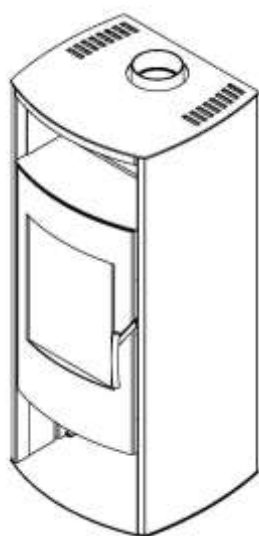


BROSELEY

Installation & Operating Instructions



Covering Model:

Phoenix 8
(BF-BM4-LS)

Wood Burning Stove



Tested to EN 13240



These appliances must be installed and commissioned by a HETAS registered engineer

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Introduction

May we take this opportunity to thank you for choosing one of our stoves.

These appliances are designed to burn wood logs and wood derived fuels. It is essential that your wood has been seasoned to ensure that it is sufficiently dry for burning. You can determine the moisture content of your logs by using a digital moisture meter, your logs need to be below 20% moisture content before they are considered dry enough for burning.

Never burn wood that contains paint, glue or any other chemicals

See the section “Lighting the Stove” for further details. After reading this document, if there is anything you are unsure about, please contact your dealer or our Technical Support Department.

These instructions cover the basic principles to ensure the satisfactory installation of the stove, although detail may need slight modification to suit particular local site conditions. In all cases the installation must comply with current Building Regulations, Local Authority By-laws and other specifications or regulations as they affect the installation of the stove.

It should be noted that the Building Regulations requirements may be met by adopting the relevant recommendations given in British Standards BS 8303 and BS EN 15287-1 2007 + A1 2010 as an alternative means to achieve an equivalent level of performance to that obtained following the guidance given in Approved Document J.

Please note that it is a requirement under the Broseley Fires warranty system that the installation of the stove is carried out by a Competent Person registered with a Government approved Competent Persons Scheme. HETAS Ltd operate such a Scheme and a listing of their Registered Competent Persons can be found on their website at www.hetas.co.uk.

Packing List

1x Steel Bodied Stove	1x Spigot
2x Rear Firebrick	1x Steel Ashpan
2x Side Firebricks	1x Grate
4x Baffle	1x Glove
4x Base Firebricks (surrounding the grate)	

All parts will be inside the main stove body upon delivery.

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Health & Safety

Special care must be taken when installing the stove such that the requirements of the Health and Safety at Work Act are met.

Installation

This appliance **MUST** be installed and commissioned by a HETAS registered installer in England and Wales and a fully qualified Heating Engineer in Scotland and Ireland. The commissioning statement at the back of this instruction manual **MUST** be completed and the product serial number noted for any future warranty claims.

Handling

Adequate facilities must be available for loading, unloading and site handling.

Fire Cement

Some types of fire cement are caustic and should not be allowed to come into contact with the skin. In case of contact wash immediately with plenty of water.

Asbestos

This stove contains no asbestos. If there is a possibility of disturbing any asbestos in the course of installation then please seek specialist guidance and use appropriate protective equipment.

Metal Parts

When installing or servicing this stove care should be taken to avoid the possibility of personal injury.

CO Alarms

Building regulations require that whenever a new or replacement fixed solid fuel or wood/biomass appliance is installed in a dwelling an audible carbon monoxide alarm must be fitted in the same room as the appliance. Further guidance on the installation of the carbon monoxide alarm is available in BS EN 50292:2002 and from the alarm manufacturer's instructions. Provision of an alarm must not be considered a substitute for either installing the appliance correctly or ensuring regular servicing and maintenance of the appliance and chimney system.

Fire Guards

When using the stove in situations where children, aged and/or infirm persons are present a fireguard must be used to prevent accidental contact with the stove. The fireguard should be manufactured in accordance with BS 8423:2002, Fireguards for use with solid fuel appliances.

Aerosol Sprays

Do not use an aerosol spray on or near the stove when it is alight.

Stove Surfaces

It is important to note that all surfaces of the stove will become extremely hot during operation, it is therefore highly recommended that no surface or control is touched without appropriate heat proof gloves.

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Specifications

In the UK these stoves have been approved by HETAS Ltd as intermittent heating appliances for burning wood logs only.

