

# Frequently asked questions

## Heatmaster open wood burning fireplace

### Firebox & operation

**Q1)** *What is the intended use for the Heatmaster open wood fires?*

The Heatmaster open wood fires are intended to add ambience, atmosphere and character to a home while providing warmth as a secondary heat source.

While the unique 5 sided heat exchanger makes the Heatmaster a very efficient open fireplace, the open wood fires are not intended to operate as a slow combustion heater or be used as a sole source of heating.

**Q2)** *How much will our Heatmaster heat?*

The Heatmaster firebox system is a highly efficient open fireplace however it is **not** designed to be used as a primary source of heat.

Heating capacity  
Heatmaster 650 6-8 Squares  
Heatmaster 750 8-10 Squares  
Heatmaster 900 10-12 Squares

**Q3)** *What is the diameter of my flue?*

The Heatmaster “B” series (into brickwork) uses an inner stainless steel flue and the “A” series use a twin skin flue system, which comprises of an inner stainless flue and an outer galvanized flue.

Firebox	Stainless Steel Inner Flue	Galvanized Outer Flue
A450	150mm	200mm
A650	180mm	230mm
A750	200mm	250mm
A900	200mm	250mm

Firebox	Stainless Steel Inner Flue
B450	150mm
B650	180mm
B750	200mm
B900	200mm

**Q4)** *Where are they made?*

A range of the Heatmaster fireboxes are made in Australia and China.

**Q4)** *What are they made from?*

Heatmaster fireboxes are made from BHP Pressed steel, ranging from 2mm thick for the outer casing to 6mm for the internal back and sides.

**Q5)** *Does the Heatmaster open wood fire have a warranty?*

The warranty varies from 12 months for grate and ashtray to 10 years on the firebox (under normal/intended use, 3 years labour)

**Q6)** *Why can the “A Series” Heatmaster system be built into timber and plaster?*

The Heatmaster “A” series fireboxes are unlike any other firebox, they have all been designed with a layer of insulation allowing installation into timber and plaster with minimal clearances.

**Q7)** *What makes Heatmaster different from other heat circulating boxes?*

Heatmaster have the only firebox to be fully insulated  
The Heatmaster firebox does not require a gather  
Heatmaster open wood fires has a five sided heat exchanger  
Heatmaster units have a removable easy clean grate and ashtray  
Heatmaster wood fires use a 6mm internal firebox

**Q8)** *Do they have a damper?*

Yes, all open wood fires have a damper which can be closed when the unit is not in operation.

**Q9)** *How is the damper to be used?*

The damper is to be fully open while the firebox is in operation. The only time you should close the damper is to stop insects from entering the firebox, or to stop any other form of heating from escaping the room

**Q10)** *Are open fireplaces going to be banned?*

No. Some councils will not allow construction of a new brick chimney open fire, however as an efficient heat circulating firebox the Heatmaster is accepted.

\*individual council regulations may vary

**Q11)** *What are the internal measurements of the fireboxes?*

The Heatmaster unit is uniquely designed with tapered sides to help generate a superior heat output. The tapered sides help in two ways to provide more heat output; one is reflecting more radiant heat back into the room and the other is to create a larger air chamber to produce more convective heat.

Model	Opening Width	Height Base of ashtray to top of opening	Depth	Back Width
450	450mm	380mm	285mm	335mm
650	650mm	410mm	330mm	420mm
750	750mm	410mm	380mm	470mm
900	900mm	410mm	420mm	570mm

\*Measurements are approximate and are to be used as a guide only.

**Q11) What are the Log grate measurements of the fireboxes?**

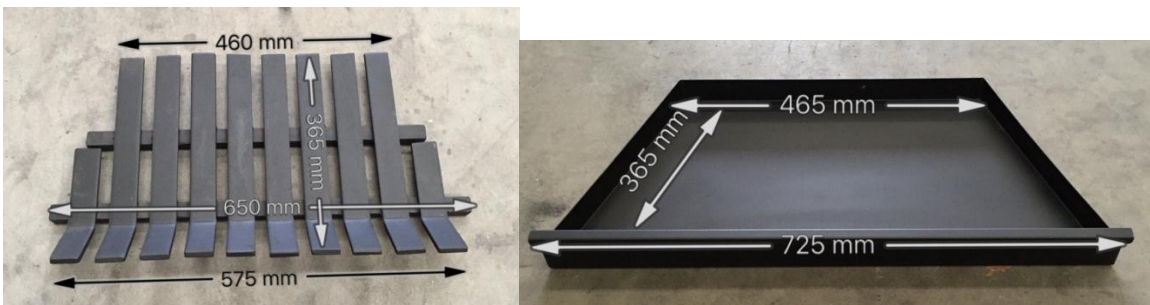
Model	Width Front (mm)	Width Back (mm)	Depth (Middle bar)	No. of prongs	Weight Kg
450	365- Across 10 prongs	290- Across 10 prongs	270mm	10	5.5
650	550- Across 10 prongs	325- Across 6 prongs	320mm	10	14.5
750	575-Across 10 prongs	460- Across 8 prongs	365mm	10	17
900	685-Across 12 prongs	570- Across 10 prongs	410mm	12	22.5

*\*Weights and measurements are approximate and are to be used as a guide only.*

650 Log Grate and ashtray below (dimensions are approx. and may vary).



750 Log Grate and ashtray below



900 Log Grate and Ashtray below



**Q12) How much do the fireboxes weigh?**

Model	Weight	Model	Weight
A450 with grate and tray	55Kg	B450 with grate and tray	30Kg
A650 with grate and tray	99Kg	B650 with grate and tray	77Kg
A750 with grate and tray	116Kg	B750 with grate and tray	93Kg
A900 with grate and tray	150Kg	B900 with grate and tray	119.5kg
Z1200 with grate and tray	230Kg		

*\*Weights are approximate and are to be used as a guide only.*

## Frequently asked questions

### Heatmaster open wood burning fireplace Installation

**Q1) What are the clearances from the fully insulated Heatmaster fireboxes to timber and plaster?**

The clearances are 100mm above the unit and 25mm from back and sides.

**Q2) What are the clearances from double skin flue to timber and plaster?**

The clearances are 25mm from any combustible material from the outer flue

**Q3) How far above the roof line must the flue protrude?**

The flue must protrude no less than 600mm with nothing obstructing within 3600mm.

**Q4) Do you require a hearth?**

Yes. The fireboxes have been tested to sit on a hearth which is constructed from a 25mm ventilated air gap with two sheets of AC sheeting and one sheet of 1mm steel.

**Q5) *How far must the hearth protrude in front of the firebox?***

The hearth must protrude 350mm out in front and 200 mm on both sides of the firebox opening.

**Q6) *What is the best cowl for me to use?***

The main reason for the cowl is to stop rain from coming down the flue.

There are many different cowls that can be used, the most common and the most economical cowl used by Heatmaster is the CH cowl.

In high wind situations we would recommend an anti down draft cowl.

**Q7) *Can the open wood firebox be installed outside?***

While the Heatmaster open fire is designed for indoor use, many people choose to install their fire in an outdoor or alfresco area. Please note that the Heatmaster firebox is manufactured with mild steel and if subjected to weather, surface rust will occur.

**Q8) *What I do if rust occurs?***

Simply rub down your Heatmaster open wood fire with “Wet And Dry” sandpaper and re-paint using Stove Bright Flat black paint