

## Troubleshooting (Continued)

- **Smoke entering the room from the firebox when the door is open may be caused by**
  - Insufficient length of flue (Flue to be 4500mm minimum from underneath base of heater to underside of cowl)
    - Increase height of flue.
  - Both doors open together
  - Flue Downdraught
    - Consult dealer or increase height of flue.
  - Creosote Build up in flue
    - Remove cowl and clean flue as per cleaning instructions. Check moisture content of wood.

- **Excessive ash build up**

Some woods will give large amounts of ash despite how you run the heater. Others will give you very little. Use the wood which is most convenient for you as long as it is dry. After a period of time you will get to know when to empty your unit. Always leave 12mm of ash in the bottom of your heater. Bark will give you excessive ash. Try not to burn it.

If you are burning wood that gives you charcoal, you may find that after running the heater say for 8 hours at maximum burn rate, the charcoal builds up excessively. Overnight burn will reduce this charcoal back to a fine ash. If you are not ready to shutdown for overnight burn when you next fuel the stove, load the stove with only one piece of wood and lay it across the firebox on top of the charcoal. Open the air control wide open and you will find the charcoal will burn down with the one piece of wood. Repeat the process until the ash level is significantly reduced.

## WARRANTY

1. Subject to clauses 2 & 3 of this warranty, A.F. Gason Pty Ltd ACN 004 667 556 (Gason) warrants the following components of its heaters against defects in workmanship and/or materials for the following periods from the date of purchase:
    - (a) the firebox for ten years;
    - (b) the paint finish for a period of twelve months if the purchaser has followed the instructions provided by Gason in this Operation and Installation Instructions manual; and
    - (c) all other components for twelve months except the glass, fire brick lining or baffle plate if, in the opinion of Gason, these items have been damaged by impact.
  2. This extended warranty does not apply:
    - (a) if the heater is purchased from a person who has not been authorised by Gason to sell its products;
    - (b) if, in the opinion of Gason, the heater or any component has been subjected to abuse, misuse, alteration, modification or has not been installed, operated or maintained in accordance with the instructions provided by Gason; or
    - (c) to owners other than the original purchaser.
  3. If you believe that the heater you purchased contains a manufacturing defect and you wish to make a claim under this warranty, please contact an authorised Gason service centre to arrange for an assessment.
  4. If, after assessing the heater, Gason determines that the heater contains a manufacturing fault, Gason may at its discretion:
    - (a) replace the heater;
    - (b) repair or replace specific components of the heater; or
    - (c) provide a full refund.
  5. Parts replaced under this warranty are warranted for the balance of their original warranty period.
  6. If, at the discretion of Gason, the heater or any part needs to be replaced, serviced or repaired at an authorised Gason service centre, then the person claiming under this warranty must pay all costs associated with:
    - (a) returning the heater; and
    - (b) the delivery or collection of any new or repaired heater.
- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- Any benefits you receive under these warranties are in addition to other rights and remedies that you may have as a consumer under a law in relation to the heater to which these warranties relate.

These warranties are given by:

A.F. Gason Pty Ltd  
Blake Street  
Ararat VIC 3322

Please contact us if you have any queries on:

Phone: 03 5352 2151;

or email us via the "Contact Us" section of our website: [www.gason.com.au](http://www.gason.com.au).

# Jindara®

WOODHEATING



Duplicity Freestanding

## Operation & Installation Instructions

REV. A

GPN 230439



**Read and follow these instructions carefully before installing and using this appliance.  
SAVE THESE INSTRUCTIONS**



#### Safety Warnings

- A flue fire with resulting damage may occur if this appliance is not installed, operated and maintained as per this booklet.
- Never place combustible material such as wood, paper or furniture near the appliance.
- This appliance is designed to burn dry wood. Do not burn rubbish, driftwood, flammable liquids or any substance containing salts or corrosives.
- This appliance must not be installed and operated in an area where kerosene, petrol, paint thinner or other flammable liquid is used or stored.
- The flue system must be inspected and cleaned annually or sooner if required. Failure to do so could result in an excessive build up of creosote which may result in a flue fire which may damage the flue or cause damage to your home.
- The surface of the appliance becomes hot during operation. Do not touch the surface of this appliance. Keep children away from the appliance during operation. Do not allow anyone to operate this appliance who is not familiar with the instructions in this booklet.



#### Paint curing and care

Your heater is coated with the best available heat resistant paint. Even though the paint has been baked after application, it may require further temperature curing. It may, if you overfire the heater on its first fire, discolour. For your first two or three firings, never exceed medium air setting and always have the fan on when above low burn. Do not wipe the heater while the paint is curing. After the paint has cured the only maintenance required to maintain the heaters finish is to wipe it with a soft cloth. Do not use any commercial cleaners or solvents on the paint finish.

