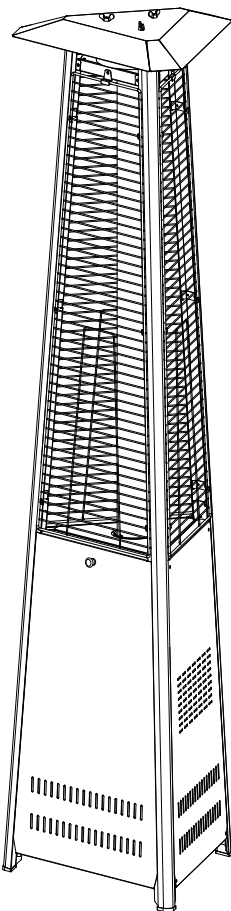




**Owner's
Manual**
OUTDOOR
PATIO HEATER
MODEL # NG-GT-BRZ
Natural gas only



⚠ 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 your 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. A propane 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.

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.

INSTALLER/ASSEMBLER: Leave this manual with consumer.

CONSUMER: Keep this manual for future reference.

Distributor: AZ PATIO HEATERS LLC

8601 W. Jefferson St Suite 200, Tolleson, AZ 85353

CSA/ANSI Z83.26 :20 • CSA 2.37:20 Gas-fired outdoor infrared patio heaters

ATTACH YOUR RECEIPT HERE

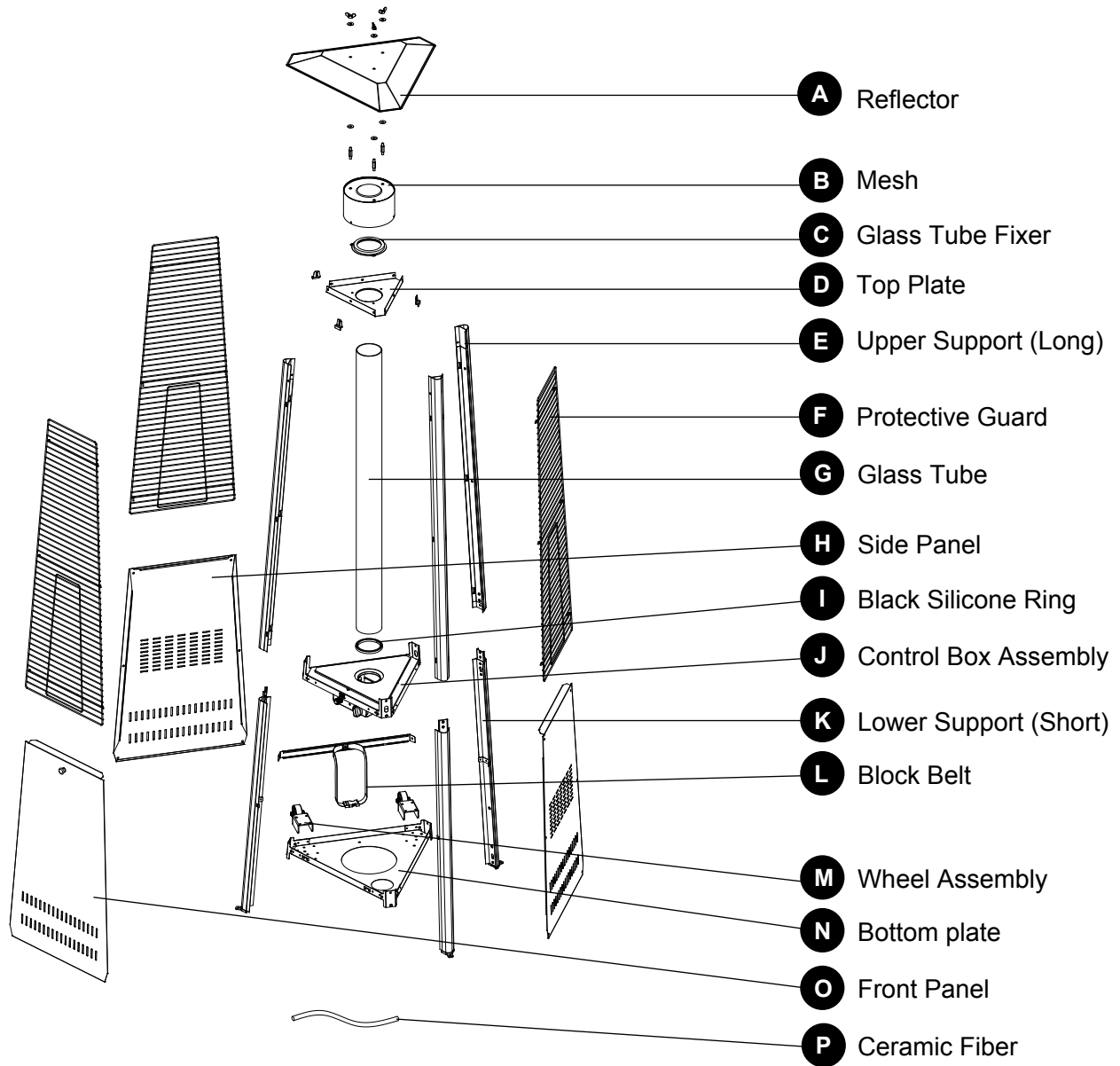
Serial Number _____ Purchase Date _____

AZPH-GS



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 will need to return to the retailer.

