

Horse Flame®

Wood & Multi-Fuel Stoves

Introduction

Congratulations on purchasing a genuine Horse Flame® Stove. When cared for properly, these high quality, finely crafted cast iron stoves and fireplaces will offer many years of reliable performance. This instruction manual has been developed to ensure optimum performance from the Horse Flame® stove and fireplace range. It's very important that you thoroughly read and understand all instructions before using your new stove or fireplace.

Check Building Codes

When installing, operating and maintaining your stove, follow the guidelines presented in these instructions, and make them available to anyone using or servicing the stove. Your city, town, county or province may require a building permit to install a solid fuel burning appliance.

Always consult your local building inspector or authority having jurisdiction to determine what regulations apply in your area.

Kindly save these instructions for future references

Stove Safety

When properly maintained and operated your stove should give you many years of service, however there are important safety aspects of these products that you need to be aware of when operating a stove.

1. The term Multi-fuel refers to any of the main commercially available solid fuels such as coal, wood, turf, anthracite, briquettes. Never use liquid fuels such as oil or kerosene when lighting or refreshing the fire or at any other time. Do not store liquid fuels near stove.
2. The burning of wood gives off gases which can be extremely dangerous. The stove is designed that under normal operating circumstances these gases pass up the flue chimney system and cannot escape into your home, however it is important that your flue system is properly installed and that you check all joints regularly to ensure that there are no cracks or gaps, check the door sealing rope and replace when damaged. We recommend a smoke alarm be fitted in rooms where stoves are installed. Do not use stove in a room where negative pressure conditions may occur, such as through the use of extraction fans unless an adequate air supply into the room is ensured, as this may draw air through the stove and cause products of combustion to escape into the room.
3. Creosote and soot may accumulate in your flue pipe and chimney. This may ignite, causing a chimney fire. If you suspect a chimney fire evacuate people from the building, close down the air controls on the stove and call the Fire Department. To prevent the accumulation of soot or creosote, check flue and chimney regularly and clean as necessary. Good burning, hot stoves will generally cause a lot less build-up than slow burning stoves, likewise dry wood will cause less build-up than wet wood. We recommend a fire extinguisher be available where stoves are in operation. In the event of a chimney fire do not re-light the stove until it and the flue chimney system have been thoroughly checked and repaired as necessary.
4. Stoves get extremely hot and should not be touched when lit. When young children are in the area, we recommend the use of a suitable fire guard around the stove. Always wear protective gloves when reloading stove.
5. Never over-fire your stove. If external parts of your stove are glowing red then the stove is over-firing and your draught settings should be reduced. Never interfere with the draught mechanisms or adjust your air settings outside those limits set when the stove is manufactured. Never use a fan to supply air to the stove or to extract air from it.
6. All users of the stove should be aware of the contents of this manual. Please leave this manual where it is accessible to stove users and do not allow anyone to use the stove that is unfamiliar with its correct operation.
7. Never use the stove if any parts are missing or damaged, only use genuine parts as replacements. Never modify your stove.
8. Never use a fan to supply air to the stove or to extract from it.

Before installing your stove

You need to consider the following to ensure the safe operation of your stove.

- Provision of adequate air to support efficient combustion of the fuel.
- A well sealed flue/chimney system, hereinafter referred to as the “flue system”.
- The protection of combustible materials in proximity of the stove.

Adequate provision air

It is essential for the safe and efficient use of your stove that you provide an adequate air supply to your stove. This may mean the provision of an outside air supply to the room, especially if there are extraction units such as cooker hoods or clothes dryers in the vicinity. Failure to do so will mean that fuel is burned inefficiently causing smoke and blackening the glass and may also cause smoke to come back into the room. As a simple check for this open a door or window in the room and check if the stove burns more efficiently.

Well sealed flue system

Only materials and items approved for solid fuel stoves should be used for your stove as fuel.

Under no circumstances should you use aluminum or galvanized steel pipes for your stove flue.

Always fit pipes with the narrow side down, this allow any creosote to run down the inside of the pipe and not to come out and cause an unsightly mess and possible fire hazard. All joints in the flue system should be sealed with fire cement and/or an appropriate fire resistant rope or gasket.

Pipe bends should be kept to a minimum and we do not recommend using more than 2 bends on any installation. Flues must not pass through ceilings, floors, attics, roofs, or combustible walls without adequate and approved insulation being provided to protect combustible materials.

The chimney and flue provide a means of taking combusted fuel from the stove, as well as a draught to enable the stove to work. It is essential that the flue system is kept in good condition and there are no breaks or cracks allowing contact with any other combustible materials of the house. It is also essential that the flue system is kept clean and seals are maintained to ensure the draught is not lost.

The open end of the flue system must be above the height of the apex of the building and any other obstructions, such as trees, which are within 3 meters (10ft) of the flue system. Failure to do this will affect the efficiency of the stove and may cause down draughts which will mean dangerous products of combustion are emitted into room.

Under no circumstances should the flue pipe be less than 5” (125mm) internal diameter.

Installation

Unpacking and preparing your stove for installation.

1. Remove your stove from the outer packaging and place on floor. Please inspect stove and check that it is not damaged in any way. Never attempt to use a stove that has been damaged.

2. If you are installing the stove yourself, proceed as follows. However, if you are unsure about any aspect of stove installation, please contact your dealer and he will discuss installation with you or put you in touch with an experienced stove installer.
3. Open the fire door using the handle and remove the contents from the firebox.
4. Gently lay the stove on its back. Remove screws from 4 corners of base and fit one of the legs to each corner of the stove. Tighten bolt to ensure leg is secure to base of stove. Fully stand the stove upright.



During installation (HF-317 only), please unpack two 40mm-long screw(See pic 1),and use short one instead.



During installation (HF-517 only), please unpack the screw showing in pic 2.



During installation (HF-717 only), please unpack the screw showing in pic 3.

