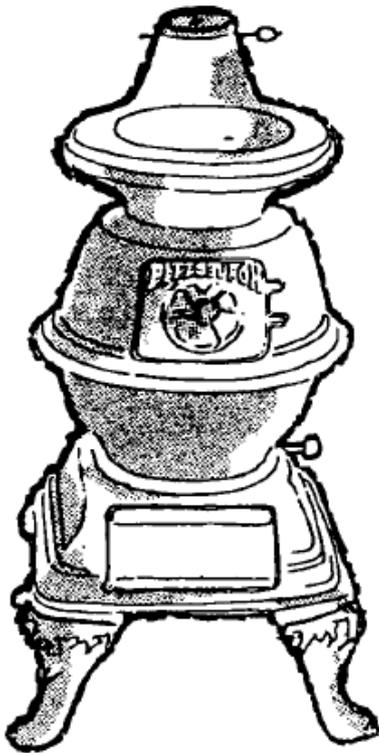




# PITTSBURGH & KLONDIKE POT - BELLY STOVES



PITTSBURGH



KLONDIKE

## INSTALLATION AND OPERATING INSTRUCTIONS

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

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# 1. INTRODUCTION

Congratulations on purchasing a Masport pot-belly stove. If correctly installed and operated according to these instructions it will give many years of reliable service. Following these installation instructions and the instructions accompanying your flue kit will ensure that the heater complies with the requirements of the appropriate Safety Standard AS/NZS 2918.

## **WE RECOMMEND THAT THE INSTALLATION OF YOUR MASPORT HEATER BE CARRIED OUT BY A SUITABLY QUALIFIED SPECIALIST INSTALLER**

**CAUTION.** SURFACES ON RADIANT HEATERS CAN BECOME VERY HOT.

**IF CHILDREN OR ELDERLY AND INFIRM PERSONS MIGHT ACCIDENTALLY TOUCH THE HEATER WHILE IT IS OPERATING, WE RECOMMEND THE INSTALLATION OF SUITABLE PROTECTIVE GUARDING.**

# 2. INSTALLING THE STOVE

This section covers both models. Pot belly stoves must not be installed below a heat sensitive ceiling of less than normal height (approx. 2.4 metres). No wall or other immovable object may be within 1 metre of the front of the stove.

Finalise the installation position for your stove only after considering the necessary heater-to-wall distances (see below) and checking the practicability of installing the flue system through the ceiling and roof or wall. As a guide, the flue shielding and the 25mm clearance gap around it in the ceiling space will occupy a diameter of approximately 275mm, and this must be available without the removal of structural beams.

Pot belly stoves are radiant style heaters. As such, they very effectively distribute heat to their surroundings. This means that heat sensitive walls, furniture and other objects must be kept at a safe distance to avoid heat damage. Walls can be provided with heat shields to enable reduced wall-to-stove installation distances to be achieved. Also, unless the stove is standing on a bare heat-proof (concrete) floor, an insulating hearth (floor protector) will be required.

The minimum clearances to unprotected heat sensitive walls at the side and rear of the various stoves are shown in the table below. Rear clearances are measured from the back face of the flue, while side clearances are measured from the ring around the middle of the belly on PITTSBURGH & KLONDIKE

Remember, these minimum clearances may be significantly reduced by suitable heat shielding. (See later)

**Table 1. MINIMUM CLEARANCES TO UNSHIELDED HEAT SENSITIVE WALLS (mm)**

	<b>Pittsburgh</b>	<b>Klondike</b>
Rear Clearance $\Delta$	850	800
Side Clearance	900 §	900 §

$\Delta$  Measured to rear of flue

§ Measured from belly ring

## WALL SHIELDING

The minimum distances between the stove and heat sensitive walls, (shown in Table 1), may be reduced significantly by fitting a 180° polished stainless steel flue heat deflector on the flue and suitable heat shield(s) on the adjacent wall(s). Shields must be made of heat resistant material (such as sheet metal, Harditherm or Supalux) and they must be mounted on the wall on non-combustible spacers arranged to not obstruct the vertical flow of cooling air in the space between the shield and the wall. Shields of dense material such as brick and concrete, when mounted in contact with the wall, are virtually useless.