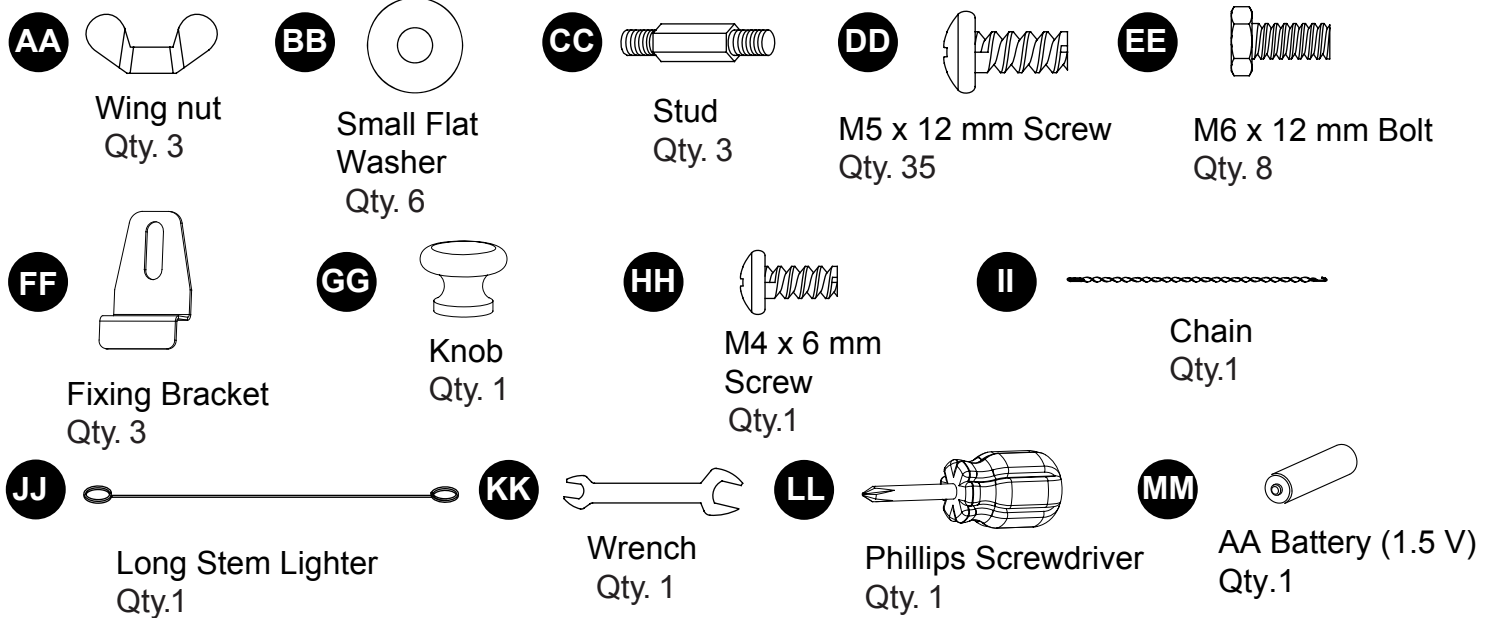
PACKAGE CONTENTS



PART	DESCRIPTION	QUANTITY
A	Reflector	1
B	Mesh	1
C	Glass Tube Fixer	1
D	Top Plate	1
E	Upper Support (Long)	3
F	Protective Guard	3
G	Glass Tube	1
H	Side Panel	2
I	Black Silicone Ring	1
J	Control Box Assembly	1
K	Lower Support (Short)	3

PART	DESCRIPTION	QUANTITY
L	Block Belt	1
M	Wheel Assembly	2
N	Bottom plate	1
O	Front Panel	1
P	Ceramic Fiber	1

HARDWARE CONTENTS (shown actual size)





SAFETY INFORMATION



Please read and understand this entire manual before attempting to assemble, operate or install the product.

This manual contains important information about the assembly, operation and maintenance of this patio heater. 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 this patio heater. 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 follow these precautions, as they are essential when using any mechanical or fueled equipment.

Installation of this appliance at altitudes above 2000 ft (610 m) shall be in accordance with local codes, or in the absence of local codes, ANSI Z223.1/NFPA 54 or CSA B149.1.

 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 heater 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 heater.

 DANGER	CARBON MONOXIDE HAZARD This appliance produces carbon monoxide which has no odour. 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.
	

SAFETY INFORMATION

DANGER

- EXPLOSION - FIRE HAZARD
- Keep solid combustibles, such as building materials, paper or cardboard, a safe distance away from the heater as recommended by the instructions.
- Provide adequate clearances around air openings into the combustion chamber.
- Never use the heater 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 heater area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapours and liquids. Do not use heater in areas with high dust content. Minimum heater clearances from combustible materials: 36" (91 cm) from the sides & 36" (91 cm) from the top.

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 vapours 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 heater is lit, near flame, pilot light, other ignition sources or while heater is hot to touch.
- This heater is red hot during use and can ignite flammables too close to the burner. Keep flammables at least 36" (91 cm) from sides & 36" (91 cm) from top. Keep gasoline and other flammable liquids and vapors well away from heater.
- 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 heater is to be stored indoors, disconnect the propane cylinder for outdoor storage.

DANGER

- CARBON MONOXIDE HAZARD
- This heater 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 heater.
- 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 heater consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

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.

CAUTION

An appliance may be installed with shelter no more inclusive than:

- (a) With walls on all sides, but with no overhead cover.
- (b) Within a partial enclosure which includes an overhead cover and no more than two side walls. These side walls may be parallel, as in a breezeway, or at right angles to each other.
- (c) Within partial enclosure which includes an overhead cover and three side walls, as long as 30 percent or more of the horizontal periphery of the enclosure is permanently open.

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 heater unattended when hot or in use.
- Keep out of reach of children.

WARNING

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

WARNING

We cannot foresee every use which may be made of our heaters.
Check with your local fire safety authority if you have questions about heater use.
Other standards govern the use of fuel gases and heat producing products for specific uses. Your local authorities can advise you about these.
In Canada, installation must conform to local codes. If no local codes exist, follow the current National standards of CANADA CAN/CGA-B 149.2.

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 settle 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 cylinders set up for vapour 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 heater.
- Do not hang clothing or any other flammable materials from the heater, or place on or near the heater.
- 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 heater 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

WARNING: This product contains small batteries. Swallowed small batteries can cause CHOCKING HAZARD. Seek immediate medical attention if batteries are swallowed or inhaled. Keep children away from the small batteries.

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: 90 minutes

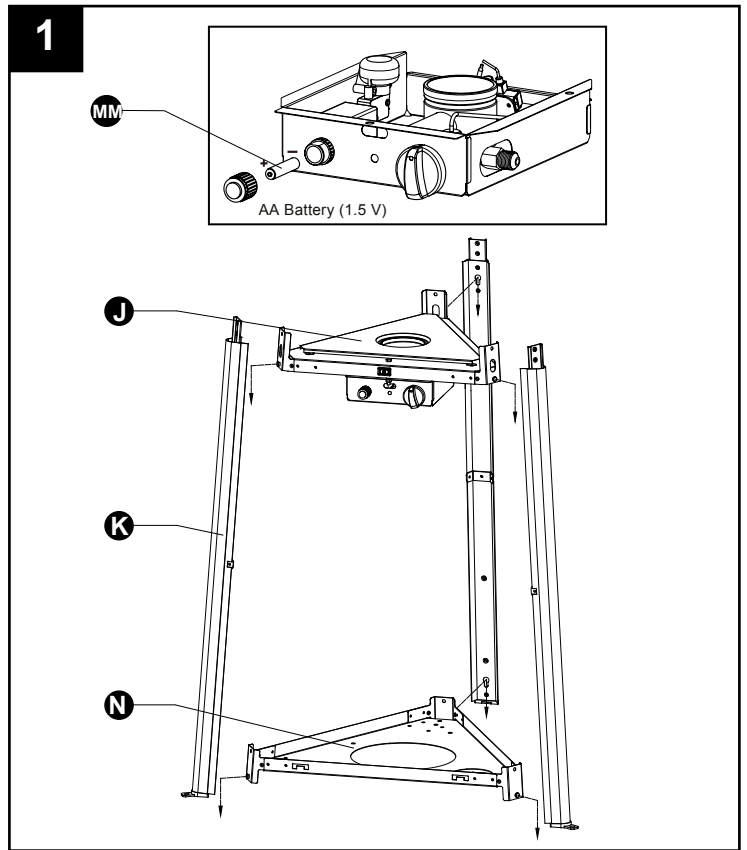
Tools Required for Assembly (not included):
Phillips screwdriver w/ medium blade. Leak Detection Solution.

