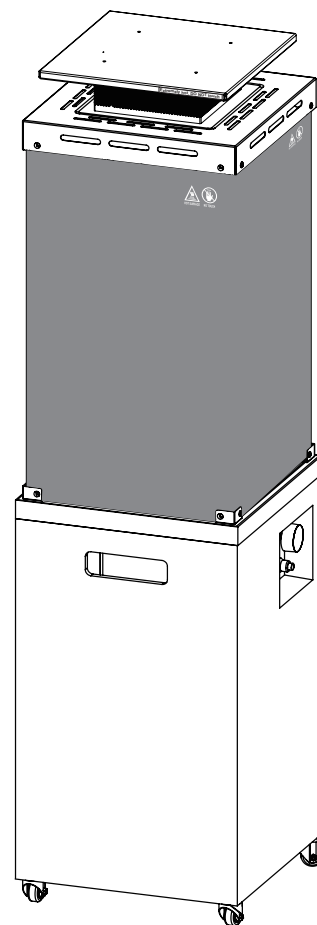


PATIO HEATERS

MODEL#: F210017-A1/ F210017-B2/ F210017-C3



CSA/ANSI Z83.26-2020 • CSA 2.37-2020
Gas-Fired Outdoor Infrared Patio Heater



INSTALLER: Leave this manual with the appliance.
CONSUMER: Retain this manual for future reference

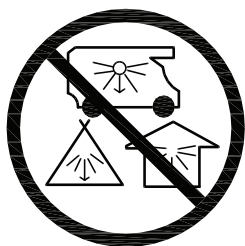
⚠ WARNING: For Outdoor Use Only.
Installation and service must be performed by a qualified installer, service agency, or the gas supplier.

⚠ DANGER
If you smell gas:

- Shut off gas to the appliance.
- Extinguish any open flame.
- 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. An propane cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.

⚠ 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.

IMPORTANT SAFETY INFORMATION

1. The installation must conform with local codes or, in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1 NFPA 54; National Fuel Gas Code; Natural Gas and Propane Installation Code, CSA B149.1; or Propane Storage and Handling Code, CSA B149.2, as applicable.
2. 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 1/2 psi (3.5 kPa).
3. The maximum inlet gas supply pressure is 250 psi.
4. Appliance may shut down in windy conditions in excess of 3 miles per hour (4.83 kilometers per hour).
5. The appliance area must be kept clear and free from combustible materials, gasoline, and other flammable vapors and liquids.
6. 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.
7. **Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.**
8. **Young children should be carefully supervised when they are in the area of the appliance.**
9. **Clothing or other flammable materials should not be hung from the appliance or placed on or near the appliance.**
10. **Any guard or other protective device removed for servicing the appliance shall be replaced prior to operating the appliance.**
11. **Installation and repair should be done by a qualified service person. The appliance should be inspected before use and at least 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 passageways of the appliance are kept clean.**
12. **CAUTION:** The propane gas pressure regulator provided with this appliance must be used. This regulator is set for an outlet pressure of 11 inches water column.
13. DO NOT burn solid fuels in this appliance.
14. This outdoor gas appliance is for Outdoor Use ONLY.
15. This outdoor gas appliance is not intended to be installed in or on recreational vehicles and/or boats.
16. This outdoor appliance is not for use on wood decks or other flammable surface.
17. Before each use of this gas appliance, open the door and/or the Propane Tank Drawer and inspect the hose. If there is evidence of excessive abrasion or wear or if the hose is damaged, the hose assembly must be replaced prior to the appliance being put into operation. Use only the replacement hose assembly specified in this manual. Make sure to leak test.
18. Before each use of this gas appliance, inspect the burner. The burner must be replaced prior to the appliance being put into operation if it is evident that the burner is damaged. Use only the replacement burner specified in this manual.
19. Make sure to properly locate 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.
20. Keep the fuel supply hose away from any heated surface.
21. Never use gasoline, kerosene, or any other liquid fuel to start a fire.
22. Always maintain a safe distance from the fire.
23. Always supervise children around the fire.
24. Never leave a fire unattended.
25. The appliance is hot during and after use, always allow ample cooling time before touching or moving.

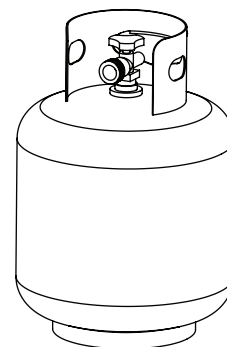
IMPORTANT SAFETY INFORMATION (About Propane Gas)

1. The propane gas supply cylinder to be used must be constructed and marked in accordance with the U.S. Department of Transportation (D.O.T.) Specifications for propane Gas Cylinders, or the Standard for Cylinders, Spheres and Tubes for Transportation of Dangerous Goods and Commission, CAN/CSA-B339, as applicable.
2. The propane gas supply cylinder to be used must have a listed overfilling prevention device (See Figure 1).
3. The propane gas supply cylinder to be used must have a cylinder connection device compatible with the connection for the appliance.
4. A self-contained propane gas cylinder for use with this appliance must have a capacity of 20 lbs cylinder (Height approximately 18 in., Tank Body approximately 12 in. diameter, Base approximately 8 in. diameter).
5. The cylinder supply system must be arranged for vapor withdrawal.
6. The cylinder used must include a collar to protect the cylinder valve.
7. This appliance shall be used only outdoors in a well-ventilated space and shall not be used in a building, garage or any other enclosed space.
8. When this appliance is not in use, the gas must be turned off at the supply cylinder.
9. Storage of this appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance.
10. Cylinders must be stored outdoors in a well-ventilated area out of the reach of children. Disconnected cylinders must have threaded valve plugs tightly installed and must not be stored in a building, garage or any other enclosed areas.
11. Do not store a spare propane gas cylinder under or near this appliance;
12. Never fill the cylinder beyond 80% full;
13. 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 types of caps or plugs may result in leakage of propane.



