

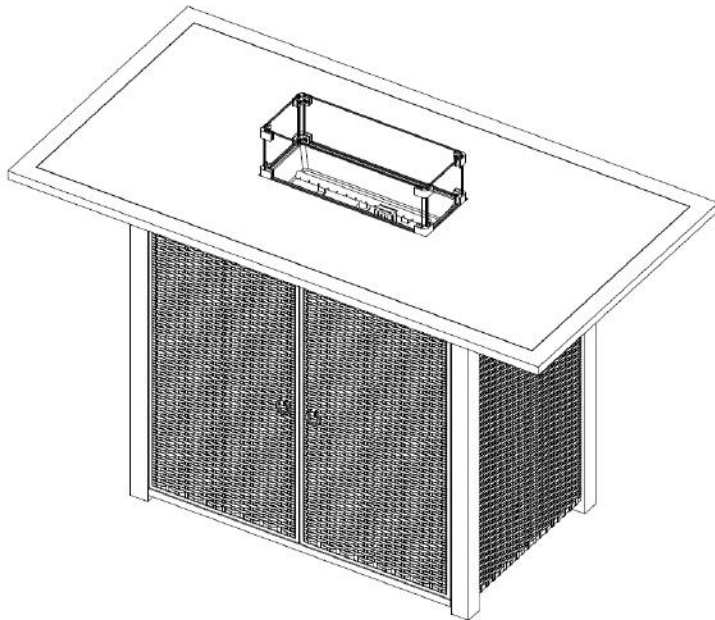


OWNER'S MANUAL

BAR HEIGHT SLATE TOP FIRE PIT

MODEL #AFP-BAR-SLT

AZPH-AS



DANGER

If you smell gas:
1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call you gas supplier or fire department.

WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING: For Outdoor Use Only

DANGER	CARBON MONOXIDE HAZARD This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, car or home.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Read the installation, operating, and maintenance instructions thoroughly before installing or servicing this equipment.

Precaution!
The Powder Coating paint process has become the most common widely used application in the outdoor furniture category. Unfortunately powder coating is extremely sensitive to Humidity and Moisture. A simple process to protect your furniture, especially flat surfaces is to apply a simple coat of good quality car wax prior to using. If this process is done every few months it will protect your furniture for years to come.

Conforms to ANSISTD Z21.97-2017 Certified to CSA STD 2.41-2017 Outdoor decorative Gas Appliance.



Intertek

5010198

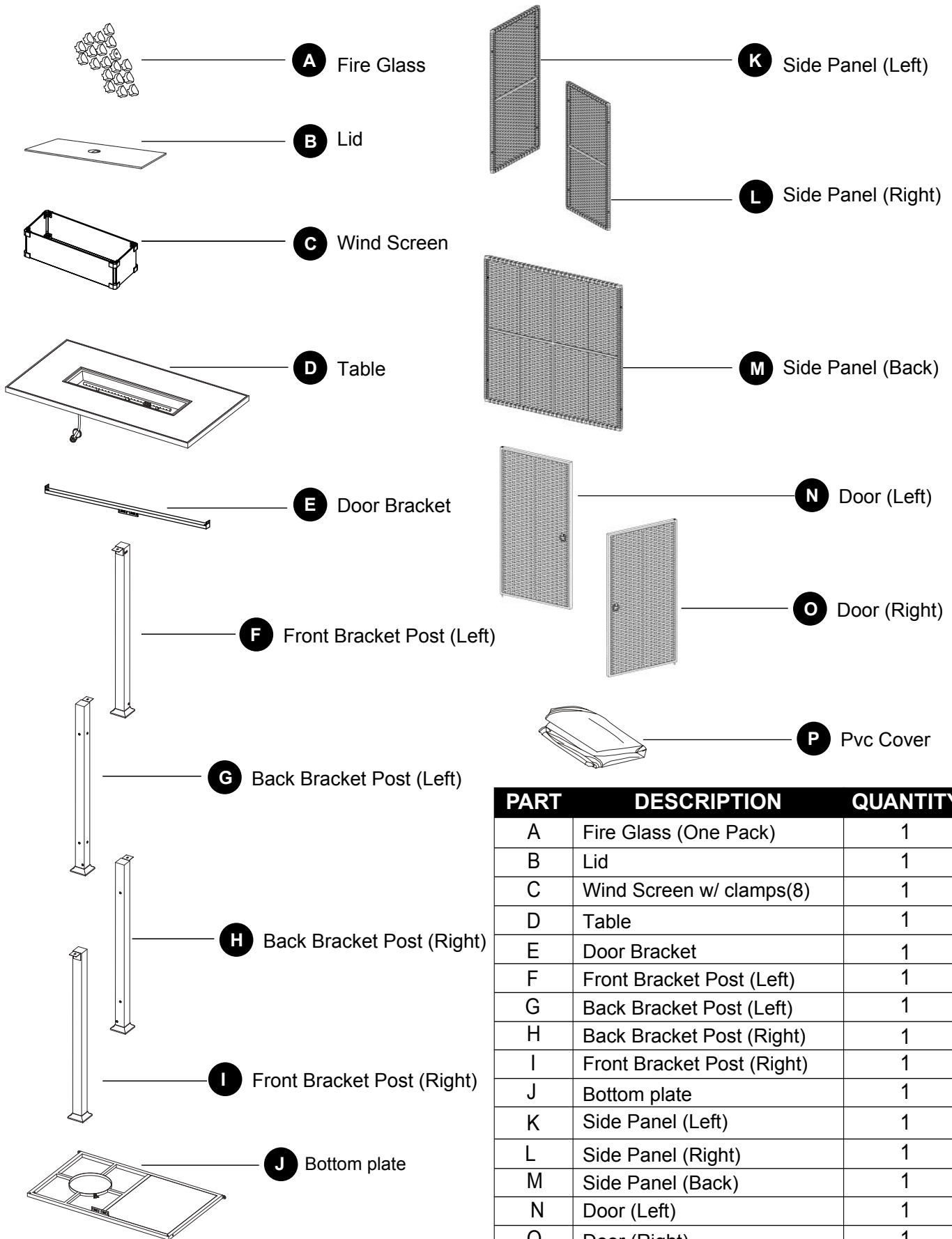
ATTACH YOUR RECEIPT HERE

Serial Number _____ Purchase Date _____



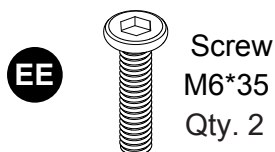
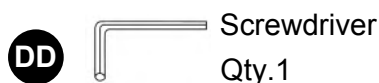
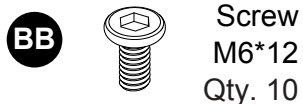
Questions, problems, missing parts? For small parts please call 1-888-775-1330 for assistance, 8 a.m. - 4 p.m., MST, Monday - Friday. For damaged product, you may have to return to the retailer.

PACKAGE CONTENTS



PART	DESCRIPTION	QUANTITY
A	Fire Glass (One Pack)	1
B	Lid	1
C	Wind Screen w/ clamps(8)	1
D	Table	1
E	Door Bracket	1
F	Front Bracket Post (Left)	1
G	Back Bracket Post (Left)	1
H	Back Bracket Post (Right)	1
I	Front Bracket Post (Right)	1
J	Bottom plate	1
K	Side Panel (Left)	1
L	Side Panel (Right)	1
M	Side Panel (Back)	1
N	Door (Left)	1
O	Door (Right)	1
P	Pvc Cover	1

HARDWARE CONTENTS (shown actual size)



SAFETY INFORMATION

Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any questions regarding the product, please call customer service at **1-888-775-1330**, 8 a.m. - 4 p.m., MST, Monday - Friday.

