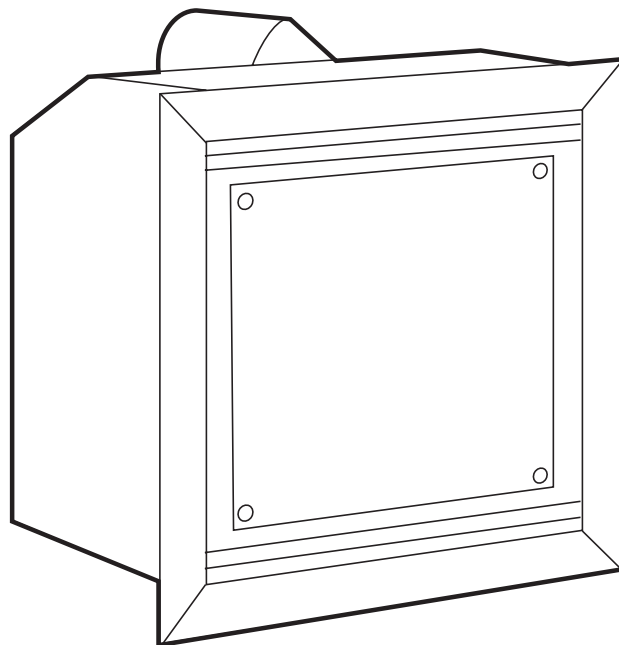


**real flame**  
the hearth of australia



# **CAPTIVA® BALANCED FLUE SPACE HEATER**

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## **INSTALLATION & OPERATING MANUAL**

The Captiva 600 & 900 are approved to be installed as a zero clearance firebox and are designed to operate on Natural Gas and Propane (LPG) gases ONLY. Approval Number GSCS20081.

VERSION 18

## WARRANTY

Provided your Real Flame gas fire is installed in strict accordance with our installation instructions, the firebox is unconditionally guaranteed for ten years and all other parts for twelve months from date of purchase.

This unconditional warranty covers parts and labour at our discretion taking into consideration normal wear and tear and does not cover fires installed in outdoor settings.

## WARNING

The “Captiva 600 & 900” have a primary safety glass fitted in front of the glass door. This safety glass is fitted to these appliances to reduce the risk of injury from burns and at no time should this glass be permanently removed.

For protection of young children or the infirm, a secondary guard is required.

## INSTALLATION NOTICE

- The installation of this appliance is only to be carried out by an authorised person in accordance with the Manufacturer’s Instructions, local gas fitting regulations, AG601 installation code for gas burning appliances and any other relevant statutory regulations.
- In all cases the installation of this appliance shall meet the requirements as set out in AS5601/AG601.

- NOTE: A slight smell may be apparent for the first few hours of use. This is due to the heat resistant paint curing. It is recommended to open windows in the room for the first lighting of the fire. In some instances a slight discolouration may occur inside the firebox. This is a normal condition and is not covered by warranty.

## IMPORTANT SAFETY NOTICE

- DO NOT PLACE ARTICLES ON OR AGAINST THIS APPLIANCE.
- DO NOT USE OR STORE FLAMMABLE MATERIAL NEAR THE APPLIANCE.
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THIS APPLIANCE WHILST IT IS IN OPERATION.
- CARE MUST BE TAKEN TO ENSURE THAT ANY RETURN AIR REGISTER OR EXHAUST SYSTEM DOES NOT ADVERSLEY AFFECT THE OPERATION OF THE APPLIANCE OR DRAUGHT OF CHIMNEY OR FLUE.

## WARNING

The outer glass panel gets extremely hot! Precaution should be taken and young children supervised at all times when heater is operating.

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## DATA PLATE (Affixed to the base of the unit for reference to gas pressure & consumption)

MODEL	CAPTIVA 600	SERIAL NO.	DATE OF MANUFACTURE
<b>GAS TYPE</b>	<b>APPROVAL: GSCS20081</b>		
NATURAL GAS @ 1.00 kPa Test Pressure Point (High)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.65 mm	26 Mj/hr
LPG @ 2.65 kPa Test Pressure Point (High)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.00 mm	26 Mj/hr
NATURAL GAS @ .40 kPa Test Pressure Point (Low)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.65 mm	15 Mj/hr
LPG @ 0.95 kPa Test Pressure Point (Low)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.00 mm	15 Mj/hr

MODEL	CAPTIVA 900	SERIAL NO.	DATE OF MANUFACTURE
<b>GAS TYPE</b>	<b>APPROVAL: GSCS20081</b>		
NATURAL GAS @ 1.00 kPa Test Pressure Point (High)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.85 mm	30 Mj/hr
LPG @ 2.65 kPa Test Pressure Point (High)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.1 mm	30 Mj/hr
NATURAL GAS @ .40 kPa Test Pressure Point (Low)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.85 mm	19 Mj/hr
LPG @ 1.00 kPa Test Pressure Point (Low)		<b>Injector Size</b>	<b>Gas Consumption</b>
		1.1 mm	18 Mj/hr

# CAPTIVA ZERO CLEARANCE MODEL

## **INTRODUCTION**

The Real Flame “Captiva” is a log/coal or pebble effect space heater for use with **Natural Gas and Propane**.

The Real Flame warranty will be voided by, and Real Flame disclaims any responsibility for the following actions:

- Modification of the space heater and/or components including balanced flue assembly or glass door.
- Use of any component part not manufactured or approved by Real Flame in combination with this “Captiva” fireplace system.
- Installation other than as instructed in this manual.

## **CAUTIONS**

- Due to its high operating temperature, the appliance should be located out of traffic and away from furniture and draperies.
- Children and adults should be alerted to the hazards of the high surface temperature, which could cause burns of clothing ignition.
- Young children should be carefully supervised when they are in the same room as the appliance.
- Clothing or other flammable materials should not be placed on or near the appliance.

## **SELECTING YOUR APPLIANCE LOCATION**

Your appliance may be installed in any location that is free of air conditioning ducts, electrical wiring and plumbing. Safety, as well as efficiency of operation, must be considered when selecting the heater location. Try to select a location that does not interfere with room traffic, has adequate ventilation, and offers access for the Balanced Flue terminal installation. Refer to AS5601-2004 for minimum clearances for Balanced Flue termination.

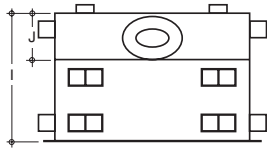
## **WARNING**

When this appliance is installed directly on carpeting, tile or other combustible materials other than wood flooring, the appliance should be installed on a metal or wood panel extending the full width and depth of the appliance.

# DIMENSIONS

## Captiva 600

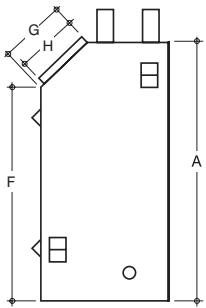
PLAN



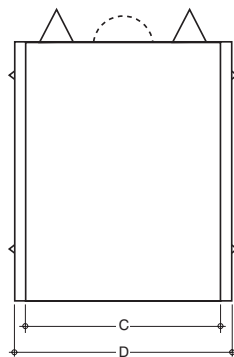
A	B	C	D	E	F	G	H
782	780	588	655	860	645	190	180

