



Parkwood Pellet Fires

Parkwood Mia Installation, Operation & Service Manual

DO NOT INSTALL OR OPERATE THIS FIRE UNTIL THE INSTALLER AND OPERATORS HAVE ENTIRELY READ THIS MANUAL.

FAILURE TO FOLLOW THESE INSTRUCTIONS COULD VOID THE WARRANTY OR RESULT IN DAMAGE TO THE FIRE.



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Keep this Manual and the Certificate of Compliance issued by the Installer / Council in a safe place for future reference or any future warranty claims. Parkwood reserves the rights to any carbon credits associated with this product.

INTRODUCTION

This is a detailed Manual that will ensure the safe and proper installation and operation of your Parkwood Pellet Fire. Please ensure that the Installer and all Operators:

1. Read and familiarise themselves with the Entire Manual and Safety Notes.
2. Follow the Installation, Precautions, Installation and Operating Instructions.
3. Follow the Pre-operation Notes, Starting, Operating and Shutdown Procedures.

WARNING: It is important to follow the instructions in this manual. Failure to do so may cause personal injury or property damage.

GLOSSARY

The following terms are used in this manual.

- Hopper** This is the fuel storage area on the top of the fire. Always keep the hopper at least ¼ full.
- Auger** The fuel delivery mechanism.
- Burn pot liner** The removable liner that the pellets burn in after being fed from the hopper.
- Burn Pot** The receptacle that the burn pot liner rests in.
- Ash** The spent residual product of combustion.
- Clinker** Clinker is silica (sand) or other impurities in the fuel that can form a hard mass in the burn pot liner during the burning process.
- Fly ash** About one third of the ash produced is blown around the inside of the firebox and exhaust system.
- Creosote** Is a black tar like buildup produced by high water content pellets or incomplete combustion.
- Carbon** A product of poor combustion visible as layer of fine black soot.

Safe Clearances

The distance required to maintain a safe operating distance from the fire to a combustible material.

- Rating Label** A label inside the hopper lid that shows all ratings and certifications including the serial number and model of the fire.
- Flue** Is an approved pipe made of a stainless steel inside liner and galvanized outer pipe, which vents products of combustion to the atmosphere. It can also be a stainless flexible pipe for fireplace insert applications.

Pellet Fire Components

Refer to the detailed Pellet Fire Components on page 11.

SAFETY NOTES

PLEASE READ THIS MANUAL COMPLETELY INCLUDING THE SAFETY NOTES BEFORE INSTALLING AND OPERATING THE FIRE.

Parkwood Pellet Fires are different from conventional wood burning appliances. It is very important that you read and understand all of the instructions before installing and using the fire. Follow the procedures and instructions outlined in this manual and you will enjoy years of good quality economical heating.

QUICK OVERVIEW

Installation

1. Check your local Building and Fire codes, regulations and requirements before installing your fire.
2. A qualified installer or service technician must carry out installation and repairs, following the instructions in this manual. Any panels or parts removed for servicing must be replaced prior to operating the fire. Never attempt to repair any part of the fire yourself
3. Any modifications to the fire, unless authorised by Parkwood Pellet Fires, could be dangerous and will void the warranty of the fire.
4. This fire must be connected to an earthed standard 240-volt 50 Hz electrical outlet. Parkwood Pellet Fires recommends that a power surge protector be fitted.
5. **NEVER** cut or remove the grounding prong from the power cord plug.
6. **NEVER** connect this fire to a chimney or flue serving another appliance.

7. The fire exhaust system works with a negative combustion chamber pressure (vacuum) and a low positive chimney pressure. It is very important that the exhaust system be completely airtight and properly installed. The chimney joints should overlap at least 40mm, be sealed with RTV 260 degrees Celsius (500 F) silicone sealant and secured with at least 3 sheet metal screws or rivets.

Operation and Safety

1. **ALWAYS** follow the Starting and Stopping instructions in this manual; short cuts of any kind can be dangerous.
2. This fire will not operate using natural draft or without a power source for the blowers and fuel feeding system.
3. Your fire is designed and approved for burning Premium Quality 6 - 7mm pelletized wood pellet fuel, which meets or exceeds AS/NZS 4014.6 2007. Burning of any other fuel or materials is not permitted. Failure to comply with this restriction will void all warranties and the safety listing of the fire. Poor quality fuel will directly (and adversely) affect efficiency and cleanliness of your fire's operation. Refer to Pellet Fuel Quality on page 16.
4. **ALWAYS** keep the hopper at least ¼ full.
5. **NEVER** use unapproved fuel such as petrol, petrol type fuel, kerosene, lighter fluid or similar liquids to start or "freshen up" this fire. Do not store or use petrol or other flammable vapors and liquids in the vicinity of the fire.
6. **NEVER** obstruct free airflow through air vents or the flue.
7. Never attempt to operate this fire without the Burn pot liner in place.
8. Do not place hands at the bottom of the hopper because moving parts may cause injury.
9. **NEVER** unplug the fire when it is operating, always turn the fire off with the switch and allow the fire to complete the shutting down mode.
10. **NEVER** place combustible objects (clothing etc.) on or near your fire.
11. Do not operate aerosol sprays or flammables in the vicinity of the fire while it is in operation.
12. **NEVER** allow children near the fire during operation, and do not allow anyone to operate the fire who is unfamiliar with these instructions. Children and adults should be alerted to the hazards of high surface temperatures and people should stay away to avoid burns or clothing ignition. Fit a fire safety guard around the fire if children are present.
13. When disposing of ash accumulations from the fire, always place them in a metal container with a tight fitting lid. The closed container must be placed on a noncombustible surface well away from all combustible materials, pending final disposal. The ashes should be retained in the closed container until all cinders have thoroughly cooled.
14. **INSTALL** a smoke detector within the proximity of your pellet fire, or as required by your local council.
15. **NEVER** put foreign objects in the hopper or burn rubbish.
16. Do not place unburned or raw pellet fuel in the ash pan. This may cause a fire in the ash pan and excess emissions may occur.
17. Always unplug the fire from the power supply when the fire is not being used for prolonged periods.

Maintenance

1. **ALWAYS** wait until the fire has entirely cooled and disconnect the power before performing any maintenance.
2. Carbon and fly ash: The products of combustion will contain small particles of ash. The fly ash will collect in the firebox and exhaust system. Fly ash will restrict the flow of the flue gases. Incomplete combustion, such as occurs during start-up, stopping, or incorrect operation of the fire will lead to some soot formation which will collect in the exhaust system. The exhaust system should be inspected at least once every year for any buildup of ash, soot or creosote to determine if cleaning is necessary.
3. Do not abuse the glass by striking it or slamming the door. Do not attempt to operate the fire with broken glass. The fire has 5mm pyroceramic glass. Replacement glass must be of the same specifications – refer to a Parkwood Pellet Fires Distributor. To clean the glass, use a dampened, paper towel, or tissue. Always dampen with water only. For difficult to remove stains, dip the dampened cloth into some ash from the ash pan. **NEVER** use abrasive cleaning agents or chemicals on the glass.
4. **ALWAYS** carry out annual maintenance.

Parkwood Pellet Fires assumes no responsibility for poor fire performance or consequential damage resulting from installations that do not comply with the instructions detailed in this manual.

FIRE DESCRIPTION

The Parkwood Mia Pellet Fire is designed to sit on a Hearth Pad Pedestal (on combustible surfaces) as a freestanding fire. A Control Panel is located at the top left side panel of the fire. The controls include 5 heat settings, an On/Off switch and lights to indicate proper operation. Above the glass Firebox front door are Heat Vanes through which hot room air is blown by the room air Convection Blower. The Heat-Setting switches will vary the speed of the room air convection blower and increase or decrease the amount of fuel delivered to the Fire. On the back of the Fire a 75mm exhaust pipe protrudes from the Combustion Air Blower, the Flue is connected to the exhaust pipe via a Cleanout Tee.

