

CS1203 Alterra™ Freestanding Wood Stove

Owner's & Installation Manual





Installer: Please complete the details on the back cover and leave this manual with the homeowner.

Homeowner: Please keep these instructions for future reference.

Thank-you for purchasing a **REGENCY FIREPLACE PRODUCT.**

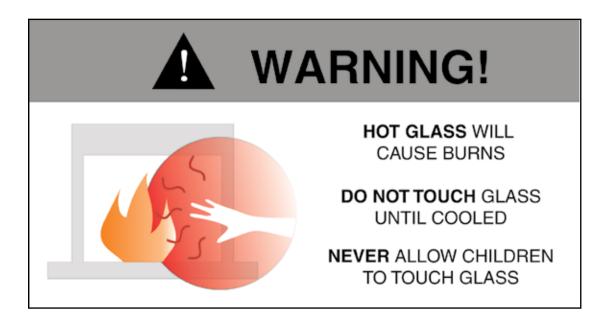
The pride of workmanship that goes into each of our products will give you years of trouble-free enjoyment. Should you have any questions about your product that are not covered in this manual, please contact the **REGENCY DEALER** in your area.

Keep those **REGENCY FIRES** burning.

SAFETY NOTES:

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

This appliance needs fresh air for safe operation and must be installed with adequate combustion air available to the room in which it is to be operating. Air starvation or icing of the chimney system may result.





We recommend that our products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute (NFI) or in Canada by Wood Energy Technical Training (WETT).

This is a copy of the label that accompanies each CS1203 Wood Stove. We have printed a copy of the contents here for your review.

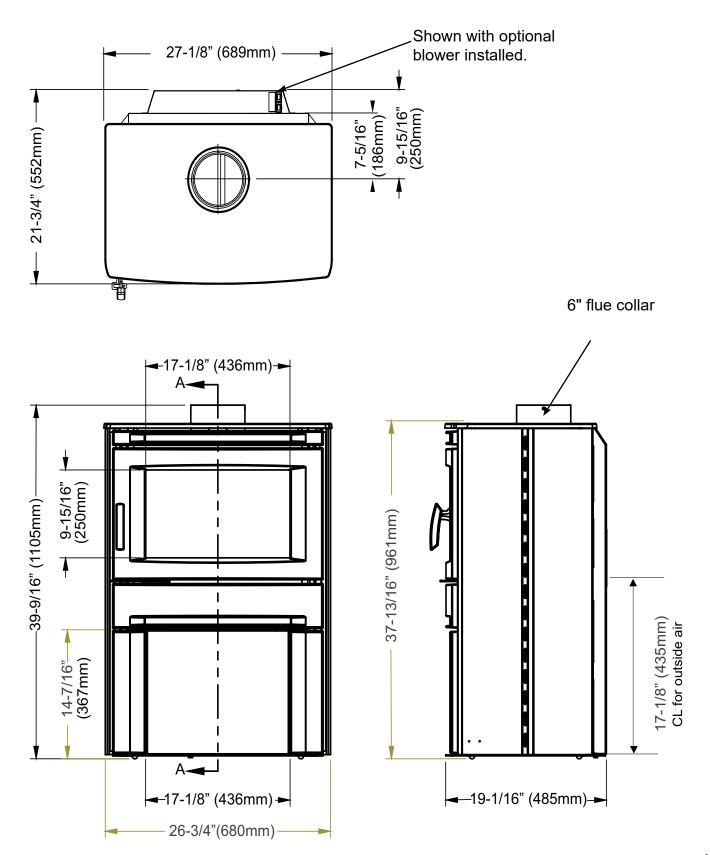
NOTE: Regency units are constantly being improved. Check the label on the unit and if there is a difference, the label on the unit is the correct one.

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UNIT DIMENSIONS



RESIDENTIAL INSTALLATION

- Read all instructions before installing your Regency Stove. Install and use only in accordance with these installation and operating instructions.
 Be aware that local Codes and Regulations may override some items in this manual. Check with your local inspector.
- 2) Select a position for your Regency Stove. Consult the minimum clearance chart for your model and set the stove in place. For close clearance installation use listed double wall connector systems (refer to Combustible Wall Chimney Connector Pass - Throughs).
- 3) To insure vertical alignment, suspend a plumb bob from the ceiling over the exact center of your stove flue and mark a spot on the ceiling to indicate the center of the chimney.
- 4) Check that the area above the ceiling is clear for cutting. Re-confirm the clearance from the stove to combustibles to insure that they are within the prescribed limits.
- 5) Install chimney according to chimney manufacturers instructions. The performance of your woodstove is governed to a very large part by the chimney system. Too short a chimney can cause difficult start-up, dirty glass, backsmoking when door is open, and even reduced heat output. Too tall a chimney may prompt excessive draft which can result in very short burn times and excessive heat output. The use of an inexpensive flue pipe damper may be helpful in reducing excessive draft.

CAUTION: The chimney should be the same size as the flue outlet on the stove. The chimney must be listed as suitable for use with solid fuels. For

- other types of chimneys check with your local building code officials. Do not confuse a chimney with a type "B" Venting System used for gas appliances as suitable for a wood burning appliance (refer to the Mobile Home installations section).
- 6) Mark the location of the unit base on the floor, then move the stove aside and mark the position of the floor protector.
- 7) The floor protector must be of non-combustible material and must extend 16" in front of the door opening and 6" to the sides and rear of the unit. Some areas may require a larger size floor protector. See your local inspector. For outside air installation refer to Mobile Home section.

NOTE: In Canada, floor protection must extend 18" to the front and 8" to each side of the stove.

- When the floor protection is complete, position the stove with the flue collar centered under the installed chimney.
- 9) In seismically active areas, Regency recommends that your unit is secured to the floor by using the bolt down holes inside the pedestal (the same ones used in Mobile Home installations).
- 10) For residential installations using "C" Vent (single wall) the chimney connector must be at least 24 gauge steel. Do not use galvanized pipe. For Mobile Home installation refer to the Mobile Home installation section.
- Do not connect this unit to a chimney serving another appliance unless approved by your local building authority.

- 12) A chimney connector cannot pass through an attic or roof space, closet or similar concealed space, or a floor, ceiling, wall or partition of combustible construction. In Canada, if passage through a wall, or partition of combustible construction is desired, the installation shall conform to CAN/CSA-B365, Installation Code for Solid-Fuel-Burning Appliances and Equipment.
- **13)** Your Regency Wood stove is not to be connected to any air distribution duct.

Emissions from burning wood or gas could contain chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

ROOM AIR

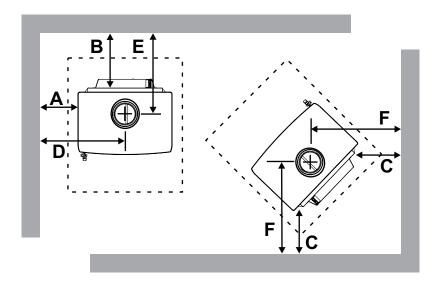
Mobile home installations require the use of outside air. See mobile home installation page for further details.

MODULAR INSTALLATION OPTIONS

OPTIONS: These can be installed at time of installation or added later:							
Modular Option	Considerations when choosing options						
Blower/Fan	Adding the blower will increase the area heated by the stove, it can move warm air beyond the room where the stove is installed.						
Ash Drawer Kit	Adding the Ash Drawer Kit makes cleaning ashes out of the stove easier and cleaner.						
Side Shields	Choice of black or stainless side shields. One set of side shields must be installed on unit.						
Ashlip	To help contain displaced ashes.						
Optional ember pro- tection steel plate	Optional Ember Protection Floor Mat						

MINIMUM CLEARANCE TO COMBUSTIBLE MATERIALS

MEASUREMENTS "FROM UNIT" ARE FROM THE SIDE SHIELDS OF THE STOVE TO A SIDE WALL OR TO A CORNER, AND FROM THE REAR HEAT SHIELD TO A BACK WALL



NOTE: Be aware that local Codes and Regulations may override some clearances listed in this manual. Check with your local inspector.