WARNING: This product can expose you to chemicals including chromium (hexavalent compounds) AND BENZENE, which are known to the State of California to cause cancer and birth defects or other reproductive harm.

For more information go to:
www.P65warnings.ca.gov/furniture.

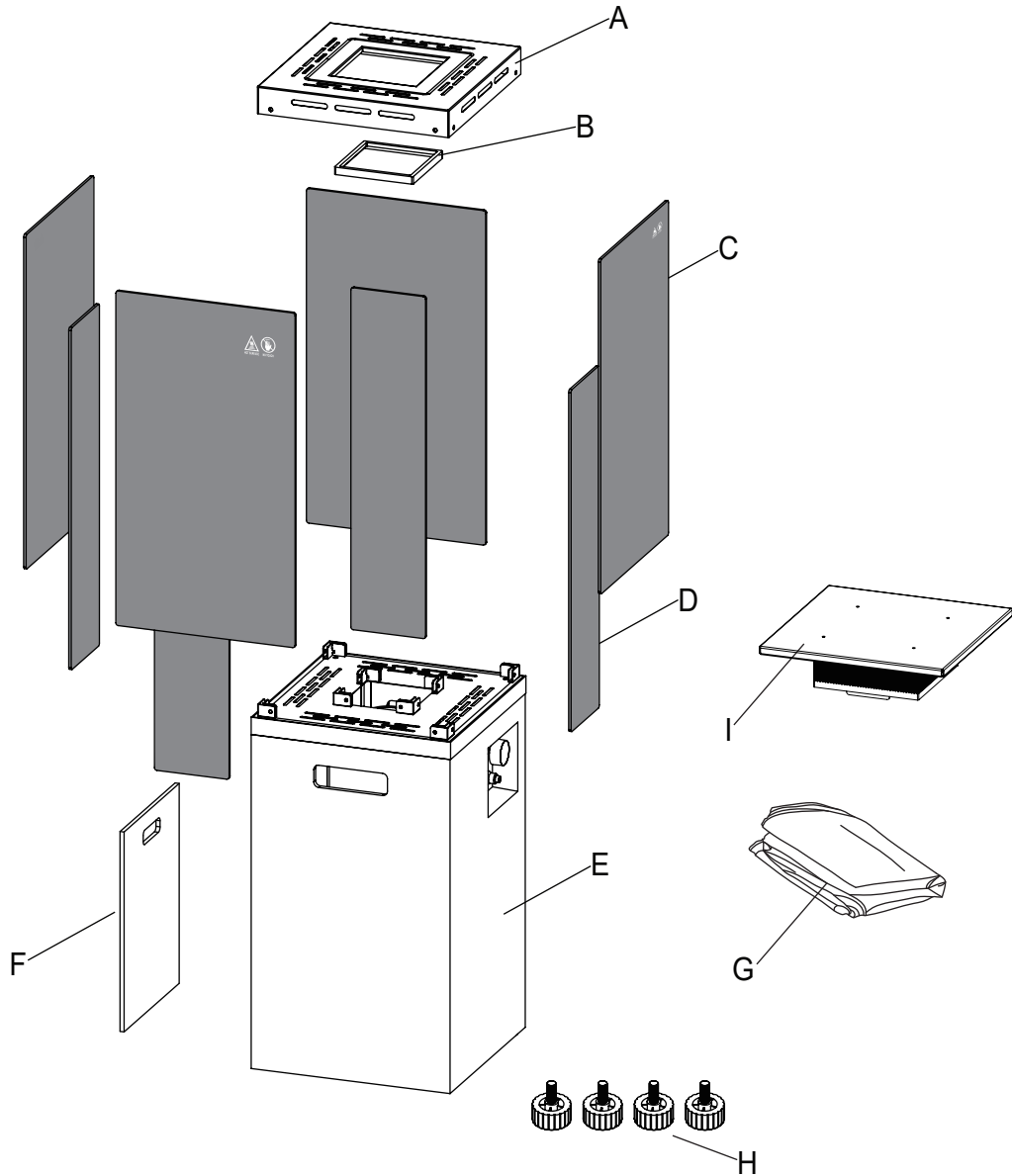


Standard 20 lb.tank
Figure 1

SPECIFICATIONS

Rated Heat Input (Propane)	41,000 BTU/hr
Propane Regulator Pressure	11 inches water column
Clearance to combustible surfaces	Sides: 3 feet (36 in.), Top: 5 feet (60 in.)