Ventilation slots must be provided at the top and bottom of each shield, each slot having a cross-sectional area not less than half the width of the shield multiplied by the spacing depth. The slots should, as far as possible, extend across the full width of the shield. EXAMPLE: A 1200mm wide shield spaced 25mm from the wall must have ventilation slots, top and bottom, each of an area not less than 600 x 25 mm<sup>2</sup>, i.e. 15,000mm<sup>2</sup>. So if the effective length of each slot is 1m, it will need to be 15mm wide.

Three types of shield are recommended:-

Type	Layers	Spacing	Clearance Factor
A	One	12mm	0.4 *
B	One	25mm	0.3 *
C	Two	12 & 12mm	0.2 *

\* These factors are valid only for vertical shields or shields within 45° of vertical. They do not apply to shields under horizontal ceilings or ceilings which are less than 45° from horizontal.

To find the reduced minimum distances, multiply the figures in Table 1 by the appropriate clearance factor.

EXAMPLE: A PITTSBURGH has a normal minimum rear clearance of 850mm and a side clearance of 900mm. The reduced minimum clearances for type A shielding would be 850 x 0.4 (340mm) at the rear, and 900 x 0.4 (360mm) at the side.

**Table 2. REDUCED MINIMUM WALL CLEARANCES (mm)  
WITH A FLUE SHIELD AND WALL SHIELDS FITTED**

Position	Type	Pittsburgh	Klondike
Rear	A	340	320
Rear	B	255	240
Rear	C	170 «	160 «
Side	A	360	360
Side	B	270	270
Side	C	180	180

### IMPORTANT:

**If the screen material is a single layer and is thick (e.g. concrete or brick), the stove must be at least 150mm from the face of the screen, regardless of the above allowable minimum distances between the stove and the wall.**

## **NOTE:**

**A 1200mm long polished flue heat shield must be fitted to the heater when the above factors are used. The top of the shield must be at least 300mm below the ceiling, and ideally the deflector should have a heat disperser at the top to spread the hot air flowing up between the flue heat deflector and the flue. The usual heat-proof ceiling plate must be fitted where the flue passes through the ceiling.**

**« Because the reduced wall clearances will bring the flue quite close to the rear wall, (in the case of Type C shielding), it will be necessary to extend the wall shield upwards to protect the wall for at least 300mm each side of the flue centreline. The extended rear wall shield will, of course, finish just clear of the ceiling to provide the top ventilation slot described above.**

## WALL SHIELD SIZES

Shields must extend at least 600mm each side of the heater centreline on side and rear walls, or in the case of a corner installation, 1200mm each way from the corner. They must be at least 1200mm high (measured from the hearth top).

## WALL SHIELD FINISHES

Because the outer surface of the wall shield will become quite hot, any surface finish must not be heat sensitive. Possibilities are high temperature paints or cladding with ceramic tiles, slate etc.

## **HEARTH (FLOOR PROTECTOR) REQUIREMENTS**

Unless your stove will be standing on an un-covered fireproof floor which extends at least as far as the hearth size shown in the next paragraph, it will need to be mounted on an insulating hearth to protect the floor from heat damage.

If the rearward extension of the hearth is not limited by a wall heat screen, it must extend back from the stove feet by 300mm for the PITTSBURGH and 415mm for the KLONDIKE. The hearth must extend forward from the feet of all models by 375mm. The hearth must extend at least 610mm each side of the stove centreline. If not limited by the proximity of wall screening, a 1220 x 1220 hearth will be required for all models.

Solid hearth constructions such as concrete will conduct heat through to a heat-sensitive floor if they are in contact with it, and they are therefore unacceptable.

