

hergom

Glance L

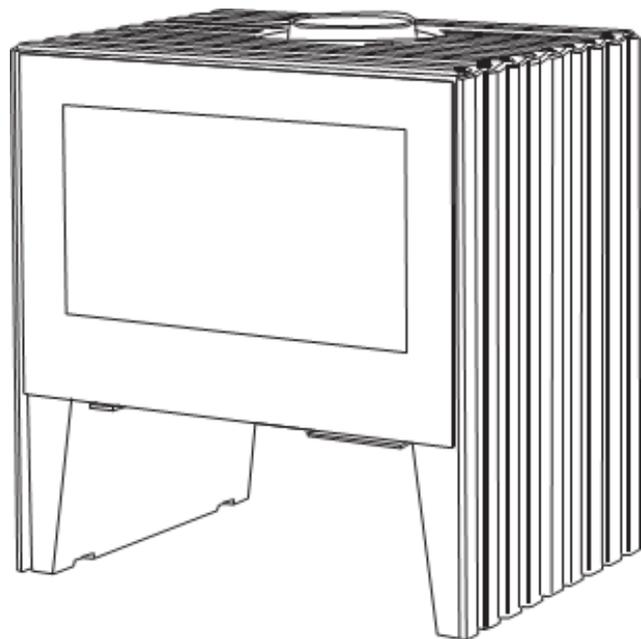
Owner's Manual



Australian
Home Heating
Association Inc.



Landcare
Australia



INSTALLATION, USE AND MAINTENANCE INSTRUCTIONS.

Certified to AS/NZS 4012 :2014 & AS/NZS 4013 :2014

Please read this manual thoroughly before installing and starting your fireplace.

Keep These Instructions for future reference.

WELCOME to the HERGÓM family.

We would like to thank you for choosing the Glance L Slow Combustion Wood Heater, which represents, in design and style, a significant improvement on typical wood stoves.

Your new Stove is, perhaps, the most advanced solid fuel heating system known today. Owning a HERGOM Stove displays an exceptional sense of quality.

Please read this manual in full. Its purpose is to not only ensure correct installation but to also familiarize users with the device and provide operational and maintenance instructions. Keep this manual at hand for future reference.

If, after reading this manual, you should require any further clarification, please consult your regular dealer.

INDUSTRIAS HERGÓM, S.A. may not be held liable for any damages caused by alterations to its products that have not been authorized in writing, or for defective installation work.

Due to continuous improvement, Hergom reserves the right to change its products without prior warning.

Industrias Hergóm, S.A. domiciled in Soto de la Marina (Cantabria) - Spain, offers a Five year limited Warranty on the firebox (See warranty section for full details).

The warranty in Australia only includes product purchased through the Australian distributor network and installed correctly by a licensed installer.

The warranty comes into force on the purchase date of the product as indicated on the warranty document / purchase receipt and only covers damage or breakages due to manufacturing defects.

IMPORTANT NOTE

If the device is not installed correctly, it will not provide the excellent service for which it has been designed. Please, read these instructions in full and ensure the installation is carried out by a certified installer.

The surface of your heater is protected by a coating of special high temperature resistant paint, that requires curing. When lighting the fireplace for the first few times, the paint will normally emit some fumes, we therefore recommend ventilating the room well, until the paint is fully cured.

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WARNING: THE APPLIANCE & FLUE SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH AS/NZS 2918:2018 AND THE APPROPRIATE REQUIREMENTS OF THE RELEVANT BUILDING CODE OR CODES.

WARNING: APPLIANCES INSTALLED IN ACCORDANCE WITH THIS STANDARD SHALL COMPLY WITH THE REQUIREMENTS OF AS/NZS 4013:2014 WHERE REQUIRED BY THE REGULATORY AUTHORITY, I.E. THE APPLIANCE SHALL BE IDENTIFIABLE BY A COMPLIANCE PLATE WITH THE MARKING “TESTED TO AS/NZS 4013:2014”.

ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED TO BE IN BREACH OF THE APPROVAL GRANTED FOR COMPLIANCE WITH AS/NZS 4013:2014.

CAUTION: MIXING OF APPLIANCE OR FLUE SYSTEM COMPONENTS FROM DIFFERENT SOURCES OR MODIFYING THE DIMENSIONAL SPECIFICATION OF COMPONENTS MAY RESULT IN HAZARDOUS CONDITIONS. WHERE SUCH ACTION IS CONSIDERED, THE MANUFACTURER SHOULD BE CONSULTED IN THE FIRST INSTANCE.

CAUTION: CRACKED AND BROKEN COMPONENTS, e.g. GLASS PANELS OR CERAMIC TILES, MAY RENDER THE INSTALLATION UNSAFE.

- 1. WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED AS BREACHING AS/NZS 4013.**
- 2. WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.**
- 3. WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**
- 4. WARNING: DO NOT STORE FUEL WITHIN THE HEATER INSTALLATION CLEARANCES.**
- 5. WARNING: WHEN OPERATING THIS APPLIANCE AS AN OPEN FIRE USE A FIRE SCREEN.**
- 6. WARNING: OPEN AIR CONTROL (AND DAMPER WHEN FITTED) BEFORE OPENING FIRING DOOR.**
- 7. CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.**
- 8. CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.**
- 9. CAUTION: THE USE OF SOME TYPES OF PRESERVATIVE-TREATED WOOD AS A FUEL CAN BE HAZARDOUS.**

1 - INTRODUCTION

IMPORTANT! All local regulations and standards must be adhered to with regards to installation of this heater and chimney flue. Installation must be carried out by a suitably qualified professional installer. Check with your local authority for clarification.

The way the Glance Stove is installed will directly affect safety issues and its correct operation and function.

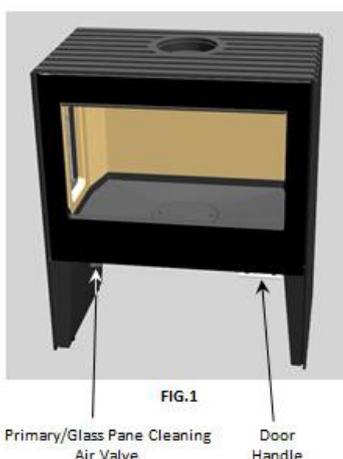
It is important to install the fireplace correctly. For the correct installation of the Glance Stove and chimney, we recommend the installation be performed by a professional.

The Glance Stove provides heat by radiation; directly heating walls, ceilings and surrounds.