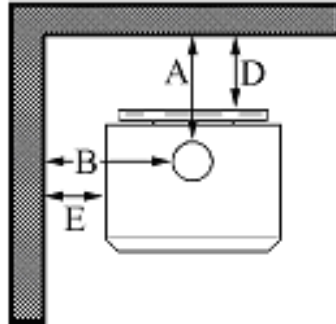
5. If using back flue outlet go to 6, if using top flue outlet, remove hob and lay it upside down on soft surface, remove hob blanking plate from underside of hob by taking out 2 screws, remove flue blanking plate from top outlet and fit to back outlet making sure it is properly sealed with ceramic rope or approved fire cement.
6. Move the stove into position. **Do not drag the stove** as this may damage the legs, screws or base.
7. Connect flue pipe to stove, seal all joints with ceramic rope and/or approved fire cement.

Stove Clearance

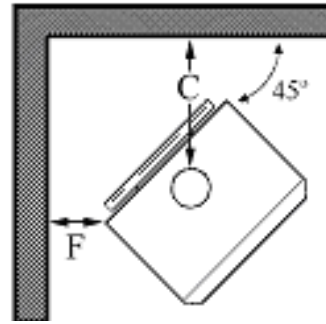
It is extremely important that you respect required installation distances and that you respect local installation regulations. This is for your safety! The manufacturer is not responsible for the product, if it is not installed following these recommendations. These clearances may only be reduced by means approved by the regulatory authority.

A combustible surface is anything that can burn (i.e. sheet rock, wall paper, wood, fabrics etc.) These surfaces are not limited to those that are visible and also include materials that are behind non-combustible materials. If you are not sure of the combustible nature of a material, consult your local fire officials.

Parallel Installation



Corner Installation

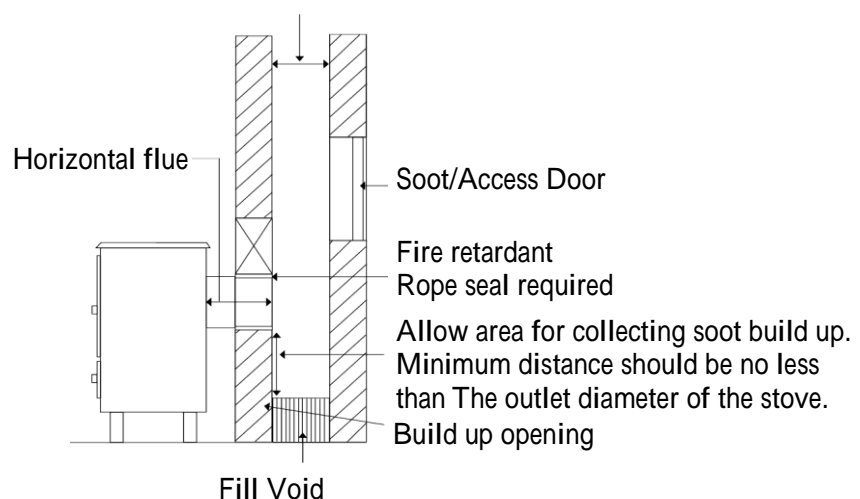


	Single wall connector pipe	Double wall connector pipe
A – Chimney Connector to backwall	16.5" (419 mm)	10.5" (267 mm)
B – Chimney Connector to sidewall	22" (559 mm)	18" (457 mm)
C – Chimney Connector to cornerwall	20" (508 mm)	15" (381 mm)
D – Unit to backwall	14" (356 mm)	8" (203 mm)
E – Unit to sidewall	14" (356 mm)	10" (254 mm)
F – Unit to cornerwall	11.5" (292 mm)	6.5" (165 mm)

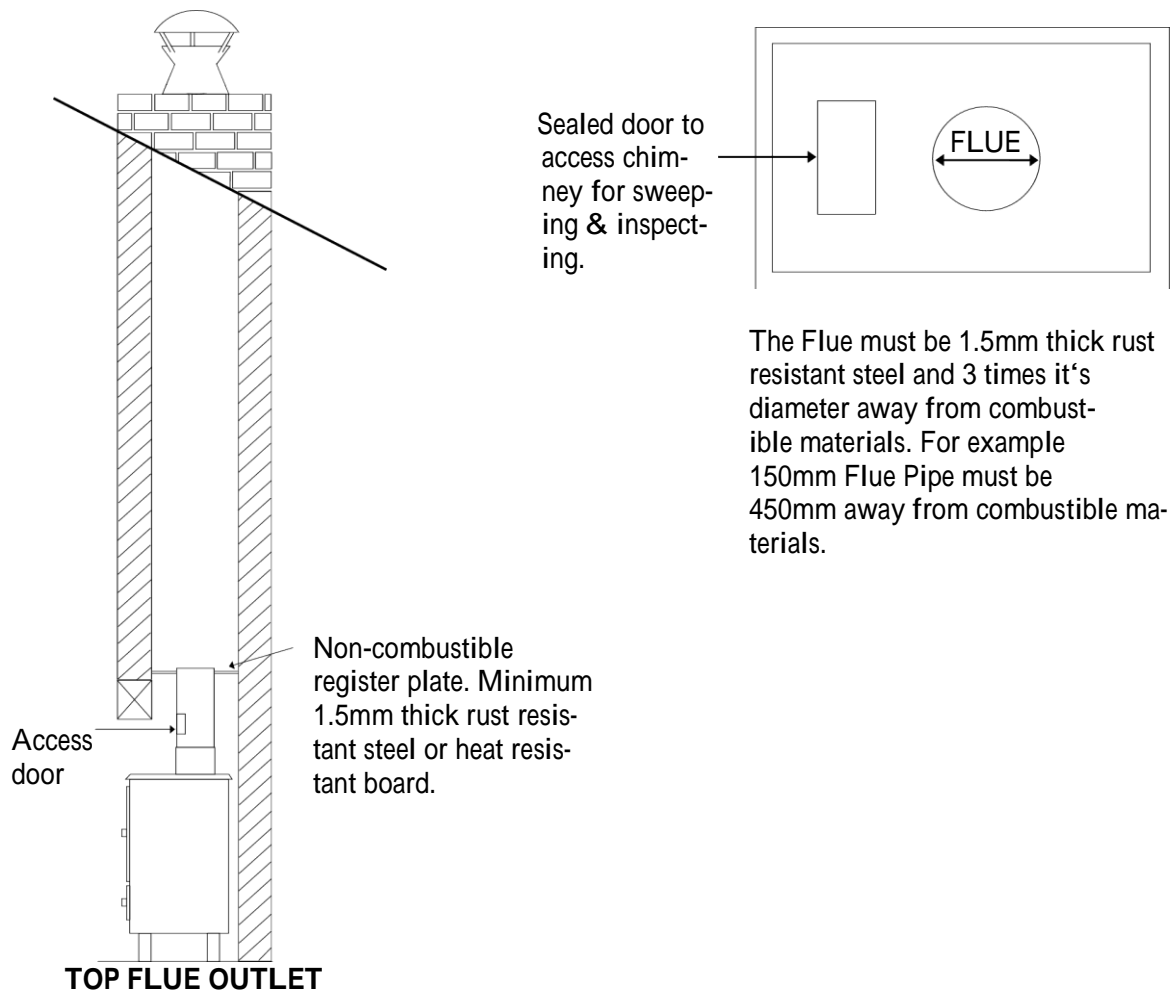
For connecting into existing Chimney:

The Chimney should be swept prior to installation and smoke tested to ensure it is sound. The Chimney must not have any hollow sections present, these should be filled to ensure that any soot or tar, etc. does not build up which may present problems when sweeping the chimney. Hollow sections within the chimney may also present problems with the chimney draw. The connecting flue pipe must be sealed to the chimney with fire cement and high temperature resistant rope as required. This is usually done into a register (Blanking) plate with an access door/hatch to enable chimney sweeping. Particularly large chimneys may require lining as the flue temperature may not get warm enough to provide a suitable up-draught.

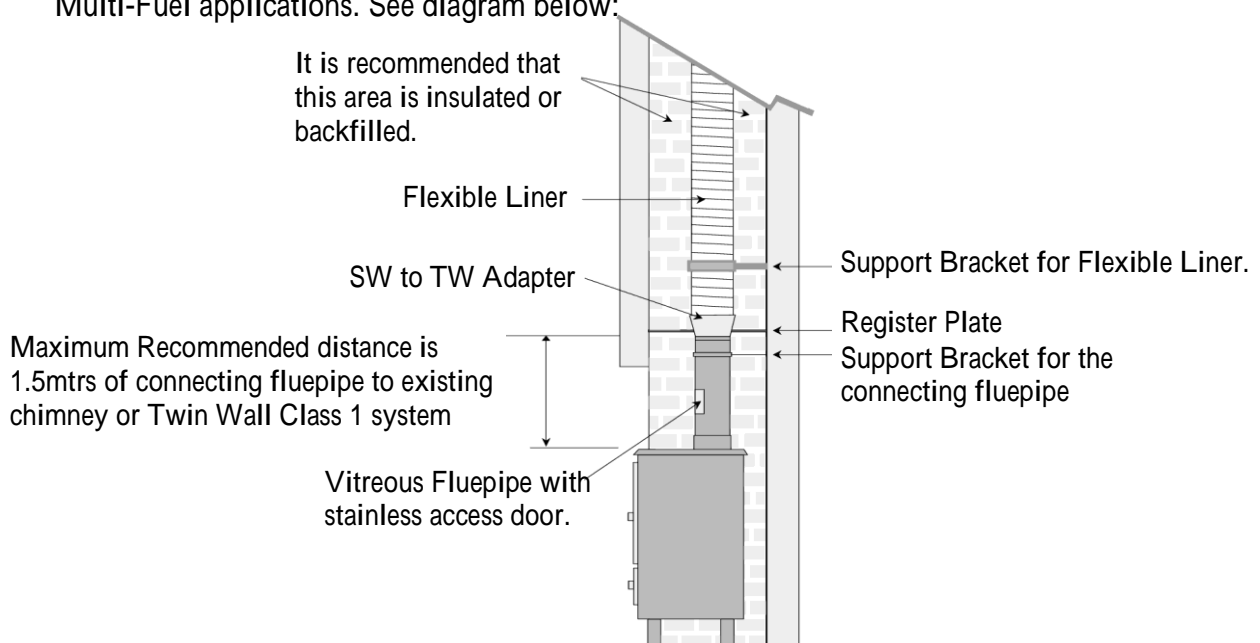
Minimum diameter should be no less than the outlet size of the stove, 25 to 50mm larger is ideal. Where the stove outlet is less than 150mm this diameter should be no less than 125mm when only burning smokeless fuels or a minimum of 150mm for any fuel types.



