



## Freestanding Wood Fire

Owners &  
Installation Manual



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

MODEL: Kingston F3502B

**Installer:** Please complete the details on the back cover and leave this manual with the homeowner.

**Homeowner:** Please keep these instructions for future reference.

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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# 4 | safety decal

This is a copy of the data badge that accompanies each F3502B Freestanding Wood Fire. We have printed a copy of the contents here for your review.

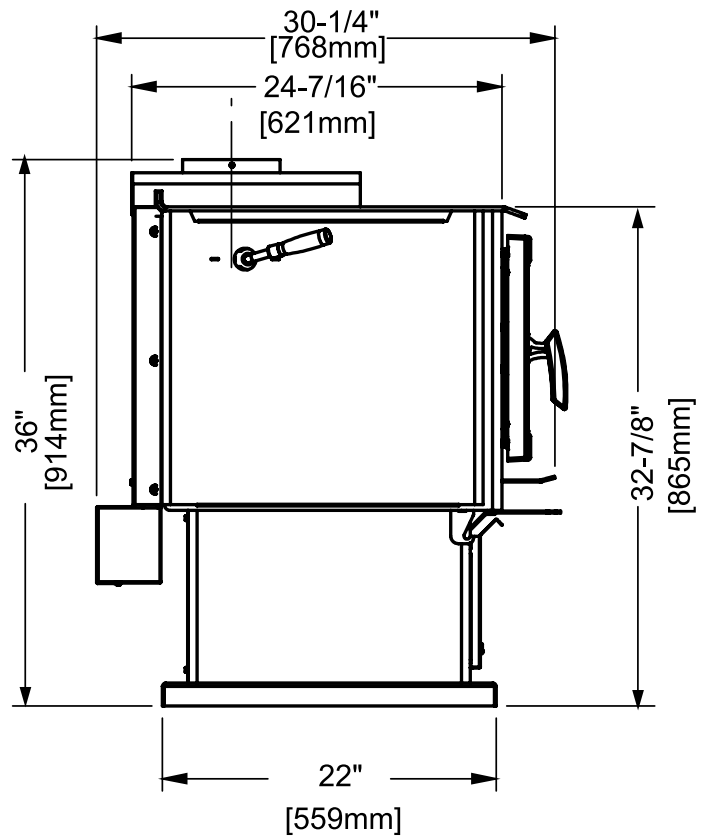
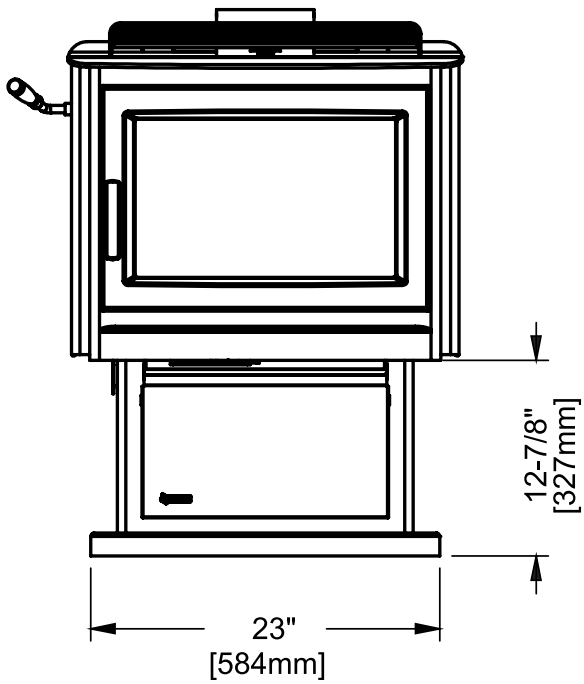
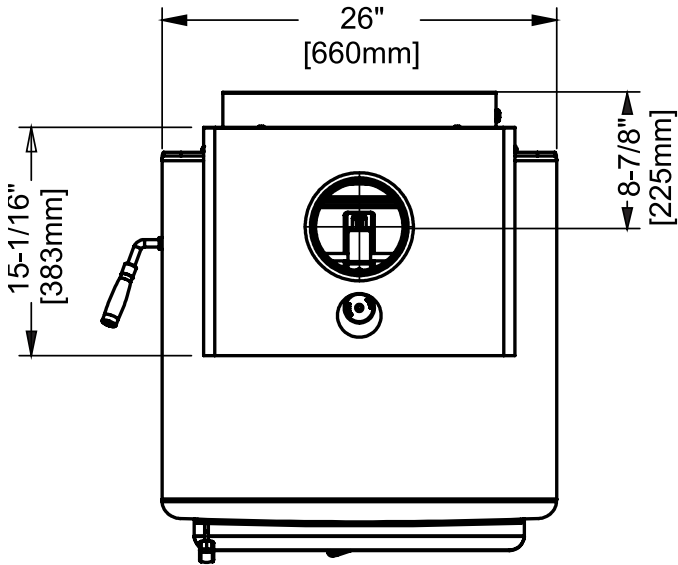
NOTE: Regency units are constantly being improved. Check the data badge on the unit and if there is a difference, the label on the unit is the correct one.

## SAFETY LABEL FOR KINGSTON F3502B

<b>MAKE: REGENCY</b>	
<b>TYPE: FREESTANDING WOOD FIRE</b>	
<b>Model: KINGSTON F3502B</b>	Serial Number <b>438</b>
TESTED BY: VIPAC ENGINEERS & SCIENTISTS LTD 279 NORMANBY RD. PORT MELBOURNE, VICTORIA 3207 AUSTRALIA	
TEST REPORT NUMBER: 30A-14-0045-TRP-351882-0	
WHEN TESTED IN ACCORDANCE WITH AS/NZS 4012:2014 & AS/NZS 4013:2014	
MAXIMUM AVERAGE HEAT OUTPUT BURNING HARDWOOD: 9.3kW	
OVERALL AVERAGE EFFICIENCY BURNING HARDWOOD: 84%	
PARTICULATE EMISSION FACTOR: 1.0 g/kg	
CATALYTIC COMBUSTOR: Yes	
CERAMIC CATALYTIC COMBUSTOR PART No: 051-530	
MANUFACTURE/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	2014 2015 2016
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

919-407

UNIT DIMENSIONS



## RESIDENTIAL INSTALLATION

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

- 1) Please read this entire manual before you install and use your new wood fire. Failure to follow instructions may result in property damage, bodily injury or even death. Be aware that local Codes and Regulations may override some items in this manual. Check with your local inspector.
- 2) Select a position for your Regency Stove. Consult the minimum clearance chart for your model and set the stove in place.
- 3) To insure vertical alignment, suspend a plumb bob from the ceiling over the exact center of your stove flue and mark a spot on the ceiling to indicate the center of the flue.
- 4) Check that the area above the ceiling is clear for cutting. Re-confirm the clearance from the stove to combustibles to insure that they are within the prescribed limits.
- 5) This wood fire must be connected to a flue.
- 6) Install flue according to flue manufacturers instructions. The performance of your wood fire is governed to a very large part by the flue system. Too short a flue can cause difficult start-up, dirty glass, back smoking when door is open, and even reduced heat output.

Too tall a flue may prompt excessive draft which can result in very short burn times and excessive heat output. The use of an inexpensive flue pipe damper may be helpful in reducing excessive draft.

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

- 7) Mark the location of the pedestal base or legs on the floor, then move the stove aside and mark the position of the floor protector.
- 8) When the floor protection is complete, position the stove with the flue collar centered under the installed flue.

**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 Stove. F3502B unit - the Rear Heat Deflector is supplied with the stove, but if you choose not to use it you must use the Airmate instead.

Modular Part	See the Minimum Clearance to Combustible Materials chart in the Installation section of this manual
F3502B Airmate OR Rear Heat Deflector	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.
OPTIONS: These can be installed at time of installation or added later:	
Blower/Fan	Adding the blower will increase the area heated by the stove, it can move warm air beyond the room where the stove is located.
Ash Drawer Kit	Adding the Ash Drawer Kit makes cleaning ashes out of the stove easier and cleaner (refer to Bottom Shield Ash Drawer Kit, Installation section).
Airmate	The Airmate pushes heat forward out into the room.

## STOVE ASSEMBLY PRIOR TO INSTALLATION

The F3502B unit requires the pedestal attached to the base. The F3502B stove requires either the Airmate or Rear Heat Deflector on top of the stove. Clearances to combustible materials vary depending on whether the airmate or rear heat deflector is installed, so be sure to check the Minimum Clearances, Installation section.

