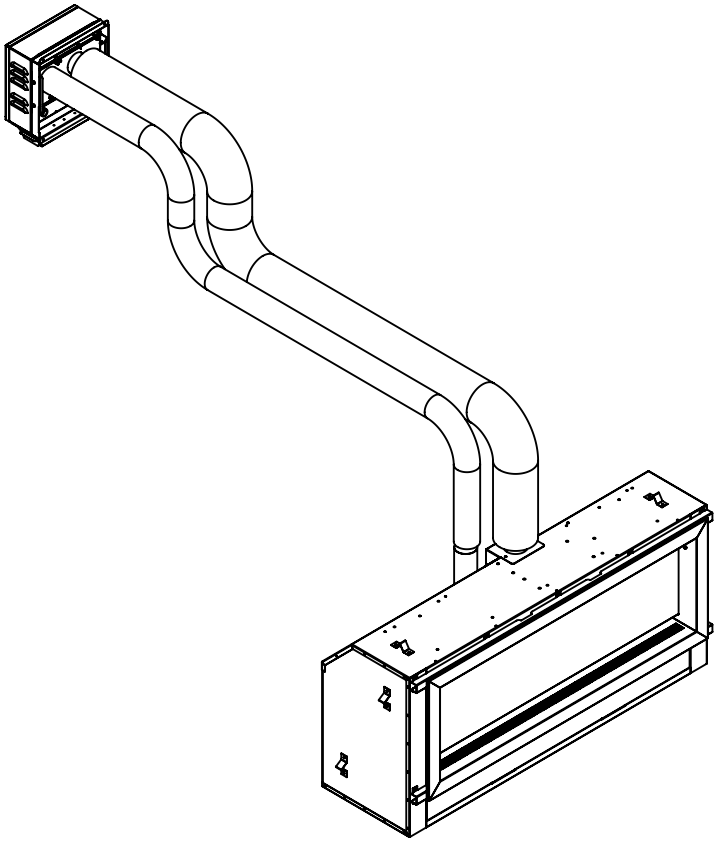
SCAN FOR THE LATEST VERSION

ELEMENT MK2 1500
SPACE HEATERS
ALL FLUE CONFIGURATIONS

INSTALLATION AND OPERATIONS MANUAL



The Real Flame Element space heater is 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.

Version 4.3

REAL FLAME

REAL FLAME

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WELCOME

Congratulations on your selection of the elegant Real Flame Element MK2 Fireplace. Enjoy mesmerising flame patterns in a truly efficient gas fireplace. The Element Range is simply breathtaking with its clean lines, beautiful flame pattern and multiple media options. 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 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.

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 space heater has a primary safety glass fitted in front of the glass door. 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.

"WARNING - Transit material such as cardboard packaging, pallet, plastic wrap, glass packaging warning labels and burner media protection must be removed prior to use."

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.

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.

NOTE

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

A byproduct of burning gas is condensation. This occurs at the start when the fire turns on and heats up the firebox. This is a normal process and will accumulate over time and is not covered by warranty. Service technicians will clean glass as part of a service call which should be performed every two years.

INSTALLATIONS OF SPACE HEATERS IN EXTREME ENVIRONMENTS

Note – The installation of the appliance may not be suitable for use, may have a reduced performance or may have intermittent operation in some extreme environments.

Extreme environments may be areas or high wind (Approx 65km/hr or higher) including high gust areas, high altitudes, alpine or snow areas, extreme frost areas, coastal areas, multistory or high rise buildings, exposed alfresco areas and extreme weather events.

The appliance has been designed and tested to ensure it meets the operational requirements of the Australian standards AS/NZS5263.1.3 Gas space heaters and will provide reliable operation in most conditions while maintaining appliance safety in all conditions.

The installation into an extreme environment may exceed the working limits of the appliance and the appliance may have a reduced output, suffer infrequent stop starting, fail to operate or have a reduced life expectancy when installed in a corrosive environment.
Finishes in some appliances may also not be suitable for semi exposed or corrosive environments.
When installed as per instructions the appliance will continue to operate safely or will shut down in a safe manner.

Non operation or reduced life expectancy due to extreme conditions is not a failure of the appliance and is not a warranty defect.

Glen Dimplex Australia must be consulted prior to any installation into an extreme environment.

SPECIFICATIONS OF ELEMENT 1500 MK2

Appliance Type	High Efficiency Gas Fireplace	
Star Rating	Up to 4.7 stars*	
Maximum Heating Output	Up to 8.9kW	
Heats Room up to	105m^2 approx.	
Gas Type	Natural Gas	LPG
Gas Input	38 High/29 L ow	38 High/29 Low
Operating Pressure (TPP)	0.80kPa High / 0.50kPa L ow	2.45kPa High / 1.80kPa L ow
Max - Min Inlet Pressure Range	1.13kPa - 5.00kPa	2.75kPa - 5.00kPa
Injector Size	3 X 2.00mm	3 X 1.00mm
Aeration Settings		
Media Setup	Natural Gas	LPG
Alpine Forest	4.0 / 4.0mm / 4.0	8.0 / 8.0mm / 8.0
Driftwood	4.0 / 4.0mm / 4.0	8.0 / 8.0mm / 8.0
Coals and Logs	4.0 / 4.0mm / 4.0	8.0 / 8.0mm / 8.0
Pebbles	4.0 / 4.0mm / 4.0	8.0 / 8.0mm / 8.0
Redgum and Coals	4.0 / 4.0mm / 4.0	8.0 / 8.0mm / 8.0

*Subject to model and flue configuration

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.

- 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 Element MK2 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 MK2 heater is 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.)

- 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 up to 15 minutes.

- The fire can be operated in either 'AUTO' mode or 'MANUAL' mode.

REMOTE OPERATIONS

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 s or t button 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** , P1 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.

Resetting the appliance from lockout conditions

TECHRITE IGNITION MODELS

Should the appliance fail to operate and is in a lockout condition
Turn remote to off
Turn mains power supply to appliance off for 10 seconds
Turn on mains power supply
Restart appliance with remote

LOW HEAT - LOW FAN MODE

Appliance operates continuously on low heat setting (low burner- low room air fan speed) regardless of room temperature**. Thermostatic control, switching times and set point temperature is disabled.
**A limiting maximum room temperature of 30degC is factory set, once maximum temperature is reached the appliance will turn off and will restart once room temperature drops below 30degC

Press ⏻ button on remote to turn on appliance

Press mode button until mode display is blank

Screen will now show the following (Room temperature, Lo, Burner operation, Time / day)
Flame symbol will only show when burner is operating.



To turn off press ⏻ button or press mode button to return to manual or auto mode.

WiFi DEVICE CONTROL INSTRUCTIONS

WiFi control is available on the Element MK2 range of space heaters. WiFi control offers a heating control which can be used in conjunction with the supplied remote 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

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.

INSTRUCTIONS FOR iOS DEVICES

Connecting to the fire through an access point

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

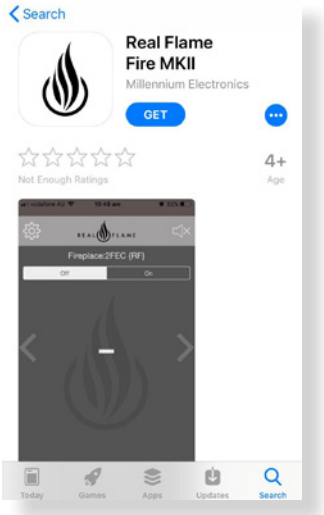
Step 1

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.



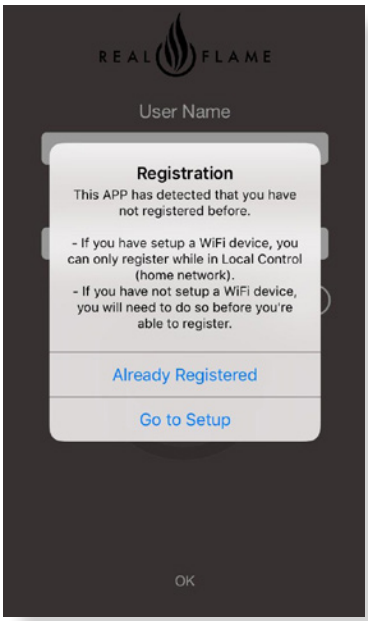
Step 2

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



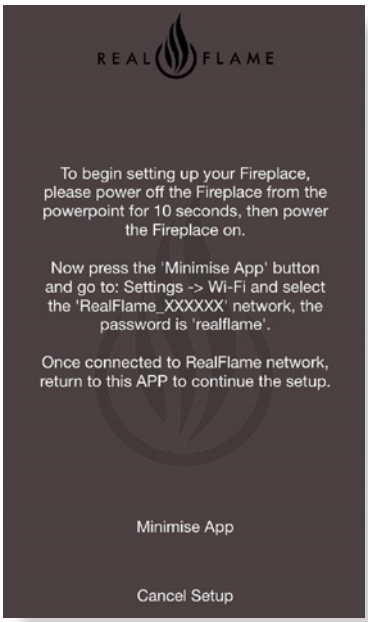
Step 3

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.



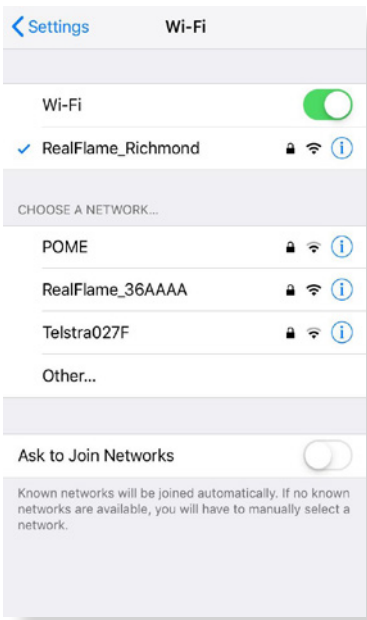
Step 4

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.



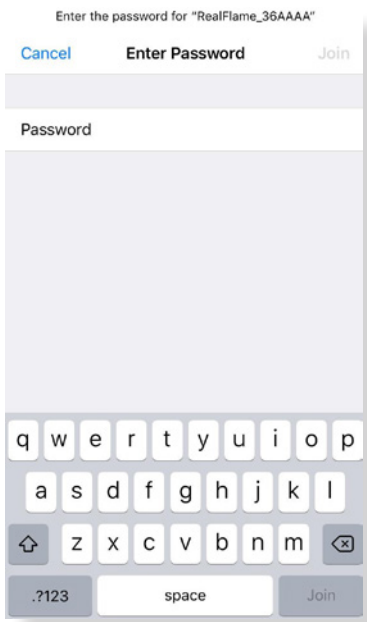
Step 5

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.



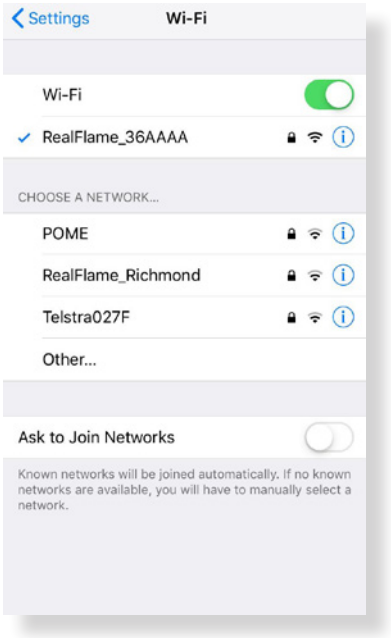
Step 6

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

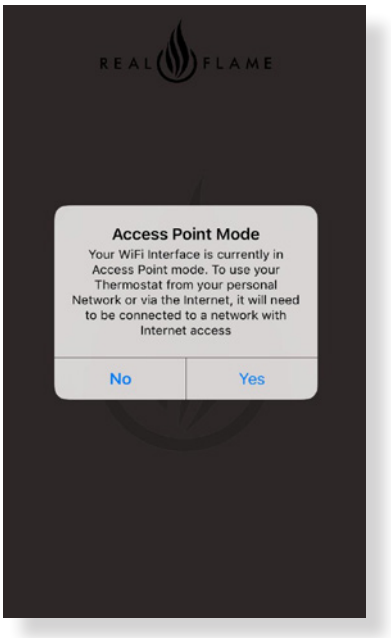
Once the fireplace is connected click on the information button and select auto join for ease of connection in the future.



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.



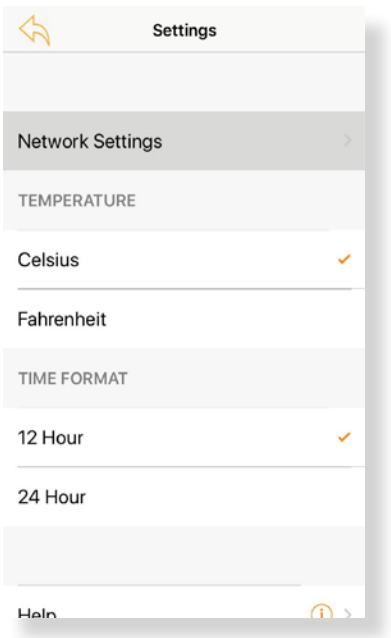
Step 9

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



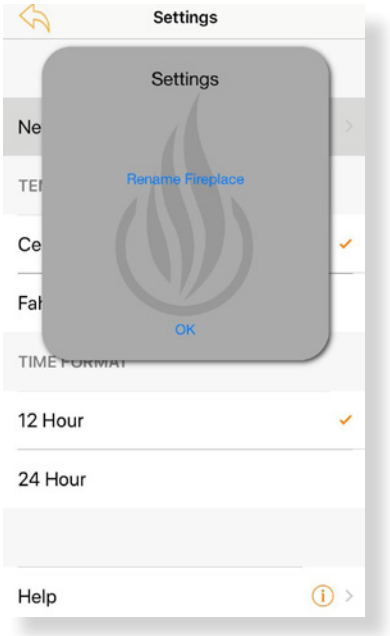
Step 10

In case 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.

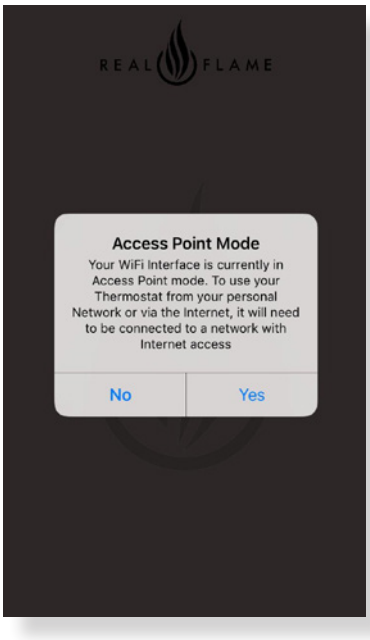


Setting up remote access to the fireplace

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

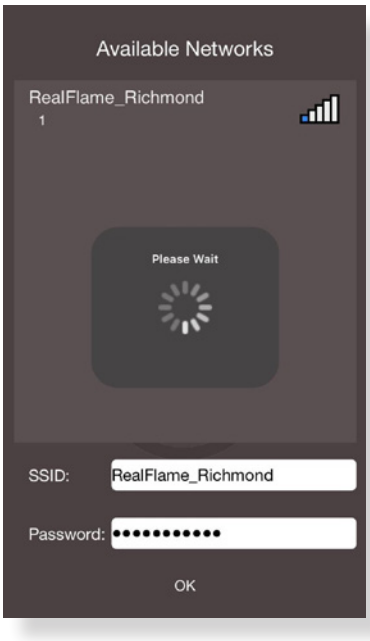
Step 12

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



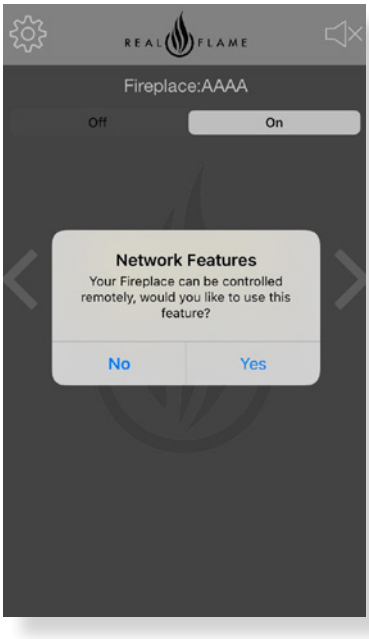
Step 13

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.

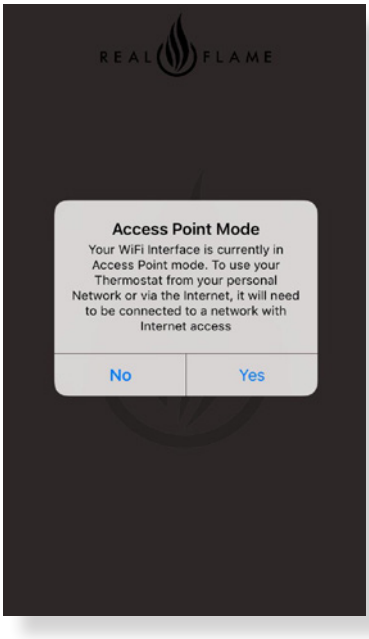


If the above does not occur – close app.

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

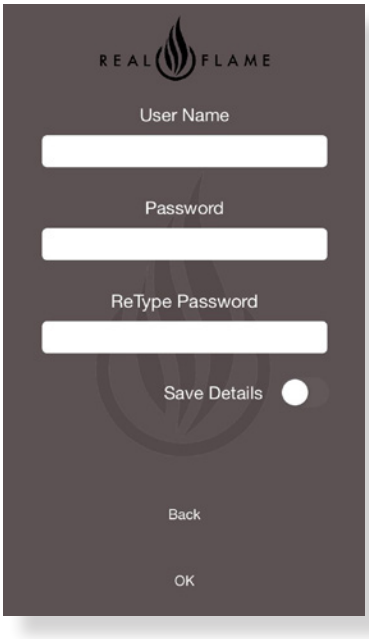
Open Realflame fire app.

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.



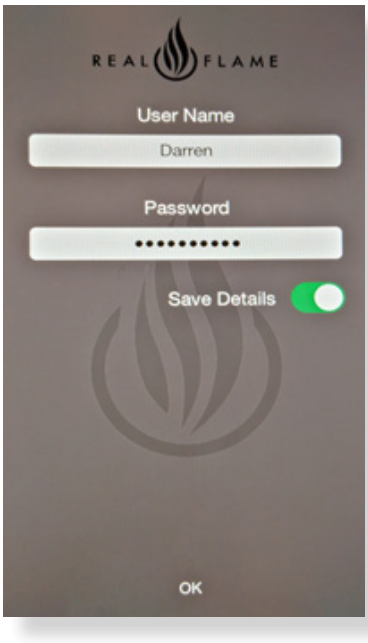
Step 16

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.

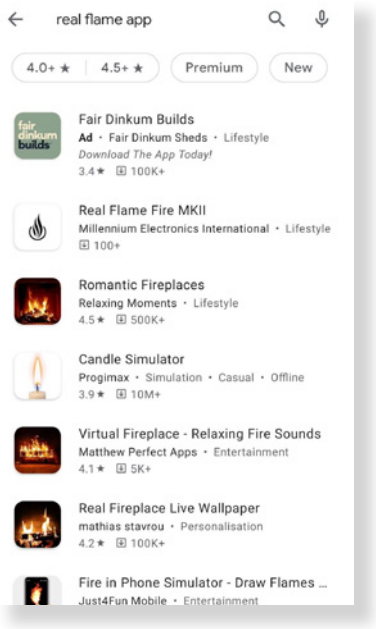
Note: If you join the access point by accident on power on, you can simply power off the Fireplace and power on again, after the 30 seconds the Fireplace will join the network with its saved settings

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

ANDROID DEVICE INSTRUCTIONS

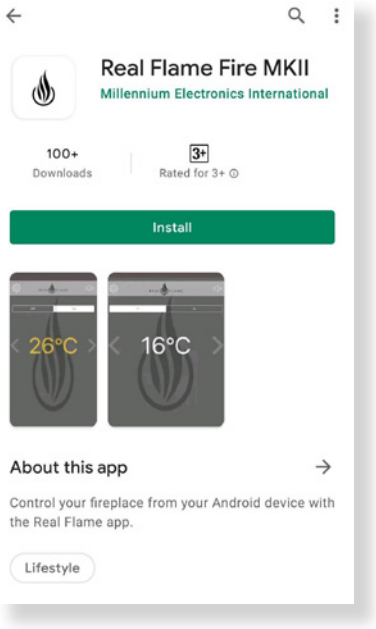
Step 1

Open Google play store on your device and search for the 'Real Flame Fire MKII" App.



Step 2

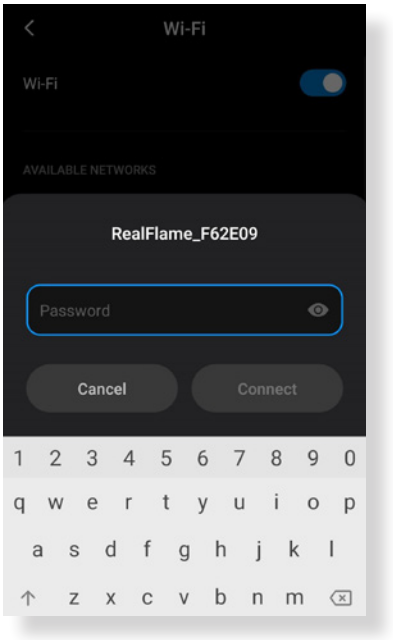
Download the App on your mobile device and close play store.



Step 3

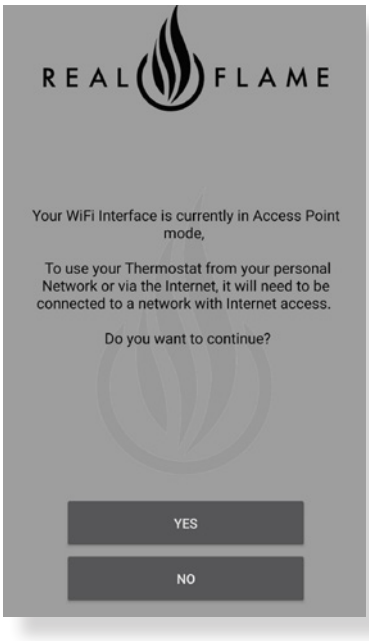
Before you open the Fireplace app, open your WiFi setting and select the fireplace to connect to it as shown below.

The password to connect is "realflame".



Step 4

Now open the app and select yes when the screen prompts you to connect the fireplace to your personal network as per below.



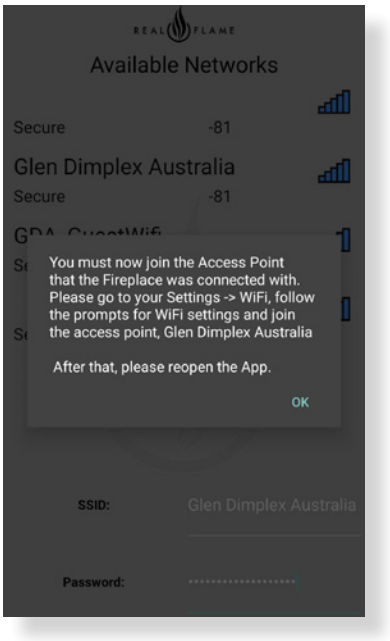
Step 5

Once you click yes, this screen will appear. You have to now connect the fireplace to your WiFi network. Select your network and enter the password. Click 'OK' once you have entered your details.



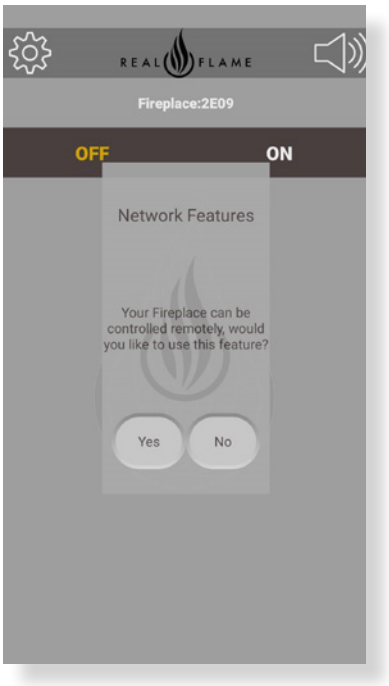
Step 7

Once the fireplace is connected to your personal WiFi network, close the app and open your WiFi settings. Connect to your personal WiFi network and re open the app once again.



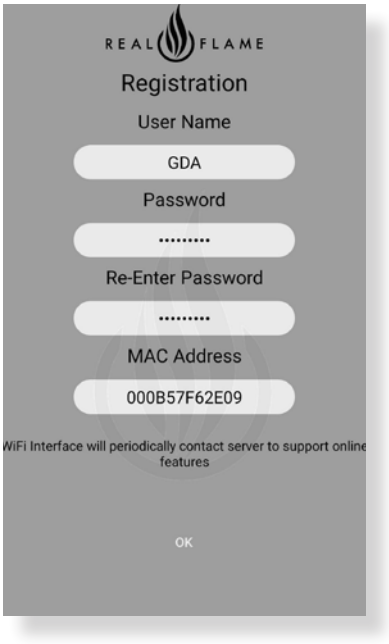
Step 8

Congratulations your fire place is now connected!
Once you open the app once again, you'll get a prompt to control your fireplace remotely. Click yes and proceed.



Step 9

Enter the user name and password of your choice. Please remember this log in detail as it will help you to access the fireplace remotely. In the event the fire is already registered and the login / password is unknown, please contact Glen Dimplex support and request password to be reset.



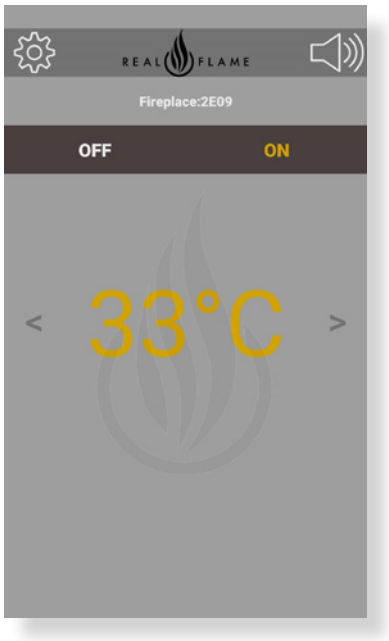
Step 10

Congratulations! You can now access your fireplace remotely without the need to connect to your personal WiFi network.



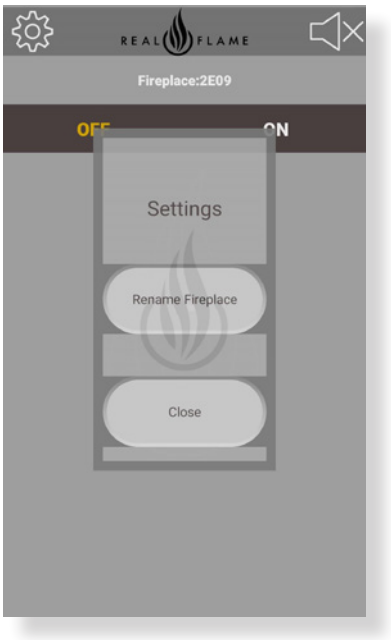
Step 11

Now you can regulate the temperature of the fireplace as per your liking.



Step 12

To rename the fireplace and personalise it, go to settings and rename as per your liking.



TROUBLESHOOTING FOR YOUR FIREPLACE

Problem	Possible Cause	Suggested Solution
When the remote is activated nothing happens	Remote is not synced to appliance.	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	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.

Techrite Flash code sequence-normal operation

Off	Red 1 Long
Prepurge	Red 1 Long 5 Short
Sparking	Red 1Long 1 Short
Normal running operation	Red 1 Long
Normal postpurge (300 seconds)	Red 1 Long 5 Short
Off	Red 1 Long

Other Code

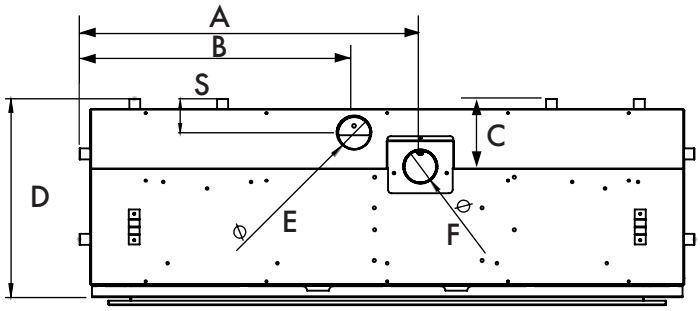
Fault Lockout	Red 2 Long 1 Short

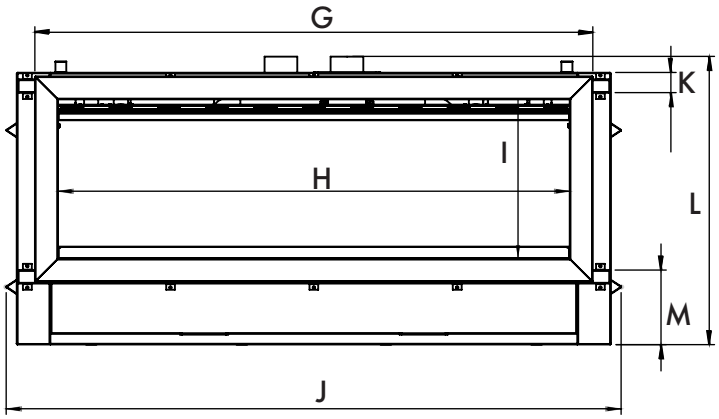
*If your fireplace still does not operate correctly consult your dealer. All service and repairs should be performed by an authorised agency. All spare parts and optional trim finishes are available from Glen Dimplex Pty Ltd.

