



visible  
flame



user  
friendly



leading  
design



healthy  
home



clean air  
approved



economical

# Sara Wood Pellet Fire Owner's Manual

PLEASE READ THIS ENTIRE MANUAL BEFORE INSTALLATION AND USE OF THIS WOOD PELLET FIRE. FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE, BODILY INJURY, OR EVEN DEATH.

Contact your local building or fire official about restrictions and installation inspection requirements in your area.



**Dear Customer,**

*We would like to thank you and congratulate you on the excellent choice you have made with the purchase of your Ecoteck pellet fire. With this investment in comfort you will see that quality and economy can go hand in hand, offering excellent performance with efficient fuel usage and convenient practicality.*

*Please find in this manual guidance on using and maintaining your pellet fire, as well as some helpful suggestions on how to obtain the most from your pellet fire, ensuring you fully enjoy all the advantages it has to offer.*

*We value you, the newest member to the Nature's Flame family of pellet fire owners, and our aim is to provide you with enough technical support to use and fully experience the unique benefits provided by our pellet fires. We wish you many happy, comfortable hours spent relishing the easy, convenient heat and the traditional, flickering-flame ambience of your new pellet fire.*

*Best wishes,*

*The Team at Nature's Flame*





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# 1. Introduction

Please read this entire manual before operating your Ecoteck Wood Pellet Fire. Failure to follow these instructions may result in poor performance, damage to the fire, property damage, bodily injury or even death. Any unauthorised modification of the appliance or use of replacement parts not supplied by the manufacturer is prohibited.

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All national and local regulations shall be complied with when installing this appliance. Your local Nature's Flame dealer will be happy to assist you in obtaining information with regards to your local building codes and installation regulations.

## 2. Safety Warnings & Maintenance Recommendations

### 2.1 Pellet Quality

Pellet quality is important - please read the following:

Your wood pellet fire has been designed to burn ¼" (6mm) diameter wood pellets, manufactured to the AS/NZS 4014.6 standard only.

The performance of your wood pellet fire is greatly affected by the type and quality of wood pellets being burned. As the heat output of various quality wood pellets differs, so will the performance and heat output of the wood pellet fire.

Caution: It is important to select and use only pellets that are dry and free of dirt or any impurities such as high salt content. Wood pellets manufactured to the AS/NZS 4014.6 standard are recommended. Dirty fuel will adversely affect the operation and performance of the unit and will void the warranty. The Pellet Fuel Industries (PFI) has established standards for wood pellet manufacturers. We recommend the use of pellets that meet or exceed these standards. Ask your dealer for a recommended pellet type.

**DO NOT use this appliance as an incinerator.**

### 2.2 Flammable Liquids

Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid or similar liquids to start or "freshen up" a fire in the heater. Keep all such liquids well away from the heater while it is in use.

**DO NOT use unsuitable and non-recommended fuels, including liquid fuels, as this will void all warranties stated in the manual.**

### 2.3 Cleaning the fire pot before and after each lighting

You must check that the Burn Pot Liner, where the combustion takes place, is clean and that no waste or residue blocks the holes, in order to always guarantee excellent combustion of the stove. This will help avoid possible overheating, which could cause changes in the colour of the paint, as well as failure to light the stove.



Burn pot liner needing cleaning with holes blocked by ashes



A clean burn pot liner with all the holes clearly visible

Only a clean fire pot can guarantee that the wood pellet fire will function without problems. During functioning, deposits may be formed, which have to be immediately eliminated. It is easy to see when the fire pot has to be cleaned! It only needs a glimpse, each day, before switching on. For minor cleaning, it can be left in the stove, but if the residue is difficult to remove, it has to be extracted from its housing and the waste scraped out.

The ash content of the fuel and operation of your stove will directly determine how frequently you will need to clean out the fire pot. The use of high ash fuels may result in the stove needing to be cleaned daily whereas



a low ash fuel may allow for longer intervals between cleaning.

## 2.4 Clinkering

Clinkers are silica (sand) or other impurities in the fuel that will form a hard mass during the burning process. This hard mass will block the air flow through the Burn Pot Liner and affect the performance of the stove.

**Any fuel, even approved types, may clinker.** Check the Burn Pot Liner daily to ensure that the holes are not blocked with clinkers (see above). If they become blocked, remove the liner (when the unit is cold) and clean/scrape clinkers out. Clean the holes with a small

pointed object if required. Refer to the section Routine Cleaning and Maintenance.

Important: Even with a new batch of pellets, although using the same brand, there may be variations in the combustion process, and therefore they may burn either more or less cleanly.

Correct daily cleaning will allow the wood pellet fire to burn properly with high performance, avoiding problems in the long-term which could require the intervention of a technician to repair the wood pellet fire.

## 3. What are Wood Pellets?

Wood pellets are made from sawdust and wood shavings. The material used cannot contain any foreign substance such as glue, varnish or synthetic substances. Subjecting it to high pressure, the wood is pressed through a plate with holes and due to the high pressure the sawdust is heated activating the natural binders of the wood. Thus, the pellets keep their shape even without the addition of bonding substances.

The density of the wood pellet varies according to the type of wood and can be 1.5 – twice greater than that of natural wood. The diameter of the cylindrical rods is 6-10 mm and their length can vary between 10 and 50 mm. Their weight is equal to about 650 kg/m.

Due to the low content of water (approx 8%) they have a high energy content. The standards AS/NZS4014.6 define the quality of the pellets.

Do not put the bag of pellets on any part of the fire during the loading operations - hot surfaces can melt pellet packaging.



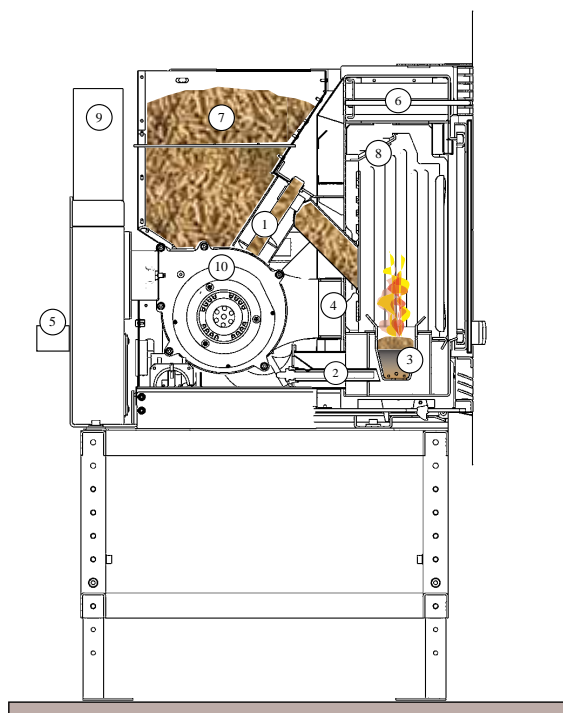
The pellets must be transported and stored in a dry place. They swell on contact with damp, and cannot be used. They must always be protected from the damp both during transport and in storage. Ecoteck recommends using a pellet with a diameter of 6 mm for the stove.