I	J	K	L
385	140	85	120

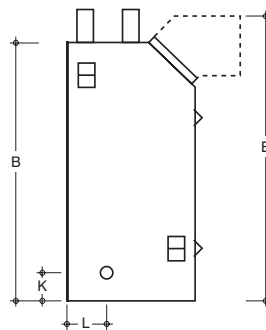
LHS



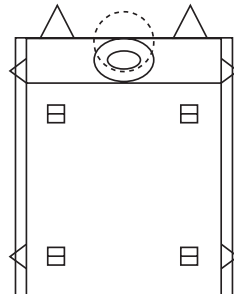
FRONT



RHS

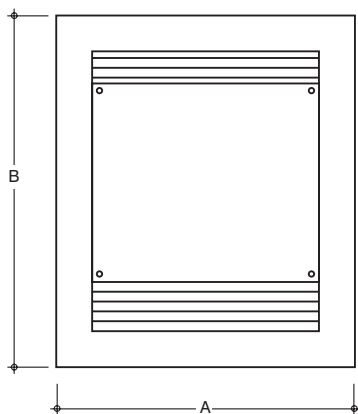


REAR

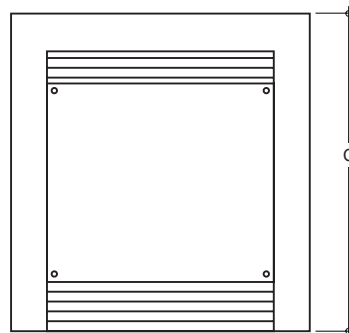


## Captiva 600 Trim

FRONT - 4 SIDED



FRONT - 3 SIDED



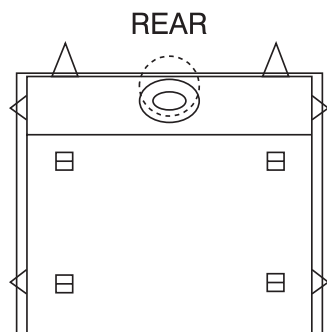
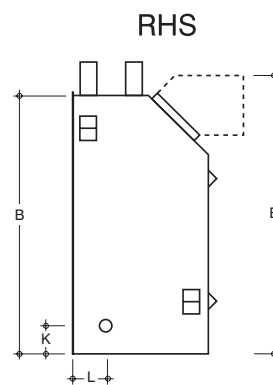
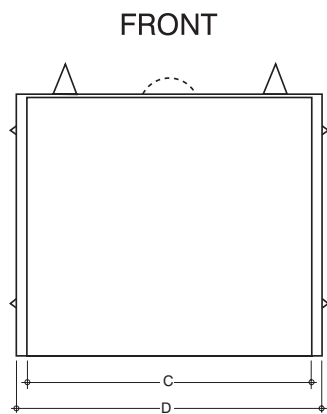
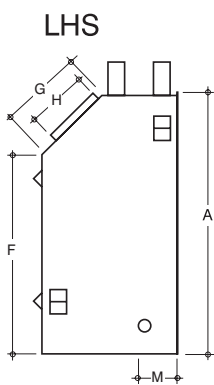
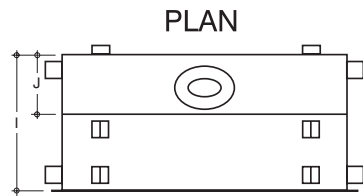
A	B	C
790	930	840

# DIMENSIONS

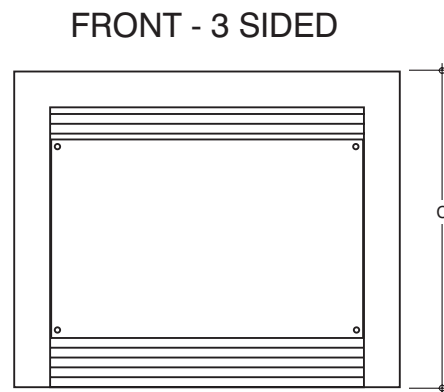
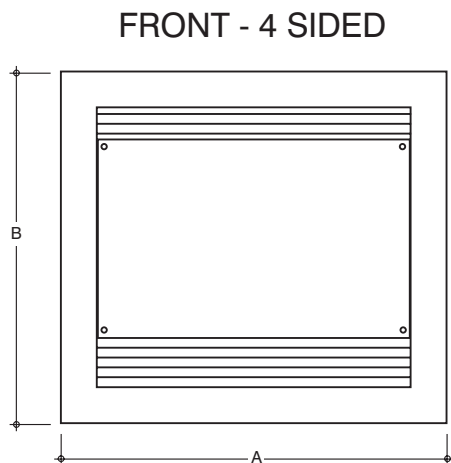
## Captiva 900

A	B	C	D	E	F	G	H
790	780	860	923	840	600	255	180

I	J	K	L	M
410	180	85	100	120



## Captiva 900 Trim



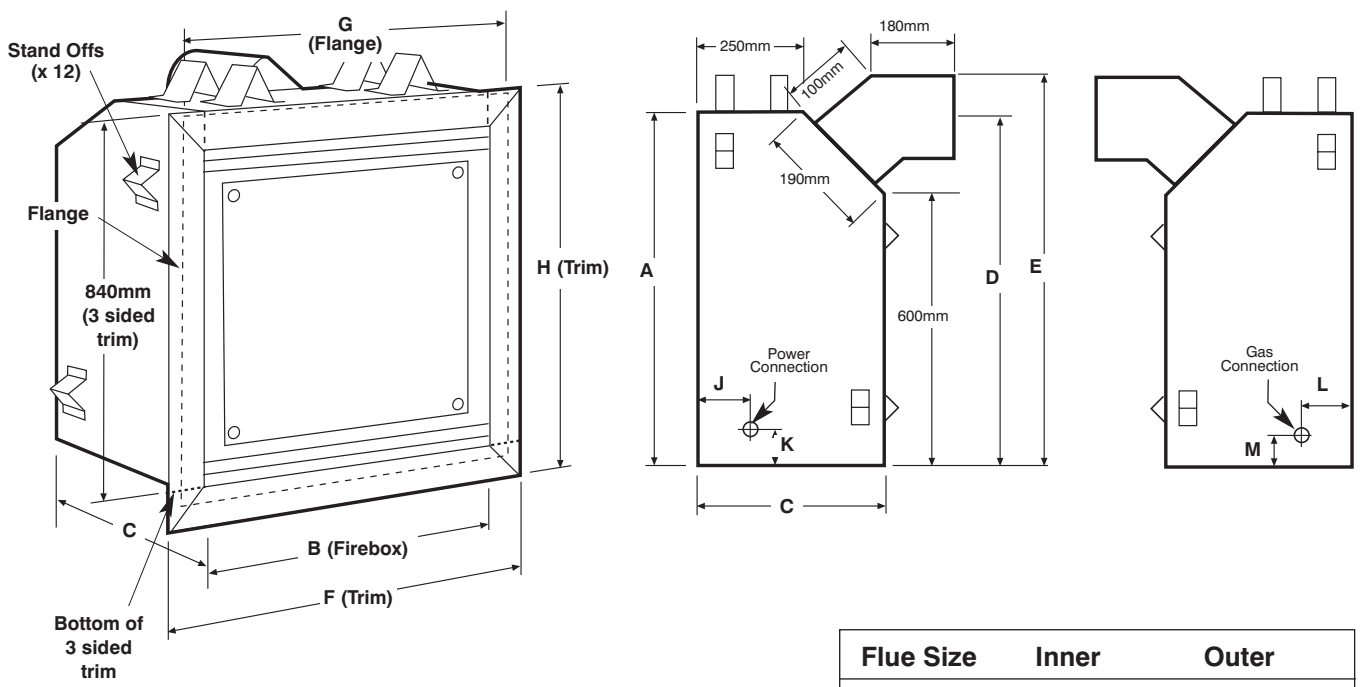
A	B	C
1020	930	840

## CAPTIVA ZERO CLEARANCE MODEL (continued)

### Captiva Zero Clearance Timber Frame Installation

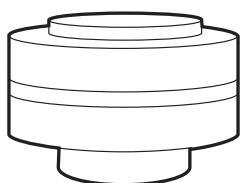
#### Overall Dimensions (in mm)

MODEL	A	B	C	D	E	F	G	H	J	K	L	M
600	785	580	380	775	865	790	655	930	100	60	120	85
900	785	860	410	750	835	1020	920	930	100	90	120	60

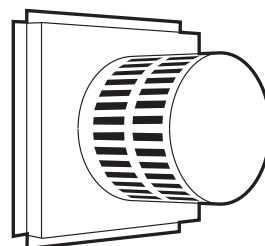


#### Zero Clearance cowl types

- The Captiva balanced flue space heater is a “Zero Clearance” type heater which comes complete in a zero clearance casing.
- It can be installed with the flue terminating with a horizontal or vertical cowl to suit the application.



