

BIO PELLET STOVE

• GUARANTEE

Fair srl guarantees the quality of manufacture and of the materials used.

The Guarantee is valid for a period of 2 years, and runs from the date of first start-up performed within 20 days of the purchase by personnel certified by Fair authorised Service Centre, as long as 24 months have not elapsed since the purchase date. In this case, the Guarantee will have to be recognised by the seller.

The first start-up is flat-rate at the user's expense.

The certificate must be marked by the stamp of the staff that carried out the installation.

During that period, the dealer undertakes to repair and/or replace free of charge those parts which in its own exclusive judgement prove to be defective.

Such repairs shall not alter the date of expiry of the Guarantee.

The Guarantee is valid only on the following conditions:

- 1 - The appliance must be installed with standard fume piping for pellet stoves with maximum horizontal length of 3/5 metres including elbows (for different application, contact customer service).
- 2 - Do not install on your own.
- 3 - Extraordinary maintenance must be carried out once a year by Fair Authorised Service Centres.
- 4 - All the procedures in the "Maintenance" chapter must be observed carefully.

The Guarantee does not cover:

- 1 - Damage caused by incorrect installation of the equipment or by unsuitability of the system.
- 2 - Faults resulting from negligence, lack of care, incompetent use, or repairs carried out by non-authorized third parties.
- 3 - Damage caused by transportation.
- 4 - Work to modify parameters or chimney flue.
- 5 - Parts normally subject to wear or which last less than the aforementioned Guarantee period. For example: the glow plug, gaskets, the brazier, the firebox lining, ceramic glass, painted parts of ceramic etc.

The guarantee is valid for 24 months from the date of first startup as indicated on this certificate, which should be completed correctly and accompanied by the receipt of purchase as proof. The apparatus is not guaranteed in any way for non-domestic use.

The same applies in the event that the staff of the Technical Service Centre or of Fair srl discover while doing repairs that the date of installation/first startup is not the true one (which can be detected from identifying details and other elements in the equipment).

The present certificate must be presented to the staff of the Authorised Customer Service Centre, together with a document of proof of purchase (invoice or docket), every time the client ask for an intervention during the guarantee period.

Fair srl will not be liable for loss or damage caused to persons or things resulting from breakdown, forced suspension of use of the equipment or improper use.

The Guarantee is valid only on the following conditions:

- 1 - The equipment must be installed by qualified personnel.
- 2 - The instalment must be done in accordance with the Laws in force in the territory and according to the directions given in the instruction manual.
- 3 - Any repairs must be carried out only by staff of Authorised Service Centres.
- 4 - The Guarantee certificate must be completed in all its parts in a clear and readable manner.
- 5 - If routine maintenance is performed regularly.
- 6 - If the appliance is earthed.

Fair srl grants no other Guarantees apart from the above.

In case of any dispute, the Court of Vicenza shall have Jurisdiction.

IMPORTANT: the first start-up is t the client's expenses.

European Guarantee: 24 months on spare parts and labour.

NB: After commissioning, please photograph or scan completed sheet and return to service@henleystoves.com or return by post to Henley Stoves Service Dept., Curraheen, Tralee, Co. Kerry

INSTALLATION & COMMISSIONING CERTIFICATE (all sections **must** be completed in full to uphold warranty - please use block letters)

INSTALLATION DETAILS (Authorised Installer to complete)

Date of installation: _____ / _____ / 20____

Installation Technician Name: _____

Installation Technician Phone: _____

Installation Company Name: _____

Company Address: _____

Company Phone: _____

Company Email: _____

COMMISSIONING DETAILS (Authorised Installer to complete)

Date of commissioning: _____ / _____ / 20____

Commission Technician Name: _____

WPS Technician ID: _____

Technician Address: _____

Technician Phone: _____

Technician Email: _____

APPLIANCE PURCHASE DETAILS

Dealer Name: _____

Dealer Address: _____

Dealer Phone: _____

CUSTOMER DETAILS

Customer Name: _____

Address: _____

Eircode: _____

Phone: _____

Email address: _____

APPLIANCE DETAILS

Stove type (eg. dry) _____ Model Name (eg. Bio80): _____

Stove Model No: (from badge) _____

Stove Serial No: (from badge) _____

Flue installed as part of install? Yes No

Flue used (size/type): _____ mm

Are you suitably qualified, experienced and competent to install this appliance? Yes

Have appliance & controls been wired in accordance with local & European electrical regulations in force at the time? Yes

Does the installation comply fully with all appropriate Building Regulations and Manufacturer's guidelines? Yes

Have permanent vent, CO alarms and flue badge been installed in accordance with Building Regulations? Yes