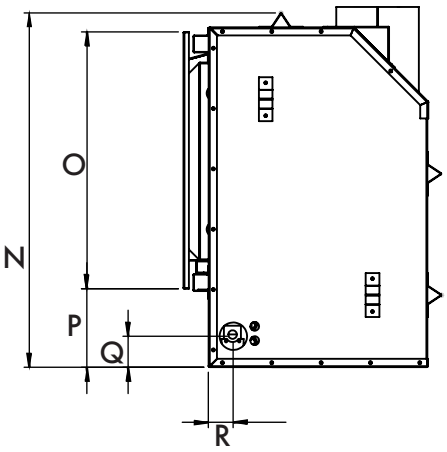
INSTALLATION INSTRUCTIONS



UNIT DIMENSIONS





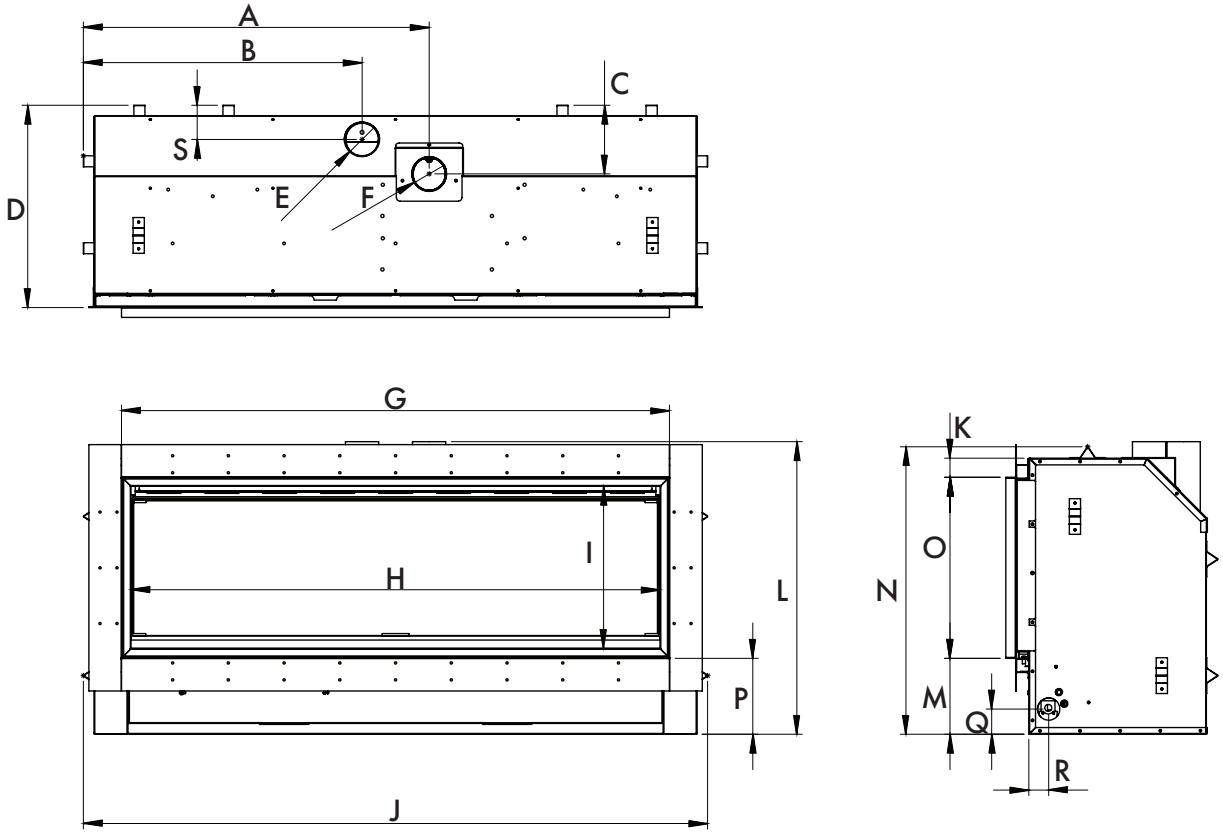


UNIT	A	B	C	D	E	F	G	H	I	J	K	L	M	N
E1500	927	775	154	454	74.5	74.5	1591	1486	364	1700	46	680	170	645

UNIT	O	P	Q	R	S
E1500	468	143	56	45	77

UNIT DIMENSIONS

WITH 18MM TRIM

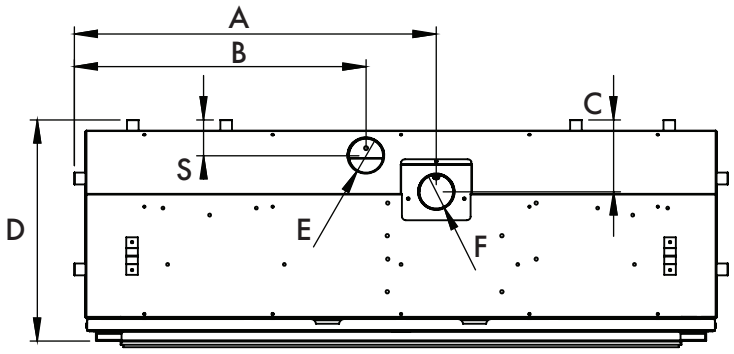


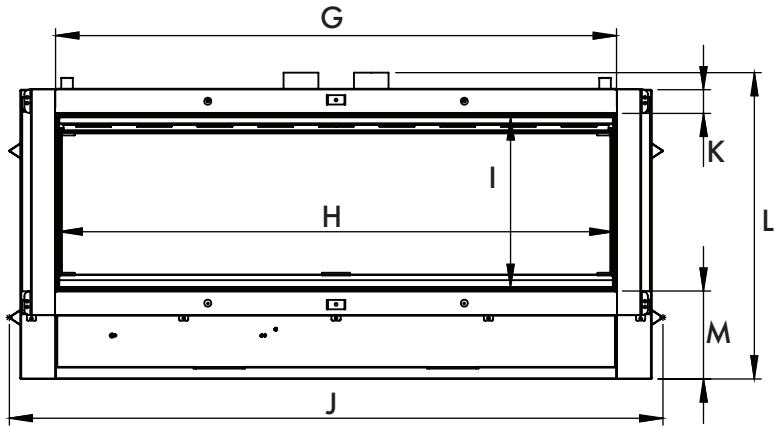
UNIT	A	B	C	D	E	F	G	H	I	J	K	L	M	N
E1500	927	775	154	454	74.5	74.5	1529	1486	364	1700	43	657	170	645

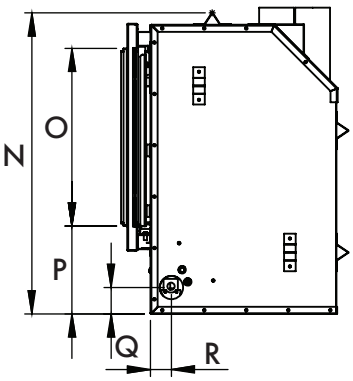
UNIT	O	P	Q	R	S
E1500	406	170	56	45	77

UNIT DIMENSIONS

SLIMLINE TRIM





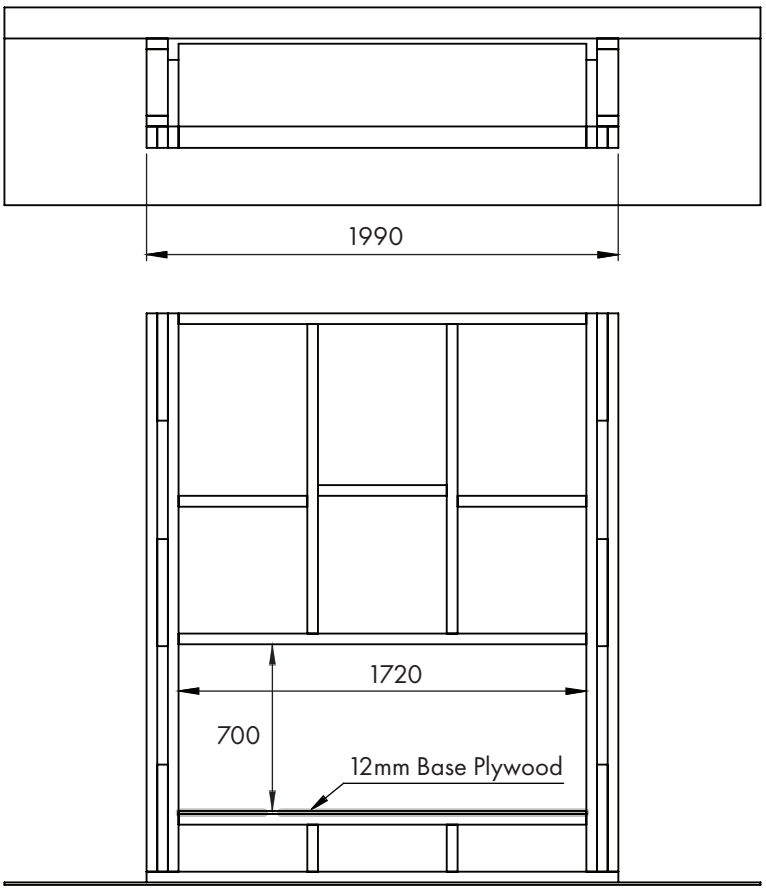


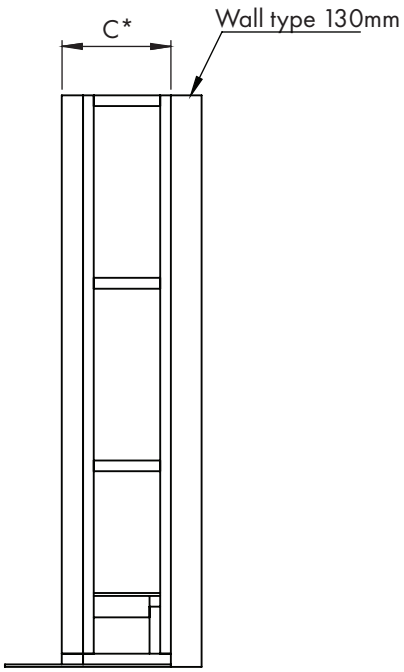
UNIT	A	B	C	D	E	F	G	H	I	J	K	L	M	N
E1500	927	775	154	474	74.5	74.5	1502	1486	366	1700	51	657	188	645

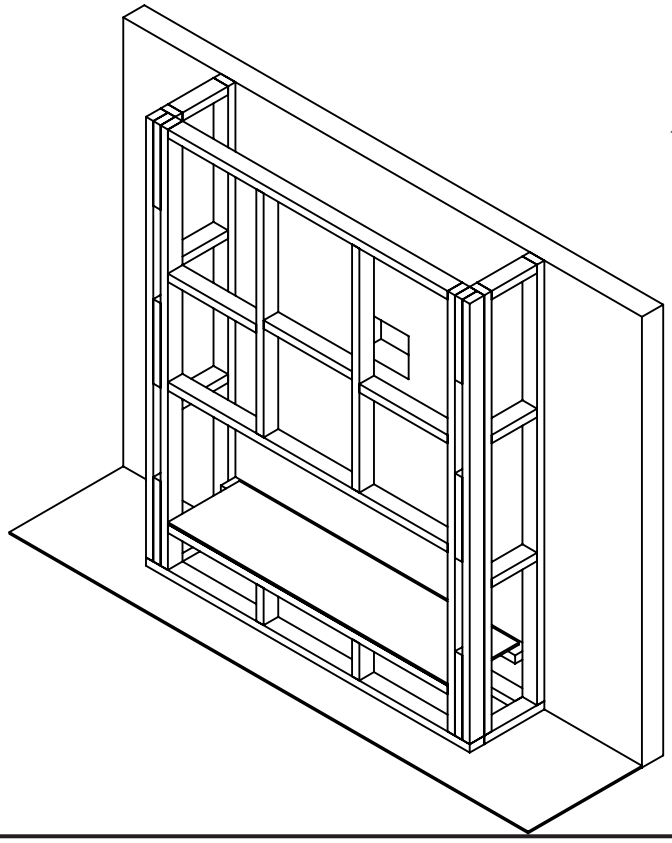
UNIT	O	P	Q	R	S
E1500	388	188	56	45	77

MINIMUM FRAMEOUT DIMENSIONS

PINE FRAME ONLY





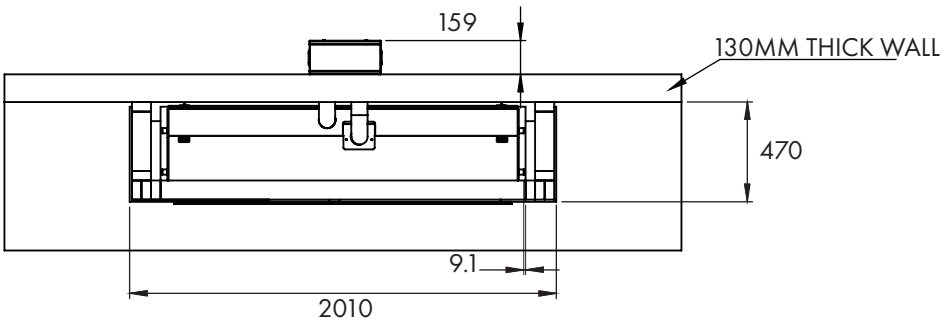


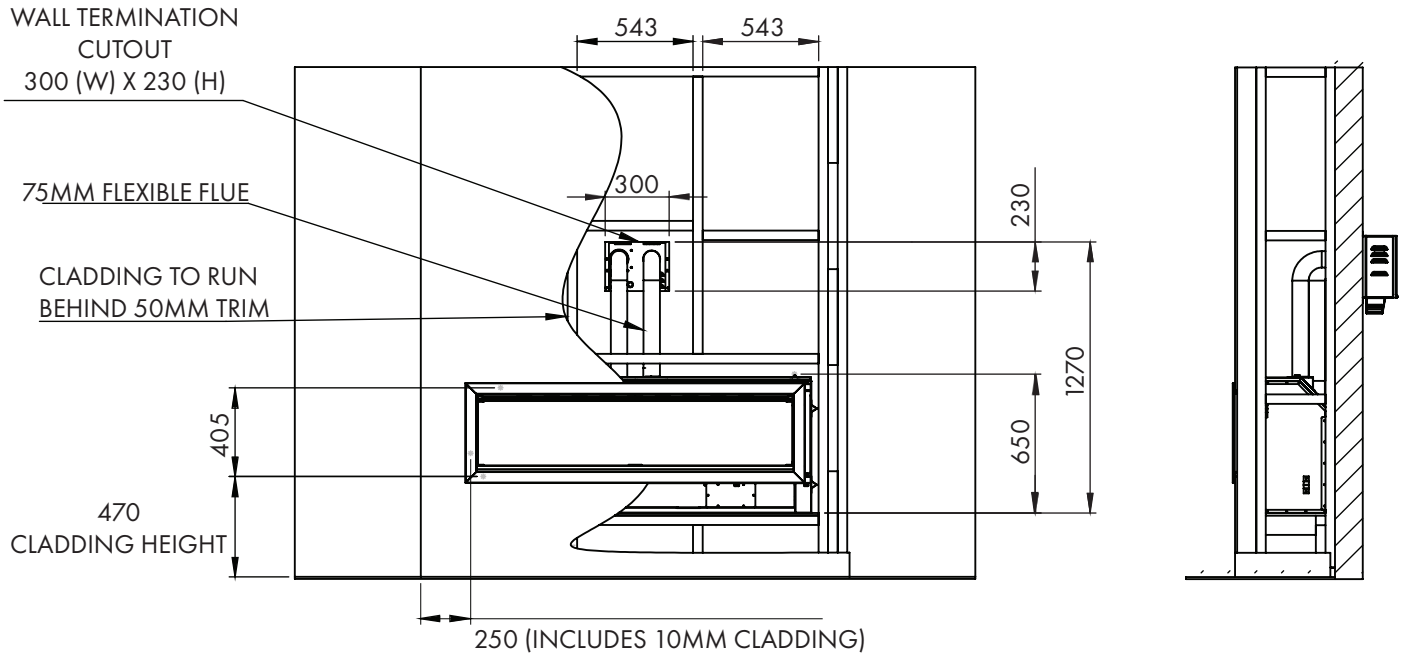
C* - NOTE

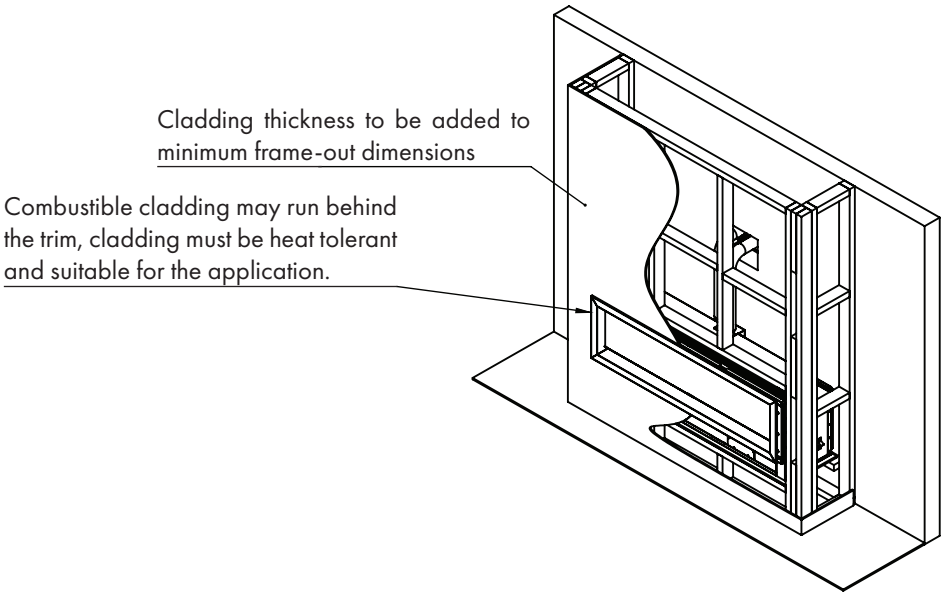
460mm for 50mm and 18mm trim
480mm for Slimline trim

MINIMUM FRAMEOUT DIMENSIONS

PINE FRAME WITH APPLIANCE AND 50MM TRIM

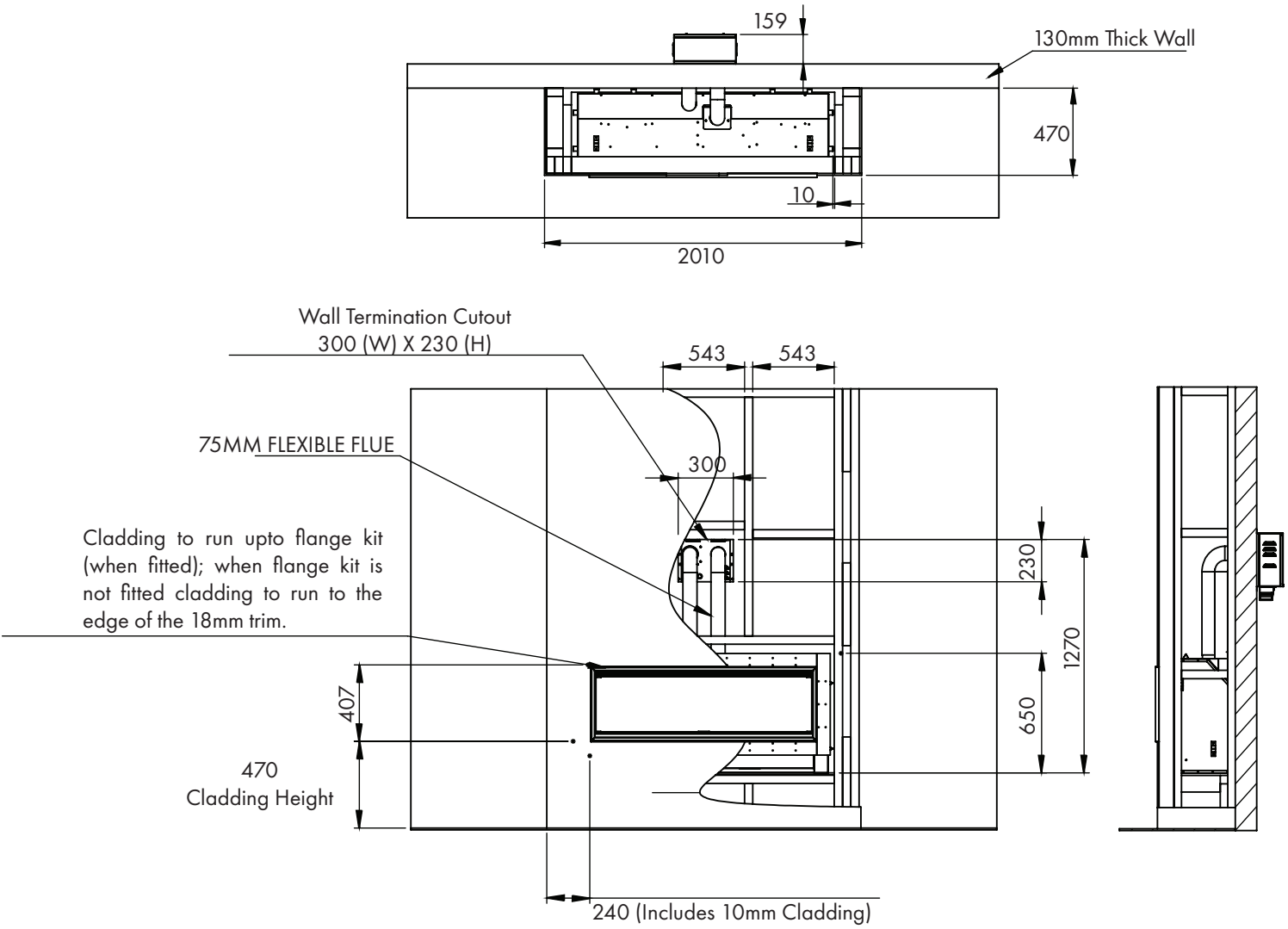


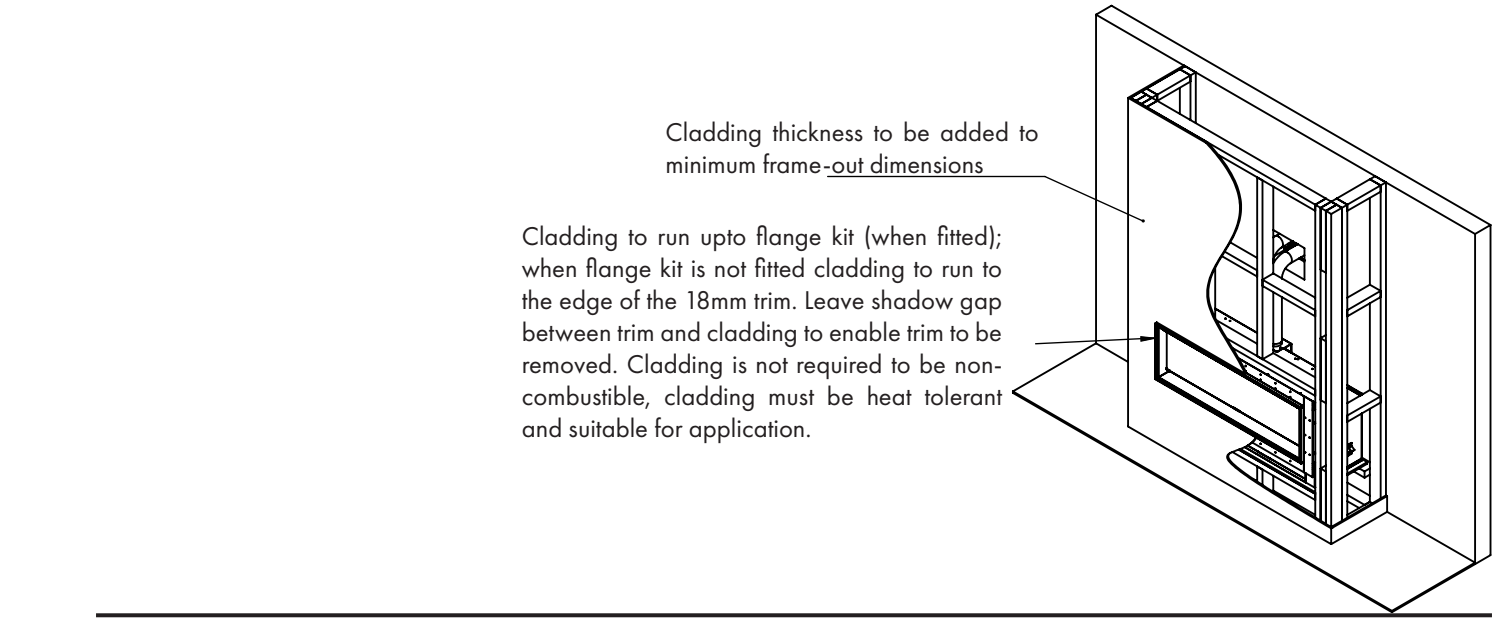




MINIMUM FRAMEOUT DIMENSIONS

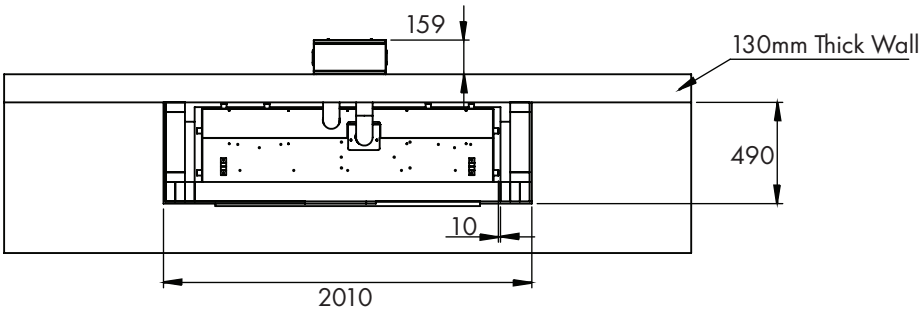
PINE FRAME WITH APPLIANCE AND 18MM TRIM

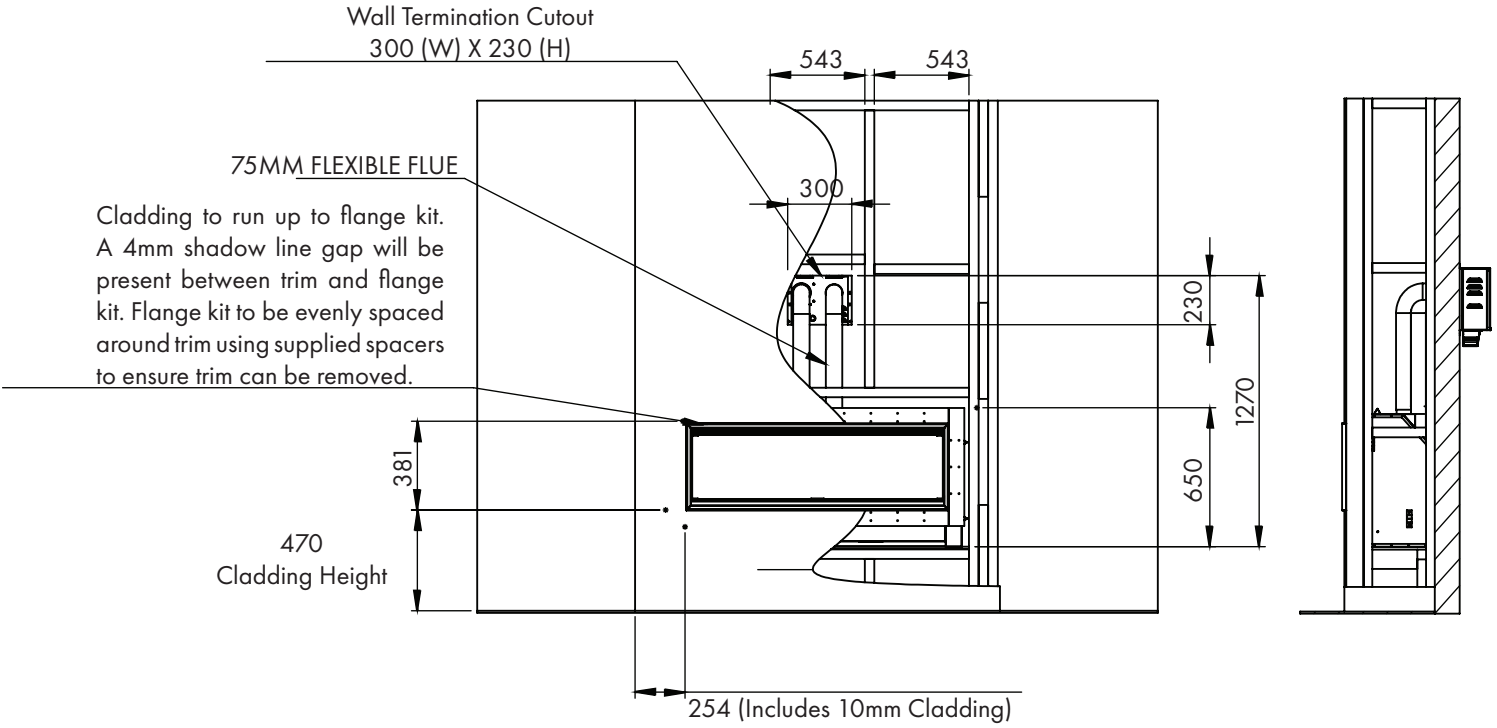


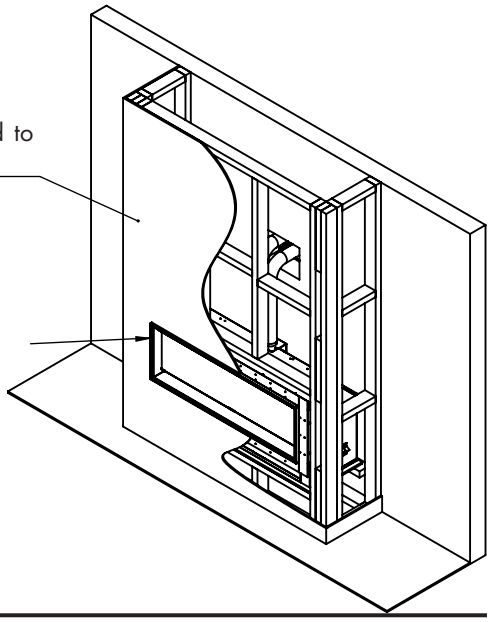


MINIMUM FRAMEOUT DIMENSIONS

PINE FRAME WITH APPLIANCE AND SLIMLINE TRIM





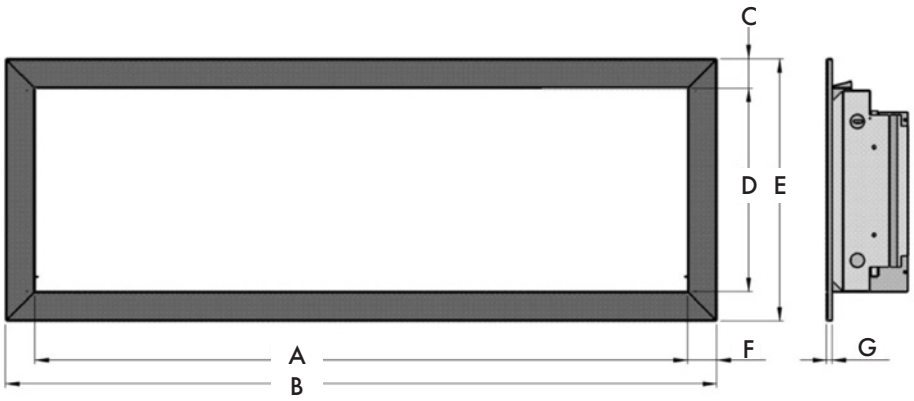


Cladding thickness to be added to minimum frame-out dimensions

Cladding to run up to flange kit. A 4mm shadow line gap will be present between trim and flange kit. Flange kit to be evenly spaced around trim using supplied spacers to ensure trim can be removed.
Cladding is not required to be non-combustible, cladding must be heat tolerant and suitable for the application.

