



# Firenze Woodfires

The heart of a warm home

Please read this booklet and keep for future reference for the safe installation of your:

## FORTE FLUSH & ATHENA FLUSH AG & RURAL



**FORTE  
AG & RURAL  
090133**



**ATHENA  
AG & RURAL  
091593**

### **AG - AUTHORISATION NUMBERS ABOVE**

AG = Air Guard (clean air – Environment Canterbury & Ministry for the Environment approved)

These Fires must be installed by someone competent to do so, Firenze recommend the use of a NZ Home Heating Association, solid fuel Fire installation technician (SFAIT), or other suitably qualified person. The Fire and Flue System must be installed in accordance with AS/NZS2918. All installations must be in accordance with these instructions. Consult with the building authority having jurisdiction to determine the need for a permit prior to commencing the installation. Failure to follow these instructions may also void your fire insurance and warranty.

These Fires have been tested to Appendix E & B of the joint Australia/New Zealand Standard 2918:2001

The AG Fire conforms with ECAN Requirements

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Your Warranties Registration Card is enclosed, please complete and return to us.

Under our policy of continuous product improvement, Firenzo reserves the right to alter specification or product from that shown.

# 1. WARNINGS

**This Fire should be Maintained and Operated at all times in accordance with these instructions.**

The Forte Flush AG & Rural and the Athena Flush AG & Rural have been tested to N.Z. Standards AS/NZS 2918:2001.

If this Fire is incorrectly installed a house fire may result. For your safety follow the installation instructions carefully.

Do **NOT** connect the Fire to a chimney serving another Fire.

Although the exterior of the Fire may appear cool, contact with the Fire may cause burns; warn children and others of the possibility of injury should they touch the Fire.

Do **NOT** dry clothing or unseasoned wood directly in contact with the Fire.

Keep all household combustible materials at least 600mm away from front of the Fire. This includes clothing, furniture, wood, newspaper, plastic, matches, etc.

**Do not use FLAMMABLE LIQUIDS or AEROSOLS in the vicinity of this Fire when it is operating**

Use caution when reloading with fuel. Do NOT attempt to load fuel into the Fire when the fire inside the stove is at or near its peak.

Do NOT burn large quantities of paper or combustible material that would create an extremely hot/quick fire.

Do NOT burn highly coloured paper or brochures (junk mail).

**USE ONLY DRY WOOD 25% or less moisture content. AVOID BURNING WET OR GREEN WOOD.**

**The use of preservative treated wood as a fuel can be hazardous.**

Timber treated with copper chromium and arsenic type preservatives will leave toxic residues in the ash, firebox or within the flue, timber offcuts from building construction will often contain boric salts. The combustion of this material over prolonged periods can produce adverse effects on refractory lining in solid fuel Fires. Emission of poisonous gases can also be experienced with the burning of treated wood.

Driftwood with salt content will also cause rapid deterioration of the Fire and should not be used.

## 2. INSTALLATION RESPONSIBILITIES

**Warning:** The Fire and Flue system must be installed in accordance with AS/NZS 2918:2001 and the appropriate requirements of the relevant NZ Building Code or Codes. If the flue system has been AS/NZS 2918:2001 Appendix F tested by the flue system manufacturer then their specifications for the installation of the flue system must be adhered to.

Any modification of the Fire that has not been approved in writing by the testing authority is considered to be in breach of the approval granted for compliance with AS/NZS 4013.

**Caution:** Mixing of Fire or flue-system components from different sources or modifying the dimensional specification of components may result in hazardous conditions. Where such action is considered, the manufacturer should be consulted in the first instance.

Strict adherence to these instructions will meet these standards. Any variation from these installation instructions or any doubt about them must be checked against the requirements of the standards.

**Please leave this manual with the owner when installation is complete.**

## 3. FLOOR PROTECTOR REQUIREMENTS

If the Fire is to be placed on or within 500mm of a heat sensitive floor, an **insulated** floor protector will be required.

The insulated floor protector needs to extend under the Fire and in front of the door. See dimensions for floor protector. Similarly a 200mm extension is required on each side of the door opening unless the insulated floor protector forms an abutment with a wall or heat shield at a lesser distance.

The Fire and floor protector must be fixed to the floor for seismic restraint. Anchor points are provided in the feet of the unit.

### INSULATED FLOOR PROTECTOR CONSTRUCTION

An **Insulated** Floor Protector shall be a minimum thickness of **40mm**, consisting of 20mm of an **approved** insulation material i.e. 2 sheets of 10mm Micorboard or Supalux, 10mm tile backing board and 10mm tiles or similar on the top surface. All joints on the upper surface should be sealed to prevent spilt ash from contacting any heat-sensitive material.

## **INSERT FLOOR PROTECTOR DIMENSIONS WHEN BEING INSTALLED IN A MASONRY FIREPLACE**

In a masonry fire place installation the standard front clearance from the fireplace breast (brickwork, etc) can be reduced by increasing floor protector height.

### **INSERT FLOOR PROTECTOR DEPTH**

HEIGHT	FROM FIRE BREAST
Level	520mm
20mm	490mm
40mm	400mm
60mm	400mm(Min)

## **FLOOR PROTECTOR DIMENSIONS WHEN INSTALLING IN A ZERO CLEARANCE BOX - ( Built-in Fire Canopy)**

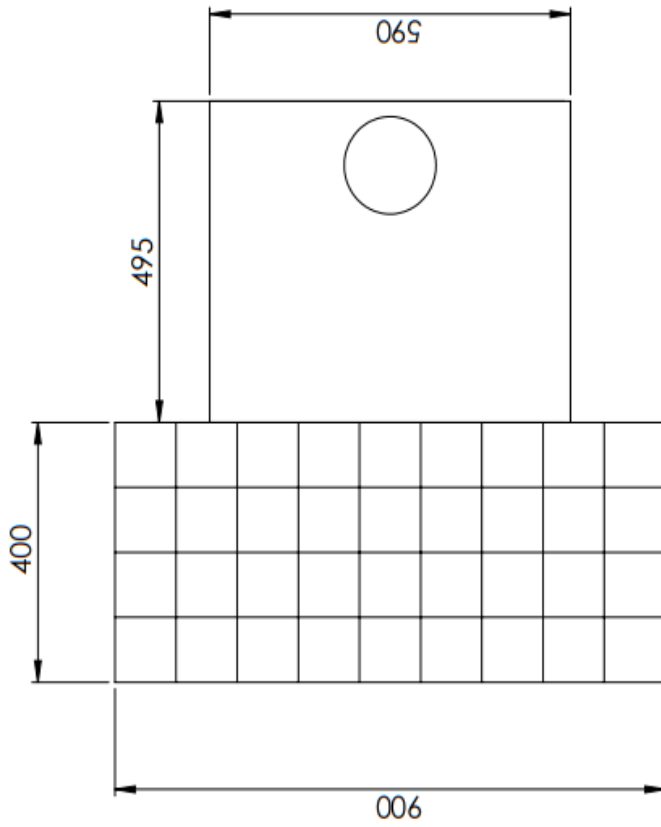
HEIGHT	FROM FIRE BREAST
40mm	500mm

Internal Firebox Measurements: Height 240mm - Width 430mm - Depth 400mm

**IN A MASONRY FIREPLACE - ATHENA OR FORTE**

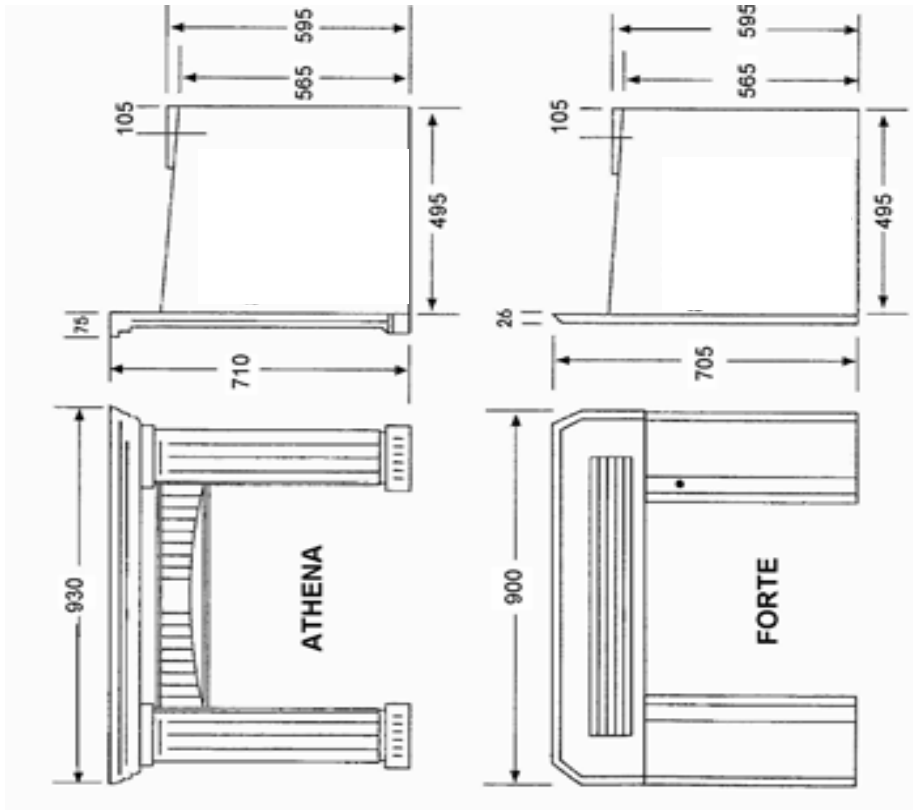
Minimum height above Fascia to Unprotected