SPECIFICATIONS

Mia

FUEL CAPACITY	15		
WEIGHT OF COMPLETE UNIT	92Kg		
MAXIMUM HEAT OUTPUT	8.3 KW		
AREA HEATED*	150m ²		
FIRE HEIGHT ON PEDESTAL	877mm		
FIRE HEIGHT OFF PEDESTAL	852mm		
FIRE WIDTH	460mm		
FIRE DEPTH	528mm		
FLUE OUTLET HEIGHT***	130mm		
THERMOSTAT COMPATIBLE	Optional on all Parkwood Fires		
TIMER	Optional accessory		
FLUE TYPE	100mm outer flue with 76mm stainless steel inner liner		
ELECTRICAL	240 Volts, 5 Amps, 50 Hz		
SAFE CLEARANCES to combustibles:			
SIDES	90mm	BACK	50mm
DOUBLE SKIN FLUE	25mm	SINGLE SKIN FLUE	75mm
FLOOR PROTECTION**	150mm		

*Area Heated will vary considerably with the floor plan, house layout & construction and heat loss of the house.

** A Hearth Pedestal or other hearth/floor protection is not required if the fire is positioned on a non-combustible surface (Tiles/slate) protruding 150mm forward of the firebox door opening.

*** Note: Flue Outlet Heights are to the centre of the 75mm outlet. Add 25mm for a hearth pedestal if fitted. Flue Outlets are off set to the left of the Fire (looking from the front) 148mm. A centering cleanout tee is available for internal flues.

The floor protection on the sides of the fire only has to extend to the vertical side panels of the Fire.

FUEL SPECIFICATIONS

Pellet quality is very important for the efficient operation of your Fire, please read the following information

This fire has been designed to burn 6 - 7mm Premium Quality Wood Pellets only. It is important to select and use only pellets that are dry and free of dirt or any impurities such as high salt or silica content. Parkwood Pellet Fires recommend that you burn only premium quality wood pellet fuel. Do not use any other type of fuel or dirty fuel, as this will void any warranties stated in this manual. The performance of your fire is greatly affected by the type and quality of wood pellets being burned. The heat output and ash content of various quality wood pellet fuel differs and will considerably affect the performance and heat output of the fire. Poor quality pellet fuel will also result in excessive amounts of ash in the burn pot liner and the firebox becoming black with carbon. Refer to Pellet Fuel Quality on page 16 for proper fire operation when poor quality fuel is being used.

Dirty fuel will adversely affect the operation and performance of the unit and will void the warranty.

We recommend the use of pellets that meet or exceed AS/NZS 4014.6 2007 as listed below.

FUEL TYPE:	Premium Grade Residential Fuel
Heat Content:	18 to 21 MJ/kg (8200 BTU/lb. Min)
Bulk Density:	Not less than 0.64kg / L (40 lb /cubic ft. min)
Moisture Content:	4 - 8% max
Ash Content:	Not greater than 0.8% (oven dry basis)
Size:	6-7mm diameter
Fines:	1% max through 3.2mm screen

NOTE: Pellet fuel is hygroscopic and it will absorb moisture from the air. Pellet fuel bags are not airtight or waterproof. Pellet fuel should be stored off the ground (on a pallet or plastic sheet) in a dry area that is not exposed to the elements. Do not use fuel that has got damp.

SAFETY & RATING LABEL LOCATIONS

1. A rating label is located inside the hopper lid which indicates the fire's unique serial number.
2. See the safety section of this manual for safe operating tips.
3. Information and warning labels are located inside the hopper lid. These labels provide information on operation and maintenance that the operator should always follow when operating the fire. Keep the hopper lid closed during operation.
4. There are electrical warning labels inside the fire that warn the operator and service technicians, to disconnect the fire from the power before servicing. Also, the warning labels inform the operator and service technicians that the fire should not be operated with the panels removed.

PELLET FIRE COMPONENTS

Control Panel: Located at the top of the right or left side panel of the fire. The control panel contains all the switches necessary to operate the fire by controlling all electrical components with a microprocessor.

Exhaust Fan: The exhaust fan is connected to the flue system and provides combustion air from the air intake pipe into the burn pot before venting the combustion air into the atmosphere through the flue. The control panel controls the speed of the exhaust fan.

Convection Blower: This is located at the lower front of the heater. It draws room air in the front bottom of the heater and passes it through the heat exchanger and out the top front grille. This fan is speed controlled to match the heat setting of the heater.

Auger Feed Motor: Located on the end of the auger shaft. The flights on the auger shaft deliver fuel from the hopper to the burn pot liner inside the firebox. By using the heat up and down switches, the control panel controls the amount of time that the auger feed motor is turned on and thereby controls the amount of fuel fed to the burn pot liner. The power pulses sent to the auger feed motor can be seen flashing on the control panel. Fuel delivery will vary depending on the bulk density, quality and length of the pellets.

Igniter: Protrudes through the firebox and onto the burn pot liner. The igniter is a 250W electric cartridge element that lights the fire from the hot air drawn off the igniter by the exhaust fan. The on/off switch on the control panel controls the igniter. The igniter turns off when the exhaust temperature sensor detects a significant sustained temperature rise or after 20 minutes. For ease of relighting the fire, the igniter will always turn on each time the fire is turned on.

Exhaust Temperature Sensor (Thermistor): Located on the exhaust fan, this sensor monitors the temperature at the exhaust fan and sends data back to the control panel.

Over Temperature Sensor: Located on heat shield between the firebox and the hopper, this sensor is a mechanical, normally closed, bi-metallic snap disk operating at 90°C. When the bi-metallic sensor opens, power to the auger motor is terminated. The fire will go into 'stopping mode' once the combustion temperature drops below that reached during the lowest heat setting (approximately 35°C). The purpose of this sensor is to shut the entire system down (after allowing it to cool) in the event that the firebox overheats. This is usually attributed to a convection blower failure.

Incoming Mains plug: Located at the mid left rear of the fire.

Fuse: There is a mains fuse located within the incoming mains plug.

Optional Extras

Wall Thermostat: A wall-mounted thermostat can be hard wired into the wiring loom of all Parkwood Pellet Fires. The thermostat will call for more or less heat depending on the thermostat temperature setting and the control panel will deliver more or less fuel as required. The thermostat will not turn the fire on or off, if there is excess heat the fire will continue to run at the lowest setting. A wireless thermostat option may soon be available.

Timer: A new wireless based system is under development to allow automatic starting and stopping times to be set and a thermostat using a wireless system. Check with your Parkwood distributor to upgrade or to order this option for your fire.

INSTALLATION

INSTALLATION PRECAUTIONS

IMPORTANT: Read all instructions carefully before starting the installation. Failure to follow instructions may result in damage to the fire, property damage, or injury.

Look at the rating label inside the hopper lid to find the serial number. We recommend that you write the serial number of the fire and date of installation on the front of this manual as you may need to refer to it for any warranty claims or technical advice.

1. The correct safe clearances must be strictly adhered to.
2. Allow for adequate accessibility for servicing and proper operations.
3. When establishing clearances, measure from any combustible projection, such as; shelves, windowsills, fireplace mantles above the appliance, etc.
4. Proper flue installation is required for safe, reliable operation.
5. Use an upside down carpet mat to slide the fire into position and to prevent floor damage.

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST FLUEING SYSTEM OF THIS FIRE. THIS FIRE MUST BE CONNECTED TO A PROPER FLUE SYSTEM WHILE IN USE - DO NOT CONNECT THIS FIRE TO A CHIMNEY OR FLUE SERVING ANOTHER APPLIANCE.

Electrical Information

The use of a power surge protector is strongly recommended. If a power point needs to be installed, a qualified electrician must carry this task out.

