



Instruction Manual

Aere 70/70S Freestanding



It is important that you read this manual carefully before installing
and using your appliance

V20200916AL



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CE Marking label with serial number

Important Recommendations:

Important:

- The compartment below the combustion chamber should not be used to store combustible materials.
- Please read this manual thoroughly before installing and starting your free-standing appliance.
- Installation must be carried out by a licenced and certified installer.
- Keep these instructions for future reference

Before installing your appliance, you should ensure the following:

1. When installing the appliance, all local regulations, including those relating to National and European standards, must be observed.
2. The appliance must be installed on a non-combustible, non-flammable surface.
3. The base / ground for the appliance shall have adequate strength to support the load of the appliance.
4. If the appliance is to be suspended from a wall, you must be sure that it is not combustible or flammable, and that it can support the weight of the equipment with the pipe and load of firewood. The installer is responsible for assessing the wall with adequate load capacity
5. If necessary, place insulating material between the appliance and other surface to be protected (e.g. tile walls must be protected);
6. Particular attention should be paid to the installation of smoke ducts, as they reach high temperatures - they should not be near or in contact with combustible or flammable materials.
7. The environment in which the appliance is to be installed must be well ventilated to ensure the amount of air required for combustion.
8. Respect the safety distances to combustible and flammable materials indicated in this manual page 13.
9. Your appliance must be non-permanently installed and easily accessible to ensure general maintenance (chimney and appliance);
10. A disconnecting means must be provided in the fixed electrical installation, in accordance with the electrical regulations. - Apply an all-pole cut-off switch in the fixed electrical installation.
11. For well insulated houses or forced air ventilation in the kitchen or bathrooms, it is advisable to place a ventilation grid on an outside wall near the appliance. This safety mechanism is important to prevent the air in the room from draining and to prevent smoke from the chimney. The outdoor area of the grate must be at least 100cm² and always be open and unobstructed.
12. The appliance must be installed on a non-combustible non-flammable surface.
13. In freestanding appliances, the compartment below the combustion chamber should not be used as a fuel or flammable material.
14. Freestanding heaters shall be laid on a non-combustible surface with adequate strength (in the case of stone or other equivalent at least 6cm high) where the ends extend at least 80cm from the front.
15. It is recommended to place grates outside the walls surrounding the appliance to cool it (in the upper and lower areas) with a minimum cross-section of 350cm².
16. It is important that you use your appliance in a moderate manner; the first firings should be made with a low amount of wood and with a not too intense flame, to favor the dissipation of the metal tension and let the paint cure slowly, so it does not present imperfections later;
17. During the first use curing of the paint occurs - emanation of odors may occur. Avoid inhalation and ventilate the surrounding space properly.
18. The first firing is very important, as it favors the longevity of the painting of the appliance. In this way the ignition should be smooth and never abrupt, it should not exceed 200°C in the first 60

minutes to allow the hardening of the paint without cracking. Violent burns can damage the paintwork and, consequently, loss of warranty;

19. During normal use, small clicks are sometimes heard. This phenomenon results from the expansion of the materials and may also occur upon completion of a normal combustion, that is, upon cooling.
20. If the chimney draft exceeds 15 Pa, a control device must be installed in the chimney in an accessible and visible place.
21. In case of adverse atmospheric conditions that disturb the drawing of smoke, it is advisable not to use the appliance;
22. Check that the exhaust system is well dimensioned, ensuring proper drainage and that it complies with the European standards in force, so that there is no undue smoke escape into the surrounding space;
23. Even after frequent use, never make intense or prolonged burning. The performance will be minimal and may damage the appliance and consequently loss of warranty;
24. The appliance was not designed to work with the door open. Do not open the door suddenly because the combustion chamber may over pressurize, giving rise to smoke or even flame to the outside space;
25. Exhaust fans in the same compartment as the appliance may cause the unit to malfunction;
26. You should be careful as the outside surfaces of the appliance are hot; wear suitable protective gloves whenever you need to touch hot parts of the appliance and / or to carry loads of firewood during operation;
27. The appliance should not be installed in shared chimneys with other fire burning appliances;
28. Do not use the appliance as your incinerator. The combustion of domestic waste can cause the release of toxic fumes and cause early corrosion of the components of your appliance and loss of warranty.
29. This appliance is not a toy! Keep children away;
30. This appliance may be used by children 8 years of age or over, as well as by persons with limited physical, sensory, and mental capacities, or who lack experience or knowledge, provided that they do so under supervision or are trained to operate the appliance in a safe way and ensuring that they understand the hazards involved;
31. Cleaning and maintenance of your appliance should not be carried out by unsupervised children.;
32. NEVER use liquid fuel;
33. If the power cable is damaged, it must be replaced by the manufacturer, its after-sales service or similar qualification personnel to avoid a hazard.

1- Introduction

Congratulations on your purchase of your new BOSQ woodfire appliance!

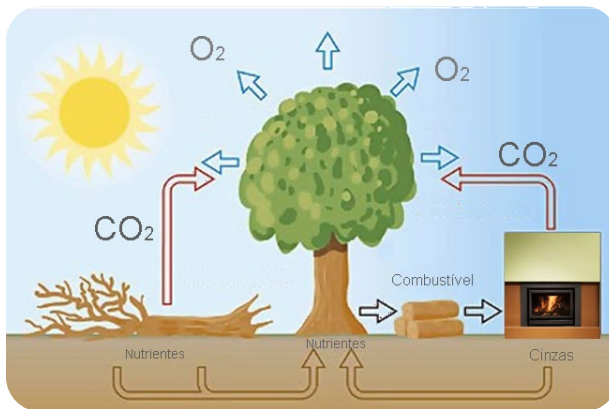
Years of extensive research and dedication to innovation and quality, since 1976, has resulted in these beautifully designed European appliances, constructed to strict Portuguese and European legislation, and tested and Certified to the Australian Emissions, Efficiency and Safety standard requirements guaranteeing excellent performance.