Residential	Installation "C	"Vent	(Single Wall)
Hiesiaeniliai	III Stallation C	, ACIII	(Jillyle Wall)

	, ,										
Unit Fr		From	Unit	From Corner		From Flue Center-line					
	004000	Α	В	С	D	E	F				
	CS1203	13"	11"	8"	26-3/8"	18-1/2"	20-3/4"				

Residential Close Clearance (To be installed with required pipe components)

When the stove is installed as a close clearance residential unit, a listed double wall connector is required from the stove collar to the ceiling level.

	From Unit		From Corner		From Flue Center-line		
004000	А	В	С	D	E	F	
CS1203	11"	7"	7"	24-1/2"	14.5"	19-3/4"	

Mobile Home Close Clearance (To be installed with required pipe components)

"C" Vent single wall pipe is not approved for Mobile Home installations. (Refer to Mobile Home Instructions.)

	From Unit		From Corner		From Flue Center-line		
004000	Α	В	С	D	E	F	
CS1203	11"	7"	7"	24-1/2"	14.5"	19-3/4"	

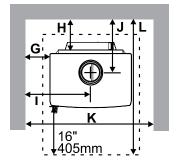
MINIMUM ALCOVE CLEARANCE TO COMBUSTIBLE MATERIALS

MEASUREMENTS "FROM UNIT" ARE FROM THE SIDE SHIELDS OF THE STOVE TO A SIDE WALL OR TO A CORNER, AND FROM THE REAR HEAT SHIELD TO A BACK WALL

The Regency Freestanding models have been alcove approved and must be installed with a listed double wall connector to the ceiling level.

Note: Minimum alcove ceiling height - 84"

Maximum depth of alcove - 36"



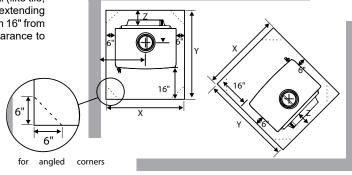
Minimum Alcove Clearance to Combustible Materials									
Unit		From Back Shield From Flue + Side Shields. Center-Line				Min. Hearth to Rear Wall			
CC1202	G	Н	I	J	K	L			
CS1203	11"	7"	24-1/2"	14-1/2"	49-1/8"	39-1/4"			

Floor Protection

A combustible floor must be protected by a non-combustible material (like tile, concrete board, or certified to UL-1618 or as defined by local codes) extending beneath the heater and a minimum of 6" from each side and minimum 16" from the fuel door opening of the stove and minimum 6" (or the rear clearance to combustibles whichever is smaller) from the rear of the stove.

Minimum Overall Width (X) of Floor Protector for all installations:

US 38-3/4" Canada 42-3/4"



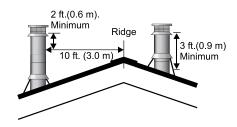
NOTE: In Canada, floor protection must extend 18" to the front and 8" to each side of the stove.

Minimum Overall Depth (Y) of Floor Protector									
Unit		Residential Residential Close Clearance						Alc	ove
CS1203	Y	Z	Υ	Z	Υ	Z	Υ	Z	
USA	39"	6"	39	6"	39"	6"	39"	6"	
Canada	43"	8"	43"	8"	43"	8"	43"	8"	

STEP BY STEP CHIMNEY AND CONNECTOR INSTALLATION

Note: These are a generic set of chimney installation instructions. Always follow the manufacturers own instructions explicitly. Check the Minimum Recommended Flue Heights section (Table 1).

- With your location already established, cut and frame the roof hole. It is recommended that no ceiling support member be cut for chimney and support box installation. If it is necessary to cut them, the members must be made structurally sound.
- 2) Install radiant shield and support from above.
- 3) Stack the insulated pipe onto your finish support to a minimum height of 3 feet above the roof penetration, or 2 feet above any point within 10 feet measured horizontally. There must be at least 3 feet of chimney above the roof level.

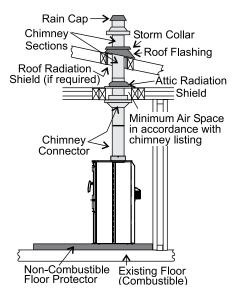


Note: Increasing the chimney height above this minimum level will sometimes help your unit to "breathe" better by allowing a greater draft to be created. This greater draft can decrease problems such as, difficult start-ups, back-smoking when door is open, and dirty glass. It might be sufficient to initially try with the minimum required height, and then if problems do arise add additional height at a later date.

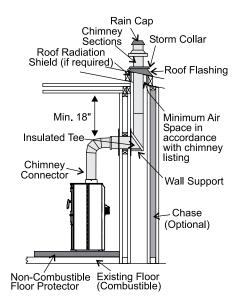
- 4) Slide the roof flashing over your chimney and seal the flashing to the roof with roofing compound. Secure the flashing to your roof with nails or screws.
- 5) Place the storm collar over the flashing, sealing the joints with a silicone caulking.
- 6) Fasten the raincap with spark screens (if required) to the top of your chimney.
- For optimum efficiency when installing into a masonry chimney, size accordingly, i.e. the 6" (152mm) flue dia. is 28.28 sq.in.

- 8) To complete your chimney installation, install the double wall connector pipe from the stove's flue collar to the chimney support device.
- 9) If you are using a horizontal connector, the chimney connector should be as high as possible while still maintaining the 18" (457mm) minimum distance from the horizontal connector to the ceiling.
- NOTE: Residential Close Clearance and Alcove installations require a listed double wall connector from the stove collar to the ceiling level.

The diagrams below illustrate one way to install your unit into a standard ceiling or with a horizontal connector. Check with your dealer or installer for information on other options available to you.



Standard Ceiling Installation



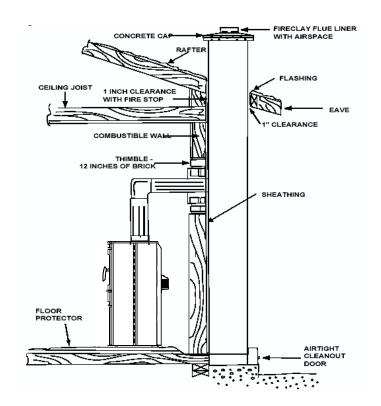
Horizontal Installation

MASONRY CHIMNEY

Ensure that a masonry chimney meets the minimum standards of the National Fire Protection Association (NFPA) by having it inspected by a professional. Make sure there are no cracks, loose mortar or other signs of deterioration and blockage. Have the chimney cleaned before the stove is installed and operated. When connecting the stove through a combustible wall to a masonry chimney, special methods are needed.

Ensure that an effective vapour barrier at the location where the chimney or other component penetrates to the exterior of the structure.

When referencing installation or connection to masonry fireplaces or chimneys, the masonry construction must or shall be code complying.

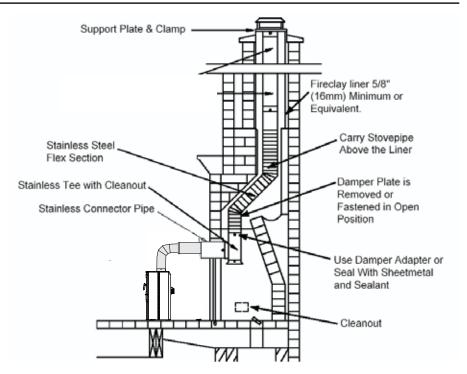


MASONRY FIREPLACE

There are listed kits available to connect a stove to a masonry fireplace. The kit is an adapter that is installed at the location of the fireplace damper. The existing damper may have to be removed to allow installation.

Ensure that an effective vapour barrier at the location where the chimney or other component penetrates to the exterior of the structure.

When referencing installation or connection to masonry fireplaces or chimneys, the masonry construction must or shall be code complying.



FACTORY BUILT CHIMNEY

When a metal prefabricated chimney is used, the manufacturer's installation instructions must be followed. You must also purchase and install the ceiling support package or wall pass-through and "T" section package, firestops (where needed), insulation shield, roof flashing, chimney cap, etc. Maintain proper clearance to the structure as recommended by the manufacturer. The chimney must be the required height above the roof or other obstructions for safety and proper draft operation. The space heater is to be connected to a factory-built chimney conforming to CAN/ULC-S629, Standard for 650°C Factory-Built Chimneys.

