



Novo 18

Novo 24

Novo 38

Owner's Manual

This product is proudly developed and 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 Novo wood burning stove. This manual describes the installation and operation of the Novo non-catalytic wood heater. This heater meets the 2020 U.S. Environmental Protection Agency's crib wood emission limits for wood heaters sold after May 15, 2015. Under specific test conditions this heater has been shown to deliver heat at rates ranging from 9,756 to 18,805 Btu/hr for the Novo 18, from 10,125 to 25,944 Btu/hr for the Novo 24, and from 11,704 to 26,354 Btu/hr for the Novo 38. In addition, this stove complies with the ULC-S627, UL-1482, and UL-737 standards.

SAFETY NOTICE: Carefully read this manual before installation and operation of this stove. A house fire may result if not properly installed. 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 obstructions.

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."

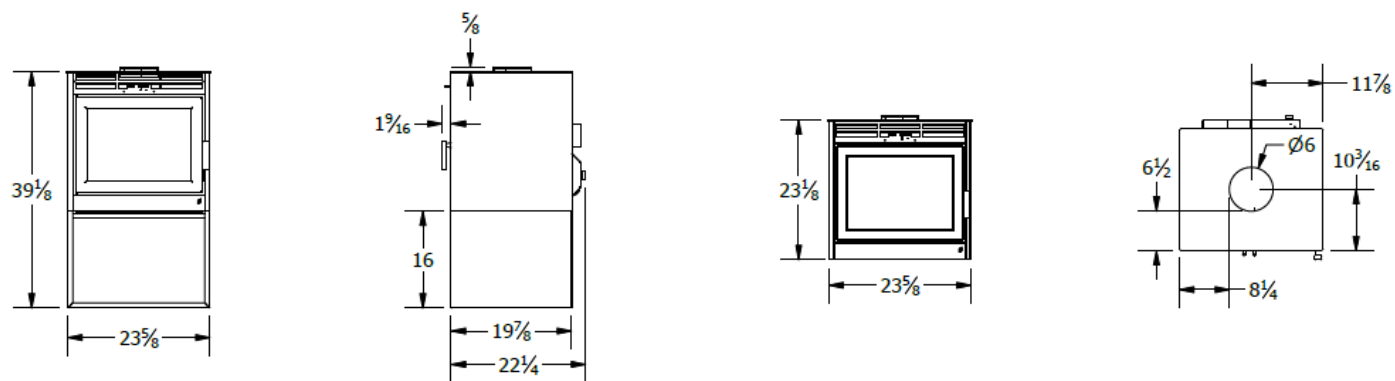


This product can expose you to chemicals including carbon monoxide, which is known to the State of California to cause cancer, birth defects or other reproductive harm. For more information go to www.P65warnings.ca.gov/

