



## Freestanding Wood Fire

Owners &  
Installation Manual



F5102 Video

MODEL: F5102 - AUSTRALIA

[www.regency-fire.com.au](http://www.regency-fire.com.au)

*Installer:* Please complete the details on the back cover  
and leave this manual with the homeowner.  
*Homeowner:* Please keep these instructions for future reference.

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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.

Keep those **REGENCY FIRES** burning.

**SAFETY NOTE:** If this wood fire is not properly installed, a house fire may result. For your safety, follow the installation instructions, contact local building, fire officials, or authority having jurisdiction about restrictions and installation inspection requirements in your area.

"This wood heater contains a catalytic combustor, which needs periodic inspection and replacement for proper operation. It is against the law to operate this wood heater in a manner inconsistent with operating instructions in this manual, or if the catalytic element is deactivated or removed."


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

"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 (WILL VOID WARRANTY):**

- Treated wood
- Cardboard
- Tea Tree
- Solvents
- Oil Based woods
- Colored Paper
- Coal
- Trash
- Garbage

**Save these Instructions**




# WARNING!



**HOT GLASS WILL  
CAUSE BURNS**

**DO NOT TOUCH GLASS  
UNTIL COOLED**

**NEVER ALLOW CHILDREN  
TO TOUCH GLASS**



# WARNING!

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

**DO NOT USE ANY ABRASIVE CLEANERS**

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# data badge

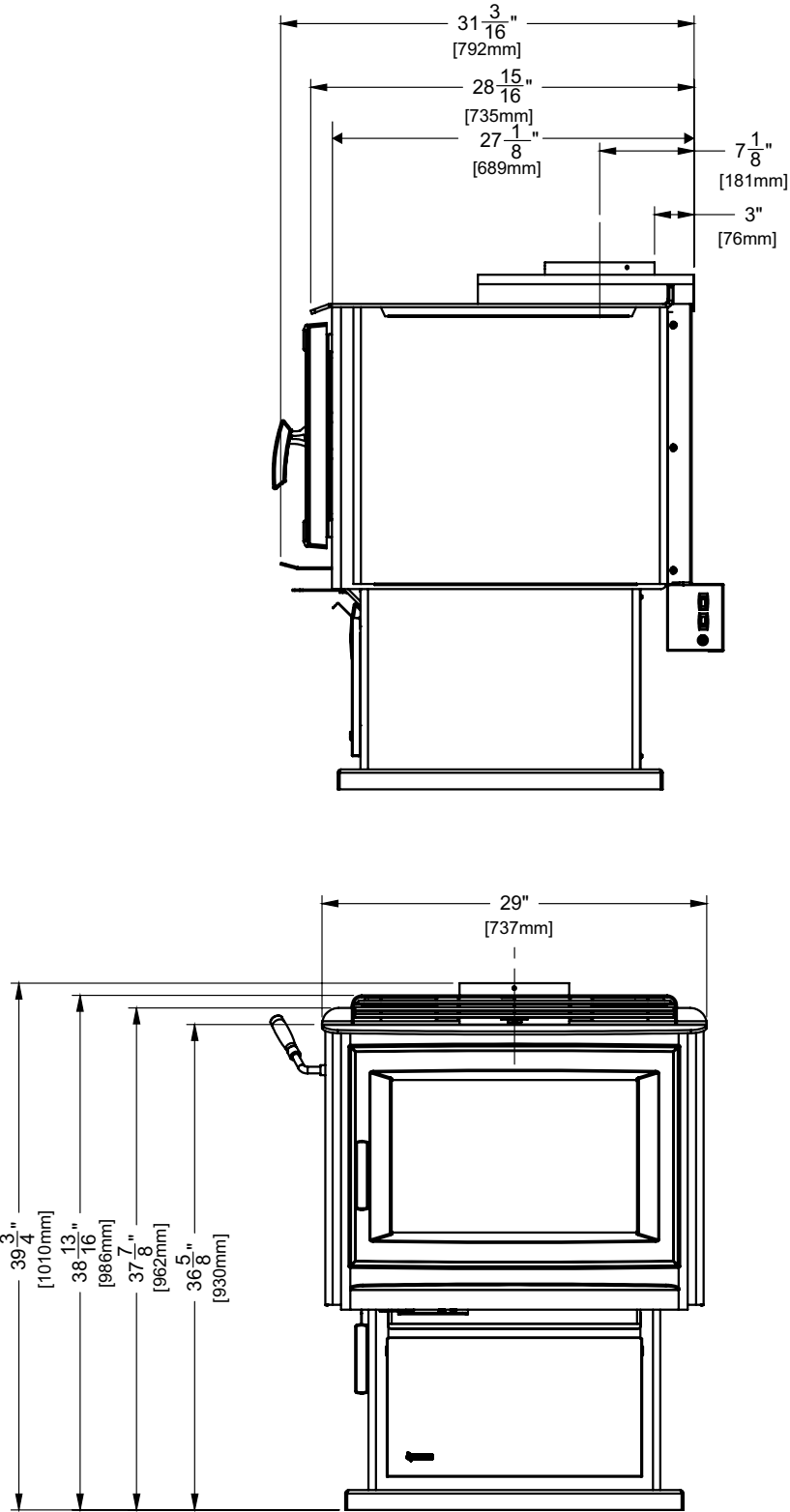
This is a copy of the data badge that accompanies each F5102 Freestanding Wood Fire. We have printed a copy of the contents here for your review.

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

<b>MAKE: REGENCY</b>	
<b>TYPE: FREESTANDING WOODFIRE</b>	
<b>Model: RICHMOND F5102</b>	Serial Number <b>432</b>
TESTED BY: VIPAC ENGINEERS & SCIENTISTS LTD 279 NORMANBY RD. PORT MELBOURNE, VICTORIA 3207 AUSTRALIA	TEST REPORT NUMBER: 30A-13-0074-TRP-344146-1 (JANUARY 2014)
WHEN TESTED IN ACCORDANCE WITH AS/NZS 4012:2014 & AS/NZS 4013:2014	
MAXIMUM AVERAGE HEAT OUTPUT BURNING HARDWOOD: 10.2kW	
OVERALL AVERAGE EFFICIENCY BURNING HARDWOOD: 73%	
PARTICULATE EMISSION FACTOR: 1.4 g/kg	
CATALYTIC COMBUSTOR: Yes	
CERAMIC CATALYTIC COMBUSTOR - VERSAGRID PART No: 051-530	
MANUFACTURER/DISTRIBUTOR: FIREPLACE PRODUCTS AUSTRALIA PTY. LTD. 1 CONQUEST WAY, HALLAM VIC 3803	
Date of Manufacture:	
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC	2017 2018 2019 2020 2021
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919-349b

UNIT 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 Heater. Consult the minimum clearance chart for your model and set the heater in place.
- 3) To ensure vertical alignment, suspend a plumb bob from the ceiling over the exact center of your heater 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 heater to combustibles to ensure 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 heater aside and mark the position of the floor protector.
- 8) When the floor protection is complete, position the heater with the flue collar centered under the installed flue.

### 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.**

- 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.

**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.**

## MODULAR INSTALLATION OPTIONS

**WARNING: ONLY USE SPECIFIED COMPONENTS.**

The following items are required when assembling your Regency Heater. F5102 unit - the Rear Heat Deflector is supplied with the heater, 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>F5102 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: These can be installed at time of installation or added later:</b>	
<b>Blower/Fan</b>	Adding the blower will increase the area heated by the heater, it can move warm air beyond the room where the heater is located.
<b>Ash Drawer Kit</b>	Adding the Ash Drawer Kit makes cleaning ashes out of the heater easier and cleaner (refer to Bottom Shield Ash Drawer Kit, Installation section).
<b>Airmate</b>	The Airmate pushes heat forward out into the room.

## HEATER ASSEMBLY PRIOR TO INSTALLATION

The F5102 unit requires the pedestal attached to the base. The F5102 heater requires either the Airmate or Rear Heat Deflector on top of the heater.

### Airmate Assembly for F5102

- 1) The airmate sits on top of the heater with the slots in the sides fitting over the curved deflector on the rear heater 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 heater. The back of the airmate should be level with the back and sides of the rear heat shield. See Diagrams 2 & 3.

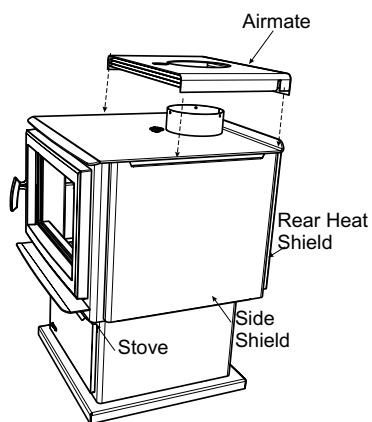


Diagram 1

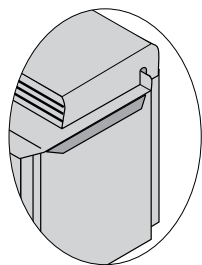


Diagram 2

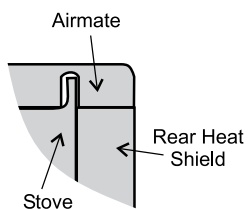


Diagram 3

### Rear Heat Deflector Assembly for F5102

The rear heat deflector is supplied with the heater 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.

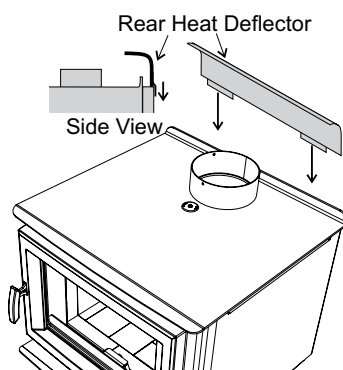
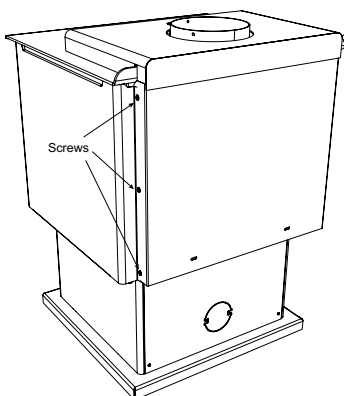


Diagram 4

### Side Shield Adjustment

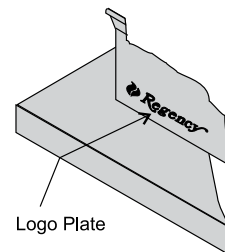
**The left and right side shields are lowered for shipping and handling.** It allows for a handhold on the top of the heater. Before placing in the Step Heater in its final position, the side shields must be raised.