Mantel Shelf - 215mm



**INSERT FLOOR PROTECTOR DEPTH**

HEIGHT	FROM FIRE BREAST
Level	520mm
20mm	490mm
40mm	400mm
60mm	400mm (Min)



**FORTE FLUSH & ATHENA FLUSH - AG & RURAL**

**FASCIA & FLOOR PROTECTOR DIMENSIONS**

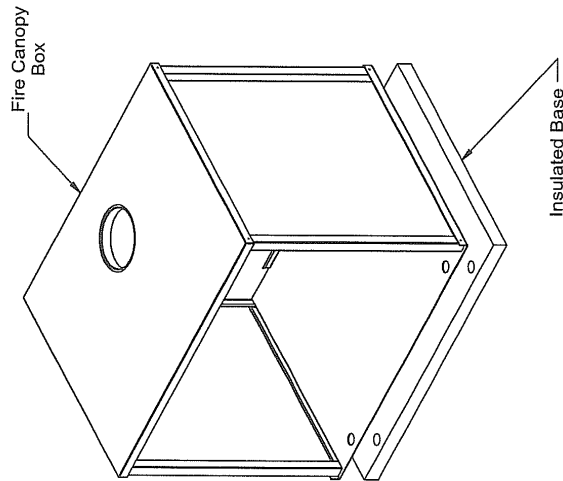
# 4. ZERO CLEARANCE BOX

(Built-in Fire Canopy)

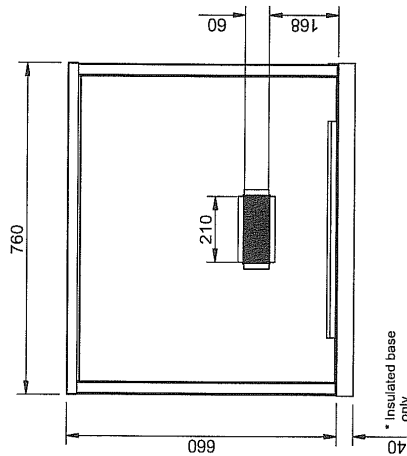
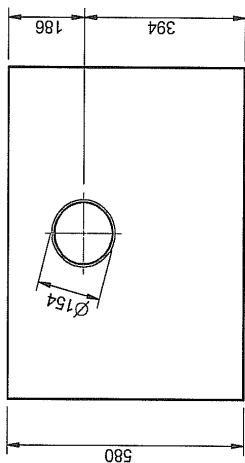
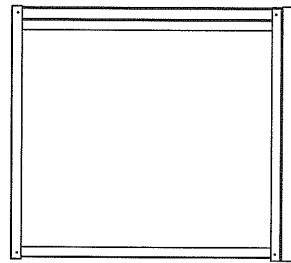
A Zero Clearance Box is required if the fire is not being installed into a masonry fire place.

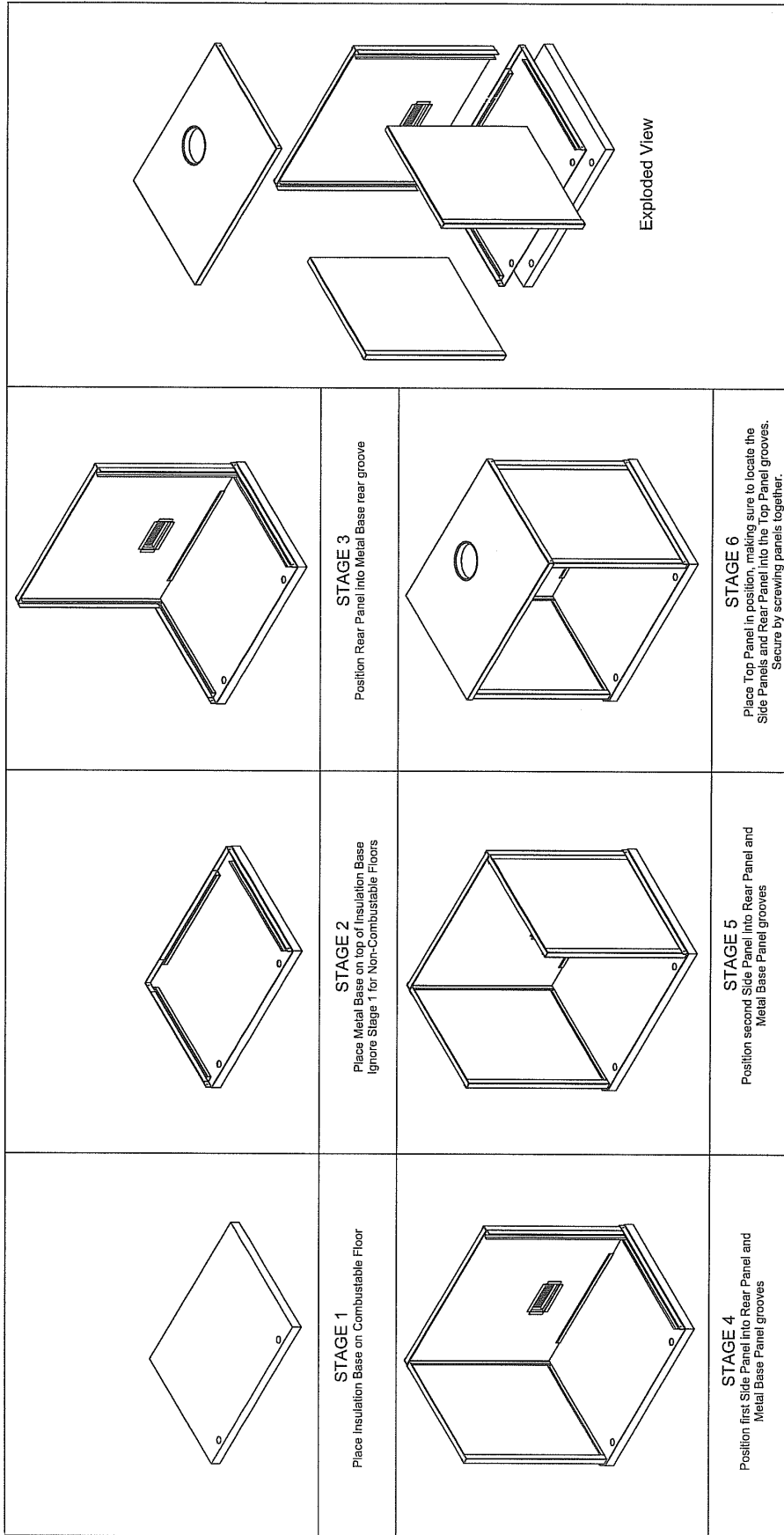
For Zero Clearance Box installations see the following pages 7 - 15

ZERO CLEARANCE BOX - Built-in Fire Canopy



TITLE  
BUILT IN FIRE CANOPY (Dimensions)



