

# Owners & Installation



## F33 Freestanding Gas Stove

Models:  
F33NG3-RA  
F33LPG3-RA

# Manual



### PLEASE KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE

#### LISTINGS AND CODE APPROVALS

These gas appliances have been tested in accordance with AS4553, NZS 5262 and have been certified by the Australian Gas Association for installation and operation as described in these Installation and Operating Instructions.

Your unit should be serviced annually by an authorised service person.

#### 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 authorized installer, service agency or the gas supplier.

#### FOR YOUR SAFETY

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

Installation and service must be performed by an authorized installer, service agency or the gas supplier.

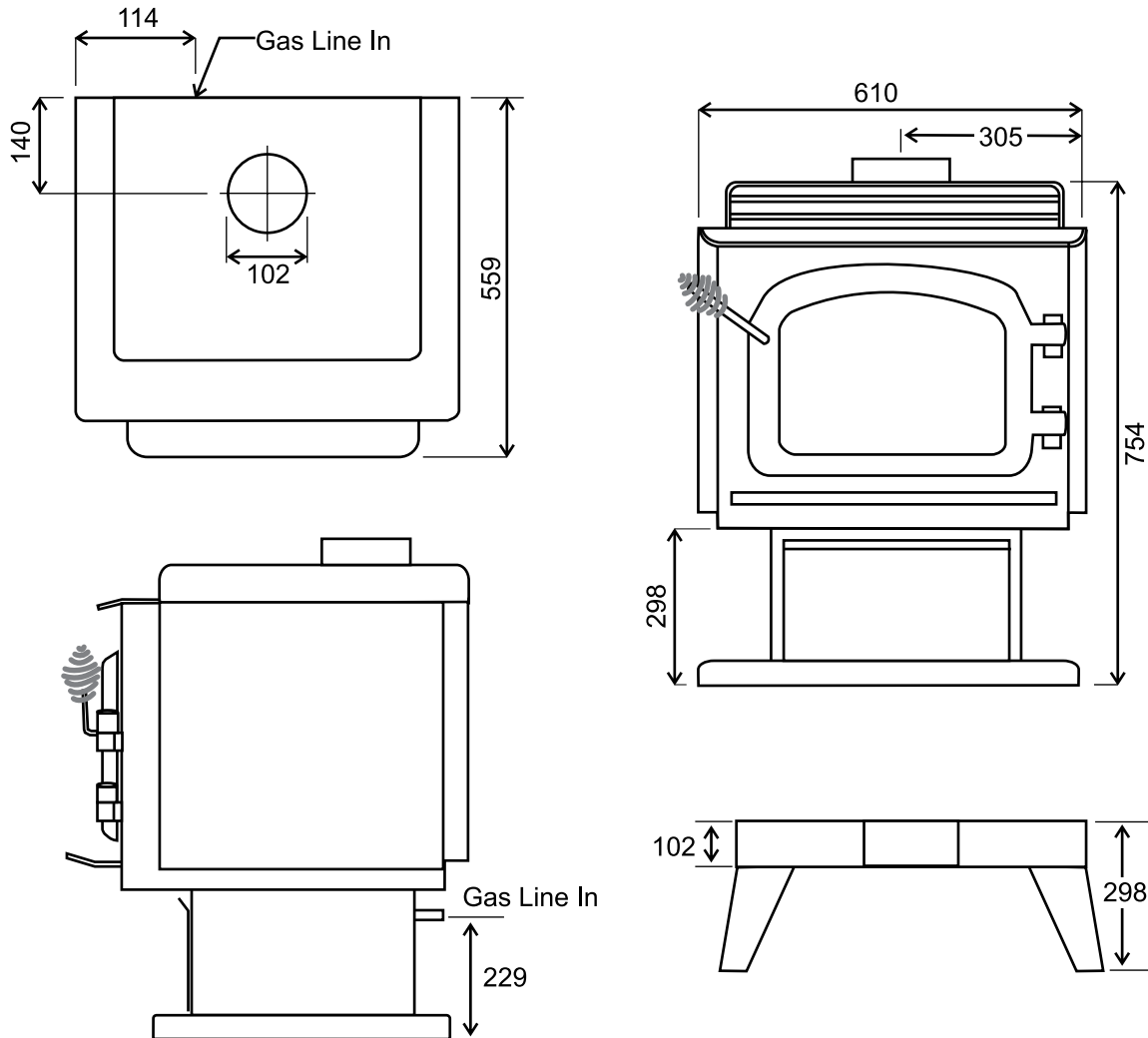
#### FOR YOUR SAFETY

What to do if you smell gas:

- Do not try to light any appliance
- Do not touch any electrical switch: do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

**To the New Owner:**

Congratulations! You are the owner of a state-of-the-art Gas Stove by Fireplace Products International Ltd. The Regency® Gas Series of hand crafted appliances has been designed to provide you with all the warmth and charm of a woodstove, at the flick of a switch. The models F33-NG3 and F33-LPG3 have been approved by the Australian Gas Association for both safety and efficiency. As it also bears our own mark, it promises to provide you with economy, comfort and security for many trouble free years to follow. Please take a moment now to acquaint yourself with these instructions and the many features of your F33-3 Freestanding Gas Stove.



# TABLE OF CONTENTS

## DATA BADGE

Data Badge.....	4
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## INSTALLATION

Before You Start .....	5
General Safety Information.....	5
Installation Checklist.....	5
Pedestal Assembly .....	6
Clearances to Combustibles.....	6
Leg and Bottom Shield Assembly.....	7
Wiring .....	8
Draft Hood .....	8
Flueing.....	8
Gas Connection.....	9
Gas Pipe Pressure Testing .....	9
Valve Description.....	9
Test for Flue Spillage.....	10
Log and Ember Installation.....	10
Safety Latch.....	11
Door Handle .....	11
Optional Remote Wall Switch .....	12
Optional Remote Control Installation.....	12
Optional Wall Thermostat Installation .....	12
Thermostat Wire Table .....	12
Final Check.....	12

## OPERATING INSTRUCTIONS

Operating Instructions .....	13
Lighting Procedure .....	13
Shutdown Procedure.....	13
Copy of the Lighting Plate Instructions .....	14

## MAINTENANCE

Normal Operating Sounds of Gas Appliances .....	15
Maintenance Instructions.....	15
General Flue Maintenance .....	16
Log Replacement .....	16
Gold-plated Doors .....	16
Glass Replacement .....	16
Aeration Adjustment .....	17
Pilot Adjustment.....	17
Removing Valve Assembly .....	17
Thermopile/thermocouple Replacement.....	17
Installing Valve Assembly .....	18
Fan Replacement .....	19
Troubleshooting The Gas Control System.....	20

## PARTS LIST

Main Assembly .....	21
Burner & Log Assembly .....	22
Pedestal & Leg Assembly.....	23

## WARRANTY

Warranty.....	24
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# DATA BADGE

This is a copy of the label that accompanies each Regency® F33-3 Freestanding Gas Stove. We have printed a copy of the contents here for your review.

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

## Regency Gas Fireplace

Model	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Distributed by: Western Australia: Air Group Australia 28 Division St Welshpool WA 6106  Eastern Australia: Fireplace Products Australia Pty. Ltd. 1 Conquest Way Hallam, VIC 3803  New Zealand Aber Holdings 17 Main Street Place Te Rapa, HA 3200  <small>To be installed by an authorised person in accordance with installation instructions provided with the appliance.</small>
<b>Gas Type</b>	<b>NG</b>	<b>LPG</b>	<b>NG</b>	<b>LPG</b>	
Model	I43-NG	I43-LPG	F33NG3-RA	F33LPG3-RA	
Gas Consumption	40mj.	39mj.	33mj.	33mj.	
Manifold Pressure	.85kPa	2.55kPa	.80kPa	2.38kPa	
Injector Size	1x#31 3.0mm	1x#56 1.15mm	1x#36 2.7mm	1x#52 1.6mm	
	AGA 5810 G		AGA 5613 G		
AS4553					
Electrical: 240VAC 50Hz 1.0 amp max.			<b>N2134</b>		Serial Number <b>227</b>

918-092g

**DO NOT** OPERATE THIS APPLIANCE BEFORE READING THE INSTRUCTIONS BOOKLET.

**DO NOT** PLACE ARTICLES ON OR AGAINST THIS APPLIANCE

**DO NOT** USE OR STORE FLAMMABLE MATERIALS NEAR THIS APPLIANCE.

**DO NOT** SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IN OPERATION.

**DO NOT** OPERATE WITH PANELS, COVERS OR GUARDS REMOVED FROM THIS APPLIANCE.

**DO NOT** ENCLOSE THIS APPLIANCE.

**DO NOT** MODIFY THIS APPLIANCE.

908-602b

**THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS AND NO PART OF IT SHOULD BE PERMANENTLY REMOVED.**

**FOR PROTECTION OF YOUNG CHILDREN OR THE INFIRM, A SECONDARY GUARD IS REQUIRED.**

(Australia Only)

## BEFORE YOU START

**INSTALLATION AND REPAIR SHOULD BE DONE BY AN AUTHORISED SERVICE PERSON. THE APPLIANCE SHOULD BE INSPECTED BEFORE USE AND AT LEAST ANNUALLY BY AN AUTHORISED SERVICE PERSON. MORE FREQUENT CLEANING MAY BE REQUIRED DUE TO EXCESSIVE LINT FROM CARPETING, BEDDING MATERIAL, ETC. IT IS IMPERATIVE THAT CONTROL COMPARTMENTS, BURNERS AND CIRCULATING AIR PASSAGEWAYS OF THE APPLIANCE BE KEPT CLEAN.**

**DUE TO HIGH TEMPERATURES, THE APPLIANCE SHOULD BE LOCATED OUT OF TRAFFIC AND AWAY FROM FURNITURE AND DRAPERIES.**

**WARNING: FAILURE TO INSTALL THIS APPLIANCE CORRECTLY MAY CAUSE A SERIOUS HOUSE FIRE AND WILL VOID YOUR WARRANTY.**

**CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES, ESPECIALLY THE FIREPLACE GLASS, AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.**

**YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.**

**CLOTHING OR OTHER FLAMMABLE MATERIALS SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.**

## GENERAL SAFETY INFORMATION

- 1) The appliance installation must conform with local codes or, in the absence of local codes, with AS5601-2004 or NZS 5261
- 2) The appliance when installed, must be electrically grounded in accordance with local codes, or in the absence of local codes with the current National Electrical Code, AS 3100
- 3) See general construction and assembly instructions.
- 4) This appliance must be connected to a flue and terminate to the outside of the building envelope. Never flue to another room or inside a building.
- 5) Inspect the flue system annually for blockage and any signs of deterioration.
- 6) Any safety glass removed for servicing must be replaced prior to operating the appliance.
- 7) To prevent injury, do not allow anyone who is unfamiliar with the operation to use the fireplace.
- 8) Wear gloves and safety glasses for protection while doing required maintenance.
- 9) Under no circumstances should this appliance be modified. Parts that have to be removed for servicing should be replaced prior to operating this appliance.

