



INSTALLATION & OPERATING MANUAL

VISTA MODELS

Models

- VST130 - I
- VST130 - III
- VST70 - I
- VST70 - III



The product is compliant with the local electrical standards of all countries where offered for sale by Glen Dimplex and its subsidiaries.

VERSION 1 300004395

TABLE OF CONTENTS

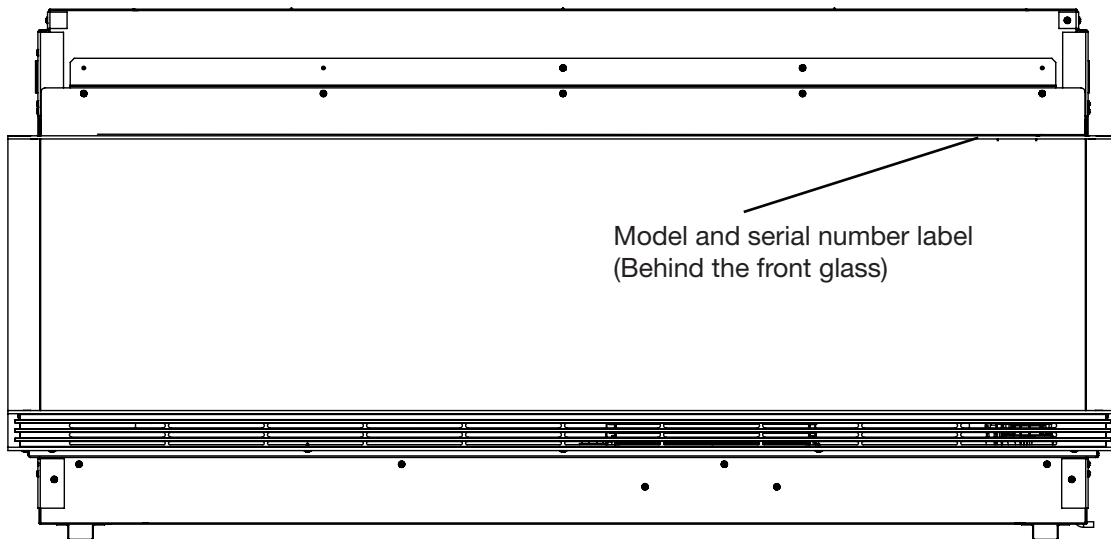
Welcome	3
Important Instructions	4
Technical Specifications	6
Electrical Requirements	6
Technical Information	6
Product Dimensions	6
Package Contents	7
Installation	8
Install Mounting Brackets	8
Install the Mirrored Glass	8
Wall Framing	9
Media Arrangement	10
Install the Side Glass Panels and Front Glass	11
Installation Finishing	11
Operation	12
General Operation	12
Timer	12
Remote Operation	12
Resetting the Temperature Cutoff Switch	12
Icon Operations	13
Timer Operation	14
Maintenance	15
Remote Control Battery Replacement	15
Flame Screen Cleaning	15
Fireplace Surface Cleaning	15
Servicing	15
Troubleshooting	16
Warranty	17

MODEL NUMBER AND SERIAL NUMBER

Please record your model and serial numbers for future reference.

Model _____

Serial Number _____



CAUTION: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and will void the warranty.

Important Safety Advice

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock and injury to persons, including the following:

If the appliance is damaged, check with the supplier before installation and operation.

- Do not use outdoors.
- Do not use in the immediate surroundings of a bath, shower or swimming pool.
- Do not locate the appliance immediately below a fixed socket outlet or connection box.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Use this heater on a horizontal and stable surface.

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. Children shall not plug in, regulate and clean the appliance or perform user maintenance.

SAVE THESE INSTRUCTIONS

IMPORTANT INSTRUCTIONS

Do not use this appliance in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced.

Ensure that furniture, curtains or other combustible material are positioned no closer than 1 meter from the appliance.

In the event of a fault disconnect the appliance.

Disconnect the appliance when not required for long periods.

The appliance must be positioned so that the plug is accessible. Check the Electrical Requirements section for more details. If the supply cord is damaged, it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard.

Keep the supply cord away from the front of the appliance.

Warning: This appliance must be earthed.

The use of an extension lead or multi-plug adaptor is not advised when connecting this product to the mains. Connection through these devices could lead to a risk of overloading, overheating and even fire at the extension lead or adaptor due to inadequate connection quality.

This heater must be used on an alternating current supply (~) only and the voltage marked on the heater must correspond to the supply voltage.