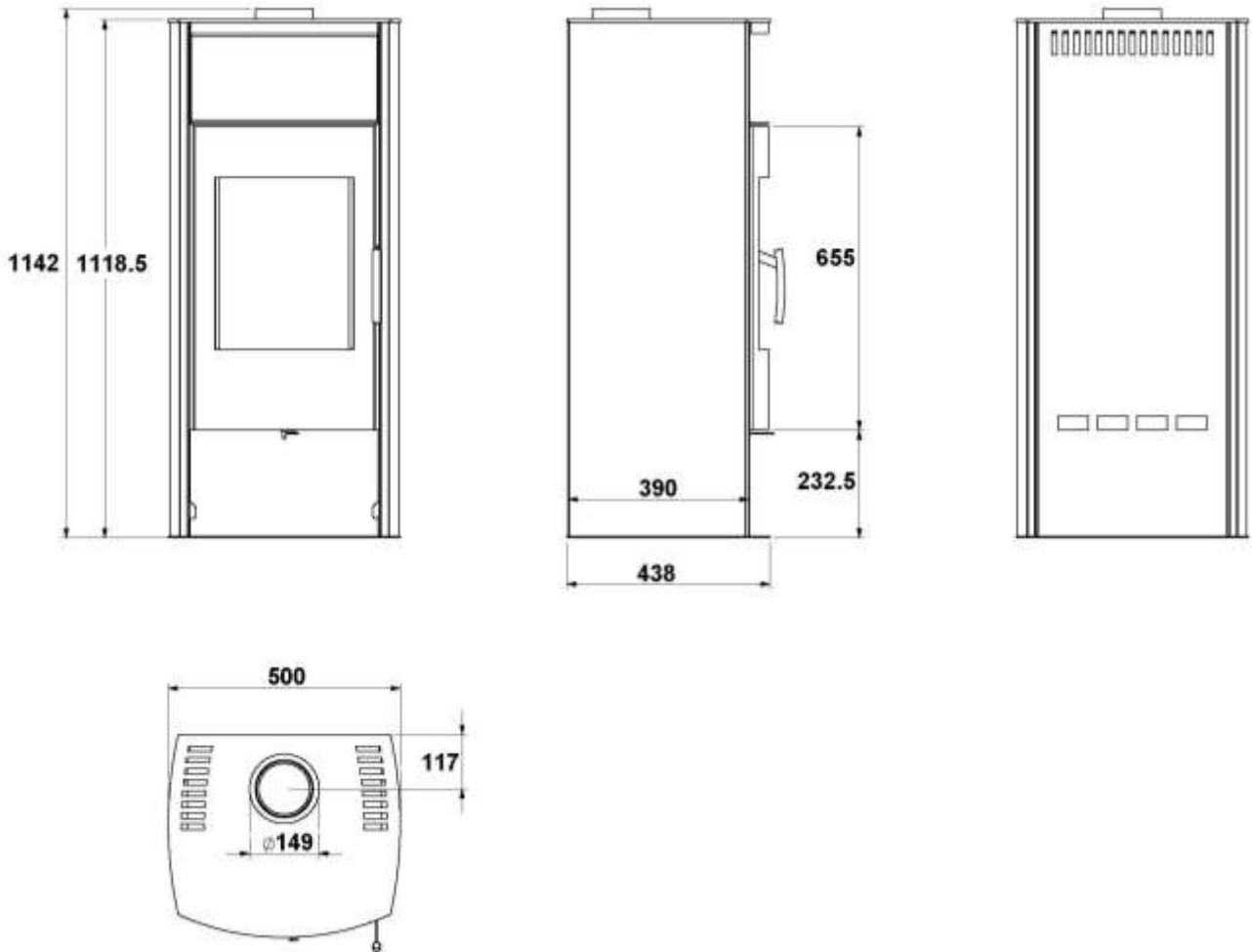
	Phoenix (BF-BM4-LS)
Nominal Heat Output (Wood) to Room kW	8
Efficiency %	84
Weight Kg	147
Flue Diameter mm	150
Flue Diameter Inches	6
Flue Draft Min Pa	12
Flue Draft Max Pa	18
Operating Flue Temp °C	224
Flue Gas Mass Flow G/S	5.6
Wood consumption Kg/Hr	1.44

This product is designed and tested for intermittent use.

European standards need to be complied with when installing this appliance.

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Dimensions



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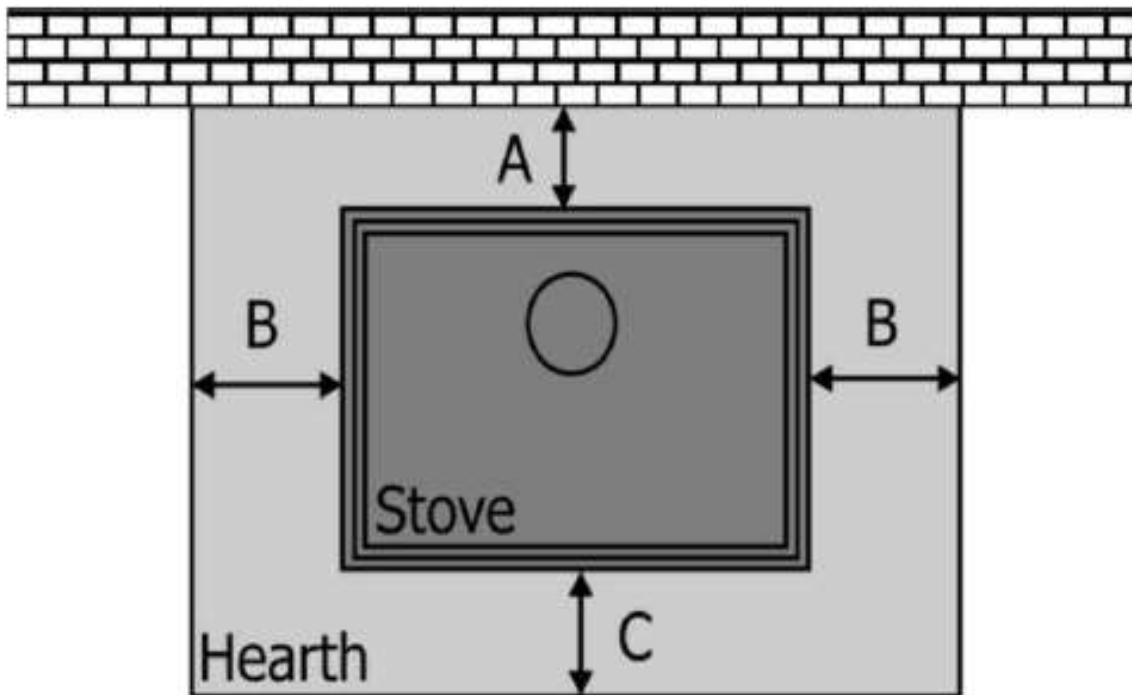
Hearth Requirements & Clearances

These appliances do not require a constructional hearth (as laid out in Building Regulations Approved Document J) as they will not raise the hearth temperature above 100°C. The hearth needs to be a solid, level non combustible material with a minimum thickness of 12mm. The hearth must have a sufficient load bearing capacity to accommodate the weight of the appliance (otherwise a load distribution plate(s) must be used).

