts. Prior to the first fire, ensure deflector is seated properly and secured with 2 hand tightened bolts.



Smoke Deflector

Smoke deflector is installed through the door opening in location shown in diagram



Smoke deflector installed with 2 bolts.

**Note:** This is a view from the back of the unit through the top.

To replace the deflector, loosen off both bolts and slide deflector upward and out. Install new deflector and hand tighten bolts. Ensure positive location of the deflector prior to hand tightening.

**WARNING:** Operation of the unit with out proper installation of smoke deflector will void warranty.



Ensure deflector is seated so bolts are situated at the top of the keyhole before tightening.

## Seasoned Firewood

Whether you burn wood in a fireplace, stove or insert, good quality firewood is the key to convenience, efficiency and safety. Wet wood and pieces that are not the right size and shape for your wood burner can be frustrating, burn inefficiently and deposit creosote that can fuel a dangerous chimney fire. Good planning, seasoning and storage of the firewood supply are essential to successful wood burning.

- Stack the wood in separate rows in an open location where the summer sun can warm it and breezes can carry away the moisture. Do not stack unseasoned wood tightly in an unvented storage area.
- Do not allow firewood to lie on the ground for more than a couple of days before stacking. Mould and rot can set in quickly.
- Stack the wood up off the ground on poles, lumber rails or pallets.
- The top of the pile can be covered to keep off rain, but do not cover the sides.

Softer woods like pine, spruce and poplar/aspens are cut, split and stacked properly in the early spring maybe be ready for burning in the fall. Extremely hard woods like oak and maple, and large pieces of firewood, may take a minimum of a full year to dry enough. Drying may also take longer in damp climates.

There are a few ways to tell if wood is dry enough to burn efficiently. Use as many indicators as possible to judge the dryness of the firewood you are considering. Here are ways to judge firewood moisture.

- Using a moisture meter, select the species of fuel and then penetrate the pins into a split piece. Ideal moisture and seasoned firewood should be less than 20% moisture content.
- Checks or cracks in the end grain can be an indication of dryness, but may not be a reliable indicator. Some wet wood has checks and some dry wood has no checks.
- The wood tends to darken from white or cream colour to grey or yellow as it dries.
- Two dry pieces banged together sound hollow; wet pieces sound solid and dull.
- Dry wood weighs much less than wet wood.
- Split a piece of wood. If the exposed surface feels damp, the wood is too wet to burn.

## Operating Instructions

With your unit now correctly installed and safety inspected by your local authority, you are now ready to start a fire. Before establishing your first fire, it is important that you fully understand the operation of your draft control.

**WARNING**

**Fireplace Stoves equipped with doors should be operated only with doors fully closed. If doors are left partly open, gas and flame may be drawn out of the fireplace stove opening, creating risks from both fire and smoke.**

## Draft Control

Both the primary and air wash drafts are controlled by the control slide located on the front left side of the unit, below the ashlip (when facing the unit). To increase your draft - slide to the left to open, and to decrease - slide to the right to close. The F2450M unit has a secondary draft system that continually allows combustion air to the induction ports at the top of the firebox.

Draft is the force which moves air from the appliance up through the chimney. The amount of draft in your chimney depends on the length of the chimney, local geography, nearby obstructions and other factors. Too much draft may cause excessive temperatures in the appliance. Inadequate draft may cause back puffing into the room and plugging of the chimney.



Primary Air Damper  
Left - Open      Right - Closed

**WARNING: To build a fire in ignorance or to disregard the information contained in this section can cause serious permanent damage to the unit and void your warranty.**

# operating instructions

## First Fire

When your installation is completed and inspected you are ready for your first fire.

**THIS UNIT IS DESIGNED TO BURN SEASONED HARDWOOD ONLY. COAL AND BRIQUETTES ARE NOT APPROVED.**

1. Open firebox door and build a small fire using paper and dry kindling on the firebrick hearth, **DO NOT USE A GRATE. CAUTION: DO NOT BUILD FIRE TOO CLOSE TO GLASS.** Secure door on the firebox and wait a few minutes for a good updraft in the flue to establish the fire. (Leaving the door slightly open will help your fire start more rapidly.)

**CAUTION: Never leave unit unattended if door is left open. This procedure is for fire start-up only, as unit may overheat if door is left open for too long.**

2. Add two or three seasoned logs to your fire. Form a trench in the ash bed to allow air to reach the rear of the firebox prior to closing the door.
3. From the start up of a cold stove, a medium to high firing rate must be maintained for 30 min. This ensures that the stove, and fuel are all stabilized at proper operating temperatures. Even though it is possible to have high temperatures within minutes after a fire has been started, if the fire is allowed to die down immediately it may go out. During re-fueling and rekindling of the cool fire, or a fire that has burned down to the charcoal phase, operate the stove at a medium to high firing rate for about 10 minutes to ensure to reach operating temperatures.

**WARNING: Never build a roaring fire in a cold stove. Always warm your stove up slowly!**

**NOTE: Always stir the coal approximately half way through a burn cycle to ensure**

### proper charcoaling.

4. During the first few fires, keep the combustion rate at a moderate level and avoid a large fire. Only after 5 or 6 such fires can you operate the stove at its maximum setting, and only after the metal has been warmed.
5. For the first few days, the stove will give off an odour from the paint. This is to be expected as the high temperature paint becomes seasoned. Windows and/or doors should be left open to provide adequate ventilation while this temporary condition exists. Burning the stove at a very high temperature the first few times may damage the paint. Burn fires at a moderate level the first few days.
6. Do not place anything on the stove top during the curing process. This may result in damage to your paint finish.
7. During the first few days it may be more difficult to start the fire. As you dry out your firebrick and your masonry flue, your draft will increase.
8. For those units installed at higher elevations or into sub-standard masonry fireplaces, drafting problems may occur. Consult an experienced dealer or mason on methods of increasing your draft.
9. Some cracking and popping noises may be experienced during the heating up process. These noises will be minimal when your unit reaches temperature.
10. All fuel burning appliances consume oxygen during operation. It is important that you supply a source of fresh air to your unit while burning. A slightly opened window is sufficient for the purpose. If you also have a fireplace in your home, a downdraft may be created by your Regency Stove causing a draft down your chimney. If this occurs, slightly open a window near your unit.