ASSEMBLY INSTRUCTIONS

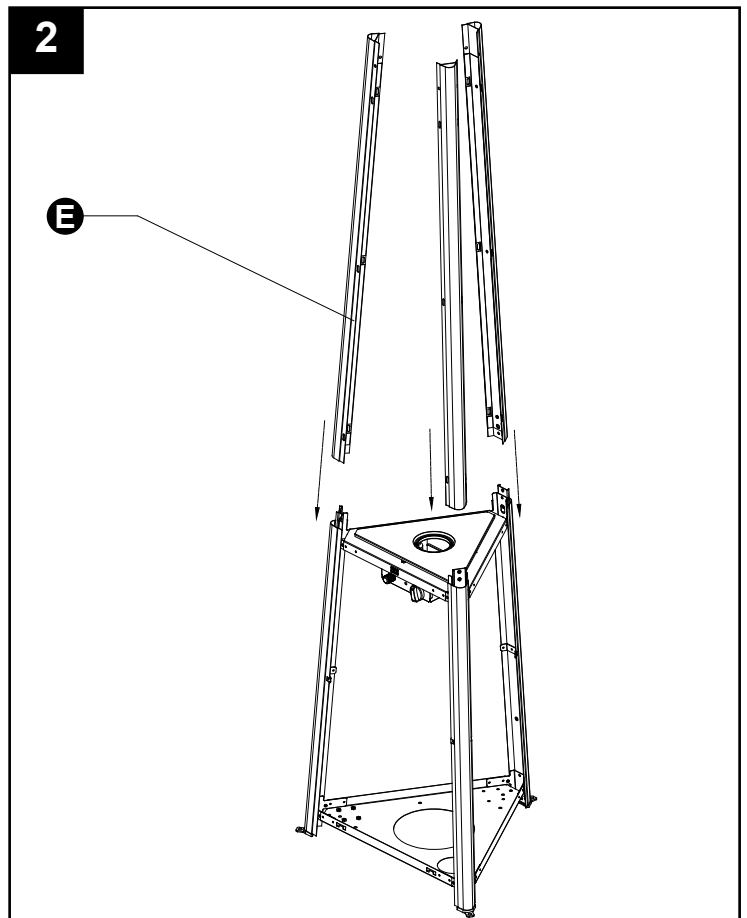
1-1. Unscrew the switch button, load small battery, tighten the switch button.

1-2. Insert the hoods of bottom plate (N) to the lower holes of the three lower supports (K). Insert the hoods of control box assembly (J) to the upper holes of the three lower support (K).

Note: Make sure align the side of bottom plate (N) with the holes with the side of control box assembly (J) with the magnet.



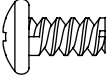
2. Insert three upper supports (E) to the three lower supports (K).



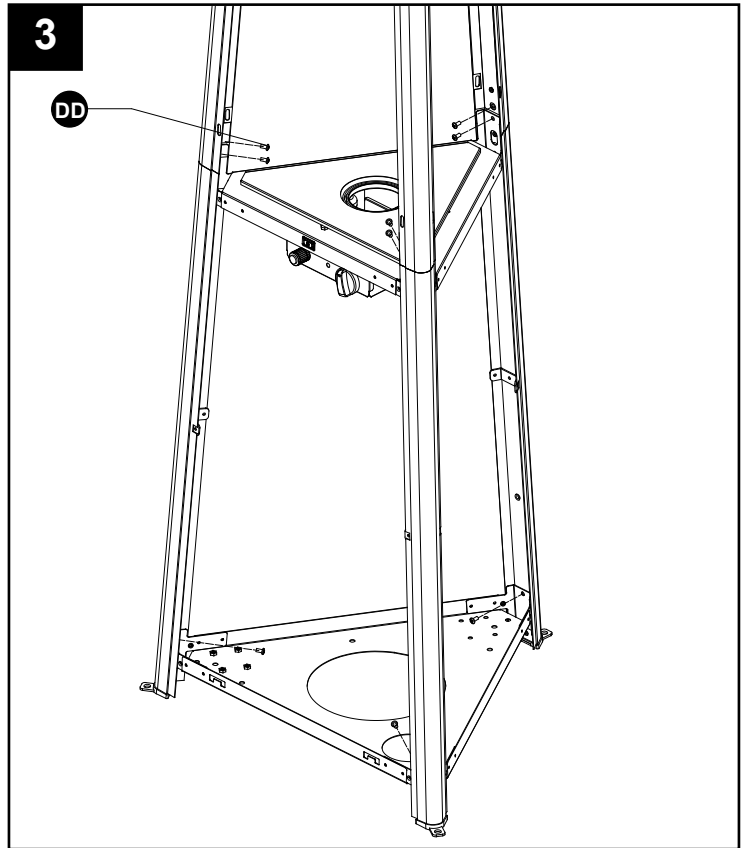
ASSEMBLY INSTRUCTIONS

3. Use Phillips screwdriver (LL) to fasten the control box assembly (J) and the bottom plate (N) with M5 x 12 mm screws (DD).