Please read this manual fully to ensure safe and efficient use of your heater and to comply with the warranty guidelines

Solid Fuel – Ecological Energy

Through photosynthesis, plants capture energy from the sun and transform it into chemical energy. The trapped energy, eg. in the form of wood, pellets, coal are called biomass fuels and can be converted into various forms: electricity, fuel or heat. Biomass burning causes the release of carbon dioxide into the atmosphere, but since this compound had previously been absorbed by the plants that originated the fuel, the CO₂ emissions balance is zero, not contributing to the greenhouse effect on the planet.

Firewood is the most environmentally friendly way of producing heat in your home, as it is a fully renewable resource. The amount of CO₂ that is released during the combustion of firewood is not higher than the amount that would be released from its natural decomposition. Wood ash is a mineral fertilizer easily absorbed by the environment in a totally ecological way.



Firewood – Use

Choosing your wood

All wood types have a different calorific value. You should choose only well-seasoned hard woods. Do not use logs that are too large. Split round logs so they cannot roll and cause a hazard.

Drying your wood

Whichever firewood is chosen; it must be very dry and seasoned. Unseasoned or green firewood does not heat as much, because a large part of the energy is consumed in the evaporation of the water and creosote contained in the wood, which is highly corrosive and will damage the appliance and consequently it could void your Warranty. In addition, moist firewood produces a large amount of smoke and little flame, which will foul the appliance, the glass and the chimney. When raining the stored wood should be covered and well ventilated. Generally, green wood should be left to “season” for two years.

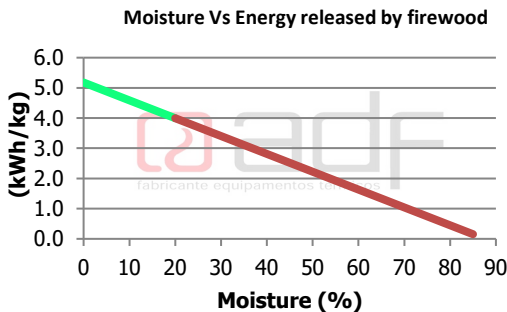
Wood to Avoid

Softwoods and low-density wood: This kind of firewood release a lot of heat but burn too quickly and projects embers and resin that foul the chimney and the interior of your woodstove. These should be used as Kindling only, for starting your fire.

Do not use:

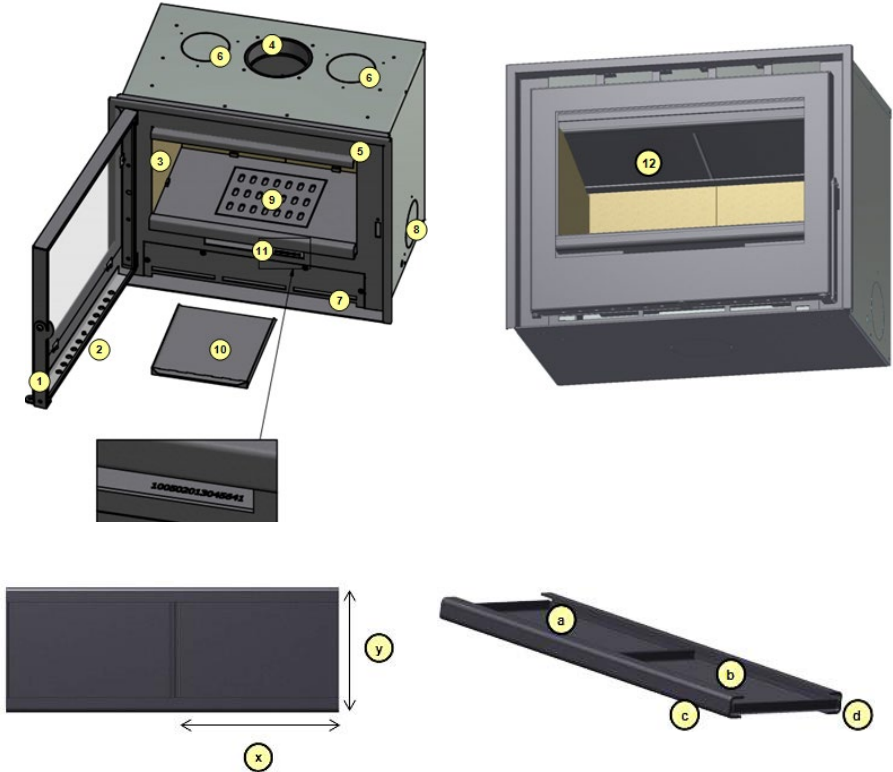
Wood with varnish, exotic wood, treated/painted timber, agglomerates that can produce toxic fumes which will damage the appliance. Do not use driftwood or coastal wood with high salt content, it will quickly damage the heater.

All BOSQ appliances are designed to burn firewood and firewood only, with less than 20% moisture content. The use of unseasoned firewood or firewood with moisture or other types of fuel not recommended will void the warranty. See below, the drier the wood the better heat you get out of it.