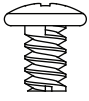
PACKAGE CONTENTS



PART	DESCRIPTION	QUANTITY
A	Metal shield	1
B	Glass fixture	1
C	Wide glass	4
D	Narrow glass	4
E	Base	1
F	Door	1
G	Weather cover	1
H	Foot glider (PRE-ASSEMBLED)	4
I	Hood	1

HARDWARE CONTENTS (shown actual size)

AA



Bolt (M6 x 5 mm)
Qty. 24

BB



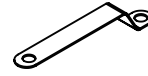
Caster
Qty. 2

CC



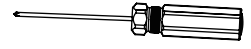
Caster with locking device
Qty. 2

DD



Ground fixer
Qty. 4

EE



Phillips screwdriver
Qty. 1

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. 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

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

FOR YOUR SAFETY

If you smell gas:

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

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 that 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 vapors and liquids. Do not use heater in areas with high dust content. Minimum heater clearances from combustible materials: three (3) feet from the sides & five (5) feet from the top.

! 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.

! DANGER

- EXPLOSION - FIRE HAZARD
- Never store propane near high heat, open flames, 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 heater is lighted, near flame, 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 3 feet from sides & 5 feet 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.

! WARNING

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

! 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.

! 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. If no local codes exist, follow National Fuel Gas Code, ANS Z223.1. 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.

SAFETY INFORMATION

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.

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.

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 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.

PREPARATION

Carefully unpack all parts from the box, compare parts with package content listed above, make sure all parts are present before beginning assembly of product. If any part is missing or damaged, do not attempt to assemble the product. Contact customer service for replacement parts.

Tools Required for Assembly (not included): Phillips screwdriver.

ASSEMBLY INSTRUCTIONS

1. Side place the product base (E) on a non-abrasive flat surface to prevent scratching, unscrew the foot gliders (H) and remove from the base (E). Line up the hole on the ground fixer (DD) with the corresponding holes on the base (E), then insert the bolt on foot glider (H) into the holes and hand tighten them clockwise.

To prevent heater from strong wind or incline ground, anchor the base securely to the ground with long nails or screws (See Figure 2).

Note: long nails or screws are not included.

Hardware Used

DD Ground fixer X 4



2. It is optional to replace the foot gliders (H) with casters (BB) and casters with locking device (CC).

- a. Remove the foot glider (H) from the base (E), then install the two casters (BB) and two casters with locking device (CC) with the base, installation procedures are same as step 1.

Note: The two casters (BB) are installed on two adjacent holes on the product base (E), so are the two casters with locking device (CC).

- b. Make sure the locking device on the casters (CC) are pressed down after installation, so that the heater will not move in any way (See Figure 3).

Hardware Used

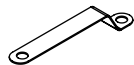
BB Caster X 2



CC Caster with locking device X 2



DD Ground fixer X 4



Reminder: DO NOT try to push or pull the unit on bumpy roads, so as to keep the quality of casters for an enough longevity and enjoy the outstanding performance from the entire unit.

Figure 2

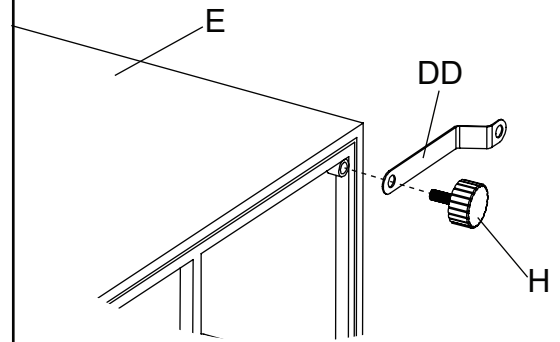
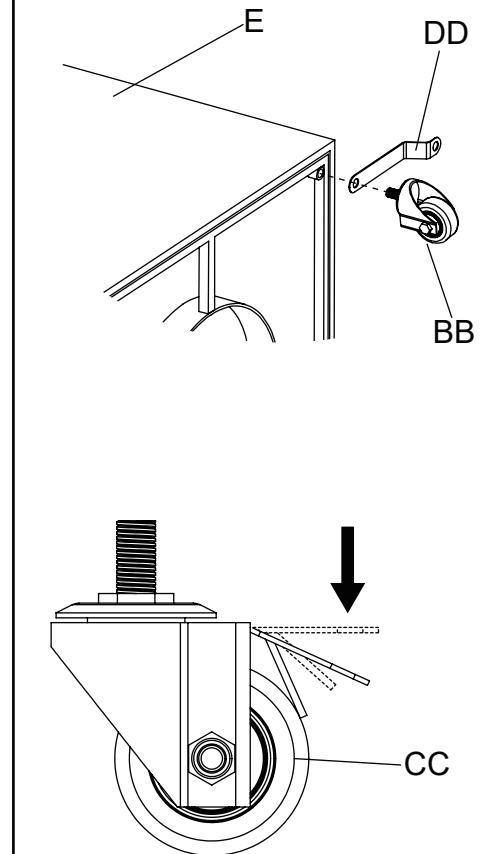


Figure 3



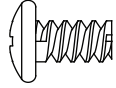
ASSEMBLY INSTRUCTIONS

3. Insert the four narrow glass (D) into the "L" clips which have been welded together with table top, then attach them with bolts (AA) using the Phillips screwdriver (EE) (See Figure 4).