Hardware Used

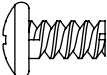
DD M5 x 12 mm Screw  x 9

LL Phillips Screwdriver  x 1

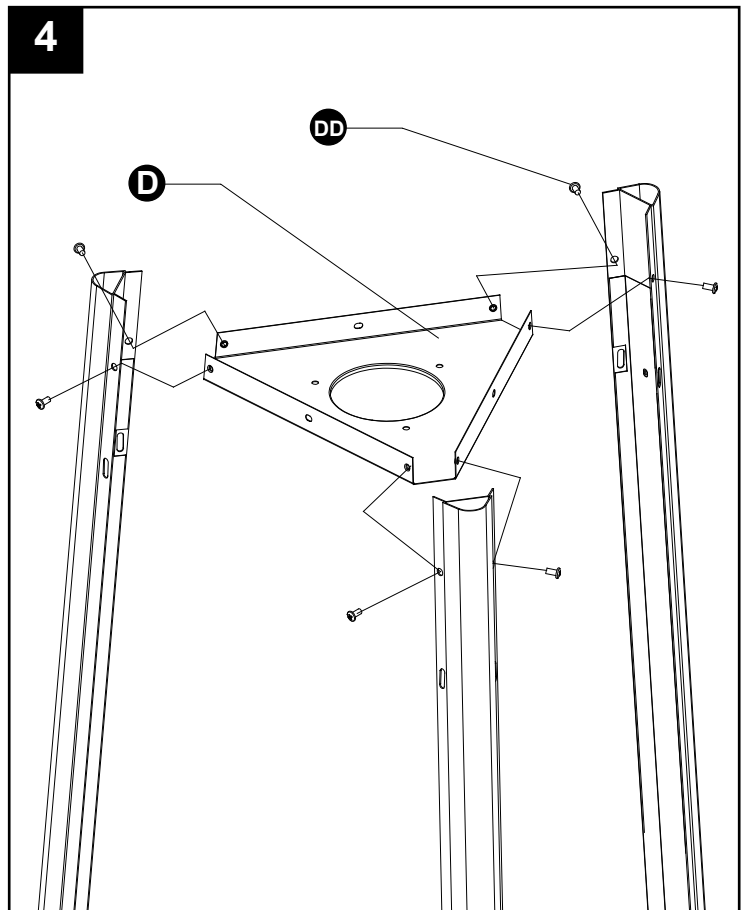


4. Use Phillips screwdriver (LL) to secure the top plate (D) to the upper supports (E) with M5 x 12 mm screws (DD).

Hardware Used

DD M5 x 12 mm Screw  x 6

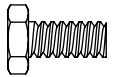
LL Phillips Screwdriver  x 1



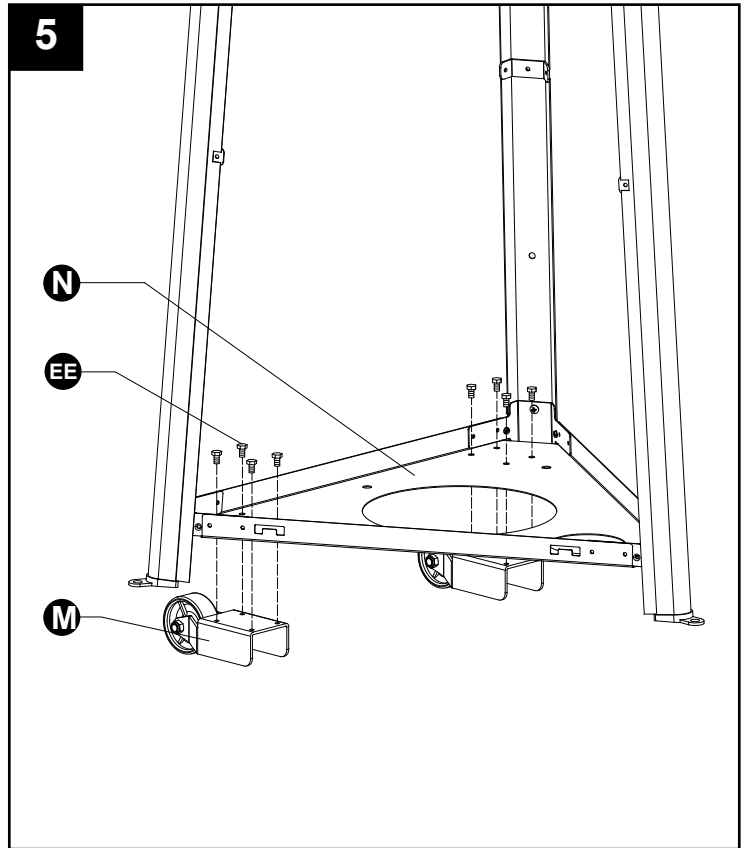
ASSEMBLY INSTRUCTIONS

5. Using wrench (KK) to assemble the wheel assembly (M) to the bottom plate (N) with M6 x 12 mm bolts (EE).

Hardware Used

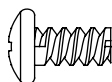
EE M6 x 12 mm Bolt  x 8

KK Wrench  x 1

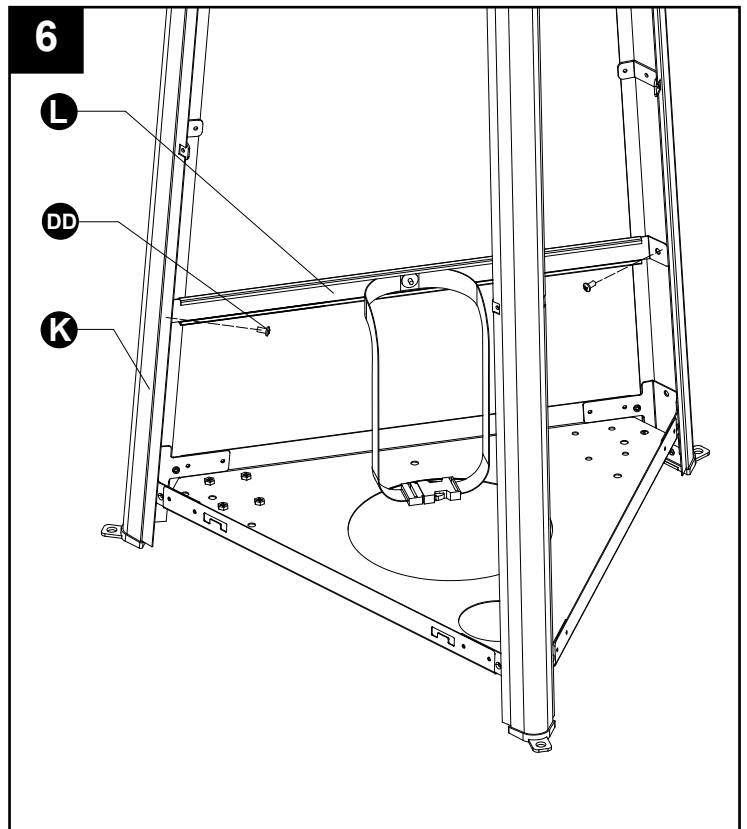


6. Use Phillips screwdriver (LL) to secure the block belt (L) to the lower supports (K) with M5 x 12 mm screws (DD).

Hardware Used

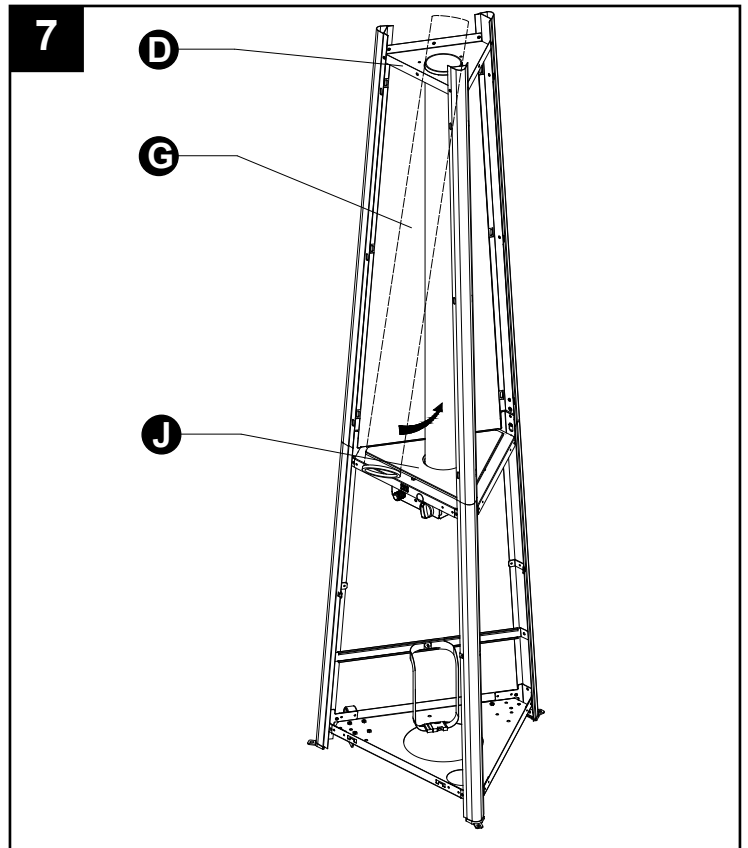
DD M5 x 12 mm Screw  x 2

LL Phillips Screwdriver  x 1



ASSEMBLY INSTRUCTIONS

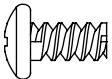
7. Carefully install the glass tube (G) between the center of top plate (D) and control box assembly (J). Make sure the end of the glass tube (G) is inserted securely into the three clips of the control box assembly (J).



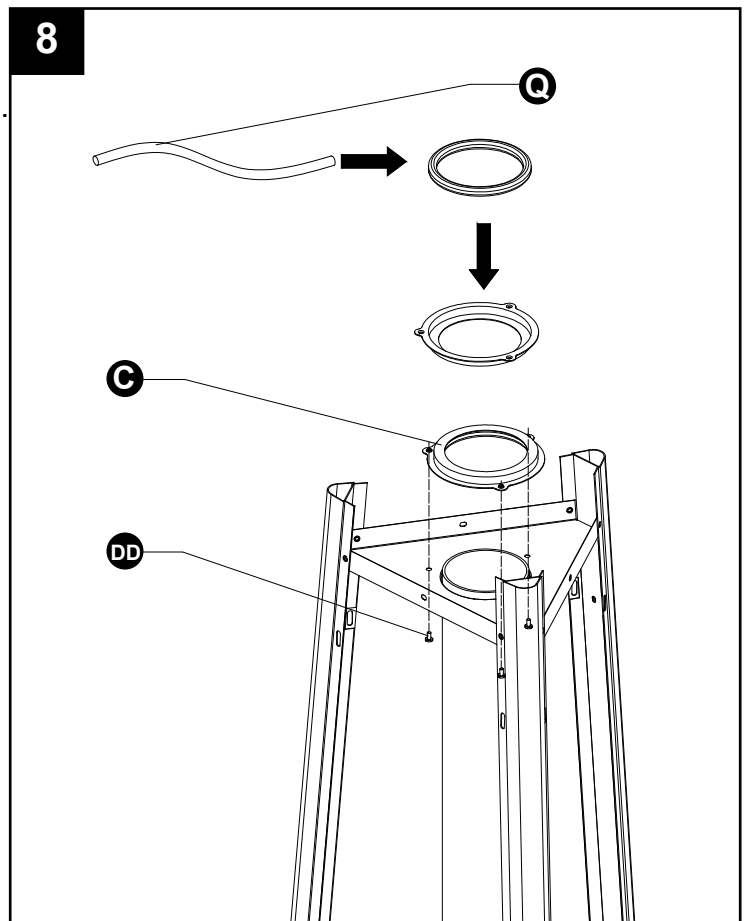
8. Assemble the glass tube fixer (C). Insert the ceramic fiber (Q) to the quartz tube fixer. Press the glass tube fixer to the glass tube. Make sure the ceramic fiber is outside of glass tube.