Vertical top termination

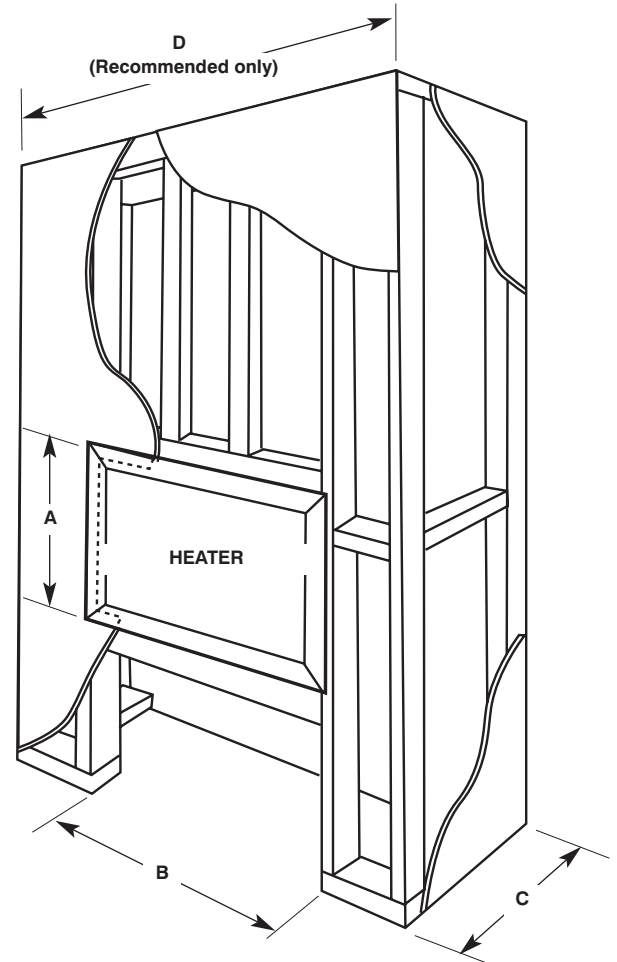
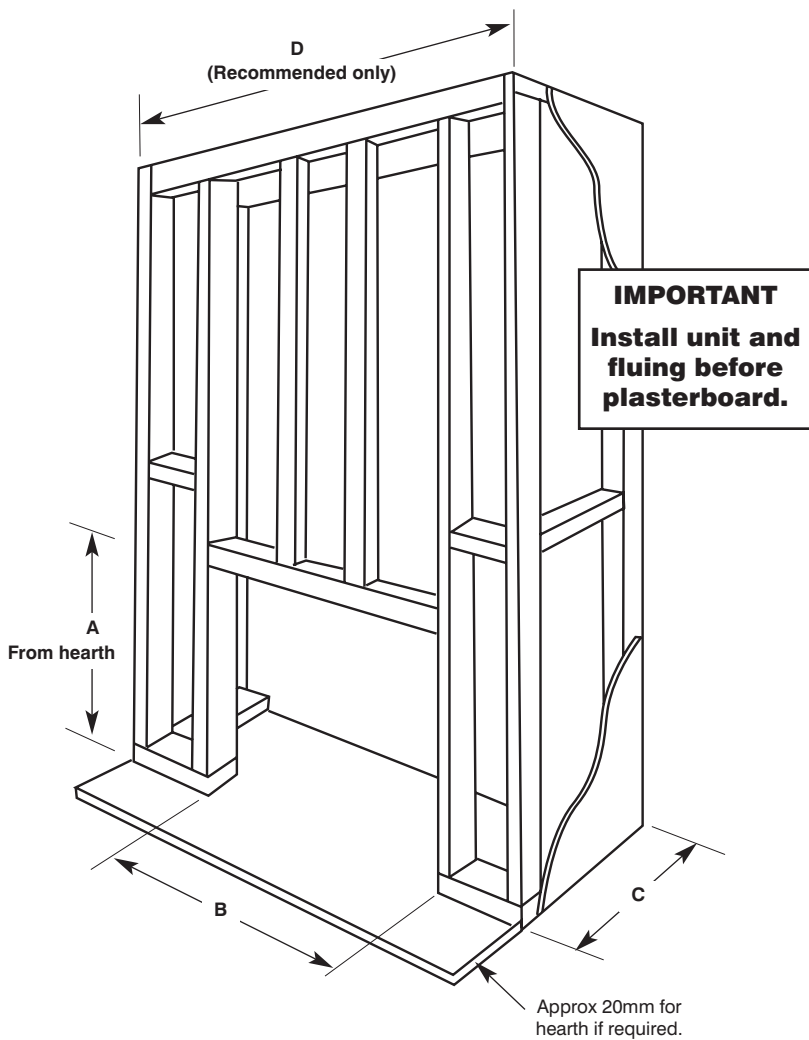


Horizontal rear termination



# CAPTIVA ZERO CLEARANCE MODEL (continued)

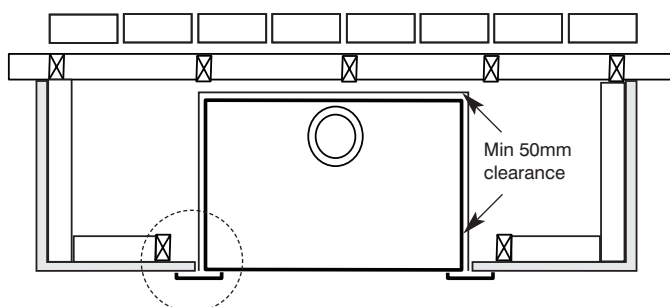
## Captiva Zero Clearance Timber Frame Installation (continued)



**Frameout Dimensions (in mm)**

MODEL	A	B	C	D
600	885	680	475	1800
900	895	970	475	1800

**NOTE:** If fire is to be installed off the floor with a 4 sided trim, use the same A, B, C and D dimensions as shown with framework included below fire to required height. Ensure frame is suitable for fire weight.



**NOTE**

Plasterboard to run beyond stud as shown, and to go behind fixing flange on unit.

**CLEARANCES FROM COMBUSTIBLES**

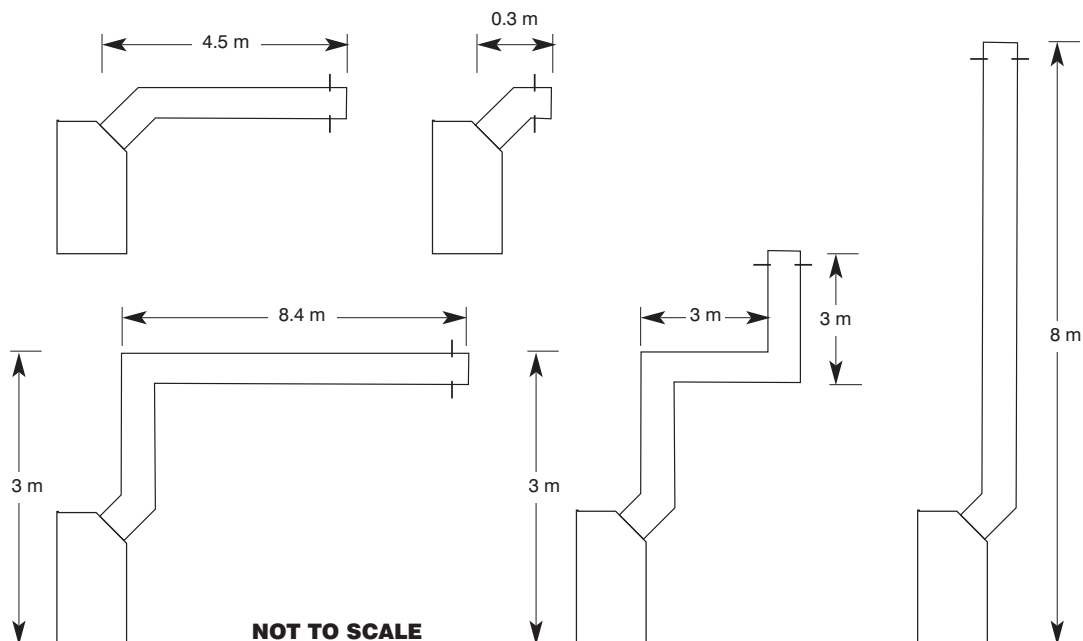
Floor	0 mm
Sides	50 mm
Top	100 mm
Flue Outer	25 mm