Note: DO NOT tighten the bolts completely.

Hardware Used

AA Bolts (M6 X 5) x 8



EE Phillips screwdriver x 1

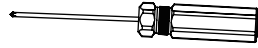
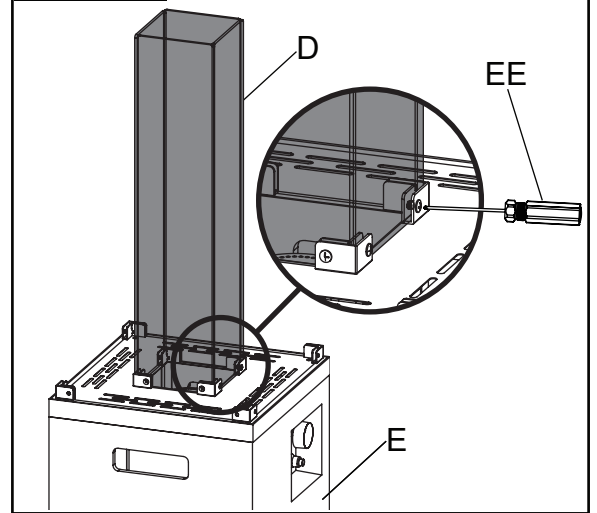
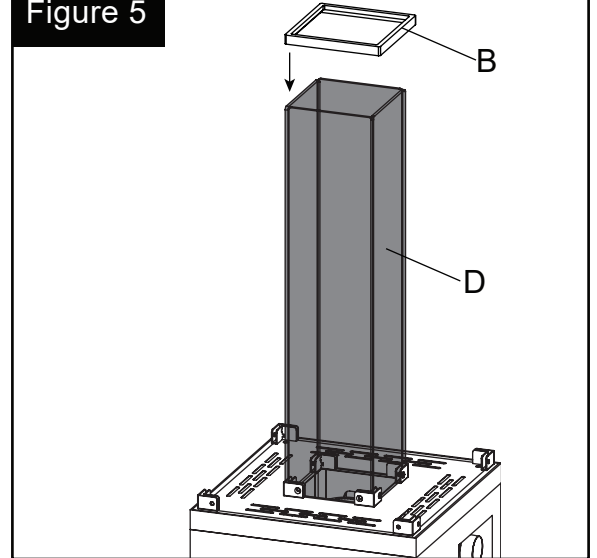


Figure 4



4. Cover and clamp the four narrow glass (D) with glass fixture (B) carefully. Afterwards, tighten the bolts (AA), but not tighten too much to avoid the glass pieces being damaged (See Figure 5).

Figure 5



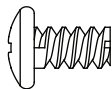
5. Insert three wide glass (C) into the "L" clips which have been welded together with table top, then attach them with bolts (AA) using the Phillips screwdriver (EE) (See Figure 6).

Note: DO NOT tighten the bolts completely.

Note: after assembly, the warning icon and font on the glass faces out and is located in the top right corner.

Hardware Used

AA Bolts (M6 X 5) x 8



EE Phillips screwdriver x 1

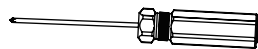
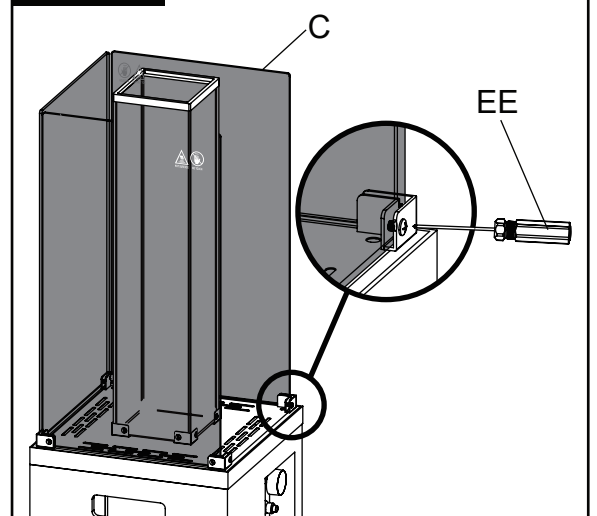


Figure 6



ASSEMBLY INSTRUCTIONS

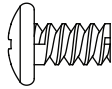
6. With the help of another person, cover and clamp the three wide glass (C) with metal shield (A) carefully and tenderly, insert the fourth wide glass (C) into the "L" clips in the metal shield (A) firstly, then insert the bottom of wide glass (C) into the "L" clips in the table top (See Figure 7).

Note: tighten all the bolts but not overtighten to avoid the glass pieces being damaged.

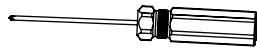
Note: after assembly, the warning icon and font on the glass faces out and is located in the top right corner.

Hardware Used

AA Bolts (M6 X 5) x 8



EE Phillips screwdriver x 1



7. Align the hood with the opening of metal shield, then insert into it, make sure the hood (I) sits onto metal shield gently and stably (See Figure 8).