10) Installation and any repairs to this appliance should be done by an authorised service person. An authorised service person should be called to inspect this appliance annually. Make it a practice to have all of your gas appliances checked annually.

11) Do not strike the glass door.

12) Under no circumstances should any solid fuels (wood, paper, cardboard, coal, etc.) be used in this appliance.

13) The appliance area must be kept clear and free of combustible materials, (gases and other flammable vapours and liquids).

## IMPORTANT SAVE THESE INSTRUCTIONS

The F33-3 Freestanding Gas Stove must be installed in accordance with these instructions. Carefully read all the instructions in this manual first. Consult the "authority having jurisdiction" to determine the need for a permit prior to starting the installation.

## INSTALLATION CHECKLIST

- 1) Locate your appliance. Refer to the "Clearance to Combustibles" section.
- 2) Assemble stove base. Refer to the "Pedestal Assembly" or "Leg and Bottom Shield Assembly" sections.
- 3) Install flueing. Refer to the "Flueing" section.
- 4) Make gas and electrical connections. Refer to the "Gas Connection" section.

Test the pilot. Must be as per diagram in the "Pilot Adjustment" section.

- 5) Test gas pressure. Refer to the "Gas Pipe Pressure Testing" section.
- 6) Test for flue spillage. Refer to the "Test for Flue Spillage" section.
- 7) Install logs and embers and rockwool where indicated in the "Log and Ember Installation" section
- 8) Install optional features. Refer to the following sections where applicable.
  - a. Optional Remote Wall Switch
  - b. Optional Remote Control Installation
  - c. Optional Wall Thermostat Installation
- 9) Final check. Refer to the "Final Check" section.

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly and operation fully explained to customer.

### This includes:

- 1) Clocking the appliance to ensure the correct firing rate (rate noted on label) after burning appliance for 15 minutes.

# INSTALLATION

- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15-20 min. to stabilize.
- 3) Check for proper draft.

**CAUTION:** Any alteration to the product that causes sooting or carboning that results in damage is not the responsibility of the manufacturer.

## CLEARANCES TO COMBUSTIBLES

The clearances listed below are MINIMUM distances. Measure the clearance to both the appliance and the chimney connector. The farthest distance is correct if the two clearances do not coincide. For example, if the appliance is set as indicated in one of the diagrams but the back wall is too close, move the stove until the correct clearance to the connector is obtained.

This appliance may be installed only with the clearances as shown in the situations pictured. Do not combine clearances from one type of installation with another in order to achieve closer clearances. Use the minimum clearances shown in the diagrams.

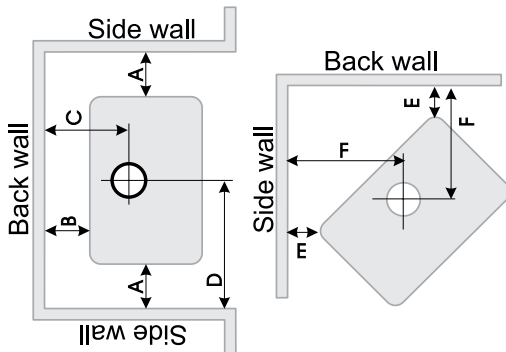
### F33-3 Clearance to Combustibles

A	Side Wall to Unit	250 mm
B	Back Wall to Unit	150 mm
E	Side Wall to Unit	38 mm

### F33-3 Reference Dimensions

C	Back Wall to Flue Centerline	292 mm
D	Side Wall to Flue Centerline	559 mm
F	Side Wall to Flue Centerline	330 mm

Minimum ceiling height is 914 mm from top of unit.



## PEDESTAL ASSEMBLY

- 1) For easier assembly, tip the stove on its back (preferably onto a soft surface to prevent scratching).
- 2) Unscrew the 4 bolts in the underside of the stove. Align the holes in the corners of the pedestal top with the corresponding holes in the base of the stove. Use washers which are supplied with the pedestal as shown in diagram. Reinstall bolts.
- 3) 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.

- 4) See wiring instructions below.

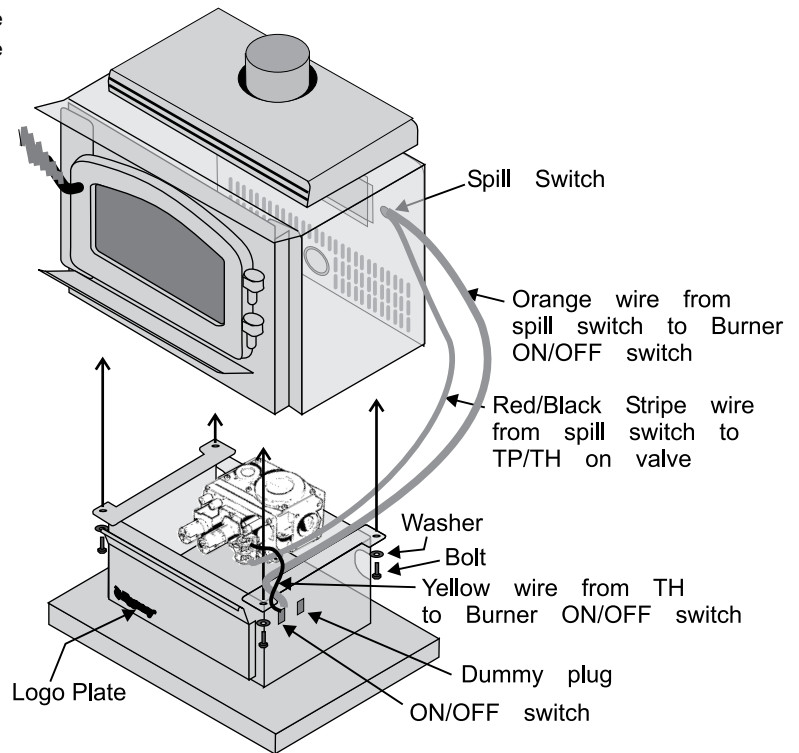


Diagram 1

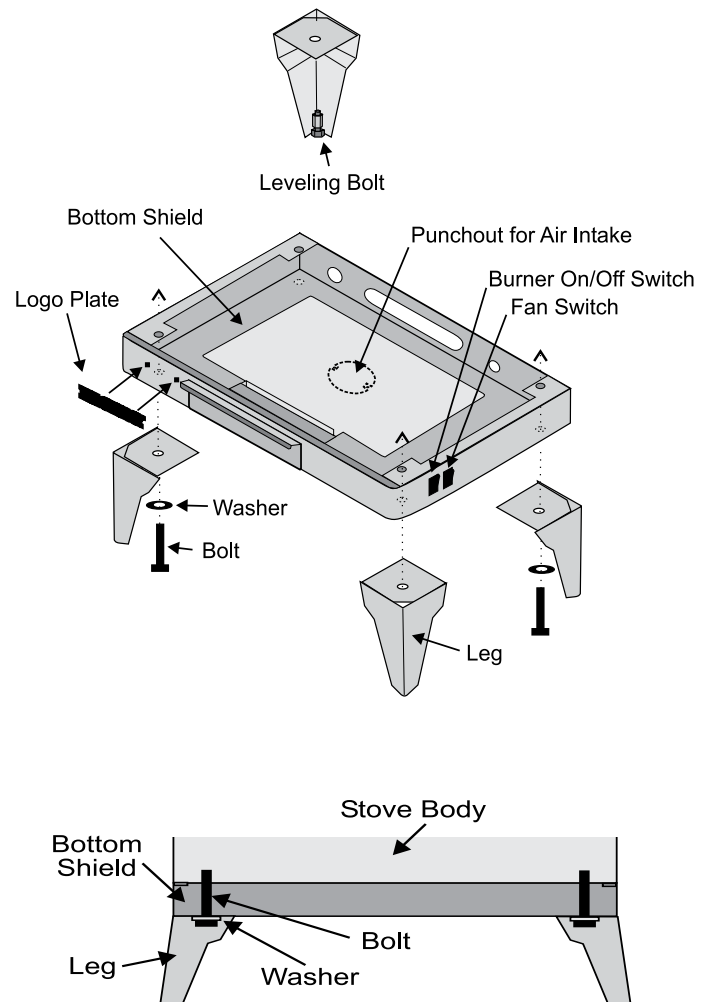
## Pedestal & Leg/Bottom Shield Wiring Instructions

- 1) Disconnect the fan harness plug.
- 2) Disconnect the 240V power cord from the terminal block
- 3) Disconnect the three wires from the 3-way fan switch.
- 4) Install the 3-way fan switch into the Bottom Shield or Pedestal.  
Note: remove dummy switch first.
- 5) Install the power cord through the small hole in the rear of the Bottom Shield or Pedestal
- 6) Re-connect the power cord to the terminal block.
- 7) Ground the power cord and mount the terminal block if required.
- 8) Re-connect the 3 wires back to the 3-way fan switch (the white wire is the middle connection).
- 9) Connect the yellow wire from the gas valve to the Burner 2-way switch supplied with the Bottom Shield or Pedestal.
- 10) Connect the orange wire from the spill switch to the Burner ON/OFF switch.
- 11) Re-connect the fan harness plug.
- 12) Secure the power cord with the supplied grommet at the back of the Bottom Shield or Pedestal.

## LEG AND BOTTOM SHIELD ASSEMBLY

These instructions apply to the black, gold and nickel cast legs. It will be easier to attach the legs to the stove if it is tipped on its back (preferably on a soft surface to prevent scratching).

- 1) Remove the 4 bolts in the underside of the base and discard.
- 2) Put the bottom shield up against the bottom of the stove and loosely install the four supplied bolts and washers into the threaded holes in the four corners of the bottom the unit. Once the bolts are started, slip the leg under the washer and tighten the bolts.
- 3) Hook up wires to Burner ON/OFF switch and valve assembly as per wiring instructions above. See Diagram 1.
- 4) Level the stove by adjusting the levelling bolts in the bottom of each leg.



