

FreePost KENT  
 Aber Holdings Ltd  
 PO Box 10095  
 Te Rapa  
 Hamilton 3241

**Standard Warranty:**

Your *Kent* wood burner is warranted for 10 years on the firebox with the exception of the following *Kent* parts: glass, glass seal, door seal, fire bricks, flue, secondary air system and removable baffle which will all have a 12 month warranty (parts only) provided they have been installed by a NZ Home Heating Association registered installer. The warranty does not apply to normal wear and tear, misuse or neglect, nor if parts of the heater are replaced with non genuine *Kent* parts. *Kent* recommends an annual service and flue sweep (years two to five) with replacement of parts if recommended to obtain maximum life out of your wood burner.

**Conditions:**

Your *Kent* wood burner must be installed in accordance with the manufacturer's instructions and all applicable standards, regulations and by-laws. Your *Kent* wood burner must be installed with a genuine *Kent* flue system purchased from your authorised *Kent* retailer. Failure to do so will void your warranty in its entirety. The company is not liable for any consequential damage by a failure or defect covered in this warranty. All claims against the warranty must be directed in the first instance to the retail outlet from which you made your purchase. Any repairs undertaken without the express authority of *Kent* will invalidate this warranty. This warranty does not cover damage caused by wetbacks/water boosters, burning improper fuels (driftwood/treated wood/coal or plastic-based waste), or installation, plumbing and sweeping work done by others (the installer is liable for any incorrect procedures or poor workmanship).

**Transferability:**

Your *Kent* wood burner warranty is transferable on the sale of the home where the wood burner is installed. Nothing in this warranty is intended to limit any conditions of the warranty right or remedy pursuant to the Consumer Guarantee Act 1993, except to the extent permitted under the Act. Your *Kent* wood burner is intended for domestic use only and the warranty is not valid for wood burners to be used for business purposes. *Kent* reserves the right to alter or amend specifications or designs of its product without prior notice.

**KENT WARRANTY  
 REGISTRATION**

**EASY ONLINE OPTION**  
 Go to [www.kent.co.nz](http://www.kent.co.nz) to complete your registration online. Quick and easy for complete peace of mind.

*Please keep this copy for your records.*

MODEL:.....

SERIAL NUMBER:.....

RETAILER:.....

PURCHASE DATE:.....

INVOICE NUMBER:.....  
 (Please keep your invoice attached to your warranty record).

INSTALLER NAME:.....

DATE INSTALLED:.....

NZ HOME HEATING  
 ASSOCIATION NUMBER:.....

INSTALLER SIGNATURE:.....



**Kiwi Rad II  
 Model No. KWF295-5910**

**USER GUIDELINES  
 AND WARRANTY**

Thank you for purchasing a *Kent* wood fire. Used correctly it will provide you with many years of warmth in your home. *Kent* wood fires have been the main source of heating for many Kiwi homes, with nearly 400,000 installed.

**Controlling the Kiwi Rad II:**

On initial light up, the presence of smoke may be noticed. This is normal and will dissipate quickly. **DO NOT BURN YOUR HEATER TOO QUICKLY TO BEGIN WITH.** Allow several small fires to build up a layer of ash in the heater, and cure the paint before using maximum power.

The *Kiwi Rad II* requires up to 40 cu.m/h of fresh air for burning, and this must come from outside the house. A normal house will allow enough air in through incidental openings to satisfy this. We recommend that a source of air be located near the heater for best performance. This can be simply a window that is left ajar while the heater is in use. If this is not possible, and the house is particularly air-tight, a vent may need to be installed next to the heater to provide the air required. Lack of air will lead to a heater that is hard to light and get going, or in bad cases, to smoke spilling back into the room. This situation can also lead to excessive carbon monoxide levels through incomplete combustion.

There is only one control on the *Kiwi Rad II*. This is the air control, on the right side of the ash spill tray below the door, which adjusts the amount of air that enters the heater. Pushing in the control knob reduces the amount of air entering the heater and reduces the burning rate.