Recommended hearth constructions are:-

- A reinforced concrete slab at least 50mm thick raised up from the floor on insulating blocks to allow air to circulate beneath the slab. There must be at least a 12mm high gap, and care must be taken to ensure that this amount of space will not be encroached on by laying carpet etc. To be safe, a 25mm gap is recommended.
- A similar slab laid on two sheets of Micore 160 lying directly on the floor. If cast in place, an impermeable sheet must be laid on top of the Micore to prevent water damage from the concrete mix.
- Two sheets of Micore 160 (three for the Oregon), topped by a sheet of tile underlay material and finished with ceramic tiles or other decorative finishes.
- Two sheets of Harditherm or Supalux, each sheet not less than 12mm thick, supported on insulating blocks as for the first suggestion above.

### FIXING THE STOVE IN POSITION

The hearth must be secured to the floor, and the stove secured to the hearth, or through to the floor, to prevent movement of the stove in the event of an earthquake. The fastenings must be at least two in number (through diagonally opposite feet), and should be not less than 12 gauge screws or the equivalent in coach bolts or spring toggle fasteners.

### **FLUE INSTALLATION**

The stove must be installed using a Masport approved flue kit A9320- 1&2 (including a ceiling plate). Approved flue kits are supplied with detailed fitting instructions which, if followed, will ensure that the installation will meet the required safety standards for performance and durability.

### **FIREPLACE INSTALLATION**

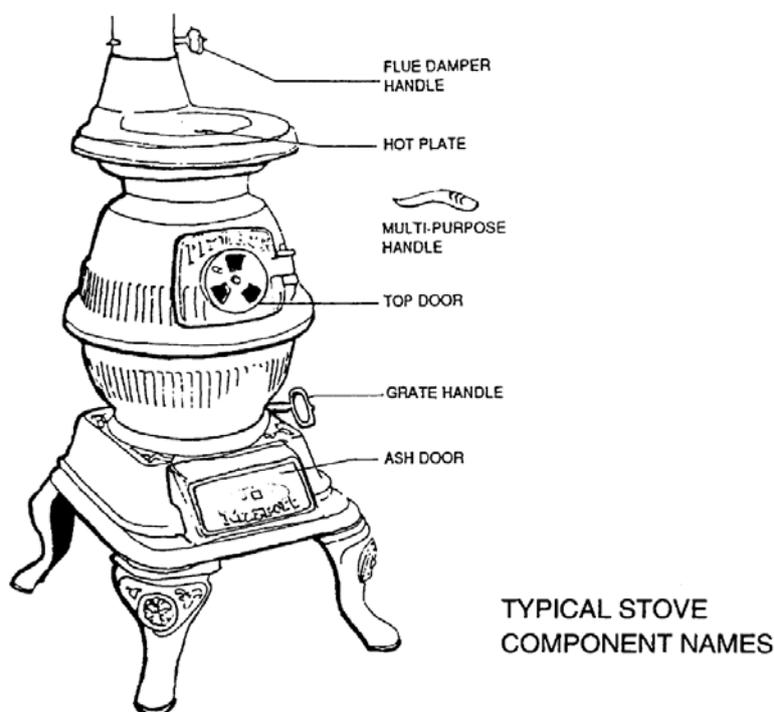
A fireplace installation must meet the following requirements:-

- The fireplace and chimney must be thoroughly cleaned and checked for soundness.
- The chimney must not connect to a second fireplace.
- The joint between the chimney face and the fireplace surround must be checked and sealed to prevent leakage if necessary.
- Where the fireplace is in a heat sensitive wall it must have a non-metallic heat resistant surround extending at least 600mm each side of the recess centreline and up to at least 1400mm above the base of the fireplace recess.
- All safety clearances between the stove and any nearby heat-sensitive material (including material above the stove), must be strictly maintained.
- A flue pipe must be fitted right up the chimney, and the space between the flue pipe and chimney must be ventilated at the top. The area of this vent must be not less than 13,000mm<sup>2</sup>. The vent must be fitted with means to prevent significant ingress of water and debris.
- We recommend fitting a horizontal register plate at the lower end of the chimney to minimise room heat loss. The register plate should provide the same area of ventilation as at the top of the chimney.
- Provision must be made to support the weight of the flue and to permit the free expansion of the flue pipe when it heats up.
- The flue must be secured to the flue collar to prevent accidental separation.
- The hearth (floor protector) must extend at least 325mm beyond the feet in all directions. If the hearth has to be extended to attain this dimension, the extension must be as per one of our recommended constructions, and it must be fixed and sealed to the existing hearth to prevent any possibility of a cinder falling through the joint to the floor below.

