

Wood Fire Installation Manual



metrofires

ECO Insert Models

ECO Trend Insert

ECO Traditional Insert

*Refer to the other side of this manual for Metro owners operation and warranty details

⚠ WARNING! Important Information

- **IF YOU DON'T READ THIS ENTIRE MANUAL, YOU MUST READ THIS FIRST PAGE!**
- The appliance and flue-system shall be installed in accordance with AS/NZS 2918 and the appropriate requirements of the relevant building code or codes
- 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

⚠ CAUTION! Important Information

- **Mixing of appliance or flue-system components from different sources or modifying the dimensional specification or components may result in hazardous conditions.**
- **Where such action is considered, the manufacturer should be consulted in the first instance.**
- **Do not install a Metro if any sign of visible damage**

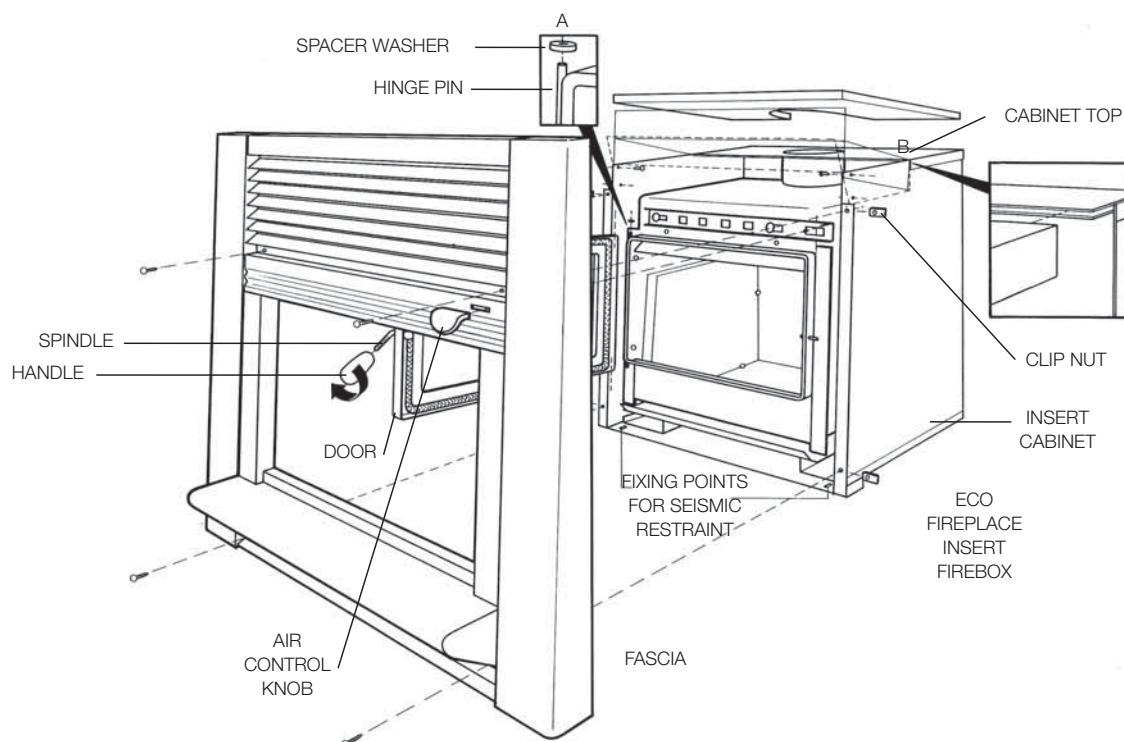
This Metro wood fire has been tested to and complies with AS/NZS2918:2001 when installed in accordance with this manual. Please ensure you are fully conversant with this relevant standard and the contents of this manual. Correct installation is critical to the safe operation and performance of this wood fire.

Please take particular note of the following:

- ECO Metro's should be installed with a Metro ECO flue system which has been developed to enhance the performance of Metro wood fires. A minimum length of 4.1 metres of 150mm diameter is required. Any alternative flue system may invalidate the Metro's emission approvals as some councils within New Zealand have made installation of Metro ECO flue systems with ECO Metros mandatory.
- The 150mm active flue must be fully encased from the ceiling to the underside of the flashing cone at the top of the flue system, (i.e. there must not be any 150mm flue exposed).
- All flue joints must be sealed and riveted in 3 points with stainless steel or monel rivets; the bottom of the flue in particular **MUST** be fully sealed into the flue outlet of the Metro wood fire.
- Ensure a fibreglass seal is placed between the outer cabinet and the masonry to prevent air from within the room being drawn into the chimney cavity.
- In New Zealand, the Metro must be bolted through the floor protector into the floor to comply with the seismic restraint provisions of the Standard.
- The Metro fascia is coated in vitreous enamel or high temperature paint, Take care during assembly and when lifting of fitting the fascia that you do not damage this coating. Do not lift the Metro fascia with your fingers under the louvre's.

