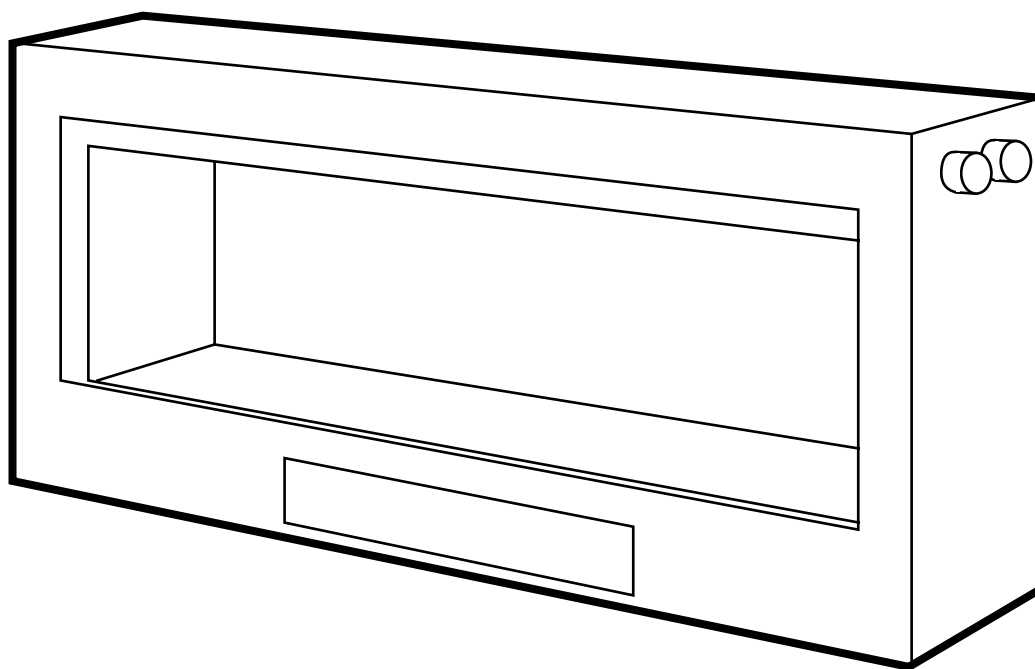


ELEMENT 1200 & 1800 DOUBLE SIDED SPACE HEATERS

INSTALLATION AND OPERATIONS MANUAL



The Element 1200 & 1800 Double Sided space heaters are suitable to be installed into a frame out installation. Designed to operate on Natural gas and LPG

Approval no.GMK 10441

Consumer safety information: please read this manual before installing and operating this appliance. Failure to follow these instructions may result in a possible fire hazard and/or injury and will void the warranty.

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WELCOME

Congratulations on your selection of the stunning Real Flame Double Sided Fireplace. Enjoy double the viewing pleasure, delivered with combined clean lines and cutting-edge design to present a truly stunning fireplace. We hope you create endless memories in front of this warm and cosy fireplace.

Read this manual before attempting to install or use the fireplace. Always comply with the warnings and safety instructions contained in this manual to prevent injury or property damage. When using the fireplace basic precautions should always be followed to reduce the risk of fire and injury.

INSTALLATION NOTICE

The installation of this appliance is only to be carried out by an authorised person in accordance with the Manufacturer's Instructions, local gas fitting regulations, AS/NZS5601.1-2013 installation code for gas burning appliances and any other relevant statutory regulations.

In all cases the installation of this appliance shall meet the requirements as set out in AS/NZS5601.1-2013.

Do not install in a fireplace as a Type 1 installation. Not intended as a fireplace insert.

NOTE: A slight smell may be apparent for the first few hours of use. This is due to the heat resistant paint curing. It is recommended to open windows in the room for the first lighting of the fire. In some instances a slight discolouration may occur inside the firebox. This is a normal condition and is not covered by warranty.

WARNING

The Element Double sided space heater has a primary safety glass fitted. This safety glass is fitted to this appliance to reduce the risk of injury from burns and at no time should this glass be permanently removed.

For protection of young children or the infirm, a secondary guard is required.

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

The glass panel gets extremely hot! Precaution should be taken and young children supervised at all times when the heater is operating.

IMPORTANT SAFETY NOTICE

Do not place articles on or against this appliance.

Do not use or store flammable materials in or near this appliance.

Do not spray aerosols in the vicinity of this appliance whilst it is in operation.

Care must be taken to ensure that any return air register or exhaust system does not adversely affect the operation of the appliance or draught of chimney or flue.

Do not modify this appliance.

Appliance is designed to operate with luminous flames. May exhibit slight carbon deposit.

SERVICING

It is recommended you service your gas fire every 2 years as a minimum.

CORD REPLACEMENT

Electrical cord replacement must be undertaken by qualified and trained personnel only.

SPECIFICATIONS OF 1200DS

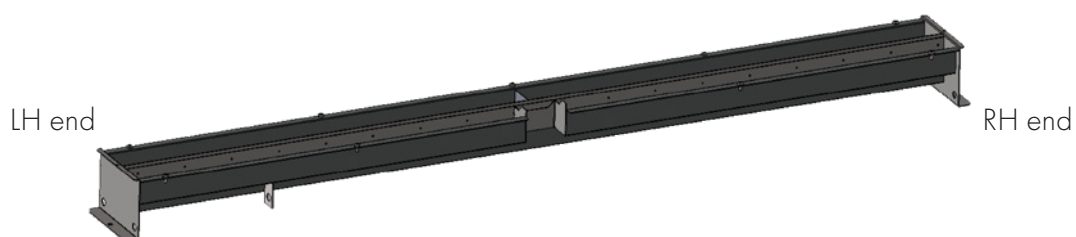
Appliance Type	High Efficiency Gas Fireplace	
Star Rating	Up to 4.3 stars	
Maximum Heating Output	Up to 7.4kW	
Heats Room up to	100m ² approx	
Gas Type	Natural Gas	LPG
Gas Input	32 High/ 27 Low	32 High/ 27 Low
Operating Pressure (TPP)	0.73 kPa High/0.50 kPa Low	2.30 kPa High/1.60 kPa Low
Max - Min Inlet Pressure Range	1.13kPa – 5.00kPa	2.75kPa - 5.00kPa
Injector Size	3 X 1.90 mm	3 X 0.90 mm
Aeration Settings		
Universal Media Setup	Natural Gas	LPG
Driftwood with black diamond glass	1.0/1.0/1.0mm	7.0/7.0/7.0mm
Redgum with black diamond glass	1.0/1.0/1.0mm	7.0/7.0/7.0mm
Pebbles (Mixed, Black, Grey, or White) with black diamond glass	1.0/1.0/1.0mm	7.0/7.0/7.0mm

SPECIFICATIONS OF 1800DS

Appliance Type	High Efficiency Gas Fireplace	
Star Rating	Up to 4.6 stars	
Maximum Heating Output	Up to 9kW	
Heats Room up to	120m ² approx	
Gas Type	Natural Gas	LPG
Gas Input	39 High/ 32 Low	37 High/ 33 Low
Operating Pressure (TPP)	0.88 kPa High/0.60 kPa Low	2.60 kPa High/1.90 kPa Low
Max - Min Inlet Pressure Range	1.13kPa – 5.00kPa	2.75kPa - 5.00kPa
Injector Size	3 X 2.30 mm	3 X 1.00 mm

Aeration Settings

Universal Media Setup	Natural Gas	LPG
Driftwood with black diamond glass	1.5 / 2.5 / 2.5mm RH end	9.0 / 9.0 / 9.0 mm
Redgum with black diamond glass	1.5 / 2.5 / 2.5mm RH end	9.0 / 9.0 / 9.0 mm
Pebbles (Mixed, Black, Grey, or White) with black diamond glass	1.5 / 3.0 / 3.0mm RH end	9.0 / 9.0 / 9.0 mm



Please refer to the appendix section for additional media that is available for sale.

OPERATION INSTRUCTIONS




USER INSTRUCTIONS

- Do not operate if you smell gas. Turn appliance off, extinguish any open flame. Contact your installer or a licensed gasfitter.
- Do not use if any part of this appliance has been submerged in water. Contact your installer or a qualified service technician.
- Solid fuels must not be burnt in the fire. Leaves, sticks, wood, paper food or material must be kept away from the fire.
- Appliance operates with luminous flames; carbon deposits may occur during operation. Should the appliance fail to ignite or was recently turned off, allow 5 minutes before attempting to reignite appliance. In the event of abnormal operation please contact your licensed gas installer, gas service personnel or Glen Dimplex Pty Ltd. Abnormal operation may consist of the following, noisy fan, excessive or small flame, unusual flame appearance or colour, excessive sooting or other.

APPLIANCE QUICK OPERATION

On/Off

1. Press power button  on the remote.
2. Press mode button until manual appears on lower area of screen
3. Press arrow up or down to change temperature.
4. Set the desired temperature - it must be above the room temperature for the appliance to operate.
5. Appliance will start once the flame symbol appears on the remote.
6. Appliance will perform a 40 second pre-purge, then sparking will occur.
 - Fire should operate within 1 minute of remote calling for heat.

NOTE – Should the fire not start, a post purge may occur, turn off remote - wait 5 minutes before reattempting to light the fire.

NOTE – The 1200DS is fitted with a gas pressure switch, in the event of no gas, gas supply turned off or low gas pressure the appliance will not operate.

REMOTE CONTROL GUIDE

The Element 1200 and 1800 DS are controlled completely by the use of the remote control; this remote can be used either as a manual operation or an auto operation.

- The remote thermostat uses radio frequency to transmit to the gas/fan controller.
- The remote thermostat has a LCD display.
- The remote thermostat uses 2 off “AA” batteries which should last for 12 months. (Depending on quality of battery.) Batteries should be changed when smoke alarms are changed.
- The remote control and the controller are non-serviceable parts and if faulty should be returned to Glen Dimplex Pty Ltd for replacement.

LOCATING THE REMOTE


The remote houses the thermostat that controls the heat output of the fire. When storing the remote either on its wall bracket or by placing it somewhere in the room where the fire is located, ensure there are no other heat sources that will affect the thermostats ability to accurately read the room temperature. For example, by placing the remote in direct sunlight or under a cushion, the fire may turn down or off before the room reaches the set temperature.

Factory Set Features

- When turned on the fire will always start on the low setting and remain on low for 3 minutes, it will then go to the high setting.

- The fan will automatically come on after the fire has been operating for 3 minutes 20 seconds.
- When the fire shuts off on auto mode or is shut off in manual mode, the fan will continue to operate for 8 minutes.
- The fire can be operated in either 'AUTO' mode or 'MANUAL' mode.

QUICK START GUIDE

On/Off Press and release the  button to turn the thermostat on and off.

Setting the day of the week and time

With the thermostat off, press and hold the 'T' button for 2 seconds or longer to initiate programming the time. Time, the hour setting and AM/PM will flash.

Setting the hour function

Press and release the ▲ or ▼ button to increase or decrease the hour setting by 1 hour. Press 'OK' to accept.

Setting the minute function

Press and release, ▲ or ▼ press and hold the sor tbutton to increase or decrease the minute setting by 1 minute. Press 'OK' to accept.

Setting the day of the week function

Press and release the ▲ or ▼ button to change the day of the week to the following or previous day. Press and hold the ▲ or ▼ button for 2 seconds or longer to increase or decrease the day of the week by 1 day every 0.5 seconds. Press 'OK' to complete setting.

Manual mode

Manual mode does not require that the time and day of the week are set. Press the ▲ or ▼ button to increase or decrease the temperature desired.

Automatic mode

The automatic mode allows the temperature to be regulated according to a programmed level and time. Manually overriding the set program At any time, the temperature may be adjusted up or down. However, whenever the thermostat changes to a new time period, the temperature will be set automatically according to

that period's setting.

Programming

Each day of the week can be programmed individually for 4 periods P1, P2, P3 and P4, making a total of 28 programmed periods. Alternatively, a weekday program can be set, so the same program is used for Monday-Friday. Similarly, a weekend program can be set for Saturday-Sunday. The entire week can also have the same program.

Alternatively, a weekday or weekend program can be set with individual programs for the remaining days.

The suggested period settings for each day/s are:

Period 1 - morning

Period 2 - daytime

Period 3 - evening

Period 4 - night-time

To begin programming

With the thermostat off, press and hold the 'P' button for 2 seconds or longer to initiate programming. The LCD will display **PROG**, *Pd* and the time at which the thermostat is currently set. **MO** will flash.