Some typical installations are shown as following



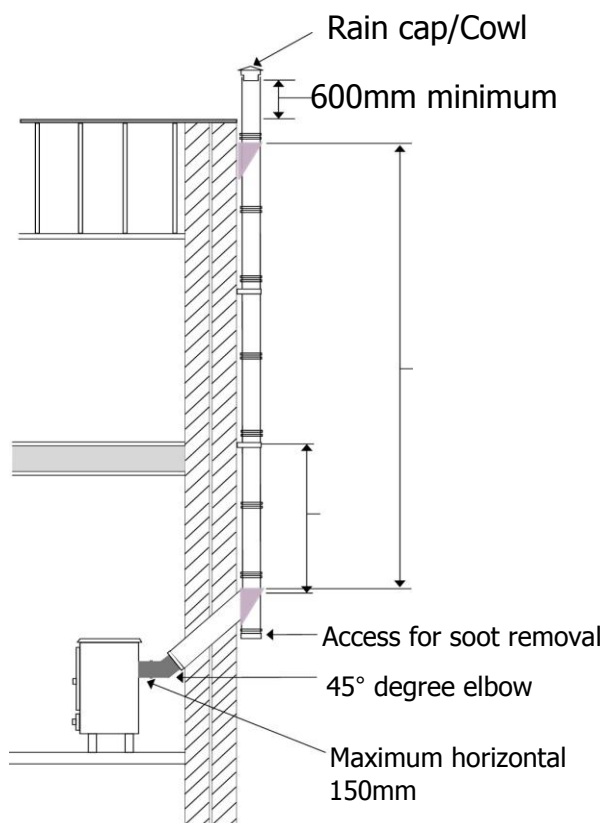
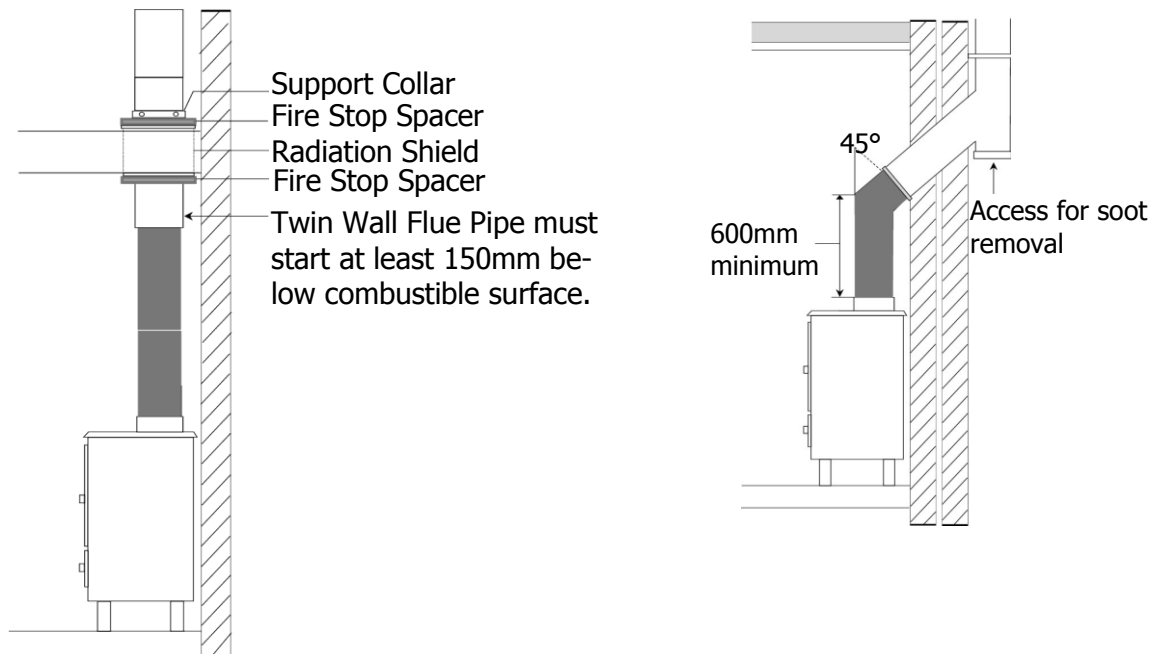
If the chimney is not sound, i.e. found to be leaking after a smoke test then the chimney must either be repaired or a flexible liner may be used, ensure the liner is the correct type for Multi-Fuel applications. See diagram below:



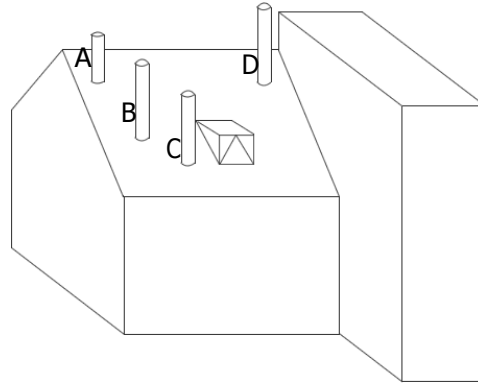
For Installations where no Chimney exists

The Connecting flue pipe from the Stove should connect to the Twin Wall Insulated flue pipe, ensure this flue pipe is the correct type for Multi-Fuel applications.

Some typical installations are shown as following:



The Chimney/Terminal Outlet must be no lower than the minimum positions shown in the diagram below:

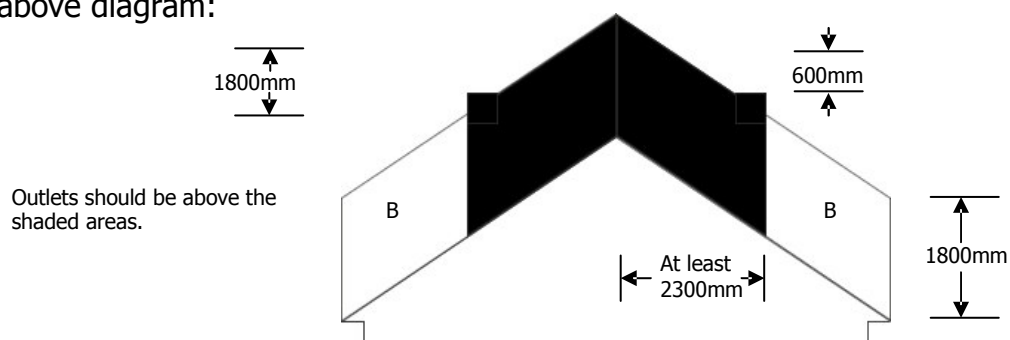


Point where flue passes through weather surface (Notes 1,2)		Clearance to flue outlet
A	At or within 500mm of the ridge.	At least 600mm above the ridge.
B	Elsewhere on a roof (Whether pitched or flat)	At least 2300mm horizontally from the nearest point on the weather surface and: A) at least 1000mm above the highest point of intersection of the chimney and the weather surface; or B) at least as high as the ridge
C	Below (on a pitched roof) or within 2300mm horizontally to an open able roof light, dormer window or other opening . (Note 3)	At least 1000mm above the top of the opening.
D	Within 2300mm of an adjoining or adjacent building, whether or not beyond the boundary (Note 3)	At least 600mm above the adjacent building.