The hearth protrusion in front of the stove to carpets or wooden floors must be at least 300mm. As it is possible, that on opening the door of the stove for fuel to fall out, a fender must be fitted if the hearth is flush with the carpet. These are just a few hearth specifications. Please refer to Building Regulations Approved Document J (Hearths) for more specific details.

Clearances

The stove requires the following minimum clearances around it to ensure the heat is released into the room and to allow sufficient combustion air flow. A combustible material clearance is given to prevent damage to any items that may be affected by heat.



Stove Clearances	A	B	C	Above
Non-Combustible	100mm	100mm	300mm	200mm
Combustible	300mm	300mm	300mm	600mm

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Chimney Requirements

These appliances must not be fitted into a chimney serving another heating appliance. It is most important that there is no obstruction in the flue or chimney. Please ensure that any existing chimney is clear of obstruction and swept clean immediately before installation of the new stove. Where the chimney is believed to have served an open fire previously it is possible that the higher flue gas temperature from a closed appliance may loosen deposits that were previously firmly adhered, with the consequent risk of flue blockage. It is therefore recommended that the chimney be swept a second time within a month of regular use after installation.

A flue draught minimum of 12 Pascals to a maximum 18 Pascals is required for satisfactory appliance performance. A properly built masonry or factory constructed chimney (with a minimum vertical height of 5 metres) should ensure a consistent draught (draw). 45° bends can be used in the flue run (maximum of four bends) you will need to add an extra 1 metre of vertical flue height for each bend.

The flue draught should be checked under fire at high output and if it exceeds the recommended maximum, a draught stabiliser must be fitted so that the rate of burning can be controlled, and to prevent over firing (See section "Warning Notes"). If you have any doubts about the suitability of your chimney, consult your local dealer/stockist or engineer. If your flue draft is below the minimum recommendation then it may be necessary to increase the vertical chimney height, add additional flue insulation or possibly add a special cowl to the top of the chimney (e.g. anti down draft cowl to eliminate wind induced down draft).

The outlet from the chimney should be above the roof of the building in accordance with the provisions of Building Regulations Approved Document J.

If installation is into an existing chimney then it must be sound and have no cracks or other faults which might allow fumes into the house. Older properties, especially, may have chimney faults or the cross section may be too large i.e. more than 230 mm x 230 mm. Remedial action should be taken, if required, seeking expert advice, if necessary. If it is found necessary to line the chimney then a flue liner suitable for solid fuel must be used in accordance with Building Regulations Approved Document J.

If there is no existing chimney then either a prefabricated block chimney in accordance with Building Regulations Approved Document J or a twin walled insulated stainless steel flue to BS 1856-1 can be used. These chimneys must be fitted in accordance with the manufacturer's instructions and Building Regulations.

If a flexible liner is required the liner diameter must not be less than 6" / 150mm.

Any bend in the chimney or connecting fluepipe should not exceed 45°. 90° bends are not permitted. For top flue installations it is possible to sweep through the appliance by removing the internal baffle however it is recommended that you provide adequate access (e.g. easily accessible soot door). For rear flue connection we recommend the use of a tee section, this should be capped at the bottom to catch soot and debris. All joints in the connection between the stove and the chimney must be made gastight using fire cement and where necessary fire-proof rope infill.

Please refer to British Standards BS EN 15287-1:2007 design, installation and commissioning of chimneys for additional requirements.

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Combustion Air Requirements

In order for the stove to perform efficiently and safely there should be an adequate air supply into the room in which the stove is installed to provide combustion air. This is particularly necessary in modern houses where drafts have been almost eliminated by double glazing etc.

Under UK building regulations any appliance over 5kW MUST have a fixed permanent air vent (see Building Regulations Approved Document J for further information).

Calculating the vent

For new build you will need to provide $8 \times 550\text{mm}^2 = 4400\text{mm}^2$ free air.

Older properties will require $3 \times 550\text{mm}^2 = 1650\text{mm}^2$ free air.