# INSTALLATION

## WIRING

No electrical power supply is required for the gas control to operate. However, a 240V A.C. power supply is needed for the fan/blower operation.

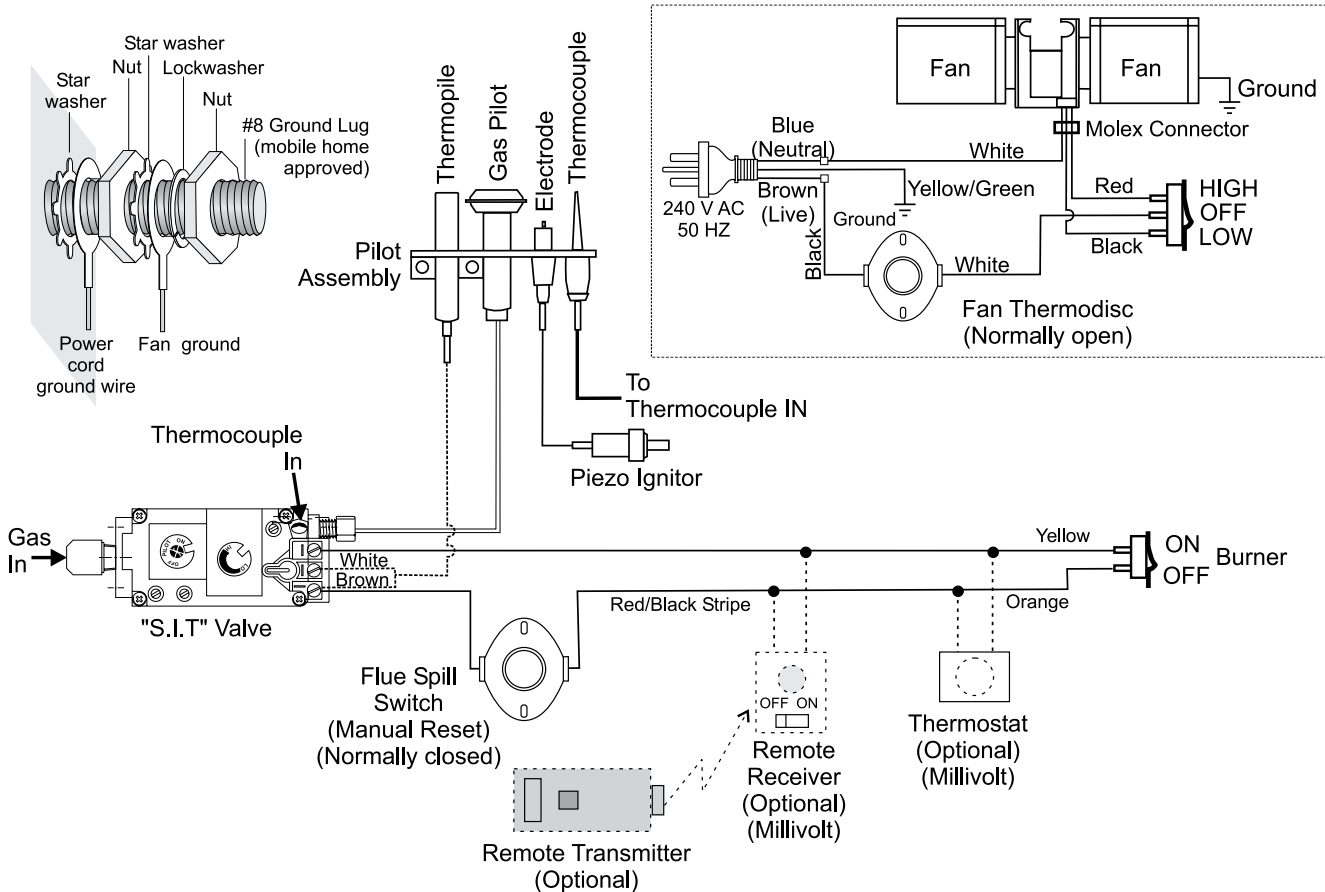
**Caution:** Ensure that the wires do not touch any hot surfaces and are away from sharp edges.

### 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.



## DRAFT HOOD

The heater has a draft hood built into its back. It must not be altered or obstructed, and the unit must be installed so that the draft hood is in the same atmospheric pressure zone as the combustion air inlet to the burner.

either a blocked chimney or backdraft condition where the chimney flow has reversed and will react by shutting off the gas supply.

**Note:** The spill switch is manually resettable and comes from the factory in the open position. Before trying to start up the unit, make sure the red button on the spill switch is pushed in.

## FLUEING

This heater is a vented appliance and must be connected to a chimney/flue in accordance with installation codes.

## FLUEING REQUIREMENTS

100mm diameter flue is required in accordance with AS5601-2004, NZS 5261 or any relevant local building codes. For altitudes above 610m, we recommend that a minimum flue height of 3.6m is used.

For your safety this heater is equipped with a flue safety switch. This thermally actuated switch is located within the draft hood and will detect



## GAS CONNECTION

The gas connection is a 1/2 inch BSP Male thread. The gas line can be rigid copper pipe. Pipe size to ensure correct operating pressure. For minimum and maximum supply pressure see the System Data table below.

**Note:** *During any pressure testing of the gas supply piping system that exceeds test pressures of 3.45 kPa, this appliance and its individual shut-off valve must be disconnected from the piping system. If test pressures equal to or less than 3.45 kPa are used then this appliance can be isolated from the piping system by closing its individual manual shut-off valve, if fitted, during the testing.*

### INSTALLATION IS TO BE CARRIED OUT ONLY BY AN AUTHORISED PERSON

SYSTEM DATA		
	NG	LPG
Injector size	# 36	# 52
Input Rating	33 mj	33 mj
Manifold Pressure	0.8 kPa	2.38 kPa

## GAS PIPE PRESSURE TESTING

The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 3.45 kPa. Disconnect piping from valve at pressures over 3.45 kPa.

The manifold pressure is controlled by a regulator built into the gas control, and should be checked at the pressure test point.

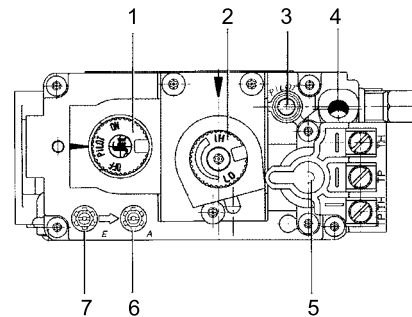
**Note:** *To properly check gas pressure, both inlet and manifold pressures should be checked using the valve pressure ports on the valve.*

- 1) Make sure the valve is in the "OFF" position.
- 2) Loosen the "IN" and/or "OUT" pressure tap(s), turning counter-clockwise with a 1/8" wide flat screwdriver.
- 3) Attach manometer to "IN" and/or "OUT" pressure tap(s) using a 5/16" ID hose.

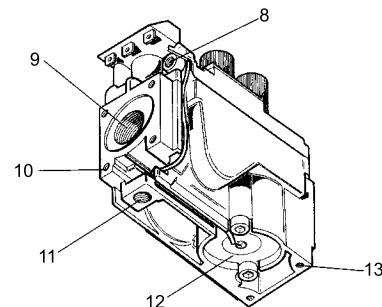
- 4) Light the pilot and turn the valve to "ON" position.
- 5) The pressure check should be carried out with the unit burning and the setting should be within the limits specified on the safety label.
- 6) When finished reading manometer, turn off the gas valve, disconnect the hose and tighten the screw (clockwise) with a 1/8" flat screwdriver. *Screw should be snug, but do not over tighten.*

## VALVE DESCRIPTION

- 1) Gas on/off knob
- 2) Manual high/low adjustment
- 3) Pilot Adjustment
- 4) Thermocouple Connection
- 5) Main Operator
- 6) Outlet Pressure Tap
- 7) Inlet Pressure Tap
- 8) Pilot Outlet
- 9) Main Gas Outlet



- 10) Flange Securing Screw Holes
- 11) Alternative TC Connection Point
- 12) Thermoelectric Unit
- 13) Additional Valve Mounting Hole



# INSTALLATION

## TEST FOR FLUE SPILLAGE

This heater must be properly connected to a flue system.

**WARNING:** Operation of this heater when not connected to a properly installed and maintained flue system or tampering with the flue safety shutoff system can result in carbon monoxide (CO) poisoning and possible death.

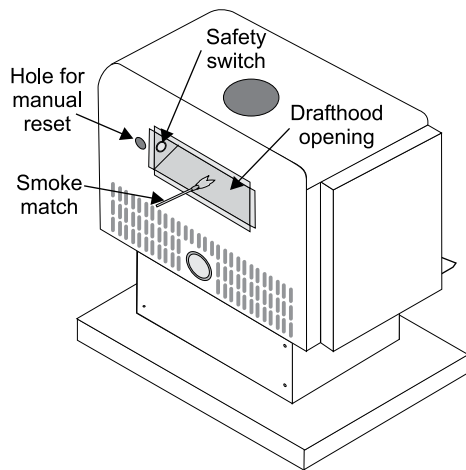
A “spillage” test must be made before the installed unit is left with the customer. Follow the procedure below:

- 1) Start all exhaust fans in the home and then close all doors and windows in the room.
- 2) Light the unit and set controls to maximum.
- 3) After five minutes, test that there is a “pull” on the flue by placing a smoke match, cigarette or similar device which gives off smoke, on the edge of the draft hood. See Diagram below.

The smoke should be drawn into the draft hood. If the smoke is still not drawn into the draft hood, turn the unit off and check for the cause of the lack of draft and rectify before proceeding.

**Note:** If the flue is blocked or has a strong reverse flow, the thermally actuated safety switch mounted in the draft hood will automatically shut off the gas supply in less than 10 minutes. If the heater turns off because of this during the spillage test, check for the cause of the lack of draft and rectify before proceeding.

To reset the thermally actuated safety switch, let the unit cool for 10 minutes, then press the red reset button on the back of the switch. See Diagram.



## LOG AND EMBER INSTALLATION

**WARNING:** Dangerous operating conditions may occur if these logs are not positioned in their approved locations. Read the instructions below carefully and refer to the diagrams. If logs are broken do not use the unit until they are replaced. Broken logs can interfere with the pilot and burner operation.