### Airmate Assembly for F3502B

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

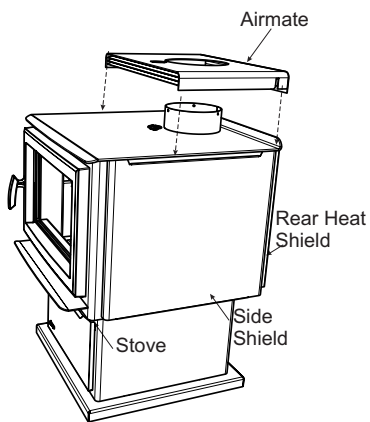


Diagram 1

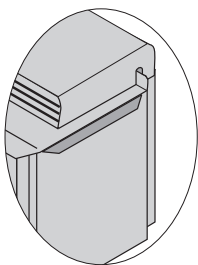


Diagram 2

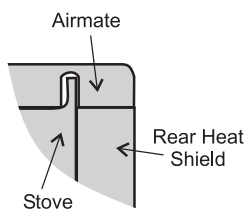


Diagram 3

### Rear Heat Deflector Assembly for F3502B

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

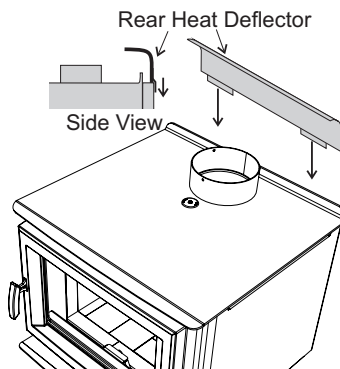
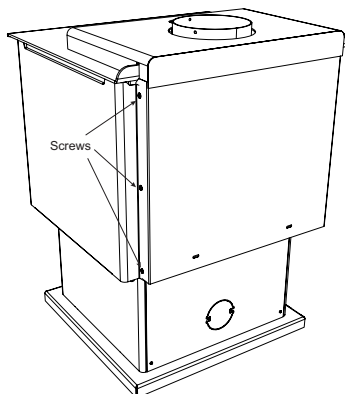


Diagram 4

### Side Shield Adjustment

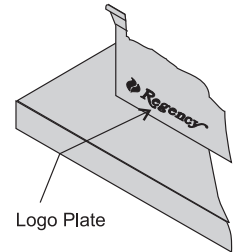
The left and right side shields are lowered for shipping and handling. It allows for a handhold on the top of the stove. Before placing in the Step Stove in its final position, the side shields must be raised.

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



### 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.

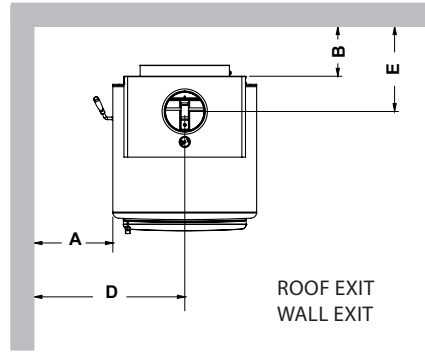
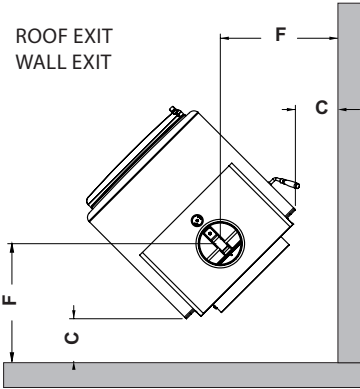
- 2) If not using ash drawer, then cover plate must be installed.

## MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS

Please read the section below carefully as clearances depend on whether the Airmate or the Rear Heat Deflector is installed on the stove. Measurements "From Unit" are from the top plate of the stove 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 - 83" (2108 mm)



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

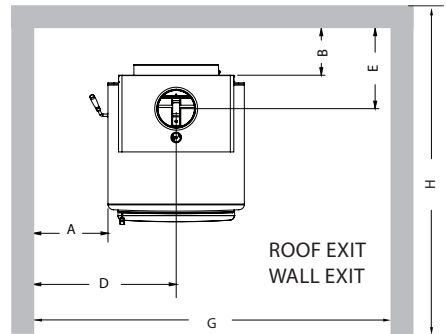
NOTE: Clearances to combustibles are for the safety of the property. To avoid overheating and damaging the appliance these clearances should be maintained for non-combustibles also.

With 6"/152mm stainless steel flue and one piece of deco-mesh 900mm long perforate on the front and solid on the back.							
		A	B	C	D	E	F
F3502B	with Airmate or Rear Deflector	250mm	150mm	100mm	580mm	317mm	419mm

### Minimum Alcove Clearance to Combustible Materials

The Regency Freestanding models have been alcove approved and must be installed with a listed double wall connector to the ceiling level.

Note: Minimum alcove ceiling height - 83" (2108 mm) Vertical Termination;  
 H = Maximum depth of alcove - 48" (1219mm)  
 G= Minimum width of alcove - 60" (1524mm)

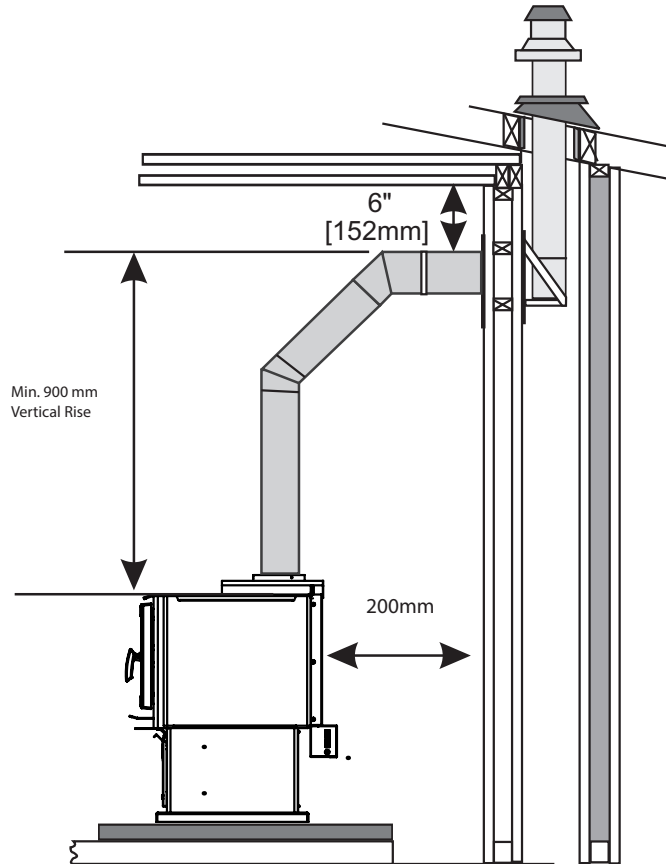




## THRU-WALL INSTALLATION

Minimum vertical of 900mm before any 90°. If using 45°, refer to diagram.  
 Horizontal Maximum of 900mm with 6.35mm rise per 0.3m.

NOTE: Recommend using 2 - 45° instead of 90° to improve draft and performance (as per diagram).

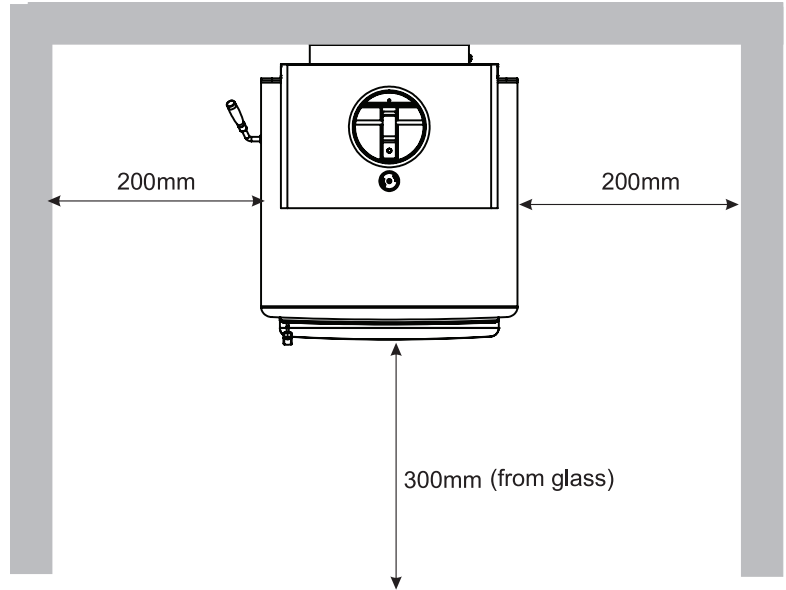


## 10 | installation

### 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 : 200mm
- From Front : 300mm (from Glass)
- From Back of Appliance: 12 mm
- 12mm from outer rear heat shield to edge of cement sheet.