## CAPTIVA ZERO CLEARANCE MODEL (continued)

### INSTALLATION OF VERTICAL VENTING

Vertical terminations must be installed with the following clearances:

- Minimum of 500 mm from the nearest part of the roof (Measurement is taken from the bottom of the termination).
- Minimum of 1500 mm from any mechanical air inlet.
- Minimum of 500 mm from any building structure or obstruction facing the termination.
- Maximum vent height is 8.9 meters from the base of the unit.
- Minimum clearances 50mm from vent to all combustible materials must be maintained.
- 2 x 45° off sets allowed, must not exceed 25% of the height.  
e.g. Typical vent installation of 8.9 meters from base of unit;  
25% of 8.9 meters = 2.335 meters.



### BALANCED FLUE TERMINATION LOCATION

This section is used to determine where your Balanced Flue termination will be located.:

- Flue terminations shall not be recessed in walls or sidings.
- **EXTREMELY IMPORTANT:** In heavy snow areas take extra care to prevent blocking flue termination with snow removal equipment.
- Flue gases exiting flue terminals are very hot and must not be restricted to assure fireplace combustion is not affected.
- Do not place, build any obstruction, plant any bushes or for any reason attempt to conceal the flue termination. To do so will affect the operation of the fireplace and may be hazardous.
- This unit must always vent directly to outdoors.

### CAUTIONS AND REQUIREMENTS

All flueing must maintain a clearance of 50mm from combustible materials.

**NOTE:** It is imperative for satisfactory operation of the “Captiva” space heater that no flueing components be modified in any way. All components have been manufactured to eliminate the need for modification when properly selected and installed.

## CAPTIVA ZERO CLEARANCE MODEL (continued)

### Tests to be carried out by installer

- Check unit for gas leaks.
- Ensure that both high and low pressures are set as per the appliance data plate. Refer Page 4 for adjustments and Test pressure points
- Turn the unit on to ensure it operates correctly.
- Instruct the customer on the use of the remote control. Refer to remote control operating guide on pages 14, 15 and 16.

## SERVICING AND MAINTENANCE

- To follow when servicing, removing fan or changing valve or control modules.

**IMPORTANT: POWER MUST BE ISOLATED PRIOR TO CARRYING OUT THE SERVICE/MAINENANCE.**

**SERVICE/MAINENANCE ONLY TO BE CARRIED OUT BY AN AUTHORISED PERSON.**

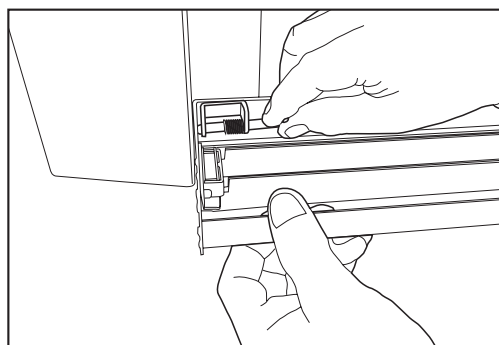


Figure (1) Remove bottom louvre door by releasing spring loaded catch on left side.

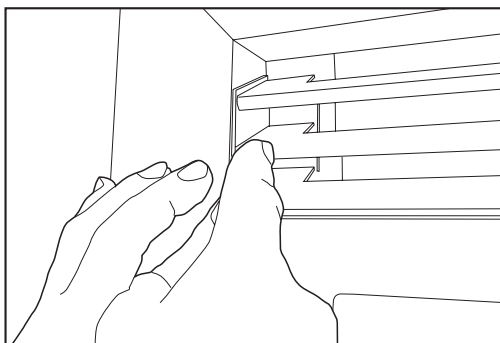


Figure (2) Remove top louvres by removing the screws on each side.

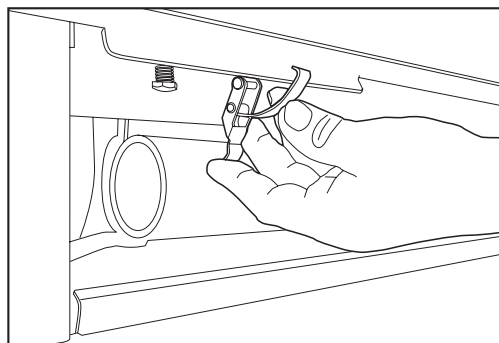


Figure (3) Undo the door locating clips on each side of the door.

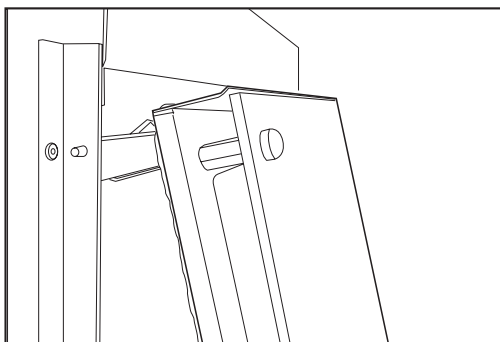


Figure (4) Pull door outwards at the bottom and then lift the door up and remove from channel.

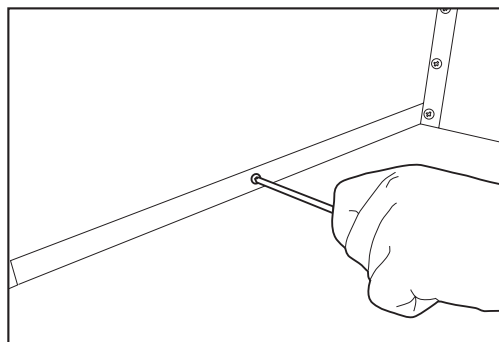


Figure (5) Remove the screw holding back plate in position and remove plate.

## SERVICING AND MAINTENANCE (continued)

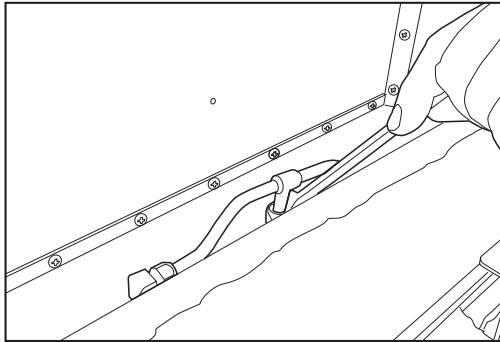


Figure (6) Undo bulkhead/burner nut.

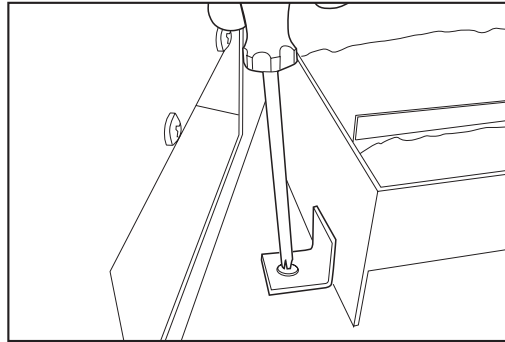


Figure (7) Remove holding screws from each side of burner.