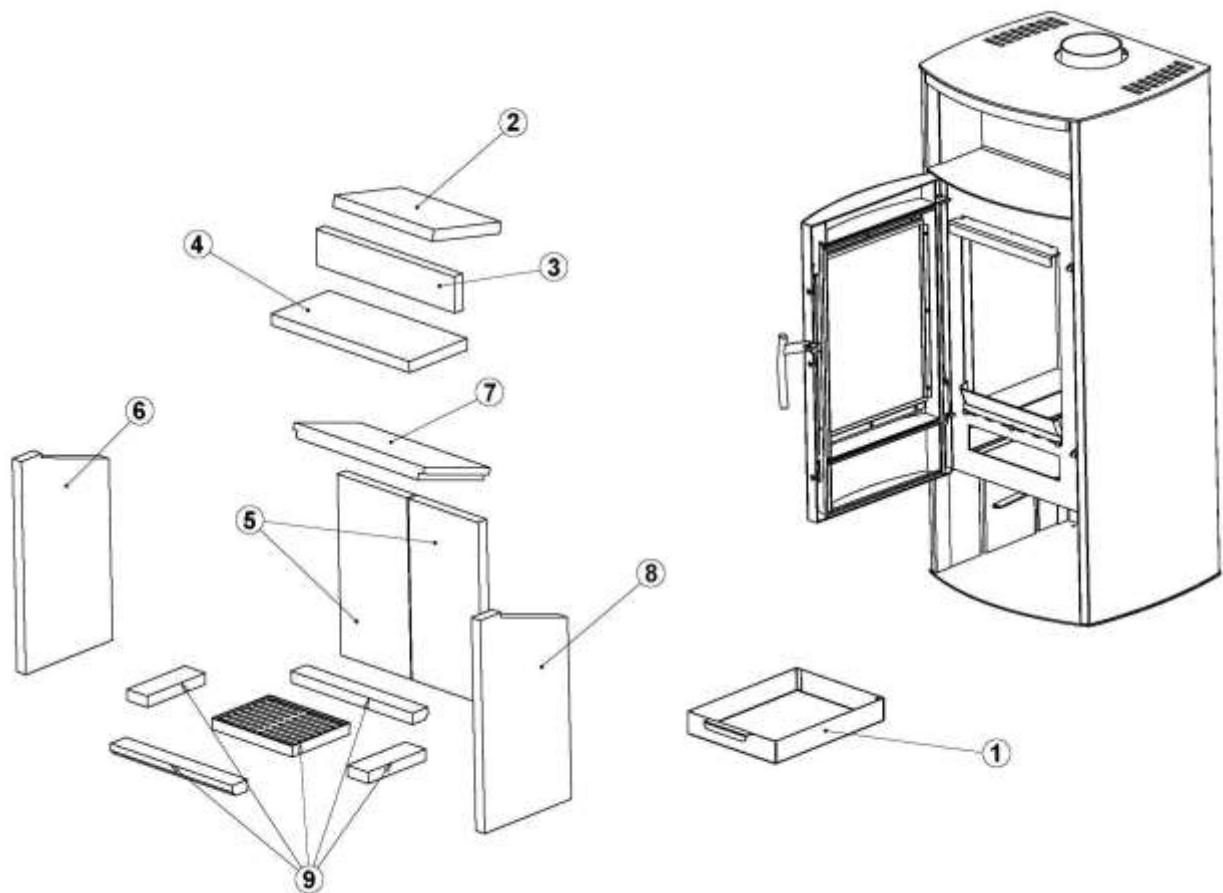
There must not be an extractor fan fitted in the same room as the stove as this can cause the stove to emit fumes into the room. It is necessary to install a wall vent to provide the necessary combustion air and to prevent the depletion of oxygen in the room.

The above ventilation requirement is per product which means two products cannot share one vent.

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Assembly

The diagram below shows the stove with all internals taken out.



To install these parts follow the numbered sequence above, to un-install simply follow the sequence in reverse.

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Commissioning/Handover

Ensure all parts are fitted in accordance with these instructions.

On completion of the installation allow a suitable period of time for any fire cement and mortar to dry out, before lighting the stove. Once the stove is under fire check all seals for soundness and check that the flue is functioning correctly and that all products of combustion are vented safely to atmosphere via the chimney terminal.

On completion of the installation and commissioning ensure that the operating instructions for the stove are left with the consumer. Ensure to advise the customer on the correct use of the appliance and warn them to use only the recommended fuel for the stove. Advise the user what to do should smoke or fumes be emitted from the stove.

Upon completion of the commissioning process your installer needs to complete and sign the commissioning statement, which can be found towards the end of these instructions See "Commission Statement".

CO Alarm

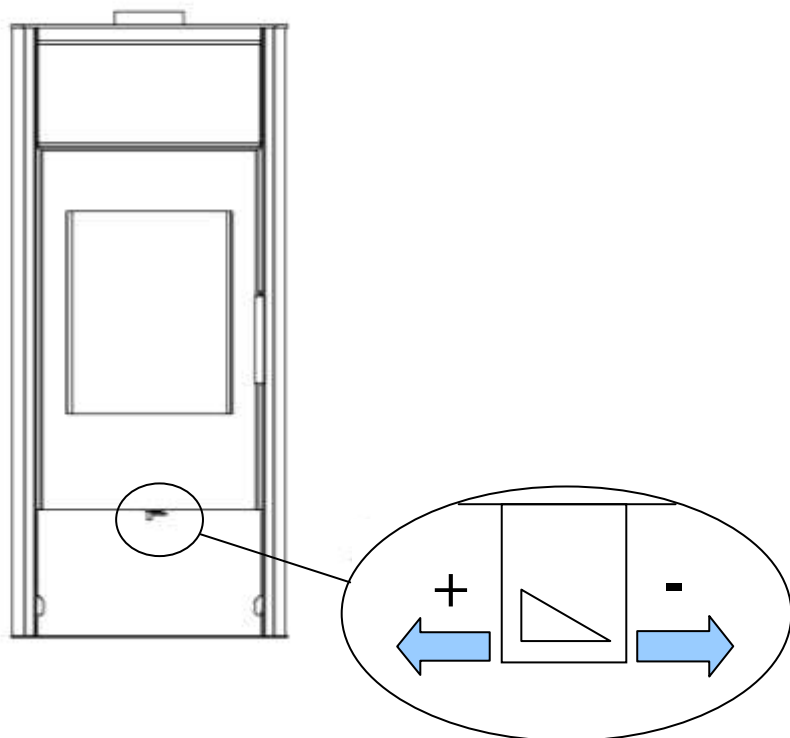
Your installer should have fitted a CO alarm in the same room as the appliance. If the alarm sounds unexpectedly, follow the instructions given in section "Warning Notes" under "Fumes".