We are proud of the presentation of our products. If at any time you need to freshen up the paint finish, your local dealer has touch up paint available for purchase. You may even change the colour of your heater if you wish.

If you have any enquires, please contact the dealer from whom you purchased your heater:

**PLEASE COMPLETE:**

Dealer Name

Dealer Address

Phone

Please attach your original purchase dockets to this booklet for future reference.

### Troubleshooting

#### • Noisy Fan

Turn the power off and remove the three pin plug from the power point. Remove the four screws that hold the front fan access panel. Remove the panel. Disconnect the wiring loom via the plastic joiner. Unscrew the two nuts which hold the fan in position and remove the fan. Clean any dust with a dry paint brush and vacuum the fan blades. Clean around the motor. After completion place two or three drops of sewing machine oil on the shafts at the bearings. Replace the fan in reverse to the removal.

#### • Fan not working

Check the power connection with another appliance. If the power point is O.K. assume the Fan or the Switch is defective. Isolate the power as above. Check that the terminals on the loom and the switch are firmly connected. If the fan then fails to function, remove the fan and switch by firstly removing the knob off the fan switch by pulling it away from the heater. Undo the holding nut and pull the switch out. Disconnect the wiring from the power lead and remove the fan and switch. Convey the same to the authorised Jindara Dealer from whom you purchased your unit for service. Replace in the reverse order.

#### • Air Control Jamming

Remove air control cover plate by removing the four screws which hold it onto the face of the heater. There are two bolts holding the air slide in place. Undo them and remove the air slide. Wipe any ash or dust that may have accumulated on the back of the air slide or on the face of the heater. If any burrs have developed on the back of the air slide or on the face of the heater, rub them off with fine wet and dry sand paper till you have a smooth surface and edges. Replace the air slide and make sure the washers and spacers are on the bolts when you screw the bolts back into the face of the heater. Do not apply any type of lubricant to the air slide whatsoever as this will attract dust and make the slide stick.

#### • No Overnight Burn

Remove the air slide as per air control jamming and check that the air slide is hard against the face of the heater. If it is loose, tighten up the bolts holding the air slide to the face of the heater. Do not overtighten.

Check that the door rope has an even indentation from the sealing strip, which is on the face of the firebox. If it is uneven and it appears as though air could leak through the seal, adjust the thickness of the door rope to suit. Stretch the rope to make it thinner where the indentation is the heaviest and bunch up the excess where the indentation is smaller.

Check the four bolts that hold the glass retainer in position. If loose tighten. Do not overtighten.

The door may become loose through the door seal shrinking. To tighten the door, open the door and look at the inside of the door catch. Undo the nut which is holding the latch plate. Remove the latch plate. Remove one thick washer and the star washer. Refit the latch plate. The latch plate is concave to provide a lead in edge so that there is smooth connection between the door latch and the catch. Make sure that the face of the latch that is curved outward is facing towards the door.

Replace the nut. When closing the door you should now feel firm resistance when the latch comes into contact with the catch.



**Overfiring**

**NEVER OPERATE THE HEATER WITH THE DOOR LOOSE AND NOT AIR TIGHT. OVERFIRING COULD RESULT IN DETRIMENTAL WEAR AND TEAR ON THE FIREBOX.**

Operating your Jindara (Continued)

**Overnight burn**

Approximately 30 minutes before turning the heater down to overnight burn it is recommended to load the heater with fuel for the overnight burn. Leave the air control in the medium to high position. Let the heater run for about thirty minutes. This will reduce the moisture content in the fuel before shut down. (This will help reduce the creosote formation in the firebox and flue.) Set the air control to the setting you have found best for your requirements. Turn the fan off and retire. The aim when overnight burning is to have only a few hot embers left in the bottom of the firebox in the morning. Not huge lumps of wood.

**Cleaning your flue**

Carefully remove baffle plate and put it to one side. Close the heater door. Obtain a 178mm flue brush from your local Jindara Dealer and proceed up onto your roof. Remove the cowl. Slowly push the flue brush down the chimney until it stops. Pull the brush back out and repeat the process. Each time you do this you will notice that the brush will go further down the chimney till it reaches the bottom. The soot and creosote will fall down the chimney and into the firebox. Clean residue from firebox. Replace the baffle plate. Make sure you do the job well. The cleaner the flue the less chance there will be of the creosote sticking again. After you have replaced the cowl, inspect the roof flashing for any damage that may have been incurred whilst you were cleaning the flue. Reseal the seal on the roof with roof and gutter silicone if required.

**The fans**

It is recommended to run the fans while the heater is operating above low burn on low speed. For extended periods when the heater is running above medium fire, high or boost is recommended. Boost is recommended for short bursts where a quick temperature rise is desired in conjunction with a high fire setting. The fans should be cleaned on a regular basis. (Refer Troubleshooting for fan removal and cleaning.)