### **MANTEL-SHELF SHIELDING**

When the heater is installed in front of a fireplace, any heat sensitive material (such as a mantel-piece) which protrudes from the face of the fireplace surround will need to be completely shielded. This shielding is best provided by a sheet metal panel fastened 12mm from the face to be protected on heat resistant spacers. The inner edge of the shield must abut the face of the fireplace surround and the outer edge and ends must have an unobstructed 10mm gap to allow cooling air circulation.

### 3. OPERATING INSTRUCTIONS



TYPICAL STOVE  
COMPONENT NAMES

#### BEFORE LIGHTING THE FIRST FIRE

If your flue is a bright stainless steel one, remove all fingerprints and other marks by polishing with a household metal polish. Do not use harsh abrasives such as steel wool. After several firings, the flue will develop an attractive copper-coloured 'bloom', but any fingerprint marks will show permanently on this bloom if not removed prior to lighting.

The first fire should be a moderate one to cure the special high temperature paint. It is normal for the paint to smoke during the curing process.

**WARNING: MAKE SURE THE MINIMUM HEATER-TO-WALL DISTANCES SHOWN ON PAGE 3 ARE ALWAYS MAINTAINED BETWEEN THE HEATER AND ANY HEAT SENSITIVE ITEMS. (FURNITURE, DRAPES, ETC.)**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS OR PLACE THESE IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**

**WARNING: DO NOT STORE FUEL WITHIN THE HEATER INSTALLATION CLEARANCES.**

**WARNING: THIS APPLIANCE MUST NOT BE USED AS AN OPEN FIRE.**

## **CURING THE PAINT**

Most high-temperature paints operate in the same way. There are two resins in the paint. One resin dries at room temperature, giving the paint the initial properties seen on an un-used stove. Then, when fires are built in the stove, this air-dry resin burns away. The other resin is a silicon resin (silicone gives the paint it's high heat resistance) that will not cure until it is heated to high temperatures. This cross-linking occurs at around 200°C - 230°C. The air dry resin will burn away at about 315°C.

We recommend a two-stage curing process. Do not burn at full heat (480°C or more) for the first two burns as this could "shock" the paint and cause failure. The initial fire should be medium temperature (230°C) for about 60 minutes. As the paint heats it will soften, even appear wet, and must not be touched with anything. Gradually, at the hottest spots, the paint will again appear dry. When this process is complete, the paint will be ready for the next stage.

## **LIGHTING THE FIRE**

**CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.**

Check that the ash door is closed and is sealing properly.

Ensure that the tipping grate is horizontal (the grate lies in the same plane as its handle). Crumple several double sheets of dry newspaper and place them on top of the grate through the top door (or, alternatively, through the top opening after removing the hotplate). The multi-purpose handle supplied may be used to remove the hot-plate (whether it is hot or cold), and to open the top door of the PITTSBURGH and KLONDIKE. Place thin strips of kindling wood on top of the crumpled paper in criss-cross fashion. A small amount of slightly heavier kindling wood should be placed on top of the thin kindling to build a small pyramid.

**WARNING. DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE A FIRE.**

**FUEL:** Use only wood that has been air dried in a sheltered stack, preferably for at least 12 months. If moist fuel must be used, add it only to a really hot fire, mixing it with a large proportion of dry fuel. In Clean Air Zones, only wood must be used as fuel, and it must have a moisture content not greater than 25% (measured on a wet weight basis). Do not burn driftwood, as salt will corrode the heater and flue.