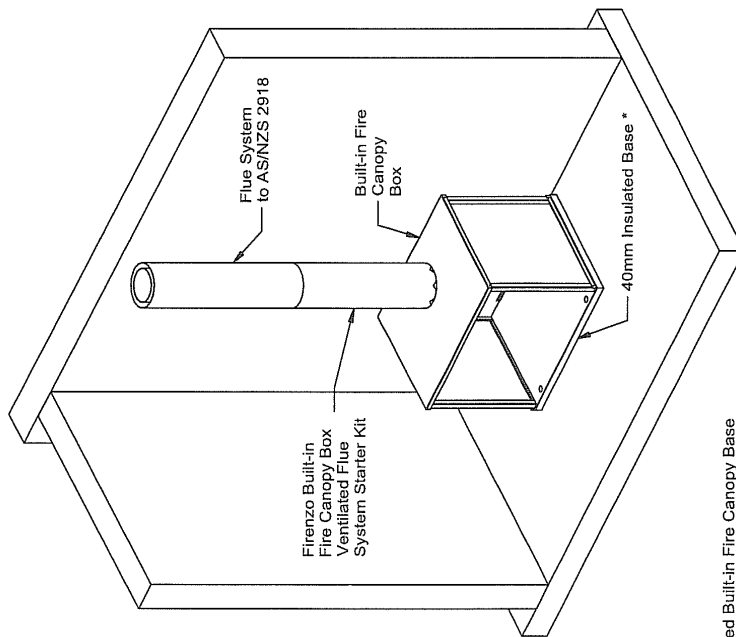


TITLE  
**BUILT IN FIRE CANOPY (Assembly)**

**ZERO CLEARANCE BOX - Built-in Fire Canopy**

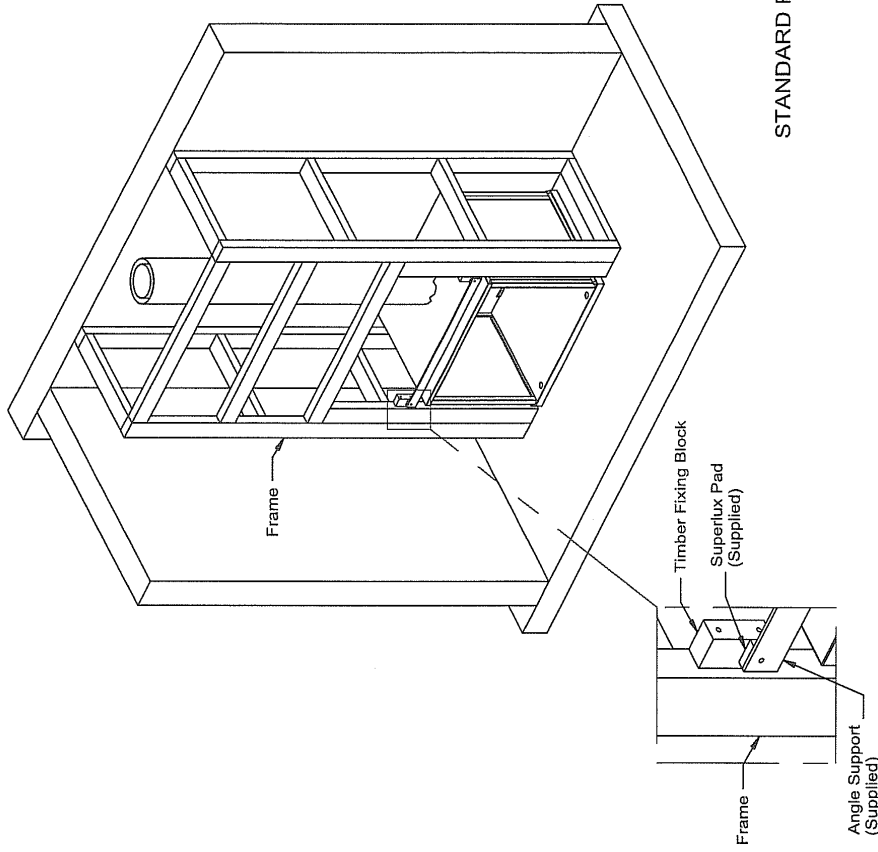


DIMENSIONS IN MILLIMETERS  
UNLESS OTHERWISE STATED



\* - 40mm Insulated Built-in Fire Canopy Base must be fitted if installed onto any heat sensitive floor construction.

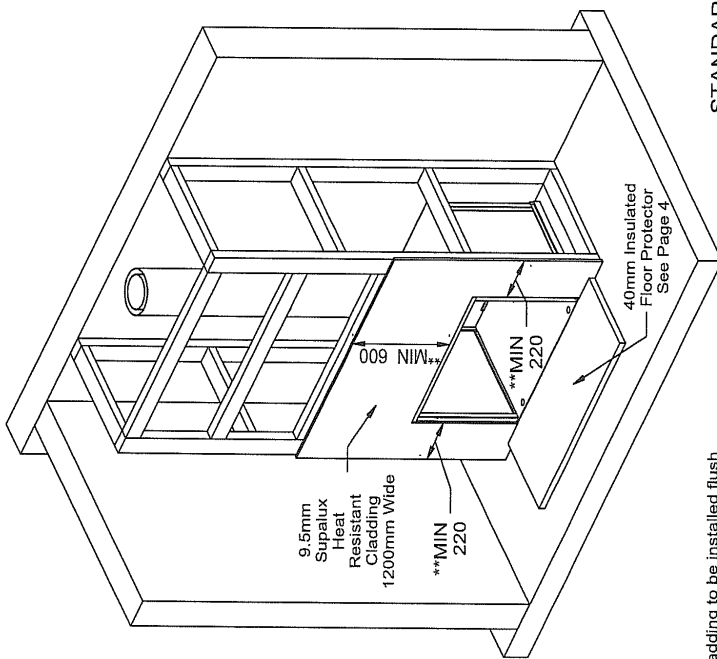
The internal faces of the new framework for the fire surround cavity must not be lined with building papers. Specifically no bitumen or paper based linings to be used in these areas.



STANDARD FRAME

## ZERO CLEARANCE BOX - Built-in Fire Canopy

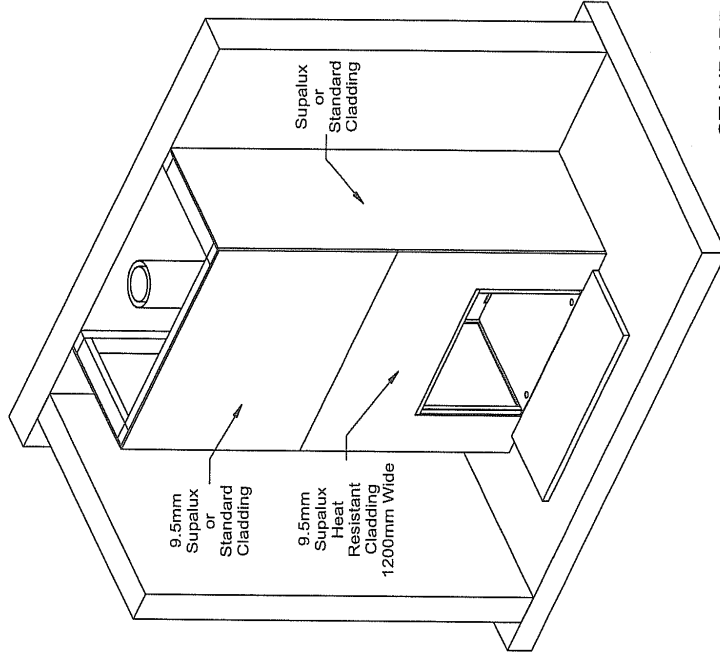
TITLE  
**BUILT-IN FIRE CANOPY INSTALLATION**  
DRAWING NUMBER  
FRAMING GUIDE 1



NB - Supalux Cladding to be installed flush to sides and top of Built-in Fire Canopy Box.

The internal faces of the new framework for the fire surround cavity must not be lined with building papers. Specifically no bitumen or paper based linings to be used in these areas.

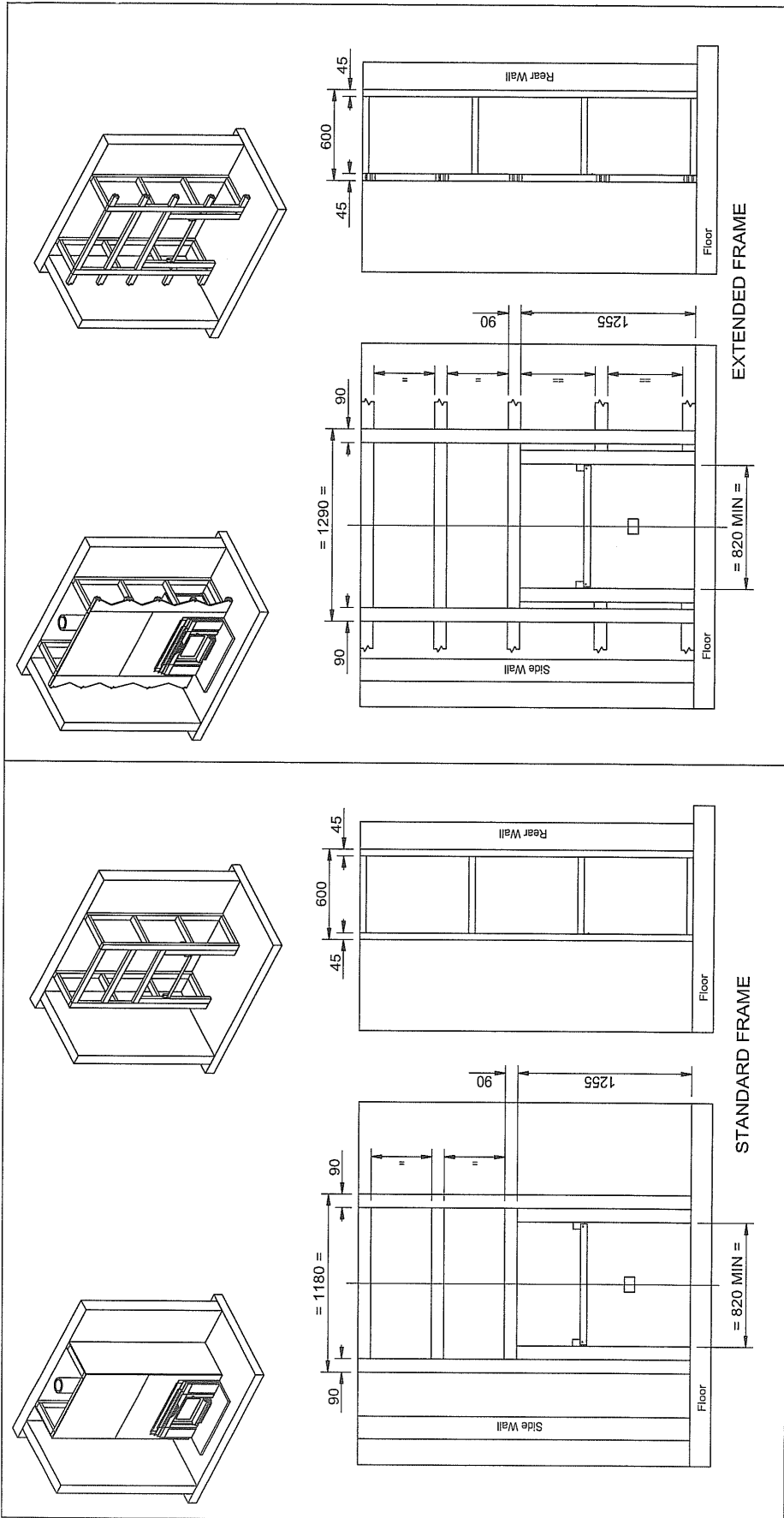
\*\* Dimensions taken from Built-in Fire Canopy Box