## 4. Maintenance and Cleaning

### 4.1 Components of the Fire

This drawing shows the internal parts of a wood pellet fire. By filling the tank (7), the pellets are loaded into the fire pot (3) through the loading screw (1). Ignition is by means of the resistance (2), which overheats the air from the special intake (5) which on contact with the pellets will allow the development of the flame. At this point the exhaust smoke is deviated towards the stainless steel exchanger (6) and through the smoke extraction tube (4) it is released into the flue, through the connection with the smoke exhaust pipe (9).

- |                         |                                      |
|-------------------------|--------------------------------------|
| 1. pellet feeding auger | 6. heat exchanger (AIR & BOX Models) |
| 2. igniter              | 7. pellet hopper                     |
| 3. burn pot             | 8. flame trap                        |
| 4. exhaust duct         | 9. exhaust/flue outlet               |
| 5. combustion air inlet | 10. exhaust fan                      |





## 4.2 Before you begin

Before carrying out any maintenance take the following precautions:

- Make sure that the general power supply has been disconnected.
- Make sure that all parts of the wood pellet fire are cold.
- Make sure that the ashes have cooled completely.
- Make sure that the general switch is in the zero position (off).
- Make sure that the plug is disconnected from the socket, thus avoiding accidental electric shocks.
- Always use appropriate tools for maintenance.
- When you have finished re-install all safety guards before using the wood pellet fire again.

The wood pellet fire requires little maintenance if quality wood pellets are used, which is why we recommend pellet fuel that is manufactured to the AS/NZS4014.6.

## 4.3 Cleaning the surfaces

To clean the surfaces on the painted metal parts, use a damp cloth.

Important: the use of aggressive detergents or abrasive cleaners can damage the surfaces of the stove.

**Warning: parts of the appliance, especially the external surfaces, will be hot to touch when in operation so use due care.**

## 4.4 Responsibility

Nature's Flame declines all responsibility, both civil and criminal, with the delivery of this manual, for any accidents deriving from partial or total failure to observe the instructions it contains.

Nature's Flame declines all responsibility deriving from the improper use of the stove, from its incorrect use by the user, by unauthorised modifications and/or repairs or from the use of spare parts which are not original. The manufacturer declines all direct civil or criminal responsibility due to:

- Use of poor quality fuel.
- Poor maintenance.
- Failure to observe the instructions in the manual.
- Use not compliant with the safety instructions.
- Installation that is not compliant with the regulations in force in the country.
- Installation by personnel who are not qualified or authorized.
- Modifications and repairs that are not authorized by the manufacturer.
- Use of spare parts that are not original.
- Exceptional events.

## 4.5 Spare Parts

To avoid voiding your warranty, use original spare parts only. Do not wait for components to be worn out before replacing them.

Replace a worn component before it is completely broken to prevent any accidents caused by the sudden breakage of components. Perform the periodic maintenance checks as described in the dedicated chapter on Maintenance (page 19).

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# 5. Operating your Pellet Fire

## 5.1 Starting your Pellet Fire for the first time

1. Load the hopper with pellets (see "5.2 Filling the Pellet Hopper" on page 4)
2. Make sure that the pellet fire is connected to the flue. In the case of an insert pellet fire, the unit must be pushed back and locked securely in its cradle with a good seal on the gasket where the exhaust fan attaches to the flue adapter box.
3. Make sure the power cord is attached, turn the power on and turn the On/Off switch at the back of the fire ON. (The fire will go through its shutdown routine "FINAL CLEANING" with the exhaust/Combustion

fan running for several minutes)

4. Set the clock (see "6.2 Menu One - Setting the Clock" on page 6)
5. Set power level (1-5). For the first start/commissioning it should be on the highest heat setting (level 5).
6. Prime the Auger (see "6.6.1 Loading the Screw (Auger)" on page 8).

Any build up of unburned pellets inside the fire pot after trying to light the fire must be removed before further attempts are made. DO NOT return charred pellets to the hopper.



### 5.1.1 Starting the fire normally

1. Ensure burn pot is clean and the burn pot holes are visible.
2. Ensure the hopper is full of wood pellets.
3. Press button [3] for 3 seconds. The pellet fire will start its ignition process, going through several ignition phases.
  - **Start – Loads pellets into burn pot, Igniter on but combustion fan off**
  - **Waiting Flame – Pellet loading continues, Igniter on, combustion fan on**
  - **Flame Light – (on sufficient increase in flue temperature) - Loads pellets, Igniter off, combustion fan on**
  - **Work – Pellet loading and combustion/convection fan speed adjusted to power set point**
  - **Final Cleaning - Pellet loading stops, combustion fan on Max speed until pre-set exhaust temp is reached**

### 5.1.2 Turning the fire OFF

1. Press [3] for 3 seconds.
2. The fire will go into “Final Cleaning” stage.

DO NOT unplug fire or open door until the unit is fully cooled down and both the exhaust fan and convection fan have stopped.

During the working phase, the following settings should be checked and adjusted as required:

- **POWER SETTING** (Button 5 on your remote control)
- **ROOM TEMPERATURE SETTING** see “6.3.1 Modifications of the room temperature setting” on page 7.

## 5.2 Filling the Pellet Hopper

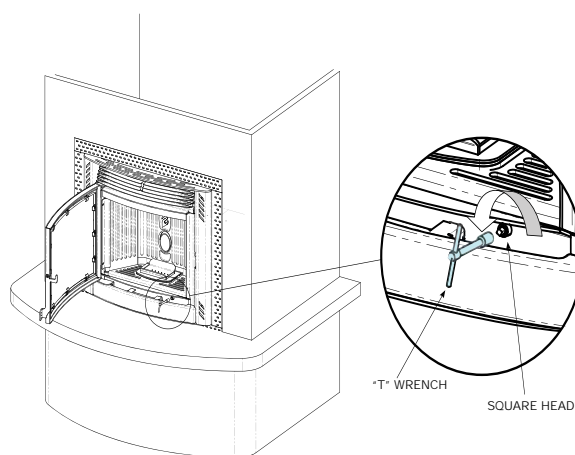
Check hopper for foreign objects, then empty the bag of pellets into the hopper. DO NOT OVER FILL as miscellaneous pellets could smoke if left to rest on an operating heater.

Store pellets at least one metre (1m) away from the wood pellet fire.

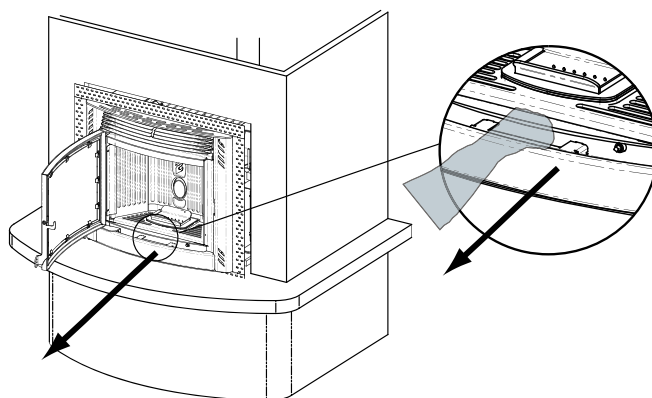
The Sara insert pellet fire has been designed so it can be pulled out on a runner system so the hopper can be filled with pellets as well as for cleaning and maintenance .