Period 1 can now be set.

Setting the day of the week

You must choose which day/s of the week you wish to program. Press and release the ▲ or ▼ button to change the day of the week to the following or previous day. Press and hold the ▲ or ▼ button for 2 seconds or longer to increase or decrease the day of the week by 1 day every 0.5 seconds.

The order that you can scroll through the days is as follows:
 MO → TU → WE → TH → FR → MO TU WE TH
 FR → SA → SU → SU → SA → MO TU WE TH
 FR SA SU

To accept the selected day/s of the week press 'OK'.

Setting the period starting time

The hour and AM/PM settings will now flash. To set the P1 starting time, press and release the ▲ or ▼ button to increase or decrease the hour setting. Press and hold the ▲ or ▼ button for 2 seconds or longer to increase or decrease the hour setting by 1 hour every 0.5 seconds.

Please ensure that AM/PM is set correctly.

Press 'OK' to accept.

The minute setting will now flash. Adjust the minute setting similarly, using ▲ or ▼ button.

Press 'OK' to accept.

Setting the temperature

The temperature setting will now flash. Press and release the ▲ or ▼ button to increase or decrease the temperature setting by 1 °C. Press and hold the

▲ or ▼ button for 2 seconds or longer to increase or decrease the temperature setting by 1 °C every 0.5 seconds.

Press 'OK' to accept.

Period 1 is now set for the day/s of the week that you have chosen. The LCD will display **P2** to indicate that Period 2 can now be set for the same day/s of the week. Repeat the programming process for periods 3 and 4. After program 4 is set, press 'OK' and the program for the selected day/s will be set. Repeat the programming process for any other periods/days that are required.

Restore factory default settings

With the thermostat off, press the following sequence of buttons: 'P', 'T', 'T' ▼ .

Teaching RF thermostat ID code to control unit

CAUTION: The thermostat has already been programmed with a unique code. Do not attempt to teach the RF Thermostat ID code unless instructed by the manufacturer.

With the thermostat off, press the following sequence of buttons: 'P', 'T', 'T' ▲ .

The LCD display will show 'CL' (Code Learn) for 2 seconds then return to the normal OFF state display. During this time a special code will be transmitted by the RF Thermostat to the Control Unit, causing the Control Unit to learn its ID.

WARNING

When the RF thermostat is in the "Auto" mode and the room temperature drops below the minimum temperature, the fire and fan will come on and operate until the room temperature is 3° above the minimum and then turn off, therefore:

- The minimum temperature should be set at a temperature that is not likely to cause the fire to continually turn on and off.
- If leaving the house for an extended period, the RF thermostat should be turned "OFF".
- As long as the RF thermostat is in the "Auto" mode and the temperature goes below the minimum set temperature, the fire will come on no matter what times are programmed into the thermostat.
- If you are unsure of the operation of the RF thermostat, please contact the manufacturer.
- In the event of loss of power, the appliance will shut down safely. The appliance may automatically resume operation once power is restored, pending the operation mode of the remote control.

WiFi DEVICE CONTROL INSTRUCTIONS

WiFi control is available on the Element, Landscape and Element DS range of space heaters. WiFi control offers a temperature feature which can be used in conjunction with the supplied remote control or as the independent control. Multiple devices can control the appliance. The appliance will operate based on its last received command.

Note 1 – Multiple devices may be connected to the appliance, only one appliance can be controlled by a device at a time.

Note 2 – The room air temperature sensing device is located in the remote, accuracy of the temperature sensing may be effected by the room layout, appliance installation and nearby furniture.

Note: The programming function is only done via the remote control.

Introduction

These pages outline the Operation of the Real Flame MKII Thermostat system. The System Includes

1. Real Flame Modulating Valve MKII update
2. Real Flame WiFi Interface MKII
3. Real Flame Thermostat MKII App
4. Real Flame MKII Web Service

These instructions assume that the Modulating valve has been installed into a fireplace with the WiFi module connected.

WiFi Set-up

From Factory settings the Fireplace will broadcast an Access Point for the Mobile App to join with, the Access point names have the following format,

Realflame_XXXXXX

Where 'XXXXXX' is the last six digits of the WiFi modules MAC addresses, the Access point is secured with the default password 'realflame'

Joining the access point in this mode will allow you to,

1. Control the Fireplace via its own WiFi Access point, and is good for Demo and testing functionality
2. Push the Fireplace to a local or home network, this allows you to control the Fireplace whilst also being

able to use your local network resource such as Internet, email and Facebook.

3. This mode is required to utilise the Server control features of the Fireplace.

Connecting to the fire through an access point

(eg: Phone or device directly connected to fire using phone or Device WiFi)

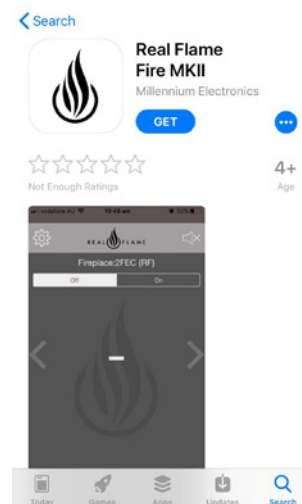
Step 1

Check version of receiver on appliance is Mk11. If the version is an older one please contact your dealer for WiFi setup guide for the older model.



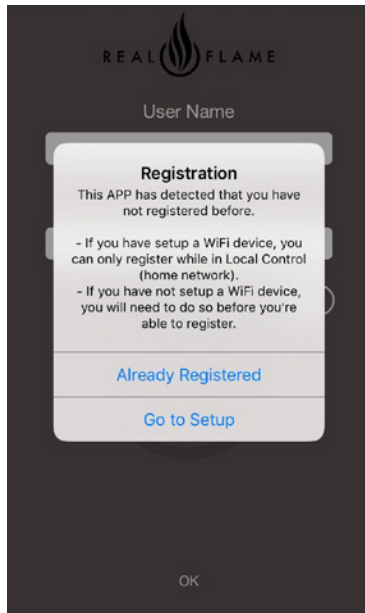
Step 2

Download the Real Flame Fire MKII App from the App store or play store if you're an Android user.



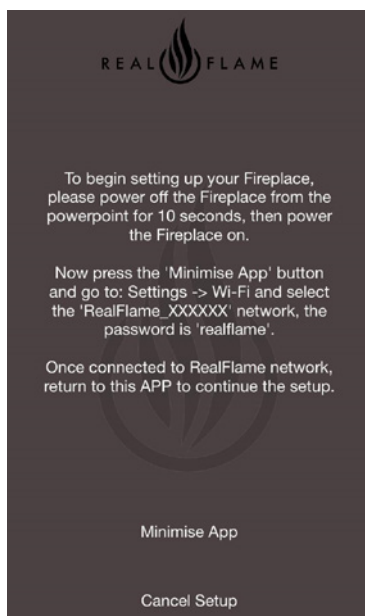
Step 3

Open the App and click on Set up if you are a new user and have not established connection to your fireplace prior to this.



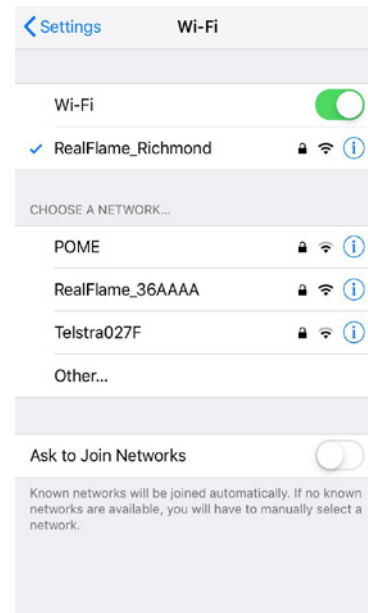
Step 4

When this screen pops up please switch your fireplace off for 10 seconds and switch on again from the isolation switch and click on Minimise App. If it's already off, switch on the fireplace from the isolation switch and then click on Minimise App button.



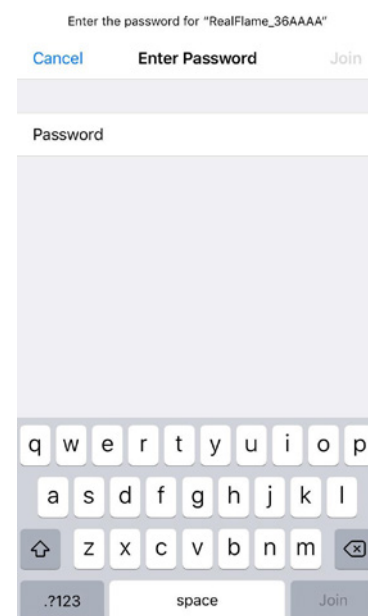
Step 5

Go to the WiFi setting on your phone and select your fireplace when the device prompts you to choose a network. In this example the RealFlame_36AAAA is the fireplace to select.



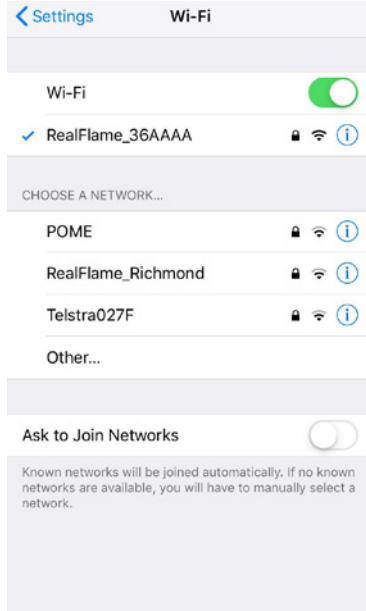
Step 6

Once you select the network of your fireplace you will be transported to a screen to input the network password. The password will be "realflame".



Step 7

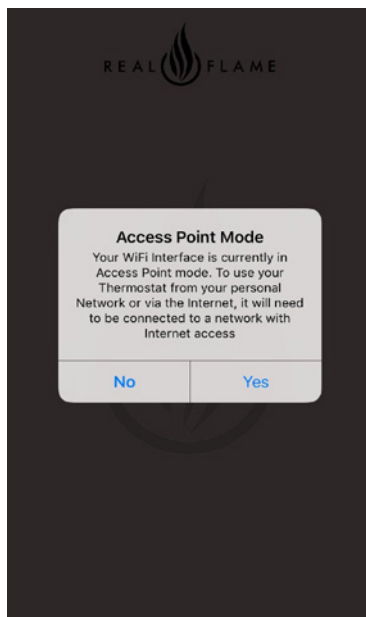
Once the fireplace is connected click on the information button and select auto join for ease of connection in the future.



Step 8

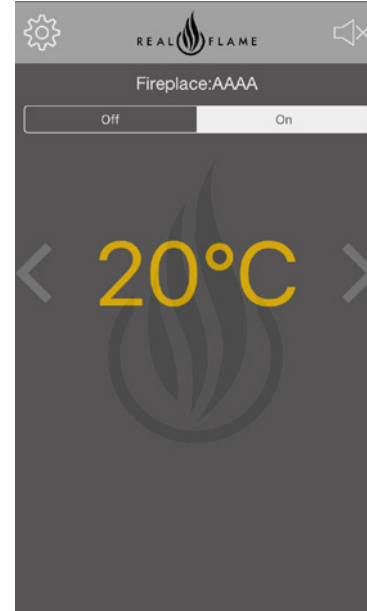
Open the App and click on NO when this pops up. Clicking NO would prompt the device to access the fireplace in the access point mode, which means you have connected to the device using the fireplace WiFi.

*Check Step 11 under "Setting up remote access to the fireplace" to connect to your fireplace from any location.



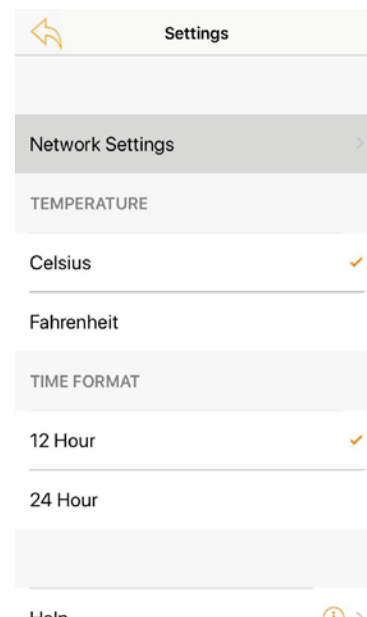
Step 9

Congrats you have connected to the fireplace. Sit back, relax and increase or decrease the temperature as you please.