2 - PRESENTATION

Glance wood stoves have the following main features:

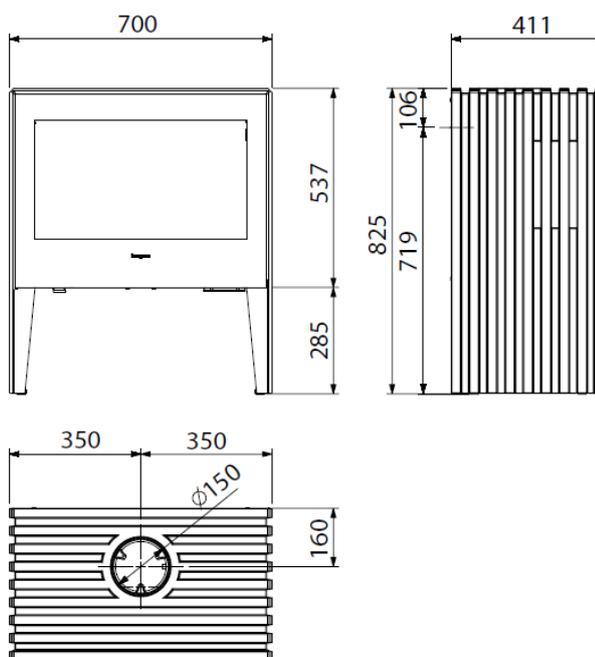
- Made of cast iron for even distribution of heat and longevity, all parts are assembled, sealed and bolted together.
- The combustion chamber is lined with vermiculite, reflecting heat back onto the glass.
- The baffles keep the hot flue gases in the firebox for longer, are also made of vermiculite, with a stainless steel vertical top baffle extension. The tertiary burn of flue products above the baffle also making the unit more efficient.
- The chimney flue can exit through the top or it can be rear flued, with optional decorative top blanking plate. Simply swap the blanking plate (F1) with the flue spigot (E1), and insert the decorative ribbed casting available from your heater supplier.
- The door hinges on the left opening to 95 degrees, and a with soft close, contains a ceramic glass panel with excellent radiant properties.
- Designed for use with hardwood firewood only.
- The firebox can easily burn pieces of wood up to 50cm in length.
- The removable Ash tray with the solid cast iron front, makes it easy to remove all the ash during the Maintenance cleaning. The Ash-tray must be fully inserted in position while the fire is in use.
- Includes a solid firebox base, designed for burning with a bed of ash included.
- The air slide controls both the air for Primary and Secondary burn air.
- The primary air is provided through the air holes along the back wall of the firebox
- The Secondary air supply includes the air wash down the front of the glass for Self-cleaning glass.



- Optional outside air connection located on the back of the ash pan to supply air to firebox is 80mm Diameter, allowing better burning and reduces back drafting.
- Adjustable feet screws to stabilize the stove when installed in uneven surfaces.
- This fireplace provides heat by radiation, directly heating walls, ceilings, furniture and you!
- Fully factory assembled, ready for connection to the chimney flue.

3 - DIMENSIONS

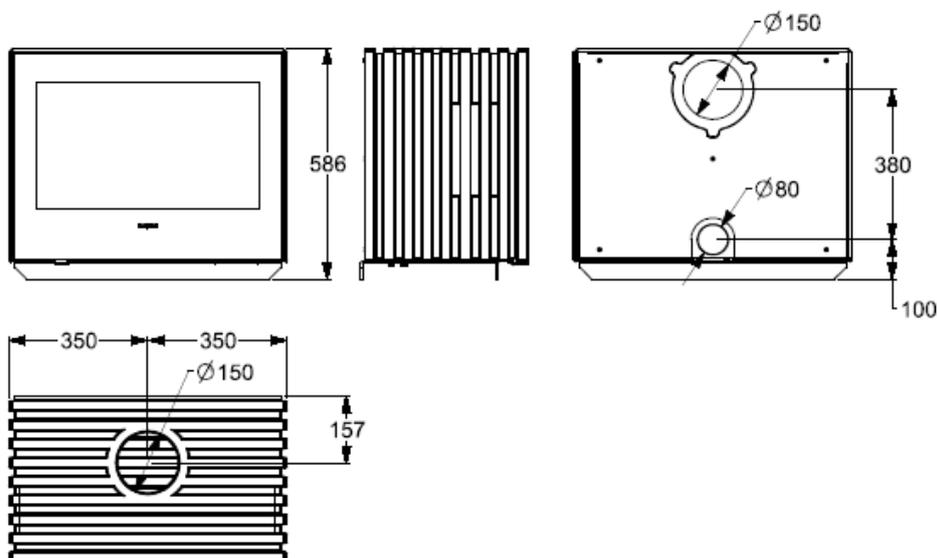
GLANCE L - ON LEGS



GLANCE LVP – ON BASE FOR BENCH TOP

NOTE: MUST BE INSTALLED ON A BENCH MINIMUM 240mm HIGH FOR THE SAME HEARTH REQUIREMENTS

The Hearth must continue beneath the bench and the same dimensions in front as the Glance L.



4 - INSTALLATION

The Safety-Clearances in below are only valid for installions with a solid decorative 8" flue shield around the active flue.

The second option is with teh additional Rear heat-shield attached to the unit (optional accessory) and the third option also has the additional flue deflector shield included between the first 900mm between the active 6" flue and the solid decorative 8" (200mm).

SAFETY DISTANCES

| Dimensions per Fig 4 and 5 below. All Dimensions in mm | | | | | | | | | | | |
|--|-----|-----|-----|-----|------|-----|-----|-----|-----|------|------|
| | A | B | C | D | E | F | G | H | I | J | K |
| No Firebox Shield | 560 | 750 | 400 | 400 | 1260 | 970 | 450 | 510 | 150 | 1422 | 1200 |
| Firebox rear heat shield | 460 | 825 | 475 | 300 | 1160 | 970 | 450 | N/A | N/A | N/A | N/A |
| Firebox rear heat shield and Extra deflector | 335 | 825 | 475 | 175 | 1035 | 970 | 450 | N/A | N/A | N/A | N/A |

Fig 4.