WARNING: In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the air circulation around the appliance.

The appliance carries a DO NOT COVER warning symbol. 

This appliance is equipped with a device to control the room temperature. Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

The electrical information regarding your electric fireplace can be found on the rating label located inside the product by the rocker switch.

If you have any technical questions or concerns regarding the operation of your electric fireplace, or require service contact the relevant customer service as listed on your warranty card.

CAUTION: Do not use if the heater's mains power lead is damaged. Such use may cause a hazard. If damaged, the mains power lead must be replaced by the manufacturer or its authorised dealer.

CAUTION: Assembly, installation and repair of this heater must be carried out by Dimplex or its authorised agent.

CAUTION: We recommend that this heater is checked annually for safety by a qualified electrician.

Warning: Packaging, in particular plastic bags are NOT toys. To prevent injury or even death keep packaging away from children at all times.

CAUTION: Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

Warning: The heater must not be located immediately below a socket-outlet.

IMPORTANT INSTRUCTIONS

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out this appliance must not be supplied through an external switching device, such as a timer or connected to a circuit that is regularly switched on and off by the utility.

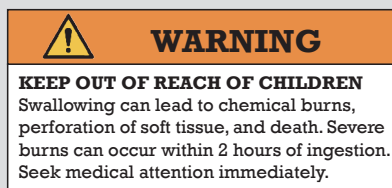
CAUTION: Ensure installation does not allow fire to be in direct contact with building vapor barrier or insulation and meets all local building code.

WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapors or liquids in the vicinity of the heater.

Warning: Choking may be caused by swallowing small loose fuel bed media (river rocks, Ash Dust, Vermiculite) accidentally. Keep away from children all the time.

WARNING - KEEP BATTERIES OUT OF REACH OF CHILDREN

- Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the esophagus.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on 13 11 26 (in Australia) or 0800 764 766 (in New Zealand) for fast, expert advice.
- Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.



CAUTION: No obvious symptoms

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's esophagus (food pipe).

There are no specific symptoms associated with this. The child might:

- cough, gag or drool a lot
- appear to have a stomach upset or virus
- be sick
- point to their throat or stomach
- have a pain in their abdomen, chest or throat
- be tired or lethargic
- be quieter or more clingy than usual or otherwise 'not themselves'
- lose their appetite or have a reduced appetite
- not want to eat solid food/be unable to eat solid food

These types of symptoms vary or fluctuate. with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate help. The lack of clear symptoms is why it is important to be vigilant with 'flat' or spare button or coin batteries in the home and the products that contain them.

Electrical Requirements

⚠ WARNING: Construction and wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

⚠ WARNING: To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

! NOTE: A dedicated, properly fused 10 Amp circuit is required, rated for the appropriate voltage (230-240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

Technical Information

Rating : 230-240V~50Hz

Heat Output		230V		240V	
Nominal Heat Output	P_{Nom}	1.8	-	1.9	kW
Minimum Heat Output	P_{min}	0.9	-	0.9	kW
Maximum Continuous Heat Output	$P_{max,c}$	1.8	-	1.9	kW

Auxiliary Electricity Consumption

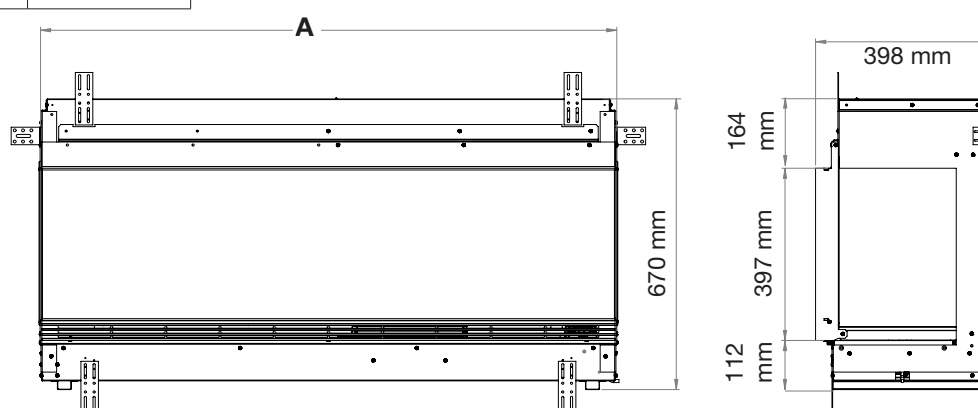
In Standby Mode	el_{SB}	0.5	-	0.5	W
-----------------	-----------	-----	---	-----	---

with electronic room temperature control.