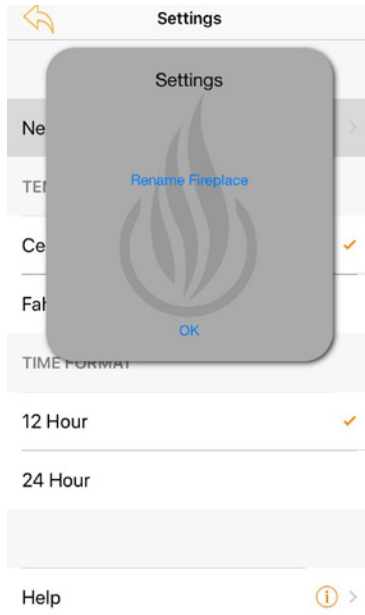
Step 10

Incase you want to change the name of your fireplace connection, click on the settings button on the left corner and it will transport you to the settings tab. Click on Network settings.



Step 11

Click OK when the option to rename appears and input the new name.

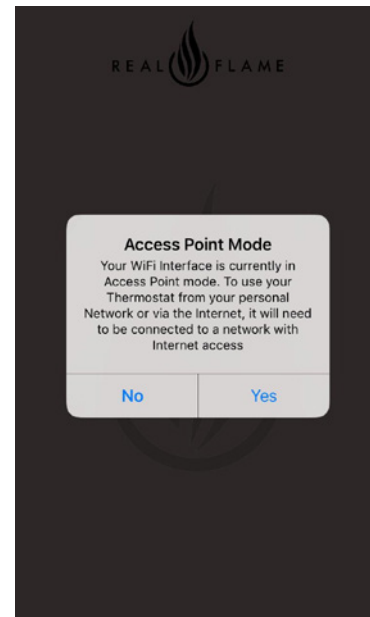


Setting up remote access to the fireplace

(eg: Using the phone or tablet remotely to activate the fire when not at residence) – Note gas fireplace requires connection to home WiFi network.

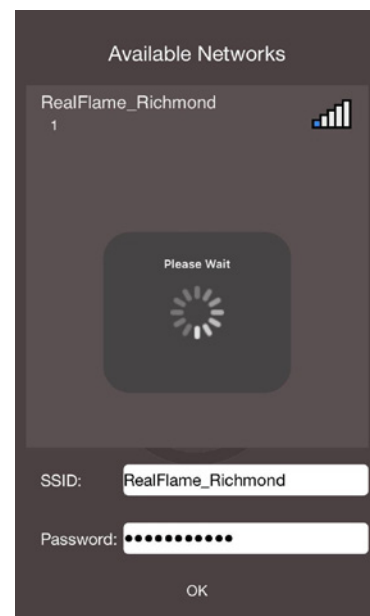
Step 12

To access your fireplace from remote locations click on the Yes button when this tab opens.



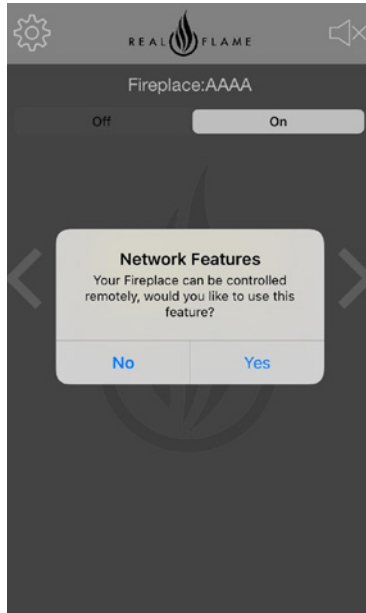
Step 13

Select your home WiFi network and input the password. This process links the fire to your WiFi. Make sure your phone is connected to the same network the fire is.



Step 14

Subject to operating system the following should occur - Once the connection is established, the system will transport you to the screen below. Click Yes.

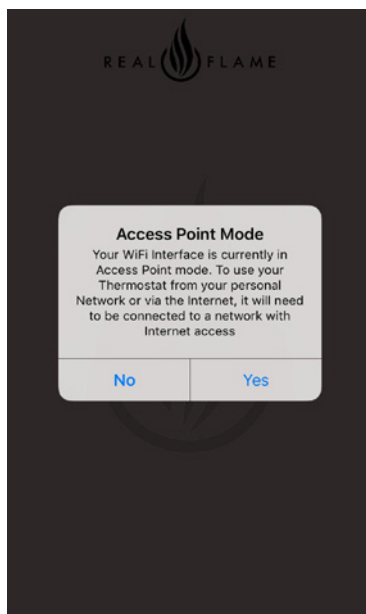


If the above does not occur – close app.

Open WiFi settings and connect phone to home WiFi network. Leave WiFi connection to home WiFi network on.

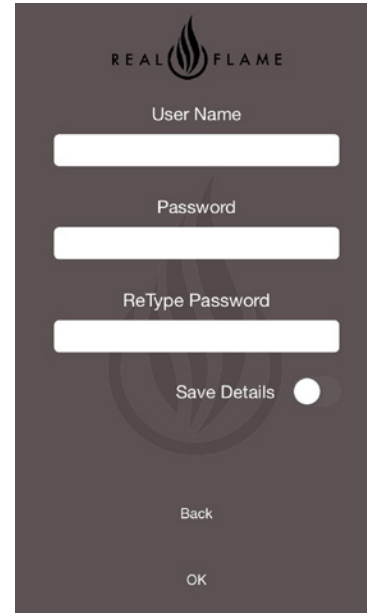
Open Realflame fire app.

Click YES



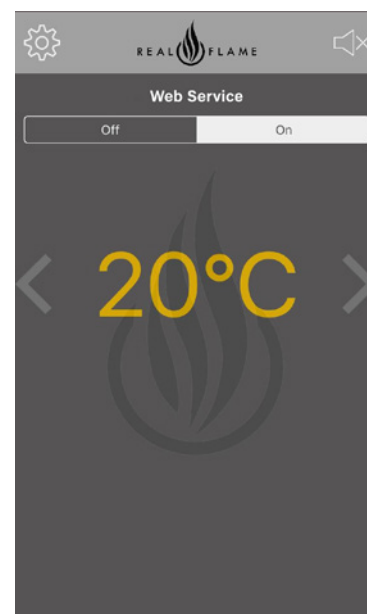
Step 15

Clicking Yes will open the registration section which once completed will allow you to access your fireplace from anywhere. Put in the details of your preferred username and preferred password (eg John Smith p/w delta22), check the save details tab and click ok. Record the username and password for future reference.



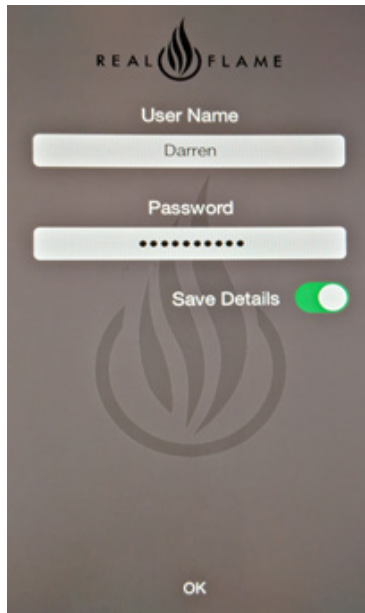
Step 16

Device should now be connected. Note - web service appears on screen



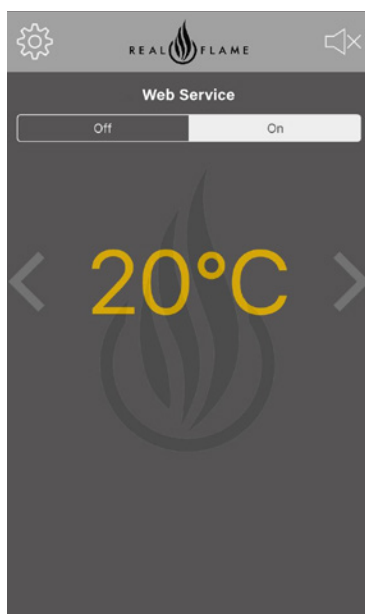
Step 17

Using device turn off fireplace.
 Turn off WiFi connection to home network and to appliance if connected.
 Close app.
 Turn on app and select OK



Step 18

Sit back, relax and enjoy the warmth from your fireplace. (Note - web service appears on screen)
 Fireplace may take upto 30seconds to receive signal from device.



Pushing the Fireplace to a different home or local network after initial setup

Pushing the Fireplace to a different home or local network after it has previously been set up, is done at Fireplace power on, when the fireplace is powered off at the Main switch, upon being powered on, the Fireplace will show its Access point (Realflame_XXXXXX) for 30 seconds. If you join the access point with your mobile device, you will be able to change the network the Fireplace is currently connected with via the mobile App. If you do not join the Access point the Fireplace will join the network that is has settings saved for or if there are no settings, it will stay in Access Point mode.

Note: If you join the access point by accident on power on, you can simply power off the Fireplace and power on again, after the 30 seconds the Fireplace will join the network with its saved settings

Note: If not connected to WiFi you can still control the fire via 4G or 5G network.

TROUBLESHOOTING FOR YOUR FIREPLACE

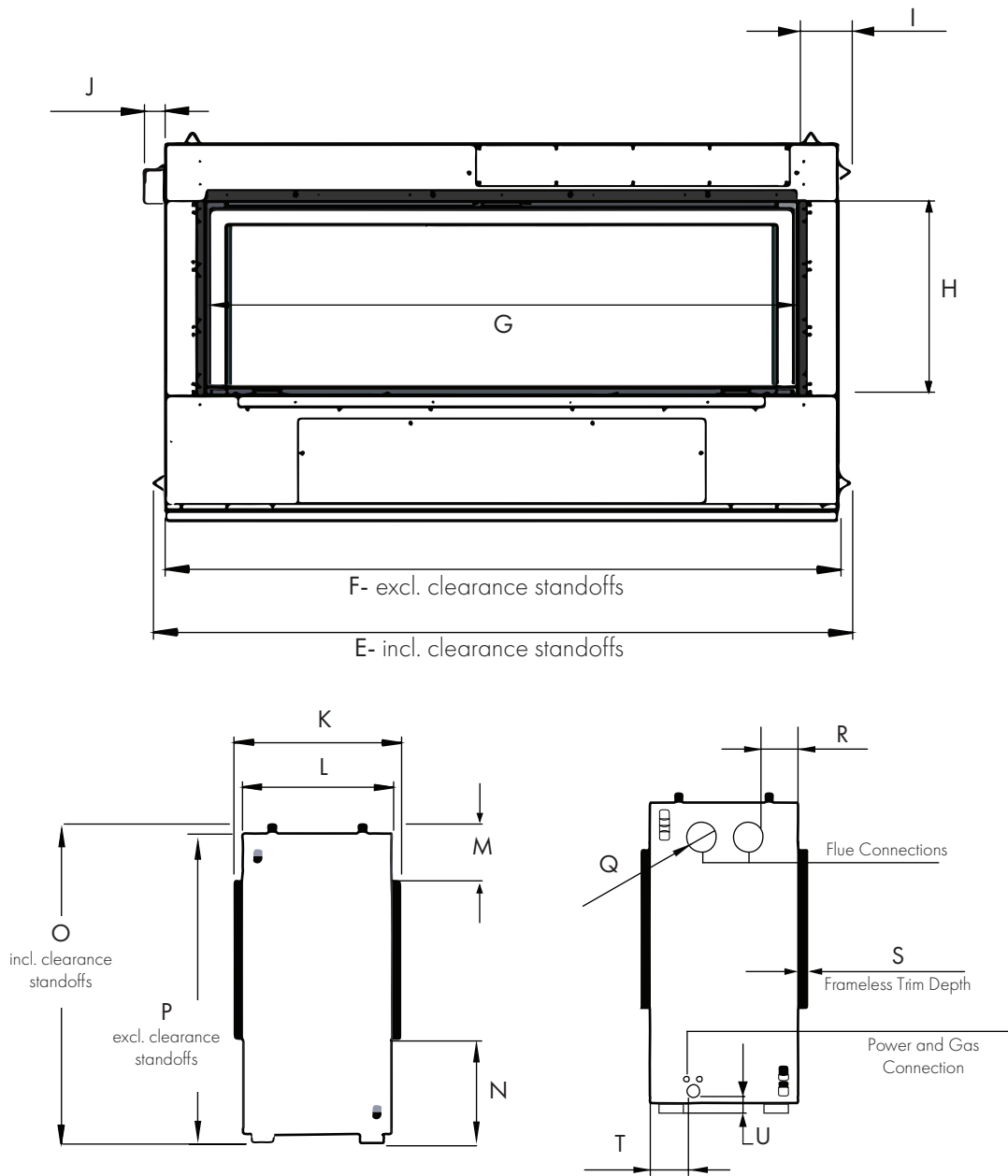
Problem	Possible Cause	Suggested Solution
When the remote is activated nothing happens	1200 models - gas supply is turned off or low pressure Powerflue fan loom is not connected Flues not connecte or incorrectly installed; refer red/black labels	Reprogram the remote to the receiver (Refer to the Remote section in the manual)
	The remote batteries are flat	Replace the Battery
The remote operates but appliance does not operate or spark	1200 models - gas supply is turned off or low pressure	Check if the gas supply is turned on and the pressure is optimum
	Powerflue fan loom is not connected	Connect Powerflue fan loom
	Flues not connected or incorrectly installed; refer red/black labels	Check Installation and connect flues
The fire cuts off and won't relight	The over temp snap disc has been activated.	Allow the fire to cool down and then try to relight the fire. If the fire fails to relight, contact the manufacturer.
The fan will not come on	Possible caused by overheat or electrical fault.	Contact the manufacturer.
Flame appears to be low	Pressure not set	All pressures are set in the factory at the time of manufacture, however the installing plumber mus make sure the pressures are correct.