Use Phillips screwdriver (LL) to secure the glass tube fixer (C) to the top plate (D) with M5 x 12 mm screws (DD).

Hardware Used

DD M5 x 12 mm Screw  x 3

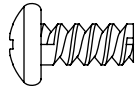

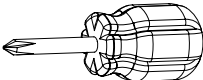
LL Phillips Screwdriver  x 1

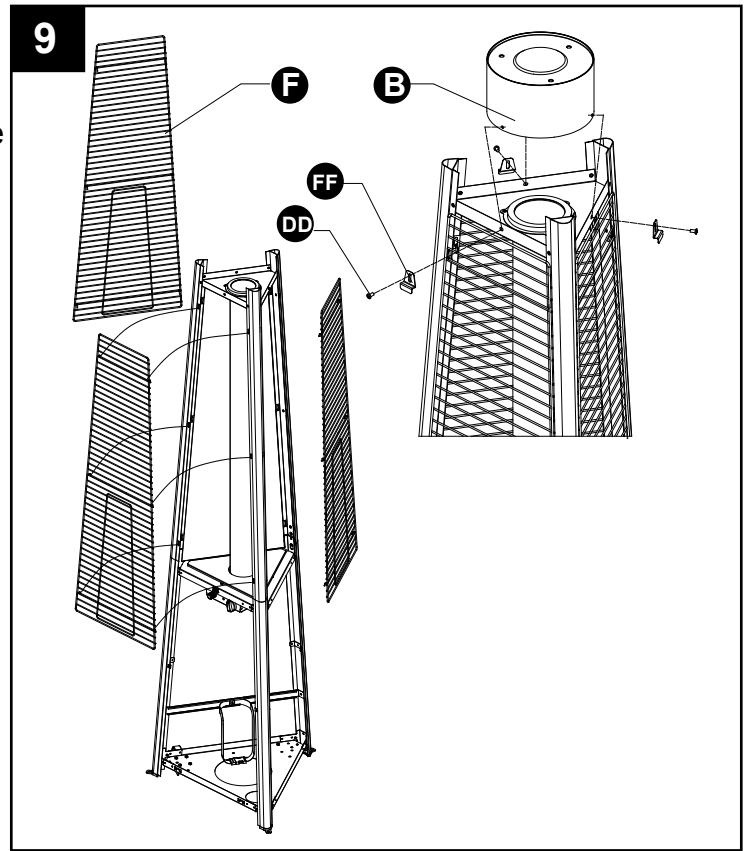


ASSEMBLY INSTRUCTIONS

9. Assemble the protective guard and mesh
Insert the hooks of protective guard (F) to the holes of upper supports (E).
Put the mesh (B) on the top plate (D). Make sure the screw holes align the holes of top plate (D).
Use Phillips screwdriver (LL) to secure the mesh (B) and protective guard (F) to the top plate (D) with M5 x 12 mm screws (DD) and fixing bracket (FF).

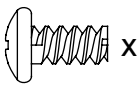
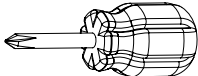
Hardware Used

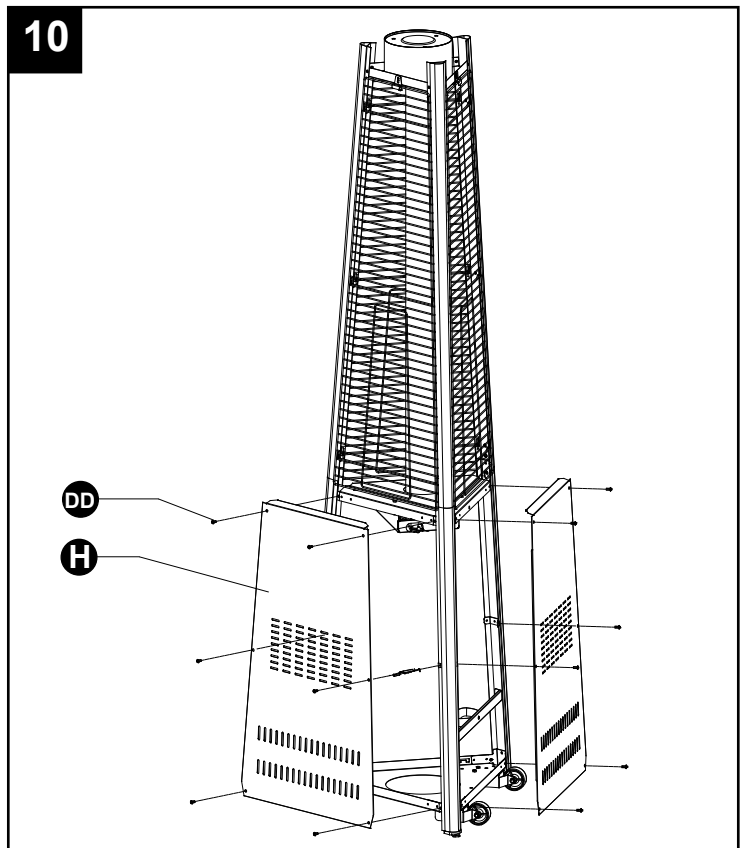
- DD** M5 x 12 mm Screw  x 3
- FF** Fixing Bracket  x 3
- LL** Phillips Screwdriver  x 1



10. Use Phillips screwdriver (LL) to install side panels (H) to bottom of assembly with M5 x 12 mm screws (DD).
Note: Do not cover the panel where the magnet is.