This manual contains important information about the assembly, operation and maintenance of this fire pit. General safety information is presented in these first few pages and is also located throughout the manual. Keep this manual for future reference and to educate new users of this product. This manual should be read in conjunction with the labeling on the product. Safety precautions are essential when any mechanical or propane fueled equipment is involved. These precautions are necessary when using, storing, and servicing. Using this equipment with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always heed these precautions, as they are essential when using any mechanical or fueled equipment.

DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

DANGER

Failure to comply with the precautions and instructions provided with this fire pit can result in death, serious bodily injury and property loss or damage from hazards of fire, explosion, burn, asphyxiation, and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this fire pit.

DANGER

FOR YOUR SAFETY

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call you gas supplier or fire department.

Solid fuels shall not be burned in this appliance.

SAFETY INFORMATION

DANGER

- EXPLOSION - FIRE HAZARD
- Keep solid combustibles, such as building materials, paper or cardboard, a safe distance away from the fire pit as recommended by the instructions.
- Provide adequate clearances around air openings into the combustion chamber.
- Never use the fire pit in spaces which do or may contain volatile or airborne combustibles, or products such as gasoline, solvents, paint thinner, dust particles or unknown chemicals.
- During operation, this product can be a source of ignition. Keep fire pit area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapors and liquids. Do not use fire pit in areas with high dust content. Minimum fire pit clearances from combustible materials: two (2) feet from the sides & two (2) feet from the rear, 6 feet from ceiling.

DANGER

- EXPLOSION - FIRE HAZARD
- Never store propane near high heat, open flames, pilot lights, direct sunlight, other ignition sources or where temperatures exceed 120 degrees F (49°C).
- Propane vapors are heavier than air and can accumulate in low places. If you smell gas, leave the area immediately.
- Never install or remove propane cylinder while fire pit is lighted, near flame, pilot lights, other ignition sources or while fire pit is hot to touch.
- This fire pit is red hot during use and can ignite flammables too close to the burner. Keep flammables at least 2 feet from sides & 2 feet from rear, 6 feet from ceiling. Keep gasoline and other flammable liquids and vapors well away from fire pit.
- Store the propane cylinder outdoors in a well ventilated space out of reach of children. Never store the propane cylinder in an enclosed area (house, garage, etc.). If fire pit is to be stored indoors, disconnect the propane cylinder for outdoor storage.

WARNING

We cannot foresee every use which may be made of our fire pit. Check with your local fire safety authority if you have questions about fire pit use. Other standards govern the use of fuel gases and heat producing products for specific uses. Your local authorities can advise you about these.

DANGER

- CARBON MONOXIDE HAZARD
- This fire pit is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block air flow into or out of the fire pit.
- Carbon Monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue and possibly death. You can't see it and you can't smell it. It's an invisible killer. If these symptoms are present during operation of this product get fresh air immediately!
- For outdoor use only.
- Never use inside house, or other unventilated or enclosed areas.
- This fire pit consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

WARNING

WARNING indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

WARNING: For Outdoor Use Only

DANGER



CARBON MONOXIDE HAZARD
This appliance can produce carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent, car or home.

WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.

SAFETY INFORMATION

WARNING

California Proposition 65
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.

WARNING

BURN HAZARD

- Never leave fire pit unattended when hot or in use.
- Keep out of reach of children.

WARNING

Certain materials or items, when stored under the fire pit, will be subjected to radiant heat and could be seriously damaged.

CAUTION

SERVICE SAFETY

- Keep all connections and fittings clean. Make sure propane cylinder valve outlet is clean.
- During set up, check all connections and fittings for leaks using soapy water. Never use a flame.
- Use as a heating appliance only. Never alter in any way or use with any device.

CAUTION

CAUTION indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate personal injury, or property damage.

WARNING

- This product is fueled by propane gas. Propane gas is invisible, odorless, and flammable. An odorant is normally added to help detect leaks and can be described as a “rotten egg” smell. The odorant can fade over time so leaking gas is not always detectable by smell alone.
- Propane gas is heavier than air and leaking propane will sink to the lowest level possible. It can ignite by ignition sources including matches, lighters, sparks or open flames of any kind many feet away from the original leak. Use only propane gas set up for vapor withdrawal.
- Store or use propane gas in compliance with local ordinances and codes or with ANS/NFPA 58. Turn off propane when not in use.

WARNING

- Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing.
- Carefully supervise young children when in the vicinity of the fire pit.
- Do not hang clothing or any other flammable materials from the fire pit, or place on or near the fire pit.
- Replace any guard or protective device removed for servicing the appliance prior to placing back in service.
- Installation and repair should be done by a qualified service person. The fire pit should be inspected before use and annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageway of the appliance be kept clean.

WARNING

Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control that has been under water.

PREPARATION

Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents above. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.

Estimated Assembly Time: 60 minutes

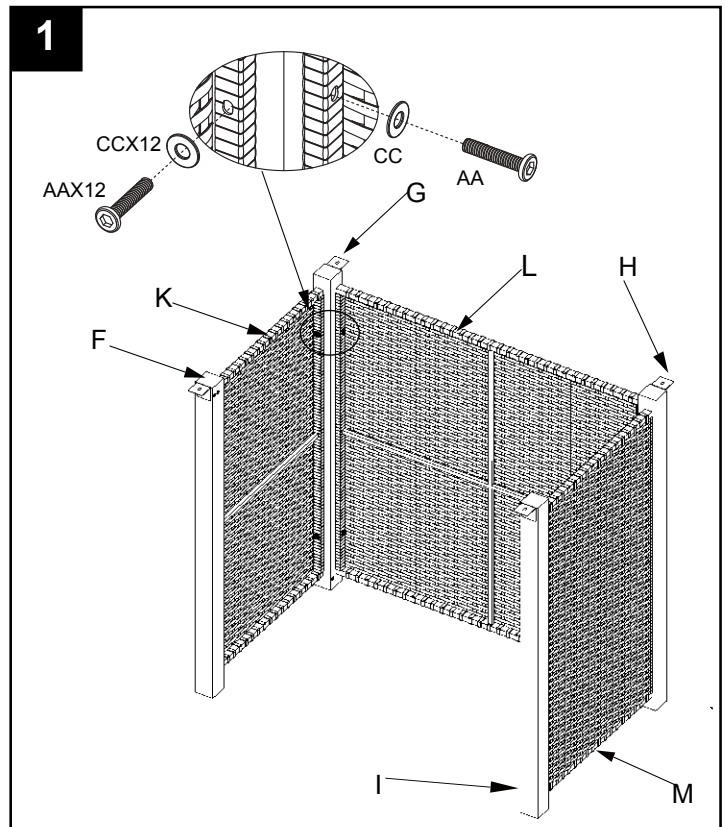
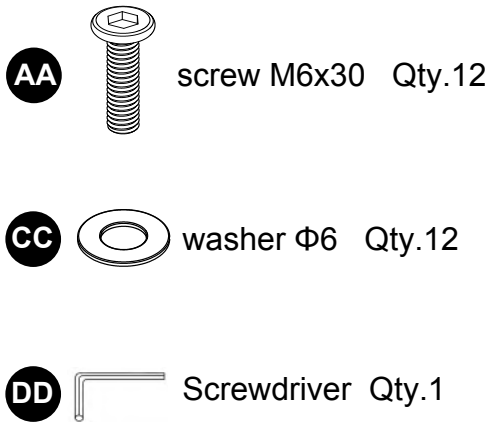
Tools Required for Assembly (not included):

Phillips screwdriver w/ medium blade. Leak Detection Solution.