Appliance Layout

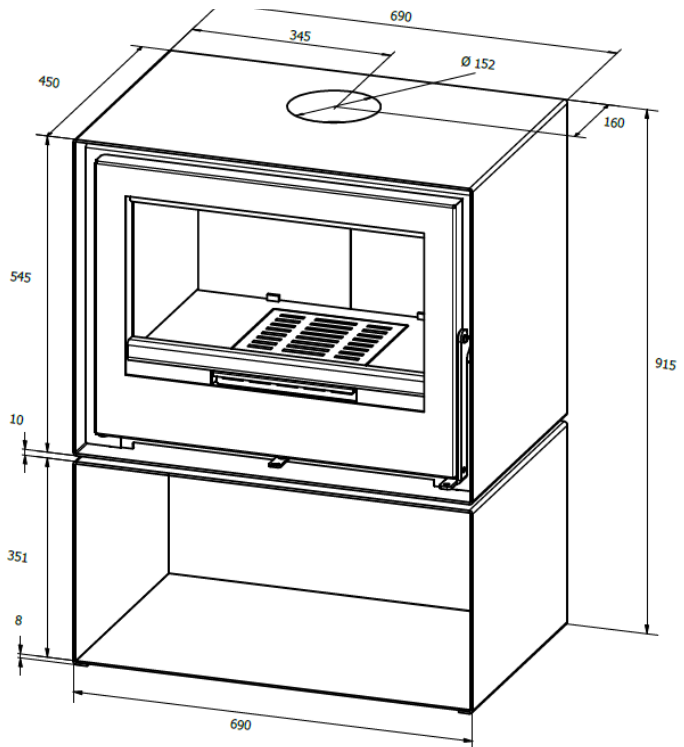
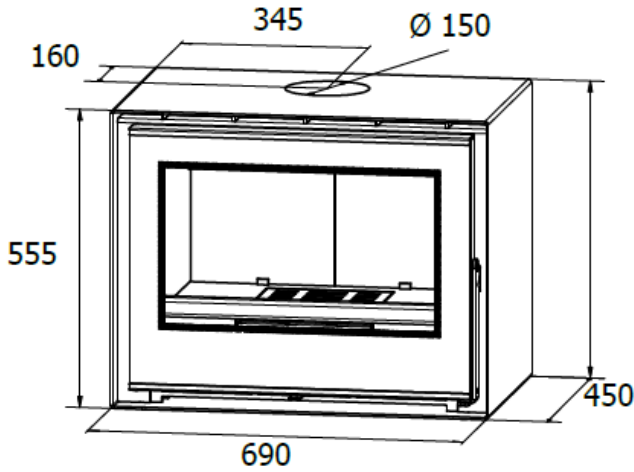
(Note Inbuilt version shown)



Flame Deflector Mounting position (a, b): always mount with the lower dimension (y) in depth and always perfectly against each other to the center – without any gaps

Pos.	Designation	Pos.	Designation
1	Door handle	8	Secondary Convection inlet
2	Air combustion control	9	Bottom grate
3	Refractory firebox panel	10	Ash drawer
4	Flue outlet	11	Serial number
5	Primary Convection outlet	12	Flame Deflector Set
6	Secondary Convection outlet	"a" and "b"	Flame deflector plates
7	Primary Convection inlet	"c" and "d"	Flame deflector support rails

2- Technical Specifications



TESTED IN ACCORDANCE WITH AS/NZS 4012:2014 & AS/NZS 4013:2014 Burning Harwood	Unit	AERE 70
Maximum Average Heat Output	kW	9.5
Peak Average Heat Output	kW	11.5
Overall Average Efficiency	%	64
Particulate Emission Factor	g/kg	1.1
Maximum recommended firewood load	kg	3.0
Minimum clearance distances from combustible materials	mm	See page 14.
Flue Diameter	mm	150
Recommended Fuel	Burn only Harwood Moisture ≤ 20%	
Electrical Specification	W	10
	V	240
	Hz	50
Fan Settings	Thermostat controlled	
Dimensions mm (width x depth x Height)	690 x 450 x 555	

WARNINGS:

A wood burning heater is, by its nature, an appliance that operates at high temperatures, so it is necessary to take into account potential risk factors that should be avoided at all costs. Children must be kept away from any combustion appliance and supervised in the room at all times.

Installation must be carried out by a licenced and certified installer.

The installation must meet the requirements of the manufacturers instructions, AS2918 and the Building Code of Australia.

The appliance must be installed in such a way as to allow easy maintenance.

Incorrect installation may cause serious damage to the equipment and the safety of people and property.

Before installing your appliance, please ensure the following:

- The appliance must be installed on a heat resistant surface to 600°C.
- The floor must be structurally sound, to support the installation weight.
- The compartment below the heater should not be used to store combustible materials (NM-RS models).
- Replacement outside air must be supplied to the room with the heater, a minimum equivalent to half the cross-sectional area of the flue, ie 160cm² free air.
- Follow the clearances to combustible materials as shown on page 9. and 10.
- Your appliance must be non-permanently installed and easily accessible to ensure general maintenance (chimney and equipment).
- The equipment must not be cemented in its enclosure under any circumstances.

Keep these instructions for future reference



WARNINGS:

- REFER TO COMPLIANCE LABEL – DISREGARD ANY CONTRADICTORY FUEL TYPE INFORMATION IN INSTRUCTION MANUAL
- **WARNING: THE APPLIANCE & FLUE SYSTEM SHALL BE INSTALLED IN ACCORDANCE WITH AS/NZS 2918:2001 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.**

WARNINGS:

- 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, eg. GLASS PANELS OR CERAMIC TILES, MAY RENDER THE INSTALLATION UNSAFE.
- **WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED AS BREACHING AS/NZS 4013.**
- **WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.**
- **WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**
- **WARNING: DO NOT STORE FUEL WITHIN THE HEATER INSTALLATION CLEARANCES.**
- **WARNING: WHEN OPERATING THIS APPLIANCE AS AN OPEN FIRE USE A FIRE SCREEN.**
- **WARNING: OPEN AIR CONTROL (AND DAMPER WHEN FITTED) BEFORE OPENING FIRING DOOR.**
- CAUTION: THIS APPLIANCE SHOULD NOT BE OPERATED WITH A CRACKED GLASS.
- THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.
- THE USE OF SOME TYPES OF PRESERVATIVE-TREATED WOOD AS A FUEL CAN BE HAZARDOUS.
- THE APPLIANCE OR FLUE SYSTEM SHOULD NOT BE MODIFIED IN ANY WAY WITHOUT THE WRITTEN APPROVAL OF THE MANUFACTURER.
- BURN ONLY HARDWOOD
- Prior to installation check with your state and local authorities regarding any specific regulations that may apply.