**WARNING: If the body of your unit, or any part of the chimney connector starts to glow, you are over firing. Stop loading fuel immediately and close the draft control until the glow has completely subsided.**

11. If you have been burning your stove on a low draft, use caution when opening the door. After opening the damper, open the door a crack, and allow the fire to adjust before fully opening the door.

12. The controls of your unit or the air supply passages should not be altered to increase firing for any reason.
13. If you burn the unit too slowly or at too low a setting your unit will not be operating as efficiently as it can. An easy rule of thumb says that if your glass is clean, catalytic thermostat is active, then your flue is clean and your exhaust is clean. Burn the stove hot enough to keep your glass clean and you won't need to clean your flue as often.

*How to Light and  
Maintain a Wood Stove Fire*



## Fan Operation

### Automatic

To operate the fan - turn on the rheostat.

This will allow the fan to turn on as the stove has come up to operating temperature. It will also shut the fan system off after the fire has gone out and the unit cooled to below a useful heat output range.

Operate the fan in the low speed position when burning in the LOW-MED LOW heat output ranges and operate in the high setting for MED-HIGH to HIGH heat outputs.

Route power cord to either left or right behind unit.

## Ash Disposal

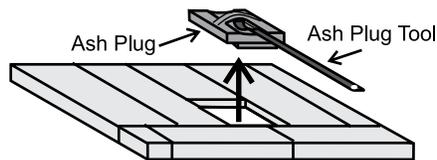
During constant use, ashes should be removed every few days. The Ash Drawer option features a convenient ash dump for easy removal of ash, refer to Modular Installation Options section.

## Safety Precautions

1. Do not allow ashes to build up to the loading doors! Only remove ashes when the fire has died down. Even then, expect to find a few hot embers.
2. Please take care to prevent the build-up of ash around the start-up air housing located inside the stove box, under the loading door lip.
3. Never start a fire if the ash plug and ash drawer are not in place. This will cause over firing which can cause excessive warping of the stove. Evidence of over firing can void the warranty on your stove.
4. The firebricks are brittle and can be damaged if the plug is replaced carelessly or pieces that are too large are forced through the hole.

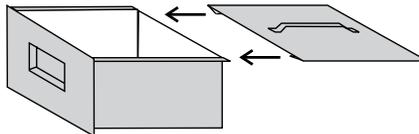
## Ash Drawer Operating Guidelines

1. Only clean ashes out of the stove when the unit has cooled down. Remove the plug by lifting on the handle using the tool provided. The plug may still be warm, use caution. Push the ashes down the hole into the ash drawer, the large pieces can be left in the firebox and burned during the next fire or removed through the door opening.
2. Always leave 1/2 to 1 inch of ash in the bottom of the firebox. This helps in easier starting and a more uniform burn of your fire. Replace ash plug when ashes have been removed.



### 3. Pedestal Units:

To remove the drawer, lift slightly and slide it out. When the drawer is completely out, slide the cover plate over the ash drawer and carry away.



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

4. When emptying the ash drawer, make sure the ashes are cold. 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. Other waste should not be placed in the ash container.
5. Before putting the ash drawer back into place, make sure the ash plug is back in place.

Pedestal Units: make sure the cover lid is off.

## Safety Guidelines and Warnings

### CAUTION: do not use chemicals or fluids to start fire.

1. **CAUTION:** Never use gasoline, gasoline type lantern fuels, kerosene, charcoal lighter fuel, or similar liquids to start or 'freshen up' a fire in your heater. Keep all such liquids well away from the heater while it is in use.
2. Keep the door closed during operation and maintain all seals in good condition.
3. Do not burn any quantities of paper, garbage, and never burn flammable fluids such as gasoline, naphtha or engine oil in your stove.
4. Do not store solid fuels by the appliance.
5. If you have smoke detectors, prevent smoke spillage as this may set off a false alarm.
6. Do not overfire heater. If the chimney connector, flue baffle or the stove top begin to glow, you are over firing. Stop adding fuel and close the draft control. Over firing can cause extensive damage to your stove including warping and premature steel corrosion. Over firing will void your warranty.
7. Do not permit creosote or soot build-up in the chimney system. Check and clean chimney at regular intervals. Failure to do so can result in a serious chimney fire.
8. Your Regency stove can be very hot. You may be seriously burned if you touch the stove while it is operating, keep children, clothing and furniture away. Warn children of the burn hazard.
9. The stove consumes air while operating, provide adequate ventilation with an air duct or open a window while the stove is in use.
10. Do not connect this unit to a chimney flue serving another appliance.
11. Do not use grates or andirons or other methods for supporting fuel. Burn directly on the bricks.
12. Open the draft control fully for 10 to 15 seconds prior to slowly opening the door when refuelling the fire.
13. Do not connect your unit to any air distribution duct.
14. This heater is designed to burn natural wood only. Higher efficiencies and lower emissions generally result when burning air dried seasoned hardwoods, as compared to softwoods or to green or freshly cut hardwoods.
15. Do not store any fuel closer than 2 feet from your unit. Do not place wood, paper, furniture, drapes or other combustibles near the appliance.

# maintenance

**16. WARNING: Do not operate without either the Ash Plug properly seated or the Ash Dump Plates screwed in place, excessive temperatures will result.**

**17. CAUTION: Do not operate with broken glazing.**

**18. WARNING: Do not use abrasive cleaners to clean the glass window.**

**19. WARNING: Avoid impact on glass doors such as striking or slamming shut.**

## DO NOT BURN:

- Treated wood
- Coal
- Garbage
- Cardboard
- Solvents
- Colored Paper
- Trash
- Salt drift wood
- Cut lumber, plywood, mill ends
- Kiln dried wood