Parkwood Pellet Fires are supplied with a three-prong (earthed) plug. The fire will not operate properly in a non-compliant improperly earthed electrical outlet. Contact a local electrician to ensure proper electrical power is provided to the fire. To avoid any shock hazard, the fire should be plugged directly into a properly earthed three-prong receptacle, preferably, a power surge device. Do not cut or remove the earth prong from the plug.

Ensure that the electrical cord is in good condition and is not (or has not been) trapped under the fire and that it is clear of any hot surfaces or sharp edges. Inspect the power cord for damage before plugging into a mains supply. If the power cord becomes damaged, a replacement power cord must be purchased from your Parkwood Pellet Fires distributor.

The power cord must remain accessible at all times. To avoid the risk of electric shock, always disconnect the power cord before servicing the fire. Never service the fire with wet hands and replace all panels and components before operating the fire. Only qualified technicians should repair possible internal electrical failures.

Seismic Restraints

Check with your local building inspectors and code to determine whether the fire is required to be bolted to the floor or restrained in some other acceptable manner. Parkwood recommends that all free standing fires are bolted to the floor to prevent accidental movement which may result in flue seal damage. This is particularly important when fires are positioned on tiles or other smooth surfaces. . Fires mounted on pedestal hearths can be restrained by using the two (2) 8mm holes at each side of the base of the fire (remove side panels).

Air Supply Considerations

The air intake is via a 50mm pipe with a filter attached to it. The filter is to condition the air drawn into the heater to protect the airflow sensor from fouling. The soft Dacron type element should be replaced annually.

Pellet heaters are made from steel and as they are connected to a flue that is exposed to the outside, air will flow through the heater all the time whether the heater is running or not. At times, (especially if you have extractor fans in the kitchen or bathroom) outside air is drawn in through the heater and if this air is damp, or worse, damp and salty (near the coast) corrosion can occur.

If you are concerned about this the simple way to fix it is to remove the cap from the bottom of the flue (this can be messy) and stuff a rag up the flue about 100mm to block it off during the summer period while the heater is not being used. Remember to remove it before use the next season.

Corrosion to the firebox due to moisture will not be covered by the warranty.

POSITIONING OF THE PELLETT FIRE

1. Position the fire in a large open room that is centrally located in the home. Direct the fire so that the convection fan will blow hot air into the area that requires heating.
If possible, position the fire on an exterior wall and direct the fire to an interior door so that the fire will firstly heat the principal room, then fan force centrally heat other areas of the home when the interior door is opened.
Try not to position the fire so that the convection fan blows air into a wall or opposite an exterior door.
2. Check clearances from combustibles.
3. Check the location of the power point.
4. You can flue the fire internally (check for structural beams and trusses where the proposed flue passes through the ceiling), or externally behind the fire through an external wall.
5. All single skin flue components must have 75mm safe clearance to combustibles. Double skin flue components must have 25mm safe clearance to combustibles.

DESIGNING A FLUE

Pellet Fires have more installation options than any other solid fuel appliance. Standard installations are illustrated below. Variations to the standard installations are perfectly acceptable when considering the following;

All Parkwood Pellet Fires must have a minimum vertical flue length of 1.2m to prevent poor performance of the fire or smoke entering the room during a power failure.

Once the positioning of the Pellet Fire and the installation type has been established it is important that you design a flue system that ensures gas velocity and temperatures are maintained. If the flue system is too long, contains excessive horizontal sections or several elbows, the exhaust fan may not be able to overcome the resistance offered by the 75mm system and the gasses may cool and form creosote in the flue system before they are vented. The fire may perform poorly as a consequence of this.

Parkwood strongly recommends that the installation configurations illustrated in this manual are adhered to.

Restrictive Flue Designs

Gas leakage is more likely where the system design or other problems cause high pressure in the flue. Short flue systems may produce low pressures and less likelihood of leakage. One of the most restrictive aspects of a pellet flueing system is a horizontal section. Horizontal runs of pellet flue should not exceed 1.2m. Where the flue system incorporates several elbows or is very long, it may be advisable to increase the diameter irrespective of the equivalent length calculation. The larger flue will allow the same amount of gas to flow, but at a lower pressure. Also, keep in mind, that a relatively long system that is all vertical may not be restrictive because of the natural draft assistance.

Refer to an authorised Parkwood distributor for advanced restrictive flue designs for complex systems.

INSTALLATION CONFIGURATIONS

FREE STANDING INTERNAL VERTICAL INSTALLATION

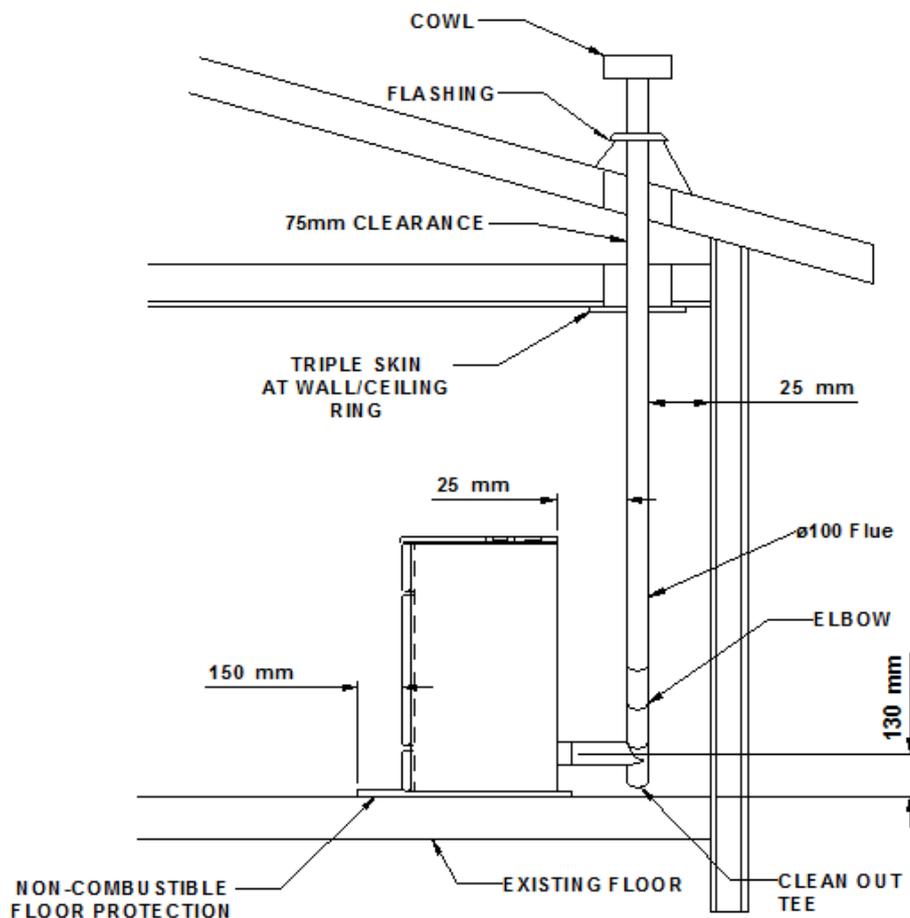
Parkwood recommends an internal vertical installation as the preferred installation. The vertical rise assists the exhaust fan with natural draft and will prevent wind induced flueing failure. Also extreme cold cannot cool the gasses before they are flued or cause condensation to form as can be the situation with some external installations. In addition, radiant heat from the flueing is retained within the home.

