



# **CLUTHA**

## **Ultra-low Emission Burner**

### **Installation & Operation Manual**

**PEDESTAL, ASHBOX and WOODSTACKER models**

**THIS MANUAL CONTAINS IMPORTANT INFORMATION.  
PLEASE KEEP IT IN A SAFE PLACE FOR FUTURE REFERENCE.**

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\*Glen Dimplex New Zealand Ltd reserves the right to change specifications, the content of this manual, or the design of its product without prior notice.

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## **1.0 Introduction**

### **Congratulations!**

You are now the owner of a **MASPORT Clutha**™ Ultra Low Emission wood Burner designed and developed by Glen Dimplex New Zealand Ltd.

Firstly, thank you for purchasing a Masport appliance.

Your new generation wood fire has been designed to provide you with all the warmth and comfort needed whilst having ULTRA LOW emissions to dramatically reduce the impact on the environment. Environment Canterbury has approved the installation of this burner throughout New Zealand, as it bears the MASPORT brand, it promises to provide you with the economy, safety, and efficiency and quality.

To make the most of your appliance, installing, operating, and maintaining the burner correctly is important. Please read this installation and operations manual **carefully** before installing or operating your Clutha ULEB. Please take the time to understand the basic principles of this new burner which uses the latest combustion technology.

The bricks fitted in this burner are of a ceramic composition which will store invaluable heat to be released towards the end of the burn cycle whilst also reflecting heat into the ember bed creating a high combustion environment as well as increasing the radiating heat through the door glass. The baffle is made of stainless steel and supplies secondary air to aid the combustion process making for a cleaner hotter burn. This type of construction makes the heat durable and can reduce service costs in the long run.

## **2 Items supplied with the fire**

- 1 x Masport ceiling plate
- 1 x St/St Main Baffle
- 7 x Ceramic Bricks
- 1 x Installation and Operation Manual which includes
  - The Technical and Clearance Specification.
  - Installation guidelines
  - The Brick & Baffle Layout

## **3 Handling and Transport**

The Clutha appliance has a **Nett weight of 118kg**

Masport recommends that a minimum of 2 people handle the heater while moving it around and positioning

It is also recommended that suitable handling and safety equipment be used where applicable, removing items like the baffle, bricks and the door will help reduce weight of the heater during installation process.

Supplied in a wooden crate to reduce the risk of transport damage, if there is any visible damage to the crate, please inspect the heater and notify your retailer if there is any damage.

## **4 Notes**

- The installation of the Clutha ULEB requires a building consent before installation commences. Check with your local Building Authority whether there are any additional requirements before installing.
- The burner and flue system shall be installed in accordance with AS/NZS 2918:2001 and appropriate requirements of the relevant local building codes.
- Masport highly recommends NZHHA trained SFAIT (Solid Fuel Appliance Installation technician) installer to install your burner. Your dealer or heating specialist will be able to help with recommendations and advice on permits/consents required for the installation in your area.

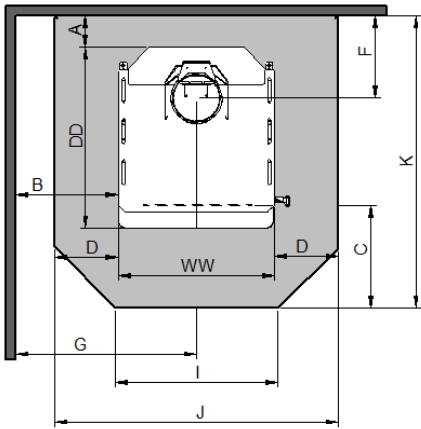
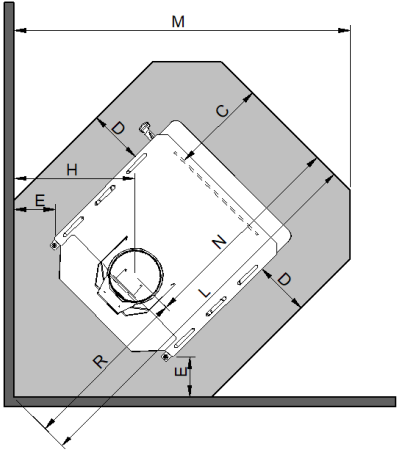
- Please read carefully all the dimensions and recommendations provided in the technical specification section of this manual. The dimensions given comply with the required safety standard AS/NZS 2918:2001.
- For safety, operational and warranty compliance, altering the appliance in any way, should not be attempted, No modifications are permissible.
- Please ensure that only components approved by Masport heating New Zealand are used on the installation, as substitutes may adversely affect performance and might nullify compliance with the requirements of AS/NZS 2918 safety standards.
- The Clutha burner was tested using a Masport flue system, it is recommended that it is installed using a Masport flue system or a flue system that has been tested and complies with AS/NZS 2918:2001 Appendix F. All Masport burners have been tested using a Masport double flue shield and this must be used with your installation.
- Masport recommends that the flue system must be serviced annually by a NZHHA trained service agent.

#### **4.1 Cautions**

- This 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 the use of the appliance by a person responsible for their safety.
- Do not leave children unattended near the alighted fire and keep them well away from the fire when in use. Supervise young children to ensure that they do not play with the appliance.
- Do not use flammable liquids or aerosols to start or rekindle the fire. Also, do not use such flammable materials near this appliance when operating.
- Always keep clothing, firewood, furnishing, and other combustible materials at a safe distance from the fire.
- Do not touch any part of the fire other than the door handle and the air control when in use, as all other parts can be extremely hot.
- A Cracked/broken door glass makes operation of the heater unsafe. Do not operate the fire with a cracked/broken door glass.
- Do not attempt to clean or maintain the fire when in use or with hot embers in the combustion chamber. Ensure that embers and all other parts of the fire have cooled down completely before starting ash removal or other maintenance.
- Do not use the fire if there is a malfunction, a suspicion of breakage, or unusual noises. Contact your Masport dealer or customer service team at Glen Dimplex, New Zealand.
- This appliance should always be operated & maintained as per instructions in this manual.
- It is important that in the Ash and woodstacker versions NOT to store flammable items in the lower area. NON flammable items may be stored safely in these areas ONLY.
- The Ashpan should only be used once the heater is cool and safe to do so.