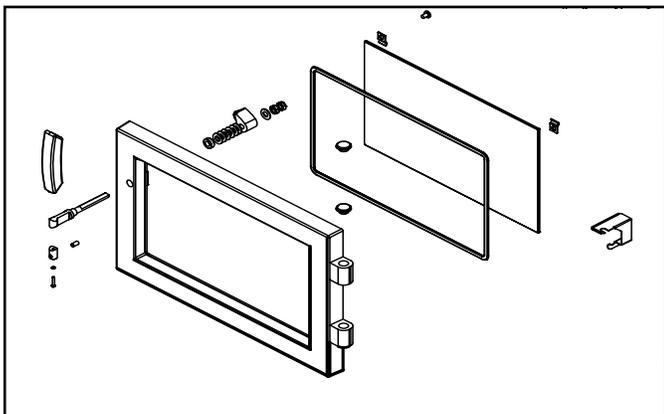
**CAUTION: DO NOT BURN GARBAGE OR FLAMMABLE LIQUIDS SUCH AS GASOLINE, NAPHTHA OR ENGINE OIL. SOME FUELS COULD GENERATE CARBON MONOXIDE AND ARE VERY DANGEROUS.**

**CAUTION: DO NOT CONNECT TO, OR USE IN CONJUNCTION WITH ANY AIR DISTRIBUTION DUCT WORK UNLESS SPECIFICALLY APPROVED FOR SUCH INSTALLATION.**

## Glass Replacement (Square Door)

Your Regency stove is supplied with 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement from an authorized Regency dealer only.

Remove the door from the stove and remove the screws securing the glass clips. Position the glass in the door, make sure that the glass gasketing will properly seal your unit, and replace the retainer, it should rest on the gasket not the glass. Tighten securely, but do not wrench down on the glass as this may cause the glass to break.



## Arched Door Handle Replacement

1. To remove the wooden door handle from unit—locate the 2.78mm Allen key hole at the bottom of wooden handle.



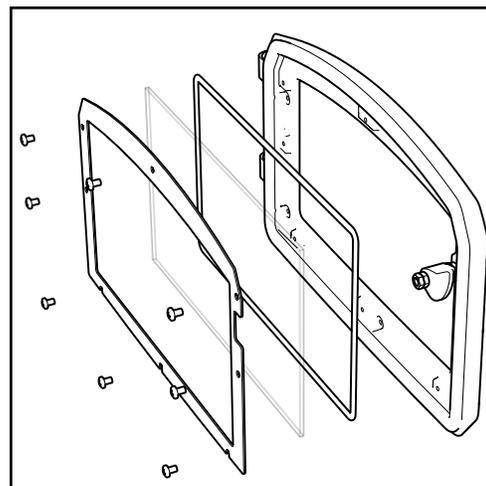
2. Turn the 2.78mm Allen key counter-clockwise to loosen the screw. When screw is completely loosened, drop handle down off door shaft and replace with new handle.



## Glass Replacement (Arched Door)

Your Regency stove is supplied with 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement from an authorized Regency dealer only.

Remove the door from the stove and remove the screws securing the glass retainer. Position the glass in the door, make sure that the glass gasketing will properly seal your unit, and replace the retainer, it should rest on the gasket not the glass. Tighten securely, but do not wrench down on the glass as this may cause the glass to break.



## Maintenance

It is very important to carefully maintain your fireplace stove, including burning seasoned wood and maintaining a clean stove and chimney system. Have the chimney cleaned before the burning season and as necessary during the season, as creosote deposits may build up rapidly. Moving parts of your stove require no lubrication.

## Creosote

When wood is burned slowly, it produces tar and other organic vapours combine with 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 can result in an extremely hot fire.

The chimney connector and chimney should be inspected at least once every two months during the heating season to determine if creosote build up has occurred. If creosote has accumulated it should be removed to reduce the risk of chimney fire.

### **CAUTION: Things to remember in case of a chimney fire:**

1. **Close all draft and damper controls.**
2. **CALL THE FIRE DEPARTMENT.**

## Ways to Prevent and Keep Unit Free of Creosote

1. Burn stove with the draft control wide open for about 10-15 minutes every morning during burning season.
2. Burn stove with draft control wide open for about 10 - 15 minutes every time you apply fresh wood. This allows the wood to achieve the charcoal stage faster and burns up any unburned gas vapours which might otherwise be deposited within the system.
3. Only burn seasoned wood! Avoid burning wet or green wood. Seasoned wood has been dried at least one year.
4. A small hot fire is preferable to a large smouldering one that can deposit creosote within the system.
5. Establish a routine for the fuel, wood burner and firing technique. Check daily for creosote buildup.
6. 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.
7. **Have chimney system and unit cleaned by competent chimney sweeps twice a year during the first year of use and at least once a year thereafter or when a significant layer of creosote has accumulated (3 mm/1/8" or more) it should be removed to reduce the risk of a chimney fire.**

- WARNING:** Do not clean the glass when it is hot.
- WARNING:** Do not use abrasive cleaners, a damp cloth and glass cleaner is effective.
- WARNING:** Do not use substitute materials.
- WARNING:** Do not abuse the glass door, such as striking of slamming shut.
- WARNING:** Do not operate with broken glass.

## Wood Storage

Store wood under cover, such as in a shed, or covered with a tarp, plastic, tar paper, sheets of scrap plywood, etc., as uncovered wood can absorb water from rain or snow, delaying the seasoning process.



## Door Gasket

If the door gasket requires replacement 19mm diameter material must be used. Regency uses a 19mm gasket rope (Part #846-570). A proper high temperature gasket adhesive is required. See your Regency Dealer.

The door catch may require adjustment as the door gasket compresses after a few fires. The door latch compression may require adjustment to renew seal. Removal of a shim, (see section in this manual), will allow the latch to be moved closer to the door frame, causing a tighter seal.

## Glass Maintenance

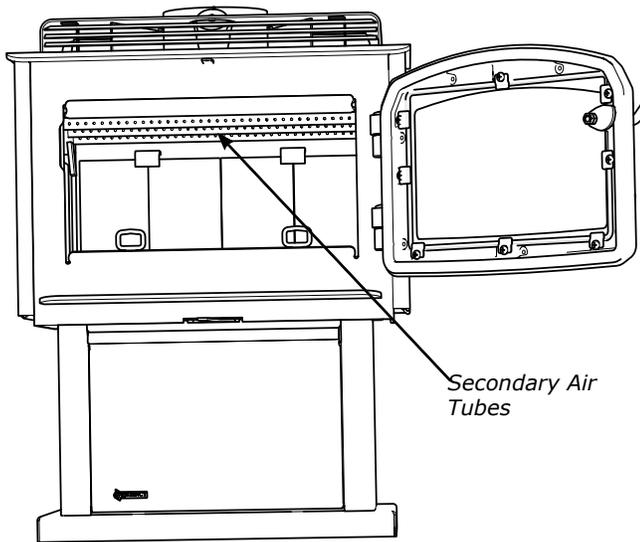
Your Regency stove is supplied with 5mm Neoceram ceramic glass (Part #846-306) that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement from an authorized Regency dealer only, and follow our step-by-step instructions for replacement (refer to Glass Replacement section).