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



### Logo Installation

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



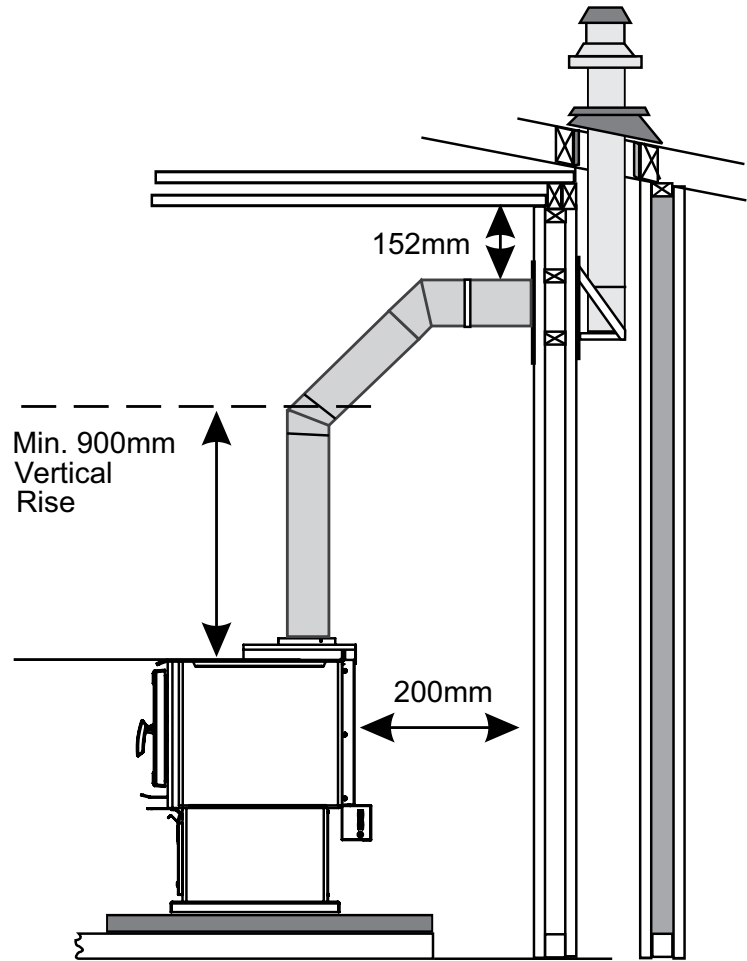
**Note: Any paint touch up should be done prior to placing logo on pedestal.**

- 2) If not using ash drawer, then cover plate must be installed.

## THRU-WALL INSTALLATION

Minimum vertical of 900mm before any 90° or back-to-back 45°.  
Horizontal Maximum of 900mm with 6.35mm rise per 0.3m.

**NOTE:** Using 2 - 45° instead of 90° may improve draft and performance (per diagram).



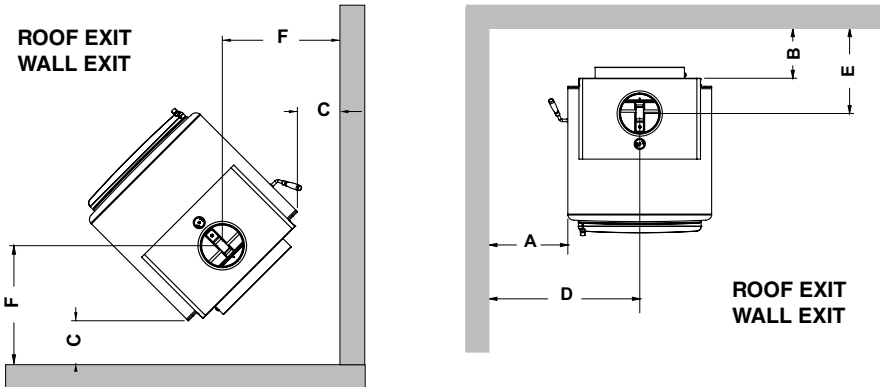


## MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS

Measurements "From Unit" are from the top plate of the heater to a side wall or to a corner, and from the rear heat shield to a back wall.

Clearances may only be reduced by means approved by the regulatory authority.

**Note:** Minimum ceiling height roof exit - 2108mm



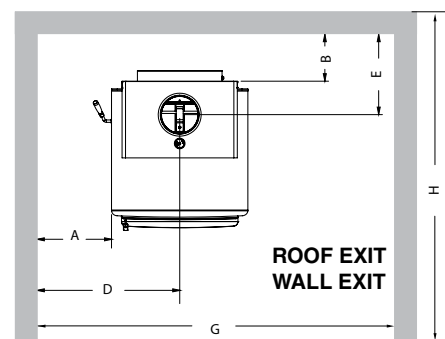
**NOTE:** Be aware that local Codes and Regulations may override some clearances listed in this manual. Check with your local inspector.

**NOTE:** Clearances to combustibles are for the safety of the property. To avoid overheating and damaging the appliance these clearances should be maintained for non-combustibles also.

Residential Close Clearance (To be installed with required pipe components)							
		A	B	C	D	E	F
F5102	with Airmate or Rear Deflector	305mm	203mm	100mm	674mm	381mm	469mm

### Minimum Alcove Clearance to Combustible Materials

**Note:** Minimum alcove ceiling height - 2108 mm - Vertical Termination  
**H = Maximum depth of alcove - 1219mm**  
**G= Minimum width of alcove - 1600mm**



### Flue Kit

Universal 7" (178mm) FLo-Met kit with 1 x 900mm decromesh (solid back) on top of appliance. an 8" (203mm) reducing to 7" (178mm) starting piece of spigot need to be fitted to kit (If not supplied).

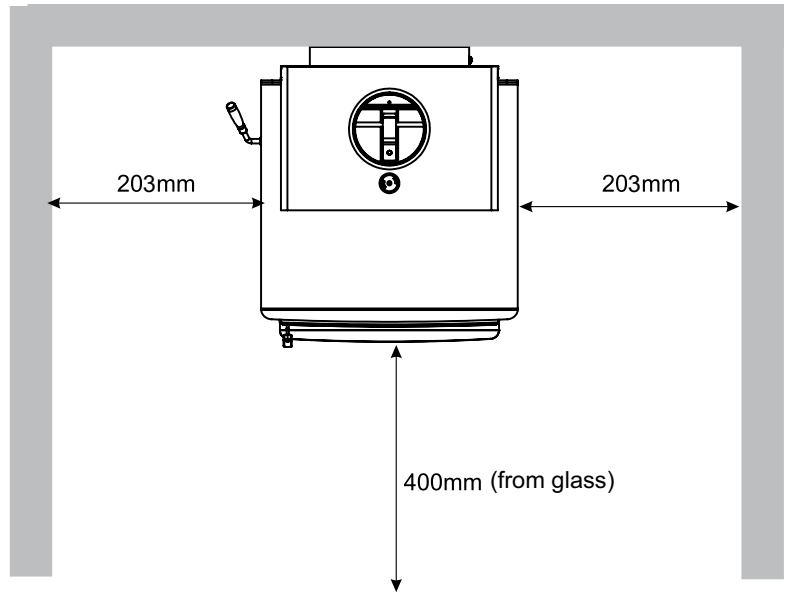
The flue pipe shall extend not less than 4.6 M above the top of the floor protector.

# installation

## FLOOR PROTECTION

A combustible floor must be protected by a non-combustible material (ie. tile, concrete board, or as defined by local codes) extending beneath the heater as follows:

From sides : 203mm  
From Front : 400mm (from Glass)  
From Back of Appliance: 0 mm  
(60mm from Rear of Pedestal Foot)



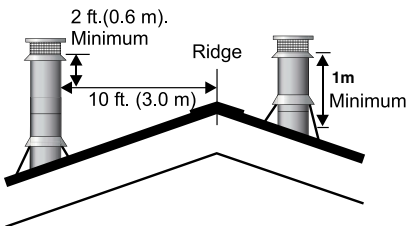
Floor protection must be minimum of 6mm thick - 1194 x 1143 in size with a thermal conductivity of 0.8W/m<sup>2</sup>K

## STEP-BY-STEP FLUE AND CONNECTOR INSTALLATION

**Note:** These are a generic set of flue installation instructions. Always follow the manufacturers own instructions explicitly. Verify the Minimum Recommended Heights for Wood fire Flue (Table 1 in the Installation section). AS/NZS 2918:2001 installation of solid fuel burning appliance.

1. With your location already established, cut and frame the roof hole. It is recommended that no ceiling joist be cut for flue and support box installation. If it is necessary to cut them, the joist must be made structurally sound.
2. Install radiant shield and support from above.
3. Stack the flue pipe onto your finish support to a minimum height of 1m above the roof penetration, or 0.6m above any point within 3m measured horizontally. There must be at least 1m of flue above the roof level.

**NOTE:** Ensure each section of flue is positively attached and secured.

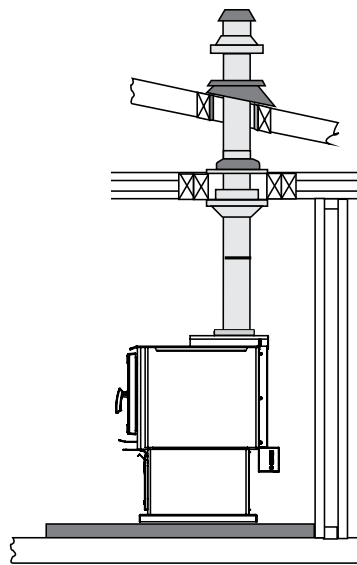


**Note:** Increasing the flue height above this minimum level will sometimes help your unit to “breathe” better by allowing a greater draft to be created. This greater draft can decrease problems such as, difficult start-ups, back-smoking when door is open, and dirty glass. It might be sufficient to initially try with the minimum required height, and then if problems do arise add additional height at a later date.

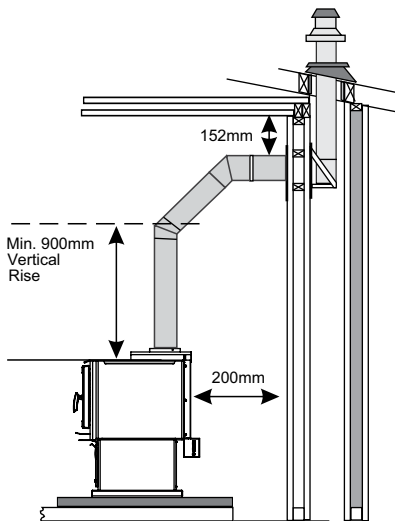
4. Slide the roof flashing over your flue and seal the flashing to the roof with roofing compound. Secure the flashing to your roof with nails or screws.
5. Place the storm collar over the flashing, sealing the joints with a silicone caulking.
6. Fasten the raincap to the top of your flue.

8. To complete your flue installation, install the flue pipe from the heater’s flue collar to the flue support device.
9. If you are using a horizontal connector, the flue connector should be as high as possible while still maintaining the 457mm minimum distance from the horizontal connector to the ceiling.
10. **NOTE: Residential Close Clearance and Alcove installations require a listed double wall connector from the heater collar to the ceiling level.**

The diagrams below illustrate one way to install your unit into a standard ceiling or with a horizontal connector. Check with your dealer or installer for information on other options available to you.



Standard Ceiling Installation



Horizontal Installation

## THRU-WALL INSTALLATION

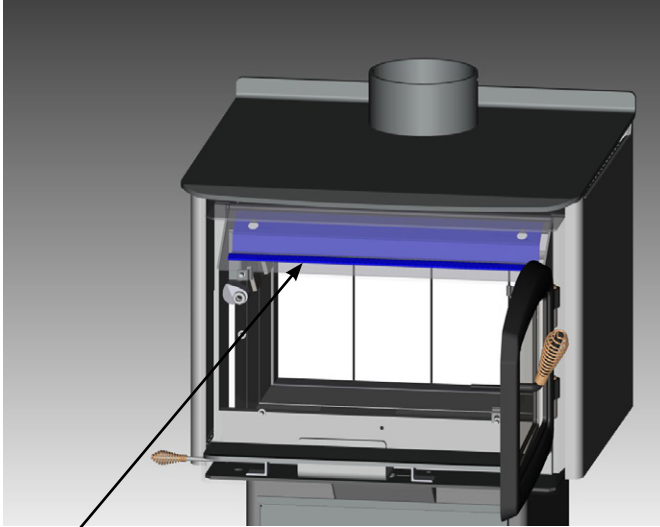
Minimum vertical of 900mm before any 90° or back-to-back 45°. Horizontal Maximum of 900mm with 6.35mm rise per 0.3m.