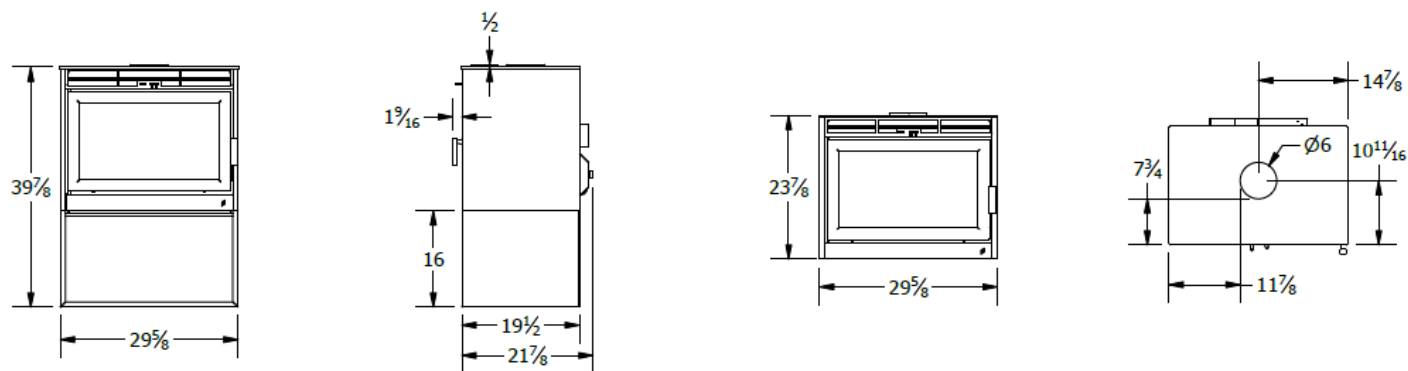
2 GENERAL INFORMATION

2.1 Overall Dimensions

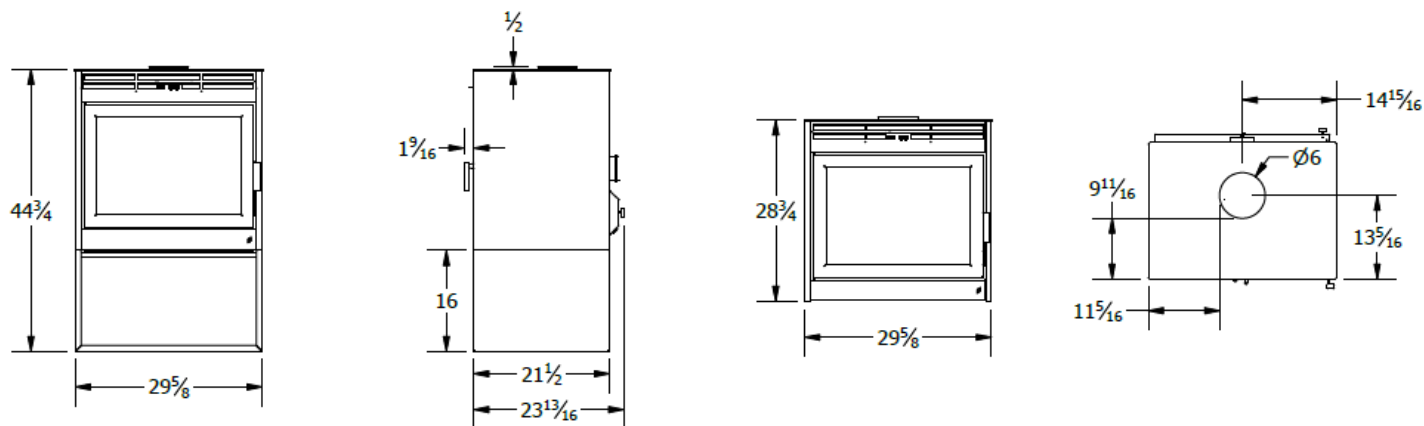
2.1.1 Novo 18



2.1.2 Novo 24



2.1.3 Novo 38



2.2 Specifications

Model:	Novo 18	Novo 24	Novo 38
Appliance Type:	Adjustable Burn Rate Wood Heater – Non-Catalytic	Adjustable Burn Rate Wood Heater – Non-Catalytic	Adjustable Burn Rate Wood Heater – Non-Catalytic
Fuel Type:	Dry Cordwood	Dry Cordwood	Dry Cordwood
Maximum Log Length:	18 in (45.7 cm)	24 in (6.09 cm)	24 in (6.09 cm)
Burn Time¹:	4 to 8 hrs	6 to 10 hrs	6 to 12 hrs
Firebox Volume:	1.8 ft ³ (0.051 m ³)	2.4 ft ³ (0.069 m ³)	3.8 ft ³ (0.091 m ³)
Heating Area:	500 to 1,500 ft ² (46 to 139 m ²)	500 to 2,000 ft ² (45 to 185 m ²)	1,000 to 2,500 ft ² (93 to 232 m ²)
Average Particulate Emissions Rate²:	1.99 g/hr	1.77 g/hr	1.85 g/hr
Average CO Emissions Rate³:	1.87 g/min	1.78 g/min	2.09 g/min
EPA Protocol:	Method 28R, ASTM2780-10, and ASTM2515-11	Method 28R, ASTM2780-10, and ASTM2515-11	Method 28R, ASTM2780-10, and ASTM2515-11
Efficiency (Crib Wood):	HHV ⁴ : 61.3% LHV ⁵ :	HHV : 67.14% LHV : 72.56%	HHV : 67.83% LHV : 72.93%
Heat Output (Crib Wood):	9,756 to 18,805 BTU/hr (2,859 to 5,511 W)	10,125 to 25,944 BTU/hr (2,967 to 7,603 W)	11,704 to 26,354 BTU/hr (3,431 to 7,724 W)
Optimum Efficiency:	75%	75%	75%
Optimum Heat Output:	60,000 BTU (17.6 kWh)	75,000 BTU (21.9 kWh)	125,000 BTU (36.6 kWh)
Efficiency Protocol:	CSA B415.1-10	CSA B415.1-10	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.

¹ Depending on combustion air control setting (see Section 5.3 for further details).

² Officially tested and certified by an independent laboratory.

³ Note that rate is smaller for low to medium/low burn rates.

⁴ Higher Heating Value.

⁵ 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 Novo 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. For optimum efficiency, it is recommended to operate the unit with the Burn Rate Selector set at the low to medium/low position.

WARNING: Never manipulate the Combustion Air Control with bare hands as it gets hot when the Novo is in operation. Use the Cold Hand Key (see Section 2.4) to adjust the Combustion Air Control.

2.4 Cold Hand Key

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

2.5 Chimney Sweeping Cap

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

WARNING: The chimney sweeping cap should be blocking the access to the chimney at all times during combustion. A chimney sweeping cap that is not blocking the baffle hole during combustion is a safety hazard, will overheat the stove and void the warranty.

2.6 Door

The Novo wood burning stove comes with a Pyroceramic glass panel door. Pyroceramic is the highest grade available for stoves and stoves and can withstand temperatures up to 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.

2.7 Certification Label

The certification label contains important information regarding the installation and operation of the Novo stove. In addition, the serial number of the unit is permanently embossed onto the top right corner.

2.8 Blower Kit

An AC tangential blower (electrical rating: 115V, 60Hz, and 56W for the Novo 18 & Novo 24 and 112W for the Novo 38) with a variable speed control is installed into the Novo wood burning stove to maximize efficiency. Refer to Section 3.8 for installation instructions.

WARNING: Make certain that the stove is not in operation and the blower is unplugged (breaker off) before accessing the electrical wiring of the blower kit.

CAUTION: Only a blower provided by SUPREME FIREPLACES INC. can be installed into the stove. Substituting the blower kit may result in overheating and will void the warranty.

2.9 Optional Fresh Air Kit

The Optional Fresh Air Kit allows for exterior air (outdoors) to be drawn into the stove during operation of the unit. Note that a 4 inch insulated duct is required for the installation (item ordered separately). Refer to Section 4.2 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 stove. Substituting the fresh air kit may result in overheating and will void the warranty.

3 INSTALLATION INSTRUCTIONS

Before installing the unit, consult an authority having jurisdiction (such as your municipal building department, your fire department, your fire prevention department...) for any local codes and whether a permit is required. In the absence of local codes, refer to the CSA B365 Installation Code for Solid Burning Appliances and Equipment (Canada) or the ANSI NFPA 211 Standard for Chimneys, Fireplaces, Vents and Solid Fuel-Burning Appliances (USA). **CAUTION: Modifications/alterations to the unit/installation without written authorization from SUPREME FIREPLACES INC. are strictly forbidden and will void the warranty.** Refer to Section 1 for further safety information. Carefully read the instructions below before installing your Novo stove.

3.1 Location

Determine the location of the Novo by taking into consideration the following criteria:

- The size of the room with respect to the heat output of the stove.
- The proximity of windows, doors, and traffic flow.
- The necessary amount of space in front of the unit for the hearth extension.
- The clearances to combustible materials.
- The passage of the chimney.

If possible, select a location for the stove that will minimize the number of offsets in the chimney course. Offsets will reduce the draft, complicate the chimney sweeper's work, and increase installation costs. Technical drawings outlining the chimney route should be prepared prior to the installation. NOTE: The cutting of joists and rafters for floor, ceiling, and roof chimney penetrations will affect the load bearing capacities of the dwelling structure. To determine whether additional support is required, consult your local building codes. Improper cutting of chimney openings in the attic and roof will affect the bearing and thermal insulating capacity, as well as the weather tightness of the dwelling. Avoid incorrect workmanship by consulting a professional engineer or a certified installer.

Through examination of the floor construction, ensure that the stove and chimney system is resting on a surface capable of withstanding its weight. Consult your building codes to see whether additional structural supports are required (applicable for rare and isolated cases).

Avoid having the chimney outlet near any obstructions (such as trees and roof offsets) as the draft of the chimney may be affected by wind turbulence. Ideally position the outlet of the chimney at the highest area of the roof.

NOTE: It is strongly recommended to install a carbon monoxide (CO) and smoke detector near the location of the unit.

3.2 Floor Protector

A floor protector shields the combustible floor underneath and around the stove from hot embers that may fall during loading of the unit. The floor protector of the Novo must comprise of a continuous non-combustible material, such as steel, cement or mortar, bricks, or ceramic tiles. Note that tiled floor protectors require a continuous non-combustible layer underneath, such as sheet metal or cement board. Note that unidentified materials may be combustible; verify product specifications prior to installation. Refer to Section 3.3 (Figure 3.4) for dimensions of the floor protector.

CAUTION: Make sure to remove any carpet or fabric under the floor protector.

3.3 Clearances to Combustibles

The Novo stove has been certified under the ULC S627 (Canada), UL 1482 (USA), and UL 737 (USA) safety standards. The clearances below must be respected to ensure safe operation of the unit under normal and extreme conditions.

WARNING: Failure to follow the information below is a safety hazard and may result in property damage.

