

Standards, Testing & Safety

When the EcoSmart® Fire entered the market it had no direct precedent to follow in terms of compliance, regulation or standards. In saying this, The Fire Company Pty Ltd has been meticulous in their due diligence and research to ensure the delivery of a safe product:

- Instructions and specifications for the EcoSmart® Fire were tested as far as practicable to a selection of clauses from AS4553/AG103 - Australian Standard for Gas Space Heaters (closest comparable product at the time of invention).
- The Fire Company has worked with the Underwriters Laboratory in the USA for the past 2.5 years to establish a testing platform for this type of product and the EcoSmart® Fire is the first of its kind to be UL Listed.
- The Fire Company has enlisted the assistance of the Chairman Dean of CE in Germany to commence creation of a testing platform for the European market with TUV certification for the EcoSmart® Fire pending.
- The Fire Company will comply with all Scandinavian Government requirements shortly.

The safety of the EcoSmart® Fire range has been rigorously tested in both Australia and USA with the design of the core burner technique playing a major role in its successful results. Tests focused on CO/CO2 consumption ratios, flame stability, vitiation, wind temperament, ignition safety, heat output, combustion characteristics, fuel consumption and efficiency, and operational features.

The EcoSmart® Fire's expert involvement in the creation of these global testing platforms is setting the benchmark in the industry. We strongly recommend that you take care when purchasing your new fireplace and ensure that you are purchasing an authentic EcoSmart® Fire and not one of the many imitations now entering the market.

Operational System

The EcoSmart® Fire is accompanied by an operational system that ensures the safe operation of the product. Every aspect from decanting the fuel, lighting the flame, regulating the flame to extinguishing the flame has been thought through and accessorize in order to control the method of operation.

Quality of Manufacture

Every single part of the EcoSmart® Burner is made of stainless steel - it looks great, is very strong and will last you a lifetime. The predominant sheet metal design is computer cut and folded for accurate and easy assembly. This manufacturing technology guarantees each product is the same quality. All stainless steel parts of the EcoSmart® Fire are manufactured in Australia by an ISO 9001 accredited manufacturer (AS/NZ/S ISO 9001:2000).

All stone, joinery, glass and other material that make up each model are also manufactured by very reputable and successful companies who focus on quality and consistency.

ISO 9001 Certification (pending)

Fully aware of the world-class level of its products and certain of its place as a leader in industry, The Fire Company itself guarantees conformance with ISO 9001 standards for Company Quality Systems. In other words, after independently setting goals to be reached, after "inventing" the best way to develop the design, and after carrying out its own, highly stringent final tests, The Fire Company offers the company itself as the customer's guarantee of quality.

Research and Development

The team behind The Fire Company continually undertakes research of its product, the marketplace, client and consumer requirements, and invests much of its income into extensive business development. The result is

an ever-evolving product which is at the forefront of design and a company that is dedicated to building solid foundations its customers can rely on.

Warranty

The EcoSmart® Fire comes with a full two year warranty from date of purchase on all stainless steel parts. (Stone chipping, painting scratches and general scratches are not covered by Warranty).

Your EcoSmart® Fire is covered by a transferable limited warranty and a solid service and support network should you need it. At The Fire Company Pty Ltd, we believe in supplying you with the best, most user friendly fireplace and providing you with the means to keep it that way.

World Wide Insurance

The Fire Company has extensive world-wide insurance which means that should an unfortunate event arise, we have everyone's best interest in mind and the coverage to compensate if deemed responsible for the event. Patents, Trademarks and Design Registrations

The Fire Company has invested significant funds in IP protection and will take all necessary steps to protect its innovative designs and market positioning.

Fuel Supply

The Fire Company promotes the use of commercially available fuel brands, not just its own brand, leaving you with the largest amount of choice and availability for fueling your fire. Whilst a supply chain is established in many countries, we owe it to our customers to ensure that your product isn't dependent on an exclusive fuel supplier which locks you into higher costs and inconvenient waiting times.

Built-in Safety Features

We have two different Burners to choose from (Burner One - 5 Litre Capacity, Burner Two - 2 Litre Capacity) both include the following built in safety features:

- Filling Point comprising of 3 parts:
 1. Filling Point - separated from burning/ignition zone
 2. Filling Box - engineered so that the jerry can spout is fully enclosed prior to releasing the fuel supply thus allowing filling at a high rate whilst eliminating splashing as the fuel is being decanted.
 3. Swivel Cap - closes to filling point
- Pull ring - the accompanying lighting rod is inserted into this pull ring to control the slider mechanism.
- Slider Mechanism - built into the top cover of the burner. The slider moves across the ignition/burning zone (operated by the pull ring) to easily regulate and extinguish the flame. When fully open it also blocks access to the filling point acting as a deterrent to filling the burner whilst in operation.
- Volume/Setting Markings - enables you to determine fuel required / available.
- Spacers - There are "spacers" fitted on all exterior panels and a "spacer" bar that separates the base of the burner from the surrounding materials to prevent any heat transference and to enforce compulsory clearances.

Global Marketing Presence

As a Global company, the EcoSmart® brand is well recognized and respected around the world. We are serious about our reputation and service levels and believe that being active in many markets keeps us ahead of the rest in terms of design and experience. People learn to know and trust EcoSmart® Fire because we are a company that is always visible and active.