Note: during the burning, the hood and metal shield will become extremely HOT. DO NOT touch during the burning or immediately after turning off the heater.

Note: before touching the hood and metal shield, wait at least 30 minutes until they are cooled COMPLETELY.

Note: before burning the heater, remove the label "Extremely hot, DO NOT touch" from the hood and metal shield.

Figure 7

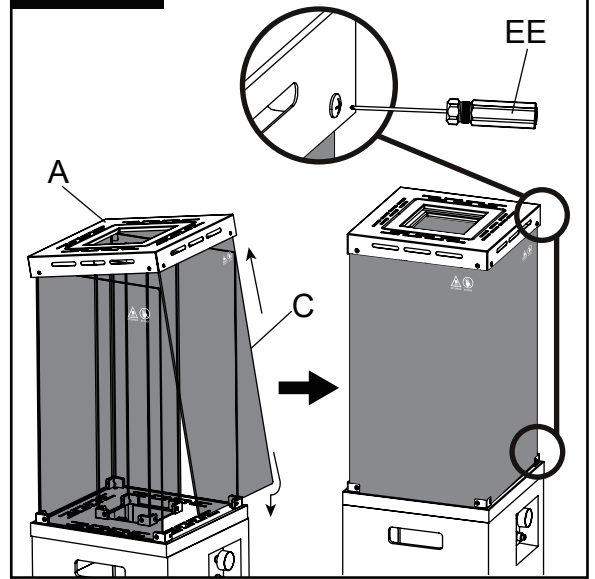
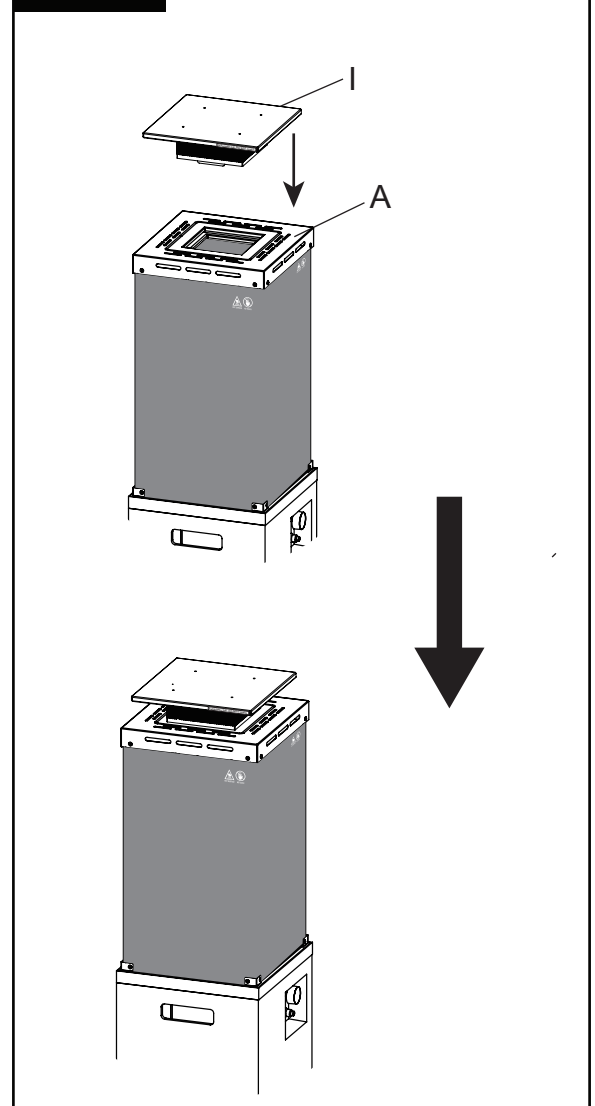
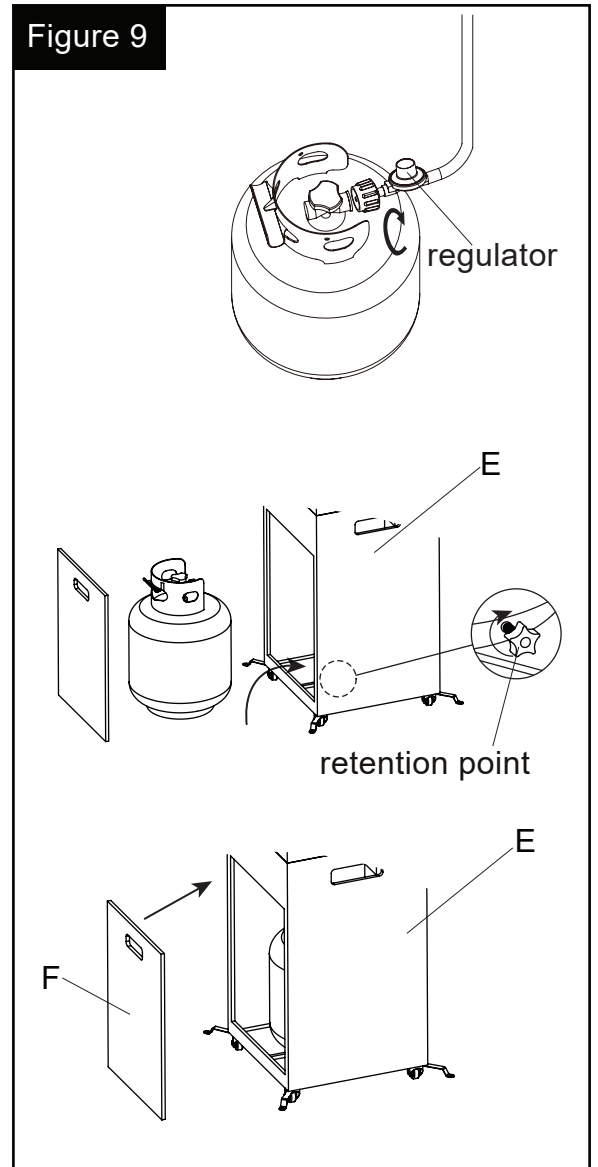