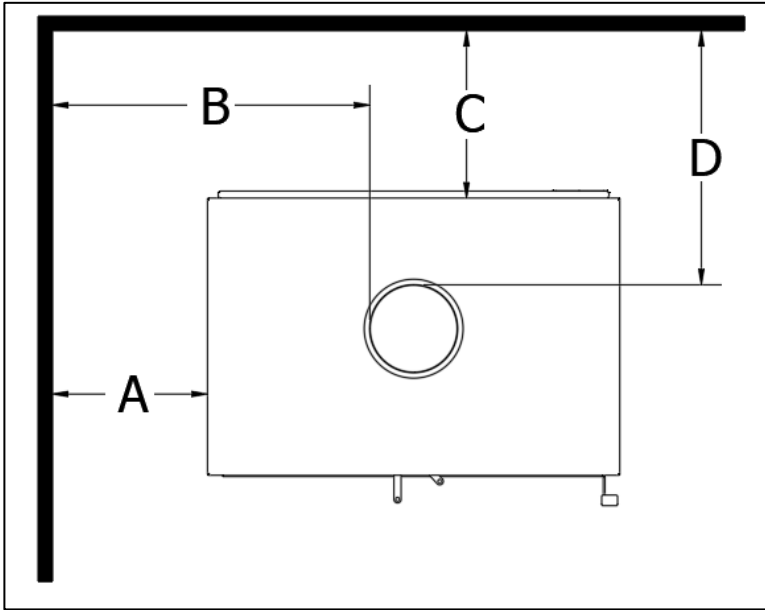


Figure 3-1: Clearances to Combustibles

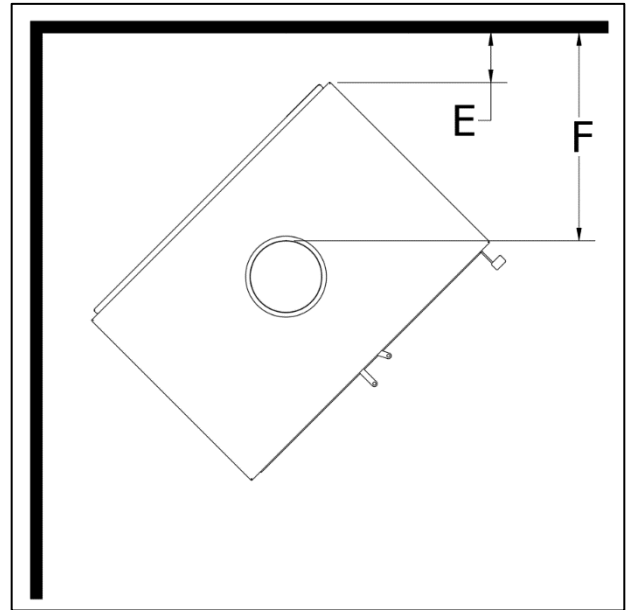


Figure 3-2: Clearance to Combustibles Corner Installation

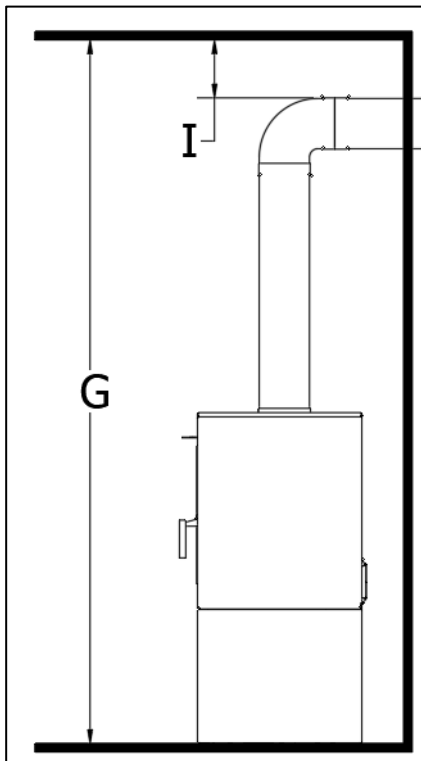


Figure 3-3: Clearances to Combustibles Through Wall Installation

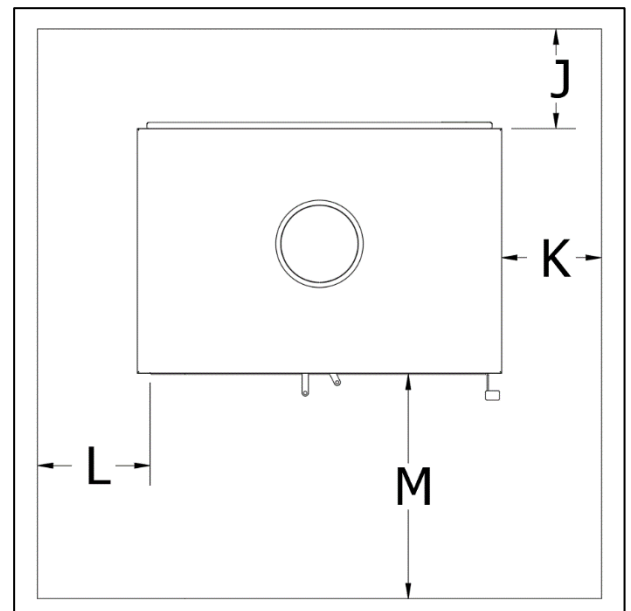


Figure 3-4: Floor Protector

Table 3-1: Clearances to Combustibles - Single Wall Chimney Connector

Single Wall Connector	Canada			USA		
	Novo 18	Novo 24	Novo 38	Novo 18	Novo 24	Novo 38
A	18"	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "	18"	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "
B	26 $\frac{1}{2}$ "	26 $\frac{1}{2}$ "	26 $\frac{1}{2}$ "	26 $\frac{1}{2}$ "	26 $\frac{1}{2}$ "	26 $\frac{1}{2}$ "
C	11 $\frac{1}{2}$ "	11 $\frac{7}{8}$ "	12 $\frac{1}{2}$ "	11 $\frac{1}{2}$ "	11 $\frac{7}{8}$ "	12 $\frac{1}{2}$ "
D	18"	18"	18"	18"	18"	18"
E	6 $\frac{1}{8}$ "	4 $\frac{1}{4}$ "	4 $\frac{1}{2}$ "	6 $\frac{1}{8}$ "	4 $\frac{1}{4}$ "	4 $\frac{1}{2}$ "
F	18"	18"	18"	18"	18"	18"
G	84"	84"	84"	84"	84"	84"
I	18"	18"	18"	18"	18"	18"
J	8"	8"	8"	0"	0"	0"
K	8"	8"	8"	N/A	N/A	N/A
L	N/A	N/A	N/A	8"	8"	8"
M	18"	18"	18"	16"	16"	16"