2 -Installation

Keep these instructions for future reference

All local regulations, including those referring to national standards, must be observed when installing the appliance.



The floor must be structurally sound.

Replacement room air from outside equivalent to 97cm² must be supplied into the room, as per AS/NZS2918:2018.

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.

The Flue terminal must meet the minimum height and external clearances for the flue, according to AS/NZ 2918:2001, see the diagram shown below on page 29.

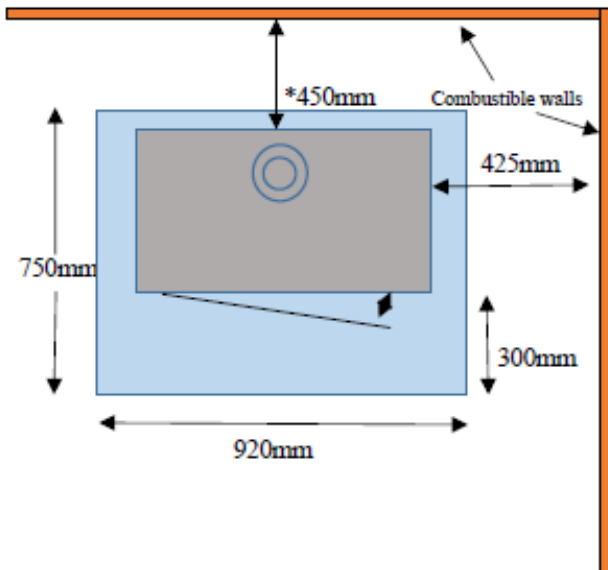
The Heater has been tested for 4 different hearth options. In all cases the Hearth must have a heat resistant top surface to 600°C.

For position A and B, the heater was installed on a bench at 350mm off the hearth. The hearth requirement is with an insulating thickness of non-combustible material equivalent to 6mm of cement sheet with thermal resistivity of 0.026 m².K/W per 6mm. eg 6mm compressed fibre cement sheet, or equivalent. The minimum hearth requirement is 750mm x 920mm wide x 6mm should be used under the appliance, and a minimum of 300mm deep in front of the appliance.

Reduced clearance for Position A - The rear clearance is 450mm, or by adding the optional rear heatshield to the unit (See the Aere 70S Heatshield instructions) and an extra Flue shield 900mm tall by 180 degrees between the 6" (150mm) active flue and the 8" (200mm) heatshield, reduces the rear clearance to 250mm.

Position A – Parallel position

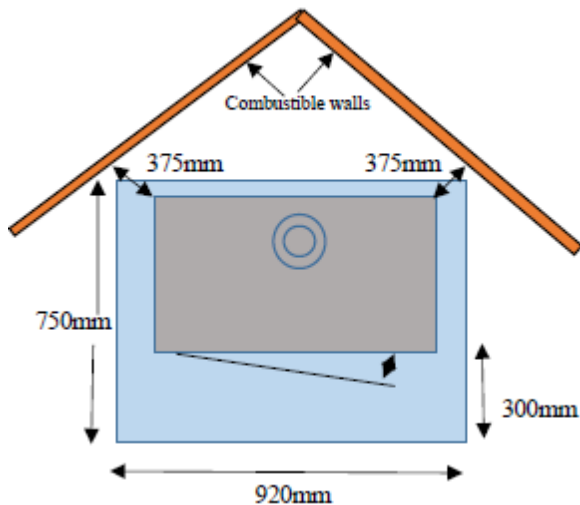
Fig 1.



Position B Corner clearance is 375mm, see Fig 2. Below.

Fig 2.