COMBUSTIBLE WALL CHIMNEY CONNECTOR PASS-THROUGHS

Method A: 12" (304.8 mm) Clearance to Combustible Wall Member:

Using a minimum thickness 3.5" (89 mm) brick and a 5/8" (15.9 mm) minimum wall thickness clay liner, construct a wall pass-through. The clay liner must conform to ASTM C315 (Standard Specification for Clay Fire Linings) or its equivalent. Keep a minimum of 12" (304.8 mm) of brick masonry between the clay liner and wall combustibles. The clay liner shall run from the brick masonry outer surface to the inner surface of the chimney flue liner but not past the inner surface. Firmly grout or cement the clay liner in place to the chimney flue liner.

Method B: 9" (228.6 mm) Clearance to Combustible Wall Member:

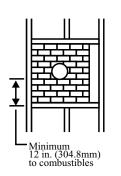
Using a 6" (152.4 mm) inside diameter, listed, factory-built Solid-Pak chimney section with insulation of 1" (25.4 mm) or more, build a wall pass-through with a minimum 9" (228.6 mm) air space between the outer wall of the chimney length and wall combustibles. Use sheet metal supports fastened securely to wall surfaces on all sides, to maintain the 9" (228.6 mm) air space. When fastening supports to chimney length, do not penetrate the chimney liner (the inside wall of the Solid-Pak chimney). The inner end of the Solid-Pak chimney section shall be flush with the inside of the masonry chimney flue, and sealed with a non-water soluble refractory cement. Use this cement to also seal to the brick masonry penetration.

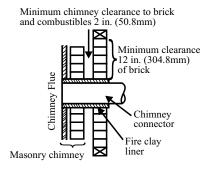
Method C: 6" (152.4 mm) Clearance to Combustible Wall Member:

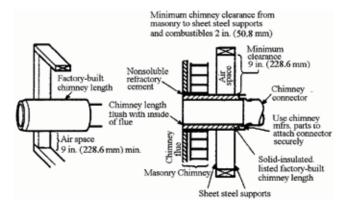
Starting with a minimum 24 gage (.024" [.61 mm]) 6" (152.4 mm) metal chimney connector, and a minimum 24 gage ventilated wall thimble which has two air channels of 1" (25.4 mm) each, construct a wall pass-through. There shall be a minimum 6" (152.4) mm separation area containing fiberglass insulation, from the outer surface of the wall thimble to wall combustibles. Support the wall thimble, and cover its opening with a 24-gage minimum sheet metal support. Maintain the 6" (152.4 mm) space. There should also be a support sized to fit and hold the metal chimney connector. See that the supports are fastened securely to wall surfaces on all sides. Make sure fasteners used to secure the metal chimney connector do not penetrate chimney flue liner.

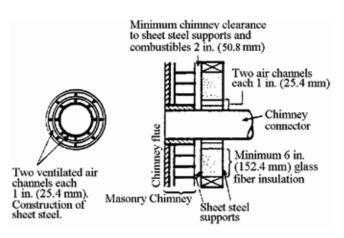
Method D: 2" (50.8 mm) Clearance to Combustible Wall Member:

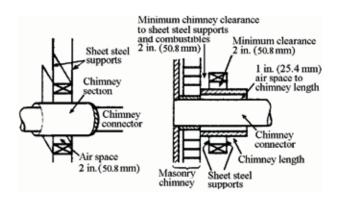
Start with a solid-pak listed factory built chimney section at least 12" (304 mm) long, with insulation of 1" (25.4 mm) or more, and an inside diameter of 8" (2 inches [51 mm] larger than the 6" [152.4 mm] chimney connector). Use this as a pass-through for a minimum 24-gage single wall steel chimney connector. Keep solid-pak section concentric with and spaced 1" (25.4 mm) off the chimney connector by way of sheet metal support plates at both ends of chimney section. Cover opening with and support chimney section on both sides with 24 gage minimum sheet metal supports. See that the supports are fastened securely to wall surfaces on all sides. Make sure fasteners used to secure chimney flue liner.











installation

TABLE 1

MINIMUM RECOMMENDED FLUE HEIGHTS IN FEET (Measured from the top of the unit)										
# OF ELBOWS										
ELEVATION (FT) ABOVE SEA LEVEL	0	2 x 15°	4 x 15°	2 x 30°	4 x 30°	2 x 45°	4 x 45°			
0-1000	12.0	13.0	14.0	15.0	18.0	16.0	20.0			
1000-2000	12.5	13.5	14.5	15.5	19.0	16.5	21.0			
2000-3000	13.0	14.0	15.0	16.0	19.5	17.0	21.5			
3000-4000	13.5	14.5	15.5	17.0	20.0	18.0	22.5			
4000-5000	14.0	15.0	16.0	17.5	21.0	18.5	23.0			
5000-6000	14.5	15.5	17.0	18.0	21.5	19.0	24.0			
6000-7000	15.0	16.0	17.5	18.5	22.5	20.0	25.0			
7000-8000	15.5	16.5	18.0	19.0	23.0	20.5	25.5			
8000-9000	16.0	17.0	18.5	20.0	24.0	21.0	26.5			
9000-10000	16.5	17.5	19.0	20.5	24.5	22.0	27.0			
NOTE: No more than to	wo offsets	(four elbows)	allowed Tw	o 45º elbov	vs equal or	ne 90° elbov	w.			

RECOMMENDED HEIGHTS FOR WOODSTOVE FLUE

Simple rules on draft. See Table 1.

- 1) At sea level minimum height is 12' straight.
- 2) Add the following vertical height to compensate

45 deg. elbow = 1 ft.

90 deg. elbow = 2 ft. "T" = 3 ft.

Each foot of horizontal run = 2 ft.

3) Add 4% overall for each 1000' above sea level.

Example: a)

1-1/2 ft. of horizontal run = 3 ft. one "T" = 3 ft. Total Addition (at sea level) = 6 ft.

Example: b)

One 90 deg. elbow = 2 ft. 2 ft. of horizontal run = 4 ft. one "T" = 3 ft. Total Addition (at sea level) = 9 ft.

Recommended Flue Height

Elevation	Example a)	Example b)
0'	18'	21'
1000'	18.72'	21.84'
2000'	19.44'	22.68'
5000'	21.60'	25.20'
8000'	23.76'	27.72'

MOBILE HOME INSTALLATION

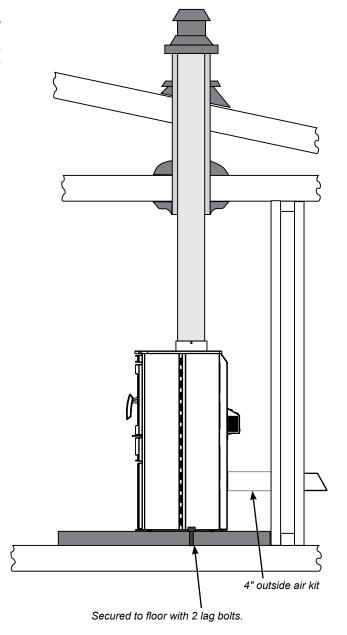
Once you have properly marked the position of your unit and the floor protection as outlined in the Residential Installation items #1 through #8, a supply of fresh air has to be supplied to your unit. Cut a minimum 4 inch diameter hole through your outside wall. Use 4" duct pipe with a mesh grill to pipe fresh air into the back shield area. Place your unit in position and secure it to the floor using two lag bolts 3/8" x 3-1/2" through the two holes inside the pedestal base. It is important to maintain the structural integrity of the Mobile Home floor, walls and roof when installing your unit.

For Mobile Home units installed in the U.S; the unit must be grounded using a #8 ground wire with approved termination and star washer.

WARNING:

Minimum height requirements must be met. Safe removal of the chimney system must be adhered to when transporting the mobile home.

WARNING: Operate only with door fully closed - open feed door to feed fire only.



LISTED COMPONENTS FOR MOBILE HOME INSTALLATION

The Regency CS1203 is approved for installation in a Mobile Home if one of the following pipe systems is used.

