



The logo for nectre, featuring a stylized orange flame icon above the word "nectre" in a lowercase, orange, sans-serif font.

**N900**

## **OPERATING INSTRUCTIONS**

EFFICIENT • WARM • FRIENDLY



**NECTRE N900 FREESTANDING**



**NECTRE N900 INBUILT**



Glen Dimplex Australia proudly supports the activities of Landcare Australia through its membership of the AHHA.

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## USER INSTRUCTIONS

### 1. INTRODUCTION

Before use of this appliance please read these instructions fully.

**THIS APPLIANCE HAS BEEN DESIGNED TO BURN HARDWOOD. DO NOT OVERFUEL BURNING SOFTWOOD OTHERWISE IT MAY COMPROMISE THE INTEGRITY OF THE PAINTED FLUE SYSTEM.**

**WARNING: ANY MODIFICATION OF THE APPLIANCE THAT HAS NOT BEEN APPROVED IN WRITING BY THE TESTING AUTHORITY IS CONSIDERED AS BREACHING AS/NZS 4013.**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS TO START OR REKINDLE THE FIRE.**

**WARNING: DO NOT USE FLAMMABLE LIQUIDS OR AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHEN IT IS OPERATING.**

**WARNING: DO NOT STORE FUEL WITHIN HEATER INSTALLATION CLEARANCES.**

**WARNING: ALWAYS USE SPARK ARRESTOR WHEN FIRE IS UNATTENDED.**

**WARNING: DO NOT BURN WOOD THAT IS PAINTED; OR IS COATED WITH PLASTIC; OR HAS BEEN TREATED WITH ANY CHEMICAL.**

**CAUTION: THIS APPLIANCE SHOULD BE MAINTAINED AND OPERATED AT ALL TIMES IN ACCORDANCE WITH THESE INSTRUCTIONS.**

The appliance or flue system should not be modified in any way without the written approval of the manufacturer.

Extraction fans or rangehoods must not be placed in the same room or space, as this can cause appliance to emit smoke into the room.

### **WARNING: KEEP BATTERIES OUT OF REACH OF CHILDREN**

Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.

If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on 13 11 26 (in Australia) or 0800 764 766 (in New Zealand) for fast, expert advice.

Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.

Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.