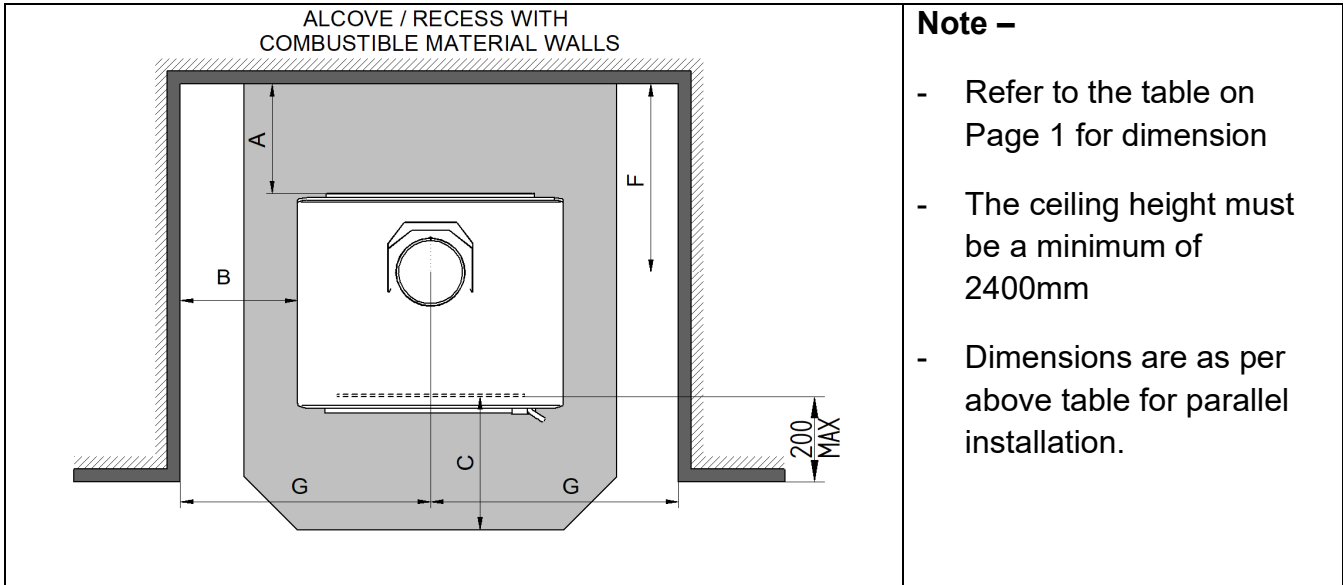
**Failure to follow above warnings, cautionary measures and instruction given in this installation and operation manual will void the Masport Heating warranty of this product.**

## 5 Masport Clutha – Pedestal, Ash and Wood Stacker Technical Specifications

<b>Clutha burner model has been tested and complies with the following standards &amp; tests:</b>					
Environment Canterbury's Real-life test - Canterbury test method CM1					
NZ National Environmental Test Standards - AS/NZS 4012:2014 and AS/NZS 4013:2014.					
NZ National Environmental Safety Test Standard - AS/NZS 2918:2001					
<b>Overall Dimensions</b>	495mm Wide x 524mm Deep x 894mm High				
<b>Net Weight of the Burner</b>	122 kg				
<b>Test Method</b>	<b>Emissions</b>	<b>Emissions</b>	<b>Efficiency</b>	<b>Heat Output</b>	<b>Authorization No</b>
<b>Real-Life Test Canterbury Method V1.6 (ULEB)</b>	35 mg/MJ				PED - CRC 231303 ASH - CRC 232830 WS - CRC 232954
<b>National Environment Standard AS/NZS 4012/13:2014</b>		0.46g/kg	66%	Max Average 9.4 kW	PED - CRC 231301 ASH - CRC 232829 WS - CRC 232953
<b>Approx. Heating capability</b>	<b>Small to Medium Homes (2~3 Bedrooms)</b>				
<b>Flue Shield</b>	900mm Long SS Double Flue Shield (Included in the Masport flue kit)				
<b>Flue System</b>	Std 4.2M Long, 150mm Flue System (GDFLU013M) or Flue System that has been tested to & comply with AS/NZS 2918:2001 Appendix F ** For installation in Canterbury & South of Canterbury, we recommend extending 200 inner casings within 250~300 from flue termination. Also, we recommend not to use Masport Opti or equivalent flue kits in this area, as they take ceiling or external cold air and cool the flue casings, leading to accelerated creosote build-up in the main flue pipe.				
<b>Floor Protector Requirement</b>	Ash Floor Protector or Steel Floor Protector or Masport Steel Floor Protector – 998901-Parallel or 998904-Corner 998904-Parallel or 998909-Corner				
<b>Minimum Clearances to Combustibles: Parallel, Corner &amp; Alcove configurations with Minimum 2.4 m ceiling height.</b>					
<b>Parallel Installation</b>		<b>Corner Installation</b>			
					
A- Rear Panel to Rear Wall	<b>83 mm</b>	C- Glass to Floor Protector Front	300 mm		
B-Cooktop Edge to Side Wall	<b>325 mm</b>	E- Cooktop Corner to Wall	<b>144 mm</b>		
C- Glass to Floor Protector Front	<b>300 mm</b>	H- Flue Centre to Wall	384 mm		
D- Floor Protector Side	117 mm	L- Floor Protector Diagonal	<b>1199 mm</b>		
F- Flue Centre to Rear Wall	246 mm	M- Floor Protector Side	<b>998 mm</b>		
G- Flue Centre to Side Wall	573 mm	N- Flue Centre to Floor Protector Front	656mm		
I- Floor Protector Front Edge	428 mm	R- Flue Centre to Wall Corner	543 mm		
J- Floor Protector Width	<b>729 mm</b>	WW- Overall Width of Fire	495 mm		
K- Floor Protector Depth	<b>902 mm</b>	DD- Overall Depth of Fire	524 mm		
		HH- Overall Height of Fire	894 mm		
<b>Seismic Restraint</b> - In New Zealand, it is a requirement that the wood burner and floor protector are secured to prevent shifting in the event of an earthquake. This is best done by fastening the wood burner right through the protector to the floor, using 8mm Dyna Bolts [ concrete floors] or 8mm coach screws or equivalent fasteners [ wooden floors]. Seismic holes are located at the rear of the burner.					