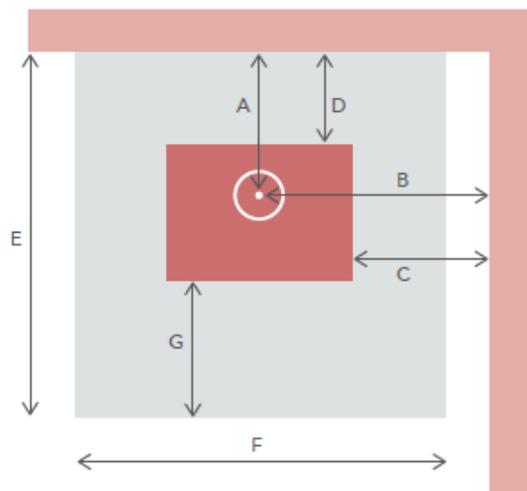
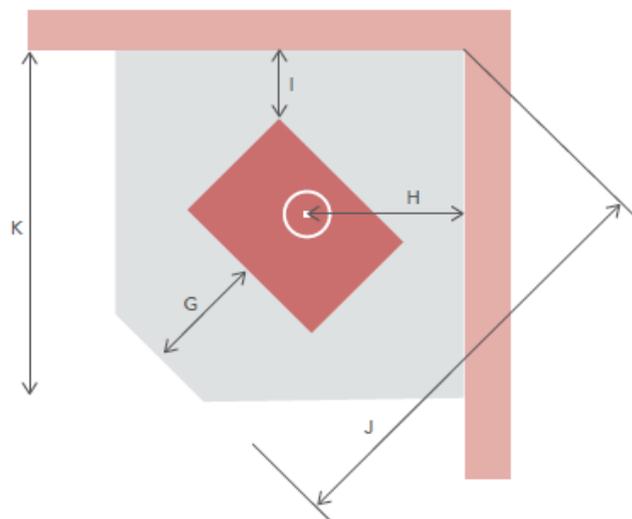


Fig 5.



The minimum thickness of the hearth for insulation is equivalent to **18mm thick cement** sheeting (ie Bellis board or FC sheeting) with thermal resistivity of 0.01m².K/W per 9mm, and a top surface with Heat resistance to 600 degrees C.

OUTSIDE AIR CONNECTION

- When installing the stove using the outside air connection, we recommend that the installation is performed by qualified personnel.
- Always keep in mind that air is entering the stove through the connector. This air inlet can never be blocked. Ensure that the pipe connecting the stove to the outside cannot be crushed and that the entrance to the pipe cannot be blocked on the outside. It is necessary to cover the inlet with a protective vermin proof grill.
- The location of the outside air inlet of air must be protected from the wind to avoid a possible positive or negative pressure from affecting the combustion of the stove.
- The diameter of the ducting pipe to supply outside air is 80mm.

Flue Installation

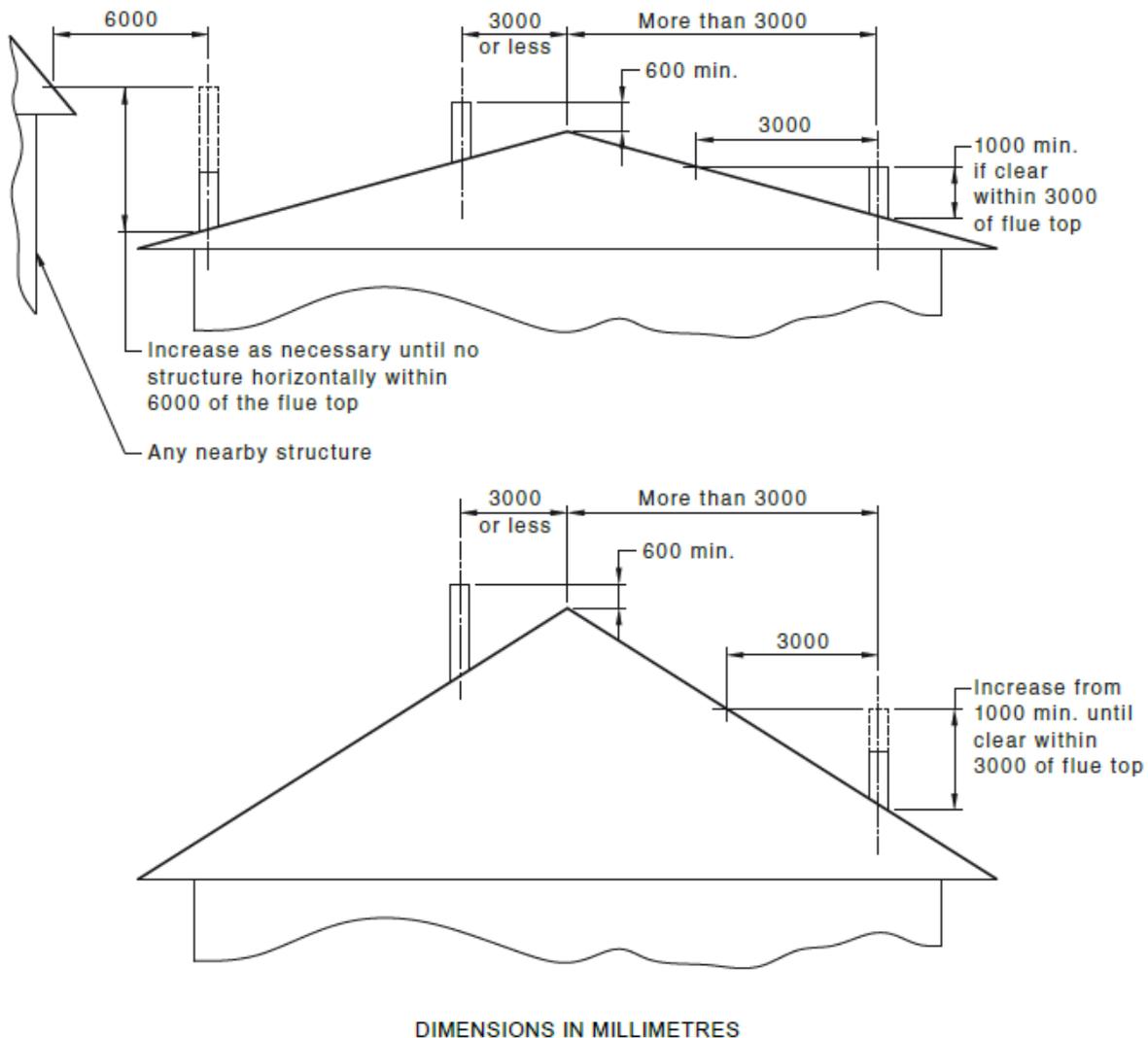
The Flue type required: 150mm (6") active flue and a solid 8" heat shield within the room, and air cooled Double casing insulation (triple skin) from above the ceiling, as per AS2918:2018 default flue kit. See diagrams below for flue requirements. The Active stainless-steel flue must be a tight fit into the heater collar. For the reduced rear clearances, it requires a deflector shield between the 6" Active and the 8' solid heat shield for the first length of flue.

The heater must have its own dedicated flue. The active flue must be 150mm / 6" for the entire length of the flue, and always less than 45 degrees from the vertical.

Replacement room air from outside equivalent to 160cm² must be supplied into the room.