Notes

- 1) The weather surface is the building external surface, such as its roof, tiles or external walls.
- 2) A flat roof has a pitch less than 10 degrees
- 3) The clearance given for A or B, as appropriate, will also apply

For terminations above easily ignited surfaces i.e. thatched roofs then minimum outlet positions are shown below, this diagram needs observing in conjunction with the above diagram:



Area	Location of flue outlet
	At least 1800mm vertically above the weather surface and at least 600mm above the ridge
B	At least 1800mm vertically above the weather surface and at least 2300mm horizontally from the weather surface.

Upon completion of the installation the Chimney/Flue must be smoke tested prior to the stove being lit.

Operating Your Stove

Fuel

Your stove is designed to burn a range of solid fuels such as coal, wood, turf (peat) and etc.; it is not designed to burn,

- Paper or cardboard, other than small amounts used to light stove.
- Treated or painted wood
- Synthetic fuel or logs that are not approved for solid fuel stoves
- Household rubbish
- Liquid fuels
- Plastics

Burning these or other products for which the stove was not designed may damage the stove and cause a fire hazard or release toxic fumes

Fuel should be stored in a dry place; wood should be dried for at least 1 year. Wet wood may cause serious creosote, which may damage your flue system and even your stove. Therefore the use of wet wood is strongly discouraged.

The approximate calorific (Heat) Value of the most common fuels is:

Turf or Peat	4.0 kWh/kg
Briquettes	5.3 kWh/kg
Wood	5.5 kWh/kg
Brown coal nuggets	5.8 kWh/kg
Standard coal	7.9 kWh/kg

The figure shown for wood is based on dry hardwood.

First operation of stove

You should begin using your stove by lighting small fires which get progressively bigger. We recommend a series of about 5 small fires before you put the stove into full service. Allow the stove to fully cool between each of these fires. There may be some smell and a small amount of smoke from the stove during the initial operations. This is perfectly normal and is merely the curing of the stove paint. Opening a window or door to provide additional ventilation will help alleviate this.

Air controls

Your stove needs air to burn the fuel. This air is supplied through the spin valve at the base of the door and through the slots over the glass.

Primary air, as the name suggests, is used for the initial burning of the fuel. Secondary air is used for secondary combustion, which makes the stove more efficient, reduces the emissions and is also used to keep the stove glass clean. Wood burns better with the air over the fire bed and when burning a lot of wood, you should use the secondary air supply more.

The settings of both of these air controls very much depends on draught and local conditions and after a few fires, you should have a good idea of the best settings for your stove. The air controls should be fully opened when lighting the fire. Once the fire is es-

tablished, the controls may be adjusted as required. Reducing the air intake will cause the stove to burn slower. This may cause some blackening of the stove glass, but this should burn off once the stove is burning brightly again.

Refueling

Before refueling your stove, turn the air supply to high for a few moments until there is a good fire in the stove. This will ensure there is no build-up of harmful gases in the stove when the door is opened and will also get the new fuel burning quickly and not allow it to kill the fire.

To reload the stove, open the door and feed the fuel in slowly using tongs or a small shovel. Do not overfill the stove. It is always better to put in small loads often rather than big fills less frequently. Close the door gently after stove is reloaded.

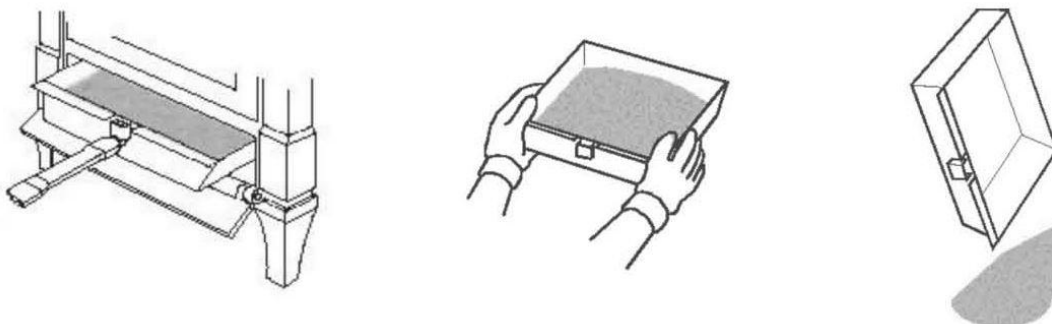
You should always wear protective gloves and use tongs when tending a hot stove.

Ash removal

Your stove is fitted with a shaker grate to remove the ash from the firebox. Use the operating tool to move the shaker knob forward and back. This will allow the ash to fall into the ash pan under the fire bed. This can also be achieved by using a poker.

When ash has built up in the ash pan, it should be emptied. Failure to do this will cause ash to build up around the grate and may cause your grate to warp or burn out. It is especially important when burning fuel with high ash content that you keep your grate clear and your ash pan emptied regularly, so as not to damage your grate. Clear the grate with the shaker bar or a poker regularly.

To remove the ash, open the stove door and use the operating tool provided to lift the ash pan out of the stove. If possible, this should be done before lighting the stove when the ash is cold. Even if the ash appears to be cold, it should be placed in a non-combustible container as there may be hot ash in the center of the pile. You should always wear protective gloves when removing ash from the stove.



This stove is not designed to operate with the door open. Always close the stove door when you have taken out the ash tray and leave closed while disposing of the ash. Only reopen to put ash pan back into the stove and close immediately afterwards.

Care of glass

At times, especially when the air controls are turned to low settings or when damp wood is used, the stove glass will blacken. This is caused by fuel that is not completely burnt, but the build-up on the inside of the glass will normally burn off when a good hot fire is established in the stove.

There may be times however when you need to clean the glass. To do this, use a soft cloth and a non-abrasive glass cleaner. Only ever clean the glass when the stove is cold. When loading fuel into the stove, always make sure it is not protruding out through the door opening, as this may break the glass when you close the door. This is especially relevant when loading logs. Always close the door gently.