*If your fireplace still does not operate correctly consult your dealer. All service and repairs should be performed by an authorised agency. All spare parts and optional trim finishes are available from glen dimplex pty ltd.

INSTALLATION INSTRUCTIONS



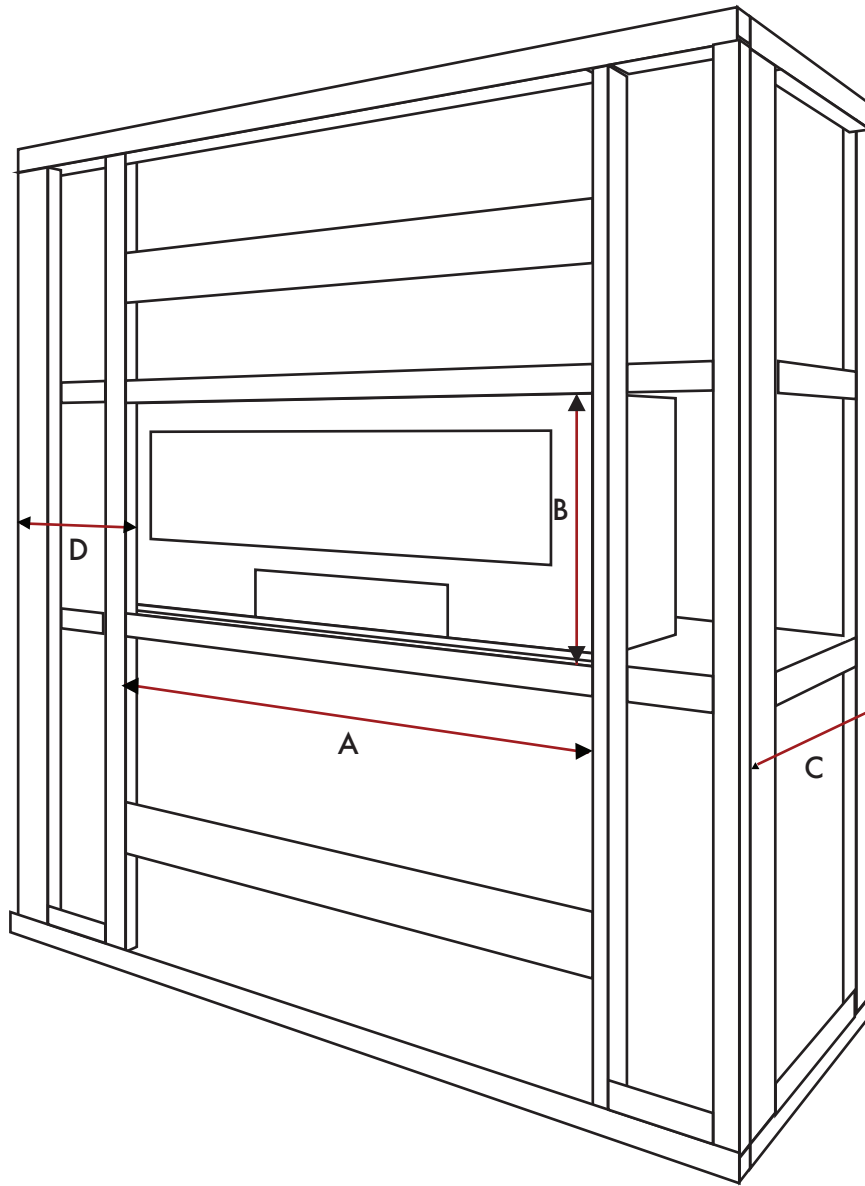
UNIT DIMENSIONS



UNIT	E	F	G	H	I	J	K	L	M	N	O	P
1200DS	1520	1470	1293	424	114	45	445	395	150	275	848	823
1800DS	2121	2071	1893	398	114	45	445	395	150	300	848	823

UNIT	Q	R	S	T	U
1200DS	74.5(OD)	100	23	100	40
1800DS	74.5(OD)	100	23	100	40

MINIMUM FRAMEOUT DIMENSIONS



UNIT	A	B	C ¹	D ²
1200DS	1595	850	400	325
1800DS	2195	850	400	325

1- Minimum timber frame dimension. Once 10mm plasterboard is added on both sides, this will lead to the frameless trim protruding by approx. 10mm. For a flush finish, C may be increased to 420mm.

2- Allows for flue attachment and required clearance to flue. Take note of flue, power, and gas connection locations detailed in the previous page.

INSTALLATION INSTRUCTIONS

LOCATION

Select a location where the fire can be supervised during operation. An electrical isolation switch must be fitted at the appliance or on an adjacent wall to allow for emergency shutdown and maintenance. Installation must meet Australian gas codes AS5601.1-2013

INSTALLATION CLEARANCES

Clearances from combustible materials

Floor	0mm
Above top trim (mantle installations)	25mm
Ends	25mm
Top	25mm
Flue outer	25mm
Front - Back (viewing sides)	0mm

Note: Once installed no combustible items should be placed within 600mm of the fire viewing window.

GAS CONNECTION 15mm (1/2") Compression union
ELECTRICAL CONNECTION 3 Pin 10 Amp GPO plug
POWER RATING OF APPLIANCE 230V 50Hz 0.55 Amp

INSTALLATION CODES

Note appliance gas type – Natural gas/LPG. Should the appliance be the incorrect gas type, please contact the supplier for conversion details.

Installers – Please ensure the installation and instruction manuals supplied with this appliance are supplied to the customer and the customer is trained on how to operate the appliance correctly.

Do not modify the appliance.

Do not exceed maximum rated pressures.

Appliance must be installed with gas installation code (AS/NZS5601.1-2013) and applicable electrical installation code (AS3000).

Test for gas leaks prior to operating appliance.

Check gas pressures and adjust if incorrect.

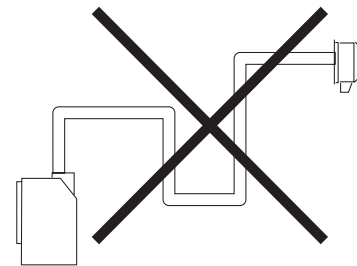
FLUE CONFIGURATIONS

Flue configurations 5m or less run an aluminium flexible flue for both the inlet and outlet. Where lengths greater than 5m are required a poly flue system is used, refer to the manufacturer XLC flue configurations manuals for lengths 5-13m.

FLUE SPECIFICATIONS

75mm internal diameter twin walled aluminium flexible flue, supplied in 5m lengths. Flue external diameter approx. 83mm.

Note - U style flue runs must not be installed:



Flue runs 0m to 5m length (excluding 0-5m rooftop termination)

External wall mount outlet with integrated flue fan (XL model)
 External wall mount terminal (Flue fan installed above appliance internally) (XL model)

Flue runs 0m to 5m length rooftop termination only

Vertical roof termination (S/Steel rooftop termination)

FLUE TERMINATION LOCATIONS

This section is used to determine where your Balanced Flue termination will be located. Flue terminations shall not be recessed in walls or sidings.

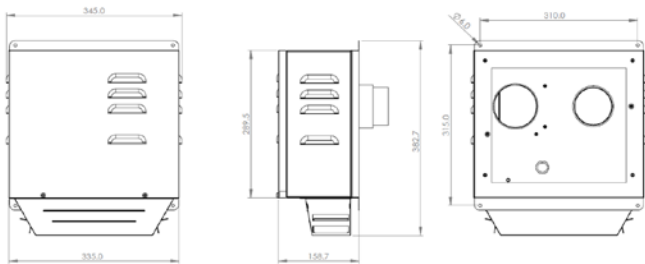
EXTREMELY IMPORTANT

- In heavy snow areas take extra care to prevent blocking flue termination with snow removal equipment.
- Flue gases exiting flue terminals are very hot and must not be restricted to assure fireplace combustion is not

affected.

- Do not place, build any obstruction, plant any bushes or for any reason attempt to conceal the flue termination. To do so will affect the operation of the fireplace and may be hazardous.
- This unit must always vent directly to outdoors.

EXTERNAL WALL MOUNTED FAN MODULE INSTALLATION



1. Wall mounted fan module – terminal must be installed with clearances as specified by AS5601.1 Clause 6.9.3.
2. Run exhaust flue and air intake flue as required Maximum run 5m. Flues can be run next to each other. Maintain clearances to combustibles.3 .
3. Connection to appliance



Cut tube to length where required.

Ensure ends are burr free and round, test fit flue will slide over connection.



Recommended Silicon – Non-acetic, neutral cure 150°C or higher temperature rated.

Bostik RTV 926 or similar.

Apply an 8mm thick silicon bead fully around heater connection approx. 10mm from the top.



Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

Fit flue clamp over flue (loosely).



Slide flue onto connection spigot fully.

Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed

4. Repeat above with air intake flue pipe to heater connection.
5. Clip flues as required to provide adequate support.
6. Connection to wall mounted fan terminal.



Remove cover from fan terminal



Cut flue exhaust tube (hot tube) to length (Approximately flush with wall exit). Connection plate will sit against wall.

Cut Air intake flue.

Ensure ends are burr free and round, test fit flue will slide over connection.

Pull flue through approx. 100mm (will be pushed back once terminal is fitted).



Slide flue onto connection spigot fully. Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed.



Feed air intake flue pipe through location spigot and fit retaining screw



Feed power cable through wall and into wall terminal.



Push fan terminal into position. And affix to wall.

Uneven or rough surfaces may require sealant along top and side gaps.

Connect power cable connector. Fit cable clamp to cable.

Check fan terminal connections are located onto terminals and secure.



Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

Fit flue clamp over flue (loosely).



Fit front cover.

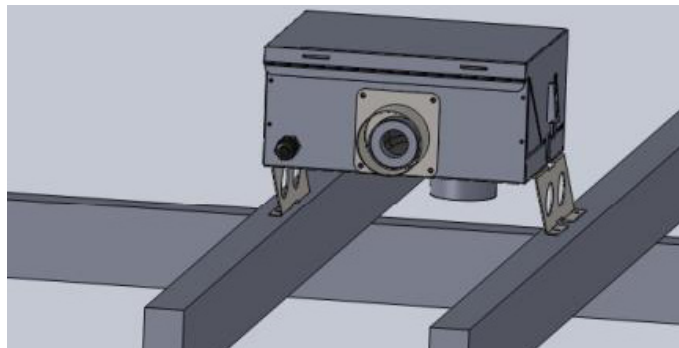
0M-5M FLUE – INLINE FAN MODULE

Setup with internal fan module with wall termination – mid flue mounted

Maximum 5m flue length

Wall termination

1. Wall terminal must be installed with clearances as specified by AS5601.1-2013 Clause 6.9.3
2. Run exhaust flue and air intake flue as required – Maximum total run 5m per flue. Flues can be run next to each other. Maintain clearances to combustibles.
3. Mount fan controller in the required location. (Access to the fan module is required for servicing, if the fan module is located inside a boxed frame, allow a 450 x 450 access panel).
4. Connection to fan module to appliance run flue from appliance to bottom entry on fan module. Support flue with brackets as required.