Table 3-2: Clearances to Combustibles - Double Wall Chimney Connector

Double Wall Connector	Canada			USA		
	Novo 18	Novo 24	Novo 38	Novo 18	Novo 24	Novo 38
A	14"	11"	11"	14"	11"	11"
B	22 $\frac{1}{2}$ "	22 $\frac{1}{2}$ "	22 $\frac{1}{2}$ "	22 $\frac{1}{2}$ "	22 $\frac{1}{2}$ "	22 $\frac{1}{2}$ "
C	6"	6"	6"	6"	6"	6"
D	12 $\frac{5}{8}$ "	12 $\frac{1}{8}$ "	11 $\frac{1}{2}$ "	12 $\frac{5}{8}$ "	12 $\frac{1}{8}$ "	11 $\frac{1}{2}$ "
E	3"	1 $\frac{1}{4}$ "	1 $\frac{1}{2}$ "	3"	1 $\frac{1}{4}$ "	1 $\frac{1}{2}$ "
F	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "	14 $\frac{7}{8}$ "
G	84"	84"	84"	84"	84"	84"
I	7"	7"	7"	7"	7"	7"
J	8"	8"	8"	N/A	N/A	N/A
K	8"	8"	8"	N/A	N/A	N/A
L	N/A	N/A	N/A	8"	8"	8"
M	18"	18"	18"	16"	16"	16"

3.3.1 Clearances to Combustibles for Direct Floor Installation

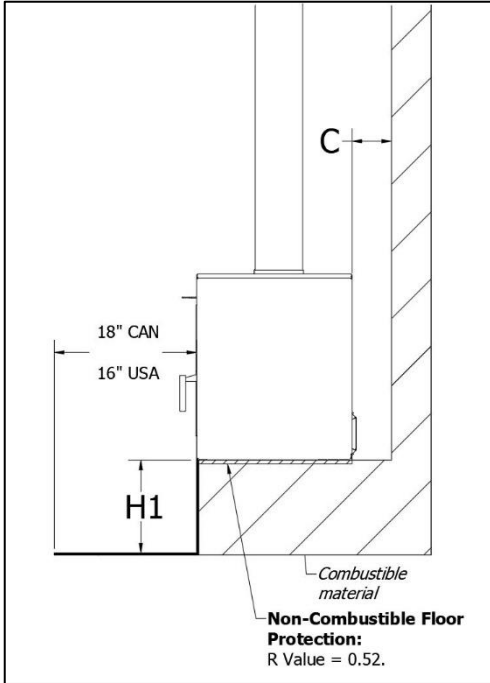


Figure 3-5: Novo Installation at H1

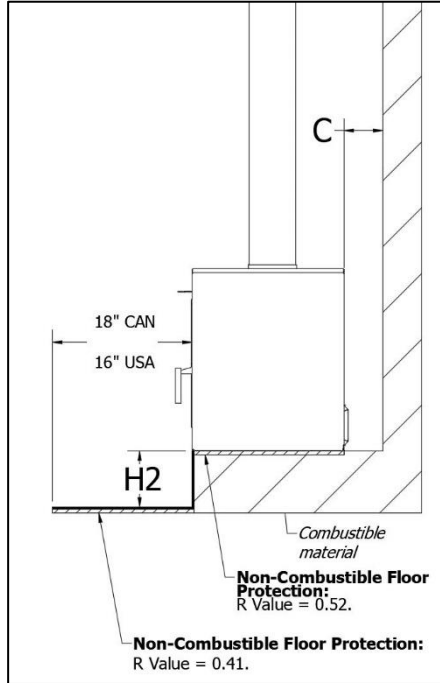


Figure 3-5: Novo Installation at H2

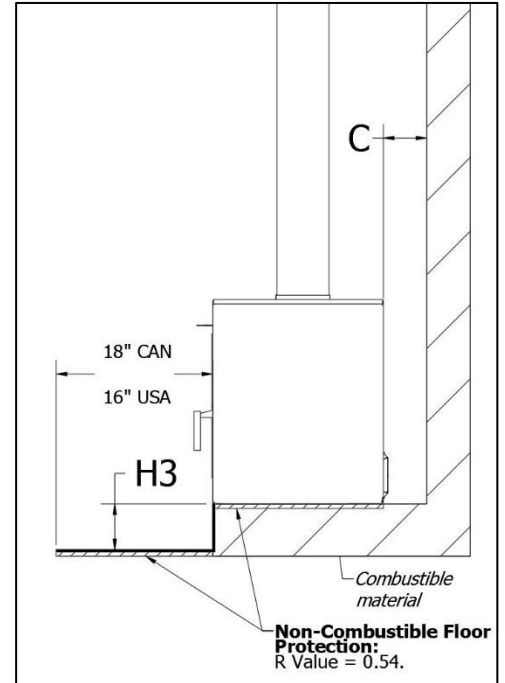


Figure 3-6: Novo Installation at H3

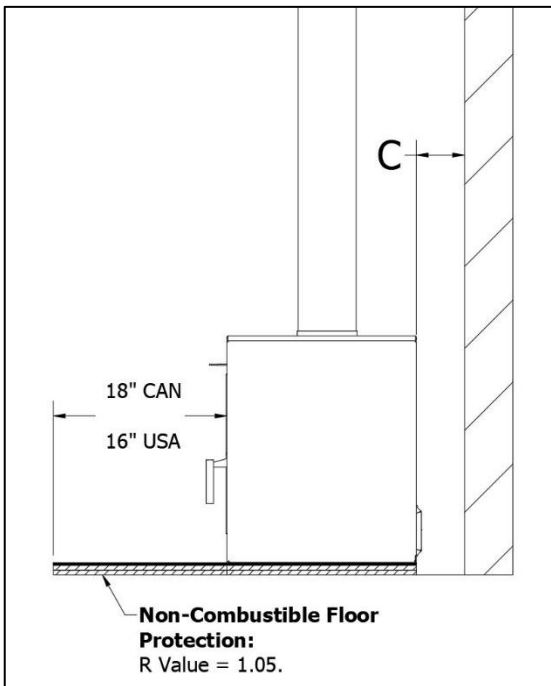


Figure 3-8: Novo Installation Floor Installation

Table 3-3: Clearances to Combustibles Direct Floor Installation

H1	12"
H2	8"
H3	6"

3.4 Venting Installation

The Novo is approved with a Type HT 6" chimney that is listed under the UL 103 / ULC S629 standards. **WARNING: Mixing chimney components from different brands is a safety hazard and will void the warranty on the unit.** When connecting the unit to an existing chimney, thoroughly inspect the condition of the chimney and that the installation conforms to the requirements of the chimney manufacturer and the building codes. **Note that to avoid any unnecessary risk, it is often recommended to replace the chimney system.** Always respect the clearances to combustibles from the chimney manufacturers.