Hardware Used



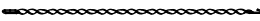
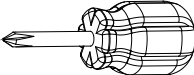
- DD** M5 x 12 mm Screw  x 12
- LL** Phillips Screwdriver  x 1

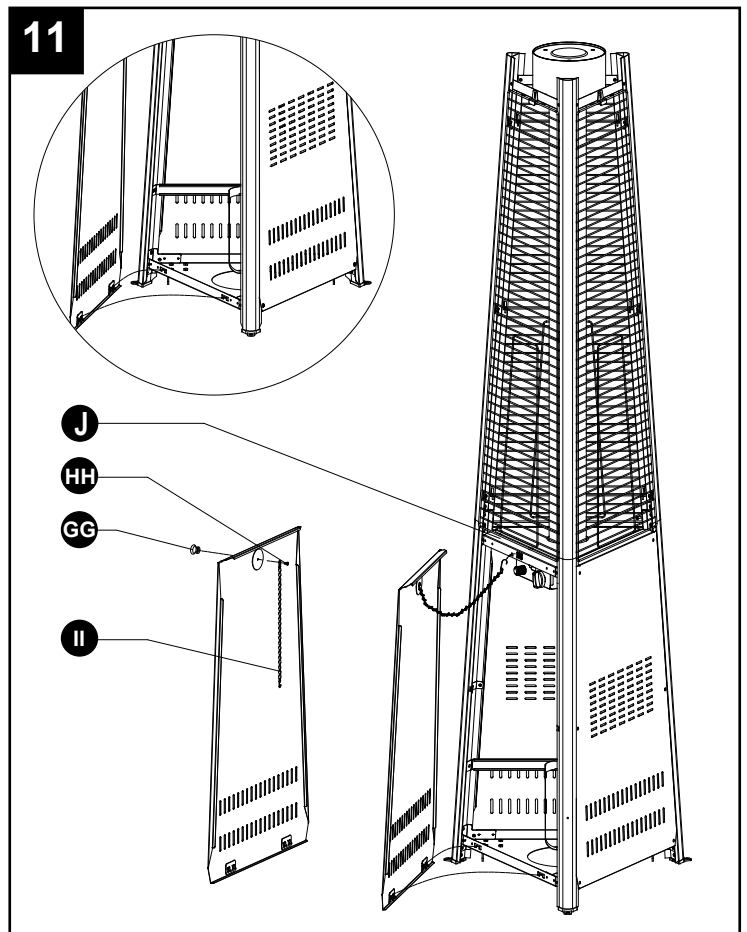


ASSEMBLY INSTRUCTIONS

11. Install the knob (GG) to M4x6 screw (HH). Hang the chain (II) to the hole on the control box assembly (J) and put the pothook of front panel to the holes of bottom plate.

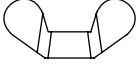
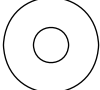
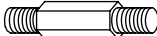
Hardware Used

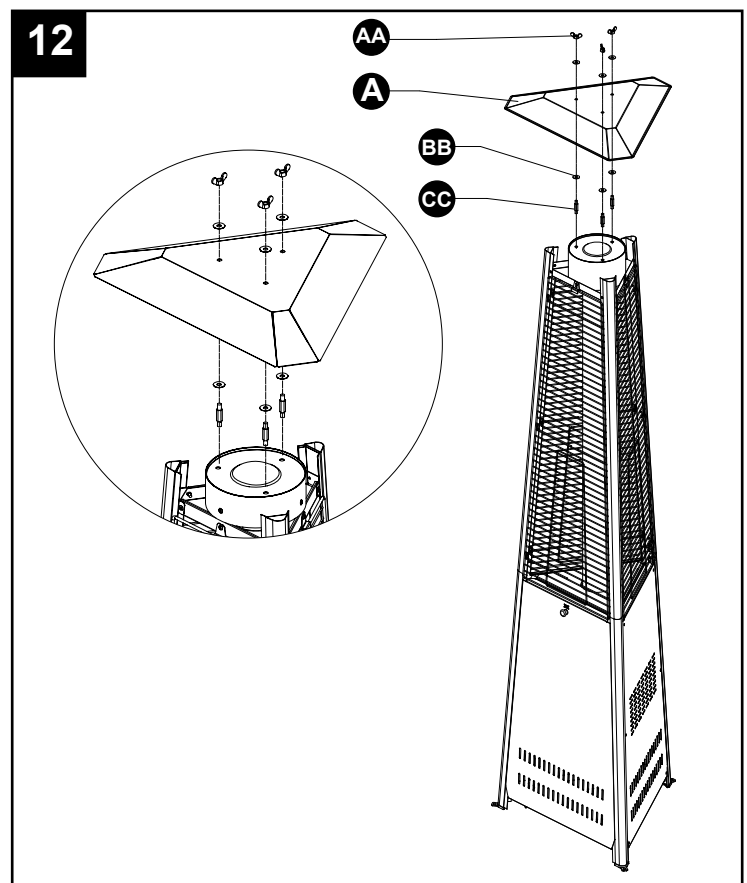
GG	Knob		x 1
HH	Screw M4 x 6		x 1
II	Chain		x 1
LL	Philips screwdriver		x 1



12. Carefully lean the assembly and attach reflector (A) to mesh (B) with studs (CC), small flat washers (BB) on either side of reflector (A) and then wing nuts (AA). Gently return the assembly to the upright position.

Hardware Used

AA	Wing Nut		x 3
BB	Small Flat Washer		x 6
CC	Stud		x 3



ASSEMBLY INSTRUCTIONS

13. Connect natural gas.

You must provide natural gas.

Use this heater only with a natural gas vapor withdrawal supply system.

A minimum supply pressure of 7 W.C. in is required for the purpose of input adjustment for natural gas. ANSI Z223.1/NFPA54, Natural Gas and Propane Installation Code, CSA B149.1, or Propane Storage and Handling Code, B149.2.

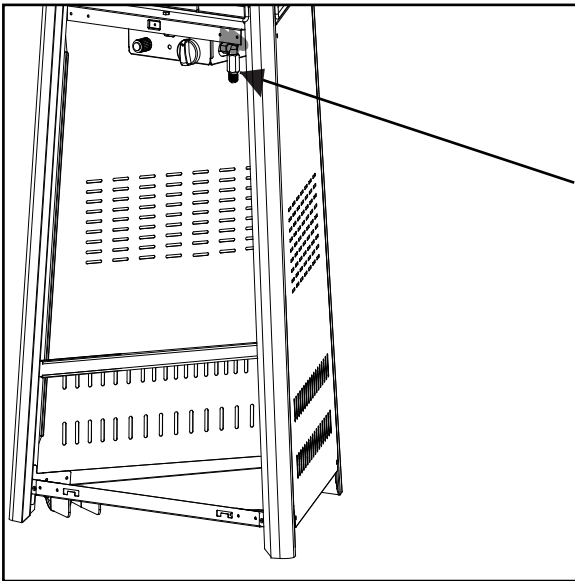
The installation must conform with local codes, or in the absence of local codes, with National Fuel Gas Code, ANSI Z223.1/NFPA54, Natural Gas and Propane Installation Code, CSA B149.1, or Propane Storage and Handling Code, B149.2.

OPERATION INSTRUCTIONS

Leak Check

! WARNING

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



1. Make 2-3 oz. of leak check solution (one part liquid dish washing 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, apply the soapy solution to all hose & valve connections.
4. Make sure all patio heater 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: Add teflon tape and re-attach the regulator to the hose with wrenches. 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. Apply the soapy solution to all hose & valve connections. 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.

OPERATION INSTRUCTIONS

DANGER

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

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.

This appliance shall be used only in a well-ventilated space and shall not be used in a building, garage or any other enclosed area.

An appliance may be installed with shelter no more inclusive than:

- 1) *With walls on all sides, but with no overhead cover.*
- 2) *Within a partial enclosure which includes an overhead cover and no more than two side walls. These side walls may be parallel, as in a breezeway, or at right angles to each other.*
- 3) *Within a partial enclosure which includes an overhead cover and three side walls, as long as 30 percent or more of the horizontal periphery of the enclosure is permanently open.*

Before Turning Gas Supply ON:

1. Your heater 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 vapours or liquids.
3. Make sure 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. Heater should be thoroughly inspected before each use, and by a qualified service person at least annually. If relighting a hot heater, 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. The pressure regulator and hose assembly supplied with the appliance must be used. Replacement pressure regulators and hose assemblies must be those specified by the appliance manufacturer.