Assembling your Metro wood fire

Diagram 1



Assembling your Metro wood fire

All Metro Insert wood fires are packed in two heavy-duty cartons. The ECO Insert firebox is supplied in a heavy duty palletised carton, this carton is clearly labelled. The fascia and door are packaged inside a smaller separate carton, again this carton is clearly labelled to show the colour and coating finish of the fascia and door. Metro fascia's are coated in one of three coatings, being vitreous enamel, stovebright high temperature paint and high temperature aluminised silver. Having removed the packaging and located this manual, familiarise yourself with the illustrations on page A & B, and proceed as detailed below.

Note: the Metro carton shows the model Metro you are about to install, enabling you to select the appropriate model's assembly instructions.

Metro ECO Insert Series

The ECO Insert firebox is supplied in a heavy duty carton and is secured to a timber pallet. The carton is labelled to show which model insert it is. Having removed the cardboard, timber and polystyrene packaging and familiarised yourself with Diagram 1 on Page A, proceed as follows: -

- Remove from within the firebox the plastic bag containing the bolt kit, two firebricks wrapped in a cardboard wrapper and the top baffle assembly.
- A "spacer" washer has been pre-fitted and taped to the top door hinge pin on the left hand side of the firebox (Refer inset A, Diagram 1) remove this tape.
- Take the boxed door you previously removed from the centre of the fascia and unpack it. Taking the door in both hands with the spindle end in your right hand and outer face of the door facing you, attach the door to the firebox as follows: -
 - With the door in a 45 degrees open position, allow the lower hinge pin on the bottom left hand side of the firebox to pass into the hole provided in the bottom of the door frame.
 - Lift the door until the top of the door frame passes over the top hinge pin, then align the hole provided on the top face of the door frame and lower it down over the top hinge pin.
 - Take the door handle from the plastic bag and screw it onto the door spindle by turning it clockwise.
- Unwrap the two firebricks from the cardboard wrapper and fit the side bricks to each side of the firebox. Location lugs are fitted to the base and rear of the firebox to retain the side bricks in position, refer Diagram 2 this page.
- Remove the "cabinet top" which is packed inverted on top of the firebox and fit it into position "over" the cabinet sides as detailed in Diagram 1. Ensure the rear edge is fitted correctly as shown Diagram 1, inset "B", the rear edge of the cabinet top must fit "into" the slot provided. Using two of the self tapping screws from the plastic bag, secure the cabinet top in place. Note, this panel can be fitted at two height's, if the height of the fireplace opening will allow fit the cabinet top in the higher position, fit screws from "inside" the cabinet facing out.

- Ensure the insulating blanket is in position on the top of the cabinet
- Remove the four speed clip nuts from the plastic bag and fit them to the holes provided in the front edge of the cabinet as shown in Diagram 1.

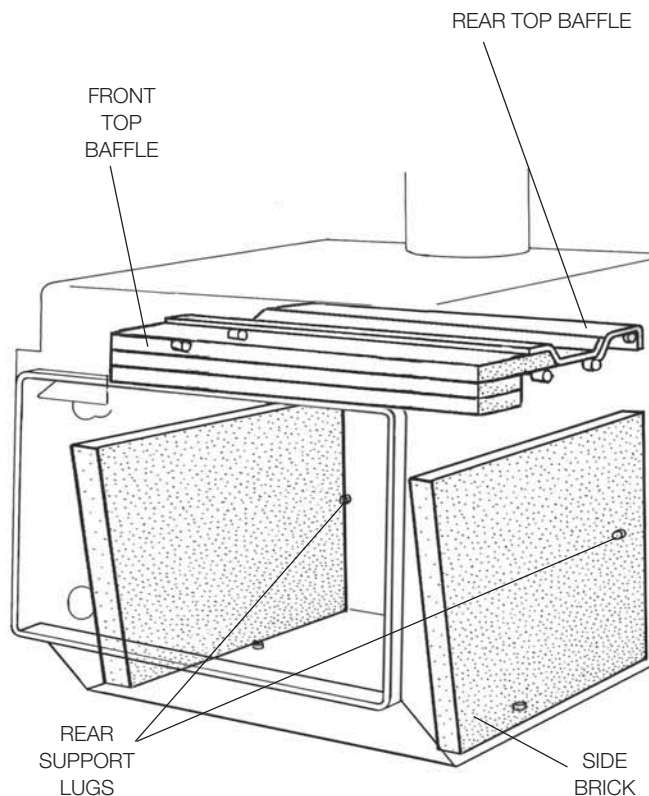
- Next you need to fit the top baffle, refer to Diagram 2 on Page B and proceed with the instructions below: -

