



# LUMIS 32

## Owner's Manual

Model Number: **32IN**

This product is proudly manufactured in North America by **SUPREME FIREPLACES INC.**

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**IMPORTANT: Keep the owner's manual for future use.**

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# 1 SAFETY

SUPREME FIREPLACES INC. congratulates you on purchasing a LUMIS wood burning fireplace insert. This insert complies with the ULC S628 and UL 1482 standards. In addition, this wood insert is certified to comply with Phase II particulate emission standards from the US Environmental Protection Agency.

**SAFETY NOTICE:** Carefully read this manual before installation and operation of this insert. If not properly installed, a house fire may result. To reduce the risk of a fire, follow the installation instructions. Failure to follow instructions presented in this manual can lead to property damage, bodily injury or even death. Alterations or modifications made on the unit or the installation is strictly forbidden as it may predispose the user to hazardous risks. Contact your local building or fire officials for restrictions and installation inspection requirements in your area and the need to obtain a permit.

**WARNING:** This unit is hot during operation; keep children, pets, flammable liquids, or combustible materials at a safe distance. Ensure that all clearances to combustible materials are respected. Contact with the unit during operation may cause severe harm. Install a safety screen to keep children and pets away.

## CAUTION:

- Do not connect this unit to a chimney flue serving another appliance.
- Do not connect to any air distribution duct or system.
- Never use chemicals to ignite the fire.
- Never burn waste or flammable fluids (such as gasoline, naphtha, or engine oil).
- Only burn dry natural cordwood.
- Never leave the unit unattended with the door open or unlatched.
- Only refuel this unit when the wood is reduced to embers.
- Always keep the door closed during operation.
- Do not operate this unit with a fireplace grate.
- Do not install an unvented gas log set into the firebox.
- Do not install this unit in a mobile home.
- Do not clean or service the unit while it is hot.
- Allow proper air flow by keeping the louvers/openings clear of any obtrusions.

Note: Failure to respect the above cautions may cause damages to the unit, damages to personal property, bodily harm and will void the warranty. "This wood heater needs periodic inspection and repair for proper operation. It is against federal regulations to operate this wood heater in a manner inconsistent with operating instructions in this manual."



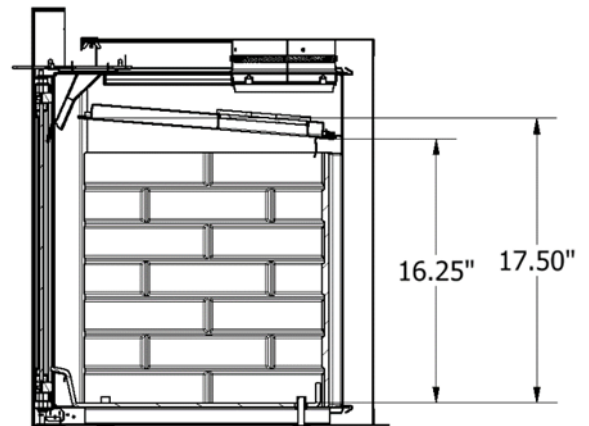
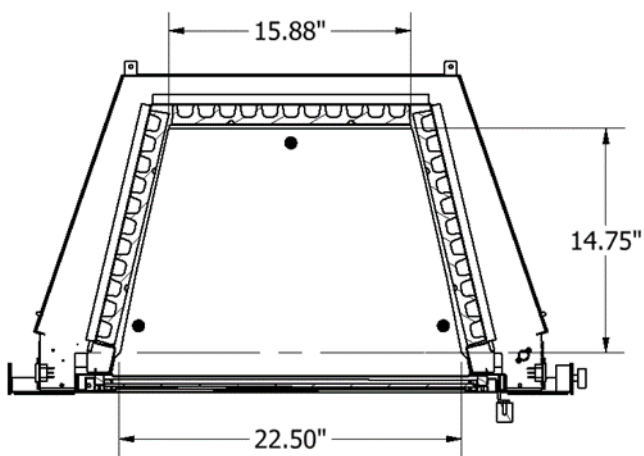
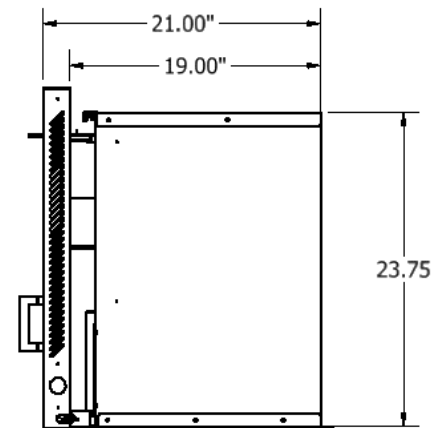
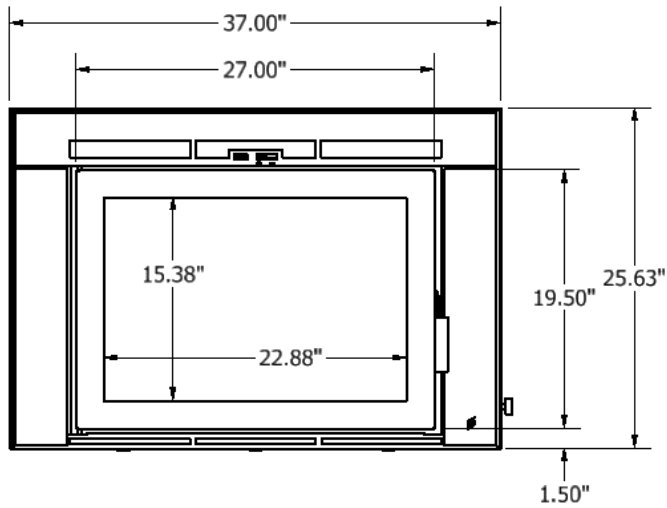
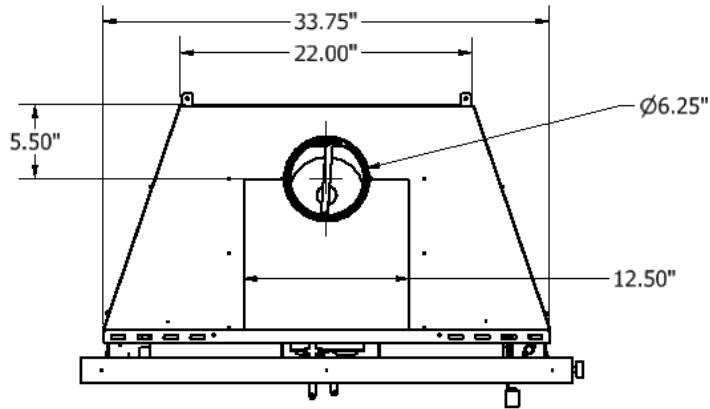
We recommend that our woodburning hearth products be installed and serviced by professionals who are certified in the U.S. by the National Fireplace Institute® (NFI) as NFI Woodburning Specialists or who are certified in Canada by Wood Energy Technical Training (WETT).



This product can expose you to chemicals including carbon monoxide, which is known to the State of California to cause cancer, birth defects or other reproductive harm. For more information go to [www.P65warnings.ca.gov/](http://www.P65warnings.ca.gov/)

## 2 COMPONENTS

### 2.1 Overall Dimensions



## 2.2 Specifications

Appliance Type:	Adjustable Burn Rate Wood Heater – Non-Catalytic
Fuel Type:	Dry Cordwood
Maximum Log Length:	22 in (55.9 cm)
Burn Time <sup>1</sup> :	6 to 12 hrs
Firebox Volume:	3.2 ft <sup>3</sup> (0.091 m <sup>3</sup> )
Heating Area:	Up to 2,000 ft <sup>2</sup> (185 m <sup>2</sup> )
Average Particulate Emissions Rate <sup>2</sup> :	1.59 gm/hr
Average CO Emissions Rate <sup>3</sup> :	119.4 g/hr
EPA Protocol:	Method ALT-125
Efficiency:	HHV <sup>4</sup> : 66.07%   LHV <sup>5</sup> : 71.09%
Heat Output:	19,029 to 49,358 BTU/hr (5,576 to 14,465 W)
Optimum Efficiency:	75%
Optimum Heat Output:	100,000 BTU (29.3 kWh)
Efficiency Protocol:	CSA B415.1-10

### WARRANTY REGISTRATION

Please register your SUPREME product online at <http://www.supremem.com/registration.php> to ensure full warranty coverage. Proof of purchase is required for all warranty claims.

<sup>1</sup> Depending on combustion air control setting (see Section 4.3 for further details)

<sup>2</sup> Officially tested and certified by an independent laboratory

<sup>3</sup> Low/medium burn rate settings produce a lower emission rate.

<sup>4</sup> Higher Heating Value

<sup>5</sup> Lower Heating Value

## 2.3 Combustion Air Control

The Combustion Air Control is a patented mechanism (Patent No: US 7,325,541 B2) that regulates the air flow into the firebox based on the temperature of the unit. It is located on the top of the firebox, at the front center of the unit. The combustion air control of the LUMIS has two components: the Activator and the Burn Rate Selector. The left combustion control lever is the Activator. When starting a fire or adding a new load of wood, the Activator must be pushed in to allow a primary source of air to enter the firebox. The Activator will retract automatically with heat. The right combustion control lever is the Burn Rate Selector. The Burn Rate Selector can slide sideways to achieve different burn rates. When the Burn Rate Selector is positioned to the left, a maximum burn rate is achieved and when it is positioned to the right, a minimum burn rate is set.