Allow the stove to cool down before cleaning the glass. Cleaning the glass will prevent build up of carbon and allow full view of the fire.

# maintenance

## Secondary Air Tube Removal / Installation

1. Allow the stove to burn out and cool down, until cool to touch.
2. Open stove door to access secondary air tubes.



3. Grasp front secondary air tube firmly with vise grips, using a hammer tap vise grips from right to left until air tube is released from grip. Remove. Repeat step to remove second airtube from front. See diagram 1.
4. Remove the fragile two piece Baffles, then remove the remaining 2 tubes.

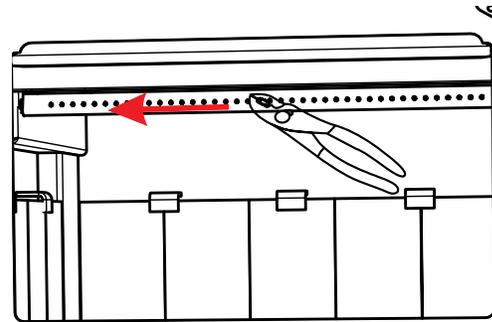


Diagram 1

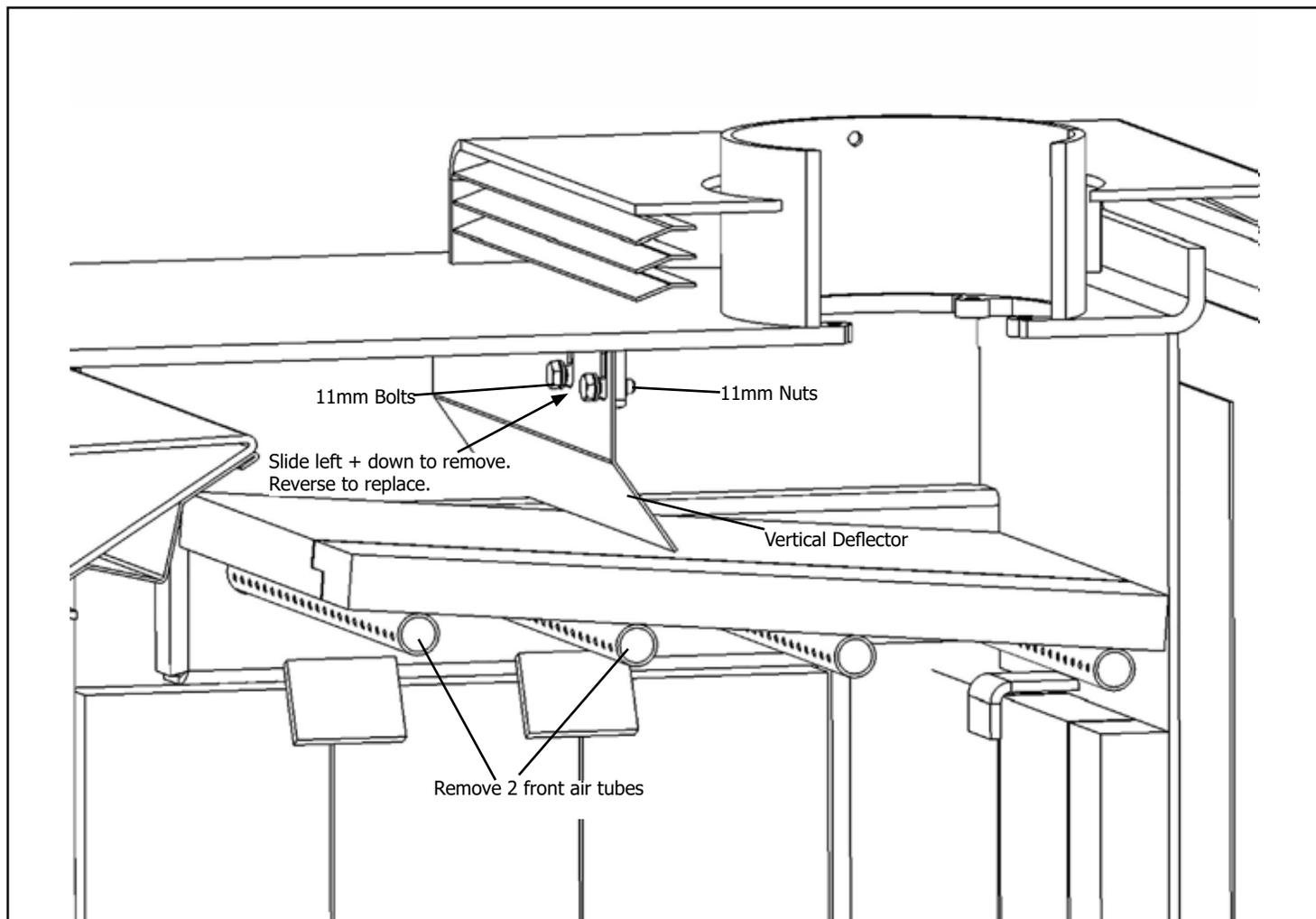
5. To reinstall or replace, first slide left side of tube into hole on left side air channel. Align tab on right side air channel with notch on right hand end of air tube. Firmly grip center of air tube with vise grips, use hammer to tap vise grips from left to right until the tube bottoms out into the air channel on right.

**Note:** If air tube is locked into place correctly there should be slight movement when moving the air tube back and forth.