U.S. Installation*

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Qty. Part #		Description		
1	6DS-VK	Connector Kit		
1	6TMH	Shield/Support		
1	6TAF-6	Flashing		
1	6T-36	Chimney Length		
1	6T-18	Chimney Length		
1	6T-CT	Rain Cap		

AMERI-TEC HS Qtv.Part

Qty.Part #		Description
1	6DCC	Connector
1	6HSRS-12	Roof Support (6PLRS-12-BK)
1	6F	Flashing
1	6HS-36	Chimney Length
1	6HS-18	Chimney Length
1	6HS-RCS	Rain Cap (6PL-MPC)

PRO-JET 3103

Qty.Part #		Description	
1	PV06-TK	Connector	
1	CSB	Shield/Support	
1	RRS	Radiation Shield	
1	LFR03	Flashing	
1	SL3	Chimney Length	
1	SL1	Chimney Length	
1	RCSA	Rain Cap	

SIMPSON DURA-PLUS

Qty.Part #		Description	
1	6DVL8693	Connector Kit	
1	6DP-MH9096	Mobile Home Kit	

SECURITY ASHT

Qty.Part #		Description
1	DL42A-6	Connector Kit
1	6SS	Shield/Support
1	6FAMH	Flashing
1	6L3	Chimney Length
1	6L1	Chimney Length
1	CPE	Rain Cap

ICC EXCEL 2100

Qt	y.Part#	Description
1	6CL48	48" Chimney length (also in
		12",18", 24" lengths.
1	6RC	Rain Cap
1	6RCS	Spark Screen (for rain cap)
1	6RDS/SQS	Round/Square support box
1	6VF	Flashing
1	6UBA	"Ultrablack" Close Clearance
		Connector

SECURITY S2100

Qty.Part #		Description
1	DL42A-6	Connector Kit
1	6XSF	Support
1	6XFA	Flashing
1	6XL3	Chimney Length
1	6XL18	Chimney Length
1	6XCPE	Rain Cap

Canadian Installations*

SECURITY S2100 (see above for details)

ICC EXCEL 2100 (see above for details)

*The use of alternate pitch flashings, support box extensions, additional chimney lengths, and additional chimney bracing, may be used on each of the previously listed systems. These parts though must be from the same system as listed, and must be a similar and/or complimentary part.

METAL-FAB TEMP/GUARD 2100

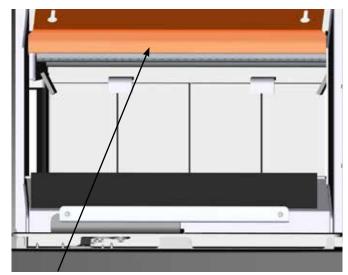
Qty.Part #		Description	
1	6DWBK	Connector	
1	6TGRS	Roof Support	
1	6TGG36	Chimney Length	
1	6TGG12	Chimney Length	
1	6TGF	Flashing	
1	6TGC	Rain Cap	

CAUTION: At no time use unlabelled parts, or substitute parts made for another chimney system.

Install as per chimney manufacturer's installation instructions.

STAINLESS STEEL SMOKE DEFLECTOR ADJUSTMENT / REPLACEMENT

The stainless smoke deflector is located in the upper front area of the firebox. The deflector is held in place with 2 bolts Prior to the first fire, ensure deflector is seated properly and secured with 2 hand tightened bolts.





Ensure defector is seated so bolts are situated at the top of the keyhole before tightening.

Smoke deflector

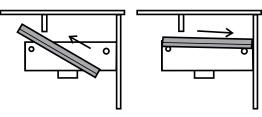
Smoke deflector is installed through the door opening in location shown in diagram

To replace the deflector, loosen off both bolts and slide defector upward and out. Install new defector and hand tighten bolts. Ensure positive location of the defector prior to hand tightening.

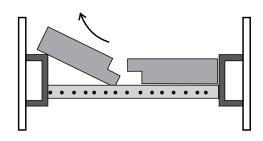
WARNING: Operation of the unit with out proper installation of smoke deflector will void warranty.

BAFFLE AND TUBE INSTALLATION

- 1) If the two air tubes are installed continue on to Step 2), if not, follow the instructions below. Install the air tube into the holes in the side channels. The notch goes on the right hand side with the air holes facing toward the door. Slide the tube into the left hand side, as far as possible and then bring it back into the hole on the right hand side until it locks into position. If the tube will not slide in easily simply use a pair of vise grips or pliers and tap it into place with a hammer. A tighter fit will ensure the tube will not move when the unit is burning. Refer to the Mobile Home Installation section, though there are only two air tubes in the small units.
- 2) Slide the left baffle brick over the front air tube and then slide it back over the rear air tube.

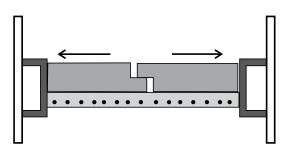


Side View



Front View

3) Tilt the left baffle brick up on top of the side channel and it will leave enough room to position the right baffle brick in the same manner as Step 1 above. Then reposition the left baffle brick flat on the air tube.



Front View

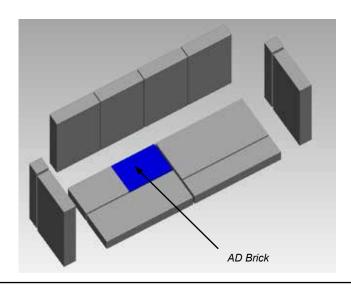
 Important: push both baffle bricks so they are tight against the side walls.

Note: When getting the chimney cleaned, remove the baffle bricks for access to the flue, then replace them when cleaning is completed.

BRICK INSTALLATION

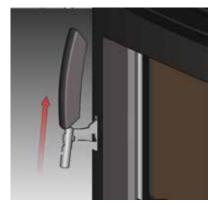
Firebrick is included to extend the life of your stove and radiate heat more evenly. Check to see that all firebricks are in their correct positions and have not become misaligned during shipping.

The "AD" brick in the drawings above is the brick covering the Ash Dump hole that is used when the Ash Drawer Kit is installed.



DOOR HANDLE

The door handle can be removed and stored on a hanger located on the inside left in the wood storage area.





Handle stored on hangar in wood storage area.

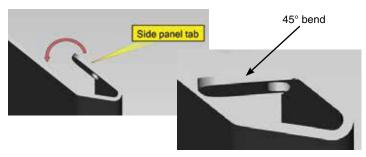
SIDE PANEL INSTALLATION

One set of side panels needs to be installed on the stove. When installing stainless steel side panels - follow the handling and cleaning instructions below.

Before installation, panels must be handled and cleaned as per instructions noted below:

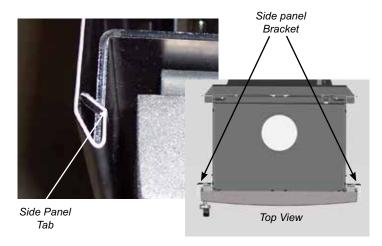
Stainless Steel Panels

- Stainless panels must be inspected for scratches and dimples prior to installation. All claims to be recorded at this time. Claims for damage after installation will not receive consideration.
- To protect the finish during installation and handling cotton gloves MUST be worn at all times while handling the panels (even when removing protective coating).
- Use a hair dryer to remove the protective coating from the panels.
- Stainless panels will discolor a little during normal operation. This is normal and should not be considered a defect.
- * All hand and finger marks MUST be cleaned off with a soft cloth and a stainless steel cleaner. Most stainless steel cleaners leave a film/ residue on the surface of the panels. Use an ammonia based cleaner (ie. glass cleaner) to remove this film before applying heat to the unit. Failure to do this will result in burn stains on panels which you will be unable to remove. Not protected by product warranty.
- 1) Bend the metal tab (located in the top front corner of the side panels to a 45° angle - with a pair of pliers.



Note: Do not bend the tab back and forth - as this will weaken the metal.

- 2) Remove cast top carefully place off to the side.
- 3) Position the left side panel so the tab rests on the side panel bracket on the unit.
- ** Left panel can be identified by the 2 small holes near the bottom for the logo plate - see diagram 1.

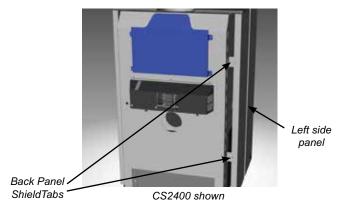


4) Install Regency logo on to the left side panel - by snapping logo into 2 holes located on the lower front corner of the panel.



Diagram 1

5) Ensure the back edge of the side panel is over the top of the two back shield tabs located at the back of the unit.