Free Standing Internal Vertical Installation Instructions and Diagram

Refer to the Diagram and installers Flue Instructions and check your local building codes, regulations and requirements

1. Choose a fire location that is suitable. See the section "Positioning the Pellet Fire" on page 7.
 2. Place a non-combustible hearth pad where required, if necessary.
 3. Install the clean out tee and elbow, place the wall or ceiling ring over the elbow.
- Place the fire on the pedestal hearth pad (if installed on a combustible surface) and place the fire in position so that when the flue is installed vertically, it will be 25mm away from a combustible wall.
4. Use a plumb bob to establish the center of the flue on the ceiling. Ensure that there are no obstacles in the roof space where the flue is to pass. Use a divider set at a radius of 85mm to scribe a 170mm circle on the ceiling. Use a plaster panel hole saw to cut the hole out.
 5. Use a plumb bob to establish the center of the flue on the roof.
 6. Install the flue upward from there. When you reach the ceiling, make sure that the inner and outer flue goes through the wall or ceiling ring.
 7. Fit a 100mm clamp support bracket on the cleanout tee if there are more than six (6) 1.2m lengths of flue to support the weight of the flue.
 8. When using double skin flue components, a 25mm clearance is required from all combustibles. Single skin flue components must have a 75mm safe clearance from combustibles.
- For wall and ceiling penetrations, additional safe clearance (75mm from the inner flue) is met by installing a Parkwood supplied wall or ceiling ring. Fit a non combustible shield (12mm from the combustible surface) if safe clearances for flue components cannot be achieved.
9. Extend the flue to go through the roof and flash the roof penetration.
 10. Do not sit the cowl on the outer flue. Ensure that there is a minimum of 20mm gap to allow natural upward draft. A spacer (spider) or three (3) screws can be used to centralize the inner flue to the outer flue beneath the cowl.

Free Standing Internal Vertical Installation Diagram (not to scale).



FREE STANDING EXTERNAL VERTICAL INSTALLATION

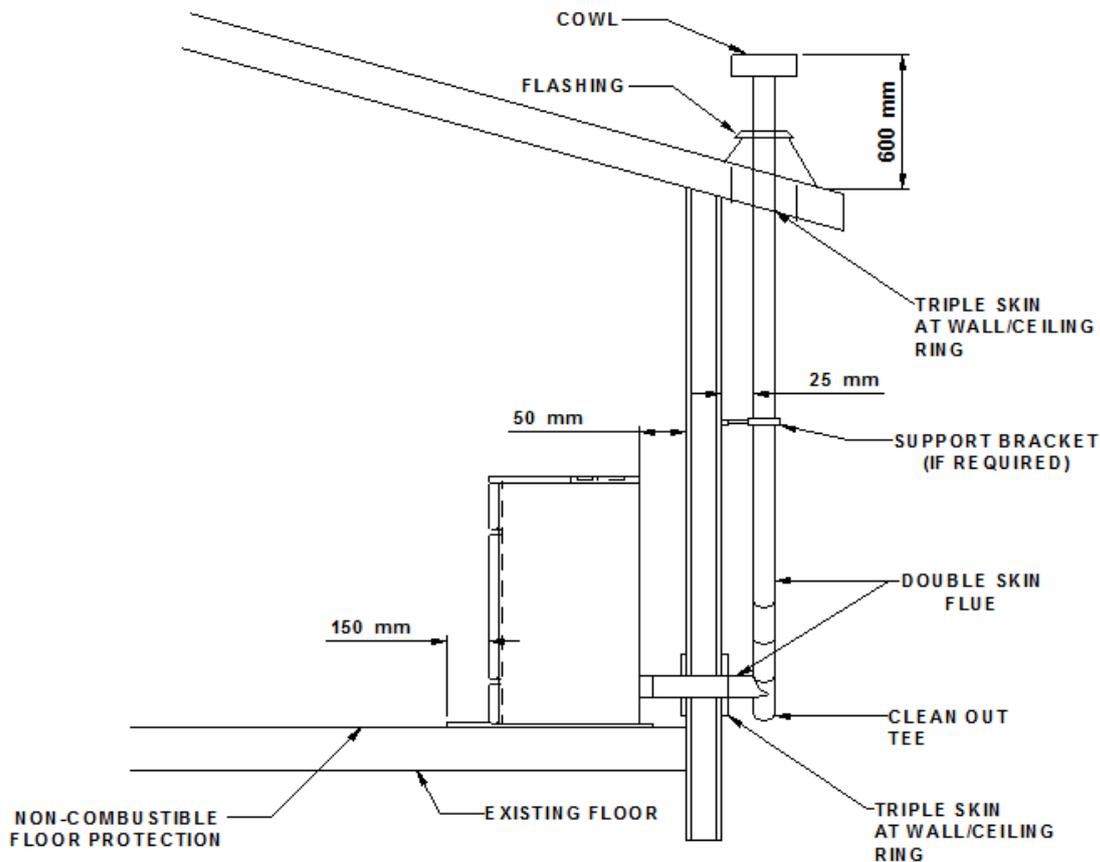
An external installation is often used when the customer does not want the flue to be visible or if the pellet fire will sit too far forward in the room for an internal installation to be practical.

Free Standing External Vertical Installation Instructions and Diagram

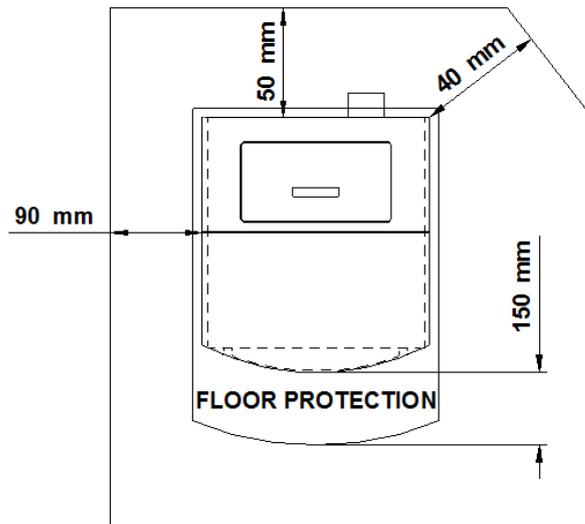
Refer to the Diagram and Installers Flue Instructions and check your local building codes, regulations and requirements.

1. Choose a fire location that is suitable. See the section "Positioning the Pellet Fire" on page 7.
2. Place a non-combustible hearth pad where required, if necessary.
3. Determine the centre point of where the flue is to exit the wall of the dwelling and use a divider set at a radius of 85mm to scribe a 170mm circle on the wall. Drill a hole through the wall to establish the centre point on the exterior of the wall and scribe a 170 mm circle on the exterior of the house, cut the hole in the dwelling wall.
4. Connect a 75mm and 100mm Flue to the fire and pass them through the dwelling wall ensuring that the wall or ceiling rings are sealed vermin and waterproof with silicone. Connect a clean out tee in a position so that when the Flue is installed vertically, it will be 25mm away from a combustible wall.
5. Use a plumb bob to establish the center of the flue on the soffit and use a divider set at a radius of 85mm to scribe a 170mm circle on the soffit and cut the hole in the soffit.
6. Use a plumb bob to establish the center of the flue on the roof, cut the hole in the roof.
7. Install the flue upward from there. When you reach the soffit, make sure that the inner and outer flues go through a wall or ceiling ring to provide adequate safe clearance.
8. When using double skin flue components, a 25mm clearance is required from all combustibles. Single skin flue components must have a 75mm safe clearance from combustibles. For wall and ceiling penetrations, additional safe clearance (75mm from the inner flue) is met by installing a Parkwood supplied wall / ceiling ring. Fit a non combustible shield if safe clearances for flue components cannot be achieved.
9. Extend the flue to go through the roof and flash the roof penetration.
10. Do not sit the cowl on the outer flue. Ensure that there is a minimum of 20mm gap to allow natural upward draft. A spacer (spider) or three (3) screws can be used to centralize the inner flue to the outer flue beneath the cowl.

Free Standing External Vertical Installation Diagram (not to scale)



Free Standing Safe Clearances (not to scale)



Note: The 50mm clearance at the rear is the minimum safe clearance from combustible surfaces. When possible leave 75 - 100mm for ease of maintenance. Ensure that combustible surfaces and materials are kept at 75mm clearance from single skin flue and 25mm from double skin flue.