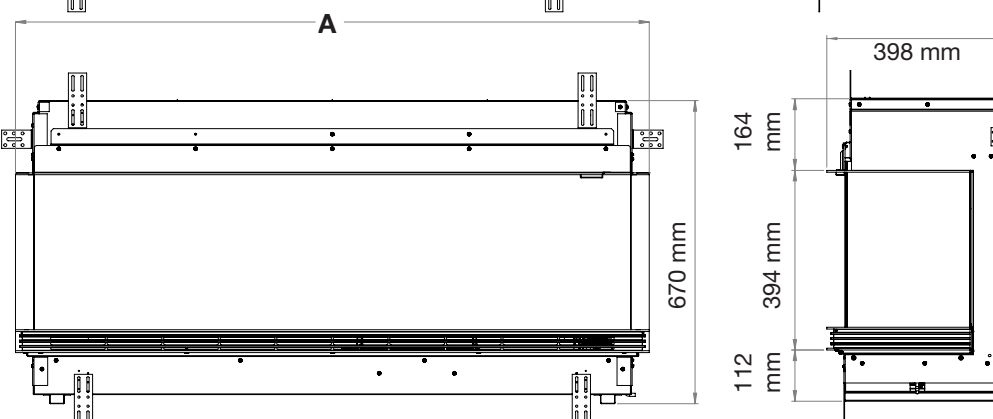
Product Dimensions

Model	A
VST130 - I	1325 mm
VST130 - III	1390 mm
VST70 - I	705 mm
VST70 - III	770 mm

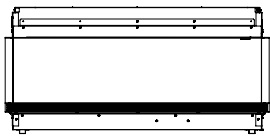
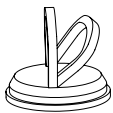
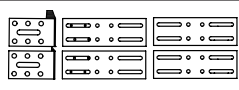
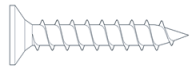
VST130 - I
VST70 - I



VST130 - III
VST70 - III



PACKAGE CONTENTS

Image	Description	Quantity			
		VST130 - I	VST130 - III	VST70 - I	VST70 - III
	Firebox	1	1	1	1
	Front Glass	1	1	1	1
	Mirror Glass	1	1	1	1
	Side Glass	0	2	0	2
	Media Chips	~500g	~500g	~500g	~500g
	Remote Control	1	1	1	1
	User's and Installation Guide	1	1	1	1
 Do not dispose of the suction cup after installation. Keep it in a secure location as it will be helpful for maintenance and service of the unit.	Suction Cup	2	2	1	1
Hardware Kit					
	Mounting Brackets	6	6	6	6
	1" Wood Screws	6	6	6	6

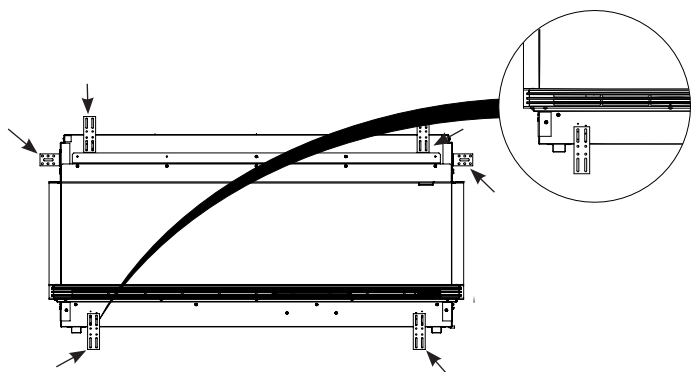
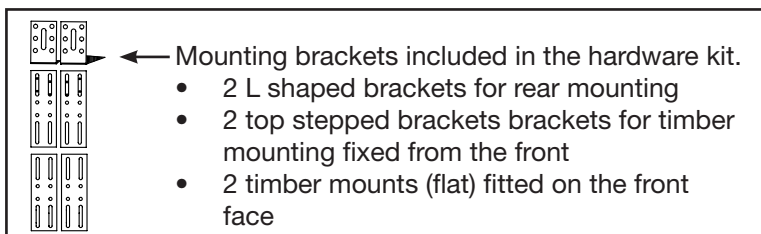
INSTALLATION



! NOTE: Two people are required for installation.

⚠ WARNING: The top of the fireplace must be installed a minimum of 610 mm from the ceiling and a minimum of 380 mm from the ground.