**CAUTION. THE USE OF SOME TYPES OF PRESERVATIVE TREATED WOOD AS FUEL CAN BE HAZARDOUS.**

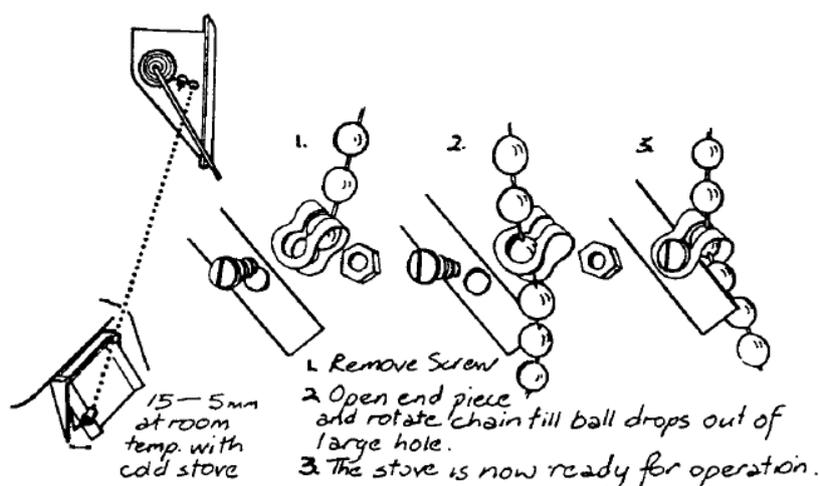
Before lighting the fire, the damper must be fully open (its handle in line with the flue). If your stove has a STEADIHEAT control, its handle should be no lower than mid-way between the bottom(low) and top(high) positions. With all hot plates in place, light the paper in several places and close the top door. If your model has a rotating air control on the front of the top door, turn the round plate (using the multi-purpose tool) until the air holes in it are fully open. After a few minutes, when the kindling is fully alight, add a little fuel to the fire, and add more after 10 - 15 minutes.

**CAUTION. ALWAYS ENSURE THAT THE DAMPER IS FULLY OPEN BEFORE LIFTING A HOT-PLATE OR OPENING ANY APPLIANCE DOOR. THE OUTSIDE THE STOVE AND FLUE WILL BECOME EXTREMELY HOT DURING FIRING. DO NOT TOUCH THESE SURFACES WHEN THE STOVE IS HOT. IF CHILDREN OR AGED AND INFIRM PEOPLE MAY COME INTO CONTACT WITH THE STOVE, WE RECOMMEND THE ERECTION OF A SAFETY GUARD.**

Do not place heat sensitive materials such as drying clothes or fuel supplies near to the stove as permanent damage or a fire may result. It is important that the minimum stove to- wall distances shown on page 4 are maintained at all times.

## CONTROLLING THE FIRE

**STEADIHEAT CONTROL.** In some countries, this control is fitted to some potbelly models. If you have one, follow the steps below when fitting it to the stove. You may prefer to fit it after the stove and flue are in their final position in order to ensure that it is not damaged during installation.



The control bracket is shipped in the ash box below the fire grate. Using the screw provided, mount the bracket on the underside of the casting directly below the flue socket. The control lever points away from the stove. Check that the air metering flap (at the back of the ash box) can move open and shut freely without catching or binding and check that it closes fully under its own weight. The ball chain connects between the control lever and the flap and the excess length of chain allowed for adjusting the action should be at the bottom. Connect the ball chain to the flap with the special fitting supplied, selecting the ball that gives a gap of 5 to 15 mm between the bottom edge of the flap and the ash box when the control lever is fully down.

It will soon become apparent which setting of the control lever gives the heat you require. Move the lever up to increase the heat output, remembering, of course, that there must be sufficient fuel in the firebox if more heat is required.

**NON-STEADIHEAT MODELS.** The heat output is regulated mainly by rotating the round air supply control plate on the front door. Open the vents to increase heat output, and close them to reduce heat output. Further reduction of the heat output can be had by partially closing down the damper at the flue base, using the multi-purpose handle. (Always open this damper fully before lifting a hot-plate or opening the top door for refuelling purposes).