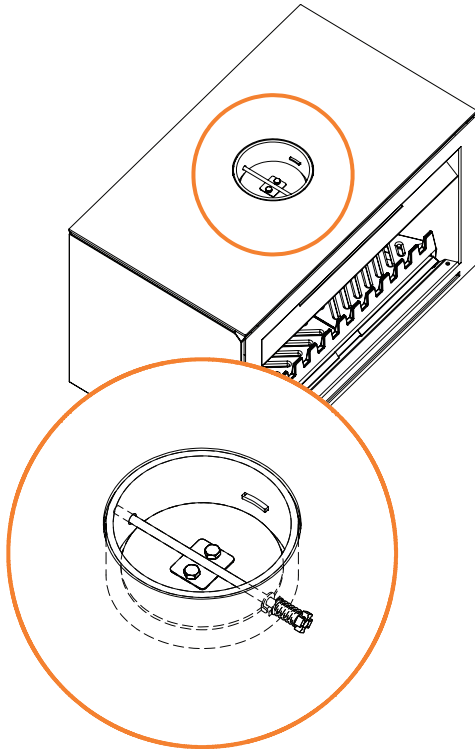


1.1. DAMPER

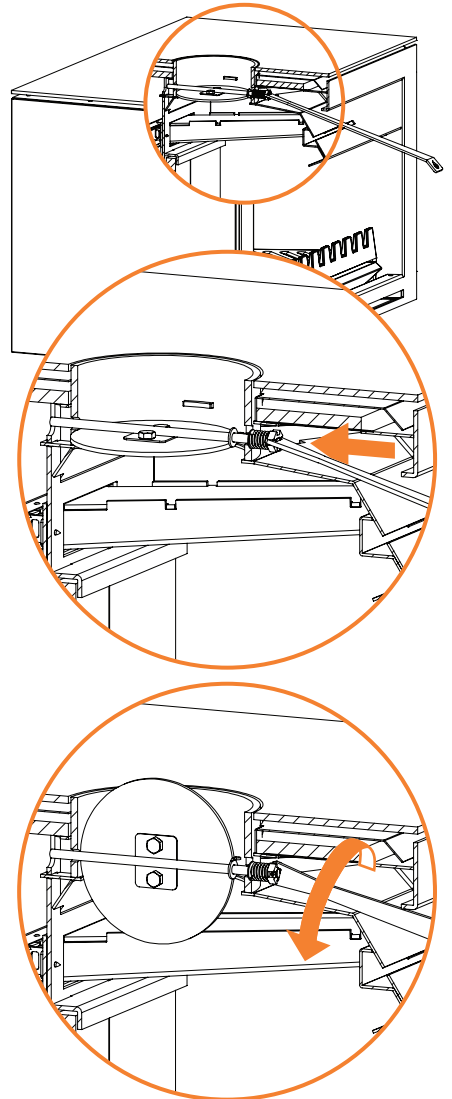
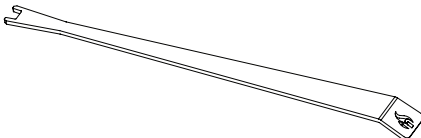
The damper is a critical component of the fireplace and should be treated as such. With the damper open, smoke is able to escape the fireplace and into the flue, with it closed it will prevent cold air from entering the room while the fireplace is inactive.

**IT IS VITAL THAT THE DAMPER IS OPEN DURING OPERATION OF THE FIREPLACE. PLEASE CHECK BEFORE EVERY USE.**

1. To open the damper, use the tool to push in the adjustment cog and turn counter-clockwise until you feel it lock into place.
2. To close the damper, push the adjustment cog in and turn clockwise until it locks into place.
3. Visually inspect the orientation of the damper by looking up into the ceiling of the fireplace. Vertical is open, horizontal is closed.



A damper handle for opening and closing the damper is provided with the fireplace.



## 1.2. SPARK ARRESTOR

The spark arrestor is designed to prevent any sparks or small debris from escaping the fireplace. It should always be in place when the fireplace is in operation, especially when unattended.

To open the spark arrestor, pull the right side towards you and it will swing open to the left. To close, push closed until the magnetic stop seats against the spark arrestor.

**When in operation spark arrestor will be hot, use damper tool or heat resistant gloves to open.**

## 1.3. ASH TRAY

The ash tray will catch ash as it falls through the grate, making cleaning of the fireplace a much simpler task. To remove simply pull the ash tray out towards you and slide back in until fully seated once finished cleaning.

**The ash tray will be hot during operation. Use heat resistant gloves if it is necessary to remove.**

**Do not use open fireplace without ash tray in place.**

## 1.4. WOOD STORAGE COMPARTMENT

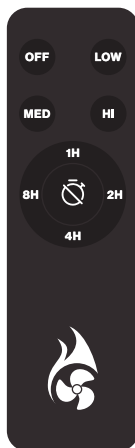
Warning: the Nectre N900 Freestanding comes with a wood storage unit, with space for a small amount of firewood. Do not overload this compartment - ensure that there is a gap to the ceiling of the unit, and no combustible fuel forward of the storage area.

## 1.5. FAN

The fan can be used to spread heat around the room quicker, as well as distribute heat into other rooms. It does not have to be on if not required. Plug the lead from the unit into a power-point.

A remote control supplied with the heater is used to turn the fan on, determine the fan speed, and to set a timer.

The fan speed of the heater can be controlled with the Low/Med/Hi buttons.



A timer function allows the fan to be switched off after a set period of time - 1/2/4/8 hours.

Select the desired time period with the lower buttons on the remote. The heater will beep in response to the amount of time selected - 1 beep for 1 hour, 2 beeps for 2 hours, etc.

To cancel the timer, press the central "Cancel Timer" button. The heater will emit a long beep.

To switch the fan off, press the Off button.

## 2. USING APPLIANCE FOR THE FIRST TIME

**The power cable for the Nectre N900 may be bundled in the rear of the unit for transportation. Ensure that the cable is pulled clear from the heater before lighting.**

The first few times the appliance is lit, it will give off some odorous fumes. This is caused by the paint curing.

Do not touch the paint work while it is curing otherwise it can leave a permanent mark on the appliance.

Once the paint has cured it will not re-occur.

Keep the room well ventilated until fumes have cleared.