Figure 8

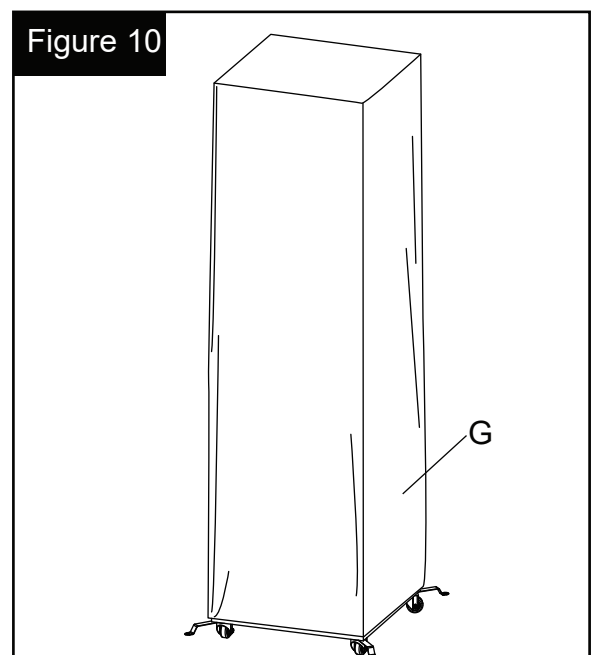


ASSEMBLY INSTRUCTIONS

8. Place the gas cylinder into the cylinder holder. Secure the cylinder by tightening clockwise the retention point found on the cylinder holder, so that the cylinder cannot move from side to side or fall down. Connect the regulator, screw the black handle clockwise to tighten, turn the black handle counterclockwise to remove. The knob on the control panel is turned all the way to the "OFF" position when the fire pit is NOT in use (See Figure 9).



9. Cover the heater with the outdoor weather cover (G) when not in use to protect it from the elements or when heater is cool COMPLETELY after the use (See Figure 10).



OPERATION INSTRUCTIONS

BATTERY

Make sure the control knob is in the "OFF" position. Unscrew the push button cap on the ignitor module located on the control panel to access the battery compartment. The ignitor module requires one AAA size battery. **BATTERY IS NOT INCLUDED.**

WARNING:

1. Please observe proper polarity and use the correct battery type when installing or replacing the battery. Improper installation could result in ignition failure.
2. Please remove the battery if consumed or if product is to be left unused for a long period of time.

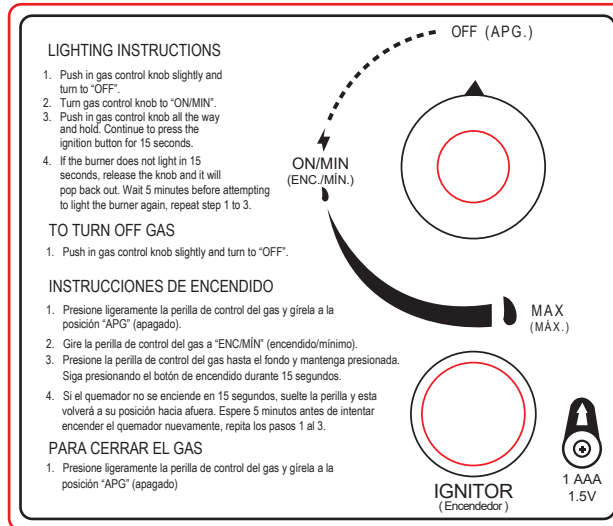
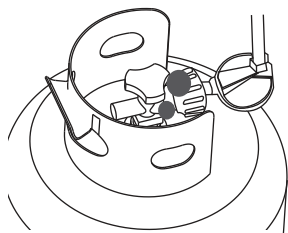


Figure 11

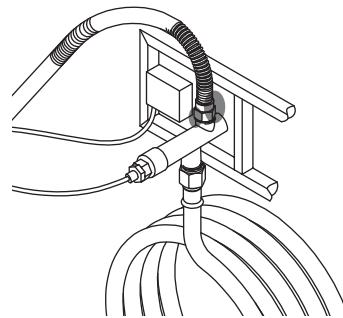
LEAK TEST

To prevent fire or explosion hazard when testing for a leak:

1. Always perform the leak test as described below before lighting this appliance or each time the cylinder is connected for use.
2. Do not smoke or allow other sources of ignition in the area while conducting a leak test.
3. Conduct the leak test outdoors in a well-ventilated area.
4. Do not use matches, lighters or a flame to check for leaks.
5. Do not use this appliance until any and all leaks are corrected. If you are unable to stop a leak, disconnect the propane supply and call a gas appliance service shop or your local propane gas supplier.