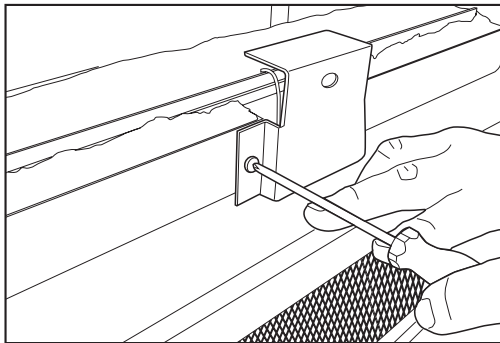


Figure (8) Remove sparker cover from front of burner and then gently remove burner taking care not to move the sparker/sensor.

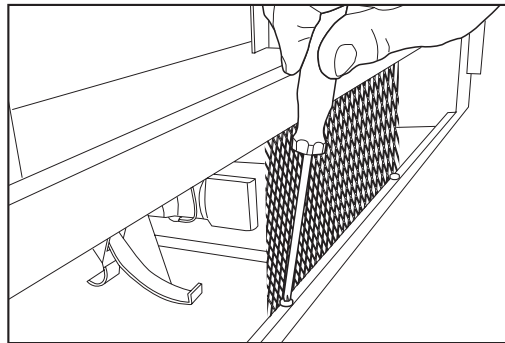


Figure (9) Remove front protection mesh by removing screws.

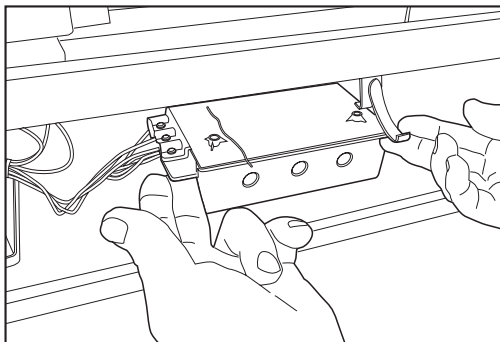


Figure (10) To remove the remote control module, remove screw from lid, remove lid and disconnect wiring, the module can then be removed.

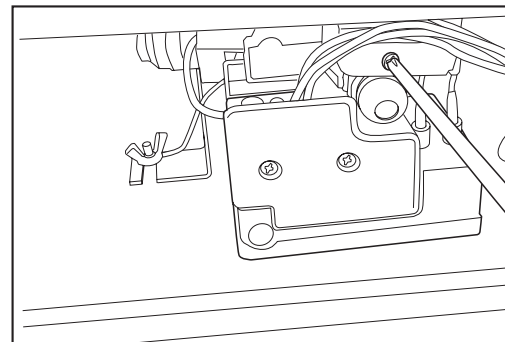


Figure (11) To remove control module firstly remove the rectifier

## SERVICING AND MAINTENANCE (continued)

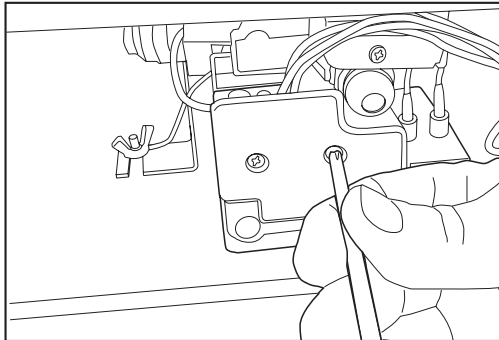


Figure (12) Undo the two screws at the front of the module, then remove the wiring harness, the module can then be removed.

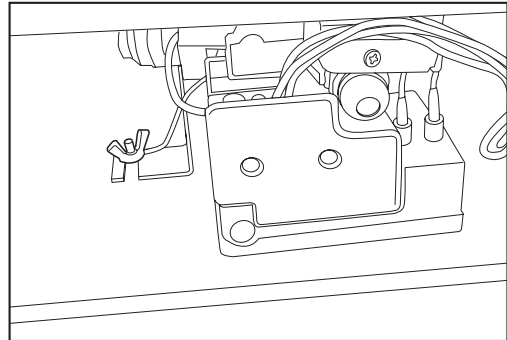


Figure (13) Loosen the wing nuts of each side of the valve which will allow the valve to slide out.

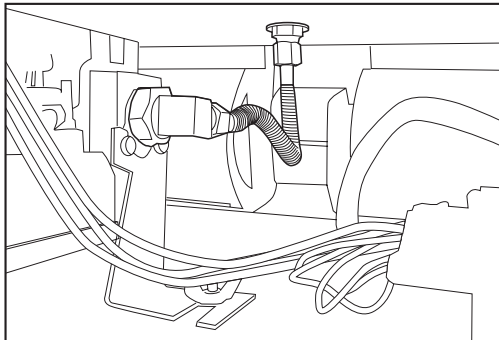


Figure (14) Remove the burner tube nut either from the bulkhead or the brass elbow. the valve can then be removed.

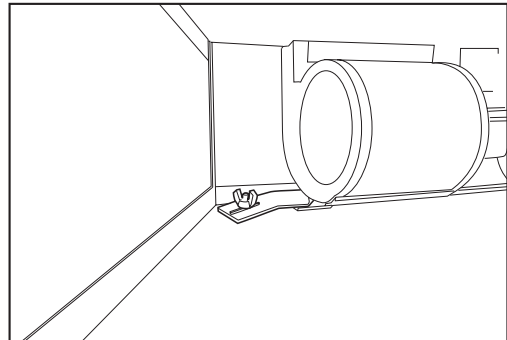
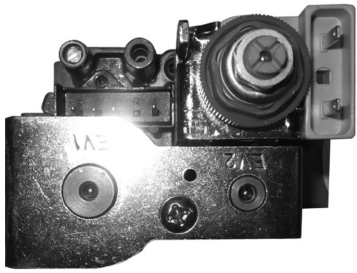


Figure (15) To remove the fan undo the wing nuts on each side of the fan. the fan can then be removed. to get the fan out the remote box must be removed and the burner tube is to be undone at the bulkhead.

- After carrying out service or replacing parts, reverse the above processes to reinstate the components.
- Prior to lighting ensure there are no gas leaks.

