



Sales and Service Statewide

Pellet Fire Combustion Heating Technology



Wellington



What is pellet combustion heating ?

Most of us have fond memories of evenings spent near the cosy comfort of a real wood fire. Combustion heating is heat from a flame either from gas, wood or pellets.

If you enjoy the warmth and comfort of a wood fire but want a more convenient option, a pellet heater might be your best bet.

Pellet Heating History

Pellet heating has been around for more than 40 years in Europe and North America. Pellet Fires Tasmania introduced pellet heating in 2002 originally supplying pellet fuel from New Zealand and a single heater model, today we sell over 16 models and the pellet fuel is made right here in Tasmania.

Pellet Fires Tasmania is 100% Tasmanian owned and operated !

Pellet Heaters

Pellet heaters have a fuel hopper that supplies wood pellets into the furnace as required. The heater is ignited electronically and has automatic control.

A combustion fan draws air through the fire ensuring the perfect air to fuel ratio much like a turbo charger in a car. The room fan passes hot air through a heat exchange to distribute heat to the living room in a controlled manor.

FEATURES

- cost effective
- very high efficiency (>90%)
- very low emissions
- environmentally friendly
- virtually smoke free
- low maintenance
- real combustion heat
- range of heat outputs
- WiFi programing and remote control
- thermostat control
- programmable timer
- optional power protection (battery backup)
- long burn times
- electronic ignition
- **5 year warranty (1 year labor, 5 years on parts).**

Customer Service

At Pellet Fires Tasmania we provide a complete customer service solution. Our own service technicians will install and maintain your heater. Because we import, sell, install and service our products, the buck stops with us.

Our customer support team will determine if an issue can be addressed over the phone at no charge or require a field service technician to attend (costs may apply).

Pellet Fuel

Biomass wood pellets are made from recycled sawdust that's otherwise destined for landfill. No trees are cut down specifically to make pellets.

The waste sawdust is compressed into small pellets. Lignin occurring naturally in the sawdust holds the pellets together, they contain no additives or glues.

Tasmanian pellets are clean, pleasant smelling and smooth to touch. There are currently three dedicated pellet mills in Tasmania, Eco Pellets in Bell Bay, Oakdale Industries in Hobart and Neville Smith Forrest Products in Launceston.

Pellet fuel not only reduces dependence on finite supplies of fossil fuels like oil, gas and coal, it is carbon neutral. This means when you use pellet heat, you are not contributing to green house gas which causes global warming.

Pellet heating is a renewable energy source which complements solar, wind and hydro energy. Due to the very high heat output, energy from biomass is ideal for heating our homes in our cooler climate.



Pellet Club

Membership is free and available to anyone who owns a pellet heater that we supply, new or secondhand. The card also provides you with contact details on the back for our customer care centre to request technical support.

Loyalty program - automatically allocates and records points directly into your account every time you purchase pellets. Points can be redeemed to pay for future service work or pellet fuel.

Service Program - 20% discount for service and parts from the beginning of September through to the end of February. By having your heater serviced in the quieter months gets it ready to go for the next season and you save money. A capped price discount is also available to those who have their heater serviced annually.

Referral Program - we like to reward our customers for recommending a pellet heater to their friends and family. Referral cards are available from our fuel depots and sales offices. Simply give the referral card to your friend and you will both receive a \$100 Credit on your accounts when they present the referral card and purchase a new pellet heater.

Moving house - Our valued customers who move house get to keep their membership. A new card will be issued to the new occupants so as they can receive the club benefits. If you choose to purchase a new pellet heater for the home you are moving to within 1 year, we will waive the installation fee.