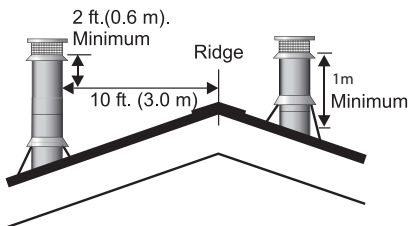
Floor protection must be minimum of 6mm thick - 1060mm x 1000mm size with a thermal conductivity of 0.8W/m<sup>2</sup>K

## STEP-BY-STEP FLUE AND CONNECTOR INSTALLATION

Note: These are a generic set of flue installation instructions. Always follow the manufacturer's 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.

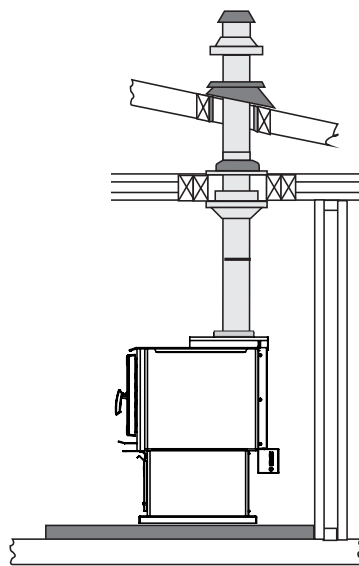


Note: Increasing the flue height above this minimum level will sometimes help your unit to "breathe" better by allowing a greater draft to be created. This greater draft can decrease problems such as, difficult start-ups, back-smoking when door is open, and dirty glass. It might be sufficient to initially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

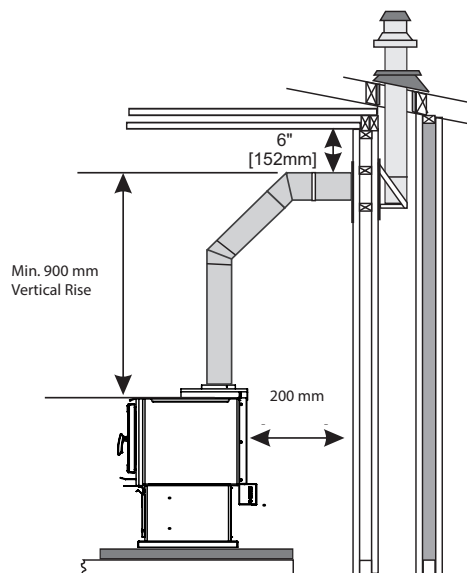
4. Slide the roof flashing over your flue and seal the flashing to the roof with roofing compound. Secure the flashing to your roof with nails or screws.
5. Place the storm collar over the flashing, sealing the joints with a silicone caulking.
6. Fasten the raincap to the top of your flue.

8. To complete your flue installation, install the flue pipe from the stove'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 stove 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.



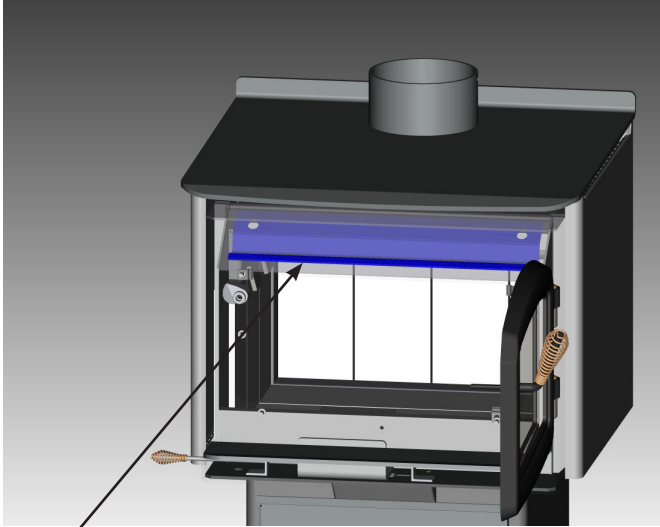
Standard Ceiling Installation



Horizontal Installation

## 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.



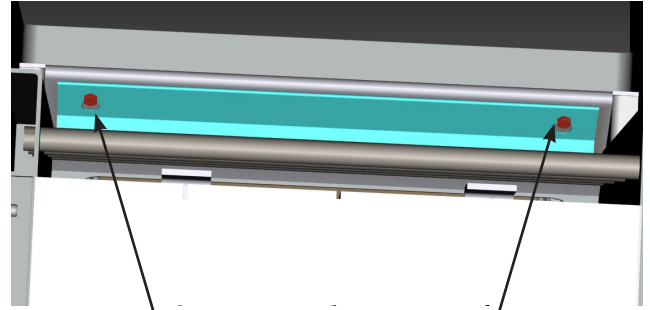
Smoke deflector

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.



Smoke deflector installed with 2 bolts.

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

### Correct Install:

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



### Incorrect Install:

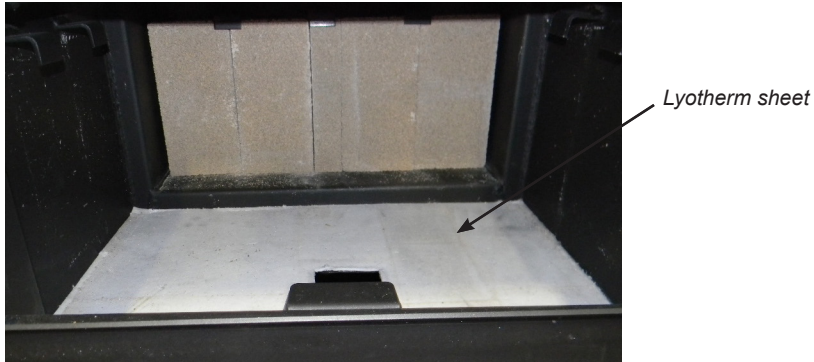
Return edge of smoke deflector seated under glass wash.



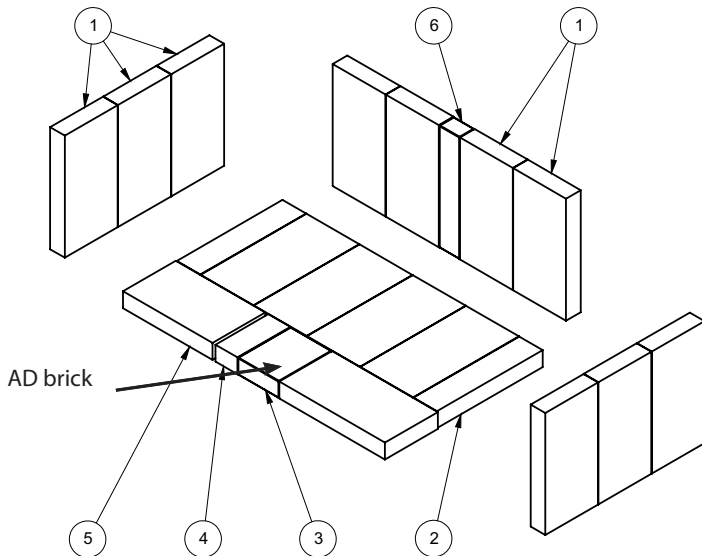
## BRICK INSTALLATION

Firebrick is included to extend the life of your stove 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.

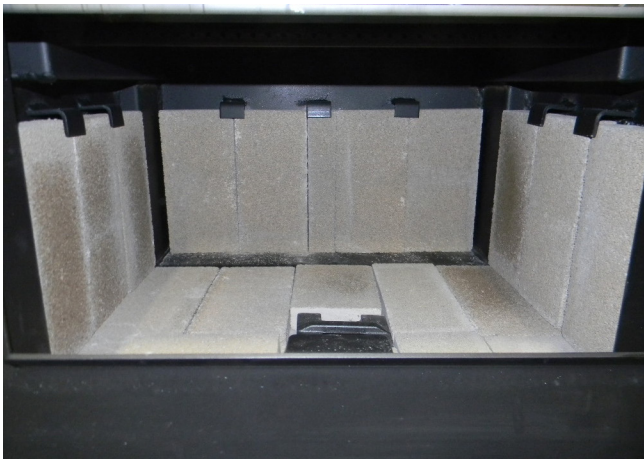


3. Order of firebrick install:
  - a) Rear Firebrick
  - b) Firebox floor - install brick over Lyotherm Sheet
  - c) Right and left side Firebricks



Fire bricks		
#	Quantity	Size
1	16	114mm x 229mm
2	2	51mm x 229mm
3	1	89mm x 114mm
4	1	44mm x 114mm
5	1	114mm x 2194mm

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



Final Install

## FAN INSTALLATION

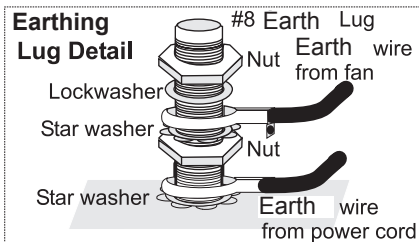
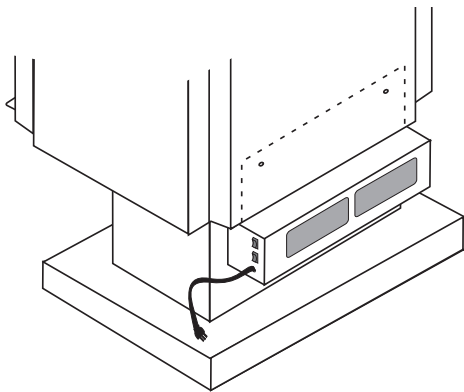
Fan assembly for use only with the room heater marked to indicate such use.