ASSEMBLY INSTRUCTIONS

1. Place the Side Panel(K&M&L) Connecting all table legs(F&G&H&I) ,Attach it with 12pcs screws M6x30(AA)and 12pcs M6 washers(CC), using the Screwdriver(DD).

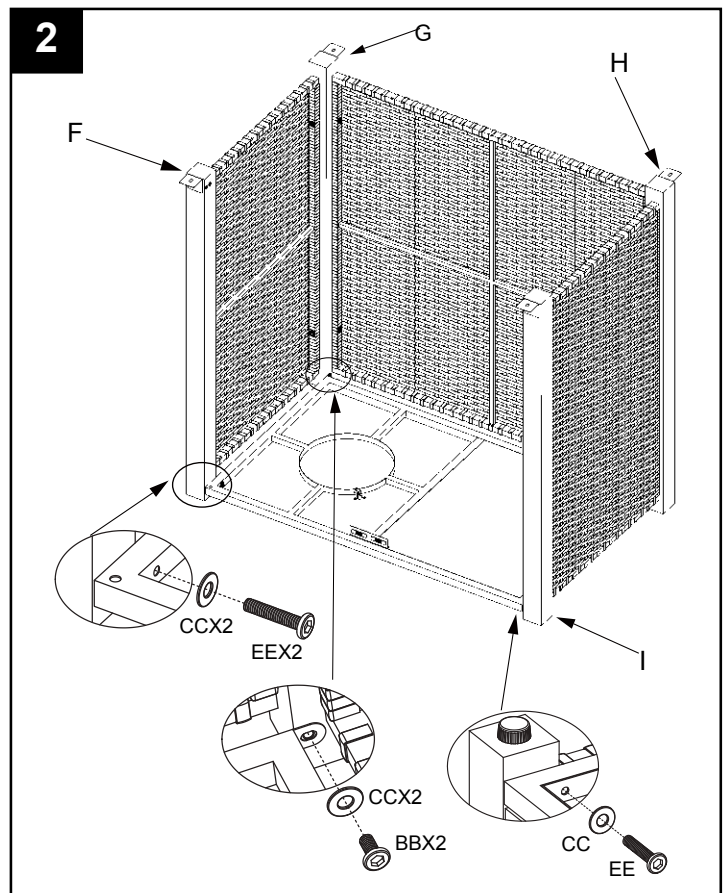
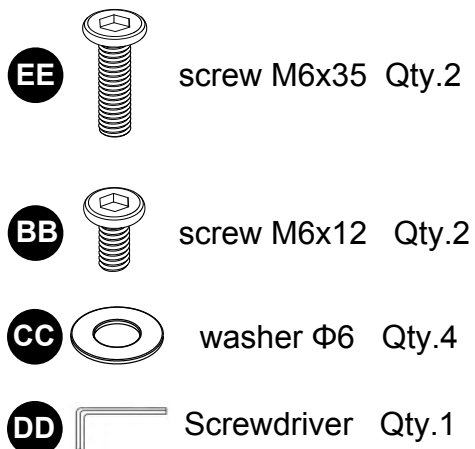
Hardware Used



2.(1)Assemble the (F)Front Bracket Post (Left)&(I)Front Bracket Post (Right) Connecting (J)Bottom plate ,Attach it with 2pcs screws M6x35(EE)and 2pcs M6 washer(CC), using the Screwdriver(DD).

(2)Assemble the (G)Back Bracket Post (Left)&(H)Back Bracket Post (Right) Connecting (J)Bottom plate ,Attach it with 2pcs screws M6x12 (BB)and 2pcs M6 washer(CC), using the Screwdriver(DD).


Hardware Used




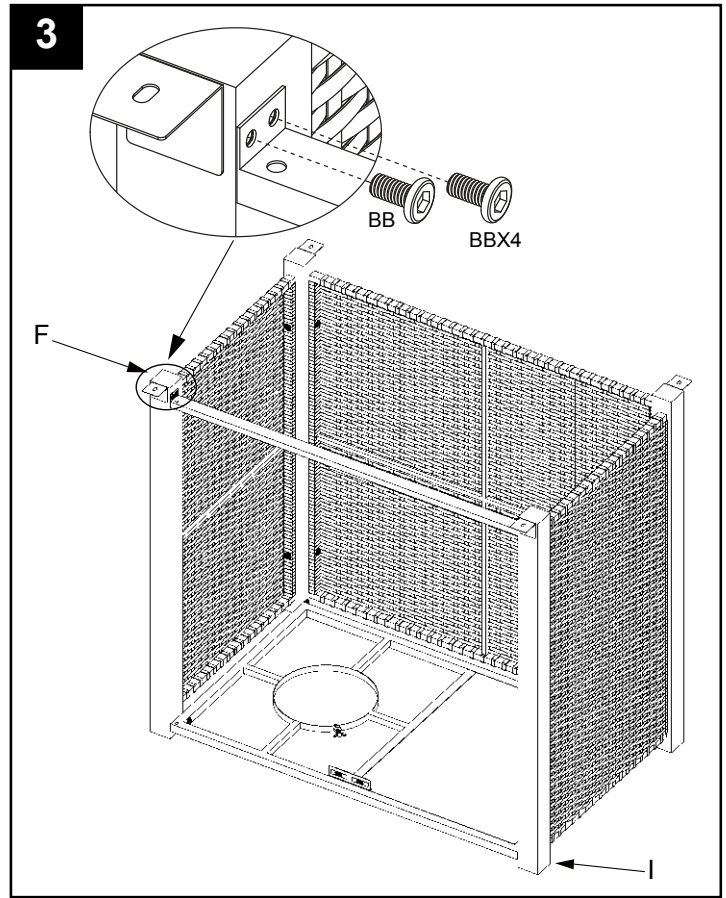
ASSEMBLY INSTRUCTIONS

3. Assemble the (E) Door Bracket onto the (F) Front Bracket Post (Left) & (I) Front Bracket Post (Right). secure them with 4pcs screws M6x12 (BB) using the Screwdriver (DD).