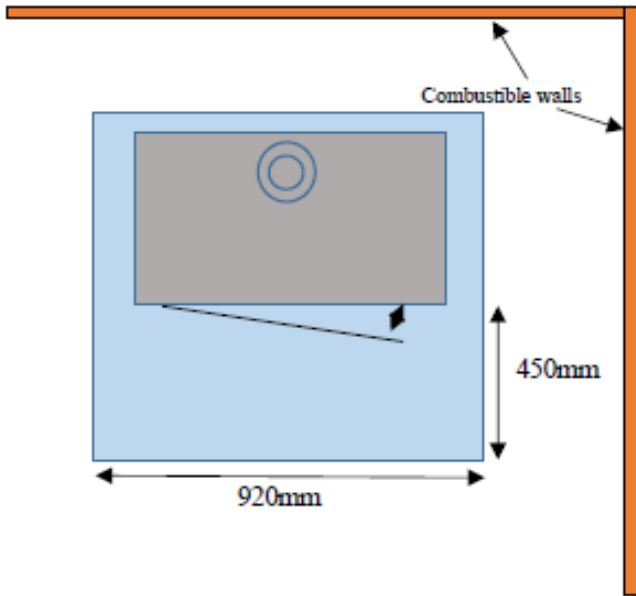
Position B – Corner position



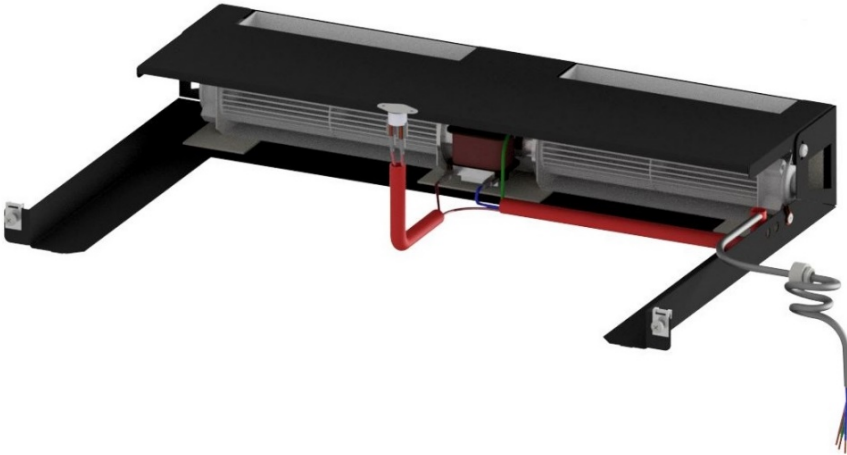
For Position C, if installing the heater into an existing hearth or an open fireplaces, so the heater is down at floor level, the minimum hearth thickness is 30mm of compressed fibre cement sheet with Thermal resistivity of $0.13\text{m}^2\cdot\text{K}/\text{W}$, to 450mm in front of the appliance. Note the clearances to combustibles are as per Position A unless the heater is in an alcove of double brick with an airgap between them, ie built equivalent to an open fireplace. See Fig 3.

Fig 3.

Position C – Parallel position with Heater on Hearth



Fan



Ventilation layout (Aere)

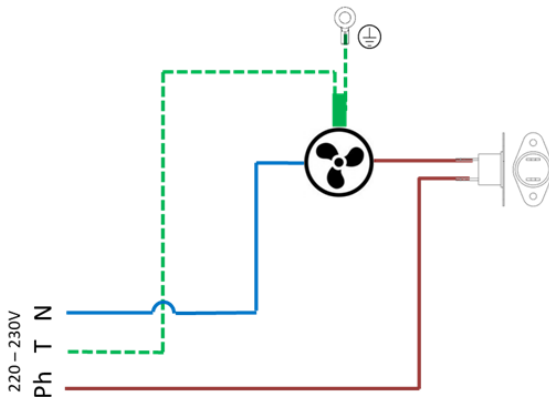
Operating mode:

The fan operation is automatically activated by a thermostat located in underside of the Firebox.

After lighting your heater, the fan will turn on when the thermostat reaches the set temperature and will turn off below the same temperature (approximately 50 ° C).

The fan should not be switched off while the equipment is in use as it may damage the fan. In case of power failure, reduce the combustion of the equipment to a minimum.

WIRING DIAGRAM:



NOTES:

- Installation and wiring must be carried out by a qualified professional to ensure proper operation and safety. It is recommended that all safety regulations in force be complied with.
- When installing the appliance, means must be provided for switching off the appliance in accordance with the legislation in force. - Apply a cut-off switch on the fixed electrical system.
- A minimum spacing of 3 mm between contacts must be observed in accordance with current legislation
- If the power cord is damaged, it must be replaced by a qualified professional as the power cord has special technical characteristics for high temperatures.
- Used cables should be insulated with silicone-insulated fiberglass sleeve for thermal insulation.
- Disconnect the electrical power before starting any electrical work.

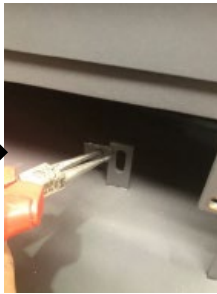
Fan Installation:

The fan access and installation is fast and easy:

1. Remove the screws of the fan access cover below the firebox and remove the cover (hex Allen key)

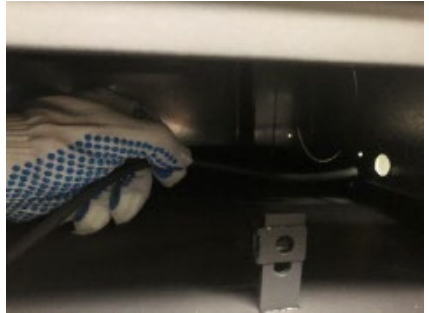


2. Now place the spring nut clips on the mounting brackets, as shown bellow



3. With the fan in front of the heater opening, feed the power cable through one of

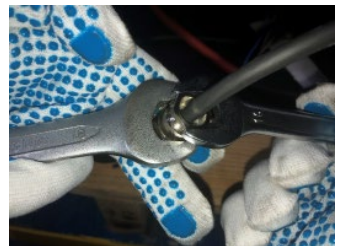
the exit holes. For the Freestanding these are on the rear of the unit on either left or right side of the unit, so use the hole which suits your 240V supply direction. Feed it through and then have the plug fitted to the cable by an electrician. Or hardwire it with an isolation switch included for repairs.



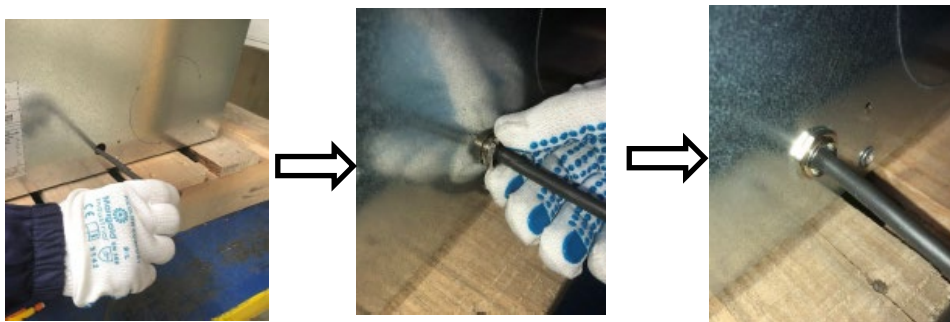
4. Feed the cable until the cable locking reaches the exit hole. Holding the cable keeper in place, adjust the power cable length such that there is sufficient slack between the exit hole and the ventilation kit, as shown be