### 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.**



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

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

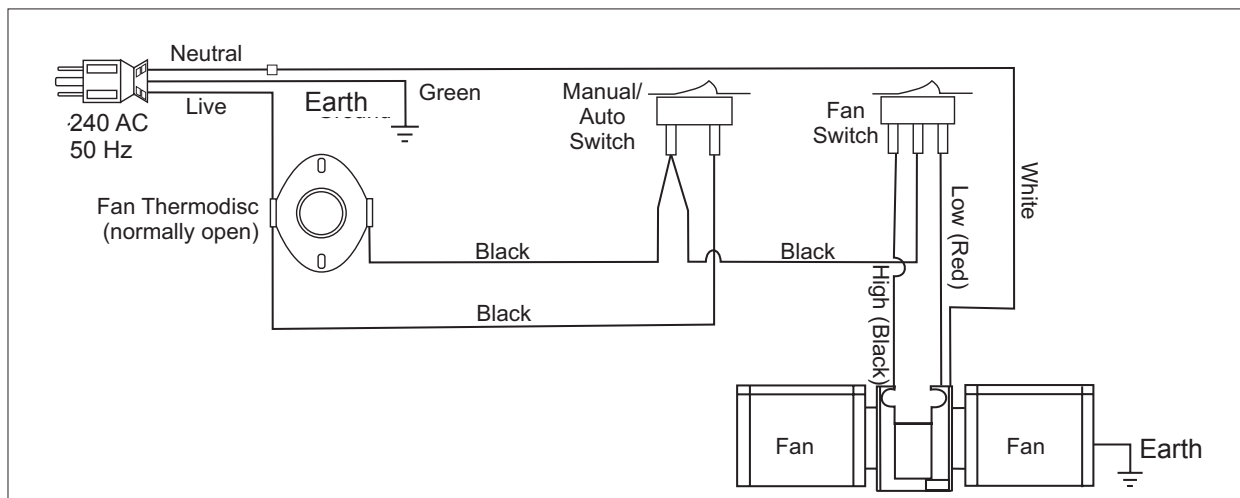
#### MANUAL

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

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

**WARNING: Electrical 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.

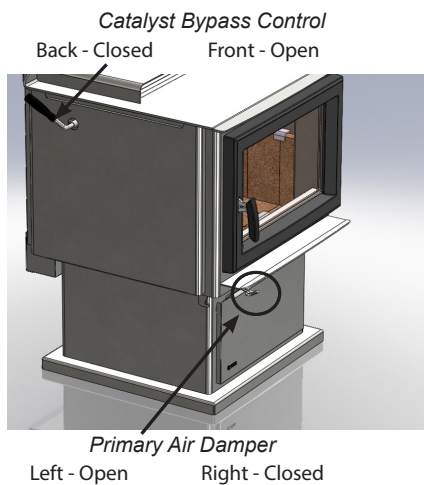
**WARNING**

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

## DRAFT CONTROL

Both the primary and air wash drafts are controlled by the control slide located on the front left side of the unit (when facing the unit). To increase your draft - slide to the left to open, and to decrease - slide to the right closed. The F3502B 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 in front to back configuration. 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 stove 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 stove, a medium to high firing rate must be maintained for 30min. This ensures that the stove, 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 stove 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 stove. Always warm your stove 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 stove at its maximum setting, and only after the metal has been warmed.
6. For the first few days, the stove will give off an odour from the paint. This is to be expected as the high temperature paint becomes seasoned. Windows and/or doors should be left open to provide adequate ventilation while this temporary condition exists. Burning the stove at a

very high temperature the first few times may damage the paint. Burn fires at a moderate level the first few days.

7. Do not place anything on the stove 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 Stove 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 LOW, MED to HIGH setting, it is recommended to keep the bypass door open initially after loading. Once loaded, always ensure bypass is CLOSED during operation.



*How to Light and Maintain a Wood Stove Fire*

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

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

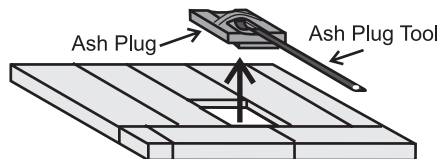
During constant use, ashes should be removed every few days. The Ash Drawer option features a convenient ash dump for easy removal of ash, refer to Modular Installation Options section.

### Safety Precautions

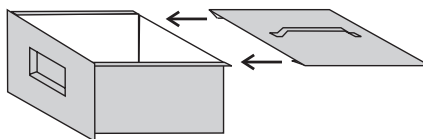
- Do not allow ashes to build up to the loading doors! Only remove ashes when the fire has died down. Even then, expect to find a few hot embers.
- Please take care to prevent the build-up of ash around the start-up air housing located inside the stove box, under the loading door lip.
- Never start a fire if the ash plug and ash drawer are not in place. This will cause over firing which can cause excessive warping of the stove. Evidence of over firing can void the warranty on your stove.
- 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 stove when the unit has cooled down. Remove the plug by lifting on the handle using the tool provided. The plug may still be warm, use caution. Push the ashes down the hole into the ash drawer, the large pieces can be left in the firebox and burned during the next fire or removed through the door opening.
- 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.



- 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 stove.
- 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 stove top begin to glow, you are over firing. Stop adding fuel and close the draft control. Over firing can cause extensive damage to your stove including warping and premature steel corrosion. Over firing will void your warranty.
- 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 stove can be very hot. You may be seriously burned if you touch the stove while it is operating, keep children, clothing and furniture away. Warn children of the burn hazard.
- The stove consumes air while operating, provide adequate ventilation with an air duct or open a window while the stove is in use.
- Do not connect this unit to a flue 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.**

Troubleshooting Guide		
PROBLEM	POSSIBLE CAUSE	SOLUTION
Crumbling Substrate	Extreme Thermal Shock Refueling with Wet Wood High Draft	Bypass combustor when the stove 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 is large pieces are missing, replace any warped stove 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

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

### 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 chimney flue of a slow burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote can result in an extremely hot fire.

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

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

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

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

- 1) Burn stove with the draft control wide open for about 10-15 minutes every morning during burning season.
- 2) Burn stove with draft control wide open for about 10 - 15 minutes every time you apply fresh wood. This allows the wood to achieve the charcoal stage faster and burns up any unburned gas vapours which might otherwise be deposited within the system.
- 3) Only burn seasoned wood! Avoid burning wet or green wood. Seasoned wood has been dried at least one year.

- 4) A small hot fire is preferable to a large smouldering one that can deposit creosote within the system.
- 5) The chimney and chimney connector should be inspected at least once every two months during the heating season to determine if a creosote buildup has occurred.
- 6) Have chimney system and unit cleaned by competent chimney sweeps twice a year during the first year of use and at least once a year thereafter or when a significant layer of creosote has accumulated (3 mm/1/8" or more) it should be removed to reduce the risk of a chimney fire.

### 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 #846-530). A proper high temperature gasket adhesive is required. See your Regency Dealer.

### GLASS MAINTENANCE

Your Regency stove is supplied with 5mm Neoceram ceramic glass (Part #940-416/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 stove to cool down before cleaning the glass. Cleaning the glass will prevent build up of carbon and allow full view of the fire. **WARNING:** Do not clean the glass when it is hot. **WARNING:** Do not use abrasive cleaners, a damp cloth and glass cleaner is effective.