Annual Maintenance	
Completely clean out entire unit	Annually
Inspect air tube, and bricks	Replace any damaged parts.
Adjust door catch assembly	If unable to obtain a tight seal on the door - replace door gasket seal. Readjust door catch after new gasket installed.
Inspect condition and seal of: Glass Gasket Door Gasket	Perform paper test - replace gasket if required
Paper Test	Test the seal on the loading door with a paper bill. Place a paper bill in the gasket area of the door on a cold stove. Close the door. Try to remove the paper by pulling. The paper should not pull out easily, if it does, try adjusting the door latch, if that doesn't solve the problem replace the door gasket.
Check and lubricate door hinge + latch	Use only high temperature anti seize lube. (ie. never seize)
Check glass for cracks	Replace if required.
Clean blower motor	Disconnect power supply. Remove and clean blower. <b>*DO NOT LUBRICATE*</b>
Inspect and clean chimney	Annual professional chimney cleaning recommended.
<b>NOTE:</b> Chimney Cleaning We highly recommend that the chimney cleaning be done by a professional as they will have the necessary tools such as a proper sized brush and special vacuum cleaner designed to deal with fine particles.	

**IMPORTANT:** Before attempting to loosen or remove any screw, bolt from the interior of a wood stove, insert or factory built fireplace that has had a fire burned in it, we highly recommend to liberally spray the screw/bolt with a good-quality penetrating oil, one that does not have flammable properties contained within the penetrating oil being used. Allow it to set, then tap or vibrate the screw or bolt to help loosen it before attempting to remove it. For best results, follow the instructions that are provided with the penetrating oil.

## Vertical Stainless Deflector Replacement



1. Remove 2 front secondary air tubes / vermiculite baffles as per instructions in this manual.
2. Loosen the two 11mm bolts + nuts to remove / replace vertical deflector.
3. Repeat steps to install new vertical deflector.

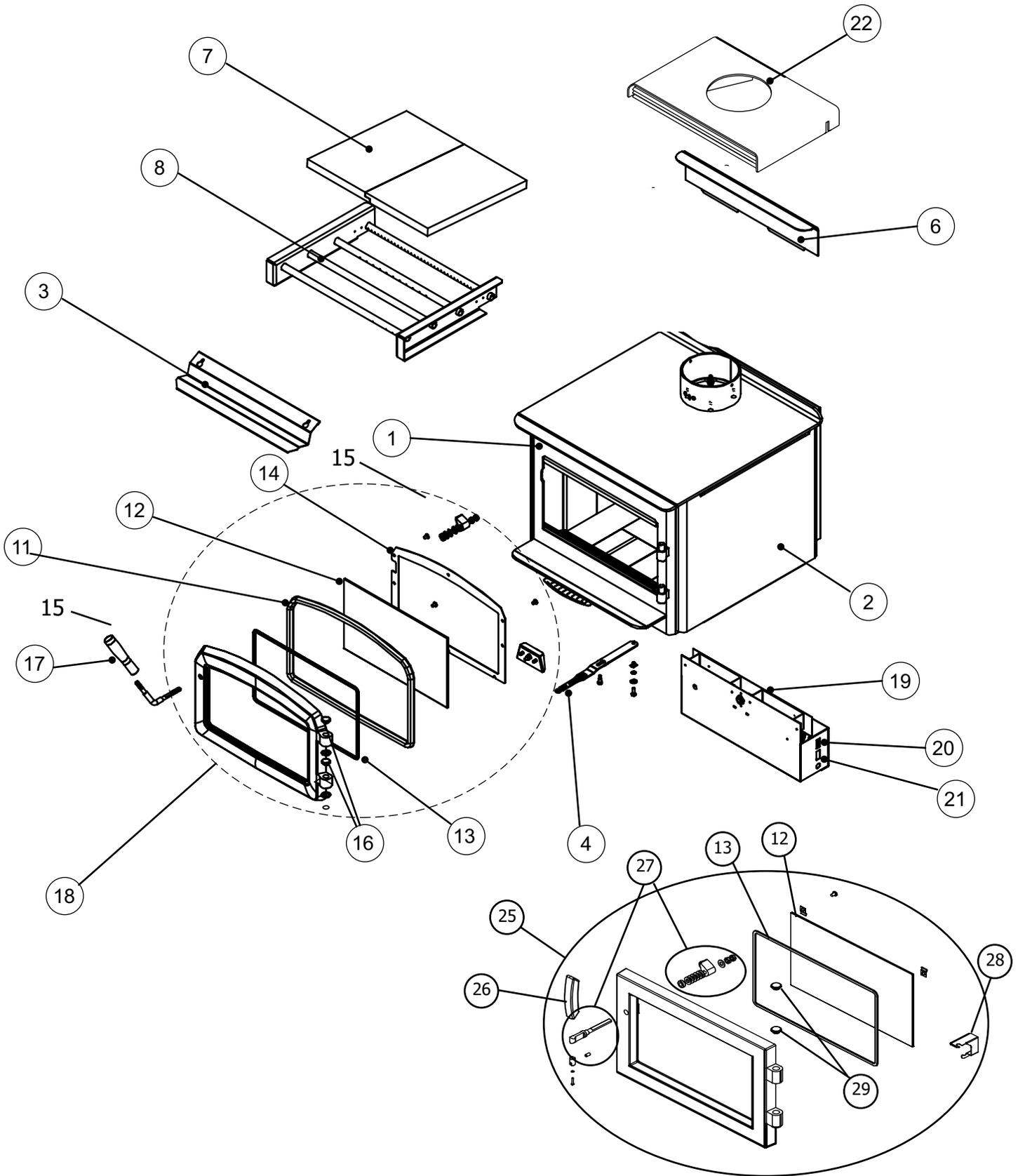
NOTE: ENSURE THAT VERTICAL DEFLECTOR IS PUSHED UP AS FAR AS POSSIBLE. TIGHT TO TOP OF FIREBOX.