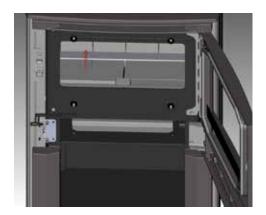
6) Secure side panel to the two back shield tabs on unit with screws.



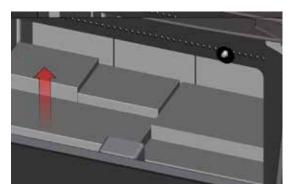
6) Repeat Steps 1-3 and 5-6 to install opposite panel.

ASH DRAWER OPTION

1) Open the main top door and the center door on the front of the unit.

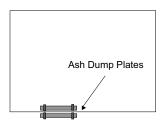


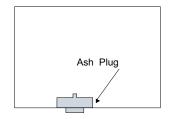
2) Remove the bricks from the floor of the firebox.



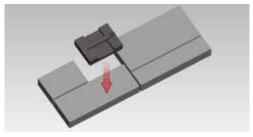


3) Remove the ash dump cover plates (one inside the firebox and one on the underside of the firebox - access the lower plate through the center door - it is directly below the upper ash dump plate.) by removing the two nuts and bolts holding the 2 plates together from underneath the stove.

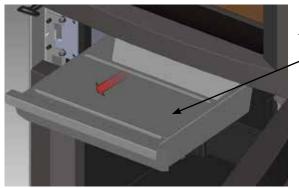




4) Push the ash plug into the hole inside the firebox and replace all the bricks except for the brick over the ash plug. See brick diagrams in manual.

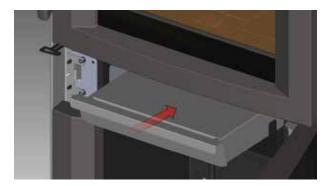


Position ash drawer lid in 'Open' position on the ash drawer lid (towards the front) as shown below.



Ash drawer lid

6) Slide in ash drawer.



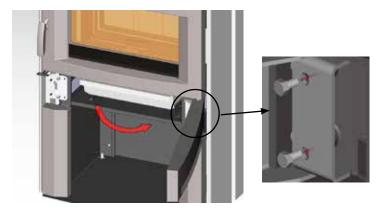
7) Close center door and main top door- once ash drawer is in place.

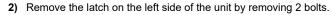


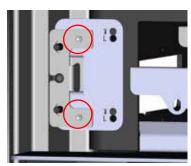
Keep ash removal tool handy for maintenance - see ash disposal in operating instructions.

LOWER SURROUND DOOR REVERSAL (LEFT TO RIGHT SIDE OPENING)

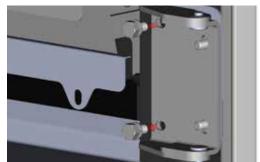
- 1) The lower surround door can be reversed to open from the right. Make sure stove has cooled, open the door - and remove it from the hinge by removing 2 bolts.
- 6) Reinstall the door (do not rotate) onto the hinge on the left side with the 2 bolts removed in Step 1.



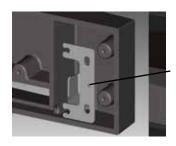




3) Rotate the latch 180° and reinstall on the right side.



- Rotate both hinge 180° and reinstall hinge on left side.
- Remove and rotate both the male part of the latch 180° located on the inside of the lower surround door. Install the latch on the opposite side of the door.

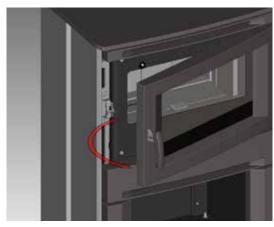


Door latch - male portion

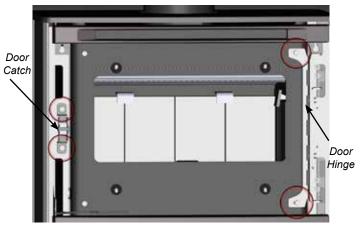


CAST DOOR REVERSAL (LEFT TO RIGHT SIDE OPENING)

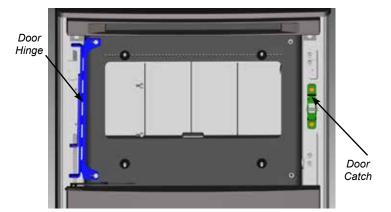
1) The door can be reversed - so that it will open to the left. Make sure stove has cooled to room temperature. Open the door to about 45°- then remove it from the hinge by lifting up and out. Note: Door is heavy.



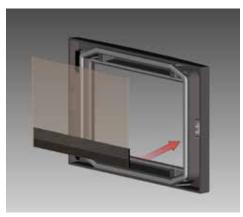
- Remove the 2 bolts securing the door hinge to the unit.
 Note: Once hinge is removed reinstall the bolts and ensure they are tight to prevent air leakage.
- 3) Remove the 2 bolts securing the door catch assembly to the unit.



- 4) Flip the door hinge 180° install on the left side of the unit with 2 bolts.
- 5) Reattach the door catch assembly on the right side with 2 bolts from step 3.



6) Remove the glass from the door and flip it around 180° - so the painted strip is at the bottom of the door.



7) Flip the handle around 180° and reattach to the door with 2 botls.



8) Remove door pins (2) from back side of door by removing 4 bolts. reinstall on other side of door by rotating 180° and reinstalling door pins.





9) Reattach the door to the door hinge.



WOOD STORAGE

When storing wood within pedestal- ensure wood does not protrude past door opening. Do not store newspaper within pedestal.

Note: Please refer to local codes. (B365, NFPA211) and your local jurisdiction.



OPTIONAL ASHLIP INSTALLATION

1) Open lower surround door.



2) Ashlip to be positioned just below the ashdrawer (if installed).



Ashlip to be positioned here

3) Manoeuvre ashlip into position on an angle - the tabs on the ashlip rest behind side walls on unit - see diagrams below.





Final install of Ashlip

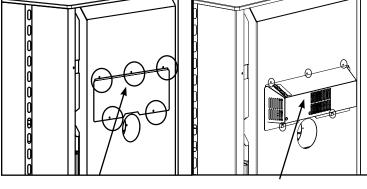
BLOWER/FAN INSTALLATION

- Remove the five screws from the back panel of the unit to remove the fan cover plate.
- 2) Slide the fan up into the rear heat shield.
- After aligning holes, secure the fan to the rear heat shield using the five screws removed earlier
- 4) Secure the bottom of the fan using the two fan clips (in manual package) and two bottom screws removed in step 1.

Note: The connection cord should not be in contact with any hot surfaces.

Read the operating instructions for the fan before using.

5) Plug fan into a properly grounded three prong receptacle.



Remove back panel Install fan - under rear heat shield

FAN OPERATION

Automatic

To operate the fan automatically, push the bottom switch on the side of the fan housing to "AUTO" and the top switch to either "HIGH" or "LOW" for fan speed.

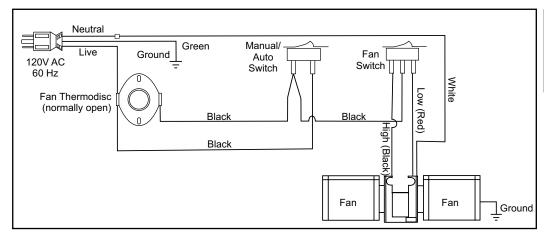
This will allow the fan to turn on as the stove has come up to operating temperature. It will also shut the fan system off after the fire has gone out and the unit cooled to below a useful heat output range.

Manual

To manually operate the fan system push the bottom switch to "MAN" and the top switch to either "HIGH" or "LOW". This will bypass the sensing device and allow full control of the fan.

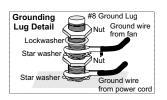
Switching from "AUTO" to "MAN" or "HIGH" to "LOW" may be done anytime.

FAN WIRING



Blower/Fan Wiring Diagram

NOTE: This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the National Electrical Code, ANSI/NFPA 70, or the Canadian Electrical code, CSA C22.1.



Wire98gr.eps

WARNING: Electrical Grounding Instructions
This appliance is equipped with a three pronged
(grounding) plug for your protection against shock
hazard and should be plugged directly into a properly
grounded three-prong receptacle. Do not cut or remove
the grounding prong from this plug.