### 3. RECOMMENDED FUELS

Burn only seasoned hardwood timber with a moisture content of less than 20%. Newly cut wood should be allowed to dry/season for 12 to 18 months before use.

Wood should be stored in an environment protected from the weather to minimize any potential moisture content.

For best results, wood should not exceed 350mm length and 150mm diameter. Any larger, and the appliance will not operate at its optimum. It is better to burn several smaller pieces of wood than one large single piece.

Poor quality timber:

- Causes low combustion efficiency
- Produces poor emissions (smoky)
- Results in additional buildup of creosote (soot) in the flue which will then require regular cleaning and may result in a flue fire.

**Do not burn painted, impregnated/treated wood, manufactured board products or pallet wood.**

### 4. LIGHTING THE FIRE

1. Open the damper and visually inspect to ensure it is open.
2. Place firelighters or paper and dry kindling wood on the grate of the fireplace
3. Light the paper or firelighters.
4. If necessary, leave the spark arrestor open as the fire establishes.
5. Once the fire has taken hold add larger pieces of wood. Too many logs may smother the fire.
6. Once the fire is established, close the spark arrestor.
7. Keeping the fire burning at the rear of the firebox will minimise the chance of any smoke spillage into the room.

**Do not leave the appliance unattended while the spark arrestor is open.**

### 5. RUNNING THE APPLIANCE

#### 5.1. RELOAD WITH MORE WOOD

1. Open the spark arrestor.
2. Rake / break up any existing coals.
3. Load wood on top of the glowing coals. Better results will be achieved by loading several smaller pieces of wood rather than one large piece.
4. Leave the spark arrestor open for 2 minutes to allow the wood to catch fire. Once lit, close the spark arrestor.

**Do not overload fireplace with fuel.**

### 6. BURNING TIPS

#### 6.1. FUEL QUALITY

Use wood with a moisture content of less than 20%. Logs should not feel moist/damp, or have moss/fungal growths.

Symptoms related to wet wood:

- Difficulty starting and keeping a fire burning well.
- Smoke and only small flames.
- Dirty fire bricks.
- Rapid creosote build-up in the flue/chimney.
- Low heat output.
- Short burn times, and blue/grey smoke from the flue/chimney outlet.

## 6.2. FLUE DRAUGHT

The flue has two main functions:

1. To safely remove smoke, gases and fumes from the appliance.
2. To provide a sufficient amount of draught (suction) in the appliance to ensure the fire keeps burning.

Draught is caused by the rising hot air in the flue when the fire has been lit. The position, height and size of the flue can affect the performance of the flue draught. Refer to installation guide for details on flue installation.

Factors affecting the flue draught include:

- Insufficient flue height
- Trees or other buildings nearby causing turbulence
- High and gusty winds
- Outside temperature and weather conditions
- Blocked flue

For advice on the correction of persistent flue problems consult your supplier/installer for more detail.

## 7. FLUE/CHIMNEY FIRE

To prevent flue fires it is recommended that your flue is professionally cleaned once per season at a minimum, subject to the quality of fuel used.

If a flue fire occurs:

- Shut the spark arrestor to prevent any falling debris from spilling out of the fireplace.
- Contact emergency services if flue fire worsens.
- Do not use the appliance after a flue fire until an accredited installer has assessed the cause and any resultant damage.

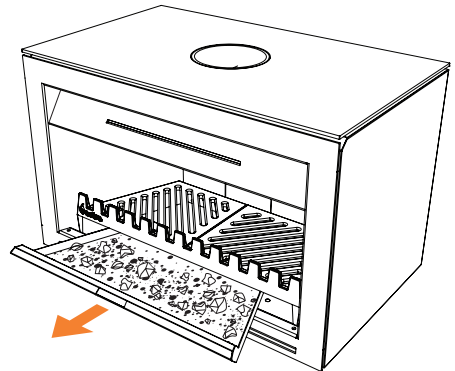
## 8. ASH REMOVAL

**Only remove ash tray while fireplace is inactive.**

**Do not use open fireplace without ash tray in place.**

Excess ashes should be removed when necessary, placed in a non-combustible container and moved outdoors immediately to a location clear of combustible materials.

To remove ashtray, use handle cut-out in the ashtray to pull up and towards you from underneath the grate lip.