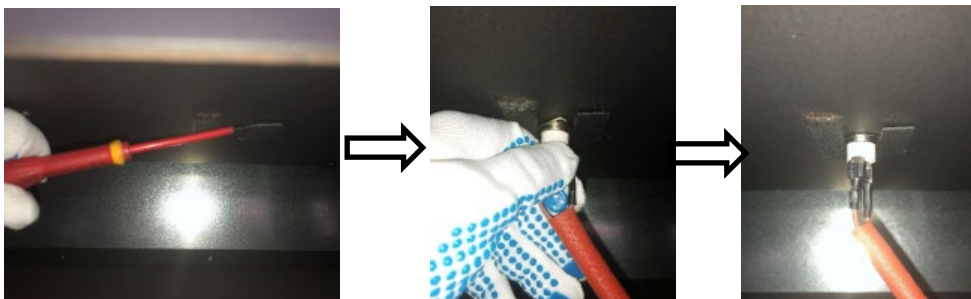
5. Find where the Cable protecting grommet needs to be, then tighten the the lock nut to the cable grommet. (Wrenches nº 16 and 18).



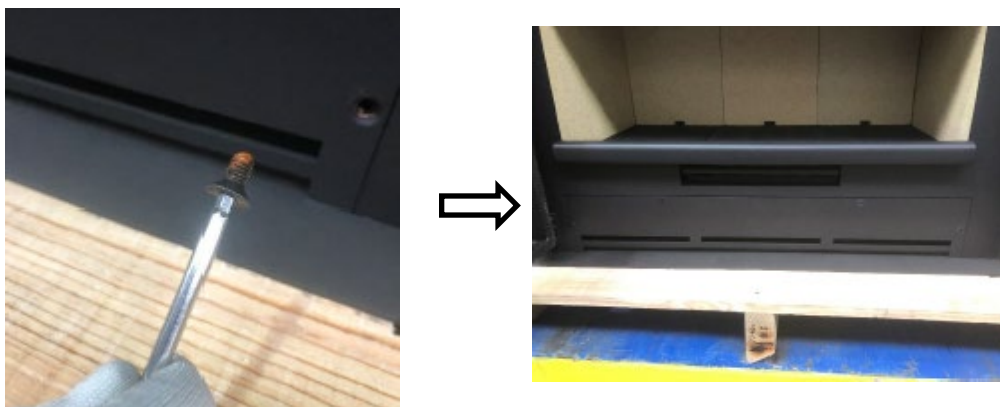
6. Then feed the power cable through the exit hole and the secondary locking nut is tightened on the outside, securing the power cable to the appliance, as seen bellow.



7- To install the thermostat, start by relieving the clips on the underside of the firebox, as seen bellow and placing the thermostat in position. Rotate it between the clips.



8- To finish off replace the fan cover on the appliance and fix with the 4 cover screws.



Flue Installation

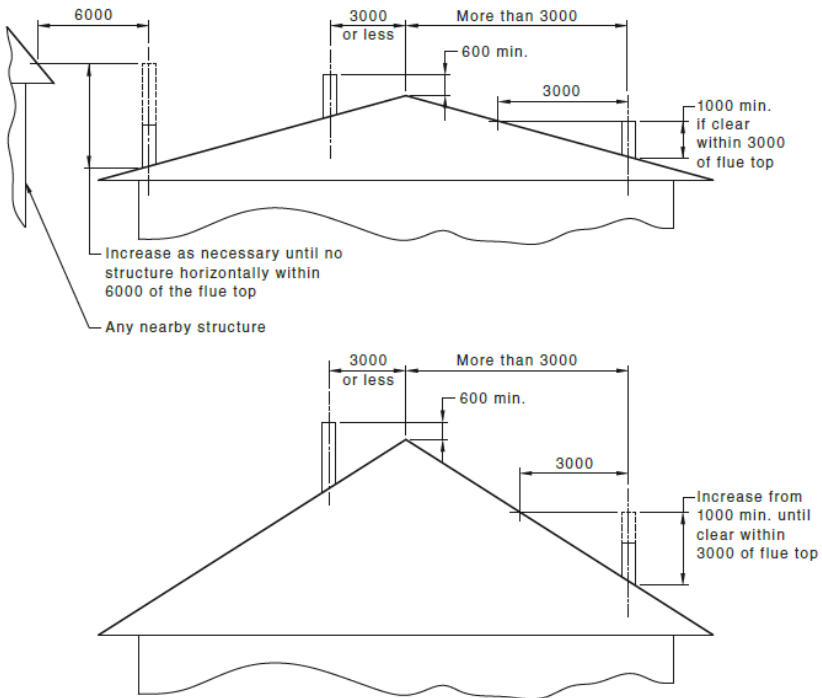
Flue type: Triple skin flue, 150mm/200mm/250mm or 6"/8"/10". The Active 150mm flue must be a tight fit into the heater collar.

The heater must have its own dedicated flue. The active flue must be 8" for the entire length of the flue, and always less than 45 degrees from the vertical.

Replacement room air from outside equivalent to 97cm² must be supplied into the room.