### 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.

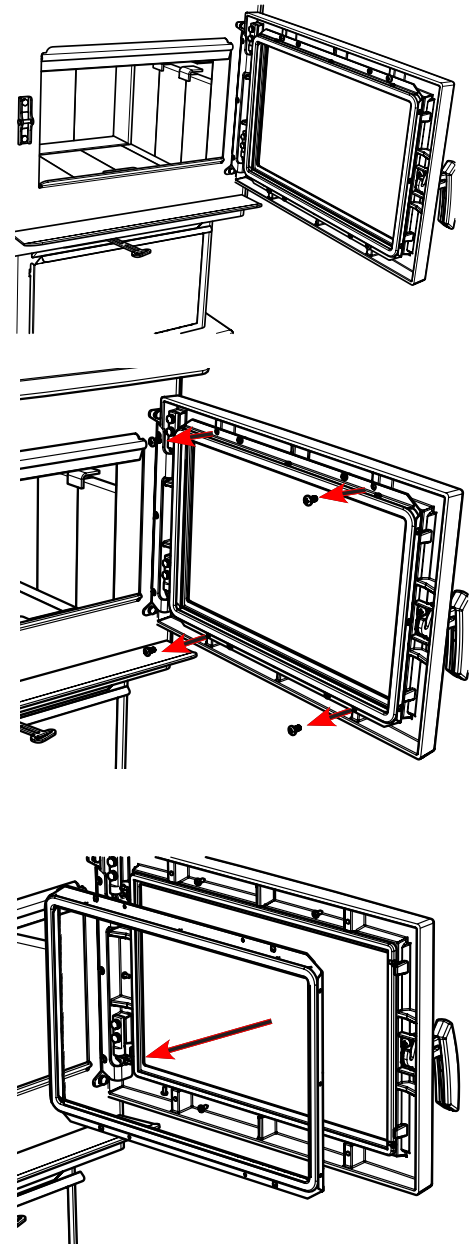


### GLASS REPLACEMENT

Allow the stove to cool before removing or replacing glass. Remove the door from the stove 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.

**WARNING:** Do not abuse the door by striking or slamming shut. Cracked glass can cause the heater to overfire.



## CATALYTIC COMBUSTOR

### ACHIEVING AND MAINTAINING CATALYST LIGHT-OFF:

The temperature in the stove and the gases entering the combustor must be raised to between 260C to 371C for catalytic activity to be initiated. During the start up of a cold stove a medium to high firing rate must be maintained for about 30 minutes. This ensures that the stove, catalyst and fuel are all stabilized at proper operating temperatures. Even though it is possible to have temperatures at 316C 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 stove 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 stove and the gases entering the combustor must be raised to between 260C to 371C for catalytic activity to be initiated. During the start up of a cold stove a medium to high firing rate must be maintained for about 30 minutes. This ensures that the stove, catalyst and fuel are all stabilized at proper operating temperatures. Even though it is possible to have temperatures at 316C 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 stove 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.

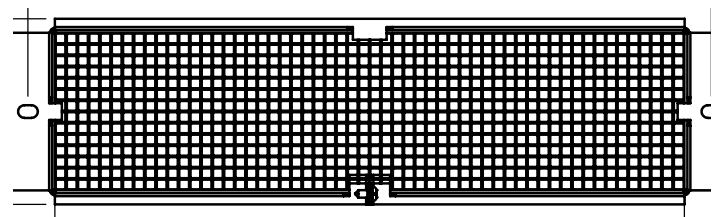
- Combustors should be visually inspected at least three times during the heating season to determine if physical degradation has occurred. Actual removal of the combustor is not recommended unless more detailed inspection is warranted because of decreased performance. If any of these conditions exist, 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 stove. 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 stove'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 260C and often reach temperatures in excess of 538C. 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 chimney when the smoke is going through the combustor and catalyst light - off has been achieved, to the amount of smoke leaving the chimney when the smoke is not routed (by-pass open) through the combustor.

- Step 1: Light the stove 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 chimney.
- Step 3: Engage the bypass mechanism and move to by-pass open position. And again observe the emission leaving the chimney. 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 chimney. The amount of draft in your chimney depends on the length of the chimney, local geography, nearby obstructions and other factors. Too much draft may cause excessive temperatures in the appliance and may damage the catalytic combustor. Inadequate draft may cause back puffing into the room and plugging of the chimney or catalyst.

### CATALYTIC COMBUSTOR CLEANING:

Method #1
A vacuum cleaner may be used, but never use high pressured air 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. Never use anything abrasive to clean the combustor.
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. Never use cleaning solvents to clean it. 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 chimney flue fires.

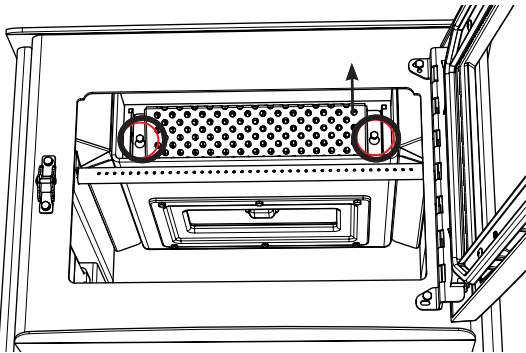


**COMBUSTOR ASSEMBLY  
REMOVAL / REPLACEMENT:**

The catalytic thermometer on top of the stove should read in the active zone after the stove 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.

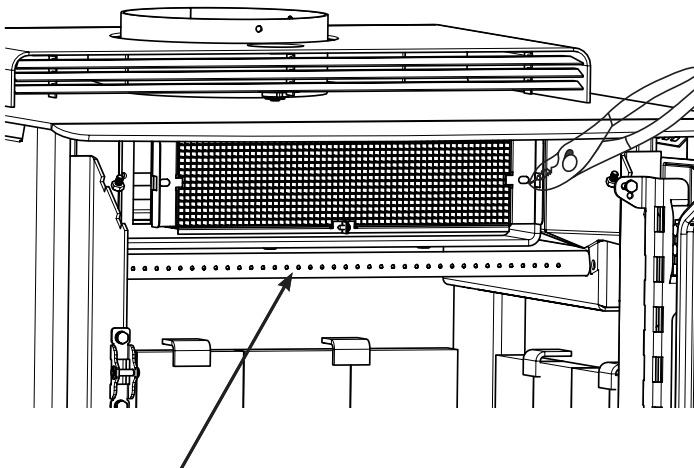
If the combustor must be examined or replaced, follow this procedure:

1. Allow the stove to burn out and cool down.
2. Remove stainless steel smoke deflector - See instructions in this manual.
3. Open the door and loosen the two 7/16" bolts -see locations below.



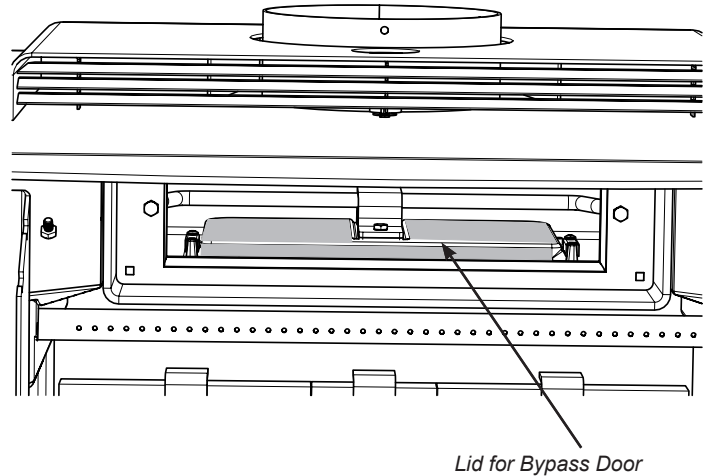
4. Lift flame shield slightly upwards in keyhole slot and pull it forward and down.

5. 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.



F3502B 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.



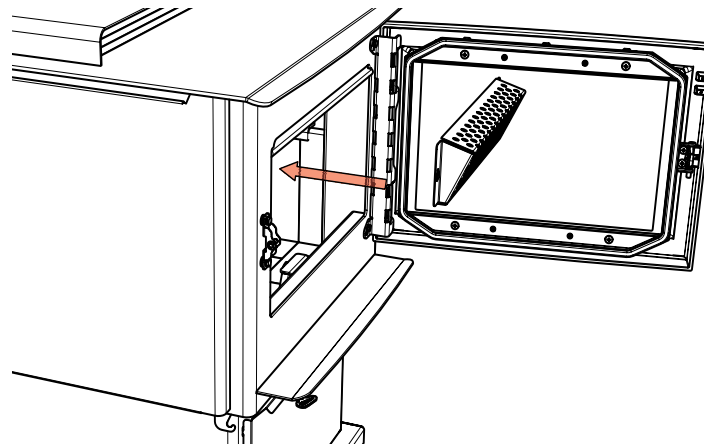
**TO REPLACE THE COMBUSTOR:**

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 stove 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 stove.