### 5.1 Installation in Alcove/Recess situation

The Clutha has been tested for alcove (recess) made of combustible material and complied to the safety standard AS/NZS 2918:2001



**NOTE:** Any variation to the specified clearances must be done in accordance with AS/NZ 2918 sect: 3

### 5.2 Reducing Clearances

The clearances to combustible specified in section 5.0 of this manual can be reduced by following guidelines specified in AS/NZS 2918:2001 table 3.1 & 3.2.

**Clearance factors for heat shield which is within 45 degrees of the vertical**

Heat Shield Construction	Minimum Air Gap Dimension	Clearance Factor
Single layer of continuous material	12mm	0.4
Single layer of continuous material	25mm	0.3
Two spaced layers of continuous material	12mm+12mm	0.2

**Clearance factors for heat shield which is more than 45 degrees off the vertical**

Heat Shield Construction	Minimum Air Gap Dimension	Clearance Factor
Single layer of continuous material	12mm	0.8
Single layer of continuous material	25mm	0.6

### 6 Ash Hearth Requirements

The Clutha has been tested and met the minimum requirement for an ash hearth set out in AS/NZS 2918: 2001.

This heater weighs approx. 118kg so ensure that the floor structure is sufficient to withstand this weight, materials used for the floor protector must also be able to withstand the weight and not crack nor break.

### 7 Unpacking

Remove the shipping wooden crate and packing material around the burner. Remove the loose pieces from within the firebox. Remove and discard the screws holding the wood fire to the shipping pallet.

## 8 Positioning

Refer to minimum clearances in the above table. Note that the testing was carried out with a ceiling height of 2.4mtrs from the ground.

Any proposed deviation from the specified clearances or installation configurations should in accordance with AS/NZ 2918:200

## 9 Flue Requirements

A minimum 4.2M long, 150mm diameter Masport flue system or flue system tested in accordance with AS/NZS 2918:2001, Appendix F shall be used with a 900mm long Masport double skin flue shield.

**NOTE** The Clutha has been tested and approved for the use of the **Masport drop Box** flue system.

It is highly recommended that the 200 inner casing of Masport flue system be extended to within 250~300mm below the top of the 250mm outer casing.

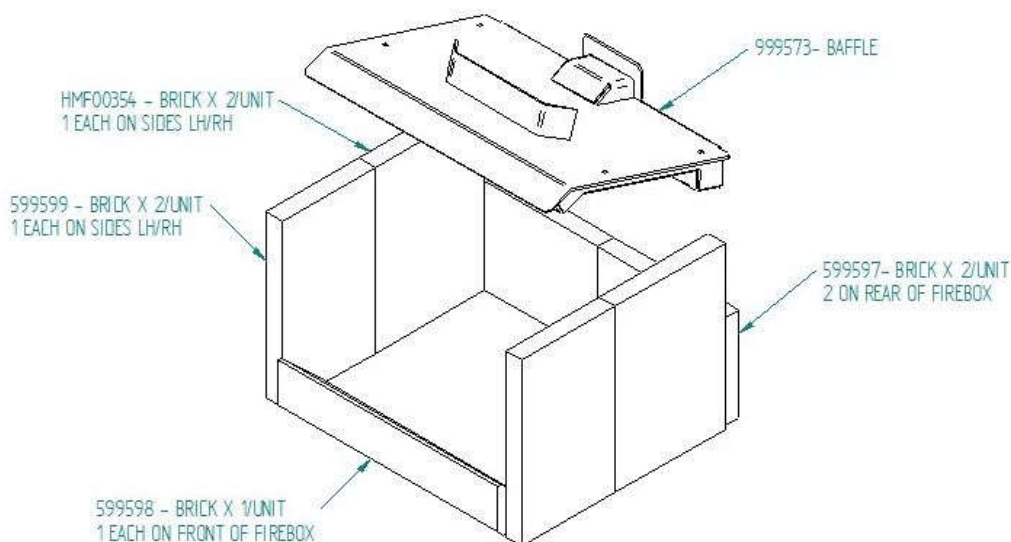
Please note that the environment may have an impact on how the flue system performs and may need additional components added to remedy these issues, flue casings other than std height must be braced in accordance with relevant building codes.

Flue installations other than a std vertical type are not recommended. however if an installation requires offsets guidelines are set out with AS/NZS 2918:2001 and must be followed.

All flue pipe joints, and the flue spigot must be sealed using an appropriate fire cement, all flue pipes must be secured using 3x 3.25mm stainless steel rivets.

Be sure that flue pipes have been sealed as this can cause issues with the draw and a lack of performance from the heater.

## 10 Brick and Baffle Layout



**Before the first light-up, ensure that the burner is correctly installed and signed off by an approved installer or local council and all local council's wood fire permit requirements have been completed satisfactorily and all components have been fitted to the heater.**

## 11 First burn & paint curing

Once your heater has been installed and meets the requirements of a consented installation you are ready to have your first burn.

It is important to start off with a couple of small burns and not to over fuel the heater, this is because the paint will require curing. During this process the paint will emit a blue-ish coloured smoke so it is important to have adequate ventilation during this process. Continue to run the heater until there is no more smoke, each burn can be progressively hotter and until the curing process is completed.

## 12 Fuel

The quality of the firewood you burn can considerably affect the performance of your burner.

Moisture content, tree species, and log size are the main factors affecting the performance of the wood burner. Masport recommends using softwood, cutting your wood to a size fit into the fire box and has a moisture content of 16 – 25% range is preferable, also loading your wood in a front to back orientation is better for performance and a cleaner burn.