3.4.1 General Rules and Guidelines

1. Carefully read the instructions from the chimney manufacturer prior to installation (manuals can be obtained from the chimney manufacturer's website or from the vendor). Follow the chimney manufacturer's instructions for proper installation.
2. For optimal performance of the unit, it is recommended to install the chimney system in an interior setting. To prevent drafting issues and creosote buildups, avoid exterior installations of the chimney system in regions that experience extreme cold conditions.
3. The minimum height of the venting from the base of the unit is 15'.
4. Only certified Type HT chimneys approved under the UL 103 / ULC S629 standards can be installed onto the unit.
5. The venting installed onto the unit cannot be connected to another appliance.
6. Do not install the chimney connector through a floor, a ceiling, an attic, a roof space, a closet, or a similar concealed area.
7. Enclose any portion of the chimney that extends to accessible spaces.
8. The clearance of the chimney to any combustible material cannot be filled with insulation or any non-combustible material.
9. To prevent drafting issues, avoid deviations wherever possible.
10. The chimney shall extend at least 3' above its point of contact with the roof and at least 2' higher than wall, roof, or adjacent building within a 10' radius.
11. A secure brace is to be installed if the chimney extends a minimum of 5' above the contact point with the roof.
12. A rain cap must be installed on top of the chimney to avoid internal damage and/or corrosion.
13. Consult the chimney manufacturer for clearances to combustibles when installing a combustible chimney enclosure above the roof.

3.4.2 Installation of the Chimney Connector

The Novo stove is approved to be installed with either a single or double wall chimney connector. Double wall chimney connectors have undergone certification and must be installed according to the instructions provided by the manufacturer. However, single wall chimney connectors usually have not undergone certification testing and therefore must be installed according to local codes or the CSA B365 standard.

The following are general rules when installing a single wall chimney connector:

- The maximum overall length of horizontal pipe is 10' (3 m) including the elbows.
- The minimum clearance from combustible material is 18" (450 mm).
- Keep the assembly of the single wall chimney connector as short and direct as possible.
- Preferably use two 45° elbows instead of a 90° elbow to reduce the horizontal length of the chimney connector – this will produce a more favorable flow of the exhaust gases.
- Do not use more than two 90° elbows.
- The maximum unsupported horizontal length is 3' (1 m).
- Do not use galvanized flue pipes due to harmful gases being released at high temperatures.
- Use black painted chimney connectors.
- The single wall chimney connector must have a minimum thickness of 24 gauge.

- The joints of the chimney connector should overlap 1.25" (30 mm).
- Fasten each joint in the assembly with a minimum of three screws.
- If applicable, allow for expansion of the assembly in the elbows. For straight assemblies, include a telescopic section or an inspection wrap (pipe coupler) with one end unfastened.
- The minimum upward slope towards the chimney is 0.25 in/ft (20 mm/m).
- Securely fasten with 3 sheet metal screws the start of the chimney connector assembly to the flue collar of the stove
- Securely fasten with 3 sheet metal screws the end of the chimney connector assembly to the chimney.
- Provide access for cleaning the pipe through a clean out or by dismantling the chimney connector assembly. Note that dismantling the chimney connector assembly should not require to displace the stove.
- Install the male ends of the sections towards the stove to retain the dust and the condensation within the pipe.
- Do not install the chimney connector through a floor, a ceiling, an attic, a roof space, a closet, or a similar concealed area.
- In the case of a through wall/combustible construction assembly, the installation must conform to CAN/CSA-B365, Installation Code for Solid-Fuel-Burning Appliances and Equipment.
- For straight vertical assembly, installation of a telescopic length or an inspection wrap (pipe coupler) is required to allow for assembly/disassembly of the chimney connector without moving the stove.
- Straight vertical flue pipe assembly offers favorable draft conditions due to the lack of gas flow losses from deviations (elbows). Straight assemblies also require less maintenance due to the lack of creosote build-up from the elbows.
- The chimney connector must be in good condition.

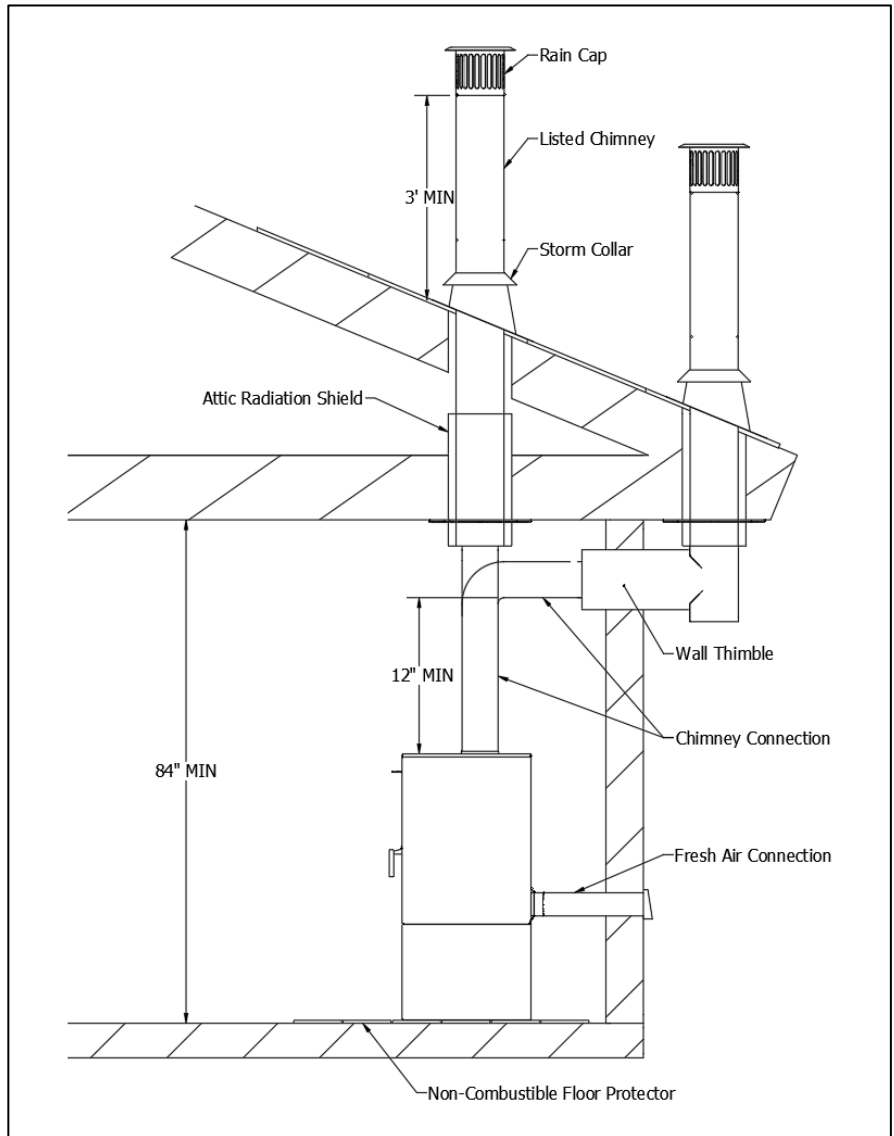


Figure 3-7: Novo Typical Installation

- For straight vertical assembly, installation of a telescopic length or an inspection wrap (pipe coupler) is required to allow for assembly/disassembly of the chimney connector without moving the stove.
 - Straight vertical flue pipe assembly offers favorable draft conditions due to the lack of gas flow losses from deviations (elbows). Straight assemblies also require less maintenance due to the lack of creosote build-up from the elbows.
 - The chimney connector must be in good condition.
- Refer to Figure 3.9 for typical installations.