The gas log kit contains the following:

- a) Front Log
- b) Rear Log
- c) Small Cross Logs (2)
- d) Bag of embers
- e) Bag of rock wool

- 1) Remove the logs from the box and carefully unwrap them. **The logs are fragile, handle with care. Do not force into position.**
- 2) Place the rear deflector on the rear log support pins in the back of the unit.
- 3) Place the rear log into the rear of the firebox, aligning the holes on the underside of the log with the rear log support pins and carefully push the log down onto the pins. See diagrams 1 and 2.
- 4) Ensure the front deflector is over front log pins. See diagram 1.
- 5) Place the front log in the front of the unit, aligning the holes on the underside of the log with the log support pins in the front of the unit. Carefully push the log down onto the pins. See diagram 1.
- 6) Place the cross logs on top of the larger logs aligning the holes on the underside of the cross log with the log pins in the larger logs. See diagrams 1 & 2. Carefully push the cross logs onto the pins.

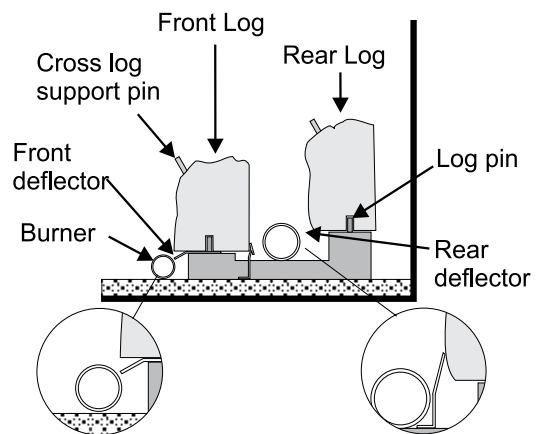


Diagram 1

# INSTALLATION

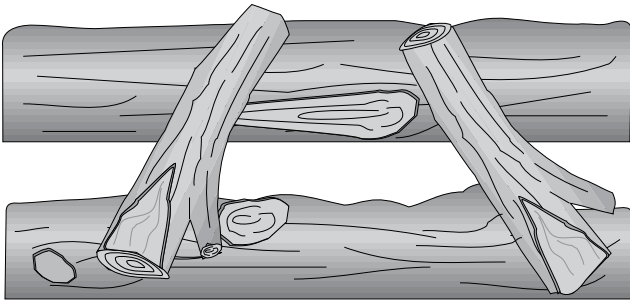


Diagram 2

- 7) Distribute the embers along the mesh ember tray, but do not cover the burner ports. (Burner ports are the little holes on the top of the burner tube.) Pull off ember size pieces from the rock wool. Gently place the pieces on top of the embers. See diagram 3.

Do not put the rock wool directly on the burner. Close the door and turn the unit on as per lighting instructions. Watch the flame to see if it flows smoothly around from one end to the other. (Use Extreme Caution and ensure proper light off of burner.)

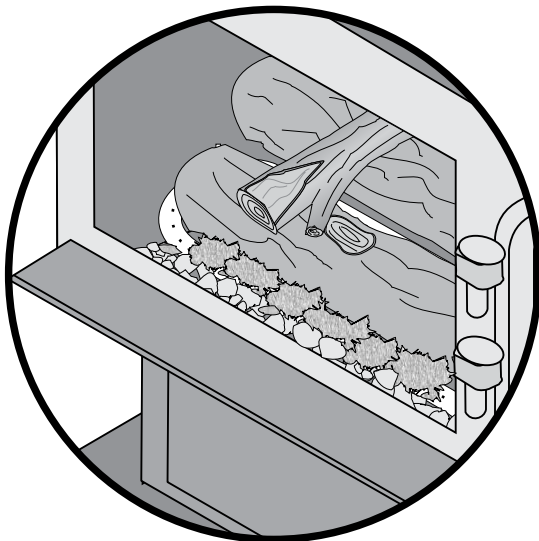


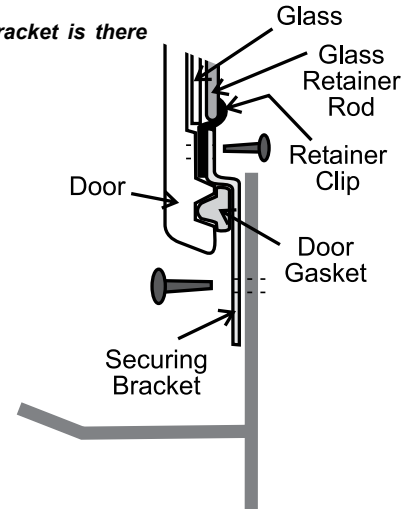
Diagram 3

- 8) If the flame hesitates at any point, check the area of hesitation and see if there is an ember or rock wool blocking a burner port or ports. If so, move the obstruction and then check the flame flow again.

## SAFETY LATCH

Secure door in the closed position using the door securing bracket and the screw provided.

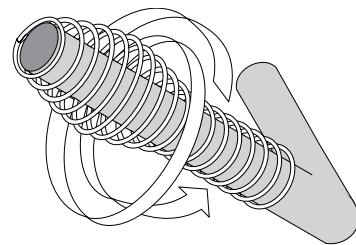
**Note:** Door securing bracket is there for safety.



**Note:** The door must be kept closed at all times, except during maintenance. The unit must never be operated without the glass in the door, or with the door open.

## DOOR HANDLE

Attach spring handle by rotating counter clockwise onto rod. Ensure that the spring fits into the entire length of the rod.



# INSTALLATION

## OPTIONAL REMOTE WALL SWITCH

1) Run wire through the opening in the rear of the unit. Be careful not to damage wire.

**Note:** We recommend a maximum of 4.5m of wire but if you wish to go with a longer run use the Thermostat Wire Table.

2) Connect wire to wall switch and install into receptacle box.

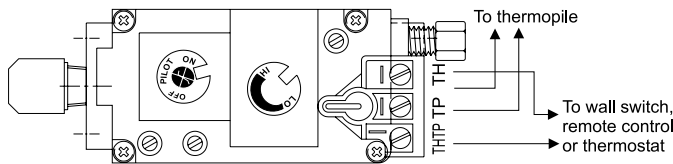
**Caution:**  
Do not wire millivolt wall switch for gas appliance to a 240V power supply.

## OPTIONAL REMOTE CONTROL INSTALLATION

Use the Optional Regency® Remote Control Kit approved for this unit. Use of other systems may void your warranty.

The remote control kit comes with a hand held transmitter, a receiver and a wall mounting plate.

- 1) Choose a convenient location on the wall to install the receiver and the receptacle box (protection from extreme heat is very important). Run wires from the fireplace to that location. Use Thermostat Wire Table.
- 2) Connect the two wires to the gas valve. See diagram below.
- 3) Install a 9V alkaline battery in both receiver and the transmitter. Install the receiver and cover in the wall. The remote control is now ready for operation.



## OPTIONAL WALL THERMOSTAT INSTALLATION

A wall thermostat may be installed if desired.

**Note:** Preferable if the thermostat is installed on an interior wall.

Use a CSA, UCL or UL approved millivolt thermostat, 250-750 millivolt rated. A non-anticipator type thermostat must be used.

### Thermostat Wire Table

Recommended Maximum Lead Length (Two-Wire) When Using Wall Thermostat (CP-2 System)	
Wire Size	Max. Length
14 GA.	15.24 m
16 GA.	9.75 m
18 GA.	6.10 m
20 GA.	3.66 m
22 GA.	2.71 m

## FINAL CHECK

Before leaving this unit with the customer, the installer must ensure that the appliance is firing correctly. This includes:

- 1) Checking the operating pressure (see data label)
- 2) If required, adjusting the primary air to ensure that the flame does not carbon. First allow the unit to burn for 15 min. to stabilize.
- 3) Check for proper draft.

**CAUTION:** Any alteration to the product that causes sooting or carboning that results in damage to the unit is not the responsibility of the manufacturer and will not be covered by the warranty.

# OPERATING INSTRUCTIONS

## OPERATING INSTRUCTIONS

- 1) The **FIRST FIRE** in your stove is part of the paint curing process. To ensure that the paint is properly cured, it is recommended that you burn your fireplace for at least four (4) hours the first time you use it with the fan on. When first operated, the unit will release an odour caused by the curing of the paint and the burning off of any oils remaining from manufacturing. Smoke detectors in the house may go off at this time. Open a few windows to ventilate the room for a couple of hours. The glass panel may require cleaning.

### **DO NOT ATTEMPT TO CLEAN THE GLASS WHILE IT IS STILL HOT!**

Note: When the glass is cold and the appliance is lit, it may cause condensation and fog the glass. This condensation is normal and will disappear in a few minutes as the glass heats up.

### **DO NOT BURN THE APPLIANCE WITHOUT THE GLASS FRONT IN PLACE.**

- 2) Read and understand these instructions before operating this appliance.
- 3) Check to see that all wiring is correct and enclosed to prevent possible shock.
- 4) Check to ensure there are no gas leaks.
- 5) Make sure the glass in the door frame is properly positioned. Never operate the appliance with the glass removed.
- 6) Verify that the flueing is unobstructed.
- 7) Verify log placement. If the pilot cannot be seen when lighting the unit - the logs have been incorrectly positioned.
- 8) The unit should never be turned off, and on again without a minimum of a 60 second wait for purging.

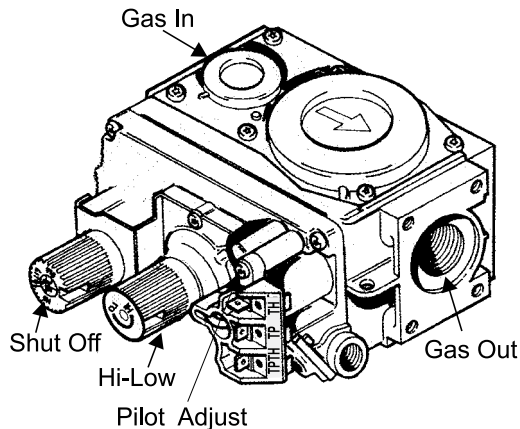
### **WARNING**

**DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IT IS IN OPERATION**

## LIGHTING PROCEDURE

**IMPORTANT: Gas on/off knob cannot be turned from "PILOT" to "OFF" unless it is partially depressed.**

- 1) Turn burner OFF using "ON/OFF" switch.
- 2) Turn gas control knob so indicator points to "OFF" position and allow 5 minutes for any gas in the combustion chamber to escape.
- 3) Turn gas control knob counterclockwise so indicator points to the "PILOT" position. Depress the gas control knob fully. Depress the igniter button several times until the pilot lights. After approximately one minute, release the gas control knob. The pilot flame should continue to burn. If the pilot does not remain lit, repeat operation allowing a longer period before releasing gas control knob.
- 4) When the pilot stays lit, turn the gas knob further counterclockwise to the "ON" position.
- 5) Use the ON/OFF switch, wall switch, thermostat or remote control to turn on the unit.
- 6) Rotate the flame height regulator (Hi/Lo) to adjust the flame height higher or lower.