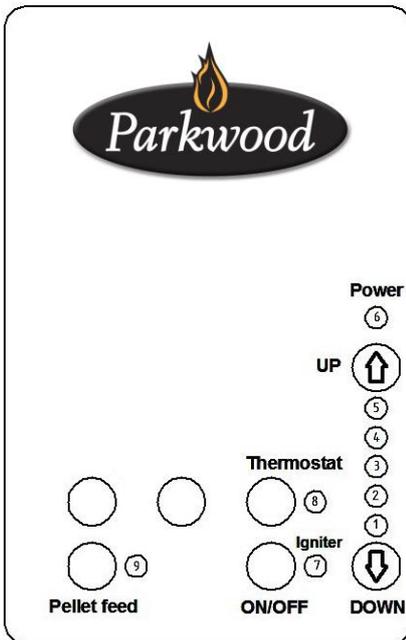
WALL THERMOSTAT INSTALLATION

1. Follow the instructions that are included with Parkwood supplied thermostats to wire the thermostat and mount it on the wall. **Note:** Parkwood does not supply thermostat wire. For Parkwood supplied thermostats, ensure that the wires are fitted to the terminal connectors at the back of the fire. The wires may go either way around.
2. Keep the thermostat wire away from appliances that emit electrical interference. **Never run thermostat cable with mains power wires.**
3. Ensure that the wall thermostat is installed in a location that is not less than 4 meters from the fire and out of direct sunlight. Do not mount the thermostat in a draughty location.
4. Remove the control panel from the fire. Fit the thermostat wire (24 volt figure 8 speaker wire 0.8mm) into the 2x2 terminal block on the wiring harness green and brown wire just down the loom a bit.
5. To activate the thermostat control, press button 4 Led 1 will light to indicate the thermostat mode is active. In this mode the thermostat controls the fire and the "Heat/Time" arrows are inactive. The thermostat will call for more or less heat depending on the Thermostat setting and the fire will deliver more or less fuel as required. The thermostat will not turn the fire on or off, if the room temperature is higher than the thermostat setting the fire will continue to run at the lowest heat setting.
6. To return to manual control over the fire press button 4 again and LED 1 is no longer displayed. The "Heat/Time" switches will now control the fire when pressed.
7. Please note that if the thermostat button is accidently pressed with no thermostat connected the fire will revert to the lowest setting. Push the button to disengage.

A wireless thermostat is currently under development and will be available late 2013. Contact Parkwood for this optional upgrade

CONTROL PANEL DISPLAY

Below is an illustration of the Parkwood Pellet Fires control board panel, identifying each function of the control board.



ERROR DISPLAY:

This is indicated by 1 of the 5 heat setting LEDs Flashing

- No 5 LED OVERHEATING
- No 4 LED Not used
- No 3 LED COOL DOWN ERROR
- No 2 LED AIR SUPPLY FAILURE
- No1 LED (Bottom) OUT OF FUEL or IGNITION PROBLEM

CONTROL PANEL DISPLAY FUNCTIONS

ON/OFF SWITCH: The ON/OFF button turns the system on and off. When the fire is off one touch will initiate startup mode. When the fire is in starting or running mode one touch will initiate stopping or cool down mode, at this point the auger will stop but the fans will run till the heater is cool or the cool down timer turns off. Never switch off at the wall until the fire has cooled and stopped automatically.

PELLET FEED SWITCH: If the fire runs out of fuel, this switch can be used to prime and fill the auger system. It is used to fill the auger. The pellet feed switch supplies constant power to the auger motor until the switch is released.

PELLET FEED LIGHT:LED 9 This light comes on when power is sent to the auger feed motor.

POWER LIGHT: LED 6 this indicates that Power is turned on and getting to the control panel. It flickers on and off.

IGNITER LIGHT: LED 7 this indicates that the heater is in starting mode and the igniter is operating

THERMOSTAT LIGHT:LED 8 This light is next to the Thermostat button(or off/min on some models) and indicates when the thermostat mode is selected.

Note: The thermostat will not turn the fire on or off.

HEAT UP/ HEAT DOWN SWITCHES: These switches raise or lower the temperature, by increasing or decreasing the electric pulses sent to the auger motor and controlling the speed of the fans

STARTING RUNNING & STOPPING MODE: In these modes the LEDs between the arrows will cycle ascending for STARTING and the LED's will cycle descending for STOPPING mode.. During the RUNNING mode the bottom LED indicates the low setting and the other LEDs progressively light until all are lit on high.

ERROR DISPLAY:

- This is indicated by 1 of the 5 heat setting LEDs Flashing
- No1 LED (Bottom) OUT OF FUEL or IGNITION PROBLEM
- No 2 LED AIR SUPPLY FAILURE
- No 3 LED COOL DOWN ERROR
- No 5 LED OVERHEATING

See section on troubleshooting on page16 for more information.

PRE-OPERATION NOTES

1. Thoroughly read and understand this manual. Pay particular attention to the maintenance and safety sections of this manual. Failure to familiarise yourself with the fire and understand these instructions may cause unsatisfactory performance or damage the fire.
2. Check to see that the flue is properly sealed, tight and correctly installed.
3. Remove protective materials such as plastic coverings, plastic bags, and other material shipped with the fire. Be sure to remove such items from inside the firebox as well.
4. Ensure that the fire is connected to an electrically compliant earthed 240volt AC power source. Ensure that the power provided is stable and not varying. Parkwood Pellet Fires recommends that a surge protector is fitted between the fire and power supply to minimise any power supply problems with the fire.
5. Open the Hopper Lid and inspect the Hopper for foreign objects before filling with fuel. **ENSURE THAT NO FOREIGN OBJECTS ARE LEFT IN THE HOPPER BEFORE LOADING WITH APPROVED PELLET FUEL.** Always keep the hopper at least ¼ full.
6. The first time the Parkwood Pellet Fire is fired up, we recommend to open a window as odor and smoke may emanate from the fire. This is oil from the metal and the paint burning off and is quite normal. Once the fire is “burnt in” (after first firing) no more smoke should appear. The odor will remain for a little while.
7. Use premium quality fuel for best results. Poor quality fuel will adversely affect the performance of the fire.

OPERATING PROCEDURES

When the fire is operating, the only regular attention required to ensure proper operation of the fire is to inspect the burn pot liner for build up of pellets or clinkering, (the frequency of these inspections is dependent on fuel quality – refer to Pellet Fuel Quality on page 16) and to fill the Hopper with fuel. (Refer also to Daily Maintenance on page 14)

STARTING PROCEDURE

The burn pot liner must be placed properly in position and the notch located against the pin at the front. Make sure the face where the burn pot liner rests is clean and clear of any ash so that a good seal is achieved between the two faces when the burn pot liner is in place. The burn pot liner holes must be clean and clear of any ash or clinker to ensure ignition occurs.

Burn Pot and Liner in correct position →

As a guide, make sure the pellets do not get above the row of holes on the front and rear of the burn pot liner.

Ordinarily, cleaning the burn pot liner once a day is adequate if quality pellets are used as recommended. If the fire is running continuously then clear the burn pot liner of any clinker by using the poker supplied.

Ordering a second burn pot liner from your distributor is also helpful if you burn your pellet fire for extended periods.