How to extract the stove:

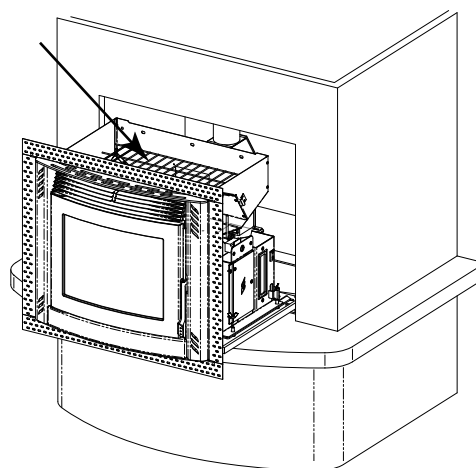
Open the stove door and, using the “T” wrench supplied, fit it onto the square shown in the close-up and turn it in an anti-clockwise direction.



At the same time as the operation described above, pull the stove outwards using the special handle situated behind the ceramic tiles.



Once the fireplace has been pulled forward, fill the hopper with wood pellets through the safety grill as indicated.



Once the hopper is full, push the fire back into the cavity. When pushing the fire back into position make sure the door is open and the locking mechanism is in the open position. When the fire is in place, turn the



locking mechanism is the locked position before closing the door.

**Important: Pushing the fire back in with the locking mechanism closed can cause the fire to jam. Make sure the fire is securely locked in place prior to starting.**

### 5.3 Understanding the Remote Control



Button Number	Function
1	Decrease general values
2	Increase general values
3	Turns fire ON/OFF
4	Access to temperature adjustment menu
5	Access to power level adjustment menu
6	Multi-function
7	Multi-function (Enter or Select)

### 5.4 Synchronising the Remote Control with the Pellet Fire

All insert fires come with a remote-control (radio-wave) handset and receiver. Sometimes, due to interference in the power supply or from other electrical household appliances (microwave ovens, satellite decoders, mobile phones) or replacing the batteries in the remote the connection between the fire and the handset may be interrupted or suffer interference. If this happens, the following operations must be carried out to reinstate the connection:

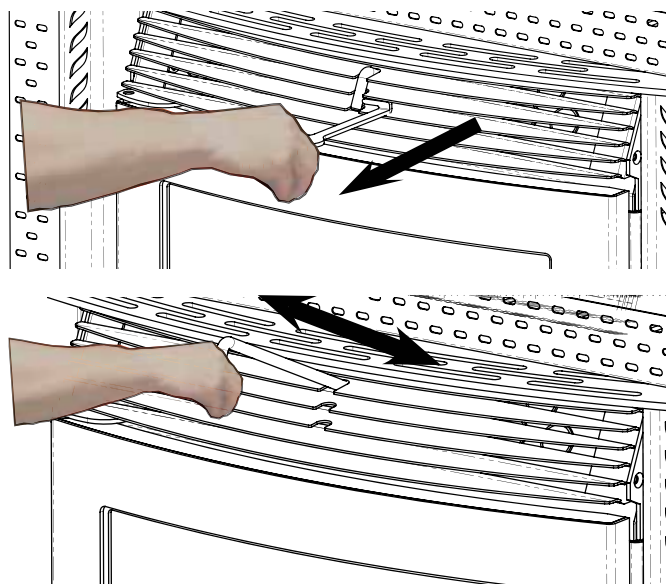
Note: Make sure the remote has good batteries installed. We recommend replacing the batteries at the beginning of each season. Batteries can be removed if the fire is not being used for prolonged periods, however the remote will probably need re-synchronising once batteries are

reinstalled.

3. Switch the power to the fire off at the mains switch.
4. Press the triangle keys 1 and 2 on the handset together for about 3 seconds. The display will show "SCEGLI UNITA 0"
5. Using triangle key 2, select the unit frequency to be loaded (0, 1, 2, 3) Note: 0 or 1 are usually the best but different houses may work better on other settings.
6. Switch the power to the fire back on (the fire must be pushed back into its cradle when this is done).
7. Press the red button quickly after tuning the power on.
8. If the operation is successful, UNIT LOADED 0, 1, 2 or 3 will appear on the handset. You may now need to turn the power to the fire off and back on again to refresh the connection with the remote.

### 5.5 Switching on the Stove

1. Ensure burn pot is clean and the burn pot holes are visible.
2. Ensure the hopper is full of wood pellets.
3. Slide the heat exchange cleaner in and out three times.



4. To turn unit on hold down button '3' (ON/OFF)
5. Control Screen will show START.
6. To change the Power setting, first press [5] then use buttons [1] or [2] to adjust the heat output of the fire.
7. To change the Thermostat Setting, first press [4] then use buttons [1] or [2] to adjust the thermostat setting.
8. To turn unit off hold down button [3] for three seconds.
9. Control Screen will show FINAL CLEANING.



## 5.6 Operating Instructions

The heater is completely automated and will self-regulate the ignition phase, five levels of power and the switching off phase, guaranteeing safe functioning. The burn pot used for combustion allows most of the ashes produced by the combustion of the pellets to fall into the lower ash pan. However, it is recommended that you check the burn pot every day, as not all pellets have high standards of quality and could leave residue that is difficult to remove. A special air-circulation function facilitates self-cleaning of the glass, however, a slight greyish film cannot be avoided after a few hours of functioning.

Pellets with a diameter of 6mm, manufactured to the AS/NZ4014.6 or higher must be used with the stove.

## 5.7 Safety Devices

The heater is fitted with sophisticated safety systems so that, in the case of breakage of one of the individual

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parts or defects in the flue, no damage will be caused to the stove and the room in which it is installed. In any case, when a problem arises, the pellets stop falling immediately and the switch off phase is activated. The corresponding alarm will be shown on the display. The details can be seen in the "7.1 Explanation of Alarms" on page 10.

## 5.8 Operating Precautions

- In case of faulty operation turn the stove off pressing button no. 3.
- Do not manually load the fire pot with pellets.
- Any build up of unburned pellets inside the fire pot after repeatedly trying to light the stove, must be removed before further attempts.
- Do not use any fuels other than wood pellets.
- Should the ignition system be faulty, do not attempt to light the stove using flammable materials.

# 6. Setting up your pellet fire

All operations assume the fire is in the default OFF mode - press button 3 to achieve this. Some operations can also be performed in final cleaning – use caution if the fire has been running. If the fire should come with the wrong language set see "6.4 Menu Three - Select Language (Setting the Language)" on page 8.