ECO Insert – This model has a two piece top baffle which locates onto six lugs provided on the side walls of the firebox's upper chamber, as detailed in Diagram 2 on Page B. The rear baffle section is 6mm folded steel and has a location pin fitted to its front top surface. Fit this rear baffle through the door opening and into position in the upper chamber of the firebox. It is supported on the rear four support lugs and must be hard back against the rear of the firebox with the locating pin facing upward and towards the front.

Next, locate the front baffle which is a combination baffle comprising of a 6mm steel plate with a promet (white board) front extension. Fit this baffle through the door opening and into position, ensuring the hole provided on its rear edge is positioned over the locating pin fitted to the rear baffle.

ECO Insert Fan– In all clean air zones, the Metro ECO Insert must be installed with Metro's ECO Insert fan which is a single speed, thermostatically controlled device. This fan must be permanently wired and therefore requires the services of a registered electrician. Fitting instructions for the fan are supplied with the fan module.

Diagram 2



Assembling your Metro wood fire

Pre Installation

- Prior to installing your Metro fireplace insert into a fireplace cavity, it is important that certain clearances and other requirements are complied with as detailed below :-.

Fireplace Cavity

The chimney must be swept. Also: -

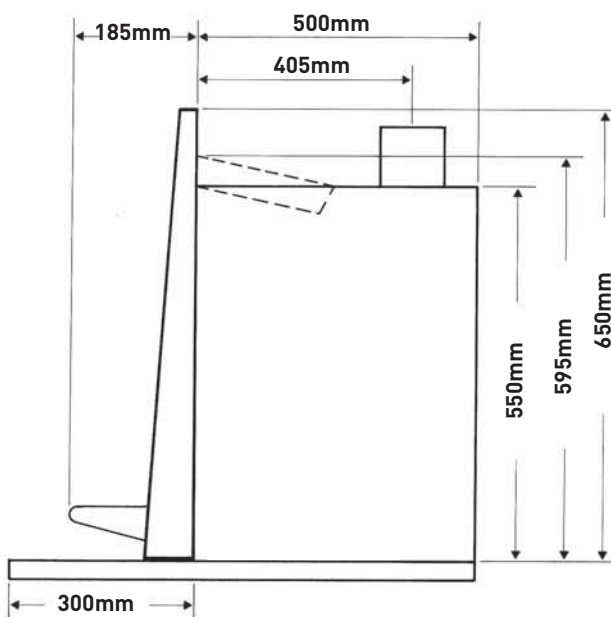
- Check for cracks and general overall condition. If repairs are necessary, they must be carried out by a suitably qualified person.
- Check the cavity dimensions to ensure the fireplace insert will fit. It is usually necessary to remove the fire bricks from the lower fireplace cavity.

- The base of the fireplace cavity on which the Metro fireplace insert will rest must be level. If it is not, it should be levelled using mortar.
- If an ash removal door exists in the base of the fireplace cavity it should be sealed shut to prevent air entering the cavity.
- If a timber or combustible mantelshelf exists above the fireplace opening, it should be a minimum distance above the top of the Metro's fascia, minimum distance is 340mm.

If less than the above minimum specified, a deflector or heat shield will be required to be fitted under the mantelshelf or to the top of the fascia.

Floor Protector Requirements

Metro fireplace inserts are designed to be installed directly onto a concrete base. A non-insulating ash floor protector is required to project in front of the Metro and must extend a minimum of 200mm to each side of the door opening making the minimum floor protector width 825mm. The minimum floor protector projection forward of the Metro is 300mm as illustrated below.



Installation

Position the Metro ECO Insert which is still attached to its wooden pallet directly in front of the fireplace cavity with the rear of the insert facing the fireplace opening. The fireplace insert assembly is bolted to the wooden pallet through its base panel at two points being each front corner. Remove both screws and slide the insert into the fireplace cavity taking care not to mark the floor protector. Discard the pallet.