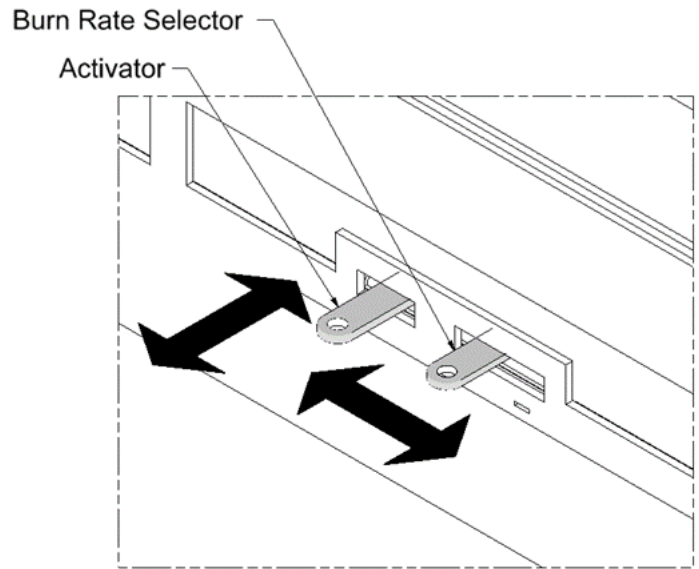


Figure 2-1: Primary Air Control

**WARNING: Never manipulate the Combustion Air Control with bare hands as it gets hot when the LUMIS is in operation. Use the Cold Hand Key to adjust the Combustion Air Control.**

## 2.4 Baffle Secondary Burn Technology

The baffle system (32SF1150) of the LUMIS insert is located within the upper portion of the firebox and is fastened by 6 bolts (3/8 Hex). SUPREME baffle systems are constructed out of a specific grade of stainless steel capable of withstanding high-temperature conditions. The secondary combustion air is drawn into the baffle system, pre-heated, and distributed below the lower plate, allowing for a cluster of small flames flowing downwards. This effect is more visible in the minimum burn rates. For optimal performance, it is recommended to clean any creosote build-up on the lower plate of the baffle system.

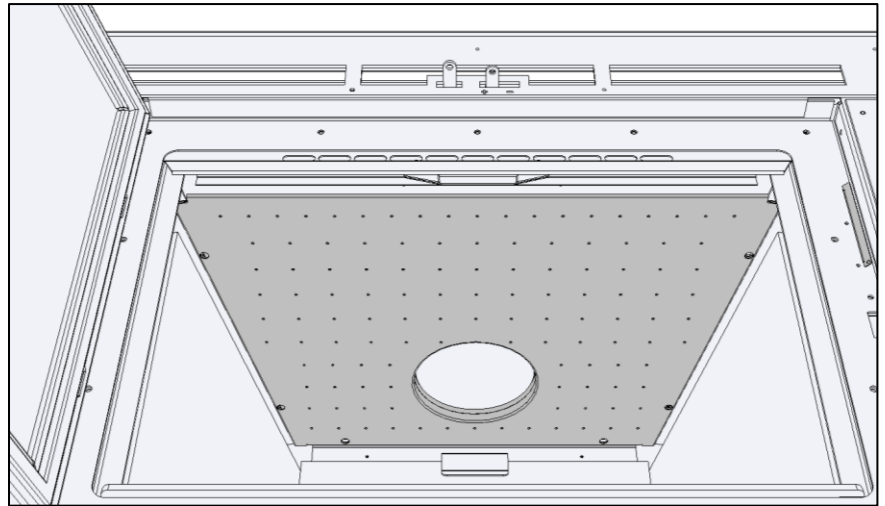


Figure 2-2: Baffle Secondary Burn Technology

## 2.5 Cold Hand Key

The Cold Hand Key is an accessory that comes standard with the LUMIS insert. The Cold Hand Key is a tool used to manipulate the Combustion Air Control Levers when it is hot.

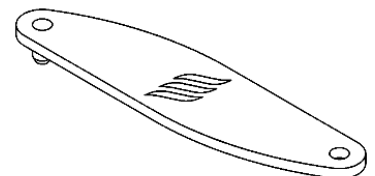


Figure 2-3: Cold Hand Key

## 2.6 Chimney Sweeping Cap

The chimney sweeping cap found at the baffle of the LUMIS allows easy access for chimney sweeping without having to remove any components of the firebox.

**WARNING:** The chimney sweeping cap must always block access to the chimney during combustion. A chimney sweeping cap that is not blocking the baffle hole during combustion is a safety hazard, will overheat the fireplace and void the warranty.

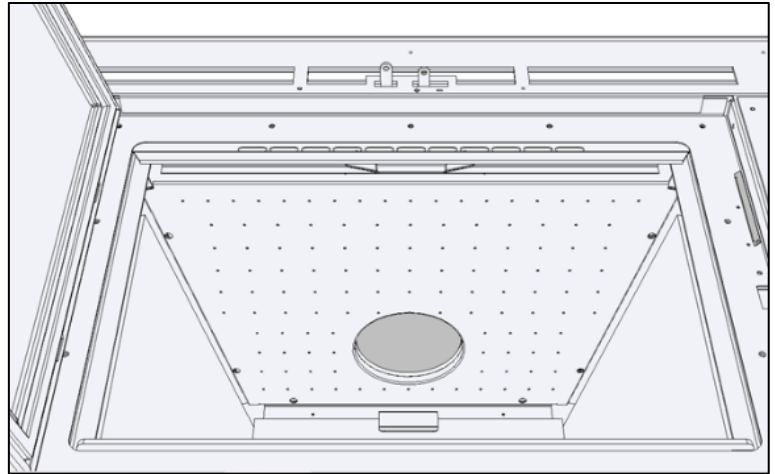


Figure 2-4: Chimney Sweeping Cap

## 2.7 Door

The LUMIS wood burning insert comes with a Pyroceramic glass panel door. Pyroceramic is the highest grade available for fireplaces and stoves and can withstand temperatures up to 704°C / 1300°F. To remove the door, open the door, lift it and pull it towards the bottom until the rod exits from the hinge holes.

**NOTE:** The door of the LUMIS must remain closed at all times during operation.

## 2.8 Blowers

The LUMIS wood burning fireplace insert is equipped with two AC centrifugal compact fans on either side of the surround (**electrical rating: 115V, 60Hz, and 19W**).

**CAUTION:** Make certain that the fireplace is not in operation and the blowers are unplugged before accessing the electrical wiring.

Plug the power cord into an 115V **grounded** outlet for protection against a power surge. The blowers will turn on and turn off automatically during the operation of the unit. As the temperature of the fireplace insert increases and the heat activated sensor reaches 35°C / 95°F, the fans will turn on. Note that the average time it takes for the fans to activate is between 30 to 45 minutes after starting a fire. The fans will turn off once the fireplace has cooled down and the heat activated sensor reaches 85°F. Note that the response time of the blowers can be adjusted by sliding the thermodisk mounting bracket further (longer delay) or closer (shorter delay) from the firebox. The speed of the fans can be adjusted with the variable speed control installed on the side of the surround. It is safe to operate the LUMIS in the event of a power failure (fans not powered).

## 2.9 Optional Fresh Air Adaptor

The Optional Fresh Air Kit allows for exterior air (outdoors) to be drawn into the fireplace during operation of the unit. Note that a 4 inches duct is required for the installation (item ordered separately). Refer to Section 4.7 for installation instructions. Contact your local building official regarding mandatory fresh air kit installations within your area.

**CAUTION:** Only a fresh air kit provided by SUPREME FIREPLACES INC. can be installed onto the fireplace. Substituting the fresh air kit may result in overheating and will void the warranty.



## 2.10 Cast Iron Interior

The LUMIS stainless steel firebox is lined with cast iron panels for an extra layer of durability and strength. Designed to provide long-lasting heat and thermal protection, these industry-first, decoratively stamped panels also provide the added benefit of the timeless beauty of cast iron. Forged in fire, tempered with time, the LUMIS offers a lifetime of warmth.

## 2.11 Surround

A surround comes standard with the LUMIS (32LMFA-01). Please refer to Figure 2-5 for dimensions.

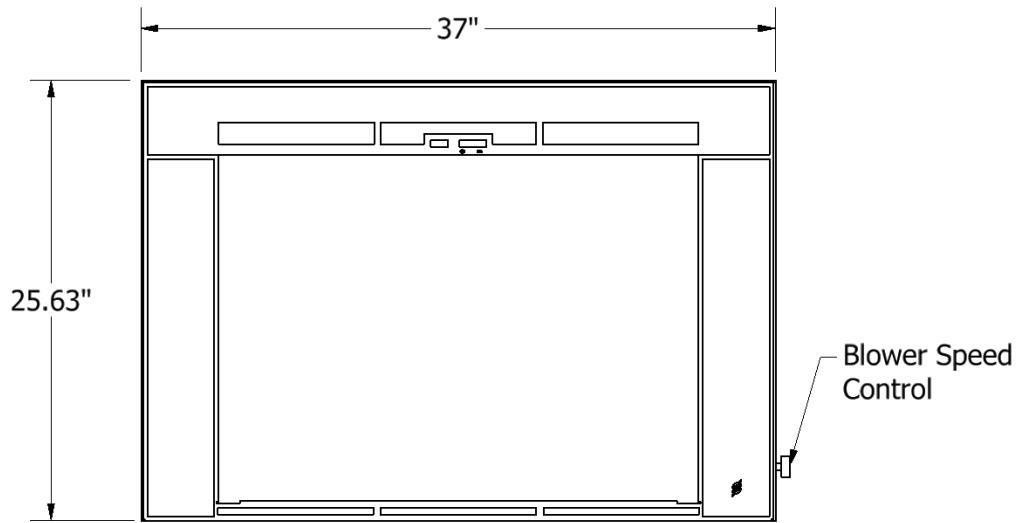


Figure 2-5: Lumis 32 Surround

## 2.12 Faceplate

A 12 gauge thick faceplate option is offered to cover the opening between the existing masonry fireplace and the surround of the unit. It is permitted to cut the surround for installation or aesthetic purposes. Please refer below to the surround options of the LUMIS insert.