NOTE: A minimum of 2m of flue must be run between appliance and fan module.



Cut tube to length where required.

Ensure ends are burr free and round, test fit flue will slide over connection.



Apply an 8mm thick silicon bead fully around heater connection approx. 10mm from the top.



Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

Fit flue clamp over flue (loosely).



Slide flue onto connection spigot fully.

Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed



Repeat for connection to underside of fan module.

NOTE: Flue run must be a minimum of 2m from appliance to fan module.



Repeat for air intake flue connection.



6. Connect power lead to fan module. Ensure lead is clipped to support where required.

Do not use connection to support lead.



5. Fan module outlet connection

Cut tube to length where required. Ensure ends are burr free and round, test fit flue will slide over connection.

7. Connection to wall terminal

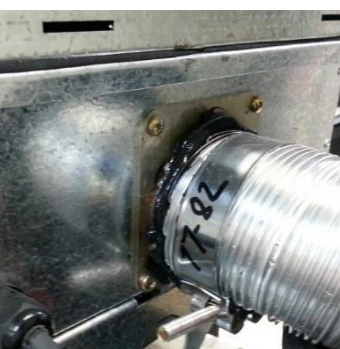
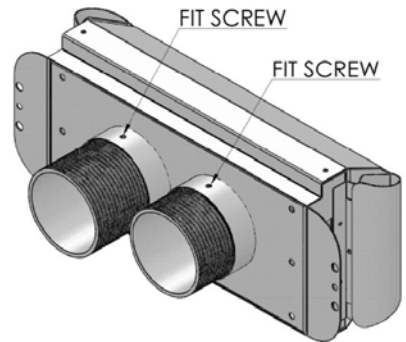
Loose fit connections (wall termination connections)



Apply an 8mm thick silicon bead fully around heater connection approx. 10mm from the top.

Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

Fit flue clamp over flue (loosely).



Slide flue onto connection spigot fully.

Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed.



Locate terminal on wall and predrill mounting holes where required.

Cut flue exhaust tube (hot tube) to length (Flue must extend a minimum of 50mm past the exit face of wall.) It is recommended that the tubes are cut slightly longer and pushed back into wall upon fixing of wall terminal. Allow flue movement between terminal and last flue hanging clip.

Cut Air intake as per flue exhaust.

Ensure ends are burr free and round, test fit flue will slide inside both the hot exhaust connection and air intake connection.



Feed hot exhaust flue into connection, ensure inserted 50mm. Fit retaining screw from below.

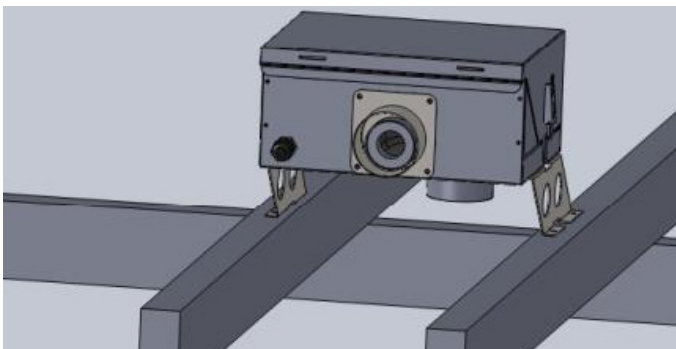


Feed air intake flue into connection, ensure inserted 50mm. Fit retaining screw from below.

Setup with internal inline fan module with rooftop termination – mid flue mounted
 Maximum 5m flue length

Rooftop termination

1. Rooftop termination must be installed with clearances as specified by AS5601.1-2013.
2. Run exhaust flue and air intake flue as required – Maximum total run 5m per flue. Flues can be run next to each other. Maintain clearances to combustibles.
3. Mount fan controller in the required location. (Access to the fan module is required for servicing, if the fan module is located inside a boxed frame, allow a 450 x 450 access panel).



NOTE – a minimum of 2m of flue must be run between appliance and fan module.

Run flue from appliance to bottom entry on fan module.

NOTE: A minimum of 2m of flue must be run between appliance and fan module.

Support flue with brackets as required

Cut flue to length to suit connection.

Ensure ends are burr free and round, test fit flue will fit over connection.



Apply an 8mm thick silicon bead fully around heater connection approx. 10mm from the top.



Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

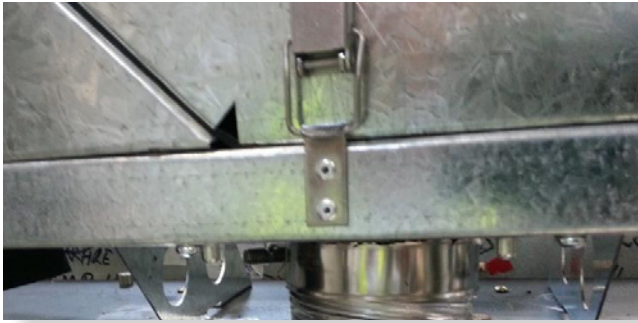
Fit flue clamp over flue (loosely).



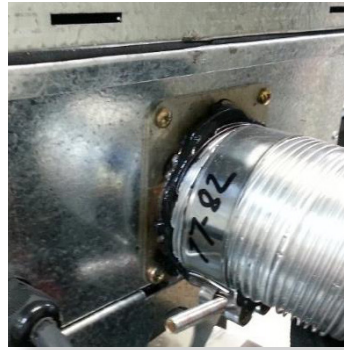
Slide flue onto connection spigot fully.

Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed



Repeat for connection to underside of fan module.



Slide flue onto connection spigot fully.

Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed.



Repeat for air intake flue connection.



5. Connect power lead to fan module. Ensure lead is clipped to support where required.

Do not use connection to support lead.



4. Fan module outlet connection

Cut tube to length where required.

Ensure ends are burr free and round, test fit flue will slide over connection.



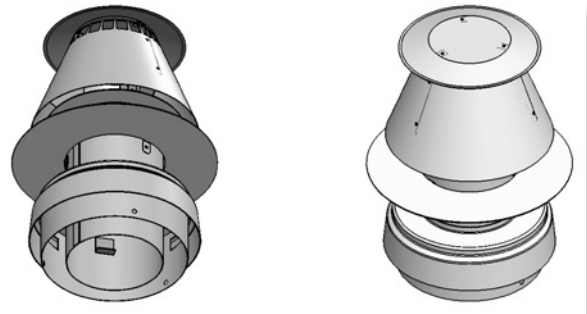
Apply an 8mm thick silicon bead fully around heater connection approx. 10mm from the top.

Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

Fit flue clamp over flue (loosely).

6. Connection to rooftop terminal

Prepare roof penetration. Remove cowl from termination if fitted.



Cut rooftop penetration to length if required.

Install in to roof penetration.

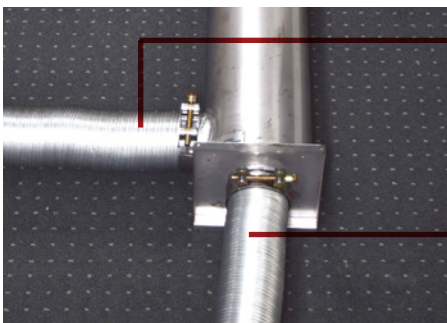
Install supports for base of penetration kit.



Connect hot exhaust flue and air intake flue as per below.

Apply an 8mm silicon bead fully around the inside of the flue end

Fit flue clamp over flue (loosely).



Air Intake Connection

Flue Discharge Connection

Slide flue onto connection spigot fully.

Tighten clamp fully.

Wipe excess silicon, visually check connection to ensure connection is fully sealed.



Screw or rivet in 3 places to hold in place.

Ensure flue is supported and clipped where required.

IMPORTANT- Apply silicon bead between inner connection of cowl and flue pipe to seal inner flue to cowl. Outer does not require sealing.

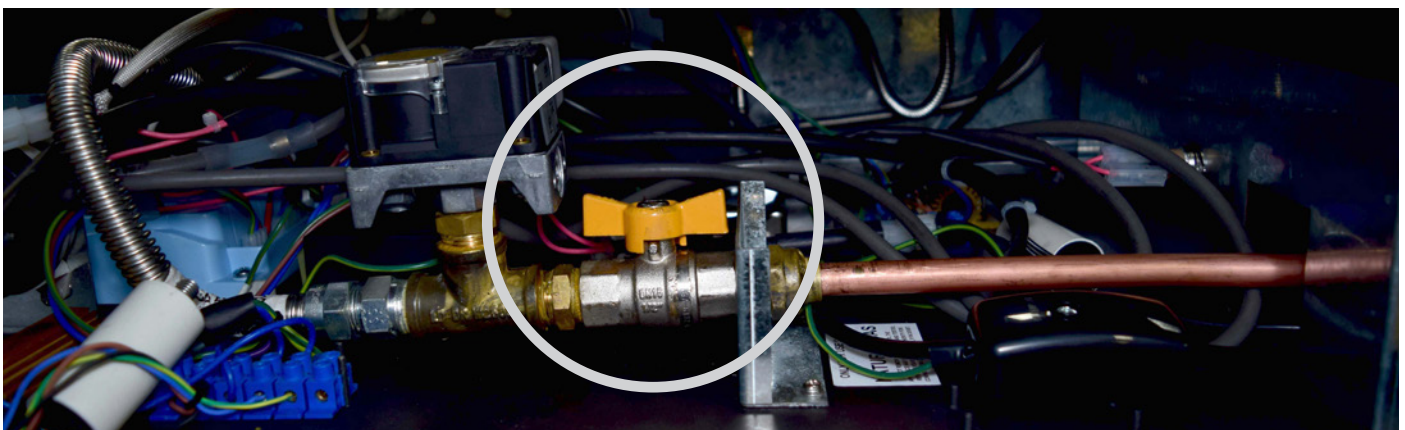
Fit roof sealing method (Decktite or similar).

COMMISSIONING PROCEDURE

Once the fire is installed:

1. Check for gas leaks.
2. Check flue in correctly installed, no leaks or damage.
3. Check inlet outlet connections are correct.
4. Install media
5. Connect the powerflue module loom to fan control unit.
6. Fit doors.
7. Carry out the lighting procedure.
8. Check burner pressures and adjust as per Dataplate.
9. Fit access cover and trim.
10. Ensure lower access panel covers are fitted
11. Check for correct combustion / operation
12. Check for CO leakage
13. Handover instructions to owner.
14. Instruct owner on how to operate the fireplace safely.
15. Instruct owner how to isolate appliance in an emergency.

NOTE: Appliance is fitted with an integral gas isolation valve located in the electrical area. The isolation valve allows the main gas valve to be removed for servicing. During installation, access is via the lower side covers. It is recommended the valve is opened prior to finishing the trimming of the appliance. Should the valve be in the 'off' position after plastering or finishing, access is only available by removing the door and then the burner, which will then enable access to the internal access cover.



DOOR REMOVAL AND FITMENT

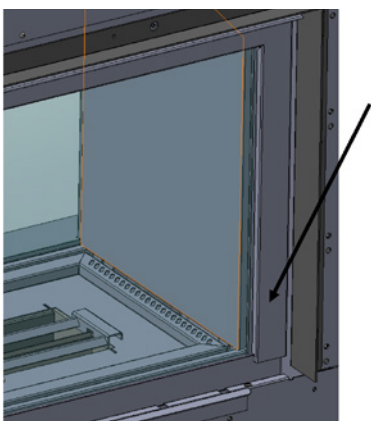
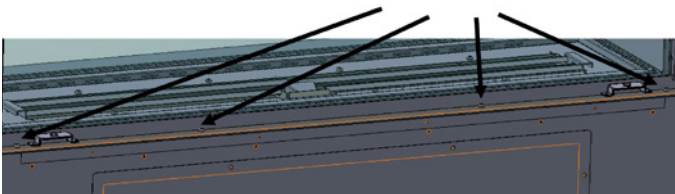
Door removal (recommended 2 persons)

Lift and remove lower trim cover plate (1200 models) (magnetic)

Lift up lower trim (1800 models) (Lift vertically to remove from location pins)



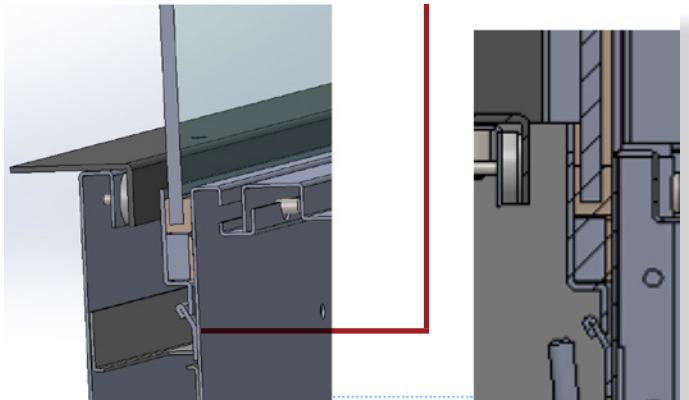
On 1200 models remove the 4 screws holding the lower trim and lift away from door.