## PARTS LIST



Gas Control Valve



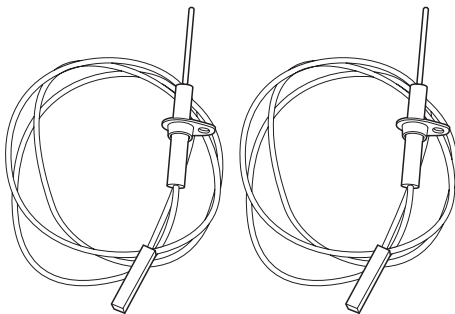
Module Box



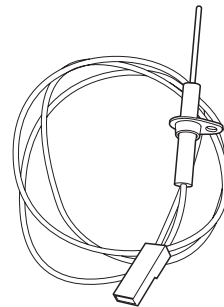
Remote Control Module



Remote Control

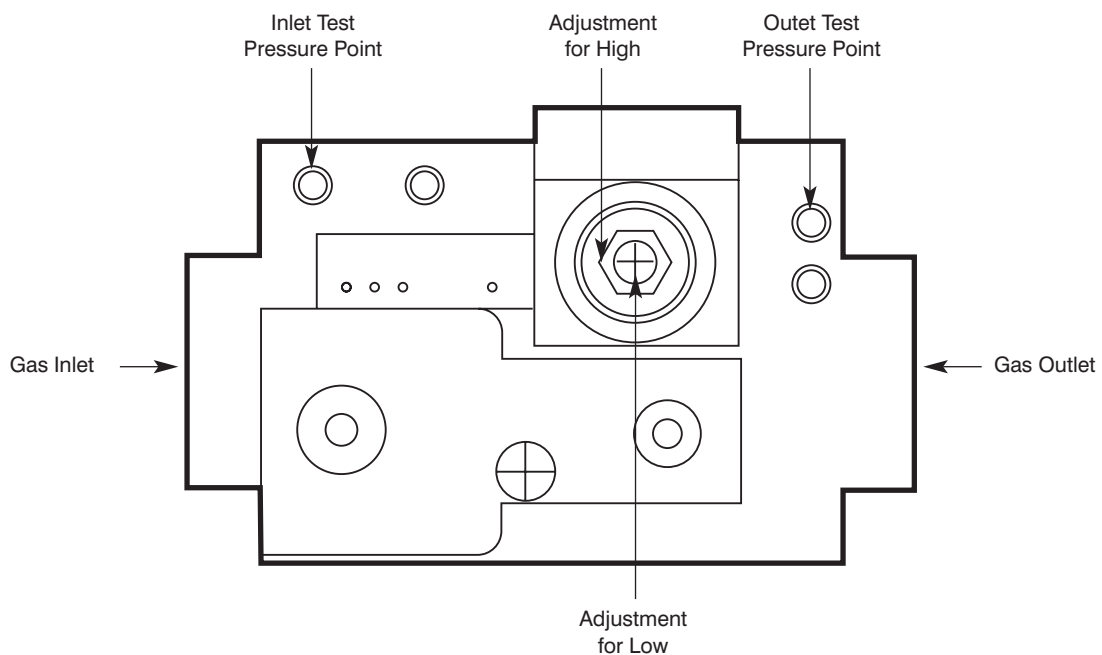


Sparkers



Sensor

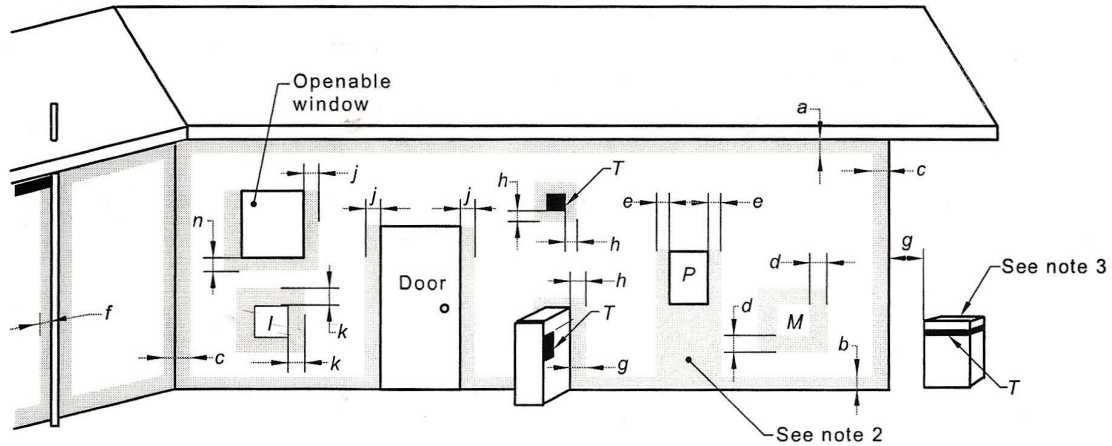
## GAS CONTROL ASSEMBLY





# CAPTIVA FLUE TERMINATION (COWLS) REGULATIONS

## Balanced Flue



**LEGEND:**

- T = Flue terminal
- I = Mechanical air inlet
- M = Gas meter
- P = Electricity meter or fuse box
- Shading indicates prohibited areas for flue terminals

Ref.	Item	Minimum clearances (mm)	
		Natural draft	Fan assisted
a	Below eaves, balconies and other projections:		
	• Appliances up to 50 MJ/h input	300	200
	• Appliances over 50 MJ/h input	500	300
b	From the ground, above a balcony or other surface †	300	300
c	From a return wall or external corner †	500	300
d	From a gas meter (M) (see 4.7.11 for vent terminal location of regulator)	1000	1000
e	From an electricity meter or fuse box (P)	500	500
f	From a drain pipe or soil pipe	150	75
g	Horizontally from any building structure † or obstruction facing a terminal	500	500
h	From any other flue terminal, cowl, or combustion air intake †	500	300
j	Horizontally from an openable window, door, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:		
	• Appliances up to 150 MJ/h input	500	300
	• Appliances over 150 MJ/h input up to 200 MJ/h input	1500	300
	• Appliances over 200 MJ/h input up to 250 MJ/h input †	1500	500
	• Appliances over 250 MJ/h input †	1500	1500
	• All fan-assisted flue appliances, in the direction of discharge	-	1500
k	From a mechanical air inlet, including a spa blower	1500	1000
n	Vertically below an openable window, non-mechanical air inlet, or any other opening into a building with the exception of sub-floor ventilation:		
	• Space heaters up to 50 MJ/h input	150	150
	• Other appliances up to 50 MJ/h input	500	500
	• Appliances over 50 MJ/h input and up to 150 MJ/h input	1000	1000
	• Appliances over 150 MJ/h input	1500	1500

† Unless appliance is certified for closer installation

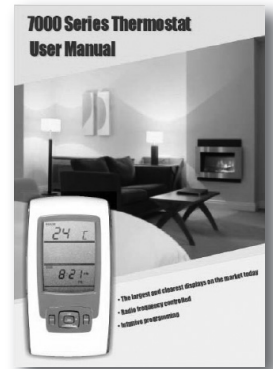
**NOTES:**

- 1 All distances are measured to the nearest part of the terminal.
- 2 Prohibited area below electricity meter or fuse box extends to ground level.
- 3 See Clause 5.13.6.6 for restrictions on a flue terminal under a covered area.
- 4 See Appendix J, Figures J2(a) and J3(a), for clearances required from a flue terminal to an LP Gas cylinder. A flue terminal is considered to be a source of ignition.
- 5 For appliances not addressed above acceptance should be obtained from the technical regulator

## REMOTE CONTROL OPERATING GUIDE

PLEASE REFER TO THE MILLENNIUM 7000 SERIES MANUAL ON OUR WEBSITE SHOULD YOU REQUIRE FURTHER DETAIL.

To assist service technicians who may not have access to this manual, the following is an abbreviated operating procedure. This should be read before servicing commences.



The Captiva 600 & 900 are controlled completely by the use of the remote control; this remote can be used either as a manual operation or an auto operation.

- The remote thermostat uses radio frequency to transmit to the gas/fan controller.
- The remote thermostat has a LCD display
- The remote thermostat uses 2 off "AA" batteries which should last for 12 months. (Depending on quality of battery.) Batteries should be changed when smoke alarms are changed.
- The remote control and the controller are non-serviceable parts and if faulty should be returned to Real Flame Pty Ltd for replacement.

### Locating the remote

The remote houses the thermostat that controls the heat output of the fire. When storing the remote either on its wall bracket or by placing it somewhere in the room where the fire is located, ensure there are no other heat sources that will affect the thermostats ability to accurately read the room temperature. For example, by placing the remote in direct sunlight or under a cushion, the fire may turn down or off before the room reaches the set temperature.

### Factory Set Features

- When turned on the fire will always start on the low setting and remain on low for 3 minutes, it will then go to the high setting.
- The fan will automatically come on in the high mode after the fire has been operating for 3 minutes 20 seconds.
- When the fire shuts off on auto mode or is shut off in manual mode, the fan will continue to operate for 3 minutes in the "High" mode.
- The fire can be operated in either "Auto" mode or "Manual" mode.

### Setting the day and time

- Before changing settings the heater must be OFF. When in the OFF mode the only display shown on the remote is the room temperature and the time.
- To set the time press <T>, the hour will flash, set the correct hour by using the <UP> and <DOWN> button. When set, press <OK> to confirm.
- When the <OK> button is pushed the minutes will flash, again by using the <UP> and <DOWN> buttons set the correct minutes and then push the <OK> button.
- When the <OK> button is pushed the day will flash, again by using the <UP> and <DOWN> buttons set the correct day and then push the <OK> button.
- Your remote will now display the correct day and time.

### To change settings

- The remote must be in the OFF mode to change settings. NOTE: Each of the 3 setting modes must be completed within 2 seconds.