**NOTE:** Using 2 - 45° instead of 90° may improve draft and performance (per diagram).

# installation

## STAINLESS STEEL SMOKE DEFLECTOR INSTALLATION / REPLACEMENT:

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

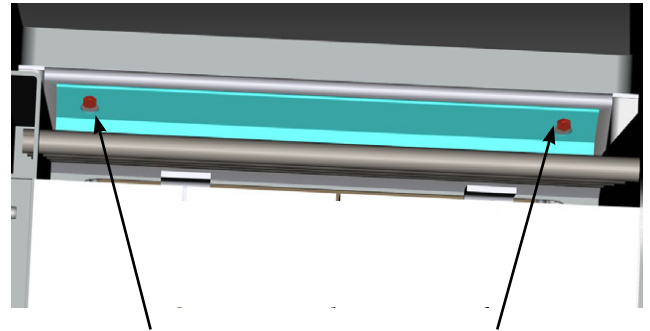
To replace the deflector, loosen off both bolts and slide deflector upward and out. Install new deflector and hand tighten bolts. Ensure positive location of the deflector prior to hand tightening.

**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. Hand tighten bolts only.

\* Actual deflector may not be exactly as shown



Smoke deflector installed with 2 bolts.

**Note:** This is a view from inside the firebox looking out.

\* Actual deflector may not be exactly as shown

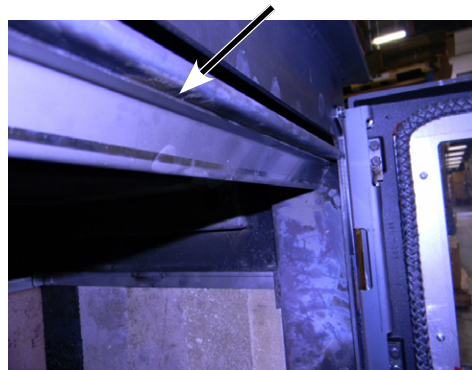
Correct Install:

Ensure return edge of smoke deflector is seated within the backside of the glass wash.



Incorrect Install:

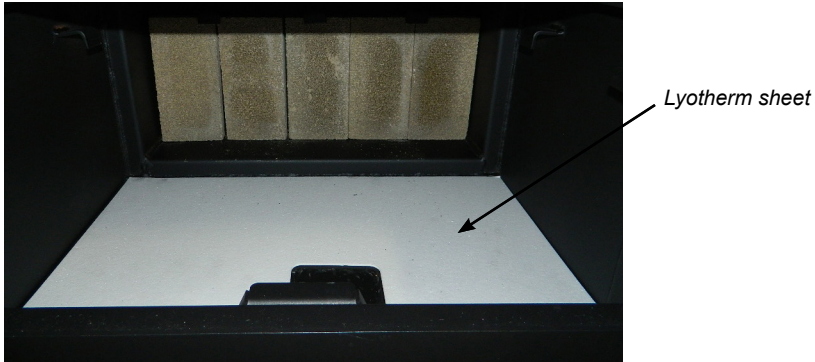
Return edge of smoke deflector seated under glass wash.



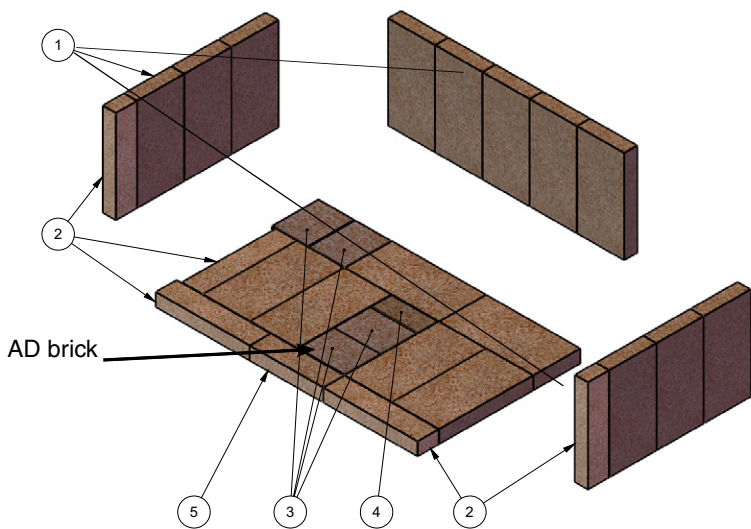
## BRICK INSTALLATION

Firebrick is included to extend the life of your heater and radiate heat more evenly. Install all firebricks per the diagram below and place in their correct positions. Do not use a grate.

1. Remove box of firebricks from inside unit.
2. Remove Lyotherm sheet from mailer tube and install on base of firebox as shown below.

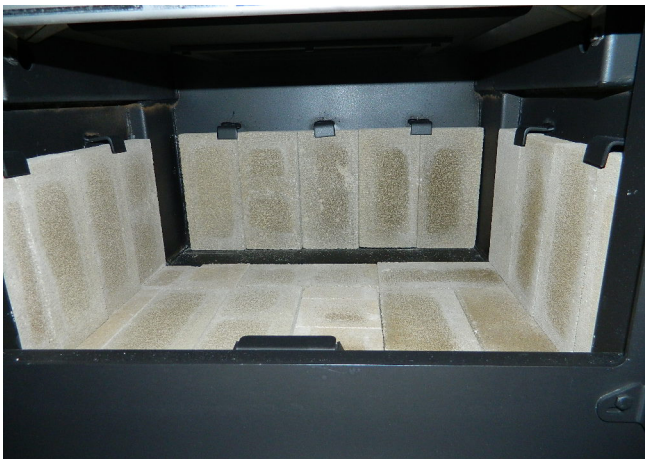


3. Order of firebrick install:
  - a) Rear Firebrick
  - b) Firebox floor - install brick over Lyotherm Sheet
  - c) Right and left side Firebricks



Fire bricks	
#	Size
1	114mm x 229mm
2	51mm x 229mm
3	89mm x 114mm
4	44mm x 114mm
5	51mm x 178mm

**NOTE:** The "AD" brick covers the Ash Dump hole that is used when the Ash Drawer Kit is installed.



Final Install

# installation

## FAN INSTALLATION

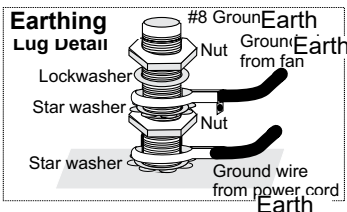
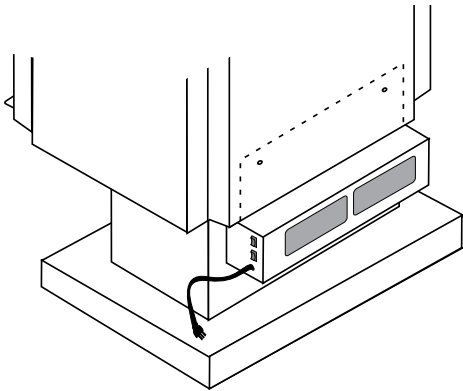
Fan assembly for use only with the room heater marked to indicate such use.

### FAN INSTALLATION (240V FAN)

- 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 power 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.**



Wire98ar.eps

## FAN OPERATION

### 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 heater 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 heater body. Remove the fan, bend the bracket closer to the heater and re-install the fan.

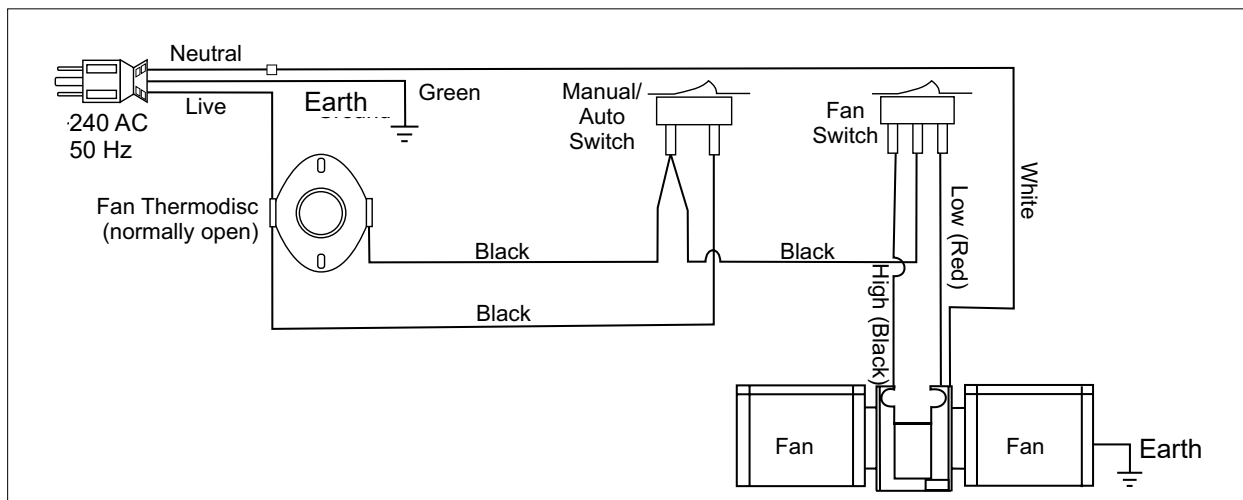
### MANUAL

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

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



Wiring Diagram

## OPERATING INSTRUCTIONS

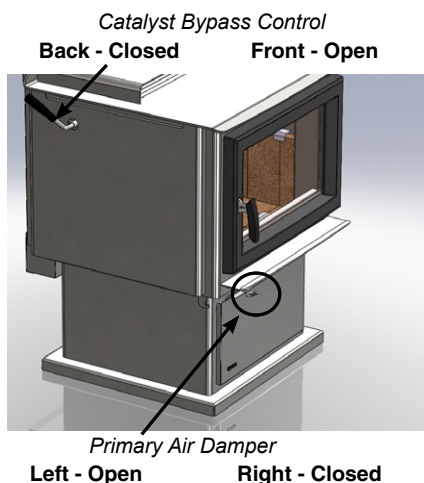
With your unit now correctly installed you are now ready to start a fire. Before establishing your first fire, it is important that you fully understand the operation of your Catalytic combustor and draft control.

**WARNING**  
Fireplace Heaters 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 heater 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 (when facing the unit). To increase your draft - slide to the left to open, and to decrease - slide to the right closed. The F5102 unit has a secondary draft system that continually allows combustion air to the induction ports at the top of the firebox, just in front of the catalytic combustor.

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



**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!!**

## IMPORTANT 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 the catalytic by-pass control fully. (Handle facing forward)
2. Open firebox door and build a small fire using paper and dry kindling on the firebrick base, **DO NOT USE A GRATE** 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.**

3. With the catalytic by-pass damper still in the fully open position, 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.
4. The temperature in the heater and the gases entering the combustor must reach between 260° C - 370° C for catalytic activity to start. From the start up of a cold heater, a medium to high firing rate must be maintained for 30min. This ensures that the heater, catalyst and fuel are all stabilized at proper operating temperatures. Even though it is possible to have temperatures at 315° C within minutes after a fire has been started, if the fire is allowed to die down immediately it may go out or the combustor may stop working. Once the combustor starts working, heat generated in it by burning the smoke will keep it working. During re-fueling and rekindling of the cool fire, or a fire that has burned down to the charcoal phase, operate the heater at a medium to high firing rate for about 10 minutes to ensure that the catalyst reaches operating temperatures

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

5. 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 heater at its maximum setting, and only after the metal has been warmed.
6. For the first few days, the heater 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 heater at a very high temperature the first few times may

damage the paint. Burn fires at a moderate level the first few days.