We recommend running the fire on full heat for at least 30 minutes each day to help keep the flue clean.

**THE FIRE SHOULD NEVER BE RUN SO FIERCELY THAT THE STOVE BECOMES RED HOT.**

A dying fire can be revived by adding fuel and opening the air supply. If the stove has been running on a hot setting and is then turned to a low setting, the heat output will not decrease immediately because the hot fire-bed continues to radiate heat, even with a low air setting. Moving suddenly from a very hot fire to a low setting may result in flue smoke. This is only a temporary condition, but it is

best avoided by moving from a very hot setting to a low setting in several steps over five or ten minutes. Remember, a roaring fire wastes fuel, as more of the heat is lost up the flue. If only a moderate heat output is needed, it is more efficient to have a small intense firebed rather than a large smouldering one. Do not operate the stove with the top or ash doors open or a hot-plate removed (unless the opening is covered by a saucepan).

**IMPORTANT. FOR THE FIRE TO DRAW PROPERLY, AIR MUST BE ABLE TO ENTER THE ROOM WHERE THE STOVE IS INSTALLED.** Leave a door slightly ajar and perhaps also a window elsewhere in the house if your home is of modern airtight construction. Leaving the room door open will help spread warmth throughout the house.

## **REFUELLING**

We recommend that the top door, rather than the hot-plate opening, be used for refuelling.

**CAUTION: ALWAYS ENSURE THAT THE FLUE DAMPER IS FULLY OPEN BEFORE OPENING THE TOP DOOR OR LIFTING A HOT-PLATE.**

(The damper is open when its handle is in line with the direction of the flue). This will prevent a possible flash-back from un-burned gases in the top chamber. Using excessive quantities of green, wet timber as fuel is very inefficient, and it can result in a tar-like deposit of creosote or soot in the flue. In severe cases, these can restrict flow in the flue, downgrading the stove's performance. Occasionally such deposits can ignite, causing a flue fire. Should this occur, immediately close down all air supplies to the fire, close the flue damper, and call the fire service. Flue fires are rare, but if you have one you should have the flue inspected before using it again.

## **SAFETY**

**WARNING: ALWAYS KEEP CHILDREN AND INFIRM ELDERLY PEOPLE SAFELY AWAY FROM THE STOVE WHEN IT IS ALIGHT AS ALL SURFACES CAN BECOME EXTREMELY HOT.**

If such people might accidentally come into contact with the stove, we recommend the installation of a safety guard.

Do not put furniture, clothing, firewood or other combustibles near the stove while it is alight. A safe distance is 1250mm from the stove.

Do not run the stove with any of the access doors open. Keep hot-plates in place on the stove unless the openings are covered by saucepans.

If you have had a flue fire, inspect the flue for damage before using the stove again.

Do not modify the stove or flue in any way without obtaining written approval from the Manufacturer.

**CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED IF ANY PARTS ARE BROKEN OR MISSING.**

## MAINTENANCE

Cleaning and maintenance should always be carried out when the stove is completely cold.

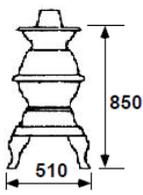
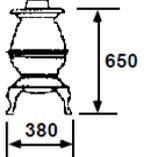
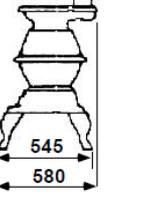
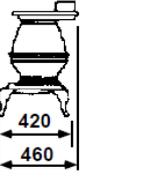
To remove the ashes, rotate the handle of the tipping grate smartly to tip them into the ash box. Lift the ash door off using the multi-purpose handle and remove the ash box. When disposing of the ashes, remember they may still contain hot embers, so do NOT wrap them in paper. Place the removed ashes in a non-combustible container with a tightly fitting lid, and move the container outdoors immediately to a place clear of combustible materials.