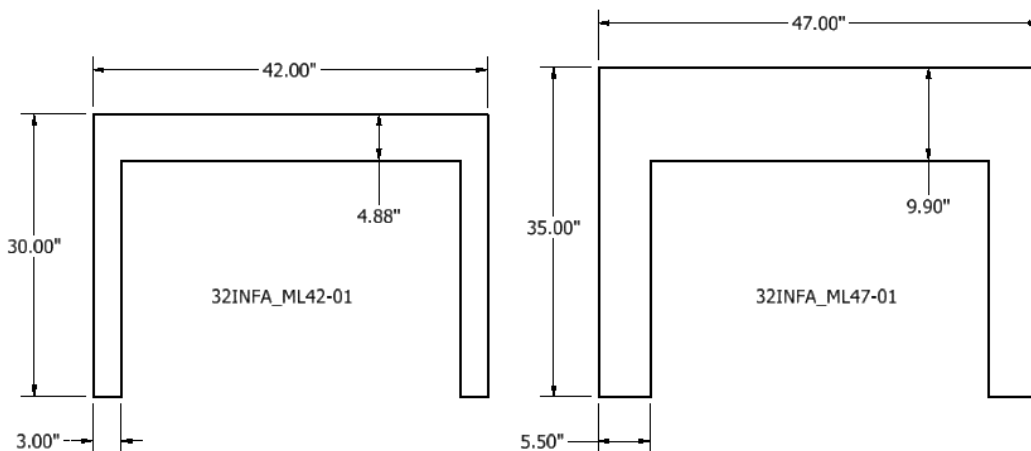


Figure 2-6: Lumis 32 Faceplates

## 2.13 Circulating Chamber

The circulating chamber is a standard component of the LUMIS insert. It is designed to prevent heat escaping to the existing chimney and allows for an optimal flow and heat transfer. The top removable bracket can be taken off during installation to allow for better accessibility to the liner adaptor. Note that the top removable bracket needs to be installed and fastened (2 wing nuts) before operating the LUMIS.

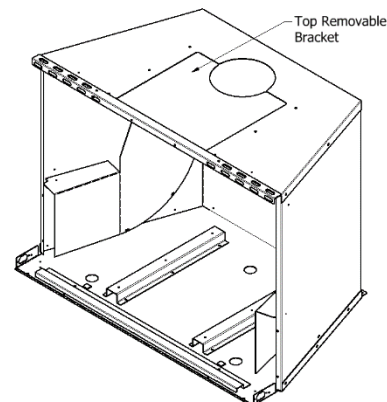


Figure 2-7: Circulating Chamber

## 2.14 Adjustable Legs

The LUMIS insert comes with three adjustable legs in the bottom of its firebox to allow adjustment of the height for leveling purposes.

## 2.15 Liner Adaptor

The Liner Adaptor is a component that comes with the LUMIS and is required to connect a 6" stainless steel liner to the unit.

## 2.16 Metal Tag

The Metal Tag specifies that alterations have been made to the masonry fireplace to accommodate the LUMIS insert. The metal sheet having the Metal Tag is to be installed with two screws at the hearth of the masonry fireplace. Note that the Metal Tag must be installed with the writing face upwards so that it is visible if the insert fireplace is removed.

The Metal Tag reads as follows:

*This fireplace has been altered to accommodate a fireplace insert and should be inspected by a qualified person prior to re-use as a conventional fireplace.*

*Ce foyer a été modifié afin d'y insérer un foyer encastrable et doit être inspecté par une personne qualifiée avant sa réutilisation comme foyer conventionnel.*

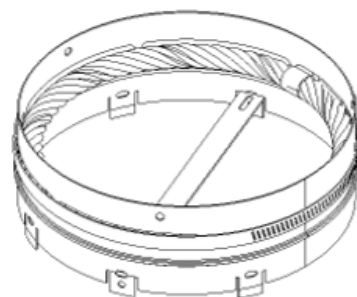


Figure 2-8: Liner Adaptor

## 2.17 Serial Number

The certification label contains important information regarding the installation and operation of the LUMIS fireplace insert. In addition, the serial number of the unit is permanently embossed onto the top right corner of the label. The certification label is located at the bottom right corner of the door and is accessible by opening the door and pulling the plate.

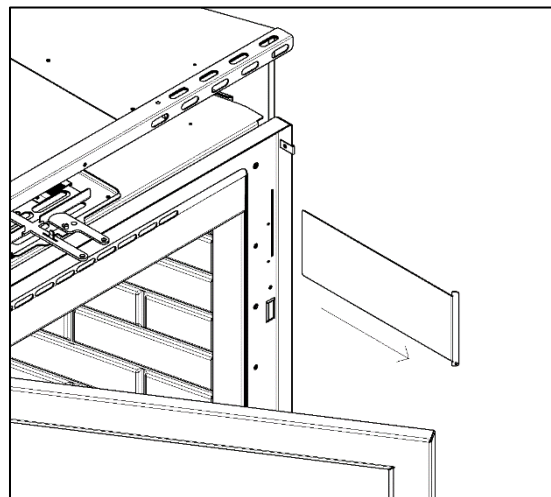


Figure 2-9: Serial Number Location

### 3 INSTALLATION INSTRUCTIONS

The masonry fireplace is to be constructed in accordance to N.F.P.A. 211 (Latest Edition), Standards of Chimney, Fireplaces, Vents and Solid-Fuel-Burning Appliances and Equipment. The LUMIS fireplace insert is intended only for masonry fireplaces installed with a continuous chimney liner of 6 inches diameter extending from the fireplace insert to the top of the chimney. This insert must be connected to a code-approved masonry chimney or listed factory-built fireplace chimney with a direct flue connector into the first chimney liner section. The chimney size should not be less than or more than three times greater than the cross-sectional area of the flue collar. The chimney liner must conform to the Class 3 requirements of CAN/ULC-S635, Standard for Lining Systems for Existing Masonry or Factory-Built Chimneys and Vents or CAN/ULC-S640, Standard for Lining Systems for New Masonry Chimneys. Contact a local building inspector for information on additional requirements and/or codes in your area.

**CAUTION:** Read these instructions carefully before starting the installation. Failure to follow these instructions may result in property damage, bodily harm and even death. Modifications of the instructions presented in this section without written authorization from SUPREME FIREPLACES INC. will void the warranty.

**Be sure that the fireplace and chimney are clean and in good condition. Seal all cracks using stove cement.** Seal permanently any openings between the masonry of the fireplace and the facing masonry. Remove or keep permanently open the existing damper of the fireplace. If there is an accumulation of creosote in the chimney or flue, it must be thoroughly cleaned. When installing, operating and maintaining a solid fuel heater, respect basic standards for fire safety.

Table 3-1: Minimum Opening Dimensions

Width (Front)	34" (864 mm)
Width (Back)	22" (559 mm)
Height	23 ¾" (603 mm)
Depth	19" (483 mm)

**WARNING:** Do not remove bricks or mortar from the masonry fireplace.

Refer to Table 3-1, Figure 3-1 and Figure 3-2 for minimum opening dimensions of the masonry fireplace.

**NOTE:** The non-combustible hearth must extend a minimum of 16" for USA (406 mm) and 18" (457 mm) for Canada from the door and 8" (203 mm) on each side of the masonry fireplace opening and must be a minimum of 50" (1,270 mm) long.

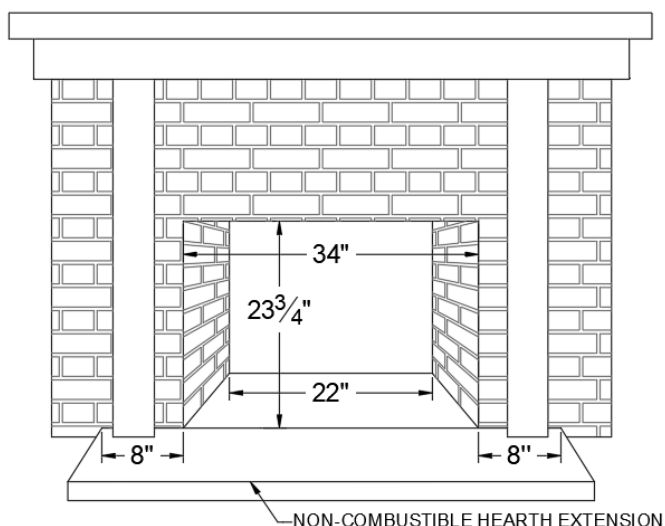


Figure 3-1: Minimum Opening Dimensions – Front View

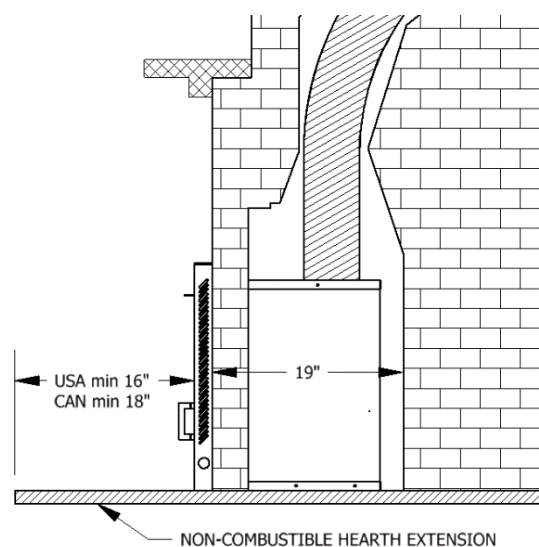


Figure 3-2: Minimum Opening Dimensions – Side View

### 3.1 Preparing the Firebox for Installation

- Unfasten and remove the front shipping cover of the unit (Figure 3-3).
- Unfasten the back of the unit from the pallet (Figure 3-4).
- Remove the door by opening it, lifting it, and pulling it towards the bottom until the rod exits from the hinge holes.
- From within the firebox, push the chimney sweeping cap upwards and place it to the side.