## SHUTDOWN PROCEDURE

- 1) Use the ON/OFF switch, wall switch, thermostat or remote control to turn off the burner.
- 2) Push in the PILOT knob slightly and turn clockwise to off. Do not force.
- 3) Turn off all electric power to the appliance if service is to be performed.

# OPERATING INSTRUCTIONS

## COPY OF THE LIGHTING PLATE INSTRUCTIONS

### FOR YOUR SAFETY READ BEFORE LIGHTING

This appliance must be installed in accordance with local codes, if any; if none, follow the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or Natural Gas and Propane Installation Codes, CSA B149.1. (Australia: AS5601-2004, New Zealand: NZS 5261)

**WARNING:** If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this appliance. For assistance or additional information consult a qualified installer, service agency or gas supplier.

A) This appliance has a pilot which must be lighted by hand, following the instructions below exactly.

B) BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

#### WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliance
- Do not touch any electric switch, do not use any phone in your building
- Immediately call your gas supplier from a neighbors phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

C) Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call

a qualified service technician. Force or attempted repair may result in a fire or explosion.



D) Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

This appliance needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

**CAUTION: Hot while in operation. Do not touch. Severe Burns may result. Due to high surface temperatures keep children, clothing and furniture, gasoline and other liquids having flammable vapors away. Keep burner and control compartment clean. See installation and operating instructions accompanying appliance.**

### LIGHTING INSTRUCTIONS


STOP! Read the safety information above on this label.

- 1) Push in gas control knob slightly and turn clockwise  to "OFF". Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.
- 2) Wait five (5) minutes to clear out any gas. If you then smell gas STOP! follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
- 3) Turn knob on gas control counterclockwise to "PILOT". 
- 4) Push in control knob all the way and hold in. Immediately push black button on spark igniter until pilot lights. Continue to hold the control knob in for about 1/2 minute after the pilot is lit.

Release knob and it will pop back up. Pilot should remain lit. If it goes out, repeat steps 3) and 4).

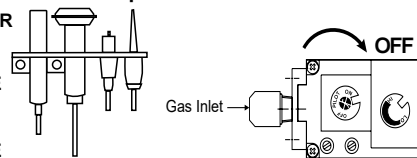
If knob does not pop up when released, stop and immediately call your service technician or gas supplier.

If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.

- 5) Turn gas control knob counterclockwise  to "ON".
- 6) Use rocker switch to operate main burner.

PILOT BURNER  
VEILLEUSE

THERMOPILE  
ELEMENT  
THERMO-  
ELECTRIQUE



### TO TURN OFF GAS APPLIANCE

1) Push in the gas control knob slightly and turn clockwise  to "OFF". Do not force.

2) Turn off all electric power to the appliance if service is to be performed.

You may shut off the pilot during prolonged non use periods to conserve fuel.

**DO NOT REMOVE THIS INSTRUCTION PLATE**

908-649c

## NORMAL OPERATING SOUNDS OF GAS APPLIANCES

It is possible that you will hear some sounds from your gas appliance. This is perfectly normal due to the fact that there are various gauges and types of steel used within your appliance. Listed below are some examples. All are **normal operating sounds** and should not be considered as defects in your appliance.

### Blower:

Regency® gas appliances use high tech blowers to push heated air farther into the room. It is not unusual for the fan to make a "whirring" sound when ON. This sound will increase or decrease in volume depending on the setting of your fan switch.

### Burner Tray:

The burner tray is positioned directly under the burner tube(s) and logs and is made of a different gauge material from the rest of the firebox and body. Therefore, the varying thicknesses of steel will expand and contract at slightly different rates which can cause "ticking" and "cracking" sounds. You should also be aware that as there are temperature changes within the unit these sounds will likely re-occur. Again, this is normal for steel fireboxes.

### Blower Thermodisc:

When this thermally activated switch turns ON it will create a small "clicking" sound. This is the switch contacts closing and is normal.

### Pilot Flame:

While the pilot flame is on it can make a very slight "whisper" sound.

### Gas Control Valve:

As the gas control valve turns ON and OFF, a dull clicking sound may be audible, this is normal operation of a gas regulator or valve.

### Unit Body/Firebox:

Different types and thicknesses of steel will expand and contract at different rates resulting in some "cracking" and "ticking" sounds will be heard throughout the cycling process.

- 5) The appliance and flueing system must be inspected before use, and at least annually, by an authorised field service person, to ensure that the flow of combustion and ventilation air is not obstructed.

During the annual service call, the burners should be removed from the burner tray and cleaned. Replace the embers and rock wool.

- 6) Each time the appliance is lit, it may cause condensation and fog the glass. This condensation is normal and will disappear in a few minutes as the glass heats up.
- 7) Caution: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

### **WARNING:**

**CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURES AND SHOULD STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE APPLIANCE.**

### **CAUTION:**

**ANY SAFETY SCREEN OR GUARD REMOVED FOR SERVICING AN APPLIANCE MUST BE REPLACED PRIOR TO OPERATING THE APPLIANCE. DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILE IN OPERATION.**

**CLOTHING OR OTHER FLAMMABLE MATERIAL SHOULD NOT BE PLACED ON OR NEAR THE APPLIANCE.**

**NEVER OPERATE THE APPLIANCE WITHOUT THE GLASS PROPERLY SECURED IN PLACE.**

## MAINTENANCE INSTRUCTIONS

- 1) Always turn off the gas valve before cleaning. For relighting, refer to lighting instructions. Keep the burner and control compartment clean by brushing and vacuuming at least once a year.

When cleaning the logs, use a soft clean brush as the logs are fragile and easily damaged.

- 2) Clean appliance and door with a damp cloth (never when unit is hot). Never use an abrasive cleaner. The glass should be cleaned with a gas fireplace glass cleaner (when it starts to cloud up).
- 3) The heater is finished in a heat resistant paint and should only be refinished with heat resistant paint. Regency® uses Stove Brite Paint - Metallic Black #6309.
- 4) Make a periodic check of burner for proper position and condition. Visually check the flame of the burner periodically, making sure the flames are steady; not lifting or floating. If there is a problem, call an authorised service person.

# MAINTENANCE

## GENERAL FLUE MAINTENANCE

Conduct an inspection of the flue system at least annually. Recommended areas to inspect are:

- 1) Check areas of the Flueing System which are exposed to the elements for corrosion. These will appear as rust spots or streaks, and in extreme cases, holes. These components should be replaced immediately.
- 2) Remove the Cap, and shine a flashlight down the Flue. Remove any birds nests, or other foreign material.
- 3) Check for evidence of excessive condensation, such as water droplets forming in the liner, and subsequently dripping out the joints. Continuous condensation can cause corrosion of caps, pipe, and fittings. It may be caused by having excessive lateral runs, too many elbows, or exterior portions of the system being exposed to cold weather.
- 4) Inspect joints, to verify that no pipe sections or fittings have been disturbed, and consequently loosened. Also check mechanical supports such as Wall Straps for rigidity.

## LOG REPLACEMENT

The unit should never be used with broken logs. Turn off the gas valve and allow the unit to cool before opening door to carefully remove the logs. The pilot light generates enough heat to burn someone. If for any reason a log should need replacement, use only Regency® replacement logs. The position of these logs must be as shown in the diagram under Log Installation.

**NOTE: Improper positioning of logs may create carbon build-up and will alter the unit's performance which is not covered under warranty.**

## GOLD-PLATED DOORS

The 24 carat gold plated finish on the door requires little maintenance, and need only be cleaned with a damp cloth. DO NOT use abrasive materials or chemical cleaners, as they may harm the finish and void the warranty. **Clean any fingerprints off before turning the unit on.**

## GLASS REPLACEMENT

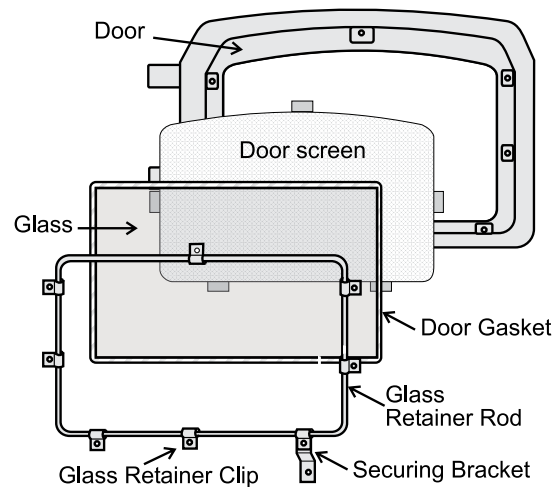
Your F33-3 stove is supplied with high temperature, 5 mm Neoceram silica coated ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement glass from an authorized Regency® dealer only, and follow our step-by-step instructions for replacement.

- 1) Allow the stove to cool before removing or replacing glass.
- 2) To remove the door from the stove remove the securing screw located between the ashlip and the door, then unfasten the latch.
- 3) Remove gold hinge caps from door.
- 4) Lift door off hinge and lay door on a soft, flat surface.

- 5) Remove the screws in the glass retainer clips and remove the glass retainer rod. Remove any remaining pieces of glass and ensure that the door is free of debris. Use caution when removing broken glass to avoid injury.
- 6) Install the door screen (Australia only).
- 7) Install the replacement glass. When placing the replacement glass in the door, make sure that the glass gasketing will properly seal your unit.
- 8) Put glass in place and then position glass retainer rod.

**Note: Do not use substitute materials. If your glass does break, do not continue to use your unit until it has been replaced.**

- 9) Position the glass retainer clips and door securing bracket. Secure the glass retaining screws but do not overtighten as this may cause the glass to break after the unit heats up.
- 10) Tighten all screws evenly. **Do not overtighten as this may cause breakage.**
- 11) Slip door over hinge pins and put hinge caps back onto door. Latch door securely using the handle and secure the security bracket with the screw.