Remove door frame cover (lift up from bottom legs and pull down to remove top from locating tabs.)

Note- the legs are held in place by magnets and may require gentle prying to remove.

Using 2 people lift door carefully, supporting both the glass and frame. Hold vertically and gently lower down into angle support brackets.



Tilt door back and check all bolt holes line up. Slide door sideways to correct where required.

Door should sit flush against the frame located in the angle support brackets.

Fit all screws loosely. Once all fitted hand tighten. Do not overtighten screws.

Ensure magnet is fitted to lower section of each side of door frame

Fit door frame cover trim. Support while fitting to prevent bending. Locate into top slots then push back against door frame. Cover trim is held by magnets located at lower of door frame.

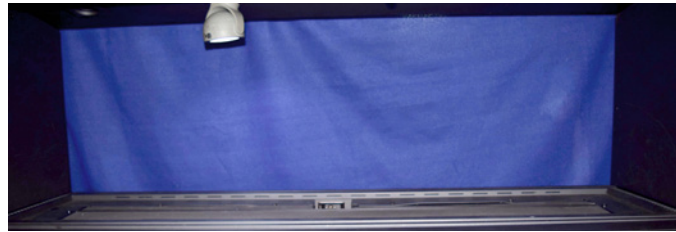
Fit lower trim.

MEDIA INSTALLATION

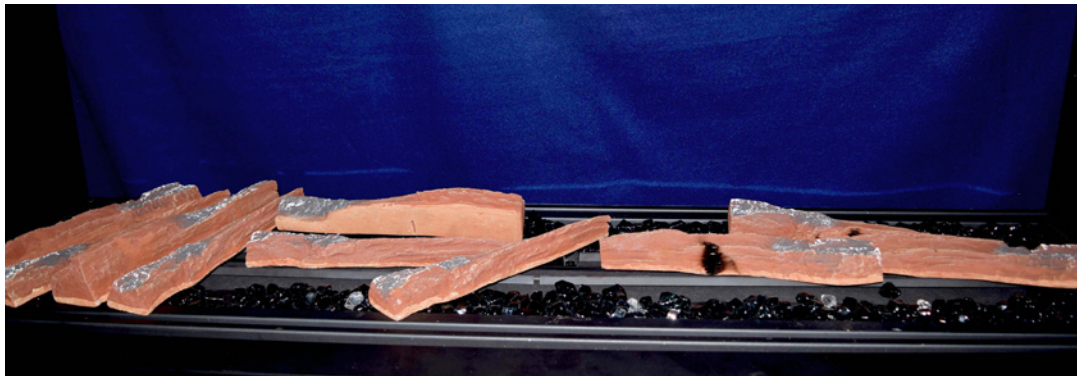
PLEASE NOTE: not all media options shown are available for sale. Refer to glen dimplex australia for available options.

GENERAL INSTALLATION NOTE

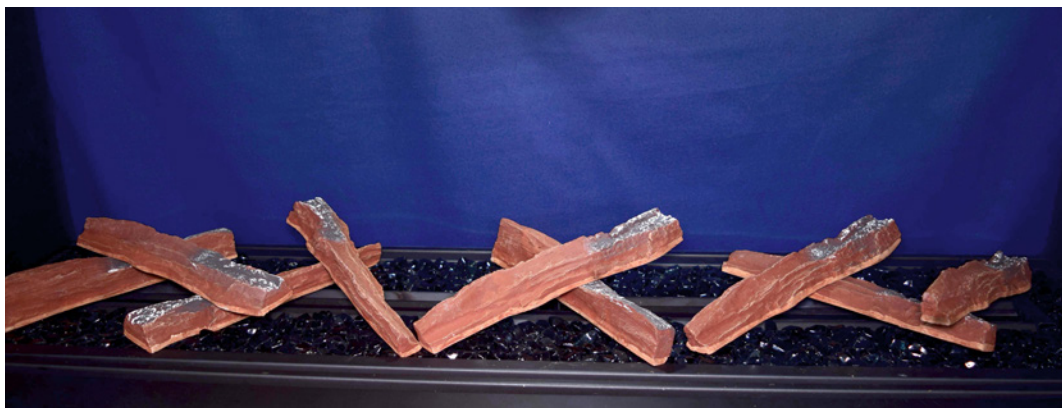
Lay media in a random arrangement along the entire length of the burner. Refer specific instructions below for each media type. Media where across the burner should be layed in a criss cross pattern along the full length of the burner. Do not place media along the burner channel / blocking the burner channel. Do not overstack media at one end.



Ensure media retainer is fitted to burner. Burner flame slot should be located centrally.



Incorrect Media Installation



Correct Media Installation

IMPORTANT

Do not cover or block pilot area.

Driftwood with black diamond glass (1200DS, 1800DS)

- Spread glass pebbles out over the media support tray, ensure no coals are on the inside of the media retainer area and the burner channel.
- Lay driftwood media in a random arrangement along the entire length of the burner. Driftwood may cross the burner channel. Media should lay on burner in a criss cross pattern along the fully length of the burner.
- DO not place media along / blocking the burner channel.
- Do not overstack media at one end of burner.
- Avoid smothering the burner channel. (Driftwood may cross over the burner channel.)
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Remove any media that is blocking the pilot area.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.

Redgum with black diamond glass (1200DS, 1800DS)

- Spread pebbles over the media support tray, ensure no pebbles are inside the media retainer area and the burner channel. Spread out over area.
- Lay redgum log media in a random arrangement along the entire length of the burner on top of the pebbles. Logs may criss-cross each other
- Avoid smothering the burner channel. (Log media may cross over the burner channel but not run along the channel.) Media should lay on burner in a criss cross pattern along the full length of the burner. DO NOT place media along / blocking the burner channel. DO NOT overstack media at one end of burner. Avoid smothering the burner channel. (Log media may cross over the burner channel but not run along the channel.)
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.



TYPICAL SETUP



TYPICAL SETUP

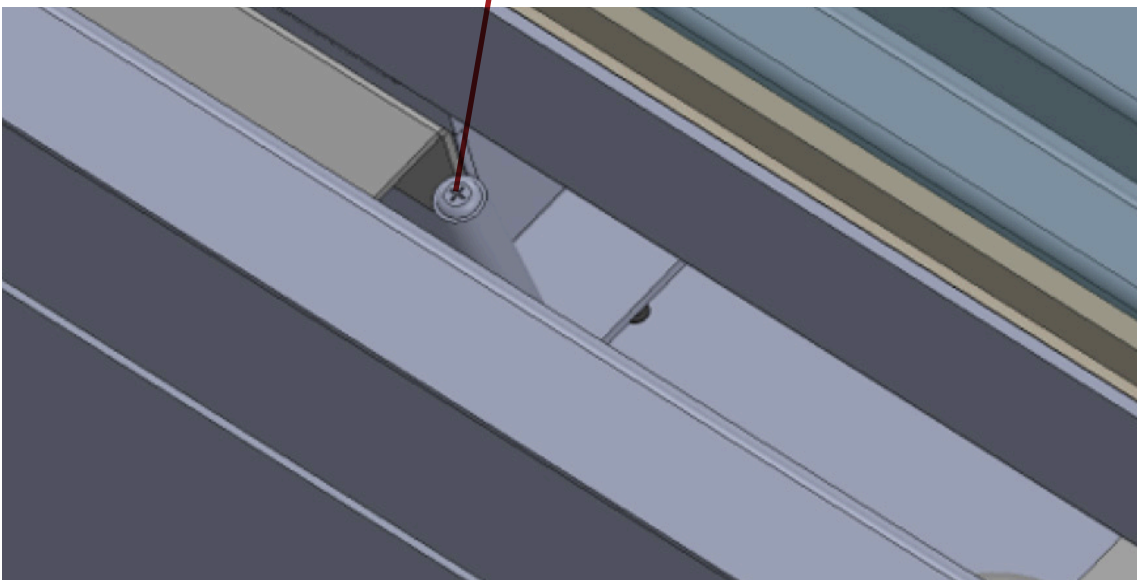
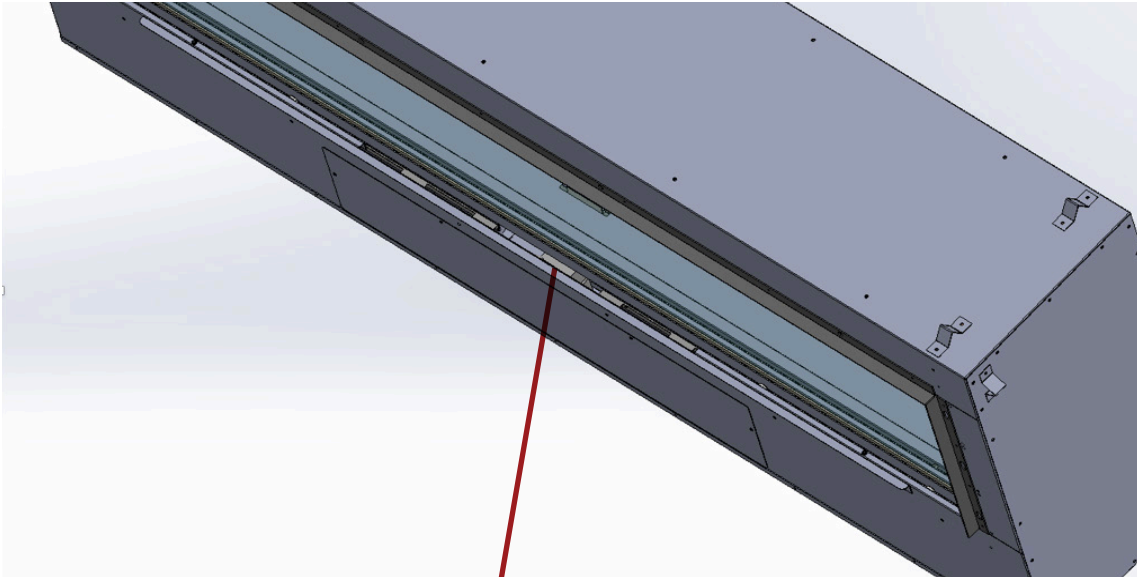
Pebbles with black diamond glass (Mixed, Grey, White and Black) (1200DS and 1800DS)

- Spread glass pebbles over the media support tray, ensure no pebbles are inside the media retainer area and the burner channel. Spread out over area.
- Place large pebbles onto and between the glass pebbles. ensure no pebbles are inside the media retainer area and the burner channel. Spread out over area.
- Spread medium and small pebbles to fill in the gaps between large media.
- Ensure no pebbles are inside the media retainer area and the burner channel.
- Pebbles should appear as a random mix and not be stacked more than 1 high in a few spots.
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Remove any media that is blocking the pilot area.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.



TYPICAL SETUP

MEASURING BURNER TEST POINT PRESSURE



The appliance is supplied with a burner pressure test point located under the lower trim on the gas valve side.

Remove lower trim to access.

CONVERSION DETAILS / INJECTOR – PILOT AND BURNER REMOVAL

Natural gas / Propane

1. Turn appliance off and allow to cool.
2. Turn gas supply off.
3. Turn off and isolate electrical supply from appliance
4. Remove lower trim angle (lift upwards).
5. Remove trim – slide down and out.
6. Remove door bolts - hinge door slightly forward and lift up. NOTE – recommended 2 persons required to remove door,
7. Remove media from burner if fitted. Dust mask recommended to be worn.
8. Remove burner media tray.
9. Remove pilot bracket holding screws.
10. Remove screws holding burner to base plate (at both ends of burner).
11. Lift burner up gently and support.(REFER FURTHER DETAILED INSTRUCTIONS BELOW)
12. Undo gas pipe connection at end of burner. (15mm and 16mm spanner required). Burner can now be lifted out.
13. Lift burner out gently.