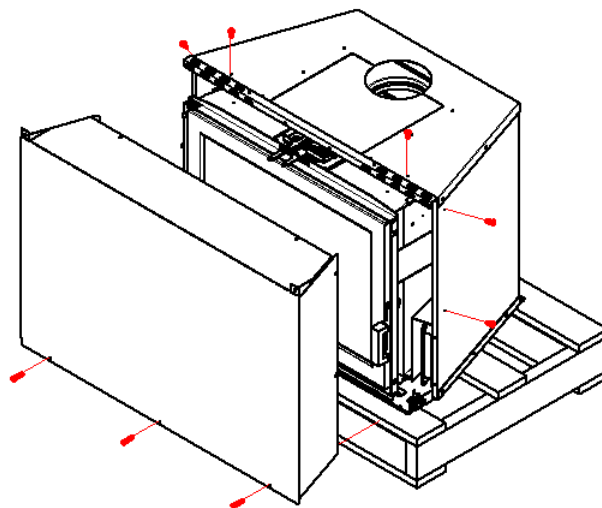


Figure 3-3: Shipping Front Cover Removal

### 3.2 Liner Installation

- Determine the required length of liner by measuring the bottom of the hearth to the top of the existing chimney. **NOTE:** Additional length of the liner is needed for proper installation of the flashing and chimney cap. **WARNING: The minimum and maximum height of the liner is 15' and 35' respectively.**
- Slide the stainless steel liner down the existing chimney.
- Lower the liner 24 inches from the hearth.
- Fill the space between the liner and the baffle of the existing chimney with Stone Wool insulation to prevent heat from escaping.

### 3.3 Liner Adaptor Installation

Insert the 6" diameter liner adaptor at the end of the liner. The liner must be flush with the inferior rim of the adaptor.

- Tighten the clamp to secure the liner with the liner adaptor.
- Secure the liner adaptor in place with stainless steel self-piercing sheet metal screw.

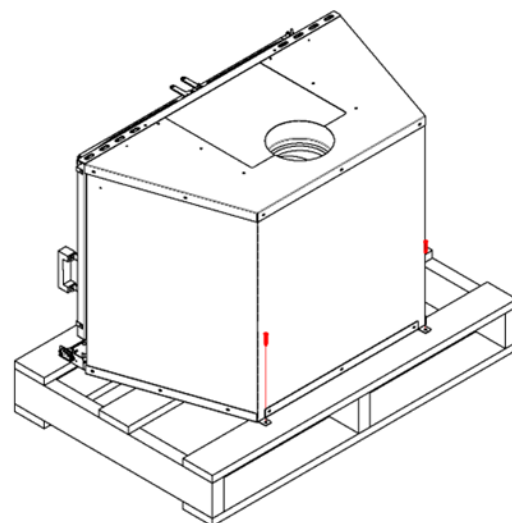


Figure 3-4: LUMIS Removal from Pallet

### 3.4 Firebox Installation

- Slide the LUMIS fireplace insert into the masonry fireplace.
- Align the liner adaptor with the top opening of the circulating chamber. Note that the top/front portion of the circulating chamber can slide off to allow for better access to the liner adaptor - loosen wing nuts on front bracket (Figure 3-6).
- Insert your hand in the chimney sweeping cap opening and pull the liner down by the handle of the adaptor.
- Use your thumb to bend the 4 tabs of the liner adaptor outward to secure the liner in place.
- Reposition the chimney sweeping cap back in the chimney sweeping cap hole of the baffle.

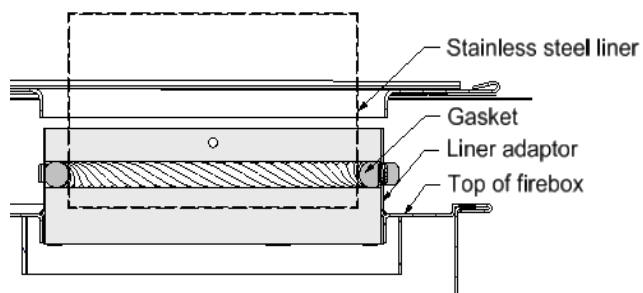


Figure 3-5: Stainless Steel Liner Connection

**WARNING:** The chimney sweeping cap must always block access to the chimney during combustion. A chimney sweeping cap that is not blocking the baffle hole during combustion is a safety hazard, will overheat the fireplace and void the warranty.

### 3.5 Surround Installation

- Install the surround and secure it with four screws, two on either side.
- Install the door by inserting the upper rod into the upper hole and then lowering the lower rod into the lower hole.
- Inspect the installation. If the surround is not flush against the wall, level the firebox by using the adjustable legs.

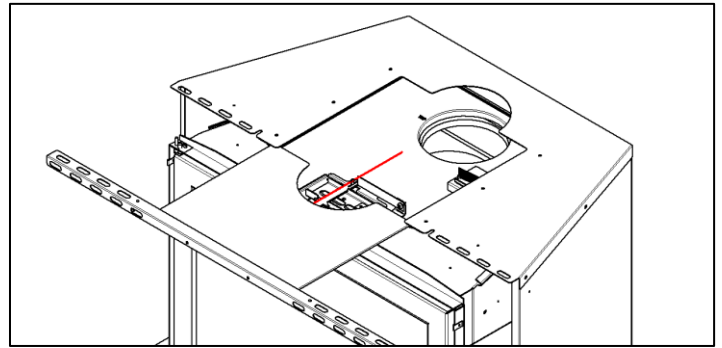


Figure 3-6: Circulating Chamber Top Removable Bracket

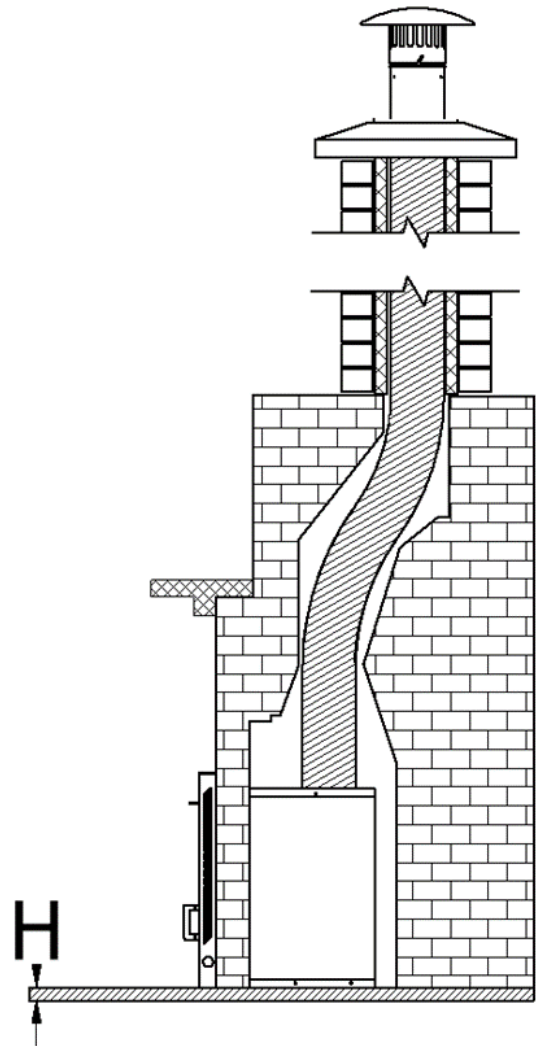


Figure 3-7: LUMIS Installation

### 3.6 Clearances to Combustibles

Refer to Figure 3-7, Figure 3-6, Table 3-2 and Table 3-3 for clearances to combustibles of the LUMIS insert.

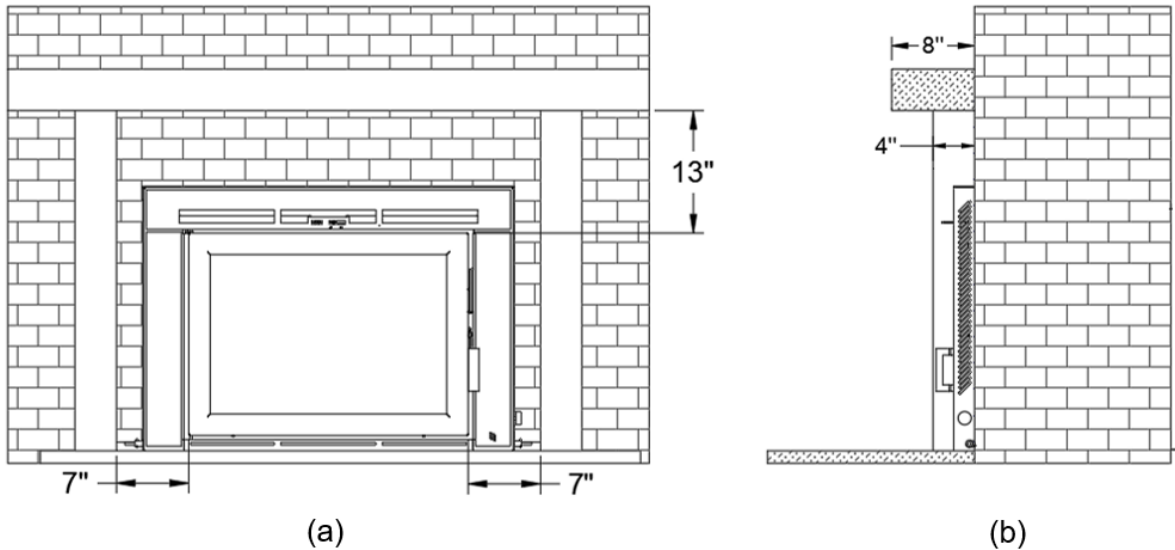


Figure 3-8: Clearances to Combustibles (a) Front View (b) Side View

Table 3-2: Clearances to Combustibles

Note that the non-combustible hearth must extend a minimum of 16" for USA (406 mm) and 18" (457 mm) for Canada from the front of the door and 8" (203mm) on each side of the masonry fireplace opening. **WARNING: Keep a minimum distance of 5' (152 cm) from the unit to any combustible material (such as firewood, furniture, and drapes) as a fire hazard precaution.**

The depth of the mantle is measured from the face of the fireplace door. When the non-combustible wall is recessed, the depth of the mantle can be increased by the amount of the recess. **Note that a mantle cannot be installed below the minimum clearance of 13" from the bottom of the mantle to the top edge of the door.**

Sidewall from outer edge of fuel door	15.5" (394 mm)
Side trim (max 4" depth) from outer edge of fuel door	7" (178 mm)
Protruding mantel (max 8" depth) from top edge of fuel door	13" (330 mm)
Height (H) from the base of the unit to the floor with a non-compliant N.F.P.A. 211 hearth extension having a negligible R-value	13" (330 mm)
Height (H) from the base of the unit to the floor with a non-compliant N.F.P.A. 211 hearth extension having a R-value of 2.957	USA: 3.5" (89 mm) CAN: 1.25" (32 mm)

Table 3-3: Examples of Depth of Mantle with Respect to Distance from Top Edge of Door<sup>6</sup>

Maximum mantle depth	Distance from the top edge of the door of the LUMIS to the bottom of the mantle
8" (203 mm)	13" (330 mm)
10" (254 mm)	15" (381mm)
12" (305 mm)	17" (432 mm)

<sup>6</sup> Values determined using a 45° rule – 1 inch of height added results in 1 inch additional allowable depth

### 3.6.1 Calculating R-Value

The below information demonstrates how to calculate the R-Value for a non-compliant N.F.P.A. 211 hearth extension.