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Controls Layout

The diagram below shows the position of the air control, this control needs to be operated correctly to control the combustion rate of the stove.

Sliding the control fully to the left indicates that the air intake is fully open whilst sliding it fully to the right indicates it is completely closed.



The door handle will get hot so always use the gloves whilst operating the appliance.

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Controls Explained

Air Intake

The air intake control is located at the bottom of the door in the centre. Having the control slid completely to the left indicates the intake is fully open. When the control is positioned fully to the right the intake is completely closed. This particular air intake is adjustable throughout the area of travel left/right to control the total amount of air required for suitable combustion.

Air wash System

Air wash is a system where air is drawn into the stove (by combustion) through the air intake and is deflected down the inside face of the glass, thus preventing the smoke coming into contact with the glass. It does not mean that you will never have to clean the glass, but substantially lengthens the periods between having to do so. The air-wash system works best when burning dry wood. Wet wood will produce more deposits on the glass. Also, deposits will form on the back of the glass when the stove is operated on low heat for extended periods (where fuel is only just smouldering).

Ash Pan

The ash pan should be removed when the stove is cold and not alight.

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Recommended Fuels

This appliance has obtained approval from HETAS Ltd., for burning –

* Split Wood logs not exceeding 35cm in length and not over 20% moisture content.

Approval does not cover the use of other fuels either alone or mixed with the suitable fuels listed above.

Do NOT burn wet wood,

This will give a poor heat output and will cause heavy deposits of soot and tar to accumulate on the glass and throughout the stove and flue. The coating of soot and tar in the chimney is volatile creating a high risk of chimney fires. A growing tree contains a high percentage of water, the wood needs to be dried out (seasoned) before it is suitable for burning (this can take several years). Wood logs are best stored in a stack, sheltered from the weather, in a well ventilated area and raised off the ground. This allows the air to circulate and prevents mildew.

Do NOT Burn Pallet Wood,

or any other wood containing glue, paint or other chemicals. This fuel will lead to damage to your appliance. Any such damage will not be covered under the manufacturer's warranty.

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Lighting the Stove

Curing

On initial firing you will notice a very pungent odour, this is caused through the curing of the paint, we recommend starting with short burning sessions (with smaller quantities of fuel) and build up gradually to allow the components of the stove to settle. Opening doors and windows will allow the paint curing odour to dissipate and to allow ventilation into the room. Curing times can vary but typically should take around 8-12 hours (operation at high output) to complete.

Kindling

Stage 1

With the air intake in the fully open position (slid to the left) and the door open, start your fire using twists of newspaper (or scrunched up balls) or firelighters to form a bed on the grate. Place a generous amount of dry kindling onto the newspaper, ensure there is sufficient air gaps between the kindling (a criss cross or pyramid style pattern is ideal to accomplish this).



Stage 2

Ignite the paper underneath using a match or suitable fire-lighter. Allow the paper and kindling to burn until it reduces down into hot embers. If the fire is dying during this stage the door can be closed but not latched leaving a small gap for extra combustion air.

Stage 3

Add another generous load of dry kindling and allow to burn down.

It may be necessary to repeat stage 3 if the chimney is cold or if you find you have smoke entering the room. This stage is vital for getting heat into the chimney which will create the draw that takes the smoke away, we would expect this stage to take between 15-20 minutes.

It is critical that you do not leave the stove during the entire lighting and kindling stage. See Burning wood section for the next steps in starting a new fire.

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Burning Wood

Once you have kindled your stove (see previous page) and your chimney (flue) is sufficiently heated, you are now ready to start adding your logs.

Stage 4

Place 1-3 small logs onto the bed of hot embers using appropriate heat proof gloves, close the door completely.

Stage 5

Once the smaller logs have burned down you can now add 1-2 larger (or full size) logs. When these logs are fully alight (turned black) reduce the air intake to approximately half way (in the middle). You will now control the burn rate of the stove using the air control. You are looking for a controlled flame (not smouldering in the embers or licking around the lid) this is mostly visual although a flue pipe thermometer will help you determine the amount of air required and is recommended for the initial lightings.

Stage 6

Refuel as and when required. Take care to open the door gradually as flames may lick out and always use appropriate gloves. Try to avoid closing the air control fully (as this will cause the stove to fill up with smoke) If you no longer want to keep the fire going simply allow it burn out.

Warning

Do not stack wood any higher than the log retainer.

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Warning Notes

Over-Firing

It is extremely important that you do NOT leave the air control in the fully open position for extended periods or run the appliance with the door open. Leaving the air control fully open (or running with the doors open) will lead to “over-firing”. Over-firing is caused when too much heat is generated within the fire chamber, this will lead to warping, buckling and general damage to the stove and its internal components. Over-firing can also be caused by an excessive flue draft or over loading the appliance with fuel.