# parts list

## Main Assembly

	Part #	Description
1	021-006	Left Side Heat Shield
2	021-007	Right Side Heat Shield
3	021-018	SS Smoke Deflector
4	021-020	Draft Control Lever
6	815-557	Rear Air Deflector
7	020-957	Baffle Bricks Complete (Set Of 2)
8	033-953	19 mm OD x 489mm Air tube 4 Per Unit (Each)
11	846-570	22 mm Door Gasket Repair Kit (232 mm x 397 mm)
12	846-302	Replacement Glass Includes Glass gasket(Square Door)
12	846-306	Replacement Glass - Includes Glass Gasket (Arched Door)
13	846-692	13 mm Thick x 19 mm Wide Graphite Gasket Tape (152 mm) (936-241)
13	846-682	22 mm Window Adhesive Gasket Tape(305 mm) (936-243)
14	075-077F	Glass Retainer (Arched Door)
N/S	021-055F	Glass Retainer (Square Door)
15	021-973	Door Handle Assembly Complete
16	846-918	Hinge Cap Black (Set of 2)
17	948-146	Long Black Handle
18	850-241	Black Door - Complete (Arch Door)
19	846-513	Fan Assembly Complete
20	910-138	2 Way Switch
21	910-140	3 way Switch
22	850-105	Airmate
23	075-051	SS Slide Holder
N/S	948-223	Regency Logo Plate
N/S	910-155/P	Fan Motor Only With Squirrel cage
N/S	910-142	Fan Thermodisc
N/S	021-032/P	Vertical Stainless Deflector
N/S	021-022	Firebox Floor Gasket
25	850-161	Small Square Black Door Complete
26	156-241	Cast Handle
27	846-975	Door Handle Assembly (does not include cast handle)
28	829-489	Cast Handle Holder
29	846-918	Black Door Hinge Caps (set)

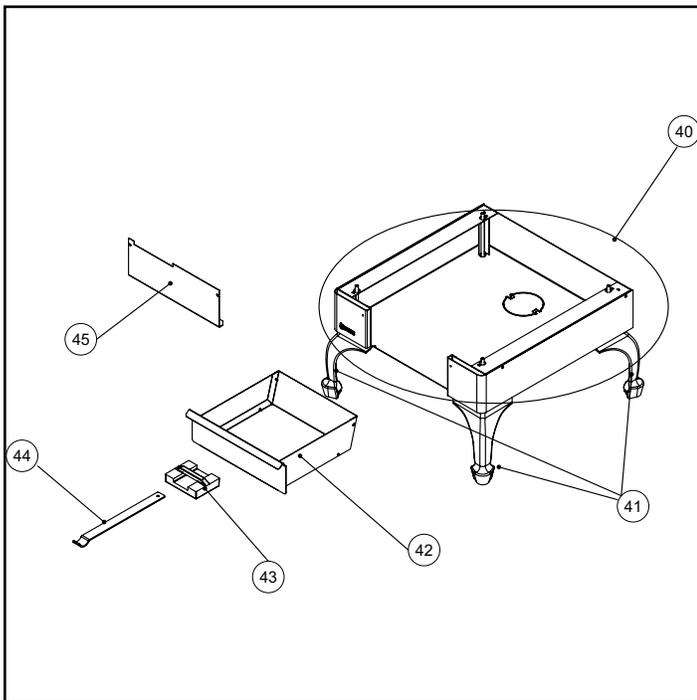
N/S = Not Shown



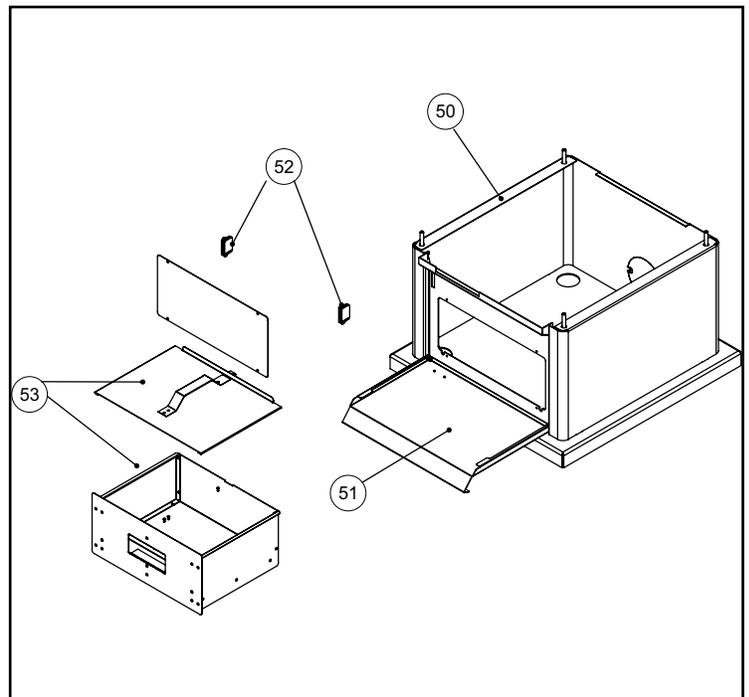
# parts list

## Bases

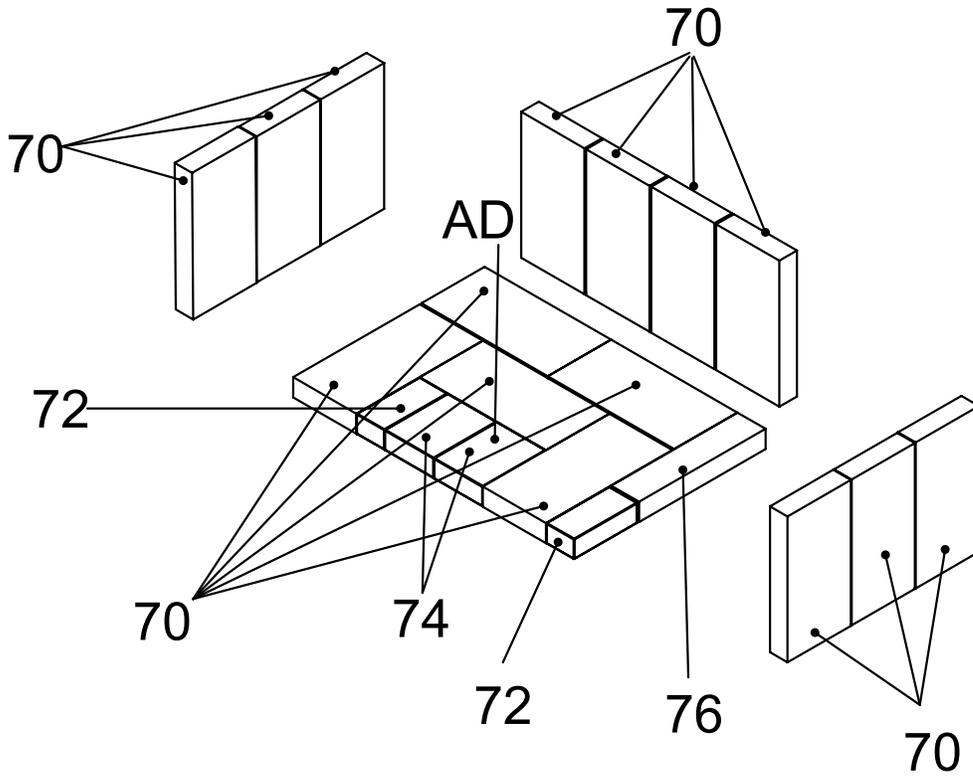
	Part #	Description
40	021-911	Bottom heat Shield
41	850-126	Black Cast legs (Set Of 4)
42	075-914	Ashdrawer Bottom Heat Shield
43	942-110	Ashplug
44	820-249	Ashplug Tool
45	021-024	Blanking Plate
N/S	904-100	Hex Head Bolt (Each)
N/S	820-468F	Metal Washer
N/S	820-456	Metal Spacer/Support Bracket (Each)