STANDARD FRAME

TITLE	BUILT-IN FIRE CANOPY INSTALLATION
DRAWING NUMBER	FRAMING GUIDE 2

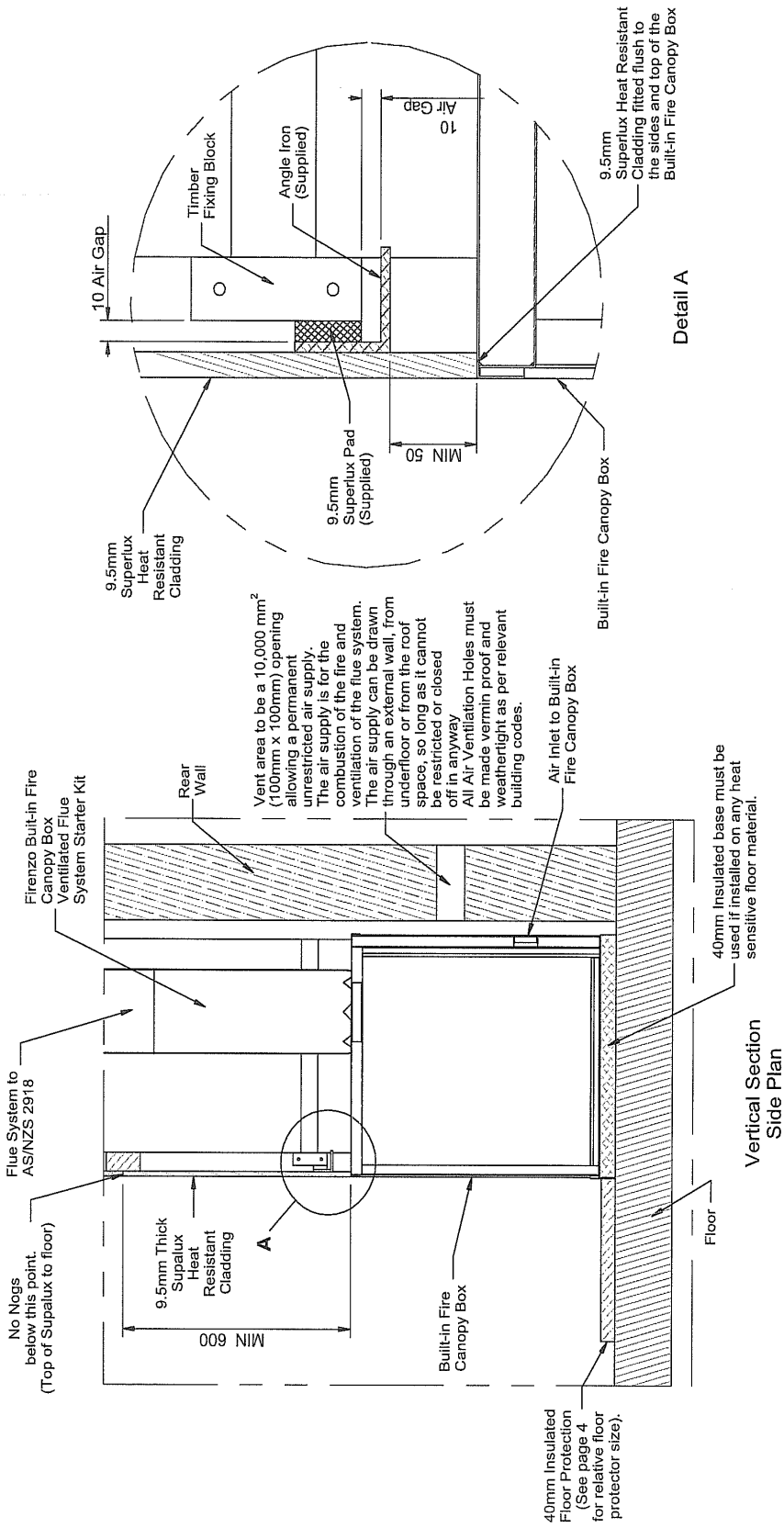
## ZERO CLEARANCE BOX - Built-in Fire Canopy



TITLE  
**BUILT-IN FIRE CANOPY INSTALLATION**  
 DRAWING NUMBER  
**FRAMING GUIDE 3**

**ZERO CLEARANCE BOX - Built-in Fire Canopy**

**DIMENSIONS IN MILLIMETERS UNLESS OTHERWISE STATED**



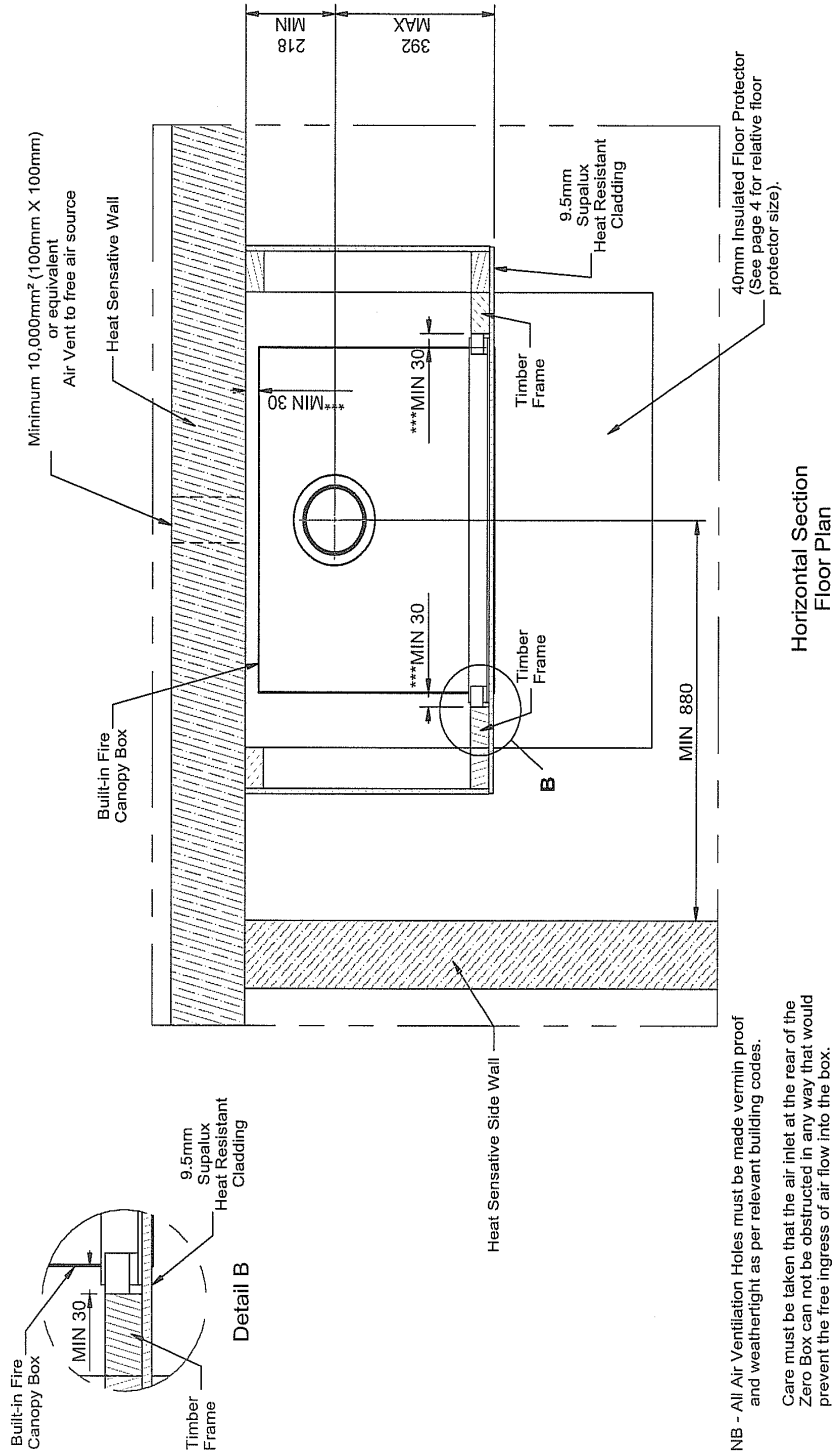
NB - Care must be taken that the air inlet at the rear of the Built-in Fire Canopy Box can not be obstructed in any way that would prevent the free ingress of air flow into the box.