Some models have a fibreglass cord gasket on the ash door. If this is damaged and may leak, replace it with a genuine Masport spare part. Your tipping grate will eventually need replacing. The new one can be inserted into the grate handle from inside the stove. No dismantling of the stove is necessary.

Wiping the outside of the stove with a damp cloth can result in smearing. We recommend using only a dry cloth for dusting the stove. Eventually it may be necessary to touch up the exterior finish. Use only a special Very High Temperature black Stove Paint (available from your Masport Dealer). We do not recommend the use of stove polishes.

The outside of the flue may be cleaned, if desired, with a household metal polish. Do not use steel wool or harsh abrasives. If the stove burns sluggishly or has a low heat output, first check that the fuel is properly dry. (See above). If the problem persists, it is probable that the flue needs sweeping. In any case, we recommend having the flue swept once a season.

## STOVE DIMENSIONS

	Pittsburgh	Klondike
Front View		
Side View		
Belly Ring Dia.	445mm	365mm
Flue I.Dia.	114mm	114mm
Shipping Weight	71kg	44kg
Shipping Dimensions	W 535mm D 485mm H 805mm Vol. 0.21m <sup>3</sup>	W 480mm D 380mm H 650mm Vol. 0.119m <sup>3</sup>



## 4. MASPORT PRODUCT WARRANTY

This document sets out the express warranties that apply in respect of Masport products purchased in Australia and New Zealand.

For Masport products purchased in Australia, the express warranties in this document are provided by Glen Dimplex Australia Pty Limited ABN 69 118 275 460 of Unit 1/21 Lionel Road, Mount Waverley, Victoria, Australia, 3149 (Phone number 1300 556 816) and for Masport products purchased in New Zealand, the express warranties in this document are provided by Glen Dimplex Australasia Ltd, New Zealand registration number 1506305, of 38 Harris Road, East Tamaki, Auckland, New Zealand (Phone number 09 2748265) (**we, us our**).

The express warranties in this document apply to the particular Masport product which this warranty card has been included in the packaging for or otherwise supplied with (**the Masport product**).

### 1 Masport express warranty

Subject to the exclusions in section 2, we warrant under this express warranty that the below parts of the Masport product will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date the Masport product was purchased by you as a brand new product from a retailer located in Australia or New Zealand):

Part	Type of express warranty
Pot belly stoves (except the pot belly stove grates)	5 years parts and labour warranty*; 10 years parts only warranty**
Woodfire firebox – Cast iron	10 years parts and labour warranty*
Woodfire firebox – Steel	5 years parts and labour warranty*
All other parts (except consumable parts or the pot belly stove grates)	1 year parts and labour warranty*

\* Where a Masport product is covered by a parts and labour warranty, the warranty covers both the repair of the defective part or the provision of a spare part to replace the defective part and the installation of that part.

\*\* Where a Masport product is covered by a parts only warranty, the warranty covers only the repair of the defective part or the provision of a spare part to replace the defective part and does not include the removal of the defective part or the installation of the repaired or replaced part.

This express warranty is personal to the first person who acquires the Masport product from the relevant retailer and claims under this warranty cannot be made by anyone other than this person.

The benefits conferred by this express warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian Consumer Law, the New Zealand Consumer Guarantees Act and/or other applicable laws.

## **2 Warranty exclusions**

This express warranty does not apply where:

- (a) the Masport product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the Masport product;
- (b) the Masport product requires repairs due to damage resulting from accident, misuse, incorrect installation, cleaning or maintenance, unauthorised modification, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions;
- (c) the defective part relates to a consumable part of the Masport product which require routine replacement, or the pot belly stove grates;
- (d) you are unable to provide us with reasonable proof of purchase for the Masport product;
- (e) the breakdown occurs after the expiry of the express warranty period set out in section 1; or
- (f) the Masport product was not purchased in Australia or New Zealand as a brand new product.

## **3 Consumer Guarantees**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you acquired the goods in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquired the goods for the purpose of a business.