While an air control is fitted, it is recommended that, for the cleanest operation, this is left fully open and the amount of heat generated is adjusted by the amount of fuel that is used. The heater burns cleanest when it is running at a high rate. Reducing the air inlet setting drops the internal temperature of the fire, which can lead to excessive smoke and emissions being produced.

This model is designed for easy lighting, simple operation and controllable heat outputs.

**Please ensure your installer completes and signs the warranty registration card in this booklet and you return it to us. We encourage you to read the warranty conditions and draw your attention to improper fuel use.**

Distributed by:  
 Aber, Hamilton, NZ  
[www.aber.co.nz](http://www.aber.co.nz)

KWF299-6979-03/11

**KEEP THIS IN A SAFE PLACE FOR FUTURE REFERENCE.**

### Lighting your fire:

Pull out the air control knob, on the right side of the ash spill tray below the door, until it is fully open. Place several pieces of crumpled newspaper in the base of the firebox, and criss-cross with 8-10 pieces of dry split kindling. Stack several pieces of dry split firewood approximately 40-50mm in size on top of the kindling. Ignite the paper and partly close the door. Let the fire establish itself for a few minutes, then open the door and add some more pieces of wood. Close the door, but leave the air control fully open until the wood is well alight and burning brightly. **Do not leave the fire unattended during this process.** Please note that it may be necessary in some cases to leave the door ajar for longer periods and use more small kindling in order to establish enough heat to warm up the flue. Only when the flue is sufficiently warm to create the necessary draft to maintain the fire may the door be fully closed. It may take trial and error to find a lighting procedure that suits your situation. In some cases it may be necessary to use a fire accelerant, we advise you to follow correct procedures from the manufacturer.

### Normal operation once the fire is established:

Once the fire is well established and the door can be fully closed, the output can be regulated by the amount of wood that is used. To reload the fire, open the air control fully, if this has been pushed in to turn the fire down, and open the door. Note that the fire burns hottest at the front of the firebox and so there may be unburnt wood at the back when it comes time to reload. This is normal. Rake through the contents to move any unburnt wood forward and then place the desired amount of wood into the firebox. Close the door. Operate the fire for 10-15 minutes with the air control fully open to allow the fire to fully establish again, before attempting to adjust the air control. Avoid large pieces of wood burning against the firebricks. The view of the flame through the glass door will give you the best indication of how your heater is performing. In order to accomplish maximum combustion performance, the fire should give a rolling, boiling flame pattern. At reduced setting the flame will be slower. For all practical purposes, the air control should be fully open when there is unburnt wood in the heater. Although fire holding periods may be increased by turning down the air control, this is at the cost of greater emissions and creosote production. At low settings, creosote may condense on the glass, reducing the visibility of the fire. The best indication that the fire is operating correctly is that the glass remains clean, without build-up of black or brown deposits. Some whitish bloom on the glass is normal and does not generally indicate a fault in operation. The way you burn your heater will also determine what is happening up the flue. Continued burning at high rates with a good clean flame will minimise soot and creosote deposits in the flue. Burning on low settings can quickly lead to the flue becoming blocked with deposits of soot and creosote, necessitating frequent and costly cleaning, and in the worst case, can lead to a fire in the flue as the soot and creosote ignite in the flue.

### Cleaning out the heater:

Your heater should require minimum cleaning. If the heater is operated correctly according to the instructions most of the ash will be consumed by later fires and a bed of ash will be maintained that does not build up to any great extent. If you find that you are having to clean out ashes every day or so, it indicates that the heater is not being operated correctly. Either excessively wet wood or foreign materials are being burnt, or the air control is being turned down too much. Don't clean out the firebox completely. Leave at least 25mm of ash in the bottom of the firebox after cleaning. These ashes in the bottom of the heater assist the burning process, by insulating the firebox and allowing air circulation under the fire bed. When emptying ashes use a metal container with a tight fitting lid. Do not use this container for any other purpose. The closed container of ashes should immediately be taken outdoors to a location well away from any combustible materials, pending final disposal. If the ashes are to be disposed of by burial in the garden or otherwise locally dispersed, they should be retained in the container until they are completely extinguished and cold. This may take several days. **Wood treated with chemicals will leave toxic residues in the ash. These ashes must be disposed of so they cannot contaminate the environment in any way.** We emphasise that this type of wood should not be used in your heater.