## 6.1 Menu Descriptions

The fire has various functions arranged in different menus. Some of these menus are accessible by the user, others are protected by a password and accessible only by a qualified technician.

Press button [7] for 3-4 seconds to access the menus, then use buttons [1] and [2] to scroll through the options, and button [7] to Enter/Select.

The menus are as follows:

Menu 01	Set Clock
Menu 02	Set Crono (Programmable Thermostat)
Menu 03	Select Language
Menu 04	View Settings
Menu 05	State Stove (Fire Status)
Menu 06	Hours Work
Menu 07	Bank Data (protected by a password)
Menu 08	Reset Hours (protected by a password)
Menu 09	Default Settings (protected by a password)
Menu 10	Select Recipe (protected by a

password)

## 6.2 Menu One - Setting the Clock

To set the clock, proceed as follows:

1. Remove and reset the electric supply of the stove using the general switch on the back.
2. The display will show FINAL CLEANING and then OFF.
3. Press button [7]. (Menu 01 Set Clock will appear)
4. Press [7] to enter into this menu. DAY CLOCK will appear:

Display	Meaning
01	Monday
02	Tuesday
03	Wednesday
04	Thursday
05	Friday
06	Saturday
07	Sunday
OFF	Deactivated

5. Set the desired day by using [1] or [2] according to the table shown below.
6. Press [7] to confirm
7. TIME CLOCK will appear on the display and the current time will be shown. Change the hours of the



day with [1] or [2] (24 hour clock) example: 4:30p.m would be 16:30

8. Press [7] to confirm
9. MINUTES CLOCK will appear on the display. Change the minutes of the day with buttons [1] or [2]
10. Press [7] to confirm
11. Press [3] to exit the menu

### 6.3 Menu Two - Set Crono (Programmable Thermostat)

By using the built-in programmable thermostat you can program your pellet fire to turn on/off automatically on different days of the week, with two separate on/off times.

Example: Program 1. Start at 06:00 and Stop at 08:30; Program 2, Start at 16:00 and Stop at 22:00.

To enter this menu, proceed as follows:

1. Press button [7] (Menu 01"Set Clock" will appear)
2. Press button [1] once you see (Menu 02 Set Crono)
3. Press button [7] to enter into this menu
4. Use Button [1] or [2] to set the time you want the fire to start (time is in the 24 hour clock). Press [7] to confirm
5. Use Button [1] or [2] to set the time you want the fire to stop. Press [7] to confirm.



6. Now use [5] to scroll through the days you want the fire to operate with this program and use [4] to set the days to ON or OFF. Press [7] to confirm
7. Use [1] or [2] to set the power that you want the fire run on (1- 5)



**If this black line is not lit up the timer function will not be active. To activate this line you must first set the day and time. See "6.2 Menu One - Setting the Clock" on page 6.**

8. Press [7] to confirm.
9. Use [1] or [2] to set the room temperature that you would like the fire to reach.
10. Press [7] to confirm

11. Repeat steps 4 through 10 to set program 2 (if required)
12. Once you have completed setting up program 2 Press [3] to exit

#### Possible Settings

Description	Values that can be set
START PROG -1	From OFF to 23.50 hours
STOP PROG -1	From OFF to 23.50 hours
DAY PROG -1	ON or OFF, Monday-Sunday
POWER PROG -1	From 1 to 5
TEMP ROOM PROG -1	From 7°C to 40°C
START PROG -2	From OFF to 23.50 hours
STOP PROG -2	From OFF to 23.50 hours
DAY PROG -2	ON or OFF, Monday-Sunday
POWER PROG -2	From 1 to 5
TEMP ROOM PROG -2	From 7°C to 40°C

**Important: When using the Programmable Thermostat mode, you must make sure that after each time the stove is automatically switched off, the burn pot remains clear in order to guarantee correct automatic ignition.**



Burn pot liner needing cleaning with holes blocked by ashes



A clean burn pot liner with all the holes clearly visible

#### 6.3.1 Modifications of the room temperature setting

The hand held remote that controls the fire also has a thermostat built in which measures the ambient temperature. The room temperature will be shown on the display. For the thermostat to control the pellet fire's heat output, the remote must be left in a suitable place in the room where it can measure the typical room temperature.



**Note: DO NOT** leave the remote down the side of the sofa, on a window ledge or in a cold draft, in another room, or in the flow of hot air coming off the fire. These will give false readings and the fire will not control the room temperature correctly.

To set the desired temperature press button [4] then use button [1] & [2] to achieve the desired value. When the set temperature on the display is reached, MODULATION WORK will appear on the screen and the fire will drop to its lowest power setting.

## 6.4 Menu Three - Select Language (Setting the Language)

Some fires may be in their default Italian language, if so proceed with Instruction Set 'A'.

If not, please use Instruction Set 'B'.

### A. Setting fire from Italian language to your desired language. (English, German, French, Danish)

1. Press button [7] (Menu 01 "Set Orologio" will appear)
2. Press button [1] twice until you see (Menu 03 "Scegli Lingua")
3. Press [7] to enter into this menu ("Italiano Lingua" should appear)
4. Press [1] or [2] until you see "English Lingua" or select your desired language.
5. Press [3] twice to return to the main screen.

### B. Setting fire from English language to your desired language. (Italian, German, French, Danish)

1. Press button [7] (Menu 01 "Set Clock" will appear)
2. Press button [1] twice until you see (Menu 03 "Select Language")
3. Press [7] to enter this menu ("English Lingua" will appear)
4. Press [1] or [2] to change to your desired language.
5. Press [3] twice to return to the main screen.

## 6.5 Menu Four - View Settings

In this menu you can check the values of the parameters set in the control unit. This menu is used when a Service Technician has to understand the parameters set in the machine, to find any modifications to improve the functioning of the stove.

## 6.6 Menu Five - Stove State (Fire Status)

In this menu, you can check the correct functioning of some of the key components of the pellet fire.



To enter this menu either

1. Press Button [7] (Menu 01 "Set Clock" will appear)
2. Then press and hold [6] for 3 seconds

Or

1. Press [7] CLOCK SETTING MENU will appear
2. Press [1] four times "fire State" menu, enter using [7].

This menu is for use by a service technician for commissioning and diagnostics, and for the customer when loading pellets into the auger when the fire has been completely run out of fuel.

### 6.6.1 Loading the Screw (Auger)

**Insert Models - Loading the Auger should only be carried out in OFF mode**

When the stove is new or the fire has run out of fuel, the auger will be empty. In this case it may be necessary to 'load' the auger so the fire will start.



To load the screw/auger, proceed as follows:

1. Press Button [7] (Menu 01 "Set Clock" will appear),



then press and hold [6] for 3 seconds. The display will show "SCREW STATE".

2. Use Button [1] to turn the Auger On "SCREW 1" and button [2] to turn it OFF.
3. Once started auger will run for a couple of minutes
4. Remember to turn the screw OFF (SCREW 0) with button [2] before exiting, button [3]
5. Empty the burner pot of any pellets before starting the fire

Also see "6.6 Menu Five - Stove State (Fire Status)" on page 8.