7. Do not place anything on the heater top during the curing process. This may result in damage to your paint finish.
  8. 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.
  9. 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.
  10. Some cracking and popping noises may be experienced during the heating up process. These noises will be minimal when your unit reaches temperature.
  11. 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 Heater causing a draft down your flue. If this occurs, slightly open a window near your unit.
- CAUTION: If the body of your unit, or any part of the flue connector starts to glow, you are over firing. Stop loading fuel immediately and close the draft control until the glow has completely subsided.**
12. Green or wet wood is not recommended for your unit. If you must add wet or green fuel, open the draft control fully until all moisture has been dispersed by the intense fire. Once all moisture has been removed, the draft control may be adjusted to maintain the fire.
  13. If operating your fire on **MED to HIGH** setting, it is recommended to keep the bypass door open initially after loading. When operating the fire on **LOW**, or overnight burn position, ensure the bypass door is always closed.



How to Light and Maintain a Wood Heater Fire

# operating instructions

- The controls of your unit or the air supply passages should not be altered to increase firing for any reason.
- 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 heater hot enough to keep your glass clean and catalytic combustor, you won't need to clean your flue as often.

## FAN OPERATION

### 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 heater 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.

Route power cord to either left or right behind unit.

### 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.

## ASH DISPOSAL

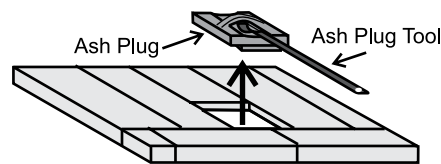
During constant use, ashes should be removed every few days. The Ash Drawer option features a convenient ash dump for easy removal of ash, refer to Modular Installation Options section.

## Safety Precautions

- 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.
- Please take care to prevent the build-up of ash around the start-up air housing located inside the heater box, under the loading door lip.
- 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 heater. Evidence of over firing can void the warranty on your heater.
- 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.

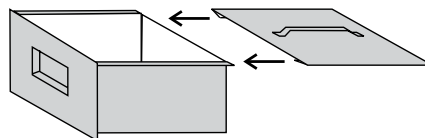
## Ash Drawer Operating Guideline

- Only clean ashes out of the heater 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.
- 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.



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

- 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.
- 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

### DO NOT USE CHEMICALS FOR FLUIDS TO START FIRE.

- 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.
- Keep the door closed during operation and maintain all seals in good condition.
- Do not burn any quantities of paper, garbage, and never burn flammable fluids such as gasoline, naphtha or engine oil in your heater.
- If you have smoke detectors, prevent smoke spillage as this may set off a false alarm.
- Do not overfire heater. If the flue connector, flue baffle or the heater top begin to glow, you are over firing. Stop adding fuel and close the draft control. Over firing can cause extensive damage to your heater including warping and premature steel corrosion. **Over firing will void your warranty.**
- Do not permit creosote or soot build-up in the flue system. Check and clean flue at regular intervals. Failure to do so can result in a serious flue fire.
- Your Regency heater can be very hot. You may be seriously burned if you touch the heater while it is operating, keep children, clothing and furniture away. Warn children of the burn hazard.
- The heater consumes air while operating, provide adequate ventilation with an air duct or open a window while the heater is in use.
- Do not connect this unit to a flue serving another appliance.
- Do not use grates or andirons or other methods for supporting fuel. Burn directly on the bricks.
- Open the draft control fully for 10 to 15 seconds prior to slowly opening the door when refuelling the fire.
- Do not connect your unit to any air distribution duct.
- 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 (WILL VOID WARRANTY):**

- Treated wood
- Tea Tree
- Oil Based woods
- Coal
- Garbage
- Cardboard
- Solvents
- Colored Paper
- Trash

Burning treated wood, garbage, solvents, colored paper or trash may result in release of toxic fumes and may poison or render ineffective the catalytic combustor. Burning coal, cardboard, or loose paper can produce soot, or large flakes of char or fly ash that can coat the combustor, causing smoke spillage into the room, and rendering the combustor ineffective.

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

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

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

14. Do not store any fuel closer than 0.6m from your unit. Do not place wood, paper, furniture, drapes or other combustibles near the appliance.

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

16. Do not operate with cracked glass.

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

**WARNING: WHEN OPERATING THIS APPLIANCE AS AN OPEN FIRE, USE A FIRE SCREEN.**

**WARNING: OPEN AIR CONTROL (AND DAMPER WHEN FITTED) BEFORE OPENING FIRING DOOR.**

**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.**

**CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH CRACKED GLASS.**

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

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

<b>Troubleshooting Guide</b>		
<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
Crumbling Substrate	Extreme Thermal Shock Refueling with Wet Wood High Draft	Bypass combustor when the heater is running Use seasoned, dried wood. Do not exceed .06" of water draft. Install a manual damper and draft gauge or a barometric damper.
Fly-Ash Build-up Fly-Ash Masking Fly-ash Plugging	Combustor has not maintained light-off temperature. Combustor has not maintained light-off temperature. Burning materials that produce a lot of char and fly-ash. Closing the bypass too soon	Brush cold combustor with a soft bristled brush or vacuum lightly. Brush cold combustor with a soft bristled brush or vacuum lightly. Do not burn cardboard, gift wrap or garbage. Follow instructions for proper light-off.
Thermal Cracking	Uneven temperatures, flame impingement and heat spikes.	If cracking causes large pieces to fall out, replace combustor.
Mechanical Cracks	Combustor mishandled or abused. Distortion of combustor holder.	Handle combustor with care. Replace if necessary. Replace combustor if large pieces are missing, replace any warped heater parts as well.
Plugging (Creosote)	Burning wet, pitchy woods or burning large loads of small diameter wood with the combustor in the operating position without light-off ever occurring.	Burn dried seasoned wood. Make sure combustor has light-off before closing the bypass damper. It may be possible to burn off the soot or creosote accumulation by putting the combustor in a partially open and partially closed position after a hot fire has been started.
Masking (Soot)	Combustor has not maintained a light-off. Burning coal will cause a sulfur-based compound to coat the catalyst.	Place combustor in a partially open and partially position after a hot fire has been started to burn off the soot accumulation. Revert to burning wood and fire the combustor to elevated temperatures for one hour.

# maintenance

## MAINTENANCE

It is very important to carefully maintain your heater, including burning seasoned wood and maintaining a clean heater and flue system. Have the flue cleaned before the burning season and as necessary during the season, as creosote deposits may build up rapidly. Moving parts of your heater require no lubrication. The integrity of all heater parts including baffle plates, cast iron liners, fire bricks, air tubes, air bars, door rope seals, and door glass is imperative for the correct operation and longevity of your Regency Wood heater. They should be inspected on a regular basis and replaced if they show any signs of undue wear or damage. Failure of any of these components can damage the heater and void warranty.

## THERMOMETER

The catalyst thermometer is only an indication of the flue gas temperature as they pass through the catalyst. The thermostat probe that is inserted into the opening, must be cleaned at least once a year. Use 220 sand paper to clean probe.

## 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 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 flue connector and flue 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 flue fire.

### **WARNING: Things to remember in case of a flue fire:**

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

### **Ways to Prevent and Keep Unit Free of Creosote**

- 1) Burn heater with the draft control wide open for about 10-15 minutes every morning during burning season.
- 2) Burn heater 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) The flue and flue connector should be inspected at least once every two months during the heating season to determine if a creosote buildup has occurred.
- 6) **Have flue system and unit cleaned by competent flue 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 (3mm) it should be removed to reduce the risk of a flue fire.**

## DOOR CATCH ADJUSTMENT

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 the spacer washer, (see page 28), will allow the latch to be moved closer to the door frame, causing a tighter seal. Remove and replace the nuts, washer and spacer as shown on in this manual.

## DOOR GASKET

If the door gasket requires replacement 5/8" diameter material must be used. Regency uses a gasket rope 5/8" Medium Density (Part #936-060). A proper high temperature gasket adhesive is required. See your Regency Dealer.

## GLASS MAINTENANCE

Your Regency heater is supplied with 5mm Neoceram ceramic glass (Part #943-384/P) 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 heater to cool down before cleaning the glass, do not clean the glass when it is hot. Cleaning the glass will prevent build up of carbon and allow full view of the fire.

Do not use abrasive cleaners, a damp cloth and glass cleaner is effective.

## 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.

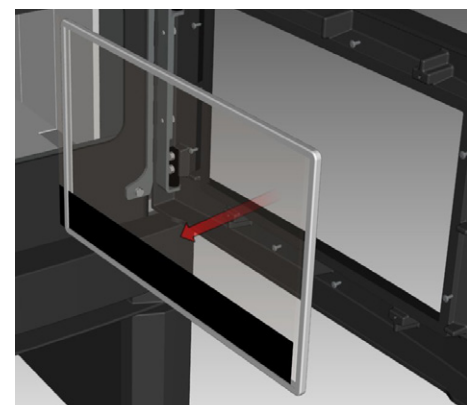
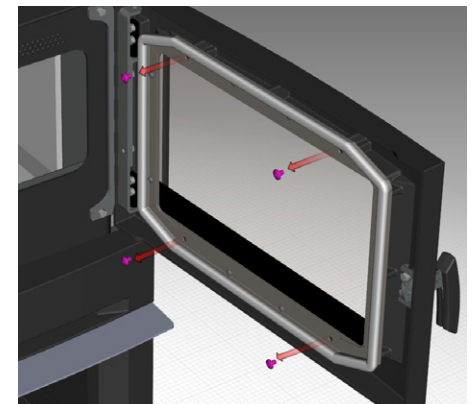
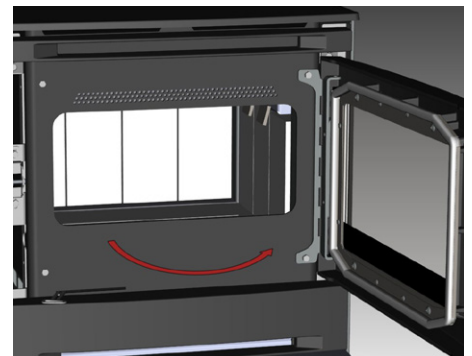


## GLASS REPLACEMENT

Allow the heater to cool before removing or replacing glass. Remove the door from the heater and remove the glass retainer. To avoid injury use caution when removing broken glass. Wear safety gloves. When placing the replacement glass in the door, make sure that the glass gasketing will properly seal your unit. Replace the retainer, it should rest on the gasket not the glass, and tighten securely with a glass clips and screws. Do not wrench down on the glass as this may cause breakage.

Do not use substitute materials. If your glass does break, do not use your unit until it has been replaced.

Do not abuse the door by striking or slamming shut.



## CATALYTIC COMBUSTOR

### ACHIEVING AND MAINTAINING CATALYST LIGHT-OFF:

The temperature in the heater and the gases entering the combustor must be raised to between 260°C to 370°C for catalytic activity to be initiated. During the start up of a cold heater a medium to high firing rate must be maintained for about 30 minutes. This ensures that the heater, catalyst and fuel are all stabilized at proper operating temperatures. Even though it is possible to have temperatures at 315°C within minutes after a fire has been started, if the fire is allowed to die down immediately it may go out or the combustor may stop working. Once the combustor starts working, heat generated in it by burning the smoke will keep it working. During re-fueling and rekindling of the cool fire, or a fire that has burned down to the charcoal phase, operate the heater at a medium to high firing rate for about 10 minutes to ensure that the catalyst reaches operating temperatures.