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.



F3502B Airtube Replacement

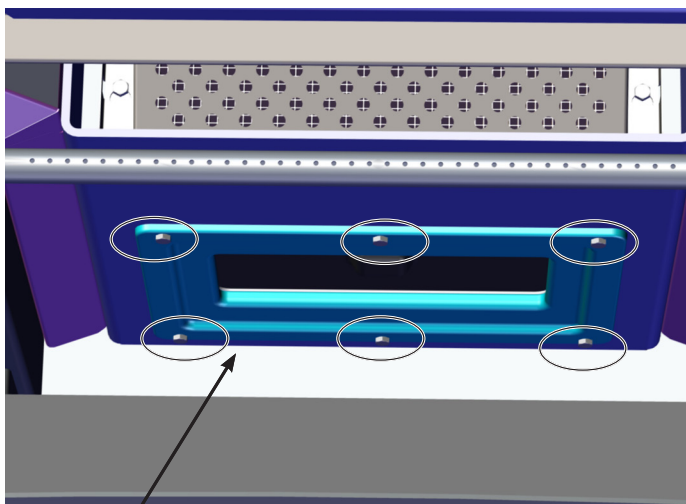
## BYPASS DOOR GASKET REPLACEMENT

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



3. Remove loosen the 3 rear bolts, then remove 3 front bolts. Support from the front and slide forward to remove Bypass Door Assembly.

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

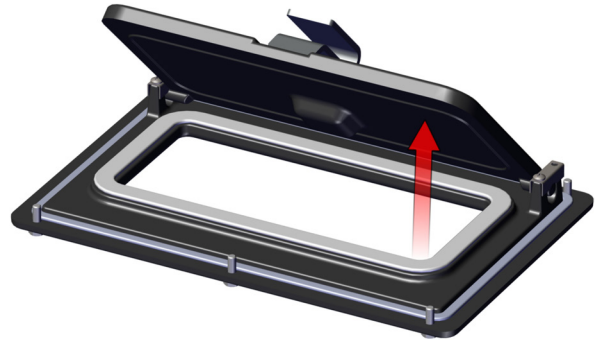


Loosen 3 rear bolts

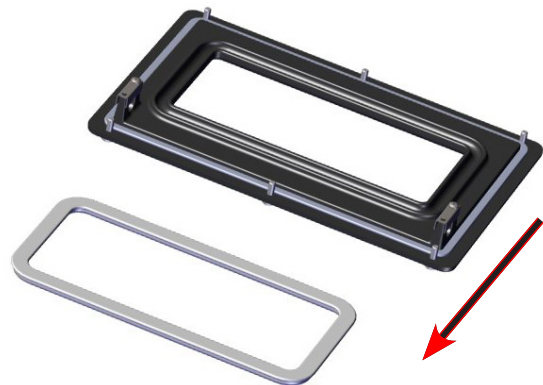


F3502B Damper Assembly Draft

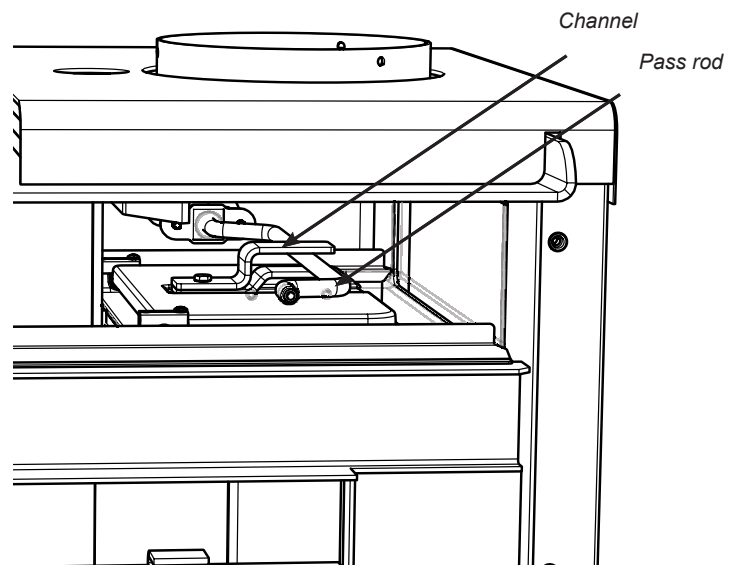
4. Slide bypass door assembly forward, lower complete assembly with care. Lift lid on bypass door assembly to reveal gasket.



4. Remove old gasket and replace with new one.

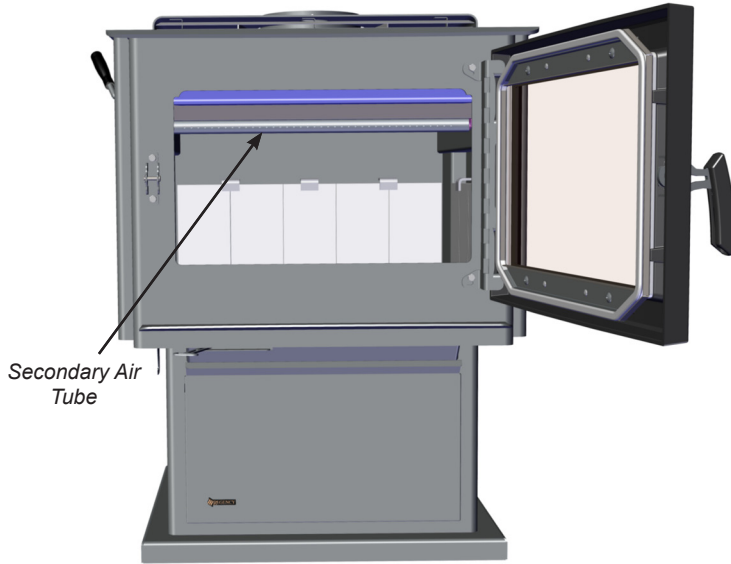


5. Reverse steps to reinstall - ensure the pass rod is seated with the channel on the pass door.  
(Unit viewed as transparent to facilitate view)

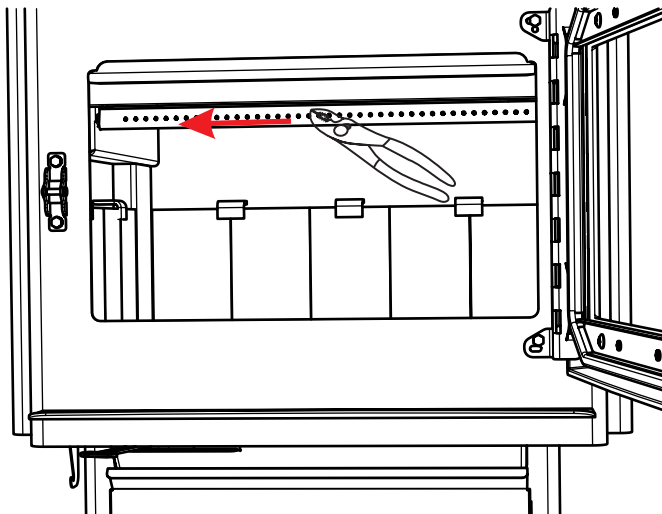


## SECONDARY AIR TUBE REMOVAL / INSTALLATION

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



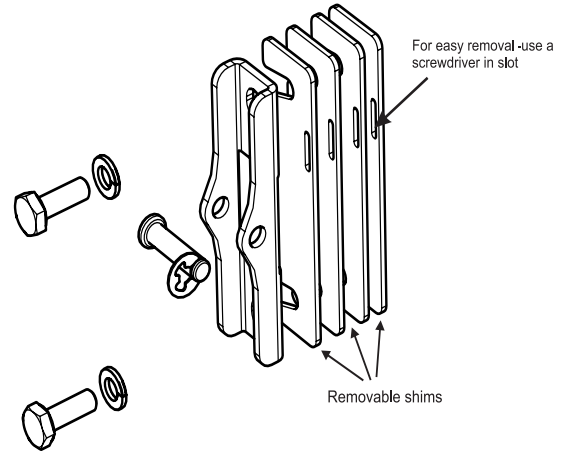
3. To reinstall or replace, first slide left side of tube into hole on left side air channel. Align tab on right side air channel with notch on right hand end of air tube. Firmly grip center of air tube with vise grips, use hammer to tap vise grips from left to right until the tube bottoms out into the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

## DOOR CATCH ADJUSTMENT

After a few fires, the door catch may require adjustment to renew a tight seal, as the door gasket will compress. Removal of a shim, shown in the diagram below, will allow the catch to be moved closer to the door frame, creating a tighter seal.

