

### 9. Is SmartBurn effective on new compliant heaters?

Yes. SmartBurn has been thoroughly tested for effectiveness and safety in accordance with Australia and New Zealand standards. \*AS/NZS 4012:1999; AS/NZS 4013:1999; AS/NZS 2918:2001 and U.S. ASTM 2515-07 EPA Method 5G and Method 28.

This testing has proven that SmartBurn reduces wood smoke emissions by up to 54%, whilst gaining up to 17% more value from wood.

### 10. How will I know when to replace my SmartBurn?

It is recommended that you commence each wood burning season with new SmartBurns. When used correctly SmartBurn is designed to be effective for up to 3 months before it needs to be replaced. The temperature of the fire regulates the speed at which the SmartBurn ingredients vapourise. If you notice any of the following it may be time to purchase a new SmartBurn: Excessive smoke being emitted from the chimney flue; Heater glass window becoming discoloured; Fire isn't drawing as well as it has been.

**Tip - After buying a new SmartBurn** - keep your old SmartBurn in the fire in case some of the ingredients remain and have adhered to the inside of the casing.

## WIN \$1,000 OR 2 FREE SMARTBURNS

Enter your details below to receive a free subscription to our e-newsletter. You will receive updates with exclusive offers, competitions and advice and go in the draw to win \$1,000 or 2 FREE SmartBurns. T&C's can be viewed at [smartburn.com.au/viewStory/competition-conditions](http://smartburn.com.au/viewStory/competition-conditions)

### Contact Information

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### How did you hear about us?

- Repeat Customer    Television    Internet  
 Family/Friend    Found in Store    Pamphlet  
 Facebook/Instagram    Press   Other \_\_\_\_\_

**Rate us** How would you rate your SmartBurn experience?

- ★    ★★    ★★★    ★★★★    ★★★★★



Send to SmartBurn

Unit 2, 63 Walters Drive  
Osborne Park, Western Australia 6017

### 11. Does the SmartBurn deteriorate when the fire is not in use?

No. They have been specifically designed to 'only' be activated when the fire is heated. They have no shelf life or expiry when cold.

### 12. Will SmartBurn work in a potbelly stove or wood combustion kitchen stove?

Yes, but these stoves tend to run very hot. SmartBurn will certainly work effectively but its life may not be as long. To ensure the maximum life from the SmartBurn you may like to place it in the 'ash-pan' and sit it on a fire brick to keep it level. You can further protect the SmartBurn from extreme heat by placing a fire brick over it.

### 13. Will SmartBurn work better if I make my fire 'Super' hot?

No. As temperature regulates the speed at which the ingredients are put to use, a roaring fire will accelerate their use. SmartBurn prefers to be placed in the cooler areas of the firebox - preferably to one side.

### 14. My SmartBurn casing is empty

This may be due to several reasons:

- On cooling, the ingredients may adhere to the inside of the SmartBurn casing and will not rattle when shaken giving the impression it is empty when in fact it is not, continue to use your SmartBurn unit; OR
- A log may have accidentally moved the SmartBurn causing the ingredients to run into the ash; OR
- The SmartBurn may have been overheated and the ingredients have fully vapourised; OR
- If you have had the SmartBurn device in your fire for a few months it has most likely reached the end of its effective life.

### 15. What do the ingredients look like if found in the ash?

When cold, the mixture of ingredients will look like a solid flat pancake or fried egg (without the yellow yolk). It will vary in colour of variations from mottled grey - brown - silver - white - black - depending on the type of wood used. Just 'leave it' in the base of the firebox.

### 16. Will the ingredients still work if they have fallen out into the ash?

Yes, the ingredients will still work outside the vessel however our recommendation is to leave the ingredients there and keep the ash covering to a minimum - do not try to put the ingredients back in the casing. As temperature regulates the speed at which the ingredients are put to use, once outside the vessel they are in direct heat so may exhaust prematurely.

### 17. Will the ingredients released from SmartBurn corrode my chimney flue or copper wetback?

No. The SmartBurn ingredients have been tested and certified not to contribute to corrosion, degradation or pitting. It is important to only use dry wood since the moisture in wood converts to water vapour which can be highly corrosive.

### 18. How do I dispose of my empty SmartBurn unit?

Thoughtfully dispose of your empty SmartBurn with your general refuse.

### 19. Will I still need to have my chimney or flue inspected?

It is important to have your heater serviced regularly and your chimney serviced by a professional chimney sweep annually. By using a SmartBurn there will be less creosote, however a professional chimney sweep may identify other structural and safety issues with your chimney flue.