Flue Outlet Positions

Minimum Flue Height as per AS/NZS 2918:2018



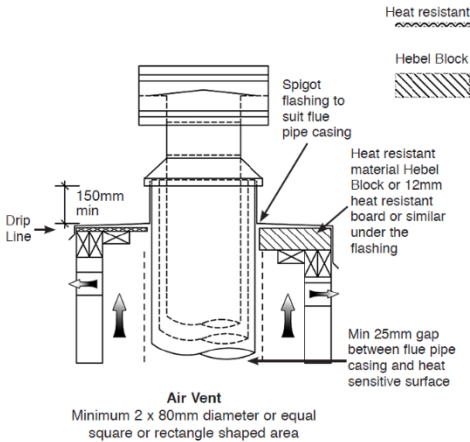
DIMENSIONS IN MILLIMETRES

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

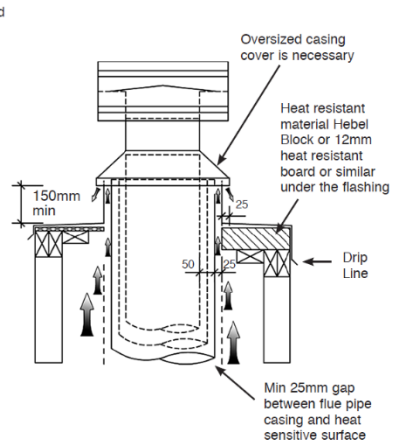
External Requirements

Refer to AS/NZS 2918:2018

Air Ventilation Through Chimney Chase



Air Ventilation Through Top Flashing



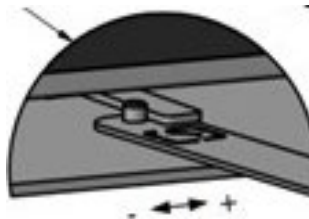
Note: All external air vents & ceiling penetrations must be bird & rodent proofed with permanently fixed screens

First Use

Combustion Air control:

Open – slide to the right

Close – slide to the left



Maximum air control - Fully open should only be used for the ignition phase. Long periods of use in this setting may damage the appliance and will lead eventually to loss of warranty

Medium air control - low fuel consumption and low emissions, maximum efficiency, advised.

Minimum air control - almost no flame, possibility of dirty glass

Lighting

1. It is extremely important to thoroughly examine the chimney and to make sure it is clean and unobstructed to use the appliance for the first time, or after a period of long stop. If it is not easy to do so, ask for a technician.
The appliance was designed to work intermittently, with fuel load intervals ranging from 45 to 60 minutes.
2. Completely open combustion air control. Put an easily flammable combustible material (firelighters, pinecones, etc...) on the base of the furnace.
3. On top of this, stack small kindling and dry split wood, horizontally. It will help to lean the kindling against a larger log to prevent the kindling collapsing as it burns, to keep maximum air flow around the timber.
4. Keep the door slightly open, allowing the amount of air needed for a quick and efficient ignition, keeping the combustion air control fully open.
5. After 2 - 5 minutes close the door and reduce the combustion air control to reduce the combustion air intake. Let it burn to create the first embers – coal bed

Notes:

- Only reload with wood when the previous load has been fully consumed, do not overload the combustion chamber.
- On the first use, the paint needs to cure, curing of the paint occurs, some odor may be emitted. Avoid inhalation and ventilate the surroundings well.
- The first firing is very important because it favors the longevity of the painting of the appliance, so the ignition should be smooth and never abrupt; it should not exceed 200 °C in the first two loads so the hardening of the paint can take place without cracks.
- Violent burnings can damage the paintwork and, consequently, lead to the loss of warranty.
- During normal use, clicking noises are sometimes perceptible. This phenomenon results from the expansion of the materials.
- If the chimney draws more than 15 Pa, at least, a manual fire damper may be installed in the piping in an accessible and visible location
- The combustion control must not be closed completely during operation. It should only be fully closed when the wood is fully consumed and to end the equipment use session (only applicable to Vista series appliances).

3- Instructions for daily use

Note:

Check “Wood – Utilization” (pg.6), max load (pg.9), combustion control (pg.21) and “Important Recommendations” (pg.3)

Lighting

1. It is extremely important to thoroughly examine the chimney and to make sure it is clean and unobstructed to use the appliance for the first time, or after a long stop. If it is not easy to do so, ask for a technician.
The appliance was designed to work intermittently, with fuel load intervals ranging from 45 to 60 minutes.
2. Completely open combustion air control. Put an easily flammable combustible material (firelighters, pinecones, etc...) on the base of the furnace.
3. On top of what was mentioned before, stack small logs of dry wood, horizontally (about 1kg).
4. Keep the door slightly open, allowing the amount of air needed for a quick and efficient ignition, keeping the combustion air control fully open.
5. After 5 minutes close the door and reduce the combustion air control to reduce the combustion air intake
6. Let it burn to create the first embers – coal bed.

Note: In the ignition, fine, dry wood should be used.

After Firing

- 1 Open the door slowly, spread the embers evenly across the furnace base.
- 2 Place the wood logs (approximately 1kg each) horizontally - do not overload the appliance - according to your model check the maximum permissible load in the appliance characteristics table
- 3 Choose a position in the combustion air control to produce a soft, long-lasting burn, avoid uncontrolled burning.

Notes:

- Only reload with wood when the previous load has been fully consumed, do not overload the combustion chamber (Up to ½ height of the combustion chamber taking into account the maximum recommended load referred to on page 9).
- Even after frequent use, never make intense and prolonged burning. The performance will be minimal and could damage the appliance and will lead to the consequent loss of warranty.
- Excessive combustion does not necessarily translate into more heating power nor into an increase of efficiency. It may also cause irreparable damage to the appliance if carried out for long periods of time
- In the event of malfunction, immediately extinguish combustion by closing the fuel inlet control and the smoke control, causing the fire to extinguish by itself due to lack of oxygen. Expose the problem to our services and / or agents to be resolved.
- In case of adverse atmospheric conditions that affect the draft of the chimney of the appliance its use is not recommended
- This appliance was not designed to work with the door open. Do not open the door of the Heat appliance suddenly or with the smoke control fully or partially closed, as the combustion chamber may overpressure, causing smoke or even flame out into the room

Maintenance

Your appliance can run for several years without relevant maintenance. However, it can increase your longevity and reduce your risk considerably if you follow the following principles of Cleaning and Maintenance.