3.4.3 Connecting to a Masonry Chimney

The Novo stove can be connected to a masonry chimney that complies with current national and municipal building codes. A 6" chimney liner that complies with ULC S635 M2000 (Canada) or UL 1777 (US) standards must be installed within the existing masonry chimney.

Note that prior to installation, an inspection from an authority having jurisdiction is required to determine whether the masonry chimney:

- Is constructed in accordance with national and municipal building codes.
- Is in good condition. Note that repairs must be performed on any cracked or missing bricks.
- Is thoroughly cleaned of any soot or creosote.
- Is not connected to another appliance such as a furnace, hot water heater, or another wood heater.
- Has a flue of adequate size for proper installation of the venting.
- Respects minimum clearances to combustibles.

It is recommended to position the stove as close as possible to the masonry chimney to ensure proper venting.

The installation of the stove pipe, the prefabricated listed chimney components, and the liner must comply with the manufacturer's instructions.

3.5 Blower Kit

The Novo 18 and Novo 24 comes with a high performance 130 CFM blower kit, which has an electrical rating of 115 V, 60 Hz, and 56 W. The Novo 38 comes with a high performance 260 CFM blower kit, which has an electrical rating of 115 V, 60 Hz, and 112 W. A variable speed control (rheostat) and a heat sensor (therm-o-disc) are included with the kit. **WARNING: Do not install a substitute blower.** For maintenance or replacement purposes, the blower kit is accessible from the back/bottom of the unit by unfastening the blower bracket (Figure 3-11).

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 stove increases and the therm-o-disc reaches 95°F, the fan(s) will turn on. Note that the average time it takes for the fan(s) to activate is between 30 to 45 minutes after starting a fire. The fan(s) will turn off once the stove has cooled down and the therm-o-disc is 85°F. The speed of the fan(s) can be adjusted with the variable speed control (rheostat) located at the back/bottom of the unit. It is safe to operate the Novo in the event of a power failure (fan(s) not powered).

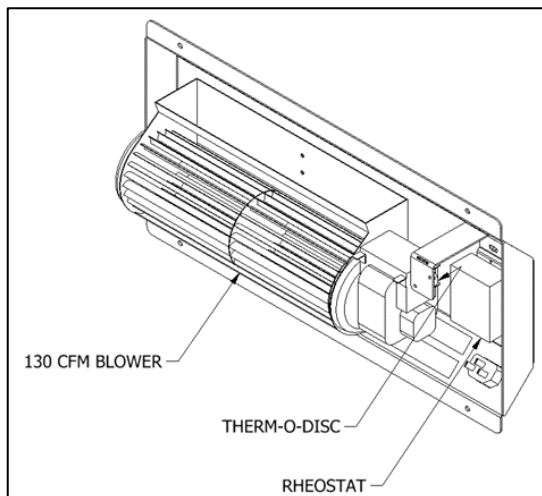


Figure 3-109: Blower Kit for the Novo 18 and Novo 24
Blower Kit for Novo 38 comes with 2 tangential 130 CFM Blowers (Not Illustrated)

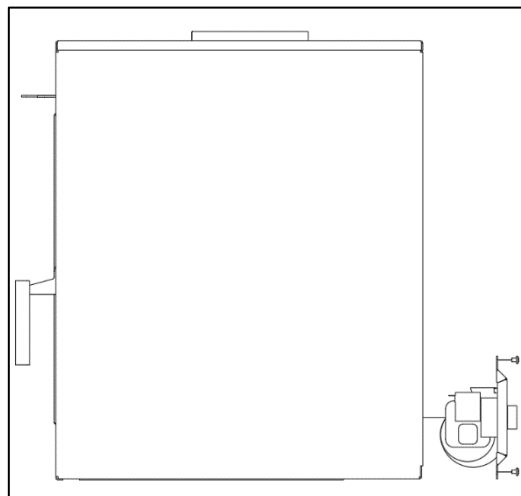


Figure 3-81: Blower Kit Location

4 OPTIONS

4.1 Fresh Air Kit

Sufficient air exchange is necessary for the stove to operate properly and to maintain a good combustion. In an airtight household, the stove 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 stove from an exterior source. Refer to Figure 4-1 for the location of the fresh air intake of the stove.

Note that the Novo 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 stove 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.**

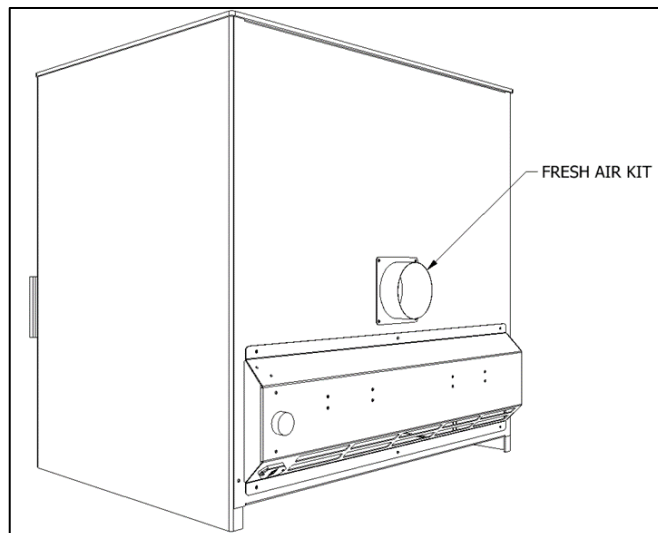


Figure 4-1: Novo Fresh Air Connection

General Notes:

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

- The air duct must be insulated, wrapped with a vapor barrier, and have an inner diameter of 4".
- The length of the air duct should be as short as possible.
- 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 stove.
- Use the SUPREME FIREPLACES INC. Stove Fresh Air Adaptor.
- Use the SUPREME FIREPLACES INC. Fresh Air Kit (UPEA4) or any other HVAC type fresh air kit that meet the ULC S110 or UL 181 class 0 or class 1.

Installation:

1. Cut a 4 ½" diameter hole on the exterior wall of an ideal location.
2. Install the air register on the exterior wall.
3. Remove the knockout of the fresh adaptor at the back/bottom of the body.
4. Insert the fresh air adaptor into the stove and secure it with two screws.
5. Install the air duct and secure it with worm gear clamps.