The R-Value is a measurement of a material's insulating properties with respect to a referenced thickness (see Table 3-4). The total R-Value of the hearth extension constructed out of different materials can be calculated by summing the R-Value of each material with respect to the thickness (see equation below).

Table 3-4: Thermal Properties of Materials<sup>7</sup>

Material	Thermal Resistance [R-Value] per Inch	Thermal Conductivity [k-Value] per Inch
Cement Board (Durock Next Gen)	0.780	1.282
Brick	0.200	5.000
Limestone	0.153	6.536
Slate	0.100	10.000
Concrete	0.095	10.526
Marble	0.090	11.111
Granite	0.083	12.048
Ceramic Tile	0.080	12.500

$$R_{\text{Total}} = (R_1 \times T_1) + (R_2 \times T_2) + (R_3 \times T_3) + \dots$$

Note the k-Value per inch can be converted to an R-Value per inch using the following formula:

$$R = \frac{1}{k}$$

#### Example:

A hearth extension is constructed out of 4" of concrete with 14.5" brick. The total R-Value is:

$$R_{\text{Total}} = (R_{\text{con}} \times T_{\text{con}}) + (R_{\text{brick}} \times T_{\text{brick}}) = (0.095 \times 4") + (0.200 \times 14.5") = 3.280$$

<sup>7</sup> Values based on manufacturers technical specifications

## 4 OPERATION INSTRUCTIONS

**WARNING: READ THE OWNER'S MANUAL CAREFULLY BEFORE USING YOUR FIREPLACE INSERT.** The LUMIS is not intended to serve as a primary source of heat; the home where the LUMIS fireplace insert will be installed must have a primary source of heat. SUPREME is not responsible for heating costs related to other sources of heat.

### 4.1 Fuel

The LUMIS is designed to burn natural wood only. Higher efficiencies and lower emissions generally result when burning air dried seasoned hardwoods (moisture content below 20%), as compared to softwoods or to green or freshly cut hardwoods. The following are a few signs indicating that firewood is sufficiently dry for use: (a) cracks on the ends and surface of the logs, (b) lighter in weight, and (c) color (yellow/grey). It is recommended to use a moisture meter with pin sensors for determining accurately the moisture content of firewood (read manufacturer's instruction manual before operating). The optimum log length is between 16 to 22 inches, preferably split in halves or quarters and left to dry under a cover or away from external elements for a minimum of one year prior to use. Use good quality dry cordwood only. **DO NOT** burn garbage, lawn clipping, yard waste, materials containing rubber (including tires), materials containing plastic, waste petroleum products, paints, paint thinners, asphalt products, materials containing asbestos, construction debris, demolition debris, railroad ties, pressure-treated wood, manure, animal remains, coal, salt water driftwood or other previously salt water saturated materials, unseasoned wood, paper products, cardboard, plywood, particle boards, or other foreign materials in this product. The prohibition against burning these materials does not prohibit the use of fire starters made from paper, cardboard, saw dust, wax and similar substances for the purpose of starting a fire in an affected wood heater. Burning these materials may result in release of toxic fumes or render the heater ineffective and cause smoke. Do not over fire the LUMIS fireplace insert. Over firing will damage the fireplace, is hazardous and will void the warranty. **NOTE:** Gas logs cannot be installed in the LUMIS fireplace insert.

**WARNING: Never use gasoline, gasoline-type lantern fuel, kerosene, charcoal lighter fluid, or similar liquids to start or "freshen up" a fire in this unit. Keep all such liquids well away from the fireplace insert while it is in use.**

Ecological or compressed logs containing chemical additives are not tested and approved to be used with the LUMIS. Using them will overheat and damage the fireplace and void the warranty. Ecological or compressed logs that are 100% wood and contain no other additives can be safely used in the LUMIS. Never use more than three of these logs at a time. Using more is not only dangerous but will damage the fireplace and void the warranty. Follow the ecological log manufacturer's safety guidelines and recommendations and be sure that they are intended for use in fireplaces. Reload only once the previous load of wood has been consumed and only embers remain.

**WARNING: Do not keep the door open while the fireplace is in operation.**

### 4.2 First Fires

For the first 3 fires, burn a maximum of 3 logs at the medium to low burn rate (refer to Section 4.3) to allow for proper conditioning of the unit. Due to oil residues and the curing of the paint of the fireplace, it is normal to smell an odor for the first fires of the LUMIS. Open a window or a door near the fireplace insert to ventilate the house during the first fires. Oil residues may cause light smoking.

### 4.3 Operating the Combustion Air Control

The burn rate and the heat output are related to the amount of air entering into the firebox. The combustion air control of the LUMIS has two components: the Activator and the Burn Rate Selector. When starting the fire or



when adding a new charge of wood, the fireplace needs additional air in order to establish a good fire. When the wood starts to burn properly, the amount of air can be reduced depending on the heating requirements.

The left combustion control lever is the Activator. When starting a fire or adding a new load of wood, the Activator must be pushed in to allow maximum air to enter the firebox. The right combustion control lever is the Burn Rate Selector. The Burn Rate Selector can slide sideways to achieve different burn rates. When the Burn Rate Selector is positioned to the left, a maximum burn rate is achieved and when it is positioned to the right, a minimum burn rate is set. Keeping the Burn Rate Selector to the right will burn the wood slower. Keeping the Burn Rate Selector to the left will provide a stronger fire and keep the glass of the fireplace cleaner for longer. Adjust the burn rate according to your heating requirements and the quality of your wood. The combustion air control will automatically and gradually close the primary air source to the selected burn rate setting (right lever) with the presence of heat to maximize the burn time.

**NOTE:** The Burn Rate Selector can remain at the same setting at all times if the burn rate is satisfactory. However, the Activator must be pushed in when starting a fire or when adding a new load of wood.

**WARNING:** The combustion air openings should never be obstructed.

**WARNING:** Never manipulate the Combustion Air Control with bare hands as it gets hot when the LUMIS is in operation. Use the Cold Hand Key to adjust the Combustion Air Control.

**WARNING:** This wood heater has a manufacturer-set minimum low burn rate that must not be altered. It is against federal regulations to alter this setting or otherwise operate this wood heater in a manner inconsistent with operating instructions in this manual.

## 4.4 Starting a Fire

The LUMIS has patented technologies and innovative features that make starting a fire quick and easy. Before starting a fire, assure that all the safety precautions mentioned in the owner's manual are being respected. Prior to starting a fire, check whether the unit is drafting correctly – please refer to Section 5.1 if a light breeze is felt from within the firebox. The following instructions describe starting a fire in the LUMIS fireplace insert using a “top-down” approach, which results in a cleaner, more efficient, and longer burn:

- a) Place small to medium size logs on the hearth of the firebox in the north-south direction. The logs should sit directly on the hearth with adequate space between them to allow for proper air flow. Do not use a fireplace grate.
- b) Place kindling wood or small logs on top of the logs from step a). Keep a good distance from the top layer of the kindling/logs and the baffle system (approximately 3 inches).
- c) Push the left combustion control lever (the Activator) inwards.
- d) Slide the right combustion control lever (the Burn Rate Selector) to the maximum burn rate position (towards the left)
- e) To achieve a “top-down” combustion, ignite the top layer of kindling/logs. A firestarter can be used to facilitate ignition.
- f) Once the top layer has properly ignited, close the door. Do not leave the door open for more than 2 minutes.

**CAUTION:** The wood should be placed away from the door to avoid damage to the glass.

**WARNING:** Do not use fire accelerants to rekindle the fire if the first attempt to start the fire failed. Do not open the door. Simply reactivate the Activator by pushing it inwards.

**NOTE:** Sufficient air exchange is necessary for the fireplace to operate properly. Air is required in order to maintain the combustion of the fireplace. If the house is airtight,



Figure 4-1: Non-recommended Wood Configuration



Figure 4-2: Recommended Wood Configuration

the fireplace may not function properly. If the fireplace is deprived of air, it will be necessary to provide a source of fresh air into the dwelling. This may be done by using an air exchanger unit or simply by opening a window or a door near the fireplace partially for a few minutes. Make sure that other equipment such as the kitchen exhaust fans or oil central heating systems does not affect the fireplace functionality. Large return ducts of central heating systems located in the same room as the fireplace may affect the proper functioning of the unit and may cause smoking.

## 4.5 Adding a Load of Wood

**WARNING:** Open the door to reload only when the wood has been reduced to embers, otherwise there is a risk of smoke infiltration into the house.

When the wood has been reduced to embers and there's no visible flame, you may add a new load.