Pin and Notch

1. Read the Pre-Operation Notes (above).
2. Open the hopper Lid and fill the Hopper with premium grade wood pellet fuel. Always ensure that the hopper is kept at least ¼ full to prevent vacuum loss.
3. The fire now needs to be “Primed”, this will fill the auger with pellets. This normally needs to be done when the Fire is new or the auger has been run empty. To prime the fire press the “Pellet Feed” switch on the control and hold it in until pellets are delivered from the pellet feed chute into the burn pot liner.
4. Ensure the fire box door is firmly closed or the fire will not light.
5. Press the “ON/OFF” switch on the control board. The LEDs for the heat/time settings will start to cycle starting from low to high to indicate start-up mode is achieved and the Auger LED Light will begin to pulse to indicate that fuel is being delivered to the burn pot liner. The LED next to the on /off switch will light to indicate the igniter is operating.
6. If you have a thermostat fitted and wish to use the thermostat push the button marked either off/mins or Thermostat. When the thermostat is enabled, the LED light next to the Thermostat button will be lit. The fuel feed rate will be controlled by the thermostat. For manual operation push the button again the led will go out and the heat up down arrows will be active
7. The fire will automatically light and complete the STARTING MODE.
8. Select your desired heat setting using the “Heat/Time” arrows.
9. Once the sensor detects a heat rise at the exhaust Fan, the running mode is reached. This may take up to 12 minutes. The room convection air blower will activate, the igniter will turn off and the actual heat setting will be displayed on the LED’s. Make any adjustments to the heat setting as required. The heat setting will default to the last setting used.

For safe installation and operation of your pellet Fire, read and follow the safety instructions on pages 4 & 5 and throughout the manual.

10. If for any reason the Igniter should fail, you may use a little lucifer, hexamine tablet or similar to light the pellets and the fire will continue to operate normally. Ensure the burn pot liner is clear of any ash or clinker and that it is correctly positioned.

NORMAL OPERATING PROCEDURE

1. During normal operation it is necessary to occasionally monitor the fire to ensure that there is an even burn of pellets about 10-15mm deep in the burn pot liner. Ensure that the pellets are not “getting ahead” (unburnt pellets building up in the burn pot liner) of combustion. This is particularly important if using poor quality pellet fuel.

Do not allow the pellets to exceed 15mm in depth or to overflow the burnpot under normal running conditions. If you suspect you are using a poor quality fuel check the level of pellets in the Burn pot liner on a regular basis.

Refer to trouble shooting on page 15 onwards

2. Ensure the Hopper is always kept at least $\frac{1}{4}$ full.

STOPPING PROCEDURE

1. Press the “ON/OFF” switch on the control board. The LEDs for the heat/time settings will start to cycle starting from high to low to indicate stopping mode is activated. This will continue until the temperature at the exhaust fan has dropped below 35 degrees Celsius then the heater will turn itself off.

2. **Never turn the heater off by switching off at the wall or unplugging the cord.** Allow the heater to go through the shutdown mode by turning off at the control panel.

DAILY MAINTENANCE

This heater is fitted with an electronic air-flow sensor and is protected from fouling by the use of a filter on the rear of the heater. If this is not cleaned regularly there is a chance that the air flow will be restricted. The cleaner your fire is kept, the more efficiently and cleaner it will burn.

Clinker & Ash Build Up: Clinker is silica (sand) or other impurities (ash) in the fuel that will form a hard mass in the burn pot liner during the burning process. This hard mass will block the airflow through the burn pot liner and adversely affect the performance of the fire. Keep an eye out for this especially when you change brands of pellets as cleaning may need to be done on a more regular basis

The frequency of cleaning your fire will depend on the particular installation, fuel quality, and usage of your fire. You will know your fire needs cleaning either by inspection or by a decrease in performance. If soot forms on the glass door it is an indication that the burn pot liner needs to be cleaned (or more air is required during operation).

1. Always clean the fire when the fire is cold. Carefully check that the fire and all ashes are cooled completely before commencing any cleaning. DO NOT vacuum the fire if any hot, partially burnt pellet fuel or embers are present. DO NOT put any unburnt pellet fuel in the ash pan or a fire may occur in the ash pan.

2. Parkwood recommends that you clean your burn pot liner daily. Poor quality or high ash content fuel will increase cleaning. Remove the burn pot liner from the fire and clean it by tapping it on the burn pot. Allow the ash to fall directly into the ash pan. Clinker may be removed from the burn pot liner with a metal scraper or a wire brush. Occasionally it may be necessary to drill the holes in the burn pot liner back out to their original size using a 6mm drill.

3. Use a damp paper towel, toilet paper or soft cloth to **clean the glass**. ONLY USE WATER to dampen the tissue. If necessary, dip the damp tissue into the ash to clean difficult areas on the glass. Use a dry tissue to polish the glass and remove any streaks. It is usual for a small amount of carbon to form on the glass but a more significant build up may occur when there is insufficient combustion air or if the burn pot liner requires cleaning.

Warning: Do not use chemicals or abrasive cleaning compounds on the glass or any other part of the fire.

WEEKLY MAINTENANCE

1. Carry out daily maintenance.

2. When the burn pot liner is removed, vacuum the burn pot to remove the ash from under the burn pot liner. This area is not part of the ashpan and needs cleared separately. Always ensure that there is no build-up of ash in the burn pot or combustion airflow will be restricted and adversely affect the performance of the fire.

3. Using the brush attachment of your vacuum cleaner vacuum the **Firebox Door, Door Glass** and the **Brick Firebox Liner**. Remove the brush, and vacuum surplus ash from within the firebox floor areas.

4. Empty the **Ash Pan** as required. When disposing of ash accumulations from your fire, always place ash in a metal container with a tight fitting lid. The closed container must be placed on a noncombustible surface well away from all combustible materials, pending final disposal. The ashes should be retained in the closed container until all cinders have thoroughly cooled.

ANNUAL MAINTENANCE

Annual maintenance should be carried out either annually, after burning a ton of fuel or if a noticeable deterioration in the fire's performance occurs.

WARNING: DISCONNECT THE POWER BEFORE COMMENCING ANY MAINTENANCE OR SERVICING

To prevent bolts from shearing, use a penetrating lubricant (WD40) on bolts before removing them. When replacing the bolts, lubricate them using high-temperature "Never seize" grease or similar.

1. Observe the safety precautions detailed in item 1 of Daily Maintenance. Place a drop sheet around the Fire to protect floor coverings from carbon and ash.
2. Carry out the tasks detailed in Daily Maintenance.
3. Remove the side panels from the heater. Remove the top cover by removing 4 CSK screws and lifting the top away. The top cleaning port will be then accessible, remove the two wing-nuts and remove the plate. Use a 20mm-25mm bottle brush with a long wire handle to clean both surfaces of the heat-exchange/exhaust cavity from top to bottom. Ensure that the manifolds from the firebox top corners to this cavity are thoroughly cleaned at the same time.
4. Remove the bottom cleaning port cover on the bottom LH side and brush out the surfaces in this area as above. Vacuum using a small diameter hose connected to your vacuum hose.
5. Assemble the firebox components. Remove the exhaust fan motor by backing off the four (4) retaining screws. Do not damage the fan blades or excessive motor noise will result. Clean the fan blades with a stiff brush and clean the exhaust fan cavity and the horizontal section between this and the clean out tee on the flue.
6. Place a suitable receptacle under the cleanout tee and remove end cap and clean the flue with a 75mm flue brush attached to chimney sweep rods. When replacing the clean out tee cap, ensure it is fully re-sealed with high-temperature silicone.
7. Thoroughly vacuum the inside of the fire, exhaust fan housing and cleanout tee. Put the brush attachment on to vacuum all fan blades.
8. Inspect the firebox door handle and ensure that it is tight.
9. Inspect the firebox door fiberglass rope seal for wear or damage and replace if necessary. **Warning:** Use care not to slam or strike door, this could result in glass breakage. If the glass in your fire is broken or cracked, DO NOT operate your fire until the glass has been replaced.
- 10 Air Flow Sensor. This sensor should be replaced annually or after approximately 1000 hours of operation. Replacement sensors are available from your local distributor.

TROUBLE SHOOTING

Don't Panic if you think you have encountered a problem with the electronics. Turn off at the wall wait a few seconds then turn on again and push the on off button twice which will put the heater into cool down mode (led lights descending cycle) to allow the heater to burn out and cool down.