PLEASE NOTE ANY DAMAGE TO THE APPLIANCE CAUSED THROUGH OVER-FIRING WILL NOT BE COVERED BY THE WARRANTY.

Fumes

Properly installed, operated and maintained this stove will not emit fumes into the dwelling. Occasional fumes from de-ashing and re-fuelling may occur. However, persistent fume emission is potentially dangerous and must not be tolerated. If fume emission does persist, then the following immediate action should be taken:-

- (a) Open doors and windows to ventilate the room and then leave the premises.
- (b) Let the fire go out. (c) Check for flue or chimney blockage and clean if required
- (d) Do not attempt to relight the fire until the cause of the fume emission has been identified and corrected. If necessary seek expert advice.

The most common cause of fume emission is flueway or chimney blockage. For your own safety these must be kept clean at all times.

Extended Shutdown

If the stove is to be left unused for a prolonged period of time then it should be given a thorough clean to remove ash and unburned fuel residues. To enable a good flow of air through the appliance to reduce condensation and subsequent damage, leave the air controls fully open.

It is important that the flue connection, any appliance baffles or throat plates and the chimney are swept prior to lighting up after a prolonged shutdown period.

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Maintenance

Ash Removal

The ash pan can be accessed through the main door. We would recommend emptying the ash into a metal bucket for transportation. You should only empty the ash when the appliance and ashes are completely cool and can be disposed of in your normal household refuse.

Cleaning the Stove

We recommend only doing this when the stove is cold using a soft brush to clean any of the stove surfaces, this is normally sufficient to remove dust, ash and debris. For stubborn marks you can use a damp lint free cloth, ensure that all surfaces are dried off immediately. We do not recommend using any kind of chemicals or abrasive materials. It is possible to touch up the paint using the original metallic black stove paint, however this new paint will then need to cure.

Glass Cleaning

A damp lint free cloth is normally sufficient, however for stubborn build ups we would recommend using a very fine wire wool.

Chimney Sweeping

It is essential that your chimney (flue) is swept at least once a year by a registered professional chimney sweep. Sweeping removes particles that could otherwise fuel a chimney fire, it should also highlight any potential issues such as leaks and damage to the flue.

Where the chimney is believed to have served an open fire previously it is possible that the higher flue gas temperature from a closed appliance may loosen deposits that were previously firmly adhered, with the consequent risk of flue blockage. It is therefore recommended that the chimney be swept a second time within a month of regular use after installation.

Chimney Fires

In the event of a chimney fire ensure the air control is fully closed and the door remains closed at all times. If the chimney fire does not go out or if there is a serious risk to people and property, call the fire brigade immediately.

Regular sweeping of the chimney will remove combustible particles and will reduce the risk of chimney fires.

Stove Servicing

Your stove should be inspected annually to ensure all seals are present and correct and to gauge the condition of the internal components. The service should be done by a HETAS registered engineer who also perform a spillage test and ascertain the correct functioning of the plumbing circuit.

Prolonged Periods of Shut-down

If the stove is to be left unused for a prolonged period of time then it should be given a thorough clean to remove ash and unburned fuel residues. To enable a good flow of air through the appliance to reduce condensation and subsequent damage, leave the air controls fully open. It is important that the flue connection, any appliance baffles or throat plates and the chimney are swept prior to lighting up after a prolonged shutdown period.

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Trouble-shooting

Smoke comes out of the stove when the loading door is opened.

- The chimney cavity into which the 150mm flue pipe has been installed may be less than the minimum requirement.
- Deposits (soot or other obstructions) may have built up in the chimney and be restricting the flow of waste products. This flow rate is known as the 'draw'.
- Insufficient draw, this is especially common during milder weather. You will need to prolong the kindling stage to ensure the chimney (flue) is completely hot (you may even need to pre-heat the chimney using a method advised by the installer)
- Combustion air intake is not large enough or another appliance (e.g. Extractor fan) is taking air away from the stove.

The Stove does not produce the expected heat into the room.

- Has the flue pipe been sealed to the chimney to prevent heat being drawn up the chimney to waste?
- Green or wet wood is being burnt.
- The chimney has excessive draw (this is unusual). Seek installer advice with regard to installing a Flue Draught Stabiliser.
- The stove has been recessed into the existing fireplace and a lot of heat is being absorbed by the surrounding fireplace walls rather than being radiated into the room. Pull the stove forward.
- For the maximum efficiency of heat transference into the room the stove should be sited on the hearth of the fireplace rather than recessed.

The Stove burns too fast.

- Use whole logs rather than split ones.
- The wood being used may be generally too small.
- The "air-tight" seal between the fibre rope on the doors and the casting may have been lost, adjust door handle lock nuts to reinstate this seal or replace.
- The chimney has excessive draw (seek installers advice on this point).
- The fibre rope seal between the door and the glass may be leaking. Tighten or replace.
- The fibre rope on doors and glass has worn out. Replace.