Lighting:

Note: This heater is equipped with a pilot light that allows for safer startups and shutdowns. Pilot must be lit before main burner can be started.

1. Turn the control knob to the "OFF" position.
2. Fully open propane cylinder valve.
3. Push control knob in and rotate to pilot position (*Figure 1*).

Note: For initial start or after any cylinder change, hold control knob in for 2 minutes to purge air from gas lines before proceeding.

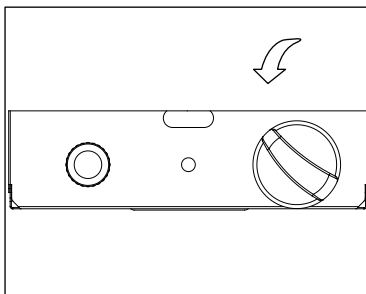


Figure 1

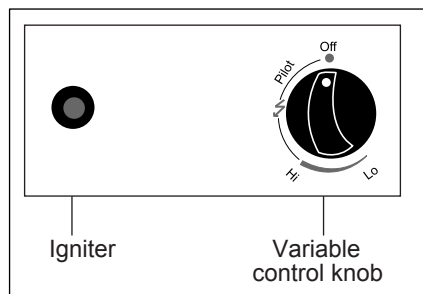


Figure 2

OPERATION INSTRUCTIONS

4. Push and release the igniter button until pilot flame is visible through the glass tube.
5. Once the pilot is lit, continue to depress the control knob for 30 seconds.
6. If the pilot does not stay lit, repeat steps 4 to 6.
7. If after repeating steps 4 to 6 unit does not light, then
 - Push in control knob and turn counterclockwise to "PILOT" (Figure 3).
 - As you are depressing the control knob, place long stem lighter through the glass tube to light the pilot (Figure 4).

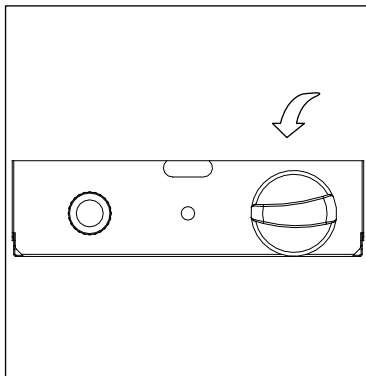
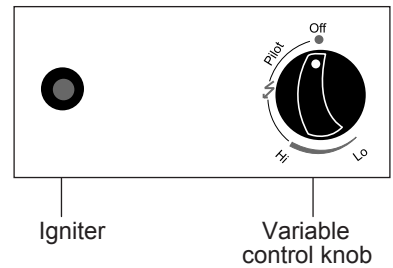


Figure 3

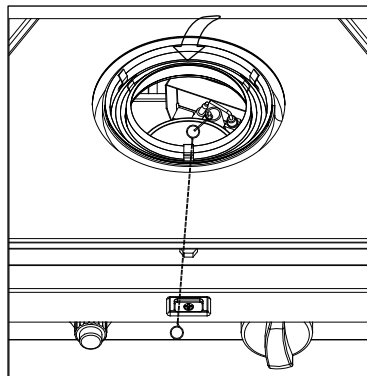


Figure 4

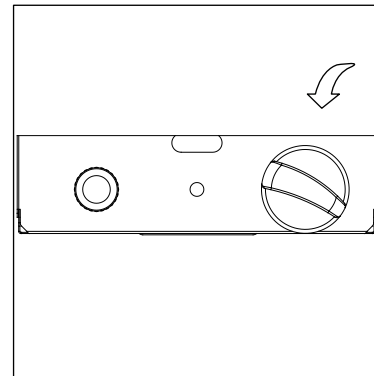


Figure 5

8. 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" position. (Figure 5).

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

WARNING: If you attempt to relight the pilot without waiting, you will get a flash that could cause bodily harm and property damage.

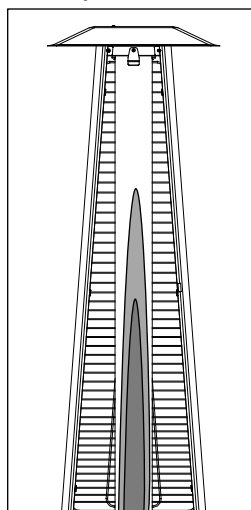
If you experience any ignition problem please consult "Troubleshooting" on page 18.

Caution: Avoid inhaling fumes emitted from the heater's first use. Smoke and odours from the burning of oils used in manufacturing will appear. Both smoke and odor will dissipate after approximately 30 minutes. The heater should NOT produce thick black smoke.

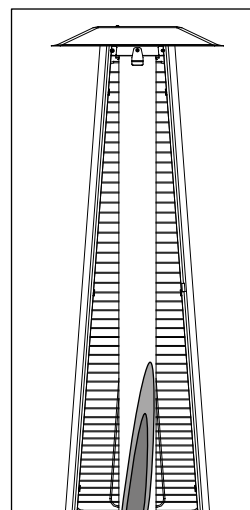
Note: The burner may be noisy when initially turned on. To eliminate excessive noise from the burner, turn the control knob to the PILOT position. Then, turn the knob to the level of heat desired.

Note:

In normal conditions, the height of flame is $\frac{2}{3}$ height of glass tube in HIGH position. The height of flame is $\frac{1}{3}$ height of glass tube in LOW position. The flame is stable and bright. No noise nor black smoke - the presence of these elements indicate a problem. Please consult Troubleshooting section, on page 19.



Normal



Abnormal

OPERATION INSTRUCTIONS

WARNING

FOR YOUR SAFETY

Be careful when attempting to manually ignite this heater. Holding in the control knob for more than 20 seconds before igniting the gas will cause a ball of flame upon ignition.

When heater is ON:

The flame should be blue with straight yellow tops. If excessive yellow flame is detected, turn off heater and consult “Troubleshooting” on page 18.

Re-lighting:

Note: For your safety, control knob cannot be turned OFF without first depressing control knob in PILOT position and then rotating it to OFF.

1. Turn control knob to OFF.
2. Wait at least 5 minutes, to let gas dissipate, before attempting to relight pilot light. Failure to follow this warning could cause a flash ignition or explosion.
3. Repeat the “Lighting” steps on prior page.

WARNING

FOR YOUR SAFETY

Heater will be hot after use. Do not touch or move the heater until it is completely cooled (approx. 45 minutes).

Shut Down:

1. Turn control knob clockwise to PILOT. (Normally, burner will make a slight popping sound when extinguished.) Burner will extinguish but PILOT will remain ON.
2. To extinguish PILOT, depress control knob and continue to turn it clockwise to OFF.
3. Turn cylinder valve clockwise to OFF and disconnect regulator when heater is not in use.

Note: After use, some discoloration of the emitter screen is normal.

Operation Checklist

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

Before Operating:

1. User is 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. Outside temperature is adequate. Please note that wind velocity is below 10 mph.
6. Unit will operate at reduced efficiency below 40°F.
7. Heater is outdoors (outside any enclosure).
8. There is adequate fresh air ventilation.