- a) Turn the fans off.
- b) Crack the LUMIS door open and wait a few moments before opening the door completely.
- c) Use your fireplace tools to gather the remaining embers at the center of the firebox.
- d) Position the Burn Rate Selector to the desired setting and activate the Activator by pushing it in.
- e) Once the embers begin to glow red, add the new load of wood in the firebox.
  - a. Place the first row of wood (2 pieces) in the north-south direction on the center of the hearth, with an adequate space between the logs.
  - b. Place the second row of wood (2 pieces), in the east-west direction with an adequate space between the logs.
  - c. Place the fifth log on top of the first and second row, in a diagonal direction
- f) Keep the door of the LUMIS slightly unlatched until you see a flame in the firebox. Never leave the LUMIS door unlatched without constant supervision.
- g) Completely latch the LUMIS door.
- h) Fans can be turned on once proper ignition has been achieved of the newly added wood.

Assure that a flame is maintained. Avoid wood smoldering on top of embers as this will result in a dirty glass, excessive emissions, chimney creosote buildup and poor heat output. If wood is smoldering, ensure the Activator has been activated and unlatch the door slightly with supervision until a flame has been maintained.

**WARNINGS:** Over firing the unit may result in overheating and can damage the fireplace and/or result in fire hazards. The maximum firewood load must not exceed 5 large sized logs. This fireplace has been designed to burn with the door closed. When the fireplace is being used, the door should remain closed at all times. Failing to do so is a safety hazard, will damage the fireplace and void the warranty.

## 4.6 Blower Kit

A blower kit is included in the LUMIS fireplace insert, which comprises of two compact blowers (120V, 60Hz, 1.1A) mounted at the bottom on either side of the firebox and a heat sensory thermodisk. The kit includes a variable speed control to adjust the speed of the fans. Do not install a substitute kit as this may result in overheating and risk of fire.

**CAUTION:** Do not route the power cord under or in front of the unit, on hot surfaces, and on sharp edges.

**NOTE:** Disconnect the power supply when accessing any electrical components in the LUMIS insert fireplace.

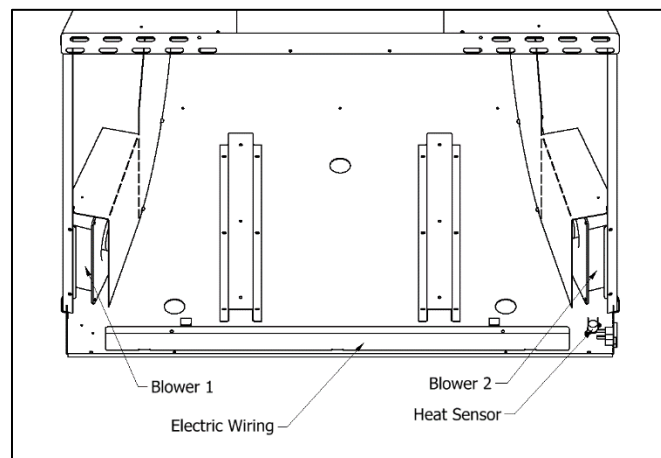


Figure 4-3: Blower Kit Configuration

Once the power cord has been plugged to the nearest 115V outlet, the fans will turn on and turn off automatically. When the insert gets hot and the thermodisk reaches 95°F, the fans will turn on. The average time it takes for the fans to activate is 30 to 45 minutes after starting a fire as explained in this manual (Section 4.4 [Starting a Fire](#)). The fans will turn off once the insert has cooled down and the thermodisk reaches 85°F. Note that the response time of the blowers can be adjusted by sliding the thermodisk mounting bracket further (longer delay) or closer (shorter delay) from the firebox. The speed of the fans can be adjusted with the optional variable speed control.

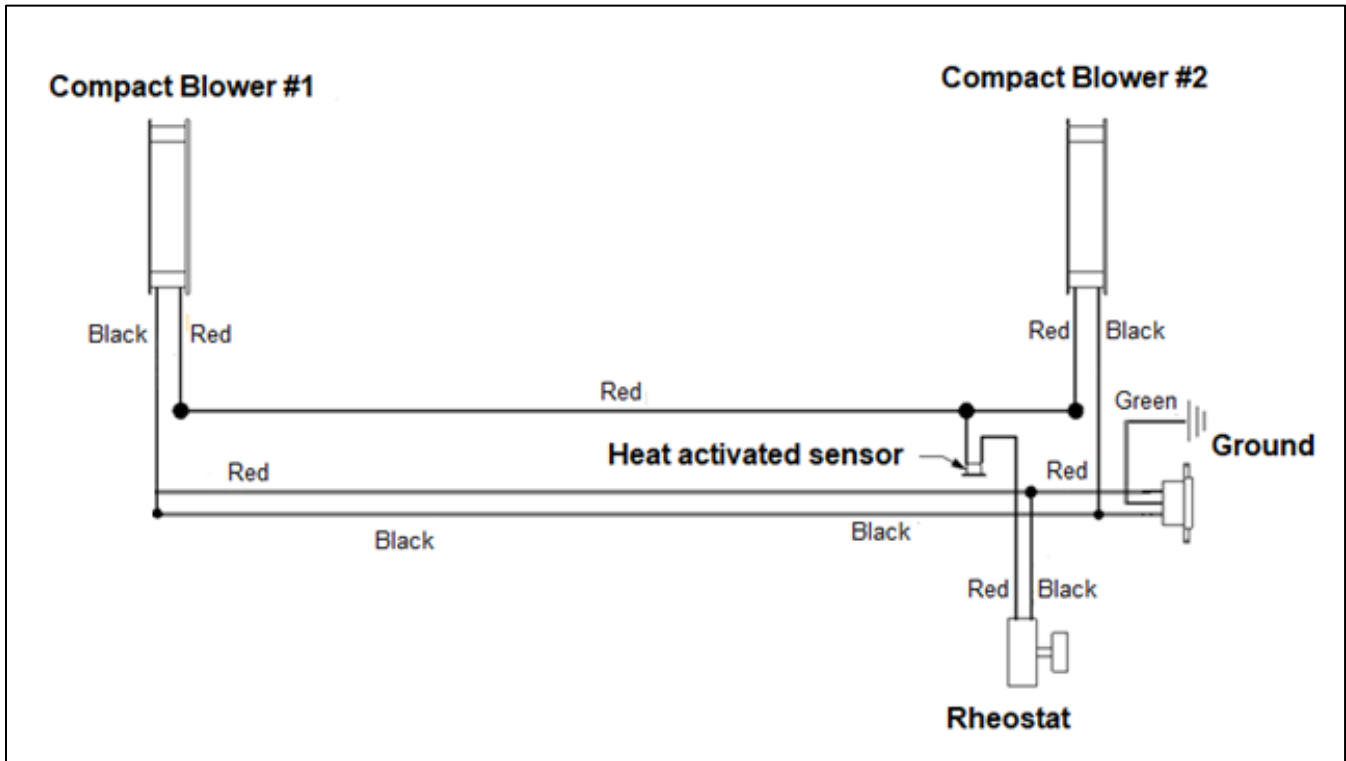


Figure 4-4: LUMIS Blower Kit - Electrical Diagram

## 4.7 Fresh Air Kit (Optional)

Sufficient air exchange is necessary for the fireplace to operate properly and to maintain a good combustion. In an airtight household, the fireplace may not function as designed due to a lack of air; it is therefore recommended to install the fresh air kit in such cases. The fresh air system is an optional kit intended to bring combustion air into the fireplace from an exterior source.

Note that the LUMIS is designed to use a minimum amount of air during operation. Using an air exchanger or simply opening a nearby window/door during the ignition of the unit will achieve a similar result as the fresh air kit. When the fireplace is idle, there is no air escaping from the house through chimney. **Consult a local authority having jurisdiction (such as the fire department, the municipal building department, the fire prevention bureau) to determine if it is mandatory to install a fresh air kit in your area.**

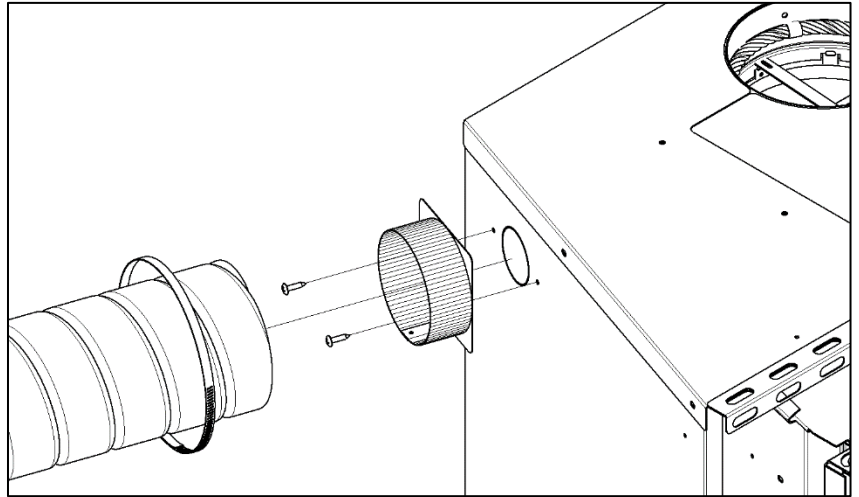


Figure 4-5: Fresh Air Adapter Installation

### General Notes:

The outside air kit should be installed according to the following guidelines:

- The air duct must have an inner diameter of 4 inches.
- The length of the air duct should not exceed 25 feet.
- The duct should not be elevated more than 10 feet from the base of the unit.
- Fresh air must come from the outside and not from another room or the attic.
- The outside register must be away from automobile exhaust fumes, gas meters, or other vents.
- Avoid installing the air register where it will likely be covered by snow or exposed to strong winds.
- The air register can be installed above or below the level of the fireplace.
- Use the SUPREME FIREPLACES INC. Fresh Air Adapter (ADP4\_IN) sold separately.
- Use the SUPREME FIREPLACES INC. Fresh Air Kit (PEA4) sold separately.