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Commissioning Statement

Commissioning Statement and Check-list

Stove Purchased From: _____

Address: _____

Telephone Inc area code: _____

Installation Date: ____/____/____ Stove Name: _____

Product Serial Number: _____ Invoice Number: _____

Stove installed by: _____

Address: _____

Telephone Inc area code: _____

HETAS Registration Number: _____

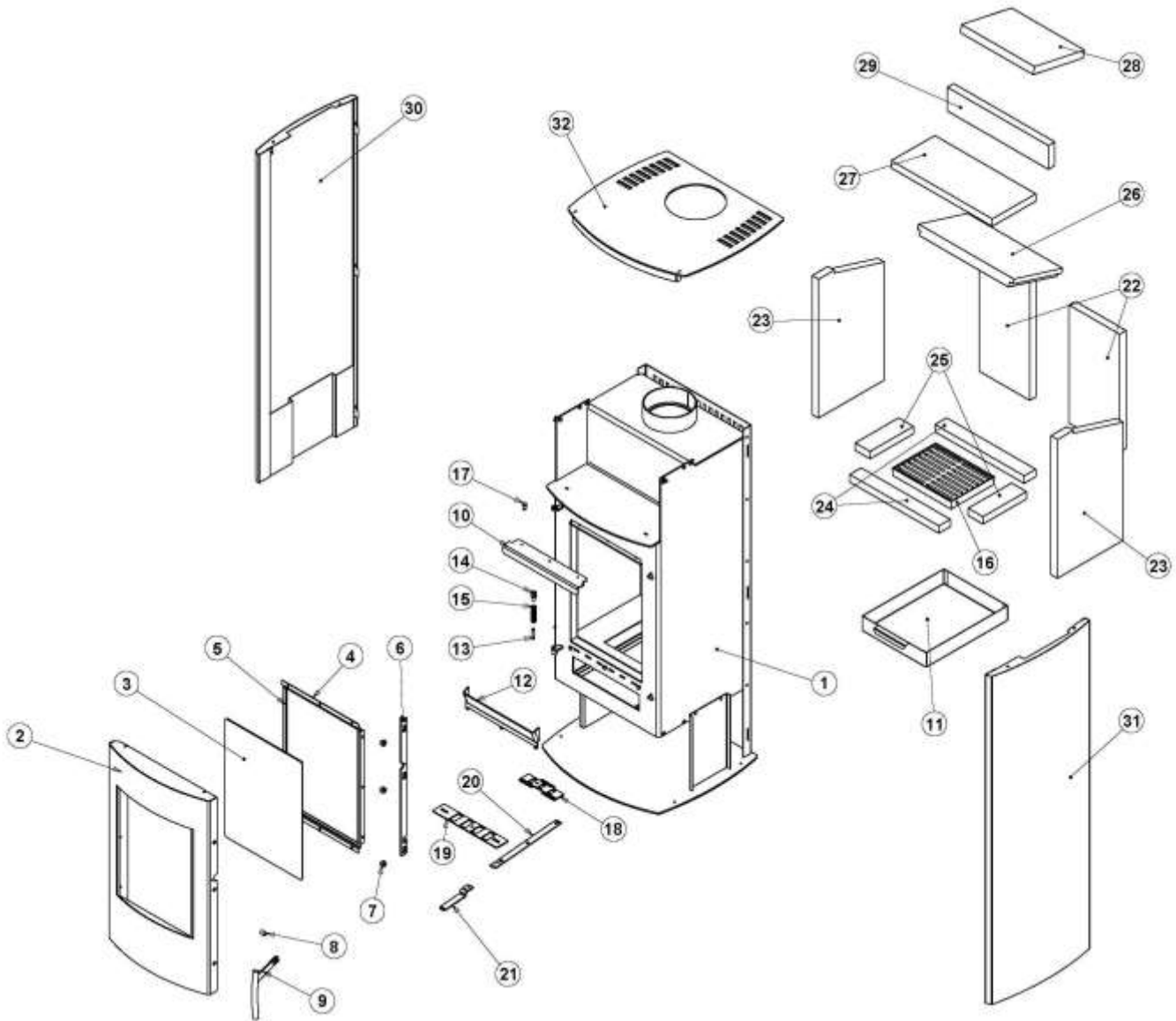
Check-list

- | | | |
|---|------------------------------|-----------------------------|
| Is the flue system the correct length and diameter for stove: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Flue swept and checked for soundness: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Manufacturers clearances adhered: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Smoke spillage test performed on stove: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Stove controls fully explained to end user: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Correct fuels explained to end customer: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| CO Alarm fitted and tested: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Instruction booklet & HETAS certificate handed to end user: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Signature: _____ Print Name: _____

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Spare Parts



- (1) Body Assembly (2) Door (3) Glass (4) Top/Bot Glass Retainers
(5) Left/Right Glass Retainers (6) Door Locking Bracket (7) Locking Roller
(8) Handle Roller Catch (9) Handle (10) Airwash Plate (11) Ash pan
(12) Ash Deflector (13) Lower Door Hinge (14) Sprint Locator (15) Door Spring
(16) Grate (17) Upper Door Hinge (18) Primary Air Slider
(19) Secondary Air Slider (20) Air Control Plate (21) Air Slide Plate
(22) Rear Brick (23) Side Bricks (24) Bottom Bricks (25) Bottom Side Bricks
(26) Top Plate 1 (27) Top Plate 2 (28) Top Plate 3 (29) Top Vermiculite
(30) Left Panel (31) Right Panel (32) Top Plate

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EC Declaration



DECLARATION OF PERFORMANCE
ACCORDING TO DIRECTIVES 305/2011 (CONSTRUCTION
PRODUCTS)