## 9. CLEANING PAINTWORK AND GLASS

The appliance, when cool, can be cleaned with a damp cloth.

Over the years, the black paint will fade and can be touched up with Stove Bright metallic black paint.

Do not use abrasive cleaner or scourer pads.

## 10. CLEANING THE FLUE

Check inside of flue prior to each season for any build-up of creosote (wood tar). To do this, hold a small mirror on an angle below the flue, with a torch shining towards it, and look for black creosote build-up. It is normal to see a fine black powdery layer, but if built up layers of creosote can be seen, the flue requires cleaning.

To clean the flue:

1. Remove the damper. Refer to "2. Replacement of Damper" in Maintenance and Servicing section.
2. A flue cleaning brush can be purchased from most wood heater retail outlets or large hardware stores.
3. The objective is to pull the brush down through the flue.
4. With the damper removed, tie a rope to one end of the brush, and drop the rope from the top (outside on top of the roof) down the flue.
5. Grab the end of the rope inside the firebox and pull the brush through.
6. Check the inside of the flue with the mirror and torch. Repeat if necessary.
7. Once clean, remove any excess creosote from the firebox and replace the damper.

Only pull brush downwards through flue, as pulling upwards may separate the flue sections at their joins.

Alternatively, get a flue cleaning service to do the job for you (it's a dirty job).

## 11. TROUBLESHOOTING TIPS

### 11.1. TROUBLE STARTING THE FIRE

If all ash has been removed from the firebox, it can upset the supply of air to the base of the fire. When cleaning out the firebox, retaining some ash can make it easier to start the fire next time.

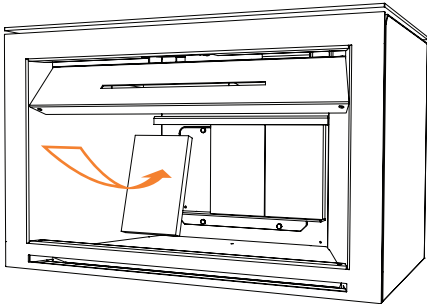
## MAINTENANCE AND SERVICING

### 1. REPLACEMENT OF FIRE BRICKS

The purpose of the firebricks in the appliance is to increase thermal mass and to guarantee the longevity of the steel firebox. Over time the firebricks may become cracked and crumble away. If so, they should be replaced.

To replace the firebricks:

1. Lift and remove the two halves of the grate.
2. Angle bottom edge of firebrick resting on shelf towards you and remove from brick retainer.
3. Replace with new bricks by angling brick forward and under the brick retainer, allowing bottom edge of brick to rest on lower shelf.
4. Reinstall the two halves of grate.



### 2. REPLACEMENT OF DAMPER

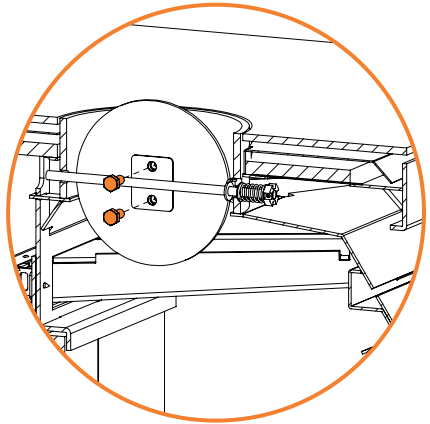
The damper plays a critical role in the safe and efficient operation of the open fireplace. It allows smoke to escape the fireplace during operation and keeps warmth in the house when the fireplace is not in use.

Over time the damper plate may begin to warp, this is normal and will not affect its function. After years of use it may eventually burn through, requiring it to be replaced.

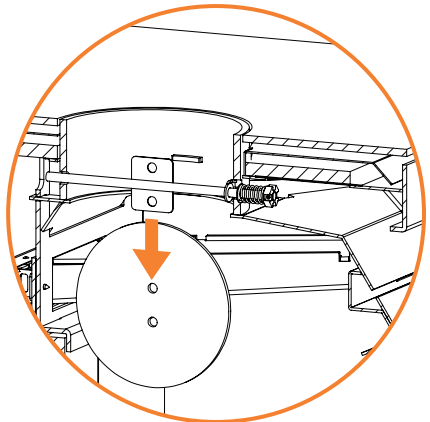
**Only remove damper while fireplace is inactive.**

To remove the damper plate:

1. Remove any excess ash and coals.
2. Orient the damper in its open position.
3. Reach up into the opening of the flue to locate the damper plate, finding the 2 bolts and 2 nuts holding the damper plate to the damper rod. Remove these using a 10mm socket and 10mm spanner.