TRIM DIMENSIONS

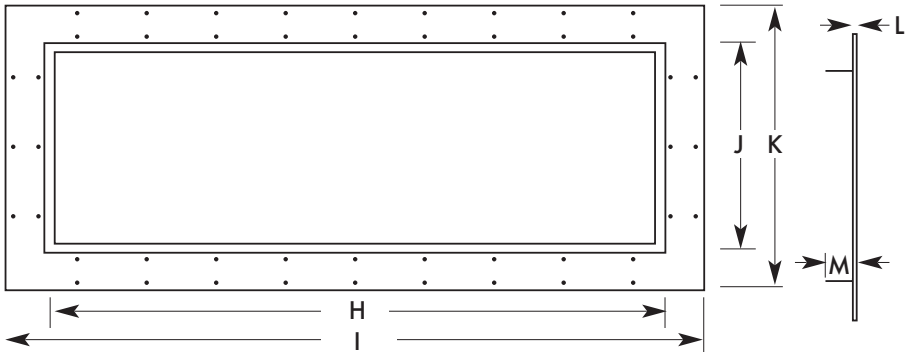
50MM TRIM



UNIT	1500
A	1487
B	1591
C	52
D	363
E	467
F	52
G	10

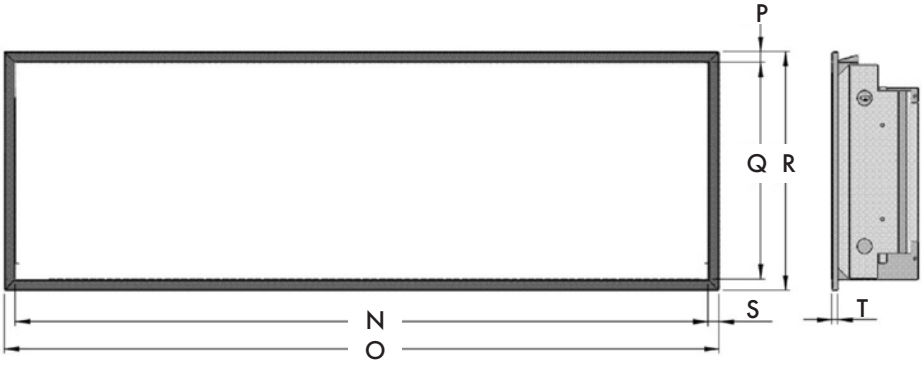
18MM TRIM FLANGE KIT

=



UNIT	1500
H	1526
I	1676
J	403
K	553
L	1.6
M	24

18MM LOW PROFILE TRIM

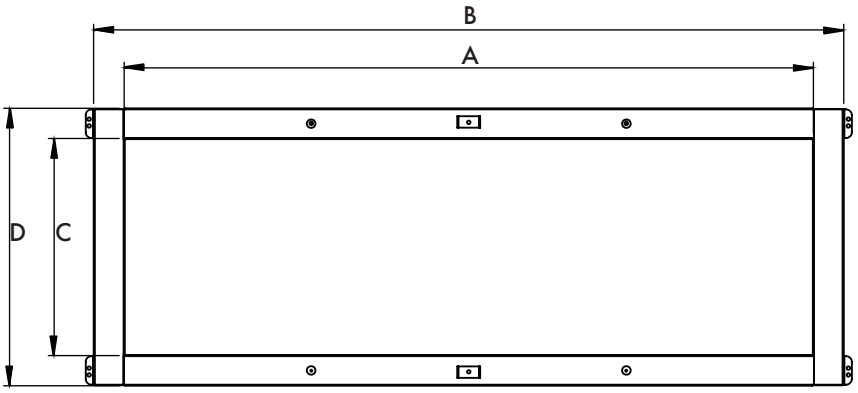


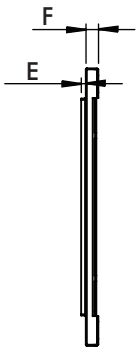
UNIT	1500
N	1487
O	1523
P	18
Q	363
R	399
S	18
T	10

TRIM DIMENSIONS

CONT.

SLIMLINE TRIM FLANGE KIT



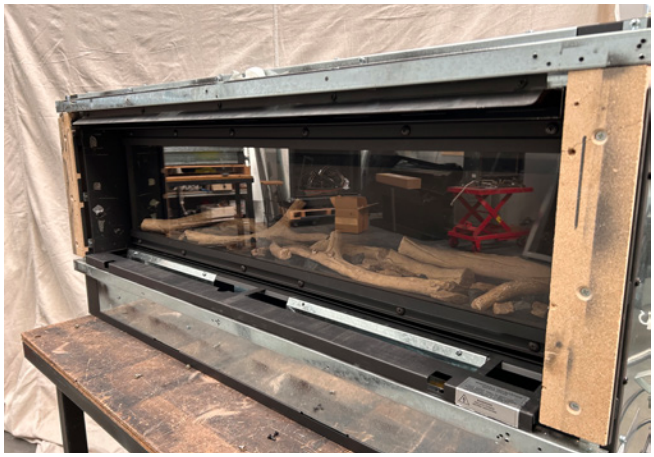


UNIT	1500
A	1502
B	1608
C	381
D	487
E	8
F	22

SLIMLINE TRIM INSTALLATION

STEP 1:
Install appliance into frameout. – Locate appliance 22mm back from frameout front face (22mm from frameout front face to plaster channels on appliance)

STEP 2:
Temporarily install front slimline inner trim assembly (glass assembly) into appliance. Push trim fully back into appliance.





STEP 3:
Sit 4mm spacers (provided with instructions booklet) on top of trim at each end.

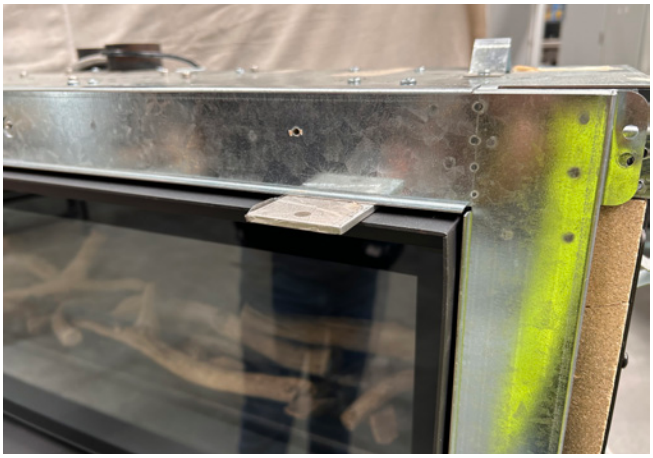




STEP 4:
Locate outer plaster flange assembly onto inner trim. Locate evenly around trim. Spacing should be 4mm. Using the self-drilling screws provided screw the outer plaster flange assembly to the plaster channels on appliance. Ensure even gap has been maintained.



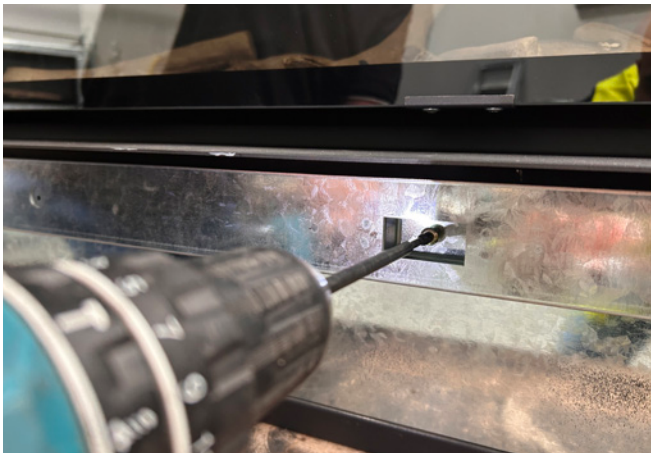






STEP 5:
Remove 4mm spacers and proceed to screw the rest of the flange assembly.





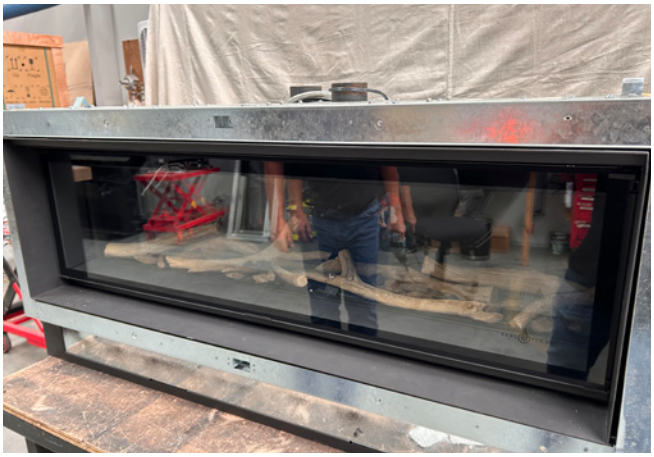
STEP 6:
Remove inner trim assembly and locate in safe area.



STEP 7:
Adjust appliance position to ensure plaster flange is aligned with the front face of frameout.

STEP 8:
Complete installation of appliance, connect flues and gas as per instructions.

STEP 9:
Clad appliance – cladding to run up to fold of plaster frameout. Once cladding is done, install the trim back.
Note – return fold on plaster flange should not be removed, fold ensures 4mm spacing remains between cladding and inner trim assembly to meet temperature hazard requirements and to ensure trim can be removed for servicing.





INSTALLING ELECTRONIC EQUIPMENT ABOVE YOUR FIREPLACE

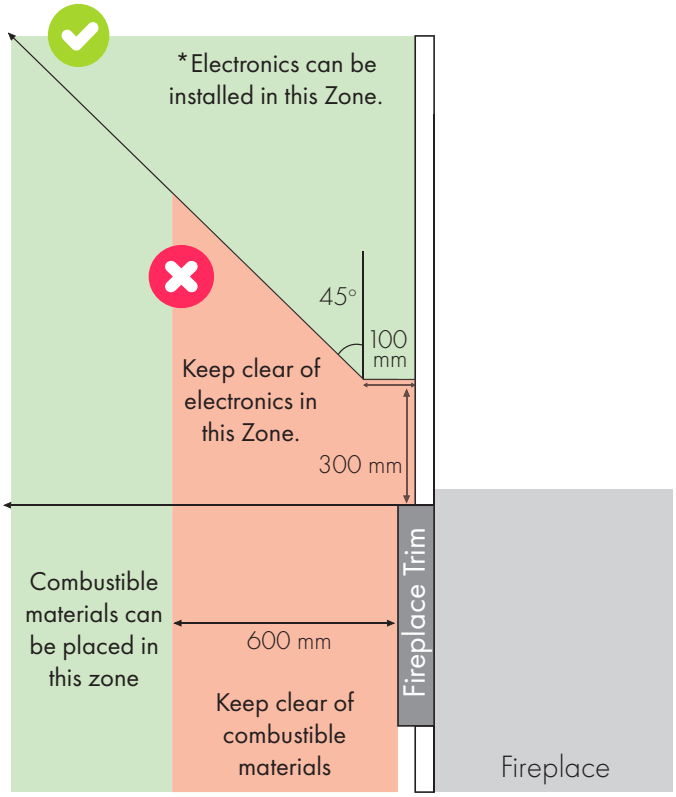


Fig. Side View of the Wall and Fireplace

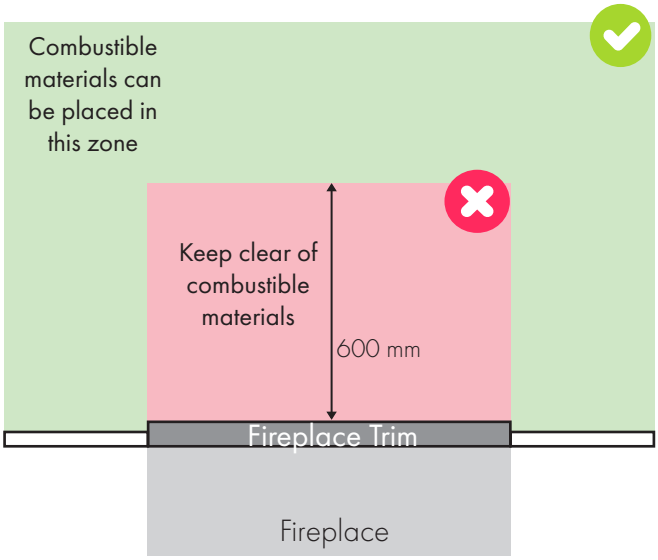


Fig. Top View of the Wall and Fireplace

*A common installation configuration includes the mounting of a TV, soundbar, speakers, or other electrical/electronic equipment above a gas fireplace. If installing any equipment above a Real Flame gas fireplace, a minimum clearance of 300mm from the top edge of the fascia is recommended. Installation of a mantel shelf or an equipment recess is not generally required, but may be added to further protect equipment from the heat which will naturally rise from any gas heating appliance. Due to the wide variety of commercially available equipment which may be installed above a gas fireplace, Glen Dimplex recommends that end users contact their equipment manufacturer to determine suitability in advance of installation. Glen Dimplex offers no guarantees around, nor assumes any responsibility for the suitability of electrical equipment installed in this configuration.

INSTALLING FIREPLACE IN A SOFFIT DESIGN

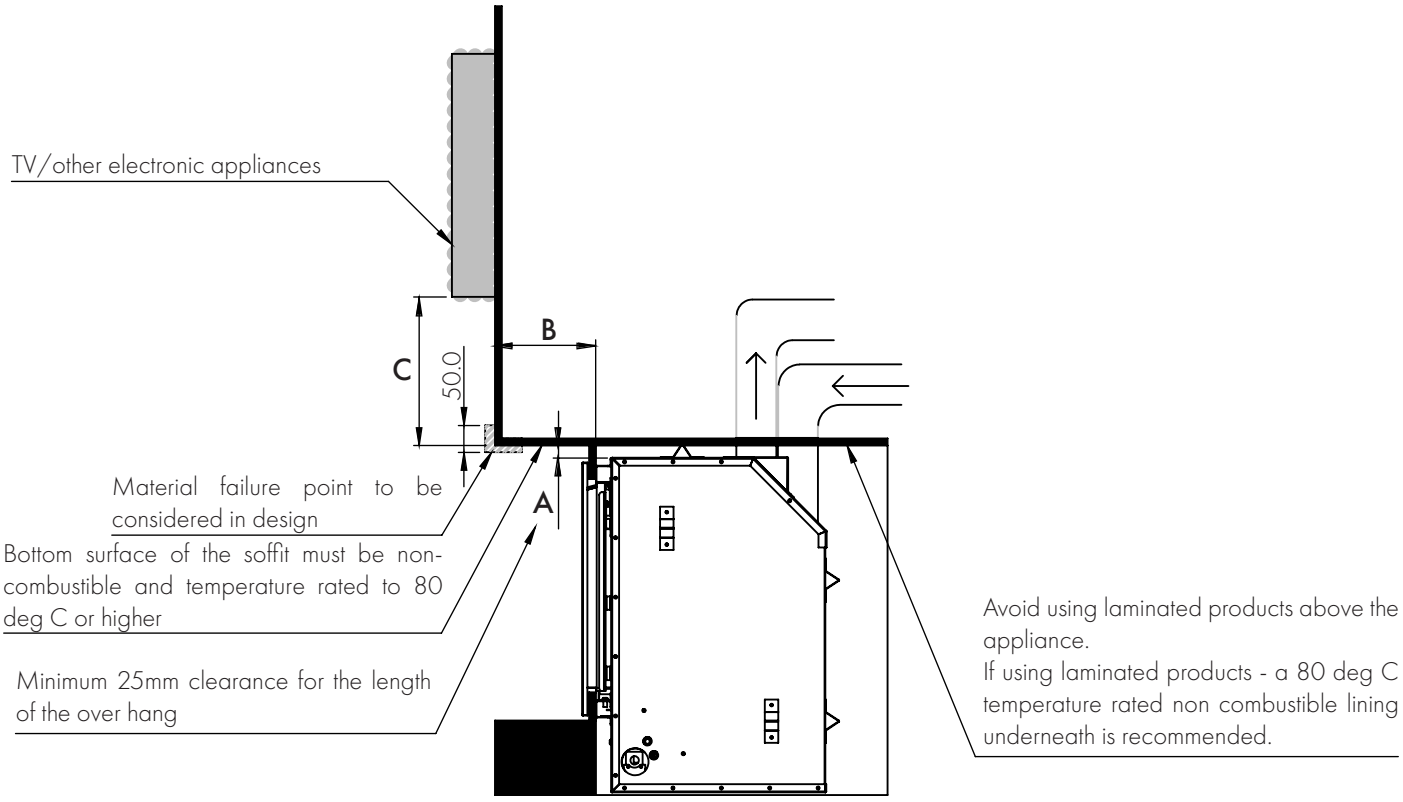
A	B	C	Soffit material
25	50-200	425	Non-combustible & temperature rated
25*	50-200*	300*	Non-combustible & temperature rated
25	<50	300	Non-combustible & temperature rated
200 - 300	0 - 300	150	Non-combustible & temperature rated
>300	0-300	100	Combustible**

All dimensions in mm unless otherwise stated.

Appliance cannot be recessed > 300mm

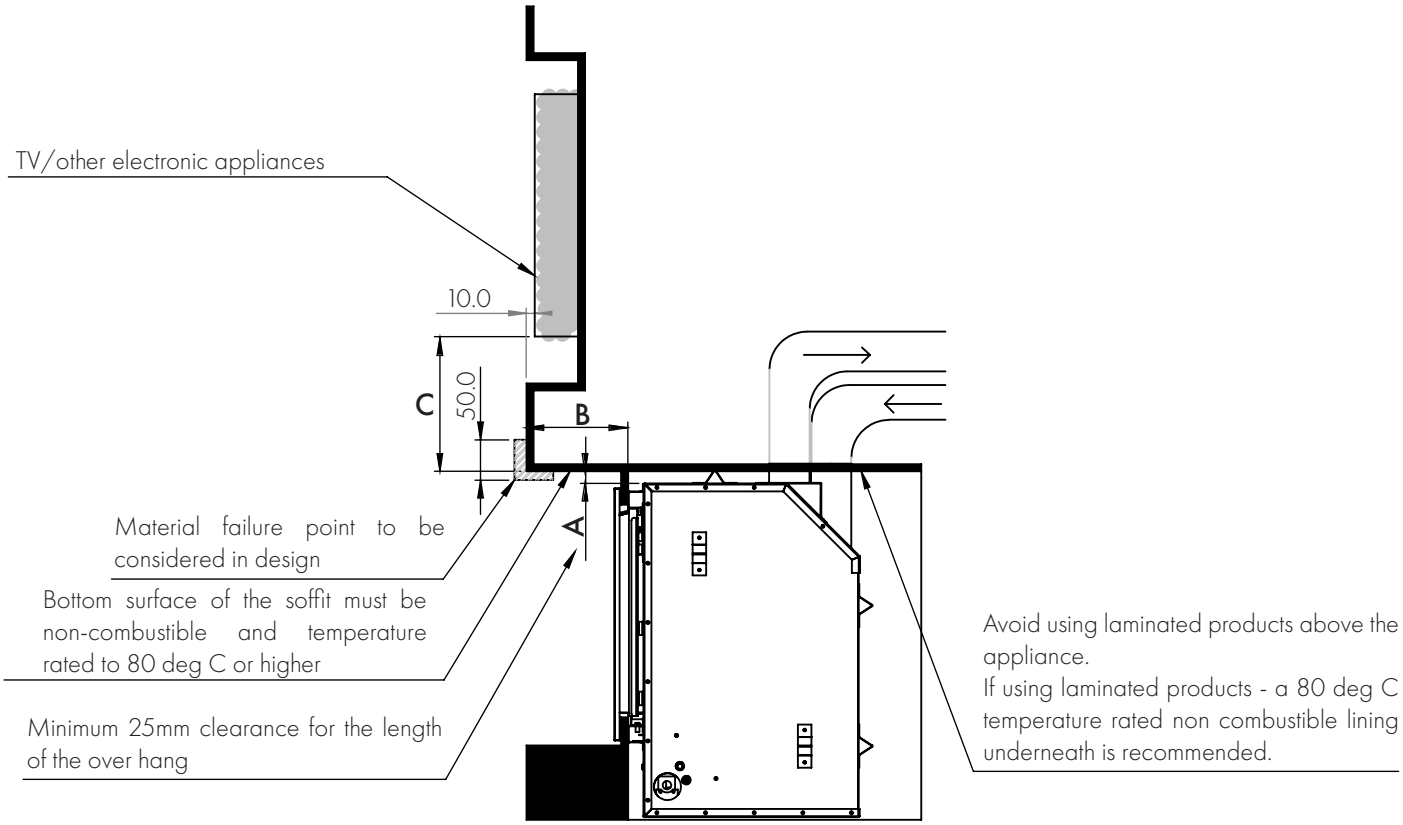
*Related to option 2 type of installation in the next page.

**Material must be fit for purpose and its properties must be taken into consideration.



INSTALLING FIREPLACE IN A SOFFIT DESIGN

OPTION 2 - AN ALTERNATE INSTALLATION METHOD



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 AS/NZS 5601.1-2013

INSTALLATION CLEARANCES

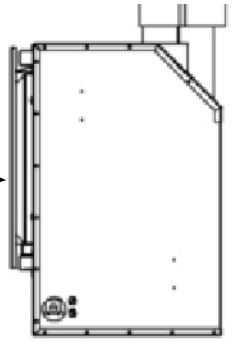
Clearances from combustible materials

Floor	0mm
Sides	25mm
Top	25mm
Flue outer	25mm
Front	25mm
Back	25mm
Slimline trim*	5mm

* 5mm between Slimline trim and cladding edge (All around trim) combustible cladding suitable.

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

Cladding between trim and firebox must be non-combustible materials



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/ULPG. 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 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.

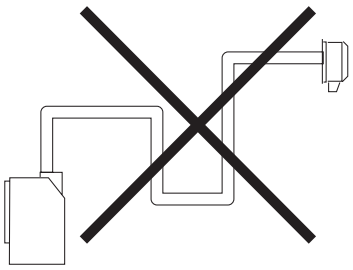
FLUE CONFIGURATIONS

0-5m- Aluminum flexi flue as per 0-5m IOM.
5-10m- Aluminum flexi flue insulated. Refer to 5-10m insulated flue run IOM.
10-13.5m- Poly flue system. Refer to 10-13.5m flue configuration.

FLUE SPECIFICATIONS

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

Note- *U style flue runs must not be installed:*

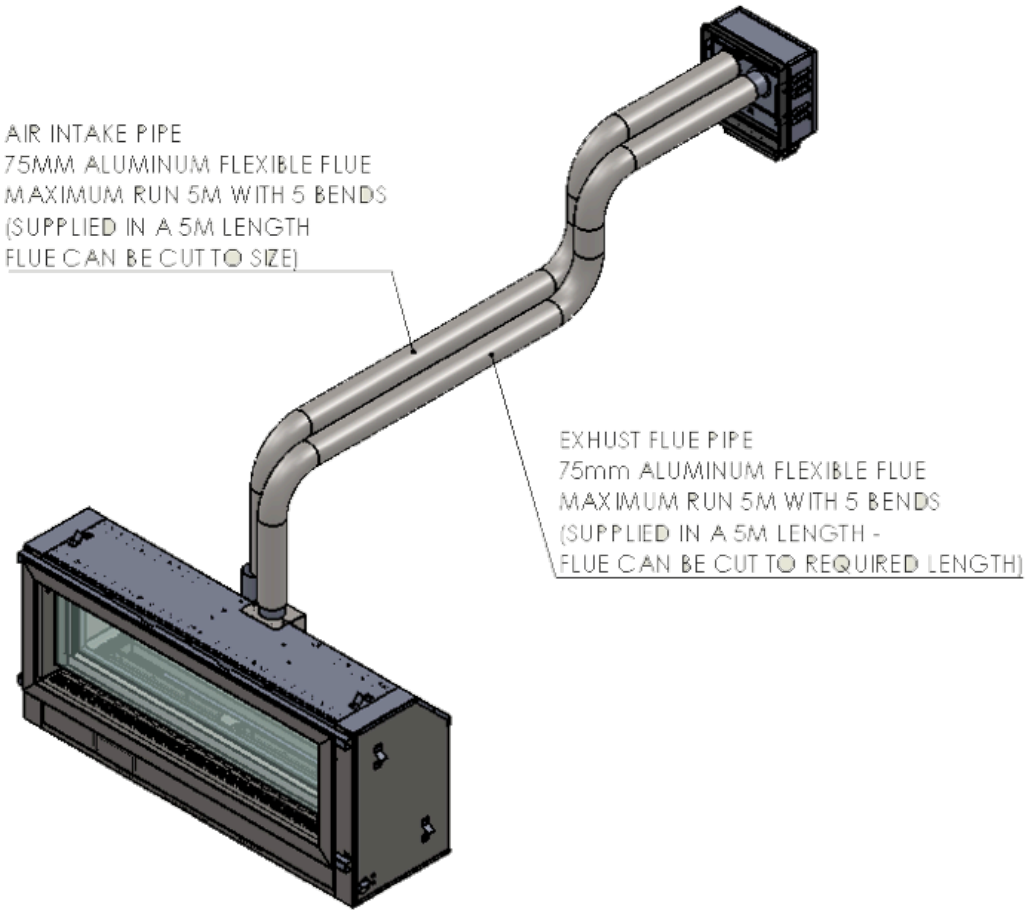


Recommended Silicon – Non-acetic, neutral cure 150°C or higher temperature rated.

Bostik RTV 926 or similar.

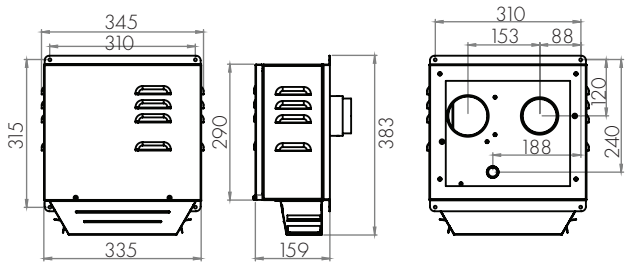
0-5M FLUE CONFIGURATION

0M-5M
EXTERNAL WALL MOUNTED FAN MODULE INSTALLATION



Setup with external fan module with wall termination

Maximum flue length of 5m



1. Wall mounted fan module – terminal must be installed with clearances as specified by AS/NZS 5601.1 Clause 6.9.3.

2. Run exhaust flue and air intake flue as required Maximum run 5m. Maintain clearances to combustibles.

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 200°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).



Feed power cable through wall and into wall terminal.



