



GF55 & GF155

OWNER'S MANUAL

Freestanding and Fireplace Insert Pellet Stove



WARNING:

Improper installation, adjustment, alteration, service or maintenance can cause injury, property damage, or loss of life. Refer to this manual. For assistance or additional information consult an authorized installer or service agency.

FOR YOUR SAFETY:

Do not store or use gasoline or other flammable vapours and liquids in the vicinity of this or any other appliance.

Installation and service must be performed by an authorized installer or service agency.

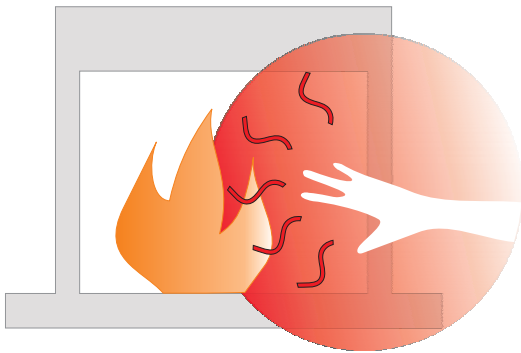
Tested by:



IMPORTANT: SAVE THESE INSTRUCTIONS



WARNING



**HOT GLASS WILL
CAUSE BURNS**

**DO NOT TOUCH GLASS
UNTIL COOLED**

**NEVER ALLOW CHILDREN
TO TOUCH GLASS**

**CHILDREN AND ADULTS SHOULD BE ALERTED TO
THE HAZARDS OF HIGH SURFACE TEMPERATURES,
ESPECIALLY THE FIREPLACE GLASS, AND SHOULD
STAY AWAY TO AVOID BURNS OR CLOTHING IGNITION.**

TO THE NEW OWNER

Congratulations! You are the owner of a state-of-the-art Pellet Stove.

Thank-you for purchasing a
FPI FIREPLACE PRODUCT.

The pride of workmanship that goes into each of our products will give you years of trouble-free enjoyment. Should you have any questions about your product that are not covered in this manual, please contact the GREENFIRE DEALER in your area.

Safety Note: If this stove is not properly installed, a house fire may result. For your safety, follow the installation instructions, contact local building, fire officials, or authority having jurisdiction about restrictions and installation inspection requirements in your area.

The authority having jurisdiction should be consulted before installation to determine the need to obtain a permit.

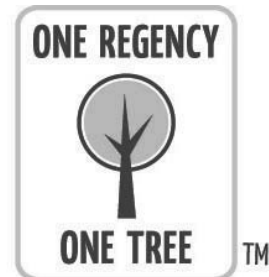


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SAFETY WARNINGS & RECOMMENDATIONS

CAUTION:

Do not connect to any air distribution duct or system.
Do not burn garbage or flammable fluids such as gasoline, naphtha or engine oil.
Unit hot while in operation. Keep children, clothing and furniture away. Contact may cause skin burns.

FUEL: This pellet stove is designed and approved to only burn wood pellet fuel with up to 3% ash content. Dirty fuel will adversely affect the operation and performance of the unit and may void the warranty. Check with your dealer for fuel recommendations.

THE USE OF CORDWOOD IS PROHIBITED BY LAW.

SOOT: Operation of the stove with insufficient combustion air will result in the formation of soot which will collect on the glass, the heat exchanger, the exhaust vent system, and may stain the outside of the house. This is a dangerous situation and is inefficient. Frequently check your stove and adjust the slider/damper as needed to ensure proper combustion. See "Slider/Damper Setting".

CLEANING: There will be some build up of fly ash and small amounts of creosote in the exhaust. This will vary due to the ash content of the fuel used and the operation of the stove. It is advisable to inspect and clean the exhaust vent semi-annually or every two tons of pellets.

ASHES: Disposed ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be on a non-combustible floor on the ground, well away from all combustible materials pending final disposal. If the ashes are disposed of by burial in soil or otherwise locally dispensed, they should be retained in the closed container until all cinders have been thoroughly cooled.

ELECTRICAL: **The use of a surge protected power bar is recommended.** The unit must be grounded. The grounded electrical cord should be connected to a standard 115 volts (4.6 Amps), 60 hertz electrical outlet. Be careful that the electrical cord is not trapped under the appliance and that it is clear of any hot surfaces or sharp edges and also must be accessible. If this power cord should become damaged, a replacement power cord must be purchased from the manufacture or a qualified Greenfire dealer. This unit's maximum power requirement is 520 watts.

GLASS: Do not abuse the glass by striking or slamming the door. Do not attempt to operate the stove with broken glass. The stove uses ceramic glass. Replacement glass must be purchased from an Greenfire dealer. Do not attempt to open the door and clean the glass while the unit is in operation or if glass is hot. To clean the glass, use a soft cotton cloth and mild window cleaner, gas or wood stove glass cleaner, or take a damp paper towel and dip into the fly ash. This is a very mild abrasive and will not damage the glass.

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.

SMOKE DETECTOR: Smoke detectors should be installed and maintained in the structure when installing and operating a pellet burning appliance.

OPERATION: The ash pan and door must be closed securely for proper and safe operation of the pellet stove. Also ensure all gaskets on the door are checked and replaced when necessary.