POWER FAILURE: In case of a power cut the heater fans and pellet feed will stop and the fire will slowly burn itself out. This may leave some black soot on the window glass.

FUSES

The main fuse is located next to the mains plug at the rear of the heater.

Note: 1 Spare fuse located with the fuse holder attached to the mains connection.

If you suspect Power supply problems check LED 6 is pulsing every few seconds to indicate there is power to the controller. If not, check the fuse or if the power is turned on and the cord plugged in correctly.

ERROR DISPLAY

The LED that is flashing indicates the problem

No1 LED OUT OF FUEL or IGNITION PROBLEM

Check the hopper is at least ¼ full. If the problem occurs at start up and you have refilled the hopper after running out, the auger may not have been primed. Press the pellet feed button to make sure pellets are coming through. **EMPTY BURN POT AND THEN TRY STARTING FIRE AGAIN**

Occasionally the auger can fail or jam, this is usually caused by foreign objects getting into the hopper either by the operator, children playing or something in the bag of fuel. If the hopper is full and pushing the pellet feed button does not deliver fuel call your technician. *See also fuel feed problems below*

No 2 LED AIR SUPPLY FAILURE OR HOPPER LID OPEN

Check the firebox door is closed properly. Check the air cleaner element is not blocked, wash in warm water and replace. Ensure the hopper is at least ¼ full because vacuum can be lost through the pellet hopper. If the seal round the firebox door is damaged have it repaired.

Check the burn pot is clean and all the holes are not blocked and scaled up, clean and replace.

No 3 LED COOLDOWN ERROR

In the unlikely event that the heater has a large accumulation of pellets in the firebox, the heater will continue to run until the excess fuel is burnt, the heater will cool, then It will shut down. *This error message is to warn you to check for a reason for bad combustion such as ash build up or poor fuel before trying to relight the heater*

No 5 LED OVERHEATING

This usually caused by failure of the convection fan. To check, restart the heater and when it is has reached the normal running state have a look through the bottom air intake grill and see if the fan is spinning. If not shut down the heater and have the fan repaired.

If the heater is run on higher settings in a very warm environment the heater may reach the overheat level. If this happens it will automatically select a lower heat setting (and disable the thermostat, if this has been selected) and if overheating is still happening after a period, the heater will shut down completely. Once cooled the heater can be restarted but if the problem persists then call your technician

AIRFLOW SENSOR FAILURE.

The airflow sensor has a limited life and needs replacement after approx. 1000 hrs running. On recent software upgrades a temporary running program has been programmed to allow the heater to run (not so efficiently) until the sensor has been replaced.

This will be indicated by the LED's 1-5 flashing instead of being constant. So if it is on low the bottom LED will flash or if it is on High all 5 will flash.

Replace the sensor as soon as possible.

PELLET FUEL QUALITY

Only premium quality 6-7mm wood pellets should be burnt in this fire. Pellet fuel quality is a major factor in how well your fire performs. Pellets will vary from manufacturer to manufacturer and batch-to-batch from the same manufacturer. This may significantly affect the heat output and reliability of the fire. To compensate for this you may have to clean your burn pot liner more regularly. Parkwood Pellet Fires recommends that pellet fuel is purchased in 1 ton quantities to reduce any inconvenience caused by different quality batches of pellet fuel.

When using new or different fuel, keep an eye on the level of the pellets in the burn pot liner, make sure there is an even burn across the bottom of the burn pot liner about 10-15mm deep and ensure that the pellets are not "filling up" in the burn pot liner. The holes in the burn pot liner must be kept clean; Parkwood Pellet Fires recommends that the burn pot liner be cleaned daily. From time to time it will be necessary to clean the burn pot liner with a wire brush or scraper to allow sufficient combustion air to easily pass through the holes in the burn pot liner. The holes may also need to be drilled out to return them to their original size.

Ordinarily, cleaning the burn pot liner once a day is adequate, however if poor quality fuel is used, this procedure may need to be carried out more often.

Ordering a second burn pot liner from your distributor is also helpful if you burn your pellet fire for extended periods.

NOTE: PARKWOOD ACCEPTS NO RESPONSIBILITY OR LIABILITY FOR THE PERFORMANCE OR RELIABILITY OF THE FIRE IF SUB STANDARD PELLET FUEL IS USED.

FUEL FEED PROBLEMS

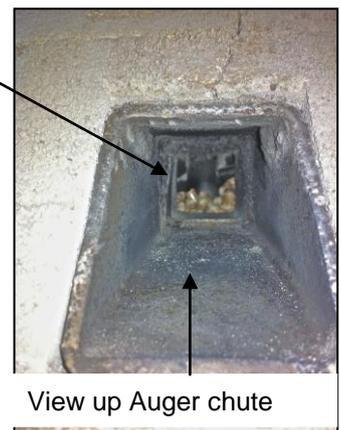
If the Auger becomes jammed because of foreign objects or long pellets or damp pellets, firstly open the door and with a torch look up the pellet chute and make sure there is not a jam up of pellets at the top of the auger. A long screwdriver or knitting needle can be used to free up the blockage.

If there has been a foreign object put in the hopper it may be necessary to call a service technician to remove the auger motor and free the auger.

Keep children away from playing with the lid on the heater as toys have been found in hoppers!

POOR PERFORMANCE OF THE FIRE

1. Common causes of your fire not performing well but still operating and not giving an Error message, are OUT OF FUEL, INSUFFICIENT AIR SUPPLY or OVERHEATING. Check the Error display section above for how to resolve these problems.



View up Auger chute

For safe installation and operation of your pellet Fire, read and follow the safety instructions on pages 4 & 5 and throughout the manual.

2. Carry out Daily, Weekly and Annual Maintenance to remove excessive ash build up if poor performance of the Fire occurs. Pay particular attention to the fire box door seals. If poor performance persists, the problem is most likely to be poor quality fuel.

3. In very highly insulated dwellings a door may need to be left ajar or poor performance of the fire may result due to insufficient combustion air. If you suspect this is the case, the air cleaner should be removed and the air supply should be taken from outside with a minimum 50mm inside diameter pipe and or hose.

IGNITION PROBLEMS

Please check the following procedures if the fire fails to ignite within 20 minutes.

1. Check the fuse. Replace if required.

2. Refer to "Poor Performance" above and **ENSURE THAT THE BURN POT LINER IS CLEAN AND CORRECTLY POSITIONED AGAINST THE IGNITER AND LOCATED CORRECTLY. EMPTY ANY PELLETS IN THE BURN POT BEFORE STARTING FIRE AGAIN**

3. Establish whether the igniter is working by turning the fire on. Remove the burn pot liner after allowing sufficient time for the igniter to heat up (three or four minutes), you should see an orange glow coming from the igniter housing or you can place your finger 20mm from the igniter tube opening. If the Igniter is working you will feel heat coming from the Igniter Housing. **CAUTION: Never touch the Igniter Housing when the Igniter is operating.**

4. If the Igniter is not working, place a small handful of pellets in the burn pot liner and manually light the fire using a little lucifer, hexamine tablet or similar. Close the firebox door and turn the fire on. Call a service technician to replace the Igniter at your convenience.

5. If the fire lights and appears to operate normally then goes out after 15 minutes the fire has timed out because the exhaust temperature sensor did not detect a temperature rise within the 15 minutes provided for ignition. This symptom presents when hard (slow ignition) occurs. If the fire fails to light again, check the exhaust temperature sensor which is located on the side of the exhaust fan. Ensure that the exhaust temperature sensor is correctly positioned under the retaining clamp. If the Fire lights then indicates on led 1 simply push on again to restart

6. Summary of remedial actions:

- Empty and Clean the burn pot liner
- Ensure that the burn pot liner is correctly positioned (refer to pg13)
- Ensure that the firebox door is firmly closed
- Ensure that the hopper is at least ¼ full
- Carry out weekly maintenance
- Check that the igniter is functioning
- Carry out annual maintenance

NOTE: Every now and again a pellet will block the burn pot liner ignition port. This is a random event and may account for the occasional ignition failure.