### **DO NOT BURN**

- Wood that has been treated with preservatives or impregnated with chemicals or glue
- Chipboard, particleboard, or laminated board
- Painted, stained, or oiled
- Driftwood or other salt impregnated wood

Burning such materials is not good for the environment, it can also damage the firebox and put you at the risk of voiding the warranty your Masport heater

In NZ, radiata pine or macrocarpa are the most commonly available softwood species suitable as firewood. Other hardwood species like eucalyptus (blue gum) can also be mixed with softwood to achieve longer burns.

### 12.1 Wood Moisture

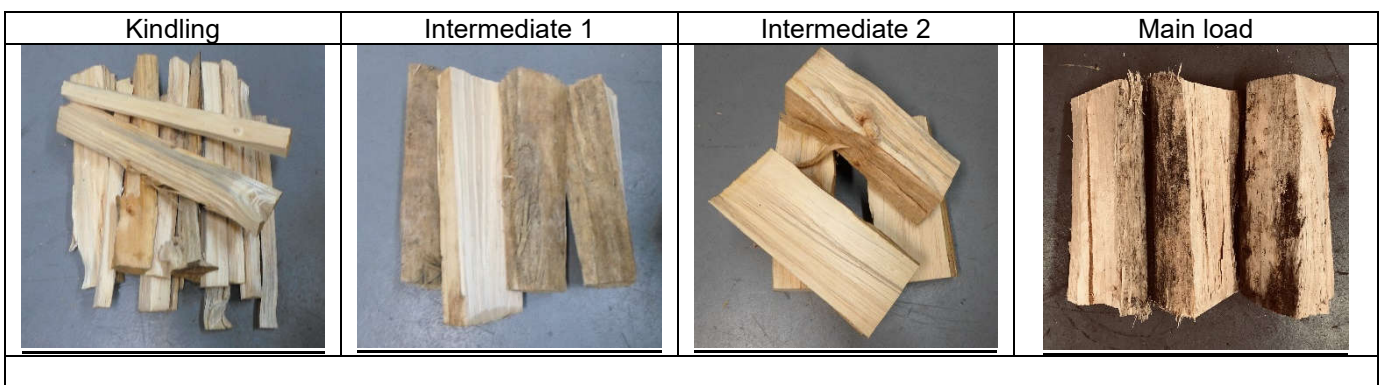
A wood moisture meter is the best way to check the moisture content of the firewood. Split a piece of wood and then press the metering prongs firmly into the long side of a split piece to test moisture content. 16-25% percent of moisture content is ideal.

If you purchase firewood, ask for dry seasoned wood and get it checked from your wood merchant.

### 13.1 Kindling, intermediate and main wood loading details

Seasoned firewood pieces approx. 250mm long in various sizes should be used in the Masport Clutha.

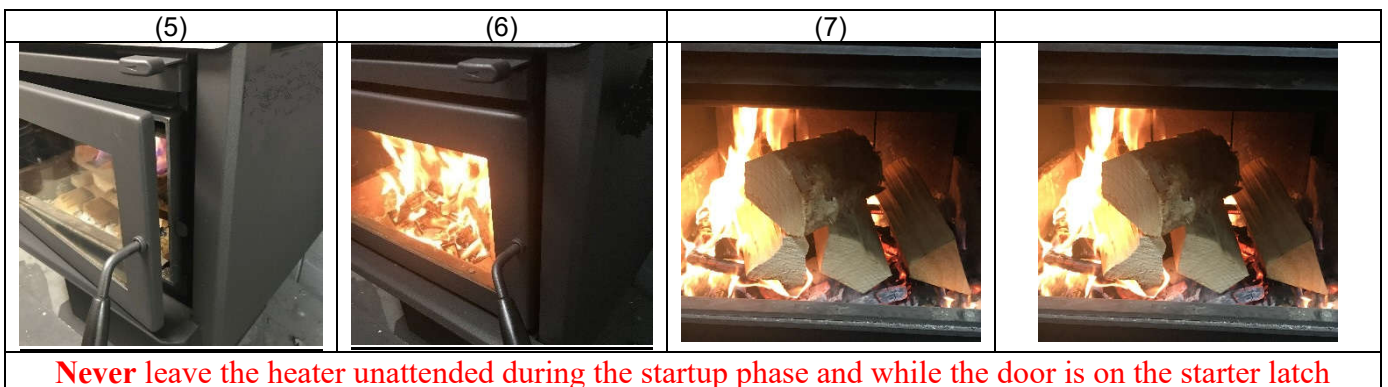
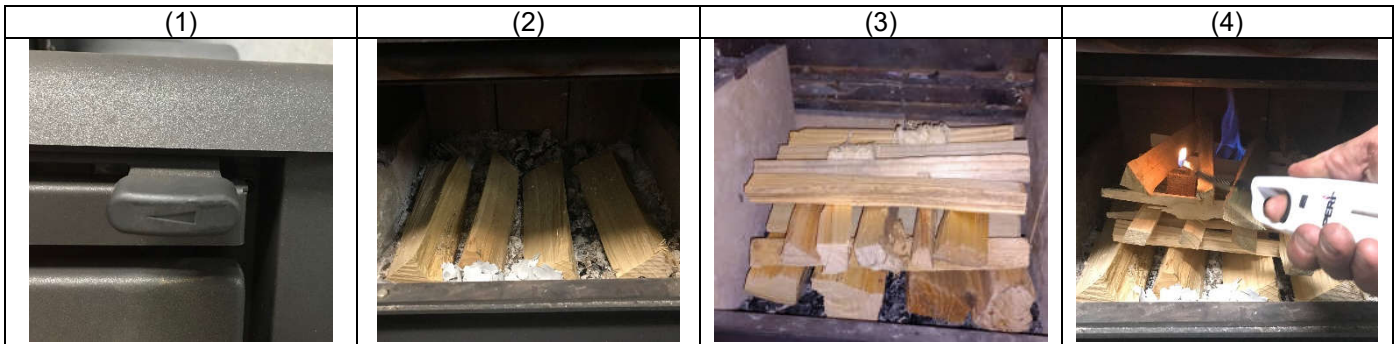
- Kindling – 15 pieces cut to 1.0 kg approx
- intermediate 1 load – 4 pieces total 1.2 kg, approx
- intermediate 2 load – 4 pieces total 2.5kg approx
- main load – 3 pieces 3kg approx.