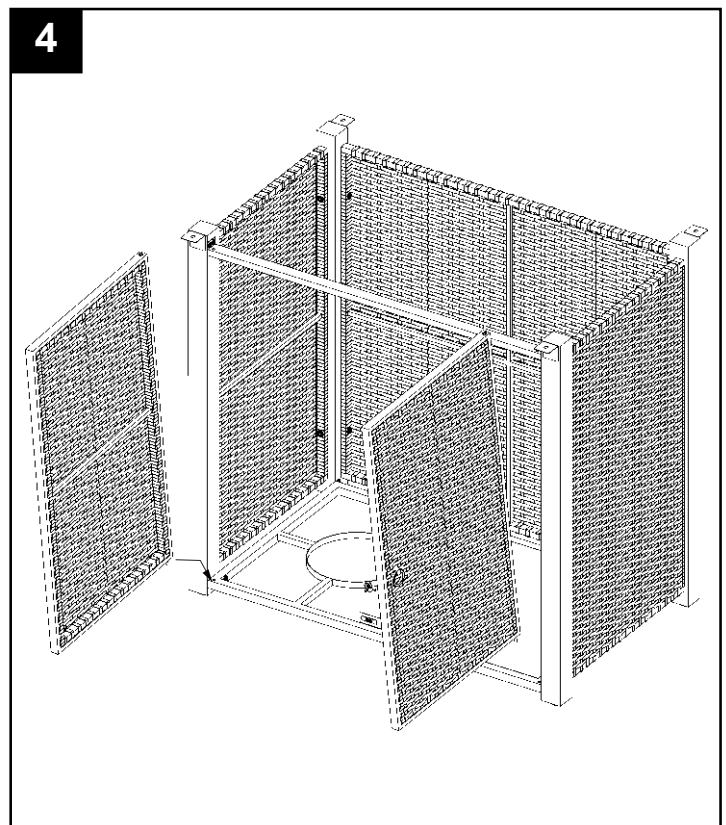
Hardware Used

BB  screw M6x12 Qty.4

DD  Screwdriver Qty.1



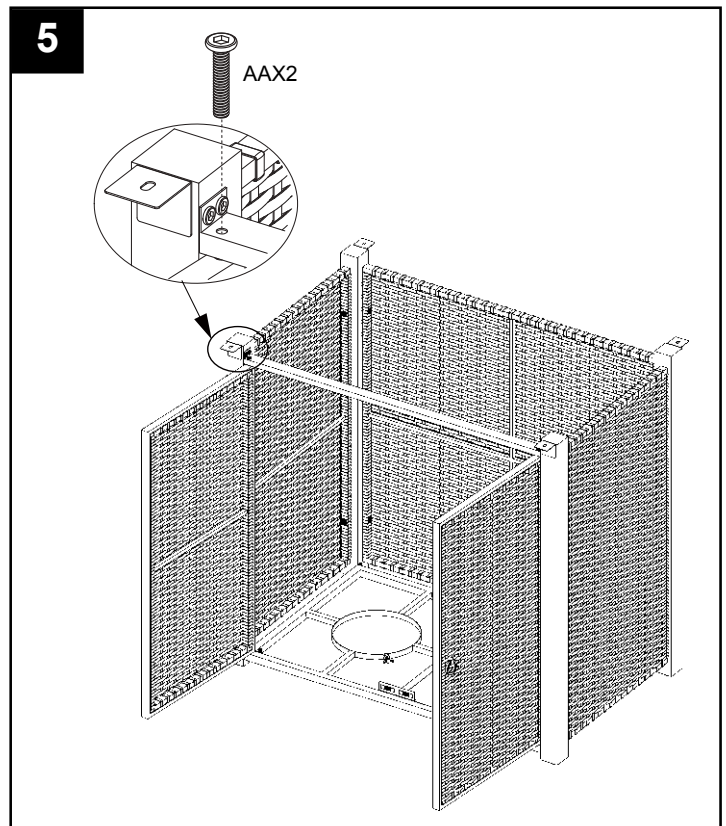
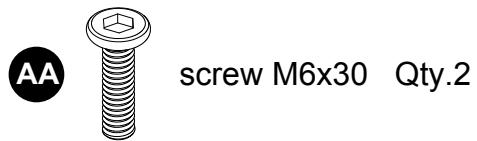
4. Assemble the (N) Door (Left) & (O) Door (Right) to the (J) Bottom plate. Please see the picture on the right.



ASSEMBLY INSTRUCTIONS

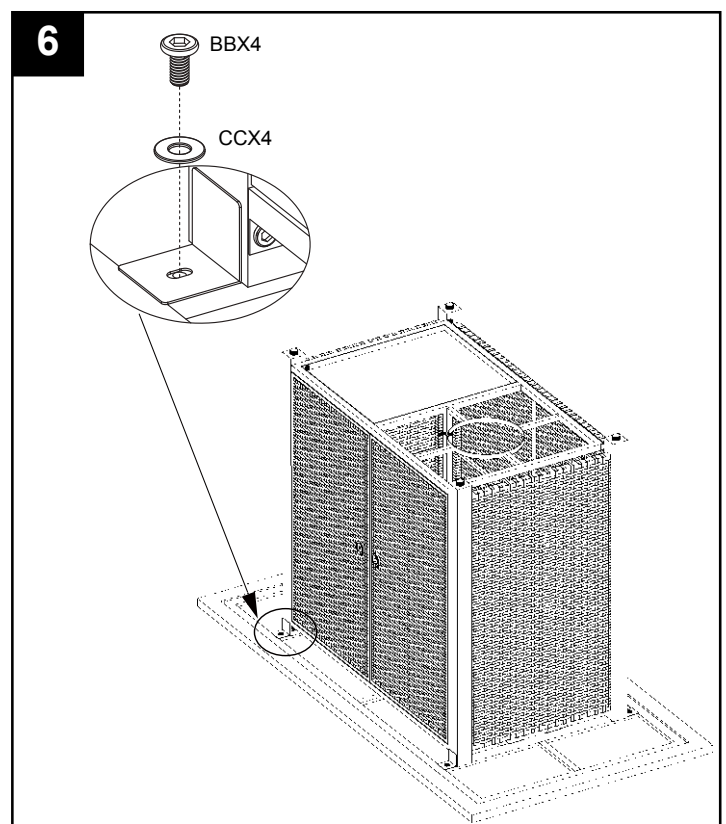
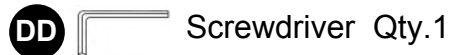
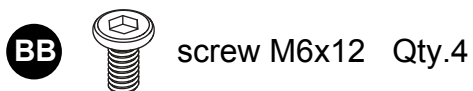
5. Secure the left and right doors to the door bracket, using 2 pcs screws M6x30 (AA) and the Screwdriver (DD).

Hardware Used



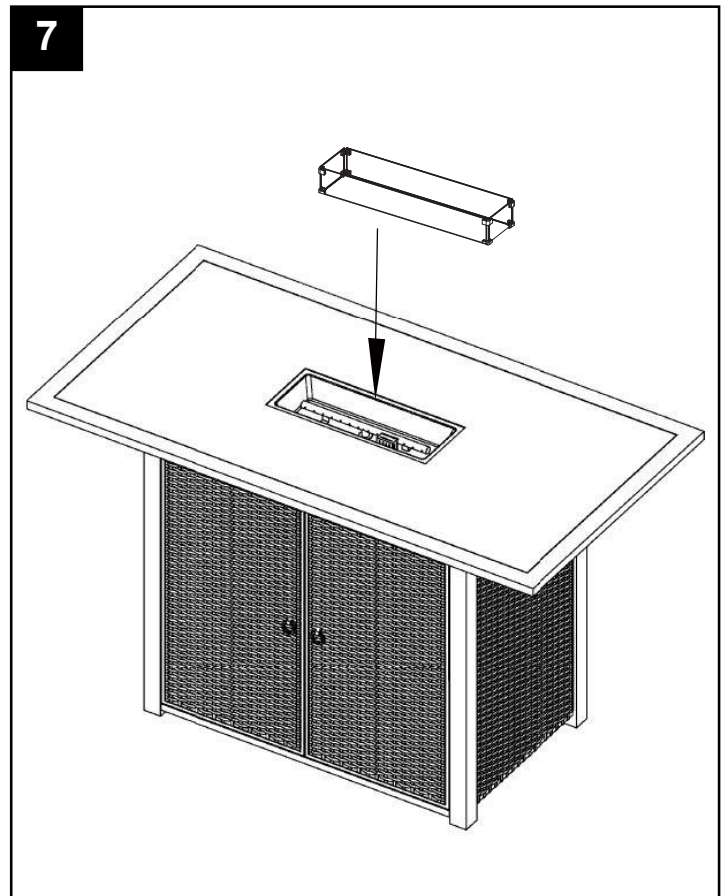
6. Attach the assembled base to the bottom of top using 4pcs M6x12 screws (BB), and 4pcs M6 washers (CC), using the Screwdriver (DD). Tighten the Bolts.