CAUTION: Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation.

operating instructions

OPERATING INSTRUCTIONS

With your unit now correctly installed and safety inspected by your local authority, you are now ready to start a fire. Before establishing your first fire, it is important that you fully understand the operation of your draft control.

WARNING: To build a fire in ignorance or to disregard the information contained in this section can cause serious permanent damage to the unit and void your warranty!!

FIRST FIRE

When your installation is completed and inspected you are ready for your first fire.

- 1) Open control fully.
- 2) Open firebox door and build a small fire using paper and dry kindling. Secure door on the firebox and wait a few minutes for a good updraft in the flue to establish the fire. (Leaving the door slightly open will help your fire start more rapidly.)

CAUTION: Never leave unit unattended if door is left open. This procedure is for fire start-up only, as unit may overheat if door is left open for too long.

- 3) With the draft still in the fully open position add two or three seasoned logs to your fire. Form a trench in the ash bed to allow air to reach the rear of the firebox prior to closing the door.
- 4) After about 15 to 20 minutes, when your wood has begun to burn strongly, adjust your draft control down to keep the fire at a moderate level.

WARNING: Never build a roaring fire in a cold stove. Always warm your stove up slowly!

- 5) Once a bed of coals has been established, you may adjust the draft control to a low setting to operate the unit at its most efficient mode.
- 6) During the first few fires, keep the combustion rate at a moderate level and avoid a large fire. Only after 5 or 6 such fires can you operate the stove at its maximum setting, and only after the metal has been warmed.
- 7) For the first few days, the stove will give off an odour from the paint. This is to be expected as the high temperature paint becomes seasoned. Windows and/or doors should be left open to provide adequate ventilation while this temporary condition exists. Burning the stove at a very high temperature the first few times may damage the paint. Burn fires at a moderate level the first few days.

- 8) Do not place anything on the stove top during the curing process. This may result in damage to your paint finish.
- 9) During the first few days it may be more difficult to start the fire. As you dry out your firebrick and your masonry flue, your draft will increase.
- 10) For those units installed at higher elevations or into sub-standard masonry fireplaces, drafting problems may occur. Consult an experienced dealer or mason on methods of increasing your draft.
- 11) Some cracking and popping noises may be experienced during the heating up process. These noises will be minimal when your unit reaches temperature.
- 12) Before opening your door to reload, open draft fully for approximately 10 to 15 seconds until fire has been re-established. This will minimize any smoking.
- 13) All fuel burning appliances consume oxygen during operation. It is important that you supply a source of fresh air to your unit while burning. A slightly opened window is sufficient for the purpose. If you also have a fireplace in your home, a downdraft may be created by your Regency Stove causing a draft down your chimney. If this occurs, slightly open a window near your unit.

CAUTION: If the body of your unit, flue baffle or any part of the chimney connector starts to glow, you are over-firing. Stop loading fuel immediately and close the draft control until the glow has completely subsided.

- 14) If you have been burning your stove on a low draft, use caution when opening the door. After opening the damper, open the door a crack, and allow the fire to adjust before fully opening the door.
- 15) The controls of your unit or the air supply passages should not be altered to increase firing for any reason.
- 16) If you burn the unit too slowly or at too low a setting your unit will not be operating as efficiently as it can. An easy rule of thumb says that if your glass is clean, then your flue is clean and your exhaust is clean. Burn the stove hot enough to keep your glass clean and you won't need to clean your flue as often.

NOTE: If using a smoke detector, select an area in the room where the appliance is located that will not prematurely set off the smoke detector.

WARNING

Fireplace Stoves equipped with doors should be operated only with doors fully closed. If doors are left partly open, gas and flame may be drawn out of the fireplace stove opening, creating risks from both fire and smoke.

DRAFT CONTROL

Both the primary and air wash drafts are controlled by the control rod located on the left side of the unit (when facing the unit). To increase your draft - pull open, and to decrease - push closed. All units have a secondary draft system that continually allows combustion air to the induction ports at the top of the firebox, just below the flue baffle.



Left - Open

Right - Closed

operating instructions

ASH DISPOSAL

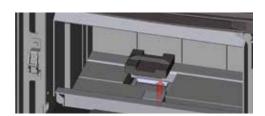
During constant use, ashes should be removed every few days. The Ash Drawer option features a convenient ash dump for easy removal of ash, refer to the "Modular Options" section.

Safety Precautions

- Do not allow ashes to build up to the loading doors! Only remove ashes when the fire has died down. Even then, expect to find a few hot embers.
- Please take care to prevent the build-up of ash around the start-up air housing located inside the stove box, under the loading door lip.
- 3) Never start a fire if the ash plug and ash drawer are not in place. This will cause overfiring which can cause excessive warping of the stove. Evidence of overfiring can void the warranty on your stove.
- 4) The firebricks are brittle and can be damaged if the plug is replaced carelessly or pieces that are too large are forced through the hole.

Ash Drawer Operating Guideline

1) Only clean ashes out of the stove when the stove is cold. Remove the plug by lifting on the handle using the tool provided. Push the ashes down the hole into the ash drawer, the large pieces can be left in the firebox and burned during the next fire or removed through the door opening.



2) Always leave 1/2 to 1 inch of ash in the bottom of the firebox. This helps in easier starting and a more uniform burn of your fire. Replace ash plug when ashes have been removed. Open the lower surround door by hooking two fingers in the slot near the left side - pull open towards the right.



- 4) When emptying the ash drawer, make sure the ashes are cold. Ashes should be placed in a metal container with a tight fitting lid. The closed container of ashes should be placed on a non combustible floor or 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 dispersed, they should be retained in the closed container until all cinders have thoroughly cooled. Other waste should not be placed in the ash container.
- Before putting the ash drawer back into place, make sure the ash plug is back in place.



SAFETYGUIDELINESAND WARNINGS

- Never use gasoline, gasoline type lantern fuels, kerosene, charcoal lighter fuel, or similar liquids to start or 'freshen up' a fire in your heater. Keep all such liquids well away from the heater while it is in use.
- 2) Keep the door closed during operation and maintain all seals in good condition.
- 3) Do not burn any quantities of paper, garbage, and never burn flammable fluids such as gasoline, naptha or engine oil in your stove.
- 4) If you have smoke detectors, prevent smoke spillage as this may set off a false alarm.
- 5) Do not overfire heater. If the chimney connector, flue baffle or the stove top begin to glow, you are overfiring. Stop adding fuel and close the draft control. Overfiring can cause extensive damage to your stove including warpage and premature steel corrosion. Overfiring will void your warranty.
- 6) Do not permit creosote or soot build-up in the chimney system. Check and clean chimney at regular intervals. Failure to do so can result in a serious chimney fire.
- 7) Your Regency stove can be very hot. You may be seriously burned if you touch the stove while it is operating, keep children, clothing and furniture away. Warn children of the burn hazard.
- 8) The stove consumes air while operating, provide adequate ventilation with an air duct or open a window while the stove is in use.
- 9) Do not connect this unit to a chimney flue serv ing another appliance.
- 10) Do not use grates or andirons or other methods for supporting fuel. Burn directly on the bricks.
- 11) Open the draft control fully for 10 to 15 seconds prior to slowly opening the door when refuelling the fire.
- 12) Do not connect your unit to any air distribution
- 13) Your woodstove must burn dry, seasoned-standard firewood only. The use of cut lumber, plywood, "mill ends", coal, charcoal etc. is prohibited as this fuel can easily overheat your woodstove. Evidence of excessive overheating will void your warranty. As well, a large portion of sawmill waste is chemically treated lumber, which is illegal to burn in many areas. Salt drift wood, chemically treated fire logs and wet/green wood also must not be burned in your woodstoves.

- 14) Do not store any fuel closer than 2 feet from your unit. Do not place wood, paper, furniture, drapes or other combustibles near the appliance.
- 15) WARNING: Do not operate without either the Ash Plug properly seated or the Ash Dump Plates screwed in place, excessive temperatures will result.
- 16) Do not operate unit with broken glass.

FAN MAINTENANCE

TO REMOVE THE FAN:

Reverse Steps 5-2 in fan installation section.

Maintenance: The sealed bearings are lubricated, there is no need to lubricate them further. (Extra lubricant will cause more lint and dust buildup - causing the bearings to prematurely fail). Regular cleaning and vacuuming of the fan area will add to the life of the motor.