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

Fit flue clamp over flue (loosely).

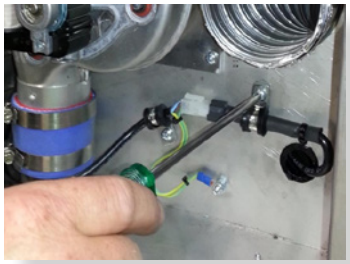


Slide flue onto connection spigot fully. Tighten clamp fully. Wipe excess silicon, visually check connection to ensure connection is fully sealed.



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

Mount flue terminal to wall.



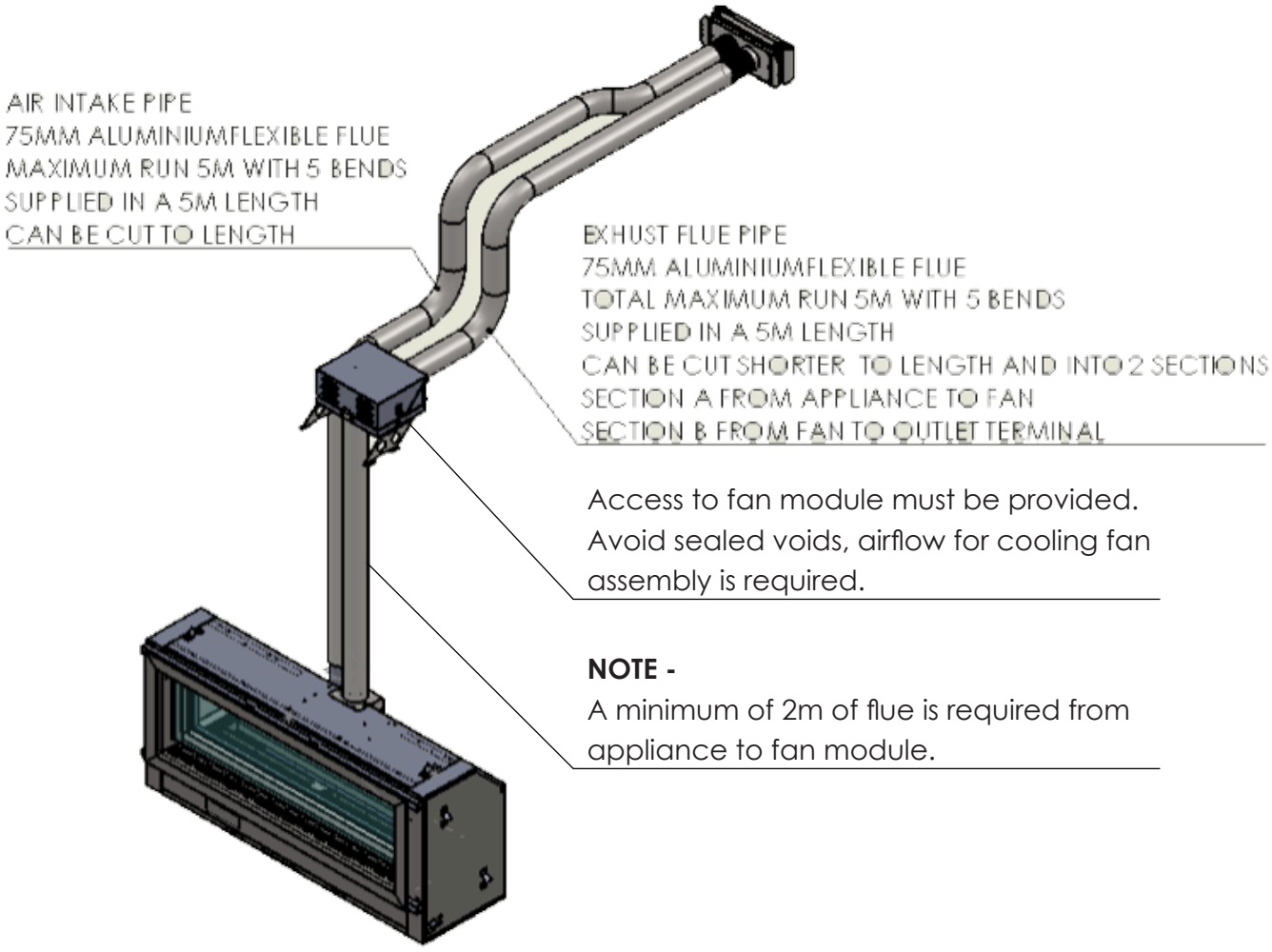
Connect power cable connector.

Fit cable clamp to cable.



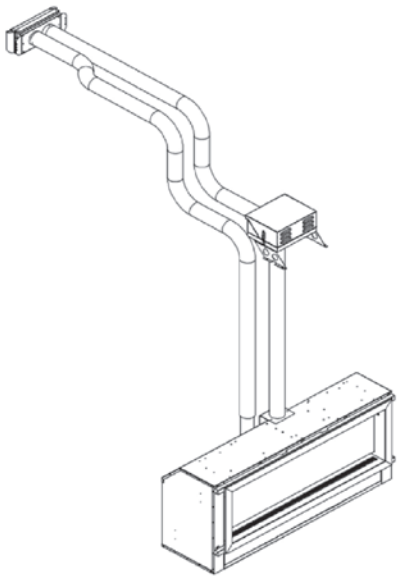
Fit front cover.

0M-5M
INTERNAL FAN AND WALL TERMINATION INSTALLATION



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

Maximum 5m flue length



NOTE- CRITICAL INSTALL REQUIREMENT

Fan module to be installed minimum 2m from appliance. A minimum of 2m of flue must be installed between the appliance and the fan module.

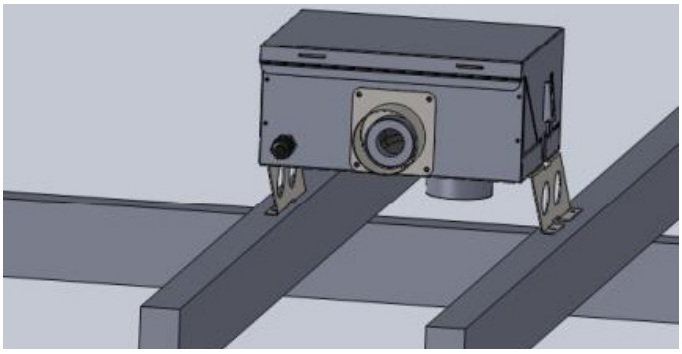
Wall termination

1. Wall terminal must be installed with clearances as specified by AS/NZS 5601.1 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.





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).

NOTE- A minimum of 2m of flue must run from appliance to inlet 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 connection to underside of fan module.



Repeat for air intake flue connection.



Fan module outlet connection

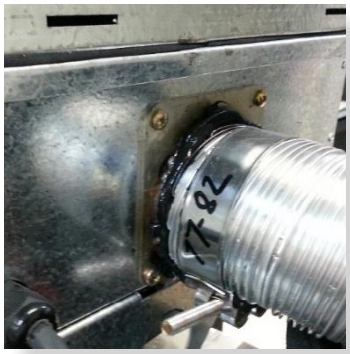
Cut tube to length where required. Ensure ends are burr free and round, test fit flue will slide over connection.



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).



Slide flue onto connection spigot fully.

Tighten clamp fully.

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

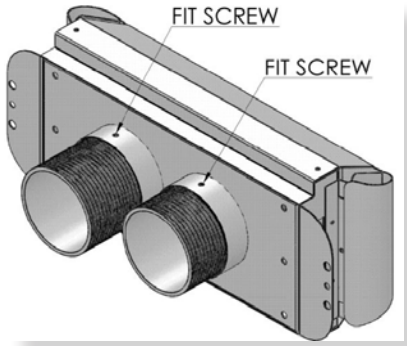


6. Connect power lead to fan module. Ensure lead is clipped to support where required.

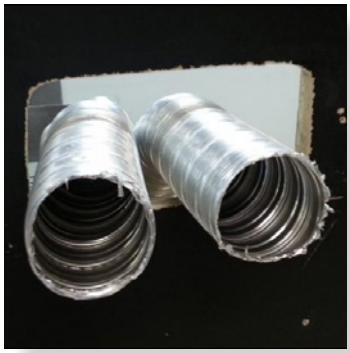
Do not use connection to support lead.

Connection to wall terminal

Loose fit connections (wall termination connections)





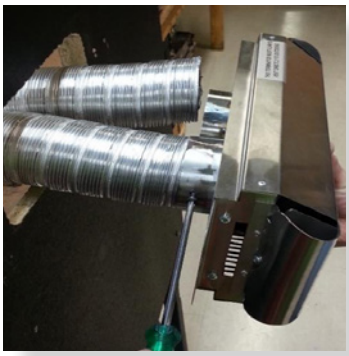


Locate terminal on wall and predrill mounting holes where required.

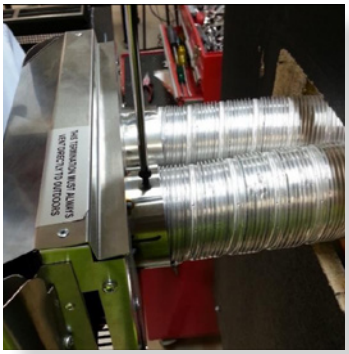
Cut flue exhaust tube (hot tube) to length (Flue must extend a minimum of 50mm past the exit face of wall.) It is recommended that the tubes are cut slightly longer and pushed back into wall upon fixing of wall terminal. Allow flue movement between terminal and last flue hanging clip.

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.

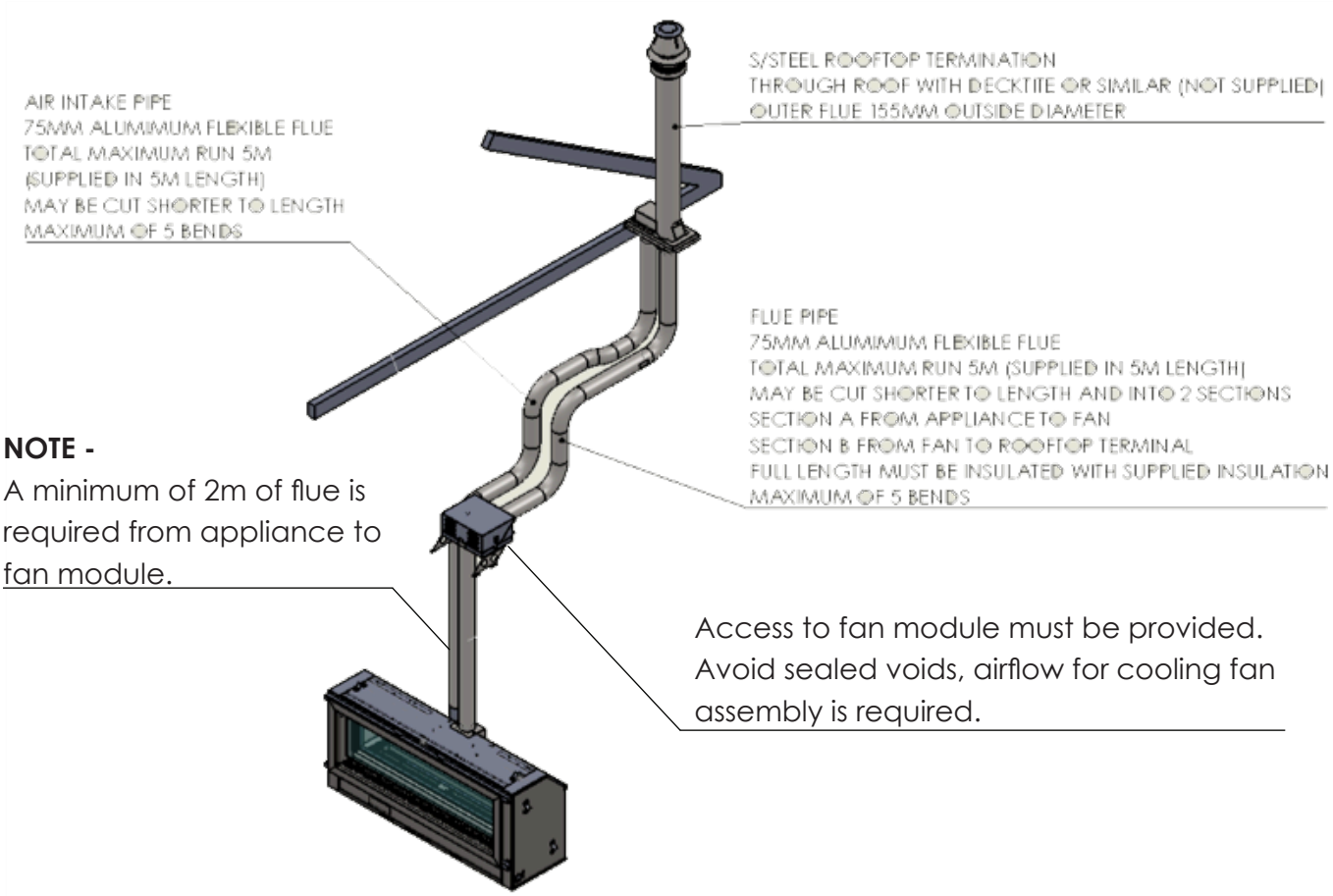


Feed hot exhaust flue into connection, ensure inserted 50mm. Fit retaining screw from below.



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

0M-5M
INTERNAL FAN & ROOF 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.

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

Maximum 5m flue length

Note- fan module can be appliance mounted or mid mounted when finishing with the rooftop termination.

NOTE- CRITICAL INSTALL REQUIREMENT

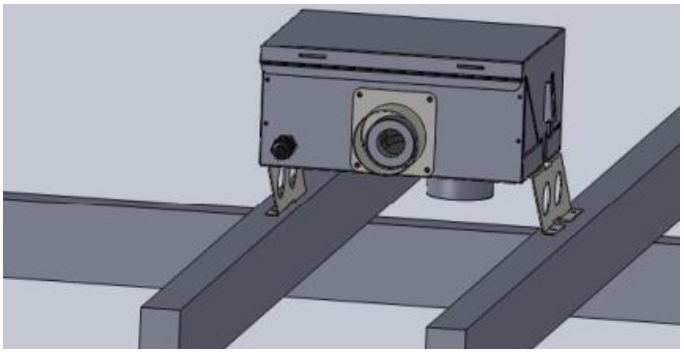
Fan module to be installed minimum 2m from appliance. A minimum of 2m of flue must be installed between the appliance and the fan module.

Rooftop termination

1. Rooftop termination must be installed with clearances as specified by AS/NZS 5601.1.

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).





Run flue from appliance to bottom entry on 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.

NOTE- A minimum of 2m of flue must run from appliance to inlet of fan module.



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.



Repeat for air intake flue connection.



4. Fan module outlet connection

Cut tube to length where required.

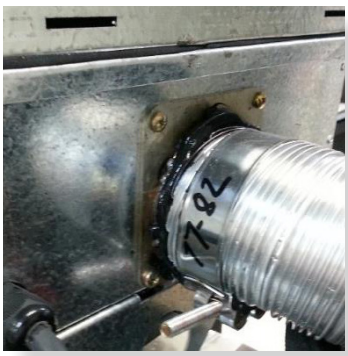
Ensure ends are burr free and round, test fit flue will slide over connection.



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)

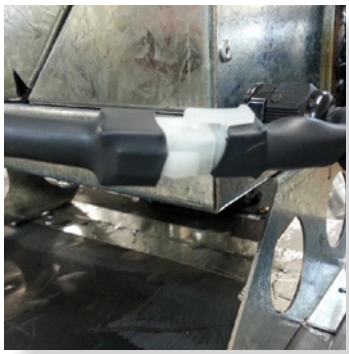
Fit flue clamp over flue (loosely).



Slide flue onto connection spigot fully.

Tighten clamp fully.

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

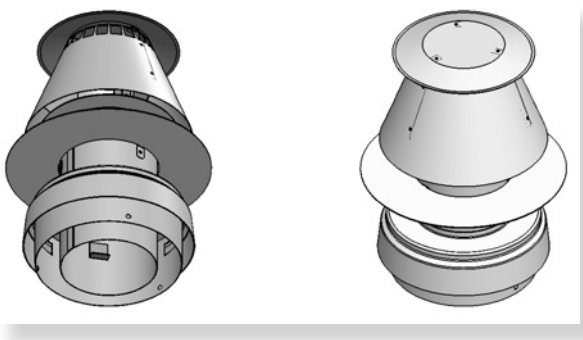


5. Connect power lead to fan module. Ensure lead is clipped to support where required.

Do not use connection to support lead.

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.

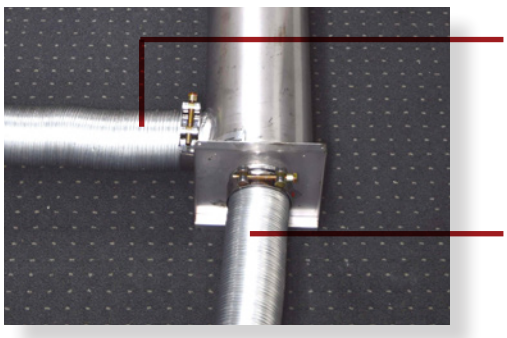
Install supports for base of penetration kit.



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).



Slide flue onto connection spigot fully.

Tighten clamp fully.

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



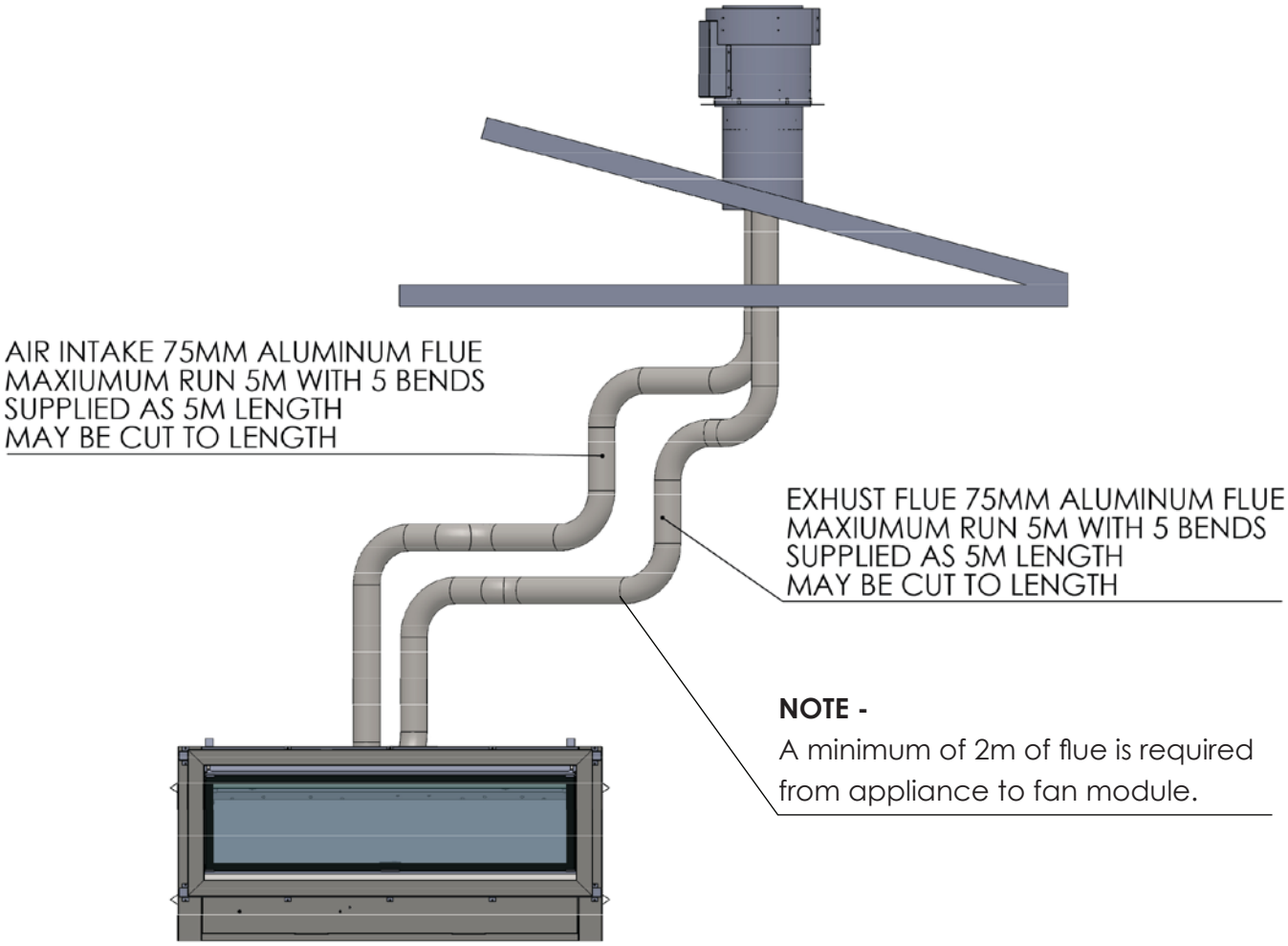
IMPORTANT- Apply silicon bead between inner connection of cowl and flue pipe to seal inner flue to cowl. Outer does not require sealing.

Fit roof sealing method (Decktite or similar).

Ensure flue is supported and clipped where required.

Screw or rivet in 3 places to hold in place.

0M-5M
ROOFTOP TERMINATION WITH EXTERNAL MOTOR



Setup with external rooftop termination

Maximum 5m flue length

NOTE- CRITICAL INSTALL REQUIREMENT

Fan module to be installed minimum 2m from appliance. A minimum of 2m of flue must be installed between the appliance and the fan module.

Rooftop termination

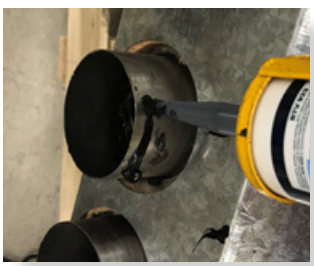
1. Rooftop fan module – Terminal must be installed with clearances as specified by AS/NZS 5601.1 Clause 6.9.3

2. Run exhaust flue and air intake flue as required

3. **Maximum run 5mts.** Flues can be run next to each other. Maintain the required clearances to combustibles.







On the heater connection end - Fit clamp loosely & apply silicon inside the pipes. Apply an 8mm silicon bead fully around the inside of the flue and on the heater spigot. Smear the silicon around the spigot and pipe.

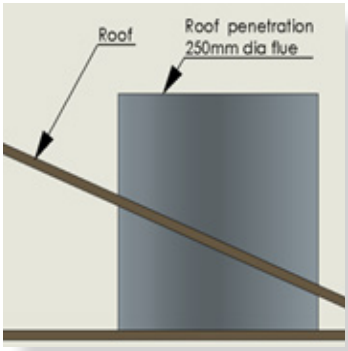
Recommended Silicon – Non-acetic, neutral cure 200°C or higher temperature rated. Bostik RTV 926 or similar.



Slide flue onto connection spigot fully. Tighten clamp fully. Wipe excess silicon, visually check connection to ensure connection is fully sealed.

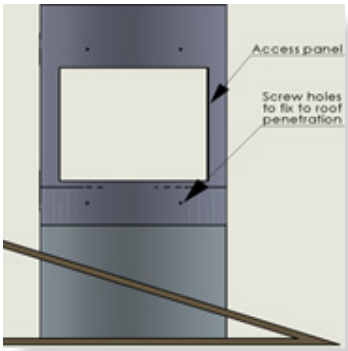
Repeat above with air intake flue pipe to heater connection.

Clip flues as required to provide adequate support.



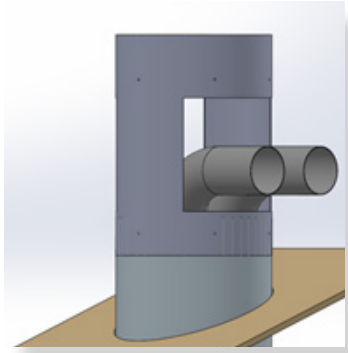
Insert the roof penetration and fix firmly to the roof structure using appropriate supports.

The roof penetration flue is a 250mm rigid flue.

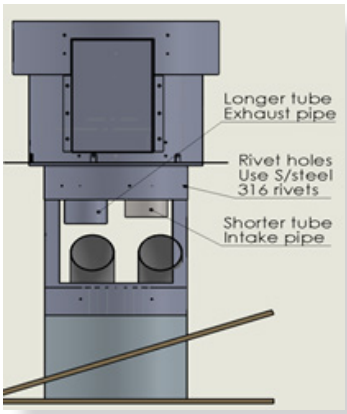


Fit the access panel to the roof penetration.

Use the screw holes fix the access panel to the roof penetration.



Run flue pipes through the access cut outs before fitting the termination on for ease of installation.
(The picture is a reference only. Take care not to flex/ bend the pipe too sharply and risk slitting the pipe)



Fit the termination on to the access panel and match the rivet holes to rivet the termination to the access panel.

Use only the rivets provided.





On the termination end - Fit clamp loosely & apply silicon inside the pipes. Apply an 8mm silicon bead fully around the inside of the flue and on the flue spigot. Smear smoothly around the surfaces.

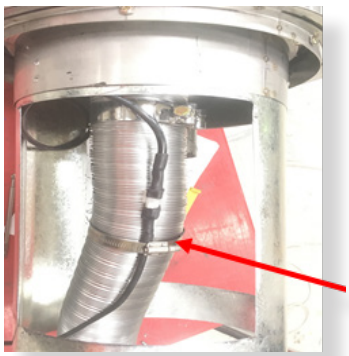
Recommended Silicon – Non-acetic, neutral cure 200°C or higher temperature rated. Bostik RTV 922 or similar.



Slide flue onto connection spigot fully. Tighten clamp fully. Wipe excess silicon, visually check connection to ensure connection is fully sealed.

Ensure that the pipes are connected correctly and are not inverted.

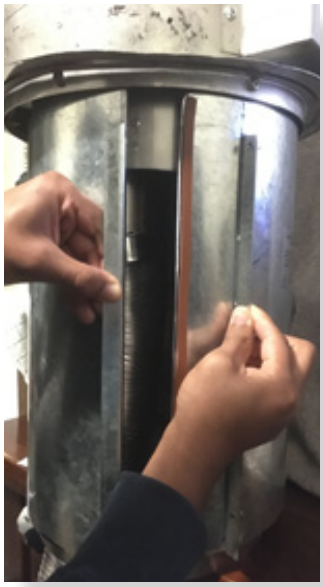
Use the labels to identify exhaust and intake spigots



Connect the fan power cable from the appliance to the termination.

Ensure the cable is clamped only to the intake pipe to secure the cable from hanging loose & touching the hot flue gases pipe.

Use the clamp provided. The clamp can be opened like a collar and fitted around on the flue.



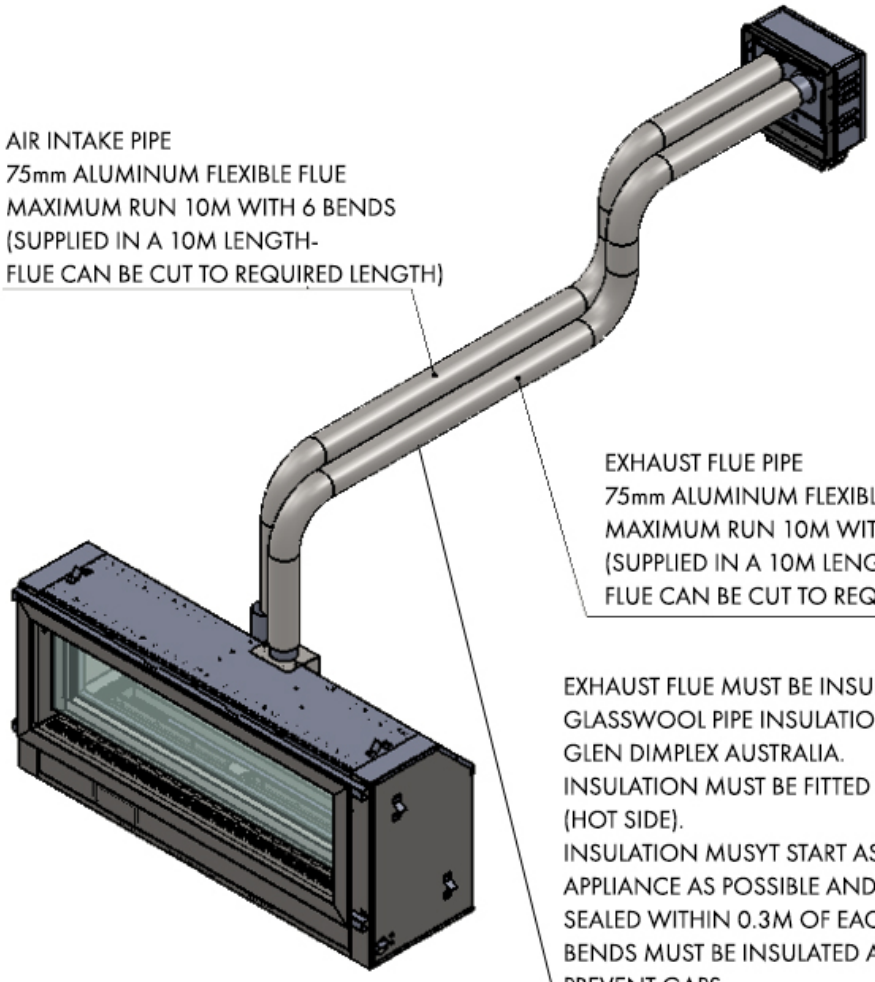


Flex collar and fit around the access panel. Socket the collar all the way up close to the air intake slots Ensure there is a rubber seal top and bottom of the collar.