Hardware Used



ASSEMBLY INSTRUCTIONS

7. Assembly the wind screen with clamps and place onto the fire table.



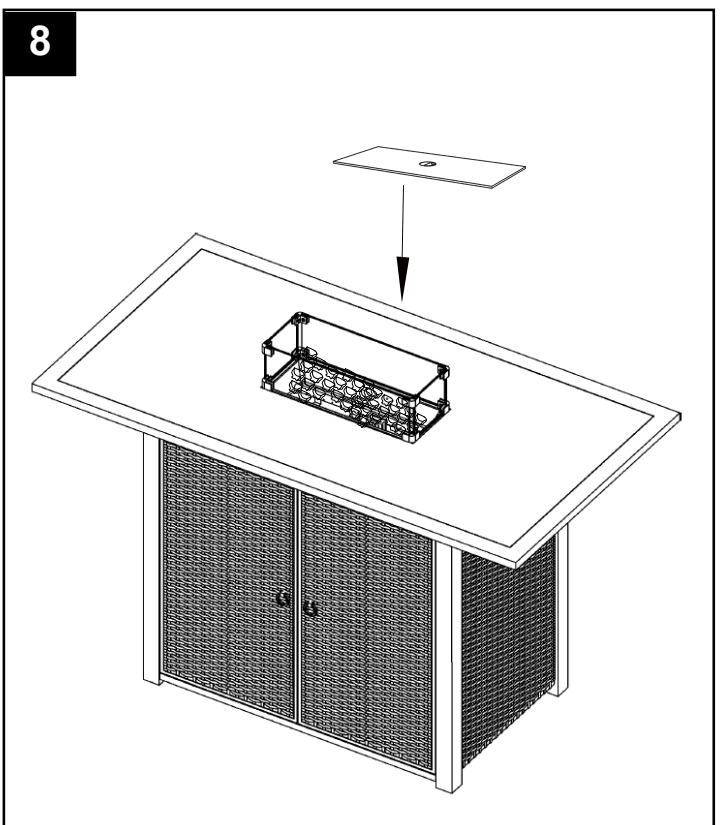
8. Put glass (one pack) (A) above the burner and put the lid above the burner assembly.

Please Note

Do not surround the striker box with fire glass - keep 1/4" away from all sides

CAUTION:

Lid must be removed when burner is in operation.



ASSEMBLY INSTRUCTIONS

9. Connect hose and regulator to cylinder.

The propane gas and cylinder are sold separately. Use a standard 20 lb. propane cylinder only. Use this heater only with a propane vapor withdrawal supply system. See chapter 5 of the standard for storage and handling of liquefied petroleum gas, ANS/NFPA 58. Your local library or fire department should have this book.

Storage of an appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance. A cylinder must be stored outdoors in a well-ventilated area out of the reach of children. A disconnected cylinder must have dust caps tightly installed and must not be stored in a building, garage or any other enclosed area. The maximum inlet gas supply pressure: 250 psi /1750 kPa. The minimum inlet gas supply pressure: 5 psi /35kPa. The minimum hourly of 10000 Btu /2.93 kW is required input rating for an appliance for automatic operation at ratings less than full input rating. The pressure regulator and hose assembly supplied with the appliance must be used.

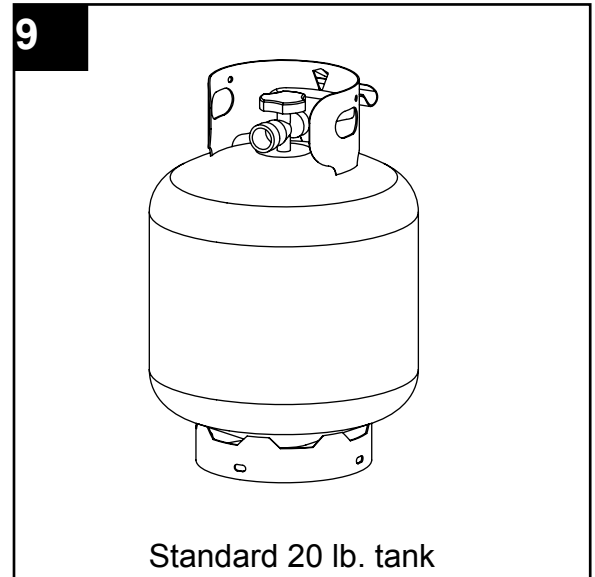
Properly locating the gas hose including locating the hose out of pathways where people may trip over it or in areas where the hose may be subject to accidental damage.

A dented, rusted or damaged propane cylinder may be hazardous and should be checked by your cylinder supplier. Never use a propane cylinder with a damaged valve connection.

The propane cylinder must be constructed and marked in accordance with the specifications for LP gas cylinders of the U.S. Department of Transportation (DOT) or the standard for cylinders, spheres and tubes for transportation of dangerous goods and commission, CAN/CSA-B339.

The cylinder must have a listed overfilling prevention device.

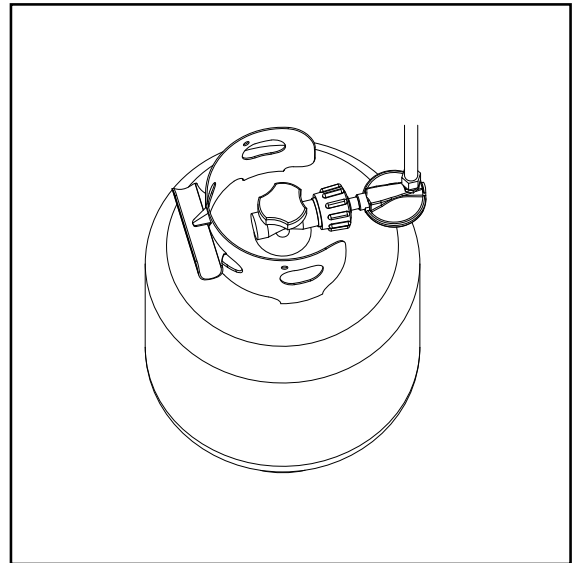
The cylinder must have a connection device compatible with the connection for the appliance.