IMPORTANT:

These fans collect a lot of dust from within your home. Ensure you maintain these fan motors on a regular basis by vacuuming the fan blades and housing using a soft brush nozzle.

maintenance

MAINTENANCE

It is very important to carefully maintain your fireplace stove, including burning seasoned wood and maintaining a clean stove and chimney system. Have the chimney cleaned before the burning season and as necessary during the season, as creosote deposits may build up rapidly. Moving parts of your stove require no lubrication.

CREOSOTE

When wood is burned slowly, it produces tar and other organic vapors, which when combined with moisture, form creosote. The creosote vapors condense in the relatively cool chimney flue of a slow burning fire. As a result, creosote residue accumulates on the flue lining. When ignited, this creosote can result in an extremely hot fire.

WARNING: Things to remember in case of a chimney fire:

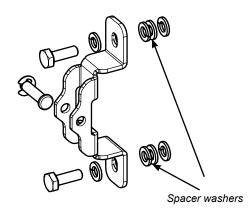
- 1. Close all draft and damper controls.
- 2. CALL THE FIRE DEPARTMENT.

Ways to Prevent and Keep Unit Free of Creosote

- Burn stove with the draft control wide open for about 10-15 minutes every morning during burning season.
- 2) Burn stove with draft control wide open for about 10 - 15 minutes every time you apply fresh wood. This allows the wood to achieve the charcoal stage faster and burns up any unburned gas vapours which might otherwise be deposited within the system.
- Only burn seasoned wood! Avoid burning wet or green wood. Seasoned wood has been dried at least one year.
- A small hot fire is preferable to a large smouldering one that can deposit creosote within the system.
- 5) Check the chimney at least twice a month during the burning season for creosote build-up.
- 6) Have chimney system and unit cleaned by competent chimney sweeps twice a year during the first year of use and at least once a year thereafter or when a significant layer of creosote has accumulated (3 mm/1/8" or more) it should be removed to reduce the risk of a chimney fire.

DOOR CATCH ADJUSTMENT

The door catch may require adjustment as the door gasket material compresses after a few fires. Removal of the spacer washer, shown in the diagram below, will allow the catch to be moved closer to the door frame, causing a tighter seal. Remove and replace the nuts, washer and spacer as shown.



DOOR GASKET

If the door gasket requires replacement 7/8" diameter material must be used. Regency uses AMATEX#10-863KR 7/8" dia. gasket. A proper high temperature gasket adhesive is required. See your Regency Dealer.

GLASS MAINTENANCE

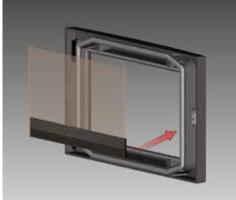
Your Regency stove is supplied with 5 mm Neoceram ceramic glass that will withstand the highest heat that your unit will produce. In the event that you break your glass by impact, purchase your replacement from an authorized Regency dealer only, and follow our step-by-step instructions for replacement.

Allow the stove to cool down before cleaning the glass, do not clean the glass when it is hot. Do not use abrasive cleaners.

GLASS REPLACEMENT

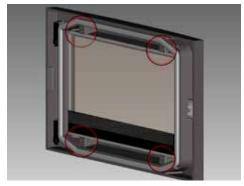
Allow the stove to cool before removing or replacing glass. Remove the door from the stove and remove the glass retainer. Use caution when removing broken glass to avoid injury. When placing the replacement glass in the door, make sure that the glass gasketing will properly seal your unit. Replace the retainer, it should rest on the gasket not the glass, and tighten securely with a glass clips and screws. Do not wrench down on the glass as this may cause breakage.

Do not use substitute materials. If your glass does break, do not continue to use your unit until it has been replaced.





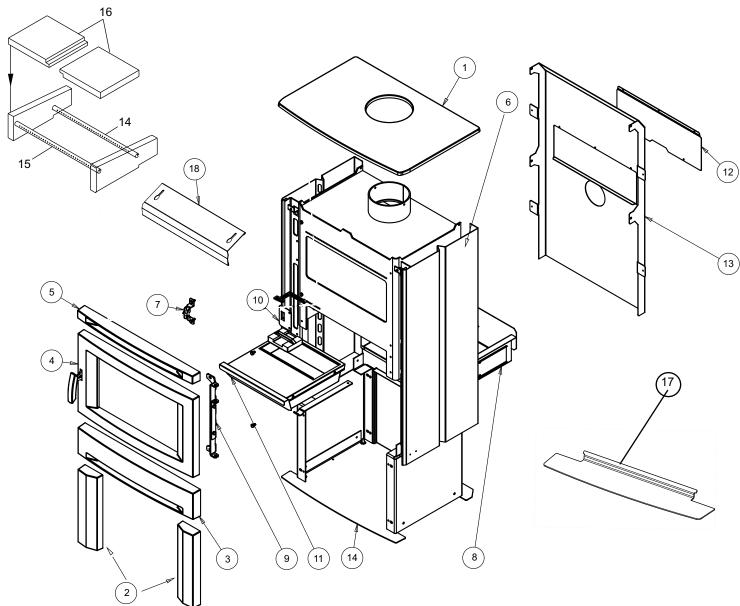
Lower glass clip



Glass clip screw locations

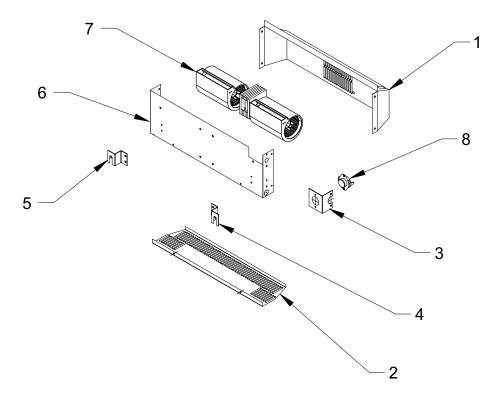
MAIN ASSEMBLY

	Part #	Description	Part #	Description
1)	076-201	Cast Stove Top		
2)	076-211	Cast Pedestal	*	Firebox Assembly
3)	156-211	Surround Bottom	940-366/P	Neoceram Glass
4)	156-513	Curved Door Assembly		
5)	156-261	Thin Surround		
6)	076-921	Side Shield (Black Set)	919-048	Manual
	076-927	Side Shield (Stainless Set)		
7)	156-519	Door Catch Assembly		
8)	076-516	Heat Shield		
9)	156-523	Door Hinge Assembly	* Not available as a	a replacement part
10)	942-110	Ash drawer plug		
11)	076-911	Ash Drawer Assembly		
12)	076-004	Fan Opening Cover		
13)	076-010	Back Shield		
14)	074-954	Air tube		
15)	033-953	Air tube		
16)	073-955	Baffle set		
17)	076-913	Ashlip		
18)	820-483	Smoke Deflector		



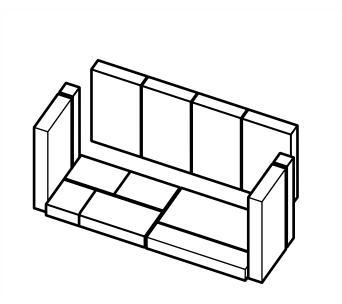
FAN ASSEMBLY

	Part #	Description
	200-917	Fan Assembly Package
1)	220-026	Fan Housing Front
2)	222-022	Fan Housing Bottom
3)	222-036	Sensor Mount
4)	200-227	Fan Bracket Right Hand
5)	200-228	Fan Bracket Left Hand
6)	200-229	Fan Housing Back
7)	910-157/P	Fan
8)	910-142	Thermodisc



FIRE BRICK

	rail#	Description
1)	076-960	Firebrick Set



notes

Limited Lifetime Warranty

FPI Fireplace Products International Ltd. (for Canadian customers) and Fireplace Products U.S., Inc. (for U.S. customers) (collectively referred to herein as "FPI") extends this Limited Lifetime Warranty to the original purchaser of this appliance provided the product remains in the original place of installation. The items covered by this limited warranty and the period of such coverage is set forth in the table below.

Some conditions apply (see below).

The policy is not transferable, amendable or negotiable under any circumstances.