STANDARD & EXTENDED FRAME

**ZERO CLEARANCE BOX - Built-in Fire Canopy**

TITLE	BUILT-IN FIRE CANOPY INSTALLATION
DRAWING NUMBER	FRAMING GUIDE 4

DIMENSIONS IN MILLIMETERS  
UNLESS OTHERWISE STATED



STANDARD & EXTENDED FRAME

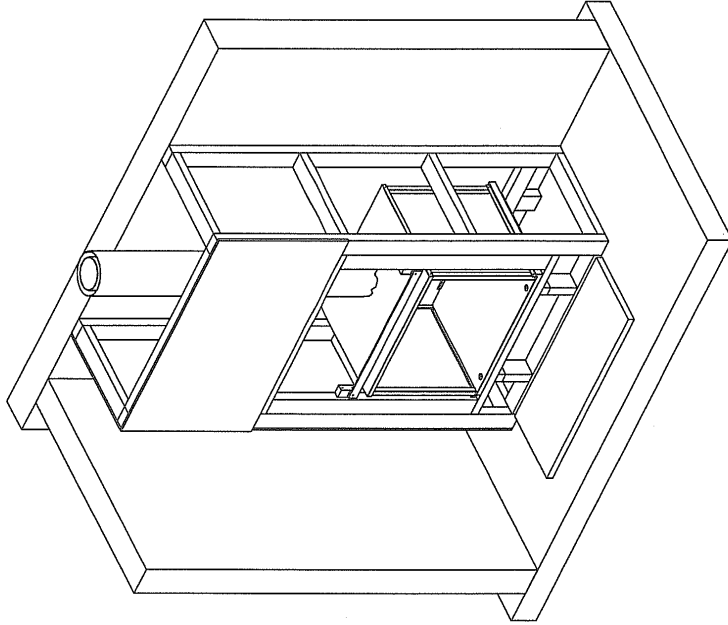
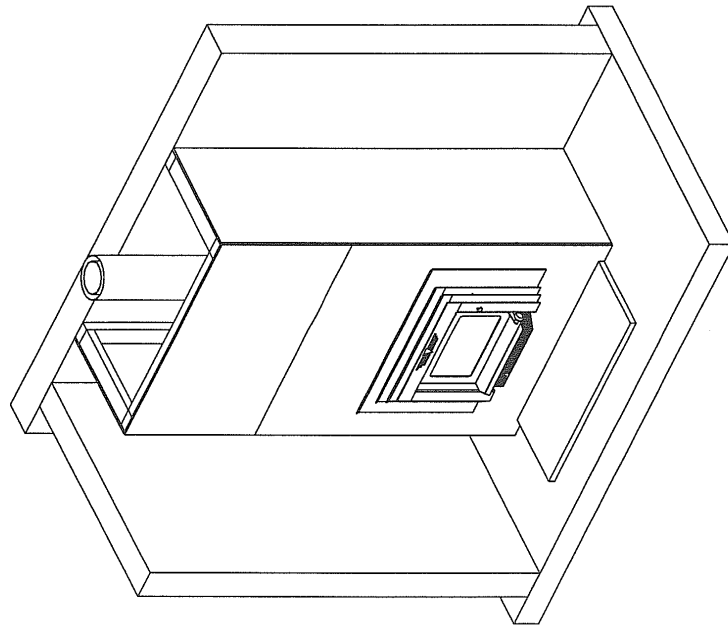
NB - All Air Ventilation Holes must be made vermin proof and weathertight as per relevant building codes.  
Care must be taken that the air inlet at the rear of the Zero Box can not be obstructed in any way that would prevent the free ingress of air flow into the box.  
\*\*\*MIN 30mm gap measured from the Built-in Fire Canopy Box to the internal faces of the new framework, the rear wall or any heat sensitive material.

## ZERO CLEARANCE BOX - Built-in Fire Canopy

TITLE	BUILT-IN FIRE CANOPY INSTALLATION
DRAWING NUMBER	FRAMING GUIDE 5

**ZERO CLEARANCE BOX - Built-in Fire Canopy**

DIMENSIONS IN MILLIMETERS  
UNLESS OTHERWISE STATED



TITLE  
RAISED BUILT-IN CANOPY  
DRAWING NUMBER  
FRAMING GUIDE 07

**ZERO CLEARANCE BOX - Built-in Fire Canopy**

## **5. PRE-INSTALLATION**

(Refer diagram page 4)

### **In a Masonry Fireplace:**

Before installing your Firenzo Insert it is important to check the condition of your masonry chimney. Ensure any cracks are sealed, loose masonry repaired and the chimney swept. Check the dimensions of your fireplace opening. Firebricks may need to be removed and the floor of the opening should be level using mortar if necessary. Ensure any gaps between the chimney face and fireplace surround are sealed with heat resistant material.

#### **MANTEL – Masonry Fireplace**

If the mantel shelf is of a combustible material there should be a minimum distance above the top of the fascia of **400mm**. This may be reduced if a deflector or heat shield is fitted under the mantel.

#### **MANTEL – using ZERO CLEARANCE BOX -(Built-in Fire Canopy)**

FORTE – Can **NOT** have a **combustible** mantel, however if the mantel is made of a non heat sensitive material then the minimum distance above the top of the fascia must be **500mm**.

ATHENA – The minimum distance above the top of the fascia to a combustible or non-combustible mantel is **500mm**.

#### **SIDE SURROUNDS – MASONRY & ZERO CLEARANCE BOX - (Built-in Fire Canopy)**

Clearance between the fascia and any wooden side surround must be 50mm providing the timber protrudes no more than 100mm.



## 6. ASSEMBLY INSTRUCTIONS

- 1 Carefully remove all packaging.
- 2
- 2a If the installation is into a **MASONRY ENCLOSURE**: Remove firebricks as necessary to fit the firebox into the opening. The firebox front when installed must be flush with the finished fireplace surround and on a level base of the same height as the finished floor protector. This may be achieved by using a concrete mix to level the base.
- 2b If installation is into a **ZERO CLEARANCE BOX** : Construct the canopy box as per page 8. Install into framework following guides on pages 8 - 15 as applicable.
3. Slide the firebox into the opening so that the outer casing return folds are flush with the finished fire surround.
- 4 DUE TO NEW ZEALAND BEING AN EARTHQUAKE PRONE COUNTRY, IT IS IMPORTANT TO ANCHOR THE INSERT DOWN IN CASE OF EARTH MOVEMENT. See diagram page 18 showing Typical Insert Installation.
- 5 Install Flue as per instructions on Page 19 & 21 if installing in a Masonry Fireplace or pages 8, 9, 10, 11, 12, 15, 20 if using a Zero Clearance Box - (Built-in Fire Canopy).
- 6 Now that the firebox and flue are in position, **place 25mm White Kaowool Blanket (supplied) on top of casing.**
- 7 As this fire sources its combustion air from the chimney cavity/enclosure, the fire MUST be sealed around the front between the casing and the masonry or Zero Clearance Box This is achieved by packing the yellow ISB insulation supplied between the casing and the masonry or Zero Clearance Box at the FRONT ONLY to maximum depth of 90mm.

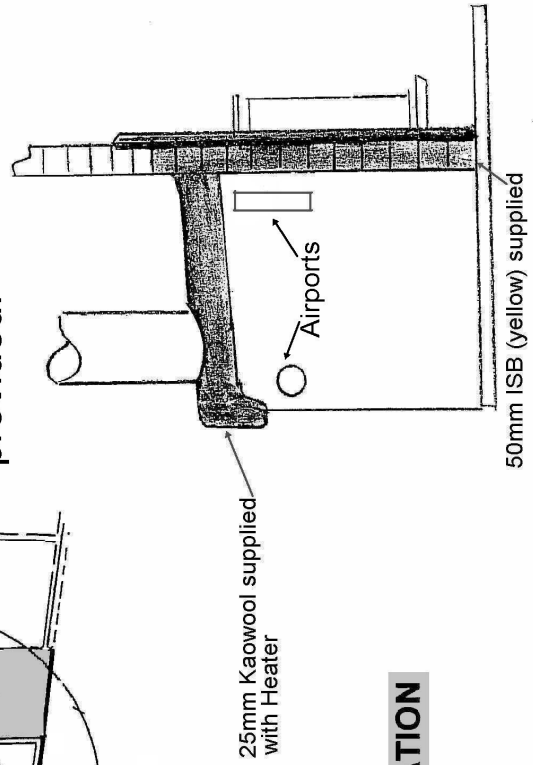
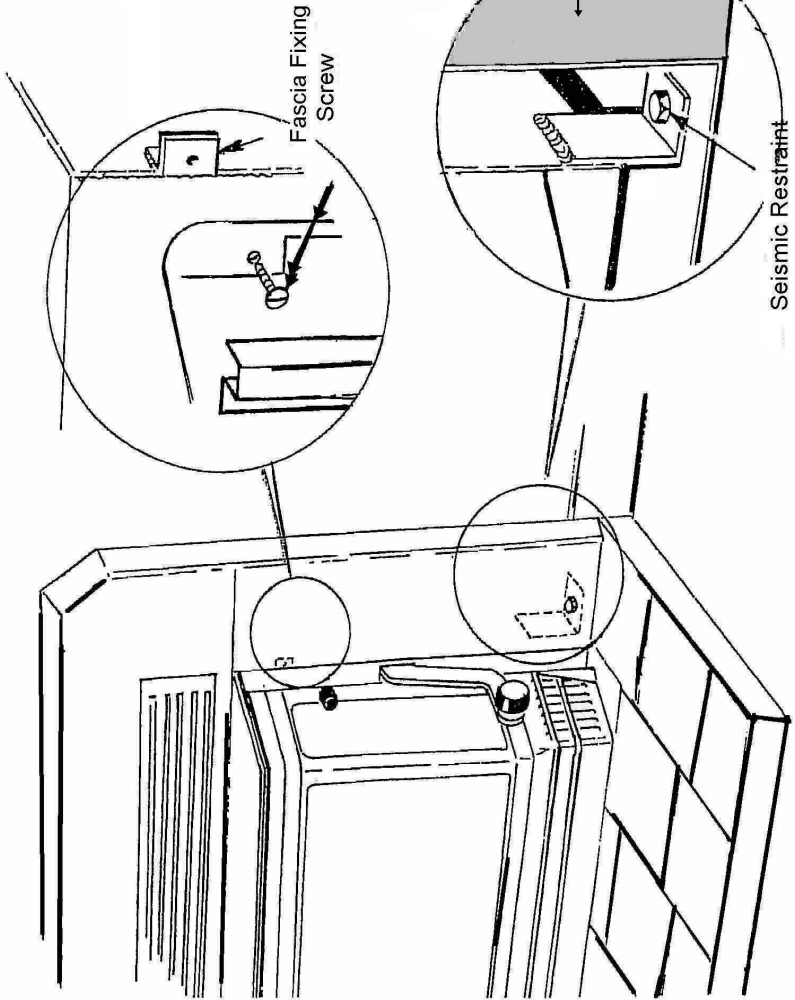
**UNDER NO CIRCUMSTANCES SHOULD THE AIRPORTS ON THE SIDE OF THE Fire BE RESTRICTED. Refer diagram page 19.**