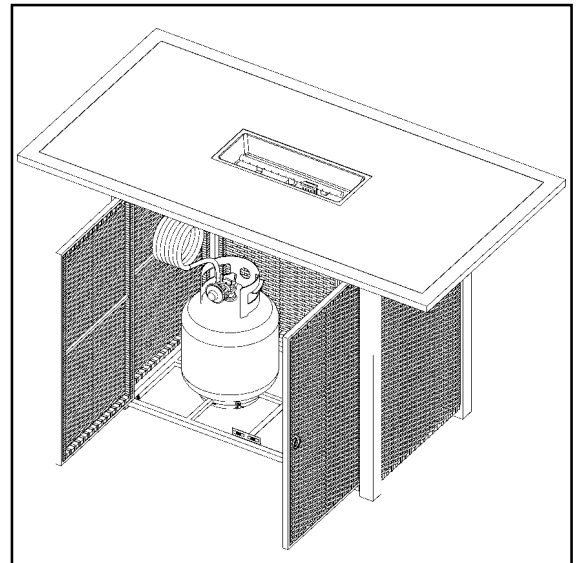
ASSEMBLY INSTRUCTIONS

The knob on the LP tank must be closed. Make sure that the knob is turned clockwise to a full stop. The cylinder supply system must be arranged for vapor withdrawal. Check that the control knob on the control unit is turned off. Hold the regulator in one hand and insert the nipple into the valve outlet. Be sure the nipple is centered in the valve outlet. The coupling nut connects to the large outside threads on the valve outlet. Hand-tighten the coupling nut clockwise until it comes to a full stop. Firmly tighten by hand only.

To Disconnect: Fully close the tank valve by turning clockwise. Turn the coupling nut counterclockwise until the regulator assembly detaches.



The cylinder used must include a collar to protect the cylinder valve.
Never connect an unregulated propane cylinder to the heater. Attach regulator to cylinder. Complete attachment. Fasten cylinder with strap, install cylinder.
The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2psi (3.5kPa).
Other cylinders may be acceptable for use with the appliance provided they are compatible with the appliance retention means.



- Do not store a spare LP-gas cylinder under or near this appliance;
- Never fill the cylinder beyond 80 percent full;
- Place the dust cap on the cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve that is provided with the cylinder valve. Other type of caps or plugs may result in leakage of propane.

ATTENTION: THIS PRODUCT IS NOT FOR COMMERCIAL USE INTENDED FOR RESIDENTIAL USE ONLY.

Do not sit or stand on this table .

Keep children away during assembly, This item contains small parts which can be swallowed by children.

Do not use indoors and inside any enclosure.

Retain the assembly instruction for future reference.

Installer – Please leave these instruction with the owner.

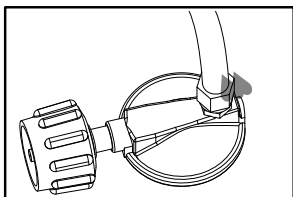
Please quote following FQC NO. when contacting service center.

OPERATION INSTRUCTIONS

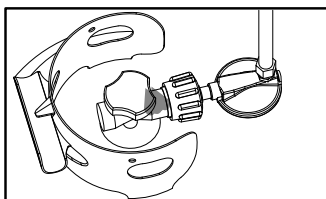
Leak Check

WARNING

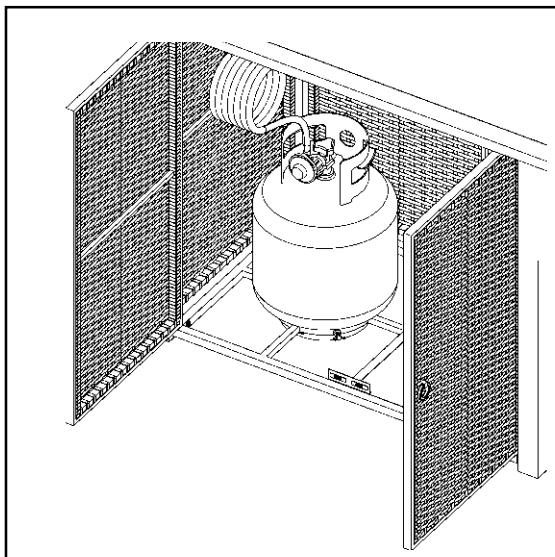
- Perform all leak tests outdoors.
- Extinguish all open flames.
- NEVER leak test when smoking.
- Do not use the heater until all connections have been leak tested and do not leak.



Hose / Regulator connection



Regulator / Cylinder connection



DANGER

NEVER USE A LIGHTER/FLAME TO CHECK FOR GAS LEAKS.

1. Make 2-3 oz. of leak check solution (one part liquid dishwashing detergent and three parts water).
2. Apply several drops of solution where hose attaches to regulator.
3. Apply several drops of solution where regulator connects to cylinder.
4. Make sure all fire pit and light valves are OFF.
5. Turn cylinder valve ON.

If bubbles appear at any connection, there is a leak.

1. Turn cylinder valve OFF.
2. If leak is at hose/regulator connection: tighten connection and perform another leak test. If bubbles continue appearing, the hose should be returned to the place of purchase.
3. If leak is at regulator/cylinder valve connection: disconnect, reconnect, and perform another leak check. If you continue to see bubbles after several attempts, cylinder valve is defective and should be returned to cylinder's place of purchase.

If NO bubbles appear at any connection, the connections are secure.

NOTE: Whenever gas connections are loosened or removed, you must perform a complete leak test. Complete installation.

OPERATION INSTRUCTIONS

DANGER

- CARBON MONOXIDE HAZARD
- For outdoor use only. Never use inside house, or other unventilated or enclosed areas. This fire pit consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

WARNING

Very hot while in a operation!
Never lean over the fireplace while in use.
Do not touch tile of spark guard while the fire pit is in operation, wait until the fire pit has cooled down after use.
Failure to comply with these instructions may result in serious bodily injury.

Caution: Do not attempt to operate until you have read and understand all General Safety Information in this manual and all assembly is complete and leak checks have been performed.

Before Turning Gas Supply ON:

1. Your fire pit was designed and approved for outdoor use only. Do NOT use it inside a building, garage, or any other enclosed area.
2. Make sure surrounding areas are free of combustible materials, gasoline, and other flammable vapors or liquids.
3. Ensure that there is no obstruction to air ventilation. Be sure all gas connections are tight and there are no leaks.
4. Be sure the cylinder cover is clear of debris. Be sure any component removed during assembly or servicing is replaced and fastened prior to starting.

Before Lighting:

1. Fire pit should be thoroughly inspected before each use, and by a qualified service person at least annually. If relighting a hot fire pit, always wait at least 5 minutes.
2. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested. If the hose leaks, it must be replaced prior to operation. Only use the replacement hose assembly specified by manufacturer.
3. Inspect the burner at intervals recommended by the manufacturer. The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged. Only use the replacement burner shall be that specified by the manufacturer.

Lighting:

- 1) Turn the control knob to the “OFF” position (Figure a).
- 2) Fully open LP cylinder valve.
- 3) Push in gas control knob and turn counterclockwise to “IGNITER” (Figure b) to light the fire pit. If needed, keep depressing and turning control knob counterclockwise until the heater lights (You should hear a clicking sound).
- 4) After fire pit lights, release control knob. Push in and turn the control knob to the “HIGH”, then release control knob. If you want a lower temperature, push in the control knob and turn counterclockwise to the “LOW” (Figure c).

Note: Improper operation, can cause injury or property damage. If burner fails to remain lit, all valves should be closed and a waiting period of at least 5 minutes should pass before attempting to light.