*NOTE: Door Screen only in Australia.*

### Handling of Ceramic fiber log sets and brick panels

When installing or removing ceramic fiber log sets or ceramic brick panels (if installed) from an appliance we recommend that you use latex gloves and a P1 respiratory filter be used.

We also recommend if when servicing the appliance that any items which may be replaced, not be broken up and are sealed within a heavy duty polythene bag and labeled as RCF waste.

A vacuum with a HEPA filter should be used when cleaning up remaining dust or broken bits.

Protective clothing is not required when handling these articles.

RCF waste is classed as stable, nonhazardous waste which may be disposed of at any licensed landfill site.



## AERATION ADJUSTMENT

The burner aeration is factory set. Adjustment may be needed due to the local gas supply or altitude. As a general rule if the flame is too yellow open up the air shutter, if it is too blue close the air shutter.

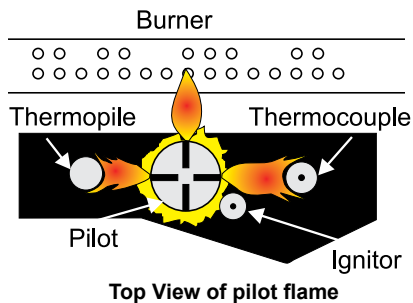
NG 11 mm  
LPG wide open

**Note:** This adjustment only to be made by an authorised person.

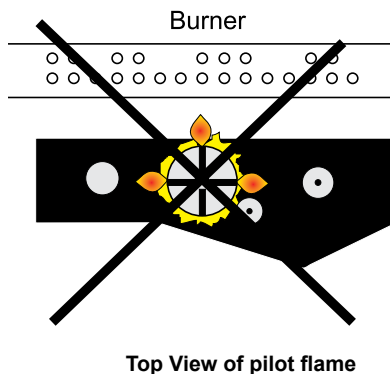
## PILOT ADJUSTMENT

Periodically check the pilot flames. Correct flame pattern has three strong blue flames: 1 flowing around the thermopile, 1 around the thermocouple and 1 flowing across the burner (it does not have to be touching the burner).

**Note:** If you have an incorrect flame pattern, contact your Regency® dealer for further instructions.



Incorrect flame pattern will have small, probably yellow flames, not coming into proper contact with the rear burner or thermopile or thermocouple.



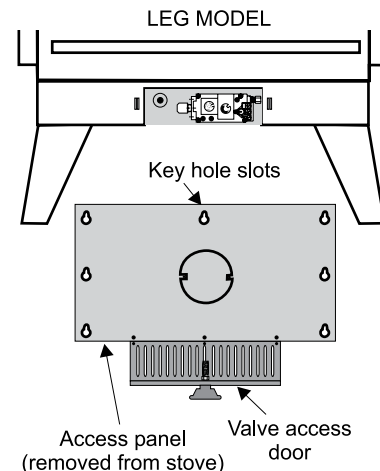
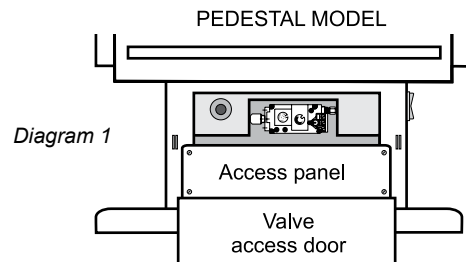
## THERMOPILE/THERMOCOUPLE REPLACEMENT

- 1) Loosen the thermocouple or thermopile with a 9mm spanner at bracket.
- 2) Disconnect thermocouple by loosening nut from the valve with a 9mm spanner. Disconnect thermopile by loosening 2 screws marked TP on the valve.
- 3) Drop the thermocouple or thermopile down from the bracket and pull it out of the unit.
- 4) Reinstall the new ones in reverse order.

## REMOVING VALVE ASSEMBLY

- 1) Shut off gas supply.
- 2) If optional fan is installed, disconnect power source to stove.
- 3) Remove access panel.
  - a) Front panel on pedestal model. See diagram 1.
  - b) Panel from bottom of leg shield. See diagram 2.

**Note:** Access panel only has to be loosened to be taken out.

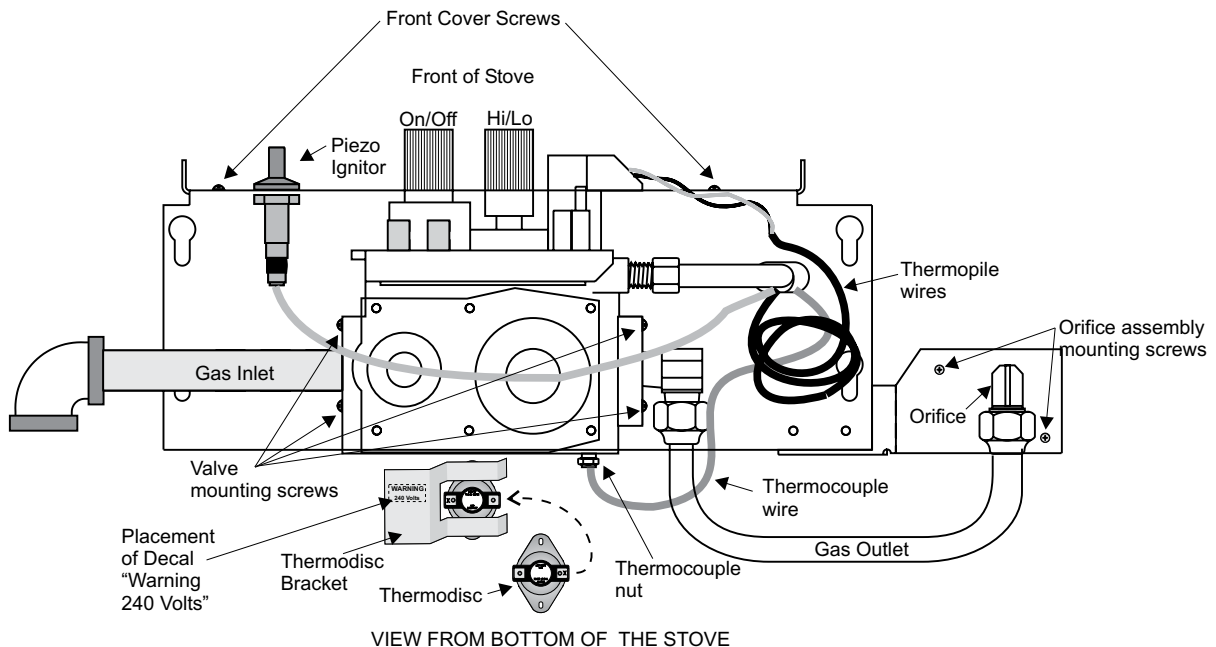


# MAINTENANCE

- 4) Disconnect gas line to stove.
- 5) Disconnect 3/8" NPT pipe from 90° elbow on valve.
- 6) Disconnect the two (2) switch wires from valve.
- 7) Remove two (2) orifice bracket screws inside firebox.
- 8) Remove thermodisc to bracket by removing three (3) phillips head M5 screws.
- 9) Remove front cover with Piezo Igniter by removing two (2) sheet metal screws.
- 10) Loosen four (4) phillips head M5 valve mounting screws from underside of firebox. Push valve assembly forward on the teardrop slots and drop down.
- 11) Disconnect Piezo wire.

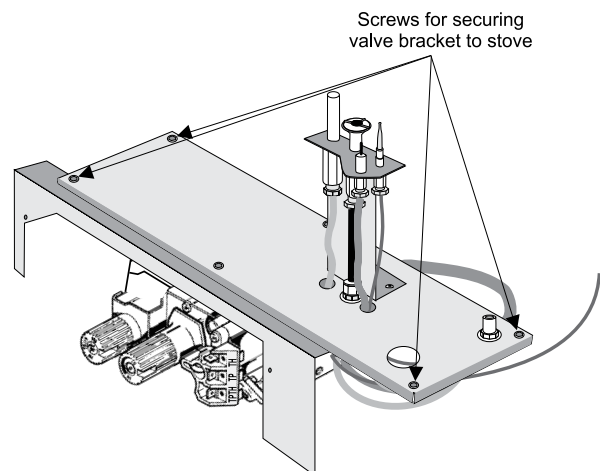
To remove valve from valve assembly, continue.

- 12) Remove two (2) thermopile wires.
- 13) Remove thermocouple with a 9 mm (metric) spanner.
- 14) Remove pilot nut with an 11 mm spanner.
- 15) Remove valve to orifice nut with a 13/16" spanner.
- 16) Remove inlet pipe with pipe spanner. Note orientation of 90° elbow.
- 17) Remove two (2) phillips head M5 screws on each side of the valve.
- 18) Remove valve and remove gas out 90° brass fitting. Note orientation of fitting.



## INSTALLING VALVE ASSEMBLY

- 1) To install a new valve assembly, reverse instructions for **removing valve**. See assembly steps 1-11.
- 2) Check for leaks and manifold pressure. See **Gas Pressure Test** instructions.
- 3) To reinstall valve, reverse instructions for removing valve assembly, steps 12-18.



## FAN REPLACEMENT

**For Leg Unit:** Remove 7 screws, remove bottom access panel and replace fan assembly.

- 1) Disconnect power to fan.
- 2) Open pedestal door and remove door cover plate by removing 4 screws. See diagram 1.

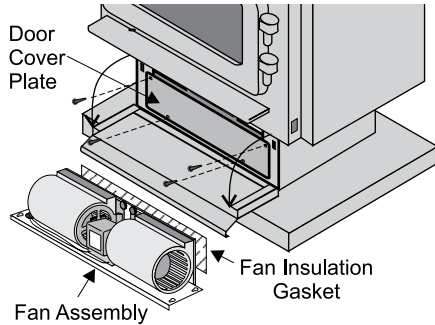


Diagram 1

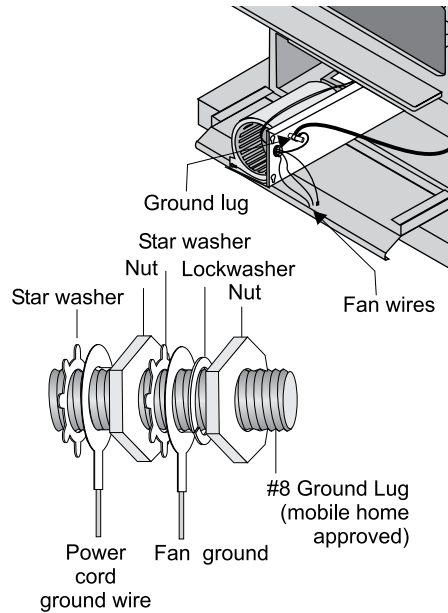


Diagram 2: Ground Lug

- 3) Remove valve cover plate by removing 2 screws.
  - 4) Disconnect the molex plug (from inside the stove).
- Note: The #8 ground lug is a dedicated ground for mobile home use only.**
- 5) Loosen the four 8-32 x 1/2 screws provided into the nutserts as shown in diagram 3. **NOTE:** Make sure the fan is supported as it may fall when the 4 screws are loosened.