Use only the screws provided to tightly fit the collar to seal the access panel.

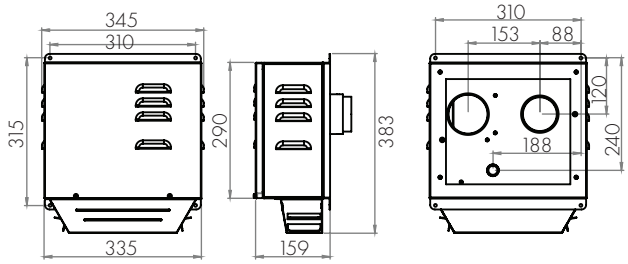
5-10M INSULATED FLUE CONFIGURATION

5-10M
EXTERNAL WALL MOUNTED FAN MODULE INSTALLATION



Setup with external fan module with wall termination

Maximum 10m flue length



1. Wall mounted fan module – terminal must be installed with clearances as specified by AS/NZS 5601.1 Clause 6.9.3.

2. Run exhaust flue and air intake flue as required Maximum run 10m. Flues can be run next to each other. Maintain clearances to combustibles.

3. Insulation Instructions-

   Exhaust flue must be insulated using 25mm glass wool pipe insulation as supplied by Glen Dimplex Australia.
   Insulation must be fitted to exhaust (hot side only).
   Insulation must start as close to appliance as possible (within 300mm).
   Insulation must finish as close to discharge as possible (within 300mm).
   Insulation must run around bends.
   Insulation to be taped to ensure no gaps.
   Insulation may be fitted while running flue or at final stage of installation.
   (shown at flue stage in Instructions)

4. 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 200°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

5. Repeat above with air intake flue pipe to heater connection.

6. Clip flues as required to provide adequate support.

7. 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).



Feed power cable through wall and into wall terminal.



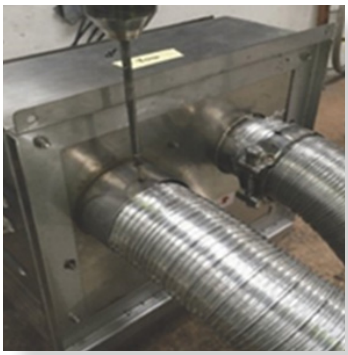
Apply an 8mm silicon bead fully around the inside of the flue end (heater connection end)

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.



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

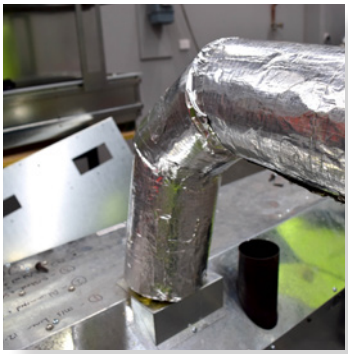
Mount flue terminal to wall.



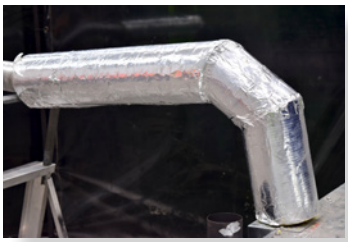
Fit flue exhaust insulation

Insulated with 25mm foil faces glasswool pipe insulation, as supplied by Glen Dimplex Australia.

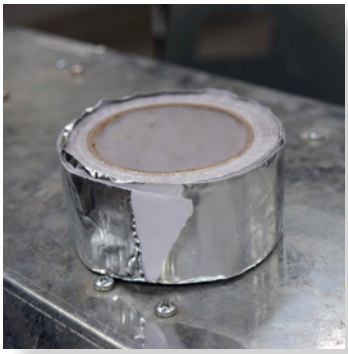
Insulation must start as close to the gas space heater as possible
(Only exhaust flue is to be insulated)



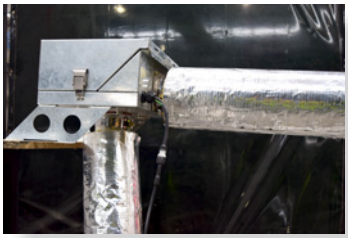
Insulation to be fully closed and sealed along length.



Bends where practical should be insulated, by cutting the insulation into segments and taping together.

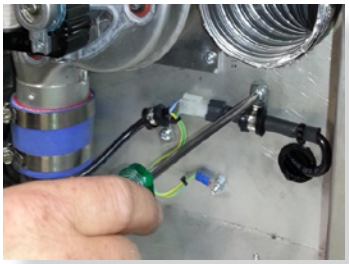


Joins can be taped together using aluminum foil self adhesive tape.



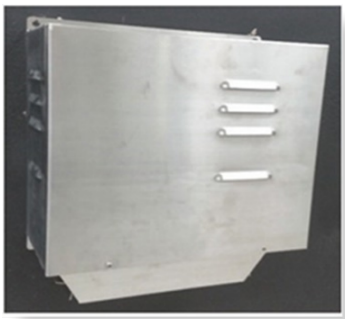
Insulation may be fitted prior and after the inline powerflue fan.

Failure to fit insulation on the exhaust flue may result in condensation failures with the appliance.



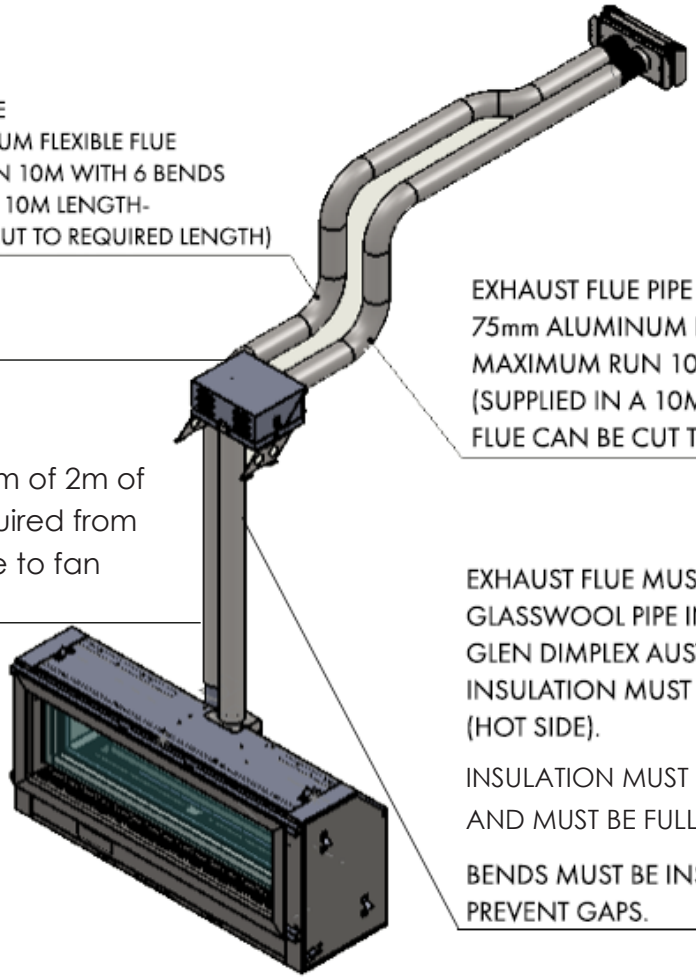
Connect power cable connector.

Fit cable clamp to cable.



Fit front cover.

5M-10M
INTERNAL FAN AND WALL TERMINATION INSTALLATION



AIR INTAKE PIPE
75mm ALUMINUM FLEXIBLE FLUE
MAXIMUM RUN 10M WITH 6 BENDS
(SUPPLIED IN A 10M LENGTH-
FLUE CAN BE CUT TO REQUIRED LENGTH)

EXHAUST FLUE PIPE
75mm ALUMINUM FLEXIBLE FLUE
MAXIMUM RUN 10M WITH 6 BENDS
(SUPPLIED IN A 10M LENGTH-
FLUE CAN BE CUT TO REQUIRED LENGTH)

NOTE -
A minimum of 2m of flue is required from appliance to fan module.

EXHAUST FLUE MUST BE INSULATED USING 25mm GLASSWOOL PIPE INSULATION AS SUPPLIED BY GLEN DIMPLEX AUSTRALIA.
INSULATION MUST BE FITTED TO EXHAUST ONLY (HOT SIDE).

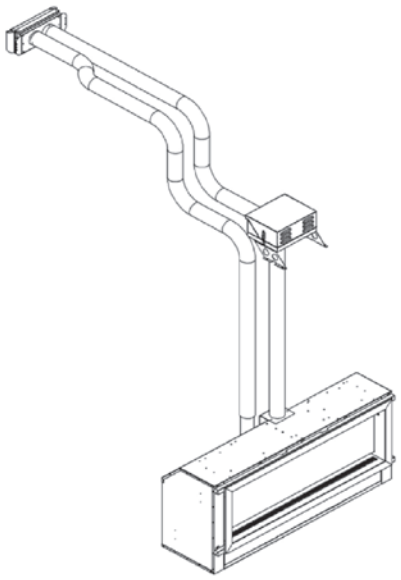
INSULATION MUST START 2M FROM APPLIANCE AND MUST BE FULLY SEALED WITHIN 0.3M OF END

BENDS MUST BE INSULATED AND JOINS TAPED TO PREVENT GAPS.

Access to fan module must be provided. Avoid sealed voids, airflow for cooling fan assembly is required.

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

Maximum 10m flue length



NOTE- CRITICAL INSTALL REQUIREMENT

Fan module to be installed minimum 2m from appliance. A minimum of 2m of flue must be installed between the appliance and the fan module.

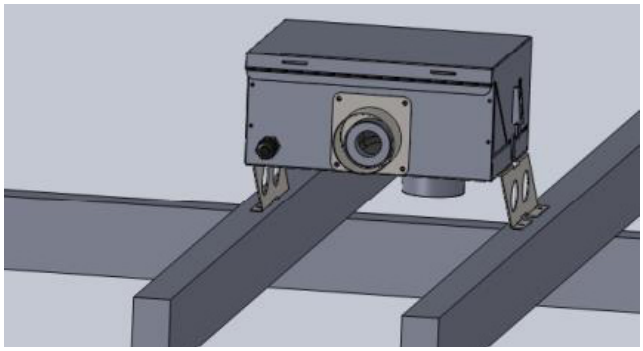
Wall termination

1. Wall terminal must be installed with clearances as specified by AS/NZS 5601.1 Clause 6.9.3

2. Run exhaust flue and air intake flue as required – Maximum total run 10m 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.



5. Insulation Instructions-

   Exhaust flue must be insulated using 25mm glass wool pipe insulation as supplied by Glen Dimplex Australia.
   Insulation must be fitted to exhaust (hot side only).
   Insulation must start as close to appliance as possible (within 300mm).
   Insulation must finish as close to discharge as possible (within 300mm).
   Insulation must run around bends.
   Insulation to be taped to ensure no gaps.
   Insulation may be fitted while running flue or at final stage of installation.
   (shown at flue stage in Instructions)



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.

NOTE- A minimum of 2m of flue must run from appliance to inlet of fan module.



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.



Repeat for air intake flue connection.



Fan module outlet connection

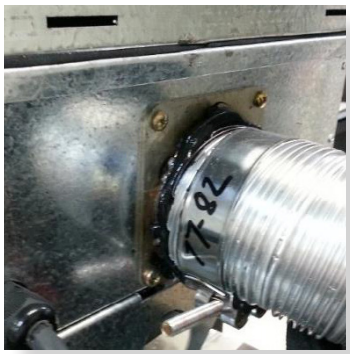
Cut tube to length where required. Ensure ends are burr free and round, test fit flue will slide over connection.



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).



Slide flue onto connection spigot fully.

Tighten clamp fully.

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

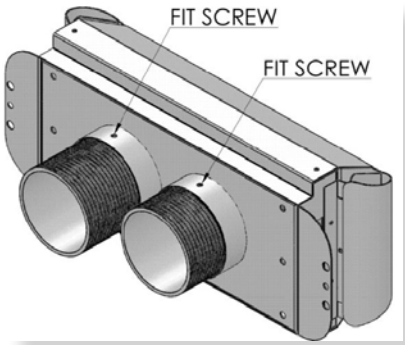


6. Connect power lead to fan module. Ensure lead is clipped to support where required.

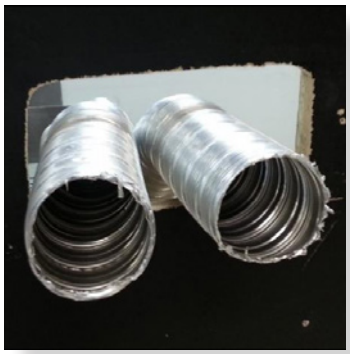
Do not use connection to support lead.

Connection to wall terminal

Loose fit connections (wall termination connections)





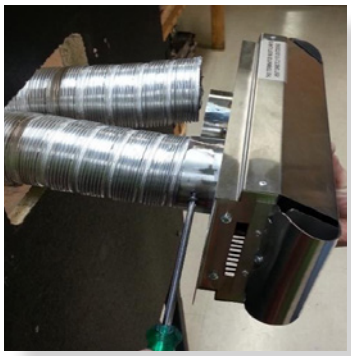


Locate terminal on wall and predrill mounting holes where required.

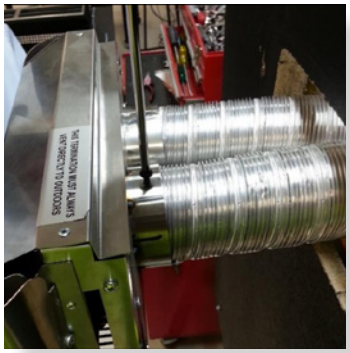
Cut flue exhaust tube (hot tube) to length (Flue must extend a minimum of 50mm past the exit face of wall.) It is recommended that the tubes are cut slightly longer and pushed back into wall upon fixing of wall terminal. Allow flue movement between terminal and last flue hanging clip.

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.



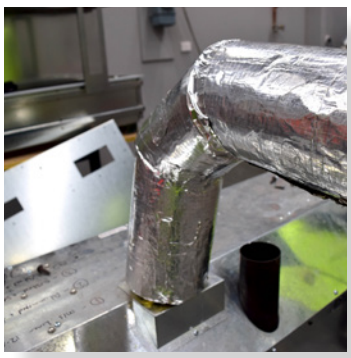
Feed air intake flue into connection, ensure inserted 50mm. Fit retaining screw from below.



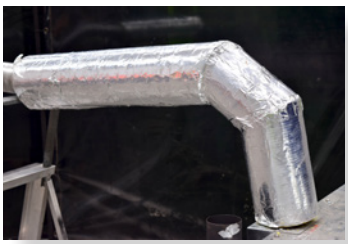
Fit flue exhaust insulation

Insulated with 25mm foil faces glasswool pipe insulation within 0.3m of each end of flue, as supplied by Glen Dimplex Australia.

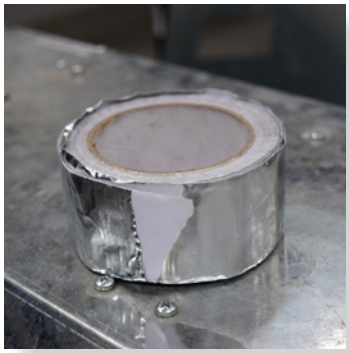
Insulation must start as close to the gas space heater as possible
(Only exhaust flue is to be insulated)



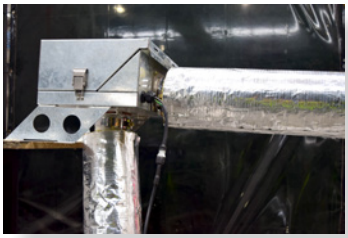
Insulation to be fully closed and sealed along length.



Bends were practical should be insulated, by cutting the insulation into segments and taping together.



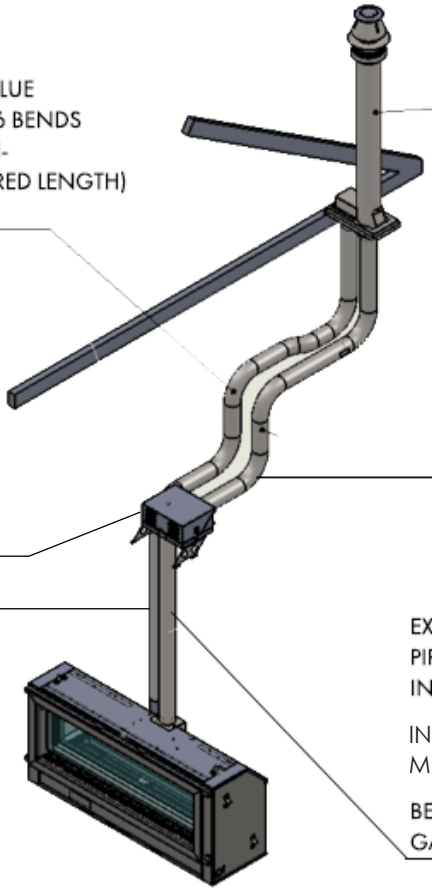
Joins can be taped together using aluminum foil self adhesive tape.



Insulation must be fitted prior and after the inline powerflue fan.

Failure to fit insulation on the exhaust flue may result in condensation failures with the appliance.

5-10M
INTERNAL FAN & ROOF TERMINATION



AIR INTAKE PIPE
75mm ALUMINUM FLEXIBLE FLUE
MAXIMUM RUN 10M WITH 6 BENDS
(SUPPLIED IN A 10M LENGTH-
FLUE CAN BE CUT TO REQUIRED LENGTH)
MAXIMUM OF 5 BENDS

S/STEEL ROOFTOP TERMINATION
THROUGH ROOF WITH DECKTITE OR SIMILAR (NOT SUPPLIED)
OUTER FLUE 155MM OUTSIDE DIAMETER

FLUE PIPE
75mm ALUMINUM FLEXIBLE FLUE
MAXIMUM RUN 10M WITH 6 BENDS
(SUPPLIED IN A 10M LENGTH-
FLUE CAN BE CUT TO REQUIRED LENGTH AND INTO 2 SECTIONS)
SECTION A FROM APPLIANCE TO FAN
SECTION B FROM FAN TO ROOFTOP TERMINAL
FULL LENGTH MUST BE INSULATED WITH SUPPLIED INSULATION
(MAXIMUM OF 5 BENDS)

Access to fan module must be provided. Avoid sealed voids, airflow for cooling fan assembly is required.

EXHAUST FLUE MUST BE INSULATED USING 25mm GLASSWOOL PIPE INSULATION AS SUPPLIED BY GLEN DIMPLEX AUSTRALIA. INSULATION MUST BE FITTED TO EXHAUST ONLY (HOT SIDE).

INSULATION MUST START 2M FROM APPLIANCE AND MUST BE FULLY SEALED WITHIN 0.3M OF END

BENDS MUST BE INSULATED AND JOINS TAPED TO PREVENT GAPS.

NOTE -
A minimum of 2m of flue is required from appliance to fan module.

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

Maximum 10m flue length

Note- fan module can be appliance mounted or mid mounted when finishing with the rooftop termination.

NOTE- CRITICAL INSTALL REQUIREMENT

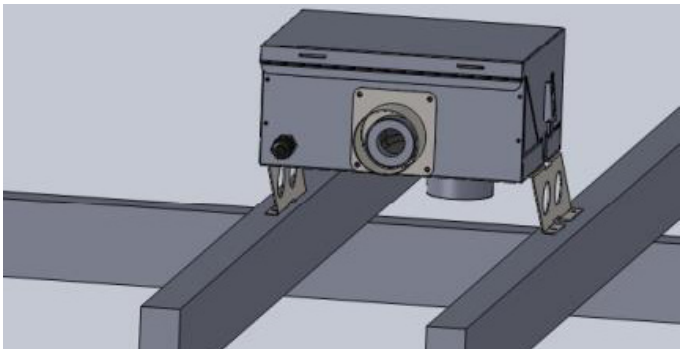
Fan module to be installed minimum 2m from appliance. A minimum of 2m of flue must be installed between the appliance and the fan module.

Rooftop termination

1. Rooftop termination must be installed with clearances as specified by AS/NZS 5601.1.

2. Run exhaust flue and air intake flue as required – Maximum total run 10m 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. Insulation Instructions-

   Exhaust flue must be insulated using 25mm glass wool pipe insulation as supplied by Glen Dimplex Australia.
   Insulation must be fitted to exhaust (hot side only).
   Insulation must start 2m from appliance.
   Insulation must finish as close to discharge as possible (within 300mm).
   Insulation must run around bends.
   Insulation to be taped to ensure no gaps.
   Insulation may be fitted while running flue or at final stage of installation.
   (shown at flue stage in Instructions)



Run flue from appliance to bottom entry on 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).

NOTE- A minimum of 2m of flue must run from appliance to inlet 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 connection to underside of fan module.



Repeat for air intake flue connection.



4. Fan module outlet connection

Cut tube to length where required.

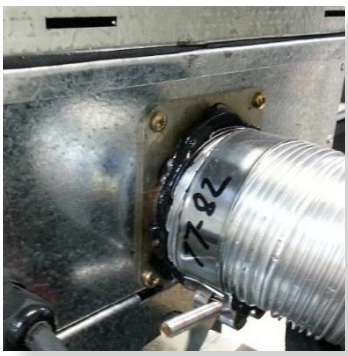
Ensure ends are burr free and round, test fit flue will slide over connection.



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).



Slide flue onto connection spigot fully.

Tighten clamp fully.

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

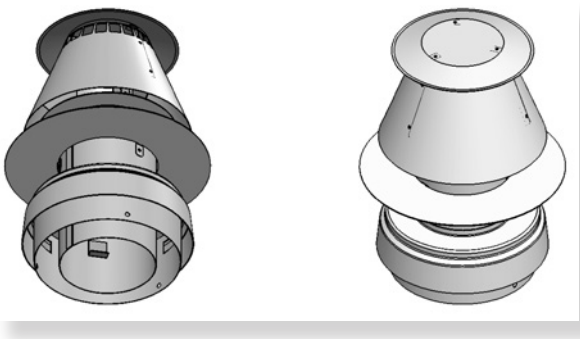


5. Connect power lead to fan module. Ensure lead is clipped to support where required.

Do not use connection to support lead.

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.

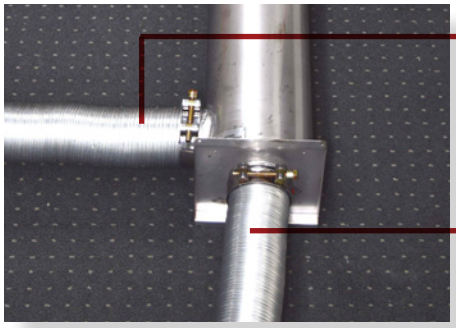
Install supports for base of penetration kit.



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).



Slide flue onto connection spigot fully.

Tighten clamp fully.

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



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).

Ensure flue is supported and clipped where required.

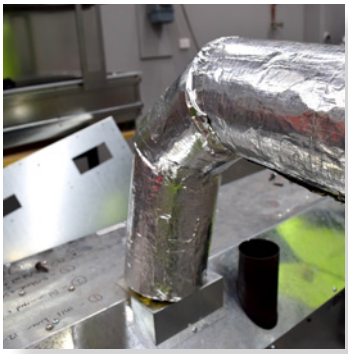
Screw or rivet in 3 places to hold in place.



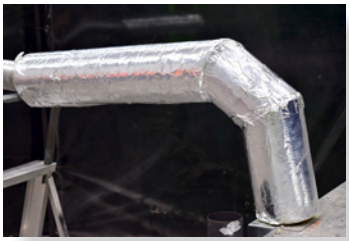
Fit flue exhaust insulation

Insulated with 25mm foil faces glasswool pipe insulation within 0.3m of each end of flue, as supplied by Glen Dimplex Australia.

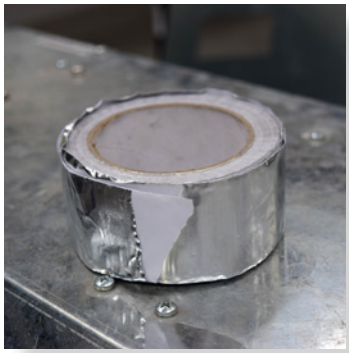
Insulation must start as close to the gas space heater as possible
(Only exhaust flue is to be insulated)



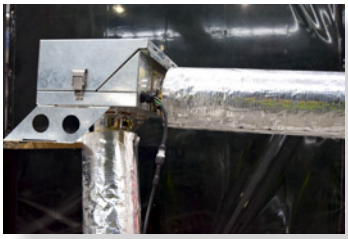
Insulation to be fully closed and sealed along length.



Bends were practical should be insulated, by cutting the insulation into segments and taping together.



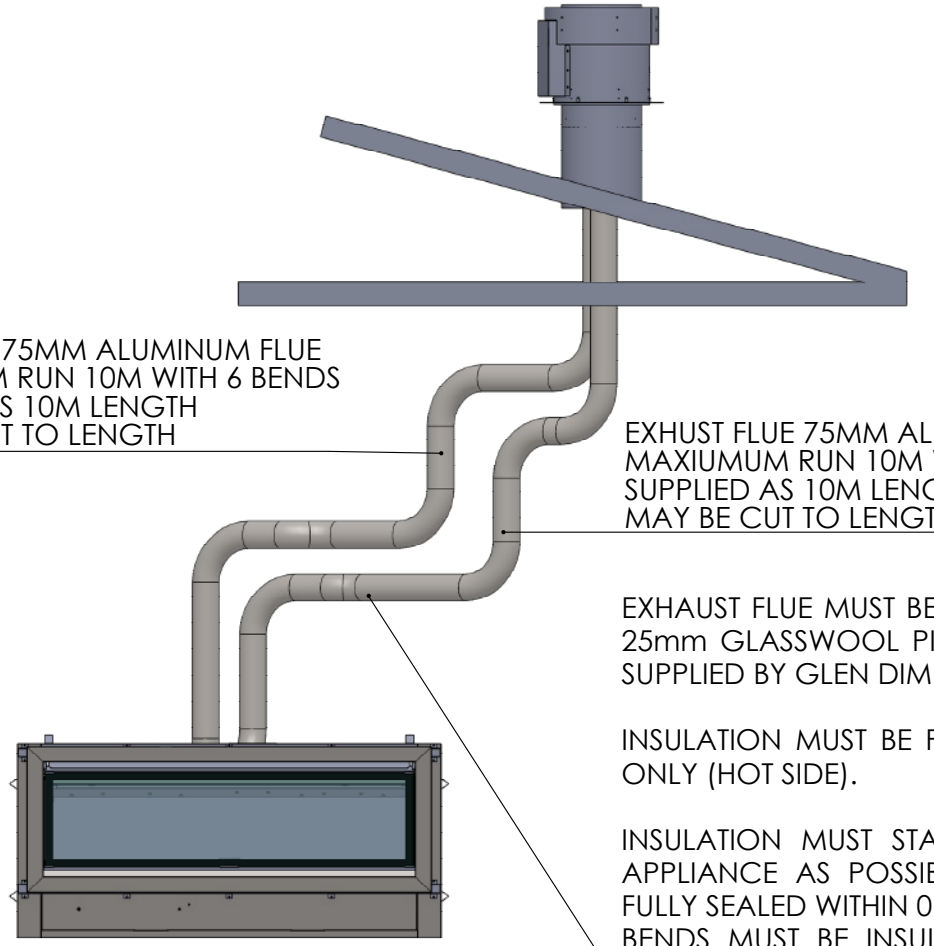
Joins can be taped together using aluminum foil self adhesive tape.



Insulation must be fitted prior and after the inline powerflue fan.

Failure to fit insulation on the exhaust flue may result in condensation failures with the appliance.

5-10M
ROOFTOP TERMINATION WITH EXTERNAL MOTOR



AIR INTAKE 75MM ALUMINUM FLUE
MAXIUMUM RUN 10M WITH 6 BENDS
SUPPLIED AS 10M LENGTH
MAY BE CUT TO LENGTH

EXHUST FLUE 75MM ALUMINUM FLUE
MAXIUMUM RUN 10M WITH 6 BENDS
SUPPLIED AS 10M LENGTH
MAY BE CUT TO LENGTH

EXHAUST FLUE MUST BE INSULATED USING 25mm GLASSWOOL PIPE INSULATION AS SUPPLIED BY GLEN DIMPLEX AUSTRALIA.

INSULATION MUST BE FITTED TO EXHAUST ONLY (HOT SIDE).

INSULATION MUST START AS CLOSE TO APPLIANCE AS POSSIBLE AND MUST BE FULLY SEALED WITHIN 0.3M OF EACH END. BENDS MUST BE INSULATED AND JOINS TAPED TO PREVENT GAPS.

Setup with external rooftop termination

Maximum 10m flue length

Rooftop termination

1. Rooftop fan module – Terminal must be installed with clearances as specified by AS/NZS 5601.1 Clause 6.9.3

2. Run exhaust flue and air intake flue as required

3. **Maximum run 10mts.** Flues can be run next to each other. Maintain the required clearances to combustibles.

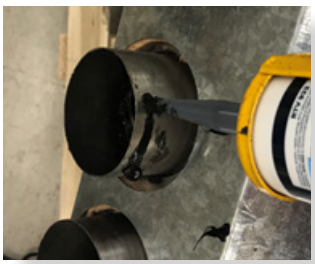
4. Insulation Instructions-

   Exhaust flue must be insulated using 25mm glass wool pipe insulation as supplied by Glen Dimplex Australia.
   Insulation must be fitted to exhaust (hot side only).
   Insulation must start as close to appliance as possible (within 300mm).
   Insulation must finish as close to discharge as possible (within 300mm).
   Insulation must run around bends.
   Insulation to be taped to ensure no gaps.
   Insulation may be fitted while running flue or at final stage of installation.
   (shown at flue stage in Instructions)





On the heater connection end - Fit clamp loosely & apply silicon inside the pipes. Apply an 8mm silicon bead fully around the inside of the flue and on the heater spigot. Smear the silicon around the spigot and pipe.