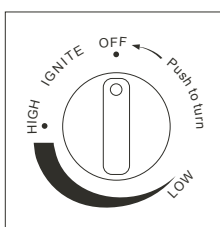


Figure a

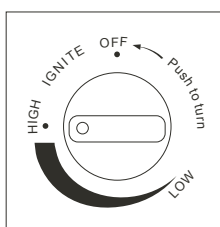


Figure b

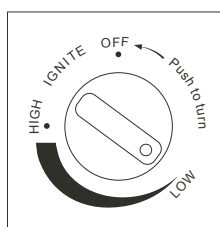
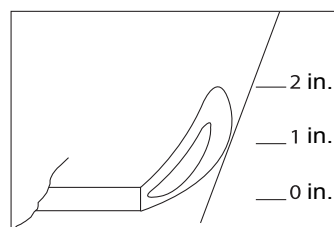
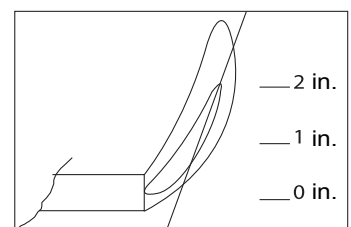


Figure c



Normal



Abnormal

OPERATION INSTRUCTIONS

WARNING

FOR YOUR SAFETY

Be careful when attempting to manually ignite this fire pit. Holding in the control knob for more than 10 seconds before igniting the gas will cause a ball of flame upon ignition.

When fire pit is ON:

Burner will display tongues of blue and yellow flame. These flames should not be yellow or produce thick black smoke, indicating an obstruction of airflow through the burners. The flame should be blue with straight yellow tops. If excessive yellow flame is detected, turn off heater and consult “Troubleshooting” on page 19.

Re-lighting:

1. Turn control knob to OFF.
2. Repeat the “Lighting” steps on prior page.

WARNING

FOR YOUR SAFETY

Fire pit will be hot after use. Handle with extreme care.

Shut Down:

1. To extinguish burner depress control knob and continue to turn it clockwise to OFF.
2. Turn cylinder valve clockwise to OFF and disconnect regulator when heater is not in use.

Operation Checklist

For a safe and pleasurable heating experience, perform this check before each use.

Before Operating:

1. I am familiar with entire owner’s manual and understand all precautions noted.
2. All components are properly assembled, intact and operable.
3. No alterations have been made.
4. All gas connections are secure and do not leak.
5. Wind velocity is below 10 mph.
6. Unit will operate at reduced efficiency below 40°F.
7. Fire pit is outdoors (outside any enclosure).
8. There is adequate fresh air ventilation.

OPERATION INSTRUCTIONS

9. Fire pit is away from gasoline or other flammable liquids or vapors.
10. Fire pit is away from windows, air intake openings, sprinklers and other water sources.
11. Fire pit is at least 24 in. on rear and at least 24 in. on sides from combustible materials.
12. Fire pit is on a hard and level surface.
13. There are no signs of spider or insect nests.
14. All burner passages are clear.
15. All air circulation passages are clear.
- 16. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.**
- 17. Young children should be carefully supervised when they are in the area of the fire pit.**
- 18. Clothing or other protective material should not be hung from the fire pit, or placed on or near the fire pit.**
- 19. Any guard or other protective device removed for servicing the fire pit must be replaced prior to operating the fire pit.**
- 20. Installation and repair should be done by a qualified service person. The fire pit should be inspected before use and at least annually by a qualified service person.**
- 21. More frequent cleaning may be required as necessary. It is imperative that control compartment, burner and circulating air passageways of the fire pit be kept clean.**

After Operation

1. Gas control is in OFF position.
2. Gas Tank valve is OFF.
3. Disconnect Gas line.

CARE AND MAINTENANCE

WARNING

FOR YOUR SAFETY:

- Do NOT touch or move fire pit for at least 45 minutes after use.
- Reflector is hot to the touch.
- Allow reflector to cool before touching.

To enjoy years of outstanding performance from your fire pit, make sure you perform the following maintenance activities on a regular basis:

Keep exterior surfaces clean.

1. Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents.
2. While cleaning your unit, be sure to keep the area around the burner dry at all times. Do not submerge the control valve assembly. If the gas control is submerged in water, do NOT use it. It must be replaced.
 - a. Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
 - b. Do not obstruct the flow of combustion and ventilation air.
 - c. Keep the ventilation opening(s) of the cylinder enclosure free and clear from debris.
3. Air flow must be unobstructed. Keep controls, burner, and circulating air passageways clean. Signs of possible blockage include:

CARE AND MAINTENANCE

- Gas odor with extreme yellow tipping of flame.
- Fire pit does NOT reach the desired temperature.
- Fire pit glow is excessively uneven.
- Fire pit makes popping noises.
- Spiders and insects can nest in burner or orifices. This dangerous condition can damage fire pit and render it unsafe for use. Clean burner holes by using a heavy-duty pipe cleaner. Compressed air may help clear away smaller particles.
- Carbon deposits may create a fire hazard. Clean dome and burner screen with warm soapy water if any carbon deposits develop.



Note: In a salt-air environment (such as near an ocean), corrosion occurs more quickly than normal. Frequently check for corroded areas and repair them promptly.

TIP:

Use high-quality automobile wax to help maintain the appearance of your fire pit. Apply to exterior surfaces only. Do not apply to burner.

Storage

Between uses:

- Turn Control Knob OFF.
- Disconnect LP source.
- Store fire pit upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover fire pit to protect exterior surfaces and to help prevent build-up in air passages.

Note: Wait until fire pit is cool before covering.

During periods of extended inactivity or when transporting:

- Turn Control Knob OFF.
- Disconnect LP source and move to a secure, well-ventilated location outdoors.
- Store fire pit upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover fire pit to protect exterior surfaces and to help prevent build-up in air passages. Never leave LP cylinder exposed to direct sunlight or excessive heat.

Note: Wait until fire pit is cool before covering.

Service

Only a qualified service person should repair gas passages and associated components.

Caution: Always allow fire pit to cool before attempting service.

TROUBLESHOOTING

CUSTOMERS IN USA

For small parts please call **1-888-775-1330** for assistance. For damaged product, you may have to return to the retailer.

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Pilot won't light	Cylinder valve is closed	Open valve
	Blockage in orifice or pilot tube	Clean or replace orifice or pilot tube
	Air in gas line	Open gas line and bleed it (pressing control knob in) for not more than 1 - 2 minutes or until you smell gas
	Note: Heater operates at reduced efficiency below 40°F (5°C)	Low gas pressure with cylinder valve fully open
	Igniter fails	Use match to light pilot; obtain new igniter and replace
Pilot won't stay lit	Dirt built up around pilot	Clean dirt from around pilot
	Connection between gas valve and pilot assembly is loose	Tighten connection and perform leak check
	Thermocouple is not operating correctly	Replace thermocouple
Burner won't light	Propane cylinder is frosted over	Wait until the propane cylinder warms up and becomes unfrosted
	Blockage in orifice	Clear blockage
	Control knob is not in ON position	Turn control knob to ON
Burner flame is low	Gas pressure is low	Turn cylinder valve OFF and replace cylinder
	Outdoor temperature is less than 40°F and tank is less than 1/4 full	Use a full cylinder
	Control knob fully ON	Check burner and orifices for blockage
Carbon build-up	Dirt or film on reflector and burner screen	Clean reflector and burner screen
Thick black smoke	Blockage in burner	Remove blockage and clean burner inside and outside

RETURN POLICY

NOTE: Please carefully review the following terms regarding returns. If you have any questions regarding returns, please call **1-888-775-1330** for assistance.

Purchased through an online retailer: Please contact retailer for any and all returns.

AZ Patio Heaters, LLC offers a 30-Day Return Policy on Patio Heaters, Parts and Accessories as specified in the conditions below when purchased directly.

UNOPENED Patio Heaters and Accessories

We can provide a refund (minus shipping and handling fee) on UNOPENED Patio Heaters and Accessories if returned to us within 30 days of the original shipping date to you. The item must be UNOPENED and in NEW condition in order to receive the refund.