There are some obvious signs of trouble that your inspection may reveal. The temperature in the heater and the gases entering the combustor must be raised to between 260°C to 315°C for catalytic activity to be initiated. During the start up of a cold heater a medium to high firing rate must be maintained for about 30 minutes. This ensures that the heater, catalyst and fuel are all stabilized at proper operating temperatures. Even though it is possible to have temperatures at 315°C within minutes after a fire has been started, if the fire is allowed to die down immediately it may go out or the combustor may stop working. Once the combustor starts working, heat generated in it by burning the smoke will keep it working. During re-fueling and rekindling of the cool fire, or a fire that has burned down to the charcoal phase, operate the heater at a medium to high firing rate for about 10 minutes to ensure that the catalyst reaches operating temperatures.

**CATALYST MONITORING:** It is important to periodically monitor the operation of the catalytic combustor to ensure that it is functioning properly and to determine when it needs to be replaced. A non-functioning combustor will result in a loss of heating efficiency, and an increase in creosote and emissions. Following is a list of items that should be checked on a periodic basis.

- Combustors should be visually inspected at least three times during the heating season to determine if physical degradation has occurred. Actual removal of the combustor is not recommended unless more detailed inspection is warranted because of decreased performance. If any of these conditions exist, refer to Catalyst trouble shooting section of this owner's manual.
- A good combustor is designed to withstand approximately 12,000 hours of continuous use. This will translate into five to ten years of use, depending on the length of your heating season and how often you use your heater. Proper maintenance will increase the combustor's effectiveness and prevent many problems. Inspect your combustor before each heating season, and during the season if your heater's performance seems to change.
- This catalytic heater is equipped with a temperature probe to monitor catalyst operation. Properly functioning combustors typically maintain temperatures in excess of 260°C and often reach temperatures in excess of 538°C. If catalyst temperatures are not in within, refer to Catalyst trouble shooting section of this manual.
- You can get an indication of whether the catalyst is working by comparing the amount of smoke leaving the flue when the smoke is going through the combustor and catalyst light – off has been achieved, to the amount of smoke leaving the flue when the smoke is not routed (by-pass open) through the combustor.

**Step 1:** Light the heater in accordance with instructions within this manual.

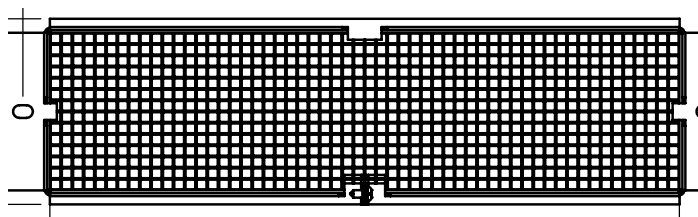
**Step 2:** With smoke routed through the catalyst (by-pass closed) go outside and observe the emissions leaving the flue.

**Step 3:** Engage the bypass mechanism and move to by-pass open position. And again observe the emission leaving the flue. Significantly more smoke should be seen when the smoke is not routed through the combustor (by-pass open). Be careful not to confuse smoke with steam.

**ACHIEVING PROPER DRAFT:** Draft is the force which moves air from the appliance up through the flue. The amount of draft in your flue depends on the length of the flue, local geography, nearby obstructions and other factors. Too much draft may cause excessive temperatures in the appliance and may damage the catalytic combustor. Inadequate draft may cause back puffing into the room and plugging of the flue or catalyst.

### CATALYTIC COMBUSTOR CLEANING:

Method #1
A vacuum cleaner may be used, but <b>never use high pressured air</b> to blow the cells free of any build-up. This can damage the cell walls. Any cell blockage can be removed with the use of a pipe cleaner or a cotton swab as well.
Method #2
Should the combustor's cells become covered with fly-ash, use a paint-brush or soft-bristled brush and dust the combustor gently. <b>Never use anything abrasive to clean the combustor.</b>
Method #3
Normally the catalytic combustor requires little or no maintenance, it generates such high temperatures and therefore is basically self-cleaning. However, should the combustor become covered with soot or creosote, it is possible to burn the accumulation off by opening the bypass and building a hot fire. Once the hot fire is created, close the bypass halfway and burn for 30 to 60 minutes with the bypass left in this position. <b>Never use cleaning solvents to clean it.</b> Check and clean the combustor, if necessary, before each burning season and inspect the flue system for any signs of creosote buildup.  A clean flue helps prevent flue fires.



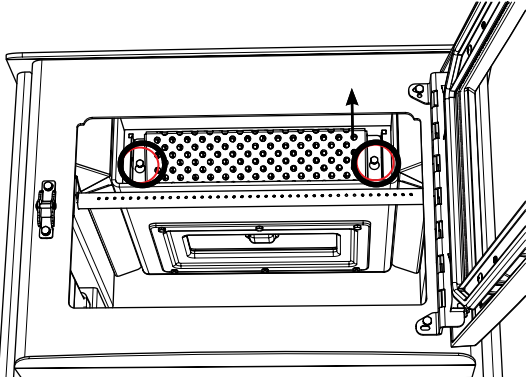
# maintenance

## COMBUSTOR ASSEMBLY REMOVAL / REPLACEMENT:

The catalytic thermometer on top of the heater should read in the active zone after the heater has been in operation for several hours. If the thermometer's indicator needle does not stay in the active zone, even with a hot fire, over a period of regular use, the catalyst may need to be cleaned. If this persists it may be necessary to replace it.

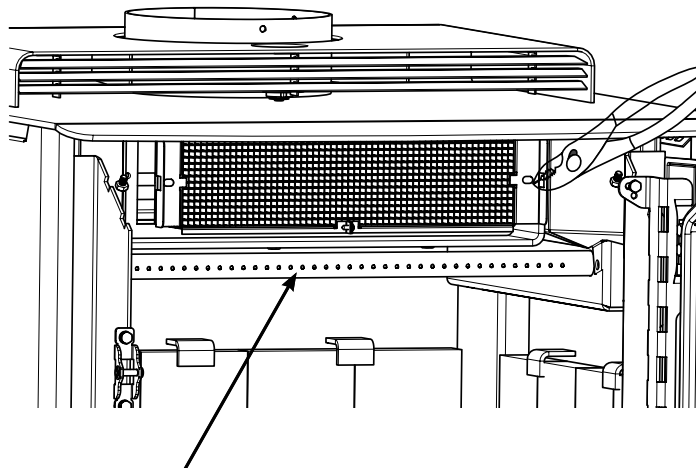
If the combustor must be examined or replaced, follow this procedure:

1. Allow the heater to burn out and cool down.
2. Open the door and loosen the two 11mm bolts -see locations below.



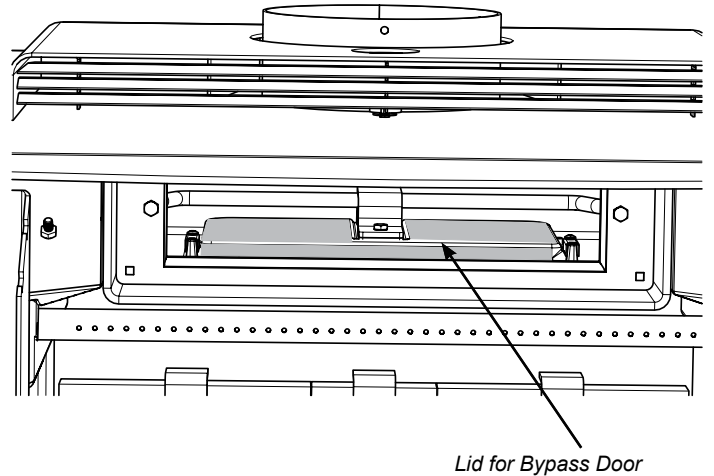
3. Lift flame shield slightly upwards in keyhole slot and pull it forward and down.

4. Use a pair of pliers and gently slide out the band at each end. The assembly will loosen enough that it can be pulled forward, lowered, and pulled out through the door.



F5102 Airtube

**NOTE:** If also replacing the gasket in the bypass door (see next page), remove the lid of the bypass door while it is accessible and complete steps in Bypass Door Gasket Replacement.



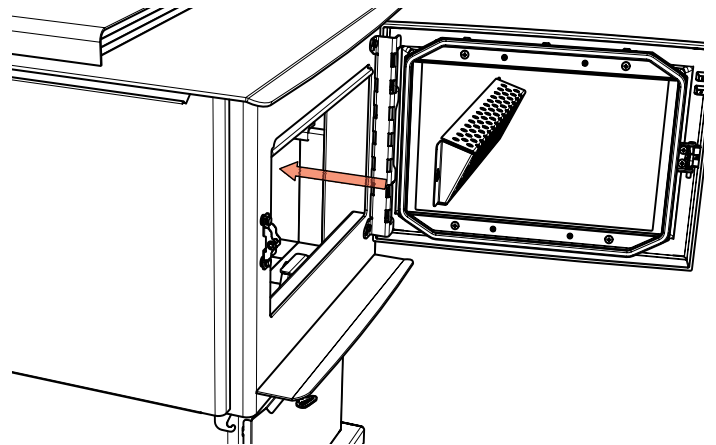
### TO REPLACE THE COMBUSTOR:

First clean the combustor area and the area around the by-pass, use a vacuum cleaner.

Lift the new combustor into position, with the stainless flanges on each end facing forward.

The combustor should slide easily into position, you may need to pinch down the top center with your finger to start, gently push as far to the back of the heater as possible.

Replace the flame shield in the orientation shown below.



Lift it into position, place the key slot opening over the bolt and push the flame shield down to seat. Tighten the bolt till its SNUG only, do not over tighten. The flame shield should rest at an angle (about 45 degrees) with the thin end at the bottom and the thick end near the top of the heater.

**NOTE:** Replacement combustors can be retrieved from Applied Ceramics or Contact your local Regency Dealer for details.

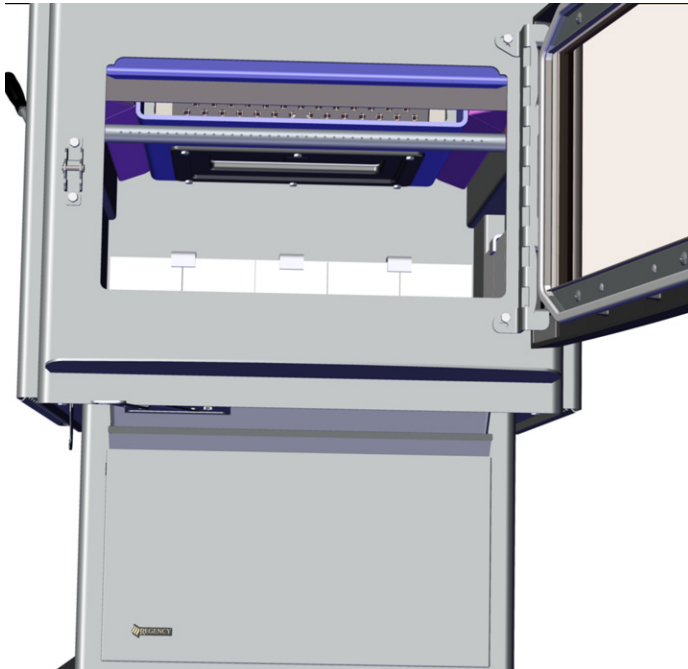
**DO NOT OPERATE THE APPLIANCE IF COMBUSTOR BECOMES INACTIVE - DO NOT OPERATE WITHOUT COMBUSTOR.**



F5102 Airtube Replacement

## BYPASS DOOR GASKET REPLACEMENT

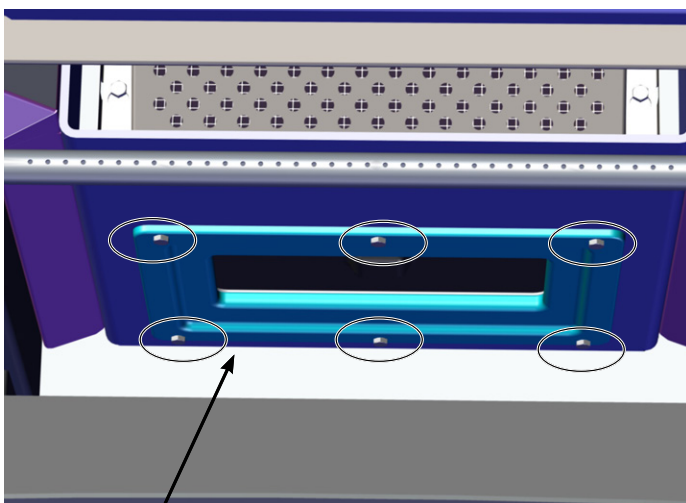
1. Allow the stove to burn out and cool down, until cool to touch.
2. Open stove door to access bypass door.