1. Attach the fascia with the four longer screws that were supplied in the plastic bag taking care that the air control lever passes through the slot provided in the fascia. Centralise and level the fascia on the fireplace insert door and secure the four screws.
2. Applying pressure to the door or inside the fireplace firebox (not the fascia) carefully manoeuvre the Metro until the rear of the fascia is just touching the front face of the fireplace surround. Taking care not to move the fireplace insert, remove the fascia and mark the position of the fireplace insert onto the fireplace base.
3. Using a masonry drill, drill into the chimney base through the 2 slots which the fireplace insert was secured to the pallet through, check to ensure the fireplace insert hasn't moved and secure using suitable masonry anchors to comply with the seismic restraint provisions of the standard.
4. Remove the top baffle from inside the fireplace insert and the removable cabinet top. Check that the flue stub of the fireplace insert is in line by looking down the chimney, if not a stainless steel offset or flexi flue will be required.
5. Following the instruction sheet supplied with the flue system, proceed and fit the flue with all joints sealed and riveted with a minimum of 3 stainless steel or monel rivets on each joint.
6. With the flue pipe in position and sealed with a high temperature fire cement into the flue stub, drill through the hole provided in the front of the flue stub into the stainless steel flue pipe and secure with the 6mm bolt and nut supplied in the plastic bag.
7. Refit the top baffle into the firebox's upper chamber. Reposition the removable cabinet top ensuring it is correctly fitting as detailed on Page A and secure in its upper position if possible. Note, if the adjustable height top can be raised slightly but not fully to its upper position, additional holes should be drilled to enable the top to be raised to this level.

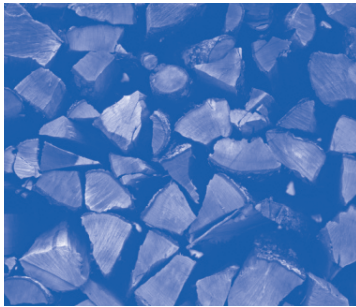
Floor Protector Requirements

8. Using a suitable rated insulation (fibretex 450 or similar) pack any gap that exists between the sides and top of the fireplace insert cabinet and fireplace surround.
9. If installing into a clean air zone, the Metro ECO Insert must be installed with Metros ECO Insert fan as detailed on Page B. Installation and wiring of this fan module is necessary prior to fitting the fascia, and full fitting instructions are supplied with the fan module.
10. Reattach the fascia, centralise and level with the door and ensure the air control is moving freely and secure all four screws.

11. Locate the air control knob which is included in the plastic bag and carefully work it onto the air control lever.

The Metro is now fully installed and ready for operation but it is preferable to defer lighting the fire for a day or two if possible to allow sealant used in the flue pipe joints to air dry. Alternatively it is recommended you burn 2 to 3 sheets of loosely crumpled newspaper at a time, approx once every hour over a 6 to 8 hour period.

Wood Fire Owner's Operation and Warranty Manual



metrofires

ECO Insert Models

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*Refer to the other side of this manual for Metro installation details

WARNING! Important Information

- **IF YOU DON'T READ THIS ENTIRE MANUAL, YOU MUST READ THIS FIRST PAGE!**
- **Any modification of the appliance that has not been approved in writing by the testing authority is considered as breaching AS/NZS 4013**
- **Do not use flammable liquids or aerosols in the vicinity of this appliance when it is operating**
- **Do not use flammable liquids or aerosols to start or rekindle the fire**
- **Never operate your Metro with the door ajar, except on initial start up**
- **Do not store fuel within the Metro's specified installation clearances**
- **Do not dry clothes on or near this appliance**
- **Open the air control before opening the Metro's door**

CAUTION! Important Information

- **This appliance should be maintained & operated at all times in accordance with this instruction manual**
- **This appliance should not be operated with a cracked glass or faulty/missing door seal**
- **Do not use driftwood, treated or unseasoned (wet) fuel, the use of most types of preservative treated wood as fuel can be hazardous**
- **Do not empty ash into a combustible container**

Congratulations on the purchase of your Metro wood fire

This low-emission, slow combustion appliance is designed to give you many years of warmth and service, subject to eight critical factors. These eight factors, if not adhered to are the major causes of unsafe installation, poor performance and flue blockages and failure.