5 OPERATION INSTRUCTIONS

5.1 Fuel

The Novo 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 16-22 inches⁶, 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 Novo stove. Over firing will damage the stove, is hazardous and will void the warranty. NOTE: Gas logs cannot be installed in the Novo stove.

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

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

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

5.2 First Fires

For the first 3 fires, burn a maximum of 3 logs at the medium to low burn rate (refer to Section 5.3) to allow for proper conditioning of the unit. Due to oil residues and the curing of the paint of the stove, it is normal to smell an odor for the first fires of the Novo. Open a window or a door near the stove to ventilate the house during the first fires. Oil residues may cause light smoking.

5.3 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 Novo has two components: the Activator and the Burn Rate Selector (see Section 2.3). When starting the fire or when adding a new charge of wood, the stove 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.

⁶ Refer to Section 2.2 regarding the maximum log length for a specific stove of the Novo series.

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 stove 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 Novo is in operation. Use the Cold Hand Key (see Section 2.4) 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.

5.4 Starting a Fire

The Novo 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. The following instructions describe starting a fire in Novo stove using a "top-down" approach, which results in a cleaner, more efficient, and longer burn:

- a) Place two logs in the firebox. The logs should sit directly on the hearth from left to right or east to west (parallel with the door). Do not use a stove grate.
- b) Place a third and fourth log above the two logs of step a) front to back or north to south.
- c) Depending on the size of the logs, a fifth log can be placed above the logs of step a) and step b). For optimal performance of the unit, leave a minimum 1" space between the logs and the baffle.
- d) Push the left combustion control lever (the Activator) inwards.
- e) Slide the right combustion control lever (the Burn Rate Selector) to the desired burn rate. Positioning the Burn Rate Selector towards the left is for maximum burn rate and towards the right is for minimum burn rate.
- f) Place and ignite a firestarter between the logs in step b) or below the log in step c). Make sure that the firestarter is visible from the opening (facing the front).
- g) Once the firestarter is well lit, 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.

WARNINGS: Over firing the unit may result in overheating and can damage the stove and/or result in fire hazards. The maximum firewood load must not exceed 4 medium sized logs (approximately 30 pounds). This stove has been designed to burn with the door closed. When the stove is being used, the door should remain closed at all times. Failing to do so is a safety hazard, will damage the stove and void the warranty.

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 stove to operate properly. Air is required in order to maintain the combustion of the stove. If the house is airtight, the stove may not function properly. If the stove 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 stove 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 stove functionality. Large return ducts of central heating systems located in the same room as the stove may affect the proper functioning of the unit and may cause smoking.

5.5 Adding a New 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) Crack the Novo door open and wait a few moments before opening the door completely.
- b) Use your stove tools to gather the remaining embers at the center of the firebox.
- c) Activate the Activator by pushing it in.
- d) Once the embers begin to glow red, add the new load of wood in the firebox.
- e) Keep the door of the Novo slightly unlatched until you see a flame in the firebox. Never leave the Novo door unlatched without constant supervision.
- f) Completely latch the Novo door.

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.

5.6 Blower Operation

The blower kit for the Novo consists of two blowers mounted at the back/bottom of the unit and a heat sensory therm-o-disc; the blowers will start and stop automatically in the presence and absence of heat respectively. A variable speed control allows the adjustment of the speed of the blowers. Do not install a substitute kit as this may result in overheating and risk of fire. Refer to Section 3.5 for the installation instructions of the blower kit.

When the stove gets hot and the therm-o-disc reaches 95°F, the blowers will turn on. The average time it takes for the blowers to activate is 30 to 45 minutes after starting a fire as explained in this manual (Section 5.4). The fans will turn off once the insert has cooled down and the therm-o-disc reaches 85°F. The speed of the blowers can be adjusted with the variable speed control.

6 TROUBLESHOOTING

6.1 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 Novo 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, insufficient length of the chimney (less than 15 feet), 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 Novo.
- Heat the chimney by burning newspaper near the exhaust of the baffle system.

6.2 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 Novo door is properly closed.
- b) Manually close the Combustion Air Control by pulling the Activator (left lever).
- c) If possible, turn on the blower to the maximum speed. The red glow on the exterior of the firebox and/or the flue should gradually disappear.

WARNING: Do not touch hot surfaces with bare hands. Always wear heat protecting gloves and use stove 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 30 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 Novo and will void the warranty.

7 MAINTENANCE

7.1 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. **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 stove, onto the non-combustible floor protector.
- 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.

7.2 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. **Never use chemical cleaners for your chimney.**

WARNING: In the case of a chimney fire: 1) close the door of the stove; 2) set the burn rate of the Combustion Air Control to minimum (Section 5.3); 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.

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 and chimney connector of a Novo stove:

- 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 appropriately sized chimney sweeping brush, clean the chimney from any creosote buildup and other residues. Note that disassembly of the chimney connector may be required for a thorough cleaning.
- 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) Place back the chimney sweeping cap.

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

7.3 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.

7.4 Replacing Cast Iron or Soapstone Panels

Four 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 weekly check on the condition of the panels to ensure proper operation of the unit. The panels need to be replaced when it is gravely chipped and/or cracked. Failure to replace the panel under the mentioned conditions will alter the performance of the unit. Refer to the following instructions for replacing a panel:

- a) Order the replacement kit for the Novo panel (refer to Section 7.9).
- 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) For the Novo 18 and the Novo 38, slide the left/right side wall panel(s) by tilting the bottom and swivelling them out of the top retainer.
- e) For the Novo 24, slide the back wall panels (2) by tilting the bottom and swivelling them out of the top retainer.
- f) Replace the damaged panel if it was removed in step d) or e) and position the panels back in place by swiveling them behind the top retainer.
- g) In the case of a damaged panel on the Novo 18 and Novo 38 back wall, replace the damaged panel and reposition the side wall panels by swiveling them behind the top retainer.
- h) In the case of a damaged panel on the Novo 24 side walls, replace the damaged panel and reposition the back wall panels by swiveling them behind the top retainer.
- i) Insert the bottom plate (hearth) and door to its original position.

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

7.5 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 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. 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 Novo ¾" door gasket.
- 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.

7.6 Replacement of Glass

SUPREME FIREPLACES INC. uses a high quality 5mm thick Pyroceram III / Keralite ceramic glass that can withstand temperatures up to 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 Novo glass (refer to Section 7.9).
- 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.

7.7 Door Latch Maintenance

Lightly lubricate the hook of door latch (CM0031) on a yearly basis to prevent abrasive wear. Note that the door latch can be tightened to the door frame using a $\frac{5}{32}$ " hex key.