### Installation:

1. Cut 4 ½" diameter hole on the exterior wall of an ideal location.
2. Install the air register on the exterior wall.
3. Remove the 1.625" knockout from side wall of the circulating chamber and insert the fresh air adapter (ADP4\_IN).
4. Secure the fresh air adapter to the side of the fireplace using two screws.
5. Install the air duct (PEA4) and secure it with worm gear clamps.

# 5 TROUBLESHOOTING

## 5.1 Backdraft / Smoking

Draft is the force created by a difference in pressure, which moves air from the appliance up through the chimney. It is important to operate the LUMIS with proper draft to ensure optimal performance of the unit. Draft is depended on the length of the chimney, local geography, nearby obstructions and other factors. Proper draft results in an upwards flow through chimney, which prevents smoke infiltrating into the house during operation of the unit. As the temperature of the unit and chimney rises during combustion, the draft consequently increases due to a higher difference in pressure.

In contrast, backdraft is air flow from the chimney into the house, which results in smoke infiltration from the appliance and/or the chimney joints during operation. The unit is experiencing backdraft if air is flowing out from the exhaust of the baffle system (within the firebox). Backdraft is most commonly caused by fans around the house (such as in the kitchen and bathrooms) simultaneously in operation, another fireplace/stove within the household in operation, insufficient length of the chimney (less than 15 feet), inadequate ventilation, or a blocked chimney. Refer to the following suggestions to eliminate backdraft:

- Close any fans operating around the house (specifically for the duration of ignition).
- Clean the chimney of any obtrusions (when the unit is cold).
- Open one window or one door near the LUMIS.
- Heat the chimney.

## 5.2 Over Firing

The appearance of a red glow on the exterior of the firebox (top and sides) and/or on the flue is a sign of over firing. Excess air entering the firebox, over fueling, or an abnormal strong draft causes the unit to reach drastic temperatures from an uncontrollable combustion. Over firing is a safety hazard and may result in permanent damage to the unit. In the occurrence of over firing:

- a) Make sure the LUMIS door is properly closed.
- b) Manually close the Combustion Air Control by pulling the Activator (left lever).
- c) Turn on the blower to the maximum speed. The red glow on the exterior of the firebox and/or the flexible liner should gradually disappear.

**WARNING: Do not touch hot surfaces with bare hands. Always wear heat protecting gloves and use fireplace tools.**

Guideline to avoid over firing:

- Always keep the door closed during operation.
- Inspect regularly the door gasket/glass and replace accordingly.
- Always operate the unit with the chimney sweeping cap in position, blocking the hole in the baffle.
- Never load more than 32 lbs of wood at a time.
- Ensure that there is no excess draft.

**WARNING: Failure to follow the above guideline will void the warranty. Over firing is a safety hazard, can cause irreversible damages to the LUMIS and will void the warranty.**

## 6 MAINTENANCE

### 6.1 Disposal of Ashes

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 on soil or otherwise locally dispersed, they should be retained in the closed container until all cinders have been thoroughly cooled. It is good practice to leave a bed of ashes on the hearth approximately ½” thick. **CAUTION: Always wear heat resistant gloves when removing the ashes from the firebox.**

- a) Let the firebox cool to ambient temperature before removing the ashes. It is recommended to remove the ashes once the bed has exceeded a height of 4 inches.
- b) Slowly open the door to prevent ashes from coming into the room.
- c) Place an ash bucket (metal container) near the fireplace, onto the non-combustible hearth.
- d) Using a shovel and brush, remove the bulk of the ashes from the firebox into the ash bucket. Note that it is not necessary to keep a thin bed of ashes for the next fire.
- e) Store the ash bucket (with the tight-fitting lid) on a non-combustible surface, away from any combustible materials, pending final disposal.

### 6.2 Chimney Maintenance

**Creosote – Formation and Need for Removal:** When wood is burned slowly, it produces tar and other organic vapors, which combine with expelled moisture to form creosote. The creosote vapor condenses 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 makes an extremely hot fire. The chimney connector and chimney burning wood or coal should be inspected at least once every two months during the heating season to determine if creosote buildup has occurred. If creosote has accumulated, it should be removed to reduce the risk of a chimney fire. Note that continuously operating the unit with green or wet wood will result in premature creosote buildup. **Never use chemical cleaners for your chimney.**

**WARNING: In the case of a chimney fire:**

1. Close the door of the fireplace.
2. Set the burn rate of the Combustion Air Control to minimum (Section 4.3 [Operating the Combustion Air Control](#)).
3. Call the local fire department (if assistance is needed).
4. Use a dry chemical fire extinguisher (baking soda or sand) to control the fire.
5. Get out of the house.

**CAUTION: Never use water to extinguish a fire as it may result to dangerous steam explosions. Do not use the unit until the chimney is inspected and repaired (if needed) by a qualified technician.**

**NOTE:** Do not clean the chimney when the unit is in operation/hot. Follow the instructions below for sweeping the chimney of a LUMIS fireplace insert:

- a) Open the door of the unit.
- b) From within the firebox, displace the chimney sweeping cap located in the baffle by lifting and moving it to the side.
- c) Close the door of the unit.
- d) Using an appropriate sized chimney sweeping brush, clean the chimney from any creosote buildup and other residues.
- e) Remove all the fallen/loose creosote/residues from the firebox and baffle system (a shop vacuum cleaner can be used for a thorough cleaning).

- f) Inspect and place of the chimney sweeping cap back in baffle opening.

**CAUTION: Operating the unit without the chimney sweeping cap in position will result in over firing and void the warranty.**

## 6.3 Cleaning of Glass

It is recommended to clean the glass door with a soft cloth, dampened with a non-abrasive solution, such as soap and water.

**CAUTION: Cleaning the glass with an abrasive solution will result in surface scratches, reducing glass transparency and resistance to impacts.**

The glass of the door may be cleaned with commercial products intended for fireplaces and stoves. After cleaning the glass, remove any remaining solutions with a wet cloth to avoid chemical reactions at elevated temperatures ("cloudiness" on the surface of the glass).

**CAUTION: Do not apply commercial cleaners onto any painted surfaces as discoloration/peeling may occur.**

**NOTE: Never clean the glass when the unit is in operation or hot.**

## 6.4 Replacing Cast Iron Panel

Three cast iron panels are assembled along the combustion chamber side walls (left, right, and back) allowing for a longer and a constant heat output. It is recommended to perform a periodic check on the condition of the panels to ensure proper operation of the unit. The cast iron panels need to be replaced when it is gravely chipped and/or cracked. Failure to replace the cast iron panel under the mentioned conditions will alter the performance of the unit. Refer to the following instructions for replacing a cast iron panel:

- a) Order the cast iron panel for the LUMIS 32 (32SFC1175 – 3X).
- b) Remove the door from the firebox and place it face down on a soft surface. NOTE: Rotate the handle to permit proper placing.
- c) Remove the bottom plate (hearth) by lifting it out of the firebox.
- d) Slide the back wall cast iron panel by tilting the bottom and swivelling them out of the top retainer.
- e) Replace the damaged cast iron panel if it was removed in step d) and position the panels back in place by swiveling them behind the top retainer.
- f) In the case of a damaged panel on the firebox side walls, replace the damaged panel and reposition the back wall panel by swiveling them behind the top retainer.
- g) Insert the bottom plate (hearth) and door to its original position.

**WARNING: Do not operate the unit with any of the cast iron panels missing.**

## 6.5 Replacement of Door Gasket

SUPREME FIREPLACES INC. assembles heat resistant graphite coated gaskets on the doors of all products, allowing for a proper seal of the unit at extreme temperatures (up to 538 °C / 1000°F). It is recommended to perform a weekly visual check on the condition of the ¾" gasket to ensure proper operation of the unit. The ¾" gasket of your door needs to be replaced when 1) the fibers of the gasket are coming loose and 2) the gasket is disintegrating (2 years). Failure to replace a gasket under the mentioned conditions can cause irreversible damage to the unit due to over firing. Refer to the following instructions for replacing the ¾" gasket:

- a) Order the replacement kit for the LUMIS 32 ¾" door gasket (GSK\_75\_7).
- b) Remove the door from the firebox and place it face down on a soft surface. NOTE: Rotate the handle to permit proper placing.

- c) Cover all painted surfaces of the door to avoid damages.
- d) Using a wedging tool or flat head screwdriver, gently remove the old  $\frac{3}{4}$ " gasket (along with the old silicone) from the door framing.
- e) Apply a bead of high temperature silicone along the groove of the metal brackets.
- f) Place the new  $\frac{3}{4}$ " gasket around the door framing and cut any excess gasket with scissors. NOTE: It is recommended to tape the extremity of the gasket for a cleaner result.

Give significant amount of time to allow the silicone to cure before reinstalling the door onto the firebox. A slight resistance is expected when closing the door with the new  $\frac{3}{4}$ " gasket; the door will close normally after the gasket has taken proper shape.

## 6.6 Replacement of Glass

SUPREME FIREPLACES INC. uses a high quality 5mm thick Pyroceram III / Keralite ceramic glass that can withstand temperatures up to 704°C / 1300°F. It is recommended to perform a weekly visual check for any damages or cracks on the glass.

**WARNING: Avoid striking the glass and slamming the door shut. Never operate the unit with a broken or damage glass.**

**CAUTION: Wear protective gloves when handling broken glass.** Refer to the following instructions for replacing the glass:

- a) Order the replacement kit for the LUMIS 32 glass (PYRO\_24.25"X17" – X1, GSK\_31\_7 – 2X, and GSK\_75\_7 – 1X).
- b) Remove, clean, and dispose any broken glass from the door and the surroundings.
- c) Remove the door from the firebox and place it face down on a soft surface. NOTE: Rotate the handle to permit proper placing.
- d) Using a wedging tool or flat head screwdriver, gently remove the  $\frac{3}{4}$ " gasket (along with the silicone) from the door framing.
- e) Using a wrench, remove the 8 nuts fastened around the door framing.
- f) Remove the first row of metal brackets (2 small and 2 big) and thin gasket.
- g) Remove the damage glass and clean thoroughly the door framing from loose glass fragments.
- h) Place the new glass onto the second row of thin gasket, centered with the door framing.
- i) Place back the first row of metal brackets (2 small and 2 big) and thin gasket.
- j) Using a wrench, fasten the 8 nuts around the door framing (do not over-tighten).
- k) Apply a bead of high temperature silicone along the groove of the metal brackets.
- l) Place the  $\frac{3}{4}$ " gasket back into position.