### 20. How do I learn more about how to maximise the efficiency of my wood heater?

Go to our website (resource section) for tips on using your wood heater efficiently for maximum heat and minimum pollution.

The SmartBurn team is here to help in any way we can. Please feel free to contact us if you need any technical help or advice. If, for any reason, you are not happy or satisfied with your SmartBurn, please contact us directly and we will troubleshoot and resolve this immediately. Thank you.



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## INTRODUCTION

### Dear Valued Customer

Thank you for your purchase. You have just made a choice that will forever change the way you clean your chimney using a superior combustion enhancing device. Not only will you receive amazing cleaning power, SmartBurn will also produce up to 17% more value from your wood, and up to 54% less smoke emissions from your heater.

SmartBurn is based upon a mixture of natural, non-toxic and non-corrosive ingredients which help your heater run at maximum efficiency – keeping your heater glass door clean and reducing ash build-up in your firebox as well.

One SmartBurn device lasts on average 3 months. SmartBurn saves you money by allowing you to get more value from your wood, saves you time in cleaning of your flue and glass window, and reduces particulate emissions from entering our fragile environment. A clever little device indeed!

Founded in 2005, the multi-award winning SmartBurn business is family owned and run. The product is Australian invented and continues to be proudly Australian made. We pride ourselves on providing you with a high quality, environmentally friendly product. Our goal is to provide you with the knowledge, skills and attitude to promote responsible wood burning techniques in your appliance through the use of SmartBurn and further education. We want you to know that every customer is important to us, and that we sincerely appreciate your support.

To enjoy the simplest, smartest and safest experience with your SmartBurn, I encourage you to carefully read all the instructions before operating your appliance for the first time, and save these instructions for future reference. You can also go to [www.smartburn.com.au](http://www.smartburn.com.au) to discover the latest tips, tools and videos – all of which will help you receive "more heat & less smoke from your wood fire".

### Please enjoy your SmartBurn!

Yours sincerely,

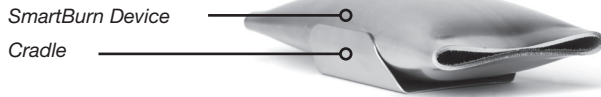
Glenn

Glenn Fretwell  
Proprietor



## GETTING STARTED

The SmartBurn is a steel tubular device containing SmartBurn's active ingredients. A cradle is provided to ensure the device remains flat, level and steady in your firebox.



The cradle is designed to be clipped to the underside of the device as shown above. We recommend that you place your SmartBurn on a raised firebrick. By raising the SmartBurn tube off the firebox floor, this will ensure the device is kept flat, level and undisturbed during heating and the ends are free from the ash.

## PLACEMENT GUIDELINES

### COMBUSTION HEATER

#### SmartBurn Placement

- Place the SmartBurn device (cradle side down) on a raised firebrick in the front corner (hingeside) of the firebox. If using two SmartBurn devices place them on opposite sides of the heater at each front corner
- Place the SmartBurn parallel with the side of the heater so that one of the SmartBurn ends is facing the glass door



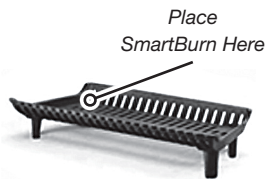
#### How many SmartBurns do I need in my Combustion Heater?

- One SmartBurn is suitable for small to medium sized heaters (under 18sq, 180m<sup>2</sup> heating area, and 18kW or 1800sq ft)
- Two SmartBurns will be more effective in medium to large heaters (over 18sq, over 180m<sup>2</sup> heating area over 18kW or over 1800sq ft). This extra SmartBurn is needed to cope with the increased wood load and heater space
- Two SmartBurns will also be more effective in situations where you have a flue with a bend, a long chimney flue as with a two storey house or considerable existing creosote build-up in the chimney flue
- Each SmartBurn should last up to 3 months

### OPEN FIREPLACE

#### SmartBurn Placement

- Place the SmartBurn (cradle side down) on top of the grate at opposite ends of the grate
- If the grate on your open fireplace doesn't allow for 2 SmartBurn's to fit comfortably place them under the grate towards the middle of the fire



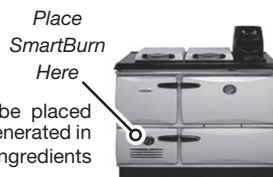
#### How many SmartBurns do I need in my Open Fireplace?