1 Install the Mounting Brackets

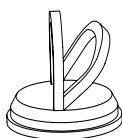


Carefully lay the firebox on its back and install the mounting brackets to the top and bottom of the firebox with the black screws provided.

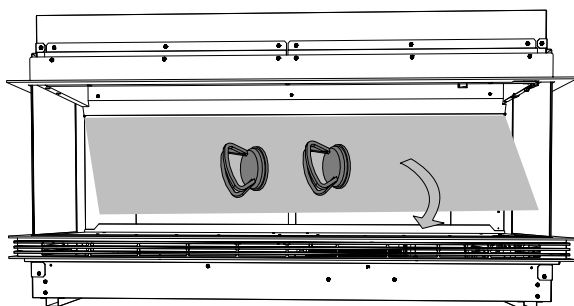
! NOTE: The mounting brackets are equipped with slots to allow small adjustments to fit the framing. Ensure all the brackets are aligned.

! NOTE: There are 6 mounting brackets

2 Install the Mirrored Glass



← Suction Cup



! NOTE: Remove the protective peel-off plastic before attaching the suction cups and ensure the suction cups are securely attached to the glass.

Attach the suction cups to the mirrored glass side where the protective plastic was removed. Place the mirrored glass in the top slot located at the back of the unit, then carefully place it in the bottom slot at an angle to secure it.

INSTALLATION

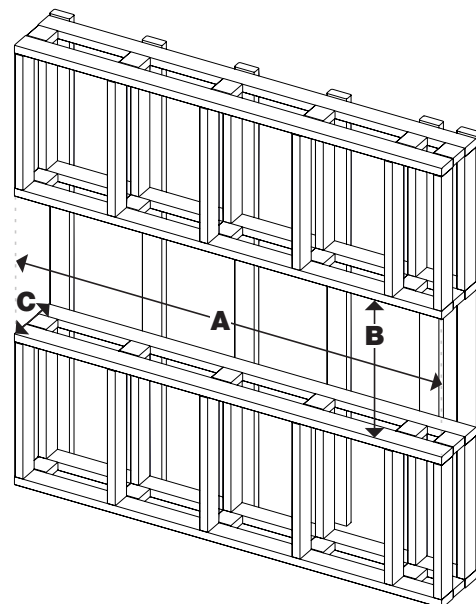
3 Wall Framing

Prepare a wall with a framed opening, following the dimensions in the table below.

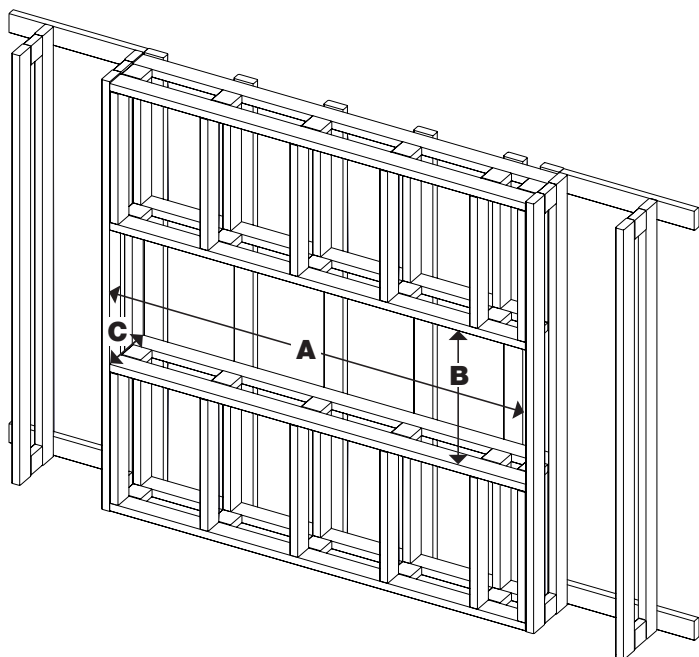
Framing Dimensions

Model	Width	Height	Depth (minimum)
	A	B	C
VST130 - I	1335 mm	685 mm	400 mm
VST130 - III	1335 mm		
VST70 - I	715 mm		
VST70 - III	715 mm		

VST130 - III and VST70 - III Installation



VST130 - I and VST70 - I Installation



! NOTE: Ensure the product is within 1m of a power outlet.