**WARNING**

**Operation of the Fan**

If firebox failure is reported and it is found that the firebox has been abused through improper use of the fan, Jindara reserve the right to disallow any warranty claims in relation to firebox failure.



**WARNING**

**The Door**

**Leaving Door Open**

As stated previously in relation to leaving door open 25mm to encourage the fire to pick up at a faster rate. Your heater has been tested to ensure that no structural damage can take place if the door is inadvertently left open. However your paint finish can be damaged if the door is left open for a long period with a full firebox of fuel with the fan off. Closely supervise your heater while the door is left open.

**Closing the Door**

Always ensure that before you close your door there is no wood protruding beyond the front of the firebox opening. Do not use the door glass as a 'battering ram' to push the wood back into the firebox. Damage to the glass by such impact is not covered by your warranty.

Installation



**WARNING**

**Installation**

THE INSTALLATION OF THIS APPLIANCE MUST BE CARRIED OUT AS PER THIS MANUAL AND THE FLUE MANUFACTURERS SPECIFICATIONS.

**WE RECOMMEND THAT YOU USE A QUALIFIED INSTALLER TO CARRY OUT THE INSTALLATION.**

If you have any other enquiries, please contact the dealer from whom you purchased your heater.

THIS APPLIANCE WEIGHS IN EXCESS OF 200 KILOGRAMS. EXTREME CARE SHOULD BE TAKEN WHEN HANDLING THE APPLIANCE.

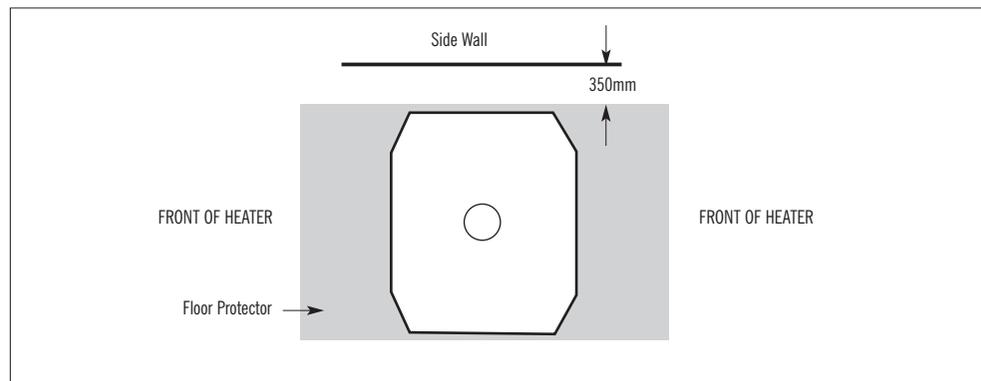
**Clearances to combustibles & flue requirements**

To comply with the Australian Standard, your Jindara Duplicity Freestanding Heater must be installed with a 7 inch Australian Standard Flue kit.

The Jindara Duplicity Freestanding has been tested to the Australian Standard 2918:2001 Appendix B,

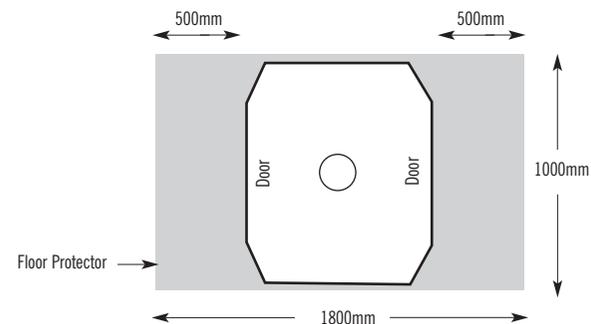
Test Report No HCMG/14/069A. Tested with a Western Valley 7 inch Australian Standard flue kit.

The Duplicity Freestanding heater conforms to the Australian Standard in the following placement of the appliance in relation to combustible surfaces.



**Hearth Requirements**

The Duplicity Freestanding conforms to A.S. 2918:2001 Appendix B when placed in the position at right. A minimum 1000mm deep x 1800mm wide x 12mm thick floor protector should be used under and in front of the appliance when installing the appliance. The floor protector should extend 500mm in front of the appliance base on both doors.



## Installation (Continued)

### Fitting the Baffle Plate

After you have completed the installation you firstly have to fit the baffle plate into the heater.

With lips facing upright and to fronts of heater, put the baffle plate back into the heater by putting the right side of the plate through the door opening and then the left.

Holding the plate in two hands under the plate, lift the right hand side up hard against the top and right hand side of the firebox. Then lift the left hand side past the retaining lugs on the left hand side of the firebox. When the plate is level, slowly lower it onto the baffle plate retainers. Ensure the baffle plate is sitting evenly in the retainers.