1. Your Metro wood fire must be installed correctly. Metro recommend a competent and suitably qualified installer.
2. The only fuel to be used in this appliance shall be wood that meets the following criteria.
 - Less than 25% moisture,
 - Has not been treated with preservatives or impregnated with chemicals or glue,
 - Is not chipboard, particle board, or laminated board, and
 - Is not painted, stained or oiled
3. The appliance shall be operated at all times in accordance with the "Installation and Operating Instructions" supplied with each appliance.
4. The fan supplied with the Metro ECO Insert must be permanently wired by a registered technician.
5. Metro's optional Euro Doors are not an approved option for ECO Metro's. Fitting an optional Euro Door will void the appliances approvals to AS/NZS 4013:1999.
6. ECO Series Metro's should only be installed with Metro ECO Flue Systems.
7. Metro's optional wetbacks and all other internally mounted water heating devices are not an approved option for ECO Series Metro's. Fitting of any type of wetback or water heating device inside the firebox chamber will void the appliances approvals to AS/NZS 4013:1999.
8. Coal must not be used as a fuel.

It is therefore very important you read this page carefully, and preferably this entire section, pages 1 to 4.

Please note the following important points:

- This manual is in two sections, with the installation section detailed at the rear of this booklet. Keep this instruction manual for future reference.
- In New Zealand a building consent is required from your local building authority; the homeowner is responsible for obtaining this consent.
- As correct installation is critical to the performance and safe operation of your Metro, it is recommended your Metro be installed by a registered installer or a person suitably qualified in the installation of wood fires. Your Metro retailer will be able to arrange professional installation for you.
- During the very first fire your Metro will give off an odour and fumes as the firebox paint cures. Do not be alarmed; open all windows and externally opening doors in that room and close any internally opening doors. This curing process will last for approximately one hour and will only happen this one time.
- It is critical that the fire not be operated with faulty or missing door seals, faulty or missing promet extension (front white board on the baffle plate) cracked or broken door glass. These 3 areas require regular inspection/maintenance and if not maintained will void the firebox warranty.
- For optimum performance fuel must be loaded so the logs lay "front to rear" in preference to laying across the width of the firebox. Spaces should be left between the logs to enable oxygen to get to as much of the surface of the fuel as possible.
- A small hot fire loaded frequently is more efficient than a large fire burning on a low setting.
- Your Metro is covered by a full twelve-month warranty, and a five-year firebox warranty. You can extend this firebox warranty to ten years if you purchase the optional extended firebox warranty as detailed on page 6.

Where to install a Metro wood fire in your home

Wood fires are usually installed in the main living area, which is the section of the home that is usually kept the warmest, being the area in the home most frequently occupied. However, before deciding on the best location for your Metro wood fire you may wish to consider:

- Split level homes are best heated when the wood fire is installed on the lower level, as the heated air will rise to the higher levels.
- Building construction is another consideration. Specified clearances from walls, curtains etc must be maintained and you need to ensure no structural beams or internal

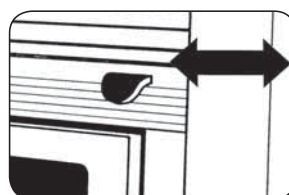
gutters etc are directly above your preferred site. If you have a two storey dwelling you need to consider the second storey to ensure you don't have the flue directly outside a second storey window.

Generally, you can install your Metro in your home anywhere that suits you; Pioneer offer various fan systems to transfer heat to sections of the home that are not heated sufficiently. It is necessary if using a fan system that the Metro you have purchased has sufficient output to heat the total area you wish to heat. Your Metro retailer or installer will be able to advise if you are uncertain.

Getting to know your Metro wood fire

Operating your Metro wood fire is simple and you will quickly learn how to get the best from it. First take a minute to familiarise yourself with your new Metro:-

- Raise the door handle anticlockwise until the latch releases, then slowly pull the door open. You will note that if you let the door go before it is at 90° to the appliance, it will fall closed; this is a safety feature that ensures the door cannot fall open if it is not latched securely. For the door to remain open, you must open it fully.
- There is a single air control making your Metro easy to adjust. This control moves from left to right, which is "low to high".



METRO INSERT AIR CONTROL

All Metro inserts have an air control knob located directly above and to the right of the door. Slide this control knob gently from right to left until you reach a stop, this is a preset "Low" position.

Operating your Metro wood fire

If your Metro has only been installed within the past few days, the fire cement seal at the base of the flue will not be fully cured. To ensure the cement sets without blistering it is recommended you burn 2 to 3 sheets of loosely crumpled newspaper at a time, approximately once every hour over a 6 to 8 hour period.

During the very first fire your Metro will give off an odour and fumes as the firebox paint cures. Do not be alarmed; open all windows and externally opening doors in that room and close any internally opening doors. This curing process will last for approximately one hour and will only happen this one time.

Start up

Place a quantity of loosely crumpled newspaper on the base of the firebox until it is approximately 50% full of paper, or place firelighters on the base of the firebox. Add dry kindling and move the air control knob fully to the right, being the "full open" position.