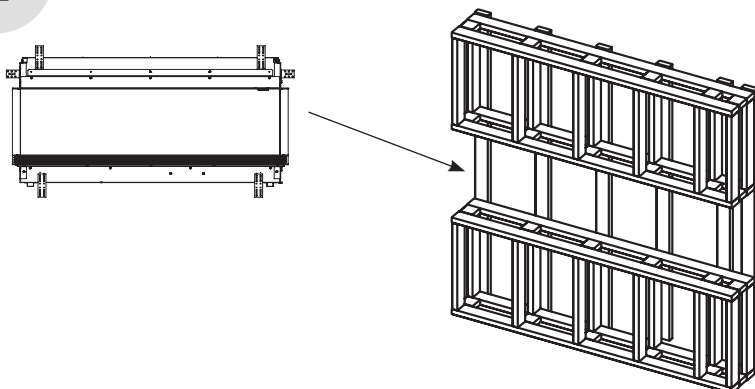
! CAUTION: This fireplace is **NOT** load-bearing. Ensure the opening for the fireplace is framed in such a way that the weight of the building materials will not create pressure on the top of the fireplace.

! NOTE: The cord set is located at the bottom right back corner of the firebox. The cord set length is 1.5 meters. Plan the framing to allow routing the cord set to an outlet.

! NOTE: These framing dimensions are based on installation with 12.7 mm drywall.

! NOTE: Do not install the firebox into an air-tight enclosure. Ventilation to the unit is recommended to improve operation.

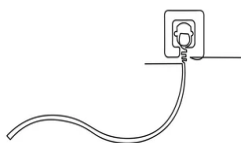
4 Place the Firebox into the Framing



Lift the firebox into the opening of the framing.

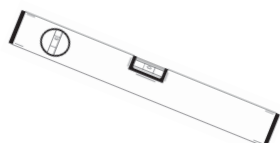
INSTALLATION

5 Connect the Cord Set



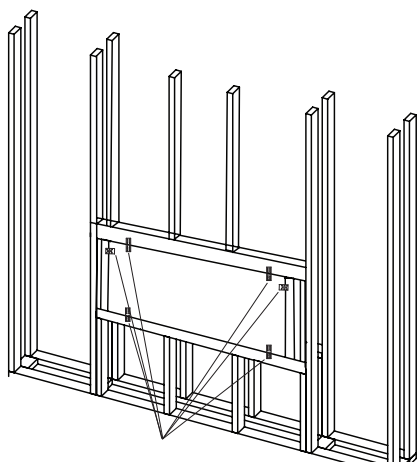
Plug the fireplace cord set into a 230-240V outlet.

6 Level the Firebox

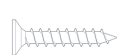


Use a bubble level to ensure the firebox is level in the framing.

7 Secure the Mounting Brackets



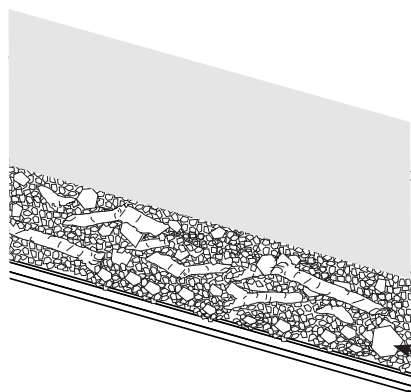
Mounting brackets



← Wood screws included in the hardware kit.

Secure the mounting brackets to the framing on both the top, bottom, and sides using the provided wood screws.

8 Media Arrangement



Place the magnetic timer cover over the manual controls.
Place the loose chips evenly across the front of the media bed.

Timer Cover Location

INSTALLATION

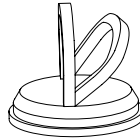


Clean the glass with a damp cloth and dry it with a lint free dry cloth.

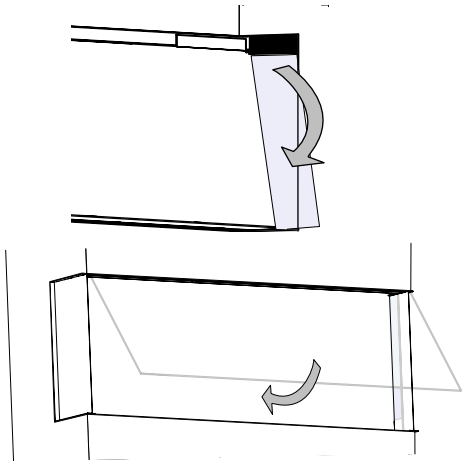
! NOTE: Ensure there are no debris or finger prints on the mirrored glass, or on the inner side of the front glass before you begin.