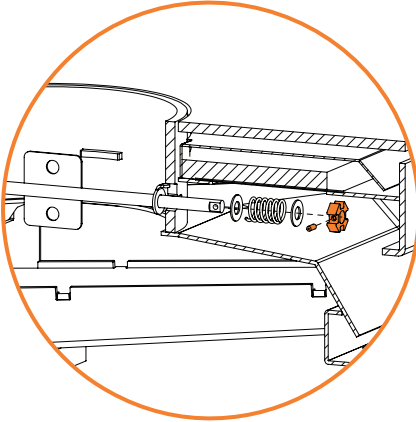


4. Remove the damper plate and replace with new one.

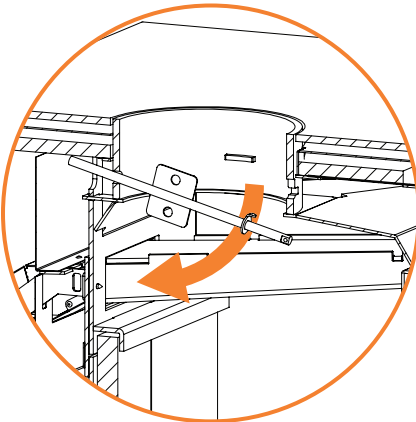


If the damper rod also requires replacement:

1. Remove damper plate first.
2. There is a cog on the front of the damper rod, held on with a grub screw. Use a 2mm hex key to loosen the grub screw until cog can be removed.
3. The cog, two washers and spring will slide off the end of the damper rod. Remove and retain these.



4. The damper rod will now be free to slide backwards and can be tilted down for removal.



5. Replace any components needing replacement and refit damper by reversing the steps.
6. Visually and physically inspect the re-installation of the damper to ensure correct operation.

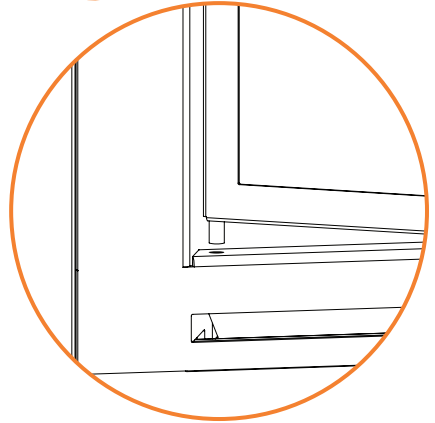
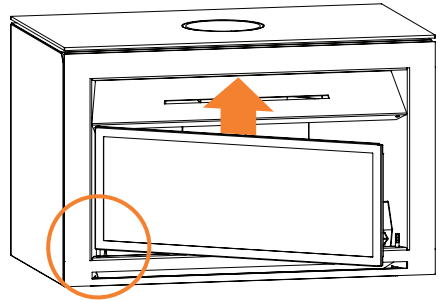
### 3. ADJUSTING THE SPARK ARRESTOR

The orientation of the spark arrestor can be flipped, to reverse which way it opens.

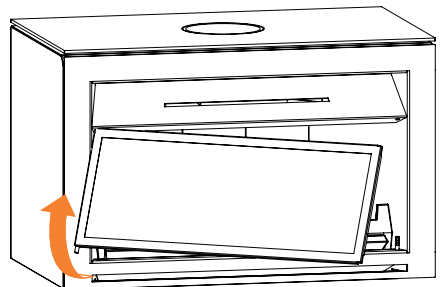
**Only adjust spark arrestor while fireplace is inactive.**

To flip the orientation of the spark arrestor:

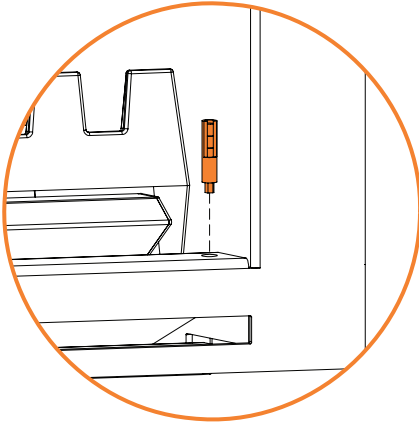
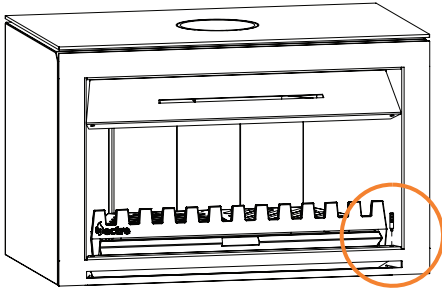
1. Lift spark arrestor up until the bottom of the hinge rod becomes free of its locating hole.



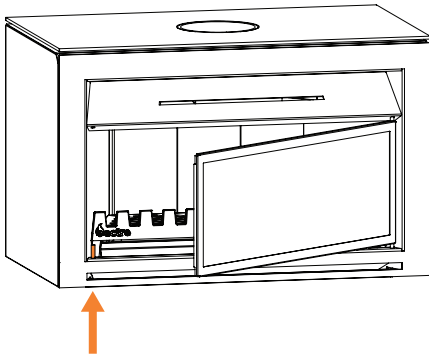
2. Pivot spark arrestor outwards to clear fireplace opening, and slide down to remove from heater.



- Remove spark arrester stop from its locating hole by pulling upwards.



- Place spark arrester stop in locating hole on the opposite side.
- Flip spark arrester so that hinge rod is on the right side and re-install by repeating steps 2 and 1.



#### 4. REPLACING THE FAN/RECEIVER

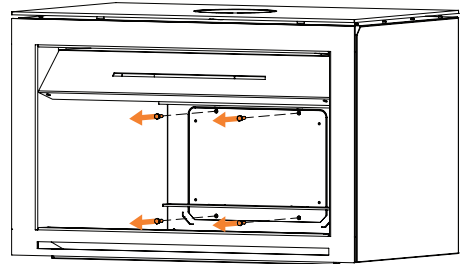
The fan installed in the N900 Open Fireplace is rated to high temperatures, but after years of use it may be necessary to replace the fan or its associated receiver.

**Only replace the fan while the fireplace is inactive.**

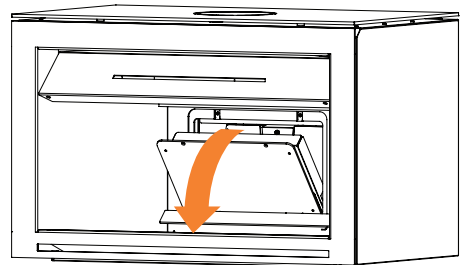
**Disconnect unit from power before proceeding.**

- Remove the two halves of the grate.
- Remove the firebricks.
- Using a 5mm hex key, remove the 4 bolts holding the rear access door in place. It may be necessary to apply WD-40 or equivalent penetrating oil to loosen the threads.

(If the bolts don't want to budge, don't stress. Drill out or grind the head off the bolt. The door can still be removed and the bolt and nut will be replaced anyway.)



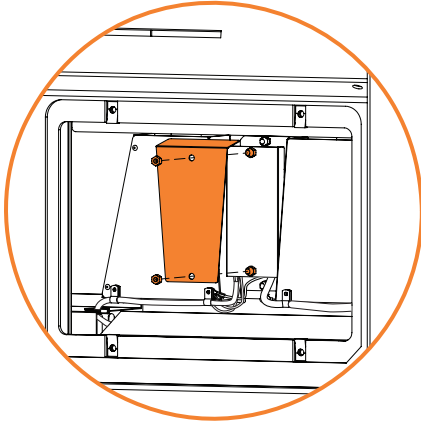
- Pull the top end of the firebox door towards you and the door should slide up and out.



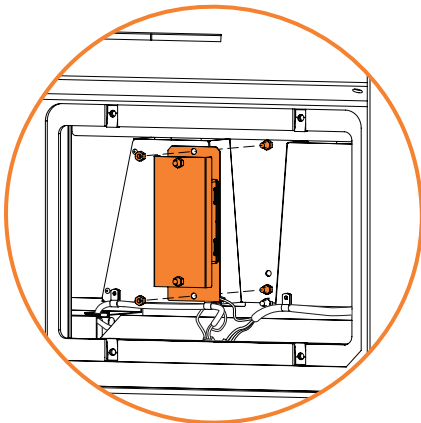
- Remove and replace the 4 U-fasteners which hold the door bolts.
- Follow the steps for your applicable model on the following pages.