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

- Do not use abrasive products or water in appliance maintenance; it should be cleaned only with a dry cloth on the metal parts.
- In case of glass obfuscation, it will normally be sufficient to wipe it with old newspapers and then use a glass cleaner (these products should not make contact with metal parts and seals). If blackening persists, ask the BOSQ or one of our agents for a specific cleaning agent to remove the carbonaceous residue.
- At the end of the cold season, at which point you are expected to rest your appliance for some time, thoroughly clean the ash and residues inside it without using any abrasive products.
- Use an ash vacuum cleaner, to clean the combustion chamber.
- Clean the fans chamber and the fans – this operation should be carried out by a qualified technician.
- Over time, you may feel that your appliance needs to be repainted, if that is the case, paint the appliance using high temperature spray paint supplied by BOSQ. Paint the appliance only when it is completely cold. Before painting, carefully cover any areas you do not want to soil (glass and fireplace) and follow the instructions on the paint cans.
- Clean the chimney and the flame baffle at least once a year using a qualified technician if necessary.
- Periodically check and replace the door seal.
- Lubricate hinges and other moving parts.
- Use only BOSQ recommended replacement parts.
- Empty the ash drawer frequently (daily).

It is recommended to have your appliance serviced by a qualified and accredited professional.



Fire Hazard

Your BOSQ appliance has been designed in accordance with existing legislation and to minimize any risk of fire in the chimney, however in such cases:



1. Keep calm and make sure there are safety conditions.
2. Close the appliance door completely.
3. Completely closing the air inlet and the exhaust vent. The fire should be extinguished by itself due to lack of oxygen.
4. In the absence of safety conditions, move away from danger and request immediate rescue to Firefighters - Call 000 for Australia.
5. Before using the appliance again, have the chimney inspected and cleaned by a qualified technician.

Technical assistance



If you comply with the instructions given in this manual, you should not have any major problem in enjoying the fullness of your appliance. However, before requesting service, check if:

1. All the instructions given in this manual are complied with.
2. If there has been any recent change in the periphery that may have given rise to the problem.
3. If the problem falls into the following points.

Problem (s)	Possible Cause	Correction
The appliance is smoking	<ul style="list-style-type: none"> → Closed smoke output regulation (when applied) → Wet or green firewood. → Dirty or clogged chimney. 	<ul style="list-style-type: none"> → Open smoke output control → Use drier wood. → Clean the chimney.
Weak or inefficient burn	<ul style="list-style-type: none"> → Wet or green firewood. → Dirty or clogged chimney. → Insufficient firewood. 	<ul style="list-style-type: none"> → Use dry wood. → Clean the chimney.
Very fast burning	<ul style="list-style-type: none"> → Low density firewood. → Poorly adjusted door → Filling cord consumed 	<ul style="list-style-type: none"> → Load the stove with more dense firewood. → Door readjustment → Replacement of the cord
The fire extinguishes	<ul style="list-style-type: none"> → Wet or green firewood. → The appliance is not heated enough. 	<ul style="list-style-type: none"> → Use drier wood. → Heat the appliance well by opening the main air regulator.
Blower not working	<ul style="list-style-type: none"> → The thermostat's operating temperature has not been reached → Power failure 	<ul style="list-style-type: none"> → Load more firewood → Check outlets and connections
Dirty glass	<ul style="list-style-type: none"> → Wet or green firewood. 	<ul style="list-style-type: none"> → Slightly open the air inlet control → Use dry wood.

If the problem persists, then contact us through our agents or directly to have our helpdesk help you resolve the problem.

Warranty:

- 2 years for structure
- 2 years for electrical components

Exclusions:

Glass, refractory, Seal Cord / tape: These components are not covered by warranty because they are overdesigned for use temperatures (700-800 ° C) and/or their use is out of control by the manufacturer.

Flame baffle, Grate: Not covered by the warranty as they are subject to wear and use that is beyond the control of the Manufacturer (quality of firewood and operating regimes)

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 BOSQ.
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.

The Warranty is limited to the replacement / repair by BOSQ, or its agent of the components known to be defective and excludes any other type of coverage or compensation such as the costs of transportation, removal or reinstallation of the appliance.

BOSQ is not responsible if there are changes to the product without proper written authorization from the Manufacturer, which consequently will lead to the total loss of warranty.

BOSQ reserves the right to change its products without prior notice. These instructions have been prepared in accordance with current standards. We decline, however, any responsibility for any errors that may have escaped our surveillance.

This manual is available in electronic format. Ask for it by email info@castworks.com.au

Warranty Certificate

Original (Reseller)

Reseller's name:	Reseller's stamp
Model:	Serial number (pg.2):
Sold to:	in: ____/____/____
Address: _____	Country: _____
Postal Code: ____ - ____	Tel: _____ Email: _____
<p>ATTENTION When the appliance is delivered, please check it. The warranty only covers damage caused during transportation if notice was given and marked on the document acknowledging receipt of the device within 48 hours.</p>	



Duplicate (Client)

Reseller's name:	Reseller's stamp
Model:	Serial number(pg.2):
Sold to:	in: ____/____/____
Address: _____	Country: _____
Postal Code: ____ - ____	Tel: _____ Email: _____
<p>ATTENTION When the appliance is delivered, please check it. The warranty only covers damage caused during transportation if notice was given and marked on the document acknowledging receipt of the device within 48 hours.</p>	



info@castworks.com.au