9

Install the Side Glass Panels and Front Glass



Suction Cup



! NOTE: The side glass panels are only applicable for VST130-III

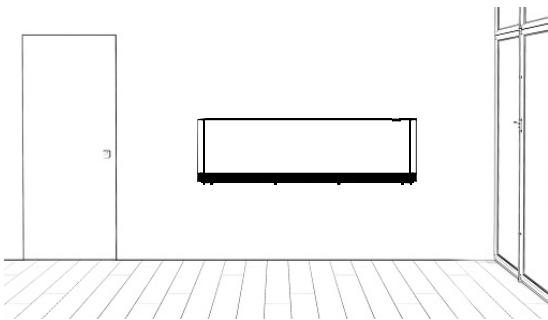
! NOTE: Ensure the suction cups are securely attached to the glass.

Using the suction cup to assist, install the front glass first by inserting the top of the glass into the upper slot. Carefully tilt it toward the inside until it is in the vertical position. Once in place, gently drop it into the bottom slot.

Then install both side glass panels.

10

Installation Finishing



Finish the installation using the finishing materials of your choice.

! CAUTION: Do not drill into firebox housing.

! NOTE: The fireplace trim is designed to be installed with 12.7 mm drywall. Other finishing materials are applicable.

⚠ WARNING: This electric firebox must be properly installed before it is used.

General Operation

The mains switch controls the electricity supply to the fireplace. The mains switch must be in the on (I) position for the fireplace to operate with or without heat.

The mains switch is located behind the front glass at the upper right corner. Remove the front glass to access the switch.

When the fireplace is powered on the media bed, and flame screen will light up. This action may take up to 7 seconds.

! NOTE: The flame screen resets for 2-3 seconds, every 30 minutes.

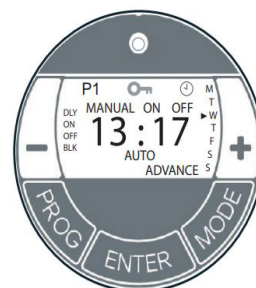
! NOTE: The fireplace will retain the previously used settings after a power interruption.

Timer

The Timer is located behind the mirrored glass, at the bottom right of the fireplace. The SD Card slot and the USB slot are located beside the timer on the media bed. It is recommended to complete the 7-day programming before the glass installation.

! NOTE: Ensure the timer cover is always tightly secured in place.

! NOTE: Program the Timer prior to installing the mirrored glass. If the Timer is not programmed for a 7 day operation it will remain in the “MAN ON” mode. Refer to the Timer Operation section (p. 14) for more information.



Remote Operation

The fireplace is supplied with a multifunction IR remote control.

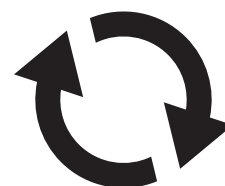
! NOTE: To operate correctly, remove the plastic strip from the remote control, and point the remote control towards the front, right side of the fireplace.



Resetting the Temperature Cutoff Switch

Should the heater overheat, a manual limit cut-out will turn the unit off and it will not come back on without being reset. It can be reset by turning the unit off at the main disconnect panel and waiting 30 minutes before turning the unit back on.

⚠ CAUTION: If you need to continuously reset the heater, turn the unit off at the main disconnect panel and contact technical support.



Icon Operations

	Standby	Press  to turn on the unit or to put it in standby mode. When the unit is turned back on, it will retain the previously used settings.
	Volume Increase	Press  to increase the audio volume (fire sound).
	Volume Decrease	Press  to decrease the audio volume (fire sound).
	Log Bed Ambience Brightness	Press  to increase the brightness of the LED log bed. The unit will 'beep' each time the button is pressed until it reaches maximum or minimum brightness.
	Log Bed Ambience Dim	Press  to decrease the brightness of the LED log bed. The unit will 'beep' each time the button is pressed until it reaches maximum or minimum brightness.
	Heat ON	Press  to turn the heat on. This button toggles between half heat (900W) - indicated by 2 'beeps' and full heat (1800W) - indicated by 3 'beeps'.
	Heat OFF	Press  to turn the heat off. When the heater is turned off the unit will 'beep' once. (The fan continues to run for approximately 10 seconds).
	Temperature Increase	Press  to increase the temperature setting.
	Temperature Decrease	Press  to decrease the temperature setting.
The temperature is adjustable from 15 to 30 and is displayed on the fireplace digital display. The unit will 'beep' each time the remote control temperature buttons are pressed.		