KEEP ASH PAN FREE OF RAW FUEL.

DO NOT PLACE UNBURNED OR NEW PELLETT FUEL IN ASH PAN. A FIRE IN THE ASH PAN MAY OCCUR.

INSTALLATION: Be sure to maintain the structural integrity of your home when passing a vent through walls, ceilings, or roofs. It is recommended that the unit be secured into its position in order to avoid any displacement.

DO NOT INSTALL A FLUE DAMPER IN THE EXHAUST VENTING SYSTEM OF THIS UNIT.

DO NOT CONNECT THIS UNIT TO A CHIMNEY FLUE SERVING ANOTHER APPLIANCE.

FRESH AIR: Outside Fresh Air connection is optional. Must be connected to all units installed in Mobile and "Air Tight Homes" (R2000) or where required by local codes. Consider all large air moving devices when installing your unit and provide room air accordingly. Limited air for combustion may result in poor performance, smoking and other side effects of poor combustion.

If you have any questions with regards to your stove or the above-mentioned information, please feel free to contact your local dealer for further clarification and comments.

SINCE FPI HAS NO CONTROL OVER THE INSTALLATION OF YOUR STOVE, FPI GRANTS NO WARRANTY IMPLIED OR STATED FOR THE INSTALLATION OR MAINTENANCE OF YOUR STOVE. THEREFORE, FPI ASSUMES NO RESPONSIBILITY FOR ANY CONSEQUENTIAL DAMAGE(S).

IMPORTANT SAFETY INFORMATION

Please read this entire Owner's Manual before installation and operating your Greenfire Pellet Stove. Failure to follow these instructions may result in property damage, bodily injury or even death.

Contact your local building or fire official to obtain a permit and any information on installation restrictions and inspection requirements for your area.

To prevent the possibility of a fire, ensure that the appliance is properly installed by adhering to the installation instructions. A Greenfire dealer will be happy to assist you in obtaining information with regards to your local building codes and installation restrictions.

Be sure to maintain the structural integrity of the home when passing a vent through walls, ceilings, or roofs.

The stove's exhaust system works with negative combustion chamber pressure and a slightly positive chimney pressure. It is very important to ensure that the exhaust system be sealed and airtight. The ash pan and viewing door must be locked securely for proper and safe operation of the pellet stove.

Do not burn with insufficient combustion air. A periodic check is recommended to ensure proper combustion air is admitted to the combustion chamber. Setting the proper combustion air is achieved by adjusting the slider damper located on the left side of the stove.

When installing the stove in a mobile home, it must be electrically grounded to the steel chassis of the home and bolted to the floor. Make sure that the structural integrity of the home is maintained and all construction meets local building codes.

Minor soot or creosote may accumulate when the stove is operated under incorrect conditions such as an extremely rich burn (black tipped, lazy orange flames).

If you have any questions with regard to your stove or the above-mentioned information, please feel free to contact your local dealer for further clarification and comments.

PELLET QUALITY

Pellet quality is important, please read the following:

Pellet quality is a major factor in how the Pellet stove will operate. If the pellets have a high moisture or ash content the fire will be less efficient and has a higher possibility of the fire building up and creating clinkers (hard ash build-up).

Your Greenfire Pellet Stove has been designed to burn wood pellets only. Do not use any other type of fuel, as this will void any warranties stated in this manual.

The performance of your pellet stove 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 pellet stove.

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. Dirty fuel will adversely affect the operation and performance of the unit and will void the warranty. The Pellet Fuel Industries (P.F.I.) 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.

P.F.I. PELLET STANDARDS:

Fines (fine particles).....	1% maximum through a 1/8" screen
Bulk Density.....	40 pound per cubic foot minimum
Size.....	1/4" - 5/16" diameter 1/2" - 1-1/2" long maximum
Ash Content	1% maximum (Premium grade)
3% maximum (Standard grade)
Moisture Content.....	8% maximum
Heat Content.....	approximately 8200 Btu per pound minimum

ASH: The ash content of the fuel and operation of your stove will directly determine the frequency of cleaning. The use of high ash fuels may result in the stove needing to be cleaned daily. A low ash fuel may allow longer intervals between cleaning.

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 tend to clinker. Check the Burn-Pot Liner daily to ensure that the holes are not blocked with clinkers. If they become blocked, remove the liner (when the unit is cold) and clean/scrape the clinkers out. Clean the holes with a small pointed object if required. Refer to the section Routine Cleaning and Maintenance.

PELLET FEED RATES: Due to different fuel densities and sizes, pellet feed rates may vary. This may require an adjustment to the slider damper setting or to the auger feed trim setting on low.

Since FPI has no control over the quality of pellets that you use, we assume no liability for negative results in selection of wood pellets.

Store pellets at least 36" (1 m) away from the pellet stove.