The fire sources its combustion air from the chimney cavity, not from the room where the fire is installed. This ventilation air should be drawn down the chimney cavity from the air gap set up when the top spacer bracket holds the weather collar off from the outer flue casing enabling air to be drawn into the chimney cavity. Failure to ensure this air supply will starve the fire of air and lead to poor performance.8. Assemble and fit the fascia as per instructions on page 22.

As this fire source it's combustion air from the chimney cavity, the fire **MUST** be sealed around the front of the casing and the masonry at the **FRONT ONLY** to a maximum depth of 90mm. **UNDER NO CIRCUMSTANCES SHOULD THE AIRPORTS ON THE SIDE OF THE HEATER BE RESTRICTED.**

**IMPORTANT**

Pack any gap, top & sides between casing and masonry with the ISB (yellow pack) insulation provided.



**TYPICAL INSERT INSTALLATION**

## 7. INSERT FLUE SYSTEM

### For Installation in a Masonry Fireplace

WARNING: The Fire and Flue system must be installed in accordance with AS/NZS 2918:2001 and the appropriate requirements of the relevant NZ Building Code or Codes.

**WARNING:** The Fire and Flue system shall be installed in accordance with AS/NZS 2918:2001 and the appropriate requirements of the relevant NZ Building Code or codes. If the flue system has been AS/NZS2918:2001 Appendix F tested by the flue system manufacturer then their specifications for the installation of the flue system must be adhered to.

1. Position Fire in fireplace. Extend plumb line from top of chimney, ensuring Fire spigot is in line with top of chimney. If not, flue offsets will be required.

2. Assemble flue ensuring all seams are in line and assembly is straight and tight with crimped ends pointing downwards.

Secure flue with at least 3 stainless steel or monel rivets and seal.

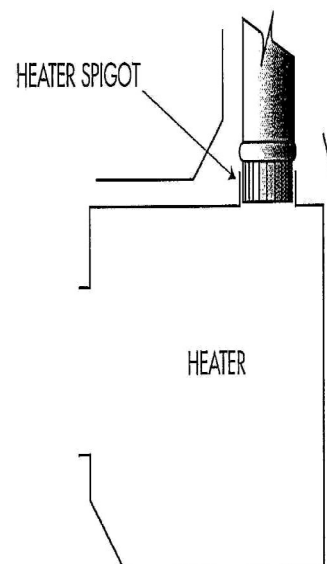
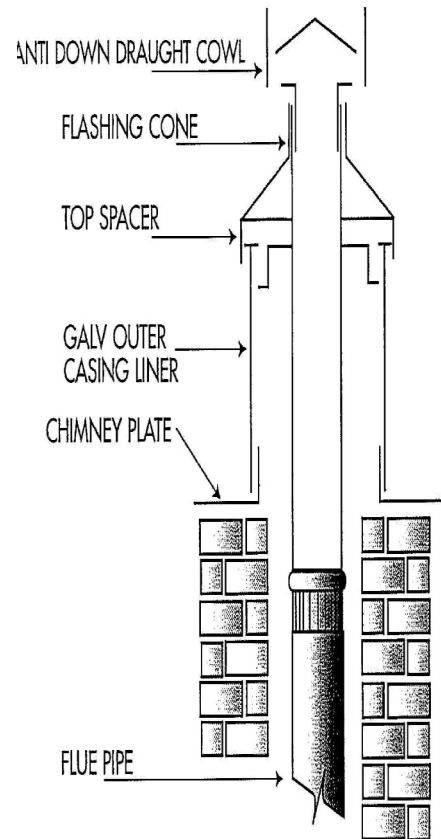
3. Fasten chimney plate supplied onto the chimney top. The chimney plate must be weather sealed with silicone or mortar.

4. Install chimney liner on top of the chimney plate.

5. Ensure flue is extended over the chimney liner by 180mm. Secure top spacer bracket to the flue and ensure slots fit snugly inside the chimney liner.

6. Slide flashing cone over top of flue, until it rests firmly over top spacer. Secure with pop rivets or self-tapping screws.

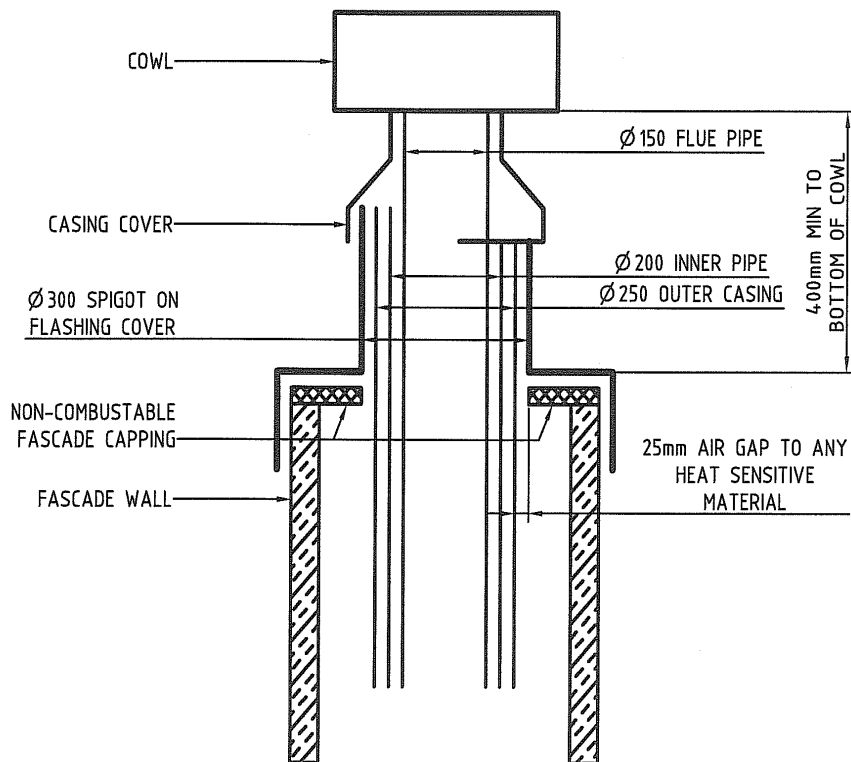
7. Fit anti-down draught cowl. Do not secure as it must be removed for cleaning.



**CAUTION:** Mixing of flue system components from different sources or modifying the dimensional specifications of components may result in hazardous conditions. Where such action is considered the flue manufacturer should be consulted in the first instance.