Flue Outlet Positions

Minimum Flue Height as per AS/NZS 2918:2018

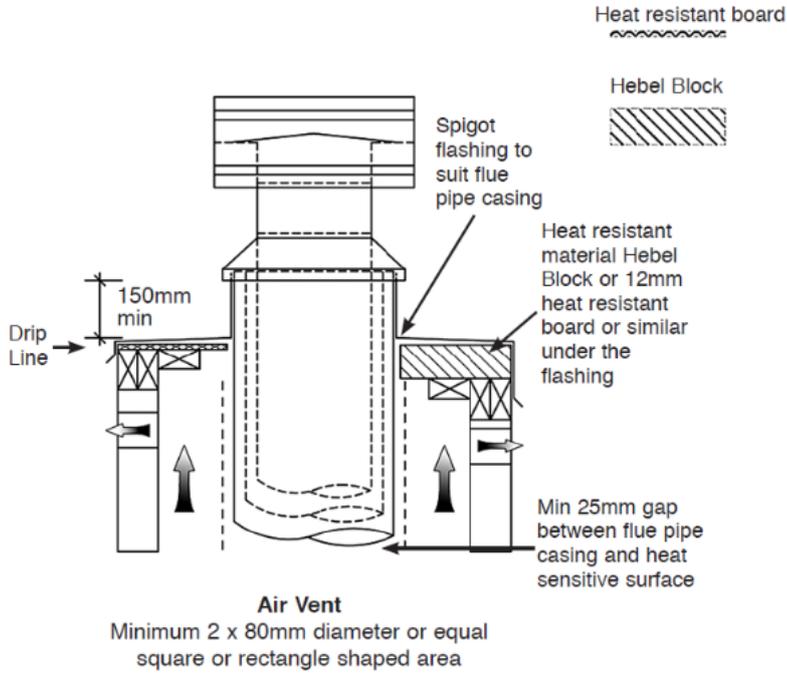


NOTE: Flue exit MUST also be as high as any nearby structure within a 6m Radius. (AS/NZS 2918:2018)

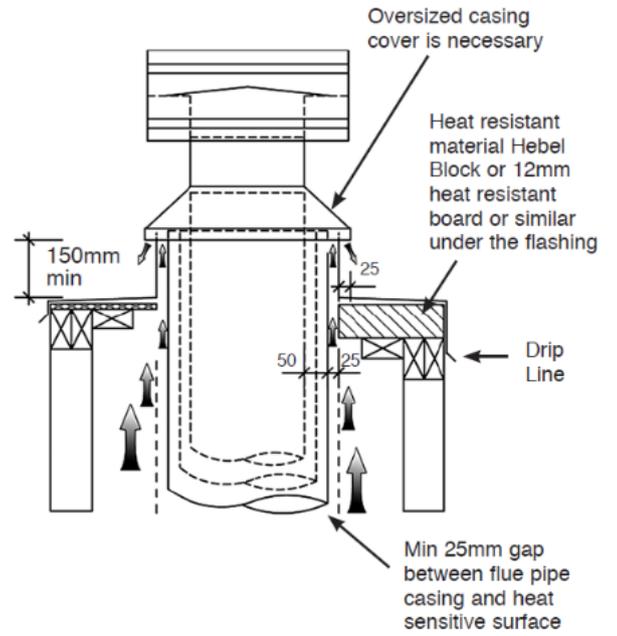
External Requirements

Refer to AS/NZS 2918:2018

Air Ventilation Through Chimney Chase



Air Ventilation Through Top Flashing



Note: All external air vents & ceiling penetrations must be bird & rodent proofed with permanently fixed screens

5 - Heat Shield Instructions For Rear Clearance to Combustible Wall

Note that the heater will either come with the heatshield fitted, or will need to be fitted as per the manual supplied with the heat shield.

The Heatshield is fitted to the heater by using 3 of the upper existing screws in the rear of the heater, the ones that align with the heatshield. The shield will sit up slightly to cover the flue collar.

6 - Installation Instructions for the Upper Baffle Draft reducer

| | | |
|---|---------|--|
| 4 | 9920736 | Insert Stainless Steel baffle deflector plate. |
|---|---------|--|

This is supplied with your heater and should be inserted by pushing it onto the upper baffle to reduce the draft of the flue and keep the heat into the firebox, improving the efficiency of the unit. Shown as part "A53" in exploded diagram.

7 - USING THE STOVE

Once your stove has been installed and connected to the chimney, you are ready to light the fire.

Although your stove is easy to use, the combustion process of solid fuels is complicated, as it involves several factors, and it takes time and experience to understand the process.

Before lighting your stove for the first time, please take time to become familiar with the different control systems and parts of the unit, how to choose the right wood, how to light it quickly and use it daily.

ALWAYS KEEP IN MIND that the stove generates heat and, therefore, keep children, clothing, furniture... at a distance to prevent burns from direct contact with the appliance.

Below, we have included some advice on your stove and on its use. Please read with care.

For the first initial firing of the heater, use a small kindling fire and some medium sized pieces to heat up the heater and then let it die down, to cure and harden the paint, ensure the room is well ventilated during this process.

Door handle

To open the door, pull on the handle on the bottom right of the door, by gently pulling horizontally.

The door can open up to 95°. When the fire is warm you must use a heat proof glove.

To close, using the handle gently push the door to the closed position. Ensure by pushing on the door that it is fully shut. Do not slam the door shut and don't let the door bounce, it won't be fully shut (Fig. 3).

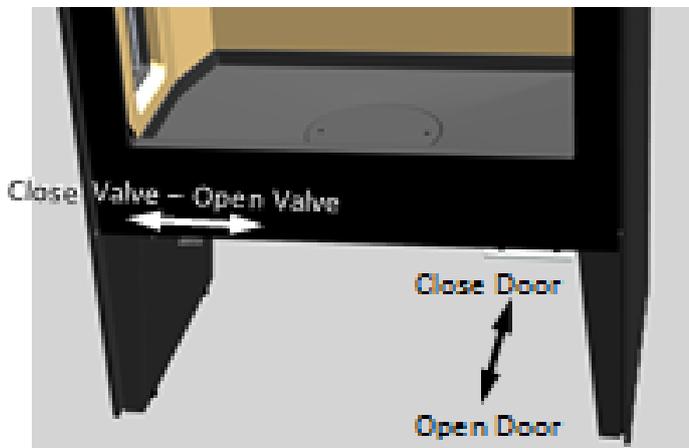


FIG. 3



FIG.4

Air Control Handle:

These are located below the door on the left hand side (Fig.3).

When lighting the heater have the control pushed all the way to the right. Once the fire is alight and a good ash bed has been built up, adjust the valve to the left to prevent excessive air intake, which will cause excessive combustion levels and temperatures.

An intermediate position is usually the ideal setting, depending on the quality of the draw of the chimney installed and on the type of fuel being used (hard wood) (Fig. 3).

Ash pan - Very important!

Only handle the ash pan when the stove is cold.