OPERATING INSTRUCTIONS

CONTROL BOARD FUNCTIONS

- 1. AUGER LIGHT:**
This green light will flash in conjunction with the auger pulse.
- 2. MODE LIGHT:**
Responsible for signaling the state of the control board. When the light is flashing the stove is in an automatic start mode or the thermostat has control of the unit. When the light is solid, the Heat Level Setting can be altered.
- 3. THERMOSTAT SWITCH:**
Used to set the unit's controls to one of three mode settings; Manual, High/Low, or Auto/Off.
- 4. FEED RATE TRIM BUTTON:**
Used to change the feed rate trims in ¼ second increments for all feed settings. When this button is pressed, all the light will light up on the Heat Output Indicator except for the one that shows the current setting; the default setting is the number 4 light. To adjust the setting hold the Feed Rate Trim button down and press the Heat Level up or down buttons to adjust the setting.
- 5. COMBUSTION BLOWER TRIM BUTTON:** Used to change the Combustion Blower trims in 5 volt increments for all feed settings until it reaches line voltage. When this button is pressed, all the light will light up on the Heat Output Indicator except for the one that shows the current setting; the default setting is the number 2 light. To adjust the setting hold the Combustion Blower Trim button down and press the Heat Level up or down buttons to adjust the setting.
- 6. ON/OFF BUTTON:**
Used to turn the unit On and Off.
- 7. ROOM AIR FAN ON/OFF BUTTON:**
Used to turn convection fan On or Off.
- 8. HEAT LEVEL ADJUSTMENT BUTTONS:**
When pressed, will change the heat level setting of the unit up or down.
- 9. HEAT OUTPUT INDICATOR:**
Shows the present heat output setting.

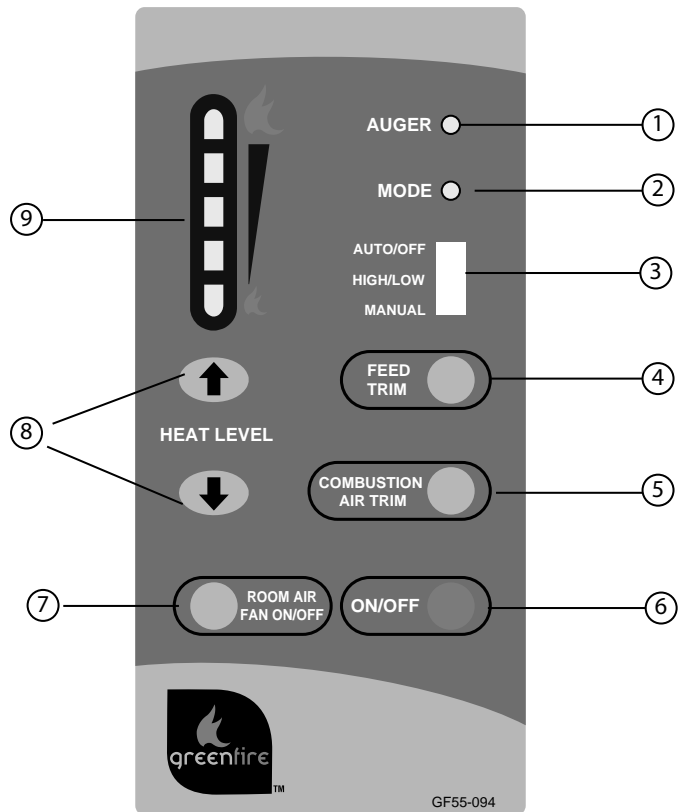


Figure 3: Circuit Board Control Panel Decal.

AUTOMATIC SAFETY FEATURES

- The stove and insert have a low limit safety switch located on the housing of the exhaust blower. If the exhaust temperatures drop below 120°F (49°C) the unit will shut down and will be required to go through a full start up procedure again.

The most common cause for this is an empty hopper. This switch should only be by-passed for testing purposes by a technician.
- The stove and insert have a high limit safety switch located just below the hopper behind the external body panels. If the temperature of this switch reaches 200°F (93°C), the auger will stop feeding fuel and as the exhaust temperatures drop below 120°F (49°C), the unit will shut down.

The 200°F (93°C) switch is a manual reset and should only be reset by a service person who can first diagnose the reason for failure.

The two most likely causes are Convection Fan failure or High Limit Switch failure. Either one needs to be properly diagnosed and rectified.

Since this is a safety switch it should never be by-passed for any reason other than the service technician to test the operation.

OPERATING INSTRUCTIONS

OPERATING YOUR PELLET STOVE

PRE-BURN INSTRUCTIONS: The burn pot liner holes must be clear and the liner installed properly against the ignitor tube for proper operation. Check the hopper for enough pellets to start the unit.

Note: The thermostat mode can be changed during normal operation.

DO NOT OPERATE THE UNIT WITH THE DOOR OR ASH PAN OPEN.

MANUAL MODE:

All control of circuit board function is adjusted at the circuit board.

To START: Press the ON / OFF button. The stove will turn on. The system light will flash. The Auger Light will flash with each pulse of the auger (the Auger Feed Rate is pre-programmed during start-up). The Heat Level Indicator will show the Heat Level that the stove will run at after start-up and can be adjusted but the change will not take affect until the start -up has finished.

To PRIME AUGER: If this is the first time the unit has been started or the unit has run out of fuel, the auger will need to be primed. This can be done by restarting the unit five (5) minutes into its start-up or by putting a small hand full of pellets into the burnpot.