### **13.2 Initial light-up with kindling and intermediate load**

1. Make sure the air control is set in the **"HIGH"** position.
2. Place the intermediate load 1 evenly across the base of the heater in a front to back direction.
3. Place the kindling pieces on top of the 4 logs, they should be stacked 5x5x5 as in image 3
4. Use 2 firelighters on the top of the kindling one in the middle and one at the rear.
5. Light the rear fire lighter than the middle fire lighter, leave the door on the safety starter latch for approx 5-10 making sure the Kindling is well alight, now close the door.



### **13.3 Intermediate load 2 and main loads**

6. Approximately 35mins after lighting the heater intermediate 2 can be loaded into fire.
7. Subsequent main loads should be loaded when the fuel in the heater has burnt down to good embers, and there is minimal flame in the heater.

### **13.4 Controlling the heat output**

Once the main load has a well-established flame the air control can now be adjusted to a lower setting. Do not turn the air control directly from the high setting to low adjust to approximately half setting wait for around 5-10mins the adjust to the lowest setting. Adjusting directly from high to low will starve the fire of oxygen and result in a poor burn.

### **13.5 Refueling**

Refueling is best done when the majority of the flame has died down and there is a good ember bed in the heater with minimal flame, always turn the heater air control to high and leave it there for a few minutes so the flue gasses can increase creating a good flue draught. Open the door slowly and not fast this will stop any combustion gasses from being pulled into the room. Place your next main load into the heater as efficiently as you can and close the door as soon as possible, again this will reduce the risk of gasses coming back into the room..

- IT IS IMPORTANT THAT THE HEATER IS NOT USED IF THE GLASS IS BROKEN
- DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE BURNER
- DO NOT OPERATE THE HEATER IF EXCESSIVE SMOKE ENTERS THE ROOM

## 14 Ash

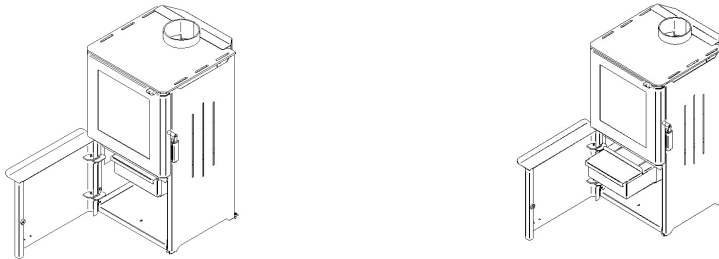
Maintaining a good ash level will help the heater to operate more effectively, too much ash will reduce the usable volume within the heater and effect performance so ensure that the ash does not reach the level of the ash lip, always leave approx. 20mm of ash in the heater when cleaning the heater as this acts as an insulator and allows air to pass into the embers aiding the combustion process.

**Note** when emptying ash always do it when the heater is cold and always use a steel bucket, or the ash box on the ash model. Dispose of the ash ONLY when it is cold.

### ASHBOX

To empty ash into the ASHBOX locate the ash plug inside the firebox, removed it and the proceed to push the ash into the as hole. Once you have removed sufficient ash, clean around the ashplug surface and replace the plug.**IT IS IMPORTANT** ensure the ashplug seat is clean to make sure there are no airleaks around it.

Emptying the ASHBOX. The ASHBOX can be accessed by opening the front of the pedestal base to the left,



## 15 Optimizing the best performance from your heater

- Using clean dry wood will help with ignition and the combustion process
- Maintaining a good hot ember bed at the start of each refueling will reduce pollutants and help with efficiency
- Do not overfill the firebox as this will reduce air paths through the fuel and will not allow the heater perform as intended.
- Using more medium sized pieces of wood as opposed to very large pieces will give a better burn and will help keep the burn clean.
- Always open the air control to fully open position before refueling, do not run the heater on the low setting permanently, and after long periods on the low setting, it is recommended the heater is run on high to burn away any unwanted built up of particulate within the heater and flue system.

### NOTE

For the heater to perform optimally it must have a good air supply, in today's air tight homes this can an issue so it is advised that an adequate fresh air supply be fitted into the room that the heater is located in.

## 16 Maintenance

## **Maintaining a clean glass**

Prolonged low burns, dirty wood and wet wood will cause the glass to blacken; this can be burnt off by running the heater on the high setting for a good period. Alternatively, when the heater is cold the glass can be cleaned by using damp newspaper and ash, glass cleaner and a cloth of a ceramic glass-cleaning pad.

## **Cleaning the heater externally**

Using a soft **DRY** cloth or soft paintbrush, gently dust/wipe the painted surfaces. Under no circumstances use wet Cloths chemical sprays on the paint; this may cause issues with the finish of your heater. Please note that the paint used on this heater will dull off over a period and can be touched up Annually.

## **Door latch adjustment**

Open the main fuel loading door

To adjust the tension on the door rope and have a good seal, the door catch pin can be moved forward and back, loosen the securing bolt on the inside of the firebox, move the pin toward the rear of the fire and re-tighten, repeat until a good seal has been achieved.

Testing the door seal while adjusting the spindle, Sandwich a strip of paper between the firebox edge and Seal, pull the paper gently and as you do there should be a resistance on the paper, adjust the Spindle until you are satisfied a good seal has been made. The paper will be jammed or slide with effort when the seal is good or sufficient.

Carry out this test on all four sides of the door to ensure the seal is even on all sides.

## **Door and Door Glass Seals**

The main door seal should be checked periodically and, if required, will need to be replaced. Over time the door and glass seals will degrade and cause air to leak into the firebox. This excess air can affect the performance of the burner and possibly cause damage to the burner components. Air leaks can also cause blackening of the glass.