OPERATION INSTRUCTIONS

9. Heater is away from gasoline or other flammable liquids or vapours.
10. Heater is away from windows, air intake openings, sprinklers and other water sources.
11. Heater is located at least 36" (top) / 36" (sides) from combustible materials.
12. Heater 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 heater.**
- 18. Clothing or other protective material should not be hung from the heater, or placed on or near the heater.**
- 19. Any guard or other protective device removed for servicing the heater must be replaced prior to operating the heater.**
- 20. Any repair of this heater should be done by a qualified service person. The heater 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 heater be kept clean.**

After Operation

1. Gas control is in OFF position.
2. Gas tank valve is OFF.
3. Disconnect propane gas cylinder.

CARE AND MAINTENANCE

WARNING

FOR YOUR SAFETY:

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

To enjoy years of outstanding performance from your heater, make sure you perform the following maintenance activities half a year:

1. Keep exterior surfaces clean. Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents. While cleaning your unit, be sure to keep the area around the burner and pilot assembly 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.
2. Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
3. Do not obstruct the flow of combustion and ventilation air.
4. Keep the ventilation opening(s) of the cylinder enclosure free and clear from debris.
5. Air flow must be unobstructed. Keep controls, burner, and circulating air passageways clean.

TROUBLESHOOTING

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

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Pilot won't light Note: Heater operates at reduced efficiency below 40°F (5°C)	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 no more than 1 - 2 minutes or until you smell gas
	Low gas pressure with cylinder valve fully open	Turn cylinder valve OFF and replace cylinder
	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
	Anti tilt switch could be faulty, or wires not connected properly	Replace anti tilt switch/Connect wire properly
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
Gas odour with extreme yellow tipping of flame.	Burner tilt	Adjust the position of control box assembly
	Spiders and insects	Clean burner and orifices
Heater glow is excessively uneven.	Bad regulator	Change the regulator
	Spiders and insects	Clean burner and orifices
Heater makes popping noises.	Blockage in orifice	Clean burner and orifices
	Spiders and insects	

CARE AND MAINTENANCE



Visually checking portions of the hose assembly located within the confines of the heater post. Inspect the entire hose assembly at least annually, disassembling the reflector and burner. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested. Then assembling the reflector and burner again following with step 11 and 12

- Spiders and insects can nest in burner or orifices. This dangerous condition can damage heater 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. Disassemble the reflector, unscrew the reflector spacer, take off the screen, take down one side of protective guards. Then take the glass tube from the heater and wash and clear. After that assemble the glass tube and the rest of parts.

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 heater. Apply to exterior surfaces from upper support (long) down. Do not apply to emitter screen or domes.

Storage

Between uses:

- Turn control knob OFF.
- Disconnect propane cylinder.
- Store heater upright in an area sheltered from direct contact with inclement weather (such as rain, sleet, hail, snow, dust and debris).
- If desired, cover heater to protect exterior surfaces and to help prevent build-up in air passages.

Note: Wait until heater is completely cooled off before covering.

During periods of extended inactivity or when transporting:

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

Note: Wait until heater is cool before covering.

Service

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

Caution: Always allow heater to cool before attempting service.

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 will need 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

888-775-1330.

Distributed by:

AZ Patio Heaters, LLC

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

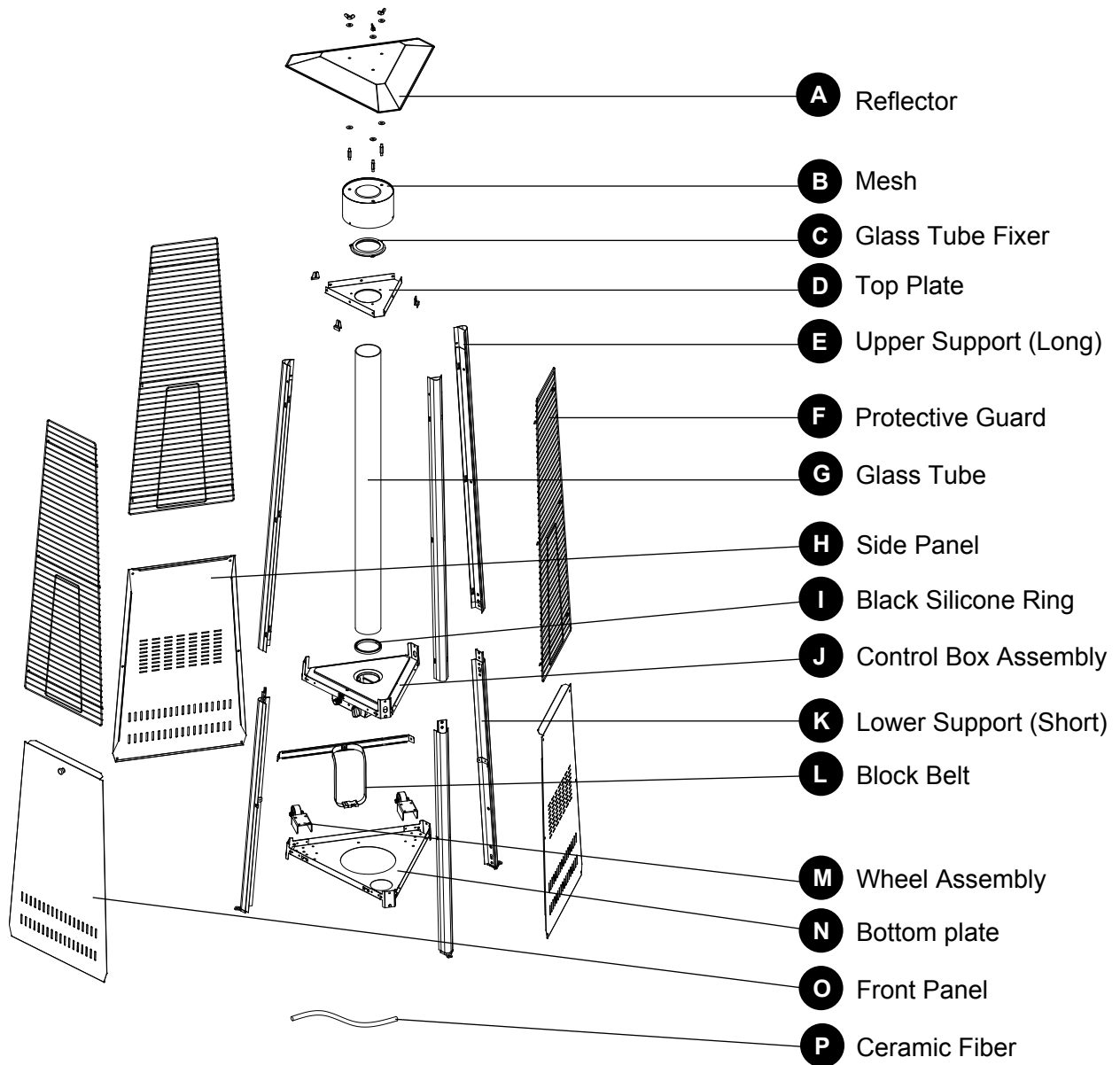
Sales Service and Repair



www.azpatioheaters.com

REPLACEMENT PARTS LIST

For replacement parts, call our customer service department at **1-888-775-1330**,
8 a.m. - 4 p.m., MST, Monday - Friday.



PART	DESCRIPTION	QUANTITY
A	Reflector	1
B	Mesh	1
C	Glass Tube Fixer	1
D	Top Plate	1
E	Upper Support (Long)	3
F	Protective Guard	3
G	Glass Tube	1
H	Side Panel	2
I	Black Silicone Ring	1
J	Control Box Assembly	1
K	Lower Support (Short)	3

PART	DESCRIPTION	QUANTITY
L	Block Belt	1
M	Wheel Assembly	2
N	Bottom plate	1
O	Front Panel	1
P	Ceramic Fiber	1