Light the paper at two or three locations across the front of the door opening and leave the door slightly ajar if necessary for a few minutes while the fire establishes. Once the kindling is burning well, open the door and add 2 or 3 small logs at a time until you have a well-established fire. Usually this will

take approximately 30 minutes, during which time the air control should be set on "high" and the door should be closed, except for the initial few minutes and when fuel is being added.

Normal operation

Once the fire is well established, regulate the air control to achieve the desired burn rate and heat output. As you move the air control to the right, burn rate, firebox temperature and heat output will increase, if you move the control to the left they will decrease.

Note:

- Always open the air control fully prior to opening the door, then open the door slowly.
- When loading logs, place them end-on, "front to back"; air spaces should be left between the logs to enable oxygen to get to as much of the surface of the fuel as possible.
- Every time you refuel, leave the air control on "high" for a minimum of 10 to 15 minutes.
- Never use the door to force wood into the firebox, as this is likely to break the glass.
- Always check the circulating fan starts once the firebox heats up if operating in a clean air zone.

Cleaning and Maintenance for your Metro wood fire

Your Metro will give you many years of efficient service with minimal maintenance if operated correctly using “seasoned” fuel.

Metro fascia

The front panelling of your Metro ECO Insert will be coated with one of two coating systems, both can be cleaned with a damp cloth when the Metro is not operating. The two alternative coating systems used on Metro ECO fascias are: -

Vitreous Enamel - All Metro ECO Traditional fascias and some of the Metro ECO Trend fascias are coated in vitreous enamel which is a permanent coating designed to last the life of the appliance. As Vitreous enamel is glass, if a solid or heavy object is dropped or banged against a panel, it could “chip” the enamel.

Paint - Metro ECO Trend fascias are also available in both Silver or Metallic Black high temperature paint finish. Both colour paint finishes are not affected by temperature but are not as durable as vitreous enamel and are susceptible to scratching, so care is required. Metallic black painted fascias will require periodic repainting.

Door glass

Providing your fuel is properly seasoned, under normal operating conditions the air-wash design of the Metro’s firebox will keep the door glass clean. If the glass requires cleaning you may use either a razor blade scraper or an oven cleaner, or you may take a ball of crunched up newspaper, moisten it on one side and dab it in the ash from the firebox; all these work well.

If your door glass breaks it must be replaced with 5mm thick ceramic glass, as other types of glass, including tempered or toughened glass, will explode due to the intense heat inside the firebox.

Door seals

Over time, usually 3 to 5 years, the door and glass seals will become hard and cause air to leak into the firebox, reducing burn time; at this point they require replacing. Your Metro retailer stocks replacement woven fibreglass door and glass seals, and if required will fit these for you.

The door of your Metro is easily removed. Hold it in both hands and lift the hinge end of the door up and over the top hinge pin, then lower the door from the bottom hinge pin.

Side bricks

Hair-line cracks in the side bricks are not uncommon and are a result of the intense heat within the Metro’s firebox, coupled with mechanical damage caused by accidental impact when fuel is being loaded. However if the side bricks become cracked to the extent that they start to break up, they must be replaced.

Door adjustment

Provision is available on both sides of the door to enable adjustment as the door seal compresses causing air to leak into the firebox.

To adjust the hinge end of the door, open the door fully, loosen the top hinge nut and slightly lift the latch end of the door; you will see the hinge assembly move back - 1mm will usually be sufficient. Retighten, then repeat by loosening the lower hinge nut, this time applying a slight downwards pressure onto the door to move the lower hinge assembly back a similar distance, then retighten.

The door latch is also adjustable, as the latch pin on the right side of the firebox is fitted through a slot which enables the latch pin to be loosened, moved back and re-tightened.

Top baffle

Your Metro insert has a secondary burn chamber which enables it to operate at very high efficiency’s, this secondary burn chamber is created by the top baffle which is illustrated on the reverse side of this manual.

This is a ‘sacrificial’ part of the firebox and should be checked quarterly. Usually only the “Promet” (white board) front section needs to be replaced when it starts to disintegrate.

Note: Cracks in the promet are not uncommon and have no adverse effect on the operation of your Metro. These cracks are the result of intense heat coupled with expansion and contraction.

To remove and replace your Metro’s top baffle, proceed as follows: -

- Open the Metro’s door fully, reach inside with the palm of your hand face up and extended, lift the top baffle approximately 20mm, then lift it forward out through the door opening placing it on a sheet of newspaper you have placed on the front of the hearth. Please Note: -
- Your Metro ECO insert has a two part baffle as illustrated on Page B. This rear baffle section also lifts “up and out” the same as the front baffle.
- To refit the top baffle. Proceed in the reverse order and note, the baffle must be fitted so its rear is touching the back of the firebox.