Wood Products	Component Coverage				Labor Coverage	
Components Covered	Lifetime	5 years	2 years	1 year	Warranty	(Years)
Welded Firebox Steel	✓					5
All Stainless Steel Components, Smoke Deflectors, Heat Shields etc.	✓					3
Air Tubes	✓					3
Airmate	✓					3
Door handle and latch assembly, all hardware	✓					3
Glass Thermal Breakage Only	✓					3
Steel Faceplates, Accessory Housings	✓					3
All Plating	✓					3
Ash Drawer, Heatshields, Pedestal	✓					
All Baffles, Steel, Ceramic, Vermiculite	✓					
All castings, firebox, surrounds, doors, panels etc.		✓				3
All Electrical, Blower, wiring, switches etc.			✓			2
Glass - Crazing				✓		1
Catalyst Assembly		_		_	6 Years Prorated	3
Venting/Chimney				✓		1
Screens				✓		1

Conditions:

Warranty protects against defect in manufacture or FPI factory assembled components only, unless herein specified otherwise.

Any part(s) found to be defective during the warranty period as outlined above will be repaired or replaced at FPI's option through an accredited distributor, dealer or pre-approved and assigned agent provided that the defective part is returned to the distributor, dealer or agent for inspection if requested by FPI. Alternatively, FPI may at its own discretion fully discharge all of its obligations under the warranty by refunding the verified purchase price of the product to the original purchaser. The purchase price must be confirmed by the original Bill of Sale.

The authorized selling dealer, or an alternative authorized FPI dealer if pre-approved by FPI, is responsible for all in-field diagnosis and service work related to all warranty claims. FPI is not responsible for results or costs of workmanship of unauthorized FPI dealers or agents in the negligence of their service work.

At all times FPI reserves the right to inspect reported complaints on location in the field claimed to be defective prior to processing or authorizing of any claim. Failure to allow this upon request will void the warranty.

All warranty claims must be submitted by the dealer servicing the claim, including a copy of the Bill of Sale (proof of purchase by you). All claims must be complete and provide full details as requested by FPI to receive consideration for evaluation. Incomplete claims may be rejected.

Replacement units are limited to one per warranty term. Airtube and baffle replacements are limited to one replacement per term.

Unit must be installed according to all manufacturers' instructions as per the manual.

All Local and National required codes must be met.

The installer is responsible to ensure the unit is operating as designed at the time of installation.

The original purchaser is responsible for annual maintenance of the unit, as outlined in the owner's manual. As outlined below, the warranty may be voided due to problems caused by lack of maintenance.

Repair/replacement parts purchased by the consumer from FPI after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired or replaced at our discretion. No labor coverage is included with these parts

Exclusions:

This Limited Lifetime Warranty does not extend to paint, rust or corrosion of any kind due to a lack of maintenance or improper venting, combustion air provision, corrosive chemicals (i.e. chlorine, salt, air, etc.), firebrick (rear, sides or bottom), door or glass gasketing, or any other additional factory fitted gasketing.

Malfunction, damage or performance based issues as a result of environmental conditions, location, chemical damages, downdrafts, installation error, installation by an unqualified installer, incorrect chimney components (including but not limited to cap size or type), operator error, abuse, misuse, use of improper fuels (such as unseasoned cordwood, mill-ends, construction lumber or debris, off-cuts, treated or painted lumber, metal or foil, plastics, garbage, solvents, cardboard, coal or coal products, oil based products, waxed cartons, compressed premanufactured logs), lack of regular maintenance and upkeep, acts of God, weather related problems from hurricanes, tornados, earthquakes, floods, lightning strikes/bolts or acts of terrorism or war, which result in malfunction of the appliance are not covered under the terms of this Limited Lifetime Warranty.

FPI has no obligation to enhance or modify any unit once manufactured (i.e. as products evolve, field modifications or upgrades will not be performed on existing appliances).

This warranty does not cover dealer travel costs for diagnostic or service work. All labor rates paid to authorized dealers are subsidized, pre-determined rates. Dealers may charge homeowner for travel and additional time beyond their subsidy.

Any unit showing signs of neglect or misuse will not be covered under the terms of this warranty policy and may void this warranty. This includes units with rusted or corroded fireboxes which have not been reported as rusted or corroded within three (3) months of installation/purchase.

Units which show evidence of being operated while damaged, or with problems known to the purchaser and causing further damages will void this warranty.

Units where the serial no. has been altered, deleted, removed or made illegible will void this warranty.

Minor movement, expansion and contraction of the steel is normal and is not covered under the terms of this warranty.

Freight damages for products or parts are not covered under the terms of the warranty.

Products made or provided by other manufacturers and used in conjunction with the FPI appliance without prior authorization from FPI may void this warranty.

warranty

Limitations of Liability:

The original purchaser's exclusive remedy under this warranty, and FPI's sole obligation under this warranty, express or implied, in contract or in tort, shall be limited to replacement, repair, or refund, as outlined above. IN NO EVENT WILL FPI BE LIABLE UNDER THIS WARRANTY FOR ANY INCIDENTAL OR CONSEQUENTIAL COMMERCIAL DAMAGES OR DAMAGES TO PROPERTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, FPI MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED HEREIN. THE DURATION OF ANY IMPLIED WARRANTY IS LIMITED TO DURATION OF THE EXPRESSED WARRANTY SPECIFIED ABOVE. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some U.S. states do not allow limitations on how long an implied warranty lasts, or allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Customers located outside the U.S. should consult their local, provincial or national legal codes for additional terms which may be applicable to this warranty.

How to Obtain Warranty Service:

Customers should contact the authorized selling dealer to obtain warranty service. In the event the authorized selling dealer is unable to provide warranty service, please contact FPI by mail at the address listed below. Please include a brief description of the problem and your address, email and telephone contact information. A representative will contact you to make arrangements for an inspection and/or warranty service.

Canadian Warrantor:

U.S. Warrantor:

FPI Fireplace Products International Ltd. 6988 Venture St. Delta, British Columbia Canada, V4G 1H4

Fireplace Products U.S., Inc. PO Box 2189 PMB 125 Blaine, WA United States, 98231

Or contact the Regency Customer Care Centre at 1-800-442-7432 (phone) / 604-946-4349 (fax)

Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form at http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx within ninety (90) days of purchase.



Product Registration and Customer Support:

Thank you for choosing a Regency Fireplace. Regency strives to be a world leader in the design, manufacture, and marketing of hearth products. To provide the best support for your product, we request that you complete a product registration form found on our Web Site under Customer Care within ninety (90) days of purchase.

For purchases made in CANADA or the UNITED STATES:

http://www.regency-fire.com/Customer-Care/Warranty-Registration.aspx

For purchases made in AUSTRALIA:

http://www.regency-fire.com.au/Customer-Care/Warranty-Registration.aspx

You may also complete the warranty registration form below to register your Regency Fireplace Product and mail and/or fax it back to us, and we will register the warranty for you. It is important you provide us with all the information below in order for us to serve you better.

Warranty Registration Form (or Register online immediately at the above Web Site):

Warranty Details				
Serial Number (required):				
Purchase Date (required) (mm/dd/yyyy):				
Product Details				
Product Model (required):				
Dealer Details				
Dealer Name (required):				
Dealer Address:				
Dealer Phone #:				
Installer:				
Date Installed (mm/dd/yyyy):				
Your Contact Details (required)				
Name:				
Address:				
Phone:				
Email:				

For purchases made in CANADA: For purchases made in the UNITED STATES: For purchases made in AUSTRALIA:

FPI Fireplace ProductsFireplace Products U.S., Inc.Fireplace Products Australia PtyInternational Ltd.PO Box 2189 PMB 125Ltd6988 Venture St.Blaine, WA1- 3 Conquest WayDelta, British ColumbiaUnited States, 98231Hallam, VIC

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 Phone: +61 3 9799 7277

 Fax: 604-946-4349
 Fax: 604-946-4349
 Fax: +61 3 9799 7822

For fireplace care and tips and answers to most common questions please visit our Customer Care section on our Web Site. Please feel free to contact your selling dealer if you have any questions about your Regency product.

Installer: Please complete the following information	
Dealer Name & Address:	
- 	
Installer:	
Phone #:	
Date Installed:	
Serial No.:	