## 6.7 Menu Six - Working Hours

The WORKING HOURS Menu shows the total run hours done by the fire.

To enter this menu, proceed as follows:

1. Press Buttons [7] (Menu 01 "Set Clock" will appear).
2. Press button [1] twice until you see (Menu 06 "WORKING HOURS MENU).
3. Press [7] to enter this menu .
4. Press [3] to return to the main screen.

## 6.8 Description of Screen Displays

SCREEN DISPLAY	DESCRIPTION
FINAL CLEANING	The stove is switching off, the cooling phase is not yet completed
LIGHT	The ignition phase has started,the pellets are loaded into fire pot
WAIT FOR FLAME	The pellet's are ignited by the hot air passing through the ignition candle
FLAME PRESENT	The flame is visible in the fire pot
WORK	The stove has completed the switch ON phase; you can now change the power
MODULATION WORK	The set room temperature has been reached
T ON	The room sensor is off or an external thermostat has been connected
COOLING/WAITING FOR START	The stove is cooling DOWN. When stove has cooled down it will start automatically.
ON/WAITING FOR RESTART	The switch ON phase, when the stove is warm, started. The operation is same as phase ON
HOT SMOKE	The max temperature of smokes is reached: to reduce temperature, feeding pellets and air draft reduce at POWER 01
OFF	The stove is off

## 7. Troubleshooting

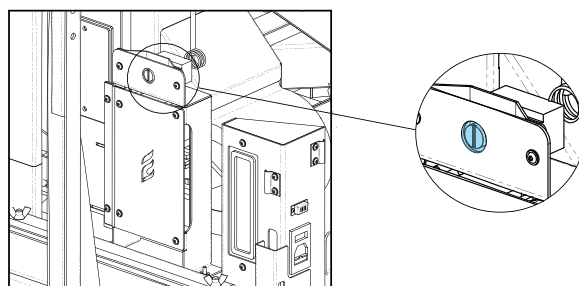
In the event of a problem with the fire it will sound an alarm and display a fault code and description, see "7.1 Explanation of Alarms" on page 10 for more information on the cause and what to do.

The fault can be cleared by pressing and holding button [3] on the remote. Note which fault is displayed on the screen before re-setting the alarm.

For basic faults follow the steps to resolve the problem and try restarting the fire. For more complex issue contact your local dealer / service agent.

If the fire gets too hot this will trip a safety device and display "THERMAL ALARM" . The safety device will

need to be manually re-set before the fire will work. This is located under the black cap above the electronics panel (see below).



Unscrew the protection cap and press the button to



reset the thermostat alarm. Make sure you ascertain the reason for this safety device to trip before restarting the fire.

## 7.1 Explanation of Alarms

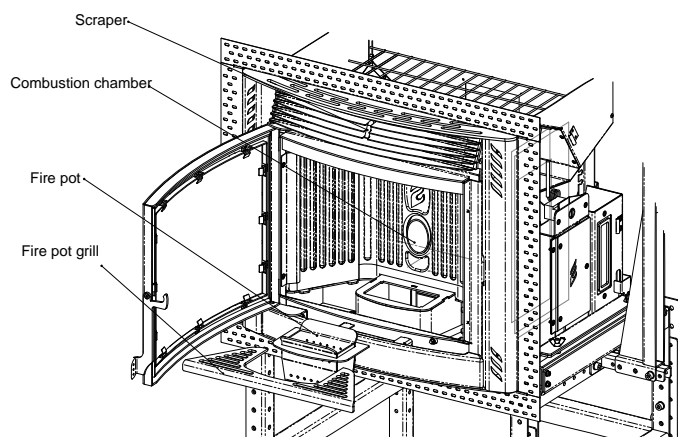
WARNING	REASON	SOLUTION
PELLETS FINISHED ALARM	<ul style="list-style-type: none"> <li>The pellet hopper is empty</li> </ul>	<ul style="list-style-type: none"> <li>Check whether there are pellets in the hopper and refill if necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>The raio-motor does not load pellets.</li> </ul>	<ul style="list-style-type: none"> <li>Empty the hopper to check that no foreign objects have fallen inside which could prevent the correct functioning of the auger.</li> </ul>
	<ul style="list-style-type: none"> <li>Pellets not loading.</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician</li> </ul>
		<ul style="list-style-type: none"> <li>IF THE PROBLEM CONTINUES, CONTACT YOUR LOCAL SERVICE TECHNICIAN.</li> </ul>
BLACK - OUT	<ul style="list-style-type: none"> <li>No electricity supply during working phase.</li> </ul>	<ul style="list-style-type: none"> <li>Press the off button and repeat switching on the stove.</li> </ul>
		<ul style="list-style-type: none"> <li>IF THE PROBLEM CONTINUES, CONTACT YOUR LOCAL SERVICE TECHNICIAN.</li> </ul>
NO IGNITION ALARM	<ul style="list-style-type: none"> <li>The pellet hopper is empty</li> </ul>	<ul style="list-style-type: none"> <li>Check whether there are pellets in the hopper and refill if necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>Setting of pellets and of intake during ignition phase insufficient</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
	<ul style="list-style-type: none"> <li>The ignitor is defective</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
LOW FLAME ALARM	<ul style="list-style-type: none"> <li>The pellet hopper is empty</li> </ul>	<ul style="list-style-type: none"> <li>Check whether there are pellets in the hopper and refill if necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>Bad setting of pellet and air during ignition</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
FAN RPM ALARM	<ul style="list-style-type: none"> <li>The revolution of smoke fan lowering more than 15% of speed to fan congestion</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
FAN BROKEN ALARM	<ul style="list-style-type: none"> <li>Smoke extractor encoder is not functioning or not correctly connected</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
	<ul style="list-style-type: none"> <li>No electricity supply to smoke extractor</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
	<ul style="list-style-type: none"> <li>The smoke extractor is blocked</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
DEPRESSION ALARM	<ul style="list-style-type: none"> <li>The combustion chamber is dirty</li> </ul>	<ul style="list-style-type: none"> <li>Follow the cleaning operations of the stove as per the instructions manual.</li> </ul>
	<ul style="list-style-type: none"> <li>The flue is blocked</li> </ul>	<ul style="list-style-type: none"> <li>Check that the flue is clear and clean.</li> </ul>
	<ul style="list-style-type: none"> <li>The vacuum switch is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
THERMAL ALARM WITH RESET	<ul style="list-style-type: none"> <li>The thermostat with manual reset has intervened</li> </ul>	<ul style="list-style-type: none"> <li>Reset the thermostat pressing the button on the back of the stove.</li> </ul>
	<ul style="list-style-type: none"> <li>The centrifugal fan is defective</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
	<ul style="list-style-type: none"> <li>Combustion in the fire pot is not optimal</li> </ul>	<ul style="list-style-type: none"> <li>Switch off the stove, clean the fire pot and regulate combustion with the setting of the pellets.</li> </ul>
HOT SMOKE ALARM	<ul style="list-style-type: none"> <li>Combustion in the fire pot is not optimal</li> </ul>	<ul style="list-style-type: none"> <li>Switch off the stove, clean the fire pot and regulate combustion with the setting of the pellets.</li> </ul>
	<ul style="list-style-type: none"> <li>The centrifugal fan is defective</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
		<ul style="list-style-type: none"> <li>IF THE PROBLEM CONTINUES, CONTACT YOUR LOCAL SERVICE TECHNICIAN.</li> </ul>
SMOKE SENSOR ALARM	<ul style="list-style-type: none"> <li>The smoke sensor is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
	<ul style="list-style-type: none"> <li>The smoke sensor has been disconnected from the board</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>
AUGER BLOCKED ALARM	<ul style="list-style-type: none"> <li>The auger does not load pellets</li> </ul>	<ul style="list-style-type: none"> <li>Contact local Service Technician.</li> </ul>