To remove a shim, loosen the 2 bolts to create clearance behind catch. Place a screwdriver in the slot of the shim and slide out. Retighten bolts.

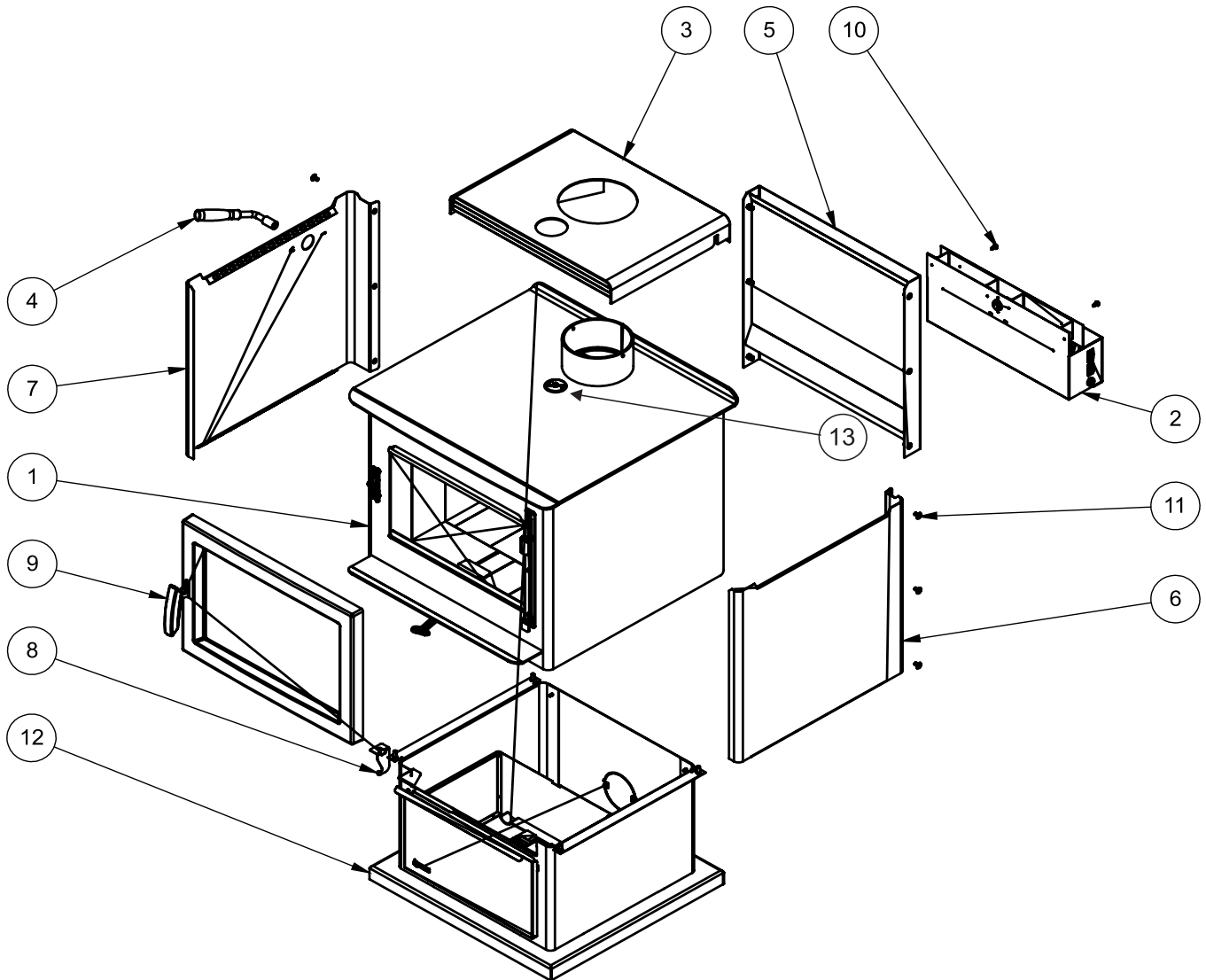
Note: Keep the shims - they may be required in the future when the gasket is replaced.



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 stove. Close the door. Try to remove the paper by pulling. The paper should not pull out easily, if it does, try adjusting the door latch, if that doesn't solve the problem replace the door gasket.
Check and lubricate door hinge + latch	Use only high temperature anti seize lube. (ie. never seize)
Check glass for cracks	Replace if required.
Clean blower motor	Disconnect power supply. Remove and clean blower. <b>*DO NOT LUBRICATE*</b>
Inspect and clean chimney	Annual professional chimney cleaning recommended.

### F3502B STOVE MAIN ASSEMBLY

Part #	Description	Part #	Description
1	Firebox assembly	8	051-018 Handle holder
2	846-513 Fan - free standing stove	9	042-520 Cast door assembly # 5
3	042-912 Airmate - medium assembly	051-530	Catalytic Combustor Assembly (not shown)
4	051-538 Removable arm assembly	033-953	Airtube 1" x 23" long
5	042-517 Rear Heat Shield Assembly	10	904-245 #10-16 x 1/2" SDS HEX HD
6	042-029 Classic side heat shield - RH	11	904-530 Screw 1/4-20 x 1/2 LG
7	042-028 Classic side heat shield - LH	12	042-532 Pedestal assembly
910-157/P	Replacement Motor	13	051-067 Thermometer
910-138	Auto/Manual Switch	936-232	Gasket Bypass Door (per foot)
910-140	Hi/Off/Lo switch	042-007	Stainless Steel Smoke Deflector
910-142	Fan Thermodisc	156-523	Door Hinge Assembly
042-035	Flame shield and mixer	156-514	Door Catch assembly
815-557	Rear Deflector	156-241	Removable Cast Handle
042-017	Gasket-Firebox Floor	042-016	L/R stainless steel firebox filler
948-223	Regency Logo Plate	919-406	Manual