Give significant amount of time to allow the silicone to cure before reinstalling the door onto the firebox.

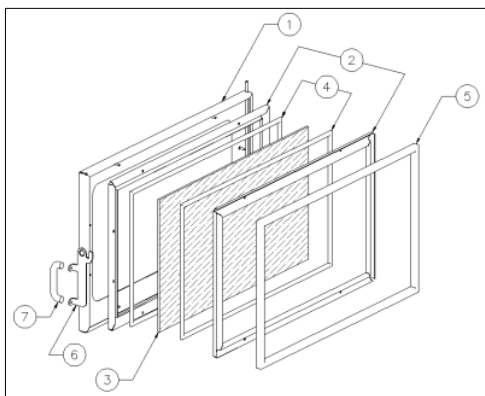


Figure 6-1: Exploded View of Door Assembly

Table 4: Parts List for Door Assembly

Item	Code	Description	Qty
1	DR2110	Door frame assembly	1
2	DR_2600	Horizontal metallic bracket	4
2	DR_1588	Vertical metallic bracket	4
3	PYRO_24.25"X17"	Pyroceram glass	1
4	GSK_31_7	Thin gasket	2
5	GSK_75_7	Thick gasket	1
6	SFC0031	Door latch	1
7	SFC0032	Wood pull handle	1



## 6.7 Door Latch Lubrication

Lightly lubricate the hook of door latch (SFC0031) with graphite grease on a yearly basis to prevent abrasive wear. Occasionally inspect the bushing of the door latch. If required, adjust the tightness of the latch bolt using a 5/32" hex key.

## 6.8 Paint

Paint touch-ups can be performed on the unit using a high temperature paint (in aerosol spray can format) by Stove Bright®. Refer to your invoice to determine the precise color of your unit<sup>8</sup>. Contact your local hearth shop for further information on purchasing this paint.

NOTE: Apply the paint in a well ventilated area. If applying paint to the door, properly cover/mask the glass of the door using painters tape and cardboard. Wait for paint to dry before operating the unit. Refer to the instructions on the label of the aerosol spray can for proper paint application. **WARNING: Never apply paint to the unit during operation or when it is hot.**

## 6.9 Removal of LUMIS

Occasionally, a technician or an inspector may require the fireplace insert to be temporarily removed from the masonry fireplace; therefore, refer to the following instructions for proper removal of the LUMIS:

- a) Remove and dispose any ashes from within the firebox (see Section 5.1 [Disposal of Ashes](#))
- b) Remove the door of the firebox and place it at a safe location to avoid any damage.
- c) Remove the surround of the unit by unscrewing the 4 screws at each corner of the door holder.
- d) From within the firebox, displace the chimney sweeping cap located in the baffle by lifting and moving it to the side.
- e) Straighten the clips of the adaptor.
- f) Use the handle to push the adaptor upwards and disconnect it from the firebox.
- g) Safely remove the fireplace insert.

Refer to Section 3 [INSTALLATION INSTRUCTIONS](#) for reinstalling the firebox and the surround.


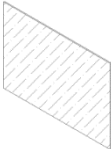


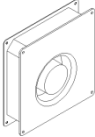

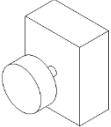
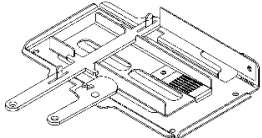

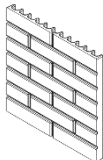
**CAUTION: Never remove the fireplace insert while still in operation (hot).**

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<sup>8</sup> Stove Bright® metallic black paint 6309

## 6.10 Replacement Parts

Refer to the codes from the table below for any replacement parts:

Code	Description	Illustration
SFC0032-01	Wood pull handle - metallic black	
PYRO_ 24.25"X17"	Pyroceram III / Keralite 5mm thick glass, 24.25" X 17"	
GSK_31_7 (2X)	Graphite coated square gasket, 0.3125" thick, 7" length	
GSK_75_7	Graphite coated square gasket, 0.75" thick, 7" length	
55CFM_CEN_BLW (2X)	AC centrifugal compact fan <u>Electrical rating:</u> 115VAC, 60Hz, 19W <u>Certification:</u> VDE, CSA, UL, CE	
TOD	Thermo-disk <u>Electrical rating:</u> 120VAC, 15A <u>Certification:</u> UL/CSA	
WALL_RHEO	Speed Control <u>Electrical rating:</u> 2.5 Amps, 115VAC – 50/60Hz <u>Certification:</u> UL, ULC	
PA5300-01	Combustion Air Control	
CM0020	Cold Hand Key	
32SFC1175 (3X)	Cast Iron Panel 15.75" X 15.75" X 1.25"	

# 7 WARRANTY

SUPREME FIREPLACES INC. warrants that the factory-built fireplaces, fireplace inserts, and stoves will be free from defects in material and workmanship, under normal use and service, for a period of **ten (10) years** from the date of purchase.

This warranty is only intended for the original retail purchaser and is non-transferable, given that the product was purchased from SUPREME FIREPLACES INC. or one of its authorized dealers. This warranty is conditional upon correct installation and intended use of the products and does not cover damages caused by misuse. This warranty shall be void if the fireplace, fireplace insert or wood stove is not installed by an authorized qualified technician in accordance with the installation instructions in the manual provided with this product. The installation must meet local and national building codes.

Description	Coverage	Labour
Patented combustion air control, chimney sweeping cap, door handle (breakage only), door latch assembly, podium structure of wood stove series, legs of wood stove series, circulating chamber of fireplace insert series, bimetallic strip of combustion air control, removable ash lip, surround structure, cold hand key, wall intake and outtake grilles of gravity kit	10 years	2 years
Baffle (excluding bypass mechanism), bottom plate, stainless steel components, cast iron panel, firebox soapstone slab, exterior door frame, liner adaptor of Fusion series	5 years	2 years
Painted and plated parts, door gasket	2 years	1 year
Electrical components	2 years	90 days
Glass panel (thermal breakage only)	90 days	90 days

## 7.1 Warranty Limitations

Abuse and improper use of the unit may cause irreversible damage and will void the warranty.

Transportation, packaging, and other related costs or expenses arising from the replacement or repair of defective parts will not be covered by this warranty, nor will SUPREME FIREPLACES INC. assume responsibility for them.

Freight related damages of products that are shipped directly from the SUPREME INC. warehouse are covered under warranty if they were indicated on the Bill of Lading from the carrier and SUPREME FIREPLACES INC. is notified within 48 hours.

This warranty is void for any fireplace, wood stove or fireplace insert that wasn't purchased from an authorized SUPREME FIREPLACES INC. dealer.

The warranty does not cover any physical or esthetic damages that were caused by glass cleaners, soap, or any other cleaning products.

Soapstone is a natural material. Normal wear and tear of the soapstone may result in surface fractures or small hairline cracks. Since these do not affect the functionality nor the integrity of the product, the warranty only covers fractures that are over 3 mm thick and spread across one extremity of the slab to the other.

Deformations, discoloration, corrosion and scratches are not covered under warranty.

All parts are limited to one replacement per warranty term.

This warranty does not cover the labor or other related costs for the removal of a product already installed, the installation of a replacement product and the shipping and handling for the return of a product or for the replacement part.

This warranty applies to normal residential use only. Damages caused by acts nature or natural disasters, accidents, over firing, misuse, abuse, negligence, improper installation, alterations or substitutions of components of the fireplace, abrasives, chemical cleaners, and negligence are not covered by this warranty. Burning anything other than natural wood will damage your fireplace and void the warranty.

This warranty is void for any product that has been moved from its original installation location.

SUPREME FIREPLACES INC. will not be responsible for environmental conditions and drafting issues such as inadequate vents or ventilation, excessive venting configurations or negative air pressures which may or may not be caused by geographic elements, exterior elements and/or mechanical systems such as exhaust fans, furnaces, clothes dryers, etc.

The noise generated by the expansion and contraction of the metallic components is normal as they heat up and cool down and are not covered under the warranty.

Labour covered under the warranty must not exceed the retail price of the part being replaced, are based on a predetermined rate amount found in the dealer program, exclude dealer travel costs and are disbursed to the dealer.

The manufacturer at its discretion may decide to repair or replace any part or unit after inspection and investigation of the defect. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

The manufacturer shall in no event be responsible for any consequential damages of any nature, which are in excess of the original purchase price of the product.

Repairs and/or replacements of parts and labor covered under warranty must be preauthorized by SUPREME FIREPLACES INC.

**A proof of purchase (copy of the invoice) is required for all warranty claims, as well as the completed warranty claim form and pictures/videos of the issue.**

This **Limited Warranty** is effective on all appliances sold after May 31<sup>st</sup>, 2022, and supersedes any and all warranties currently in existence.

**Please register your SUPREME product online at <https://supremem.com/warranty.php> to ensure full warranty coverage. Prior to contacting your dealer, have the following information available for warranty claim processing:**

- **Customer information (name, telephone number, and address)**
- **Proof of purchase**
- **Model name and serial number (see Section 2.17)**
- **Detailed description of defected component**
- **Pictures (minimum of three)**
- **Videos of the issues**

**In the case of a return for repair or replacement, it is the responsibility of the customer to adequately package the component/unit to prevent further damage during transport. Items sent to SUPREME FIREPLACES INC. without an open warranty claim will be returned to the sender.**