To OPERATE: When a fire has been established, the System Light will turn solid (after approximately 10 - 15 minutes) and the Auger Light will continue to flash to the corresponding Heat Level setting. The convection blower (room air blower) will turn on. The speed of this blower is controlled by the setting of the heat level output indicator. The convection blower can be turned off by depressing the room air on/off button. For the best efficiency and to prevent cycling the convection blower should be left on at all times.

HIGH/LOW MODE: (Requires a thermostat)

INITIAL START-UP: See manual mode above.

OPERATION: When the thermostat calls for heat (contacts are closed) the stove settings are adjustable as per Manual Mode. When the thermostat contacts open, the HEAT LEVEL and Fans will drop down to the LOW setting until the thermostat contacts close again. *The LOW heat setting can be adjusted for different fuel qualities (see "OPERATING INSTRUCTIONS - CONTROL BOARD FUNCTIONS"). The stove will come back to the previous HEAT LEVEL setting when the thermostat contacts close again.

AUTO/OFF MODE: (Requires a thermostat)

INITIAL START-UP: See manual mode above.

OPERATION: When the thermostat contacts close, the unit will light automatically. Once up to temperature, the stove operates the same as in MANUAL. When the thermostat contacts open, the stove's HEAT LEVEL and Fans will drop down to the LOW setting for 30 minutes. If the thermostat contacts close within the 30 minutes, the HEAT LEVEL will return to the previous MANUAL setting. If the thermostat contacts remain open the stove automatically begins its shutdown routine. The ON / OFF button can be presses at any time the the stove will immediately shut down. The stove will re-light when the thermostat contacts close again.

TURNING YOUR PELLET STOVE OFF:

- MANUAL and HI / LOW mode: To turn the unit OFF, simply press the ON / OFF button. This will stop the feed of pellets. The blowers will continue to operate and cool the stove down. When cool enough, the stove will turn off.
- AUTO / OFF mode: To turn the unit OFF, turn the thermostat down or off. NOTE: The unit will run on low for three (3) minutes before it turns off.

**DO NOT unplug unit while Combustion fan is operating.
This may lead to smoke escaping from the stove.**

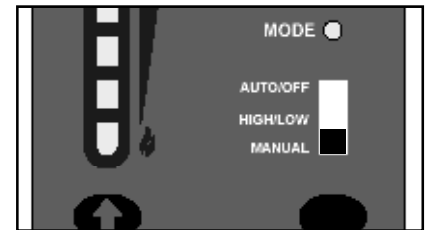


Figure 1: Thermostat Switch in MANUAL position.

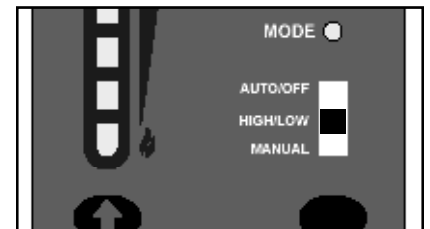


Figure 2: Thermostat Switch in HIGH/LOW position.

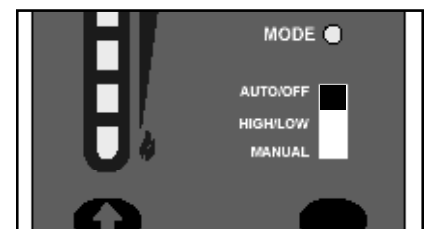


Figure 3: Thermostat Switch in ON/OFF position.

OPERATING INSTRUCTIONS

SLIDER / DAMPER SET-UP

THE SLIDER / DAMPER MUST BE SET AT TIME OF INSTALLATION.

A Qualified Service Technician or Installer must set the Slider Damper. This is used to regulate the airflow through the pellet stove. The slider damper knob is located on the left cab side (see Figure 7).

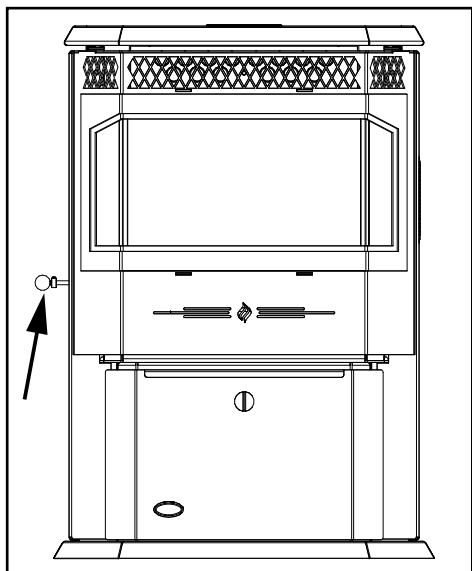


Figure 7: Slider / Damper Knob.



Figure 8: Efficient Flame.

SPECIAL NOTES:

Pellet quality is a major factor in how the Pellet stove will operate. If the pellets have a high moisture or ash content the fire will be less efficient and has a higher possibility of the fire building up and creating clinkers (hard ash build-up).

If the fire should happen to go out and the heat output indicator has been set on the lowest setting, the Slider Damper should be pushed in slightly, decreasing the air in the firebox.