4.1. N900 FREESTANDING

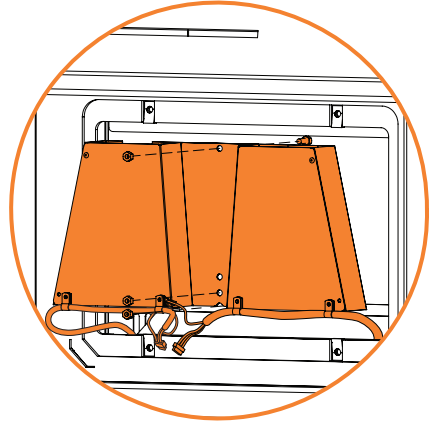
1. After completing steps 1-6, complete the below steps.
2. To remove the fan receiver, using a 10mm socket, undo the 2 nuts holding the receiver cover to its studs.



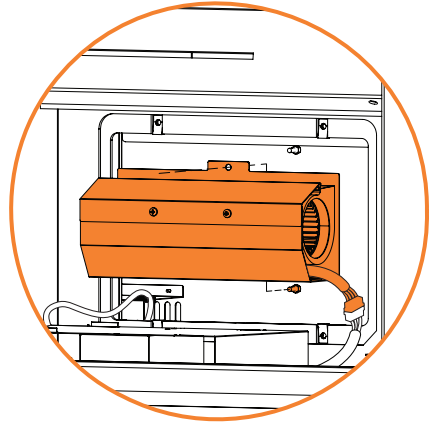
3. Again using a 10mm socket, undo the 2 adjacent nuts holding the fan receiver to the rear assembly.
4. Pull the receiver towards you to slide off the studs, and carefully unplug the two leads.



5. To remove the fan ducting above the fan, use a 10mm socket and undo the three remaining visible nuts. Be careful removing this component, as the wiring loom is fastened to the duct.



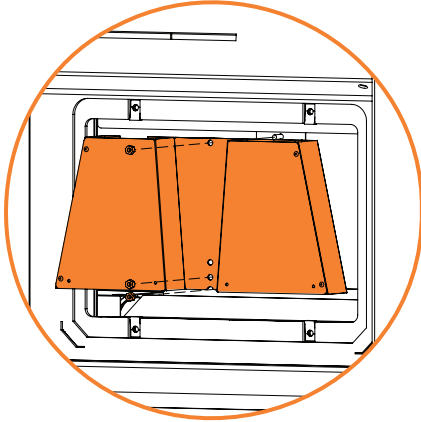
6. Lay the fan ducting face down in the firebox.
7. To remove the fan, slide it forwards until free of its mounting stud, then lift out. Unplug the power lead.



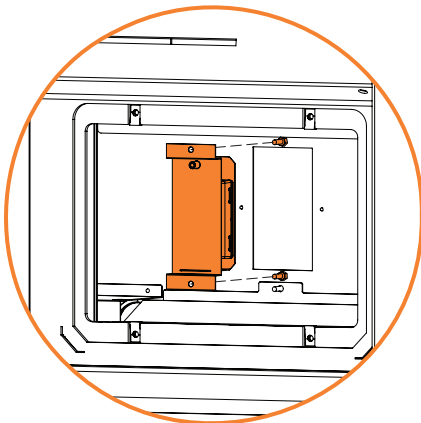
8. Reverse steps to reinstall the fan assembly and fan receiver.

#### 4.2. N900 INBUILT

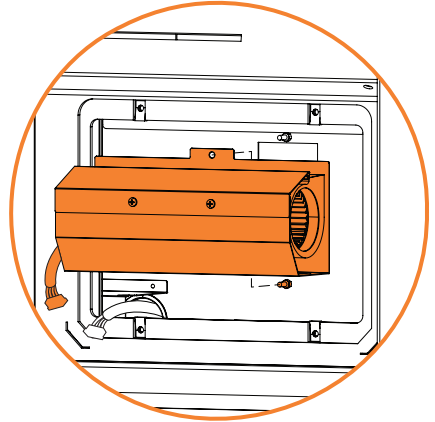
1. After completing steps 1-6, complete the below steps.
2. To remove the fan ducting above the fan, use a 10mm socket and undo the three nuts.