#### Baffle Plate

WITH THE CURVED LIPS FACING UPRIGHT, ENSURE THE BAFFLE IS SITTING CORRECTLY. FAILURE TO DO SO WILL CAUSE THE APPLIANCE TO BE LESS EFFICIENT AND OVER HEAT THE FLUE SYSTEM.

### Placement of firebricks in firebox

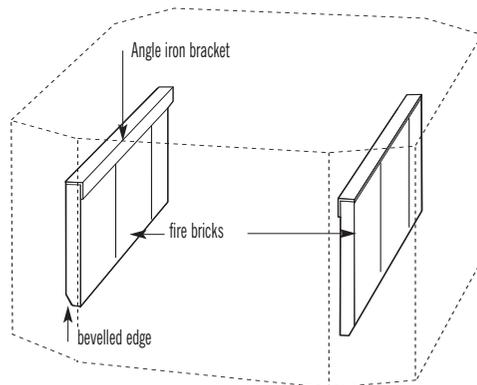
Take the carton of firebricks out of the heater firebox. They are to be placed so that they stand on end against the rear and two side walls of the firebox. You will notice that the bricks have a bevel on one end.

Inside the firebox there is an angle iron firebrick retaining bracket on each side. This is designed to sit over the bricks and hold them in place.

The bevel end of the firebrick is to be placed towards the bottom of the firebox, facing inside to the wall of the firebox.

Two whole bricks and one half brick are to be placed each side, as per diagram.

Push each brick firmly against the wall of the firebox .



### Installation Permit

Depending on what your local authority requires, a permit may be required for the installation of your heater. It is your responsibility to arrange the same.

## Operating your Jindara



#### Read these instructions

DO NOT ATTEMPT TO OPERATE THIS APPLIANCE WITHOUT READING AND UNDERSTANDING THESE OPERATING INSTRUCTIONS THOROUGHLY. FAILURE TO OPERATE THIS APPLIANCE PROPERLY MAY CAUSE UNDUE DAMAGE TO THE APPLIANCE OR RESULT IN A FLUE FIRE.

### Your first fire

On installation of your Jindara Heater it is necessary to place a 12mm (approx) layer of sand, soil or ash in the bottom of the firebox. This is required for the first fire. Thereafter, when cleaning out the firebox, always leave the equivalent amount of ash in the bottom.

### Starting your fire

Place a firelighter or paper in the bottom of the firebox and place a large amount of small kindling on top. Ignite the paper or the firelighter. Set the air control to high and leave the main door open approximately 25mm. When the kindling is burning, place about four pieces of small wood on top of the burning kindling. Once the wood is alight, close the main door. After approximately 20 minutes, turn the air control down to medium and, turn the fan on to low speed.

On the initial fire up you may detect smoke coming from the paint finish and from any oils that may be on the steel on the outside of the firebox. This is normal. It is suggested to well ventilate your home on the initial fire up. Please refer to our section 'Paint curing and cure'.

### The glass door

Always operate your heater with the door closed and locked. The only time you can leave the door open is on initial lighting, or when reloading the heater. If at any stage you open both doors at the same time while the heater is in operation, it is possible smoke will enter your room.

### Care of your glass

If you are burning good dry wood, you will have very little discolouration of your glass in normal burning cycle. If you aim for an eight to ten hour overnight burn, you should not get much discolouration. You can control this by adjusting the air control, moving from the left and slowly creeping the control to the right. After a number of days you will find the right position to suit your requirements and the fuel that you are using.

### Cleaning the glass

Generally the only time you will possibly need to clean your glass is after a long overnight burn. If you find that you have a wet sticky black film on your glass (creosote), it is better to burn the heater as normal for one load of wood. When the wood has burnt down to a hot bed of embers, open the door and leave it wide open until the glass cools sufficiently to be wiped with a damp cloth. This should clean all the white smoky film off the glass. Creosote on the glass is normally a sign that you have tried to get too long an overnight burn or you have burnt excessively wet or green wood. If the film on the glass won't come off with a wet cloth, you can use wet ash from the ash bed as a cleaner or commercial products such as Crystal Clear, Johnson Foam Clean or Windex.

### Normal Operations

When you get up in the morning, open up the air control of the heater to high position to start the embers glowing. Place three or four pieces of wood on top of the embers and leave the door open 25mm. Once the fuel starts to flame close the door. As the heater starts to heat up turn the fan on to low, (approx 20 minutes) and begin reducing the air control towards a lower setting. You will find with the fan on low you will only need to run the heater between low and medium to maintain the temperature you desire in your home. To obtain the maximum heat dissipation from the heater it is necessary to run the fan at any time the heater is running above the low position.

For best results it is best to burn 350mm long wood and load your wood straight into the firebox front to rear. This will give optimum efficiency and recoverable heat, and minimise creosote formation and smoke emissions.