Has proper debris collection method for flue been installed? Yes

Has adequate space been allowed to sweep the chimney? Yes

Was the chimney swept before installation of appliance? Yes

Is all duct piping (if applicable) installed in metal pipe? Yes

APPLIANCE OPERATION CHECKS

Pre-ignition checks		Start-up & operation	
Air intake pipe check:	Yes <input type="checkbox"/>	Pellets dropping after:	1 mins
Flue & exhaust fan check:	Yes <input type="checkbox"/>	Flame appeared after:	>5 mins
Elec. connections/wiring:	Yes <input type="checkbox"/>	"Fire On" after:	>12 mins
Ignition element check:	Yes <input type="checkbox"/>	Normal operation after:	>18 mins
Flue gas sensor check:	Yes <input type="checkbox"/>	Flue temp. after 12 mins:	ca.60 °C
Pressure switch check:	Yes <input type="checkbox"/>	Observed on full power:	30 mins
Screws & panels tight:	Yes <input type="checkbox"/>	Does flame look ok?	Yes <input type="checkbox"/>
Hopper & auger check:	Yes <input type="checkbox"/>	Does glass stay clean?	Yes <input type="checkbox"/>

Does the installation comply fully with all appropriate Building Regulations & Manufacturer's guidelines? Yes

Have you checked the entire installation of the stove and flue for any abnormalities and/or water or flue gas leaks? Yes

Have you checked appliance parameters against appropriate parameter sheet to ensure correct set-up? Yes

Have you demonstrated the operation of the appliance and explained the maintenance schedule to the customer? Yes

Have you stressed the importance of using good quality, EN Plus A1 standard, wood pellets to the customer? Yes

Have ventilation requirements for fuel-burning appliances been adhered to in accordance with Building Regulations? Yes

Stove checked that service alarm has been activated? Yes

Room checked for presence of other extraction fans? Yes

Have appropriate number of CO alarms been installed & Manufacturer's literature & copy of this sheet left with customer? Yes

BOILER MODELS ONLY

New heating system Replacement system

Open vented system Sealed system

Automatic bypass fitted? Yes No All air removed? Yes

Has system been flushed? Yes No Cleanser name: _____

Has inhibitor been added? Yes No Inhibitor name: _____

Buffer tank installed? Yes No Buffer capacity: _____ ltr

Blending valve installed? Yes No Safety valve to _____ Yes

Are all water pipes lagged? Yes No drain correctly? _____

Temp. sensors fitted ok? Yes Is stove safe & ready to use? Yes

DUCTABLE MODELS ONLY

Have you checked that stove duct fans have been switched on? Yes

BOILER MODELS ONLY

Flue Gas Analyser Make & model: _____

details: Calibration Date: _____

Boiler Performance (on full output)		Chimney/Flue Details	
CO concentration:	ppm	Twin wall <input type="checkbox"/> Masonry <input type="checkbox"/>	
CO ₂ concentration:	%	Other (explain): _____	
O ₂ percentage:	%	Inner diameter:	mm
Flue gas temperature:	°C	Height overall:	m
Combustion efficiency:	%	Height above eaves:	m
Set water temperature:	°C	Dist. to adjacent buildings:	m
Chimney draught	Pa	Number of bends used	

Sealed Systems Only:

Expansion vessel volume: _____ ltr Pre-charge pres. _____ bar

System pressure: Cold: _____ bar Hot: _____ bar

Installer Signature: X _____

Wood pellet details:

Pellet manufacturer: _____ Moisture content _____ %

Pellet calorific value/kg: _____ kWh Ash content _____ %

Commission Technician Signature: X _____

Please refer to user's manual for information about the 2 years warranty on spare parts.

CUSTOMER HANDOVER (Customer to complete)

Dear customer, please tick and sign to indicate your understanding

I have been shown how to operate and to clean the appliance on a daily basis & how to take out the ashes Yes

I have been advised to service appliance after reminder alarm or once per annum, whichever occurs first Yes

I have been advised about correct fuel/quality of fuel for the system, fuel moisture requirements & how to store the fuel Yes

I have been told of the importance of reading the User Manual Yes

I have been given a copy of the User Manual in English Yes

I understand that the appliance warranty is dependent on correct installation, commissioning and usage of the appliance Yes

Customer Signature: X _____

Your details will be used to register your appliance for warranty purposes. Appliance must be commissioned by an Authorised Technician to activate full warranty. Your details may also be used for marketing purposes & we may contact you in the future via phone or email with info about new products, services or special offers. If you do not wish to be contacted for marketing purposes, please tick here