If, after long periods of burning, the fire builds up and overflows the burn pot or there is a build up of clinkers, this would be a sign that the pellet quality is poor, this requires more primary air, the slider damper must be pulled out to compensate. Pulling the slider damper out gives the fire more air.

The easiest way to make sure that an efficient flame is achieved is to understand the characteristics of the fire.

- A tall, lazy flame with dark orange tips requires more air – Open slider (pull out) slightly.
- A short, brisk flame, like a blowtorch, has too much air – Close slider (push in) slightly.
- If the flame is in the middle of these two characteristics with a bright yellow/orange, active flame with no black tips then the air is set for proper operation, refer to Figure 8.

The combustion exhaust blower is a variable speed blower controlled by the heat output button. This blower will decrease the vacuum pressure inside the stove and as the heat output button is turned down.

NOTE:

Incorrect use of the Damper will cause malfunction and poor results from your stove or insert.

MAINTENANCE

ROUTINE CLEANING & MAINTENANCE

The following list of components should be inspected and maintained routinely to ensure that the appliance is operating at its optimum and giving you excellent heat value:

2-3 Days / Weekly	Semi-Annually or 2 Tons of Fuel
Burn Pot & Liner	Exhaust Vent
Ash Pan	Fresh Air Intake Tube
Inside Firebox	Blower Mechanisms
Door Glass	Heat Exchanger Tubes
Heat Exchanger Tubes	Behind Firebox Liners
Ash Pan & Door Gaskets	All Hinges
Door Latch	Post Season Clean-Up

If after long periods of burning, the fire continually builds up and overflows the burn pot or there is a build up of clinkers, this is an indication that the pellet fuel quality is poor or the stove may need cleaning. Check the stove for ash build up (clean if required) and adjust the slider / damper to produce the proper clean combustion.

TOOLS REQUIRED TO CLEAN UNIT

- Torx T-20 Screwdriver
- 5/16" Wrench or Socket
- 1" Soft Paint Brush
- Soft Cloth
- Vacuum with fine Filter Bag

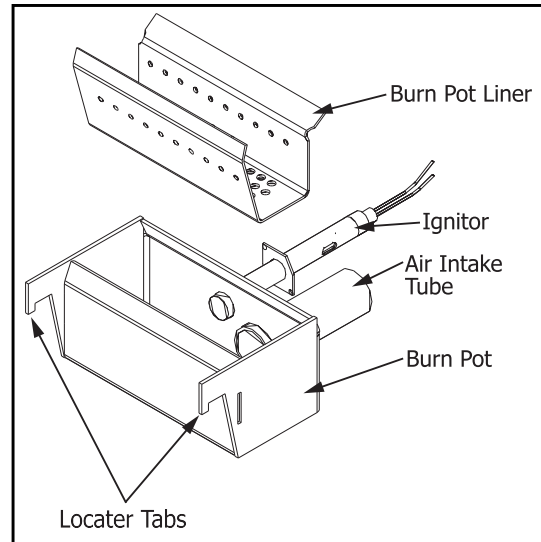


Figure 9: Burn Pot Assembly.

OPENING THE DOOR

The door lever can be found in behind the right side of the door frame. To open the door, pivot the lever outwards and upwards until it unlocks.

BURN POT AND LINER

(2-3 days)

Cleaning of the burn pot and liner must only be done when stove is cold. To remove the burn pot and burn pot liner, open the door using the door handle provided (located on the right-hand side of the stove). Swing the door open. Lift the liner from the burn pot. Lift the burn pot from the firebox by gently lifting up the front of the burn pot, then sliding the assembly from the air intake tube and the ignitor cartridge. See figure 9.

This is the 'pot' where the pellets are burned. Every two (2) to three (3) days (when the unit is cold), remove the burn-pot liner from the stove and inspected it to ensure proper air flow through the liner. **Failure to keep the liner clean may cause a build up of fuel past the burn pot liner and up the drop tube. This will cause the auger to jam and may result in pellets burning in the drop tube and hopper.** Using a metal scraper, remove material that has accumulated or is clogging the liner's holes. Then dispose of ashes from the liner and from inside the burn-pot. Place the burn-pot back into the stove, making sure that the pipes are properly inserted into the burn pot and locator tabs (see figure 9) are properly seated in the locator holes. Place the liner back into the burn-pot, making sure that the ignitor hole in the liner is aligned with the ignitor tube. Push the liner up against the ignitor tube.

DOOR GLASS CLEANING

(2-3 days)

Cleaning of the glass must only be done when stove is cold. Open the door by lifting the handle. The glass can be cleaned by wiping down the outside and inside of the glass with a dry soft cloth.

If the glass has build up that can not be removed with only the cloth, clean the glass using paper towel and a gas appliance glass cleaner, this may be purchased through most dealers. If a gas appliance glass cleaner is not available, use a damp paper towel dipped in fly ash to clean the glass. After the glass has been cleaned use the dry soft cloth to wiping down the outside and inside of the glass.

ASH PAN AND DOOR GASKETS

(weekly)

After extended use the gasketing may come loose. To repair this, glue the gasketing on using high-temperature fiberglass gasket glue / RTU silicone available from your local Greenfire dealer. This is important to maintain an airtight assembly.