Table 7-1: Parts List of Door Assembly

Item	Code	Description	Qty
1	-	Door frame assembly	1
2	-	Horizontal metallic bracket	4
2	-	Vertical metallic bracket	4
3	-	Pyroceram glass	1
4	GSK_0.3125"	Thin gasket	2
5	GSK_0.75"	Thick gasket	1
6	SFC0031	Door latch - Novo	1
7	WP_SFC	Wood pull handle – Novo	1

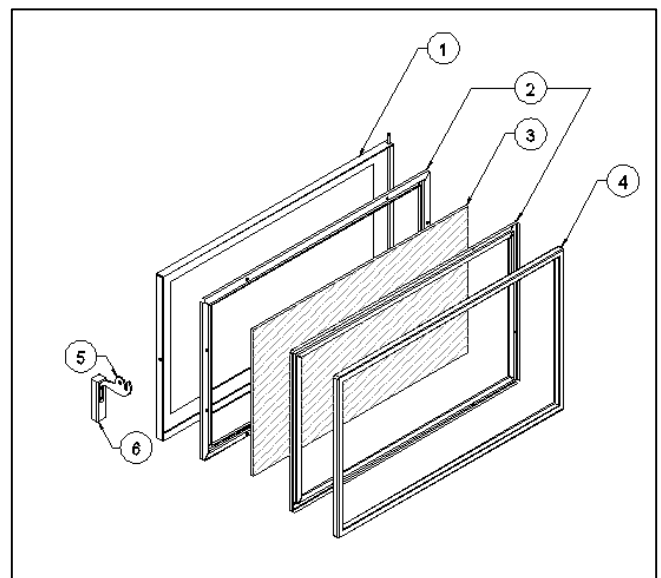


Figure 7-2: Door Assembly Exploded View


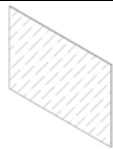
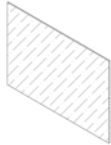
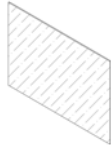


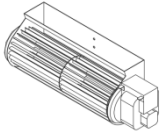
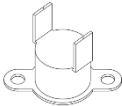
7.8 Paint

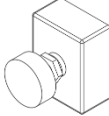
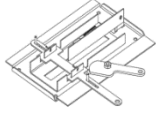

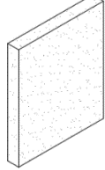
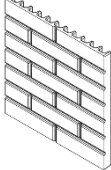
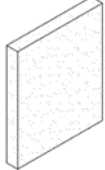
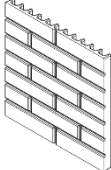
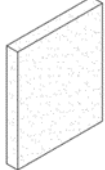
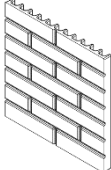
Paint touch-ups can be performed on the unit using a high temperature paint (in aerosol spray can format) by Stove Bright®. Refer to your invoice to determine the precise color of your unit. Contact your local hearth shop for further information on purchasing this paint.

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.**

7.9 Replacement Parts

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

Code	Description	Illustration
24SFC_WP	Wood pull handle (specify color)	
PYRO_18.75_13.75	Novo 18 - 18.75" X 13.75" Pyroceram III / Keralite 5mm thick glass	
PYRO_24.875_14.75	Novo 24 - 24.875" X 14.25" Pyroceram III / Keralite 5mm thick glass	
PYRO_24.25_17	Novo 38 - 24.25" X 17" Pyroceram III / Keralite 5mm thick glass	
GSK_0.3125"_8'	Graphite coated square gasket 0.3125" thick X 8' length	
GSK_0.75"_8'	Graphite coated square gasket 0.75" thick X 8' length	
55416.32130	AC tangential blower <u>Electrical rating:</u> 115VAC, 60Hz, 56W <u>Certification:</u> VDE, CSA, UL, CE	
60T22	Thermo-disk <u>Electrical rating:</u> 120VAC, 15A <u>Certification:</u> UL/CSA	

<p>B6518</p>	<p>Speed Control <u>Electrical rating:</u> 2.5 Amps, 115VAC – 50/60Hz <u>Certification:</u> UL, ULC</p>	
<p>PA5000</p>	<p>Combustion Air Control (specify color)</p>	
<p>CM0020</p>	<p>Cold Hand Key</p>	
<p>18SF1175</p>	<p>Soapstone Panel 13" X 10.125" X 1.25"</p>	
<p>18SFC1175</p>	<p>Cast Iron Panel 13" X 10.125" X 1.25"</p>	
<p>24SF1175</p>	<p>Soapstone Panel 13" X 11.75" X 1.25"</p>	
<p>24SFC1175</p>	<p>Cast Iron Panel 13" X 11.75" X 1.25"</p>	
<p>38SF1175</p>	<p>Soapstone Panel 16" X 12.625" X 1.25"</p>	
<p>38SFC1175</p>	<p>Cast Iron Panel 16" X 12.625" X 1.25"</p>	

8 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 **twenty-five (25) years** from the date of purchase.

This warranty is only intended for the original retail purchaser, 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 and 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.

WARRANTY LIMITATIONS:

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

- I. During the first two years of the Limited Warranty, SUPREME FIREPLACES INC. will provide replacement parts at no charge and will also pay for reasonable labor costs, except for the parts listed in the EXCLUSIONS portion of this warranty.
- II. During the third through the fifth year of the limited warranty, SUPREME FIREPLACES INC. will provide replacement parts (if available) at no charge, except for the parts mentioned in the EXCLUSIONS portion of this warranty. Supreme Fireplaces Inc. shall not be responsible for any labor costs.
- III. From the sixth through the twenty-fifth year of the limited lifetime warranty, SUPREME FIREPLACES INC. will provide replacement parts (if available) at 50% of the retail price, except for the parts listed in the EXCLUSIONS portion of this warranty. SUPREME FIREPLACES INC. shall not be responsible for any labor costs.

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.

EXCLUSIONS:

SUPREME FIREPLACES INC. shall not be responsible for any labor costs for the replacement or repair of any electrical components, painted/plated parts, secondary air burning system, and the combustion air control.

The following parts are guaranteed for 90 days: ceramic glass (**thermal breakage ONLY**).

The following parts are guaranteed for 1 year: blowers, painted/plated parts, secondary air burning system, soapstone, and door gasket.

The following parts are guaranteed for 10 year: cast iron panels.

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 stove, abrasives, chemical cleaners, and negligence are not covered by this warranty. Burning anything other than natural wood will damage your stove and void the warranty.

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

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. Any complete stove, or part thereof, that is replaced or serviced under this warranty will be warranted for a period not exceeding the remaining term of the original warranty.

This **Limited Lifetime Warranty** is effective on all appliances sold and supersedes any and all warranties currently in existence.

Please register your SUPREME product online at <http://www.supremem.com/registration.php> to ensure full warranty coverage. Prior to contacting SUPREME FIREPLACES INC., 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 2.7)
- Detailed description of defected component
- Digital pictures (if necessary)

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 the SUPREME FIREPLACES INC. without an open warranty claim will be returned to the sender.

Warranty claims should be addressed to:

SUPREME FIREPLACES INC.
3594 Jarry East, Montreal, QC
H1Z 2G4, Canada
T: 877-593-4722, F: 514-593-4424
Website: www.supremem.com
E-mail: info@supremem.com