## 8. Maintenance and Cleaning

Before carrying out any maintenance take the following precautions:

- Make sure that the general power supply has been disconnected.
- Make sure that all parts of the wood pellet fire are cold.
- Make sure that the ashes have cooled completely.
- Make sure that the general switch is in the zero position (off).



- Make sure that the plug is disconnected from the socket, thus avoiding accidental electric shocks.
- Always use appropriate tools for maintenance.
- When you have finished re-install all safety guards before using the wood pellet fire again.

The wood pellet fire requires little maintenance if quality wood pellets are used which is why we recommend pellet fuel that is manufactured to the AS/NZS4014.6.

**IMPORTANT:** the fire should be cold and the plug removed from the power supply for any maintenance.

**NOTE:** Do not use abrasive or solvent based cleaners to clean any part of the pellet fire.

The following list of components should be inspected and maintained routinely to ensure that your pellet fire is operating optimally and giving you the best efficiency.

Parts/Frequency	1 Day	3-5 Days	30 Days	Yearly	Performed By
Burn pot	•				Owner
Ashpan	•				Owner
Firebox and flame trap		•			Owner
Door Glass		• (or as required)			Owner
Seals & Gaskets			•		Owner/Technician
Pellet Hopper			•		Owner/Technician
Fresh Air Intake				•	Owner/Technician
Blower Mechanisms				•	Technician
Fire exhaust passages				•	Technician
Flue system				•	Technician

Frequency recommendations given are based on typical fire performance and maybe shorter or longer dependent on fuel quality, fire performance and run hours.

Your pellet fire burns solid fuel and as such requires servicing by a qualified person at least once a year - generally over the summer or at the start of the season. The purpose of this maintenance is to make sure that the fire is in good working order and is safe and ready for the heating season.

We recommend you draw up an annual contract for maintenance of the fire with your installer/dealer.

### 8.1 Burn Pot Liner (daily)

This is the 'pot' where the pellets are burned. The burn pot liner should be inspected every time you start the fire (when the unit is cold), to ensure all the holes are free to allow correct air flow for combustion. Failure to keep the burn pot liner clean may cause a build-up of fuel above the burn pot liner and up the pellet feed tube. This will cause the auger to jam and may result in pellets burning in the pellet feed tube and hopper. Keeping the burn pot liner clean will help avoid possible overheating, which could cause changes in the colour of the paint, as well as ignition failures.

For light deposits the burn pot liner can be scraped out in situ with the scraper tool provide. For heavier deposits and thorough weakly cleaning it should be removed.



To remove the burn pot liner, open the door and lift the burn pot liner from the burn pot holder.



Burn pot liner needing cleaning with holes blocked by ashes



A clean burn pot liner with all the holes clearly visible

Using the metal scrapper or suitable tool (wire brush) remove material that has accumulated in the burn pot liner or is clogging the holes, then dispose of the scrapped ashes. Place the burn pot liner back into burn pot holder, making sure that the igniter hole is aligned with the igniter tube, then push the burn pot liner back up against the igniter tube.

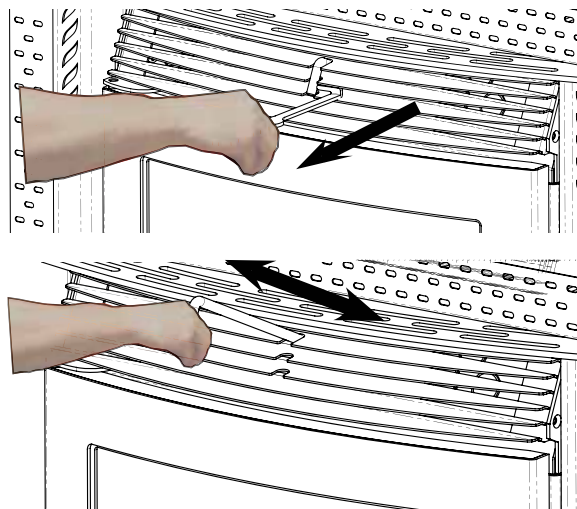
**Note:** If after long periods of burning, the flame is a tall, lazy flame with dark orange tips and the fire builds up and overflows the burn pot or there is a build-up of clinkers, this is an indication that fire may need to be shut down and cleaned.

**CAUTION:** BECAUSE THE FLY ASH IS VERY FINE, THE USE OF A BAGGED VACUUM CLEANER IS RECOMMENDED. BAG-LESS VACUUMS CAN BE DAMAGED BY THE FINE ASH. Please pay special attention that there are no hot ashes or there could be a possibility of a fire hazard inside the vacuum cleaner. Place all hot ashes into a non-combustible container.

## 8.2 Heat Exchanger Tubes (daily)

The handle for the heat exchanger cleaning rod is pointed out in the first image below. This handle is to be pulled back and forth a few times (ONLY WHEN THE UNIT IS COLD) in order to clean away any fly ash that may have collected on the heat exchanger tubes. As different types

of pellets produce different amounts of ash, cleaning of the tubes should be done on a regular basis to enable the unit to run efficiently. Use the supplied scraper tool to access the handle.



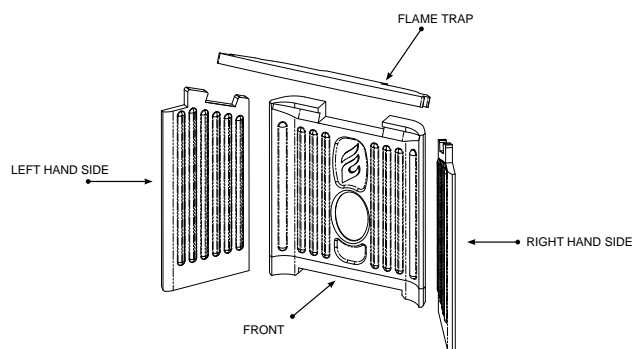
## 8.3 Firebox, Flame Trap, Burn Pot Holder and FIREX Lining (3-5 days)

Dependent on fire use and fuel quality, the insides of the fire box should be cleaned out once every 3-5 days. This includes the burn pot holder.