Always avoid opening the ash-pan if your stove is in operation.

To clean the ash, lift the solid base plate located at the bottom of the stove.

Use a brush and shovel to sweep the ash into the ash pan. Remove the ash-pan from the front (Fig. 4).

To remove the ash-pan from its position, pull the handle gently to release it. Once you have emptied the ashes, return the ash pan to the ash drawer, pushing it into place to create a seal.

Do not forget to replace the solid cover in the bottom of the fire box.

The heater can only be run with the Ash pan in position, and pushed back sealing the ashpan and the opening with the insulating tape included.

8 - LIGHTING THE FIRE

Important Note: When first lighting the fire there may be some moisture in the stove, produced by the humidity of the environment where the stove was stored.

It is very important that the first time the heater is lit, it is done so slowly.

This is for the following reasons:

- Stabilise cast iron parts.
- Harden the joint sealant putty.
- Prevent cracking of the vermiculite bricks due to moisture.

Advice:

- We recommend that the first loads of fuel be small.
- To generate draw, heat the chimney by introducing some burning paper in the gap between the front and the deflector, directing it toward the chimney.
- While lighting for the first time, ensure the room where the heater is located is well ventilated as the paint work may let off some fumes as the paint cures
- Keep the stove on for a few hours at this intensity.
- **IMPORTANT! The total height of the fire load should not exceed 50% of the height of the combustion chamber.**
- **The heater must be closed at all times during combustion to prevent smoke from leaking out. Only open the door to add fuel.**

Daily use:

After lighting up for the first time, your heater will be ready for daily use.

Your heat requirements will be obtained based on the frequency and the amount of firewood you load.

When your heater is cold, we recommend lighting it up slowly.

Overheating:

Overheating means that you have operated your heater at an excessively high temperature for a long period of time. This can damage your appliance and, therefore, it is a situation that must be avoided.

Overheating is the result of excessive draw, due to any of the following reasons:

- The Primary Air Control is excessively open for the type of wood being used.
- The chimney is too tall.
- Improper maintenance of the stove, which may result in air infiltration.
- Inappropriate fuel that produces high temperatures.
- Door not closed correctly.

ATTENTION!

During the operation of the stove, the ash pan cover must be perfectly positioned to seal the fire box. Any uncontrolled intake of air produces overheating that can damage the stove.

9 - CLEANING & MAINTENANCE

Your heater is a device that is subjected to extreme temperatures and to the corrosive effects of combustion residual materials. Regular maintenance is essential for a longer life and improved user experience. We recommend performing the following inspections frequently:

DURING THE SEASON

- Perform a visual inspection of the chimney. Clean soot and tar if they have begun to accumulate on the inner walls of the heater.
- Check whether the doors close tightly; adjust if necessary.

AT THE END OF THE SEASON

- Inspect and clean the chimney.
- Use the vacuum cleaner to clean inside the heater and inspect it.
- Any soot and tar (creosote) that has accumulated on the walls of the heater will hinder performance.
- Inspect door seals. These should be replaced when they no longer seal the door perfectly.
- In the case of painted heaters, paint the cast iron parts again if necessary.

CLEANING

Cleaning should always be performed when the heater is cold.

Cleaning ash.

These heaters are equipped with an ash pan located at the bottom of the heater.

Remove the ash pan and remove the ash.

Ash should be emptied into a metal container and immediately removed from the house.

If necessary, clean the ash pan housing.

Enameled parts. (Applies only to certain models)

Preferably use a damp cloth.

Do not use strong or abrasive detergents that might damage the surface.

Painted parts.

Clean with a dry cloth to avoid rust.

Chimney and connecting unit.

Ensure the flue is installed by a qualified plumber, and have the flue cleaned regularly every 12 months if possible.

DOOR PANELS

Cleaning

Fireplace window cleaning liquids are quite effective products.

Never try to clean the glass while the fireplace is working.

We recommend using wood heater fire window cleaning products for their proven efficacy.

If the glass on the fireplace door is constantly covered in soot, this means your fire is “poor” and that the connecting pipe and chimney are being blocked by soot and creosote or burning green or wet wood.

Replacing Glass -

The glass in your heater has been especially manufactured for log stoves.

If they should break, they must be replaced by another glass panel with the same technical specifications.

Contact our Distributor to provide you with the appropriate glass, together with instructions to assemble and seal.

MAINTENANCE PRODUCTS

Castworks supplies a range of products for the preservation of your heater and chimney at your disposal: heat resistant paint, refractory putty, anti-soot products, firelighters, glass cleaning products.

10 - SAFETY

WARNING!

Gas/log/pellet units get hot when in use.

Consequently, owners must act with precaution and keep at a distance. Especially keep children, the elderly and other people who require special supervision, as well as pets, away from the fireplace when it is in use.

Make sure that children or other people who are not familiar with how the device works are supervised by responsible people when they are near the fireplace.

In order to prevent burns or children or other people from coming near the appliance, use a fire grille or screen.

Several possible risks are present when operating your solid fuel oven with fuel of any brand. The said risks can be minimized if the instructions and recommendations included in this manual are followed.

- When installing the stove, observe the necessary safety distances for the oven and chimney from combustible surfaces (wooden or papered walls, wooden floors...). Safety distances must be respected when the lining on walls or nearby areas may be damaged or deformed by temperature (varnish, paint, PVC...). Fig. 6
- The base where you are going to install your heater must be flat and provide a perfect seat. The said base must also be capable of supporting the weight of the heater. The base must be built using heat resistant materials.
- All the area around the heater must be heat resistant. If not, they must be protected by fire-proof material.
- Ash should be emptied into a metal container and immediately removed from the house.
- Do not use flammable liquids to light the stove. Keep any type of flammable liquid (petrol, gasoline, alcohol,..) at a distance from the fireplace.
- Never use coal or fuels that are not recommended for the operation of this product.
- Periodically inspect the chimney and clean whenever necessary. Also inspect the state of joints, glass, screws...
- **Protect your hands with a glove or other insulating material because, during operation, the opening and closing handle will be hot.**

11 – TECHNICAL SPECIFICATIONS

| | Glance L |
|--|----------|
| Maximum Average Power (kW) | 6.6 |
| Average Peak Power (kW) | 10.0 |
| Average Efficiency (%) (Note Maximum efficiency on low burn 67%) | 60 |
| Average Emmissions (Particulates g/kg) | 1.2 |
| Maximum log size (mm) | 500 |
| Flue Diameter (Ø) | 150 (6") |
| Minimum Chimney height (m) from Hearth | 4.6m |
| Flue outlet (Optional rear flue requires additional blanking ribs) | Vertical |
| Weight (Kg) | 150 |
| Outside air inlet pipe diameter (Ø mm) | 80 |
| Minimum diameter of the outside air inlet pipe (Ø mm) | 80 |
| Maximum length of the outside air inlet pipe from outside (m) | 8m |