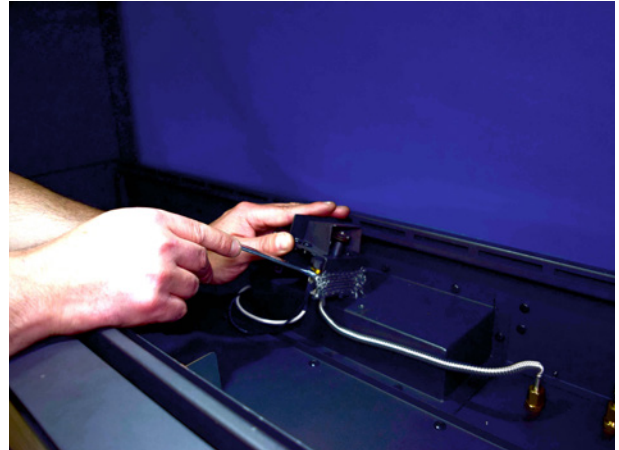
Keep burner in the flat position until insulation is restrained (Rotating the burner may cause insulation to fall and be damaged).

RECOMMENDED STEP

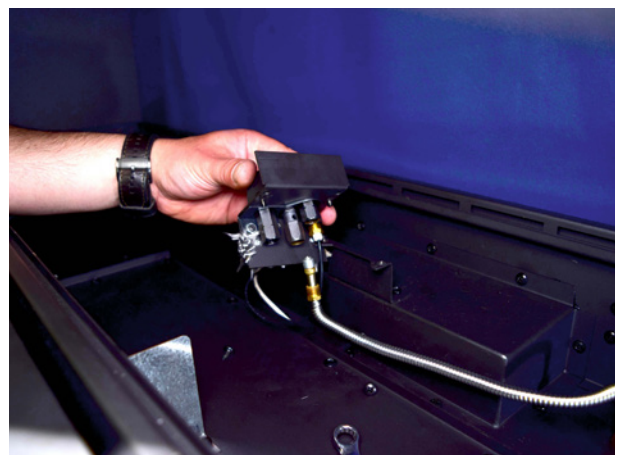
To avoid damage to the insulation apply low tack tape to the burner to restrain the insulation into position. Avoid pressing the tape onto the media. The insulation media may easily crack if the appliance has been operated for several hours. The media may be carefully lifted out and placed flat to store until refitting.

14. The media can be repainted using an approved high temperature paint, contact Glen Dimplex for details

15. Undo pilot bracket screws, lift up gently.
16. Undo pilot gas pipe.

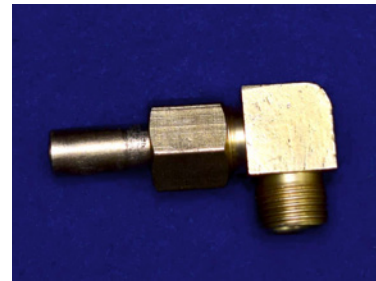


17. Remove spark lead
18. Remove spark sensor probe
19. Remove pilot assembly from firebox.
20. Replace pilot assy with correct gas type.
21. Replace pilot orifice with correct gas type
22. Refit pilot gas tube, tighten all fittings.
23. Refit spark lead
24. Refit flame sensor
25. Screw pilot assembly to firebox base.
26. Ensure pilot wire holes are sealed at base of firebox, where not sealed a high temp silicon should be used around the wires.
27. Check all wires are sitting correctly, flush to front wall. Ensure spark lead is not broken or excessively bent. Ensure lead hole is still sealed. (High temperature silicon is suitable for resealing.)



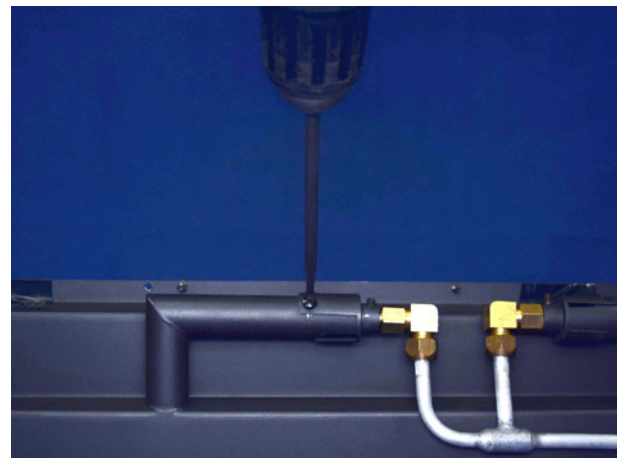


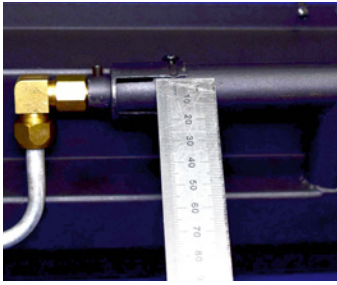
28. Remove injectors from burner. Turn burner over gently. AVOIDING DAMAGING THE INSULATION.2 9.
29. Loosen gas pipe nuts from injectors and move gas pipe away. Note – 15mm spanner required for the nuts, a shifter or spanner should be used to support the brass injector assembly.
30. Undo grub screw (Allen key 2.5mm AF). Injector assembly can now be removed.



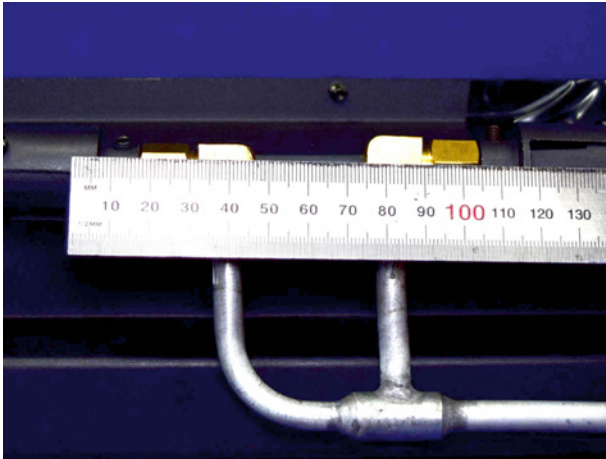
31. Replace with correct size injectors.
32. Adjust aeration settings to correct settings as per table on the specification page. Loosen aeration cap screw approx. 1/2 turn. Rotate cap until the correct gap is achieved to suit the gas type. The required opening is required on each side of the aeration cap.
33. Tighten aeration screws and injector holding screw.
34. Refit injector assembly into aeration cap.
35. Refit gas pipe and tighten nuts.
36. Ensure injectors are straight and aligned with the aeration port.

31. Replace with correct size injectors.

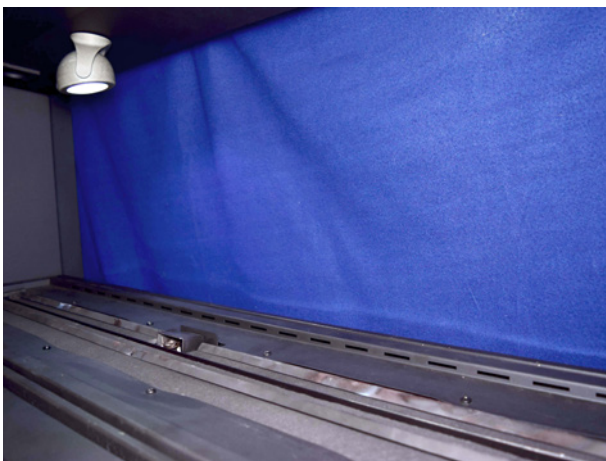




Note - A ruler or similar can be used to check the opening, a drill bit of the designated size can also be inserted to check the opening.



37. Refit gas manifold tube and tighten.
38. Refit burner insulation – soft blanket should be sitting firmly down and sealing all around the burner. No gaps around the blanket and burner sides allowed.
39. Refit top insulation – Insulation to sit on top of soft insulation in a flat profile, and finish approximately even with the top of the burner sides. Sit 12mm hard insulation back into burner. Hard insulation should sit loosely onto the top of soft insulation approximately level with the burner. Where required adjust the soft insulation to ensure sitting correctly. TAKE CARE – where the burner has been previously used the hard insulation is easily cracked.



The insulation media can be repainted using an approved high temperature paint, contact Glen Dimplex for details.

40. Refit burner
41. Carefully place burner into firebox, supporting LH end of the burner.
42. Tighten gas pipe connection to the end of the burner. Burner can now be lowered fully into the firebox.
43. Refit burner retaining screws.
44. Refit pilot assembly – ensure pilot is firmly against burner with no gap between the burner and pilot bracket. Check and ensure rope seal is fitted to pilot bracket.

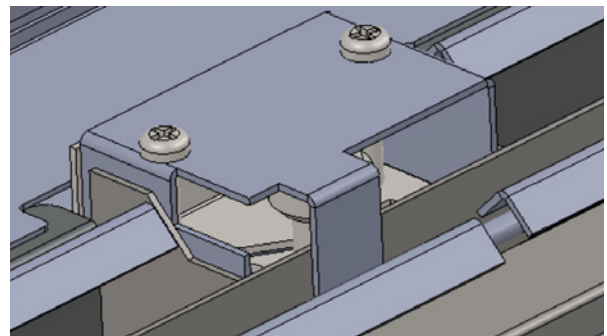
NOTE - PILOT BRACKET MUST SIT FIRMLY AGAINST THE BURNER

No air gap is allowed between the pilot and burner.

ADDITIONAL NOTE FOR 1200LPG MODEL – Remove and change to 1200LPG Pilot cover

1200 models only -

- Unscrew pilot cover and lift off
- Fit new LPG pilot cover and screw down using M5 x 40 MTS
- Fit 2 screws, ensure front tab is sitting over burner channel



45. Refit media tray and screw down.
46. Refit media (Refer media fitment detailed instructions)
47. Refit door (Note – 2 persons required). (Refer door fitment detailed instructions)
Note do not overtighten crews – hand tight only required.
48. Fit manometer.
49. Start appliance and check for gas leaks.in lower area and in firebox.

50. Check for correct pilot flame and good cross lighting.
51. Pilot flame should be easily travelling over the burner channel.
52. Start appliance and adjust burner pressure to correct pressure. – Note wait 3 minutes for burner to automatically goto high setting. Pressures cannot be accurately set prior to 3 minutes of operation.



Max Pressure adjustment nut

Minimum Pressure adjustment screw

53. Check appliance for correct flame operation
Flame should be even along the entire burner length. Flame colour should have some blue with yellow tipping. Flame should not be excessively yellow or sooting on media. (Some minor buildup may occur over long hours of use).
Note – appliance takes 15 – 20 minutes to achieve full colour. Check flames are not smothered and causing poor flame travel.
54. Remove manometer and tighten gas test point.
55. Check for gas leaks.
56. Turn appliance off
57. Refit door trim
58. Refit lower door trim angle.
59. Recheck operation.
60. Advise owner on correct operation of appliance.

Note-

Good Flame Colour



Excessive color (high yellow / orange color and possible sooting on media) – aeration caps require openings to be increased. Check openings as per media table.

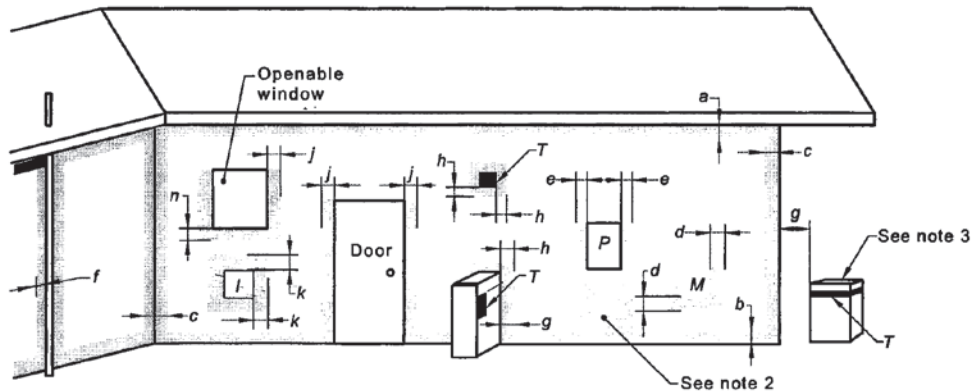


Poor flame color (weak color – very blue flame)- aeration adjustment may requiring further closing or tightening of aeration caps.