DIMENSIONS IN MILLIMETERS  
UNLESS OTHERWISE STATED

## FASCADE / CHASE TERMINATION

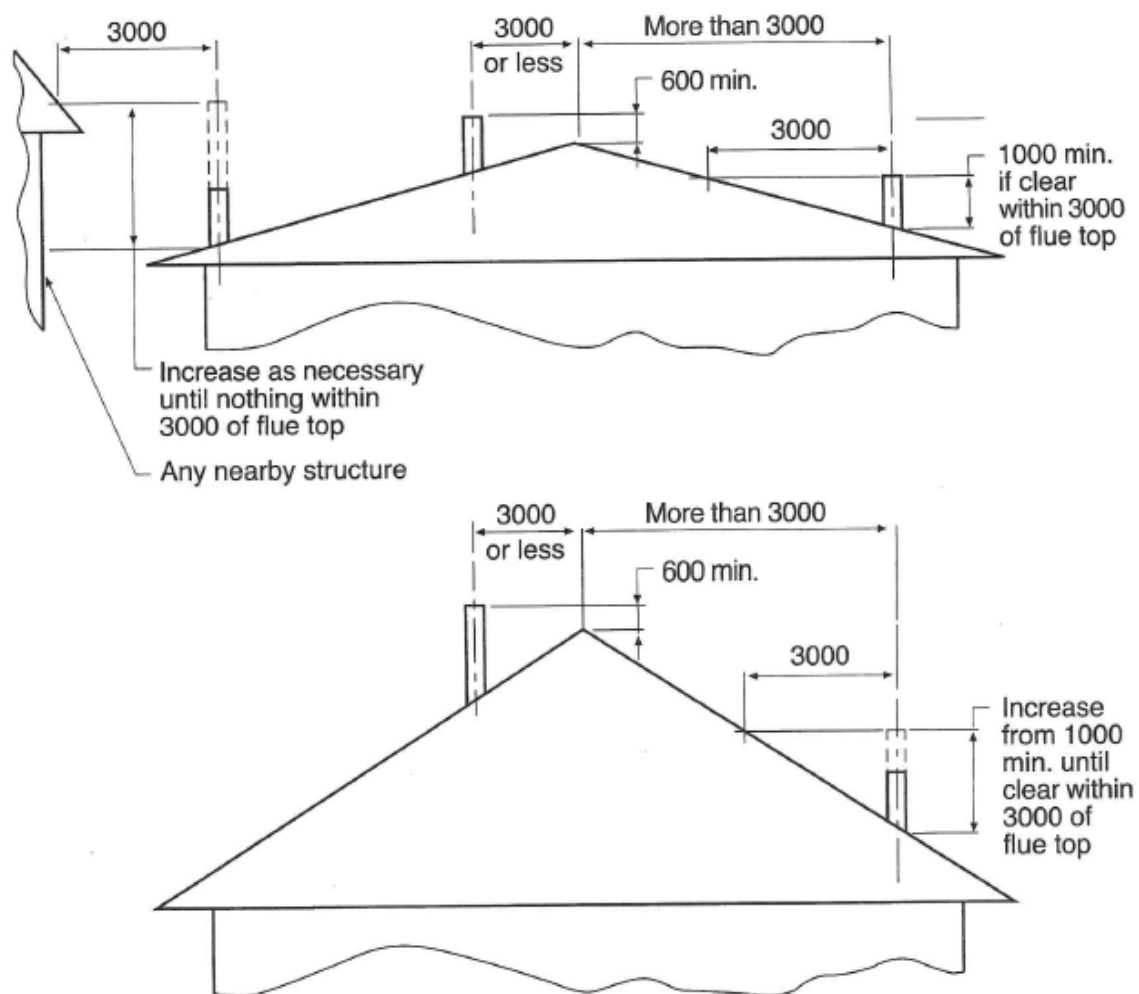


Please Note:

Flue system must comply to AS/NZS2918:2001 Section 4

1. The fascade capping must be made from a non-heat sensitive material i.e. 9.5mm Supalux or Hebel stone. Must be placed across the top of any wood framing.
2. The chimney flashing must have a 25mm free air clearance to the Ø250 outer casing, with a suitable oversize casing cover and a 250mm to 300mm spacer preventing the air gap from being closed. This permits air to freely flow from the fascade / chase cavity to atmosphere preventing any temperature rise within the cavity.
3. Fascade canopy must comply to all building regulations and section E2 of the building code.

## FLUE SYSTEM MINIMUM HEIGHT



### NOTES:

1. The flue shall extend not less than 4.6m above the top of the floor protector.
2. The flue cowl must be at least 600mm above the highest point of the roof if within 3 metres of it, or 1 metre above the roof penetration if more than 3 metres from the ridge.
3. No part of the building, or any adjacent building may be in or above a circular area of a horizontal radius of 3 metres from the flue exit.

## 8. FASCIA ASSEMBLY & INSTALLATION

### ATHENA WITH FLUSH DOOR

1. Remove screws fixed to lugs on firebox side.
2. Place pre-assembled cast fascia against firebox and replace screw.
3. Remove 4 self tapping screws from below door opening and fit ash hearth.
4. Fit lower grill over screws and tighten.
5. Set machine screw on top of bay section at approximately 30mm.
6. Place canopy lugs over the two 6mm screws in body and tighten.
7. The screw on the bay section may now require adjusting to support canopy.
8. Fit upper cast grill on side locaters.



### FORTE WITH FLUSH DOOR

1. Remove screws fixed to lugs on firebox side.
2. Place pre-assembled fascia against firebox, position left hand slip behind hinges and secure the screw.  
Place right hand slip against fascia and secure.
3. Set the machine screw on the top of the bay section at approximately 30mm.
4. Place canopy lugs over the two 6mm screws in body and tighten.
5. The screw on the bay section may now require adjusting to support canopy.
6. Remove tape securing louvre.
7. Fit control knob.



## 9. OPERATING INSTRUCTIONS

**PLEASE READ FULLY BEFORE PROCEEDING ANY FURTHER.**

**KEEP THIS BOOK IN A SAFE PLACE.**

Please refer to “**Lighting your Firenzo Woodfire Insert Fire**” leaflet

### **FIRST BURN**

On the INITIAL LIGHTING only, the high temperature paint finishes used on your Fire will give off smoke and odour for several hours. As this is a temporary condition, open doors, windows, etc. to give adequate ventilation until passed.

1. Prepare fire by placing crumpled paper in middle of firebox. Do not use a grate, or elevate fire. Build fire directly on floor of firebox.

2. Pull **air control knob out fully for high** (this is the small knob to the right of the door)

**AIR CONTROL OUT = HIGH.**

**AIR CONTROL KNOB IN = LOW**

3. Arrange dry kindling in “tepee” style with larger pieces standing up on each side. Ignite paper leaving door ajar until kindling is alight.

4. When vigorous flaming of the kindling subsides and embers begin to appear, reload with larger wood, placing them in a side to side configuration.

5. Open door carefully and place small pieces, then larger logs on top.

6. Close door tight and leave Air Control on HIGH for some 30 minutes. The value in establishing this technique is that you are providing an excellent base for burning your wood effectively.

7. When a good fire is established move air control to middle position. **DO NOT IMMEDIATELY SHUT THE FIRE TO LOW.** Remember to close the air control gradually to your desired level of heat output. It is better to take 3-4 adjustments to get to the low setting (extended burn).

### **RELOADING**

**WARNING: It is necessary to move the Air Control to HIGH before opening the door.**

Never open the door when a vigorous fire is in progress. Wait until the flames have subsided and the wood has broken up into glowing embers. Reload with dry logs, placing them in a side to side configuration

Leave the air control in the HIGH position for 10 to 15 minutes or until the flames begin to subside. This shows that the initial highly volatile wood gases have been driven off and the Fire will be able to maintain an even burning rate.

Normally a light load of fuel will stabilize quickly but a full load will take longer. Once the burning rate has stabilized move the Air Control to a medium position.

## RE-LOADING AFTER AN EXTENDED BURN TIME

At the end of an extended burn, re-establish the fire by adding a few small split logs, adjust the Air Control to HIGH and allow the firebox temperature to build up before adding the balance of the fuel, **loading logs in a side to side configuration.**

The addition of large quantities of cold fuel to a low fire will reduce the firebox temperature dramatically and this may result in 'losing' the fire.

Proceed with fire as before.

Do NOT operate the Fire with the door constantly open, this overrides the Air Control System and greatly lowers optimum heat output and efficiency.

### **FUEL:**

Dry, seasoned soft wood should be used at all times with a moisture content of less than 25% dry weight.

The heat output level on the Fire is controlled not only by the Air Control but also by the type and quantity of fuel in the firebox.

A fully loaded firebox set to HIGH will produce far more heat than an almost empty Fire set at the same position. Remember, you only get out of any Fire what you put into it. The better the fuel, the better the Fire

Do NOT burn plastic, household refuse or driftwood. This will void any Warranty and reduce the lifespan of the fire.

### **FLAMMABLE LIQUIDS**

**CAUTION:** Never use gasoline-type fuel, kerosene, charcoal lighter fuel or similar liquids to start or 'freshen-up' a fire in this Fire.

### **CLEANING THE ASHES FROM THE FIRE**

#### **Disposal of Ashes:**

Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non-combustible floor or on the ground, well away from all combustible materials, pending final disposal, if the ashes are disposed of by burial in soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have thoroughly cooled.

A LAYER OF ASH AT LEAST 25MM DEEP SHOULD ALWAYS BE LEFT IN THE BOTTOM OF THE FIREBOX AND IT WILL ALSO ACT AS 'INSULATION' FOR THE FIRE.

**WARNING:** DO NOT REMOVE EXCESS ASH FROM THE FIREBOX BY VACUUM UNLESS THE FIRE HAS BEEN OUT FOR 5 OR MORE DAYS - EMBERS WILL SMOULDER FOR SEVERAL DAYS AND WILL IGNITE VACUUM CLEANER BAGS.



## 10. MAINTENANCE

### FLUE

Creosote is caused by burning wet fuel, leaving particles and condensation to build up on the inside of any closed solid fuel Fire. Creosote and soot left to build up can cause decreased heat performance and flue fires. Your heating retailer or local reputable chimney sweep will be able to assist with flue cleaning.

### SECONDARY CHAMBER

The baffles (horizontal bricks in the ceiling of firebox) are critical to the Fires performance. They should be checked annually during flue cleaning and replaced if signs of deterioration are evident.

### DOOR HANDLE AND HINGES

Light lubrication is recommended once a year before the first autumn burn. Use a little GRAPHITE grease, available from any garage or engineering outlet.

### PAINTWORK (ATHENA CASTINGS)

If any scratches or surface marks have appeared on the paintwork, use 'Stovebright' Metallic Black paint to retouch, taking note of the manufacturer's instructions for spraying. Never spray a hot fire.

### BLACK OR SILVER PLATED RAILS

The black or silver plated rails must not come in contact with abrasive materials. Use a clean damp cloth when the Fire is cool, if cleaning is required.