Timer Operation

! IMPORTANT: Remember to observe all safety warnings when operating the heater on auto setting, either attended or unattended.

The timer allows you to select 'AUTO' or 'MAN ON' by pressing the 'MODE' button until the required MODE appears at the bottom of the timer display.

'MAN OFF' MODE heat is permanently off. This is also the default screen.

'MAN ON' MODE allows power to the heater uninterrupted by the program settings.

'AUTO DLY' switches the heater ON and OFF every day according to a set daily program.

'AUTO BLK' switches the heater ON and OFF according to a set of programs for weekdays only or weekends only.

Initial Operation

In the event of a power cut or disconnection from the mains, the timer will continue to function and all programmed settings will be retained for up to six months providing the timer batteries are fully charged.

If however the timer batteries have not been charged fully, or if the heater is deprived of power for longer than six months, then the time and programme settings are likely to be lost and you may therefore need to reset the time and programme before using the 'AUTO' MODE again. For initial use, plug the heater into a regular household power point and turn the power on. The timer is now ready to be set up for use.

! NOTE: Timer Memory Back Up Batteries – Once the heater has been left plugged in with the socket switched on for at least 72 hours the timer's memory back up batteries will be fully charged.

Setting the Time

1. Hold the 'PROGRAM' button until the clock symbol appears on the screen and the hour digit flashes. The user can now set the clock.
2. To adjust the hour use the '-' & '+' buttons. Confirm the hour digit by pressing 'ENTER'.
3. Once 'ENTER' has been pressed the minutes will flash. To adjust the minutes use the '-' & '+' buttons. Confirm the minute digit by pressing 'ENTER'.
4. The timer now returns to the default display.
5. To reset incorrect time, repeat previous steps. Once the correct time is set, a total of four ON/OFF time programs can be set for operation.

Setting Programmes

OPTION 1; Daily ('DLY' on display): This is a daily program function, Monday to Sunday with four ON/OFF program options available.

OPTION 2; Block ('BLK' on display): This is a block program function, Monday to Friday with four ON/OFF program options or Saturday to Sunday with four ON/OFF program options.

Press the 'PROGRAM' key to set the programs starting with 'Daily ON' P1.

Setting P1 On Time

1. To set the hour use the '-' & '+' buttons. Confirm the hour digit by pressing 'ENTER'
2. To set the minutes use the '-' & '+' buttons. Confirm the minute digit by pressing 'ENTER'.

! NOTE: The minutes can only be set in 10 minute blocks.

Setting P1 Off Time

1. To set the hour use the '-' and '+' buttons. confirm the hour digit by pressing 'ENTER'.
2. To set the minutes use the '-' & '+' buttons. Confirm the minute digit by pressing 'ENTER'.

Repeat steps 1 to 4 to programme P2, P3 and P4. After programming P4 you automatically enter the BLOCK programme option. Repeat steps 1 to 4 to programme P2, P3 and P4. After programming P4 you automatically exit the BLOCK programme option. At any time while programming the timer you can press the PROGRAM button to exit to the default display.

! NOTE: You can cycle quickly from daily mode to block modes by pressing the MODE button.

The Advance Function

When in AUTO MODE, if the '+' button is pressed for longer than 2 seconds the programme will ADVANCE to the next setting programmed and will only revert back to the program when the subsequent programme time is reached. When the ADVANCE function is running the ADVANCE segment will be displayed on the LCD screen. If the '-' button is pressed for longer than 2 seconds when the ADVANCE programme is running the ADVANCE feature will automatically be cancelled and the programme will run as normal.

e.g. If the present time is 14:00 and P1 ON is at 17:00 and P1 OFF is 19:00, if '+' is held for 2 seconds and remains on until 19:00. ADVANCE disappears from the screen at 17:00 as set program is then running.

Key Lock

To lock the keypad press ENTER and MODE simultaneously. The key symbol will appear on the screen when the keypad is locked. To unlock the keypad repeat the action above.

MAINTENANCE

Remote Control Battery Replacement

To replace the battery:

1. Remove battery cover of the remote control using a Philips screwdriver.
2. Correctly install one 3 Volt (CR2032 [longer life] or CR2025) battery in the battery holder with the + side facing up.
3. Secure the battery cover using the previously removed screw.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.



⚠ WARNING: Disconnect power and allow heater to cool before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Flame Screen Cleaning

The flame screen is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the flame screen may collect dust particles; these can be removed by dusting lightly with a clean, soft, lint-free, dry cloth.