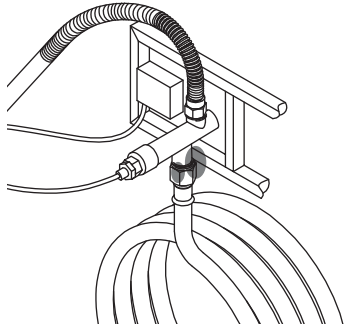


cylinder / regulator connection (Figure 12)

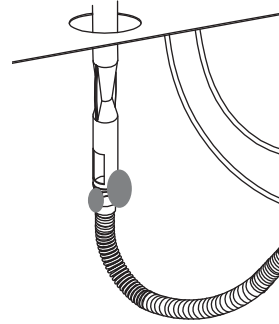


gas valve / bellows connection (Figure 13)

OPERATION INSTRUCTIONS



gas valve / regulator hose connection (Figure 14)



inlet tube / bellows connection (Figure 15)

To perform a leak test:

1. Make 2~3 oz. of leak solution by mixing one part liquid dishwasher detergent and three parts water. Noted: make sure control knob is "OFF".
2. Apply several drops of solution where the cylinder attaches to regulator, (See Figure 12), inspect the solution at the connection looking for bubbles. If NO bubbles appear, the connection is secure. If bubbles appear, the connection has the leak, disconnect the regulator, reconnect, perform another leak check. If you continue to see bubbles after several attempts, cylinder valve is defective and should be returned to cylinder's supplier.
3. Apply several drops of solution where gas valve attaches to bellows, (See Figure 13), where gas valve attaches to regulator hose, (See Figure 14), and where inlet tube attaches to bellows, (See Figure 15). If NO bubbles appear, the connections are secure. If bubbles appear, the connection has the leak, disconnect, reconnect, perform another leak check. If you continue to see bubbles after several attempts, both parts are defective and should replace with the new ones.

LIGHTING INSTRUCTIONS

1. Push in gas control knob slightly and turn to "OFF".
2. Turn gas control knob to "ON/MIN".
3. Push in gas control knob all the way and hold. Continue to press the ignition button for 15 seconds.
4. If the burner does not light in 15 seconds, release the knob and it will pop back out. Wait 5 minutes before attempting to light the burner again and repeat step 1 to 3.

TO TURN OFF GAS

1. Push in gas control knob slightly and turn to "OFF".

WARNING: For your safety, read and follow the Lighting Instructions in this manual and in the Rating Plate on the appliance. **IMPROPER LIGHTING PROCEDURES COULD RESULT IN A FIRE HAZARD OR EXPLOSION HAZARD OR PROPERTY DAMAGE, INJURY OR LOSS OF LIFE.**

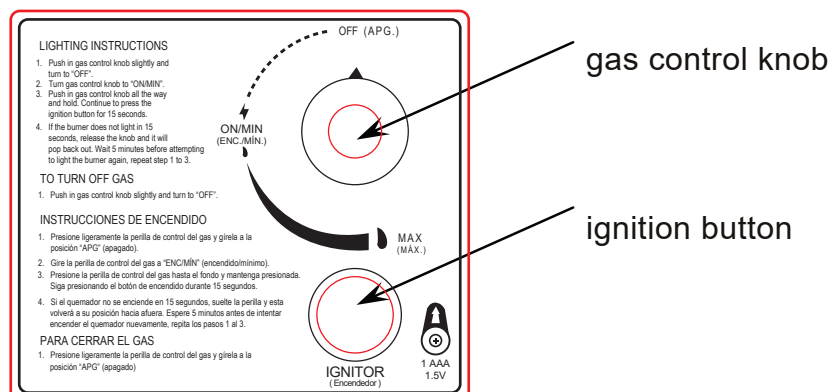


Figure 16

OPERATION INSTRUCTIONS

Observe Flame Height When Lit: The burner will display blue and yellow flames. These flames should be a blue / yellow color between 15~20 in. height (See Figure 17). These flames should not be yellow or produce thick smoke. This would indicate an obstruction of airflow through the burners. The flames should be blue with straight yellow tops.

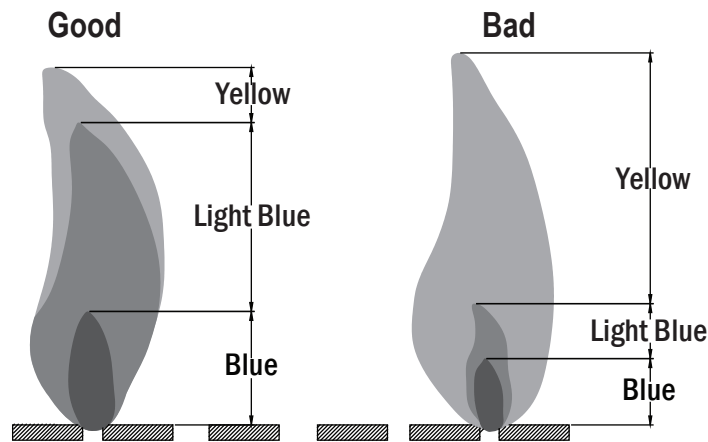


Figure 17

CARE AND MAINTENANCE

To enjoy the outstanding performance from your patio heater, make sure you perform the following activities on a regular basis:

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 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.
 - 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:
 - (1). Gas odor with extreme yellow tipping of flame.
 - (2). Patio heater does NOT reach the desired temperature.
 - (3). Patio heater flame is excessively uneven.
 - (4). Patio heater makes popping noises.
 - (5). Spiders and insects can nest in burner or orifice. This dangerous condition can damage patio heater and render it unsafe for use. Clean burner holes by using a heavy-duty pipe clearer. Compressed air may help clear away small particles.
4. Carbon deposits may create a fire hazard. Clean burner with warm soapy water if any carbon deposits develop.
5. Cover your patio heater with an outdoor weather cover when not in use to protect it from the elements.

NOTE: Always allow patio heater to cool COMPLETELY before you cover the patio heater with an outdoor weather cover or you attempt to service or perform maintenance.

Troubleshooting

Problem	Possible cause	Corrective action
The burner will not ignite.	(1) The gas cylinder is frosted over. (2) An opening is blocked. (3) The control knob is not in the "ON" position.	(1) Wait until gas cylinder warms up and becomes unfrosted. (2) Clear the blockage. (3) Turn the control knob to the "ON" position.
The burner flame is too low.	(1) The gas pressure is low. (2) The outdoor temperature is less than 40°F, and the cylinder is less than 1/4 full.	(1) Turn the cylinder valve off and replace the cylinder. (2) Use a full gas cylinder. (3) Check the burner ports for blockage.
Carbon build-up and/or thick black smoke is present.	(1) There is dirt or film on the reflector and burner screen. (2) The burner is blocked.	(1) Clean the reflector and burner screen. (2) Remove any blockage, and clean the burner inside and outside.

REPLACEMENT PARTS LIST

NO	PART#	DESCRIPTION
A	F210017-A	Metal shield
B	F210017-B	Glass fixture
C	F210017-C	Wide glass
D	F210017-D	Narrow glass
E	F210017-E	Base
F	F210017-F	Door
G	F210017-M	Weather cover
H	PF-FIREPIT-LVL-ET-36	Foot glider 01, 36 x 42 mm
I	F210017-I	Hood
	PF-FIREPIT-KNOB-ET-L	Control knob ET, large #6
	PF-FIREPIT-TC-10	Thermocouple, 250 mm/10"
	PF-FIREPIT-ET-S-W12	Electrode 3" tip, wire 300 mm for 30000 BTU
	PF-FIREPIT-PI	Pulse ignition
	PF-FIREPIT-R180H14	Regulator 180 degree hose 350 mm/14"
	PF-FIREPIT-GV	Gas valve
	ET-CA	Caster
	ET-CAWLD	Caster with locking device
	F210017-HP	Hardware pack

WARRANTY

Heater

Burner, all mechanical parts and fittings to control panel and burner assembly, and all patio heater tops that are not cast aluminum are warranted for a period of one (1) year from original date of purchase, against defects in material and or workmanship. Rust is not covered.

Frames

Frames are warranted to be free from defects in materials and workmanship for a period of one (1) year. Damage to frames or welds due to improper assembly or exposure to water and sub-freezing temperatures, is not covered. Breakage that is a result of product being dropped, acts of God, acts of war, etc. are not covered.

Finish

The finish is warranted against peeling, cracking, or blistering for a period of one (1) year provided the product has not been scratched or abraded. Scratches and chips resulting from normal wear and tear are not covered. Fading resulting from exposure to elements is not covered. Stains as a result of chemical spills and certain food items are not covered.

Glass

All glass pieces are warranted for a period of one (1) year from original date of purchase, against defects in material and or workmanship. Breakage, staining, and or any other weather related issues are not covered.

Warranty Exclusions

Failure caused by unreasonable or abusive use. Patio heater that were clearance items, display models or items purchased in an "as is" condition, freight damage, patio heater damaged by acts of nature, vandalism, fire, abuse, lack of proper care and maintenance, or improper assembly; straps and normal fading or discoloration from exposure to elements, oils, spills, fluids or chemicals; Table top against breakage; hardware against corrosion or rusting; buckling or splitting of tubing resulting from exposure to water and freezing temperatures; glass table tops, purchased or replacement parts; plastics. Also excluded: loss of use of time and or inconvenience, money, travel, packaging or any other consequential or incidental damages. In no event shall our side responsibility exceed the value of the replacement product. Warranty is to the original purchaser when items are purchased from one of our authorized retailers and is not transferable. All warranty claims must be submitted with a dated register receipt within the warranty period. Should replacement of the warranted item be unavailable, our side reserves the right to substitute items of our choice similar in style, color and quality. For quality control purposes and verification, we reserve the right to request photographs of the damage item(s). The terms of this warranty are subject to change without notice.

Customer Service Before Return:

If part missing or damaged, or you need help with assembly, please email us at customerservice@ecotop-china.com