- Two SmartBurn units are recommended to cope with the increased wood load, heater space and open heating environment unique to open fireplaces
- Each SmartBurn should last up to 3 months

### KITCHEN WOOD STOVE

#### SmartBurn Placement

- Sit SmartBurn in the 'ash pan' of the stove.
- It is not recommended that the SmartBurn be placed inside the firebox as the higher temperatures generated in this style of stove will prematurely exhaust the ingredients



#### How many SmartBurns do I need in my Kitchen Wood Stove?

- One SmartBurn unit
- Each SmartBurn should last up to 3 months

**CAUTION** When heated the ingredients within the SmartBurn canister convert to a hot liquid and then slowly release a small amount of the vapourised ingredients out the holes in the ends. To prevent injury, do not touch or handle the SmartBurn when it is hot, or the fire is in use.

## FREQUENTLY ASKED QUESTIONS

### 1. How does SmartBurn work?

The **SmartBurn pollution reduction device** is a steel tubular device containing a solid mixture of natural ingredients. Once heated, the ingredients melt and sit in the 'bowl' of the steel casing and slowly release a small amount of vapourised ingredients from the open ends.

This vapour allows more of the gases that are being released from the wood's heated surface to be **burnt 'within' the firebox** rather than going up the chimney flue as 'wasted fuel'.

This results in up to a **54%\* reduction in wood smoke emissions and a 17%\* more effective burn** of wood. A small amount of these ingredients will act on any existing residues (creosote) on the internal walls in the chimney flue, and these will be slowly removed.

Once the fire-box is cold, the ingredient mixture becomes a solid again.

### 2. Is SmartBurn easy to use?

One of the many benefits of SmartBurn is its simplicity. Follow the placement guidelines for your style of heater before lighting.

Please note - If you are unable to establish an effective fire due to inadequate 'draw', please seek the services of a professional chimney sweep for a thorough clean and inspection of your flue before using SmartBurn.

### 3. Can SmartBurn be setup on a house or paving brick rather than a firebrick?

Please don't put a regular house or paving brick in your firebox as these bricks are not kilned to withstand the rapid heating and cooling of the firebox and may crack or explode. Firebricks have been kilned to withstand these heating and cooling conditions.

### 4. How long does it take to see benefits and how long will SmartBurn last?

There are several variables when it comes to wood heating and how long before you should expect to see results. Variables include the amount of air available, type of wood being used, moisture content of wood, arrangement of SmartBurn in your firebox, amount of ash on the baffle plate, existing creosote build-up etc. You should however start seeing promising results after 2-4 weeks.

The vapours from SmartBurn will first clean creosote build-ups from your flue; during this time creosote will dissolve and may fall back into your firebox. An initial worsening of glass blackening may occur, however once the flue is free from heavy burdens your glass door will begin to clear.

When used correctly SmartBurn is designed to last up to 3 months before it needs to be replaced. Temperature regulates the speed at which the SmartBurn ingredients vapourise.

### 5. How do I know that my SmartBurn is working?

SmartBurn improves the combustion process within the firebox. The following benefits can be observed:

- **Clean chimney flue** - reduced risk of chimney or house fire!
- **Reduced smoke** from the chimney flue entering the atmosphere - smoke is wasted fuel!!
- **Cleaner heater glass window** - more heat is radiated into the room
- **Firewood burns for longer**
- **Less wood used** - the amount of wood saved can be about the value of the SmartBurn
- **Fire lights easier** - fire draws better reducing smoke into the room
- **Less ash and charcoal to clean out**
- **Less soot and sap on the roof** - cleaner water entering your rainwater tank

### 6. How does the SmartBurn reduce emissions from the chimney flue?

The SmartBurn vapour works directly on the gases released from the wood allowing them to ignite at a lower temperature and avoiding these gases escaping unburnt into the atmosphere. The ingredients in SmartBurn increase the intensity of the flame ensuring the energy stored in smoke is incinerated resulting in up to 54% less wood smoke.

### 7. How does SmartBurn reduce a fire risk in the chimney?

The SmartBurn device has been designed to clean the chimney flue by slowly removing highly combustible creosote accumulations which are the primary cause of chimney fires. When hot, SmartBurn continually cleans the chimney flue while the fire burns for the life of the device.

### 8. Why does smoke come out of the door when I open it?

Smoke spillage can occur if the flue gets blocked with creosote. The SmartBurn device is designed to clean the chimney flue of these deposits whilst preventing further build-ups.

Smoke spillage can also occur if falling creosote and ash builds-up on top of the baffle plate (the baffle plate is usually level with the top of the heater door, with a gap between the front of the heater and the plate). To check this remove the baffle plate or if it is fixed use a piece of wire or wire coat hanger that has been bent and scrape the surface of the baffle plate to remove this build-up.

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and get yourself a chance to



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**5 prizes of 2 free SmartBurn  
drawn monthly**

**\$1,000 cash prize drawn annually**