To remove fingerprints or other marks, the flame screen can be cleaned with a clean, soft, lint-free, dry cloth, and a fast-drying household glass cleaning solution with ammonia (1.5% weight maximum) or water. The partially reflective glass should be completely dried with a soft lint-free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

! NOTE: Never use abrasive detergents and/or hydrofluoric and phosphoric acids.

! NOTE: Never attempt to remove debris or dirt by using a scraper, razor blade or any other sharp tool.

! NOTE: Do not allow water or cleaning solutions to dry on the glass.



Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build-up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at a minimum yearly intervals.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.



TROUBLESHOOTING

For more troubleshooting, consult the Vista Service Manual which can be found at www.realflame.com.au or www.realflame.co.nz

Problem	Cause	Solution
Fireplace does not turn on	No incoming power	Ensure unit is receiving power Check socket switch is on Ensure mains switch is on
	The batteries in the remote control are dead or installed incorrectly	Replace remote control battery
	Timer Control is turned off or in Program Mode	Check the status of the Timer Control. Ensure it is On and in Manual Mode.
Heater does not turn on	Set Temperature is too low	Increase the heater temperature.
Flame Screen is blank	Improper circuit current rating	Switch the unit to standby, and switch it back on. The flame picture should resume after approximately 7 seconds.
	SD Card	Ensure the SD Card is inserted correctly.

WARRANTY

REAL FLAME: ELECTRIC

WARRANTY IS PROVIDED IN AUSTRALIA BY GLEN DIMPLEX AUSTRALIA PTY LTD AND IN NEW ZEALAND BY GLEN DIMPLEX NEW ZEALAND LTD (TOGETHER REFERRED AS "GLEN DIMPLEX").

THIS LIMITED WARRANTY IS PROVIDED TO THE FIRST DOMESTIC PURCHASER OF A REAL FLAME ELECTRIC FIRE. IT APPLIES FROM THE DATE OF PURCHASE FROM OR THROUGH AN AUTHORIZED REAL FLAME ELECTRIC FIRE DISTRIBUTOR IN ANY STATE OR TERRITORY OF AUSTRALIA AND NEW ZEALAND AND NOT TRANSFERABLE.

PRODUCTS COVERED BY THIS LIMITED WARRANTY HAVE BEEN TESTED AND INSPECTED PRIOR TO SHIPMENT AND, SUBJECT TO THE PROVISIONS OF THIS WARRANTY, GLEN DIMPLEX WARRANTS SUCH PRODUCTS TO BE FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF 2 YEARS FROM THE DATE OF THE FIRST PURCHASE OF THIS PRODUCT. THE LIMITED 2-YEAR WARRANTY PERIOD ALSO APPLIES TO ANY IMPLIED WARRANTIES THAT MAY EXIST UNDER APPLICABLE LAW. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO THE PURCHASER.

What is covered under this warranty?

- Repair or replace product or parts of a defective Electric Fire
- In the event a repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Labour costs relating to the Electric Fire.

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

- This warranty does not apply and will be void where:
- The Electric Fire is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Electric Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Electric Fire has not been installed or operated according to the Installation Guide and the Owner's Manual;

What is not covered with the limited warranty?

- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Labour costs relating to removing or replacing the Electric Fire
- Damage caused by incorrect use of the Electric Fire.
- Products that have been repaired (except by Glen Dimplex or its authorised service representatives) or otherwise altered.
- Travel costs for a distance greater than 50 km from the nearest approved Service Agent.

- Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner's Manual (including incorrect power source, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
- Installation of the Electric Fire in an outdoor setting.
- Removal or transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agents place of business.
- On-Site or In-Home services; these services may be performed at the purchaser's request and expense at Glen Dimplex's then-current rates for such services.
- Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business.

How to obtain warranty service?

- Product registration via the website (realflame.com.au) must be completed within 30 days of purchase or your Gas Burner, or within 30 days of the date of settlement of purchase of a new home.
- Warranty Claims must be made at place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

RECYCLING



At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your area.



Website:

www.realflame.com.au

www.realflame.co.nz

Telephone:

AU: 1300 554 155

NZ: 0800 666 2824

This product is protected by Intellectual property rights and patents owned by the Glen Dimplex Group on an international basis. The Glen Dimplex Group of Companies will actively protect these rights.

© Glen Dimplex.

All rights reserved. Material contained in this publication may not be reproduced in whole or in part, without prior permission in writing from Glen Dimplex.