To do this lift the burn pot liner from the fire and clean out the burn pot holder of ash - the easiest way of doing this is to vacuum it out. Make sure the air intake is clear of ash or debris - this can also be vacuumed out to ensure it is clean.

Place the burn-pot back into the fire, making sure that the burn pot is located correctly.

The Flame Trap located in the top of the burn chamber, below the heat exchanger tubes, should be removed and the ash which has been scraped off the heat exchanger tubes cleaned off. The heat exchanger tubes can also be brushed clean with a soft brush.



All Ecoteck products have a combustion chamber made with FIREX 600, a material based on vermiculite, the result of research and development by Ecoteck. The main features of FIREX 600 are resistant to heat, its lightness and excellent insulating capacities, improving



the combustion and performance of the fire.



During combustion, FIREX 600 turns white, due to an effect called PYROLYSIS, making the flame clear and shining. If the combustion is regulated correctly, the FIREX 600 interior always

remains clean and white.

The condition of FIREX 600 is therefore a gauge to understanding whether the combustion is good or not.

**FIREX 600 LIGHT - EXCELLENT COMBUSTION**

**FIREX 600 DARK - POOR COMBUSTION**

FIREX 600 does not require special maintenance, it only has to be dusted with a brush to remove the ash that is deposited during combustion.



Abrasive sponges should not be used as they could compromise the thickness of the FIREX600 panel.

The tube of the vacuum cleaner should not be used in direct contact with FIREX 600.

Wet cloths should not be used to clean FIREX 600.

FIREX 600 is resistant to heat but can still break; handle with care.

FIREX 600 may show a slight abrasion after a few hours of functioning, this is perfectly normal as the flame creates microgrooves in the panel without compromising it.

The duration of FIREX 600 depends only on how maintenance is carried out.

#### 8.4 Ash Pan (3-5 days)

Monitor the ash level every week. Remember that different pellet fuels will have different ash contents. Ash content is a good indication of fuel efficiency and quality. Refer to "Warnings and Recommendations" for disposal of ashes. **DO NOT PLACE UNBURNED OR RAW PELLET FUEL IN THE ASH PAN.** Vacuum the ash pan and inside the pedestal.

#### 8.5 Door Glass (3-5 days or as required)

The fire is designed to keep the glass as clean as possible while the fire is in operation, a flow of air runs along the surface of the glass keeping ash and dirt away. However, a greyish patina will form after a few hours. A poorly performing fire will get brown or black deposits on the glass.

The glass must be cleaned only when the fire is cold, using a damp cloth or kitchen paper. Sometimes it is best to dirty the cloth slightly with ash from the fire itself to create a slightly abrasive action which will help to remove stubborn deposits.

**NOTE:** Do not attempt to light the fire if the glass is broken.

The door glass is made of special high temperature PYROCERAMIC. The use of substitute materials is prohibited use only official Ecoteck replacement parts

#### 8.6 Seal & Gaskets (monthly)

Regularly check the condition of the door seals, gaps or damaged / loose seals may cause a loss of vacuum in the burn chamber and result in poor combustion. To repair or replace this, glue the gasket on, using high temperature fiberglass gasket glue see your local dealer for details.

#### 8.7 Pellet Hopper (monthly)

The quality of the pellets being used is very important as this affects the heat output of the fire and the cleaning requirements. Fuel quality can vary between manufacture and even between batches from the same manufactures. If you have an excess of fines (sawdust) in the bag this builds up in the bottom of the hopper and can jam the auger over time. We recommend that once a month you run the fire out of fuel and vacuum any accumulated fines (sawdust) from the bottom of the hopper to prevent any issues.

#### 8.8 Fresh Air Intake (yearly or as required)

Inspect periodically to be sure that it is not clogged with any foreign materials.

#### 8.9 Flue System (yearly)

The products of combustion will contain small particles of fly ash. The fly ash will collect in the flue system and restrict the flow of the flue gases. Incomplete combustion, such as occurs during start up, shutdown, or incorrect operation will lead to some soot formation which will also collect in the exhaust venting system. The exhaust



venting system should be inspected and cleaned at least once every year or after every ton of pellets burnt. We recommend contacting your dealer for professional cleaning. To remove dust from the vent pipe, tap lightly on the pipe to dislodge any loose ash. Open the bottom of the flue adapter box and vacuum as much of the ash out of the vent pipe as possible.

### 8.10 Blower Mechanisms (yearly)

Pull the fire forward to access the two blowers. Vacuum all dust from motors and convection fan blades. DO NOT lubricate these fans they have sealed bearings.

### 8.11 Post season clean-up

Once you are finished using the pellet appliance for the season, unplug the fire for added electrical protection. It

.....

is very important that the fire be thoroughly cleaned and serviced as stated above. Exposed metal part may be painted with high temperate paint to prevent rusting over the off season.

### 8.12 Cleaning the surfaces

To clean the surfaces on the painted metal parts, use a damp cloth.

Important: the use of aggressive detergents or abrasive cleaners can damage the surfaces of the stove.

## 9. Dimensions (Ecoteck Sara)



The data shown are indicative and not binding. Ecoteck reserves the right to make any modifications for the purpose of improving the performances of the product.

Height	542mm
Width	610mm
Depth	590mm
Weight	105kg
Diameter of smoke exhaust	80mm
Min - Max calorific power	3.7Kw/h - 6.6Kw/h
Min - max hourly consumption of pellets	0.8kg/h - 1.6kg/h
Electrical power absorbed during operation	240W
Supply	220V - 50Hz
Hopper Capacity	15kg
Space Heating Efficiency	82%



## 9.1 Specifications

### 9.1.1 Rating label Location

Ecoteck Sara: The rating label is located on the back of unit.

### 9.1.2 Specifications

Classification	Testing Standard	Description
Class I IP-20	Efficiency: AS/NZS 4012:1999 Appliance: AS/NZS 4013:1999	Residential Wood Pellet Fire
Voltage 220- 240 Volt	Current: 2.92 – 3.18 Amps	Frequency: 50Hz
Max Power Requirement 550 watts	Unit with full hopper: 120kg	Hopper Capacity: 15kg
<b>High</b>	<b>Medium</b>	<b>Low</b>
Mean Flue Gas Temp 191°C	Mean Flue Gas Temp 159°C	Mean Flue Gas Temp- 124°C
Fuel Consumption 1.6kg per hour	Fuel Consumption 1.2kg per hour	Fuel Consumption 0.8kg per hour
Heat/Power Output 6.6kw	Heat/Power Output 5.4kw	Heat/Power Output 3.7kw
Average Particular Emissions (dry weight) 0.4gms per kg	Average Emissions Rate 24mg/MJ	Average Efficiency 82%
Gross Calorific Value of pellets (dry weight) 20.1MJ/kg	Fuel Type: Wood pellets: 6mm diameter (complying with standard AS/NZS 4014.6:2008)	

\*Note: Consumption will vary with the type of fuel used.

IMPORTANT: The above values were found during testing and may vary with the fuel type, climate and installation style.