Please note: In the case of unopened Patio Heaters and Accessories, there is a 5% Transaction Fee deducted to cover the cost of doing business- i.e., bank fees, credit card processing fees, labor and material costs for processing, packing, and shipping. The original shipping and handling charges are not refundable and are deducted from the refund amount. The minimum Transaction Fee is \$5.00

OPENED Patio Heaters and Accessories

If the Patio Heater or Accessories have been opened but is in new and resalable condition with all the original contents and packaging, we can still provide refunds but there is a 20% Restocking Fee. The 20% Restocking Fee is deducted from the cost of the items only. The original shipping and handling charges are not refundable and are deducted before calculating the refund amount. The item must be returned to, and received by, us within 30 days of the original shipping date to you. Larger items can be subject to a 30% restocking fee. Items not returned in the condition described here may be subject to a higher Restocking Fee or refusal of the return/refund. The minimum Restocking Fee is \$5.00

Non-Returnable Items

Special Order items cannot be returned for any reason.

Items Showing Signs Of Use that are soiled showing signs of daily use.

Items that show any permanent signs of use such as scratches, damage, writing in manual, torn printed materials, etc. are not returnable.

RETURN POLICY

How Do You Return A Product?

If you wish to return an item that qualifies for a return as specified above, please call us at **1-888-775-1330** to receive a return authorization number, instructions for sending the item back, and an address for the return. A return authorization number is required to return a product. If you do not call first to obtain an RA, your item may be refused or result in an increased Restocking Fee. **The item must be returned and received by us within 30 days of the original shipping date to you.** Returns will not be accepted beyond 30 days after the original sale shipping date to you.

Shipping an Item Back

If the item qualifies as returnable as described above, **you are responsible for the safe return shipping on the product you send back.** We do not credit any shipping charges toward the exchange. We can only accept items that are returned without signs of wear and tear and with all the original contents and packaging. Contents consists of any included parts, accessories, and manual without user's notes or markings. Packaging includes all inner and outer packaging, complete with the original barcode affixed. We strongly suggest you ensure any package shipped back to us for the full invoiced amount. Otherwise, we will not be able to accept merchandise damaged by the shipper.

Shipped Items Undelivered, Refused, Incorrect Address, or Recipient Unavailable

If the purchaser and/or the recipient of a shipped item refuses the item upon delivery or the item is shipped back to us undelivered due to the fault of the purchaser giving incorrect or incomplete shipping information or because the recipient was not available at the time of delivery, the purchaser is responsible for all costs of shipping, handling, and processing as stated elsewhere on this page. If the purchaser wishes to have the item reshipped, then the purchaser shall be responsible for all new shipping and handling fees to re-ship the item(s). A Restocking Fee may also apply if purchaser refused delivery or as a result of delivery exceptions as stated above, as well as from a typical return as described above. Items not returned in the same condition they originally ship in may be subject to a higher Restocking Fee or refusal of the return/refund.

Refunds

RETURN POLICY

For credit card purchases

We will credit back only to the same credit card that was used for the original purchase. Credits or Refunds will be issued within 10 days of receipt of the authorized return. Merchandise must be in original condition, with all packing materials, manual, and other original components intact, in the original packaging. We reserve the right to charge for missing manuals, packaging, parts or other original items not returned. Any refused shipment that is returned to us, customer will be responsible for payment of both outbound and inbound shipping charges related to the returned product. For purchases made with a check or money order, a refund is made by means of a check issued only to the original purchaser.

Shipping Fee Policy

All refunds, credits, and exchanges are for the value of the equipment only. The original shipping and handling charges are not refundable and are deducted from the refund amount.

Backorder Policy

AZ Patio Heaters, LLC is not obligated to deliver backordered items that have become unavailable to us. This includes, but is not limited to, items that have been discontinued by the manufacturer. If a backordered item becomes unavailable, the unfulfilled part of the order will be cancelled. You will then have the option of canceling any remaining unshipped items in the order or proceeding to purchase the remaining available items at an agreed upon price. Backordered items are subject to price changes and specification/feature changes beyond our control. If the price or specifications of a backordered item changes, you will have the option of canceling the order or proceeding to purchase the item at the new price.

All pre-shipped items are subject to the terms specified elsewhere in this document.

Why Do We Charge A Restocking Fee?

Once an item is opened it can no longer be resold as new, so there is a loss in value as soon as an item is opened by the purchaser. The Restocking Fee also covers the cost of executing your transaction- i.e., bank fees, credit card processing fees, labor and material costs for processing, packing, and shipping an item.

ONE-YEAR LIMITED WARRANTY

CUSTOMERS IN USA

For small parts please call **1-888-775-1330** for assistance. For damaged product, you may have to return to the retailer.

CUSTOMERS IN CANADA

Only return this product to the store if it was purchased within 90 days. If you have problems after 90 days of purchase, please CALL **1-888-775-1330**. DATED PROOF OF PURCHASE REQUIRED FOR WARRANTY SERVICE.

AZ Patio Heater, LLC ("Vendor") warrants to the original retail purchaser of this heater to no other person, that if this heater is assembled and operated in accordance with the printed instructions accompanying it, then for a period of one year from the date of purchase, all parts in such heater shall be free from defects in manufacturing and workmanship.

Vendor may require reasonable

proof of your date of purchase from an authorized retailer or distributor. Therefore, you should retain your sales slip or invoice. This limited Warranty shall be limited to the repair or replacement of parts, which prove defective under normal use and service and which the vendor shall determine in its reasonable discretion upon examination to be defective. Before returning any parts, you should contact Vendor's customer service department using the contact information listed below. If Vendor confirms, after examination a defect covered by this limited warranty in any returned part, and if Vendor approves the claim, Vendor will replace such defective part without charge. If you return defective parts, Transportation charges must be prepaid by you. Vendor will return replacement

parts to the original retail purchaser, Freight or postage prepaid.

The limited Warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service by you or third party. The failure to perform normal and routine maintenance on the product, shipping, damage, abnormal adjustment to the burner, damage or repairs related to insects, birds, or animals of any kind, and damage due to weather conditions as set out in this owner's manual. In addition, the Limited Warranty does not cover damage to the finish such as scratches, dents, discoloration, rust or weather damage, after purchase. Please protect your investment.

The limited Warranty is in lieu of all other warranties offered by any retail company. Vendor disclaims all warranties for products that are purchased from sellers other than authorized retailers or distributors. AFTER THE PERIOD OF THE 1 YEAR WARRANTY, VENDOR DISCLAIMS ANY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FURTHER, VENDOR SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY THIRD PARTY FOR ANY SPECIAL,

INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Vendor assumes no responsibility for any defects caused by third parties. This limited warranty gives the purchaser specific legal rights; a purchaser may have other rights depending upon where he or she lives. Some jurisdictions do not allow the exclusion or limitation of special, incidental or consequential damages, or limitations on how long a warranty lasts, so the above exclusion and limitations may not apply to you.

Vendor does not authorize any person or company to assume for it any other obligation or liability in connection with the sale, installation, use, removal, return, or replacement of its equipment, and no such representations are binding on vendor.

For warranty service, please contact warranty@azpatioheaters.com or call us toll free at **1-888-775-1330**.

Distributed by:

AZ Patio Heaters, LLC

Toll Free Number **1-888-775-1330**

Sales Service and Repair



www.azpatioheaters.com