## **4 How to make a claim**

You may make a claim under this warranty by visiting our website ([www.masportheating.com.au](http://www.masportheating.com.au) in Australia, [www.masportheating.co.nz](http://www.masportheating.co.nz) in New Zealand), contacting our customer care line (1300 556 816 in Australia, 09 2748265 in New Zealand) or visiting a Glen Dimplex service centre.

To make a valid claim under this warranty, you must:

- (a) lodge the claim with us as soon as possible and no later than 14 days after you first become aware of the breakdown;
- (b) provide us with the Masport product serial number;
- (c) provide us with reasonable proof of purchase for the Masport product; and

- (d) if required by us, provide us (or any person nominated by us) with access to the premises at which the Masport product is located at times nominated by us (so that we can inspect the Masport product).

## **5 Warranty claims**

If you make a valid claim under a parts and labour warranty and none of the exclusions set out in section 2 apply, we will, at our election, either:

- (a) repair the relevant part of the Masport product; or
- (b) replace the relevant part of the Masport product with a product of identical specification (or where the product is superseded or no longer in stock, with a product of as close a specification as possible).

We will also arrange for the relevant repaired or replacement part to be installed at no charge to you.

If you make a valid claim under a parts only warranty and none of the exclusions set out in section 2 apply, we will, at our election, repair or replace the relevant part. You acknowledge that installation is not covered under a parts only warranty, however, we may, for a fee, install the repaired or replacement part for you. We will, on request, provide you with a quote for the installation of the repaired or replacement part.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Masport products are designed and supplied for normal domestic use. We will not be liable to you under this warranty for business loss or damage of any kind whatsoever.

## **6 Costs of warranty claim**

Where you make a claim under this warranty, a Glen Dimplex authorised repairer may need to attend your premises to inspect the Masport product. For Masport products located in Australia, we may charge you a service call fee if a repairer will be required to travel more than 30 kilometers from the nearest Glen Dimplex service centre to your location. You may obtain details on the location of our service centres and our service call fees by visiting our website ([www.masportheating.com.au](http://www.masportheating.com.au) in Australia, [www.masportheating.co.nz](http://www.masportheating.co.nz) in New Zealand) or calling our customer care line (1300 556 816 in Australia, 09 2748265 in New Zealand).

Please register your guarantee to enable us to deliver to you a prompt and efficient after-sales service.

Please use BLOCK CAPITALS within boxes

**Product Details**

Purchased From:

National  Local  Department   
Retailer  Retailer  Store

Type of Product:

Catalogue  Electricity/Gas  Other   
Showroom

Model Number:

Date of Purchase:

Serial Number:

Purchase Price:

Were you given or did you purchase an extended guarantee?  Yes  No  If so for how long?  (Years)

From whom was the extended guarantee purchased?

**Customer Details**

Mr/Mrs/Ms/Miss Initials Surname

Date of Birth

House Number Address

Suburb

State

Postcode

Telephone (please include STD code)

Email Address

**Important data Protection Information**

We (or our agents) will use your personal details and information we obtain from other sources for customer service and administration, for marketing and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes.

We or our business partners may contact you by mail, telephone, e-mail or other electronic messaging service with offers of goods and services or information that may be of interest to you.

By providing us with your telephone number or e-mail address you consent to being contacted by these methods. If you do not wish to receive marketing information by these methods from Glen Dimplex or our warranty agents or our other business partners please tick this box



TO REGISTER YOUR PRODUCT

Register Online at:

Australia:

[www.masportheating.com.au](http://www.masportheating.com.au)  
[www.glendimplex.com.au](http://www.glendimplex.com.au)

New Zealand:

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

Or Call:

Australia: 1300 556 816  
New Zealand: 09 274 8265

*Or Complete and cut off the section opposite and return within 30 days of purchase to:*

Australia:

Glen Dimplex Australia Pty Ltd  
Reply Paid 84780  
Dandenong South Vic 3175

New Zealand:

Glen Dimplex Australiasia P/L  
38 Harris Road  
East Tamaki Auckland 2013



**GLEN DIMPLEX**  
AUSTRALIA PTY LTD