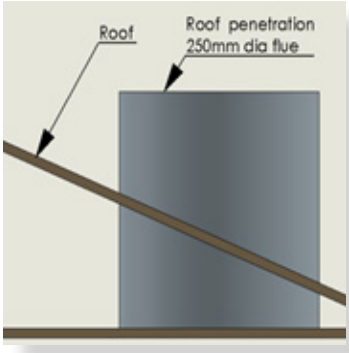
Recommended Silicon – Non-acetic, neutral cure 200°C or higher temperature rated. Bostik RTV 926 or similar.



Slide flue onto connection spigot fully. Tighten clamp fully. Wipe excess silicon, visually check connection to ensure connection is fully sealed.

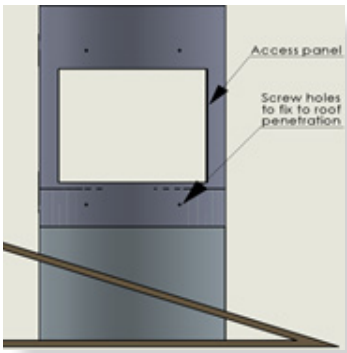
Repeat above with air intake flue pipe to heater connection.

Clip flues as required to provide adequate support.



Insert the roof penetration and fix firmly to the roof structure using appropriate supports.

The roof penetration flue is a 250mm rigid flue.



Fit the access panel to the roof penetration.

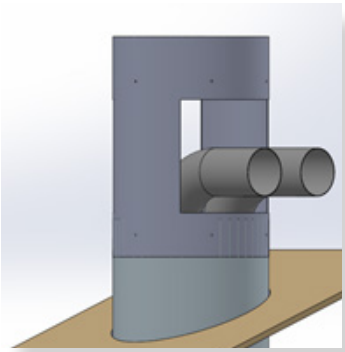
Use the screw holes fix the access panel to the roof penetration.





On the termination end - Fit clamp loosely & apply silicon inside the pipes. Apply an 8mm silicon bead fully around the inside of the flue and on the flue spigot. Smear smoothly around the surfaces.

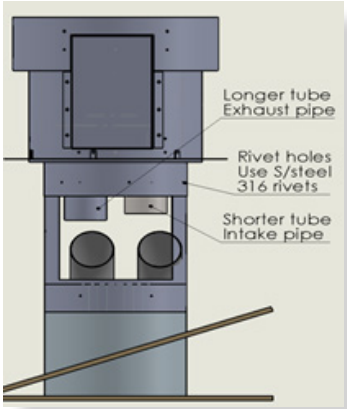
Recommended Silicon – Non-acetic, neutral cure 200°C or higher temperature rated. Bostik RTV 926 or similar.



Run flue pipes through the access cut outs before fitting the termination on for ease of installation.
(The picture is a reference only. Take care not to flex/ bend the pipe too sharply and risk slitting the pipe)

If possible to insulate the flue pipe through the roof penetration, then fit insulation to the exhaust pipe.





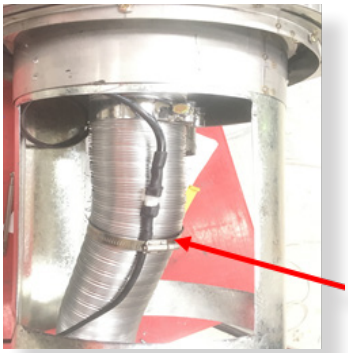
Fit the termination on to the access panel and match the rivet holes to rivet the termination to the access panel.

Use only the rivets provided.

Slide flue onto connection spigot fully. Tighten clamp fully. Wipe excess silicon, visually check connection to ensure connection is fully sealed.

Ensure that the pipes are connected correctly and are not inverted.

Use the labels to identify exhaust and intake spigots



Connect the fan power cable from the appliance to the termination.

Ensure the cable is clamped only to the intake pipe to secure the cable from hanging loose & touching the hot flue gases pipe.

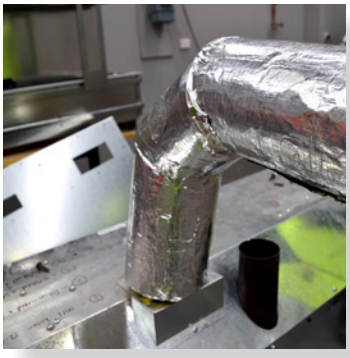
Use the clamp provided. The clamp can be opened like a collar and fitted around on the flue.



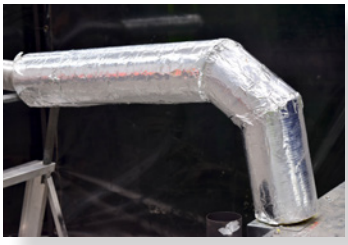
Fit flue exhaust insulation

Insulated with 25mm foil faces glasswool pipe insulation within 0.3m of each end of flue, as supplied by Glen Dimplex Australia.

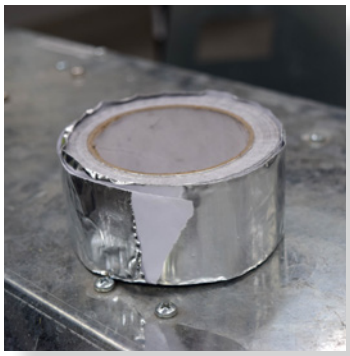
Insulation must start as close to the gas space heater as possible
(Only exhaust flue is to be insulated)



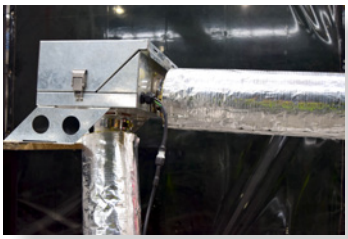
Insulation to be fully closed and sealed along length.



Bends were practical should be insulated, by cutting the insulation into segments and taping together.

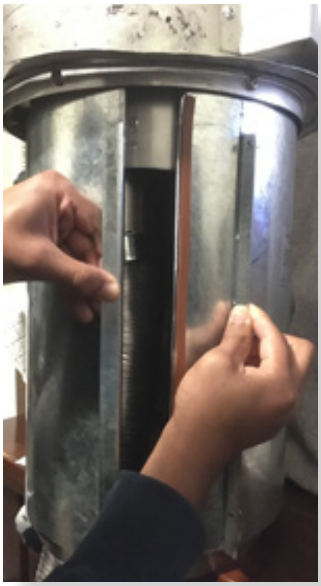


Joins can be taped together using aluminum foil self adhesive tape.



Insulation must be fitted prior and after the inline powerflue fan.

Failure to fit insulation on the exhaust flue may result in condensation failures with the appliance.





Flex collar and fit around the access panel. Socket the collar all the way up close to the air intake slots Ensure there is a rubber seal top and bottom of the collar.

Use only the screws provided to tightly fit the collar to seal the access panel.

10-13.5M
POLYPROPYLENE FLUE CONFIGURATION

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

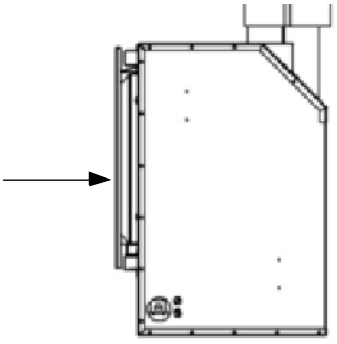
INSTALLATION CLEARANCES

Clearances from combustible materials

Floor	0mm
Sides	25mm
Top	25mm
Flue outer	25mm
Front	25mm
Back	25mm

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

Combustible cladding may be installed between trim and firebox. Cladding must be suitable for the appliance and higher temperatures.



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 exceed maximum rated pressures.

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

Test for gas leaks prior to operating appliance.

Check gas pressures and adjust if incorrect.

FLUE CONFIGURATIONS

0-5m- Aluminum flexi flue as per 0-5m IOM.
5-10m- Aluminum flexi flue insulated. Refer to 5-10m insulated flue run IOM.
10-13.5m- Poly flue system. Refer to 10-13.5m flue configuration.

Where lengths greater than 5m are required the inlet is run completely in aluminum flexible flue, the first 5m of the outlet flue is run in flexible aluminum flue, then a poly flue system is used that requires drainage points to waste for condensation removal. – Note drain fall direction is different for rooftop flues. – Refer 10-13.5m Rooftop instruction.

Aluminum flue connections must be sealed with a suitable sealant.

Recommended Silicon – Non-acetic, neutral cure 200degc or higher temperature rated.

Bostik RTV 926 or similar

Run air intake flue as required – Maximum run 14m. Flues can be run next to each other.

Maintain clearances to combustibles.

FLUE TERMINATION LOCATION

This section is used to determine where your 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.

Condensate Disposal

Where possible the condensate drainage pipe should terminate at a suitable foul water discharge point, eg. waste drain point washing machine waste point etc.

The HepVO waterless trap should be installed where access can be maintained.

A P-trap can be used as an option instead of the HepVo waterless trap.

Do not discharge condensate onto walkways, electrical connections, earth stakes, copper pipes, waterways, ponds etc.

POLY PRO GENERAL INSTALLATION REQUIREMENTS

Refer to specific setups for detailed installation guides.

WARNING

CARBON MONOXIDE POISONING HAZARD. Failure to follow the steps outlined below for each appliance connected to the venting system being placed into operation could result in carbon monoxide poisoning or death.

WARNING

Risk of carbon monoxide poisoning or fire due to joint separation or pipe breakage.

Poly Pro flue systems meets Flame spread/ Smoke ratings <25/<50 (per UL-723 ASTM E-84 and ULC-S102) when used in conjunction with the below noted materials.

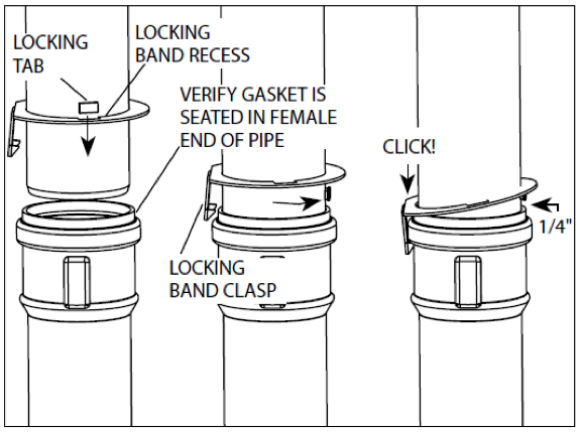
- 3m Fire barrier Plenum wrap 5A+
- Unifrax FyreWrap 0.5 Plenum insulation
- Knauf Insulation – Atmosphere Duct wrap with ECOSE

Use soapy water to lubricate gaskets and tubes.
DO NOT USE petroleum based lubricants.

Joint Connections

Verify the gasket is seated evenly inside the groove in the female end. For PP/Metal pipe with a locking tab, slide locking band on male pipe section. Insert locking tab into locking band recess, rotate button away from locking band clasp, insert pipe sections, push lock band clamp downward into socket, disengage socket/tab 1/4″ - 5/8″ from socket. Screws are not allowed for joint connection. Never penetrate the wall of PolyPro vent pipe.
(Exception - a SS screw may be used outside the building on exterior termination fittings to orient an elbow, etc.)

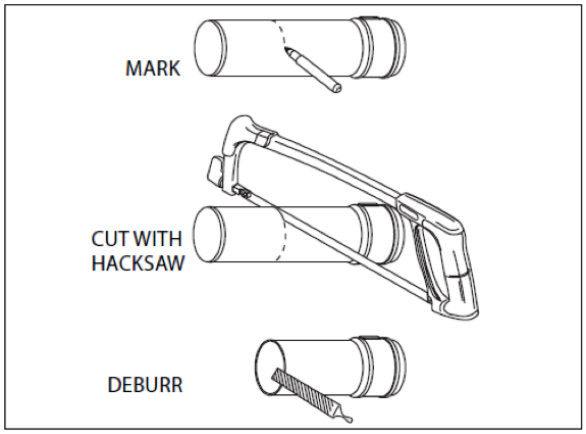
IMPORTANT: *Locking bands are mandatory on all exhaust vent joints.*



Installation

1. Pipe lengths may be cut to length. Use an alternative clamp (PPS-PAC/PPS-LBC) for the connection if a locking tab is removed.

- Cut square (not an angle) to the end of the pipe.
- Remove burrs before assembly.



2. Check with appliance manufacturer for any restrictions or limits on vent length, number of elbows, etc.

3. The slope of the vent pipe must be at least 3° (50mm per meter) back to the appliance.

4. Every horizontal section must be supported.

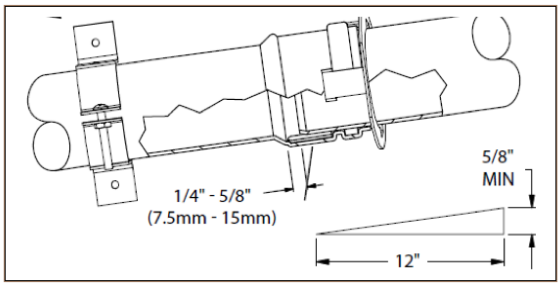
5. The venting system shall be securely supported using suitable hangers. Duravent hardware is recommended; field supplied support hardware suitable to the AHJ is acceptable, hardware must not deform on damage the vent. Make sure the load on the vent system is not supported by the appliance. On Duravent and other certain clamp styles, 1/4″ or greater All-thread may be used as an extension.

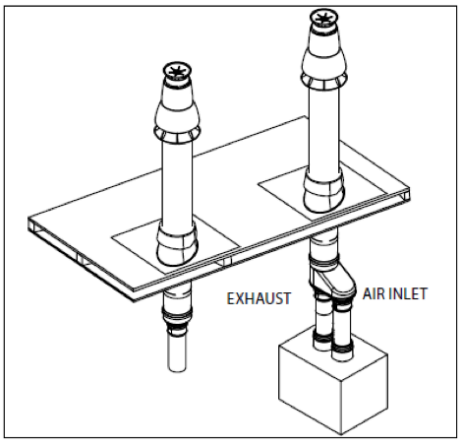
6. Vertical installations must be supported every 3 meters or less.

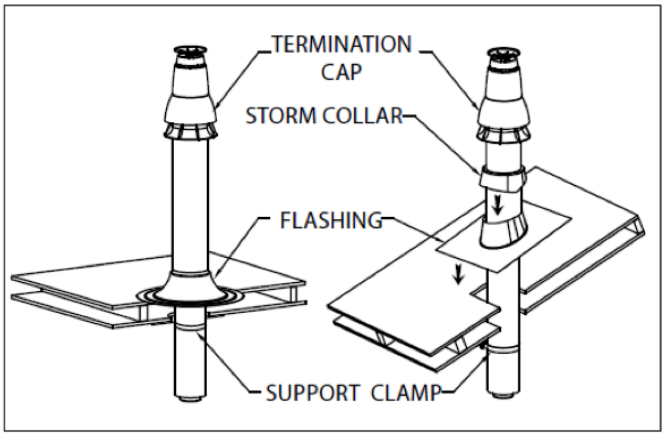
7. Elbows and tees are sufficiently supported when a bracket is fixed at the female end of the connected straight section.

Vertical Concentric

1. Locate penetration.
2. Cut hole in roof.
3. Cut hole in ceiling above appliance.
   Cut hole(s) big enough for pipe in all ceilings above appliance if installing in a multi storey installation.
4. Firestop each ceiling penetration.
5. Attach flashing to roof.
   Slide storm collar onto flashing if using the adjustable roof flashing.
6. Slide vertical termination into flashing from above until seated on flashing.
7. Plumb termination and mount support bracket to structure.



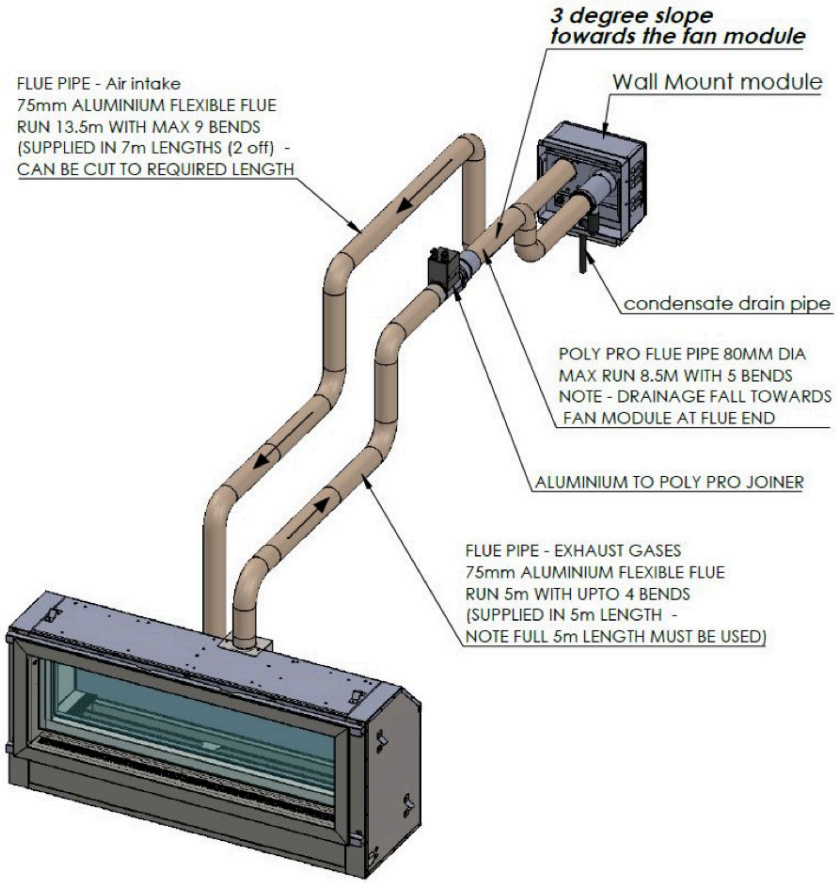



TERMINATION
CAP
STORM COLLAR
FLASHING
SUPPORT CLAMP

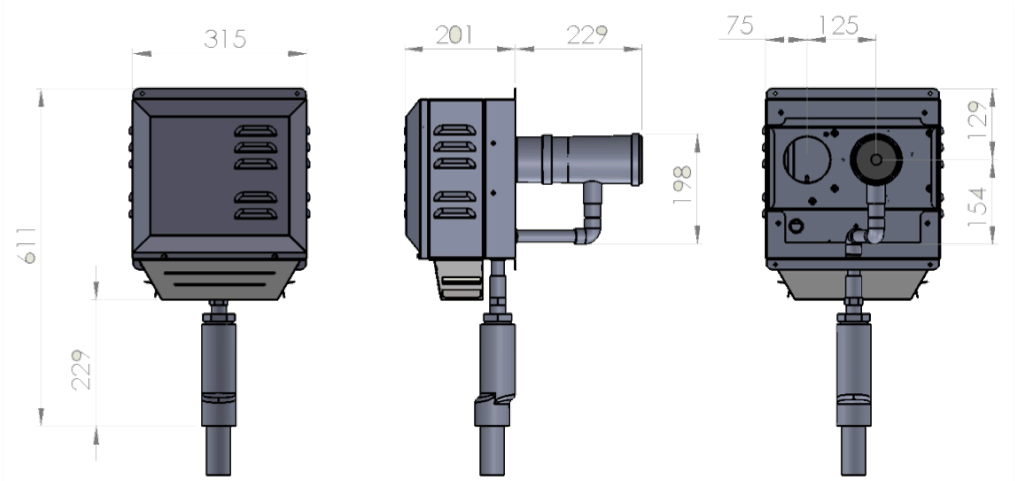
SETUP WITH EXTERNAL WALL MOUNTED FAN TERMINAL

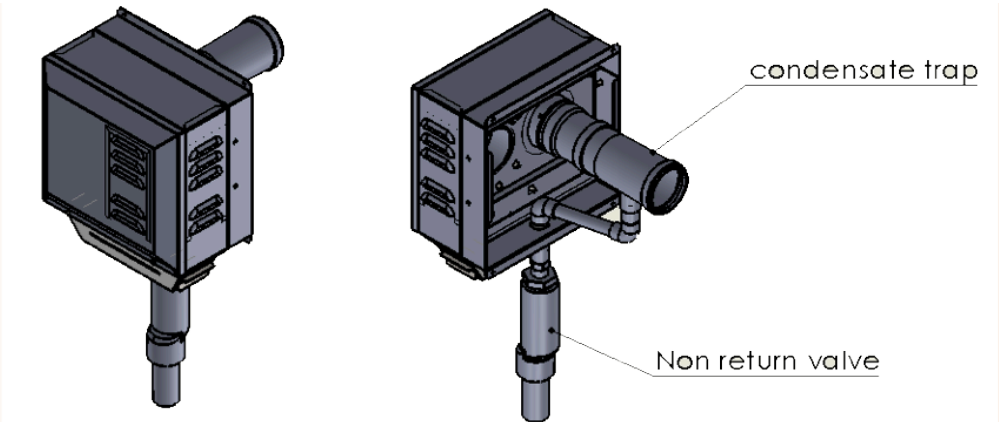
Maximum 13.5m flue length

Instructions are in 3 sections
1. Intake pipe connection
2. Flue exhaust connections
3. Wall mount controller setup



Wall mounted fan terminal





IMPORTANT INSTALLATION NOTES

· Flexi flue must be fully extended to length. 5m for exhaust flue and 2 x 7m for inlet.
· 5m of flexi flue on the exhaust side MUST be used before prior to converting to polypropylene. Failure to do this will result in appliance shutdown.

INTAKE PIPE CONNECTION TO APPLIANCE



Flexi flue is provided for air intake. A maximum of 2 x 7m lengths can be used.

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 200°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

Intake pipe joiner connection





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



Apply an 8mm thick silicon bead fully around both ends of connector approx. 10mm from the ends.



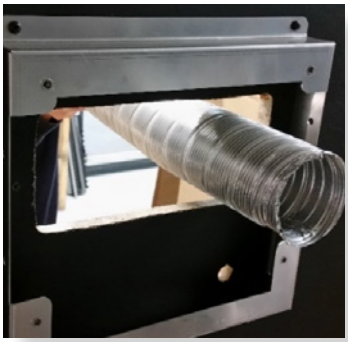
Apply an 8mm silicon bead fully around the inside of the flue end

Fit flue clamp over flue (loosely).



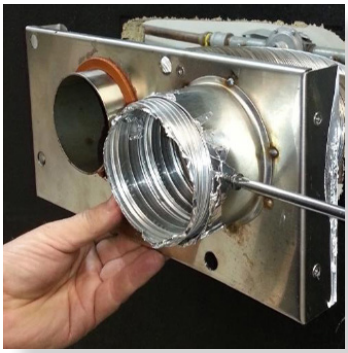
Slide each flue halfway onto connection joiner.
Tighten clamp fully.
Wipe excess silicon, visually check connection to ensure connection is fully sealed.

Intake connection to wall mounted fan terminal



Cut air intake flue to length (Approximately 70mm through wall exit).

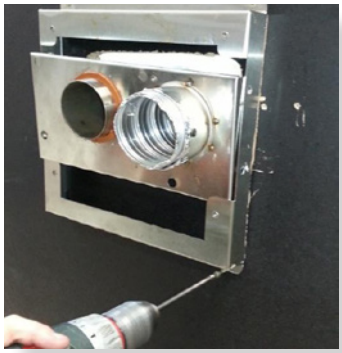
Connection plate will sit against wall.



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

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

Push connection plate into approximate position.



Locate wall mounting bracket into position and affix to wall.



Assemble spigot connection plate assembly to wall mounting bracket. (4 screws)

OUTLET CONNECTION FROM HEATER



Note: The full 5m of flexi flue must be used.

Fully extend the 5m aluminum flexi flue.

NOTE- FULL LENGTH MUST BE USED.

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.

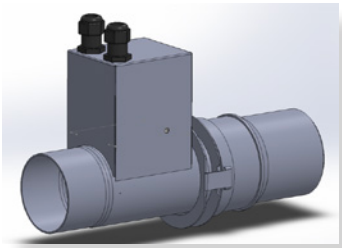
Tighten clamp fully.

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

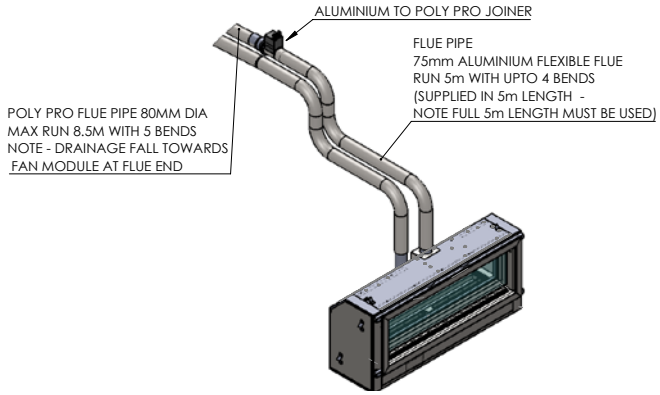


Apply sealant to flue inner and connector.

Aluminum to Poly Pro flue connection

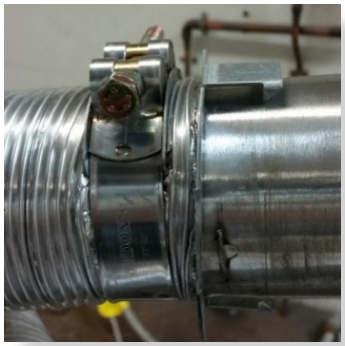


Note: A total of 5m of aluminum flexi flue must be used prior to the joiner. Failure to do this will result in appliance shutdown.





Apply sealant to flue inner and connector.



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.





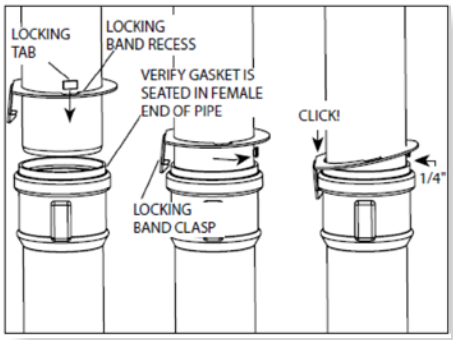
Lubricate the Poly pro with water or soapy water.

Slide the poly onto the joiner connection.

Run Poly to wall mount fan.

Poly Pro to Poly Pro flue connection

Verify gasket is sitting correctly.
Apply a light soapy water film to the gasket and tube end.
Insert pipe fully into end fitting, Pipe will push in smoothly and evenly, should this not occur remove pipe and reset gasket. Reapply light soapy film to ensure easy fit.
Rotate clip so catch is opposite the location tab
Clip catch into place to prevent flue pipes from separating.
Ensure pipes are clipped adequately.
Ensure a minimum of 3deg fall occurs towards the drain end.







Installation

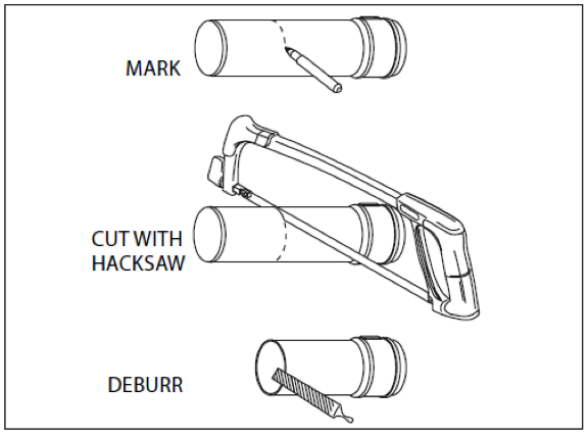
1. Pipe lengths may be cut to length. Use an alternative clamp (PPS-PAC/PPS-LBC) for the connection if a locking tab is removed.

- Cut square (not an angle) to the end of the pipe.
- Remove burrs before assembly.

2. Check with appliance manufacturer for any restrictions or limits on vent length, number of elbows, etc.

3. The slope of the vent pipe must be at least 3° (50mm per meter) back to the appliance.

4. Every horizontal section must be supported.



Poly Pro to wall mounted fan module connection

Ensure mounting plate is affixed to wall bracket.
Verify gasket is sitting correctly in condensate drain connection.
Apply a light soapy water film to the gasket and the tube end.
Insert pipe fully into end fitting, Pipe will push in smoothly and evenly, should this not occur remove pipe and reset gasket. Reapply light soapy film to ensure easy fit.
Tighten hose clamp to restrain flue in place.



Wall Mounted Fan Module Setup

Wall mounted fan module – terminal must be installed with clearances as specified by AS5601.1, Clause 6.9.3.



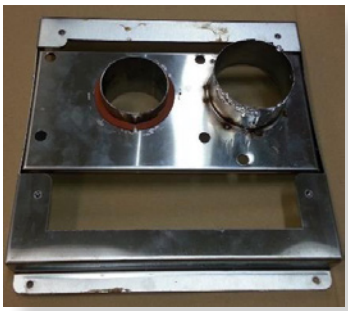
Remove cover from fan terminal

Remove main assembly from the rear wall mounting plate assembly.