If the glass does crack when the stove is lit, let the fire die out. Do not open the door until the stove has fully cooled. Replace the glass with the specified replacement part before re-using the stove.

Overnight burning

Your stove is designed to allow overnight burning. To do this, put a good fuel bed into the stove and allow it to burn for about 15 minutes so as not to kill the fire. Then close the secondary air supply at the top of the door and turn the primary air inlet to almost closed. The exact setting of this depends on local conditions, but we suggest you begin with about a ½ turn open. If the fire burns away, then next time close it a little more. If the fire goes out, you need to try with it a little more open. After a couple of nights, you will find the setting that best suits the local conditions of your stove.

When you return to your stove, fully open both air controls until you have a good fire and then set to normal operating levels. Do not add fuel until the fire bed is hot and red. Then add a little for the first time and allow that to ignite before adding more. During overnight burning, the stove glass will blacken, but when a hot fire is established again this should burn off.

Stove Maintenance

Check stove regularly

Initially, we recommend you check your flue system at least once per month. After the first few months you will notice a pattern of soot and creosote build up and you can then determine an inspection interval for checking soot and creosote build up that is suitable for your stove installation.

Other checks, as listed below, should be carried out at least twice per year. If you notice anything wrong at any time it should be repaired immediately. Never use a stove that is in any way damaged or has a damaged flue.

1. Check your flue system for build up of soot or creosote and for signs of damage to joints.

To check flue outlet remove top of baffle by lifting and pulling out at end. Use a flashlight to check flue outlet. Clean and repair as necessary. Always replace top baffle before relighting stove.

2. Check that glass is not cracked or chipped and that sealing rope is in good condition. Replace as necessary.
3. When the room is dark, use a strong flashlight to check the sealing of the stove at the edge and corners for leaks. Any leaks or cracks found should be repaired with fire cement or damaged parts should be replaced with genuine spare parts.
4. Check that stove door is tight and well sealed when closed. Place a strip of paper into the stove and close the door, try to pull out paper. You should feel some resistance to your pull, check several points around the door. If it pulls out too easily, replace the rope and seal in place with a suitable high temperature sealant.

Replacing parts

Always use genuine replacement parts. Only ever make replacements when the stove is cold.

Surface finish

The stove should only be cleaned using a damp cloth. Some cleaning products may leave stains on the stove surface. Never use abrasive cloths as these may scratch the surface. Painted stoves can be re-painted by using a good quality, high temperature stove paint. When re-painting, make sure there is plenty of ventilation and follow the manufacturer's instructions. Allow the paint to fully dry before lighting the stove and allow extra ventilation for the first couple of fires as some fumes may emit from the stove as the paint cures.

Wetback (Boiler)

Check the surface of your boiler regularly, if you find a build-up of creosote scrap away with a flat steel scraper. This build-up of creosote will insulate the boiler and reduce the heat absorbed by the water.

Trouble Shooting

Fire not burning

A stove not burning is generally caused by either a shortage of air and/or incorrect or damp fuel. If fuel is not the problem check:

- That the air controls are opened.
- There is no blockage in the flue system.
- That the open end of the flue is above the height of any nearby obstructions.
- That there is a sufficient air supply into the room and that this supply is not being taken by an extractor fan.

Glass blackens

Glass usually blackens when:

- The fuel is not being burned efficiently because of starvation of air.
- Bad quality or damp fuel is being used.
- Balance between primary and secondary air is incorrect.

Try to introduce more air into the stove, especially through the secondary air control on the top of the stove door as this air flows down over the glass to help burn off the creosote. For optimum efficiency always use a good quality wood.

Smoke in room

If the stove is properly installed it should not emit any smoke into your room. Should this happen, check that your room is not air tight. This can easily be checked by opening a door or window. If the smoking stops you need to provide an additional air supply into the room. If this is not the problem, check if your chimney is blocked or obstructed and that you are not getting a down draught caused by the location of the open end of the flue pipe or chimney.

If the problem persists contact your dealer and ask him to get your chimney and stove installation checked.

Fire burning too quickly

This is usually caused by too much draught or air.

- Firstly try reducing the air supply to the stove by closing down your air controls, if this fails then you may have damage to the sealing.
- Check the condition of the door sealing rope and the joints within the stove.

If neither of these solve the problem you may have too much draught on your chimney and you may need to fit a damper valve into your flue system. You should not install a flue damper without consulting a specialist. Never install a damper that can completely block your flue or chimney. Contact your dealer to discuss this.

Chimney fire

Chimney fires occur when soot and creosote that have built up in the flue system ignite. If the stove is operated properly and the flue checked and cleaned regularly then chimney fires should not occur. These fires can be very dangerous and must be avoided. Try to maintain good, hot fires in the stove whenever possible and at least once in every firing open the air controls and allow the stove to burn on full for a short while until the entire fire bed is glowing red. Check your flue system regularly for build-up of soot and creosote and clean as necessary.

Chimney fires can be detected by sparks coming from the top of the chimney, a roaring sound coming from the area of the stove or chimney or vibration in the stove or chimney. In the event of a chimney fire, close the air controls, evacuate the building and call the fire department. Do not relight the stove after a chimney fire until the stove and flue have been checked and any necessary repairs have been carried out.

ADDITIONAL INFO (FOR BOILER MODEL ONLY)

Boiler Connection

The advanced Back-Boiler fitted in your Stove must be installed in Compliance with all relevant Building Regulations and in accordance with Central Heating Standard EN 12828 whilst complying with local Water Supply Regulations. Guidance and further information is available from your Local Water Supplier. The Stove must NOT be operated until the back-boiler is connected and has water connected to it, operating the stove before the Back-Boiler is connected may cause damage to the boiler and stove alike, this will also terminate the guarantee. A suitably qualified water heating engineer is recommended for connecting the Boiler of the Stove, this may be a separate installer to that of the Chimney/Flueway. This Back-Boiler may be effectively installed or linked in with an existing gas or oil circuit if a neutralising vessel is installed.