In the case of other dimensions consult your Dealer or the Manufacturer (Approximate Values)

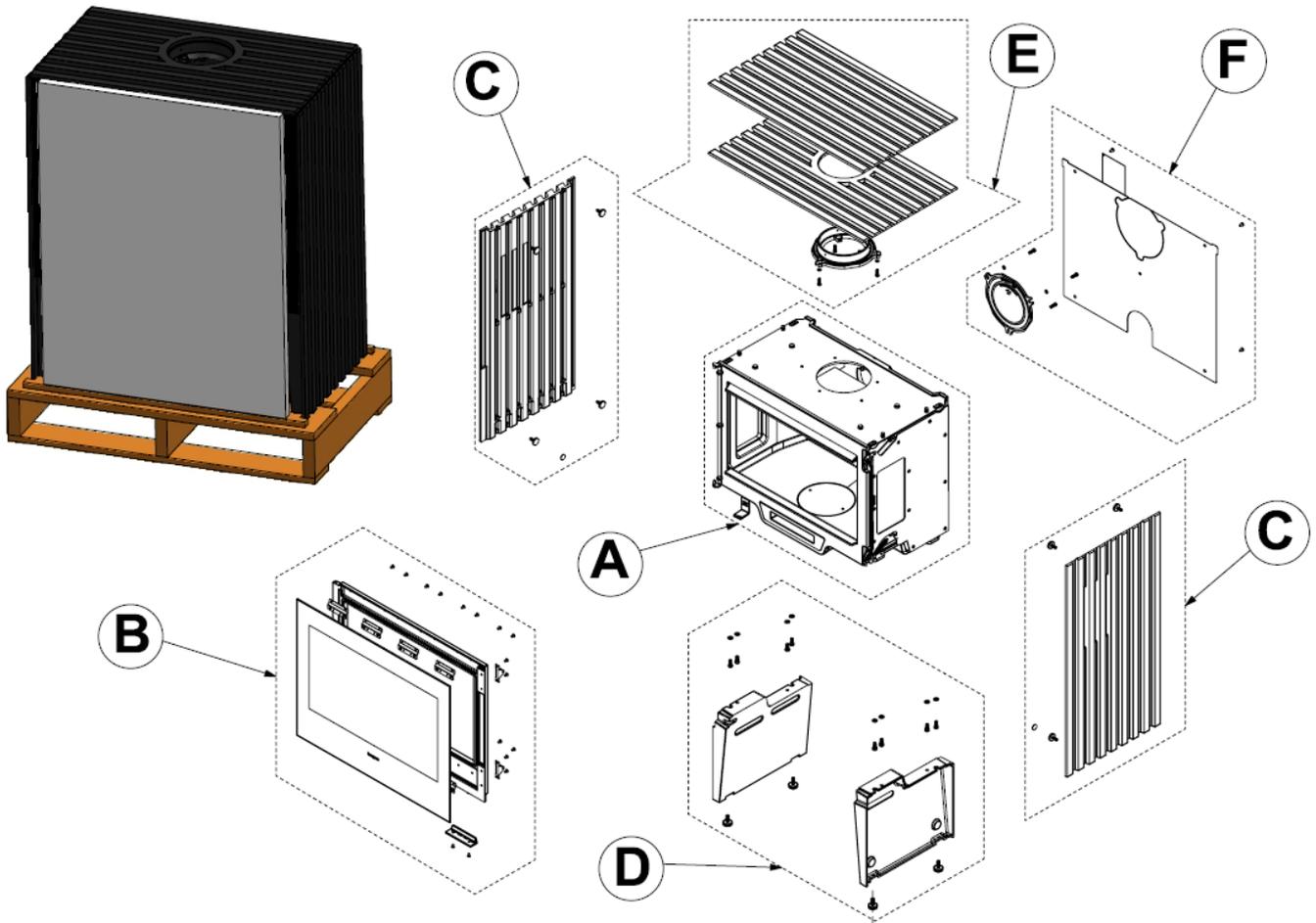
ATTENTION! Your heater should not be used as an incinerator and no other types of fuel should be used (plastic, chipboard...). Use recommended fuels only.

Do not use wood washed ashore from the sea as fuel (driftwood).

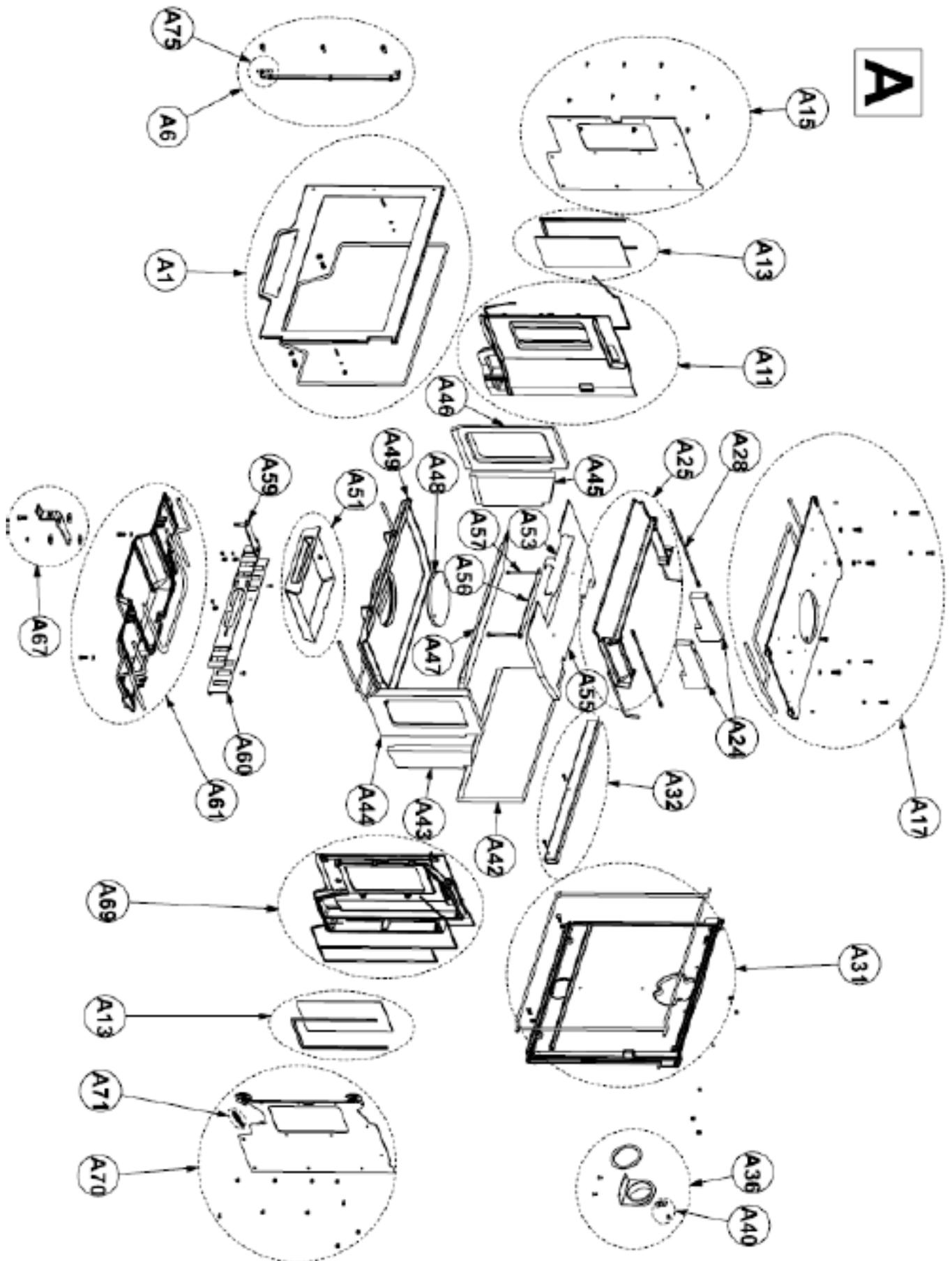
The salt contained in it will react in the combustion process and release acid that will damage the iron and steel.