## **Heat Output Control (Air Slide)**

The air control on the burner should move freely, if at any time this becomes sticky have a service technician inspect and make the appropriate adjustments to free it up.

## **Firebox Ceramic Bricks**

The ceramic refractory bricks in your Clutha burner are an essential component for achieving a clean and efficient burn. These bricks may degrade/break or crack depending on usage, if cracks are visible but the brick is still secure then there is no need to replace them but if they degrade significantly or fall apart then they will require replacement. The bricks are held in place using the brackets welded to the firebox sides and the rear see fig 3.6 for brick details of brick layout.

## **Baffle**

- The stainless-steel baffle used in Clutha is made of thick gauge stainless steel, it has a rear air intake chute, which needs to be fitted properly into the slot on the back wall of the fire. For flue cleaning, this baffle must be removed as described below.
- First, pull forward the front baffle slightly to disengage the rear chute from the slot on the rear wall. Then push it to one side so that the baffle is off the other side's support. Keep dropping and tilting the other side to dislodge it entirely from the supports and then manoeuvre the baffle out of the firebox.
- For replacing the baffle, reverse the steps mentioned above.
- Check that the baffle is locked and hard up against the rear wall of the firebox.

## **Flue Inspection & Cleaning**

The flue system should be checked at least once a year and be swept by a professional chimney sweep. If a flue system is becoming excessively blocked or needs more frequent cleaning, investigate the

installation, fuel, and operation of the burner with the help of a professional. First, remove all the ceramic bricks and the baffle. This will enable to drop and collect all the chimney dirt into the firebox without removing the main flue pipe. Once the chimney sweep operation is complete, clean the firebox chamber properly replace the baffle then the bricks baffle, both the air tubes and the bricks.

## **17 Replacement Parts**

Some components used in the CLUTHA are considered replaceable. These parts will wear out or degrade over time. The life of these parts will vary upon

- How frequently fire is used
- Type of fuel.
- Moisture content in the wood
- Environmental effects

### **Following items are considered as replaceable items**

- Bricks
- Baffle
- Front Air Deflector.
- Seals - Main Door Seal and Door Glass Seal
- Door Glass

These replaceable parts should be replaced when it is deemed that they are no longer fit for purpose, running your burner with worn or broken parts may result in poor performance, an increase in fuel consumption, and even damage the burner's firebox or other vital parts. We highly recommend a frequent visual inspection of these parts be carried out to determine whether replacement is required.

## **18 Common Issues and Problem Solving**

### **Blackening of the door glass –**

Blackening of the glass is due to poor combustion, reasons can be.

wet wood- heater being run on low setting for long periods- leaking door seals-incorrectly fitted components-poor flue draught-lack of combustion air

Only burn dry wood with an approx moisture content of 25% or less.

Make sure to run the heater on high occasionally to burn off creosote buildup on the glass.

Have the door and glass seals checked and replaced as required.

Have the heater inspected to ensure correct fitment of internal parts.

Have the heater installation checked remedy reasons for lack of flue draught.

Remedy the reason for a lack of air into the room where the heater is situated.

### **Smoke entering the room –**

Smoke entering the room can be caused by several conditions, a lack of flue temperature, air starvation/ negative pressure in the room, incorrect flue system/ terrain, pitch of the roof, staggered roofs, poor wood quality, installation issues and/or blocked flues.

Running the heater on a higher setting to increase the flue temperature especially when refuelling the heater.

Always make sure the room has an adequate air supply i.e. fresh air inlet, make sure there are no extractor fans running and or heat transfer kits.

Different flue terminations, extending the flue making sure there are no large trees around.

Make sure that the wood you are using has the correct moisture, is not too hard/ dense and is not too resinous.

Have the installation checked and making sure that all flue joints are sealed, the correct flue lengths have been used, the flue termination is adequate and all heater components are fitted.

Have the flue cleaned regularly, some situations may call for more frequent cleaning.

**Paint –**

Paint fade, flaking and surface marks can be common issues with paint.

Paint fade is a normal process mostly seen in the hotter areas of the heater, this can be easily fixed at the end of the season with a touch up using STOVE BRIGHT metallic black paint.

Flaking paint can be caused by the use of chemical sprays/ cleaners or impurities in the paint

Consult your local dealer to have this inspected.

Surface marks can mostly be resolved with touching up the heater with the use of STOVE BRIGHT metallic black paint.

Be sure to ONLY use a soft DRY cloth to clean your heater, the use of any other products May damage the paint on the heater.

NEVER use a wet or damp cloth to clean your heater.

**Noise general**

Expansion noises, environmental noise excessive noise

General expansion noise or ticking is a normal part of a wood heater and occurs during initial heating up and when the heater cools off.

Environmental noise caused by wind passing over the flue system at an acceptable level, however excessive noise i.e. load bangs constant expansion noise can be the result of a poor Installation, consult your local Masport representative to have this looked at in the first Instance.

Noise created by environmental influences can be resolved by changes to the System is flue terminations.

**Performance issues**

Can be a result of installation issues, poor wood quality, where the heater is situated and environmental influences.

If you suspect your heater is not performing contact your local MASPORT representative and have them examine all factors to try and resolve this issue.