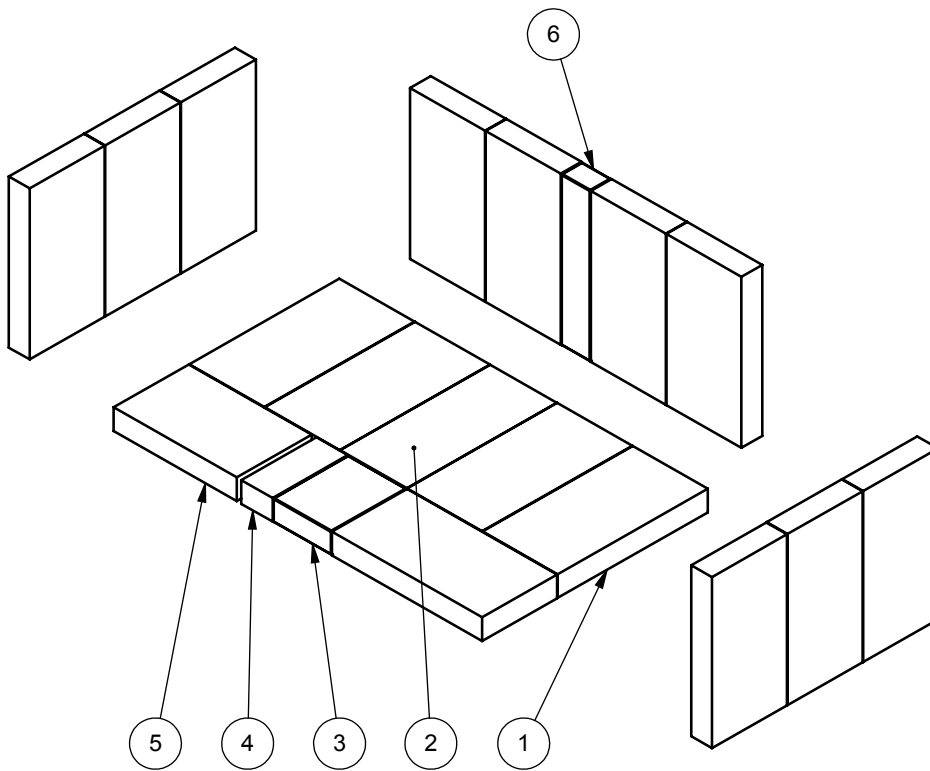




### F3502B STOVE BRICK LAYOUT

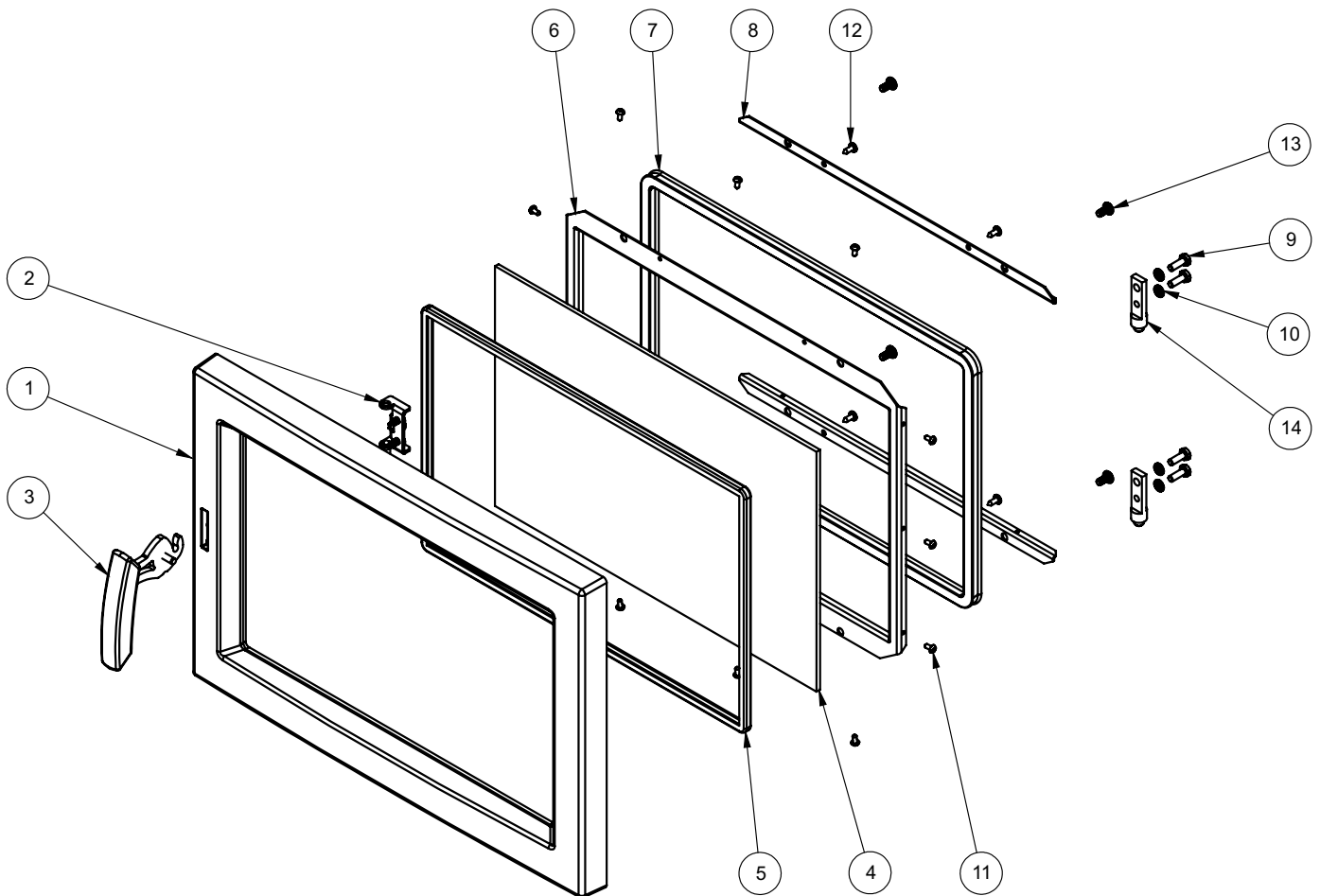
042-960 Brick Set Complete

Fire bricks		
#	Quantity	Size
1	16	114mm x 229mm
2	2	51mm x 229mm
3	1	89mm x 114mm
4	1	44mm x 114mm
5	1	114mm x 2194mm



### DOOR ASSEMBLY

Part #	Description	Part #	Description
1	042-201 Door cast black (F3502B)	7	846-530 5/8" Medium Door gasket kit
2	106-541/P Aligner assembly	8	042-021 Gasket bracket
3	156-514 Removable cast handle assembly	9	904-513 Hex bolt 1/4-20 x 3/4 LG.
4	940-416/P Door glass	10	904-525 Washer 1/4" split lock
5	943-243 7/8" flat window gasket (per 5ft. - required)	11	904-149 SMS #8-18 x 3/8 LG
6	042-020 5/8" Gasket Retainer	12	904-146 Screw #10 x 1/2" self tap pan hd philips
		13	904-015 1/4-20 x 1/2 pan hd phil
		14	948-155 Hinge pin







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**Regency Fireplace Products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our door. FPI Fireplace Products International Ltd. is pleased to extend this warranty to the original purchaser of a Regency Product. This warranty is not transferable.**

#### **The Warranty**

Covered under the agreement against manufacturer's defects from date of purchase, are the following components:

15 Years: Steel Firebox, convector airmate, ashdrawer, door handle, stainless steel smoke deflector, stainless steel fillers, and stainless steel flame guard.

The above will be covered for parts and subsidized labour for the first five years and parts only thereafter, up to a maximum of 15 years, with the exception of the fireboxes (see below).\*\*

**NOTE: The Catalytic Combustor is covered by Regency Fireplace Products for the first six (6) years. See warranty details on next page.**

\*\*FPI is not liable for freight or labour on any wood burning appliance replaced in field.

Cast components such as the front door, by-pass damper control plate and complete damper housing, including damper arm mechanism, will be covered for five years against defect in manufacture, three years parts and subsidized labor the remaining two years parts only.

Electrical components such as fans, switches and thermosdisc's are covered for one year parts and one year subsidized labour\* from date of purchase.

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.

#### **Conditions:**

Any part or parts of this unit which in our judgement show evidence of such defects will be repaired or replaced at FPI's option, through an accredited distributor or agent provided that the defective part be returned to the distributor or agent **Transportation Prepaid**, if requested. In areas where no approved service agent is available or the closest approved service agent is situated more than thirty (30) kilometres from the installation, Regency is not obliged to arrange warranty repairs and travel and/or additional labour charges will apply.

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.

The authorised selling dealer is responsible for all in-field service work carried out on your Regency product. FPI will not be liable for results or costs of workmanship from unauthorised service persons or dealers.

At all times FPI reserves the right to inspect product in the field which is claimed to be defective.

All claims must be submitted to FPI by authorised selling dealers. It is essential that all submitted claims provide all of the necessary information including customer name, purchase date, serial #, type of unit, problem, and part or parts requested, without this information the warranty will be invalid.

#### **Exclusions:**

This Warranty does not extend to or include, paint, door or glass gasketing, firebrick or trim. It does not cover installation and operational related problems such as creosote or similar, over-firing, use of corrosive driftwood, chemically treated wood, mill ends, coal, tea tree, oil based woods, garbage, cardboard, solvents, colored paper, trash, or unseasoned wood, downdrafts or spillage caused by environmental conditions, nearby trees, buildings, hilltops, mountains, inadequate venting or ventilation, excessive offsets, negative air pressures caused by mechanical systems such as furnaces, fans, clothes dryers etc.

At no time will FPI be liable for any consequential damages which exceed the purchase price of the unit. FPI has no obligation to enhance or modify any unit once manufactured. ie. as products evolve, field modifications or upgrades will not be performed.

FPI will not be liable for travel costs for service work.

**Annual maintenance must be completed as per the manual. The lack of annual maintenance on this appliance will void your warranty. For Service and Maintenance video's for this appliance, visit our website: [www.regency-fire.com.au](http://www.regency-fire.com.au)**

Installation and environmental problems are not the responsibility of the manufacturer and therefore are not covered under the terms of this warranty policy.

Any unit which shows signs of neglect or misuse is not covered under the terms of this warranty policy. Damage caused by improper use, not covered under terms of warranty.

The warranty will not extend to any part which has been tampered with or altered in any way, or in our judgment has been subject to misuse.

Freight damage to stoves and replacement parts is not covered by warranty and is subject to a claim against the freight carrier by the dealer.

FPI will not be liable for acts of God, or acts of terrorism, which cause malfunction of the appliance.

Performance problems due to operator error will not be covered by this warranty policy.

Products made or provided by other manufacturers and used in conjunction with the operation of this appliance without prior authorization from FPI, may nullify your warranty on this product.

\*Subsidy according to job scale as predetermined by FPI.



**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.

Register your Regency® warranty online  
[www.regency-fire.com.au](http://www.regency-fire.com.au)



### Reasons to register your product online today!

- View and modify a list of all your registered products.
- Request automatic email notification of new product updates.
- Stay informed about the current promotions, events, and special offers on related products.
- Help assure you get the most out of your warranty.
- Eliminate confusion and frustration if warranty\*\* service is required in the future.

\*\* Proof of purchase required at time of warranty request.

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

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

\_\_\_\_\_

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

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

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

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