### To change between Degrees C to Degrees F

- Press in sequence <P>, <T>, <T>, <A/M>

### To restore factory setting

- Press in sequence <P>, <T>, <T>, <DOWN>



## REMOTE CONTROL OPERATING GUIDE (continued)

### Teaching RF code

- Ensure the power to the heater is turned off.
- Press in sequence <P>, <T>, <T>, <UP>
- The LCD display will show “CL” (Code Learn) for 2 seconds then return to the normal OFF state display.
- During this time a special code will be transmitted by the RF thermostat to the control unit, causing the control unit to learn its ID.
- CAUTION: The thermostat has already been programmed with a unique code. Do not attempt to teach the RF thermostat ID code unless instructed by the manufacturer.

### To program

- Press <P>
- “PD” will appear at the top of the display screen. And “MO” will flash.
- Press <OK>
- Time will flash and “P1” will appear in the screen.
- Set wake up time and press <OK> to confirm.
- Set temperature required and press <OK> to confirm.
- Repeat above steps for remaining “P2” (Away), “P3” (Coming Home) and “P4” (Sleep) programs.
- Repeat all of the above for each day.

When setting the programs have the remote near the unit to ensure the remote can communicate with the control (Located in the bottom of the heater.)

The Captiva will operate through the remote either in Manual Mode or Auto Mode, below is a sample of each:

### Example of Manual Operation

Set the thermostat to desired Set temperature e.g. 26°C.

- The flame will start on low, with the fan off.
- After 3 minutes, the flame changes to the High setting, if the temperature is 23.5°C or lower. The fan will switch on High 3 minutes and 20 seconds after the flame is lit.
- As the temperature rises above 23.5°C, the modulating valve will decrease the gas level one step every 0.5° above 23.5°. The fan will continue to operate on High.
- When the room temperature reaches 26.5°C, the modulating valve will operate at its lowest setting. The fan will switch to Low speed.
- If the room temperature were to rise above 29°C, the flame will be extinguished. The fan will run on for another 3 minutes on High before shutting down.
- If the room temperature then drops down to 26° or lower, the flame will again be lit, and then the fan will begin after the flame-on delay.

## REMOTE CONTROL OPERATING GUIDE (continued)

In Auto mode, the RF thermostat will control the flame and the fan according to the programmed times and temperature. The flame can be programmed to turn on or off, or change the required temperature.

The switch off and on sequence operate as per manual operation, detailed above.

### Example of Auto Operation

Set the thermostat to Monday;

Turn off at 8.00 am and set temperature of 25°C;

Lower temperature at 9.00 am with set temperature at 15°C.

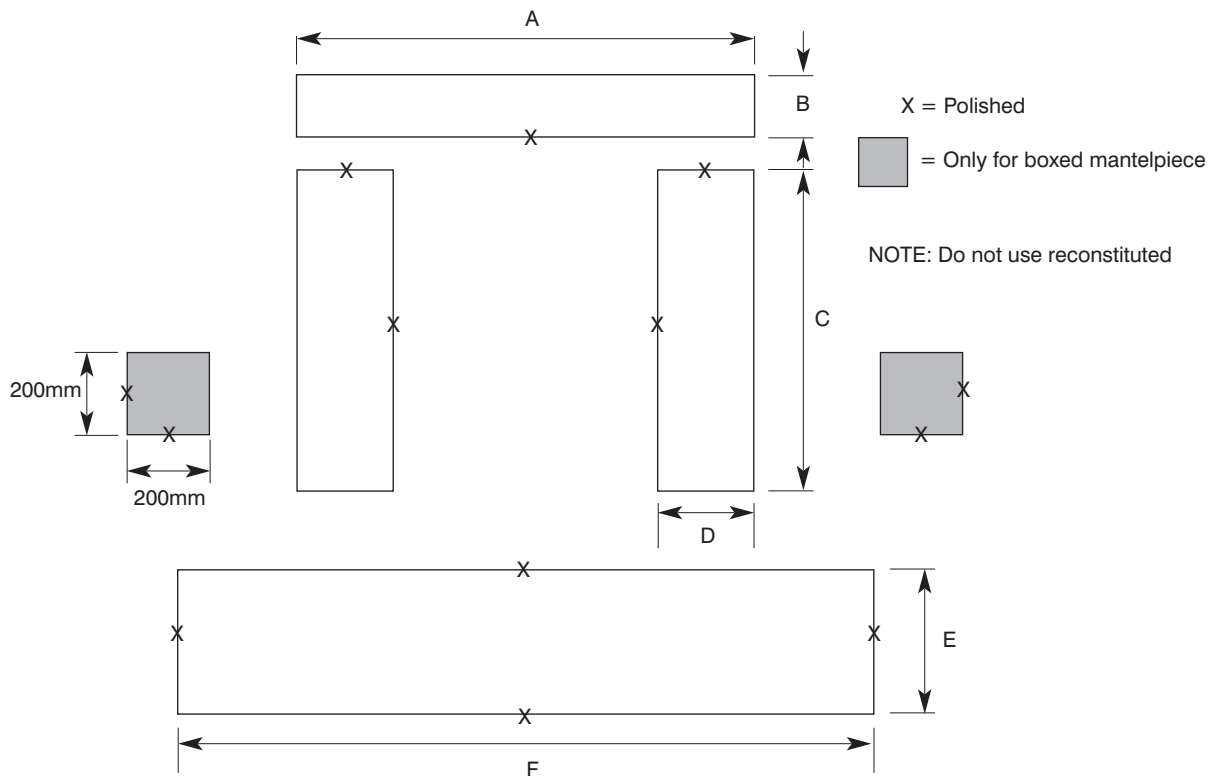
- At 8.00 am on Monday, the flame will start on Low, with fan off (if flame was already off)
- After 3 minutes, the flame changes to highest setting, if room temperature is 22.5° or lower. The fan will switch on High after 3 minutes and 20 seconds after the flame was lit.
- As the temperature rises above 22.5°, the modulating valve will decrease the gas level one step for every 0.5° above 22.5°. The fan will continue to operate on High.
- When the room temperature reaches 22.5°, the modulating valve will operate at its lowest setting. The fan will switch to Low speed. The flame will remain lit as long as the room temperature is 28° or lower.
- If the room temperature were to rise above 28°, the flame will be extinguished. The fan will run for further 3 minutes on High before shutting down.
- If the room temperature then drops down to 25° or lower, the flame will again be lit, and the fan will begin after the flame-on delay.
- At 9.00 am on Monday, the required room temperature is now only 15°C.
- If the room temperature is above 18°, then the flame will be extinguished, with the fan operating for a further 3 minutes.
- If however the room temperature were to be below 18° for whatever reason, the flame would remain on together with the fan. The level of the flame, or speed of the fan, will depend how far below the 18° is the room temperature.

### WARNING

When the RF thermostat is in the “Auto” mode and the room temperature drops below the minimum temperature, the fire and fan will come on and operate until the room temperature is 3° above the minimum and then turn off, therefore:

- The minimum temperature should be set at a temperature that is not likely to cause the fire to continually turn on and off.
- If leaving the house for an extended period, the RF thermostat should be turned “OFF”.
- As long as the RF thermostat is in the “Auto” mode and the temperature goes below the minimum set temperature, the fire will come on no matter what times are programmed into the thermostat.
- If you are unsure of the operation of the RF thermostat, please contact the manufacturer.