PARTS LIST

Parts	Picture
Valve	
SIT Pilot assembly- refer gas type	
Injector Natural gas- refer gas type	
Millenium receiver	
Millennium remote control	
Techrite Ignition pack/gas control	

APPENDIX 1- FLUE TERMINATION



LEGEND:

- T = Flue terminal
- M = Gas meter
- I = Mechanical air inlet
- P = Electricity meter or fuse box
- Shading indicates prohibited areas for flue terminals

Ref.	Item	Minimum clearances (mm)	
		Natural draft	Fan assisted
a	Below eaves, balconies and other projections:		
	• Appliances up to 50 MJ/h input	300	200
	• Appliances over 50 MJ/h input	500	300
b	From the ground, above a balcony or other surface †	300	300
c	From a return wall or external corner †	500	300
d	From a gas meter (M) (see 4.7.11 for vent terminal location of regulator)	1000	1000
e	From an electricity meter or fuse box (P)	500	500
f	From a drain pipe or soil pipe	150	75
g	Horizontally from any building structure † or obstruction facing a terminal	500	500
h	From any other flue terminal, cowl, or combustion air intake †	500	300
j	Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:		
	• Appliances up to 150 MJ/h input	500	300
	• Appliances over 150 MJ/h input up to 200 MJ/h input	1500	300
	• Appliances over 200 MJ/h input up to 250 MJ/h input †	1500	500
	• Appliances over 250 MJ/h input †	1500	1500
	• All fan-assisted flue appliances, in the direction of discharge	-	1500
k	From a mechanical air inlet, including a spa blower	1500	1000
n	Vertically below an openable window, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:		
	• Space heaters up to 50 MJ/h input	150	150
	• Other appliances up to 50 MJ/h input	500	500
	• Appliances over 50 MJ/h input and up to 150 MJ/h input	1000	1000
	• Appliances over 150 MJ/h input	1500	1500

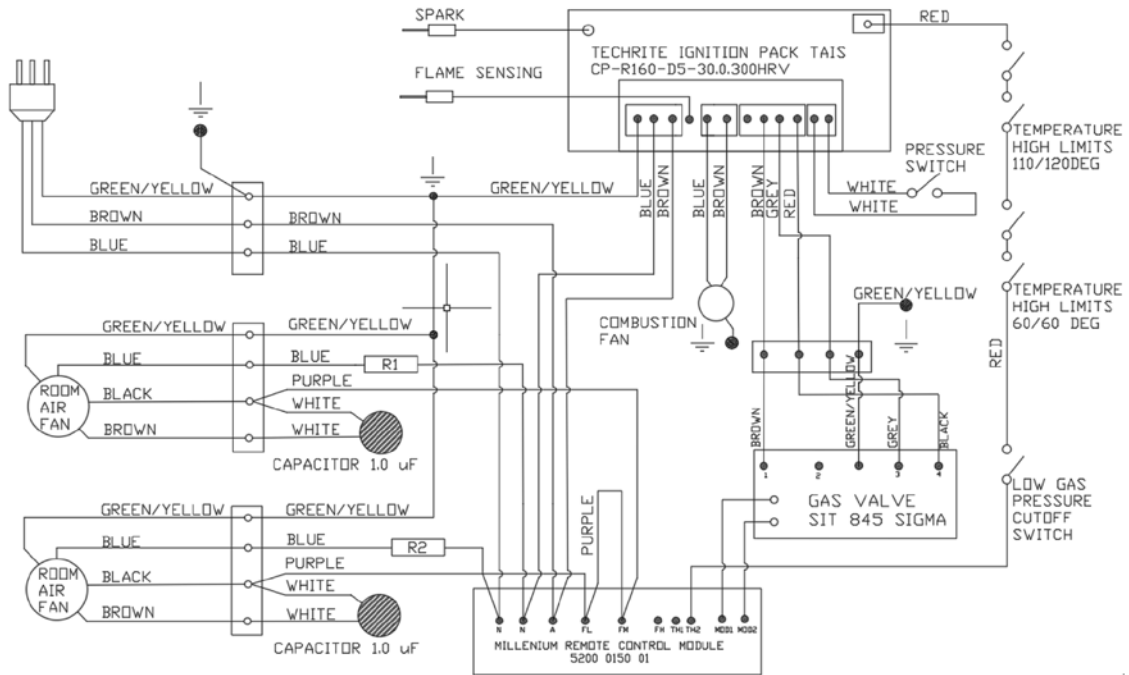
† Unless appliance is certified for closer installation

NOTES:

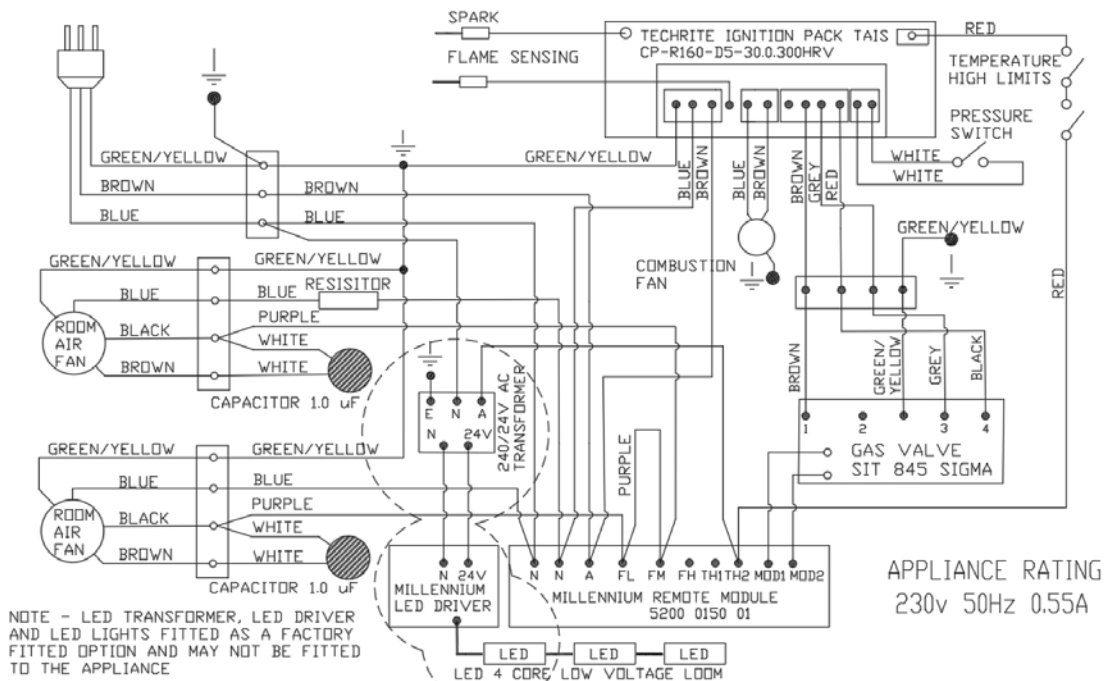
- 1 All distances are measured to the nearest part of the terminal.
- 2 Prohibited area below electricity meter or fuse box extends to ground level.
- 3 See Clause 5.13.6.6 for restrictions on a flue terminal under a covered area.
- 4 See Appendix J, Figures J2(a) and J3(a), for clearances required from a flue terminal to an LP Gas cylinder. A flue terminal is considered to be a source of ignition.
- 5 For appliances not addressed above acceptance should be obtained from the technical regulator

APPENDIX 2- WIRING DIAGRAMS

1200DS



1800DS



APPENDIX 3 - ADDITIONAL MEDIA

1800DS Media Setup Available for sale	Aeration Settings	
	Natural Gas	LPG
Driftwood with Small Coals	2.0 / 4.0 / 4.0mm RH end	Not Available
Forest Floor with black diamond glass	1.5 / 2.5 / 2.5mm RH end	9.0 / 9.0 / 9.0 mm
Black Diamond glass	1.5 / 2.5 / 2.5mm RH end	Not Available
Redgum with Large Coals	3.5 / 6.0 / 6.0mm RH end	Not Available

Forest Floor with black diamond glass (1800DS NG and LPG)

- Spread glass shards over the media support tray, ensure no shards are inside the media retainer area and the burner channel. Spread out over area.
- Lay forest log media in a random arrangement along the entire length of the burner. Media should lay on burner in a criss cross pattern along the full length of the burner. DO NOT place media along / blocking the burner channel. DO NOT overstack media at one end of burner. Avoid smothering the burner channel. (Log media may cross over the burner channel but not run along the channel.)
- Randomly place ash flakes on top of glass (ensure no flakes are obstructing or located in the burner channel).
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.

Driftwood with small ceramic coals (1800DS NG and LPG)

- Spread small coals out over the media support tray, ensure no coals are on the inside of the media retainer area and the burner channel.
- Lay driftwood media in a random arrangement along the entire length of the burner. Driftwood may cross the burner channel. Media should lay on burner in a criss cross pattern along the fully length of the burner. DO NOT place media along / blocking the burner channel. DO NOT overstack media at one end of burner.
- Avoid smothering the burner channel. (Driftwood may cross over the burner channel.)
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Remove any media that is blocking the pilot area.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.



TYPICAL SETUP



TYPICAL SETUP

Redgum with Large Coals (1800DS NG only)

- Spread coals over the media support tray, ensure no coals are inside the media retainer area and the burner channel. Spread out over area.
- Lay redgum log media in a random arrangement along the entire length of the burner. Logs may sit on top of the coals and between the coals. Logs may criss-cross each other.
- Avoid smothering the burner channel. (Log media may cross over the burner channel but not run along the channel.) Media should lay on burner in a criss cross pattern along the full length of the burner. DO NOT place media along / blocking the burner channel. DO NOT overstack media at one end of burner. Avoid smothering the burner channel. (Log media may cross over the burner channel but not run along the channel.)
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.

Black Diamond Glass (1800DS NG only)

- Spread glass pebbles over the media support tray, ensure no pebbles are inside the media retainer area and the burner channel. Spread out over area.
- Pebbles should appear as a random mix and not be stacked more than 2 high in a few spots.
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Do not cover pilot area.
- Do not overfill with media above the pilot cover level.
- Remove any media that is blocking the pilot area.
- Ensure the pilot flame is not impinged by media and can cross light the main burner.
- Do not use any other media than as supplied and recommended by the manufacturer.
- Use of other media may result in explosive media which may cause injury or damage.



TYPICAL SETUP



TYPICAL SETUP

WARRANTY INFORMATION

The benefits provided to you under the following warranty are in addition to any other rights and remedies available to you under the law.

1. Warranty

If:

- (a) during the first 15 years from the date of purchase (Firebox Warranty Period), there is a defect in the firebox of the Gas Burner; or
- (b) during the first 2 years from the date of purchase (Parts Warranty Period), there is a defect in the gas valves or other parts of the Gas Burner, due to improper workmanship or material, Glen Dimplex will replace or repair the Gas Burner without charge. Any replacement product is warranted only for the time remaining on the original Firebox Warranty Period or the Parts Warranty Period as relevant.

2. Registration

You must register to receive the benefit of this warranty by completing the warranty registration on our website (www.realflame.com.au) or completing and mailing the attached registration card within 30 days of purchase of your Gas Burner (or, if the Gas Burner is fitted to a new home, within 30 days of the date of settlement of purchase of such new home).

3. Exclusions

Glen Dimplex is not obliged to replace or repair the Gas Burner under clause 1 if:

- (a) it has been improperly stored, installed, connected, used, operated or repaired, or damaged, abused, tampered with, altered (without our written approval), or not maintained in strict accordance with our installation and operating instructions; or
- (b) it has been installed in an outdoor setting.

4. Limit of Liability

The warranty provided under this warranty is limited to replacement or repair of the Gas Burner only, at our option. To the extent permitted by law, Glen Dimplex excludes liability for consequential loss or any other loss or damage caused to property or persons arising from any cause whatsoever, and damage arising from normal wear and tear.

5. Claiming under the Warranty

In order to claim under this warranty you must, within the Firebox Warranty Period or the Parts Warranty Period (as relevant), contact Glen Dimplex, providing the original proof of purchase and the details below:

Supplier Name _____

Date Of Purchase / settlement of property if new home

Model / Serial Number _____

This warranty does not cover the cost of claiming under the warranty or transporting the Glen Dimplex Gas Burner to and from the supplier.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you would like to speak to someone about your Gas Burner or claiming under this warranty, please contact the Service Warranty Desk on 1300 554 155.

Glen Dimplex Australia Pty Ltd
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Head Office: 8 Lakeview Drive, Scoresby 3179
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