Grace Range



Fireplace - 13kw



Freestanding - 8 & 13Kw



Wellington - 13kw

MacLeod Range



Midi 6kw, Midi 9kw, Maxi 12kw

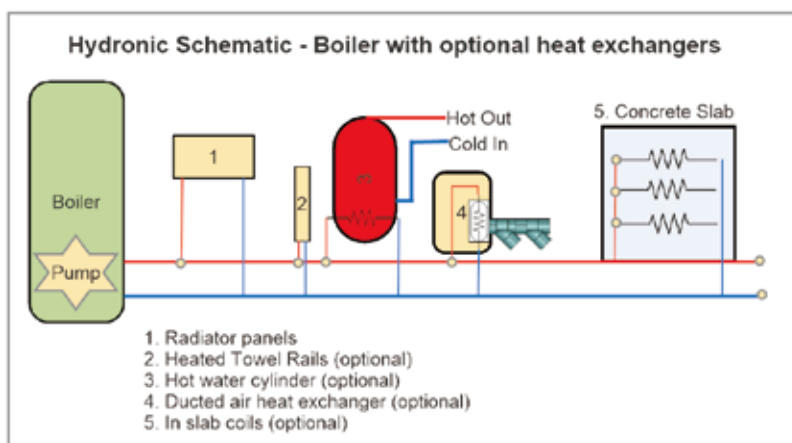


Matilda 6kw



Sapphire 13kw

Pellet Hydronic Systems for Central Heating - 18 to 50kw



Heater Range		MacLeod	MacLeod	MacLeod	MacLeod	MacLeod
Model		Matilda	Mini	Midi	Maxi	Sapphire
Heat Output (High)	kw	6	6	9	12	13
Heat Output (Low)	kw	2.7	2.7	2.7	2.7	2.7
Heat Area	M2	80	80	120	160	170
Efficiency	%	>=90	>=90	>=90	>=90	>=90
Hopper capacity	Kg	8	8	12	20	20
Low Burn rate (Avg)	kg/Hr	0.6	0.6	0.6	0.6	0.6
High Burn rate (Avg)	kg/Hr	1.2	1.2	1.6	2.1	2.2
Electricity consumption	Watts	30 to 50	30 to 50	30 to 50	30 to 50	30 to 50
Ignition	Watts	250 to 400	250 to 400	250 to 400	250 to 400	250 to 400
Dimension (WxHxD)	mm	449x918x486	463*740*510	463*950*510	540*1020*550	630*1009
Weight	kg	70	70	80	100	130
Heater Range		Grace	Grace	Grace	Grace	Samson Hydro
Model		Fireplace	Freestanding 8	Freestanding 13	Wellington	18,24,30,50
Heat Output (High)	kw	13	8	13	13	18 to 50
Heat Output (Low)	kw	2.7	2.7	2.7	2.7	*
Heat Area	M2	170	110	170	170	200 to 500
Efficiency	%	>=90	>=90	>=90	>=90	*
Hopper capacity	Kg	22	12	22	22	*
Low Burn rate (Avg)	kg/Hr	0.6	0.6	0.6	0.6	*
High Burn rate (Avg)	kg/Hr	2.3	1.6	2.3	2.3	*
Electricity consumption	Watts	30 to 50	30 to 50	30 to 50	30 to 50	*
Ignition	Watts	250 to 400	250 to 400	250 to 400	250 to 400	*
Dimension (WxHxD)	mm	1060*950*330	555*720*525	670*770*610	720*765*475	*
Weight	kg	110	100	110	130	*
Min fireplace size	mm	650*770*500				* on request

All pellet heaters require a flue (through the roof OR an external wall), installation and a suitable floor pad (hearth). Check <https://pellet.com.au/customer-service/> for information about service costs and <https://pellet.com.au/finance/> for payment and finance options.

Pellet Fire Heating Technology

- 01 Automatic Ignition
- 02 Thermostat Control
- 03 Programmable Timer
- 04 Self Cleaning System
- 05 High Efficiency
- 06 5 Year Warranty
- 07 Remote Control
- 08 WiFi
Optional Smart Phone App



PFTAS Pty Ltd
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www.pellet.com.au

All prices are recommended retail (RRP) and include GST

1 - Pellet Heaters		RRP	3 - Tiled Hearth		RRP
MacLeod Range			600 X 900		350
Matilda 6kw		2,799	600 X 1000		350
Mini 6kw		3,499	1000 X 1000		400
Midi 9kw		4,399	1000 X 1000 Corner		450
Maxi 12kw		4,699	800 X 800		350
Round Sapphire 13kw		5,299			
Grace Range			4 - Services		
Grace Fireplace Insert 13kw		4,899	Standard Installation		800
Grace Console 8Kw		4,399	Remove Wood Heater & Flue		150
Grace Console 13kw		4,899	Fireplace modifications (from)		150
Wellington 13kw		4,699	Lintel bars		40
Samson Hydronic Boilers			5 - MISC		
Sampson 18kw boiler only		6,799	UPS 900VA w/ built in battery		400
Sampson 18kw heater + boiler		6,799	UPS 1kw requires an external battery		400
Sampson 24kw heater + boiler		7,299	Round pellet storage bin		120
Sampson 35kw boiler only		8,299			
Sampson 50kw boiler only		10,799			
2 - Exhaust Flue Kits					
1- External through wall snorkel or		399			
2- Inbuilt chimney kit with flex or		399			
3- Vertical single roof penetration		499			
Decktite roof seal		80			
Optional Double 45-degree offset		400			
Optional air intake kit		50			

Prices and specifications are subject to change. Product performance may be affected by environmental issues; the customer is responsible for ensuring correct product selection.

Payment Terms

New customers are required to pay a 20% deposit to secure an order and the balance is to be paid prior to installation. Once installed, membership of our pellet club provides our customers with a 7-day trading account for service work. Finance is available via Latitude and Coogans finance.

Pellet Club

Our Pellet Club is a loyalty program which offers our customers preferential pricing for pellet fuel and servicing. To be a member you just need the heater you are using to have been purchased from Pellet Fires Tasmania. There are NO membership fees, we do require an email address.

Pellet Fires Tasmania Installation Service

Pellet heaters should be installed by Pellet Fires Tasmania's qualified technicians. The standard fee of \$800 includes:

- Deliver the heater, flue and hearth to within 50kms of Hobart or Launceston.
- Fabricate the flue system to suit the house, program, test and adjust the heater.
- Demonstrate how to use the heater and run start up, normal operation and shutdown cycles.
- Assist with the setting up of the WiFi functions and getting the best from your new heater.

Extra charges that may apply

- Travel beyond the first 50km is charged at a rate of \$2 for each kilometre over, one way. (Example if you live 80 kilometres from the city you will be charged \$60 for travel).
- Additional flue parts required to complete the installation. (Example – a standard vertical flue is 3.6m, additional lengths would be required if the flue needs to be extended beyond 3.6m).
- Custom flues and flue adaptations will require labour and parts. (Example – fabricate an offset to be able to adapt into an existing wood or gas heater roof penetration).
- Modifications to fireplaces for example, remove bricks and install a new lintel bar.

Pellet Heater Service

Just like your motor car, a pellet heater needs to be maintained to ensure reliable service. Instructions are included with the heater, or we can maintain your heater for you. We recommend getting your heater serviced by our trained technicians each summer ready for the next winter season.

Pellet Heater Warranty

We support all products in-house and will not refer you off to someone else to resolve a service or warranty issue. Our Pellet Heaters come standard with 1 years' warranty for parts and on-site labour and a further 4 years for parts only (excluding consumables, travel and labour). A travel charge only applies when more than 50km away from our depot.

Consumables

The following parts are considered consumable and will need to be replaced during the service life of the heater – burn pot, door and glass seals, ignitors, bearings.