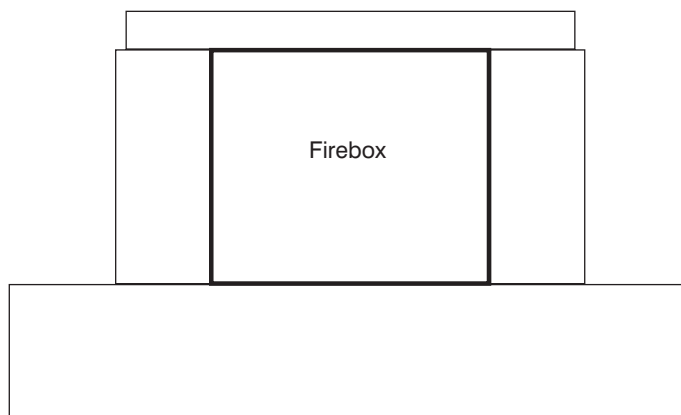
## OPTIONAL MARBLE HEARTH AND/OR MARGIN SET



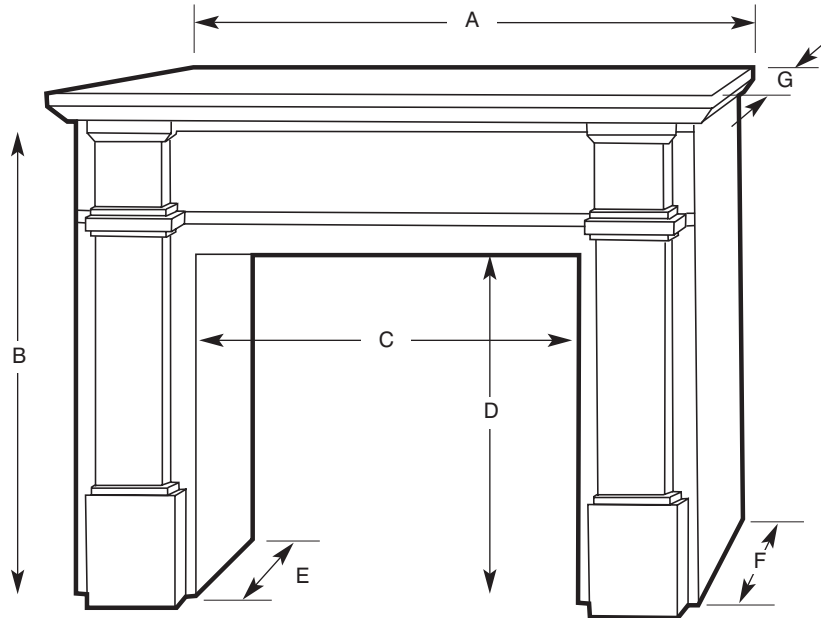
MODEL	A	B	C	D	E	F
600 FLUSH	1190	200	820	200	375	1695
900 FLUSH	1340	180	820	180	375	1840
600 BOX	988	118	820	120	375	1695
900 BOX	1138	78	820	80	375	1840

### Marble Margin Set Installation Procedure

1. Install Captiva with trim removed.
2. Install marble up to the fire flange. Use liquid nails to fix to wall. Marble should look like the diagram below once it has been installed and before mantelpiece has been attached.
3. Refit trim over the marble.



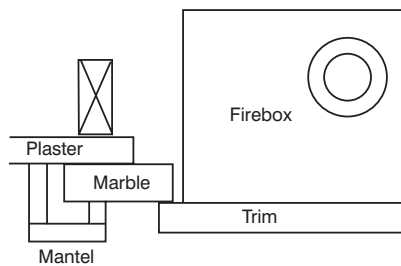
## OPTIONAL MANTELPiece INSTALLATION



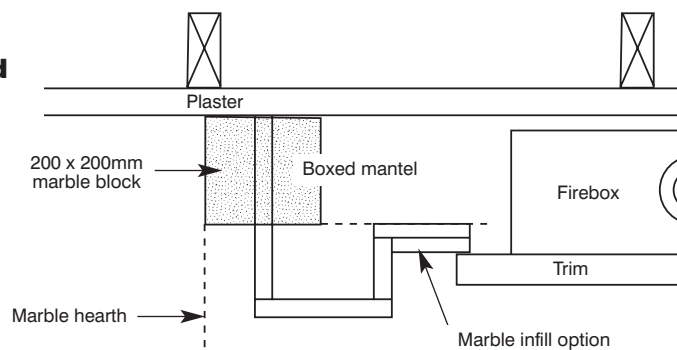
### MANTELPiece DIMENSIONS

MODEL	A	B	C	D	E	F	G
600 FLUSH	1695	1240	990	940	60	80	240
900 FLUSH	1840	1240	1140	900	60	80	240
600 BOX	1695	1240	750	820	20	320	430
900 BOX	1840	1240	980	820	20	320	430

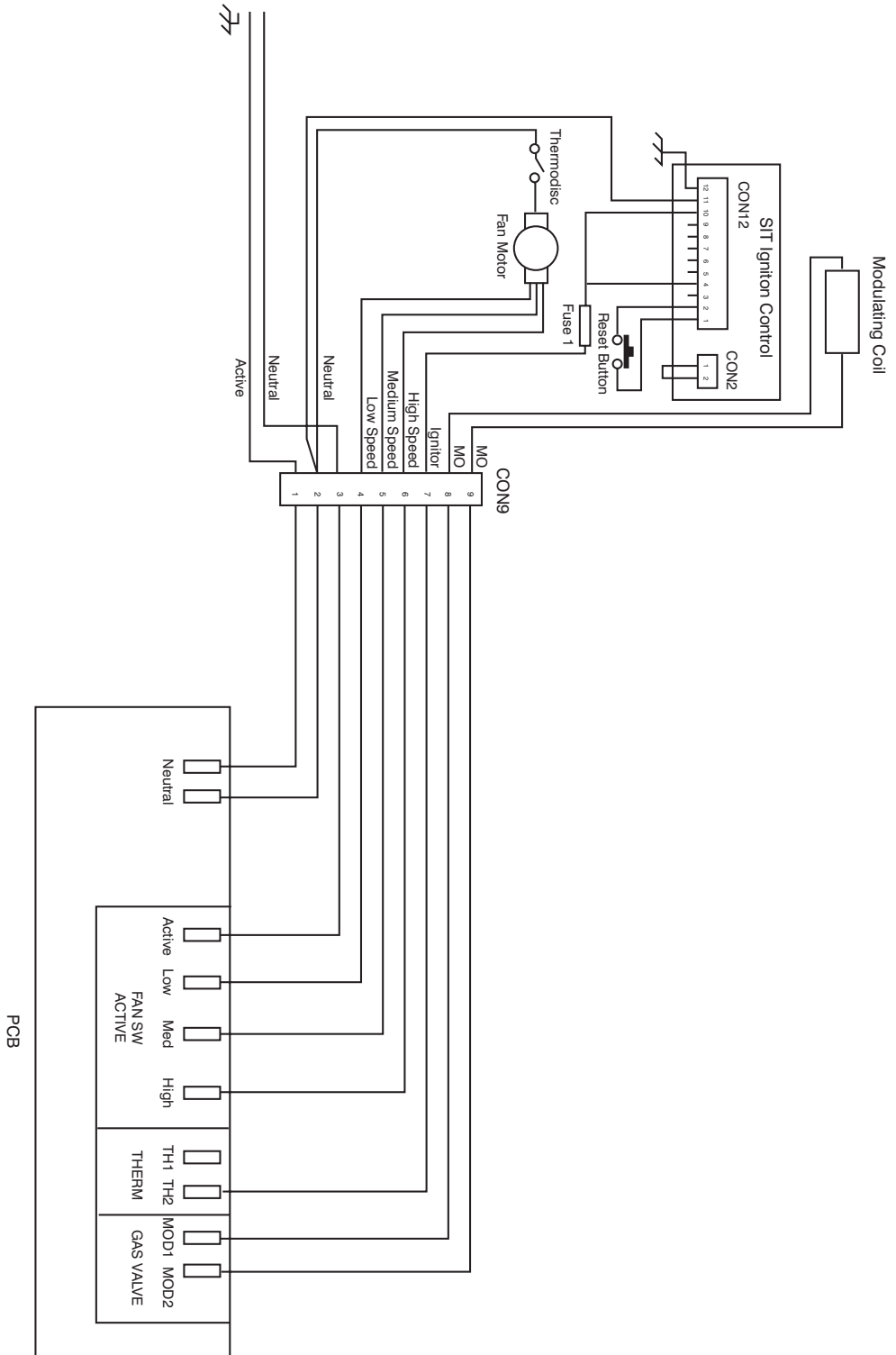
### Captiva Flush



### Captiva Boxed



# ELECTRICAL DIAGRAM









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