12 - EXPLODED PARTS VIEW

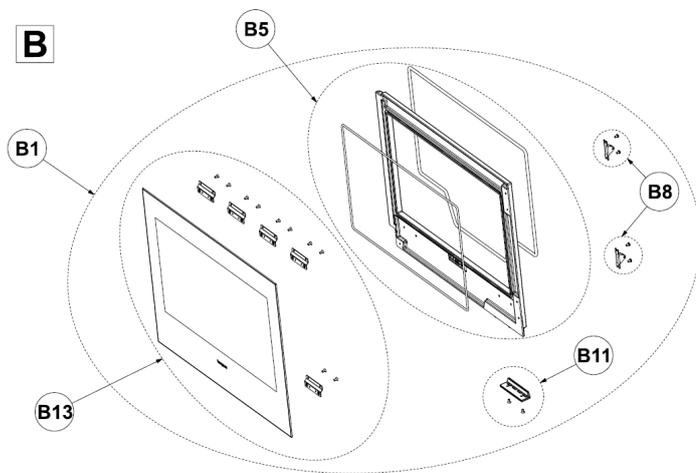
Part number on Drawing referenced in Table below, for ordering purposes. Note 6 different drawings total.



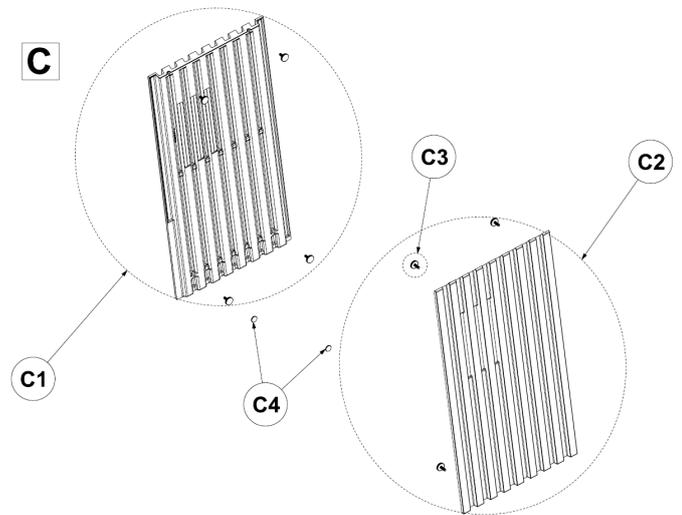
A



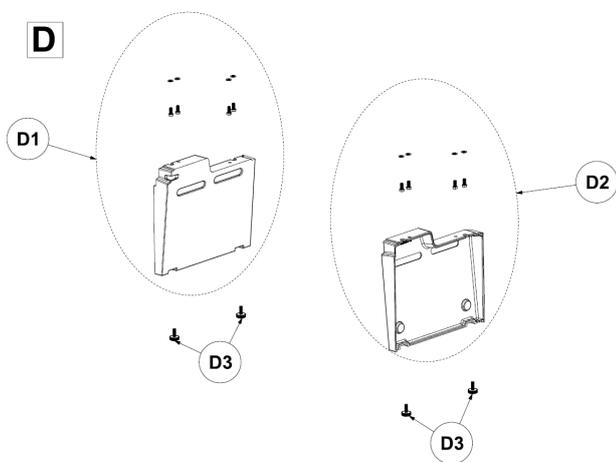
B – DOOR



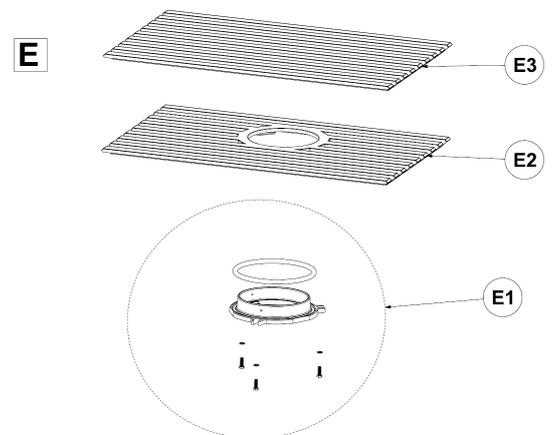
C – SIDE PANELS



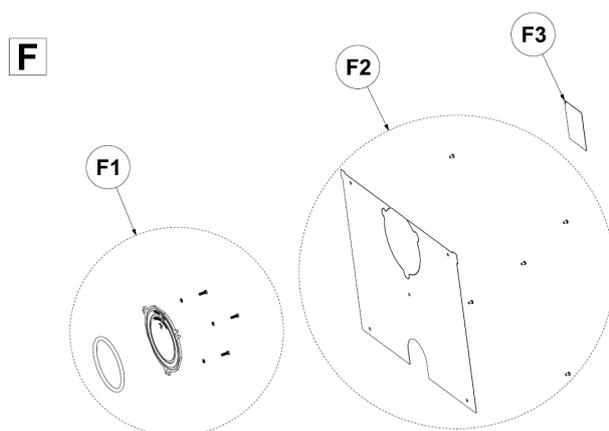
D – LEGS



E – TOP PANELS



F – REAR SHIELD



13 - SPARE PARTS LIST

| | | |
|-----|---------|--|
| A1 | 9920725 | GLANCE L Front Cast Panel |
| A6 | 9920502 | GLANCE Door Hinge Bracket Assembly |
| A75 | 9920726 | GLANCE- Door Hinge Pin and Circlip |
| A11 | 9920503 | GLANCE M/L Firebox LHS Assy |
| A13 | 9920504 | GLANCE L Glass Side Panel |
| A15 | 9920505 | GLANCE Outer Plate left side |
| A17 | 9920727 | GLANCE L Inside top plate - Ceiling |
| A24 | 9920728 | GLANCE L Upper Vertical Vermiculite Baffles |
| A25 | 9920729 | GLANCE L Air Wash air channel |
| A28 | 9920509 | GLANCE- Ceiling Stay Rods |
| A31 | 9920730 | GLANCE L Rear Back Panel |
| A32 | 9920731 | GLANCE L Secondary Air channel |
| A36 | 9920511 | GLANCE Outdoor air collar Assy |
| A40 | 9920512 | GLANCE Outside Air collar Guide |
| A42 | 9920732 | GLANCE L Rear/Back Brick Liner |
| A43 | 9920514 | GLANCE RHS Rear Vermiculite Brick Liner |
| A44 | 9920515 | GLANCE RHS Front Vermiculite Brick Liner |
| A45 | 9920516 | GLANCE LHS Rear Vermiculite Brick Liner |
| A46 | 9920517 | GLANCE LHS Front Vermiculite Brick Liner |
| A47 | 9920733 | GLANCE L Bottom Baffle Vermiculite |
| A48 | 9920734 | GLANCE L Bottom Solid Grate |
| A49 | 9920735 | GLANCE L Firebox base |
| A53 | 9920736 | GLANCE L Baffle Vertical Extension |
| A56 | 9920737 | GLANCE L Upper Baffle Bracket |
| A57 | 9920738 | Screws, M6x90mm S/Steel for Baffle bracket |
| A51 | 9920739 | GLANCE L Full Ashtray |
| A55 | 9920740 | GLANCE-L- Top Baffle Vermiculite |
| A59 | 9920741 | GLANCE L Air Control Slider |
| A60 | 9920742 | GLANCE L Air Control primary Air Slots |
| A61 | 9920743 | GLANCE L Base with Ash Tray Drawer |
| A67 | 9920526 | GLANCE Primary Air Valve control lever |
| A69 | 9920527 | GLANCE M/L RHS Firebox Assy |
| A70 | 9920528 | GLANCE Outer Plate RHS w- Door Close fixings |
| A71 | 9920529 | GLANCE Spring for Door Latch |
| B1 | 9920744 | GLANCE L Full Door Complete Assy |
| B8 | 9920532 | GLANCE Door Mounted Rolling Latch |
| B11 | 9920533 | GLANCE Door Handle |
| B5 | 9920745 | GLANCE L Door Frame and Door rope Assy |
| B13 | 9920746 | GLANCE L Full Glass Assy inc Glued Fixings |
| C1 | 9920534 | Glance Outer Side Cast Ribs LHS |
| C2 | 9920535 | Glance Outer Side Cast Ribs RHS |
| C3 | 9920536 | Glance Thumb Screw M6X20 Sides |
| C4 | 9920747 | Magnet closure to Fix Side Ribs |
| D1 | 9920537 | Glance Left Leg Assy |
| D2 | 9920538 | Glance Righth Leg Assy |
| D3 | 9920539 | Glance Adjusting Feet Screw |
| E1 | 9920542 | GLANCE Flue Collar D=150mm |
| E2 | 9920748 | GLANCE-L- Top Outer Castings Top Flue |