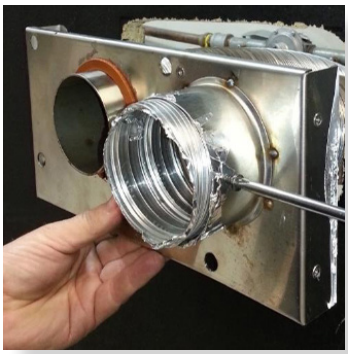
Remove the 5 screws as shown. (Do not remove fan plate screws)



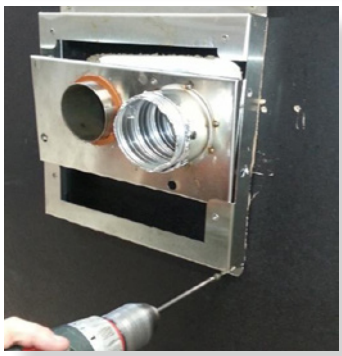
Lift off main fan terminal assembly.



Remove wall mount plate from flue connection plate.



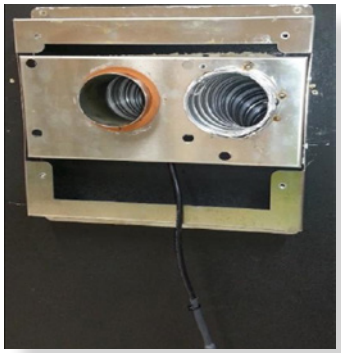
Push connection plate into approximate position.



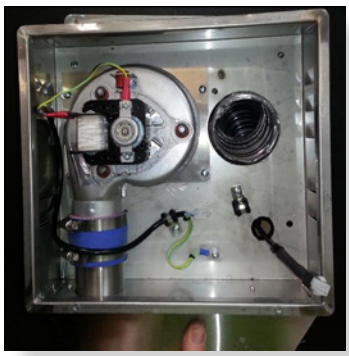
Locate wall mounting bracket into position and affix to wall.



Assemble spigot connection plate assembly to wall mounting bracket. (4 screws)

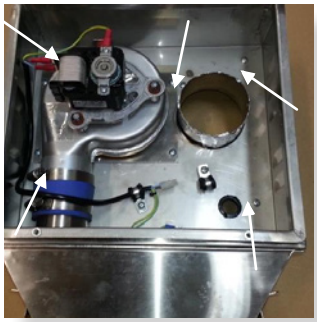


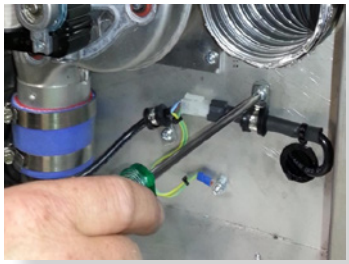
Feed power cable through bottom area of bracket.



Assemble main body assembly onto wall mounting bracket, feed power cable through grommet hole prior to fitting. (refit 5 screws as shown and tighten) Main body assembly must sit flush up against the mounting bracket and seal.

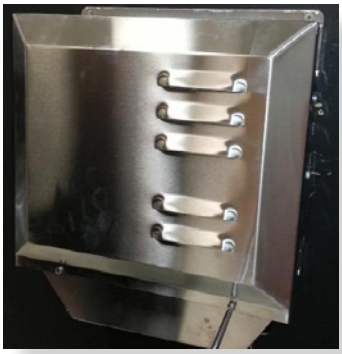






Connect power cable connector.

Fit cable clamp to cable.



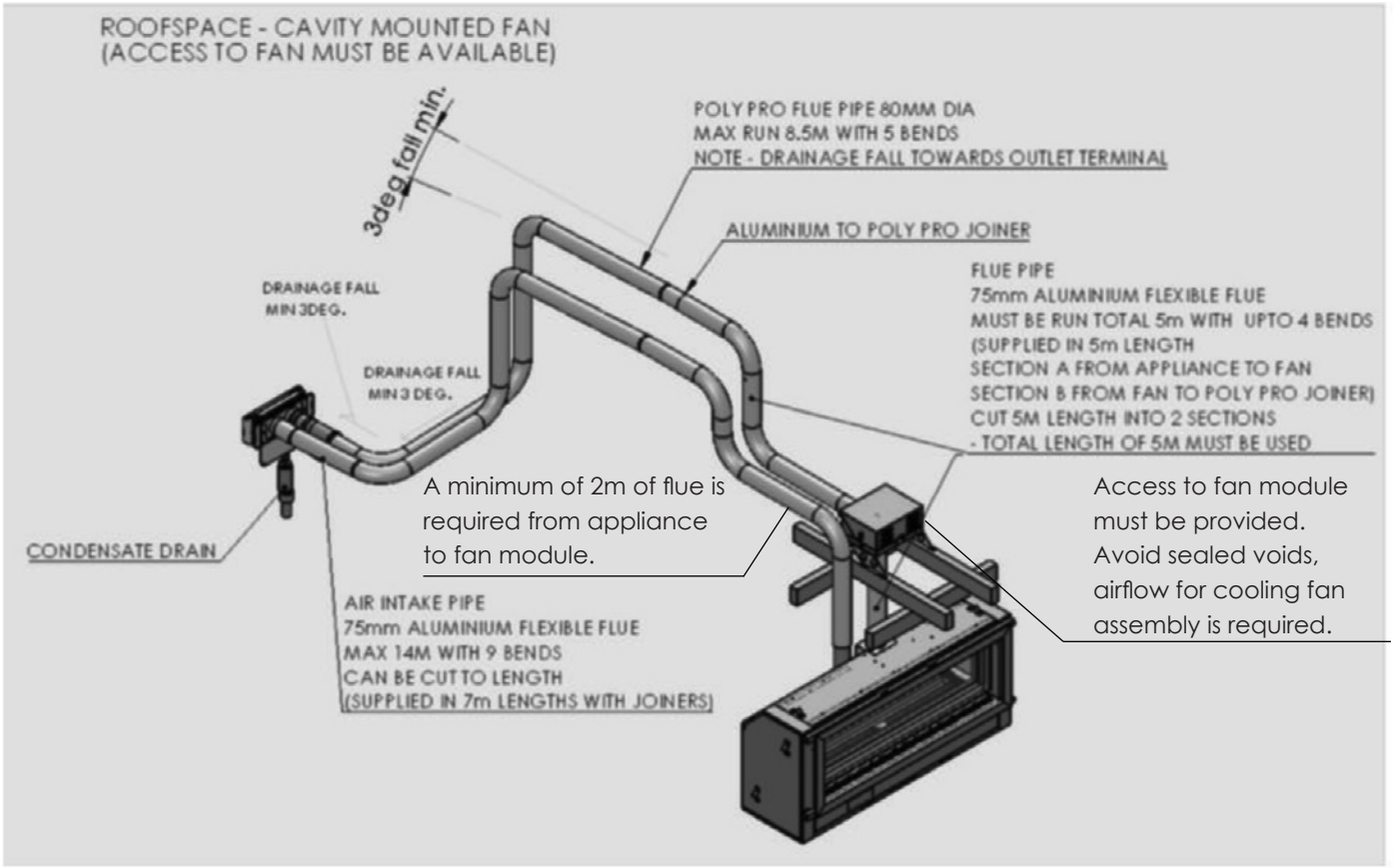
Fit front cover.

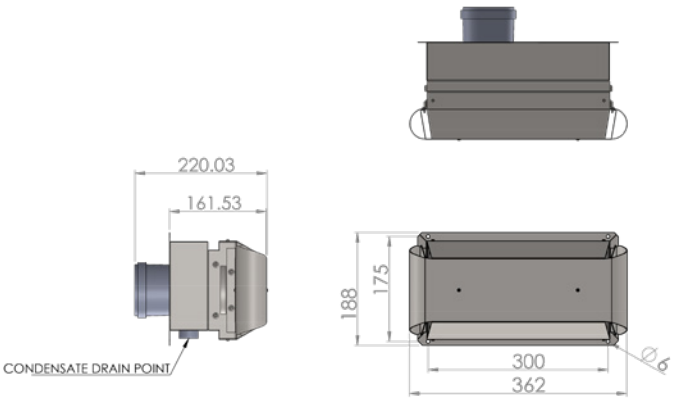
SETUP WITH INLINE MOUNTED FAN AND WALL TERMINAL

Maximum 13.5m flue length

Instructions are in 3 sections
1. Intake pipe connection
2. Flue exhaust connections
3. Wall terminal setup

NOTE – A MINIMUM OF 3 DEG. DRAINAGE FALL MUST BE INSTALLED IN THE POLY PRO FLUE. DRAINAGE DIRECTION IS TOWARDS THE WALL TERMINAL AT THE END OF THE FLUE.





IMPORTANT INSTALLATION NOTES

Flexi flue must be fully extended to length. 5m for exhaust flue and 2 x 7m for inlet.

5m of flexi flue on the exhaust side MUST be used before prior to converting to polypropylene. Failure to do this will result in appliance shutdown.

NOTE- CRITICAL INSTALL REQUIREMENT

Fan module to be installed minimum 2m from appliance. A minimum of 2m of flue must be installed between the appliance and the fan module.

Air intake pipe - Intake pipe connection to appliance



Cut flue to length to suit connection.
Ensure ends are burr free and round, test fit flue will fit over connection.

Recommended Silicon – Non-acetic, neutral cure 200°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.



Flexi flue is in 7m lengths. A maximum of 2 lengths can be used.

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

Air intake pipe - Intake pipe joiner connection





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



Apply an 8mm thick silicon bead fully around both ends of connector approx. 10mm from the ends.



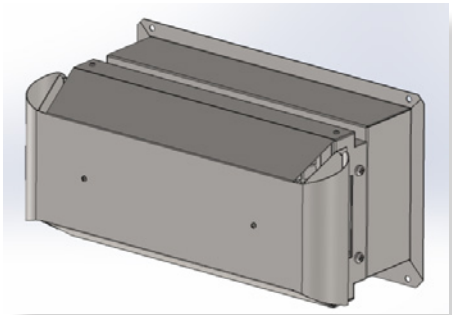
Apply an 8mm silicon bead fully around the inside of the flue end

Fit flue clamp over flue (loosely).



Slide each flue halfway onto connection joiner.
Tighten clamp fully.
Wipe excess silicon, visually check connection to ensure connection is fully sealed.

Air intake pipe - Intake connection to wall mounted fan terminal



Locate terminal on wall and pre-drill mounting holes where required.

Cut flue inlet 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.

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

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

Push terminal into approximate position and affix onto wall.

NOTE- A minimum of 2m of flue must run from appliance to inlet of fan module.

Flue Exhaust Connections - Connection to fan module at appliance



Check flue piece for correct shape and fitment onto appliance spigot.

FOR DIRECT MOUNT CUT 65MM – Otherwise cut the required length.

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

Recommended Silicon – Non-acetic, neutral cure 200 degc 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 thick silicon bead fully around the lower fan connection spigot approx. 10mm from the end.









Turn fan assembly upside down and slide 65mm flue section fully onto spigot.

Fit flue clamp and tighten clamp fully.

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



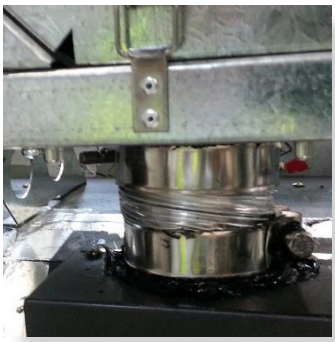
(Note 90° left connection is not available and must be done using the 90° right connection fan location and placing a bend in the flue to head in the LH direction.

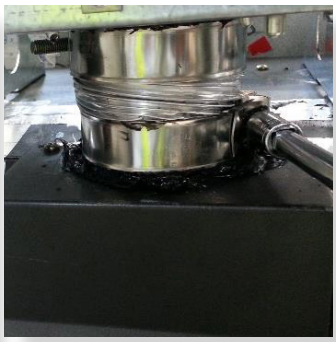
Fit 2nd flue clamp loosely onto the 65mm section of flue.

Lift fan assembly into appliance and locate onto flue connection. Insert fully. Locate fan in the required direction. Screw fan assembly down onto the appliance. (Screws prefitted into holes are located on the appliance for direct out back connection and 90° to right connection.)

Locate 2nd clamp onto lower connection and tighten clamp fully.

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





Where fan sits higher, ensure fan assembly is supported on a frame. Where timber framing is used clearances to flue and fan box must be maintained.

Flue Exhaust Connections - Fit hot exhaust flue pipe from outlet termination to fan outlet connection



Cut flue to length to suit connection.
Ensure ends are burr free and round, test fit flue will fit over connection.

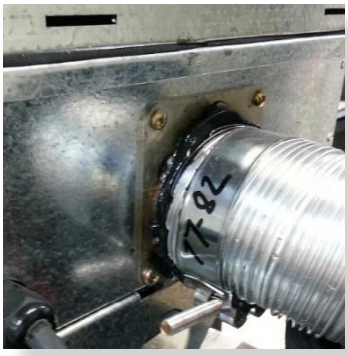
5m of flexi flue on the exhaust side MUST be used before prior to converting to polypropylene. Failure to do this will result in appliance shutdown.



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.

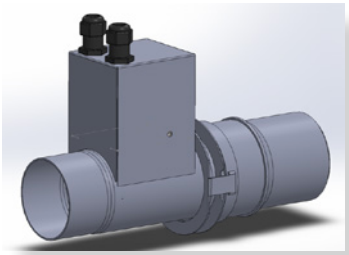
Wipe excess silicon, visually check connection to ensure connection is fully sealed.



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

Do not use connection to support lead.

Flue Exhaust Connections - Aluminum to Poly Pro flue connection



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



Apply sealant to flue inner and connector.

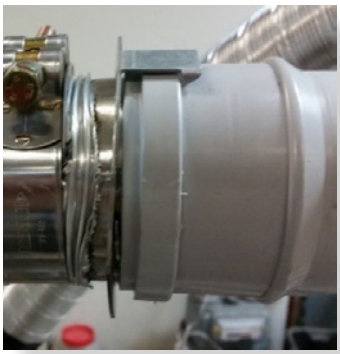


Fit flue clamp over flue (loosely).

Slide flue onto connection spigot fully.

Tighten clamp fully.

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



Apply soapy water to ring in Poly Pro flue and dampen surface of connector.

Push connector fully into Poly pro end connection.

Push both clips over to lock into place.





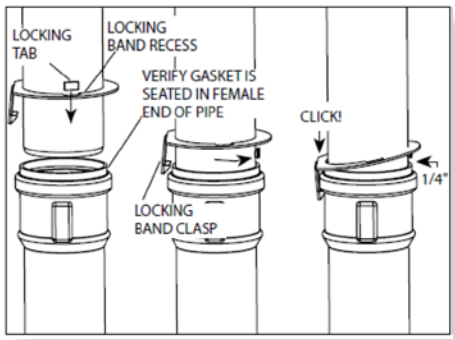
Lubricate the Poly pro with water or soapy water.

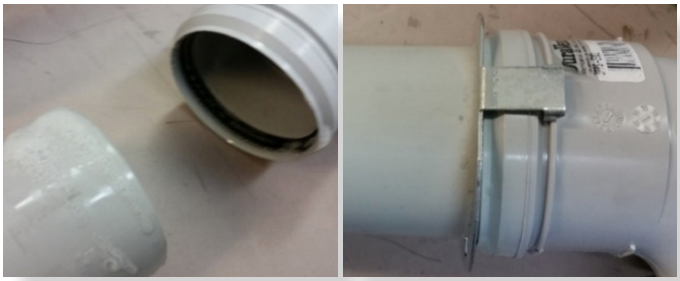
Slide the poly onto the joiner connection.

Run Poly to wall mount fan.

Poly Pro to Poly Pro flue connection

Verify gasket is sitting correctly.
Apply a light soapy water film to the gasket and tube end.
Insert pipe fully into end fitting, Pipe will push in smoothly and evenly, should this not occur remove pipe and reset gasket. Reapply light soapy film to ensure easy fit.
Rotate clip so catch is opposite the location tab
Clip catch into place to prevent flue pipes from separating.
Ensure pipes are clipped adequately.
Ensure a minimum of 3deg fall occurs towards the drain end.





Installation

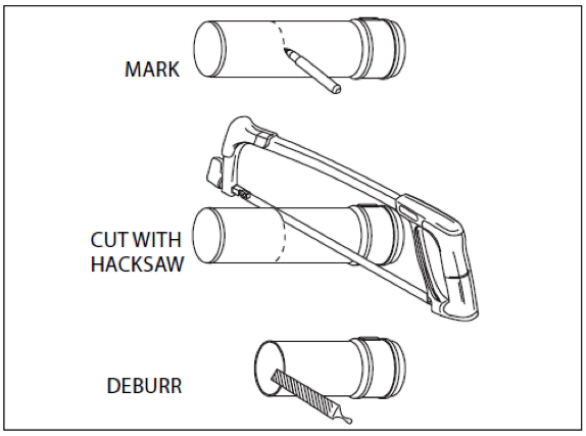
1. Pipe lengths may be cut to length. Use an alternative clamp (PPS-PAC/PPS-LBC) for the connection if a locking tab is removed.

- Cut square (not an angle) to the end of the pipe.
- Remove burrs before assembly.

2. Check with appliance manufacturer for any restrictions or limits on vent length, number of elbows, etc.

3. The slope of the vent pipe must be at least 3° (50mm per meter) back to the appliance.

4. Every horizontal section must be supported.



Poly Pro to Wall mounted terminal

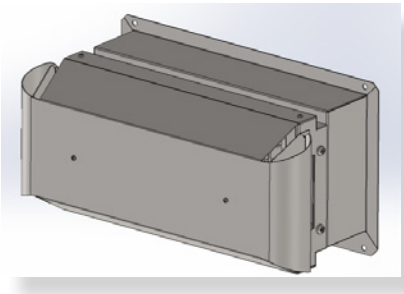
Ensure terminal is affixed to the wall.

Verify gasket is sitting correctly in condensate drain connection.

Apply a light soapy water film to the gasket and the tube end.

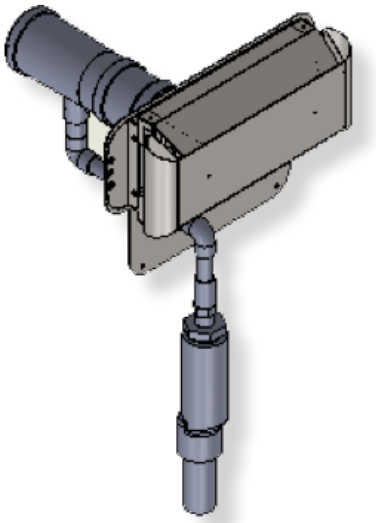
Insert pipe fully into end fitting, Pipe will push in smoothly and evenly, should this not occur remove pipe and reset gasket. Reapply light soapy film to ensure easy fit.

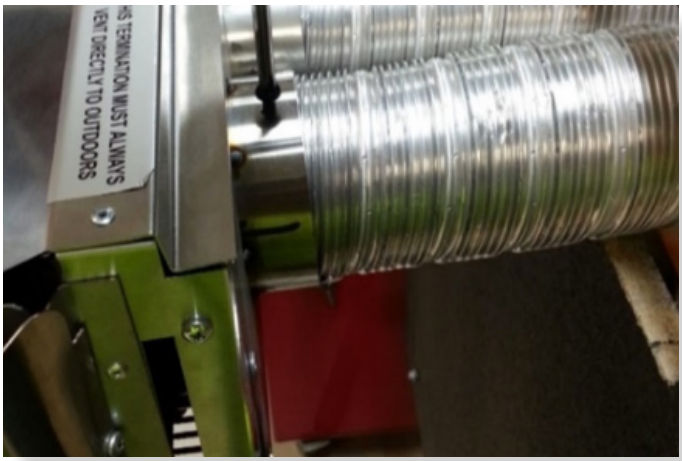
Tighten hose clamp to restrain flue in place.



Locate terminal on wall and pre-drill mounting holes where required.

Mark out the required penetration area. Cutout the area in wall for the flue pipes and condensate drain.
(**NOTE -** Access to rear of terminal may be required to assemble flue) Where access is not available a single large cutout is required for the flues and the condensate drain.





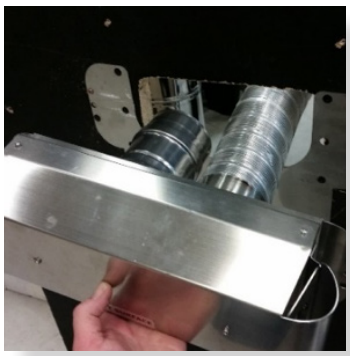
Cut inlet air tube. Flue must extend a minimum of 50mm past the exit face of wall.) It is recommended that the intake tube is cut slightly longer and pushed back into wall upon fixing of wall terminal. Allow flue movement between terminal and last intake flue hanging clip.

Attach intake flue using the self tapping screw.

Ensure condensate drain retaining clamp is tight.



Push terminal into approximate position and affix onto wall



Assemble condensate drain and attach to pipe exiting wall. PVC pressure pipe cement must be used.

40mm PVC pipe must be fitted (not shown) to drain to waste

Components supplied loose.



15mm PVC Elbow or 15mm STRAIGHT CONNECTOR

15mm PVC class 18 tube

15mm PVC to 15mm threaded union

15mm to 20mm union

20mm to 40mm union

40mm non-return valve

WIRING – FLUE TEMPERATURE LIMITING DEVICE

The flue temperature limiting device is inbuilt into the extension wiring and the flue adapter.

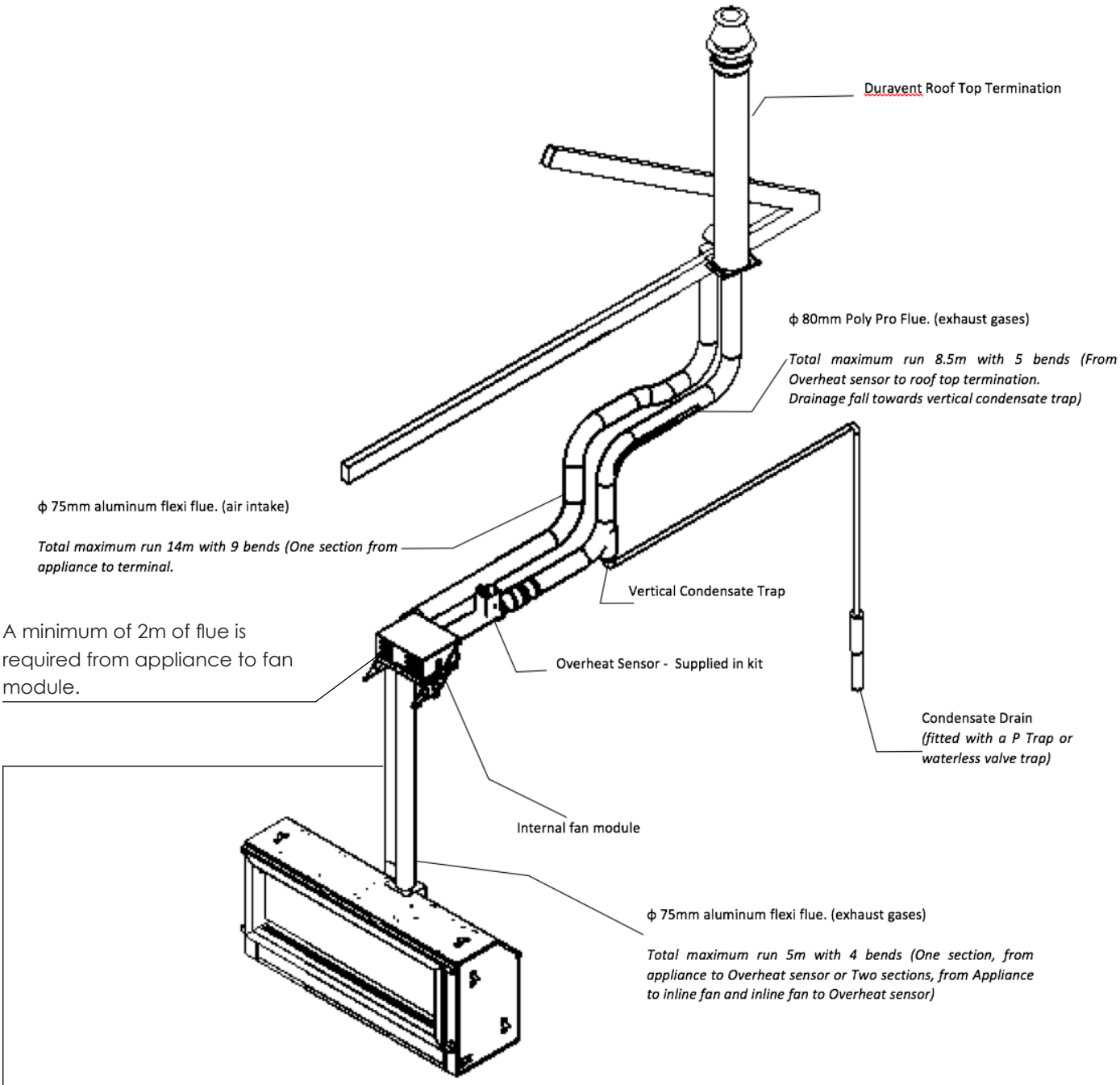
The connection directly connects to the loom from the appliance. The other end directly connects to the fan module.

Connections are not interchangeable.

The temperature limiting is preset and does not require adjustment.

10-13.5M ROOFTOP POLYPROPYLENE FLUE CONFIGURATION

SET UP WITH IN LINE FAN



INTAKE PIPE CONNECTION TO APPLIANCE



Flexi flue is provided for air intake. A maximum of 2 x 7m lengths can be used.

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

Intake pipe joiner connection





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



Apply an 8mm thick silicon bead fully around both ends of connector approx. 10mm from the ends.



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

Fit flue clamp over flue (loosely).



Slide each flue halfway onto connection joiner.
Tighten clamp fully.
Wipe excess silicon, visually check connection to ensure connection is fully sealed.

Intake connection to rooftop terminal



Rooftop termination should be mounted and adequately supported.
Ensure clearances to combustibles are maintained.
Termination must be installed to AS5601 gas installation codes.



Apply soapy water to the fitting and to the connection on the rooftop termination

Exhaust outlet connection on heater

NOTE- A minimum of 2m of flue must run from appliance to inlet of fan module.



Note: The full 5m of flexi flue must be used.

Fully extend the 5m aluminum flexi flue.

NOTE- FULL LENGTH MUST BE USED.

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).

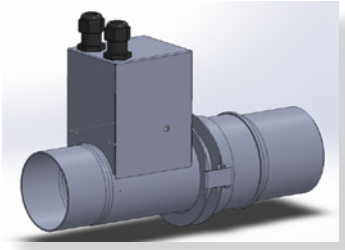


Slide flue onto connection spigot fully.

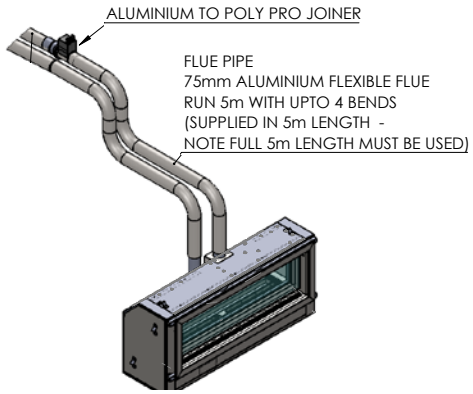
Tighten clamp fully.

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

Aluminum to Poly Pro flue connection



Note: A total of 5m of aluminum flexi flue must be used prior to the joiner. Failure to do this will result in appliance shutdown.

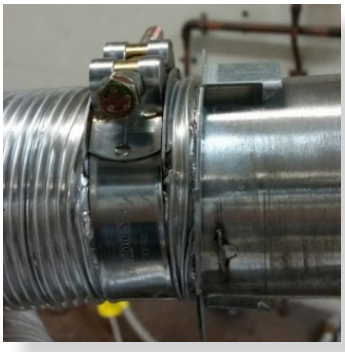




Apply sealant to flue inner and connector.



Apply sealant to flue inner and connector.



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.





Apply soapy water to o-ring in Poly Pro flue and dampen surface of connector.

Push connector fully into Poly pro end connection.

Push both clips over to lock into place.

Where remove the catch tab from side of condensate fitting. (Twist off)

Connect condensate drain trap to adapter. Insert fully. Tighten locking hose clamp.

Condensate drain - P trap fitting

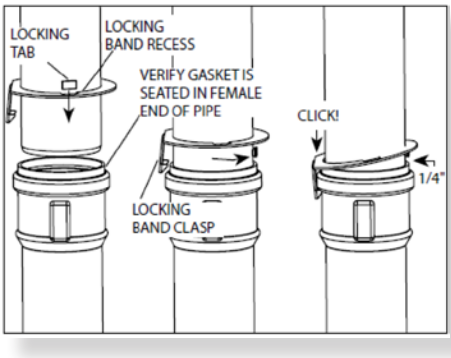


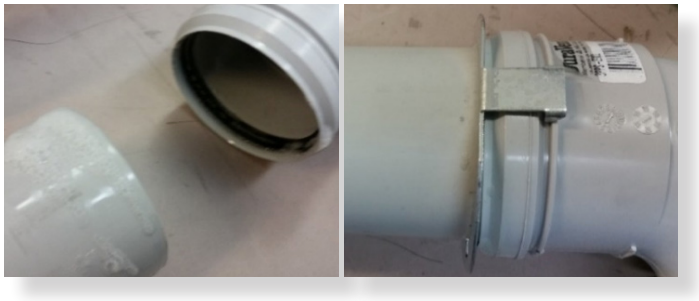
NOTE – DRAINAGE MUST FALL TOWARDS CONDENSATE TRAP LOCATED AT THE END OF THE ALUMINUM FLUE SECTION

A P-TRAP MUST BE INSTALLED AS SHOWN
Connect 90deg elbow to Aluminum adapter facing downwards
Connect 2nd 90deg Elbow to first.
Connect vertical condensate tee to elbow with drain at bottom.
Connect drain cap to bottom of condensate tee.
Connect flue as required to rooftop termination.
P trap must be lowest part of the Polyflue system.
All poly flue must drain back to the P trap.
Connect waste pipe to p trap (PVC pressure pipe glue will be required for the connection.)