The ready fitted boiler connections have 1" BSP threads. The Back-Boiler in your Stove is only suitable for Indirect Closed Circuit Systems for heating Domestic Hot Water and Radiators, the quantity of which will require calculating by your installer and is largely dependant upon the size of radiators, pipe work length and pipe work diameter.

When the Back-Boiler is heating domestic hot water an Indirect Domestic Hot Water Cylinder with an integral heat exchanger is required, this is readily identified on the Cylinder as the protruding threads are male fitting, do NOT confuse this with an unsuitable Direct Cylinder which has female threads. Pipe work where applicable from the Back-Boiler to the open vented gravity Feed & Expansion Tank must rise continuously and will require a 25mm water clearance from below the warning pipe. All pipe work and fittings must comply with all relevant fitting and European standards.

A Drain Off Cock must be fitted to all low points of the system. A method of allowing complete drainage of water from the system must be incorporated. An adequate means for preventing backflow of water into other parts of the system must be provided.

The Indirect Closed Circuit System may also require, (dependant upon type of installation):

- A thermostatic valve to be fitted to all radiators (unless heat leak).
- A Heat Leak radiator , towel rail or similar appliance fitted into the primary flowing circuit to dissipate excess heat from the Back-Boiler. This appliance must be at least 10% of the Back-Boiler output and must NOT be fitted with a control valve.
- A pump in the primary system to assist the flow.
- Pipe thermostats to prevent over heating or cold water flowing through the circuit.
- Injector Tees to assist the circulation.

The Back-Boiler must be tested upon completion of installation.

Usage of thermostat

As for the large boiler type stove HFB-717, there is one more primary air inlet at the back of the stove. It can be controlled either by hand or by a thermostat. If your option is a stove with a thermostat, the thermostat is set at close or "0" position by the manufacturer and you may reset it at an open position according to your own needs. Our suggestion for re-setting the thermostat is as under:

Set it to 0 ~ 3 position when you connect your stove to 5 ~ 10 radiators to heat an area of 70 ~ 110 m²

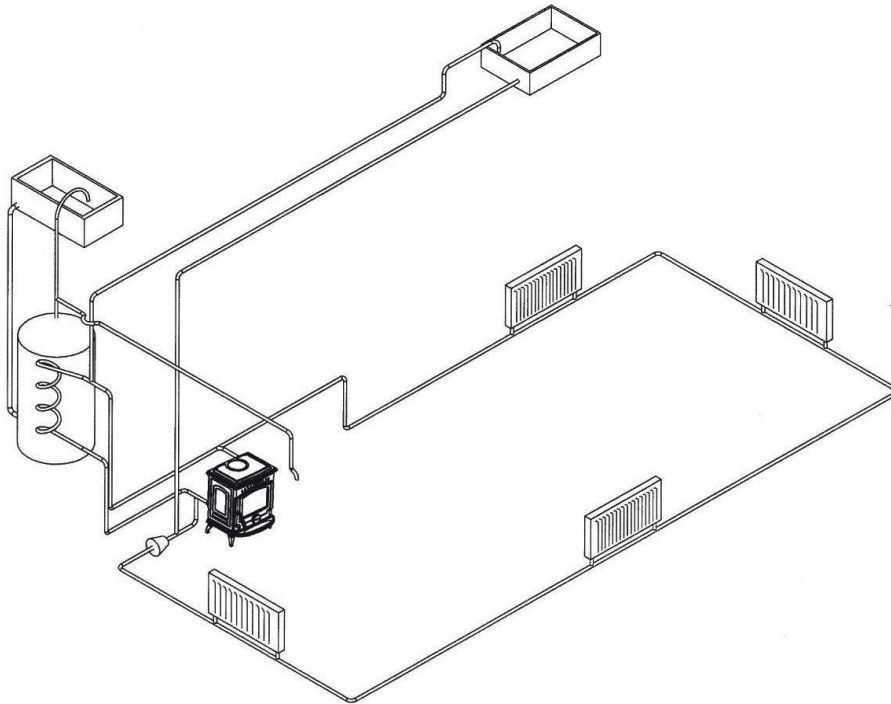
Set it to 3 ~ 6 position when you connect your stove to 10 ~ 15 radiators to heat an area of 110 ~ 150 m²

Set it to 6 ~ 8 position when you connect your stove to 15 ~ 18 radiators to heat an area of 150 ~ 180 m²

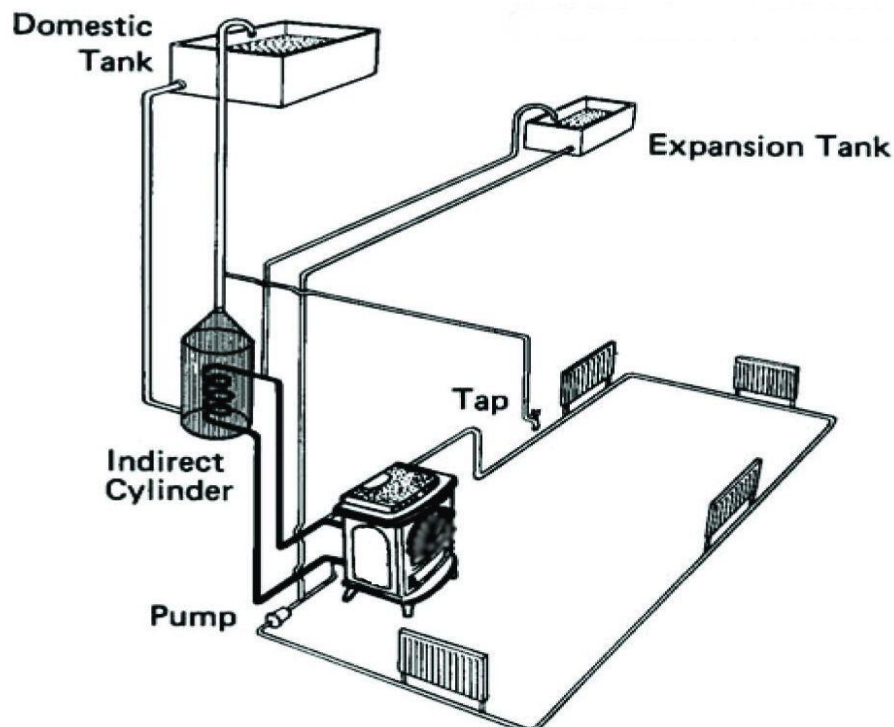
The thermostat is a safety device. It automatically closes the air inlet when the water temperature is more than $85\pm 3^{\circ}\text{C}$, so that the water doesn't get too hot. And it automatically opens the air inlet to the set open position when the water temperature is lower than $80\pm 3^{\circ}\text{C}$. This way the thermostat makes the water temperature not change too much.