- 6) Disconnect the 2 ground wires (green and yellow/green striped) to the ground lug as per diagram 2.

**Note: The #8 ground lug is a dedicated ground for mobile home use only.**

Wiring Diagram

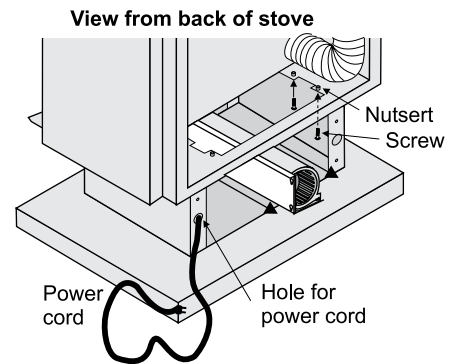
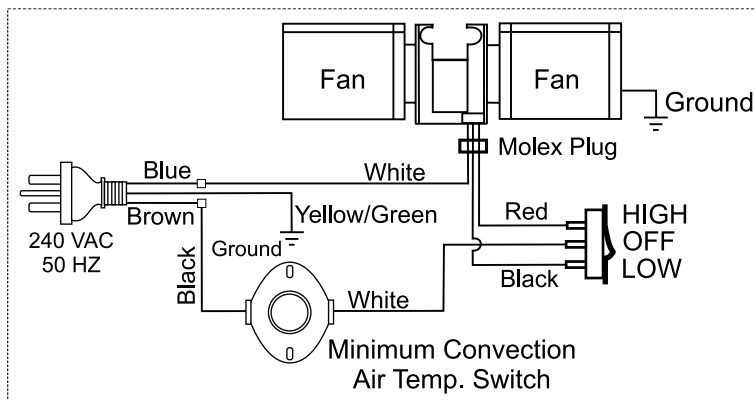
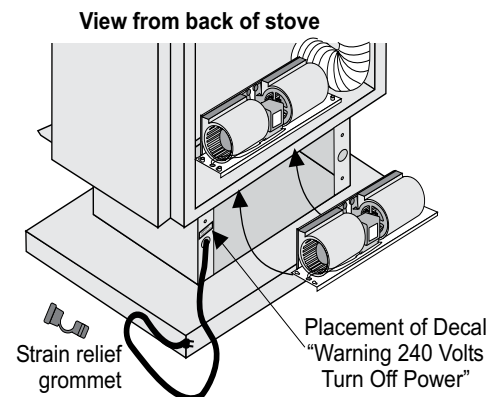


Diagram 3



# MAINTENANCE

## TROUBLESHOOTING THE GAS CONTROL SYSTEM

**Note:** Before troubleshooting the gas control system, be sure external gas shut off is in the "on" position.

**WARNING: BEFORE DOING ANY GAS CONTROL SERVICE WORK, REMOVE THE GLASS FRONT.**

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	CORRECTIVE ACTION
Spark igniter will not light pilot.	Piezo wire loose Defective Piezo igniter. Piezo wire grounding out. Electrode is grounding out and/or wrong location.	<ul style="list-style-type: none"> <li>• Check for spark at electrode and pilot. If no spark, disconnect wire at electrode and put wire to ground and try igniter again. If still no spark follow Piezo wire to Piezo igniter to see where grounding may be occurring.</li> <li>• Bend electrode into pilot so gas may be able to contact spark.</li> </ul>
Pilot will not stay lit after carefully following lighting instructions.	Defective thermopile. Defective thermocouple. Thermopile/thermocouple grounding out. Loose thermopile leads. TP-THTP on valve.  Defective automatic gas valve.	<ul style="list-style-type: none"> <li>• Check pilot flame, must impinge on thermopile and thermocouple.</li> <li>• Clean and/or adjust pilot so pilot is enveloped around thermopile and thermocouple.</li> <li>• Be sure wire connections at gas valve terminals are tight and thermopile and thermocouple are fully inserted into pilot bracket.</li> <li>• One of the switch wires may be grounded. May be grounded to gas appliance or gas supply.</li> <li>• Check thermopile with millivolt meter. Take reading at thermopile terminals of valve TP-TPTH. Should read 250 millivolts minimum while holding valve knob in pilot position with pilot on and wall switch/two way switch off.</li> <li>• Replace if lower than specified minimum.</li> <li>• Turn valve knob to on including pilot. Take reading at TP-TPTH with on/off switch in the on position. Reading should be 100mv or greater. If reading is okay and pilot does not hold, replace gas valve.</li> </ul>
Pilot burning, no gas to burner. Valve knob is on. Wall switch is on.	Valve wire connections are loose. Valve wires are defective. Spill switch has not been reset (B-vent F/S). Spill switch is stuck in the open position. (B-vent INS - F/S).	<ul style="list-style-type: none"> <li>• Check two way switch/wall switch for proper connections. Jumper wire across terminals at two way switch/wall switch. If burner comes on, replace switch.</li> <li>• If okay, jumper wire at valve at TH-THTP. If unit turns on, replace wires and/or check where loose wires are.</li> </ul>
Frequent pilot out- age problems.	Pilot flame may be too low or blowing high causing the pilot safety to drop out. Two way switch wires may be grounding out. Thermopile and/or thermocouple may be grounding out.	<ul style="list-style-type: none"> <li>• Clean and/or adjust pilot for maximum flame impingement on thermopile and/or thermocouple.</li> <li>• Trace wires from valve to two way switch/wall switch for possible grounding against gas appliance and/or gas supply.</li> <li>• Trace thermopile wires from valve to thermopile for possible grounding against gas appliance and/or gas valve.</li> <li>• Follow same steps for thermocouple.</li> </ul>
<p><b>Note:</b> <i>For service technicians only.</i> See the Regency® Troubleshooting Guide for more detailed information. (Troubleshooting Regency® Gas Products)</p>		

### ABNORMAL OPERATION

If the main burner does not light but pilot stays on shut down heater and contact your dealer

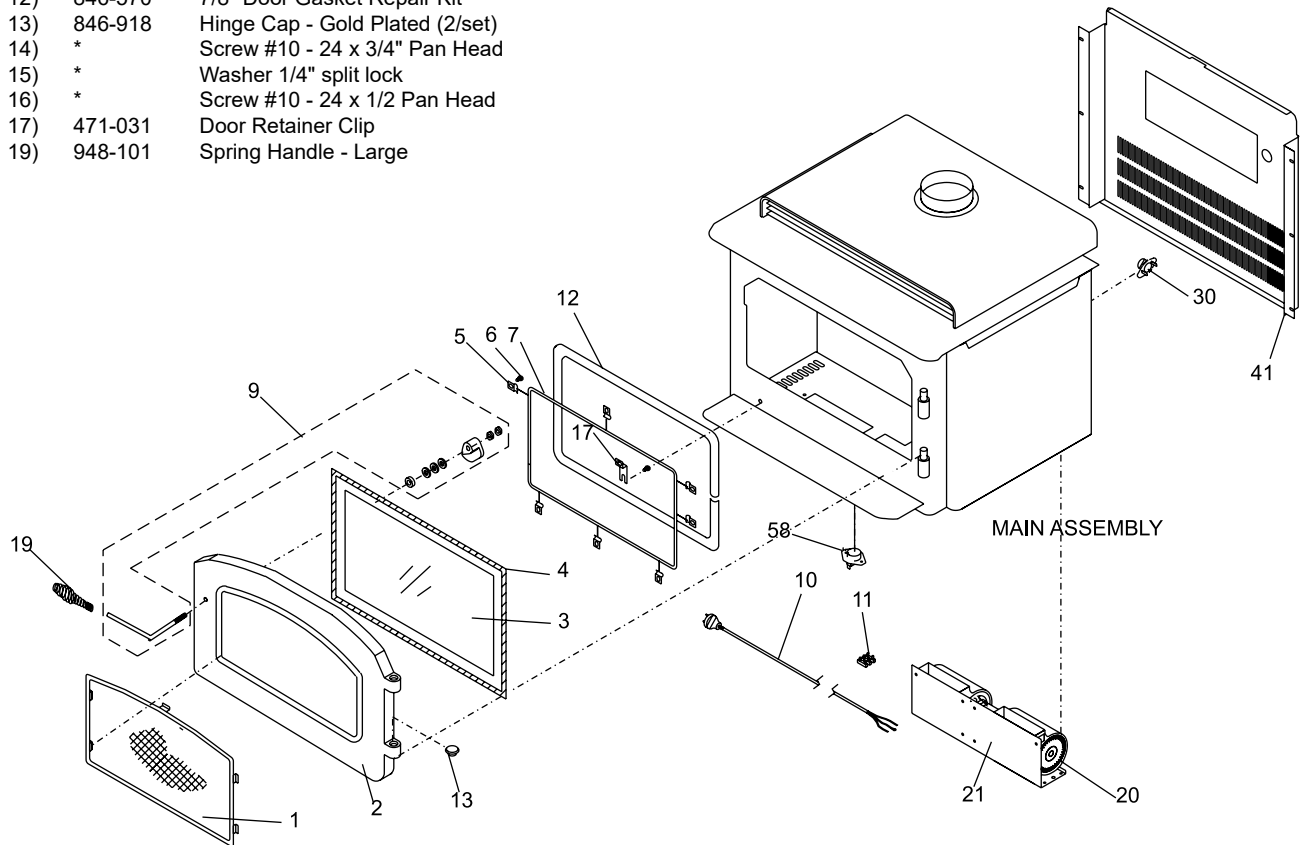
If excessive carbon on logs or glass contact your dealer

# PARTS LIST

## MAIN ASSEMBLY

Part #	Description	Part #	Description
1)	460-532 Door Screen (Aust. only)		
2)	850-141 Small Door - Black		
	850-142 Small Door - Gold		
	850-143 Small Door - Nickel Accent		
	850-144 Small Door - Gold Accent		
3)	846-302 Small Glass		
4)	936-243 7/8" Glass Gasket		
5)	846-920 Glass Retainer Clips		
6)	904-115 Screw 1/4 - 20 x 3/8"		
7)	948-170/P Small Glass Retainer		
9)	846-973 Door Handle/Latch Assembly		
10)	910-714 Power Cord (240 V)		
11)	910-006 Terminal Block		
12)	846-570 7/8" Door Gasket Repair Kit		
13)	846-918 Hinge Cap - Gold Plated (2/set)		
14)	* Screw #10 - 24 x 3/4" Pan Head		
15)	* Washer 1/4" split lock		
16)	* Screw #10 - 24 x 1/2 Pan Head		
17)	471-031 Door Retainer Clip		
19)	948-101 Spring Handle - Large		
		20)	490-918 Packaged Fan Assembly
			910-155/P Fan/Blower Motor - 240V
		21)	910-142 Thermodisc - Fan Auto ON/OFF
			910-866 Wire Harness (stove connection end)
			910-716 Wire Harness (fan connection end)
		30)	910-250 Spill Switch
		41)	460-006 Rear Panel
			918-532 Manual

\*Not available as a replacement part.