**19 Flue Termination Requirements**

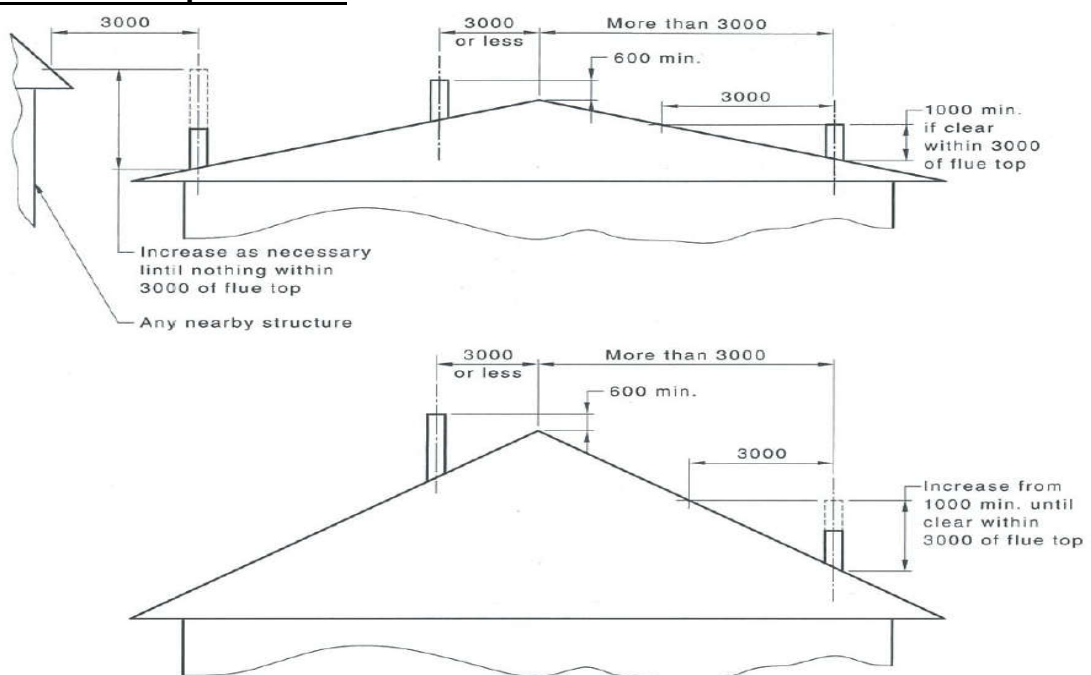


Figure 3.3.1



## WARRANTY FOR MASPORT ULTRA-LOW EMISSION BURNER

This warranty is provided in New Zealand by Glen Dimplex New Zealand Ltd and in Australia by Glen Dimplex Australia Pty Ltd. (together referred to as “Glen Dimplex”) This warranty is provided to the first domestic purchaser of a MASPORT CLUTHA Ultra-low Emission Burner. It applies from the date of purchase, from or through an authorized Logaire Fire Distributor in relation to each product or component for the period below.

TYPE OF PART	WARRANTY (In Years)	
	PARTS	LABOUR
BURNER'S STEEL FIRE BOX	15	5
STAINLESS STEEL BAFFLE	2	2
CERAMIC BRICKS	2	2
DOOR GLASS & SEAL	2	2
DOOR LOCKING MECHANISM PARTS	1	1
INTERNAL & EXTERNAL PAINT FINISH	1	1
GLEN DIMPLEX FLUE SYSTEM	1	1

During the warranty period, Glen Dimplex will repair or replace (at its option) any Logaire Wood Fire which is found to be defective in materials or workmanship. Repairs will be carried out by an approved Logaire Heating Service Agent.

### What is covered under this warranty?

- Repair or replacement of parts
- Labour costs relating to the Wood Burner
- Reasonable transport or travel costs.

Consumers may have additional rights under the Consumer Guarantees Act 1993 (New Zealand) or the Australian Trade Practices Act 1974 including the Australian Consumer Law.

### Conditions

This warranty does not apply and will be void where:

- The Wood Burner is not installed in accordance with AS/NZS2918/:2001 or any building code or consent;
- The Wood Burner is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Wood Burner has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Wood Burner has not been installed, operated, or maintained according to the Installation and Operations Manual;

- The Wood Burner is used for business use in any way

### **What is not covered under the terms of the warranty.**

- Wear and tear, including wear and tear through normal use on Multi-fuel fire grates and cast-iron firebox liners.
- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended;
- Travel costs for a distance greater than 50 km from the nearest approved Logaire Heating Service Agent. (The location of the Wood Fire must be advised to Glen Dimplex or its sales agents at the time of purchase or using warranty registration form)
- Defects, malfunctions, or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage, or failure to follow operating instructions in the Owner's Manual (including fuel selection, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Direct, indirect, or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business;
- Performance issues due to site environmental conditions such as insufficient or excessive draught, down draft. Issues created due to such conditions are noise from the fire, smoke spillage into the room

### **How to obtain warranty service?**

- Completed Warranty registration form (previous page) needs to be mailed within 30 days of installation to your Glen Dimplex Warranty Registration Department.
- Warranty Claims must be made at the place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to the normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