Circulating Fan

In all clean air zones, the Metro ECO Insert must be fitted with Metros ECO Insert fan, This is a single speed, permanently wired and thermostatically controlled device which runs continuously once the firebox reaches operating temperature. This fan is designed to run continually for many years without service, but should be checked monthly to ensure it is operating. If you are in any doubt regarding the fans operation, refer to your Metro retailer or a registered electrician immediately. The Metro ECO Insert can only be operated in clean air zones with the fan fully operational.

Please Note - All parts referred to in this manual are available through your local Metro retailer.

Cleaning and Maintenance for your Metro wood fire

Flue systems

The fluepipe should be swept a minimum of once a year, or as required during the winter season. If smoke enters the room when you open the Metro's door this usually indicates the fluepipe is becoming restricted and needs cleaning. The frequency of fluepipe cleans depends on many factors, with the main variables being:

- The seasoning of the wood. If not properly seasoned you will require frequent fluepipe cleans.
- The density of the wood. Softwoods generally result in more creosote build-up in the fluepipe.
- Operation, frequent burning on extended low burn cycles also increases creosote build up. Pioneer Manufacturing Ltd produce a telescopic fluebrush system which is available from your Metro retailer.

To clean the fluepipe of your Metro, proceed as follows:-

- Remove the top baffle as detailed on Page 3.
- Close the door and slide the air control left to the fully "off" position.
- Once on the roof, remove the cowl from the top of flue system and sweep the flue pipes using a 150mm diameter flue brush as detailed in the instructions provided with the fluebrush.

- Once the flue is clear, clean and refit the cowl. Remove the excess soot which has fallen into the firebox, leaving a layer of ash 10mm deep on the base of the firebox, then refit the top baffle. Note, the baffle must be fitted so its rear is touching the back of the firebox, if uncertain refer to Page C in the installation section at the rear of this manual which shows illustration's of the baffle location.

Ash removal

Over a period of time ash will build up in the base of the Metro's firebox and require removal. The time this build-up takes depends on the density and cleanliness of your fuel, with hardwoods producing more ash than softwoods. To remove the excess ash your Metro should not be operating.

- Open the door, and using a hearth shovel or similar, empty the excess ash directly into a steel or non-combustible container.
- If the ash is not disposed of immediately, be careful where you store it, as the ash can retain heat for many days and become a fire hazard.
- You must leave a bed of ash in the base of the firebox approximately 10mm deep; this insulates the base of the firebox and improves combustion.

Troubleshooting your Metro wood fire

If your Metro has been correctly installed, your fuel is dry and you operate it correctly you will find it is a pleasure to use. Pioneer's many years of experience within the wood heating industry has shown that 95% of complaints and customer dissatisfaction are due to fuel, installation or operational problems. The following may be of assistance if you experience any of these symptoms:

A. Smoke enters the room when the Metro's door is opened

This usually indicates the fluepipe needs cleaning and if left, the smoking problem will get worse. To remedy; clean the fluepipe, and to avoid the necessity of regular repeat cleans, ensure your fuel is properly seasoned. If however the Metro has always smoked into the room from the day it was installed, it is likely to be due to insufficient fluepipe length or a faulty/unsealed flue system. To remedy contact your installer or Metro retailer.

B. Occasionally a puff of smoke comes into the room

This is most likely a result of two possible causes:

1. There is insufficient fluepipe height in relation to your roofline, trees or other high obstacles near your home, which is creating a downdraft. Usually a problem when the wind is coming from one particular direction and requires an experienced installer to remedy, by either extending your fluepipe height or fitting a Metro ECO cowl.
2. If the Metro is refuelled but the air control is left on a low setting or the fuel is unseasoned, the fuel will smoulder filling the firebox with smoke and combustible gases. The fuel will eventually ignite and as it does so, the build up of gases causes a pressurisation forcing smoke into the room. To remedy, ensure your fuel is seasoned and you open the air control to full every time you refuel your Metro.

Warranty Details for your Metro wood fire

Your Metro is covered by a full twelve month warranty, and a five year firebox warranty. You can extend this firebox warranty to ten years if you purchase the optional extended firebox warranty. The standard warranty is detailed below and the optional extended warranty is detailed on the reverse side of this page.

Standard Metro Warranty

(NZ Consumer laws apply to this warranty)

Pioneer Manufacturing Limited warrants the steel firebox against defective materials and workmanship which would render it unfit for normal domestic use within a period of five years after date of original purchase.