3. Loosen the 3 rear nuts, then remove 3 front nuts. Support the Bypass Door from the front /back and slide forward to remove Bypass Door Assembly.

Note: if any of the bolts become damaged, the bolt bracket assemblies may be replaced—see next page.

**Important:** Bypass door is very heavy (>18 lbs) - use caution when servicing.

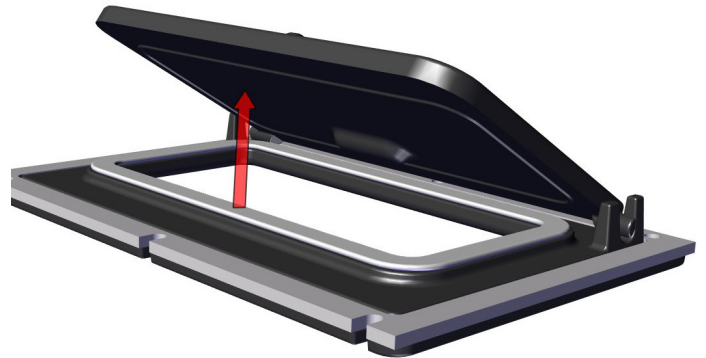


Loosen 3 rear nuts

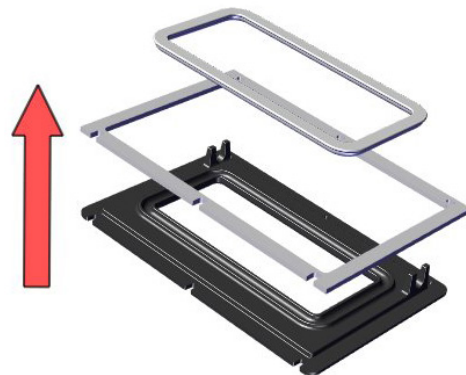


F3500 Damper Assembly Draft

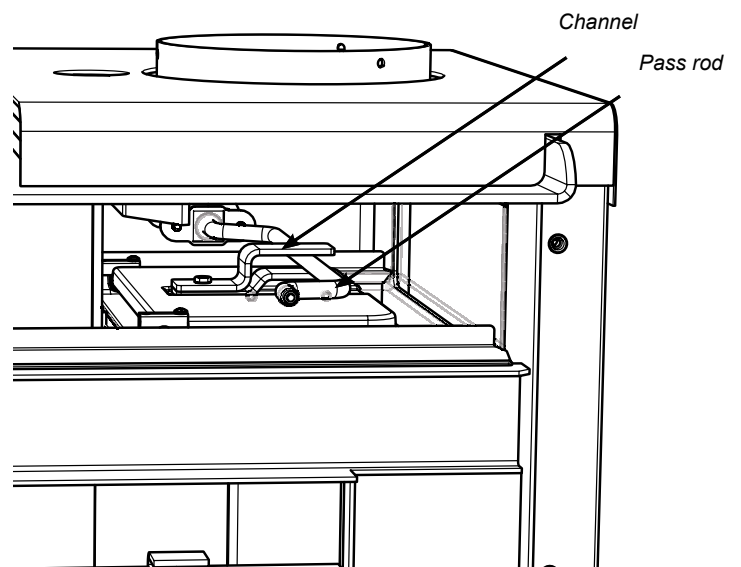
4. Slide bypass door assembly forward, lower complete assembly with care. Lift lid on bypass door assembly to reveal gasket.



- 5 Remove old gaskets and replace with new ones.



6. Reverse steps to reinstall - ensure the pass rod is seated with the channel on the pass door.  
(Unit viewed as transparent to facilitate view)

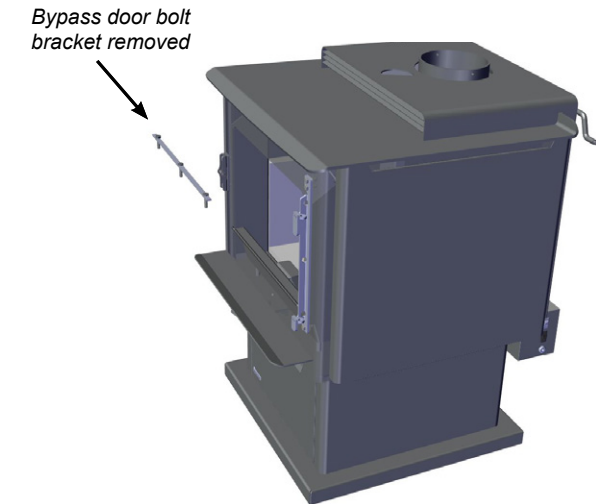
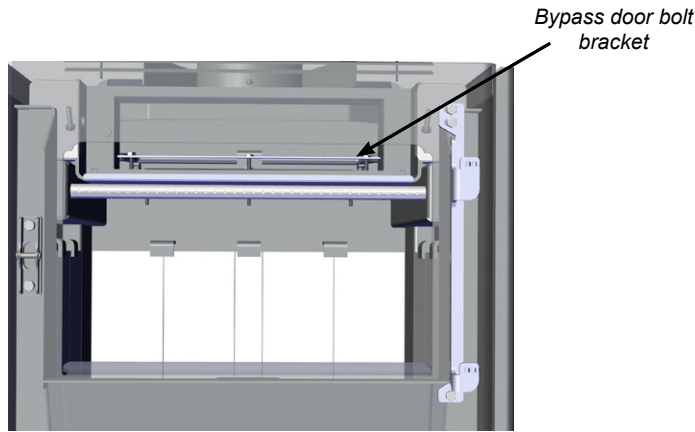


### BYPASS DOOR BOLT BRACKET ASSEMBLY REPLACEMENT

If any of the bolts used to secure the bypass door become damaged - the bypass door bolt bracket assembly can be replaced.

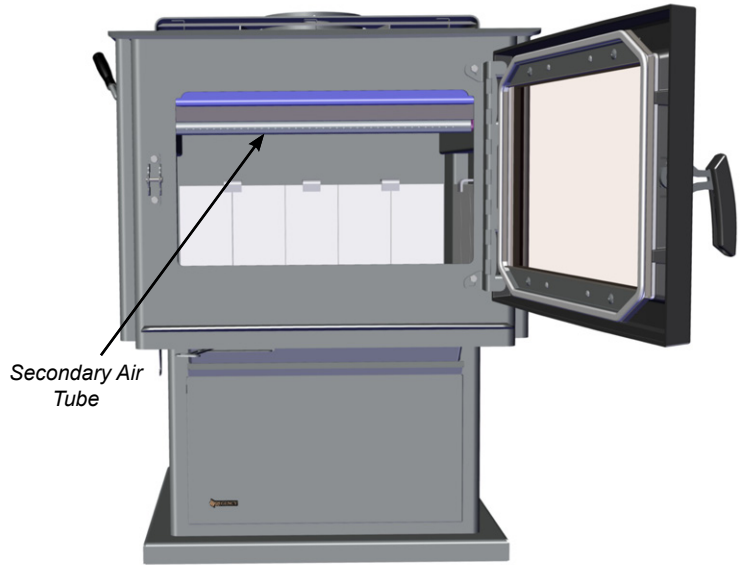
1. Allow the stove to burn out and cool down, until cool to touch.
2. Remove bypass door before attempting to remove bolt bracket assembly— see detailed instructions on previous page.
3. Open stove door and remove stainless steel smoke deflector, flame shield and catalytic combustor to access bypass door—see detailed instructions in this manual.
4. Lift out (front or rear) bypass door bolt bracket assembly and replace with a new one.

**Note:** The rear nuts which are only loosened when removing the by pass door will need to be removed in order to remove the bolt bracket assembly.

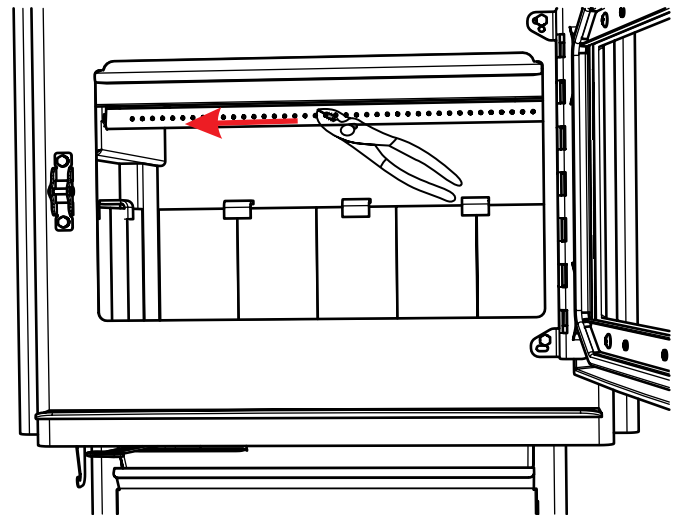


### SECONDARY AIR TUBE REMOVAL / INSTALLATION

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



3. Grasp 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.



4. 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.