10. Maintenance Record

DATE	WORK CARRIED OUT	SIGNATURE



## 11. Warranty Information

Nature's Flame and its partner Ravelli, manufacturers of the Ecoteck range of pellet fires extends the following warranty for their wood pellet fires when purchased from an authorised Nature's Flame dealer.

### 11.1 Warranty Coverage

Nature's Flame warrants to the original owner of the pellet fire at the site of installation, and to any transferee taking ownership of the pellet fire at the original site of installation within two years following the date of original purchase, that the pellet fire will be free from defects in materials and workmanship at the time of manufacture. After installation, if any covered components manufactured by Ecoteck are found to be defective in materials or workmanship during the applicable warranty period, Nature's Flame will, at its option, repair or replace the covered components. Nature's Flame, at its own discretion, may fully discharge all of its obligations under such warranties by replacing the product itself or refunding the verified purchase price of the product itself. The maximum amount recoverable under this warranty is limited to the purchase price of the product. This warranty is subject to conditions, exclusions and limitations as described below.

This warranty only covers pellet fires that are purchased and installed through an authorised Nature's Flame dealer or distributor. A list of authorised dealers is available on the Nature's Flame website ([www.naturesflame.co.nz](http://www.naturesflame.co.nz)).

This warranty is only valid while the pellet fire remains at the site of original installation.

Contact your installing dealer for warranty service. If the installing dealer is unable to provide necessary parts, contact the nearest authorised Nature's Flame dealer or supplier. Additional service fees may apply if you are seeking warranty service from a dealer other than the dealer from whom you originally purchased the product.

Check with your dealer in advance for any costs to you when arranging a warranty call. Travel and shipping charges for parts are not covered by this warranty.

### 11.2 Warranty Period

Warranty coverage begins at the date of installation. In the case of new home construction, warranty coverage begins on the date of first occupancy of the dwelling, or six months after the sale of the product by an independent, authorised, Nature's Flame dealer/distributor, whichever occurs earlier. The warranty period for parts and labour for covered components is explained in the following table.

Component(s)	Parts	Period	Comments
Fireplace, stovebody and parts covering: Firebox, firebox panel, & burnpot Heat exchanger Pedestals, Panels & Legs	Full replacement	5 years parts 2 years labour	Surface finishes, burnpot liner and ceramic panels are covered separately (see clarifications and exclusions below).
<b>Electrical items covering</b>			
Ignitor (including tube) Auger Motor Circuit Board, decal & mounting bracket Blowers (Convection and Combustion) Timers Sensors Vacuum Switch Wire harness	Full replacement	2 years parts & labour	
<b>Replacement/spare Parts</b>			
All replacement parts beyond their original warranty period or purchased new from a Dealer	Full replacement	1 year parts only	Evidence of the original purchase date will be required e.g. a copy of the original invoice.
<b>Clarifications and exceptions</b>			
Burnpot Liner and Brick Liner	Full replacement	2 years parts & labour	Paint on the brick firebox lining may peel over time due to the extreme conditions and is not a flaw.
Exterior surface finishes (including plating, enamel or paint)	Full replacement	1 years parts & labour	Colour changes with heating and tarnish, discolourisation and wear (including scratches, fingerprints etc.) are not covered under warranty.
<b>Exclusions</b>			
Glass			No warranty
Vermiculite (Firex 600) & ceramic panels (cast majolica)			No warranty
Fibreglass rope gaskets			No warranty



### 11.3 Warranty Exclusions

This warranty does not cover the following:

- Changes in surface finishes as a result of normal use. As a heating appliance, some changes in colour of interior and exterior surfaces may occur. This is not a flaw and is not covered under warranty.
- Damage to printed, plated, or enamelled surfaces caused by fingerprints, accidents, misuse, scratches, melted items, or other external sources and residues left on the plated surfaces from the use of abrasive cleaners or polishes.
- Repair or replacement of parts that are subject to normal wear and tear during the warranty period. These parts include: paint, gaskets, FIREX, flame guides, and the discolouration of glass.
- Minor expansion, contraction, or movement of certain parts causing noise. These conditions are normal and complaints related to noise are not covered by this warranty.
- Damages resulting from: (1) failure to install, operate or maintain the pellet fire in accordance with the installation instructions, operating instructions and data plate furnished with the pellet fire; (2) failure to install the pellet fire in accordance with local building codes; (3) shipping or improper handling; (4) improper operation, abuse, misuse, continued operation with damaged, corroded or failed components, accident, or improperly/incorrectly performed repairs; (5) environmental conditions, inadequate ventilation, negative pressure, or drafting caused by tightly sealed constructions, insufficient make-up air supply, or handling devices such as exhaust fans or forced air furnaces or other such causes; (6) use of fuels other than those specified in the operating instructions; (7) installation or use of components not supplied with the pellet fire or any appliance not expressly authorised and approved by Nature's Flame/Ecoteck; (8) modification of, interruptions to or fluctuations of the electrical power supply to the pellet fire.
- Non Nature's Flame approved venting components, hearth components or other accessories used in conjunction with the appliance.
- Any part of a pre-existing fireplace system
- Nature's Flame/Ecoteck's obligation under this warranty does not extend to the pellet fires' capability to heat the desired space. Information is provided to assist the consumer and the dealer in selecting the proper appliance for the application. Consideration must be given to appliance location and configuration, environmental conditions, insulation and air tightness of the structure.

The warranty is void if:

The pellet fire has been over-fired or operated in atmospheres contaminated by chlorine, fluorine, or other damaging chemicals. Over firing can be identified by, but not limited to, warped plates or tubes, rust coloured cast iron, bubbling, cracking and discolouration of steel or enamel finishes.

The pellet fire is subjected to prolonged periods of dampness or condensation.

There is any damage to the pellet fire or other components due to water or weather damage which is the result of, but not limited to, improper chimney or venting installation.

The owner's exclusive remedy and Nature's Flame/Ecoteck's sole obligation under this warranty, under any other warranty, express or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above. In no event will Nature's Flame/Ecoteck be liable for any incidental or consequential damages caused by defects in the appliance. Some countries do not allow exclusions or limitation of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific rights; you may also have other rights, which vary from country to country. EXCEPT TO THE EXTENT PROVIDED BY LAW, Nature's Flame/Ecoteck MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE.



## 12. Proof of Purchase/Warranty

Use this page to note down the details of your wood pellet fire purchase, and attach the receipt and any other documents/ business cards from the retailer that sold you the fire.

Name of Store where Pellet fire was purchased: .....

Date of Purchase: .....

Amount Paid: \$.....

Payment Method: ☐ Credit Card ☐ EFTPOS ☐ Cash ☐ Other

Attach receipt and other documents here



## Notes

[illegible]





**inspiring people to love the experience of  
sustainable wood pellet heat**

**0800 PELLET (0800 735 538)**

**[info@naturesflame.co.nz](mailto:info@naturesflame.co.nz)**

**[www.naturesflame.co.nz](http://www.naturesflame.co.nz)**

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