	Part #	Description
50	021-915	Pedestal Complete
51	075-069	Pedestal Door
52	904-257	Magnetic Catch (Each)
53	075-910	Ashdrawer
N/S	904-023	Hex Head Bolt (Each)



020-960 Brick Kit Complete	
70)	Brick - Regular Full Size: 32mm x 114mm x 229mm
72)	Brick Partial: 32mm x 51mm x 114mm
74)	Brick Partial: 32mm x 114mm x 89mm
76)	Brick Partial: 32mm x 51mm x 229mm
NOTE: This kit contains one spare brick in case of breakage.	



# warranty

## Limited Warranty

FPI Fireplace Products International Ltd. (“the manufacturer”) through its wholly owned subsidiary, Fireplace Products Australia Pty Ltd (for Australia and New Zealand customers) and sold under the Regency® brand of fireplace products (collectively referred to herein as “FPI”), extends this Limited Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

Wood Products	Component Coverage				Labor Coverage (Years)
	15 years	2 years	1 year	Warranty	
Welded Firebox Steel	✓				5
All Stainless Steel Components, Smoke Deflectors, Heat Shields etc.			✓		1
Air Tubes			✓		1
Airmate			✓		1
Door handle and latch assembly, all hardware			✓		1
Glass Thermal Breakage Only			✓		1
Steel Faceplates, Accessory Housings			✓		1
All Plating			✓		1
Ash Drawer, Heatshields, Pedestal			✓		1
All Baffles-Steel, Ceramic, Vermiculite			✓		1
All castings, firebox, surrounds, doors, panels etc.			✓		1
All Electrical, Fans, wiring, switches etc.		✓ (Fan only)	✓		1
Glass - Crazing			✓		1
Flue components			✓		1
Firebricks				Nil	Nil

After the original warranty coverage for any of the parts above have expired, any repair and/or replacement parts purchased by the consumer from FPI or through an accredited distributor or dealer will carry a ninety (90) day warranty (valid only with an original copy of the tax invoice). No labor coverage is included with any repair and/or replacement part.

Replacement parts are limited to one per warranty term. Airtube and baffle replacements are limited to one replacement per term.

### Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise. This warranty will only apply to those products which are acquired at the time of this warranty being effective. FPI will not be liable for any damage or loss that falls outside the scope of the warranty.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI’s option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by an original copy of the tax invoice.

**The authorised selling dealer, or an alternative authorised FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. This warranty does not cover dealer travel costs for diagnostic or service work. Dealers may charge homeowner for travel and additional time. Check with your selling dealer in advance for any costs to you when arranging a warranty call. FPI is not responsible for results or costs of workmanship of unauthorised FPI dealers or agents in the negligence of their service work. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.**

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective and determine whether the warranty will apply prior to processing or authorising of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including an original copy of the tax invoice (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation, including proof of maintenance records. Incomplete claims may be rejected. FPI has absolute discretion to assess and determine any warranty claim and may accept or reject a claim as it considers appropriate. Any part or parts of the unit found to be defective will be repaired or replaced at FPI's option, through an accredited distributor or service agent provided that the defective part be returned to the distributor or agent, **Transportation Prepaid**, if requested. **It is the general practice of FPI to charge for larger, higher priced replacement parts and issue credit once the replaced component has been returned to FPI and evaluated for manufacturer defect.**

**If a consumer has a unit installed outside an accredited distributor, dealer or pre-approved service agent's service area, or the closest approved service agent is situated more than thirty (30) kilometres from the installation, FPI is not obliged to arrange warranty repairs or shipping/transportation costs. In these cases, the consumer must arrange warranty service with its selling dealer, and shipping, travel and/or additional labor charges will apply.**

Unit must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

The original purchaser is responsible for annual maintenance of the unit, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by lack of maintenance. Annual maintenance records should be retained.

Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts.

#### **Exclusions:**

This Limited Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), firebrick (rear, sides or bottom), door or glass gasket, or any other additional factory fitted gasket.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels (such as unseasoned timber, mill-ends, construction timber or debris, off-cuts, treated or painted timber, tea tree, metal or foil, plastics, garbage, solvents, cardboard, coal or coal products, oil based products, waxed cartons, compressed pre-manufactured logs), accidents, lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in malfunction of the appliance are not covered under the terms of this Limited Warranty.

# warranty

FPI has no obligation to enhance or modify any unit once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing appliances).

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase. Any alteration to the unit which causes sooting or carboning that results in damage to the exterior fascia or over firing that can cause component or firebox/heat exchanger failure will not be covered by this warranty.

Units which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Units where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

Porcelain/Enamel: Absolute perfection is neither guaranteed nor commercially possible. Any chips must be reported and inspected by the authorised selling dealer within three (3) days of installation. Any damage of this type not reported after this time period will be subject to rejection and any related warranty will not apply.

Special Finishes: Expect some changes in color as the product "ages" with constant heating and cooling. The manufacturer warranty does not cover tarnishing, changing colors and/or marks (i.e. finger prints, etc.) after the purchase of the product. Damage from the use of abrasive cleaners is not covered by warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI appliance without prior authorisation from FPI may void this warranty.

**INCORRECT INSTALLATION IS NOT COVERED BY WARRANTY. A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES.**

**Limitations of Liability:****1. Exclusion of implied terms**

The customer may have the benefit of consumer guarantees under the Australian Consumer Law. To the maximum extent permitted by law, all terms, conditions or warranties that would be implied into this Warranty or in connection with the supply of any goods or services by the supplier under law or statute or custom or international conventions are excluded.