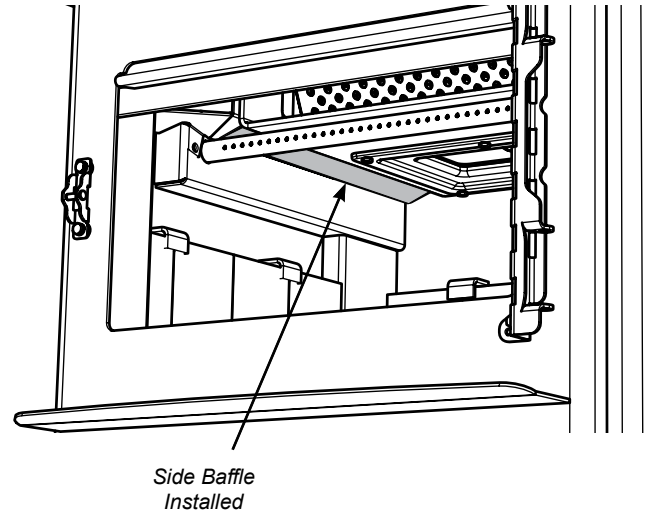
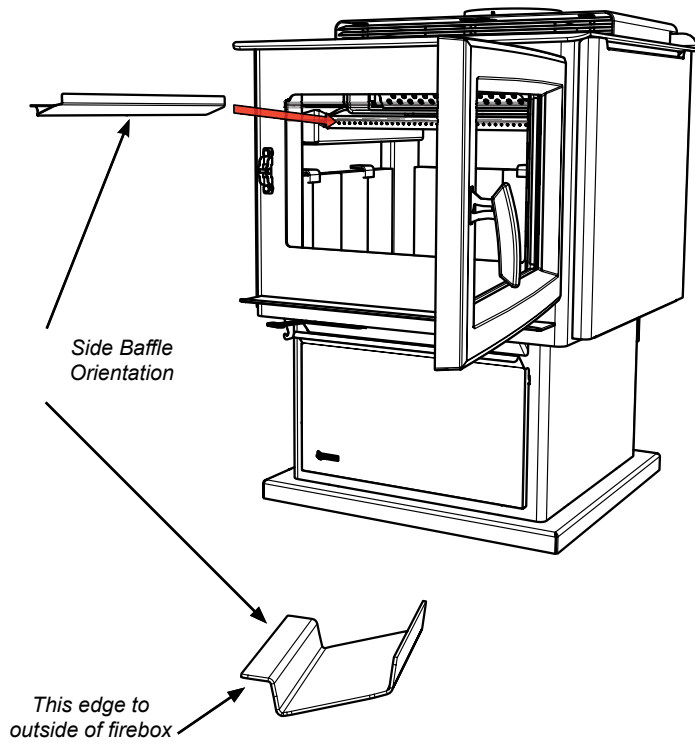


F5102 Airtube Replacement

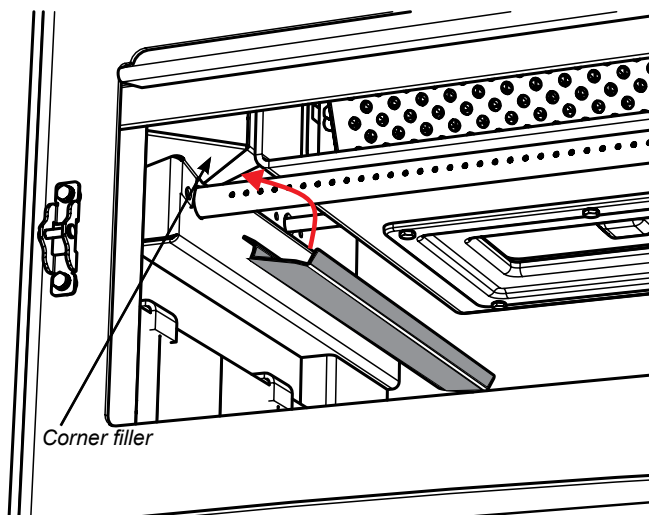
5. Reverse steps to reassemble stove.

## SIDE Baffle INSTALLATION / REMOVAL

1. Allow the heater to burn out and cool down.
2. Open heater door bring the side baffle into the heater in the orientation shown below.



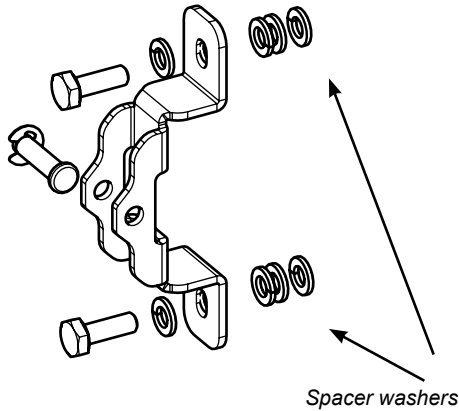
3. Manoeuvre the side baffle underneath the upper corner filler, then let the baffle rest on the side of the combustor housing.
4. Repeat process on other side.



# maintenance

## DOOR CATCH ADJUSTMENT

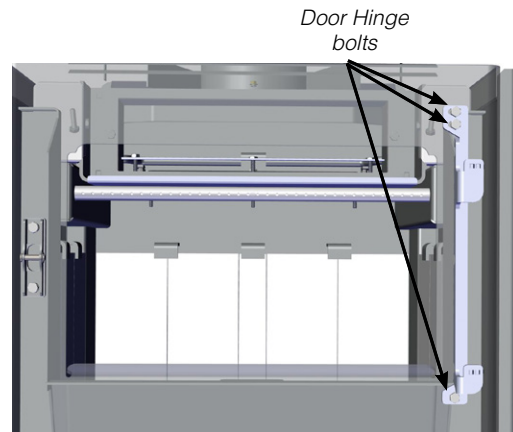
The door catch may require adjustment as the door gasket compresses after a few fires. The door catch compression may require adjustment to renew seal. Removal of the spacer washer, shown in the diagram below, will allow the catch to be moved closer to the door frame, causing a tighter seal. Remove and replace the nuts, washer and spacer as shown



## DOOR HINGE ADJUSTMENT

If the door hinge ever requires adjustment, ensure that the bolt is put on hand tight and tightened a further 1/2 turn using a wrench. Do not overtighten as this can damage the bolt or nutsert.

Note: Some models may only have 1 bolt at the top. This version shows 2 top bolts.

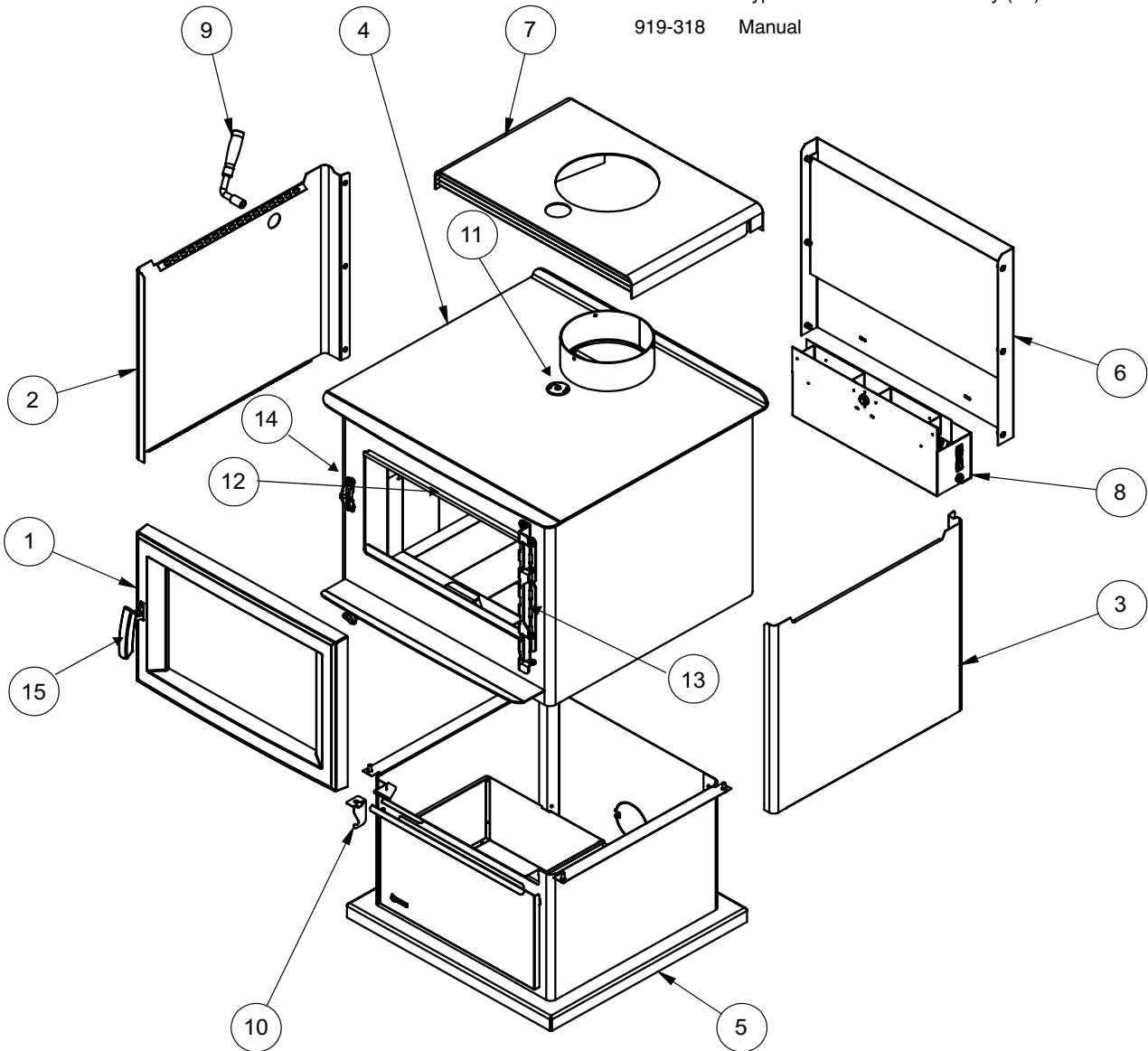


Annual Maintenance	
Completely clean out entire unit	Annually
Inspect air tube, Catalytic Combustor and bricks	Replace any damaged parts.
Adjust door catch assembly	If unable to obtain a tight seal on the door - replace door gasket seal. Readjust door catch after new gasket installed.
Inspect condition 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 heater. 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 flue	Annual professional flue cleaning recommended.



**F5102 HEATERMAIN ASSEMBLY**

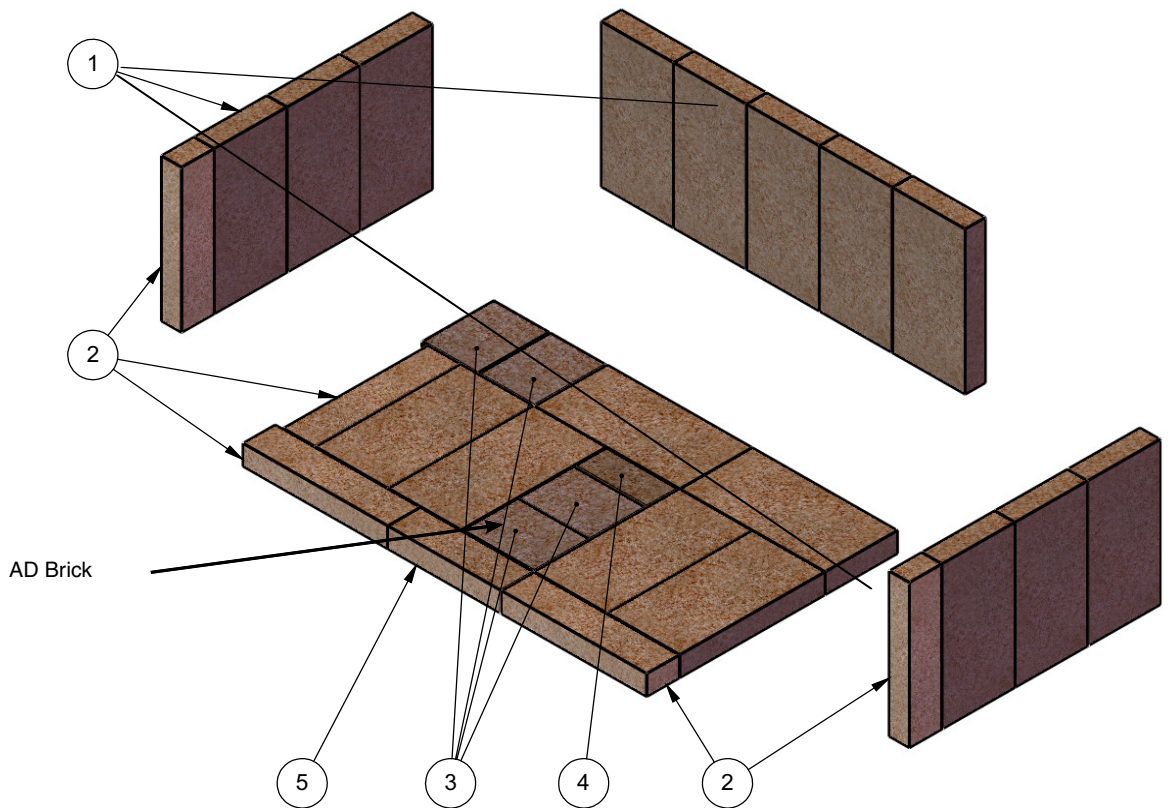
Part #	Description	Part #	Description
1	051-539 Cast Door Assembly	9	051-538 Removable Arm Assembly
2	051-004 Side Heat Shield RH	10	051-018 Handle Holder
3	051-005 Side Heat Shield LH	051-530	Catalytic Combustor Assembly (not shown)
4	Firebox Assembly	063-954	Airtube 1" x 23" long
5	051-513 Pedestal Assembly	11	051-067 Thermometer
6	051-515 Rear Heat Shield Assembly	051-221	Cast Bypass Door
7	051-912 Airmate 8"	936-074	Gasket Bypass Door (per foot)
8	846-513 Fan-Free Standing Heater	12	051-003 Stainless Steel Smoke Deflector
910-155/P	Replacement Motor	13	051-509 Door Hinge Assembly
910-138	Auto/Manual Switch	14	106-561 Door Catch assembly
910-140	Hi/Off/Lo switch	15	156-241 Removable Cast Handle
910-142	Fan Thermodisc	051-006	L/R stainless steel firebox filler
		051-085	Gasket Bypass Frame
		051-510	Bypass Frame 3 bolt assembly (ea)
		919-318	Manual