| E3 | 9920749 | GLANCE-L-Top Outer Casting Ribs |
| F1 | 9920541 | GLANCE Blanking Plate D=150mm & Fixings |
| F2 | 9920750 | GLANCE L Rear Shield |
| F3 | 9920751 | GLANCE L Data Specs Plate |

We recommend only using spare parts recommended by the manufacturer.

14 – WARRANTY

INDUSTRIAS HERGÓM, S.A., rejects any liability derived from a faulty installation or incorrect use and reserves the right to alter its products without prior warning.

Any liability due to manufacturing defects will be subject to the criteria and verification of the company's experts and will be limited to the repair or replacement of its products, excluding any construction work or damage the said repairs may cause.

Warranty:

Hergom offers the purchaser of this appliance a limited 5-year warranty against manufacturing defects from the date of purchase:

| | |
|--|--|
| Fireplace firebox | 5-year Warranty |
| Electrical components | 2-year Warranty |
| Glass, Refractory Firebricks, Door seal, Glass, Flame Grate, Paint | Not covered by warranty as their use is out of the manufacturers control and subject to quality of firewood, and user operation. |

The warranty is voided by any evidence of tampering by unauthorised persons, misuse or abuse, or if the product has not been used as per the instructions.

Conditions to activate the warranty:

1. The appliance must be within the time limits described above (the date from which the product was purchased will be considered as the start of the warranty period).
2. The complaint must be presented and validated by one of our agents and endorsed by ADF.
3. The installation, use and maintenance conditions described in this manual have been strictly respected and no misuse has occurred or changes or modifications to the product.
4. The Warranty is limited to the replacement / repair by the ADF or its agent of the components known to be damaged and excludes any other type of cover or damages.

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.

The benefits given under this Limited Warranty are in addition to other rights and remedies you have under the Australian Consumer Law that cannot be excluded.

15 – APPLIANCE DATA LABEL

Appliance Data label:

hergom

**MODEL – GLANCE L
SERIAL NO:**

| | |
|------------------------------|-------------------|
| TESTED BY | TEST REPORT NO |
| AUSTRALIA SOLID FUEL TESTING | ASFT18053 |
| 3 GARDEN STREET MORWELL | DATED: 04/06/2018 |
| VIC 3840 AUSTRALIA | |

WHEN TESTED IN ACCORDANCE WITH AS/NZS4012:2014
& AS/NZS4013:2014

MAXIMUM AVERAGE HEAT OUTPUT
BURNING HARDWOOD 6.6kW
OVERALL AVERAGE EFFICIENCY BURNING HARDWOOD
60%
PARTICULATE EMISSIONS FACTOR
1.2g/kg

| | |
|-----------------------|-------------------------|
| IMPORTED BY: | MANUFACTURED BY: |
| CASTWORKS | INDUSTRIAS HERGOM S.L. |
| 12 FIVEWAYS BLVD | C/ BORRANCHO S/N |
| KEYSBOROUGH VIC 3173, | 39110 SOTO DE LA MARINA |
| AUSTRALIA. | SPAIN |

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