### **Manufactured in New Zealand by:**

#### **GLEN DIMPLEX NEW ZEALAND LTD**

NZ Registration No – 1506305

P.O. Box 58473, Botany,

Manukau, Auckland 2163

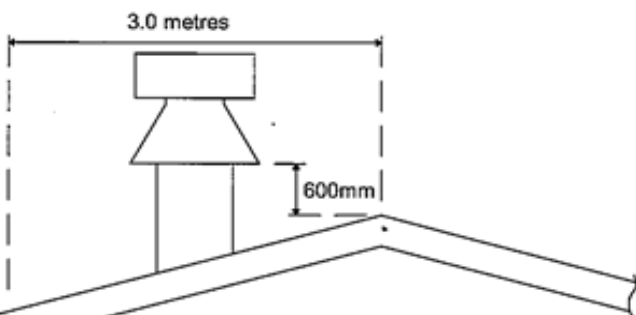
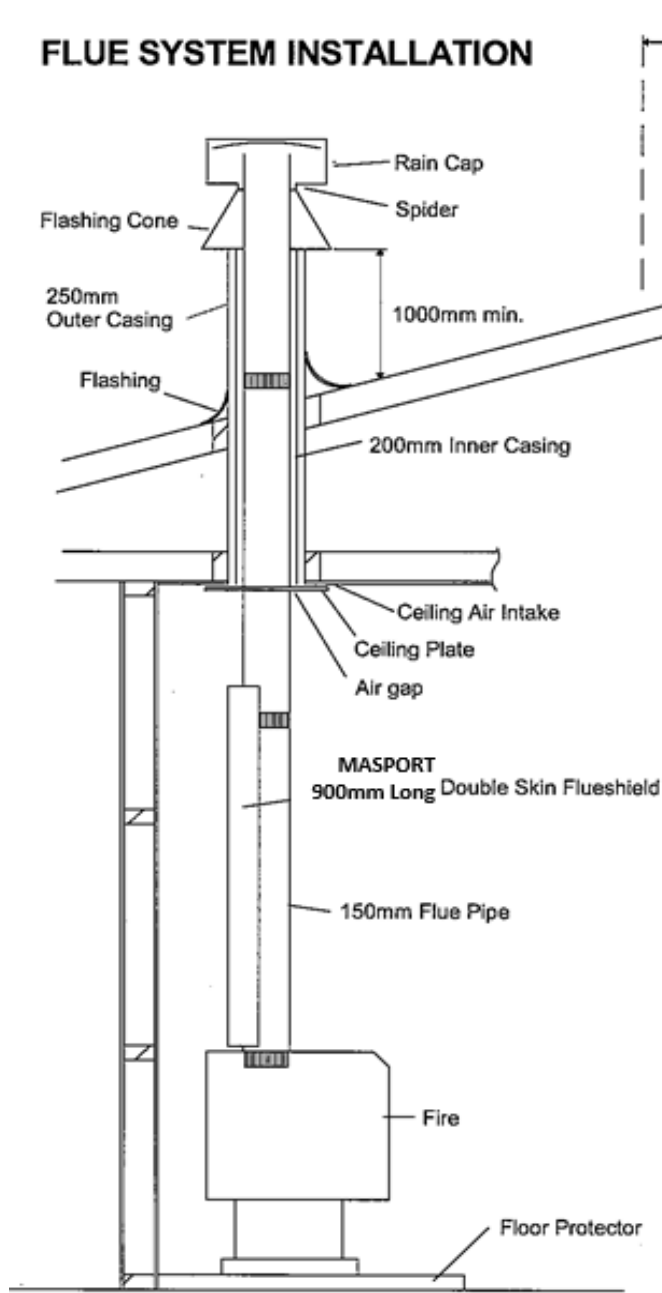
Phone: 0800 666 2824

Fax : 09 274 8472

Email : [sales@glendimplex.co.nz](mailto:sales@glendimplex.co.nz)

Web : [www.glendimplex.co.nz](http://www.glendimplex.co.nz)

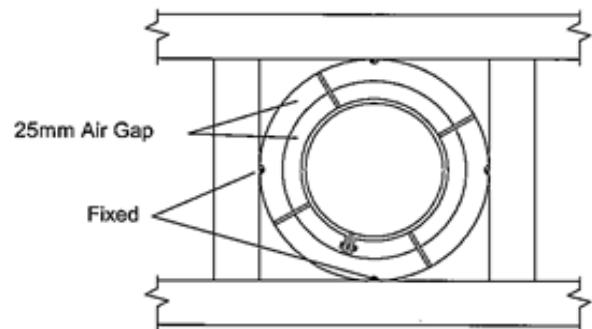
# FLUE SYSTEM INSTALLATION



Installation shown complies with AS/NZS 2918:2001. If a flue exits out of the roof within 3 metres from the ridge, the outer shield height shall be not less than 600mm above the ridge. If the flue exits further than 3 metres out from the roof ridge then it must project at least 1000mm above roof penetration. This dimension may need increasing to ensure that the top of the flue is at least 3 metres away from the roof or other obstructions when measured horizontally.

The flue pipe shall extend not less than 4.6m above the top of the floor protector. Due to factors such as roof pitch, predominant winds, nearby obstructions (ie. trees, buildings), and fire placement, flue lengths and hats/cowls may vary.

## CEILING PENETRATION PLAN



Above plan is valid only for flue manufactured by Glen Dimplex New Zealand Ltd

For other products, use specific flue installation specifications supplied by the manufacturer.

FLUE SYSTEM INSTALLATION 150mm



# **GLEN DIMPLEX WARRANTY REGISTRATION**

## **MASPORT CLUTHA ULTRA LOW EMISSION BURNER**

Thank you for purchasing a Masport Fire. We ask you to complete the following information and return to the Glen Dimplex Warranty Registration Department on the following address:

**New Zealand :** P O Box 58473, Botany, Manukau 2163, Auckland

Mr / Mrs / Miss / Ms

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email \_\_\_\_\_

Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Retailer: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Price: \_\_\_\_\_

Installed By: \_\_\_\_\_ Date Installed: \_\_\_\_\_

We at Glen Dimplex strive to provide you with quality products and have a continuous product development program. To help achieve our objectives to our mutual benefit we would welcome your feedback on the following questionnaire.

Question	Please tick appropriate remark			
1.General presentation of Product	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
2.Styling and Looks	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
3.Packaging	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
4.Is documentation easy to follow and informative?	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Ok	<input type="checkbox"/> Needs to Improve
5.Fixtures & Fittings (Loose parts)	<input type="checkbox"/> In order	<input type="checkbox"/> Items missing	<input type="checkbox"/> Needs to Improve	
6.Do you currently own Masport or Dimplex product?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Which? -	
7.Why did you decide on Masport? (tick one or more options)	<input type="checkbox"/> Knew this brand		<input type="checkbox"/> Suggested by Friend	
	<input type="checkbox"/> Dealer recommended		<input type="checkbox"/> Better Price	
	<input type="checkbox"/> Performance		<input type="checkbox"/> Features	
8.Other Comments	_____			

**Privacy Act Notice:** the owner named on the Warranty Registration consents and agrees that Glen Dimplex may retain and use the information in this warranty card, including details about the owner for marketing and development purposes. The owner also agrees that Glen Dimplex may also share purposes with [intended recipients of such information]. In accordance with the New Zealand Privacy Act 1993 and the Australian Privacy Act 1988, the owner shall have the right to request the correction of, as well as inspect, all personal information held by Glen Dimplex on that owner.

**Please cut and mail this completed form within 30 days of installation to your  
Glen Dimplex Warranty Registration Department at the above address**