Poly Pro to Poly Pro flue connection

Verify gasket is sitting correctly.
Apply a light soapy water film to the gasket and tube end.
Insert pipe fully into end fitting, Pipe will push in smoothly and evenly, should this not occur remove pipe and reset gasket. Reapply light soapy film to ensure easy fit.
Rotate clip so catch is opposite the location tab
Clip catch into place to prevent flue pipes from separating.
Ensure pipes are clipped adequately.
Ensure a minimum of 3deg fall occurs towards the drain end.





Installation

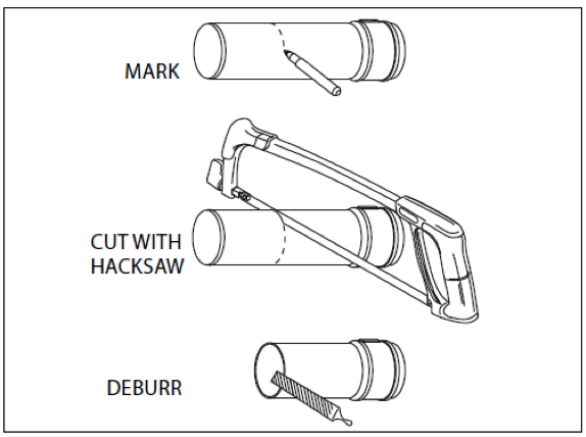
1. Pipe lengths may be cut to length. Use an alternative clamp (PPS-PAC/PPS-LBC) for the connection if a locking tab is removed.

- Cut square (not an angle) to the end of the pipe.
- Remove burrs before assembly.

2. Check with appliance manufacturer for any restrictions or limits on vent length, number of elbows, etc.

3. The slope of the vent pipe must be at least 3° (50mm per meter) back to the appliance.

4. Every horizontal section must be supported.



Poly Pro to Roof termination



Ensure termination is supported.

Join Poly flue to rooftop termination

Ensure clip is fixed to prevent flue pipes from separating.

Support flues.

WIRING – FLUE TEMPERATURE LIMITING DEVICE

The flue temperature limiting device is inbuilt into the extension wiring and the flue adapter.

The connection directly connects to the loom from the appliance. The other end directly connects to the fan module.

Connections are not interchangeable.

The temperature limiting is preset and does not require adjustment.

COMMISSIONING PROCEDURE

Once the fire is installed:

1. Install media.
2. Check for gas leaks.
3. Connect powerflue module loom to fan control unit.
4. Carry out the lighting procedure.
5. Check burner pressures and adjust as per Dataplate.
6. Fit access cover and trim.
7. Handover instructions to owner.
8. Instruct owner on how to operate the fireplace safely.
9. Instruct owner how to isolate appliance in an emergency.



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 laid 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 over stack media at one end.



Incorrect Media Installation



Correct Media Installation

IMPORTANT

Do not cover or block pilot area.

Driftwood

- Start media placement from a corner with logs over side plate.
- Lay driftwood media in a random arrangement along the entire length of the burner.
- Avoid smothering the burner channel.
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Only the approved supplied media is to be used.
- Refer to Glen Dimplex for technical advice regarding media.
- 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

Arrangement Instruction

Media must be laid out from corner to corner of the firebox. Start media placement from a corner by placing the first log over the side cover plate.





CRITICAL ARRANGEMENTS TO AVOID

Do not place logs directly over the channel, blocking large portions of the channel.



Do not over stack (triple stack logs).



Logs and Coal

- Lay logs first across the burner
- Lay coal media in a random arrangement along the entire length of the burner.
- Avoid smothering the burner channel. Apply coals either side of the flame channel.
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Only the approved supplied media is to be used.
- 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.
- Do not use coals to raise the logs higher.



TYPICAL SETUP

Arrangement Instruction

CRITICAL ARRANGEMENTS TO AVOID

Do not place logs across the channel, blocking off large portions of the channel



Do not place coals underneath logs to raise the logs too high off the burner surface.



Redgum with assorted coals

Spread coals randomly on and along the burner, avoid blocking the burner channel. Media may lay across the burner channel but should not be placed to smother the channel. No more than 10 coals should be placed across the burner channel.

- Lay logs first across the burner.
- Lay redgum media in a random arrangement along the entire length of the burner.
- Avoid smothering the burner channel.
- Ensure media is not heaped in areas , spread evenly along.
- Do not add extra media, or combine media types .
- Only the approved supplied media is to be used.
- Refer to Glen Dimplex for technical advice regarding media.
- 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.
- Do not use coals to raise the logs higher.



TYPICAL SETUP

Arrangement Instruction

Media must be laid out from corner to corner of the firebox. Start media placement from a corner by placing the first log over the side cover plate.





CRITICAL ARRANGEMENTS TO AVOID

Do not place logs directly over the channel, blocking large portions of the channel.



Do not place coals underneath logs to raise the logs too high off the burner surface.



Pebbles

- Lay large pebble media in a random arrangement along the entire length of the burner.
- Avoid smothering the burner channel.
- Fill in voids with medium size pebbles.
- Fill in remaining voids with small pebbles.
- 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.
- Only the approved supplied media is to be used.
- Refer to Glen Dimplex for technical advice regarding media.
- 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

Coals only

- Lay coal media in a random arrangement along the entire length of the burner.
- Avoid smothering the burner channel. Apply coals either side of the flame channel.
- No more than 4 coals should cover the main flame channel.
- Ensure media is not heaped in areas, spread evenly along.
- Do not add extra media, or combine media types.
- Only the approved supplied media is to be used.
- 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

Alpine Forest

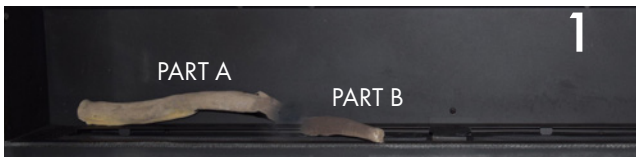
- Start by placing the logs media on the burner channel. The steps in the next section highlights the correct way to place logs.
- Be gentle in placing the logs and avoid placing them directly on the burner channel.
- Lay coals media in a random arrangement along the entire length of the burner.
- Avoid smothering the burner channel.
- Ensure media is not heaped in areas, spread evenly along.
- Do not cover the air grate.
- Lay the bark chips media next, starting from the longest to the shortest.
- Do not add extra media, or combine media types.
- Only the approved supplied media for Element 1500 is to be used.
- 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.
- Do not use coals to raise the logs higher.

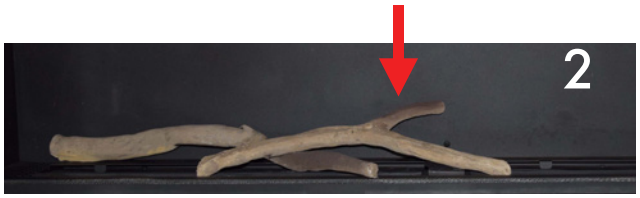


TYPICAL SETUP

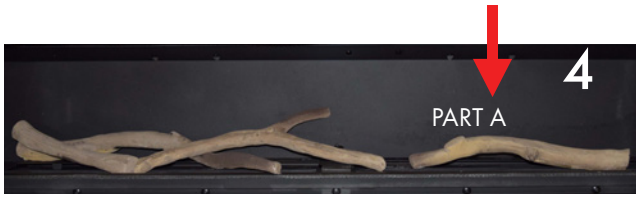
Arrangement Instruction

Start by placing the logs media first onto the burner channel. Always make sure that burner channel is not smothered by the logs.











Ensure the placement of each log is as shown in this section.









Ensure the burner channel is not smothered by coals or birch media and they are spread evenly around the channel.





CONVERSION DETAILS / INJECTOR – PILOT AND BURNER REMOVAL

Natural gas / Propane

TOOLS REQUIRED

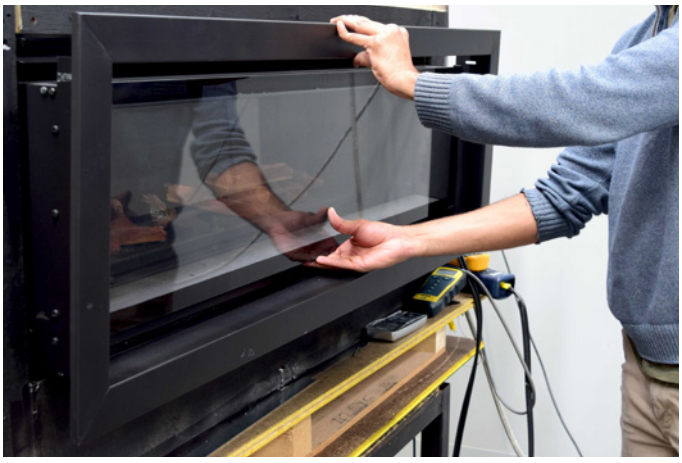
10mm spanner
15mm spanner
16mm Spanner (recommended) or small/medium shifter
No2 Phillip head screwdriver
Allen key 2.5mmAF

BURNER

Turn appliance off and allow to cool.
Turn off gas to appliance
Turn off and isolate appliance from electrical supply
Remove trim screws (2 off)

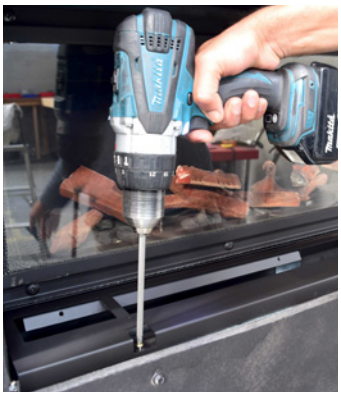


Remove trim (Slides out)



Remove air deflector and air intake grate





Remove door screws



Lift off door (Ensure door is cool before attempting)
Remove media where fitted

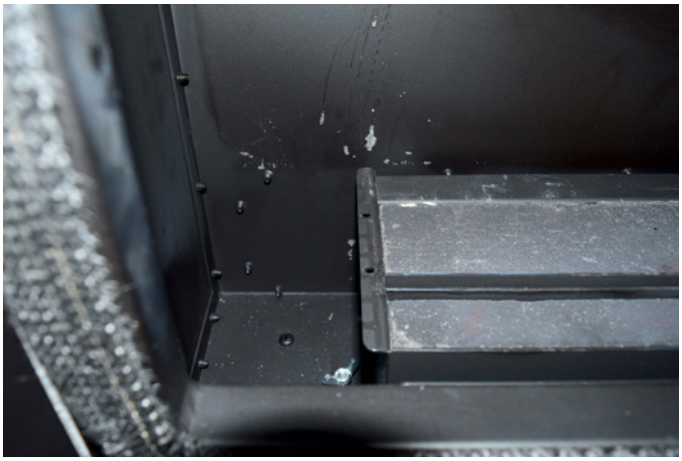


Remove side panels and liners to access burner locating wingnuts.





Remove burner fixing screws (2 off at ends of burner)

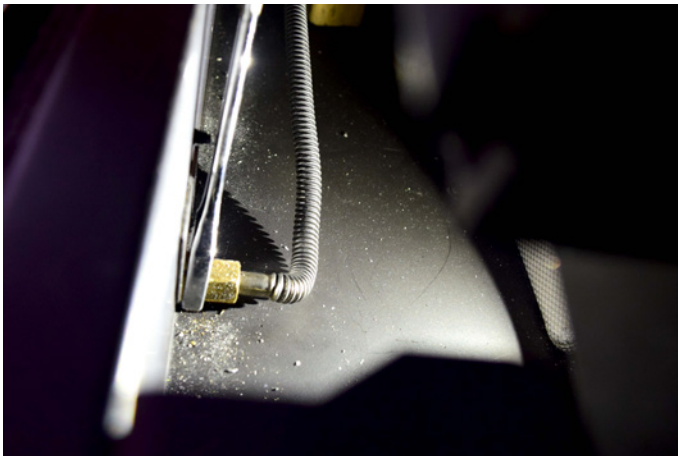


Undo wingnuts to remove burner and lift burner from position.

Lift burner and gently support.



Undo gas connection pipe at end of burner. (15mm and 16mm spanner required)

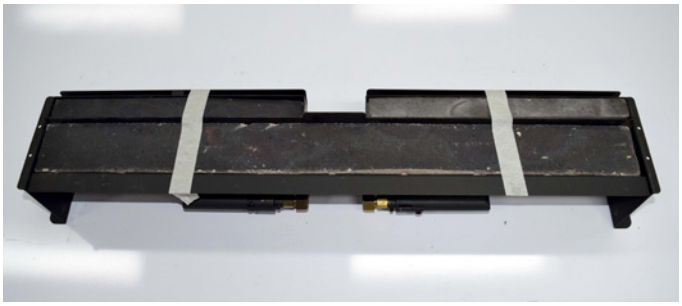


Detach the burner



Lift burner out gently. Avoid marking back wall. 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 have been operated for several hours. The media may be carefully lifted out and placed flat to store until refitting. The media can be repainted using an approved high temperature paint, contact Real Flame for details.

Turn burner over gently. AVOIDING DAMAGING THE INSULATION

Loosen gas pipe nuts form 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.



Undo grub screw (Allen key 2.5mm AF). Injector assembly can now be removed.



Remove all injector assemblies. Unscrew injector and replace with correct gas type.



Loosen aeration cap screw approx. ½ turn. Rotate cap until the correct gap is achieved to suit the gas type. The listed opening is required on each side of the aeration cap. (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). Tighten screw to retain aeration cap setting.



Aeration Setting- 1500 Model

Natural Gas-	4.0 open
LPG-	8.0 open



Refit injector assembly into aeration cap.
Refit gas pipe and tighten nuts.
Ensure injector assembly is sitting firmly into aeration cap and tighten grub screw.

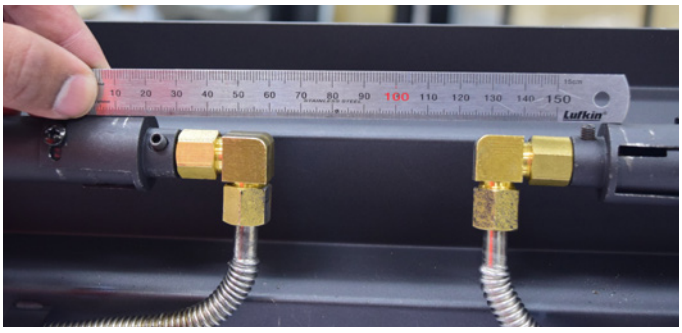
Note – *ensure injector assembly is aiming centrally into the aeration cap and tube*
Correct where required.



Rotate burner to check insulation is correctly located.
The burner consists of two types of insulation.

In the event the lower insulation (white glass wool blanket) has moved push firmly down and ensure blanket fills all gaps and corners of the burner.

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 Real Flame for details.

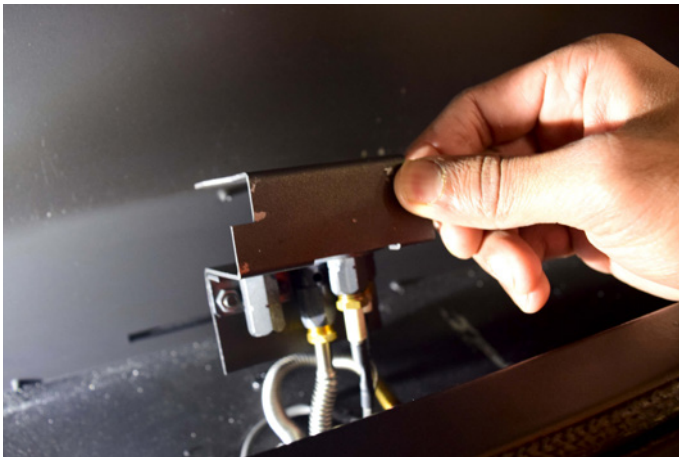


PILOT

Remove pilot cover screen.



Gently lift pilot assembly up to enable access to pipe fittings.



Remove spark lead
Remove spark probe (10mm spanner required)



Remove pilot pipe fitting from pilot assembly.



Remove pilot orifice from pilot or replace whole pilot assembly with correct gas type.



PILOT RE-FITMENT

Replace pilot orifice with correct gas type.
Refit pilot gas pipe and tighten
Refit spark probe and gently tightly
Refit spark lead
Push pilot assembly down to original position and refit the bracket retaining screw.



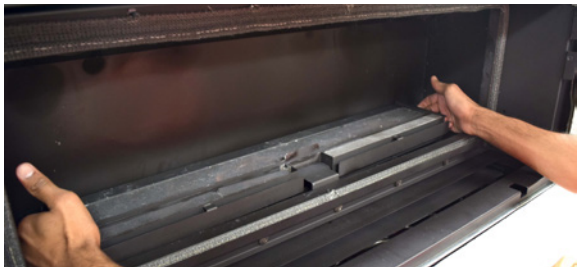
Check all wires are sitting correctly, flush to front wall. Ensure spark lead is not broken or excessively bent. Ensure lead hole is still sealed. (High temperature silicon is suitable for resealing.)





BURNER RE-FITMENT

Carefully place burner into firebox, supporting LH end of the burner.
Tighten gas pipe connection to the end of the burner. Burner can now be lowered fully into the firebox.
Refit burner retaining screws (2 off)
Refit End cover plates and refit holding screws.
(Screws only need to be done finger tight)
Replace media as per media fitment instructions.
Refit door. Check door seal is sitting correctly.
Hang door onto firebox. Fit screw and lift door slightly to locate.
10 x screws to be refitted
DO NOT OVER-TIGHTEN SCREWS – Hand tight is sufficient for door to seal.



Fit manometer to appliance.
Start appliance and check for gas leaks in lower area and in firebox.
Adjust high and low burner pressures to the data-plate. (The appliance must operate for 3minutes before high pressure setting can be obtained).



Check appliance for correct flame operation,
Check pilot flame, Check main burner is not smothered and flames are even along burner with correct colour and not excessively yellow or sooty. (Note it takes upto 10minutes of operation for the flame to achieve full colour.)

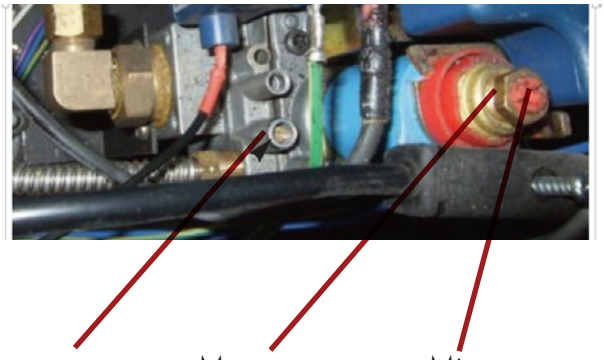
Remove manometer and tighten test point. Check test point for gas leaks.

Turn appliance off.

Refit lower access panel.

Refit trim.

Refit trim retaining screws (2 off) Screws locate into 2 off pre-threaded holes in the appliance casing.



Burner pressure test point

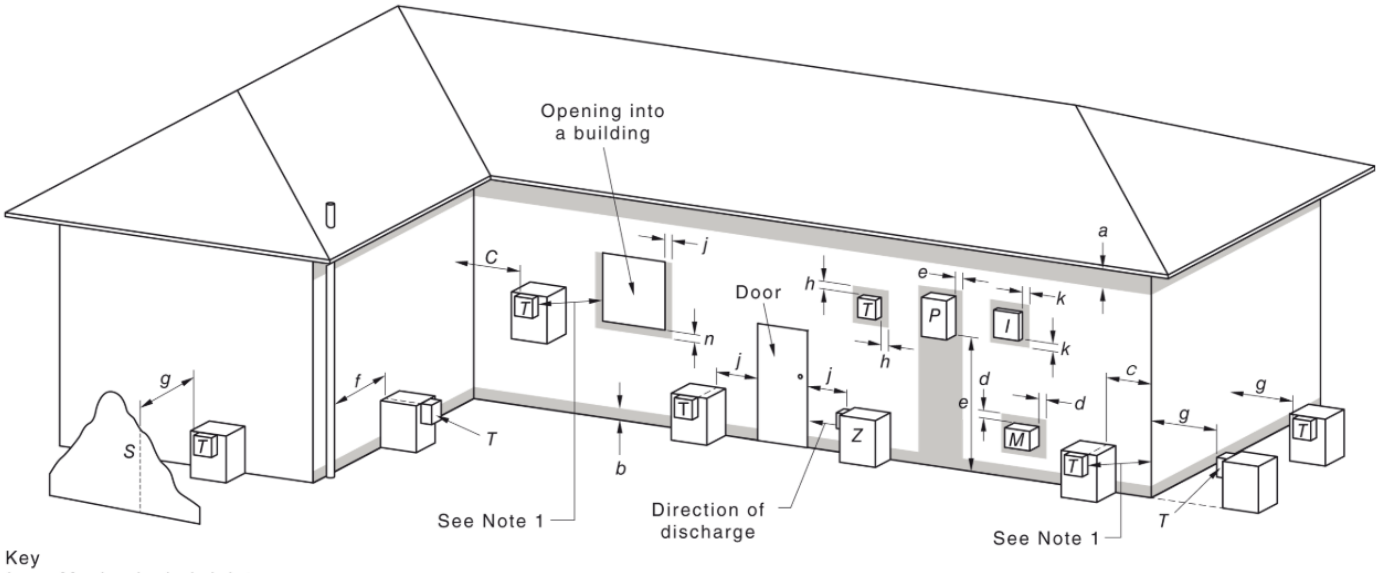
Max pressure adjustment nut

Min pressure adjustment screw

PARTS LIST

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

APPENDIX 1- FLUE TERMINATION



Key
I = Mechanical air inlet
M = Gas meter
P = Electricity meter or fuse box
S = Structure
T = Flue terminal
Z = Fan-assisted appliance only

Shading indicates prohibited area for flue terminals

Ref.	Item	Minimum clearances, mm	
		Natural draught	Fan-assisted
a	Below eaves, balconies and other projections:		
	For *appliances* up to 50 MJ/h input	300	200
	For *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)‡	1 000	1 000
	(see Clause 5.11.5.9 for vent terminal location of regulator)		
	(see Table 6.9.6 for New Zealand requirements)		
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 *flue terminal*	500	500
h	From any other *flue terminal, flue 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*	1 500	300
	Appliances over 200 MJ/h input up to 250 MJ/h input*	1 500	500
	Appliances over 250 MJ/h input*	1 500	1 500
	All *fan-assisted appliances*, in the direction of discharge	—	1 500
k	From a mechanical air inlet, including a spa blower	1 500	1 000
n	Vertically below an openable window, non-mechanical air inlet, sub-floor ventilation, or any other opening into a building with the exception of weep holes:		
	For space heaters up to 50 MJ/h input	150	150
	For other *appliances* up to 50 MJ/h input	500	500
	For *appliances* over 50 MJ/h input and up to 150 MJ/h input	1 000	1 000
	For *appliances* over 150 MJ/h input	1 500	1 500

* Unless *appliance* is *certified* for closer installation.

† Prohibited area below electricity meter or fuse box extends to ground level.

‡ Minimum clearances *d* and *e* also apply to any combustion air intake openings of *appliances*.

NOTE 1: Where dimensions *c*, *j* or *k* cannot be achieved, an equivalent horizontal distance, measured diagonally from the nearest discharge point of the terminal to the opening, may be deemed by the *Technical Regulator* to comply.

NOTE 2: See Clause 6.9.4 for restrictions on a *flue terminal* under a covered area.

NOTE 3: A flue terminal is considered to be a source of ignition. AS/NZS 1596:2014 specifies the minimum clearances required from a *flue terminal* to an *LP Gas cylinder* (see Figure I.5(A), Appendix I).

NOTE 4: For *minimum clearances* not addressed above, acceptance should be obtained from the *Technical Regulator*.

NOTE 5: Contact the appliance manufacturer if in doubt that the minimum clearances will provide adequate thermal protection of surfaces adjacent to the flue terminal. Additional protective measures may be required.

Ref.	Item	Minimum clearances mm	
		Natural draught	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 Note 5) (see Clause 5.11.5.9 for vent terminal location of regulator) (see Table 6.7 for New Zealand requirements)	1 000	1 000
e	From an electricity meter or fuse box (P)† (see Note 5)	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*	1 500	300
	Appliances over 200 MJ/h input up to 250 MJ/h input*	1 500	500
	Appliances over 250 MJ/h input*	1 500	1 500
	All fan-assisted *flue appliances*, in the direction of discharge	—	1 500
k	From a mechanical air inlet, including a spa blower	1 500	1 000
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	1 000	1 000
	Appliances over 150 MJ/h input	1 500	1 500

* Unless *appliance* is *certified* for closer installation.

† Prohibited area below electricity meter or fuse box extends to ground level.

NOTES:

1 Where dimensions *c*, *j* or *k* cannot be achieved an equivalent horizontal distance measured diagonally from the nearest discharge point of the terminal to the opening may be deemed by the *Technical Regulator* to comply.

2 See Clause 6.9.4 for restrictions on a *flue terminal* under a covered area.

3 See Figure J3 for clearances required from a *flue terminal* to an *LP Gas cylinder*. A *flue terminal* is considered to be a source of ignition.

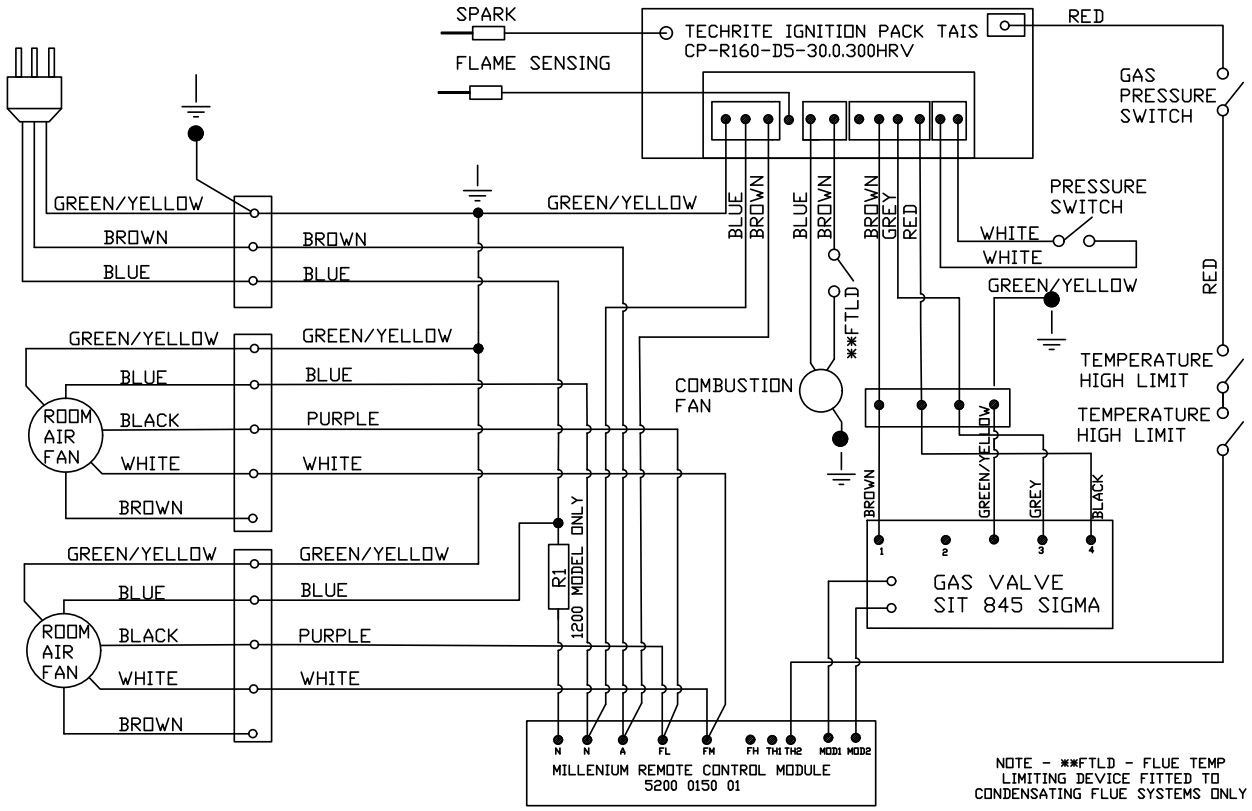
4 For *appliances* not addressed above acceptance should be obtained from the *Technical Regulator*.

5 Minimum clearances *d* and *e* also apply to any combustion air intake openings of appliances.

FIGURE 6.2 (in part) LOCATION OF FLUE TERMINALS OF BALANCED FLUE, ROOM-SEALED, FAN-ASSISTED OR OUTDOOR APPLIANCES

APPENDIX 2- WIRING DIAGRAMS

Techrite Ignition Pack



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
ACN 69 118 275 460
Head Office: 8 Lakeview Drive, Scoresby 3179
Telephone: (03) 8706 2000 Facsimile: (03) 8706 2001

REAL FLAME

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