**2. Limitation of liability**

(a) To the maximum extent permitted by law and subject to clauses 1 and 3, the supplier's total liability arising out of or in connection with its performance or its obligations pursuant to this Warranty, or arising out of or in connection with the supply of specific goods or services (including pursuant to or for breach of this Warranty, under statute, in equity or for tort, including negligent acts or omissions) is limited as follows: (i) the supplier shall have no liability to the customer for any Consequential Loss; (ii) without limiting the effect of clause 2(a)(i), the supplier's total aggregate liability for Loss, however arising, shall not exceed the GST exclusive aggregate price paid by the customer to the supplier for the specific goods or services that gave rise to the Loss in question.

(b) The limitations and exclusions in this sub-clause do not apply to the extent that any Loss is directly attributable to: (i) the personal injury or death caused by the supplier's default, breach of this Warranty or negligence; or (ii) fraud by the supplier.

(c) Each party must take reasonable steps to mitigate any Loss it suffers or incurs.

**3. Limitation of liability under Australian Consumer Law Guarantees**

(a) To the extent that goods supplied by the supplier are not goods of a kind ordinarily acquired for personal, domestic or household use and the customer is deemed to be a consumer for the purposes of section 64A of the Australian Consumer Law, the customer agrees that the supplier's liability for a failure to comply with a consumer guarantee that the customer may have a benefit under the Australian Consumer Law (other than a guarantee under sections 51 (title), 52 (undisturbed possession) and 53 (undisclosed securities)), is limited to, at the option of the supplier, one or more of the following: (i) replacement of the goods or the supply of equivalent goods; (ii) the repair of the goods; (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or (iv) equivalent goods; or (v) the payment of the cost of having the goods repaired.

(b) To the extent that services supplied by the supplier are services other than services of a kind ordinarily acquired for personal, domestic or household use or consumption, the supplier's liability for failure to comply with a consumer guarantee that the customer may have the benefit of is limited to, at the option of the supplier: (i) the supply of the services again; or (ii) the payment of the cost of having the services supplied again.

**4. Subject to Change**

This Limited Warranty is given at the time of sale and purchase of the relevant fireplace product. The terms of this Limited Warranty may be amended from time to time by FPI in accordance with changes to business practices, consumer laws or other legal requirements. The rights and protections granted under the Limited Warranty are those in force in relation to a fireplace product at the time and in the place of sale of that product, and only those terms will be applicable in respect of that product.

**5. Severability**

Any term of this Limited Warranty that is invalid or unenforceable in any jurisdiction is to be read down for the purposes of that jurisdiction, if possible, so as to be valid and enforceable, and is otherwise capable of being severed to the extent of the invalidity or unenforceability, without affecting the remaining provisions of this Limited Warranty or affecting the validity or enforceability of that provision in any other jurisdiction.

**6. Definitions**

For purposes of clauses 1, 2 and 3:

(a) Consequential Loss means loss of expected savings, loss of use, loss of opportunity, loss of profit, loss of revenue, increased financing costs, loss arising from delay, or any consequential, special or indirect loss or damage, whether or not the possibility or potential extent of the loss or damage was known or foreseeable, and whether arising from a claim under indemnity, contract, tort (including negligence), statute or otherwise.

(b) Loss means any expense, cost or damage of any kind and includes Consequential Loss and a fine or penalty imposed by a statutory or other authority.

# warranty

## How to Obtain Warranty Service:

Customers should contact the authorised selling dealer to obtain warranty service. In the event the authorised selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include your name, address, purchase date, selling dealer, serial #, type of unit, a brief description of the problem, email and telephone contact information, and a copy of your original tax invoice. A representative will contact you to make arrangements for an inspection and/or warranty service. (See below for Western Australia and/or New Zealand)

Please note Fireplace Products Australia Pty Ltd does not provide installation services.

### **Fireplace Products Australia Pty Ltd**

99 Colemans Road  
Dandenong South, VIC  
Australia, 3175

Phone: +61 3 9799 7277

Fax: +61 3 9799 7822

To obtain warranty service in Western Australia and/or New Zealand, please contact one of our authorised distributors in those areas:

#### Western Australia:

##### **Air Group Australia**

131 Bannister Rd  
Canning Vale WA  
Australia, 6155  
Phone: (08) 9350 2200  
Fax: (08) 9353 4225

#### New Zealand:

##### **Aber Holdings Ltd**

PO Box 10095  
Te Rapa, Hamilton  
New Zealand, 3241  
Freephone: 0800 161 161

## Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at <http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx> within ninety (90) days of purchase.



### Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

For purchases made in **CANADA or the UNITED STATES:**

<http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx>

For purchases made in **AUSTRALIA:**

<http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx>

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

### Warranty Registration Form (or Register online immediately at the above Web Site):

<b>Warranty Details</b>	
Serial Number (required):	
Purchase Date (required) (mm/dd/yyyy):	
<b>Product Details</b>	
Product Model (required):	
<b>Dealer Details</b>	
Dealer Name (required):	
Dealer Address:	
Dealer Phone #:	
Installer:	
Date Installed (mm/dd/yyyy):	
<b>Your Contact Details (required)</b>	
Name:	
Address:	
Phone:	
Email:	

For purchases made in **CANADA:**

**FPI Fireplace Products  
International Ltd.**  
6988 Venture St.  
Delta, British Columbia  
Canada, V4G 1H4

Phone: 604-946-5155  
Fax: 1-866-393-2806

For purchases made in the **UNITED STATES:**

**Fireplace Products US, Inc.**  
PO Box 2189 PMB 125  
Blaine, WA  
United States, 98231

Phone: 604-946-5155  
Fax: 1-866-393-2806

For purchases made in **AUSTRALIA:**

**Fireplace Products Australia Pty Ltd**  
99 Colemans Road  
Dandenong South, Vic. 3175  
Australia

Phone: +61 3 9799 7277  
Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

warranty







***Installer: Please complete the following information***

**Dealer Name & Address:** \_\_\_\_\_

\_\_\_\_\_

**Installer:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Date Installed:** \_\_\_\_\_

**Serial #:** \_\_\_\_\_