FREQUENTLY ASKED QUESTIONS

The fire doesn't appear to operate and the auger light on the control panel remains off

Check the fuse. Turn the fire off then on. If the auger motor does not work there may be no power to the fire. Test that the plug is working by plugging another electrical appliance into the plug. Reset the earth leakage or fuse at your switchboard or have an electrician repair the plug accordingly. Run an extension lead to the pellet fire. If the auger motor is working or there is power to the fire call a technician.

The exhaust fan turns on but there are no pellets being fed into the burn pot liner

Ensure there are pellets in the hopper, you can lose vacuum through the hopper so keep it at least ¼ full at all times. Fill the hopper if necessary. Remember that the pellets will take longer to come through if the hopper has been completely emptied because the auger has to refill before it can deliver pellets. Press the pellet feed switch until pellets are delivered to the burn pot liner, this can take a few minutes.

Ensure there are no foreign objects obstructing the auger.

Ensure there are no foreign objects obstructing the flue. Clear the obstruction.

Ensure that the fire box door is closed tightly. Restart the fire by turning the fire on. If the problem persists, call a technician at your convenience.

The pellets do not ignite and they fill the Burn pot liner

Refer to Ignition Problems above.

A pellet may have become lodged in the Ignition Port of the Burn pot liner thus preventing the fire from lighting automatically. Clear the Burn pot liner and restart the fire. If the fire blows out, you may have poor quality pellets.

NOTE: Irrespective of any ignition failures, provided there are pellets being fed into the Burn pot liner you may light the fire manually with a solid Firelighter product (Little Lucifer, Hexamine Tablet or similar) and your fire will continue to operate normally.

If the pellets fail to ignite for any of the above reasons the Pellet Fire will automatically stop after 15 minutes. To restart the fire, **EMPTY THE FUEL FROM THE BURN POT LINER** and turn the fire on again.

CAUTION: Only use solid Firelighters. Never pour any flammable liquid onto the pellets to try to light the Fire.

A white coating forms inside the glass

This is normal for pellet fires; it is the unburnt minerals in the fuel. Follow the glass cleaning instructions under Weekly Maintenance on page 14.

Warning: Do not use chemicals or abrasive cleaning compounds on the glass. ONLY USE WATER. For difficult to remove stains, dip the cloth/tissue into the ash.

Black carbon forms inside the Firebox and glass

Continued use of pellet fires will result in carbon forming on the Fire Box Door Glass, this is normal for pellet fires. Excessive amounts forming too quickly is caused by poor quality fuel or the Fire operating with insufficient combustion air for the amount of pellets delivered to the Burn pot liner. Clean the Burn pot liner with a wire brush if this does not help call your service technician.

WARRANTY

Failing to adhere to the operating instructions will void the Warranty and may damage the fire. Keep the Certificate of Compliance issued by the Installer or Council in a safe place as you may be required to produce this for any future warranty claims.

1. Parkwood warrants the Fire to the original retail purchaser only.
2. Parkwood makes the following warranties regarding the following Pellet Fire Components:

STEEL COMPONENTS: Parkwood warrants its Pellet Fires to be free from defects in materials and workmanship for a period of five (5) years from date of purchase subject to terms, conditions, and restrictions set forth below:

ELECTRICAL COMPONENTS: Parkwood warrants the Electrical Components of its Pellet Fire to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase, subject to the terms, conditions, and restrictions set forth below.

3. Terms, Conditions, and Restrictions

a. **Components Not Covered.** The above warranties do not apply to Glass, Burn pot liner, Firebox Liner, gaskets, air flow sensor, paint, fuses and plating.

b. **Exclusions.** The above warranties do not apply in the following conditions or circumstances:

- i. To conditions resulting from Parkwood Pellet Fires that are installed other than in accordance with specifications.
- ii. To conditions resulting from failure to provide reasonable and necessary maintenance for the Parkwood Pellet Fire in accordance with operating and maintenance instructions.
- iii. To conditions resulting from the alteration or modification of any Parkwood Pellet Fire by anyone other than Parkwood Pellet Fires or a person duly authorized by Parkwood Pellet Fires to complete such alteration or modification.
- iv. To conditions resulting from failure to use and operate the Parkwood Pellet Fire in accordance with Parkwood Pellet Fires operating and maintenance instructions or as a result of other misuse of the product.
- v. To conditions not involving defects in materials or workmanship.
- vi. To conditions resulting from improper firing or burning of materials in any Parkwood Pellet Fire.
- vii. To any Parkwood Pellet Fire that is not installed by a Parkwood qualified installer.
- viii. To any Parkwood Pellet Fire that has been installed without complying with any Local Government or Authority requirements.

4. **Remedies in the Event of Failure.** In the event a Parkwood Pellet Fire fails to perform as warranted, the following terms and conditions will apply:

a. **Steel Components:** If the steel components of the Parkwood Pellet Fire fail to perform as warranted for five (5) year subsequent to the date of purchase, Parkwood Pellet Fires will supply the parts to affect the repair free of charge to the original retail purchaser, subject to the terms, conditions, and restrictions set forth herein.

b. **Electrical Components:** If the electrical components of the Parkwood Pellet Fire fail to perform as warranted for one (1) year subsequent to the date of purchase, Parkwood Pellet Fires will supply the parts to affect the repair free of charge to the original retail purchaser, subject to the terms, conditions, and restrictions set forth herein.

c. **Warranty Service and Freight Costs.** Service on Parkwood Pellet Fires will be provided by any Parkwood Pellet Fires Distributor. If there is no Parkwood Pellet Fires Distributor in the original retail purchaser's area, the original retail purchaser may notify Firemakers Limited - Parkwood Pellet Fires, Private Bag 9038, Wanaka, New Zealand 9343 of any defect by providing the following information:

- i. Serial Number of the Model Pellet Fire
- ii. The original purchasers name and date of purchase
- iii. The date of installation
- iv. The Registration Number of the qualified Installer
- v. A description of the nature of the defect of problem
- vi. A Copy of the Code of Compliance

If service is required, the original purchaser must send the Fire or component freight or postage prepaid to Parkwood or a designee of their choice. Parkwood will not pay freight or postage costs relating to products or components returned for warranty service.

d. **Cost of Replacement Parts.** Parkwood will supply the parts required for the Warranty repair. The original retail purchaser is responsible for payment of any costs, freight and expenses of disassembly, removal and reinstallation of any defective product or component and any other services involved. None of these costs or expenses are covered by this warranty and Parkwood is not liable for any of these costs.

5. **Limit on Damages.** In no event shall Parkwood be liable for damage to property, lost profits, injury to goodwill, or any other special, incidental or consequential damages resulting from any defective Parkwood Pellet Fire or any breach of the above Express Warranties.

6. **Limitation of Implied Warranties.** Parkwood expressly limits all implied warranties. INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO ONE YEAR FROM THE DATE OF PURCHASE.

7. **Legal Rights.** This warranty gives you specific legal rights, and you may also have other rights, which vary in Australia and New Zealand.

8. **No Other Warranty – These Remedies are Exclusive.** Unless otherwise explicitly agreed in writing, it is understood that this is the only warranty given by Parkwood, and Parkwood neither assumes nor authorises anyone to assume for it any other obligations or liability in connection with this Parkwood Pellet Fire product.

9. **Additional Information.** If you wish to obtain additional information or resolve questions concerning the interpretation of any warranties of Parkwood Pellet Fires, please contact:

Firemakers limited - Parkwood Pellet Fires
Private Bag 9038
Wanaka
NEW ZEALAND 9343

Ph: 64 (03)4432965
Email: admin@parkwood.co.nz
www.parkwood.co.nz