ISSUED BY: **BROSELEY FIRES LTD**
KNIGHTS WAY, BATTLEFIELD ENT PARK.
SHREWSBURY. SY1 3AB ph: +44 (0)1743 461444

TYPE OF EQUIPMENT: WOOD BURNING STOVE

TRADEMARK: BROSELEY FIRES LTD

MODEL: PHOENIX BF-BM4-LS

USE: DOMESTIC SPACE HEATING

MANUFACTURER: **BROSELEY FIRES LTD**
KNIGHTS WAY, BATTLEFIELD ENT PARK.
SHREWSBURY. SY1 3AB ph: +44 (0)1743 461444

NOTIFIED BODY: **RRF 1625** **RRF Rhein-Ruhr Feuerstätten Prüfstelle GmbH**
Firmensitz
Im Lipperfeld 34 b
D-46047 Oberhausen

The following harmonised standards and Technical specifications have been met and comply with good engineering practice and safety matters in force within the EEC

All CE standards or other documents Initial Type Test Reports RRF-40 14 3630

EN 13240 CE MARKING INFORMATION - See Specifications

AVCP System 3

As the Manufacturer's authorised representative established within the EEC, Broseley Fires Ltd Declare sole responsibility that the product for mentioned follows the provisions of the directives above.

STEPHEN GOODWIN
Head of Research & Development

13/11/2013 Shrewsbury UK
Place and date of issue

BROSELEY

Annual Service Record

1ST YEAR SERVICE completion date:

SERVICE ENGINEER:	REG. No.
COMPANY NAME:	.
COMPANY ADDRESS:	.
	POSTCODE:
CONTACT NUMBER	

2ND YEAR SERVICE completion date:

SERVICE ENGINEER:	REG. No.
COMPANY NAME:	.
COMPANY ADDRESS:	.
	POSTCODE:

3RD YEAR SERVICE completion date:

SERVICE ENGINEER:	REG. No.
COMPANY NAME:	.
COMPANY ADDRESS:	.
	POSTCODE:

4TH YEAR SERVICE completion date:

SERVICE ENGINEER:	REG. No.
COMPANY NAME:	.
COMPANY ADDRESS:	.
	POSTCODE:

5TH YEAR SERVICE completion date:

SERVICE ENGINEER:	REG. No.
COMPANY NAME:	.
COMPANY ADDRESS:	.
	POSTCODE:

6TH YEAR SERVICE completion date:

SERVICE ENGINEER:	REG. No.
COMPANY NAME:	.
COMPANY ADDRESS:	.
	POSTCODE:

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Warranty

This appliance must be installed and commissioned by a fully qualified, registered engineer. A "Declaration of completion Certificate" must be obtained for the installation and retained by the end user. Failure to comply with these requirements may void your warranty.

You, as the end user, have a contract by law with the supplier / dealer from whom you purchased the product. That dealer then has the same contract with the manufacturer or wholesaler and these have a contract with their suppliers.

ALL CLAIMS MUST FOLLOW THIS PROCEDURE.

Thank you for choosing a Product from **Broseley Fires Ltd.** This warranty gives you specific legal rights. The statutory rights of the consumer are not affected by the warranty, or the consumers' rights against the dealer arising from their sales / purchase contract.

The manufacturers' warranty:

Your Product will be free from defective parts, material, and workmanship at the time of its original purchase for a period of two (2) years. This Warranty will become active as of one month from the date of delivery.

This warranty does not cover any failure of the unit due to normal wear and tear, misuse, abuse, accident, illegal modification, illegal installation or repair, damage resulting from improper use or failure to maintain the product. Variations in color and texture are a natural characteristic of cast iron products. Colour changes may result from exposure to light and other elements which are a part of the aging process. These material variations and changes are not covered by this warranty. If during the warranty period, this Product fails to operate under normal use and service, due to defects in material and / or workmanship, Broseley Fires will either repair or replace the product. The repaired or replaced product shall be warranted for the remaining period of the original warranty + the time taken to days from the date of repair, whichever is longer.

Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of Broseley Fires.

Should you wish to claim under the warranty, please contact the supplier / dealer from whom you purchased the appliance. Do not claim directly to Broseley Fires, as they are unable to process any direct claim from an end user.

Product design and any specifications are subject to change without notice. This is due to our continuous product development and improvement. The buyer will not be entitled to request free upgrades to the new design or compensation for previously purchased products or any products on order.

- This Warranty covers all Broseley Fires costs within the Warranty period.

If the appliance remains uninstalled for a period greater than six months from date of delivery the Warranty will become active six months from the date of original invoice to the distributor.

IN NO EVENT SHALL BROSELEY FIRES BE LIABLE FOR INCIDENTAL OR CONCEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS, TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED BY LAW. (if applicable)

NON - COVERAGE OF THE GUARANTEE

The consumable items within the product are not covered by the warranty, nor is the glass

If the end-user's claim should not be covered by this guarantee, the end-user shall be liable for costs incurred by Broseley Fires such as callout and inspection costs for examination of the product, transportation costs of the product as well as any other relevant costs.

If, after having been informed about the non-coverage of the guarantee, the end-user wants to have the repairs done, the end-user shall additionally pay for any spare parts used and for the labour and transportation costs incurred. If repairs are carried out under this guarantee, the remaining guarantee period for the product shall be extended by the period of time that has elapsed since the complaint was officially logged with Broseley Fires until the repairs have been completed

A COPY OF OUR FULL TERMS AND CONDITIONS IS AVAILABLE ON REQUEST.

** End-user means the natural or legal person who owns the product and who has not acquired it with a view to reselling or installing it in the course of business