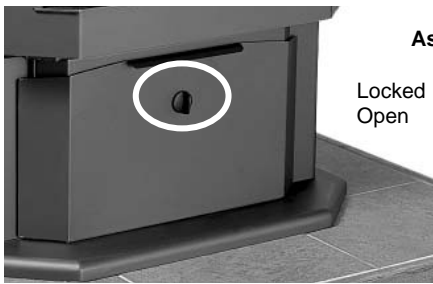
ASH PAN (weekly)

The ash pan is located under the burner. Always dispose of the ashes into a metal container (never use cardboard, plastic or wood containers) stored away from combustibles. Monitor the ash level every week. **Remember different pellet fuels will have different ash contents.** Ash content is a good indication of fuel efficiency and quality. Refer to "Safety Warnings and Recommendations" for disposal of ashes.

Freestanding: To remove the ash pan, simply turn the knob and pull out towards the front.

Insert: To remove the ash pan open the door, remove the burn pot liner and the burn pot, then pull the ash pan out.

DO NOT PLACE UNBURNED OR RAW PELLET FUEL IN ASH PAN.



Ash Pan Door Lock

Locked	12:00 o'clock position
Open	9:00 o'clock position

Figure 10: Ash Pan Door Lock shown in 12:00 o'clock position.

HEAT EXCHANGER TUBES (weekly)

Open the door and the rod is located under the unit top, in the center of the stove just behind the door (see Figure 11). This handle is to be pushed in and out 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.

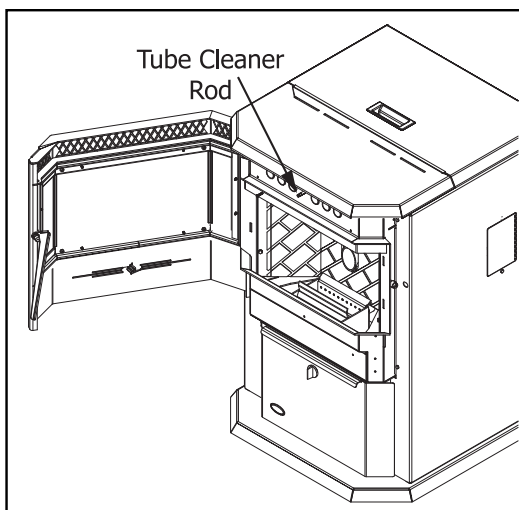


Figure 11: Heat Exchanger Tube Cleaner.

FRESH AIR INTAKE (season)

Inspect periodically to be sure that the intake pipe is not clogged with any foreign materials.

EXHAUST VENT (season)

This vent should be cleaned every year or after two (2) tons of pellets (whichever happens first). We recommend contacting your dealer for professional cleaning. To clean the vent pipe, tap lightly on the pipe to dislodge any loose ash. Open the bottom of the "T" to dump the ash, then vacuum as much of the ash out of the vent pipe as possible.

BLOWER MECHANISMS (bi-annual)

Unplug the stove then open the right and left side panels to access the two blowers. Vacuum all dust from motors and impellers. The convection blower should be oiled twice yearly using 3 in 1 oil or similar light oil. The combustion blower requires no lubrication. Check gaskets and replace if needed.

ALL HINGES (season)

Check all the hinges on the unit to ensure proper movement.

MAINTENANCE

EXHAUST PASSAGES

(season)

Removal of the firebox backing for bi-annual cleaning (refer to Figure 12):

- a) Open the door by lifting the handle, remove the burn pot and burn pot liner.
- b) Before trying to remove screws, lubricate all screws with penetrating oil. ie. WD-40.
- c) Loosen (do not remove) the four (4) screws that hold the brick liner retainers in place. Remove side brick liners by sliding them from under the screwheads.
- d) Pull the center panel out. Ensure not to damage the 1" insulation attached to the back of the center panel.
- e) Vacuum and clean thoroughly.

Installation of firebox backing:

- a) Return center panel to its original position.
- b) Place the two (2) side panels back into the firebox, secure the two (2) retainers and lock down by tightening the two (2) screws on each side.
- c) Replace the burn pot and burn pot liner.
- d) Close the glass door and secure.

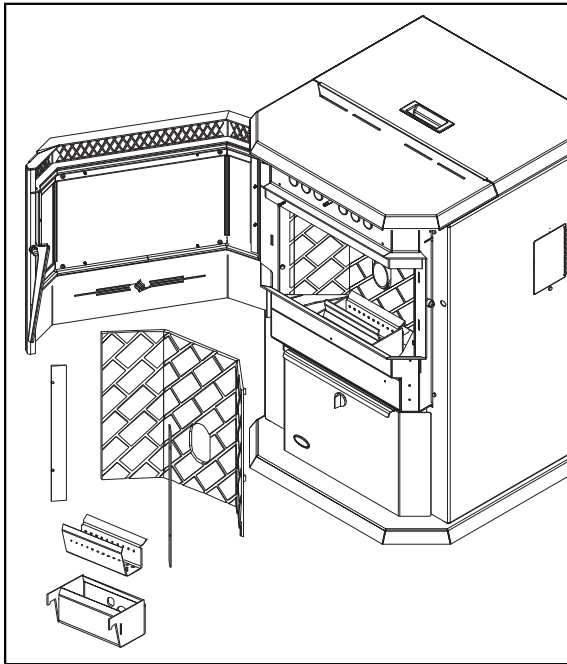


Figure 12: Firebox Components Removal.