### In the event of a flue fire:

In the event of a build-up of creosote or soot igniting in the flue, close the air control fully. This will minimise the amount of air that can get into the burning flue and so can put the fire out. Prepare occupants of the house for evacuation. Contact the Fire Department. While waiting for the Fire Department, watch out for ignition of adjacent combustibles from the over-heated flue, hot embers, or sparks escaping from the flue. A flue system that has been properly installed will sustain minimal damage from such an event and cause minimal structural harm to the building.

### Correct flue sizing:

*Kent* heaters are designed for use with a 150mm diameter full length flue. Flues larger than this can cause less than optimum performance. The reason that larger flues can create problems is that they take longer to warm up to operating temperature to provide proper draft, and have a greater surface area which causes greater heat loss, leading to more condensation of creosote. When large flues do heat up, or when extremely cold weather and high atmospheric conditions exist, larger flues can over-draft an appliance. If your heater is not performing to expectations when operated according to these instructions, have your dealer or installer check the draft level of your flue with a draft meter. The correct draft reading, when the heater is operating on high and has been running until it is up to temperature, is **0.1 Water Column Inches.**

### Creosote formation and need for removal:

When wood is burned slowly, it produces tar and other organic vapours, which combine with the moisture released during the burning process, forming creosote. The creosote vapours may condense in the relatively cool flue of a slow burning fire. As a result a build-up of creosote occurs that in the worst instance may ignite and burn inside the flue causing an extremely hot fire. The flue of your heater should be inspected at least every two months during the heating season, and preferably before beginning to use the heater at the start of the season. When you are able to operate the heater without creating creosote deposits, the interval between inspections may be increased, but the flue must always be inspected and cleaned at least once a year. The flue should be swept by a professional chimney sweep to remove any build-up of creosote and soot. A professional sweep should also advise of any problems that may be detected in the inspection of the flue and offer advice on any repair and replacements. Your *Kent* heater requires minimal maintenance, and will keep its good looks for a long time with just a little attention.

### Cleaning:

The exterior surfaces of the heater should be cleaned when needed with a damp cloth and non-abrasive cleaner. Use of caustic or abrasive cleaners will damage the finish on the heater. If, due to continued burning at low temperature, the door glass is dirty, use a paper towel moistened with water and dipped in the cold ashes from the fire to lightly scrub the inside of the glass. Remember that a properly operated heater will keep the glass clean by itself.

### Lubrication:

The door hinges, door handle spindle and air slide mechanism should be lubricated every few months of use with a suitable high temperature grease. Do not use too much as this can melt and drop down onto the hearth staining it.

### Other maintenance:

Any other maintenance required should be carried out by qualified service staff. Please consult your *Kent* dealer for local service people. Any replacement parts used must be original *Kent* parts. The appliance should not be modified in any way except in accordance with instructions supplied by *Kent*.

# KENT WARRANTY REGISTRATION

## IMPORTANT

Please take a few moments to complete both sections. Once completed cut and mail this section to Aber Holdings Ltd (freepost).

CUSTOMER NAME:.....

INSTALL ADDRESS:.....

.....

TELEPHONE:.....

EMAIL:.....

RETAILER:.....

PURCHASE DATE:.....

INVOICE NUMBER:.....

MODEL:.....

SERIAL NUMBER:.....

INSTALLER NAME:.....

DATE INSTALLED:.....

NZ HOME HEATING  
ASSOCIATION NUMBER:.....

INSTALLER SIGNATURE:.....

### PRIVACY ACT NOTICE

Owner named on card agrees and consents that Kent may retain and use information on this card for marketing and development purposes only.

For more information please visit our help desk at [www.kent.co.nz](http://www.kent.co.nz)