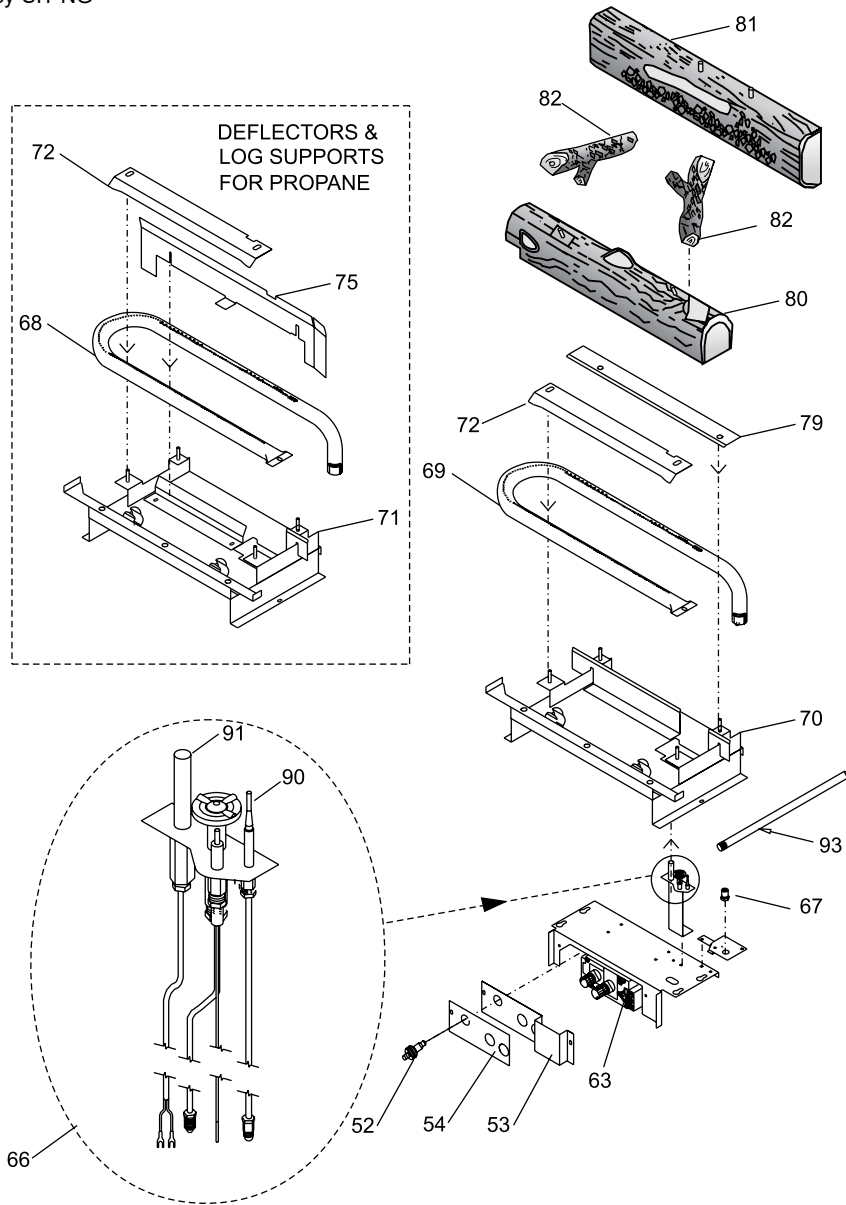


# PARTS LIST

## BURNER & LOG ASSEMBLY

Part #	Description	Part #	Description
52)	910-190 Piezo Ignitor & Nut	75)	490-068 Rear Log Deflector Top - LPG
53)	490-061 Control Panel	79)	460-011 Rear Burner Deflector-Back (NG)
54)	908-672 Control Panel Decal		490-932 Complete Log Set
	462-560/P Complete Valve Assy-SIT (NG)	80)	* Front Log
	462-561/P Complete Valve Assy-SIT (LPG)	81)	* Rear Log
63)	910-478 Valve SIT - NG/LPG	82)	* Top Log (each)
66)	910-034 Pilot Assembly 3-flame SIT NG		902-151 Ember
	910-035 Pilot Assembly 3-flame SIT LPG		902-153 Rock Wool
67)	904-604 Orifice #36 (NG)	90)	910-386 Thermocouple
	904-390 Orifice #52 (LPG)	91)	910-341 Thermopile
68)	948-294 Burner - NG	93)	904-537 3/8 x 12" Black Mall Nipple
69)	948-279 Burner - LPG		
70)	* Complete Burner Tray Assy-SIT-NG		
71)	* Complete Burner Tray Assy-SIT-LPG		
72)	490-023 Front Log Deflector - NG/LPG		

\*Not available as a replacement part.

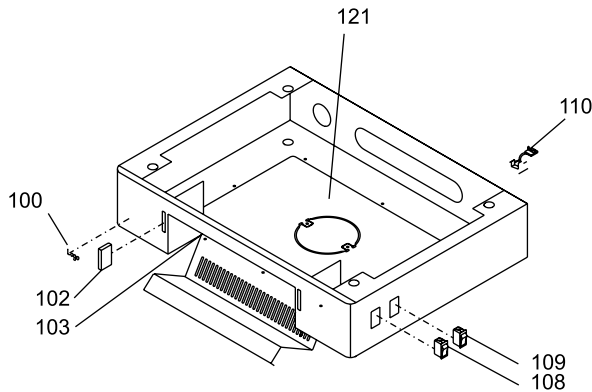


PILOT ASSEMBLY DETAILS

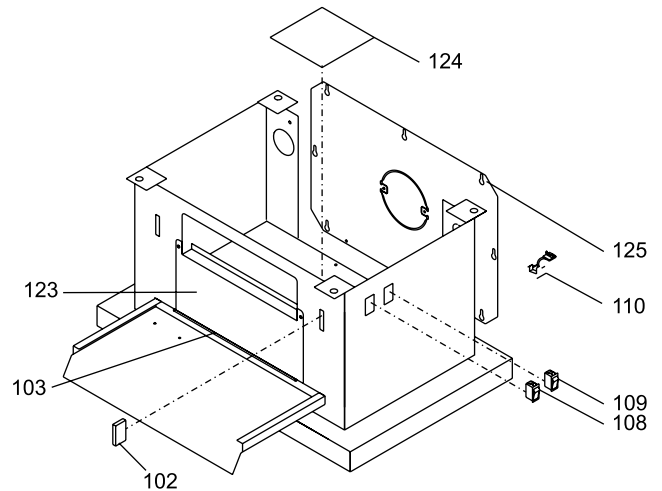
## PEDESTAL & LEG ASSEMBLY

Part #	Description	Part #	Description
<b>Bottom Shield &amp; Leg Option</b>		<b>Pedestal Assembly</b>	
100)	948-216 Logo Plate - Regency®	490-926	Complete Pedestal
102)	904-257 Magnetic Catch - Large	100)	948-216 Logo Plate - Regency®
103)	* 11" Pedestal Hinge	102)	904-257 Magnetic Catch - Large
108)	910-246 Burner ON/OFF Switch	103)	* 11" Pedestal Hinge
109)	910-140 Fan Hi/Off/Low Switch	108)	910-246 Burner ON/OFF Switch
110)	* Strain Relief for power cord	109)	910-140 Fan Hi/Off/Low Switch
121)	* Access Panel	110)	* Strain Relief for power cord
140)	850-127 Cast Legs - Gold	123)	* Pedestal Blanking Plate
	850-126 Cast Legs - Black	124)	820-058F Pedestal Cover
	850-128 Cast Legs - Brush Nickel	125)	* Rear Cover Plate
142)	850-125 Steel Legs		

\*Not available as a replacement part.



FLOOR SHIELD (OPTIONAL)



PEDESTAL (OPTIONAL)



LEGS (OPTIONAL)

# WARRANTY

## Limited Lifetime 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 Lifetime 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.

Indoor Gas Products Warranty Coverage Parts and Labor	Part				Supplier Warranty	Labor Coverage (Years)
	Lifetime	5 years	2 years	1 year		
Firebox and Heat Exchanger	✓					3
Steel Burner Tube	✓					3
Glass Thermal breakage only	✓					3
All Surrounds/Inlays Finishes		✓				3
Brick Panels/Log sets/Ceramic Burners		✓				3
All Castings		✓				3
Valve assembly and all gas control components (Pilot assembly, flame sensors, Spark Electrode, Pilot Tubing, Orifices, Thermocouple, Thermopile)			✓			2
All Other Electrical components (Ignition Control Boards, Wiring, Switches, Fans, Fan Control Module, Battery Pack, Remote Control Systems)			✓			1
Enamel Panels			✓			1
Venting/Venting Components			✓			1
All Stainless steel surrounds				✓		1
All Firebox Media (Crystals, Fire beads, Volcanic, Ceramic & Spa Stones)				✓		1
All hardware				✓		1
Mesh/Glass Safety Barriers				✓		1
Accent Light Bulbs				✓		1
Glass (Crazing)				✓		1

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.

### 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 Lifetime 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.), door or glass 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, 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 Lifetime Warranty.

# WARRANTY

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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 OR GAS PRESSURE SETTINGS ARE 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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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.





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

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

\_\_\_\_\_

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

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

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

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