POST SEASON CLEAN-UP

Once you are finished using the pellet appliance for the season, unplug the stove for added electrical protection. It is very important that the stove be cleaned and serviced as stated above. Also remove any remaining fuel from the hopper and auger.

CLEANING PLATED SURFACES

Painted surfaces should be wiped with a damp cloth periodically.

It is important to note that fingerprints and other marks can leave a permanent stain on plated finishes. To avoid this, give the surface a quick wipe with denatured alcohol on a soft cloth BEFORE lighting the fireplace. Never clean surfaces when they are hot. Do not use other cleaners or abrasives as they may leave a residue or scratches, which can become permanently etched into the surface.

FIREBOX PANEL

The paint on the steel firebox panels may peel. This is due to extreme conditions applied to the paint and is not covered under warranty.

REPLACING DOOR GLASS

It is recommended that your Greenfire dealer replace the glass if broken.

The door glass is made of high temperature PYRO CERAMIC 5 mm thick. The center panel is 15.4" x 9.0" (39.0 cm x 22.9 cm) and side panels are 2.6 x 9.0 inches (6.7 cm x 22.9 cm). They must be replaced with (Part # GF55-028 & GF55-029). Substitute materials will not be permitted.

WARRANTY

FPI is the manufacturer of the Greenfire line of heating products. At FPI, our commitment to the highest level of quality and customer service is the most important thing we do. Each Greenfire stove is built on a tradition of using only the finest materials and is backed by our Exclusive Lifetime Limited Warranty to the original purchaser. With Greenfire, you're not just buying a stove, you're buying a company with years of unequalled performance and quality.

Limited Lifetime Warranty:

Under this warranty, FPI covers the fireplace or stove body and accessories against defects in materials and workmanship, for part repair or replacement for the first seven (7) years and limited labour for the first two (2) years to the original purchaser. This Warranty covers: Firebox, Heat Exchanger, Burn Pot, Firebox Panels, Ceramic Glass, Pedestals, Panels, Legs, Log Sets and Door Assembly. Please see the exclusions and limitation section below as certain restrictions and exclusions apply to this warranty.

Limited Three (3) Year Warranty

Under this warranty, FPI covers the Burn Pot Liner against defects in materials and workmanship, for part repair or replacement for the first three (3) years and limited labour for the first two (2) years to the original purchaser. Please see the exclusions and limitation section below as certain restrictions and exclusions apply to this warranty.

Limited Two (2) Year Warranty:

Under this warranty, FPI covers: Auger Motor, Circuit Board, Timers, Temp Sensors, Blowers, Vacuum Switch and Wire Harness, against defects in materials and workmanship, for part repair or replacement for the first two (2) years and limited labour for the first two (2) years to the original purchaser. Please see the exclusions and limitation section below as certain restrictions and exclusions apply to this warranty.

Limited One (1) Year Warranty:

Under this warranty, FPI covers the Ignitor and all exterior surface finishes against defects in materials and workmanship, for part repair or replacement and limited labour for the first (1) year to the original purchaser. Please see the exclusions and limitation section below as certain restrictions and exclusions apply to this warranty.

Here is how our Warranty works

If you have any concerns with your Greenfire product please contact the dealer where you purchased the fireplace or stove. Your dealer shall make all claims in writing in reference to this warranty policy. Any and all parts and service will be handled through the selling dealer.

To the Dealer

When filling out a warranty claim please complete the following information on an official warranty claim form:

Customer information: Name, address and telephone number of purchaser and date of purchase.

Dealer information: Date of installation, name of installer and dealer, serial number of the appliance, nature of complaint, defects or malfunction, description and part numbers of any parts replaced.

To the Distributor

Sign and verify that work and information are correct.

WARRANTY

Exclusions and Limitations:

1. This Warranty does not cover tarnish, discoloration or wear on the plating or paint.
2. This Warranty excludes wear and tear or breakage caused by cleaning, moving or service on log set.
3. A qualified installer must install this stove or fireplace. This Limited Warranty covers defects in materials and workmanship only if the product has been installed in accordance with local building and fire codes; in their absence, refer to the owner's manual. If the product is damaged or broken as a result of any alteration, willful abuse, mishandling, accident, neglect, or misuse of the product, the Limited Warranty does not apply.
4. The stove must be operated and maintained at all times in accordance with the instructions in the Owner's Manual. If the unit shows signs of neglect or misuse, it is not covered under the terms of this Warranty policy. Performance problems due to operator error will not be covered by the Limited Warranty policy.
5. As this is a heating appliance some changes in colour of surface finishes may occur. This is not a flaw and as such is not covered under this warranty.
6. Some minor expansion, contraction, or movement of certain parts and resulting noise, is normal and not a defect and therefore, is not covered under this Limited Warranty.
7. Misuse includes over-firing. Over-firing this appliance can cause serious damage and will nullify the Limited Warranty.
8. The Limited Warranty will cover glass thermal breakage only and will not cover misuse of the stove glass, including but not limited to glass that is struck, has surface contaminates or has had harsh or abrasive cleaners used on it.
9. This warranty does not cover products made or provided by other manufacturers and used in conjunction with the operation of this stove without prior authorization from FPI. The use of such products may nullify the Limited Warranty on this stove. If unsure as to the extent of this Limited Warranty, contact your authorized Greenfire dealer before installation.
10. FPI will not be responsible for inadequate performance caused by environmental conditions, or use of any fuel other than certified wood pellets.
11. The Limited Warranty does not cover installation and operational related problems such as spillage caused by environmental conditions. Environmental conditions include but are not limited to nearby trees, buildings, roof tops, wind, hills, mountains, inadequate venting or ventilation, excessive offsets, negative air pressures or other influences caused by mechanical systems such as furnaces, fans, clothes dryers etc.
12. The Limited Warranty is void if:
 - a) The stove has been operated in atmospheres contaminated by chlorine, fluorine or other damaging chemicals.
 - b) The stove is subject to submersion in water or prolonged periods of dampness or condensation.
 - c) Any damage to the unit, combustion chamber or other components due to water, or weather damage which is the result of, but not limited to, improper chimney/venting installation.
 - c) Salt air in coastal areas or high humidity can be corrosive to the finish; these environments can cause rusting. Damage caused by salt air or high humidity is not covered by the Limited Warranty.
13. Exclusions to the Limited Warranty include: injury, loss of use, damage, failure to function due to accident, negligence, misuse, improper installation, alteration or adjustment of the manufacturer's settings of components, lack of proper and regular maintenance, alteration, or act of God.
14. The Limited Warranty does not cover damage caused to the fireplace or stove while in transit. If this occurs, do not operate the stove and contact your courier and/or dealer.
15. The Limited Warranty does not extend to or include firebox paint, door or glass gaskets with damage caused by normal wear and tear, or exterior paint discoloration or chipping, worn gaskets, etc.
16. The Limited Warranty does not include damage to the unit caused by abuse, improper installation, or modification of the unit.

WARRANTY

17. Damage to plated surfaces caused by fingerprints, scratches, melted items, or other external scores and residues left on the plated surfaces from the use of abrasive cleaners or polishes is not covered in this warranty.
18. The Limited Warranty does not cover tarnish, discoloration or wear on the plated surfaces.
19. The paint on the Metal Brick Liner may peel. This is due to the extreme conditions applied to the paint during normal usage. It is not a flaw and is not covered under warranty.
20. FPI is free of liability for any damages caused by the fireplace or stove, as well as inconvenience expenses and materials. The Limited Warranty does not cover incidental or consequential damages.
21. The Limited Warranty does not cover any loss or damage incurred by the use or removal of any component or apparatus to or from the Greenfire fireplace or stove without the express written permission of FPI and bearing a FPI label of approval.
22. Any statement or representation of Greenfire products and their performance contained in Greenfire advertising, packaging literature, or printed material is not part of the Limited Warranty.
23. The Limited Warranty is automatically voided if the fireplace or stove's serial number has been removed or altered in any way. If the stove is used for commercial purposes, it is excluded from the Limited Warranty.
24. No dealer, distributor, or similar person has the authority to represent or warrant Greenfire products beyond the terms contained within the Limited Warranty. FPI assumes no liability for such warranties or representations.
25. FPI will not cover the cost of the removal or re-installation of the stove, hearth, facing, mantels, venting or other components.
26. Labour to replace or repair items under this Limited Warranty will be covered per our warranty service fee reimbursement schedule. Labour rates are set per component and as such total labour costs may not be covered.
27. FPI is not liable for freight or labour on any stove replaced in-field and is not liable for travel costs for service work. In the event of in-home repair work, the customer will pay any in-home travel fees or service charges required by the Authorized Dealer.
28. At no time will FPI be liable for any consequential damages which exceed the purchase price of the unit. FPI has no obligation to enhance or modify any stove once manufactured (example: as a stove evolves, field modifications or upgrades will not be performed).
29. This Limited Warranty is applicable only to the original purchaser and it is non-transferable.
30. This warranty only covers Greenfire products that are purchased through an authorized Greenfire dealer.
31. If for any reason any section of the Limited Warranty is declared invalid, the balance of the warranty remains in effect and all other clauses shall remain in effect.
32. The Limited Warranty is the only warranty supplied by FPI, the manufacturer of the stove. All other warranties, whether express or implied, are hereby expressly disclaimed and purchaser's recourse is expressly limited to the Limited Warranty.
33. FPI and its employees or representatives will not assume any damages, either directly or indirectly, caused by improper usage, operation, installation, servicing or maintenance of this stove.
34. FPI reserves the right to make changes without notice. Please complete and mail the warranty registration card and have the installer fill in the installation data sheet in the back of the manual for warranty and future reference.

FPI fireplaces are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our door.

FPI Fireplace Products International Ltd. is pleased to extend this Limited Lifetime Warranty to the original purchaser of a FPI Product.

Installer: Please complete the following information

Dealer Name & Address: _____

Installer: _____

Phone #: _____

Date Installed: _____

Serial No.: _____