WATER HEATING SYSTEMS DIAGRAM

For HFB-317/HFB-517



For HFB-717



Note: This diagram illustrates the basic principal of water heating systems and must not be regarded as a working drawing.

TECHNICAL DATA

Model		Maximum Output	Overall Efficiency (%)	Size (mm) H x W x D	Flue Size (mm)	Net Weight (Kg)
HF-317	Artemis	6kw	71	660mmX526mmX438mm	125mm (5")	87kg
HFB-317	Windsor	7kw	75	660mmX526mmX438mm	125mm (5")	96kg
HF-557M	Pony	7kw	75	675mmX530mmX420mm	150 mm(6")	139kg
HF-517	Baldemar	11kw	73	715mmX556mmX518mm	150mm (6")	116kg
HFB-517	Regis	12kw	75	715mmX556mmX518mm	150mm (6")	124kg
HF-717	Elessar	18.5kw	72	860mmX701mmX583mm	150mm (6")	195kg
HFB-717	Yarrman	20.5kw	80	860mmX701mmX583mm	150mm (6")	208kg
HF-577D	Mustang	20.5kw	72	812mmX800mmX630mm	150mm (6")	227kg
HF-777D	Morston	21kw	75	865mmX828mmX583mm	150mm (6")	226kg
HF-917A	Jameela	11kw	70	1092mmX570mmX507mm	150mm (6")	145kg
HF-917B	Ranger	11kw	70	1092mmX570mmX507mm	150mm (6")	170kg
HF-917C	Baluchi	11kw	70	1092mmX570mmX507mm	150mm (6")	159kg
HF-917D	Hispano	11kw	70	938mmX570mmX507mm	150mm (6")	157kg
HF-537I	Empery	14kw	70	560mmX690mmX450mm	150mm(6") /200mm(8")	140kg
HF-577I	Nokota	20.5kw	72	775mmX1100mmX510mm	150mm(6")	198kg
HF-337IF	Buscuit	12kw	72	530mmX720mmX427mm	150mm(6")	91kg
HF-337IFD	Percy	12kw	72	530mmX720mmX427mm	150mm(6")	93kg
HF-337IR	Kidron	12kw	72	530mmX718mmX427mm	150mm(6")	95kg
HF-337IRD	Seattle	12kw	72	530mmX718mmX427mm	150mm(6")	95kg
HF-907		7kw	77.5	700mmX430mmX530mm	150mm(6")	102kg
HF-910		15kw	76	700mmX480mmX600mm	150mm(6")	123kg

Horse Flame Warranty

Warranty Policy & Procedures

Horse Flame offers the original retail purchaser of Horse Flame Multi-fuel burning products a limited 5-year warranty. The following outlines the Horse Flame Warranty programs.

Horse Flame Limited Warranty

This warranty applies to the original retail purchaser only. Horse Flame warrants that this stove or fireplace insert will be free of defects in material and workmanship for a period of five years from the date of purchase. Horse Flame will repair or replace (parts and labour) at its option, any stove or fireplace insert or part thereof found to be defective.

DESCRIPTION	Warranty Defined	
	Parts	Labour
Firebox (welding only)	5 Years	1 year
Handle assembly	5 Years	Not Included
Ash pan	5 Years	1 year
Cast iron parts	5 Years	1 year
Ceramic glass (thermal breakage only)	1 year	Not Included
Paint, fire bricks	1 year	Not Included

You must arrange to deliver or ship the stove/insert or part to an authorized dealer at your own expense and arrange for pickup or delivery of the same after the repairs have been made. If, upon inspection, any damage is found to be the fault of the manufacturer, the repair or replacement will be made. This warranty does not include expenses incurred from travel time or loss of service. This warranty is not transferable and is extended only to, and is solely for the benefit of, the original retail purchaser of the stove/fireplace insert. Please keep your dated sales receipt as proof of purchase.

Exclusions and Limitations

This warranty does not cover the following:

1. Repair or replacement of parts, which are subject to normal wear and tear during the warranty period or to parts that may require replacement in connection with normal maintenance. These parts include paint, gaskets, burn plates, baffles, fire grates or glass (glass is only warranted against thermal breakage).
2. Damage due to incorrect installations not in conformance with the manufacturer's installation instructions or local and national regulations. It is the responsibility of the installer to ensure that the unit is installed and operating correctly at the time of installation.
3. Damage caused by over-firing, which causes any part of the appliance to glow red, as defined in the operation manual. Over-firing can be identified by warped plates, rust colored cast iron, paint pigment that has turned dusty white, or bubbling, cracking and discoloration of the enamel finish.
4. Damage caused by unauthorized modification, use, or repair.
5. Damage made while the stove/insert/fireplace is in transit.

6. Products for which the manufacturer provides a specific warranty.
7. Travel time or any other expenses are not covered under warranty.
8. At no time will Horse Flame be liable for any consequential damage which exceeds the purchase price of the unit. All warranties, implied warranties of merchantability or other, are limited in duration to the length of this written warranty. No other warranty, including oral, is enforceable.

NOTICE - This warranty is void if installation or service is performed by someone other than a qualified installer, service agency or if installation is not in conformity with installation instructions or local fire and building regulations.

All warranty claims must be submitted through the authorized Horse Flame dealer from whom the product was originally purchased.