3. With the fan ducting removed, the receiver can be removed (if needed). Two of the nuts removed in the previous step were also securing the receiver mount plate - it can be slid forwards, unplugged and removed from the heater.



4. To remove the fan, slide it forwards until free of its mounting stud, then lift out. Unplug the power lead. Ensure that remaining wiring loom is pulled through into heater as much as possible to prevent it from falling out the back of the heater when disconnected.



5. Reverse steps to reinstall the fan assembly and fan receiver.

## 5. REPLACEMENT SPARE PARTS LIST

PART NO.	PART	DETAIL
N109-010	Ash Tray	Steel
N109-090	Grate Kit	Cast iron front lip
		Cast iron left grate
		Cast iron right grate
N109-068	Fire Brick Set	3 @ 285 x 175 x 25
N900-127	Spark Arrestor	850 x 337, steel mesh
N900-119	Spark Arrestor Stop	Magnetic
N109-021	Damper Kit	Damper plate
		Welded rod
		M10 x 20 set screw X 2, M10 hex nut X 2
		Damper cog, M4 x 12 cone point grub screw
		M10 washer X 2, Damper spring
N900-129	Fan	3 speed
N103-054	Fan Remote Receiver	3 speed
N900-369	Fan Remote Control	3 speed

## 6. WARRANTY

Warranty is provided in Australia by Glen Dimplex Australia Pty Ltd and in New Zealand by Glen Dimplex New Zealand Ltd (together referred as "Glen Dimplex").

This warranty is provided to the first domestic purchaser of a Nectre wood or Stove fire (radiant or convection). It applies for 10 years from the date of purchase from or through an authorized Nectre Fire Distributor in relation to each product.

The door glass, door seal, firebricks, brick retainer, and baffle components are covered for normal use only with a 1 (one) year warranty. Electric fans and any remote/transmitter are warranted against failure to operate for a period of 1 (one) year from the original date of purchase.

The warranty does not apply to discolouration of the surface or tarnishing of chrome fittings all of which require regular service to maintain. Any breakage or failure due to user error is not covered under this warranty.

TYPE OF PART	WARRANTY (IN YEARS)	
	PARTS	LABOUR
Wood Fire - Firebox	10	5
Door Glass & Seal	1	1
Fire Bricks & Retainer	1	1
Baffle Components	1	1
Fans & Electrical Components	1	1

During the warranty period, Glen Dimplex will repair or replace (at its option) any Nectre Wood or Stove Fire which is found to be defective in materials or workmanship. Repairs will be carried out by an approved Nectre Heating Service Agent.

What is covered under this warranty?

- Repair or replacement of parts
- Labour costs relating to the Wood or Stove Fire

Consumers may have additional rights under the Australian Trade Practices Act 1974 including the Australian Consumer Law or the Consumer Guarantees Act 1993 New Zealand.

This warranty does not apply and will be void where:

- The Wood or Stove Fire is not installed in accordance with AS/NZS 2918:2018 or any building code or consent;
- The Wood or Stove Fire is not installed by a qualified specialist installer;
- Any electrical work has not been carried out by a Registered Electrician;
- The Wood or Stove Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner's Manual;
- The Wood or Stove Fire has not been installed or operated according to the Installation Guide and the Owner's Manual;
- The Wood or Stove Fire is acquired for business use in any way.

What is not covered?

- Labour costs relating exclusively to components not manufactured by Glen Dimplex.
- Labour costs relating to removing or replacing the Wood Fire or Stove
- Damage caused by incorrect use or the burning of treated or painted wood, driftwood or other fuels which are not recommended.
- Travel costs for a distance greater than 50 km from nearest approved Nectre Heating Service Agent.
- Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner's Manual (including fuel selection, product operation and maintenance instructions), repairs

or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.

- Removal or transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agents place of business.
- Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business;

How to obtain warranty service?

- Warranty Claims must be made at place of purchase.
- Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
- Warranty repair will be completed according to normal work practices of the service agent.
- Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.







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