### F5102 HEATERBRICK LAYOUT

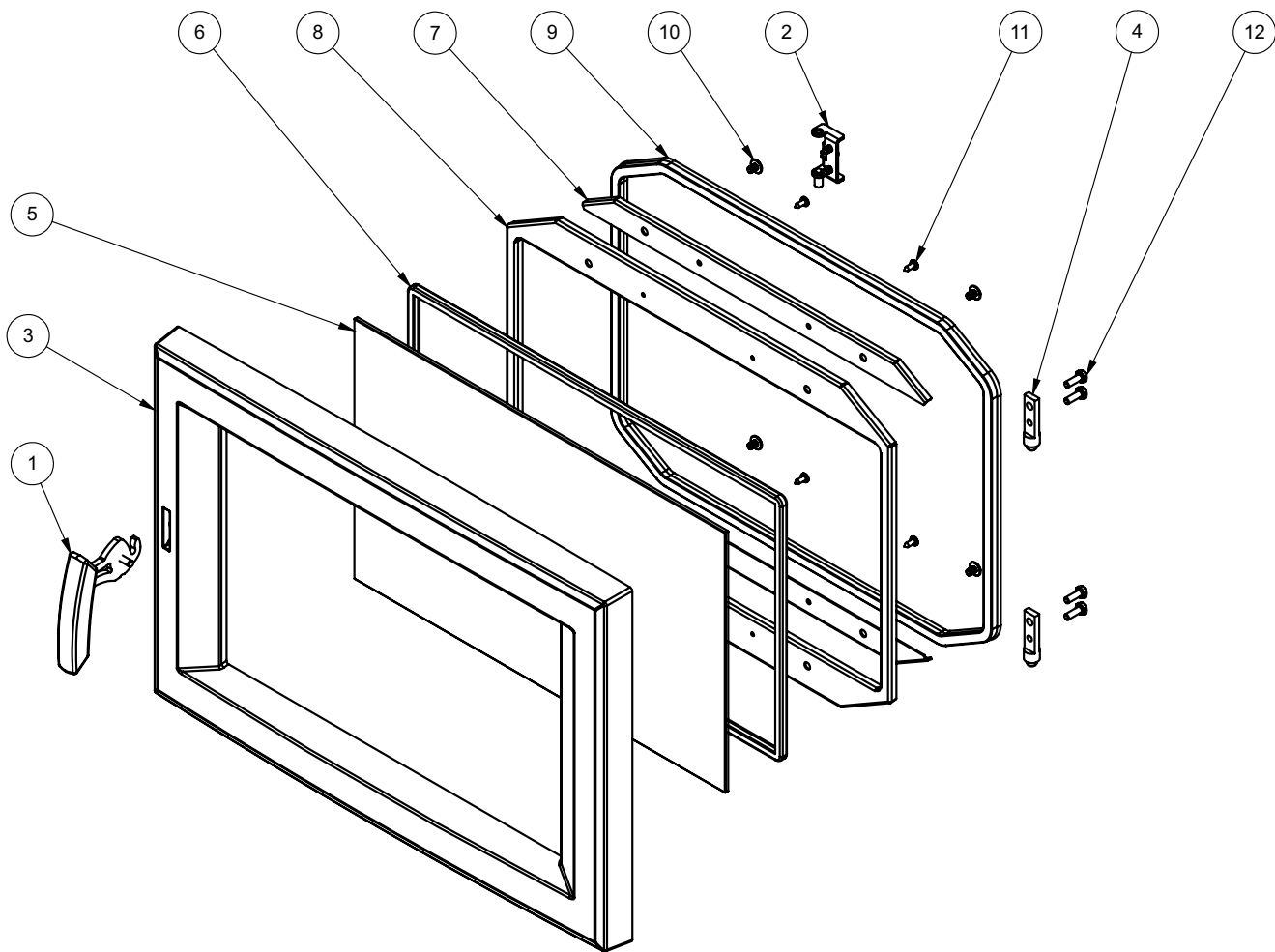
051-960 Brick Set Complete

Fire bricks	
#	Size
1	114mm x 229mm
2	51mm x 229mm
3	89mm x 114mm
4	44mm x 114mm
5	51mm x 178mm



**DOOR ASSEMBLY**

Part #	Description	Part #	Description		
1	156-514	REMOVABLE CAST HANDLE ASSEMBLY	7	051-058	GASKET BRACKET TOP/BOTTOM
2	156-515/P	ALIGNER ASSEMBLY	8	051-056	GLASS / GASKET FRAME
3	051-231	CAST DOOR METALLIC BLACK	9	936-060	5/8 MEDIUM DENSITY (936-060)
4	948-155	HINGE PIN	10	904-809	SCREW 1/4-20 x 3/8 TUSS HD PHIL ZINC PD (ea)
5	940-384/P	GLASS CERAMIC	11	904-146	SCREW #10 x 1/2 SELF TAP PAN HD PHILIPS (ea)
6	936-243	TAPE 7/8 WINDOW ADHESIVE	12	0904-513	HEX BOLT 1/4-20 x 3/4 LG. (ea)
				051-057	SIDE GASKET BRACKET (ea)



# 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
Catalyst Assembly (see below for specific details)				6 Years Prorated	3
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.

### Catalyst Assembly

#### IMPORTANT WARRANTY INFORMATION FOR UNITS WITH A CATALYTIC CONVERTER

FPI will replace, at no charge to the consumer, 'one' catalytic converter that ceases to function within three (3) years from the date of purchase by the original consumer, provided that the following conditions are met:

- (1) The catalytic converter must not have been mechanically abused
- (2) Only recommended fuels have been used in the appliance

If after three (3) years the catalytic converter fails to function, a prorated warranty will provide for replacement at the following fee schedule to be paid by the consumer\*:

Year 4.....	\$90*
Year 5.....	\$100*
Year 6.....	\$110*

\* Prices subject to change without notice. Conditions (1) and (2) above also apply for prorated warranty periods.

AFTER YEAR SIX (6), THE CONSUMER MUST PURCHASE ANY CATALYTIC CONVERTERS THAT NEED REPLACEMENT AT THE CURRENT RETAIL PRICE, AND WILL BE RESPONSIBLE FOR ANY LABOUR COSTS TO REMOVE AND/OR SERVICE. LABOR WILL ONLY BE COVERED ON THE CATALYTIC CONVERTER FOR THE FIRST THREE (3) YEARS.

**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.

## warranty

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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.

### **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.

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

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## **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**

1 – 3 Conquest Way  
Hallam, VIC  
Australia, 3803  
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**

28-30 Division St.  
Welshpool, WA  
Australia, 6106  
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.





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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: 604-946-4349

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

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

Phone: 604-946-5155  
Fax: 604-946-4349

For purchases made in **AUSTRALIA:**

**Fireplace Products Australia Pty Ltd**  
1- 3 Conquest Way  
Hallam, VIC  
Australia, 3803

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.



**APPLIED CERAMICS  
IMPORTANT WARRANTY INFORMATION FOR CATALYTIC CONVERTER**

Any and all claims for catalytic combustor must be submitted to FPI by an authorised selling dealer/distributor. It is essential that all submitted claims provide all of the necessary information including customer name, purchase date, serial number, type of unit. Without this information, the warranty will be invalid and returned to the dealer/distributor.

To learn more about the care and maintenance or the catalytic converter, please visit: [www.firecatcombustors.com](http://www.firecatcombustors.com).

**Warranty (first six (6) years).**

Regency Fireplace Products will replace, at no charge to the consumer - 'one' only, VERSAGRID CATALYTIC CONVERTER that ceases to function within three (3) years from the date of purchase by the original consumer, provided that the following conditions are met:

- (1) A copy of the original invoice that include place and date of purchase must be submitted with the warranty claim.  
(THIS IS THE RECEIPT FOR THE PURCHASE OF YOUR WOOD BURNING APPLIANCE).
- (2) The Versagrid Catalytic Converter must not have been mechanically abused, nor must the wrong fuels have been used in the appliance.

If after three years the Versagrid Catalytic Converter fails to function, the Prorated Warranty will allow replacement at the following special price schedule:

Year 4.....\$90\*  
Year 5.....\$100\*  
Year 6.....\$110\*  
Year 7.....current retail price.

Conditions 1 and 2 also apply to the Prorated portion of the warranty.

The consumer will be responsible for removal and any servicing of this appliance.  
NO LABOR WILL APPLY FOR THE CATALYTIC CONVERTER.

FPI will cover 'one' catalytic converter under the terms of the warranty from 0-6 years as per the prorated warranty listed above. Any future catalytic converters will have to be purchased at current retail price.

\* Prices subject to change.

<b>DISTRIBUTORS:</b>	<b>Western Australia</b>	<b>Eastern Australia</b>	<b>New Zealand</b>
	Air Group Australia	Fireplace Products Australia PTY. Ltd.	Aber Holdings
	28-30 Division St.	1-3 Conquest Way	17 Mainstreet Place
	Welshpool, WA 6106	Hallam, VIC 3803	Te Rapa Ha. 3200
	08 9350 2200	03 9799 7277	07 849 7585

**NOTE: PLEASE RETAIN YOUR INVOICE AS PROOF OF PURCHASE FOR WARRANTY**

**VERIFICATION INCORRECT INSTALLATION OR GAS PRESSURE SETTINGS ARE NOT COVERED**

**BY WARRANTY**

**A SERVICE OR CALLOUT FEE WILL BE CHARGED IN THESE CIRCUMSTANCES.**



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

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

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

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

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

**Serial No.:** \_\_\_\_\_