All other parts including cabinet, door, door seal, glass, baffle, trim, bricks and if applicable wetback are warranted for a period of one year from date of original purchase for domestic use against defective materials and workmanship.

Warranty Conditions:

- The heater must be installed, operated and maintained strictly in accordance with the building code and the manufacturer's installation and operation manuals.
- This warranty covers replacement or repair at the manufacturer's discretion but excludes freight, travel and/or any other associated costs.
- Operation of this appliance in violation of the warnings in the operation and installation manual will void this warranty.
- Failure to do the necessary inspection & maintenance of this appliance in accordance to the instructions in the operation manual will void this warranty. It is critical that the fire not be operated with faulty or missing door seals, faulty or missing top baffle including the promet extension (front white board on the baffle plate) cracked or broken door glass. These 3 areas require regular inspection/maintenance and if not maintained will void the firebox warranty.

- The manufacturer or their agents are not liable for any loss or expense direct or indirect arising from the failure of any part or operation of the appliance.
- A claim under this warranty should be directed to the retailer who supplied the Metro wood fire, or if this is not possible write direct to the manufacturer stating details of fault, serial number of your Metro, proof of purchase and name of retailer.

Warranty Exclusions:

This Manufacturers warranty DOES NOT cover:

- Service calls which are not related to any defect in the Product (i.e., operational, installation or fuel issues). The cost of a service call will be charged if the problem is not found to be a product fault.
- Defects caused by factors other than normal domestic use or use in accordance with the product's operation manual.
- Defects caused through the product being operated in an "over-fired" manner resulting in sections of the firebox operating excessively hot to the point that sections glow red. (note – This will result in distortion of the firebox)
- Defects to the Product caused by accident, neglect, misuse or act of God.
- The cost of repairs carried out by non-authorized repairers or the cost of correcting such unauthorised repairs.
- Normal recommended maintenance as set out in the Product's Owners Operation Manual.

Service under this manufacturer's warranty must be provided by a repairer authorised by Pioneer Manufacturing Ltd. Such service shall be provided during normal business hours.

PIONEER
MANUFACTURING LIMITED

Mamaku Street PO Box 11 Inglewood New Zealand
info@metrofires.co.nz www.metrofires.co.nz

! IMPORTANT! Complete and retain these details at time of purchase:



Purchase Date

Serial Number

Model

Colour

Retailer

The Optional Ten Year firebox warranty is detailed on the opposite page

Optional 10 Year Warranty for your Metro wood fire

Pioneer Manufacturing Ltd ("Pioneer") offers an extended firebox warranty of ten years from date of original purchase, being an additional five years beyond the standard firebox warranty offered by Pioneer with every Metro wood fire.

Conditions of extended warranty

(NZ Consumer laws apply to this warranty)

- The Metro wood fire must be installed in New Zealand.
- The Metro wood fire must be installed, operated and maintained strictly in accordance with the building code and the manufacturer's Installation and Operation manual.
- This warranty covers replacement or repair of the firebox at the manufacturer's discretion and includes all direct material, freight and labour costs.
- The firebox covered by this extended warranty is the 6mm steel firebox only and excludes baffles, bricks, air tubes, door glass and door components.
- "Pioneer" is not liable for any loss either direct or indirect arising from the failure of any part or operation of the Metro wood fire.
- This warranty is transferable if the Metro wood fire, or the home in which the Metro wood fire is installed, is sold.
- The Metro wood fire must be installed and used in a domestic application.

Registration of this extended warranty option is direct with "Pioneer" the manufacturer. To register, complete the section at the bottom of this Page and return it to "Pioneer" together with a cheque for \$100.00 inclusive of GST. You will be sent confirmation that your extended warranty is registered on Pioneer's warranty data base together with a tax invoice and warranty registration number.

Extended Warranty Five-Year Service. It is recommended, but not a condition of this warranty, that a full service of the Metro wood fire be carried out at the end of the fifth winter season.

To register the 10-year warranty detach and complete the section below and post to Pioneer together with your cheque for \$100.00



Pioneer Manufacturing Ltd - Extended Warranty Card

Please print in BLOCK letters. Post to: Pioneer Manufacturing Limited, PO Box 11, Inglewood

Metro Owner Details

Metro Purchased

Surname	
First name	
Address	
Phone	
Fax	
Email	

Model	
Colour	
Serial No.	
Wetback	
Purchase Date	
Retailer	

Payment by cheque for \$100.00 attached
To register this 10-year warranty please post together with your cheque for \$100.00 to Pioneer Manufacturing Ltd.