### FIRE BRICKS

The internal fire bricks on the sides and base of the firebox can crack in extreme heat. However they are safe to leave as is until they start to crumble in which case they should be replaced.

### FIRE ROPE

As part of general maintenance the door rope and glass tape should be checked and replaced regularly. Failure to do this may overfire your fire.

### WELDS

The 5mm exposed steel sill and deflector in the fire box is welded on each side but primarily to the firebox underneath. With expansion and contraction the side welds develop hairline cracks. Do not be alarmed the main weld is sound and the Fire will not be effected in any way. Any hairline cracks are not a structural problem

### INTERNAL DISCOLOURATION

A brown (rust like) colouration will develop on the exposed inside of the fire box. This is expected over time and does not affect the performance of the fire.

## 11. DOOR GLASS

The inserts are equipped with a self-cleaning glass air wash system. A discolouration can form after a long 'low' burn, but 30 minutes of 'high' burn should clear it from the glass.

**Clean glass with wet newspaper dipped in ash from the firebox, then wipe glass.**

Do **NOT** clean glass while hot.

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

If a replacement of glass is required:

**GLASS MUST BE REPLACED WITH FIRENZO CERAMIC GLASS .**

Insulating material for the glass should be replaced at this time also.

**NEVER** place glass directly against the door. Without the insulation seal tape in place, the glass is likely to shatter. Your Firenzo agent will be able to supply any spare parts.

## 12.SAFETY

All surfaces on the inserts will get hot and cause burning if touched by bare hands.

Firenzo recommends using a fireguard.

The heat from inserts will effectively dry laundry and other wet articles; however such materials should be kept well clear of the Fire to prevent accidental fires.

The Flue should be cleaned regularly to avoid flue fires. In such event, close the air control. Do **NOT** open door. Remove combustible item from near the Fire and Flue.

## 13. WARRANTIES

### **Terms applicable to Firenzo Wood fires' warranties (current as at 29<sup>th</sup> May 2015)**

1 Hewitsons Limited (company number 569753) with a specified address of 98 Niven Street, Onekawa, Napier (Firenzo) and trading as Firenzo Wood fires gives:

- a ten (10) year warranty but **ONLY** for the steel firebox, fascia's and cast iron components of all Firenzo—wood fires.
- a one (1) year warranty for all other parts and finishes of a Firenzo wood fire including its refractory linings, glass, air supply components, wetback, seals, tapes, extrusions.

2 The warranty periods commence on the original date of sale of the relevant Firenzo wood fire to a consumer (please see paragraphs 5 and 8).

3 The warranties are given in respect of any defects in the specified Firenzo component parts and materials and Firenzo workmanship that render the component parts and materials unfit for normal domestic use.

4 The warranties have qualifying limitations, restrictions and conditions attached to them. Please see paragraphs 5, 6, 7, 8, 10 and 14.

5 Firenzo gives the warranties only to New Zealand consumers as defined in the Consumer Guarantees Act 1993. Please also see paragraph 17. The warranties are additional to the rights available to consumers against the manufacturer under the Consumer Guarantees Act 1993. To the fullest extent permitted at law, no other warranties or guarantees, express or implied, are assumed or given by Firenzo to any person with respect to the quality, merchantability, description or fitness for purpose or use of Firenzo wood fires or their component parts and materials.

6 Firenzo is not liable for, and to the maximum extent permitted by law excludes any liability for, any consequential loss or damage arising out of the installation, ownership or use of a Firenzo wood fire. To the extent such liability cannot lawfully be excluded, Firenzo's liability is limited to the purchase price paid for the Firenzo wood fire.

7 The warranties do not apply to:

- normal wear and tear.
- performance issues or limitations affecting a Firenzo wood fire arising out of:
- prevailing site conditions such as downdraughts or insufficient draw.
- or from, incorrect servicing adjustments or incorrect flue.

8 The warranties are valid only if the original purchasing consumer completes and returns a copy of the prescribed Warranty Registration Card to Firenzo at the specified address, dated the sale date, and specifying the residential address where the Firenzo wood fire is installed. The original purchasing consumer should keep their part of the Warranty Registration Card for validating warranty claims.

9 The warranties may be assigned to other consumers (as defined in the Consumer Guarantees Act 1993) on any sale of the residential property where a Firenzo wood fire has been installed.

10 For information (including claim procedures) concerning potential claims, potential warranty claimants should contact:

- in the first instance, the retailer/dealer from whom the Firenzo wood fire was originally purchased or

- (if the retailer/dealer is not contactable or does not address the claim to the claimant's satisfaction) Firenzo at the specified address,

including as appropriate to arrange an inspection of the Firenzo wood fire.

11 After complying with paragraph 10, for valid claims, a warranty claimant must submit a completed warranty claim form (please see Firenzo's website, or contact Firenzo, for this form) or other form acceptable to Firenzo providing details of the consumer's warranty from the Warranty Registration Card (including its date of issue) and specifying the defect:

- to the retailer/dealer from whom the Firenzo wood fire was originally purchased; or

- to Firenzo at the specified address.

12 The warranty claimant is responsible for paying any service call fees, transport charges and for any damages and loss incurred in transit to the Firenzo wood fire or its component parts and materials, to and from Firenzo or its designated accredited agent. Where Firenzo honours a warranty, as described in paragraph 13, it will reimburse the warranty claimant any transportation costs they have incurred.

13 Firenzo or its designated accredited agent (please see paragraph 16) will replace any component parts and materials covered by the warranties or the entire Firenzo wood fire, at its discretion, where Firenzo is reasonably satisfied a defect is solely due to faulty Firenzo workmanship or materials.

14 Firenzo may decline (in whole or part) to honour a warranty claim:

- until any amounts due but unpaid by a consumer in respect of the Firenzo wood fire or its servicing are paid.

- until Firenzo is provided with the applicable compliance and installation permits (please see below);

- if it appears to Firenzo that the Firenzo wood fire has:

- not been installed correctly at the specified residential address, or not been

- operated and maintained strictly in accordance with the manufacturer's instructions, AS/NZS 2918:2001 and any relevant building code or consent or these warranty terms.

- not been inspected and confirmed after installation as a compliant installation (with the requisite specifications and permits);

- not been regularly maintained and at least annually serviced;

- been subject to misuse, neglect, or accident in transit, storage or use.

- been damaged by water ingress in any way, including any surface rust which has occurred in transit or storage. However this exclusion will not apply to any damage to the Firenzo wood fire which is determined to have been caused by wetback leakage attributable to faulty Firenzo component parts or materials or workmanship;.- been over fired or has used any fuel other than clean dry firewood (having 25% or less moisture content), including any chemically treated timbers or driftwood.

- if it appears to Firenzo that the defect is attributable to a failure to replace consumable parts or components or materials within a timely manner to maintain their durability.

15 Firenzo reserves the rights to alter or supplement the warranties, but no alteration will reduce a consumer's rights under the warranties that applied at the date of original acquisition of the applicable Firenzo wood fire. In the event of any inconsistency between the warranties and any other written Firenzo material, including a manual, the warranties shall prevail to the extent of the inconsistency.

16 No person other than a designated accredited agent can bind Firenzo with respect to Firenzo's obligations under the warranties, and then only in accordance with the agent's actual authorities. A person is a designated accredited agent where they are identified and certified in writing by Firenzo to be such with their authorities specified in the certificate. Consumers must take reasonable steps to satisfy themselves that they are dealing with designated accredited agents.

17 The warranties do not apply to export sales of Firenzo wood fires. Separate terms apply to those sales.

For any questions about the warranties or this document please contact Firenzo at its specified address, on telephone 06 8438260, by email at [firenzo@firenzo.co.nz](mailto:firenzo@firenzo.co.nz) or via the Firenzo website [www.firenzo.co.nz](http://www.firenzo.co.nz).

18 This document is intended to form part of (and may be expressly referenced in) the terms of sale and purchase by every original New Zealand consumer of a Firenzo wood fire. Without limiting that intent:

by the act of completing and returning a copy of the prescribed Warranty Registration Card to Firenzo at the specified address (or other address for the time being), a consumer is also deemed to acknowledge that he or she is bound by the warranty terms;

a copy of this document is to be executed by Firenzo as a deed poll in favour and for the benefit of the New Zealand consumers described in it and to be kept for inspection purposes with Firenzo's corporate records at its specified address.

**Model: Forte and/or Athena Flush AG or Rural**

Serial No: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Purchased from: \_\_\_\_\_

**Please complete for your reference.**

**NB: The Warranties Registration Card is located in the information pack that accompanied your new wood fire, it MUST be filled out and returned to Firenzo.**



# Firenzo Woodfires

The heart of a warm home

## WOODFIRES

by

**FIRENZO**

Manufacturers of:

### Free standing

**Bronte  
Contessa  
Encore  
Lady Kitchener  
Napier  
Viking  
Vision**

### Insert

**Aqualux  
Athena Bay & Flush  
Forte Bay & Flush  
Kompact Athena  
Kompact Deco  
Kompact Diva  
Kompact Forte  
Kompact Plaza  
Kompact Serenity  
Topaz**

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Napier 4142

Phone: 06 8438260

Website: [www.firenzo.co.nz](http://www.firenzo.co.nz)

email: [firenzo@firenzo.co.nz](mailto:firenzo@firenzo.co.nz)